

Nillumbik Shire Council

2019 Annual Community Survey

February 2019

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Table of contents

INTRODUCTION	6
RATIONALE	6
METHODOLOGY.....	7
RESPONSE RATE AND STATISTICAL STRENGTH	7
NILLUMBIK LOCAL AREAS (PRECINCTS).....	7
GOVERNING MELBOURNE	8
SURVEY CONTENT	8
GLOSSARY OF TERMS	8
EXECUTIVE SUMMARY	10
SATISFACTION WITH COUNCIL’S OVERALL PERFORMANCE.....	13
SATISFACTION WITH OVERALL PERFORMANCE BY PRECINCT	15
SATISFACTION WITH OVERALL PERFORMANCE BY RESPONDENT PROFILE.....	16
SATISFACTION WITH OVERALL PERFORMANCE BY READERSHIP OF THE NILLUMBIK NEWS	18
SATISFACTION WITH OVERALL PERFORMANCE BY TOP ISSUES FOR NILLUMBIK	18
REASONS FOR DISSATISFACTION WITH OVERALL PERFORMANCE	20
CHANGE IN COUNCIL’S OVERALL PERFORMANCE.....	21
<i>Reasons for change in overall performance.....</i>	<i>23</i>
GOVERNANCE AND LEADERSHIP	23
MEETING RESPONSIBILITIES TO THE ENVIRONMENT	26
SUPPORTING A HEALTHY LOCAL COMMUNITY	27
MEETING RESPONSIBILITIES IN RELATION TO BUSHFIRE AND EMERGENCY MANAGEMENT.....	28
COMMUNITY CONSULTATION AND ENGAGEMENT	29
REPRESENTATION, LOBBYING AND ADVOCACY	30
RESPONSIVENESS TO LOCAL COMMUNITY NEEDS.....	31
MAINTAINING THE TRUST AND CONFIDENCE OF THE LOCAL COMMUNITY	33
MAKING DECISIONS IN THE INTERESTS OF THE COMMUNITY	34
COMMUNITY ISSUES, BEHAVIOURS AND ATTITUDES.....	36
ISSUES TO ADDRESS IN THE SHIRE OF NILLUMBIK AT THE MOMENT	36
<i>Issues by precinct</i>	<i>40</i>
<i>Issues by respondent profile.....</i>	<i>42</i>
PERCEPTION OF SAFETY IN PUBLIC AREAS OF NILLUMBIK	44
<i>Perception of safety during the day.....</i>	<i>46</i>
<i>Perception of safety at night.....</i>	<i>48</i>
<i>Perception of safety travelling on / waiting for public transport.....</i>	<i>50</i>
<i>Perception of safety at Eltham Shopping Activity Centre.....</i>	<i>52</i>
<i>Perception of safety at Diamond Creek Activity Centre</i>	<i>53</i>
<i>Reasons for feeling unsafe in public areas.....</i>	<i>54</i>
SATISFACTION WITH SELECTED ASPECTS OF COUNCIL’S WASTE SERVICES	55
ASPECTS ENCOURAGING OR ASSISTING PEOPLE IN NILLUMBIK AS THEY GET OLDER	57
FREQUENCY OF CONSUMING SUGAR SWEETENED DRINKS, TAKE-AWAY MEALS AND SNACKS.....	60
<i>Consumption of sugar sweetened drinks</i>	<i>60</i>
<i>Consumption of take-away meals and snacks</i>	<i>62</i>
FREQUENCY OF ARTS RELATED ACTIVITIES.....	63
<i>Attending arts activities</i>	<i>64</i>
<i>Involved in making or creating art</i>	<i>65</i>
TOURISM	67
UNPROMPTED AWARENESS OF TOURIST ATTRACTIONS.....	68
PROMPTED AWARENESS OF TOURIST ATTRACTIONS.....	69
VISITED TOURIST ATTRACTIONS	70
RECOMMEND TOURIST ATTRACTIONS TO OTHERS	72



IMPORTANCE OF ADDRESSING THE NEEDS OF LGBTI RESIDENTS	72
REASONS FOR RATING OF IMPORTANCE OF COUNCIL ADDRESSING NEEDS OF THE LGBTI RESIDENTS	74
PLANNING AND HOUSING DEVELOPMENT	75
INVOLVEMENT IN PLANNING APPROVALS PROCESS	75
SATISFACTION WITH ASPECTS OF PLANNING APPROVALS PROCESS	76
SATISFACTION WITH ASPECTS OF PLANNING AND DEVELOPMENT	81
<i>Satisfaction with the appearance and quality of newly constructed developments.....</i>	<i>82</i>
<i>Examples and opinions regarding newly constructed housing developments.....</i>	<i>85</i>
<i>The design of public spaces.....</i>	<i>86</i>
<i>The protection of local heritage.....</i>	<i>88</i>
COMMUNICATION	90
NILLUMBİK NEWS	90
<i>Receiving and reading the Nillumbik News.....</i>	<i>90</i>
<i>Sections of the Nillumbik News read by respondents</i>	<i>92</i>
COUNCIL WEBSITE.....	92
<i>Visiting the Council website</i>	<i>92</i>
<i>Satisfaction with aspects of Council website.....</i>	<i>95</i>
AWARE OF NILLUMBİK COUNCIL’S ONLINE COMMUNITY ENGAGEMENT SITE.....	100
PREFERRED METHOD OF RECEIVING INFORMATION FROM / INTERACTING WITH COUNCIL	100
CUSTOMER SERVICE.....	104
CONTACT WITH COUNCIL IN THE LAST TWELVE MONTHS	104
FORM OF CONTACT	104
SATISFACTION WITH ASPECTS OF CUSTOMER SERVICE	105
CUSTOMER EXPERIENCE STRATEGY.....	113
COUNCIL SERVICES AND FACILITIES.....	114
IMPORTANCE OF COUNCIL SERVICES AND FACILITIES.....	114
SATISFACTION WITH COUNCIL SERVICES AND FACILITIES	116
MUNICIPAL COMPARISON OF AVERAGE SATISFACTION	118
IMPORTANCE AND SATISFACTION CROSS TABULATION.....	120
SATISFACTION BY BROAD SERVICE AREAS.....	121
INFRASTRUCTURE.....	124
<i>Maintenance and repairs of local sealed roads</i>	<i>124</i>
<i>The grading of unsealed roads.....</i>	<i>124</i>
<i>Drains maintenance and repairs</i>	<i>125</i>
<i>Footpath maintenance and repairs.....</i>	<i>125</i>
<i>Provision and maintenance of parks and gardens</i>	<i>126</i>
<i>Provision and maintenance of street trees.....</i>	<i>126</i>
<i>Provision and maintenance of street lighting</i>	<i>127</i>
<i>Local traffic management.....</i>	<i>127</i>
<i>Fire prevention works.....</i>	<i>128</i>
<i>Public toilets.....</i>	<i>128</i>
WASTE AND CLEANING.....	129
<i>Street sweeping.....</i>	<i>129</i>
<i>Fortnightly garbage collection</i>	<i>129</i>
<i>Fortnightly recycling collection</i>	<i>130</i>
<i>Weekly green waste collection.....</i>	<i>130</i>
<i>Litter collection in public areas.....</i>	<i>131</i>
<i>Maintenance and cleaning of shopping strips</i>	<i>131</i>
<i>Hard rubbish collection</i>	<i>132</i>



RECREATION, LIBRARY AND CULTURE.....	133
<i>Local library</i>	133
<i>Sports ovals</i>	133
<i>On and off-road bike paths</i>	134
<i>Horse riding trails</i>	134
<i>Aquatic and Leisure Centres</i>	135
<i>Arts and cultural events, programs, and activities</i>	135
<i>Education and Learning</i>	136
<i>Environmental programs and facilities</i>	136
<i>Support for local businesses</i>	137
COMMUNITY SERVICES.....	138
<i>Services for children from birth to 5 years of age</i>	138
<i>Services for youth</i>	138
<i>Services for seniors</i>	139
LOCAL LAWS AND ENFORCEMENT.....	140
<i>Parking enforcement</i>	140
<i>Animal management</i>	140
STRATEGY, CORPORATE AND COMMUNICATIONS.....	141
<i>Nillumbik News</i>	141
<i>Council's website</i>	141
RESPONDENT PROFILE.....	142
AGE STRUCTURE.....	142
GENDER.....	142
HOUSEHOLD MEMBERS IDENTIFY AS LGBTI.....	143
HOUSEHOLD STRUCTURE.....	143
HOUSING SITUATION.....	144
PERIOD OF RESIDENCE IN NILLUMBIK.....	144
GENERAL COMMENTS.....	146
APPENDICES.....	149
APPENDIX ONE: REASONS FOR CHANGE IN COUNCIL'S OVERALL PERFORMANCE.....	149
APPENDIX TWO: REASONS FOR FEELING UNSAFE IN THE PUBLIC AREAS OF NILLUMBIK.....	152
APPENDIX THREE: IMPORTANCE OF COUNCIL MEETING NEEDS OF LGBTI RESIDENTS.....	153
APPENDIX FOUR: COMMENTS ON COUNCIL'S FOUR CUSTOMER EXPERIENCE COMMITMENTS.....	155
APPENDIX FIVE - SURVEY FORM.....	157



Introduction

Metropolis Research was commissioned by Nillumbik Shire Council to undertake this, its eighth *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 2019 survey is comprised of the following:

- ⊗ Satisfaction with Council's overall performance and aspects of governance and leadership
- ⊗ Importance of and satisfaction with a broad range of Council services and facilities
- ⊗ Satisfaction with aspects of planning and development and planning approvals process
- ⊗ Satisfaction with aspects of the waste collection services
- ⊗ Use of and satisfaction with Council's communication tools, including preferred methods of receiving information from and interacting with Council.
- ⊗ Satisfaction with aspects of Council's customer service
- ⊗ Perception of safety in the public areas of the Nillumbik Shire
- ⊗ Issues of importance for Council to address in the coming year
- ⊗ Frequency of consuming sugar sweetened drinks and take-away / snack foods
- ⊗ Frequency of attending arts activities, and participating in making or creating art
- ⊗ Respondent profile.

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 Local Government Performance Reporting Framework (LGPRF).

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.



Methodology

The *Nillumbik Shire Council – 2019 Annual Community Survey* was conducted as a door-to-door interview style survey of 500 households approached randomly from across the municipality over three weekends in January 2019. Due to occupational health and safety reasons, approximately half of the rural surveys were conducted door-to-door, whilst the other half were conducted as intercept surveys in the rural townships. For these surveys, potential respondents were first asked if they were residents of the local area and were residents of the Nillumbik Shire.

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.

Response rate and statistical strength

A total of approximately 2,488 households were approached by Metropolis Research to participate in the *Nillumbik Shire Council – 2019 Annual Community Survey*. Of these households, 1,334 were unattended at the time, 669 refused to participate and 500 completed surveys. This provides a response rate of 41.7%, slightly higher than that of 39.7% recorded in 2018.

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 500 respondents, and an underlying population of the Shire of Nillumbik of 64,280. This is a more accurate 95% confidence interval than obtained in the state government satisfaction survey.

Nillumbik local areas (precincts)

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. A total of 100 surveys were conducted in each of these five areas, and the final municipal results have been weighted by precinct population so that each precinct contributes proportionally to the overall result. 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 service provided by Metropolis Research since 2010. *Governing Melbourne* is a survey of approximately one thousand respondents drawn in equal numbers from each of the thirty-one metropolitan Melbourne municipalities.

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of the *Nillumbik Shire Council – 2019 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.

Survey content

The survey includes a set of core questions that are included every year to provide on-going measurement of the performance of Council across an extensive list of services and facilities, aspects of governance and leadership, aspects of customer service, aspects of planning and housing development, and the performance of Council across all areas of responsibility. A core question is also included which identifies the current top issues in the municipality.

In addition to these core questions, the survey also has capacity to include a wide range of non-core questions, some of which have been included every year (such as the perception of safety and satisfaction with aspects of traffic and parking). In addition to these, the survey has also included other questions designed to meet the information requirements of Council from year to year.

The questions included in each annual survey results from extensive consultation within Council. In 2019, this resulted in the inclusion of questions around services for local businesses, sports facilities, grading of unsealed roads, consumption of sugar-sweetened drinks and takeaway food, and involvement in arts and cultural activities.

Except for the very small number of questions required to ensure the survey meets the LGPRF requirements of the state government (DELWP), the content of the survey can be customised to meet the current information requirements of Council.

Glossary of terms

Precinct

The term precinct is used by Metropolis Research to describe the small areas utilised by Council in the *Community Profile*. Readers seeking to use precinct results should seek clarification of specific precinct boundaries if necessary.



Measurable and statistically significant

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

Significant result

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

Somewhat / notable / marginal

Metropolis Research will describe some results or changes in results as being marginally, somewhat, or notably higher or lower. These are not statistical terms rather they are interpretive. They are used to draw attention to results that may be of interest or relevant to policy development and service delivery. These terms are often used for results that may not be statistically significant due to sample size or other factors but may nonetheless provide some insight.

95% confidence interval

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

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

Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results. These categories have been developed over many years as a guide to understanding the results and 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 of 5.5 to less than 6 are categorised as poor
- ⊗ **Very Poor** - scores of 5 to less than 5.5 are categorised as very poor
- ⊗ **Extremely Poor** – scores of less than 5 are categorised as extremely poor.



Executive summary

Metropolis Research was commissioned by the Nillumbik Shire Council to conduct primary research of 500 residents drawn from across the municipality. Surveys were conducted as face-to-face interviews of randomly approached households drawn in equal numbers from each of the five precincts comprising the municipality. Results were then weighted by precinct population to ensure that each precinct of the municipality contributed proportionally to the municipal result. The surveys were conducted in January 2019, consistent with the timing of the survey in previous years.

Satisfaction with the **overall performance** of Nillumbik Shire Council increased measurably and significantly in 2019, up 4.8% from 6.46 to 6.77. The 2017 result was the lowest recorded over the eight years of the survey program, and the increase recorded this year builds on the increase recorded last year. Satisfaction is now at the second highest level recorded for Nillumbik since the survey commenced in 2011. The high point was 2015 (6.90).

Across the broad range of questions included in the survey this year, satisfaction with Council's performance has improved substantially in 2019.

In 2017, one of the factors underpinning the decline in satisfaction with Council's performance was the impact of environmental overlay issues. These issues appear to have largely dissipated this year and satisfaction with overall performance has recovered and is now above the long-term average (6.48).

This result is similar to the 2018 metropolitan Melbourne average of 6.74 and marginally higher than the northern region councils' average of 6.58.

A little more than one-third (34.8% up from 29.9%) of respondents were very satisfied with Council's overall performance, whilst 8.1% (down from 10.6%) were dissatisfied.

- **Those more satisfied than average** - younger respondents, newer Nillumbik residents, rental households, and respondents from Diamond Creek and the rural precinct tended to be more satisfied than average with Council's overall performance.
- **Those less satisfied than average** - respondents from Eltham precinct, middle-aged adults, and longer-term residents of Nillumbik, tended to be less satisfied. Issues with planning and housing development appear to be significant factors affecting the lower satisfaction in Eltham precinct this year. The decline in satisfaction in Eltham is a key finding this year.

The most common reasons why respondents were dissatisfied with Council's overall performance tended to be related to planning and development issues, as well as a few comments around Council governance and accountability in decision making. It is important to bear in mind that only a small number of respondents (8.1%) were dissatisfied.

Consistent with the increase in satisfaction with Council's overall performance, satisfaction with the various aspects of **Council governance and leadership** increased again this year, up an average of 3.9% from 6.40 to 6.65. This is categorised as "good", up on the 2018 result of "solid". This is the second consecutive increase in average satisfaction with governance and leadership, recovering much of the decline recorded in 2017.



Planning and housing development remain a significant issue in the municipality. Satisfaction with the planning approvals process of those involved in the process remains low, although this is not unique to Nillumbik, as satisfaction with planning is low across metropolitan Melbourne.

Satisfaction with planning outcomes such as the quality and appearance of newly constructed developments remains “good” despite increasing measurably this year (up 9.5% to 7.12). This result remains similar to the northern region councils and metropolitan Melbourne averages.

The low level of satisfaction with planning outcomes is reflected in the fact that “building, housing, planning and development” issues were the fourth most commonly raised issues to be addressed in the Nillumbik Shire at the moment, with 12.4% of respondents identifying these issues. Respondents that raised planning and development issues were on average 16.5% less satisfied with Council’s overall performance than the municipal average result.

Satisfaction with the seven aspects of **customer service** increased again this year, up an average of 2.3% to 7.41. Satisfaction with customer service remains “very good”. This improvement in satisfaction with customer service reflects the fact that the decline in 2017 appears to have been due in large measure to the decline in overall satisfaction, rather than reflecting a significant decline in the customer service performance of Council.

Traffic management issues remain of very significant concern in the community. This was evidenced in several questions in the survey, including the fact that “local traffic management” was the service with the second lowest level of satisfaction (the grading of unsealed roads being the lowest), and together these were the only two of thirty-three services and facilities to be categorised as “poor” this year.

More than one-quarter (29.2% down from 33.7%) of respondents identified “**traffic management**” as one of the top three issues to address in Nillumbik Shire at the moment, which was the most commonly identified issue. These traffic related issues were mainly focused on main roads, with traffic congestion and commuting times the key areas of concern.

The **perception of safety** in the public areas of Nillumbik remains very high, and measurably higher than the metropolitan Melbourne average. Safety and crime issues were not prominent issues identified in Nillumbik Shire (just 4.0% raised these issues compared to the 2018 metropolitan Melbourne average of 7.0%). Metropolis Research notes that safety and crime related issues had increased substantially in many of the outer urban areas of metropolitan Melbourne in recent years although it is starting to diminish this year, but that this trend did not emerge in the Nillumbik Shire.

The four most common methods by which respondents prefer to **receive information from or interact with Council** remain direct mail / letterbox drop of information (53.6%), the *Nillumbik News* (41.4%), email (38.4%), and Council’s website (34.8%). One-quarter (25.0%) of respondents prefer social media, an increase on the 17.6% recorded last year.

In 2019 a little more than half (55.1%) of respondents regularly receive and regularly read the *Nillumbik News*, whilst thirteen percent reported that they do not regularly receive the publication.



Thirty percent of respondents visit the website frequently or infrequently. Their satisfaction with the **Council website** remains very high, with the six aspects rated from “very good” to “excellent”. Satisfaction with the website has remained high over an extended period.

The average satisfaction with the thirty-three included **Council services and facilities** increased by 1.1% this year to 7.39, a level categorised as “very good”.

Many of the services and facilities respondents considered most important obtained higher than average satisfaction scores. These services include all the waste collection services, the local library, most of the health and human services, parks and gardens, and aquatic and recreation centres. This is important as it highlights the fact that Council is receiving the highest levels of satisfaction for the services that the community consider most important.

The services and facilities of most concern in the community are local traffic management, the grading of unsealed roads, and the maintenance and repair of local sealed roads, drains and footpaths. These were all higher than average importance and lower than average satisfaction.

The communication related services and facilities tended to be rated as less important than average by respondents (although still important) and received average satisfaction ratings (although they were all still categorised as “good” to “very good”).

The average satisfaction with services and facilities in Nillumbik Shire (7.39) was almost identical to the 2018 metropolitan Melbourne average (7.43). There was however some variation in satisfaction with some services and facilities observed, as follows:

- **Higher than average satisfaction in Nillumbik** – public toilets (8.4% higher than the metropolitan Melbourne average), aquatic and leisure centres (6.4% higher), local library (6.1% higher), services for children from birth to five years of age (6.0% higher), and services for seniors (5.1% higher).
- **Lower than average satisfaction in Nillumbik** – drains maintenance and repairs (13.5% lower than the metropolitan Melbourne average), the maintenance and repairs of local sealed roads (10.2% lower), local traffic management (9.7% lower), street sweeping (7.2% lower), fortnightly garbage collection (6.1% lower), footpath maintenance and repairs (5.9% lower), and provision and maintenance of street trees (4.2% lower).

The survey also included additional questions this year related to:

- **Tourism** – including the awareness of, visiting, and recommending tourist attractions.
- **Ageing well in Nillumbik** – respondents were asked what would encourage or assist people in Nillumbik as they get older.
- **Health and wellbeing** – respondents were asked about the frequency of consuming sugar sweetened drinks and take-away and snack foods.
- **LGBTI** – measuring the importance of Council meeting the needs of LGBTI residents.
- **Arts activities** – respondents were asked their frequency of attending arts activities and participating in making or creating art.



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 Council’s performance across all areas of responsibility (overall performance) increased measurably and significantly again this year, up 4.8% to 6.77. This follows on from a 5.0% increase in satisfaction recorded last year.

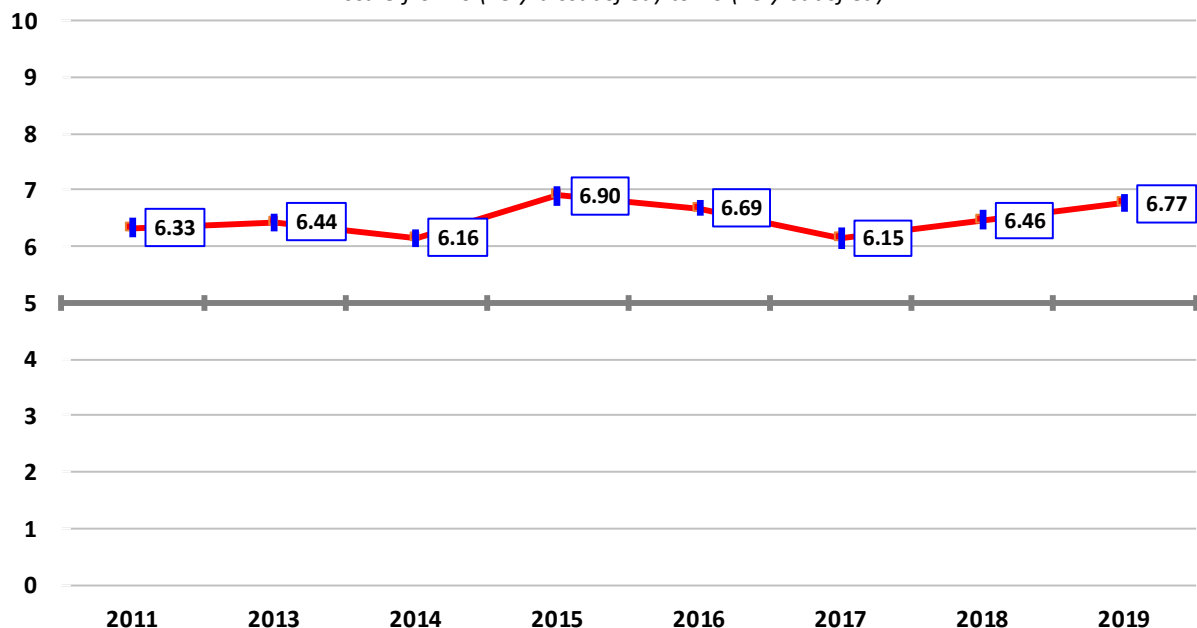
This result is the second highest level of overall satisfaction with Nillumbik Shire Council recorded by Metropolis Research since the survey commenced in 2011.

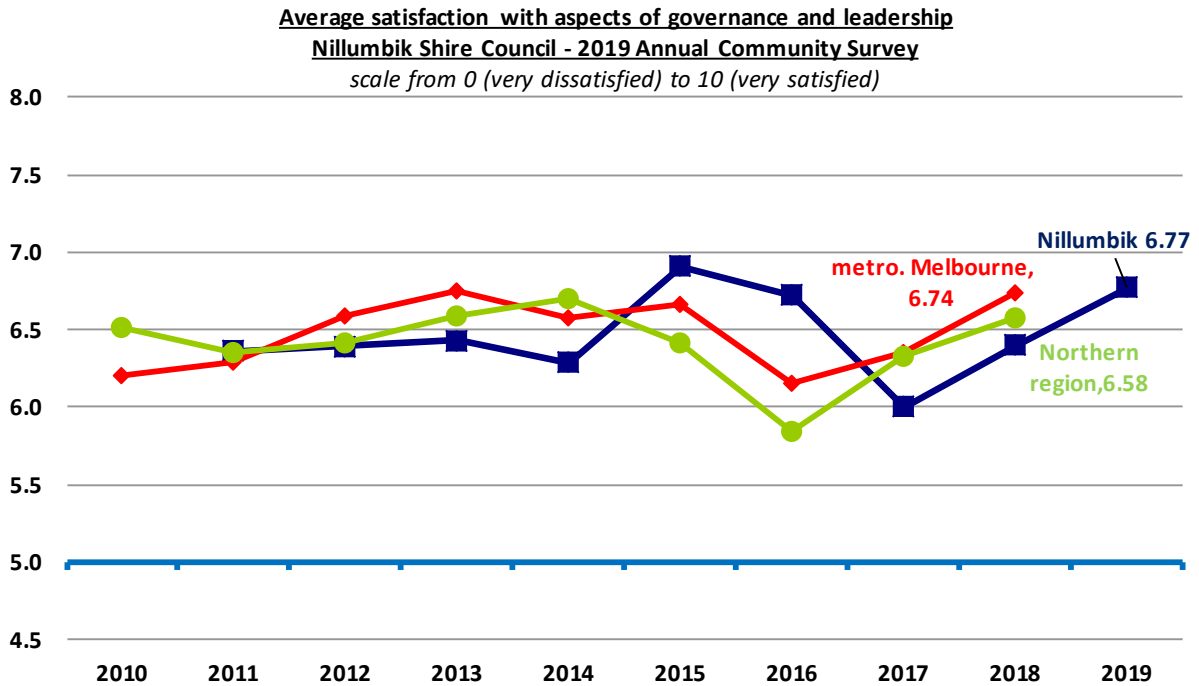
This increase returns satisfaction to a level categorised as “good”, an increase on the “solid” recorded over the last two years.

By way of comparison, this result is almost identical to the 2018 metropolitan Melbourne average satisfaction with local government of 6.74, as recorded in *Governing Melbourne*. *Governing Melbourne* is an independent survey conducted annually by Metropolis Research including a 2018 sample of 1,058 respondents drawn from across all thirty-one metropolitan Melbourne municipalities.

The 2017 report referenced a number of factors underpinning the eight percent decline in satisfaction recorded that year. These factors included issues surrounding the environmental overlays in the municipality. It appears that these issues have diminished as a significant factor over the last two years, and satisfaction has returned to the trend of increasing satisfaction.

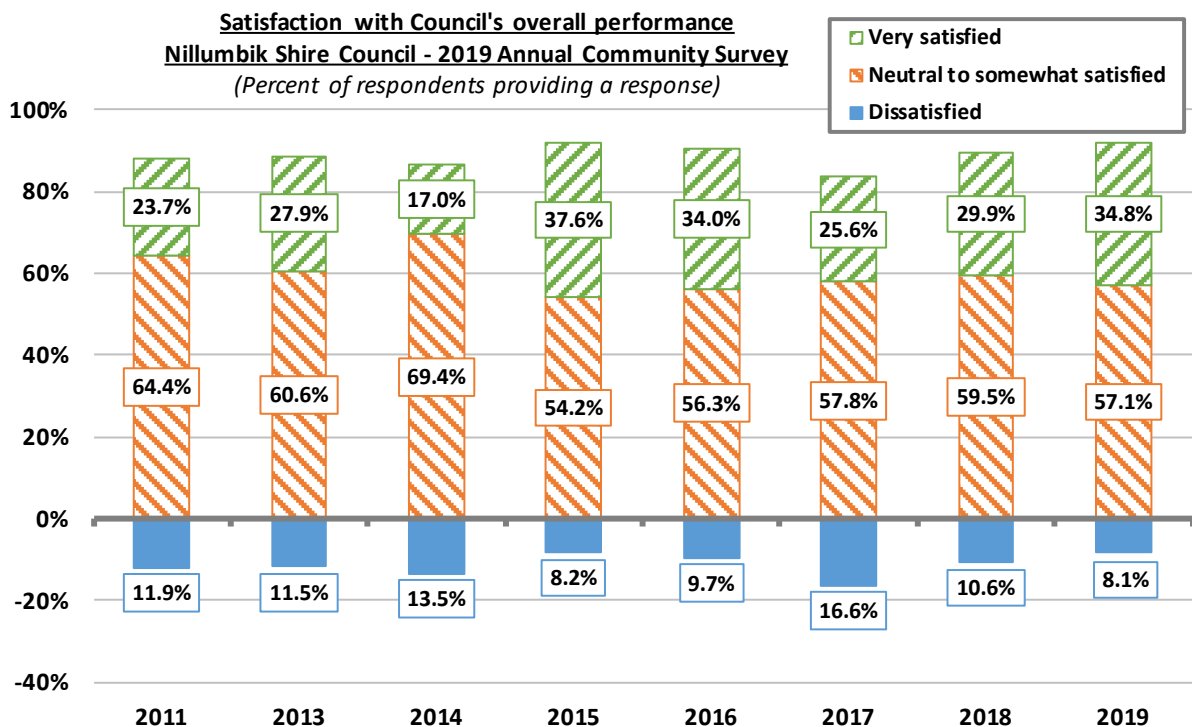
Satisfaction with Council's overall performance
Nillumbik Shire Council - 2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





Consistent with the measurable increase in average satisfaction, there was a significant increase in the proportion of respondents “very satisfied” with Council’s overall performance (i.e. rating satisfaction at eight or more out of ten), up from 25.6% back in 2017 to 34.8% this year. This is the second highest proportion recorded, after the high point recorded in 2015.

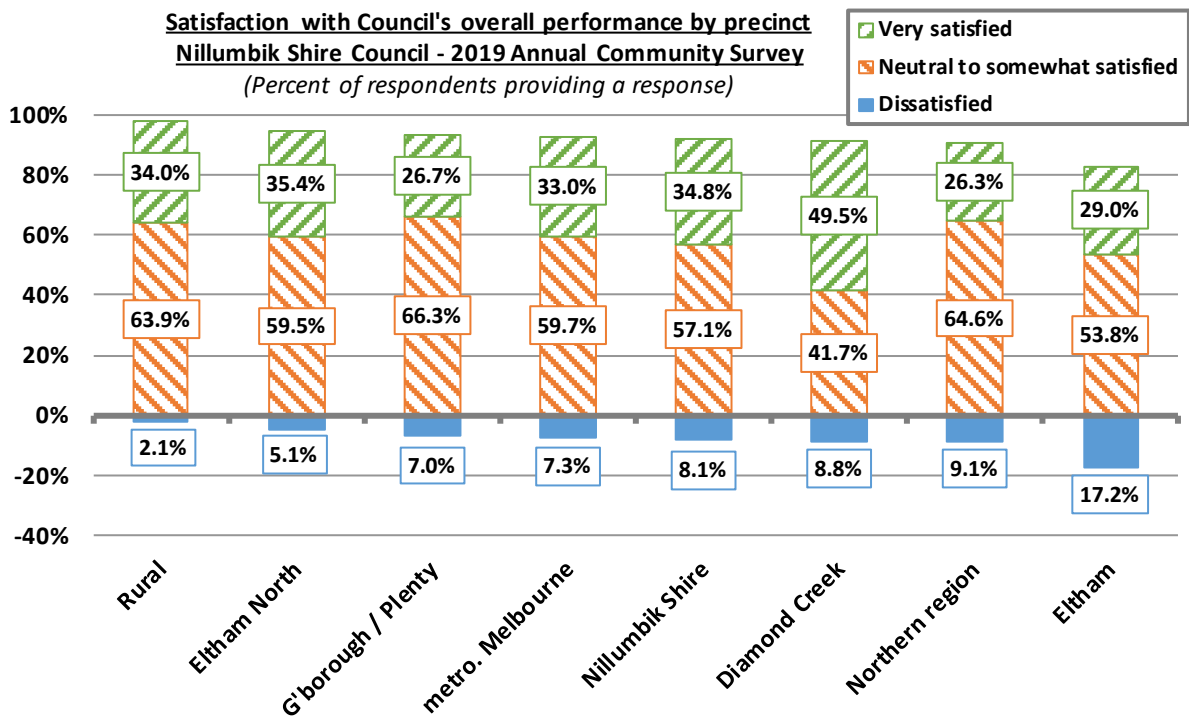
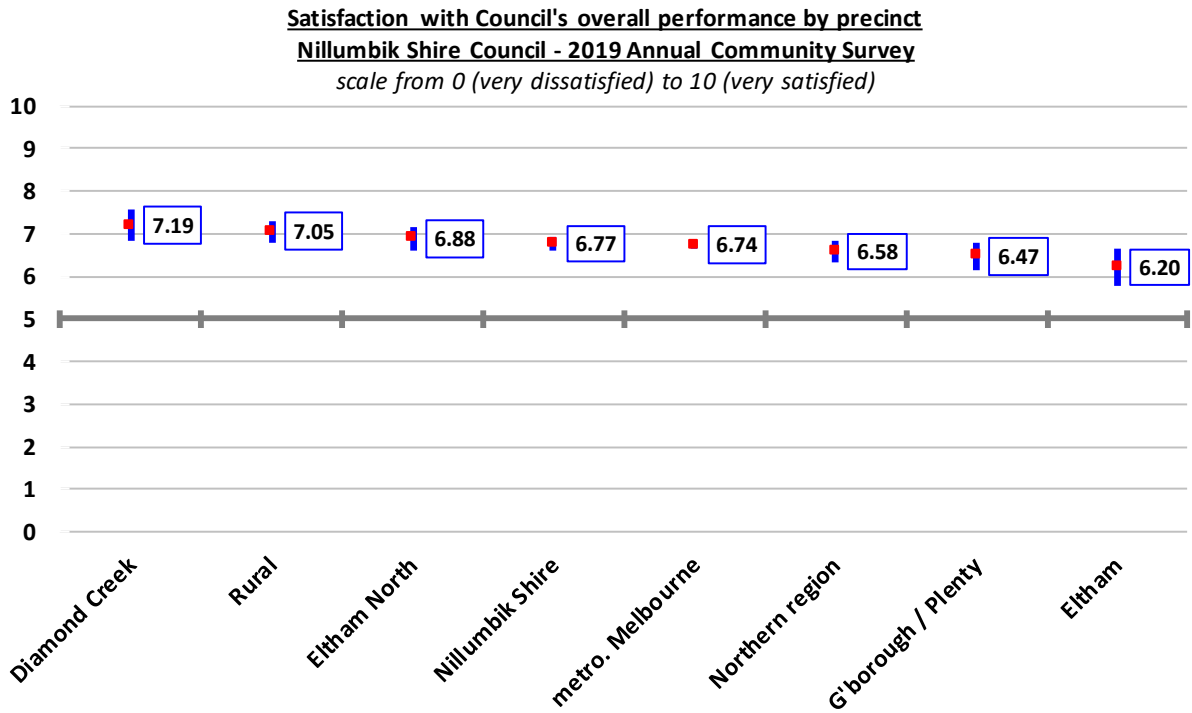
There was a commensurate decline in the proportion of respondents dissatisfied with Council’s overall performance (rating zero to four), down by half from a high of 16.6% in 2017 to 8.1% this year.



Satisfaction with overall performance by precinct

There was some variation in satisfaction with Council’s overall performance observed across the five precincts comprising the Nilumbik Shire, as follows:

- **Eltham** – respondents were measurably less satisfied with Council’s overall performance than average, and at a “solid” level. This represents a significant decline in satisfaction in Eltham precinct from 6.74 in 2017 to 6.20 this year.



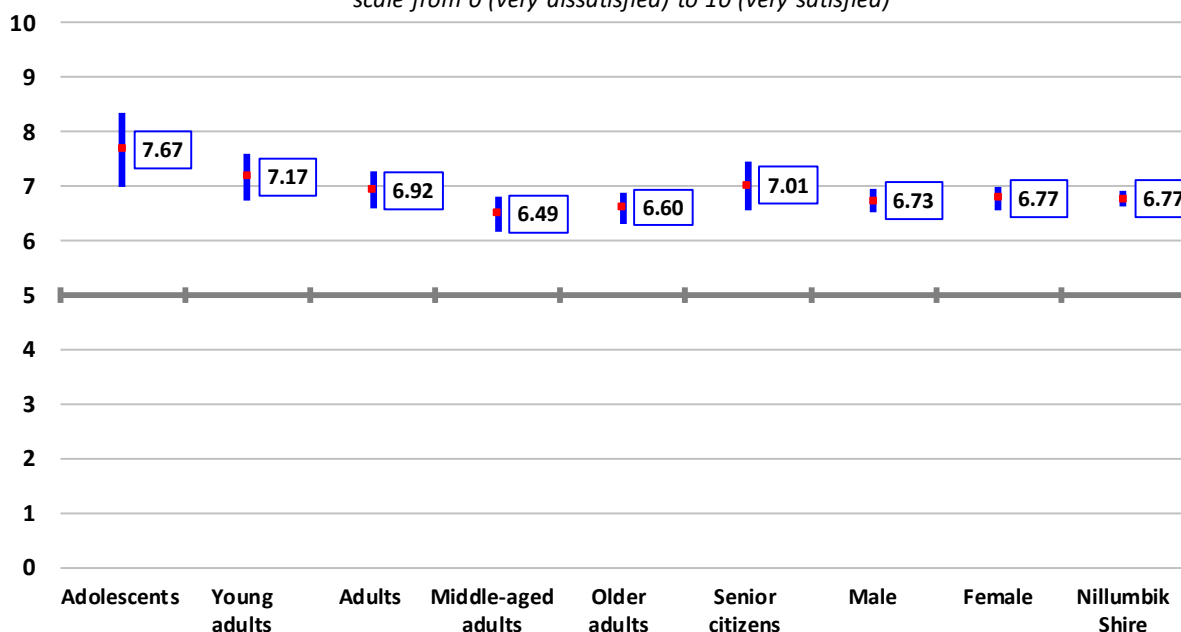
Satisfaction with overall performance by respondent profile

The following graphs provide a breakdown of overall satisfaction with Council by respondent profile, including age structure, gender, language spoken at home, housing situation, period of residence in Nillumbik Shire, and household structure.

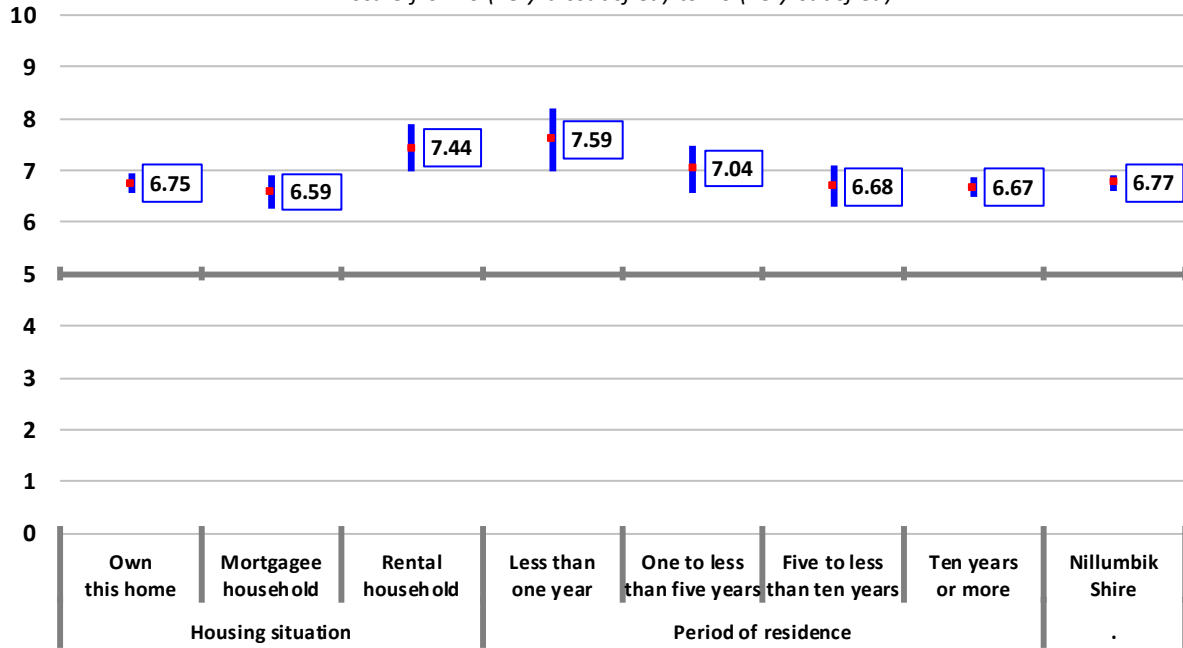
The following variation in overall satisfaction by respondent profile was observed:

- **Age structure** – satisfaction with Council’s overall performance declined with the respondents’ age, from a high of 7.67 for adolescents (aged 15 to 19 years) to a low of 6.49 for middle-aged adults (aged 45 to 59 years). Satisfaction then recovered for older adults and senior citizens. This is a common pattern of satisfaction observed by Metropolis Research across metropolitan Melbourne.
- **Gender** – there was no meaningful variation in satisfaction observed between male and female respondents.
- **Housing situation** – rental household respondents were measurably more satisfied than home owners or mortgagee household respondents.
- **Period of residence in Nillumbik Shire** – satisfaction with Council’s overall performance declined with the period of residence in the Shire, from a high of 7.59 for new resident respondents to a low of 6.67 for respondents who had lived in the Shire for ten years or more.
- **Household structure** – two-parent families with young children (aged 0 to 4 years) and adolescent children (aged 13 to 18 years) were measurably more satisfied than average with Council’s overall performance.

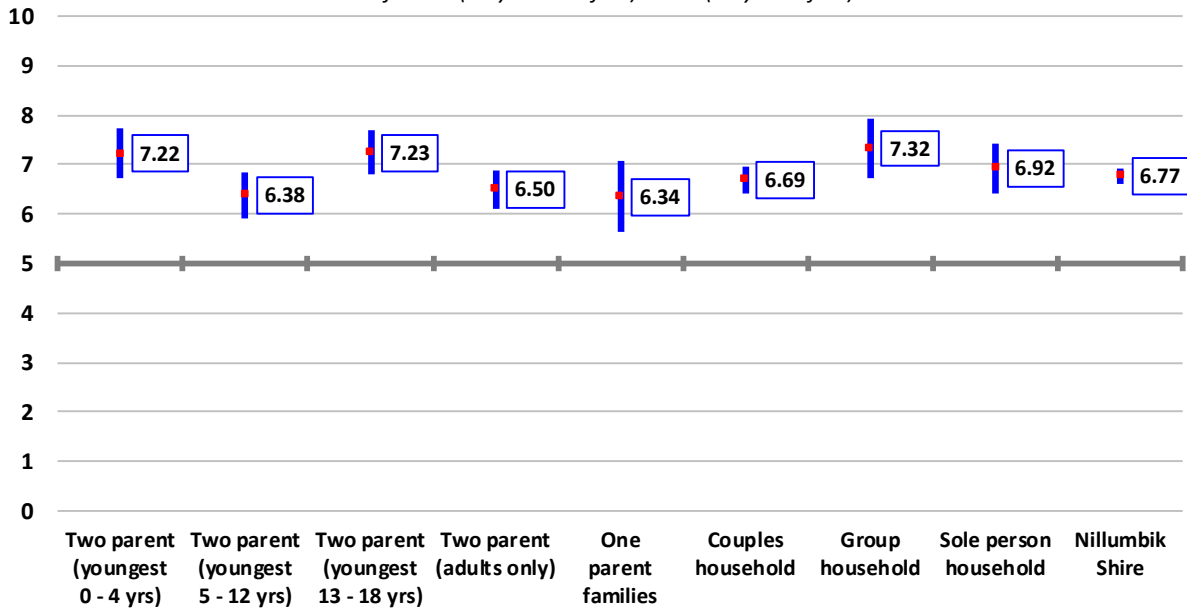
Satisfaction with Council's overall performance by respondent profile
Nillumbik Shire Council - 2019 Annual Community Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with Council's overall performance by housing profile and disability
Nilumbik Shire Council - 2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



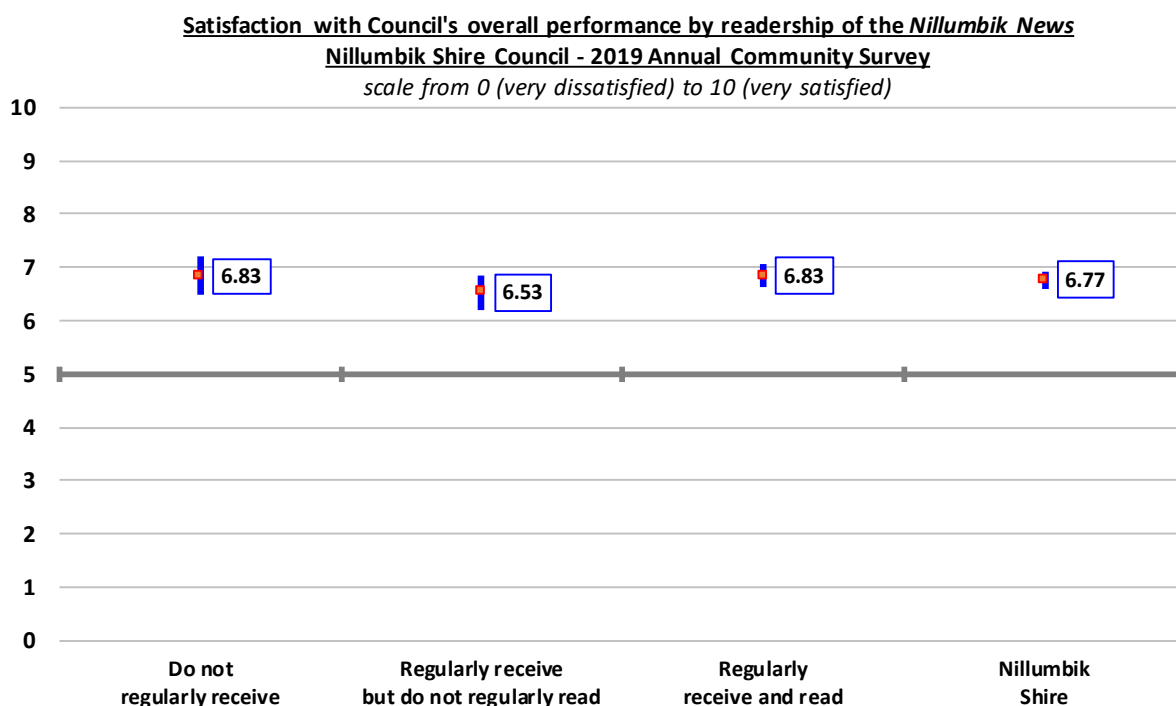
Satisfaction with Council's overall performance by household structure
Nilumbik Shire Council - 2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with overall performance by readership of the Nillumbik News

Consistent with the results observed in previous years, respondents who regularly receive but do not read the Nillumbik News were on average marginally, albeit not measurably less satisfied with Council’s overall performance than other respondents.

This result reflects the fact that these respondents are typically somewhat less engaged with Council than the underlying population. They will tend to be less well informed of the activities of Council, and will, on average be marginally less satisfied with Council’s performance.



Satisfaction with overall performance by top issues for Nillumbik

The following graph provides a breakdown of satisfaction with Council’s overall performance for respondents that identified each of the seven issues to address in the Shire of Nillumbik at the moment.

These results are presented to provide some insight into whether respondents that identified these issues in Nillumbik were more or less satisfied with Council’s overall performance than the municipal average satisfaction (6.77).

It is clear that the twenty respondents that raised issues around crime and safety were on average substantially more satisfied with Council’s overall performance than average. This is an interesting result that has not always been replicated in other areas of metropolitan Melbourne where safety, policing and crime related issues have at times exerted a negative influence on respondents’ satisfaction with Council’s overall performance.



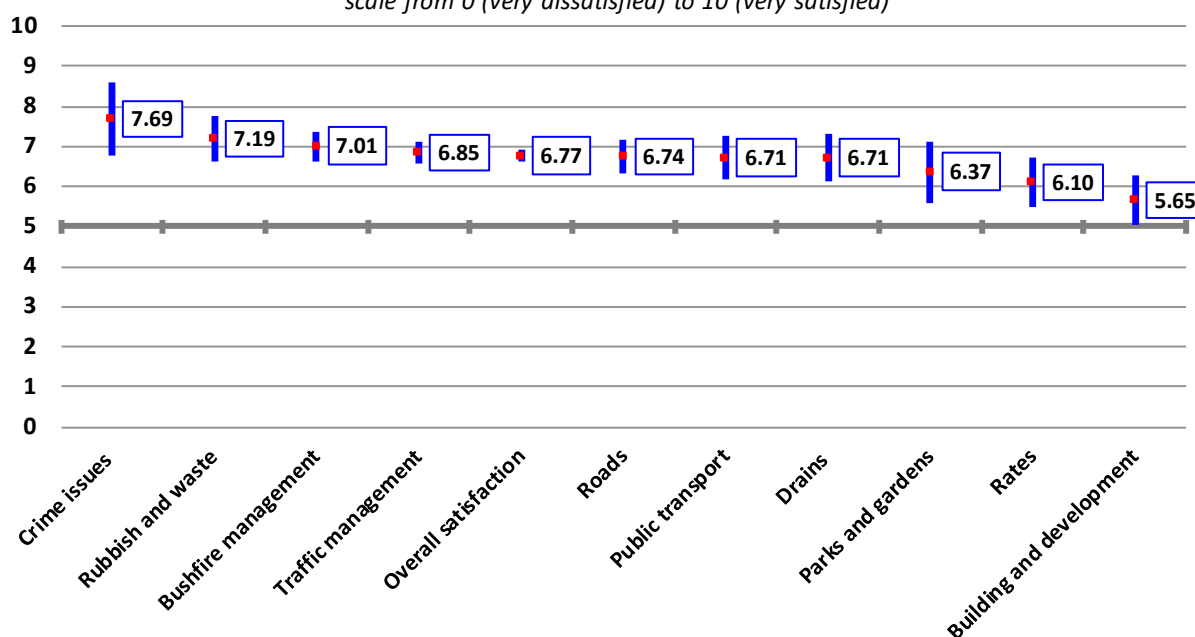
The respondents that identified the issues of rubbish and garbage related issues bushfire management and traffic management, were on average marginally, but not measurably more satisfied than average with Council’s overall performance. This is a positive result, as Metropolis Research has often found that the issues around traffic management in particular can exert a negative influence on satisfaction with Council’s overall performance. This is an important finding given the very large proportion of respondents identifying “traffic management” issues in recent years.

Particular attention is drawn to the fact that respondents who raised issues around bushfire prevention and management were, on average, mildly more satisfied with Council’s overall performance than the average. This is a positive result for Council given the importance of bushfire management in the Nillumbik community.

A total of forty-one respondents identified Council rates as an issue to address in the Nillumbik Shire in the next twelve months. On average these respondents rated satisfaction with Council’s overall performance at just 6.1 out of ten, a level of satisfaction categorised as “solid”. Metropolis Research notes that this is almost always the case, as respondents who consider that Council rates are one of the top three issues to address in the municipality are almost always dissatisfied with the level of Council rates and this flows through into lower levels of satisfaction with Council’s overall performance.

The sixty-two respondents who raised issues around building, housing, planning and development were measurably and significantly less satisfied with Council’s overall performance than the municipal average, and rated satisfaction at a “poor” level. Metropolis Research has often observed that respondents who raise building, housing, planning and development issues are often significantly less satisfied with Council than the average. This strongly implies that for these respondents, planning and development issues exert a very significant impact on their satisfaction with Council’s overall performance.

Satisfaction with Council's overall performance by top issues
Nillumbik Shire Council - 2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Reasons for dissatisfaction with overall performance

There was a total of fifty comments from respondents who rated satisfaction with Council’s overall performance at less than six out of ten (i.e. dissatisfied or neutral).

These open-ended comments have been broadly categorised as outlined in the following summary table, and the verbatim comments included as an appendix to this report.

The four most common areas of concern that underpin respondents’ dissatisfaction with the overall performance of Council related to:

- **Planning and development** – most of these nine comments related to a perception that there is too much development (over-development) and that development is inappropriate for the area, or that developers have too much influence.
- **Council governance, management and responsiveness** – these eight comments covered a variety of specific issues relating to the performance of the Council and its governance. It is noted that these issues have declined substantially over the last two years, which reflects the diminishing of the impact of the issues that underpinned the large decline in satisfaction recorded in 2017.
- **Rates and financial management** – most of these eight comments related to a perception that Council rates are too high.
- **Communication and consultation** – most of these thirteen comments related to a perception that Council is not listening to the community.

Reasons for dissatisfaction with Council's overall performance
Nillumbik Shire Council - 2019 Annual Community Survey
(Number and percent of respondents rating satisfaction less than six)

Reason	2019		2018	2017
	Number	Percent		
Planning and development	9	18.0%	13.1%	15.3%
Council governance, management and responsiveness	8	16.0%	29.3%	32.9%
Rates and financial management	8	16.0%	16.2%	12.9%
Communication and consultation	6	12.0%	13.1%	14.1%
Roads, traffic and parking	3	6.0%	8.1%	4.7%
Council services and facilities	3	6.0%	5.1%	7.1%
Parks, gardens and trees maintenance	3	6.0%	4.0%	0.0%
General negative	3	6.0%	2.0%	5.9%
Infrastructure services	2	4.0%	3.0%	0.0%
Other	5	10.0%	6.1%	7.1%
Total comments	50	100%	99	85



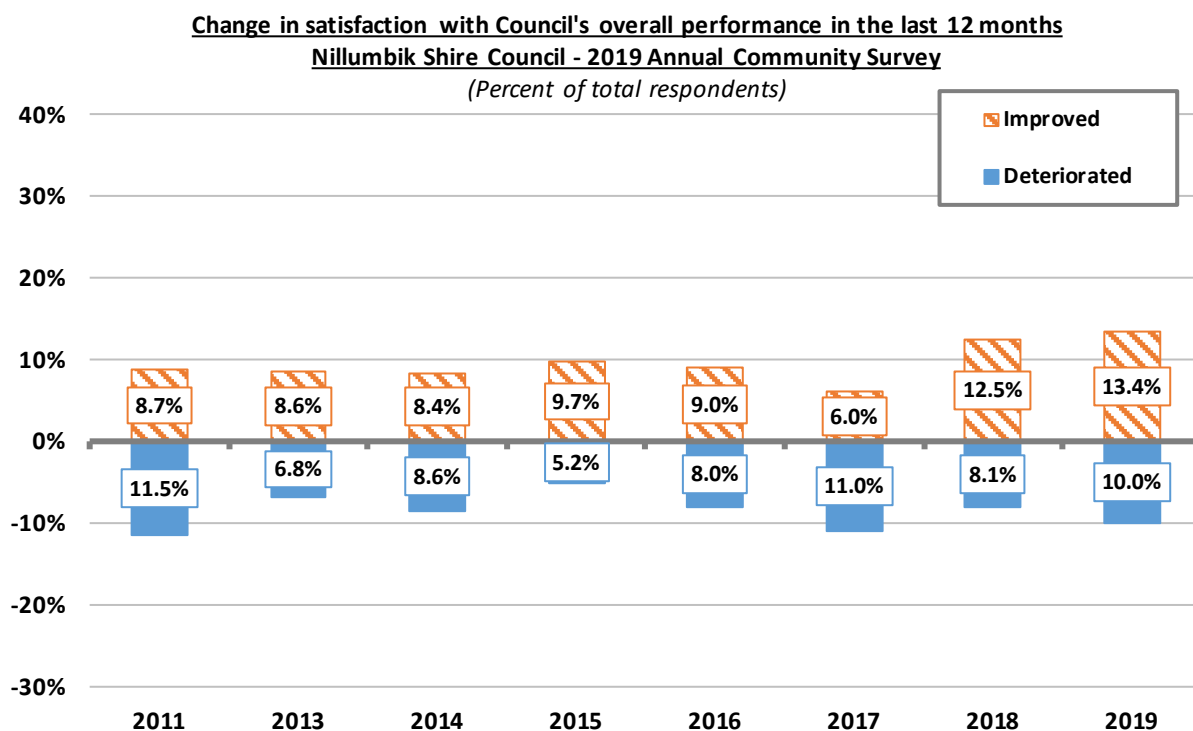
Change in Council's overall performance

Respondents were asked:

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

Consistent with the increase in satisfaction with Council’s overall performance recorded this year, the proportion of respondents that considered that Council’s overall performance had improved in the last twelve months has remained high, increasing this year from 12.5% to 13.4%. This is the highest proportion for this result recorded since the survey program commenced in 2011.

There was a small increase in the proportion of respondents that considered that Council’s overall performance had deteriorated in the last twelve months, up from 8.1% to ten percent this year. This increase is not statistically significant.

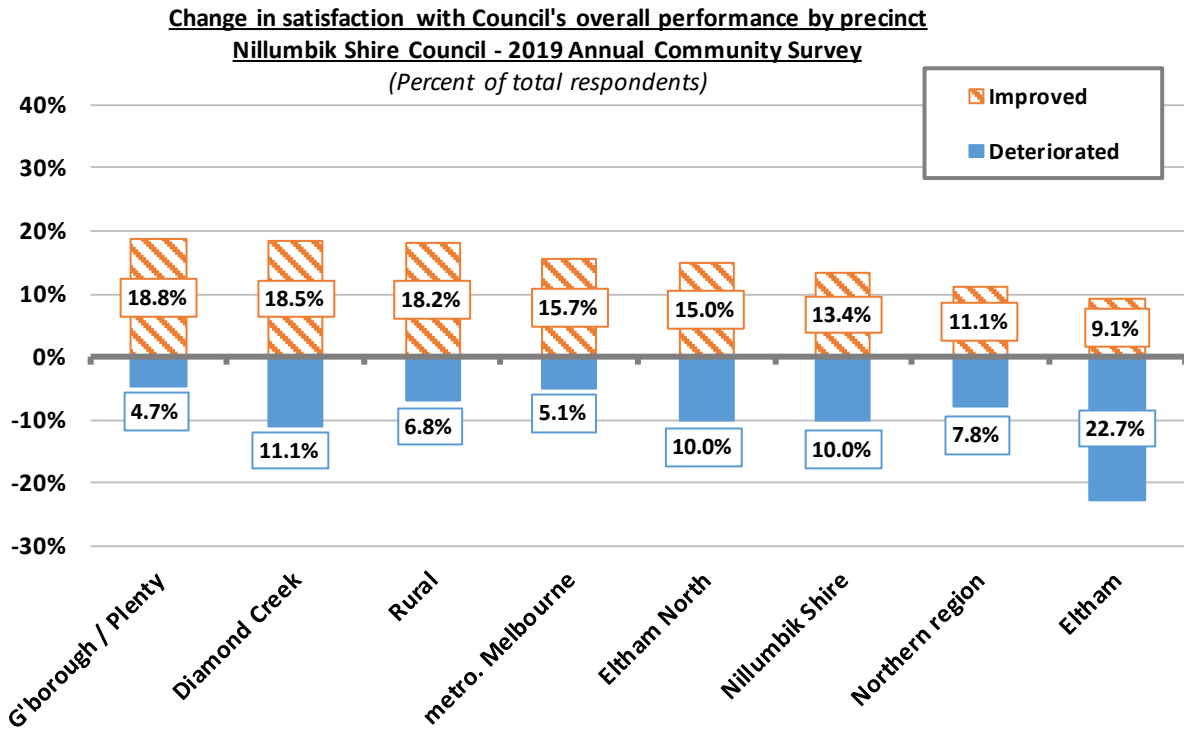


By way of comparison, *Governing Melbourne* reported in 2018 that 15.7% considered that performance of their local council had improved in the last twelve months, and 5.1% considered that performance had deteriorated. Slightly less positive results were recorded for the norther region councils’ average, with 11.1% reporting improved performance and 7.85 reporting deteriorating performance.

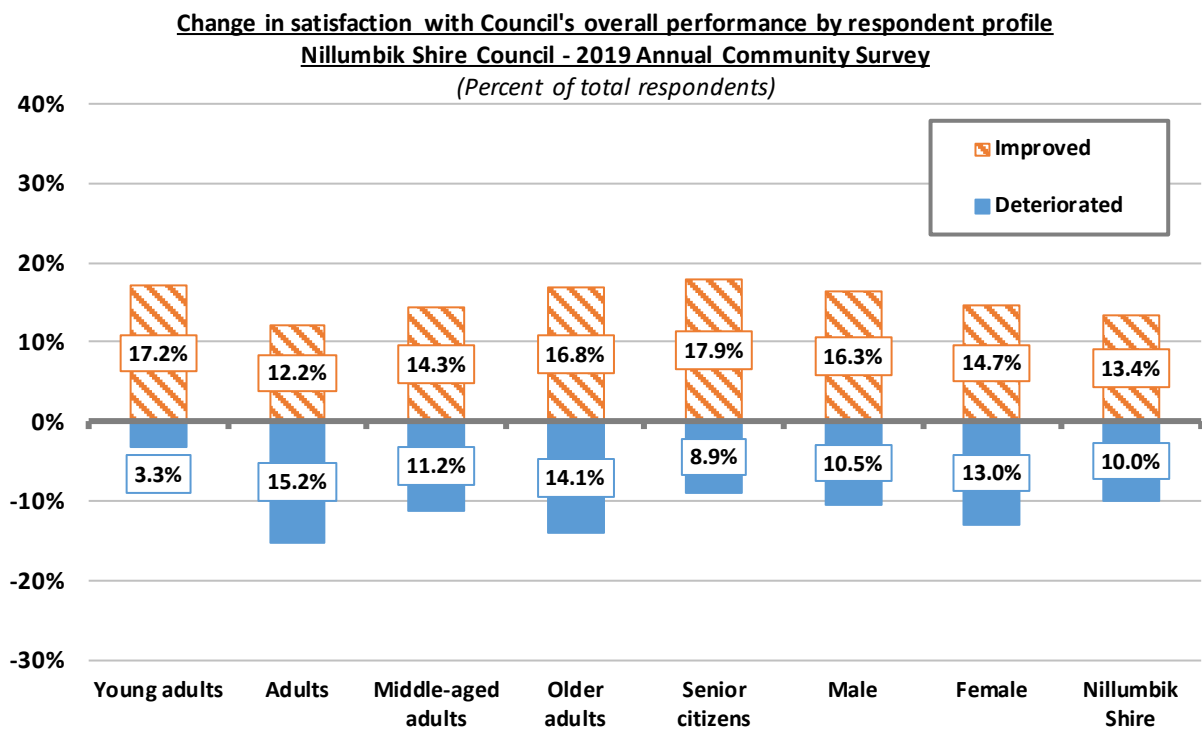
There was measurable and significant variation in this result observed across the municipality, with respondents from Eltham precinct measurably and significantly more likely than average to consider that Council’s overall performance had deteriorated in the last twelve months.



Metropolis Research notes that this is consistent with the fact that respondents from Eltham were on average 8.4% less satisfied with Council’s overall performance than the municipal average. Eltham precinct went from the precinct with the highest average satisfaction in 2018 to the precinct with the lowest average satisfaction this year.



When examined by age structure and gender, it is noted that adults (aged 35 to 44 years) were marginally more likely than average to consider that performance had deteriorated.



Reasons for change in overall performance

Respondents were asked the reasons why they considered that Council’s overall performance had improved (49 respondents), stayed the same (118 respondents), or deteriorated (34 respondents). The most common responses were as follows:

- **Improved** – positive feedback on the maintenance of roads and streets, parks and gardens, as well as more generalized feedback that Council performance is noticeably improving this year.
- **Stayed the same** – most comments related to respondents not noticing any significant changes, differences, or improvements in the last twelve months.
- **Deteriorated** – concerns about rates, the perception of Council selling off of public land and parkland, road and traffic issues, as well as planning and development related issues were notable in the comments.

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?”

There were two new aspects of governance and leadership included in this section of the survey this year; “Council’s performance in supporting a healthy local economy” and “Council’s performance in meeting its responsibilities in relation to bushfire and emergency management”.

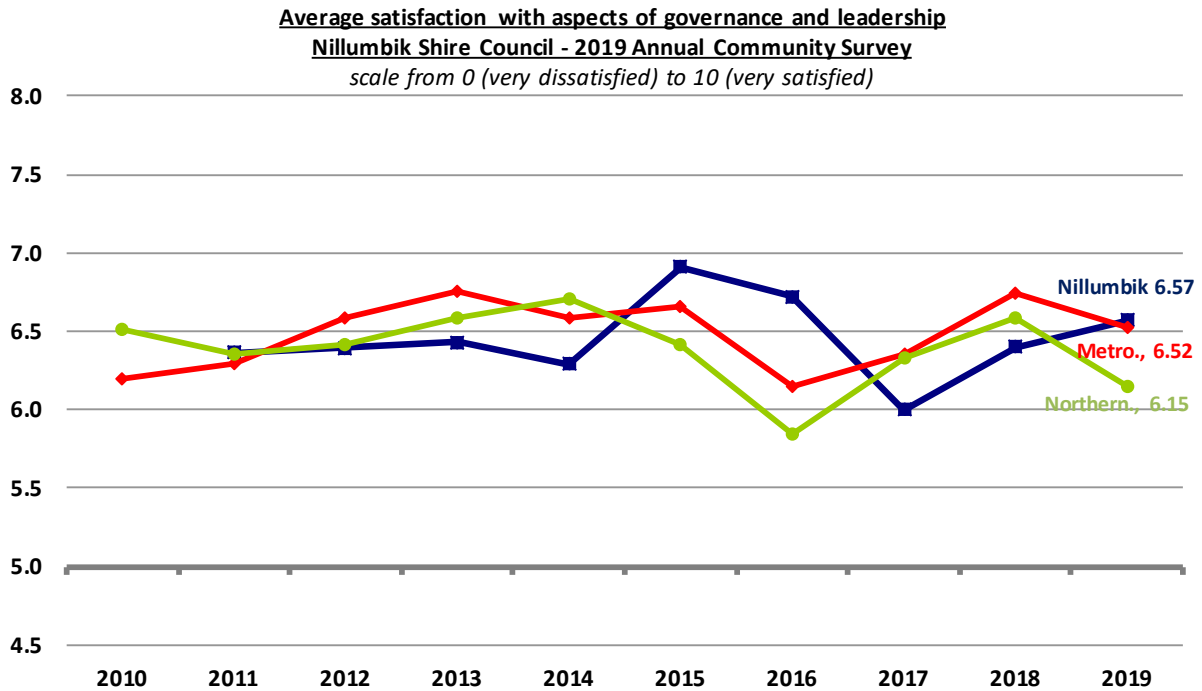
The average satisfaction with the eight aspects of governance and leadership was 6.72 out of ten, a level categorised as “good”.

When compared to the 2018 results, including only the six aspects of governance and leadership included in both 2018 and 2019, average satisfaction increased significantly for the second consecutive year, up 3.9% from 6.40 to 6.65 this year.

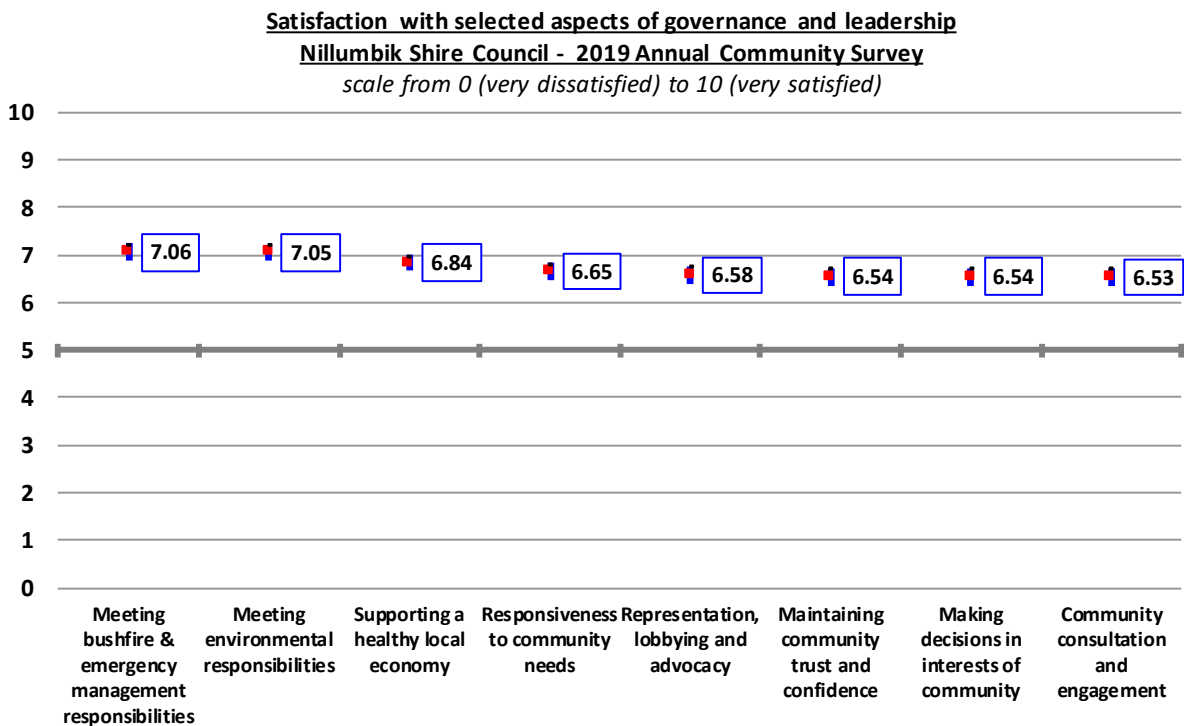
This level of satisfaction is now categorised as “good”, an improvement on the “solid” recorded last year. This is a positive result which recovers most of the losses from the unusually low result recorded in 2017. As discussed in relation to satisfaction with Council’s overall performance, the low result in 2017 was the result of a number of factors, primarily amongst them being issues with the environmental overlays in the municipality.

Governing Melbourne includes only five aspects of governance and leadership (excluding bushfire management, local economy and environmental responsibilities). The 2019 Nillumbik Shire average satisfaction with the five included aspects of governance and leadership was 6.57, marginally but not measurably higher than the 6.52 recorded for metropolitan Melbourne, and measurably higher than the northern region councils’ average of 6.15 (rated “solid”).



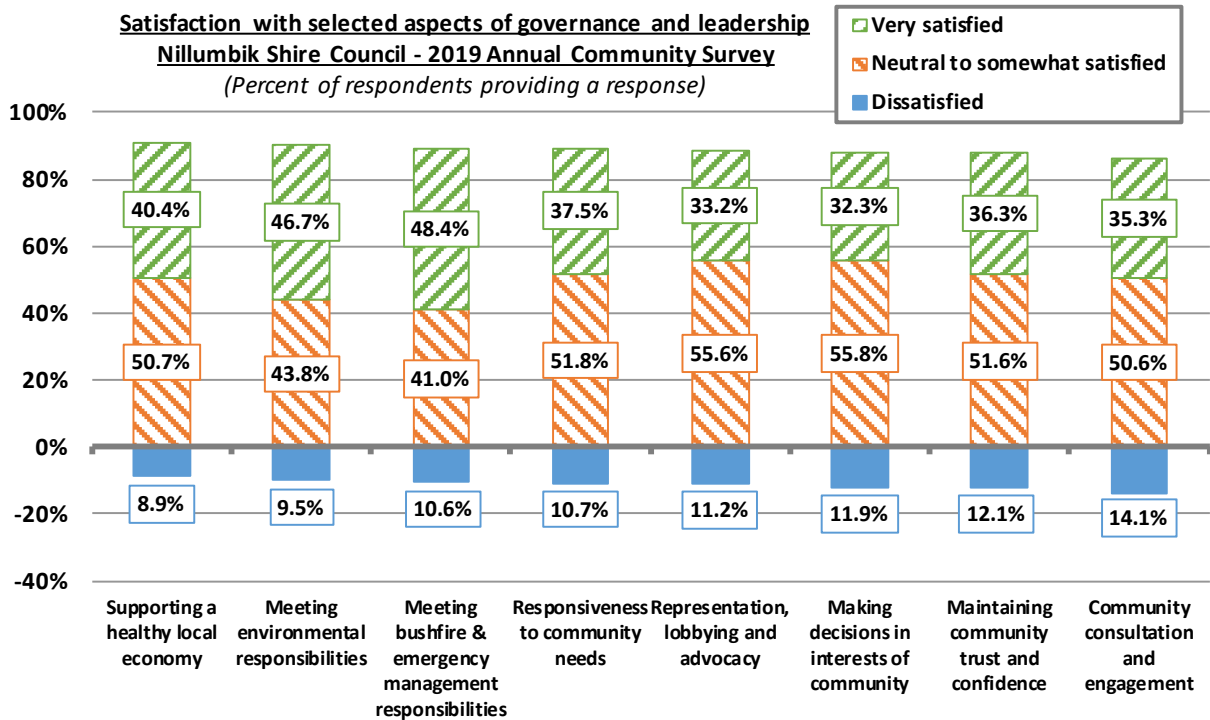


As is evident in the following graph, satisfaction with each of the eight included aspects of governance and leadership was rated at levels categorised as “good”. Satisfaction with the five non-environmental aspects all improved from levels categorised as “solid” to “good” this year, with the increase in the average satisfaction with maintaining community trust and confidence (up 6.3%) increasing measurably.

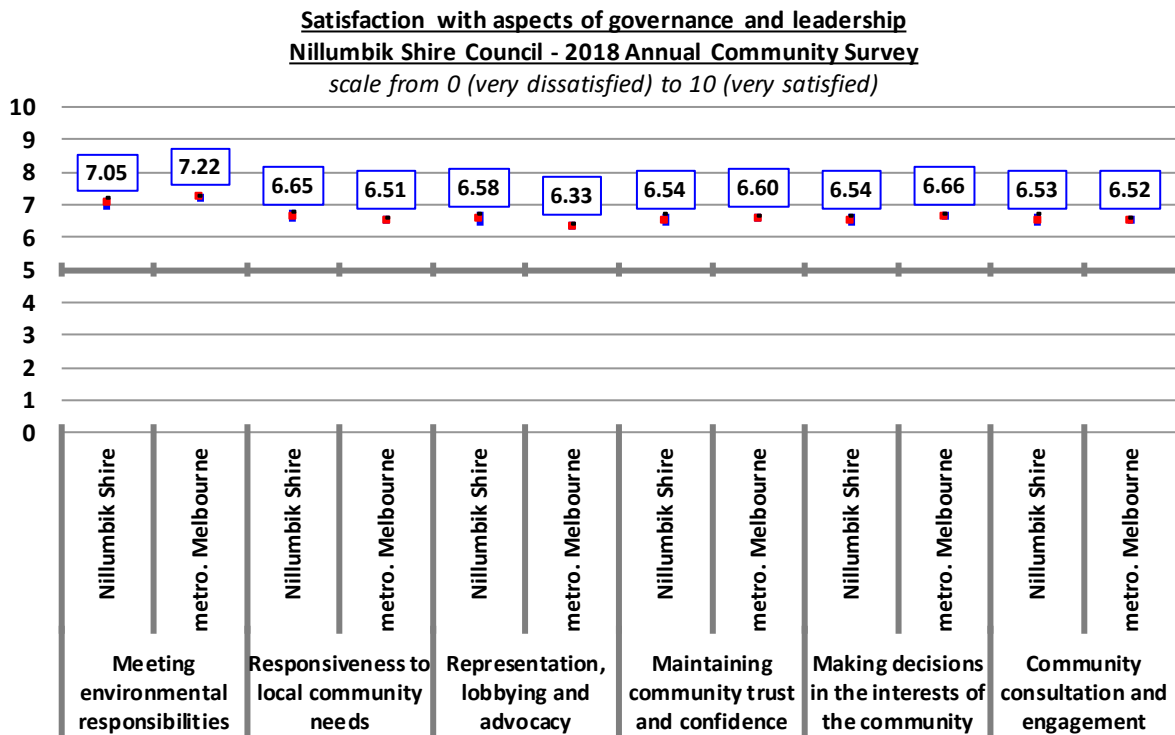


More than one third of respondents were very satisfied (rating eight or more) with each of the eight included aspects of governance and leadership, whilst less than one-sixth were dissatisfied.





Satisfaction with five of the six aspects of governance and leadership in the Nillumbik Shire were very similar to the 2018 metropolitan Melbourne averages, whilst satisfaction with Council’s representation, lobbying and advocacy was measurably (3.9%) higher.



The following section outlines the time series and precinct-level results for each aspect of governance and leadership.



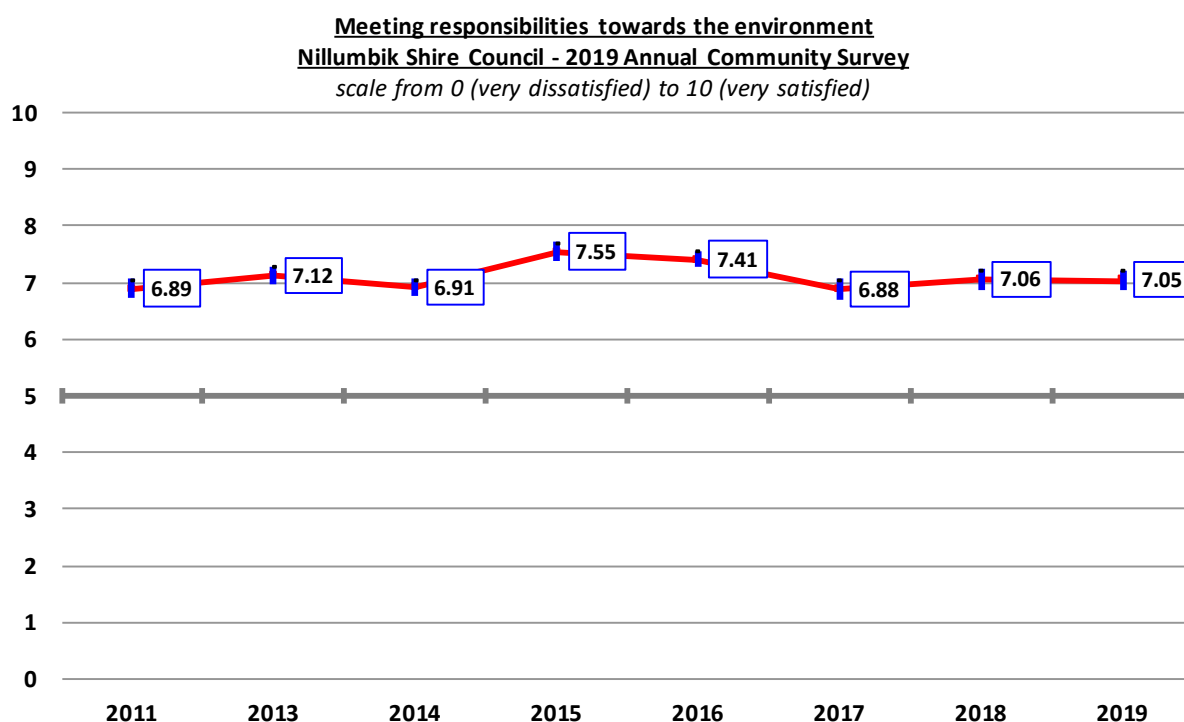
Metropolis Research draws attention to the fact that respondents from Diamond Creek tended to be more satisfied than average with each aspect of governance and leadership, whilst respondents from Eltham tended to be less satisfied than average with most aspects.

It is noted that respondents from Eltham rated satisfaction with five of the eight aspects of governance and leadership at levels categorised as “poor”, compared to the municipal average of “good”.

As was discussed in relation to satisfaction with Council’s overall performance, respondents from Eltham precinct have reported significantly lower levels of satisfaction with many aspects of governance and leadership this year compared to last year.

Meeting responsibilities to the environment

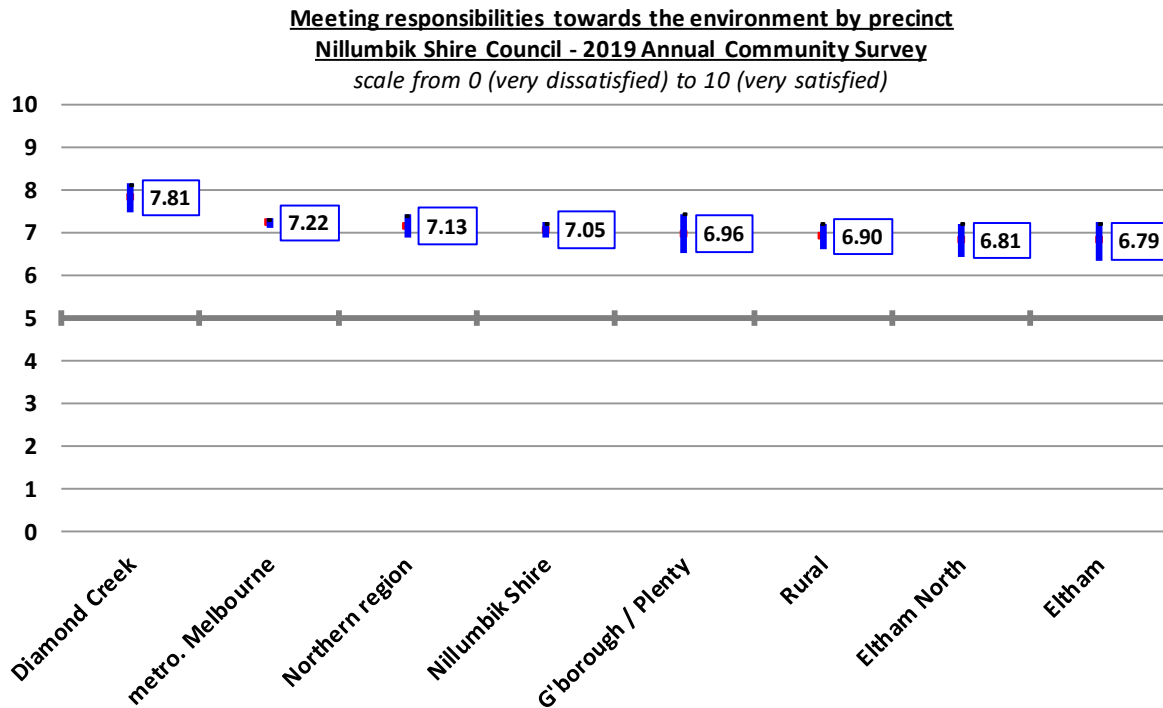
The average satisfaction with Council’s performance meetings its responsibilities towards the environment was 7.05 out of ten, similar to the 7.06 recorded last year. This level of satisfaction is categorised as “good”, the same as has been recorded in six of the eight years of the survey program.



There was some variation in satisfaction with this aspect of governance and leadership observed across the municipality, with attention drawn to the following:

- **Diamond Creek** – respondents rated satisfaction measurably and significantly higher than the municipal average and at a level categorised as “excellent”.
- **Eltham** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average.





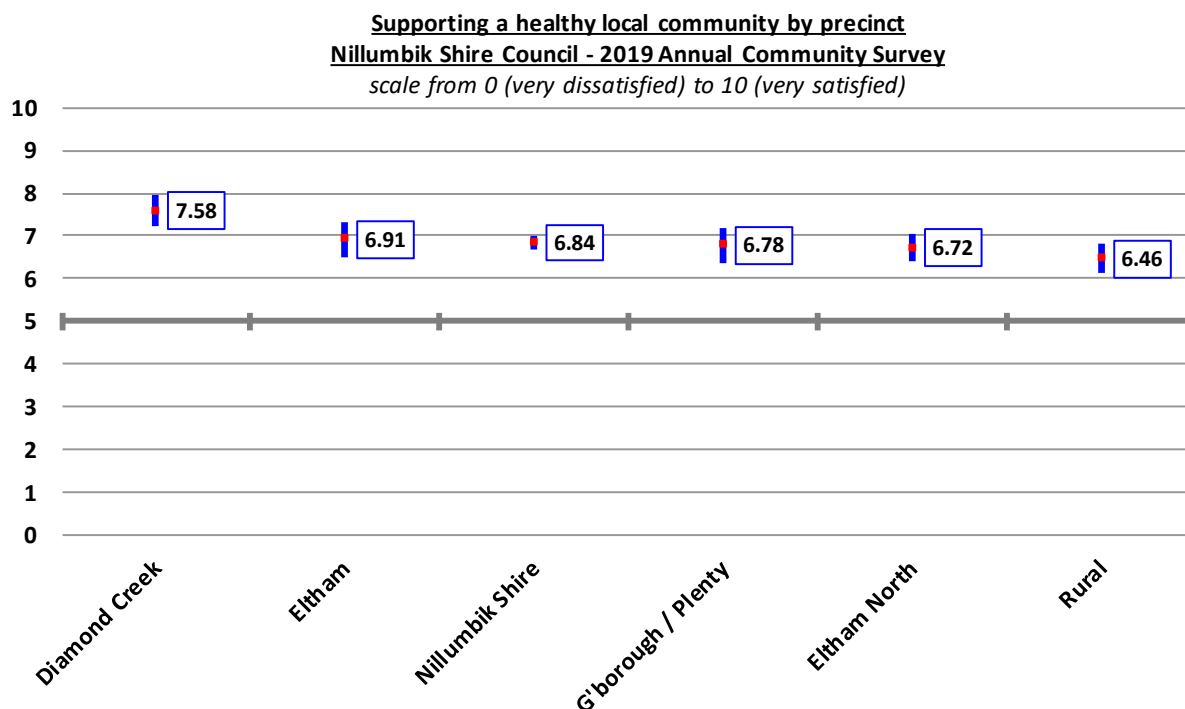
Supporting a healthy local community

Satisfaction with Council’s performance in supporting a healthy local economy was included for the first time in the 2019 survey. The average satisfaction with this aspect was 6.88 out of ten.

There was measurable variation in satisfaction with this aspect of governance and leadership observed across the municipality, with attention drawn to the following:

- **Diamond Creek** – respondents rated satisfaction measurably and significantly higher than the municipal average and at a level categorised as “very good”.
- **Rural** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average and at a level categorised as “solid”.





Meeting responsibilities in relation to bushfire and emergency management

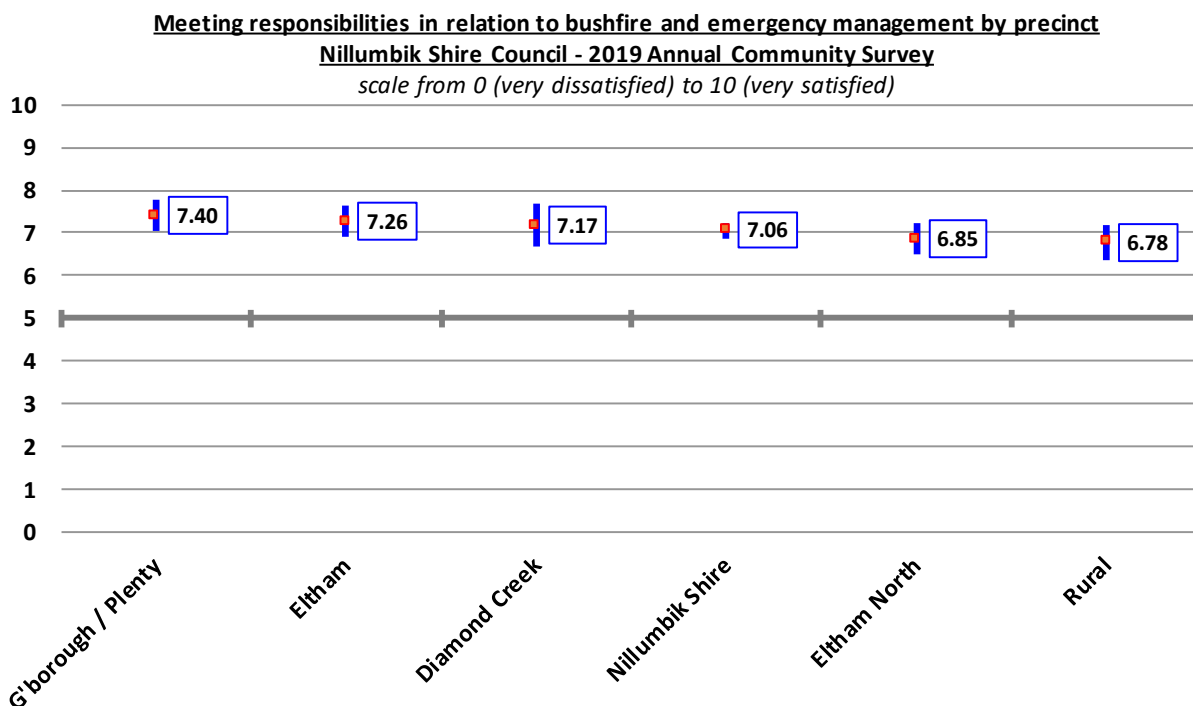
Satisfaction with Council’s performance in meeting its responsibilities in relation to bushfire and emergency management was included for the first time in the 2019 survey.

The average satisfaction with this aspect was 7.09 out of ten, a level of satisfaction categorised as “good”.

There was no statistically significant variation in satisfaction with this aspect observed across the municipality, although attention is drawn to the following:

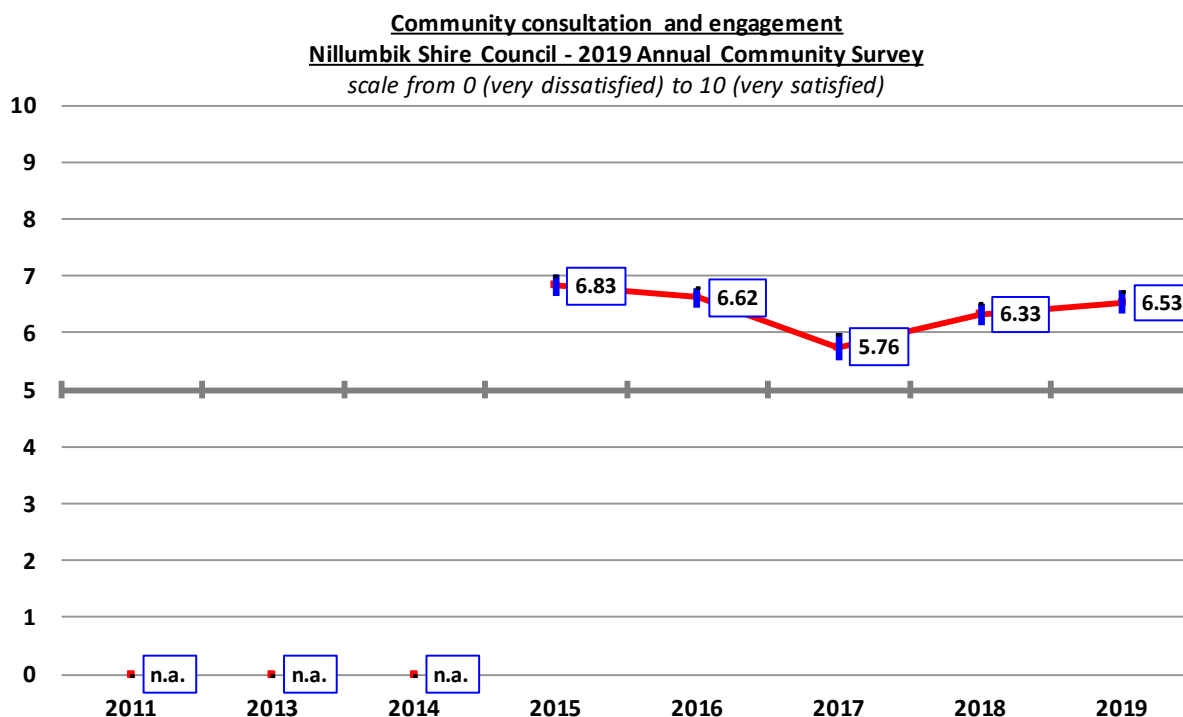
- **Greensborough / Plenty** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average and at a level categorised as “very good”.
- **Rural** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average, although still at a level categorised as “good”.





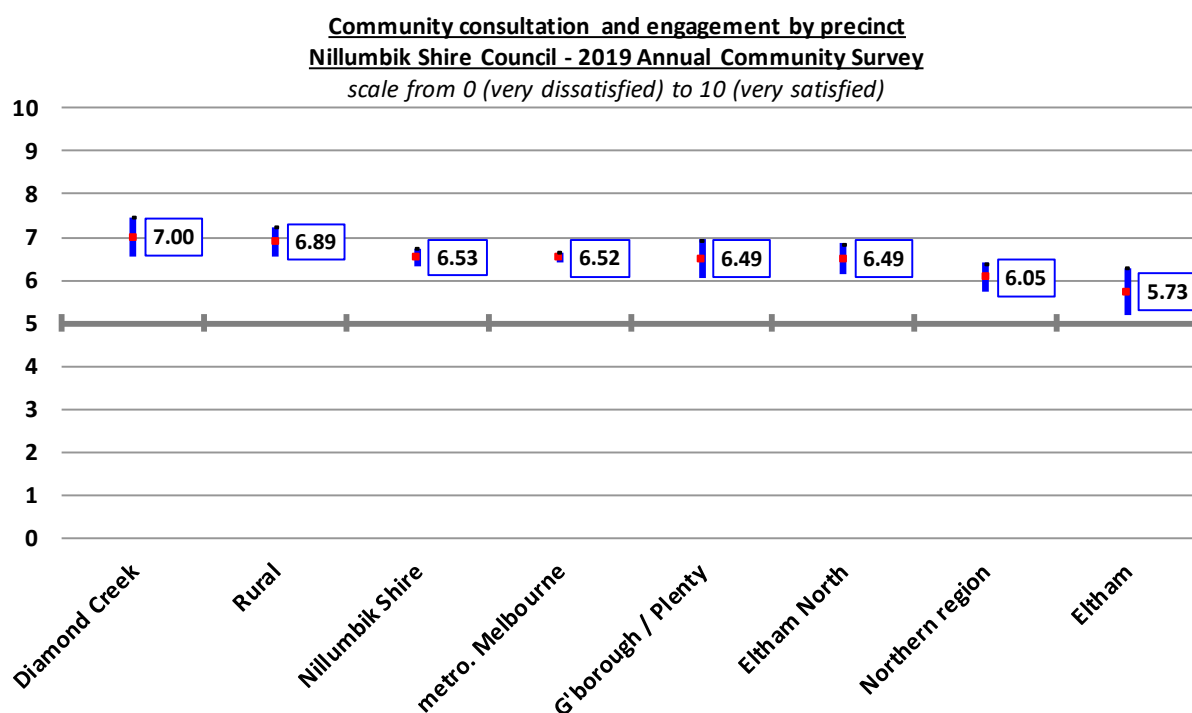
Community consultation and engagement

Satisfaction with Council’s community consultation and engagement increased notably, albeit not measurably in 2019, up 3.2% from 6.33 (rated as “solid”) to 6.53 (rated as “good”).



There was measurable variation in satisfaction with this aspect of governance and leadership observed across the municipality, with attention drawn to the following:

- **Diamond Creek** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average.
- **Eltham** – respondents rated satisfaction measurably and significantly lower than the municipal average and at a level categorised as “poor”.



Representation, lobbying and advocacy

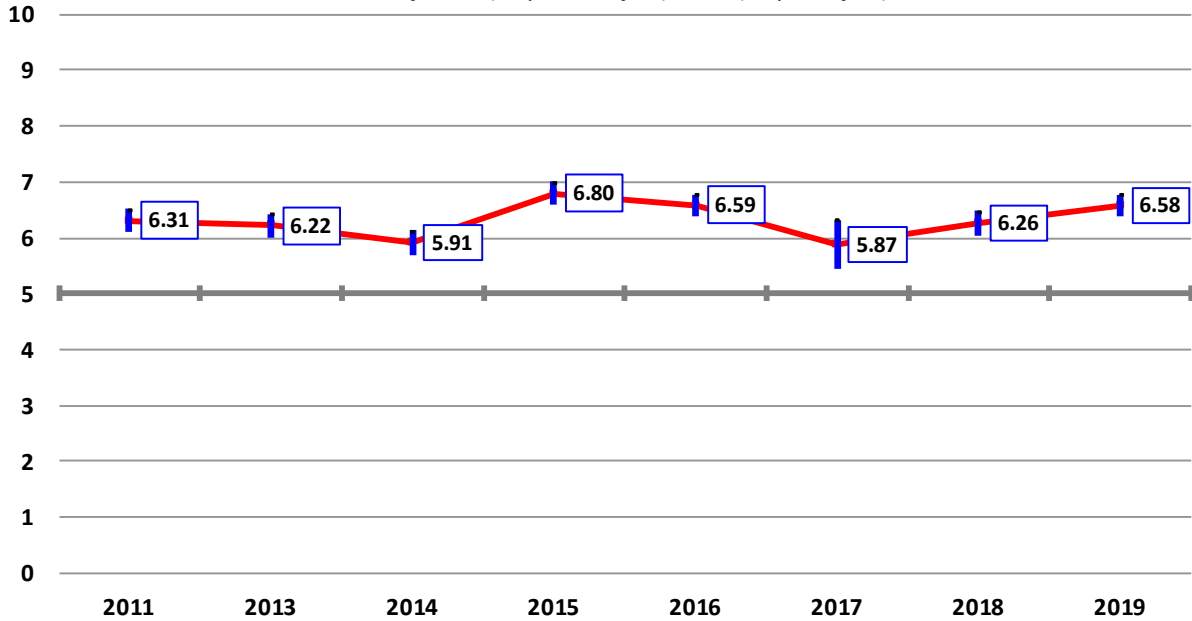
Satisfaction with Council’s representation, lobbying and advocacy increased somewhat, albeit not measurably in 2019, up 5.1% from 6.26 (rated as “solid”) to 6.58 (rated as “good”).

There was measurable variation in satisfaction with this aspect of governance and leadership observed across the municipality, with attention drawn to the following:

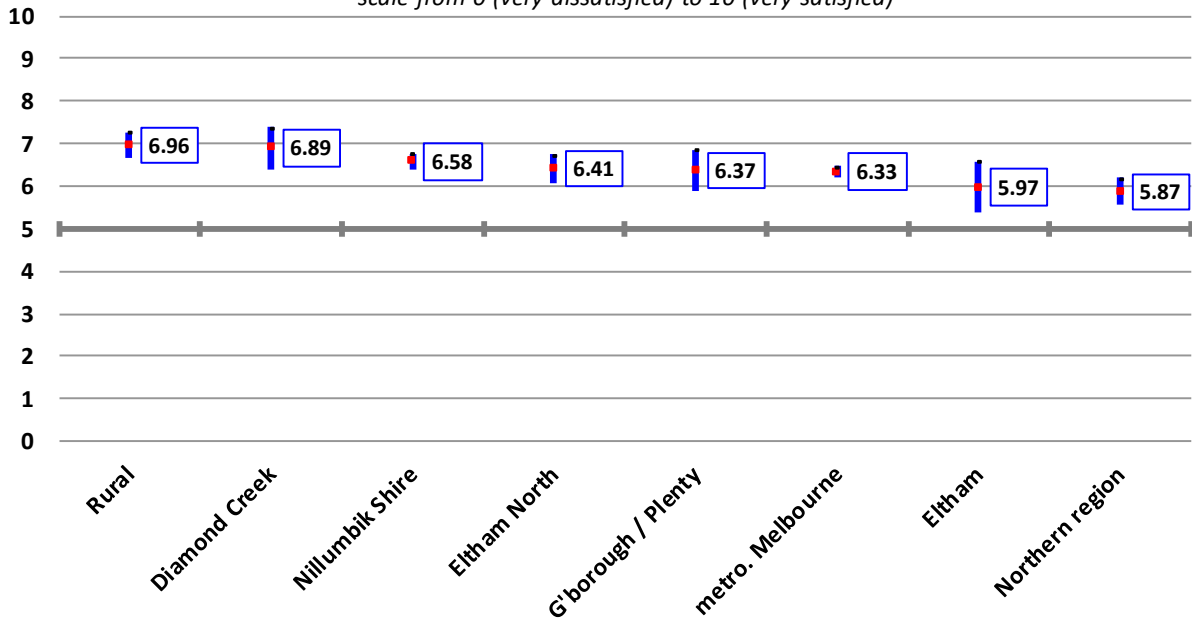
- **Rural** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average.
- **Eltham** – respondents rated satisfaction measurably and significantly lower than the municipal average and at a level categorised as “poor”.



Representation, lobbying and advocacy on behalf of the community
Nilumbik Shire Council - 2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Representation, lobbying and advocacy on behalf of the community by precinct
Nilumbik Shire Council - 2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

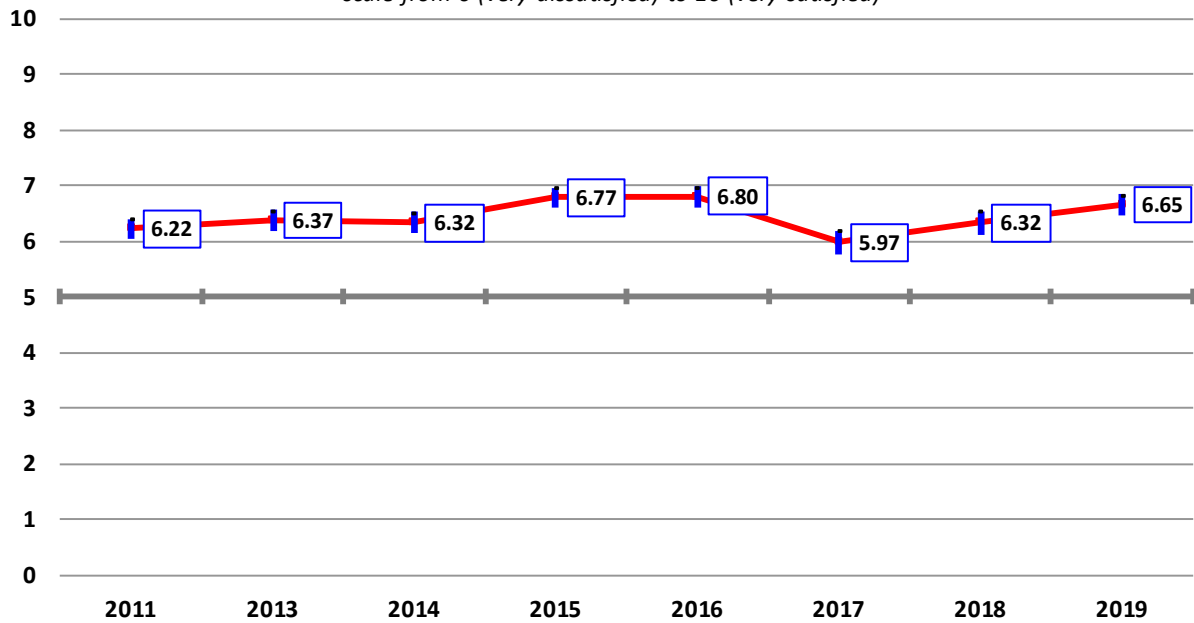


Responsiveness to local community needs

Satisfaction with Council’s responsiveness to local community needs increased somewhat, albeit not measurably in 2019, up 5.2% from 6.32 (rated as “solid”) to 6.65 (rated as “good”).



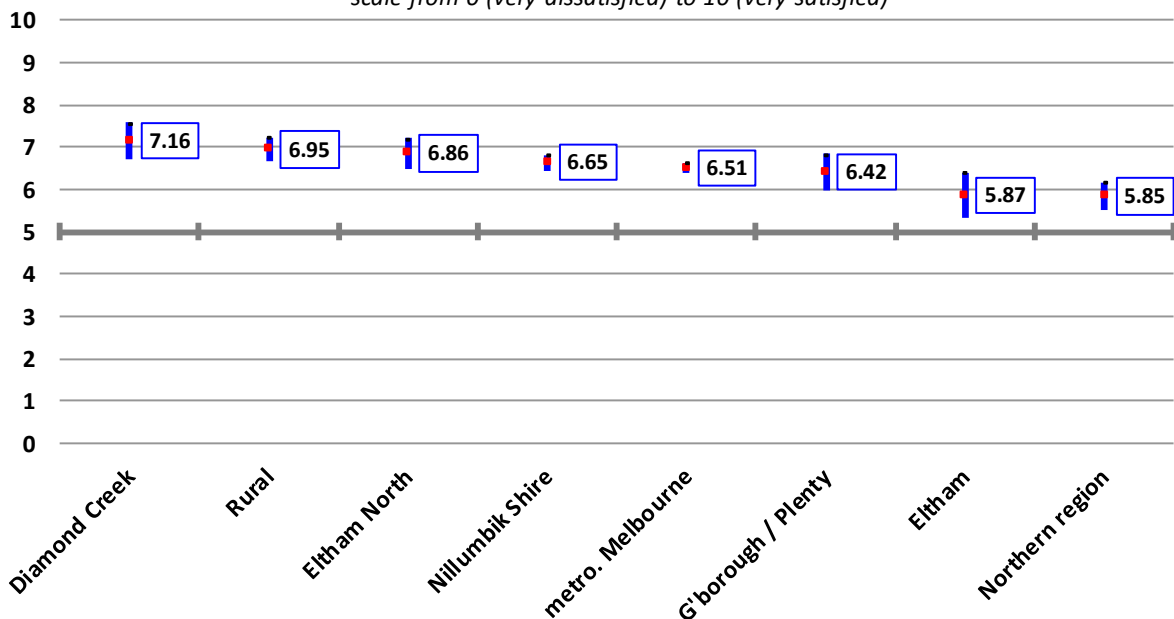
The responsiveness of Council to local community needs
Nillumbik Shire Council - 2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in satisfaction with this aspect of governance and leadership observed across the municipality, with attention drawn to the following:

- **Diamond Creek** – respondents rated satisfaction measurably higher than the municipal average, although still at a “good” level.
- **Eltham** – respondents rated satisfaction measurably and significantly lower than the municipal average and at a level categorised as “poor”.

The responsiveness of Council to local community needs by precinct
Nillumbik Shire Council - 2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



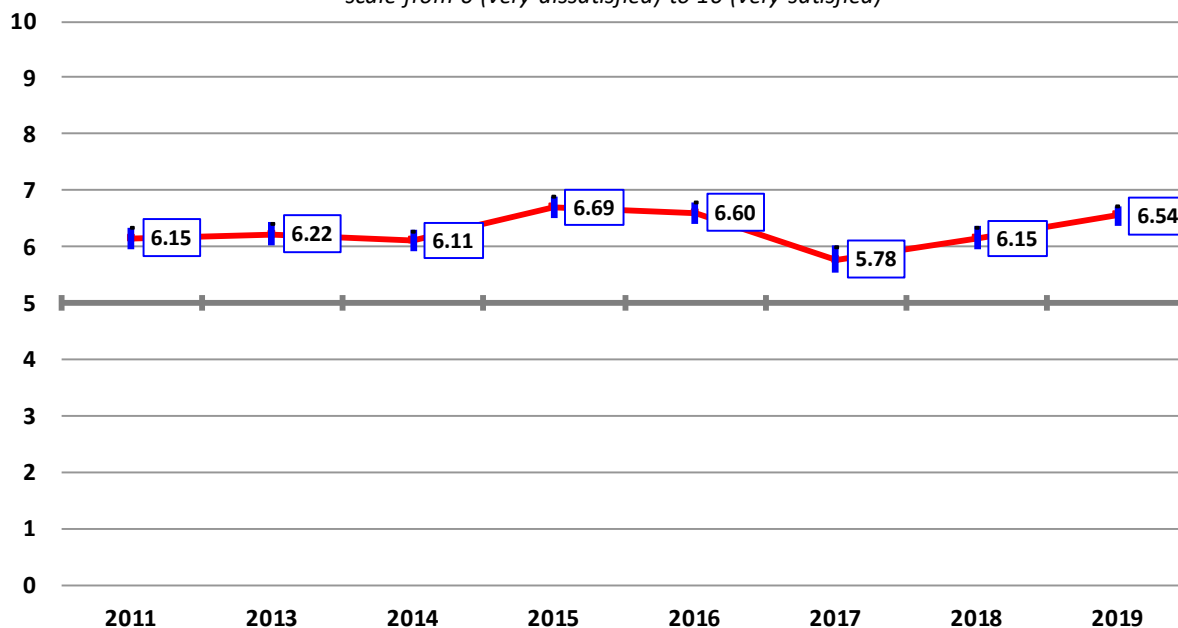
Maintaining the trust and confidence of the local community

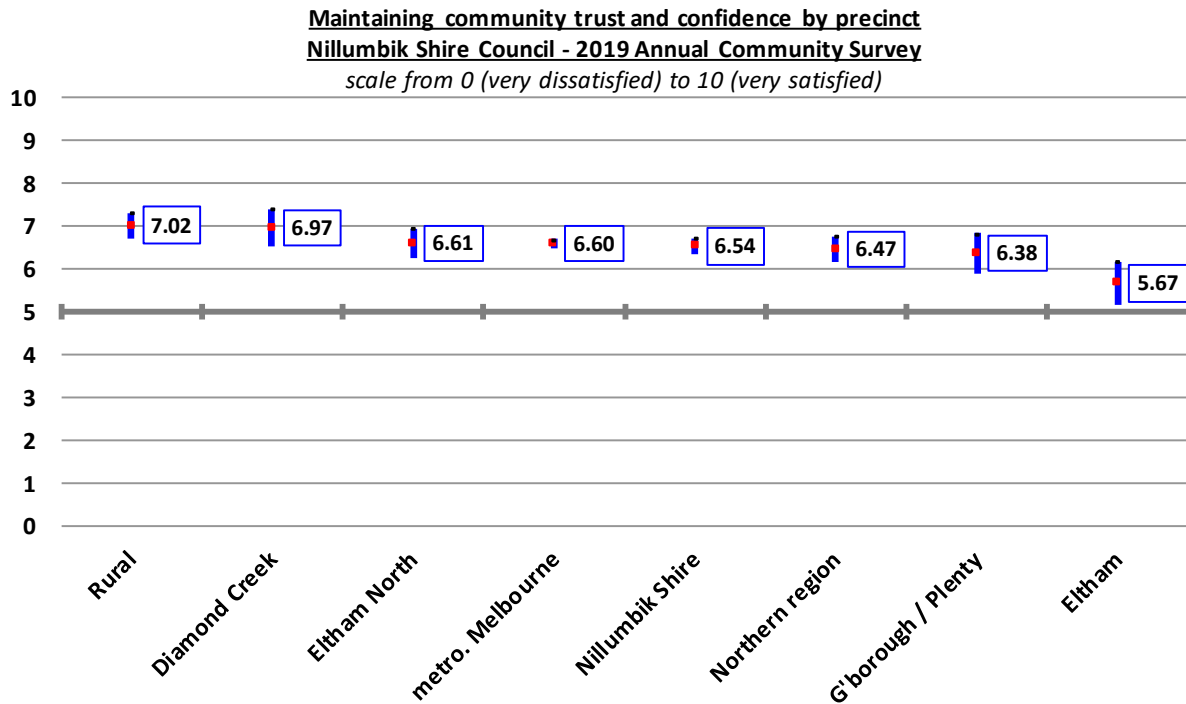
Satisfaction with Council’s performance maintaining the trust and confidence of the local community increased measurably in 2019, up 6.3% from 6.15 (rated as “solid”) to 6.54 (rated as “good”).

There was measurable variation in satisfaction with this aspect of governance and leadership observed across the municipality, with attention drawn to the following:

- **Rural** – respondents rated satisfaction measurably and significantly higher than the municipal average.
- **Eltham** – respondents rated satisfaction measurably and significantly lower than the municipal average and at a level categorised as “poor”.

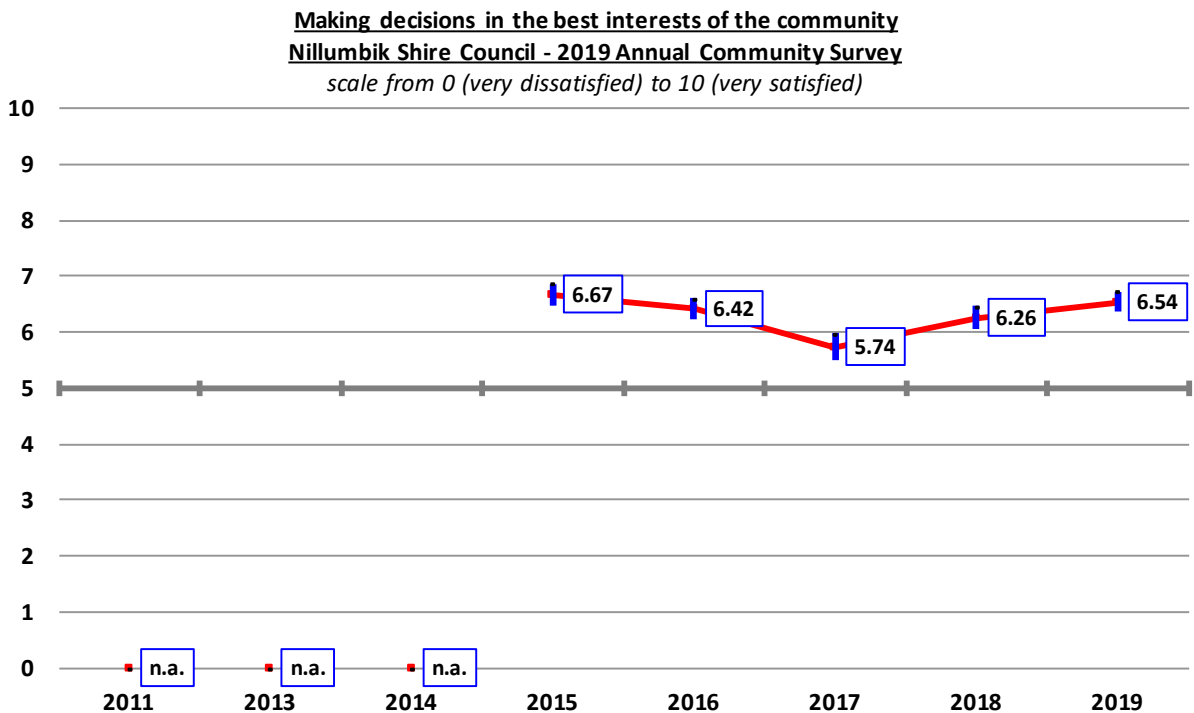
Maintaining community trust and confidence
Nilumbik Shire Council - 2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





Making decisions in the interests of the community

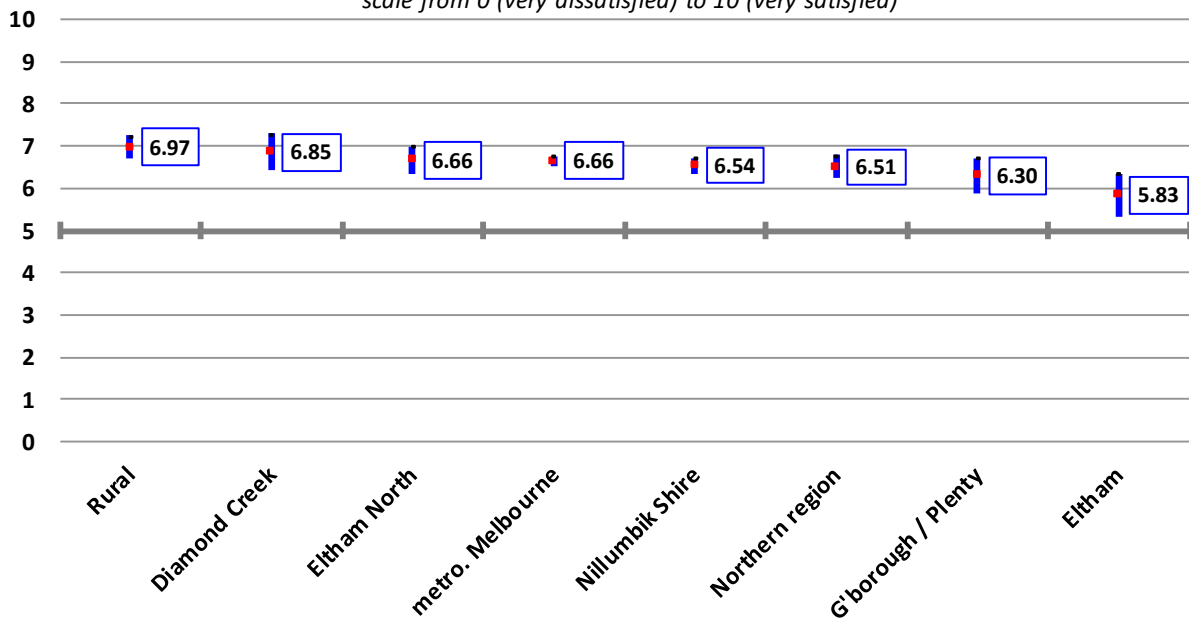
Satisfaction with Council’s performance making decisions in the interests of the community increased somewhat, albeit not measurably in 2019, up 4.5% from 6.26 (rated as “solid”) to 6.54 (rated as “good”).



There was measurable variation in satisfaction with this aspect of governance and leadership observed across the municipality, with attention drawn to the following:

- **Rural** – respondents rated satisfaction measurably higher than the municipal average.
- **Eltham** – respondents rated satisfaction measurably and significantly lower than the municipal average and at a level categorised as “poor”.

Making decisions in the best interests of the community by precinct
Nillumbik Shire Council - 2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Community issues, behaviours and attitudes

Issues to address in 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 2019 asked to identify what they considered to be the top three issues for the Nillumbik Shire at the moment. Almost four-fifths (78.3% down from 86.7%) of respondents provided a total of 808 responses, at an average of 2.1 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.

Changes from 2018

The issues to address in the Nillumbik Shire remain largely the same as in recent years. There were however some changes in these results observed in 2019, as follows:

- **Somewhat higher in 2019** – there was an increase in the proportion of respondents identifying public transport (6.2% up from 3.8%) and council governance and accountability (3.0% up from 0.6%).
- **Somewhat lower in 2019** – there was a small decrease in the proportion of respondents identifying traffic management (29.2% down from 33.7%), road maintenance and repairs (12.8% down from 19.0%) and rubbish and waste issues including garbage (8.4% down from 11.6%).

The most significant issues in the Nillumbik Shire in 2019 were as follows:

Traffic management and road maintenance and repairs

Consistent with the results recorded in the previous years, the most commonly identified issues in the Nillumbik Shire in 2019 related to traffic management, with road maintenance and repairs being 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 more than two-fifths (42.0%) of the respondents in 2019, down from 52.7% in 2018.

The proportion of respondents identifying traffic management (29.2%) in 2019 was measurably and significantly higher than the 2018 metropolitan Melbourne average of 19.0%. Respondents in the Nillumbik Shire (12.8%) were also almost twice as likely as the metropolitan Melbourne average (7.6%) to identify road maintenance and repair related issues.

Metropolis Research does note however that respondents that identified traffic management issues were on average marginally but not measurably more satisfied with Council's overall performance than the municipal average (6.85 compared to 6.77). This strongly suggests that the respondents identifying traffic management issues as being one of the top three issues to address in the municipality recognise that Council is not solely responsible for these issues and are not "marking Council down" because of them.

Building, housing, planning and development issues

The proportion of respondents identifying issues with building, housing, planning and development decreased marginally in 2019, down from 15.4% to 12.4%.

This result is measurably and significantly higher than the 2018 metropolitan Melbourne average of 5.8%. In recent years, planning and development issues have increased in importance in the minds of respondents, and that in the last four years, Nillumbik respondents have been more likely than the metropolitan Melbourne average to identify these issues.

In 2019, respondents that identified issues with building, housing, planning and development were measurably and significantly less satisfied with Council's overall performance than the municipal average, rating satisfaction at 5.65 (15.6% lower than the municipal average of 6.77) and at a level of satisfaction categorised as "poor".

This result strongly suggests that respondents' concern about building, housing, planning and development issues exert a significant negative influences on satisfaction with Council's overall performance for these respondents.

Bushfire management / prevention issues

A little less than one-sixth (14.4%) of respondents identified these issues in 2019, a result that has remained relatively stable over the last four years.

Respondents who identified these bushfire management / prevention related issues were on average somewhat, albeit not measurably more satisfied with Council's overall performance than the municipal average. This does imply that for these respondents, this issue is not exerting a negative influence on their perception of Council's overall performance.



Rubbish and waste issues (including garbage collection)

A little less than ten percent (8.4% down from 11.6%) identified these issues this year. As discussed elsewhere in this report, satisfaction with the fortnightly waste collection service is somewhat lower than the metropolitan Melbourne average, largely due to the fortnightly rather than weekly collection schedule for the regular garbage collection in Nillumbik Shire.

It is noted that the respondents who identified these rubbish and waste issues were on average somewhat, albeit not measurably more satisfied with Council's overall performance than the municipal average. This strongly suggests that whilst they were less satisfied with the waste collection service than elsewhere across metropolitan Melbourne, this dissatisfaction did not flow through into lower levels of satisfaction with Council's overall performance.

Comparison to the metropolitan Melbourne average

When compared to the 2018 *Governing Melbourne* research conducted independently by Metropolis Research, the following significant variations are observed:

- **More commonly identified in Nillumbik** – respondents in the Nillumbik Shire were measurably more likely than the metropolitan Melbourne average to identify traffic management (29.2% compared to 19.0%), roads maintenance and repairs (12.8% compared to 7.6%), building, planning, housing and development (12.4% compared to 5.8%), rubbish and waste issues including garbage (8.4% compared to 4.0%), and Council rates (8.0% compared to 3.0%).
- **Less commonly identified in Nillumbik** – respondents in the Nillumbik Shire were less likely than the metropolitan Melbourne average to identify crime issues including policing and safety (4.0% compared to 7.0%), the provision and maintenance of street trees (3.4% compared to 7.6%), car parking and enforcement (3.0% compared to 14.3%), lighting (2.0% compared to 9.3%), and footpath maintenance and repairs (1.6% compared to 7.5%).



Top issues for Nilumbik Shire at the moment
Nilumbik Shire Council - 2019 Annual Community Survey
(Number and percent of total respondents)

Issue	2019		2018	2017	2016	2015	2018 Metro.*
	Number	Percent					
Traffic management	146	29.2%	33.7%	27.1%	23.1%	32.8%	19.0%
Bushfire management / prevention issues	72	14.4%	14.4%	13.9%	14.3%	7.6%	n.a.
Roads maintenance and repairs	64	12.8%	19.0%	14.5%	11.6%	10.5%	7.6%
Building, planning, housing and development	62	12.4%	15.4%	15.1%	11.6%	6.0%	5.8%
Rubbish and waste issues including garbage	42	8.4%	11.6%	13.9%	12.0%	11.3%	4.0%
Parks, gardens and open space	41	8.2%	8.8%	11.4%	8.4%	8.2%	6.9%
Council rates	40	8.0%	10.2%	16.7%	12.2%	13.5%	3.0%
Public transport	31	6.2%	3.8%	3.4%	2.8%	5.4%	4.9%
Drains maintenance and repairs	25	5.0%	4.2%	6.6%	1.6%	2.0%	2.1%
Crime issues including policing, safety	20	4.0%	3.6%	2.4%	1.6%	0.8%	7.0%
Environment, conservation & climate change	19	3.8%	5.6%	5.2%	4.8%	1.2%	1.5%
Prov. and maintenance of street trees	17	3.4%	4.4%	5.4%	4.4%	6.6%	7.6%
Green Wedge issues	16	3.2%	2.8%	4.0%	0.2%	1.2%	n.a.
Car parking / enforcement	15	3.0%	5.4%	4.6%	6.0%	4.0%	14.3%
Council governance and accountability	15	3.0%	0.6%	1.6%	1.4%	0.8%	0.4%
Prov. and maint. of cycling / walking tracks	15	3.0%	3.2%	3.8%	5.2%	2.6%	2.0%
Quality and provision of community services	13	2.6%	1.2%	0.6%	1.6%	1.0%	0.5%
Communication and consultation	12	2.4%	3.8%	3.6%	2.4%	2.6%	0.8%
Prov. & maint. recreation & sports facilities	12	2.4%	2.0%	2.4%	2.4%	3.0%	0.9%
Provision and maintenance of infrastructure	11	2.2%	2.4%	2.0%	1.0%	1.6%	1.6%
Lighting	10	2.0%	3.0%	1.0%	0.8%	2.2%	9.3%
Hard rubbish collection	9	1.8%	2.0%	5.4%	4.0%	5.2%	1.0%
Activities, services & facilities for youth	8	1.6%	1.2%	1.8%	1.2%	4.2%	0.2%
Footpath maintenance and repairs	8	1.6%	5.6%	4.0%	3.4%	3.4%	7.5%
Shops, restaurants, entertainment venue	8	1.6%	0.4%	0.4%	0.6%	1.8%	1.2%
Cleanliness and maintenance of areas	7	1.4%	3.2%	1.8%	1.0%	2.8%	3.1%
Population / families	6	1.2%	1.0%	0.4%	0.0%	0.0%	0.2%
Recycling collection	6	1.2%	1.0%	2.0%	0.6%	0.8%	1.1%
Street cleaning and maintenance	5	1.0%	2.0%	2.6%	2.4%	1.0%	3.2%
Education and schools	4	0.8%	1.0%	0.4%	1.0%	1.6%	0.6%
Public toilets	4	0.8%	0.6%	0.8%	0.8%	1.0%	0.2%
Services and facilities for the disabled	4	0.8%	0.2%	0.2%	0.0%	0.0%	0.6%
Animal management	3	0.6%	3.2%	1.2%	1.0%	2.0%	1.4%
Economic issues / cost of living	3	0.6%	0.0%	0.2%	0.0%	0.0%	0.0%
Financial issues and priorities for Council	3	0.6%	1.0%	2.2%	2.0%	0.0%	0.1%
Graffiti / vandalism	3	0.6%	1.2%	1.4%	2.0%	1.0%	1.0%
Green waste collection	3	0.6%	1.6%	2.2%	3.0%	1.8%	0.8%
Other issues (21 identified separately issues)	26	5.2%	12.6%	15.5%	8.6%	8.1%	10.6%
Total responses	808		985	1,012	806	801	1,397
<i>Respondents identifying at least one issue</i>	<i>381</i> <i>(78.3%)</i>		<i>435</i> <i>(86.7%)</i>	<i>442</i> <i>(88.0%)</i>	<i>378</i> <i>(75.2%)</i>	<i>385</i> <i>(76.5%)</i>	<i>775</i> <i>(77.3%)</i>

(*) 2018 metropolitan Melbourne average from Governing Melbourne



Issues by precinct

There was some meaningful variation in the top issues to address in the Nillumbik Shire at the moment observed across the five precincts comprising the municipality, with attention drawn to the following:

- **Greensborough / Plenty** – respondents were somewhat more likely to identify parks, gardens and open space, rubbish and waste issues including garbage.
- **Diamond Creek** – respondents were somewhat more likely to identify crime issues including policing and safety.
- **Eltham** – respondents were measurably more likely than average to identify building, housing, planning and development and somewhat more likely than average to identify car parking / enforcement and environment, conservation and sustainability issues.
- **Eltham North** – respondents were no more likely than average to identify any specific issues.
- **Rural precinct** – respondents were measurably more likely than average to identify roads maintenance and repairs, bushfire management and prevention issues and somewhat more likely than average to identify public transport.



Top issues for Nilumbik Shire at the moment by precinct
Nilumbik Shire Council - 2019 Annual Community Survey
 (Number and percent of total respondents)

Greensborough / Plenty	
Traffic management	28.0%
Parks, gardens and open space	14.0%
Rubbish and waste issues inc garbage	14.0%
Bushfire management / prevention issues	11.0%
Council rates	11.0%
Roads maintenance and repairs	11.0%
Provision and maintenance of street trees	8.0%
Building, planning, housing, development	6.0%
Prov. & maint. recreation, sports facilities	6.0%
Communication and consultation	4.0%
All other issues	58.0%
<i>Respondents identifying an issue</i>	78 (78.0%)

Diamond Creek	
Traffic management	29.0%
Council rates	10.0%
Bushfire management / prevention issues	10.0%
Prov. and maint. of cycling/walking tracks	10.0%
Rubbish and waste issues inc garbage	9.0%
Crime issues including policing, safety	8.0%
Roads maintenance and repairs	8.0%
Parks, gardens and open space	7.0%
Public transport	5.0%
Council governance and accountability	5.0%
All other issues	45.0%
<i>Respondents identifying an issue</i>	72 (72.0%)

Eltham	
Traffic management	33.0%
Building, planning, housing, development	31.0%
Parks, gardens and open space	10.0%
Car parking / enforcement	9.0%
Council rates	9.0%
Environment, conservation, sustainability	8.0%
Bushfire management / prevention issues	8.0%
Rubbish and waste issues inc garbage	8.0%
Council governance and accountability	7.0%
Drains maintenance and repairs	5.0%
All other issues	53.0%
<i>Respondents identifying an issue</i>	84 (84.0%)

Eltham North	
Traffic management	25.0%
Building, planning, housing, development	13.0%
Bushfire management / prevention issues	9.0%
Parks, gardens and open space	6.0%
Public transport	5.0%
Roads maintenance and repairs	5.0%
Green Wedge	5.0%
Communication and consultation	4.0%
Council rates	4.0%
Provision and maintenance of street trees	4.0%
All other issues	30.0%
<i>Respondents identifying an issue</i>	56 (56.0%)

Rural	
Traffic management	29.0%
Roads maintenance and repairs	28.0%
Bushfire management / prevention issues	27.0%
Public transport	14.0%
Drains maintenance and repairs	9.0%
Rubbish and waste issues incl. garbage	8.0%
Building, planning, housing, development	7.0%
Council rates	6.0%
Parks, gardens and open space	5.0%
Crime issues including policing, safety	4.0%
All other issues	41.0%
<i>Respondents identifying an issue</i>	88 (88.0%)

Shire of Nilumbik	
Traffic management	29.2%
Bushfire management / prevention issues	14.4%
Roads maintenance and repairs	12.8%
Building, planning, housing, development	12.4%
Rubbish and waste issues incl. garbage	8.4%
Parks, gardens and open space	8.2%
Council rates	8.0%
Public transport	6.2%
Drains maintenance and repairs	5.0%
Crime issues including policing, safety	4.0%
All other issues	53.0%
<i>Respondents identifying an issue</i>	381 (78.3%)



Issues by respondent profile

There was measurable and significant variation in the top issues to address in the Nillumbik Shire at the moment observed by respondent profile, with attention drawn to the following:

- **Adolescents (aged 15 to 19 years)** – the small sample of eleven adolescent respondents were more likely than average to identify bushfire management and prevention issues, education and schools, cleanliness and maintenance of area and environment, conservation and sustainability. These variations from the average are not statistically significant.
- **Young adults (aged 20 to 35 years)** – respondents were measurably more likely to identify traffic management, parks, gardens and open space, crime issues including policing and safety and rubbish and waste issues including garbage.
- **Adults (aged 36 to 45 years)** – respondents were measurably more likely than average to identify public transport and somewhat more likely than average to identify rubbish and waste issues and roads maintenance and repairs.
- **Middle-aged adults (aged 46 to 55 years)** – respondents were somewhat more likely than average to identify building, planning, housing and development issues and drains maintenance and repairs.
- **Older adults (aged 56 to 75 years)** – respondents were no more likely than average to identify any specific issues.
- **Senior citizens (aged 76 years and over)** – respondents were no more likely than average to identify any specific issues.
- **Male** – respondents were somewhat more likely than female respondents to identify Council rates.
- **Female** – respondents were measurably more likely than male respondents to identify building, planning, housing and development issues.



Top issues for Nilumbik Shire at the moment by respondent profile

Nilumbik Shire Council - 2019 Annual Community Survey

(Number and percent of total respondents)

Adolescents (15 to 19 years)	
Bushfire management / prevention issues	27.3%
Education and schools	9.1%
Parks, gardens and open space	9.1%
Cleanliness and maintenance of area	9.1%
Public transport	9.1%
Environment, conservation, sustainability	9.1%
All other issues	9.1%
<i>Respondents identifying an issue</i>	6 (59.1%)

Young adults (20 to 35 years)	
Traffic management	42.6%
Bushfire management / prevention issues	18.0%
Parks, gardens and open space	16.4%
Roads maintenance and repairs	14.8%
Rubbish and waste issues inc garbage	13.1%
Crime issues including policing, safety	11.5%
All other issues	63.9%
<i>Respondents identifying an issue</i>	50 (81.4%)

Adults (36 to 45 years)	
Traffic management	31.3%
Roads maintenance and repairs	16.7%
Bushfire management / prevention issues	14.6%
Public transport	12.5%
Rubbish and waste issues inc garbage	12.5%
Building, planning, housing, development	9.4%
All other issues	71.9%
<i>Respondents identifying an issue</i>	74 (77.5%)

Middle aged adults (46 to 55 years)	
Traffic management	30.4%
Building, planning, housing, development	15.7%
Bushfire management / prevention issues	13.0%
Roads maintenance and repairs	9.6%
Drains maintenance and repairs	8.7%
Council rates	8.7%
All other issues	86.1%
<i>Respondents identifying an issue</i>	96 (83.3%)

Older adults (56 to 75 years)	
Traffic management	26.3%
Building, planning, housing, development	14.9%
Bushfire management / prevention issues	14.3%
Roads maintenance and repairs	12.6%
Council rates	9.7%
Rubbish and waste issues inc garbage	9.1%
All other issues	76.0%
<i>Respondents identifying an issue</i>	133 (76.4%)

Senior citizens (76 years and over)	
Traffic management	21.4%
Building, planning, housing, development	14.3%
Roads maintenance and repairs	11.9%
Bushfire management / prevention issues	11.9%
Public transport	7.1%
Council rates	7.1%
All other issues	42.9%
<i>Respondents identifying an issue</i>	31 (74.2%)

Male	
Traffic management	30.6%
Bushfire management / prevention issues	14.9%
Roads maintenance and repairs	12.8%
Council rates	10.3%
Building, planning, housing, development	9.1%
Parks, gardens and open space	8.7%
All other issues	63.6%
<i>Respondents identifying an issue</i>	179 (74.1%)

Female	
Traffic management	28.3%
Building, planning, housing, development	16.1%
Bushfire management / prevention issues	14.2%
Roads maintenance and repairs	12.2%
Rubbish and waste issues inc garbage	10.6%
Parks, gardens and open space	7.9%
All other issues	84.3%
<i>Respondents identifying an issue</i>	208 (81.9%)



Perception of safety in public areas of Nillumbik

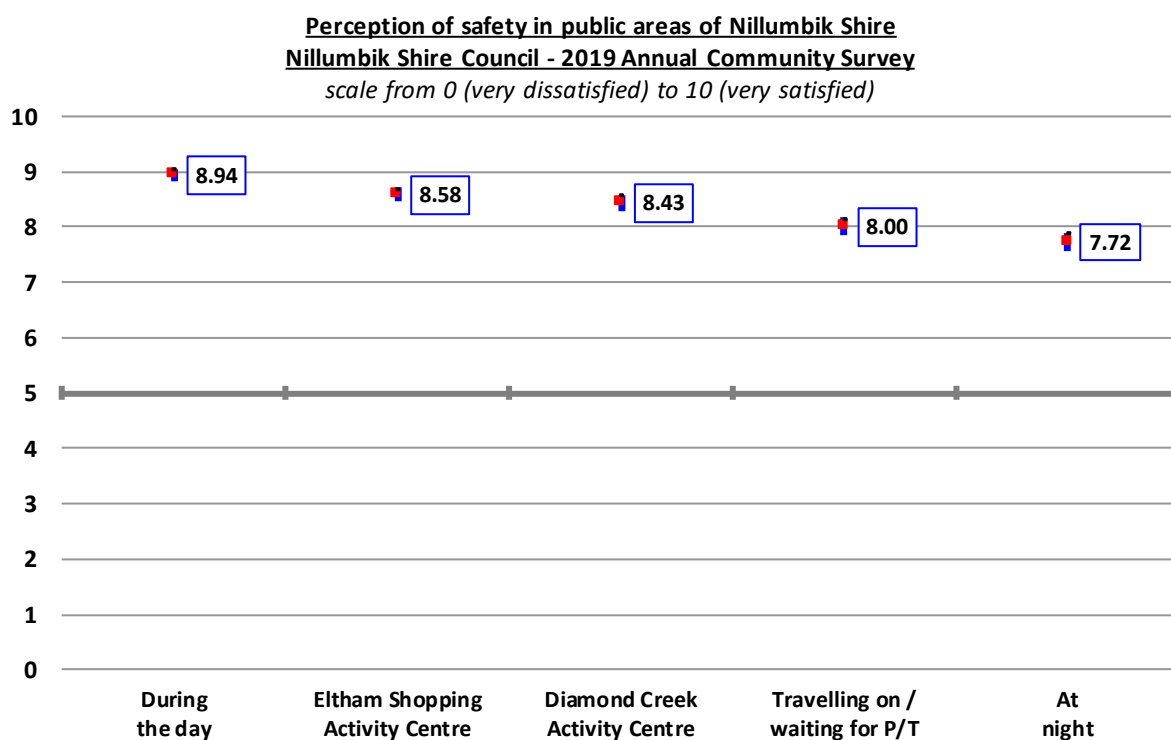
Respondents were asked:

“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 Nillumbik Shire remains very high, particularly the perception of safety during the day.

These results, when read in conjunction with the fact that just twenty respondents (4.0%) raised crime and safety related issues as one of the top three issues to address in Nillumbik Shire in the next twelve months strongly suggest that the majority of residents in the Nillumbik Shire Council feel relatively safe when out and about in the public areas of the municipality.

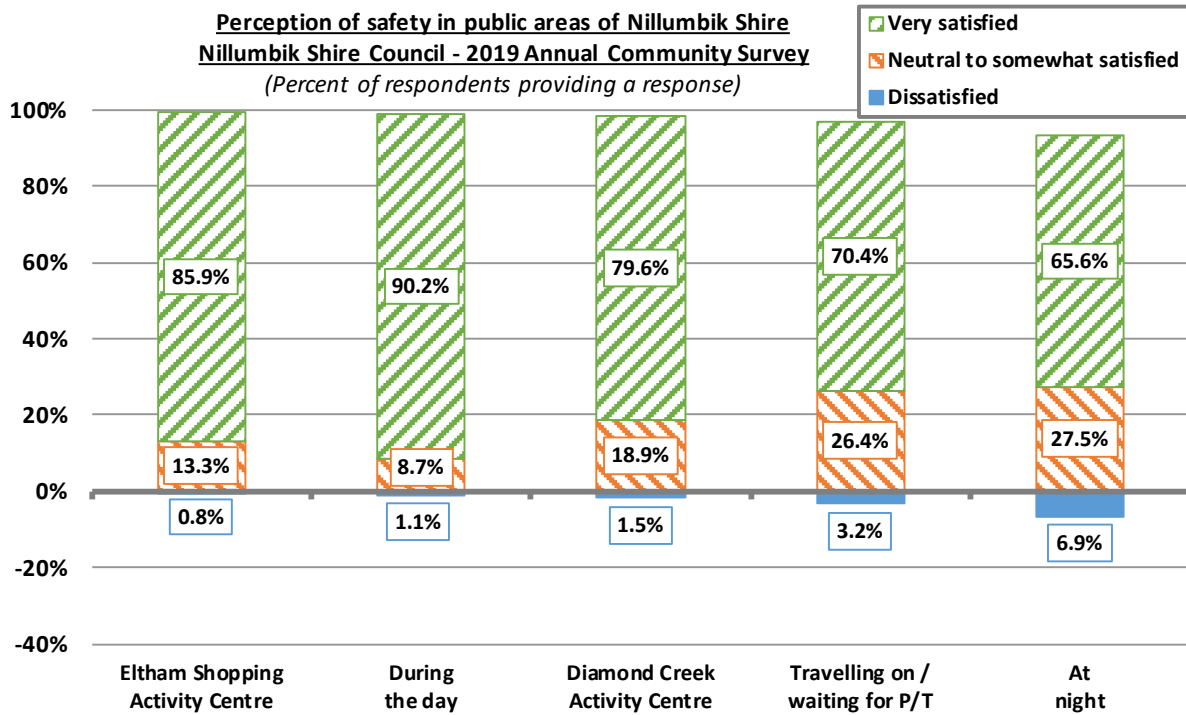
Metropolis Research notes that this has not been the case in all parts of metropolitan Melbourne in recent years. The perception of safety and fear of crime, particularly at night has been a significant issue particularly in the outer regions of metropolitan Melbourne. This trend does not appear to have been significant in the Nillumbik Shire.



Particular attention is drawn to the fact that almost two-thirds (65.6%) of respondents rated their perception of safety in the public areas of the Nillumbik Shire at night as very safe (i.e. eight or more out of ten), whilst just 6.9% of respondents felt unsafe at night.

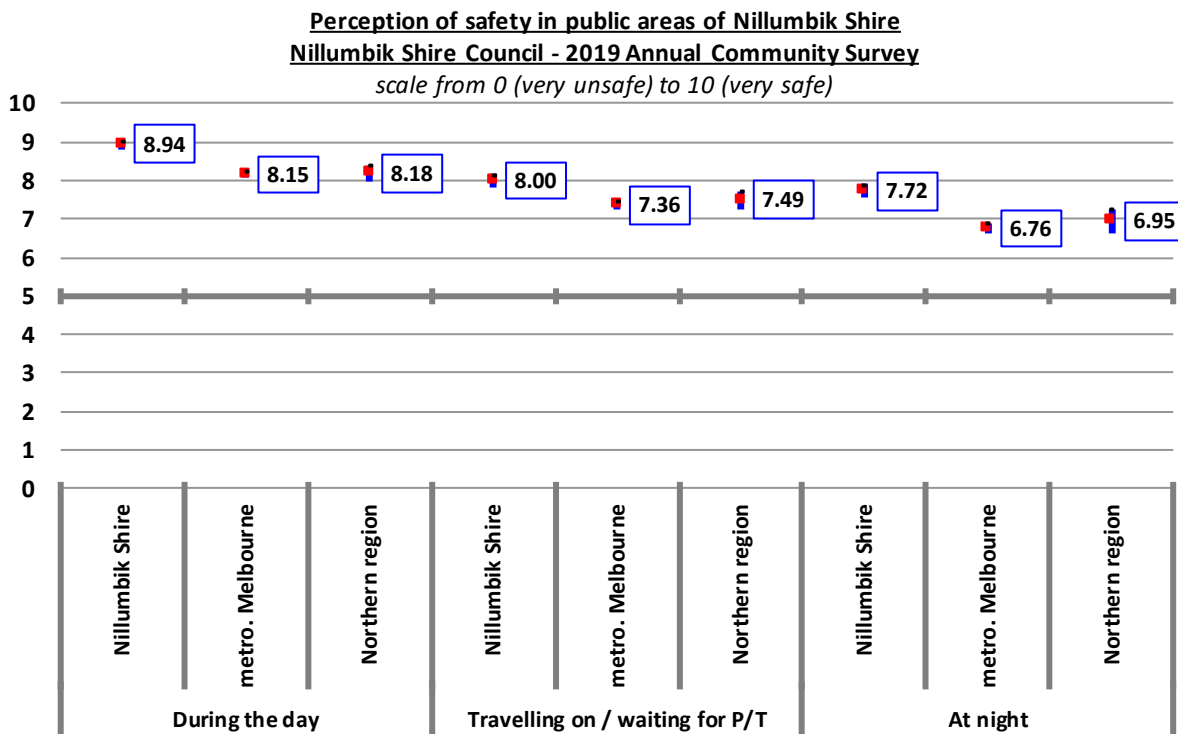
By way of comparison the metropolitan Melbourne average result was 40.4% of respondents felt very safe and 12.6% felt unsafe.





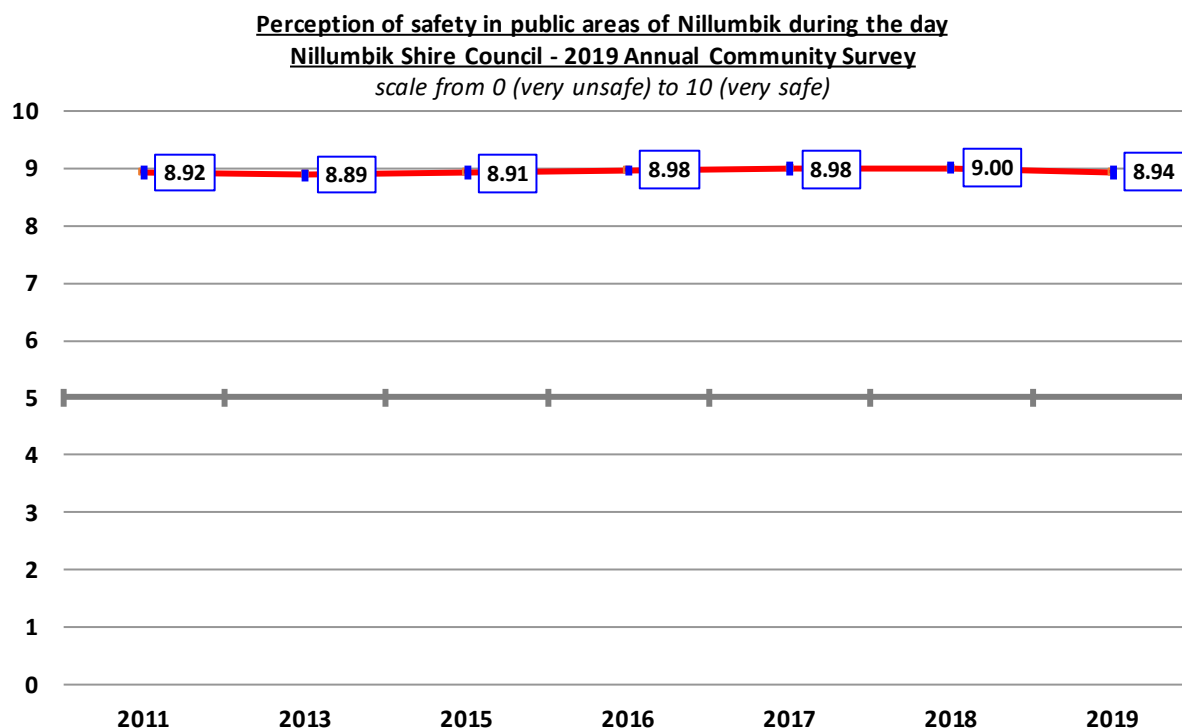
The perception of safety in the public areas of the Nilumbik Shire during the day and at night was measurably and significantly higher than both the 2018 metropolitan Melbourne and northern region councils' average perception of safety.

It has been clear over an extended period that the Nilumbik community feels considerably safer in the public areas of the municipality than the metropolitan Melbourne average.



Perception of safety during the day

The perception of safety in the public areas of the Nillumbik Shire has remained extremely stable over the eight years of the survey program, at almost nine out of ten. This result reflects an extremely high perception of safety and is reinforced by the fact that less than one percent of respondents felt unsafe (i.e. rated zero to four).

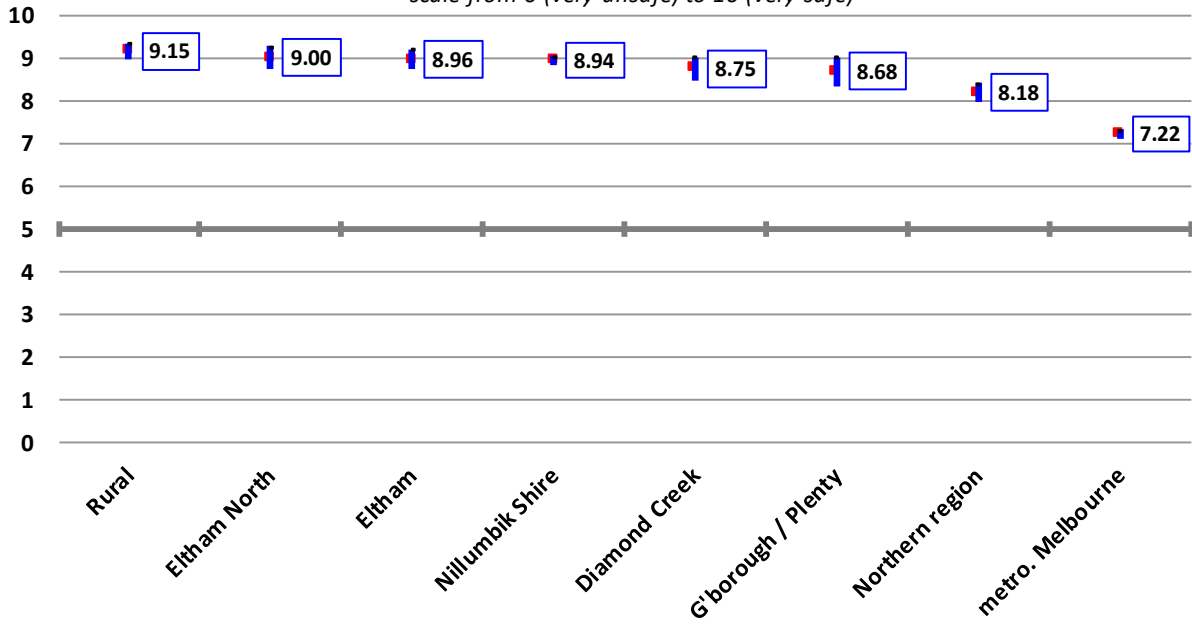


There was some variation in the perception of safety in the public areas of Nillumbik during the day observed across the municipality and by respondent profile, with attention drawn to the following:

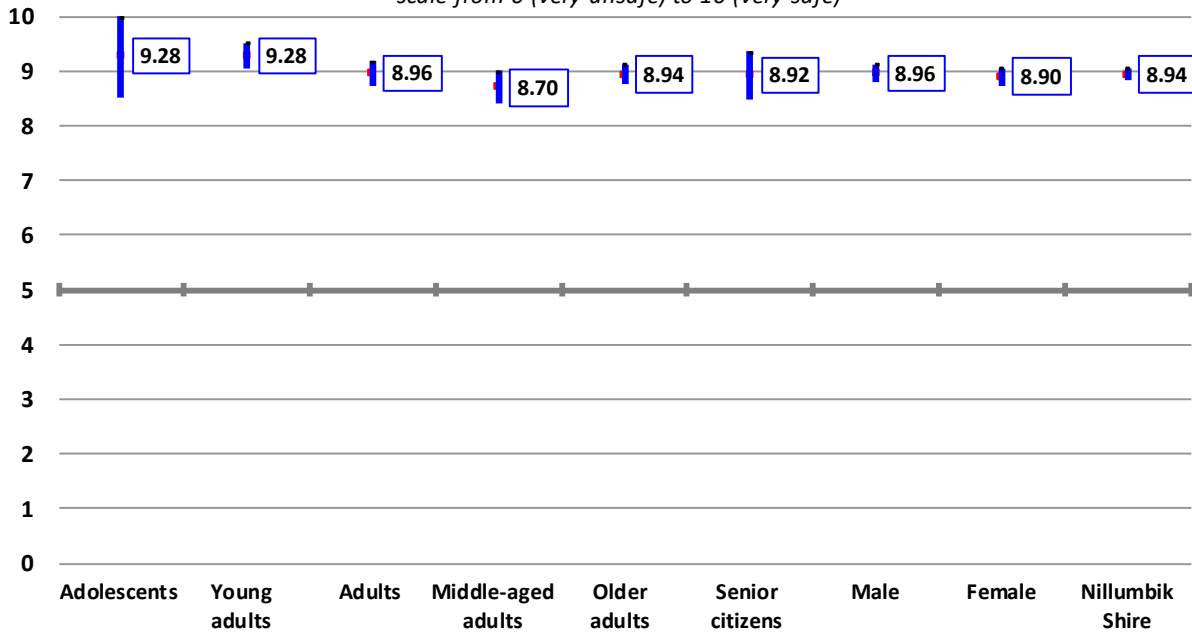
- **Rural precinct** – respondents felt marginally but not measurably safer during the day than the municipal average.
- **Nillumbik Shire** – respondents rated their perception of safety during the day measurably and significantly higher than both the metropolitan Melbourne and northern region councils' average.
- **Adolescents and young adults (aged 15 to 35 years)** – respondents felt somewhat, albeit not measurably safer than the municipal average.
- **Middle-aged adults (aged 46 to 55 years)** – respondents felt marginally but not measurably less safe than the municipal average.
- **Gender** – there was no meaningful variation in satisfaction observed between male and female respondents.



Perception of safety in public areas of Nilumbik during the day by precinct
Nilumbik Shire Council - 2019 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)

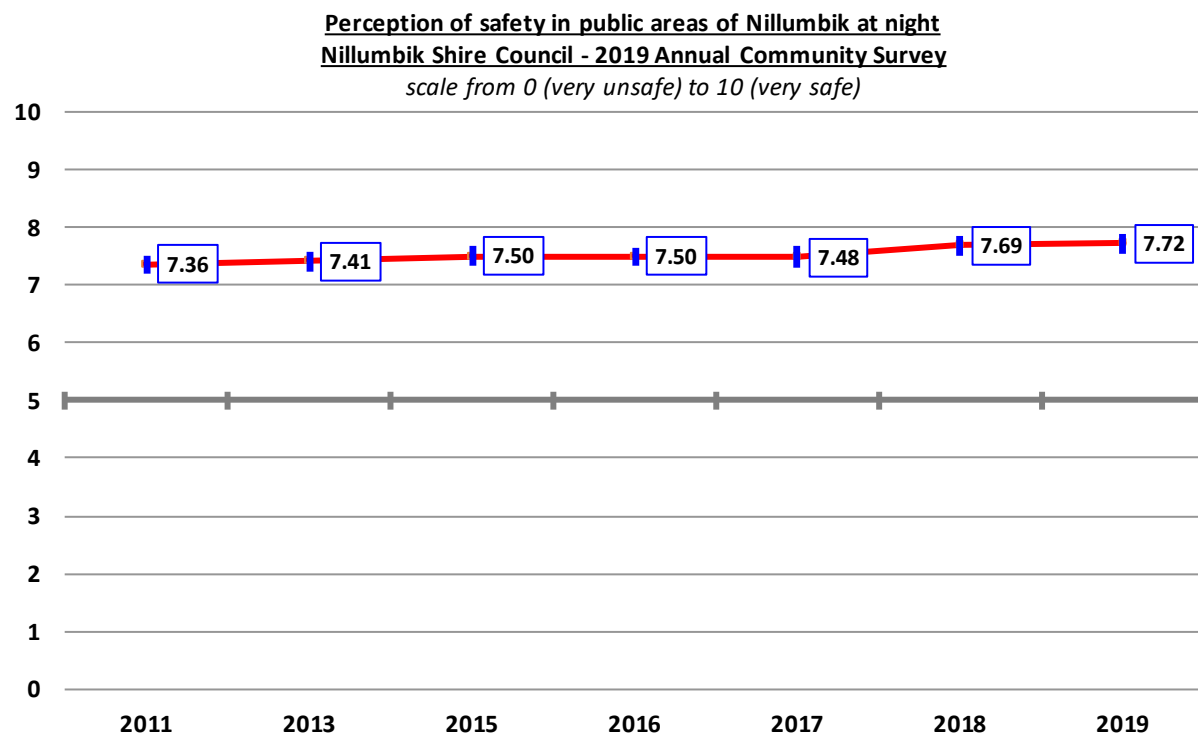


Perception of safety in public areas of Nilumbik during the day by respondent profile
Nilumbik Shire Council - 2019 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)



Perception of safety at night

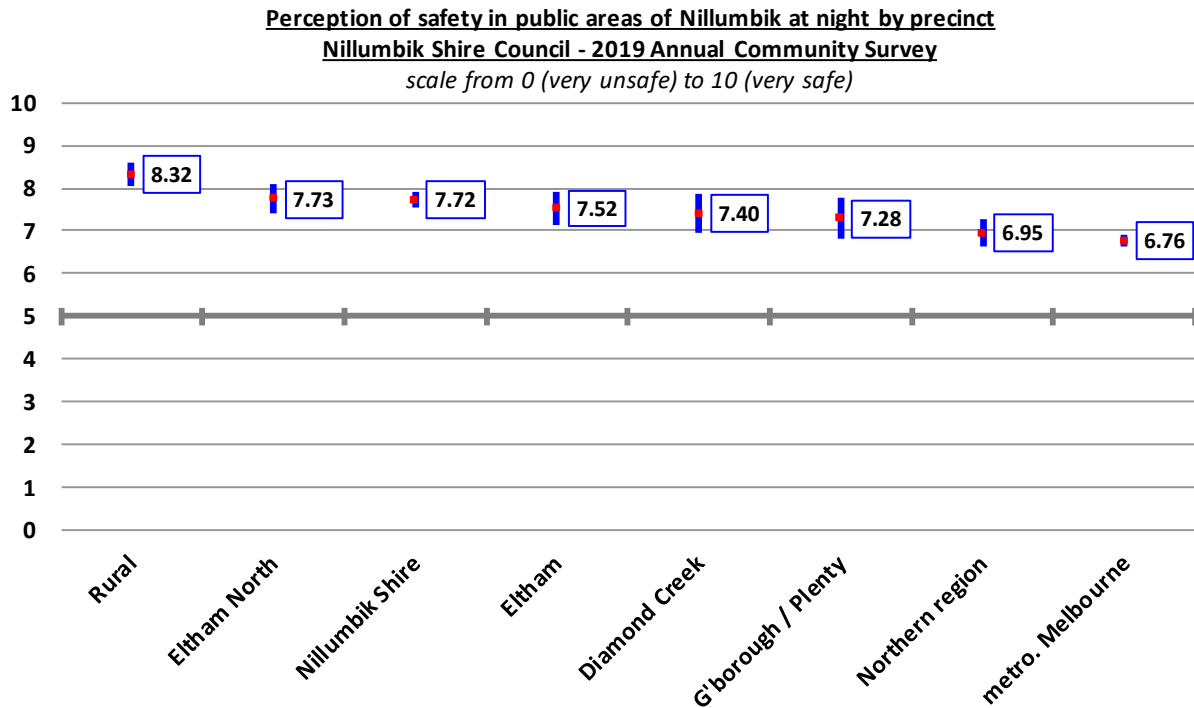
The perception of safety in the public areas of the Nillumbik Shire at night increased less than one percent to 7.72 in 2019. This continues the long-term trend of the perception of safety at night in the Nillumbik Shire being significantly higher than the metropolitan Melbourne.



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

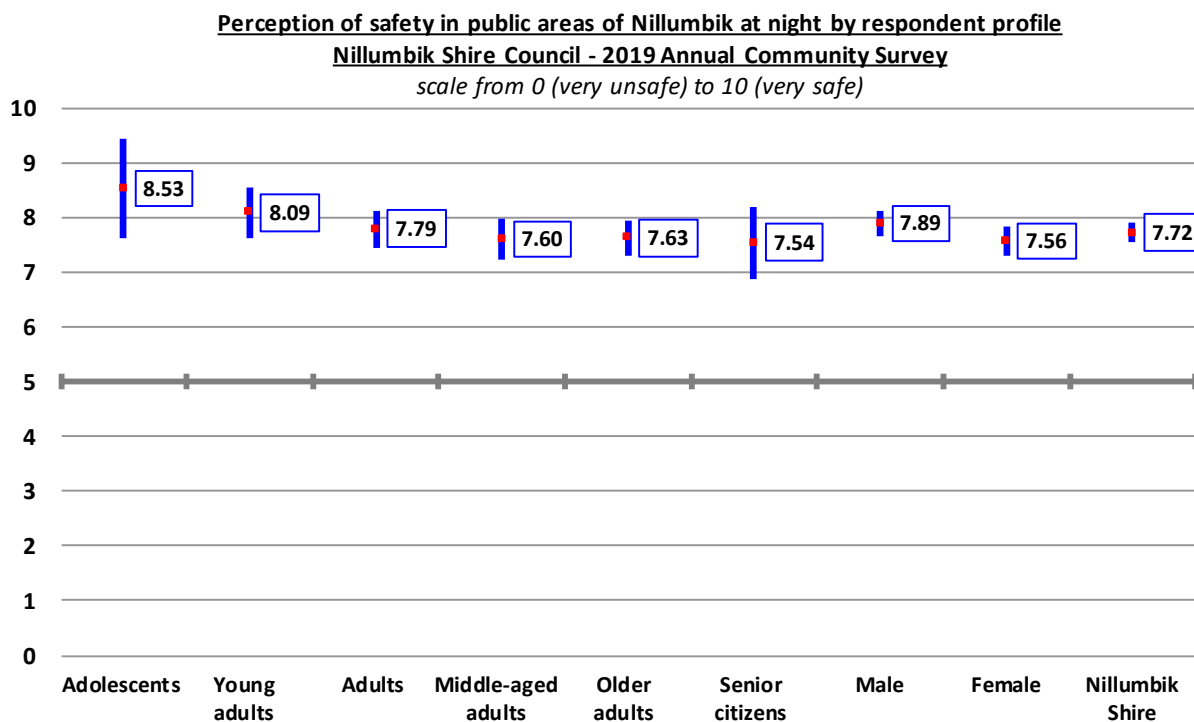
- **Rural precinct** – respondents rated their perception of safety at night measurably and significantly higher than the municipal average.
- **Greensborough / Plenty** – respondents rated their perception of safety at night somewhat, albeit not measurably lower than the municipal average.
- **Nillumbik Shire** – respondents in the Nillumbik Shire rated their perception of safety at night measurably and significantly higher than both the metropolitan Melbourne and northern region councils’ average perception.





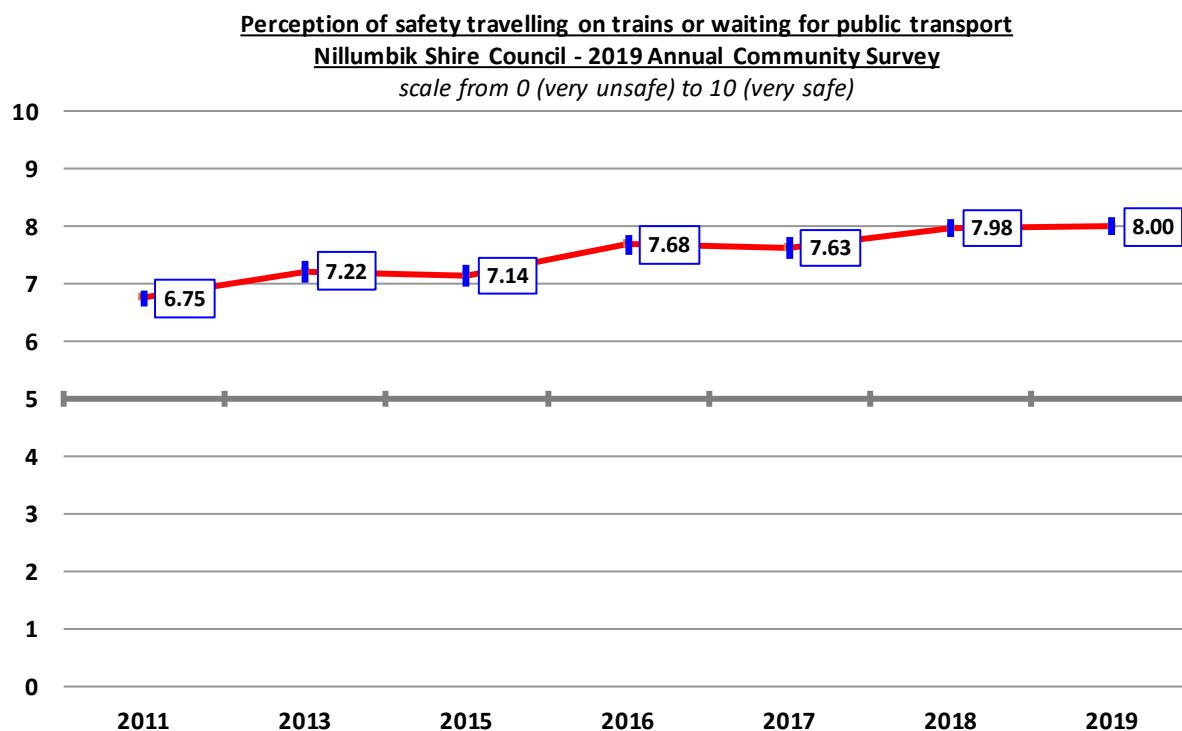
There was measurable variation in the perception of safety in the public areas of the Nilumbik Shire at night observed by respondent profile, with attention drawn to the following:

- **Adolescents and young adults (aged 15 to 35 years)** – respondents felt measurably safer than the municipal average.
- **Gender** – female respondents felt measurably (4.4%) less safe than male respondents.



Perception of safety travelling on / waiting for public transport

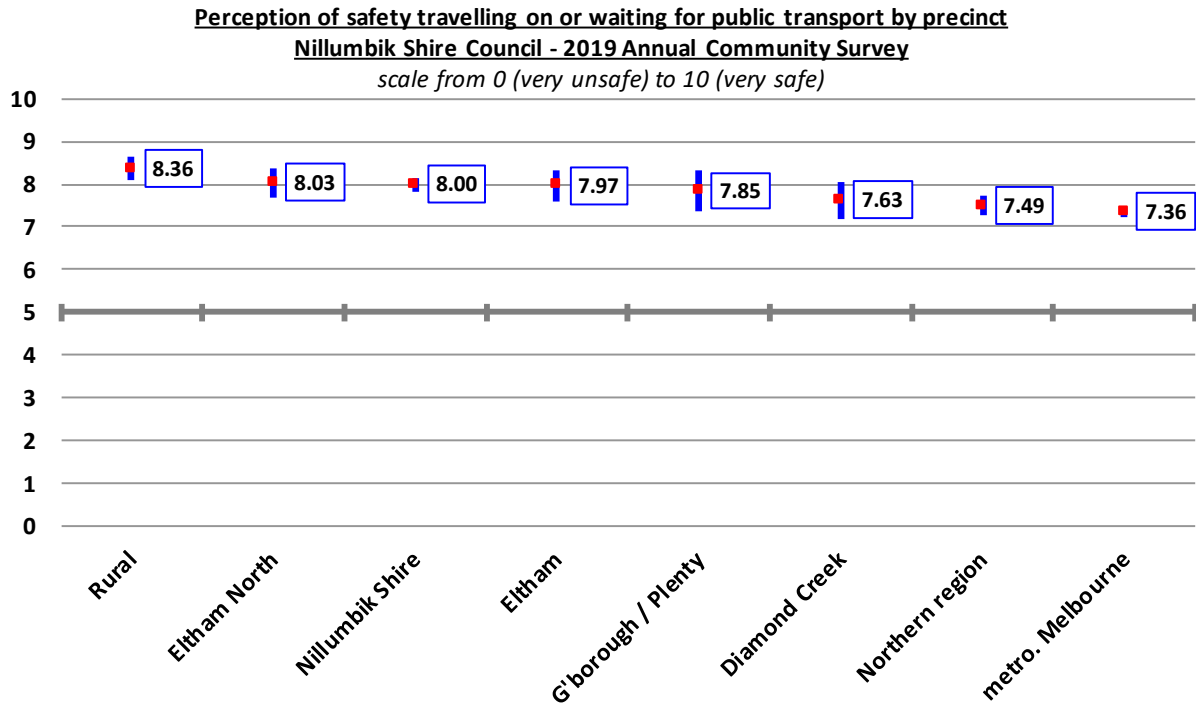
The perception of safety travelling on / waiting for public transport has increased relatively steadily over the last eight years of the survey program, from a low of 6.75 in 2011 to 8.00 this year. This is a very high perception of safety travelling on / waiting for public transport result.



There was some variation in the perception of safety travelling on or waiting for public transport observed across the municipality, attention is drawn to the following:

- **Rural precinct** – respondents felt measurably safer travelling on or waiting for public transport than the municipal average.
- **Diamond Creek** – respondents felt measurably, but not significantly less safe than the municipal average.
- **Nillumbik Shire** – respondents felt measurably and significantly safer travelling on / waiting for public transport than both the 2018 metropolitan Melbourne and northern region councils' averages.

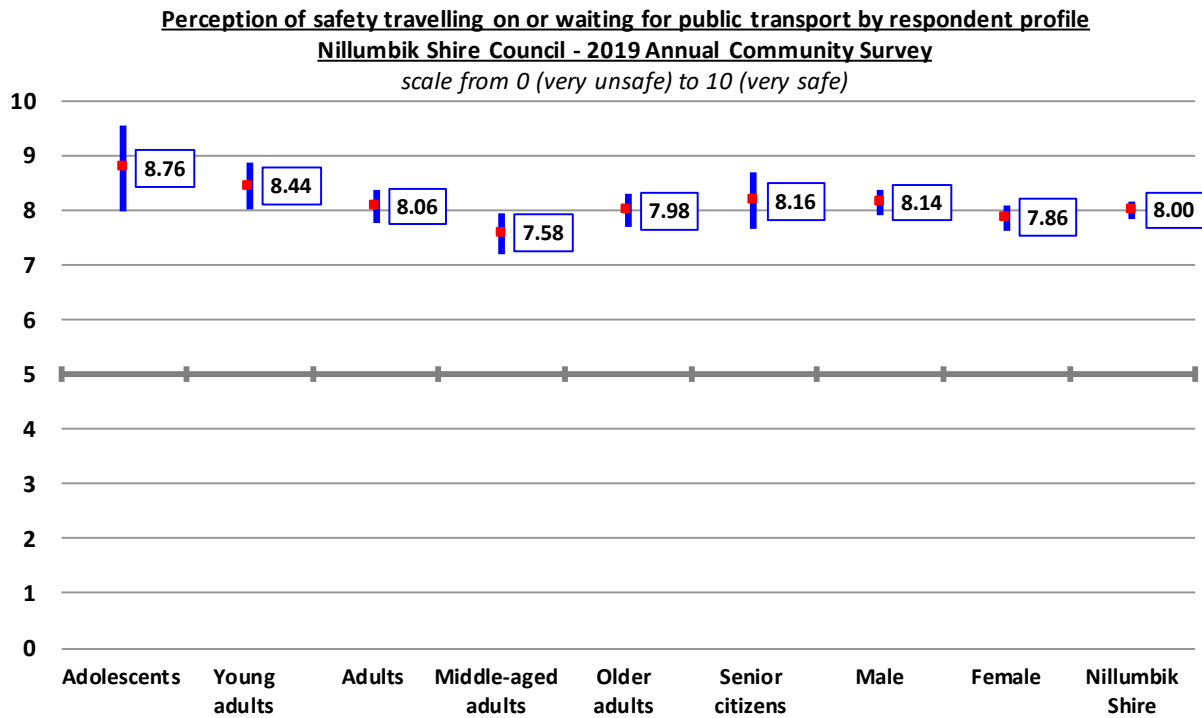




There was variation in the perception of safety travelling on or waiting for public transport observed by respondent profile, with attention drawn to the following:

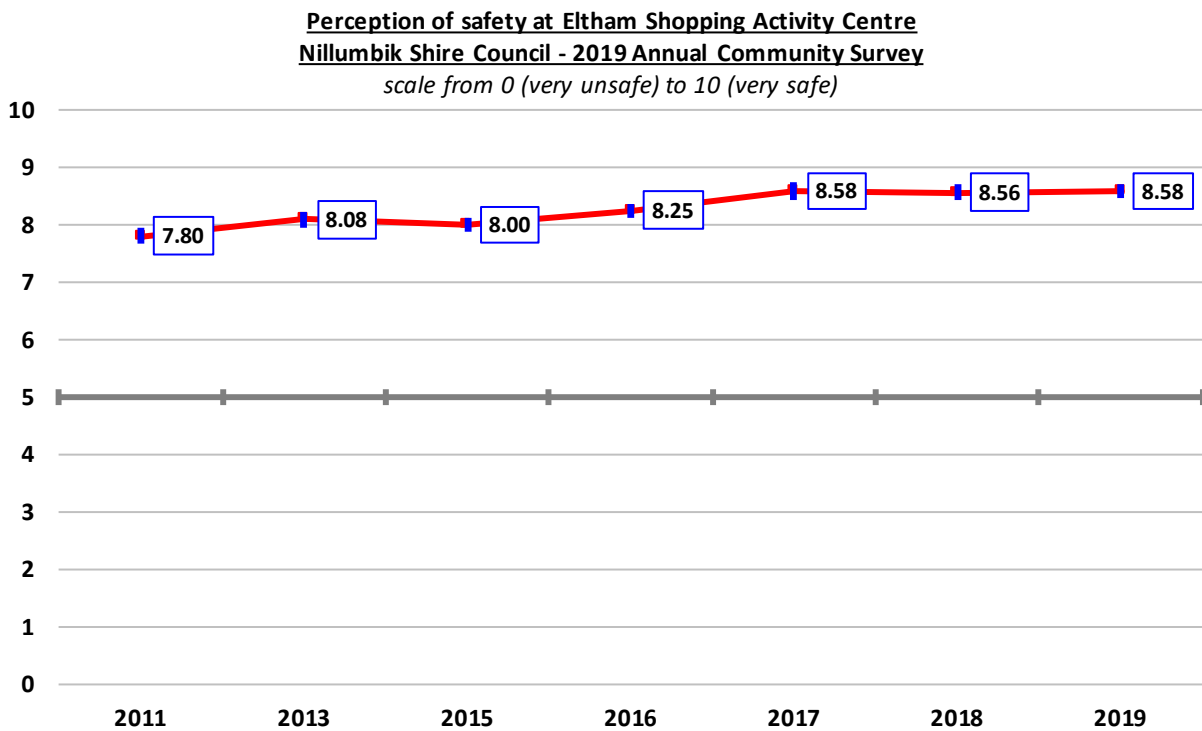
- **Adolescents and young adults (aged 15 to 35 years)** – respondents felt measurably safer travelling on or waiting for public transport than the municipal average.
- **Middle-aged adults (aged 46 to 55 years)** – respondents felt measurably less safe than the municipal average.
- **Gender** – male respondents felt somewhat, albeit not measurably (3.6%) safer than female respondents.





Perception of safety at Eltham Shopping Activity Centre

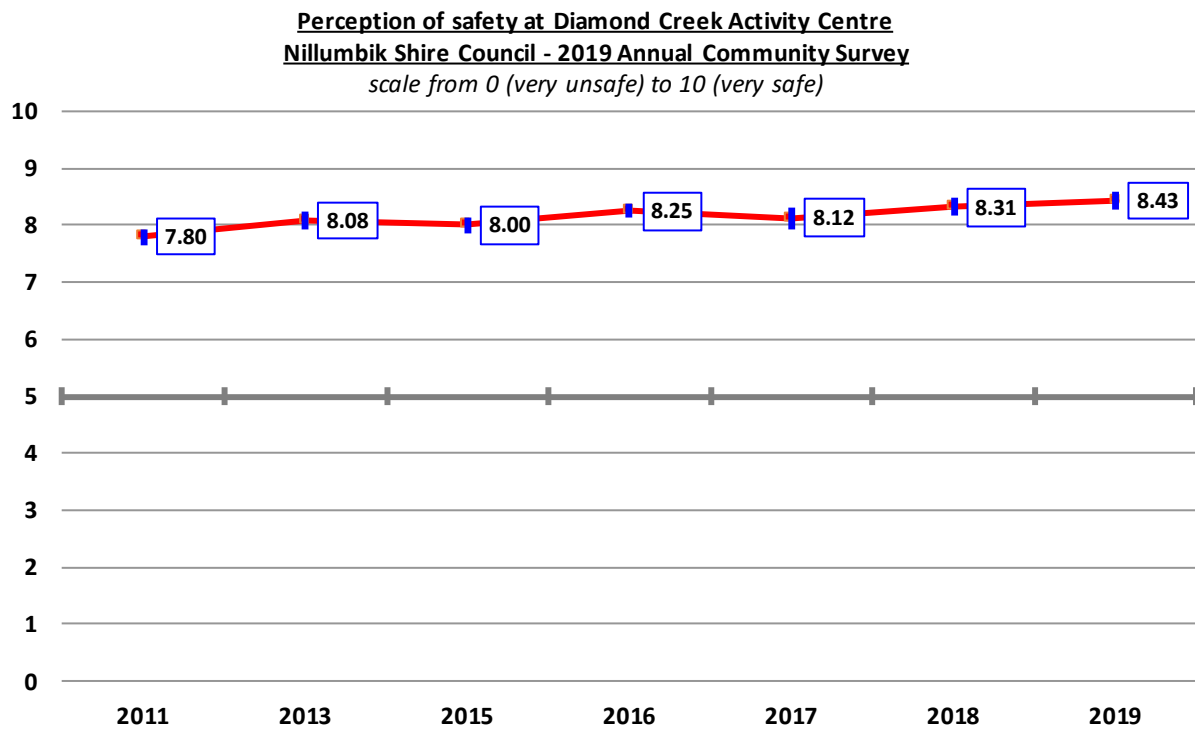
The perception of safety at Eltham Activity Centre has remained stable at a very high level of 8.58 out of ten in 2019.



Perception of safety at Diamond Creek Activity Centre

The perception of safety at Diamond Creek Activity Centre increased marginally, but not measurably in 2019, up 1.4% to 8.43. Whilst a little lower than the result recorded for the Eltham Activity Centre, this result is still very positive and reflects well on the community’s perception of safety in and around this activity centre.

By way of comparison the average perception of safety “in and around the local activity centre” was recorded in the 2018 *Governing Melbourne* at 7.78 across metropolitan Melbourne and 7.69 for the northern region councils. Both these results were measurably lower than the Diamond Creek Activity Centre result.



Reasons for feeling unsafe in public areas

A total of twenty-three responses were received from respondents that felt unsafe in the public areas of the Nillumbik Shire. These open-ended responses are presented in verbatim form in the tables on the following pages but are broadly categorised in the following table.

Consistent with the results observed in previous years, the most common comments related to issues with people, such as “gangs”, “youths”, “louts” and similar terms and general safety related concerns.

Reasons for feeling unsafe in public areas of the Shire of Nillumbik
Nillumbik Shire Council - 2019 Annual Community Survey
(Number and percent of respondents rating safety less than five)

Reason	2019		2018	2017	2015	2014
	Number	Percent				
Issues with people - gangs, youths, "louts" etc	6	26.1%	22.9%	26.5%	20.0%	14.6%
General safety	5	21.7%	4.2%	16.3%	10.0%	12.2%
Lighting	4	17.4%	22.9%	12.2%	15.0%	22.0%
Crime - theft, robbery, violence, etc	4	17.4%	10.4%	10.2%	0.0%	0.0%
Image / feel of place and news reports	2	8.7%	4.2%	10.2%	0.0%	7.3%
Safety at night	1	4.3%	12.5%	2.0%	5.0%	0.0%
Public transport safety	1	4.3%	6.3%	6.1%	15.0%	22.0%
Total comments	23	100%	48	49	20	41

The main locations at which respondents feel unsafe are outlined in the following table.

Location where you feel unsafe in the Shire of Nillumbik
Nillumbik Shire Council - 2019 Annual Community Survey
(Number and percent of respondents rating safety less than five)

Location	Number
Night time everywhere	2
Train station	2
Anywhere	1
Car park	1
In public areas, parks	1
In the darker streets, train station and near pubs	1
Not enough lighting and security present in the nearby area	1
Parks	1
Pubs	1
Recent event in Bundoora, no one is safe	1
Secluded walkways	1
Total	13



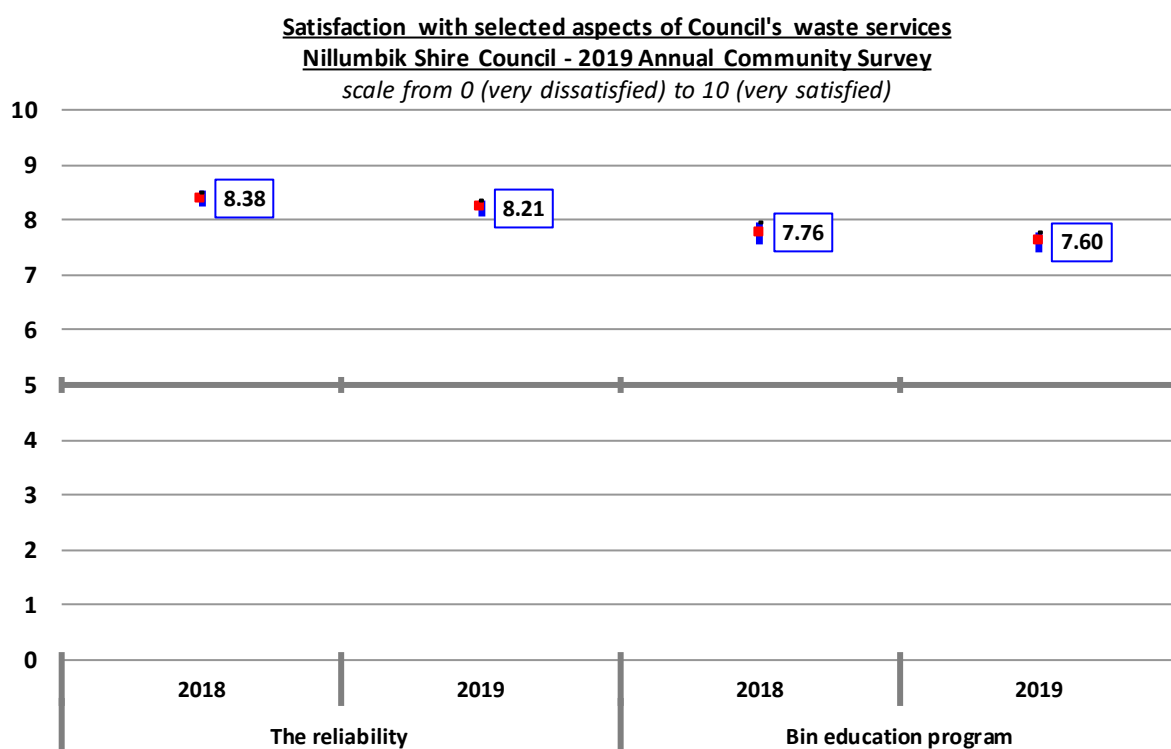
Satisfaction with selected aspects of Council’s waste services

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of Council’s waste services?”

Satisfaction with both the reliability of the bin collection service and the bin education program declined very marginally, but not measurably this year.

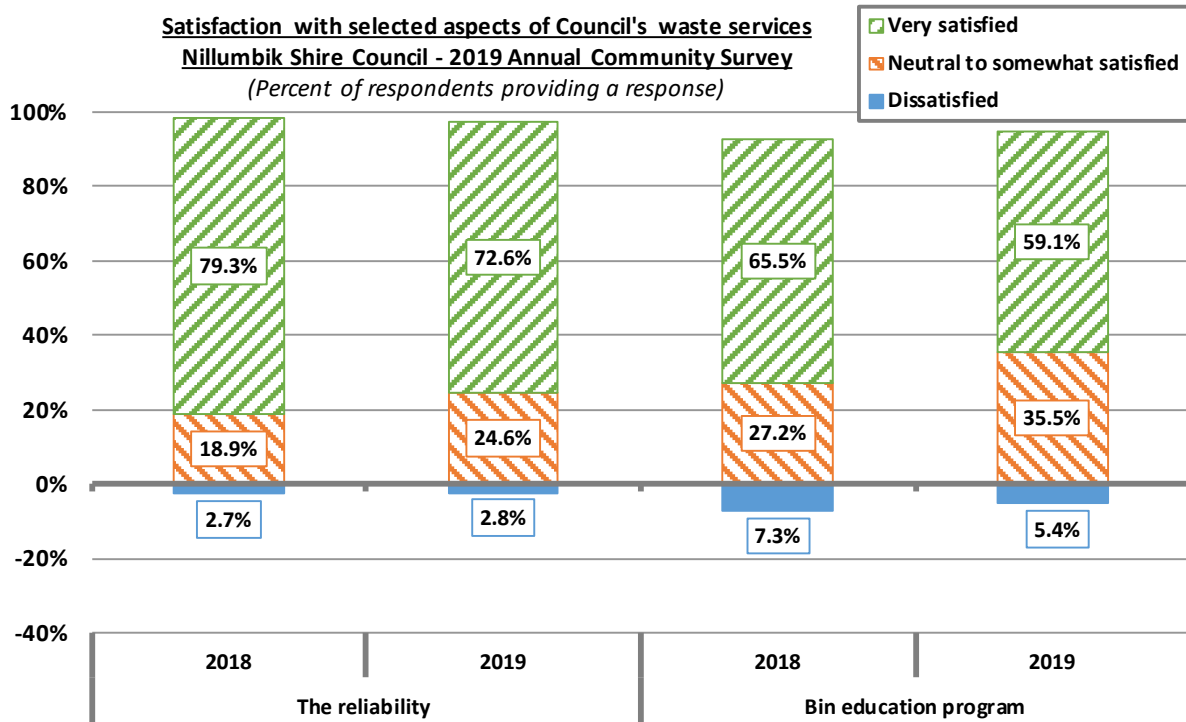
Satisfaction with the reliability of bin collection remains categorised as “excellent”, whilst satisfaction with the bin education program is now categorised as “very good”, down on the previous “excellent”.



Metropolis Research notes that approximately three-quarters of respondents were very satisfied with the reliability of the bin collection service (i.e. rated satisfaction at eight or more out of ten), whilst less than three percent were dissatisfied (i.e. rated satisfaction at less than five).

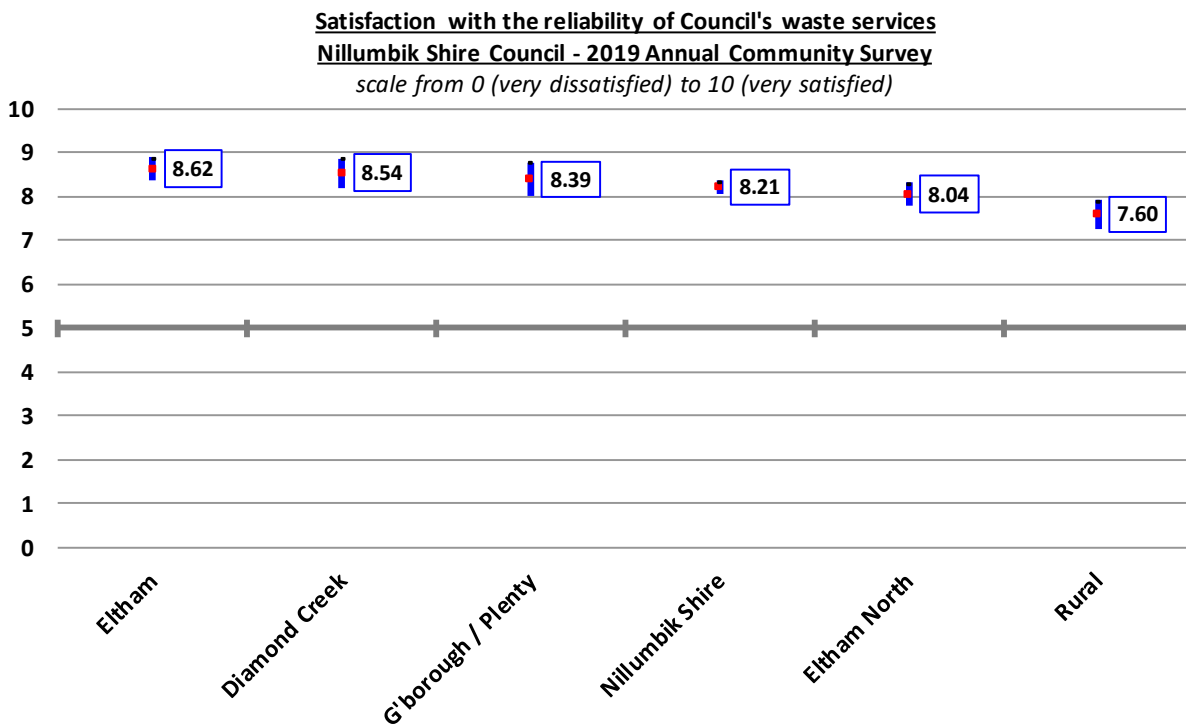
There was a small decline in the proportion of respondents very satisfied with the bin education program this year, down from 65.5% of respondents providing a response to 59.1% this year. There was however a small decline in the proportion of respondents dissatisfied with this service, down from 7.3% last year to 5.4% this year.





There was measurable and significant variation in satisfaction with the reliability of the bin collection service observed across the municipality. Respondents from the rural precinct were measurably and significantly less satisfied with the reliability than respondents from the four urban precincts.

Respondents from the four urban precincts rated satisfaction at “excellent” levels, while respondents from the rural precinct rated satisfaction at a “very good” level.



Aspects encouraging or assisting people in Nillumbik as they get older

Respondents were asked:

“What would encourage or assist people in Nillumbik as they get older? (this may include things Council or other levels of government could do as well as other improvements in the community)”

Respondents were again this year, asked to nominate up to three things that Council, other levels of government or others in the community could do to encourage or assist people in Nillumbik as they get older.

Consistent with the result recorded last year, approximately three-quarters (73.4%) of respondents nominated at least one aspect that could be improved, at an average of a little more than one response each.

It is noted that in 2018 respondents on average nominated two aspects, rather than the one recorded in 2019. This decline in the number of responses provided by respondents is likely to be a major affecting underpinning the decline in the percentages for many aspects this year compared to last.

The two most common factors identified by respondents were access to appropriate community services (12.0%) and better or free public transport (10.0%). These issues were by a larger proportion of older adults and senior citizens than by middle-aged adults.

Other issues identified by approximately five percent or more of respondents included cost of living (7.4%), community activities / recreation groups (5.8%), and hospitals / healthcare / medical services (4.6%).

There was relatively little measurable variation in these results observed across the five precincts comprising the Nillumbik Shire, although attention is drawn to the following:

- **Rural precinct** – respondents were more likely than average to nominate access to appropriate community services, better or free public transport, and hospital / healthcare / medical services.



Aspects encouraging or assisting people in Nillumbik as they get older
Nillumbik Shire Council - 2019 Annual Community Survey
 (Number and percent of total respondents)

Response	2019		2018	Middle aged adults	Older adults	Senior citizens
	Number	Percent				
Access to appropriate community services	60	12.0%	16.0%	7.0%	16.0%	14.3%
Better or free public transport	50	10.0%	16.2%	7.0%	10.9%	19.0%
Cost of living (rates, utilities, food)	37	7.4%	9.8%	8.7%	6.9%	7.1%
Community activity / recreation groups	29	5.8%	8.4%	7.8%	6.9%	0.0%
Hospital / healthcare / medical services	23	4.6%	7.0%	5.2%	5.7%	0.0%
Safety / security	19	3.8%	8.0%	3.5%	4.0%	2.4%
Traffic management / Tollway issues	19	3.8%	6.8%	1.7%	4.0%	2.4%
Aged care facilities	17	3.4%	3.2%	3.5%	4.6%	4.8%
Inclusion in local community	16	3.2%	1.0%	2.6%	4.0%	0.0%
Accessibility	14	2.8%	6.2%	5.2%	1.1%	4.8%
Home care / independent living assistance	14	2.8%	5.4%	2.6%	5.1%	7.1%
Community transport / shuttle services	12	2.4%	2.0%	3.5%	3.4%	0.0%
Green wedge / keep it green	12	2.4%	4.4%	0.9%	0.6%	0.0%
Footpaths / walking paths	11	2.2%	5.6%	3.5%	2.3%	2.4%
More / better roads	11	2.2%	0.0%	2.6%	0.0%	7.1%
Planning and development	10	2.0%	5.8%	3.5%	0.0%	2.4%
Appropriate housing for the elderly	9	1.8%	5.8%	2.6%	2.3%	4.8%
Shops, restaurants, recreation availability & accessibility	8	1.6%	2.8%	0.9%	1.7%	4.8%
Bushfire / CFA	7	1.4%	0.0%	0.9%	0.6%	0.0%
Communication and information	7	1.4%	2.4%	0.0%	2.9%	4.8%
Parks and open space availability and accessibility	7	1.4%	3.0%	2.6%	0.6%	0.0%
Maintenance of a quiet, clean and peaceful environment	5	1.0%	5.6%	0.0%	1.7%	0.0%
Parking availability and access for the elderly / disabled	4	0.8%	2.0%	0.9%	0.0%	2.4%
Better infrastructure	3	0.6%	0.4%	0.9%	1.1%	0.0%
Mobility access on footpaths / buildings	3	0.6%	0.0%	0.9%	0.6%	2.4%
Education	2	0.4%	0.0%	0.0%	1.1%	2.4%
Home maintenance (gardening, cleaning)	2	0.4%	2.4%	0.0%	0.0%	2.4%
Meals on wheels	2	0.4%	0.6%	1.7%	0.0%	0.0%
More events and festivals	2	0.4%	0.6%	0.0%	0.6%	0.0%
Public amenities (seating, toilets)	2	0.4%	0.2%	0.0%	0.0%	0.0%
Rubbish and waste incl. garbage	2	0.4%	0.0%	0.9%	0.0%	0.0%
Leisure programs and exercise facilities	1	0.2%	1.4%	0.0%	0.6%	0.0%
Pedestrian crossings	1	0.2%	0.0%	0.0%	0.0%	2.4%
Street lighting	1	0.2%	1.0%	0.0%	0.0%	0.0%
Technology assistance	1	0.2%	0.0%	0.0%	0.6%	0.0%
Other	14	2.8%	9.0%	2.6%	3.4%	0.0%
Total responses	437		715	96	164	42
<i>Respondents identifying at least one aspect that encourages them to stay in Nillumbik as they get older</i>	368 (73.4%)		368 (73.4%)	56 (48.4%)	97 (55.3%)	27 (63.4%)



Aspects encouraging or assisting people in Nilumbik as they get older by precinct

Nilumbik Shire Council - 2019 Annual Community Survey

(Number and percent of total respondents)

Greensborough / Plenty	
Access to appropriate community services	11.0%
Better or free public transport	10.0%
Cost of living (<i>rates, utilities, food</i>)	7.0%
Home care / independent living assistance	5.0%
Community activity / recreation groups	5.0%
Safety / security	5.0%
Aged care facilities	4.0%
Planning and development	4.0%
Inclusion in local community	4.0%
Community transport / shuttle services	3.0%
All other issues	20.0%
Respondents identifying an issue	48 (48.0%)

Diamond Creek	
Access to appropriate community services	8.0%
Cost of living (<i>rates, utilities, food</i>)	6.0%
Better or free public transport	6.0%
Traffic management / Tollway issues	5.0%
Aged care facilities	4.0%
Community activity / recreation groups	4.0%
Safety / security	4.0%
Inclusion in local community	4.0%
Accessibility	3.0%
Home care / independent living assistance	2.0%
All other issues	14.0%
Respondents identifying an issue	38 (38.0%)

Eltham	
Access to appropriate community services	14.0%
Cost of living (<i>rates, utilities, food</i>)	9.0%
Better or free public transport	8.0%
Traffic management / Tollway issues	8.0%
Community activity / recreation groups	6.0%
Footpaths / walking paths	6.0%
Appropriate housing for elderly	5.0%
Green wedge / keep it green	5.0%
Aged care facilities	4.0%
Planning and development	4.0%
All other issues	40.0%
Respondents identifying an issue	63 (63.0%)

Eltham North	
Better or free public transport	7.0%
Access to appropriate community services	5.0%
Green wedge / keep it green	5.0%
Other	4.0%
Community activity / recreation groups	4.0%
Hospital / healthcare / medical services	3.0%
Traffic management / Tollway issues	3.0%
Footpaths / walking paths	3.0%
Safety / security	3.0%
Planning and development	2.0%
All other issues	14.0%
Respondents identifying an issue	32 (32.0%)

Rural	
Access to appropriate community services	17.0%
Better or free public transport	16.0%
Hospital / healthcare / medical services	11.0%
Cost of living (<i>rates, utilities, food</i>)	10.0%
Community activity / recreation groups	8.0%
More / better roads	7.0%
Inclusion in local community	5.0%
Other	4.0%
Home care / independent living assistance	4.0%
Accessibility	4.0%
All other issues	24.0%
Respondents identifying an issue	65 (65.0%)

Shire of Nilumbik	
Access to appropriate community services	12.0%
Better or free public transport	10.0%
Cost of living (<i>rates, utilities, food</i>)	7.4%
Community activity / recreation groups	5.8%
Hospital / healthcare / medical services	4.6%
Safety / security	3.8%
Traffic management / Tollway issues	3.8%
Aged care facilities	3.4%
Inclusion in local community	3.2%
Accessibility	2.8%
All other issues	30.6%
Respondents identifying an issue	368 (73.4%)



Frequency of consuming sugar sweetened drinks, take-away meals and snacks

Respondents were asked:

“How frequently would you (as an individual) usually consume the following?”

To assist measurement in the implementation of the *Municipal Health and Wellbeing Plan 2017-2021*, these questions relating to the frequency of respondents consuming sugar sweetened drinks and take-away and snack meals were included for the first time in the survey this year.

In relation to the consumption of sugar sweetened drinks, a little more than one-quarter (27.6%) of respondents “frequently” consumed these drinks (i.e. at least once a week), a little less than one-quarter (24.8%) “infrequently” consumed these drinks (i.e. fortnightly or monthly), and almost half (47.6%) rarely or never consumed these drinks (i.e. less than once a month or never).

In relation to the consumption of take-away meals and snacks, approximately one-third (32.0%) of respondents frequently consumed these meals and snacks, a little more than one-third (38.5%) infrequently consumed these meals and snacks, and a little more than one-quarter (29.5%) rarely or never consumed these meals and snacks.

Consumption of sugar sweetened drinks and take-away meals and snacks

Nillumbik Shire Council - 2019 Annual Community Survey

(Number and percent of respondents providing a response)

Response	Sugar sweetened drinks		Take-away meals and snacks	
	Number	Percent	Number	Percent
6 - 7 times a week	28	6.1%	7	1.5%
3 - 5 times a week	40	8.7%	23	4.9%
1 - 2 times a week	59	12.8%	119	25.6%
2 - 3 times a month	64	13.9%	106	22.8%
Once a month	50	10.9%	73	15.7%
Less than once a month	82	17.8%	91	19.6%
Never	137	29.8%	46	9.9%
Can't say	40		35	
Total	500	100%	500	100%

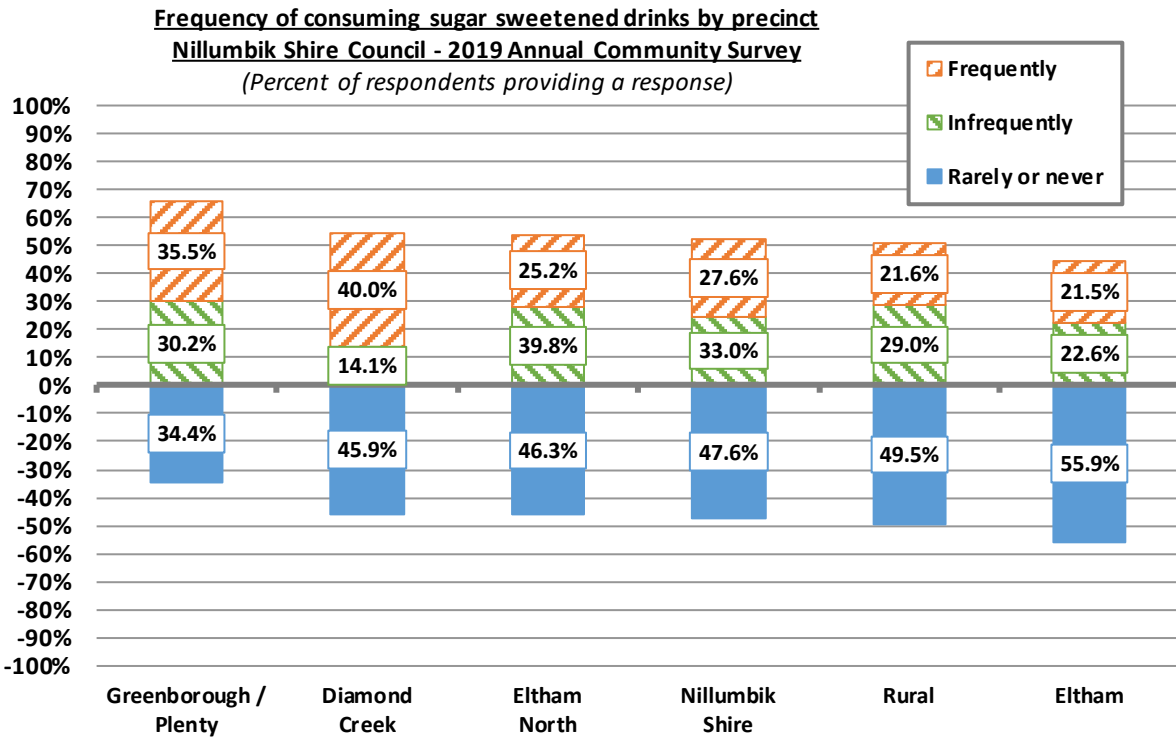
Consumption of sugar sweetened drinks

There was some variation in the frequency of respondents consuming sugar sweetened drinks observed by precinct and by respondent profile, as follows:

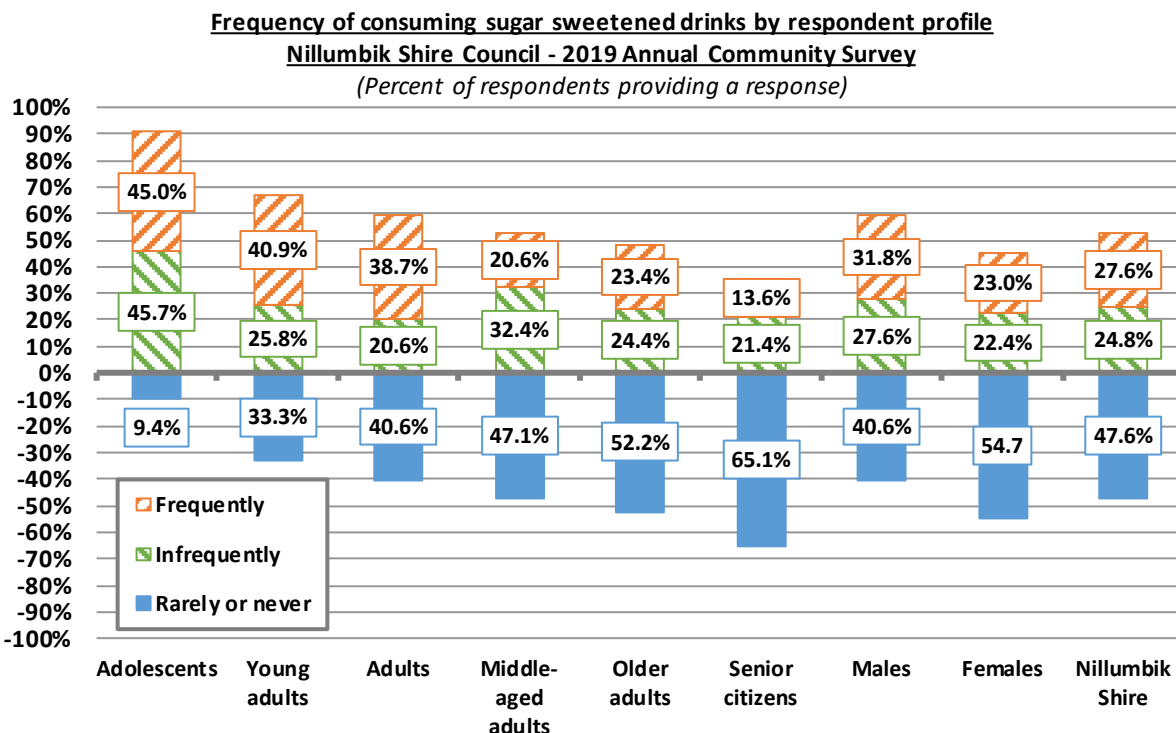
- **Greensborough / Plenty** – respondents were more likely than average to consume sugary drinks frequently and less likely to never consume them.
- **Diamond Creek** – respondents were more likely than average to frequently consume sugary drinks and less likely to infrequently consume them.



- **Eltham** – respondents were less likely than average to frequently or infrequently consume sugary drinks and more likely to never consume them.



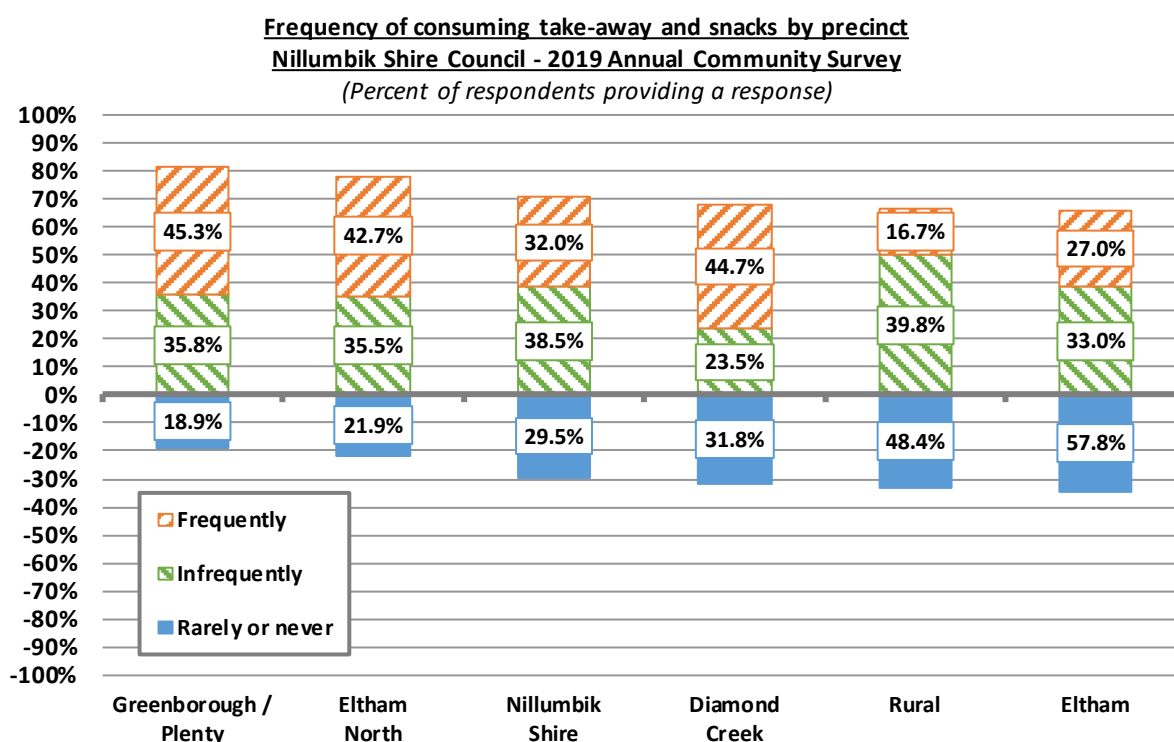
There was a strong and clear relationship between the respondents' age and the frequency of their consumption of sugar sweetened drinks. It is also noted that male respondents were measurably and significantly more likely to frequently or infrequently consume these drinks than female respondents.



Consumption of take-away meals and snacks

There was some variation in the frequently consuming take-away food and snacks observed by precinct, as follows:

- **Greensborough / Plenty and Eltham North** – respondents were more likely than average to frequently consume these foods and less likely to rarely or never consume them.
- **Rural and Eltham** – respondents were more likely than average to never consume these foods.

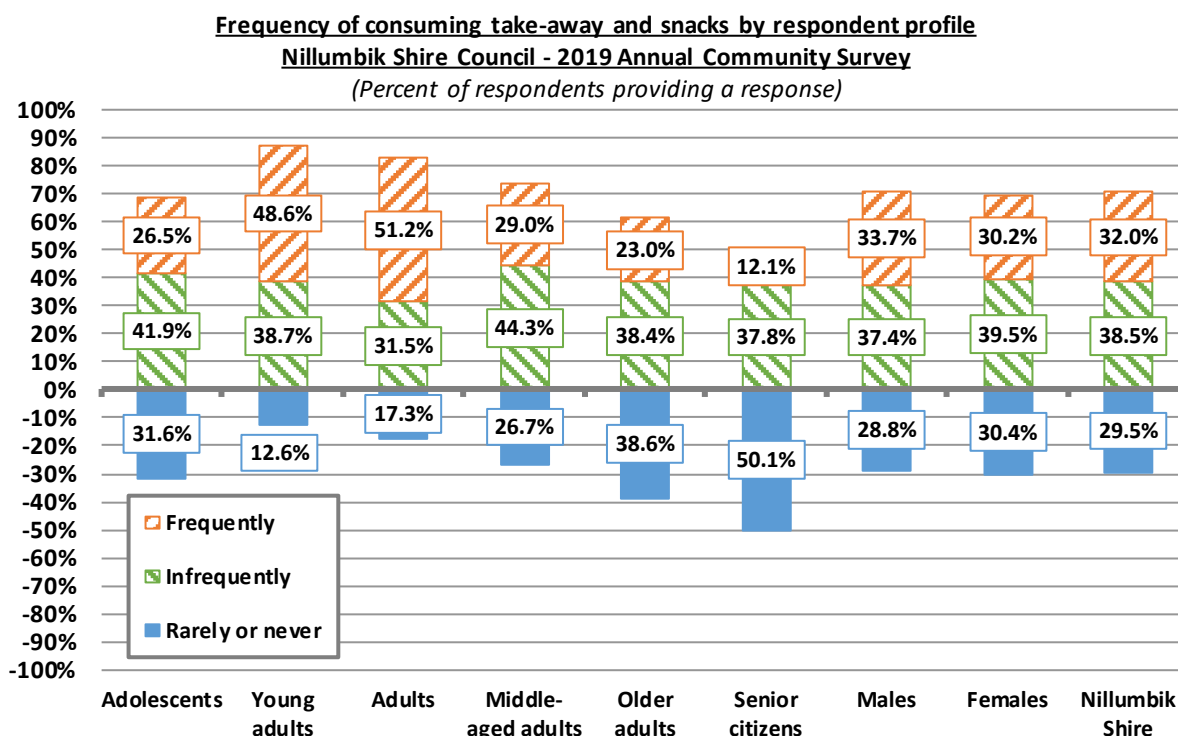


There was some variation in the frequency of respondents consuming take-away foods and snacks observed by respondent profile (age structure and gender), although Metropolis Research notes that these results are less clear cut than those in relation to sugar sweetened drinks.

Attention is drawn to the following:

- **Young adults and adults (aged 20 to 44 years)** – respondents were more likely than average to frequently consume take-away and snacks, and less likely to rarely or never consume them.
- **Older adults and senior citizens (aged 56 years and over)** – respondents were less likely than average to frequently consume these foods and more likely than average to rarely or never consume them.
- **Gender** – there was no meaningful variation in these results observed between male and female respondents.





Frequency of arts related activities

Respondents were asked:

“How often in the last twelve months have you?”

To assist measurement in the implementation of the *Municipal Health and Wellbeing Plan 2017-2021*, this set of questions relating to the frequency of attending arts activities or being involved in making or creating art were included for the first time in the survey this year.

A little less than half (48.8%) of respondents providing a response to this question reported that they attend arts activities at least once a year. Almost one-sixth (17.0%) attend every few months, and one-quarter (23.8%) attend once or twice a year. Less than two percent of respondents reported that they attend arts activities fortnightly or more often.

A little less than one-third (31.2%) of respondents providing a response to this question reported that they were involved in making or creating art at least once a year. Less than ten percent (8.4%) were involved every few months, and 13.8% were involved once or twice a year. 6.2% of respondents were involved in making or creating art at least fortnightly.

It is interesting to note that whilst significantly fewer respondents were involved in making or creating art than attended at arts activities, respondents were more likely to be involved in making or creating art on a frequent basis (i.e. at least weekly) than were attending arts activities frequently.



Frequency of attending arts activities and been involved in marking or creating art at home or in a public space

Nillumbik Shire Council - 2019 Annual Community Survey

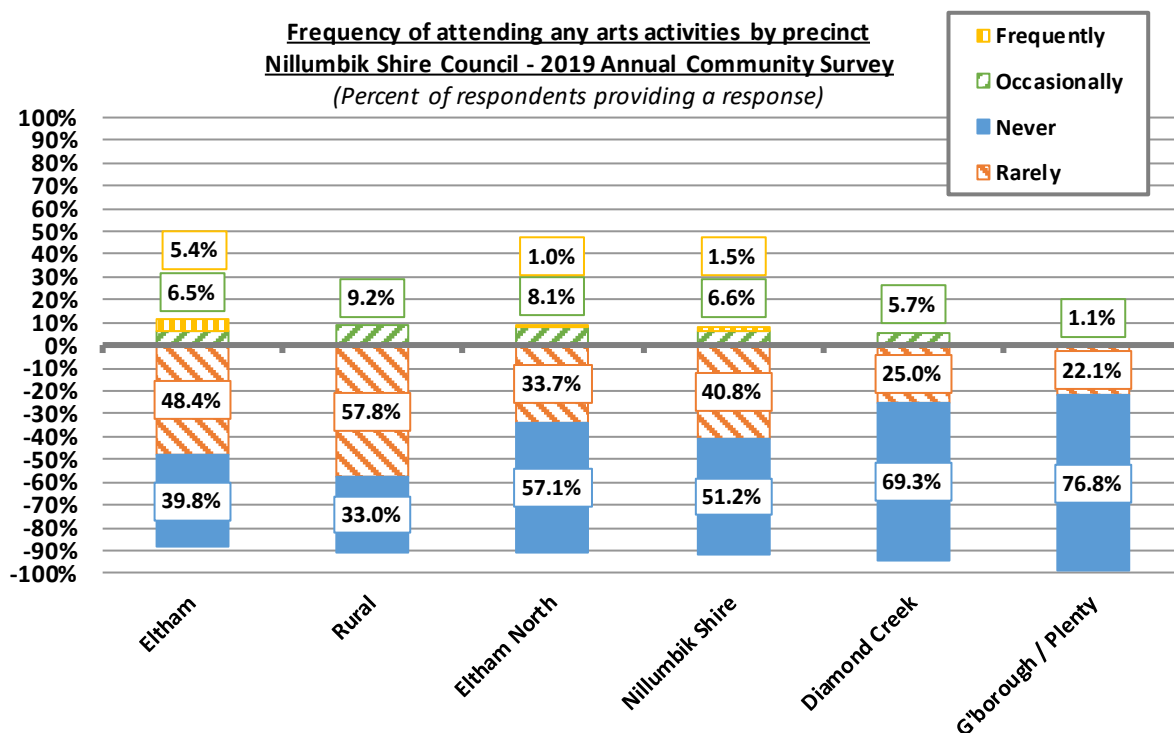
(Number and percent of respondents providing a response)

Response	Attended any arts activities		Been involved in marking or creating art	
	Number	Percent	Number	Percent
Daily / every few days	0	0.0%	12	2.6%
Weekly	7	1.5%	14	3.0%
Fortnightly	2	0.4%	3	0.6%
Monthly	29	6.2%	13	2.8%
Every few months	80	17.0%	39	8.4%
Once or twice a year	112	23.8%	64	13.8%
Never	241	51.2%	319	68.8%
Can't say	29		36	
Total	500	100%	500	100%

Attending arts activities

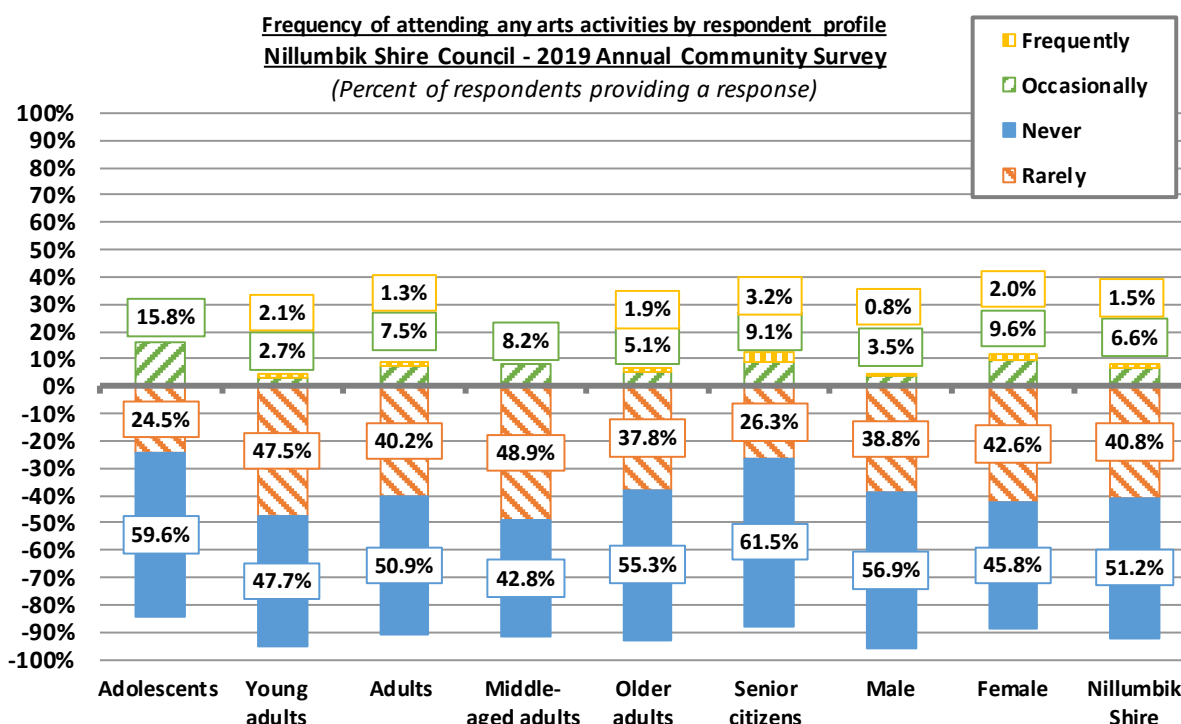
The following graphs provide a breakdown of these results into frequent attendance (at least weekly), occasional attendance (fortnightly or monthly), rare attendance (every few months or once or twice a year), and never attending. There was some variation in the frequency of attending arts activities observed across the five precincts of Nillumbik Shire, as follows:

- **Eltham and Rural precinct** – respondents were more likely than average to rarely attend arts activities.
- **Diamond Creek and Greensborough / Plenty** – respondents were more likely than average to never attend arts activities.



There was some variation in these results observed by respondent profile (age structure and gender), as follows:

- **Adolescents (aged 15 to 19 years) and senior citizens (aged 76 years and over)** – respondents were more likely than average to never attend arts activities.
- **Young adults (aged 20 to 34 years) and middle-aged adults (aged 45 to 54 years)** – respondents were more likely than average to never attend arts activities.
- **Gender** – female respondents were more likely than male respondents to occasionally attend arts activities, whilst male respondents were more likely than female respondents to never attend.

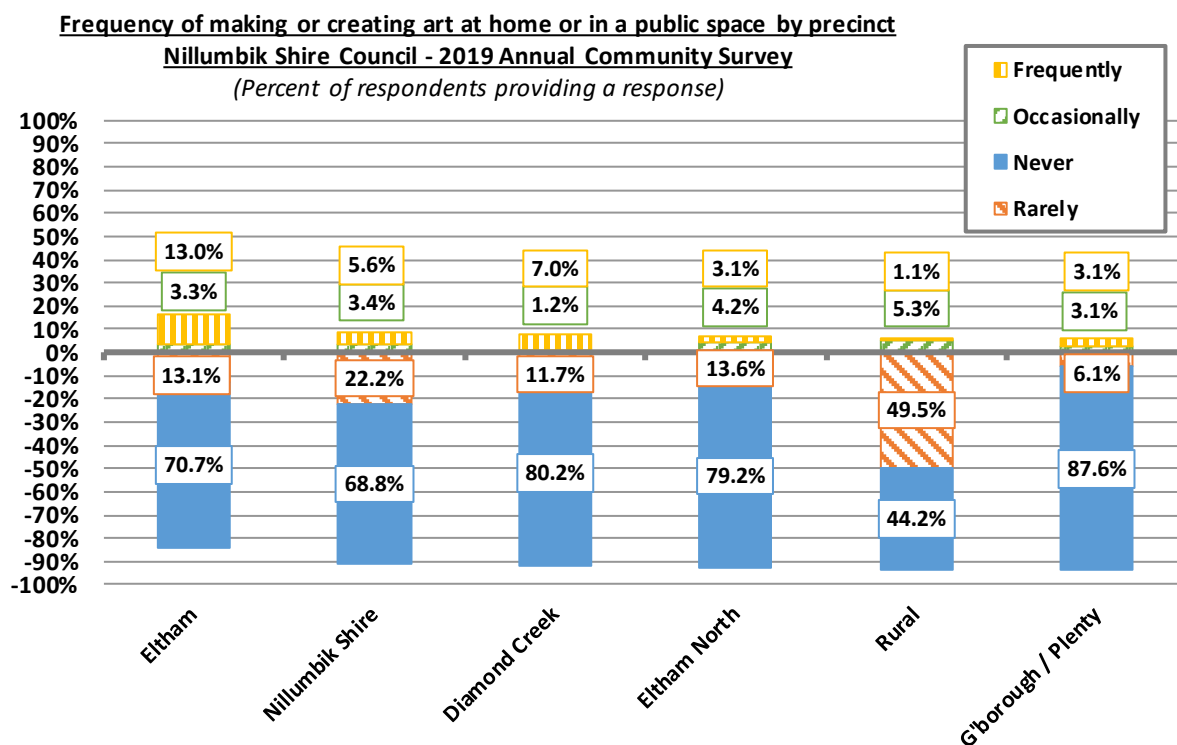


Involved in making or creating art

The following graphs provide a breakdown of these results into frequent participation (at least weekly), occasional participation (fortnightly or monthly), rare participation (every few months or once or twice a year), and never participating. There was some variation in the level of participation in making or creating art observed by precinct, as follows:

- **Eltham** – respondents were more likely than average to frequently participate in making or creating art.
- **Diamond Creek, Eltham North and Greensborough / Plenty** – respondents were more likely than average to never participate in making or creating art.
- **Rural precinct** – respondents were more likely than average to rarely participate in making or creating art and less likely than average to never participate.

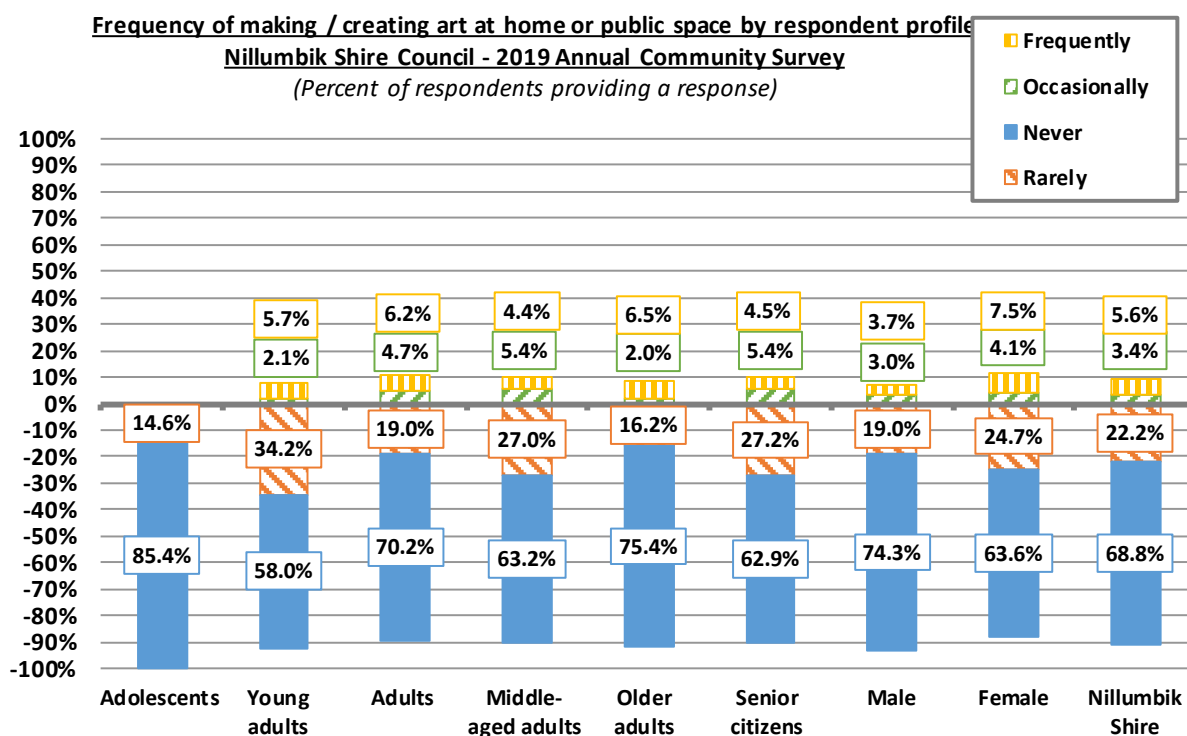




There was some variation in this result observed by respondent profile (age structure and gender), as follows:

- **Adolescents (aged 15 to 19 years)** – the small sample of adolescent respondents were more likely than average to never participate in making or creating art.
- **Young adults (aged 20 to 34 years), middle-aged adults (aged 45 to 54 years) and senior citizens (aged 76 years and over)** – respondents were more likely than average to rarely participate in making or creating art.
- **Gender** – male respondents were more likely than female respondents to never participate in making or creating art.





Tourism

Respondents were asked:

“Are you aware of any tourist attractions in Nillumbik Shire, which have you visited in the last five years, and which would you recommend to others to visit?”

This set of questions relating to tourist attractions in the Nillumbik Shire were included for the first time in the 2018 survey. These questions were included at the request of the relevant manager of Council to help inform the development of the *Economic Development Strategy*.

The list of tourist attractions included on the survey included all the known major tourist attractions, as well as a sample of the range of restaurants and wineries located in Nillumbik Shire. These were included to provide some insight into community awareness of, and engagement with restaurants and wineries. The list was not designed to preference these establishments over others in the municipality.

The list of restaurants and wineries included in the survey were provided by officers of Nillumbik Shire Council.

Respondents were asked four separate questions; firstly, to name tourist attractions in the municipality of which they were aware, secondly they were shown the list of tourist attractions and asked to identify all of that list of which they were aware, thirdly which of the listed attractions had the visited in the last five years, and fourthly which would they recommend to other to visit.



The attractions that respondents are most likely to be aware of, both unprompted and prompted remain the Diamond Valley Miniature Railway (76.0% aware when prompted), Montsalvat (70.2%), the Edendale Community Environment Farm (68.0%), and Eltham North Adventure Playground (62.4%).

Tourist attractions in Nillumbik Shire
Nillumbik Shire Council - 2019 Annual Community Survey
(Number and percent of total respondents)

Attraction	Unprompted		Prompted		Have visited		Recommend	
	2018	2019	2018	2019	2018	2019	2018	2019
Diamond Valley Miniature Railway	30.1%	34.0%	70.1%	76.0%	57.3%	63.0%	58.9%	63.0%
Montsalvat	33.5%	30.6%	67.1%	70.2%	57.3%	51.2%	55.5%	48.4%
Edendale Community Environment Farm	30.7%	26.4%	64.1%	68.0%	57.9%	51.2%	52.1%	49.2%
Eltham North Adventure Playground	18.0%	18.8%	56.3%	62.4%	51.1%	46.6%	38.7%	42.6%
Kangaroo ground War Memorial Park	16.0%	15.2%	53.5%	52.6%	40.9%	33.4%	35.5%	29.6%
Sugarloaf Reservoir Christmas Hills	11.2%	10.0%	53.9%	52.4%	44.9%	37.0%	40.3%	28.4%
Plenty Gorge	6.8%	11.4%	41.1%	49.6%	31.9%	33.4%	24.2%	23.2%
Plenty River Trail / other Nillumbik trails	12.8%	9.2%	40.5%	46.2%	34.3%	29.8%	31.7%	24.2%
Second Home (restaurant)	6.6%	6.0%	29.5%	35.4%	27.3%	24.2%	22.0%	19.8%
Kings of Kangaroo Ground (winery)	5.6%	9.4%	21.0%	34.0%	15.0%	16.6%	13.8%	14.0%
Panton Hill Winery	6.4%	6.4%	22.4%	33.8%	15.2%	14.0%	14.4%	13.2%
Fondata 1872 (restaurant)	4.4%	6.8%	20.2%	33.2%	15.0%	22.8%	13.6%	20.6%
Nillumbik Estate (winery)	6.2%	7.2%	21.2%	30.8%	13.2%	15.6%	12.2%	13.0%
Massaros (restaurant)	3.2%	6.0%	17.2%	24.4%	14.0%	14.2%	11.2%	12.2%
Punch Wines (winery)	3.8%	4.0%	8.0%	18.2%	4.8%	6.2%	4.6%	5.0%
Dark Horse Café (restaurant)	2.4%	2.4%	11.0%	17.4%	10.0%	6.0%	8.6%	5.8%
Other destination dining	3.6%	1.2%	8.6%	5.4%	8.6%	5.0%	8.2%	6.0%
Other winery	1.6%	1.4%	3.0%	2.8%	2.4%	1.2%	2.4%	0.6%
Other tourist attractions	3.8%	0.8%	4.0%	0.8%	4.2%	0.6%	4.0%	0.6%
Total responses	1,108	1,051	3,143	3,586	2,607	2,375	2,333	2,114
<i>Respondents identifying at least one tourist attraction</i>	359 (71.6%)	359 (71.8%)	452 (90.2%)	457 (91.5%)	449 (89.6%)	464 (92.7%)	409 (81.6%)	435 (86.9%)

Unprompted awareness of tourist attractions

A little less than three-quarters (71.8%) of respondents unprompted identified an average of a little less than three attractions each. Unprompted means they were not shown the list of attractions prior to being asked the question.

The three tourist attractions that respondents most commonly identified unprompted were the Diamond Valley Miniature Railway (34.0%), Montsalvat (30.6%), and the Edendale Community Environment Farm (26.4%).

Approximately one-sixth of respondents were aware unprompted of the Eltham North Adventure Playground (26.4%) and the Kangaroo Ground War Memorial Park (15.2%), whilst a little more than ten percent were aware of the Sugarloaf Reservoir Christmas Hills (10.0%), Plenty Gorge (11.4%) and the Plenty River Trail / other Nillumbik trails (9.2%).



Metropolis Research notes that these results are generally consistent with those reported in 2018, with the exception of Plenty Gorge. In 2018, 6.8% of respondents were aware (unprompted) of this feature, whilst in 2019 this increased measurably to 11.4%.

Prompted awareness of tourist attractions

The overwhelming majority (91.5%) of respondents were aware of at least one of the listed tourist attractions when they were shown the list on the survey form. These respondents were aware of approximately eight of the nineteen attractions (including “other”).

The same attractions were identified by respondents prompted as was observed unprompted, however as would be expected a significantly larger proportion of respondents were aware of the attractions once prompted than were aware of them unprompted.

The three major tourist attractions in the Nillumbik Shire were the Diamond Valley Miniature Railway (76.0%), Montsalvat (70.2%), and the Edendale Community Environment Farm (68.0%).

In addition to these three major attractions, approximately half or more of the respondents were aware of the Eltham North Adventure Playground (62.4%), Kangaroo Ground Memorial Park (52.6%), Sugarloaf Reservoir Christmas Hills (52.4%), Plenty Gorge (49.6%), and the Plenty River Trail / other Nillumbik trails (46.2%).

Metropolis Research notes that there was a measurable increase in the proportion of respondents aware of the Diamond Valley Miniature Railway, Eltham North Adventure Playground, Plenty Gorge, Plenty River Trail / other Nillumbik trails, Second Home, Kings of Kangaroo Ground, Panton Hill Winery, Fondata, Nillumbik Estate, Massaros, Punch Winery, and the Dark Horse Café.

There was some variation in the awareness of the listed tourist attractions observed across the five precincts comprising the Nillumbik Shire, with attention drawn to the following:

- ***Greensborough / Plenty*** – respondents were more likely than average to be aware of Plenty Gorge and Plenty River Trail / other Nillumbik Trails.
- ***Diamond Creek*** – respondents were more likely than average to be aware of Kangaroo Ground War Memorial Park, Sugarloaf Reservoir Christmas Hills, Plenty Gorge, Plenty River Trail / other Nillumbik trails, Second Home, Kings of Kangaroo, Panton Hill Winery, Fondata 1872, Nillumbik Estate, Massaros, Punch Wines, and the Dark Horse Café.
- ***Eltham*** – respondents were more likely than average to be aware of Montsalvat, Edendale Community Environment Farm, Sugarloaf Reservoir Christmas Hills, and other destination dining.
- ***Eltham North*** – respondents were more likely than average to be aware of Diamond Valley Miniature Railway, Montsalvat, and the Eltham North Adventure Playground.



Knowledge of tourist attractions by precinct
Nillumbik Shire Council - 2019 Annual Community Survey
 (Number and percent of total respondents)

<i>Attraction</i>	<i>G'borough / Plenty</i>	<i>Diamond Creek</i>	<i>Eltham</i>	<i>Eltham North</i>	<i>Rural</i>	<i>Nillumbik Shire</i>
Diamond Valley Miniature Railway	69.0%	74.0%	80.0%	86.0%	73.0%	76.0%
Montsalvat	69.0%	72.0%	89.0%	89.0%	45.0%	70.2%
Edendale Community Environment Farm	66.0%	67.0%	77.0%	61.0%	65.0%	68.0%
Eltham North Adventure Playground	58.0%	62.0%	65.0%	71.0%	59.0%	62.4%
Kangaroo ground War Memorial Park	46.0%	66.0%	59.0%	48.0%	44.0%	52.6%
Sugarloaf Reservoir Christmas Hills	52.0%	71.0%	62.0%	50.0%	33.0%	52.4%
Plenty Gorge	59.0%	68.0%	54.0%	43.0%	31.0%	49.6%
Plenty River Trail / other Nillumbik trails	60.0%	57.0%	53.0%	43.0%	27.0%	46.2%
Second Home (restaurant)	29.0%	45.0%	44.0%	34.0%	26.0%	35.4%
Kings of Kangaroo Ground (winery)	23.0%	49.0%	34.0%	28.0%	33.0%	34.0%
Panton Hill Winery	30.0%	52.0%	36.0%	23.0%	27.0%	33.8%
Fondata 1872 (restaurant)	30.0%	44.0%	26.0%	22.0%	39.0%	33.2%
Nillumbik Estate (winery)	31.0%	47.0%	30.0%	23.0%	24.0%	30.8%
Massaros (restaurant)	22.0%	41.0%	25.0%	16.0%	18.0%	24.4%
Punch Wines (winery)	15.0%	34.0%	17.0%	10.0%	14.0%	18.2%
Dark Horse Café (restaurant)	15.0%	29.0%	13.0%	14.0%	16.0%	17.4%
Other destination dining	4.0%	2.0%	15.0%	3.0%	1.0%	5.4%
Other winery	0.0%	6.0%	6.0%	0.0%	0.0%	2.8%
Other tourist attractions	3.0%	2.0%	3.0%	1.0%	1.0%	0.8%
Total responses	681	888	798	666	576	3,586
<i>Respondents identifying at least one tourist attraction</i>	88 (88.0%)	85 (85.0%)	92 (92.0%)	92 (92.0%)	97 (97.0%)	457 (91.5%)

Visited tourist attractions

The overwhelming majority (94.0%) of respondents reported that they had visited at least one of the listed tourist attractions. These respondents reported that they had visited an average of a little more than five attractions each.

The four attractions most commonly visited by respondents remain the same as recorded in 2018; the Diamond Valley Miniature Railway (63.0%), Montsalvat (51.2%), Edendale Community Environment Farm (51.25%), and the Eltham North Adventure Playground (51.1%).

There was however some measurable variation in these results observed between 2018 and 2019. There was a measurable increase in the proportion of respondents who had visited Diamond Valley Miniature Railway and Fondata 1872. There was however a measurable decline in the proportion of respondents who had visited Montsalvat, Edendale Community Environment Farm, Kangaroo Ground War Memorial Park, and Sugarloaf Reservoir Christmas Hills.



There was some variation in the proportion of respondents who had visited the various tourist attractions observed across the five precincts comprising the Nillumbik Shire, as follows:

- **Greensborough / Plenty** – respondents were more likely than average to have visited Plenty Gorge and the Plenty River Trail / other Nillumbik trails.
- **Diamond Creek** – respondents were more likely than average to have visited Plenty Gorge.
- **Eltham** – respondents were more likely than average to have visited Montsalvat, Edendale Community Environment Farm, Plenty River Trail / other Nillumbik trails, Second Home, and other destination dining.
- **Eltham North** – respondents were more likely than average to have visited Diamond Valley Miniature Railway, Montsalvat, Second Home, Kings of Kangaroo Ground, and the Dark Horse Café.
- **Rural precinct** – respondents were more likely than average to have visited Fondata 1872.

Visited tourist attractions by precinct
Nillumbik Shire Council - 2019 Annual Community Survey
(Number and percent of total respondents)

Attraction	G'borough / Plenty	Diamond Creek	Eltham	Eltham North	Rural	Nillumbik Shire
Diamond Valley Miniature Railway	59.0%	48.0%	64.0%	77.0%	68.0%	63.0%
Montsalvat	54.0%	36.0%	67.0%	74.0%	36.0%	51.2%
Edendale Community Environment Farm	53.0%	37.0%	60.0%	47.0%	54.0%	51.2%
Eltham North Adventure Playground	48.0%	39.0%	48.0%	52.0%	47.0%	46.6%
Sugarloaf Reservoir Christmas Hills	35.0%	41.0%	42.0%	35.0%	32.0%	37.0%
Kangaroo ground War Memorial Park	22.0%	35.0%	38.0%	37.0%	33.0%	33.4%
Plenty Gorge	51.0%	52.0%	31.0%	25.0%	17.0%	33.4%
Plenty River Trail / other Nillumbik trails	47.0%	36.0%	38.0%	30.0%	9.0%	29.8%
Second Home (restaurant)	17.0%	11.0%	38.0%	33.0%	21.0%	24.2%
Fondata 1872 (restaurant)	18.0%	10.0%	19.0%	19.0%	39.0%	22.8%
Kings of Kangaroo Ground (winery)	8.0%	16.0%	14.0%	25.0%	20.0%	16.6%
Nillumbik Estate (winery)	11.0%	21.0%	12.0%	17.0%	17.0%	15.6%
Massaros (restaurant)	12.0%	12.0%	13.0%	14.0%	18.0%	14.2%
Panton Hill Winery	11.0%	15.0%	15.0%	18.0%	12.0%	14.0%
Punch Wines (winery)	3.0%	7.0%	7.0%	5.0%	7.0%	6.2%
Dark Horse Café (restaurant)	4.0%	2.0%	3.0%	15.0%	8.0%	6.0%
Other destination dining	2.0%	2.0%	15.0%	3.0%	1.0%	5.0%
Other winery	2.0%	1.0%	1.0%	2.0%	1.0%	1.2%
Other tourist attractions	3.0%	1.0%	2.0%	1.0%	0.0%	0.6%
Total responses	460	422	536	532	440	2,375
<i>Respondents identifying at least one tourist attraction</i>	<i>94</i> <i>(94.0%)</i>	<i>86</i> <i>(86.0%)</i>	<i>90</i> <i>(90.0%)</i>	<i>99</i> <i>(99.0%)</i>	<i>96</i> <i>(96.0%)</i>	<i>464</i> <i>(92.7%)</i>



Recommend tourist attractions to others

A little more than four-fifths (86.9%) of respondents identified at least one of the listed tourist attractions that they would recommend to others to visit. These respondents identified an average of a little less than four attractions each.

Approximately two-thirds (63.0%) of respondents would recommend the Diamond Valley Miniature Railway, whilst approximately half would recommend Montsalvat (48.5%), and the Edendale Community Environment Farm (49.2%). Approximately one-quarter of respondents would also recommend the Kangaroo Ground Memorial Park (29.6%), Sugarloaf Reservoir Christmas Hills (28.4%), the Plenty River Trail / other Nillumbik trails (24.2%), and the Plenty Gorge (23.2%).

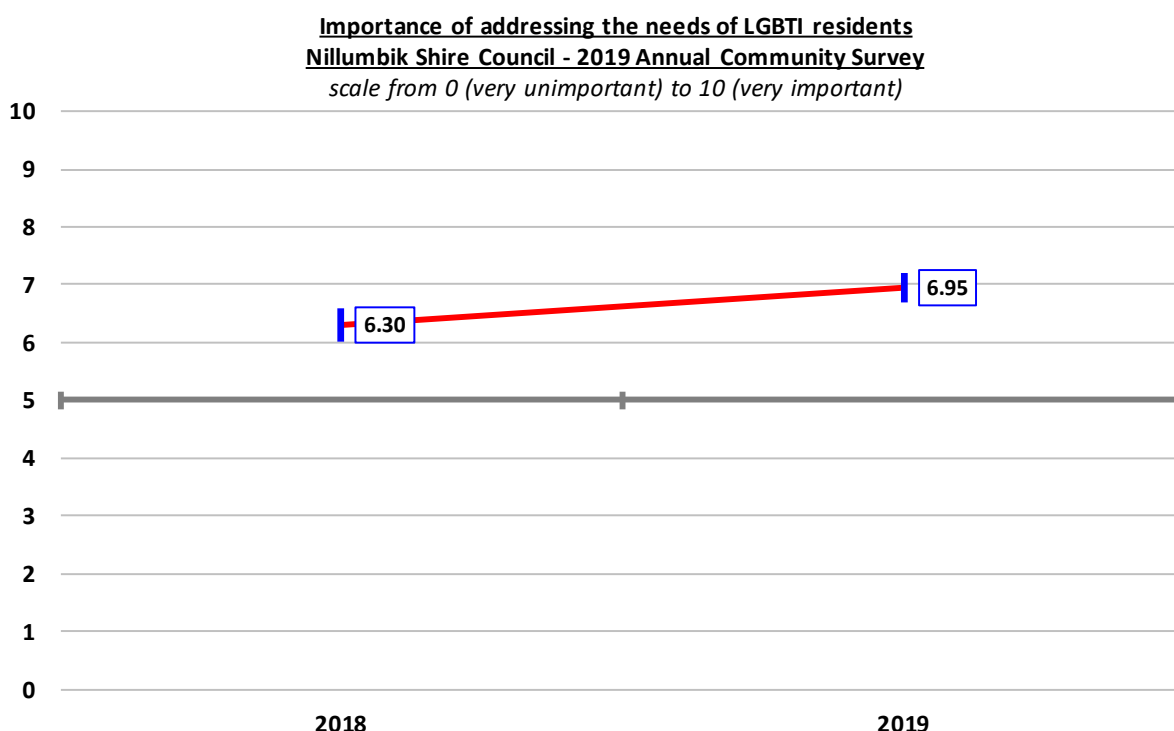
Metropolis Research notes that there was relatively little statistically significant variation in these results observed between 2018 and this year, although the proportion of respondents that would recommend Montsalvat declined measurably, down from 55.5% to 48.4%.

Importance of addressing the needs of LGBTI residents

Respondents were asked:

“On a scale of 0 (very unimportant) to 10 (very important) with five being neutral, how important do you believe it is that Council address the needs of LGBTI residents?”

The average importance of Council addressing the needs of LGBTI residents increased measurably this year, up from 6.30 to 6.95, an increase of 10.3%. This increase is due mainly to the halving of the proportion of respondents who considered this unimportant (i.e. less than five out of ten), which declined from 18.9% last year to 9.2% this year.



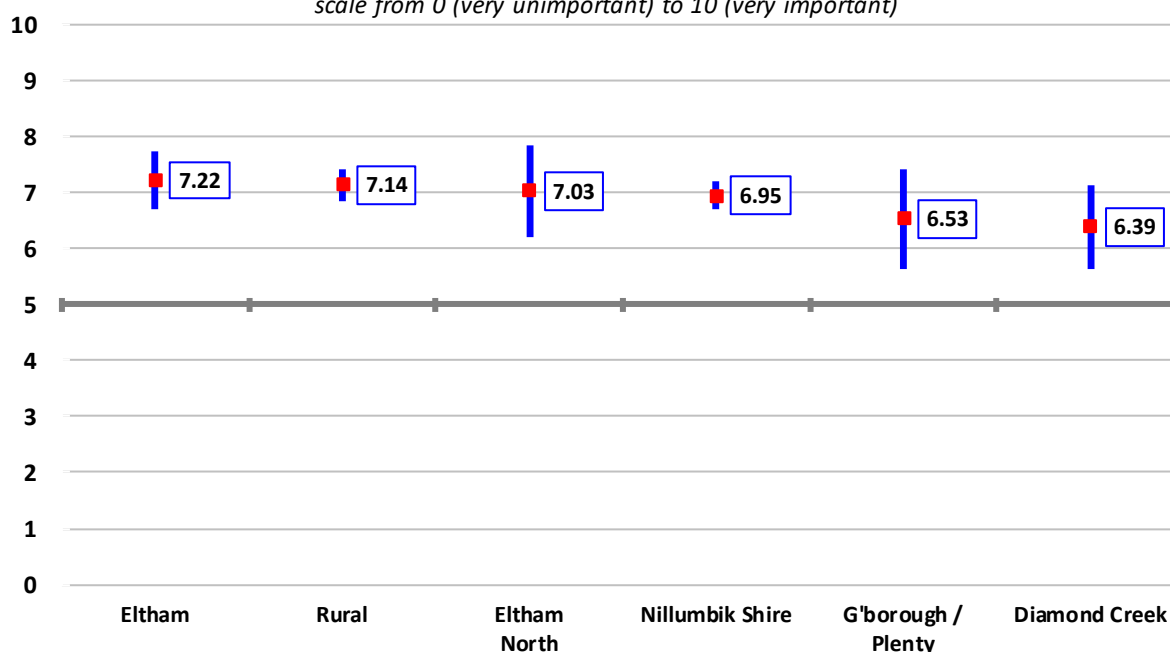
A little less than half (43.3% up from 41.6%) of respondents rated the importance of Council addressing the needs of the LGBTI community as very important (i.e. eight or more out of ten), whilst just 9.2% (down from 18.9%) rated it unimportant (i.e. less than five out of ten).

Importance of addressing the needs of LGBTI residents
Nilumbik Shire Council - 2019 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2019		2018
	Number	Percent	
Very important (8 to 10)	156	43.3%	41.6%
Neutral to somewhat important (5 to 7)	171	47.5%	39.5%
Unimportant (0 to 4)	33	9.2%	18.9%
Can't say	140		92
Total	500	100%	501

There was no statistically significant variation in this result observed across the five precincts comprising the Nilumbik Shire, although it is noted that respondents from Greensborough / Plenty and Diamond Creek rated the importance substantially lower than respondents from Eltham and the rural precinct.

Importance of addressing the needs of LGBTI residents by precinct
Nilumbik Shire Council - 2019 Annual Community Survey
scale from 0 (very unimportant) to 10 (very important)

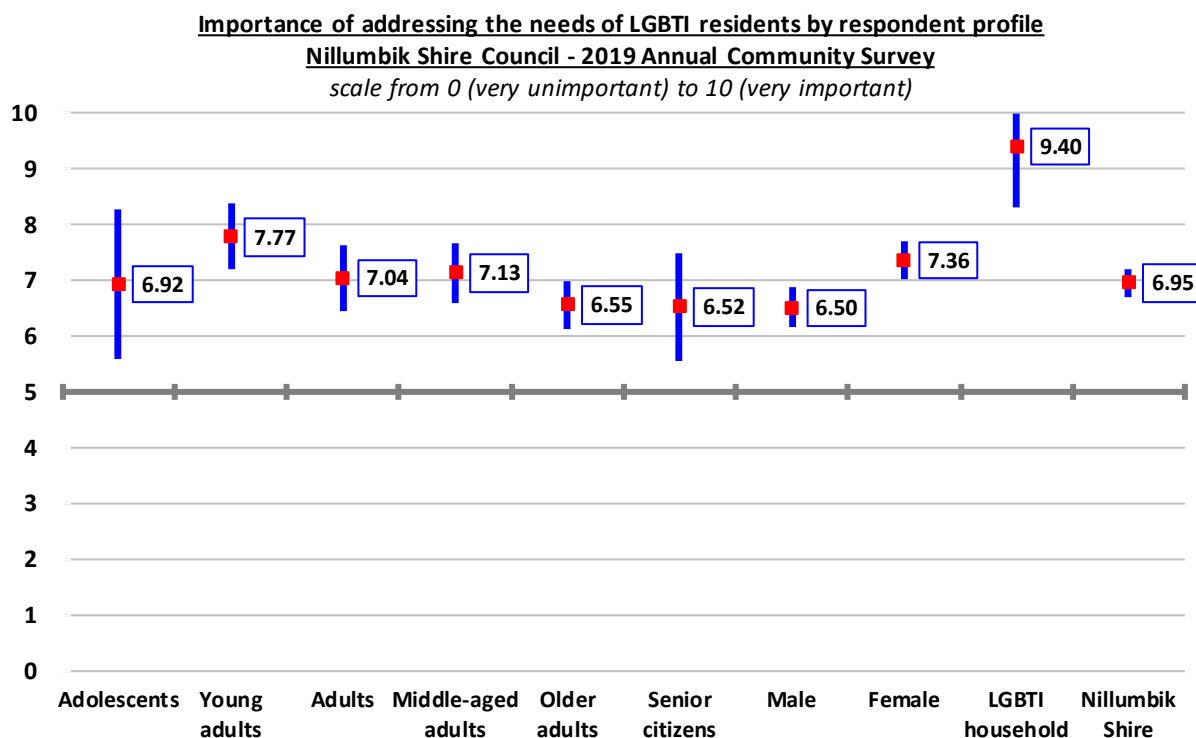


There was also some variation in this result observed by respondent profile, as follows:

- **Young adults (aged 20 to 34 years)** – respondents rated importance measurably higher than average.
- **Older adults and senior citizens (aged 60 years and over)** – respondents rated the importance somewhat, albeit not measurably lower than average.



- **Gender** – female respondents rated the importance measurably and significantly higher than male respondents.
- **Household LGBTI status** – the small sample of eleven respondents from households with a member identifying as LGBTI rated the importance measurably and significantly higher than average.



Reasons for rating of importance of Council addressing needs of the LGBTI residents

The following table outlines the open-ended responses received from respondents as to why they rated the importance of Council addressing the needs of LGBTI residents as they did. When asked why they rated the importance of Council addressing the needs of LGBTI residents, the following main themes were evident.

- **Important** – the most common reasons why respondents believed it important related to their view that LGBTI residents are part of the community and society, everyone is equal and has the same the rights and should be treated equally, and that everyone has a right to have their needs met and be respected.
- **Neutral** – the most common reasons why respondents were neutral in relation to this question were that they believe that everyone should be treated equally, they personally do not care about the issues, don't have strong feelings one way or the other, or do not believe this to be a Council responsibility.
- **Unimportant** – the most common reasons why respondents believed it unimportant related to their view that everyone is same, people should be treated equally, that it is not Council's responsibility, Council should focus on "more important" issues, and that they consider it irrelevant.



Planning and housing development

There were two sets of questions relating to satisfaction with planning and housing development included in the 2019 survey.

The first set of questions relating to satisfaction with aspects of the planning application and development process, which were asked only of respondents that been involved in a planning application or development in the last twelve months.

A second set of questions relating to satisfaction with planning and development outcomes were asked of all respondents.

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 2019, a total of twenty-seven respondents (5.4%) were involved in the planning process, with 2.8 percent as applicants, two percent as objectors and 0.6% had been involved in another manner.

Involvement in planning and housing development
Nilumbik Shire Council - 2019 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2019		2018	2017	2016	2015	2014
	Number	Percent					
Yes - as an applicant	14	2.8%	4.0%	5.0%	3.2%	3.8%	9.8%
Yes - as an objector	10	2.0%	3.2%	2.0%	0.8%	1.8%	1.8%
Yes - other involvement	3	0.6%	0.8%	0.4%	0.4%	1.0%	0.6%
No involvement	473	94.6%	92.0%	92.6%	95.6%	93.4%	87.8%
Not stated	0		2	2	3	6	8
Total	500	100%	502	502	502	503	500



Satisfaction with aspects of planning approvals process

Respondents were asked:

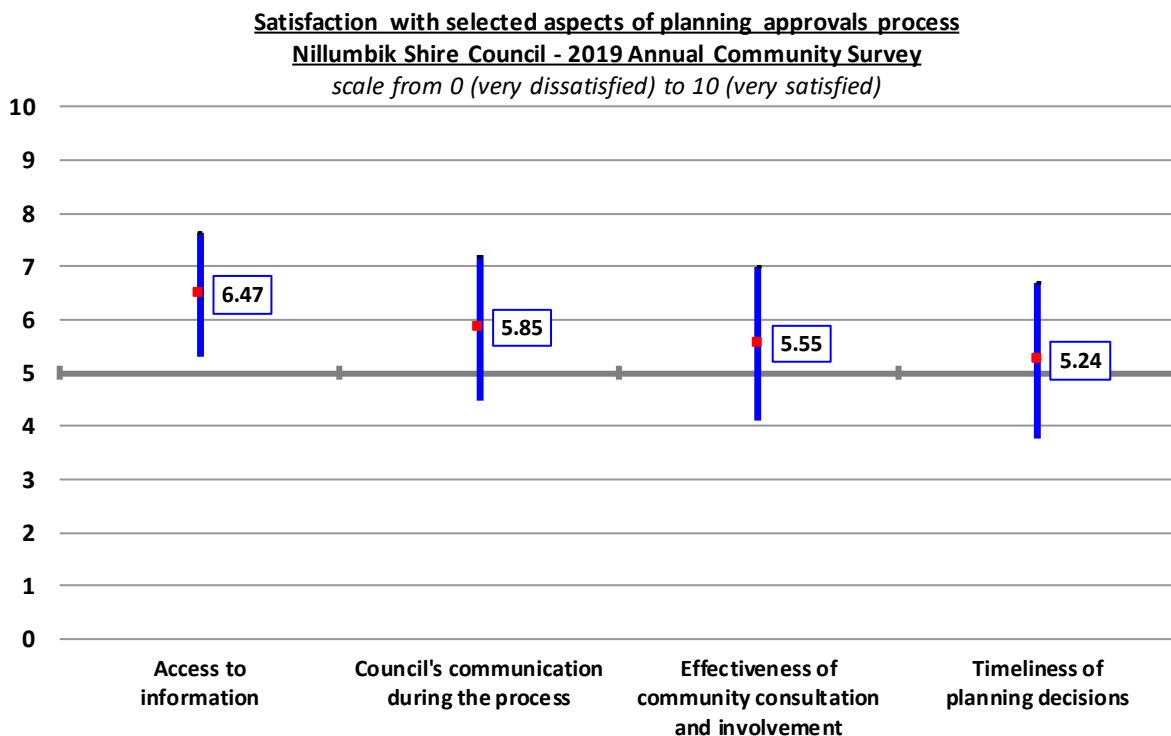
“On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of the planning approvals process?”

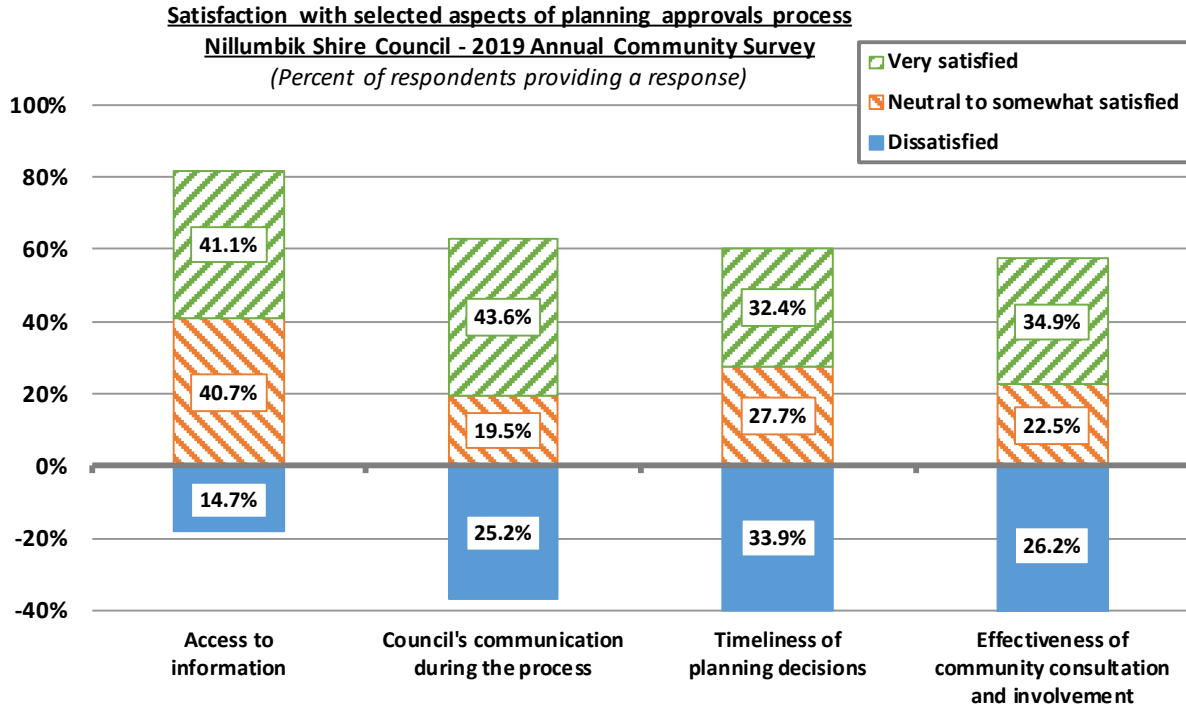
There were four aspects of the planning approvals process included in the survey. This set of satisfaction questions were asked only of the twenty-seven respondents who had been personally involved in the planning approvals process in the last twelve months.

As is evident in the graph with the large 95% confidence intervals, the statistical strength of these results is limited.

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

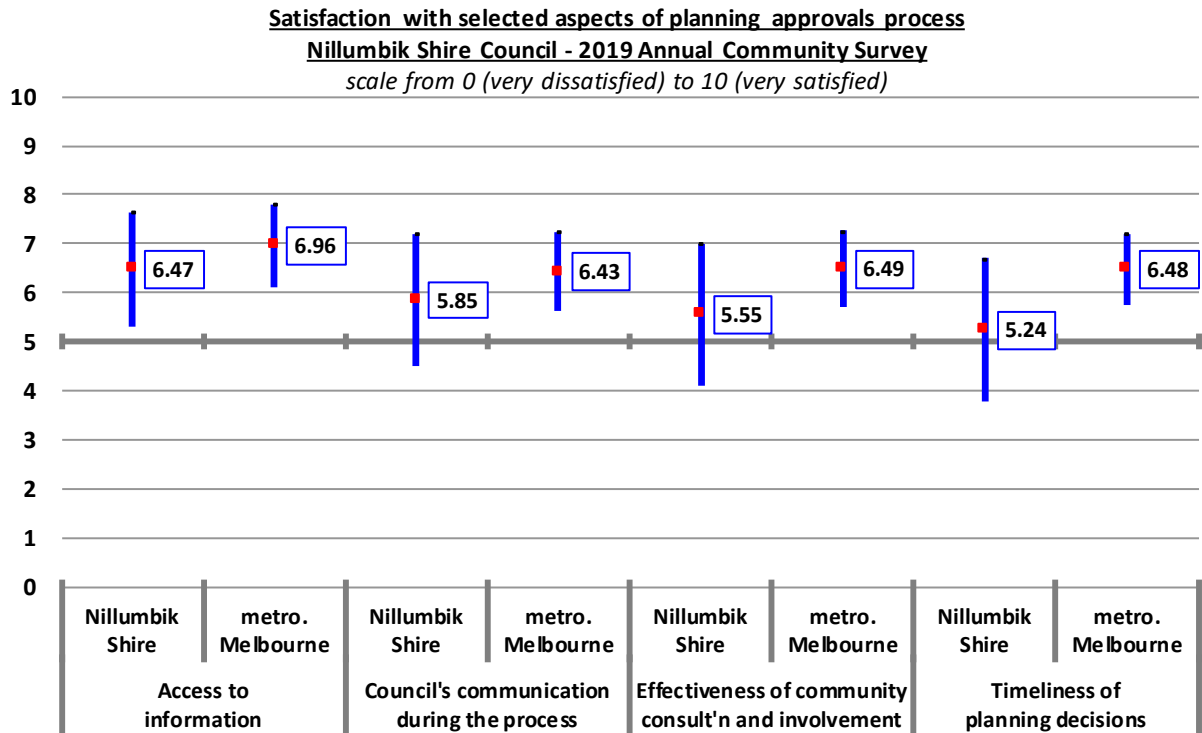
- **Solid** – for access to information. A little more than two-fifths of respondents were very satisfied, and approximately fifteen percent were dissatisfied.
- **Poor** – for Council’s communication during the process, and the effectiveness of community consultation and involvement. Approximately one-third of respondents were very satisfied with Council’s communication during the process and one-third were very satisfied with the effectiveness of community consultation and involvement. Approximately one-quarter of respondents were dissatisfied.
- **Very Poor** – for the timeliness of planning decisions. Approximately one-third of respondents were very satisfied with this aspect and a similar proportion were dissatisfied.





The following graph provides a comparison of these results against the metropolitan Melbourne average, as recorded in the 2018 *Governing Melbourne* research.

Attention is drawn to the fact that respondents in the Nilumbik Shire were marginally, albeit not measurably less satisfied than the metropolitan Melbourne average with each of four aspects included in both this survey and *Governing Melbourne* this year.

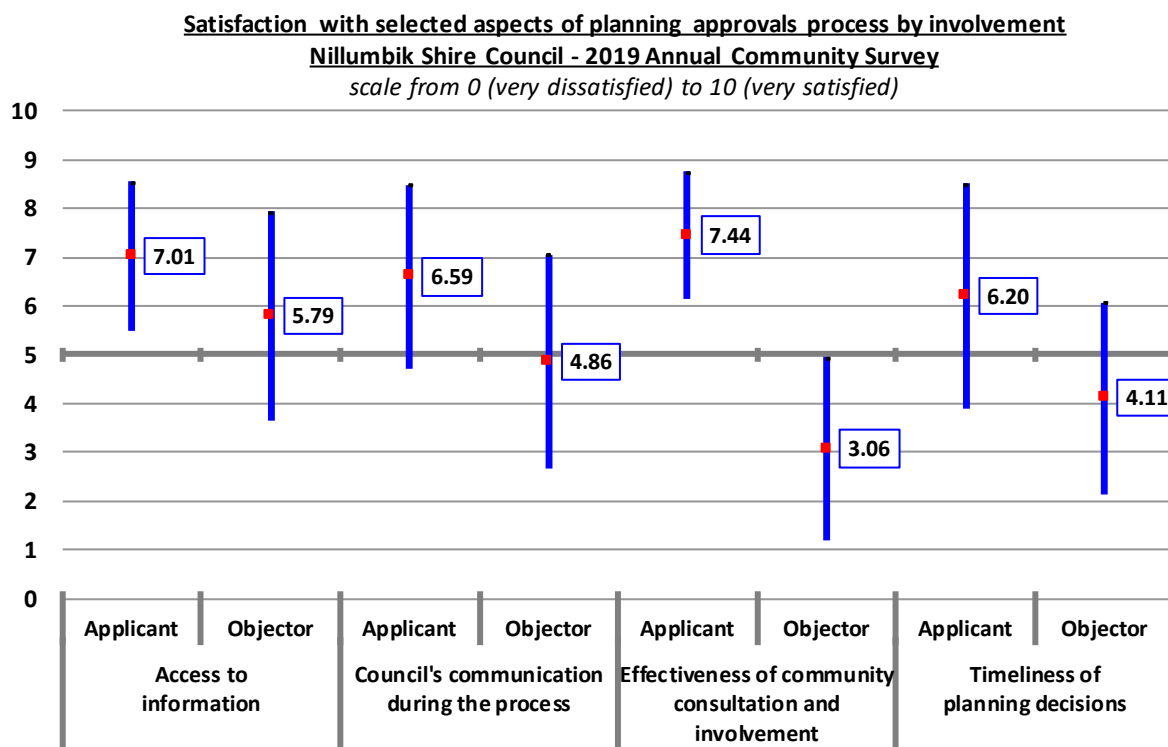


The following graph provides a breakdown of these results between respondents that had been involved in the process as applicants, and those involved as objectors. Metropolis Research notes the very small sample size of just fourteen applicants and ten objectors. These small sample sizes are clearly evidenced in the graph by the very large 95% confidence intervals.

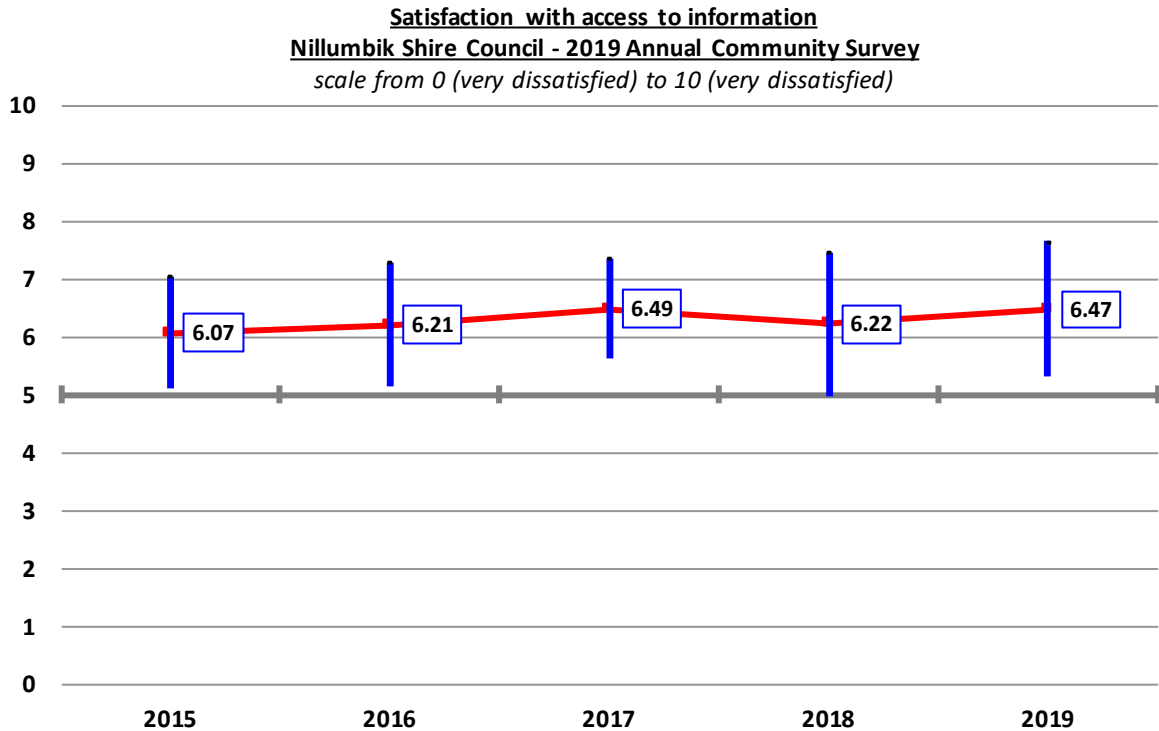
Despite the small sample sizes, it is clear that applicant respondents are significantly more satisfied than objector respondents with each of four aspects. This reflects the fact that objectors often feel that the planning approvals process has not been effective due to the final outcome.

Metropolis Research has consistently found this pattern of results, both in the Nillumbik Shire in previous years, as well as across metropolitan Melbourne.

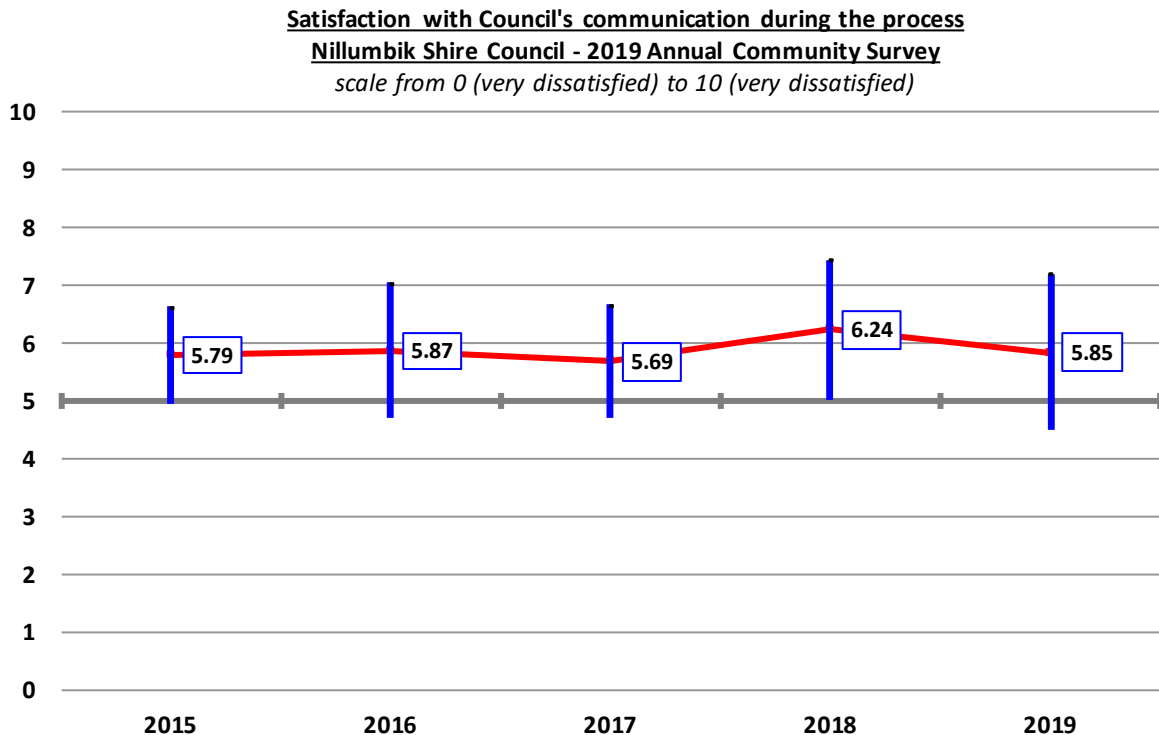
Particular attention is drawn to the measurably and significantly lower satisfaction with the effectiveness of community consultation and engagement recorded by objector respondents compared to applicant respondents. This variation highlights the differing objectives of applicants and objectors, which is clearly evident in the difference in satisfaction with aspects of Council’s performance in the planning approvals process.



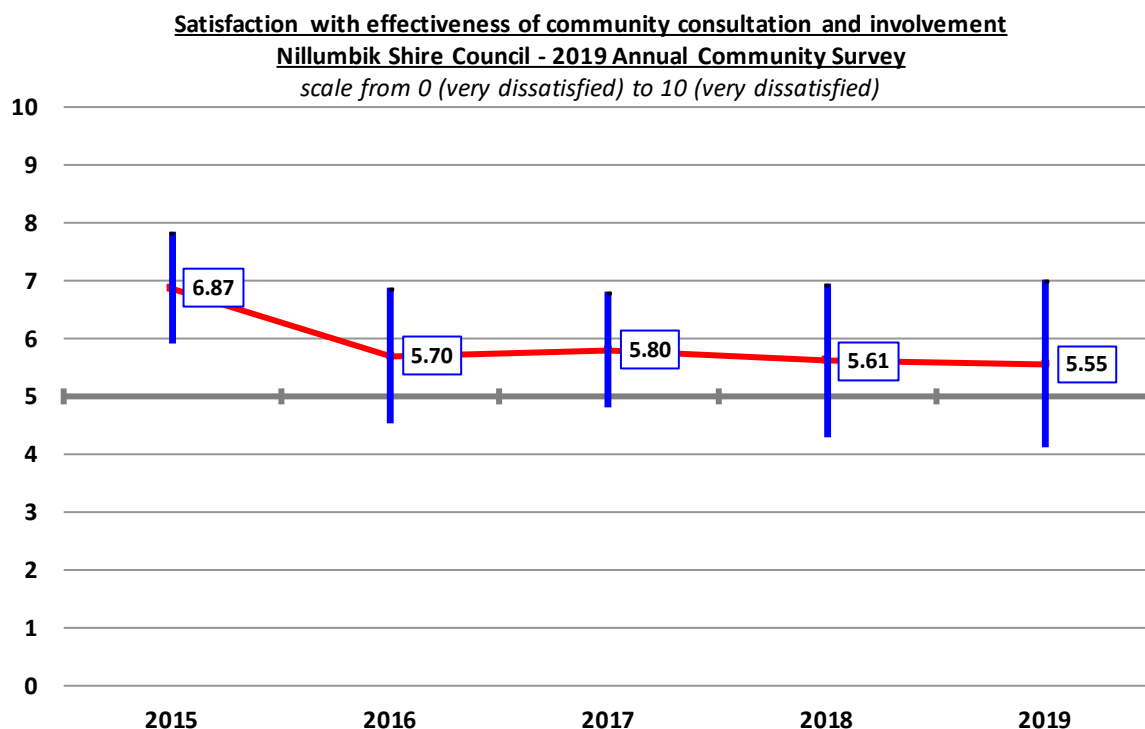
Satisfaction with access to information increased marginally this year, up 4.0% to 6.47, although it remains at a level categorised as “solid”.



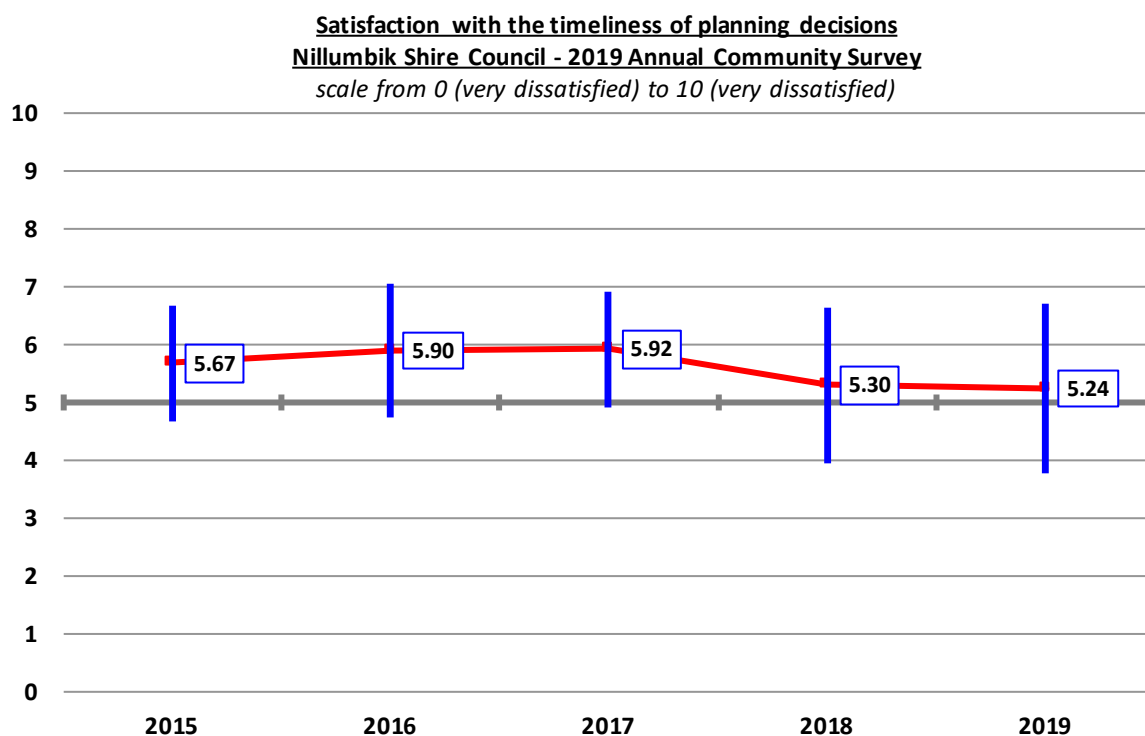
Satisfaction with Council’s communication during the process decreased this year, down 6.7% to 5.85. Satisfaction is now at a level categorised as “poor”.



Satisfaction with effectiveness of community consultation and involvement declined very marginally in 2019, down by one percent to 5.55 and remains at a level categorised as “poor”.



Satisfaction with the timeliness of planning decisions decreased marginally in 2019, down by one percent to 5.24 and remains at a level categorised as “poor”.



Satisfaction with aspects of planning and development

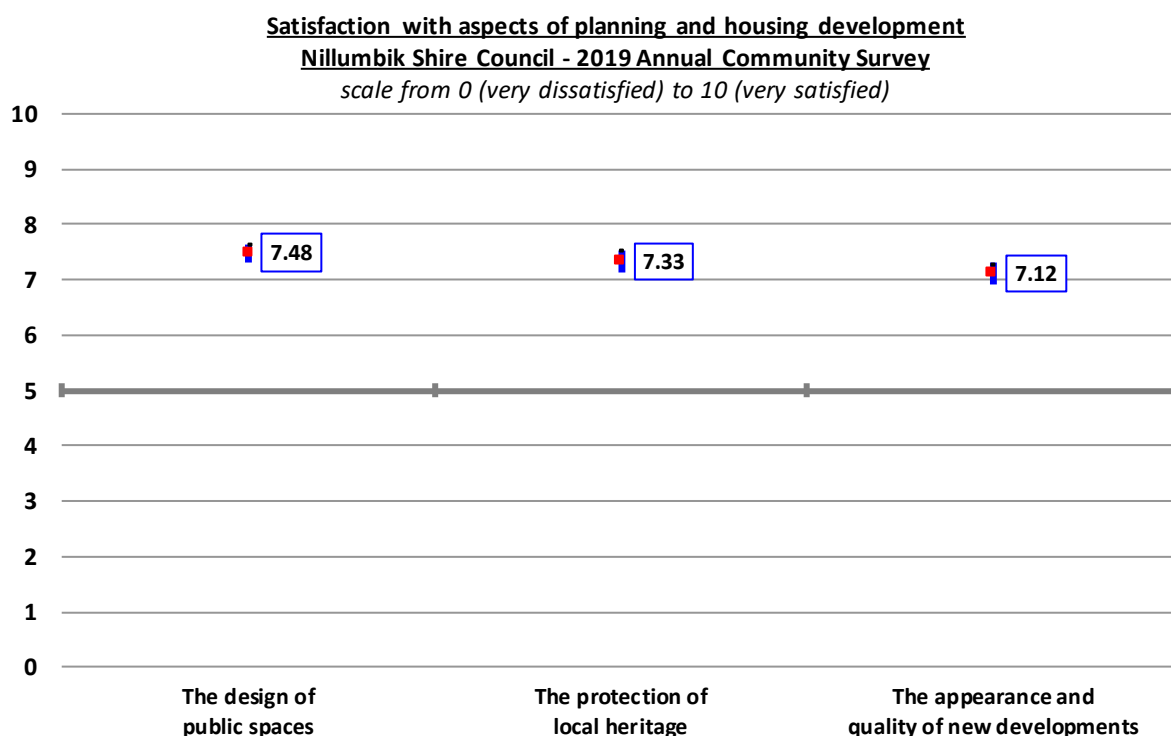
Respondents were asked:

“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?”

All respondents were asked to rate their satisfaction with three planning and housing development outcomes. Satisfaction with these three aspects of the process can best be summarised as follows:

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

Satisfaction with both the appearance and quality of new developments (up 9.5%) and the design of public spaces (up 5.1%) increased measurably and significantly this year. Satisfaction with the protection of local heritage and sites of significance (up 3.2%) increased this year, but not by a statistically significant amount.

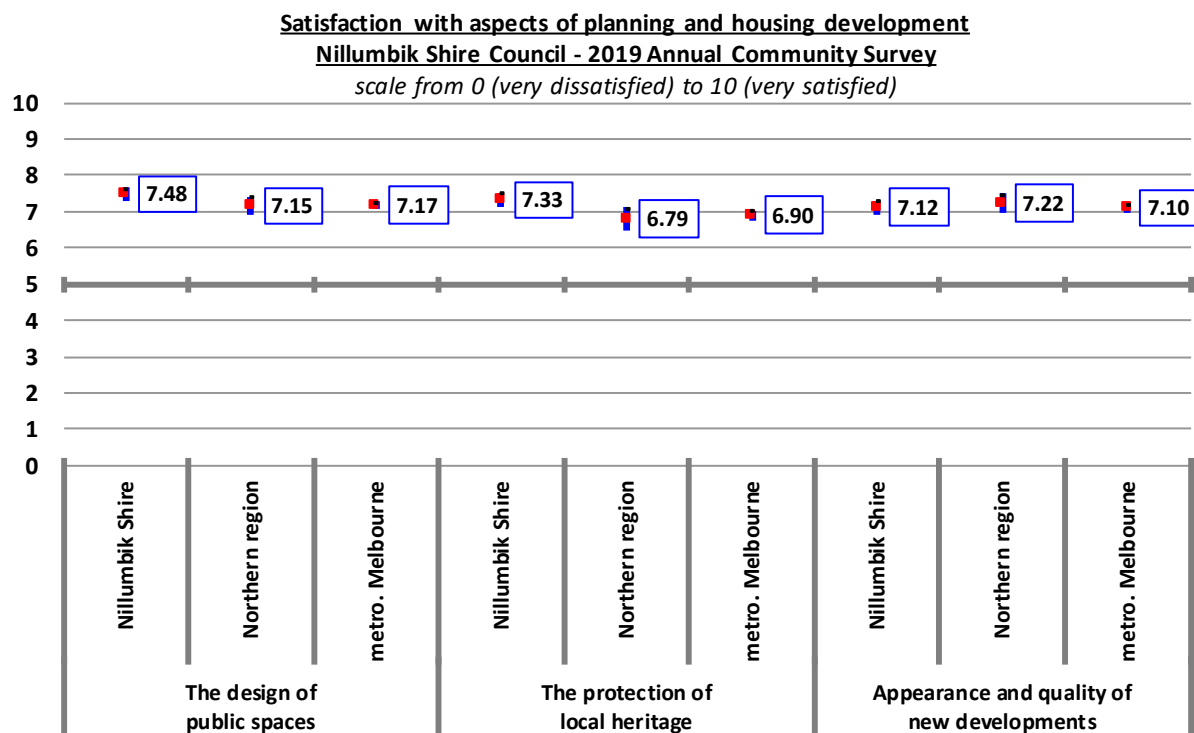


The following graph provides a comparison of these results against both the metropolitan Melbourne and the northern region councils’ averages, as recorded in the 2018 *Governing Melbourne* research.

Attention is drawn to the fact that respondents in the Nillumbik Shire were measurably more satisfied than both the metropolitan Melbourne and the northern region councils’ averages with the design of public spaces and the protection of local heritage.



Nillumbik Shire respondents were however similarly satisfied with the appearance and quality of new developments as the northern region councils’ and metropolitan Melbourne averages.



Satisfaction with the appearance and quality of newly constructed developments

Satisfaction with the appearance and quality of newly constructed developments increased measurably in 2019, up 9.5% to 7.12, although it remains at a level categorised as “good”.

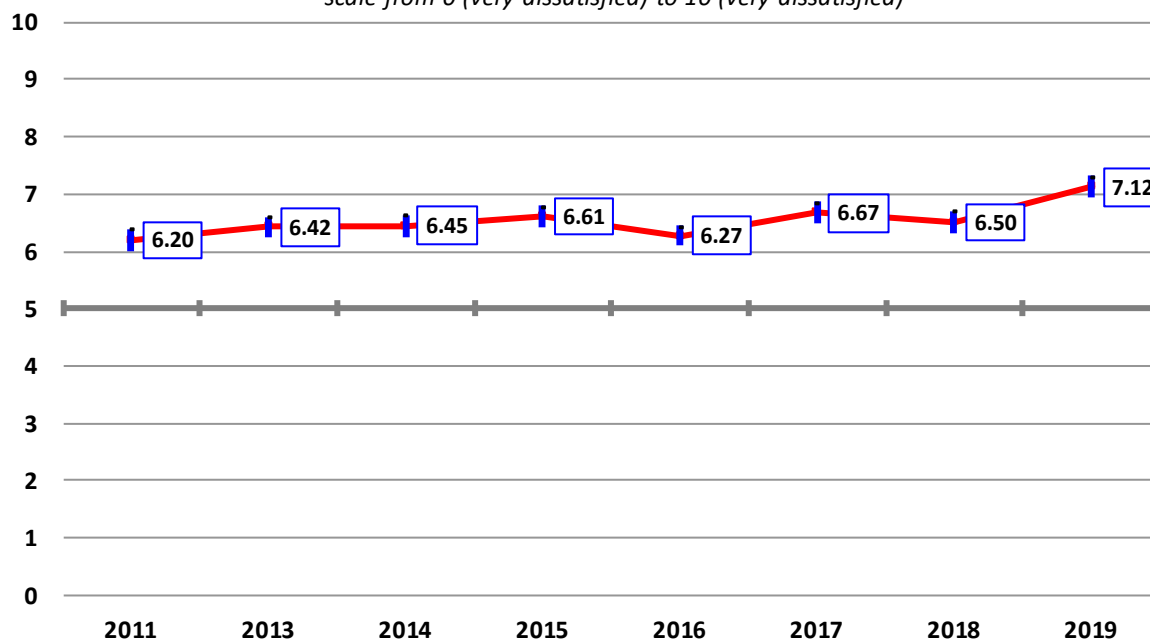
Metropolis Research notes that this result is the highest level of satisfaction in this aspect recorded in Nillumbik Shire since the program commenced in 2011.

There was some statistically significant variation in satisfaction with the appearance and quality of newly constructed developments in the respondents’ local area observed across the five precincts of Nillumbik, with attention drawn to the following:

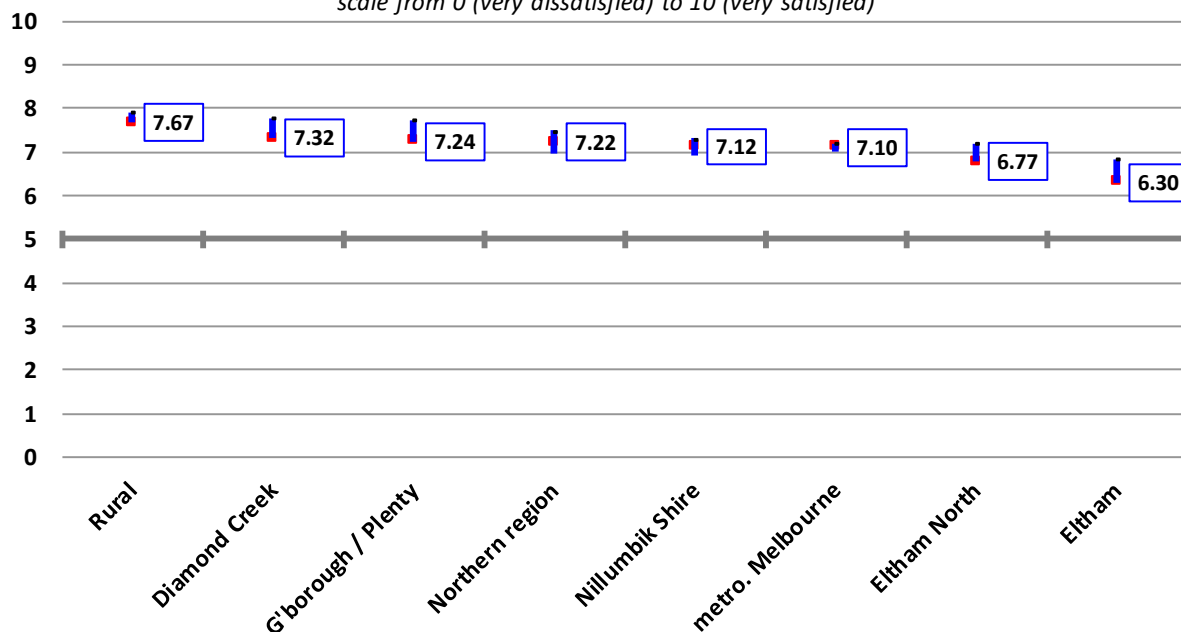
- **Rural** – respondents rated satisfaction measurably and significantly higher than the municipal average and at a level categorised as “very good”.
- **Eltham** – respondents rated satisfaction measurably and significantly lower than the municipal average and a level categorised as “solid”.



Satisfaction with the appearance and quality of newly developments in your area
Nilumbik Shire Council - 2019 Annual Community Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the appearance and quality of newly developments in your area
Nilumbik Shire Council - 2019 Annual Community Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)

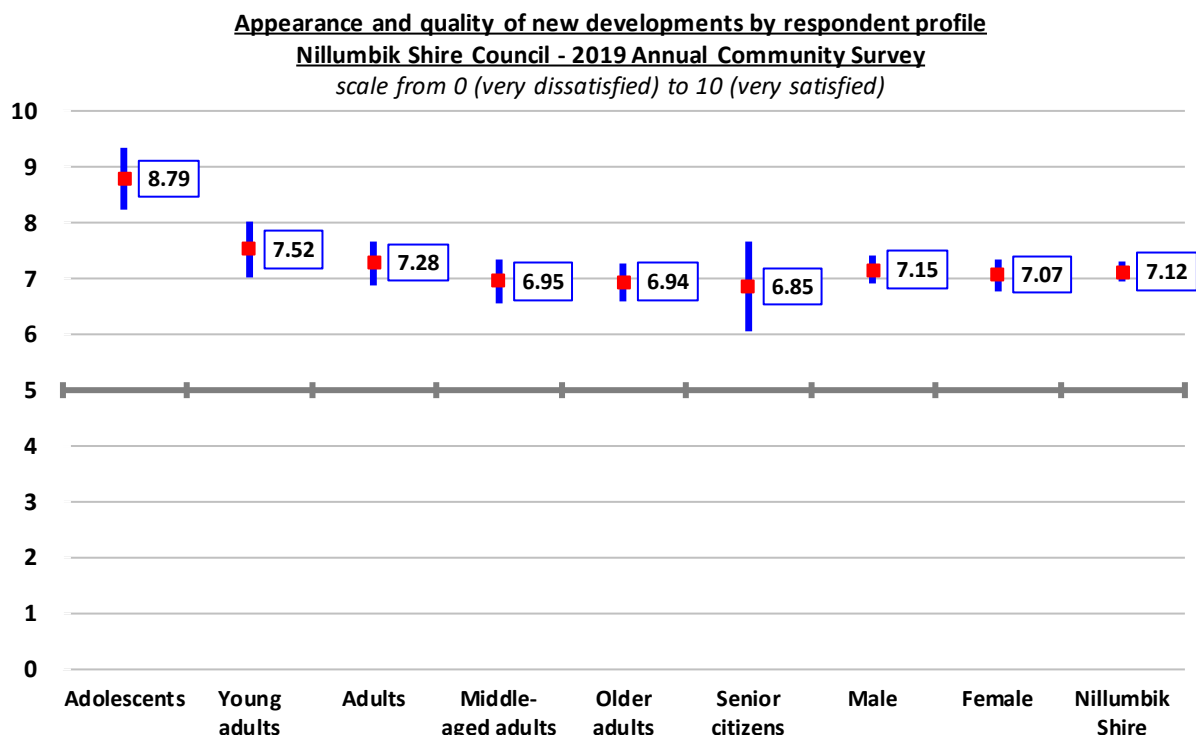


There was measurable and significant variation in this result observed by respondent profile, with attention drawn to the following:

- **Age structure** – satisfaction with the appearance and quality of newly constructed developments decreased with the respondents' age. Senior citizens (aged 76 years or older) were the least satisfied, whilst adolescents (aged 15 to 19 years) were measurably more satisfied than average.



- **Gender** – there was no meaningful variation observed between male and female respondents.



There was also notable variation observed by housing situation and the period of residence in the Nillumbik Shire, with attention drawn to the following:

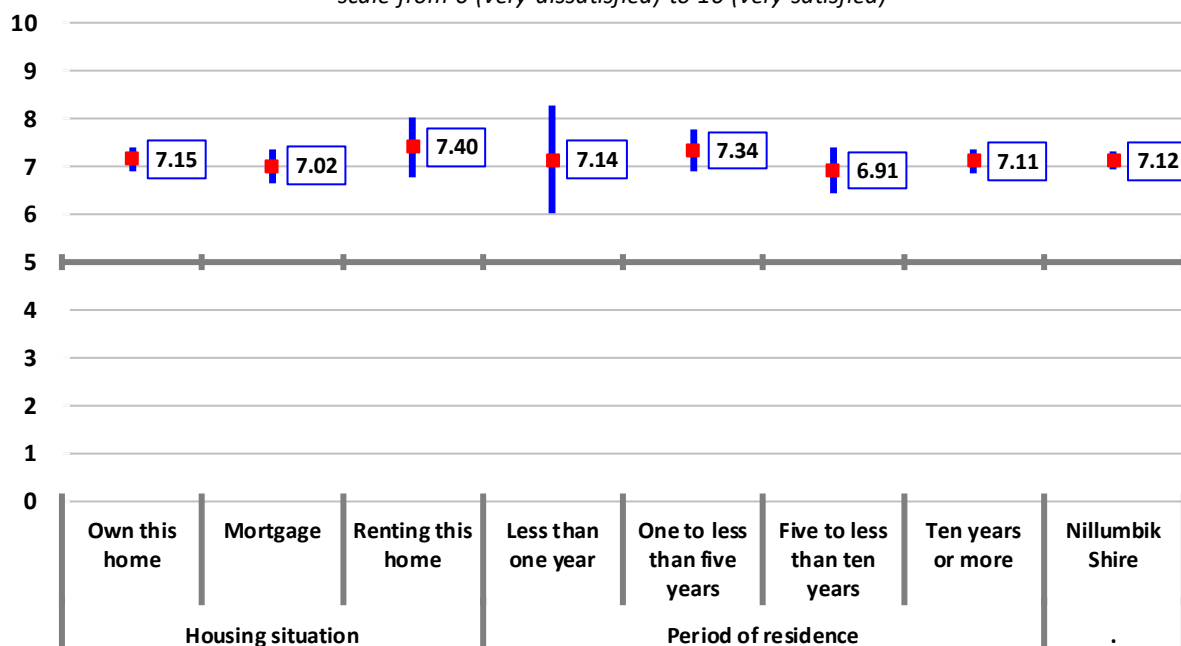
- **Housing situation** – whilst the variation was not statistically significant, it is a long-established trend that respondents that are home-owners or mortgagees tend to be less satisfied than average, whilst rental household respondents tend to be more satisfied than average.
- **Period of residence in Nillumbik Shire** – there was no significant variation in this result observed by the period of residence in the Nillumbik Shire. Typically, newer residents tend to be more satisfied than longer-term residents, but the variation can be moderate as it is in this instance.

Metropolis Research notes that these patterns of satisfaction in relation to housing situation and period of residence are by no means unique to the Nillumbik Shire, and are found across metropolitan Melbourne.

It is well established that in very general terms it is middle-aged and older adults, home-owners, and long-term residents of a municipality that tend to be the least satisfied with the amount of and type of new housing development. This reflects the fact that new development is seen to change the nature of an area, often brings additional and a different population, which tend to be factors that are of concern to this segment of the established community.



Appearance and quality of new developments by housing profile
Nilumbik Shire Council - 2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Examples and opinions regarding newly constructed housing developments

The following table outlines the fifteen comments received from respondents that were dissatisfied with the appearance and quality of newly constructed developments. These have been broken down into general comments, and comments specifically providing an example of developments about which the respondents are dissatisfied.



Examples of planning and development outcomes of concern

Nillumbik Shire Council - 2019 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Apartments	1
Around shopping centre	1
New development that look dislike	1
There are no developments	1
Units around town centre	1
<i>Specific areas identified</i>	
Arthur, Pryor, Dudley St	1
Diamond Creek	1
Double-story behind Eltham shopping centre	1
Eltham apartments	1
Eltham aquatic centre and adventure playgrounds	1
Eltham North primary school	1
Gibson St units	1
Main Road	1
Pryor St	1
The Bible Street and central business area	1
Total	15

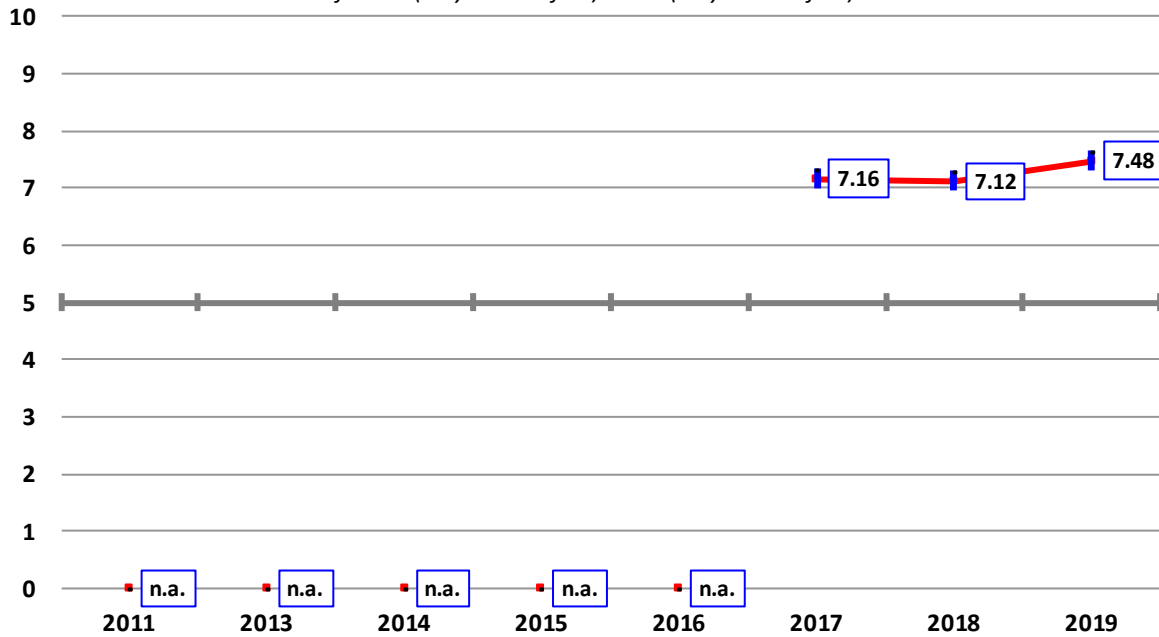
The design of public spaces

Satisfaction with the design of public spaces has increased measurably and significantly in 2019, up 5.1% to 7.48.

This level of satisfaction is categorised as “very good” and is an improvement on the “good” recorded in 2018.



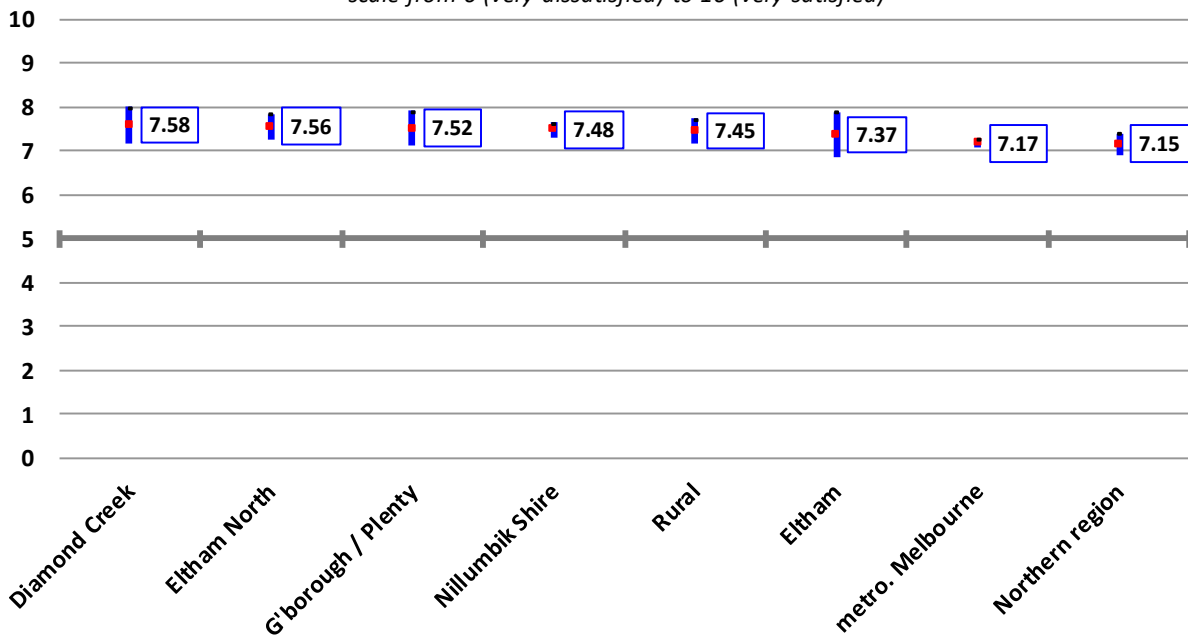
Satisfaction with the design of public spaces
Nilumbik Shire Council - 2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no statistically significant variation in satisfaction with the design of public spaces observed across the municipality, although attention is drawn to the following:

- **Nilumbik Shire** – respondents rated satisfaction measurably higher than both the 2018 metropolitan Melbourne and northern region councils’ averages.

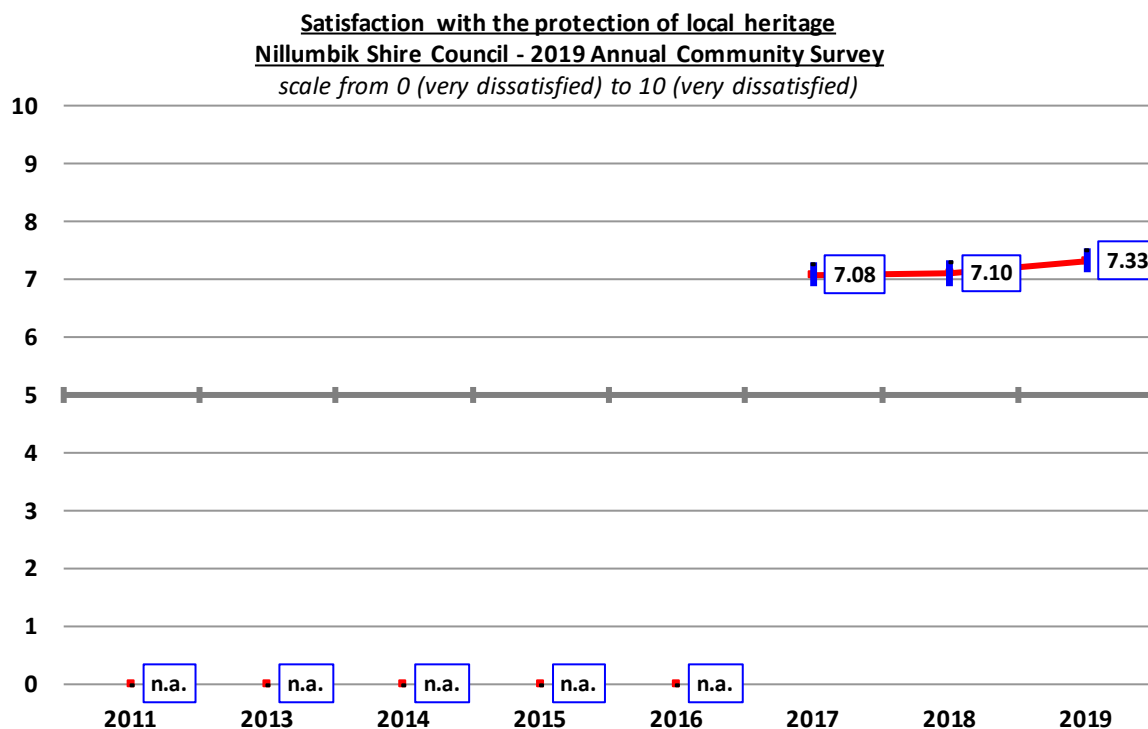
Satisfaction with the design of public spaces
Nilumbik Shire Council - 2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The protection of local heritage

Satisfaction with the protection of local heritage increased marginally, but not measurably in 2019, up 3.2% to 7.33 and is now at a level categorised as “very good”.

This is an improvement on the “good” recorded in 2017 and 2018.

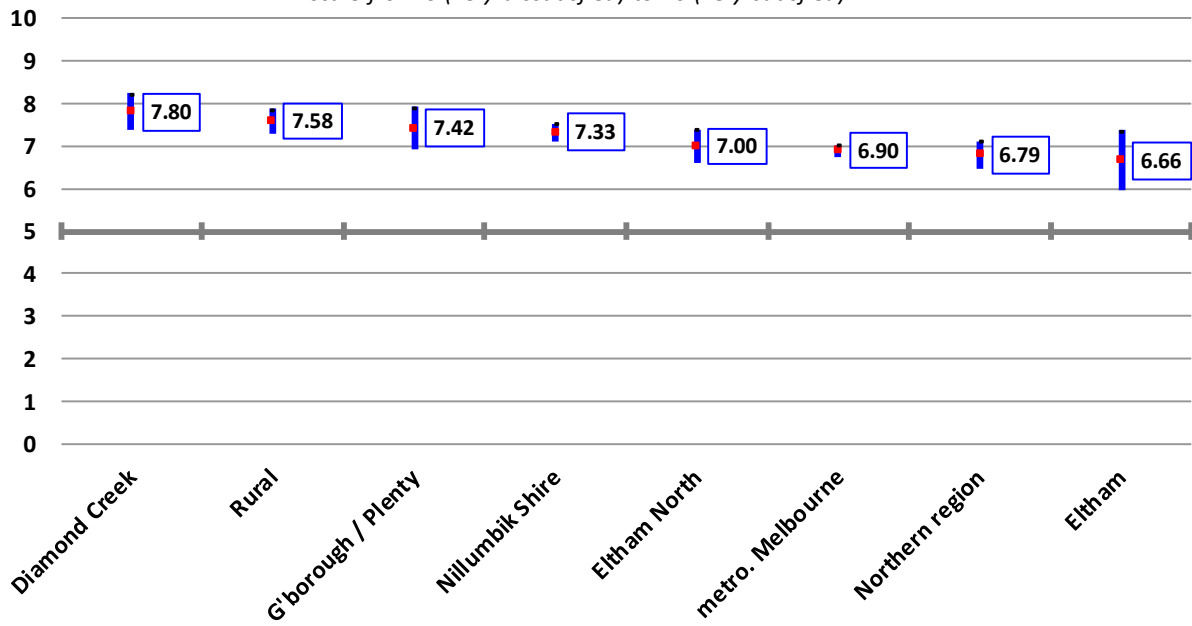


There was some variation in satisfaction with the protection of local heritage observed across the municipality, with attention drawn to the following:

- **Diamond Creek** – respondents rated satisfaction measurably higher than the municipal average and at a level categorised as “excellent”.
- **Eltham** – respondents rated satisfaction measurably and significantly lower than the municipal average and at a level categorised as “solid”.



Satisfaction with the protection of local heritage
Nilumbik Shire Council - 2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Communication

Nilumbik News

Receiving and reading the Nilumbik News

Respondents were asked:

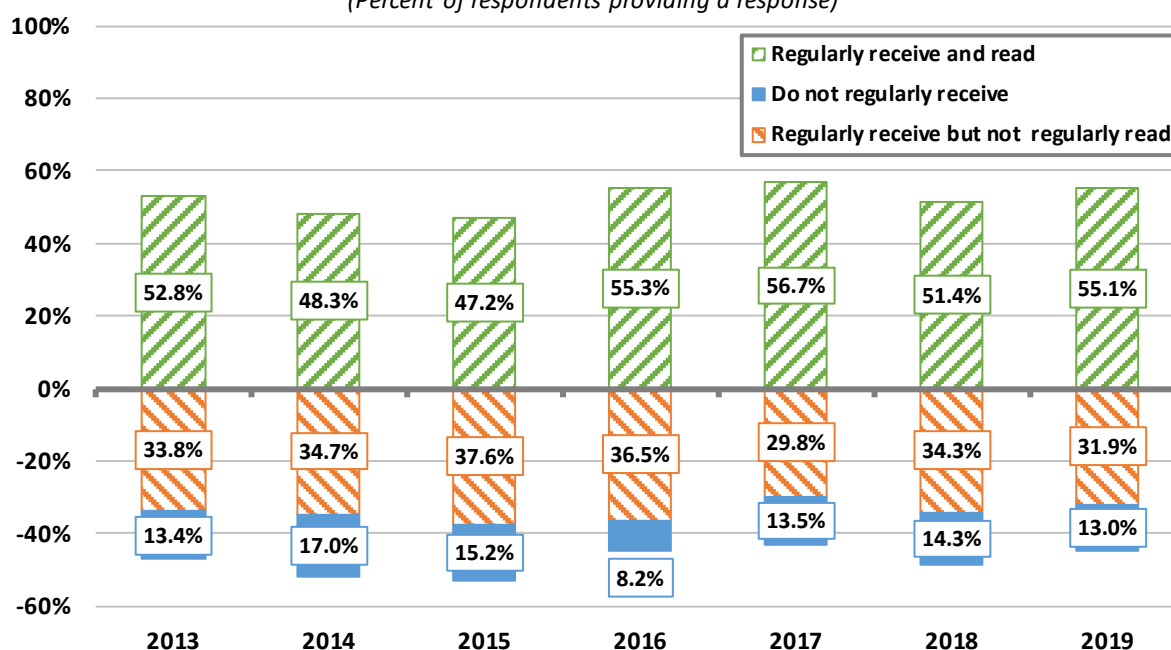
“Thinking about Council’s regular publication Nilumbik News, do you?”

Consistent with the results recorded in previous years, a little more than half (55.1%) of respondents providing a response reported that they regularly receive and read the Nilumbik News.

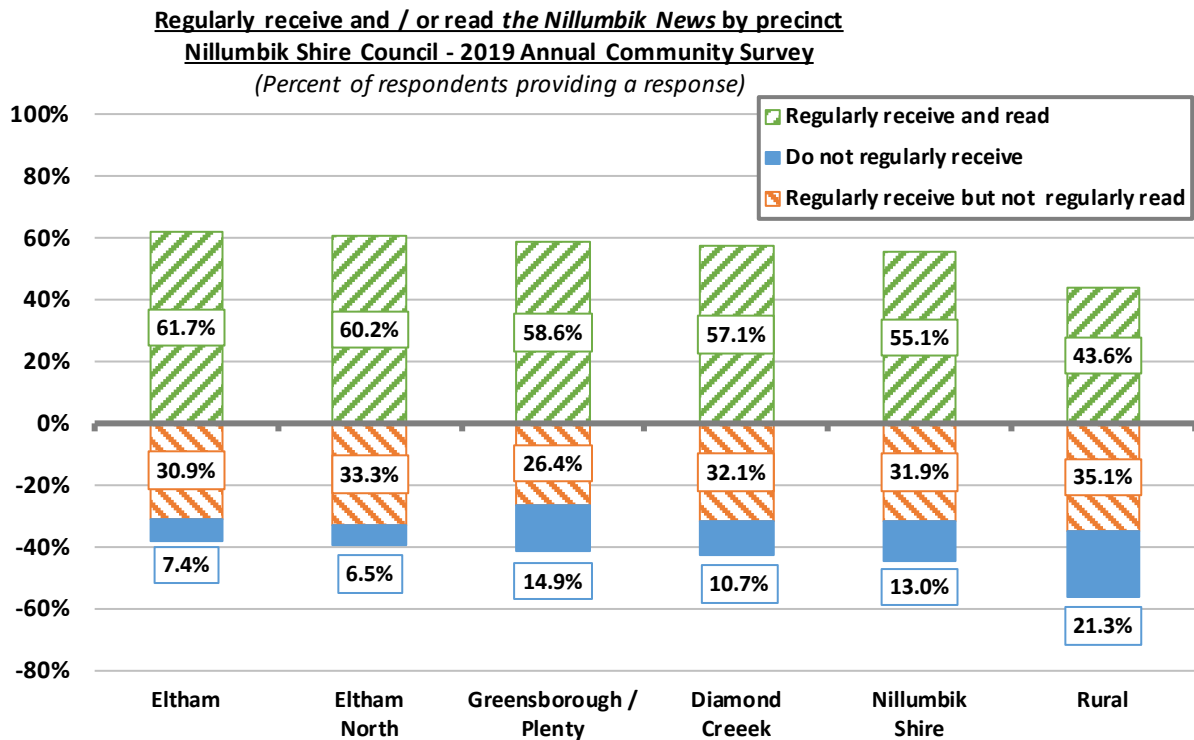
Regularly receive and / or read the Nilumbik News
Nilumbik Shire Council - 2019 Annual Community Survey
 (Number and percent of respondents providing a response)

Response	2019		2018	2017	2016	2015
	Number	Percent				
Do not regularly receive the publication	59	13.0%	14.3%	13.5%	8.2%	15.2%
Regularly receive but do not regularly read	145	31.9%	34.3%	29.8%	36.5%	37.6%
Regularly receive and read	250	55.1%	51.4%	56.7%	55.3%	47.2%
Can't say	46		62	72	39	61
Total	500	100%	502	502	502	503

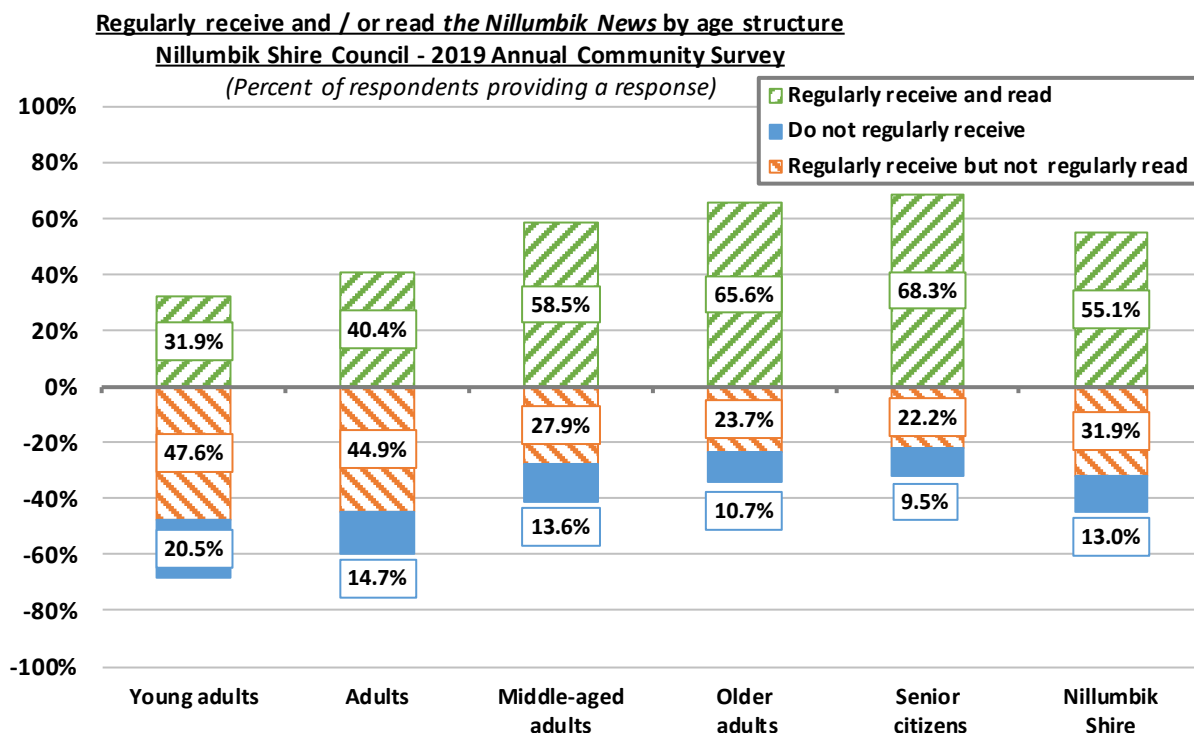
Regularly receive and read the Nilumbik News
Nilumbik Shire Council - 2019 Annual Community Survey
 (Percent of respondents providing a response)



With the exception of the rural precinct, there was relatively little variation in this result observed across the municipality. Respondents from the rural precinct were measurably and significantly more likely to report that they do not regularly receive the publication.



There was however very significant variation in this result observed by respondent profile, as outlined in the following graph. The propensity of respondents to read the publication increases significantly with the respondents' age, with approximately two-thirds of older adults and senior citizens regularly receiving and reading the Nilumbik News.



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?”

Consistent with the results recorded in previous years, a significant proportion of respondents reported reading each of the seven sections of the publication. In 2019, between approximately one-third and a little more than half of the respondents read each section.

The three section most commonly read by respondents remain the calendars (55.2%), details about new projects / buildings (48.6%), and features (47.2%).

Sections of the *Nillumbik News* usually read
Nillumbik Shire Council - 2019 Annual Community Survey
(Number and percent of total respondents)

Section	2019		2018	2017	2016
	Number	Percent			
Calendars	276	55.2%	43.5%	40.0%	46.6%
Details about new projects / buildings	243	48.6%	45.7%	41.8%	42.6%
Features	236	47.2%	41.3%	42.2%	47.8%
Mayor's message	187	37.4%	32.1%	27.9%	26.3%
Services dashboard	185	37.0%	n.a.	n.a.	n.a.
Arts information	174	34.8%	34.1%	29.1%	35.5%
Councillors page	163	32.6%	27.9%	25.9%	21.9%
Total responses	1,464		1,713	1,543	1,677
<i>Respondents identifying at least one section they usually read</i>	<i>389</i>		<i>342</i>	<i>326</i>	<i>393</i>
	<i>(77.8%)</i>		<i>(68.2%)</i>	<i>(65.0%)</i>	<i>(78.4%)</i>

Council website

Visiting the Council website

Respondents were asked:

“How often do you visit the Council website?”

There was a decline recorded this year, in the proportion of respondents that report that they infrequently visit the Council website, down from 35.9% last year to 23.6% this year. There was a commensurate increase in the proportion of respondents reporting that they rarely or never visit the website.

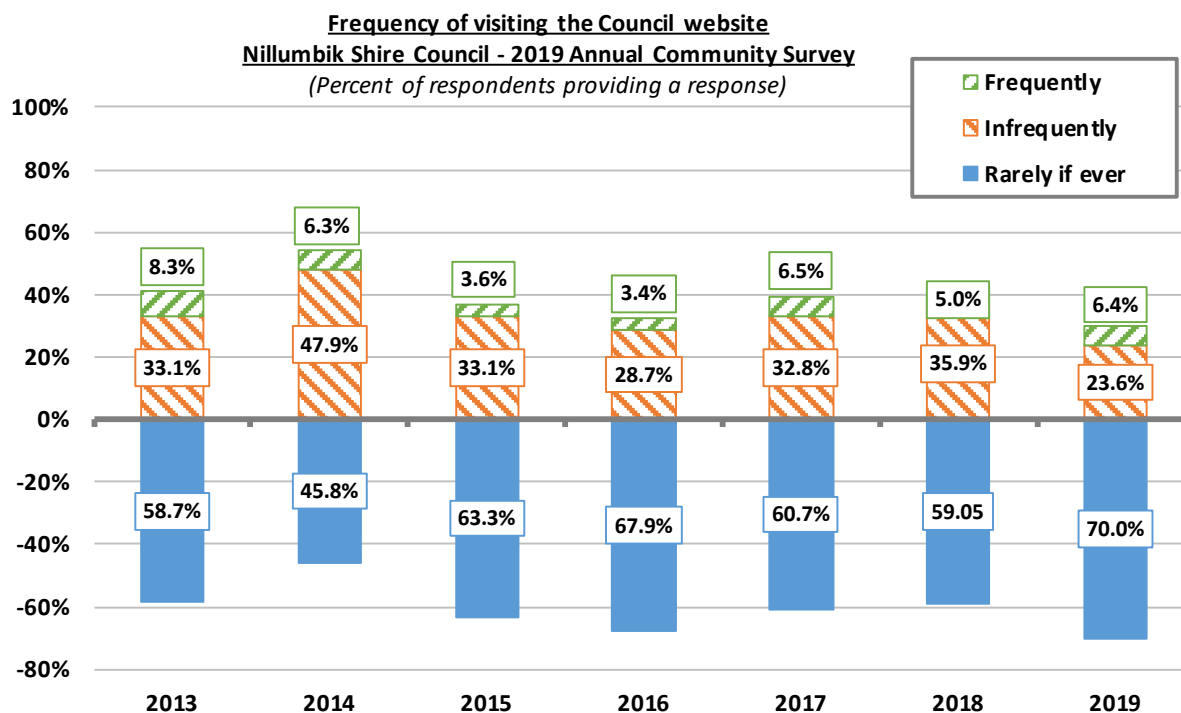


Metropolis Research notes that the average proportion of respondents that infrequently visit the website has averaged approximately one-third between 2015 and 2018, and it may be the case that this lower result this year is an outlier result, as there has been no trend towards a lower proportion visiting the website observed in recent years.

The proportion of respondents frequently visiting the website has remained relatively stable at an average of approximately five percent since 2015.

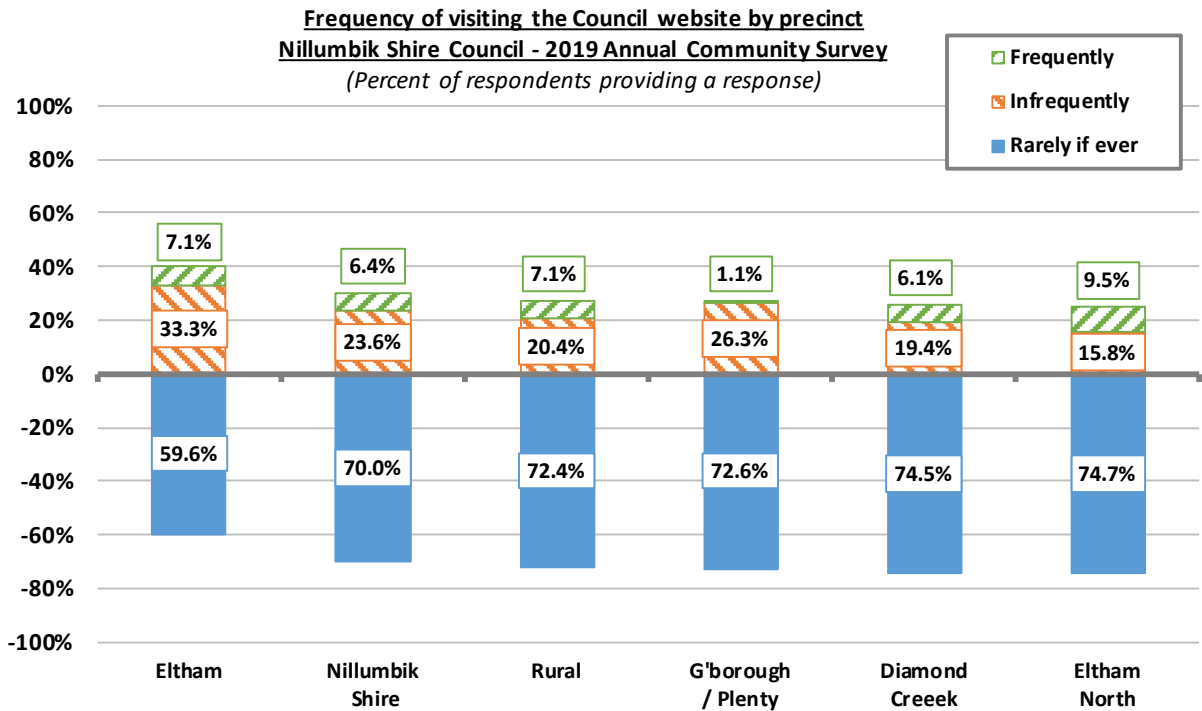
Visiting Council website
Nillumbik Shire Council - 2019 Annual Community Survey
 (Number and percent of respondents providing a response)

Frequency	2019		2018	2017	2016	2015
	Number	Percent				
Frequently	31	6.4%	5.0%	6.5%	3.4%	3.6%
Infrequently	115	23.6%	35.9%	32.8%	28.7%	33.1%
Rarely or never	341	70.0%	59.0%	60.7%	67.9%	63.3%
Can't say	13		42	24	32	29
Total	500	100%	501	502	502	503



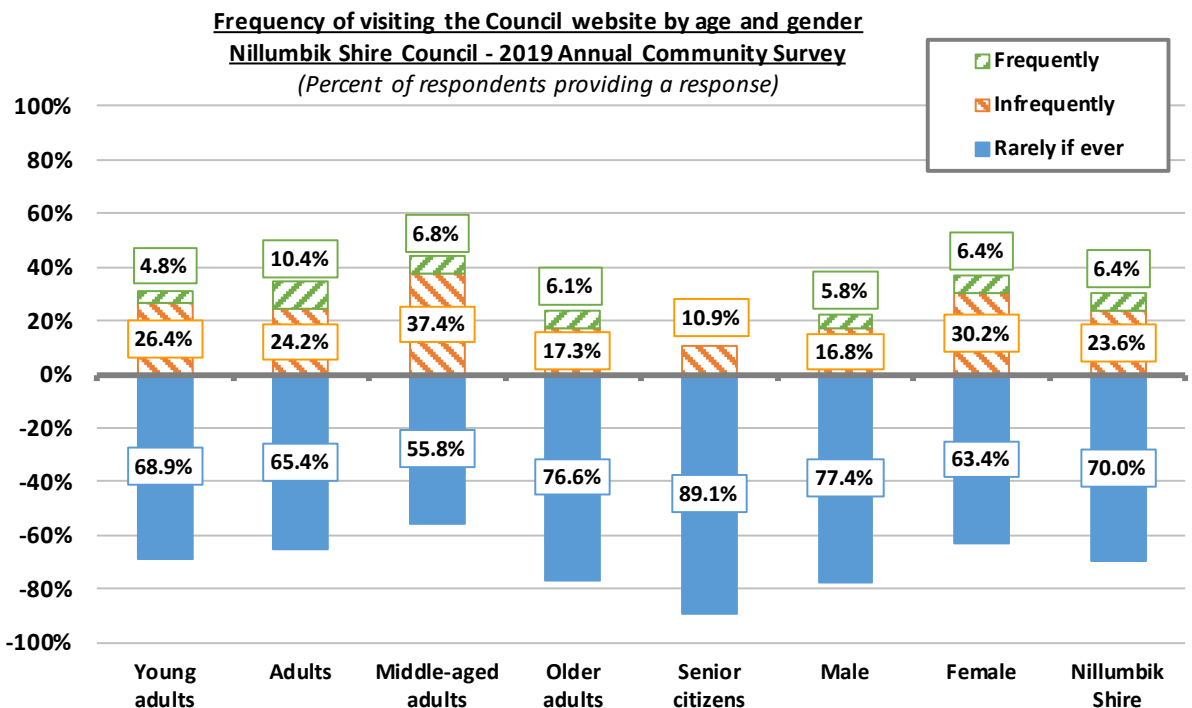
There was some variation in this result observed by precinct, with respondents from Eltham precinct measurably more likely than average to visit the website infrequently, and measurably less likely to rarely or never visit the website.





There was also significant variation in this result observed by respondent profile, as follows:

- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably and significantly more likely than average to infrequently visit the website.
- **Senior citizens (aged 76 years and over)** – respondents were measurably and significantly less likely than average to visit the website at all.
- **Gender** – female respondents were measurably more likely than male respondents to visit the website infrequently, and measurably less likely than males to rarely or never visit the site.



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?”

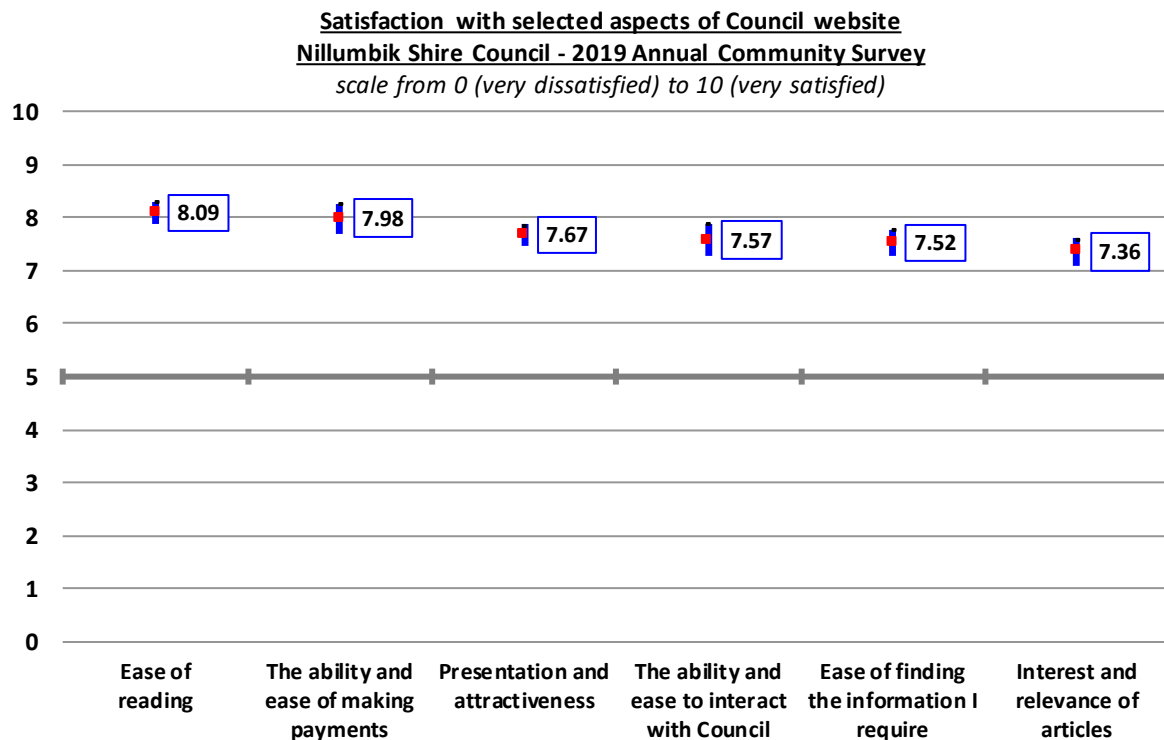
Respondents who had at least infrequently visited the website were asked to rate their satisfaction with six aspects of the website, as outlined in the following graph.

The average satisfaction with these six aspects of customer service in 2019 was 7.41, an increase of 2.3% on the 7.24 recorded last year. This increase follows on from the 6.1% increase recorded last year, and returns satisfaction to the highest levels recorded by Metropolis Research for the Nillumbik Shire Council since the survey commenced in 2013.

This level of satisfaction is categorised as “excellent”, an improvement on the “very good” recorded last year.

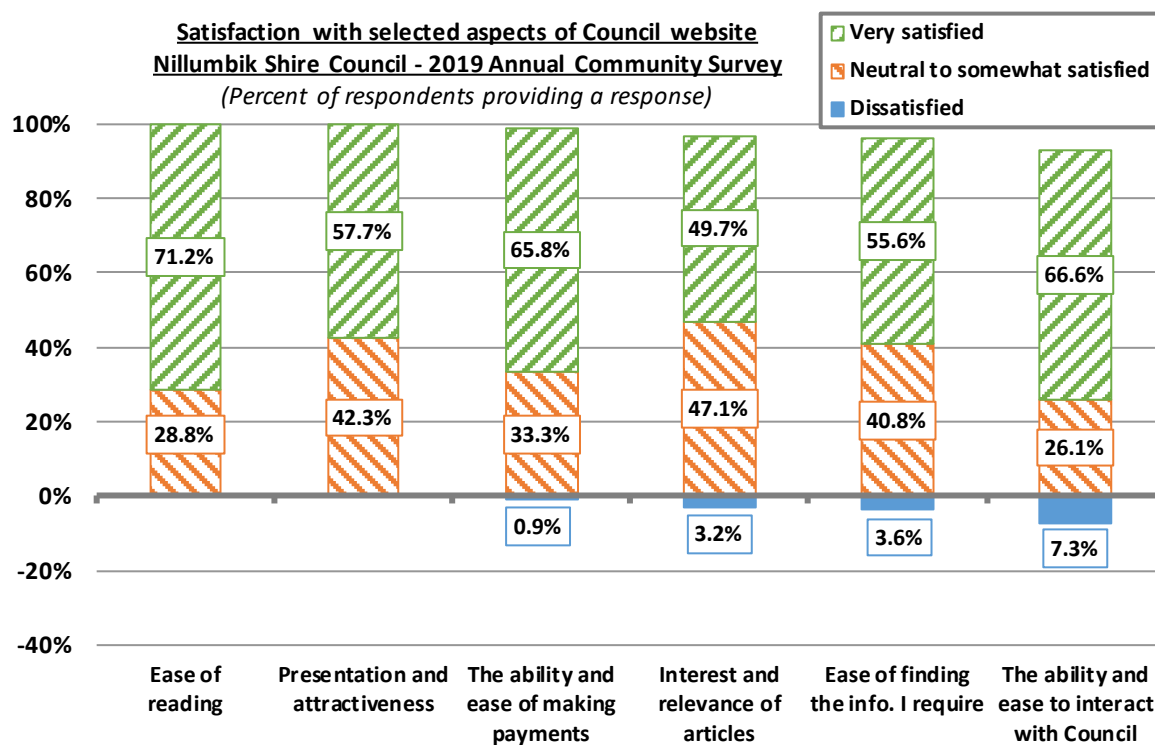
Satisfaction with these six aspects can best be summarised as follows:

- **Excellent** – for the ease of reading and the ability and ease of making payments.
- **Very Good** – for presentation and attractiveness, the ability and ease to interact with Council, ease of finding the information required, and the interest and relevance of articles.

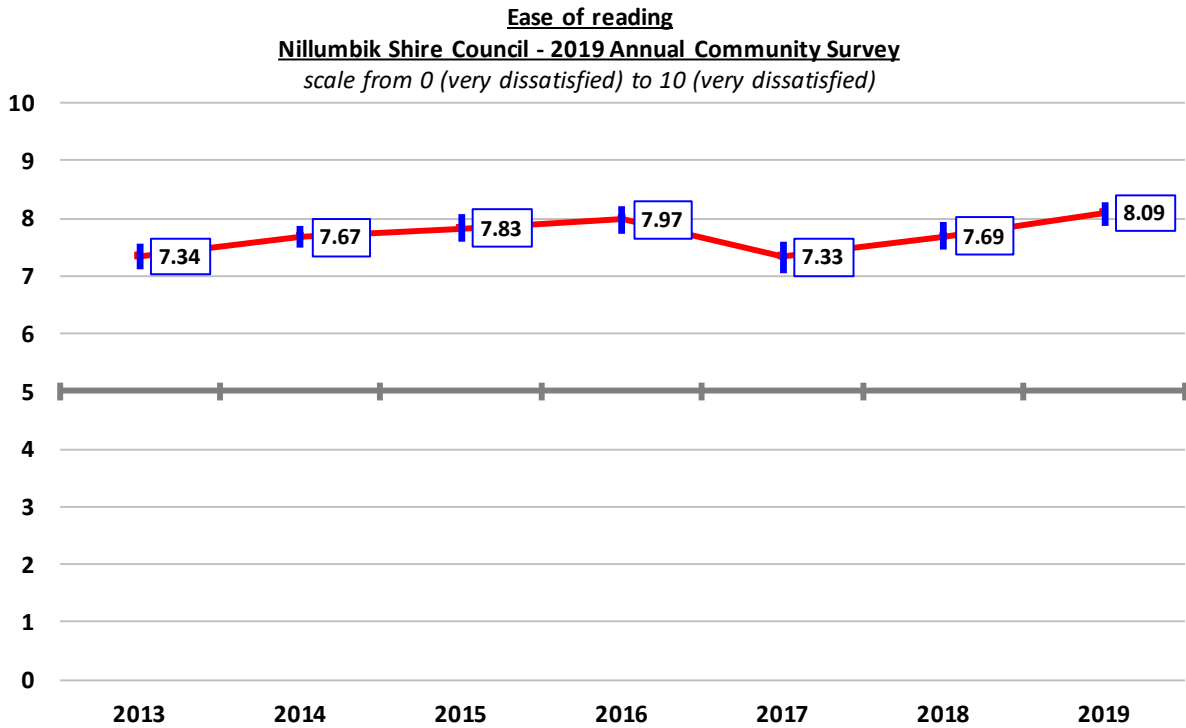


Consistent with these very good and excellent average satisfaction scores, attention is drawn to the fact that between a little less than half and almost three-quarters of respondents were very satisfied with each of the six aspects (i.e. rating satisfaction at eight or more out of ten).

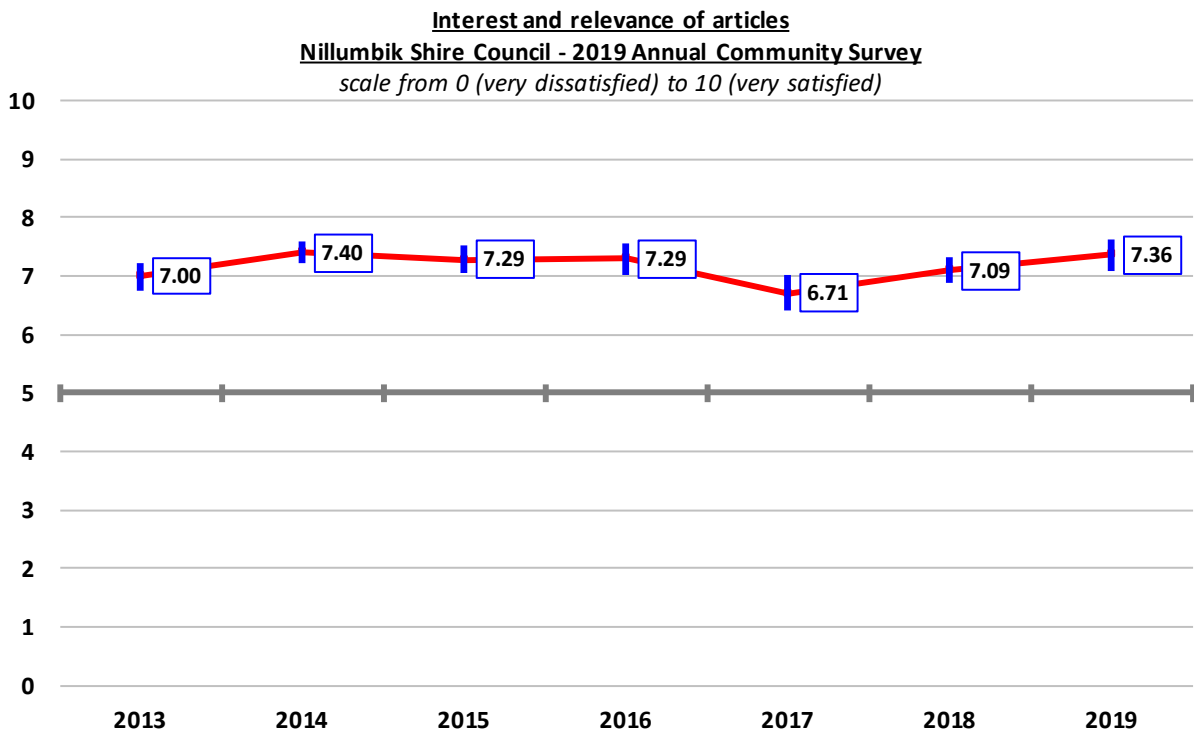
It is noted that 7.3% of respondents visiting the website were dissatisfied with the ability and ease to interact with Council.



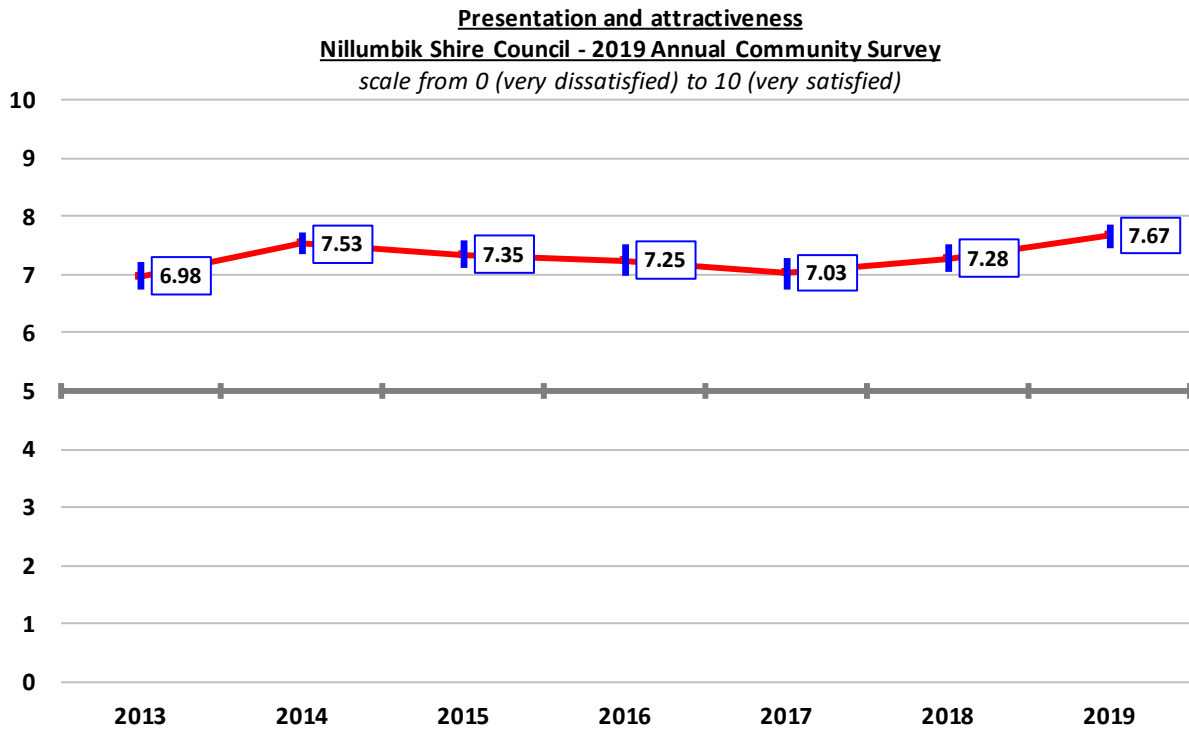
Satisfaction with the ease of reading on the website increased measurably this year, up 5.2% to 8.09, and improves from “very good” to “excellent”.



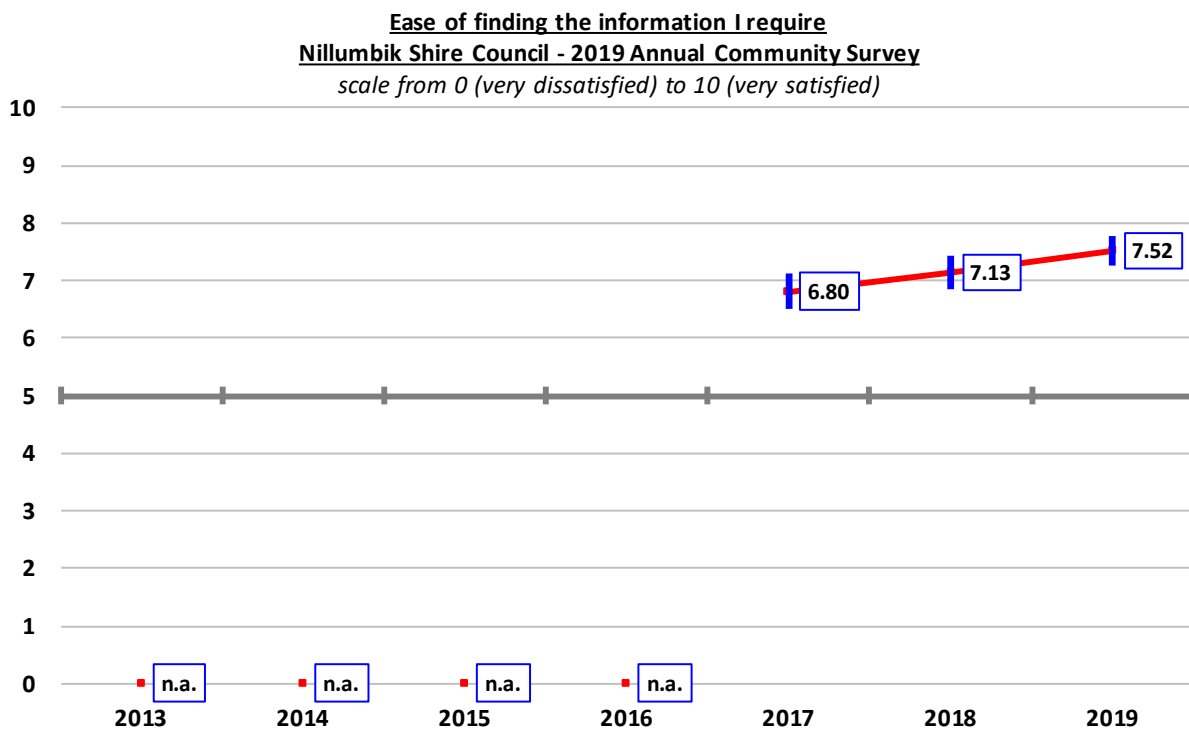
Satisfaction with the interest and relevance of articles increased marginally again this year, up 3.8% to 7.36, although it improves from “good” to “very good”.



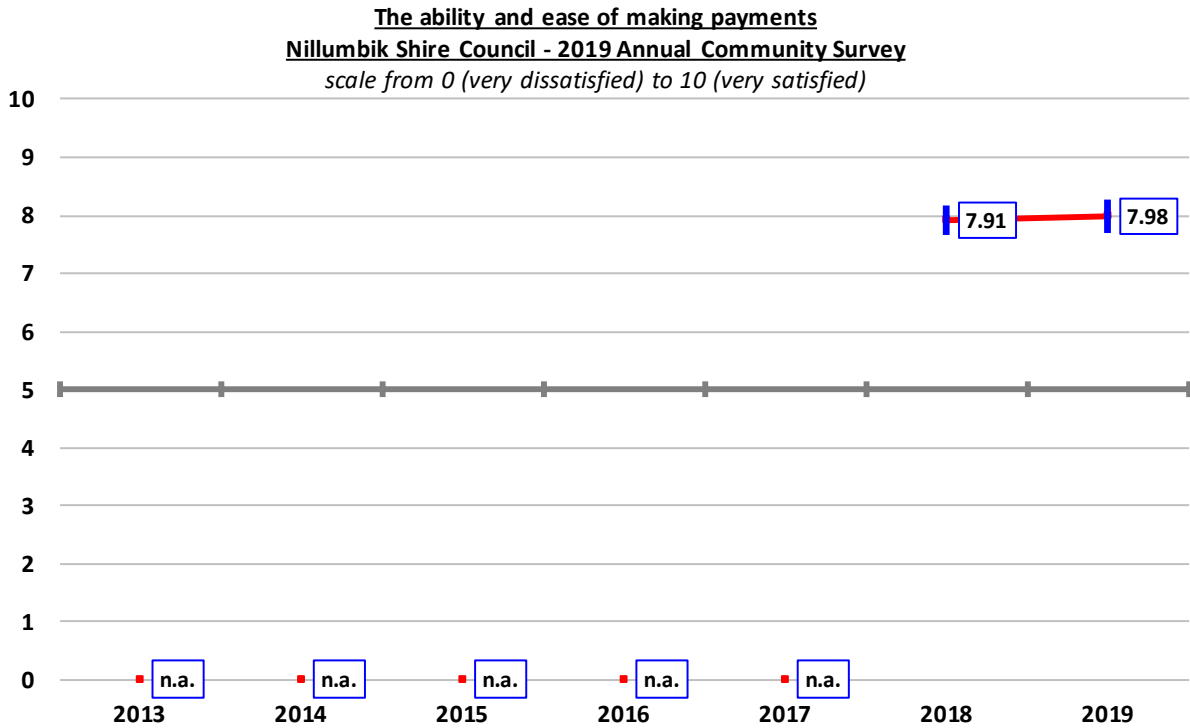
Satisfaction with the presentation and attractiveness of the website increased again this year, up 5.4% to 7.67, although it remains “very good”.



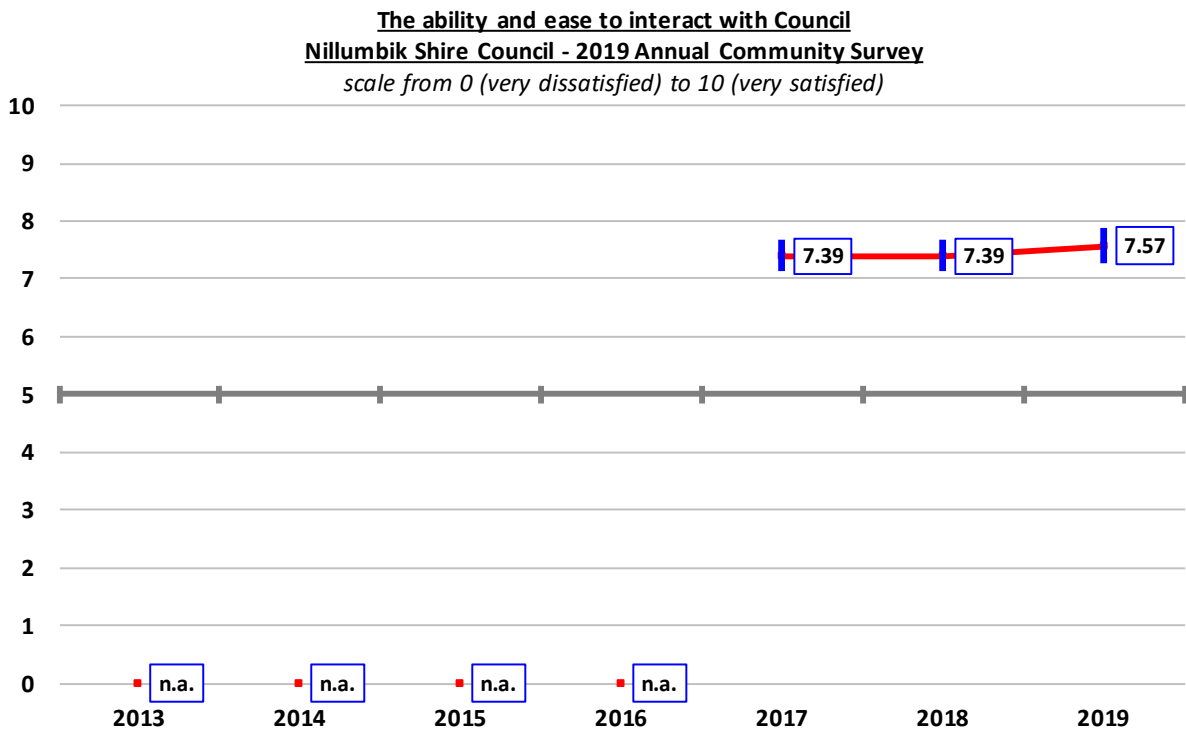
Satisfaction with the ease of finding the information required increased for the second consecutive years, up 5.5% to 7.52, and improves from “good” to “very good”.



Satisfaction with the ability to and ease of making payments remained essentially stable this year at 7.98, up less than one percent from 7.91. Satisfaction remains “excellent”.



Satisfaction with the ability and ease of interacting with Council increased marginally this year, up 2.4% to 7.57, although it remains at a “very good” level of satisfaction.



Aware of Nillumbik Council's online community engagement site

Respondents were asked:

*“Are you aware of Nillumbik Council’s online community engagement site ‘Participate Nillumbik’?
and “If yes, have you used the site?”*

This question relating to respondents’ awareness and use of Nillumbik Council’s online community engagement site was included in the survey for the first time this year.

A little more than ten percent (12.8%) of respondents reported that they were aware of the online community engagement site.

Of these sixty-four respondents, a little more than one-quarter (26.6%) reported that they had used the site. This equates to a total of 3.4% of all respondents being both aware of and having used the online community engagement site.

Awareness and use of Nillumbik Council's online community engagement site
Nillumbik Shire Council - 2019 Annual Community Survey
(Number and percent of respondents providing a response)

<i>Response</i>	<i>Awareness</i>		<i>Use</i>	
	<i>Number</i>	<i>Percent</i>	<i>Number</i>	<i>Percent</i>
Yes	64	12.8%	17	26.6%
No	436	87.2%	47	73.4%
Total	500	100%	64	100%

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 (95.3%) of the respondents nominated at least one method by which they prefer to receive information from or interact with Council. These respondents nominated an average of almost three methods each.

The four most popular methods of receiving information from or interacting with Council were similar to those recorded in previous years and include direct mail / letterbox drop of information (53.6% down from 59.3%), the *Nillumbik News* (41.4% up from 36.1%), email (38.4%), and the Council website (34.8%).



Metropolis Research notes that whilst the four most popular methods have remained the same over time, regardless of the small degree of volatility in these results from year to year.

There was however a significant increase recorded this year in the proportion of respondents preferring to receiving information from or interacting with Council via social media increased substantially this year, up from 17.6% to 25.0%. Respondents preference for social media has trended higher over time, from a low of 10.0% in 2016 to 25.0% this year.

Metropolis Research notes that this result in relation to social media is towards the upper end of results recorded in recent years across metropolitan Melbourne.

There was also a measurable and significant increase this year in the proportion of respondents reporting that they would prefer to receive information from or interact with Council via SMS / text message, up from just 2.4% last year to 17.4% this year. This result is also towards the higher end of results observed by Metropolis Research.

There was measurable variation in the preferred methods of receiving information from or interacting with Council observed by precinct and by respondent profile, with attention drawn to the following:

- **Greensborough / Plenty** – respondents were more likely than average to prefer email.
- **Eltham North** – respondents were more likely than average to prefer SMS / text messages.
- **Rural precinct** – respondents were measurably more likely than average to prefer direct mail / letterbox drop, Council's website, and by telephoning Customer Service.
- **Young adults (aged 20 to 34 years)** – respondents were more likely than average to prefer email, Council's website, social media, and in person at the Civic Centre and other locations.
- **Adults (aged 35 to 44 years)** – respondents were more likely than average to prefer email, Council's website, and social media.
- **Senior citizens (aged 45 to 59 years)** – respondents were more likely than average to prefer direct mail / letterbox drop of information, the *Nilumbik News*, advertisements in the local newspapers, and by telephoning Council's customer service.
- **Gender** – female respondents were more likely than male respondents to prefer the *Nilumbik News*, Council's website, and SMS / text messages.

Metropolis Research draws particular attention to the fact that respondents preference to receive information or interact with Council via electronic means such as the website, email, social media, SMS / text messages all decline substantially with the respondents' age structure.



Preferred method of receiving information from / or interacting with Council

Nillumbik Shire Council - 2019 Annual Community Survey

(Number and percent of total respondents)

Method	2019		2018	2017	2016
	Number	Percent			
Direct mail / letterbox drop of information	268	53.6%	59.3%	47.0%	49.0%
Council's regular publication <i>Nillumbik News</i>	207	41.4%	36.1%	48.8%	30.5%
Email	192	38.4%	39.5%	39.6%	32.7%
Council's website	174	34.8%	33.3%	46.4%	38.8%
Council advertisements in local newspapers*	155	31.0%	24.4%	33.1%	21.9%
Via social media (<i>Twitter / Facebook</i>)	125	25.0%	17.6%	18.5%	10.0%
E-newsletters	106	21.2%	14.8%	25.5%	15.7%
SMS / text message	87	17.4%	2.4%	n.a.	n.a.
Telephone Customer Service	84	16.8%	15.4%	20.9%	19.7%
In person at the Civic Centre and other locations	67	13.4%	12.0%	19.1%	9.6%
Local radio	29	5.8%	7.0%	10.8%	5.2%
Other	1	0.2%	0.6%	0.4%	0.8%
Total responses	1,495		1,314	1,557	1,174
<i>Respondents identifying at least one method</i>	476 (95.3%)		472 (94.1%)	488 (97.2%)	486 (96.9%)

Preferred method of receiving information from / or interacting with Council by precinct

Nillumbik Shire Council - 2019 Annual Community Survey

(Number and percent of total respondents)

Method	Gr'nborough / Plenty	Diamond Creek	Eltham	Eltham North	Rural
Direct mail / letterbox drop of information	40.0%	55.0%	39.0%	46.0%	76.0%
Council's regular publication <i>Nillumbik News</i>	45.0%	40.0%	41.0%	30.0%	46.0%
Email	52.0%	39.0%	37.0%	44.0%	29.0%
Council's website	37.0%	26.0%	32.0%	33.0%	43.0%
Council advertisements in local newspapers*	32.0%	35.0%	24.0%	16.0%	41.0%
Via social media (<i>Twitter / Facebook</i>)	25.0%	22.0%	20.0%	25.0%	31.0%
E-newsletters	23.0%	18.0%	20.0%	17.0%	25.0%
SMS / text message	22.0%	15.0%	16.0%	30.0%	12.0%
Telephone Customer Service	17.0%	17.0%	12.0%	12.0%	23.0%
In person at the Civic Centre / other locations	14.0%	10.0%	13.0%	15.0%	15.0%
Local radio	8.0%	3.0%	3.0%	5.0%	9.0%
Other	1.0%	0.0%	0.0%	0.0%	0.0%
Total responses	316	280	257	273	350
<i>Respondents identifying at least one method</i>	100 (100%)	92 (92.0%)	89 (89.0%)	98 (98.0%)	99 (99.0%)

(* previously Council articles and columns in local newspapers)



Preferred method of receiving information from / or interacting with Council by respondent profile

Nilumbik Shire Council - 2018 Annual Community Survey

(Number and percent of total respondents)

Method	Young adults	Adults	Middle-aged adults	Older adults
Direct mail / letterbox drop of information	47.5%	54.2%	56.5%	50.9%
Council's regular publication Nilumbik News	39.3%	36.5%	40.0%	44.6%
Email	50.8%	47.9%	39.1%	29.7%
Council's website	42.6%	42.7%	39.1%	30.3%
Council advertisements in local newspapers*	26.2%	24.0%	32.2%	32.6%
Via social media (Twitter / Facebook)	44.3%	37.5%	27.8%	13.7%
E-newsletters	23.0%	19.8%	27.0%	18.9%
SMS / text message	24.6%	22.9%	19.1%	15.4%
Telephone Customer Service	13.1%	12.5%	14.8%	19.4%
In person at the Civic Centre and other locations	23.0%	10.4%	9.6%	13.1%
Local radio	9.8%	4.2%	7.0%	3.4%
Other	0.0%	0.0%	0.9%	0.0%
Total responses	210	301	362	476
<i>Respondents identifying at least one method</i>	<i>58 (94.9%)</i>	<i>90 (94.0%)</i>	<i>110 (95.2%)</i>	<i>167 (95.8%)</i>

Method	Senior citizens	Male	Female	Nilumbik Shire
Direct mail / letterbox drop of information	64.3%	52.5%	53.9%	53.6%
Council's regular publication Nilumbik News	52.4%	37.2%	44.5%	41.4%
Email	23.8%	39.3%	37.8%	38.4%
Council's website	21.4%	31.8%	37.0%	34.8%
Council advertisements in local newspapers*	45.2%	28.9%	33.1%	31.0%
Via social media (Twitter / Facebook)	9.5%	24.0%	26.0%	25.0%
E-newsletters	11.9%	19.8%	22.4%	21.2%
SMS / text message	2.4%	14.5%	20.1%	17.4%
Telephone Customer Service	26.2%	17.4%	16.5%	16.8%
In person at the Civic Centre and other locations	16.7%	13.2%	13.4%	13.4%
Local radio	9.5%	5.0%	5.9%	5.8%
Other	0.0%	0.0%	0.4%	0.2%
Total responses	119	687	790	1,495
<i>Respondents identifying at least one method</i>	<i>40 (95.5%)</i>	<i>230 (95.3%)</i>	<i>242 (95.1%)</i>	<i>476 (95.3%)</i>

(*) previously Council articles and columns in local newspapers



Customer service

Contact with Council in the last twelve months

Respondents were asked:

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

A little more than one third (37.1%) of respondents reported that they had contacted Council in the last twelve months in 2019.

This is somewhat lower than has typically been reported in both the Nillumbik Shire as well as elsewhere across metropolitan Melbourne, and may be an outlier result this year.

Contacted Council in the last twelve months
Nillumbik Shire Council - 2019 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2019		2018	2017	2016	2015	2014
	Number	Percent					
Yes	185	37.1%	45.9%	45.6%	51.3%	50.1%	59.3%
No	314	62.9%	54.1%	54.4%	48.7%	49.9%	40.7%
Not stated	1		9	0	1	0	6
Total	500	100%	501	502	502	500	500

Form of contact

Respondents were asked:

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

The most common method of contacting Council remains telephone during office hours, with a little more than half (56.5%) of respondents contacting Council via this method.

Consistent with the results recorded in previous years, approximately one-sixth (16.8%) of respondents contacted Council in person and approximately ten percent contacted Council by email (10.9%) or via Council’s website (10.3%).



Form of contact with Nillumbik Shire Council
Nillumbik Shire Council - 2019 Annual Community Survey
 (Number and percent of respondents who contacted Council)

Response	2018		2018	2017	2016	2015	2014
	Number	Percent					
Telephone (during office hours)	104	56.5%	63.1%	66.8%	70.7%	71.4%	69.3%
Telephone (after hours service)	0	0.0%	0.0%	0.4%	0.0%	0.8%	1.4%
Visit in person	31	16.8%	16.9%	15.0%	17.6%	14.7%	17.1%
E-mail	20	10.9%	10.7%	8.0%	5.5%	4.0%	5.5%
Website	19	10.3%	5.3%	3.1%	4.3%	2.0%	1.7%
Social media	2	1.1%	0.0%				
Mail	0	0.0%	0.9%	1.3%	0.8%	2.0%	0.7%
Direct contact with a Councillor	0	0.0%	n.a.	n.a.	n.a.	n.a.	n.a.
Multiple	8	4.3%	3.1%	5.3%	1.2%	5.2%	4.4%
Not stated	1		1	3	1	1	0
Total	185	100%	226	229	257	253	293

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?”

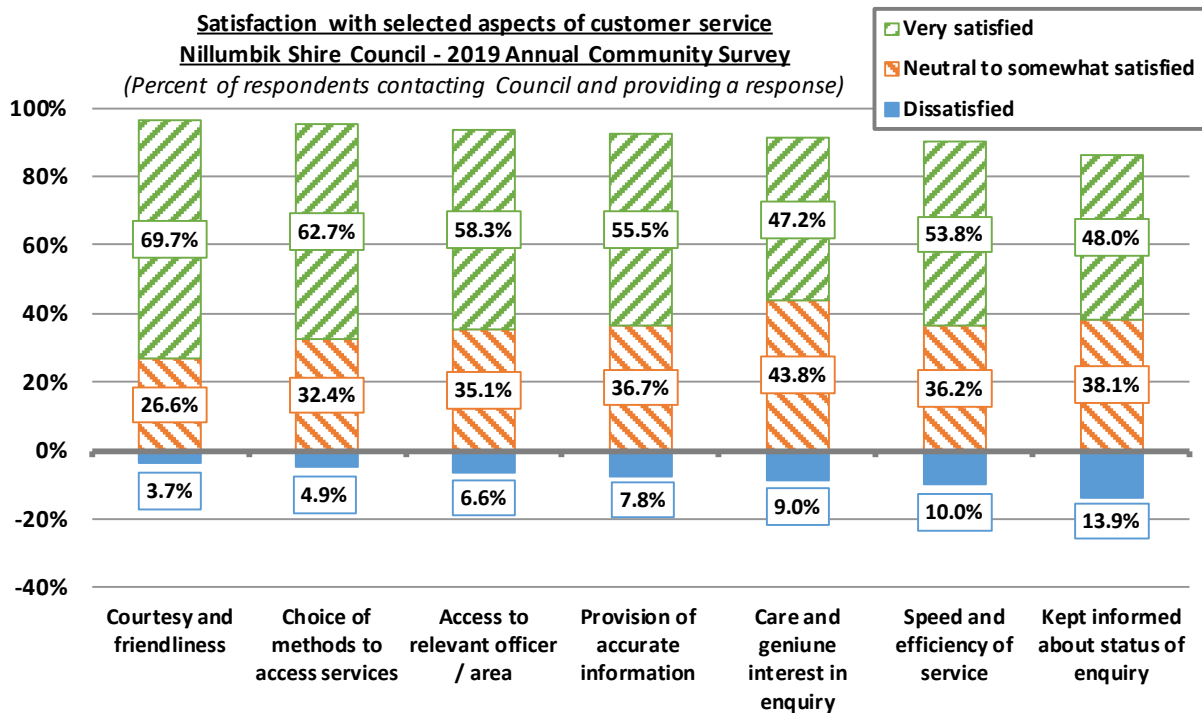
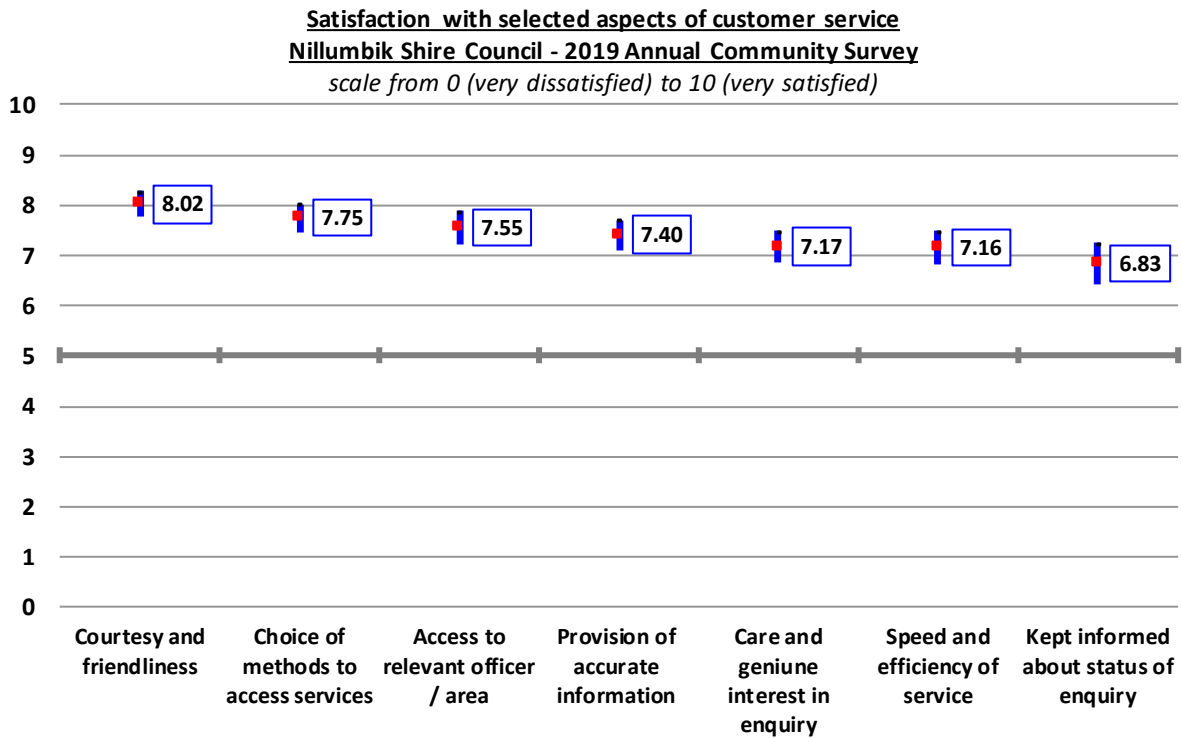
Respondents contacting Council were asked to rate their satisfaction with seven selected aspects of customer service.

The average satisfaction with seven aspects increased marginally in 2019, up 2.3% to 7.41, although it remains at a level categorised as “very good”.

The average satisfaction with these seven aspects of customer service can best be summarised as follows:

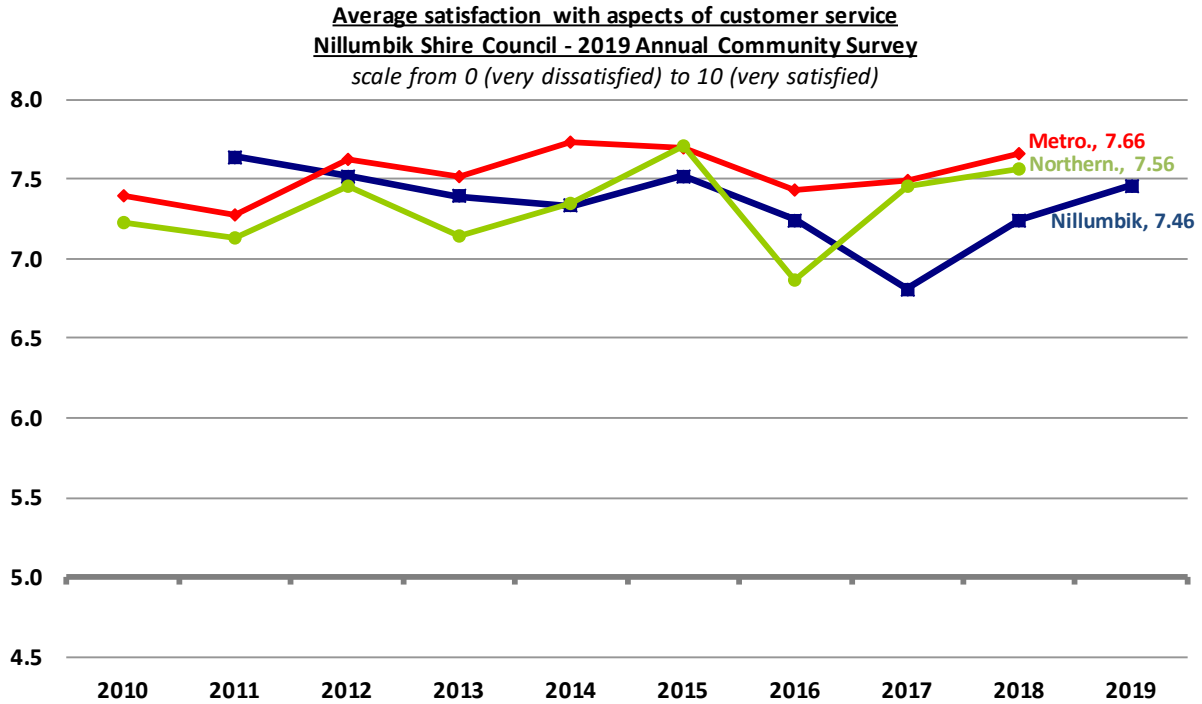
- **Excellent** – for courtesy and friendliness and choice of method to access services. Almost two-thirds of respondents were very satisfied with these two aspects, and less than five percent were dissatisfied.
- **Very Good** – for access to relevant officer / area and the provision of accurate information. A little more than half of the respondents were very satisfied with these two aspects, whilst less than ten percent were dissatisfied.
- **Good** – for the care and genuine interest in enquiry, speed and efficiency of service, and being kept informed about status of enquiry. Approximately half of the respondents were very satisfied with each of these three aspects, whilst less than one-sixth were dissatisfied.





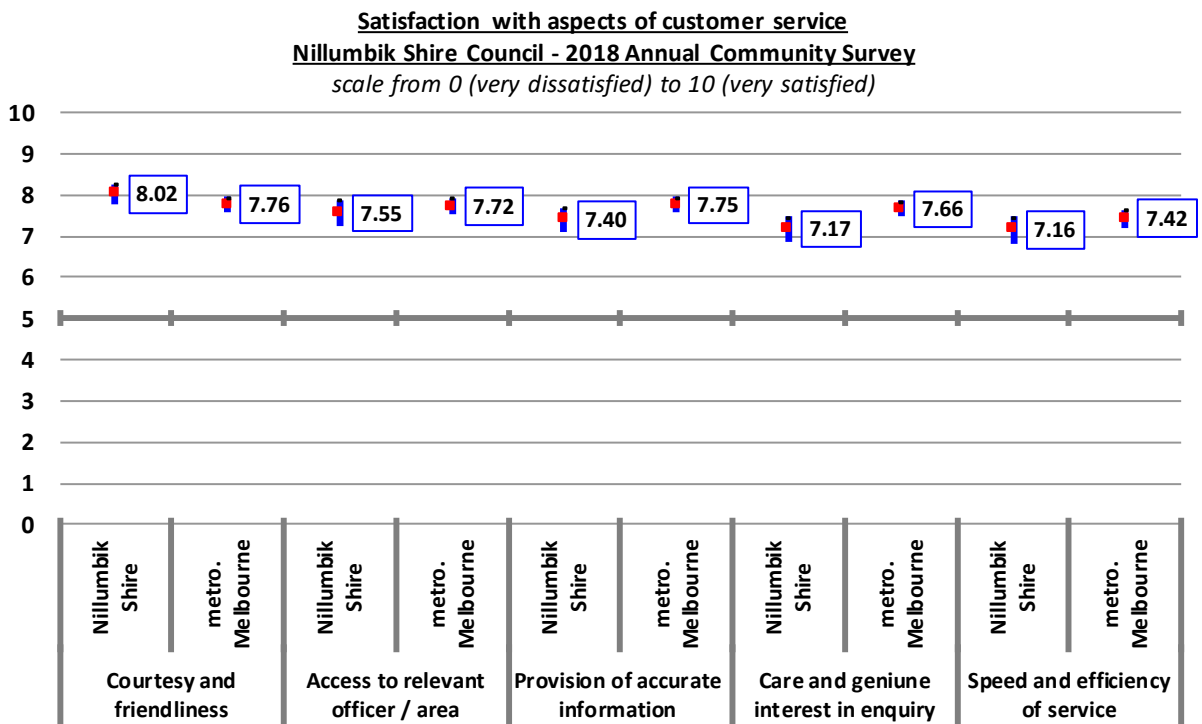
When compared to the 2018 metropolitan Melbourne average satisfaction with the five aspects included in both this survey and *Governing Melbourne*, it is noted that satisfaction with customer service in the Nillumbik Shire is very marginally, but not measurably lower than the metropolitan Melbourne and northern region councils' average satisfaction.





It is noted that Nilumbik Shire respondents were marginally more satisfied than the metropolitan Melbourne average with courtesy and friendliness of staff.

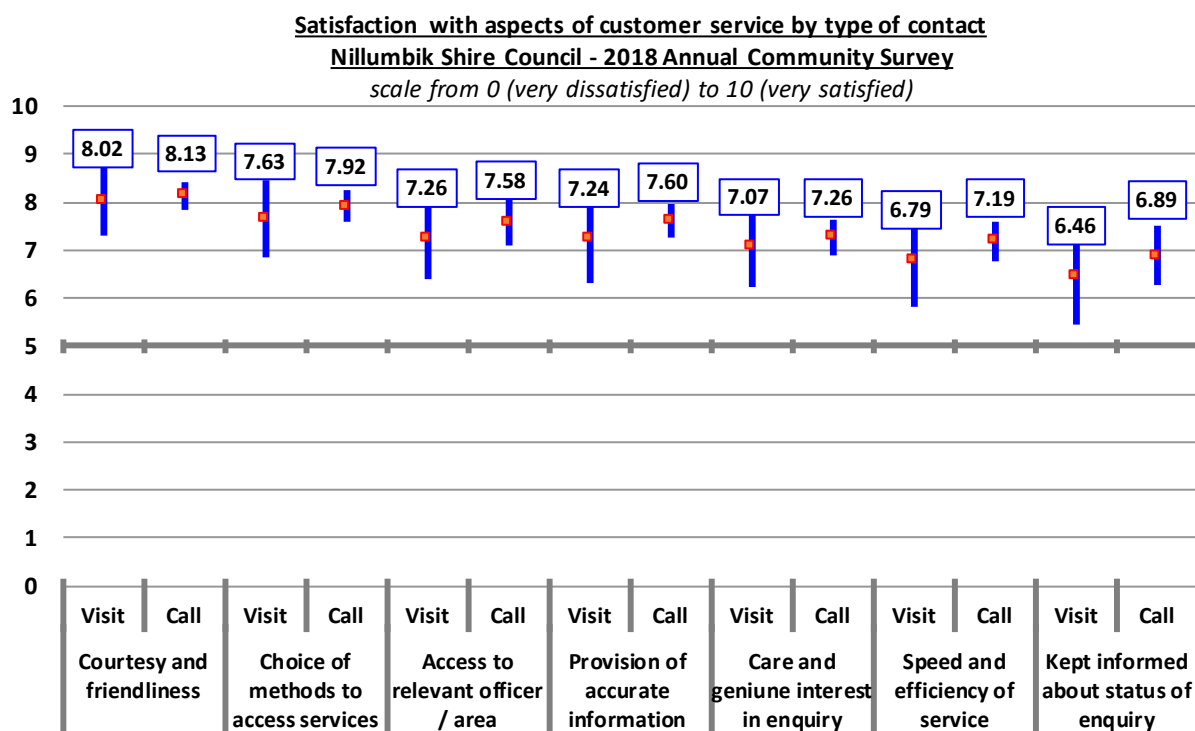
Nilumbik respondents were however marginally less satisfied than the metropolitan Melbourne average with access to relevant officer / area, the provision of information, and speed of service. Nilumbik respondents were measurably less satisfied than average with care and genuine interest in enquiry.



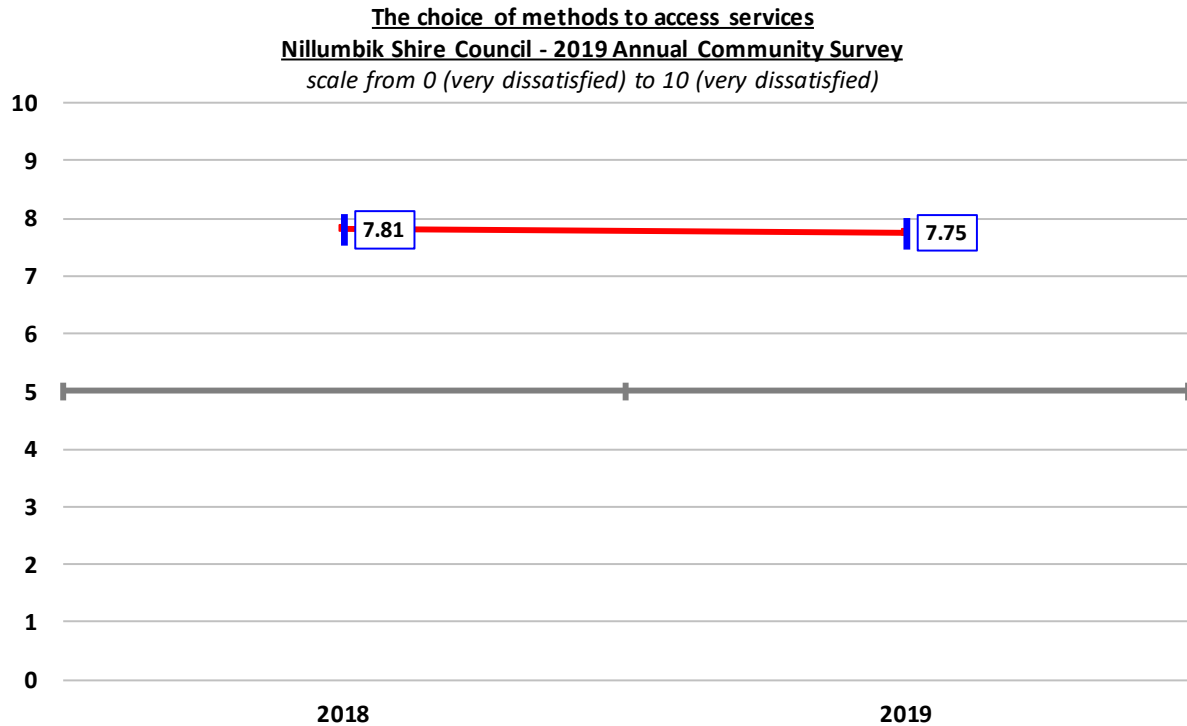
The following graph provides a comparison of satisfaction with the seven aspects of customer service for respondents that visited Council in person and those that telephoned Council. Metropolis Research notes that the sample size for these two groups is relatively small (104 respondents telephoned Council and 31 visited in person), which is reflected in the larger 95% confidence intervals evident in the graph.

On average respondents contacting Council by telephone (7.51 rated “very good”) were 4.2% more satisfied with the seven aspects of customer service than were respondents that visited Council in person (7.21 rated “good”).

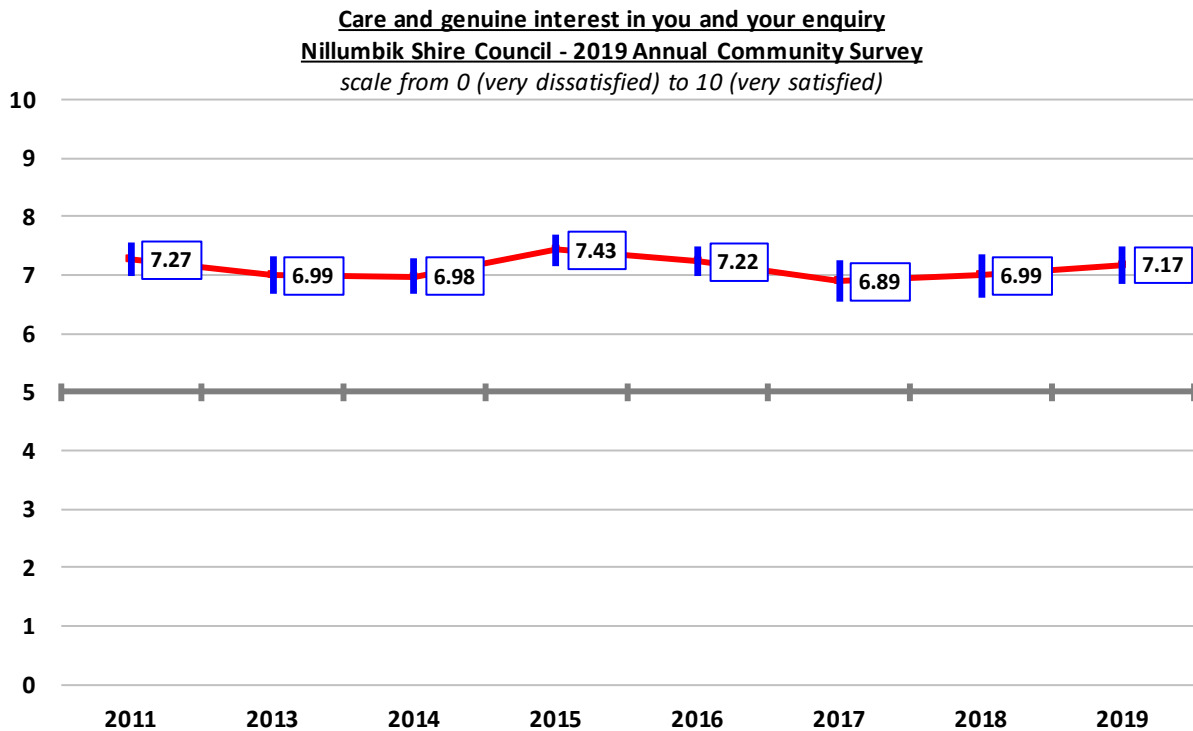
Metropolis Research notes that in most instances where it has conducted similar research, respondents visiting in person tend to be a little more satisfied than those telephoning Council. Given that the variation is not statistically significant, Metropolis Research is unwilling to strongly suggest that customer service is provided at a higher level by telephone than in person.



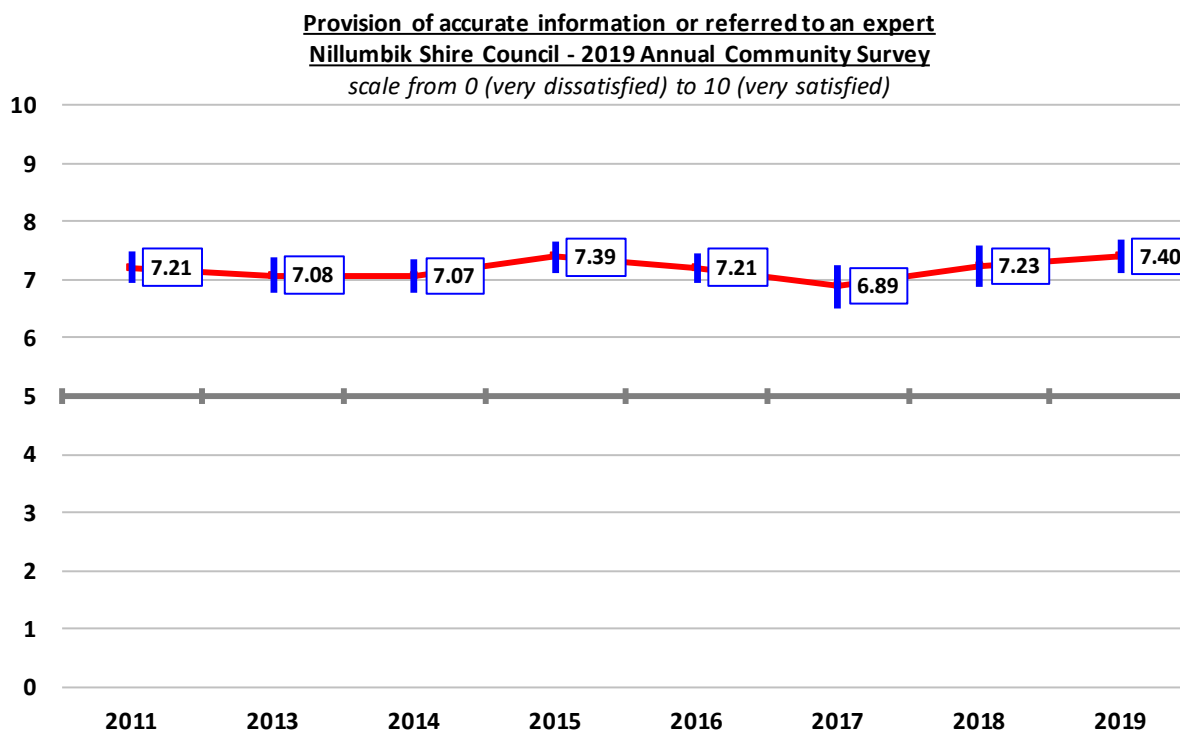
Satisfaction with “the choice of methods to access services” decreased less than one percent to 7.75 in 2019, although it remains at a level of satisfaction categorised as “excellent”.



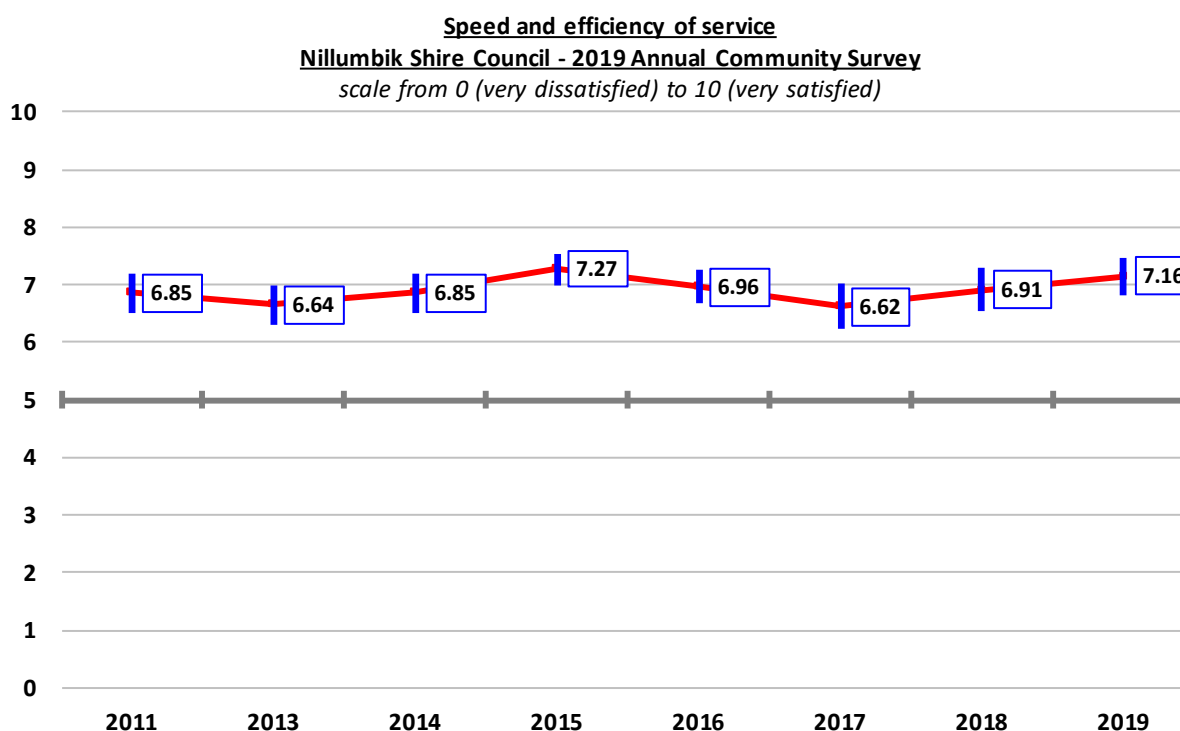
Satisfaction with “the care and genuine interest in the respondent and their enquiry” increased marginally but not measurably in 2019, up 2.6% to 7.17 although it remains at a level categorised as “good”.



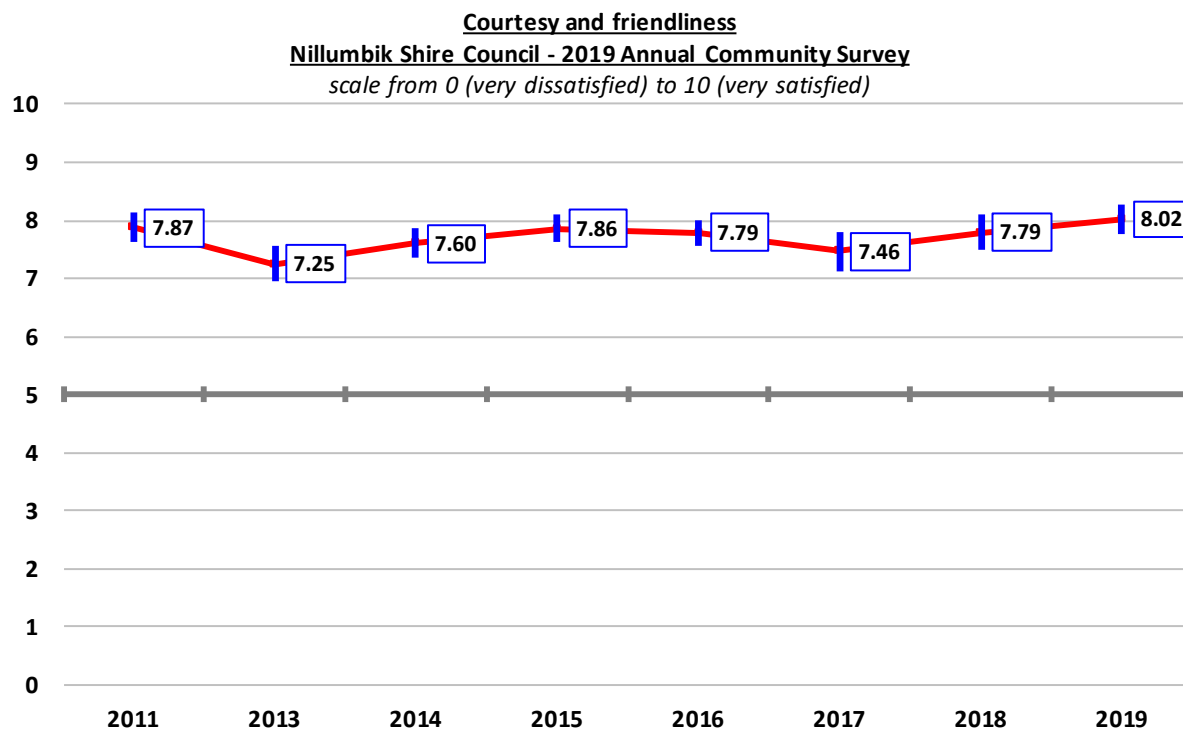
Satisfaction with “the provision of accurate information or referred to an expert” increased marginally but not measurably in 2019, up 2.4% to 7.40. This result is now at a level categorised as “excellent”, which is an improvement on the “very good” reported in 2018. This is the best historical result recorded for this measure.



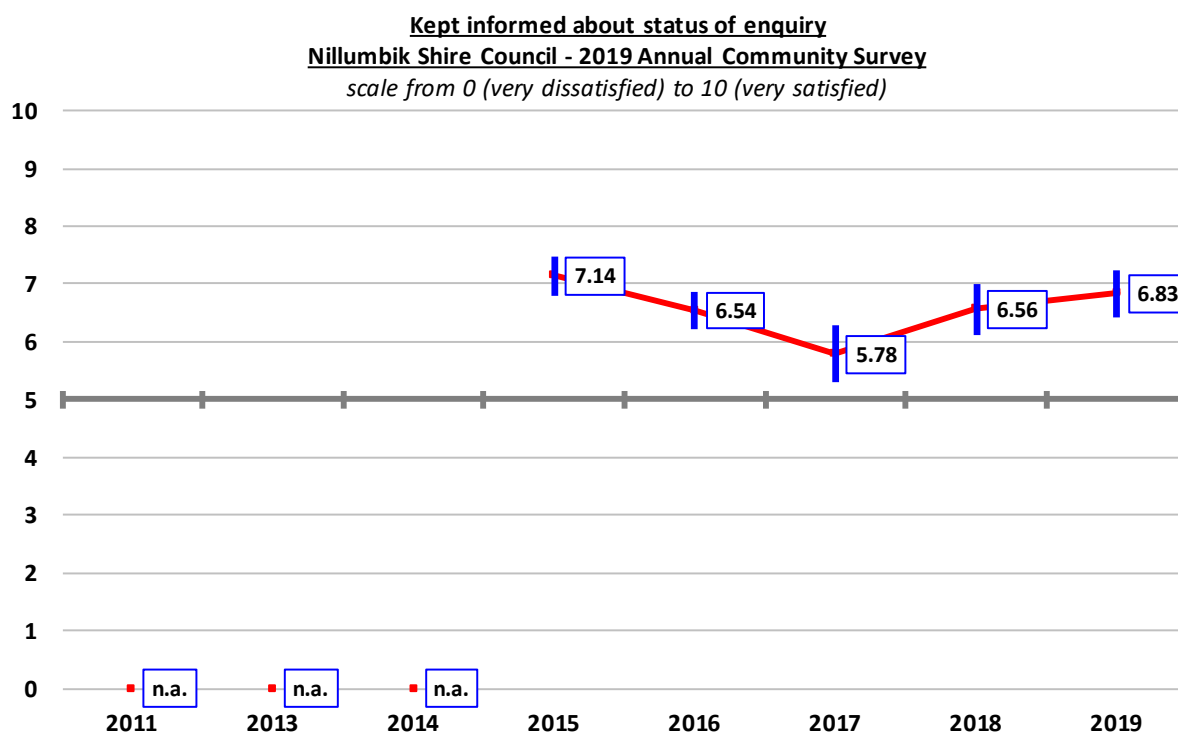
Satisfaction with the “speed and efficiency of service” increased marginally but not measurably in 2019, up 3.6% to 7.16 although it remains at a level categorised as “good”.



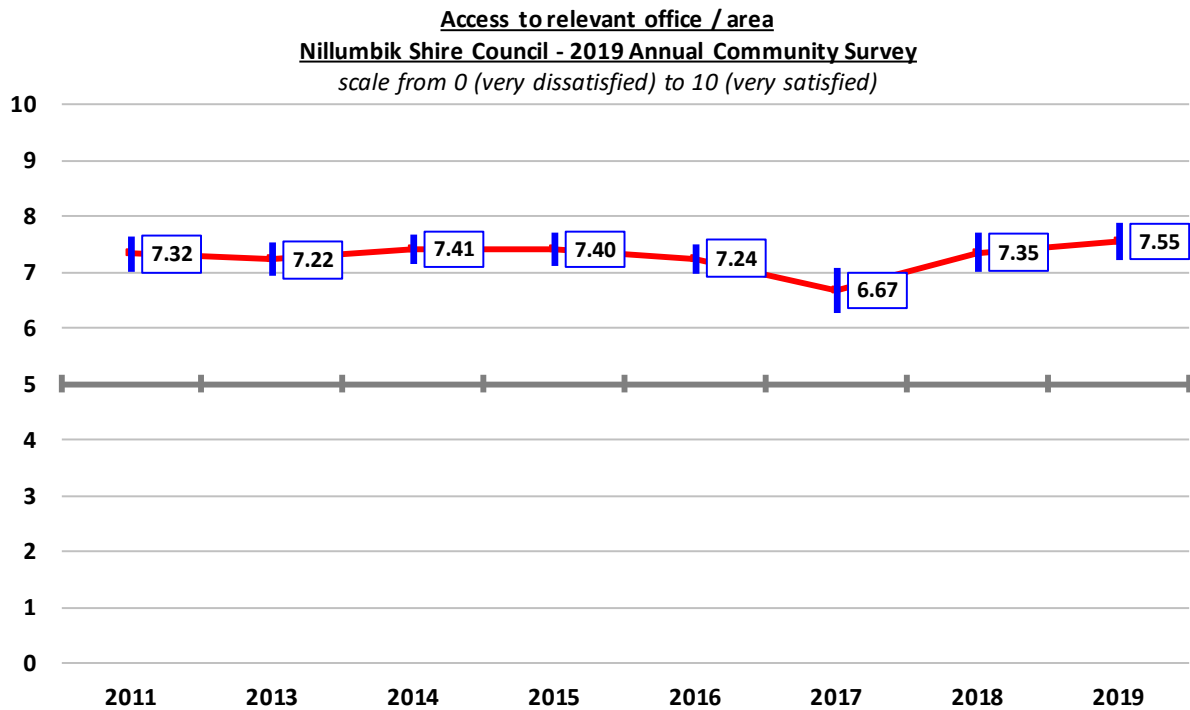
Satisfaction with “courtesy and friendliness” increased marginally but not measurably in 2019, up 3.0% to 8.02 although it remains at a level categorised as “excellent”.



Satisfaction with “being kept informed about the status of the respondents’ enquiry” increased marginally but not measurably in 2019, up 4.1% to 6.83 and remains at a level categorised as “good”. This reverses the unusual low result recorded in 2017 of 5.78 (rated as “poor”).



Satisfaction with access to relevant officer / area increased marginally but not measurably in 2019, up 2.7% to 7.55 although it remains at a level categorised as “good”. This is the highest level of satisfaction with access to relevant officer / area recorded since the program commenced in 2011.



Customer Experience Strategy

Respondents were asked:

“Council is developing its first Customer Experience Strategy to guide how it will improve the service it offers to the community, that includes four commitments to customers when interacting with Council. These are that Council will be Empathetic, Consistent, Simple, and Effective. Do you believe that these commitments address what great customer service means to you?”

This question relating to Council’s draft *Customer Experience Strategy* was included for the first time in the survey this year.

A little less than three-quarters (71.0%) of respondents agreed that the four commitments to customers being Empathetic, Consistent, Simple, and Effective address what great customer service means to them.

Almost ten percent (9.6%) disagreed that these four commitments address what great customer service means to them, whilst a little less than one-fifth (19.4%) could not say.

Council's four commitments address what great customer service means to you
Nillumbik Shire Council - 2019 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2019	
	Number	Percent
Yes	355	71.0%
No	48	9.6%
Can't say	97	19.4%
Total	500	100%

The following table outlines the comments received from respondents who would like to add or change to the commitments.

Of these forty-eight comments, the most common responses related to Honesty (3 responses) and Responsive (3 responses) that should be added to these commitments.

A range of other suggestions or comments were made in small numbers.



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?”

Respondents were again in 2019 asked to rate first the importance of each of the thirty-three included Council services and facilities, and then their personal satisfaction with each service.

The services are broken into two groups, firstly eighteen core services with which all respondents are asked to rate satisfaction, and secondly fifteen non-core services. For these non-core services respondents are asked if they or a member of their household has used the service in the last twelve months, and then they are asked to rate satisfaction only with those services that they or a member of their household have used.

Importance of Council services and facilities

The following table displays the average importance of each of the thirty-three services and facilities included in the 2019 survey, with the 2018 metropolitan Melbourne average from *Governing Melbourne*. Respondents were asked how important they considered each of the thirty-three Council services and facilities are to the community, rather than to them as individuals.

The average importance of the thirty-three Council provided services and facilities increased marginally this year, up 2.0% to 8.58 out of ten.

Metropolis Research notes that this average importance score is somewhat lower than the 2018 metropolitan Melbourne average. Services and facilities that were somewhat less important on average in the Nillumbik Shire than the metropolitan Melbourne average include: on and off road bike paths, street sweeping, and parking enforcement.

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

Increased importance

The importance of twenty-eight services and facilities increased in 2019, however the average importance of seven services and facilities increased significantly this year: parking enforcement (up 16.3%), the *Nillumbik News* (up 15.6%), Council’s website (up 7.3%), street sweeping (up 6.3%), footpath maintenance and repairs (up 5.2%), animal management (up 4.3%), arts and cultural events, programs and activities (up 4.2%), the maintenance and cleaning of shopping strips (up 3.6%), environmental programs and facilities (up 3.6%), and education and learning (up 3.4%).



Decreased importance

The importance of only one service and facility declined in 2019. The importance of on and off road bike paths declined for the fourth consecutive year, down 0.4% this year but 3.0% since 2016.

Relative importance of Council services and facilities

The spread of importance of the thirty-three included Council services and facilities are calculated based on the 95% confidence interval of average importance and was as follows:

- **Higher than average importance** – for fortnightly recycling collection, fortnightly garbage collection, weekly green waste collection, fire prevention works, services for seniors, local library, services for children aged from birth to five years of age, hard rubbish collection and drains maintenance and repairs.
- **Average importance** – for the provision and maintenance of parks and gardens, footpath maintenance and repairs, local traffic management, services for youth, sports ovals, the provision and maintenance of street lighting, litter collection in public areas, the maintenance and repairs of sealed local roads, public toilets, education and learning, environmental programs and facilities, aquatic and leisure centres, support for local businesses, the maintenance and cleaning of shopping strips, on and off road bike paths, the provision and maintenance of street trees, and art and cultural events, programs and activities.
- **Lower than average importance** – for animal management, Council's Internet site, street sweeping, the grading of unsealed roads, the *Nillumbik News*, parking enforcement, and horse riding trails.



Importance of selected Council services and facilities
Nillumbik Shire Council - 2019 Annual Community Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2019		2018	2017	2016	2018 Metro.*	
			Lower	Mean					Upper
Higher than average importance	Fortnightly recycling collection	500	9.37	9.45	9.53	9.34	9.25	9.36	9.18
	Fortnightly garbage collection	498	9.24	9.35	9.45	9.31	9.22	9.35	9.17
	Weekly green waste collection	498	9.10	9.23	9.35	9.14	8.90	9.18	8.98
	Fire prevention works	463	8.96	9.07	9.18	9.07	9.13	9.35	n.a.
	Services for seniors	387	8.77	8.92	9.08	8.84	8.87	9.10	9.12
	Local library	460	8.78	8.91	9.03	8.64	8.36	8.83	8.99
	Services for children aged 0 to 5 years	387	8.74	8.87	9.01	8.77	8.79	9.03	8.98
	Hard rubbish collection	463	8.73	8.86	8.98	8.59	8.77	8.95	9.01
	Drains maintenance and repairs	489	8.73	8.85	8.96	8.65	8.61	8.83	8.82
	Provision & maintenance of parks & gardens	479	8.68	8.80	8.91	8.78	8.61	8.87	8.82
Average importance	Footpath maintenance and repairs	462	8.66	8.79	8.91	8.35	8.36	8.82	8.83
	Local traffic management	482	8.63	8.78	8.92	8.58	8.36	8.88	8.66
	Services for youth	376	8.63	8.77	8.90	8.67	8.70	8.79	8.92
	Sports ovals	445	8.63	8.76	8.89	8.50	8.54	8.83	8.81
	Provision and maintenance of street lighting	481	8.63	8.76	8.89	8.55	8.50	8.99	8.81
	Litter collection in public areas	479	8.64	8.76	8.88	8.72	8.74	8.92	n.a.
	Maintenance & repairs of local sealed roads	498	8.62	8.75	8.88	8.70	8.63	8.83	8.80
	Public toilets	436	8.62	8.75	8.88	8.63	8.62	8.84	8.97
	Education and Learning	387	8.54	8.67	8.81	8.39	8.38	8.78	n.a.
	Environmental programs and facilities	408	8.52	8.65	8.78	8.35	8.42	8.65	n.a.
	Aquatic and Leisure centres	436	8.46	8.60	8.75	8.39	8.57	8.64	8.23
	Support for local businesses	390	8.40	8.54	8.68	n.a.	n.a.	n.a.	n.a.
	Maintenance & cleaning of shopping strips	477	8.36	8.48	8.60	8.18	8.41	8.69	8.68
	On and off road bike paths	434	8.32	8.47	8.62	8.51	8.59	8.72	8.75
	Provision and maintenance of street trees	484	8.30	8.45	8.60	8.34	8.39	8.78	8.67
	Arts & cultural events, programs & activities	396	8.17	8.32	8.47	7.99	7.91	8.25	8.47
	Lower than average	Animal management	438	8.10	8.26	8.41	7.92	7.87	8.49
Council's Internet site		425	8.01	8.19	8.38	7.64	7.52	8.04	8.44
Street sweeping		469	7.83	8.00	8.18	7.53	7.38	8.07	8.69
The grading of unsealed roads		428	7.79	7.98	8.18	n.a.	n.a.	n.a.	n.a.
Nillumbik News		451	7.53	7.74	7.94	6.69	6.83	7.51	7.56
Parking enforcement		467	7.47	7.67	7.87	6.59	6.79	7.43	8.35
	Horse riding trails	357	6.51	6.78	7.05	n.a.	n.a.	n.a.	n.a.
	<i>Average importance</i>		<i>8.44</i>	<i>8.58</i>	<i>8.73</i>	<i>8.41</i>	<i>8.40</i>	<i>8.73</i>	<i>8.72</i>

(*) 2018 metropolitan Melbourne average from Governing Melbourne

Satisfaction with Council services and facilities

Respondents were asked to rate their personal level of satisfaction with all eighteen core services and facilities, and their satisfaction with each of the fifteen 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-three Council services and facilities increased slightly in 2019, up 1.1% to 7.39. This level of satisfaction remains categorised as “very good”.



Increased satisfaction

The average satisfaction with twenty-one services and facilities increased in 2019, although only nine were notable, those being: parking enforcement (up 12.3%), services for seniors (up 8.8%), aquatic and leisure centres (up 5.5%), services for children from birth to five years of age (up 5.4%), services for youth (up 5.1%), fortnightly garbage collection (up 4.3%), the *Nillumbik News* (up 3.9%), weekly green waste collection (up 3.6%), and fortnightly recycling collection (up 3.5%).

Decreased satisfaction

Satisfaction with nine services and facilities declined in 2019, although only the decline in satisfaction with the provision and maintenance of street lighting (down 3.2%) was notable.

Relative satisfaction with Council services and facilities

The spread of satisfaction with the thirty-three included Council services and facilities was based on the 95% confidence interval of average satisfaction and was as follows:

- **Higher than average satisfaction** – for local library, services for children aged from birth to five years of age, weekly green waste collection, fortnightly recycling collection, environmental programs and facilities, aquatic and leisure centres, services for seniors, sports ovals, and art and cultural events, programs and activities.
- **Average satisfaction** – for education and learning, fortnightly garbage collection, hard rubbish collection, support for local businesses, services for youth, on and off road bike paths, the provision and maintenance of parks and gardens, Council's Internet site, the maintenance and cleaning of shopping strips, animal management, horse riding trails, the *Nillumbik News*, the provision and maintenance of street lighting, and fire prevention works.
- **Lower than average satisfaction** – for litter collection in public areas, public toilets, parking enforcement, street sweeping, the provision and maintenance of street trees, footpath maintenance and repairs, the maintenance and repairs of sealed local roads, drains maintenance and repairs, local traffic management, and the grading of unsealed roads.

Categorisation of satisfaction with Council services and facilities

In addition to the relative satisfaction with the thirty-three included Council services and facilities can best be summarised as follows:

- **Excellent** – for local library, services for children aged from birth to five years of age, weekly green waste collection, fortnightly recycling collection, environmental programs and facilities, aquatic and leisure centres, services for seniors, sports ovals, art and cultural events, programs and activities, education and learning, fortnightly garbage collection, hard rubbish collection, and support for local businesses.



- **Very Good** – for services for youth, on and off road bike paths, the provision and maintenance of parks and gardens, Council’s Internet site, and the maintenance and cleaning of shopping strips.
- **Good** – for animal management, horse riding trails, the *Nillumbik News*, the provision and maintenance of street lighting, fire prevention works, litter collection in public areas, public toilets, parking enforcement, street sweeping, the provision and maintenance of street trees, footpath maintenance and repairs, and the maintenance and repairs of sealed local roads.
- **Solid** – for drains maintenance and repairs and local traffic management.
- **Poor** – for the grading of unsealed roads.

Municipal comparison of average satisfaction

There was some notable variation in satisfaction with some Council services and facilities in the Nillumbik Shire when compared to the 2018 metropolitan Melbourne average as recorded in *Governing Melbourne*.

Attention is drawn to the following variations:

- **Higher than average satisfaction in Nillumbik** – public toilets (8.4% higher than the metropolitan Melbourne average), aquatic and leisure centres (6.4% higher), local library (6.1% higher), services for children from birth to five years of age (6.0% higher), and services for seniors (5.1% higher).
- **Lower than average satisfaction in Nillumbik** – drains maintenance and repairs (13.5% lower than the metropolitan Melbourne average), the maintenance and repairs of local sealed roads (10.2% lower), local traffic management (9.7% lower), street sweeping (7.2% lower), fortnightly garbage collection (6.1% lower), footpath maintenance and repairs (5.9% lower), and provision and maintenance of street trees (4.2% lower).



Satisfaction with selected Council services and facilities
Nillumbik Shire Council - 2019 Annual Community Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2019 Lower Mean Upper	2018	2017	2016	2018 Metro.*
Higher than average	Local library	258	8.61 8.78 8.95	8.74	8.53	8.50	8.28
	Services for children aged 0 to 5 years	84	8.10 8.45 8.80	8.02	7.98	8.09	7.97
	Weekly green waste collection	495	8.25 8.43 8.60	8.13	8.14	8.00	8.20
	Fortnightly recycling collection	499	8.10 8.28 8.46	8.00	7.91	7.61	8.32
	Environmental programs and facilities	178	8.01 8.23 8.44	8.36	8.20	7.94	n.a.
	Aquatic and Leisure centres	228	7.89 8.12 8.35	7.70	7.44	7.57	7.63
	Services for seniors	69	7.73 8.10 8.47	7.45	6.99	7.06	7.71
	Sports ovals	258	7.91 8.09 8.26	8.17	7.75	7.90	7.84
	Arts & cultural events, programs & activities	157	7.75 7.98 8.21	7.99	7.83	7.85	7.76
	Average satisfaction	Education and Learning	128	7.63 7.91 8.19	7.83	7.97	8.03
Fortnightly garbage collection		499	7.69 7.90 8.11	7.58	7.43	7.36	8.42
Hard rubbish collection		297	7.63 7.86 8.10	7.76	6.77	7.31	8.12
Support for local businesses		121	7.50 7.80 8.09	n.a.	n.a.	n.a.	n.a.
Services for youth		44	7.08 7.58 8.08	7.21	7.31	7.41	7.55
On and off road bike paths		261	7.31 7.53 7.75	7.72	7.44	7.70	7.69
Provision & maintenance of parks & gardens		472	7.28 7.45 7.63	7.34	7.35	7.19	7.67
Council's Internet site		228	7.07 7.31 7.54	7.24	7.13	7.29	7.30
Maintenance & cleaning of shopping strips		472	7.11 7.27 7.43	7.26	7.31	7.22	7.31
Animal management		418	7.03 7.23 7.44	7.10	7.11	7.30	7.28
Horse riding trails		25	6.54 7.19 7.84	n.a.	n.a.	n.a.	n.a.
Nillumbik News		435	6.92 7.13 7.33	6.86	6.84	6.96	6.90
Provision and maintenance of street lighting		475	6.85 7.06 7.28	7.29	7.53	7.38	7.08
Fire prevention works		448	6.85 7.06 7.27	7.10	6.80	6.89	n.a.
Lower than average		Litter collection in public areas	472	6.72 6.91 7.10	6.99	7.02	7.02
	Public toilets	207	6.49 6.77 7.04	6.92	6.51	6.82	6.24
	Parking enforcement	449	6.52 6.73 6.94	5.99	6.12	6.42	6.52
	Street sweeping	449	6.49 6.72 6.95	6.65	6.40	6.57	7.24
	Provision and maintenance of street trees	472	6.50 6.70 6.90	6.71	6.42	6.67	6.99
	Footpath maintenance and repairs	452	6.37 6.58 6.80	6.44	6.39	6.33	7.00
	Maintenance & repairs of local sealed roads	496	6.28 6.50 6.71	6.44	6.53	6.52	7.24
	Drains maintenance and repairs	478	6.15 6.40 6.65	6.31	6.22	6.78	7.40
	Local traffic management	479	5.86 6.09 6.31	5.98	6.10	6.01	6.74
The grading of unsealed roads	402	5.63 5.87 6.12	n.a.	n.a.	n.a.	n.a.	
<i>Average satisfaction</i>			7.15 7.39 7.64	7.31	7.18	7.24	7.43

(*) 2018 metropolitan Melbourne average from Governing Melbourne



Importance and satisfaction cross tabulation

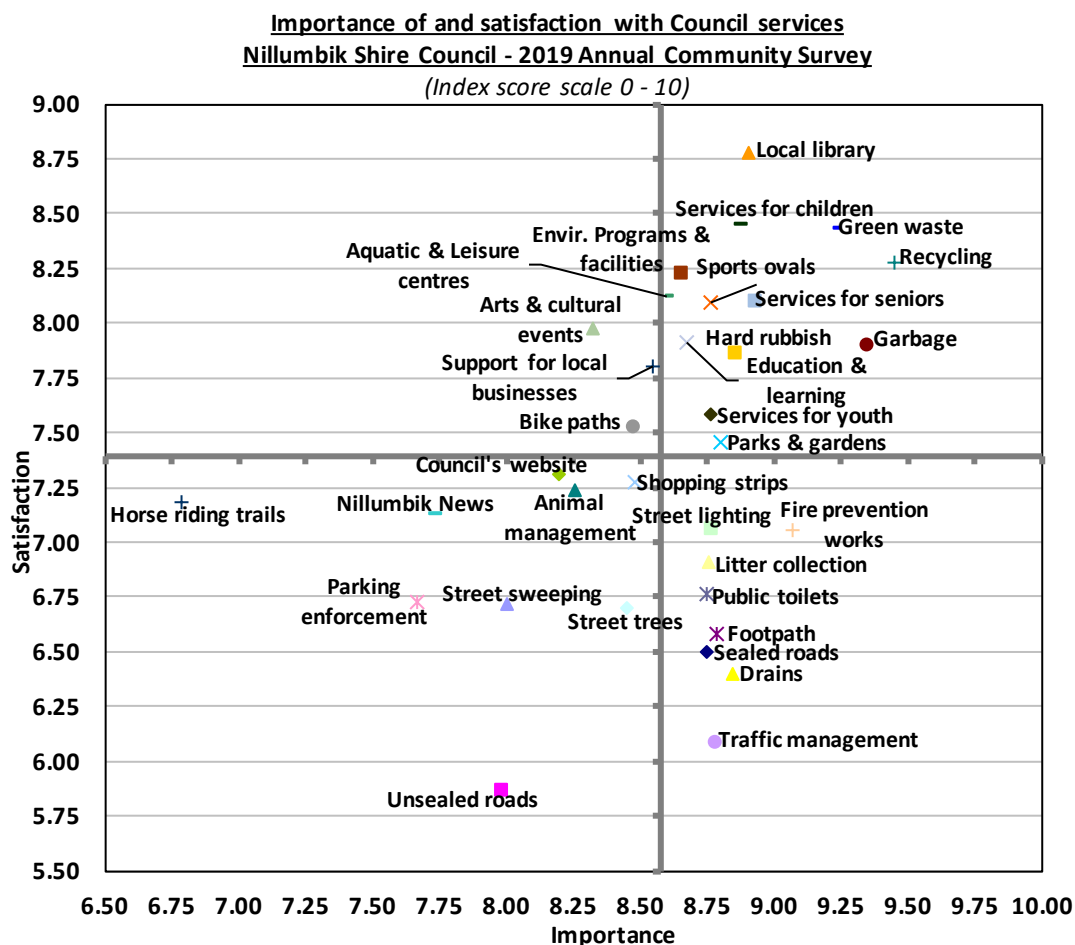
The following graph provides a cross-tabulation of the average importance of each of the thirty-three included Council services and facilities against the average satisfaction with each service and facility. The blue cross-hairs represent the average importance (8.58) and the average satisfaction (7.39).

Services located in the top right-hand quadrant are therefore more important than average and have obtained higher than average satisfaction. The services and facilities in the lower right-hand quadrant are those that are more important than average, but with which respondents were 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 and facilities are also those with the highest levels of satisfaction, including all the waste collection services, the local library, many of the health and human services, parks and gardens, and aquatic and leisure centres.
- The services and facilities of most concern are local traffic management, and to a lesser extent drains maintenance and repairs, the maintenance and repair of sealed local roads, and to a lesser extent footpath maintenance and repairs.
- Many of the communication services and facilities tend to be of slightly lower than average importance, and slightly lower than average satisfaction. The lower than average satisfaction may be a result, at least in part of the lower importance respondents place on these services.
- Most of the arts and cultural and recreation services and facilities are of marginally lower than average importance, but most obtained higher than average levels of satisfaction. The lower than average importance may reflect the fact that these services and facilities are less critical than core services such as health and human services and waste services, and they are used by only a subset of the total Nillumbik community.
- The grading of unsealed roads was included for the first time in the 2019 survey. It is lower than average importance and significantly lower than average satisfaction. This level of satisfaction (5.87 out of ten) is categorised as “poor”. The lower importance score may reflect the fact that this service is of relevance to only a limited areas of the municipality.





Satisfaction by broad service areas

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

- ⊗ **Infrastructure** – roads, drains, footpath, parks and gardens, street trees, street lighting, traffic management, public toilets
- ⊗ **Waste and cleaning** – street sweeping, fortnightly garbage collection, fortnightly recycling collection, green waste, shopping strips maintenance, hard rubbish
- ⊗ **Recreation, library and culture** – library, sports ovals, bike paths, Aquatic and Leisure Centres, arts and cultural activities
- ⊗ **Community services** – services for children, services for youth, services for seniors
- ⊗ **Local laws and enforcement** – animal management, parking enforcement
- ⊗ **Strategy, corporate and communications** – Council's newsletter, Council's website



The following services were unique to Nillumbik and therefore excluded from this section.

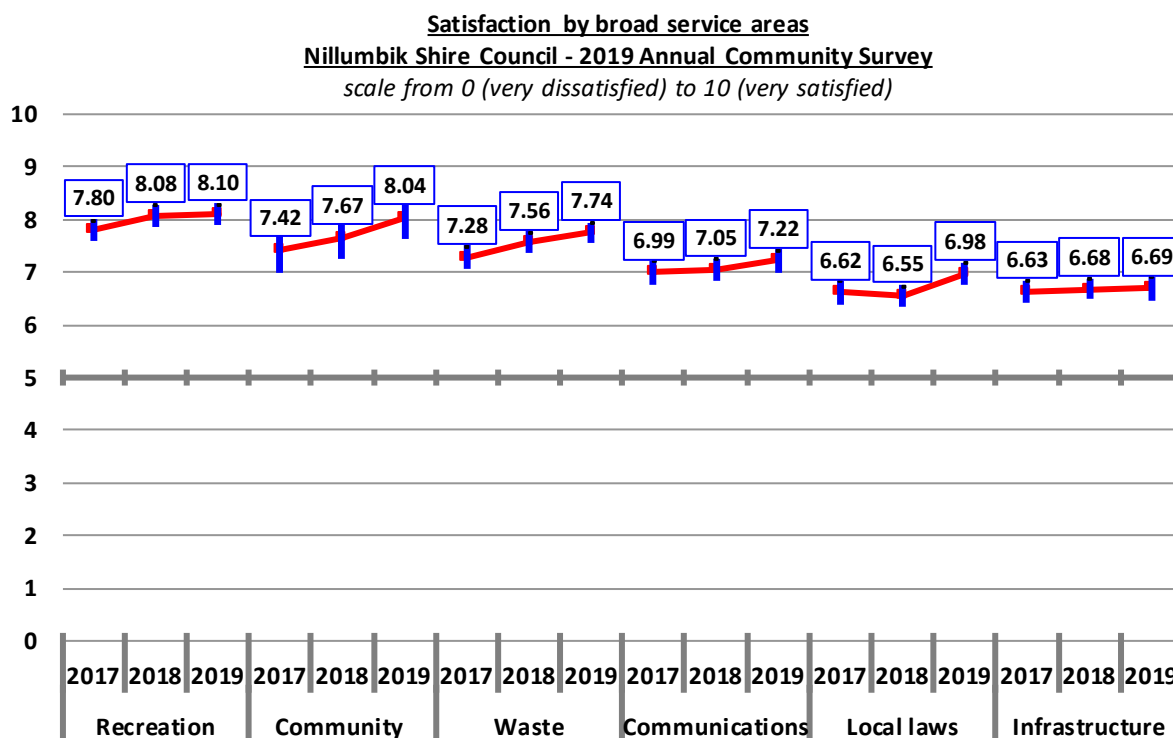
- ⊗ *The grading of unsealed roads, litter collection in public areas, fire prevention works, horse riding trails, education and learning, environmental programs and facilities, support for local businesses.*

The average satisfaction with five of the six broad service areas increased marginally in 2019, although satisfaction with local laws increased measurably. Local laws is comprised of animal management and parking enforcement, and satisfaction with parking enforcement increased 12.3% this year.

Satisfaction with the six broad service areas can best be summarised as follows:

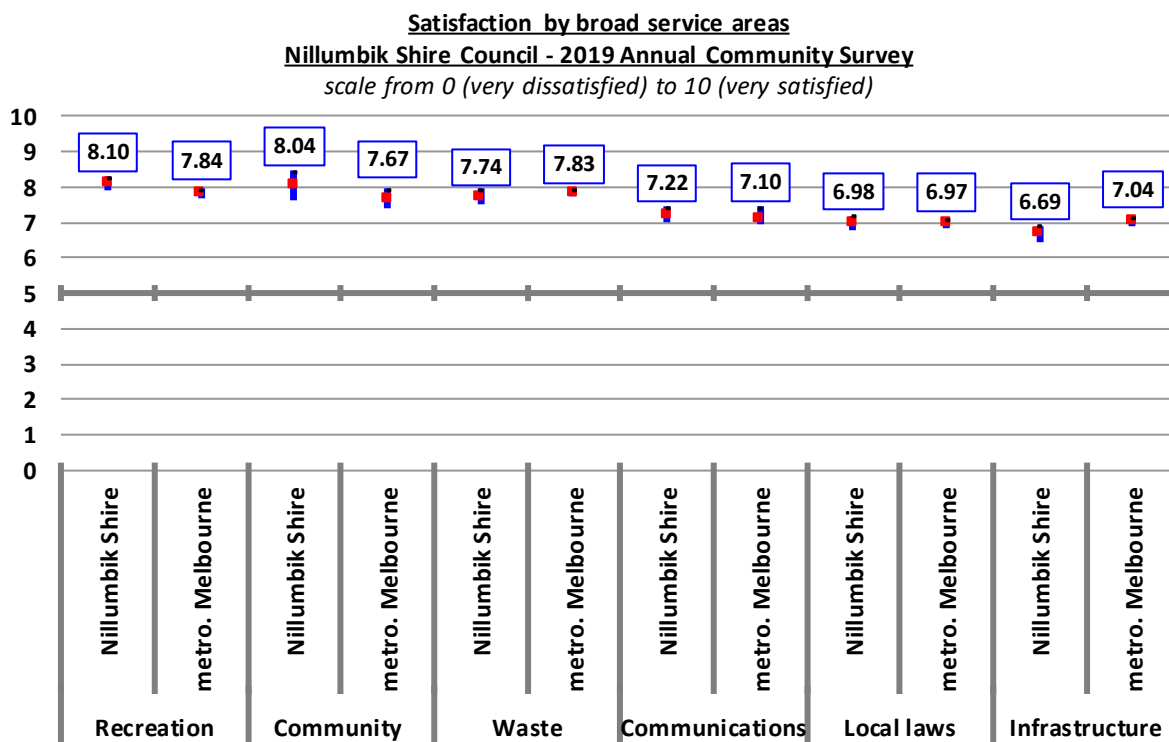
- **Excellent** – for recreation and community services and facilities.
- **Very Good** – for waste collection services.
- **Good** – for communications, local laws, and infrastructure.

Particularly when read in conjunction with the satisfaction with the performance of Council across all areas of responsibility (6.77), these broad service area satisfaction scores reflect the fact that satisfaction with most (twenty-five of the thirty-three services and facilities) was higher than overall satisfaction with Council.



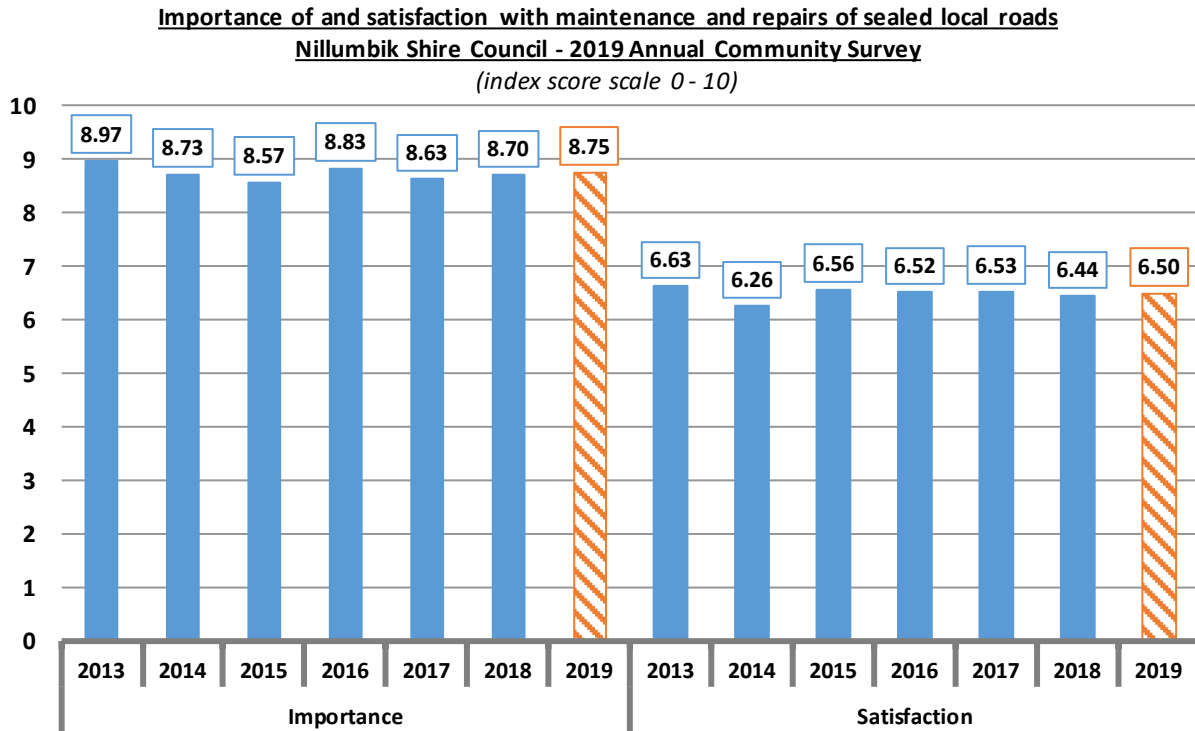
When compared to the 2018 metropolitan Melbourne average satisfaction with the six broad service areas it is noted that Nillumbik respondents were marginally more satisfied than the metropolitan Melbourne average with recreation and community services and facilities, communications and local laws.

Nillumbik respondents were however marginally less satisfied than average with waste collection services. Nillumbik respondents were measurably less satisfied than average with infrastructure, due in large part to the lower than average satisfaction with the maintenance and repairs of drains, footpath, local sealed roads and local traffic management.

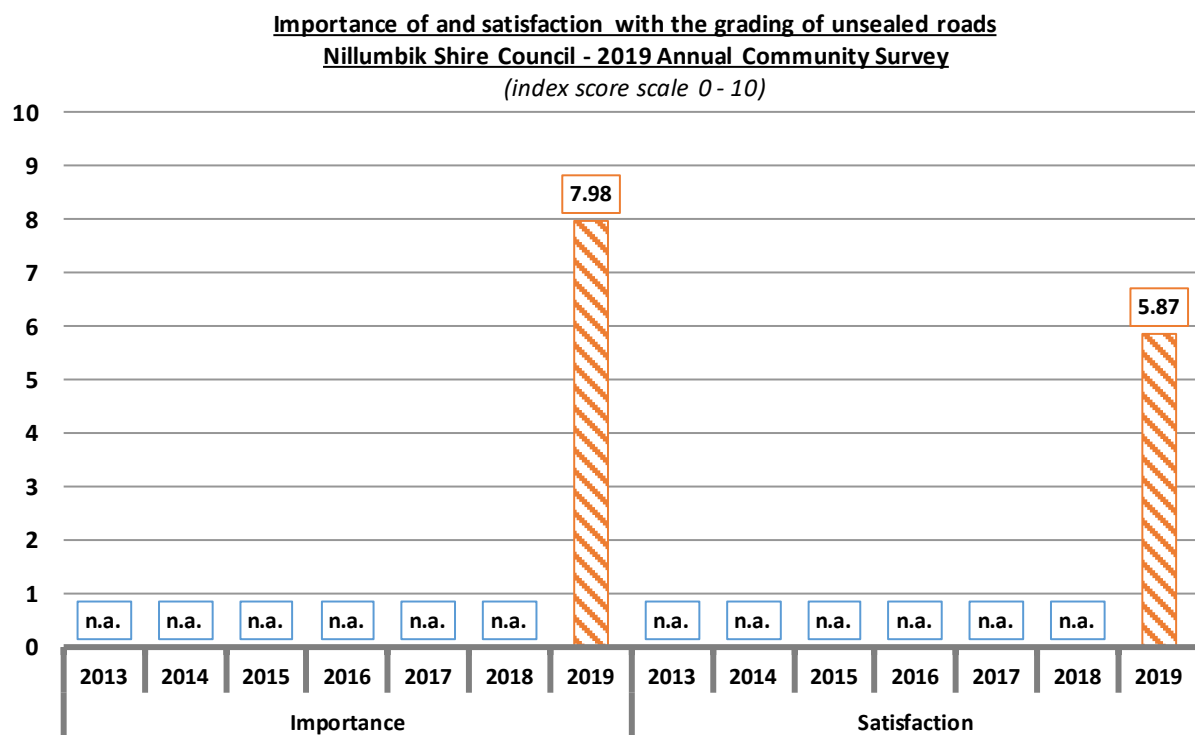


Infrastructure

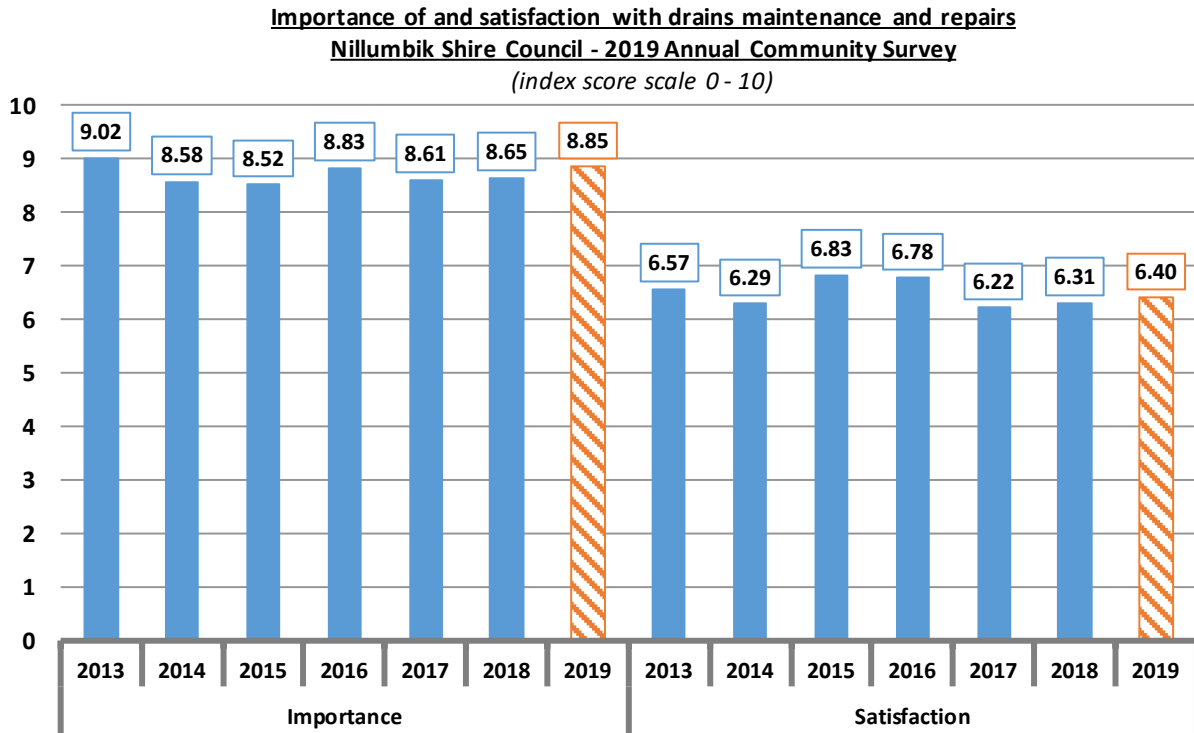
Maintenance and repairs of local sealed roads



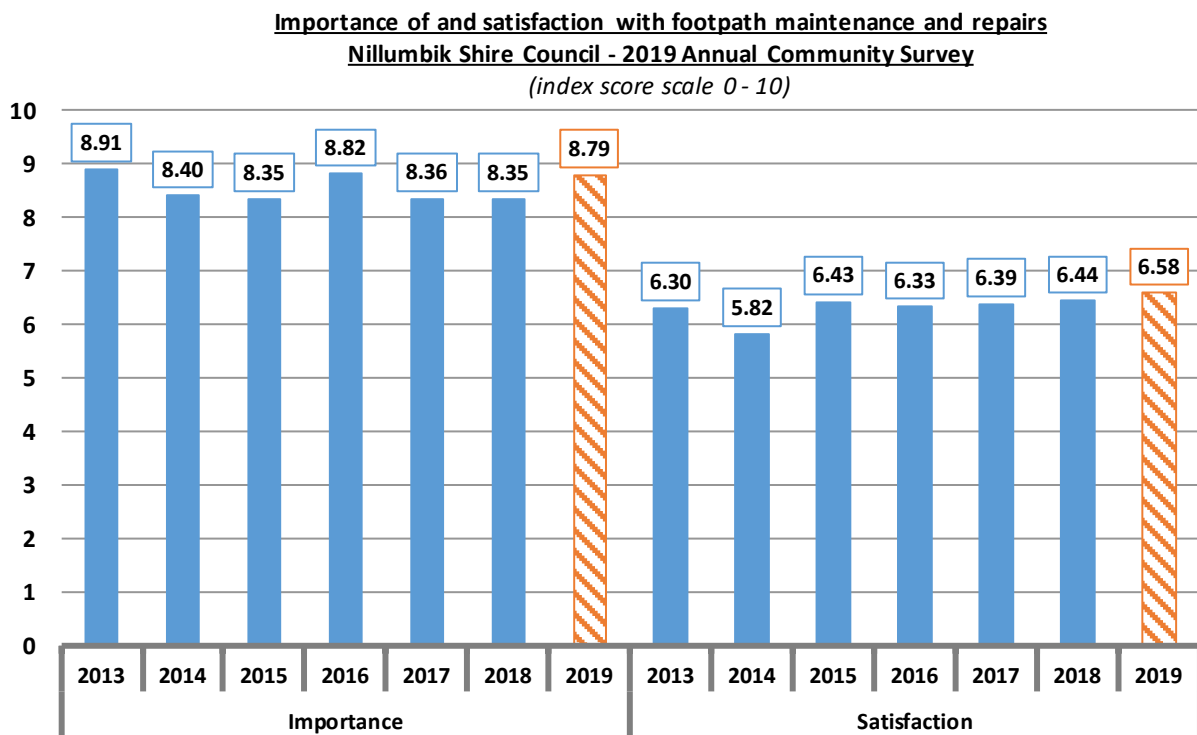
The grading of unsealed roads



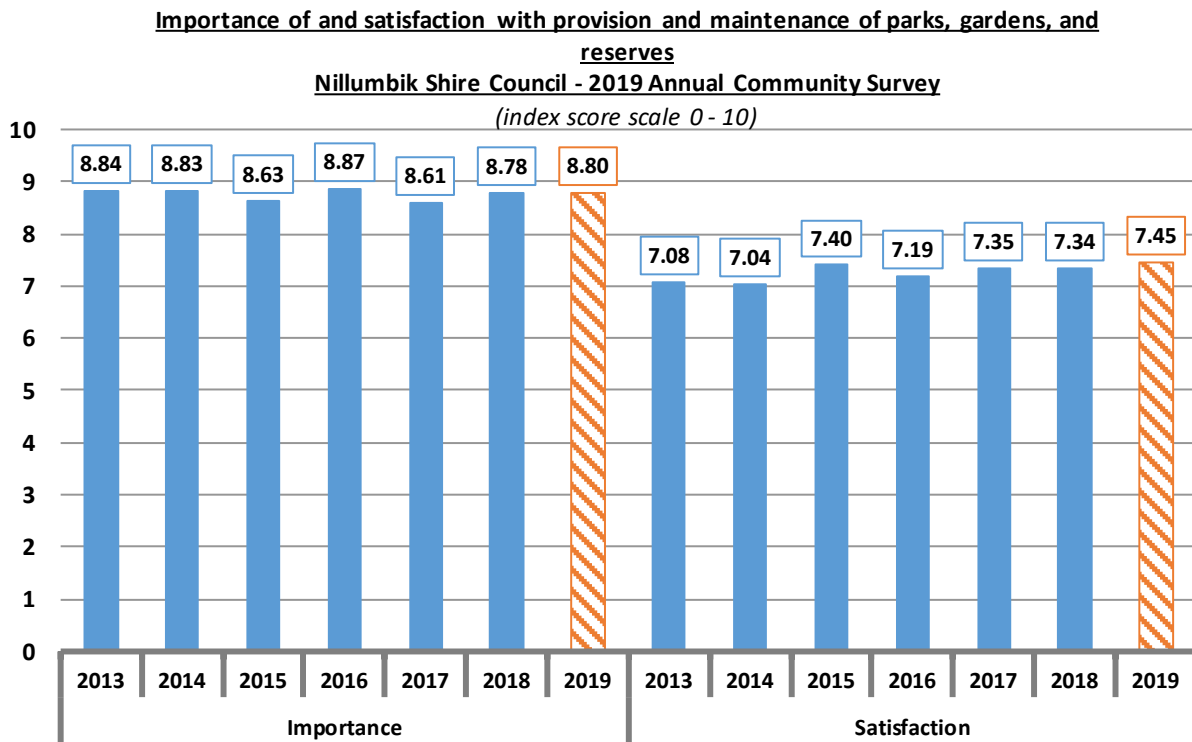
Drains maintenance and repairs



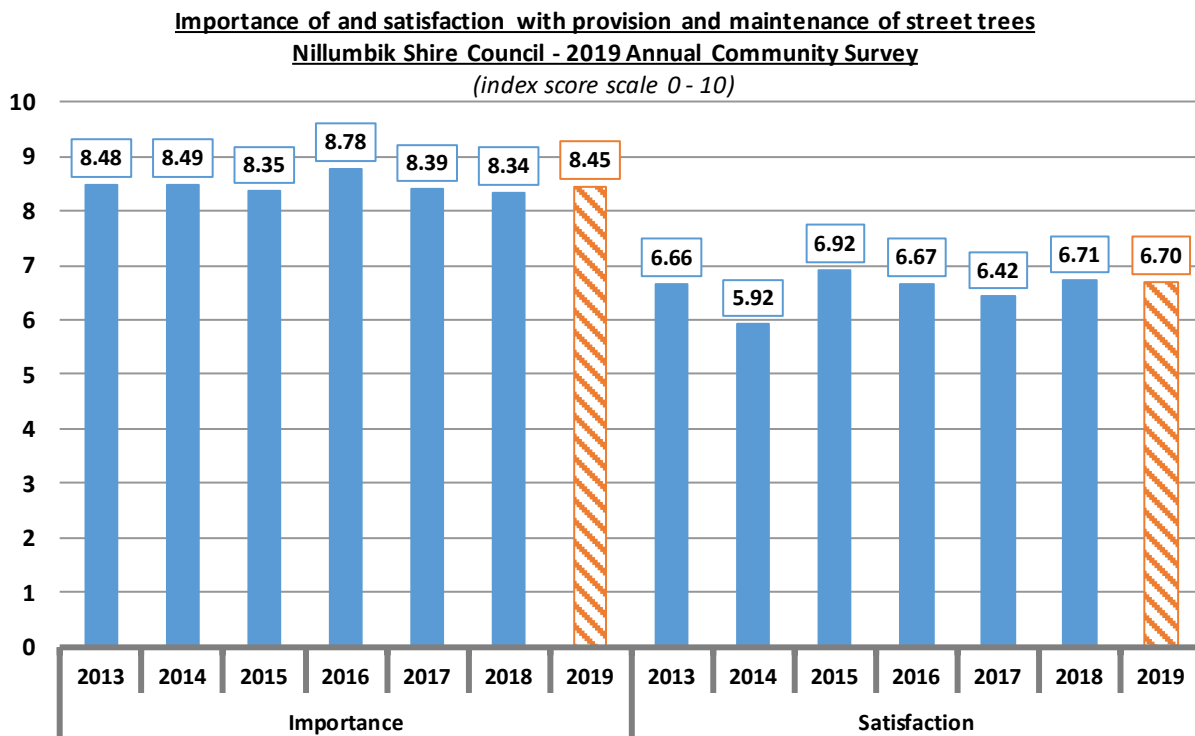
Footpath maintenance and repairs



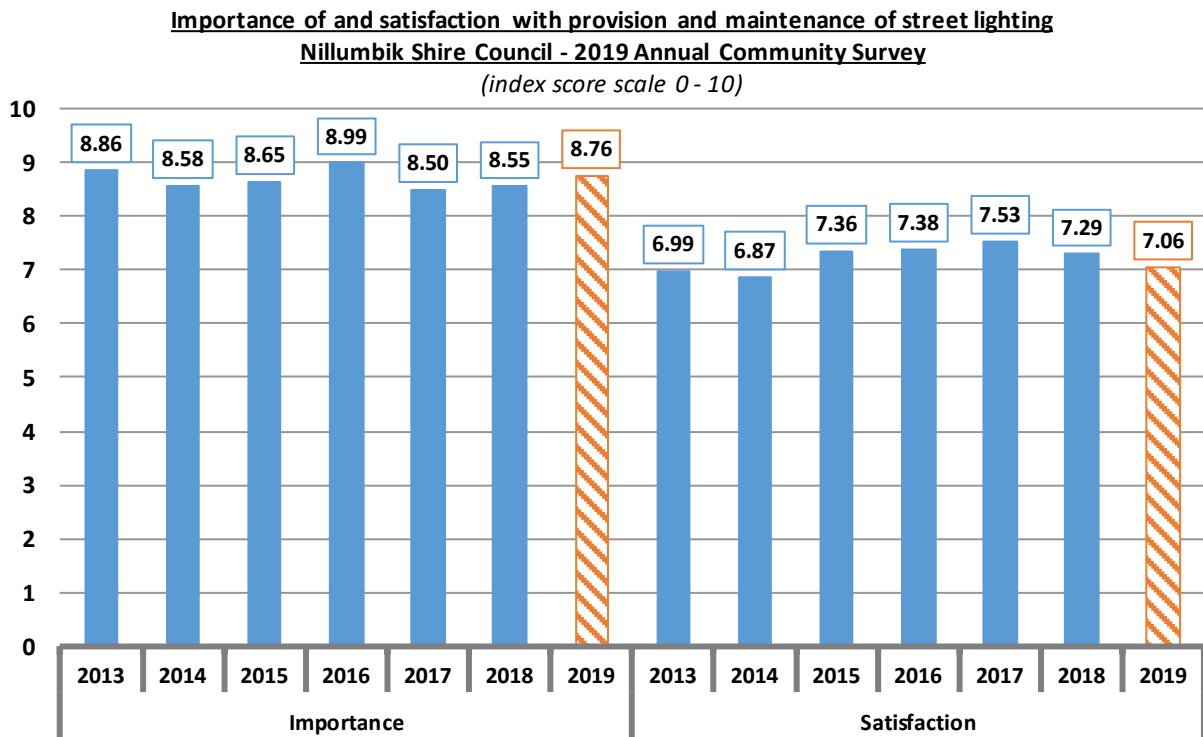
Provision and maintenance of parks and gardens



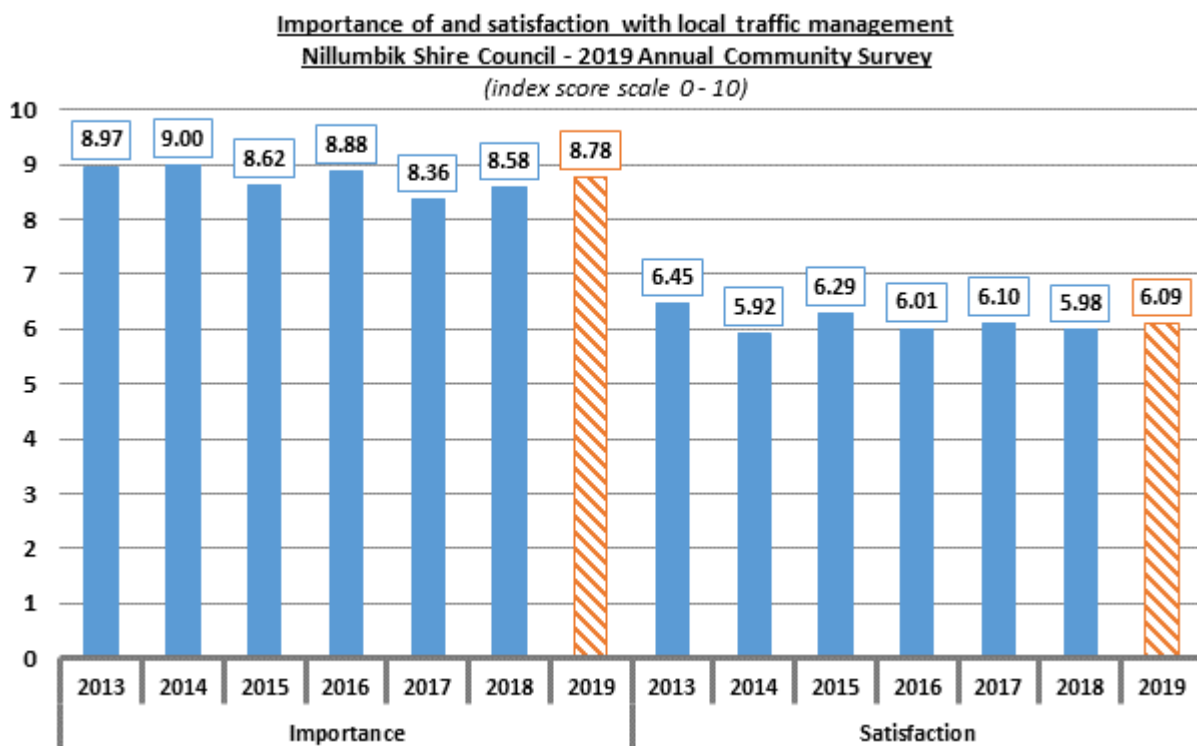
Provision and maintenance of street trees



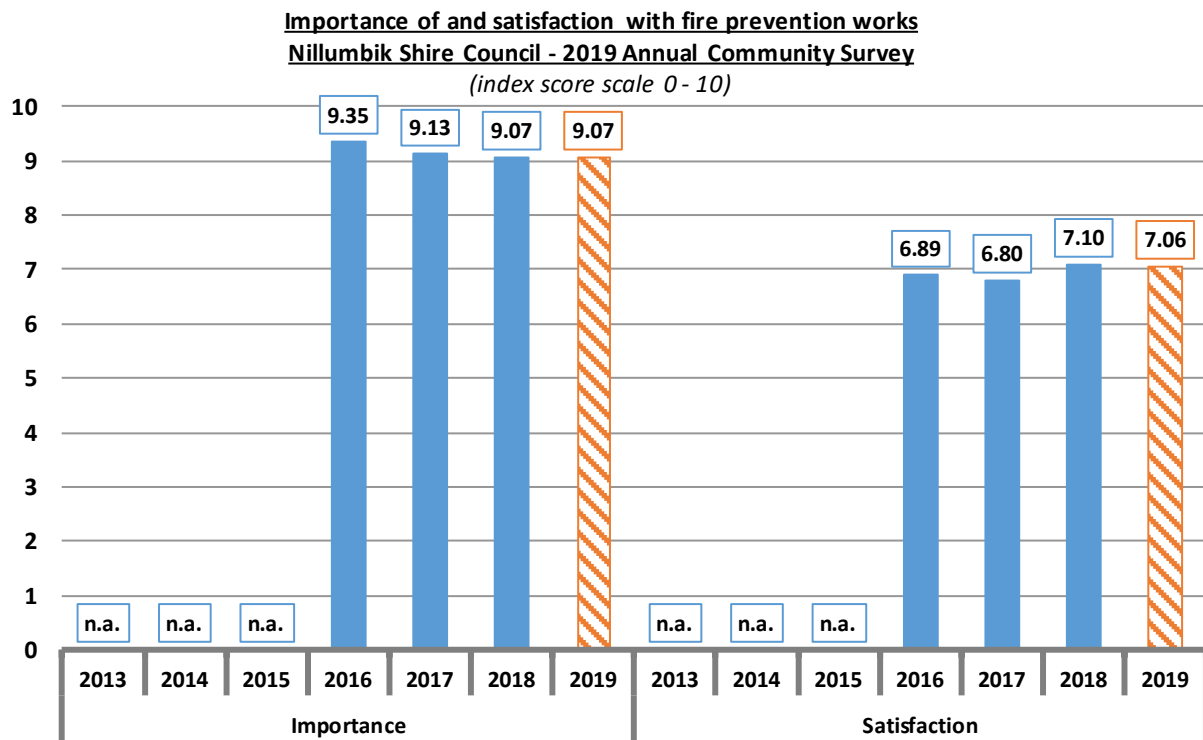
Provision and maintenance of street lighting



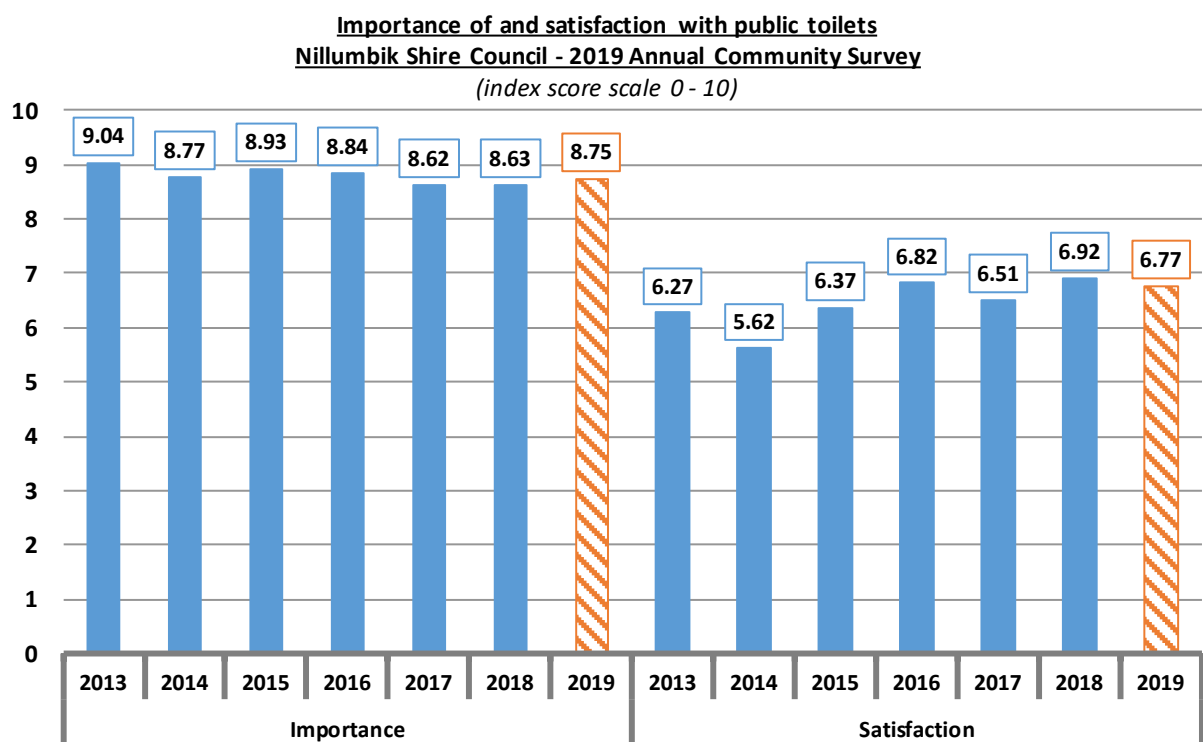
Local traffic management



Fire prevention works

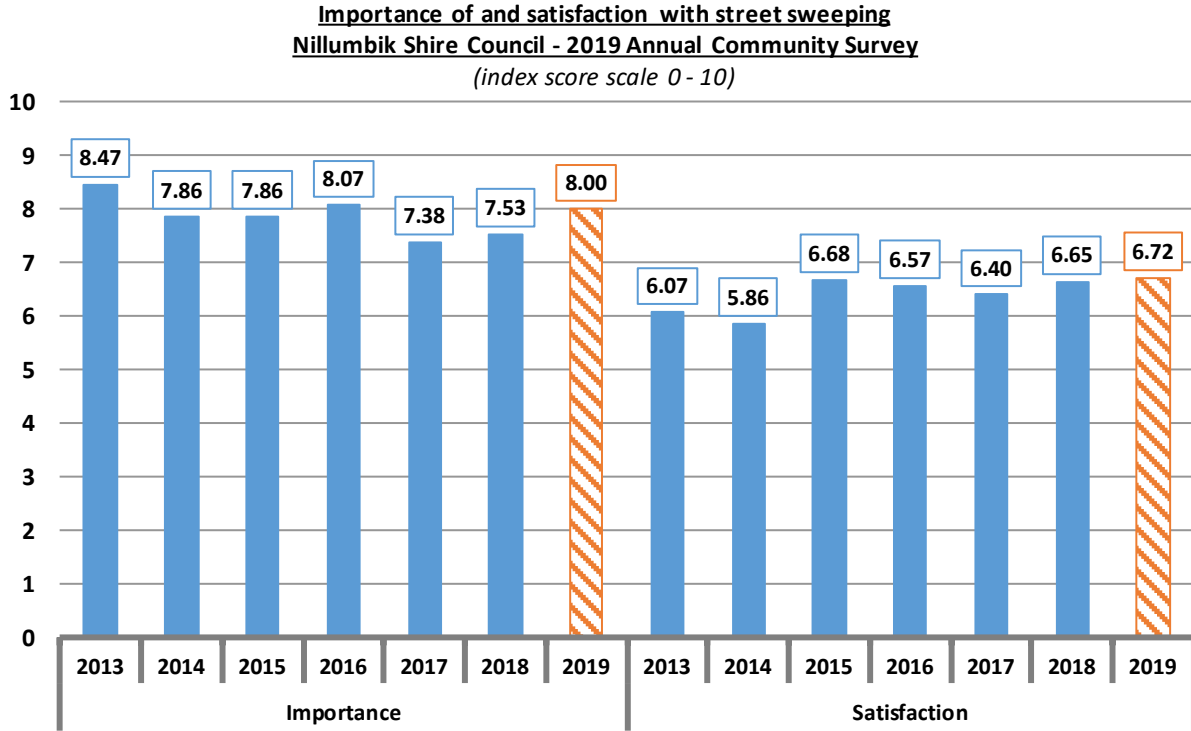


Public toilets

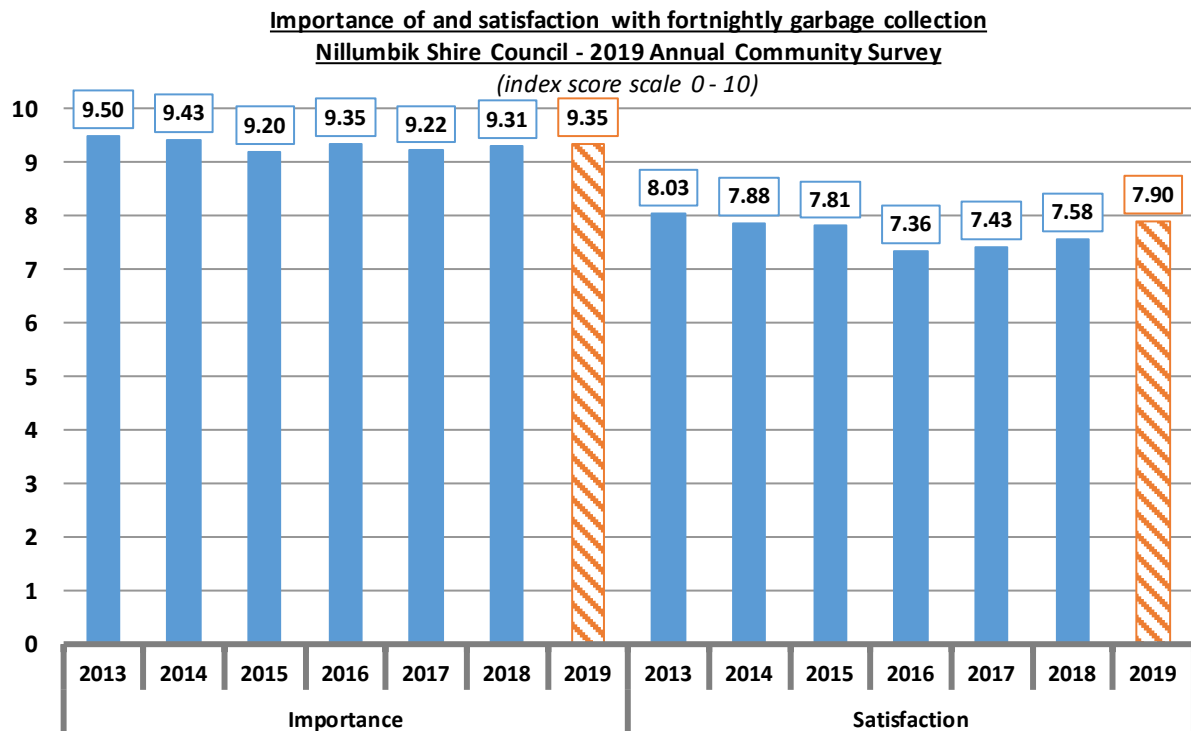


Waste and cleaning

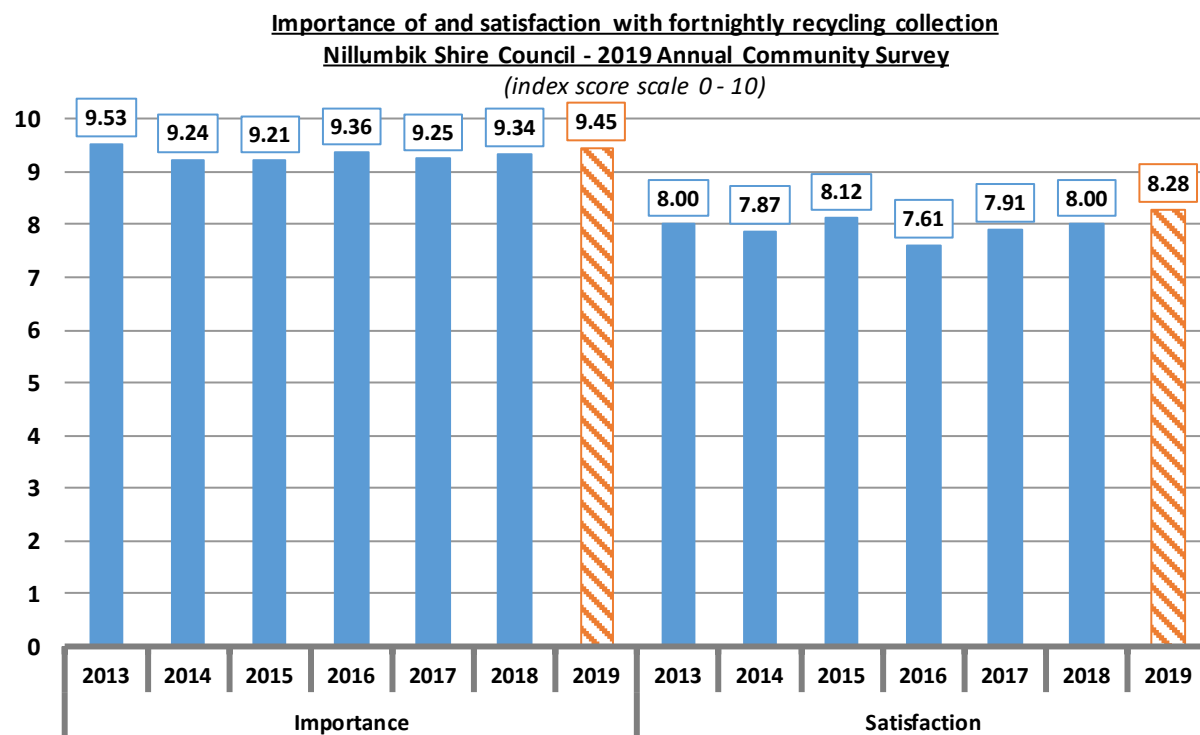
Street sweeping



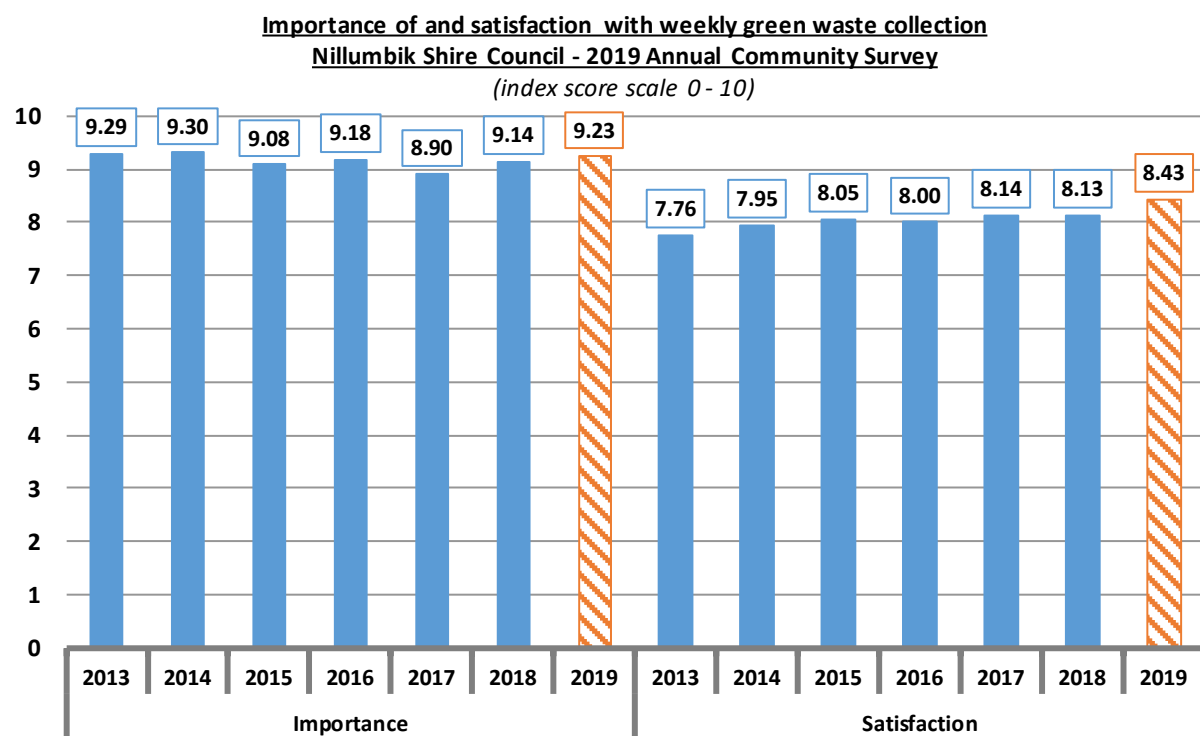
Fortnightly garbage collection



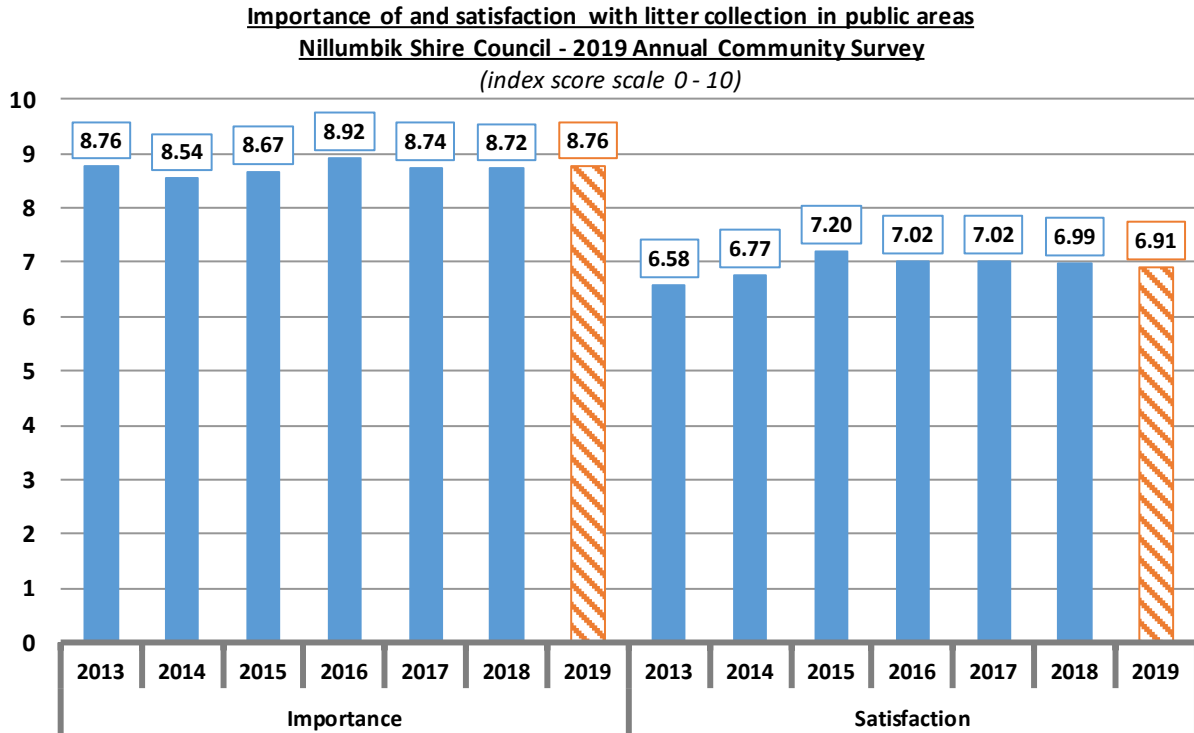
Fortnightly recycling collection



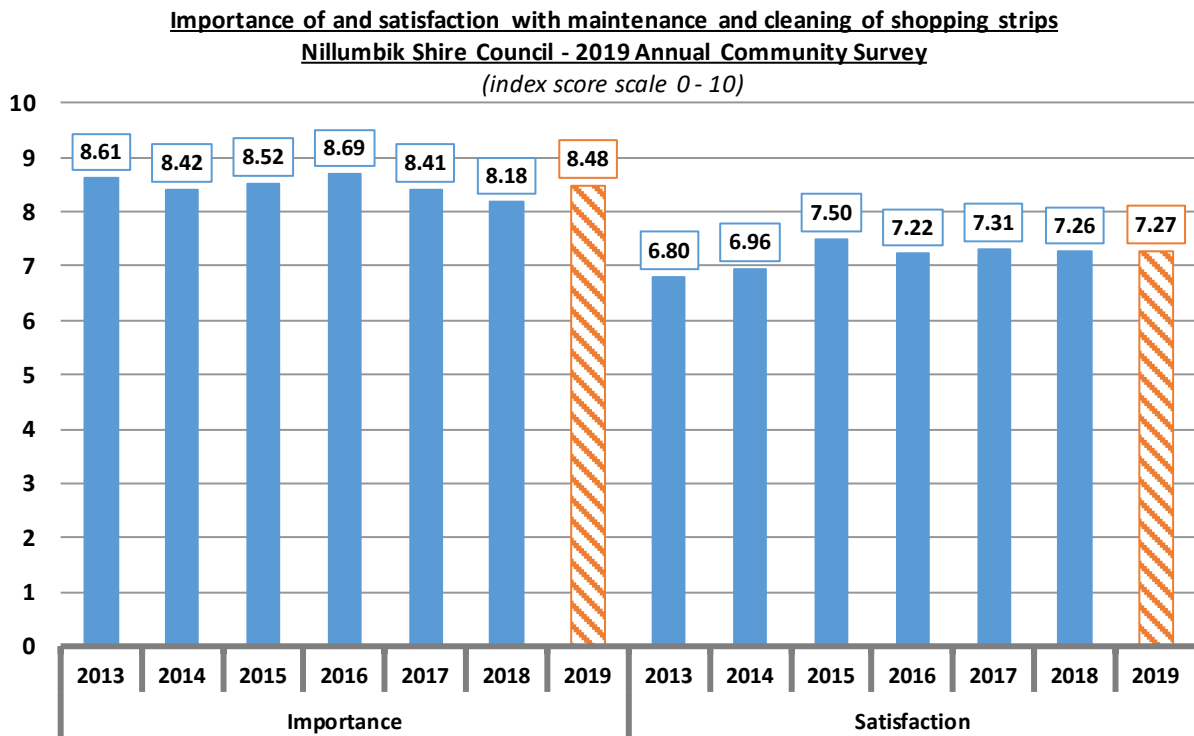
Weekly green waste collection



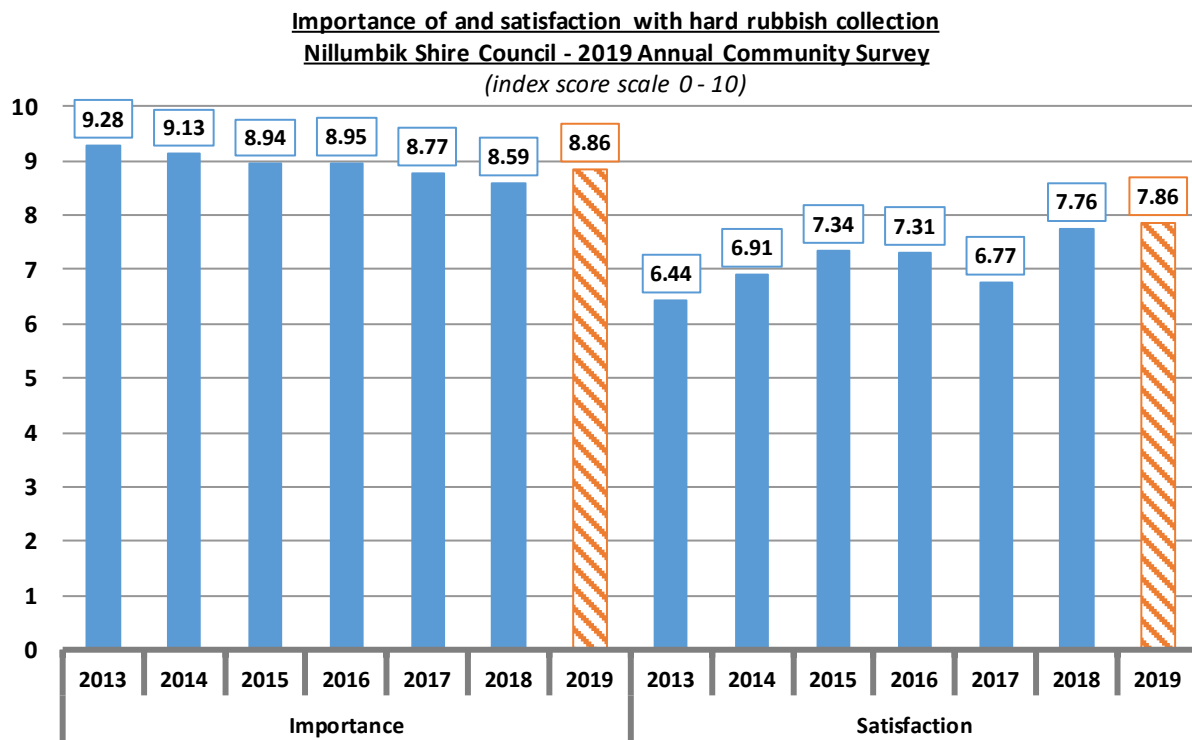
Litter collection in public areas



Maintenance and cleaning of shopping strips

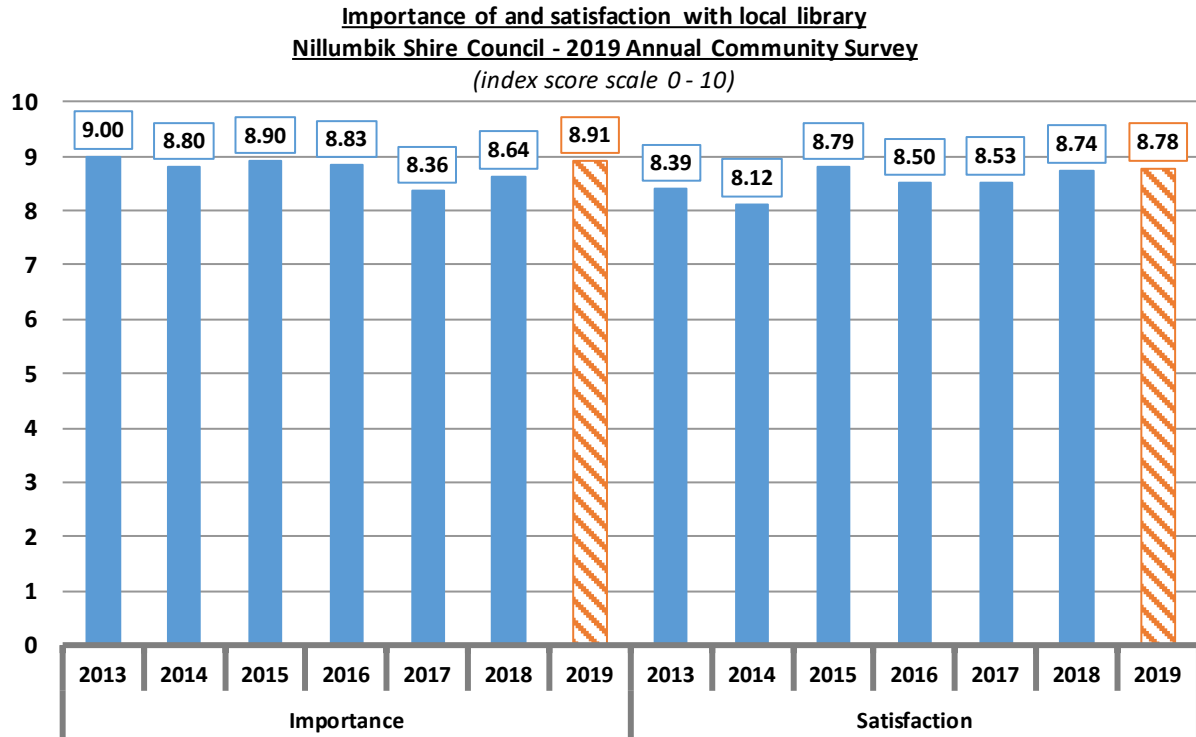


Hard rubbish collection

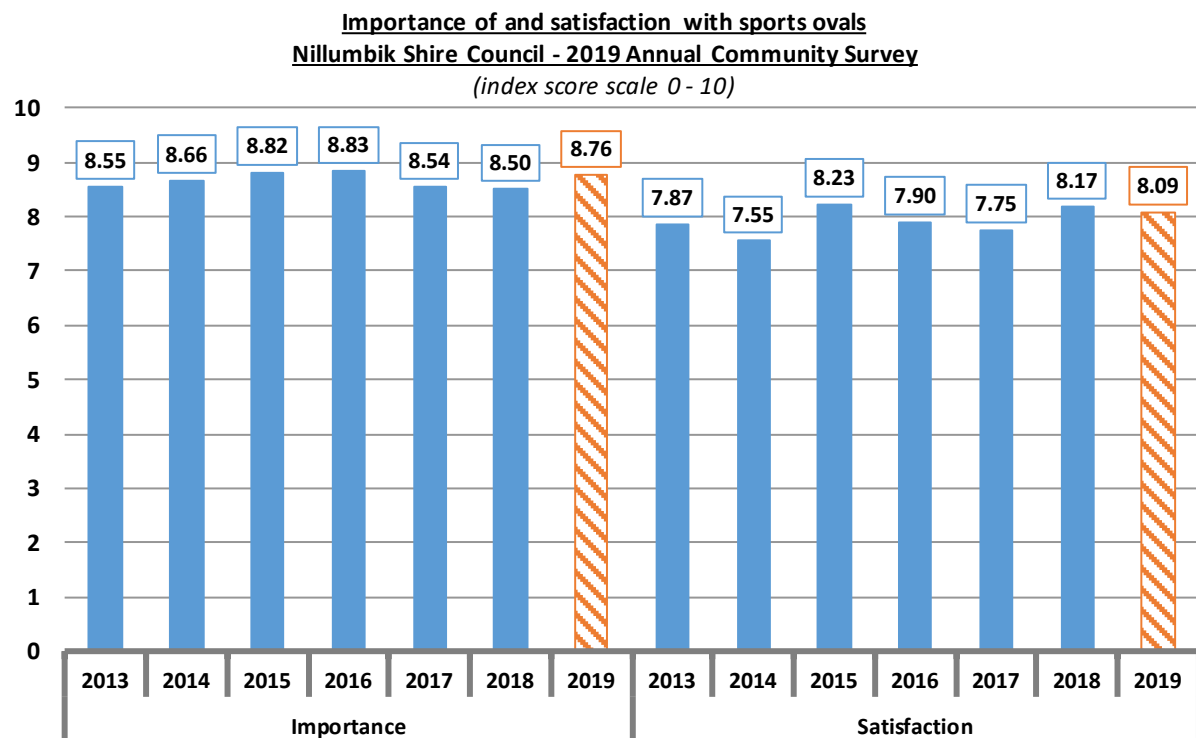


Recreation, library and culture

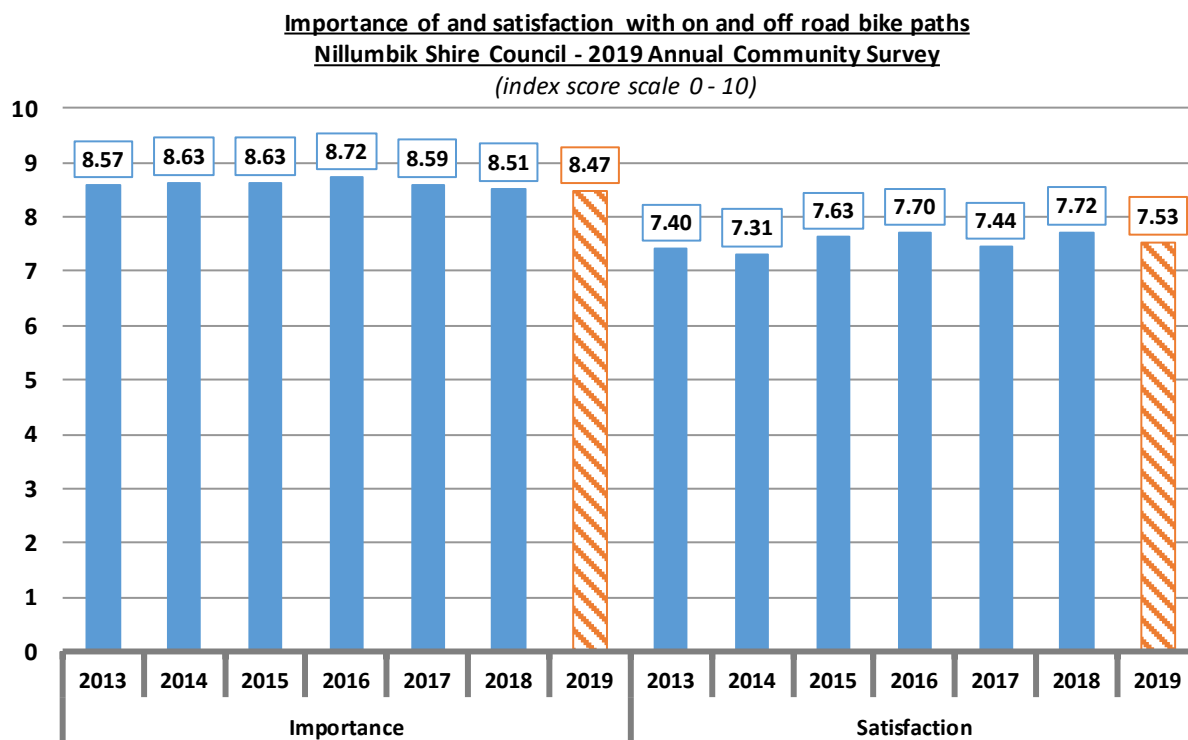
Local library



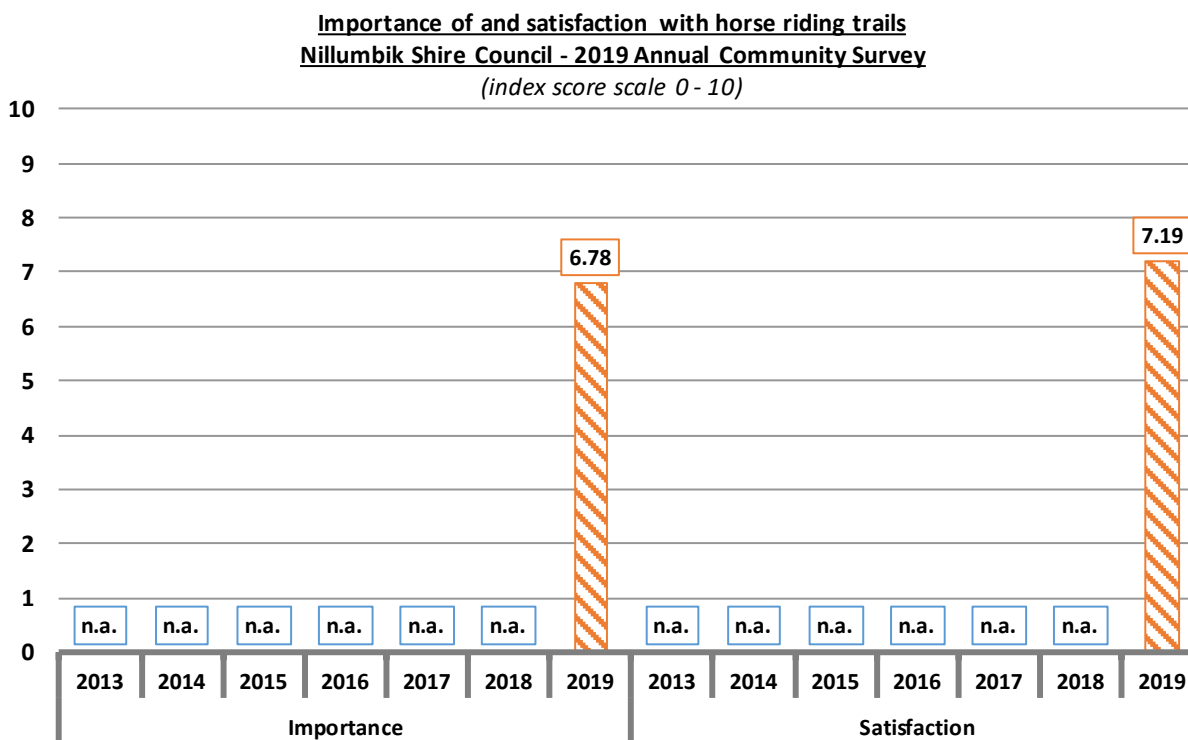
Sports ovals



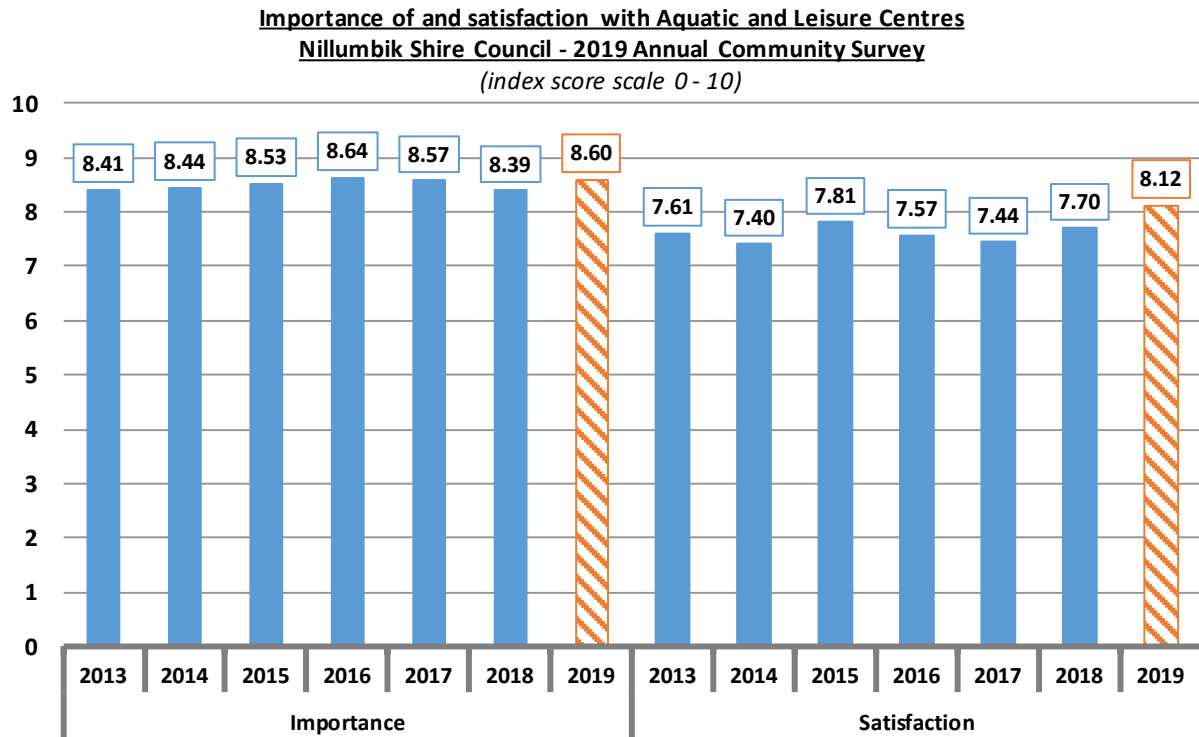
On and off-road bike paths



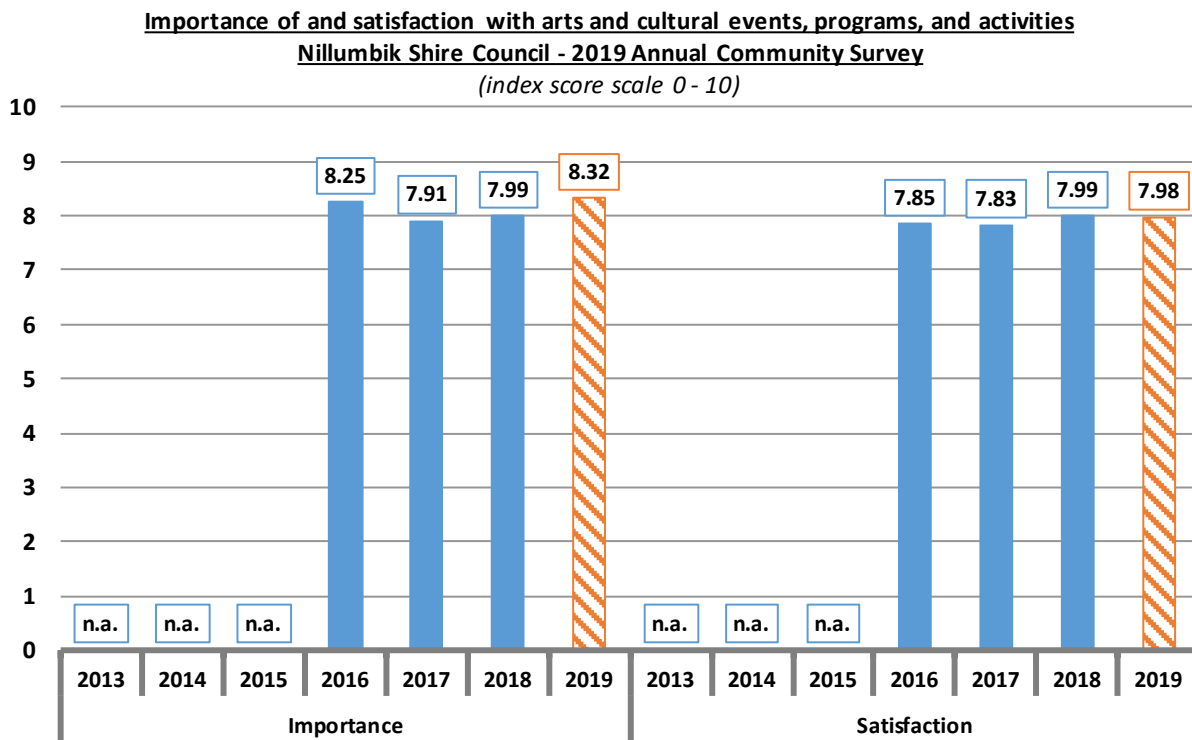
Horse riding trails



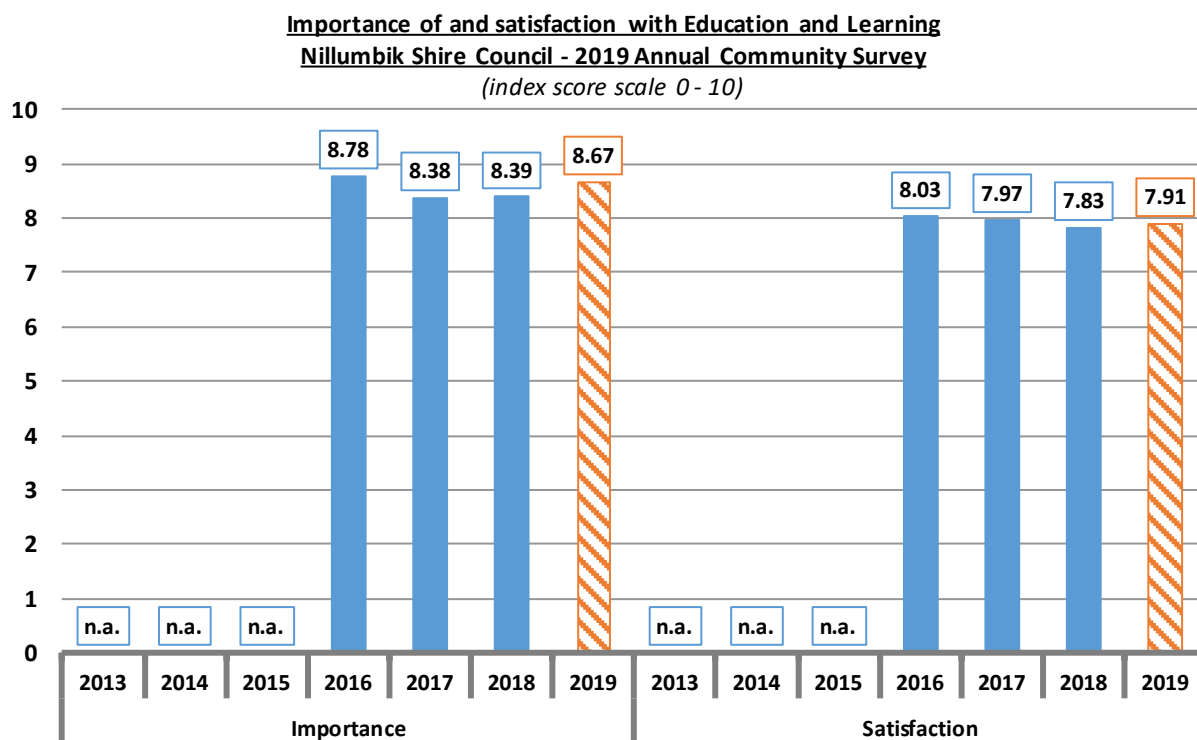
Aquatic and Leisure Centres



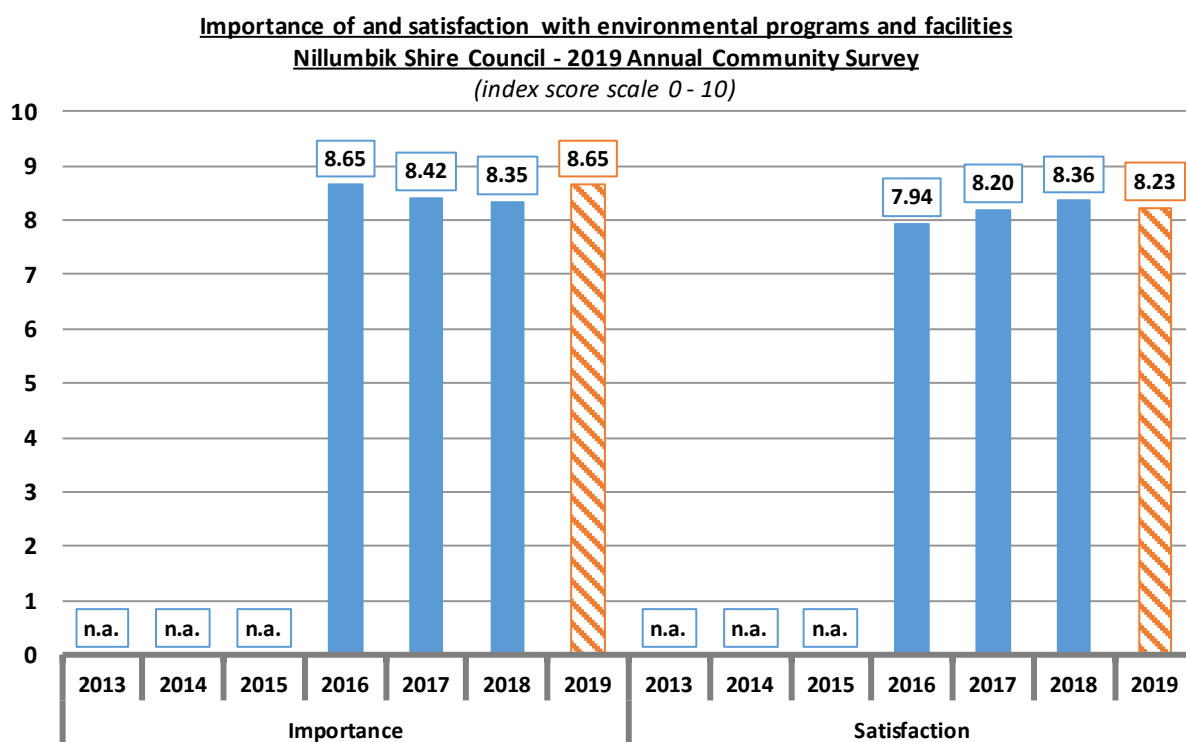
Arts and cultural events, programs, and activities



Education and Learning

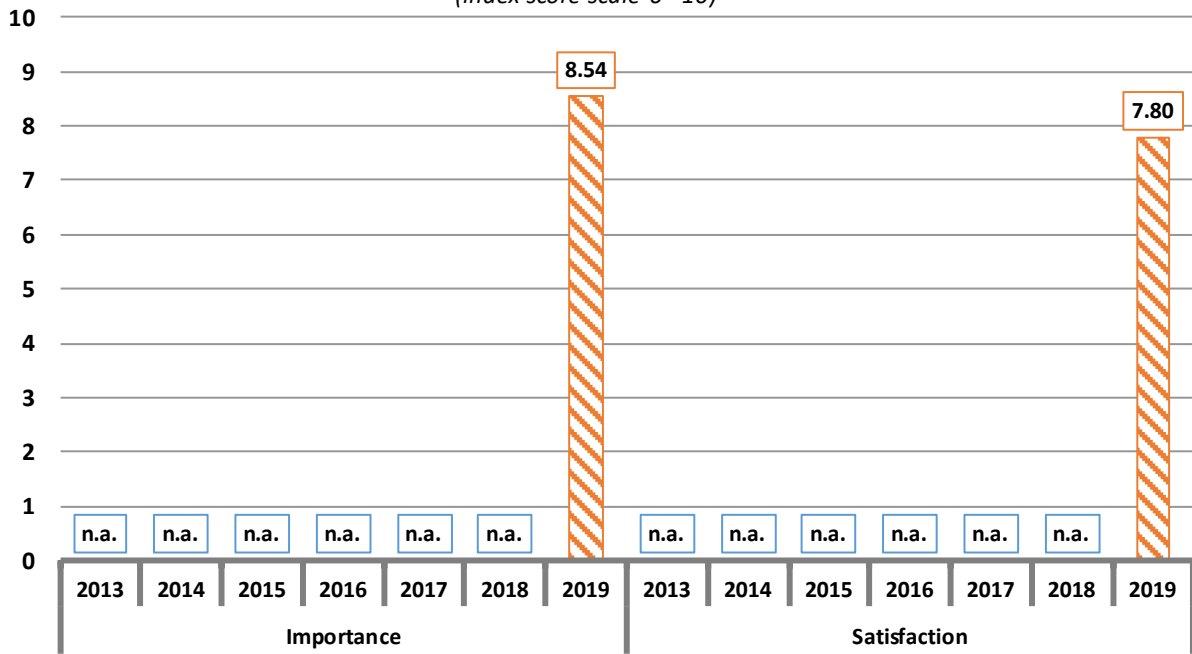


Environmental programs and facilities



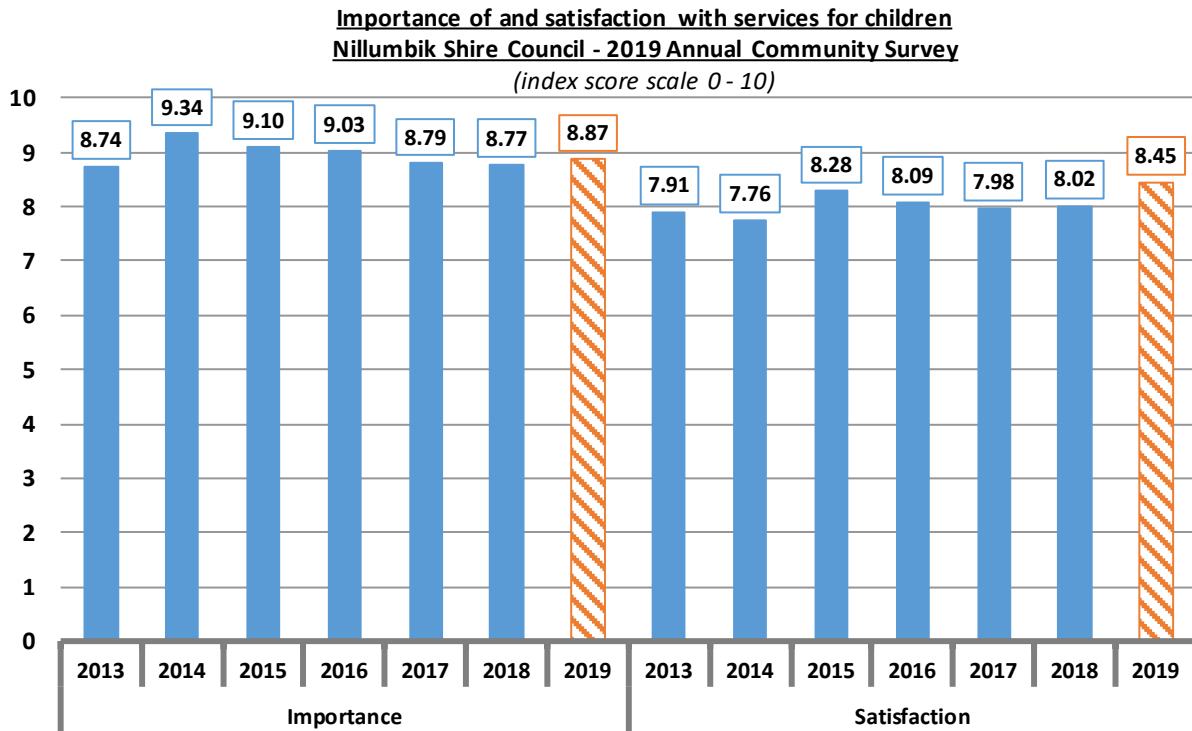
Support for local businesses

Importance of and satisfaction with support for local businesses
Nilumbik Shire Council - 2019 Annual Community Survey
 (index score scale 0 - 10)

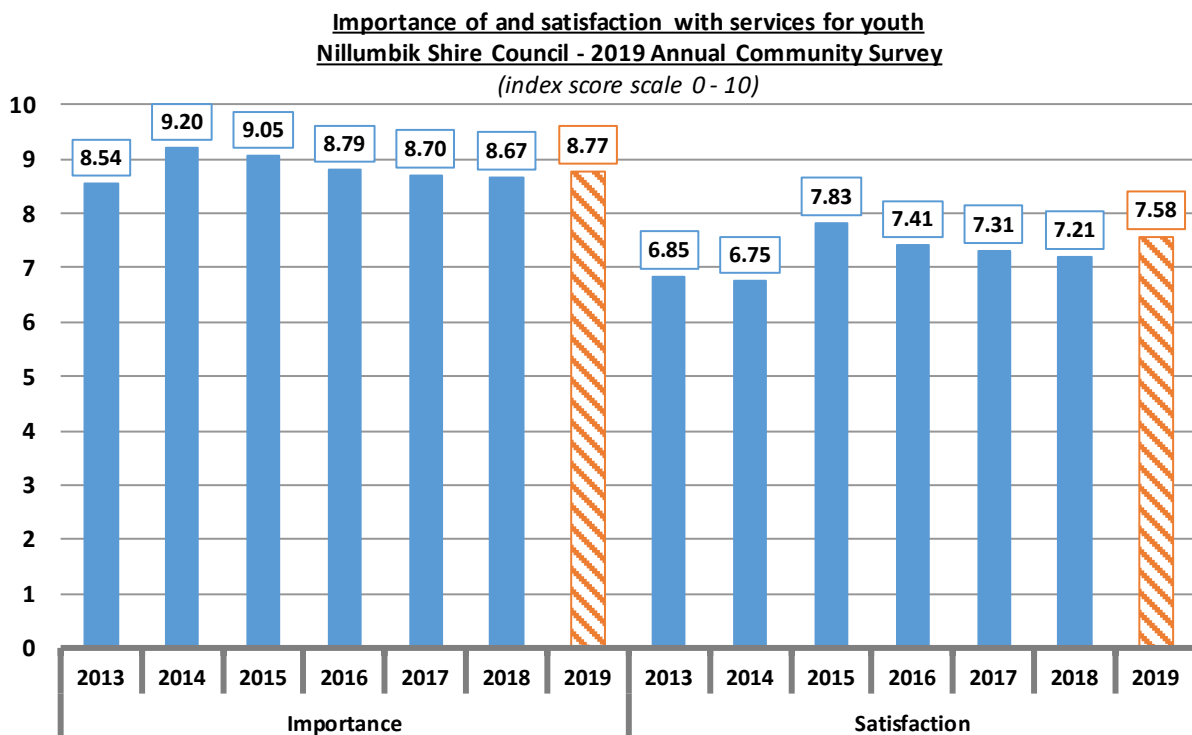


Community services

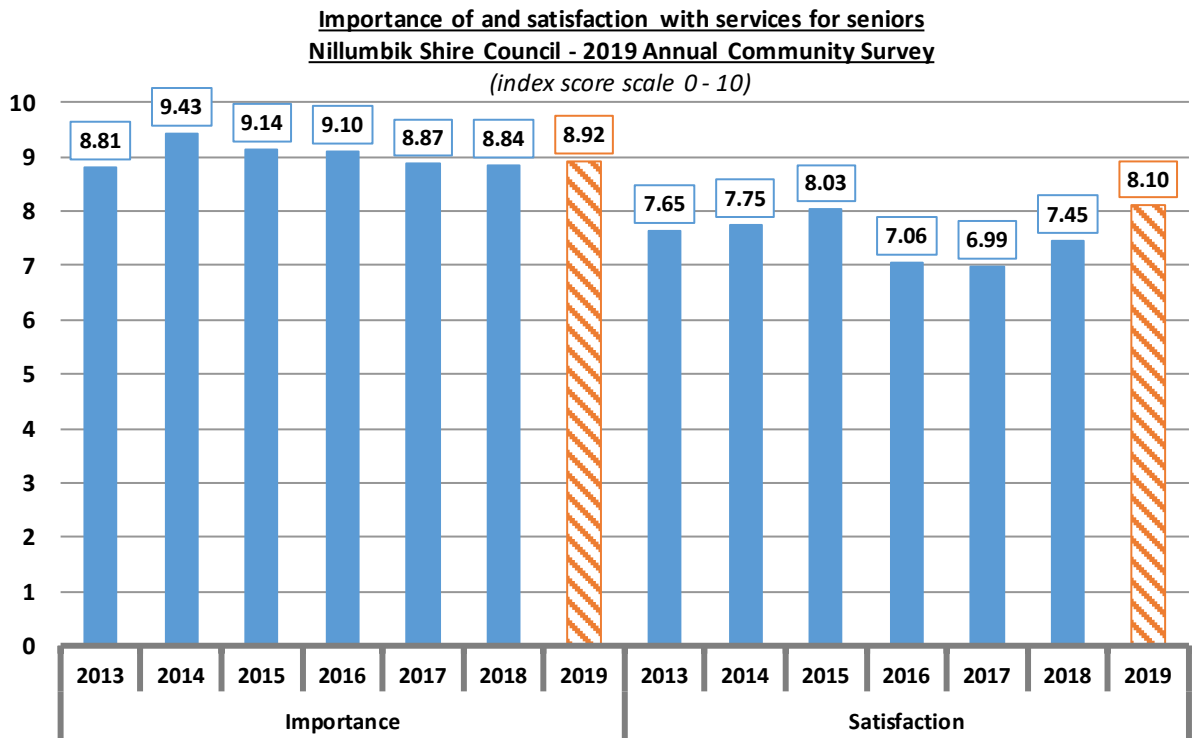
Services for children from birth to 5 years of age



Services for youth

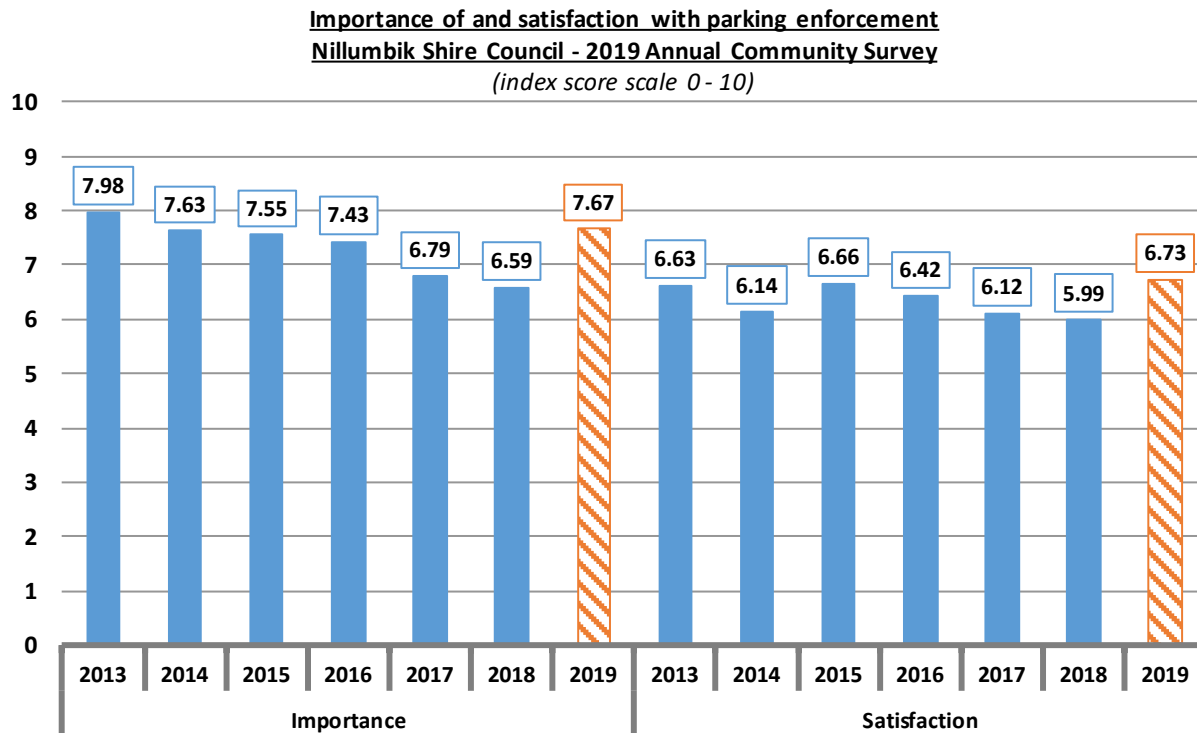


Services for seniors

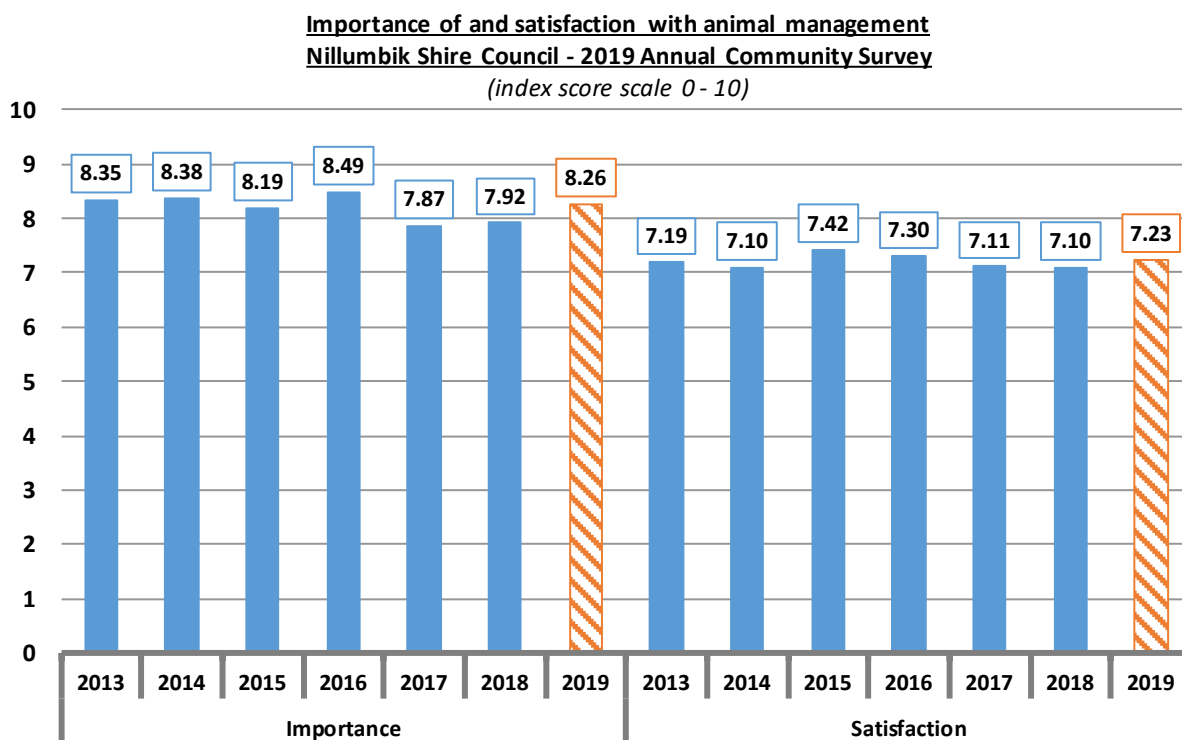


Local laws and enforcement

Parking enforcement



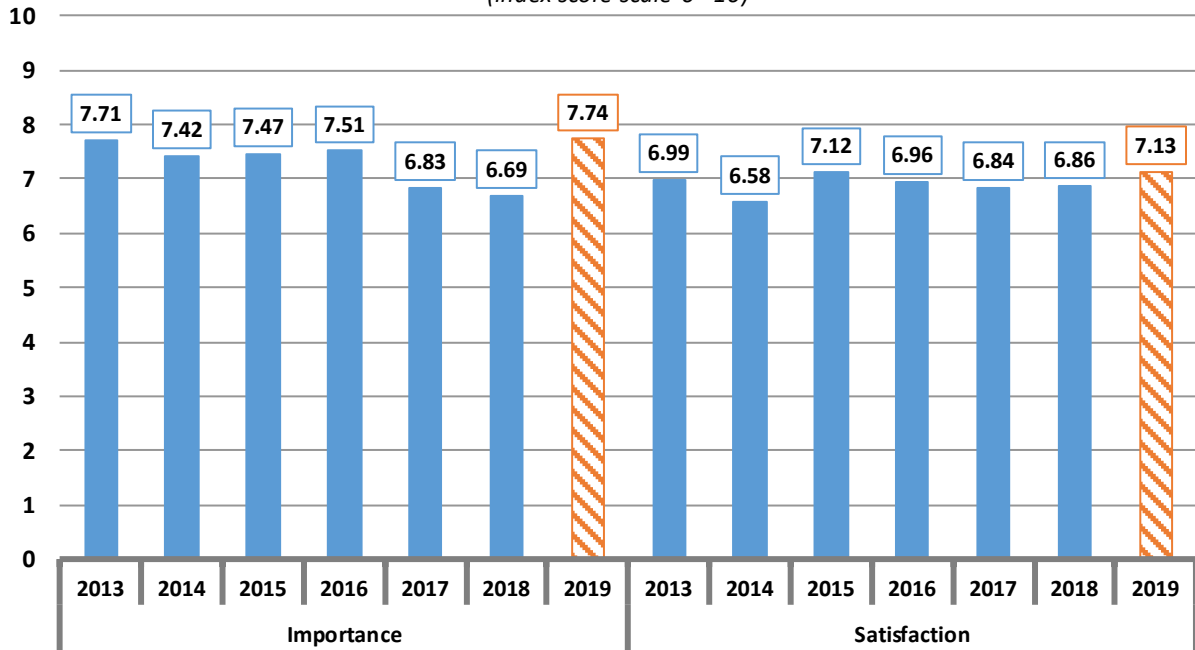
Animal management



Strategy, corporate and communications

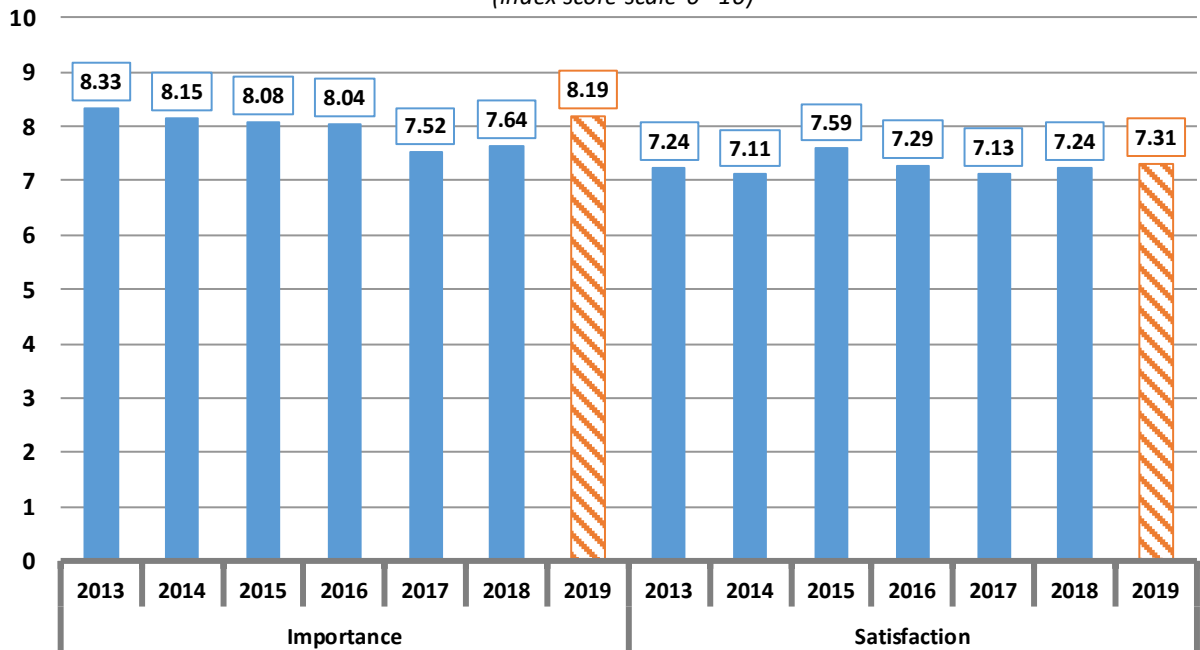
Nilumbik News

Importance of and satisfaction with Nilumbik News
 Nilumbik Shire Council - 2019 Annual Community Survey
 (index score scale 0 - 10)



Council's website

Importance of and satisfaction with Council's website
 Nilumbik Shire Council - 2019 Annual Community Survey
 (index score scale 0 - 10)



Respondent profile

The following section provides the demographic profile of the respondents surveyed for the Nilumbik Shire Council – 2019 Annual Community Survey.

It is noted that the survey program has obtained a very stable respondent profile over the course of seven years.

Age structure

Age structure
Nilumbik Shire Council - 2019 Annual Community Survey
(Number and percent of respondents providing a response)

Age group	2019		2018	2017	2016	2015	2014
	Number	Percent					
Adolescents (15 to 19 years)	11	2.2%	3.4%	1.4%	1.6%	4.0%	2.0%
Young adults (20 to 35 years)	61	12.2%	12.4%	10.8%	15.2%	14.2%	10.6%
Adults (36 to 45 years)	96	19.2%	21.7%	16.3%	21.6%	23.0%	24.2%
Middle aged adults (46 to 55 years)	115	23.0%	23.3%	26.1%	25.5%	24.4%	28.4%
Older adults (56 to 75 years)	175	35.0%	34.7%	39.6%	32.9%	28.5%	29.8%
Senior citizens (76 years and over)	42	8.4%	4.4%	5.8%	3.2%	6.0%	5.0%
Not stated	0		3	0	3	2	0
Total	500	100%	501	502	502	503	500

Gender

Gender
Nilumbik Shire Council - 2019 Annual Community Survey
(Number and percent of respondents providing a response)

Gender	2019		2018	2017	2016	2015	2014
	Number	Percent					
Male	242	48.8%	53.1%	52.3%	51.2%	46.6%	47.5%
Female	254	51.2%	46.7%	47.1%	48.6%	53.4%	52.5%
Other	0	0.0%	0.2%	0.6%	0.2%	0.0%	n.a.
Prefer not to say	4		2	16	14	7	3
Total	500	100%	501	502	502	503	500



Household members identify as LGBTI

Household members identify as LGBTI
Nilumbik Shire Council - 2019 Annual Community Survey
 (Number and percent of respondents providing a response)

Response	2019		2018
	Number	Percent	
Yes	11	2.3%	3.3%
No	463	97.7%	96.7%
Unsure / prefer not to say	26		20
Total	500	100%	501

Household structure

Household structure
Nilumbik Shire Council - 2019 Annual Community Survey
 (Number and percent of respondents providing a response)

Structure	2019		2018	2017	2016	2015	2014
	Number	Percent					
Two parent family total	251	50.5%	52.4%	51.4%	53.7%	57.4%	55.1%
youngest child 0 - 4 years	53	10.7%	8.4%	8.4%	12.8%	11.6%	10.2%
youngest child 5 - 12 years	69	13.9%	16.7%	14.3%	13.6%	14.2%	18.4%
youngest child 13 - 18 years	48	9.7%	10.8%	10.0%	11.6%	11.2%	12.2%
adult children only	81	16.3%	16.5%	18.7%	15.6%	20.4%	14.2%
One parent family total	27	5.4%	8.8%	6.8%	5.2%	4.4%	4.6%
youngest child 0 - 4 years	1	0.2%	0.6%	0.2%	0.0%	0.6%	1.0%
youngest child 5 - 12 years	6	1.2%	1.0%	0.8%	1.0%	0.8%	1.4%
youngest child 13 - 18 years	6	1.2%	2.2%	1.4%	0.8%	0.4%	1.0%
adult children only	14	2.8%	5.0%	4.4%	3.4%	2.6%	1.2%
Couple only household	147	29.6%	28.3%	28.5%	29.1%	25.4%	25.9%
Group household	19	3.8%	1.2%	2.2%	3.0%	4.4%	4.4%
Sole person household	50	10.1%	7.8%	10.2%	7.6%	7.8%	10.0%
Extended or multiple families	3	0.6%	0.6%	1.0%	1.4%	0.6%	0.0%
Not stated	3		4	0	3	3	1
Total	500	100%	501	502	502	503	500



Housing situation

Housing situation
Nillumbik Shire Council - 2019 Annual Community Survey
 (Number and percent of respondents providing a response)

Situation	2019		2018	2017	2016	2015	2014
	Number	Percent					
Own this home	306	61.4%	54.1%	57.5%	55.7%	60.1%	46.0%
Mortgage	148	29.7%	35.8%	35.4%	35.0%	31.7%	44.0%
Renting this home	39	7.8%	8.1%	6.0%	8.7%	6.5%	7.7%
Other	5	1.0%	2.0%	1.0%	0.6%	1.8%	2.4%
Not stated	2		6	6	8	7	4
Total	500	100%	502	502	502	503	500

Period of residence in Nillumbik

Period of residence in the Shire of Nillumbik
Nillumbik Shire Council - 2019 Annual Community Survey
 (Number and percent of respondents providing a response)

Period	2019		2018	2017	2016	2015	2014
	Number	Percent					
Less than one year	14	2.8%	2.8%	3.6%	3.0%	4.8%	3.6%
One to less than five years	56	11.3%	11.3%	10.0%	18.0%	15.6%	10.8%
Five to less than ten years	67	13.6%	13.6%	17.3%	16.2%	17.2%	20.4%
Ten years or more	357	72.3%	72.3%	69.1%	69.9%	62.3%	65.2%
Not stated	6		0	0	3	4	0
Total	500	100%	502	502	502	503	500



Previous Council

Nillumbik Shire Council - 2019 Annual Community Survey

(Number of respondents living in the Shire of Nillumbik for less than 5 yrs)

Council	2019	
	Number	Percent
Banyule	12	28.6%
Interstate	6	14.3%
Yarra	4	9.5%
Darebin	3	7.1%
Boroondara	3	7.1%
Hume	2	4.8%
Knox	2	4.8%
Bnayule	1	2.4%
Bundoora	1	2.4%
Moreland	1	2.4%
Melbourne	1	2.4%
Doncaster	1	2.4%
Manningham	1	2.4%
Brimbank	1	2.4%
International	1	2.4%
Melton	1	2.4%
Whittlesea	1	2.4%
Not stated	28	
Total	70	100%



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 2019 survey.

<u>General comments</u>	
<u>Nillumbik Shire Council - 2019 Annual Community Survey</u>	
<i>(Number of responses)</i>	
<i>Comment</i>	<i>Number</i>
<i>Traffic and roads</i>	
The increasing traffic must be addressed	2
Better road access, too many units being built with poor access	1
Just get rid of the dirt roads in Eltham	1
Look after the roads	1
Not enough road maintenance and by-pass is needed	1
Roundabout near Diamond Creek needs to improve	1
Seal the roads, please	1
Some response on the speed limits	1
<i>Waste management</i>	
Weekly rubbish collection (red bins)	2
Big hard rubbish bins and green bins	1
Bins pick up could be regular	1
Garbage should be collected weekly	1
I don't think we should have weekly rubbish collection, people should have to for larger bins	1
More frequent garbage collections	1
<i>Communication, consultation, responsiveness, governance</i>	
Earn the trust of your community. Reputation is 'corruption'	1
Inform residents	1
Listen to people who want to build new and extra homes in the area, in a more open view	1
More open and honest	1
Never responded although I contacted the Council frequently	1
Online survey would a more commercial format. More feedback on the specific purpose and outcome of the survey	1
Stop trying to be country council expecting city	1
<i>Bushfire management</i>	
Improve bushfires risk management	1
More Council involvement in bush fire prevention	1



General comments
Nilumbik Shire Council - 2019 Annual Community Survey
 (Number of responses)

Comment	Number
<i>Planning, building and development</i>	
Concerned a bit about subdivision	1
Development of buildings near Dudley St	1
Getting a bit too commercial, over developing a lot	1
Less focus on development	1
More transparency about planning	1
Not selling of public parks and lands for commercial development	1
Should do more population plan	1
Too many houses	1
Too many units	1
<i>Parks, gardens and open spaces</i>	
Improve public spaces in Diamond Creek and have them shaded	1
Keep Eltham green and clean	1
More seating in the parks	1
More trees in street and on bike paths to reduce heat, especially there are more people live here now	1
Please consider building a skate park in the reserve 3095	1
We chose Eltham for big yards and green space please guard this characteristics more carefully	1
<i>Parking</i>	
More appropriate provision of parking	1
Parking on Bible St is obstructive	1
Parking on the corner of Civil & Bible	1
<i>Safety, policing and crime</i>	
People coming out of craft bar at night make a lot of noise	1
<i>Council services and facilities</i>	
Community health and wellbeing of the people the importance is permanent	1
Could improve Diamond Creek change rooms and toilets	1
Council should pay attention to the graffiti everywhere in the area	1
Maternal and child services are helpless, they need to put back funding into these areas	1
More lighting in surrounding area	1
Not enough lighting on tracks to access station early in the morning	1
Pools in Diamond Creek could have some cover, so could be used year round	1
Street sweeping should be more regularly	1
Support golf course more (spend more money)	1



General comments

Nillumbik Shire Council - 2019 Annual Community Survey

(Number of responses)

<i>Comment</i>	<i>Number</i>
<i>Rates and financial management</i>	
Drop the rates	1
High rates on health card, they can do that on pension	1
Rates are too high	1
Rates are too high. The Council should spend the money more wisely	1
Stop wasting money on roads that don't need to be fixed	1
The rates are very expensive and the Council doesn't give value for them	1
<i>Tree maintenance</i>	
Trees	1
<i>Public transport</i>	
Improve public transport	1
<i>Bike and walking tracks / paths</i>	
Add reflective paint along the walking track on the main road	1
<i>General positive</i>	
The Christmas decoration in Eltham this year was excellent	1
Keep up the good work	1
<i>General negative</i>	
What kind of moron puts footpath in front of power poles on Bolton St	1
<i>Comments on the survey</i>	
Don't know why this LGBTI question is in the survey	1
<i>Other</i>	
Need a pub	1
Recognise that people live longer in the area	1
Too many homeless	1
Village needs to be energized (business) more variety	1
Total	70



Appendices

Appendix One: Reasons for change in Council's overall performance

Reasons why Council's overall performance has improved, stayed the same or deteriorated
Nilumbik Shire Council - 2019 Annual Community Survey
(Number of responses)

<i>Comment</i>	<i>Number</i>
<i>Deteriorated</i>	
Rates keep increasing with less value for return	4
Unhappy about Council's attempt at selling off reserves, land and open space	4
High council rates	3
Too much increased traffic	3
Failure to listen and answer to local community needs	2
Not happy with selling reserve and demolishing memorial buildings	2
Poor planning	2
Road maintenance	2
Too much push for development	2
Council has become ignorant to community feedbacks	1
Don't need 3 layers of government. State or Council should go	1
Don't see any changes	1
Due to population growth	1
Infrastructure - nothing has been done in the past 20 years and the population has double	1
Lack of consultation	1
Mindless planning and development in the past year	1
Need more attention to this place	1
New development in the area, townships seems to run down a little bit	1
No more safe place as used to be	1
Not keeping neighbourhood character	1
Not responding to complaints	1
Over developing the town of Eltham	1
Over-development of flats and apartments	1
Parks and war memorial site should not be sold	1
Poor communication with local people	1
Rates have not been under control	1
Reserve	1
Services provided have been reducing	1
The area looks messy	1
The strong focus on planning is not good	1
They are worse	1
They seem to be less protective of green area	1
Total performance deteriorated comments	47



Reasons why Council's overall performance has improved, stayed the same or deteriorated

Nillumbik Shire Council - 2019 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Improved</i>	
They started to do maintenance of roads / streets	4
Can find a little improvement	3
Parks and gardens are getting better	3
They are good and it is a good place to stay, they are doing something right	3
Roads better than before	2
Good	2
Playground	2
Because of the change of Mayor	1
Better maintenance of public spaces	1
Can see more services in the area	1
Developments have been increased	1
Started sealing the roads	1
Lots of roadworks	1
General perception has improved	1
Haven't wasted money like previous Council	1
I want to cut down some trees and I cannot legally	1
Infrastructure development	1
Invested in infrastructure	1
It is a nice place to stay and can't think of any bad things	1
Last Mayor was good	1
Many improvements have been done in many areas	1
More attention to waste management than before	1
More balance in support different group, youth and elder	1
More improvements in the sports	1
More local member involvement than before	1
Need an additional bridge because of heavy traffic	1
New Council advocate more for land owner recognise bush fire	1
New parks good for kids	1
Malls have been upgraded	1
Love parks and facilities	1
A new park has been built and you can see a lot of works going on around	1
New housing appearance	1
Reject inappropriate developments	1
Resolved the parking selling issue	1
No over development	1
Speed bumps are in construction	1
Services to rate payers	1
Sports ground, rates	1
They are at least trying to do something	1
They have listened to the community in regards for the Green Wedge	1
They are doing well	1
Things are getting done now	1
When driving around I do see they are getting things done e.g. street sweeping	1

Total performance improved comments

55



Reasons why Council's overall performance has improved, stayed the same or deteriorated

Nilumbik Shire Council - 2019 Annual Community Survey

(Number of responses)

<i>Comment</i>	<i>Number</i>
<i>Stayed the same</i>	
Haven't notice any real changes	75
No change	17
Have not seen any improvement	12
Not much to do, don't know	2
Didn't notice any notable performance	2
They have been pretty steady	2
Better communication for long term plan	1
CEO paid too much for doing little Councillors self-interest only	1
Could be a lot more done but aren't	1
Diamond Creek operating business as usual	1
Different Council focus on different agenda	1
Haven't heard anything done here	1
Don't know anyone in the Council	1
Equally incompetent as the year before	1
Generally feel that there are no issues	1
Has not been any negative reporting of council	1
I don't use lots of them, not sure if things have improved	1
I have lived here for 2 years, can't see any differences	1
Keep fixing the roads	1
Maintain the same standard	1
Most of things are good	1
Need more playground for kids	1
No change of all in infrastructure	1
No contact with Council	1
No garbage collection (the residents have to arrange garbage collection on their own)	1
No major changes other than Christmas decoration	1
No visible activities	1
Not aware of much happening around here	1
Not enough communication	1
Not maintained	1
Overdevelopment needs for environment	1
Personal dealing with Shire i.e. Peter Perkins	1
Pretty happy with everything here	1
Prices are gone up	1
Some people in Council act on their self-interest	1
Still charging high rates	1
The new pool is good, but an be more proactive about bush fires	1
They are keeping on the top of things	1
They don't do any job	1
They have been decent enough	1
Traffic congestion in Ring Rd. North-East link	1
We don't even know who is the new Mayor	1
Worried of bushfires, how people would get out of Eltham in a bushfire	1

Total performance stayed the same comments

147



Appendix Two: reasons for feeling unsafe in the public areas of Nillumbik

Reasons for rating perception of safety less than 5
Nillumbik Shire Council - 2019 Annual Community Survey
 (Number of responses)

<i>Response</i>	<i>Number</i>
<i>Issues with people</i>	
A lot of creepy people	1
Bored teenagers	1
Lots of people around my house	1
People	1
Society	1
Too many youth running around	1
<i>Public transport safety</i>	
Train station and parking fields	1
<i>Lighting</i>	
No lighting	1
Not so much light	1
Street lighting is poor	1
The lighting in area is poor	1
<i>General safety</i>	
Safe	2
For my kids, other people might do to my kids	1
General uneasiness	1
Lots of trees and bushes	1
<i>Safety at night</i>	
Pubs disturb the road at night	1
<i>Image / feel of place and news reports</i>	
Especially on weekends due to news	1
Current crime rates, violence against women	1
<i>Crime - theft, robbery, violence, etc</i>	
Lots of crime	1
Lots of happening around my home	1
The crime in Sette Ct	1
Things happening around	1

Total

23



Appendix Three: Importance of Council meeting needs of LGBTI residents

Reasons for rating the importance of Council to address the needs of LGBTI residents

Nillumbik Shire Council - 2019 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Unimportant</i>	
Doesn't worry me	2
Small sub-section of the community	2
They should be treated like everyone else	2
Everyone should be treated equally	2
It is just my personal belief	1
It is not as important as other issues. I think we have other issues that need attention	1
It is not of major concern	1
It's overkill for a minority	1
More important issue need to be addressed such as safety and police	1
Not the Council's job	1
Nothing is special and they are part of the society	1
Shouldn't do so for any group	1
They are no different from everyone else	1
They are who they are	1
They should address everybody's needs	1
Total	19
<i>Neutral</i>	
Doesn't worry me / doesn't matter / not an issue	3
Don't think it is the Council's responsibility	3
Don't know much about it	2
Don't really care about it	2
Everyone should be treated equal	2
It is all the same, we are all humans in the end	2
They are same as any person	2
Does not affect me (not as important as other issues)	1
Don't have an option	1
Don't know a lot of LGBTI friends	1
No preference	1
Not involved	1
They are the same so no need have special attention to them	1
They should be supported as everything else get	1
Why should we treat people differently	1
Total	24



Reasons for rating the importance of Council to address the needs of LGBTI residents

Nillumbik Shire Council - 2019 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Important</i>	
They are part of the community / society	11
Because we have LGBTI people in our family / friends	5
Everyone should be treated equally	5
Feel included / safe / connected and feel a part of the community	5
Every person deserves to have their needs met	3
Everyone is equal	3
It is the duty of the Council to look out for them	3
There should be no discrimination	3
They are a part of one society and need to be respected equally	3
We need to be inclusive all members of our community / society	3
Don't need to make a big deal out of it	2
Everybody is important	2
Important for the area to be inclusive	2
Important to address all members of the community	2
In terms of equality	2
It is a good / right thing to do	2
Recognised by community equally	2
They need some special care / support	2
They should have equal rights	2
A model for other Councils to follow	1
All should be considered no matter race or gender	1
Awareness	1
Because everybody needs rights	1
Because there is still a discrimination	1
Because they are residents	1
Better improvement to help them	1
Council should be open minded, need to manage change well	1
Equal fairness	1
Equal priorities	1
Equality reduces discrimination	1
Everybody should have equal opportunity	1
Everybody should working towards it	1
Everyone has the right to be who they are and where they are, feel included	1
Everyone should feel welcome	1
Government should consider them	1
Haven't heard anyone complaining	1
I am not against it and they should be considered	1
Importance of all human beings	1



Reasons for rating the importance of Council to address the needs of LGBTI residents

Nillumbik Shire Council - 2019 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Important</i>	
Important to address all minority groups (LGBTI, young children and immigrants)	1
In order to be progressive, we should be inclusive and engaged	1
Involving the communities	1
It is good time we did something for them	1
It is important to get people involve in the community but not that too much attention	1
It is important to look after them	1
It's a growing community	1
It's important every people has the right to be who they are	1
Keep people informed	1
Like the idea being mindful of different people here	1
No one should be marginalised in a community	1
Not more important that others	1
Possibly should do something although I have never heard of	1
Respect community diversification	1
Seeing lots lately	1
Should override	1
That community marginalised, could have poor mental and physical health	1
The Council has been focusing too much on minor group	1
There are no emphasis enough on maintaining the culture and diversity	1
They are humans too	1
They give more importance to them	1
They need equal and positive treatment	1
They need to address the needs of everybody	1
They should support LGBTI especially in school. It is like being equal in the society	1
Youth mental health is important	1
Total	106

Appendix Four: comments on Council's four customer experience commitments



Preferred changes to the four commitments to customers

Nillumbik Shire Council - 2019 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Honesty should be added	3
Responsive should be added	3
More prompt / quick	2
Reduce the rates and cheaper the fees	2
Timely	2
Accountability	1
Actions are better than words to me	1
Believe in what you say and listen to the community	1
Better response to complaints	1
Consultative and meaningful engagement	1
Do your job	1
Efficient and fast	1
Green environment commitments	1
If they make them happen	1
Improve communication	1
Integrity	1
Level of information provided needs to be in depth	1
Make sure you follow through	1
More care of dog park near bridge	1
More effective than the others	1
More helpful for elder people	1
More than the four commitments, should be more sympathetic and listen to customers	1
Needs to be a genuine strategy	1
Not happy with a customer focus	1
Not sure if simple is a big deal things are not always simple, maybe Council needs to listen to the community	1
Pretty quick communication	1
Put yourself in the customers' shoes and being understanding and respectful	1
Rate payers is a customer like business transaction. The Council has no competition, but they should not act like monopoly	1
Rates ("criminals")	1
Reliability - need to actually follow through	1
Should be around local areas at 7:30 - 4:00 pm and see what happens	1
Stop playing ourselves on the back	1
They are not doing a good job	1
They have to improve the direct experience with the residents	1
They should do this fast	1
To actually exercise these	1
Transparent	1
Value for money	1
What is the point of it if you don't do anything or tell us anything?	1
Would like to see more consultation with the community and less consultation with devel	1
You got what you want to get it	1

Total

48



Appendix five - 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. The grading of unsealed 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
3. 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
4. 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
5. 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
6. 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
7. 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
8. 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
9. Provision and maintenance of parks, gardens, and reserves	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 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
11. 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
12. 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
13. 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
14. 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
15. 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
16. 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
17. 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
18. 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

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 <i>(including facilities and activities)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
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 <i>(including shared pathways)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
7. Horse riding trails	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. 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	
9. Services for children from birth to 5 years of age <i>(e.g. Maternal & Child Health, immunisation, playgroups, kinder)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
10. 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	
11. Services for seniors <i>(e.g. Day Care Program, Senior Citizens, respite, personal or domestic care, home maintenance)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
12. 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	
13. Education and Learning <i>(e.g. Living and Learning Centres)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	

2

14. 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
15. Support for local businesses	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 supporting a healthy local economy	0	1	2	3	4	5	6	7	8	9	10	99
3. Council's performance in meeting its responsibilities in relation to bushfire and emergency management	0	1	2	3	4	5	6	7	8	9	10	99
4. Council's performance in community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	99
5. 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
6. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	99
7. 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
8. Council making and implementing decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	99
9. Performance of Council across all areas of responsibility	0	1	2	3	4	5	6	7	8	9	10	99
<i>If overall performance rated less than 6, why do you say that?</i>												

4

Over the past twelve months, do you think 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

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:	

6**Have you contacted Nillumbik Shire Council in the last twelve months?**Yes (*continue*) **1** No (*go to Q.9*) **2****7****When you last contacted the Council, was it?***(Please circle one only)*

Visit in person	1	E-mail	5
Telephone (<i>during office hours</i>)	2	Website	6
Telephone (<i>after hours service</i>)	3	Social media (<i>e.g. Facebook</i>)	7
Mail	4	Directly with a Councillor	8

8**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. The choice of methods to access services	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

9**Council is developing its first Customer Experience Strategy to guide how it will improve the service it offers to the community, that includes four commitments to customers when interacting with Council. These are that Council will be Empathetic, Consistent, Simple, and Effective. Do you believe that these commitments address what great customer service means to you?**

Yes	1	Can't say	9
No	2		

Is there anything you would add or change to these commitments?

10**On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of Council's waste services?**

1. The reliability (<i>e.g. the extent of missed bins</i>)	0	1	2	3	4	5	6	7	8	9	10	99
2. Bin education program (what to put in each bin)	0	1	2	3	4	5	6	7	8	9	10	99

11**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 (<i>go to Q.12</i>)	4

12

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

13

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
<i>If rated less than 6, please identify the developments:</i>												
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

14

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?

15

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

16

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	5
Calendars	2	Councillors page	6
Mayor's message	3	Services dashboard	7
Details about new projects / buildings	4		

17

How often do you visit the Council website?

Frequently (e.g. up to around once a month)	1	Rarely or never (go to Q.19)	3
Infrequently (e.g. up to around 3 - 4 times a year)	2	Can't say	9

18

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
5. The ability and ease of making payments	0	1	2	3	4	5	6	7	8	9	10	99
6. The ability and ease to interact with Council (e.g. requests, enquires. Services, making applications)	0	1	2	3	4	5	6	7	8	9	10	99

19

Are you aware of Nillumbik Council's online community engagement site 'Participate Nillumbik'?

Yes 1 No 2

If Yes, have you used the site?

Yes 1 No 2

20

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 (<i>Twitter / Facebook</i>)	1
Council's website	2
Council advertisements in the local newspapers	3
Council's regular publication <i>Nillumbik News</i>	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
SMS / text message	11
Other (<i>please specify</i>):	12

21

What would encourage or assist people to stay in Nillumbik as they get older? (*this may include things Council or other levels of government could do as well as other improvements in the community*)

One:	
Two:	
Three:	

22**How frequently would you (as an individual) usually consume the following?***(please circle one number for each)*

	<i>6-7 times a week</i>	<i>3-5 times a week</i>	<i>1-2 times a week</i>	<i>2-3 times a month</i>	<i>Once a month</i>	<i>Less than once a month</i>	<i>Never</i>	<i>Can't say</i>
1. Sugar sweetened drinks	1	2	3	4	5	6	7	9
2. Take-away meals and snacks	1	2	3	4	5	6	7	9

23**On a scale of zero (very unimportant) to ten (very important) with five being neutral, how important do you believe it is that Council addresses the needs of LGBTI residents?**

1. Importance	0	1	2	3	4	5	6	7	8	9	10	99
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Why do you say that?

24**Are you aware of any tourist attractions in Nillumbik Shire, which have you visited in the last five years, and which would you recommend to others to visit?***(please circle as many as appropriate)*

	<i>Un-prompted</i>	<i>Prompted</i>	<i>Have visited</i>	<i>Would recommend</i>
1. Diamond Valley Miniature Railway	1	1	1	1
2. Montsalvat	2	2	2	2
3. Edendale Community Environment Farm	3	3	3	3
4. Kangaroo Ground War Memorial Park and Tower of Remembrance	4	4	4	4
5. Sugarloaf Reservoir - Christmas Hills	5	5	5	5
6. Plenty Gorge	6	6	6	6
7. Eltham North Adventure Playground	7	7	7	7
8. Plenty River Trail / other Nillumbik trails	8	8	8	8
9. Panton Hill Winery	9	9	9	9
10. Kings of Kangaroo Ground (winery)	10	10	10	10
11. Nillumbik Estate (winery)	11	11	11	11
12. Punch Wines (winery)	12	12	12	12
13. Other winery: _____	13	13	13	13
14. Massaros (restaurant)	14	14	14	14
15. Fondata 1872 (restaurant)	15	15	15	15
16. Second Home (restaurant)	16	16	16	16
17. Dark Horse Café (restaurant)	17	17	17	17
18. Other destination dining: _____	18	18	18	18
19. Other: _____	19	19	19	19
20. Other: _____	20	20	20	20

25

How often in the last twelve months have you?

	Daily / every few days	Weekly	Fortnightly	Monthly	Every few months	Once or twice a year	Never	Can't say
1. Attended any arts activities (e.g. exhibition, theatre show, live music, literary, creative, or cultural event) within Nillumbik Shire	1	2	3	4	5	6	7	9
2. Been involved in making or creating art, including crafts either at home or in a public space within Nillumbik (i.e. performing, creative writing, digital or media arts)	1	2	3	4	5	6	7	9

26

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

27

With which gender do you identify?

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

28

What is the structure of this household?

Two parent family (youngest 0 - 4 yrs)	1	One parent family (youngest 13-18)	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 (specify): _____	12

29

Do any members of this household identify as LGBTI?

Yes	1	Unsure	3
No	2	Prefer not to say	4

30

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

31

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

32

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