Metropolis RESEARCH

Nillumbik Shire Council

2017 Annual Community Survey

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Prepared for:

Nillumbik Shire Council

Prepared by:

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Table of contents

Introduction

Metropolis Research was commissioned by Nillumbik Shire Council to undertake this, its sixth *Annual Community Survey*.

The survey has been designed to measure community satisfaction with a range of Council services and facilities and to measure community sentiment on a range of additional issues of concern in the municipality. The 2017 survey is comprised of the following:

- ⊗ Satisfaction with Council's overall performance and aspects of governance
- ⊗ Importance of and satisfaction with a broad range of Council services and facilities
- ⊗ Satisfaction with aspects of traffic and parking
- ⊗ Satisfaction with Council's communication tools
- ⊗ Satisfaction with Council customer service
- ⊗ Issues of importance for Council to address in the coming year
- ⊗ Respondent profile.

In addition, the 2017 survey included a set of questions relating to the health and wellbeing of the Nillumbik community. These questions were included to inform the development of Council's *Health and Wellbeing Plan* and are presented in a separate report. This approach was also used in the 2015 survey.

Rationale

The Annual Community Survey has been designed to provide Council with a wide range of information covering community satisfaction, community sentiment and community feel and involvement. The survey meets the requirements of Local Government Victoria by providing importance and satisfaction ratings for the major Council services and facilities as well as scores for satisfaction with Council overall, and some performance indicators consistent with the new Performance Reporting Framework.

The Annual Community Survey provides an in depth coverage 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 Shire of Nillumbik.

In addition, the *Annual Community Survey* includes a range of demographic and socio-economic variables against which the results can be analysed including age structure, period of residence, language and household structure. These variables have been included to facilitate in-depth analysis of the results of the survey by demographic profile and also to ensure that the sample selected represents the underlying population of the Shire of Nillumbik.

Methodology

The *Nillumbik Shire Council – 2017 Annual Community Survey* was conducted as a door-to-door interview style survey of 500 households drawn randomly from across the municipality during the months of January and February 2017.

Trained Metropolis Research survey staff conducted face to face interviews of approximately twenty minutes duration with householders. This methodology has produced highly consistent results in terms of the demographics surveyed, although it is noted that face-to-face interviews will tend to slightly over represent families, in particular parents with younger children.

Response rate and statistical strength

A total of approximately 2,570 households were approached by Metropolis Research to participate in the *Nillumbik Shire Council – 2017 Annual Community Survey*. Of these households, 1,239 were unattended at the time, 829 refused to participate and 502 completed surveys. This provides a response rate of 37.7%, similar to previous years.

The 95% confidence interval (margin of error) of these results is plus or minus 4.4%, 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 45.4% and 54.5%. This is based on a total sample size of five hundred respondents, and an underlying population of the Shire of Nillumbik of 68,850.

Nillumbik local areas

This report provides precinct level results utilising a set of precincts derived from the localities within the municipality as outlined in the *Nillumbik Shire Community Profile* published by i.d consulting. These precincts are defined as follows:

- ***Greensborough*** – includes Greensborough and Plenty
- ***Diamond Creek*** – includes Diamond Creek
- ***Eltham*** – includes Eltham Central, Eltham South and Eltham East
- ***Eltham North*** – includes Eltham North and Edendale
- ***Rural*** – includes Hurstbridge, Kangaroo Ground, North Warrandyte, Research, Wattle Glen, St. Andrews, Rural East and Rural Northwest

Governing Melbourne

Governing Melbourne is a new service provided by Metropolis Research since 2010. *Governing Melbourne* is a survey of 800 to 1,000 respondents drawn in equal numbers from every municipality in metropolitan Melbourne. *Governing Melbourne* provides an objective, consistent and reliable basis on which to compare the results of the *Nillumbik Shire Council – 2017 Annual Community Survey.* It is not intended to provide a "league table" for local councils, rather to provide a context within which to understand the results.

This report provides some comparisons against the metropolitan Melbourne average, which includes all municipalities located within the Melbourne Greater Capital City Statistical Area as well as the northern region, which includes the municipalities of Banyule, Darebin, Hume, Moreland, Nillumbik and Whittlesea.

Glossary of terms

Precinct

The term precinct is used by Metropolis Research to describe the small areas and in this instance reflects the official suburbs within Nillumbik Shire. Readers seeking to use precinct results should seek clarification of specific precinct boundaries if necessary.

Measurable

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 due to the fact that survey results are subject to a margin of error or an area of uncertainty. The 95% confidence interval based on a one-sample t-test is used for the mean scores in this report.

Statistically significant

Statistically significant is the technical term for a measurable difference as described above. The term "statistically significant" and the alternative term "measurable" describe a quantifiable change or difference between results. They do not describe or define whether the result or change is of a sufficient magnitude to be important in the evaluation of performance or the development of policy and service delivery.

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.

Discernible / observed

Metropolis Research will describe some results or changes in results as being discernible, observable or notable. These are not statistical terms rather they are interpretive. They are used to draw attention to results that may be of interest or relevance to policy development and service delivery. These terms are often used for results that may not be statistically significant due to sample size or other factors but may none-the-less provide some insight.

95% confidence interval and standard deviation

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 **standard deviation** (**SD**) shows how much variation from the average exists. A low standard deviation indicates that the data points tend to be very close to the mean whilst a high standard deviation indicates that the data points are spread out over a large range of values.

Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretative of the results. These categories have been developed over many years as a guide to the scores presented in the report and are designed to give a general context, 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 less than 6 are categorised as poor
- ***Very Poor*** - scores of less than 5.5 are categorised as very poor

Executive summary

Satisfaction with the overall performance of Nillumbik Shire Council declined measurably and significantly in 2017, down eight percent from 6.69 to 6.15 out of a potential ten. This is the lowest satisfaction with overall performance recorded during the survey program, and satisfaction is now at a level categorised as "solid".

This decrease in average satisfaction resulted from a significant increase in the proportion of respondents dissatisfied with Council's overall performance (16.6% up from 9.7%), and a decline in the proportion of very satisfied respondents, who rated satisfaction at eight or more out of ten (25.6% down from 34.0%).

Younger respondents, new Nillumbik residents, two-parent families with young children (aged under 5 years), and mortgagee and rental household respondents tended to be more satisfied with Council's overall performance. Older adults, long-term Nillumbik residents and home owners tended to be less satisfied.

Overall satisfaction with Nillumbik Shire Council is somewhat lower than the 2016 metropolitan Melbourne average of 6.40, but marginally higher than the northern region council's average of 5.97.

Metropolis Research notes that a decline in satisfaction with Council's overall performance has also been observed across metropolitan Melbourne in 2016, with the metropolitan Melbourne average satisfaction declining six percent from 6.81 to 6.40. There may be a range of reasons for this, including the impact of local council elections on the communities' perception of councils and their performance. This broader metropolitan trend may well have had some impact in the Shire of Nillumbik this year, although in the view of Metropolis Research it is unlikely to be the most significant factor given a number of local issues highlighted in some areas of the municipality this year.

There was a slight decrease in the proportion of respondents that considered Council's overall performance had improved in the last twelve months (6.0% down from 9.0%), and a small increase in the proportion of respondents that considered that overall performance had deteriorated in the last twelve months (11.0% up from 8.0%).

The reasons for the decline in satisfaction with Council's overall performance appear to relate to the following:

- ⊗ The impact of the ***local government elections*** on the community's view of Council due to increased resident attention to local politics and candidates in the lead up to the election. This is, in the view of Metropolis Research, unlikely to be a significant factor this year.

- ⊗ The impact of the ***environmental overlay issue*** was abundantly clear in these results and in the rural precinct in particular. Satisfaction with Council's overall performance in the rural precinct declined twenty-three percent from the highest precinct score in 2016 (7.20) to the least satisfied (5.40) in 2017. Almost one-quarter of respondents from the rural precinct were dissatisfied with Council's overall performance, and 10.5% rated satisfaction at zero out of a potential ten. The small number of respondents that specifically named the C101 and C81 amendments as issues for Council to address rated satisfaction with Council at just 5.20 out of ten, a very poor level of satisfaction.

- ⊗ Satisfaction with aspects of ***governance and leadership*** declined by an average of more than ten percent, which does suggest that dissatisfaction with governance and leadership, to a large extent stemming from dissatisfaction around issues such as the environmental overlay have had a significant negative impact on overall satisfaction with Council this year.

- ⊗ A range of other issues appear to have exerted a negative influence on overall satisfaction this year, including ***council rates***, ***road maintenance and repairs***, ***building, housing, planning and development***, and potentially some concern around ***bushfire management and prevention***. It is noted however that the bushfire management and prevention issue was most important to rural precinct respondents and they were typically much less satisfied this year due primarily but not exclusively due to the environmental overlay issue.

There was a significant (10.7% on average) decline in satisfaction with the six aspects of governance and leadership, including consultation and engagement, lobbying and advocacy, maintaining trust and confidence, and making decisions in the interests of the community. The fact that these aspects declined substantially more than satisfaction with overall performance suggests that these governance and leadership aspects were a negative influence on respondents' satisfaction with Council's overall performance. Dissatisfaction by respondents concerned about the environmental overlay issue is also very likely to be reflected in this lower satisfaction with governance and leadership results.

There was a six percent average decline in satisfaction with aspects of customer service, the second consecutive decline in satisfaction with this aspect of performance. Average satisfaction with the eight aspects of customer service declined by just 2.3%, but remained at a level best categorised as "excellent". This result was measurably and significantly lower than the 2016 metropolitan Melbourne average satisfaction with customer service, and is a result that warrants some attention this year.

The average satisfaction with the thirty included Council services and facilities declined by an average of less than one percent this year, although it remains categorised as "good".

There were some services and facilities that recorded an increase in satisfaction, including the fortnightly recycling collection (up 3.9%) and environmental programs and facilities (up 3.3%).

There were some measurable declines in satisfaction with services and facilities recorded this year, with most attention drawn to drains maintenance and repairs (down 8.3%), hard rubbish collection (down 7.3%), parking enforcement (down 4.6%), public toilets (down 4.6%), the provision and maintenance of street trees (down 3.7%), and on and off road bike paths (down 3.4%).

Metropolis Research draws particular attention to the decline in satisfaction with drains maintenance and repairs, and the increase in the proportion of respondents that identified drains as an issue to address in the municipality in the coming year (6.6% up from 1.6%). The metropolitan Melbourne average for drains as an issue in 2016 was 2.9%.

Despite these declines this year, satisfaction with all thirty services and facilities remains at levels categorised from "good" through to "excellent".

Traffic management issues remain the most commonly identified issues to address in the Shire of Nillumbik in the coming twelve months, with road maintenance and repair issues also prominent.

Consistent with this emphasis on traffic management, in 2017 satisfaction with the volume of traffic on local streets declined 5.3% to 5.76 (rated as "poor"), whilst satisfaction with the volume of traffic on main roads declined by 15.4%, down from 5.35 to 4.53 (rated as "extremely poor"), and almost half (47.0%) of respondents were dissatisfied with the volume of traffic on main roads.

The volume of traffic on main roads is clearly a significant issue of concern to a large proportion of respondents across the Shire of Nillumbik, with respondents from all five precincts rating satisfaction with this aspect at less than five out of ten (i.e. "extremely dissatisfied"). Metropolis Research does note that this issue of the volume of traffic on main roads is not within the remit of the Nillumbik Shire Council as it is primarily a state government responsibility.

Unlike many other municipalities and the metropolitan Melbourne average (2.5%) from *Governing Melbourne*, a significant proportion (16.7% up from 12.2%) of respondents in Nillumbik identified Council rates as an issue. These respondents were significantly less satisfied with Council's overall performance than the municipal average, rating satisfaction at 5.72 (rated as "poor") compared to the municipal average of 6.15.

The perception of safety in the public areas of the Shire of Nillumbik was relatively stable in 2017, and at levels significantly higher than the metropolitan Melbourne average. Metropolis Research notes that safety does not appear to be a significant issue for many respondents in the Shire of Nillumbik, a trend that has been evident for some years now.

Key findings

The following outlines the key findings from the *Nillumbik Shire Council – 2017 Annual Community Survey* for each section of the survey.

Overall performance

- Satisfaction with Council's overall performance decreased 8.1% in 2017 from 6.69 to 6.15, a level of satisfaction best categorised as "solid".
- This score is marginally, but not measurably lower than the metropolitan Melbourne average as measured in the 2016 *Governing Melbourne* (6.40), and marginally higher than the 5.97 recorded in the 2016 *Governing Melbourne* for the six northern region councils.
- Respondents from Eltham (6.76) were measurably and significantly more satisfied with Council's overall performance than the municipal average.
- Respondents from Greensborough / Plenty (5.94) were again in 2017, slightly but not measurably less satisfied than the municipal average.
- Respondents from the rural precinct (5.40) were measurable and significantly less satisfied than the municipal average, and satisfaction declined twenty-three percent from 7.02.
- Almost one-sixth (16.6%) of respondents were dissatisfied (rating satisfaction less than five) with Council's overall performance, down on the 9.7% in 2016.
- Just over half of the respondents (57.8%) were neutral to somewhat satisfied (rating satisfaction five to seven), up on the 56.3% recorded in 2016.
- Just over one quarter of respondents (25.6%) were very satisfied (rating satisfaction eight or more), down on the 34.0% recorded in 2016.
- Six percent of respondents considered that Council's overall performance had improved in the last 12 months, down on the 9.0% recorded in 2016, whilst eleven percent of respondents considered that it had deteriorated, up from the 11.0% recorded in 2016.

Governance and leadership

- The average satisfaction with the five aspects of governance and leadership (excluding environment) was rated at 6.00 in 2017, down 10.7% on the 6.72 recorded in 2016. This result is marginally higher than the northern region (5.85) and measurably lower than the metropolitan Melbourne (6.30) averages recorded in the 2016 *Governing Melbourne.*

⊗ Satisfaction with all aspects of governance decreased measurably and significantly in 2016, as follows:

- Meeting its environmental responsibilities *(6.88, down from 7.41)* *"good"*
- Responsiveness to local community needs *(5.97 down from 6.80)* *"poor"*
- Representation, lobbying and advocacy *(5.87, down from 6.59)* *"poor"*
- Maintaining trust and confidence *(5.78, down from 6.60)* *"poor"*
- Community consultation and engagement *(5.76 down from 6.62)* *"poor"*
- Making decisions in interests of community *(5.74 down from 6.42)* *"poor".*

⊗ Metropolis Research has consistently found that with the exception of environment, satisfaction with aspects of governance is typically rated marginally lower than satisfaction with Council's overall performance.

Most important issues for Nillumbik Council to address in next year

⊗ A total of 1,012 responses were obtained from 442 respondents (88.0% of total)

⊗ The top five issues to address in the Shire of Nillumbik in the coming twelve months were:

- Traffic management *(27.1% up from 23.1%)*
- Council rates *(16.7% up from 12.2%)*
- Building, housing, planning & development *(15.1% up from 11.6%)*
- Roads maintenance and repairs *(14.5% up from 11.6%)*
- Bushfire management / prevention *(13.9% down from 14.3%)*
- Rubbish and waste including garbage *(13.9% up from 12.0%).*

Traffic and parking

⊗ Satisfaction with the volume and speed of traffic and the availability of parking on local and main roads can be summarised as follows:

- Availability of parking on local roads *(6.80 up from 6.37)* *"good"*
- Speed of traffic on local roads *(6.09 down from 5.79)* *"solid"*
- Availability of parking on main roads *(6.05 up from 5.99)* *"solid"*
- Speed of traffic on main roads *(6.05 up from 5.76)* *"solid"*
- Volume of traffic on local roads *(5.76 down from 6.08)* *"poor"*
- Volume of traffic on main roads *(4.53 down from 5.35)* *"very poor".*

⊗ Respondents dissatisfied with the speed of traffic were asked if the speed was too fast or too slow:

- Speed of traffic on local roads - 64.6% considered the speed to be too fast
- Speed of traffic on main roads – 54.3% considered the speed to be too slow.

Safety in public areas

⊗ The perception of safety in public areas of Nillumbik during the day was rated at 8.98, identical to 2016, and measurably higher than both the metro. Melbourne average (8.48) and the northern region average (8.27) as recorded in the 2016 *Governing Melbourne*.

- The perception of safety in public areas of Nillumbik at night decreased marginally from 7.50 to 7.48, but remains measurably higher than metro. Melbourne average (6.79) and the northern region average (6.74) as recorded in the 2016 *Governing Melbourne*.
- The perception of safety travelling on / waiting for public transport in Nillumbik was rated at 7.63 down from 7.68, but was measurably higher than the metro. Melbourne average (7.10) and the northern region average (6.92) as recorded in the 2016 *Governing Melbourne.*
- The perception of safety in and around Eltham Shopping Activity Centre was rated at 8.58 (up from 8.25), measurably higher than the metro. Melbourne average (7.94) and the northern region average (7.64) as recorded in the 2016 *Governing Melbourne.*
- The perception of safety in and around Diamond Creek Activity Centre was rated at 8.12 (down from 8.25), measurably higher than the metro. Melbourne average (7.94) and the northern region average (7.64) as recorded in the 2016 *Governing Melbourne.*

Planning and housing development

- Seven percent of respondents reported being personally involved in planning in the last twelve months (5.0% as applicants and 2.0% as objectors).
- There was a change in the structure of this section in 2017, with only applicants and objectors asked to rate their satisfaction with four aspects of the planning approvals process, and all respondents asked to rate satisfaction with three planning outcomes.
- Average satisfaction with planning approvals process was 5.97 in 2017, a decline of 5.1% on the 6.29 recorded in 2016, and is now categorised as "poor". This is marginally higher than the metropolitan Melbourne average of 5.00 and the northern region average (3.63) from the 2016 *Governing Melbourne,* and is comprised of the following:

o	Access to information	*(6.49 up from 6.21)*	*"solid"*
o	Timeliness of planning decisions	*(5.92 up from 5.90)*	*"very poor"*
o	Effectiveness of consultation and involvement	*(5.80 dn from 5.70)*	*"very poor"*
o	Council's Communication during the process	*(5.69 dn from 5.87)*	*"very poor"*

- Satisfaction with the three planning outcomes were as follows:

o	The design of public spaces	*(6.76 – new)*	*"good"*
o	Appearance / quality newly constructed dev'ments	*(6.67 up from 6.27)*	*"good"*
o	The protection of local heritage	*(6.33 – new)*	*"solid".*

Nillumbik News

- A little more than half of the respondents (56.7% up from 55.3%) regularly receive and read the *Nillumbik News*, a little more than one-quarter (29.8% down from 36.5%) regularly receive but do not regularly read the publication, and a little less than one-sixth (13.5% up from 8.2%) do not regularly receive the publication.

⊗ A little less than two-thirds (65.0%) of respondents identified at least one section of the *Nillumbik News* that they usually read, and the top five sections in 2017 were:

- Features *(42.2% down from 47.8%)*
- Details about new projects / buildings *(41.8% down from 42.6%)*
- Calendars *(40.0% down from 46.6%)*
- Environmental information *(39.4% down from 48.6%)*
- Planning information *(37.6% down from 42.6%).*

Council website

⊗ A little more than five percent of the respondents (6.5% up from 3.4%) frequently visit the Council website, a little less than one-third (32.8% up from 28.7%) visit infrequently and a little less than two-thirds (60.7% down from 67.9%) rarely if ever visit.

⊗ Satisfaction with the Council website remains declined by an average of six percent in 2017:

- Ease of reading *(7.33 down from 7.97)* *"very good"*
- Presentation and attractiveness *(7.03 down from 7.25)* *"good"*
- Ease of finding information required *(6.80, new)* *"good"*
- Interest and relevance of articles *(6.71 down from 7.29)* *"good"*

Communication methods

⊗ The five most commonly preferred methods of receiving information from or interacting with Council were:

- Council regular publication the *Nillumbik News* *(48.8% up from 30.5%)*
- Direct mail / letterbox drop of information *(47.0% down from 49.0%)*
- Council's website *(46.4% up from 38.8%)*
- Email *(39.6% up from 32.7%)*
- Council advertisements in local newspapers *(33.1% up from 21.9%).*

⊗ Metropolis Research notes that 18.5% (up from 10.0%) of respondents identified social media as a preferred method of receiving information from or interacting with Council in 2017.

Customer service

⊗ A little less than half of the respondents (45.6% down from 51.3%) contacted Council in the last twelve months.

⊗ The main forms of contact were by telephone (67.3% down from 70.7%) and in person (15.0% down from 17.6%).

⊗ A little more than ten percent (11.1% up from 9.8%) contacted Council by internet based methods, including email (8.0%) and website / social media (3.1%).

⊗ Average satisfaction with the seven aspects of customer service declined 5.9% in 2017 to 6.81 (down from 7.24), and is now at a level categorised as "good".

⊗ This result is measurably lower than both the metropolitan Melbourne (7.43) and northern region (6.87) results from the 2016 *Governing Melbourne.*

⊗ Satisfaction with the seven aspects of customer service is as follows:

- Courtesy and friendliness of staff *(7.46 down from 7.79)* *"very good"*
- General reception *(7.37 down from 7.70)* *"very good"*
- Provision of accurate information *(6.89 down from 7.21)* *"good"*
- Care and genuine interest in enquiry *(6.89 down from 7.22)* *"good"*
- Access to relevant officer *(6.67 down from 7.24)* *"good"*
- Speed and efficiency of service *(6.62 down from 6.96)* *"solid"*
- Kept informed of status of enquiry *(5.78 down from 6.54)* *"poor".*

Importance of Council services and facilities

⊗ The average importance of the thirty services and facilities included in the 2017 survey was 8.40 out of a potential ten, down marginally on the 2016 average of 8.73 (thirty-one services and facilities).

⊗ This result is marginally lower than the metropolitan Melbourne average (8.69) from the 2016 *Governing Melbourne* survey.

⊗ The five most important services in 2017 was as follows:

- Fortnightly recycling collection *(9.25 down from 9.36)*
- Fortnightly garbage collection *(9.22 down from 9.35)*
- Fire prevention works *(9.13 down from 9.35)*
- Weekly green waste collection *(8.90 down from 9.18)*
- Services for seniors *(8.87 down from 9.10).*

Satisfaction with Council services and facilities

⊗ The average satisfaction with the thirty services and facilities included in the 2017 survey declined 0.8% in 2016, down from 7.24 to 7.17, but remains at a level of satisfaction categorised as "good".

⊗ The metropolitan Melbourne average satisfaction with services as recorded in the 2016 *Governing Melbourne* was marginally higher than the Nillumbik result at 7.47.

⊗ The five services and facilities with the highest satisfaction were as follows:

- Local library *(8.53 up from 8.53)* *"excellent"*
- Environmental programs and facilities *(8.20 up from 7.94)* *"excellent".*
- Weekly green waste collection *(8.14 up from 8.00)* *"excellent"*
- Services for children (birth to five years of age) *(7.98 down from 8.09)* *"excellent"*
- Education and Learning *(7.97 down from 8.03)* *"excellent".*

⊗ The five services and facilities with the lowest satisfaction were as follows:

- Street sweeping *(6.40 down from 6.57)* *"solid"*
- Footpath maintenance and repairs *(6.39 down from 6.33)* *"solid"*
- Drains maintenance and repairs *(6.22 down from 6.78)* *"solid"*
- Parking enforcement *(6.12 down from 6.42)* *"solid"*
- Local traffic management *(6.10 down from 6.01)* *"solid".*

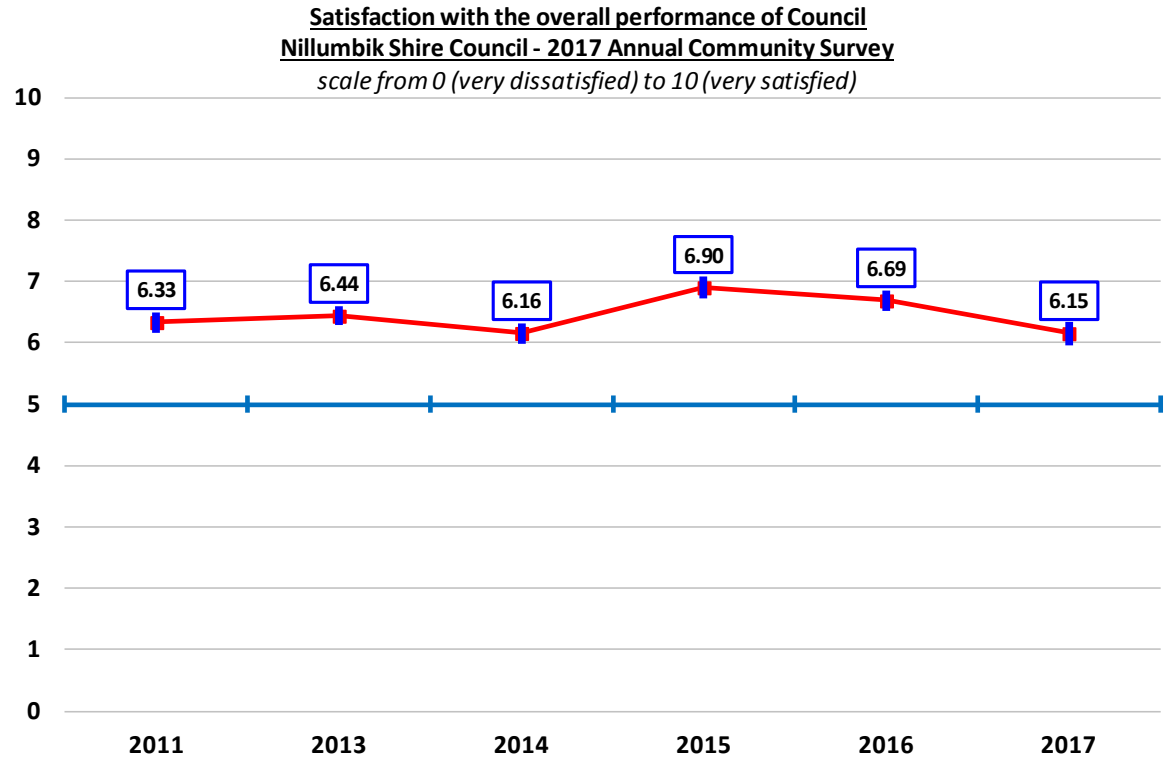
Satisfaction with Council's overall performance

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 (overall performance) declined eight percent in 2016, down from 6.69 to 6.15. This level of satisfaction is best categorised as "solid", and is a decline on the previous categorisation of "good".

By way of comparison, the 2016 *Governing Melbourne* recorded an overall satisfaction across metropolitan Melbourne of 6.40, and a northern region group of council's recorded average of 5.97.

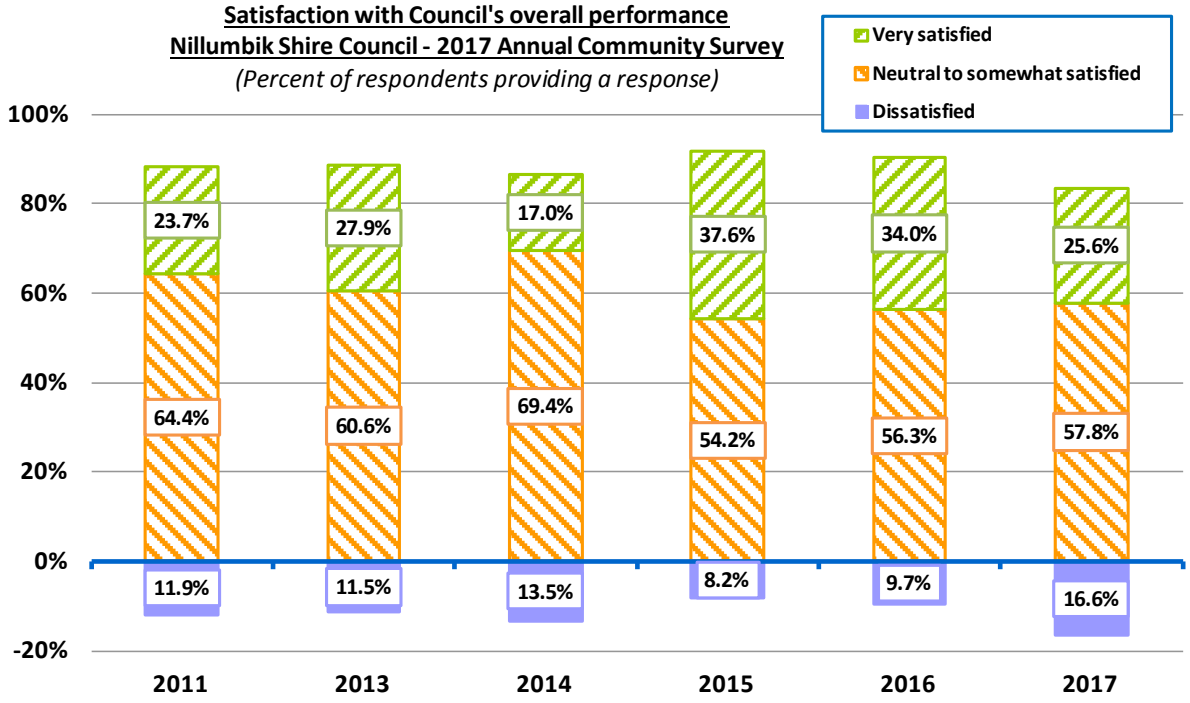


The following graph provides a breakdown of these results into those respondents' dissatisfied with Council's overall performance (rating zero to four out of ten), those neutral to somewhat satisfied (rating five to seven), and those very satisfied (rating eight to ten).

There was a significant increase in 2017 in the proportion of respondents dissatisfied with Council's overall performance, up from 9.7% in 2016 to 16.6% in 2017. This is the highest proportion of dissatisfied respondents recorded since the Nillumbik *Annual Community Survey* program commenced in 2011.

There was a commensurate decline in the proportion of respondents very satisfied with Council's overall performance, down from a little more than one-third (34.0%) in 2016 to approximately one-quarter (25.6%) in 2017.

Metropolis Research does note however that a greater proportion of respondents were very satisfied with Council's overall performance than were dissatisfied (25.6% compared to 16.6%).



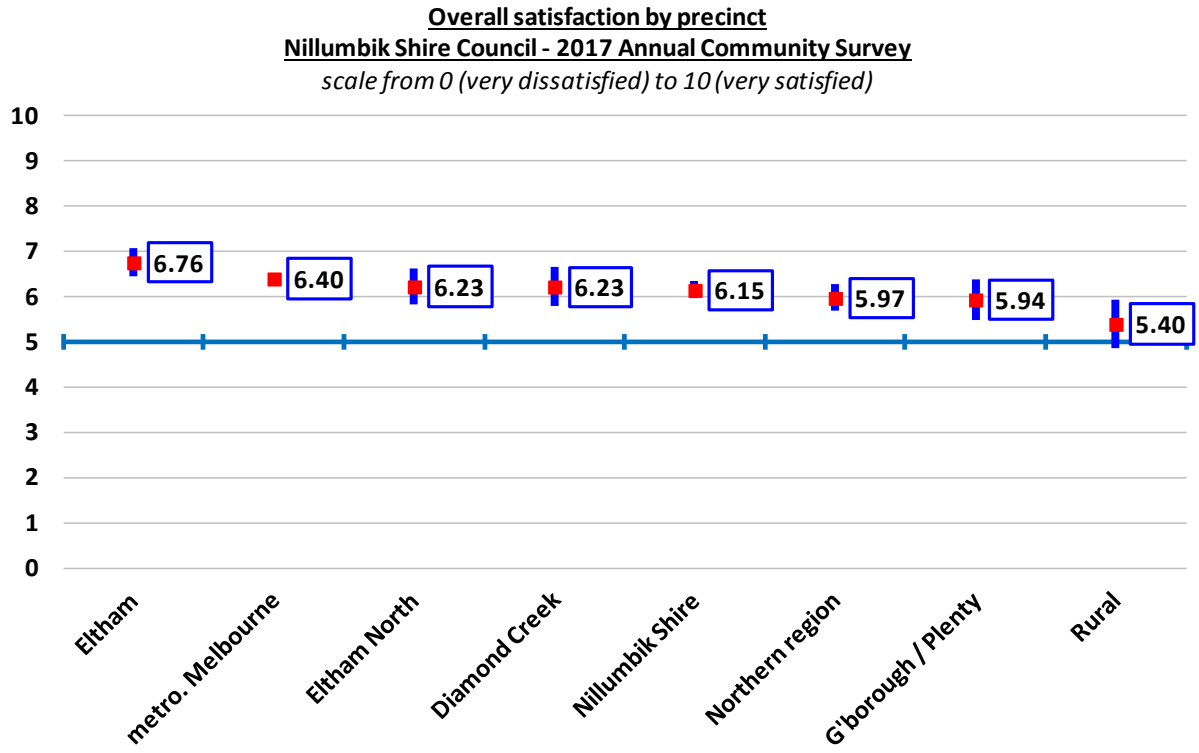
Satisfaction with overall performance by precinct

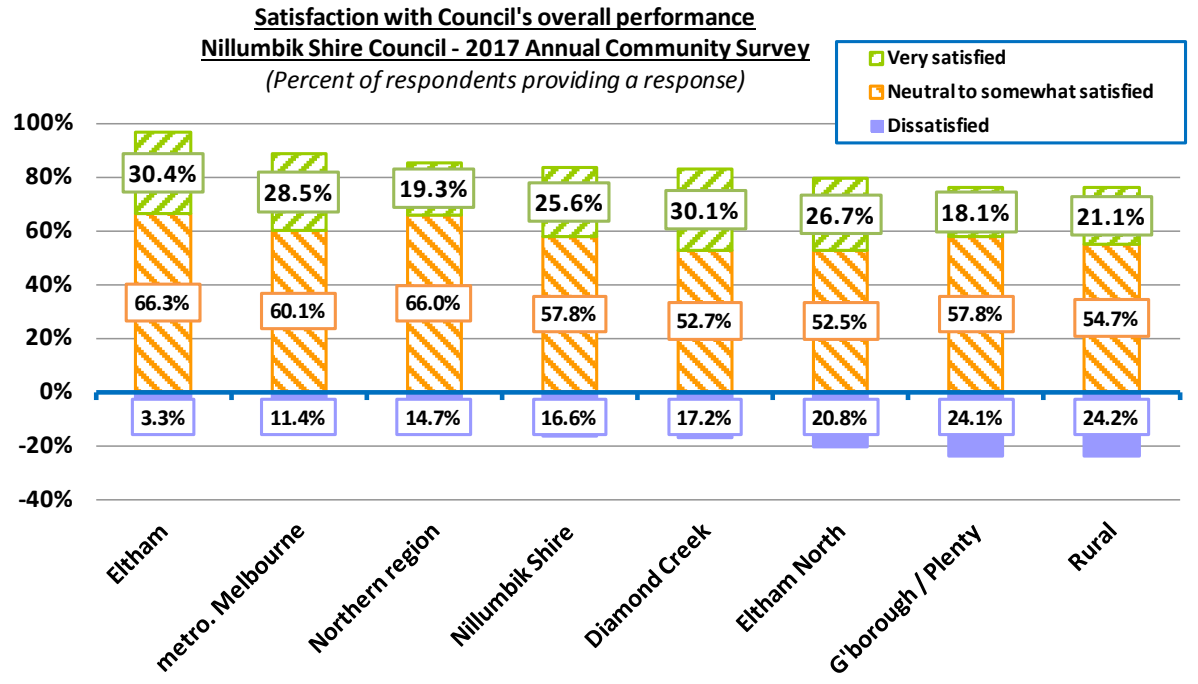
There was measurable and significant variation in satisfaction with Council's overall performance observed across the five precincts comprising the Shire of Nillumbik, with attention drawn to the following:

- ***Eltham*** – respondents rated satisfaction measurably and significantly higher than the municipal average, and at a level categorised as "good". Particular attention is drawn to the fact that ten times as many respondents in Eltham were very satisfied with Council's overall performance than were dissatisfied (30.4% compared to 3.3%).
- ***Nillumbik Shire*** – respondents rated satisfaction somewhat, albeit not measurably lower than the metropolitan Melbourne average, but marginally higher than the northern region council's average.
- ***Greensborough / Plenty*** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average and at a level categorised as "poor".
- ***Rural precinct*** – respondents rated satisfaction measurably and significantly lower than the municipal average and at a level categorised as "very poor". It is noted that whilst more than one-fifth (21.1%) of respondents in the rural precinct were very satisfied with Council's overall performance, almost one-quarter (24.2%) were dissatisfied, with 10.5% rating satisfaction at zero out of ten.

Metropolis Research draws particular attention to the fact that satisfaction with Council's overall performance declined in the rural precinct by twenty-three percent in 2017, down from 7.02 (categorised as "good") to 5.40 (categorised as "very poor").

This is a very significant decline which is the most telling finding of the *Annual Community Survey* in 2017. A range of reasons for rural precinct respondents' dissatisfaction with Council are outlined elsewhere in this report, but the most important appears to be significant dissatisfaction with Council around communication and consultation regarding the environmental overlay.





Overall satisfaction with Council
Nillumbik Shire Council - 2017 Annual Community Survey
(Number and percent of respondents providing a response)

Score	2017		G'borough / Plenty	Diamond Creek	Eltham	Eltham North	Rural
	Number	Percent					
Zero	16	3.4%	1.2%	2.2%	1.1%	2.0%	10.5%
One	7	1.5%	2.4%	2.2%	0.0%	1.0%	2.1%
Two	9	1.9%	3.6%	1.1%	1.1%	1.0%	3.2%
Three	13	2.8%	4.8%	5.4%	0.0%	4.0%	2.1%
Four	32	6.9%	12.0%	6.5%	1.1%	12.9%	6.3%
Five	70	15.1%	8.4%	16.1%	13.0%	13.9%	22.1%
Six	78	16.8%	24.1%	10.8%	20.7%	8.9%	17.9%
Seven	120	25.9%	25.3%	25.8%	32.6%	29.7%	14.7%
Eight	82	17.7%	9.6%	21.5%	22.8%	17.8%	13.7%
Nine	26	5.6%	3.6%	7.5%	6.5%	5.9%	4.2%
Ten	11	2.4%	4.8%	1.1%	1.1%	3.0%	3.2%
Can't say	38		7	6	8	9	8
Total	**502**	**100%**	**90**	**99**	**100**	**110**	**103**

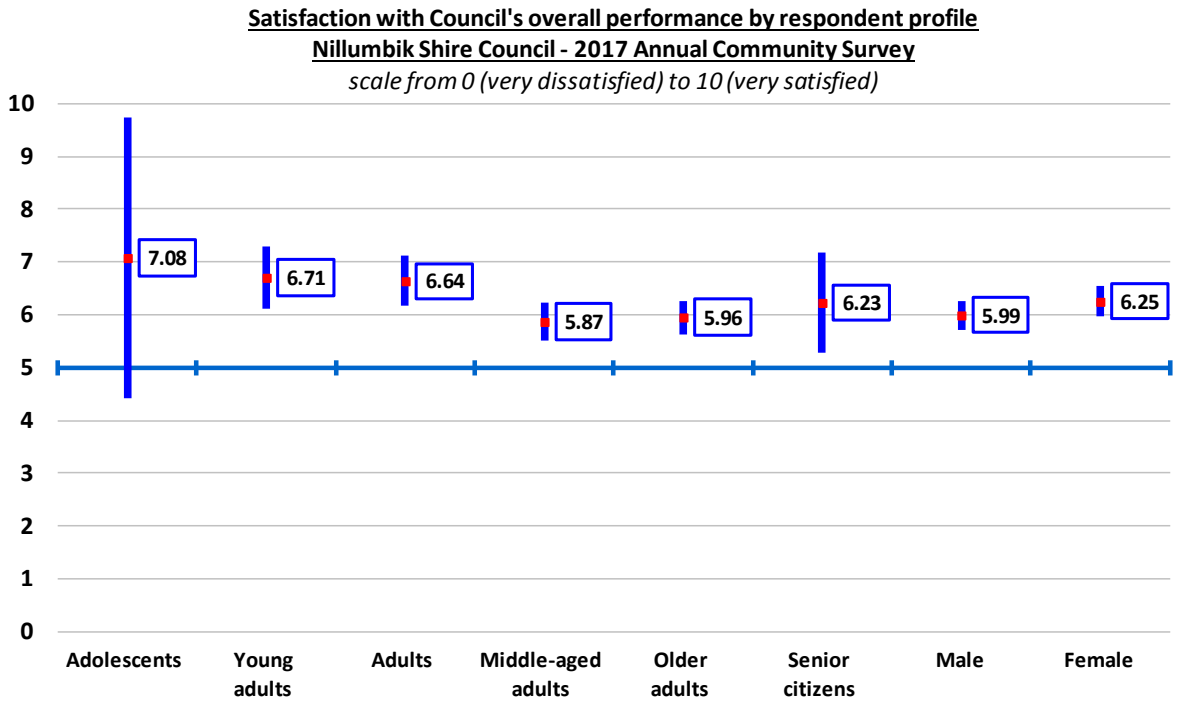
Satisfaction with overall performance by respondent profile

There was significant variation in satisfaction with Council's overall performance observed by respondent profile, with attention drawn to the following:

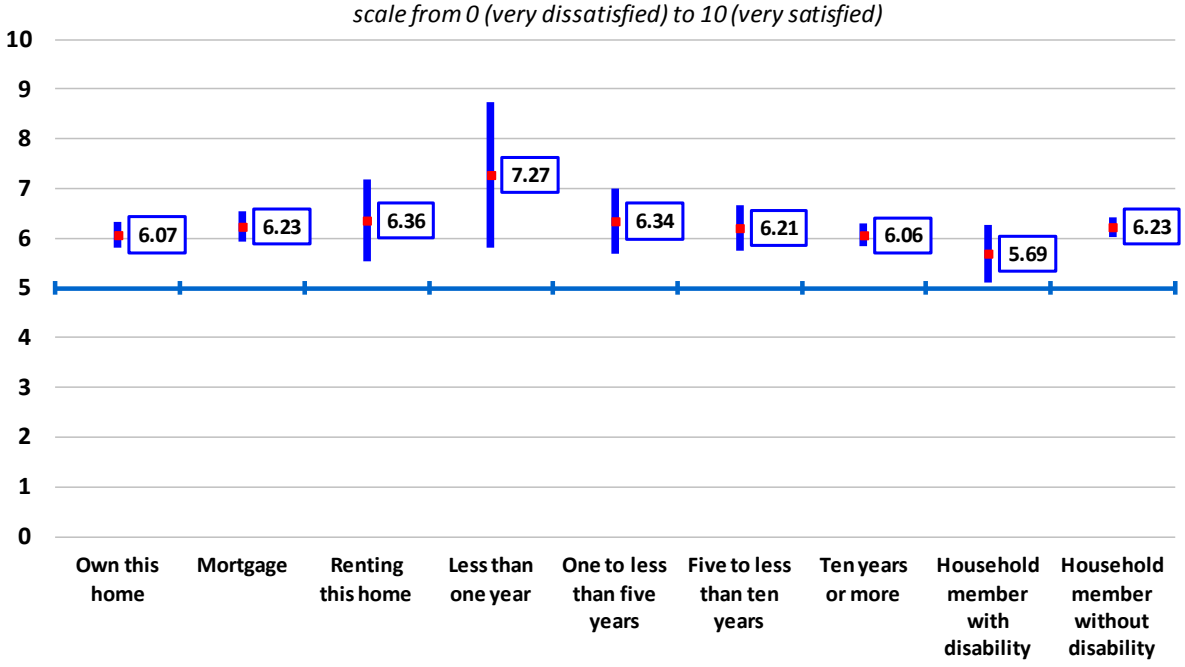
- ***Age structure*** – younger respondents (aged 15 to 45 years) rated satisfaction measurably and significantly higher than middle-aged and older adult respondents (aged 46 to 75 years), and at levels categorised as "good" for younger respondents compared to "poor" for middle-aged and older adults.
- ***Gender*** – female respondents rated satisfaction with Council's overall performance somewhat, albeit not measurably higher than male respondents.
- ***Housing situation*** – respondents that owned their home outright were somewhat less satisfied with Council's overall performance than were mortgagee or rental household respondents.
- ***Period of residence in Nillumbik*** – satisfaction with Council's overall performance declined with the period of residence in Nillumbik, with new residents (less than one year) significantly more satisfied than other respondents.
- ***Disability*** – respondents from households with a member with a disability were measurably and significantly less satisfied with Council's overall performance than other respondents.
- ***Household structure*** – two-families with children aged under 5 years, young couples (aged 15 to 35 years) and sole person households were all somewhat more satisfied with Council's overall performance than the municipal average, whilst two-parent families with adult children only, middle-aged and older couples (aged 36 years and over) and group households were notably less satisfied, and rated satisfaction at levels categorised as "poor".

Taken together these results all point to the fact that younger people, often living in mortgagee or rental households, living as singles, couples, or young families, and newer residents of the municipality tended to be more satisfied than average with Council's overall performance.

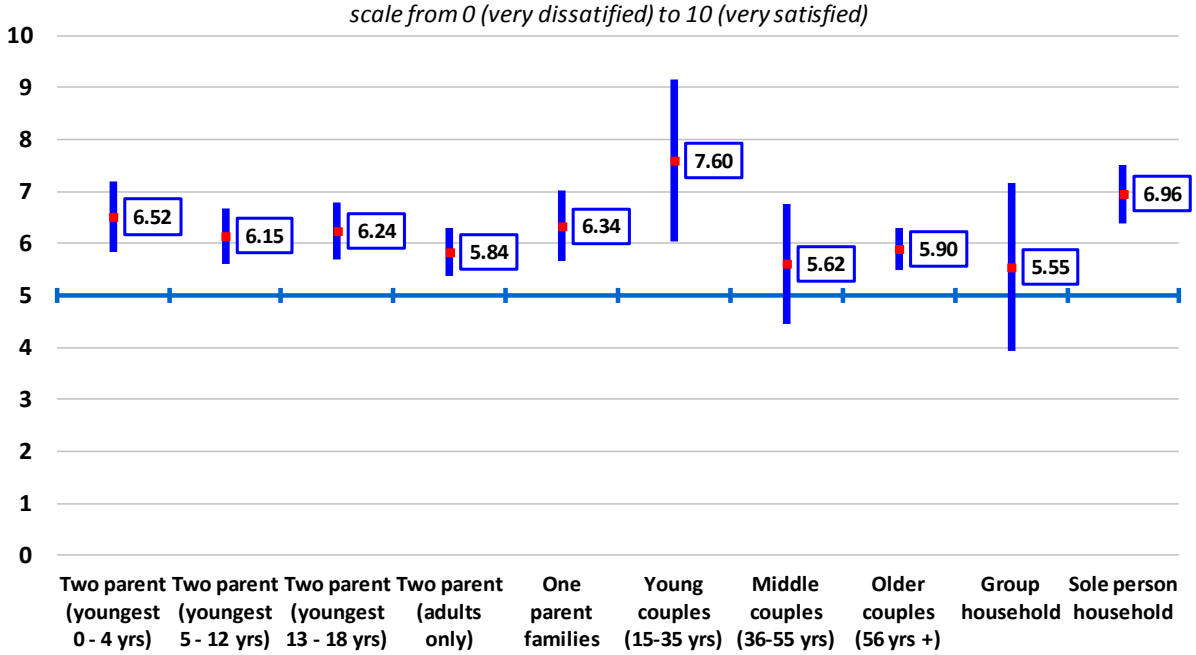
Lower levels of satisfaction were typically recorded for middle-aged and older adults, home owners, those who were long-term residents of the municipality, and those from households with a member with a disability.



Satisfaction with Council's overall performance by housing situation, period of residence and household disability profile
Nillumbik Shire Council - 2017 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with Council's overall performance by household structure
Nillumbik Shire Council - 2017 Annual Community Survey
scale from 0 (very dissatified) to 10 (very satisfied)



Satisfaction with overall performance by readership of the Nillumbik News

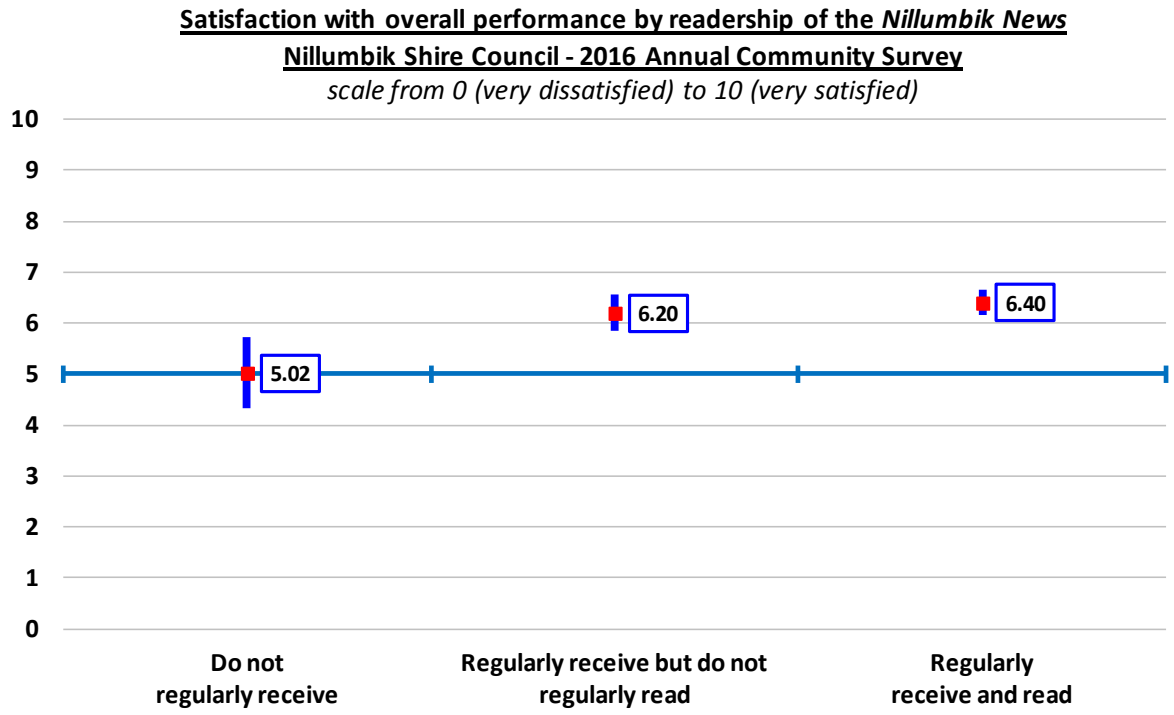
The following graph provides a breakdown of satisfaction with Council's overall performance by whether the respondent household regularly receives and reads the *Nillumbik News*.

As is clearly evident in the graph, respondents from households that regularly received and regularly read the *Nillumbik News* were significantly more satisfied with Council's overall performance than respondents from households that did not believe that they regularly received the publication.

A number of factors may underpin this result; firstly that those who read the publication are likely to be more engaged with a broader range of Council activities, facilities and services and may therefore already hold a more positive view of Council's performance.

An alternative reading of these results is that being more informed about Council services and facilities, as well as the broader role of Council in the community that comes from reading the *Nillumbik News,* may be having a positive impact on respondents' perception of the performance of the Council.

It is also true that respondents from Greensborough / Plenty and the rural precinct were more likely than average to believe that they did not regularly receive the *Nillumbik News*. Respondents from these two precincts did record lower than average satisfaction.



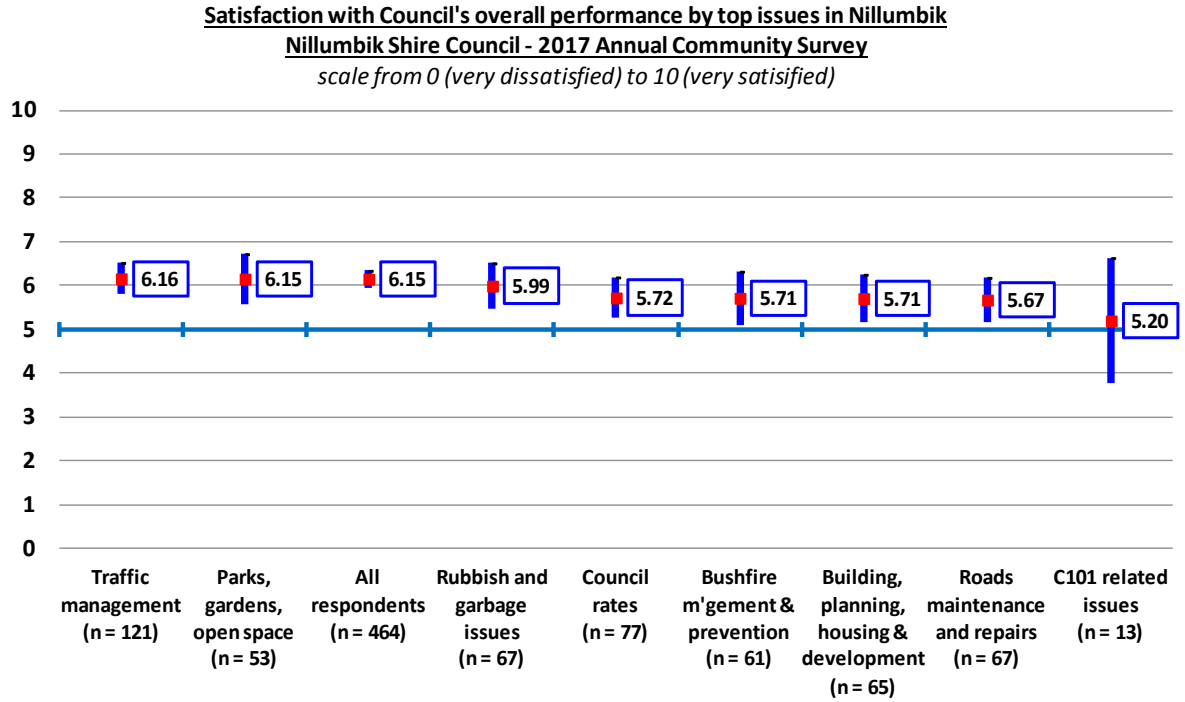
Satisfaction with overall performance by top issues for Nillumbik

The following graph provides the average satisfaction with Council's overall performance of respondents that identified eight different issues to be addressed in the Shire of Nillumbik in the next twelve months (discussed elsewhere in this report).

Attention is drawn to the fact that respondents that identified traffic management, and parks, gardens and open space related issues on average rated satisfaction with Council's overall performance at the same level as the municipal average of all respondents.

Respondents that identified rubbish and garbage issues, Council rates, bushfire management and prevention issues, building, housing, planning and development issues, and road maintenance and repair issues on average rated satisfaction with Council's overall performance somewhat lower than the municipal average, and at levels categorised as "poor". It is likely that these issues are exerting a somewhat negative influence on respondents' satisfaction with the overall performance of Council.

Particular attention is drawn to the small sample (thirteen respondents) that specifically identified the environmental overlay issue. These respondents were very significantly less satisfied with Council's overall performance than the municipal average. These respondents on average rated satisfaction at just 5.20, which is a level of satisfaction best categorised as "very poor".



Reasons for dissatisfaction with overall performance

The following table outlines the open-ended comments received from respondents that were dissatisfied with Council's overall performance. A total of eighty-five responses were received covering a range of issues, as outlined in the table.

There were a number of responses related to Council governance management and responsiveness (28 responses), communication and consultation (12 responses), planning and development (13 responses), rates and financial management (11 responses), Council services and facilities (6 responses), roads, traffic and parking (4 responses), general negative (5 responses), and other issues (6 responses).

Reasons for dissatisfaction with Council's overall performance
Nillumbik Shire Council - 2017 Annual Community Survey
(Number of responses)

Comment	*Number*
Roads, traffic and parking	
Over-zealous parking enforcement	1
Congestion build up. Lack of Ring Road Link	1
Traffic problems in Eltham	1
Too much traffic	1
Planning and development	
Allowing multi-storey buildings or high density	2
Council disregards environment when approving multi-development planning. Don't feel Council makes many decisions with community in mind	1
Dislike increase in population density	1
Invested interest in Council not in maintaining character of Hurstbridge	1
Overdevelopment	1
Over-zealous for planning permits	1
Their overlays, their unrealism, their mis-management of rubbish	1
There is too much emphasis on pro-development	1
Too much medium density housing and insufficient street parking	1
Too much regulation	1
Town planning in Hurstbridge needs to be carefully considered	1
With regards to planning development, too many apartments and too many trees removed	1
Council services and facilities	
Drains need maintenance	1
Have asked to fix drain near our house and remove troublesome trees, nothing done and no communicate back	1
Public toilets, adventure playgrounds, drainage issues, rates too high	1
I don't think Council does a good job about infrastructure	1
Expensive bike path - takes too long to complete	1
Council is trying to close all paths for horse riding	1

Reasons for dissatisfaction with Council's overall performance
Nillumbik Shire Council - 2017 Annual Community Survey
(Number of responses)

Comment	Number
Communication and consultation	
Council does not listen to people	2
Never seen public engagement	2
Lack of consultation regarding development	1
No communication and can't see any improvement in the area	1
No community consultation regarding the C101	1
Not hearing community for putting refugees in Aged Care facility. This is not an appropriate place. There is no plan for integration. Not enough state schools. Not meeting community needs and not working with state government	1
Not much information is given out via newspapers or letter box drops	1
Not very visible	1
They don't communicate well. Their environment protection program is incomplete	1
We don't hear anything from them, they do their own thing and don't listen to the community	1
Rates and financial management	
Council can always do better and money spent on wrong planes	1
I am not happy. Money has gone to other areas	1
Nillumbik is too Eltham centric	1
Pay high rate but Council fight among themselves, instead of looking what to be done	1
Rates are exorbitant but the facilities and maintenance is pretty poor	1
Rates are not value for money	1
Rates expensive - I don't get good value for the $4000 I pay	1
Rates too high	1
Service provided is disproportionate with cost	1
There are some services that are good but rates are too high, not spending the money in what the community needs	1
They money they spend on infrastructure is too often put on the flavour of the month projects e.g. cycle land on Hurstbridge and Wattleglen. It could be spent on other more important projects	1

Reasons for dissatisfaction with Council's overall performance
Nillumbik Shire Council - 2017 Annual Community Survey
(Number of responses)

Comment	*Number*
Council governance, management and responsiveness	
They don't care about people or their needs	3
They don't seem responsive	3
The Council is self serving, they are not interested in the needs of the people	2
Too slow to progress	2
Achievements not transparent / visible	1
Any issue that are too difficult are put into the 'too hard basket'	1
Because of issues related to the residents. They just listen to big businesses	1
Don't have faith in Council's performance	1
I can't see that they do their responsibilities	1
I feel that Nillumbik is only interested in Eltham and the leisure centre nowhere else - rubbish is a joke	1
I find them very difficult. Diamond Creek is not very presentable	1
It is unacceptable the amount of times I have called Council but no reply	1
Just never do anything promised. It is a mess	1
Just weak performance	1
Out of touch, rude and not engaged	1
They are not too concerned about important issues	1
They are self-serving, too slow and hard to get a hold of	1
They do not deliver on their promise. They are not effective	1
They don't meet the right needs (environment, safety, animals, green waste)	1
They just sit there doing nothing	1
Too busy worrying about their own jobs	1
Too much debate, not enough activities	1
General negative	
No good	2
Not as good as I expected to be	1
Not done anything helpful	1
Nothing much has changed	1
Other	
Didn't notice their performance in the community	1
Haven't seen any activities	1
New Council	1
Only hear when election comes	1
Things get done but could be better	1
Time consuming to work	1
Total	**85**

Change in Council's overall performance

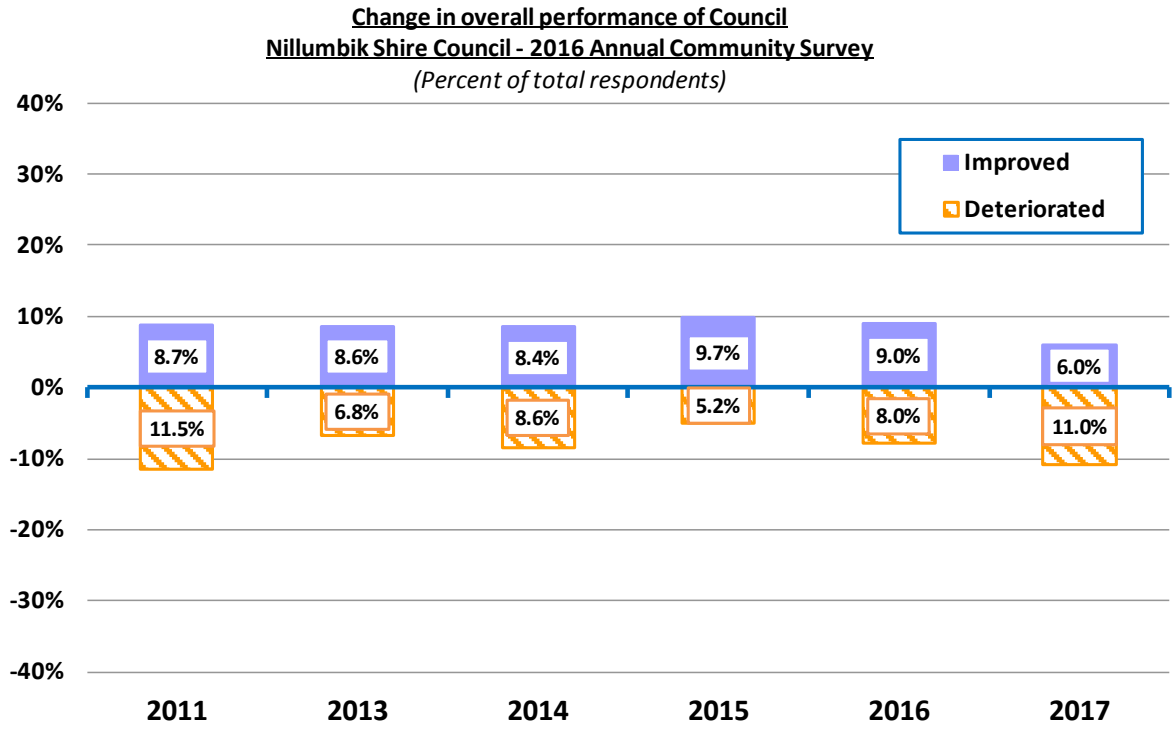
Respondents were asked:

"Over the past twelve months, do you think Nillumbik Shire Council's overall performance has improved, deteriorated or stayed the same?"

Consistent with the decline in satisfaction with Council's overall performance, the proportion of respondents that considered that Council's overall performance had deteriorated in the last twelve months increased somewhat, up from eight to eleven percent.

There was also a commensurate decline in the proportion of respondents that considered that Council's overall performance had improved in the last twelve, down from nine percent in 2016 to six percent in 2017.

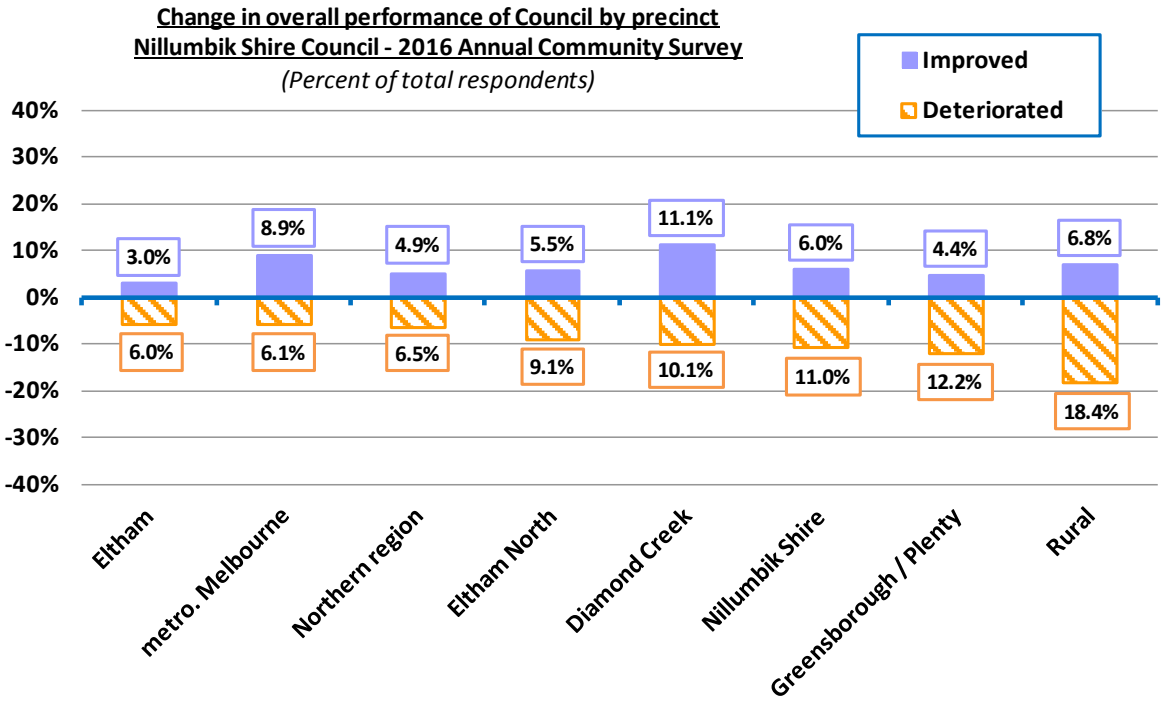
By way of comparison, *Governing Melbourne* recorded the metropolitan Melbourne average of 8.9% of respondents considered that the local council's performance had improved in the last twelve months, and 6.1% considered that performance had deteriorated.



There was measurable and significant variation in this result observed across the Shire of Nillumbik, with attention drawn to the following:

- ⊗ ***Diamond Creek*** – respondents were marginally more likely than average to consider that Council's overall performance had improved in the last twelve months.

⊗ ***Rural*** – respondents were measurably and significantly more likely than average to consider that Council's overall performance had deteriorated in the last twelve months.



There was significant variation in these results when examined by respondent profile, with attention drawn to the following:

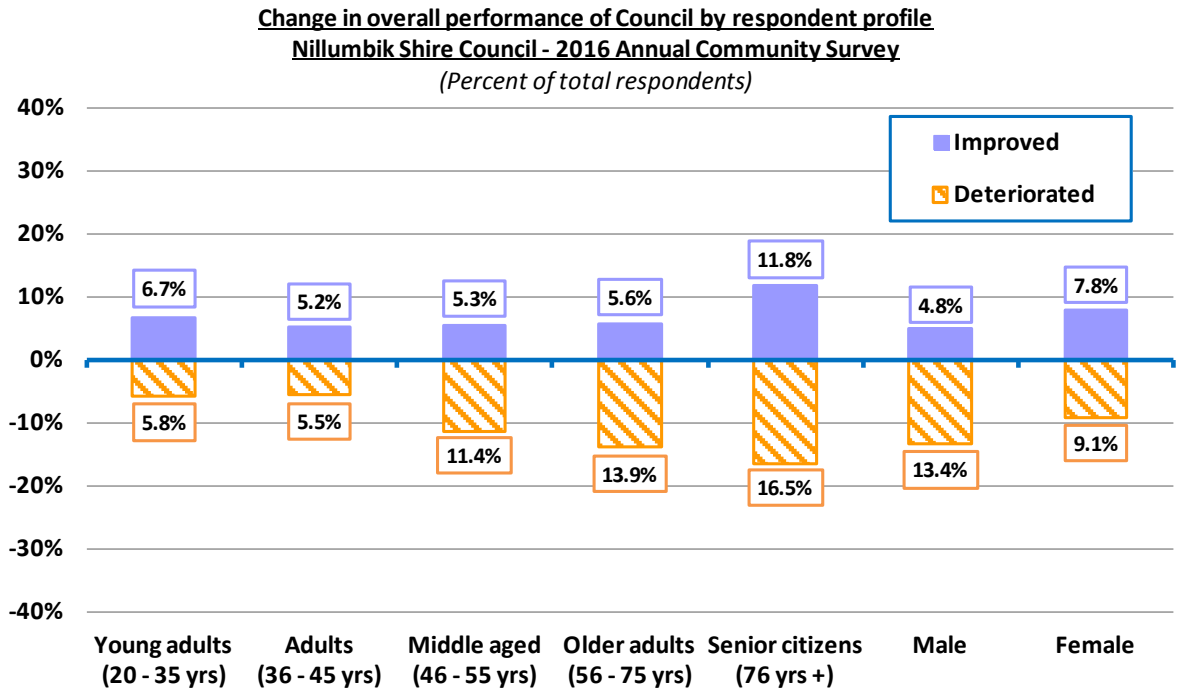
⊗ ***Older adults*** and ***senior citizens (aged 56 years and over)*** – respondents were more likely than average to consider that Council's overall performance had deteriorated in the last twelve months.

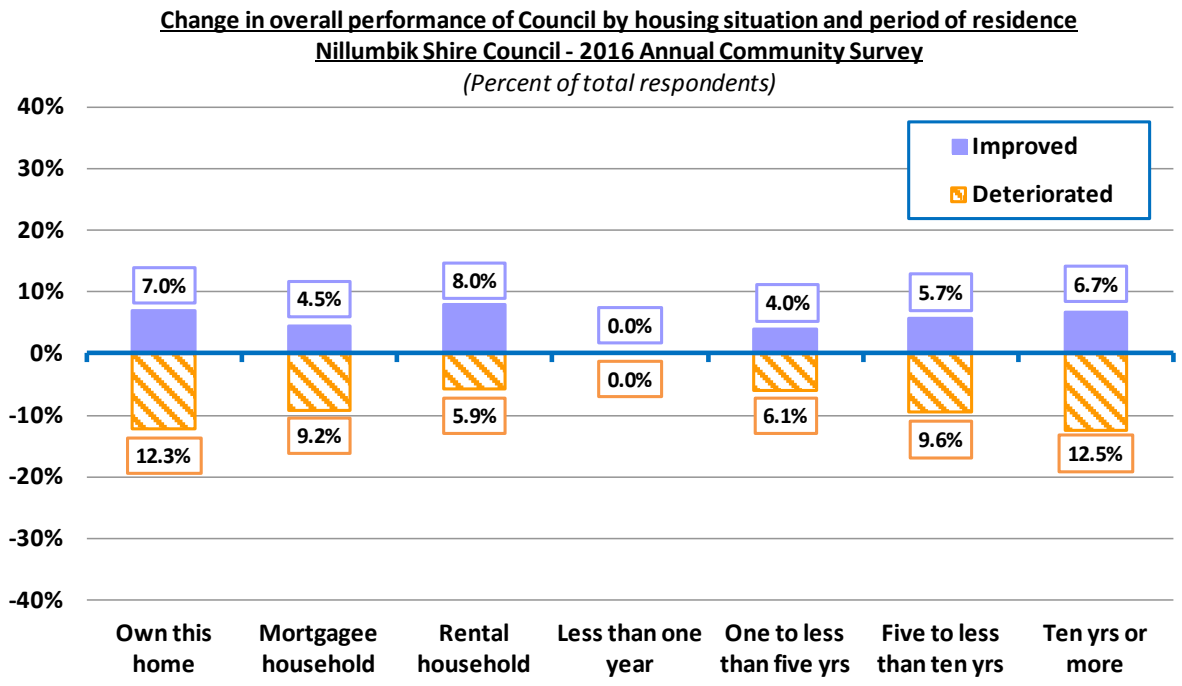
⊗ ***Gender*** – male respondents were somewhat more likely than female respondents to consider that Council's overall performance had deteriorated in the last twelve months, and marginally more likely than female respondents to consider that performance had improved.

⊗ ***Housing situation*** – respondents that owned their home outright were somewhat more likely than mortgagee household respondents, and significantly more likely than rental household respondents to consider that Council's overall performance had deteriorated in the last twelve months.

⊗ ***Period of residence in Nillumbik*** – the propensity to consider that Council's overall performance had deteriorated in the last twelve months increased substantially with the respondents' period of residence in the Shire of Nillumbik.

Metropolis Research notes that these variations based on respondent profile in relation to the change in performance of Council in the last twelve months are generally consistent with the respondent profile variation in satisfaction with Council's overall performance.





Reasons for change in overall performance

The following table outlines the responses received from respondents as to why they felt that overall performance had improved, stayed the same, or deteriorated. As is clear in the table, there was a diversity of views expressed, with particular attention drawn to issues around the environmental overlay and to some extent rates being prominent among the reasons why some respondents believe that Council's overall performance has deteriorated.

Reasons why Council's overall performance has improved, stayed the same or deteriorated
Nillumbik Shire Council - 2017 Annual Community Survey
(Number of responses)

Comment	*Number*
Improved	
Road maintenance has improved	2
Buildings have gone up, good standard has been maintained	1
Bushfire policy and general maintenance of land	1
Community facilities have improved	1
Dog park, connecting park, mowing improved	1
Drains have improved	1
For walking, bike path and wetland	1
Generally overall improvement in Nillumbik area	1
Heard of more initiatives	1
I am hoping Peter Perkin listens to the Diamond Creek residents	1
I supported the protection of grey shops development and the new council overturned the plan to develop it	1
Informing people	1
Infrastructure improved also	1
Just by looking around	1
Less environment focused - better prevention of bush	1
Listening to the community more	1
Maintenance of parks and ovals has improved	1
More prompt collection of hard rubbish	1
Multiple aspects	1
New Council	1
Public toilets	1
Rates have been capped and we are getting the same services	1
Recycling is very good	1
Sporting facilities and playgrounds and oval	1
Telephone customer service is very good	1
There has been ongoing support for land care	1
There seems to be more engagement with the community	1
They are a more effective group, working together better	1
They are better than the past	1
They have brought in some fresh blood	1
Upgraded the walking park	1
Total performance improved comments	**32**

Reasons why Council's overall performance has improved, stayed the same or deteriorated
Nillumbik Shire Council - 2017 Annual Community Survey
(Number of responses)

Comment	Number
Stayed the same	
Haven't seen any changes	45
Haven't noticed any difference	18
I can't see any improvement in the area	6
Because nothing seems to have changed	4
Not much progress or nothing spectacular happening	4
Poor consultation, don't ask opinion, don't listen	4
There are a lot of things that needs to improve	4
Everything is the same	3
Not fully aware what they are doing - more communications	3
Services have been consistent	3
Everything is maintained well	2
No improvement on traffic despite promises during elections	2
Not performing their job well	2
Because I'm not out in the community as much	1
Been here for more than 20 years and haven't really changed	1
Can't see any difference over a period of two years	1
Can't see much change over last 12 months - busy with election	1
Can't see too much improvement for rates	1
Cut fallen tree down during Christmas day, very quick and efficient	1
Don't see any activities to improve the environment	1
Few things are not getting any better like consultation. We put in a complaint about a new development and they did not consider it a problem	1
Good in general despite some minor aspects to be improved	1
Good things / not so good things stay the same, not much change	1
Have not seen any changes for example road maintenance, gardens and parks	1
Haven't seen any major projects starting except leisure centre	1
Haven't seen much change, they are not doing anything	1
High density living is not consistent with the Eltham style which is being eroded as a result of unrestrained development	1
I have not noticed much difference in performance	1
I haven't seen anything better or worse	1
Last Council wasn't doing enough and the new one hasn't started doing yet	1
Level of involvement is same	1
Lived in Eltham just on 12 months. Feel nothing has changed. Still waiting for a response from an email I sent 2 weeks ago despite email requesting an acknowledgement it was received by Council	1
My opinion from reading local news and flyers	1
Needs to provide more services	1

Reasons why Council's overall performance has improved, stayed the same or deteriorated
Nillumbik Shire Council - 2017 Annual Community Survey
(Number of responses)

Comment	*Number*
Stayed the same	
New Council hasn't got time because they just came	1
New Council is just sitting there doing nothing	1
No major changes, higher rates, but could not get access to reasonable priced tip	1
No positive impact on me	1
Not enough is being done for the fire season	1
Not much changed but good in overall	1
Potholes just patches, and six weeks later it's bigger	1
Rates keep going up - can't see any benefit	1
Stability	1
That's what I have noticed	1
The rates are still too high and no change. Rubbish every 2 weeks is a joke	1
Too focus on green issues. Land owners can't maintain their own properties	1
We can't see the good things they are doing	1
We have only lived here for 12 months - it has been great!	1
Total performance stayed the same comments	**135**
Deteriorated	
Rates go up	2
We never see them	2
As a rate payer the only service the Council provide my household is waste collection	1
Because of the way they have tried to force through the new land management	1
Because over developments. Council does not listen to local people	1
C81 & C101; proposed town planning amendment were not properly communicated to the Council	1
Communication is bad	1
Development on Bullanoo Ct is taking too long	1
Dislike increasing population	1
Don't care about the Council	1
Environment overlays	1
Expenditure appears to focus on Eltham	1
Getting services, put rates high	1
I had problems with my rubbish that wasn't emptied and I request for to be done	1
Implementation of the latest section 81 and the environmental overlays are bad	1
In the past there were more services	1
Lack of consultation over overlays	1
Lack of consultation, steam-rolling over everyone	1

Reasons why Council's overall performance has improved, stayed the same or deteriorated
Nillumbik Shire Council - 2017 Annual Community Survey
(Number of responses)

Comment	*Number*
Deteriorated	
Lack of response, lack of involvement of people	1
Less hard waste, do not listen to complaints or communication except around voting time	1
Local traffic	1
Lost interest in the community	1
No action in regard to development and traffic matters, planning, didn't preserve the character of Eltham	1
Not happy with the new Council	1
Not sticking to what was promised	1
Overbearingness of environmental policies and lacked genuine consultation	1
People are getting more discouraged with the Council	1
Proposed planning amendments conceived and property owners ignored	1
Regarding the environment	1
Rezoning has worsened. The unit development are ruining the local character	1
Road and footpath are flooded in rain	1
Roads and parks need to be fixed	1
Rubbish collection in my area. Power outages and the communication. Also with road closures	1
The maintenance at local parks has become poor over the last year	1
The new overlays and the reduced maintenance of trees, parks, roads and grassed	1
The new planning laws C101	1
The roads around are repaired in a cheap fashion to save money	1
Their overlays, their unrealism, their mis-management of rubbish	1
There are a lot of developments going on which should not, they are developing a green wedge	1
There were better services before	1
They are interested in their own personal interests and not the community	1
They are not doing their job	1
They charge too much for waste	1
They have been spending their money on artsy things instead of the community	1
They want to charge you for everything, do I need a permit to even ask a question?	1
They were unhelpful when I requested help regarding the new NBN tower	1
Things we thought we could vote on were presented as fait accompli	1
This Council doesn't do anything	1
Too much in fighting	1
Very disappointed with unfixed roads, broken fence	1
We are paying higher rates for fewer services. Money is gone to Eltham	1
You have to keep chasing for things and they are not responsive	1
Total performance deterioriated comments	**54**

Governance and leadership

Respondents were asked:

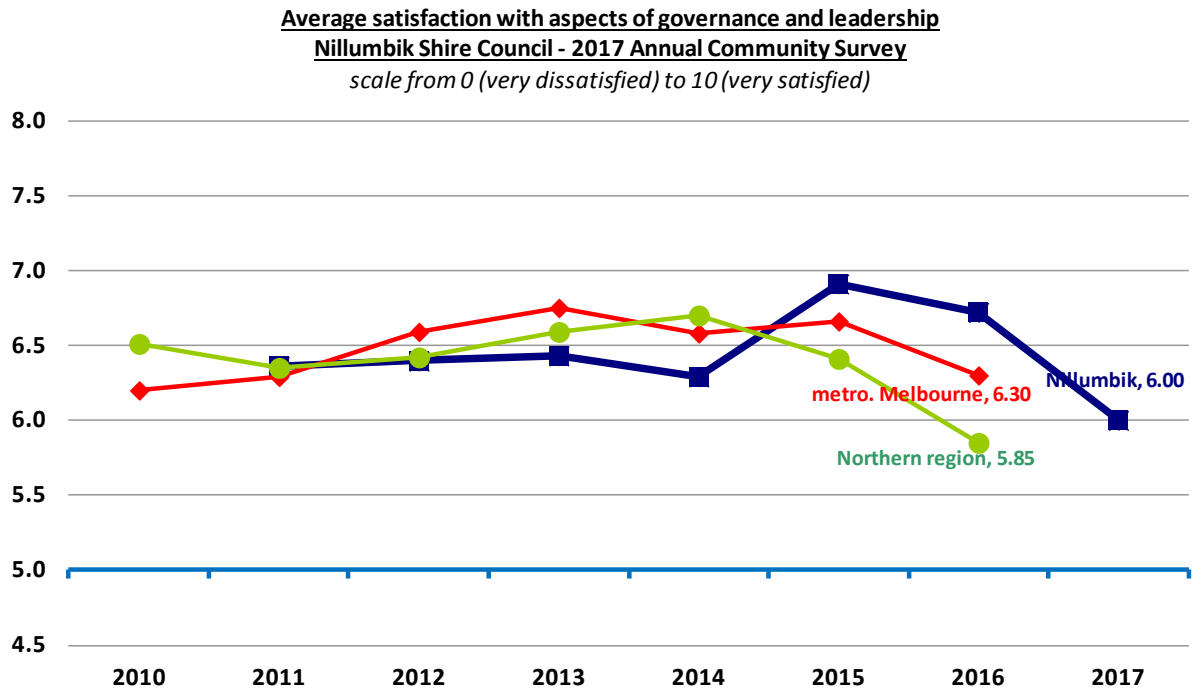
"On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with the following aspects of Council's performance?"

The average satisfaction with the five aspects of governance and leadership included in both the *Nillumbik Annual Community Survey* and *Governing Melbourne* declined by ten percent (10.7%) in 2017, from 6.72 to 6.0. This level of satisfaction is best categorised as "solid", and is a decline on the previous categorisation of "good".

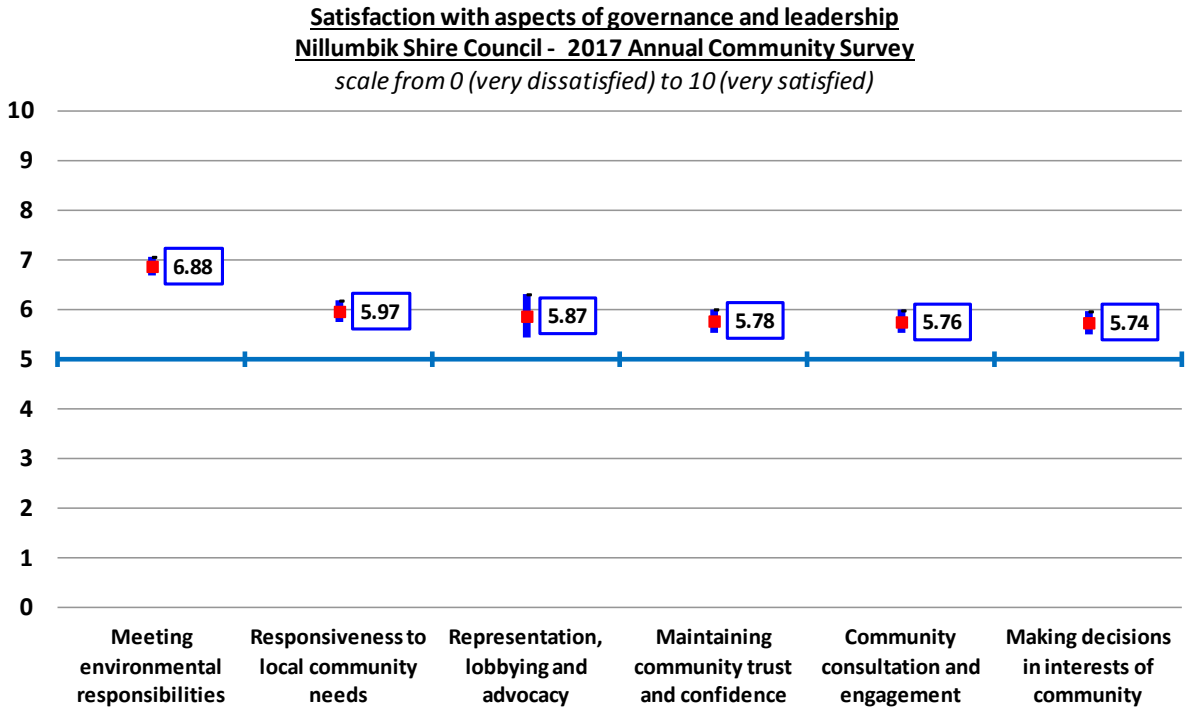
Governing Melbourne does not include "meeting environmental responsibilities" in the governance and leadership section, rather it is included as a service in the satisfaction with Council services and facilities section. This change will be replicated in future Nillumbik *Annual Community Surveys*.

Particular attention is drawn to the fact that the decline in satisfaction with governance and leadership (10.7%) is larger than the decline recorded in satisfaction with the overall performance of Council. This does strongly suggest that governance and leadership related issues were a significant factor underpinning the decline in satisfaction with Council's overall performance. This is particularly true given that satisfaction with Council services and facilities (discussed elsewhere in this report) declined by an average of less than one percent.

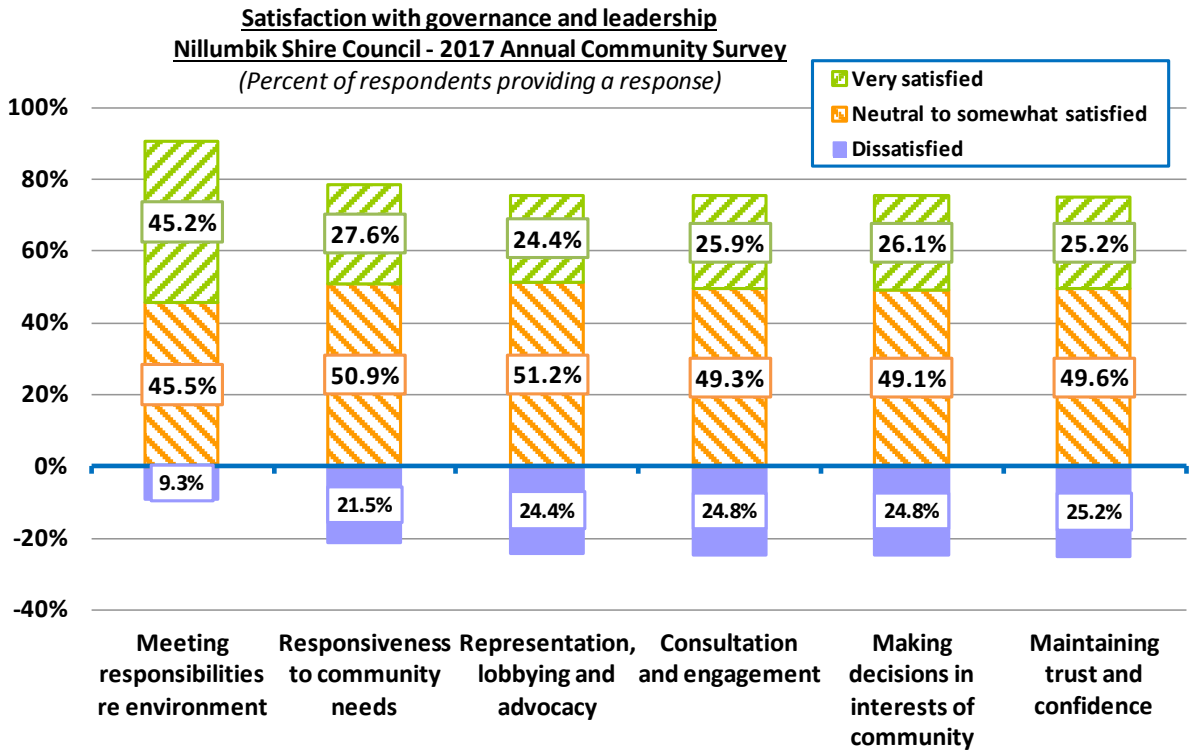
Metropolis Research notes that this result is marginally lower than the 2016 metropolitan Melbourne average of 6.30, and is marginally higher than the northern region council's average of 5.85.



Satisfaction with Council meeting its responsibilities to the environment was rated at a level categorised as "very good", whilst satisfaction with the remaining five aspects were all at levels categorised as "poor".

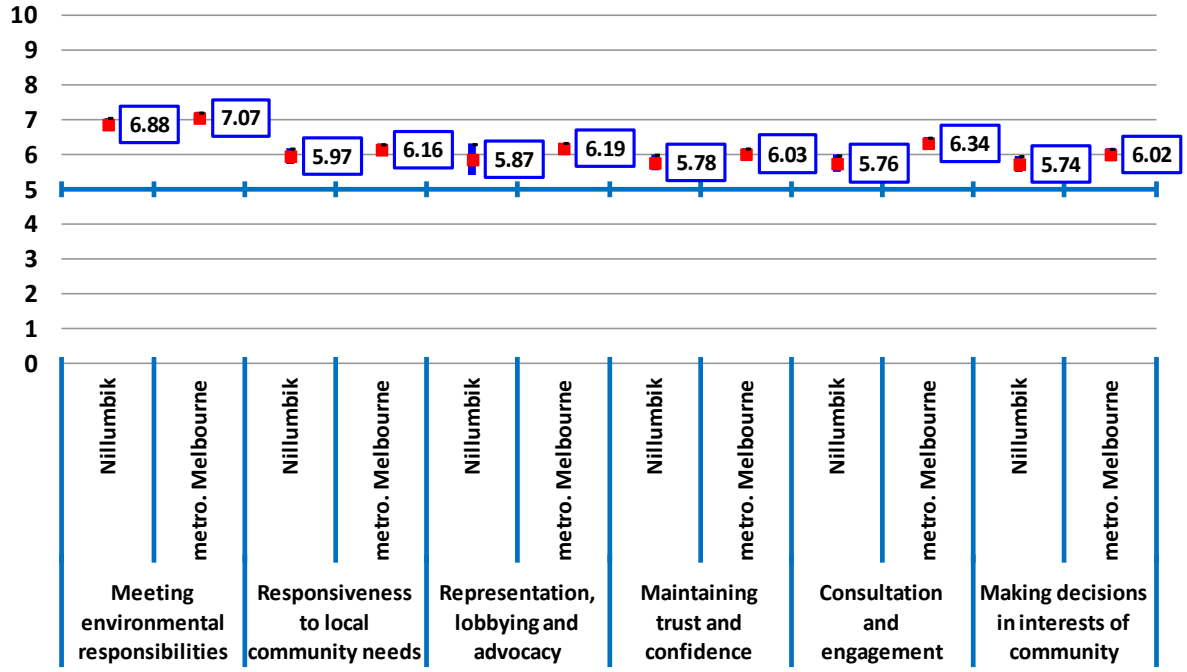


Particular attention is drawn to the fact that between one-fifth and one-quarter of respondents were dissatisfied with the five non-environment related aspects of governance and leadership, and a slightly higher proportion were very satisfied with each aspect.

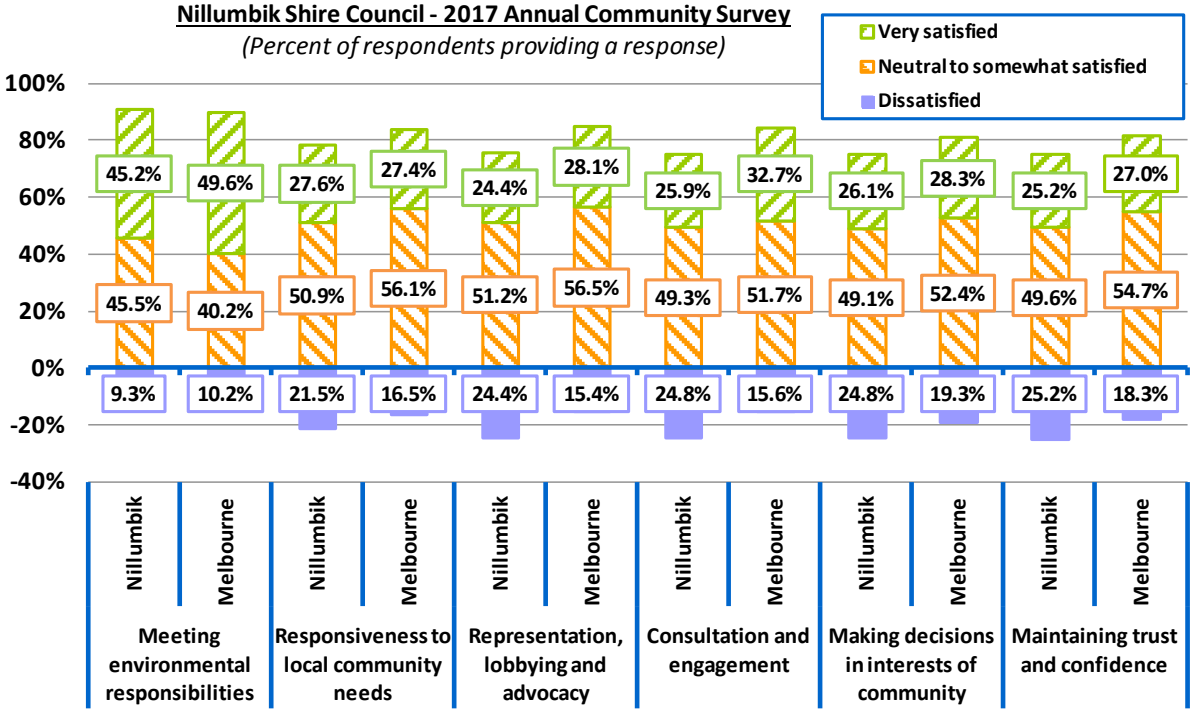


When compared to the metropolitan Melbourne average satisfaction as recorded in the 2016 *Governing Melbourne* research, it is noted that respondents in the Shire of Nillumbik were somewhat less satisfied than the metropolitan Melbourne average.

Satisfaction with aspects of governance and leadership
Nillumbik Shire Council - 2017 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

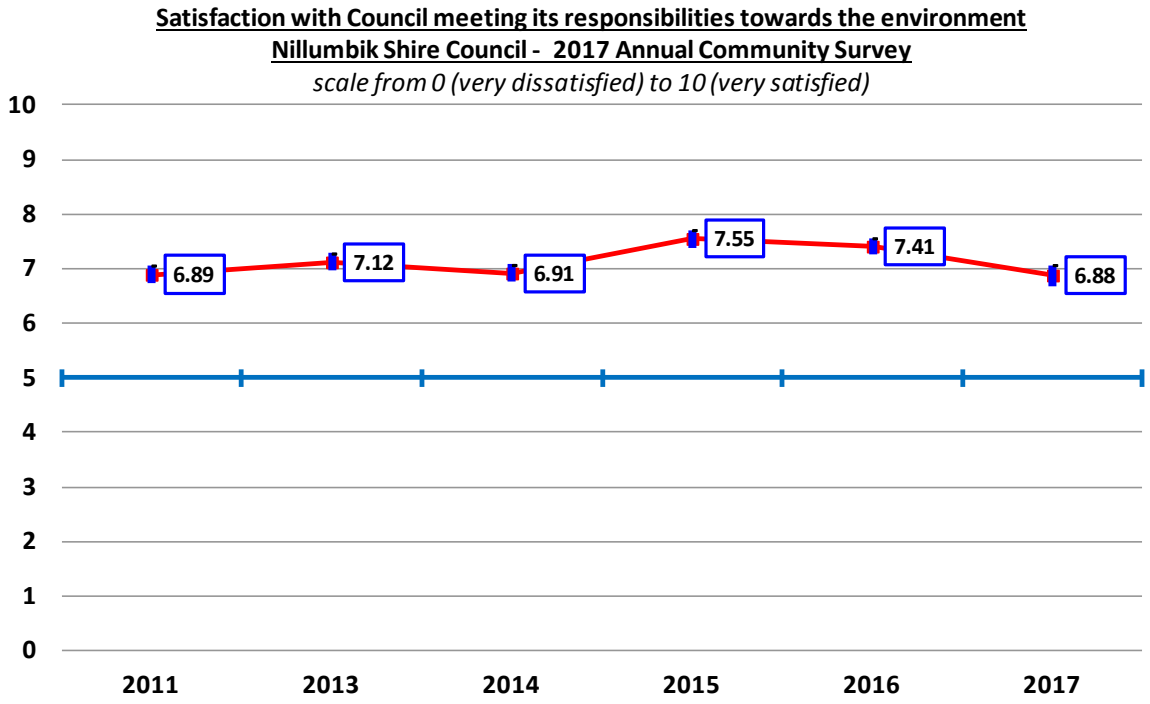


Satisfaction with governance and leadership
Nillumbik Shire Council - 2017 Annual Community Survey
(Percent of respondents providing a response)



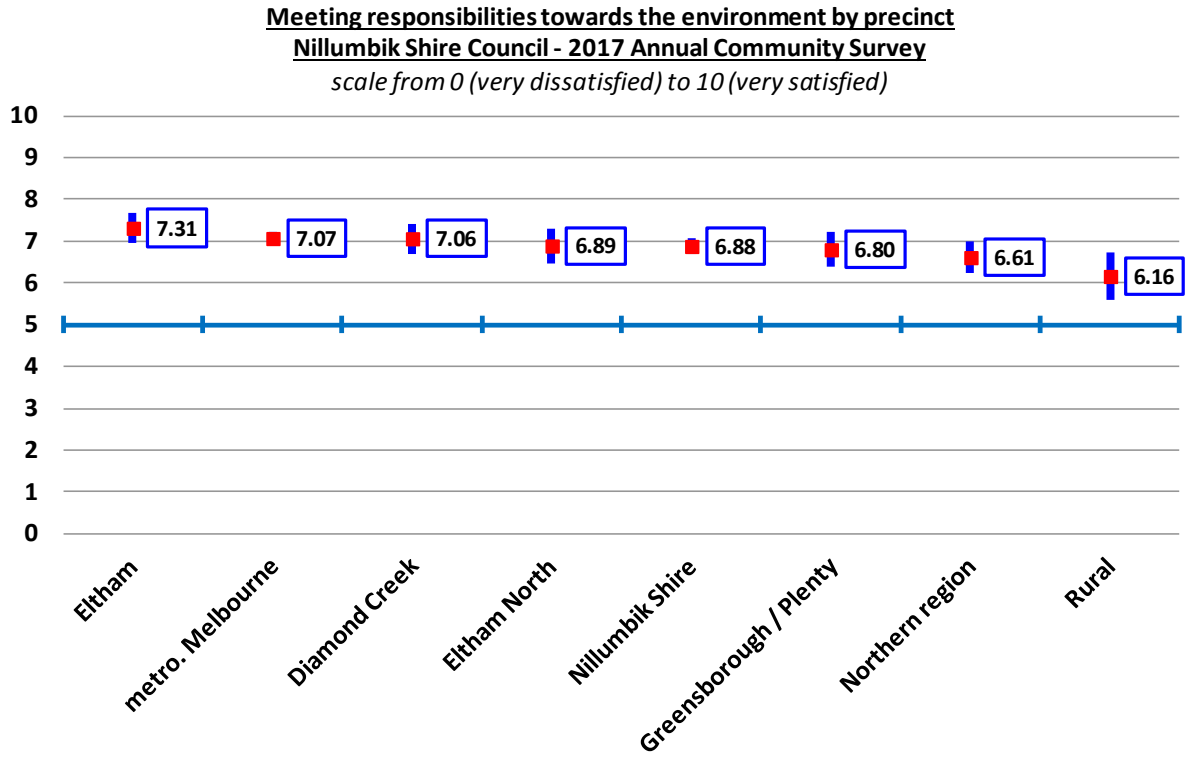
Meeting responsibilities to the environment

Satisfaction with Council's performance meeting its responsibilities towards the environment declined 7.2% in 2017, down from 7.41 to 6.88. This level of satisfaction is categorised as "good", and is a decline on the previous categorisation of "very good".



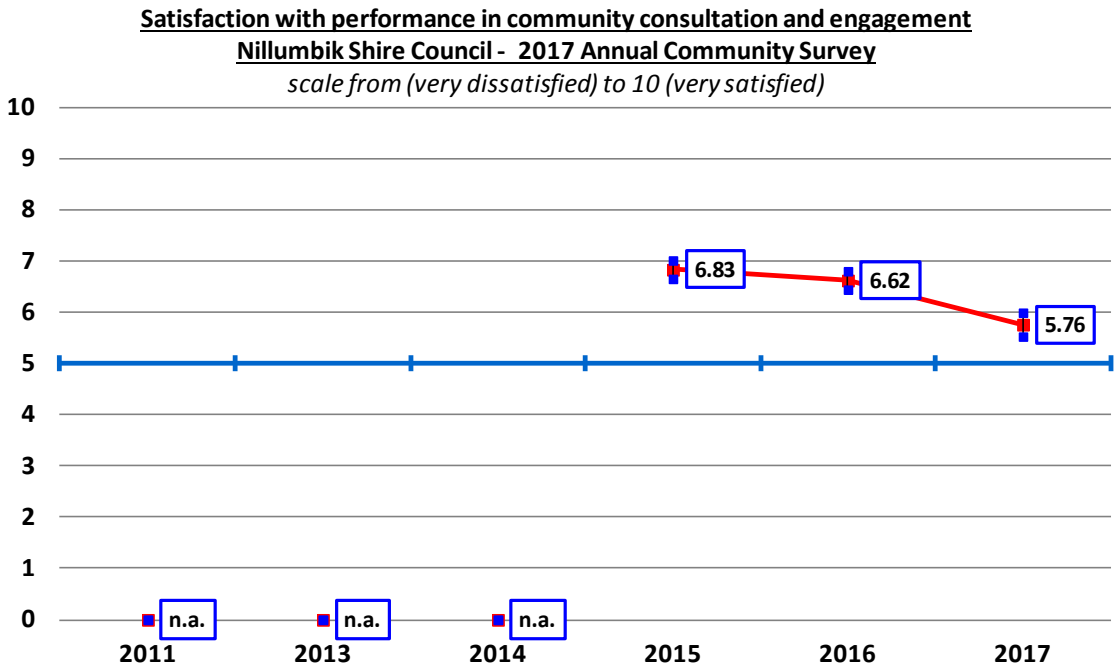
There was some variation in satisfaction with Council meeting its responsibilities towards the environment observed across the municipality with attention drawn to the following:

- ***Eltham*** – respondents rated satisfaction measurably and significantly higher than the municipal average, and at a level categorised as "very good".
- ***Rural*** – respondents rated satisfaction measurably and significantly lower than the municipal average, and at a level categorised as "solid".



Community consultation and engagement

Satisfaction with Council's community consultation and engagement declined measurably and significantly in 2017, down thirteen percent from 6.62 to 5.76. This very significant decline has resulted in the categorisation of satisfaction declining from the previous "good" recorded in both 2015 and 2016 to "poor" in 2017.

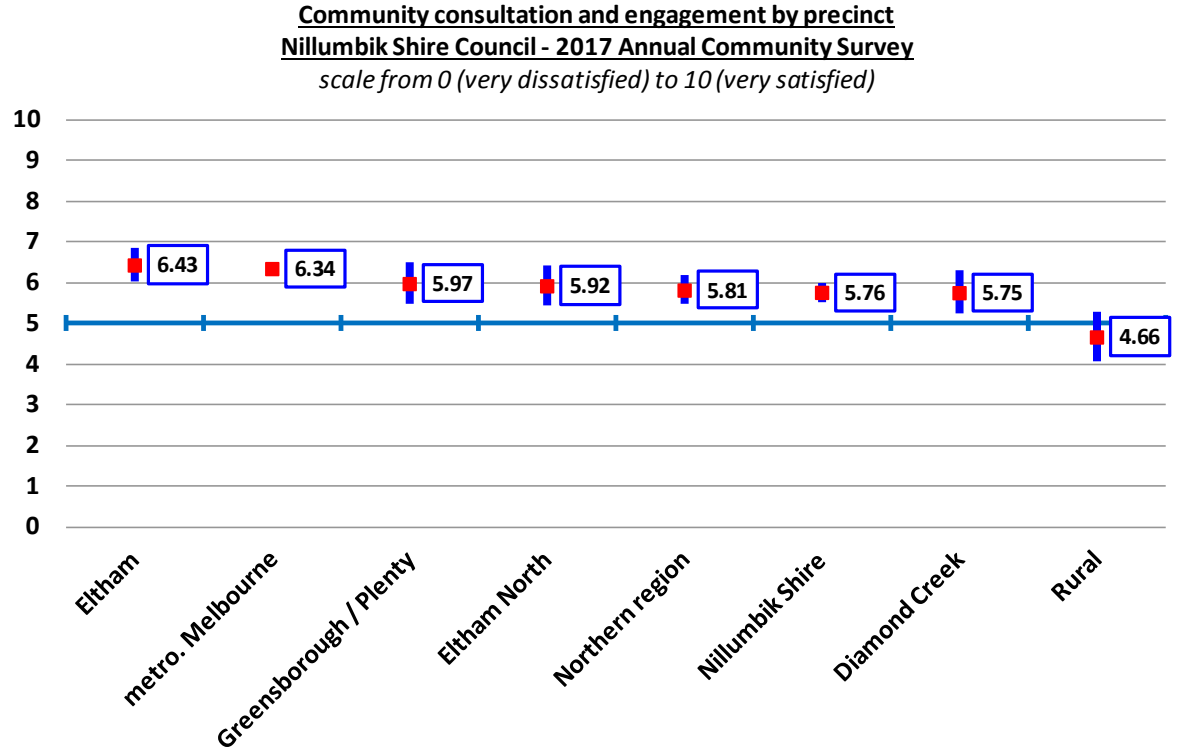


There was measurable and significant variation in satisfaction with Council's consultation and engagement observed across the municipality, with attention drawn to the following:

- ***Eltham*** – respondents rated satisfaction measurably and significantly higher than the municipal average, and at a level categorised as "good".

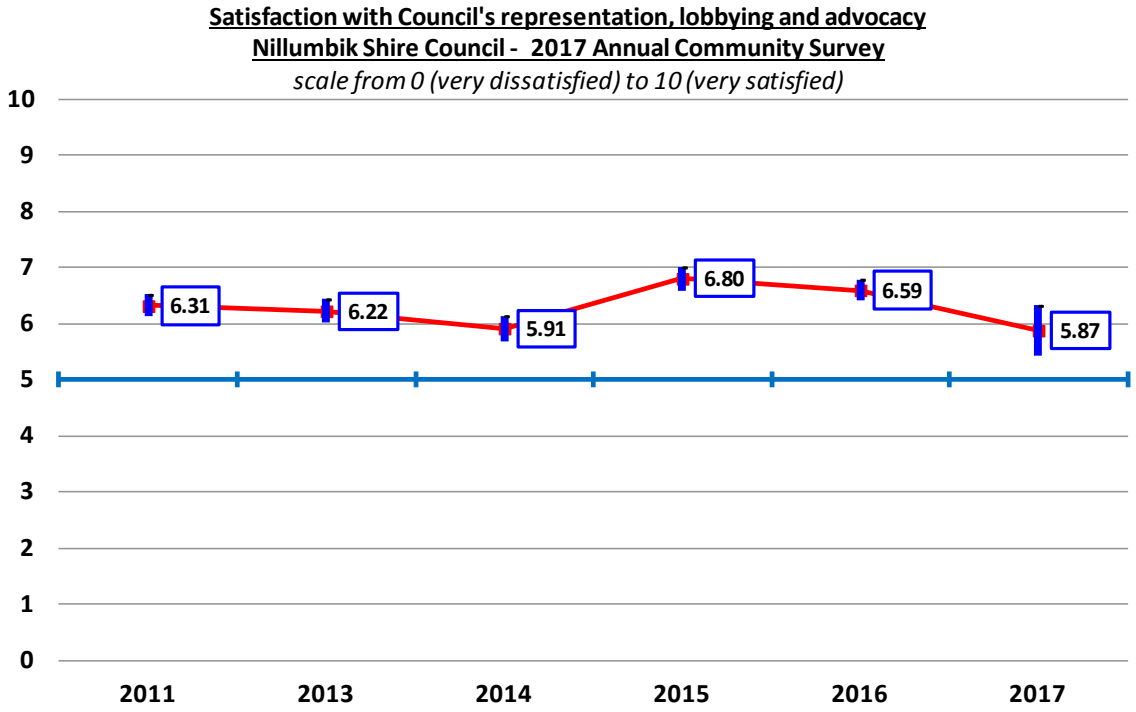
- ***Rural*** – respondents rated satisfaction measurably and significantly lower than the municipal average, and at a level categorised as "extremely poor".

Metropolis Research draws particular attention to the fact that respondents from the rural precinct rated satisfaction with Council's community consultation and engagement at a level categorised as "extremely poor". This result represents a thirty-four percent decline on the rural precinct satisfaction with this aspect of 7.07 recorded in 2016. Rural precinct respondents went from the most satisfied with this aspect of governance and leadership in 2016 to the least satisfied (by a very wide margin) in 2017.



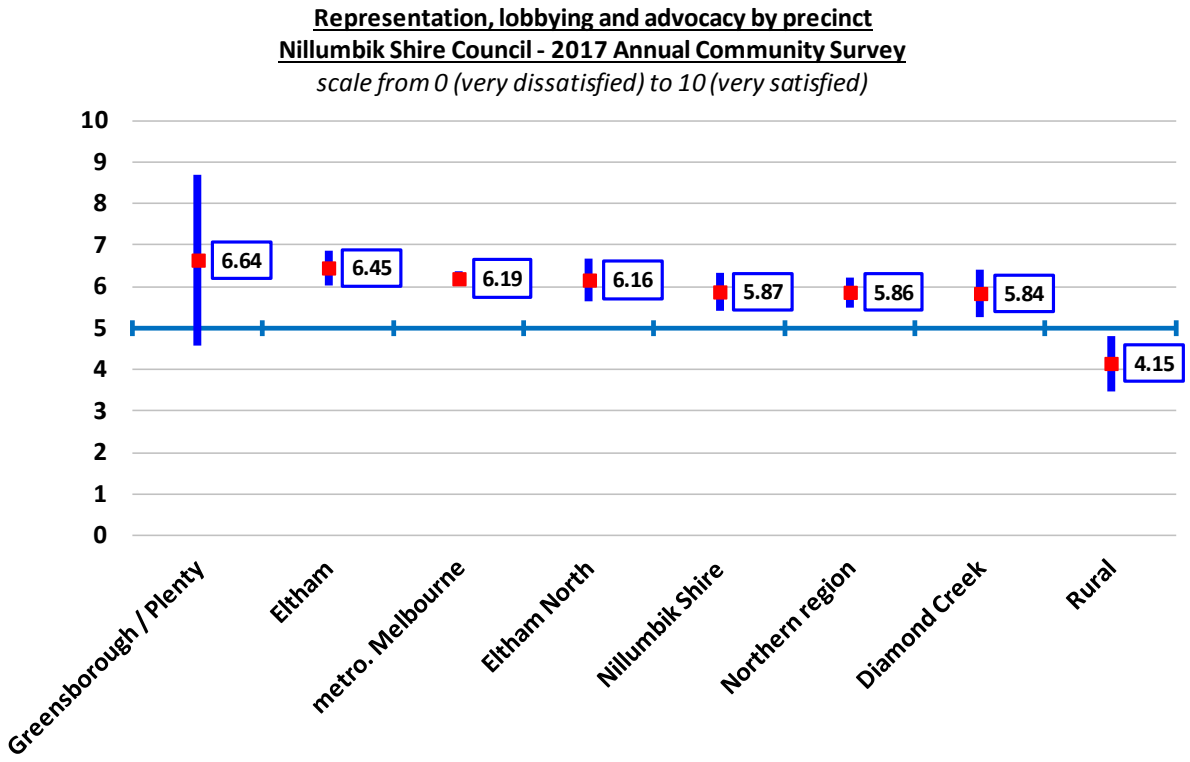
Representation, lobbying and advocacy

Satisfaction with Council's representation, lobbying and advocacy declined measurably and significantly in 2017, down 10.9% from 6.59 to 5.87. This level of satisfaction is categorised as "poor", and is a decline on the "good" categorisation recorded in both 2015 and 2016.



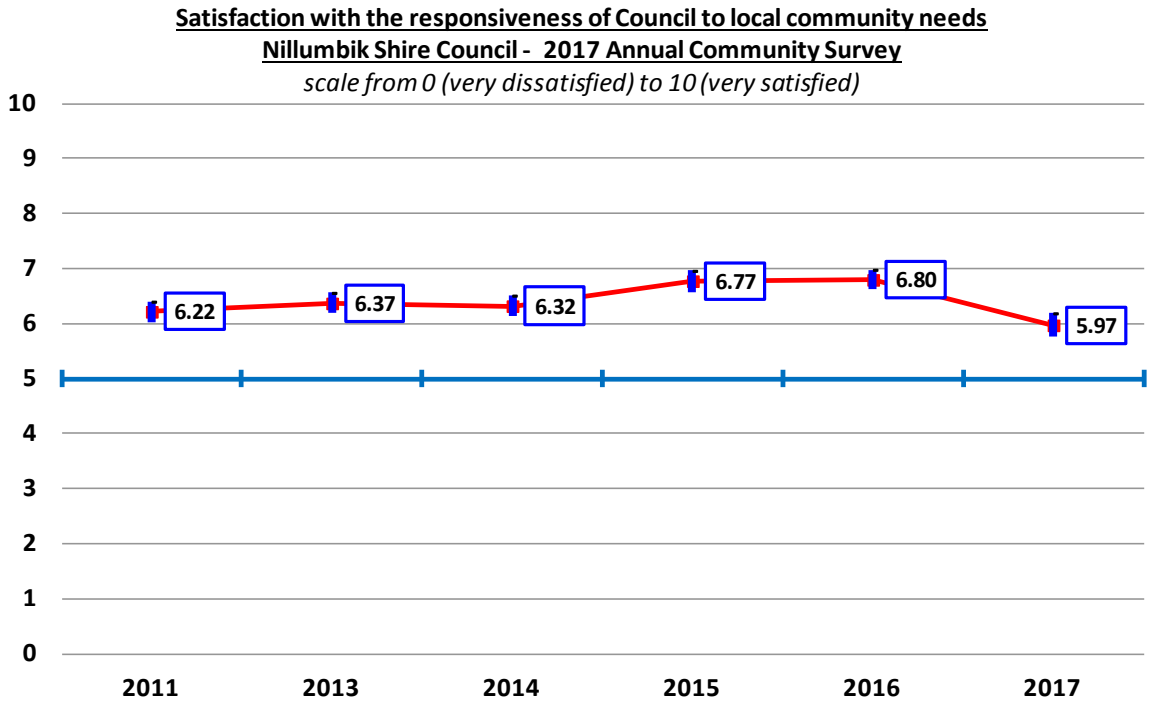
There was some measurable and significant variation in satisfaction with Council's representation, lobbying and advocacy observed across the municipality, with attention drawn to the following:

- ***Greensborough / Plenty*** and ***Eltham*** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average and at levels categorised as "good".
- ***Rural*** – respondents rated satisfaction measurably and significantly lower than the municipal average, and at a level categorised as "extremely poor".



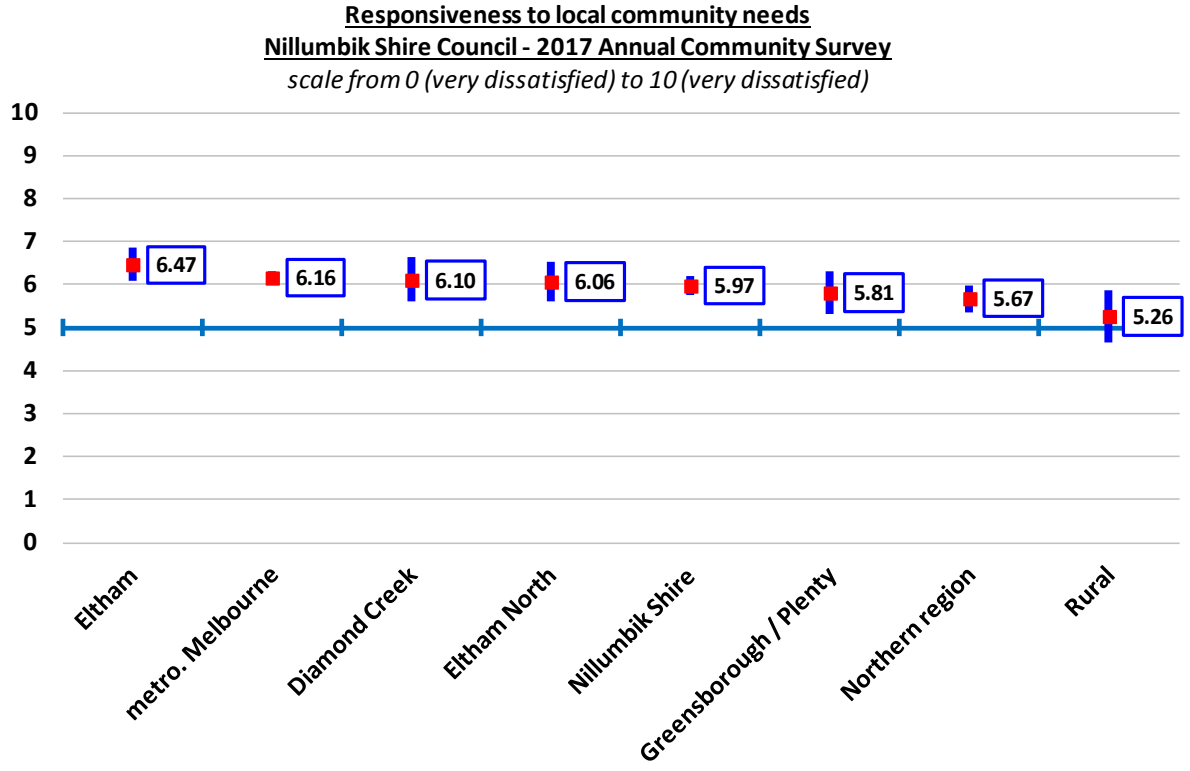
Responsiveness to local community needs

Satisfaction with Council's responsiveness to local community declined measurably and significantly in 2017, down 12.2% from 6.80 to 5.97. This level of satisfaction is categorised as "poor", a decline on the previous categorisation of "good".



There was no statistically significant variation in satisfaction with Council's responsiveness to local community needs observed across the five precincts comprising the Shire of Nillumbik. Attention is however drawn to the following:

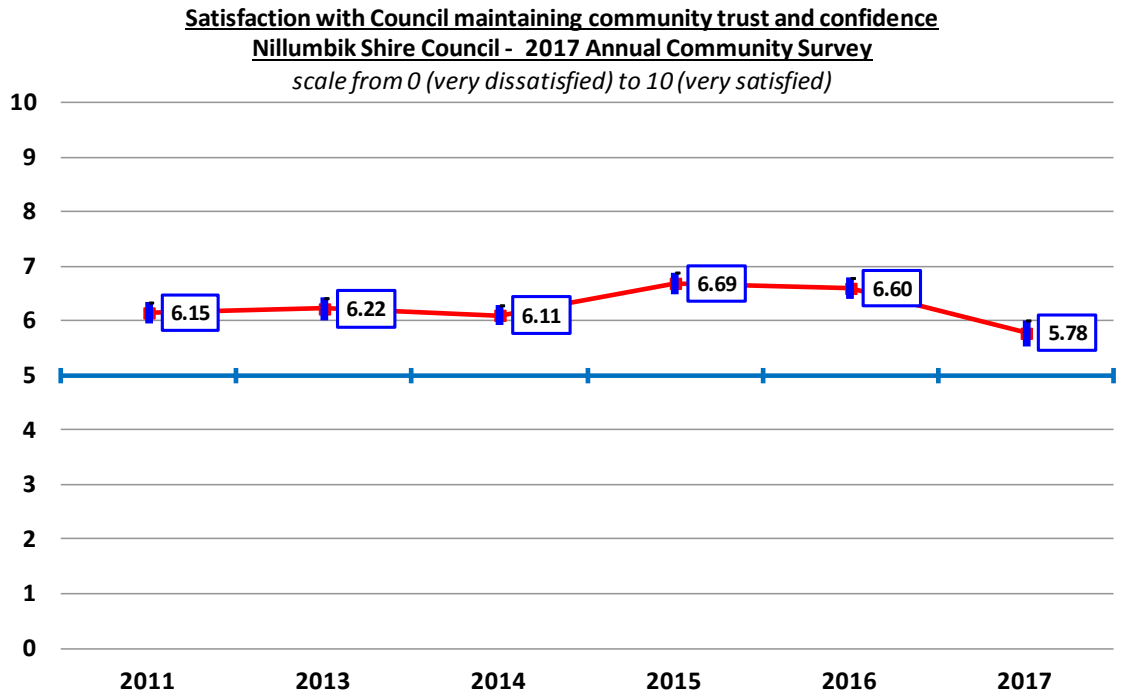
- ⊗ ***Eltham*** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average and at levels categorised as "good".
- ⊗ ***Rural*** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average, and at a level categorised as "very poor".



Maintaining trust and confidence of local community

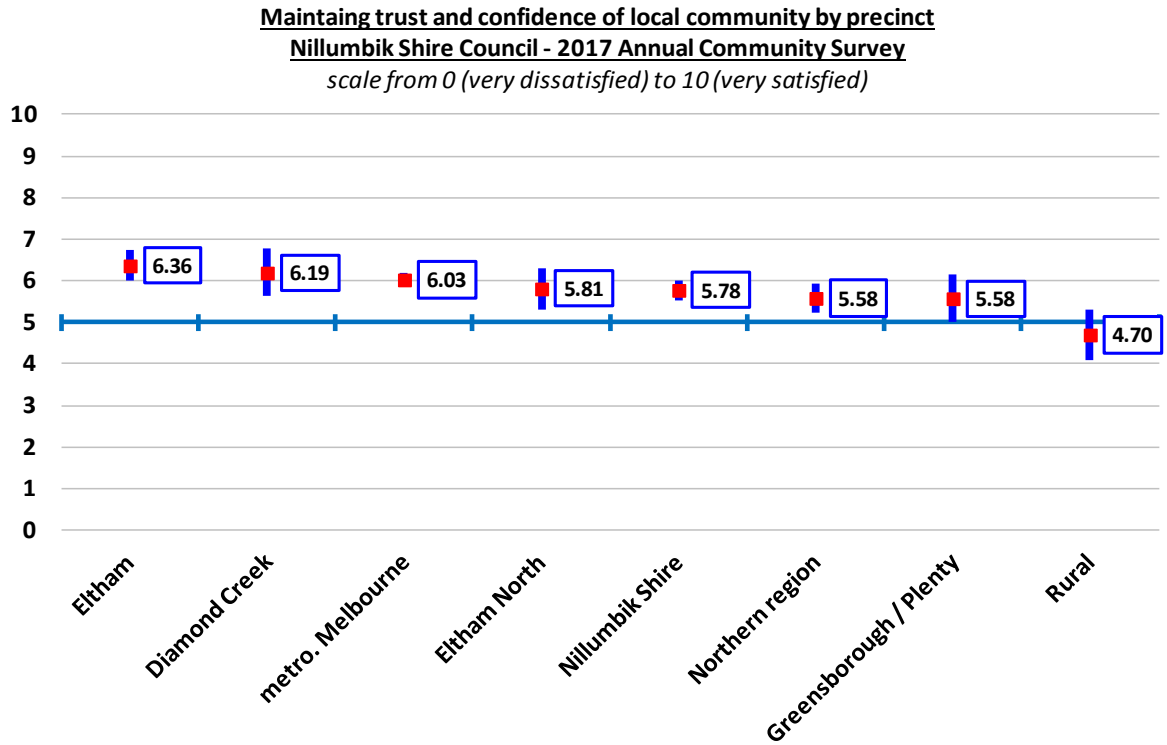
Satisfaction with Council's performance maintaining the trust and confidence of the local community declined measurably and significantly in 2017, down 12.4% from 6.60 to 5.78.

This level of satisfaction is categorised as "poor" and is a decline on the previous categorisation of "good" recorded in both 2015 and 2016.



There was some statistically significant variation in satisfaction with Council's performance maintaining the trust and confidence of the local community observed across the five precincts comprising the Shire of Nillumbik. Attention is drawn to the following:

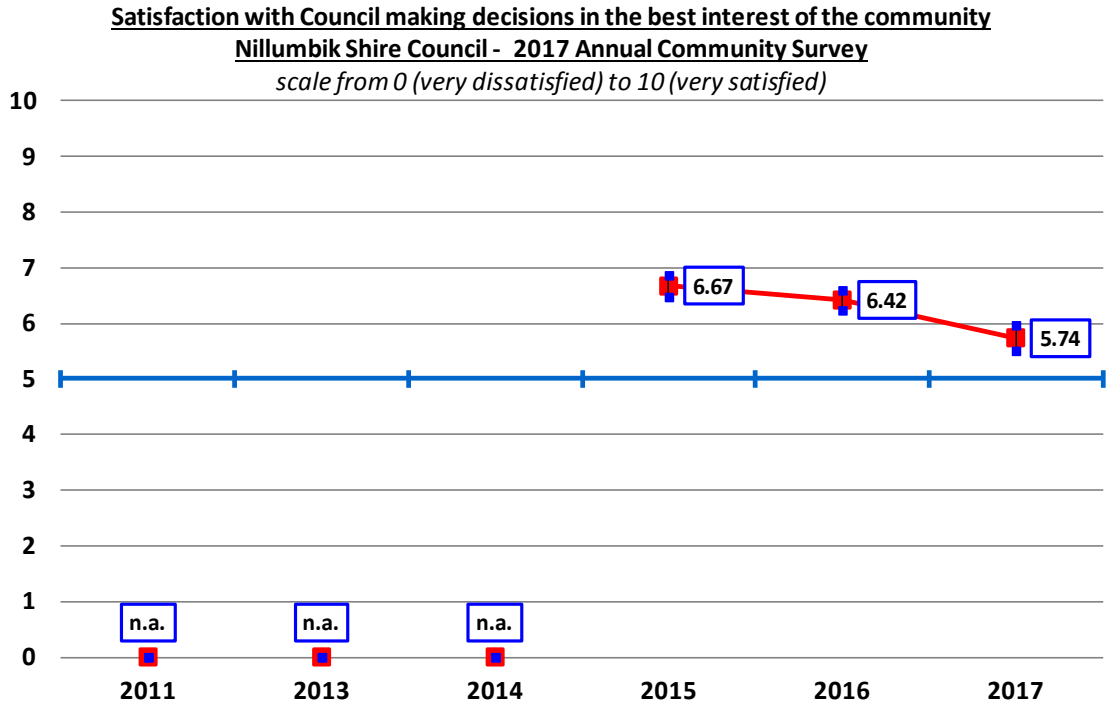
- ***Eltham*** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average and at levels categorised as "solid".
- ***Rural*** – respondents rated satisfaction measurably and significantly lower than the municipal average, and at a level categorised as "extremely poor".



Making decisions in the interests of the community

Satisfaction with Council's performance making decision in the interests of the community declined measurably and significantly in 2017, down 10.6% from 6.42 to 5.74. This is the second consecutive decline in satisfaction with this aspect of governance and leadership.

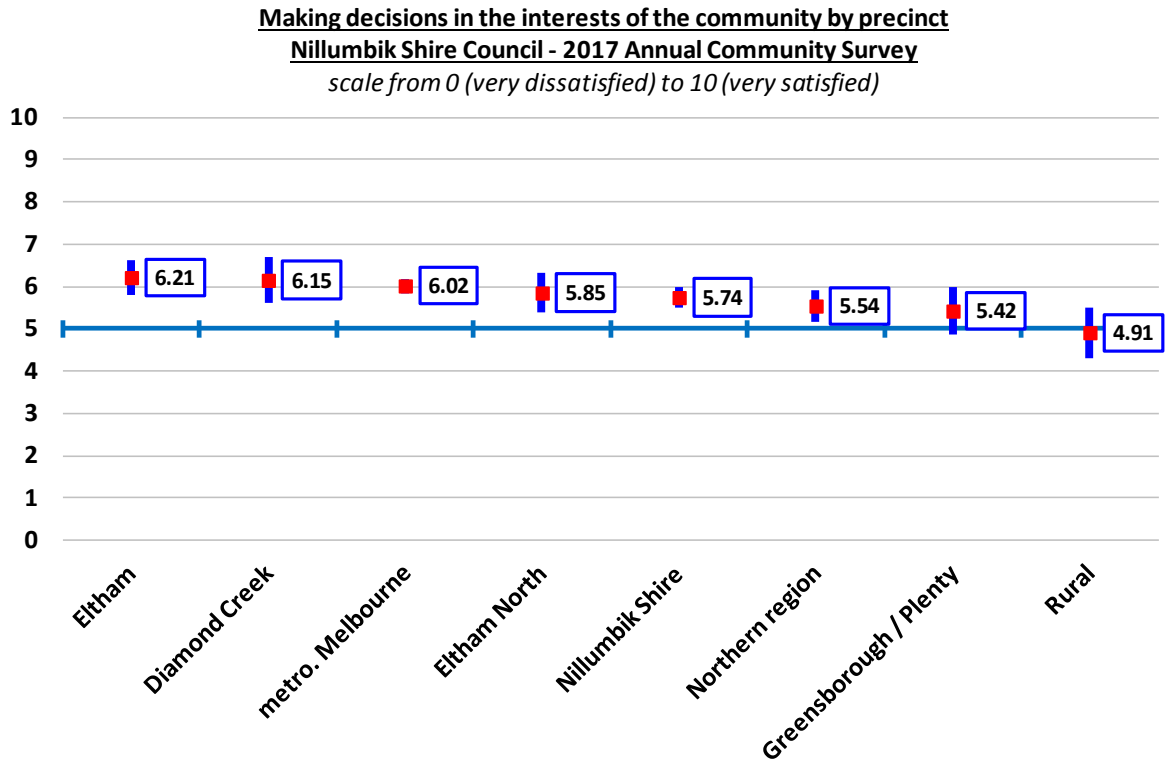
This level of satisfaction is categorised as "poor", and is a decline on the previous categorisation of "solid" recorded in 2016, and "good" recorded in 2015.



With the exception of respondents from the rural precinct, there was relatively little variation in satisfaction with Council's performance making decisions in the interests of the community observed across the municipality.

Attention is however drawn to the following:

- ⊗ ***Rural*** – respondents rated satisfaction measurably and significantly lower than the municipal average at a level categorised as "extremely poor".



Community issues, behaviours and attitudes

Issues to address for the Shire of Nillumbik at the moment

Respondents were asked:

"Can you please list what you consider to be the top three issues for the Shire of Nillumbik at the moment?"

Respondents were again in 2017 asked to identify what they considered to be the top three issues for the Shire of Nillumbik at the moment. Almost four-fifths (88.0% up from 75.2%) of respondents provided a total of 1,012 responses, at an average of 2.3 issues per respondent.

The open-ended responses received from respondents have been broadly categorised into a set of approximately seventy categories to facilitate analysis and time series analysis, and other comparisons.

It is important to bear in mind that these responses are not necessarily complaints about the performance of Council, nor do they only reflect services, facilities and issues within the specific remit of the Nillumbik Shire Council. Many of the issues respondents identify in the municipality are within the general remit of other levels of government, most notably the state government.

The most significant issues in the Shire of Nillumbik are as follows:

Traffic management and road maintenance and repairs

Consistent with the results recorded in the previous five surveys, the most commonly identified issues in the Shire of Nillumbik in 2017 related to traffic management, with road maintenance and repairs the third most commonly identified issue. Naturally there is some overlap in these two groups of issues, with issues focused on traffic and congestion, as well as speeding and hooning typically categorised into traffic management, whilst issues focused on the condition of roads are typically categorised into road maintenance and repairs.

Taken together, these two issues were identified by a little less than half (41.6%) of the respondents in 2017, up from 34.7% in 2016. The proportion of respondents identifying traffic management (27.1%) in 2017 was somewhat higher than the 2016 metropolitan Melbourne average of 20.1%. Respondents in the Shire of Nillumbik however were twice as likely as the metropolitan Melbourne average (7.2%) to identify road maintenance and repair related issues.

Council rates

Metropolis Research draws particular attention to the fact that respondents in the Shire of Nillumbik have consistently over the course of the four years been significantly more likely than the metropolitan Melbourne average to identify the issue of Council rates. In 2017 almost one-sixth (16.7% up from 12.2%) identified Council rates, compared to the 2016 metropolitan Melbourne average of just 2.5%. Metropolis Research also notes that respondents that identified Council rates as an issue to be addressed in the municipality in the coming year on average rated their satisfaction with Council's overall performance measurably and significantly lower than the municipal average, at 5.72 compared to 6.15. This level of satisfaction is categorised as "poor".

Drains maintenance and repairs

Particular attention is 2017 is drawn to the substantial increase in the proportion of respondents identifying issues with drains maintenance and repairs. In 2017, 6.6% of respondents identified this issue, a measurable and significant increase on the 1.6% recorded in 2016, and the metropolitan Melbourne average of 2.9%. Metropolis Research does note that satisfaction with drains maintenance and repairs (discussed elsewhere in this report) declined 8.3% in 2017, down from 6.76 to 6.22, and is now at a level categorised as "solid" down from the previous "good". These results taken together do strongly suggest increased community concern about issues around the maintenance and repair of drains.

Green wedge issues / environmental overlay issues

Particular attention in 2017 is drawn to the two groups of issues that have not been identified by a significant number of respondents in previous years, those relating to issues with the protection of the green wedge, as well as issues with the consultation around, implementation of, and impacts of the environmental overlay in parts of the municipality.

Whilst only a small number (thirteen respondents) specifically identified C101 or C81 or "environmental overlay", those respondents that did identify this issue were very dissatisfied with Council's overall performance rating satisfaction at just 5.20 out of ten, a level of satisfaction categorised as "very poor".

Those identifying issues with the green wedge were however significantly more satisfied with Council's overall performance than the average of all respondents, with the nineteen respondents identifying the green wedge rating satisfaction with Council's overall performance at 6.81 out of ten, a level of satisfaction categorised as "good".

Taken together these two sets of results do appear to reflect some diversity of views in the municipality as to environmental protection and the role of Council in maintaining the character of the local environment.

Building, housing, planning and development issues

Metropolis Research notes that in the last two years, the proportion of respondents identifying issues with building, housing, planning and development increased substantially from the previous years, increasing from an average of around six percent to more than double that in 2017 (15.1%).

This result is somewhat higher than the 2016 metropolitan Melbourne average of 9.1%, which does suggest that in recent years, planning and development issues have increased in importance in the minds of respondents, and that in the last two years, Nillumbik respondents have been more likely than the metropolitan Melbourne average to identify these issues.

It is noted that some of the respondents that identified planning and development issues may well have been referring to the environmental overlay issue, given that these results have been broadly categorised based on the open-ended responses provided by respondents. This would at least in part explain the significant growth in the proportion of respondents identifying these issues in the last two years.

Respondents that identified issues with building, housing, planning and development were significantly less satisfied with Council's overall performance than the municipal average, rating satisfaction at 5.71 out of ten, a level of satisfaction categorised as "poor".

Top issues for Nillumbik Shire at the moment
Nillumbik Shire Council - 2017 Annual Community Survey
(Number and percent of total respondents)

Issue	*2017*		*2016*	*2015*	*2014*	*2013*	*metro. Melb 2016*
	Number	*Percent*					
Traffic management	136	27.1%	23.1%	32.8%	27.0%	25.6%	20.1%
Council rates	84	16.7%	12.2%	13.5%	15.8%	7.8%	2.5%
Building, planning, housing & development	76	15.1%	11.6%	6.0%	8.6%	6.8%	9.1%
Roads maintenance and repairs	73	14.5%	11.6%	10.5%	23.4%	12.0%	7.2%
Bushfire management / prevention issues	70	13.9%	14.3%	7.6%	15.6%	11.4%	0.0%
Rubbish and waste issues including garbage	70	13.9%	12.0%	11.3%	11.8%	10.4%	4.1%
Parks, gardens and open space	57	11.4%	8.4%	8.2%	11.4%	9.4%	7.0%
Drains maintenance and repairs	33	6.6%	1.6%	2.0%	3.2%	5.6%	2.9%
Provision and maintenance of street trees / streetsca	27	5.4%	4.4%	6.6%	8.6%	5.2%	7.1%
Hard rubbish collection	27	5.4%	4.0%	5.2%	6.8%	10.2%	4.4%
Environment, conservation & climate change	26	5.2%	4.8%	1.2%	2.2%	4.0%	1.3%
Car parking / enforcement	23	4.6%	6.0%	4.0%	3.6%	2.0%	16.5%
Footpath maintenance and repairs	20	4.0%	3.4%	3.4%	6.2%	6.0%	8.4%
Green Wedge issues	20	4.0%	0.2%	1.2%	3.6%	1.4%	0.0%
Provision and maintenance of cycling / walking tracks	19	3.8%	5.2%	2.6%	4.6%	3.6%	2.0%
Communication and provision of information	18	3.6%	2.4%	2.6%	1.4%	1.2%	0.9%
Public transport	17	3.4%	2.8%	5.4%	7.6%	7.4%	4.1%
Street cleaning and maintenance	13	2.6%	2.4%	1.0%	4.4%	5.4%	2.8%
C101 related issues	13	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Prov. & maintain leisure, recreaction & sports facilitie	12	2.4%	2.4%	3.0%	3.2%	1.8%	1.6%
Crime issues including policing, safety	12	2.4%	1.6%	0.8%	1.8%	1.0%	8.6%
Community activities / centres / arts & culture	12	2.4%	1.2%	0.0%	0.0%	0.0%	0.8%
Green waste collection	11	2.2%	3.0%	1.8%	5.2%	5.0%	0.9%
Financial issues and priorities for Council	11	2.2%	2.0%	0.0%	2.2%	1.4%	0.9%
Provision and maintenance of infrastructure	10	2.0%	1.0%	1.6%	1.2%	0.6%	1.0%
Recycling collection	10	2.0%	0.6%	0.8%	1.4%	1.4%	1.1%
Activities, services & facilities for youth	9	1.8%	1.2%	4.2%	2.4%	0.8%	1.5%
Cleanliness / maintenance of area incl. rubbish, litter	9	1.8%	1.0%	2.8%	4.0%	3.6%	3.8%
Council governance, accountability and reputation	8	1.6%	1.4%	0.8%	1.6%	1.2%	0.8%
Services and facilities for the elderly	8	1.6%	1.2%	1.6%	2.4%	1.4%	0.5%
Graffiti / vandalism	7	1.4%	2.0%	1.0%	2.0%	1.2%	1.8%
Animal management	6	1.2%	1.0%	2.0%	2.8%	2.0%	1.8%
Lighting	5	1.0%	0.8%	2.2%	4.0%	9.6%	6.9%
Provision and maintenance of community facilities	5	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public toilets	4	0.8%	0.8%	1.0%	1.0%	1.6%	2.1%
Library services	4	0.8%	0.0%	0.0%	0.8%	0.8%	0.8%
Other issues n.e.i	47	9.4%	3.8%	5.8%	11.4%	11.8%	3.3%
Total responses	**1,012**		**806**	**801**	**1,079**	**914**	**1,385**
Total respondents identifying at least one issue	*442 (88.0%)*		*75.2%*	*76.5%*	*92.4%*	*81.1%*	*69.8%*

Issues by precinct

There was some significant variation in the top issues for the Shire of Nillumbik to address in the coming twelve months observed across the five precincts comprising the Shire of Nillumbik, with attention drawn to the following:

- ***Greensborough / Plenty*** – respondents were somewhat more likely than average to identify Council rates, road maintenance and repairs, rubbish and waste, parks, gardens, and open spaces, and communication and consultation related issues.

- ***Diamond Creek*** – respondents were somewhat more likely than average to identify parks, gardens, and open spaces, and provision and maintenance of cycling / walking track related issues.

- ***Eltham*** – respondents were somewhat more likely than average to identify traffic management and building, housing, planning and development related issues.

- ***Eltham North*** – respondents were somewhat more likely than average to identify rubbish and waste and road maintenance and repair related issues.

- ***Rural precinct*** – respondents were measurably and significantly more likely than average to identify bushfire management and prevention issues, and somewhat more likely than average to identify drain maintenance and repairs, and environment, conservation, sustainability and climate change related issues.

Top issues for Nillumbik Shire by precinct

Nillumbik Shire Council - 2017 Annual Community Survey

(Percent of total respondents)

Greensborough / Plenty	
Traffic management	23.3%
Council rates	20.0%
Roads maintenance and repairs	20.0%
Rubbish and waste issues inc garbage	20.0%
Parks, gardens and open space	15.6%
Building, planning, housing and development	13.3%
Bushfire management / prevention issues	8.9%
Communication and consultation	7.8%
Car parking / enforcement	6.7%
Drains maintenance and repairs	6.7%
All other issues	58.4%

Diamond Creek	
Traffic management	30.3%
Parks, gardens and open space	16.2%
Council rates	13.1%
Roads maintenance and repairs	13.1%
Rubbish and waste issues inc garbage	10.1%
Bushfire management / prevention issues	8.1%
Provision and maintenance of street trees	8.1%
Prov. and maint. of cycling / walking tracks	8.1%
Car parking / enforcement	7.1%
Building, planning, housing and development	6.1%
All other issues	

Eltham	
Traffic management	33.0%
Building, planning, housing and development	27.0%
Council rates	18.0%
Bushfire management / prevention issues	14.0%
Rubbish and waste issues inc garbage	12.0%
Roads maintenance and repairs	11.0%
Parks, gardens and open space	9.0%
Hard rubbish collection	8.0%
Green Wedge issues	7.0%
Provision and maintenance of street trees	7.0%
All other issues	55.0%

Eltham North	
Traffic management	24.5%
Rubbish and waste issues inc garbage	21.8%
Council rates	18.2%
Roads maintenance and repairs	18.2%
Building, planning, housing and development	16.4%
Parks, gardens and open space	10.9%
Bushfire management / prevention issues	10.9%
Footpath maintenance and repairs	7.3%
Car parking / enforcement	6.4%
Provision and maintenance of street trees	5.5%
All other issues	66.4%

Rural	
Bushfire management / prevention issues	25.2%
Traffic management	21.4%
Council rates	14.6%
Drains maintenance and repairs	13.6%
Envir., conservation, sustain. and climate change	13.6%
Roads maintenance and repairs	13.6%
Rubbish and waste issues inc garbage	9.7%
Building, planning, housing and development	8.7%
Parks, gardens and open space	6.8%
Footpath maintenance and repairs	5.8%
All other issues	76.7%

Shire of Nillumbik	
Traffic management	27.1%
Council rates	16.7%
Building, planning, housing and development	15.1%
Roads maintenance and repairs	14.5%
Bushfire management / prevention issues	13.9%
Rubbish and waste issues including garbage	13.9%
Parks, gardens and open space	11.4%
Drains maintenance and repairs	6.6%
Provision and maintenance of street trees	5.4%
Hard rubbish collection	5.4%
All other issues	71.5%

Issues by respondent profile

There was some significant variation in the top issues to address in the Shire of Nillumbik in the coming twelve months observed by respondent profile, with attention drawn to the following:

- ***Adolescents (aged 15 to 19 years)*** – respondents were more likely than average to identify traffic management, road maintenance and repairs, parks, gardens and open spaces, car parking / enforcement, and public transport related issues. It is important to note the small sample of just seven respondents.

- ***Young adults (aged 20 to 35 years)*** – respondents were somewhat more likely than average to identify environment, conservation, sustainability and climate change, car parking / enforcement, and provision and maintenance of cycling / walking track related issues.

- ***Adults (aged 36 to 45 years)*** – respondents were somewhat more likely than average to identify Council rates and rubbish and waste related issues.

- ***Middle-aged adults (aged 46 to 55 years)*** – respondents were somewhat more likely than average to identify hard rubbish collection related issues.

- ***Older adults (aged 56 to 75 years)*** – respondents did not identify any issues significantly more often than the municipal average.

- ***Senior citizens (aged 76 years and over)*** – respondents were significantly more likely than average to identify Council rates and service and facilities for the elderly related issues.

- ***Male*** – respondents were somewhat more likely than female respondents to identify traffic management related issues.

- ***Female*** – respondents were somewhat more likely than male respondents to identify road maintenance and repair related issues.

Top issues for Nillumbik Shire at the moment by respondent profile

Nillumbik Shire Council - 2017 Annual Community Survey

(Percent of total respondents)

Adolescents (15 to 19 years)	
Traffic management	48.6%
Roads maintenance and repairs	34.2%
Parks, gardens and open space	24.3%
Car parking / enforcement	19.9%
Public transport	14.3%
Rubbish and waste issues inc garbage	9.9%

Young adults (20 to 35 years)	
Traffic management	28.1%
Rubbish and waste issues inc garbage	18.8%
Parks, gardens and open space	14.7%
Roads maintenance and repairs	13.6%
Council rates	13.2%
Building, planning, housing & development	12.3%
Envir., conservation, sustain. & climate change	11.8%
Bushfire management / prevention issues	8.1%
Car parking / enforcement	7.1%
Prov. & maint. of cycling / walking tracks	6.1%
All other issues	44.6%

Adults (36 to 45 years)	
Traffic management	29.1%
Council rates	23.7%
Rubbish and waste issues inc garbage	20.6%
Roads maintenance and repairs	17.1%
Building, planning, housing & development	16.9%
Bushfire management / prevention issues	10.8%
Provision and maintenance of street trees	8.6%
Envir., conservation, sustain. & climate change	7.6%
Public transport	5.5%
Financial issues and priorities for Council	5.1%
All other issues	59.4%

Middle aged adults (46 to 55 years)	
Traffic management	32.2%
Roads maintenance and repairs	18.8%
Rubbish and waste issues inc garbage	16.5%
Bushfire management / prevention issues	15.8%
Council rates	14.2%
Parks, gardens and open space	12.9%
Building, planning, housing & development	12.6%
Hard rubbish collection	9.3%
Green Wedge issues	6.5%
Drains maintenance and repairs	6.3%
All other issues	65.9%

Older adults (56 to 75 years)	
Traffic management	23.7%
Building, planning, housing & development	19.0%
Bushfire management / prevention issues	16.3%
Council rates	14.2%
Roads maintenance and repairs	11.8%
Parks, gardens and open space	11.6%
Rubbish and waste issues inc garbage	10.3%
Drains maintenance and repairs	10.1%
Provision and maintenance of street trees	7.1%
Footpath maintenance and repairs	6.0%
All other issues	77.2%

Senior citizens (76 years and over)	
Council rates	35.7%
Traffic management	16.7%
Bushfire management / prevention issues	13.2%
Parks, gardens and open space	11.7%
Services and facilities for the elderly	10.5%
Drains maintenance and repairs	6.7%
Communication and consultation	6.0%
Building, planning, housing & development	4.8%
Prov.& maint.of leisure,recreaction & sports fa	4.8%
Green waste collection	4.8%
All other issues	58.6%

Males	
Traffic management	30.4%
Council rates	15.3%
Building, planning, housing & development	14.6%
Bushfire management / prevention issues	14.4%
Rubbish and waste issues inc garbage	13.7%
Roads maintenance and repairs	12.2%
Parks, gardens and open space	10.4%
Drains maintenance and repairs	6.6%
Envir., conservation, sustain. & climate change	6.0%
Public transport	5.0%
All other issues	70.2%

Females	
Traffic management	23.7%
Council rates	17.6%
Roads maintenance and repairs	17.1%
Building, planning, housing & development	15.2%
Rubbish and waste issues inc garbage	14.4%
Bushfire management / prevention issues	13.6%
Parks, gardens and open space	12.8%
Hard rubbish collection	7.1%
Car parking / enforcement	6.7%
Provision and maintenance of street trees	6.6%
All other issues	71.2%

Traffic and parking

Respondents were asked:

"On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of traffic and parking?"

Respondents were again in 2017 asked to rate their satisfaction with the volume and speed of traffic, as well as the availability of parking on both local streets and main roads.

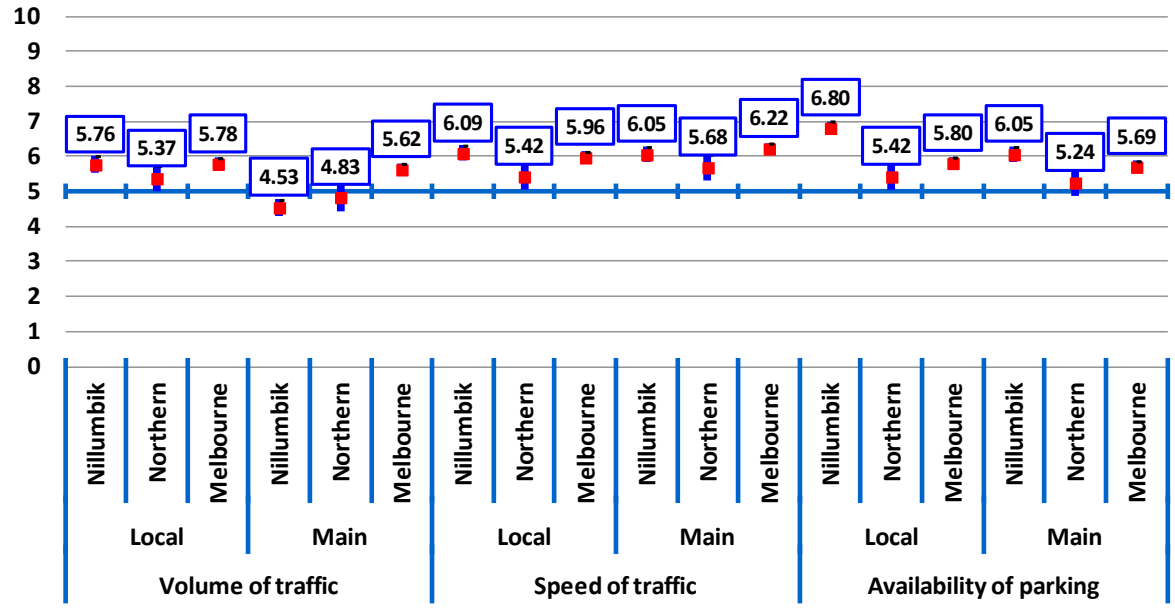
As is clearly evident in the following graph, attention is drawn to the following:

- ***Availability of parking*** - satisfaction with the availability of parking, particularly on local streets but also on main roads was measurably and significantly higher in the Shire of Nillumbik than either the metropolitan Melbourne or northern region council's average satisfaction.

- ***Speed of traffic*** – satisfaction with the speed of traffic on local streets was somewhat higher in the Shire of Nillumbik than the metropolitan Melbourne average and measurably higher than the northern region council's average satisfaction. Satisfaction with the speed of traffic on main roads was marginally lower than the metropolitan Melbourne average, but marginally higher than the northern region council's average.

- ***Volume of traffic*** – satisfaction with the volume of traffic on local streets was almost identical to the metropolitan Melbourne average, and marginally higher than the northern region council's average. Satisfaction with the volume of traffic on main roads was however marginally lower than the northern region council's average, and measurably and significantly lower than the metropolitan Melbourne average.

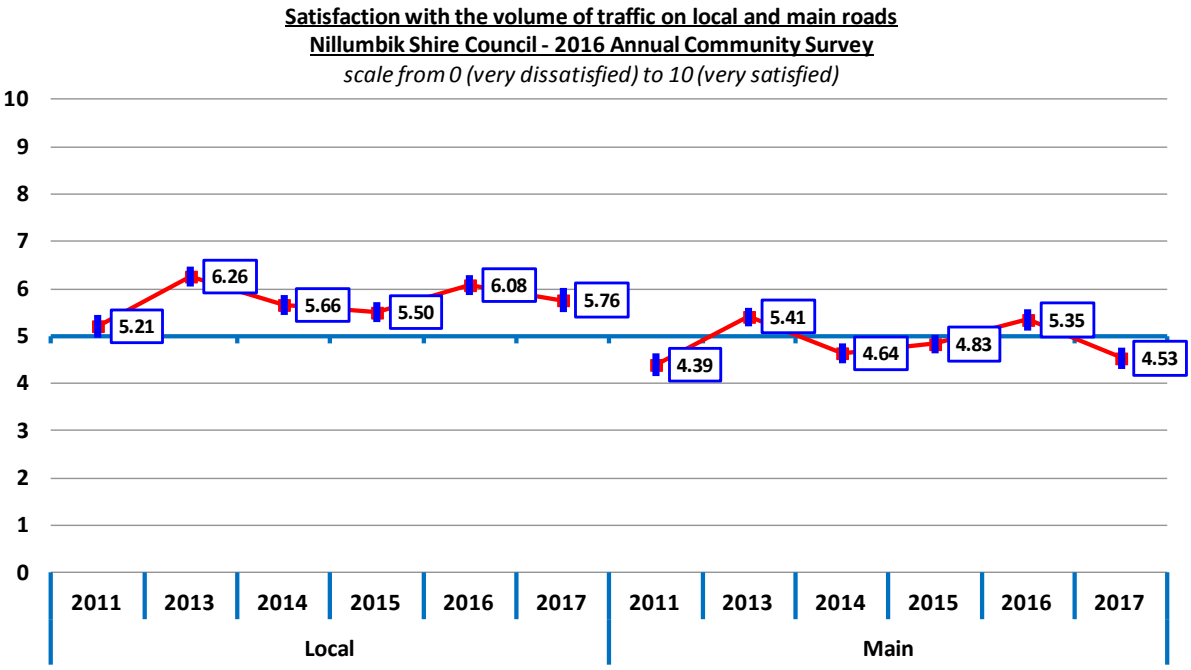
Satisfaction with aspects of traffic and parking
Nillumbik Shire Council - 2017 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



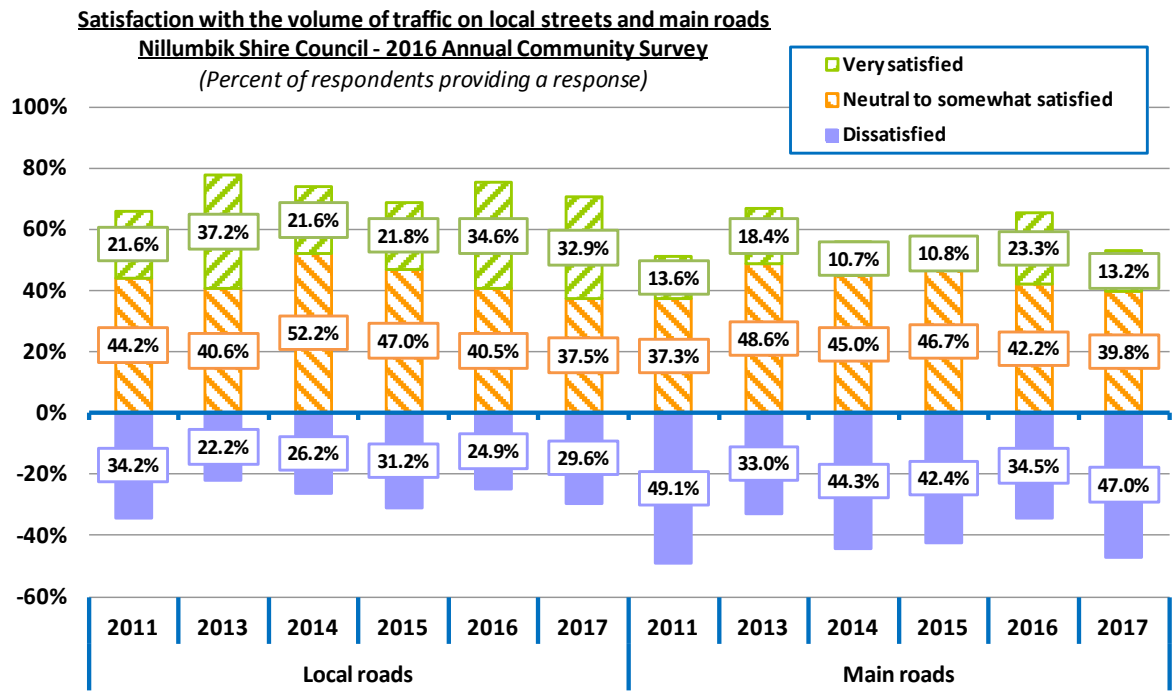
Volume of traffic

Satisfaction with the volume of traffic on both local streets and main roads declined measurably and significantly in 2017.

Satisfaction with the volume of traffic on local streets declined 5.3% from 6.08 to 5.76, and is now at a level categorised as "poor". This decline was not statistically significant. Satisfaction with the volume of traffic on main roads declined 15.4% from 5.35 to 4.53, and is now at a level categorised as "extremely poor".

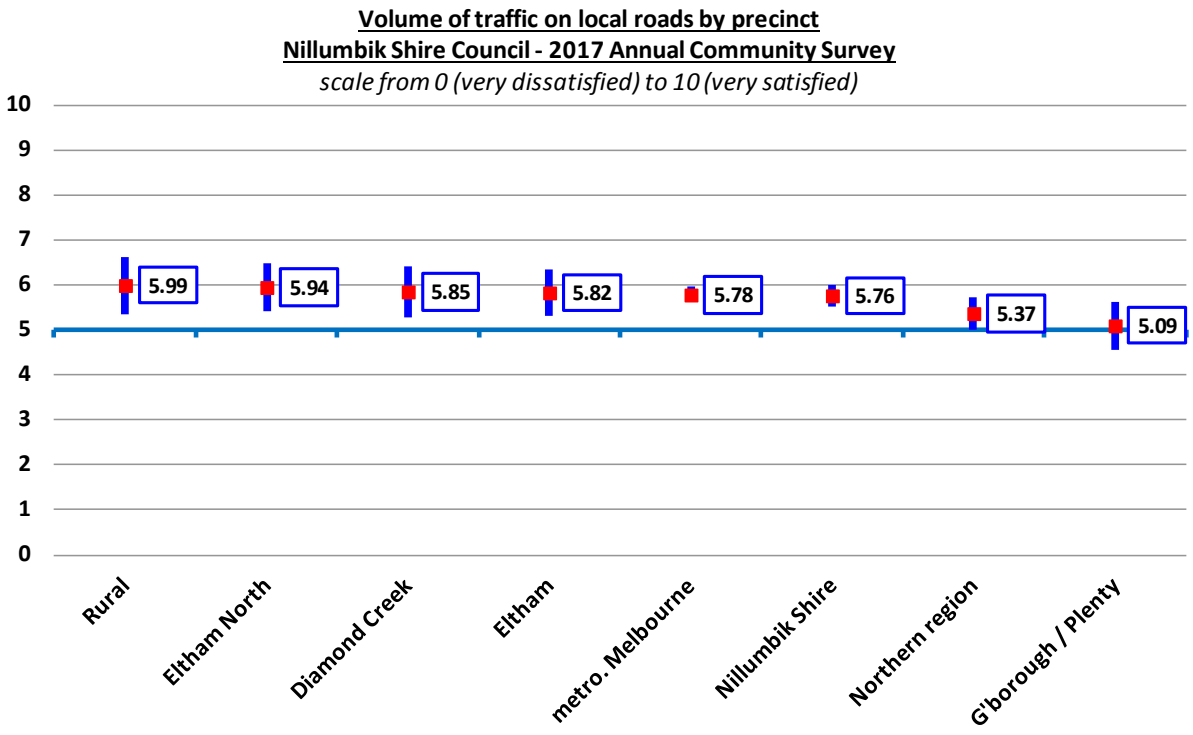


Particular attention is drawn to the fact that more than one-quarter (29.6% up from 24.9%) of respondents were dissatisfied with the volume of traffic on local streets, and almost half (47.0% up from 34.5%) of respondents were dissatisfied with the volume of traffic on main roads.

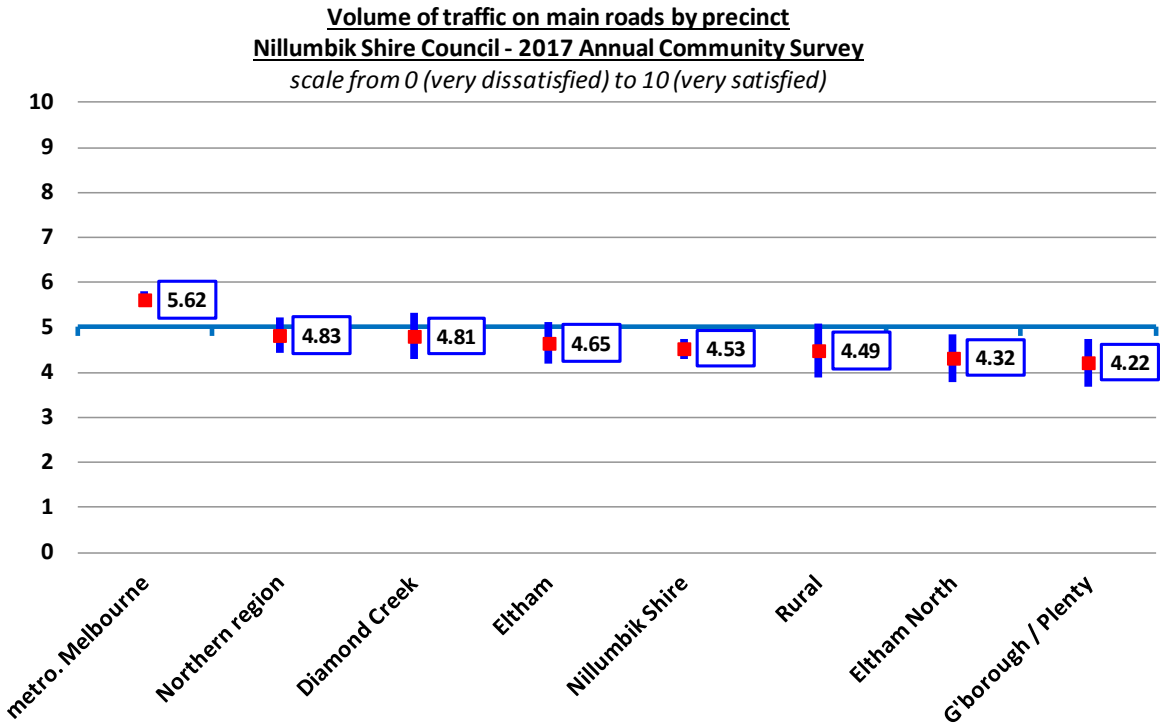


With the exception of respondents from Greensborough / Plenty there was relatively little variation in satisfaction with the volume of traffic on local streets observed across the municipality. Attention is drawn to the following:

- ⊗ ***Greensborough / Plenty*** – respondents were measurably and significantly less satisfied than average with the volume of traffic on main roads, and rated satisfaction at a level best categorised as "very poor".

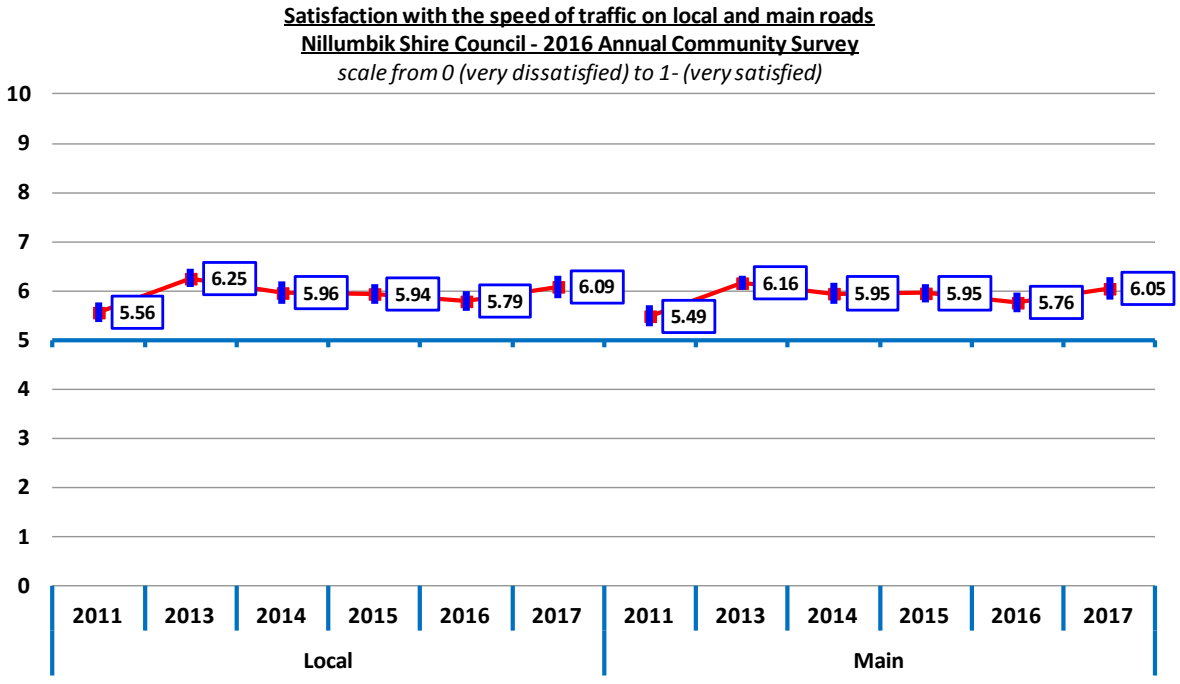


There was no statistically significant variation in satisfaction with the volume of traffic on main roads observed across the Shire of Nillumbik.

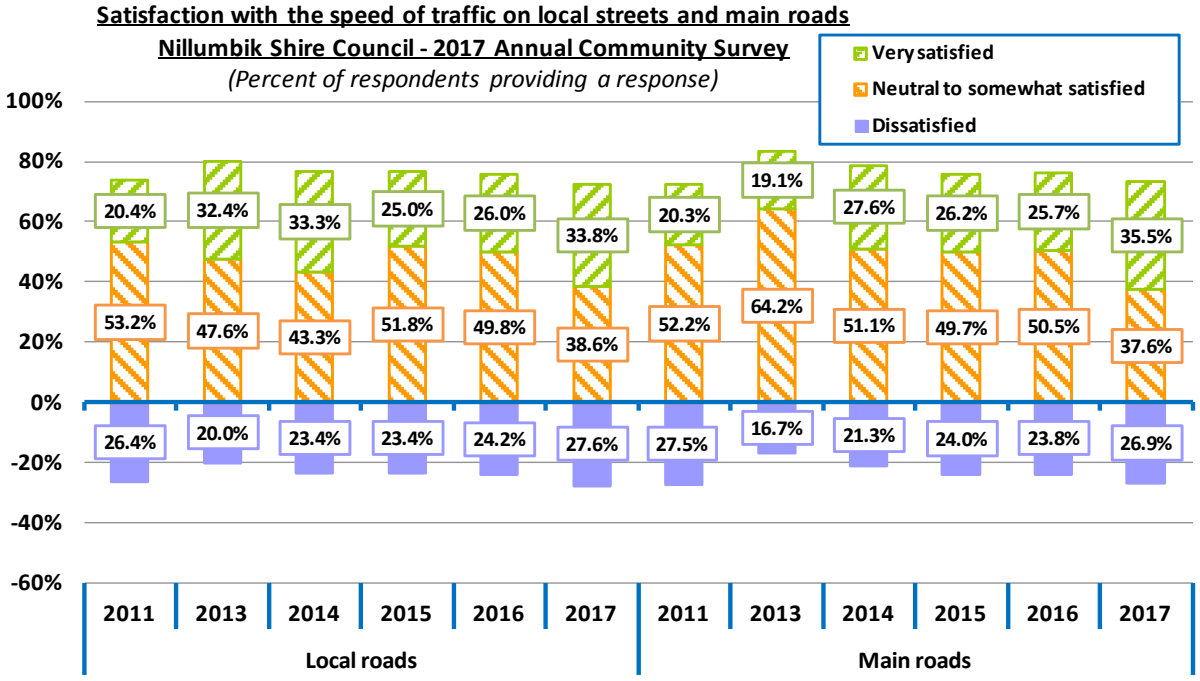


Speed of traffic

Satisfaction with the speed of traffic on both local streets and main roads increased by approximately five percent in 2017, and both are now at levels best categorised as "solid". This is an improvement on the categorisation of "poor" recorded in the last three years.



Metropolis Research notes that whilst approximately one-third of respondents were very satisfied with the speed of traffic on local streets and main roads, a little more than one-quarter were dissatisfied.

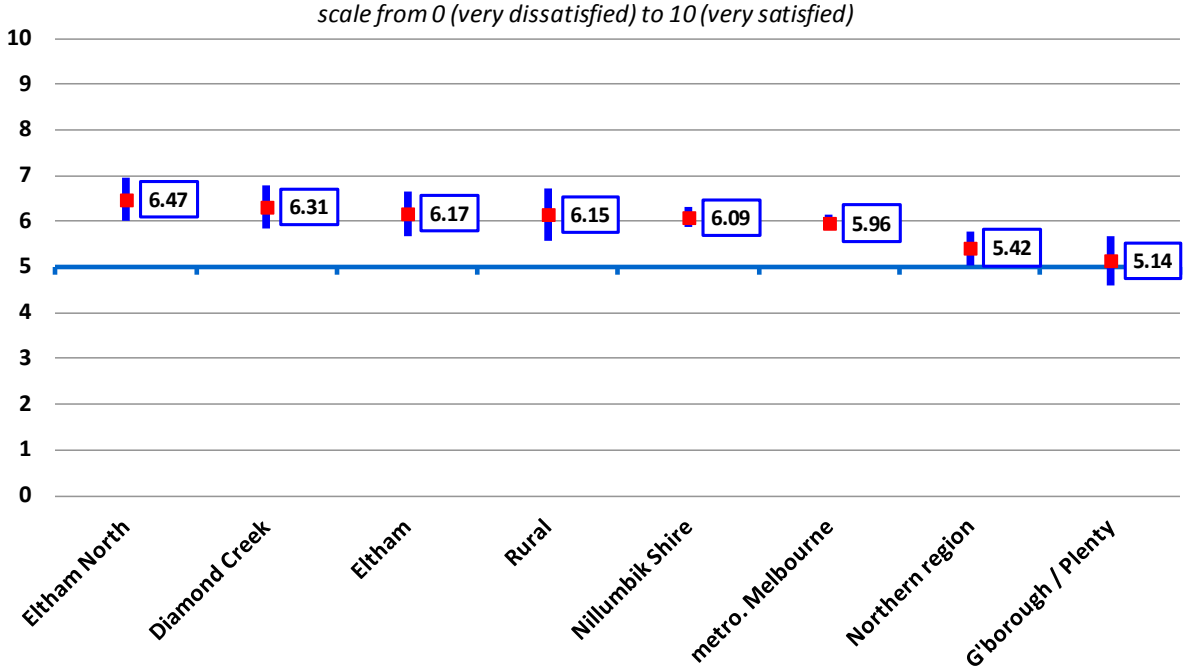


There was some statistically significant variation in satisfaction with the speed of traffic on both local and main roads observed across the five precincts comprising the Shire of Nillumbik, with attention drawn to the following:

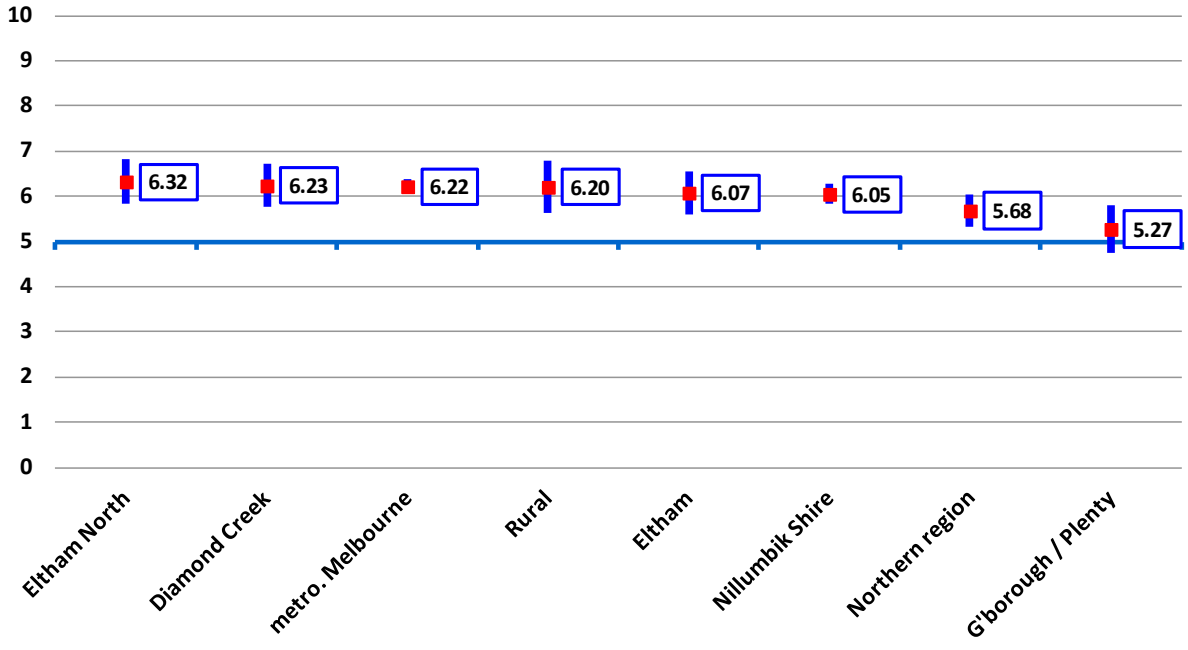
- ⊗ ***Greensborough / Plenty*** – respondents were measurably and significantly less satisfied than the municipal average with the speed of traffic on both local and main roads.

- ⊗ ***Shire of Nillumbik*** – respondents were measurably more satisfied than the northern region council's average satisfaction with the speed of traffic on local streets, and somewhat more satisfied with the speed of traffic on main roads.

Speed of traffic on local roads by precinct
Nillumbik Shire Council - 2017 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



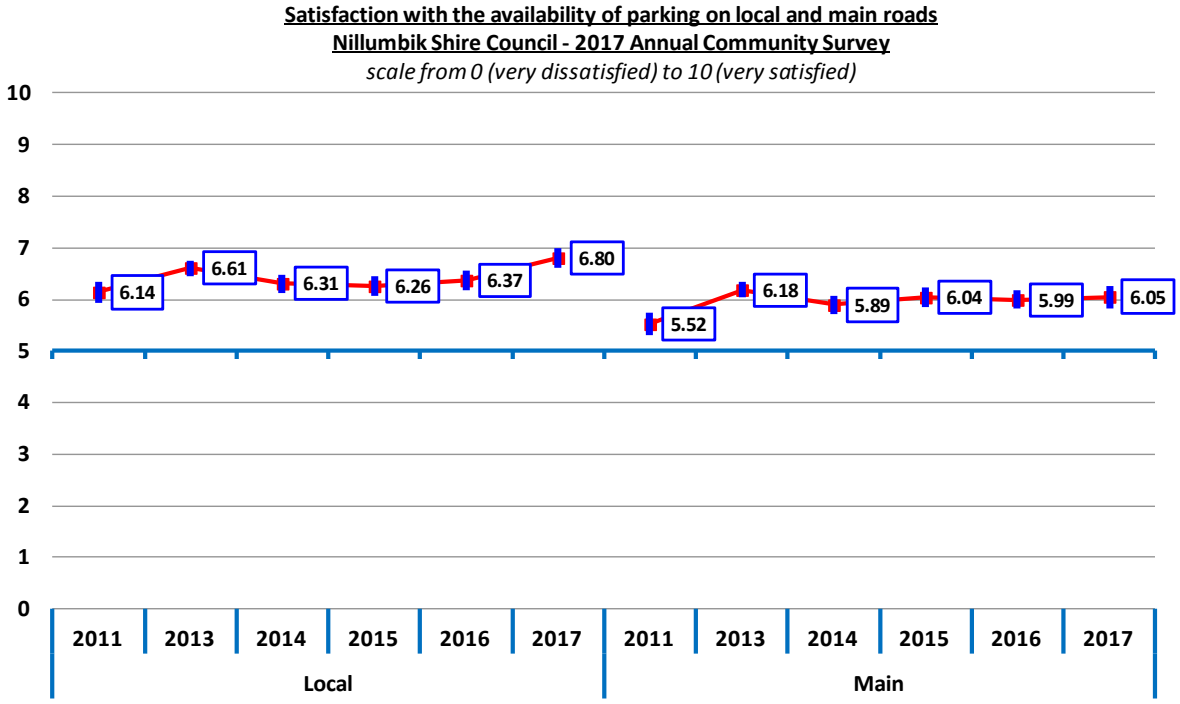
Speed of traffic on main roads by precinct
Nillumbik Shire Council - 2017 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Availability of parking

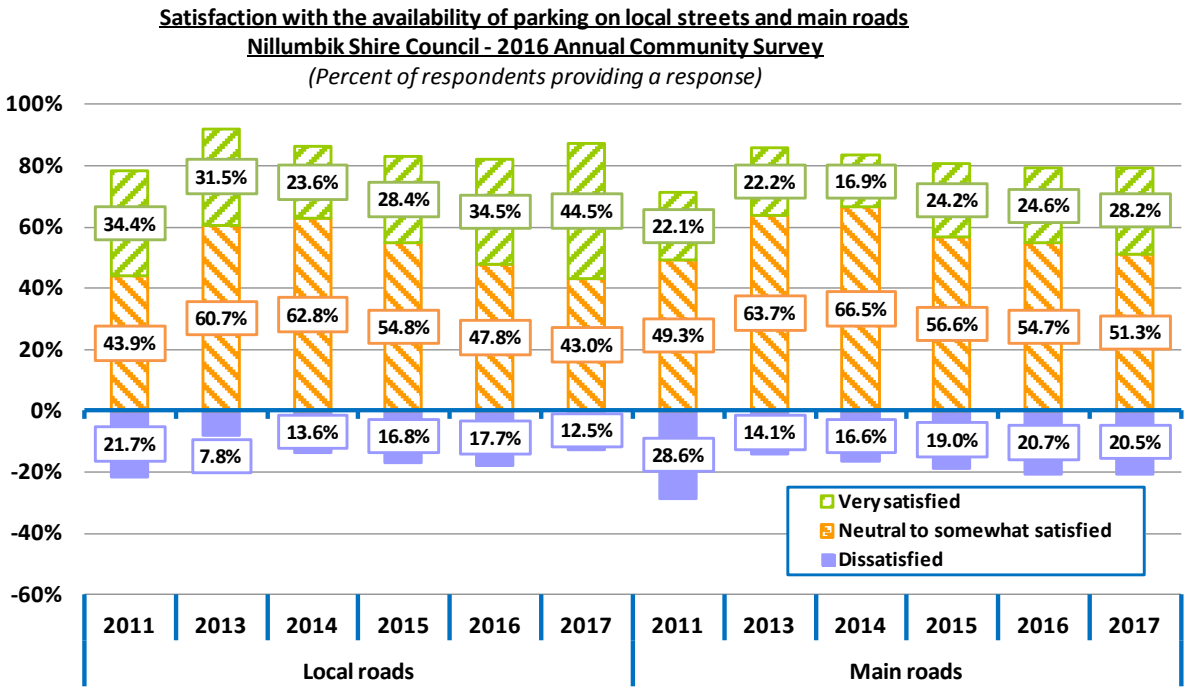
Satisfaction with the availability of parking on both local streets and main roads increased in 2017, with satisfaction with the availability of parking increasing a statistically significant 6.7% this year.

Satisfaction with the availability of parking on local streets is at a level best categorised as "good", up from "solid", whilst satisfaction with the availability of parking on main roads is at a level categorised as "solid", up from the "poor" recorded in 2016.



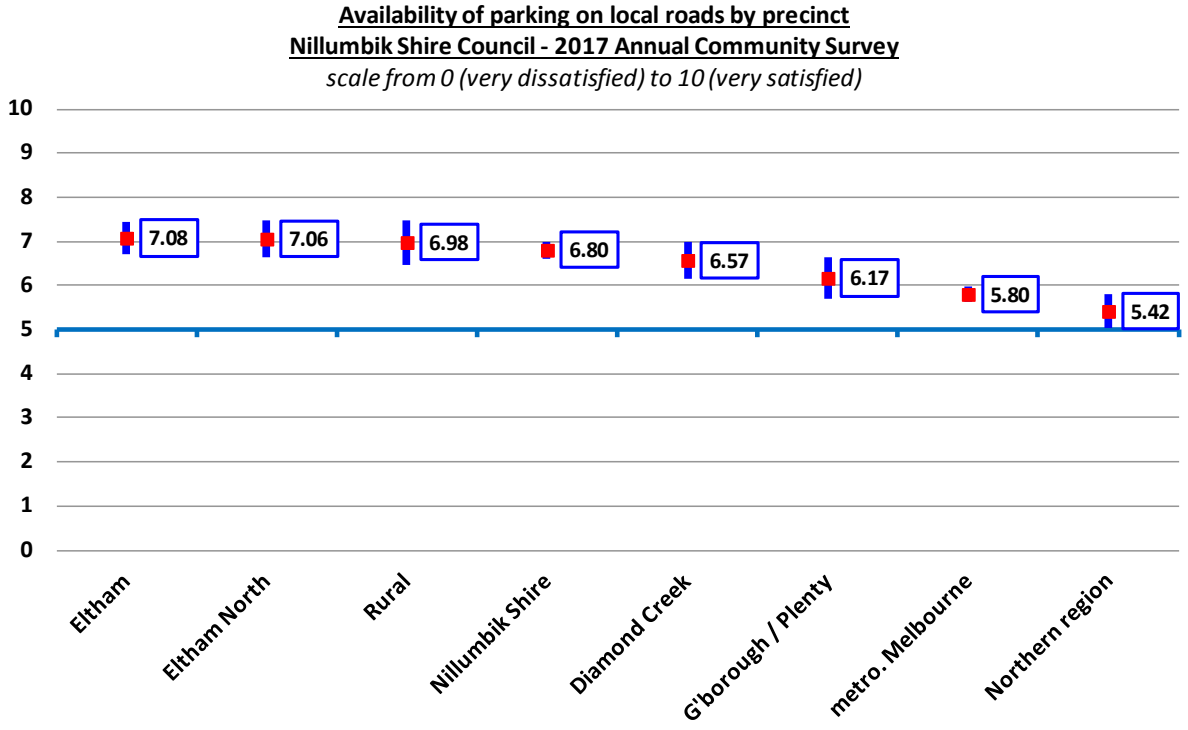
Particular attention is drawn to the fact that almost half (44.5%) of respondents were very satisfied with the availability of parking on local streets.

Whilst more than one-quarter (28.2%) of respondents were very satisfied with the availability of parking on main roads, it is noted that one-fifth (20.5%) were dissatisfied with the availability of parking on main roads.



There was some statistically significant variation in satisfaction with the availability of parking on local streets observed across the Shire of Nillumbik, with attention drawn to the following:

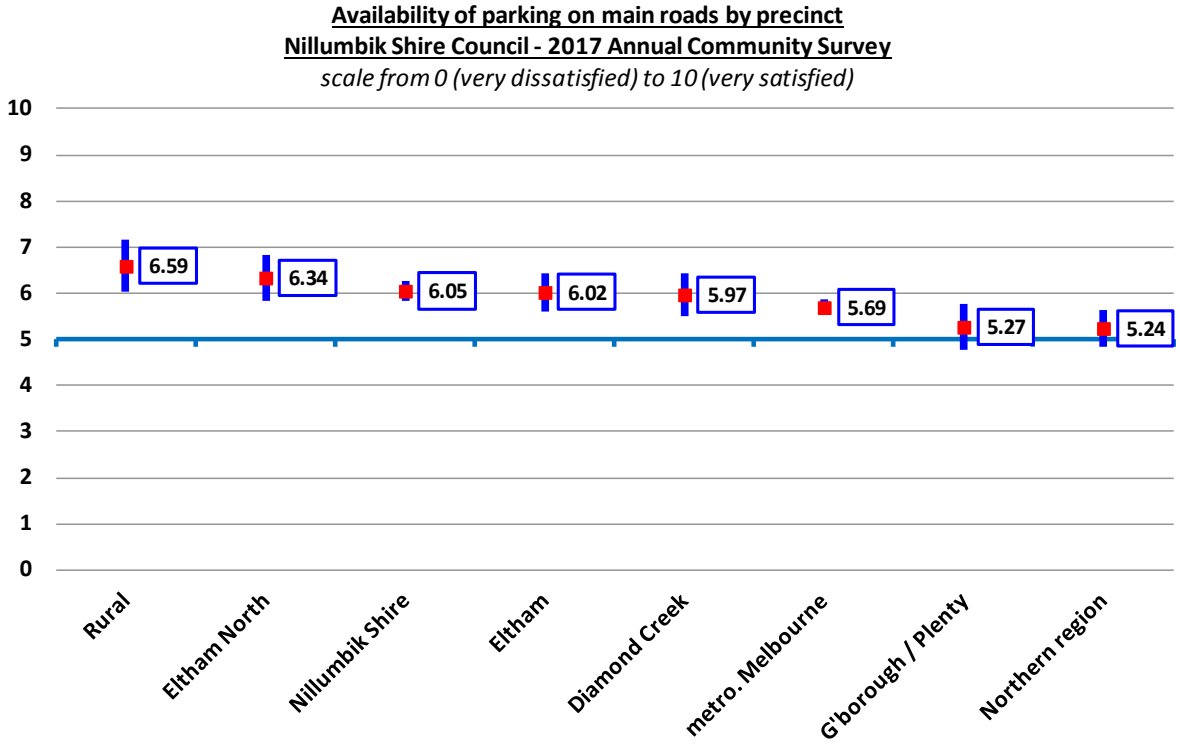
- ⊗ ***Greensborough / Plenty*** – respondents rated satisfaction with the availability of parking on local streets measurably and significantly lower than the municipal average and at a level categorised as "solid".



There was measurable and significant variation in satisfaction with the availability of parking on main roads observed across the Shire of Nillumbik, with attention drawn to the following:

- ***Rural precinct*** – respondents rated satisfaction with the availability of parking on main roads somewhat, albeit not measurably higher than the municipal average and at a level categorised as "good".

- ***Greensborough / Plenty*** – respondents rated satisfaction with the availability of parking on main roads measurably and significantly lower than the municipal average and at a level categorised as "very poor".



Perception of safety in public areas of Nillumbik

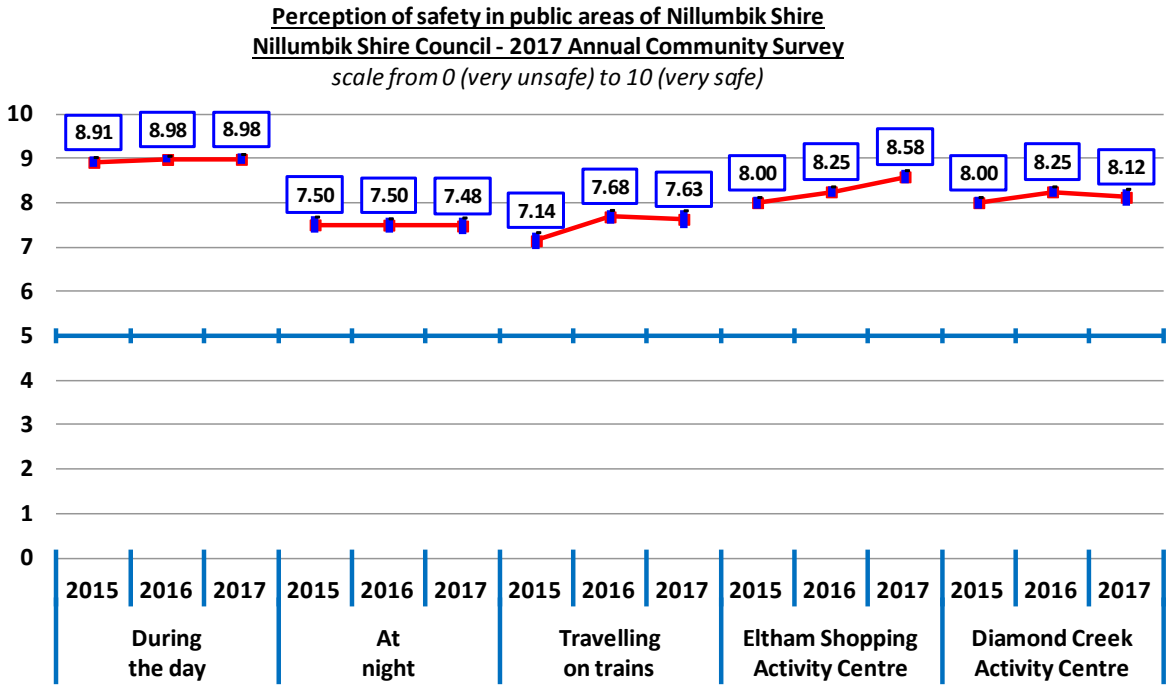
Respondents were asked:

"On a scale from 0 (lowest) to 10 (highest), how safe do you feel in the public areas of Nillumbik Shire?"

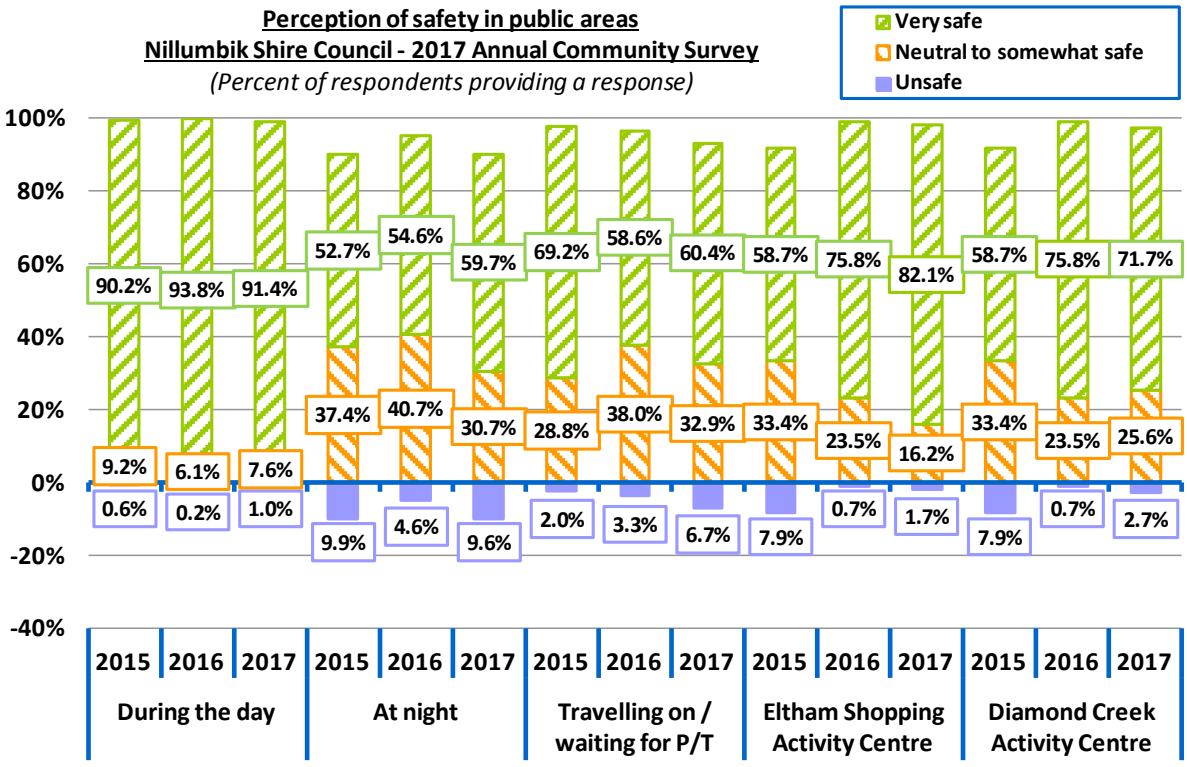
The perception of safety in the public areas of the Shire of Nillumbik remains very high, with very little variation from the results recorded in recent years.

These results when read in their entirety do suggest that safety related issues are not a significant concern for the vast majority of respondents in the Shire of Nillumbik.

Metropolis Research notes that the perception of safety in the public areas of the Shire of Nillumbik during the day has remained remarkably stable in recent years at almost nine out of ten.

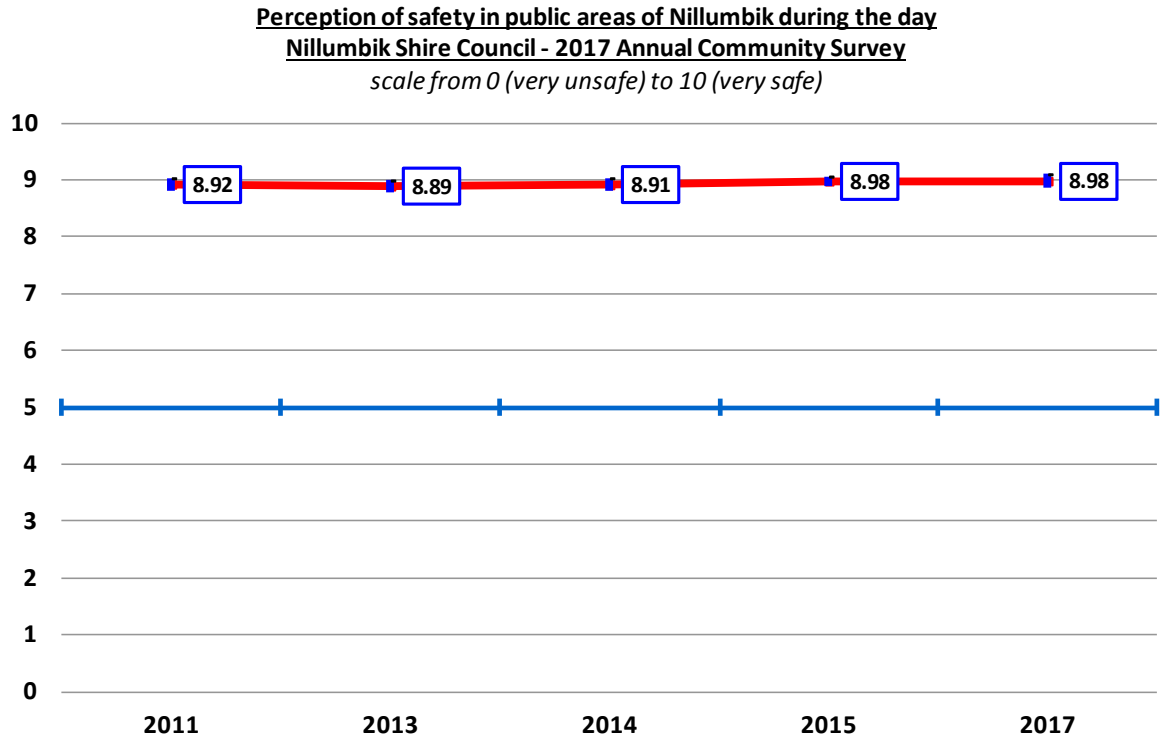


Attention is drawn to the fact that over the course of the last three surveys, less than ten percent of respondents have reported feeling unsafe in the public areas of the Shire of Nillumbik during the day, at night, travelling on or waiting for public transport, or at either the Eltham or Diamond Creek activity centres.



Perception of safety during the day

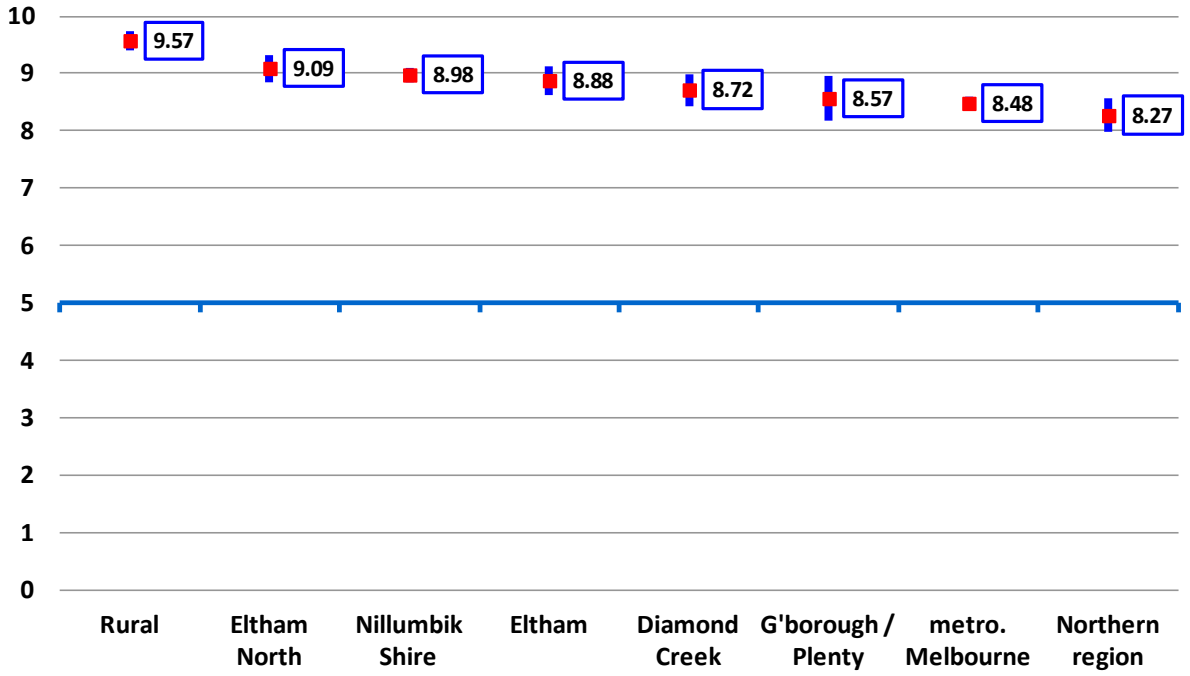
The perception of safety in the public areas of the Shire of Nillumbik during the day as remained remarkably stable over the course of the last five years, at almost nine out of ten.



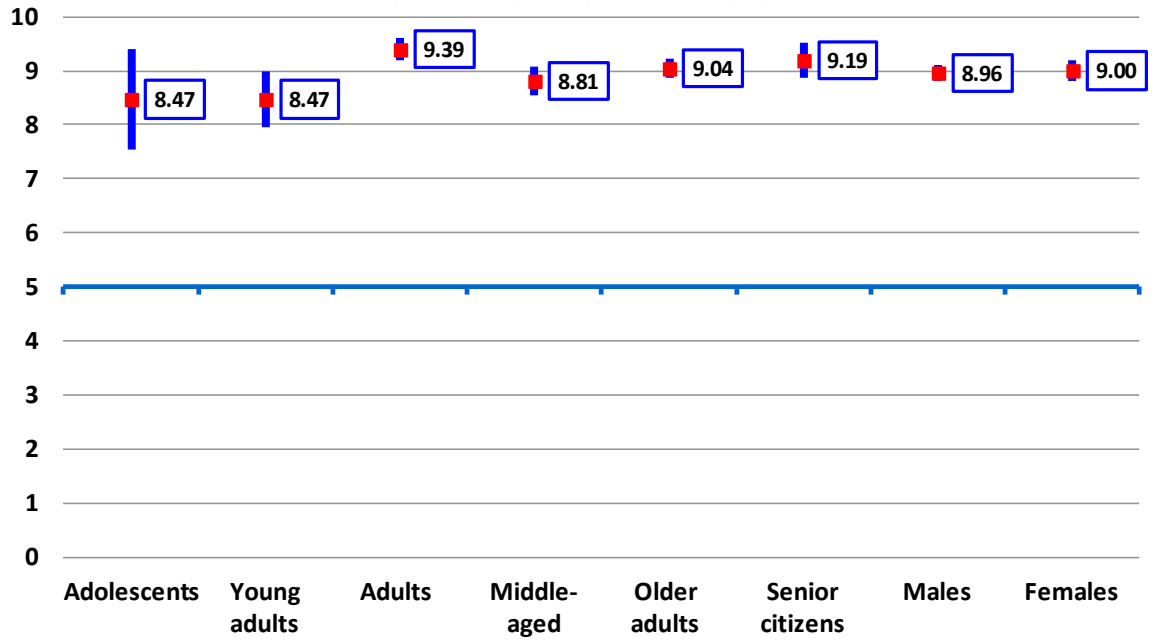
There was some measurable variation in the perception of safety in the public areas of the Shire of Nillumbik during the day observed across the municipality and by respondent profile, with attention drawn to the following:

- ***Rural precinct*** – respondents rated their perception of safety during the day measurably and significantly higher than the municipal average.
- ***Greensborough / Plenty*** – respondents rated their perception of safety during the day somewhat, albeit not measurably lower than the municipal average.
- ***Shire of Nillumbik*** – respondents in the Shire of Nillumbik rated their perception of safety in public areas during the day measurably and significantly higher than both the metropolitan Melbourne and northern region council's average perception of safety during the day.
- ***Adolescents*** and ***young adults (aged 15 to 34 years)*** – respondents rated their perception of safety during the day somewhat, albeit not measurably lower than other respondents.

Perceptions of safety during the day by precinct
Nillumbik Shire Council - 2017 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)

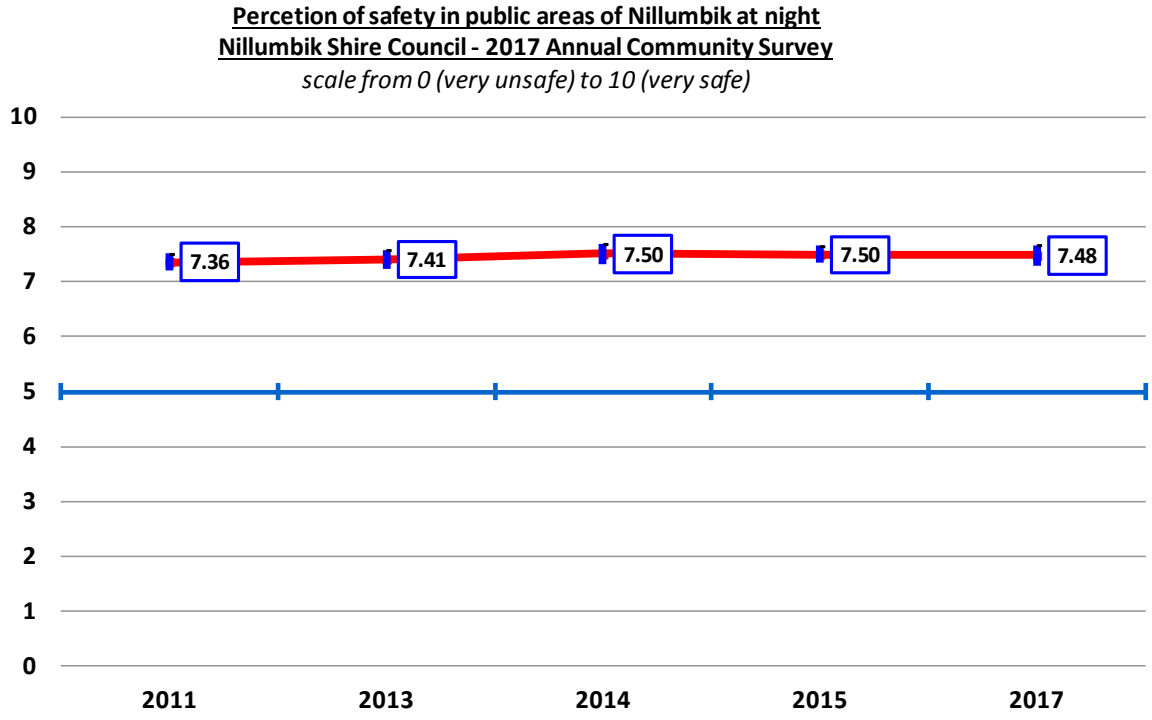


Perceptions of safety during the day by respondent profile
Nillumbik Shire Council - 2017 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)



Perception of safety at night

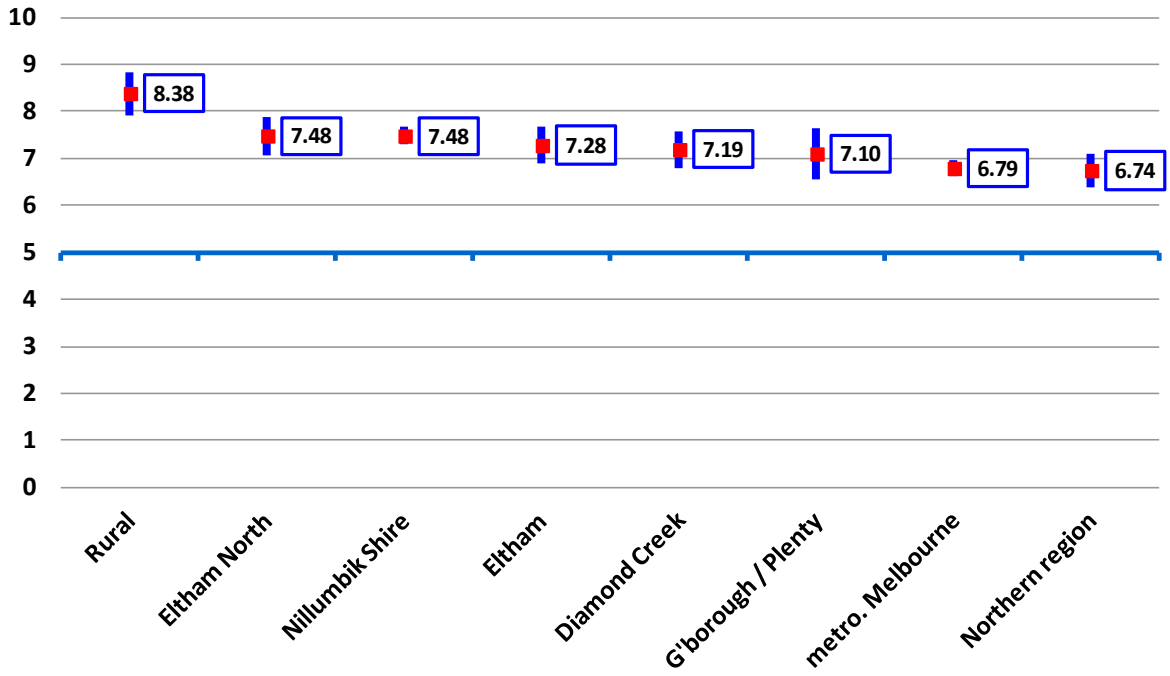
The perception of safety in the public areas of the Shire of Nillumbik at night has remained remarkably stable over the course of the last five surveys at approximately 7.5 out of a potential ten. This is a very high perception of safety at night result.



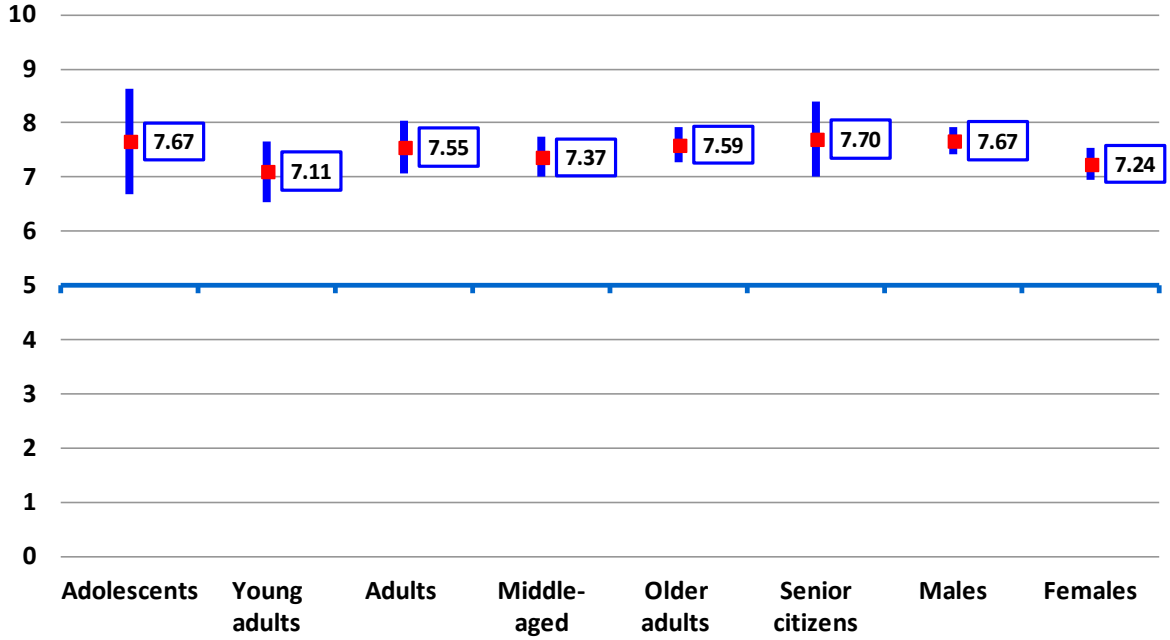
There was measurable variation in the perception of safety in the public areas of the Shire of Nillumbik at night observed across the municipality and by respondent profile, with attention drawn to the following:

- ***Rural precinct*** – respondents rated their perception of safety in the public areas of the Shire of Nillumbik at night measurably and significantly higher than the municipal average.
- ***Shire of Nillumbik*** - respondents in the Shire of Nillumbik rated their perception of safety in public areas at night measurably and significantly higher than both the metropolitan Melbourne and northern region council's average perception of safety during the day.
- ***Young adults (aged 20 to 35 years)*** – respondents rated their perception of safety in the public areas of the Shire of Nillumbik at night somewhat, albeit not measurably lower than other respondents.
- ***Females*** – respondents rated their perception of safety in the public areas of the Shire of Nillumbik at night measurably and significantly lower than male respondents.

Perceptions of safety at night by precinct
Nillumbik Shire Council - 2017 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)

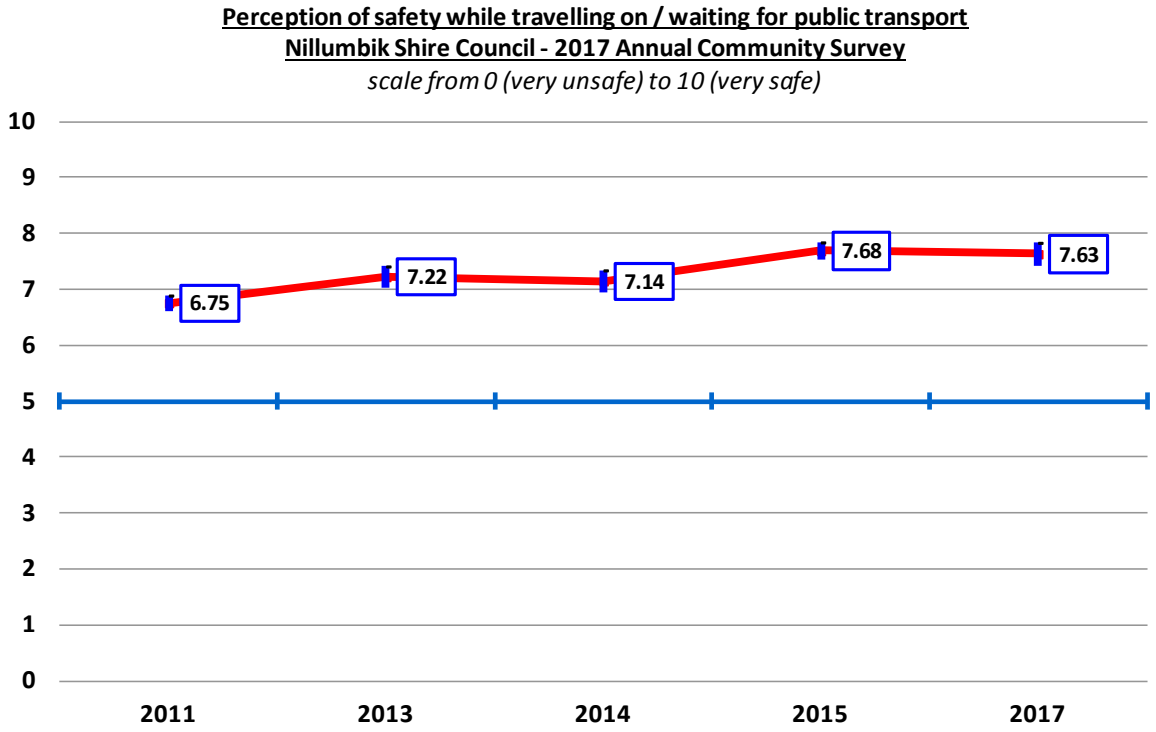


Perceptions of safety at night by respondent profile
Nillumbik Shire Council - 2017 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)



Perception of safety travelling on / waiting for public transport

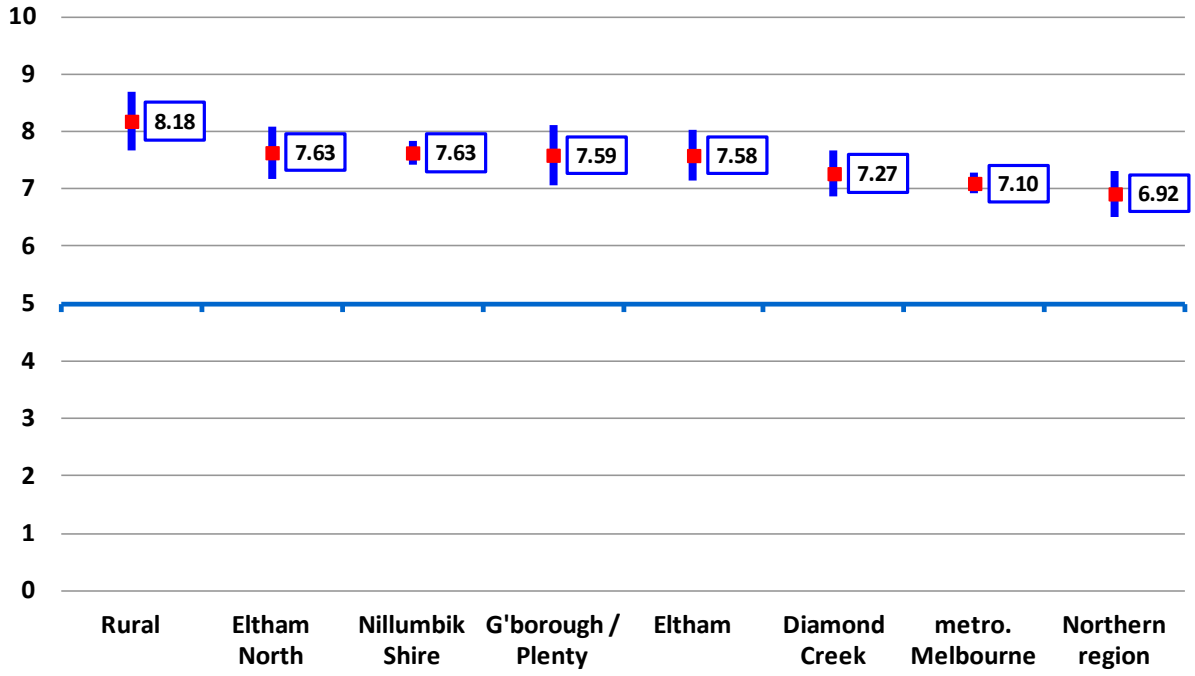
The perception of safety travelling on / waiting for public transport declined by less than one percent in 2017, although it remains at a strong level of perceived safety. Despite this small decline this year, the perception of safety travelling on / waiting for public transport has trended somewhat higher over the course of the last five surveys.



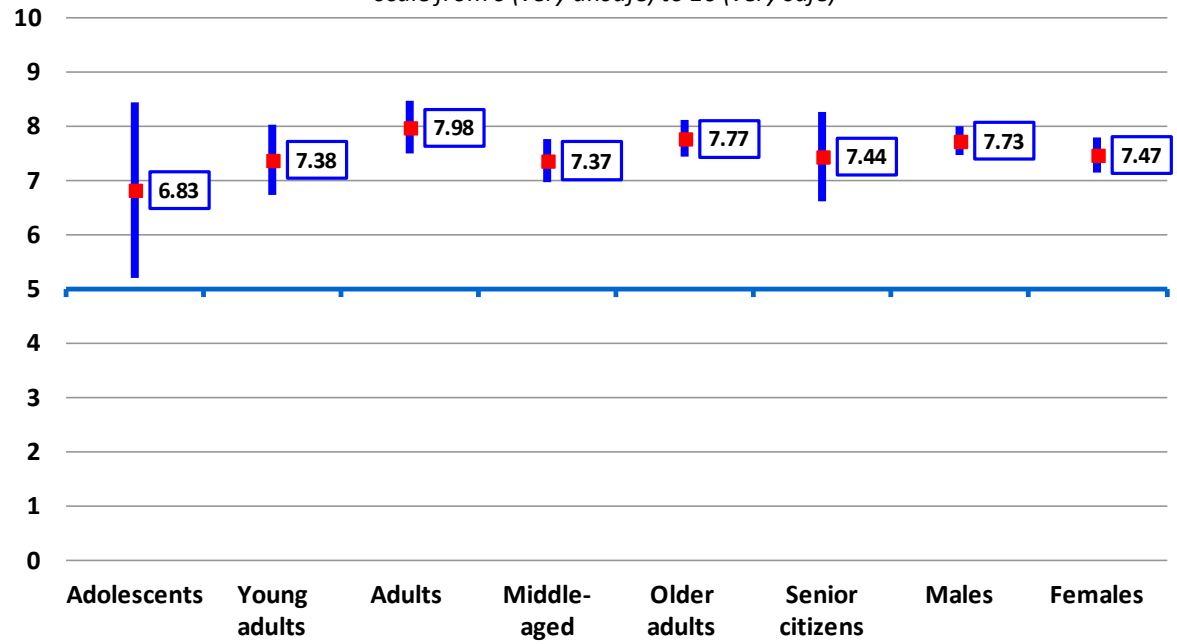
There was measurable variation in the perception of safety travelling on / waiting for public transport observed across the municipality and by respondent profile, with attention drawn to the following:

- ***Rural precinct*** – respondents rated their perception of safety travelling on / waiting for public transport measurably and significantly higher than the municipal average.
- ***Diamond Creek*** – respondents rated their perception of safety travelling on / waiting for public transport somewhat, albeit not measurably lower than the municipal average.
- ***Shire of Nillumbik*** - respondents in the Shire of Nillumbik rated their perception of safety travelling on / waiting for public transport measurably and significantly higher than both the metropolitan Melbourne and northern region council's average.
- ***Adolescents (aged 15 to 19 years)*** – respondents rated their perception of safety travelling on / waiting for public transport somewhat, albeit not measurably lower than other respondents, albeit based on a very small sample of adolescents.
- ***Females*** – respondents rated their perception of safety travelling on / waiting for public transport somewhat, albeit not measurably lower than male respondents.

Perceptions of safety while travelling on trains by precinct
Nillumbik Shire Council - 2017 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)



Perceptions of safety while travelling on trains by respondent profile
Nillumbik Shire Council - 2017 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)

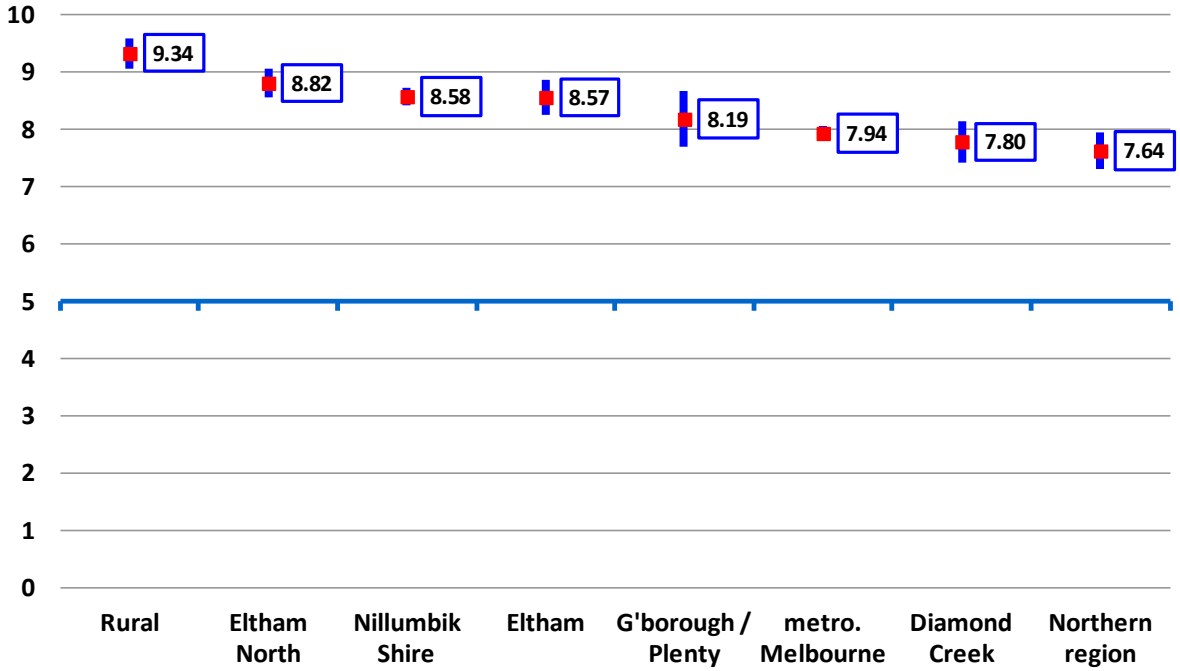


Perception of safety at Eltham Shopping Activity Centre

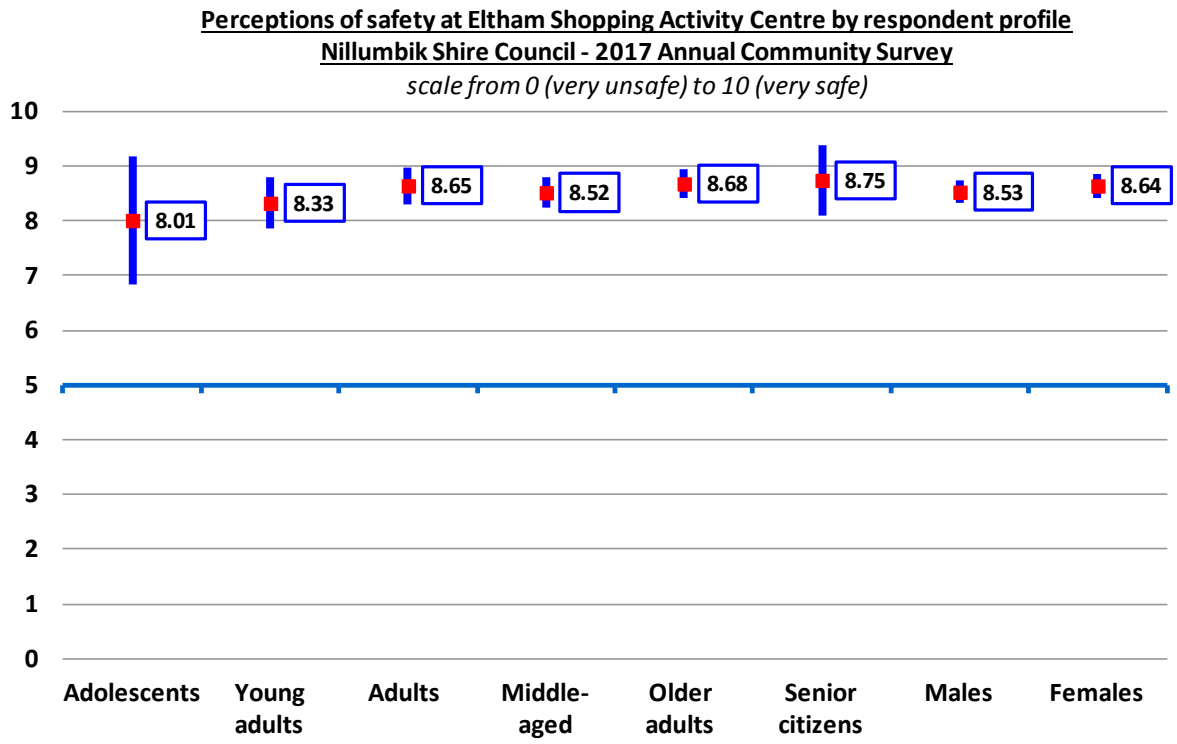
There was measurable and significant variation in the perception of safety at Eltham Shopping Activity Centre observed across the five precincts comprising the Shire of Nillumbik. Some caution should be exercised in the interpretation of these precinct level results for this variable given that not all respondents from each precinct would be visiting this centre. Attention is however drawn to the following:

- ***Rural precinct*** – respondents rated their perception of safety at Eltham Shopping Centre measurably and significantly higher than the municipal average.
- ***Greensborough / Plenty*** – respondents rated their perception of safety at Eltham Shopping Centre somewhat, albeit not measurably lower than the municipal average.
- ***Diamond Creek*** – respondents rated their perception of safety at Eltham Shopping Centre measurably and significantly lower than the municipal average.
- ***Shire of Nillumbik*** – respondents rated their perception of safety at Eltham Shopping Centre measurably and significantly higher than the metropolitan Melbourne and northern region council's average perception of safety in and around their local activity centre.

Perceptions of safety at Eltham Shopping Activity Centre by precinct
Nillumbik Shire Council - 2017 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)



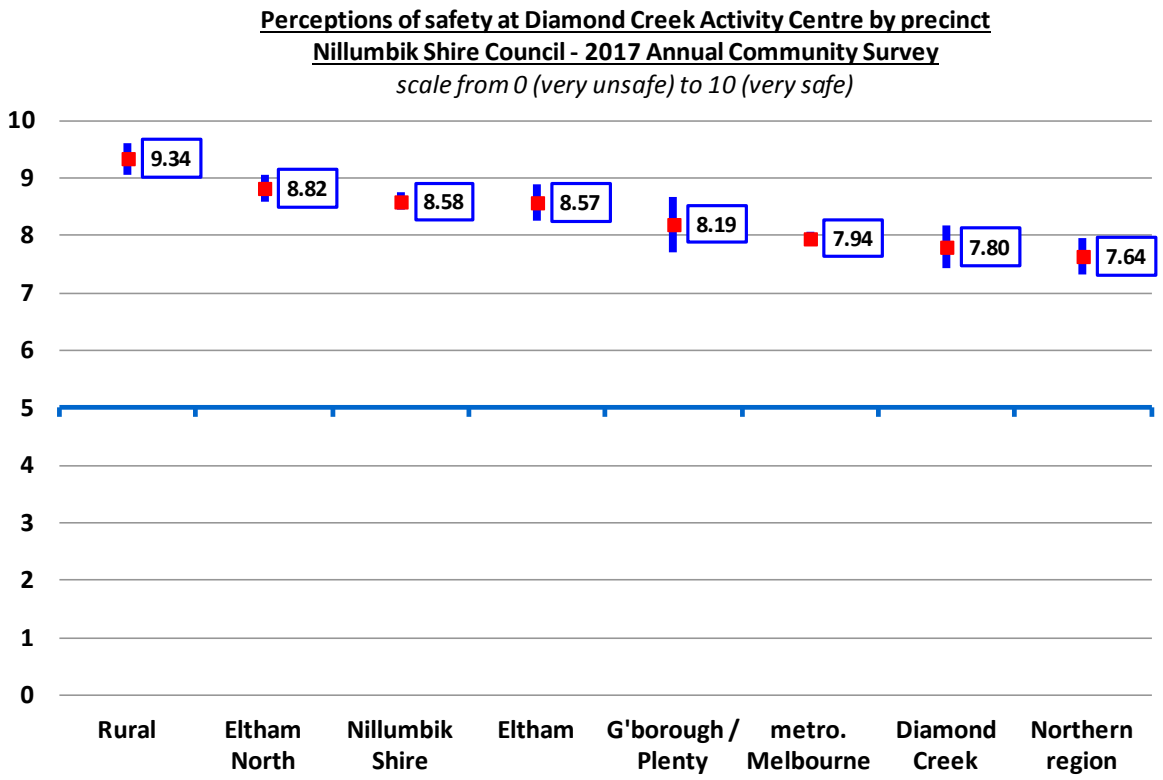
There was no statistically significant variation in the perception of safety in and around the Eltham Shopping Activity centre observed by respondent profile.



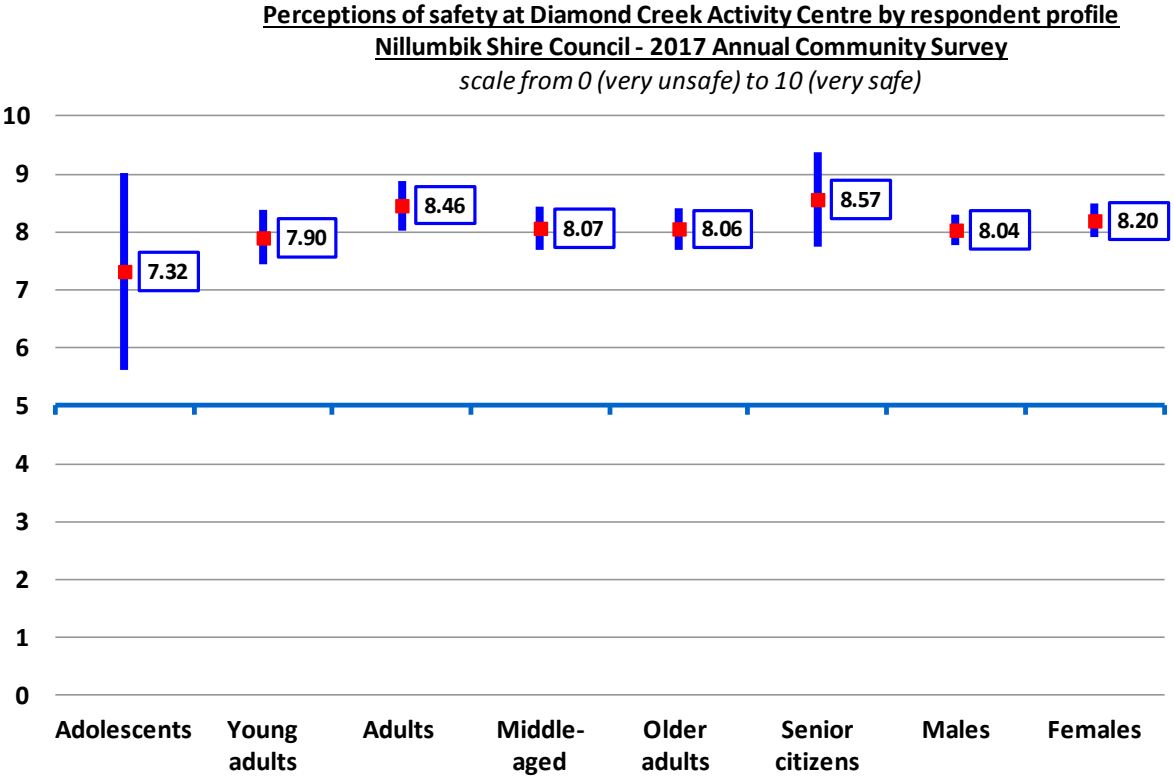
Perception of safety at Diamond Creek Activity Centre

There was measurable and significant variation in the perception of safety at the Diamond Creek Activity Centre observed across the five precincts comprising the Shire of Nillumbik. Some caution should be exercised in the interpretation of these precinct level results for this variable given that not all respondents from each precinct would be visiting this centre. Attention is however drawn to the following:

- ***Rural precinct*** – respondents rated their perception of safety at Diamond Creek Activity Centre measurably and significantly higher than the municipal average.
- ***Eltham North*** – respondents rated their perception of safety at Diamond Creek Activity Centre somewhat, albeit not measurably lower than the municipal average.
- ***Diamond Creek*** – respondents rated their perception of safety at Diamond Creek Activity Centre measurably and significantly lower than the municipal average.
- ***Shire of Nillumbik*** – respondents rated their perception of safety at Diamond Creek Activity Centre measurably and significantly higher than the metropolitan Melbourne and northern region council's average perception of safety in and around their local activity centre.



There was no statistically significant variation in the perception of safety in and around the Diamond Creek activity centre observed by respondent profile, although it is noted that adolescents and young adults (aged 15 to 35 years) rated their perception of safety somewhat, albeit not measurably lower than older respondents. It is also noted that female respondents rated their perception of safety marginally higher than male respondents.



Reasons for feeling unsafe in public areas

The following table provides a summary of the reasons why respondents felt unsafe in the public areas of the Shire of Nillumbik in 2017. Attention is drawn to the relatively small sample of just forty-nine respondents that rated their perception of safety in the public areas of the Shire of Nillumbik at less than six out of ten.

Particular attention is drawn to some respondents' perception of a lack of safety due to issues with groups of people, with common terms such as "youths", "louts", and "gangs" often being used by this group of respondents.

Reasons for feeling unsafe in public areas of the Shire of Nillumbik
Nillumbik Shire Council - 2017 Annual Community Survey
(Number and percent of respondents rating safety less than five)

Reason	*2017*		*2015*	*2014*	*2013*	*2011*
	Number	*Percent*				
Issues with people - gangs, youths, "louts" etc	13	26.5%	20.0%	14.6%	13.0%	5.0%
General safety	8	16.3%	10.0%	12.2%	26.1%	10.0%
Lighting	6	12.2%	15.0%	22.0%	2.2%	12.5%
Police presence	5	10.2%	20.0%	7.3%	17.4%	10.0%
Image / feel of place and news reports	5	10.2%	0.0%	7.3%	4.3%	2.5%
Crime - theft, robbery, violence, etc	5	10.2%	0.0%	0.0%	0.0%	5.0%
Public transport safety	3	6.1%	15.0%	22.0%	28.3%	30.0%
Drug and alcohol issues	1	2.0%	15.0%	14.6%	4.3%	15.0%
Safety at night	1	2.0%	5.0%	0.0%	4.3%	2.5%
Car hoons	1	2.0%	0.0%	0.0%	0.0%	5.0%
Roaming dogs	1	2.0%	0.0%	0.0%	0.0%	2.5%
Total comments	**49**	**100%**	**20**	**41**	**46**	**40**

Location where you feel unsafe in the Shire of Nillumbik

Nillumbik Shire Council - 2017 Annual Community Survey

(Number and percent of respondents rating safety less than five)

Location	*Number*
Train station	4
Local road / streets	3
Public transport	2
Around town	1
At home	1
Car parks	1
Dog park in Diamond Creek	1
Eltham complex at night	1
In general outside	1
Intermodal area	1
Main roads	1
Main Street Greensbourough	1
Near parks	1
Neigbourhood	1
On trains	1
Pedestrian tracks	1
Railway	1
Reynolds Rd and other rural streets	1
The back footpaths and walking / bike tracks	1
Total	**25**

Reasons for rating perception of safety less than 5
Nillumbik Shire Council - 2017 Annual Community Survey
(Number of responses)

Response	Number
Issues with people	
A lot of young kids loitering around	1
Because my experiences of dudes in cars elsewhere has put me on edge and looking over my shoulder	1
Danger people	1
Females feel unsafe because of weird people	1
Groups of young people	1
Just the teenagers	1
Local youth problems	1
Lots of youth tend to congregate	1
There are people hanging around without dogs, no access to service	1
There are rough people around	1
Unruly youths	1
Unusual people	1
Youths at night	1
Police presence	
Lack of police presence	3
Nobody around to look after you	1
Lack of authorities to maintain law, order and safety	1
Public transport safety	
Don't feel safe at night on public transport	1
If I am in the city at night , the trains are empty and there are hoons	1
Trams and trains do not stop for long enough and because I'm old I can easily fall when boarding	1
Lighting	
Not enough lighting	4
Need to be lit up	1
Some areas low lit	1
Drug and alcohol issues	
Drunk people	1

Reasons for rating perception of safety less than 5
Nillumbik Shire Council - 2017 Annual Community Survey
(Number of responses)

Response	Number
General safety	
As a female	2
Danger of attack	1
Dangerous	1
Don't like going in parks on my own day or night	1
Just don't feel safe	1
With disability, too confronting sometimes	1
You feel very isolated	1
Safety at night	
Dark	1
Image / feel of place and news reports	
Cannot see anyone	1
Never know who is around	1
Not for my daughter	1
Ongoing community threats everywhere	1
The history of the area, the violence that I have seen	1
Crime - theft, robbery, violence, etc	
Theft and robbery	1
Increased number of break-ins	1
Stolen and robbery happened	1
Stolen problem and vandalism	1
There have been many break-ins in the area including cars	1
Car hoons	
Afraid of fast running cars	1
Roaming dogs	
Dogs off leads	1
Total	**49**

Planning and housing development

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 twelve months?"

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

In 2017, a total of thirty-seven respondents (7.4%) were involved in the planning process, with five percent as applicants, two percent as objectors and 0.4% as other involvement.

Involvement in planning and housing development
Nillumbik Shire Council - 2017 Annual Community Survey
(Number and percent of respondents providing a response)

Response	*2017*		*2016*	*2015*	*2014*	*2013*	*2011*
	Number	*Percent*					
Yes - as an applicant	25	5.0%	3.2%	3.8%	9.8%	5.5%	5.8%
Yes - as an objector	10	2.0%	0.8%	1.8%	1.8%	4.3%	4.6%
Yes - other involvement	2	0.4%	0.4%	1.0%	0.6%	0.6%	0.4%
No involvement	463	92.6%	95.6%	93.4%	87.8%	89.7%	89.1%
Not stated	2		3	6	8	7	10
Total	**502**	**100%**	**502**	**503**	**500**	**500**	**507**

In 2017 there was some change to the structure of the planning satisfaction section of the survey. In past years all respondents had been asked to rate their satisfaction with a list of aspects that included both aspects of the process as well as aspects of the planning and development outcomes.

This year, only respondents that were involved in the planning and development process were asked to rate their satisfaction with four aspects of the planning approvals process, and then all respondents were asked to rate their satisfaction with three aspects relating to planning and development outcomes.

Satisfaction with aspects of planning approvals process

Respondents were asked:

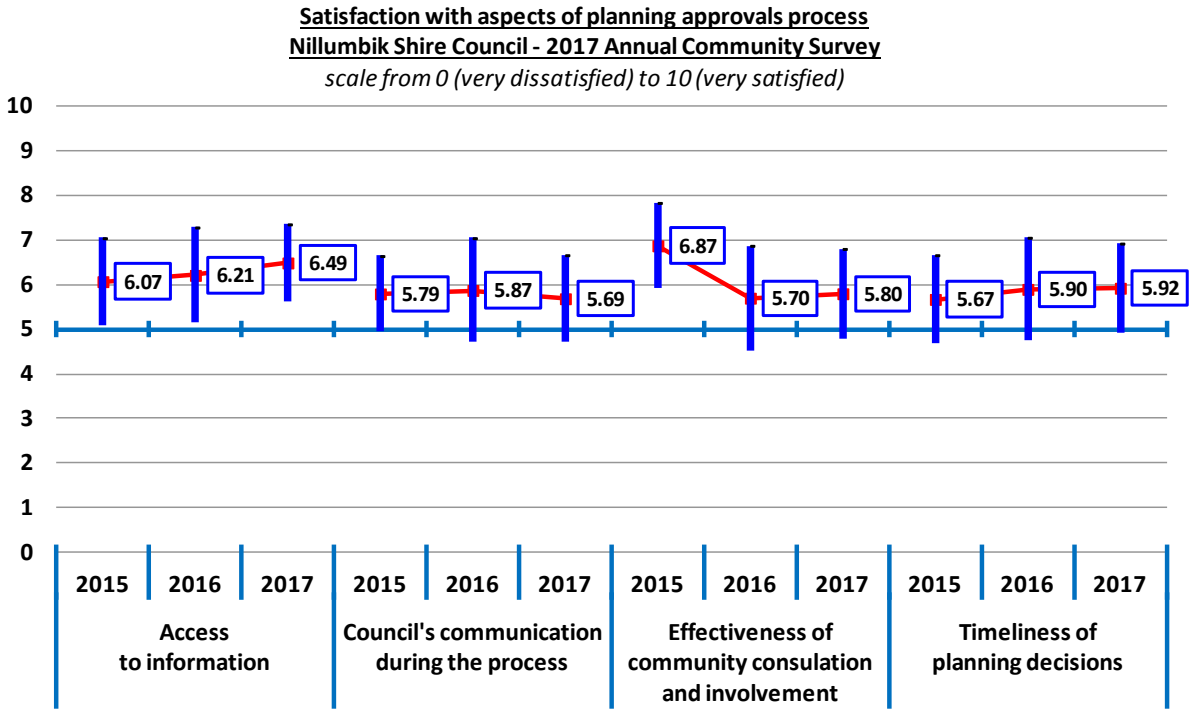
"On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of the planning approvals process?"

Satisfaction with four aspects of the planning approvals process remained very stable in 2017, as outlined in the following graph. Over the course of the last three years, satisfaction with these four aspects has remained relatively stable, with the exception of satisfaction with the effectiveness of community consultation and involvement, which declined significantly in 2017.

It is important to bear in mind that these results are based on a small sample of just thirty-seven respondents, which has the effect of increasing the area of uncertainty around each of these average scores.

Satisfaction with access to information has trended slightly higher over the course of the last three years, but remains at a level best categorised as "solid".

Satisfaction with Council's communication during the process, the effectiveness of community consultation and involvement, and the timeliness of planning decisions all remained relatively stable, at levels categorised as "poor".



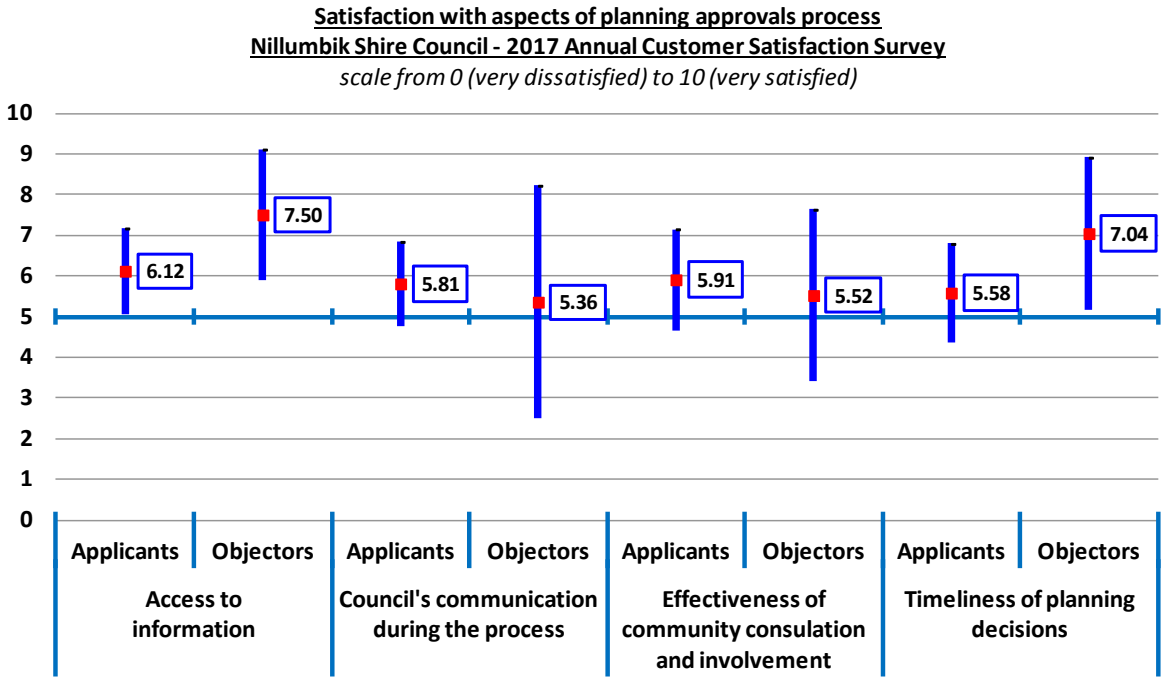
The following graph provides a comparison of satisfaction with the four aspects of the planning approvals process between respondents that were involved as applicants (twenty-five respondents), and those involved as objectors (ten respondents).

As is clearly evident in the graph with the large size of the 95% confidence intervals (the vertical blue bars), the small sample size does bring with it a very large area of uncertainty around these results.

It is noted that objector respondents were considerably more satisfied than applicants with access to information, and the timeliness of planning decisions. In the experience of Metropolis Research it is typical to find that objectors are more satisfied than applicants with the timeliness of planning decisions given that they typically are opposing a development and therefore are less concerned about any delay in approvals.

Applicant respondents were marginally more satisfied than objectors with Council's communication during the process and the effectiveness of community consultation and engagement.

Given the very small sample size, none of these variations were statistically significant.



Satisfaction with aspects of planning and development

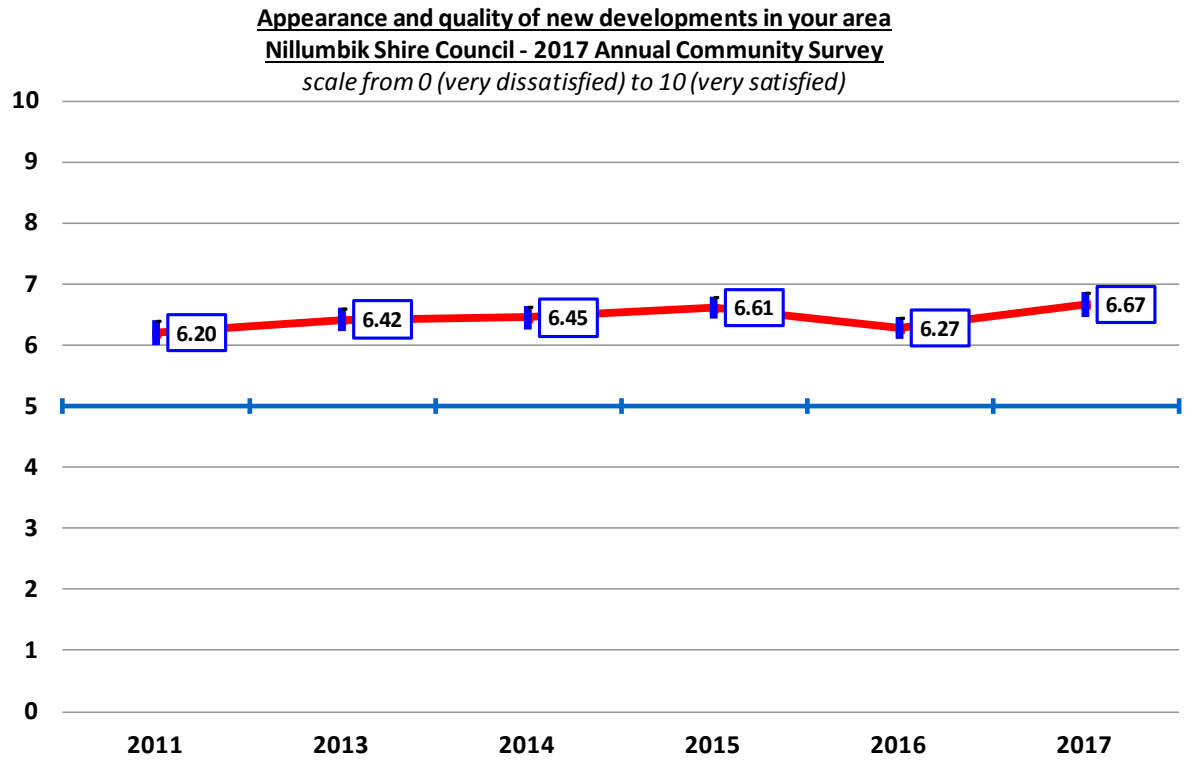
Respondents were asked:

"On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of planning and housing development in your local area?"

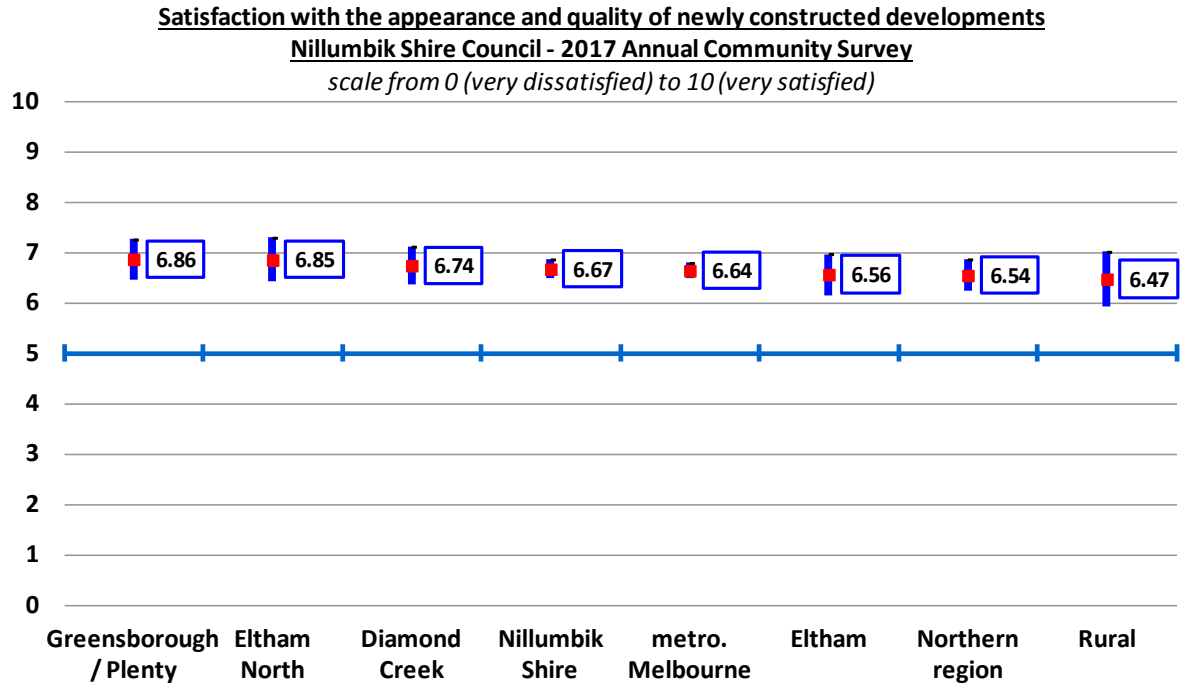
Satisfaction with the appearance and quality of newly constructed developments

Satisfaction with the appearance and quality of newly constructed developments in the local area increased measurably and significantly in 2017, increasing 6.4% from 6.27 to 6.67. This level of satisfaction is categorised as "good", and is an improvement over the previous categorisation of "solid".

Metropolis Research notes that this result is the highest level of satisfaction with the appearance and quality of newly constructed developments recorded in the Shire of Nillumbik since the program commenced in 2011.

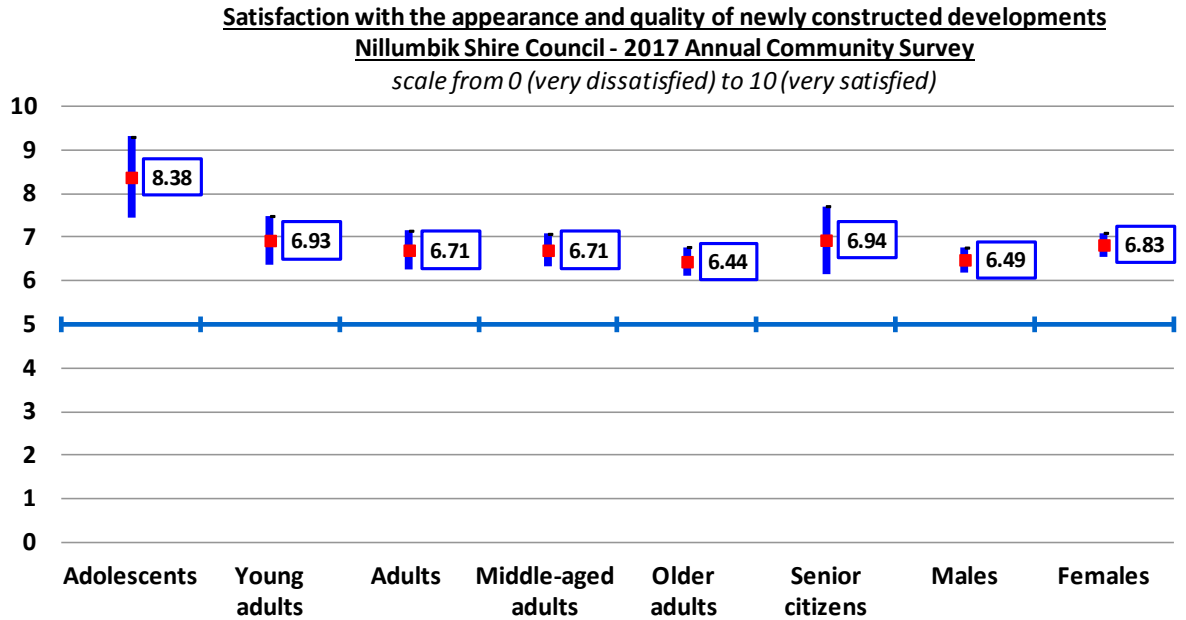


There was no statistically significant variation in satisfaction with the appearance and quality of newly constructed developments observed across the five precincts comprising the Shire of Nillumbik.



There was some statistically significant variation in this result observed by respondent profile, with attention drawn to the following:

- ***Adolescents (aged 15 to 19 years)*** – respondents rated satisfaction measurably and significantly higher than older respondents and at a level categorised as "excellent".
- ***Older adults (aged 56 to 75 years)*** – respondents rated satisfaction somewhat, albeit not measurably lower than other respondents and at a level categorised as "solid".
- ***Females*** – respondents rated satisfaction somewhat, albeit not measurably higher than male respondents and at a level categorised as "good".



Examples and opinions regarding newly constructed housing developments

The following table outlines the open-ended responses received from respondents dissatisfied with the quality and appearance of newly constructed housing developments in the Shire of Nillumbik.

As is clearly evident in the table, the most common reasons for dissatisfaction with the appearance and quality of newly constructed developments relate to the number and density of new multi-unit developments, and that multi-unit developments do not fit into the local environment or local neighbourhood character.

Examples of planning and development outcomes of concern
Nillumbik Shire Council - 2017 Annual Community Survey
(Number of responses)

Response	*Number*
Too many multi-units development	14
Ugly developments that don't suit the environment or local character	6
High density, insufficient parking	3
Too many town houses	3
Cheap quality designs	2
Changing landscape with architecture	1
Couple of local houses do not suit the area	1
Design of new units (too many in too small space)	1
Lack of maintenance	1
Playgrounds	1
Poor infrastructure for new developments	1
Poorly fenced in some places	1
Taken down the trees, countryside is gone, just houses	1
The new apartments look like a prison and have bad ventilation	1
The new Eltham township - it has taken away the character of Eltham	1
The units are too overcrowded	1
They all look the same and are not environmental sustainable	1
They are all the same	1
They are offensive to the eyes	1
They are unattractive, the houses are too big as well	1
They have taken down trees	1
They look too modern	1
They're awful designs	1
Too crowded and it increases traffic	1
Too high and window can look at existing properties	1
Town square, housing	1

Examples of planning and development outcomes of concern
Nillumbik Shire Council - 2017 Annual Community Survey
(Number of responses)

Response	*Number*
Specific areas identified	
At the front of Ginny's	1
Bullanoo Ct	1
Bullanoo Ct - taking too long	1
Civic Dr	1
Corner of Bolton / Sherbourne Rd	1
Corner Main Rd / Bridge St Eltham	1
Corner of Bolton St and Main Rd	1
Corner of Grove St and Bible St	1
Development in Main road Hurstbridge should only be one storey to maintain streetscape	1
Eltham East Primary School	1
Hurstbridge	1
James Cook Dr, Broad Gully Rd	1
Main Rd - old hardware site	1
Near Eltham hotel there are some apartments	1
Opposite 7-11 - units are awful	1
The one in the Pines shopping centres	1
The one next to Going Green Solutions	1
The units on the main road and the Wattletree Rd	1
They could be more imaginative in Hurstbridge	1
Units in an around Arthur St, Luck St and Dudley St, also the main roads	1
Stubley Hurtsbridge future planning application	1
Total	**70**

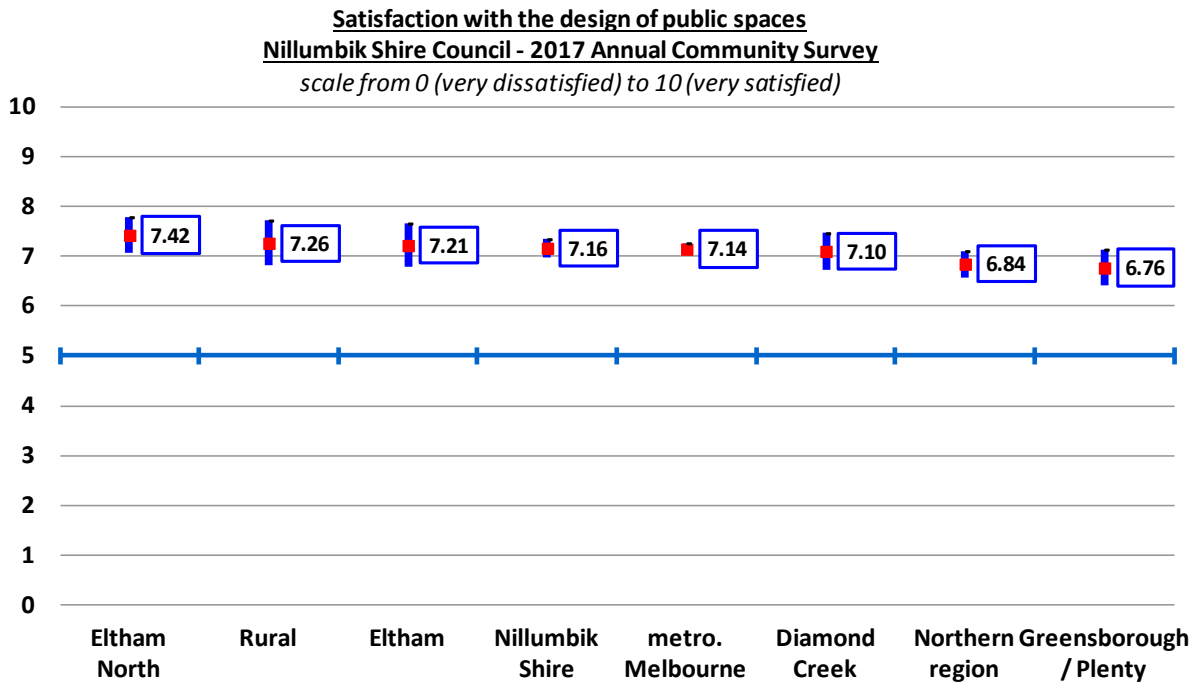
The design of public spaces

This variable relating to satisfaction with the design of public spaces was included for the first time in the 2017 survey.

Satisfaction with the design of public spaces was rated at 7.16 out of a potential ten, a level of satisfaction best categorised as "good". This result was almost identical to the 2016 metropolitan Melbourne average of 7.14, and marginally but not measurably higher than the northern region council's average satisfaction of 6.84.

There was no statistically significant variation in satisfaction with the design of public spaces observed across the five precincts comprising the Shire of Nillumbik, although it is observed that:

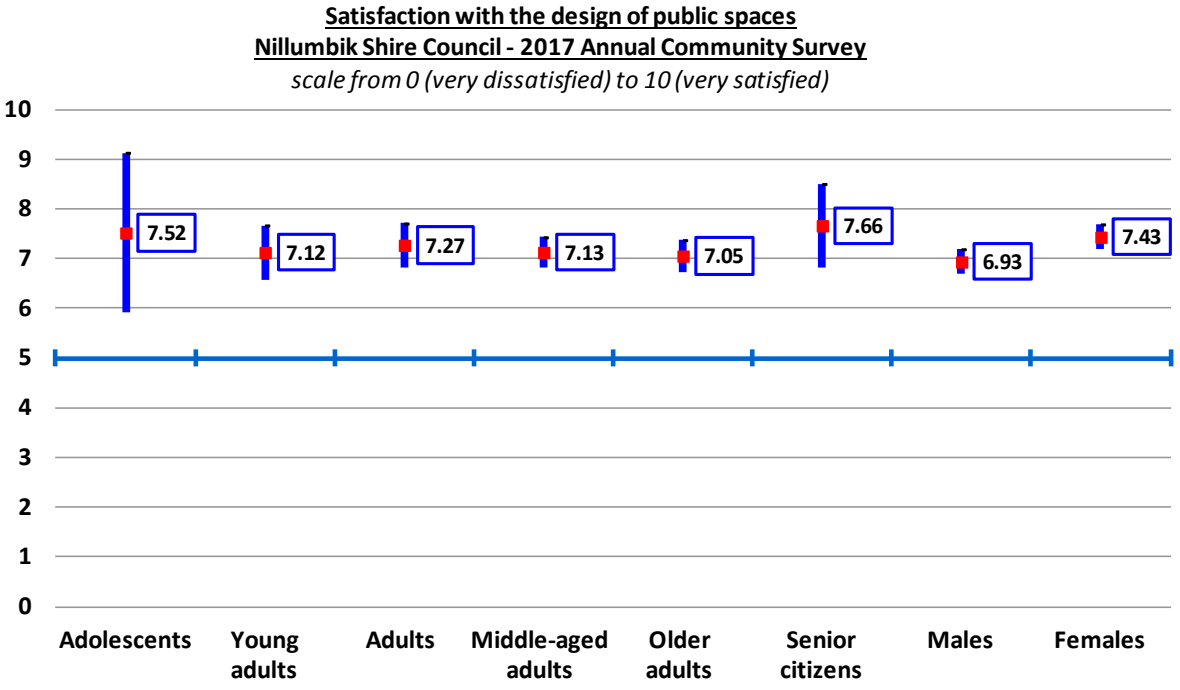
- ⊗ ***Greensborough / Plenty*** – respondents rated satisfaction with the design of public spaces somewhat, albeit not measurably lower than the municipal average.



There was some measurable variation in satisfaction with the design of public spaces observed by respondent profile, with attention drawn to the following:

- ⊗ ***Age structure*** – there was no statistically significant variation in satisfaction with the design of public spaces observed by respondents' age structure.

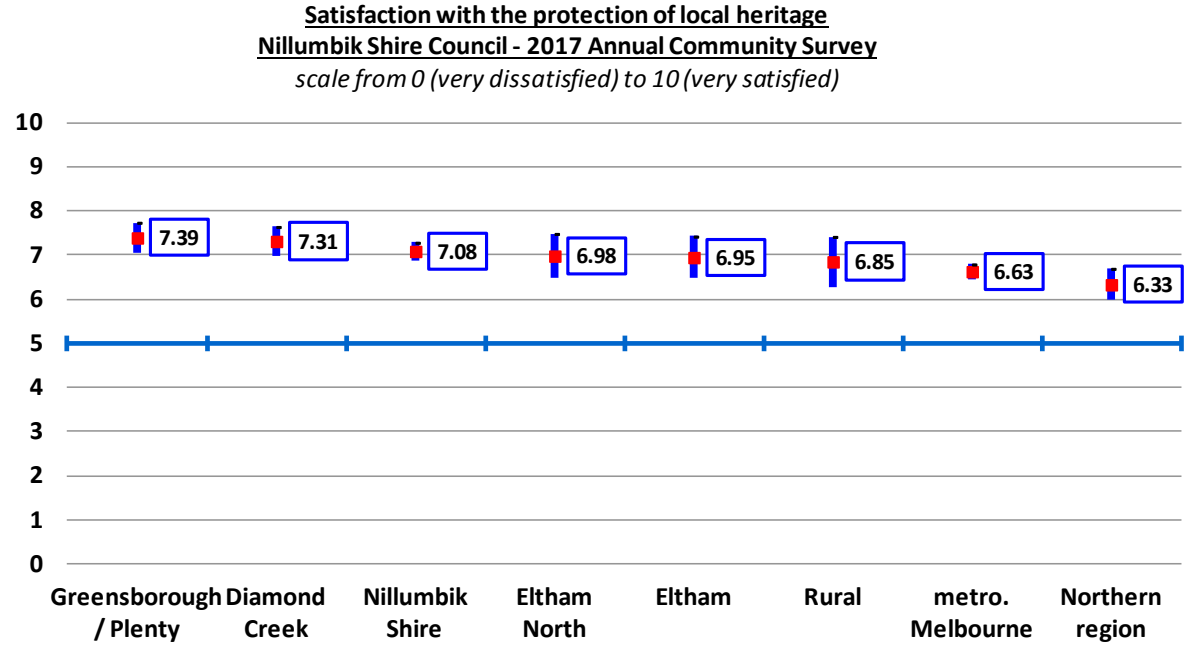
- ⊗ ***Female*** – respondents rated satisfaction with the design of public spaces measurably and significantly higher than male respondents and at a level best categorised as "very good".



The protection of local heritage

This variable relating to satisfaction with the protection of local heritage was included for the first time in the 2017 survey. Satisfaction was rated at 7.08 out of a potential ten, a level of satisfaction best categorised as "good".

This result was measurably and significantly higher than both the metropolitan Melbourne and northern region council's average satisfaction as measured in the 2016 *Governing Melbourne* survey.

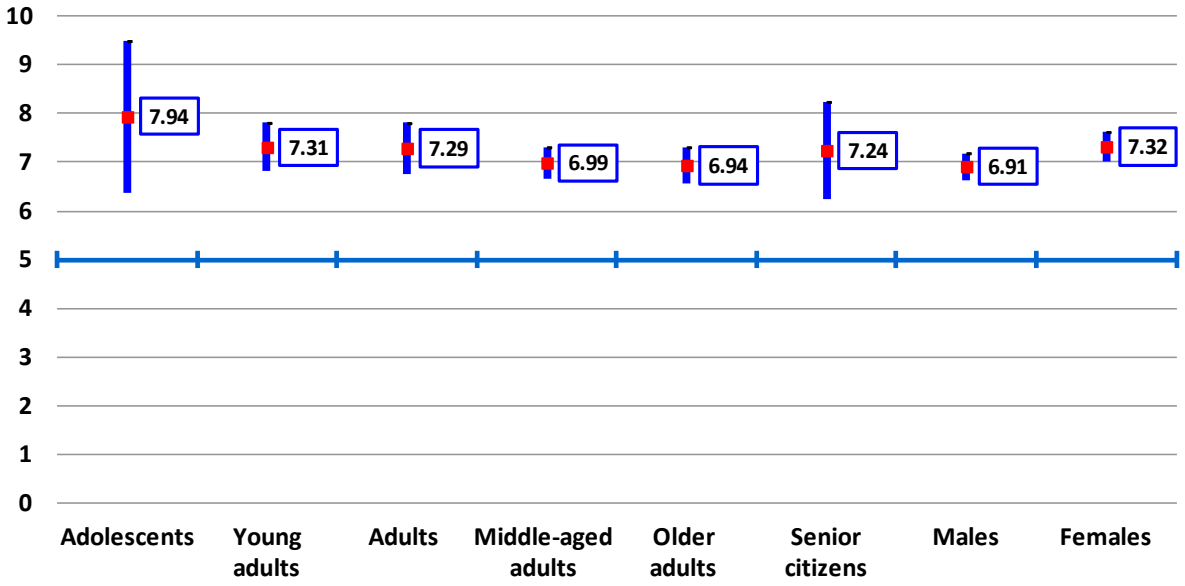


There was some measurable variation in satisfaction with the protection of local heritage observed by respondent profile, with attention drawn to the following:

- ***Middle-aged*** and ***older adults (aged 46 to 75 years)*** – respondents rated satisfaction somewhat, albeit not measurably lower than other respondents and at levels categorised as "good".

- ***Female*** – respondents rated satisfaction somewhat, albeit not measurably higher than male respondents and at a level categorised as "very good".

Satisfaction with the protection of local heritage
Nillumbik Shire Council - 2017 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Communication

Nillumbik News

Receiving and reading the *Nillumbik News*

Respondents were asked:

"Thinking about Council's regular publication Nillumbik News, do you?"

In 2017, a little more than half (56.7%) of respondents reported that their household regularly received and read the *Nillumbik News*. This is the highest proportion recorded since 2013, and is the second consecutive increase since the low point of 47.2% recorded in 2015. These results suggest that the *Nillumbik News* is certainly not declining in popularity in the Shire of Nillumbik, in fact in recent years has increased its readership.

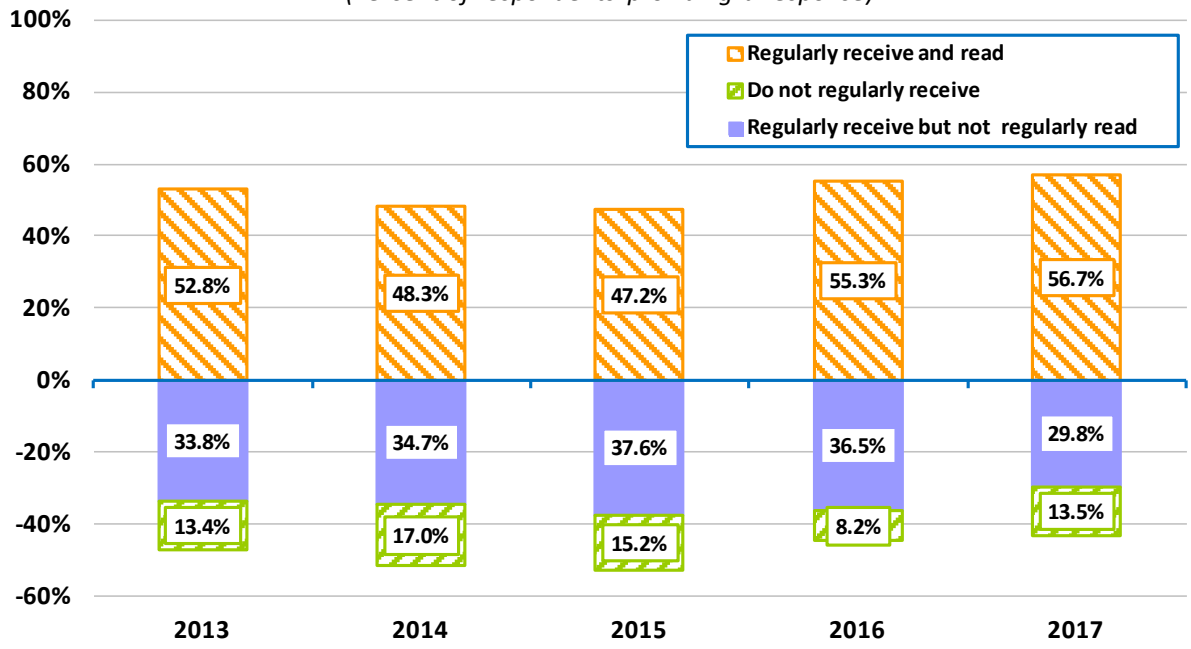
A little more than one-quarter (29.8%) of respondents reported that their household regularly received but did not regularly read the *Nillumbik News*. This is the lowest proportion of respondents whose household did not read the publication that they recall receiving.

A little less than one-sixth (13.5%) of respondents reported that they did not regularly receive the *Nillumbik News*.

Regularly receive and / or read the *Nillumbik News*
Nillumbik Shire Council - 2017 Annual Community Survey
(Number and percent of respondents providing a response)

Response	*2017*		*2016*	*2015*	*2014*	*2013*
	Number	*Percent*				
Do not regularly receive the publication	58	13.5%	8.2%	15.2%	17.0%	13.4%
Regularly receive but do not regularly read	128	29.8%	36.5%	37.6%	34.7%	33.8%
Regularly receive and read	244	56.7%	55.3%	47.2%	48.3%	52.8%
Can't say	72		39	61	59	53
Total	**502**	**100%**	**502**	**503**	**500**	**500**

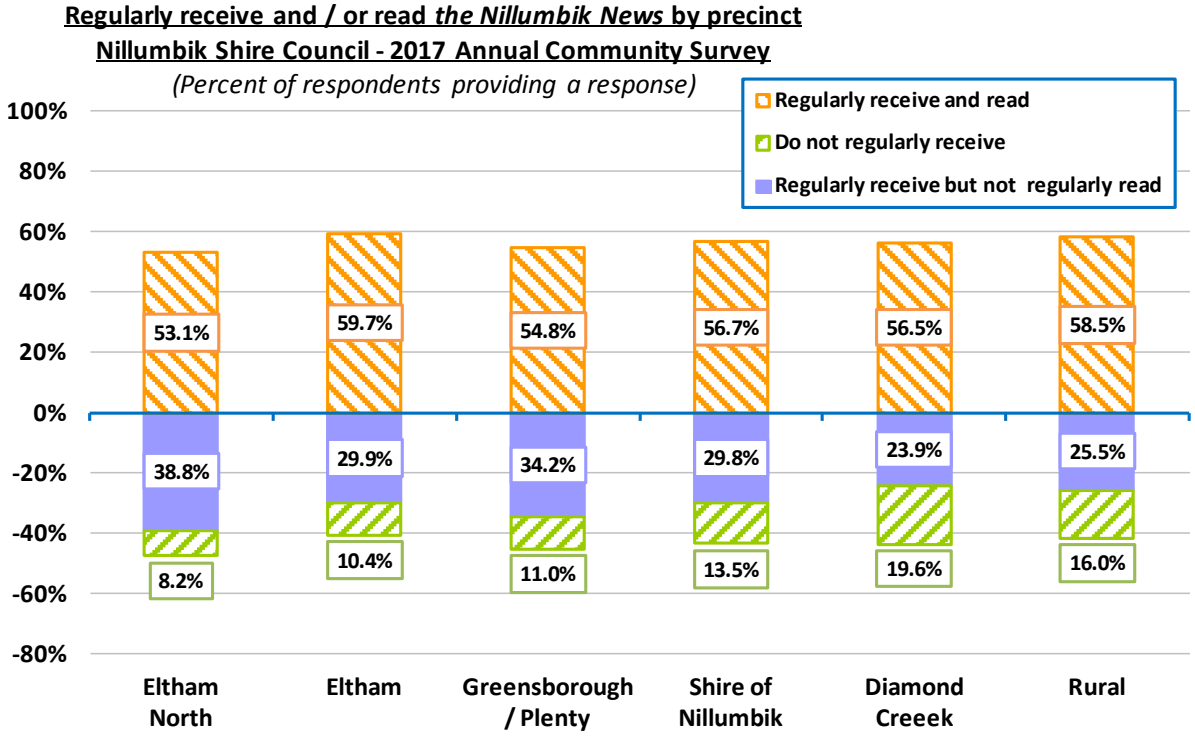
Regularly receive and read the Nillumbik News
Nillumbik Shire Council - 2017 Annual Community Survey
(Percent of respondents providing a response)



There was relatively little variation in the proportion of respondents that regularly receive and read the *Nillumbik News* observed across the five precincts comprising the Shire of

Nillumbik, with more than half the respondents in each of the five precincts regularly reading the publication.

Metropolis Research does note however that there was significant variation in the proportion of respondents that believe their household does not regularly receive the *Nillumbik News*, with particular attention drawn to the fact that almost one-sixth (16.0%) of respondents from the rural precinct and almost one-fifth (19.6%) from Diamond Creek report that they do not regularly receive the *Nillumbik News*.

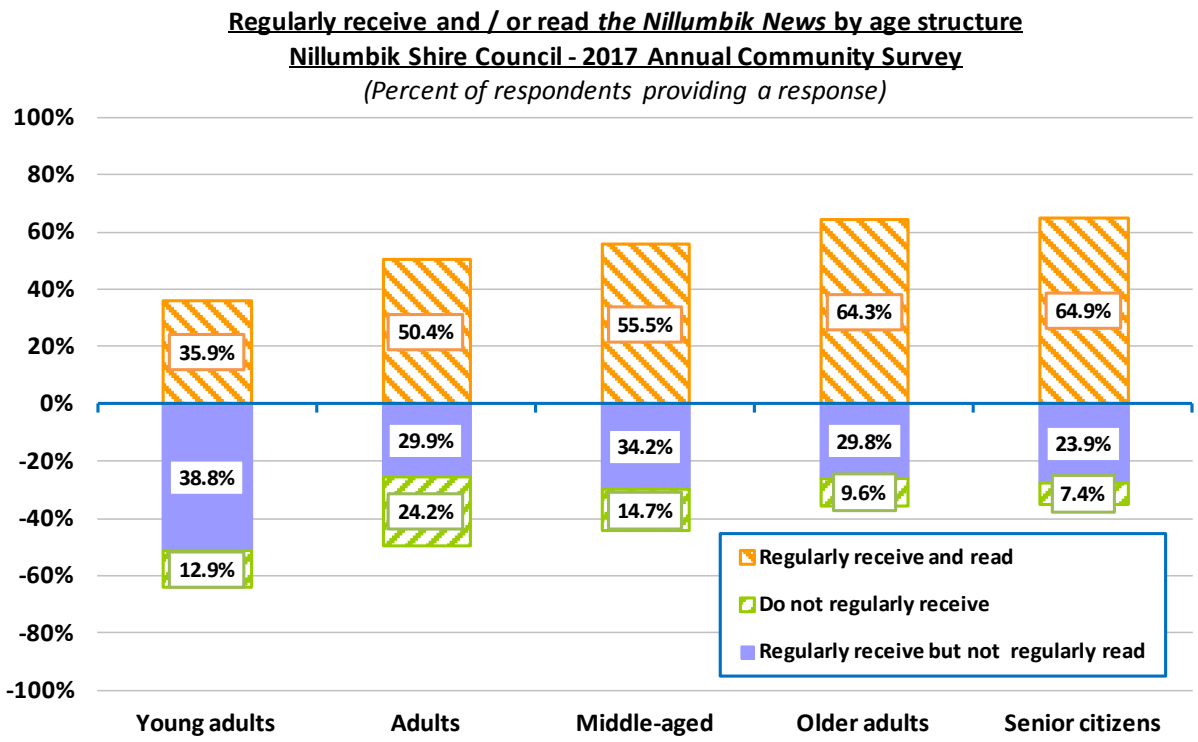


There was a significant degree of variation in the readership of the *Nillumbik News* observed by the respondents' age structure.

There is a clear relationship between the respondents' age and their propensity to regularly read the *Nillumbik News*, with a little more than one-third (35.9%) of young adults (aged 20 to 35 years) regularly reading the publication, rising to approximately two-thirds of older adults aged 56 to 74 years (64.3%) and senior citizens aged 76 years and over (64.9%).

Young adults were the most likely to regularly receive but not regularly read the *Nillumbik News*, with more than one-third (38.8%) not regularly reading the publication.

It is interesting to note that adults (aged 36 to 45 years) were the most likely to believe that their household does not regularly receive the *Nillumbik News*, with almost one-quarter (24.2%) reporting that they do not regularly receive the publication, almost double the proportion of any other age group.



Sections of the *Nillumbik News* read by respondents

Respondents were asked:

"Which, if any, of the following sections of the Nillumbik News do you usually read?"

A little less than two-thirds (65.0%) of all respondents identified at least one section of the *Nillumbik News* that they usually read. This includes respondents that regularly read the *Nillumbik News* as well as some that do not regularly read the publication.

The 326 respondents that read at least one section of the *Nillumbik News* identified a total of 1,543 sections, at an average of 4.7 sections per respondent.

This high average number of sections that respondents usually read does highlight the fact that a significant proportion of respondents were usually reading each of the sections of the *Nillumbik News* listed in the question.

Whilst the most commonly read sections were the Features (42.2%), details about new projects and buildings (41.8%), and Calendars (40.0%), it is noted that at almost one-quarter of respondents usually read each of the sections.

Metropolis Research does note that the proportion of respondents usually reading at least one section of the *Nillumbik News* did decline somewhat in 2017, down from 78.4% to 65.0%. This decline was most evident in relation to reading Environmental Information (down from 48.6% to 39.4%), but there was a small decline for most of the sections observed.

Sections of the *Nillumbik News* usually read
Nillumbik Shire Council - 2015 Annual Community Survey
(Number and percent of all respondents providing a response)

Section	2017 Number	2017 Percent	2016
Features	212	42.2%	47.8%
Details about new projects / buildings	210	41.8%	42.6%
Calendars	201	40.0%	46.6%
Environmental information	198	39.4%	48.6%
Planning information	189	37.6%	42.6%
Arts information	146	29.1%	35.5%
Mayor's message	140	27.9%	26.3%
Councillors page	130	25.9%	21.9%
Youth information	117	23.3%	22.1%
Total responses	**1,543**		**1,677**
Total respondents identifying at least one section they usually read	*326 (65.0%)*		*393 (78.4%)*

Council website

Visiting the Council website

Respondents were asked:

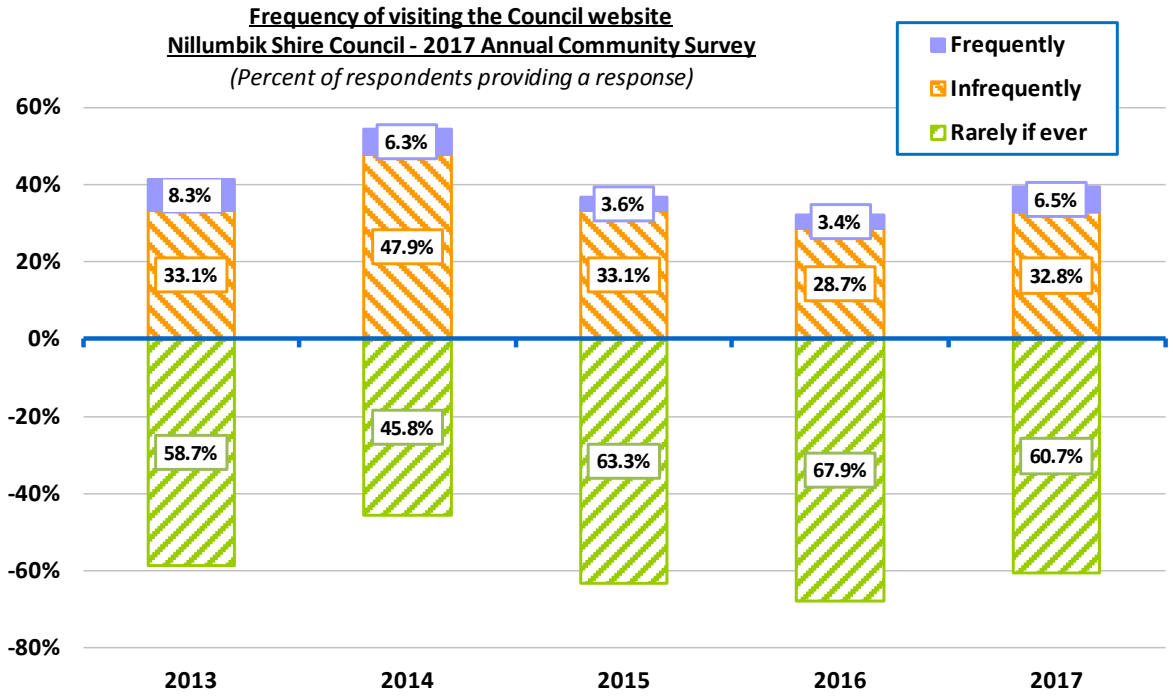
"How often do you visit the Council website?"

There was a small increase in the proportion of respondents that have visited the Council website at least infrequently, up from 32.7% in 2016 to 39.3% in 2017.

Despite this increase recorded this year, it does appear that the proportion of respondents in the Shire of Nillumbik that visit the Council website has remained relatively since 2013.

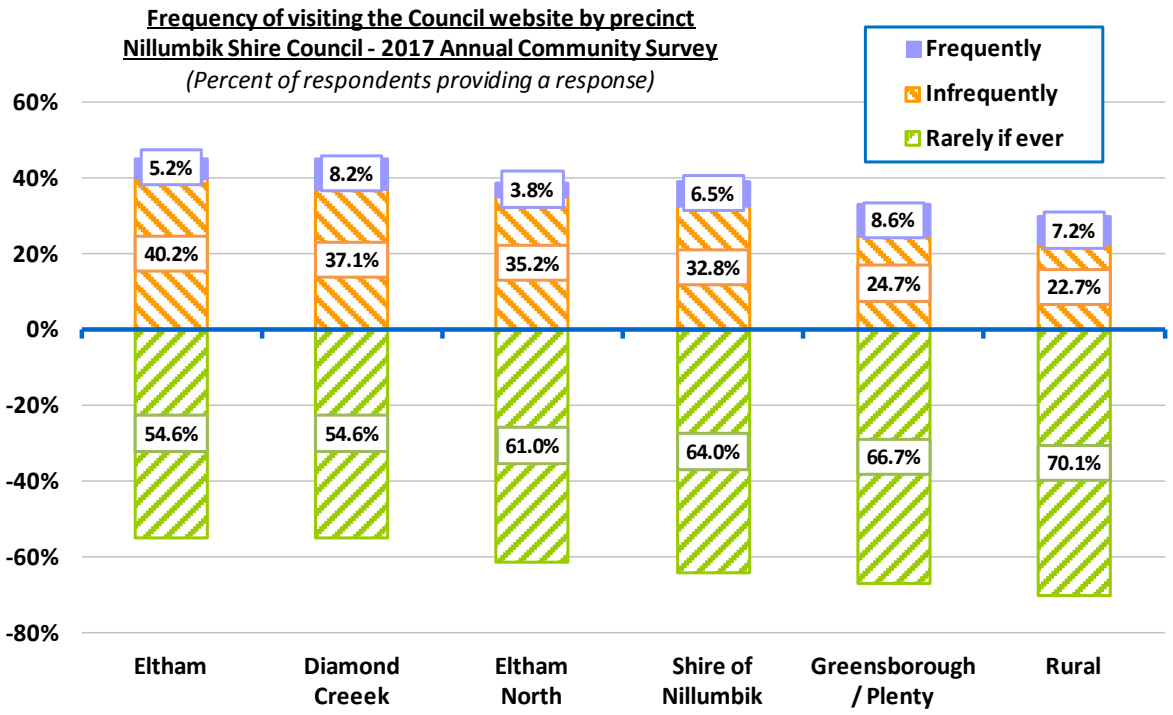
Visiting Council website
Nillumbik Shire Council - 2017 Annual Community Survey
(Number and percent of respondents providing a response)

Frequency	2017 Number	2017 Percent	2016	2015	2014	2013
Frequently	31	6.5%	3.4%	3.6%	6.3%	8.3%
Infrequently	157	32.8%	28.7%	33.1%	47.9%	33.1%
Rarely if ever	290	60.7%	67.9%	63.3%	45.8%	58.7%
Can't say	24		32	29	39	28
Total	**502**	**100%**	**502**	**503**	**500**	**500**



There was significant variation in the propensity of respondents to visit the Council website observed across the municipality, with attention drawn to the following:

- ***Eltham*** and ***Diamond Creek*** – respondents were somewhat more likely than average to visit the Council website.
- ***Rural precinct*** – respondents were somewhat less likely than average to visit the Council website.

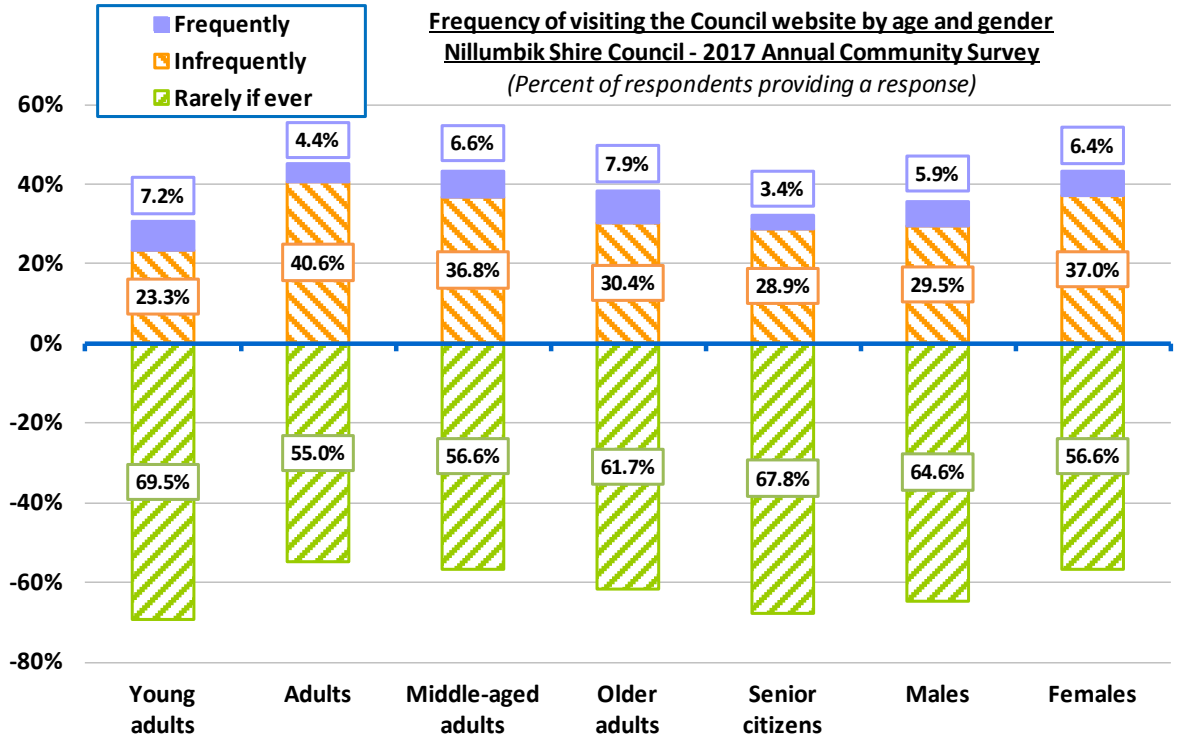


The following graph provides a breakdown of the frequency of visiting the Council website by the respondents' age structure. As is clearly evident in the graph, there was some variation in these results observed, with attention drawn to the following:

- ***Adults*** and ***middle-aged adults (aged 36 to 55 years)*** – respondents were somewhat more likely than other respondents to visit the Council website.

- ***Female*** – respondents were somewhat more likely than male respondents to visit the Council website.

Metropolis Research does note that the variation in these results by age structure is different to the variation in readership of the *Nillumbik News* by age structure. Whereas older adults and senior citizens are the most likely to regularly read the *Nillumbik News* (with approximately two-thirds reading the publication), it is adults and middle-aged adults who are the most likely to visit the Council website (with a little more than forty percent visiting the website).



Satisfaction with aspects of Council website

Respondents who had at least infrequently visited the website were asked:

"On a scale of 0 (lowest) to 10 (highest), can you please rate the following aspects of Council's website?"

Respondents who had at least infrequently visited the website were asked to rate their satisfaction with four aspects of the Council website.

Satisfaction with each of the four aspects declined somewhat in 2017, although none of these declines were statistically significant. The average satisfaction with these four aspects declined seven percent in 2017, down from 7.50 (rated as "very good") to 6.97 (rated as "good").

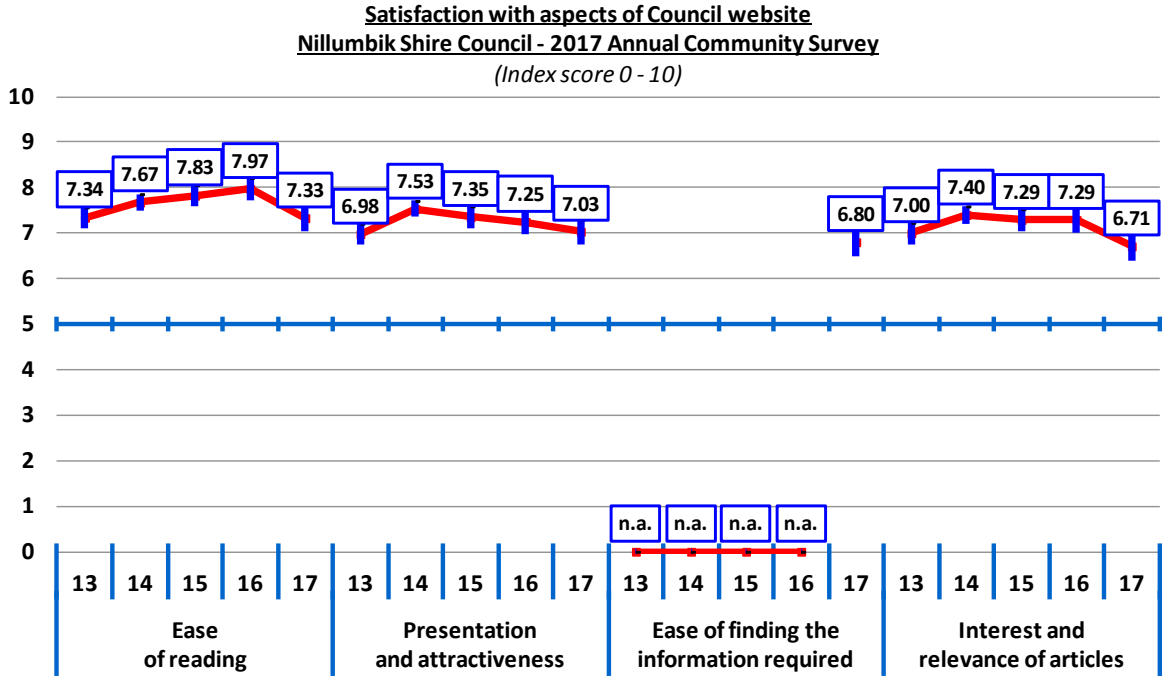
Satisfaction with these four aspects of the Council website can best be summarised as follows:

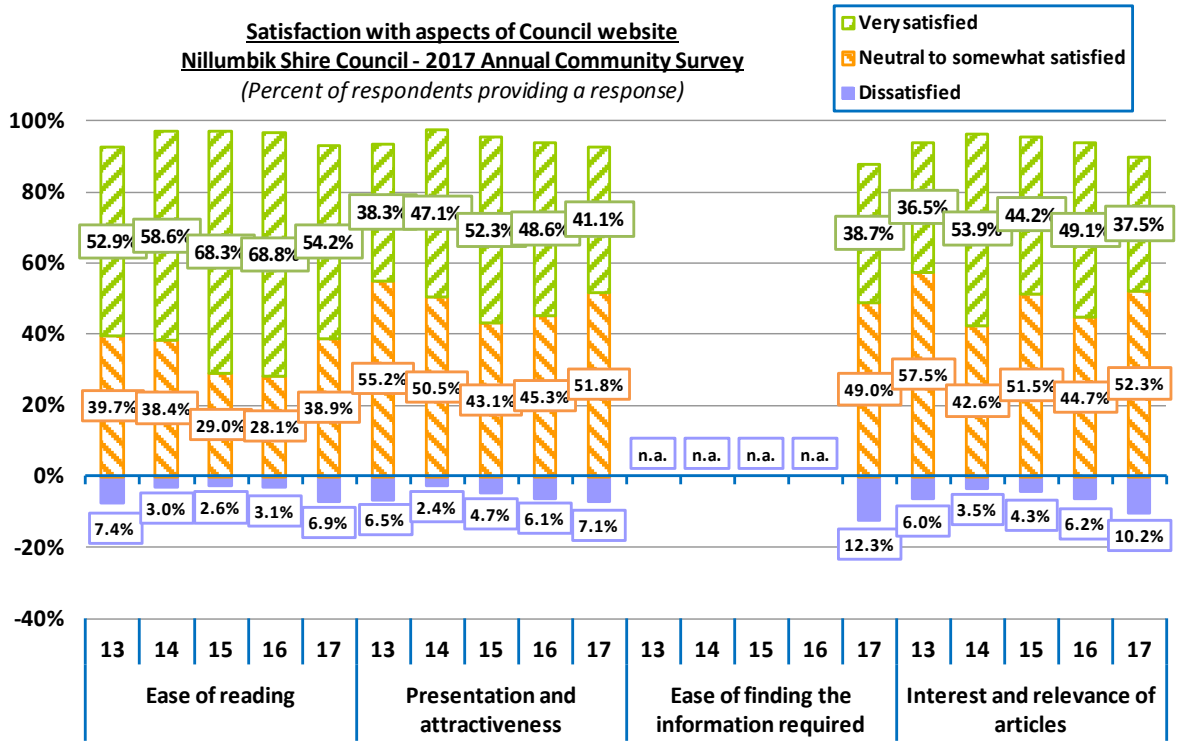
- ⊗ ***Very Good*** – for ease of reading, although it has declined from the previous categorisation of "excellent". A little more than half of the respondents were very satisfied with the ease of reading, and 6.9% were dissatisfied.

- ⊗ ***Good*** – for presentation and attractiveness, ease of finding the information required, and interest and relevance of articles. Whilst approximately forty percent of respondents were very satisfied with each of these three aspects, between seven and twelve percent of respondents were dissatisfied with each aspect.

These results do suggest that whilst satisfaction with the four aspects of the website have declined somewhat this year by an average of seven percent, satisfaction remains at a "good" level, if down from previous results of "very good" and "excellent".

It is also noted that given the large decline in satisfaction with Council's overall performance and in particular many of the aspects of governance and leadership, it is not unusual for this dissatisfaction to flow through to some extent into satisfaction with other aspects of Council performance including satisfaction with communication tools such as the website and customer service.





Preferred method of receiving information from / interacting with Council

Respondents were asked:

"From the following list, please identify all the methods by which you would prefer to receive information from or interact with Council?"

Almost all (97.2%) respondents identified at least one method by which they would prefer to receive information from or interact with Council, identifying an average of 3.2 methods per respondent. This is an increase on the unusually low average number of methods identified by respondents in 2016 (2.4 methods per respondent).

The three most popular methods of receiving information from or interacting with Council remain the *Nillumbik News* (48.8%), direct mail / letterbox drop of information (47.0%), and Council's website (46.4%). Almost half of the respondents identified each of these three methods.

It is noted that Email (39.6%), social media (18.5%), and E-newsletters (25.5%) are all important communication methods.

Whilst these electronic methods are important and are likely to continue to increase in importance over time, it is also noted that a significant proportion of respondents prefer to receive information from or interact with Council via more traditional communication methods such as information in the local newspapers (33.1%), telephone (20.9%), and in person at the Civic Centre or other locations (19.1%).

Taken together, these results have consistently shown for some time that respondents in the Shire of Nillumbik prefer to be able to receive information from or interact with Council via a range of methods, with this year the average being more than three methods each. This does highlight the importance of Council being accessible to the community via a variety of methods to suit the individual requirements of various groups within the community.

The following tables and analysis provide a breakdown of these results by the respondents' precinct of residence within the municipality, their gender, and their age structure. Significant variation is observed across all three of these characteristics of the respondents, which again highlights the need for Council to be accessible via a variety of methods, as different groups in the community have strong communication and engagement preferences.

There was some variation in these results between male and female respondents, with attention drawn to the following:

- ⊗ ***Female*** – respondents were somewhat more likely than male respondents to prefer information via the *Nillumbik News*, direct mail / letterbox drop of information, Council's website, and E-newsletters.

Preferred method of receiving information from / or interacting with Council
Nillumbik Shire Council - 2017 Annual Community Survey
(Number and percent of total respondents)

Reason	*2017*		*2016*	*2017*	
	Number	*Percent*		*Male*	*Female*
Council's regular publication *Nillumbik News*	245	48.8%	30.5%	46.1%	51.5%
Direct mail / letterbox drop of information	236	47.0%	49.0%	45.3%	49.8%
Council's website	233	46.4%	38.8%	42.9%	48.9%
Email	199	39.6%	32.7%	39.4%	38.9%
Council advertisements in local newspapers*	166	33.1%	21.9%	31.1%	34.9%
E-newsletters	128	25.5%	15.7%	22.0%	27.9%
Telephone customer service	105	20.9%	19.7%	20.9%	19.2%
In person at the Civic Centre and other locations	96	19.1%	9.6%	17.3%	19.2%
Via social media (Twitter / Facebook)	93	18.5%	10.0%	17.3%	18.8%
Local radio	54	10.8%	5.2%	9.8%	11.8%
Other	2	0.4%	0.8%	0.4%	0.4%
Total responses	**1,557**		**1,174**	**743**	**736**
Total respondents identifying at least one method	*488 (97.2%)*		*486 (96.9%)*	*224 (96.0%)*	*225 (98.3%)*

(*) previously Council articles and columns in local newspapers

There was significant variation in the preferred methods of receiving information from or interacting with Council observed across the five precincts comprising the Shire of Nillumbik, with attention drawn to the following:

- ***Greensborough / Plenty*** – respondents identified methods in broadly similar proportions to the municipal average.
- ***Diamond Creek*** - respondents identified methods in broadly similar proportions to the municipal average.
- ***Eltham*** – respondents were more likely than average to prefer direct mail / letterbox drop of information, Council's website, Email, and via social media.
- ***Eltham North*** - respondents identified methods in broadly similar proportions to the municipal average.
- ***Rural precinct*** – respondents were more likely than average to prefer the *Nillumbik News*, Email, E-newsletters, telephoning customer service, and in person at the Civic Centre or other locations.

Preferred method of receiving information from / or interacting with Council by precinct
Nillumbik Shire Council - 2017 Annual Community Survey
(Number and percent of total respondents)

Reason	*Gr'nsborough / Plenty*	*Diamond Creek*	*Eltham*	*Eltham North*	*Rural*
Council's regular publication Nillumbik News	51.1%	43.4%	47.0%	43.6%	58.3%
Direct mail / letterbox drop of information	47.8%	41.4%	54.0%	41.8%	46.6%
Council's website	41.1%	34.3%	57.0%	41.8%	51.5%
Email	26.7%	33.3%	49.0%	32.7%	47.6%
Council advertisements in local newspapers*	35.6%	29.3%	39.0%	25.5%	32.0%
E-newsletters	18.9%	11.1%	28.0%	30.0%	36.9%
Telephone customer service	11.1%	8.1%	16.0%	21.8%	45.6%
In person at the Civic Centre and other locations	7.8%	9.1%	14.0%	20.0%	42.7%
Via social media (Twitter / Facebook)	14.4%	14.1%	25.0%	13.6%	20.4%
Local radio	6.7%	7.1%	13.0%	9.1%	15.5%
Other	0.0%	2.0%	0.0%	0.0%	0.0%
Total responses	**235**	**231**	**342**	**308**	**409**
Total respondents identifying at least one method	*85 (94.4%)*	*99 (100.0%)*	*98 (98.0%)*	*106 (96.4%)*	*99 (96.1%)*

(*) previously Council articles and columns in local newspapers

There was measurable and significant variation in the preferred methods of receiving information from or interacting with Council observed by respondents' age structure, with attention drawn to the following:

- ***Young adults (aged 20 to 35 years)*** – respondents were measurably and significantly more likely than average to prefer information via social media, and less likely to prefer the

Nillumbik News, direct mail / letterbox drop of information, Council advertisements in the local newspapers, and local radio.

- ***Adults (aged 36 to 45 years)*** – respondents were less likely than average to prefer information via all the listed methods. The top three methods that young adults do prefer were the *Nillumbik News*, direct mail / letterbox drop of information, and Council's website.

- ***Middle-aged adults (aged 46 to 55 years)*** – respondents were more likely than average to prefer the Council's website. They were similarly likely to prefer the other methods as the municipal average.

- ***Older adults (aged 56 to 75 years)*** – respondents were more likely than average to prefer information via the *Nillumbik News*, telephoning customer service, and in person at the Civic Centre or other locations.

- ***Senior citizens (aged 76 years and over)*** – respondents were more likely than average to prefer the *Nillumbik News*, direct mail / letterbox drop of information, and were less likely than average to prefer Council's website, Council advertisements in the local newspapers, in person at the Civic Centre or other locations

Preferred method of receiving information from / or interacting with Council by age structure
Nillumbik Shire Council - 2017 Annual Community Survey
(Number and percent of total respondents)

Reason	*Young adults*	*Adults*	*Middle-aged adults*	*Older adults*	*Senior citizens*
Council's regular publication *Nillumbik News*	37.0%	34.4%	43.5%	54.5%	51.7%
Direct mail / letterbox drop of information	35.2%	33.6%	44.3%	48.5%	55.2%
Council's website	44.4%	33.6%	55.0%	43.9%	24.1%
Email	42.6%	28.2%	39.7%	37.9%	34.5%
Council advertisements in local newspaper*	18.5%	21.4%	33.6%	39.4%	20.7%
E-newsletters	22.2%	20.6%	21.4%	27.8%	20.7%
Telephone customer service	14.8%	7.6%	22.9%	26.3%	17.2%
In person at the Civic Centre and other locations	18.5%	7.6%	18.3%	25.3%	6.9%
Via social media (Twitter / Facebook)	42.6%	13.7%	17.6%	12.1%	3.4%
Local radio	5.6%	6.1%	12.2%	10.1%	10.3%
Other	0.0%	0.0%	0.0%	0.5%	0.0%
Total responses	**152**	**271**	**404**	**646**	**71**
Total respondents identifying at least one method	*53 (98.7%)*	*82 (100.0%)*	*129 (98.0%)*	*187 (94.5%)*	*29 (100.0%)*

(*) previously Council articles and columns in local newspapers

Customer service

Contact with Council in the last two years

Respondents were asked:

"Have you contacted Nillumbik Shire Council in the last twelve months?"

In 2017 a little less than half (45.6%) of the respondents had contacted Council in the last twelve months. This result is a little lower than has been recorded in recent years, and the average over the last six years of fifty-one percent.

Contacted Council in the last twelve months
Nillumbik Shire Council - 2017 Annual Community Survey
(Number and percent of respondents providing a response)

Response	*2017*		*2016*	*2015*	*2014*	*2013*	*2011*
	Number	*Percent*					
Yes	229	45.6%	51.3%	50.1%	59.3%	50.4%	49.3%
No	273	54.4%	48.7%	49.9%	40.7%	49.6%	50.7%
Total	**502**	**100%**	**502**	**500**	**500**	**500**	**507**

Form of contact

Respondents were asked:

"When you last contacted the Council, was it?"

Consistent with the results recorded in previous years, approximately two-thirds (67.2%) of respondents that had contacted Council in the last twelve months did so by telephone, either during office hours (66.8%) or the after-hours service (0.4%).

A little less than one-sixth (15.0%) of respondents contacted Council by visiting in person. This is broadly consistent with the results in previous years.

A little more than ten percent (11.1%) of respondents contacted Council electronically, either via email (8.0%) or the website / social media (3.1%).

It is important to bear in mind when reflecting on these results that the aim of this set of questions is to measure community satisfaction with the traditional aspects of customer service.

Metropolis Research notes that many residents, when asked if they had contacted Council, consider visiting in person, writing a letter, emailing or personally telephoning Council to be what is still commonly interpreted as "contact".

The results do not and are not designed to measure the proportion of respondents that have visited the Council website or engaged in some way with Council on social media.

In the experience of Metropolis Research in the order of one-third to half of the respondents in municipalities around metropolitan Melbourne will have visited their council website, and in the Shire of Nillumbik in 2017 it was similar at 39.3%. However when asked typically less than five percent of respondents will identify the website as the method by which they contacted Council (as is the case for Nillumbik).

Form of last contact with Council
Nillumbik Shire Council - 2017 Annual Community Survey
(Number and percent of respondents who contacted Council)

Response	*2017*		*2016*	*2015*	*2014*	*2013*	*2011*
	Number	*Percent*					
Telephone *(during office hours)*	151	66.8%	70.7%	71.4%	69.3%	68.7%	65.5%
Telephone *(after hours service)*	1	0.4%	0.0%	0.8%	1.4%		
Visit in person	34	15.0%	17.6%	14.7%	17.1%	21.4%	19.7%
E-mail	18	8.0%	5.5%	4.0%	5.5%	4.4%	4.4%
Website / social media	7	3.1%	4.3%	2.0%	1.7%	1.6%	1.2%
Mail	3	1.3%	0.8%	2.0%	0.7%	1.6%	3.2%
Multiple	12	5.3%	1.2%	5.2%	4.4%	2.4%	6.0%
Can't say / not stated	4	1.8%	1	1	0	0	1
Total	**230**	**102%**	**257**	**253**	**293**	**250**	**250**

Satisfaction with aspects of customer service

Respondents 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 Nillumbik Shire Council?"

Respondents who had contacted Council in the last twelve months were asked to rate their satisfaction with seven aspects of customer service.

The average satisfaction with these seven aspects of customer service declined six percent in 2017, declining from an average of 7.24 to 6.81.

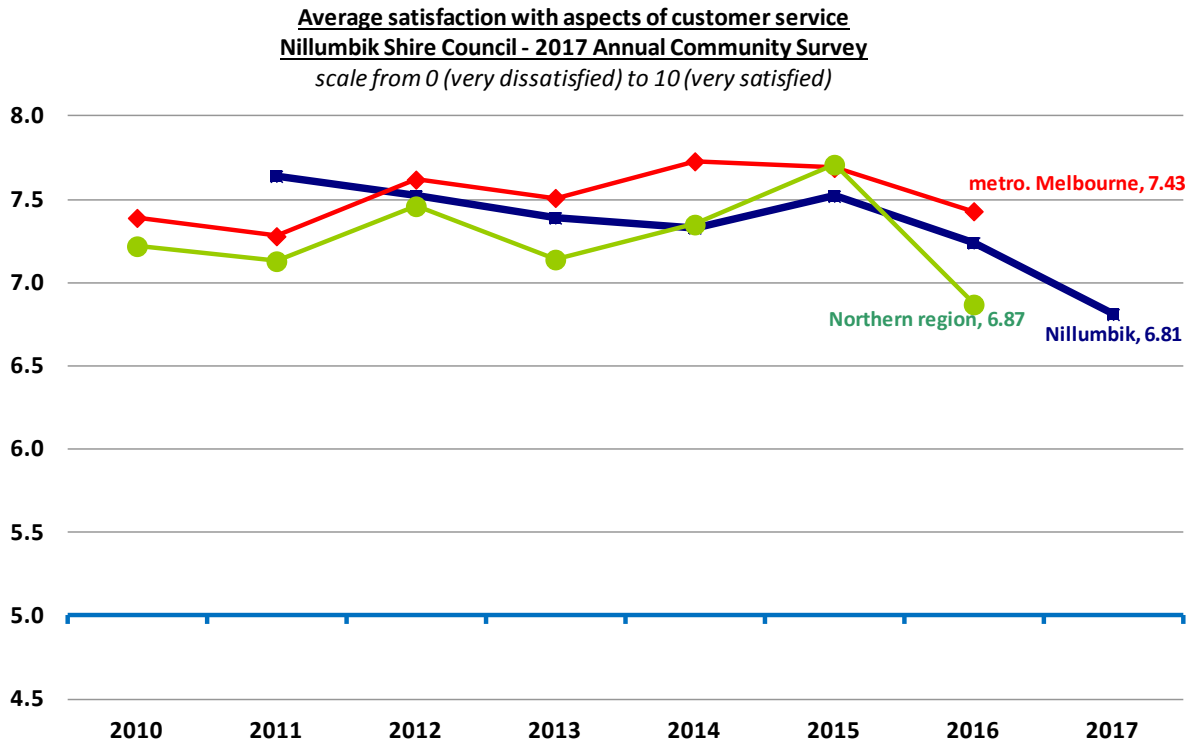
This is the second consecutive decline in satisfaction with aspects of customer service, and average satisfaction is now 10.9% lower than when first measured in 2011.

Despite this decline in 2017, satisfaction remains at a level best categorised as "good".

Metropolis Research does suggest that this relatively consistent trend of declining satisfaction with customer service since 2011 does constitute an issue worthy of attention.

Having said that, it is also noted that given the large decline in satisfaction with Council's overall performance and in particular many of the aspects of governance and leadership, it is not unusual for this dissatisfaction to flow through to some extent into satisfaction with other aspects of Council performance. This often includes satisfaction with communication tools such as the website and traditional aspects of customer service.

As is evident in the following graph, this average satisfaction in 2017 of 6.81 is measurably and significantly lower than the 2016 metropolitan Melbourne average satisfaction with customer service of 7.43. It is however only marginally lower than the northern region council's average.

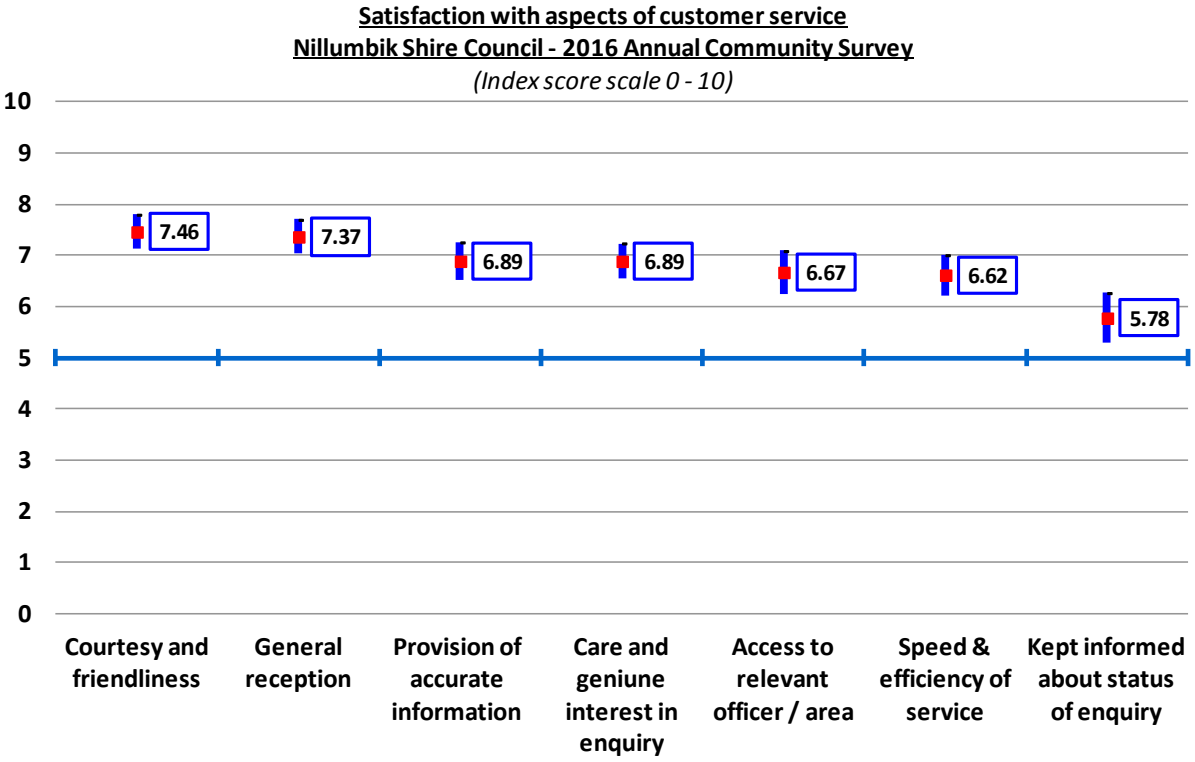


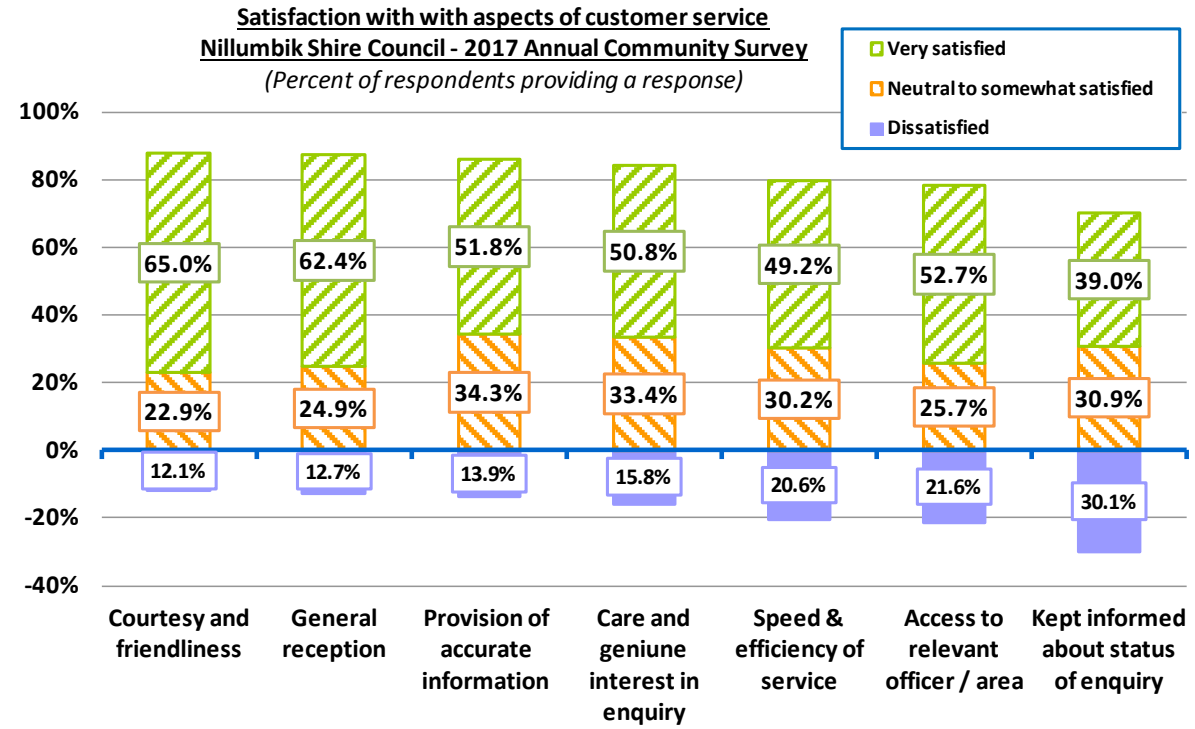
Satisfaction with these seven aspects of customer service can best be summarised as follows:

- ***Very Good*** – for courtesy and politeness, and the general reception. Approximately two-thirds of respondents were very satisfied with these two aspects, and approximately twelve percent were dissatisfied.

- ***Good*** – for the provision of accurate information, care and attention to enquiry, access to relevant officer / area, and speed and efficiency of service. Whilst approximately half of respondents were very satisfied with these aspects of customer service, particular attention is drawn to the fact that more than one-fifth of respondents were dissatisfied with their access to the relevant officer / area, or the speed and efficiency of service.

⊗ ***Poor*** – for being kept informed about status of the enquiry. Respondents were close to evenly split between those very satisfied with this aspect of customer service, those neutral to somewhat satisfied, and those dissatisfied.

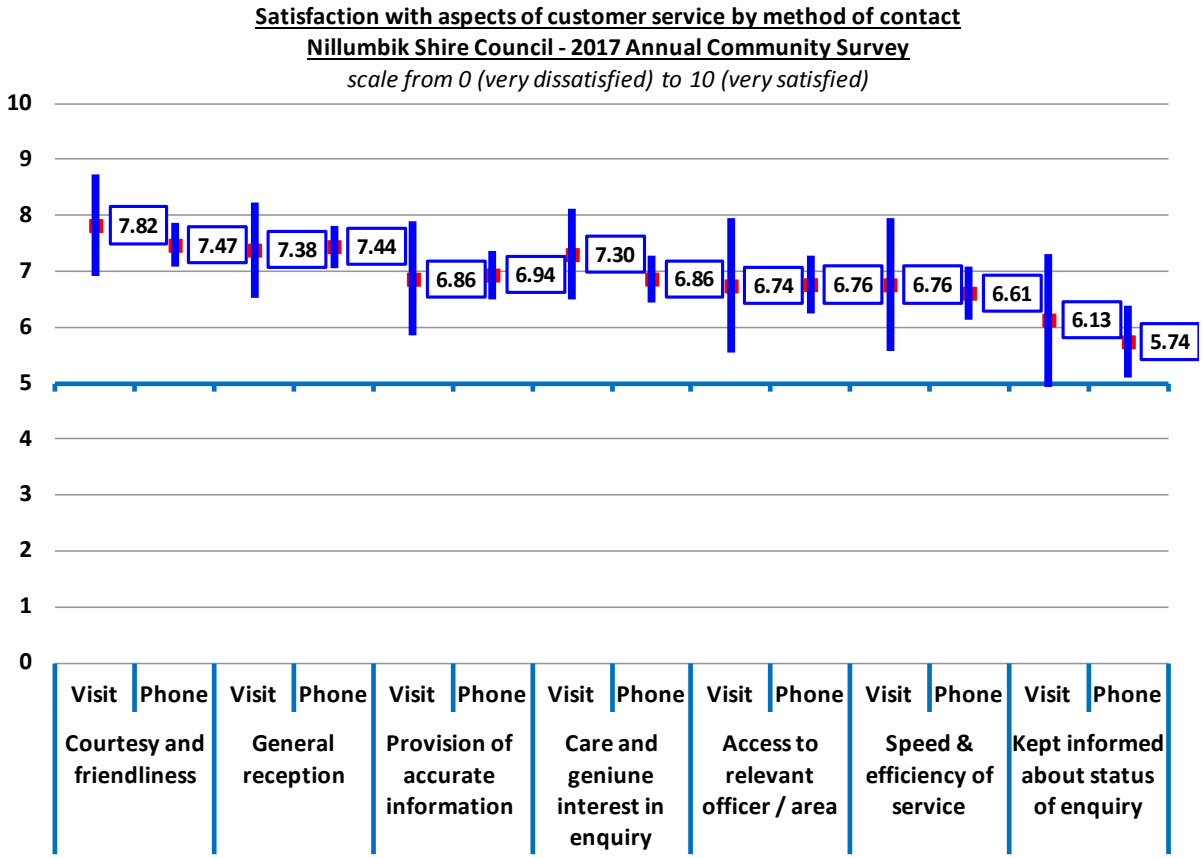




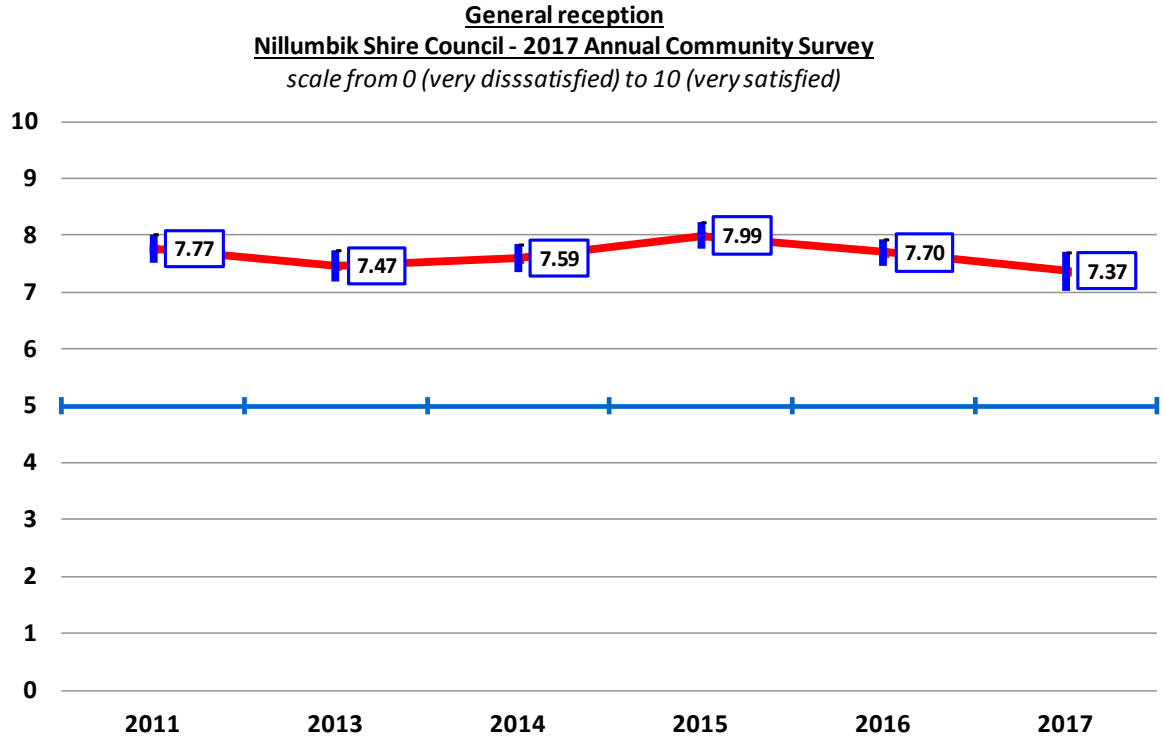
The following graph provides a comparison of satisfaction with the seven included aspects of customer service between respondents visiting in person and those contacting Council via the telephone.

It is noted that respondents that visited Council in person were on average 2.5% more satisfied with customer service (taken as a group) than respondents that telephoned Council. That said, it is noted that respondents telephoning Council were slightly more satisfied with three of the seven aspects.

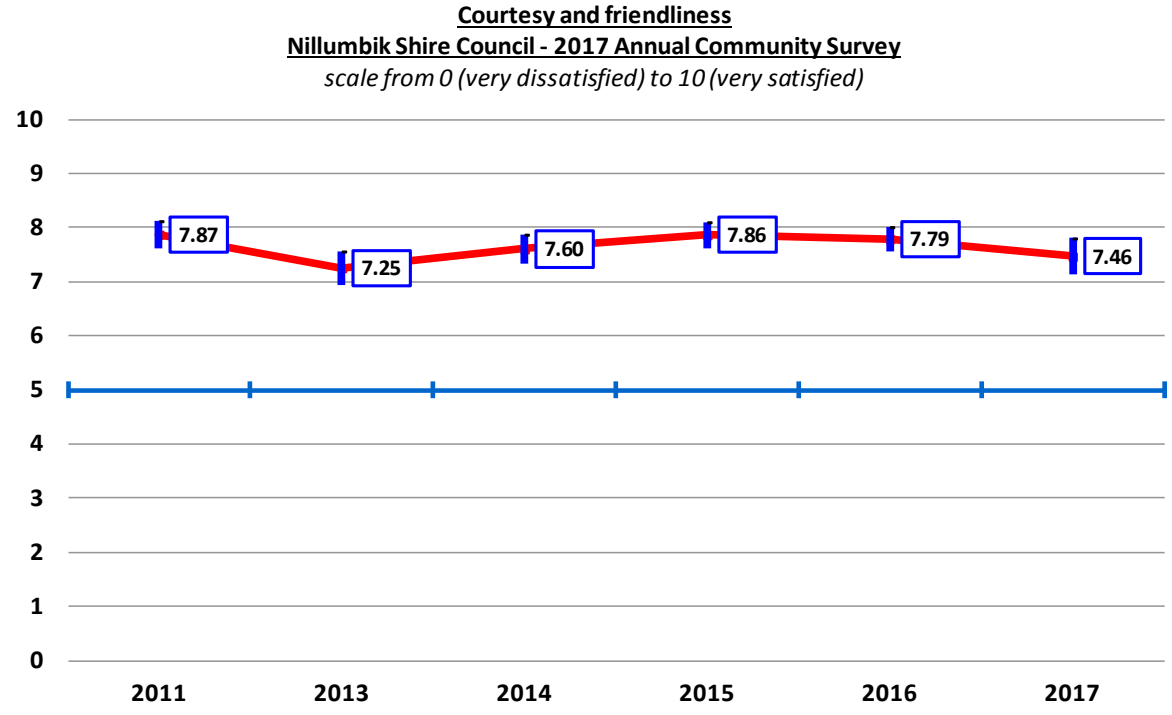
None of the variations in satisfaction between respondents visiting in person and those telephoning Council were statistically significant.



Satisfaction with general reception declined 4.3% in 2017, from 7.70 to 7.37, although this decline was not statistically significant, and satisfaction remains at a level categorised as "very good".

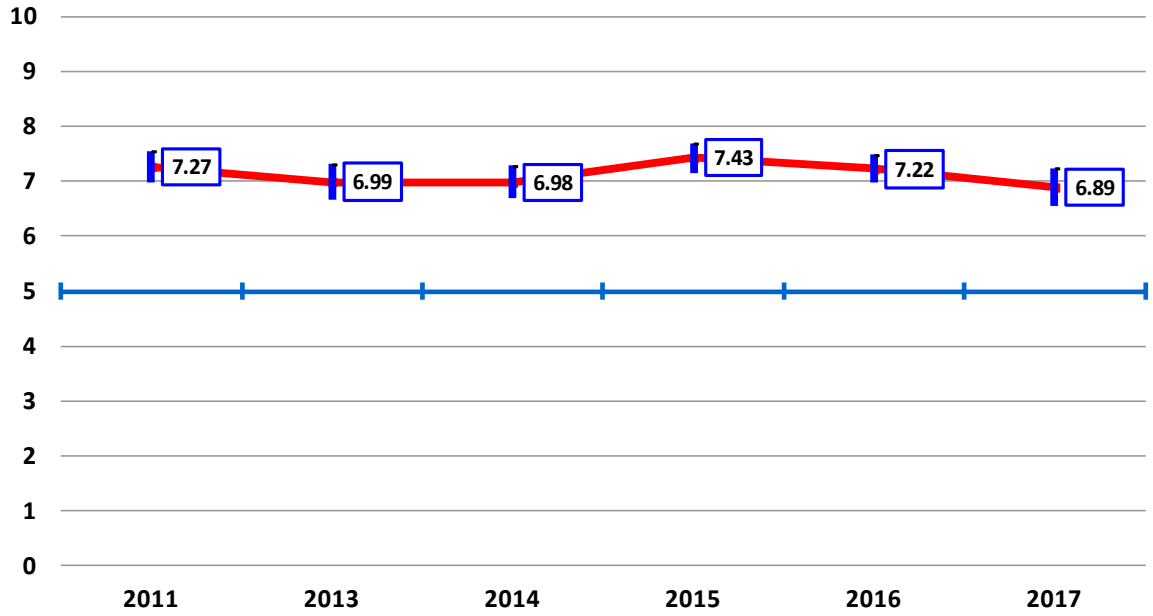


Satisfaction with courtesy and friendliness declined 4.2% in 2017, down from 7.79 to 7.46, and is now at a level categorised as "very good", which is a decline on the previous "excellent". This decline was not however statistically significant.



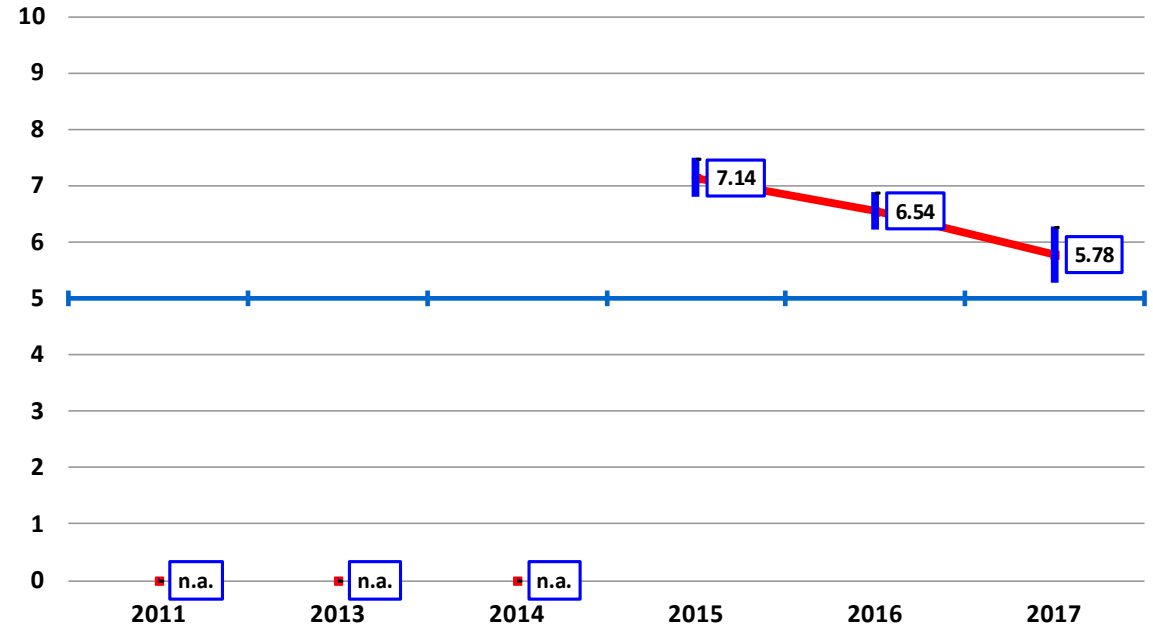
Satisfaction with care and attention to the respondent and their enquiry declined 4.6% in 20176, down from 7.22 to 6.89. This decline was not statistically significant. Despite this decline, satisfaction remains at a level categorised as "good".

Care and genuine interest in you and your enquiry
Nillumbik Shire Council - 2017 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



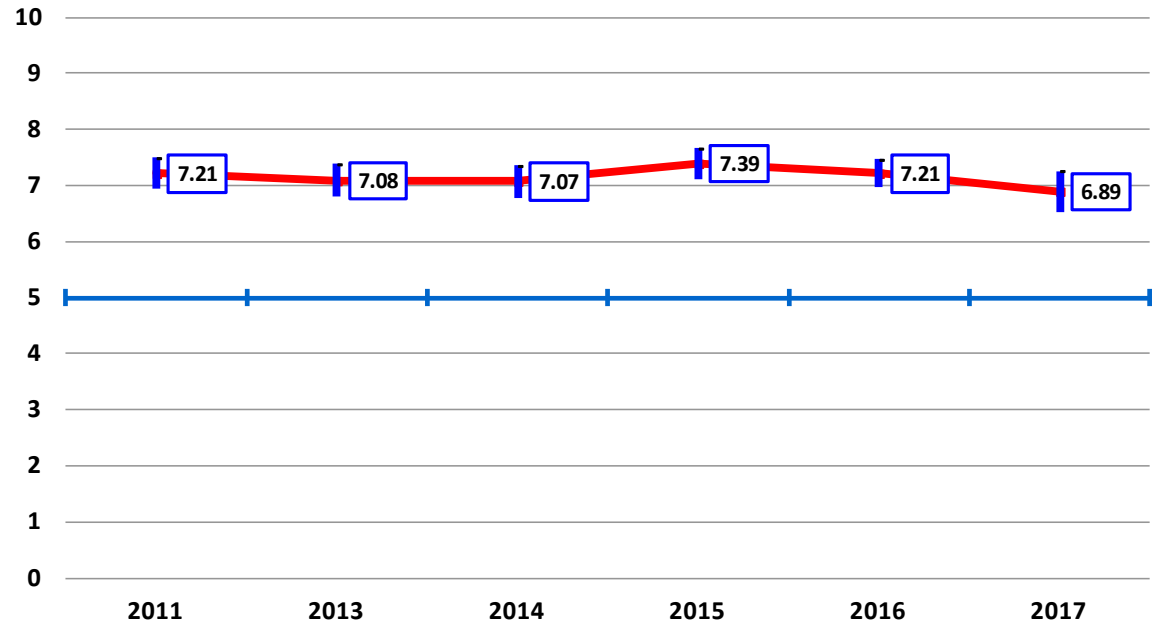
Satisfaction with how well respondents' are kept informed about the status of their enquiry declined for the second consecutive year, declining nineteen percent since 2015 and 11.6% since 2016. Satisfaction with this aspect has declined measurably from a level categorised as "good" to a level categorised as "poor" over the last three years.

Kept informed about status of your enquiry
Nillumbik Shire Council - 2017 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



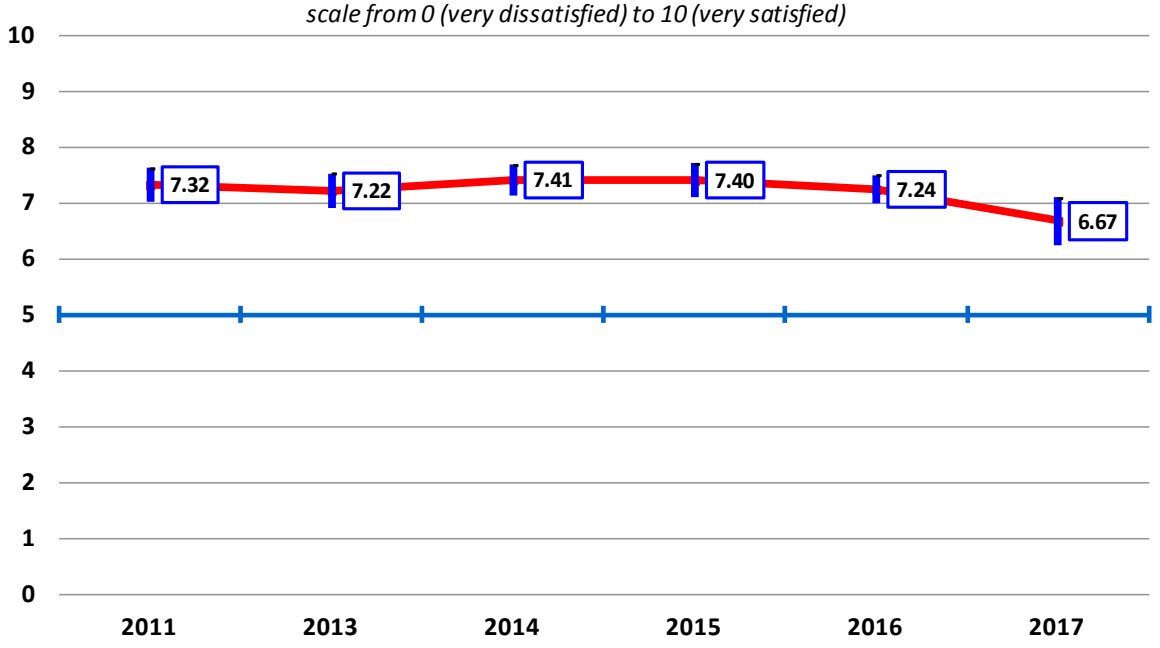
Satisfaction with the provision of accurate information or referred to an expert declined 4.4% in 2017, down from 7.21 to 6.89, although it remains at a level categorised as "good". This decline was not statistically significant.

Provision of accurate information or referred to an expert
Nillumbik Shire Council - 2017 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

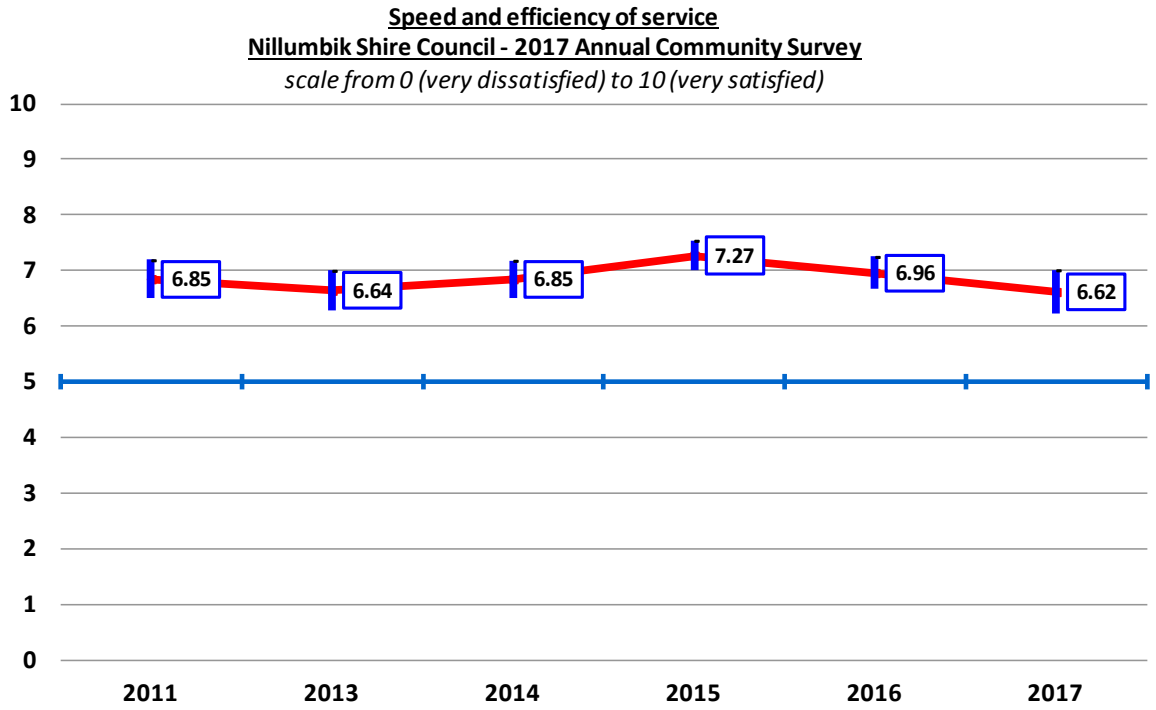


Satisfaction with access to relevant officer / area declined measurably and significantly in 2017, down 7.9% from 7.24 to 6.67, although it remains at a level categorised as "good".

Access to relevant officer / area
Nillumbik Shire Council - 2017 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the speed and efficiency of service declined 4.9% in 2017, down from 6.96 to 6.62, although it remains at a level categorised as "good".



Council services and facilities

Respondents were asked:

"On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community, and your personal level of satisfaction with each of the following Council provided services?"

Importance of Council services and facilities

The following table displays the average importance of each of the thirty services and facilities included in the 2017 survey, with the 2016 metropolitan Melbourne average from *Governing Melbourne*.

Respondents were asked to rate how important they considered each of the thirty Council provided services and facilities are to the community as a whole, rather than to them as individuals.

The average importance of the thirty Council provided services and facilities was 8.40 out of ten in 2016, a small decline on the 8.73 recorded in 2016.

Metropolis Research notes that all thirty services and facilities were rated at more than 6.5 out of ten, i.e. somewhat important, and that the spread of importance scores reflect the degree of importance rather than identifying any Council services and facilities that respondents consider unimportant (i.e. less than five out of ten).

Increased importance

There were no increases in importance recorded for any of the thirty Council provided services and facilities in 2017.

That said, it is noted that the importance aquatic and leisure centres, services for youth, the fortnightly recycling collection, fortnightly garbage collection, hard rubbish collection, and on and off road bike paths all declined by less than two percent. These declines were not statistically significant.

Decreased importance

There were measurable declines in the average importance respondents placed on the *Nillumbik News*, parking enforcement, street sweeping, animal management, Council's website, local traffic management, the provision and maintenance of street lighting, and the local library. The importance of these services and facilities all declined by at least five percent, and the declines were statistically significant.

Despite the declines in importance recorded this year, some of these services such as the local library service remain at higher than average importance.

Relative importance of Council services and facilities

The spread of importance of the thirty services and facilities can best be summarised as follows:

- ***Higher than average importance*** – for the fortnightly recycling collection, fortnightly garbage collection, fire prevention works, weekly green waste collection, services for seniors, service for children aged from birth to five years of age, hard rubbish collection, and litter collection in public areas.

- ***Average importance*** – for services for youth, maintenance and repair of local sealed roads, public toilets, drains maintenance and repairs, provision and maintenance of parks and gardens, on and off road bike paths, aquatic centres, sports ovals, provision and maintenance of street lighting, environmental programs and facilities, maintenance and cleaning of shopping strips, Education and Learning, footpath maintenance and repairs, local traffic management, and the local library.

- ***Lower than average importance*** – arts and cultural events, programs and activities, animal management, Council's website, street sweeping, the *Nillumbik News*, and parking enforcement.

Services and facilities rated by Nillumbik respondents as noticeably less important than the metropolitan Melbourne average include local traffic management, street sweeping, the *Nillumbik News*, and parking enforcement.

Importance of selected Council services and facilities
Nillumbik Shire Council - 2017 Annual Community Survey
(Number and index score scale 0 - 10)

	Service/facility	*2017*		*2016*	*2015*	*2014*	*2013*	*metro. Melb*
		Number	*Mean*					
Higher than average importance	Fortnightly recycling collection	495	**9.25**	9.36	9.21	9.24	9.53	9.36
	Fortnightly garbage collection	498	**9.22**	9.35	9.20	9.43	9.50	9.39
	Fire prevention works	478	**9.13**	9.35	n.a.	n.a.	n.a.	n.a.
	Weekly green waste collection	491	**8.90**	9.18	9.08	9.30	9.29	8.80
	Services for seniors	446	**8.87**	9.10	9.14	9.43	8.81	9.22
	Services for children aged 0 to 5 years	429	**8.79**	9.03	9.10	9.34	8.74	9.10
	Hard rubbish collection	478	**8.77**	8.95	8.94	9.13	9.28	8.93
	Litter collection in public areas	486	**8.74**	8.92	8.67	8.54	8.76	8.85
Average importance	Services for youth	428	**8.70**	8.79	9.05	9.20	8.54	8.87
	Maintenance and repairs of local sealed roads	498	**8.63**	8.83	8.57	8.73	8.97	8.77
	Public toilets	472	**8.62**	8.84	8.93	8.77	9.04	8.81
	Drains maintenance and repairs	487	**8.61**	8.83	8.52	8.58	9.02	8.78
	Provision and maintenance of parks & gardens	481	**8.61**	8.87	8.63	8.83	8.84	8.93
	On and off road bike paths	475	**8.59**	8.72	8.63	8.63	8.57	8.55
	Aquatic and Leisure centres	458	**8.57**	8.64	8.53	8.44	8.41	8.66
	Sports ovals	471	**8.54**	8.83	8.82	8.66	8.55	8.62
	Provision and maintenance of street lighting	493	**8.50**	8.99	8.65	8.58	8.86	8.99
	Environmental programs and facilities	469	**8.42**	8.65	n.a.	n.a.	n.a.	8.71
	Maintenance and cleaning of shopping strips	477	**8.41**	8.69	8.52	8.42	8.61	8.70
	Provision and maintenance of street trees	489	**8.39**	8.78	8.35	8.49	8.48	8.68
	Education and Learning	452	**8.38**	8.78	n.a.	n.a.	n.a.	n.a.
	Footpath maintenance and repairs	460	**8.36**	8.82	8.35	8.40	8.91	8.85
	Local traffic management	480	**8.36**	8.88	8.62	9.00	8.97	8.96
	Local library	469	**8.36**	8.83	8.90	8.80	9.00	8.70
Lower than average importance	Arts and cultural events, programs & activities	461	**7.91**	8.25	n.a.	n.a.	n.a.	8.06
	Animal management	470	**7.87**	8.49	8.19	8.38	8.35	8.38
	Council's Internet site	460	**7.52**	8.04	8.08	8.15	8.33	7.93
	Street sweeping	474	**7.38**	8.07	7.86	7.86	8.47	8.49
	Nillumbik News	463	**6.83**	7.51	7.47	7.42	7.71	7.42
	Parking enforcement	461	**6.79**	7.43	7.55	7.63	7.98	7.88
	Average importance of Council services		*8.40*	*8.73*	*8.56*	*8.62*	*8.70*	*8.69*

Satisfaction with Council services and facilities

Respondents were asked to rate their personal level of satisfaction with all seventeen core services and facilities, and their satisfaction with each of the thirteen non-core services and facilities that they or members of their household had used in the last twelve months.

The average satisfaction with the thirty included Council services and facilities declined by just 0.8% in 2017, down from 7.24 to 7.18. Despite this decline, average satisfaction with Council services and facilities remains at a level best categorised as "good".

Increased satisfaction

The average satisfaction with twelve services and facilities increased in 2017, with most attention given to the 3.9% increase in satisfaction with fortnightly recycling collection and the three percent increase in satisfaction with environmental programs and facilities.

Metropolis Research notes that satisfaction with local traffic management increased by 1.5% in 2017. It is noted however that the change in the wording from "traffic management" to "local traffic management" is likely to be a driver behind this statistically significant increase this year.

Decreased satisfaction

Satisfaction with eighteen of the thirty services and facilities declined somewhat in 2017, although most of these declines were not statistically significant.

Particular attention drawn to the declines in satisfaction with drains maintenance and repairs (down 8.3%), hard rubbish collection (down 7.3%), parking enforcement (down 4.6%), public toilets (down 4.6%), the provision and maintenance of street trees (down 3.7%), and on and off road bike paths (3.4%).

It is noted that although satisfaction with some of these services and facilities declined measurably in 2016, all remain at levels categorised as "solid".

Relative satisfaction with Council services and facilities

The average satisfaction with the thirty included Council services and facilities can best be summarised as follows:

- ⊗ ***Excellent*** – for the local library, environmental programs and facilities, weekly green waste collection, services for children aged from birth to five years of age, Education and Learning, fortnightly recycling collection, arts and cultural events, programs, and activities, and sports ovals.

- ***Very Good*** – for the provision and maintenance of street lighting, aquatic and leisure centres, on and off road bike paths, fortnightly garbage collection, provision and maintenance of parks and gardens, services for youth and maintenance and cleaning of shopping strips.

- ***Good*** – for Council's website, animal management, litter collection in public areas, services for seniors, the *Nillumbik News*, fire prevention works, hard rubbish collection, the maintenance and repair of sealed local roads, and public toilets.

- ***Solid*** – for the provision and maintenance of street trees, street sweeping, footpath maintenance and repairs, drains maintenance and repairs, parking enforcement, and local traffic management.

Metropolis Research notes that none of the thirty included Council services and facilities obtained satisfaction scores categorised as "poor", "very poor", or "extremely poor".

Satisfaction with selected services and facilities
Nillumbik Shire Council - 2017 Annual Community Survey
(Number and index score scale 0 - 10)

	Service/facility	*2017*		*2016*	*2015*	*2014*	*2013*	*metro. Melb 2016*
		Number	*Mean*					
Higher than average satisfaction	Local library	263	**8.53**	8.50	8.79	8.12	8.39	8.52
	Environmental programs and facilities	245	**8.20**	7.94	n.a.	n.a.	n.a.	7.07
	Weekly green waste collection	482	**8.14**	8.00	8.05	7.95	7.76	8.31
	Services for children aged 0 to 5 years	89	**7.98**	8.09	8.28	7.76	7.91	7.99
	Education and Learning	134	**7.97**	8.03	n.a.	n.a.	n.a.	n.a.
	Fortnightly recycling collection	491	**7.91**	7.61	8.12	7.87	8.00	8.66
	Arts and cultural events, programs & activities	212	**7.83**	7.85	n.a.	n.a.	n.a.	7.78
	Sports ovals	243	**7.75**	7.90	8.23	7.55	7.87	7.91
Average satisfaction	Provision and maintenance of street lighting	483	**7.53**	7.38	7.36	6.87	6.99	7.27
	Aquatic and Leisure centres	237	**7.44**	7.57	7.81	7.40	7.61	7.85
	On and off road bike paths	290	**7.44**	7.70	7.63	7.31	7.40	7.36
	Fortnightly garbage collection	494	**7.43**	7.36	7.81	7.88	8.03	8.75
	Provision and maintenance of parks & gardens	468	**7.35**	7.19	7.40	7.04	7.08	7.67
	Services for youth	64	**7.31**	7.41	7.83	6.75	6.85	7.63
	Maintenance and cleaning of shopping strips	468	**7.31**	7.22	7.50	6.96	6.80	7.35
	Council's Internet site	263	**7.13**	7.29	7.59	7.11	7.24	7.27
	Animal management	438	**7.11**	7.30	7.42	7.10	7.19	7.51
	Litter collection in public areas	477	**7.02**	7.02	7.20	6.77	6.58	7.20
	Services for seniors	70	**6.99**	7.06	8.03	7.75	7.65	7.94
	Nillumbik News	434	**6.84**	6.96	7.12	6.58	6.99	7.11
	Fire prevention works	461	**6.80**	6.89	n.a.	n.a.	n.a.	n.a.
	Hard rubbish collection	342	**6.77**	7.31	7.34	6.91	6.44	8.08
Lower than average satisfaction	Maintenance and repairs of local sealed roads	496	**6.53**	6.52	6.56	6.26	6.63	7.05
	Public toilets	238	**6.51**	6.82	6.37	5.62	6.27	6.45
	Provision and maintenance of street trees	481	**6.42**	6.67	6.92	5.92	6.66	7.00
	Street sweeping	438	**6.40**	6.57	6.68	5.86	6.07	7.23
	Footpath maintenance and repairs	442	**6.39**	6.33	6.43	5.82	6.30	6.72
	Drains maintenance and repairs	472	**6.22**	6.78	6.83	6.29	6.57	7.33
	Parking enforcement	426	**6.12**	6.42	6.66	6.14	6.63	6.41
	Local traffic management	469	**6.10**	6.01	6.29	5.92	6.45	6.58
	Average satisfaction with selected services		*7.18*	*7.24*	*7.38*	*6.89*	*7.08*	*7.47*

Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of the average importance of each of the forty-one included Council services and facilities against the average satisfaction with each service and facility. The blue cross-hairs represent the average importance (8.40) and the average satisfaction (7.18).

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:

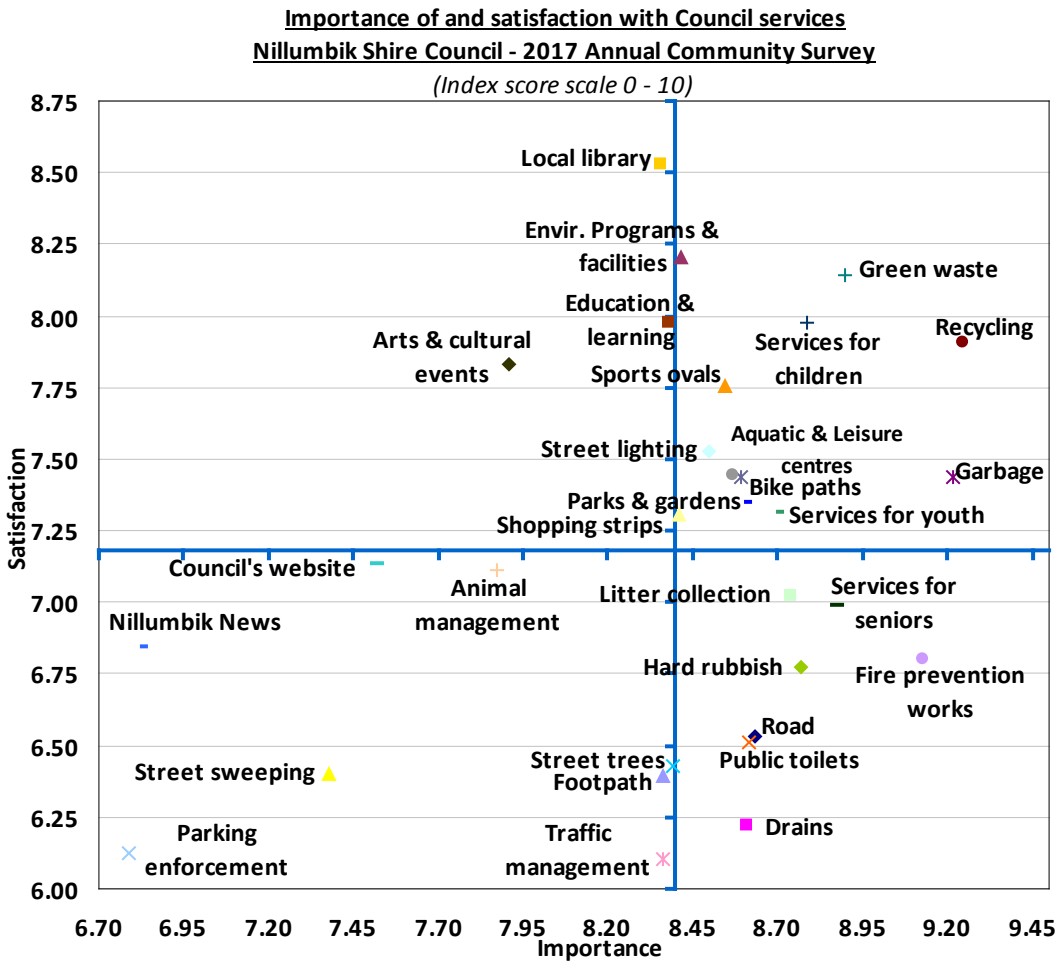
- ⊗ Many of the most important services are also those with the highest levels of satisfaction, including all the rubbish and recycling collection services, the local library, and many of the community services. This also includes the aquatic and leisure centres, sports ovals and bike paths.

- ⊗ The services and facilities of most concern are the maintenance and repair of sealed local roads, local traffic management, public toilets, fire prevention works, hard rubbish, and most notable in 2017 is drains maintenance and repairs.

- ⊗ Many of the communication and arts and cultural services are of lower than average importance, and some received marginally lower than average satisfaction scores. The lower levels of satisfaction may well be, at least in part, related to the lower importance scores, as some respondents will mark down satisfaction if they are of the view that Council has over-invested in the services.

- ⊗ Parking enforcement was rated measurably less important than average and also received a measurably lower than average satisfaction score. This result has commonly been observed by Metropolis Research elsewhere in *Governing Melbourne* as well as in research for a number of other metropolitan Melbourne municipalities. Many respondents that are dissatisfied with parking enforcement because they believe there is too much enforcement will tend to mark down the importance of the service accordingly. There are other respondents naturally who are dissatisfied with parking enforcement because they believe that Council is conducting too little enforcement.

- ⊗ Street sweeping was also identified as being of measurably less important than average and received measurably lower than average satisfaction.



Municipal comparison of average satisfaction

Satisfaction by broad service areas

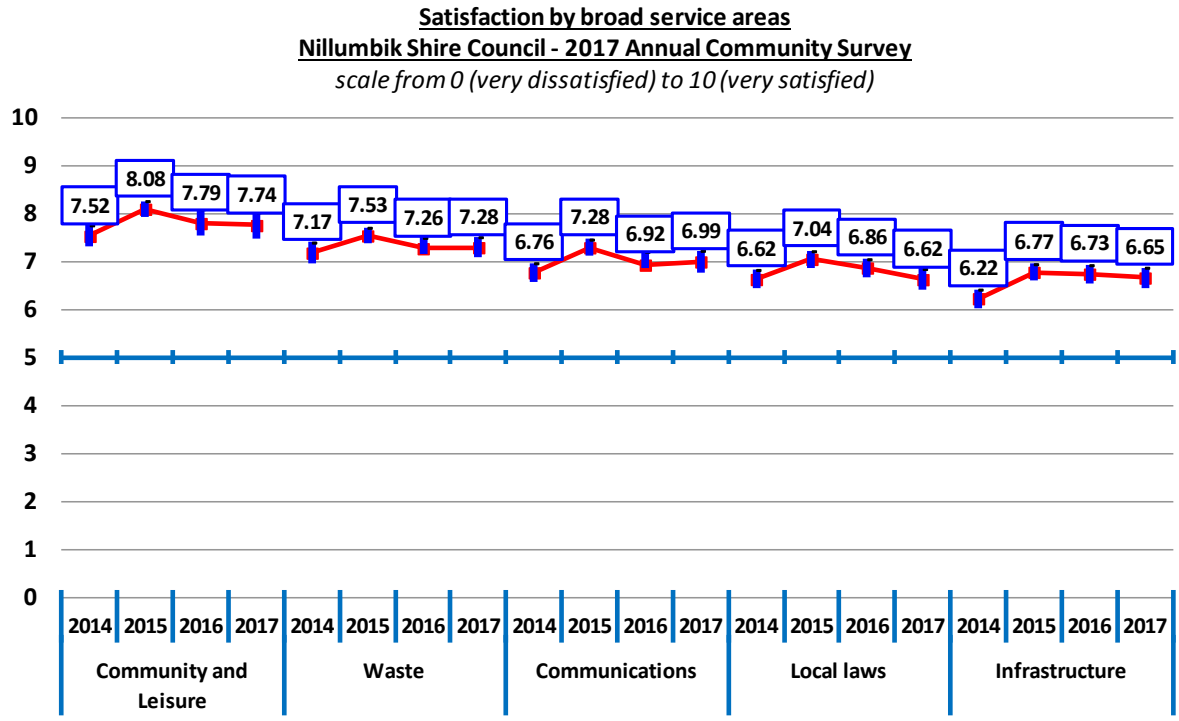
The following graph provides the average satisfaction with the thirty services and facilities broken down into the five broad areas of services.

- ***Infrastructure*** *– roads, drains, footpath, street trees, parks & gardens, traffic management, public toilets, street lighting, fire prevention works*
- ***Waste management*** *– fortnightly garbage collection, recycling, litter collection in public areas, green waste, hard rubbish, street sweeping, shopping areas maintenance*
- ***Community and Leisure*** *– library, Aquatic & Leisure Centres, sports oval, bike paths, services for children, services for youth, services for seniors, arts & cultural activities, education & learning, environmental programs & activities*
- ***Enforcement and local laws*** *– animal management, parking enforcement, local laws*
- ***Strategy, corporate and communications*** *– Council's newsletter, Council advertising in local papers, economic development, Council's website*

As is evident in the following graph, and consistent with the less than one percent decline in average satisfaction with the thirty included services and facilities, there was a small decline recorded in average satisfaction with each of the five broad service areas.

The largest decline in satisfaction with the broad service areas was local laws, which declined 3.5% in 2017, down from 6.86 to 6.62 although it remains categorised as "good".

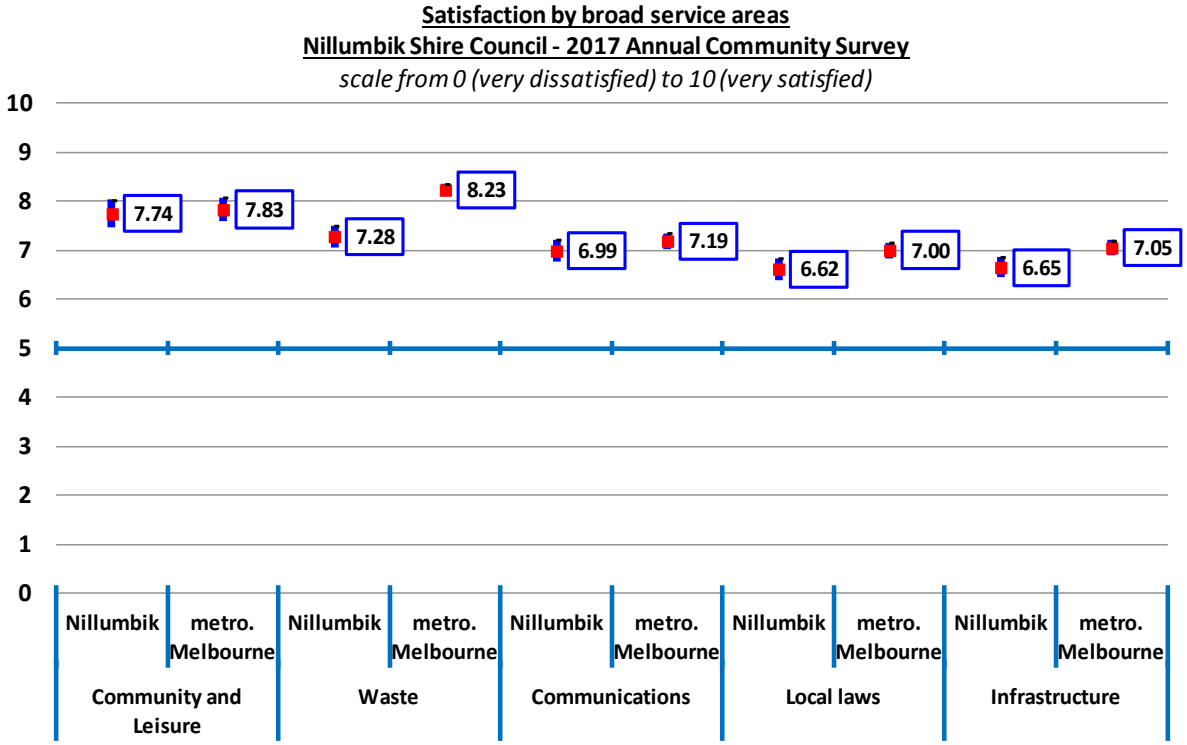
It is also noted that waste, recycling and litter collection services recorded a very small increase in average satisfaction of less than one percent.



The following graph provides a comparison of average satisfaction with the five broad areas of services between the Nillumbik respondents in 2017 and the 2016 metropolitan Melbourne averages as recorded in *Governing Melbourne*.

It is observed that Nillumbik respondents' satisfaction with community and leisure services and facilities was almost identical to the metropolitan Melbourne average, satisfaction with communications services was marginally lower, satisfaction with waste, recycling and litter collection services, local laws, and infrastructure services and facilities were measurably lower than the metropolitan Melbourne averages.

Particular attention is drawn to the measurably and significantly lower satisfaction with waste, recycling and litter collection services in the Shire of Nillumbik when compared to the metropolitan Melbourne average. This highlights the significantly lower than average satisfaction with the fortnightly recycling collection (8.7% lower), fortnightly garbage collection (15.1% lower), and hard rubbish collection (16.2% lower) in the Shire of Nillumbik than the metropolitan Melbourne average.

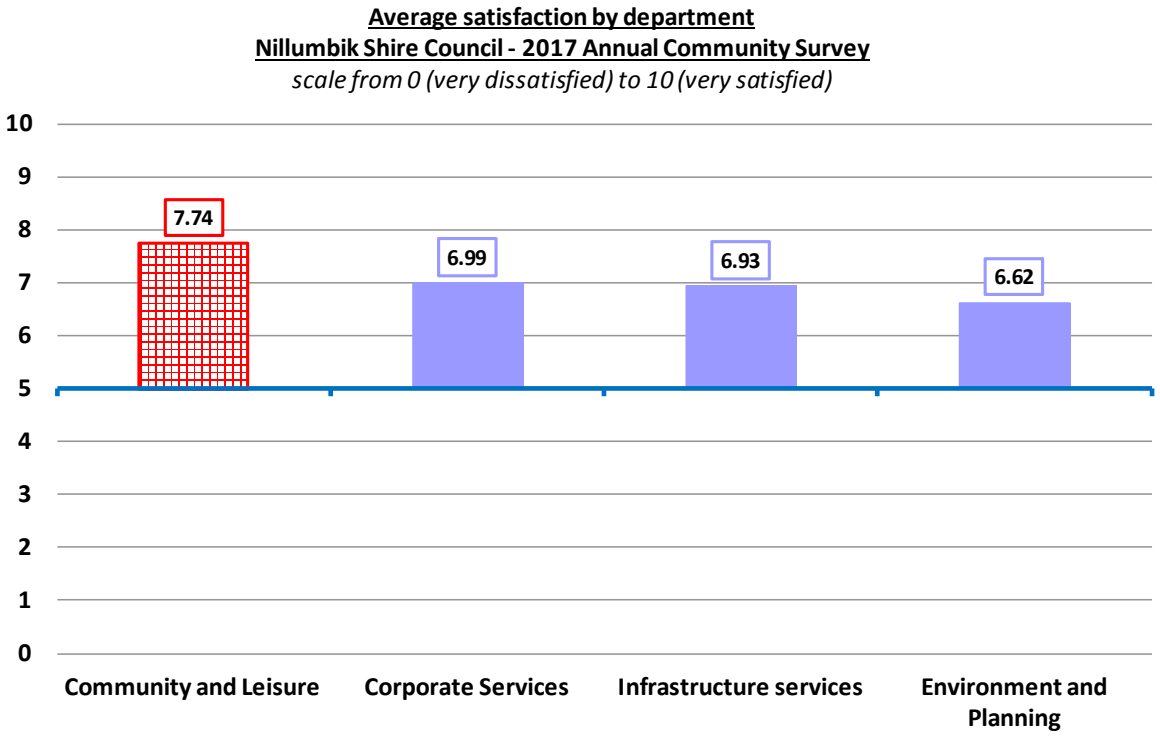


Satisfaction by Council department

Satisfaction with the services and facilities included in the survey by Council department are outlined in the following graph. This result is a simple average of the satisfaction with each of the services and facilities from each department that are included in the survey.

The average satisfaction with the services and facilities included in each of the four departments can best be summarised as follows:

- ⊗ ***Very Good*** – for Community and Leisure.
- ⊗ ***Good*** – for Corporate Services, Infrastructure Services, and Environment and Planning.



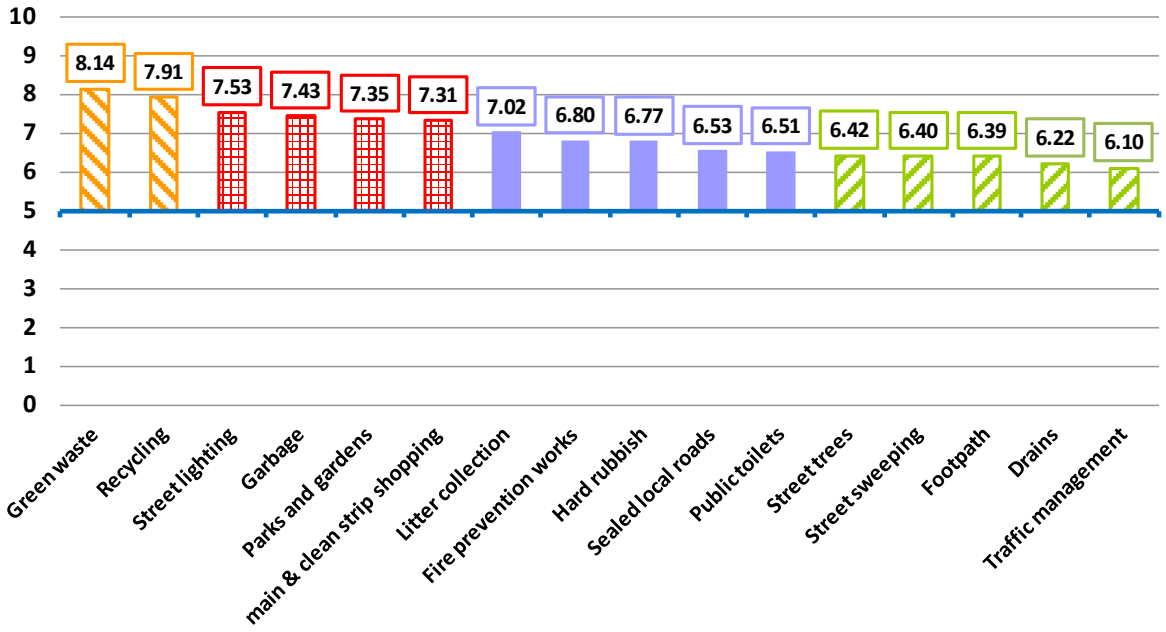
Infrastructure Services

There were sixteen services and facilities from the Infrastructure Services department of Nillumbik Shire Council included in the 2017 survey.

Satisfaction with these sixteen services and facilities can best be summarised as follows:

- ***Excellent*** – for the green waste collection and the fortnightly recycling collection.
- ***Very Good*** – for street lighting, the fortnightly garbage collection, and the provision and maintenance of parks and gardens.
- ***Good*** – for litter collection in public areas, fire prevention works, the hard rubbish collection, the maintenance and repair of sealed local roads, and public toilets.
- ***Solid*** – for the provision and maintenance of street trees, street sweeping, the maintenance and repair of footpaths and drains, and local traffic management.

Satisfaction with Infrastructure services
Nillumbik Shire Council - 2017 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



When examined in the cross-tabulation graph, it is noted that there was a wide distribution of Infrastructure department services and facilities across the importance / satisfaction spectrum.

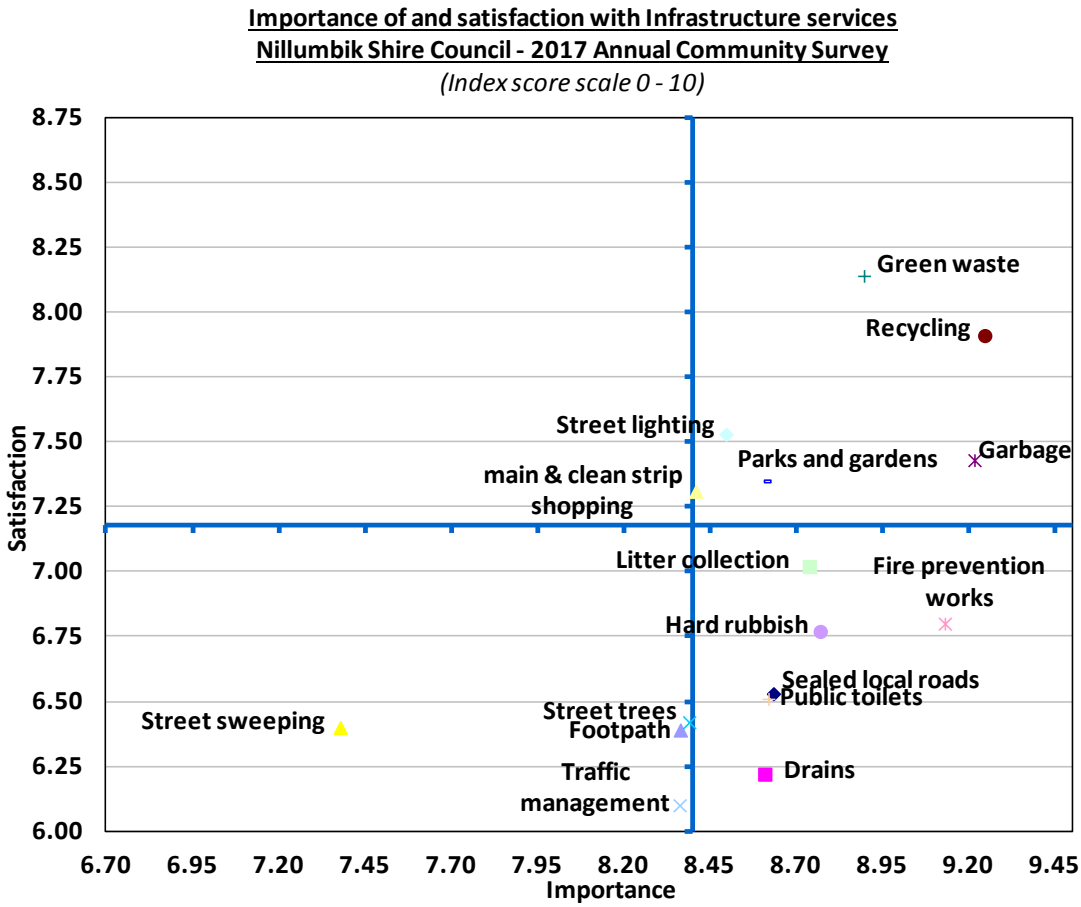
Many of the services and facilities hover roughly around the average importance and average satisfaction; however the green waste and recycling collection services are clearly of higher than average importance and received higher than average satisfaction scores.

Particular attention is drawn to the fortnightly garbage collection service, which despite being of higher than average importance, received an average satisfaction score only marginally higher than average. Satisfaction with this service is measurably and significantly lower in Nillumbik than the metropolitan Melbourne average of 8.75 in 2016. This is a finding that is in the experience of Metropolis Research quite unusual as most municipalities record very high levels of satisfaction with the regular garbage collection service.

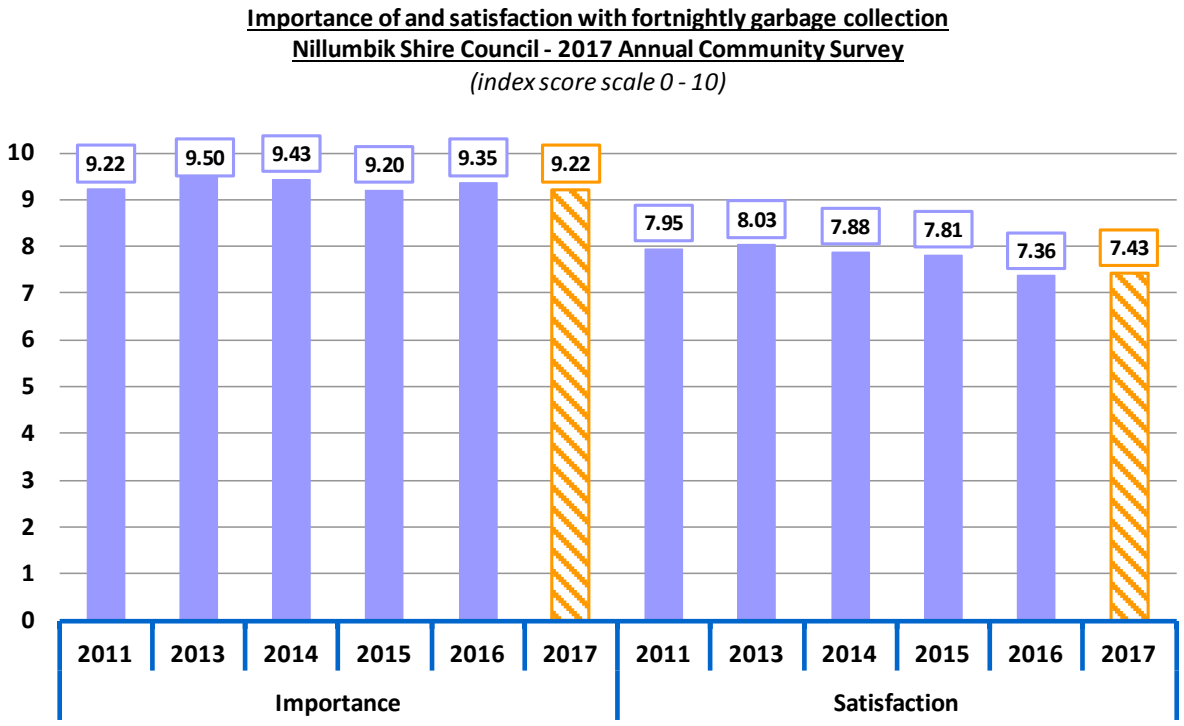
Attention is also drawn to drains maintenance and repairs, which despite being of higher than average importance received significantly lower than average satisfaction. Drains maintenance and repairs has emerged throughout this report as an issue of some concern to a number of respondents this year, and satisfaction with the service declined 8.3%.

The provision and maintenance of street trees and footpath maintenance and repairs are of average importance, but notably lower than average satisfaction. This is a pattern commonly observed elsewhere across metropolitan Melbourne.

It is also noted that street sweeping was considered significantly less important than the average of all services and facilities, and also significantly less important than all of the cleaning and litter collection related services included in the survey.

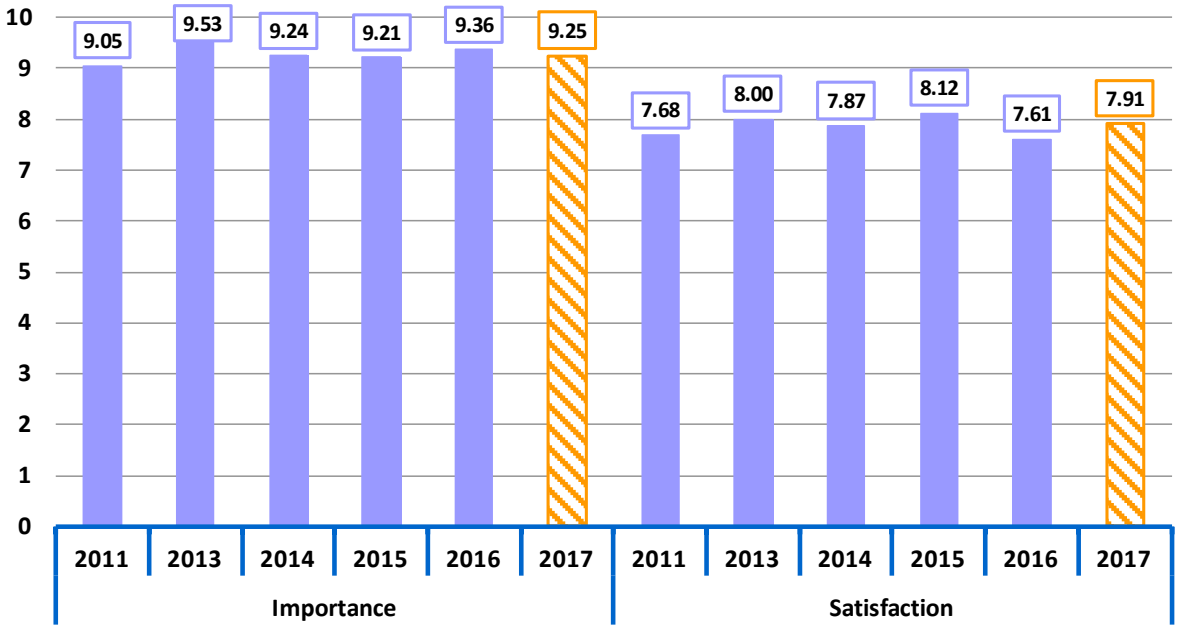


Fortnightly garbage collection



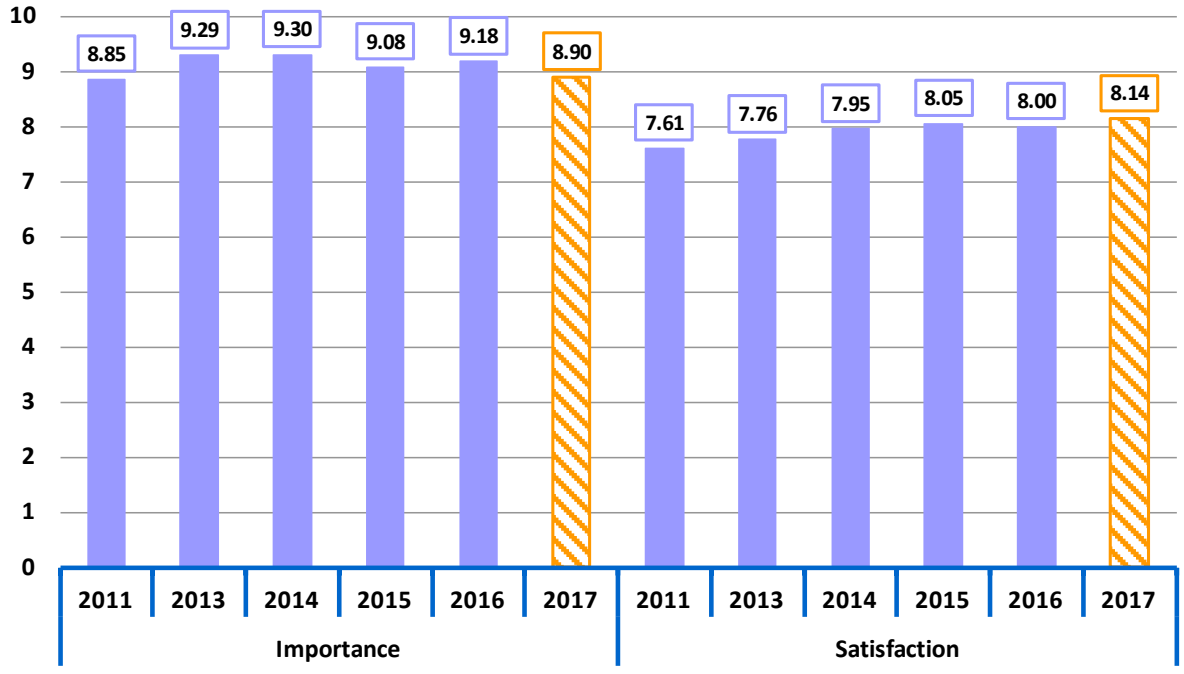
Fortnightly regular recycling

Importance of and satisfaction with fortnightly regular recycling
Nillumbik Shire Council - 2017 Annual Community Survey
(index score scale 0 - 10)

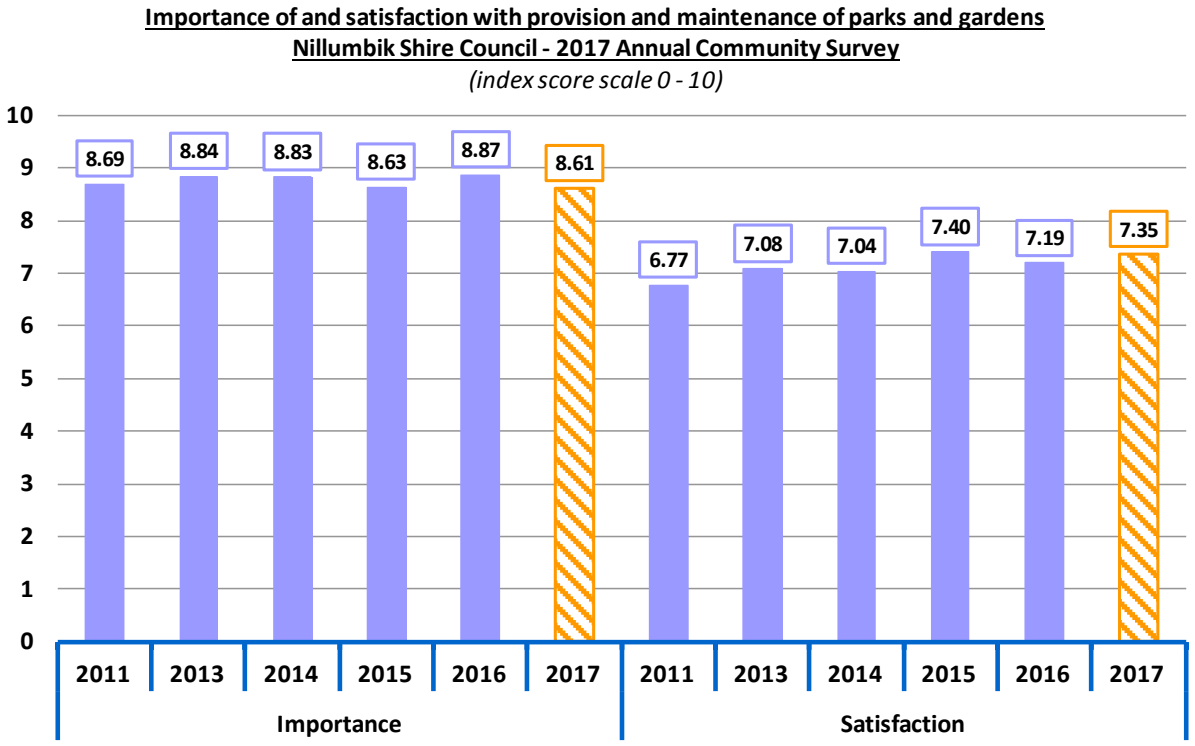


Weekly green waste collection

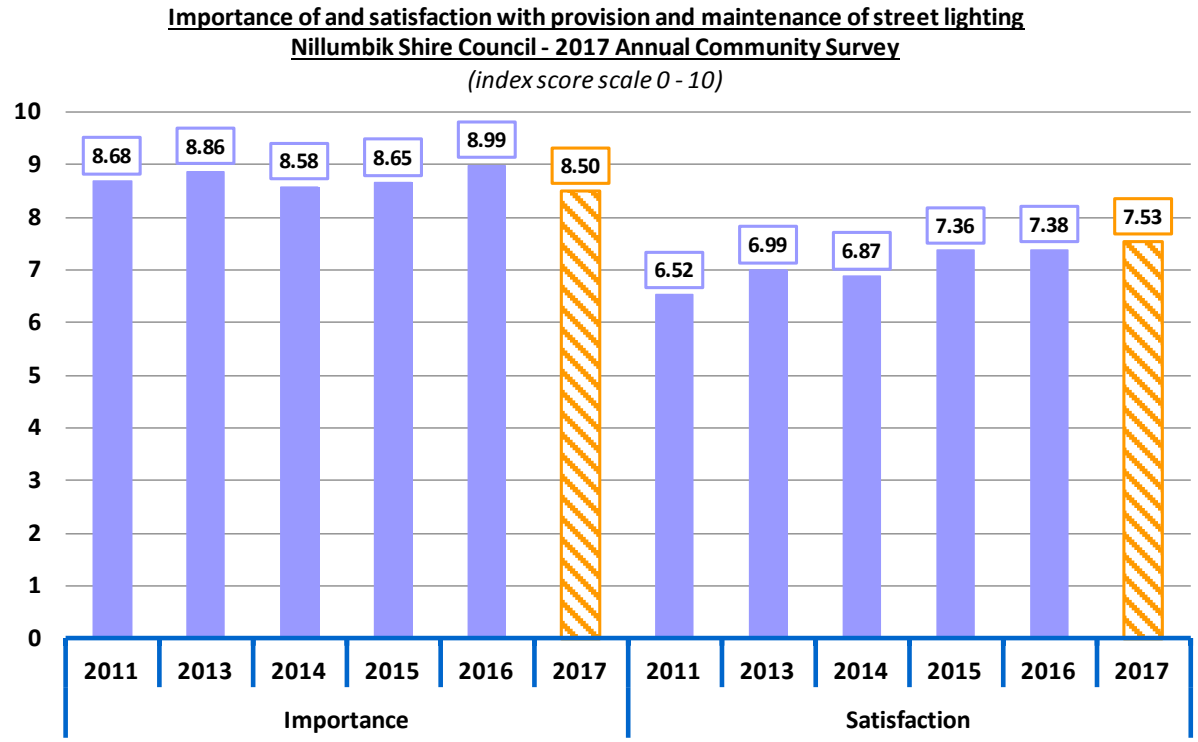
Importance of and satisfaction with weekly green waste collection
Nillumbik Shire Council - 2017 Annual Community Survey
(index score scale 0 - 10)



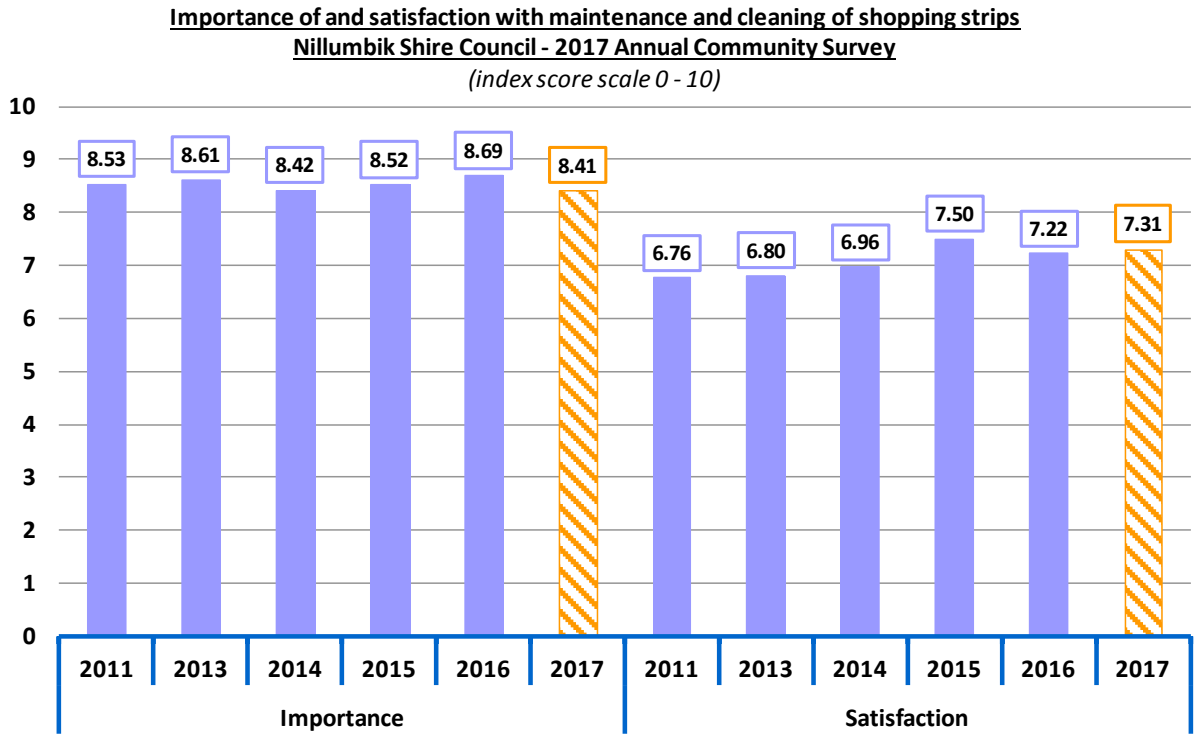
Provision and maintenance of parks and gardens



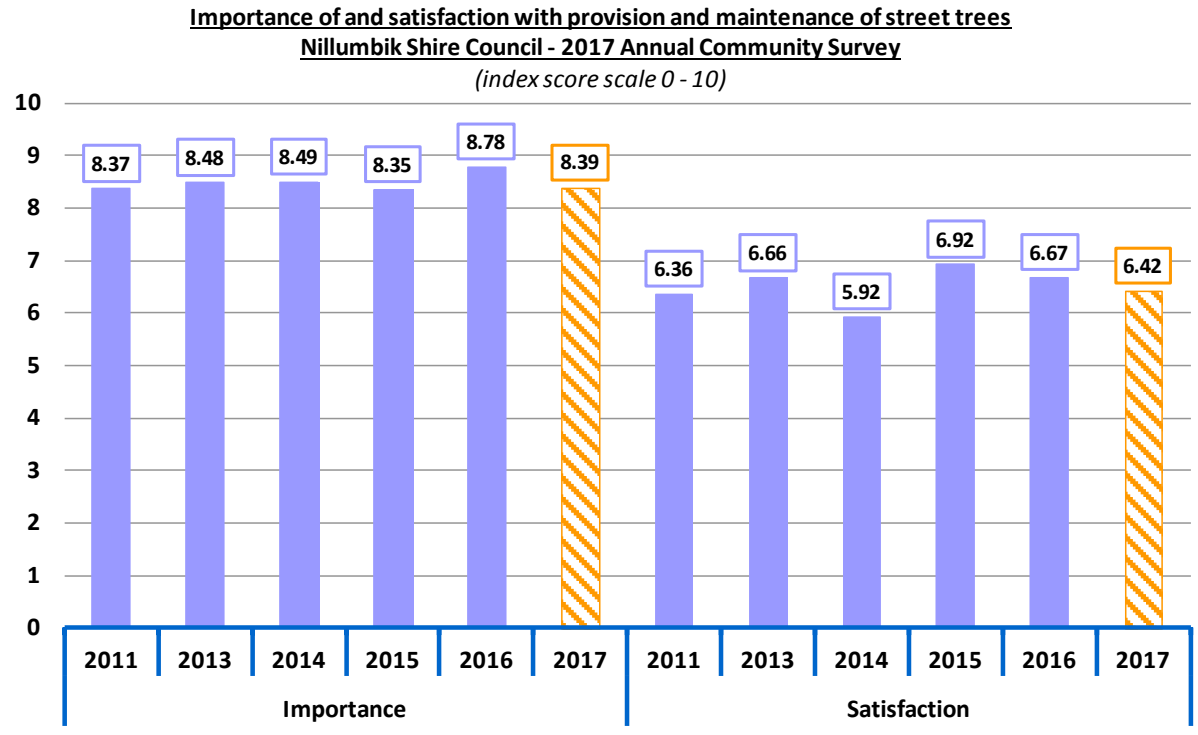
Provision and maintenance of street lighting



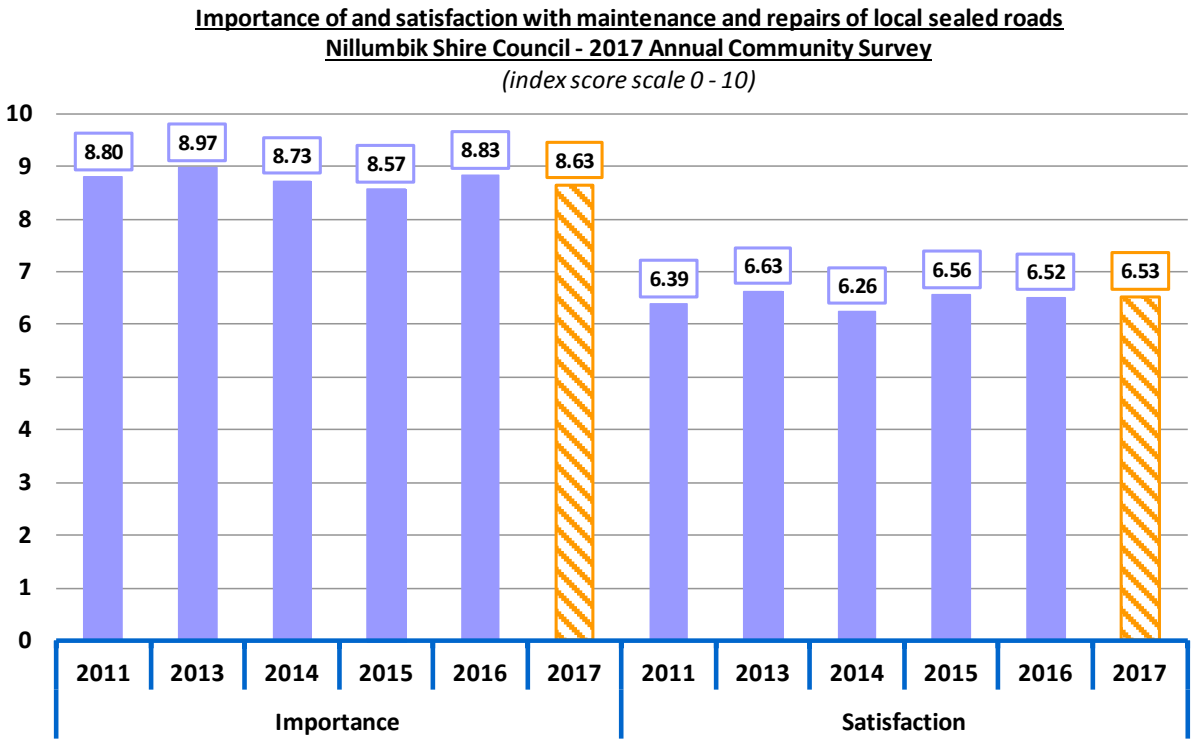
Maintenance and cleaning of shopping strips along roads



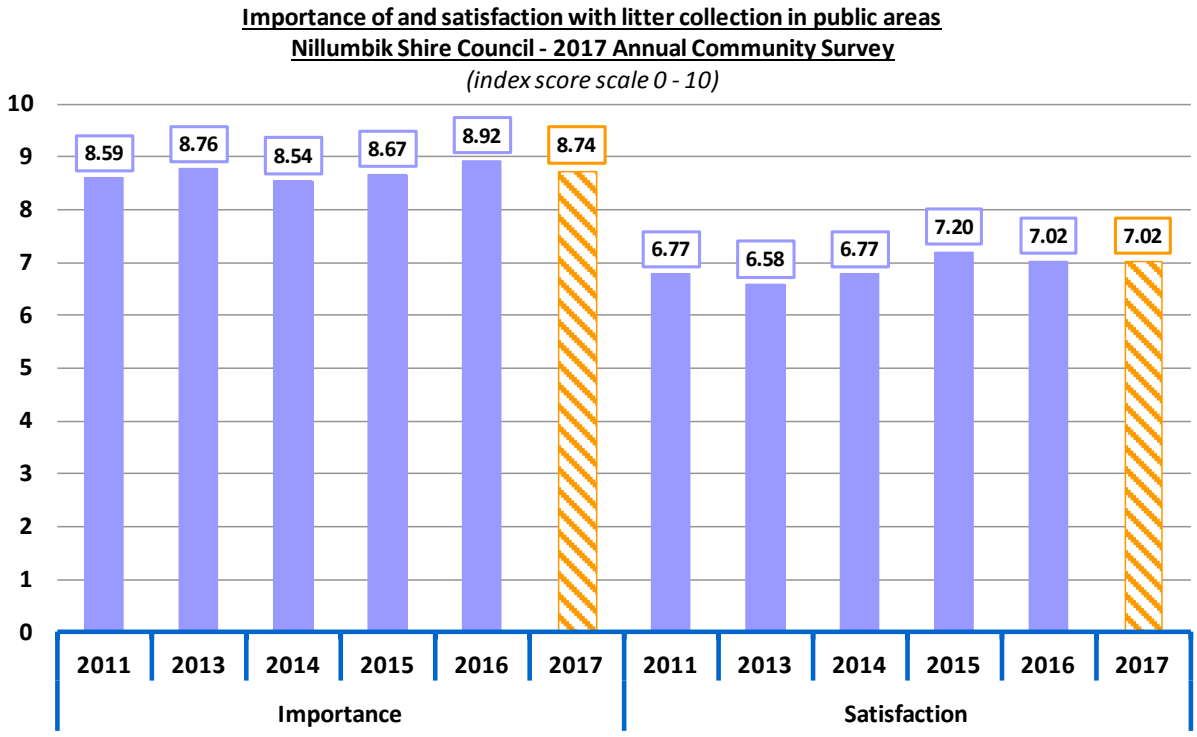
Provision and maintenance of street trees



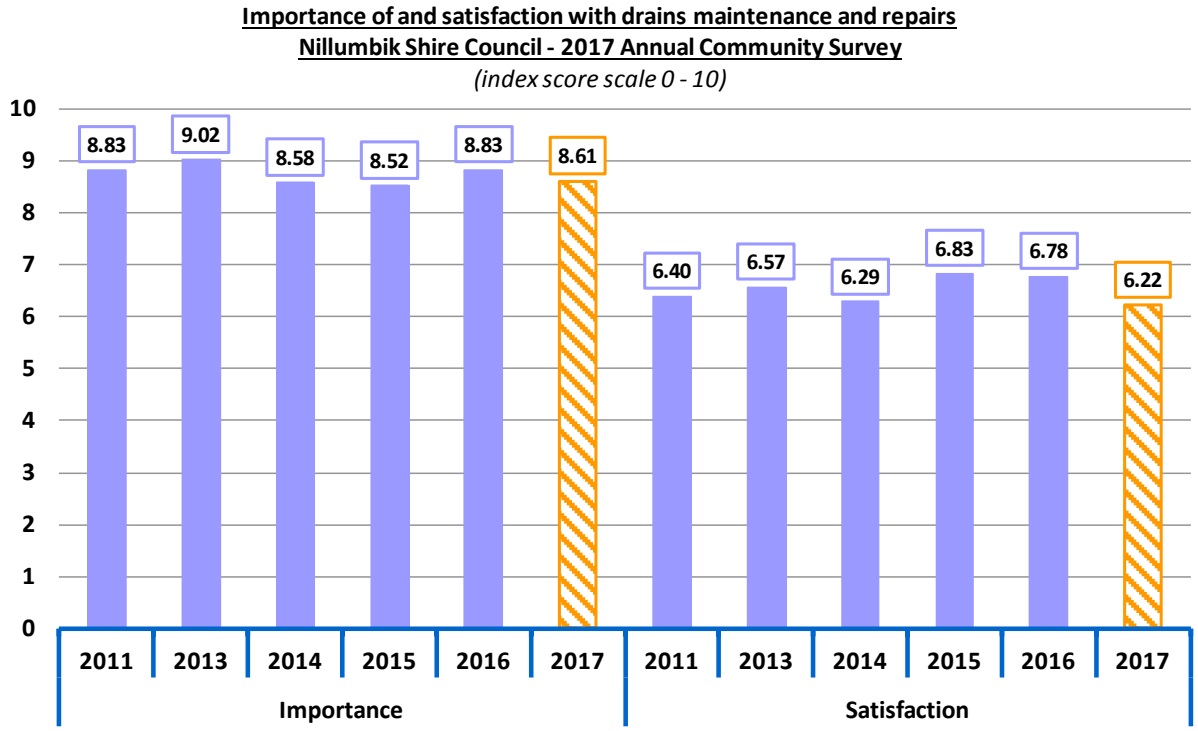
Maintenance and repairs of sealed local roads



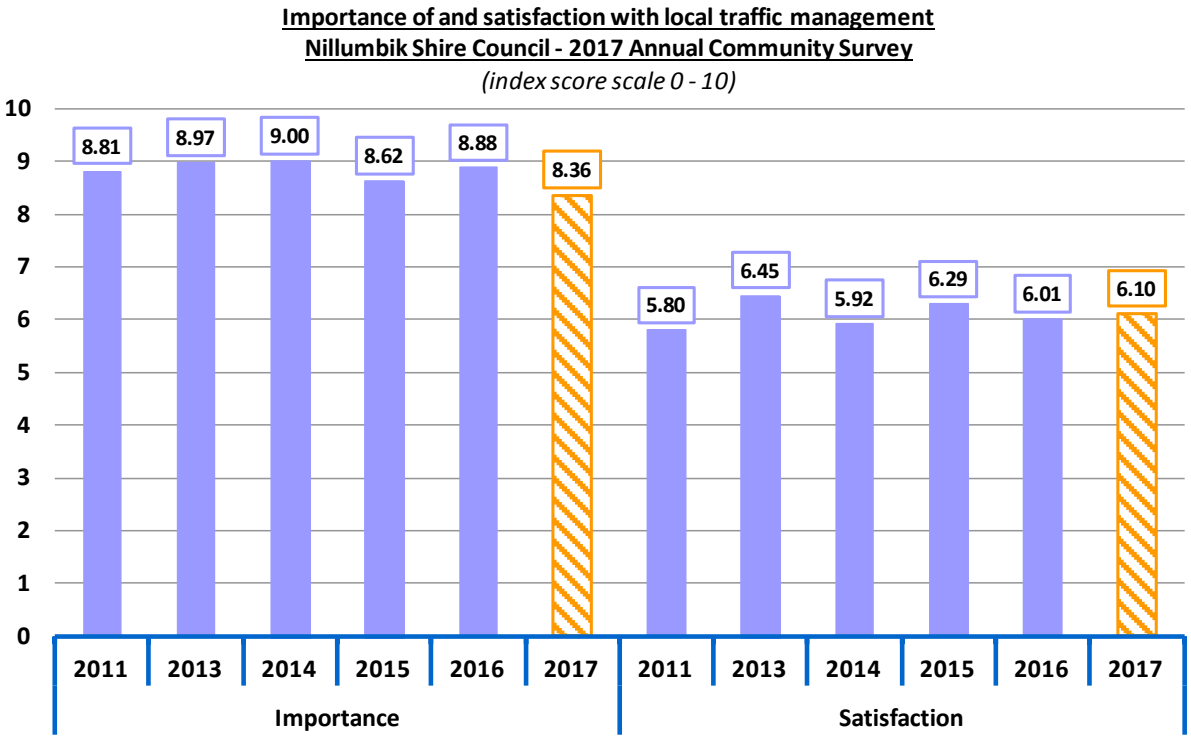
Litter collection in public areas



Drains maintenance and repairs



Local traffic management



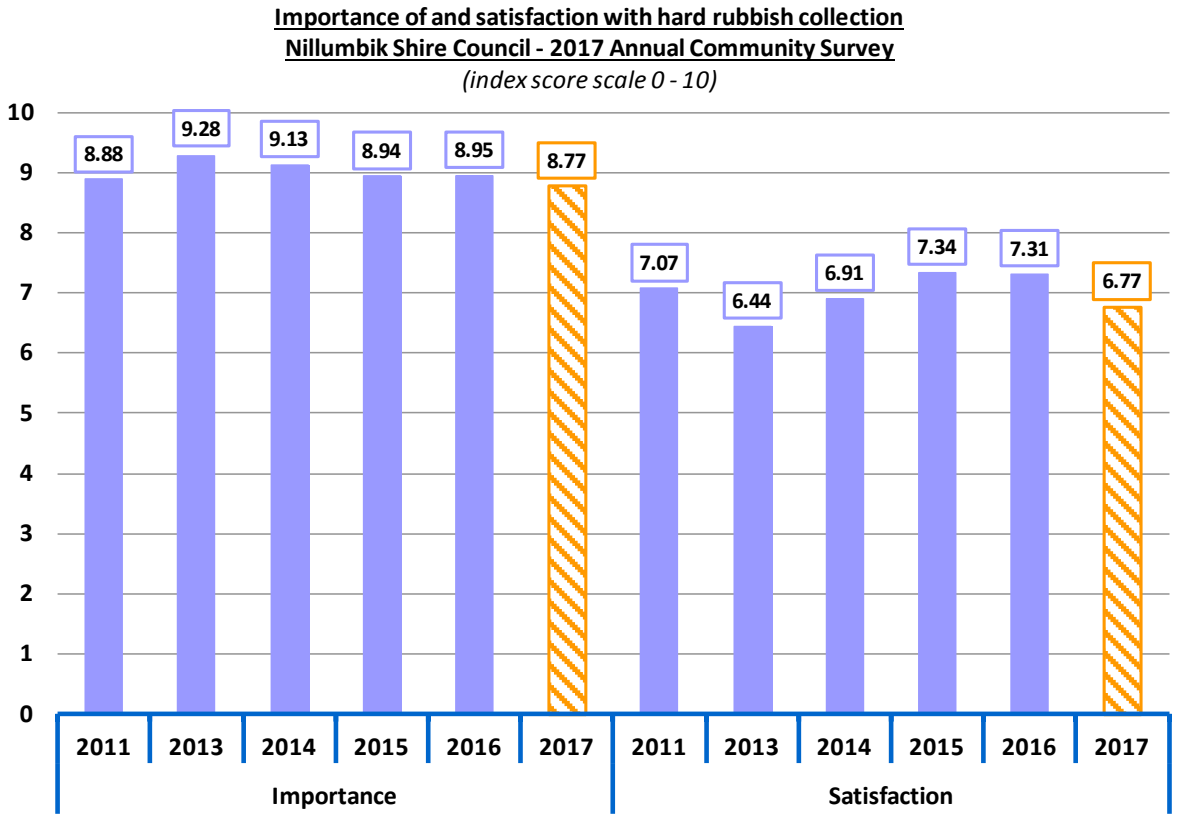
Comments regarding local traffic management
Nillumbik Shire Council - 2017 Annual Community Survey
(Number of responses)

Comment	*Number*
Too much congestion	4
Too much traffic everywhere	4
Traffic can't move in peak hours	3
Bike riders are a real problem, too much speed, no one checks	2
Not enough ways to get around and gets congested very quickly	2
Speeding	2
Too much traffic, roads too narrow	2
Trucks	2
Upgrade railway crossing causing traffic congestion	2
Car parks are poorly designed; access is difficult	1
Congestion of main streets in peak hours	1
Don't see any Council or police done that	1
Don't see much of it	1
Hoons are a problem in residential streets	1
I get blocked up in traffic all the time and it is getting worse	1
Increase accessibility	1
Keep on opening up housing development. No roads development	1
Lack of proper roads	1
Need better local roads - link to Eastern Fwy	1
Need more lanes	1
Need to get rid of bus lanes	1
Nillumbik has become a default ringroad	1
No improvement in 25 years to cater population	1
Our street is busy and out of control	1
Roads are blocked and the traffic is horrible	1
Roads are too clogged, no bypass or roundabouts	1
Speed humps are not the way to go	1
Terrible	1
The flow is very heavy and it's dangerous	1
There is a lot of hooligan driving	1
They are hopeless. Nothing much done	1
They don't improve the roads in a reasonable way	1
Too many bike lanes	1
Too many cars using Eltham as throughway	1
Too many new development and little consideration of traffic management	1
Too much traffic and not enough control	1
Traffic lights poorly maintained	1

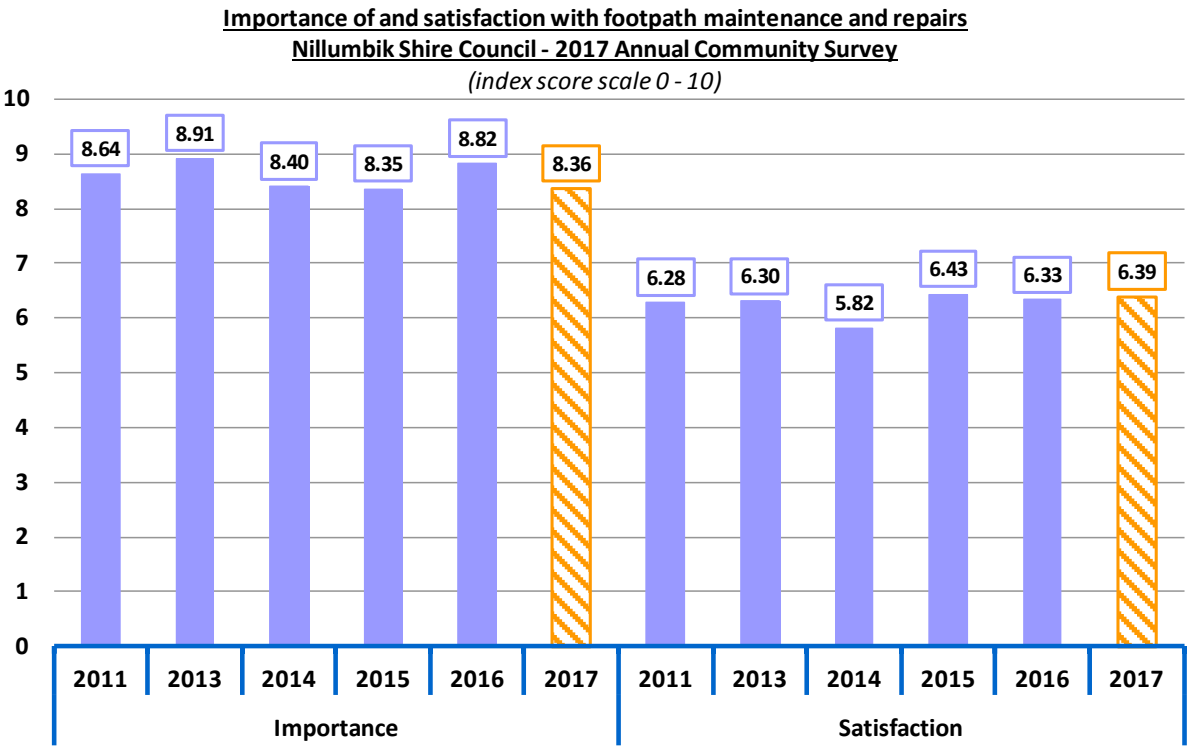
Comments regarding local traffic management
Nillumbik Shire Council - 2017 Annual Community Survey
(Number of responses)

Comment	*Number*
Specific areas identified	
Because this street (Main St) had some accidents	1
Craig Rd used as a rat run	1
Don't want traffic light in Eltham	1
Due to changes on main road, traffic has increased in Daviesia Drive	1
Falkiner St used as a rat-run AM & PM	1
It is a car park on Main Rd when peak traffic	1
It is difficult to get to the main road in winter the mirror is fogged up at Main St	1
Karingal Dr and Sherbourne Rd crossing point - trees! cannot see other cars	1
Main Rd in Diamond Creek is getting pretty congested in peak hours / weekends	1
No infrastructure, takes 25 mins from Yan Yean Rd to Bypass)	1
Plaza Park is crap, access and lights are terrible	1
Speed humps in Ryan's Rd (too many), slow emergency services vehicles	1
The bridge in Wattletree Rd is too narrow	1
Too many cars at Diamond Creek Centre	1
Too many cars speed down Falkiner St	1
Widening on Main Rd	1
Yan Yean Rd congestion	1
Total	**68**

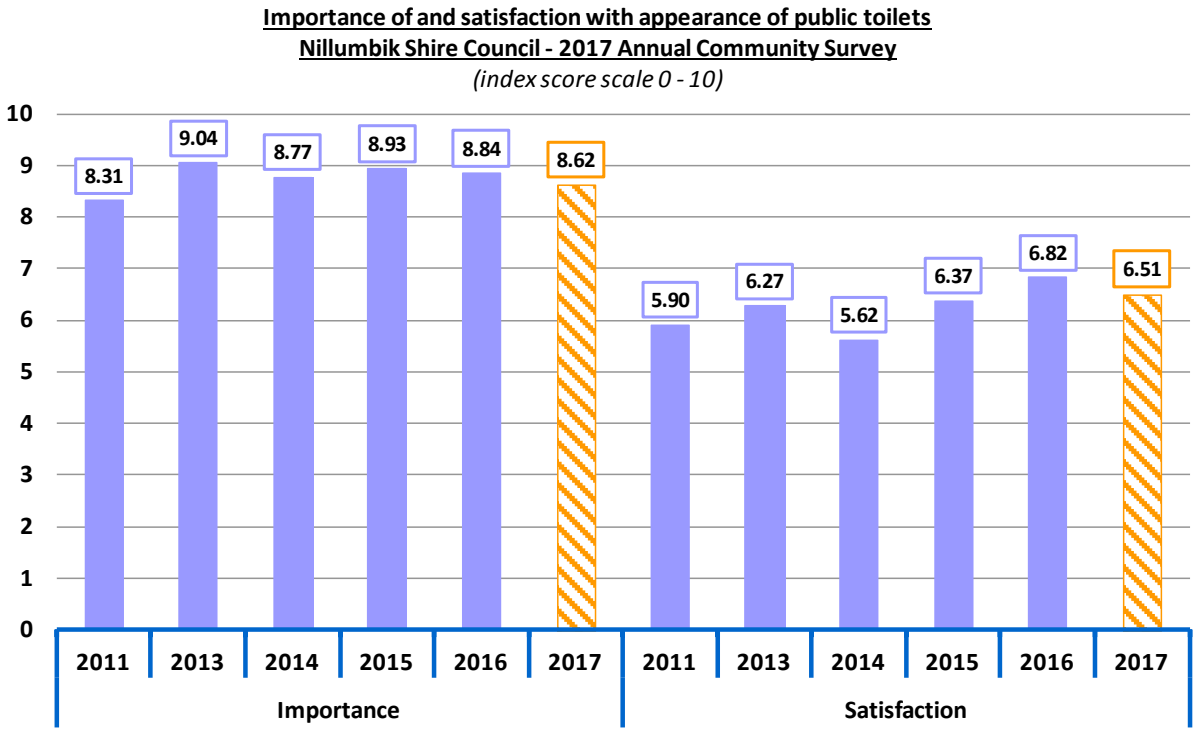
Hard rubbish collection



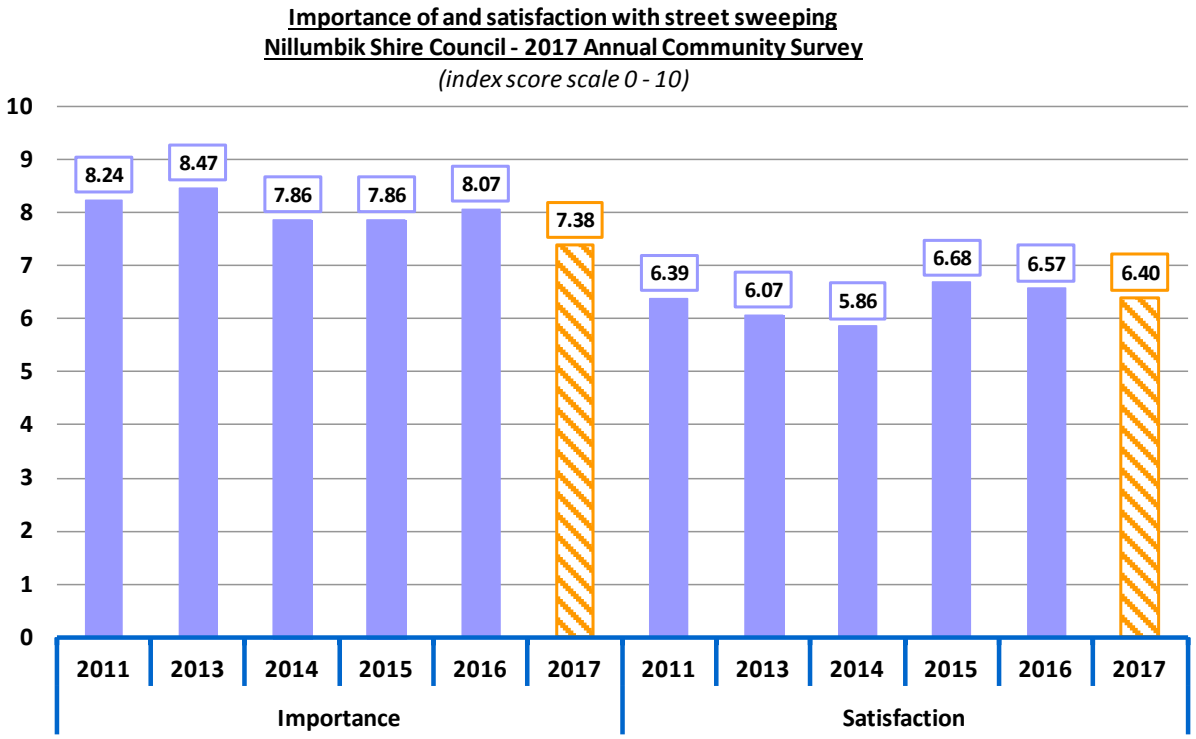
Footpath maintenance and repairs



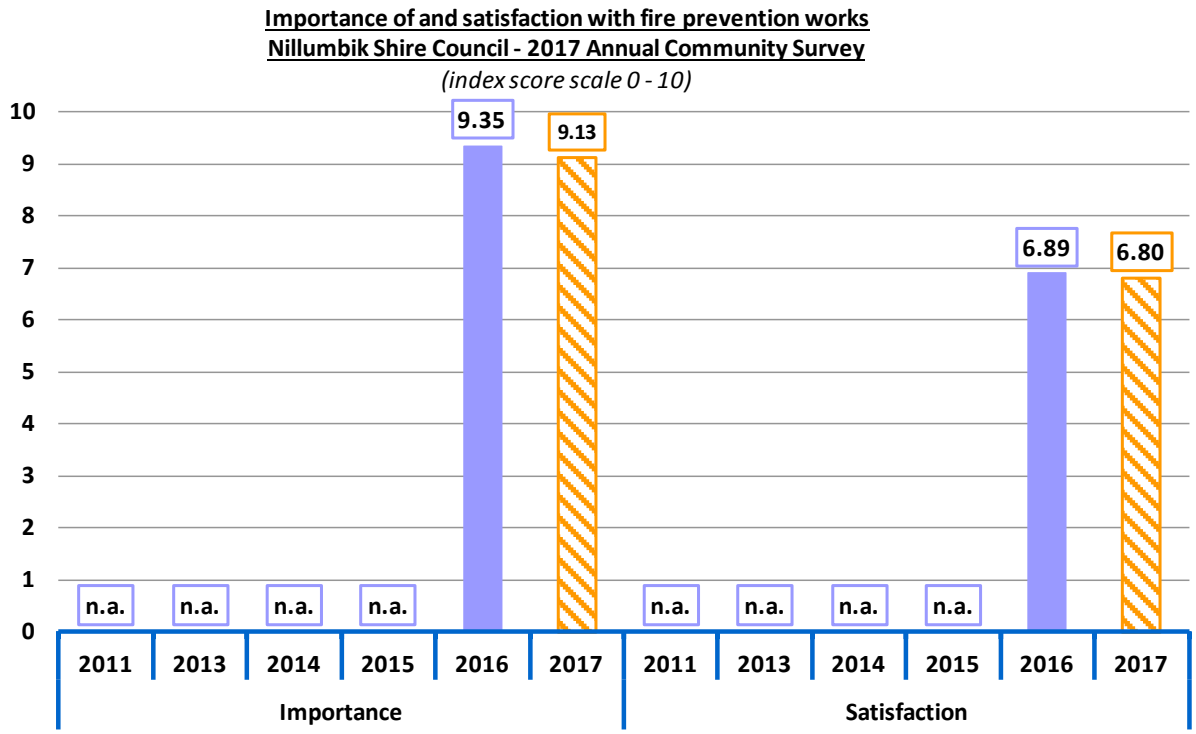
Public toilets



Street sweeping



Fire prevention works



Community and Leisure

There were ten services and facilities from the Community and Leisure department of Council included in the 2017 survey.

Satisfaction with those ten services and facilities can best be summarised as follows:

- ⊗ ***Excellent*** – for the local library, environmental programs and facilities, services for children from birth to five years of age, Education and Learning, arts and cultural events, programs and activities, and sports ovals.

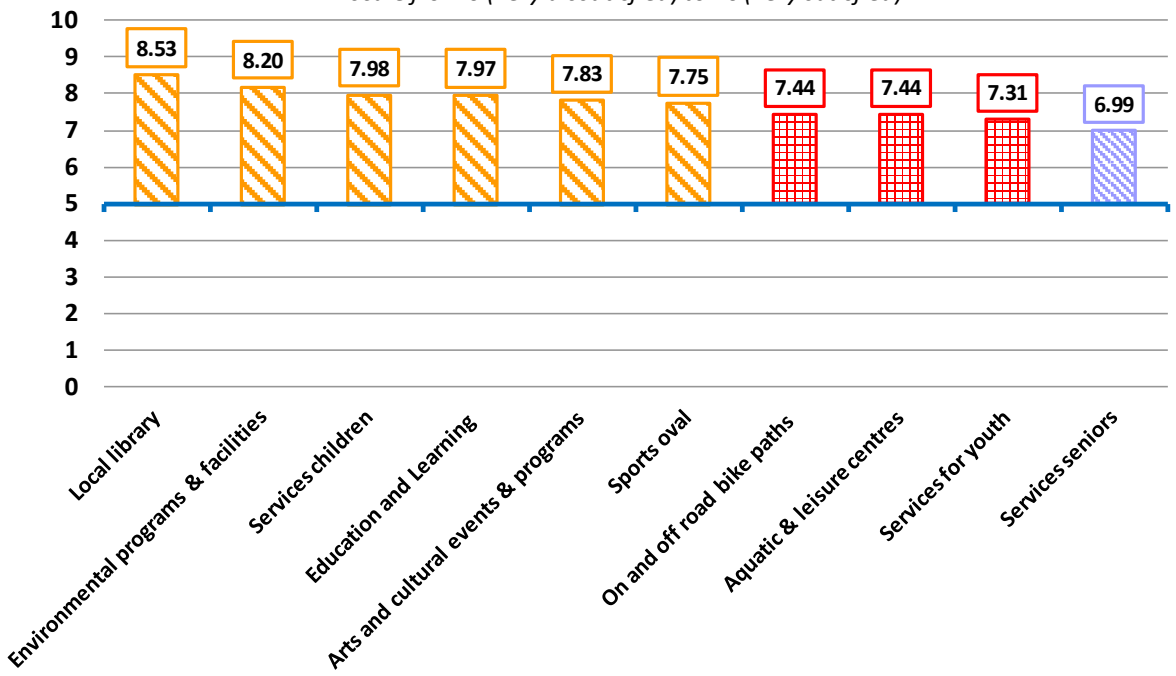
- ⊗ ***Very Good*** – for on and off road bike paths, aquatic and leisure centres, and services for youth.

- ⊗ ***Good*** – for services for seniors.

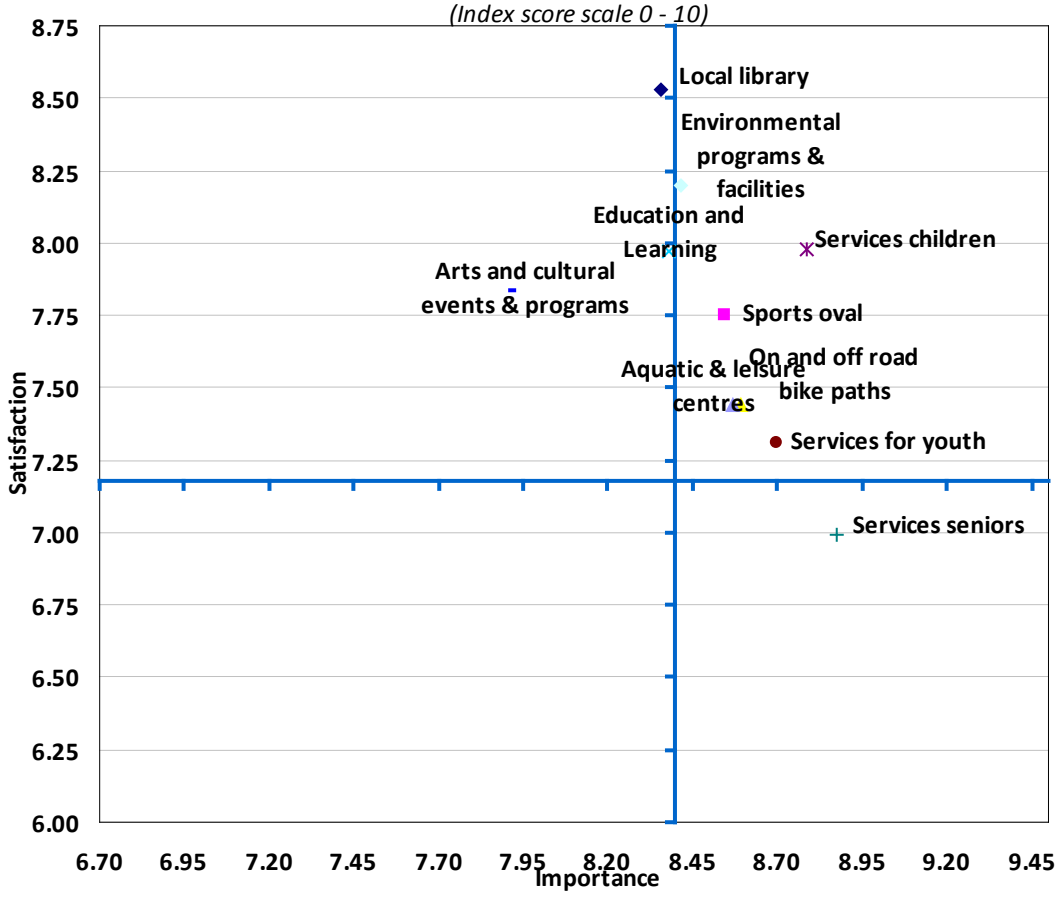
When examined in the cross-tabulation graph, it is immediately clear that almost all the Community and Leisure services and facilities included in the survey are considered by respondents to be of higher than average importance, and received higher than average satisfaction scores.

The only exception to this is services for seniors, which despite being of significantly higher than average importance, received a marginally lower than average satisfaction score of 6.99. This level of satisfaction is however still categorised as "good".

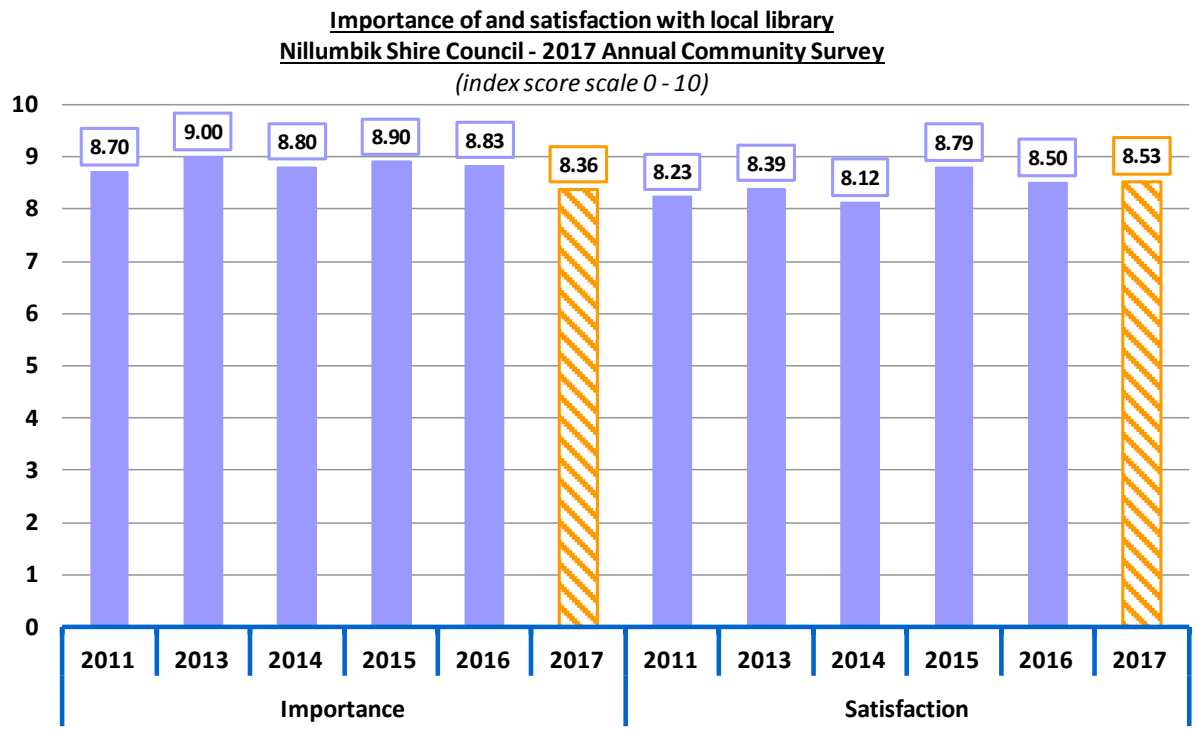
Satisfaction with Community and Leisure services
Nillumbik Shire Council - 2016 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



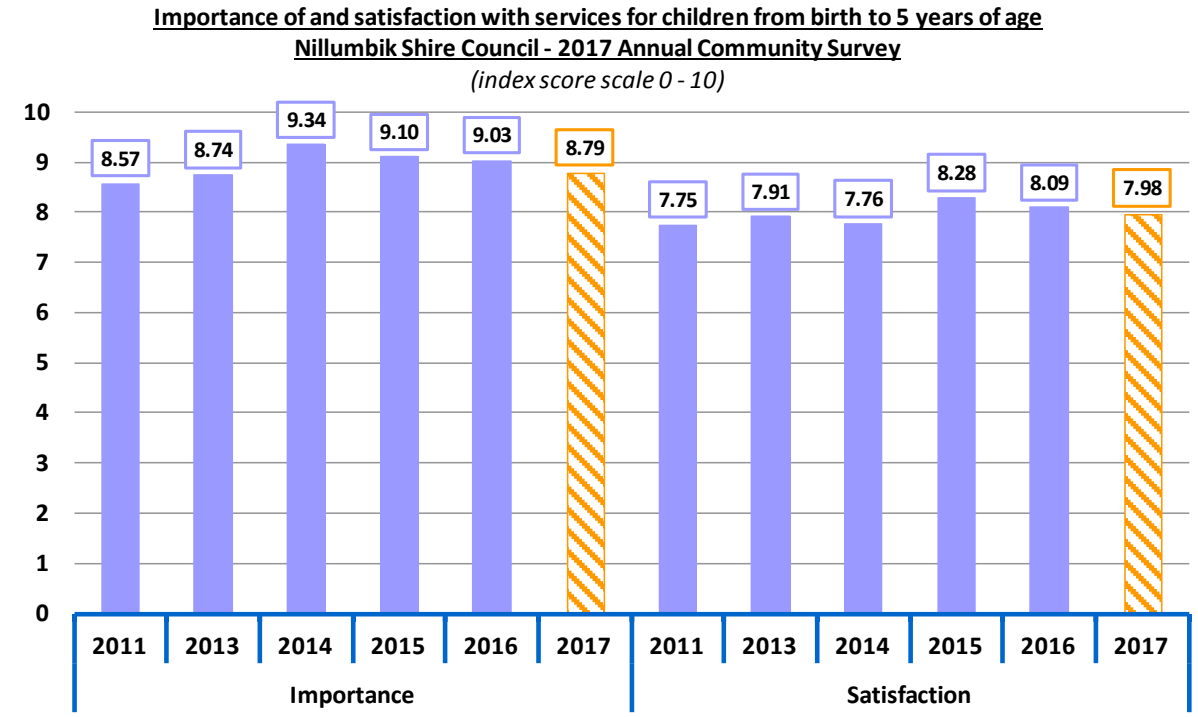
Importance of and satisfaction with Community and Leisure services
Nillumbik Shire Council - 2017 Annual Community Survey
(Index score scale 0 - 10)



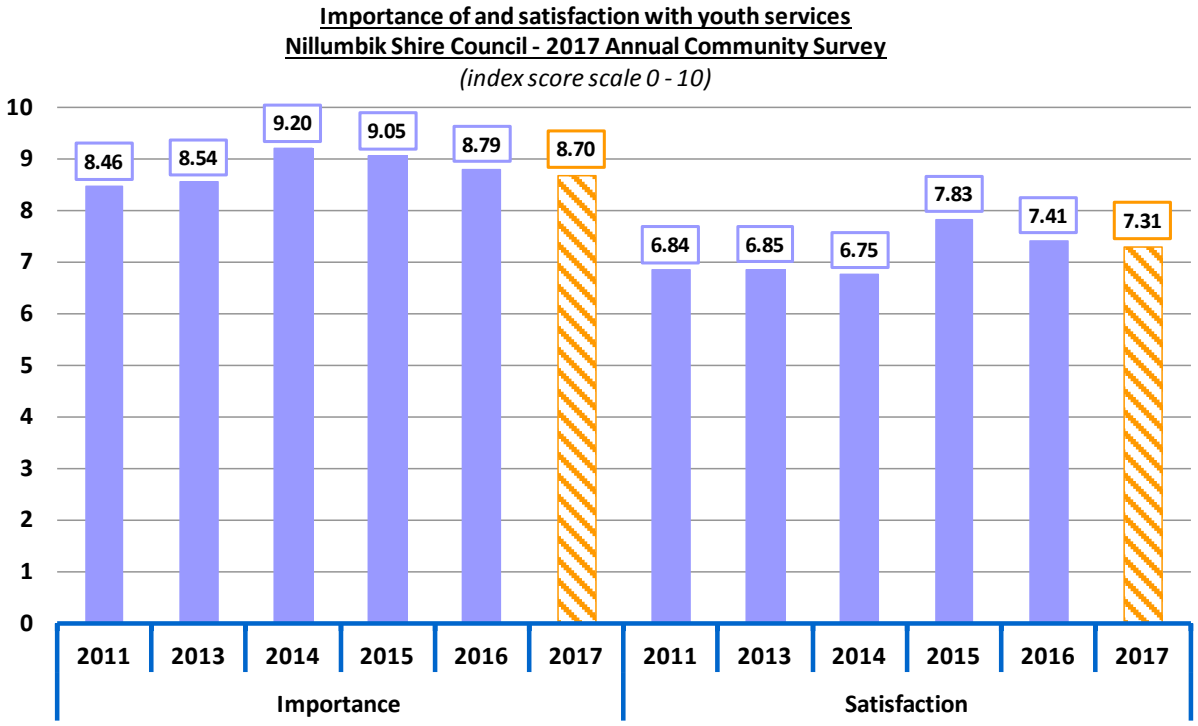
Local library



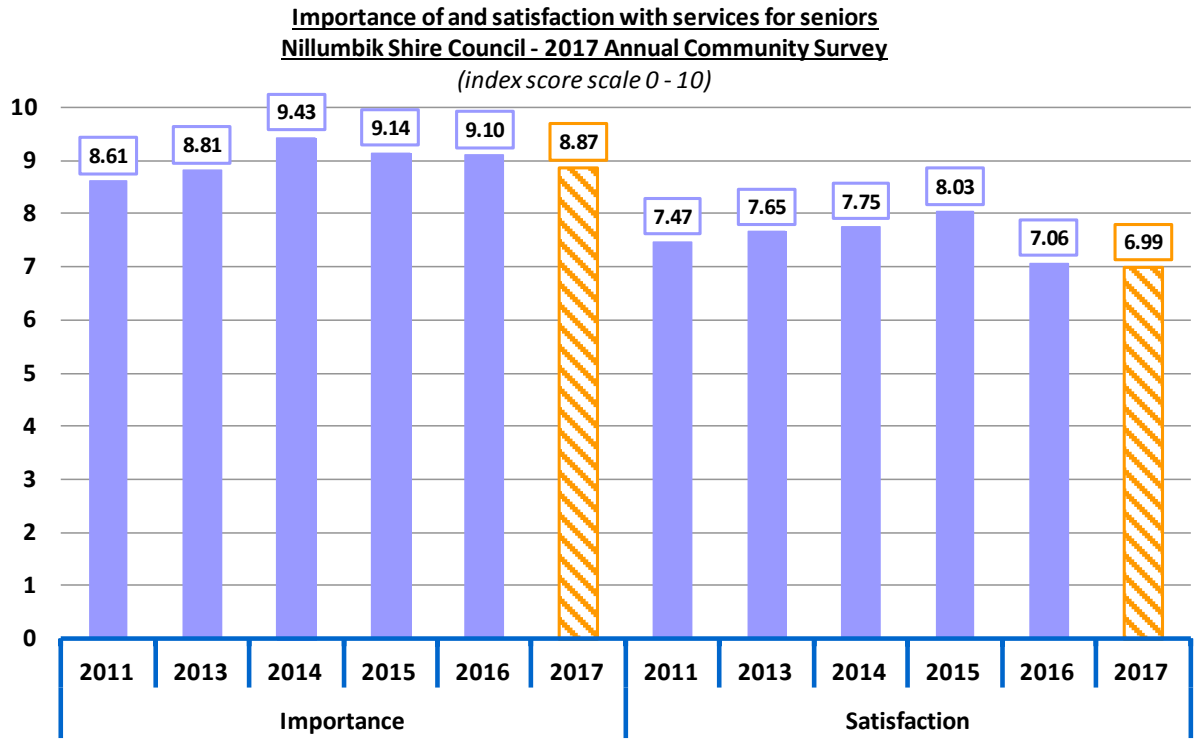
Services for children from birth to 5 years of age



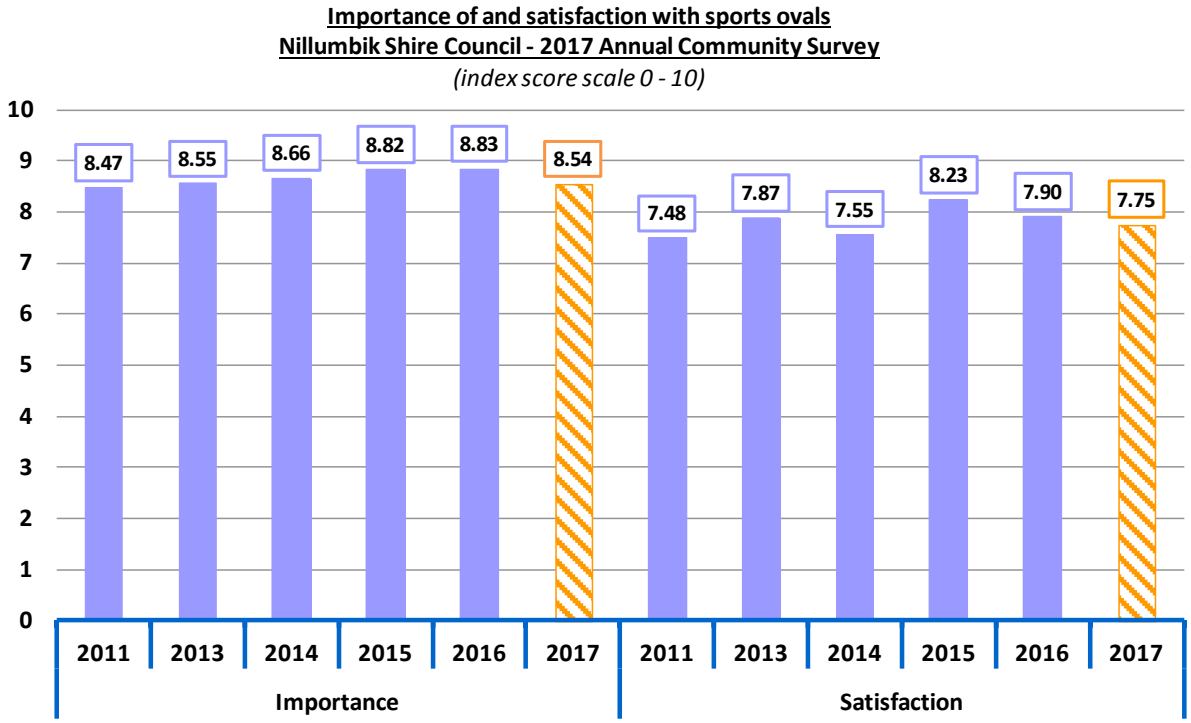
Services for youth



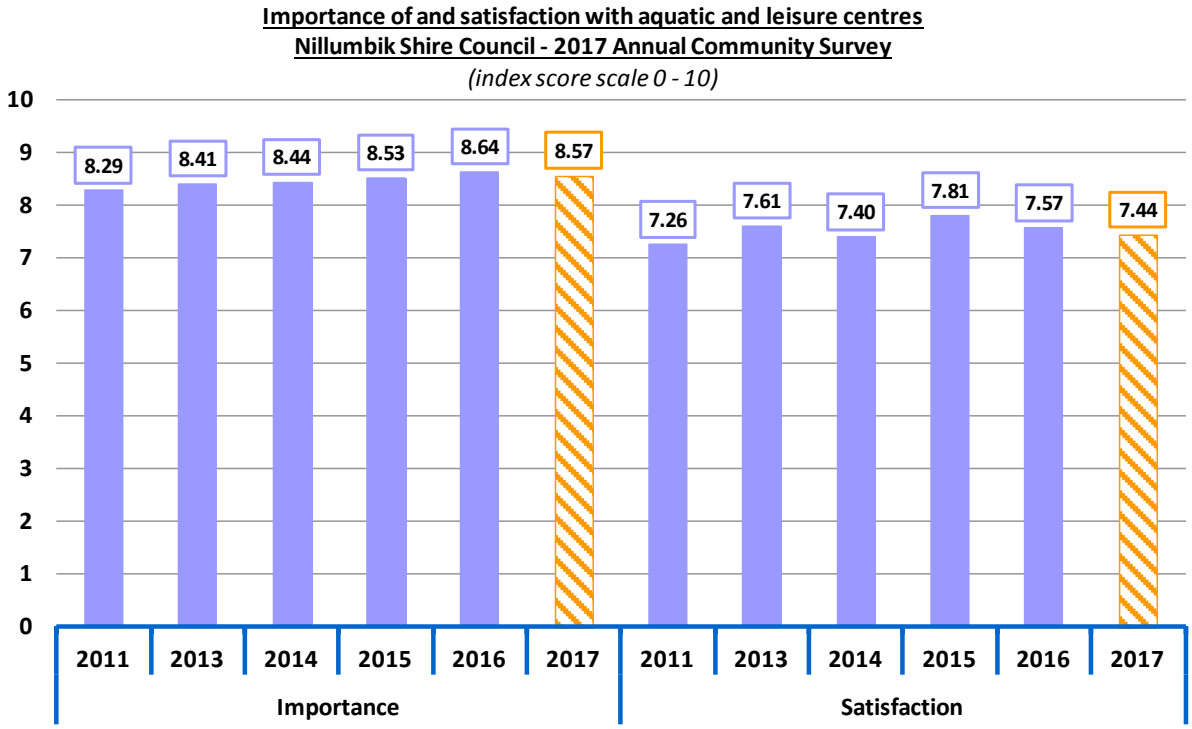
Services for seniors



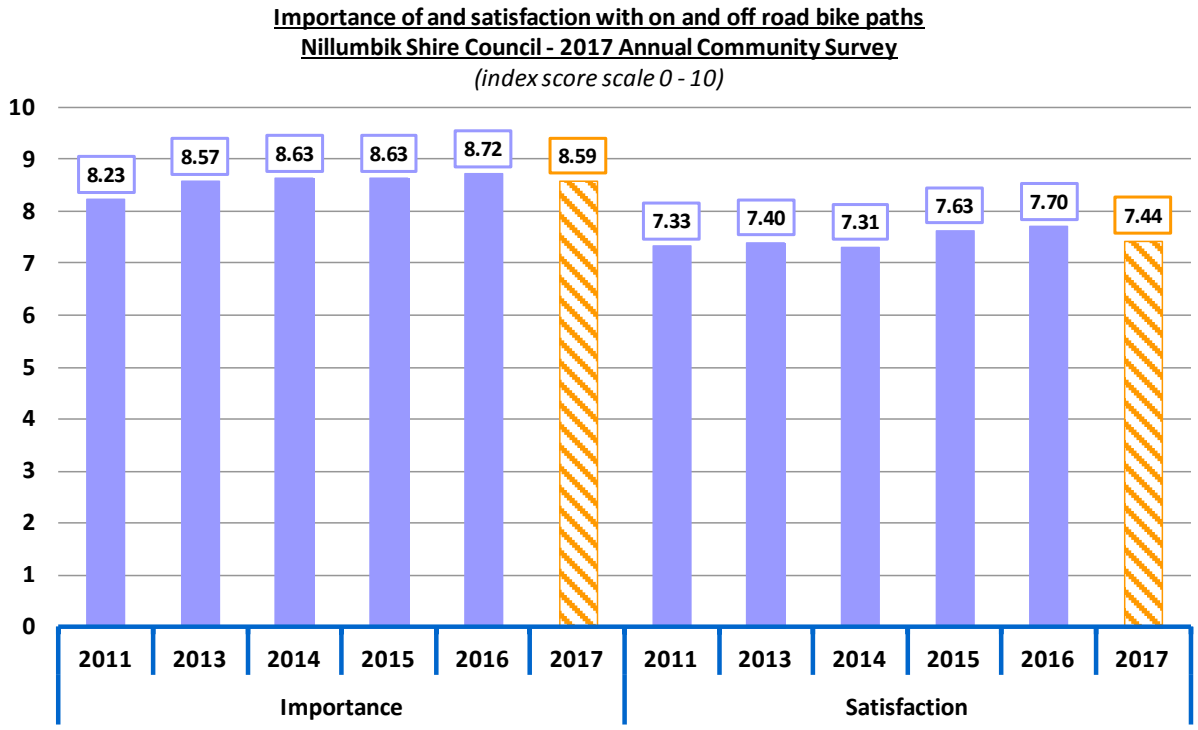
Sports ovals



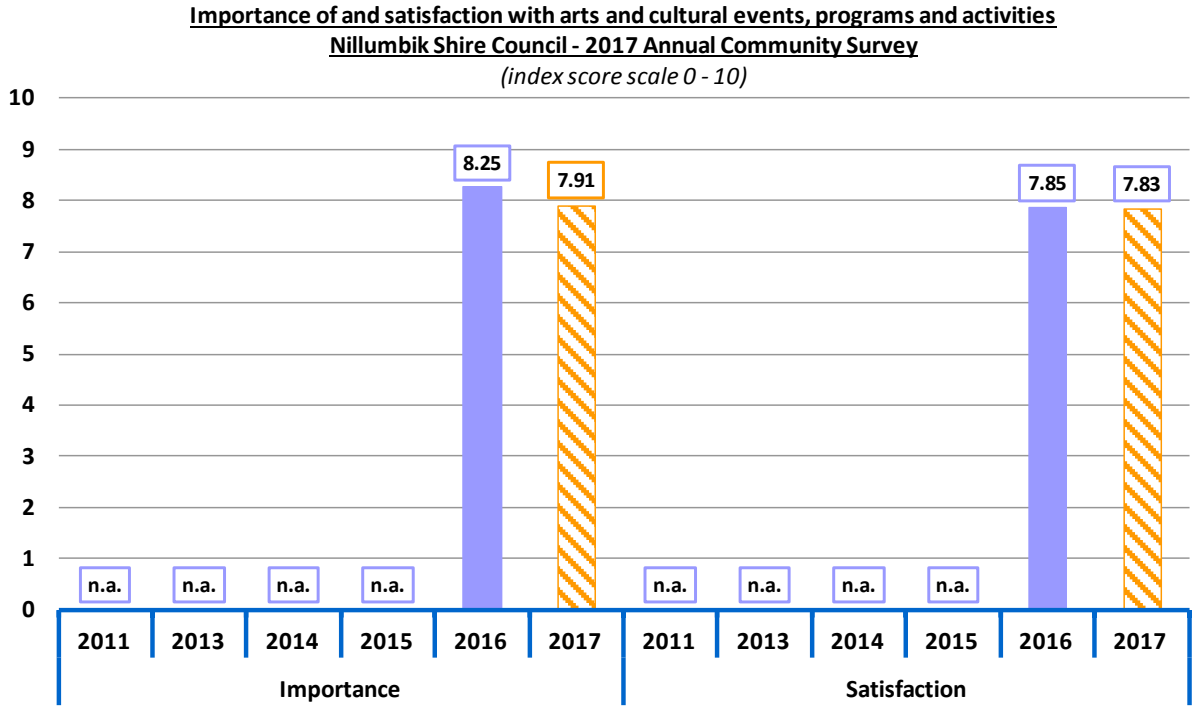
Aquatic and leisure centres



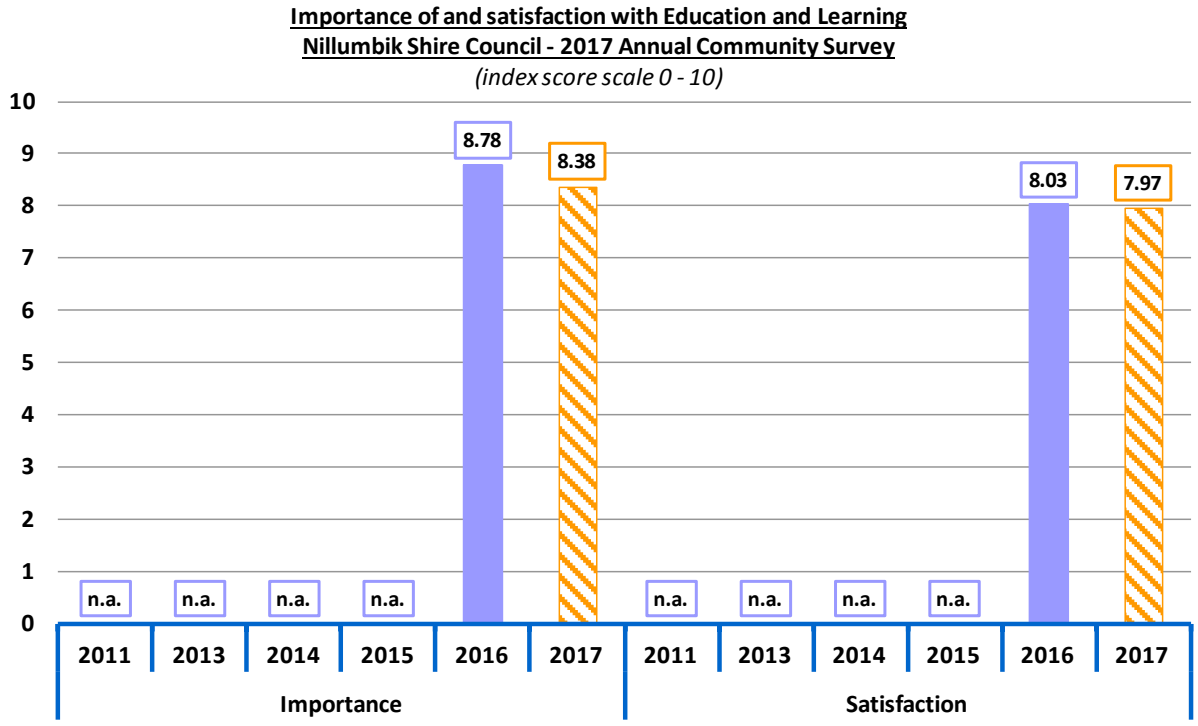
On and off road bike paths



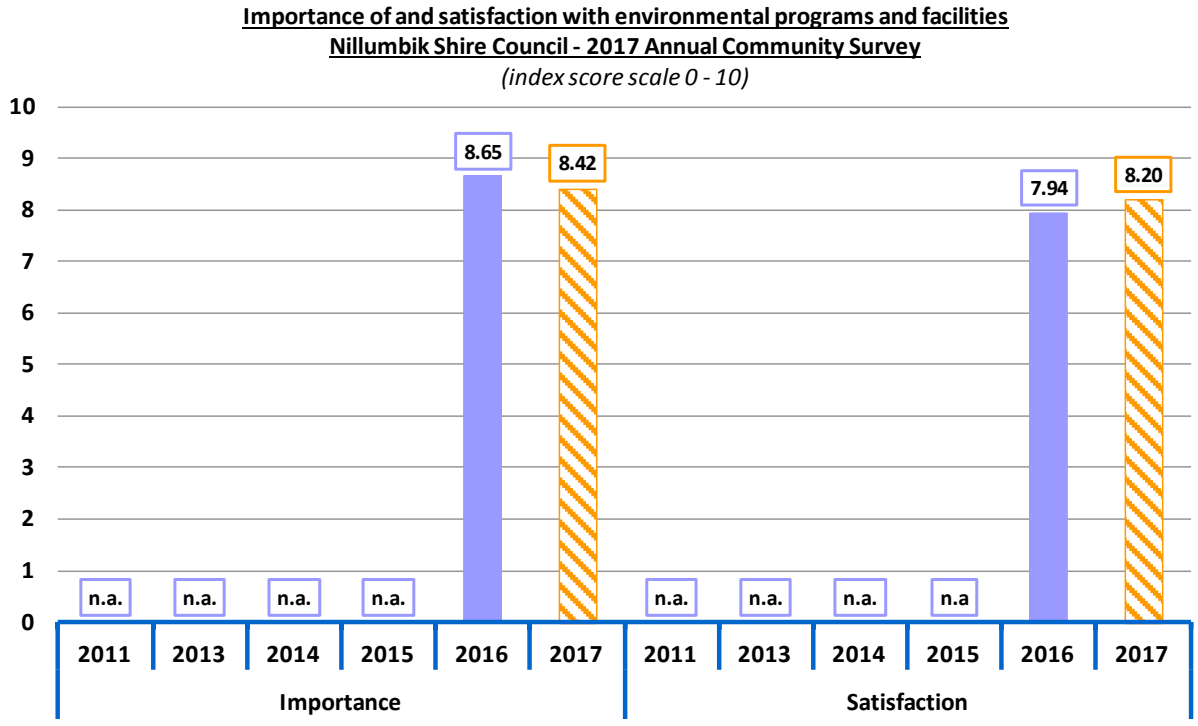
Arts and cultural events, programs, and activities



Education and Learning



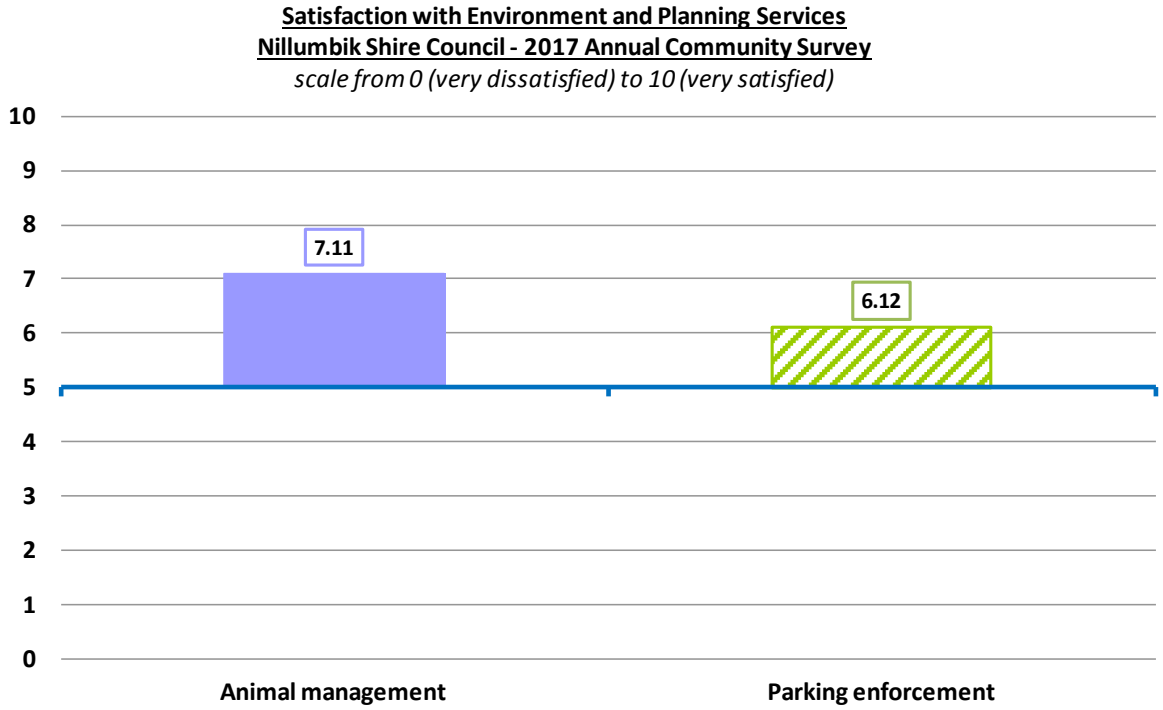
Environmental programs and facilities



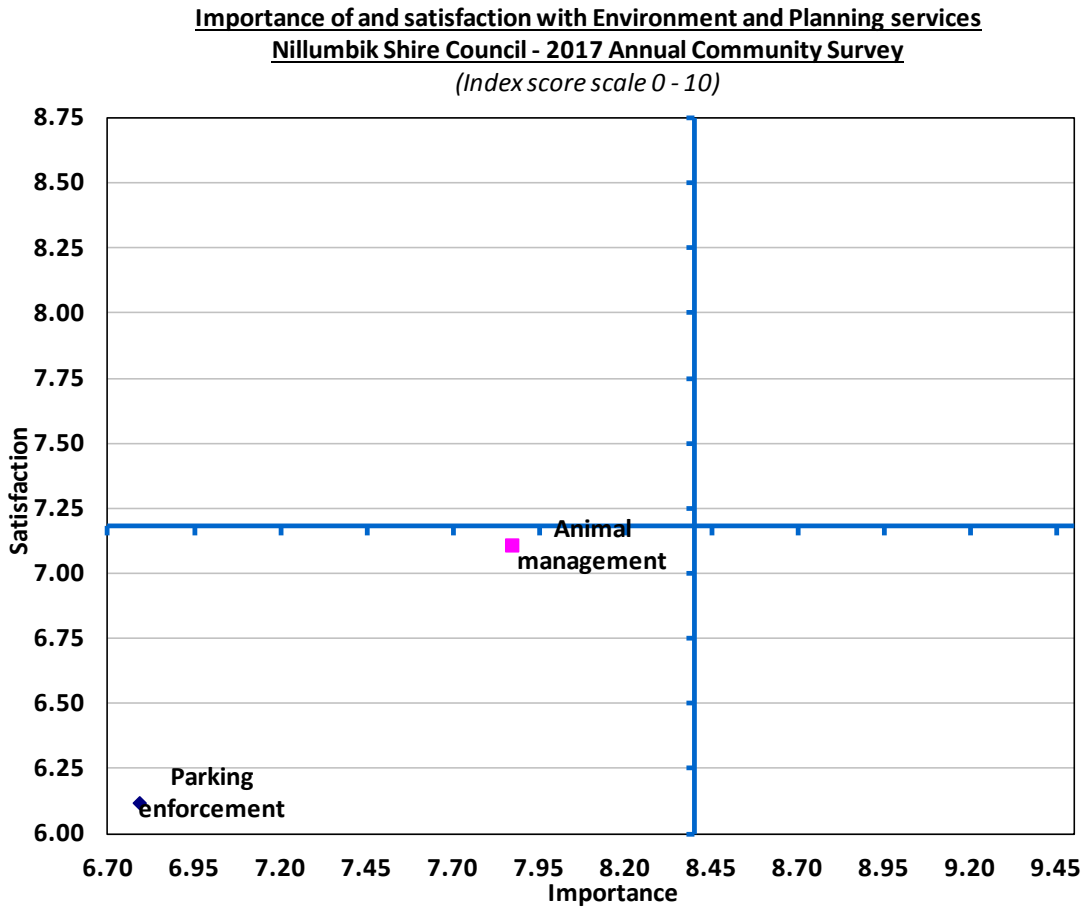
Environment and Planning

There were two services and facilities from the Environment and Planning department of Council included in the services and facilities section of the survey. Satisfaction with the planning approvals process was included in this survey as a separate set of questions around various aspects of planning rather than including planning services in this section of the report.

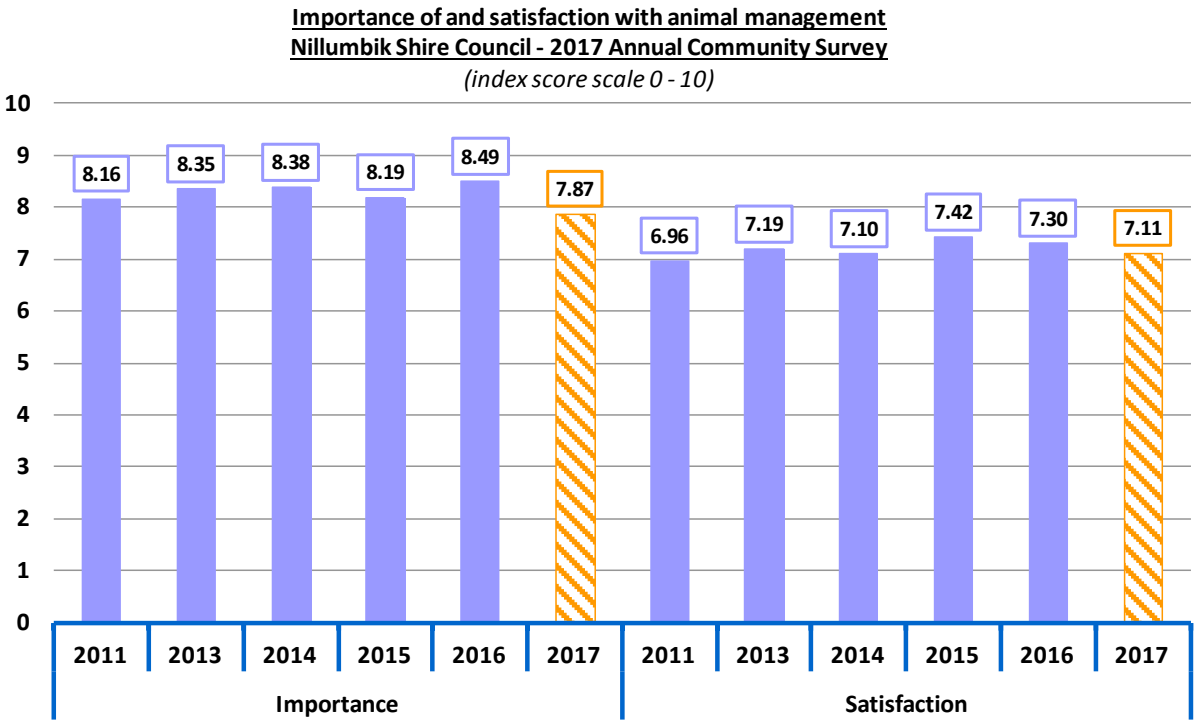
Satisfaction with animal management was categorised as "good", and parking enforcement was categorised as "solid".



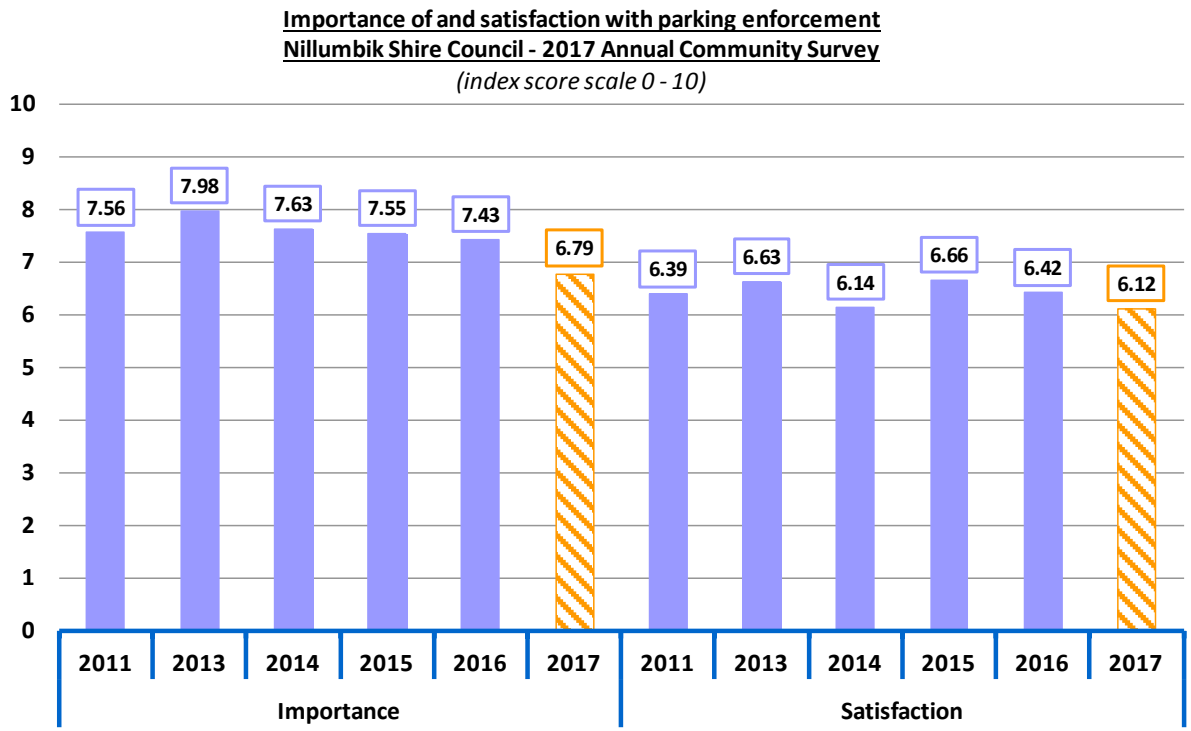
Attention is drawn in the cross-tabulation graph that parking enforcement was considered by respondents to be of significantly lower than average importance and a measurably and significantly lower than average satisfaction score.



Animal management



Parking enforcement



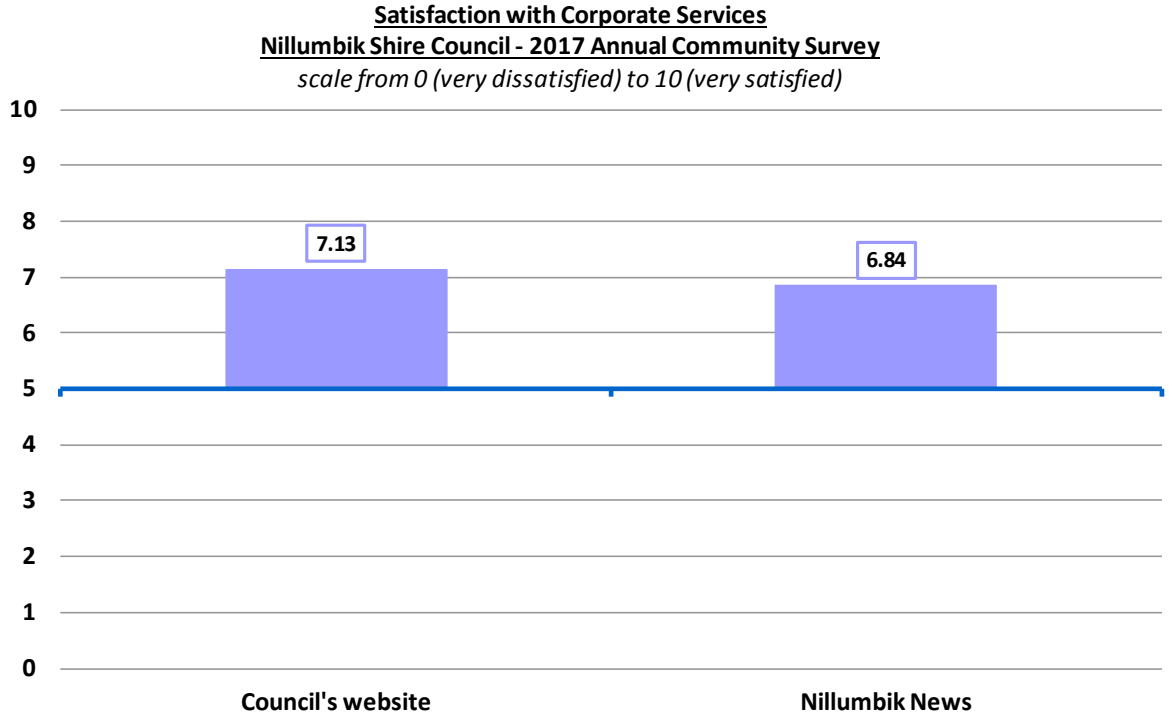
Comments regarding parking enforcement
Nillumbik Shire Council - 2017 Annual Community Survey
(Number of responses)

Comment	*Number*
Enforced too harshly	3
It's revenue raising	3
More parking for disabled people	3
Not enough parking	3
Not enforced	2
1 hour parking has to be more than 1 hour	1
Don't like this. Not enough here	1
Don't park around here	1
Enforced in an inconsistent ways	1
Got a ticket when parked in front of a 3hr, was told the car started at 2hr, this sign has since been taken off soon after complaint	1
Handicap parking spaces taken by others	1
Increase parking space at the station	1
It always costs money , better information	1
Long term parking	1
Make parking free!	1
More parking spaces around shops	1
No need for it	1
No parking at train station	1
Not booking general public in disabled spots	1
Not enough station car park and Coles employees park there	1
Not necessary to enforce	1
Not very well regulated	1
Over-zealous	1
Pain in the ass - in the main street	1
Parking tickets for dropping kids off at school	1
People are illegally parking in disability sports and not being fined	1
Punitive approach	1
The restrictions should be 2 hours	1
There is illegal parking in St Andrews	1
There is not enough parking at St Andrews market on Saturdays	1
They are not reasonable in their decision-making, no consideration for disabled	1
They do not provide enough parking - short time	1
They don't really do too much	1
Too many cars at the road side. It should be managed properly	1
Unnecessary restriction in some cases	1
Total	**44**

Corporate Services

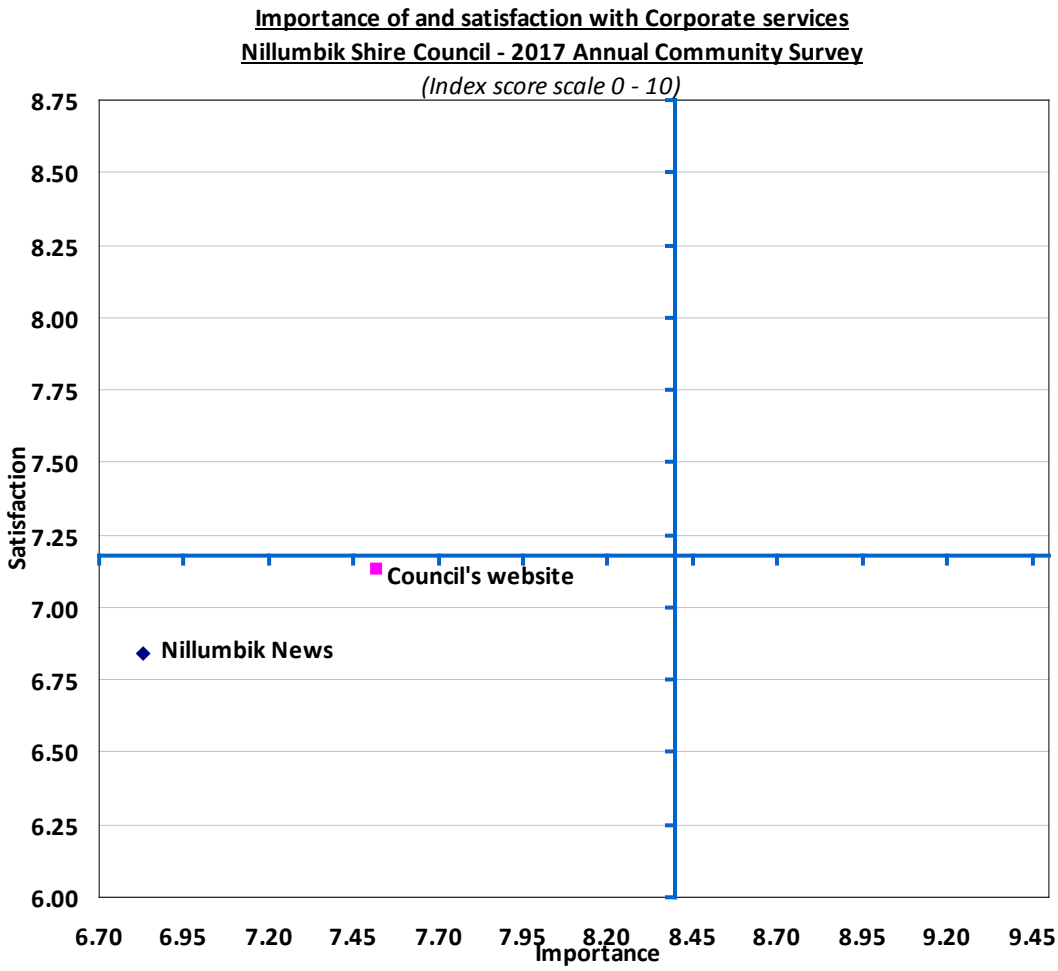
There were two services from the Corporate Services department of Council included in the 2017 survey.

Satisfaction with both Council's website and the *Nillumbik News* were both recorded at levels categorised as "good".

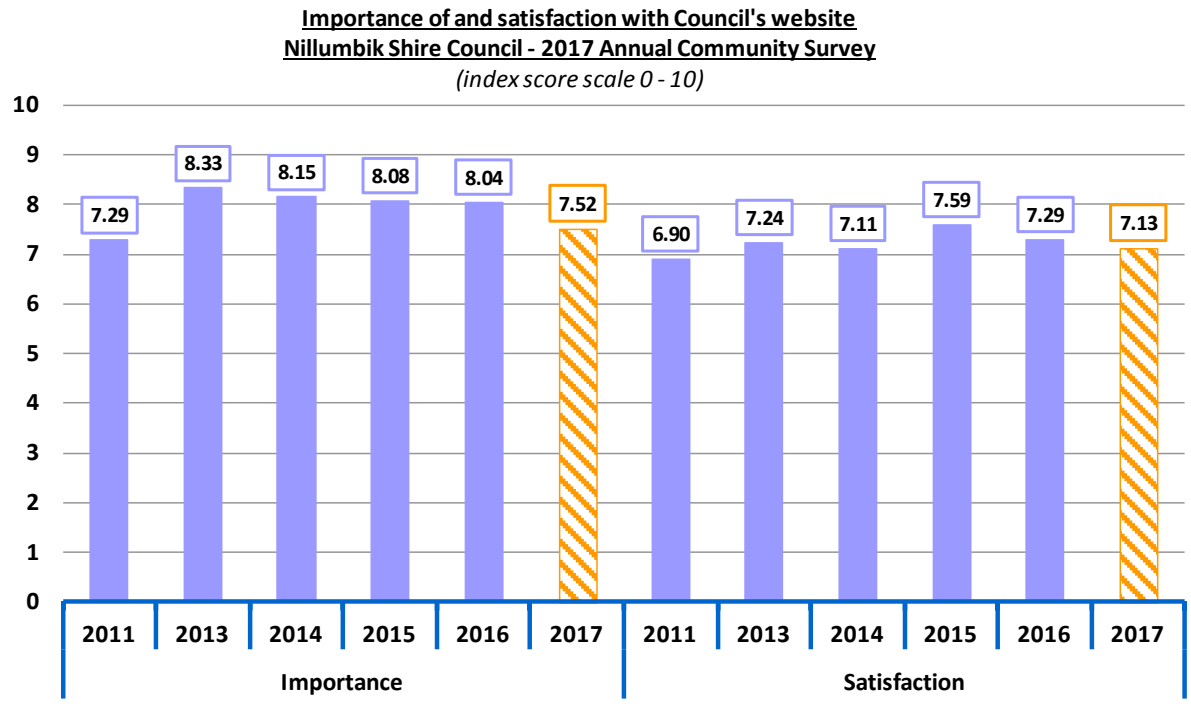


When examined in the cross-tabulation graph, it is clear that both of these communication related services were considered by respondents to be of lower than average importance.

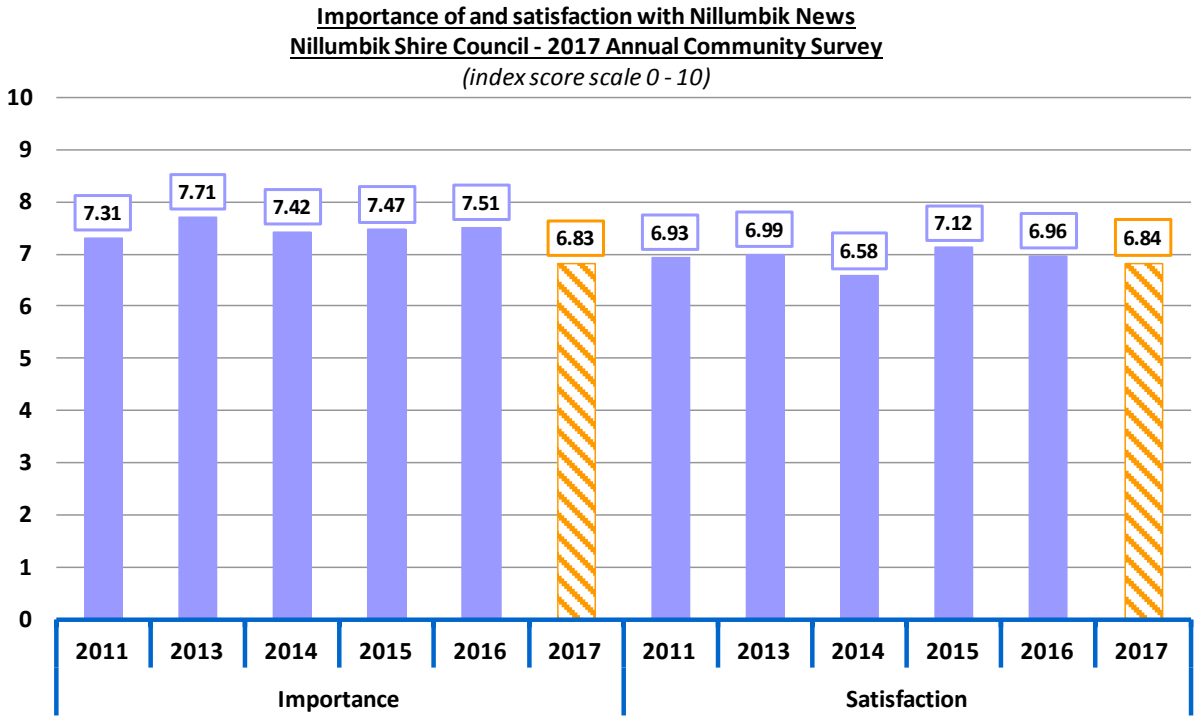
This is a common finding observed by Metropolis Research both in *Governing Melbourne*, as well in numerous local councils across metropolitan Melbourne.



Council's website



Nillumbik News



Respondent profile

The following section provides the demographic profile of the respondents surveyed for the *Nillumbik Shire Council – 2017 Annual Community Survey*. It is noted that the survey program has obtained a very stable respondent profile over the course of six years.

Age structure

Metropolis Research notes that there was a small increase in 2017 in the proportion of older adults included in the sample, and a small decrease in the proportion of young adults and adults. This over-sampling of older adults in 2017 will have had a small impact on overall satisfaction, pushing down the result just marginally.

Age structure
Nillumbik Shire Council - 2017 Annual Community Survey
(Number and percent of respondents providing a response)

Age group	*2017*		*2016*	*2015*	*2014*	*2013*	*2011*
	Number	*Percent*					
Adolescents *(15 to 19 years)*	7	1.4%	1.6%	4.0%	2.0%	5.0%	2.2%
Young adults *(20 to 35 years)*	54	10.8%	15.2%	14.2%	10.6%	14.0%	13.1%
Adults *(36 to 45 years)*	82	16.4%	21.6%	23.0%	24.2%	23.6%	26.7%
Middle aged adults *(46 to 55 years)*	131	26.1%	25.5%	24.4%	28.4%	25.5%	27.9%
Older adults *(56 to 75 years)*	199	39.7%	32.9%	28.5%	29.8%	28.3%	26.7%
Senior citizens *(76 years and over)*	29	5.8%	3.2%	6.0%	5.0%	3.6%	3.4%
Not stated			3	2	0	1	2
Total	**502**	**100%**	**502**	**503**	**500**	**500**	**507**

Gender

Consistent with the results over the course of the survey program, the sample includes approximately equal numbers of male and female respondents.

Gender
Nillumbik Shire Council - 2017 Annual Community Survey
(Number and percent of respondents providing a response)

Gender	*2017*		*2016*	*2015*	*2014*	*2013*	*2011*
	Number	*Percent*					
Male	254	52.3%	51.2%	46.6%	47.5%	54.2%	45.4%
Female	229	47.1%	48.6%	53.4%	52.5%	45.8%	54.6%
Other	3	0.6%	0.2%	0.0%	na	na	na
Prefer not to say	16		14	7	3	0	0
Total	**502**	**100%**	**502**	**503**	**500**	**500**	**507**

Household structure

The survey has consistently included approximately fifty percent two-parent families spread across different age of children groups, a small sample of one-parent families, a little more than one-quarter (28.5%) couple only households, and ten percent (10.2%) sole person households.

Household structure

Nillumbik Shire Council - 2016 Annual Community Survey

(Number and percent of respondents providing a response)

Structure	*2017*		*2016*	*2015*	*2014*	*2013*	*2011*
	Number	*Percent*					
Two parent family total	**258**	**51.4%**	**53.7%**	**57.4%**	**55.1%**	**57.1%**	**54.7%**
youngest child 0 - 4 years	*42*	*8.4%*	*12.8%*	*11.6%*	*10.2%*	*7.2%*	*11.5%*
youngest child 5 - 12 years	*72*	*14.3%*	*13.6%*	*14.2%*	*18.4%*	*17.4%*	*14.5%*
youngest child 13 - 18 years	*50*	*10.0%*	*11.6%*	*11.2%*	*12.2%*	*9.8%*	*13.7%*
adult children only	*94*	*18.7%*	*15.6%*	*20.4%*	*14.2%*	*22.6%*	*14.9%*
One parent family total	**34**	**6.8%**	**5.2%**	**4.4%**	**4.6%**	**4.4%**	**7.6%**
youngest child 0 - 4 years	*1*	*0.2%*	*0.0%*	*0.6%*	*1.0%*	*0.0%*	*0.4%*
youngest child 5 - 12 years	*4*	*0.8%*	*1.0%*	*0.8%*	*1.4%*	*1.0%*	*1.6%*
youngest child 13 - 18 years	*7*	*1.4%*	*0.8%*	*0.4%*	*1.0%*	*1.4%*	*2.4%*
adult children only	*22*	*4.4%*	*3.4%*	*2.6%*	*1.2%*	*2.0%*	*3.2%*
Couple only household	143	28.5%	29.1%	25.4%	25.9%	27.9%	25.2%
Group household	11	2.2%	3.0%	4.4%	4.4%	2.2%	2.4%
Sole person household	51	10.2%	7.6%	7.8%	10.0%	8.2%	8.7%
Extended or multiple families	5	1.0%	1.4%	0.6%	0.0%	0.2%	1.4%
Not stated	0		3	3	1	1	4
Total	**502**	**100%**	**502**	**503**	**500**	**500**	**507**

Household member with a permanent / long term disability

There was a significant increase in the proportion of respondents from a household with a member with a disability in 2017, up from 7.4% to 14.8%. This brings this result more into line with results obtained elsewhere. It may also be somewhat higher this year given the slightly higher proportion of older adults included in the sample.

Household member with a permanent or long term disability
Nillumbik Shire Council - 2017 Annual Community Survey
(Number and percent of respondents providing a response)

Response	*2017*		*2016*	*2015*	*2014*	*2013*	*2011*
	Number	*Percent*					
Yes	74	14.8%	7.4%	7.6%	4.8%	6.4%	9.2%
No	425	85.2%	92.6%	92.4%	95.2%	93.6%	90.8%
Not stated	3		2	3	3	2	9
Total	**502**	**100%**	**502**	**503**	**500**	**500**	**507**

Housing situation

Consistent with the results recorded in previous years, a little more than half (57.5%) of respondents owned their home outright, approximately one-third (35.4%) were mortgagee households, and less than ten percent (6.0%) were rental households.

Housing situation
Nillumbik Shire Council - 2017 Annual Community Survey
(Number and percent of respondents providing a response)

Situation	*2017*		*2016*	*2015*	*2014*	*2013*	*2011*
	Number	*Percent*					
Own this home	286	57.5%	55.7%	60.1%	46.0%	59.8%	54.5%
Mortgage	176	35.4%	35.0%	31.7%	44.0%	31.7%	33.9%
Renting this home	30	6.0%	8.7%	6.5%	7.7%	6.9%	9.4%
Other	5	1.0%	0.6%	1.8%	2.4%	1.6%	2.2%
Not stated	6		8	7	4	5	6
Total	**503**	**100%**	**502**	**503**	**500**	**500**	**507**

Period of residence in Nillumbik

Consistent with the results recorded in previous years, approximately two-thirds (69.1%) of respondents had lived in the Shire of Nillumbik for ten years or more, and less than five percent (3.6%) had lived in the municipality for less than one year.

Period of residence in the Shire of Nillumbik
Nillumbik Shire Council - 2017 Annual Community Survey
(Number and percent of respondents providing a response)

Period	*2017*		*2016*	*2015*	*2014*	*2013*	*2011*
	Number	*Percent*					
Less than one year	18	3.6%	3.0%	4.8%	3.6%	2.0%	7.8%
One to less than five years	50	10.0%	18.0%	15.6%	10.8%	10.4%	10.2%
Five to less than ten years	87	17.3%	16.2%	17.2%	20.4%	13.9%	15.7%
Ten years or more	347	69.1%	69.9%	62.3%	65.2%	73.7%	66.3%
Not stated	0		3	4	0	2	5
Total	**502**	**100%**	**502**	**503**	**500**	**500**	**507**

General comments

Respondents were asked:

"Do you have any further comments you would like to make?"

The following open-ended comments were received from respondents to the 2017 survey.

General comments
Nillumbik Shire Council - 2017 Annual Community Survey
(Number of responses)

Comment	*Number*
Traffic and roads	
Not happy with traffic, something should be done about it (Leane Dr)	3
Speed humps on Orchard Av - slow down	2
171 Ryans Rd is poorly designed and causes near accidents regularly	1
A lot more maintenance of roads	1
Hill View Crescent Rd is substandard - too narrow	1
Driving out of Tetragona Way is dangerous as cars speed along Aqueduct Rd especially turning right	1
Finish the Ring Rd to Greensborough to Ringwood	1
Fix the roads	1
I want to have an overpass on the freeway at Greensborough Rd to Western Ring Road	1
I want to have Diamond Creek underpass or overpass	1
Please fix as matter of main road to break up traffic to be able to enter main road from side streets and cross the road	1
Roads not big enough to carry the volume	1
Speed not enough on Plenty River Dr	1
Speeding on Plenty river Dr	1
Street sign (Kalmaine Ct)	1
They should connect to Ringwood to remove traffic from local streets	1
Traffic - connections to the Ring Road needs to be improved	1
Traffic conditions in peak hour are getting worse	1
Traffic is my only concern	1
Parking	
Better availability (time) of parking in shopping	1
More parking at the station	1
Not terribly happy with parking something should be done about it (Leane Dr)	1
Parking fine - the lady says not to pay and it gives me problems	1
These should be a designated parking spaces on the local roads	1

General comments

Nillumbik Shire Council - 2017 Annual Community Survey

(Number of responses)

Comment	*Number*
Waste management	
Make garage collection weekly, not fortnightly	7
Hard rubbish waste is only once a year, frequency is a problem	2
Recycling should be weekly	2
The green bins should be the same size as the recycling bin to encourage removal of green waste	2
Bigger green bins	1
Cut costs - subcontract the rubbish collection and gardening	1
Green waste drop off / recycling depot should be free of charge	1
Hard rubbish should be twice a year as before	1
Restore annual hard rubbish collection	1
Small bins for two weeks aren't big enough	1
Communication, consultation, responsiveness, governance	
Answer emails!	1
I was a bit harsh on the "Nillumbik News" it's not that important	1
The website is almost unusable - hard to find anything	1
This Council needs to have more open public forums and highlight through communication what are the big topics	1
Planning, building and development	
Construction on Bullanoo Ct	1
Dealing with the planning is very confusing and poor information for a simple structure	1
Eltham is very wonderful place to live. Don't overdevelop	1
How to make decision on spur of the moment	1
I love this town. I have lived here my whole life. I hope we don't let developers slowly destroy it	1
I want North Warrandyte as it is. Make as little change as possible	1
Listen to people more than developers	1
Numbering around Floriston and Bayfield Dr is very erratic	1
Population increase has decreased liveability of this area	1
Bushfire management	
Fire prevention - cut grass on side roads	1
Fire prevention i.e. more regular clean ups of reserves and road sides	1
Improve the fire management	1
Anything that improves fire prevention is the key safety factor for the community	1
Safety, policing and crime	
Crimes have increased. We like to see any regular police / security patrol around neighbourhood	1
Lived like to see criminals removed permanently from our streets	1
More police presence	1

General comments
Nillumbik Shire Council - 2017 Annual Community Survey
(Number of responses)

Comment	Number
Council services and facilities	
A lot more maintenance of the footpaths	1
Access to cryptic crossword at library is often missing	1
Better pedestrian amenities in town centre	1
Community sustainability programs	1
Drainage problem between Scenic Cr and Allison Cr	1
Improve disability access	1
Maintain drains!	1
Mental health services particularly for the youth	1
More engagement for youth	1
More focus on elderly	1
Need water fountains on rods and stations	1
No proper gutter (street) so barrel drains constantly fills and becomes useless (Reynolds Rd), the Council's response has been none	1
Restrictive on dog ownership	1
Some decent public toilets at the Research shopping centres	1
The kids should do something more useful	1
The sports oval between the two schools provides easy access for sexual predators. Something should be done	1
There are holes in the footpath	1
Too much things for young people to the detriment of older people	1
We need more lighting along Hyde street and the car park	1
Why have the fees for registered cats increased markedly from $15 to $50?	1
Work more on youth services	1
Would like them to be more considerate of dogs	1
Parks, gardens and open spaces	
Living in Nillumbik for 40 years whilst I do not wish to turn the clock back. I have seen a great deal of destruction of our natural environment in the interests of development, much of which could have been retained with careful planning	1
Need parks for this area especially Monomeath Ave, David Hockey Dr	1
Please look after the environment and maintain public space	1
The new Council must continue to protect the environment	1
They should allow dogs on parks, dog parks are too small	1
Financial management & priorities	
I hope the Council realises there's a lot to be done, and it's not all about art	1
Please lessen the cost of the Christmas twilight market, the cost is prohibitive for small time makers	1
Support dancing creative arts e.g. ballet	1
General negative	
More common sense on Council, more care about the community than themselves	1
Staff are inadequately trained and bureaucratic	1

General comments

Nillumbik Shire Council - 2017 Annual Community Survey

(Number of responses)

Comment	*Number*
Public transport	
Bus - Eltham loop - should run later at least on weekends	1
Have a second train track Greensborough	1
Infrequent trains, sometimes when there is a disruption I have to wait for another hour, I want more buses from Greensborough to Diamond Creek	1
Need seating - shelter at bus stops	1
Rates	
Lower the rates	8
Council has not been providing value for the rates we pay	2
Beautiful area but very expensive council rates	1
Cut of pension makes it hard for me to pay full council rate	1
Highest rates in Melbourne but no value received	1
It's just prices are too high for the services we get, and we will move out if downsizing	1
Keep the Council rates to reasonable amount	1
Lower rates as I may leave next 2 years - cannot afford it	1
Overall satisfied with the Council but the rates are high compared to other councils	1
Rates are high, rent is high, keep up the good work	1
The rates are high and the place is too greeny	1
The rates are too high	1
Tree maintenance	
A tree fell down in Primo Court, I called the Council but there was not response, they didn't care	1
Checking on the health of our trees for all of our safety	1
Clearing the leaves and branches of trees - dangerous for passengers	1
It's been a year that we rang about a tree in front of our property and it's about to fall, so it's urgent	1
Remove large gums planted behind my fence by old guy, have sent email but no one ever got back to me	1
General positive	
Doing a good job. Keep it up!	1
Great place to live	1
It is good that the Council is consulting the community	1
Overall doing a good job	1
Thank you for starting recycling soft plastic	1
We love this area	1
Well done for the new Council for collecting public opinion	1

General comments

Nillumbik Shire Council - 2017 Annual Community Survey

(Number of responses)

Comment	*Number*
Comments on the survey	
The survey is too long	2
Appreciate this survey	1
Asking too much questions	1
How beneficial is this survey to the planning?	1
I find it interesting that Council needs to differentiate responses by what gender a person identifies with, how can that make a difference to what may or may not be done for the community	1
Survey should be more precise and less airy fairy	1
Survey too long, should leave the survey with resident and pick up later	1
Thank you for doing a survey	1
These surveys are a good idea	1
Words used in question 19 - 21 are local government jargon, suitable for city plan but not a questionnaire as it doesn't relate to general population language	1
Other	
Bring more industry into the Shire	1
Clean up the graffiti on our streets	1
Crack down on inconsiderate bicycle riders on bike paths	1
Food scraps should be allowed to wrap in newspaper	1
I hope the current councillors do a better job at addressing all ratepayers issues and concerns	1
Make housing more affordable	1
Most programs are focused on town centres	1
Please please look after Greensborough more	1
Preserve the unique character	1
The dogs barking is a big problem	1
Total	**155**

Appendix one - survey form

1

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 repairs 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. Drains maintenance and 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. Footpath maintenance and 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
5. Fortnightly garbage collection *(which goes to landfill)*	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. Fortnightly recycling collection	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. Weekly green waste collection	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. 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
9. 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
10. 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
11. 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
12. Maintenance and cleaning of shopping strips	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. 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
Reason for rating satisfaction 0 - 4													
14. 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
Reason for rating satisfaction 0 - 4													
15. Fire prevention works *(e.g. roadside slashing)*	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. 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
17. Nillumbik News *(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

2

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 twelve 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. 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*
3. Local library	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. Sports ovals	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. 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*
6. On and off road bike paths *(including shared pathways)*	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. Aquatic and Leisure Centres	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. Services for children from birth to 5 years of age *(e.g. Maternal & Child Health, immunisation, playgroups, kinder)*	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. Services for youth	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. Services for seniors *(e.g. Day Care Program, Senior Citizens, respite, personal or domestic care, home maintenance)*	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. Arts and cultural events, programs, and activities	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. Education and Learning *(e.g. Living and Learning Centres)*	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. Environmental programs and facilities *(e.g. Edendale Farm)*	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 **On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with each of the following?**

1. Council meeting its responsibilities towards the environment	0	1	2	3	4	5	6	7	8	9	10	*99*
2. Council's performance in community consultation and engagement	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 maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	*99*
6. Council making and implementing decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	*99*
7. Performance of Council across all areas of responsibility	0	1	2	3	4	5	6	7	8	9	10	*99*
If overall performance rated less than 6, why do you say that?												

4 **Over the past twelve months, do you think Nillumbik Shire Council's overall performance has?**

Improved	**1**	Deteriorated	**3**
Stayed the same	**2**	Don't know, can't say	**9**

Why do you say that?

5 **Have you contacted Nillumbik Shire Council in the last twelve months?**

Yes (*continue)*	**1**	No (*go to Q. 8)*	**2**

6 **When you last contacted the Council, was it?**

(Please circle one only)

Visit in person	**1**	Mail	**4**
Telephone *(during office hours)*	**2**	E-mail	**5**
Telephone *(after hours service)*	**3**	Website / social media	**6**

7 **On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of service when you last contacted the Nillumbik Shire Council?**

1. General reception	0	1	2	3	4	5	6	7	8	9	10	*99*
2. The care and genuine interest in you and your enquiry	0	1	2	3	4	5	6	7	8	9	10	*99*
3. The provision of accurate information or referred to an expert	0	1	2	3	4	5	6	7	8	9	10	*99*
4. The speed and efficiency of service	0	1	2	3	4	5	6	7	8	9	10	*99*
5. Courtesy and friendliness	0	1	2	3	4	5	6	7	8	9	10	*99*
6. Kept informed about status of enquiry	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 **Can you please list what you consider to be the top three issues for the Shire of Nillumbik at the moment?**

Issue One:	
Issue Two:	
Issue Three:	

9 **On a scale of 0 (lowest) to 10 (highest) can you please rate your satisfaction with the following aspects of traffic and parking in the Shire of Nillumbik?**

1. The volume of traffic on local roads	0	1	2	3	4	5	6	7	8	9	10	*99*
2. The volume of traffic on main roads	0	1	2	3	4	5	6	7	8	9	10	*99*
3. The speed of traffic on local roads	0	1	2	3	4	5	6	7	8	9	10	*99*
If less than 5, is speed too fast or too slow	Too fast						Too slow					
4. The speed of traffic on main roads	0	1	2	3	4	5	6	7	8	9	10	*99*
If less than 5, is speed too fast or too slow	Too fast						Too slow					
5. Availability of parking on local roads	0	1	2	3	4	5	6	7	8	9	10	*99*
6. Availability of parking on main roads	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*

12 **On a scale of 0 (lowest) to 10 (highest) can you please rate your satisfaction with the following aspects of planning and development in your local area?**

1. The appearance and quality of newly constructed developments in your area	0	1	2	3	4	5	6	7	8	9	10	*99*
If rated less than 6, please identify the developments:												
2. The design of public spaces *(e.g. town squares, civic precincts and similar)*	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*

13 **Thinking about Council's regular publication *Nillumbik News*, do you?**

Do not regularly receive the publication	**1**	Regularly receive and read	**3**
Regularly receive but do not regularly read	**2**	Can't say	**9**

14 **Which, if any, of the following sections of the *Nillumbik News* do you usually read?**

(please select as many as appropriate)

Features	**1**	Arts information	**6**
Calendars	**2**	Councillors page	**7**
Mayor's message	**3**	Planning information	**8**
Youth information	**4**	Details about new projects/buildings	**9**
Environment information	**5**		

15 **How often do you visit the Council website?**

Frequently *(e.g. up to around once a month)*	**1**	Rarely or never *(go to Q.17)*	**3**
Infrequently *(e.g. up to around 3 - 4 times a year)*	**2**	Can't say	**9**

16 **On a scale of 0 (lowest) to 10 (highest), can you please rate the following aspects of Council's website?**

1. Ease of reading	**0**	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	*99*
2. Interest and relevance of articles	**0**	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	*99*
3. Presentation and attractiveness	**0**	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	*99*
4. Ease of finding the information I require	**0**	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	*99*

17 **From the following list, please identify all the methods by which you would prefer to receive information from or interact with Council?**

(please circle as many as appropriate)

Via Social media *(Twitter / Facebook)*	**1**
Council's website	**2**
Council advertisements in the local newspapers	**3**
Council's regular publication *Nillumbik News*	**4**
In person at the Civic Centre and other locations	**5**
Direct mail / letterbox drop of information	**6**
Telephone Customer Service	**7**
E-newsletters	**8**
Local radio	**9**
Email	**10**
Other *(please specify):*	**11**

18 **On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas of Nillumbik Shire?**

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 P/T	0	1	2	3	4	5	6	7	8	9	10	*99*
4. Eltham Shopping Activity Centre	0	1	2	3	4	5	6	7	8	9	10	*99*
5. Diamond Creek Activity Centre	0	1	2	3	4	5	6	7	8	9	10	*99*
If rated less than 5, where do you feel unsafe?												
Why do you feel unsafe?												

The following set of questions relate to health and wellbeing of the Nillumbik community, and the results will be used to inform Council as it develops the next four year Health and Wellbeing Plan

19 **On a scale of 1 (very inadequate) to 5 (very adequate), can you please rate the adequacy of the following in terms of your health and wellbeing?**

1. Public transport	**1**	**2**	**3**	**4**	**5**	*99*
2. Health services	**1**	**2**	**3**	**4**	**5**	*99*
3. Education	**1**	**2**	**3**	**4**	**5**	*99*
If any rated less than 3, why do you say that?						

20 **On a scale of 1 (very inadequate) to 5 (very adequate), can you please rate the adequacy of opportunities in your local community to effectively engage in?**

1. Sport and recreation	**1**	**2**	**3**	**4**	**5**	*99*
2. Arts and cultural activities	**1**	**2**	**3**	**4**	**5**	*99*
3. Social interaction within your local community's public spaces	**1**	**2**	**3**	**4**	**5**	*99*
If any rated less than 3, why do you say that?						

21 **On a scale of 1 (very dissatisfied) to 5 (very satisfied), can you please rate your satisfaction with efforts being made in your local community to?**

1. Protect and conserve the natural environment	**1**	**2**	**3**	**4**	**5**	*99*
2. Provide a socially inclusive and connected environment	**1**	**2**	**3**	**4**	**5**	*99*
3. Provide a liveable built environment	**1**	**2**	**3**	**4**	**5**	*99*
If any rated less than 3, why do you say that?						

22 **On a scale of 1 (very unsuitable) to 5 (very suitable), how would you rate the suitability of your local community for?**

1. Young children	**1**	**2**	**3**	**4**	**5**	*99*
2. Teenagers	**1**	**2**	**3**	**4**	**5**	*99*
3. Older people	**1**	**2**	**3**	**4**	**5**	*99*
If any rated less than 3, why do you say that?						

23 **On a scale of 1 (very difficult) to 5 (very easy), how easy is it for you to go where you need to go?**

1. By public transport	**1**	**2**	**3**	**4**	**5**	*99*
2. By walking	**1**	**2**	**3**	**4**	**5**	*99*
3. By car	**1**	**2**	**3**	**4**	**5**	*99*
4. By community transport	**1**	**2**	**3**	**4**	**5**	*99*
If any rated less than 3, why do you say that?						

24 **On a scale of 1 (very difficult) to 5 (very easy), how easy is it for you to access suitable housing in your local area that is?**

1. Affordable to enable you to stay in the area as your needs change over time	**1**	**2**	**3**	**4**	**5**	*99*
2. A suitable size for your needs	**1**	**2**	**3**	**4**	**5**	*99*
3. In walking distance to public transport, shops, and services	**1**	**2**	**3**	**4**	**5**	*99*
If any rated less than 3, why do you say that?						

25 **On a scale of 1 (strongly disagree) to 5 (strongly agree), please rate your agreement with the following statements.**

1. My local community is welcoming of people from different cultures	**1**	**2**	**3**	**4**	**5**	*99*
If rated less than 3, why do you say that?						
2. Alcohol consumption has a negative impact on my household	**1**	**2**	**3**	**4**	**5**	*99*
3. Illicit drugs have a negative impact on my household	**1**	**2**	**3**	**4**	**5**	*99*
4. Over the counter and / or prescription medications have a negative impact on my household	**1**	**2**	**3**	**4**	**5**	*99*
5. Gambling has a negative impact on my household	**1**	**2**	**3**	**4**	**5**	*99*
If q25.2, 3, 4, or 5 rated more than 3 , what, if anything do you believe may assist you in dealing with these issues?						

26 **What would encourage or assist people in Nillumbik living healthier lives? (*this may include things Council or other levels of government could do as well as other improvements in the community)***

One:	
Two:	
Three:	

27 **Please indicate which of the following best describes you.**

15 - 19 Years	**1**	46 - 55 Years	**4**
20 - 35 Years	**2**	56 - 75 Years	**5**
36 - 45 Years	**3**	76 Years or Over	**6**

28 **With which gender do you identify?**

Male	**1**	Other (e.g. trans, intersex)	**3**
Female	**2**	Prefer not to say	**9**

29 **What is the structure of this household?**

Two parent family *(youngest 0 - 4 yrs)*	**1**	One parent family *(youngest 13-18 yrs)*	**7**
Two parent family *(youngest 5 – 12 yrs)*	**2**	One parent family *(adult child only)*	**8**
Two parent family *(youngest 13 - 18 yrs)*	**3**	Group household	**9**
Two parent family *(adult child only)*	**4**	Sole person household	**10**
One parent family *(youngest 0 - 4 yrs)*	**5**	Couple only household	**11**
One parent family *(youngest 5 – 12 yrs)*	**6**	Other *(please specify):*_____	**12**

30 **Do any members of this household identify as having a disability?**

Yes	**1**	No	**2**

31 **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**

32 **How long have you lived in the Shire of Nillumbik?**

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

33 **Do you have any further comments you would like to make?**