

Maribyrnong City Council

2023 Annual Community Survey

November 2023



Prepared by:

Metropolis Research
ABN 39 083 090 993

© Maribyrnong City Council, 2023

This work is copyright. Apart from any use permitted under the Copyright Act 1968, no part may be reproduced by any process without written permission from the Corporate Planning & Performance Coordinator, Maribyrnong City Council.

© Metropolis Research Pty Ltd, 2023

The survey form utilised in the commission of this project, as well as the *Governing Melbourne* results are copyright. Apart from any use permitted under the Copyright Act 1968, no part may be reproduced by any process without written permission from the Managing Director Metropolis Research Pty Ltd.

Disclaimer

Any representation, statement, opinion, or advice expressed or implied in this publication is made in good faith but on the basis that Metropolis Research Pty Ltd, its agents and employees are not liable (whatever by reason of negligence, lack of care or otherwise) to any person for any damages or loss whatsoever which has occurred or may occur in relation to that person acting in respect of any representation, statement, or advice referred to above.

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

Lauren McKenzie

Customer Engagement Manager
City of Maribyrnong

P O Box 58
FOOTSCRAY VIC 3011

(03) 9688 0200
Lauren.McKenzie@maribyrnong.vic.gov.au



Table of contents

EXECUTIVE SUMMARY	6
INTRODUCTION	12
RATIONALE	12
METHODOLOGY, RESPONSE RATE AND STATISTICAL SIGNIFICANCE	13
GOVERNING MELBOURNE	14
GLOSSARY OF TERMS	14
COUNCIL'S OVERALL PERFORMANCE	16
OVERALL PERFORMANCE BY RESPONDENT PROFILE.....	19
RELATIONSHIP BETWEEN ISSUES AND OVERALL SATISFACTION.....	23
OVERALL PERFORMANCE OF RESPONDENTS DISSATISFIED WITH COUNCIL SERVICES AND FACILITIES	25
REASONS FOR LEVEL OF SATISFACTION WITH COUNCIL'S OVERALL PERFORMANCE	26
CHANGE IN COUNCIL'S OVERALL PERFORMANCE.....	28
GOVERNANCE AND LEADERSHIP.....	30
PROMOTING GENDER RESPECT AND EQUITY.....	32
COMMUNITY CONSULTATION AND ENGAGEMENT	34
REPRESENTATION, LOBBYING AND ADVOCACY.....	36
RESPONSIVENESS OF COUNCIL TO LOCAL COMMUNITY NEEDS	38
MAKING DECISIONS IN THE INTERESTS OF THE COMMUNITY	40
MAINTAINING TRUST AND CONFIDENCE OF THE LOCAL COMMUNITY.....	42
MITIGATING THE CAUSES OF AND ADDRESSING THE IMPACTS OF CLIMATE CHANGE	44
CUSTOMER SERVICE.....	46
CONTACT WITH COUNCIL IN THE LAST 12 MONTHS.....	46
FORMS OF CONTACT	46
SATISFACTION WITH ASPECTS OF CUSTOMER CONTACT	47
<i>Comparison to the metropolitan Melbourne average</i>	<i>49</i>
PLANNING AND HOUSING DEVELOPMENT	57
PLANNING AND HOUSING DEVELOPMENT OUTCOMES.....	57
<i>The appearance and quality of new developments in your area</i>	<i>60</i>
<i>Examples and opinions regarding new housing developments</i>	<i>62</i>
<i>The design of public spaces.....</i>	<i>65</i>
<i>The protection of local heritage.....</i>	<i>67</i>
PLANNING APPROVALS PROCESS.....	68
<i>Involvement in planning approvals process</i>	<i>68</i>
<i>Satisfaction with aspects of the planning approvals process.....</i>	<i>69</i>
PLANNING FOR POPULATION GROWTH BY ALL LEVELS OF GOVERNMENT	71
<i>Concerns about population growth in the City of Maribyrnong</i>	<i>75</i>
IMPORTANCE OF AND SATISFACTION WITH COUNCIL SERVICES.....	76
IMPORTANCE OF COUNCIL SERVICES AND FACILITIES TO THE COMMUNITY.....	76
SATISFACTION WITH COUNCIL SERVICES AND FACILITIES	79
<i>Change in satisfaction from 2022 to 2023</i>	<i>81</i>
<i>Variation from metropolitan Melbourne satisfaction.....</i>	<i>81</i>
<i>Change in satisfaction over the last 10 years.....</i>	<i>82</i>
<i>Average satisfaction with Council services and facilities</i>	<i>83</i>
SATISFACTION WITH SERVICES AND FACILITIES BY RESPONDENT PROFILE	83
<i>Breakdown of percentage satisfaction scores.....</i>	<i>85</i>
IMPORTANCE AND SATISFACTION CROSS TABULATION.....	87
SATISFACTION BY BROAD SERVICE AREAS.....	88
SATISFACTION BY COUNCIL DEPARTMENT.....	91



CORPORATE SERVICES	92
<i>Maribyrnong Messenger (Council’s newsletter)</i>	94
<i>Council’s website</i>	95
<i>Customer Request Management System</i>	97
<i>Council’s use of social media</i>	98
<i>Council’s online consultation tool</i>	100
SUSTAINABLE DEVELOPMENT	101
<i>Animal management</i>	103
<i>Council responsibilities towards the environment</i>	104
<i>Promoting local economic development</i>	106
COMMUNITY WELLBEING	108
<i>Library services</i>	109
<i>Sports facilities</i>	111
<i>Community Centres / Neighbourhood Houses</i>	113
<i>Services for children from birth to 5 years of age</i>	114
<i>Services for young people</i>	116
<i>Services for older people</i>	118
<i>Services for people with disability</i>	119
<i>Maribyrnong Aquatic Centre</i>	121
<i>Provision of public art</i>	122
<i>Council’s festivals and events</i>	124
INFRASTRUCTURE - OPERATIONS AND MAINTENANCE	125
<i>Maintenance and repair of sealed local roads</i>	127
<i>Footpath maintenance and repairs</i>	129
<i>Street sweeping</i>	131
<i>Weekly garbage collection</i>	132
<i>Fortnightly recycling</i>	134
<i>Fortnightly green waste collection</i>	135
<i>Annual hard rubbish collection</i>	137
<i>Additional, paid hard waste collection</i>	138
<i>Provision and maintenance of parks and gardens</i>	140
<i>Provision and maintenance of street trees</i>	141
<i>Litter collection in public areas</i>	143
<i>Maintenance and cleaning of shopping strips along roads</i>	144
<i>Maintenance and cleaning of Footscray CBD</i>	146
<i>Illegally dumped rubbish (level and management of)</i>	147
<i>Parking enforcement</i>	149
<i>Public toilets</i>	150
<i>Provision and maintenance of playgrounds</i>	152
INFRASTRUCTURE AND ENGINEERING (OTHER)	153
<i>Provision and maintenance of street lighting</i>	154
<i>Local traffic management</i>	156
<i>On and off-road bike paths</i>	158
<i>On and off-road walking paths</i>	159
ISSUES FOR THE CITY OF MARIBYRNONG “AT THE MOMENT”	161
CHANGE IN ISSUES BETWEEN 2022 AND 2023	162
COMPARISON OF ISSUES TO METROPOLITAN MELBOURNE	162
TOP ISSUES BY PRECINCT	164
TOP ISSUES BY RESPONDENT PROFILE	167
MAYORAL RECOGNITION	170



PERCEPTION OF SAFETY IN PUBLIC AREAS OF THE CITY OF MARIBYRNONG	171
IN THE PUBLIC AREAS OF THE CITY OF MARIBYRNONG DURING THE DAY	174
IN THE PUBLIC AREAS OF THE CITY OF MARIBYRNONG AT NIGHT	176
TRAVELLING ON OR WAITING FOR PUBLIC TRANSPORT.....	178
IN AND AROUND FOOTSCRAY CBD	180
<i>During the day.....</i>	<i>180</i>
<i>At night.....</i>	<i>182</i>
IN AND AROUND HIGHPOINT SHOPPING CENTRE	183
IN AND AROUND BRAYBROOK SHOPS	184
REASONS FOR FEELING LESS SAFE.....	185
SENSE OF COMMUNITY	186
MARIBYRNONG IS ACCESSIBLE AND INCLUSIVE FOR PEOPLE WITH DISABILITY	188
THE MARIBYRNONG COMMUNITY IS WELCOMING AND SUPPORTIVE OF PEOPLE FROM DIVERSE CULTURES AND BACKGROUNDS .	190
MARIBYRNONG COUNCIL RESPECTS, REFLECTS AND IS INCLUSIVE OF INDIGENOUS PEOPLE	191
MARIBYRNONG COUNCIL PROMOTES CONNECTION BETWEEN DIFFERENT CULTURAL GROUPS	193
I FEEL WELCOME AND INCLUDED WHEN ACCESSING COUNCIL SERVICES, FACILITIES, AND ACTIVITIES	195
WALKING / CYCLING TO LOCAL DESTINATIONS.....	197
FUNDING OF COUNCIL SERVICES AND PROGRAMS	198
RESPONDENT PROFILE	203
AGE STRUCTURE	203
GENDER.....	203
LGBTIQA+	204
LANGUAGE SPOKEN AT HOME.....	204
HOUSEHOLD STRUCTURE	206
HOUSEHOLD MEMBER WITH DISABILITY	206
HOUSING SITUATION	207
PERIOD OF RESIDENCE.....	207
APPENDIX ONE: VERBATIM COMMENTS.....	209
REASONS FOR RATING OF SATISFACTION WITH COUNCIL’S OVERALL PERFORMANCE	209
REASONS FOR FEELING UNSAFE IN THE PUBLIC AREAS OF THE CITY OF MARIBYRNONG.....	219
GENERAL COMMENTS	223
APPENDIX TWO: SURVEY FORM	224



Executive summary

Survey aims and methodology

Metropolis Research conducted Council's 20th *Annual Community Satisfaction Survey* as a door-to-door interview survey of 800 respondents in September 2023.

The survey obtained a response rate of 59%, which is the highest response rate recorded for this survey since it was first commenced in 2004. This reflects well on the current level of engagement of the City of Maribyrnong community with the operations of Council.

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, a question on the preferred funding of selected Council services, facilities, and programs, and a question on walking and cycling in the local area.

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, increased marginally up one percent to 6.9, which is the equal second highest score recorded for the City of Maribyrnong.

Satisfaction with Council's overall performance has increased 13% since the most recent low point back in 2014. Since the program commenced back in 2004, satisfaction has risen from 6.1 to 6.9, an increase of 13%.

The improvement in community satisfaction with the performance of Maribyrnong City Council was broad-based this year, with improvements in satisfaction with the following:

- Average satisfaction with planning approvals process – up 9%
- Planning for population growth by all levels of government – up 8%
- Maribyrnong Messenger - up 8%
- Parking enforcement - up 8%
- Mitigating the causes of and addressing the impacts of climate change – up 5%
- Appearance and quality of new developments - up 5%
- Governance and leadership - up 3%
- Overall performance - up 1%
- 39 services and facilities - up 1%
- Seven aspects of customer service - stable

The key area of Council performance that remains significantly below the metropolitan Melbourne average was customer service, which was an average of five percent lower.



The key issues in the municipality remain road maintenance and repairs, traffic management Council rates, street trees, parks, gardens, and open spaces, safety, policing and crime, and car parking issues.

It is noted that concerns around traffic management have still not returned to pre-pandemic levels, hinting at a longer-term change in community behaviour and / or sentiment.

Council rates remains an issue for eight percent of respondents, notably above the metropolitan average of five percent. This has proved a consistent issue for a minority in the City of Maribyrnong in recent years.

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 planning and development, Council rates, roads, and footpaths.

Satisfaction with the performance of Council

Satisfaction with the [overall performance](#) of Maribyrnong City Council increased marginally this year to 6.9 out of a potential 10 (up from 6.8), which was not a statistically significant decline, and satisfaction remained at a “good” level.

This was comprised of 38% (up from 31%) who were “very satisfied” with Council’s overall performance and seven percent (down from 8%) who were “dissatisfied”.

This result was marginally below the metropolitan Melbourne (7.0), IMAP councils (7.0) and western region councils’ (7.0) averages, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research using the same door-to-door methodology in January 2023.

Ten percent (10% down from 16%) considered that Council’s overall performance had improved in the last 12 months, whilst 10% (up from 8%) considered that performance had deteriorated. These results suggest the community largely recognises a consistent level of performance by Council at a consistently high level.

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

- ***Notably more satisfied than average*** – included respondents from Maidstone, young adults (aged 18 to 34 years), multilingual households, rental households, newer residents (one to less than five years in Maribyrnong), two-parent families with youngest child aged 0 to 4 years, two-parent families with youngest child aged 13 to 18 years, and one-parent families.
- ***Notably less satisfied than average*** – included respondents from Footscray West, middle-aged and older adults (aged 45 to 74 years), mortgagor households, respondents who had contacted Council in the last 12 months, long-term residents (10 years or more in Maribyrnong), and respondents from households with a member with 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, customer service and responsiveness, rates and financial management, and a range of comments related to specific services and facilities.

Consistent with the good level of overall satisfaction with Council, satisfaction with the seven included aspects of [governance and leadership](#) increased notably this year, up three percent to 7.0 (up from 6.8), which 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* was marginally lower in the City of Maribyrnong (6.9) than the 2023 metropolitan Melbourne (7.0), western region councils’ (7.1), and IMAP councils’ (7.0) results.

These results confirm that most respondents were satisfied with Council’s performance in promoting gender respect and equity (7.4), representation, lobbying and advocacy (7.0), Council’s community consultation and engagement (6.9), the responsiveness of Council to local community needs (6.9), maintaining community trust and confidence (6.9), making decisions in the interests of the community (6.9).

The new aspect of governance and leadership included in 2021, focusing on Council’s performance mitigating the causes of and addressing the impacts of climate change, increased measurably, up five percent to 6.8, and is now similar to satisfaction with the other aspects. This included 39% “very satisfied”, and 10% (down from 14%) “dissatisfied”.

Satisfaction with Council’s [customer service](#) delivery remained stable at a “good” level, with the average satisfaction with the nine included aspects of customer service stable at 7.2 out of 10. Of the nine aspects, satisfaction with staff understanding language needs (of multilingual households) was rated as “excellent”, whilst the aspect with the lowest satisfaction score remained the speed of service, despite small increase this year to 6.6, which remains “good”.

Satisfaction with customer service remains notably lower than the metropolitan Melbourne average, based on seven aspects included in both surveys, satisfaction was 7.1 compared to the metropolitan Melbourne average of 7.6 or “very good”.

The average satisfaction with the 39 Council provided [services and facilities](#) included in the survey increased very marginally this year, up one percent 7.5 (up from 7.4), which remains a “very good” level of average satisfaction with the performance of Council providing services and facilities.

The services with the highest levels of satisfaction include the following:

- Fortnightly recycling (8.4 down from 8.5)
- Weekly garbage collection (stable at 8.4)
- Library services (8.3 down from 8.6)
- Fortnightly green waste collection (stable at 8.3)
- Annual hard rubbish collection (7.9 down from 8.2)
- Maribyrnong Aquatic Centre (stable at 7.9)
- Provision and maintenance of parks and gardens (7.9 up from 7.6)
- Additional, paid hard rubbish collection (7.9 up from 7.8)



Satisfaction with all these services was measurably higher than the average satisfaction with all 39 services and facilities of 7.35.

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 were those with which the community was most satisfied.

Satisfaction with all but three 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 three services and facilities to record satisfaction scores lower than overall satisfaction include public toilets (6.7), the maintenance and repair of sealed local roads (6.7), and the cleaning and maintenance of the Footscray CBD (6.8).

It is important to bear in mind that satisfaction with these three services 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 levels of satisfaction.

Planning and development

Satisfaction with the [planning and development outcomes](#), "the design of public spaces" (7.4 up from 7.3) the "protection of local heritage" (7.2 up measurably from 6.8) and the "appearance and quality of new developments" (7.2 up measurably from 6.8) all increased strongly this year.

It is noted that just five percent (down from 11%) of respondents providing a score were "dissatisfied" with the appearance and quality of new developments, whilst 46% (up from 36%) were "very satisfied". These results suggest a significant decline this year in the level of community concern around new housing development in the municipality.

Cognisant of the fact that just 15 respondents participated in the planning approvals process as applicants and four as objectors, satisfaction with the four included aspects of the [planning approvals process](#) all remained stable or increased a little this year, consolidating the improvement recorded last year.

This includes access to information (6.6 down from 6.8 remains "good"), Council's communication during the process (6.0 or "solid", up from 5.6), the timeliness of planning decisions (5.7 or "poor" up from 4.8), and the effectiveness of community consultation and involvement (5.6 or "poor", up from 4.6).

Satisfaction with "[planning for population growth by all levels of government](#)" increased measurably and significantly this year, up eight percent to 7.0 (up from 6.5). This was one of the strongest improvements in satisfaction recorded this year and reinforce the view that community concern around new housing development and population growth was not a substantial issue this year.



Issues to address for the City of Maribyrnong

The main [issues to address in the City of Maribyrnong](#) remain road maintenance and repairs (13% up from 12%), traffic management (11% down from 15%), Council rates, fees, and charges (8% up from 6%), street trees (7% up from 6%), parks, gardens, and open spaces (7% down from 9%), and safety, policing, and crime related issues (7% up from 5%).

There were two issues that appear of particular note:

- The small increase in the proportion nominating safety, policing, and crime issues this year (7% up from 5%) is consistent with the small decline in the perception safety.
- The decline in building, housing, planning, and development issues (3% down from 8%) is consistent with the improvements in satisfaction with planning and development outcomes and planning for population growth by all levels of government.

The issues that are most likely to be exerting the largest negative influence on satisfaction with the performance of Council (for the respondents who raise the issues) include safety, policing, and crime issues, cycling and walking paths, cleaning and maintenance of the area, footpaths, roads, Council rates, fees, and charges, and planning and development issues.

Mayoral recognition

In 2023, 16% (up from 8%) of respondents were able to correctly identify the [current Mayor of the City of Maribyrnong](#), reversing the recent the trend of declining Mayoral awareness in recent years. The long-term average awareness of the current Mayor since 2005 was 18%.

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 six of the seven locations and circumstances declined a little this year, reversing the last year's improvement.

The only exception to this decline, was a continued strong increase in the perception of safety in and around the Footscray CBD at night, which increased another nine percent this year to 6.5 out of 10 and is now up 44% from the most recent low point of 4.5 recorded a decade ago in 2013. This represents a sustained, significant improvement in how safe the community feels visiting the Footscray CBD at night.

Particular attention is drawn to the perception of safety in the public areas of the City of Maribyrnong at night, which decreased marginally this year, down three percent to 6.9. although it remains measurably above the long-term average satisfaction since 2006 of 6.3.

Eleven percent of respondents providing a score felt unsafe in the public areas of the City of Maribyrnong at night, with female respondents feeling an average of seven percent less safe than male respondents (down from an 18% difference in 2020).



Sense of community

Respondents were again in 2022 asked to rate their agreement with [five statements about the Maribyrnong community and Council](#). The majority of respondents “strongly agreed” (i.e., rated agreement at eight or more out of 10) that:

- The Maribyrnong community is welcoming and supportive of people from diverse cultures and backgrounds (7.7 down from 7.8)
- Maribyrnong Council respects, reflects, and is inclusive of indigenous peoples (7.7 up from 7.4)
- They feel welcome and included when accessing Council services, facilities, and activities (7.6 down from 7.9).
- Maribyrnong Council promotes connections between different cultural groups (stable at 7.6)
- Maribyrnong is accessible and inclusive for people with disabilities (7.6 up from 7.3).

Two percent or less of the respondents providing a score “disagreed” disagreed with any of these five statements.

Walking / cycling to local destinations

Approximately two-thirds (67% down from 76%) of respondents reported that they or members of their household regularly walk or cycle to local destinations like shops, schools, or parks. Respondents from Seddon were the most likely to walk or cycle to local destinations, whilst respondents from Braybrook were the least likely. Just 47% of senior citizens (aged 75 years and over) reported that they walk or cycle to local destinations.

Preferred funding of Council services and facilities

On average, respondents believed that all 14 services and programs should receive more funding, with average scores out of 10 of between 7.3 for roads, parking, and traffic management to a low of 6.2 for diversity and inclusion.

It is noted that approximately half or more of respondents believed that roads, parking, traffic management (62%), city amenity and safety (58%), cycling and pedestrian infrastructure (55%), sustainability and the environment (53%), open space (53%), and Maternal and Child Health services (50%) should receive more or much more funding.

The areas that respondents were the least likely to believe should receive more or much more funding were business and industry development (40%) and diversity and inclusion (38%).



Introduction

Metropolis Research was commissioned by Maribyrnong City Council to undertake its 20th *Annual Community Survey*. The survey has been designed and honed by Metropolis Research over the last 20 years to measure community satisfaction with a range of Council services and facilities, as well as to measure community sentiment across a range of additional issues of concern in the municipality. The *Annual Community Survey* comprises the following core components:

- Satisfaction with Council's overall performance and change in performance
- Satisfaction with aspects of governance and leadership
- Importance of and satisfaction with a broad range of Council services and facilities
- Satisfaction with Council customer service
- Satisfaction with planning and development outcomes and aspects of process
- Community perception of safety in public areas of the City of Maribyrnong
- Identify issues for Council to address in the coming year
- Awareness of the current Mayor of the City of Maribyrnong
- Respondent profile.

In addition to these core components that are to be included every year, the *Maribyrnong City Council – 2023 Annual Community Survey* includes a range of questions exploring current issues of importance and relevance. The 2023 survey includes questions for the following:

- Sense of community
- Preferred funding of Council services and facilities.

Rationale

The *Annual Community Survey* has been designed to provide Council with a wide range of information covering community satisfaction, community sentiment, and involvement.

The survey meets the requirements of the Local Government Victoria (LGV) annual satisfaction survey by providing reliable results for the compulsory components of community satisfaction set by the department.

The *Annual Community Survey* provides an in-depth examination of Council services and facilities as well as additional community issues and expectations.

This information is critical to informing Council of the attitudes, levels of satisfaction and issues facing the community in the City of Maribyrnong.



In addition, the *Annual Community Survey* includes a range of demographic and socio-economic variables against which the results can be analysed. For example, the *Annual Community Survey* includes data on age structure, period of residence, and household structure. By including these variables, satisfaction scores can be analysed against these variables and individual sub-groups in the community that have issues with Council's performance or services.

Methodology, response rate and statistical significance

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

This year, all 800 respondents were conducted using the door-to-door, interview style survey, returning the methodology fully to the pre-pandemic approach.

The surveying was all conducted over four weekends in September 2023.

The door-to-door surveys were all completed on Saturdays and Sundays from 11am till 5pm.

The sample 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.

A total of 2,547 residents were approached with a view to inviting them to participate in the research. Of these:

- No answer - 1,239
- Refused - 558
- Completed - 800

This provides a response rate of 59%, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated.

This is up significantly on the 39% achieved in 2022 and the 32% achieved in 2021.

Metropolis Research notes that the door-to-door response rate of 59% is at the upper end of expectations and reflects a solid return to the door-to-door methodology.

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.



Governing Melbourne

Governing Melbourne is a service provided by Metropolis Research since 2010. *Governing Melbourne* included a sample of 800 respondents in 2023, drawn in equal numbers from all 31 metropolitan Melbourne municipalities.

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of the survey. It is not intended to provide a “league table” for individual councils, rather to provide both a metropolitan and local region framework within which to understand these survey results.

This report provides some comparisons sourced from *Governing Melbourne* against the metropolitan Melbourne average, which includes all municipalities located within the Melbourne Greater Capital City Statistical Area as well as the western region, which includes the municipalities of Maribyrnong, Hobsons Bay, Wyndham, Brimbank, Melton, and Moonee Valley). This report also provides comparisons to the IMAP region group of Councils (Maribyrnong, Melbourne, Port Phillip, Yarra, and Stonnington).

Glossary of terms

Precinct

The results of this report are presented at both the municipal and precinct level. The term precinct is used by Metropolis Research to describe the sub-municipal areas for which results are presented, as agreed with officers of Council. The precinct boundaries are most often the sub-municipal areas as published on Council’s *Community Profile*.

Measurable and statistically significant

A measurable difference is one where the difference between or change in results is sufficiently large to ensure that they are in fact different results, i.e., the difference is statistically significant. This is because survey results are subject to a margin of error or an area of uncertainty.

Significant result

Metropolis Research uses the term *significant result* to describe a change or difference between results that Metropolis Research believes to be of sufficient magnitude that they may impact on relevant aspects of policy development, service delivery and the evaluation of performance and are therefore identified and noted as significant or important.



Marginal / somewhat / notable

Metropolis Research will describe some results or changes in results as being marginally, somewhat, or notably higher or lower. These are not statistical terms, rather they are interpretive. They are used to draw attention to results that may be of interest or relevant to policy development and service delivery.

In order of significance, “marginal” is the least significant, followed by “somewhat”, and with “notable” the most significant of the subjective terms used to describe variations that were not statistically significant.

These terms are often used for results that may not be statistically significant due to sample size or other factors but may nonetheless provide some insight into the variation in community sentiment across the municipality or between groups within the community, or in changes in results over time.

95% confidence interval

Average satisfaction results are presented in this report with a 95% confidence interval included. These figures reflect the range of values within which it is 95% certain that the true average satisfaction falls.

The 95% confidence interval based on a one-sample t-test is used for the mean scores presented in this report. The margin of error around the other results in this report at the municipal level is plus or minus 3.4%.

Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results.

Metropolis Research has worked primarily with local government and developed these categories as a guide to satisfaction with the performance of local government across a wide range of service delivery and policy related areas of Council responsibility.

The scores presented in the report are designed to give a general context about satisfaction with variables in this report, and are defined as follows:

- **Excellent** - scores of 7.75 and above are categorised as excellent.
- **Very good** - scores of 7.25 to less than 7.75 are categorised as very good.
- **Good** - scores of 6.5 to less than 7.25 are categorised as good.
- **Solid** - scores of 6 to less than 6.5 are categorised as solid.
- **Poor** - scores of 5.5 to less than 6 are categorised as poor.
- **Very Poor** - scores of 5 to less than 5.5 are categorised as very poor.
- **Extremely Poor** – scores of less than 5 are categorised as extremely poor.



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’ increased marginally but not measurably this year, up one percent to 6.9 out of 10.

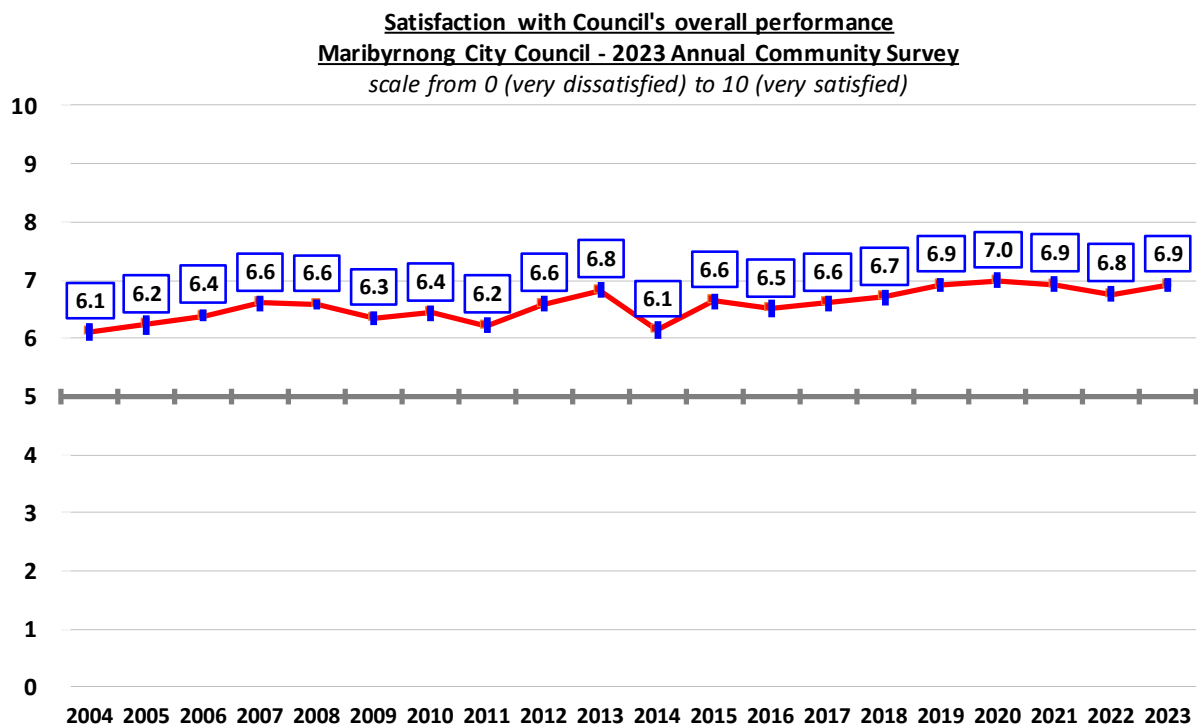
This remains a “good” level of satisfaction, and the equal second highest overall satisfaction score recorded for the City of Maribyrnong since the program commenced in 2004.

This result was measurably (5%) above the long-term average satisfaction recorded since 2004 of 6.6 out of 10.

By way of comparison, this result remains marginally, but not measurably below the metropolitan Melbourne, IMAP councils’, and western region councils’ average overall satisfaction of 7.0, as recorded in the 2023 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research using the same door-to-door methodology in January 2023.

Metropolis Research suggests that this result reflects the longer-term trend of increasing satisfaction with the City of Maribyrnong, reflected in the fact that overall satisfaction in recent years has been recorded at levels consistent with the metropolitan Melbourne average. This is an improvement on earlier years, where the City of Maribyrnong tended to trail the metropolitan Melbourne average.

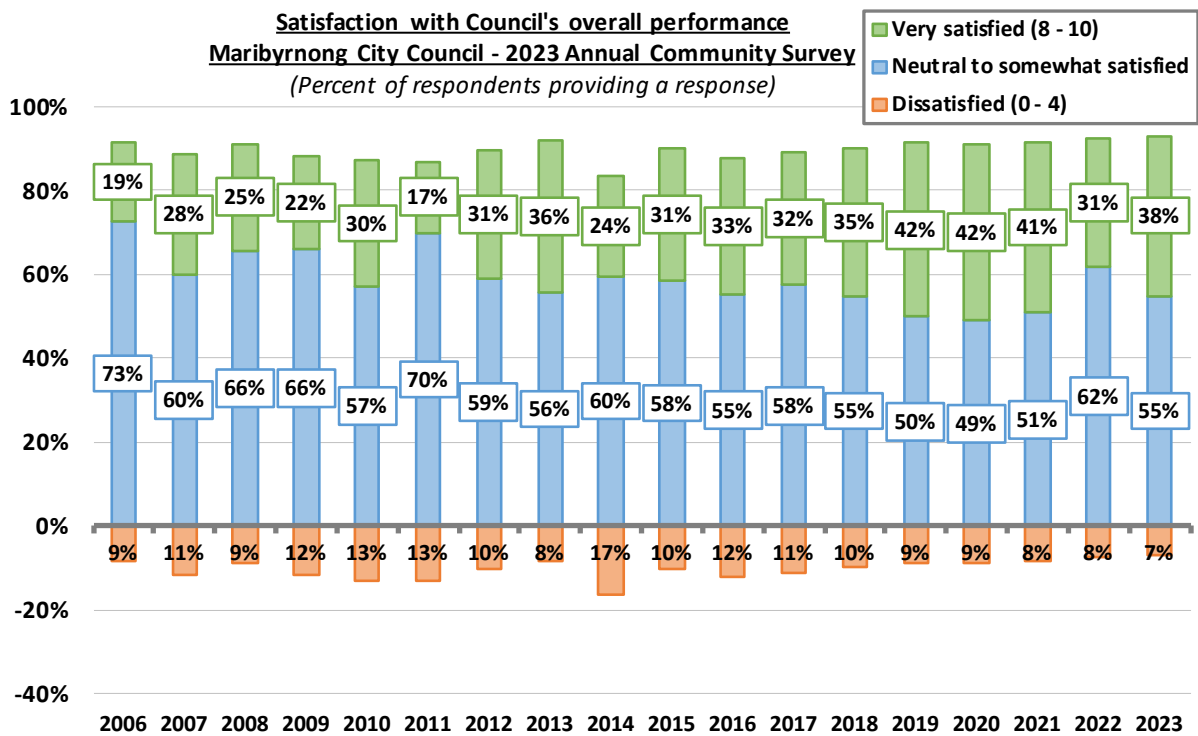


The following graph provides a breakdown of satisfaction into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied”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

Consistent with the increase in overall satisfaction this year compared to the 2022 result, there was an increase in the proportion of “very satisfied” respondents (38% up from 31%).

The proportion of respondents who were “dissatisfied” with Council’s overall performance has continued to decline marginally over time, from a high of 17% back in the most recent low point of 2014, to seven percent this year.

This decline in the proportion of “dissatisfied” respondents reflects well on the performance of Council addressing the overall needs of the overwhelming majority of the community.

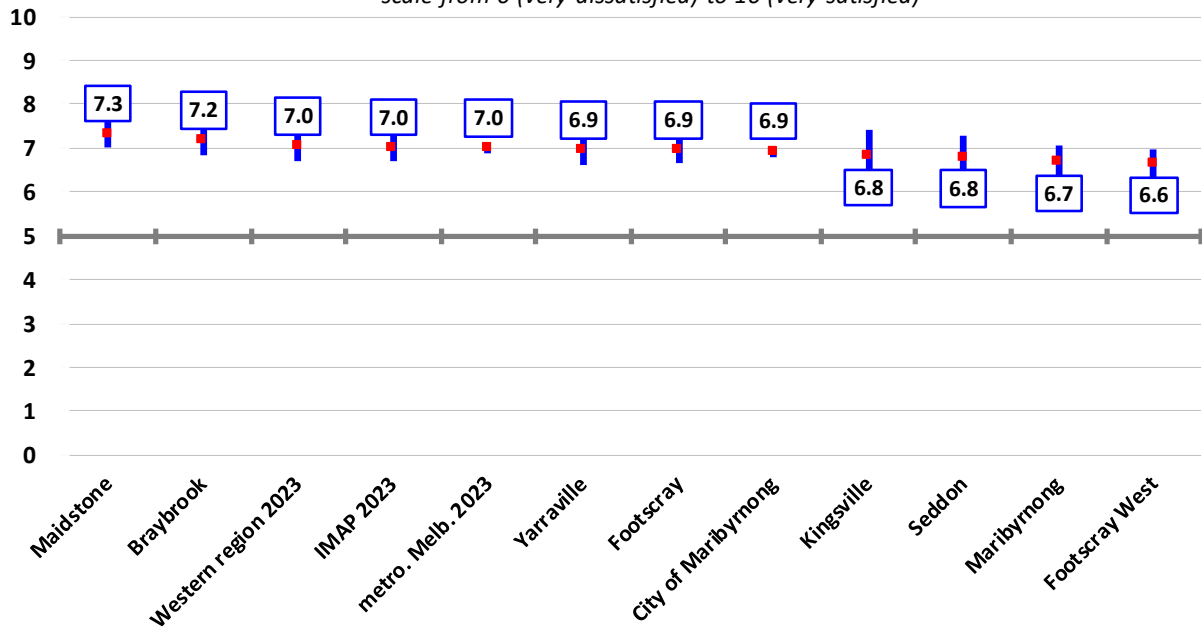


There was some variation in satisfaction with Council’s overall performance observed across the eight precincts comprising the City of Maribyrnong, as follows:

- **Maidstone** – respondents were measurably more satisfied than average and at a “very good” level of satisfaction.
- **Footscray West** – respondents were notably, but not measurably less satisfied than average, although still at a “good” level of satisfaction.

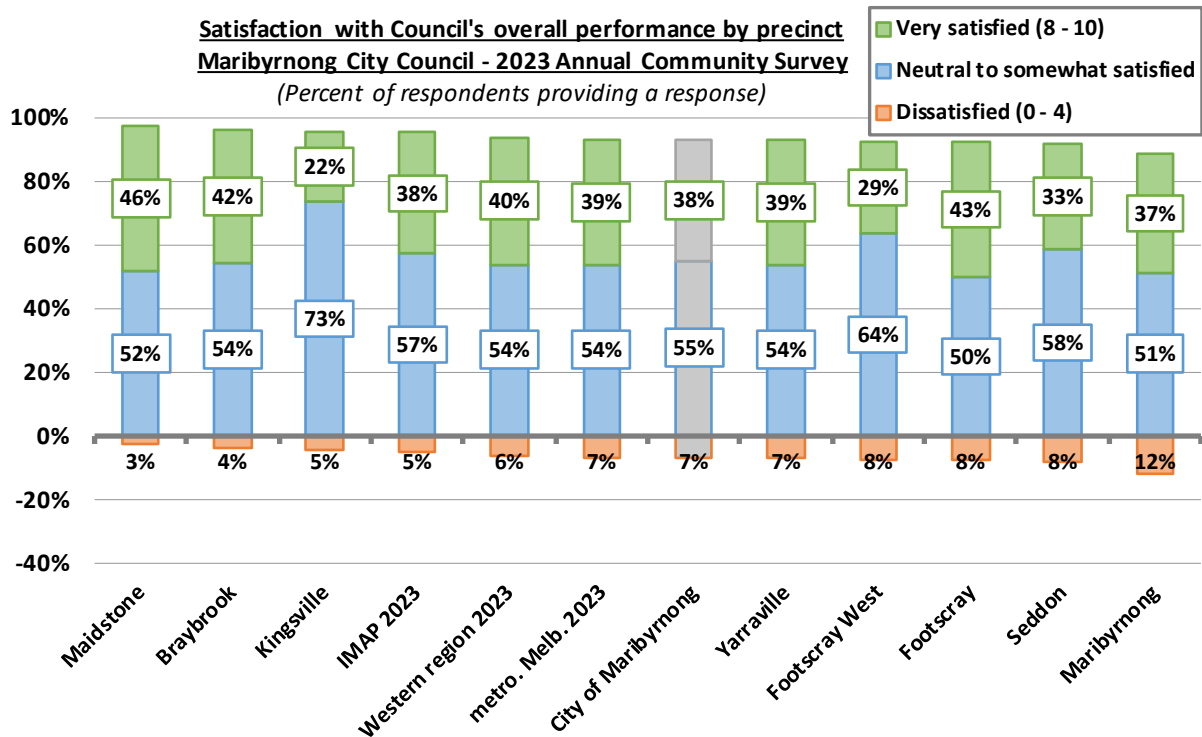


Satisfaction with Council's overall performance by precinct
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Attention is drawn to the fact that almost half of the respondents from Maidstone (who provided a satisfaction score) were “very satisfied” with Council’s overall performance, whilst 12% of respondents from Maribyrnong precinct were “dissatisfied”.

Satisfaction with Council's overall performance by precinct
Maribyrnong City Council - 2023 Annual Community Survey
(Percent of respondents providing a response)



Overall performance by respondent profile

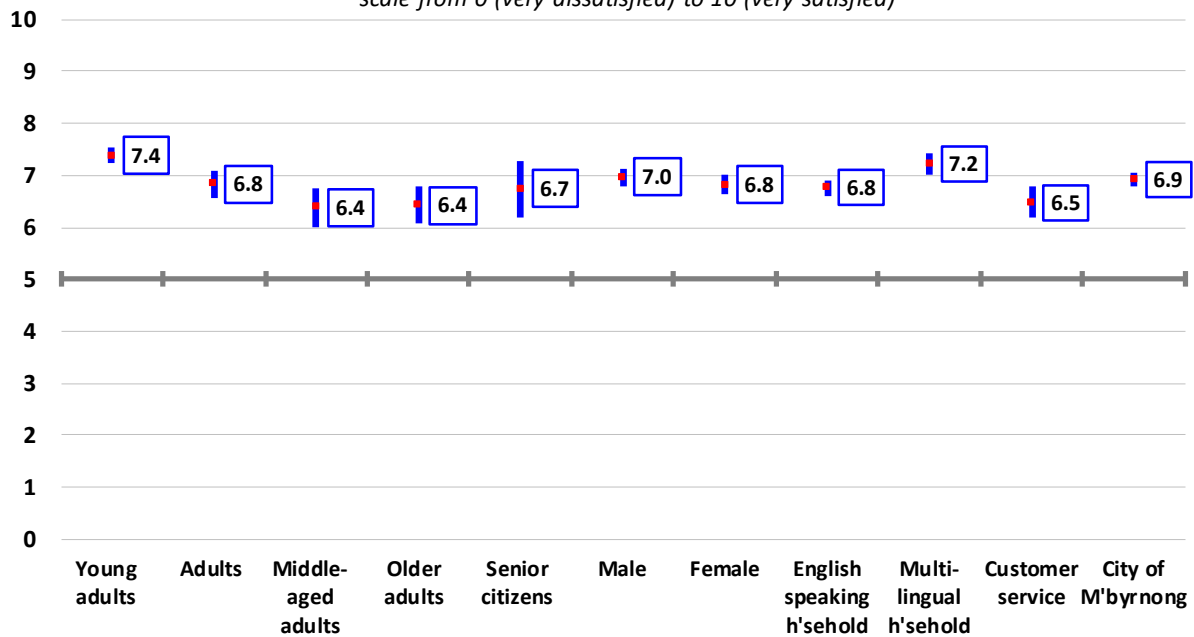
The following graphs provide a comparison of satisfaction with Council’s overall performance by respondent profile, including age structure, gender, whether respondents had contacted Council in the last 12 months, housing situation, period of residence in the municipality, household disability status, and household structure.

There was some measurable and notable variation in satisfaction with Council’s overall performance observed by respondent profile, as follows:

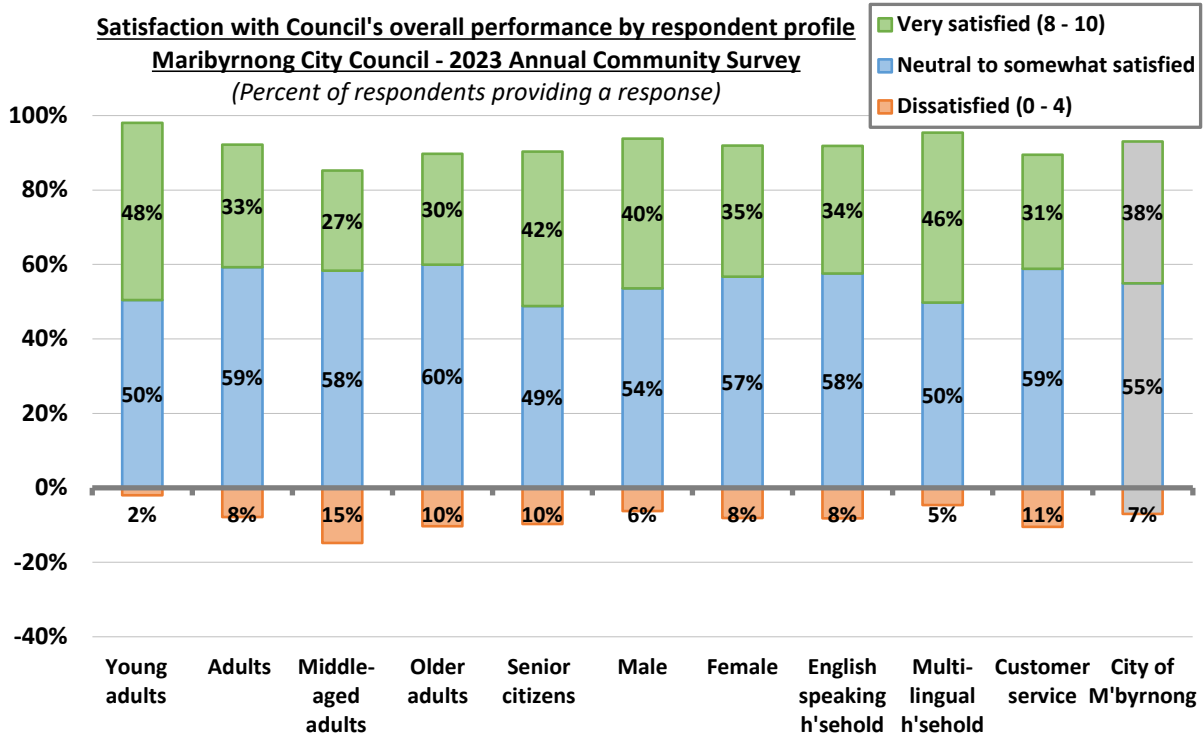
- ***Notably more satisfied than average*** – included young adults (aged 18 to 34 years), multilingual households, rental households, newer residents (one to less than five years in Maribyrnong), two-parent families with youngest child aged 0 to 4 years, two-parent families with youngest child aged 13 to 18 years, and one-parent families.
- ***Notably less satisfied than average*** – included middle-aged and older adults (aged 45 to 74 years), mortgagor households, respondents who had contacted Council in the last 12 months, long-term residents (10 years or more in Maribyrnong), and respondents from households with a member with disability.



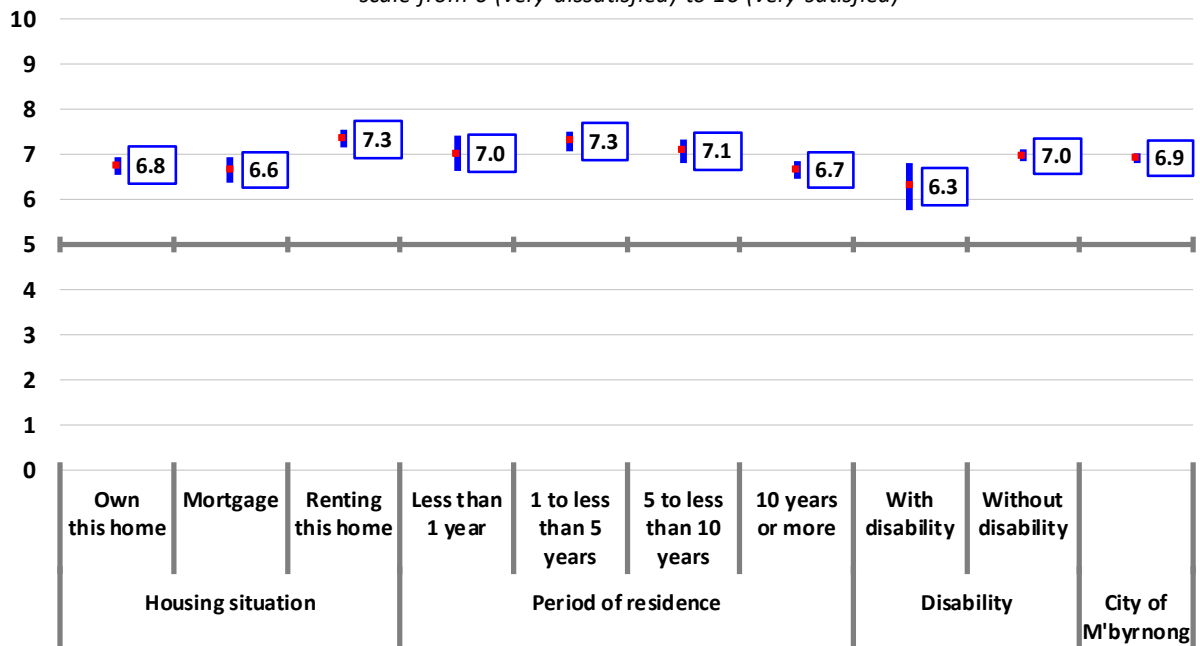
Satisfaction with Council's overall performance by respondent profile
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



It is noted that almost half of the young adults (aged 18 to 34 years) and respondents from multi-lingual households were “very satisfied” whilst 15% of middle-aged adults (aged 45 to 59 years) were “dissatisfied” with Council’s overall performance.

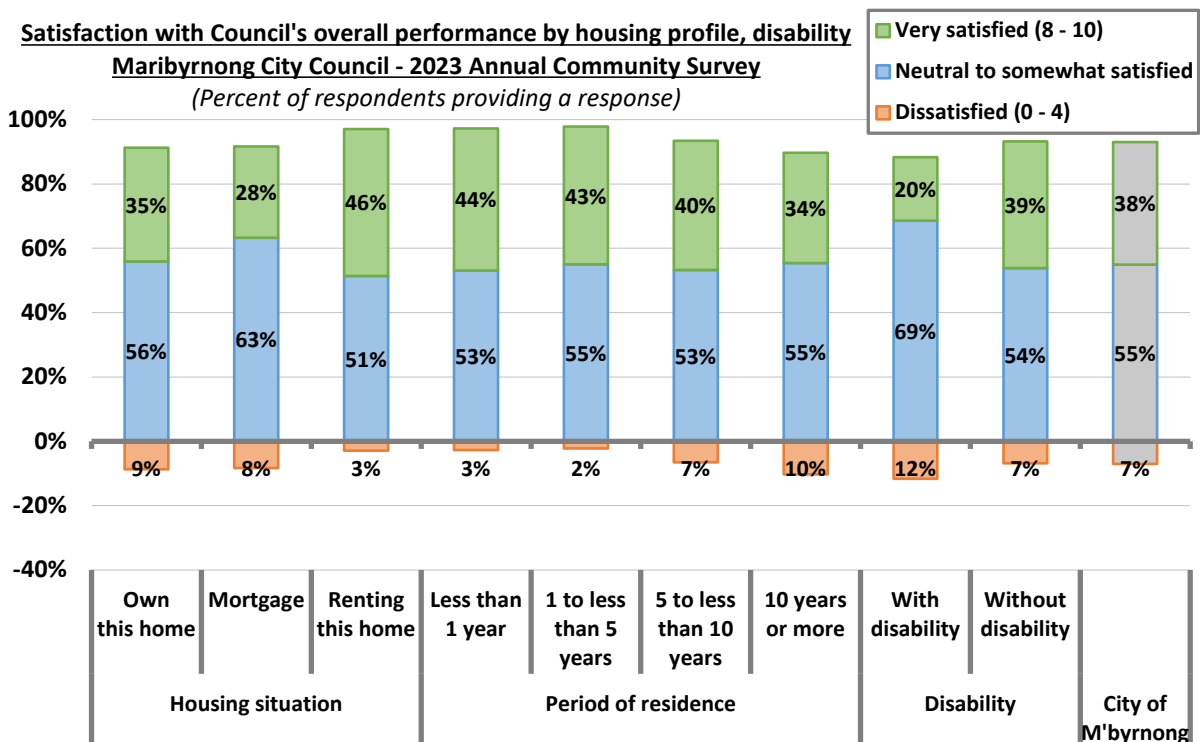


Satisfaction with Council's overall performance by housing profile and disability
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

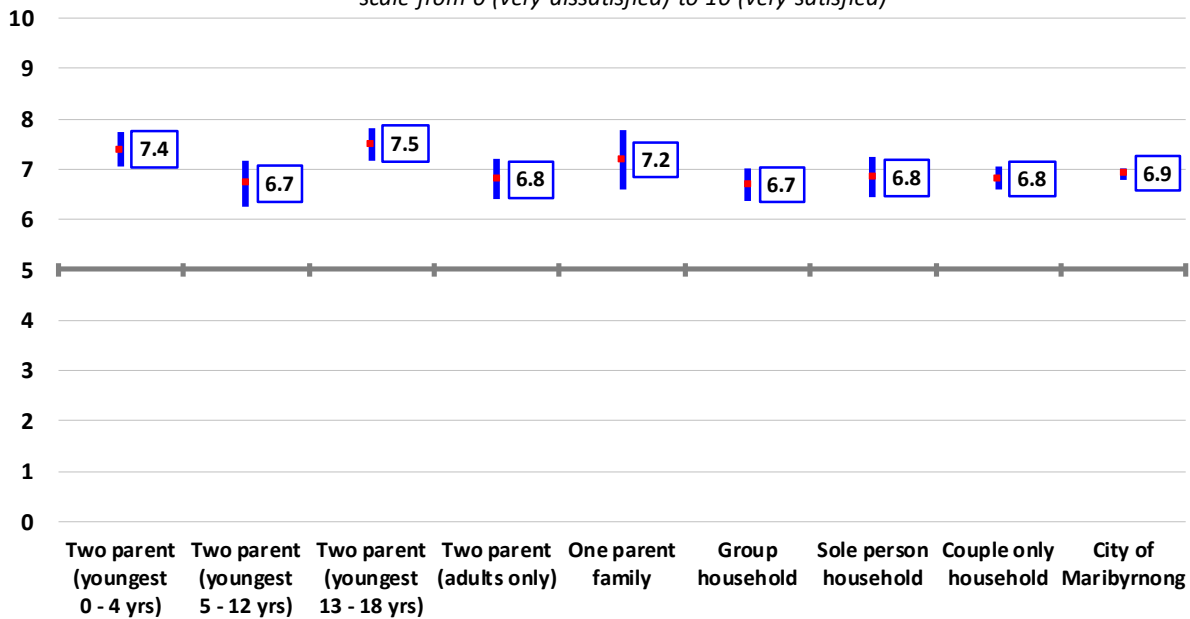


It is noted that almost half of the rental household respondents and new and new residents were “very satisfied” with Council’s overall performance.

Satisfaction with Council's overall performance by housing profile, disability
Maribyrnong City Council - 2023 Annual Community Survey
(Percent of respondents providing a response)

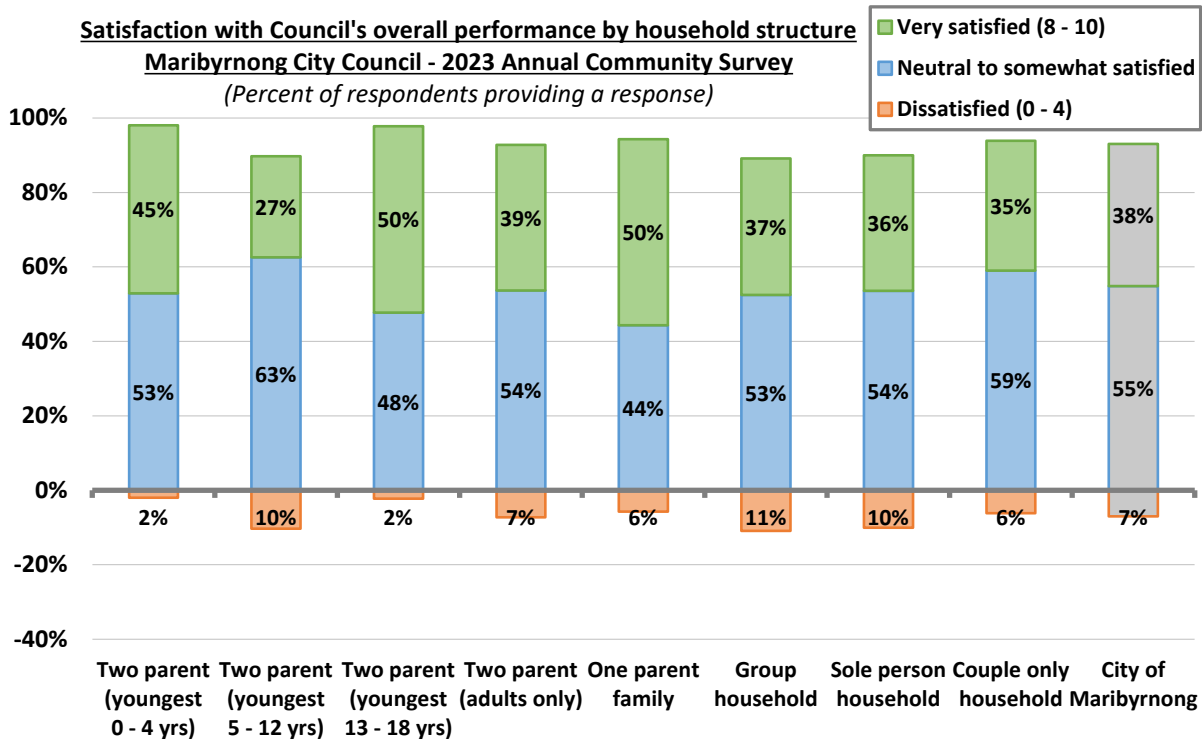


Satisfaction with Council's overall performance by household structure
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



It is noted that half of the two-parent families with youngest child aged 13 to 18 years and one-parent families were “very satisfied” with Council’s overall performance.

Satisfaction with Council's overall performance by household structure
Maribyrnong City Council - 2023 Annual Community Survey
(Percent of respondents providing a response)

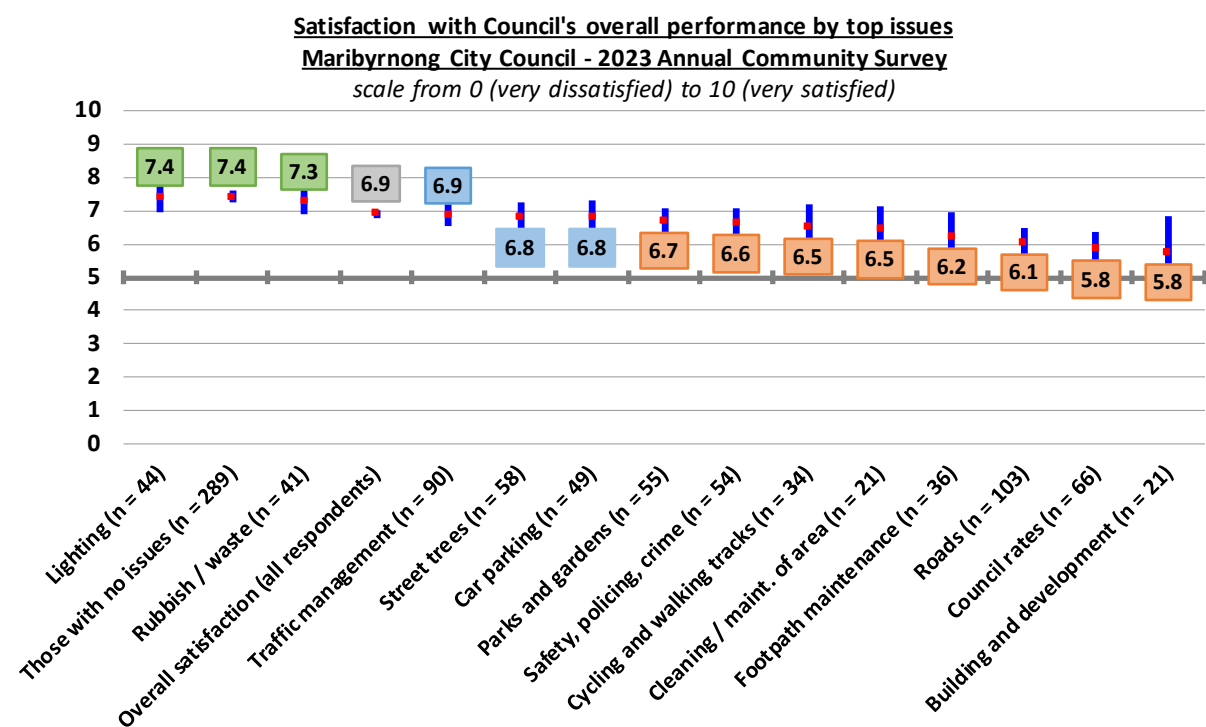


Relationship between issues and overall satisfaction

The following graph shows a comparison of satisfaction with Council’s overall performance for respondents nominating each of the 13 most nominated issues to address for the City of Maribyrnong, the average satisfaction of respondents who did not nominate any issues for Council to address, as well as the average overall satisfaction of all respondents.

Attention is drawn firstly to the fact that respondents who did not nominate any issues to address for the City of Maribyrnong were measurably and significantly more satisfied with Council’s overall performance than the municipal average, with a score of 7.4 or “very good”, compared to the municipal average of 6.9.

This result reflects the fact that respondents who did not believe there were significant issues to be addressed in their local community were overwhelmingly more satisfied with the performance of Council than other respondents.



Of the 13 issues included in the graph, five appear not to exert a substantial negative influence on respondents’ satisfaction with Council including lighting, rubbish and waste issues, traffic management, street trees, and car parking. The respondents who nominated these issues, on average, rated satisfaction at a similar level to the municipal average.

The issues that do appear to exert a significant negative influence on satisfaction with Council’s overall performance include parks and gardens, safety, policing, and crime issues, cycling and walking paths, cleanliness and maintenance of the local area, footpath maintenance, roads, and most notably Council rates, fee, and charges, and planning and development related issues.



The respondents who nominated each of these issues were, on average, notably, or in the case of Council rates and charges, measurably, less satisfied with Council’s overall performance than the municipal average.

This does imply that these issues may well have been exerting a substantial negative influence on these respondents’ satisfaction with the overall performance of Council. It is important to note, however, that these results do not prove a causal link between these issues and overall satisfaction, although it does imply a relationship.

The following table provides an alternative exploration of the relationship between overall satisfaction and issues to address for the City of Maribyrnong.

The table provides details as to the proportion of respondents “dissatisfied” with Council’s overall performance who nominated each of the top issues for the City of Maribyrnong at the moment, compared to the proportion of all respondents who nominated each issue.

These results clearly indicate that respondents who were “dissatisfied” with Council’s overall performance were many times more likely than average to nominate each of road maintenance and repairs, Council rates and charges, planning and development, as well as communication and the provision of information.

Metropolis Research notes that these results reinforce the key findings from the previous graph, highlighting the influence of Council rates and charges, roads, and planning and development as substantial issues that appear to negatively influence community satisfaction with the overall performance of the City of Maribyrnong this year.



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

Maribyrnong City Council - 2023 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>	
Road maintenance and repairs	19	35%	13%
Council rates	11	20%	8%
Building, planning, housing and development	6	11%	3%
Communication and provision of information	5	9%	2%
Cycling and walking tracks	5	9%	4%
Footpath repairs and maintenance	4	7%	5%
Parks, gardens and open spaces	4	7%	7%
Traffic management	4	7%	11%
Car parking	3	6%	6%
Cost of living	3	6%	2%
Council customer service / responsiveness	3	6%	1%
Provision and maintenance of street trees	3	6%	7%
Public toilets	3	6%	2%
Safety, policing and crime	3	6%	7%
Cleanliness and maintenance of area	2	4%	3%
All other issues <i>(22 separately identified issues)</i>	29	54%	45%
Total responses	107		1,004
<i>Respondents identifying at least one issue (percent of total respondents)</i>	<i>47 (87%)</i>		<i>511 (64%)</i>

Overall performance of respondents dissatisfied with Council services and facilities

The following graph displays the average satisfaction with Council’s overall performance of respondents dissatisfied with each of the individual services and facilities included in the survey.

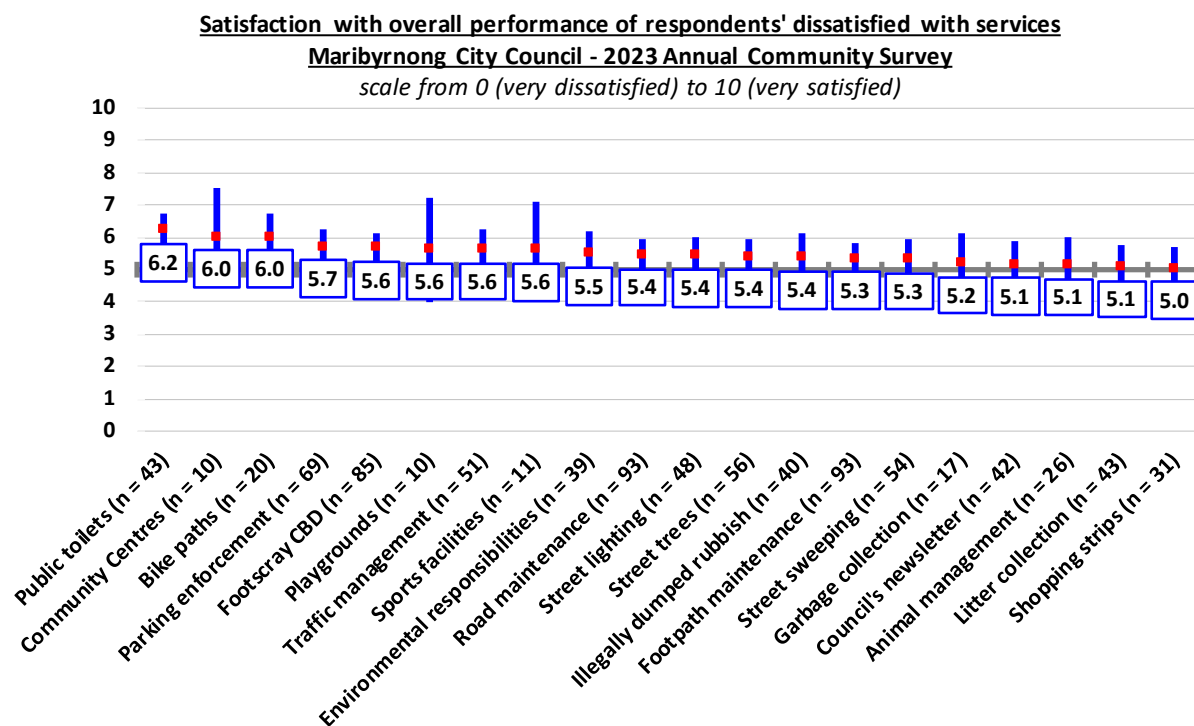
Services and facilities with a total sample of less than 10 “dissatisfied” respondents have been excluded from this graph.

The results from this graph highlight the fact that respondents “dissatisfied” with services and facilities tend, on average, to be less satisfied with Council’s overall performance.

These results do show that there was a small group of respondents (approximately 44 of 800 or five percent) who were “dissatisfied” with many Council services and facilities, and who were also very dissatisfied with Council’s overall performance.

The opposite is also true, in that respondents who were “very satisfied” with Council services and facilities tended to be more satisfied with Council’s overall performance.





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 307 (down from 477) 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 155 general statements received from respondents, of which 115 were generally positive and 40 were generally negative in nature.

These comments were split by satisfaction with Council's overall performance, which shows that of the 307 general comments received, 220 (72%) were from respondents who were satisfied with Council's overall performance (rated satisfaction from six to 10) and 47 (15%) were from respondents who were dissatisfied with Council's overall performance.

The four 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 (50%), issues around communication, consultation, and the provision of information (9%), services and facilities related issues (7%), and issues around rates and financial management (7%).



Reasons for rating of satisfaction with Council's overall performance
Maribyrnong City Council - 2023 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>
General statements	155	50%	63%	18%	21%
<i>positive</i>	115	37%	52%	0%	0%
<i>negative</i>	40	13%	10%	18%	21%
Communication, consultation, information	27	9%	6%	20%	13%
<i>positive</i>	4	1%	2%	0%	0%
<i>negative</i>	23	7%	4%	20%	13%
Services and facilities	23	7%	6%	10%	11%
<i>positive</i>	11	4%	5%	3%	0%
<i>negative</i>	12	4%	2%	8%	11%
Rates and financial management	21	7%	5%	10%	11%
<i>positive</i>	0	0%	0%	0%	0%
<i>negative</i>	21	7%	5%	10%	11%
Governance, accountability and reputation	13	4%	2%	5%	15%
<i>positive</i>	1	0%	0%	0%	0%
<i>negative</i>	12	4%	1%	5%	15%
Customer service and responsiveness	13	4%	3%	5%	11%
<i>positive</i>	1	0%	0%	0%	0%
<i>negative</i>	12	4%	2%	5%	11%
Roads, traffic, transport and footpaths	12	4%	2%	10%	6%
<i>positive</i>	3	1%	1%	0%	0%
<i>negative</i>	9	3%	1%	10%	6%
Environment, parks, open space and trees	11	4%	4%	3%	2%
<i>positive</i>	3	1%	1%	0%	0%
<i>negative</i>	8	3%	3%	3%	2%
Building, planning, housing and development	7	2%	2%	3%	4%
<i>positive</i>	0	0%	0%	0%	0%
<i>negative</i>	7	2%	2%	3%	4%
Safety, policing and crime	4	1%	1%	3%	0%
<i>positive</i>	2	1%	1%	0%	0%
<i>negative</i>	2	1%	0%	3%	0%
Parking	3	1%	1%	0%	2%
<i>positive</i>	0	0%	0%	0%	0%
<i>negative</i>	3	1%	1%	0%	2%
Support for business	1	0%	0%	0%	0%
<i>positive</i>	0	0%	0%	0%	0%
<i>negative</i>	1	0%	0%	0%	0%
Other reasons	17	6%	4%	15%	0%
Total	307	100%	220	40	47



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 again in 2023, asked whether they believed that 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 overall performance had improved declined again this year, down from a high of 21% in 2021 to 10% this year.

This result of 10% considering that performance had improved in the last 12 months was measurably lower than the long-term average since 2004 of 17%.

It is important to bear in mind, however, that whilst only 10% of respondents considered that performance had improved in the last year, overall satisfaction with Council remains at historically high levels. This strongly suggests that many respondents consider that Council’s overall performance had remained stable at a high level over the last few years.

There was only a small increase in the proportion of respondents who considered that Council’s overall performance had deteriorated over the last 12 months, up from eight percent last year to 10% this year.

This result has remained relatively stable over time at around the long-term average since 2004 of eight percent.

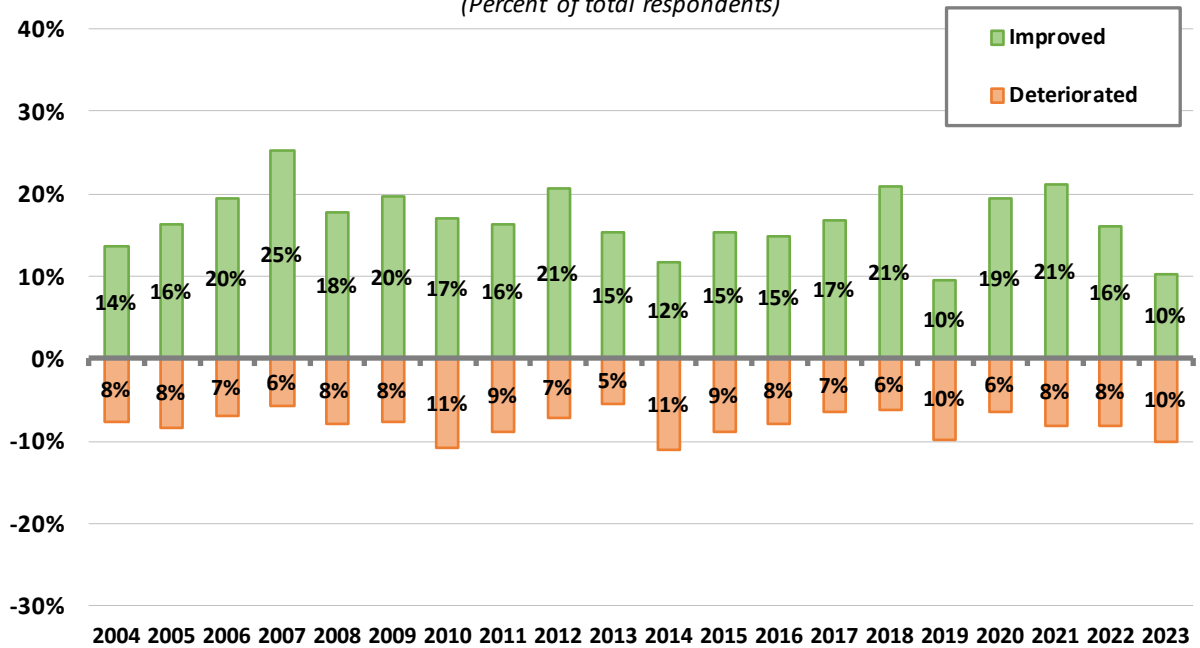
By way of comparison, fewer respondents in the City of Maribyrnong considered that Council’s overall performance had improved compared to the IMAP councils (21%), western region councils (18%), and metropolitan Melbourne (17%) averages, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023.

Change in overall performance
Maribyrnong City Council - 2023 Annual Community Survey
(Number and percent of total respondents)

Change	2023		2022	2021	2020	2019	2018
	Number	Percent					
Improved	83	10%	16%	21%	19%	10%	21%
Stayed the same	519	65%	48%	47%	53%	53%	50%
Deteriorated	80	10%	8%	8%	6%	10%	6%
Can't say	118	15%	28%	24%	21%	28%	24%
Total	800	100%	800	800	800	800	800



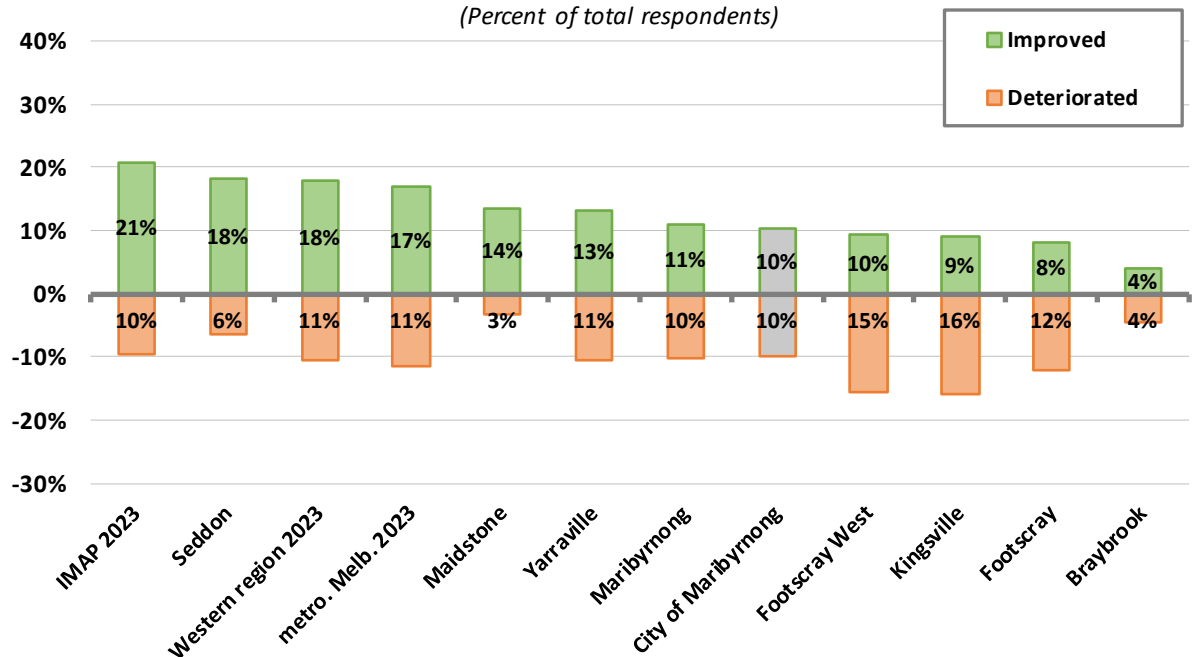
Change in satisfaction with Council's overall performance in last 12 months
Maribyrnong City Council - 2023 Annual Community Survey
 (Percent of total respondents)



There was some variation in the change in overall performance results observed across the municipality, with attention drawn to the following:

- **Seddon** – respondents were measurably more likely than average to consider that Council’s overall performance had improved in the last 12 months.
- **Footscray West and Kingsville** – respondents were notably 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 - 2023 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 again in 2023, asked to rate their satisfaction with seven aspects of Council’s governance and leadership performance, as outlined in the following graph.

The average satisfaction with these seven aspects of governance and leadership increased notably this year, up three percent to 7.0 (up from 6.8) out of 10, which remains “good” level of satisfaction.

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

- **Very Good** – for Council performance promoting gender respect and equity, with 52% “very satisfied” and four percent “dissatisfied”.
- **Good** – for Council’s representation, lobbying and advocacy, representation, lobbying and advocacy, performance making decisions in the interests of the community, performance maintaining community trust and confidence, responsiveness to local community needs, and mitigating the causes of and addressing the impacts of climate change. Approximately 40% of respondents were “very satisfied” with these aspects, whilst approximately eight percent were “dissatisfied”.

Five of these measures (excluding climate change and gender equity), are considered the core measures of satisfaction with Council’s governance related performance. The average satisfaction with these core measures of governance was 6.8 out of 10, an increase of three percent on the 2022 and 2021 averages of 6.7.

Satisfaction with the core measures of governance and leadership was marginally below the metropolitan Melbourne (7.0) and IMAP councils’ (7.0), and somewhat below the western region councils’ average of 7.1.

Metropolis Research notes that satisfaction with Council’s performance mitigating the causes and addressing the impacts of climate change remains the lowest of the seven aspects.

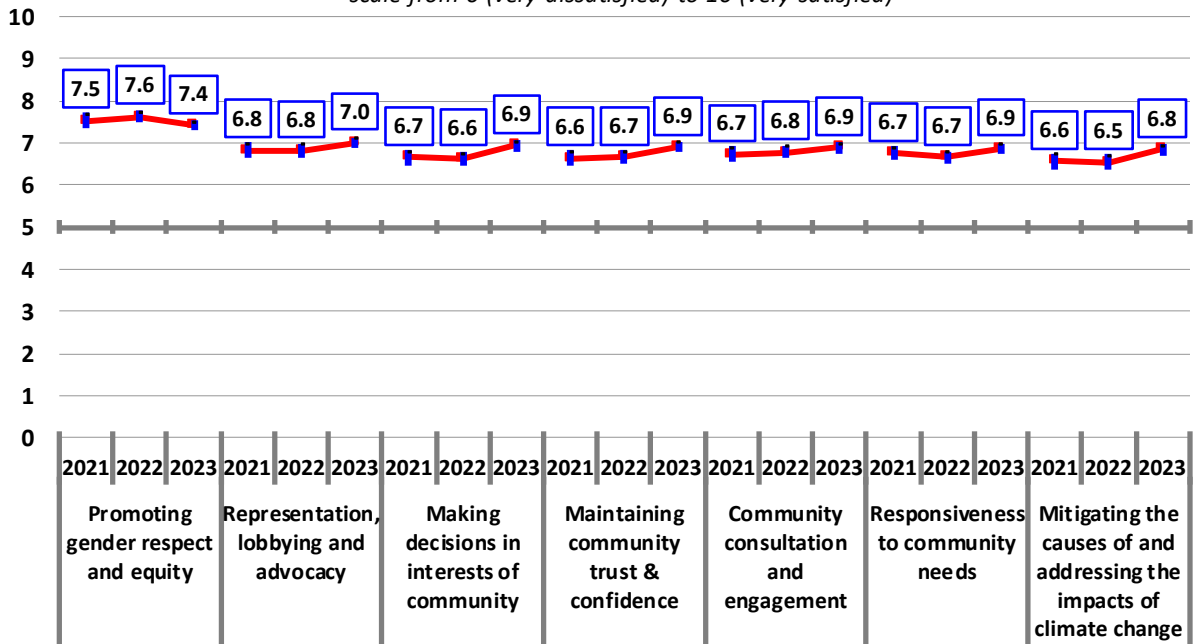
It is noted, however, that the proportion of respondents who were “dissatisfied” with this aspect of performance continued to decline, down from 16% in 2021 to 10% this year.

It is also noted that in 2023, just two percent (down from four percent) of respondents nominated environment, conservation, and climate change related issues as one of the top three [issues to address](#).

These results suggest that there appears to be a decrease this year in the proportion of the community who believe that environmental issues are important issues to address in the local community, or who may not feel that Council has or is adequately addressing these issues.

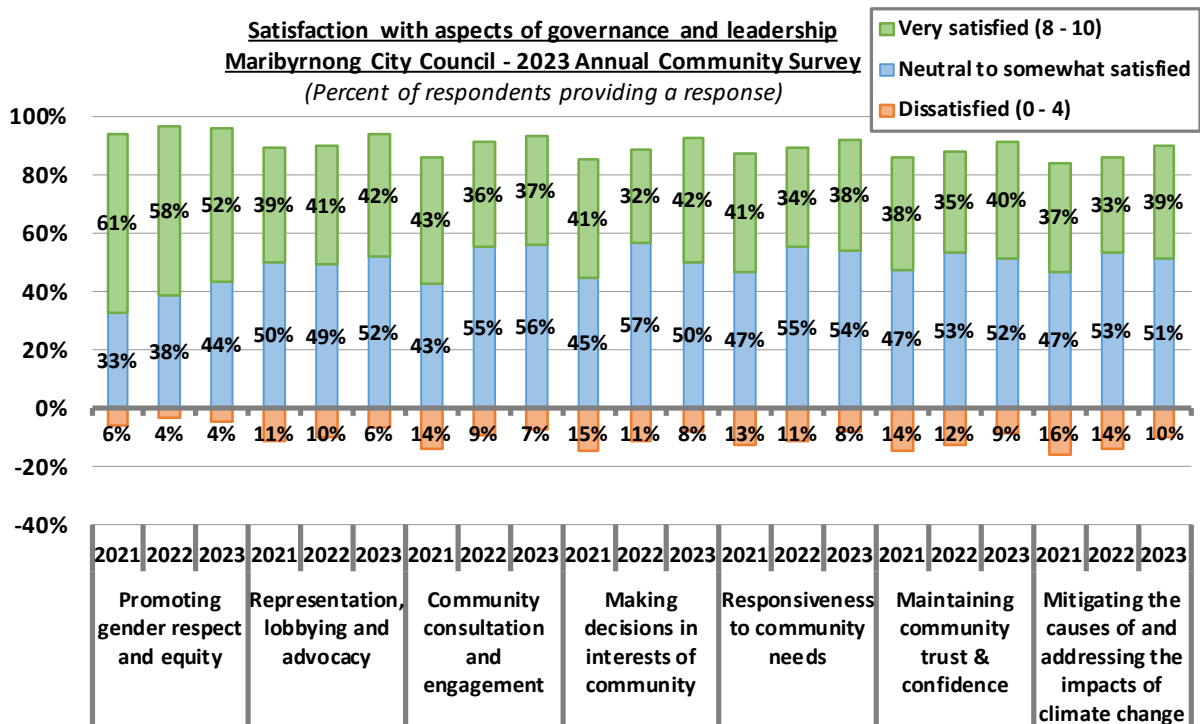


Satisfaction with aspects of governance and leadership
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



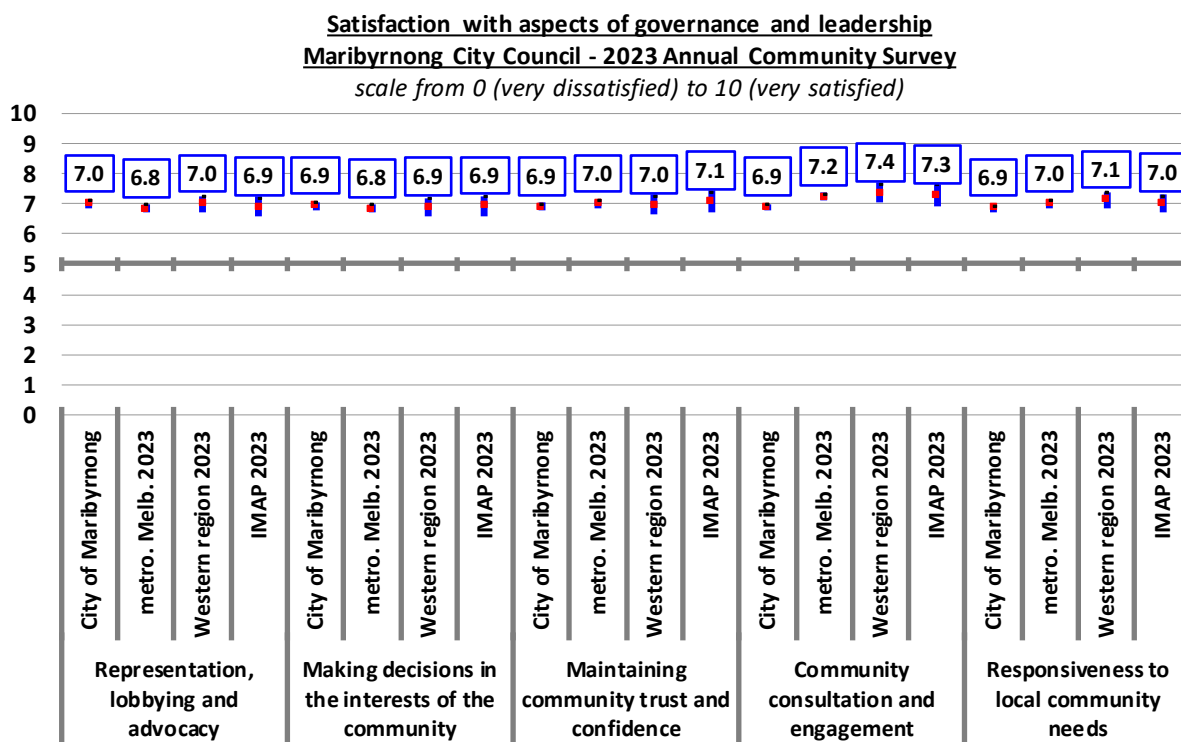
The following graph provides a breakdown of satisfaction into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied”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

The decline in the proportion of respondents who were “dissatisfied” with each of the seven aspects has declined somewhat over the last three years.



The following graph provides a comparison of satisfaction with the five core measures of governance and leadership between the City of Maribyrnong, and the metropolitan Melbourne, IMAP councils, and western region councils’ results as recorded in the 2023 *Governing Melbourne* research.

It is noted that satisfaction with representation, lobbying and advocacy was marginally higher in the City of Maribyrnong than the metropolitan Melbourne average, whilst satisfaction with community consultation and engagement was somewhat lower than the metropolitan Melbourne average.

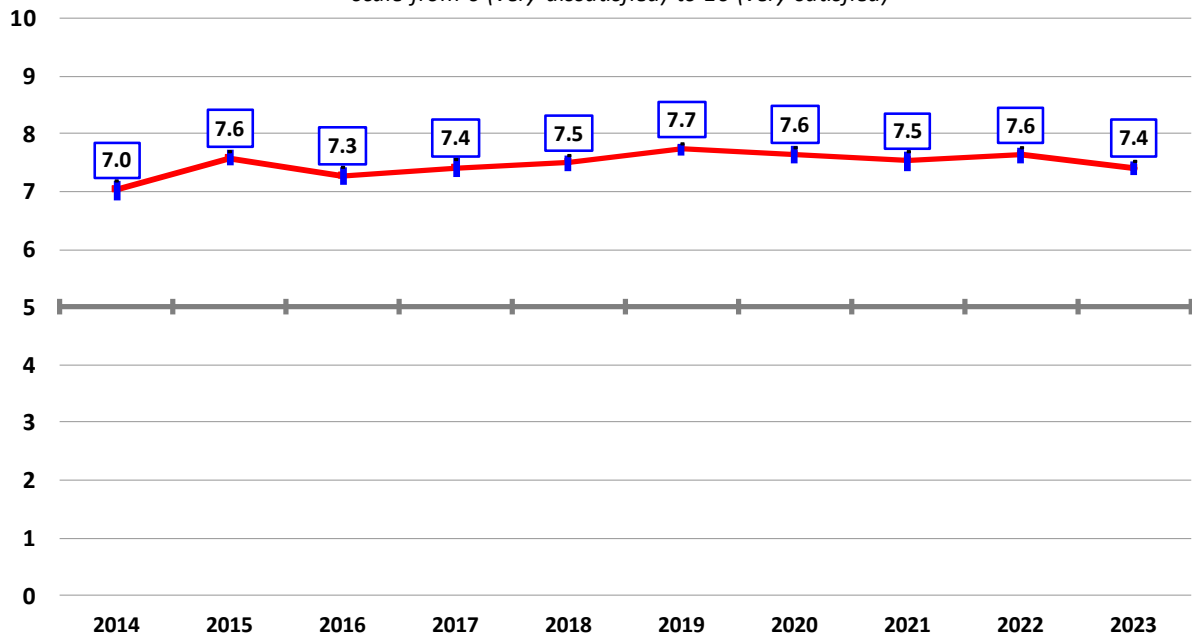


Promoting gender respect and equity

Satisfaction with Council’s performance promoting gender respect and equity declined somewhat this year, down three percent to 7.4, which is a “good”, down from a “very good” level. Despite the small decline this year, satisfaction remains consistent with the long-term average since 2014 of 7.5.

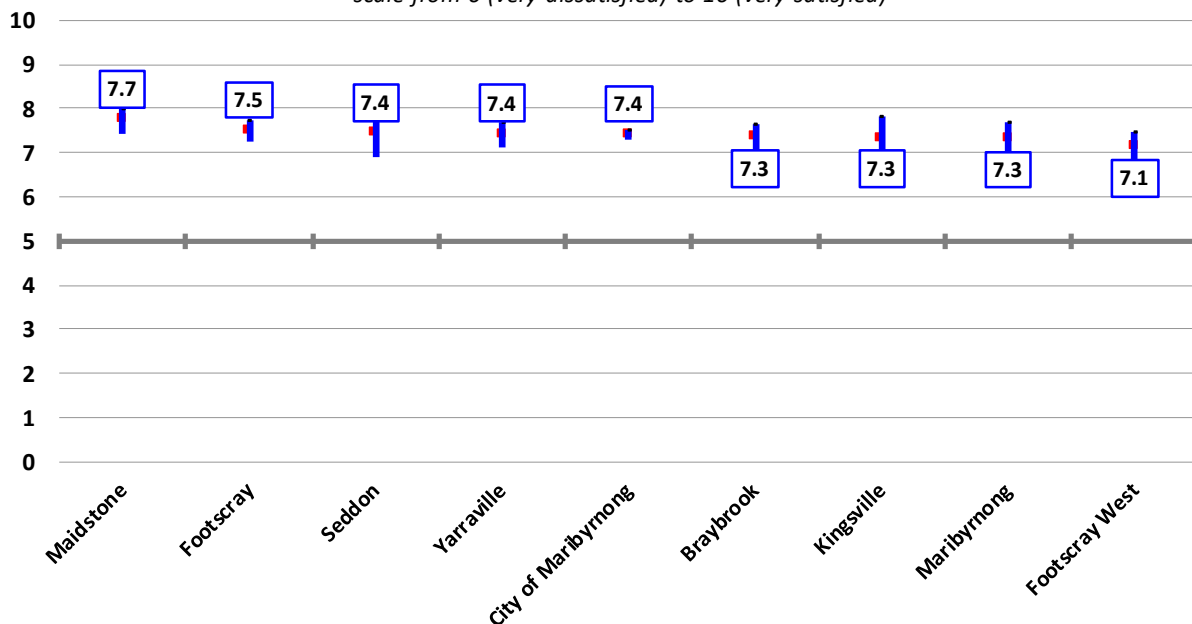


Promoting gender respect and equity
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



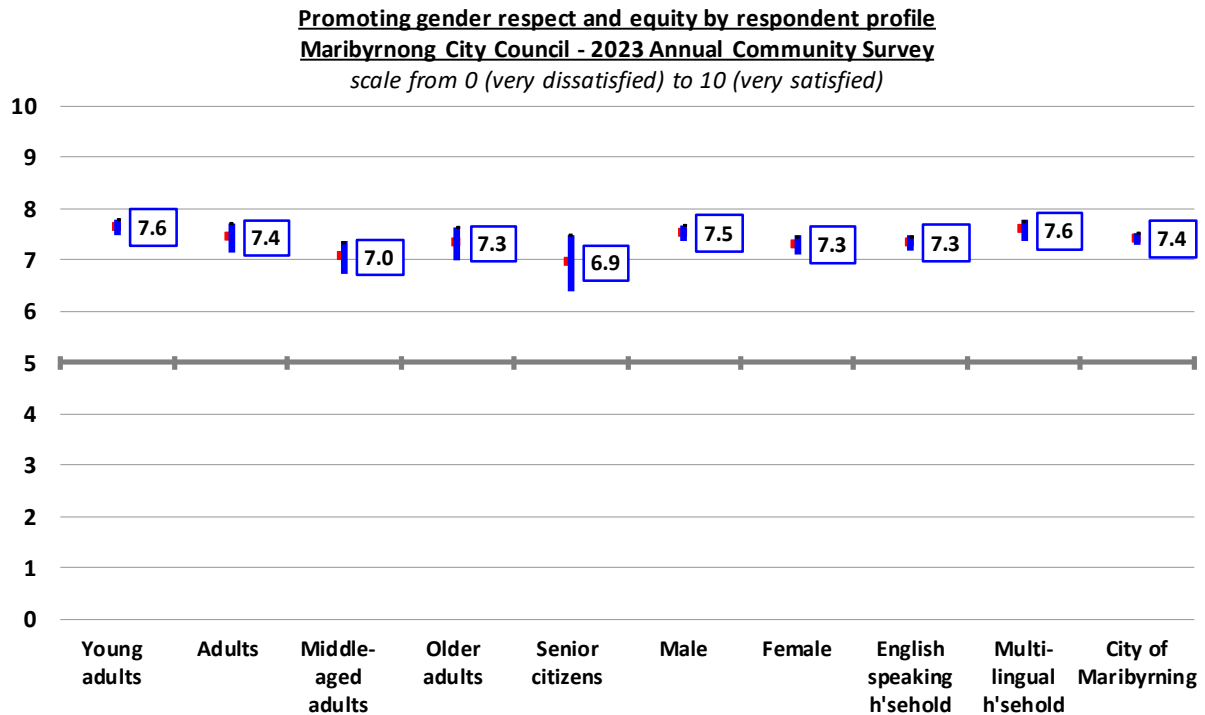
There was no statistically significant variation in satisfaction with this aspect of performance observed across the municipality, although it is noted that respondents from Maidstone rated satisfaction at a “very good” level.

Promoting gender respect and equity by precinct
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



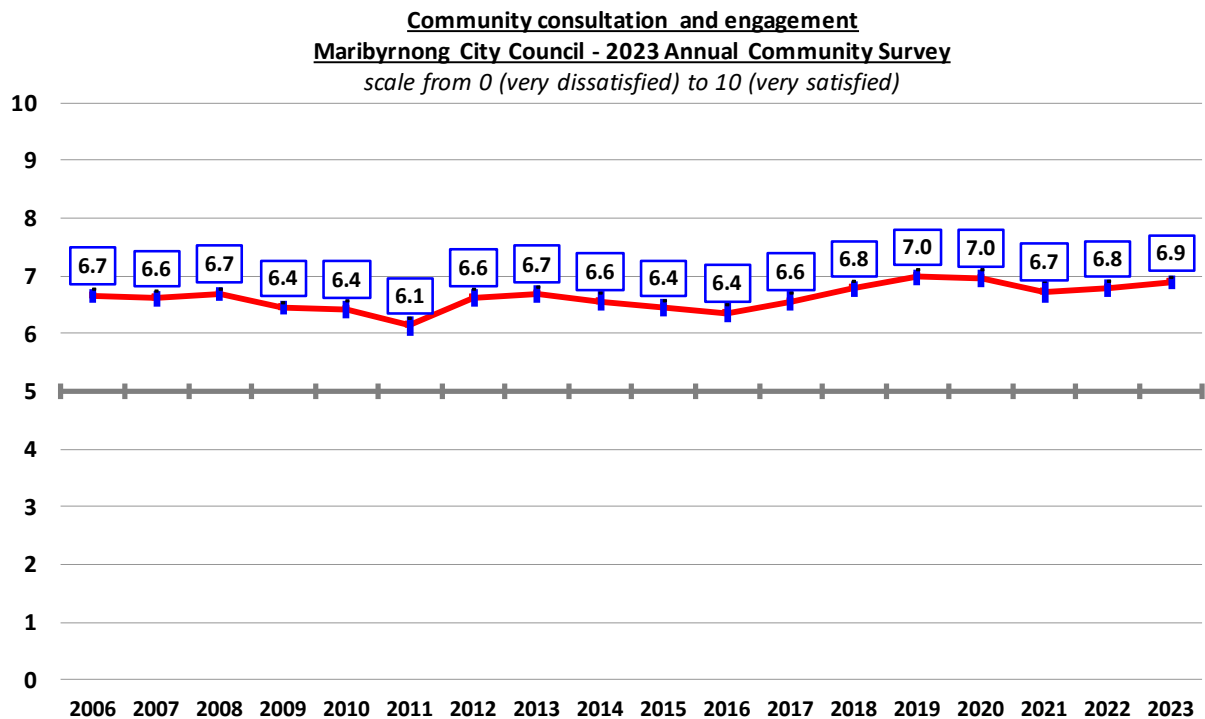
There was also no statistically significant variation in satisfaction observed by respondent profile, although satisfaction was lowest for senior citizens (aged 75 years and over), and respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.



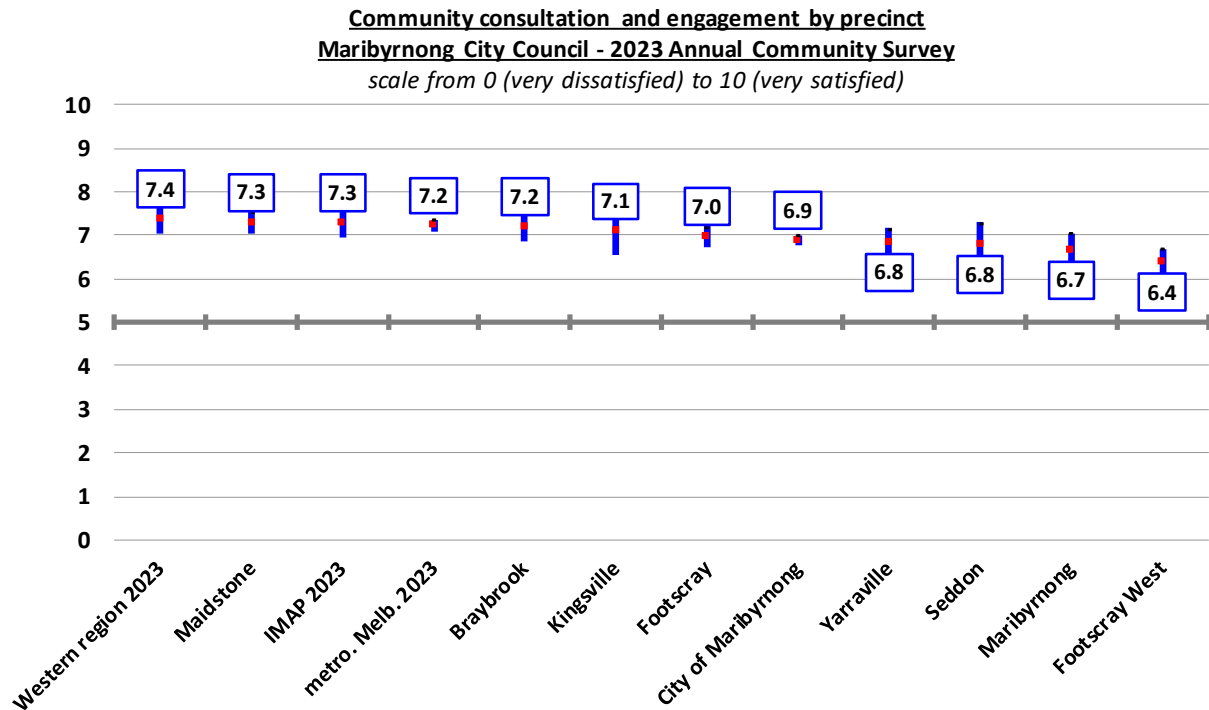


Community consultation and engagement

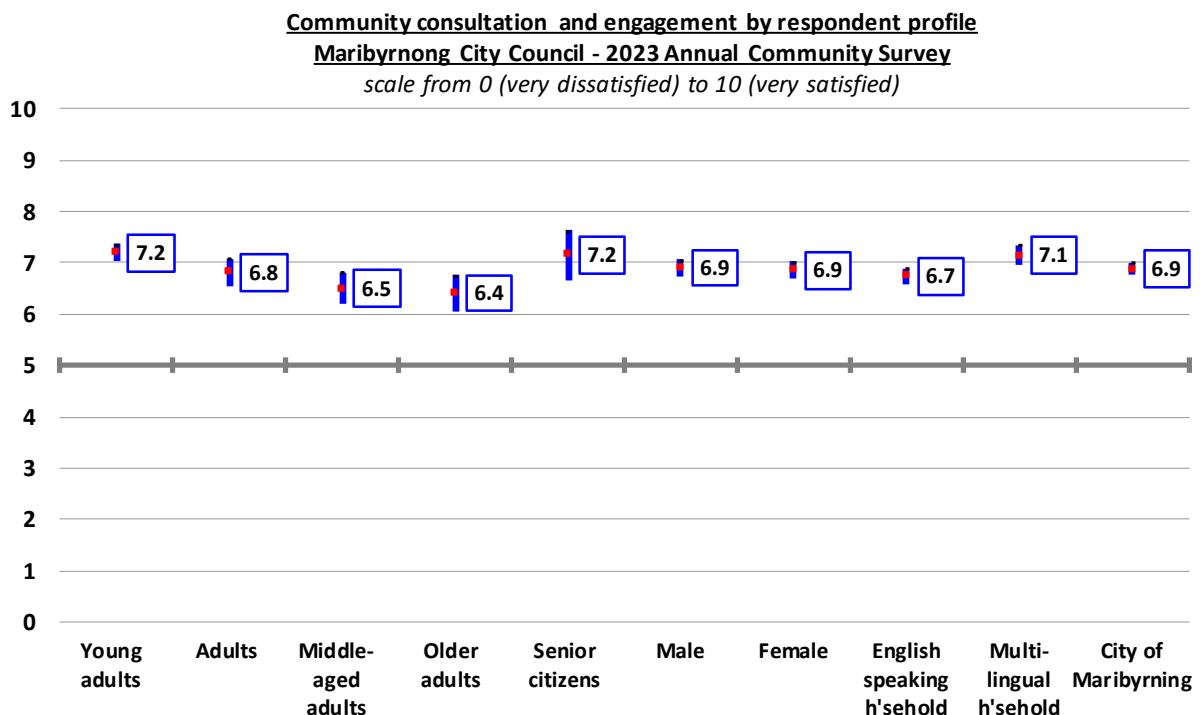
Satisfaction with Council’s community consultation and engagement performance increased marginally this year, up one percent to 6.9, although it remains at a “good” level. This result remains comfortably above the long-term average satisfaction since 2006 of 6.6.



There was measurable variation in satisfaction with community consultation and engagement observed across the municipality. Respondents from Maidstone were measurably more satisfied than average and at a “very good” level, whilst respondents from Footscray West were measurably less satisfied than average and at a “solid” rather than “good” level.



Young adults (aged 18 to 34 years) were measurably more satisfied than average, whilst middle-aged and older adults (aged 45 to 74 years) were notably less satisfied. Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

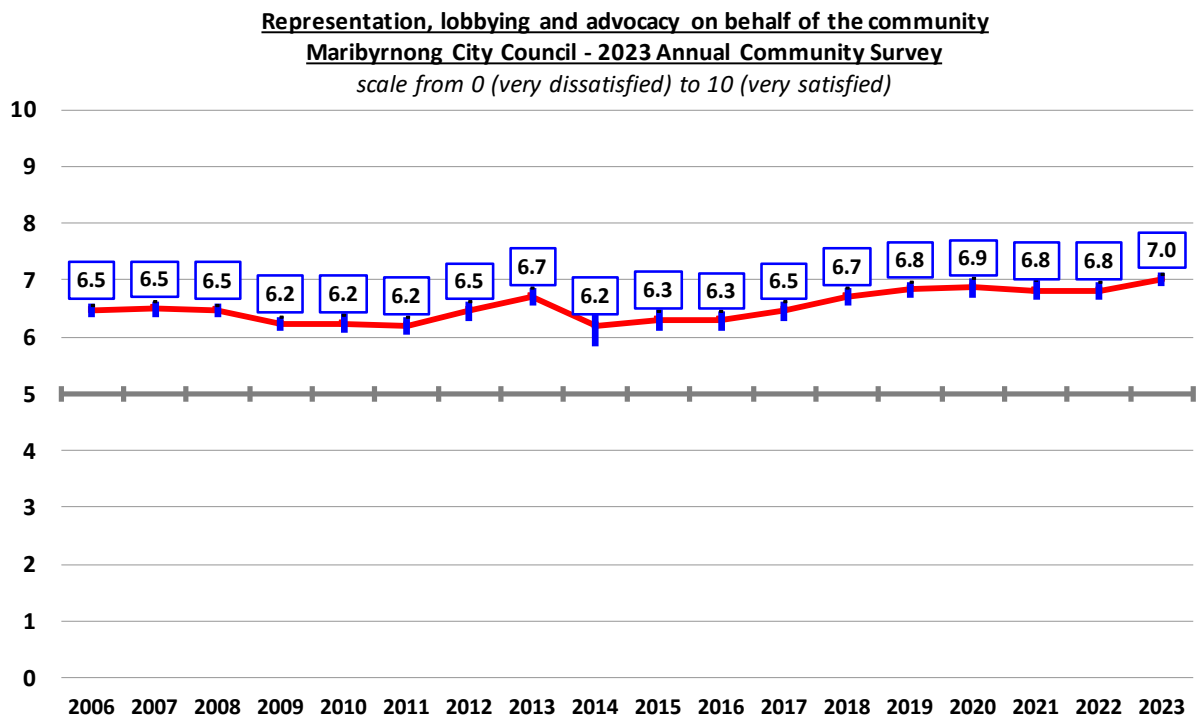


Representation, lobbying and advocacy

Satisfaction with Council’s representation, lobbying, and advocacy performance increased somewhat, but not measurably this year, up three percent to 7.0 out of 10. This was the highest satisfaction with this aspect of performance recorded since it was first included in the survey program back in 2006.

Satisfaction with representation, lobbying, and advocacy has increased 13% since the most recent low point of 6.2 recorded in 2014 and was eight percent above the long-term average satisfaction since 2006 of 6.5.

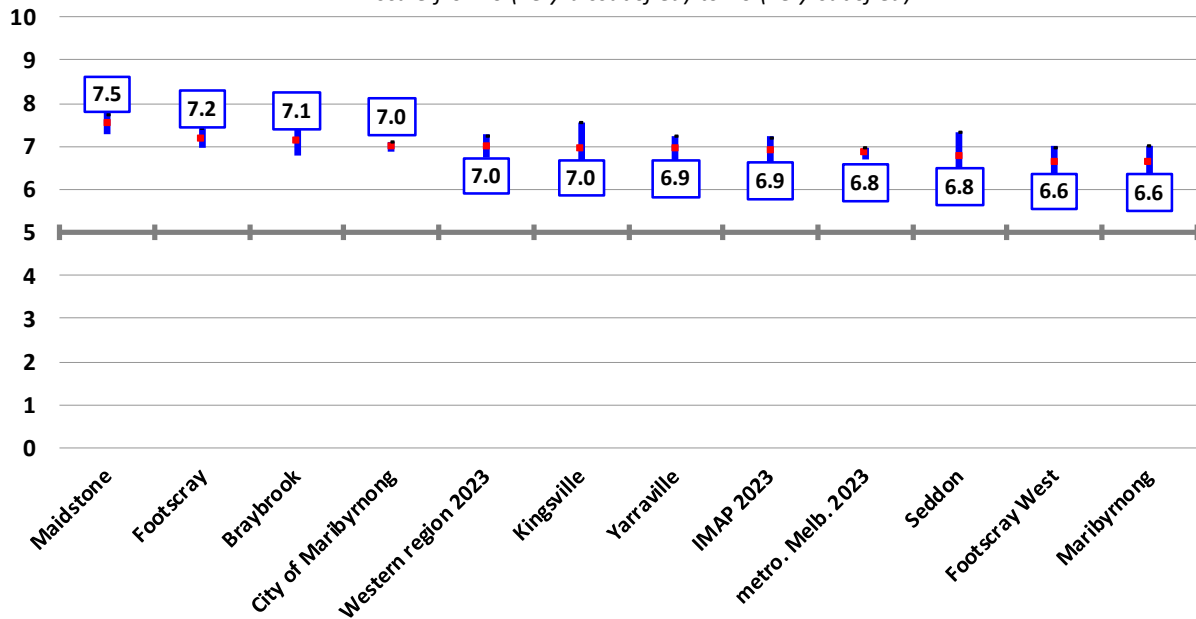
Metropolis Research suggests that this is a very positive result, which shows a sustained increase in community satisfaction with this aspect of Council’s performance over time.



There was measurable variation in satisfaction with Council’s representation, lobbying, and advocacy observed across the municipality, with respondents from Maidstone measurably and significantly more satisfied than average, and at a “very good” rather than “good” level, whilst respondents from Footscray West and Maribyrnong precinct were notably but not measurably less satisfied.



Representation, lobbying and advocacy on behalf of the community by precinct
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Young adults (aged 18 to 34 years) were measurably more satisfied than average, whilst middle-aged and older adults (aged 45 to 74 years) were measurably less satisfied. Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

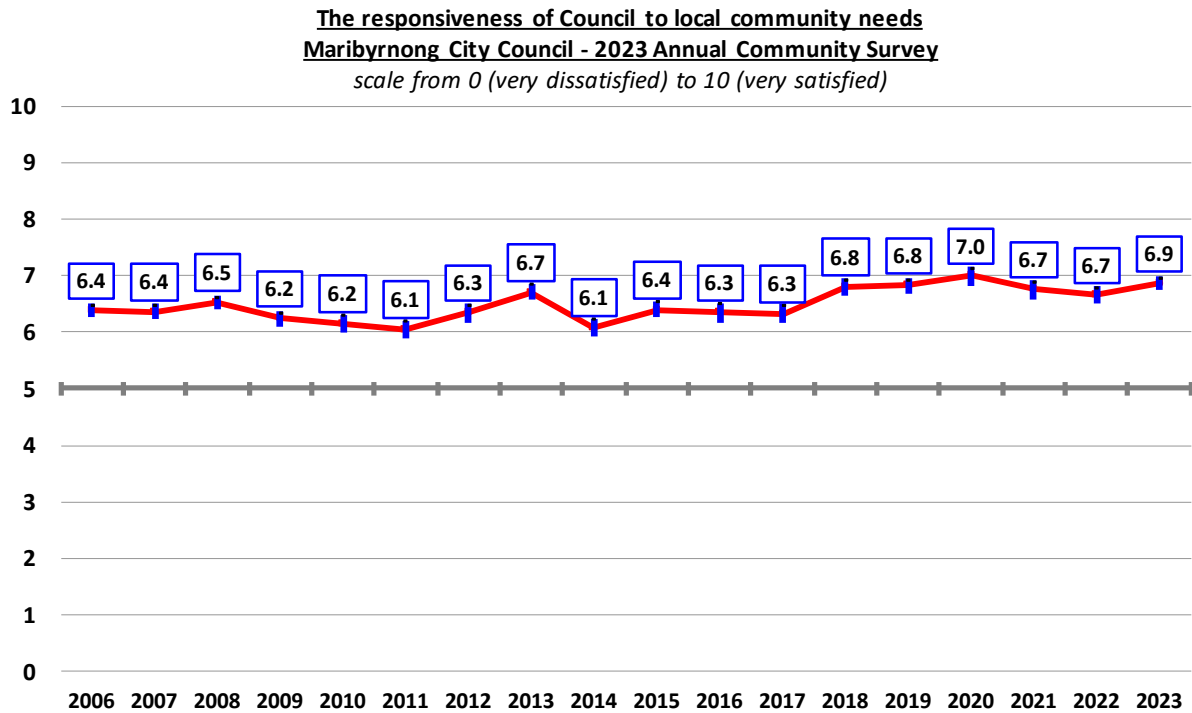
Representation, lobbying and advocacy on behalf of the community by respondent profile
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Responsiveness of Council to local community needs

Satisfaction with the responsiveness of Council to local community needs increased somewhat, but not measurably this year, up three percent to 6.9 out of 10. This returns satisfaction with this aspect to near record levels (7.0).

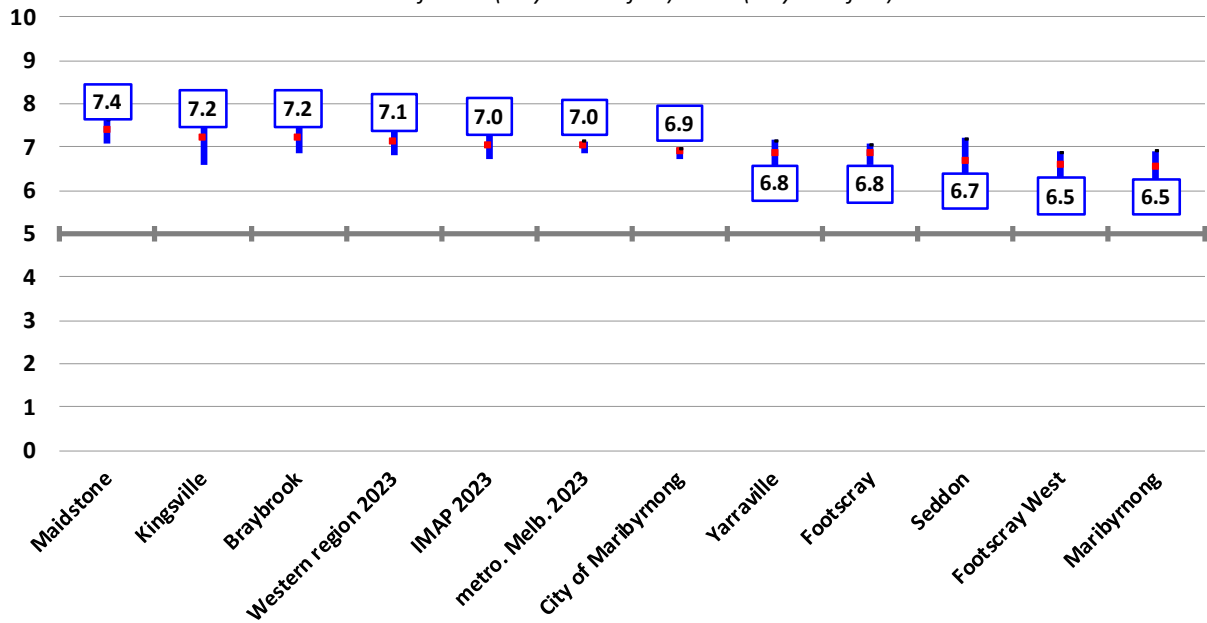
This result was measurably (6%) higher than the long-term average satisfaction with the responsiveness of Council of 6.5.



There was measurable variation in satisfaction with the responsiveness of Councils, with respondents from Maidstone measurably and significantly more satisfied than average, and at a “very good” rather than “good” level, whilst respondents from Footscray West and Maribyrnong precinct were notably, but not measurably less satisfied.

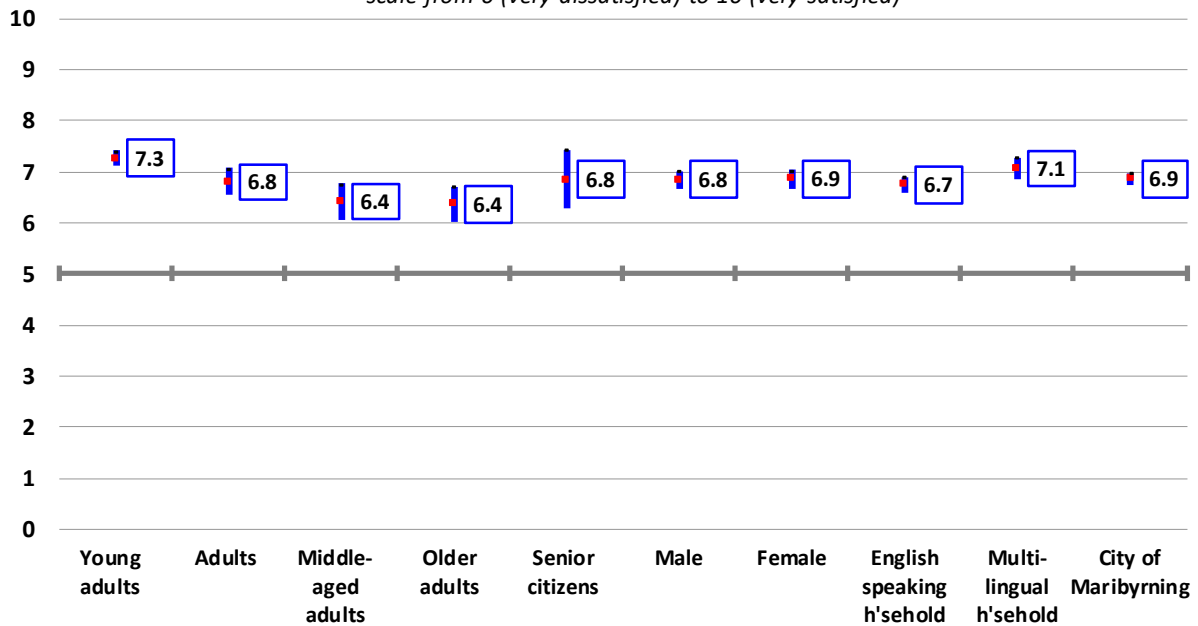


The responsiveness of Council to local community needs by precinct
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Young adults (aged 18 to 34 years) were measurably more satisfied than average, whilst middle-aged adults (aged 45 to 59 years) were notably, and older adults (aged 60 to 74 years) were measurably less satisfied. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

The responsiveness of Council to local community needs by respondent profile
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

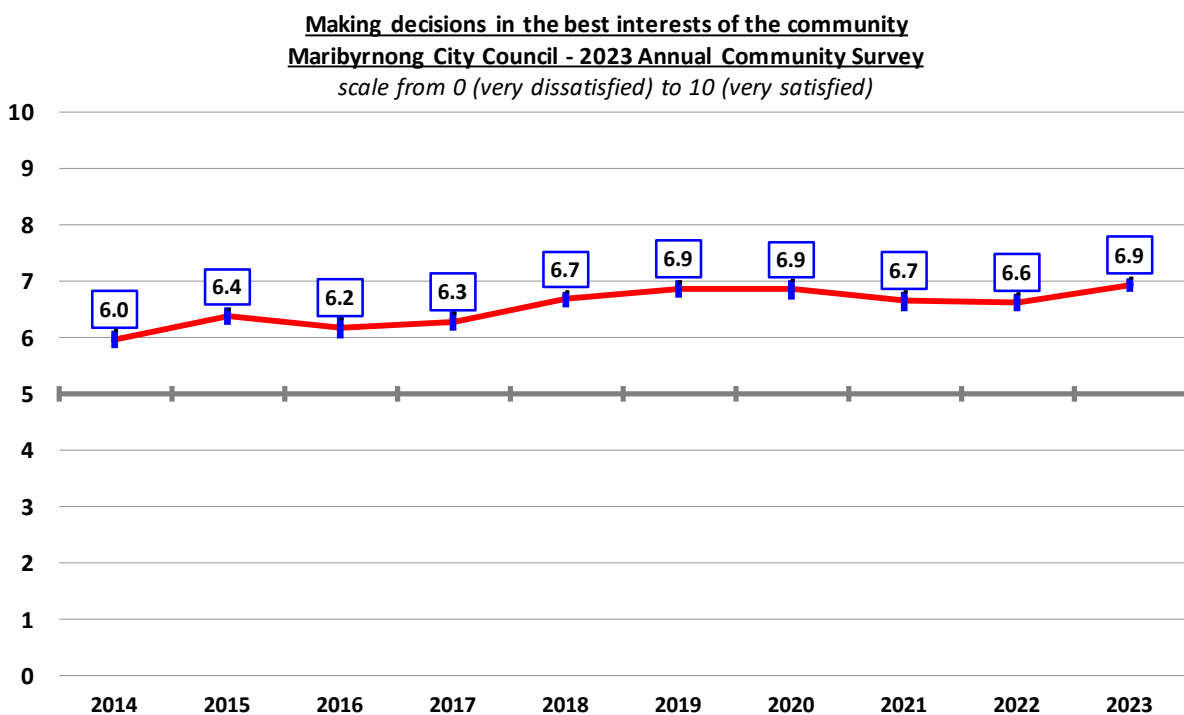


Making decisions in the interests of the community

Satisfaction with Council’s performance making decisions in the interests of the community increased measurably this year, up five percent to 6.9 out of 10, although it remains at a “good” level of satisfaction.

This result was the equal highest satisfaction with this aspect of performance (equal with 2019 and 2020) and was notably above the long-term average satisfaction since 2014 of 6.5.

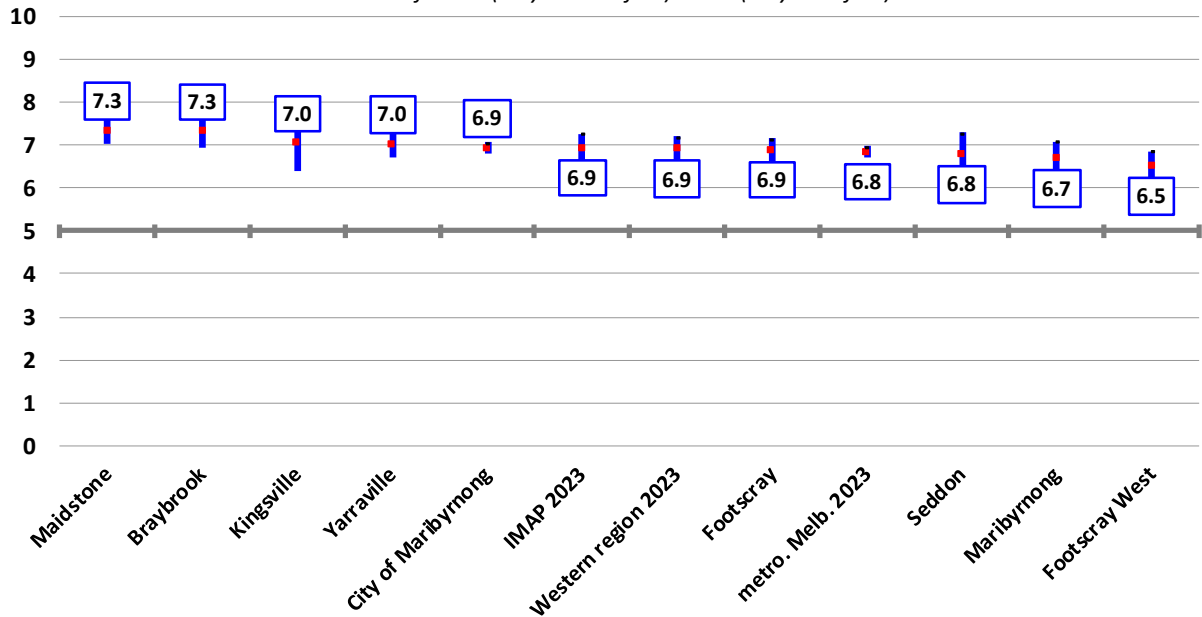
Metropolis Research notes that satisfaction with Council’s performance making decisions in the interests of the community has increased 15% since it was first included in the survey program back in 2014. This is a significant and sustained increase in satisfaction over time.



Whilst there was no measurable variation in satisfaction with this aspect of performance observed across the municipality, it is noted that respondents from Maidstone were notably more satisfied than average, and at a “very good” rather than “good” level, whilst respondents from Footscray West were notably, but not measurably less satisfied.



Making decisions in the best interests of the community by precinct
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Young adults (aged 18 to 34 years) were measurably more satisfied than average, whilst middle-aged and older adults (aged 45 to 74 years) were measurably less satisfied and at “solid” rather than “good” levels of satisfaction. Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

Making decisions in the best interests of the community by respondent profile
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

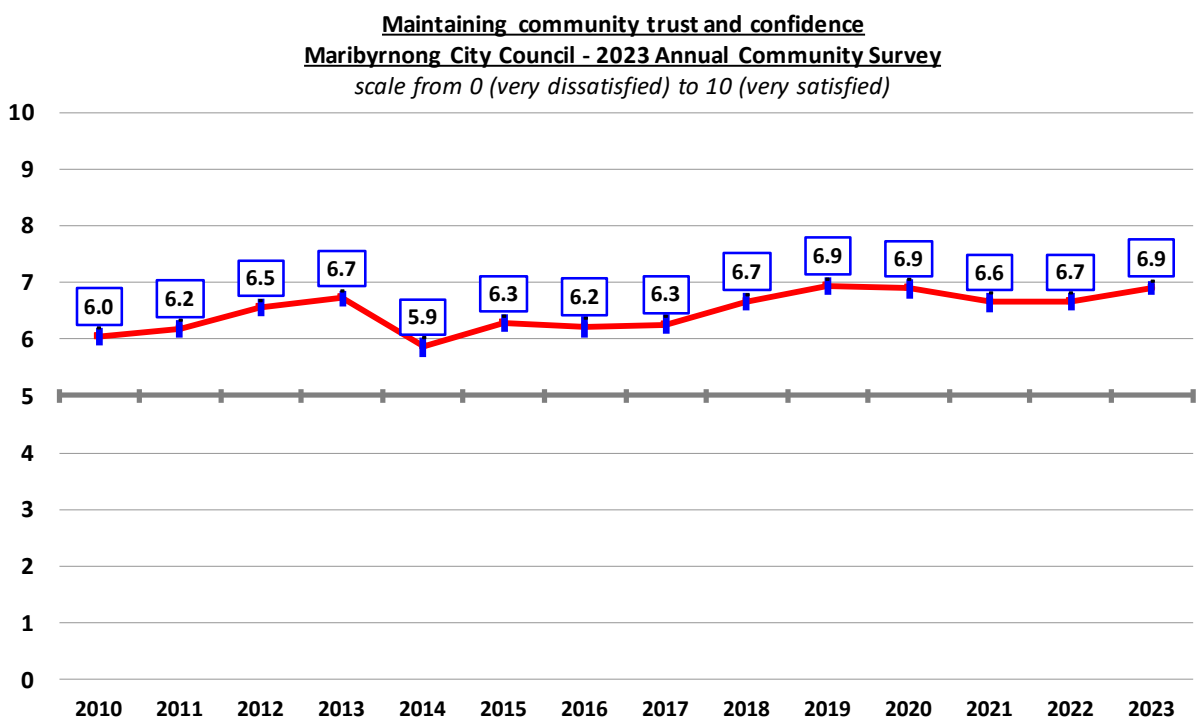


Maintaining trust and confidence of the local community

Satisfaction with Council’s performance maintaining the trust and confidence of the local community increased notably but not measurably this year, up three percent to 6.9 out of 10, although it remains at a “good” level.

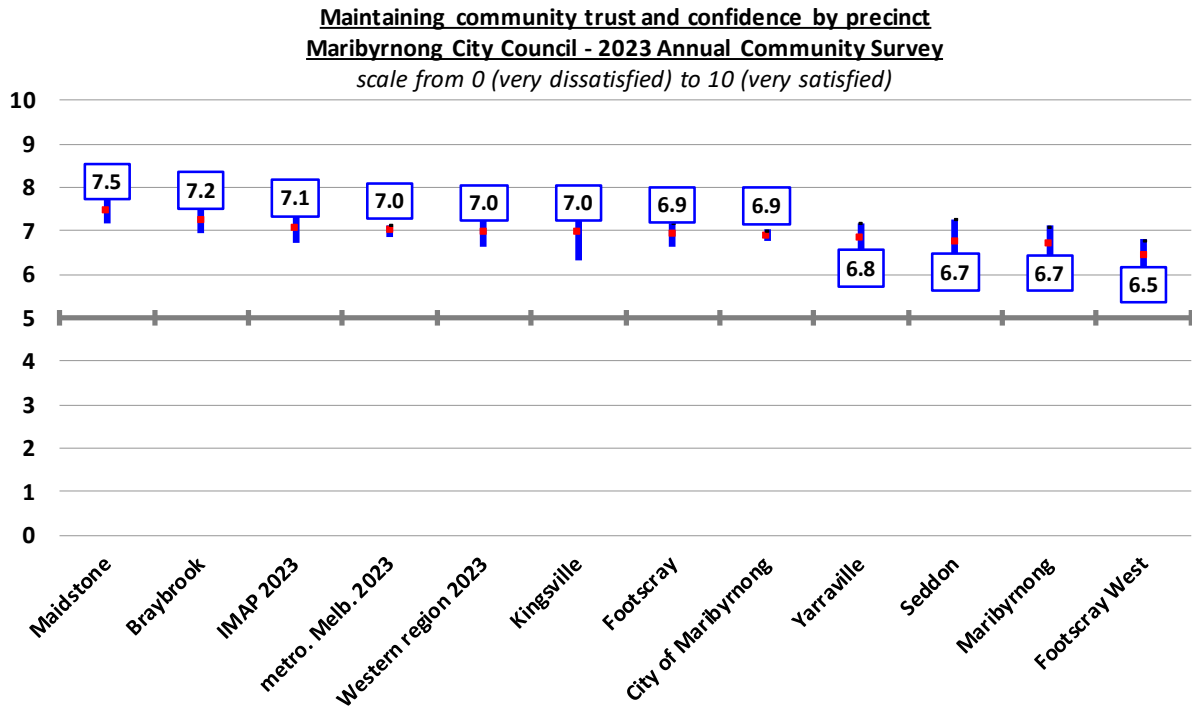
This result was the equal highest satisfaction with this aspect of performance (equal with 2019 and 2020) and was notably above the long-term average satisfaction since 2010 of 6.5.

Metropolis Research notes that satisfaction with Council’s performance maintaining the trust and confidence of the community has increased 15% since it was first included in the survey program back in 2014. This is a significant and sustained increase in satisfaction over time.

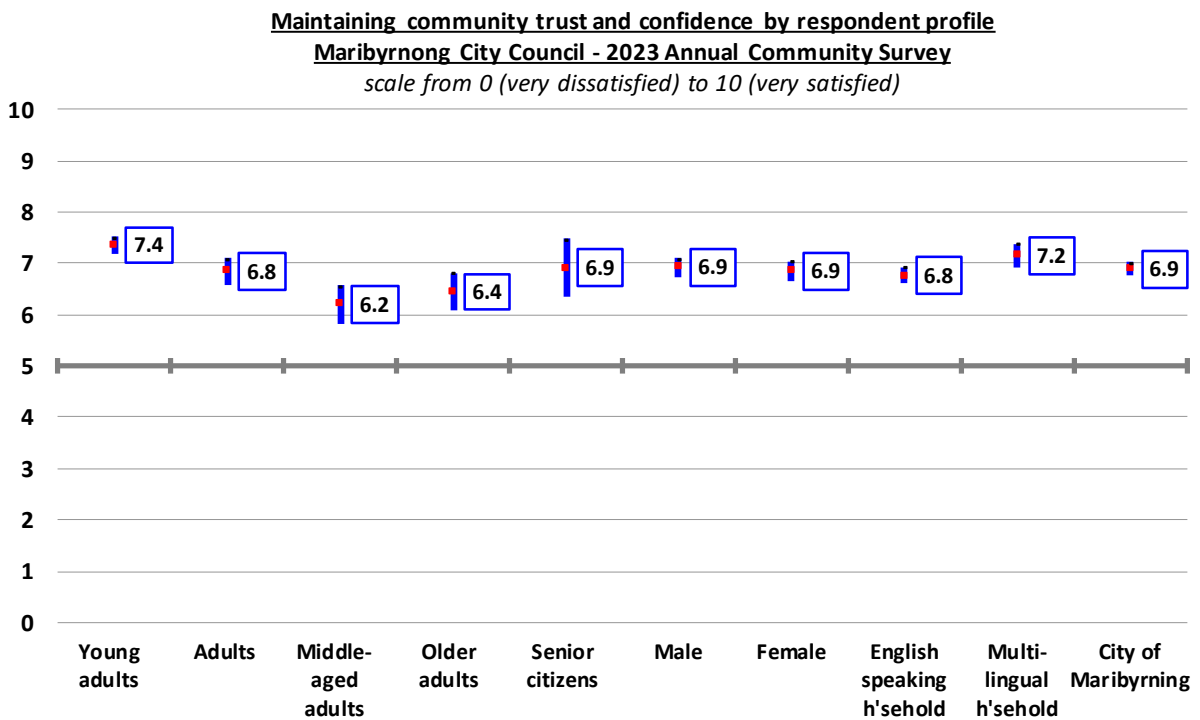


There was measurable variation in satisfaction with this aspect of performance observed across the municipality, with respondents from Maidstone measurably more satisfied than average, and at a “very good” rather than “good” level, whilst respondents from Footscray West were measurably less satisfied, although still at a “good” level.





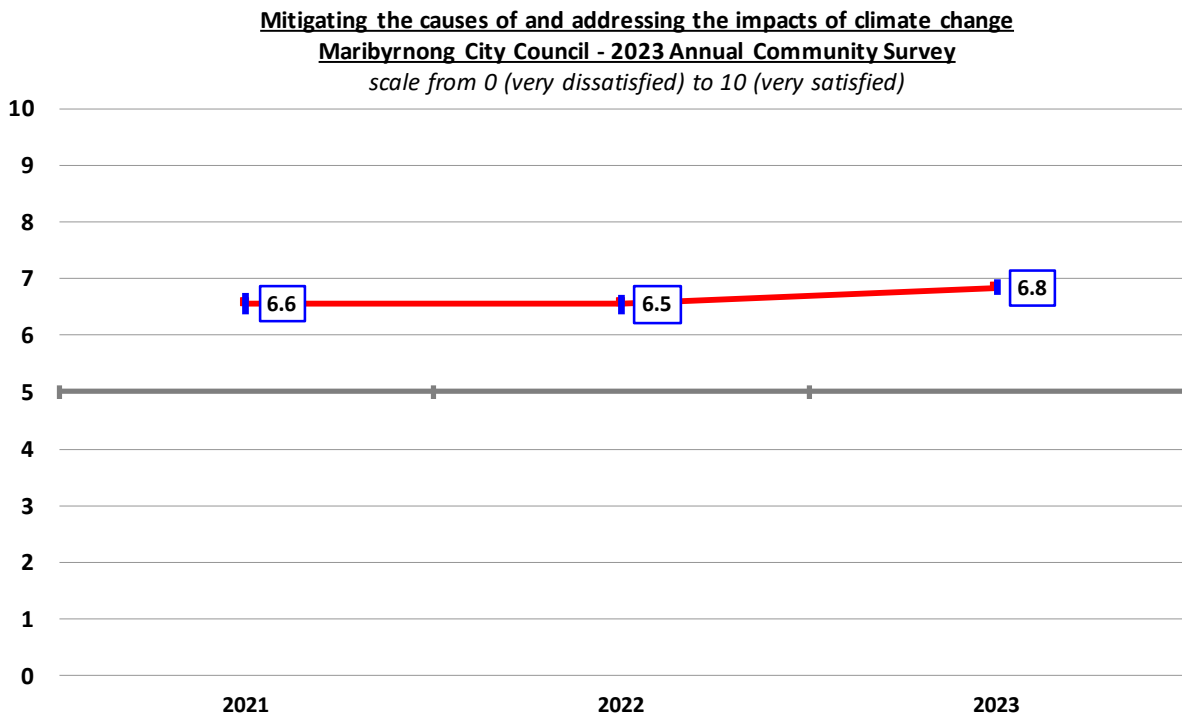
Young adults (aged 18 to 34 years) were measurably more satisfied than average, whilst middle-aged and older adults (aged 45 to 74 years) were measurably less satisfied and at “solid” rather than “good” levels of satisfaction. Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.



Mitigating the causes of and addressing the impacts of climate change

Satisfaction with Council’s performance mitigating the causes of and addressing the impacts of climate change increased measurably this year, up five percent to 6.8 out of 10, although it remains at a “good” level.

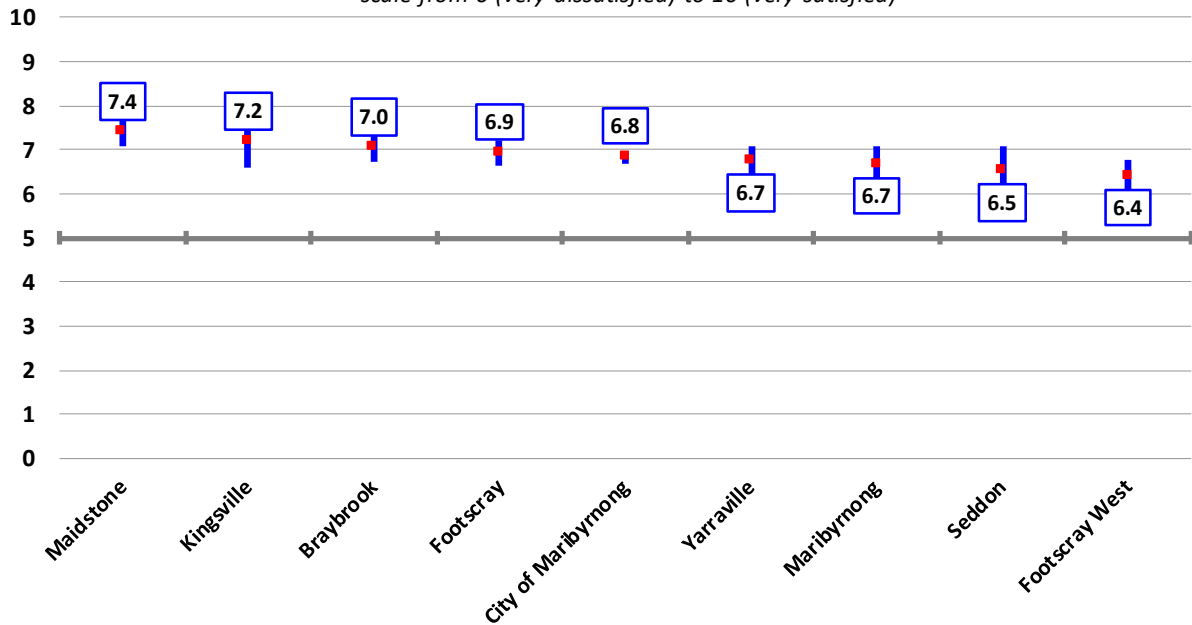
This is the highest satisfaction score for this aspect since the question was first included in 2021.



There was measurable variation in satisfaction with this aspect of performance observed across the municipality, with respondents from Maidstone measurably more satisfied than average, and at a “very good” rather than “good” level, whilst respondents from Footscray West were notably, but not measurably less satisfied, and at a “solid” rather than a “good” level.



Mitigating the causes of and addressing the impacts of climate change by precinct
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Young adults (aged 18 to 34 years) were measurably more satisfied than average, whilst middle-aged and older adults (aged 45 to 74 years) were measurably less satisfied and at “solid” rather than “good” levels of satisfaction. Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

Mitigating the causes of and addressing the impacts of climate change by profile
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Customer service

Contact with Council in the last 12 months

Respondents were asked:

“Have you contacted Maribyrnong City Council in the last 12 months?”

There was a decline this year, in the proportion of respondents who reported that they had contacted Council in the last 12 months, down from 38% last year to 21% this year.

This is the lowest proportion of respondents who had contacted Council in the last 12 months recorded for the City of Maribyrnong since the question was first asked back in 2004.

The lower proportion of respondents who had contacted Council in the last 12 months will have been a factor in the slight increase in satisfaction this year. This reflects the fact that respondents who have needed to contact Council in the last year tend to report lower overall satisfaction with Council.

This doesn’t reflect on the quality of customer service provided by Council, rather it reflects the fact that those in the community who need to contact Council will often be contacting Council in relation to an issue (e.g., planning, fines, waste collection, parking, etc). This is discussed in the [overall performance by respondent profile](#) section of this report.

Contacted Council in the last 12 months
Maribyrnong City Council - 2023 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2023		2022	2021	2020	2019	2018
	Number	Percent					
Yes	168	21%	38%	45%	41%	35%	47%
No	628	79%	62%	55%	59%	65%	53%
Can't say	4		4	0	5	5	3
Total	800	100%	800	800	800	800	800

Forms of contact

Respondents who had contacted Council were asked:

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

The most common method of contacting Council remains telephone during business hours, with 51% last contacting Council by this method in the last 12 months.



It is noted again in 2023, that a significant proportion of respondents contacted Council by email this year, with 22% (down from 28%) using this method. This result remains significantly above the long-term average for contacting Council by email, which appears to reflect a sustained change in the contact methods used by residents.

Metropolis Research draws particular attention to the fact that just nine percent of respondents visited Council in person. Despite increasing from just five percent last year, this does tend to suggest a sustained change in the contact methods used by residents following the COVID-19 pandemic.

These changes in the methods by which residents contact Council does bring challenges for Council in ensuring the maintenance of high-quality customer service when more residents are contacting Council by email and the website, and fewer are visiting in person.

Form of contact with Maribyrnong City Council
Maribyrnong City Council - 2023 Annual Community Survey
(Number and percent of respondents who contacted Council)

Response	2023		2022	2021	2020	2019	2018
	Number	Percent					
Telephone <i>(during office hours)</i>	85	51%	51%	60%	60%	55%	49%
E-mail	37	22%	28%	20%	21%	19%	10%
Website	29	17%	14%	12%	8%	5%	6%
Visit in person	15	9%	5%	7%	8%	18%	16%
Mail	2	1%	0%	1%	2%	4%	1%
Telephone <i>(after hours service)</i>	0	0%	1%	0%	1%	0%	0%
Multiple	0	0%	0%	0%	0%	0%	18%
Not stated	0		3	4	0	2	1
Total	168	100%	302	360	328	275	374

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?”

The 168 respondents who had contacted Council in the last 12 months were asked to rate their satisfaction with nine aspects of customer service.

The average satisfaction with these nine aspects of customer service remained stable this year at 7.2 out of 10, or a “good” level of satisfaction.

This result remains consistent with the long-term average satisfaction with customer service since 2004 of 7.3 out of 10.

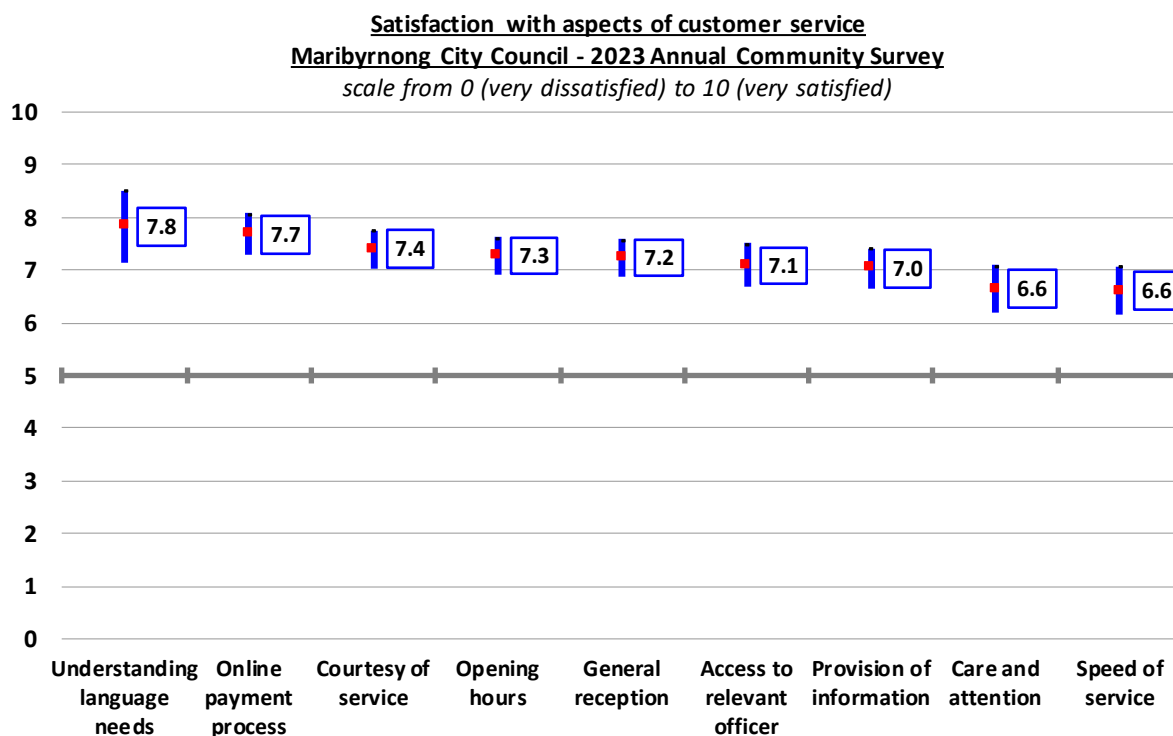


Satisfaction with these nine aspects of customer service can best be summarised as follows:

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

Metropolis Research notes the fact that Council continues to provide “excellent” customer service for the multilingual community, in terms of understanding their language needs. This has been a consistent finding from the research for many years.

It is also noted that the speed of service remains the lowest rated aspect of customer service, although it remains in the “good” range. Satisfaction with the speed of service, does, however, remains eight percent lower than the average satisfaction with customer service.

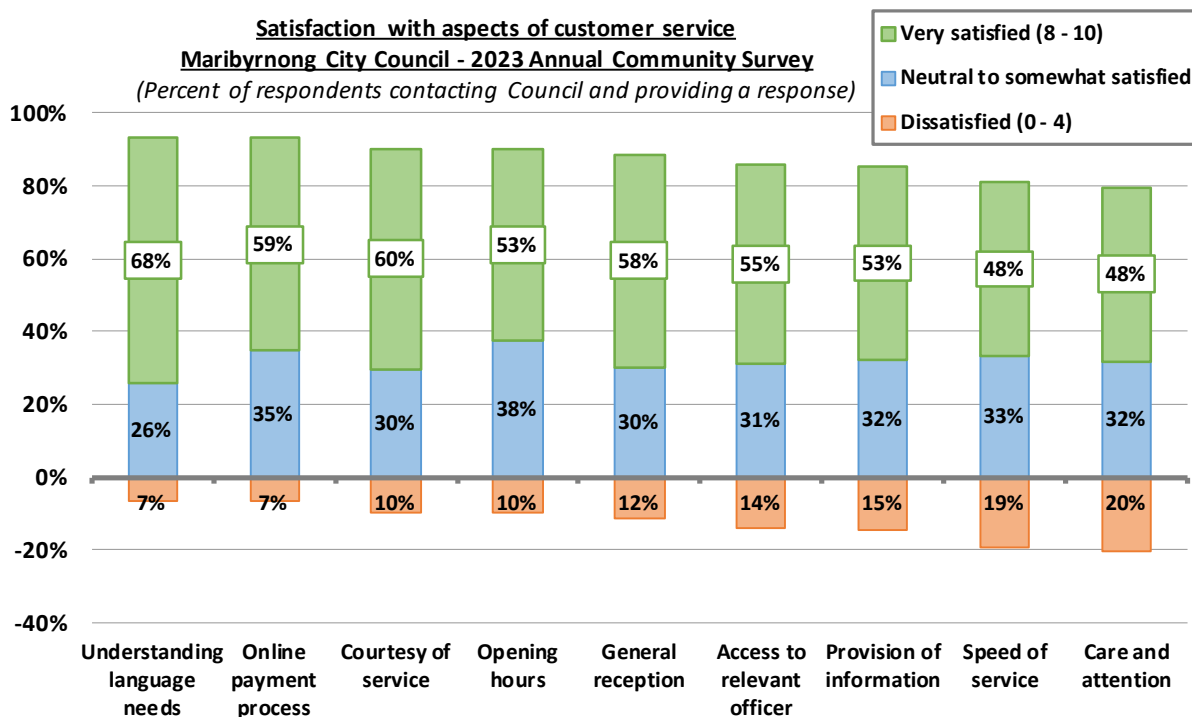


The following graph provides a breakdown of satisfaction into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied”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

It is noted that, whilst the majority of respondents who had contacted Council and provided a satisfaction score were “very satisfied” with seven of the nine aspects of customer service, approximately one-fifth of respondents were “dissatisfied” with the speed of service and the care and attention to enquiry.



These two areas of customer service remain the areas of most concern, although it is important to bear in mind that average satisfaction with these two aspects were both categorised as “good” with scores of 6.6 out of 10.



Comparison to the metropolitan Melbourne average

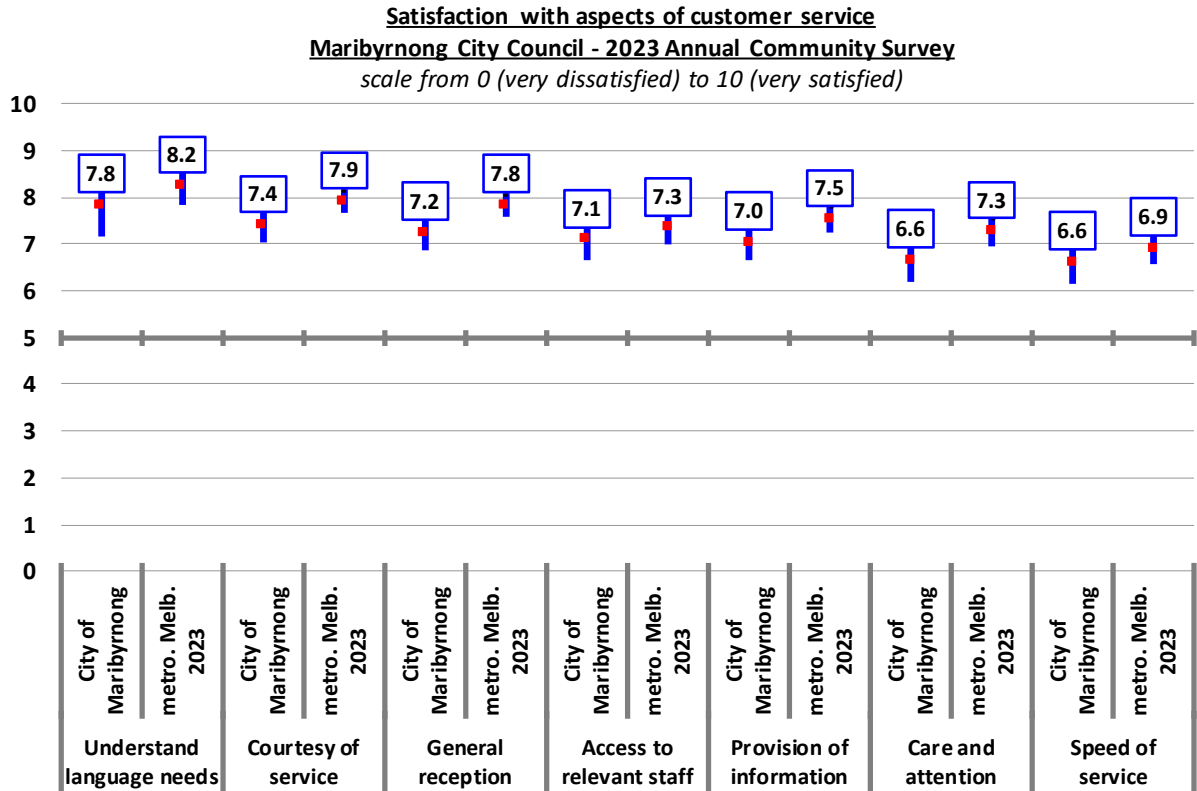
The following graph provides a comparison of satisfaction with seven of the nine aspects of customer service that were included in both this survey as well as the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same methodology.

The average satisfaction with these seven aspects of customer service was 7.1 out of 10 for the City of Maribyrnong, notably but not measurably (5%) lower than the metropolitan Melbourne average of 7.6 or “very good”.

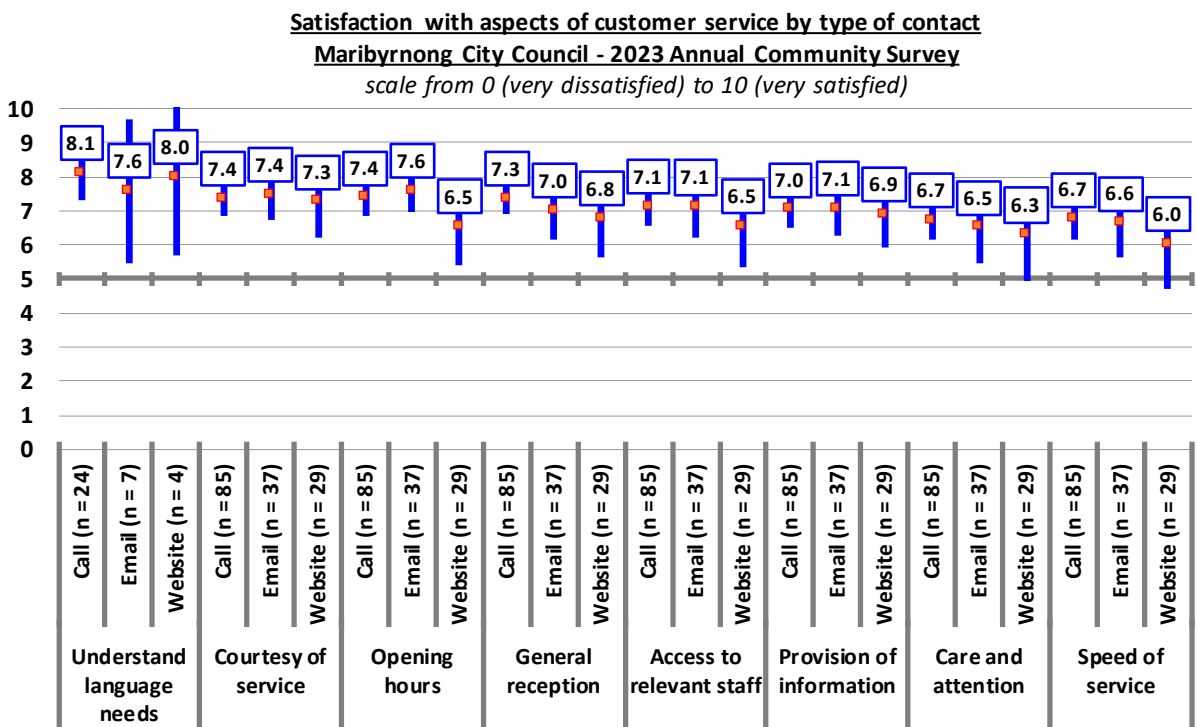
Metropolis Research notes that satisfaction with all seven aspects of customer service was somewhat lower in the City of Maribyrnong than the metropolitan Melbourne average, with the largest difference being for care and attention (8% lower in the City of Maribyrnong), general reception (8% lower), and the provision of information (7% lower).

This variation between satisfaction with customer service in the City of Maribyrnong and the metropolitan Melbourne average is a reversal of the results recorded in 2022, at which time satisfaction with five of the seven aspects was marginally higher in the City of Maribyrnong.



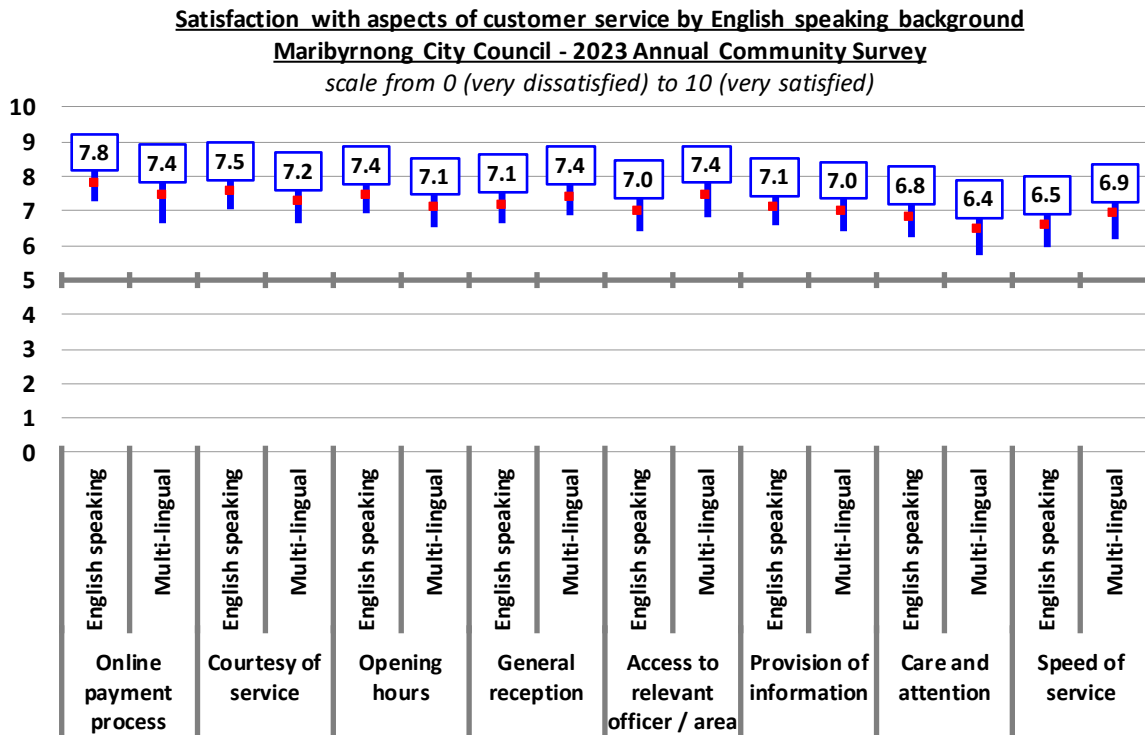


The following graph provides a comparison of satisfaction with the nine aspects of customer service by the method of last contacting Council. Caution should be exercised in the interpretation of these results given the relatively small sample size for each method. It is noted, however, that satisfaction with many of these aspects was marginally lower for those contacting Council via the website.

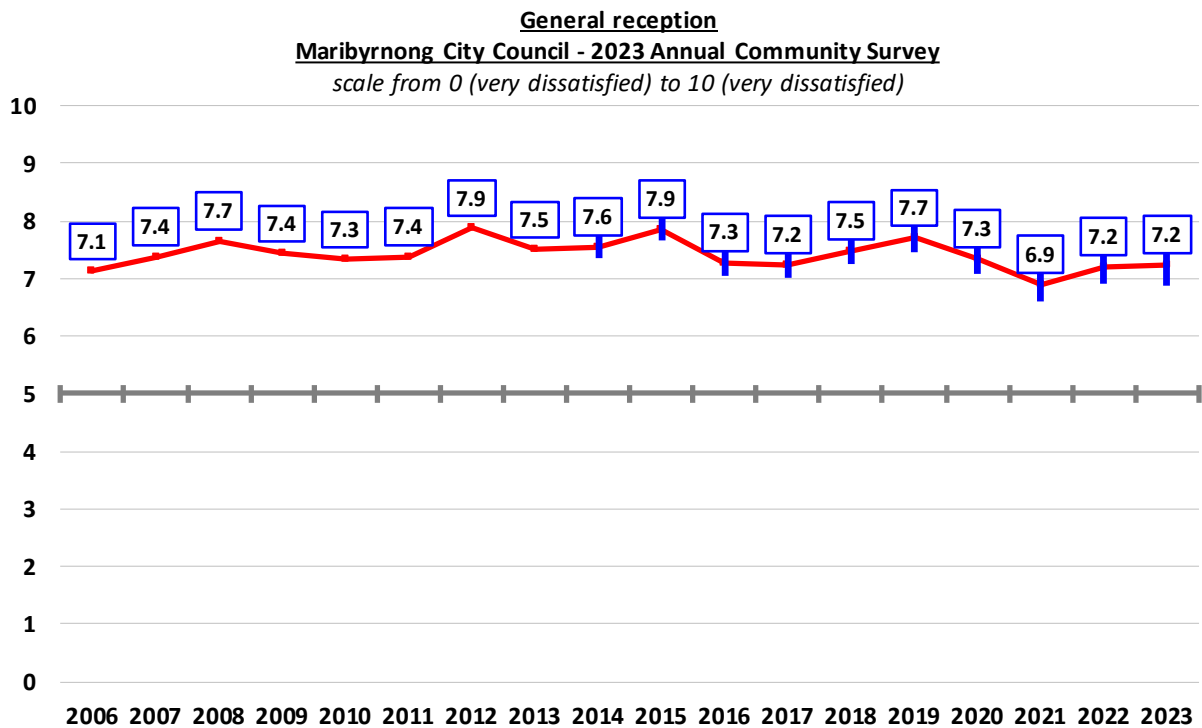


The following graph provides a comparison of satisfaction with the nine aspects of customer service between respondents from multilingual households and respondents from English speaking households.

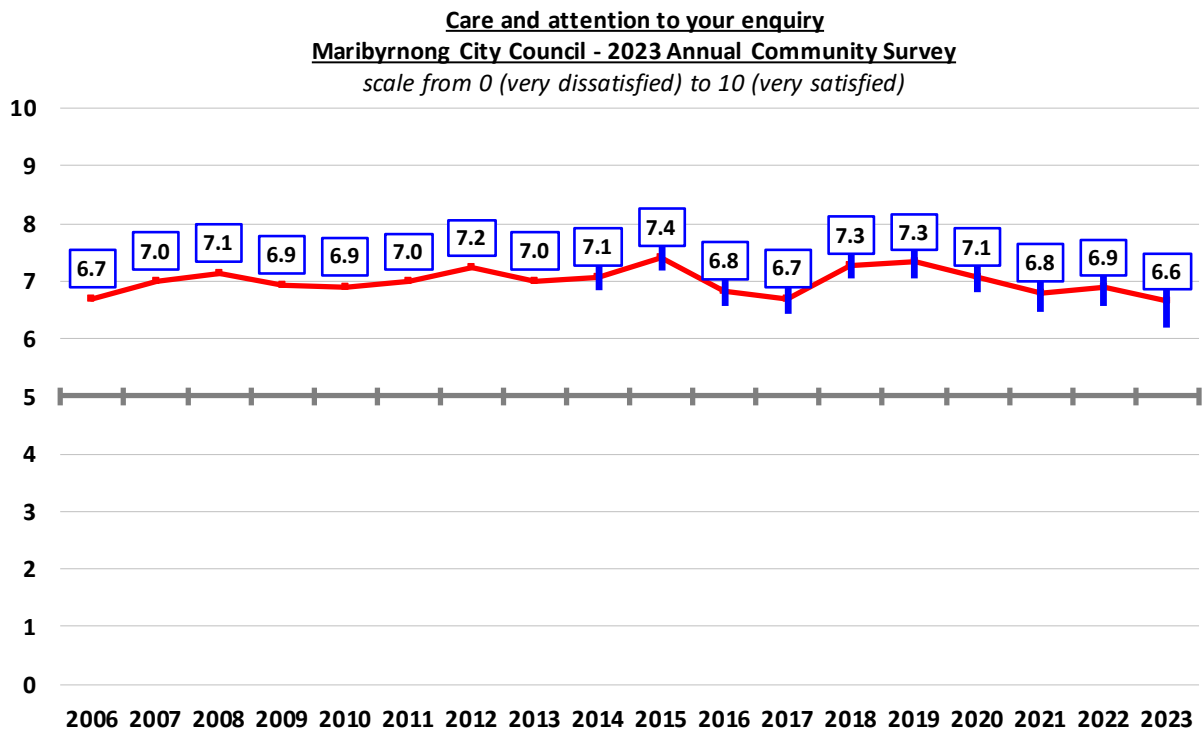
There was no statistically significant variation in these results observed, although it is noted that respondents from English speaking households were a little more satisfied than those from multilingual households with the online payment system and care and attention to enquiry. They were, however, a little less satisfied with access to relevant officer / area.



Satisfaction with general reception remained stable this year at 7.2 out of 10, or a “good” level of satisfaction. This result has remained stable a lower level than the long-term average satisfaction since 2006 of 7.4 out of 10 or “very good”.

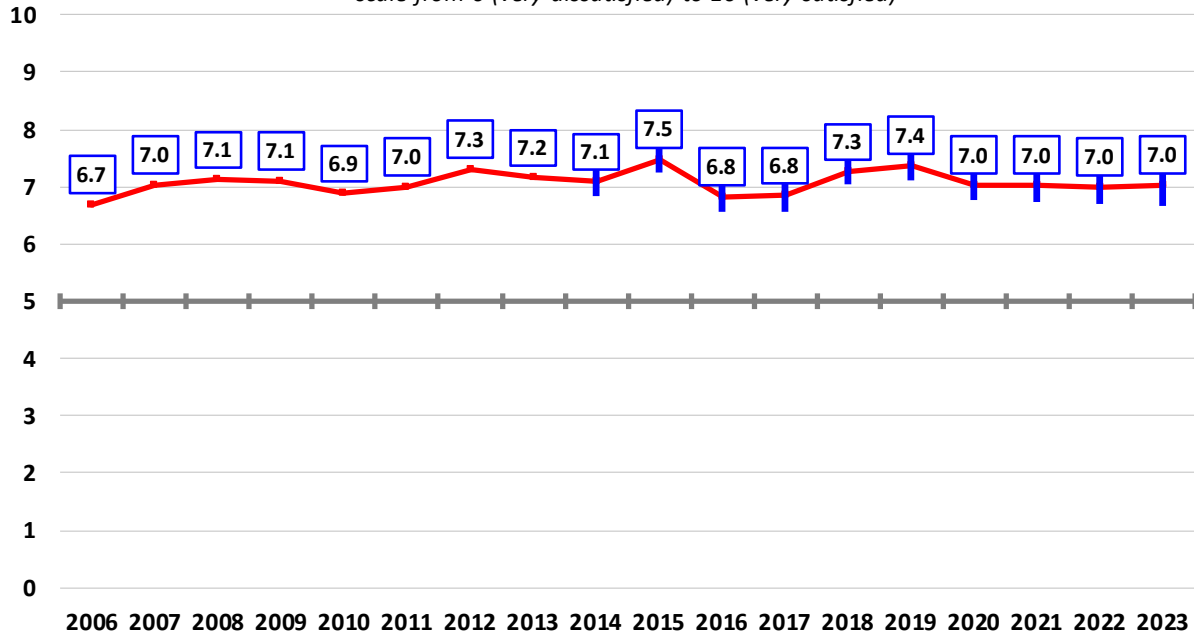


Satisfaction with care and attention to enquiry declined somewhat, but not measurably this year, down four percent to 6.6, although it remains at a “good” level of satisfaction. This result remains below the long-term average satisfaction since 2006 of 7.0 out of 10.



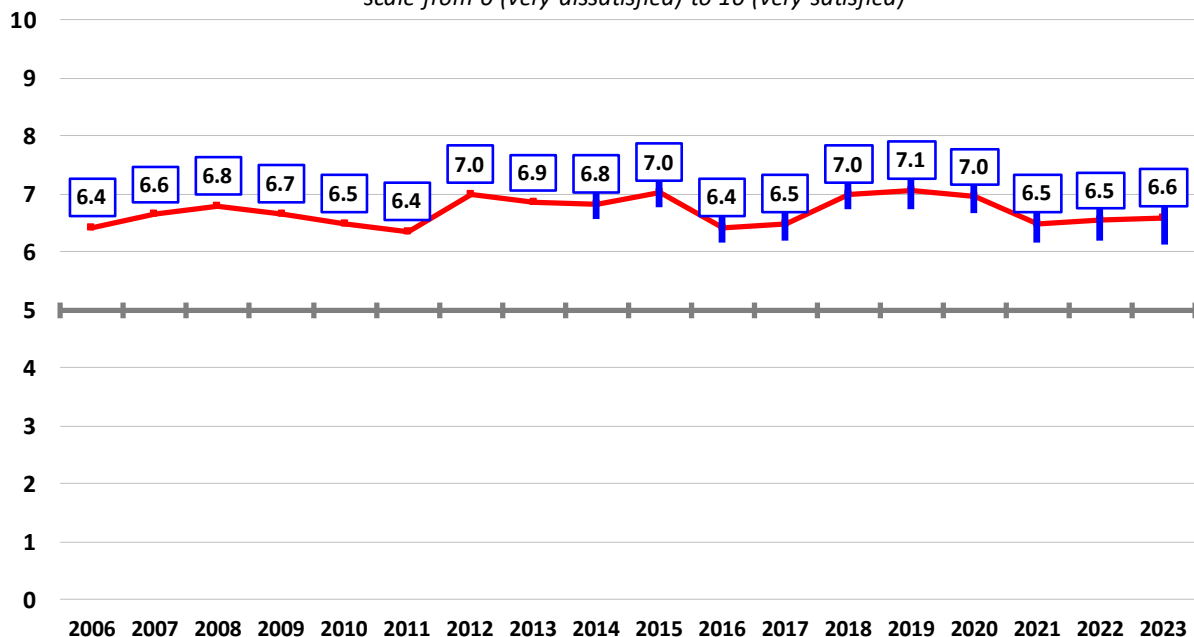
Satisfaction with the provision of information Council and its services remained stable for the third consecutive year at 7.0 out of 10, or a “good” level of satisfaction. This result, however, remains just marginally below the long-term average satisfaction since 2006 of 7.1 out of 10.

Provision of information on the Council and its services
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

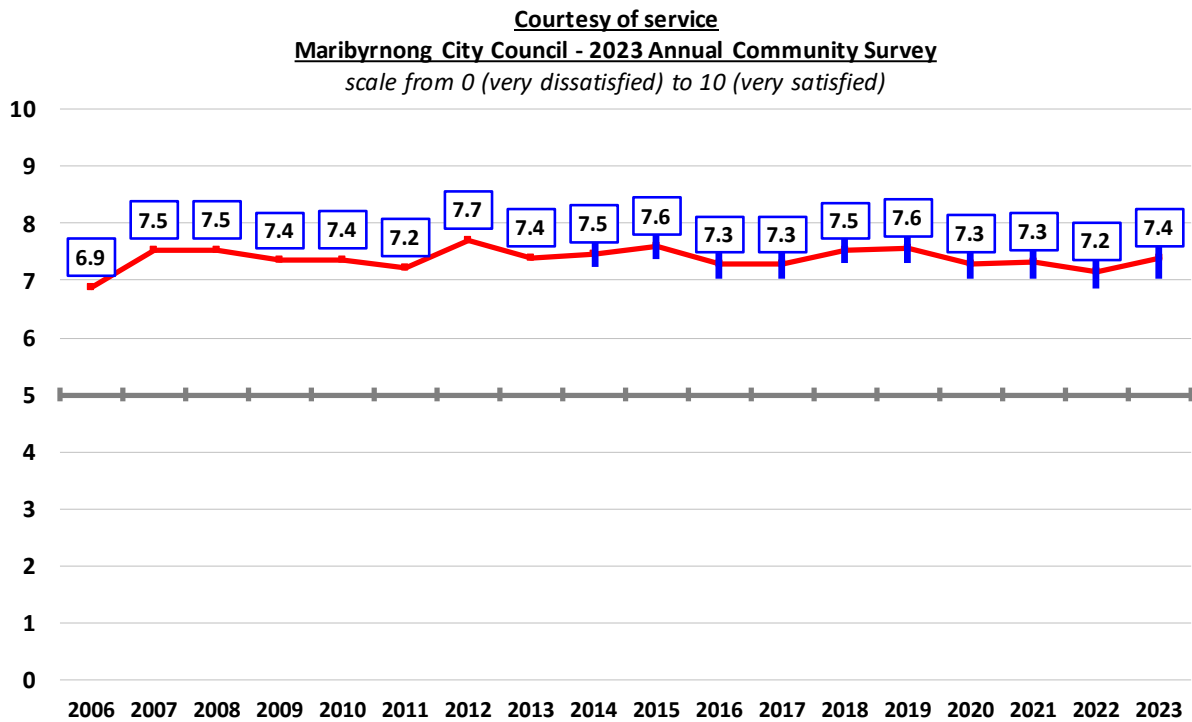


Satisfaction with the speed of service increased marginally but not measurably this year, up two percent to 6.6, although it remains at a “good” level, and below the long-term average satisfaction since 2006 of 6.7 out of 10.

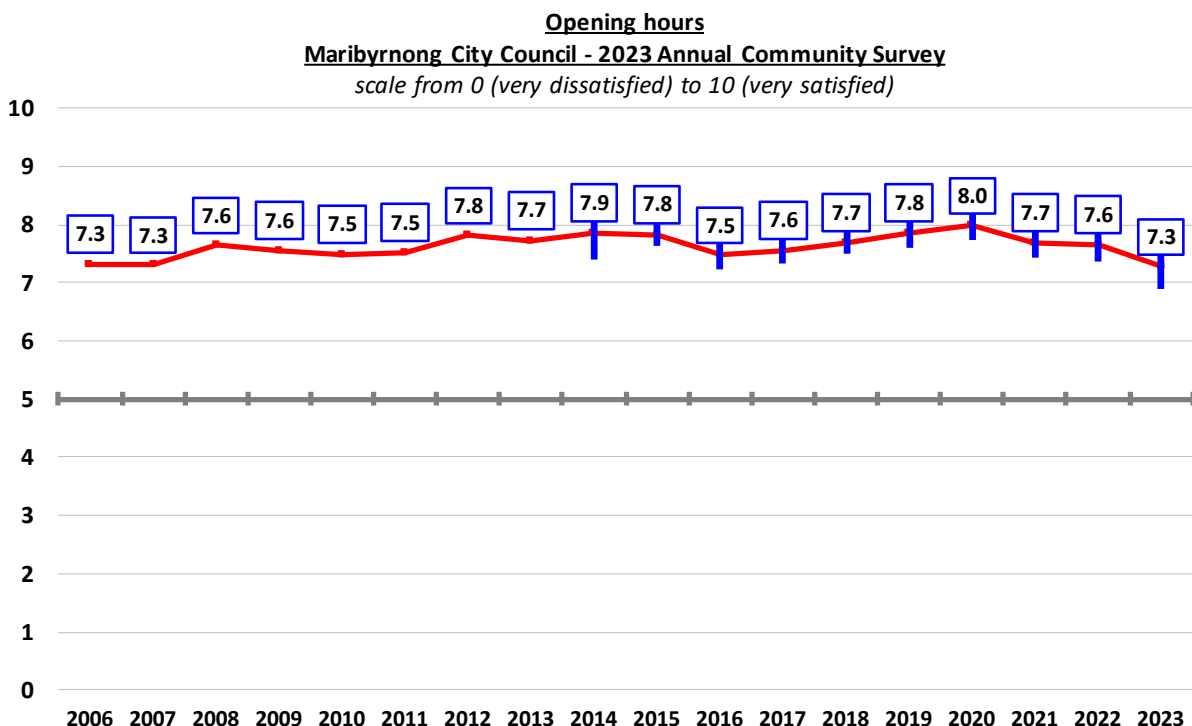
Speed of service
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



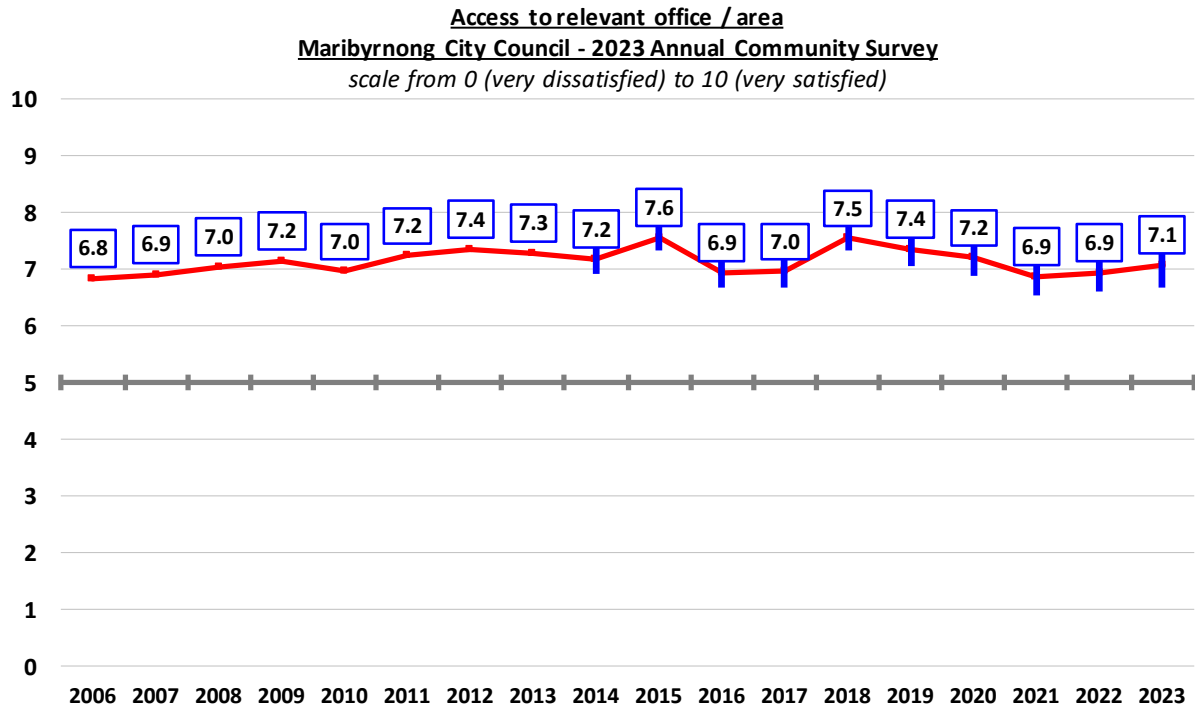
Satisfaction with the courtesy of service increased marginally, but not measurably this year, up three percent to 7.4, which is a “very good”, up from a “good” level of satisfaction. This result was consistent with the long-term average satisfaction since 2006 of 7.4 out of 10.



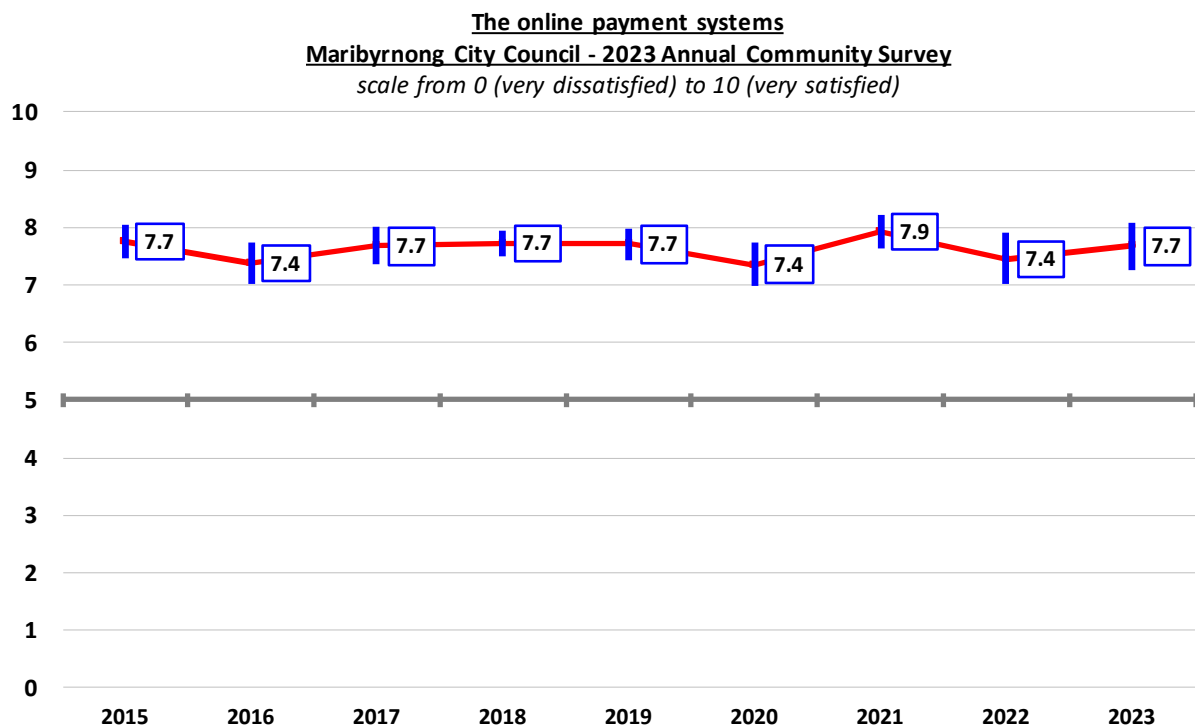
Satisfaction with opening hours declined somewhat, but not measurably this year, down four percent to 7.3 out of 10, although it remains at a “very good” level of satisfaction. This result was somewhat, but not measurably lower than the long-term average satisfaction since 2006 of 7.6 out of 10.



Satisfaction with access to relevant officer / area increased marginally but not measurably this year, up three percent to 7.1 out of 10, although it remains at a “good” level of satisfaction. This result was consistent with the long-term average satisfaction since 2006 of 7.1 out of 10.

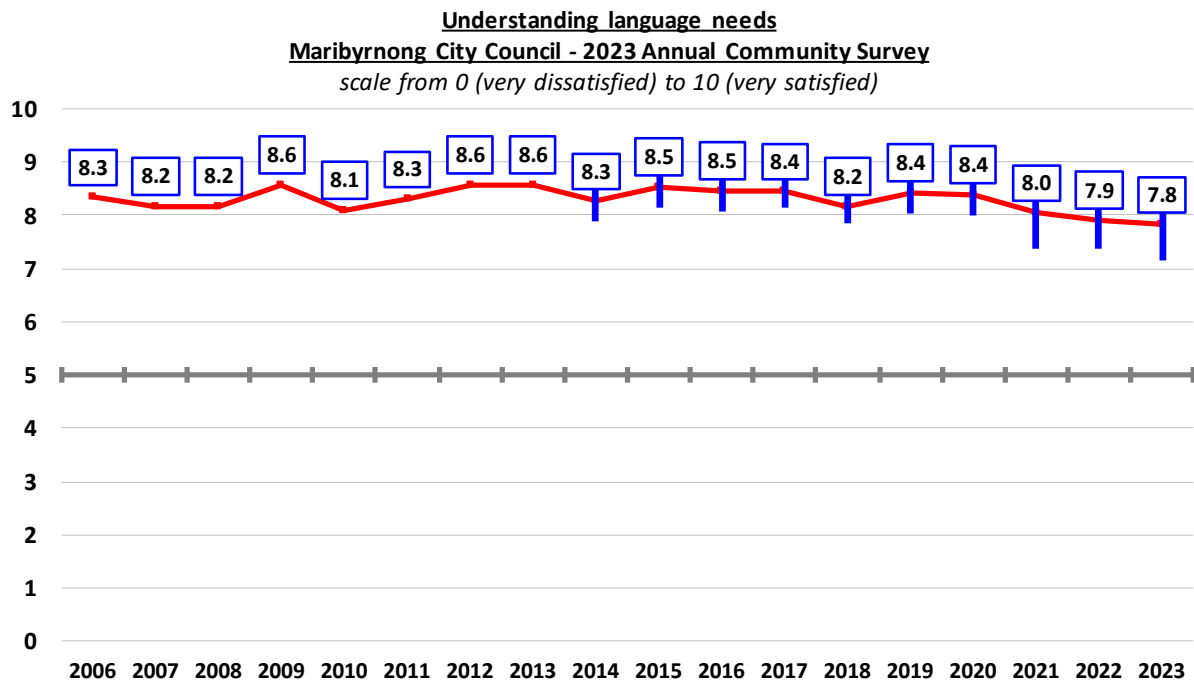


Satisfaction with the online payments system increased somewhat, but not measurably this year, up four percent to 7.7, although it remains at a “very good” level. This result was marginally higher than the long-term average satisfaction since 2015 of 7.6 out of 10.



Satisfaction with staff understanding of the respondents’ language needs was calculated only for respondents from multilingual households. The average satisfaction with this aspect of customer service declined marginally again this year, down one percent to 7.8, although it remains at an “excellent” level of satisfaction.

This result of 7.8 this year remains notably below the long-term average satisfaction since 2006 of 8.3 out of 10.



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.”

Satisfaction with all three planning and development outcomes increased notably this year, with statistically significant increases in satisfaction with the protection of local heritage (up 6%), and satisfaction with the appearance and quality of new developments (up 6%).

These results are consistent with the notable decline in the proportion of respondents who nominated planning, housing, and development related issues as one of the top three [issues to address](#) for the City of Maribyrnong ‘at the moment’.

Taken together, these results suggest a decline in community concerns around planning and housing development this year compared to recent years.

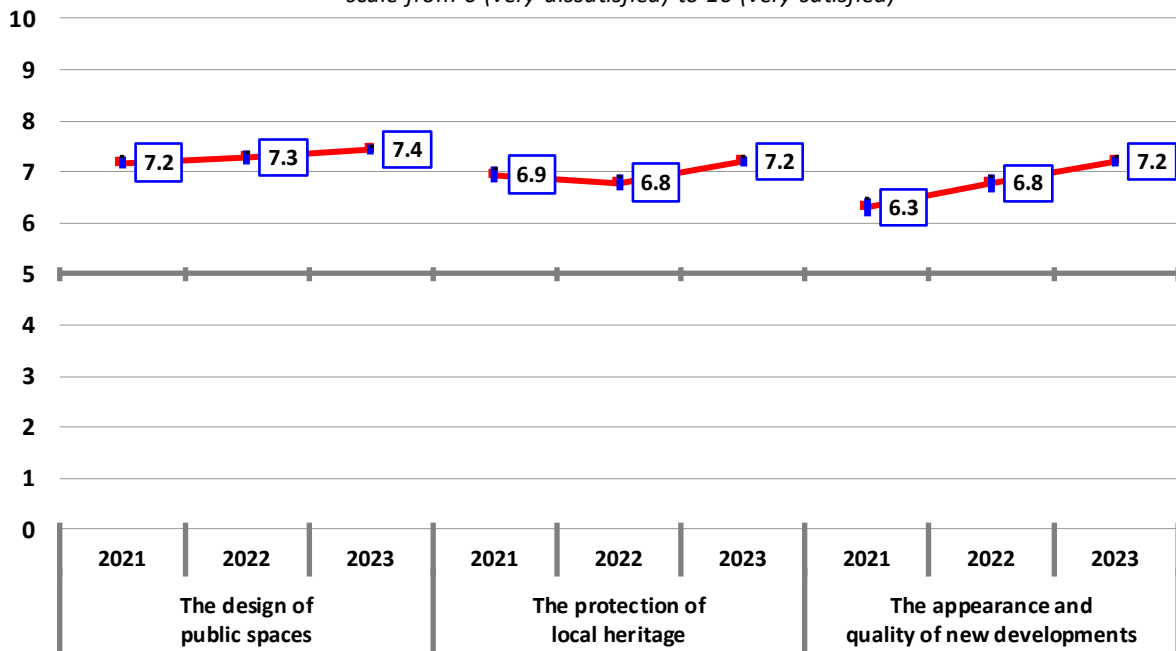
That said, it is worth bearing in mind that 11% of respondents who were “dissatisfied” with Council’s overall performance nominated planning and development issues as a top issue.

Satisfaction with the three planning and development outcomes can best be summarised as follows:

- **Very Good** – for the design of public spaces.
- **Good** – for the protection of local heritage and the appearance and quality of new developments.



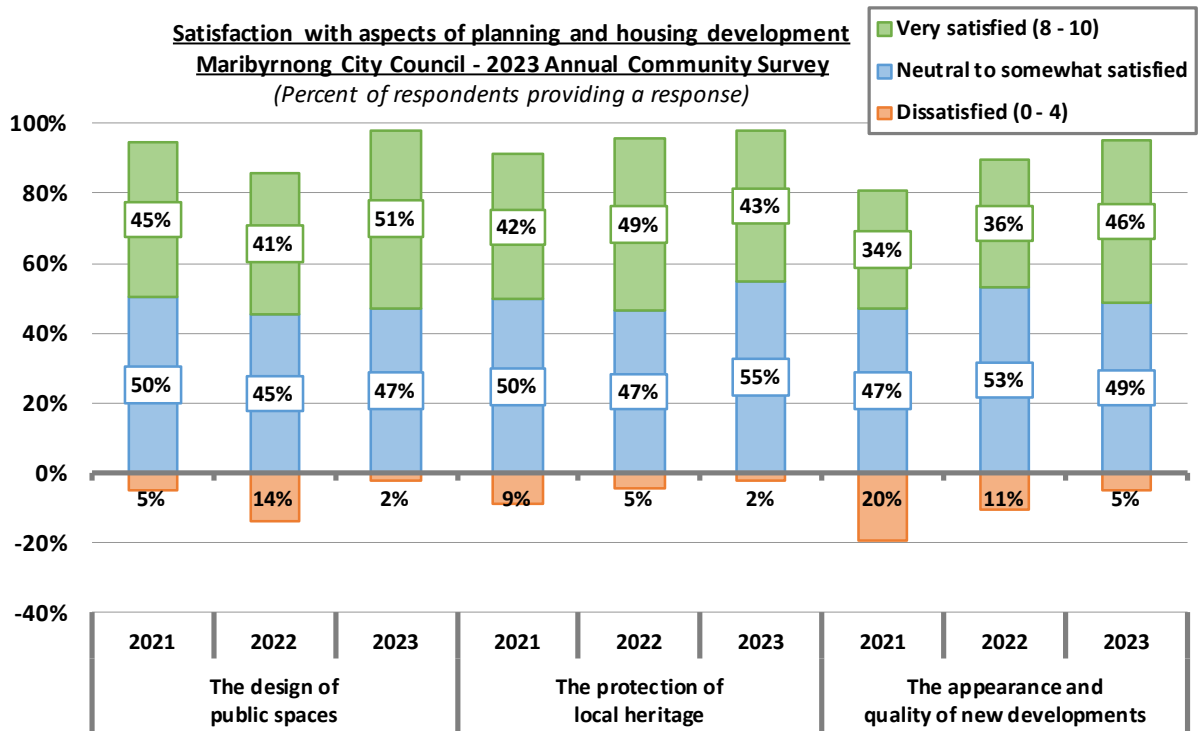
Satisfaction with aspects of planning and housing development
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The following graph provides a breakdown of satisfaction 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 out of 10).

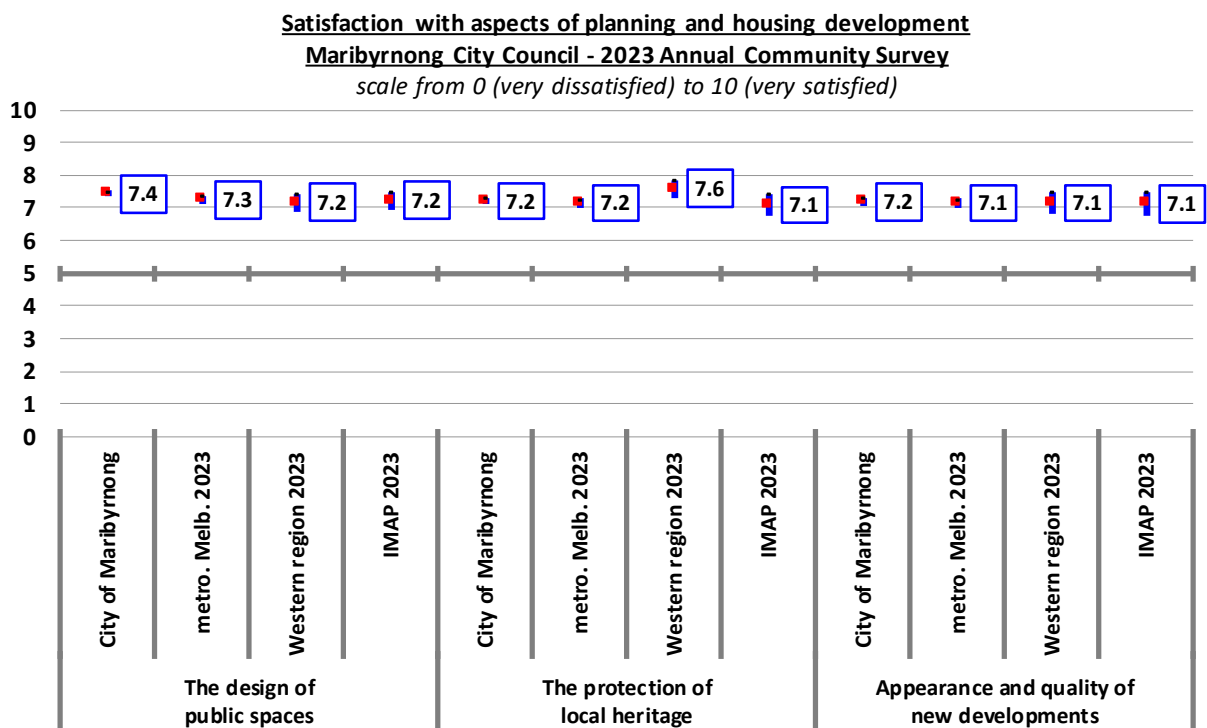
Attention is drawn to the substantial decline in the proportion of respondents “dissatisfied” with the design of public spaces from the unusually high 14% last year to just two percent this year. It is also noted that the proportion of respondents “dissatisfied” with the appearance and quality of new developments declined again this year, down from 20% in 2021 to two percent this year.





The following graph provides a comparison of satisfaction with these three planning and development outcomes against the metropolitan Melbourne, western region councils', and IMAP councils' averages, as recorded in the 2023 *Governing Melbourne* research. *Governing Melbourne* was conducted independently by Metropolis Research in January 2023 using the same door-to-door methodology.

It is noted that satisfaction with all three measures was consistent with the metropolitan Melbourne and other comparisons, although satisfaction with the protection of local heritage was somewhat higher in the western region councils (7.6).



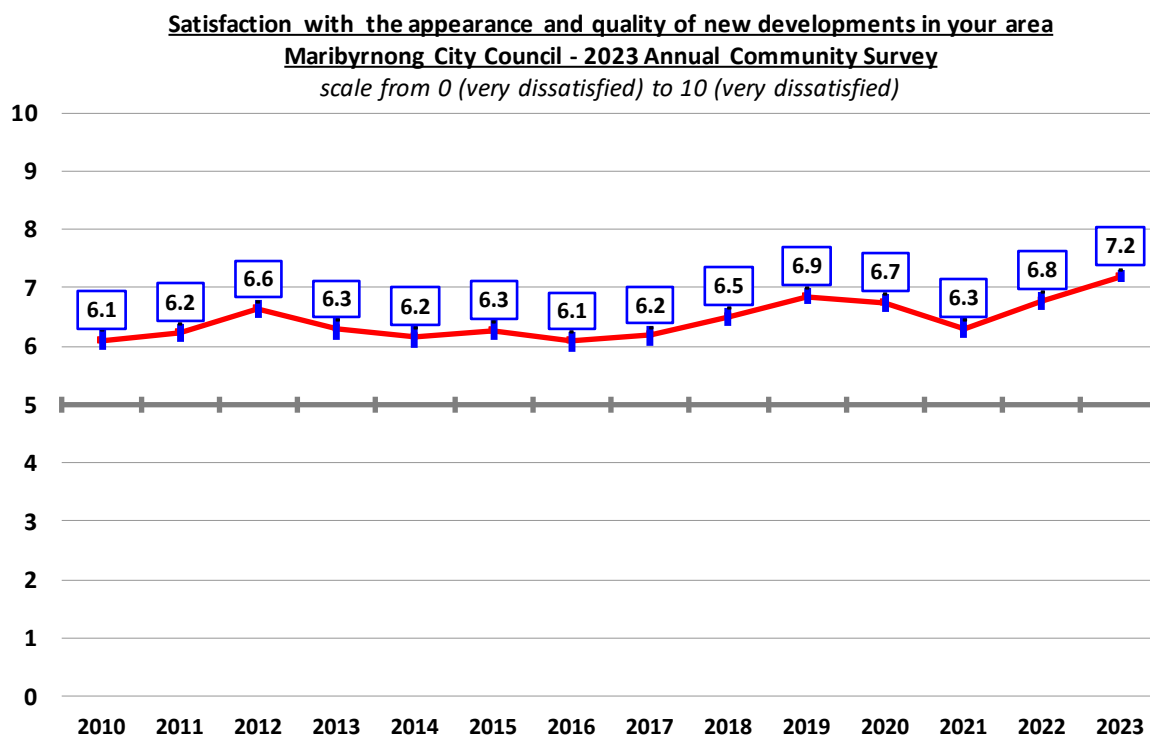
The appearance and quality of new developments in your area

Satisfaction with the appearance and quality of new developments in the local area increased measurably again this year, up six percent to 7.2 out of 10, although this remains a “good” level of satisfaction.

This is the highest level of satisfaction recorded for this aspect, and well above the long-term average satisfaction since 2010 of 6.5 out of 10.

Metropolis Research notes that the increase in satisfaction with the appearance and quality of new developments is consistent with the decline in the proportion of respondents who nominated building, housing, planning, and development as a top three [issue to address](#).

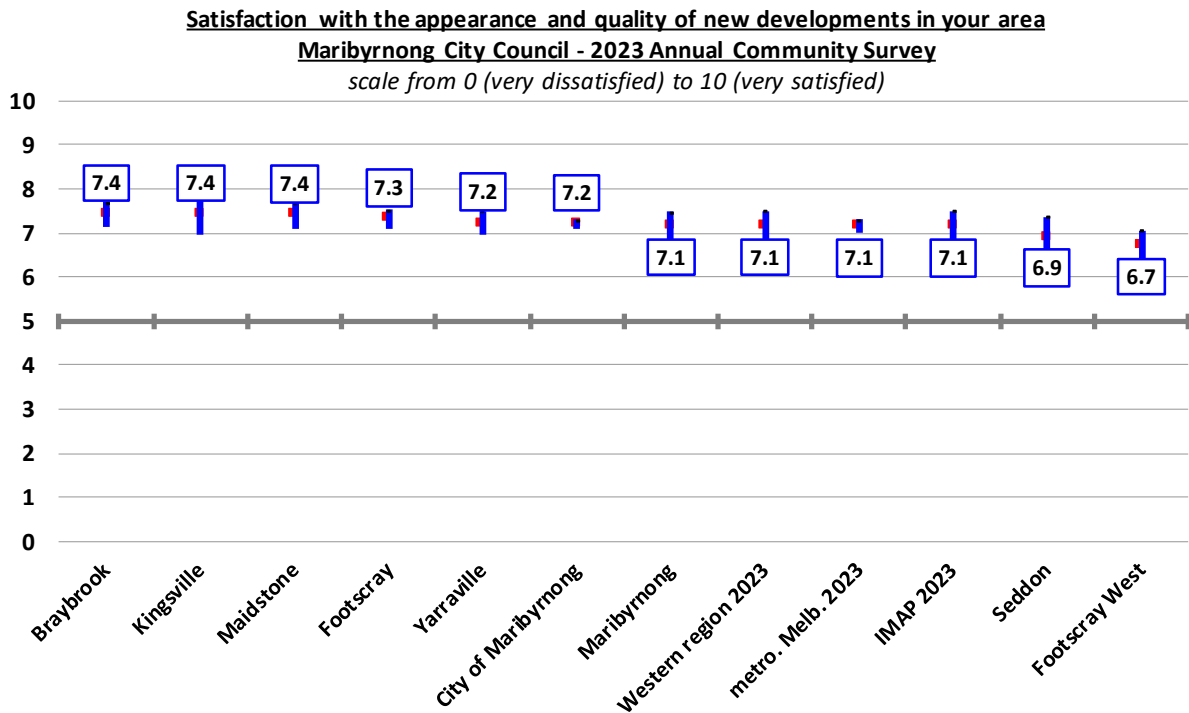
That said, it is important to bear in mind that the respondents who did nominate planning and development issues as a top three issue remain notably less satisfied with Council’s overall performance than the average of all respondents.



There was some measurable variation in satisfaction with the appearance and quality of new developments in the local area observed across the municipality.

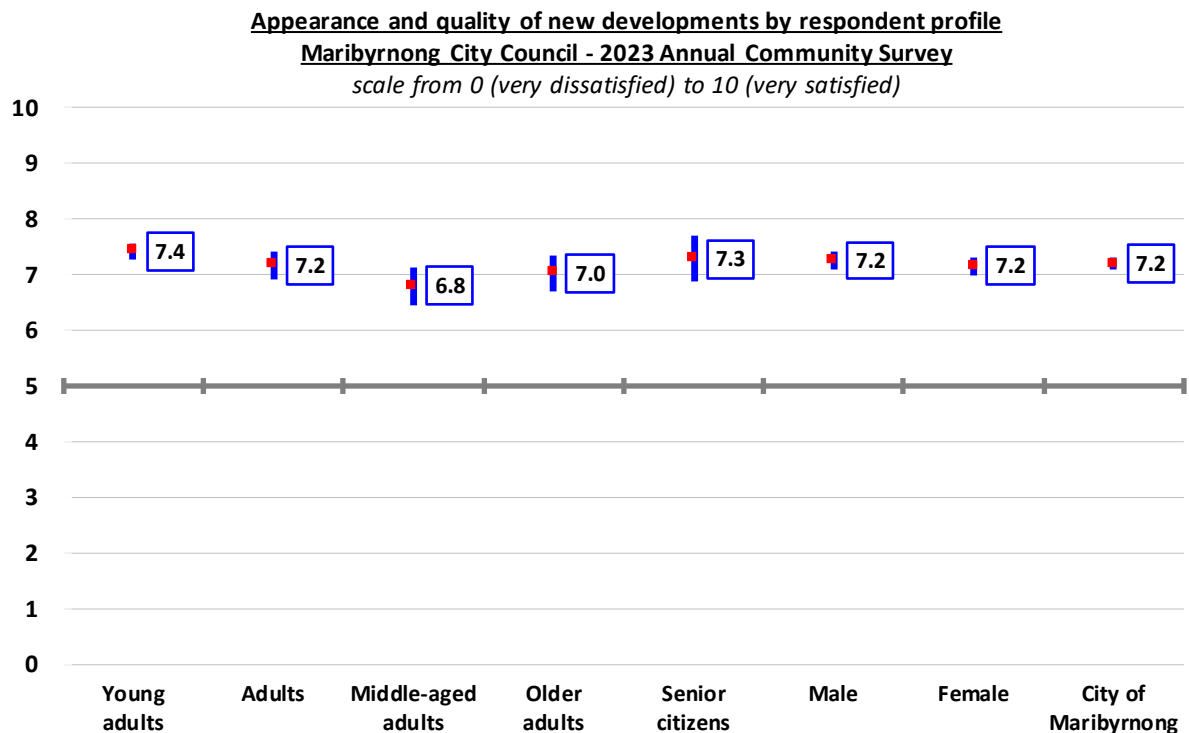
Respondents from Footscray West measurably less satisfied than average, although still at a “good” level of satisfaction.





There was measurable variation in satisfaction with this aspect observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than average and at a “very good” level. By contrast, middle-aged adults (aged 45 to 59 years) were measurably less satisfied than average, although still at a “good” level.

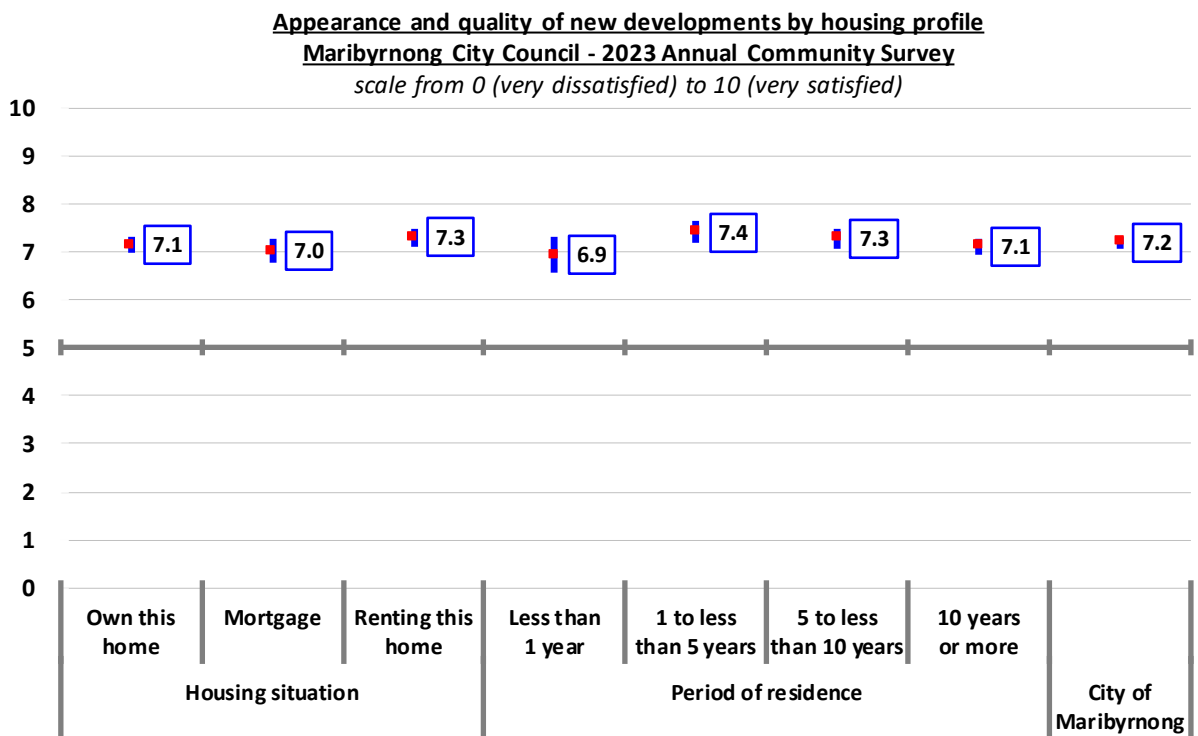
Metropolis Research notes that it is often the case that middle-aged adults are the least satisfied with aspects of planning and housing development.



Interestingly, there was no measurable variation in satisfaction with the appearance and quality of new developments observed by housing situation or period of residence in the City of Maribyrnong.

This is somewhat unusual, as it is often the case that homeowners tend to be notably less satisfied than average, and that new residents tend to be measurably more satisfied than average.

These results do tend to suggest that the improved level of satisfaction with the appearance and quality of new developments was broadly reflected across the community.



Examples and opinions regarding new housing developments

There were 40 comments received from respondents outlining concerns around the appearance and quality of new developments and identifying sites of concerns.

The most common concerns raised by respondents related to the perception of overdevelopment, including the number and size of apartments.



Comments regarding the appearance and quality of new development
Maribyrnong City Council - 2023 Annual Community Survey
(Number and percent of total responses)

<i>Response</i>	<i>2023</i>	
	<i>Number</i>	<i>Percent</i>
Overdevelopment / units / apartments / high-rises	12	30%
Planning	6	15%
Specific sites identified by respondents	5	13%
Quality	5	13%
Appearance	3	8%
General negative	3	8%
Heritage and character	1	3%
Infrastructure / facilities / amenities	1	3%
Open / green spaces, trees, playgrounds	1	3%
Traffic / roads / parking	1	3%
Other	2	5%
Total	40	100%

The following table outlines the verbatim comments received in relation to the appearance and quality of new developments.

Comments regarding the appearance and quality of new development
Maribyrnong City Council - 2023 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Overdevelopment / units / apartments / high-rises</i>	
Way too many construction projects / developments	4
Housing density too high	3
Too many units / townhouses	2
Too much construction on local streets	2
We don't want more	1
Total	12
<i>Planning</i>	
Lack of planning	1
Need more development	1
Need more storeys house	1
No new developments	1
Not enough area	1
There was a plan to build a 3-storey house in the lot that was at the back of my house, and it is impossible to do so but the Council still persisted	1
Total	6



<i>Specific sites identified by respondents</i>	
Construction neighbouring house	1
Due to this company NEXTDC (Indwe St), they destroyed all nature strips and been a chaos past 2 years	1
Frontside of houses	1
Lions Club development Summerhill Rd should be finished by now	1
Neighbour houses lots of weeds	1
Total	5

<i>Quality</i>	
Apartments sizes are too small	1
Not enough focus on environmental builds and allow cheapest options too often	1
Seddon Square, I'm concerned about the rate of low-quality apartments building being developed	1
They're just building the crappy things	1
Very generic and poor-quality building	1
Total	5

<i>Appearance</i>	
Just generally not appealing	1
No design	1
Unnecessary beautification	1
Total	3

<i>General negative</i>	
Decisions have been inconsistent	1
They are noisy	1
They build for rates	1
Total	3

<i>Heritage and character</i>	
Development in Fielding St was allowed to go ahead even though heritage building was knock-down and was allowed to build across another house	1
Total	1

<i>Infrastructure / facilities / amenities</i>	
Lack of infrastructure	1
Total	1



<i>Open / green spaces, trees, playgrounds</i>	
Treeless concrete jungles	1
Total	1
<i>Traffic / roads / parking</i>	
Traffic congestion	1
Total	1
<i>Other</i>	
CBD	1
Lack of affordability and availability	1
Total	2
Total responses	40

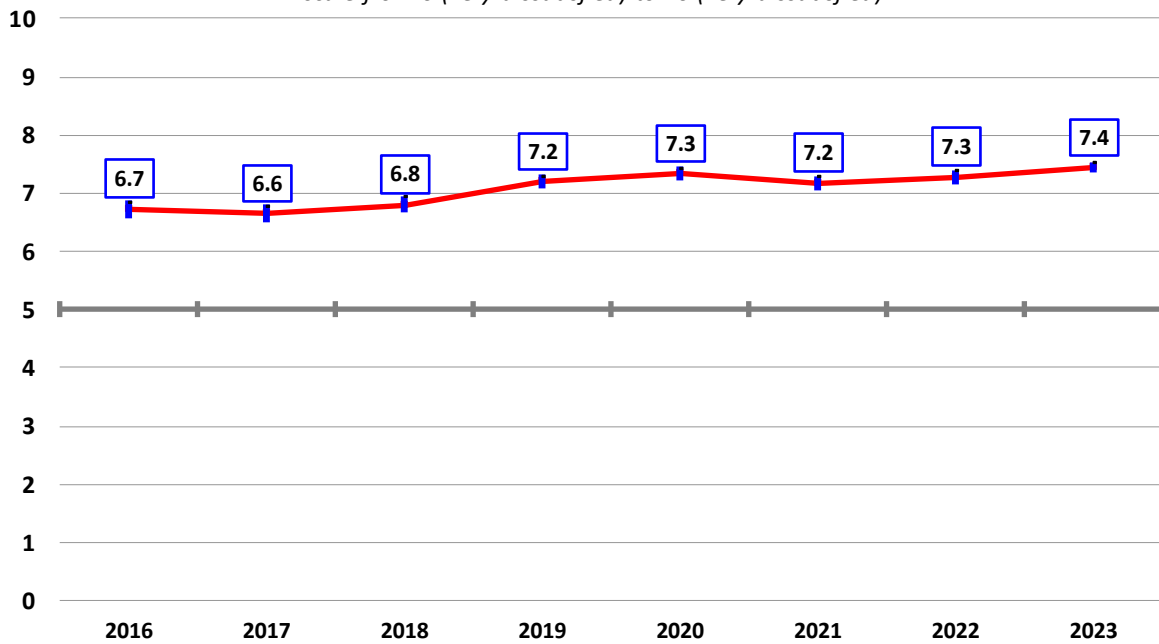
The design of public spaces

Satisfaction with the design of public spaces increased marginally, but not measurably this year, up two percent to 7.4 out of 10, which is a “very good”, up from a “good” level of satisfaction.

This was the highest level of satisfaction with this aspect of performance recorded since the question was first included in the survey program back in 2016 and was well above the long-term average satisfaction since 2016 of 7.1 out of 10.

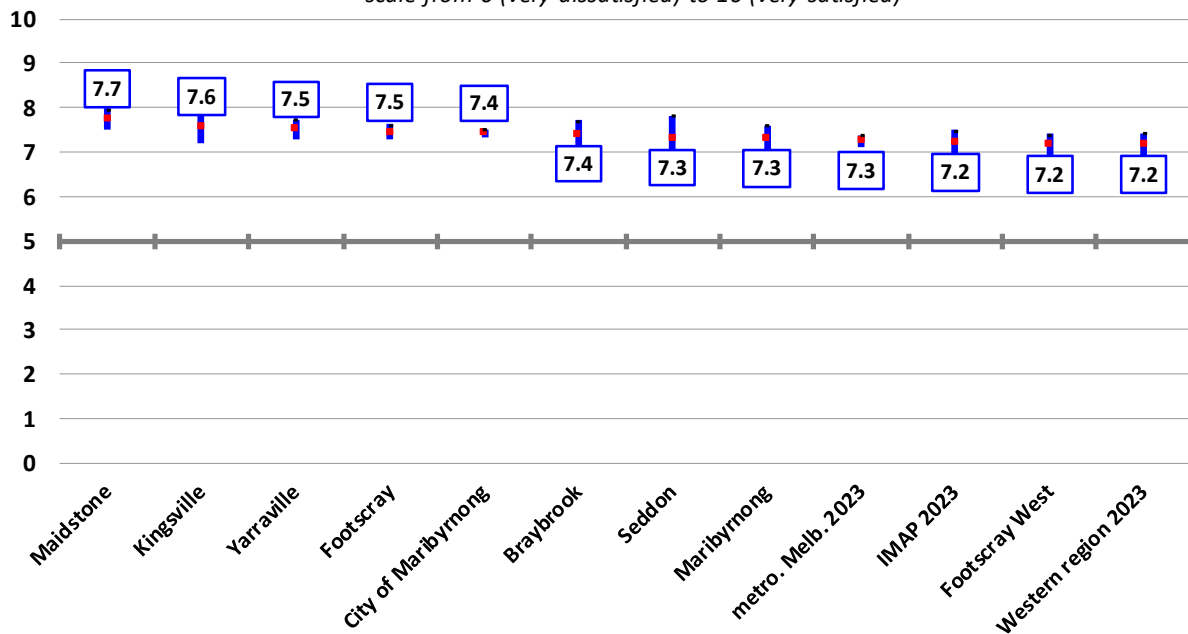


Satisfaction with the design of public spaces
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was some notable and measurable variation in satisfaction with the design of public spaces observed across the municipality, with respondents from Maidstone measurably more satisfied than average, although still at a “very good” level of satisfaction.

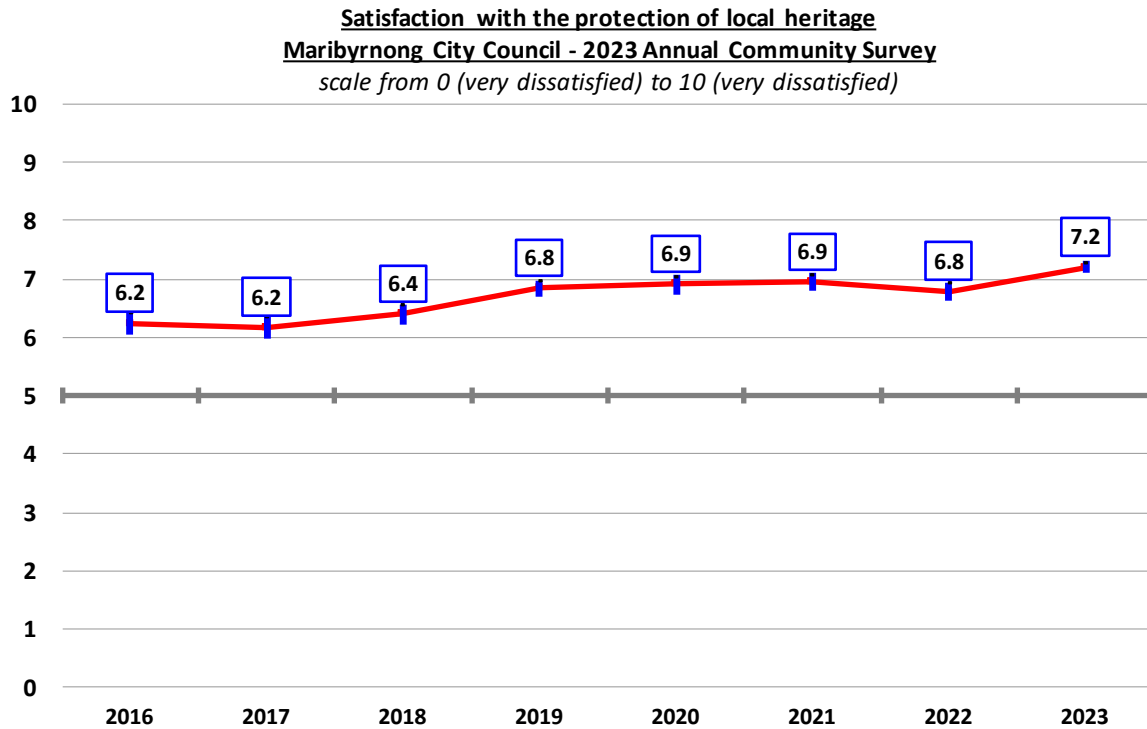
Satisfaction with the design of public spaces
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The protection of local heritage

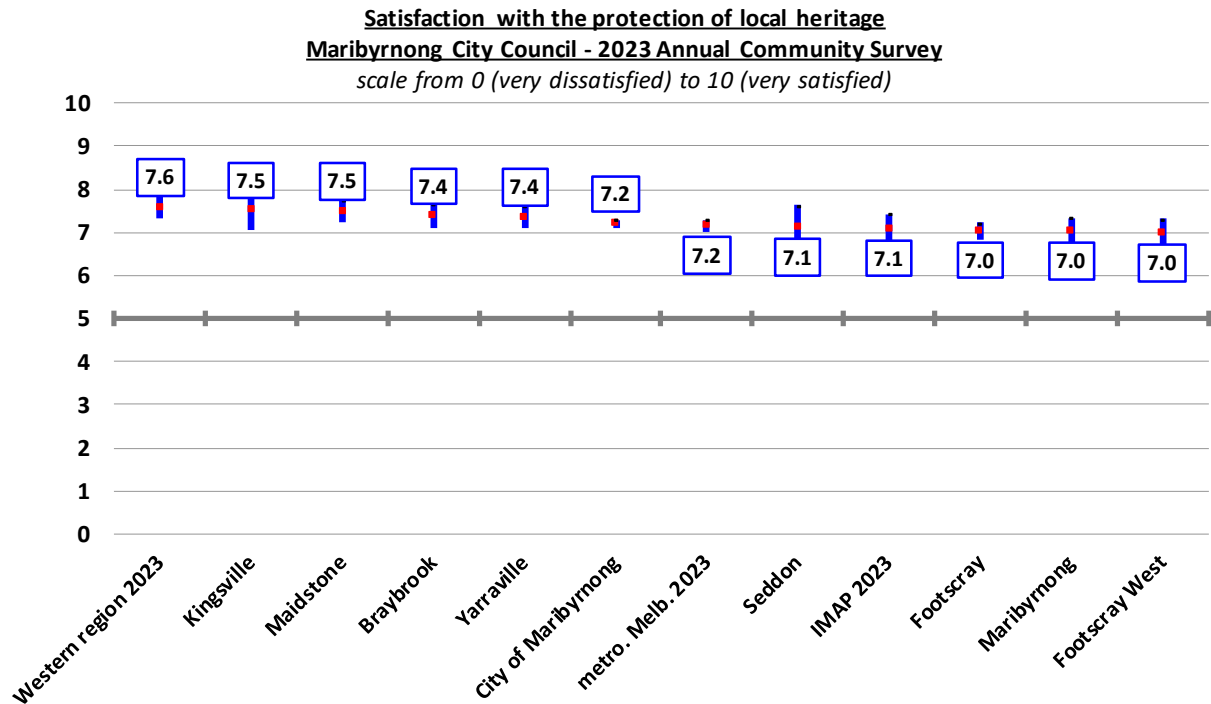
Satisfaction with the protection of local heritage increased measurably and significantly this year, up six percent to 7.2 out of 10, although it remains at a “good” level of satisfaction.

This is the highest satisfaction score recorded for this variable since the question was first included in the survey program back in 2016, and above the long-term average of 6.7.



There was no measurable or notable variation in satisfaction with the protection of local heritage observed across the municipality, although respondents from Kingsville, Maidstone, Braybrook, and Yarraville rated satisfaction at “very good” rather than “good” levels.





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?”

Respondents were again in 2023, asked whether they or a member of their household had been personally involved in a planning application or development in the last 12 months.

Consistent with the results recorded in previous years, a total of just 22 of the 800 respondents reported that they had been involved in the process, with two percent as applicants, one percent as objectors, and three with other involvement.



Involvement in planning approvals process
Maribyrnong City Council - 2023 Annual Community Survey
 (Number and percent of respondents providing a response)

Response	2023		2022	2021	2020	2019	2018
	Number	Percent					
Yes - Applicant	15	2%	2%	3%	2%	2%	4%
Yes - Objector	4	1%	1%	1%	2%	1%	2%
Yes - Other	3	0%	0%	0%	0%	1%	1%
No involvement	754	97%	96%	96%	96%	96%	94%
Not stated	24		88	17	17	8	8
Total	800	100%	800	800	800	800	800

Satisfaction with aspects of the planning approvals process

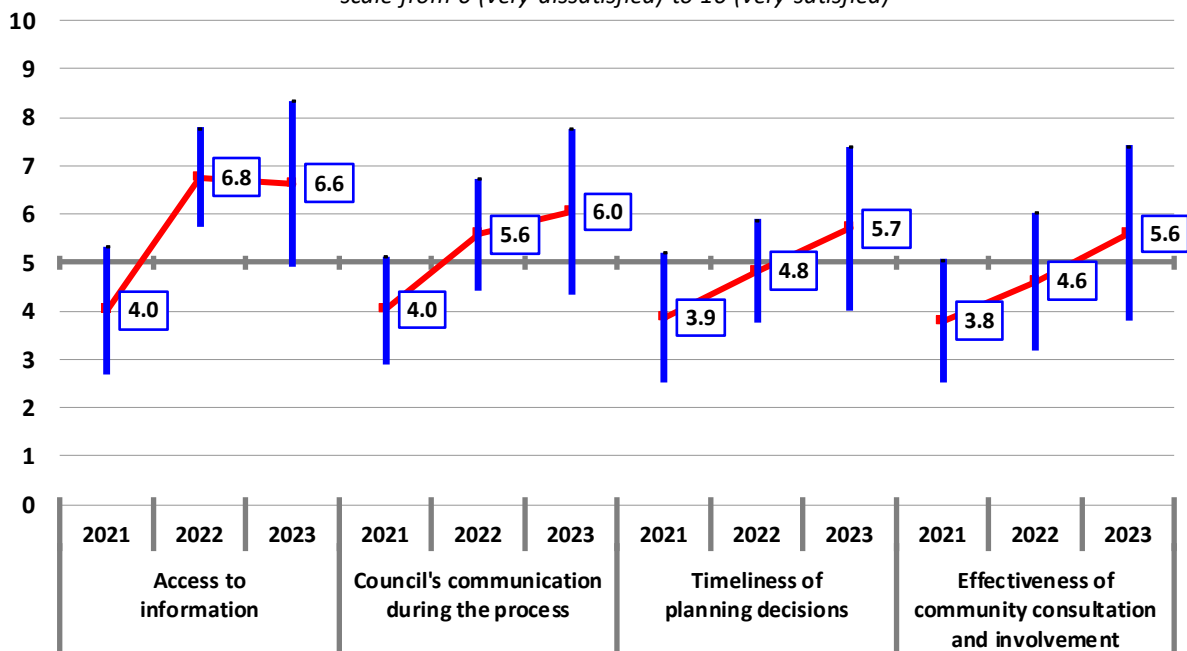
Respondents involved in planning in the last 12 months were asked:

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

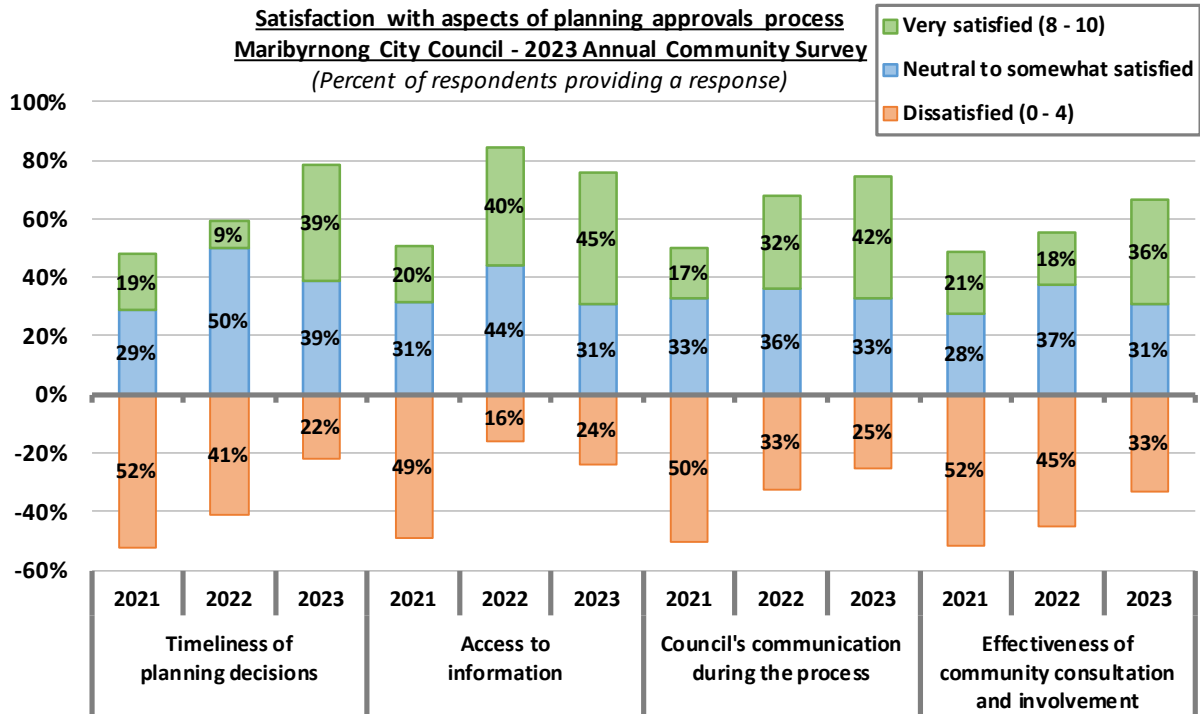
The 22 respondents who reported that they or members of their household had been personally involved in a planning application or development in the last 12 months were asked to rate their satisfaction with four aspects of the process.

Cognisant of the very small sample size, it is noted that satisfaction remained “good” for access to information, was “solid” (up from “poor”) for Council’s communication, and “poor” (up from “very poor” for the timeliness of decisions, and the effectiveness of consultation.

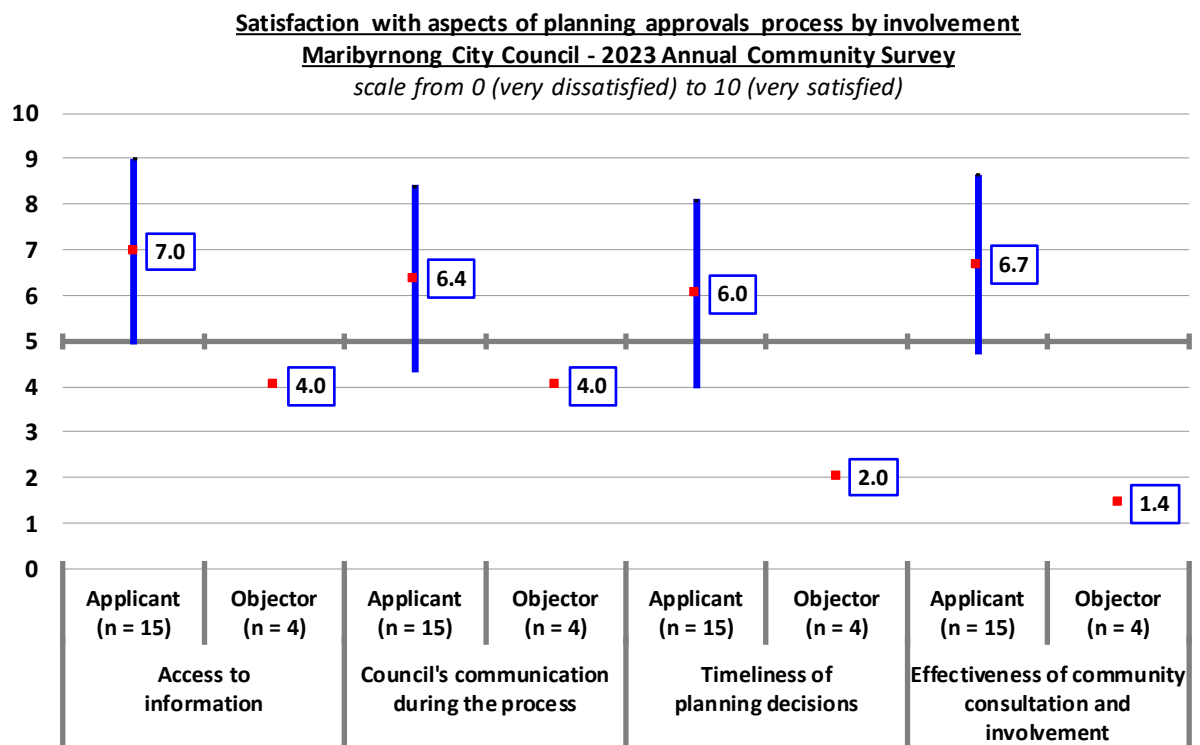
Satisfaction with aspects of planning approvals process
Maribyrnong City Council - 2023 Annual Community Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



The following graph provides a breakdown of satisfaction 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 out of 10).

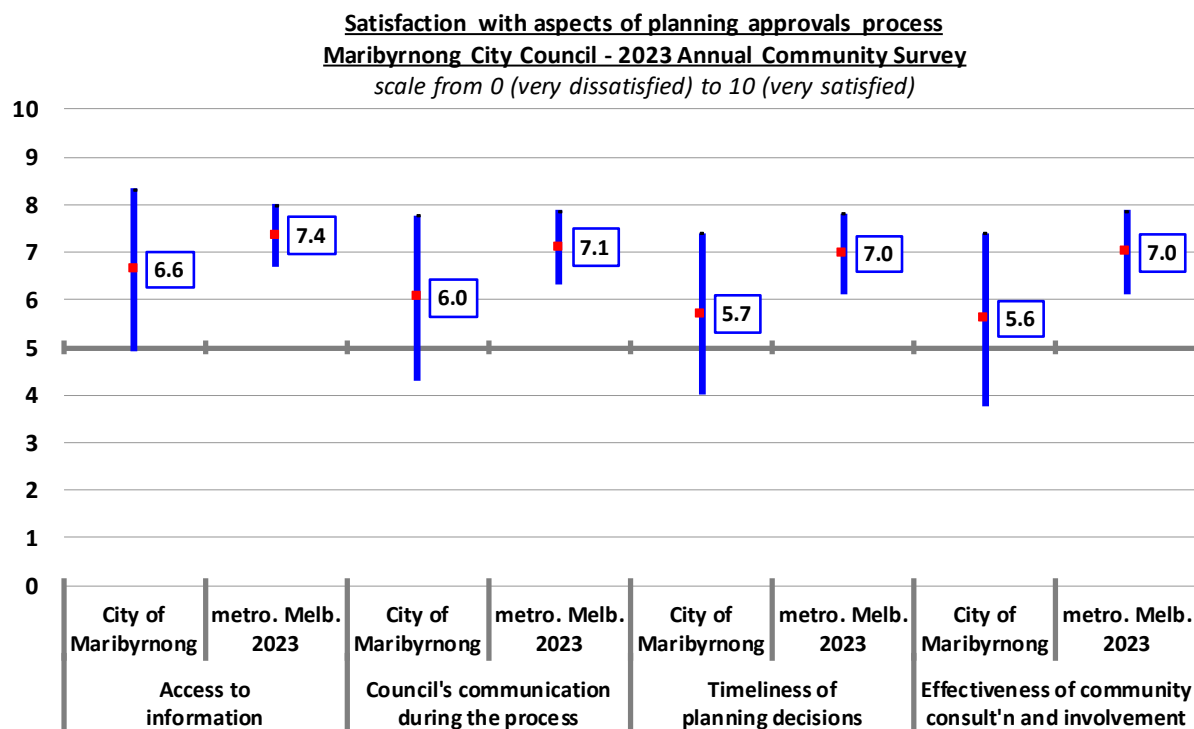


Whilst cognisant of the extremely small sample size, it is noted that the small number of applicants tended to be significantly more satisfied than the very small number of objectors. This is consistent with historical results for this breakdown.



The following graph provides a comparison to the metropolitan Melbourne results, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the same methodology.

Whilst cognisant of the very small sample sizes, it is noted that the 22 respondents from the City of Maribyrnong were less satisfied with each of these four aspects than the metropolitan Melbourne average. This variation was not, however, statistically significant.



Planning for population growth by all levels of government

Respondents were read the following preamble:

“The State Government has planned for the population of Maribyrnong to continue growing by approximately 72% over the next 20 years to almost 157,000. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.”

Respondents were then asked:

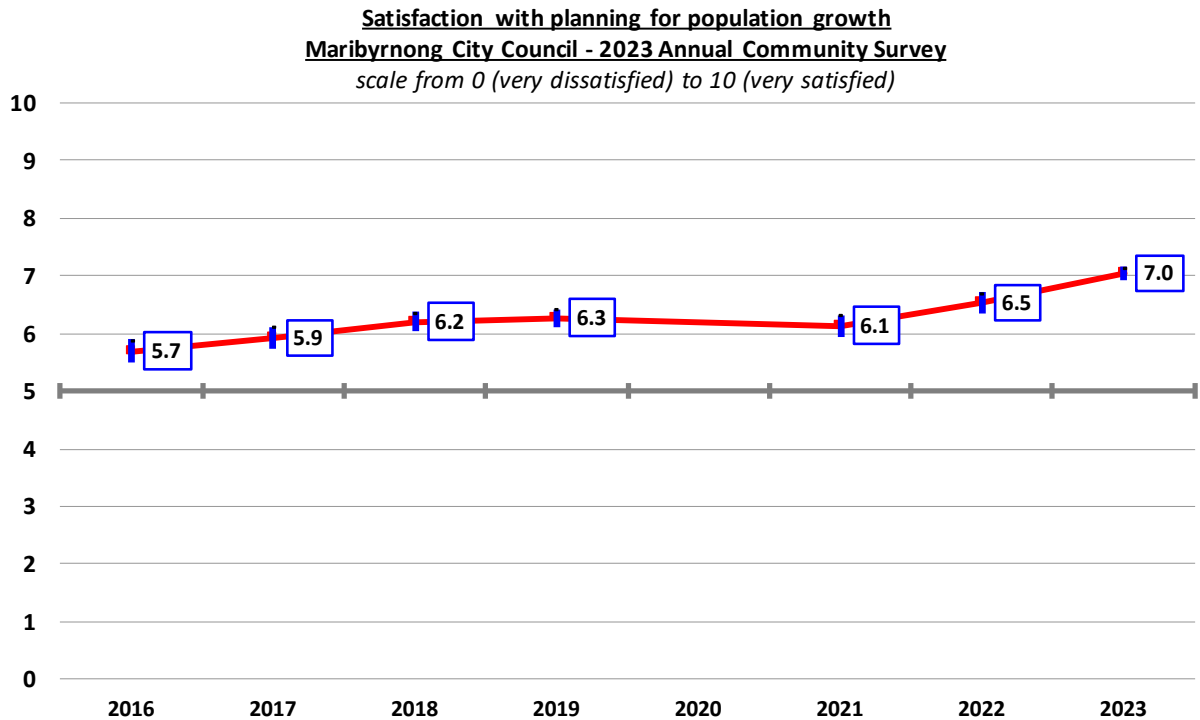
“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with planning for population growth?”

Satisfaction with planning for population growth by all levels of government increased measurably and significantly this year, up eight percent to 7.0 out of 10, although it remains at a “good” level of satisfaction.

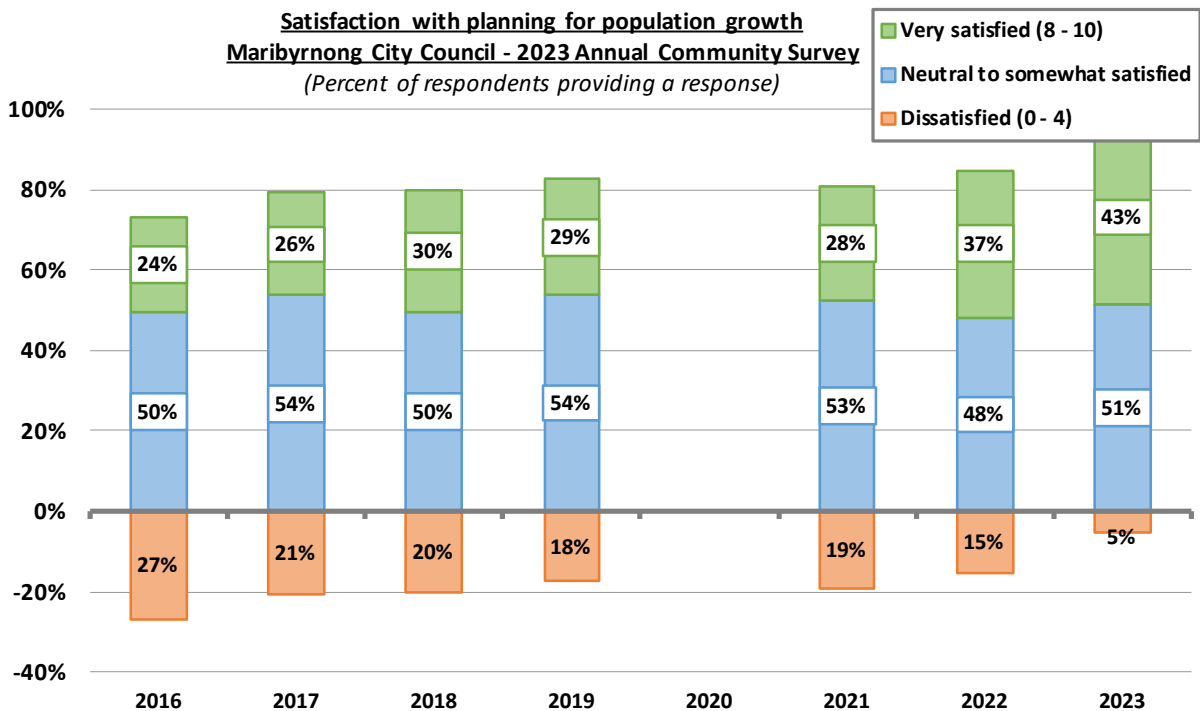
This is the highest satisfaction score recorded for this aspect since it was first included in the survey program back in 2016 and was well above the long-term average of 6.3.



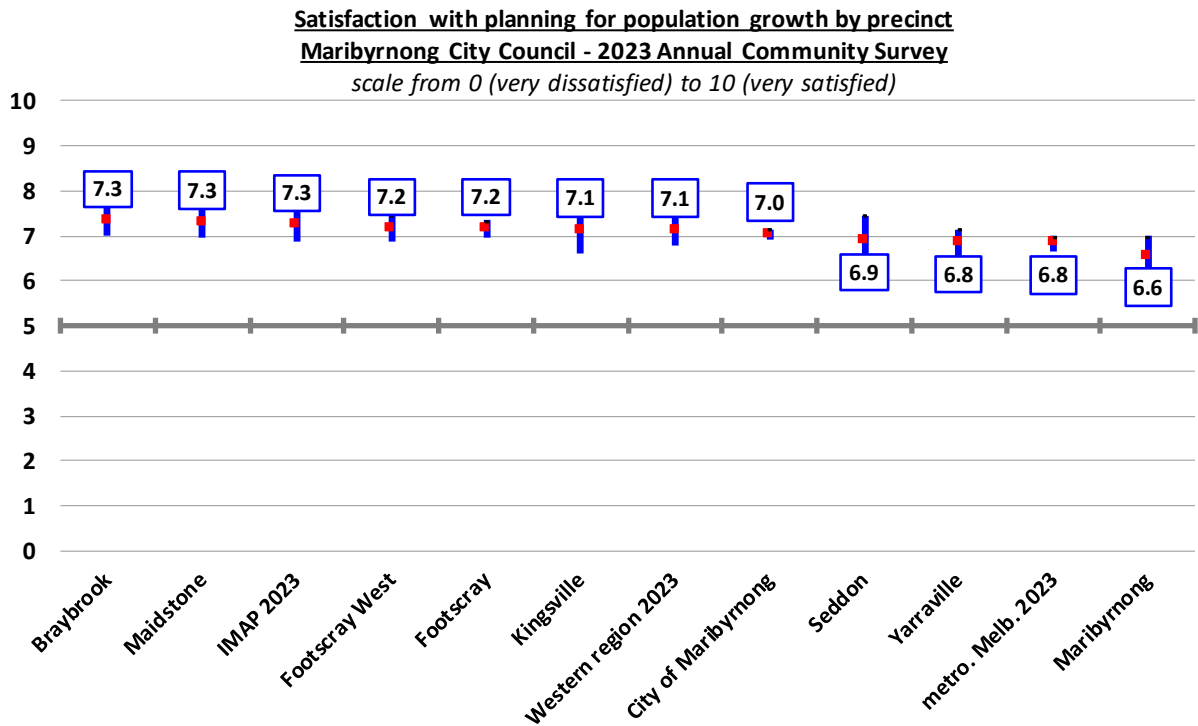
This result was somewhat, but not measurably higher than the metropolitan Melbourne average satisfaction of 6.8, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the same methodology.



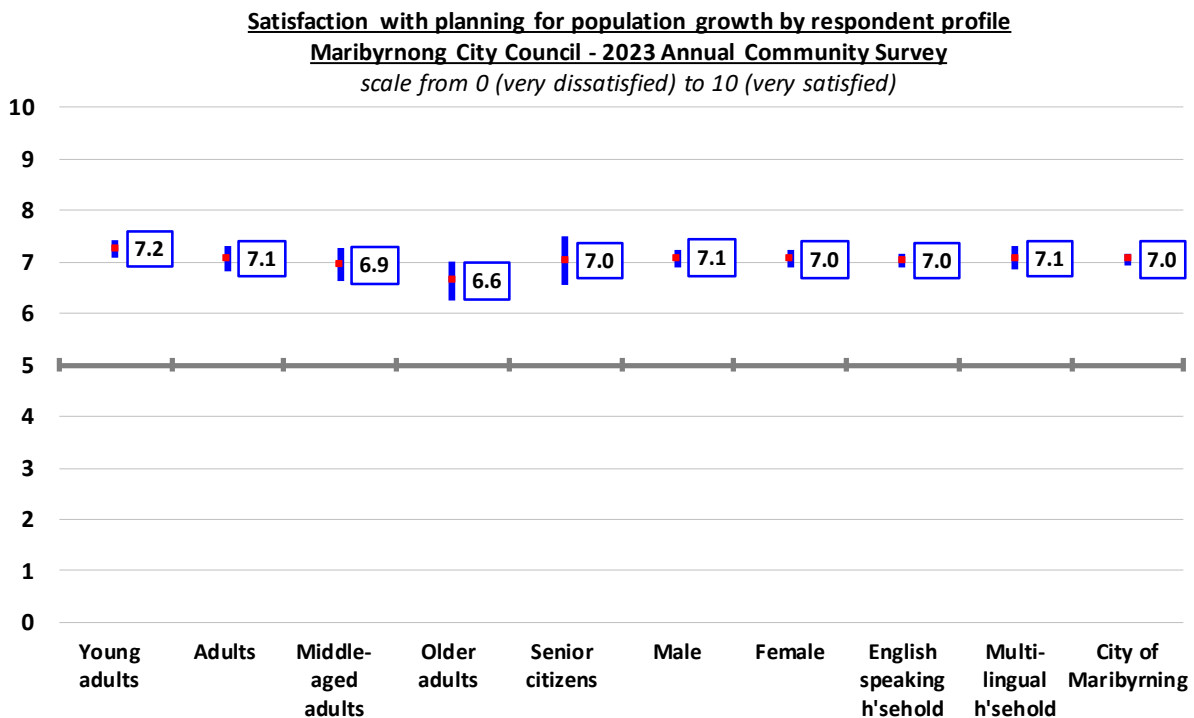
Consistent with the significant increase in average satisfaction, the proportion of respondents “very satisfied” with planning for population growth by all levels of government increased to 43%, whilst the proportion of respondents “dissatisfied” declined significantly, down from 19% in 2021 and 15% in 2022 to just five percent this year.



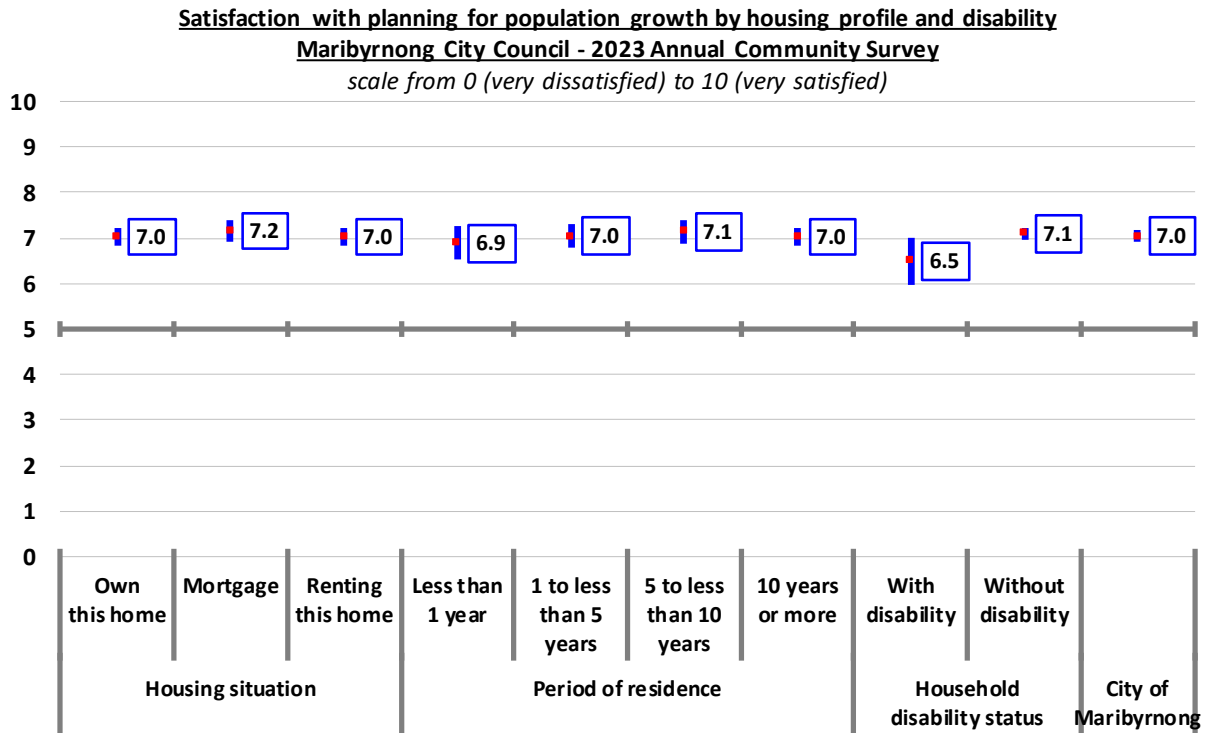
Whilst there was no statistically significant variation in satisfaction with this aspect observed across the municipality, it is noted that respondents from Braybrook and Maidstone rated satisfaction at “very good” levels, consistent with the IMAP councils’ average of 7.1.



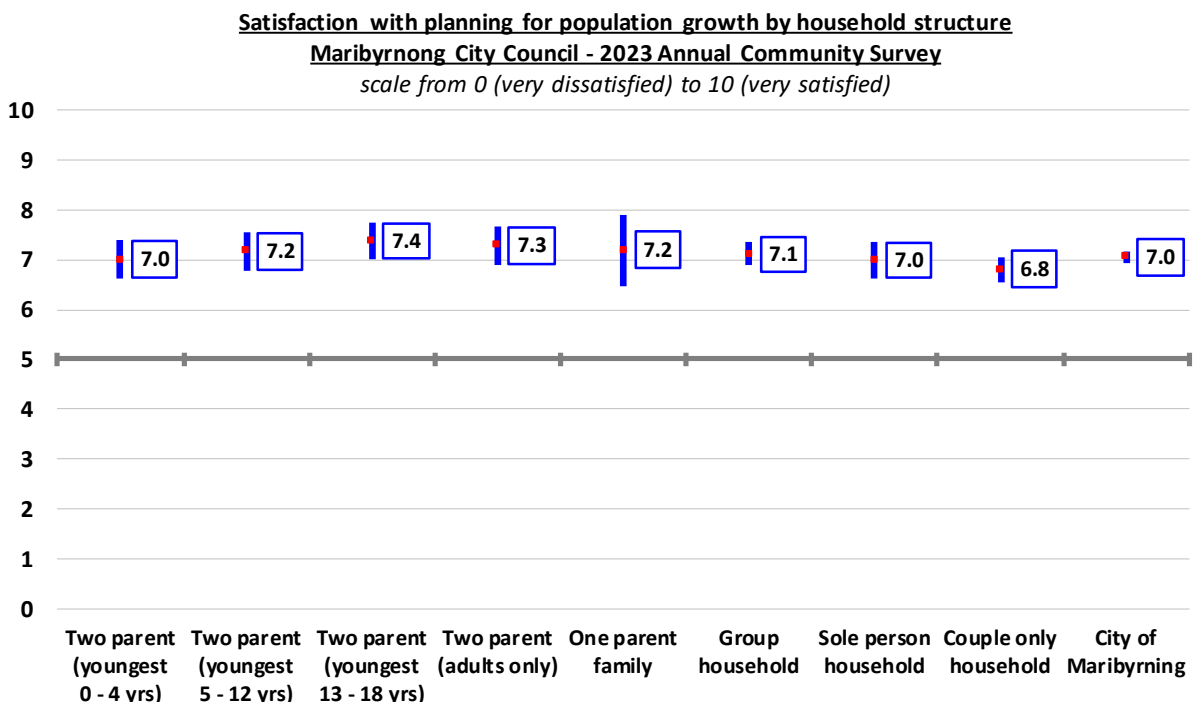
Whilst there was no statistically significant variation in satisfaction with planning for population growth by all levels of government observed by respondent profile, it is noted that older adults (aged 60 to 74 years) were the least satisfied, although still at a “good” level.



There was no measurable or notable variation in satisfaction with this aspect observed by housing situation or period of residence in the municipality. This is somewhat unusual and tends to suggest that population growth has not been viewed as a significant issue in the City of Maribyrnong this year. It is noted, however, that respondents from households with a member with disability were measurably less satisfied with planning for population growth than respondents from other households.



Whilst there was no measurable variation observed by household structure, it is noted that couple-only households were the least satisfied, although still at a “good” level of satisfaction.



Concerns about population growth in the City of Maribyrnong

Respondents were asked:

“If you rated satisfaction less than 5, what concerns you most about population growth in the City of Maribyrnong?”

There were 47 comments received from respondents who were “dissatisfied” with planning for population growth by all levels of government.

The most common concerns around planning for population growth in the City of Maribyrnong this year were concerns around population size (28%) and concerns around roads, traffic, and parking (28%).

Metropolis Research notes that the reasons for dissatisfaction with planning for population growth varies across metropolitan Melbourne. Outer urban areas tend to be more focused on concerns around population growth impacting of infrastructure, as well as services and facilities. This includes roads and traffic.

Respondents in inner and middle-ring municipalities tend to be more concerned around the impact of neighbourhood character and other planning aspects, along with some concerns around roads and traffic.

Reasons for dissatisfaction with planning for population growth
Maribyrnong City Council - 2023 Annual Community Survey
(Number of responses)

Reason	2023	
	Number	Percent
Overcrowded / population	13	28%
Roads / traffic / parking	13	28%
Infrastructure / facilities / amenities	7	15%
Planning	4	9%
Communication / consultation	2	4%
Overdevelopment / units / apartments / high-rises	2	4%
Green / open spaces	1	2%
Public transport	1	2%
Other	4	9%
Total	47	100%



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 8.7 out of a potential 10, up a little on the average of 8.5 recorded in 2022.

This result was identical to the 2023 metropolitan Melbourne average importance with the 33 services and facilities (of 8.7) included in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same door-to-door methodology.

As outlined at the right-hand side of the following table, there were 10 services and facilities that were, on average, measurably more important to respondents than the average of all 39 services and facilities.

These included the weekly garbage collection, fortnightly recycling, services for people with a disability, fortnightly green waste collection, the annual hard rubbish collection services for older people, services for young people, the maintenance and repair of sealed local roads, services and facilities for children, and the provision and maintenance of parks and gardens.

It is noted that these services included all four kerbside collection services, all four community services, libraries, the environment, and a range of infrastructure related services.

Conversely, there were 10 services and facilities that were, on average, measurably less important than the average of all 39 services and facilities. These included the *Maribyrnong Messenger*, Council’s use of social media, Council’s online consultation tool, Council activities promoting local economic development, parking enforcement, Council’s customer request management system, animal management, Council’s festivals and events, Council’s website, and the provision of public art.



It is noted that these services included all the communication, consultation, and arts and cultural services and facilities of Council, as well as economic development and parking enforcement. These are almost always rated as less important than average by respondents, both in the City of Maribyrnong, as well as more broadly across metropolitan Melbourne.

Of the 39 included services and facilities, the average importance of 23 increased in 2023 and the average importance of 37 declined somewhat, with attention drawn to the following:

- **Notably more important in 2023 than 2022** – included parking enforcement (up 12%), Council’s use of social media (up 11%), the *Maribyrnong Messenger* (up 10%), Council’s online consultation tool (up 7%), the provision of public art (up 7%), additional paid hard rubbish (up 5%), street sweeping (up 5%), and Council’s request management system (up 4%).
- **Somewhat less important in 2021** – included Council meeting its responsibilities towards the environment (down 4%), and fortnightly recycling (down 3%).

Metropolis Research notes the measurable increase in the importance of a range of communication services and facilities this year, reversing the unusual decline in importance with many of these services and facilities recorded last year.

When compared to the metropolitan Melbourne average importance of services and facilities, of the 33 services and facilities included in both surveys in a comparable way, 13 were at least marginally more important in the City of Maribyrnong and 20 were less important, as follows:

- **Notably more important in the City of Maribyrnong than metropolitan Melbourne** – included the provision of public art (6% more important in Maribyrnong) and the *Maribyrnong Messenger* (5% more important).
- **Somewhat less important in the City of Maribyrnong than metropolitan Melbourne** – included local traffic management (3% less important in Maribyrnong).

These results do suggest that the relative importance of most of the included services and facilities was similar this year, to the metropolitan Melbourne average.



Importance of selected Council services and facilities
Maribyrnong City Council - 2023 Annual Community Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2023			2022	2021	2020	2023 Metro.*
			Lower	Mean	Upper				
Higher than average	Weekly garbage collection	793	9.1	9.2	9.3	9.2	9.3	9.1	9.3
	Fortnightly recycling	780	9.1	9.1	9.2	9.4	9.3	9.2	9.3
	Services for people with disability	745	9.1	9.1	9.2	9.1	9.2	9.1	9.2
	Fortnightly green waste collection	779	9.0	9.1	9.2	9.2	9.1	9.1	9.0
	Annual hard rubbish collection	760	9.0	9.0	9.1	9.0	9.1	9.0	9.0
	Services for older people	754	8.9	9.0	9.1	9.0	9.1	9.1	9.1
	Services for young people	754	8.9	9.0	9.0	8.8	9.0	8.9	8.7
	Maintenance and repair of sealed local roads	794	8.9	8.9	9.0	8.7	9.1	9.0	8.9
	Services for children	759	8.8	8.9	9.0	9.0	9.1	9.0	8.9
	Provision and maint. of parks and gardens	791	8.8	8.9	9.0	8.7	9.1	9.0	8.9
Average importance	Public toilets	740	8.7	8.8	8.9	8.9	9.0	8.9	8.9
	Footpath maintenance and repairs	788	8.7	8.8	8.9	8.7	9.0	9.0	9.0
	Provision and maintenance of playgrounds	736	8.7	8.8	8.9	8.8	9.1	9.0	8.9
	Library services (including local and online)	769	8.7	8.8	8.9	8.9	9.0	9.1	9.0
	Provision and maintenance of street lighting	790	8.7	8.8	8.8	8.8	9.1	9.0	8.8
	Litter collection in public areas	782	8.6	8.7	8.8	8.7	9.0	8.9	8.9
	On and off-road walking paths	752	8.6	8.7	8.8	8.8	9.2	9.0	n.a.
	Sports facilities	761	8.6	8.7	8.8	8.7	9.0	8.9	8.9
	Provision and maintenance of street trees	788	8.6	8.7	8.8	8.5	8.9	8.9	8.7
	Maintenance and cleaning of shopping strips	789	8.6	8.6	8.7	8.5	9.0	8.9	8.7
	Maribyrnong Aquatic Centre	734	8.6	8.6	8.7	8.6	8.9	8.8	8.8
	On and off-road bike paths	744	8.6	8.6	8.7	8.5	9.0	9.0	8.7
	Maintenance and cleaning of Footscray CBD	772	8.6	8.6	8.7	8.7	9.1	8.8	n.a.
	Additional, paid hard waste collection	732	8.5	8.6	8.7	8.2	8.7	8.7	n.a.
	Illegally dumped rubbish	769	8.5	8.6	8.7	8.7	9.0	8.9	8.7
	Street sweeping	786	8.5	8.6	8.7	8.2	8.7	8.8	8.7
	Community Centres / Neighbourhood Houses	743	8.5	8.6	8.6	8.6	9.0	8.8	8.6
	Local traffic management	777	8.4	8.5	8.6	8.6	9.0	8.9	8.8
	Council responsibilities on environment	734	8.4	8.5	8.6	8.8	9.1	8.9	8.7
	Lower than average	Provision of public art	719	8.3	8.4	8.5	7.9	8.7	8.7
Council's website		777	8.3	8.4	8.5	8.5	8.7	8.8	8.6
Council's festivals and events		719	8.3	8.4	8.5	8.3	8.8	8.8	8.4
Animal management		737	8.3	8.4	8.5	8.2	8.8	8.8	8.4
Customer Request Management System		753	8.2	8.3	8.4	8.1	8.6	8.7	n.a.
Parking enforcement		770	8.2	8.3	8.4	7.4	8.3	8.5	8.2
Promoting local economic development		711	8.2	8.3	8.4	8.2	8.9	8.8	8.3
Council's online consultation tool		723	8.1	8.2	8.3	7.7	8.4	8.6	n.a.
Council's use of Social Media		734	7.9	8.1	8.2	7.3	8.1	8.4	n.a.
Maribyrnong Messenger (Council's newsletter)	695	7.9	8.0	8.1	7.3	8.2	8.4	7.6	
Average importance			8.6	8.7	8.8	8.5	8.9	8.9	8.8

(*) 2023 metropolitan Melbourne average from Governing Melbourne



Satisfaction with Council services and facilities

The average satisfaction with the 39 included Council provided services and facilities increased marginally, but not measurably this year, up one percent to 7.5 out of 10, which remains a “very good” level of satisfaction. Recognising that the exact list of services and facilities included in the survey has changed marginally over time, it is noted that the basic list of services has remained essentially stable.

Over the course of the last 13 years, the long-term average satisfaction with the services and facilities included in the survey was 7.2 or a “good” level of satisfaction. This 2023 result was notably (4%) higher than this long-term average.

This average satisfaction of 7.5 was marginally lower than the metropolitan Melbourne average satisfaction with the 33 services and facilities included in *Governing Melbourne*, of 7.6 out of 10, or “very good”.

As outlined at the right-hand side of the table, there were eight services and facilities that received a satisfaction score measurably higher than the average of all 39 (7.5). This includes fortnightly recycling, weekly garbage collection, library services, fortnightly green waste collection, annual hard rubbish collection, Maribyrnong Aquatic Centre, the provision and maintenance of playgrounds, and additional paid hard rubbish collection. These services have consistently been recorded at higher-than-average satisfaction scores.

Conversely, there were five services and facilities that received a satisfaction score measurably lower than the average of all 39 services and facilities. These include public toilets, the maintenance and repair of sealed local roads, the maintenance and cleaning of the Footscray CBD, footpath maintenance and repairs, and parking enforcement. All of these services and facilities recorded lower-than average satisfaction services and facilities also recorded measurably lower than average satisfaction scores last year.

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

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



It is noted that none of the 39 included services and facilities recorded satisfaction scores categorised as “solid”, “poor”, “very poor”, or “extremely poor”.

Satisfaction with selected Council services and facilities
Maribyrnong City Council - 2023 Annual Community Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	2023 Lower	2023 Mean	2023 Upper	2022	2021	2020	2023 Metro.*
Higher than average	Fortnightly recycling	658	8.3	8.4	8.6	8.5	8.2	8.2	8.5
	Weekly garbage collection	792	8.3	8.4	8.5	8.4	8.3	8.3	8.5
	Library services <i>(including local and online)</i>	323	8.2	8.3	8.5	8.6	8.2	8.5	8.2
	Fortnightly green waste collection	595	8.2	8.3	8.4	8.3	8.0	8.2	8.2
	Annual hard rubbish collection	398	7.8	7.9	8.1	8.2	7.6	7.6	8.1
	Maribyrnong Aquatic Centre	221	7.7	7.9	8.1	7.9	7.5	7.7	7.8
	Provision and maint. of parks and gardens	784	7.8	7.9	8.0	7.6	7.8	7.8	7.7
	Additional, paid hard waste collection	131	7.7	7.9	8.1	7.8	7.4	7.0	n.a.
Average satisfaction	Services for children	121	7.5	7.8	8.1	7.9	7.5	7.9	8.1
	Services for older people	62	7.3	7.8	8.2	7.3	7.2	7.9	7.9
	Provision and maintenance of playgrounds	321	7.6	7.7	7.9	7.9	7.8	7.9	7.7
	Services for young people	69	7.3	7.7	8.1	7.5	7.3	7.6	7.6
	Council's festivals and events	199	7.5	7.7	7.9	7.7	7.5	7.8	7.7
	Sports facilities	301	7.5	7.6	7.8	7.8	7.6	7.5	7.9
	Animal management	703	7.4	7.5	7.7	7.2	7.9	7.6	7.6
	Provision and maintenance of street lighting	792	7.3	7.4	7.6	7.7	7.8	7.6	7.6
	On and off-road walking paths	389	7.3	7.4	7.6	7.5	7.5	7.3	n.a.
	Maintenance and cleaning of shopping strips	775	7.3	7.4	7.5	7.2	7.3	7.3	7.4
	Provision and maintenance of street trees	788	7.3	7.4	7.5	7.2	7.2	7.5	7.4
	Community Centres / Neighbourhood Houses	177	7.1	7.4	7.6	7.9	7.4	7.8	7.7
	Litter collection in public areas	771	7.2	7.4	7.5	7.1	7.0	7.1	7.3
	Council responsibilities on environment	691	7.2	7.3	7.5	6.9	7.2	7.2	7.1
	Provision of public art	128	7.0	7.3	7.6	7.4	7.4	7.1	7.5
	Illegally dumped rubbish	747	7.1	7.3	7.4	6.9	6.9	6.8	7.2
	On and off-road bike paths	281	7.1	7.3	7.5	7.2	7.1	7.3	7.5
	Council's online consultation tool	69	6.8	7.2	7.7	7.0	7.0	6.8	n.a.
	Maribyrnong Messenger <i>(Council's newsletter)</i>	623	7.1	7.2	7.4	6.7	7.2	7.3	7.1
	Council's website	390	7.0	7.2	7.4	7.1	7.0	7.4	7.6
	Street sweeping	768	7.1	7.2	7.3	7.1	7.0	7.1	7.5
Promoting local economic development	638	7.0	7.2	7.3	6.9	7.3	7.2	7.1	
Customer Request Management System	141	6.9	7.2	7.5	6.8	6.8	7.2	n.a.	
Services for people with disability	47	6.5	7.2	7.9	6.8	7.0	6.8	7.3	
Local traffic management	772	7.0	7.1	7.3	6.8	6.9	7.0	7.3	
Council's use of Social Media	85	6.7	7.1	7.4	7.2	6.6	7.2	n.a.	
Lower than average	Parking enforcement	748	6.9	7.0	7.2	6.5	6.5	6.8	7.1
	Footpath maintenance and repairs	789	6.7	6.9	7.0	6.7	6.6	6.8	7.2
	Maintenance and cleaning of Footscray CBD	740	6.7	6.8	7.0	6.6	6.8	6.9	n.a.
	Maintenance and repair of sealed local roads	790	6.6	6.7	6.9	6.6	6.5	7.0	7.1
	Public toilets	268	6.4	6.7	6.9	6.6	6.6	6.4	6.4
<i>Average satisfaction</i>			7.3	7.5	7.7	7.4	7.3	7.4	7.6

(*) 2023 metropolitan Melbourne average from Governing Melbourne



Change in satisfaction from 2022 to 2023

The average satisfaction with 25 of the 39 included Council provided services and facilities increased in 2022, whilst satisfaction with 14 declined. This result, with more increased than decreased satisfaction services and facilities, was consistent with that recorded last year, reflecting relatively broad improvements in satisfaction across Council operations.

Most of these variations were not statistically significant, although attention is drawn to the following notable variations:

- **Notably increased satisfaction in 2023** – included the *Maribyrnong Messenger* (up 8%), parking enforcement (up 8%), services for older people (up 7% with sample of 62), Council meeting its responsibilities towards the environment (up 6%), illegally dumped rubbish (up 6%), services for people with disability (up 5% with sample of 47), local traffic management (up 5%), Council activities promoting local economic development (up 5%), customer request management system (up 5%), animal management (up 4%), provision and maintenance of parks and gardens (up 4%), Council's online consultation tool (up 4% with sample of 69), litter collection in public areas (up 4%), provision and maintenance of street trees (up 3%), maintenance and cleaning of Footscray CBD (up 3%), and maintenance and cleaning of strip shopping areas (up 3%).
- **Notably decreased satisfaction in 2023** – included community centres / neighbourhood houses (down 7% with sample of 177), annual hard rubbish collection (up 4%), library services (down 3%), and provision and maintenance of street lighting (up 3%).

Metropolis Research notes that these results reflect a broad-based notable improvement in community satisfaction with Council provision of services and facilities.

Variation from metropolitan Melbourne satisfaction

Of the 33 services and facilities included in both *Governing Melbourne* and the City of Maribyrnong survey, satisfaction with 13 was at least marginally higher in the City of Maribyrnong, whilst satisfaction with 20 was at least marginally lower in the City of Maribyrnong.

Attention is drawn to the following variations of note:

- **Notably higher satisfaction in the City of Maribyrnong than metro. average** – included public toilets (4% higher satisfaction in the City of Maribyrnong) and Council meeting its responsibilities towards the environment (3% higher in Maribyrnong).
- **Notably lower satisfaction in the City of Maribyrnong than metro. average** – included Council's website (5% lower in the City of Maribyrnong), footpath maintenance and repairs (5% lower), community centres / neighbourhood houses (4% lower), maintenance and repairs of sealed local roads (4% lower), street sweeping (4% lower), sports facilities (4% lower), services for children (3% lower), provision of public art (3% lower), provision of public art (3% lower), annual hard rubbish collection (3% lower), on and off-road bike paths (3% lower), and provision and maintenance of street lighting (3% lower).

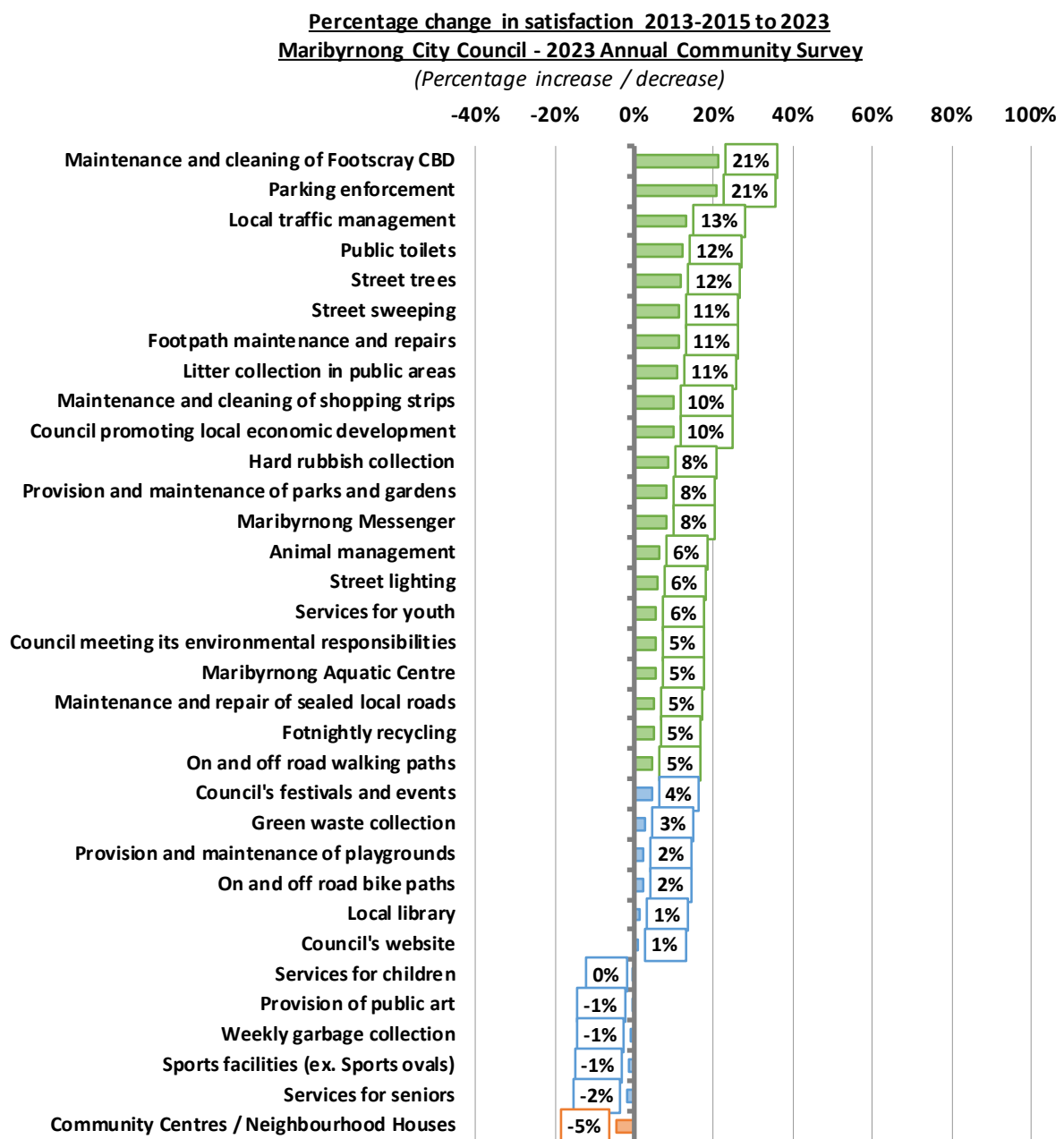


Change in satisfaction over the last 10 years

The following graph provides a comparison of satisfaction with the 33 services and facilities that have been included in the survey for at least 11 years.

The graph provides the difference in average satisfaction between an average of satisfaction from 2013 to 2015 and the average satisfaction in 2023. The aim of this graph is to provide some guidance as to change over time in satisfaction with services and facilities.

It is noted that satisfaction with 27 of the 33 services and facilities had increased over the last decade, with the maintenance and cleaning of Footscray CBD (up 21%) and parking enforcement (up 21%) the most significant improvements, but with eight other services and facilities also increasing by 10% or more since 2013-15. None declined measurably.

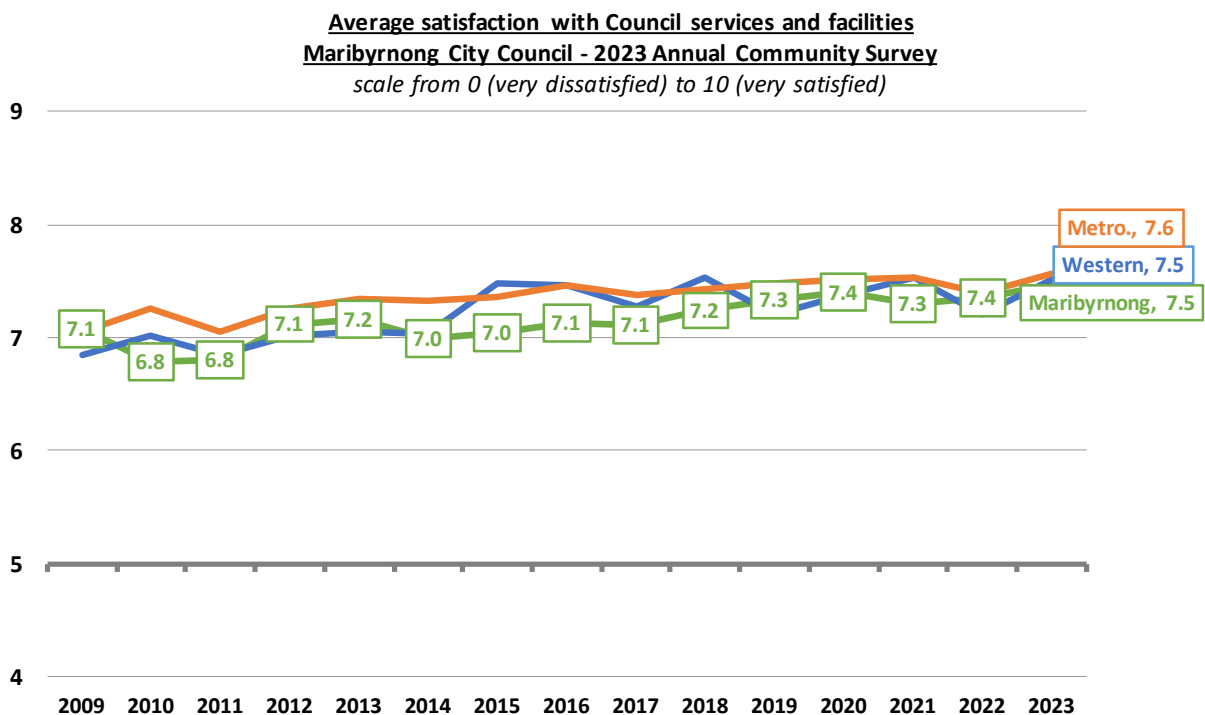


Average satisfaction with Council services and facilities

As discussed above, the average satisfaction with the 39 services and facilities included in the survey increased marginally but not measurably this year, up one percent to 7.5, which remains a “very good” level of satisfaction.

It is acknowledged that the exact list of services and facilities included in both this survey as well as the *Governing Melbourne* research conducted independently by Metropolis Research has varied a little over time. The exact list as well as the exact description and labelling of services and facilities has changed over time to reflect current requirements.

As is apparent in the graph, historically, satisfaction with Council services and facilities has been a little lower in the City of Maribyrnong than the metropolitan Melbourne average. It is noted, however, that this variation has reduced notably recently to now be just one percent.



Satisfaction with services and facilities by respondent profile

The following table provides a comparison of the average satisfaction with each of the 39 included Council services and facilities by respondent profile, including age structure, gender, and language spoken at home. There was substantial variation in the average satisfaction with individual services and facilities observed, which is discussed in more detail in the individual services section following.

In general terms, however, it was noted that young adults (aged 18 to 34 years) tend to be somewhat more satisfied, whilst middle-aged adults (aged 45 to 59 years) tend to be a little less satisfied.



Average satisfaction with selected Council services and facilities

Maribyrnong City Council - 2023 Annual Community Survey

(Number and index score scale 0 - 10)

Service/facility	Young adults	Adults	Middle-aged adults	Older adults	Senior citizens	Male	Female	English speaking	Multi-lingual
Maintenance and repair of sealed local roads	7.3	6.4	6.3	6.4	6.2	6.9	6.6	6.5	7.1
Footpath maintenance and repairs	7.4	6.7	6.4	6.5	6.1	7.0	6.7	6.7	7.1
Street sweeping	7.6	7.1	7.0	6.8	6.6	7.3	7.1	7.1	7.3
Weekly garbage collection	8.6	8.3	8.1	8.3	8.1	8.3	8.4	8.2	8.6
Provision and maint. of parks and gardens	8.1	7.8	7.7	7.7	7.9	7.9	7.9	7.8	8.1
Provision and maintenance of street trees	7.8	7.3	7.0	7.2	6.9	7.5	7.3	7.3	7.5
Provision and maintenance of street lighting	7.6	7.3	7.0	7.6	7.3	7.6	7.3	7.4	7.5
Litter collection in public areas	7.6	7.3	7.0	7.3	6.9	7.5	7.2	7.2	7.6
Maintenance and cleaning of shopping strips	7.6	7.3	7.0	7.4	7.3	7.5	7.3	7.2	7.7
Maintenance and cleaning of Footscray CBD	7.2	6.5	6.6	6.7	6.3	6.9	6.8	6.8	7.0
Illegally dumped rubbish	7.5	7.1	6.9	7.1	7.4	7.3	7.3	7.1	7.5
Parking enforcement	7.2	7.1	6.5	6.9	7.0	6.9	7.1	6.8	7.3
Local traffic management	7.3	7.2	6.9	7.0	6.8	7.2	7.1	7.0	7.3
Animal management	7.7	7.4	7.1	7.6	7.6	7.5	7.5	7.4	7.8
Council responsibilities on environment	7.5	7.2	7.2	7.4	7.1	7.5	7.2	7.2	7.7
Maribyrnong Messenger (Council's newsletter)	7.4	7.1	7.1	7.1	7.1	7.3	7.1	7.2	7.3
Promoting local economic development	7.3	7.0	7.1	7.0	7.2	7.2	7.2	7.0	7.4
Council's website	7.6	6.8	7.1	6.9	7.9	7.1	7.3	7.2	7.2
Customer Request Management System	7.6	7.1	6.8	6.6	6.8	7.2	7.1	7.2	7.0
Council's use of Social Media	7.4	7.0	6.7	6.6	8.0	7.3	6.9	7.3	6.6
Council's online consultation tool	8.1	6.9	6.2	6.7	8.5	7.0	7.5	7.2	7.4
Fortnightly recycling	8.6	8.3	8.2	8.5	8.4	8.4	8.4	8.5	8.4
Fortnightly green waste collection	8.4	8.1	8.2	8.4	8.2	8.2	8.3	8.3	8.2
Annual hard rubbish collection	8.2	8.0	7.8	7.7	7.3	7.9	7.9	7.9	7.9
Additional, paid hard waste collection	8.2	7.6	7.8	7.9	6.5	7.7	8.1	7.8	8.0
Library services (including local and online)	8.5	8.2	8.1	8.5	8.5	8.3	8.4	8.5	8.1
Public toilets	6.6	6.5	6.6	7.4	5.9	6.8	6.6	6.6	6.7
Sports facilities	7.8	7.6	7.3	7.5	8.0	7.5	7.8	7.7	7.5
Community Centres / Neighbourhood Houses	7.2	7.2	7.3	7.9	7.9	7.3	7.4	7.6	7.0
Services for children	7.7	8.0	7.3	8.3	9.0	8.1	7.7	7.7	8.0
Services for young people	8.2	7.4	6.5	8.0	7.5	7.9	7.5	7.7	7.6
Services for older people	8.2	7.3	7.2	7.4	8.4	8.0	7.5	7.7	8.0
Services for people with disability	7.1	7.4	7.1	6.8	7.3	7.2	7.1	7.0	7.7
On and off-road bike paths	7.3	7.0	7.3	7.6	7.0	7.3	7.2	7.3	7.1
On and off-road walking paths	7.6	7.3	7.4	7.4	7.0	7.5	7.4	7.4	7.4
Maribyrnong Aquatic Centre	8.1	7.9	7.5	7.8	8.2	8.0	7.9	7.9	7.9
Provision and maintenance of playgrounds	8.0	7.5	7.3	7.9	7.1	7.6	7.9	7.8	7.6
Provision of public art	7.3	7.5	7.3	7.3	6.8	7.4	7.3	7.3	7.2
Council's festivals and events	7.8	7.7	7.6	7.8	6.9	8.0	7.5	7.7	7.7
Average satisfaction	7.7	7.3	7.2	7.4	7.4	7.5	7.4	7.4	7.5
Total respondents	327	165	116	131	62	395	394	527	262



Breakdown of percentage satisfaction scores

The following table provides a breakdown of satisfaction 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).

Of the 39 included services and facilities, it is noted half or more of the respondents providing a score were “very satisfied” with 26 of the 39 service and facilities, including most prominently:

- Fortnightly recycling (81% of 666 respondents)
- Fortnightly green waste collection (78% of 604 respondents)
- Library (78% of 336 respondents were “very satisfied”)
- Weekly garbage collection (77% of 792 respondents)
- Maribyrnong Aquatic Centre (74% of 230 respondents)
- Annual hard rubbish collection (71% of 139 respondents).

There were 12 services and facilities with which more than 10% of respondents providing a satisfaction score were “dissatisfied” with the service or facility, including most prominently:

- Public toilets (16% of 271 respondents)
- Services for people with disability (15% of 56 respondents)
- Footpath maintenance and repairs (12% of 789 respondents)
- Maintenance and cleaning of Footscray CBD (12% of 56 respondents)
- Maintenance and repair of sealed local roads (12% of 790 respondents)
- Parking enforcement (10% of 748 respondents).



Satisfaction with selected Council services and facilities
Maribyrnong City Council - 2023 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>
Fortnightly recycling	1%	18%	81%	8	666
Fortnightly green waste collection	2%	21%	78%	9	604
Library services (including local and online)	1%	21%	78%	9	331
Weekly garbage collection	2%	21%	77%	8	800
Maribyrnong Aquatic Centre	3%	22%	74%	9	230
Additional, paid hard waste collection	3%	26%	71%	8	139
Annual hard rubbish collection	4%	27%	69%	6	403
Provision and maint. of parks and gardens	2%	31%	67%	16	800
Services for young people	8%	26%	67%	6	75
Services for older people	5%	30%	65%	10	72
Provision and maintenance of playgrounds	3%	33%	64%	3	324
Services for children	2%	36%	62%	6	127
Services for people with disability	15%	23%	62%	9	56
Sports facilities	4%	36%	60%	10	311
Provision and maintenance of street lighting	6%	38%	56%	8	800
Council's festivals and events	2%	43%	55%	11	210
On and off-road walking paths	5%	41%	55%	8	397
Provision and maintenance of street trees	7%	38%	54%	12	800
Animal management	4%	42%	54%	97	800
Council's online consultation tool	8%	39%	53%	5	75
Maintenance and cleaning of shopping strips	4%	44%	52%	25	800
Litter collection in public areas	6%	43%	52%	29	800
On and off-road bike paths	8%	41%	51%	11	292
Maribyrnong Messenger (<i>Council's newsletter</i>)	7%	42%	51%	177	800
Community Centres / Neighbourhood Houses	6%	44%	51%	3	180
Council responsibilities on environment	6%	44%	50%	109	800
Provision of public art	4%	46%	50%	7	135
Illegally dumped rubbish	5%	46%	49%	53	800
Street sweeping	7%	44%	48%	32	800
Customer Request Management System	9%	43%	48%	6	147
Council's website	7%	45%	48%	4	394
Parking enforcement	10%	45%	46%	52	800
Local traffic management	7%	48%	46%	28	800
Promoting local economic development	5%	50%	46%	162	800
Footpath maintenance and repairs	12%	43%	45%	11	800
Council's use of Social Media	7%	49%	45%	10	95
Maintenance and cleaning of Footscray CBD	12%	45%	43%	60	800
Public toilets	16%	42%	42%	3	271
Maintenance and repair of sealed local roads	12%	47%	42%	10	800



Importance and satisfaction cross tabulation

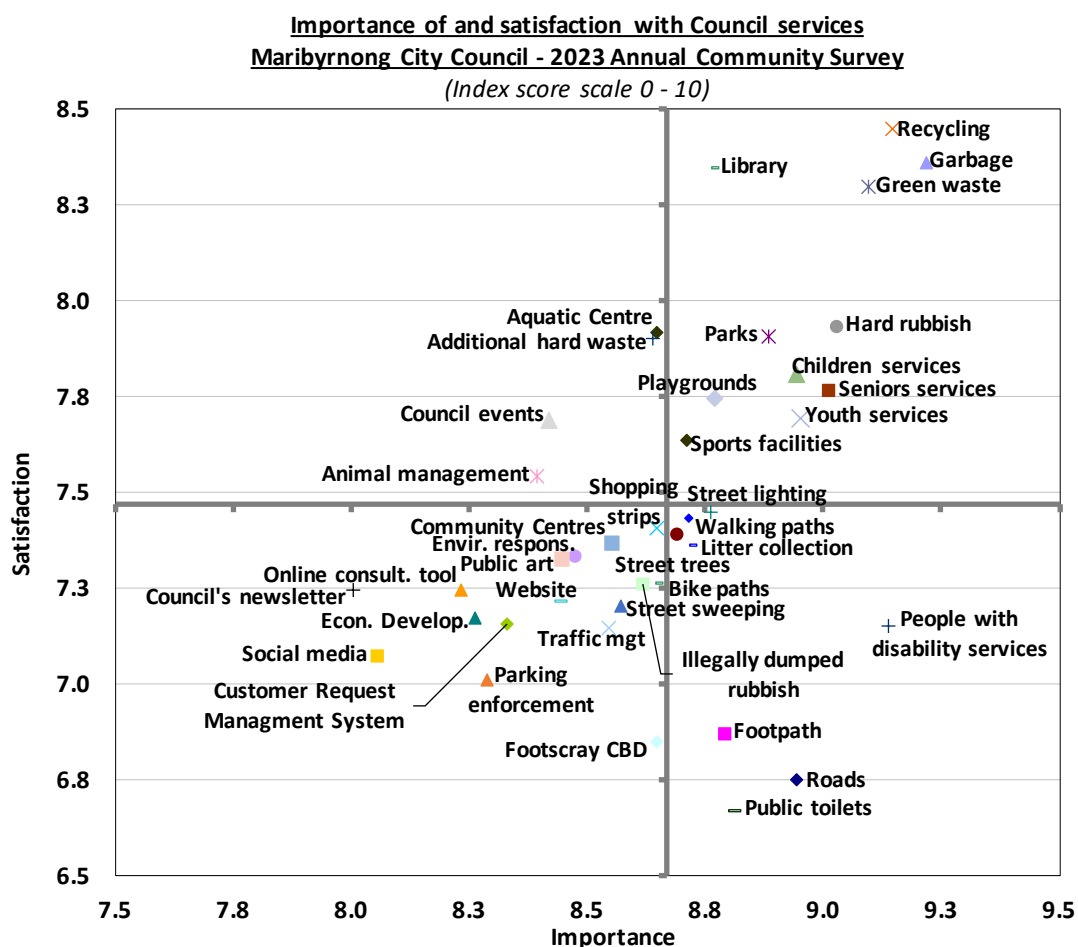
The following graph provides a cross-tabulation of the average importance of each of the 39 included Council services and facilities against the average satisfaction with each.

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 four kerbside collection services were all of higher-than-average importance and were three of the top four services in terms of satisfaction.
- ***Library services*** – the library service remains of higher-than-average importance and ranked third in terms of satisfaction 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 2023, satisfaction with three of the four services were average or higher-than-average satisfaction, although services for persons with disability remains of lower-than-average satisfaction again this year.
- ***Communication services*** – consistent with the results recorded in previous years, all four of 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 approximately average importance and received higher-than average satisfaction scores.
- ***Playgrounds and parks and gardens*** - were both of higher-than-average importance and received higher-than-average satisfaction scores.
- ***Parking enforcement*** – recorded a significant increase in satisfaction of eight percent this year, although it continues to report lower than average satisfaction. 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 services of most concern remain public toilets, maintenance and repair of sealed local roads, footpath maintenance and repairs, the maintenance and repair of Footscray CBD, and to some extent services for people with disability. All were of higher-than-average importance but received notably lower than average satisfaction scores.





Satisfaction by broad service areas

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

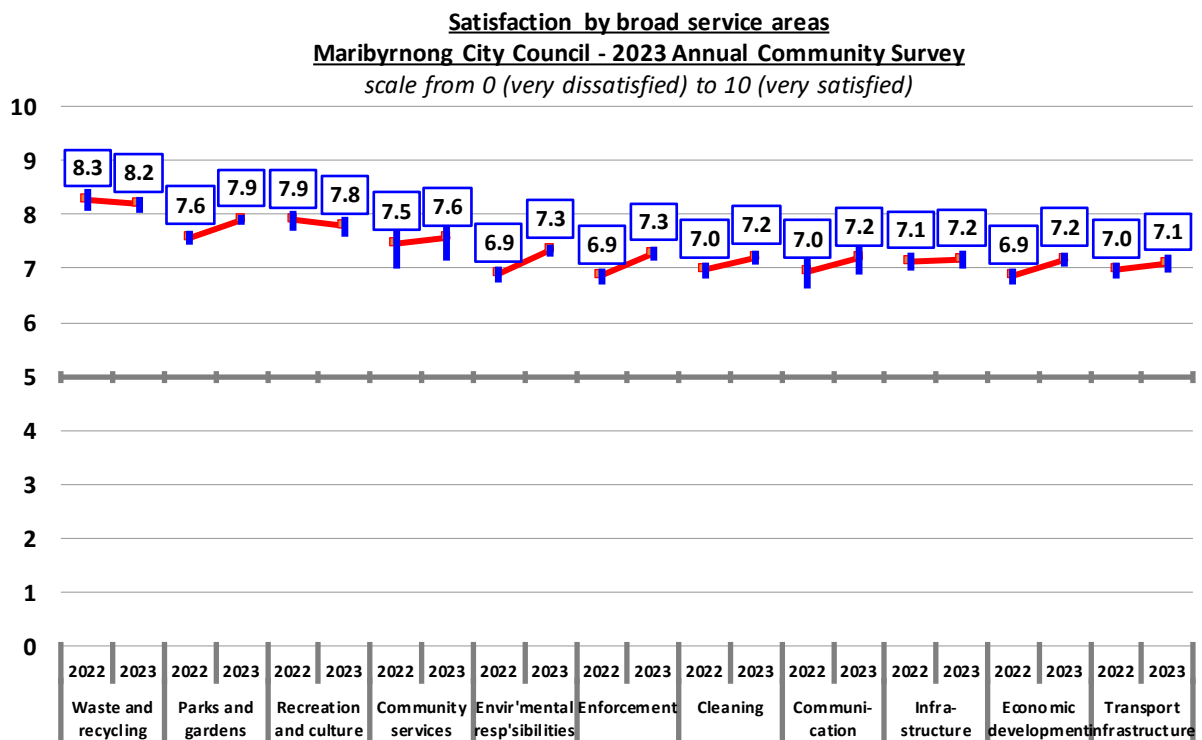
- **Infrastructure** – includes provision and maintenance of street trees, provision and maintenance of street lighting, and public toilets.
- **Waste and recycling services** – includes weekly garbage collection, fortnightly recycling, fortnightly green waste collection, annual hard rubbish collection 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 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, litter collection in public areas, maintenance and cleaning of shopping strips, maintenance and cleaning of Footscray CBD, and illegal dumped rubbish.
- **Transport infrastructure** – includes the maintenance and repair of sealed local roads, footpath maintenance and repairs, local traffic management, on and off-road bike paths, and on and off-road 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.

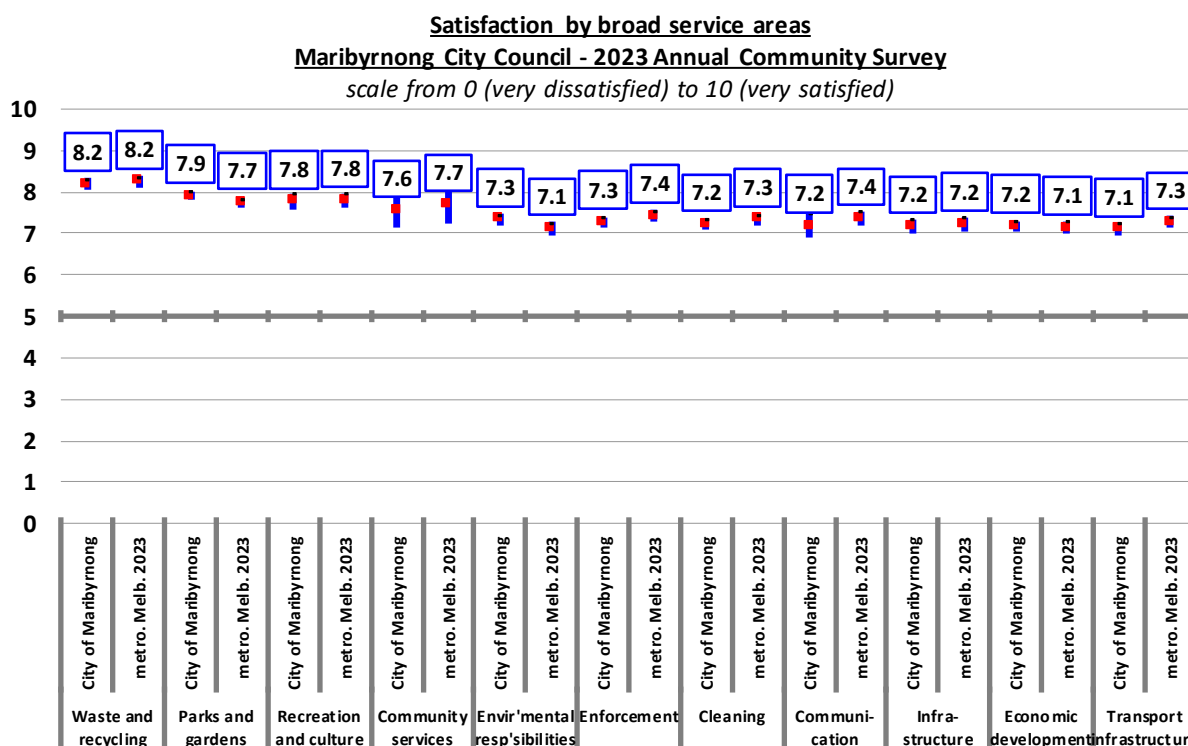
Of the 11 broad service areas, the average satisfaction with nine increased at least marginally this year, whilst satisfaction with just two declined marginally, as follows:

- **Notable increase in satisfaction this year** – included Council meeting its responsibilities towards the environment (up 6%), enforcement (up 6%), Council activities promoting local economic development (up 5%), parks and gardens (up 4%), and cleaning (up 4%).
- **Marginal decrease in satisfaction this year** – included recreation and culture (down 1%), and waste and recycling (down 1%).



When compared to the metropolitan Melbourne average, as recorded in the 2023 *Governing Melbourne* research, satisfaction with three of the 11 broad service areas was at least marginally higher in the City of Maribyrnong, whilst satisfaction with eight was at least marginally lower, with attention drawn to the following:

- **Somewhat higher satisfaction in the City of Maribyrnong** – included Council meeting its responsibilities towards the environment (3% higher in the City of Maribyrnong), and parks and gardens (2% higher).
- **Notably lower satisfaction in the City of Maribyrnong** – included transport infrastructure (2% lower in the City of Maribyrnong), communications (2% lower), and enforcement (2% lower).



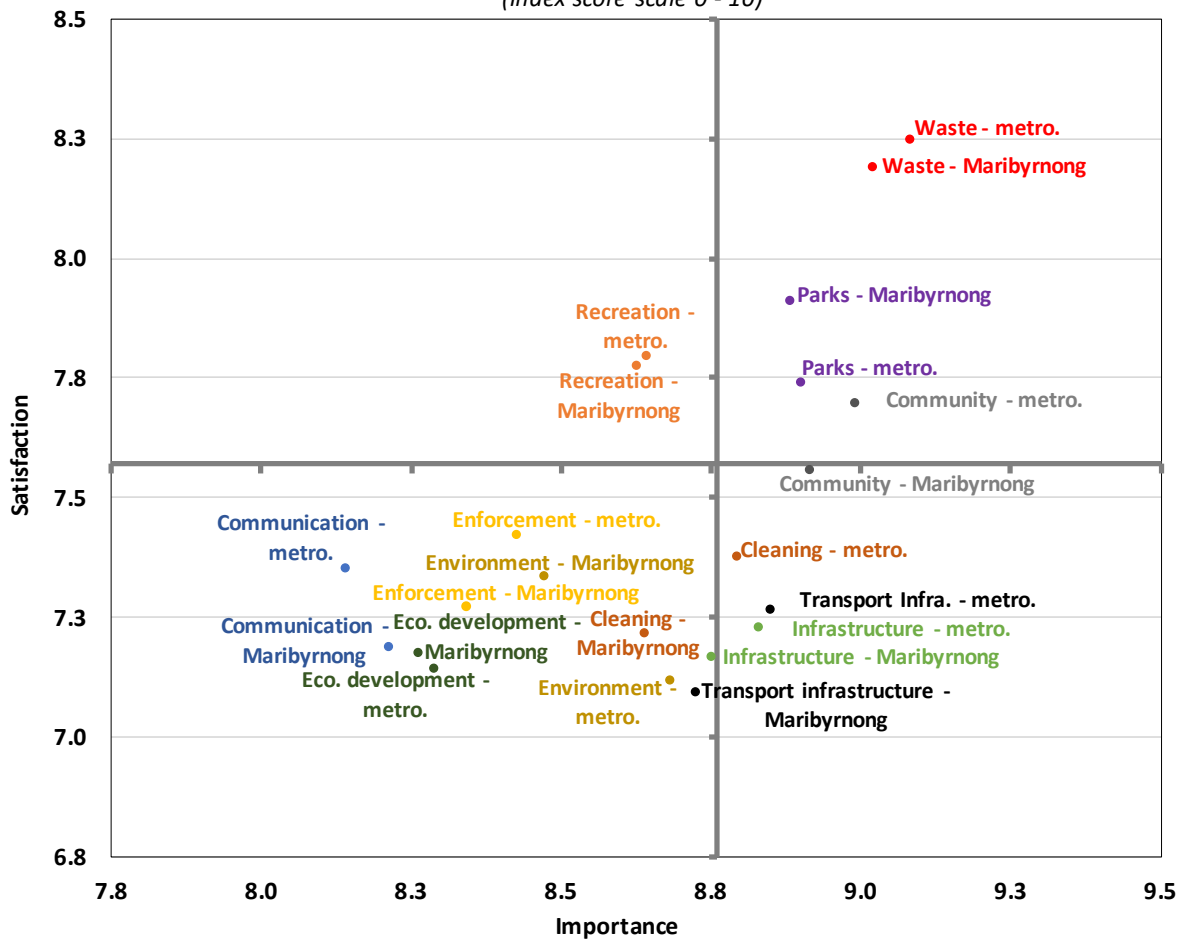
The following graph provides a crosstabulation of the average importance and average satisfaction with the 11 broad service areas between the City of Maribyrnong and the metropolitan Melbourne average.

The broad service areas of most concern from these results appear to be community services, transport infrastructure, communications, and enforcement (mostly parking). These are the broad service areas where the City of Maribyrnong is furthest from the metropolitan Melbourne average.

The broad service areas where the City of Maribyrnong appears performing best against the metropolitan Melbourne average included Council meeting environmental responsibilities and parks and gardens.



Importance of and satisfaction with Council services
Maribyrnong City Council - 2022 Annual Community Survey
 (Index score scale 0 - 10)



Satisfaction by Council department

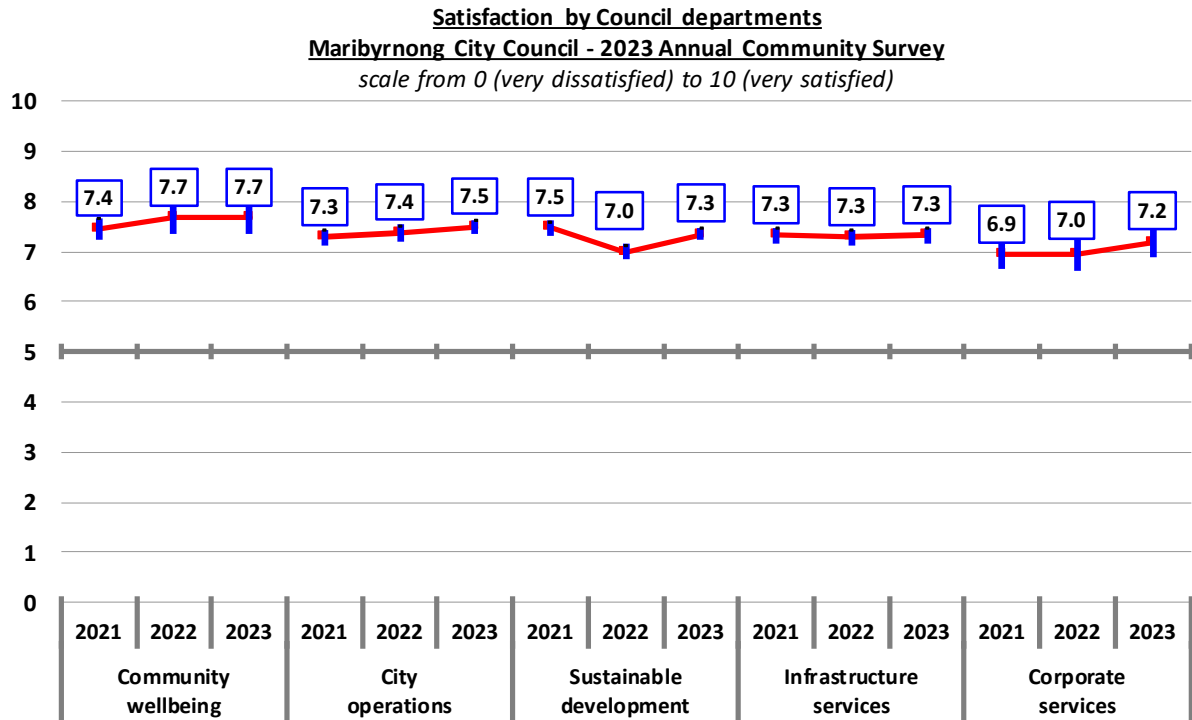
The following section of this report provides details of the 39 Council services and facilities that were included in the survey this year, grouped into the five Council departments.

The following graph provides an average satisfaction with the services and facilities included in each department. These average results are very broad in nature and should be read in conjunction with the results for the individual services within each department.

It is noted that in 2023, the average satisfaction with the five Council department areas were all stable or increased a little.

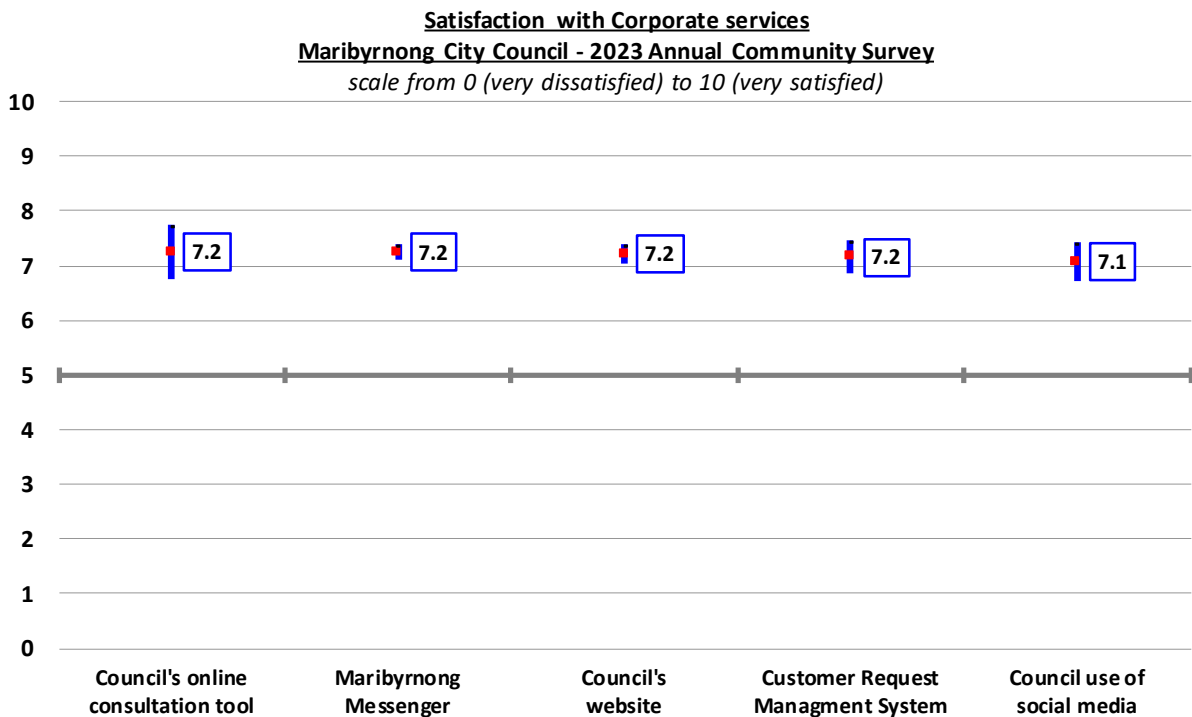
The largest increase was recorded for Sustainable Development, which improved four percent to 7.3. This increase somewhat reverses the decline of seven percent recorded last year.





Corporate services

There were five services from the Corporate Services department included in the survey again this year. The average satisfaction with each of these five services and facilities was categorised as “good” this year, the same categorisation as recorded last year.



The following graph provides a comparison of the average importance of and satisfaction with the five corporate services against the 2023 metropolitan Melbourne average satisfaction as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research using the same door-to-door methodology in January 2023.

It is noted that there were just two of these five services that were included in *Governing Melbourne*.

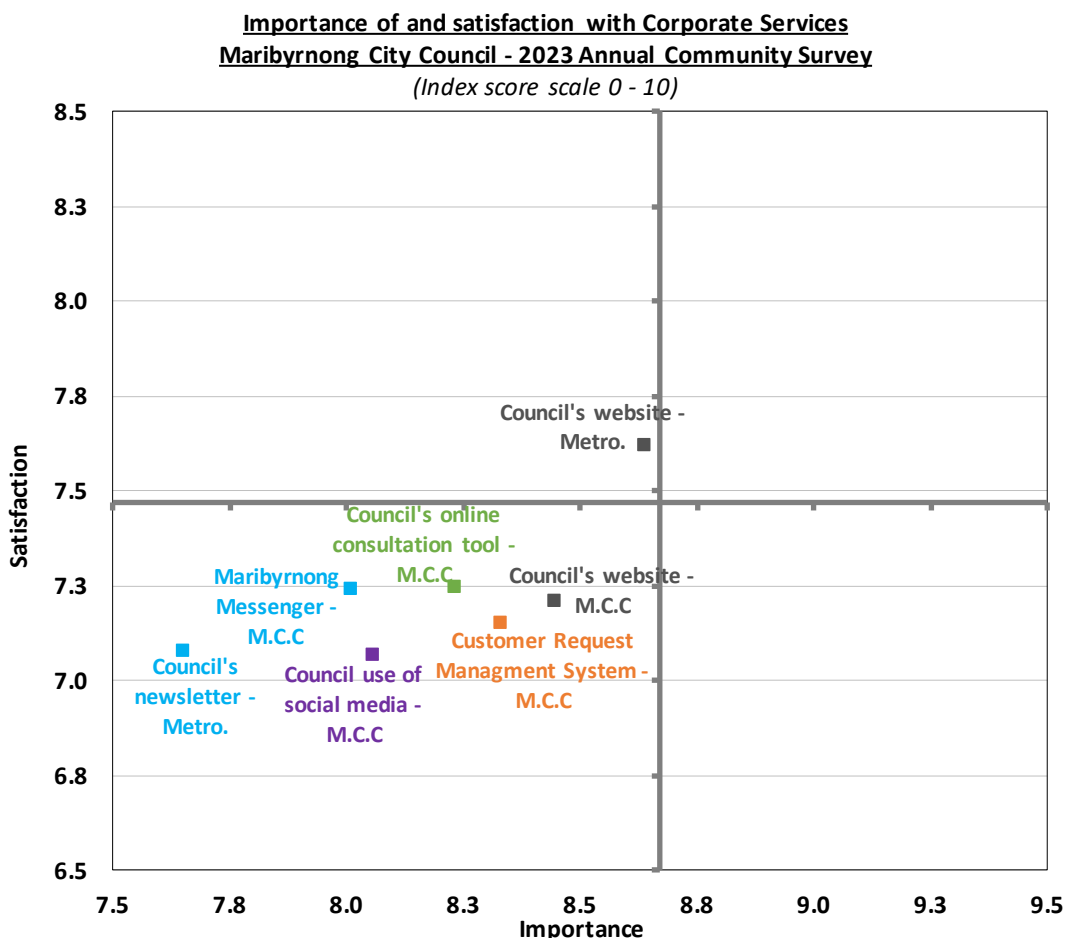
The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction.

Attention is drawn to the fact that all five of these services and facilities were of lower-than-average importance than the average of all services and facilities.

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

These five services also all recorded somewhat lower than average satisfaction scores.

Apart from the *Maribyrnong Messenger*, satisfaction with the other four services was recorded only for respondents who had used the services in the last 12 months. This does suggest somewhat lower satisfaction from users of these services than the average satisfaction with all 39 services and facilities.



Maribyrnong Messenger (Council’s newsletter)

The *Maribyrnong Messenger* was the least important of the 39 included services and facilities this year, with an average importance of 8.0 out of 10. This was one of 10 services and facilities that was measurably less important than the average of all 39 (8.7).

Satisfaction with the publication increased measurably this year, up eight percent to 7.2, although it remains at a “good” level of satisfaction.

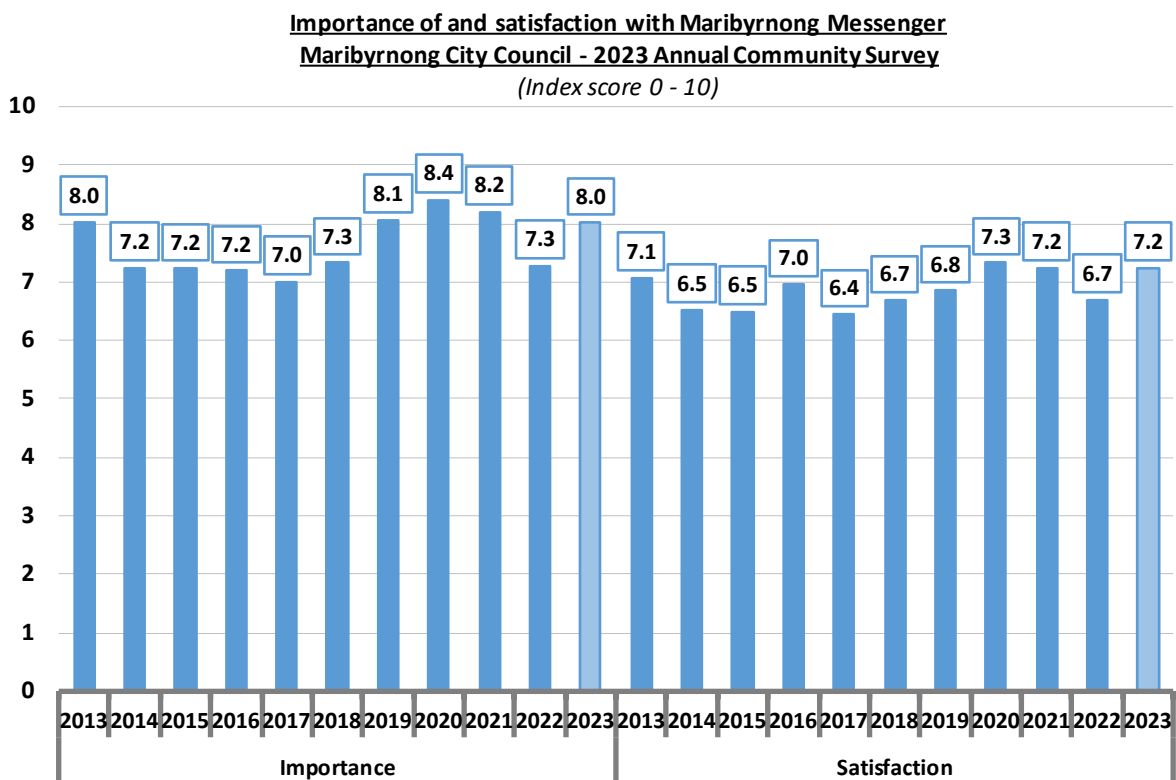
This result ranks the *Maribyrnong Messenger* 27th in terms of satisfaction this year.

Consistent with this strong increase, satisfaction was significantly above the long-term average satisfaction since 2005 of 6.8.

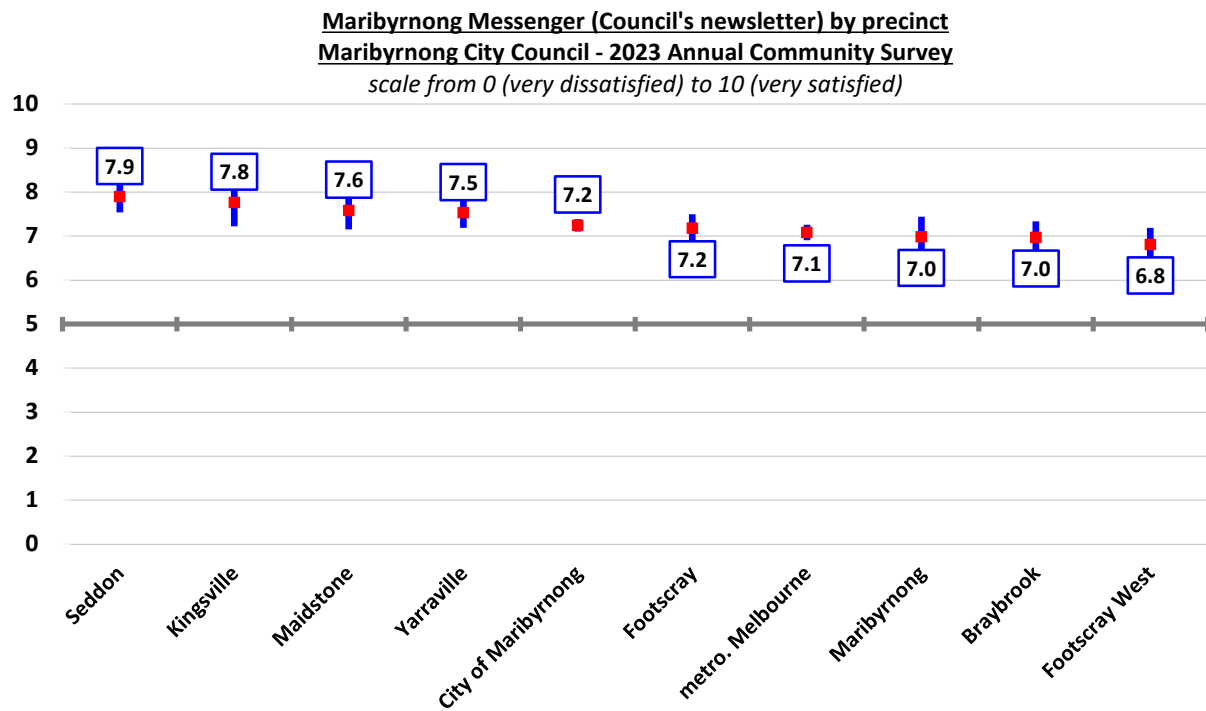
This result was comprised of 51% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 623 respondents who provided a satisfaction score this year.

There was no substantia variation in this result observed by respondent profile, although it is noted that young adults (aged 18 to 34 years), male respondents, and respondents from multilingual households rated satisfaction at “very good” rather than “good” levels of satisfaction.

By way of comparison, this result was marginally, but not measurably higher than the metropolitan Melbourne average satisfaction with “Council’s regular printed newsletter” of 7.1, as recorded in the 2023 *Governing Melbourne* research.



There was some measurable variation in this result observed across the municipality, with respondents from Seddon measurably more satisfied than average, and at an “excellent” level of satisfaction.



Council’s website

The council website was the 31st most important of the 39 included services and facilities this year, with an average importance of 8.4 out of 10. This was one of 10 services and facilities that was measurably less important than the average of all 39 (8.7).

Satisfaction with the website increased marginally this year, up one percent to 7.2, although it remains at a “good” level of satisfaction.

This result ranks the website 26th in terms of satisfaction this year.

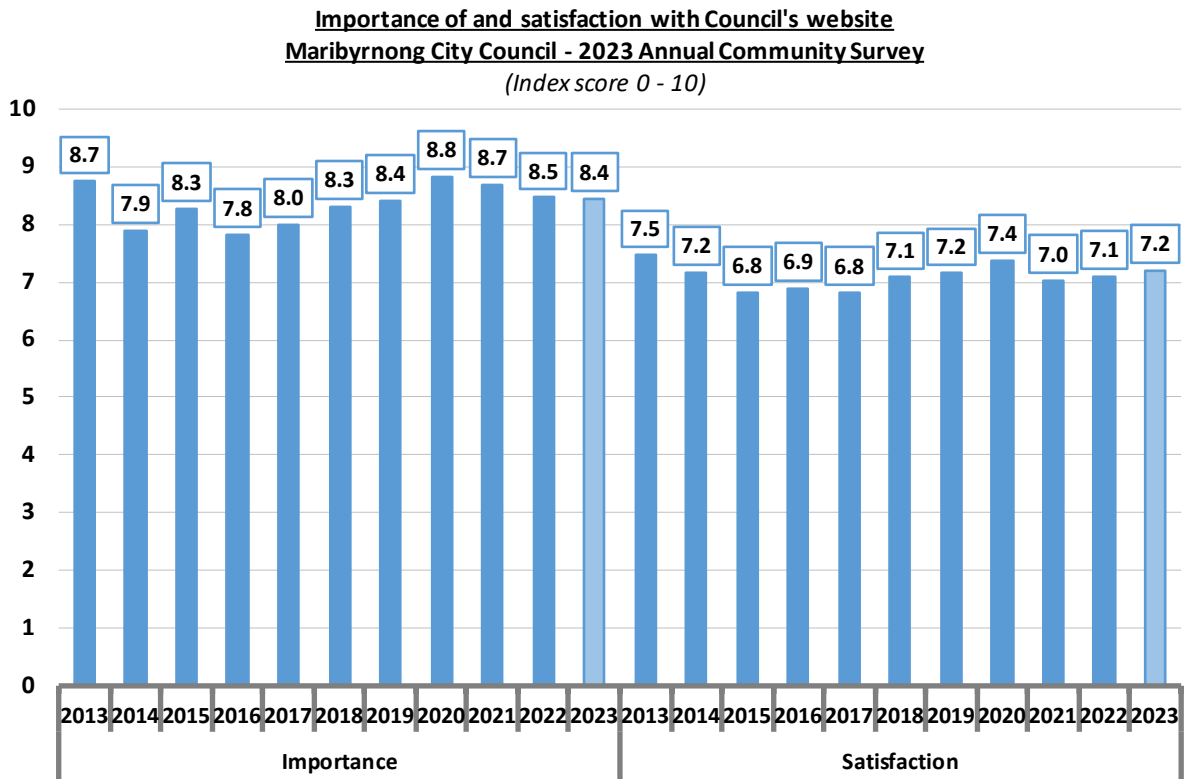
Consistent with this marginal increase, satisfaction was marginally above the long-term average satisfaction since 2005 of 7.1.

This result was comprised of 48% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 390 of the 394 respondents (49%) from households who had used these facilities in the last 12 months.

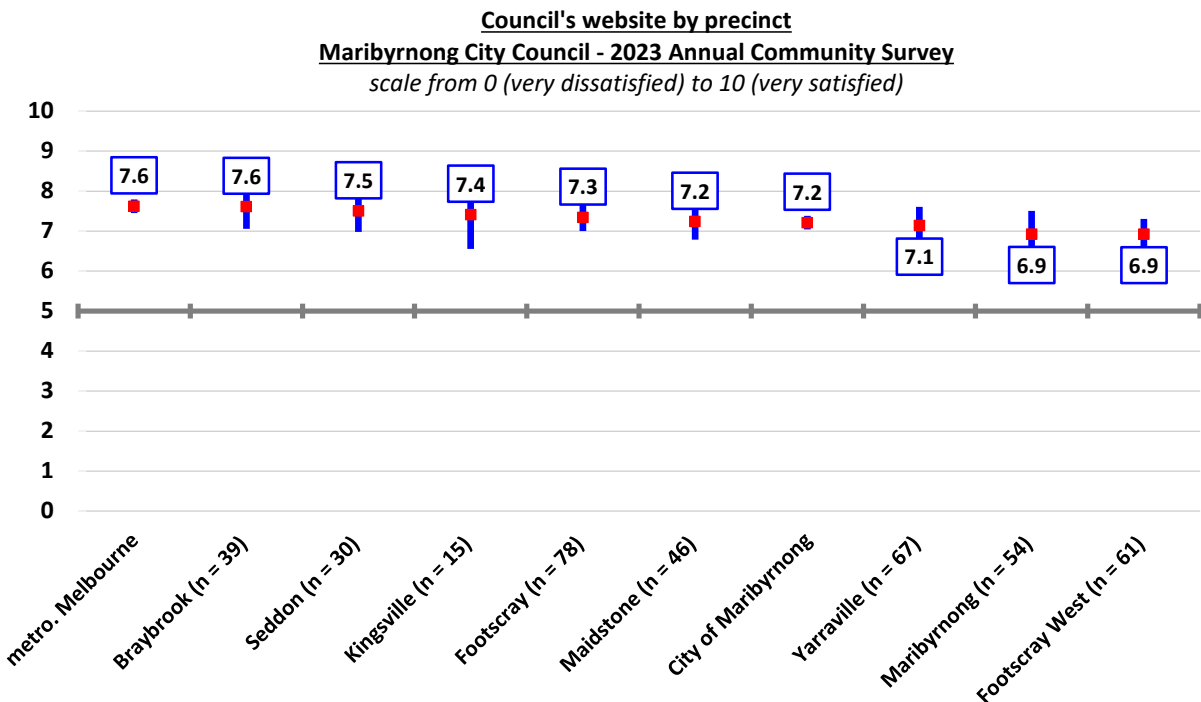
There was some notable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) notably more satisfied than average.



By way of comparison, this result was notably, but not measurably lower than the metropolitan Melbourne average satisfaction with “Council’s website” of 7.6, as recorded in the 2023 *Governing Melbourne* research.



Whilst there was no statistically significant variation in satisfaction with the website observed across the municipality this year, it is noted that respondents from Braybrook, Seddon, Kingsville, and Footscray rated satisfaction at “very good” rather than “good” levels.



Customer Request Management System

Council’s request management systems was the 34th most important of the 39 included services and facilities this year, with an average importance of 8.3 out of 10. This was one of 10 services and facilities that was measurably less important than the average of all 39 (8.7).

Satisfaction with the service increased notably, but not measurably this year, up four percent to 7.2, although it remains at a “good” level of satisfaction.

This result ranks the request management system 31st in terms of satisfaction this year.

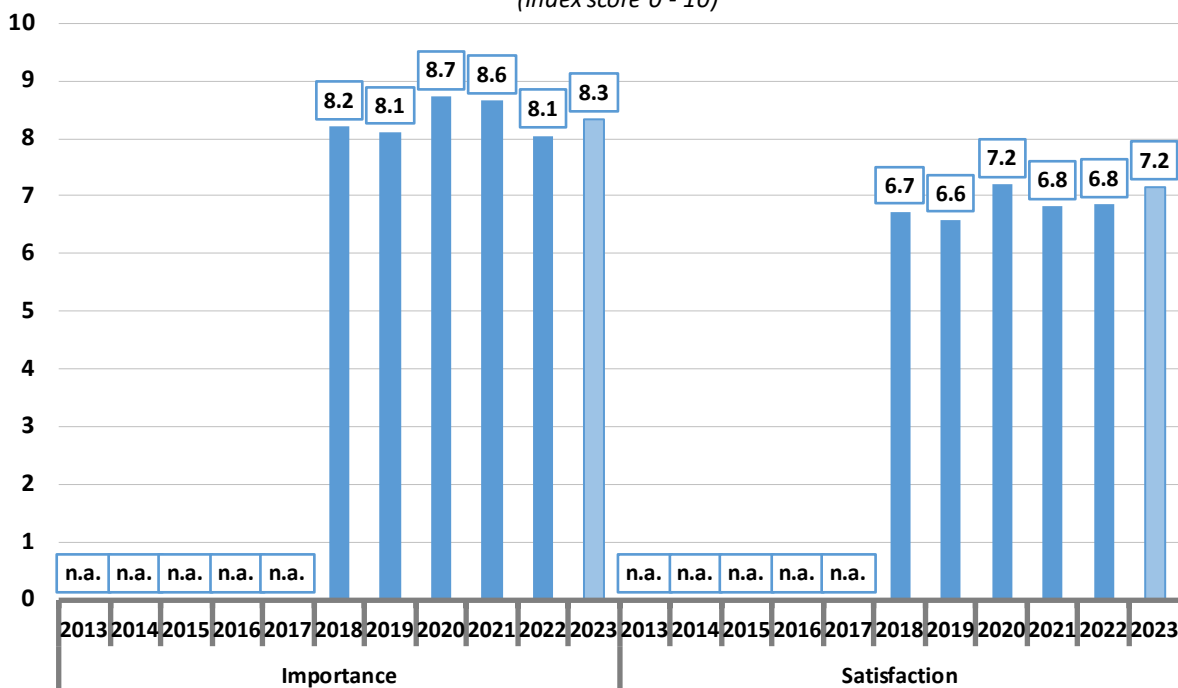
Consistent with this marginal increase, satisfaction was somewhat above the long-term average satisfaction since 2018 of 6.9.

This result was comprised of 48% “very satisfied” and nine percent “dissatisfied” respondents, based on a total sample of 141 of the 147 respondents (18%) from households who had used these facilities in the last 12 months.

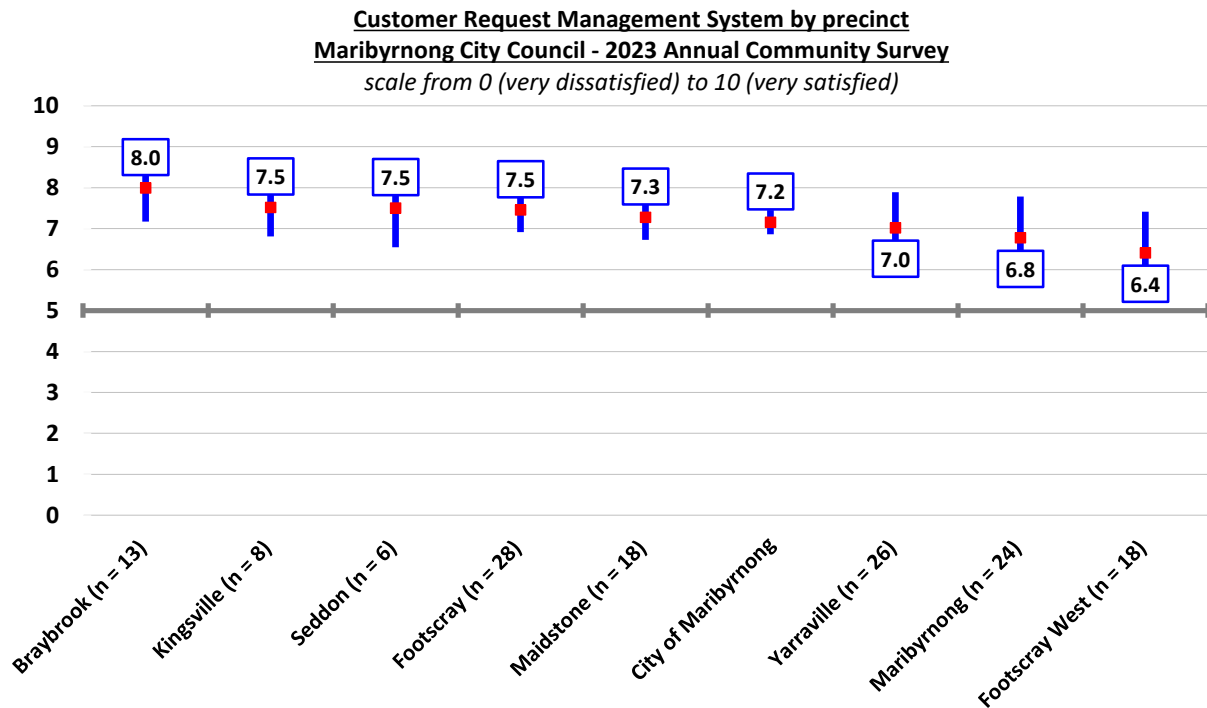
Given the small sample size of just 141 respondents, there was no significant variation in this result observed by respondent profile, although young adults (aged 18 to 34 years) were somewhat more satisfied, and older adults (aged 60 to 74 years) were somewhat less satisfied than average.

This service was not included in the 2023 *Governing Melbourne* research and therefore no comparison results are available for publication.

Importance of and satisfaction with Council's Customer Request Management System
Maribyrnong City Council - 2023 Annual Community Survey
 (Index score 0 - 10)



Noting the small sample size of 141 respondents, there was no statistically significant variation in this result observed across the municipality. It is noted, however, that the 13 respondents from Braybrook rated satisfaction at an “excellent” level, whilst the 18 respondents from Footscray West rated it at a “solid” rather than a “good” level.



Council’s use of social media

Council’s use of social media was the 38th most important of the 39 included services and facilities this year, with an average importance of 8.1 out of 10. This was one of 10 services and facilities that was measurably less important than the average of all 39 (8.7).

Satisfaction with the service declined marginally, but not measurably this year, down one percent to 7.1, although it remains at a “good” level of satisfaction.

This result ranks the service 34th in terms of satisfaction this year.

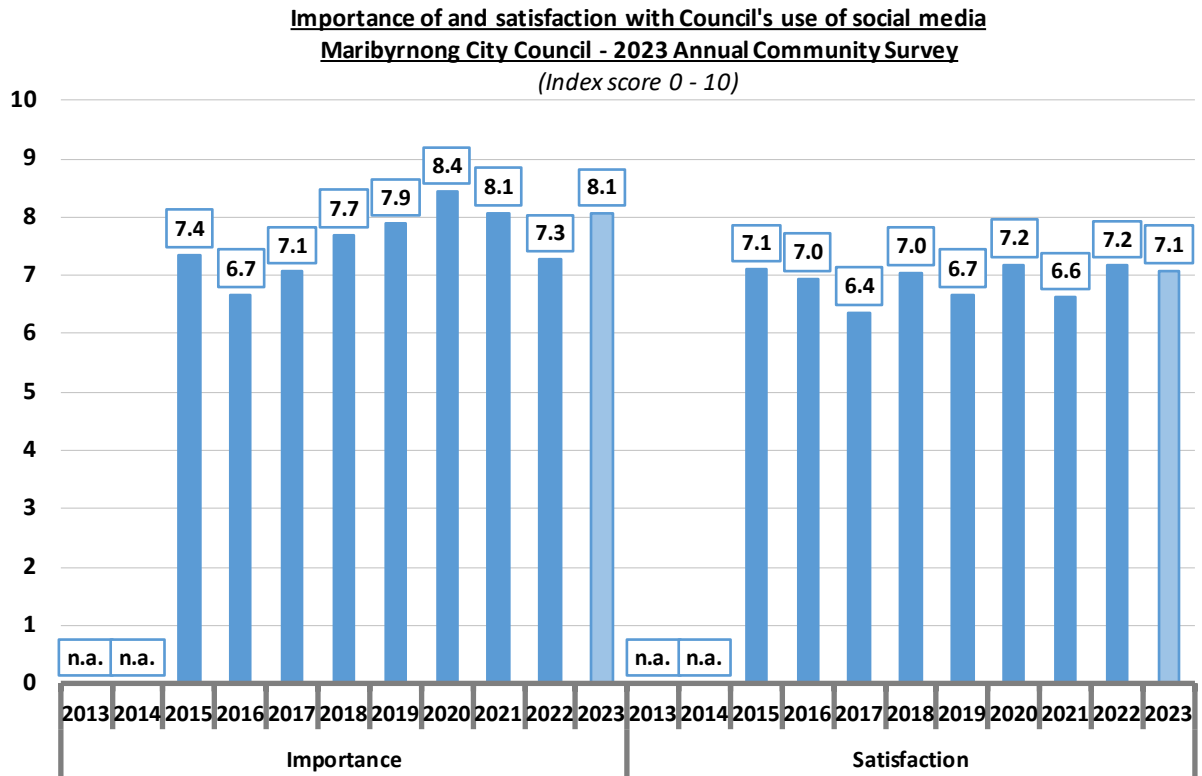
Consistent with this marginal decline, satisfaction was marginally below the long-term average satisfaction since 2015 of 6.9.

This result was comprised of 45% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 85 of the 95 respondents (12%) from households who had used these facilities in the last 12 months.

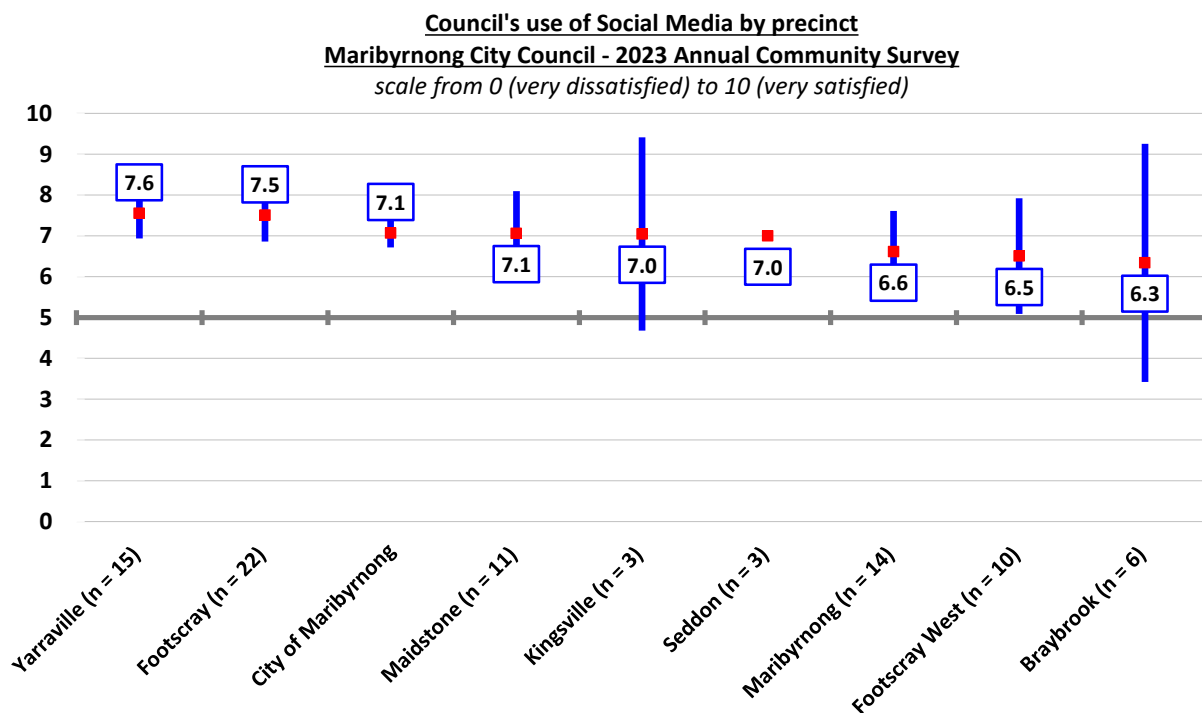
Given the small sample size of just 85 respondents, there was no significant variation in this result observed by respondent profile.



This service was not included in the 2023 *Governing Melbourne* research and therefore no comparison results are available for publication.



Noting the small sample size of 85 respondents, there was no statistically significant variation in this result observed across the municipality.



Council’s online consultation tool

Council’s online consultation tool was the 37th most important of the 39 included services and facilities this year, with an average importance of 8.1 out of 10. This was one of 10 services and facilities that was measurably less important than the average of all 39 (8.7).

Satisfaction with the service increased notably, but not measurably this year, up four percent to 7.2, although it remains at a “good” level of satisfaction.

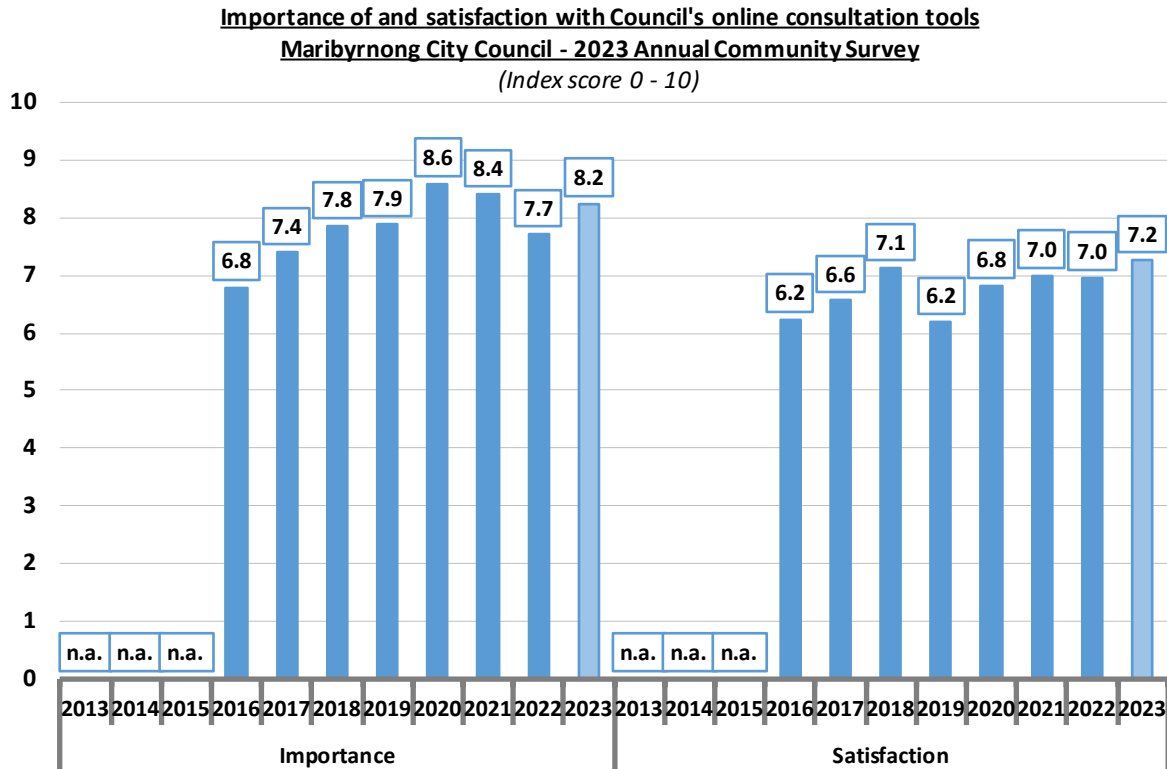
This result ranks the service 26th in terms of satisfaction this year.

Consistent with this marginal increase, satisfaction was notably above the long-term average satisfaction since 2016 of 6.8.

This result was comprised of 53% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 70 of the 75 respondents (9%) from households who had used these facilities in the last 12 months.

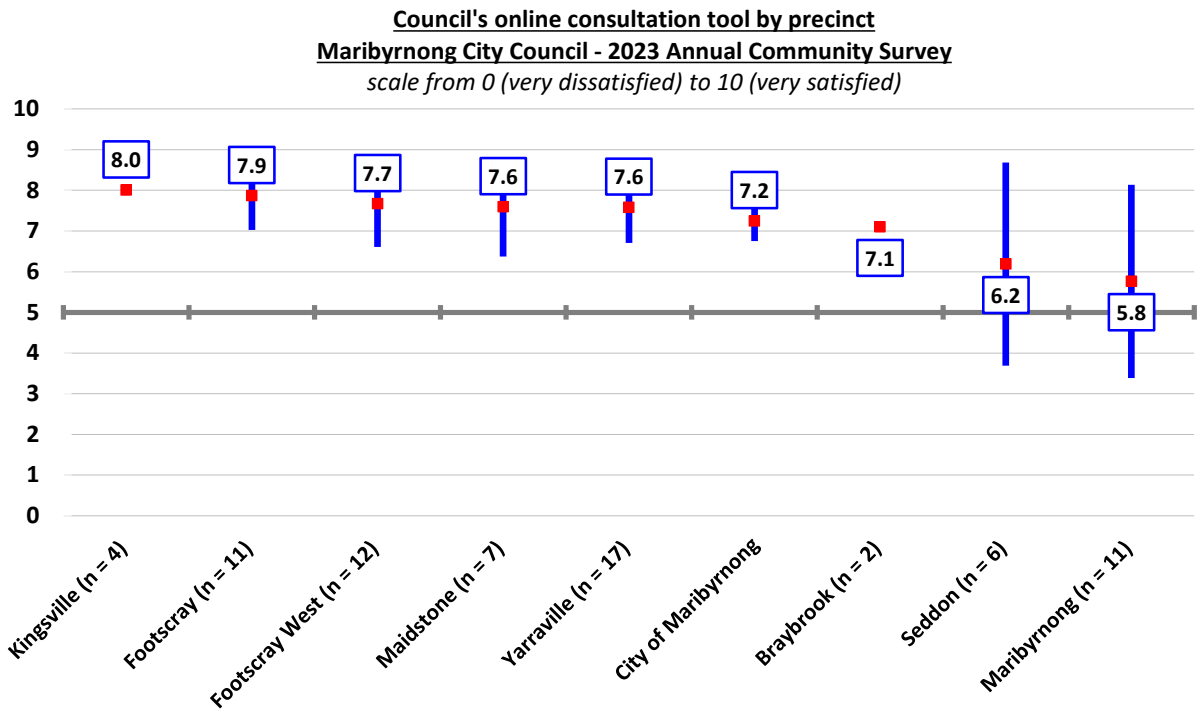
Given the small sample size of just 75 respondents, there was no significant variation in this result observed by respondent profile.

This service was not included in the 2023 *Governing Melbourne* research and therefore no comparison results are available for publication.



Noting the small sample size of 70 respondents, there was no statistically significant variation in this result observed across the municipality.

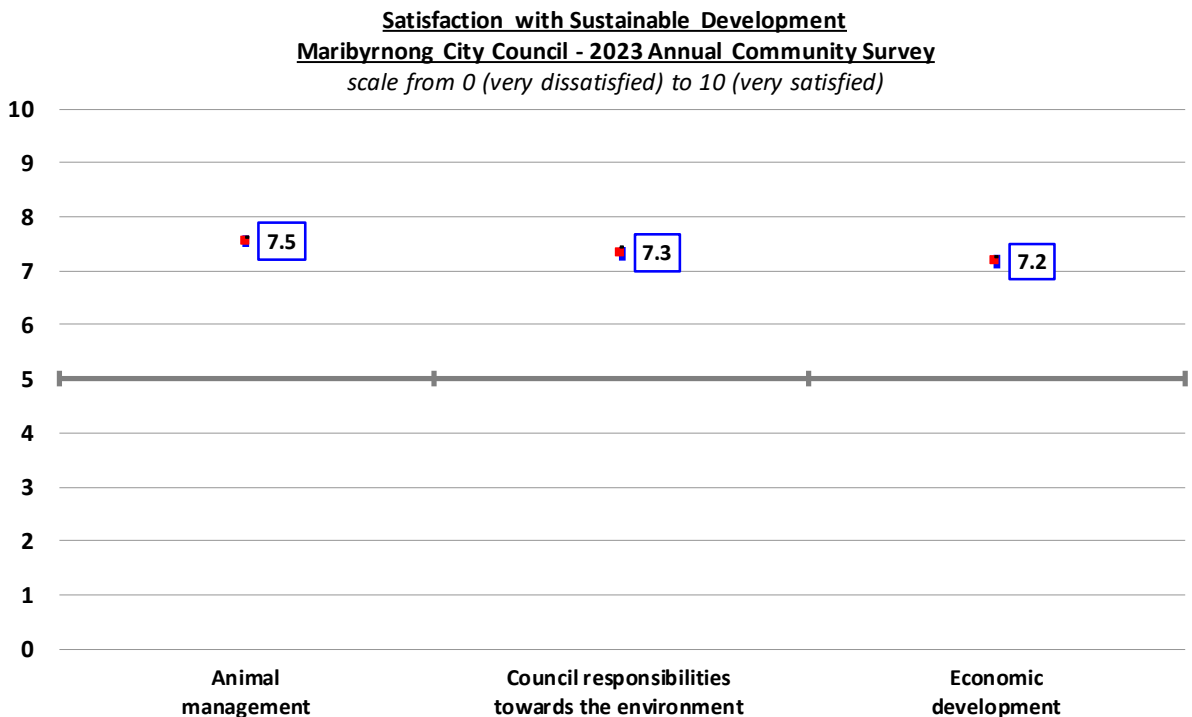




Sustainable Development

There were three services from the Sustainable Development department included in the survey again this year.

Satisfaction with animal management and Council meeting its responsibilities towards the environment were both rated at “very good” levels, whilst satisfaction with Council performance promoting local economic development was rated at a “good” level.

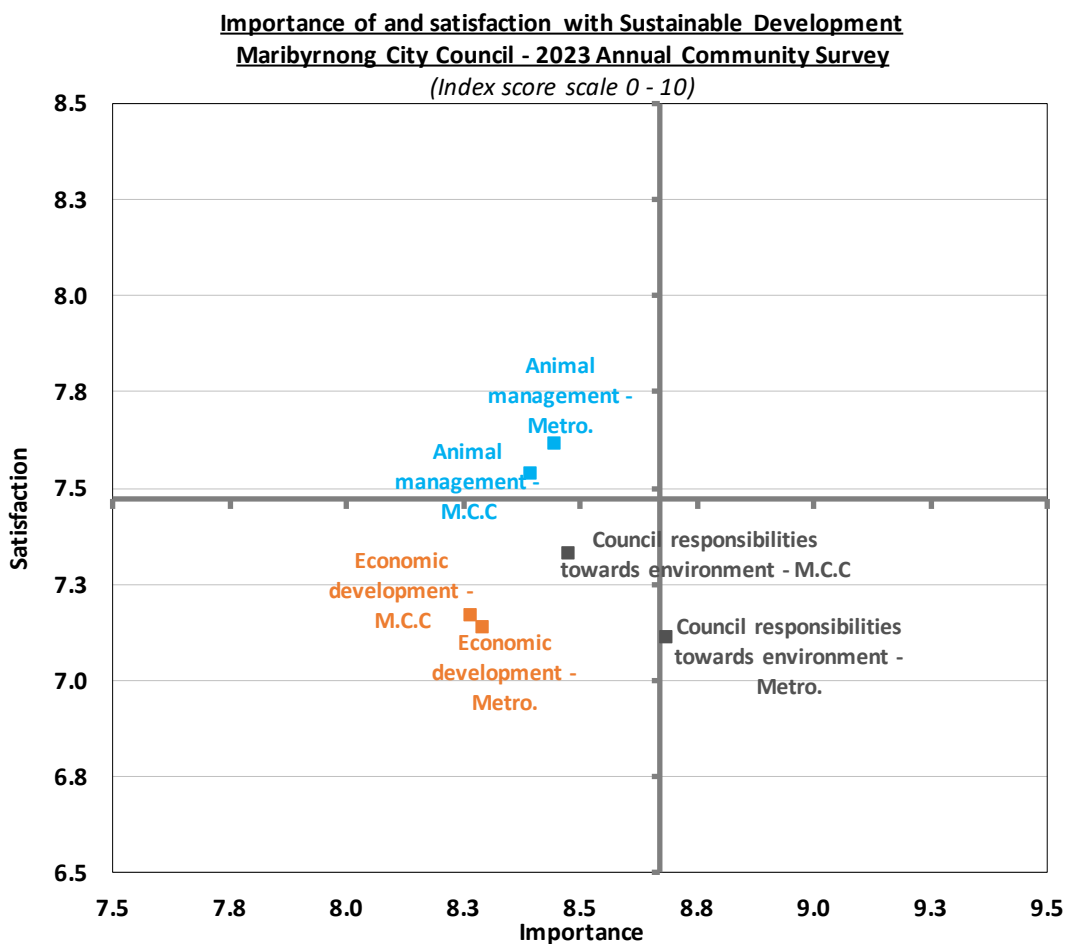


The following graph provides a comparison of the average importance of and satisfaction with the three sustainable development services against the 2023 metropolitan Melbourne average satisfaction as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research using the same door-to-door methodology in January 2023.

The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction.

All three services and facilities were of just a marginally lower importance than the metropolitan Melbourne average.

Satisfaction with animal management and Council activities promoting local economic development were similar to the metropolitan average, whilst satisfaction with Council meeting its environmental responsibilities was somewhat higher in the City of Maribyrnong.



Animal management

Animal management was the 33rd most important of the 39 included services and facilities this year, with an average importance of 8.4 out of 10. This was one of 10 services and facilities that was measurably less important than the average of all 39 (8.7).

Satisfaction with animal management increased notably this year, up four percent to 7.5, which is a “very good”, up from a “good” level of satisfaction. This increase somewhat reverses the unusual nine percent decline in satisfaction recorded in 2022.

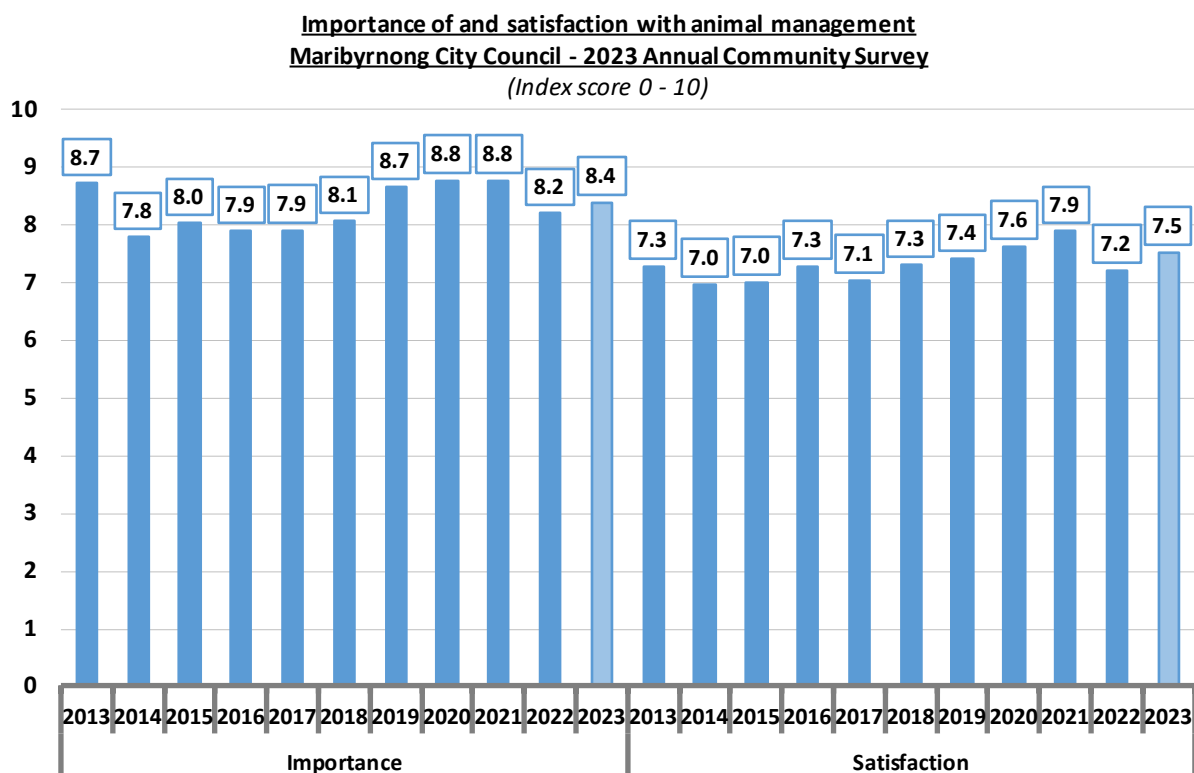
This result ranks animal management 15th in terms of satisfaction this year.

Consistent with this notable increase, satisfaction was notably above the long-term average satisfaction since 2005 of 7.2.

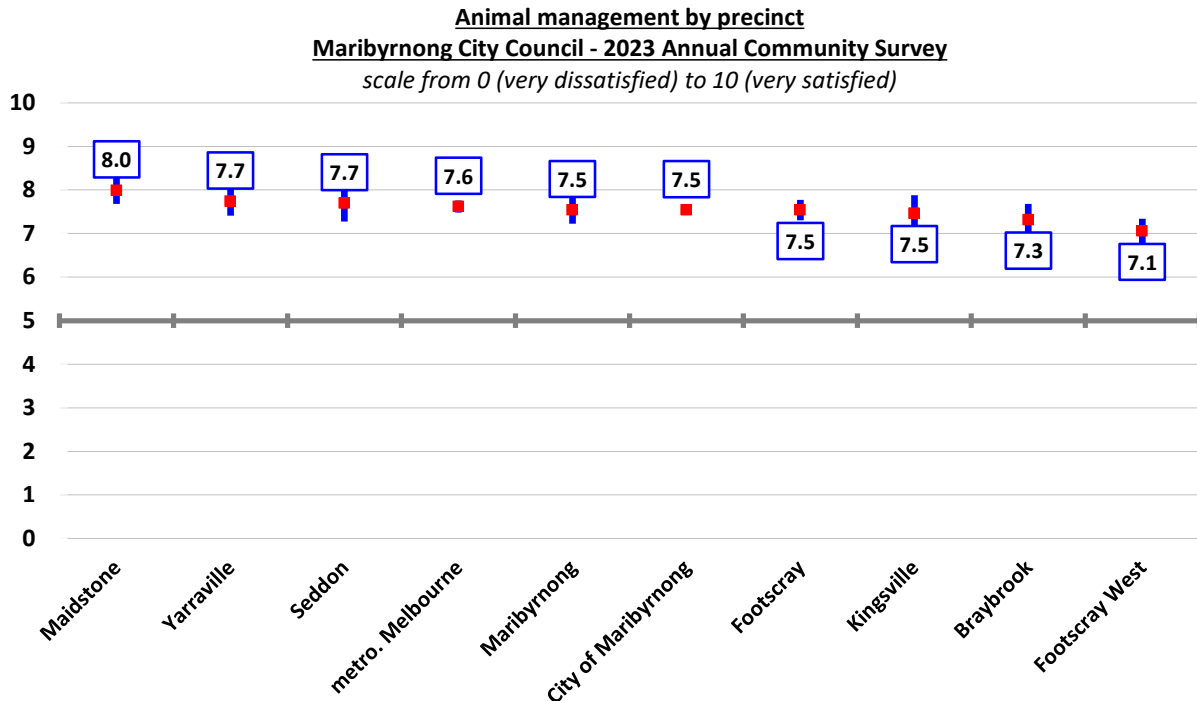
This result was comprised of 54% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 703 of the 800 respondents who provided a satisfaction score.

There was some notable variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably less satisfied than average, whilst respondents from multilingual households were notably more satisfied than respondents from English speaking households.

By way of comparison, this result was marginally, but not measurably lower than the metropolitan Melbourne average satisfaction with “animal management” of 7.6, as recorded in the 2023 *Governing Melbourne* research.



There was some measurable variation in satisfaction with animal management observed across the municipality. Respondents from Maidstone were measurably more satisfied than average, and at an “excellent” level, whilst respondents from Footscray West were measurably less satisfied, and at a “good” rather than a “very good” level.



Council responsibilities towards the environment

Council meeting its responsibilities towards the environment was the 29th most important of the 39 included services and facilities this year, with an average importance of 8.5 out of 10.

It is noted that this result was somewhat lower than that recorded over the last four years, returning the average importance to levels recorded in 2018 and earlier years, although it remains below the metropolitan Melbourne average importance of 8.7.

Satisfaction with these services increased measurably this year, up six percent to 7.3, which is a “very good”, up from a “good” level of satisfaction.

This was the highest satisfaction score for this service recorded since it was first included in the survey in 2013.

This result ranks Council meeting its environmental responsibilities 22nd in terms of satisfaction this year.

Consistent with this measurable increase in satisfaction, satisfaction this year was measurably above the long-term average satisfaction since 2005 of 7.0.

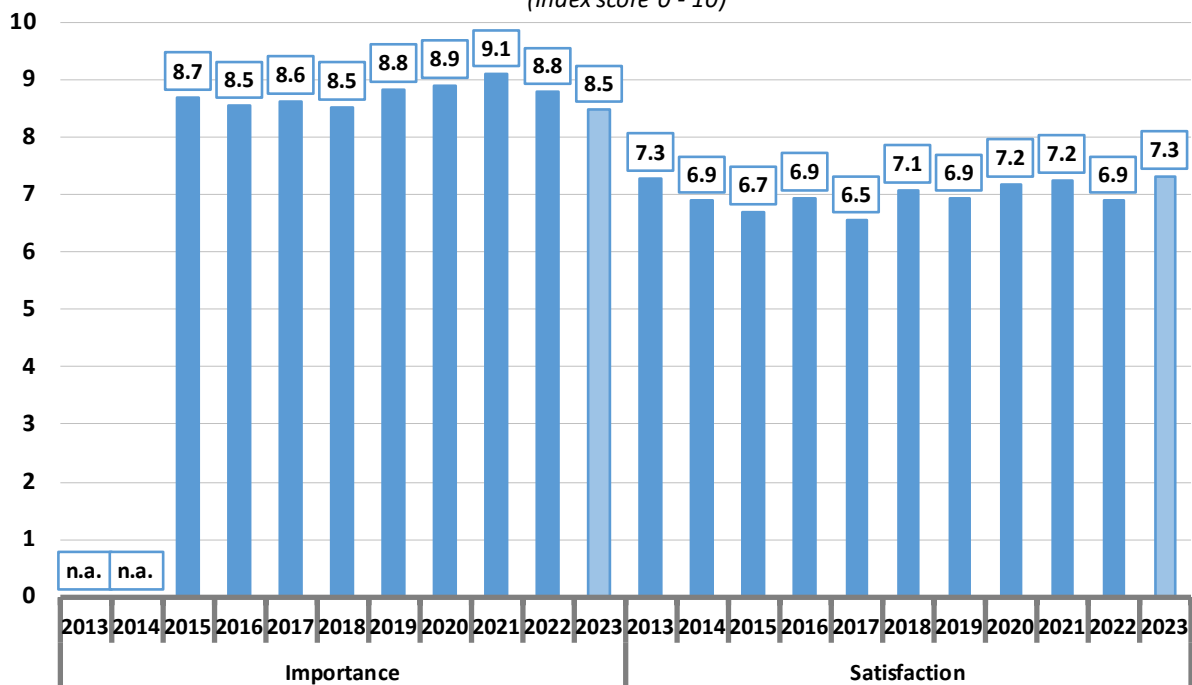


This result was comprised of 50% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 691 of the 800 respondents who provided a satisfaction score.

There was some notable variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) somewhat less satisfied than average, whilst respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

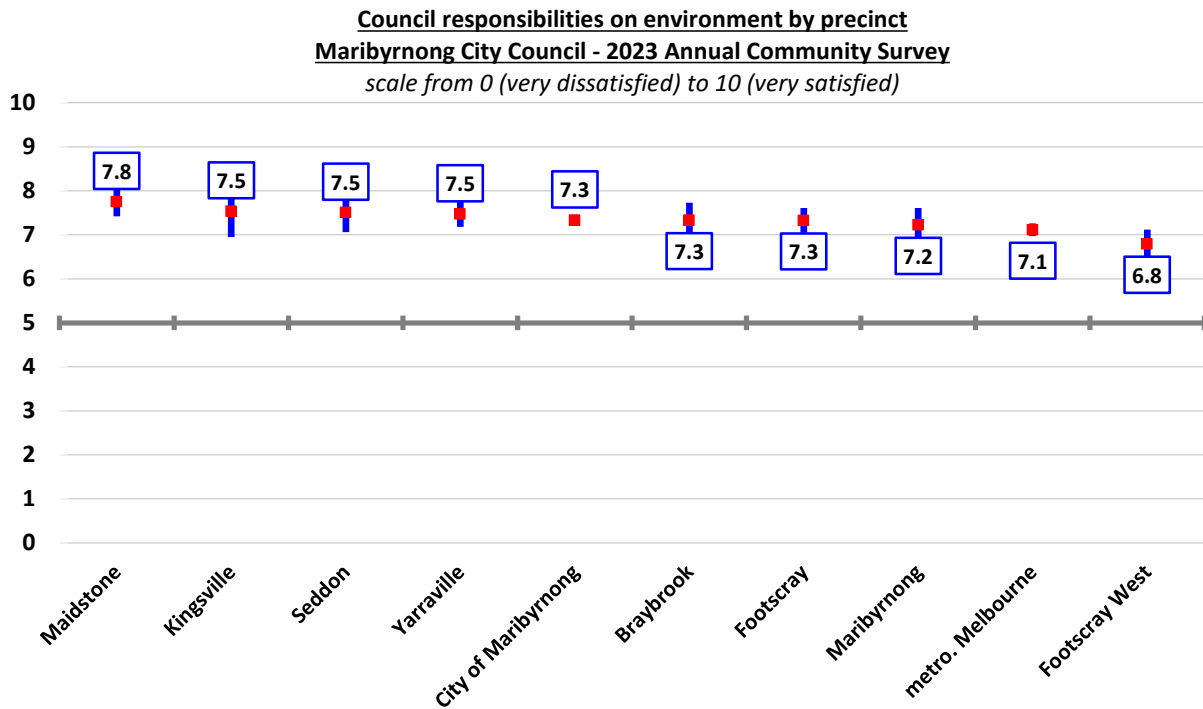
By way of comparison, this result was marginally, but not measurably higher than the metropolitan Melbourne average satisfaction with “Council meetings its responsibilities towards the environment” of 7.1, as recorded in the 2023 *Governing Melbourne* research.

Importance of and satisfaction with meeting responsibilities towards the environment
Maribyrnong City Council - 2023 Annual Community Survey
 (Index score 0 - 10)



Whilst there was no measurable variation in satisfaction with this service observed across the municipality, it is noted that respondents from Maidstone were notably more satisfied than average, and at an “excellent” level, whilst respondents from Footscray West were notably less satisfied, and at a “good” rather than a “very good” level.





Promoting local economic development

Council activities promoting local economic development were the 36th most important of the 39 included services and facilities this year, with an average importance of 8.4 out of 10. This was one of 10 services and facilities that was measurably less important than the average of all 39 (8.7).

Satisfaction with these services increased measurably this year, up five percent to 7.2, although it remains at a “good” level of satisfaction.

This result ranks these services 30th in terms of satisfaction this year.

Consistent with this increase, satisfaction was measurably above the long-term average satisfaction since 2010 of 6.7.

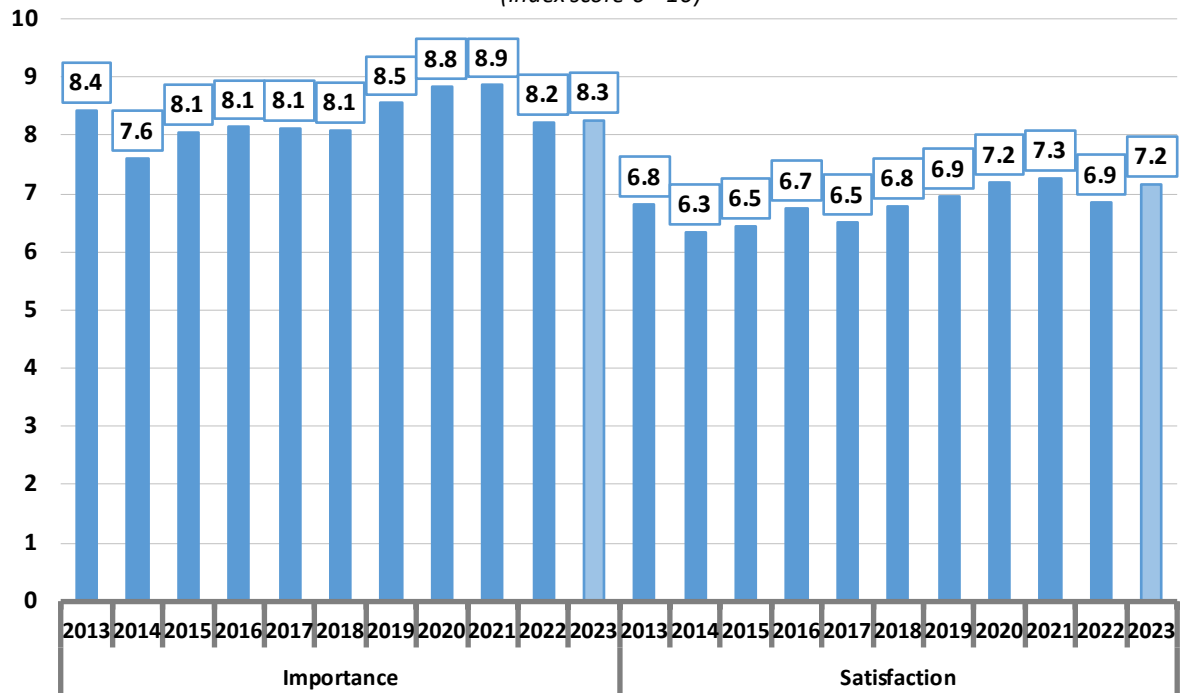
This result was comprised of 46% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 638 of the 800 respondents who provided a satisfaction score.

There was some notable variation in this result observed by respondent profile, with respondents from multilingual households notably more satisfied than respondents from English speaking households.

By way of comparison, this result was marginally, but not measurably higher than the metropolitan Melbourne average satisfaction with “Council activities promoting local economic development” of 7.1, as recorded in the 2023 *Governing Melbourne* research.

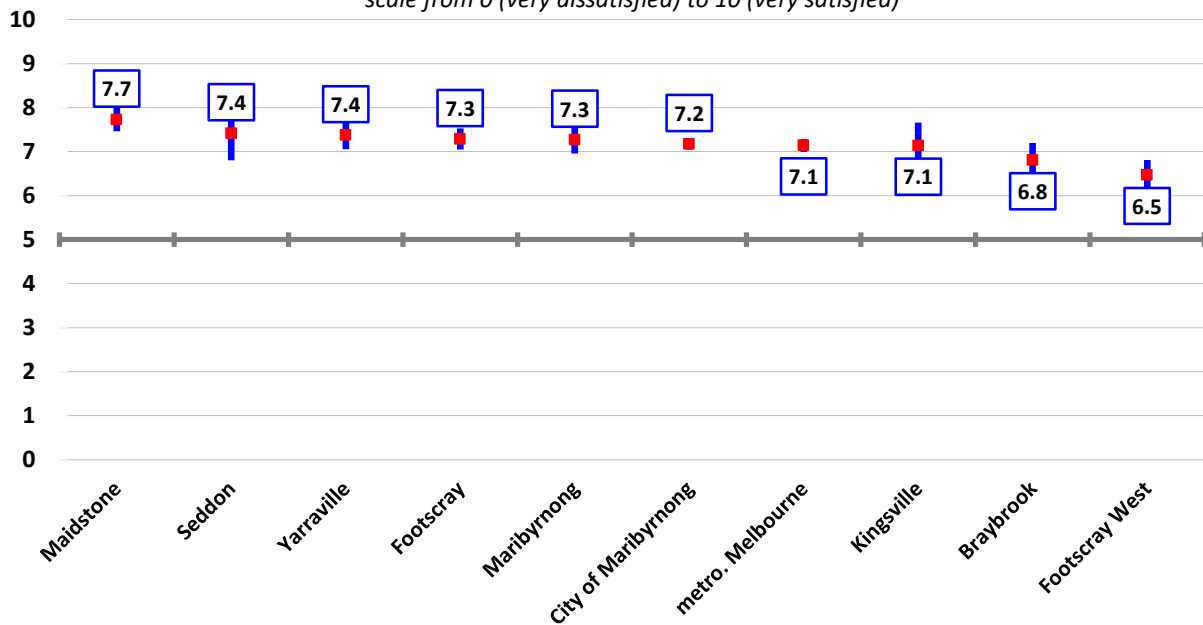


Importance of and satisfaction with Council promoting local economic development
Maribyrnong City Council - 2023 Annual Community Survey
 (Index score 0 - 10)



There was some measurable variation in satisfaction with these services observed across the municipality. Respondents from Maidstone were measurably more satisfied than average, whilst respondents from Footscray West were measurably less satisfied, and at a “good” rather than a “very good” level.

Promoting local economic development by precinct
Maribyrnong City Council - 2023 Annual Community Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)

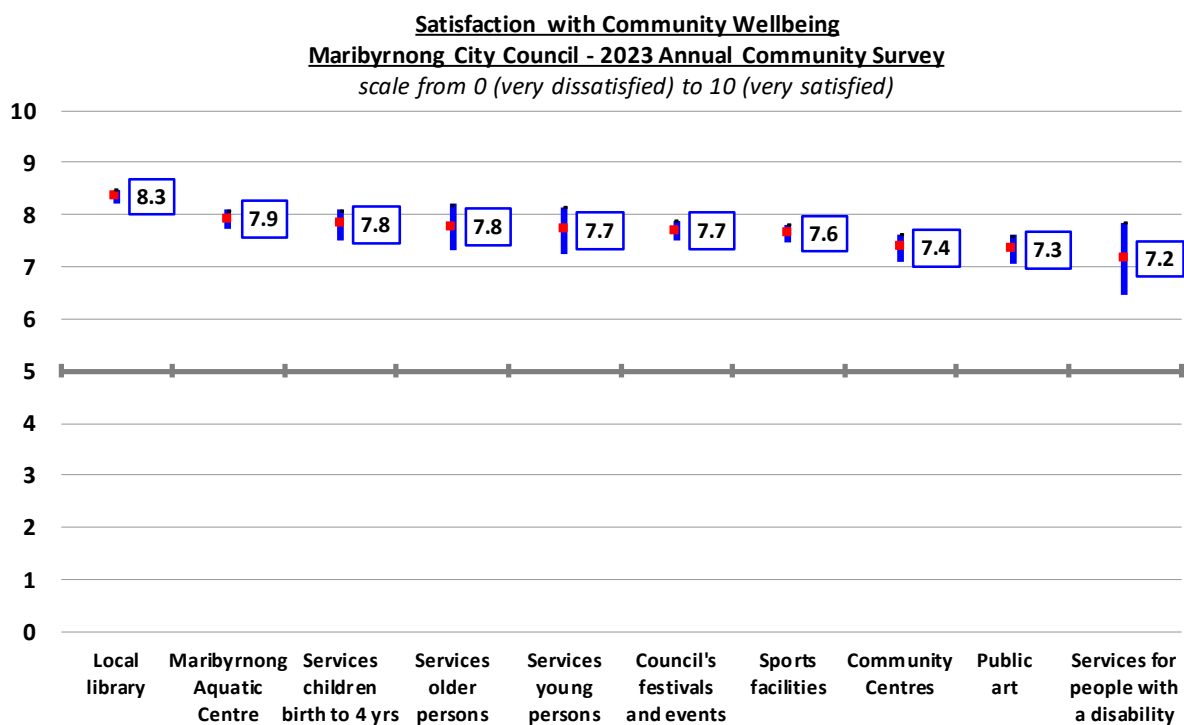


Community Wellbeing

There were 10 services and facilities from the Community Wellbeing department included in the survey again this year, as outlined in the following graph.

Satisfaction with the local library service remains the stand-out result, with an average satisfaction of 8.3 out of 10. This was an “excellent” level of satisfaction, the same as recorded for the Maribyrnong Aquatic Centre, services for children and services for older persons.

Satisfaction with five of the other six services was rated at “very good” levels, and satisfaction with services for people with disability remains the lowest rated, although still at a “good” level of 7.2.



The following graph provides a comparison of the average importance of and satisfaction with the 11 Community Wellbeing services against the 2023 metropolitan Melbourne average satisfaction as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research using the same door-to-door methodology in January 2023.

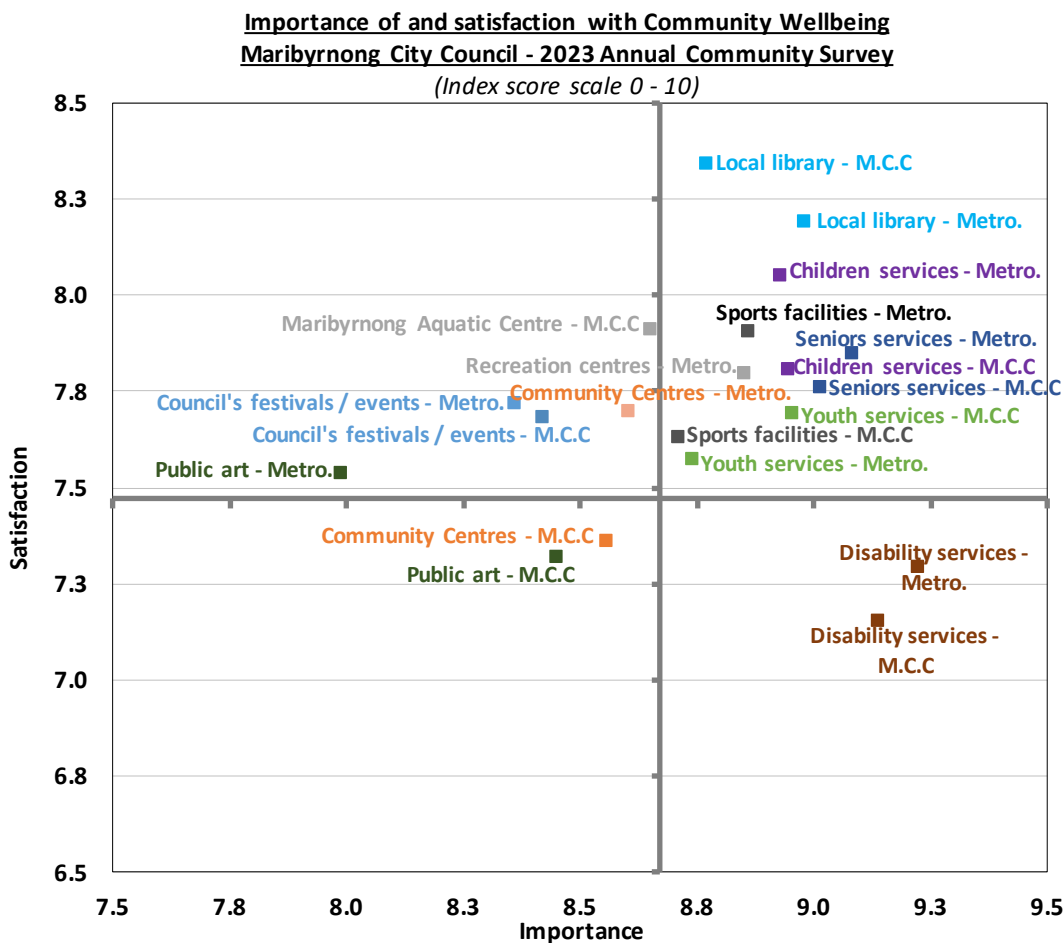
The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction.

All of the health and human services (services for children, youth, seniors, persons with disability) were of higher-than-average importance and most received higher-than-average satisfaction scores.

Sports facilities, the local library service and to a lesser extent, the Maribyrnong Aquatic Centre, were also of higher-than-average importance and recorded higher-than-average satisfaction.



It is also noted that the arts and cultural services and facilities were of lower-than-average importance but received average, or close to average satisfaction scores.



Library services

Library services (including local and online) were the 14th most important of the 39 included services and facilities this year, with an average importance of 8.8 out of 10. It is noted that the importance of local library services has remained relatively consistent over an extended period.

Satisfaction with library services declined notably, but not measurably this year, down three percent to 8.3, although it remains at an “excellent” level of satisfaction.

This result ranks library services 3rd in terms of satisfaction this year, and one of eight services and facilities that recorded a satisfaction score measurably higher than the average of all 39 services and facilities of 8.2 out of 10.

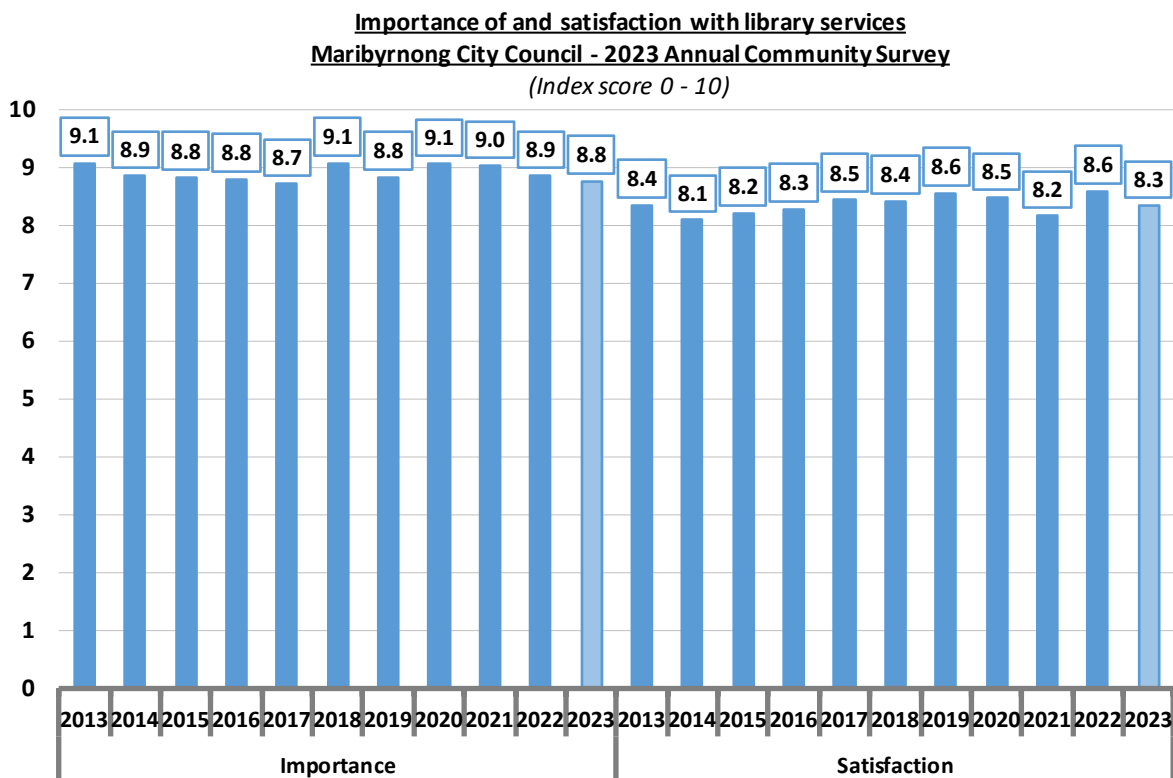
Despite the decline in satisfaction recorded this year, satisfaction remains comfortably above the long-term average satisfaction since 2010 of 8.2.



This result was comprised of 78% “very satisfied” and just one percent “dissatisfied” respondents, based on a total sample of 322 of the 331 respondents (41%) from households who had used these services in the last 12 months.

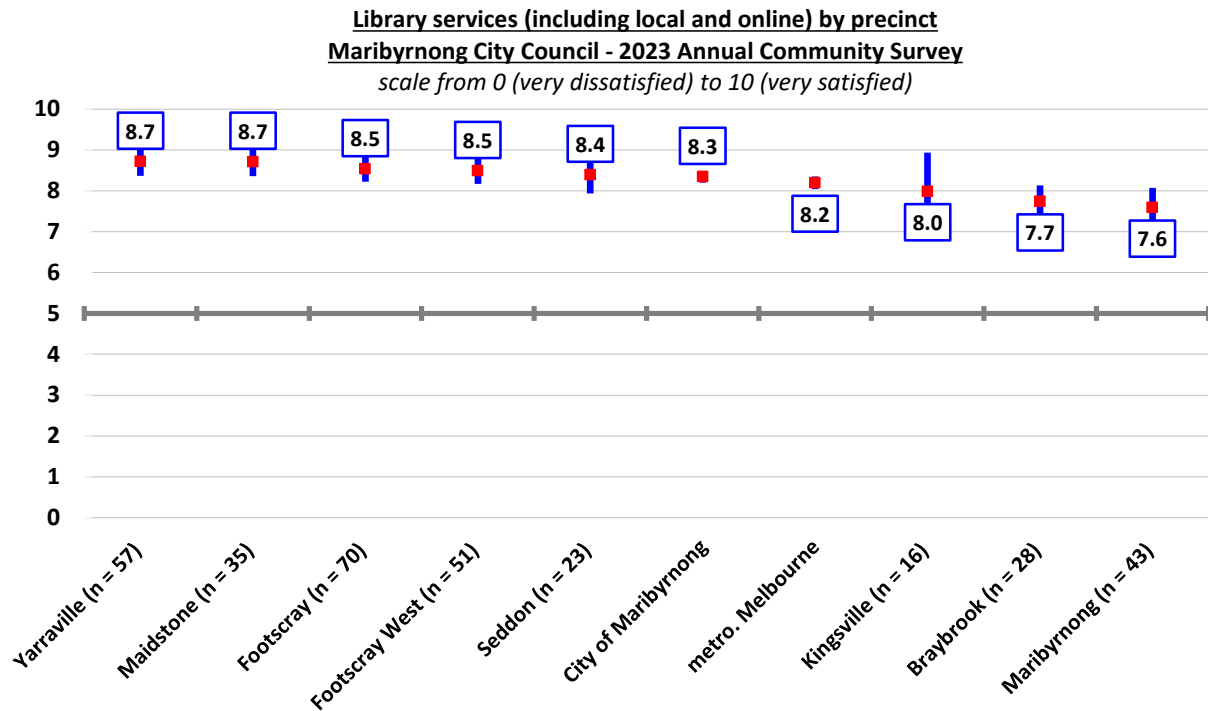
There was some variation in this result observed by respondent profile, with respondents from English speaking households somewhat more satisfied than respondents from multilingual households.

By way of comparison, this result was marginally higher than the metropolitan Melbourne average satisfaction with “local library” of 8.2, as recorded in the 2023 *Governing Melbourne* research.



There was some measurable variation in satisfaction with library services observed across the municipality, with respondents from Braybrook and Maribyrnong precinct measurably less satisfied than average, and at “very good” rather than “excellent” levels of satisfaction.





Sports facilities

Sports facilities were the 18th most important of the 39 included services and facilities this year, with an average importance of 8.7 out of 10.

Satisfaction with sports facilities declined marginally, but not measurably this year, down two percent to 7.6, although it remains at a “very good” level of satisfaction.

This result ranks these facilities 14th in terms of satisfaction this year.

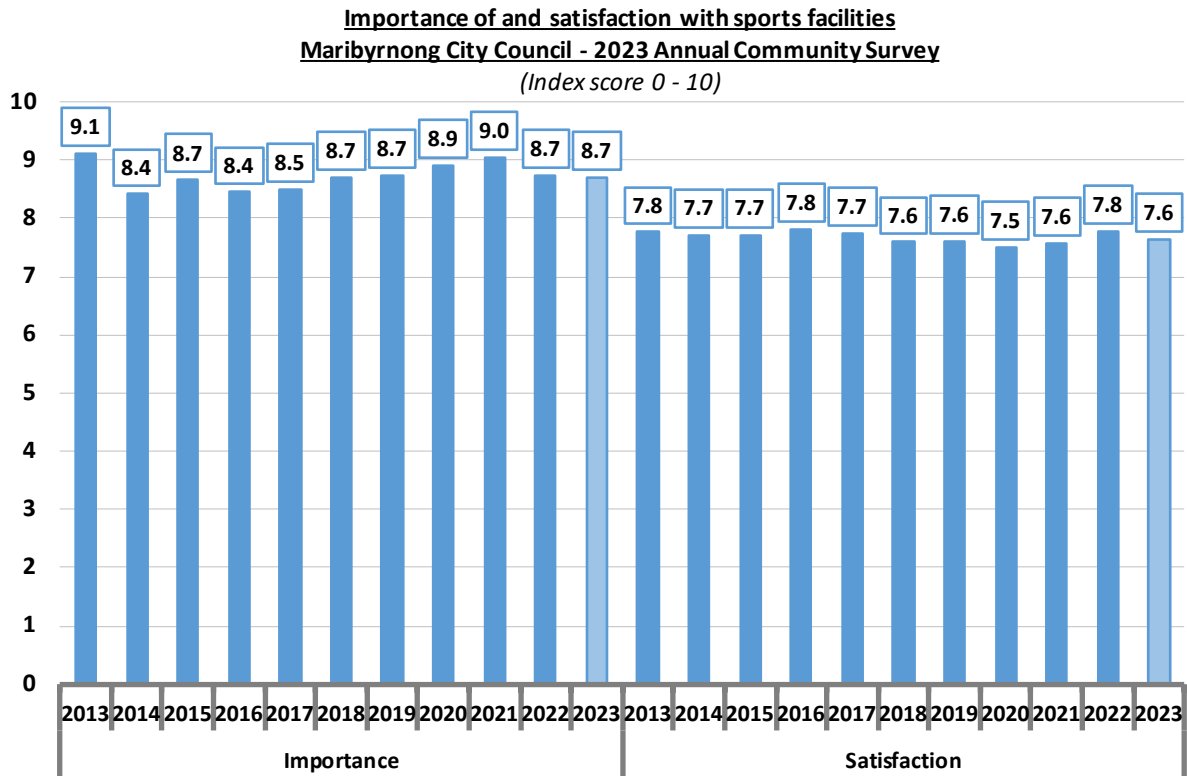
Despite the decline in satisfaction recorded this year, satisfaction remains consistent with the long-term average satisfaction since 2005 of 7.6.

This result was comprised of 60% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 301 of the 311 respondents (39%) from households who had used these services in the last 12 months.

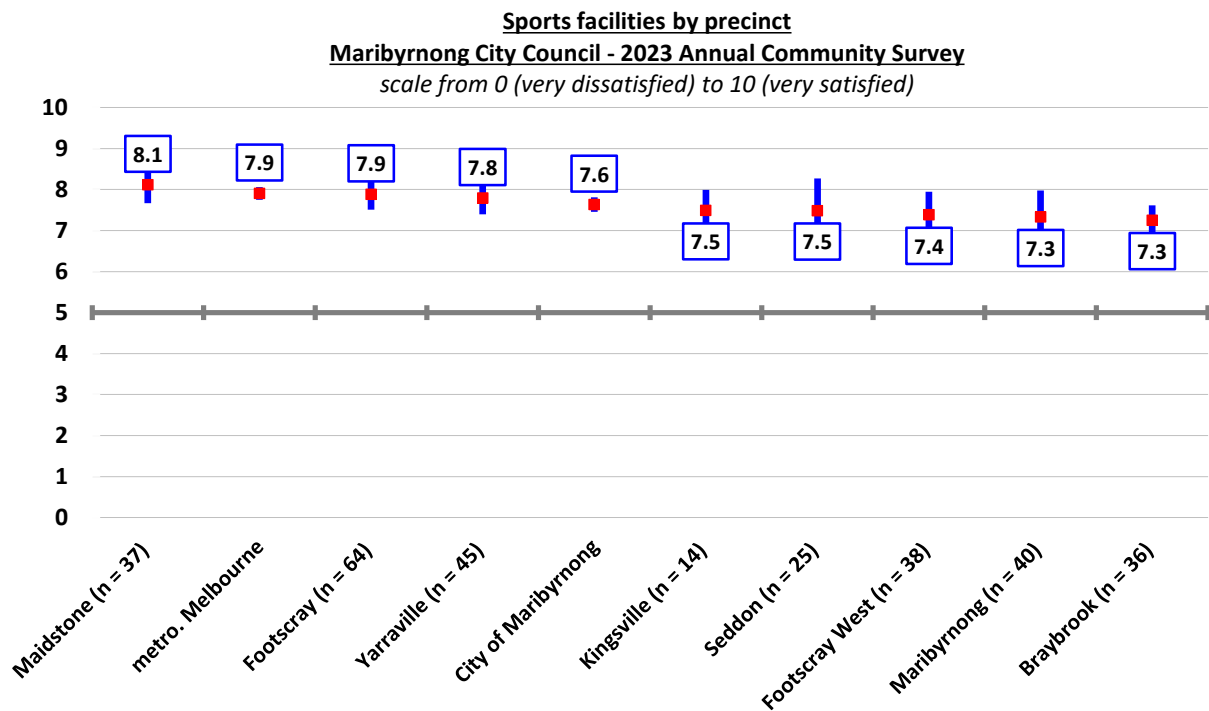
Noting the relatively small sample size, there was no significant variation in this result observed by respondent profile, although it is noted that senior citizens (aged 75 years and over) rated satisfaction at an “excellent” level.

By way of comparison, this result was somewhat lower than the metropolitan Melbourne average satisfaction with “sports ovals and other local sporting facilities” of 7.9, as recorded in the 2023 *Governing Melbourne* research.





Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Maidstone, Footscray, and Yarraville rated satisfaction at “excellent” rather than “very good” levels of satisfaction.



Community Centres / Neighbourhood Houses

Community Centres / Neighbourhood Houses were the 27th most important of the 39 included services and facilities this year, with an average importance of 8.6 out of 10.

Satisfaction with these facilities declined notably, but not measurably this year, down seven percent to 7.4, which is a “very good”, down from an “excellent” level of satisfaction.

This result ranks these facilities 20th in terms of satisfaction this year.

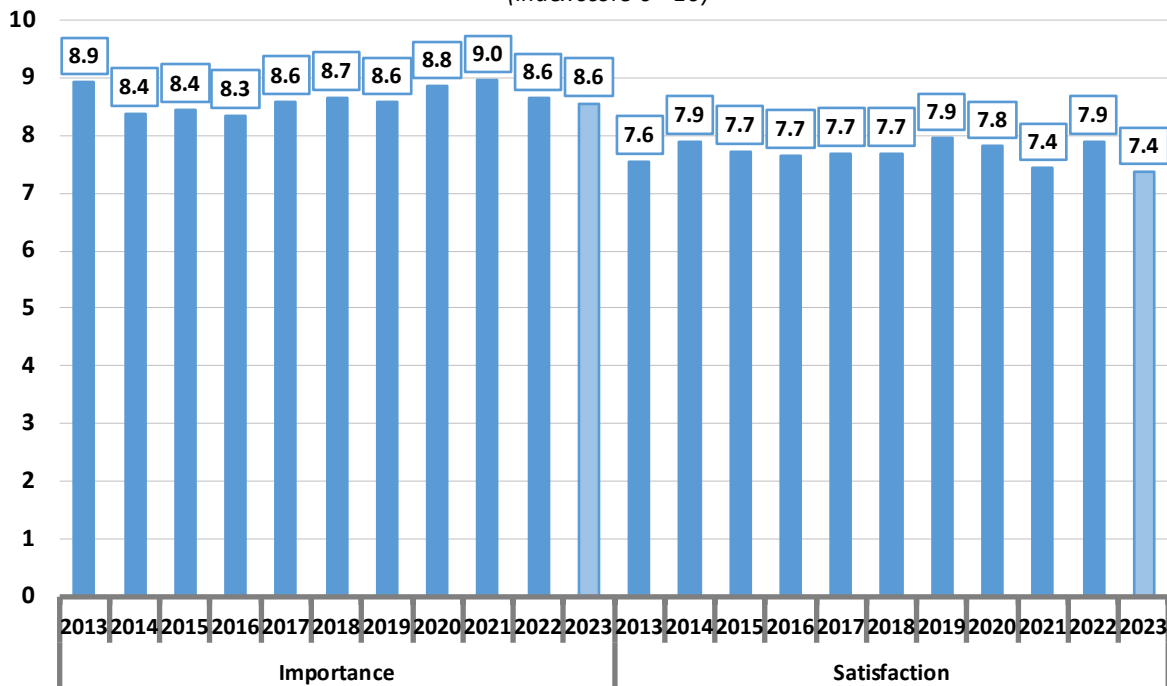
Consistent with the decline in satisfaction recorded this year, satisfaction was somewhat below the long-term average satisfaction since 2006 of 7.6.

This result was comprised of 51% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 177 of the 180 respondents (23%) from households who had used these services in the last 12 months.

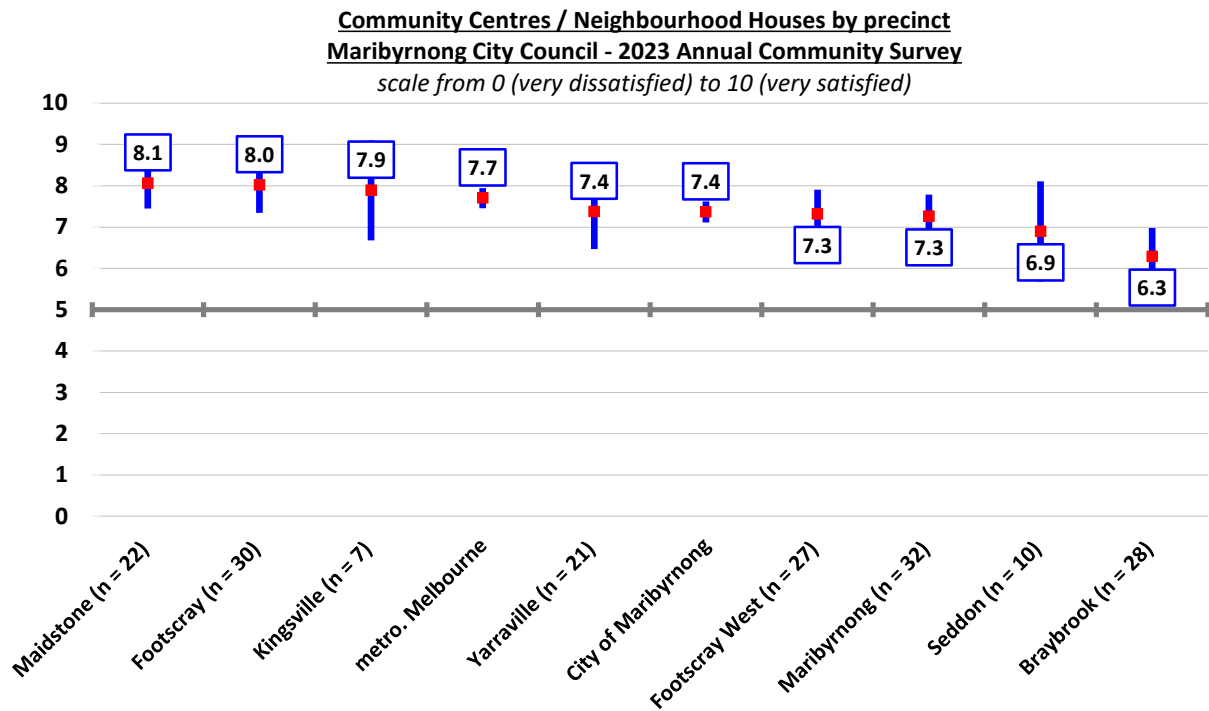
Whilst cognisant of the small sample size, there was some variation in this result observed by respondent profile, with older adults and senior citizens (aged 60 years and over) notably more satisfied than average, and respondents from English speaking households notably more satisfied than respondents from multilingual households.

By way of comparison, this result was somewhat, but not measurably below than the metropolitan Melbourne average satisfaction with “Community Centres / Neighbourhood Houses” of 7.7, as recorded in the 2023 *Governing Melbourne* research.

Importance of and satisfaction with community centres / neighbourhood houses
Maribyrnong City Council - 2023 Annual Community Survey
 (Index score 0 - 10)



Whilst noting the small precinct-level sample size, there was some variation in satisfaction with these facilities observed across the municipality. The small number of respondents from Maidstone, Footscray, and Kingsville rated satisfaction at “excellent” levels, whilst the 28 respondents from Braybrook were measurably less satisfied than average with these facilities, and at a “solid” rather than a “very good” level of satisfaction.



Services for children from birth to 5 years of age

Services for children aged from birth to 5 years of age were the 9th most important of the 39 included services and facilities this year, with an average importance of 8.6 out of 10, and one of 10 that were measurably more important than the average of all 39 services and facilities of 8.7 out of 10.

Satisfaction with these facilities declined marginally, but not measurably this year, down one percent to 7.8, which remains an “excellent” level of satisfaction.

This result ranks these services 9th in terms of satisfaction this year.

Satisfaction with these services remains consistent with the long-term average satisfaction since 2010 of 7.8.

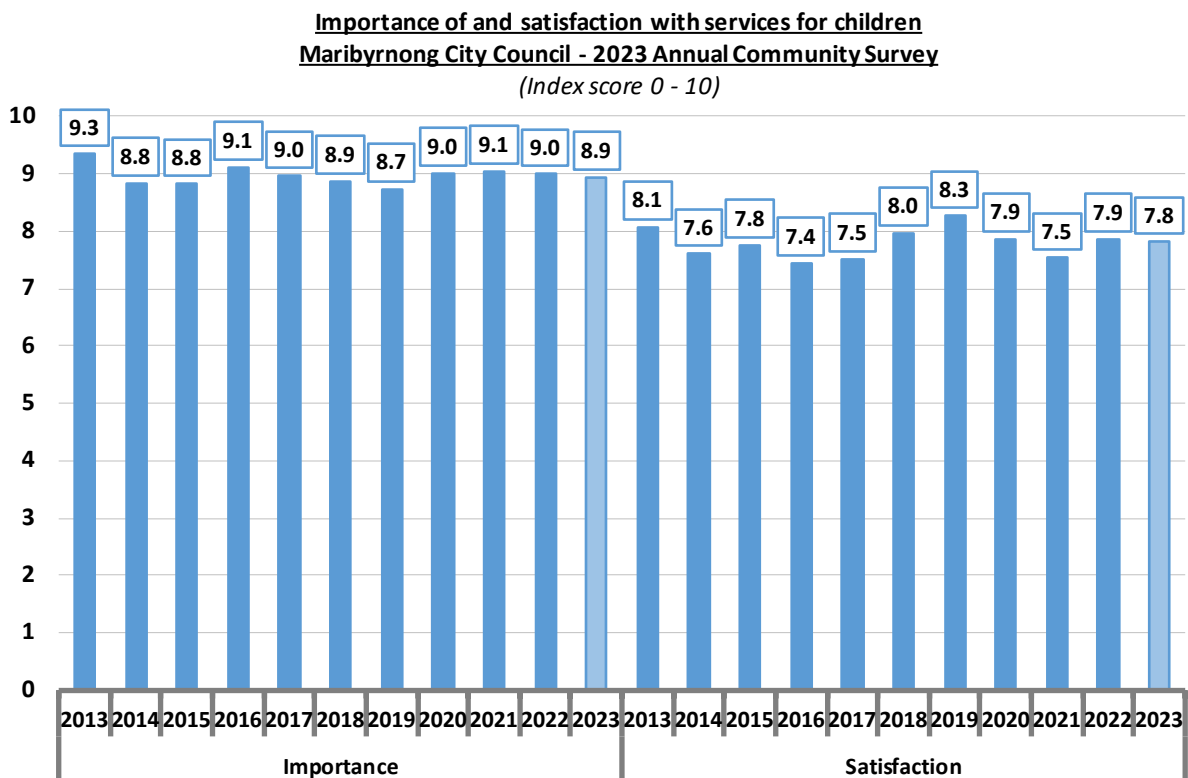
This result was comprised of 62% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 121 of the 127 respondents (16%) from households who had used these services in the last 12 months.



Whilst cognisant of the small sample size, there was some variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) somewhat less satisfied, whilst older adults and senior citizens (aged 60 years and over) were notably more satisfied than average.

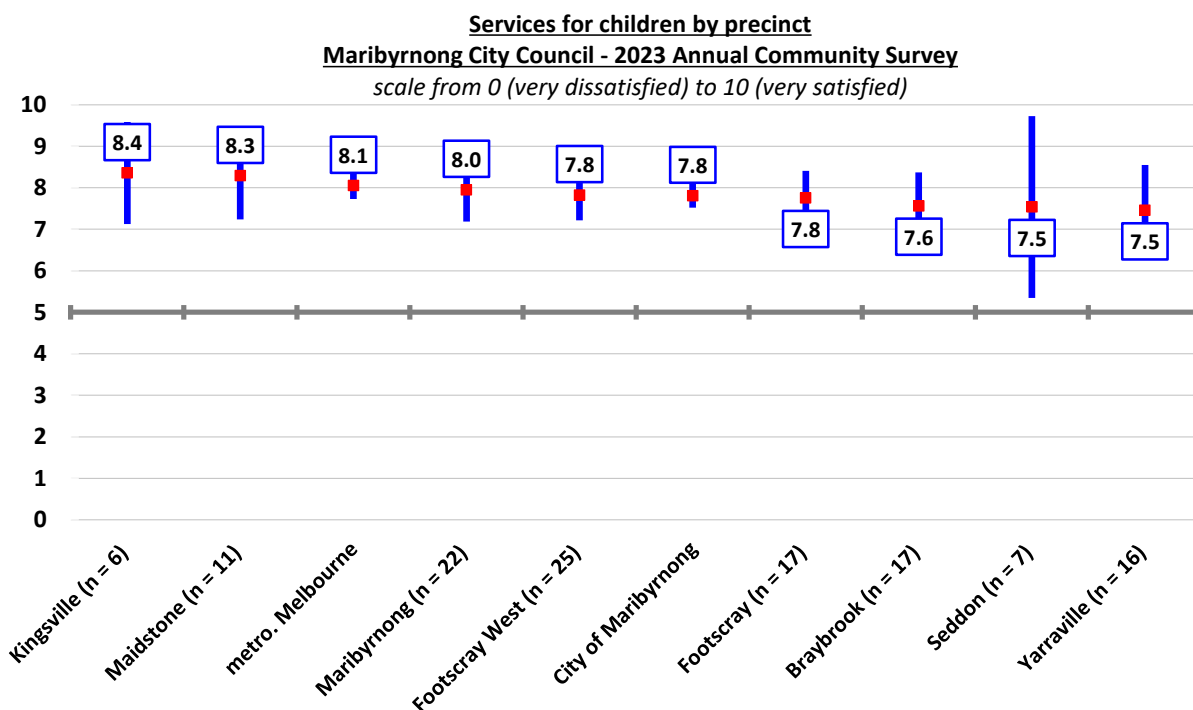
The 49 respondents from two-parent families with youngest child aged 0 to 4 years rated satisfaction at 7.8 out of 10.

By way of comparison, this result was somewhat, but not measurably lower than the metropolitan Melbourne average satisfaction with “services for children” of 8.1, as recorded in the 2023 *Governing Melbourne* research.



Cognisant of the small sample size of just 121 respondents, there was no statistically significant variation in satisfaction with these services observed across the municipality, although the small number of respondents from Braybrook, Seddon, and Yarraville rated satisfaction at “very good” rather than “excellent” levels of satisfaction.





Services for young people

Services for young people were the 7th most important of the 39 included services and facilities this year, with an average importance of 9.0 out of 10, and one of 10 that were measurably more important than the average of all 39 services and facilities of 8.7 out of 10.

Satisfaction with these facilities increased marginally, but not measurably this year, up two percent to 7.7, which remains a “very good” level of satisfaction.

This result ranks these services 12th in terms of satisfaction this year.

Consistent with the small increase in satisfaction this year, satisfaction with these services was somewhat above the long-term average satisfaction since 2010 of 7.4.

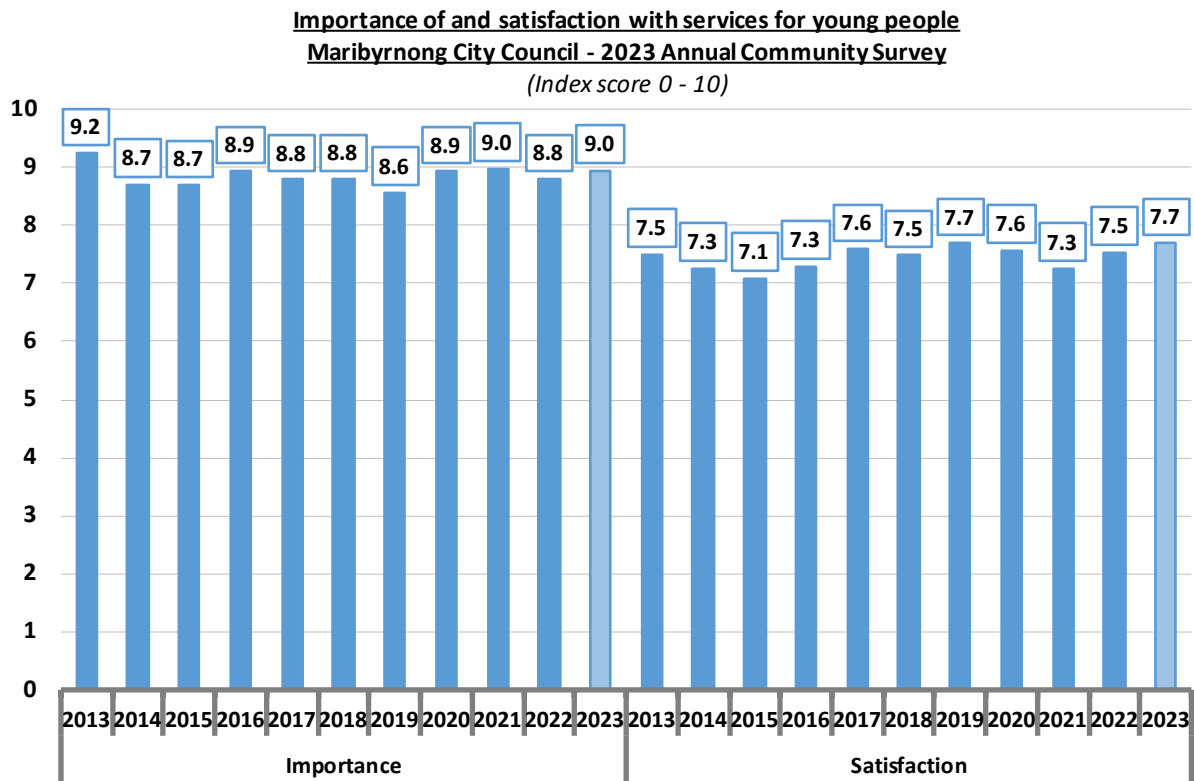
This result was comprised of 67% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 69 of the 75 respondents (9%) from households who had used these services in the last 12 months.

Whilst cognisant of the very small sample size of just 69 respondents, there was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more satisfied, and middle-aged adults (aged 45 to 59 years) somewhat less satisfied notably more satisfied than average.

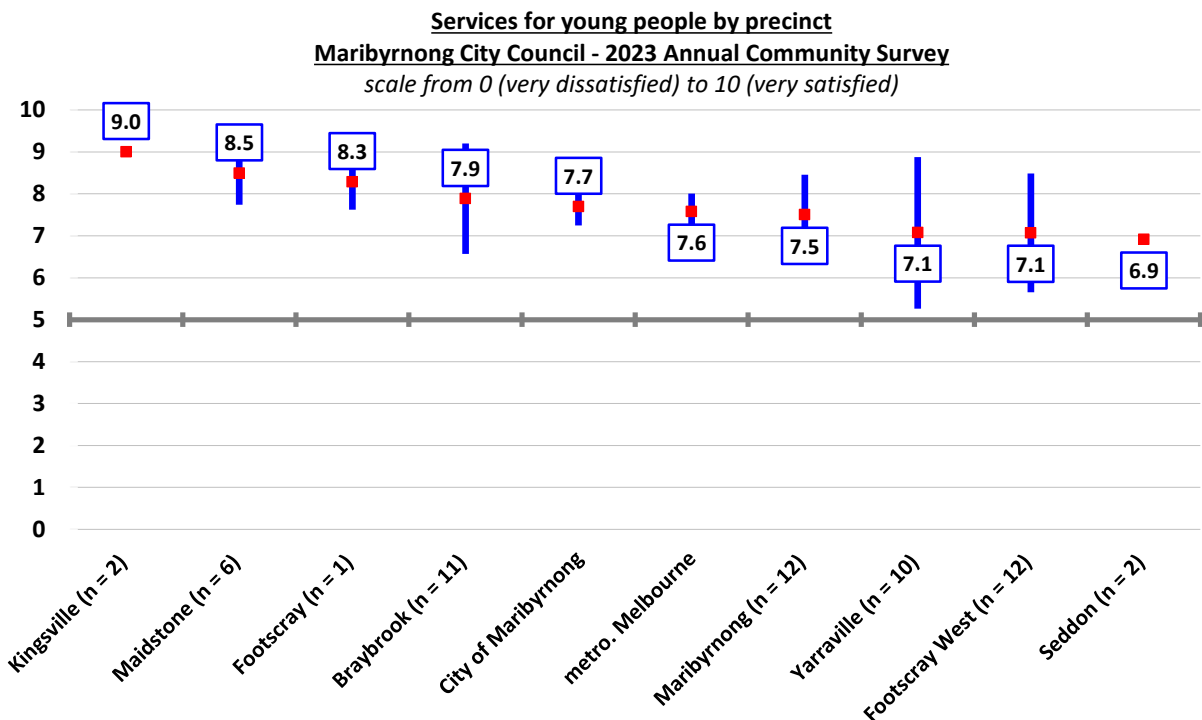
The 13 respondents from two-parent families with youngest child aged 5 to 12 years rated satisfaction at 7.4 out of 10 and the 10 respondents from two-parent families with youngest child aged 13 to 18 years rated satisfaction at 7.8.



By way of comparison, this result was marginally, but not measurably higher than the metropolitan Melbourne average satisfaction with “services for youth” of 7.6, as recorded in the 2023 *Governing Melbourne* research.



Cognisant of the small sample size of just 69 respondents, there was no statistically significant variation in satisfaction with these services observed across the municipality.



Services for older people

Services for older people were the 6th most important of the 39 included services and facilities this year, with an average importance of 9.0 out of 10, and one of 10 that were measurably more important than the average of all 39 services and facilities of 8.7 out of 10.

Satisfaction with these facilities increased notably, but not measurably this year, up seven percent to 7.8, which is an “excellent”, up from a “very good” level of satisfaction.

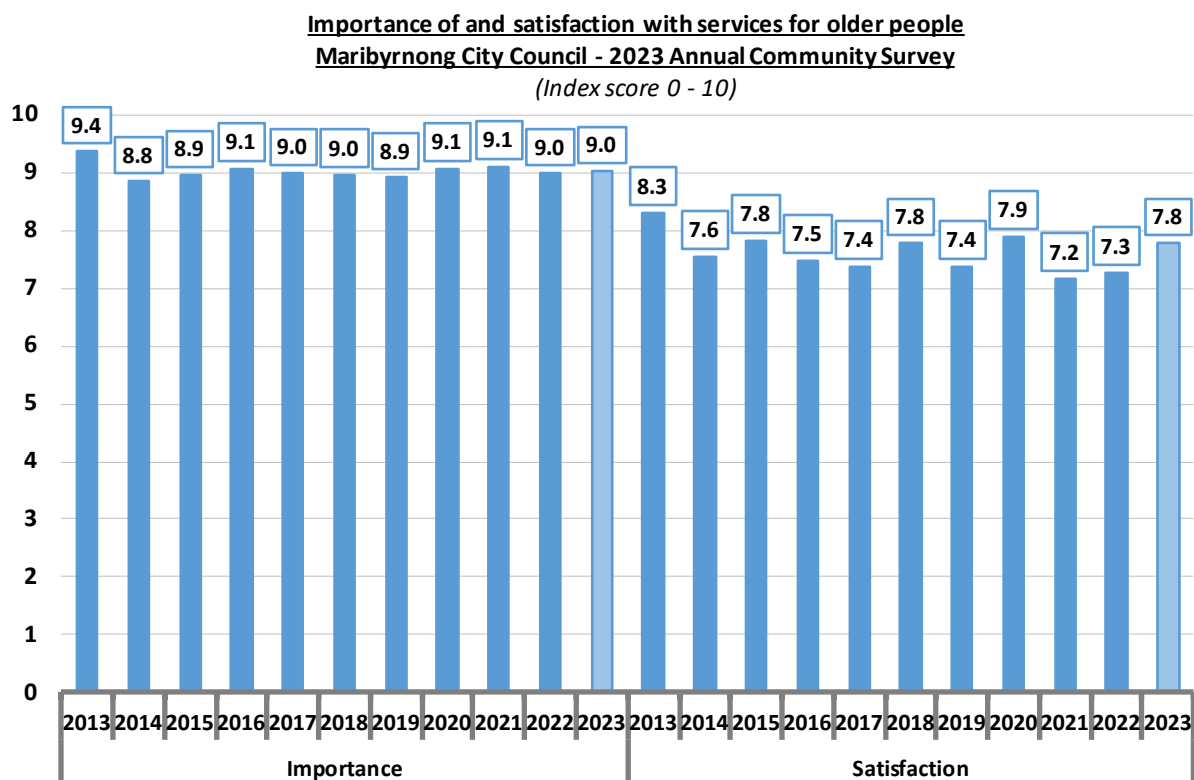
This result ranks these services 10th in terms of satisfaction this year.

Consistent with the increase in satisfaction this year, satisfaction with these services was somewhat above the long-term average satisfaction since 2010 of 7.6.

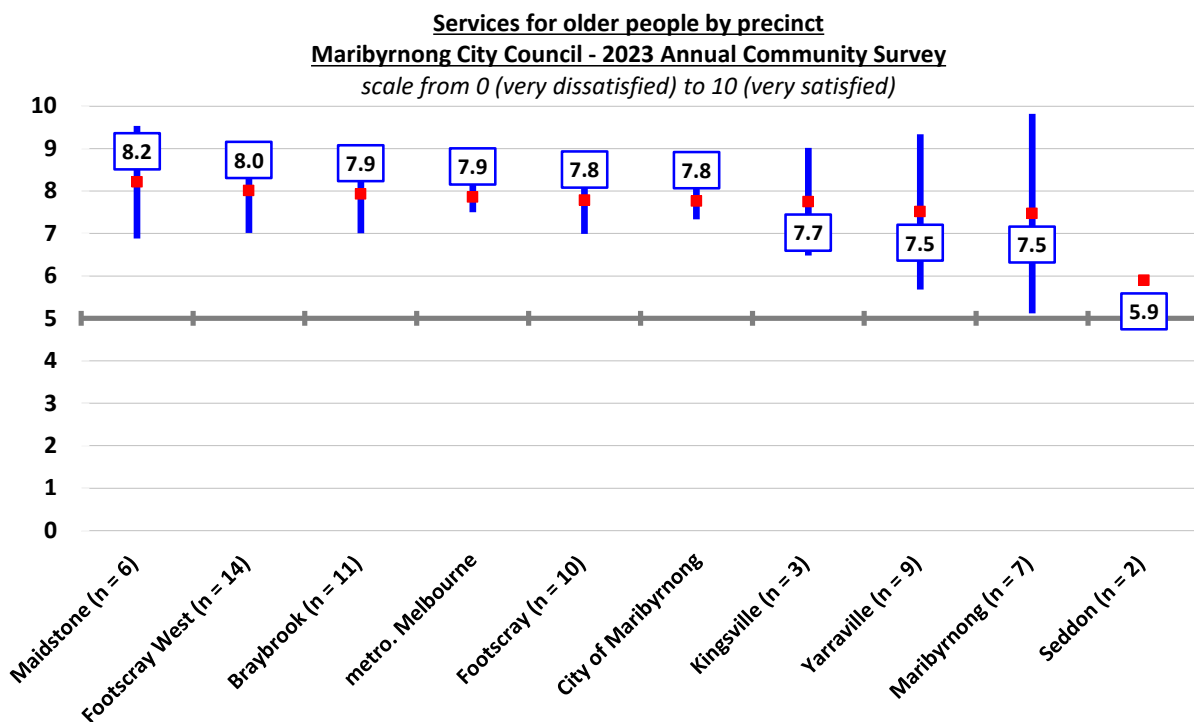
This result was comprised of 65% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 62 of the 72 respondents (9%) from households who had used these services in the last 12 months.

Whilst cognisant of the very small sample size of just 62 respondents, there was some variation in this result observed by respondent profile, senior citizens (aged 75 years and over) notably more satisfied than average, and male respondents somewhat more satisfied than female respondents.

By way of comparison, this result was marginally, but not measurably lower than the metropolitan Melbourne average satisfaction with “services for seniors” of 7.9, as recorded in the 2023 *Governing Melbourne* research.



Cognisant of the small sample size of just 62 respondents, there was no statistically significant variation in satisfaction with these services observed across the municipality.



Services for people with disability

Services for people with disability were the 3rd most important of the 39 included services and facilities this year, with an average importance of 9.1 out of 10, and one of 10 that were measurably more important than the average of all 39 services and facilities of 8.7 out of 10.

Satisfaction with these facilities increased notably, but not measurably this year, up five percent to 7.2, although it remains at a “good” level of satisfaction.

This result ranks these services 32nd in terms of satisfaction this year. Metropolis Research notes that these services were the 3rd most important to the community but rated 32nd in terms of satisfaction. This was the largest differential between importance and satisfaction recorded in the survey this year.

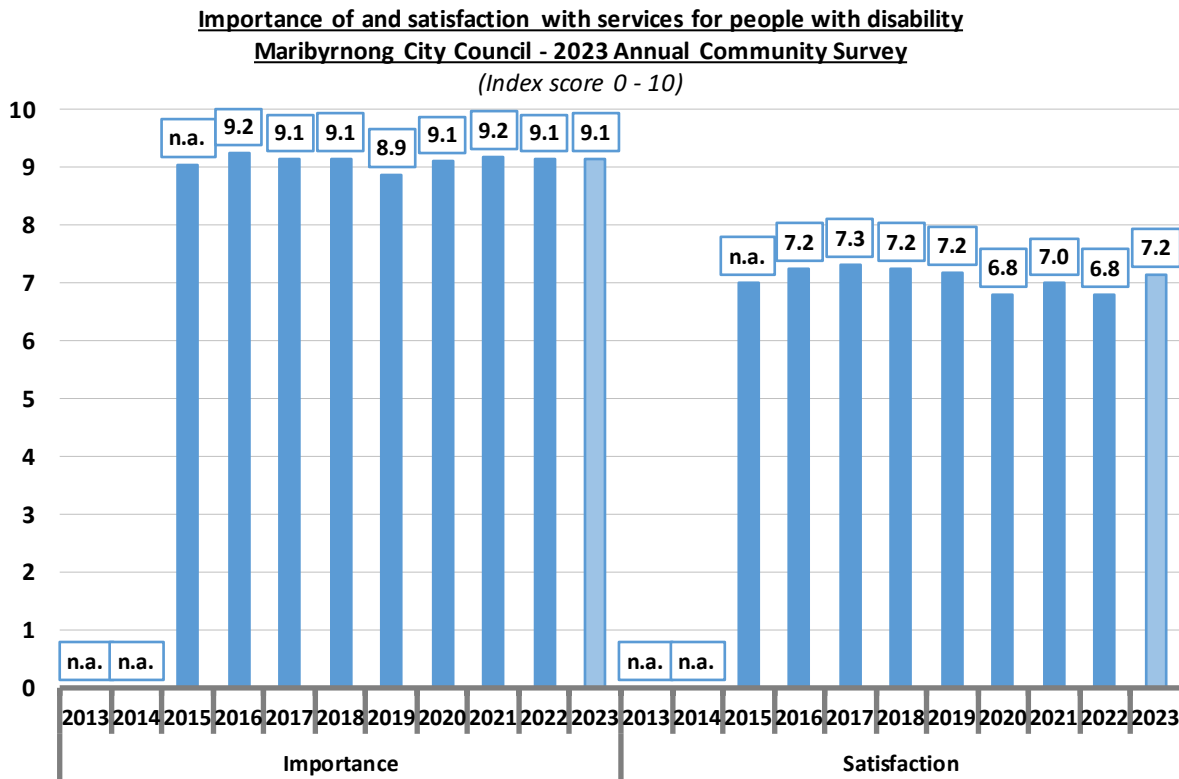
Satisfaction with services for people with disability remains consistent with the long-term average satisfaction since 2015 of 7.1.

This result was comprised of 62% “very satisfied” and 15% percent “dissatisfied” respondents, based on a total sample of 47 of the 56 respondents (7%) from households who had used these services in the last 12 months.

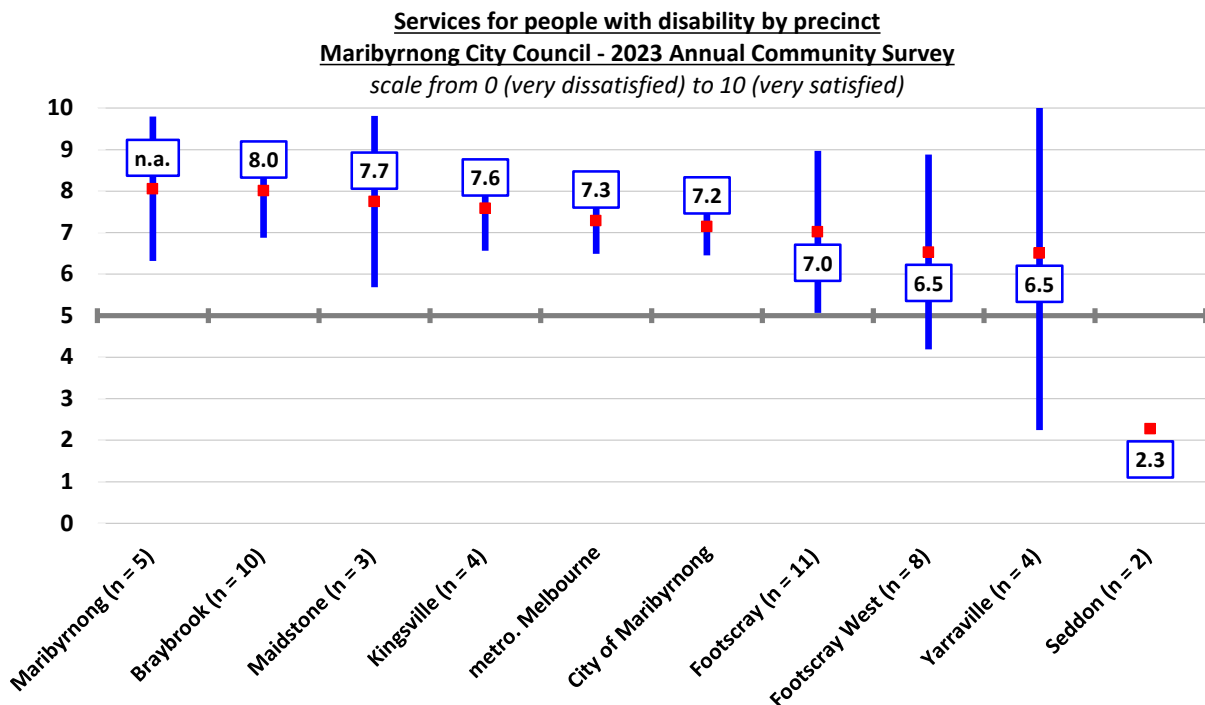
The 27 respondents from households with a member with disability rated satisfaction with services for people with disability at 6.5 or “good”.



By way of comparison, this result was marginally, but not measurably lower than the metropolitan Melbourne average satisfaction with “services for people with disability” of 7.3, as recorded in the 2023 *Governing Melbourne* research.



Cognisant of the small sample size of just 47 respondents, there was no statistically significant variation in satisfaction with these services observed across the municipality.



Maribyrnong Aquatic Centre

The Maribyrnong Aquatic Centre was the 11th most important of the 39 included services and facilities this year, with an average importance of 8.6 out of 10.

Satisfaction with this facility remained stable this year at 7.9, which remains an “excellent” level of satisfaction.

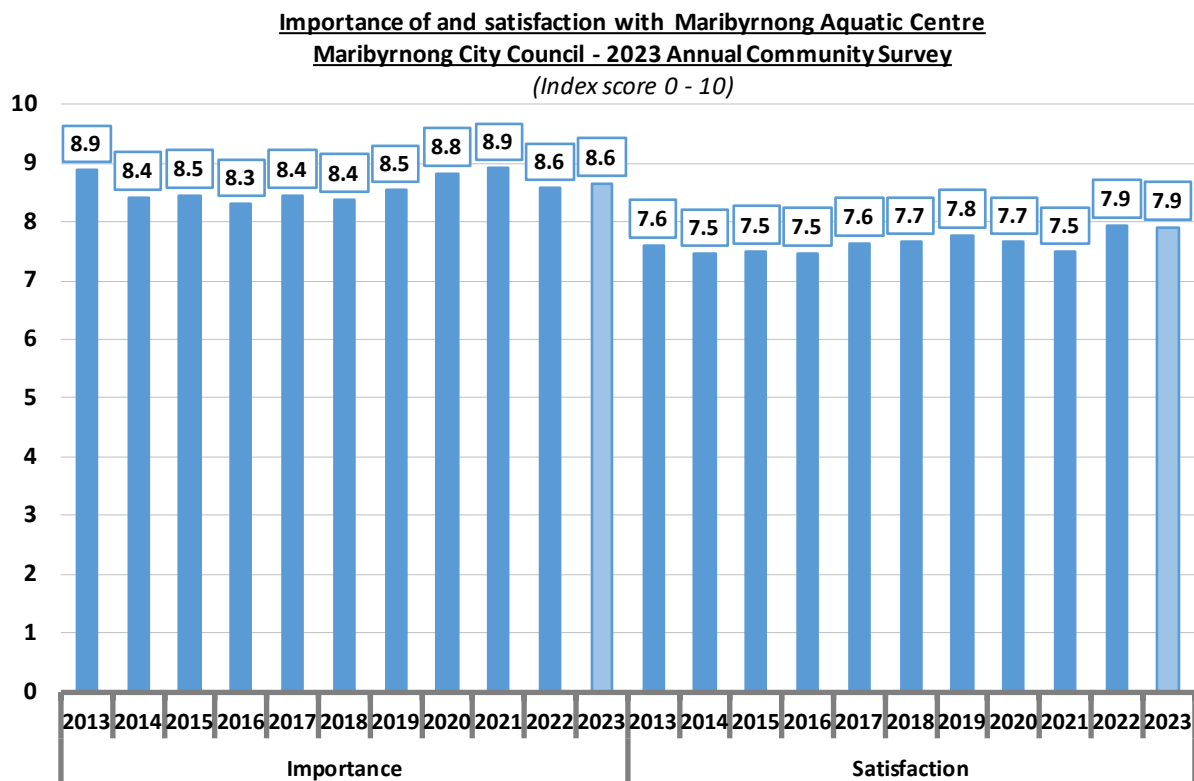
This result ranks the facility 6th in terms of satisfaction this year, and one of eight that reported a satisfaction score measurably higher than the average of all 39 services and facilities of 7.5.

Satisfaction with the Maribyrnong Aquatic Centre remains notably above the long-term average satisfaction since 2007 of 7.6.

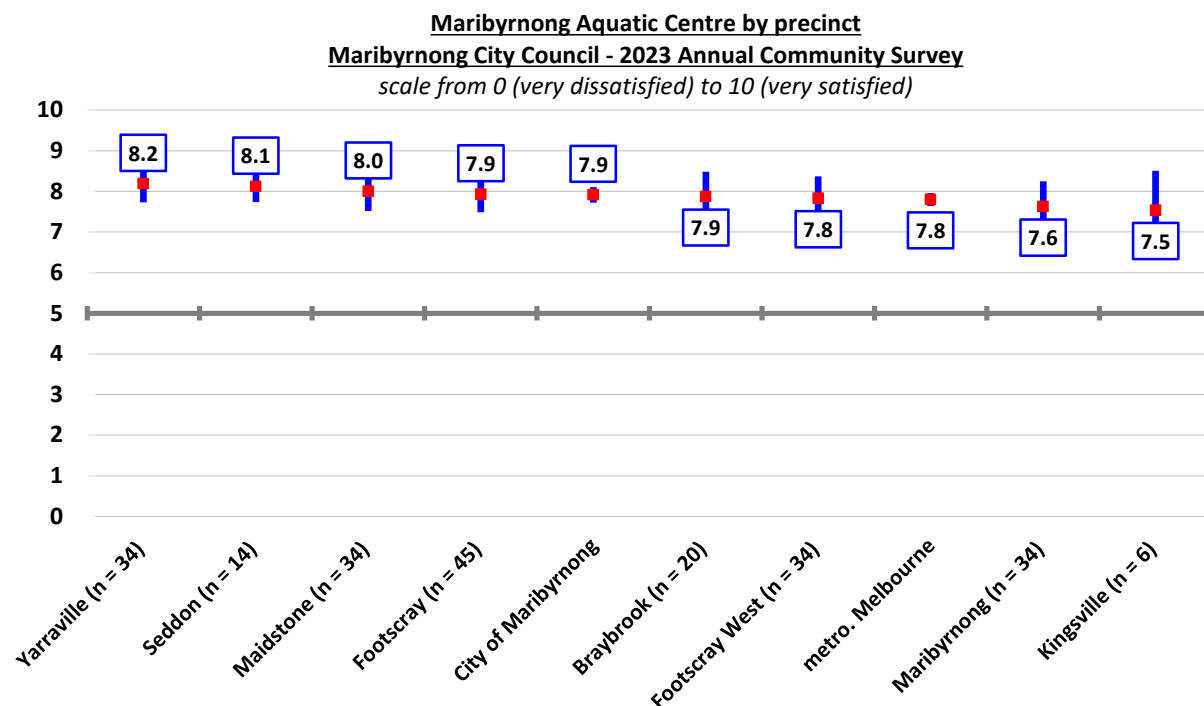
This result was comprised of 74% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 221 of the 230 respondents (29%) from households who had used these services in the last 12 months.

There was some variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably less satisfied than average.

By way of comparison, this result was somewhat, but not measurably higher than the metropolitan Melbourne average satisfaction with “recreation and / or aquatic centres” of 7.8, as recorded in the 2023 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with the Maribyrnong Aquatic Centre observed across the municipality, although it is noted that respondents from Maribyrnong precinct and Kingsville rated satisfaction at “very good” rather than “excellent” levels.



Provision of public art

The provision of public art was the 30th most important of the 39 included services and facilities this year, with an average importance of 8.6 out of 10, and one of 10 that were measurably less important than the average of all 39 services and facilities.

Satisfaction with the provision of public art declined very marginally but not measurably this year, down less than one percent this year at 7.3, although it remains at a “very good” level of satisfaction.

This result ranks these services 23rd in terms of satisfaction this year.

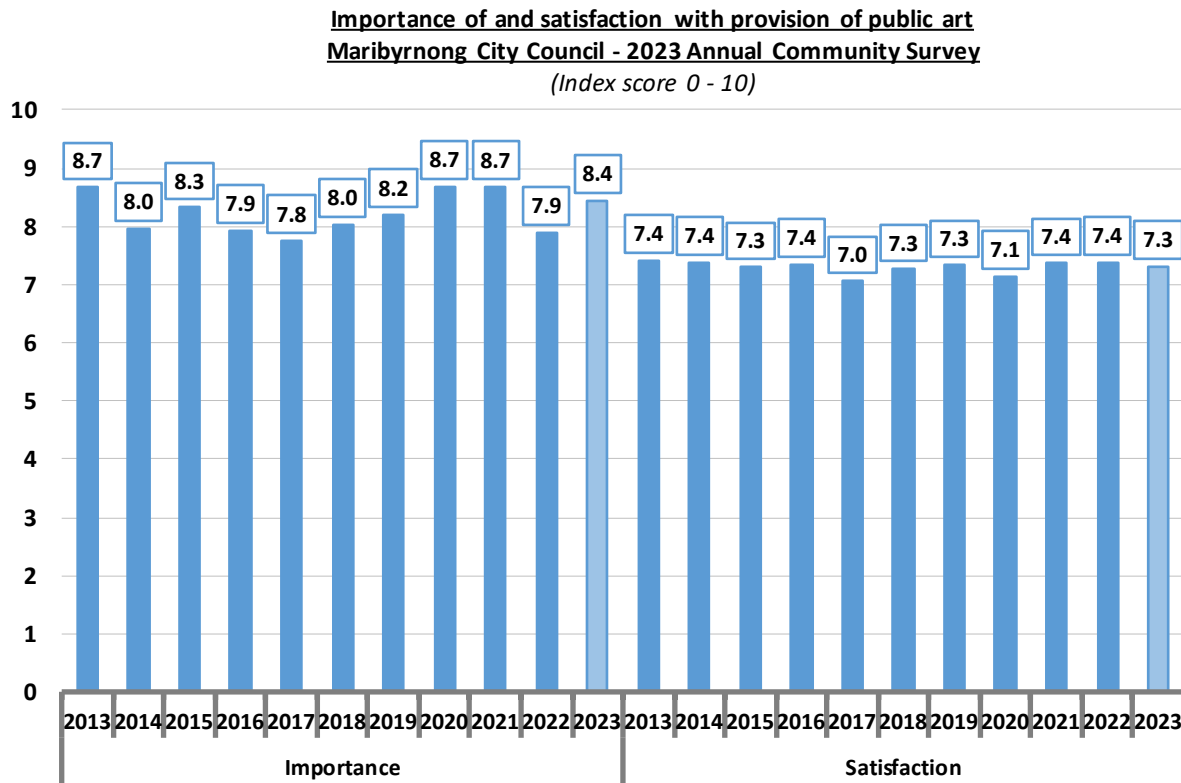
Satisfaction with the provision of public art remains consistent with the long-term average satisfaction since 2012 of 7.3.

This result was comprised of 50% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 128 of the 135 respondents (17%) from households who had used these services in the last 12 months.

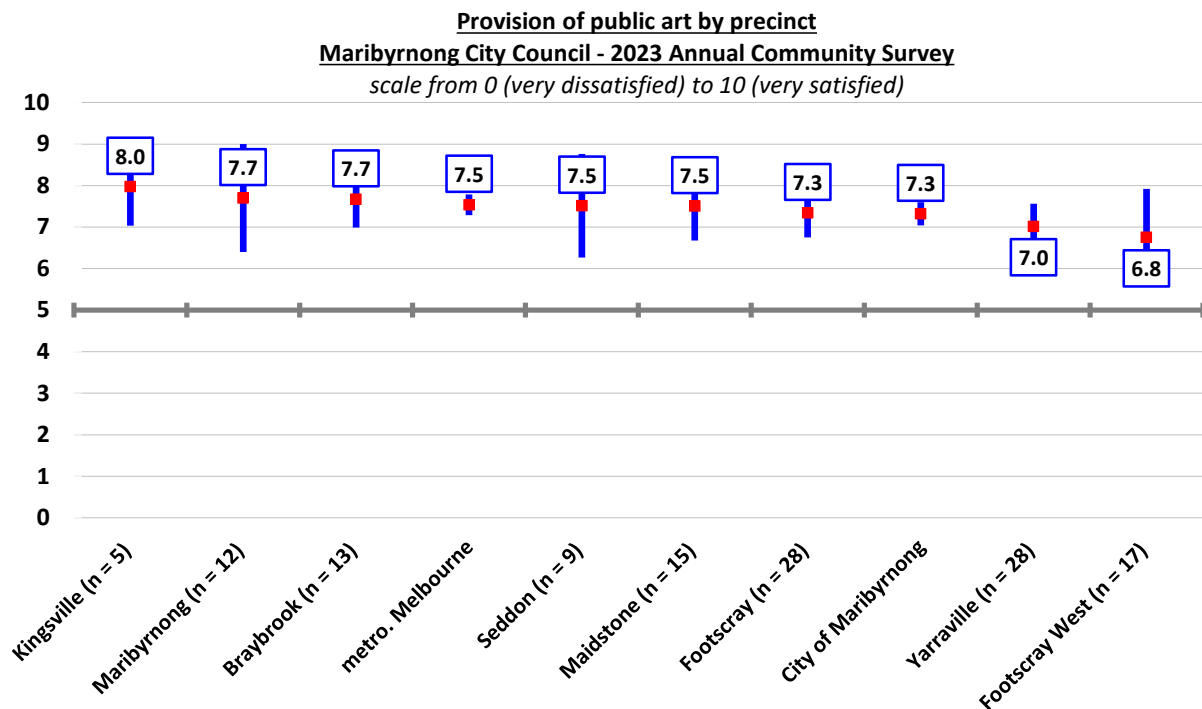
Whilst noting the small sample size of 128 respondents, there was some variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) somewhat less satisfied than average.



By way of comparison, this result was somewhat, but not measurably lower than the metropolitan Melbourne average satisfaction with “the provision of public art” of 7.5, as recorded in the 2023 *Governing Melbourne* research.



Cognisant of the small sample size of 128 respondents, there was no statistically significant variation in satisfaction with these services observed across the municipality.



Council’s festivals and events

Council’s festivals and events were the 32nd most important of the 39 included services and facilities this year, with an average importance of 8.6 out of 10, and one of 10 that were measurably less important than the average of all 39 services and facilities.

Satisfaction with these services remained stable this year at 7.7, which remains at a “very good” level of satisfaction.

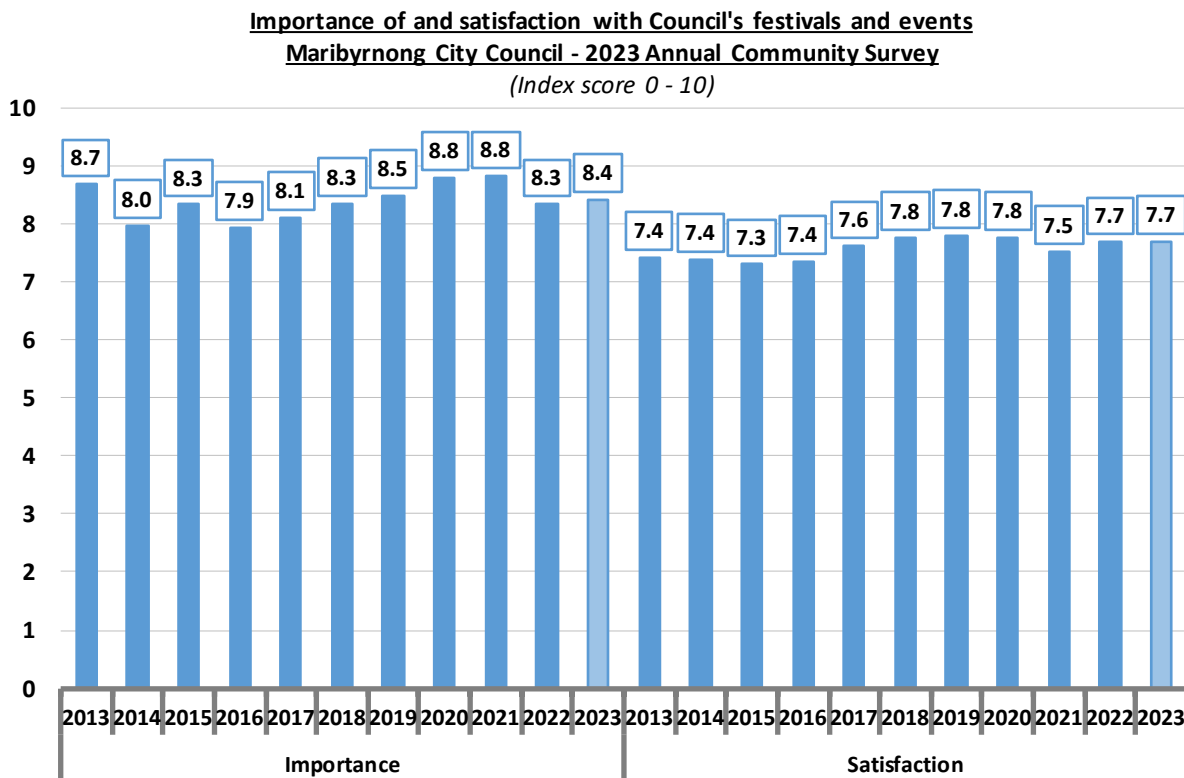
This result ranks these services 13th in terms of satisfaction this year.

Satisfaction with the provision of public art remains consistent with the long-term average satisfaction since 2012 of 7.3.

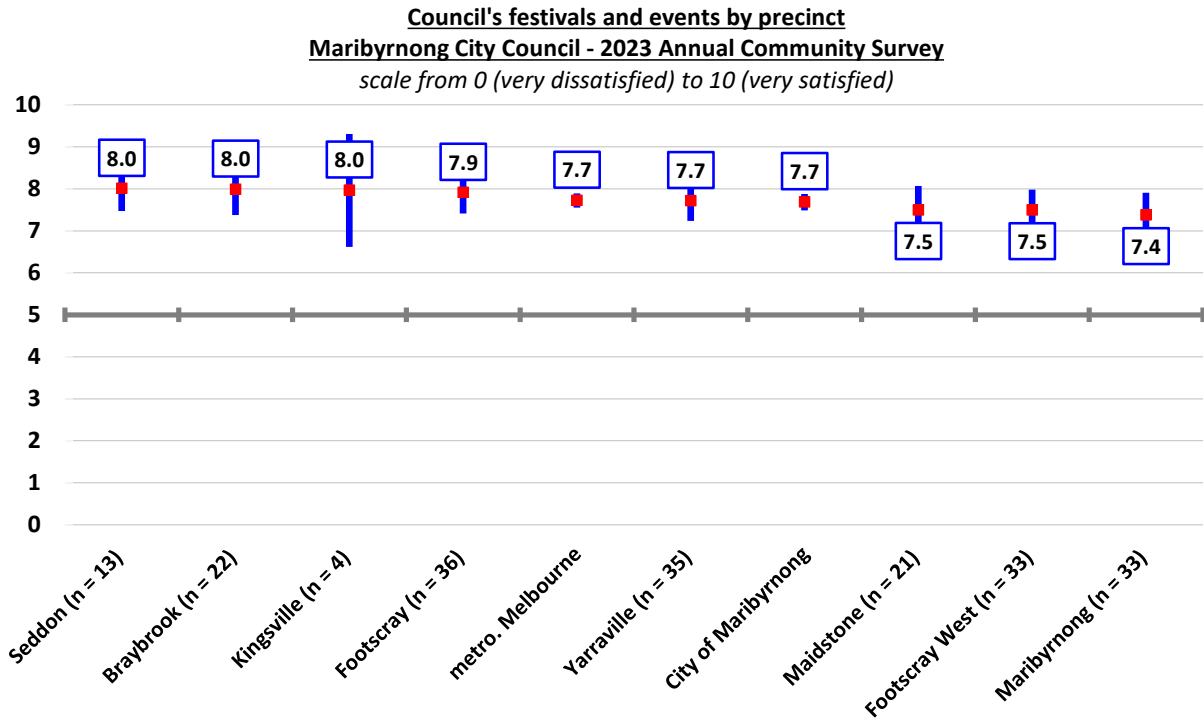
This result was comprised of 55% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 199 of the 210 respondents (26%) from households who had used these services in the last 12 months.

There was some variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) notably less satisfied than average, and male respondents notably more satisfied than female respondents.

By way of comparison, this result was somewhat, but not measurably lower than the metropolitan Melbourne average satisfaction with “council’s festivals and events” of 7.7, as recorded in the 2023 *Governing Melbourne* research.



Whilst there was no statistically significant variation in satisfaction with Council’s festivals and events observed across the municipality, it is noted that respondents from Seddon, Braybrook, Kingsville, and Footscray rated satisfaction at “excellent” rather than “very good” levels.

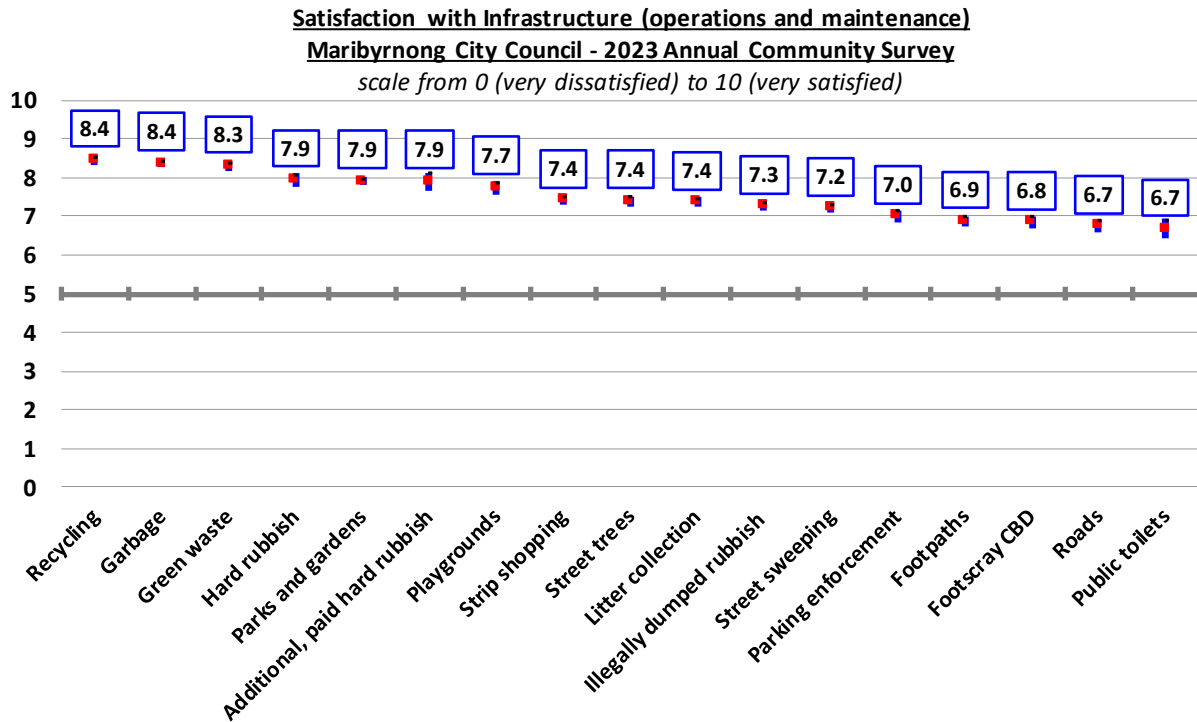


Infrastructure - Operations and Maintenance

There were 17 Operations and Maintenance related Infrastructure department services and facilities included in the survey again this year.

Satisfaction with these services and facilities varied significantly, from more than eight out of 10 or “excellent” for the kerbside collection services, to a low of 6.7 or “good” for local roads and public toilets.





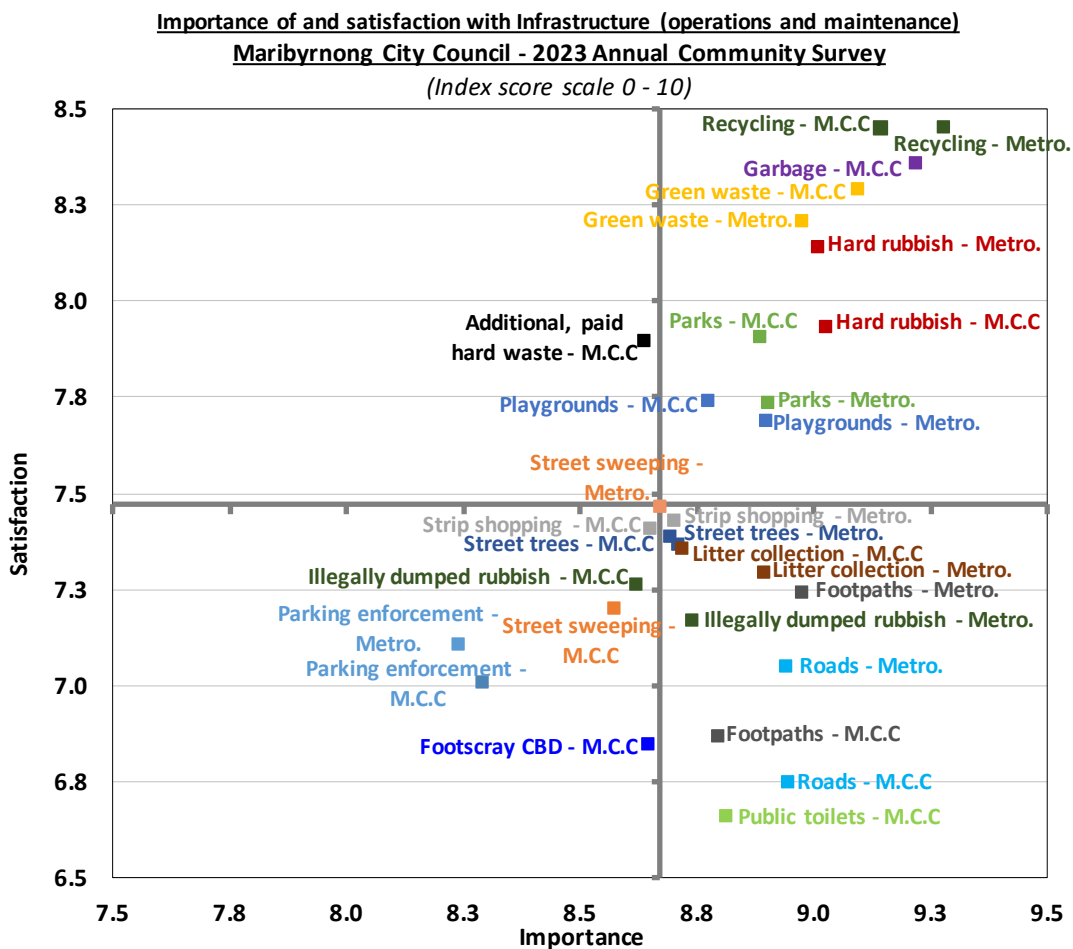
The following graph provides a comparison of the average importance of and satisfaction with the 17 operations and maintenance related Infrastructure department services against the 2023 metropolitan Melbourne average satisfaction as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research using the same door-to-door methodology in January 2023.

The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction.

The majority of these services and facilities were of higher-than-average importance, including notably the kerbside collection services.

The services and facilities of most concern in the operations and maintenance area remain public toilets, local roads, footpaths, and the maintenance and cleaning of the Footscray CBD.





Maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was the 8th most important of the 39 included services and facilities this year, with an average importance of 8.9 out of 10, and one of 10 that were measurably less important than the average of all 39 services and facilities of 8.7.

Satisfaction with sealed local roads increased marginally but not measurably this year, up two percent to 6.7, although it remains at a “good” level of satisfaction.

Metropolis Research notes that the differential between the importance ranking (8th) and the satisfaction ranking (38th) was one of the largest recorded in the survey this year.

This result ranks sealed local roads 38th in terms of satisfaction this year.

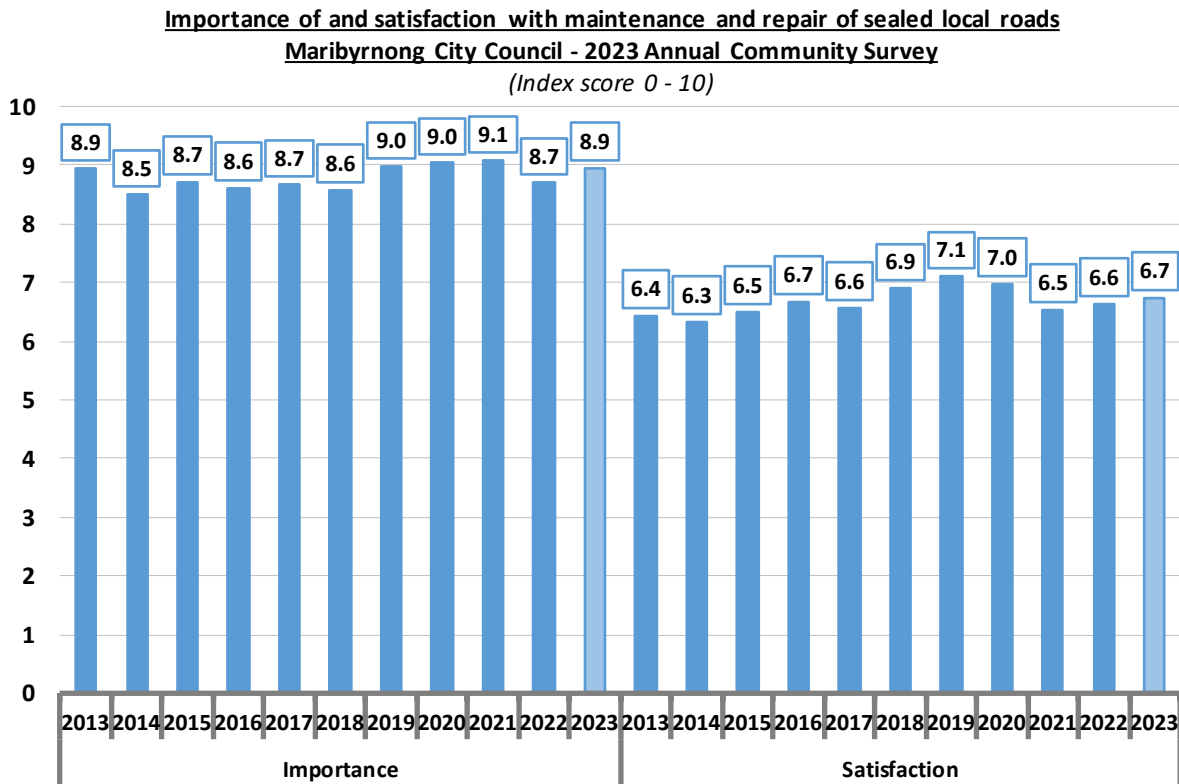
Consistent with the small increase in satisfaction this year, satisfaction with sealed local roads was marginally above the long-term average satisfaction since 2005 of 6.6.

This result was comprised of 42% “very satisfied” and 12% “dissatisfied” respondents, based on a total sample of 790 of the 800 respondents who provided a satisfaction score this year.



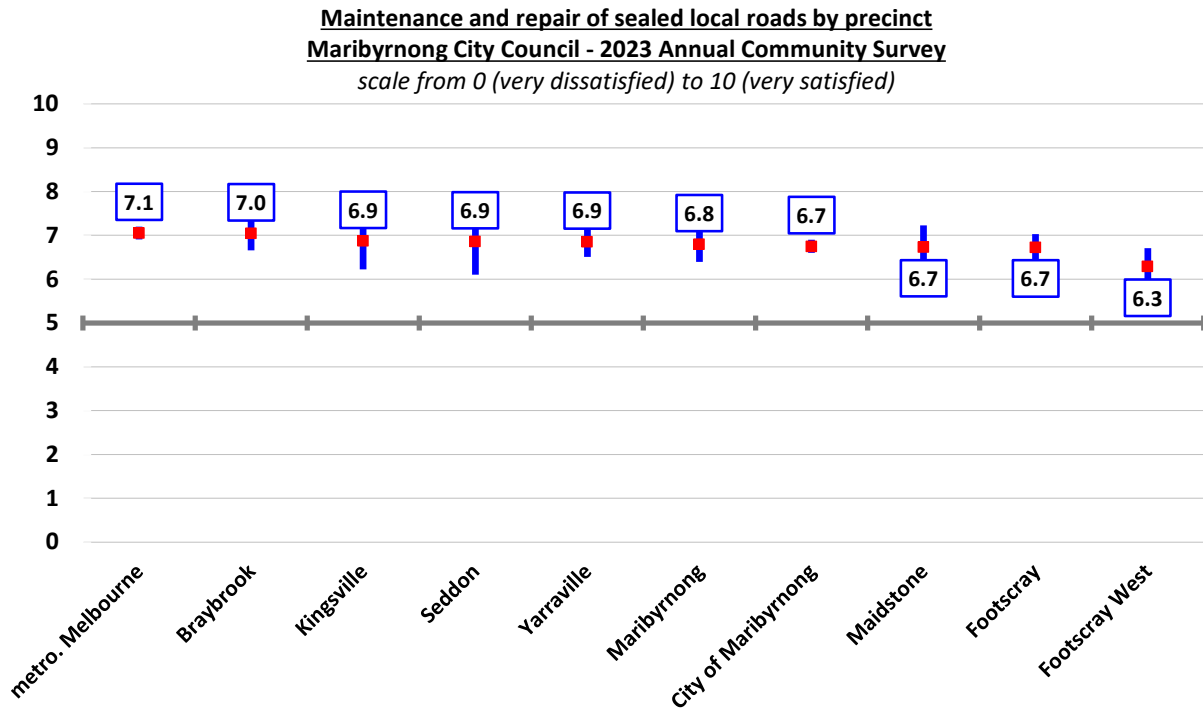
There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied, and senior citizens (aged 75 years and over) notably less satisfied than average. Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with “the maintenance and repair of sealed local roads” of 7.1, as recorded in the 2023 *Governing Melbourne* research.



Whilst there was no statistically significant variation in satisfaction with these facilities observed across the municipality, it is noted that respondents from Footscray West were notably less satisfied than average, and at a “solid” rather than a “good” level of satisfaction.





Footpath maintenance and repairs

Footpath maintenance and repairs were the 12th most important of the 39 included services and facilities this year, with an average importance of 8.8 out of 10.

Satisfaction with footpath maintenance and repairs increased marginally but not measurably this year, up two percent to 6.9, although it remains at a “good” level of satisfaction.

This result ranks footpath maintenance and repairs 36th in terms of satisfaction this year, and one of five to record a satisfaction score measurably lower than the average satisfaction with all 39 services and facilities of 7.5.

Consistent with the small increase in satisfaction this year, satisfaction with footpaths was measurably above the long-term average satisfaction since 2005 of 6.4.

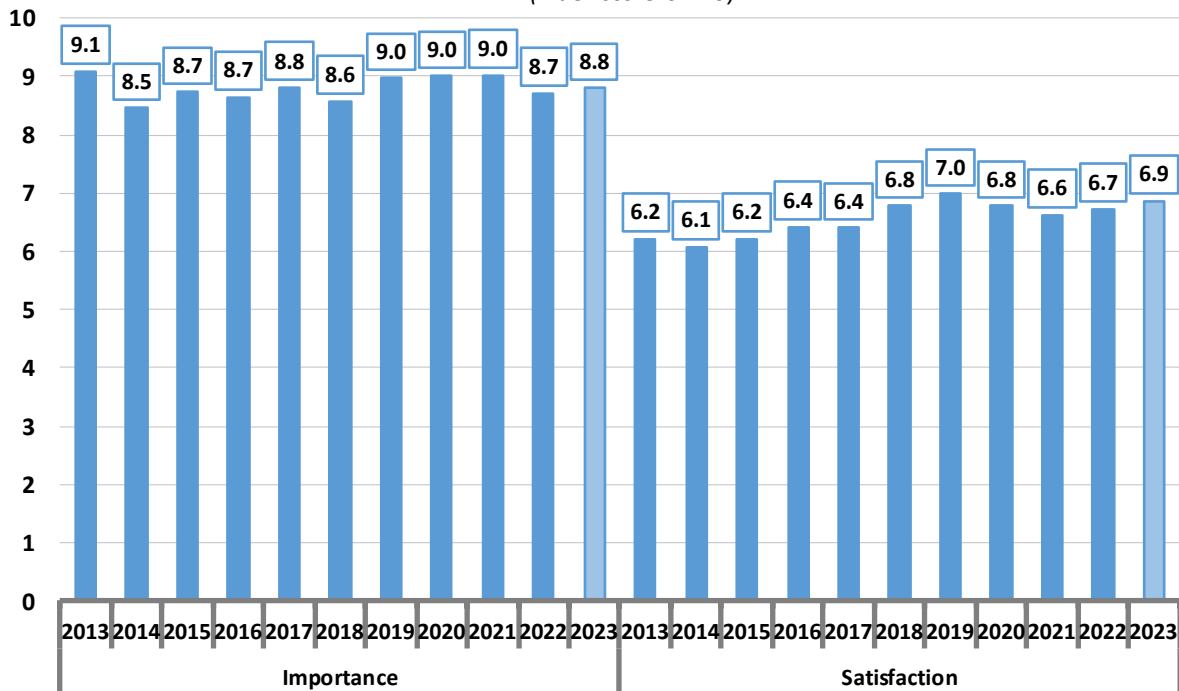
This result was comprised of 45% “very satisfied” and 12% “dissatisfied” respondents, based on a total sample of 789 of the 800 respondents who provided a satisfaction score this year.

There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied, and senior citizens (aged 75 years and over) measurably less satisfied than average. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with “footpath maintenance and repairs” of 7.2, as recorded in the 2023 *Governing Melbourne* research.

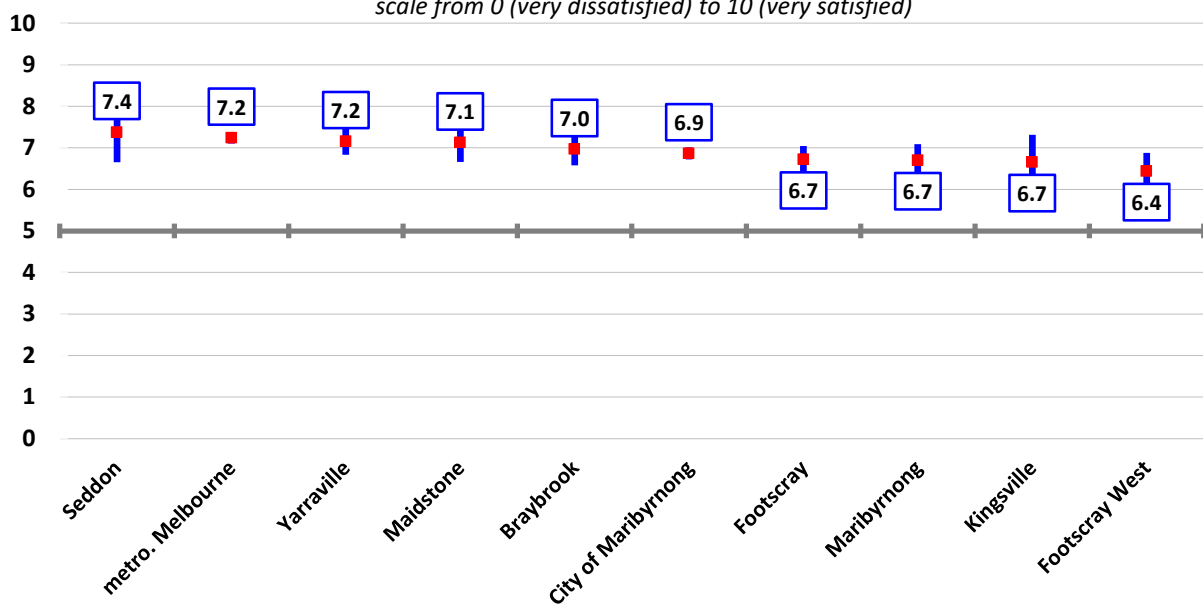


Importance of and satisfaction with footpath maintenance and repairs
Maribyrnong City Council - 2023 Annual Community Survey
 (Index score 0 - 10)



Whilst there was no statistically significant variation in satisfaction with these facilities observed across the municipality, it is noted that respondents from Footscray West were notably less satisfied than average, and at a “solid” rather than a “good” level of satisfaction.

Footpath maintenance and repairs by precinct
Maribyrnong City Council - 2023 Annual Community Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Street sweeping

Street sweeping was the 26th most important of the 39 included services and facilities this year, with an average importance of 8.6 out of 10.

Satisfaction with street sweeping increased marginally but not measurably this year, up two percent to 7.2, although it remains at a “good” level of satisfaction.

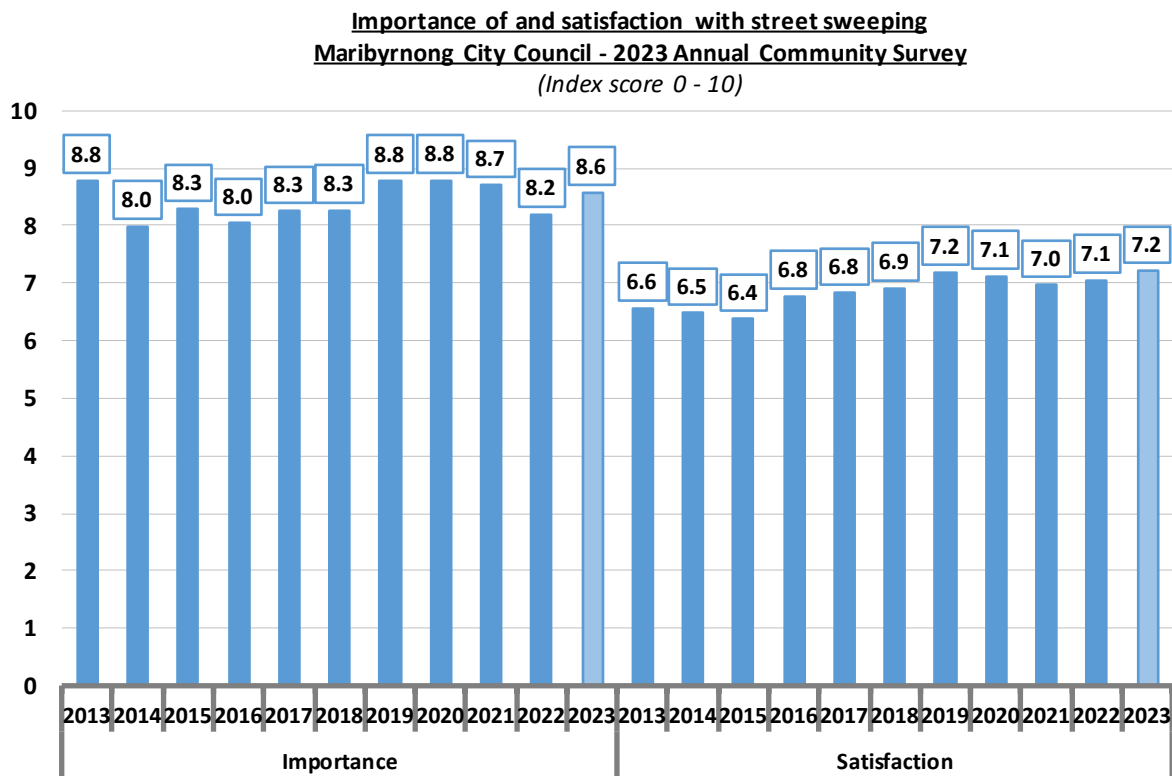
This result ranks street sweeping 29th in terms of satisfaction this year.

Consistent with the small increase in satisfaction this year, satisfaction with street sweeping was measurably above the long-term average satisfaction since 2005 of 6.7.

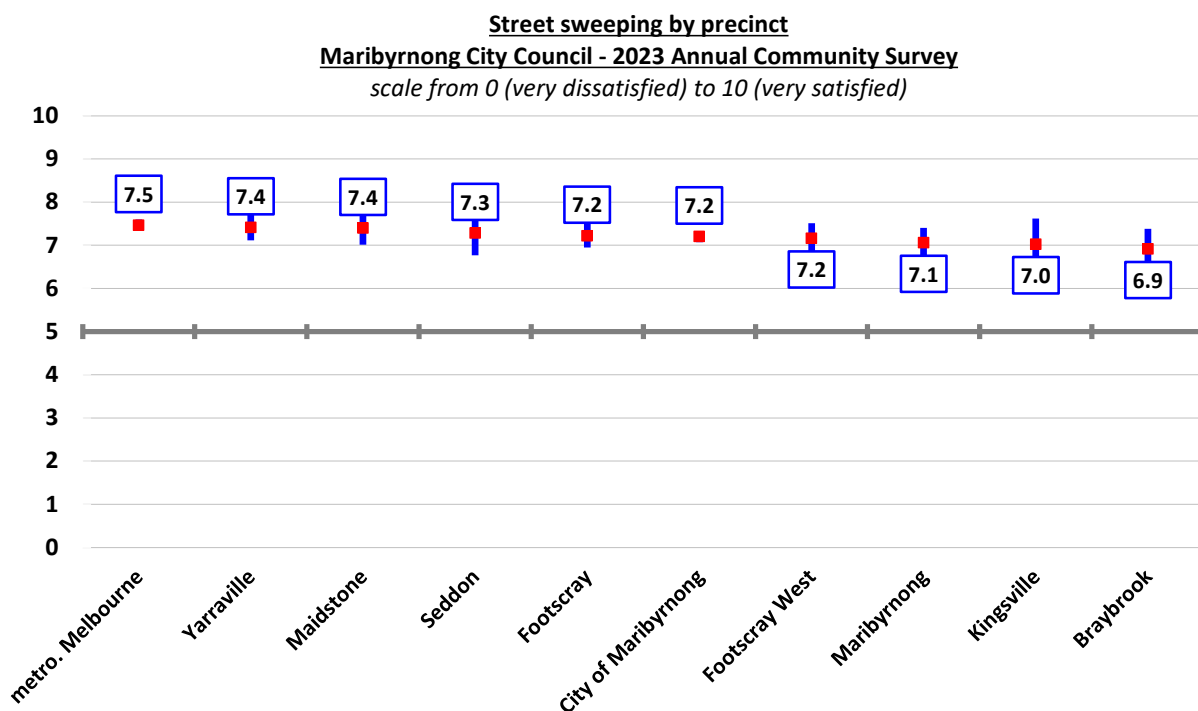
This result was comprised of 48% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 768 of the 800 respondents who provided a satisfaction score this year.

There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied, and older adults and senior citizens (aged 60 years and over) measurably less satisfied than average.

By way of comparison, this result was notably lower than the metropolitan Melbourne average satisfaction with “street sweeping” of 7.5, as recorded in the 2023 *Governing Melbourne* research.



Whilst there was no statistically significant variation in satisfaction with street sweeping observed across the municipality, it is noted that respondents from Yarraville, Maidstone, and Seddon rated satisfaction at “very good” rather than “good” levels of satisfaction.



Weekly garbage collection

The weekly garbage collection was the most important of the 39 included services and facilities this year, with an average importance of 9.2 out of 10, and one of 10 that were measurably more important than the average of all 39 services and facilities of 8.7.

Satisfaction with the weekly garbage collection remained stable this year at 8.4 out of 10 and remains at an “excellent” level of satisfaction.

This result ranks the weekly garbage collection 2nd in terms of satisfaction this year, and one of eight that recorded a satisfaction score measurably higher than the average of all 39 services and facilities of 7.5.

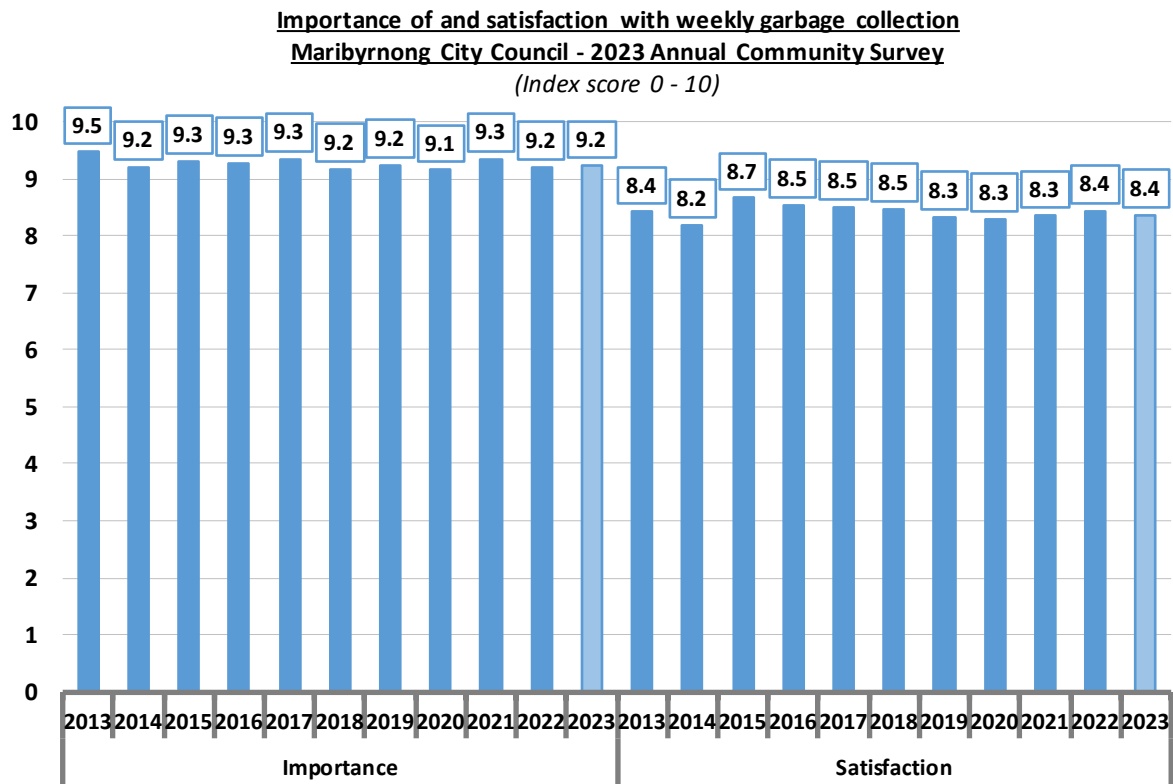
Satisfaction with the weekly garbage collection was marginally above the long-term average satisfaction since 2005 of 8.3.

This result was comprised of 77% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 792 of the 800 respondents who provided a satisfaction score.

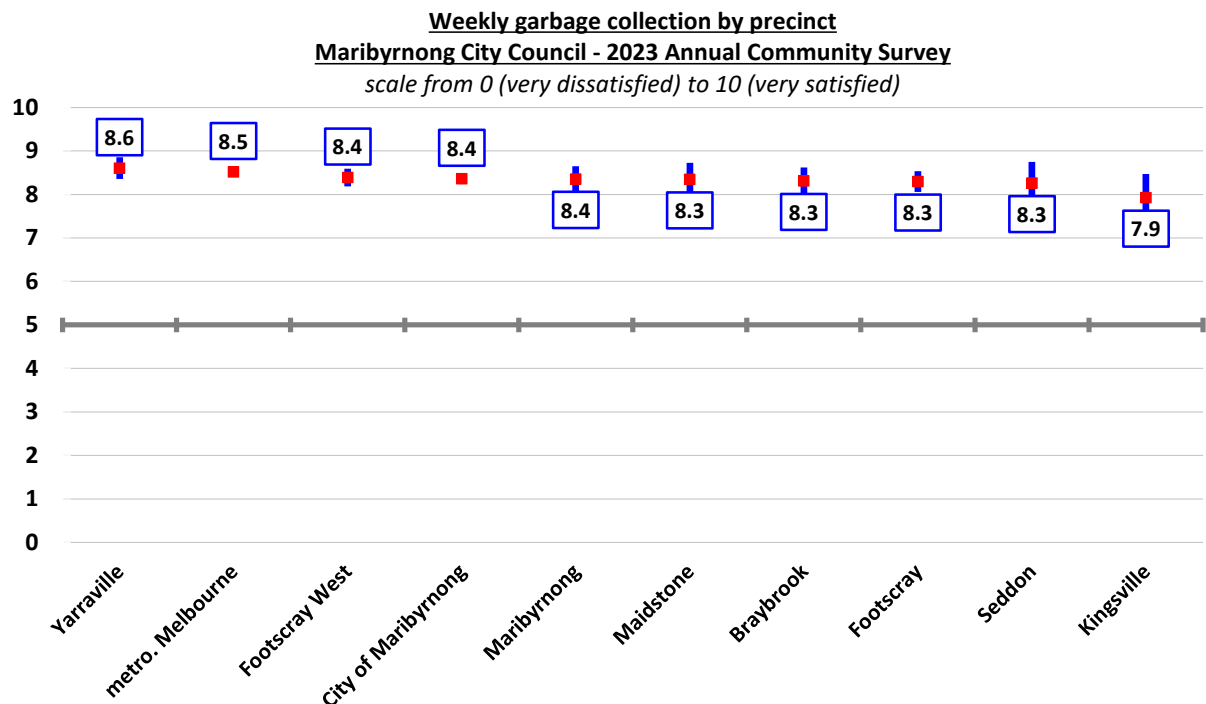
There was some variation in this result observed by respondent profile, with respondents from multilingual households notably more satisfied than respondents from English speaking households, although respondents from all age groups, gender, and language spoken at home rated satisfaction with the service at “excellent” levels.



By way of comparison, this result was marginally lower than the metropolitan Melbourne average satisfaction with “regular garbage collection” of 8.5, as recorded in the 2023 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with the weekly garbage collection observed across the municipality, with respondents from all seven precincts rating satisfaction at “excellent” levels again this year.



Fortnightly recycling

The fortnightly recycling was the 2nd most important of the 39 included services and facilities this year, with an average importance of 9.1 out of 10, and one of 10 that were measurably more important than the average of all 39 services and facilities of 8.7.

Satisfaction with the fortnightly recycling declined marginally but not measurably this year, down one percent to 8.4 out of 10, which remains an “excellent” level of satisfaction.

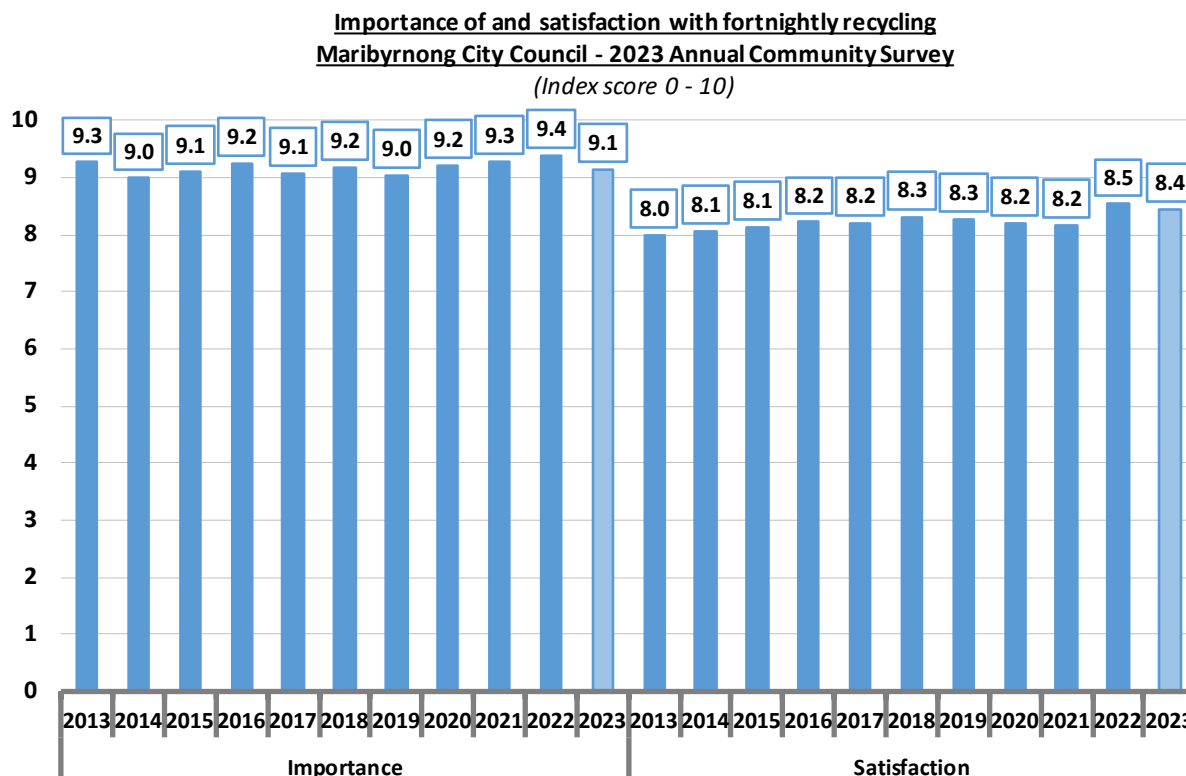
Despite the marginal decline, this result ranks the fortnightly recycling 1st in terms of satisfaction this year, and one of eight that recorded a satisfaction score measurably higher than the average of all 39 services and facilities of 7.5.

Satisfaction with the fortnightly recycling was somewhat above the long-term average satisfaction since 2005 of 8.2.

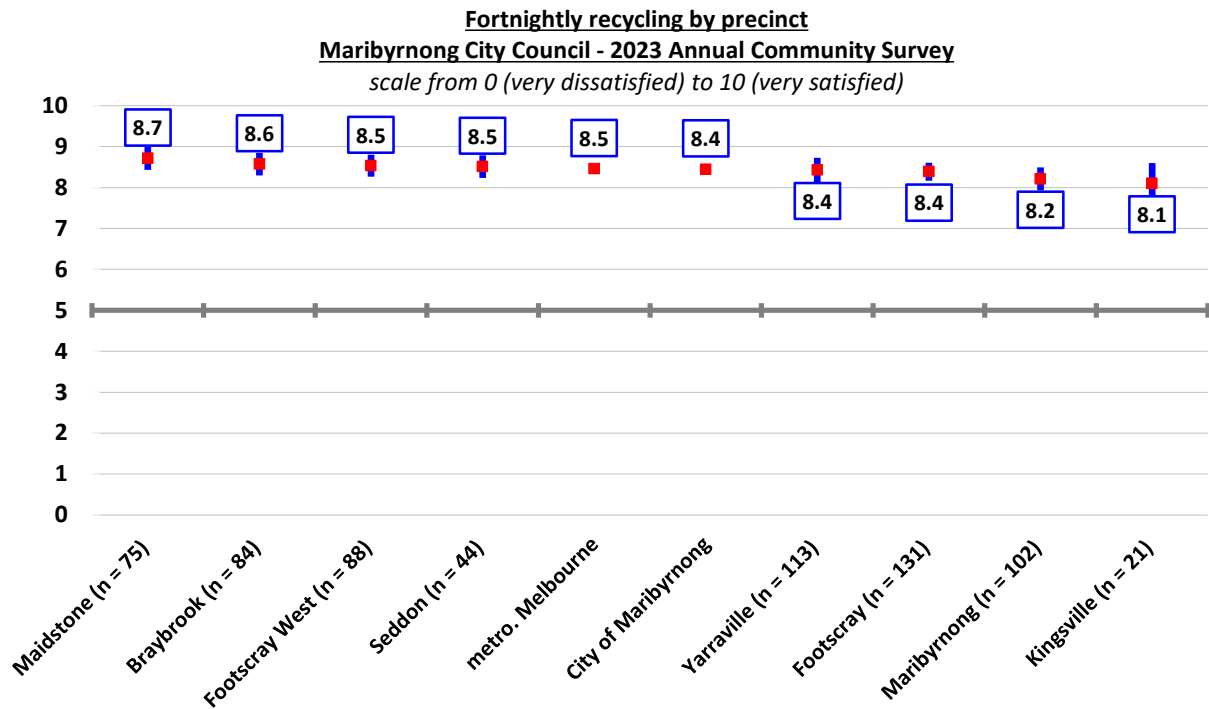
This result was comprised of 81% “very satisfied” and just one percent “dissatisfied” respondents, based on a total sample of 658 of the 666 (83%) of respondents from households who had used these services in the last 12 months.

There was no substantial variation in this result observed by respondent profile, as respondents from all age groups, gender, and language spoken at home rated satisfaction with the service at “excellent” levels.

By way of comparison, this result was marginally below than the metropolitan Melbourne average satisfaction with “regular recycling” of 8.5, as recorded in the 2023 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with the fortnightly recycling observed across the municipality, with respondents from all seven precincts rating satisfaction at “excellent” levels again this year.



Fortnightly green waste collection

The fortnightly green waste collection was the 4th most important of the 39 included services and facilities this year, with an average importance of 9.1 out of 10, and one of 10 that were measurably more important than the average of all 39 services and facilities of 8.7.

Satisfaction with the fortnightly green waste collection remained stable this year at 8.3 out of 10, which remains an “excellent” level of satisfaction.

This result ranks the fortnightly green waste collection 4th in terms of satisfaction this year, and one of eight that recorded a satisfaction score measurably higher than the average of all 39 services and facilities of 7.5.

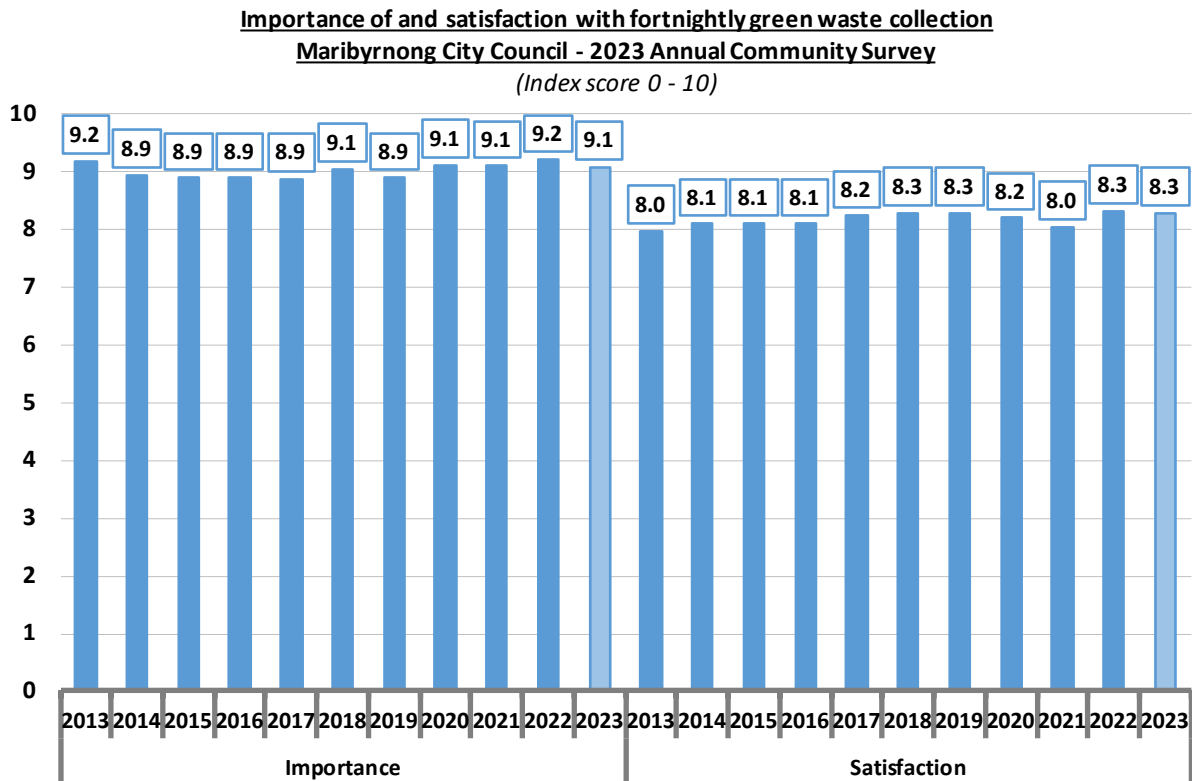
Satisfaction with the fortnightly green waste collection was notably above the long-term average satisfaction since 2005 of 8.0.

This result was comprised of 78% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 595 of the 604 respondents (76%) from households who had used these services in the last 12 months.

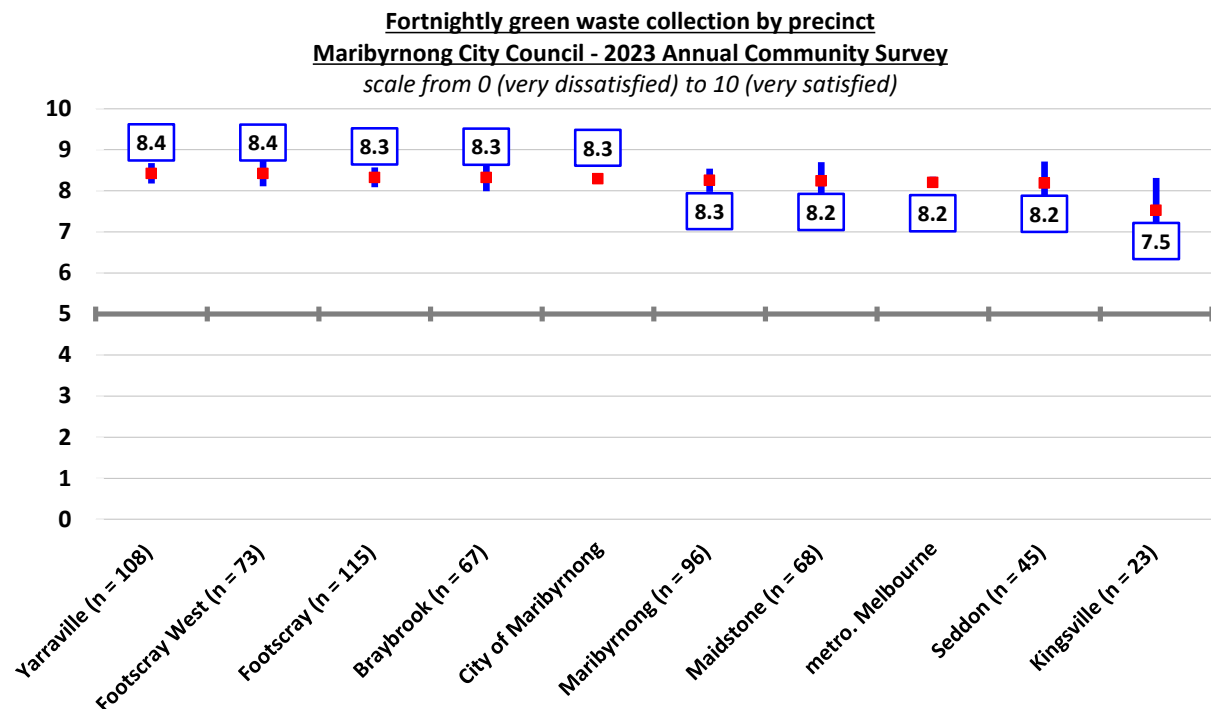
There was no substantial variation in this result observed by respondent profile, as respondents from all age groups, gender, and language spoken at home rated satisfaction with the service at “excellent” levels.



By way of comparison, this result was marginally higher than the metropolitan Melbourne average satisfaction with “green waste service” of 8.2, as recorded in the 2023 *Governing Melbourne* research.



Whilst there was no statistically significant variation in satisfaction with the fortnightly green waste collection observed across the municipality, it is noted that respondents from Kingsville rated satisfaction at a “very good” rather than an “excellent” level of satisfaction.



Annual hard rubbish collection

The annual hard rubbish collection was the 5th most important of the 39 included services and facilities this year, with an average importance of 9.1 out of 10, and one of 10 that were measurably more important than the average of all 39 services and facilities of 8.7.

Satisfaction with the service declined measurably this year, down four percent to 7.9, although it remains at an “excellent” level of satisfaction.

This result ranks the annual hard rubbish collection 5th in terms of satisfaction this year, and one of eight that recorded a satisfaction score measurably higher than the average of all 39 services and facilities of 7.5.

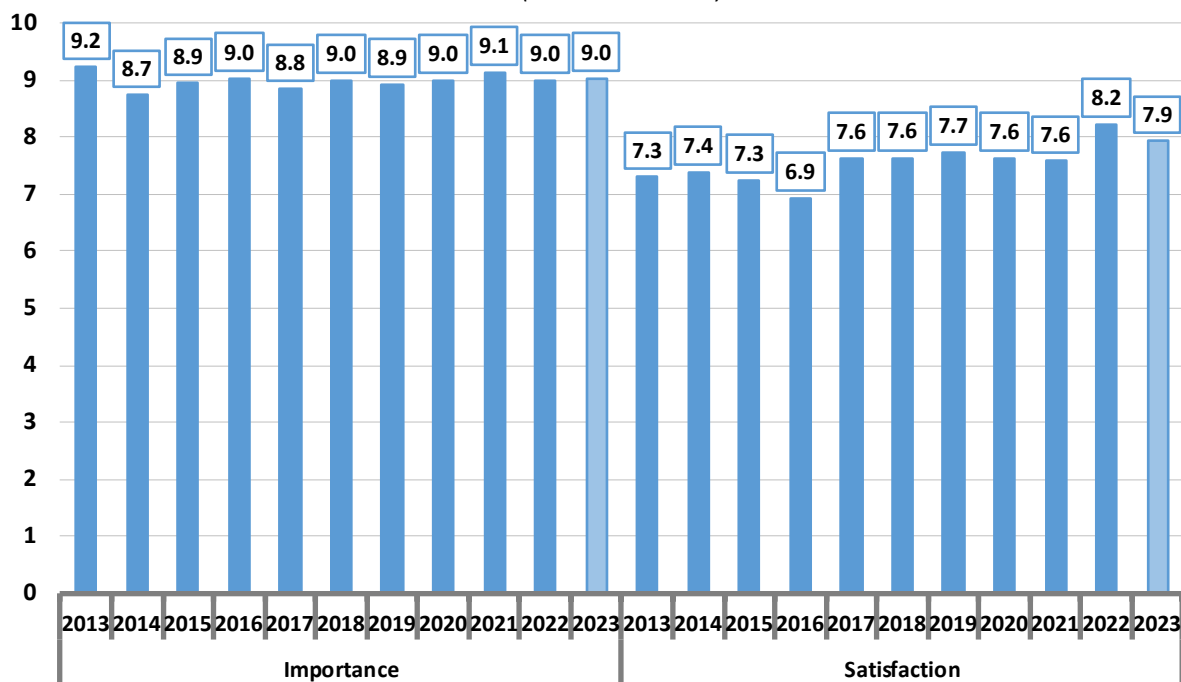
Despite the measurable decline recorded this year, satisfaction with the service remains measurably above the long-term average satisfaction since 2005 of 7.4.

This result was comprised of 69% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 397 of the 403 respondents (50%) from households who had used these services in the last 12 months.

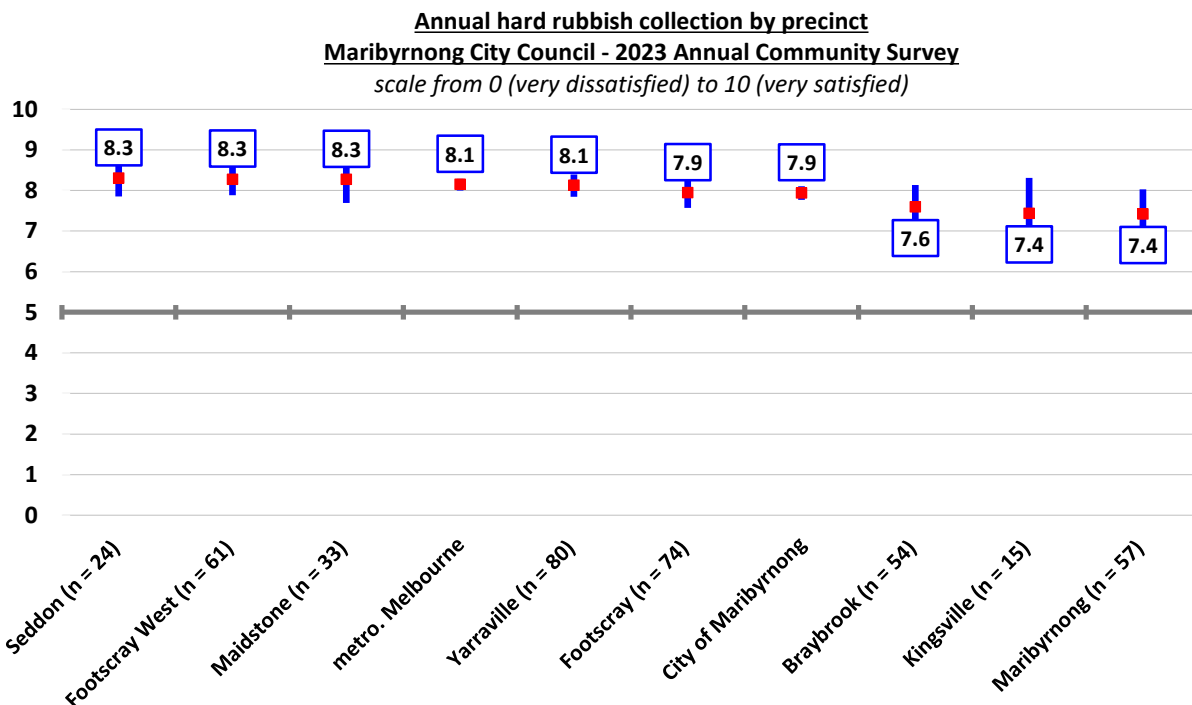
There was some variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) notably less satisfied than average and at a “very good” level.

By way of comparison, this result was marginally lower than the metropolitan Melbourne average satisfaction with “hard rubbish collection” of 8.1, as recorded in the 2023 *Governing Melbourne* research.

Importance of and satisfaction with annual hard rubbish collection
Maribyrnong City Council - 2023 Annual Community Survey
 (Index score 0 - 10)



Whilst there was no statistically significant variation in satisfaction with the annual hard rubbish collection observed across the municipality, it is noted that respondents from Braybrook, Kingsville and Maribyrnong precinct rated satisfaction at “very good” rather than “excellent” levels of satisfaction.



Additional, paid hard waste collection

The additional, paid hard rubbish collection was the 24th most important of the 39 included services and facilities this year, with an average importance of 8.6 out of 10.

Satisfaction with the service increased marginally, but not measurably this year, up one percent to 7.9, which remains an “excellent” level of satisfaction.

This is the highest satisfaction score for this service recorded since it was first included back in 2018, and the results imply a sustained trend of increasing satisfaction.

This result ranks the additional, paid hard rubbish collection 7th in terms of satisfaction this year, and one of eight that recorded a satisfaction score measurably higher than the average of all 39 services and facilities of 7.5.

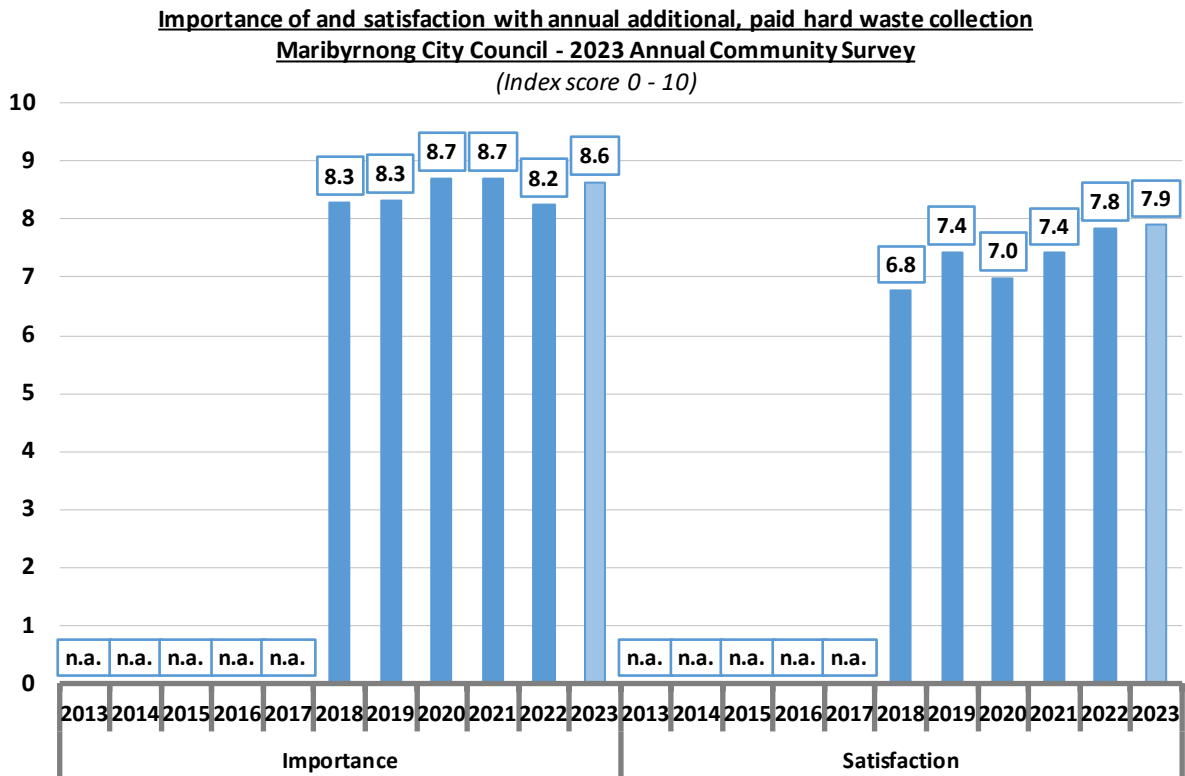
Satisfaction with this service was measurably above the long-term average satisfaction since 2018 of 7.4.

This result was comprised of 71% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 131 of the 139 respondents (17%) from households who had used these services in the last 12 months.

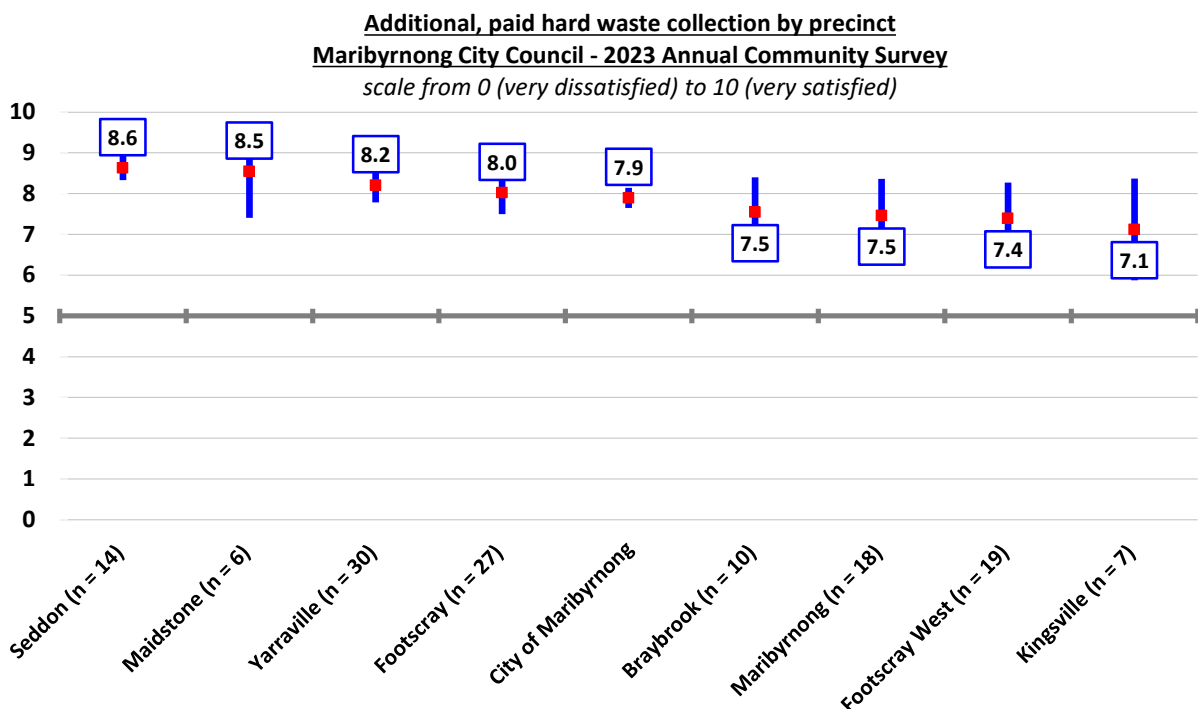


Whilst noting the small sample size of 131 respondents, it is noted that senior citizens (aged 75 years and over) were notably less satisfied than average.

This service was not included in the 2023 *Governing Melbourne* research and therefore no comparison results are published.



There was no statistically significant variation in this result observed across the municipality.



Provision and maintenance of parks and gardens

The provision and maintenance of parks and gardens was the 10th most important of the 39 included services and facilities this year, with an average importance of 9.1 out of 10, and one of 10 that were measurably more important than the average of all 39 services and facilities.

Satisfaction with parks and gardens increased measurably this year, up four percent to 7.9 out of 10, which is an “excellent”, up from a “very good” level of satisfaction.

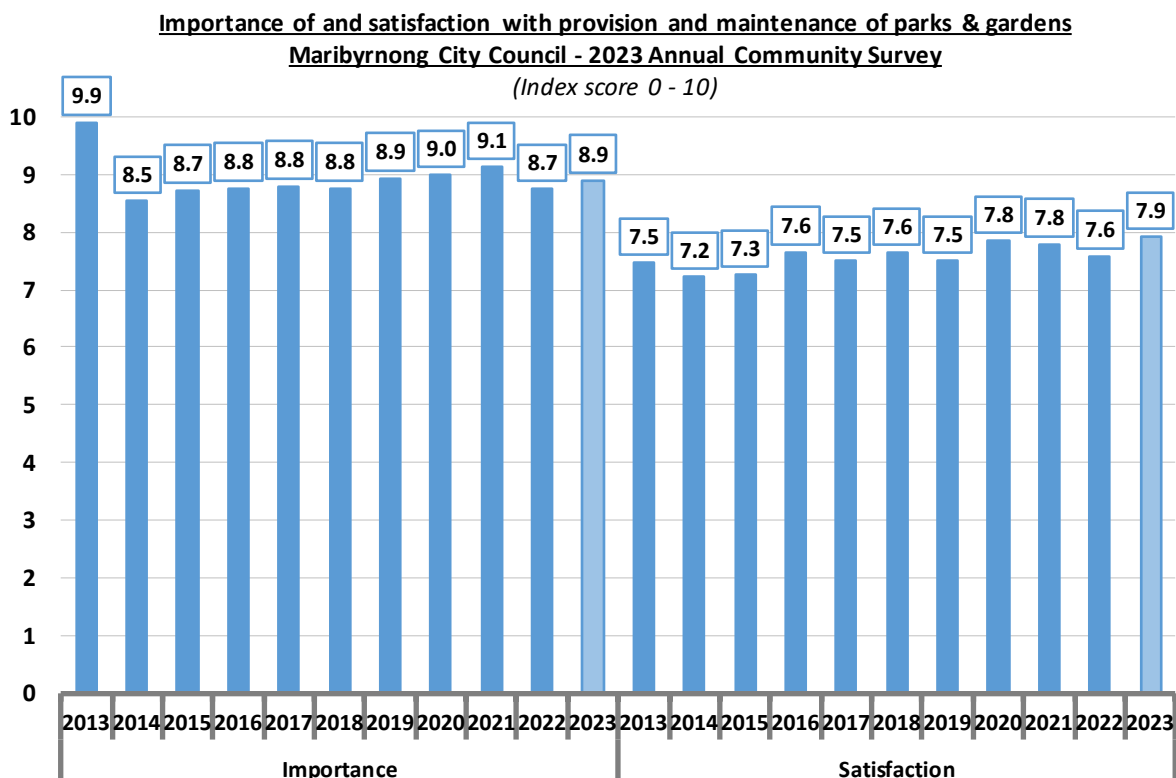
This result ranks parks and gardens 7th in terms of satisfaction this year, and one of eight that recorded a satisfaction score measurably higher than the average of all 39 services and facilities of 7.5.

Satisfaction with parks and gardens was measurably above the long-term average satisfaction since 2005 of 7.5.

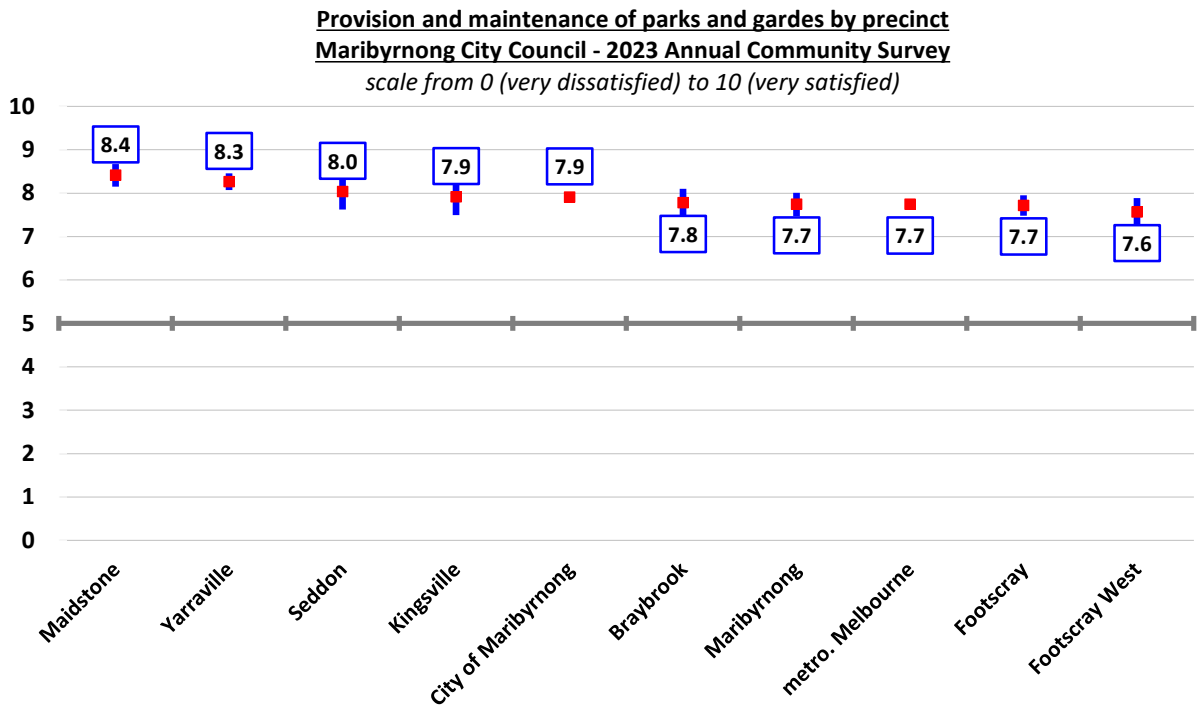
This result was comprised of 67% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 784 of the 800 respondents who provided a satisfaction score.

There was no substantial variation in this result observed by respondent profile, although it is noted that middle-aged and older adults (aged 45 to 74 years) rated satisfaction at “very good” rather than “excellent” levels.

By way of comparison, this result was somewhat higher than the metropolitan Melbourne average satisfaction with “the provision and maintenance of parks and gardens” of 7.8, as recorded in the 2023 *Governing Melbourne* research.



There was statistically significant variation in satisfaction with parks and gardens observed across the municipality, with respondents from Maidstone and Yarraville measurably more satisfied than average.



Provision and maintenance of street trees

The provision and maintenance of street trees was the 19th most important of the 39 included services and facilities this year, with an average importance of 8.7 out of 10.

Satisfaction with street trees increased somewhat, but not measurably this year, up three percent to 7.4 out of 10, which is a “very good”, up from a “good” level of satisfaction.

This result ranks street trees 19th in terms of satisfaction this year.

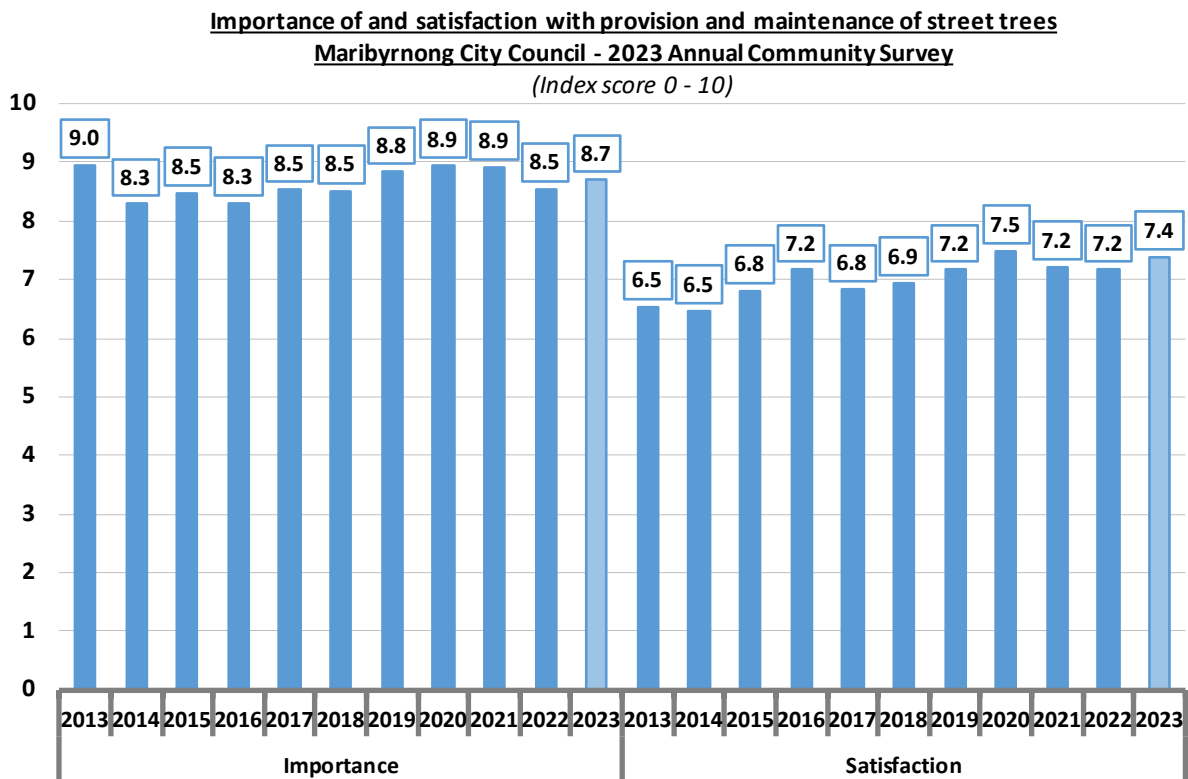
Satisfaction with street trees was measurably above the long-term average satisfaction since 2010 of 6.9.

This result was comprised of 54% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 788 of the 800 respondents who provided a satisfaction score.

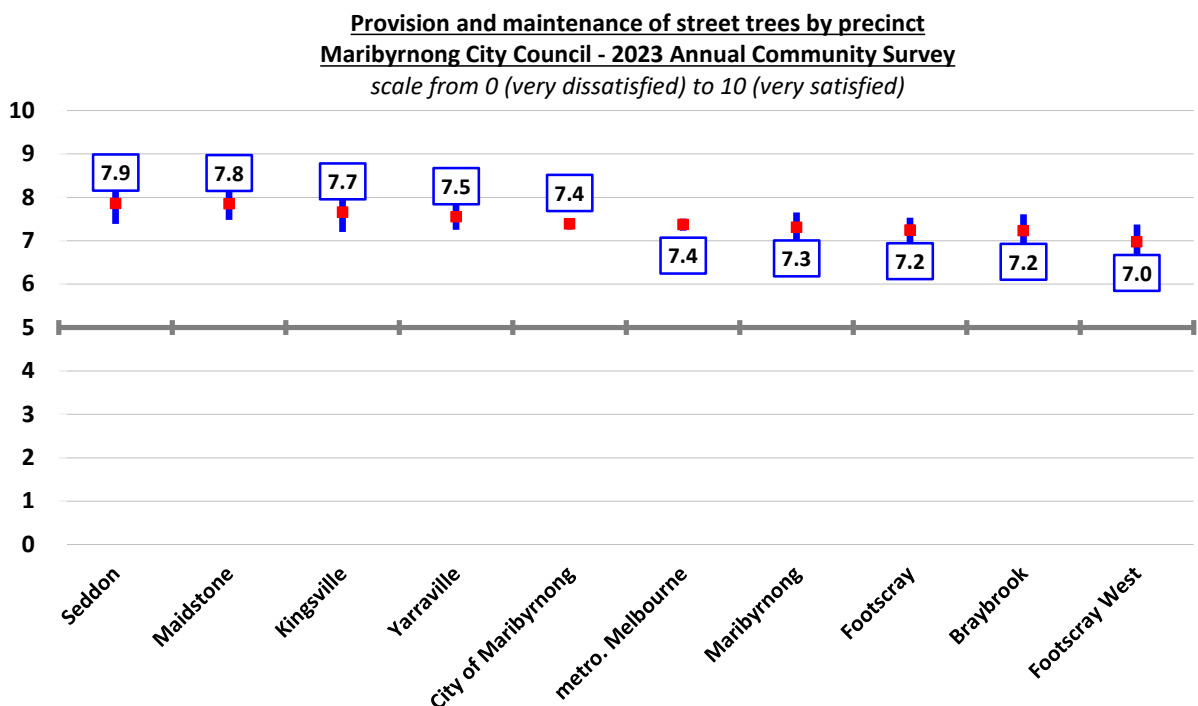
There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied, and middle-aged adults (aged 45 to 59 years) and senior citizens (aged 75 years and over) notably less satisfied.



By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction with “the provision and maintenance of street trees” of 7.4, as recorded in the 2023 *Governing Melbourne* research.



There was measurable and notable variation in this result observed across the municipality. Respondents from Seddon were notably and respondents from Maidstone were measurably more satisfied than average and both at “excellent” levels of satisfaction.



Litter collection in public areas

Litter collection in public areas was the 16th most important of the 39 included services and facilities this year, with an average importance of 8.7 out of 10.

Satisfaction with litter collection increased measurably this year, up four percent to 7.4 out of 10, which is a “very good”, up from a “good” level of satisfaction.

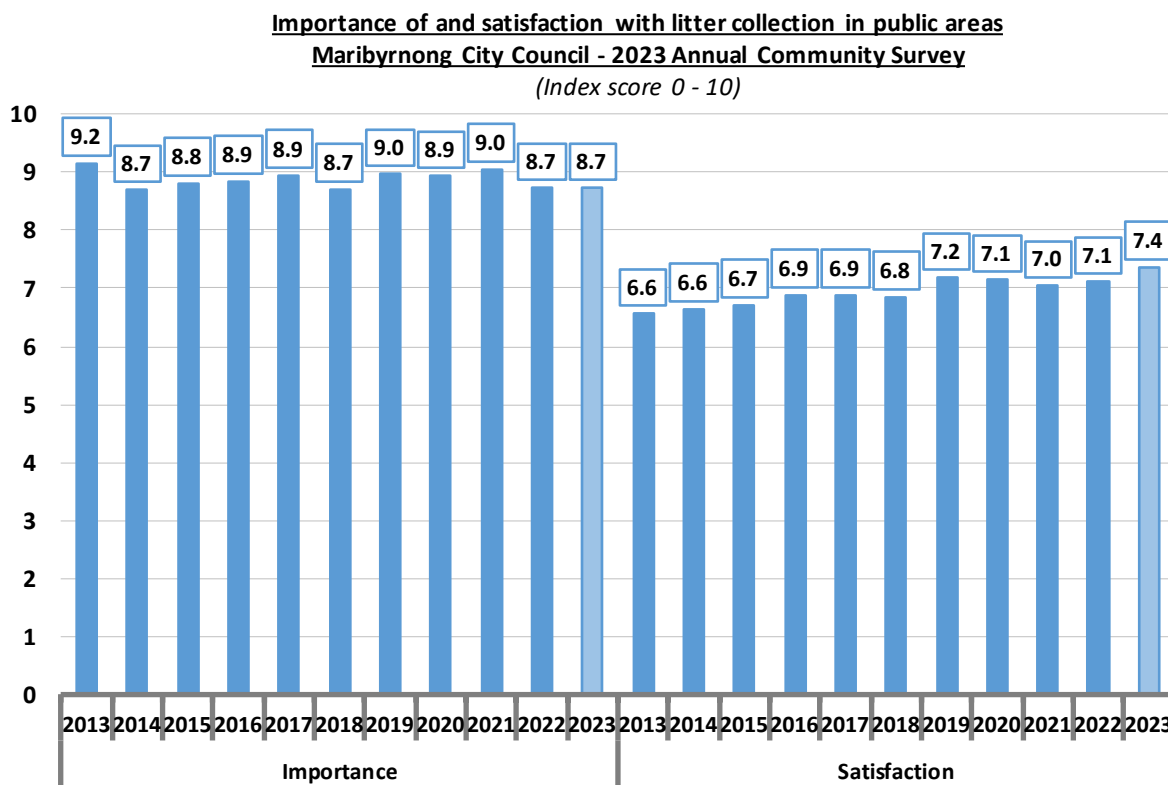
This result ranks litter collection 21st in terms of satisfaction this year.

Satisfaction with street trees was measurably and significantly above the long-term average satisfaction since 2005 of 6.7.

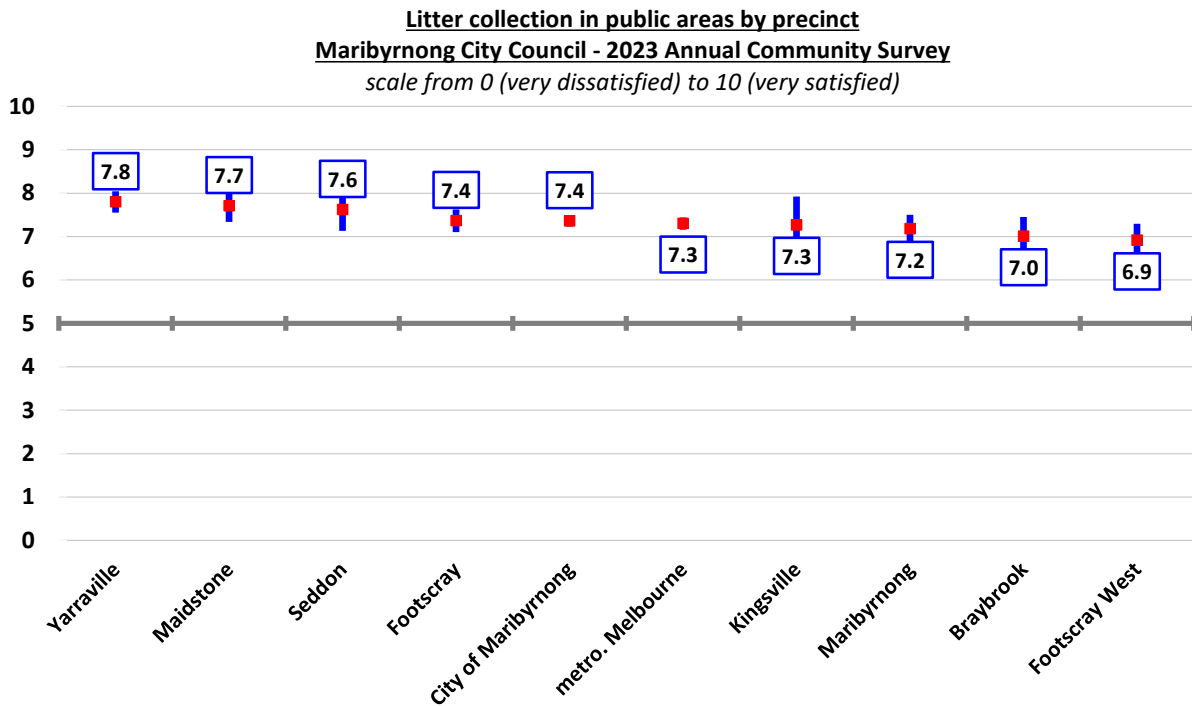
This result was comprised of 52% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 771 of the 800 respondents who provided a satisfaction score.

There was some variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) and senior citizens (aged 75 years and over) notably less satisfied than average, make respondents notably more satisfied than females, and respondents from multilingual households notably more satisfied than respondents from English speaking households.

By way of comparison, this result was marginally higher than the metropolitan Melbourne average satisfaction with “litter collection in public areas” of 7.3, as recorded in the 2023 *Governing Melbourne* research.



There was statistically significant variation in this result observed across the municipality, with respondents from Yarraville measurably more satisfied than average and at an “excellent” level of satisfaction.



Maintenance and cleaning of shopping strips along roads

The maintenance and cleaning of shopping strips along roads was the 20th most important of the 39 included services and facilities this year, with an average importance of 8.6 out of 10.

Satisfaction with these services increased notably but not measurably this year, up three percent to 7.4 out of 10, which is a “very good”, up from a “good” level of satisfaction.

This result ranks these services 18th in terms of satisfaction this year.

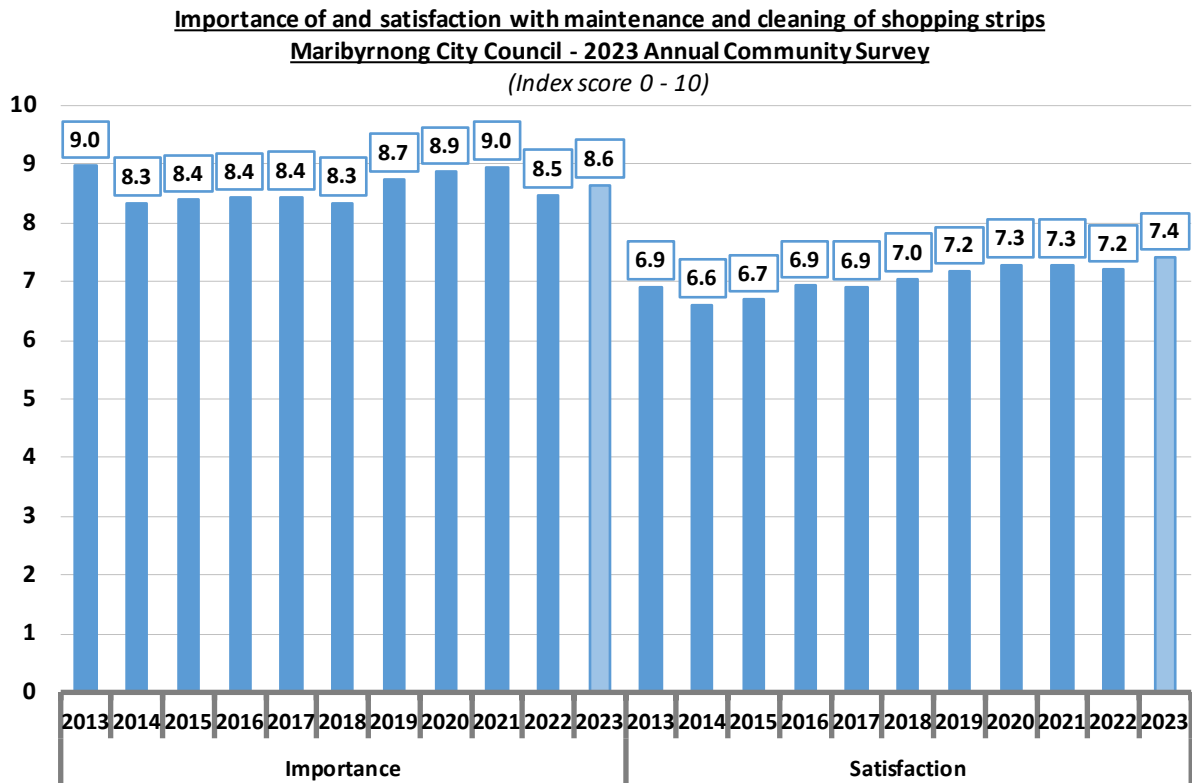
Satisfaction with these services was measurably and significantly above the long-term average satisfaction since 2005 of 6.8.

This result was comprised of 52% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 775 of the 800 respondents who provided a satisfaction score.

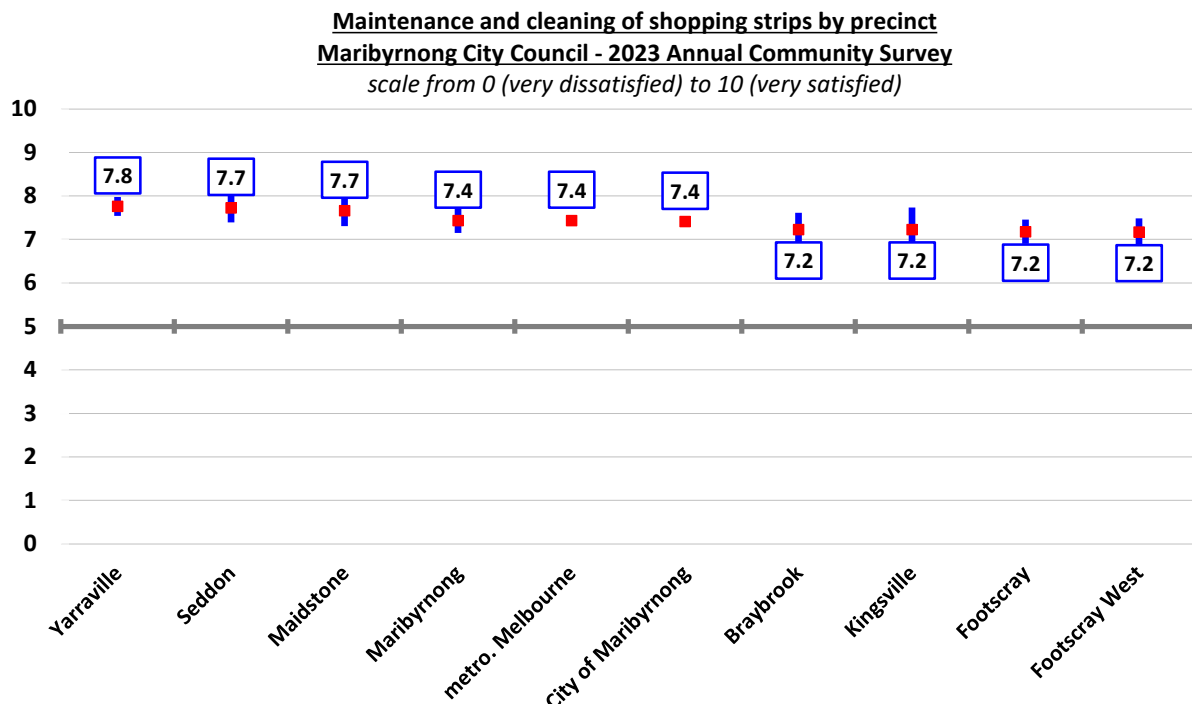
There was some variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably less satisfied than average, and respondents from multilingual households notably more satisfied than respondents from English speaking households.



By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction with “the maintenance and cleaning of shopping strips along roads” of 7.4, as recorded in the 2023 *Governing Melbourne* research.



There was statistically significant variation in this result observed across the municipality, with respondents from Yarraville measurably more satisfied than average and at an “excellent” level of satisfaction.



Maintenance and cleaning of Footscray CBD

The maintenance and cleaning of the Footscray CBD was the 23rd most important of the 39 included services and facilities this year, with an average importance of 8.6 out of 10.

Satisfaction with these services increased notably but not measurably this year, up three percent to 6.8 out of 10, although it remains at a “good” level of satisfaction.

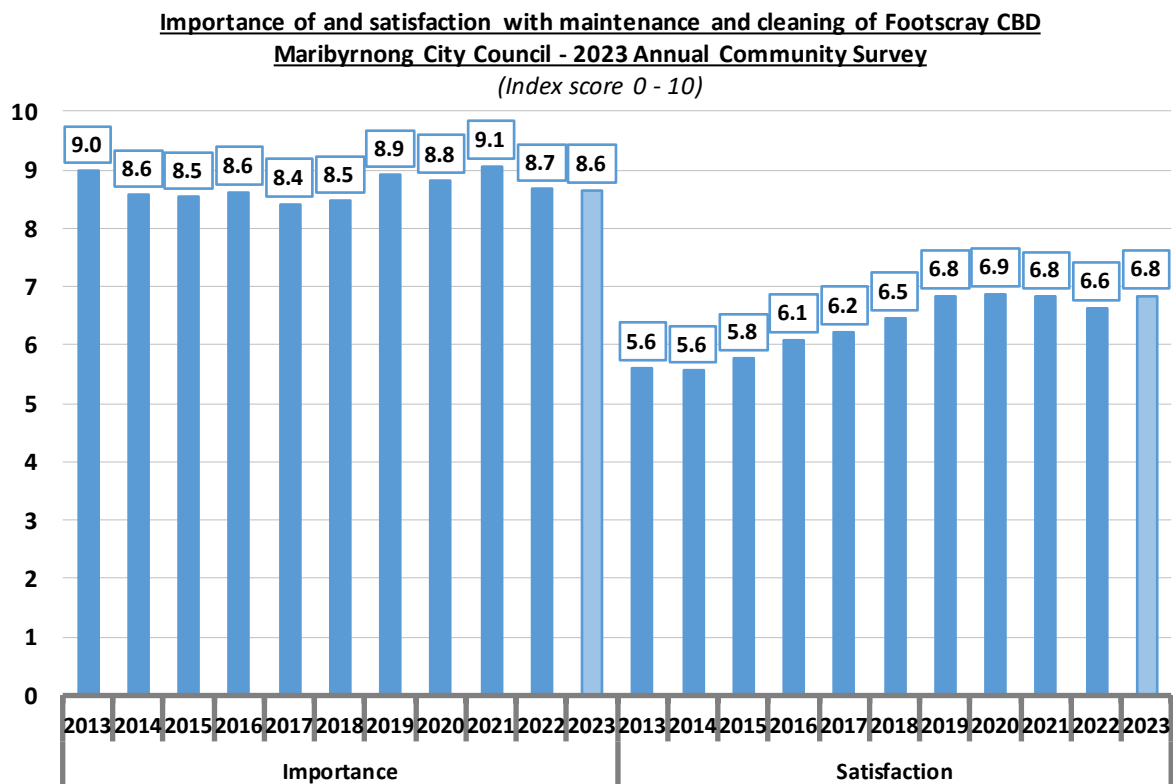
This result ranks these services 37th in terms of satisfaction this year, and one of five that recorded a satisfaction score measurably lower than the average of all 39 services and facilities of 7.5.

Satisfaction with these services was measurably and significantly (13%) above the long-term average satisfaction since 2005 of 6.0.

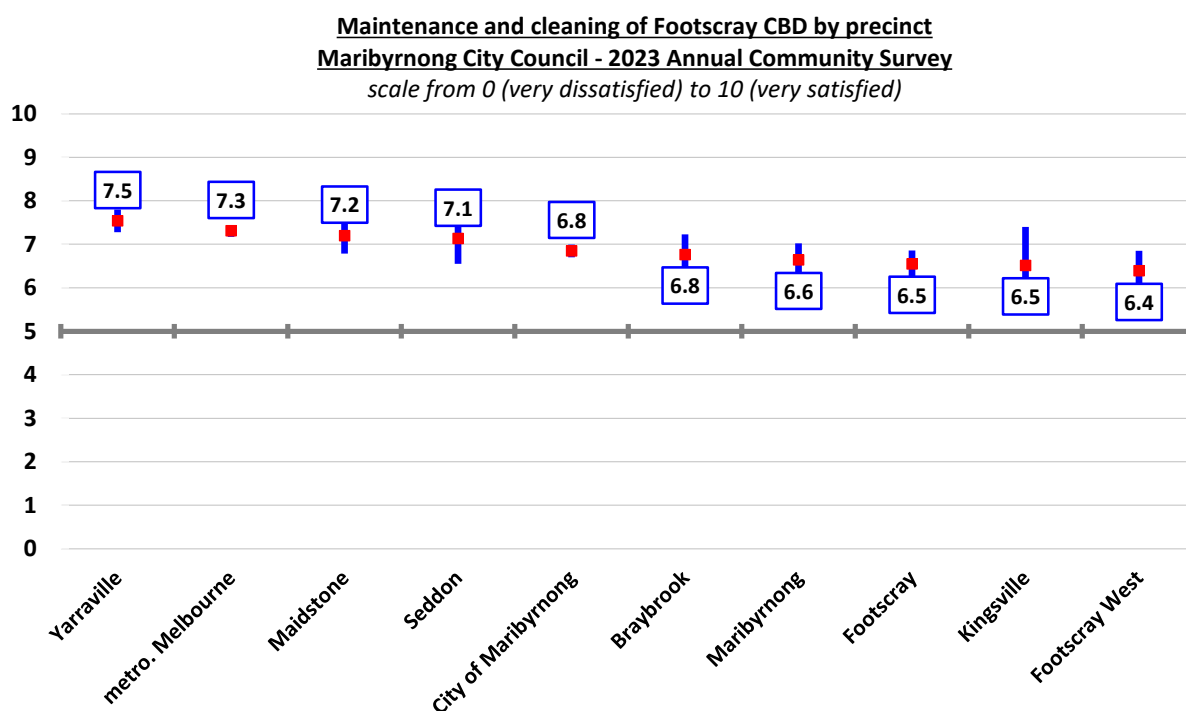
This result was comprised of 43% “very satisfied” and 12% “dissatisfied” respondents, based on a total sample of 740 of the 800 respondents who provided a satisfaction score.

There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average and senior citizens (aged 75 years and over) notably less satisfied.

This service was not included in the 2023 *Governing Melbourne* research and therefore no comparison results are published.



There was statistically significant variation in this result observed across the municipality, with respondents from Yarraville measurably more satisfied than average and at a “very good” level of satisfaction.



Illegally dumped rubbish (level and management of)

The management of illegally dumped rubbish was the 25th most important of the 39 included services and facilities this year, with an average importance of 8.6 out of 10.

Satisfaction with these services increased measurably this year, up six percent to 7.3 out of 10, which is a “very good”, up from a “good” level of satisfaction.

This result ranks these services 24th in terms of satisfaction this year.

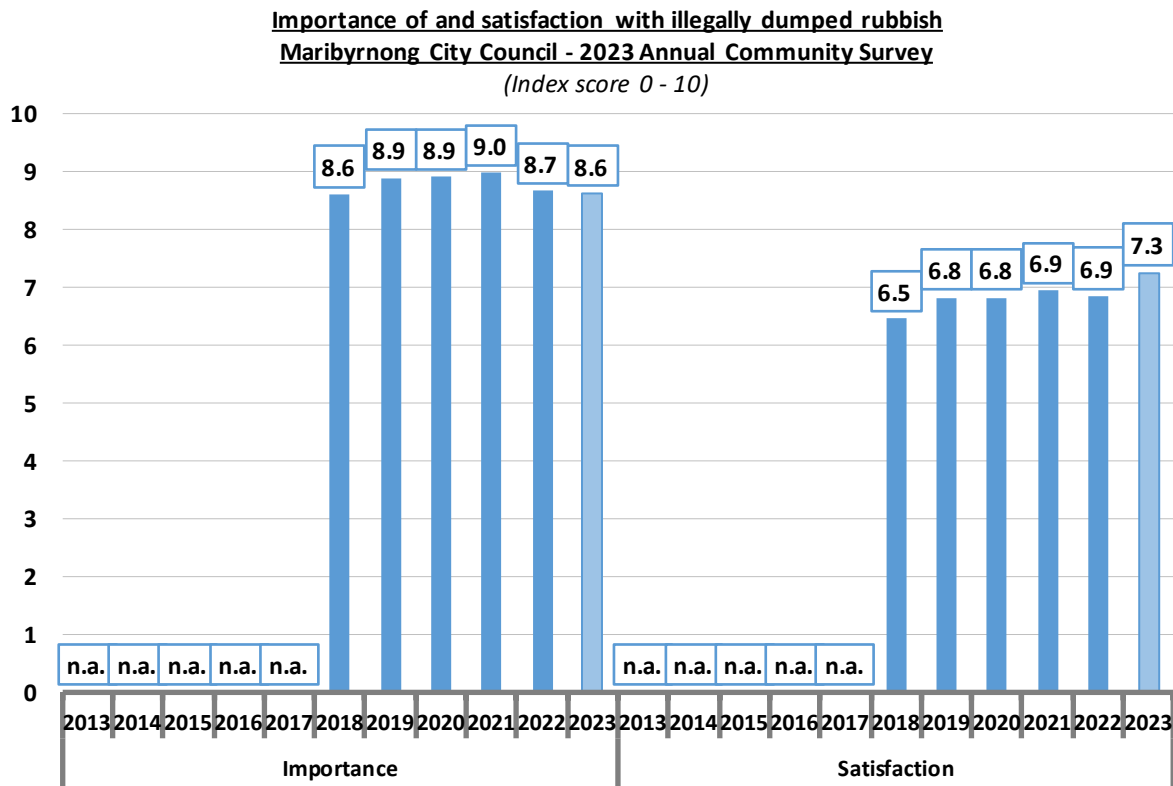
Satisfaction with these services was measurably above the long-term average satisfaction since 2018 of 6.5.

This result was comprised of 49% “very satisfied” and five “dissatisfied” respondents, based on a total sample of 747 of the 800 respondents who provided a satisfaction score.

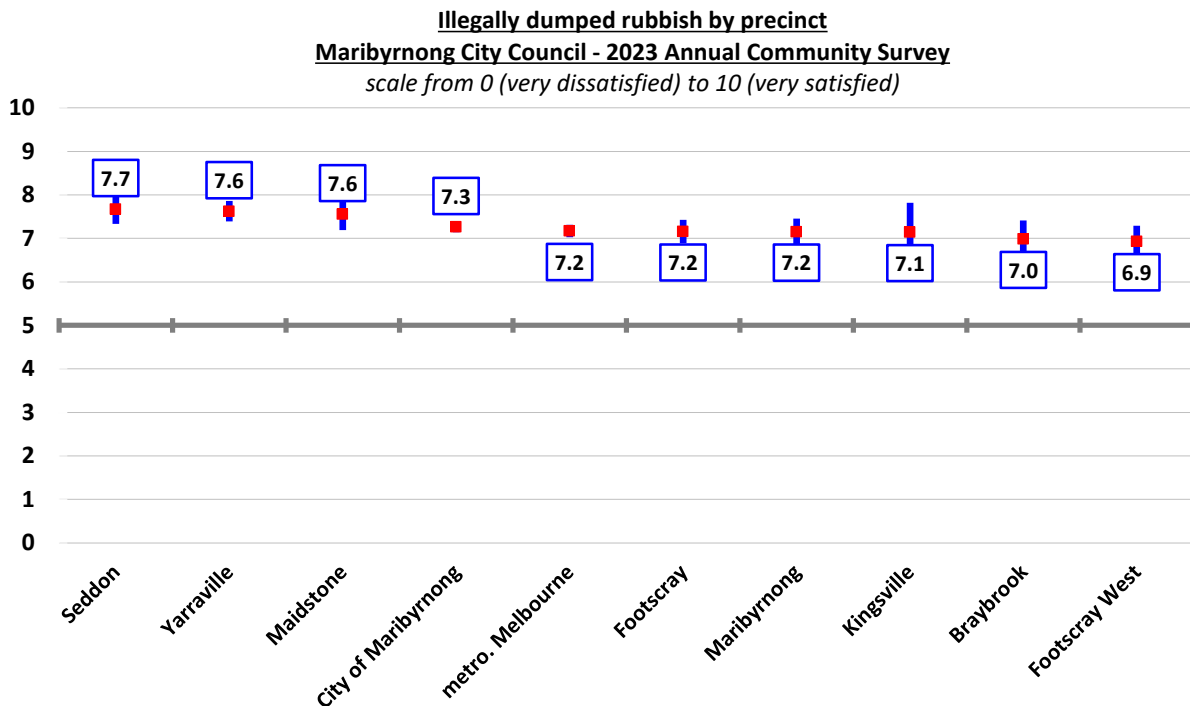
There was some variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably less satisfied than average, and respondents from multilingual households notably more satisfied than respondents from English speaking households.



By way of comparison, this result was marginally but not measurably higher than the metropolitan Melbourne average satisfaction with “illegally dumped rubbish” of 7.2, as recorded in the 2023 *Governing Melbourne* research.



There was notable variation in this result observed across the municipality, with respondents from Yarraville measurably and respondents from Seddon notably more satisfied than average and both at “very good” levels of satisfaction.



Parking enforcement

Parking enforcement was the 35th most important of the 39 included services and facilities this year, with an average importance of 8.6 out of 10, and one of 10 that were measurably less important than the average of all 39 services and facilities of 8.7 out of 10.

Satisfaction with parking enforcement increased measurably and significantly this year, up eight percent to 7.0 out of 10, although it remains at a “good” level of satisfaction.

This result ranks parking enforcement 35th in terms of satisfaction this year, and one of five that recorded a satisfaction score measurably lower than the average of all 39 services and facilities of 7.5 out of 10.

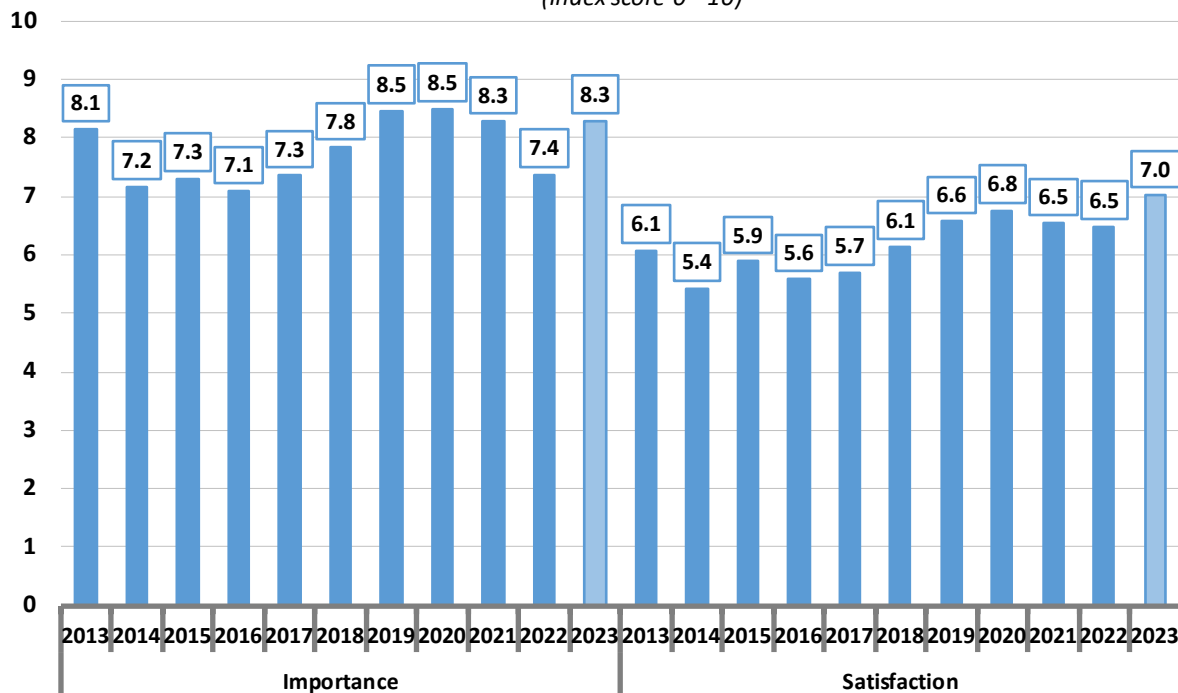
Consistent with the strong increase in satisfaction this year, satisfaction with parking enforcement was measurably and significantly (15%) above the long-term average satisfaction since 2005 of 6.1.

This result was comprised of 46% “very satisfied” and 10% “dissatisfied” respondents, based on a total sample of 742 of the 800 respondents who provided a satisfaction score.

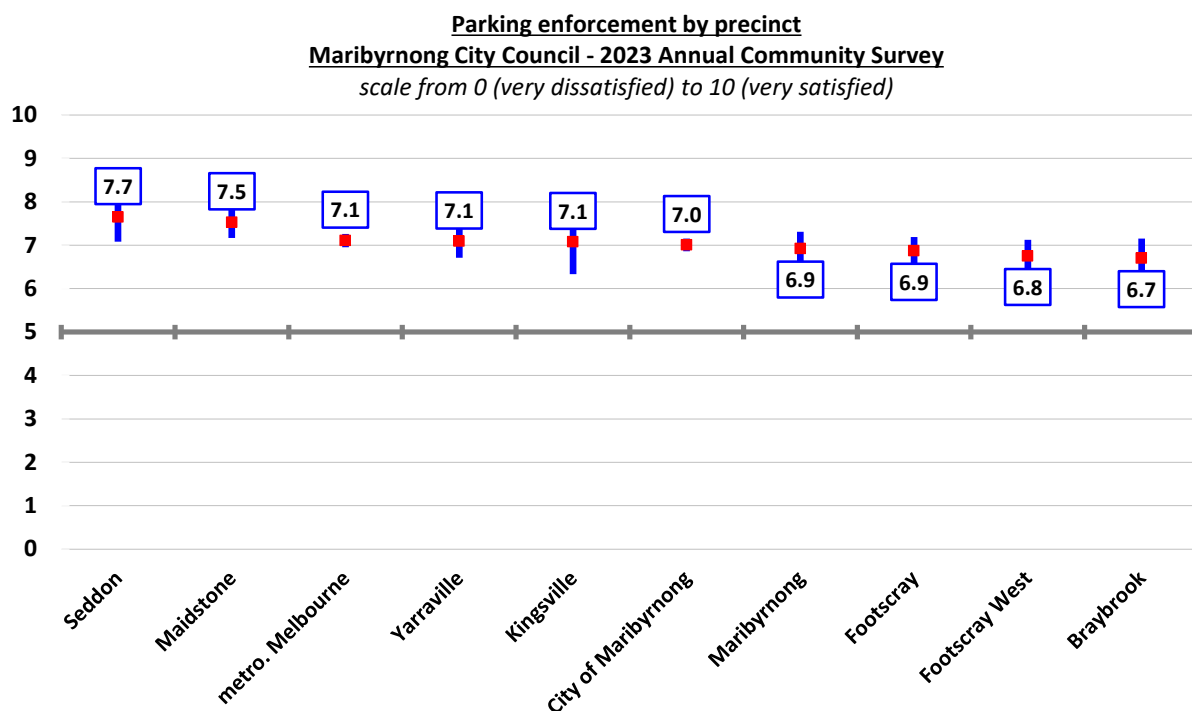
There was variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably less satisfied than average, and respondents from multilingual households notably more satisfied than respondents from English speaking households.

By way of comparison, this result was marginally but not measurably lower than the metropolitan Melbourne average satisfaction with “parking enforcement” of 7.1, as recorded in the 2023 *Governing Melbourne* research.

Importance of and satisfaction with parking enforcement
Maribyrnong City Council - 2023 Annual Community Survey
 (Index score 0 - 10)



There was notable variation in this result observed across the municipality, with respondents from Maidstone measurably and respondents from Seddon notably more satisfied than average and both at “very good” levels of satisfaction.



Public toilets

Public toilets were the 11th most important of the 39 included services and facilities this year, with an average importance of 8.8 out of 10.

Satisfaction with public toilets increased marginally this year, up one percent to 6.7 out of 10, although it remains at a “good” level of satisfaction.

This result ranks public toilets last (39th) in terms of satisfaction this year, and one of five that recorded a satisfaction score measurably lower than the average of all 39 services and facilities of 7.5 out of 10.

Satisfaction with public toilets was measurably and significantly (12%) above the long-term average satisfaction since 2005 of 6.0.

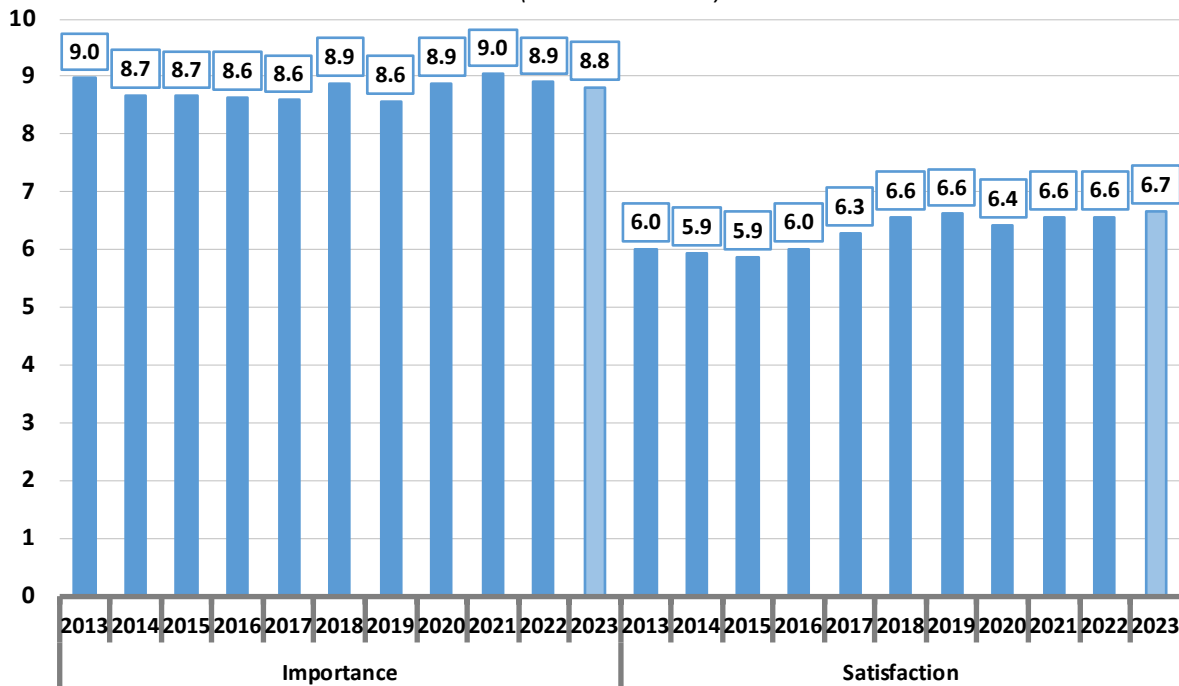
This result was comprised of 46% “very satisfied” and 10% “dissatisfied” respondents, based on a total sample of 742 of the 800 respondents who provided a satisfaction score.

There was variation in this result observed by respondent profile, with older adults (aged 60 to 74 years) notably more satisfied than average, and senior citizens (aged 75 years and over) measurably less satisfied.

By way of comparison, this result was notably higher than the metropolitan Melbourne average satisfaction with “public toilets” of 6.4, as recorded in the 2023 *Governing Melbourne* research.

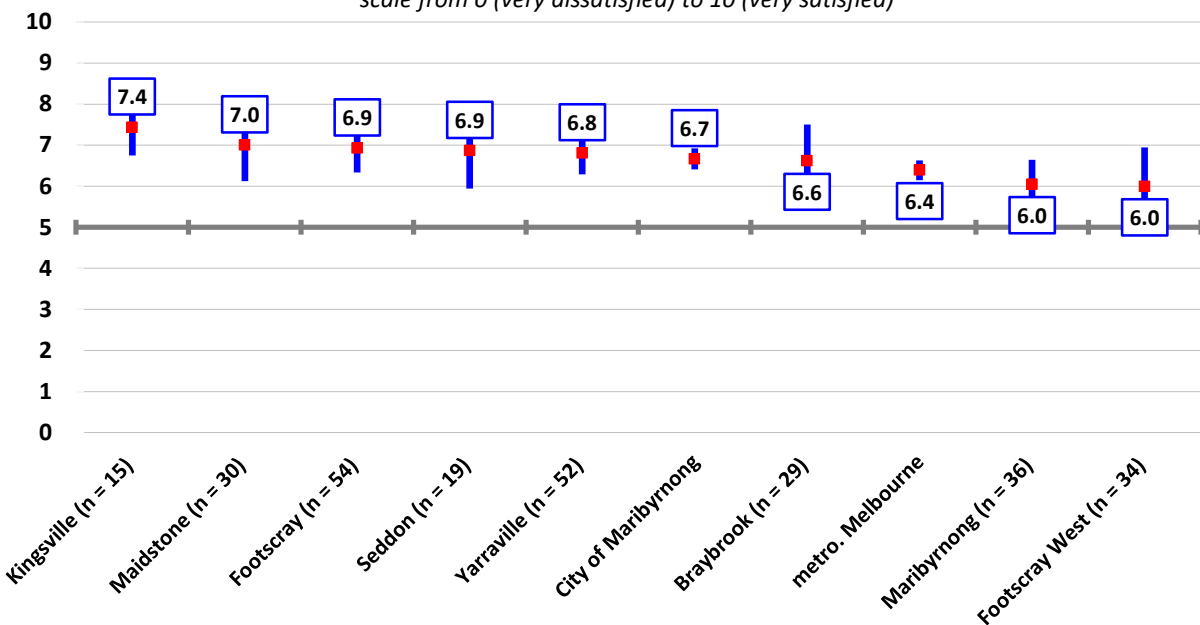


Importance of and satisfaction with public toilets
Maribyrnong City Council - 2023 Annual Community Survey
 (Index score 0 - 10)



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that 15 respondents from Kingsville were notably more satisfied than average and at a “very good” level of satisfaction, whilst respondents from Maribyrnong precinct and Footscray West were somewhat less satisfied and at a “solid” level.

Public toilets by precinct
Maribyrnong City Council - 2023 Annual Community Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Provision and maintenance of playgrounds

The provision and maintenance of playgrounds the 13th most important of the 39 included services and facilities this year, with an average importance of 8.8 out of 10.

Satisfaction with playgrounds declined somewhat this year, down two percent to 7.7 out of 10, which is a “very good”, down from an “excellent” level of satisfaction.

This result ranks playgrounds 11th in terms of satisfaction this year.

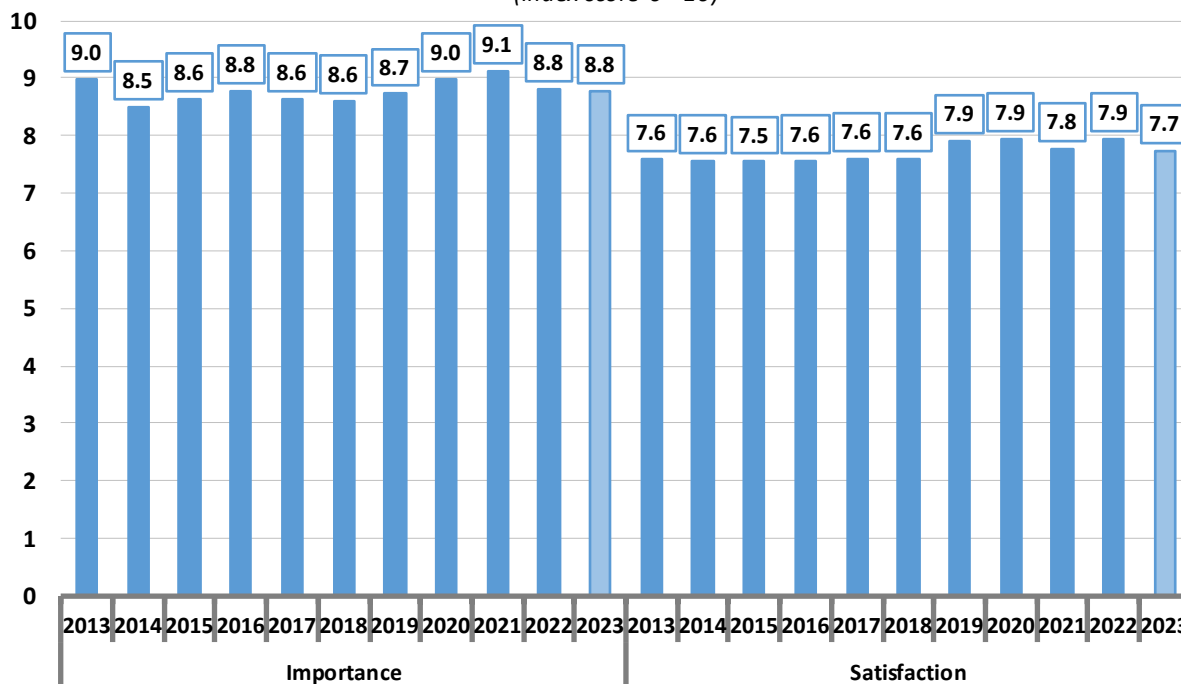
Satisfaction with playgrounds was consistent with the long-term average satisfaction since 2012 of 7.7.

This result was comprised of 64% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 321 of the 324 respondents (41%) from households who had used these facilities in the last 12 months.

There was variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) and senior citizens (aged 75 years and over) notably less satisfied than average.

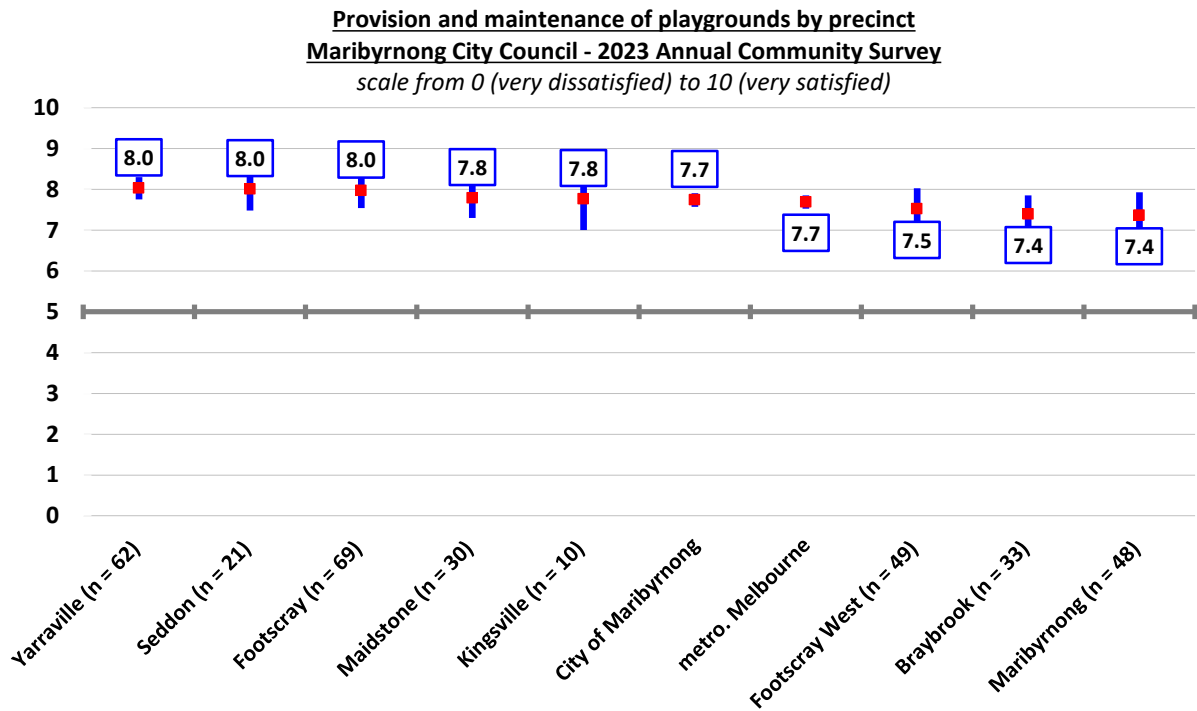
By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction with “the provision and maintenance of playgrounds” of 7.7, as recorded in the 2023 *Governing Melbourne* research.

Importance of and satisfaction with provision and maintenance of playgrounds
Maribyrnong City Council - 2023 Annual Community Survey
 (Index score 0 - 10)



Whilst there was no statistically significant variation in satisfaction with playgrounds observed across the municipality, it is noted that respondents from Yarraville, Seddon, Footscray, Maidstone, and Kingsville rated satisfaction at “excellent” rather than “very good” levels.

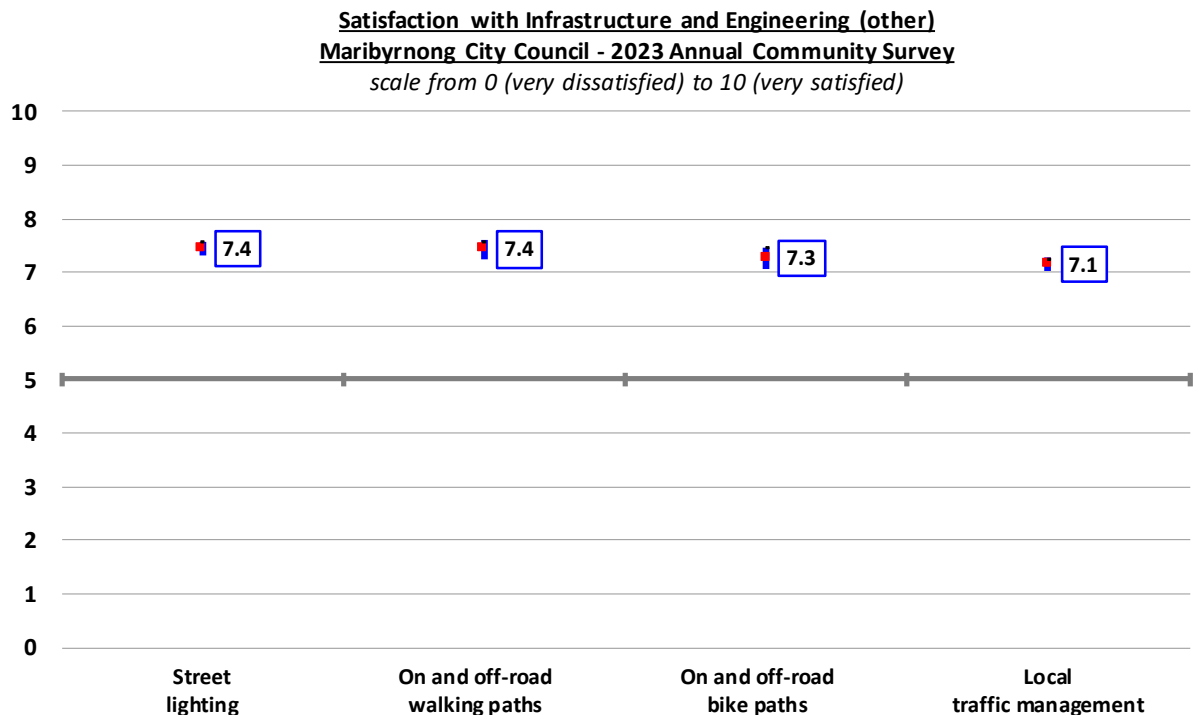




Infrastructure and Engineering (other)

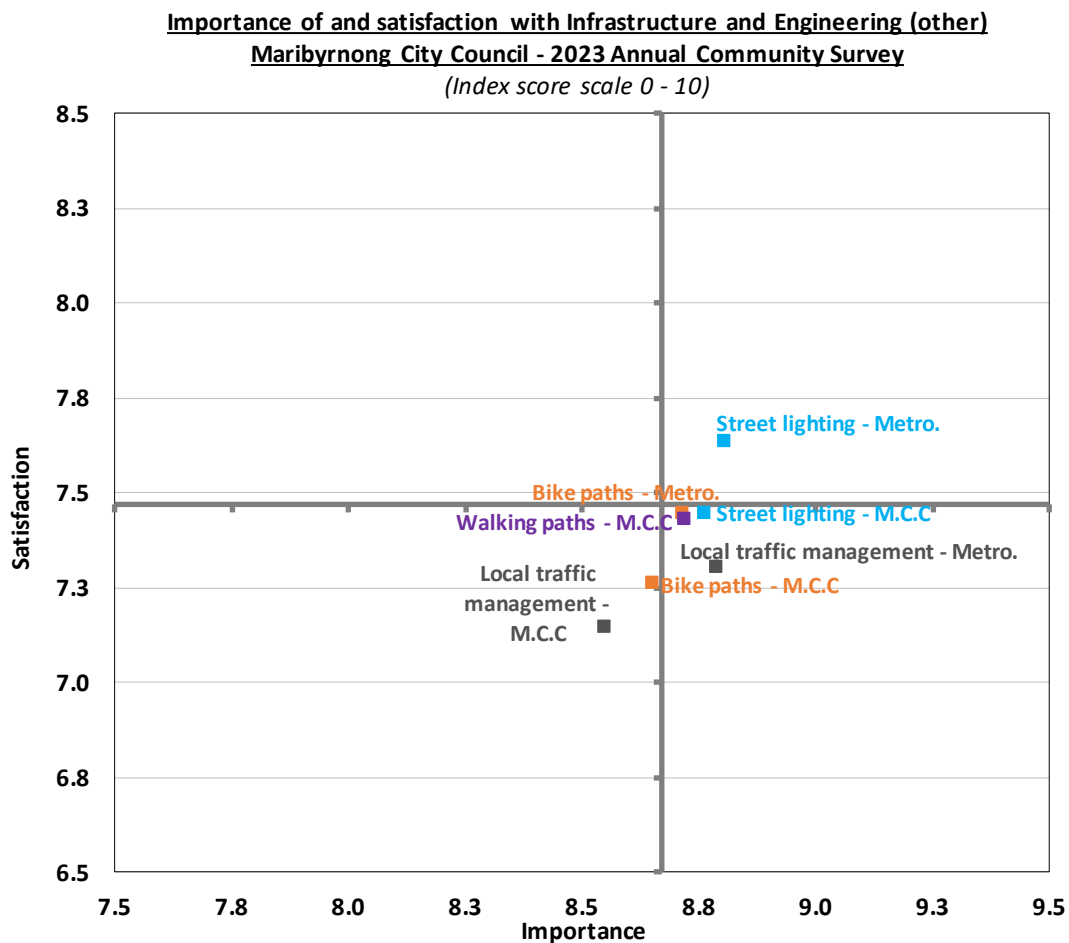
There were four other Infrastructure and Engineering department services and facilities included in the survey again this year, as outlined in the following graph.

Satisfaction with street lighting, on and off-road walking and bike paths were all rated as “very good”, whilst satisfaction with local traffic management remains at a “good” level.



The following graph provides a comparison of the average importance of and satisfaction with the four other Infrastructure department services against the 2023 metropolitan Melbourne average satisfaction as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research using the same door-to-door methodology in January 2023.

All of these services and facilities were of approximately average importance and received approximately average satisfaction scores.



Provision and maintenance of street lighting

The provision and maintenance of street lighting was the 15th most important of the 39 included services and facilities this year, with an average importance of 8.8 out of 10.

Satisfaction with street lighting declined notably but not measurably this year, down three percent to 7.4 out of 10, although it remains at a “very good” level of satisfaction.

This result ranks street lighting 16th in terms of satisfaction this year.

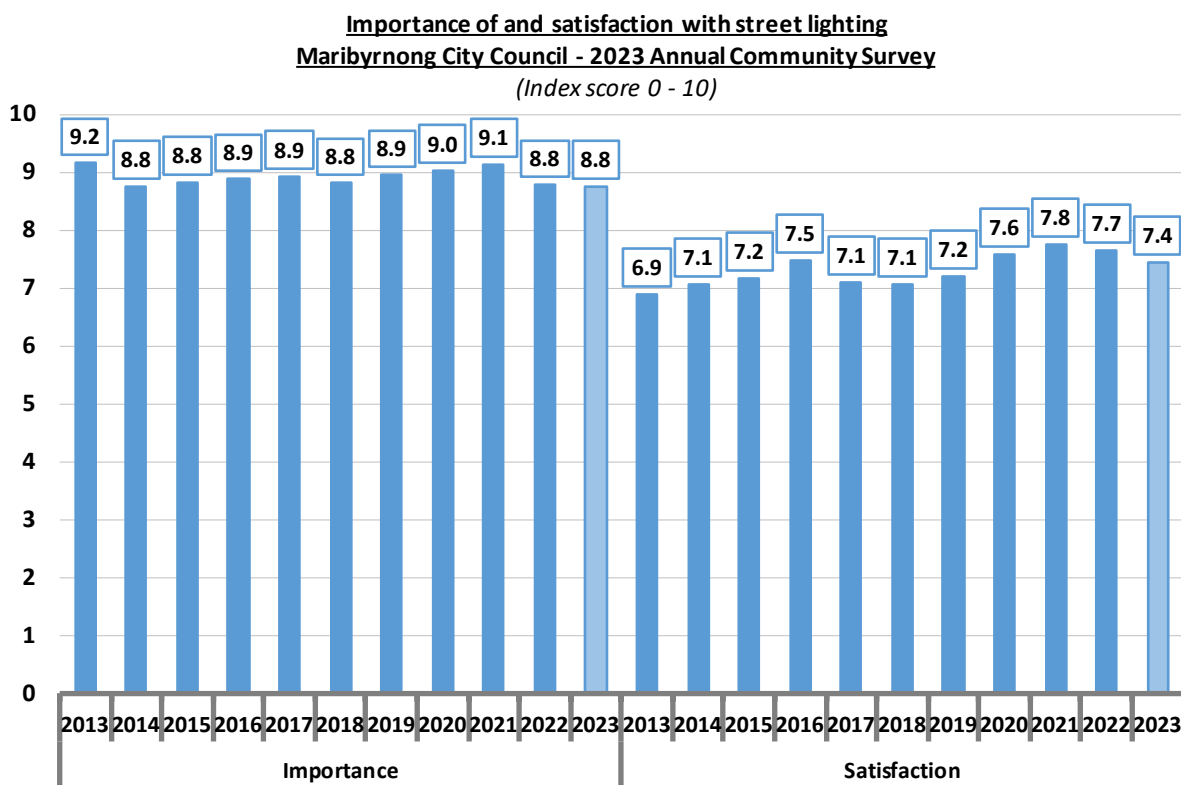


Despite the decline in satisfaction this year, satisfaction with street lighting remains notably above long-term average satisfaction since 2010 of 7.2.

This result was comprised of 56% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 792 of the 800 respondents who provided a satisfaction score.

There was variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably less satisfied than average.

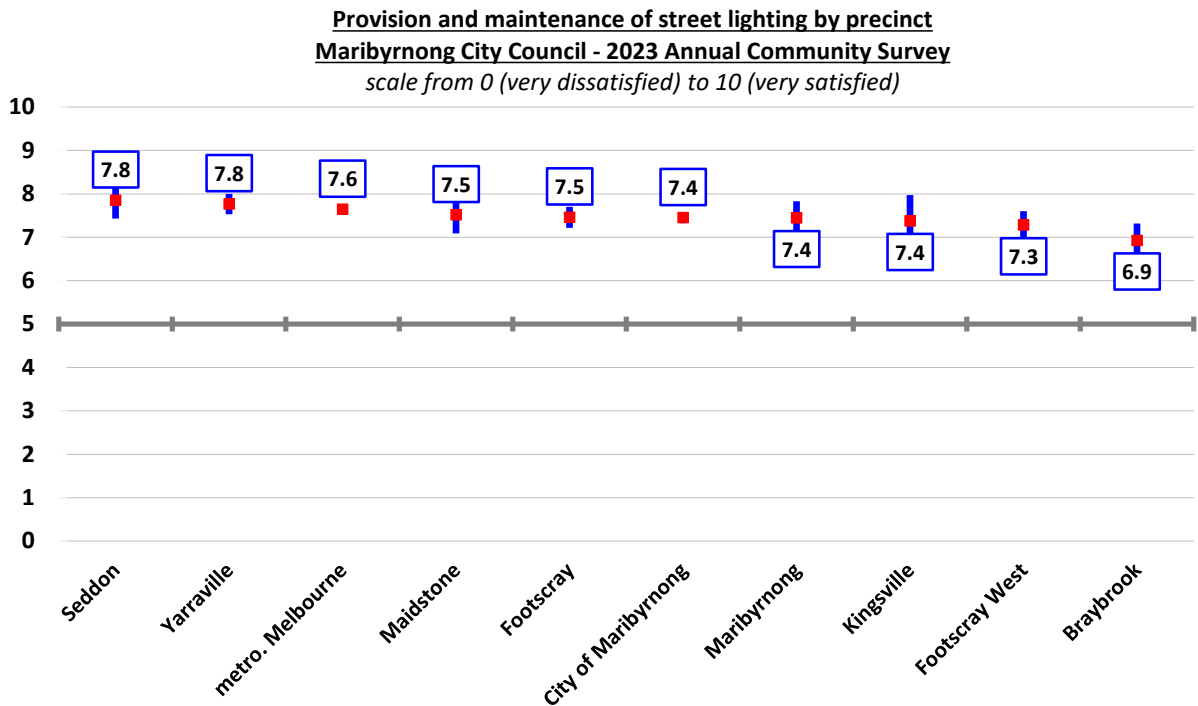
By way of comparison, this result was somewhat but not measurably lower than the metropolitan Melbourne average satisfaction with “the provision and maintenance of street lighting” of 7.6, as recorded in the 2023 *Governing Melbourne* research.



There was some statistically significant variation in satisfaction with street lighting observed across the municipality, with respondents from Braybrook measurably less satisfied than average and at a “good” rather than a “very good” level of satisfaction.

It is also noted that respondents from Seddon and Yarraville were notably, but not measurably more satisfied than average and at “excellent” levels.





Local traffic management

Local traffic management was the 28th most important of the 39 included services and facilities this year, with an average importance of 8.5 out of 10.

Satisfaction with local traffic management increased measurably this year, up five percent to 7.1 out of 10, although it remains at a “good” level of satisfaction.

This result ranks local traffic management 33rd in terms of satisfaction this year.

Despite the decline in satisfaction this year, satisfaction with street lighting remains notably above long-term average satisfaction since 2010 of 7.2.

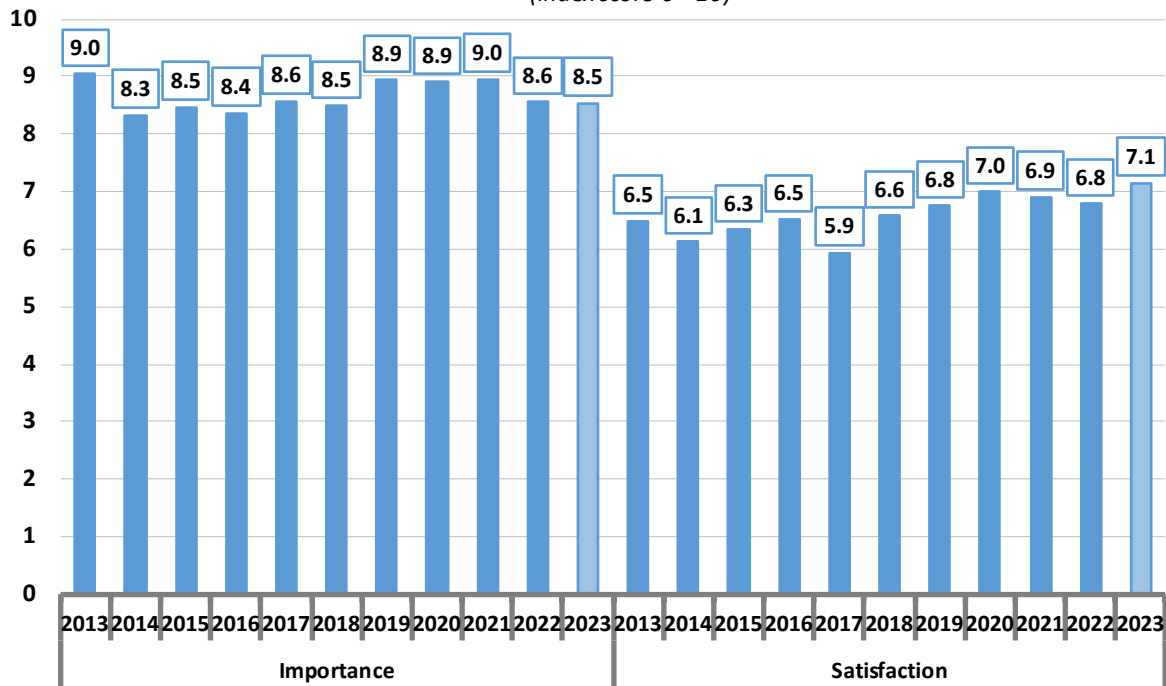
This result was comprised of 46% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 772 of the 800 respondents who provided a satisfaction score.

There was no substantial variation in this result observed by respondent profile.

By way of comparison, this result was somewhat but not measurably lower than the metropolitan Melbourne average satisfaction with “local traffic management” of 7.3, as recorded in the 2023 *Governing Melbourne* research.



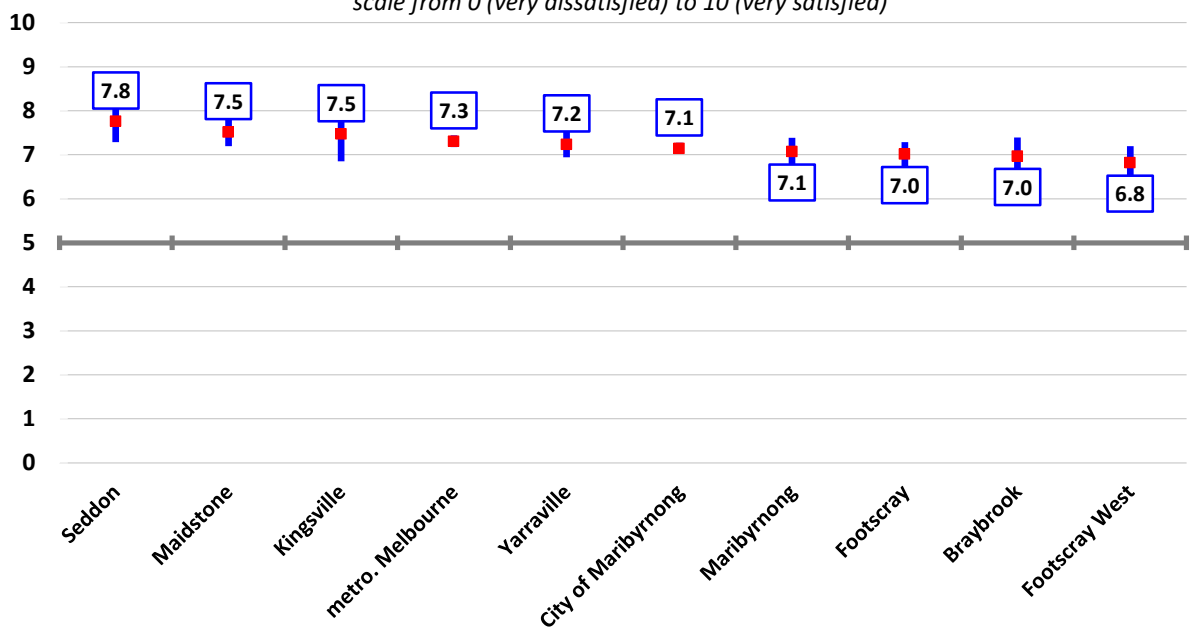
Importance of and satisfaction with local traffic management
Maribyrnong City Council - 2023 Annual Community Survey
 (Index score 0 - 10)



There was some statistically significant variation in satisfaction with local traffic management observed across the municipality, with respondents from Seddon measurably more satisfied than average and at an “excellent” rather than a “good” level of satisfaction.

It is also noted that respondents from Footscray West were notably but not measurably less satisfied than average, although still at a “good” level of satisfaction.

Local traffic management by precinct
Maribyrnong City Council - 2023 Annual Community Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



On and off-road bike paths

On and off-road bike paths were the 22nd most important of the 39 included services and facilities this year, with an average importance of 8.6 out of 10.

Satisfaction with on and off-road bike paths increased marginally this year, up one percent to 7.3 out of 10, which is a “very good” up from a “good” level of satisfaction.

This result ranks on and off-road bike paths 25th in terms of satisfaction this year.

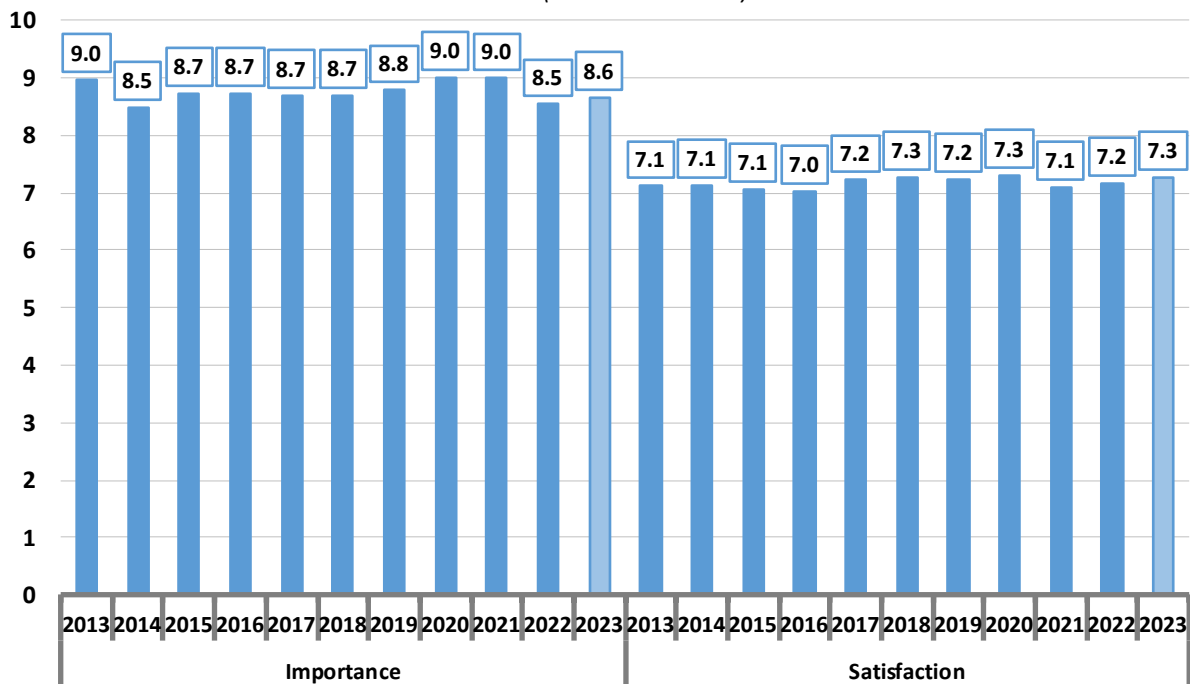
Despite the marginal decline in satisfaction this year, satisfaction with on and off-road bike paths remains somewhat above long-term average satisfaction since 2010 of 7.1.

This result was comprised of 51% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 281 of the 292 respondents (37%) from households who had used these facilities in the last 12 months.

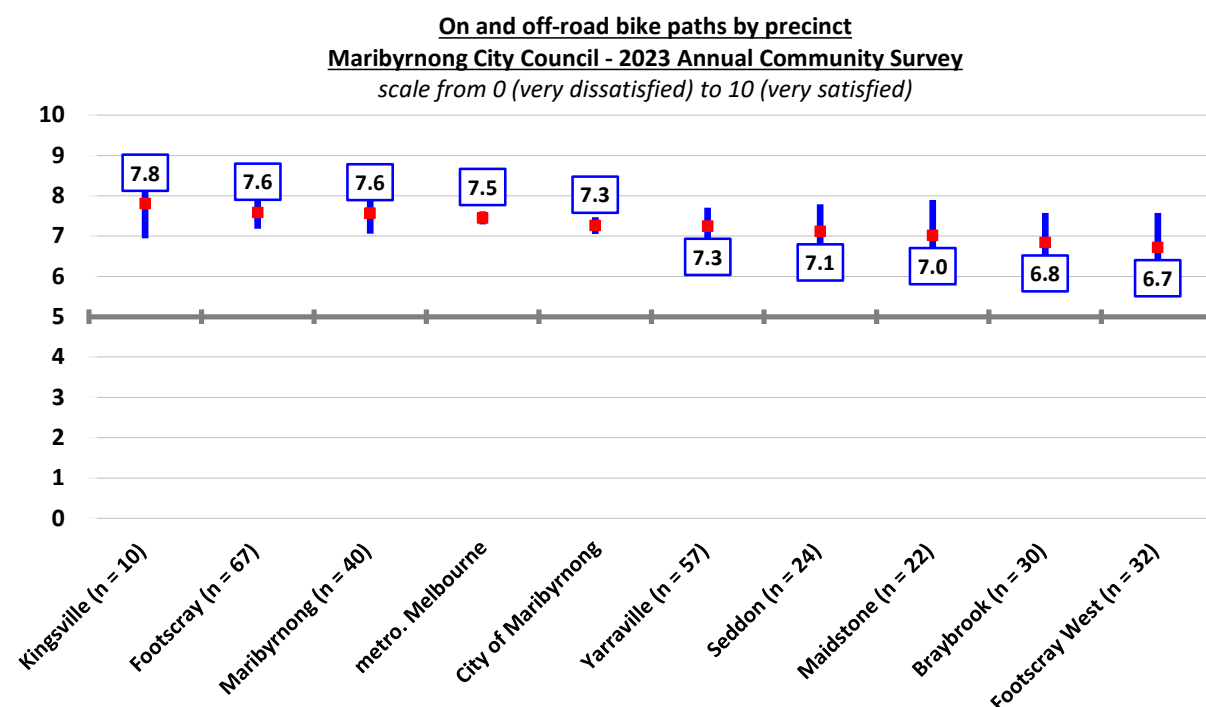
There was no substantial variation in this result observed by respondent profile.

By way of comparison, this result was notably but not measurably lower than the metropolitan Melbourne average satisfaction with “bike and shared paths (both on-road and off-road and including shared paths)” of 7.5, as recorded in the 2023 *Governing Melbourne* research.

Importance of and satisfaction with on and off road bike paths
Maribyrnong City Council - 2023 Annual Community Survey
 (Index score 0 - 10)



Whilst there was no statistically significant variation in satisfaction with on and off-road bike paths observed across the municipality, it is noted that 10 respondents from Kingsville rated satisfaction at an “excellent” rather than a “very good” level of satisfaction.



On and off-road walking paths

On and off-road walking paths were the 17th most important of the 39 included services and facilities this year, with an average importance of 8.7 out of 10.

Satisfaction with on and off-road walking paths declined marginally this year, down one percent to 7.4 out of 10, although it remains at a “very good” level of satisfaction.

This result ranks on and off-road walking paths 17th in terms of satisfaction this year.

Despite the marginal decline in satisfaction this year, satisfaction with on and off-road bike paths remains somewhat above long-term average satisfaction since 2010 of 7.2.

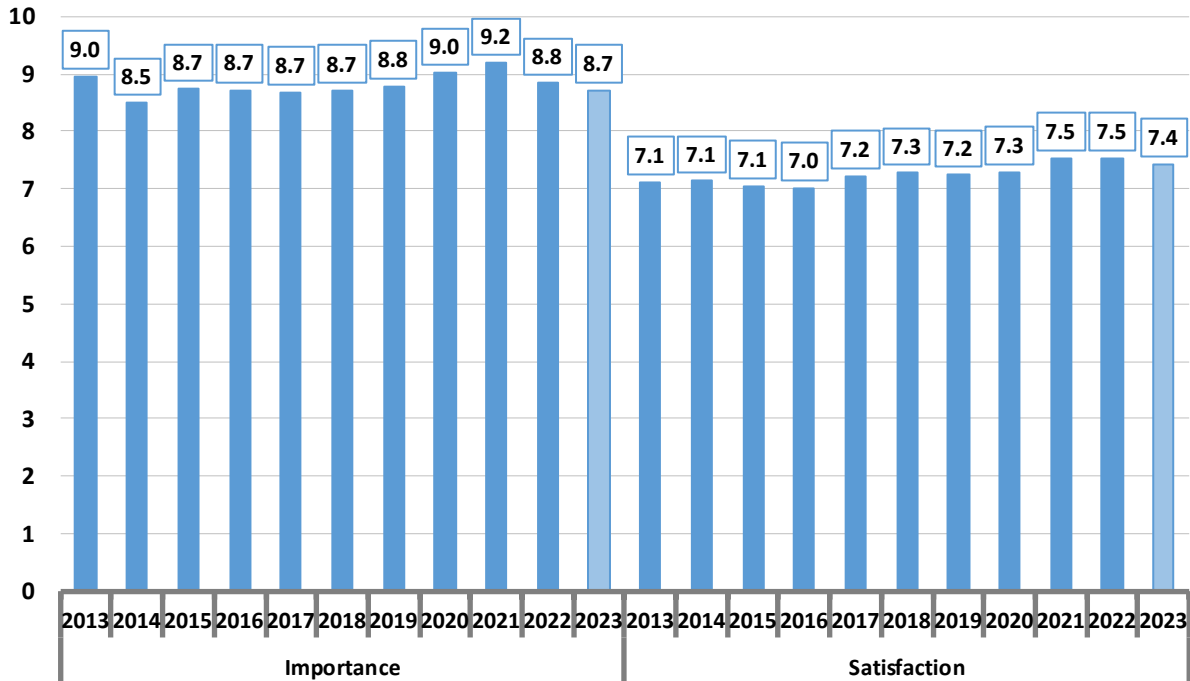
This result was comprised of 55% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 391 of the 397 respondents (50%) from households who had used these facilities in the last 12 months.

There was some variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) notably less satisfied than average.

By way of comparison, this result was notably but not measurably lower than the metropolitan Melbourne average satisfaction with “bike and shared paths (both on-road and off-road and including shared paths)” of 7.5, as recorded in the 2023 *Governing Melbourne* research.

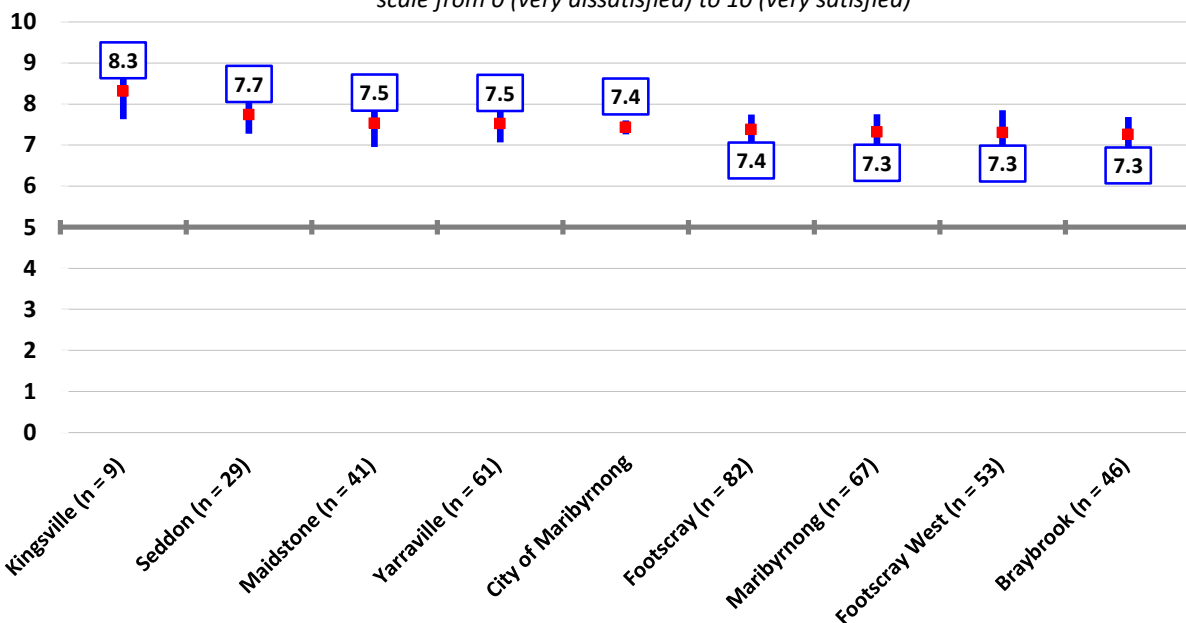


Importance of and satisfaction with on and off road walking paths
Maribyrnong City Council - 2023 Annual Community Survey
 (Index score 0 - 10)



There was some statistically significant variation in satisfaction with on and off-road walking paths observed across the municipality, with nine respondents from Kingsville measurably more satisfied than average and at an “excellent” rather than a “very good” level of satisfaction.

On and off-road walking paths by precinct
Maribyrnong City Council - 2023 Annual Community Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



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?”

moment?”

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

Approximately two-thirds (64% down from 77%) of respondents nominated at least one issue, consistent with the proportion who provided a score in 2021, 2020, and 2019, but down notably on the 77% who nominated at least one issue last year.

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, such as traffic management.

The most nominated issue this year was road maintenance and repairs (including roadworks), with 13% (up from 12%) nominating these issues, followed by traffic management (11% down from 15%).

Metropolis Research notes that traffic management declined as an issue this year, returning to the COVID-19 period of 2020 and 2021. This is an interesting result as it suggests that traffic management has rebounded as an issue post-pandemic, which is a result observed by Metropolis Research across many municipalities this year.

It is, however, noted that traffic management remained a significant issue in both the City of Wyndham (22% up from 17%) and the City of Melton (25% down from 26%). This suggests that the change in traffic movements in the outer urban areas has not flowed through into increased traffic management concerns in the City of Maribyrnong.

It is also noted that traffic management was identified by a somewhat lower proportion of respondents in the City of Maribyrnong than the metropolitan Melbourne (10%) average as recorded in the 2023 *Governing Melbourne* research.



Change in issues between 2022 and 2023

There was relatively little variation in the results between 2022 and 2023 observed, although the following is noted:

- ***Marginal increase in the City of Maribyrnong in 2023*** – includes safety, policing, and crime (7% up from 5%) and lighting (6% up from 3%).
- ***Notable decrease in the City of Maribyrnong in 2023*** – includes traffic management (11% down from 15%), cycling and walking tracks (4% down from 8%), planning and development (3% down from 8%), cleanliness and maintenance of the area (3% down from 6%), and flooding issues (2% down from 4%).

The proportion of respondents who nominated safety, policing, and crime issues increased marginally again this year (7% up from 5%). This result appears consistent with the most recent pre-pandemic result of seven percent in 2019. This result was also consistent with the small decrease in the average [perception of safety](#) in the public areas of the City of Maribyrnong recorded this year.

Comparison of issues to metropolitan Melbourne

When compared to the results from the 2023 *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:

- ***Somewhat more prominent in the City of Maribyrnong*** – includes Council rates (8% compared to 5%) and lighting (6% compared to 3%)
- ***Somewhat less prominent in the City of Maribyrnong*** – includes public transport (2% compared to 5%) and street cleaning and maintenance (1% compared to 4%).

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 safety, policing, and crime, cycling and walking paths and tracks, cleaning and maintenance, footpaths, roads, Council rates, and planning and development issues.

On average, the respondents nominating these issues were measurably or at least notably less satisfied with Council's overall performance than the average of all respondents (6.9) and measurably lower than the average of the 289 respondents who did not nominate any issues to address for the City of Maribyrnong at the moment, who rated satisfaction at 7.4 or "very good".

This result of respondents who did not nominate any issues to address rating satisfaction at 7.4 out of 10 is a positive result, which suggests an underlying high level of satisfaction with the performance of Maribyrnong City Council in meeting the needs of the community.



Top three issues for the City of Maribyrnong at the moment
Maribyrnong City Council - 2023 Annual Community Survey
(Number and percent of total respondents)

Issue	2023		2022	2021	2020	2019	2023 Metro.*
	Number	Percent					
Road maintenance and repairs	103	13%	12%	8%	7%	10%	10%
Traffic management	90	11%	15%	13%	8%	17%	13%
Council rates	66	8%	6%	5%	8%	4%	5%
Provision and maintenance of street trees	58	7%	6%	5%	2%	5%	7%
Parks, gardens and open space	55	7%	9%	7%	7%	6%	9%
Safety, policing and crime	54	7%	5%	3%	3%	7%	5%
Car parking	49	6%	9%	8%	10%	14%	6%
Lighting	44	6%	3%	2%	2%	5%	3%
Rubbish and waste issues including garbage	41	5%	6%	5%	3%	4%	6%
Footpath maintenance and repairs	36	5%	6%	4%	4%	5%	7%
Cycling and walking tracks	34	4%	8%	6%	3%	2%	3%
Building, planning, housing and development	21	3%	8%	6%	5%	6%	3%
Cleanliness and maintenance of area	21	3%	6%	3%	6%	7%	5%
Hard rubbish collection	18	2%	2%	3%	3%	2%	1%
Public toilets	17	2%	2%	3%	2%	2%	2%
Cost of living	16	2%	1%	0%	0%	0%	1%
Flooding issues	15	2%	4%	0%	0%	0%	1%
Recycling services and facilities	15	2%	1%	3%	2%	8%	2%
Communication and provision of information	14	2%	2%	3%	1%	1%	3%
Environment, conservation, climate change	14	2%	4%	2%	3%	5%	3%
Public transport	14	2%	2%	2%	1%	2%	5%
Footscray CBD issues	13	2%	1%	4%	0%	0%	n.a.
Housing availability / affordability	11	1%	0%	0%	0%	1%	0%
Shops, restaurants and entertainment venues	10	1%	1%	1%	0%	1%	2%
Sports and recreation facilities	10	1%	1%	1%	1%	1%	2%
Street cleaning and maintenance	10	1%	2%	2%	1%	3%	4%
Dumped rubbish	9	1%	2%	1%	1%	n.a.	2%
Noise	9	1%	1%	0%	1%	0%	1%
Education and schools	8	1%	1%	1%	1%	1%	1%
Graffiti and vandalism	8	1%	2%	1%	2%	1%	1%
Green waste collection	8	1%	2%	2%	2%	1%	2%
Community activities, arts and culture	7	1%	2%	1%	2%	2%	0%
Drugs, alcohol and cigarette issues	7	1%	1%	1%	1%	1%	0%
Animal management	6	1%	4%	1%	1%	0%	2%
Dog off leash issues and amenities	6	1%	0%	0%	0%	0%	1%
Homelessness and beggars	6	1%	1%	0%	0%	1%	1%
Children activities and facilities	5	1%	1%	1%	1%	1%	2%
Council customer service / responsiveness	5	1%	2%	3%	2%	1%	1%
All other issues (31 separately identified issues)	71	9%	11%	12%	13%	12%	14%
Total responses	1,004		1,218	973	876	1,120	1,061
<i>Respondents identifying at least one issue</i>	<i>511</i> <i>(64%)</i>		<i>614</i> <i>(77%)</i>	<i>491</i> <i>(61%)</i>	<i>479</i> <i>(60%)</i>	<i>534</i> <i>(67%)</i>	<i>558</i> <i>(70%)</i>

(*) 2023 metropolitan Melbourne average from Governing Melbourne



Top Issues by precinct

There was some notable variation in the issues to address nominated by respondents from across the eight precincts comprising the City of Maribyrnong, with attention drawn to the following:

- ***Maribyrnong precinct*** – respondents were notably more likely than average to nominate flooding issues.
- ***Seddon*** – respondents were notably more likely than average to nominate Council rates, parks, gardens, and open spaces, and public transport related issues.
- ***Yarraville*** – respondents were notably more likely than average to nominate traffic management, car parking, and recycling services and facilities.
- ***Braybrook*** – respondents were notably more likely than average to nominate safety, policing, and crime and lighting related issues.
- ***Kingsville*** – respondents were notably more likely than average to nominate Council rates and noise related issues.



Top three issues for the City of Maribyrnong at the moment by precinct

Maribyrnong City Council - 2023 Annual Community Survey

(Number and percent of total respondents)

Maribyrnong	
Road maintenance and repairs	12%
Provision and maintenance of street trees	12%
Council rates	11%
Flooding issues	10%
Rubbish and waste issues inc. garbage	6%
Safety, policing and crime	5%
Communication,consultation,prov. of info.	4%
Public transport	4%
Footpath maintenance and repairs	4%
Traffic management	4%
All other issues	49%
<i>Respondents identifying an issue</i>	<i>80 (69%)</i>

Footscray	
Traffic management	11%
Provision and maintenance of street trees	9%
Road maintenance and repairs	9%
Safety, policing and crime	8%
Cycling and walking tracks	7%
Car parking	6%
Footpath maintenance and repairs	6%
Parks, gardens and open spaces	5%
Council rates	5%
Rubbish and waste issues inc. garbage	4%
All other issues	40%
<i>Respondents identifying an issue</i>	<i>93 (54%)</i>

Footscray West	
Road maintenance and repairs	14%
Traffic management	9%
Council rates	8%
Parks, gardens and open spaces	7%
Rubbish and waste issues inc. garbage	7%
Safety, policing and crime	5%
Car parking	5%
Cost of living	5%
Cycling and walking tracks	5%
Cleanliness and maintenance of area	4%
All other issues	60%
<i>Respondents identifying an issue</i>	<i>63 (57%)</i>

Seddon	
Council rates	21%
Road maintenance and repairs	15%
Parks, gardens and open spaces	13%
Traffic management	13%
Public transport	11%
Rubbish and waste issues inc. garbage	6%
Provision and maintenance of street trees	6%
Cycling and walking tracks	6%
Public toilets	6%
Education and schools	4%
All other issues	64%
<i>Respondents identifying an issue</i>	<i>38 (80%)</i>

Yarraville	
Traffic management	20%
Road maintenance and repairs	15%
Car parking	12%
Parks, gardens and open spaces	9%
Provision and maintenance of street trees	9%
Council rates	8%
Recycling services and facilities	7%
Lighting	6%
Footpath maintenance and repairs	5%
Cycling and walking tracks	4%
All other issues	53%
<i>Respondents identifying an issue</i>	<i>97 (70%)</i>

Braybrook	
Safety, policing and crime	20%
Lighting	14%
Road maintenance and repairs	13%
Traffic management	11%
Rubbish and waste issues inc. garbage	9%
Provision and maintenance of street trees	9%
Council rates	7%
Parks, gardens and open spaces	6%
Footpath maintenance and repairs	6%
Car parking	4%
All other issues	42%
<i>Respondents identifying an issue</i>	<i>66 (69%)</i>



Top three issues for the City of Maribyrnong at the moment by precinct

Maribyrnong City Council - 2023 Annual Community Survey

(Number and percent of total respondents)

Maidstone	
Road maintenance and repairs	16%
Traffic management	9%
Car parking	7%
Lighting	7%
Parks, gardens and open spaces	4%
Council rates	4%
Safety, policing and crime	4%
Children activities and facilities	3%
Rubbish and waste issues inc. garbage	3%
Drugs, alcohol and cigarette issues	3%
All other issues	43%
Respondents identifying an issue	50 (56%)

Kingsville	
Parks, gardens and open spaces	19%
Road maintenance and repairs	16%
Traffic management	13%
Council rates	9%
Hard rubbish collection	9%
Footpath maintenance and repairs	6%
Safety, policing and crime	6%
Governance, accountability, reputation	6%
Cycling and walking tracks	6%
Noise	6%
All other issues	38%
Respondents identifying an issue	25 (78%)

City of Maribyrnong	
Road maintenance and repairs	13%
Traffic management	11%
Council rates	8%
Provision and maintenance of street trees	7%
Parks, gardens and open space	7%
Safety, policing and crime	7%
Car parking	6%
Lighting	6%
Rubbish and waste issues incl. garbage	5%
Footpath maintenance and repairs	5%
All other issues	51%
Respondents identifying an issue	511 (64%)

IMAP Councils	
Parking	13%
Provision and maintenance of street trees	12%
Traffic management	9%
Safety, policing and crime	8%
Street cleaning and maintenance	7%
Council rates	6%
Bicycle, cycling / walking tracks	6%
Cleanliness and maintenance of area	5%
Footpath maintenance and repairs	5%
Roads maintenance and repairs	5%
All other issues	59%
Respondents identifying an issue	85 (67%)

Western region	
Parks, gardens and open spaces	10%
Provision and maintenance of street trees	8%
Traffic management	8%
Parking	7%
Safety, policing and crime	7%
Public transport	6%
Roads maintenance and repairs	6%
Footpath maintenance and repairs	5%
Cleanliness and maintenance of area	5%
Dumped rubbish	5%
All other issues	59%
Respondents identifying an issue	101 (66%)

metro. Melbourne	
Traffic management	13%
Roads maintenance and repairs	10%
Parks, gardens and open space	9%
Footpath maintenance and repairs	7%
Street trees / nature strips	7%
Car parking	6%
Rubbish and waste issues	6%
Safety, policing and crime	5%
Public transport	5%
Cleanliness and maintenance of area	5%
All other issues	61%
Respondents identifying an issue	558 (70%)



Top issues by respondent profile

There was some notable variation in the nominated issues to address observed by respondent profile, including age structure, gender, and language spoken at home, with attention drawn to the following:

- ***Young adults (aged 18 to 34 years)*** – respondents were not notably more likely to nominate any specific issues.
- ***Adults (aged 35 to 44 years)*** – respondents were notably more likely than average to nominate traffic management related issues.
- ***Middle-aged adults (aged 45 to 54 years)*** – respondents were notably more likely than average to nominate roads, traffic management, Council rates, car parking, and planning and development related issues.
- ***Older adults (aged 55 to 74 years)*** – respondents were notably more likely than average to nominate roads, Council rates, car parking, and footpath related issues.
- ***Senior citizens (aged 75 years and over)*** – respondents were notably more likely than average to nominate issues with street trees, cycling and walking paths and tracks.
- ***Male*** – respondents were marginally more likely than females to nominate Council rates and charges related issues.
- ***Female*** – respondents were notably more likely than males to nominate street trees related issues.
- ***English speaking household*** – respondents were notably more likely than respondents from multilingual households to nominate roads, traffic management, Council rates, parks, gardens, and open spaces related issues.
- ***Multilingual household*** – respondents were notably more likely than respondents from English speaking households to nominate street trees related issues.
- ***Households with a member with disability*** – respondents were notably more likely than other respondents to nominate cycling and walking paths and tracks, and housing affordability and accessibility related issues.



Top three issues for the City of Maribyrnong at the moment by respondent profile

Maribyrnong City Council - 2023 Annual Community Survey

(Number and percent of total respondents)

Young adults (18 to 34 years)		Adults (35 to 44 years)	
Road maintenance and repairs	11%	Traffic management	16%
Lighting	8%	Road maintenance and repairs	11%
Safety, policing and crime	8%	Council rates	8%
Traffic management	8%	Parks, gardens and open spaces	7%
Parks, gardens and open spaces	8%	Safety, policing and crime	7%
Rubbish and waste issues inc. garbage	6%	Provision and maintenance of street trees	7%
Provision and maintenance of street trees	5%	Lighting	5%
Car parking	5%	Car parking	4%
Cycling and walking tracks	4%	Rubbish and waste issues inc. garbage	4%
Council rates	4%	Public transport	3%
All other issues	38%	All other issues	61%
<i>Respondents identifying an issue</i>	<i>183</i>	<i>Respondents identifying an issue</i>	<i>104</i>
	<i>(56%)</i>		<i>(63%)</i>
Middle aged adults (45 to 54 years)		Older adults (55 to 74 years)	
Road maintenance and repairs	16%	Road maintenance and repairs	18%
Traffic management	16%	Council rates	16%
Council rates	14%	Traffic management	11%
Car parking	9%	Car parking	10%
Safety, policing and crime	8%	Provision and maintenance of street trees	9%
Parks, gardens and open spaces	7%	Footpath maintenance and repairs	8%
Provision and maintenance of street trees	7%	Parks, gardens and open spaces	6%
Building, planning, housing, development	6%	Lighting	4%
Rubbish and waste issues inc. garbage	6%	Safety, policing and crime	4%
Footpath maintenance and repairs	4%	Street cleaning and maintenance	4%
All other issues	58%	All other issues	65%
<i>Respondents identifying an issue</i>	<i>85</i>	<i>Respondents identifying an issue</i>	<i>101</i>
	<i>(73%)</i>		<i>(77%)</i>
Senior citizens (75 years and over)		City of Maribyrnong	
Provision and maintenance of street trees	15%	Road maintenance and repairs	13%
Road maintenance and repairs	11%	Traffic management	11%
Cycling and walking tracks	8%	Council rates	8%
Footpath maintenance and repairs	6%	Provision and maintenance of street trees	7%
Traffic management	6%	Parks, gardens and open space	7%
Car parking	5%	Safety, policing and crime	7%
Cleanliness and maintenance of area	5%	Car parking	6%
Council rates	5%	Lighting	6%
Rubbish and waste issues inc. garbage	5%	Rubbish and waste issues incl. garbage	5%
Flooding issues	5%	Footpath maintenance and repairs	5%
All other issues	53%	All other issues	51%
<i>Respondents identifying an issue</i>	<i>38</i>	<i>Respondents identifying an issue</i>	<i>511</i>
	<i>(62%)</i>		<i>(64%)</i>



Top three issues for the City of Maribyrnong at the moment by respondent profile

Maribyrnong City Council - 2023 Annual Community Survey

(Number and percent of total respondents)

Male	
Road maintenance and repairs	12%
Traffic management	11%
Council rates	9%
Safety, policing and crime	8%
Parks, gardens and open spaces	7%
Car parking	7%
Lighting	5%
Rubbish and waste issues inc. garbage	5%
Provision and maintenance of street trees	5%
Cycling and walking tracks	5%
All other issues	43%
<i>Respondents identifying an issue</i>	241 (61%)

Female	
Road maintenance and repairs	14%
Traffic management	12%
Provision and maintenance of street trees	9%
Council rates	7%
Parks, gardens and open spaces	7%
Safety, policing and crime	6%
Car parking	6%
Lighting	6%
Rubbish and waste issues inc. garbage	5%
Footpath maintenance and repairs	5%
All other issues	59%
<i>Respondents identifying an issue</i>	266 (67%)

English speaking	
Road maintenance and repairs	16%
Traffic management	13%
Council rates	9%
Parks, gardens and open spaces	9%
Car parking	7%
Provision and maintenance of street trees	6%
Safety, policing and crime	6%
Cycling and walking tracks	6%
Lighting	5%
Rubbish and waste issues inc. garbage	4%
All other issues	53%
<i>Respondents identifying an issue</i>	351 (66%)

Multi-lingual	
Provision and maintenance of street trees	9%
Safety, policing and crime	8%
Traffic management	8%
Road maintenance and repairs	7%
Council rates	6%
Rubbish and waste issues inc. garbage	6%
Lighting	6%
Footpath maintenance and repairs	5%
Car parking	5%
Parks, gardens and open spaces	3%
All other issues	46%
<i>Respondents identifying an issue</i>	151 (58%)

Household members with disability	
Traffic management	11%
Parks, gardens and open spaces	9%
Car parking	9%
Safety, policing and crime	8%
Provision and maintenance of street trees	8%
Cycling and walking tracks	8%
Road maintenance and repairs	6%
Footpath maintenance and repairs	6%
Housing availability / affordability	6%
Cleanliness and maintenance of area	5%
All other issues	63%
<i>Respondents identifying an issue</i>	45 (70%)

Household members without disability	
Road maintenance and repairs	13%
Traffic management	11%
Council rates	9%
Provision and maintenance of street trees	7%
Parks, gardens and open spaces	7%
Safety, policing and crime	7%
Car parking	6%
Rubbish and waste issues inc. garbage	5%
Lighting	5%
Footpath maintenance and repairs	5%
All other issues	49%
<i>Respondents identifying an issue</i>	450 (63%)



Mayoral recognition

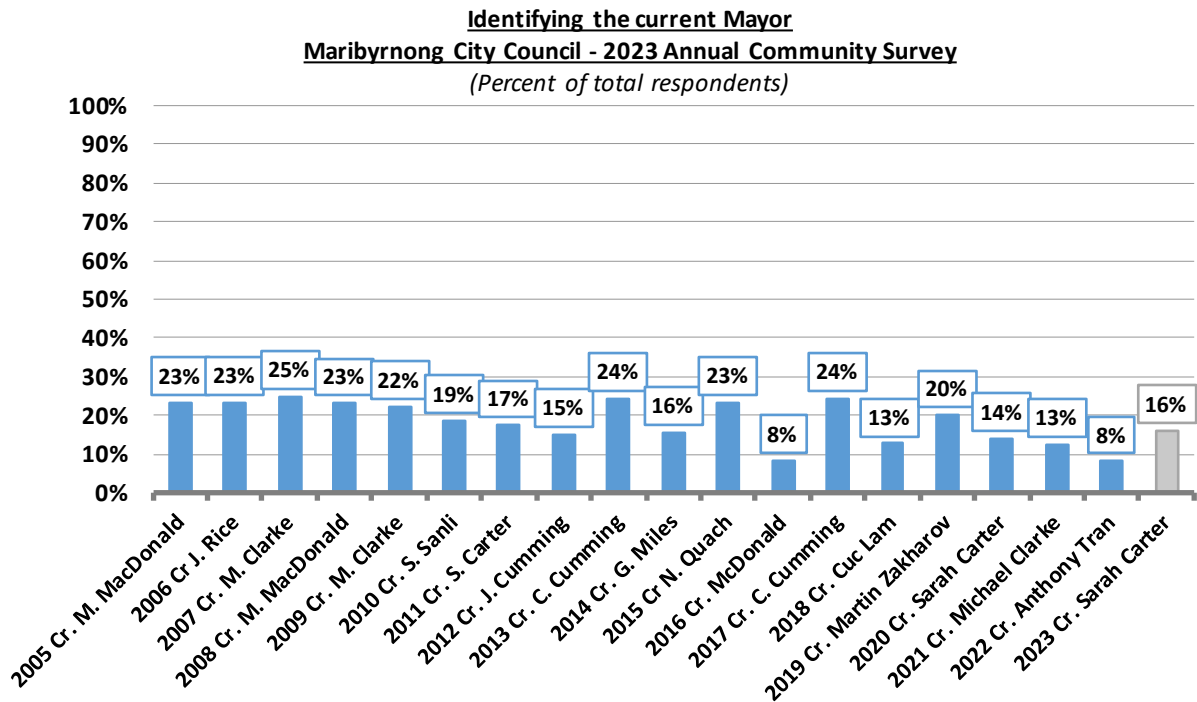
Respondents were asked:

“Can you name the current Mayor of the City of Maribyrnong?”

Respondents were again in 2023, asked if they could identify the current Mayor of the City of Maribyrnong, from a list of all current Councillors.

This year, 16% of respondents were able to correctly identify Cr Sarah Carter as the current Mayor. This is a statistically significant increase on the results from 2022, and somewhat above the results recorded in both 2021 and 2020.

Despite the significant increase in awareness of the current Mayor this year, this result remains somewhat below the long-term average result for this question since the question was first asked back in 2005 of 18%.



Identifying the Mayor
Maribyrnong City Council - 2023 Annual Community Survey
 (Number and percent of total respondents)

Councillor	2023		2022	2021	2020	2019	2018
	Number	Percent					
Cr Sarah Carter	128	16%	5%	0%	1%	0%	n.a.
Cr Anthony Tran	27	3%	8%	2%	0%	1%	1%
Cr Cuc Lam	12	2%	1%	1%	2%	1%	13%
Cr Michael Clarke	5	1%	2%	13%	14%	1%	1%
Cr Bernadette Thomas	3	0%	0%	0%	1%	20%	0%
Cr Simon Crawford	3	0%	0%	0%	1%	1%	1%
Cr Jorge Andres Jorquera	1	0%	0%	0%	0%	0%	1%
Can't say	621	78%	83%	84%	80%	76%	73%
Total	800	100%	800	800	800	800	800

Perception of safety in public areas of the City of Maribyrnong

Respondents were asked:

On a scale of 0 (very unsafe) to 10 (very safe), how safe do you feel in public areas in the City of Maribyrnong?"

Respondents were again in 2023, asked to rate how safe they felt in the public areas of the City of Maribyrnong during the day, at night, travelling on / waiting for public transport, in and around Braybrook and Highpoint shopping centres, and in and around the Footscray CBD at night and during the day.

The perception of safety in six of these seven locations and times declined somewhat this year, with the declines statistically significant for the perception of safety in and around Highpoint shopping centre (down 8%), in and around Braybrook shopping centre (down 5%), in the public areas of the municipality during the day (down 4%), and in and around the Footscray CBD during the day (down 3%).

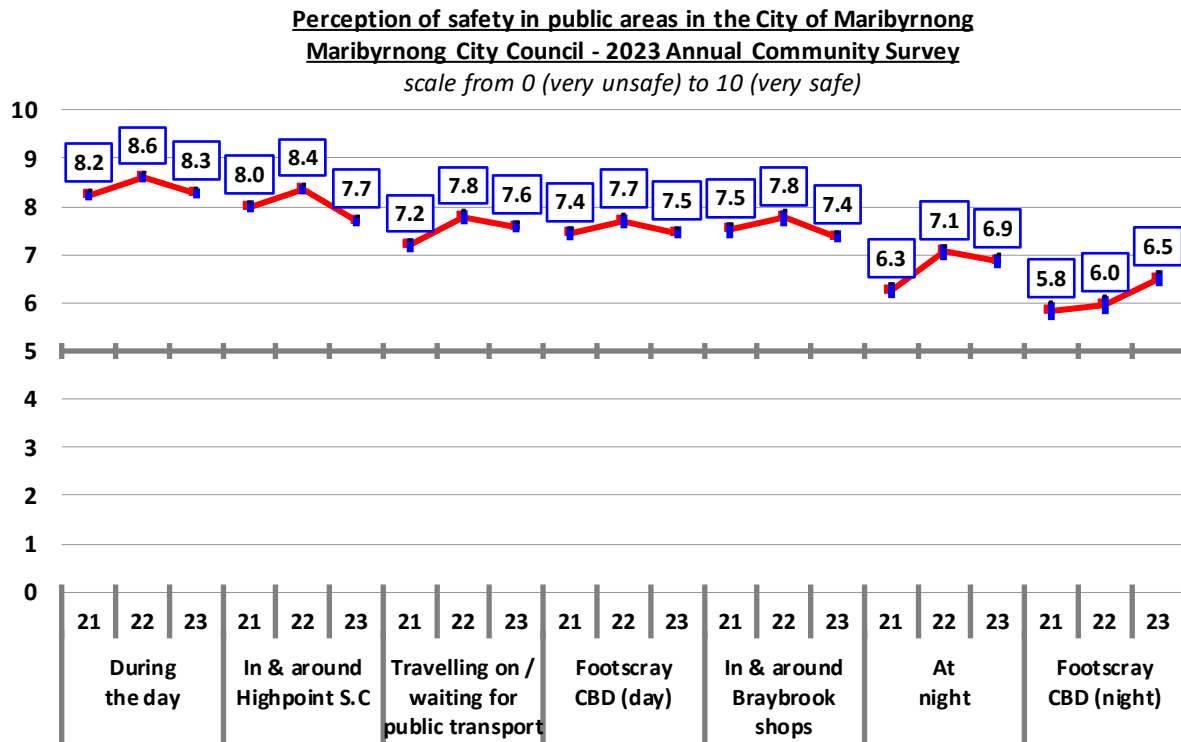
By contrast, the perception of safety in and around the Footscray CBD at night continued to increase, with a statistically significant increase of nine percent recorded this year. This takes the perception of safety in and around the Footscray CBD at night to 6.5 out of 10, an increase of 44% from the low point of 4.5 recorded a decade ago, back in 2013.

Despite the declines recorded for many of these locations and times this year, the perception of safety in the City of Maribyrnong remains relatively solid, although a little below the metropolitan Melbourne average (as discussed below).



Metropolis Research notes that these results were consistent with the small increase (7% up from 5%) in the proportion of respondents who nominated safety, policing, and crime related issues as one of the top three issues to address for the City of Maribyrnong ‘at the moment’.

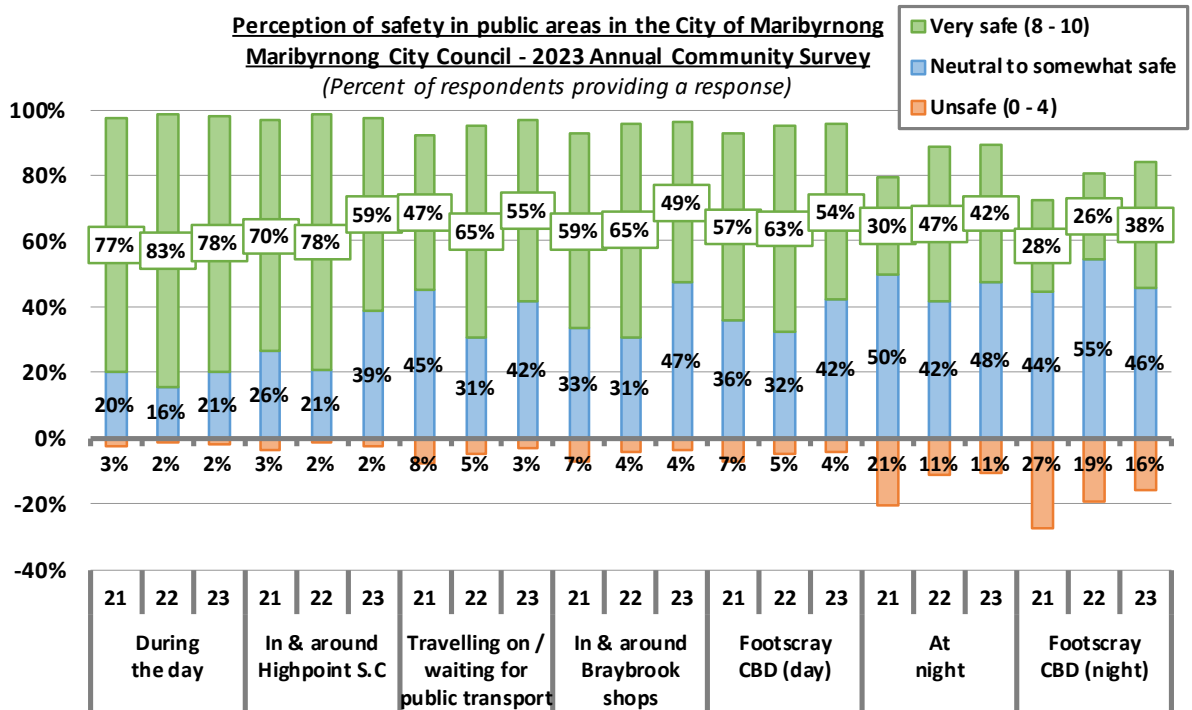
It is also noted that the seven percent of respondents who nominated safety, policing, and crime related issues as a top issue were, on average, four percent less satisfied with Council’s overall performance than the municipal average (6.6 compared to 6.9). This does imply that the issue of safety may be a negative influence on these 54 respondents satisfaction with Council.



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

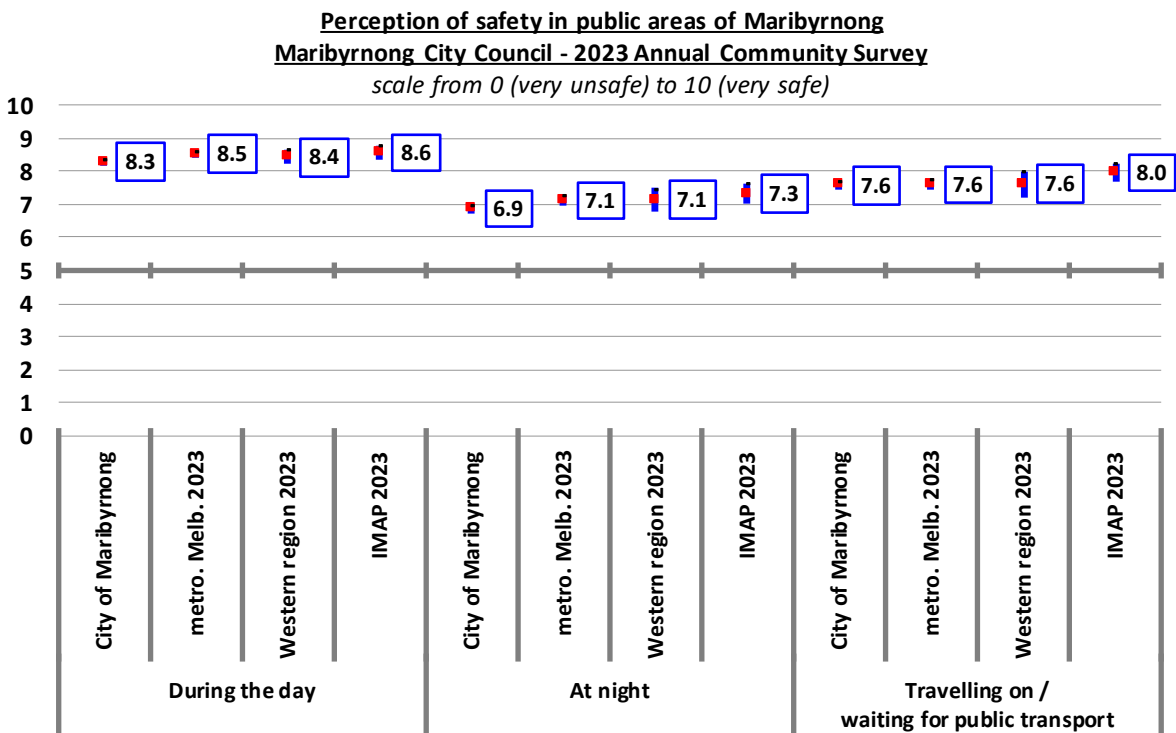
It is noted that there was no increase in the proportion of respondents who felt “unsafe” in any of these locations or times, with particular attention drawn to the continued decline in the proportion of respondents who felt “unsafe” in and around Footscray CBD at night.



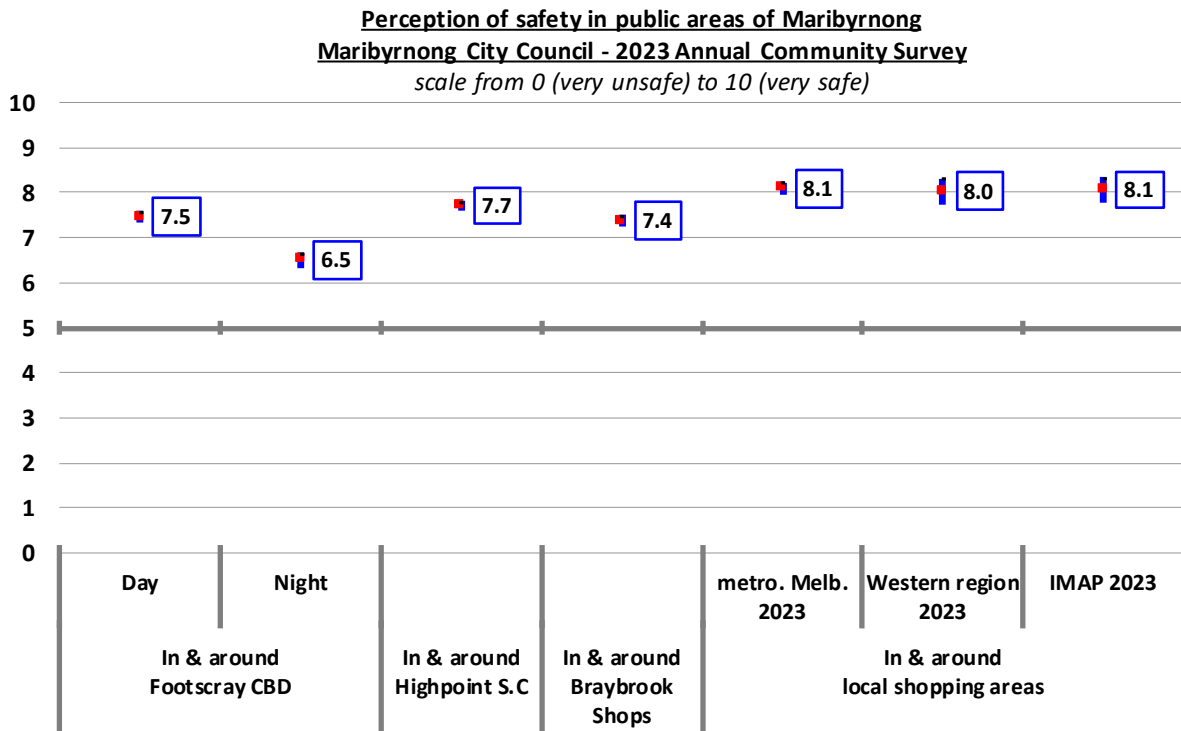


The following graph provides a comparison of the perception of safety against the metropolitan Melbourne, IMAP, and western region councils' averages, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same methodology.

Consistent with historical results, the perception of safety in the public areas of the City of Maribyrnong at night (3% lower) and during the day (2% lower) remain marginally lower than the metropolitan Melbourne average. The perception of safety travelling on / waiting for public transport remains consistent with the metropolitan Melbourne average.



The perception of safety in and around Highpoint and Braybrook shopping centres, as well as Footscray CBD all remain measurably lower than the metropolitan Melbourne, western region, and IMAP councils’ results, as recorded in the 2023 *Governing Melbourne* research.



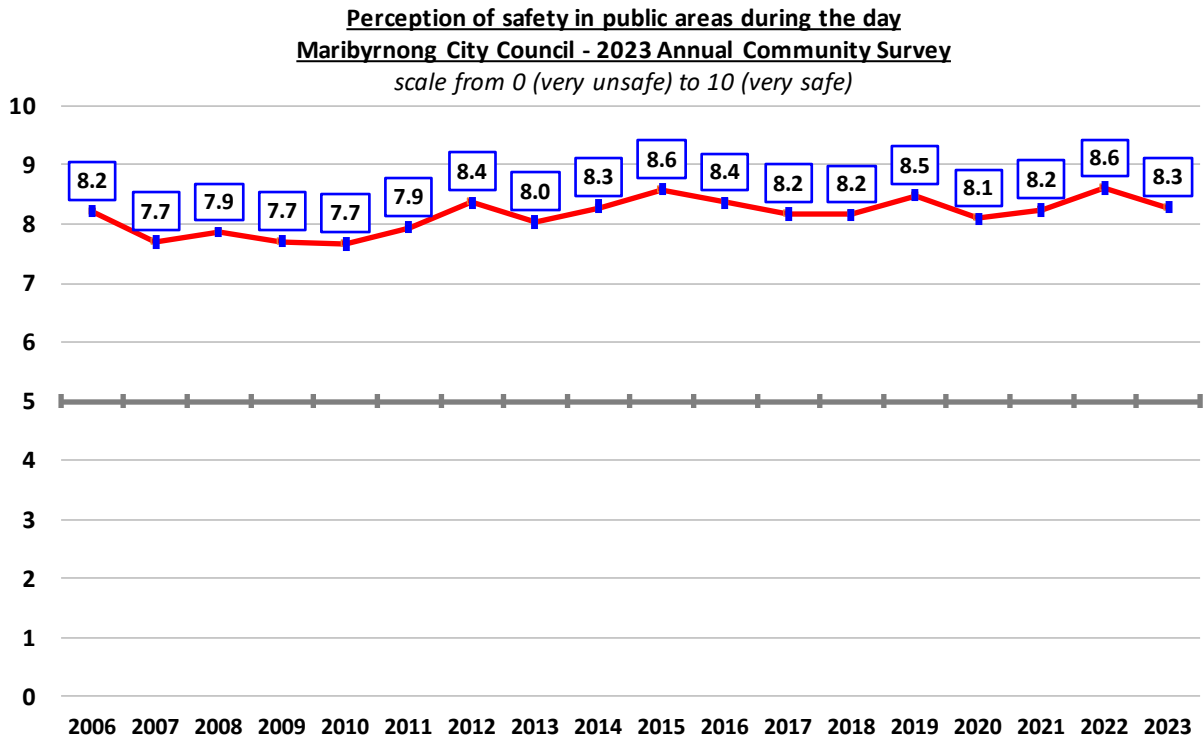
In the public areas of the City of Maribyrnong during the day

The perception of safety in the public areas of the City of Maribyrnong during the day declined measurably this year, down four percent to 8.3 out of 10.

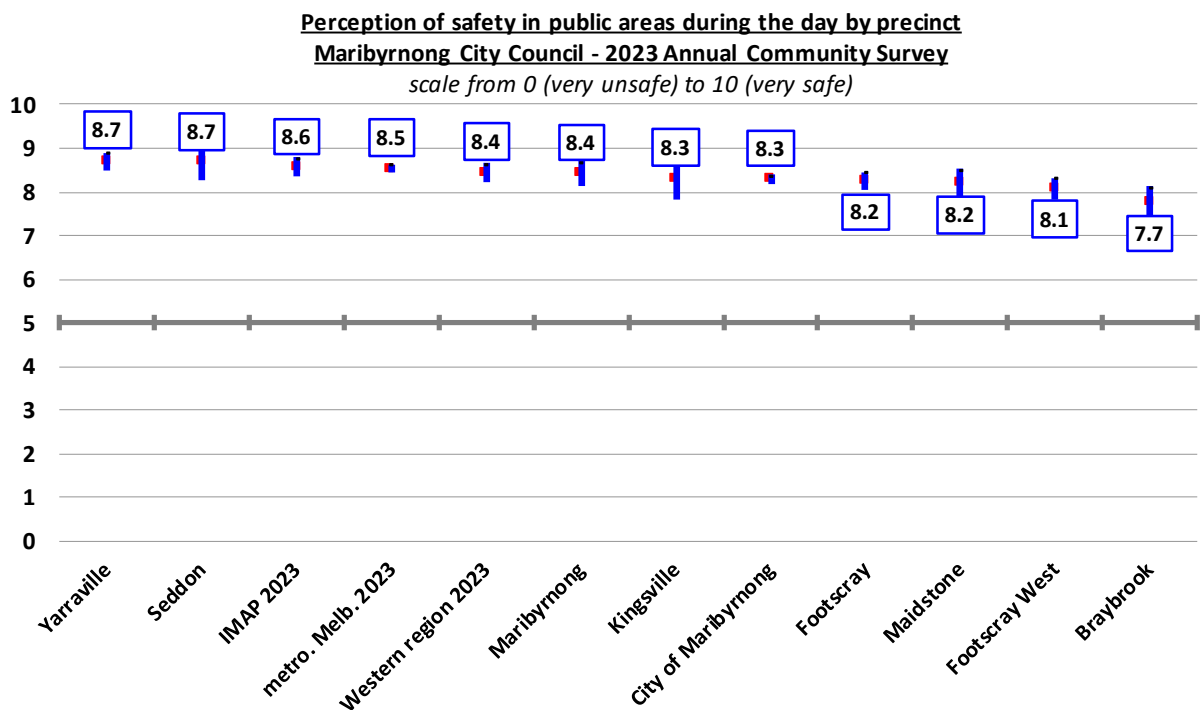
Despite this decline, this result remains marginally above the long-term average result since 2006 of 8.2.

This result was just two percent below the metropolitan Melbourne average.





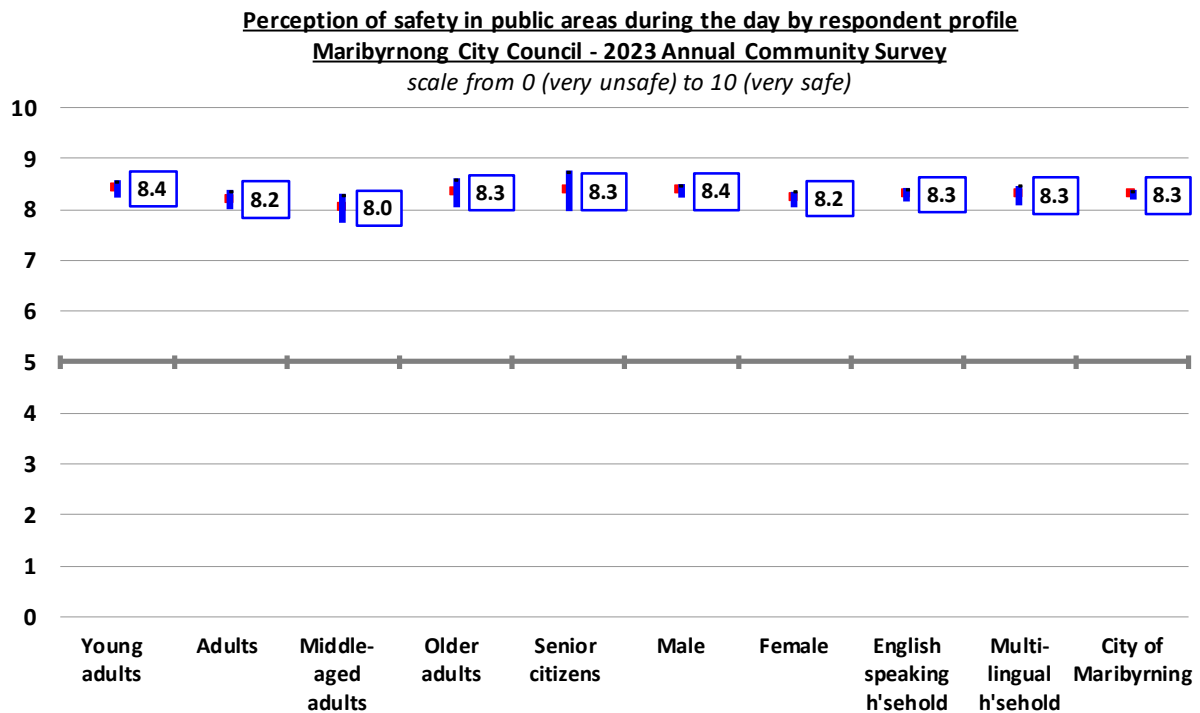
There was measurable variation in this result observed across the City of Maribyrnong, with respondents from Yarraville feeling measurably safer than average, whilst respondents from Braybrook felt measurably less safe.



There was no statistically significant variation in the average perception of safety in the public areas of the City of Maribyrnong during the day observed by respondent profile.



It is noted, however, that middle-aged adults (aged 45 to 59 years) felt marginally but not measurably less safe than other respondents.



In the public areas of the City of Maribyrnong at night

The perception of safety in the public areas of the City of Maribyrnong at night declined somewhat, but not measurably this year, down three percent to 6.9 out of 10.

Despite this small decline this year, the perception of safety in the public areas of the City of Maribyrnong at night remains well above the long-term average since 2006 of 6.3.

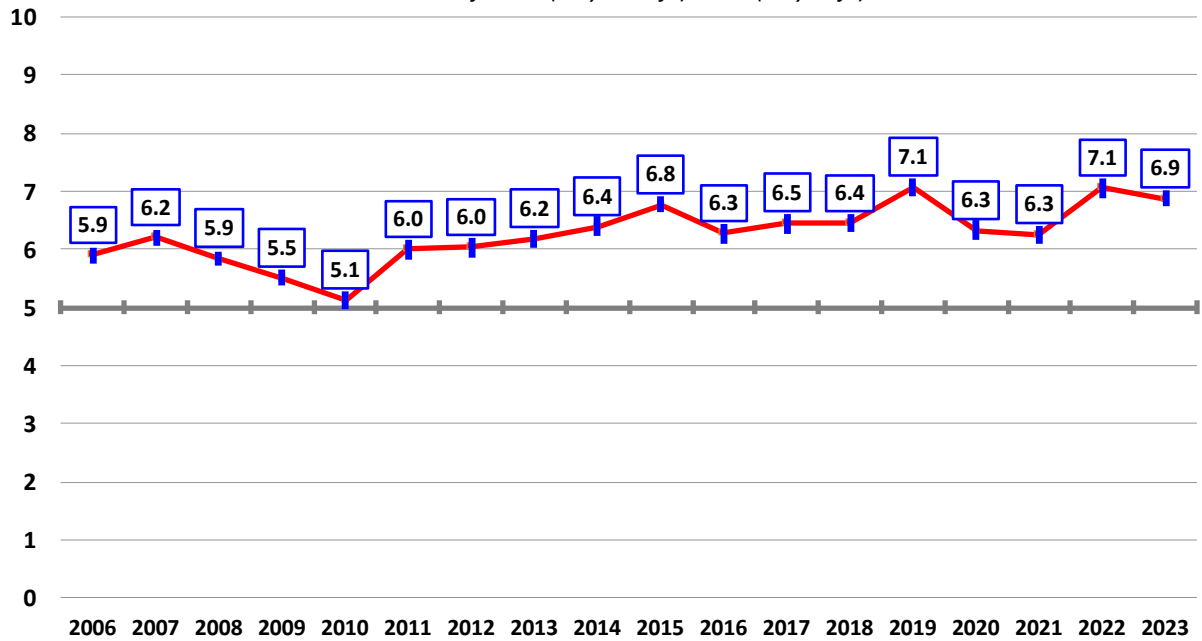
This 2023 result remains the third highest safety at night score recorded since 2006, with 2019 and 2022 both recording scores of 7.1.

These results reflect a sustained improvement over time in how safe the City of Maribyrnong community feels when out and about at night in the area.

This result remains lower than the comparison results from *Governing Melbourne*, including IMAP (6% higher than Maribyrnong), western region and metropolitan Melbourne (3% higher than Maribyrnong).



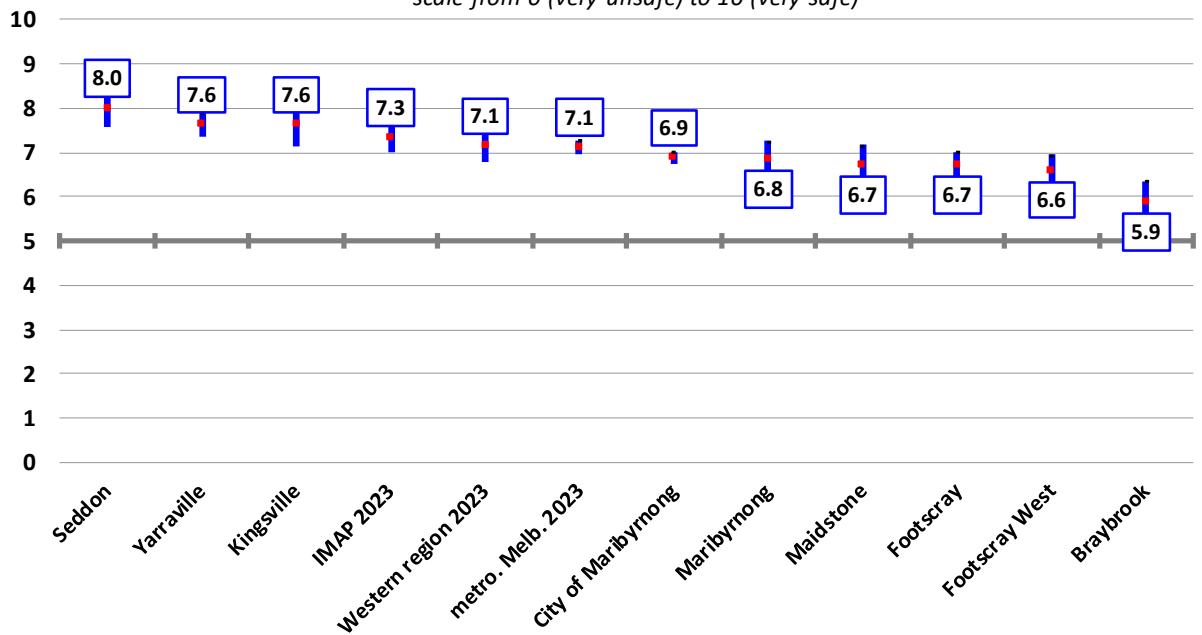
Perception of safety in public areas at night
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)



There was measurable and significant variation in the average perception of safety in the public areas of the municipality observed across the municipality.

Respondents from Seddon, Yarraville, and Kingsville felt measurably and significantly safer than the municipal average, whilst respondents from Braybrook felt measurably and significantly less safe.

Perception of safety in public areas at night by precinct
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)

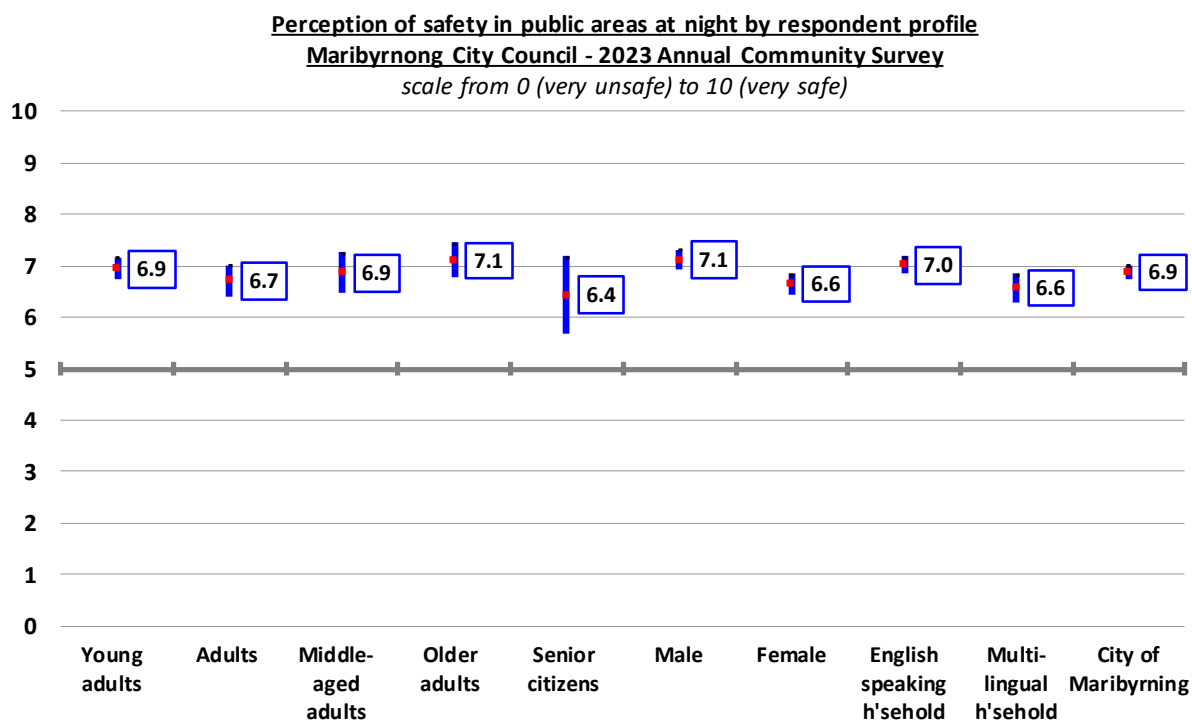


There was also notable and measurable variation in the perception of safety at night observed by respondent profile.

Senior citizens (aged 75 years and over) felt somewhat less safe than average, female respondents felt measurably less safe than male respondents, and respondents from multilingual households felt measurably less safe than respondents from English speaking households.

Metropolis Research notes that it is a little unusual for senior citizens to feel the least safe at night in the public areas of the municipality.

These results tend to suggest a relatively uniform and solid perception of safety at night.



Travelling on or waiting for public transport

The perception of safety travelling on / waiting for public transport declined somewhat but not measurably this year, down three percent to 7.6 out of 10.

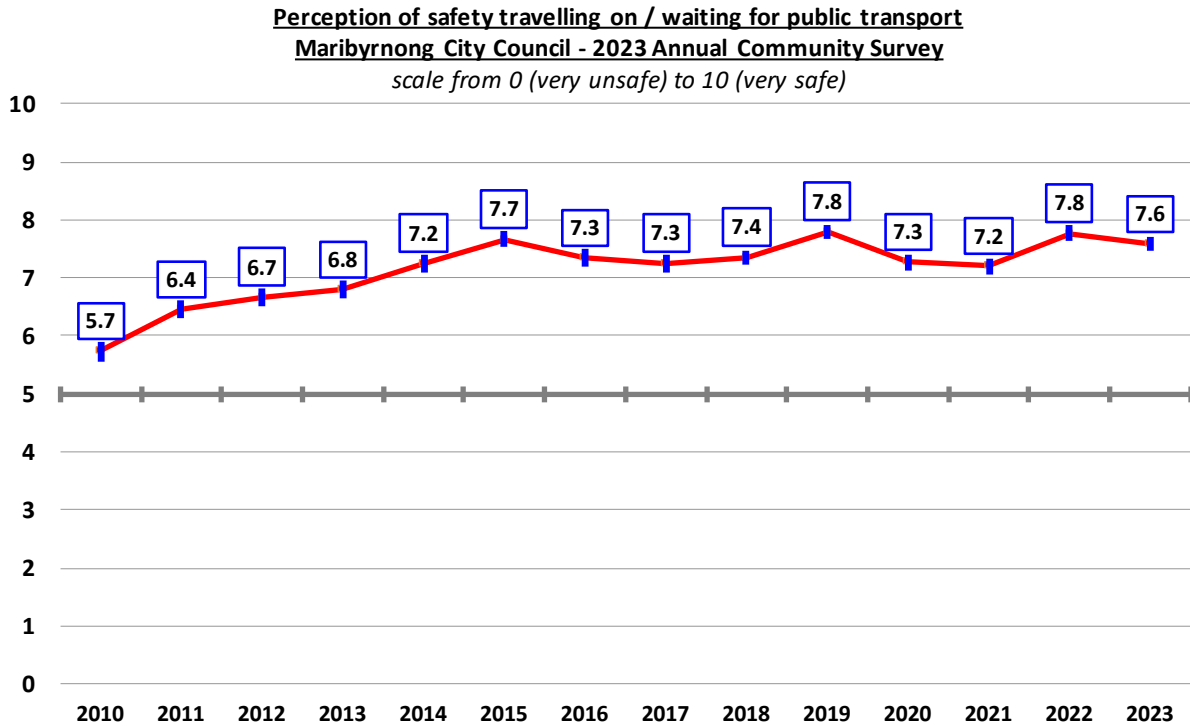
Despite this small decline this year, the average perception of safety travelling on / waiting for public transport remained measurably above the long-term average since 2010 of 7.1.

These results suggest a sustained improvement in the perception of safety travelling on / waiting for public transport for residents of the City of Maribyrnong.

The result this year was identical to both the metropolitan Melbourne and western region councils' average perception of safety but remains measurably below the IMAP councils' average of 8.0, as recorded in *Governing Melbourne*.

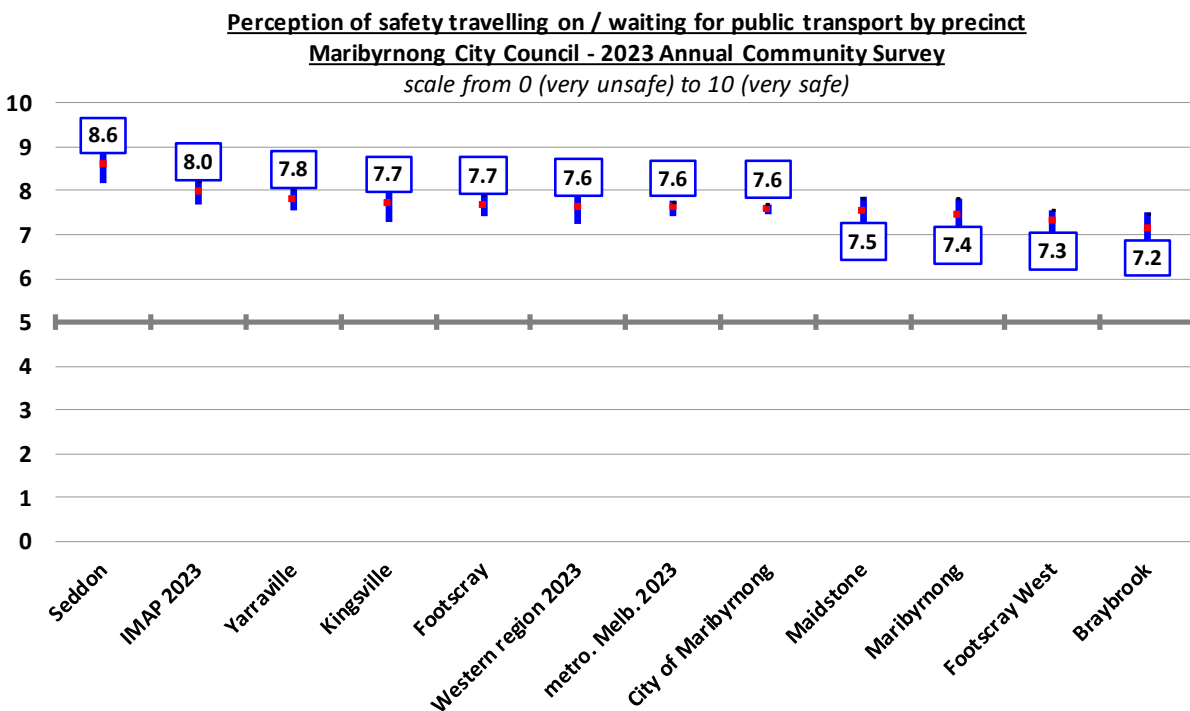


This is consistent with other results that suggest that the perception of safety using public transport tends to be higher in the inner regions and lower further out from the CBD.



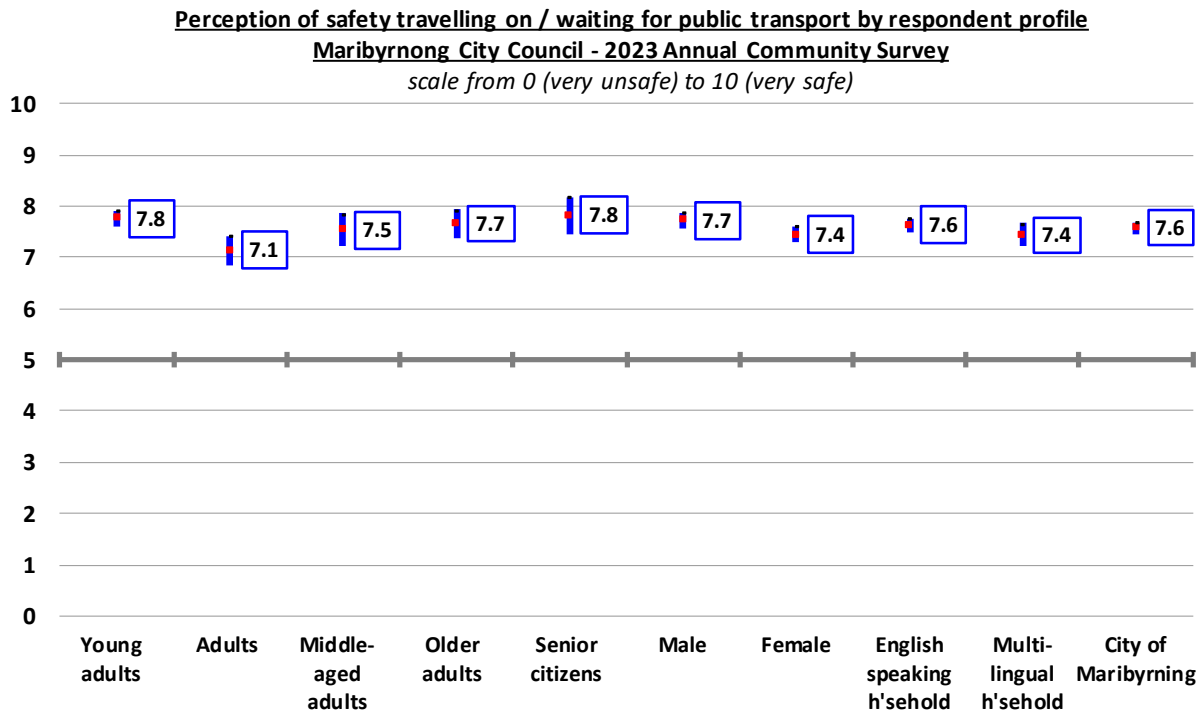
There was measurable and significant variation in the perception of safety travelling on or waiting for public transport observed across the municipality.

Respondents from Seddon felt measurably and significantly safer than the municipal average, whilst respondents from Footscray West felt somewhat less safe and respondents from Braybrook felt measurably less safe than average.



There was some measurable variation in this result observed by respondent profile, with adults (aged 35 to 44 years) feeling measurably less safe than the municipal average.

It is also noted that female respondents felt notably, but not measurably less safe than male respondents travelling on or waiting for public transport.



In and around Footscray CBD

Due to the significance of the Footscray CBD district and longer-term concerns around the perception of safety in and around the area, the survey includes the perception of safety both during the day and at night.

During the day

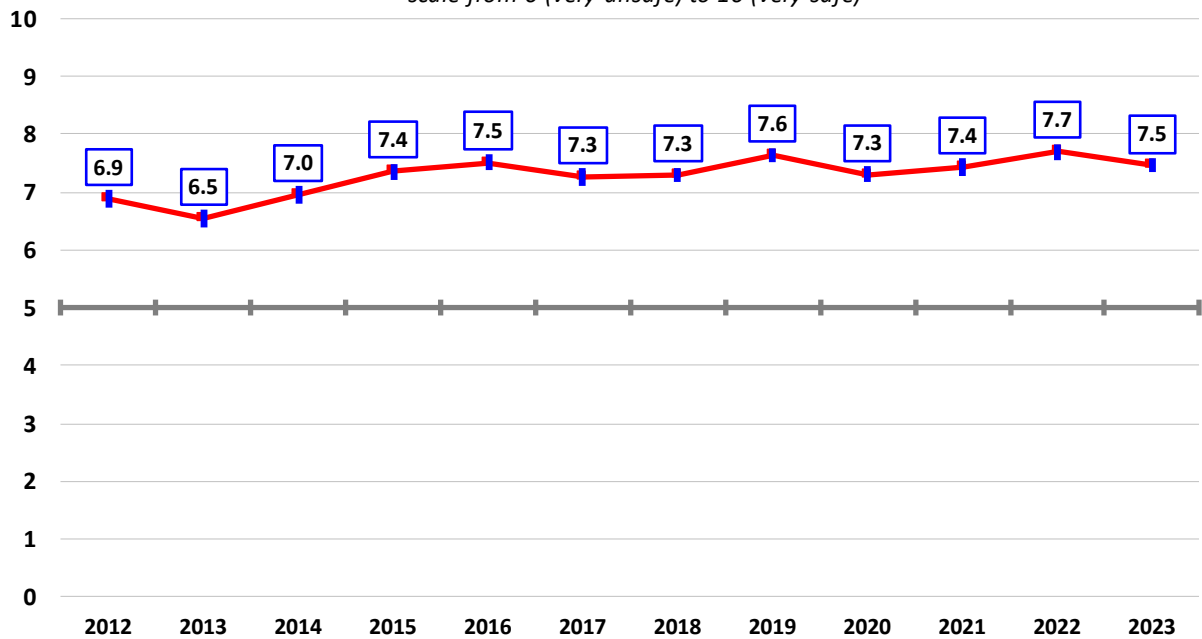
The perception of safety in and around the Footscray CBD during the day declined somewhat, but not measurably this year, down three percent to 7.5 out of 10.

Despite the small decline this year, the average perception of safety in and around the Footscray CBD during the day remains above the long-term average result since 2012 of 7.3.

This result remains, however, measurably below the metropolitan Melbourne (8.1), IMAP (8.1), and western region councils’ (8.0) average perception of safety “in and around the local shopping area”, as recorded in the 2023 *Governing Melbourne* research.



Perception of safety in and around the Footscray CBD during the day
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)



There was no statistically significant variation in the average perception of safety in and around the Footscray CBD during the day observed by respondent profile.

It is noted, however, that female respondents felt marginally less safe than males.

Perception of safety in and around the Footscray CBD during the day by respondent profile
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)



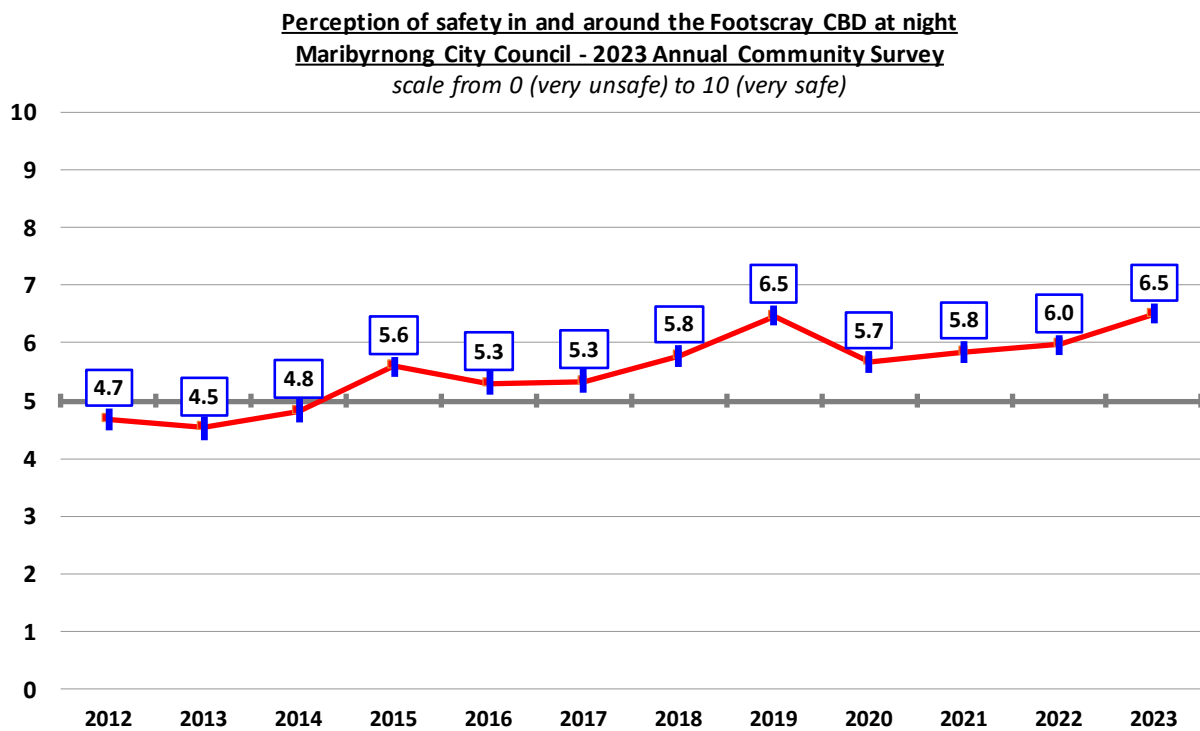
At night

The perception of safety in and around Footscray CBD at night increased measurably and significantly this year, up eight percent to 6.5 out of 10.

Metropolis Research notes that this increase was at odds with most other measures of safety in the survey this year.

This was the equal highest perception of safety in and around the Footscray CBD at night recorded since the question was first asked back in 2012 and remains measurably above the long-term average perception of safety since 2012 of 5.5 out of 10.

These results confirm a sustained measurable and significant increase in the perception of safety in and around Footscray CBD at night.

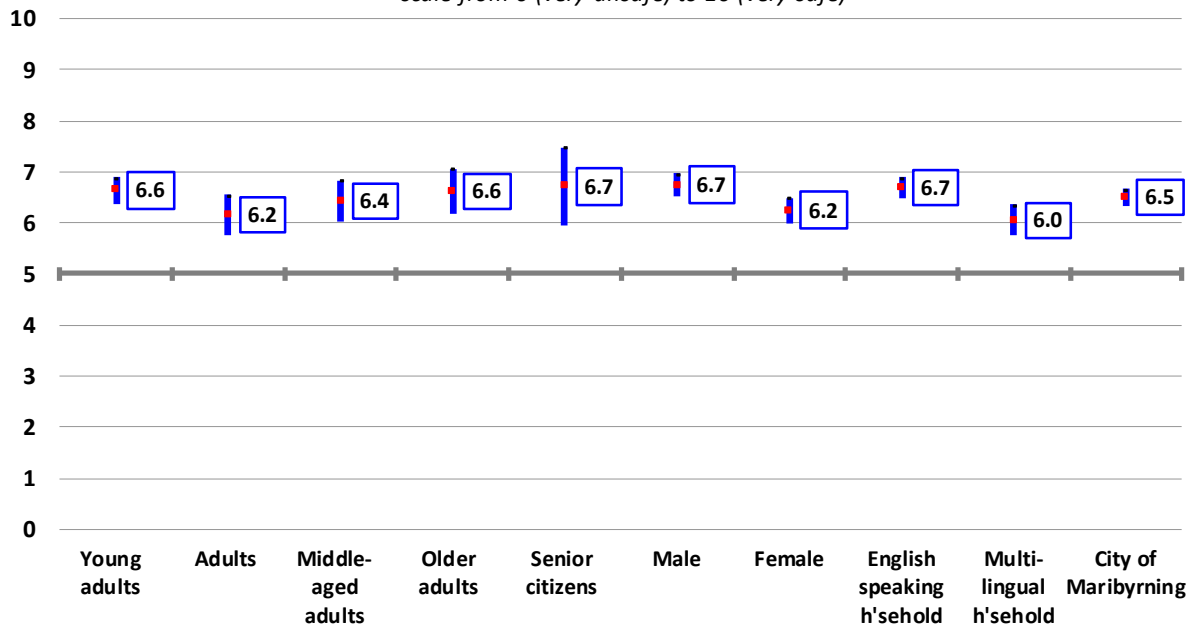


There was measurable and significant variation in this result observed by respondent profile.

Adults (aged 35 to 44 years) felt somewhat less safe than the municipal average, whilst female respondents felt measurably (7%) less safe than males, and respondents from multilingual households felt measurably and significantly (10%) less safe than respondents from English speaking households.



Perception of safety in and around the Footscray CBD at night by respondent profile
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)

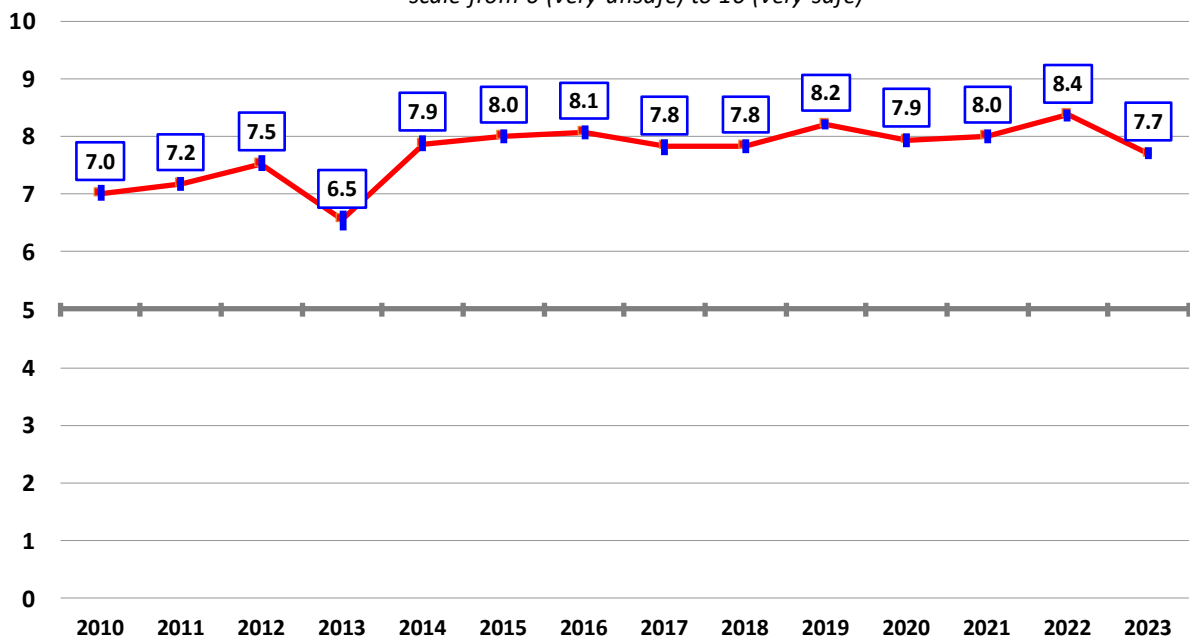


In and around Highpoint Shopping Centre

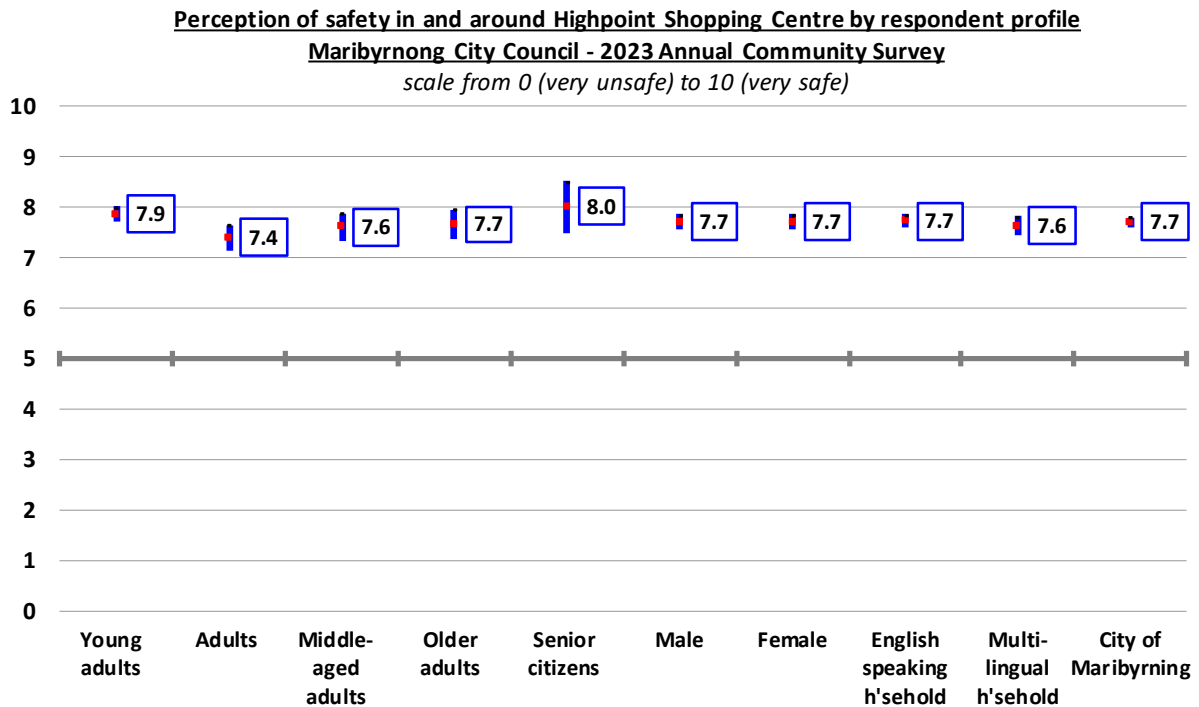
The perception of safety in and around Highpoint Shopping Centre declined measurably and significantly this year, down eight percent to 7.7.

This result was consistent with the long-term average perception of safety in and around Highpoint since 2010 of 7.7.

Perception of safety in and around Highpoint Shopping Centre
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)

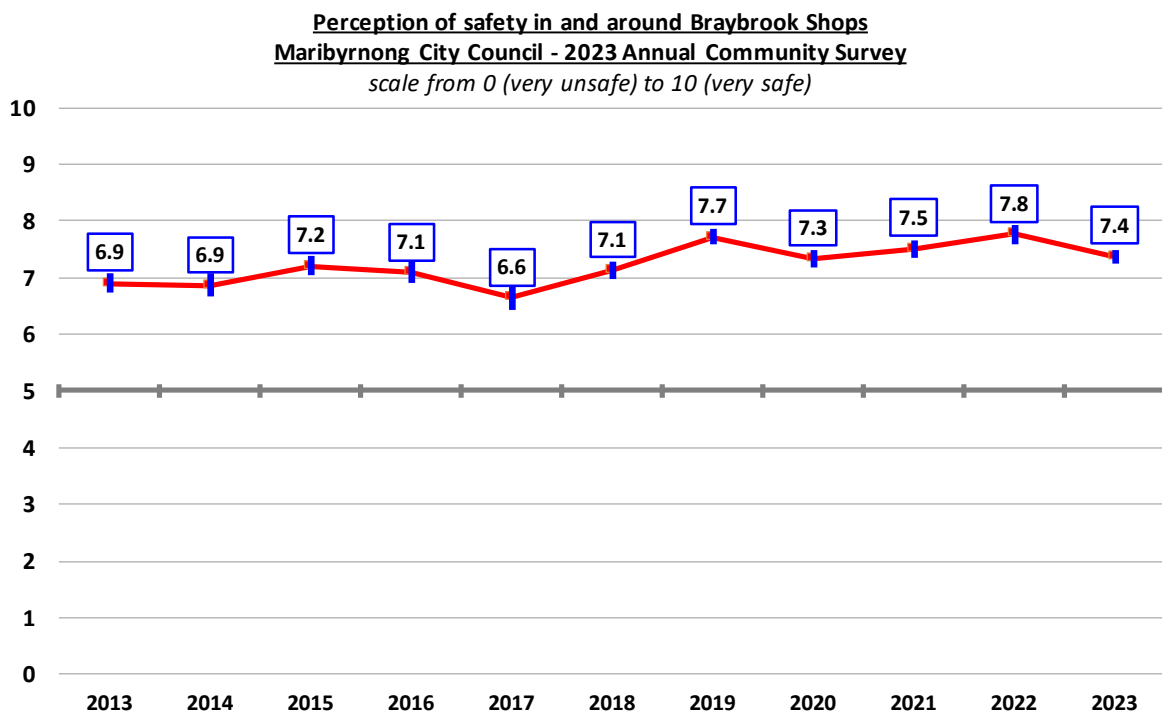


There was some measurable variation in the perception of safety in and around Highpoint Shopping Centre observed, with adults (aged 35 to 44 years) feeling measurably less safe.

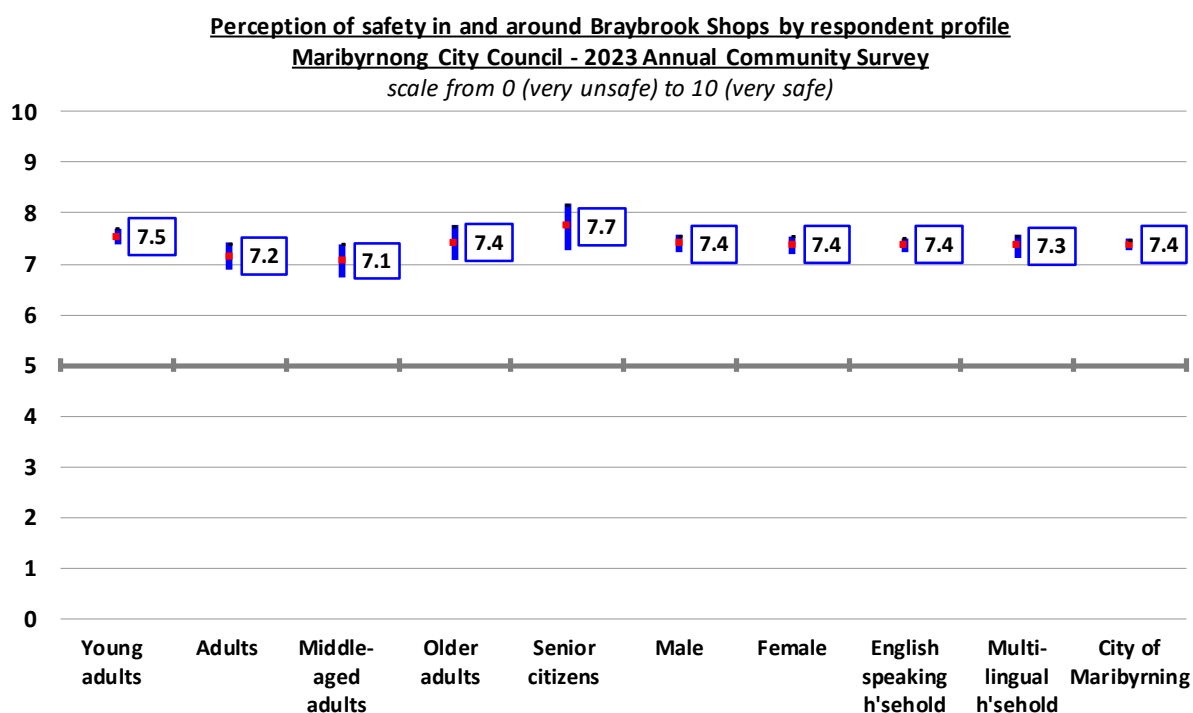


In and around Braybrook Shops

The perception of safety in and around the Braybrook shops declined measurably this year, down five percent to 7.4 out of 10. Despite this decline this year, the perception of safety in and around the Braybrook shops remains identical to the long-term average result since 2013.



There was no statistically significant variation in the average perception of safety in and around the Braybrook shops observed by respondent profile, although it is noted that middle-aged adults (aged 45 to 59 years) felt the least safe.



Reasons for feeling less safe

There were 133 comments received this year from respondents who felt “unsafe” in the public areas of the municipality. The main reasons why respondents felt “unsafe” remained concerns around drugs and alcohol (23%), concerns around crime and violence (15%), and concerns around various types of people (14%).

Reasons for rating safety in public areas of Maribyrnong less than five out of ten
Maribyrnong City Council - 2023 Annual Community Survey
(Number and percent of respondents rating safety less than five)

Category	2023		2022	2021	2020	2019	2018
	Number	Percent					
Drugs and alcohol	31	23%	21%	15%	11%	18%	19%
Crime / violence	20	15%	9%	13%	11%	11%	11%
Issues with gangs, youth, suspicious people	19	14%	15%	20%	24%	24%	13%
Problems with specific areas	19	14%	15%	18%	11%	4%	17%
Issues with lighting	14	11%	9%	12%	18%	15%	11%
General safety concerns n.e.i	11	8%	9%	6%	4%	4%	2%
Lack of police presence	8	6%	3%	7%	6%	15%	4%
Safety at night	4	3%	9%	3%	2%	2%	7%
Perception of lack of safety	3	2%	8%	9%	14%	5%	14%
Other comments n.e.i	4	3%	2%	2%	6%	4%	3%
Total comments	133	100%	151	299	66	110	150



Sense of community

Respondents were asked:

“On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements regarding the local community.”

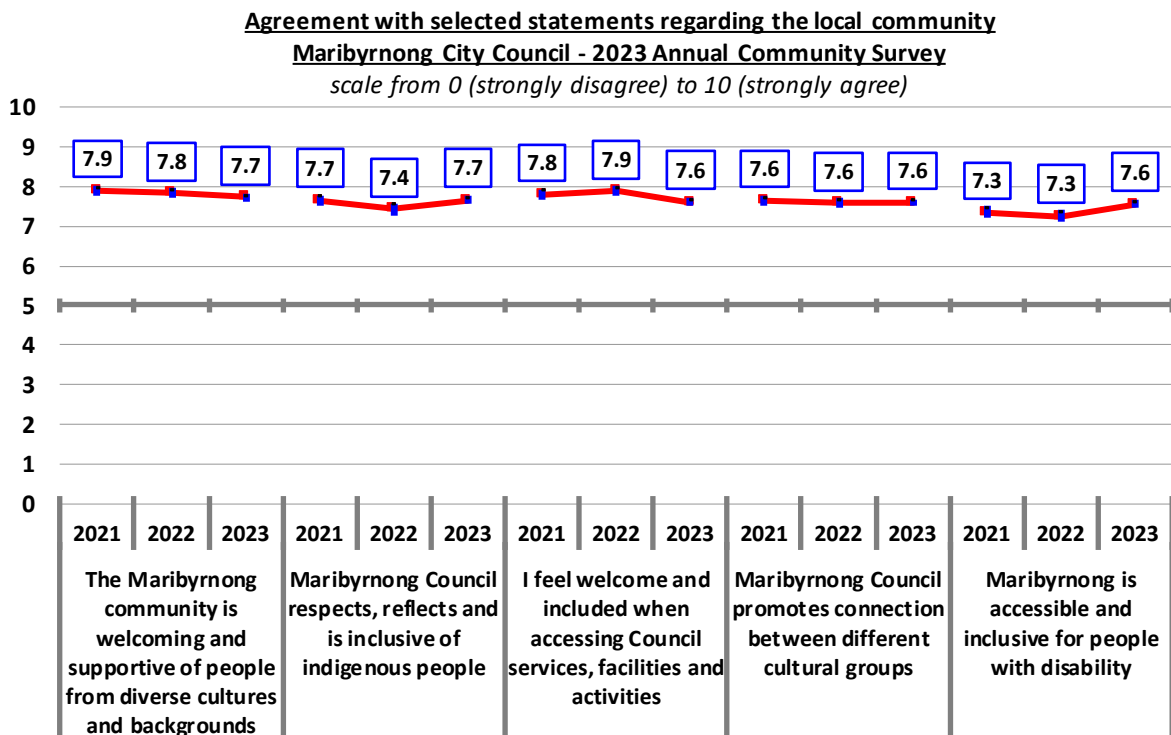
Respondents were again in 2023, asked to rate their agreement with five statements about the Maribyrnong community and Council. These are generally referred to as the ‘sense of community’ statements.

The statements relate to whether Council promotes connection between different cultural groups; whether the Maribyrnong community is welcoming and supportive of people from diverse cultures and backgrounds; whether respondents feel included when accessing Council services, facilities, and activities; whether Maribyrnong Council respects, reflects, and is inclusive of indigenous people; and whether Maribyrnong is accessible and inclusive for people with a disability.

There was some measurable variation in these results observed this year, with measurable increases in agreement that “the Maribyrnong Council respects, reflects, and is inclusive of indigenous people” and “Maribyrnong is accessible and inclusive for people with disability”.

There was, however, a measurable decline in agreement that respondents “feel welcome and included when accessing Council services, facilities and activities”.

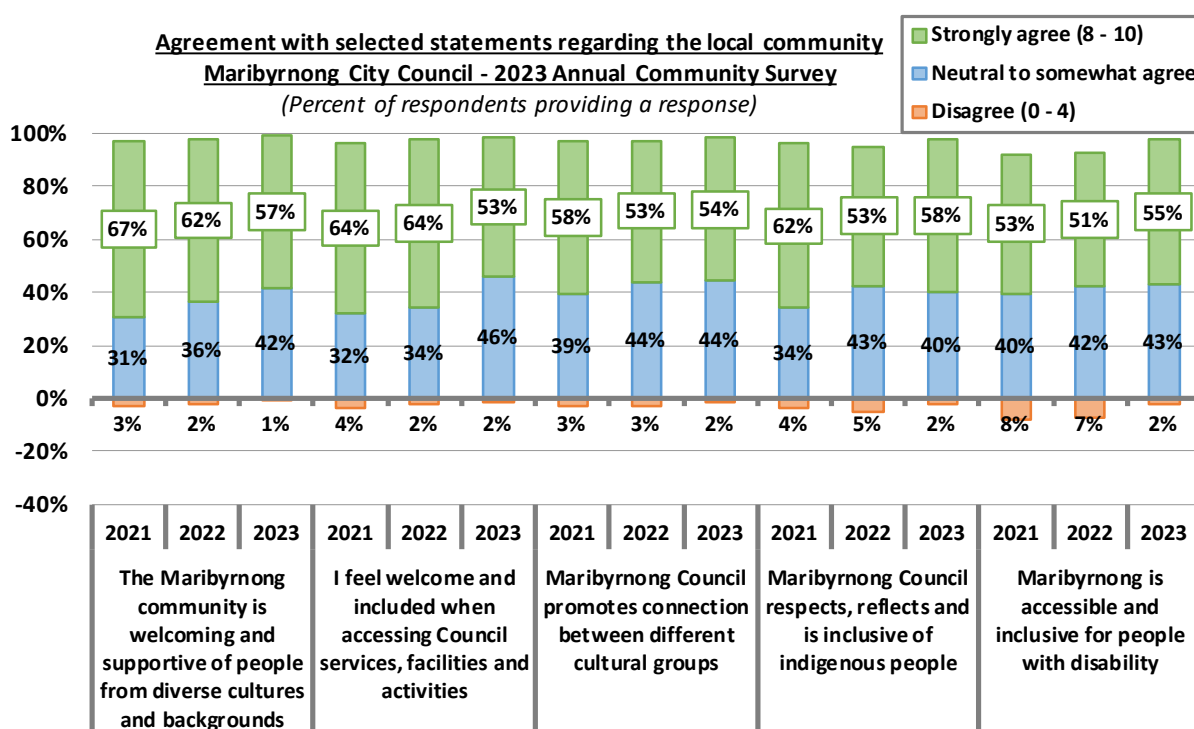
On average, respondents continued to “strongly agree” with each of these five statements, with average agreement scores of between seven and eight out of 10.



The following graph provides a breakdown of agreement with each statement into the proportion of respondents who “strongly agreed” (i.e., rated agreement at eight or more), those who “neutral to somewhat agreed” (i.e., rated agreement between five and seven), and those who “disagreed” (i.e., rated agreement at less than five).

It is noted that consistent with recent years, half or more of the respondents providing a response “strongly agreed” with each statement, whilst less than five percent of respondents “disagreed” with all five statements this year.

Particular attention is drawn to the fact that that just two percent (down from seven percent) of respondents “disagreed” that Maribyrnong is accessible and inclusive for people with disability. This is a significant improvement.



The following graph provides a comparison of average agreement with two of these statements against the metropolitan Melbourne, IMAP councils, and western region councils’ averages, as recorded in the 2023 *Governing Melbourne* research.

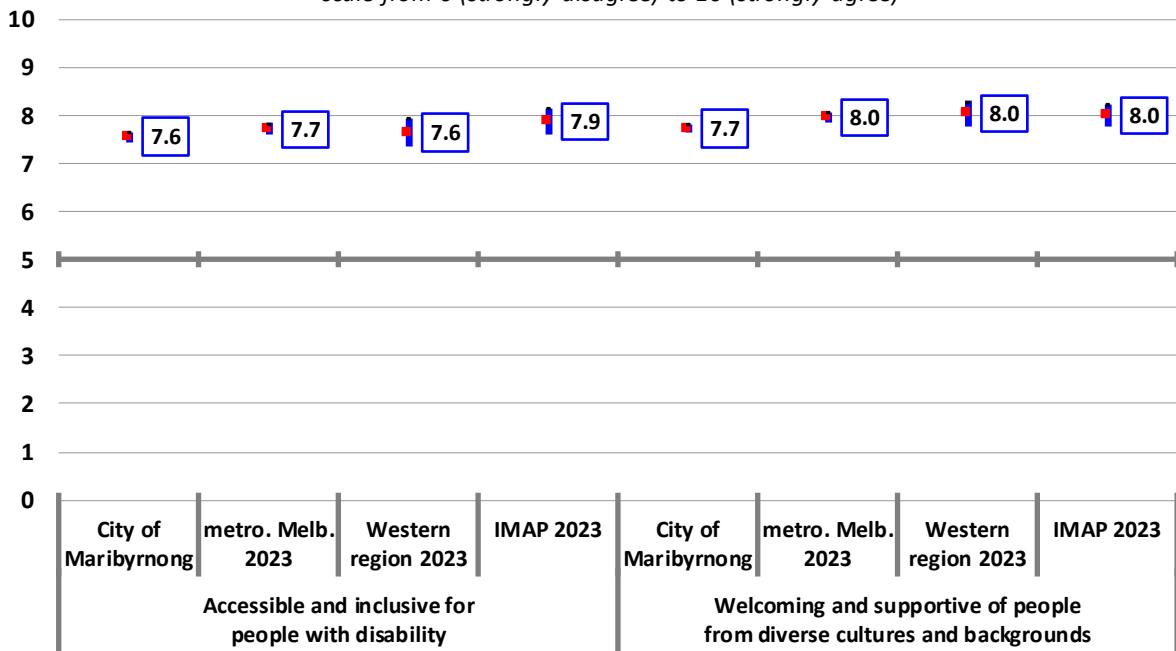
Governing Melbourne was conducted independently by Metropolis Research in January 2023, using the same door-to-door methodology.

Despite the significant increase in agreement in the City of Maribyrnong this year, agreement that “Maribyrnong is accessible and inclusive for people with disability” remains just marginally below the metropolitan Melbourne average, consistent with the western region councils, and somewhat lower than the IMAP councils’ average.

Agreement that Maribyrnong is welcoming and supportive of people from diverse cultures and backgrounds was marginally lower than the three comparison results.



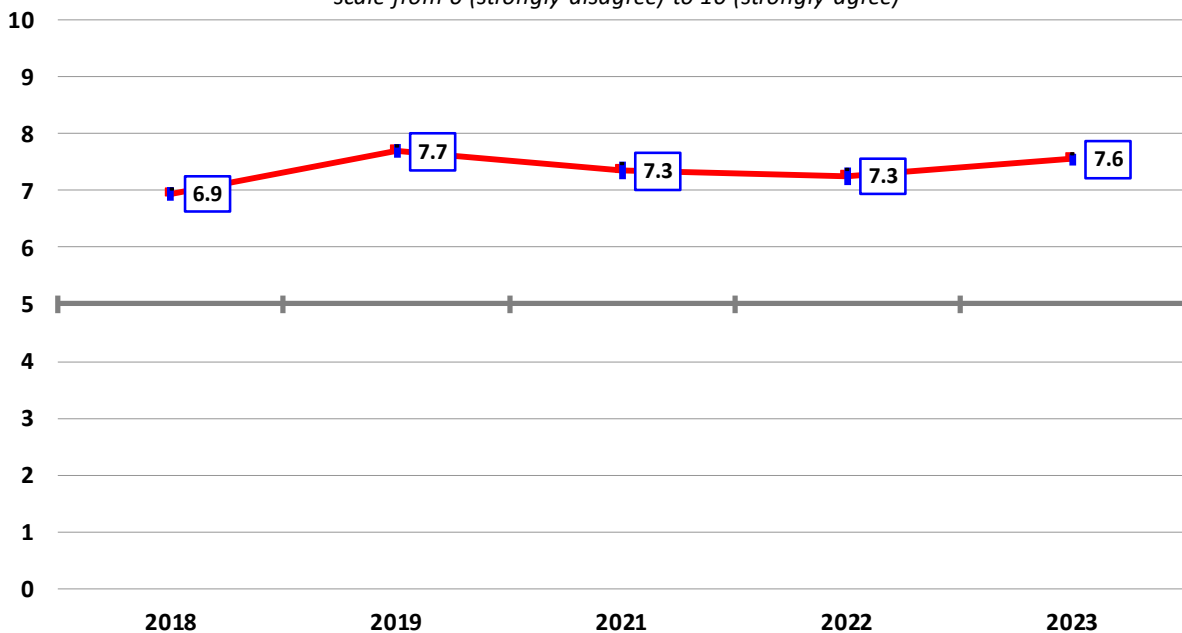
Agreement with selected statements regarding the local community
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



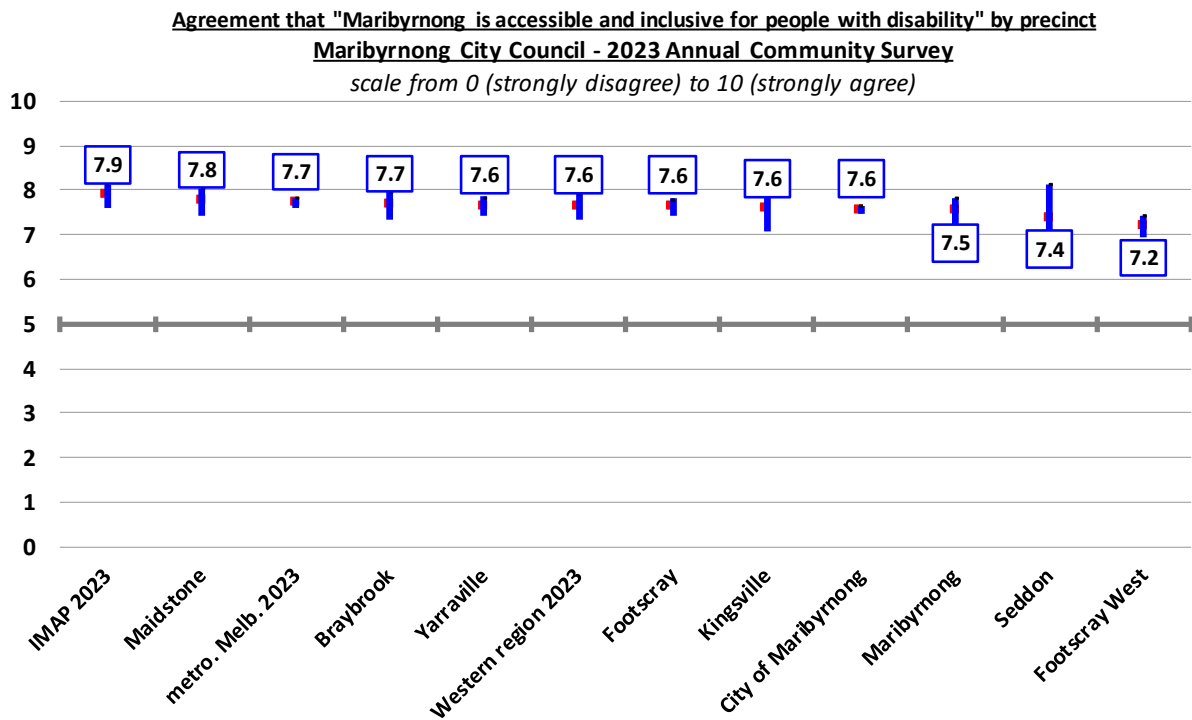
Maribyrnong is accessible and inclusive for people with disability

The average agreement that Maribyrnong is accessible and inclusive for people with disability increased measurably this year, up four percent to 7.6, although it remains at a “strong” level of agreement. This result remains above the long-term average agreement since 2018 of 7.4.

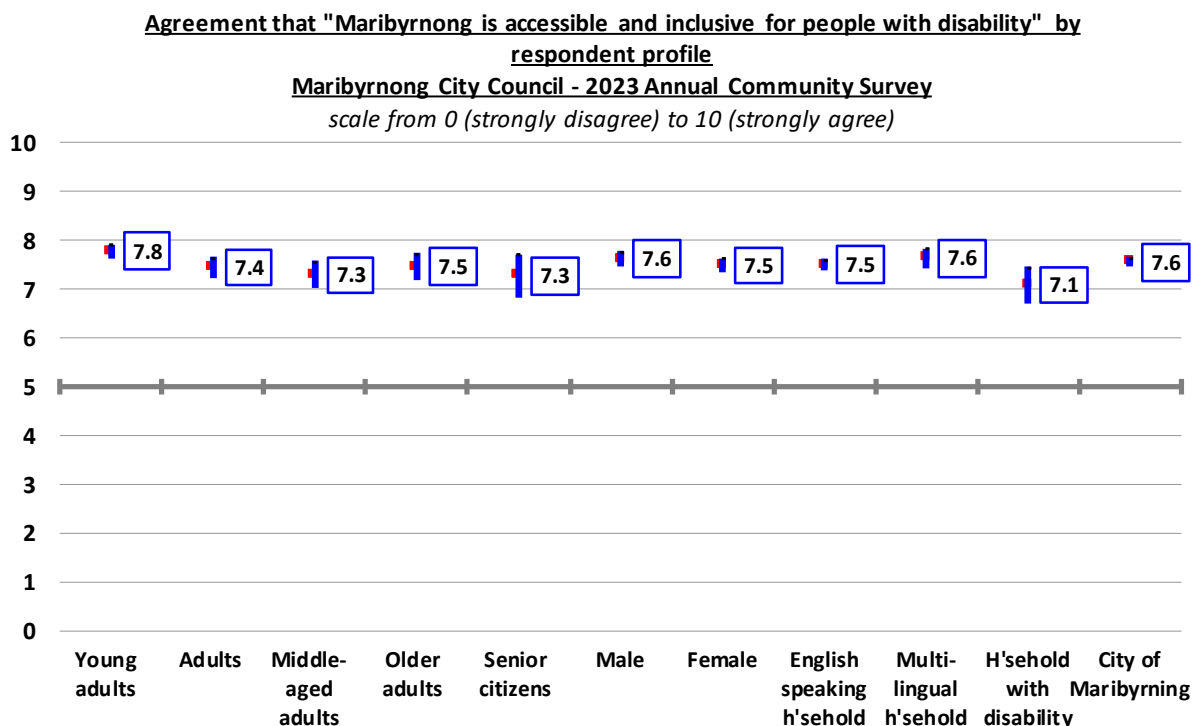
Agreement that "Maribyrnong is accessible and inclusive for people with disability"
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



There was some measurable variation in agreement with this statement observed across the municipality, with respondents from Footscray West measurably less in agreement than average.

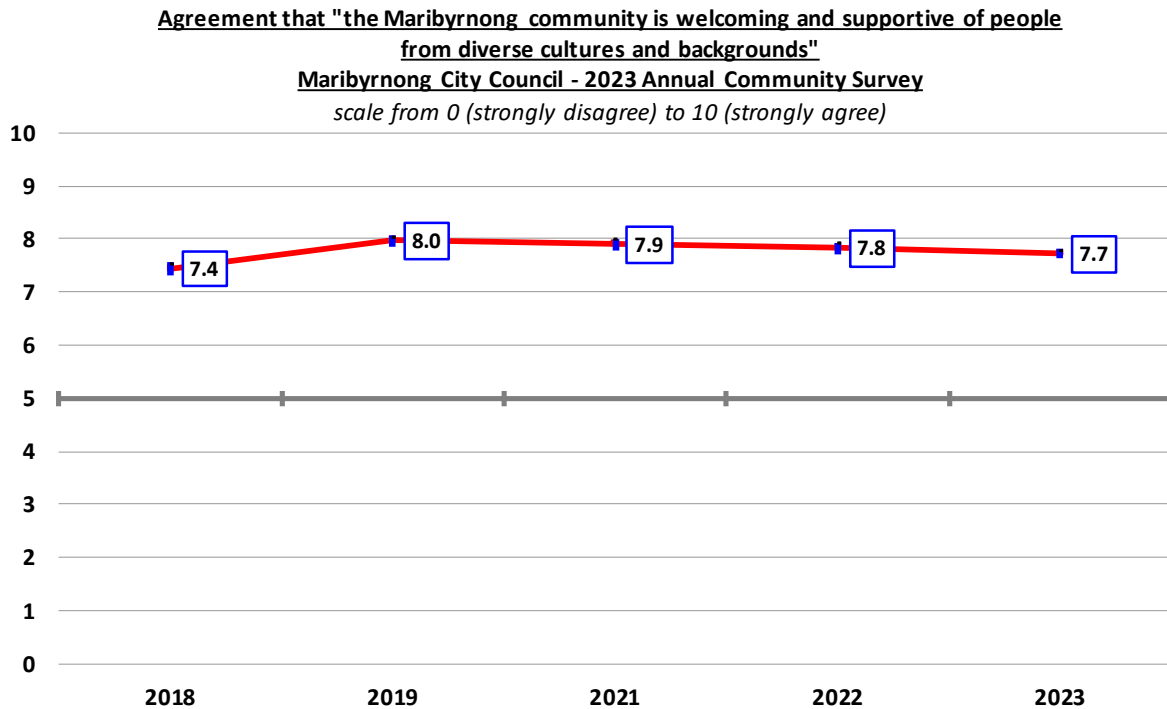


There was no measurable variation in agreement with this statement observed by age, gender, or language spoken at home although it is noted that respondents from households with a member with disability were measurably less in agreement than average, although still at a “strong” level of agreement.

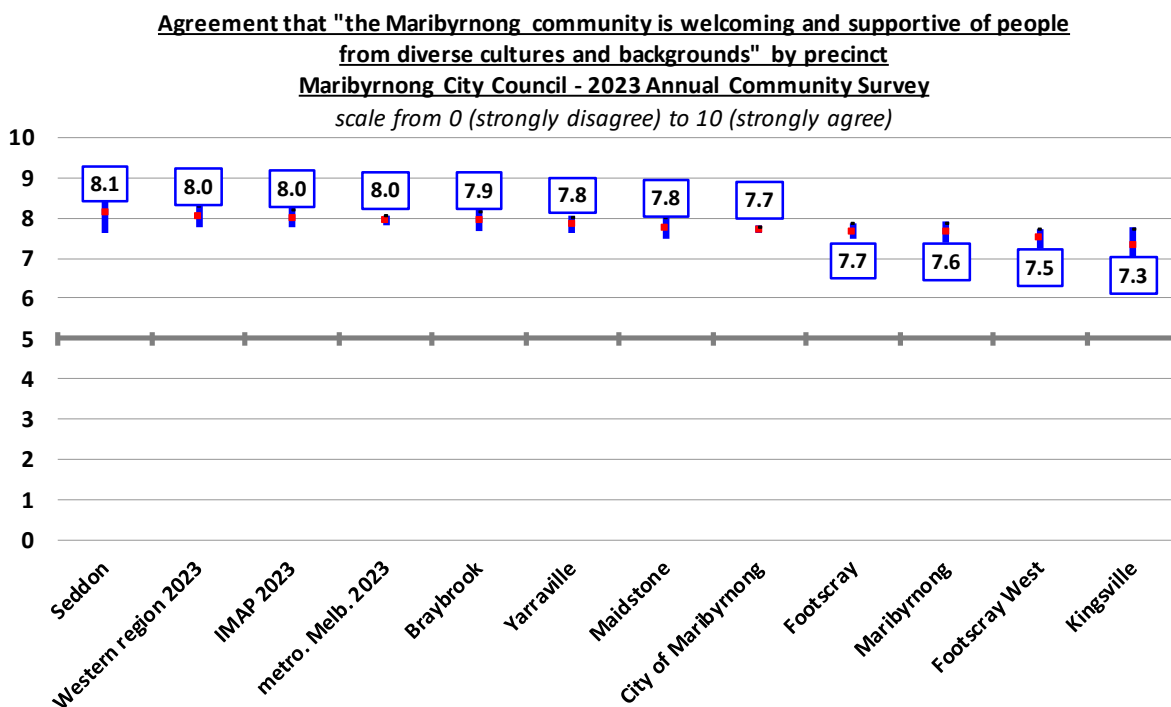


The Maribyrnong community is welcoming and supportive of people from diverse cultures and backgrounds

The average agreement that the Maribyrnong community is welcoming and supportive of people from diverse cultures and backgrounds declined marginally this year but remains consistent with the long-term average agreement since 2018 of 7.8 out of 10.

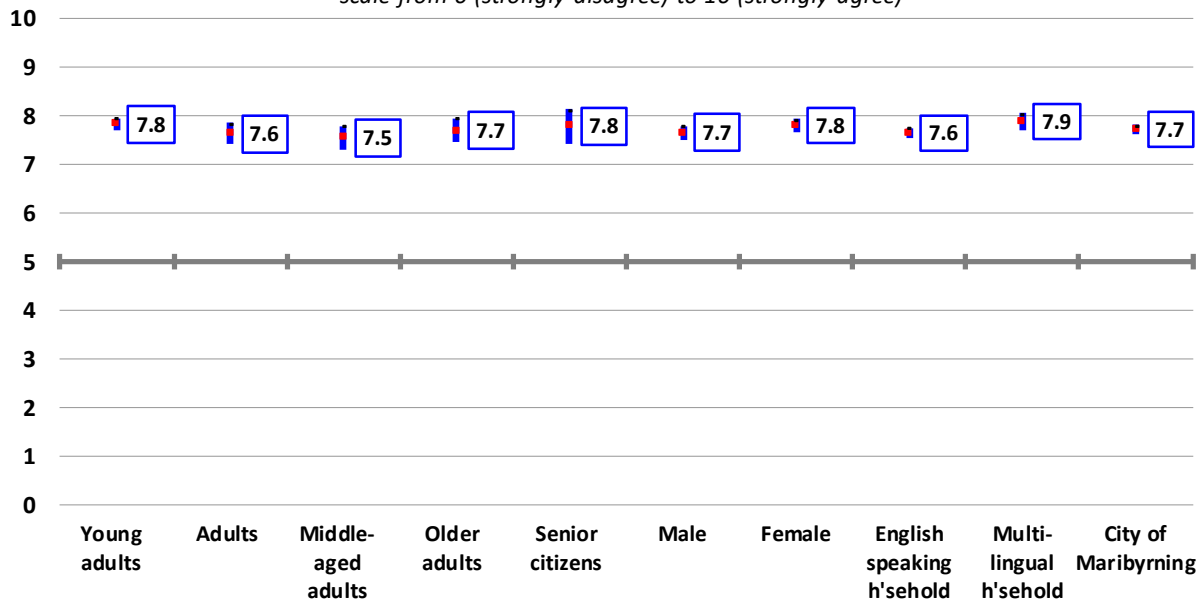


There was no measurable variation in this result observed by precinct, although respondents from Seddon were notably, and respondents from Kingsville notably less in agreement.



There was no measurable variation in average agreement with this statement observed by respondent profile, although it is noted that respondents from multilingual households were somewhat more in agreement than respondents from English speaking households.

Agreement that "the Maribyrnong community is welcoming and supportive of people from diverse cultures and backgrounds" by respondent profile
Maribyrnong City Council - 2023 Annual Community Survey
scale from 0 (strongly disagree) to 10 (strongly agree)

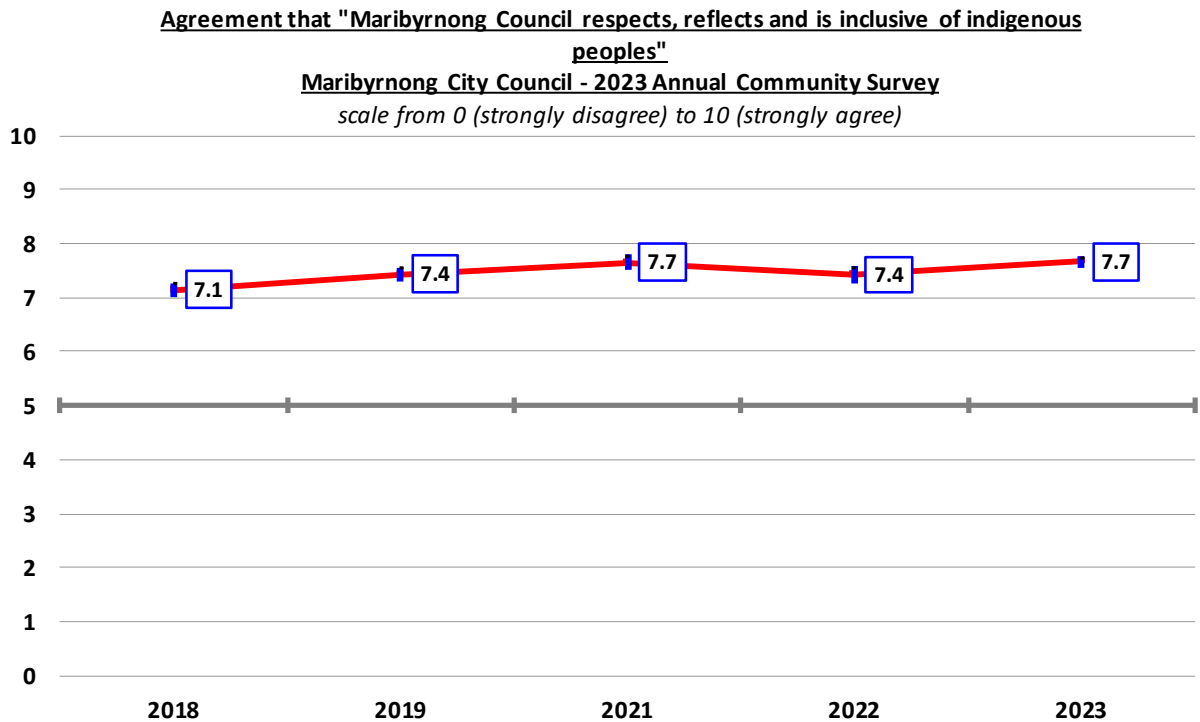


Maribyrnong Council respects, reflects and is inclusive of indigenous people

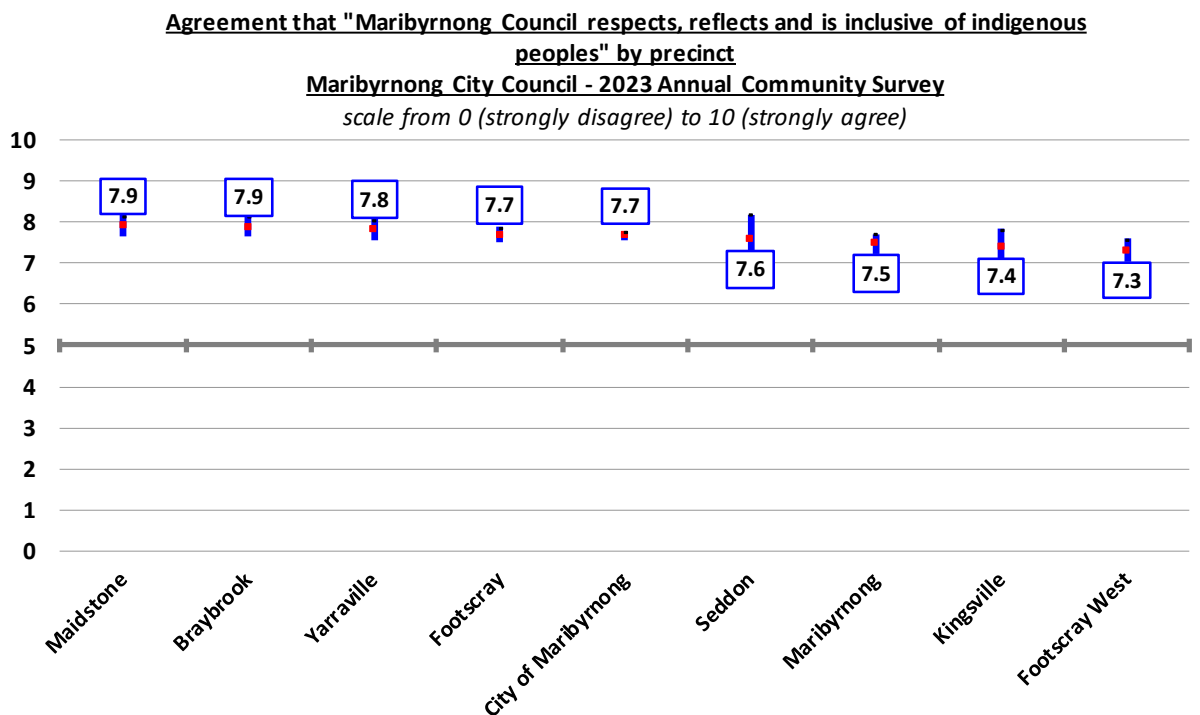
The average agreement that Maribyrnong Council respects, reflects, and is inclusive of indigenous people increased somewhat, but not measurably this year, up four percent to 7.7.

The average agreement with this statement has remained relatively stable around the long-term average since 2018 of 7.5.





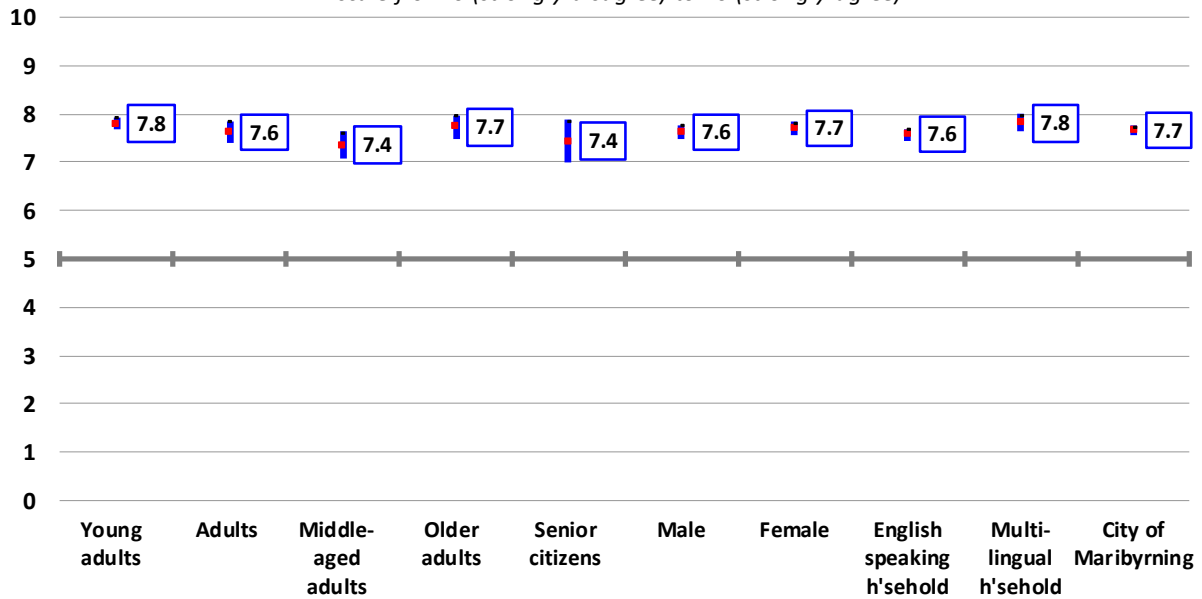
There was no measurable variation in average agreement with this statement observed across the municipality, although it is noted that respondents from Footscray West were somewhat less in agreement than the municipal average.



There was some measurable variation in the average agreement with this statement observed by respondent profile, with middle-aged adults (aged 45 to 59 years) measurably but not significantly less in agreement than the municipal average.



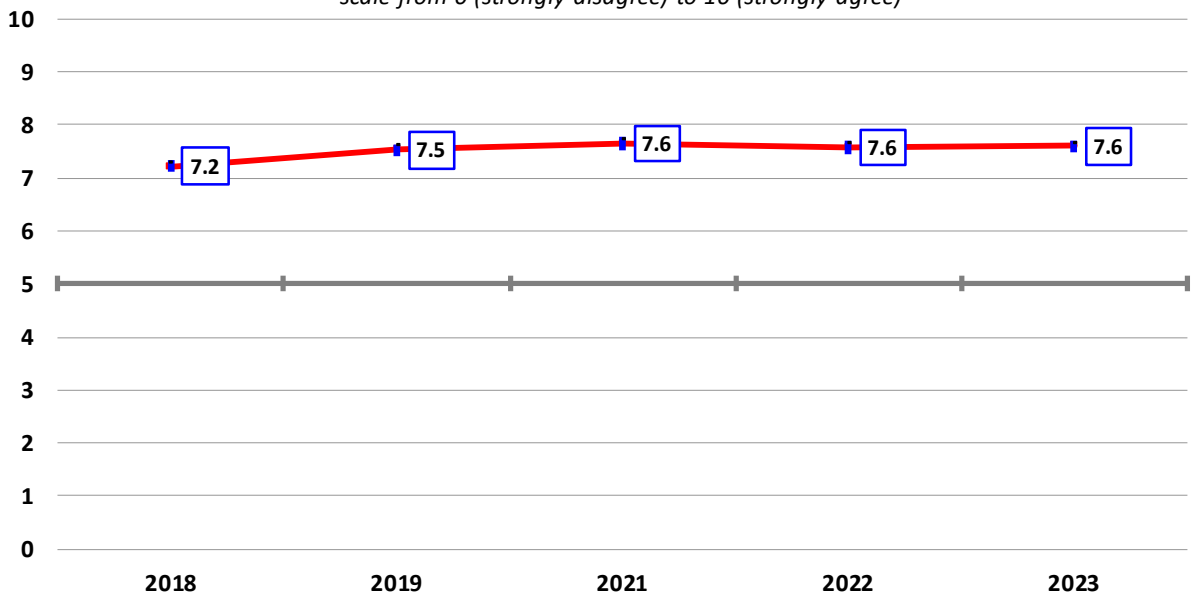
Agreement that "Maribyrnong Council respects, reflects and is inclusive of indigenous peoples" by respondent profile
Maribyrnong City Council - 2023 Annual Community Survey
 scale from 0 (strongly disagree) to 10 (strongly agree)



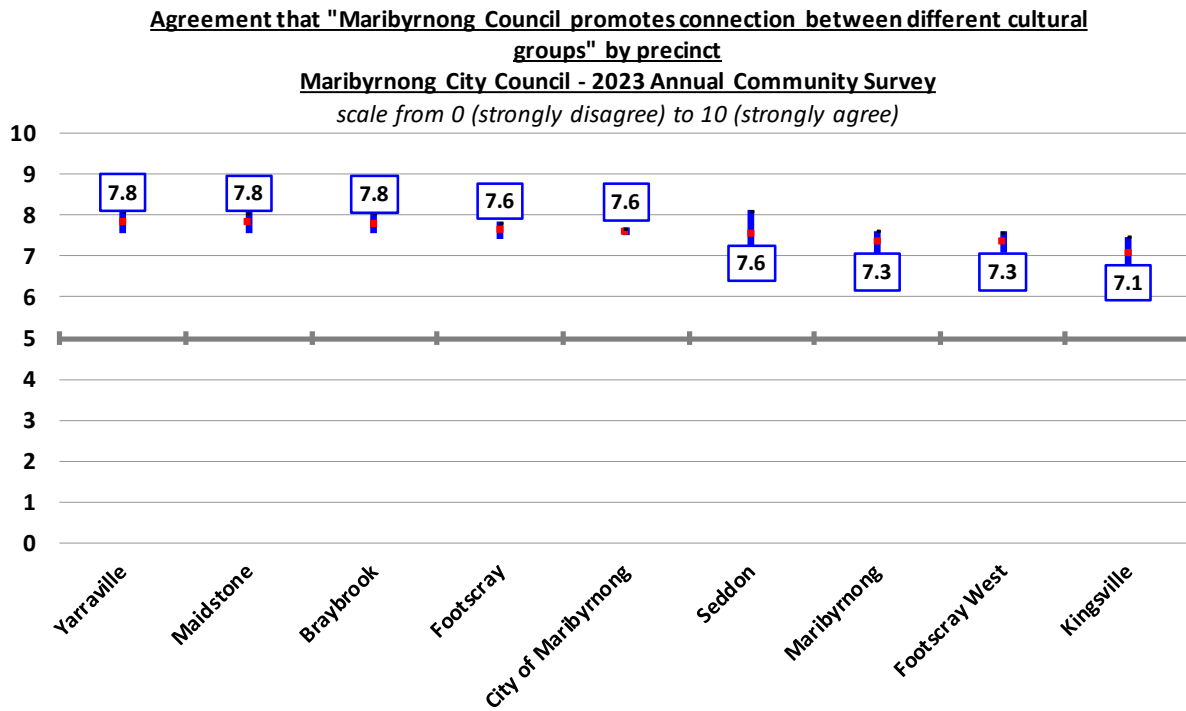
Maribyrnong Council promotes connection between different cultural groups

The average agreement that Maribyrnong Council promotes connection between different cultural groups remained stable this year at 7.6 out of 10, or a “strong” level of agreement. This result has remained stable at this level for four of the five years it has been included in the survey program.

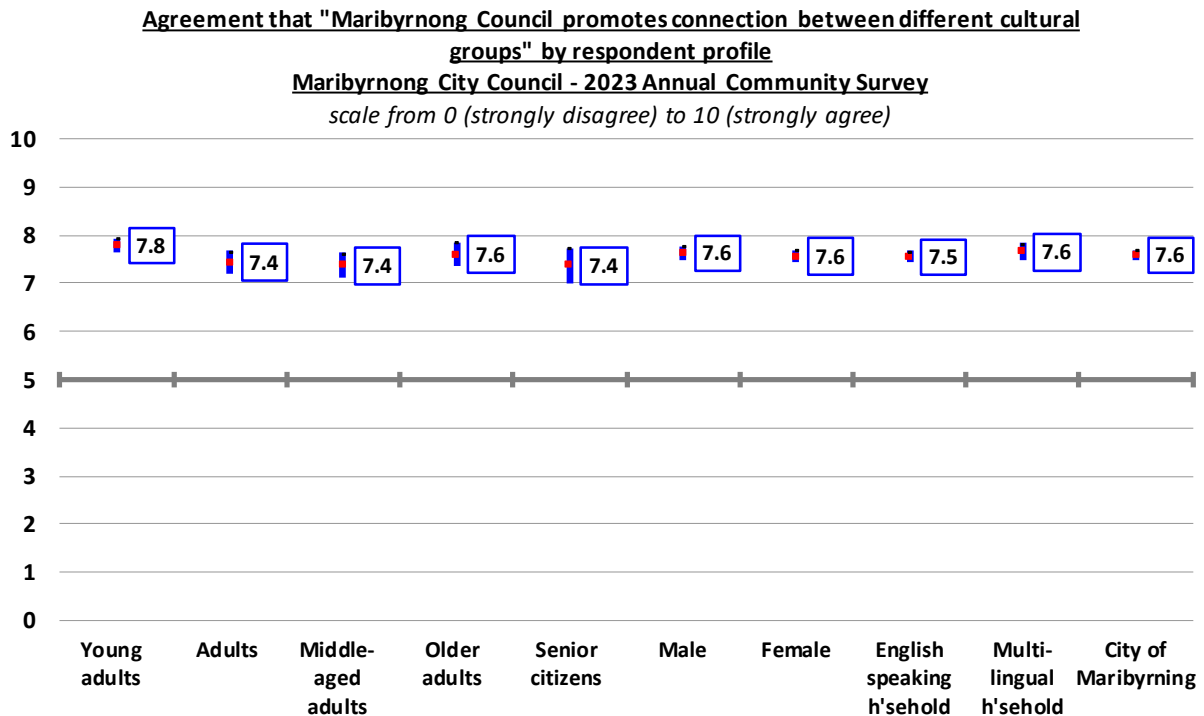
Agreement that "Maribyrnong Council promotes connection between different cultural groups"
Maribyrnong City Council - 2023 Annual Community Survey
 scale from 0 (strongly disagree) to 10 (strongly agree)



There was measurable variation in average agreement with this statement observed across the municipality, with respondents from Kingsville measurably but not significantly less in agreement than the municipal average.



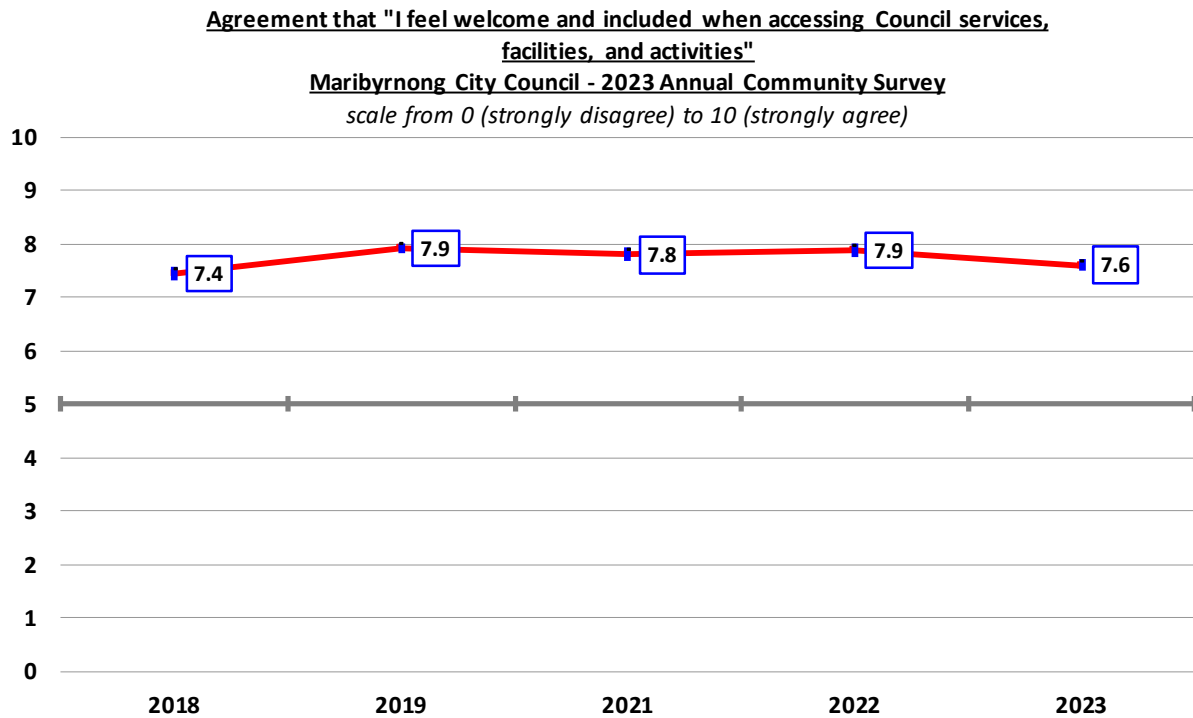
There was no measurable variation in the average agreement with this statement observed by respondent profile.



I feel welcome and included when accessing Council services, facilities, and activities

The average agreement that respondents feel welcome and included when accessing Council services, facilities, and activities declined measurably but not significantly this year, down four percent to 7.6 out of 10, which remains a “strong” level of agreement.

This result remains consistent with the long-term average agreement since 2018 of 7.7.

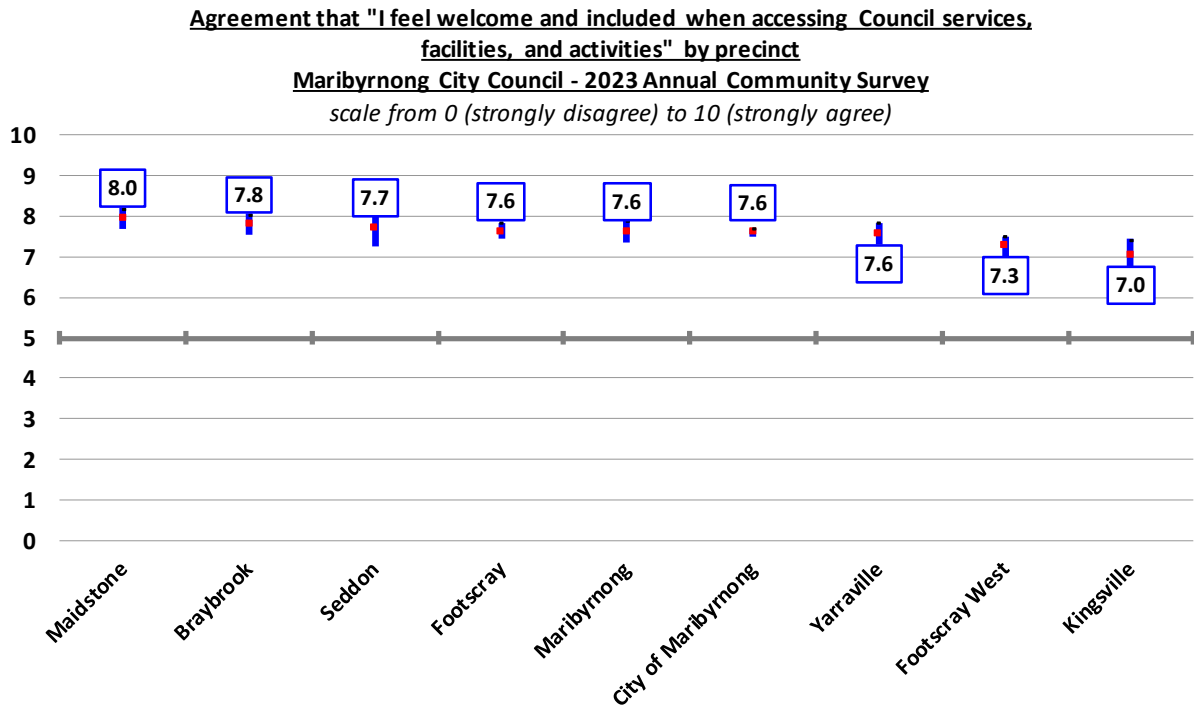


There was measurable variation in the average agreement with this statement observed across the municipality.

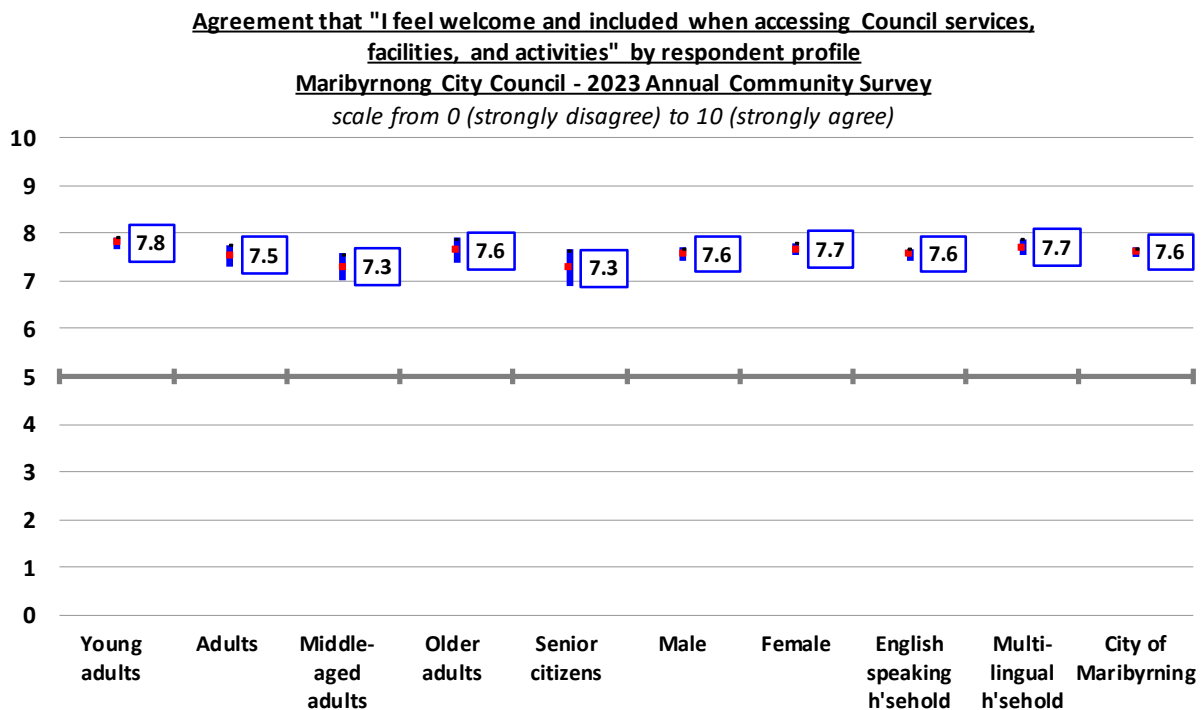
Respondents from Maidstone were measurably more in agreement than average, and at an “extremely strong” level of agreement.

By contrast, respondents from Kingsville were measurably and significantly less in agreement, although still at a “strong” level of agreement.





There was some measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably more in agreement than average, whilst middle-aged adults (aged 45 to 59 years) and senior citizens (aged 75 years and over) were somewhat, but not measurably less in agreement.



Walking / cycling to local destinations

Respondents were asked:

“Do you or your household regularly walk or cycle to local destinations like shops, schools, or parks?”

There was a decline this year, in the proportion of respondents providing a response, who reported that they or members of their household regularly walk or cycle to local destinations like shops, schools, or parks.

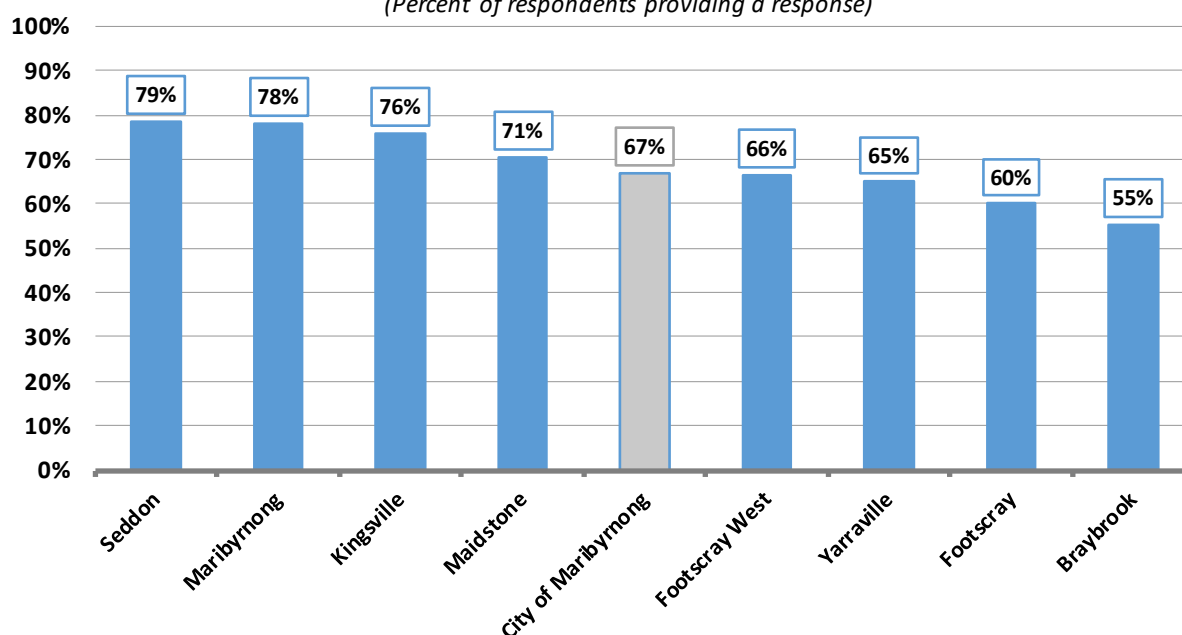
Walk or cycle to local destinations
Maribyrnong City Council - 2023 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2023		2022	2021
	Number	Percent		
Yes	492	67%	76%	77%
No	244	33%	24%	23%
Not stated	64		118	38
Total	800	100%	800	800

There was measurable and significant variation in this result observed across the municipality.

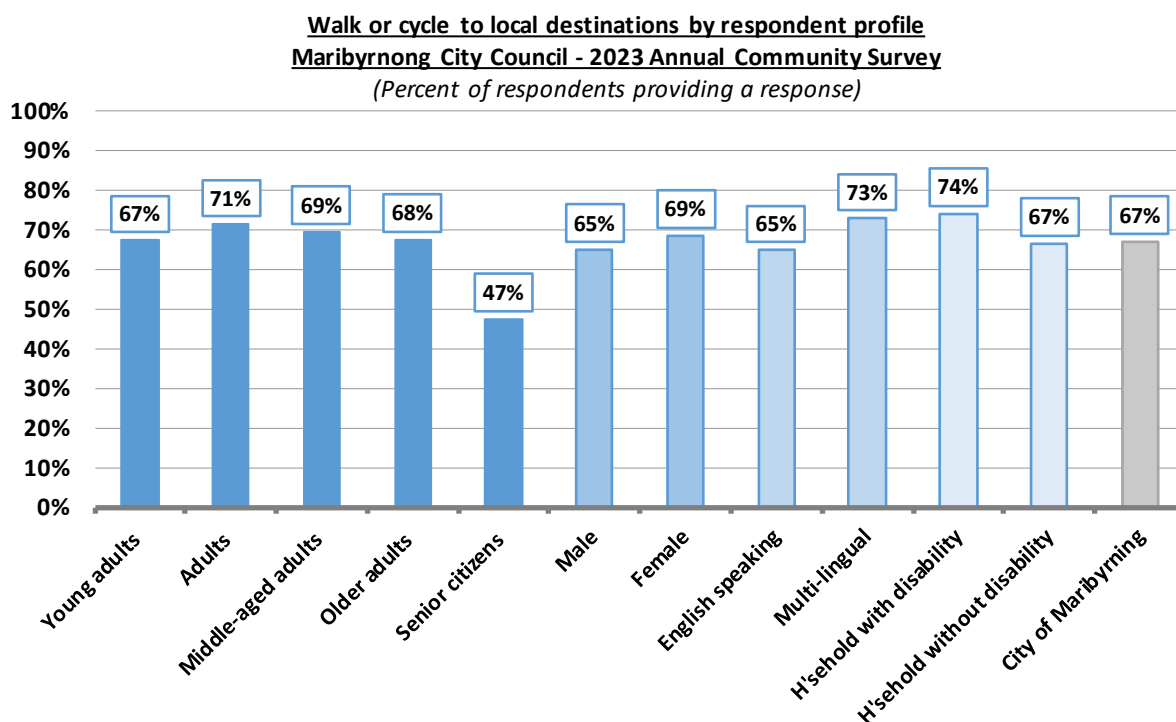
Respondents from Seddon, Maribyrnong precinct, and Kingsville were measurably more likely than average to walk or cycle to local destinations, whilst respondents from Braybrook were measurably less likely.

Walk or cycle to local destinations by precinct
Maribyrnong City Council - 2023 Annual Community Survey
(Percent of respondents providing a response)



It is important to note that this question was asked of the household as a whole, rather than simply the individual respondent. This means these respondent profile age and gender results do not reflect actual level of walking and / or cycling to local destinations.

Senior citizens (aged 75 years and over) were the least likely to report that they or members of their household walk or cycle to local destinations. It is also noted that multilingual households were measurably more likely to have at least one household member walk or cycle to local destinations.



Funding of Council services and programs

Respondents were asked:

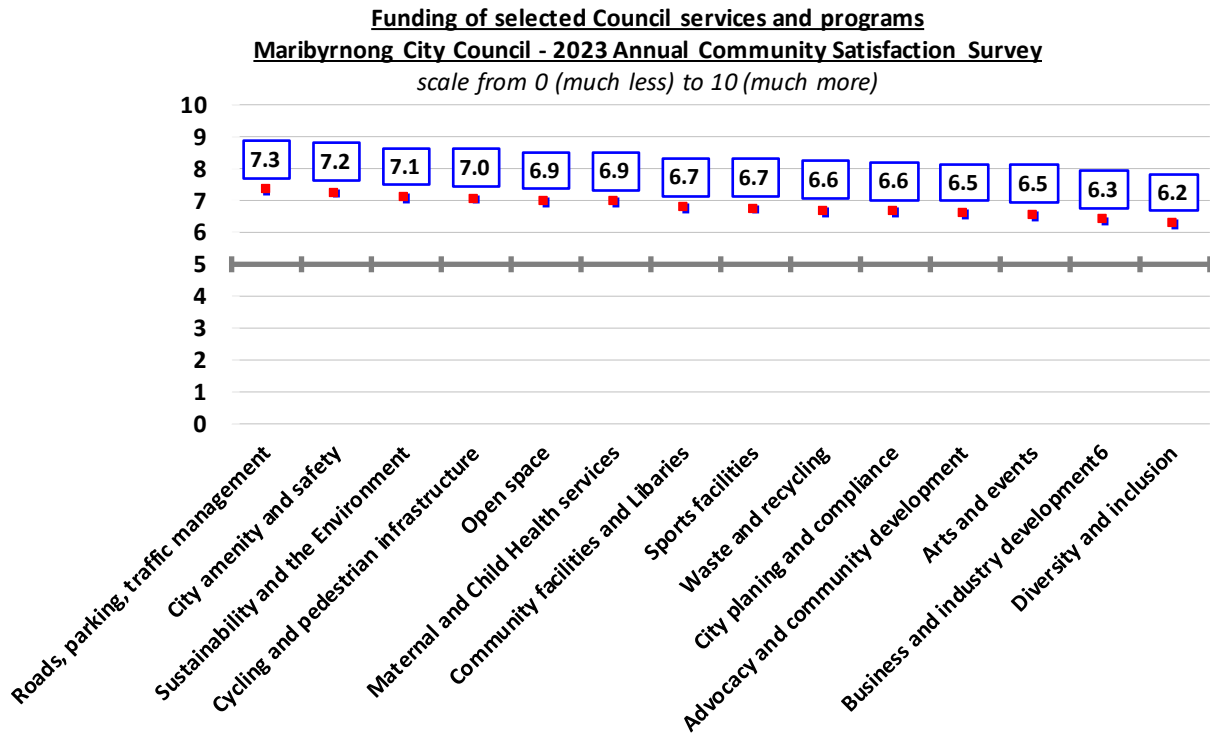
“For the following list of Council services and programs, please indicate whether you think these should receive much less, less, the same, more, or much more funding.”

This question relating to the preferred funding for selected Council services and facilities was included in the survey program for the first time this year. Respondents were asked if they thought that 14 Council services for facilities should receive more or less funding.

The results to this question are presented in two formats, firstly the preferred average degree of more or less funding for each service or facilities on a scale from zero (much less funding) to 10 (much more funding).

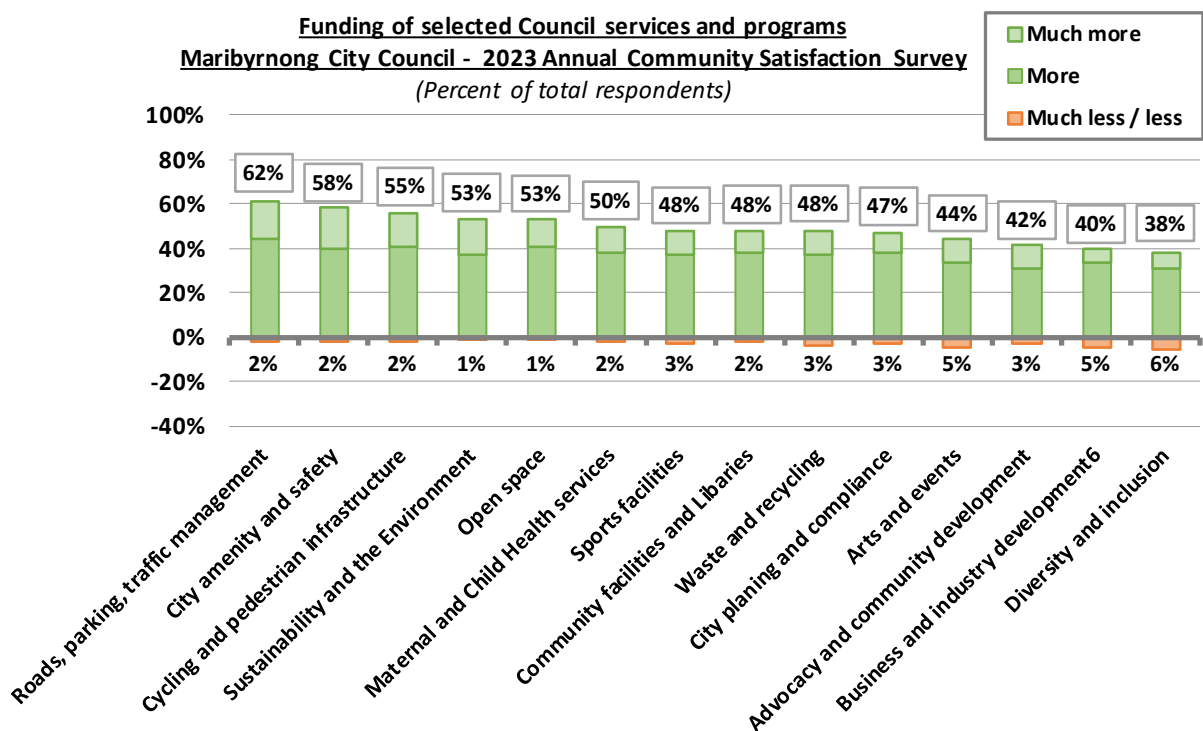
On average, respondents believed that each of the 14 services and facilities should receive more funding, varying from a high of 7.3 out of 10 for roads, parking, and traffic, to a low of 6.2 for diversity and inclusion.





The second format for presenting these graphs is the percentage of respondents who believed that each service or facility should receive more or less funding. As is clear in the following graph, more than one-third of respondents (providing a score) believed that each of these services and facilities should receive more or much more funding.

Metropolis Research notes that no more than six percent of respondents believed that any of these services or facilities should receive less or much less funding.



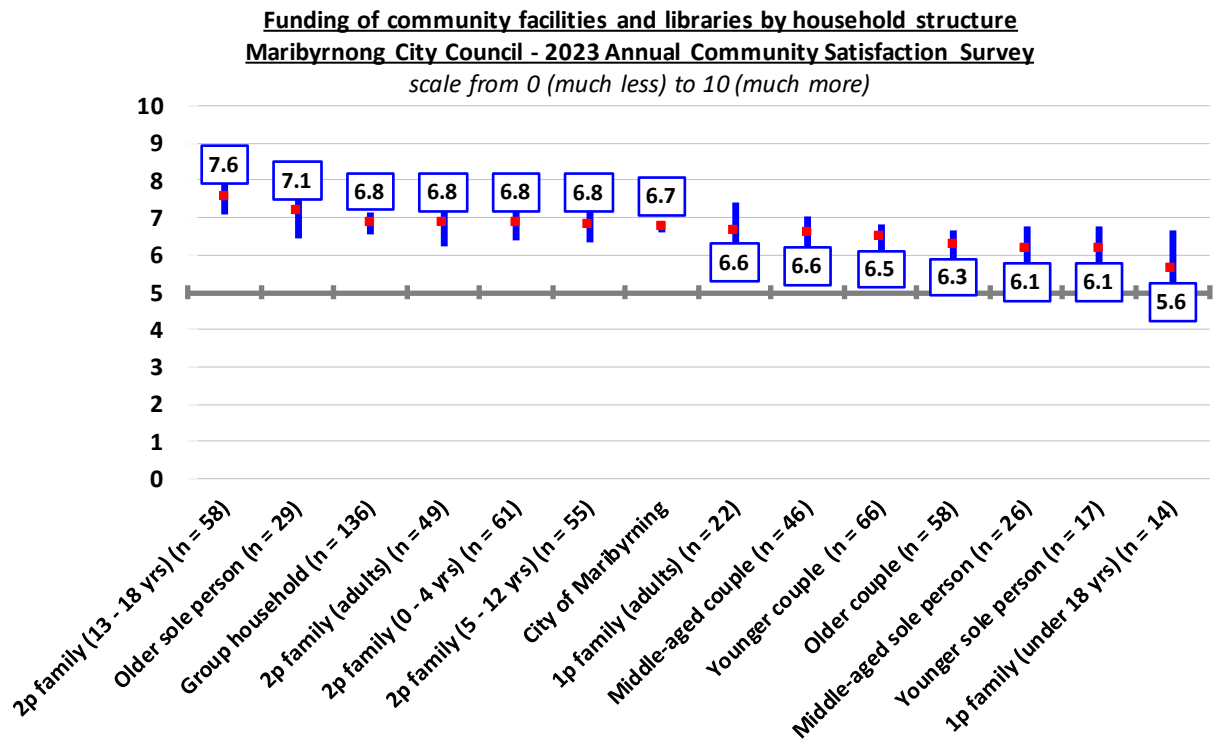
Funding of selected Council services and programs
Maribyrnong City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Services	Survey	Much less	Less	The same	More	Much more	Don't know
Roads, parking, and traffic management	2022	0%	2%	18%	42%	17%	21%
	2023	0%	2%	21%	44%	18%	16%
City amenity and safety	2022	0%	1%	24%	38%	12%	25%
	2023	0%	1%	25%	40%	18%	15%
Cycling and pedestrian infrastructure	2022	1%	2%	26%	36%	12%	24%
	2023	1%	2%	26%	41%	15%	17%
Sustainability and the Environment	2022	0%	1%	19%	36%	18%	27%
	2023	0%	1%	28%	37%	16%	17%
Open space	2022	0%	1%	28%	40%	8%	23%
	2023	0%	1%	29%	41%	12%	17%
Maternal and Child Health services	2022	0%	2%	24%	32%	9%	33%
	2023	0%	2%	26%	38%	12%	23%
Sports facilities	2022	1%	3%	34%	29%	8%	25%
	2023	0%	3%	31%	38%	11%	18%
Community facilities and Libraries	2022	0%	1%	33%	34%	5%	27%
	2023	0%	1%	32%	38%	10%	19%
Waste and recycling	2022	0%	1%	33%	35%	8%	23%
	2023	0%	3%	33%	37%	11%	16%
City planning and compliance	2022	0%	4%	34%	24%	4%	34%
	2023	1%	3%	31%	38%	9%	19%
Arts and events	2022	1%	3%	30%	30%	6%	29%
	2023	0%	5%	31%	34%	10%	20%
Advocacy and community development	2022	1%	2%	26%	32%	7%	33%
	2023	1%	2%	34%	31%	11%	22%
Business and industry development	2022	1%	7%	30%	26%	6%	31%
	2023	0%	5%	32%	34%	7%	23%
Diversity and inclusion	2022	0%	2%	25%	34%	10%	29%
	2023	1%	5%	33%	31%	7%	24%

There was measurable variation in the preferred funding for community facilities and libraries observed by the respondents' household structure.

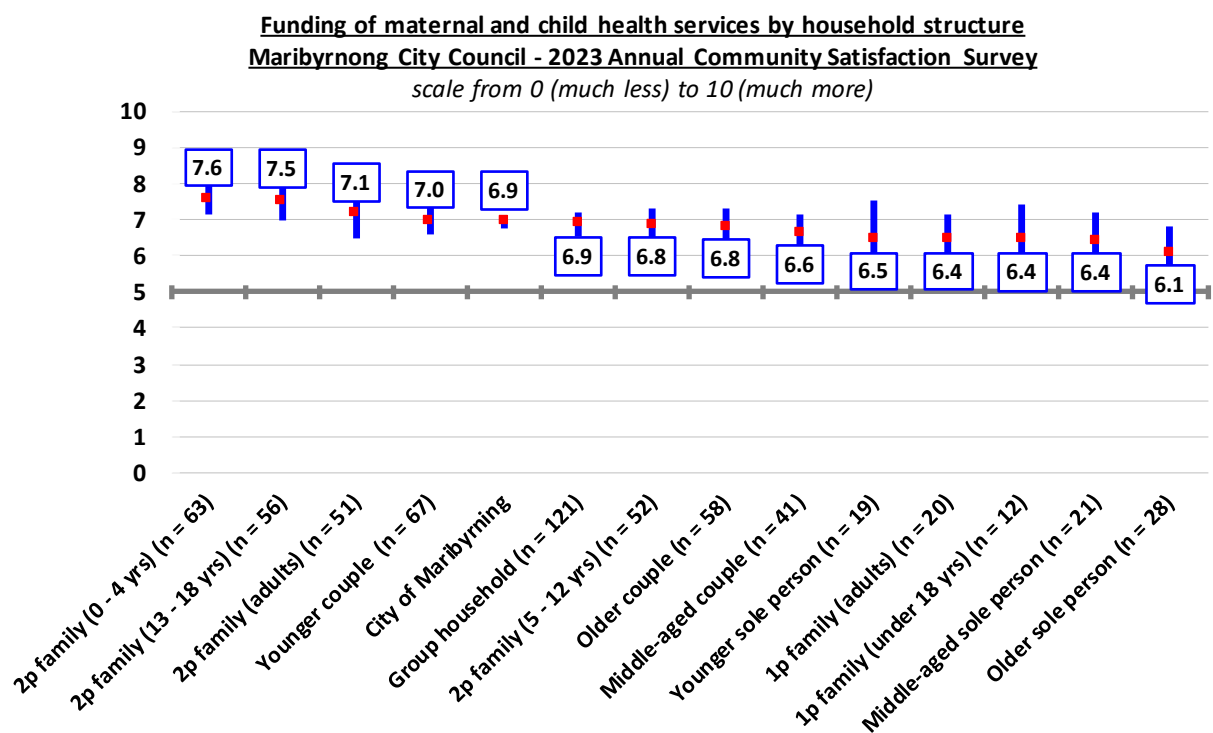
Two-parent families with youngest child aged 13 to 18 years preferred measurably more funding, whilst respondents from one-parent families with children aged under 18 years preferred notably, but not measurably less funding.





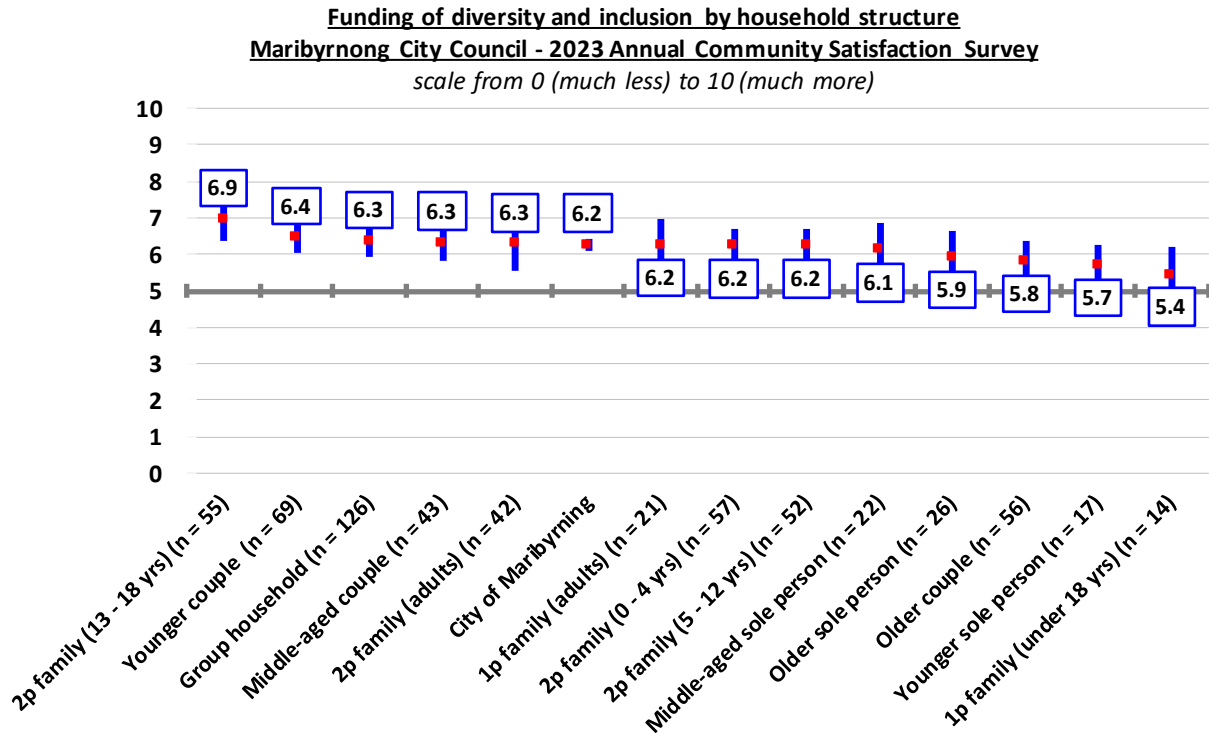
There was also some measurable and notable variation in the preferred funding for maternal and child health services observed by respondent profile.

Two-parent families with youngest child aged 13 to 18 years preferred measurably more funding, whilst respondents from one-parent families with children aged under 18 years preferred notably, but not measurably less funding.



There was also some measurable and notable variation in the preferred funding for diversity and inclusion observed by respondent profile.

Two-parent families with youngest child aged 13 to 18 years preferred measurably more funding, whilst respondents from one-parent families with children aged under 18 years preferred notably, but not measurably less funding.



Respondent profile

The following section provides the demographic profile of the respondents surveyed for the *Maribyrnong City Council – 2023 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

The sample of respondents was weighted by age and gender to reflect the 2021 Census results. It is noted that the pre-weighted sample included a good cross-section of age groups, although it did under-represent young adults (aged 18 to 34 years).

Metropolis Research notes that the door-to-door methodology obtains a more representative age structure than the telephone methodology.

Age structure
Maribyrnong City Council - 2023 Annual Community Survey
(Number and percent of respondents providing a response)

Age group	2023 (unweighted)		2023 (weighted)	2022	2021	2020	2019
	Number	Percent					
Young adults (18 - 34 years)	209	26%	41%	41%	41%	41%	31%
Adults (35 - 44 years)	197	25%	21%	21%	21%	21%	28%
Middle-aged adults (45 - 54 years)	173	22%	15%	14%	14%	14%	18%
Older adults (55 - 74 years)	170	21%	16%	16%	16%	16%	19%
Senior citizens (75 years and over)	51	6%	8%	8%	8%	8%	4%
Not stated	0		0	3	0	0	2
Total	800	100%	800	800	800	800	800

Gender

The sample of respondents was weighted by age and gender to reflect the 2021 Census results.

It is noted that the un-weighted raw sample of respondents included a near perfect gender split.



Gender
Maribyrnong City Council - 2023 Annual Community Survey
(Number and percent of respondents providing a response)

Gender	2023 (unweighted)		2023	2022	2021	2020	2019
	Number	Percent	(weighted)				
Male	405	51%	50%	50%	50%	50%	54%
Female	384	48%	50%	50%	50%	50%	46%
Other	6	1%	1%	1%	0%	0%	0%
Not stated	5		5	6	1	0	8
Total	800	100%	800	800	800	800	800

LGBTIQA+

This question relating to respondents’ LGBTIQA+ identity for the first time this year.

In 2023, six percent of the respondents providing a response to this question identified as LGBTIQA+.

Metropolis Research suggests that this result appears somewhat higher than what has typically been observed by Metropolis Research in a range of other locations elsewhere across metropolitan Melbourne.

Identify as LGBTIQA+
Maribyrnong City Council - 2023 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2023	
	Number	Percent
Yes	48	6%
No	736	94%
Prefer not to say	16	
Total	800	100%

Language spoken at home

In 2023, one-third (33% down from 34%) of respondents were from households that spoke a language other than English at home. This is the highest proportion of multilingual household respondents reported in recent years and was consistent with the long-term average proportion recorded since 2004 of 36%.

This result was consistent with the 2021 Census that found that 38% of residents spoke a language other than English at home.



Language
Maribyrnong City Council - 2023 Annual Community Survey
(Number and percent of respondents providing a response)

Language	2023		2022	2021	2020	2019	2018
	Number	Percent					
English	527	67%	66%	63%	55%	64%	59%
Vietnamese	65	8%	7%	11%	8%	8%	10%
Italian	19	2%	3%	1%	3%	2%	2%
Spanish	18	2%	2%	1%	1%	2%	2%
Mandarin	13	2%	2%	2%	3%	3%	2%
Chinese (not further defined)	9	1%	1%	1%	1%	2%	2%
Greek	9	1%	3%	1%	2%	2%	1%
Tagalog (Filipino)	9	1%	2%	2%	1%	2%	1%
Telugu	8	1%	0%	1%	2%	1%	1%
Arabic	7	1%	0%	2%	2%	1%	1%
German	7	1%	0%	1%	0%	0%	1%
Hindi	6	1%	1%	1%	5%	1%	2%
Bengali	6	1%	0%	0%	1%	1%	1%
Japanese	5	1%	0%	0%	0%	0%	0%
Cantonese	4	1%	1%	2%	2%	2%	1%
Indonesian	4	1%	0%	0%	0%	1%	0%
Nepali	4	1%	0%	1%	1%	0%	1%
Portugese	4	1%	0%	0%	1%	0%	1%
Somali	4	1%	0%	0%	0%	0%	0%
Turkish	4	1%	0%	0%	1%	0%	0%
Amharic	3	0%	0%	1%	0%	0%	0%
Croatian	3	0%	0%	0%	1%	1%	1%
Korean	3	0%	1%	0%	0%	0%	0%
Malayalam	3	0%	0%	0%	0%	0%	0%
Maltese	3	0%	0%	0%	0%	0%	0%
Tigrinya	3	0%	0%	0%	0%	0%	0%
Cebuano	2	0%	0%	0%	0%	0%	0%
French	2	0%	1%	0%	1%	1%	1%
Macedonian	2	0%	0%	1%	1%	1%	0%
Maori	2	0%	0%	0%	0%	0%	0%
Polish	2	0%	1%	1%	0%	1%	0%
Punjabi	2	0%	0%	0%	0%	0%	0%
Serbian	2	0%	0%	1%	0%	0%	0%
Sinhalese	2	0%	1%	0%	0%	0%	0%
Tamil	2	0%	0%	0%	0%	0%	0%
Thai	2	0%	0%	1%	0%	0%	1%
Urdu	2	0%	1%	0%	1%	1%	1%
Multiple	2	0%	1%	1%	0%	1%	4%
All other languages	18	2%	3%	5%	5%	3%	4%
Not stated	8		10	10	13	6	8
Total	800	100%	800	800	800	800	800



Household structure

The 2023 sample included slightly fewer respondents from two-parent families than in recent years (35% down from 40%), and somewhat more respondents from group households (19% up from 13%).

Household structure
Maribyrnong City Council - 2023 Annual Community Survey
(Number and percent of respondents providing a response)

Structure	2023		2022	2021	2020	2019	2018
	Number	Percent					
Two parent family total	272	35%	40%	42%	42%	43%	44%
youngest child 0 - 4 years	73	9%	10%	7%	13%	10%	13%
youngest child 5 - 12 years	67	9%	15%	16%	14%	15%	15%
youngest child 13 - 18 years	67	9%	7%	6%	6%	6%	6%
adult children only	65	8%	9%	12%	9%	12%	10%
One parent family total	39	5%	5%	8%	6%	5%	5%
youngest child 0 - 4 years	1	0%	0%	1%	1%	1%	0%
youngest child 5 - 12 years	6	1%	1%	1%	1%	1%	2%
youngest child 13 - 18 years	10	1%	1%	1%	1%	1%	1%
adult children only	22	3%	2%	5%	3%	1%	3%
Group household	153	19%	13%	15%	16%	16%	17%
Sole person household	100	13%	13%	15%	13%	11%	7%
Couple only household	221	28%	28%	19%	22%	24%	26%
Other	3	0%	2%	1%	1%	1%	1%
Not stated	12		15	6	24	12	2
Total	800	100%	800	803	800	800	800

Household member with disability

In 2023, eight percent of respondents were from households with at least one member with disability. This result was consistent with the long-term average since 2018 of nine percent.

Household member with disability
Maribyrnong City Council - 2023 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2023		2022	2021	2020	2019	2018
	Number	Percent					
Yes	64	8%	11%	11%	10%	8%	8%
No	720	92%	89%	89%	90%	92%	92%
Not stated	16		15	17	20	38	7
Total	800	100%	800	800	800	800	800



Housing situation

There were somewhat more respondents from households who own their home outright (48% up from 36%) this year, and a little higher than the long-term average since 2017 of 42%. There were somewhat fewer mortgagor and rental households, although consistent with the long-term average results.

Housing situation
Maribyrnong City Council - 2023 Annual Community Survey
 (Number and percent of respondents providing a response)

Situation	2023		2022	2021	2019	2018	2017
	Number	Percent					
Own this home	380	48%	36%	42%	47%	43%	38%
Mortgage (<i>paying-off this home</i>)	136	17%	22%	28%	15%	19%	24%
Renting this home	256	33%	38%	28%	36%	36%	36%
Other arrangement	14	2%	4%	2%	2%	2%	2%
Not stated	14		16	16	17	6	2
Total	800	100%	800	800	800	800	800

Period of residence

Consistent with the results recorded last year, and pre-pandemic, approximately one-third (31% down from 36%) of respondents were new and newer residents of the City of Maribyrnong, approximately one-fifth (21% up from 19%) were medium-term residents, and approximately half (48% up from 45%) were long-term residents (10 years or more in the City of Maribyrnong).

These results appear to have recovered to pre-pandemic levels in 2022 and 2023.

Period of residence in Maribyrnong
Maribyrnong City Council - 2023 Annual Community Survey
 (Number and percent of respondents providing a response)

Period	2023		2022	2021	2020	2019	2018
	Number	Percent					
Less than 1 year	69	9%	11%	1%	1%	9%	13%
1 to less than 5 years	179	22%	25%	9%	12%	22%	23%
5 to less than 10 years	166	21%	19%	24%	24%	23%	19%
10 years or more	383	48%	45%	67%	63%	46%	45%
Not stated	3		16	23	21	11	5
Total	800	100%	800	800	800	800	800



The following table outlines the previous municipality of residents for the 248 new and newer resident respondents. Of these 248 respondents, 185 provided a previous municipality of residence, as outlined in the following table.

Metropolis Research notes that one-quarter of new and newer residents previously lived interstate (15%) or overseas (10%). The most common previous municipalities were the neighbouring municipalities of Melbourne, Hobsons Bay, and Moonee Valley.

Previous municipality of residence
Maribyrnong City Council - 2023 Annual Community Survey
(Number and percent of respondents in Maribyrnong less than five yrs)

Location	2023	
	Number	Percent
Interstate	27	15%
Melbourne	26	14%
International	18	10%
Hobsons Bay	16	9%
Moonee Valley	14	8%
Merri-bek	10	5%
Brimbank	9	5%
Yarra	8	4%
Boroondara	5	3%
Stonnington	5	3%
Port Phillip	4	2%
Whitehorse	4	2%
Darebin	3	2%
Glen Eira	3	2%
Greater Dandenong	3	2%
Greater Geelong	3	2%
Maribyrnong	3	2%
Maribyrnong	3	2%
Monash	3	2%
Booroondora	2	1%
Casey	2	1%
Hume	2	1%
Wangaratta	2	1%
Warrnambool	2	1%
Wyndham	2	1%
Bayside	1	1%
Frankston	1	1%
Maroondah	1	1%
Melton	1	1%
Mitchell Shire	1	1%
Whittlesea	1	1%
Not stated	63	
Total	248	100%



Appendix One: verbatim comments

The following sections outline the verbatim comments received from respondents in relation to overall satisfaction with Council, housing development, the perception of safety, and general comments.

Reasons for rating of satisfaction with Council’s overall performance

The following table outlines the verbatim comments received from respondents as to the reasons why they rated satisfaction with Council’s overall performance at the level they did.

Comments regarding performance of Council across all areas of responsibility

Maribyrnong City Council - 2023 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Dissatisfied with Council's overall performance (rating satisfaction less than 5)</i>	
<i>General negative statements</i>	
Because they are not looking after the rate payers	1
Need a lot of more improvement	1
Not looking out for residents	1
Not proactive, worst Council I've lived in	1
Only there for themselves	1
The local councils around doing much better	1
They are not worth, inconsistent	1
They don't care about our needs, do something for community	1
They have not supported us with any issues	1
Things don't get fixed as quickly as it needs to	1
Total	10
<i>Governance, accountability, and reputation negative statements</i>	
Because they over commit to responsibility that are not a part of Council roles	1
Council is pathetic and it's only interested in progressing their own political careers	1
Don't appear to be very proactive	1
Don't deliver and are inefficient	1
Haven't been doing much	1
I find their long-term plan is missing	1
They just do whatever they want	1
Total	7





Communication, consultation, and provision of information negative statements

I don't believe they listen to the needs of constituents	1
Lack of communication, integrity	1
Lack of engagement	1
There's a lack of communication and transparency in community	1
They don't listen to the people	1
They don't take into account the voices of majority; they cater to minority	1
Total	6

Customer service and responsiveness negative statements

General lack of response to customer service requests	1
I had raised a request about my new house plan. No response till date even after many follow-ups	1
It's very hard to contact the department	1
Not responsive at all so many issues	1
Takes quite a bit of time to get services	1
Total	5

Rates and financial management negative statements

Consistent planning for budget spending and not getting what its purpose is for	1
I don't understand the budget they spent on governance and management of facilities	1
Poor management of spending. It's not a business	1
The Council is not using the rates received well	1
We pay the high rate for least return	1
Total	5

Services and facilities negative statements

Compared to other suburbs, the infrastructure is lacking	1
Do something about cleanliness and smell	1
It is not doing good in maintaining the CBD clean, safe and welcome	1
They are not prioritising the basic infrastructure and necessities	1
They do not have any services for disabled. No communities and club in the area	1
Total	5

Road, traffic, transport, and footpaths negative statements

Check up on the footpaths	1
Check up on the roads	1
Do something about roads	1
Total	3



<i>Building, planning, housing, and development negative statements</i>	
Council sees massive decline in housing	1
Not improving building for Footscray CBD and not forcing people to re-build	1
Total	2
<i>Parking negative statements</i>	
I've been lodging complaints on street parking but no response	1
Total	1
<i>Environment, parks, open space, and trees negative statements</i>	
The street trees maintenance	1
Total	1
<i>Other negative statements</i>	
Council sees massive decline in safety	1
Flood is also a big concern	1
Total	2
Total responses for satisfaction less than 5	47



Comments from respondents rating satisfaction 5 (neutral)

Communication, consultation, and provision of information negative statements

It seems be lacking a bit with general engagement	1
Lack of consultation, too much concentration on lobby groups	1
Not listening to the people	1
Not very aware of what they do	1
Not visible	1
The community doesn't feel represented	1
There could be more community consultation and promotion about that	1
We don't know enough about them	1
Total	8

General negative statements

Can do better	2
I haven't seen Council doing much	1
Just based on past experiences	1
No improvement	1
Not paying enough attention	1
They claim the will do something but don't do it	1
Total	7

Rates and financial management negative statements

Very high rates	2
Because higher rates than other councils	1
Rates go up all the time and we are not getting much service	1
Total	4

Customer service and responsiveness negative statements

Not responding to my request	1
Sometimes it's hard to get in touch with them	1
Total	2

Road, traffic, transport, and footpaths negative statements

Because of the issues stated above like footpaths	1
Because of the issues stated above like roads	1
I'm just upset with the roads	1
Roads are not good	1
Total	4



<i>Services and facilities positive statements</i>	
Bins are picked on time	1
Total	1
<i>Services and facilities negative statements</i>	
Because they take too long to fix things	1
Facilities is very poor and slow	1
Not enough services on the topic	1
Total	3
<i>Governance, accountability, and reputation negative statements</i>	
Efficiency is low	1
They focus on political issues before doing the groundwork well	1
Total	2
<i>Building, planning, housing, and development negative statements</i>	
They go against community for development e.g., park near freeway	1
Total	1
<i>Environment, parks, open space, and trees negative statements</i>	
Parks is very poor and slow	1
Total	1
<i>Safety, policing, and crime negative statements</i>	
Because of the issues stated above like safety	1
Total	1
<i>Other reasons</i>	
Bad response to flood	1
Just my feelings	1
Mid score, past mark for them	1
No assistance during flood	1
Price higher and higher everyday	1
They are okay	1
Total	6
Total responses for satisfaction 5	40



Satisfied with Council's overall performance (rating satisfaction 6 or more)

General positive statements

Doing a fine / good job / satisfied	47
I feel they do average / neutral / not too bad	19
Don't have any issues / problems	8
I like living here / good area	6
They are good but can always do better	5
Safe / peaceful / quiet area	3
Well everything seems to be sort of working / looked after	3
It does certain things well and others needs more work on	2
Doing good but not enough for the community	1
Footscray area is good but don't know much about other area	1
Good but needs to be a lot more prevention methods	1
Its generally a good place to live and I can see improvements happening	1
Just a neutral rating	1
New to the area everything seems good	1
Post flood clean up was quick	1
Pretty involved	1
Sometimes, what they do is for rate payers and residents	1
Supporting best interests for community	1
The main things of them are pretty good. Every facility is good	1
They are on time	1
They are open to all culture	1
They are pretty well organised	1
They do well in difficult situations	1
They got good commitments	1
They maintain very well	1
They provide good service	1
They try and do what they can	1
They're doing a good job with the bins	1
Things are pretty good and overall amenities are good	1
When I need them, they are supportive	1
Total	115

General negative statements

There is room for improvement	10
Haven't seen any issues resolved	1
I don't see any active programs	1
I don't think they are doing an amazing job kind of like seen and not heard	1
More reactive than proactive	1
Sometimes do the bad things they shouldn't do	1
There are lacking areas	1
There are some important things which are not addressed by Council	1
There are some minor issues but nothing major	1
They are getting involved in the things not essential wasting time	1
They are lacking in commitment	1
They are not the worst but still fall behind other councils in some areas	1



They could do more	1
They do what they have to do, self-serving	1
Total	23

Rates and financial management negative statements

Rate are too high	5
I think there is a lot more they can do. They waste money in unnecessary areas	1
It's quite expensive and expect more services	1
No value for rates provided	1
The rates are a bit high, and the Council is shoddy but it's alright for their responsibility	1
The rates are really high, but we have services	1
The rates are too high and it's a nice place to live but it's getting too expensive	1
The rates keep on increasing whereas the services provided remain the same	1
Total	12

Services and facilities positive statements

Overall, they maintain the services well	3
Based on what I observe around in terms of maintenance and cleaning	1
General services like animal registration are all fine	1
I suppose averaging out every facility. Usually nothing serious	1
It's pretty good the rubbish collection	1
The amenities are accessible	1
They are cleaning the doors taking bins on time	1
They do clean up services well	1
Total	10

Services and facilities negative statements

Need more public toilets	1
They need only to maintain and clean streets	1
They need to do some improvements like more cleaning up	1
They should focus on better facilities for people	1
Total	4

Communication, consultation, and provision of information - positive statements

I like their communication and initiatives to improve the facilities with required consultations	1
I think there is communication and initiatives for the community, and they are trying to create channels of feedback, for the community	1
Their communication is good	1
They take a lot of good feedback and deliver on it	1
Total	4



Communication, consultation, and provision of information - negative statements

Don't hear enough from them / don't know much	2
More communication would be better	2
Communication delay and unclear answers	1
Hear about more than they do	1
I don't really see them until it's time to vote, so they don't really consult the community	1
No engagement	1
They could do things better for e.g., more consultation	1
Total	9

Environment, parks, open space, and trees positive statements

Done a good job with creeks	1
Done a good job with the parks	1
Lots of trees been planted on streets	1
Total	3

Environment, parks, open space, and trees negative statements

Could be much more active around environmental concerns	1
Not sure what initiative for climate change and environment	1
Not very much towards the climate change	1
Some parks are closed for 2 years and haven't reopened yet	1
They need only to maintain the trees	1
They should clean the riverbanks	1
Total	6

Customer service and responsiveness positive statements

Very quick and responsive but still more work to do	1
Total	1

Customer service and responsiveness negative statements

Can be more responsive	1
I see lot of things rates can cover but they are too slow to react or take actions	1
Responding the people voices	1
Responding to community requests	1
When I call the Council, but they take time to address the issue	1
Total	5



<i>Building, planning, housing, and development negative statements</i>	
They are approving too many tiny residential developments	1
They are not always thinking about community but profits and on good side of developers	1
They are too aggressive to put buildings on green spaces	1
I have not raised any issues personally but if we do the Council does address them	1
Total	4
<i>Governance, accountability, and reputation positive statements</i>	
Apart from legacy corruption they are effective	1
Total	1
<i>Governance, accountability, and reputation negative statements</i>	
The Council is more interested in themselves not very responsive	1
Probably less left-wing agenda	1
Don't trust them 100%	1
Total	3
<i>Roads, traffic, transport, and footpaths positive statements</i>	
The footpaths are good	2
General services like roads is all fine	1
Total	3
<i>Roads, traffic, transport, and footpaths negative statements</i>	
They should focus on clean roads	1
They should focus on good roads	1
Total	2
<i>Parking negative statements</i>	
I got a parking fine near the swimming pool which was unreasonably high and also because of the potholes	1
The area is growing fast, and they are building multi-storey houses but no parking	1
Total	2
<i>Safety, policing, and crime positive statements</i>	
It's a safe and accessible place to live	1
It's relatively safe	1
Total	2



<i>Safety, policing and crime negative statements</i>	
Could be more attentive towards the increasing crime around Footscray	1
Total	1
<i>Support for business negative statements</i>	
Footscray CBD needs more variety in business to bring more people in	1
Total	1
<i>Other reasons</i>	
Haven't needed it to deal with any issues	2
Emergency management	1
I guess 7 would be the average	1
I have watched the place inaccessible for community it was good back then	1
No change in services	1
Not sure	1
Nothing to add in it	1
They could have done a lot better during floods in a timely manner	1
Total	9
Total responses for satisfaction 6 or more	220
Total responses	307

Reasons for feeling unsafe in the public areas of the City of Maribyrnong

The following table outlines the verbatim comments received from respondents who felt “unsafe” in the public areas of the City of Maribyrnong.

Reasons for not feeling safe in public areas in the City of Maribyrnong
Maribyrnong City Council - 2023 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Drugs and alcohol</i>	
Drug addicts / junkies / substance users	16
Drugs / drug deals / drug hotspots	8
Drunks	3
Because there are lots of drug deals	1
Drug addicted people creating havoc, cursing, and using abusive tone	1



Drugs violence	1
There are druggies around in public transport	1
Too many youth drugs	1
Total	32

Crime / violence

Crime	7
Burglaries / robberies	2
Increase in crime	2
Stabbing	2
Hooligans yelling	1
Lots of abuse from the public to each other	1
Lots of theft	1
People screaming and threatening	1
Rowdy around there	1
Stabbing incident in Caroline Springs Catholic College	1
Too much violence	1
Total	20

Problems with specific areas

Lot of druggies and junkies especially around Footscray CBD	3
Better crossover over the tram tracks on River St	1
Crime in Footscray	1
During the night, few people hang around there especially the parks and Footscray CBD	1
Francis St	1
Generally, feel unsafe in CBD at night	1
I am not comfortable with my wife being in CBD at night as it is very uncomfortable	1
I have seen things happening and police doesn't do anything in Footscray CBD	1
I heard few incidents around here (Clarendon Pde)	1
I was punched in Footscray CBD	1
Lot of druggies and junkies especially around Braybrook	1
Lot of suspicious people like drunk or druggies wandering around Footscray CBD at night	1
Lots of dangerous people at night don't feel safe	1
Lots of dodgy people	1
Many people hang around on Wallace St in night and it is uncomfortable for me	1
On the weekend, at the village area in Yarraville, men are aggressive	1
People asking for money just up the road and sketchy people (Lawn Cres)	1
People in Footscray doing drugs and harass women	1
Some person sells drugs on Wallace St. Very scary	1
Terrible lighting around CBD	1
Total	22



Issues with gangs, youth, and suspicious people

Too many delinquents, sketchy, crazy, unruly characters around	5
Homeless people	3
Youth crime	2
Because of people in tram sometimes they are a bit weird	1
Criminals in this area	1
Gangs and youth out of control	1
Lots of loitering	1
People aren't friendly especially at night	1
People yelling, gangs roaming around very scary at night	1
The youth crime is rising	1
Total	17

Issues with lighting

Bad / poor / not enough lighting	10
Dark at night / too many dark areas	5
Well at night it could be better lighting on paths	1
Total	16

General safety concerns n.e.i.

Generally, feel unsafe	5
Generally, don't feel safe at night	1
It's like the wild west at night	1
Not safe outside too dangerous	1
Too much news	1
Walking through this area and doesn't feel safe	1
We are not safe to live here, especially during emergency	1
Total	11

Lack of police presence

Bad / poor / no security	3
Need more security	2
I have seen police walk by and didn't do anything	1
Lack of PSO presence	1
Need more patrol to make people feel safe	1
No police around	1
Total	9



<i>Safety at night</i>	
Don't trust people at night	1
I'm scared to walk at night	1
Nocturnal activities are dangerous	1
There are some characters at night	1
Total	4
<i>Perception of lack of safety</i>	
For female around the weekend nights is sketchy	1
I just feel vulnerable	1
Not a lot of people at night	1
Total	3
<i>Other comments n.e.i</i>	
Because of tram broken paths	1
Low socio-economic issues	1
There will be more people coming with public transport and make Footscray more welcoming	1
Untreated mental health issues	1
Total	4
Total responses	138



General comments

The following general comments were received from respondents to the *Maribyrnong City Council – 2023 Annual Community Survey*.



Appendix Two: Survey form



Hello my name is _____ from Metropolis Research and I am here on behalf of Maribyrnong City Council.

Council is required, under government regulations, to conduct a community satisfaction survey every year, and we would welcome your feedback on the performance of Council.

The survey will take approximately 15 mins to complete, is completely confidential and voluntary.

1

Have you contacted Maribyrnong City Council in the last 12 months?

Yes (*continue*) 1 No (*go to Q. 4*) 2

2

When you last contacted the Council, was it?

Visit in person 1 Mail 4
 Telephone (*during office hours*) 2 E-mail 5
 Telephone (*after hours service*) 3 Website 6

3

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.

1. General reception	0	1	2	3	4	5	6	7	8	9	10	99
2. Care and attention to your enquiry	0	1	2	3	4	5	6	7	8	9	10	99
3. Provision of information on the Council and its services	0	1	2	3	4	5	6	7	8	9	10	99
4. Speed of service	0	1	2	3	4	5	6	7	8	9	10	99
5. Courtesy of service	0	1	2	3	4	5	6	7	8	9	10	99
6. Opening hours	0	1	2	3	4	5	6	7	8	9	10	99
7. Access to relevant officer / area	0	1	2	3	4	5	6	7	8	9	10	99
8. The online payment systems	0	1	2	3	4	5	6	7	8	9	10	99
9. Staff's understanding of your language needs	0	1	2	3	4	5	6	7	8	9	10	99

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.

1. Maintenance and repair of sealed local roads	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
2. Footpath maintenance & repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Street sweeping	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Weekly garbage collection (120L red bin)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Provision and maintenance of parks and gardens	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Provision and maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Provision and maintenance of street lighting	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Litter collection in public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Maintenance and cleaning of shopping strips along roads	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Maintenance and cleaning of Footscray CBD	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Illegally dumped rubbish (level and management of)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Parking enforcement	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
13. Local traffic management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
14. Animal management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
15. Council meeting its responsibilities towards the environment	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
16. Maribyrnong Messenger (Council's newsletter)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
17. Council activities promoting local economic development	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

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

(Survey note: Ask importance, then use, then satisfaction only if service has been used in last 12 months)

1. Council's website	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
2. Council's Customer Request Management System (on the website)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
3. Council's use of Social Media (e.g. how helpful and interesting it is)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
4. Council's online consultation tool - "Your City, Your Voice"	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
5. Fortnightly recycling (240L yellow bin)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
6. Fortnightly green waste collection (120L or 240L green bin)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
7. Annual hard rubbish collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
8. Additional, paid hard waste collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
9. Library services (including both local and online)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
10. Public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
11. Sports facilities (e.g. sports fields, pavilions, change rooms, spectator amenities)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
12. Community Centres / Neighbourhood Houses	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	

13. Services for children from birth to 5 years of age <i>(e.g. Maternal and Child Health, immunisation, playgroups, kindergarten, childcare (excluding private providers))</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
14. Services for young people <i>(e.g. school holiday programs, youth leadership participation and training, youth mental and wellbeing programs, music and dance events)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
15. Services for older people <i>(e.g. programs for seniors at senior citizens centres, community centres and libraries. Excluding Private providers of In-home Care: cleaning, personal and respite, and residential aged care)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
16. Services for people with disability <i>(e.g., inclusive programs delivered across Council. Excluding Private providers of In-Home Care: cleaning and personal and respite, NDI and residential aged care)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
17. On and off-road bike paths	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
18. On and off-road walking paths <i>(including shared pathways)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
19. Maribyrnong Aquatic Centre	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
20. Provision and maintenance of playgrounds	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
21. Provision of public art	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
22. Council's festivals and events	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	

6

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

Issue One:	
Issue Two:	
Issue Three:	

7

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

1. Council's commitment to promoting gender respect and equity	0	1	2	3	4	5	6	7	8	9	10	99
2. Council's consultation and engagement with the community	0	1	2	3	4	5	6	7	8	9	10	99
3. Council's representation, lobbying and advocacy on behalf of the community with other levels of government and private organisations on key issues	0	1	2	3	4	5	6	7	8	9	10	99
4. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	99
5. Council's performance in making decisions in the interest of the community	0	1	2	3	4	5	6	7	8	9	10	99
6. Council's performance in maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	99
7. Council performance mitigating the causes of and addressing the impacts of climate change	0	1	2	3	4	5	6	7	8	9	10	99
8. Performance of Council across all areas of responsibility	0	1	2	3	4	5	6	7	8	9	10	99

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

8

Over the past twelve months, do you think Maribyrnong City Council's overall performance has?

Improved	1	Deteriorated	3
Stayed the same	2	Don't know, can't say	9

9

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.

(please circle one number for each aspect)

1. The appearance and quality of new developments in your area	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, please identify the developments or issues of concern:</i>												
2. The design of public spaces	0	1	2	3	4	5	6	7	8	9	10	99
3. The protection of local heritage	0	1	2	3	4	5	6	7	8	9	10	99

10

Have you or members of this household been personally involved in a planning application or development in the last twelve months?

Yes - lodged an application **1** Yes - other: _____ **3**
 Yes - objected to an application **2** No involvement (*go to q.12*) **4**

11

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

1. Access to information	0	1	2	3	4	5	6	7	8	9	10	99
2. Council's communication during the process	0	1	2	3	4	5	6	7	8	9	10	99
3. Effectiveness of community consultation and involvement	0	1	2	3	4	5	6	7	8	9	10	99
4. Timeliness of planning decisions	0	1	2	3	4	5	6	7	8	9	10	99

The State Government has planned for the population of Maribyrnong to continue growing by approximately 72% over the next 20 years to almost 157,000. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

12

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

1. Planning for population growth	0	1	2	3	4	5	6	7	8	9	10	99
If you rated satisfaction less than 5, what concerns you most about population growth in the City of Maribyrnong?												

13

Do you or your household regularly walk or cycle to local destinations like shops, schools, or parks?

Yes **1** No **2**

14

On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements regarding the local community.

Statement	Strongly disagree					Neutral					Strongly agree		Can't say
	0	1	2	3	4	5	6	7	8	9	10	99	
1. Maribyrnong is accessible and inclusive for people with disability	0	1	2	3	4	5	6	7	8	9	10	99	
2. The Maribyrnong community is welcoming and supportive of people from diverse cultures and backgrounds	0	1	2	3	4	5	6	7	8	9	10	99	
3. Maribyrnong Council respects, reflects and is inclusive of First Nations' Peoples	0	1	2	3	4	5	6	7	8	9	10	99	
4. Maribyrnong Council promotes connection between different cultural groups	0	1	2	3	4	5	6	7	8	9	10	99	
5. I feel welcome and included when accessing Council services, facilities, and activities	0	1	2	3	4	5	6	7	8	9	10	99	

15

For the following list of Council services and programs, please indicate whether you think these should receive much less, less, the same, more, or much more funding.

	Much less	Less	The same	More	Much more	Don't know / Can't say
1. Community facilities and Libraries (including community centres / meeting spaces, libraries)	1	2	3	4	5	99
2. Diversity and inclusion (including services for youth, disability, aged, First Nations, LGBTIQ+, and culturally and linguistically diverse)	1	2	3	4	5	99
3. Arts and events	1	2	3	4	5	99
4. Roads, parking, and traffic management	1	2	3	4	5	99
5. Cycling and pedestrian infrastructure	1	2	3	4	5	99
6. Sports facilities (such as Maribyrnong Aquatic Centre, ovals, courts, fields, and pavilions)	1	2	3	4	5	99
7. Waste and recycling	1	2	3	4	5	99
8. City amenity and safety (including cleaning and maintenance of streets, public toilets, spaces, and Safe City CCTV)	1	2	3	4	5	99
9. Sustainability and the Environment (including water management, waste, energy, and addressing the climate emergency)	1	2	3	4	5	99
10. Advocacy and community development (including supporting the economy and business, and seeking funding and support from state and federal government, and others)	1	2	3	4	5	99
11. Open space (including parks, reserves, open space and foreshore)	1	2	3	4	5	99
12. Business and industry development	1	2	3	4	5	99
13. City planning and compliance (including urban design, planning, permits, & compliance)	1	2	3	4	5	99
14. Maternal and Child Health services	1	2	3	4	5	99

16

On a scale of 0 (very unsafe) to 10 (very safe), how safe do you feel in public areas in the City of Maribyrnong?

1. During the day	0	1	2	3	4	5	6	7	8	9	10	99
2. At night	0	1	2	3	4	5	6	7	8	9	10	99
3. Travelling on / waiting for public transport	0	1	2	3	4	5	6	7	8	9	10	99
4. In and around the Footscray CBD during the day	0	1	2	3	4	5	6	7	8	9	10	99
5. In and around the Footscray CBD at night	0	1	2	3	4	5	6	7	8	9	10	99
6. In and around Highpoint S.C	0	1	2	3	4	5	6	7	8	9	10	99
7. In and around Braybrook Shops	0	1	2	3	4	5	6	7	8	9	10	99

If any rated less than 5, why do you say that?

17

Can you name the current Mayor of the City of Maribyrnong?

Cr Sarah Carter	1	Cr Cuc Lam	5
Cr Michael Clarke	2	Cr Anthony Tran	6
Cr Simon Crawford	3	Cr Bernadette Thomas	7
Cr Jorge Andres Jorquera	4	Can't say	9

18

Please indicate which of the following best describes you.

15 - 19 Years	1	45 - 54 Years	4
20 - 34 Years	2	55 - 74 Years	5
35 - 44 Years	3	75 Years or Over	6

19

With which gender do you identify?

Male	1	Other	3
Female	2	Prefer not to say	9

20

Do you identify as LGBTIQ+?

Yes	1	Prefer not to say	9
No	2		

23

What are all the languages spoken in this household?

English only	1	Other (specify): _____	2
--------------	----------	------------------------	----------

24

What is the structure of this household?

Two parent family (youngest 0 - 4 years)	1	One parent family (youngest 13-18 yrs.)	7
Two parent family (youngest 5 – 12 years)	2	One parent family (adult child only)	8
Two parent family (youngest 13 - 18 years)	3	Group household	9
Two parent family (adult child only)	4	Sole person household	10
One parent family (youngest 0 - 4 years)	5	Couple only family	11
One parent family (youngest 5 – 12 years)	6	Other (please specify): _____	12

25

Do any members of this household identify as having disability?

Yes	1	No	2
-----	---	----	---

26

Which of the following best describes the current housing situation of this household?

Own this home	1	Renting this home	3
Mortgage (paying-off this home)	2	Other arrangement	4

27

How long have you lived in the City of Maribyrnong?

Less than 1 year	1	5 to less than 10 years	3
1 to less than 5 years	2	10 years or more	4

If less than 5 years, what was your previous Council

28

Do you have any further comments you would like to make?

**Thank you for your time
Your feedback is most appreciated**

Council will publish the full results of this survey on its website, following detailed analysis and discussion with Councillors and senior officers.