

***Nillumbik Shire Council***

***2022 Annual Community Survey***

***March 2022***



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## Executive summary

Metropolis Research conducted this, Council's 11<sup>th</sup> *Annual Community Satisfaction Survey*, as a telephone interview style survey of 508 respondents in February 2022. The survey has traditionally been conducted as a door-to-door, face-to-face interview style survey. As a result of the COVID-19 pandemic, the methodology was changed to ensure community confidence in the interaction by using a socially distanced methodology.

There was an under-representation of new residents of Nillumbik in the sample this year (less than one year living in the Shire), as the COVID-19 lockdowns significantly reduced the ability of people to move residence. This change in the profile of respondents will have had a negative impact on satisfaction with Council, as this group historically is significantly more satisfied than average.

The aim of the research is to measure community satisfaction with a wide range of Council provided services and facilities, aspects of governance and leadership, customer service, Council's communication tools, and the performance of Council across all areas of responsibility.

The survey also continues to explore the top issues the community feel needs to be addressed in the Nillumbik Shire, satisfaction with aspects of traffic, parking, and safety whilst walking and cycling, as well the perception of safety in the public areas of the municipality.

In 2022, the survey also included questions around the household's coping with the financial, physical, and mental impacts of COVID-19, as well as the impact of COVID-19 on the respondents' health and wellbeing. There were also some questions around climate change.

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 45.6% and 54.4%.

### ***Satisfaction with Council's overall performance***

Satisfaction with the [overall performance](#) of Nillumbik Shire Council declined marginally this year, down 2.7% to 6.41 (down from 6.59) out of a potential 10. This is a "solid", down from a "good" level of satisfaction.

Satisfaction is now marginally below the long-term average since 2011 of 6.51. This result is 4.2% higher than the most recent low recorded in 2014 (6.15).

This result was 2.8% lower than the 2022 metropolitan Melbourne (6.60), but marginally higher than the northern region councils' (6.36) averages, which fell measurably this year from 7.05. These comparisons were sourced from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2022.



Despite the decline in average satisfaction, a little less than one-third (31.3% up from 30.6%) of respondents providing a score were “very satisfied” (i.e., rated satisfaction at eight or more), however, there was an increase in the proportion of “dissatisfied” respondents (rated satisfaction at less than five), up from 10.4% to 14.8%.

This does suggest that there is a substantial minority of the Nillumbik community who are dissatisfied with the overall performance of Council.

There was some variation in overall satisfaction with Council observed across the municipality, as follows:

- ***Somewhat more satisfied than average*** – includes senior citizens (aged 75 years and over), female respondents, respondents from one-parent families and sole person households, and respondents from rental households.
- ***Somewhat less satisfied than average*** – includes middle-aged and older adults (aged 45 to 74 years), male respondents, respondents from two-parent families with youngest child aged 13 to 18 years, and home-owner respondents.

The most common reasons why the 50 respondents were dissatisfied with Council’s overall performance as well as aspects of governance and leadership were related to Council’s responsiveness and customer service (21 responses), communication and consultation (20 responses), rates and financial management (12 responses), Council governance and management (11 responses), and general negative comments (9 responses).

This is further borne out by the fact that the most common issues that appear to have a negative influence on overall satisfaction with Council include traffic management, rates, roads, bushfire management, street trees, building and planning, and the perceived level of communication between Council and the community. The respondents who nominated communication and consultation issues as one of the top three issues to address for the Nillumbik Shire, on average, rated satisfaction with Council’s overall performance at just 5.47 out of 10, compared to the municipal average of 6.41.

### ***Change in performance of Council over the last 12 months.***

Despite the small decline in overall satisfaction, the proportion of respondents who felt that [Council’s overall performance had improved](#) in the last 12 months increased marginally to 12.8% (up from 11.2%), whilst 10.4% (up from 8.4%) considered it had deteriorated.

The most common reasons why the 65 respondents considered that Council’s performance had improved in the last 12 months included a perception that the newly elected Council as being better, perceived improvements to communication with the community, and Council’s performance during COVID-19.

There was no dominant issue or issues as the most common reasons why the 53 respondents considered that Council’s overall performance had deteriorated in the last 12 months, with a perceived lack of consultation with the community, and some comments about Council’s handling of COVID-19 were noted.





### ***Satisfaction with the governance and leadership performance of Council***

The survey includes five core aspects of Council’s governance and leadership performance, as well as four other measures around Council’s leadership across a range of policy areas.

The average satisfaction with the five core aspects of [governance and leadership](#) remained essentially stable this year at 6.19 (6.20 in 2021), remaining at a “solid” level.

This result was marginally lower than the metropolitan Melbourne average of 6.33, but identical to the average for the northern region councils (6.20).

These measures include making decisions in the interests of the community (6.26), representation, lobbying, and advocacy (6.21), community consultation and engagement (6.21), responsiveness to community needs (6.20), and maintaining community trust and confidence (6.09).

Metropolis Research notes that satisfaction with governance and leadership declined measurably last year (the first survey conducted during COVID-19 for Nillumbik) and has remained at these low levels through the second year of COVID-19.

By contrast, satisfaction with the three measures of Council’s leadership performance that were included in previous years all increased marginally this year but remained at “good” levels. This includes Council meeting its environmental responsibilities (6.90), meeting bushfire and emergency management responsibilities (6.89), and supporting a healthy local economy (6.75).

There was a new measure of Council leadership this year, “Council performance delivering climate action leadership”. Satisfaction with this aspect was 6.33 or “solid”, with 33.7% “very satisfied” and 18.2% “dissatisfied”. This does suggest a notable proportion of the community are dissatisfied with Council’s performance in this area of policy.

### ***Satisfaction with customer service***

Approximately one-third (34.3%) of respondents had [contacted Council in the last 12 months](#), with telephone (61.7%), email (17.3%), and the website (11.0%) the most common methods. Consistent with the pandemic, the proportion of respondents who visited Council in person remained low at just 5.8% of those contacting Council.

There was a measurable and significant decline in overall satisfaction with the seven aspects of [customer service](#) experience recorded this year, down 12.6% from 7.24 or “good” to 6.33 or “solid” this year.

This was a very significant decline, particularly following on from the 4.5% decline reported last year. This may require some further exploration from Council and reconciliation with other customer data. It does appear that the inability to engage with Council in person may have been a factor underpinning some of this decline.





The aspects of customer service to report the largest declines this year were “speed and efficiency of service” (down 16.2%), “access to relevant officer or area” (down 16.1%), and “courtesy and friendliness” (down 12.1%).

### **Communication tools**

Despite some changes in preferences this year, the four most common methods by which respondents prefer to [receive information from or interact with Council](#) remain email (44.7%), telephoning Customer Service (21.3%), direct mail / letterbox drop of information (21.1%), Council’s website (19.9%), and social media (18.9%).

Almost half (46.1%) of respondents regularly receive and read the [Nillumbik News](#), whilst 23.2% (up from 18.0%) report that they do not regularly receive the publication. The proportion who reported they don’t usually receive the publication has increased over time.

There was a decline this year in the proportion of respondents who at either frequently (7.0%) or infrequently (23.0%) [visit the website](#). There may well have been an increase in the proportion of respondents who only rarely visit the website, reflecting movement of interactions from in-person to online. The average satisfaction with the six aspects of the website was essentially stable this year at 7.33, remaining at a “very good” level.

The proportion of respondents who were aware of [Participate Nillumbik](#), increased again this year, up from 8.2% in 2019 to 16.2% this year. Only a relatively small proportion (3.9%) frequently use the site.

### **Planning and housing development**

Just 49 of the 508 respondents were personally involved in a [planning application or development](#) in the last 12 months, as applicants (41 respondents), objectors (7 respondents) or other (1 respondents).

These respondents’ satisfaction with four aspects of the process (access to information, communication during the process, timeliness of decisions and effectiveness of community consultation and involvement) remain at “very poor” to “extremely poor” levels. These results were only marginally lower than the metropolitan Melbourne average as recorded in *Governing Melbourne*.

In relation to satisfaction with three [planning and development outcomes](#), these all remained relatively stable this year at “good” to “very good” levels of satisfaction. This includes the design of public spaces (7.42), the protection of local heritage (7.21), and the appearance and quality of new developments (7.01).

Satisfaction with all three planning and development outcomes were higher in the Nillumbik Shire than the metropolitan Melbourne average.



### **Addressing the needs of LGBTIQ+ residents**

Respondents rated the importance of [Council addressing the needs of LGBTIQ+ residents](#) at a strong level again this year, with a marginal increase in importance of 1.2% to 7.18. Whilst more than half (54.5%) considered it “very important”, it is noted that 11.8% of respondents did not believe it was important that Council address the needs of the LGBTIQ+ residents (i.e., rated importance at less than five).

### **Importance of and satisfaction with Council services and facilities**

The survey measured the importance of and satisfaction with [33 Council provided services and facilities](#).

The average [importance](#) of these 33 services and facilities declined a little this year following on from the unusual increase of 4.5% last year.

The most important services remain the three kerbside collection services (recycling, garbage, and green waste), the three community services (services for children, youth, and seniors), fire prevention works, and this year also includes support for local business.

The average [satisfaction](#) with the 33 included Council provided services and facilities increased just marginally this year, up less than one percent to 7.34, and remains at a “very good” level.

Satisfaction with 19 services and facilities increased this year, while satisfaction with 14 declined somewhat, with the following notable changes noted:

- **Notably higher satisfaction in 2022 than in 2021** – includes services for youth (up 10.3%); public toilets (up 5.9%); aquatic and leisure centres (up 5.0%); sports ovals (up 4.2%); the Nillumbik News (up 3.4%); street sweeping (up 2.9%); on and off-road bike paths (up 2.5%); and the provision and maintenance of parks and gardens (up 2.2%). None of these increases were statistically significant at the 95% confidence level.
- **Notably lower satisfaction in 2022 than in 2021** – includes parking enforcement (down 9.2%); fire prevention works (down 6.8%); the provision and maintenance of street trees (down 5.0%); the maintenance and repair of sealed local roads (down 4.4%); the grading of unsealed roads (down 2.8%), and the fortnightly kerbside garbage collection (down 2.2%). Of these declines, only parking enforcement was statistically significant at the 95% confidence level.

### **Most important issues to address for the Nillumbik Shire “at the moment”.**

The three [top issues to address](#) to address for the Nillumbik Shire “at the moment” were road maintenance and repairs (16.7% up from 11.8%), traffic management (11.4% down from 14.2%), environment, conservation, and climate change (10.0% up from 5.4%), and bushfire management / prevention (8.3%).

The issues that were most negatively correlated with overall performance this year were traffic management, Council rates, roads, bushfire management, street trees, building and development, and communication.



### ***Traffic, parking, and safety whilst cycling and walking***

This set of questions was last included in the survey in 2018. Satisfaction with the volume of traffic on residential street (6.51) and main roads (5.76), the availability of parking on residential streets (7.00), main roads (6.34), and around shopping / commercial areas (6.50) all increased somewhat from 2018 to 2022. Attention is drawn to the “poor” level of satisfaction with the volume of traffic on main roads.

Satisfaction with safety whilst walking on residential streets (7.89) and beside main roads (7.51) were “excellent” and “very good”.

Satisfaction with safety whilst cycling on residential streets (7.32) was “very good”, whilst safety whilst cycling beside main roads (6.76) was “good”. It is noted, however, that 16.3% of respondents were not satisfied with their safety while cycling beside main roads.

### ***Climate action***

A new set of questions was included this year around whether respondents and their household had made changes to their home or lifestyle to [reduce climate change and its impacts](#).

Almost two-thirds (64.7%) of the 397 respondents who provided a response reported that they had made changes. Respondents from Eltham North, senior citizens (aged 75 years and over), one-parent families with children, and younger, middle-aged, and older sole person households were somewhat less likely to have made changes than other respondents.

When asked to rate their household’s [ability to cope with climate related risks and impacts](#) (e.g., fire, drought, extreme heat, and heavy rainfall), on average, respondents rated their ability at 6.95 out of 10. It is noted that 7.6% of the 380 respondents who answered the question rated their ability to cope with extreme weather as “low” (i.e., less than five).

### ***Perception of safety in the public areas of the Nillumbik Shire***

The [perception of safety](#) in the public areas of the Nillumbik Shire during the day (8.95), at Eltham Activity Centre (8.53), and Diamond Creek Activity Centre (8.33), waiting for / travelling on public transport (7.77), and in the public areas of Nillumbik at night (7.74) all remained high this year

These perception of safety results were all higher than the metropolitan Melbourne average and suggest that the perception of safety in Nillumbik is strong.

It is noted that 5.5% of respondents felt “unsafe” waiting for / travelling on public transport and 6.1% felt unsafe in the public areas of Nillumbik Shire at night. Female respondents felt 8.5% less safe in the public areas of the municipality at night than male respondents.





### **COVID-19 pandemic**

On average, respondent households rated how well they were [coping with COVID-19](#) in terms of their financial wellbeing (7.79 down from 7.88), physical (7.58 down from 7.62) and mental (7.11 down from 7.31) health and wellbeing at relatively strong levels, although all declined marginally but not measurably this year.

Particular attention is drawn to the increase in the proportion of respondent households who were not coping well in terms of their mental health and wellbeing, up from 6.6% last year to 9.8% this year.

On average, respondents rated the impact of COVID-19 on their personal health and wellbeing at 3.80 out of 10, or a moderately low level, although this did increase 5.4% from the 3.28 recorded last year. There was also an increase in the proportion of respondents who rated the impact of COVID-19 on their personal health and wellbeing as “high” (i.e., rated it eight or more), up from 5.4% last year to 12.2% this year. This is a significant proportion of the community who felt that COVID-19 had a strong effect on their personal health and wellbeing.

### **Summary of satisfaction with Council**

In summary, Metropolis Research notes that satisfaction with Nillumbik Shire Council trended lower this year, with overall performance down 2.7%. Satisfaction with Council’s governance and leadership performance was stable, but at a lower level than pre-pandemic.

These relatively moderate levels of community satisfaction with Council appear consistent with the declines observed by Metropolis Research across metropolitan Melbourne, with the average satisfaction with local government declining by 4.6% this year.

These declines appear to reflect a generalised fatigue with government, which appears to have had a dampening effect on satisfaction with overall performance, as well as governance and leadership performance. People tend to not feel that government is responding to their needs as well now at the end of the pandemic (in January 2022 during the Omicron wave) than pre-pandemic levels.

Of most concern this year was the 12.6% decline in satisfaction with customer service, particularly “speed and efficiency of service” (down 16.2%), “access to relevant officer or area” (down 16.1%), and “courtesy and friendliness” (down 12.1%). These declines appear to reflect difficulties felt by respondents in engaging effectively with Council, particularly those who would pre-pandemic visited Council in person.

The key positives to report this year include the continued “good” levels of satisfaction with Council’s leadership on meeting environmental responsibilities, meeting bushfire and emergency management responsibilities, and supporting a healthy local economy. Metropolis Research also notes that the average satisfaction with Council services and facilities remained “very good” at 7.34.



## Introduction

Metropolis Research was commissioned by Nillumbik Shire Council to undertake this, its eleventh *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 2022 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 33 Council services and facilities
- Satisfaction with aspects of planning and development and planning approvals process
- Satisfaction with additional 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
- How well respondent households were coping with COVID-19, financially, mentally, and physically, as well as the impact of COVID-19 on the individual respondents’ health and wellbeing
- 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 and response rate**

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

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

The surveying was all completed over three weeks in February 2022. Surveys were conducted from 11am till 7pm weekdays, and 11am till 5pm on Saturdays and Sunday.

Several (up to approximately four) attempts were made to contact each randomly selected telephone number, to give the household multiple opportunities to participate in the research.

A total of 508 surveys were conducted from a random sample of 6,507 residential telephone numbers, including mostly mobile phone numbers but also including landlines where available.

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

The final sample of surveys were then weighted by age and gender, to ensure that each age / gender group contributed proportionally to the overall municipal result. This was necessary given the limitations of the telephone survey methodology in obtaining a sample that reflects the age structure of the underlying population. The two-step weighting process has no impact on the degree to which each precinct contributes to the overall municipal result, as each precinct continues to contribute proportionally to the overall municipal result.

Of the 6,507 telephone numbers, the following results were obtained:

- No answer - 4,549.
- Refused - 1,422.
- Call back another time - 466.
- Completed - 508.

This provides a response rate of 21.2%, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated. This is down substantially on the 45.0% response rate achieved in 2020 using the superior door-to-door methodology, and down marginally on the 29% recorded last year.

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 45.6% and 54.4%.

This is based on a total sample size of 508 respondents, and an underlying population of the Nillumbik Shire of 65,219.





## **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 508 surveys were conducted proportionally across the five areas, with the sample from each precinct pre-weighted by population size. These precincts are defined as follows:

- ⊗ **Greensborough** – (78 respondents) includes Greensborough and Plenty.
- ⊗ **Diamond Creek** – (99 respondents) includes Diamond Creek.
- ⊗ **Eltham** – (109 respondents) includes Eltham Central, Eltham South and Eltham East.
- ⊗ **Eltham North** – (76 respondents) includes Eltham North and Edendale.
- ⊗ **Rural** – (146 respondents) 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 usually conducted with a sample of 1,200 respondents, however, due to COVID-19 this year, the survey included a sample of 800 respondents. This was because of both the time and budget limitations caused by delays in and rescheduling of projects at the end of January 2022. *Governing Melbourne* will return to a larger sample in 2023.

The sample is drawn in equal numbers from every municipality in metropolitan Melbourne.

*Governing Melbourne* provides an objective, consistent and reliable basis on which to compare the results of the *Nillumbik Shire Council – 2022 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 Greater Melbourne Capital City Statistical Area as well as the northern region, which includes the municipalities of Banyule, Darebin, Hume, Moreland, Nillumbik, and Whittlesea.

## **Glossary of terms**

### **Precinct**

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



### ***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 into the variation in community sentiment across the municipality or between groups within the community, or in changes in results over time.

### ***95% confidence interval***

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

The 95% confidence interval based on a one-sample t-test is used for the mean scores presented in this report. The margin of error around the other results in this report at the municipal level is plus or minus 4.4%.



### **Satisfaction categories**

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

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

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

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





## Satisfaction with Council’s overall performance

Respondents were asked:

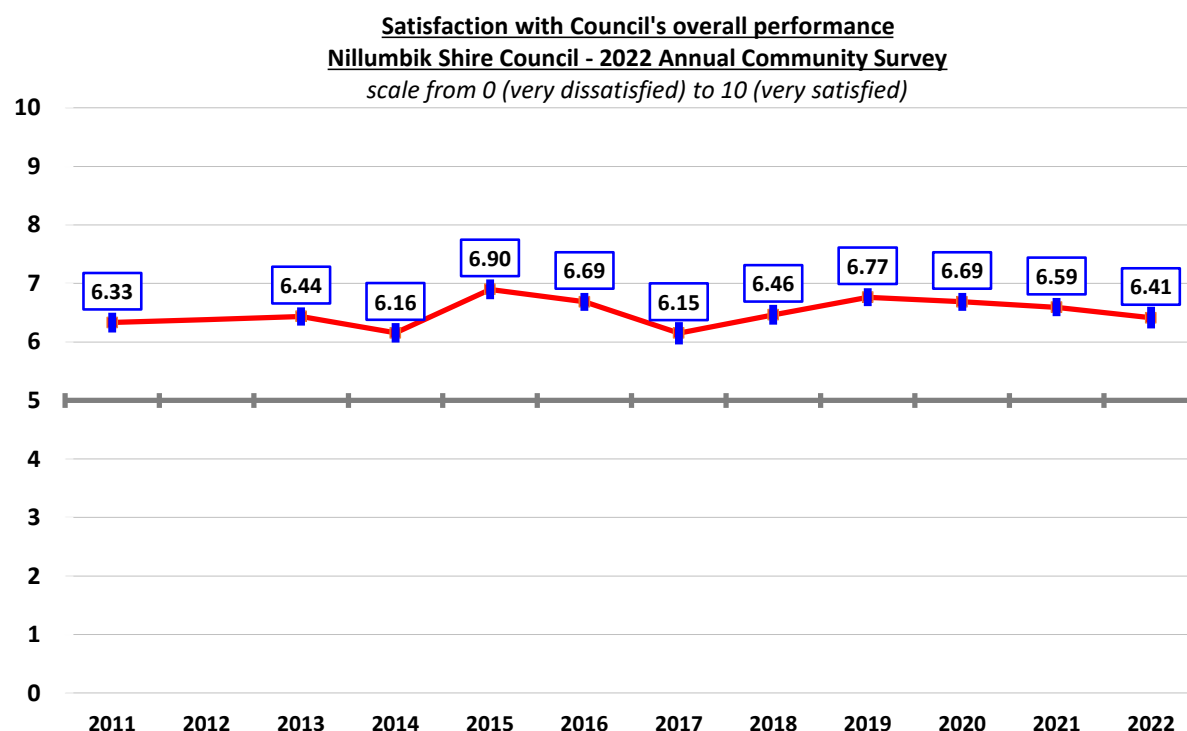
*“On a scale of 0 (lowest) to 10 (highest), can you please rate the performance of Council across all areas of responsibility?”*

Satisfaction with the performance of Council across all areas of responsibility “overall performance” declined somewhat this year, down 2.7% to 6.41.

Satisfaction declined from a “good” to a “solid” level of satisfaction. This decline was not, however, statistically significant at the 95% confidence interval.

This result was marginally lower than the long-term average satisfaction with Council’s overall performance recorded since the survey commenced in 2011 of 6.51 or “good”.

Metropolis Research notes the change in methodology from a full personal interaction face-to-face method from 2011 to 2020 to a telephone method in 2021 and 2022. The lower response rate achieved from the telephone survey can in theory have some small impact on the results, as the door-to-door method achieves a greater engagement from residents who may not otherwise choose to participate. It does appear, however, that any such methodological impact in the Nillumbik Shire would appear to be minimal, and that comparisons of the results over time can be undertaken with confidence.

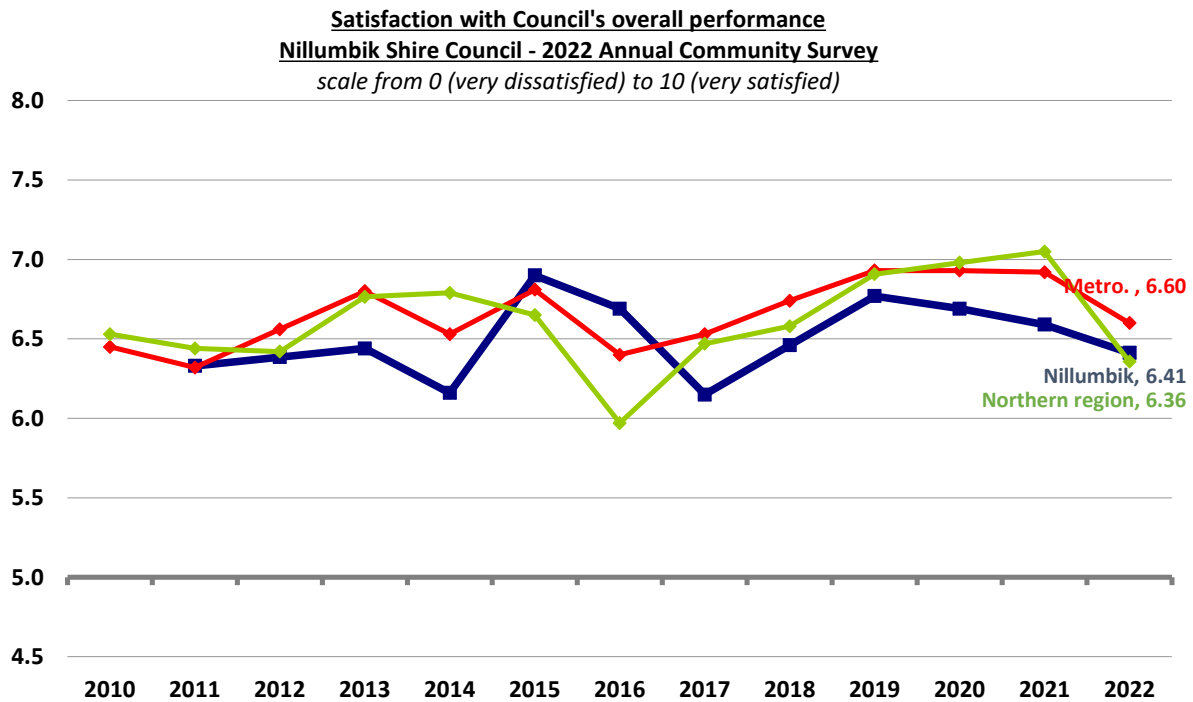


As outlined in the following graph, and by way of comparison, this result remains lower than the metropolitan Melbourne average satisfaction with local government of 6.60, as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021, using the identical random-sample telephone survey method.



Importantly, it is noted that the metropolitan Melbourne average satisfaction with the overall performance of the local council declined 4.6% this year, a statistically significant decline, and a decline that was larger than this Nillumbik Shire decline.

Metropolis Research also draws attention to the fact that satisfaction with local government declined 9.8% this year in the northern region councils, a substantial decline for the smaller sample of 151 respondents from the municipalities of Banyule, Darebin, Hume, Moreland, Nillumbik, and Whittlesea.



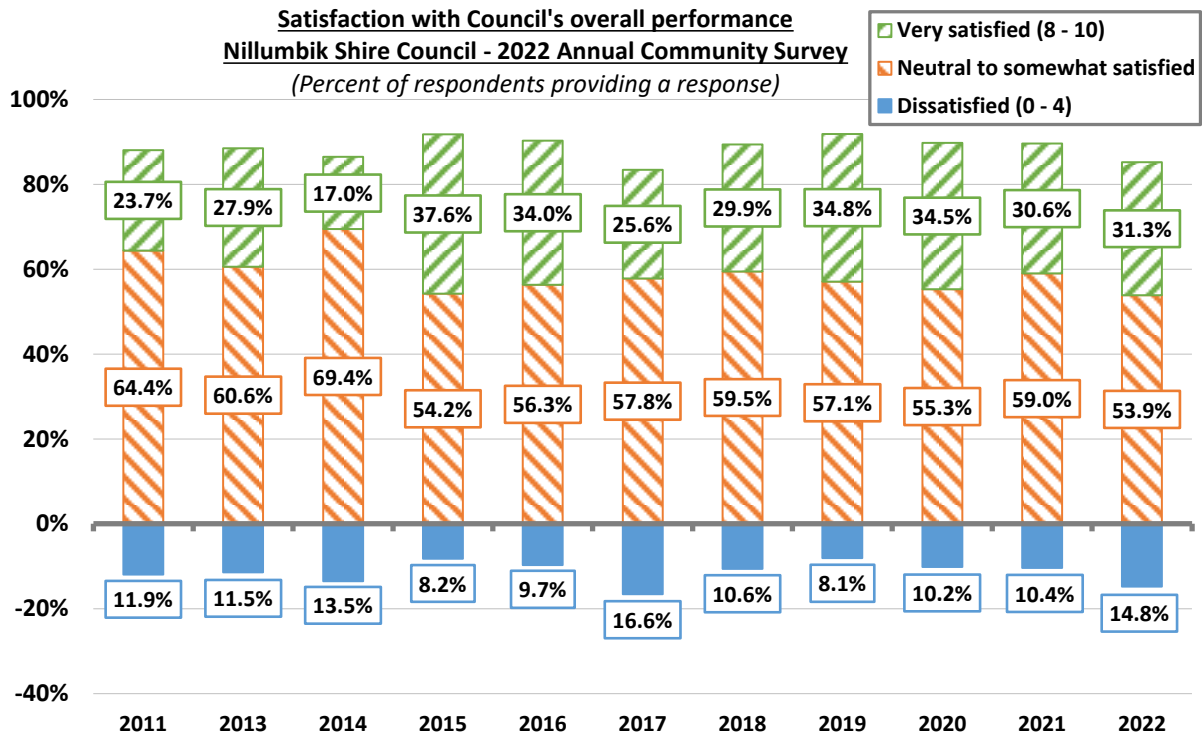
The following graph provides a breakdown of this result into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e.,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

Metropolis Research notes that over the last five years, the proportion of respondents “very satisfied” with Council’s overall performance remained relatively stable at approximately one-third, with 31.3% (up from 30.6%) of respondents “very satisfied” with Council’s overall performance this year.

Attention is, however, drawn to the notable increase in the proportion of “dissatisfied” respondents, up from 10.4% last year to 14.8% this year. This is the second highest proportion of “dissatisfied” respondents recorded in the survey since 2011, with the 16.6% recorded in 2017 being the largest proportion.

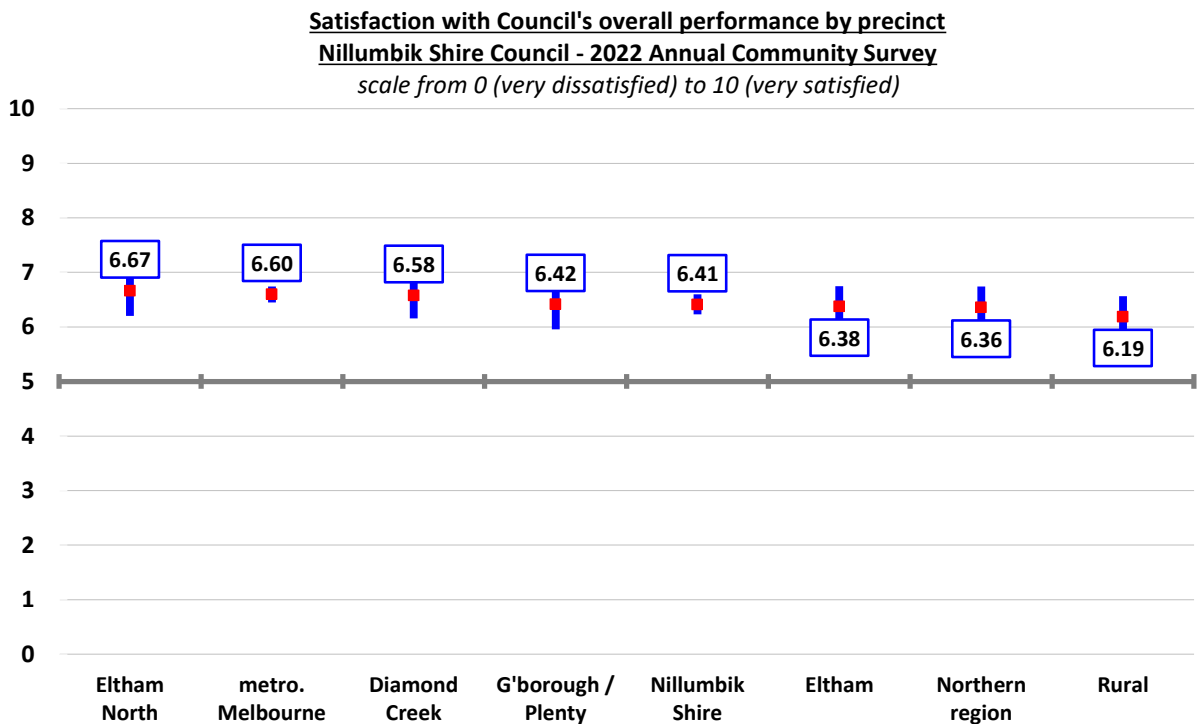
These results do suggest that there is a reasonably large proportion of respondents in the Nillumbik Shire who were dissatisfied with Council’s overall performance, with additional details on the issues that may be underlying their dissatisfaction discussed in the following sections of this report.



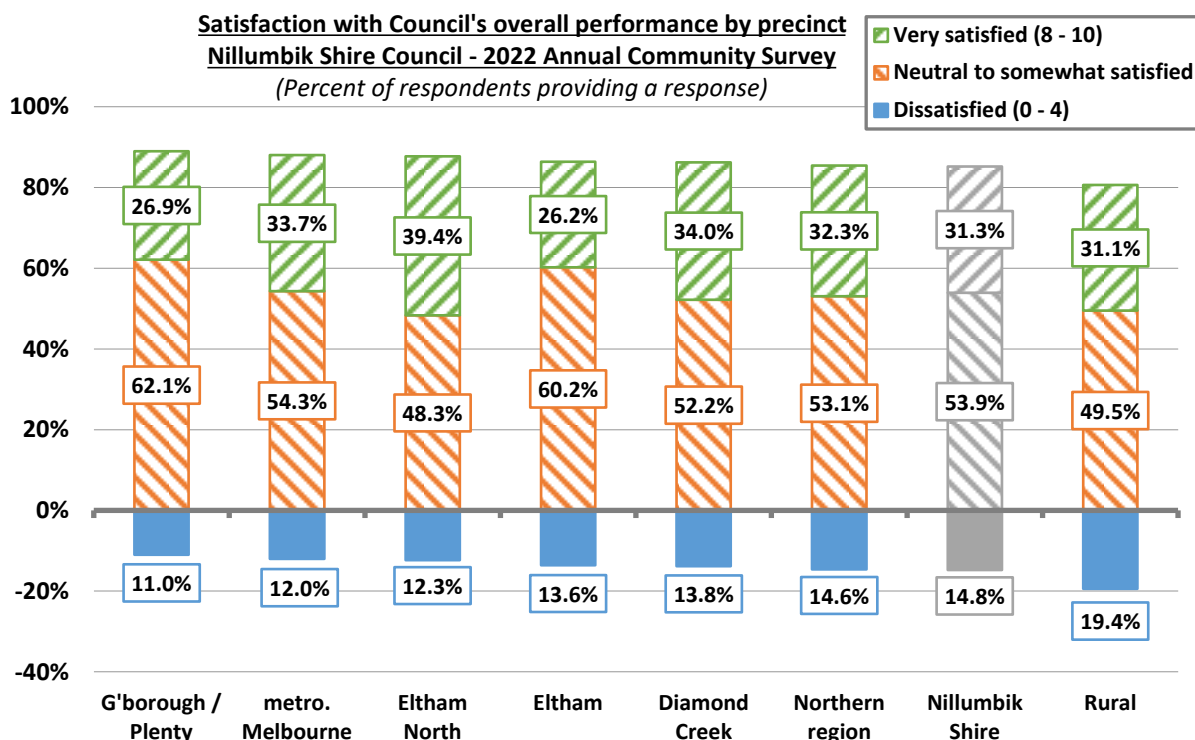


There was no statistically significant variation in satisfaction with Council’s overall performance observed across the six precincts comprising the Nillumbik Shire.

It is, however, noted that respondents from Eltham North and Diamond Creek both rated satisfaction at “good” rather than “solid” levels.







### Satisfaction with overall performance by respondent profile

The following set of graphs provide a comparison of satisfaction with Council’s overall performance by respondent profile, including age structure, gender, household structure, housing situation, and the period of residence in the Nillumbik Shire.

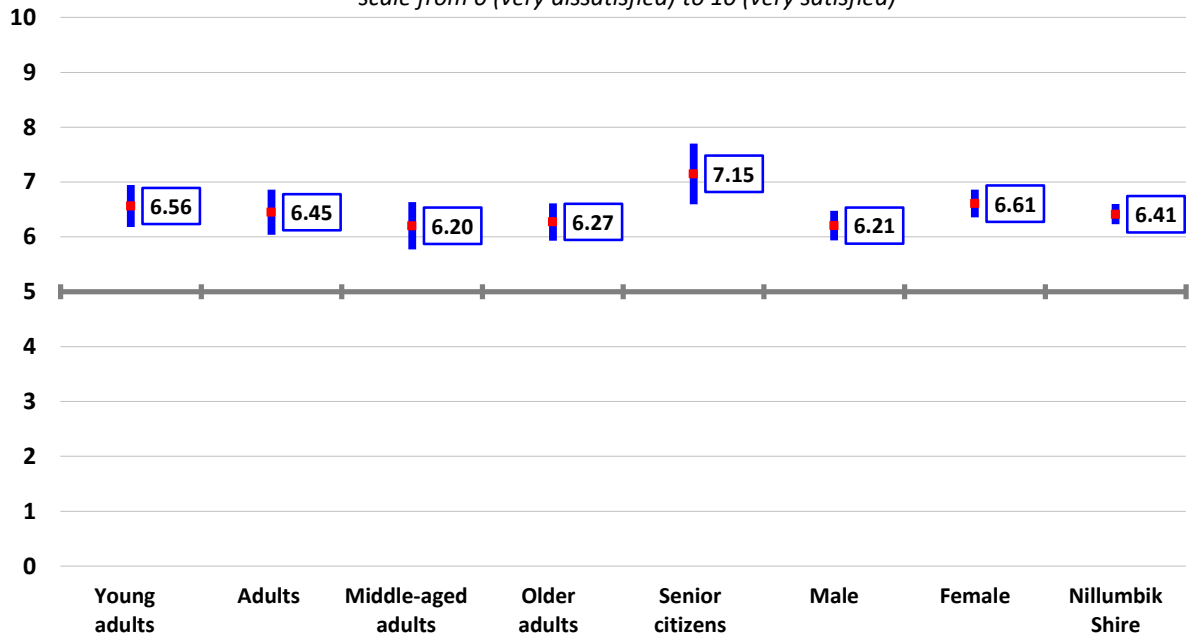
Apart from senior citizens (aged 75 years and over), who were measurably more satisfied with Council’s overall performance than the municipal average, there was no other statistically significant variation observed.

Attention is, however, drawn to the following variations in satisfaction of note:

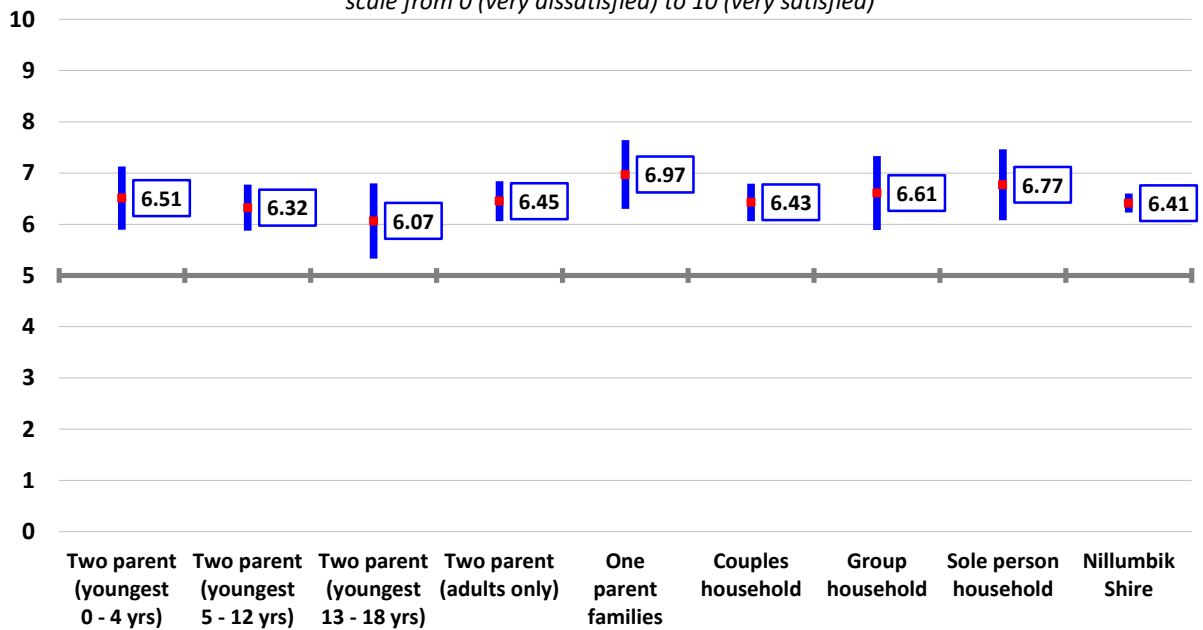
- **Somewhat more satisfied than average** – includes senior citizens (aged 75 years and over), female respondents, respondents from one-parent families and sole person households, and respondents from rental households.
- **Somewhat less satisfied than average** – includes middle-aged and older adults (aged 45 to 74 years), male respondents, respondents from two-parent families with youngest child aged 13 to 18 years, and home-owner respondents.



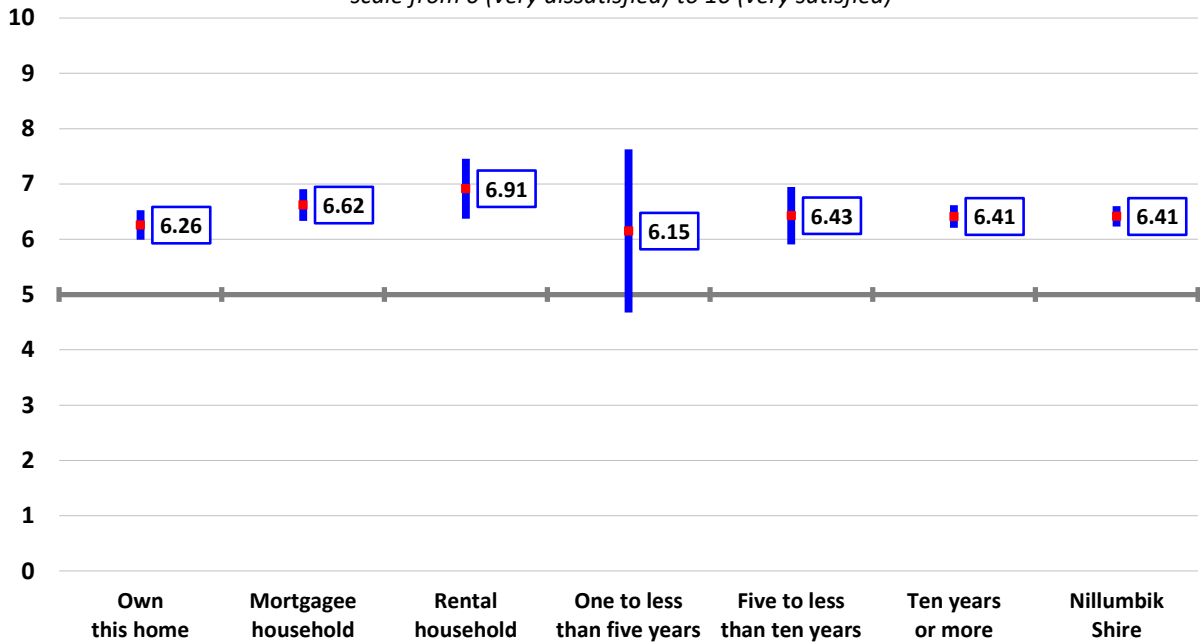
**Satisfaction with Council's overall performance by respondent profile**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



**Satisfaction with Council's overall performance by household structure**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



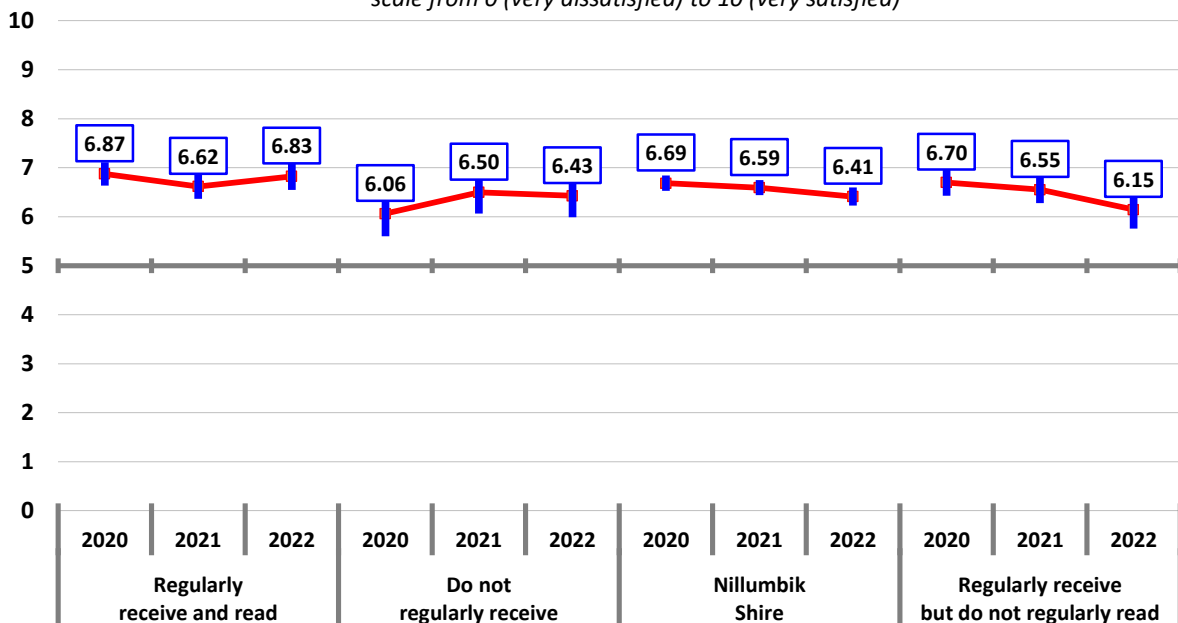
**Satisfaction with Council's overall performance by housing profile**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



**Satisfaction with overall performance by readership of the Nillumbik News**

There was some notable variation in satisfaction with Council’s overall performance observed based on whether respondents regularly read the *Nillumbik News*. Respondents who regularly read the publication from Council were measurably more satisfied with Council’s overall performance than respondents who regularly received, but who did not regularly read the *Nillumbik News*.

**Satisfaction with Council's overall performance by readership of the Nillumbik News**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)

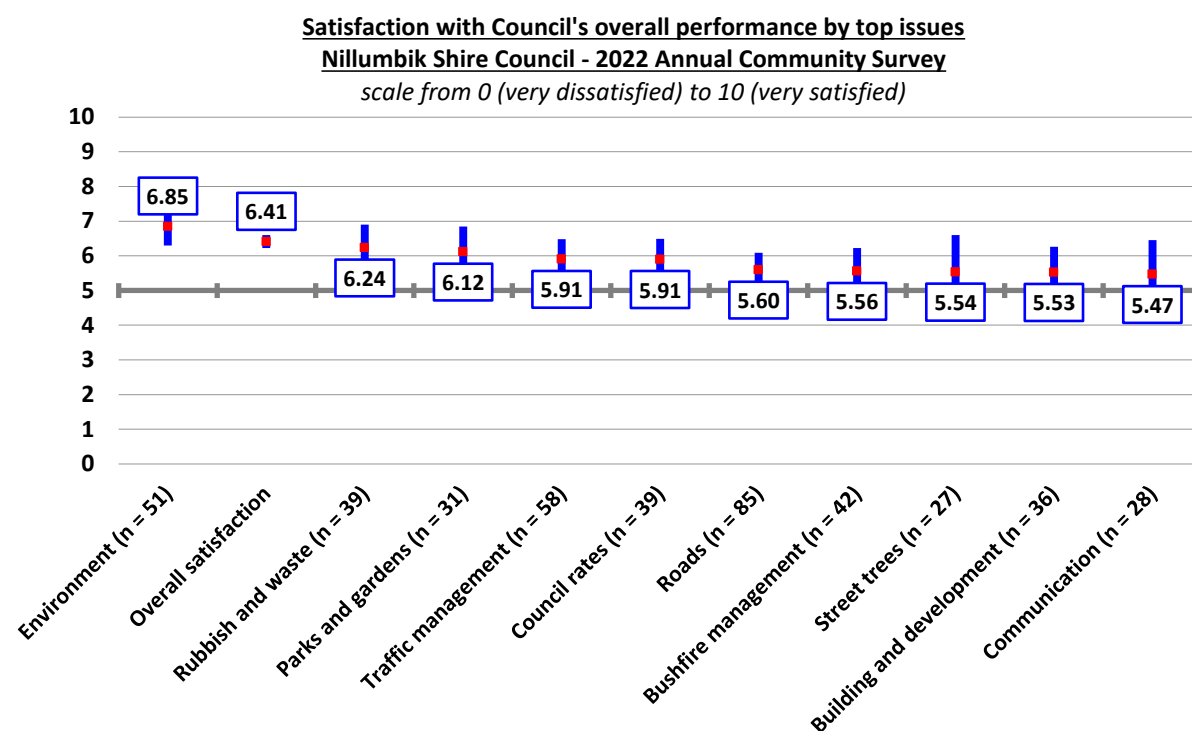


## Satisfaction with overall performance by top issues for Nillumbik

The following graph shows the average satisfaction with Council’s overall performance for respondents who raised the 12 most common issues to address for the Nillumbik Shire “at the moment”. A detailed discussion of these issues is outlined in the [issues to address](#) section.

It is important to bear in mind that many of these issues are not directly within the remit of local government and many are shared responsibilities with other levels of government.

Whilst these results do not show a causal link between the issue raised by respondents and their overall satisfaction with Council, it does provide some guidance as to whether these issues are exerting a negative influence on satisfaction with Council.



Metropolis Research draws attention to the significant result that the 51 respondents who raised environment, conservation, sustainability, and climate change related issues as one of the top three issues to be addressed for the Shire at the moment, were, on average, notably more satisfied with Council’s overall performance than the average of all respondents.

This does imply that these issues may be exerting a positive influence on satisfaction with Council’s overall performance for the respondents who raise these as important issues.

By contrast, there were seven issues that appear to exert a substantially negative influence on overall satisfaction with Council for the respondents who nominate the issues. These issues include traffic management, Council rates, roads, bushfire management, street trees, building and planning, and communication issues. The respondents who nominated these issues, on average, rated satisfaction with Council’s overall performance at “poor” to “very poor” levels of satisfaction.





In the experience of Metropolis Research, it is often found that respondents who are dissatisfied with Council’s overall performance tend to feel that Council is not consulting or communicating effectively with them (i.e., listening to them). This can often be based on their assumption that Council is not communicating with them because it has not addressed the underlying issues of concern to them. In other words, the dissatisfaction may influence their view about consultation and communication rather than communication and consultation being the driving force behind their dissatisfaction with Council.

The issues raised by respondents in relation to consultation and communication were, overall, relatively general in nature, many referring to a perceived lack of communication from Council.

The following table provides an alternative view of the relationship between the top issues to address and overall satisfaction with Council. The table outlines the proportion of both “dissatisfied” respondents and all respondents who nominated each of the issues.

**Top issues for Nillumbik Shire of respondents' dissatisfied with overall performance**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*(Number and percent of total respondents who dissatisfied with overall performance)*

<i>Issue</i>	<i>Dissatisfied respondents</i>		<i>All respondents</i>
	<i>Number</i>	<i>Percent</i>	
Roads maintenance and repairs	24	33.3%	16.7%
Traffic management	13	18.1%	11.4%
Bushfire management / prevention issues	10	13.9%	8.3%
Communication and consultation	9	12.5%	5.5%
Council rates	7	9.7%	7.7%
Rubbish and waste issues inc garbage	7	9.7%	7.7%
Building, planning, housing and development	6	8.3%	7.1%
Provision and maintenance of street trees	6	8.3%	5.3%
Parks, gardens and open space	5	6.9%	6.1%
Environment, conservation and climate change	3	4.2%	10.0%
Animal management	3	4.2%	1.8%
Provision and maintenance of community facilities	3	4.2%	0.6%
Council customer service / responsiveness	3	4.2%	2.4%
Council governance and accountability	3	4.2%	1.6%
Support for local business	3	4.2%	3.7%
All other issues (22 separately identified issues)	27	37.5%	34.6%
<b>Total responses</b>	<b>132</b>		<b>663</b>
<i>Respondents identifying at least one issue</i> <i>(percent of total respondents)</i>	<i>59</i> <i>(82.1%)</i>		<i>320</i> <i>(63.0%)</i>

These results show that respondents who were “dissatisfied” with Council’s overall performance (i.e., rated satisfaction at less than five), were significantly more likely than the average of all respondents, to nominate roads, traffic management, and bushfire management and prevention issues as one of the top three issues to address at the moment.



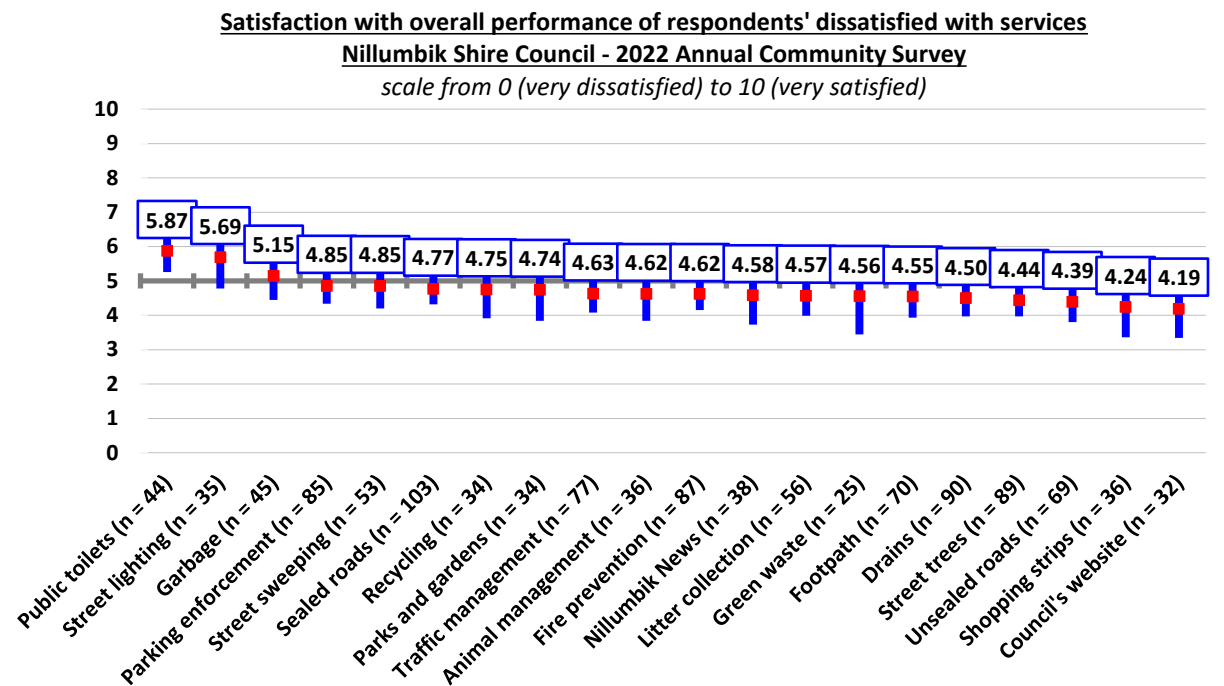
This result strongly implies that these issues exert a negative influence on satisfaction with Council’s overall performance.

By contrast, respondents who were “dissatisfied” with Council’s overall performance were significantly less likely than the average of all respondents to nominate environment, conservation, and climate change related issues. This strongly implies that these issues are not exerting a negative influence on satisfaction with the performance of Council.

**Satisfaction with overall performance of respondents dissatisfied with services and facilities**

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

Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably and significantly less satisfied with Council’s overall performance than the municipal average of all respondents (6.41).



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



This reflects the fact that some (an average of 105) respondents were dissatisfied with Council’s performance and this tended to influence their satisfaction ratings for many, if not all, services and facilities included in the survey.

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

The services and facilities that appear to be most strongly associated with lower overall satisfaction scores were drains, street trees, unsealed local roads, the maintenance and cleaning of shopping strips, and Council’s website.

### ***Reasons for dissatisfaction with overall / governance and leadership performance***

Respondents who were “dissatisfied” with any of the nine aspects of governance and leadership or the overall performance of Council were asked the reasons why they were dissatisfied.

A total of 128 responses were received, which have been broadly categorised as follows:

- Responsiveness and customer service (21 responses or 4.1%)
- Communication and engagement (20 responses or 3.9%)
- Council rates (12 responses or 2.4%)
- Council governance and management (11 responses or 2.2%)
- General negative comments (9 responses or 1.8%)
- Planning and development related issues (8 responses or 1.6%)
- Roads, traffic management, and public transport (8 responses or 1.6%)
- Provision of core services (6 responses or 1.2%)
- Street trees (6 responses or 1.2%)
- General maintenance of the local area (5 responses or 1.0%)
- Parks, gardens, and open spaces (5 responses or 1.0%)
- Bushfire prevention / management (3 responses or 0.6%)
- Environment, climate change, and wildlife (3 responses or 0.6%)
- Rural issues (3 responses or 0.6%)
- Financial issues and priorities of Council (2 responses or 0.4%)
- COVID-19 issues (1 response or 0.2%)
- Other issues (5 responses or 1.0%).

These results are consistent with the result discussed in the [reasons for change in overall performance](#) section of this report, which highlights that many of the respondents who were dissatisfied with Council’s performance tended to comment on the perception that Council was not listening to them or responding to their needs and expectations.



This is clear in these results, given that 41 of the 128 comments were around responsiveness, customer service, communication, and engagement. A further 11 responses were focused on governance and leadership related perceptions, which are not dissimilar to concerns around responsiveness.

Metropolis Research notes that there were a small number of respondents raising concerns around specific issues that were evident elsewhere in this report, including the [issues to address](#) section, including roads and traffic, planning and development, street trees, parks and gardens, bushfire prevention, and environment and climate change.

It is important to note, however, that relatively few respondents raised these specific issues as being issues that underpinned their dissatisfaction with Council’s overall performance.

The verbatim comments, broken down by category, are outlined in the following table.

**Reasons for dissatisfaction with aspects of governance, leadership, and overall performance**

**Nillumbik Shire Council - 2022 Annual Community Survey**

*(Number of responses)*

<i>Response</i>	<i>Number</i>
<i>Responsiveness and customer service</i>	
A bit slow in responding	2
Several issues and the Council not supportive	1
Because of lack of response and care	1
Council customer service is not good	1
Council is motivated by money, don't care resident neglect resident enquiry	1
Council is not active and not looking after the needs of community	1
Council is not responding to people and problems	1
I have tried to reach out and they haven't got back	1
No focus on peoples demands whatsoever	1
No response about the car damaged from the trees	1
Responsiveness of services too slow	1
The Council is difficult to deal with compare with others	1
The dealing I had with Council had been terrible	1
They are not responsive when you contact them	1
They don't respond on time for any enquiries	1
Underperforming. Not listening to resident's requests	1
We are one of the most taxed Councils and simple things cannot be addressed	1
We communicate with them, and they don't answer and don't take any action	1
When dealing with Council, have been unsatisfied	1
Zero response, zero dialogue, whenever tried, always confusing answers	1
<b>Total</b>	<b>21</b>
<i>Communication and engagement</i>	
No community engagement	3
Consultation from the Council is minimal	2





No communication. Not responsive	2
Poor / lack of communication	2
A lot of discussion is not informed for us residents	1
Council is not in touch with the community overall	1
Council is not taking responsibilities as Council in any sector. No consultation or communication	1
I don't believe the Council communicates with the residents	1
Insufficient and inconsistent information provided by the Council about several services especially regarding planning and building permits	1
Lack of interest in the people. Better listening to people via social media	1
No consultation from Council. Council isn't being proactive	1
Not open to residents	1
Not sure how consultative they really are	1
The Council could have communicated better about removing the roundabout at entrance to Eltham	1
They only say surface level information	1
<b>Total</b>	<b>20</b>

*Rates*

Rates are very high also there is no value for rates	5
Expensive Council rates	3
Council puts too much energy into climate change, should be focusing on lowering rates, roads	1
I don't agree with the economic plan and the rates increase in future	1
Lot of legislation requirements - no evidence of what justifies the hefty costs	1
Rates too expensive, Council does not focus much on Eltham's services and facilities	1
<b>Total</b>	<b>12</b>

*Council governance and management*

A lot of negativities of Council and Council members	1
A lot of people are upset that nothing is done, not personally	1
Council is not performing well	1
Experience with Council	1
Management is not good	1
Poor management	1
They are lazy	1
They are not working for the people and community	1
They are useless they don't care about community	1
They're doing an average job	1
Too political	1
<b>Total</b>	<b>11</b>



<i>General negative</i>	
Council provides no assistance	1
Knocked down local's hard work	1
Lot of issues	1
Needs improvement	1
Not doing good work	1
Poor in managing public issues	1
Ridiculous and beyond reasonable for some families	1
Services are pretty average and ordinary	1
Some things they do not do much. Some they do too much	1
<b>Total</b>	<b>9</b>
<i>Planning and development</i>	
Lost a large portion of land to hospital that doesn't work there	1
My extension is not allowed by Council	1
No plan or facility by the Council	1
Substandard too much high-density housing	1
There is no timeliness in Councils planning and application process	1
Town planning is not environmentally friendly	1
VCAT involved with Council and planning Department terrible	1
We've been talking with the Council to sub-divide the backyard and it is delayed for more than two years now	1
<b>Total</b>	<b>8</b>
<i>Roads, traffic management and public transport</i>	
Council has not ensured adequate support and provision for residential roads joining Yan Yean Rd	1
Potential traffic congestion due to the zoning of the regions	1
The management on roads, nature strips and grading is very poor	1
The roads are horrible they haven't done anything to fix them	1
Road management is poor	1
Roads, footpaths are poorly maintained. Overall, it's pretty average	1
Street maintenance is really disappointing. Drains always clog after it rains	1
More transport more often	1
<b>Total</b>	<b>8</b>
<i>Provision of core services</i>	
Council has not been maintaining roads, footpaths, trees. If they don't maintain the everyday services, there's no point of getting into additional services. Focus on what's the most important	1
Footpaths, roads, drains, trees are the basic needs and Council is ignoring it	1



Not fair job in maintaining core services	1
No service and facilities	1
Overall job is pretty average. Not properly maintained grass, roads, can't walk on roads because there's no space if the car comes. All this is pretty basic and should be done properly	1
Hasn't given appropriate core services let alone additional support	1
<b>Total</b>	<b>6</b>

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*Street trees*

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Trees are poorly maintained	2
Dead trees and foliage not cleared	1
Not happy about the roadside slashing and pruning of trees	1
On Smith's Gully Rd, a lady illegally chopped off a eucalyptus tree. We rang the Council; the officers came there but they didn't do anything	1
They wanted to remove a tree that's planted by me	1
<b>Total</b>	<b>6</b>

---

*Parks, gardens, and open spaces*

---

Bushes and grass are not cut	1
For the parks in Hurstbridge, community consultation took place and the outcome i.e., the structure of the park was opposite to what they discussed	1
Imbalanced Green Wedge	1
Requires bins and dog bins and dog poo bags	1
The way they do trees and garden is not good	1
<b>Total</b>	<b>5</b>

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*General maintenance of area*

---

Lots of maintenance haven't been done	3
Council is not active in maintaining infrastructure	1
They don't maintain the area. Trees everywhere, possibly start fire. Bushes grow to knee height	1
<b>Total</b>	<b>5</b>

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*Bushfire prevention*

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Lack of any respond to bushfires	1
Poorly regulated fire prevention	1
Their response to bushfire preparation is disappointing	1
<b>Total</b>	<b>3</b>



<i>Environment, climate change and wildlife management</i>	
I don't think they have initiated enough change to combat climate change	1
Some part Council is doing really well, some should put more effort in, like the protection of environment	1
Poor animal and wildlife management	1
<b>Total</b>	<b>3</b>
<i>Rural issues</i>	
Eltham and Diamond Creek prioritised over rural areas	1
Lack of services to rural land areas	1
Being in rural, we don't even have that many services to expect and still they can't provide it	1
<b>Total</b>	<b>3</b>
<i>Financial issues and priorities</i>	
The suburb looks run down and obvious lack of funding	1
Lack of resources outsourcing things	1
<b>Total</b>	<b>2</b>
<i>COVID issues</i>	
Just because of COVID they didn't do anything, and their services went really slow because of COVID	1
<b>Total</b>	<b>1</b>
<i>Other</i>	
Council hampering what I am trying to do	1
Don't have much to deal with the Council so it's unfair to rate them	1
Don't really know much to rate	1
My feelings with my car being destroyed by a tree and Council not paying for repairs	1
Not aware of the Council	1
<b>Total</b>	<b>5</b>
<b>Total</b>	<b>128</b>





### Change in Council’s overall performance

Respondents were asked:

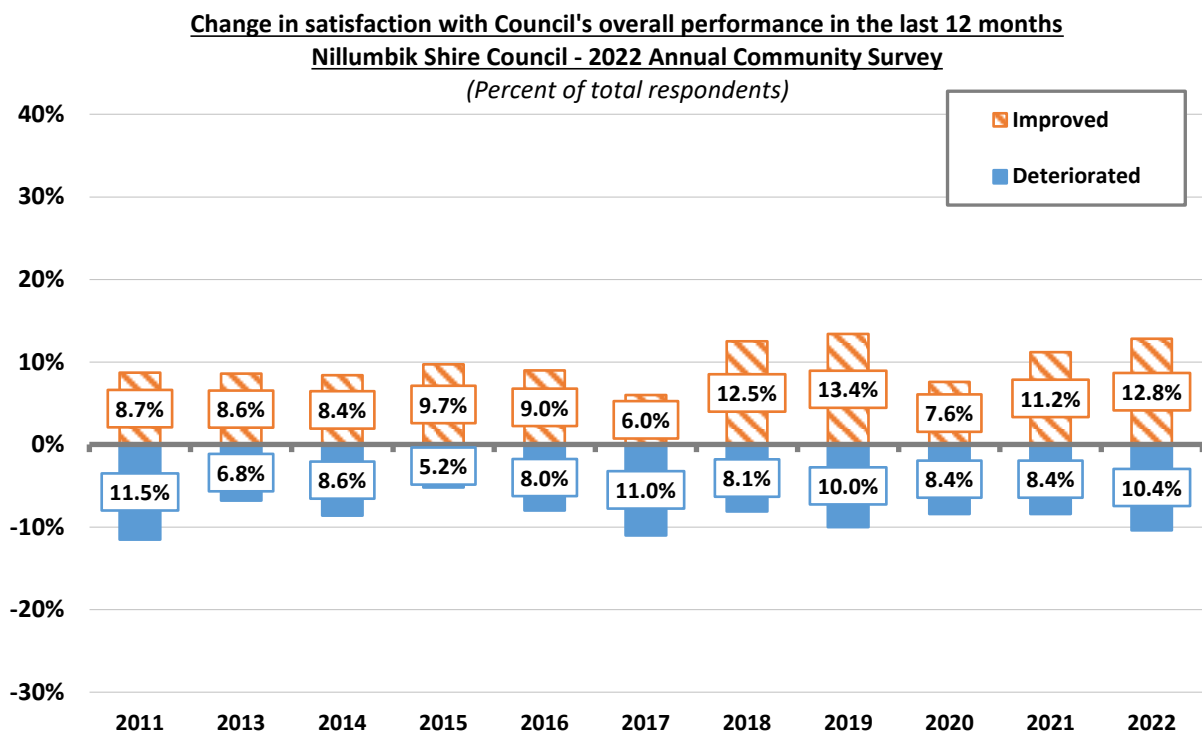
*“Over the past 12 months, do you think Nilumbik Shire Council’s overall performance has improved, deteriorated or stayed the same?”*

Whilst satisfaction with Council’s overall performance declined over each of the last three years, there was, at the same time, an increase in the proportion of respondents who considered that Council’s overall performance had improved, up from just 7.6% back in 2020 to 12.8% this year.

There was, however, a small increase this year, in the proportion of respondents who were dissatisfied with Council’s overall performance, up from 8.4% in each of the last two years to 10.4% this year.

By way of comparison, 12.1% of respondents across metropolitan Melbourne average considered that performance of their local council had improved in the last 12 months and 12.4% considered that performance had deteriorated.

These Nilumbik Shire results do suggest that there is a substantial group of respondents across the municipality who believe that Council’s performance is “very good” (i.e., rated satisfaction at eight or more), many of whom also believe that Council’s performance had improved.



When broken down into the respondents who were “dissatisfied”, “neutral to somewhat satisfied” and “very satisfied”, the following is noted:

- **Very Satisfied respondents (rated satisfaction at eight or more)** – more than one-quarter (27.6%) of the very satisfied respondents considered that Council’s performance had improved in the last 12 months, whilst just 2.5% considered performance had deteriorated.
- **Neutral to somewhat satisfied respondents (rated satisfaction 5 to 7)** – two-thirds (67.5%) of the 262 respondents who were neutral to somewhat satisfied considered that performance had stayed the same, whilst approximately eight percent considered that performance had improved, and a similar proportion considered that performance had deteriorated.
- **Dissatisfied respondents (rated satisfaction less than five)** – none of the 72 respondents who were dissatisfied with Council’s overall performance considered that performance had improved in the last 12 months, whilst 40% considered that performance had deteriorated.

**Change in overall performance**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
 (Number and percent of total respondents)

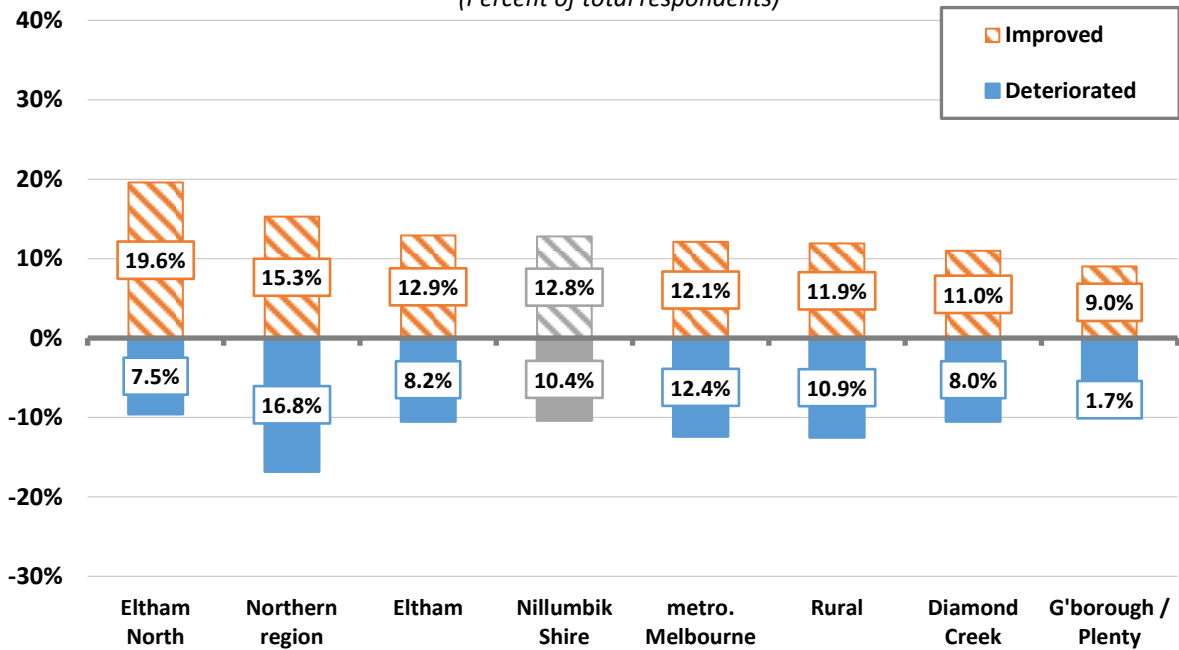
Change	2022		2021	2020	2019	2018	2017
	Number	Percent					
Improved	65	12.8%	11.2%	7.6%	13.4%	12.6%	6.0%
Stayed the same	288	56.7%	62.9%	70.0%	61.8%	56.7%	60.0%
Deteriorated	53	10.4%	8.4%	8.4%	10.0%	8.2%	11.0%
Can't say	102	20.1%	17.6%	14.0%	14.8%	22.6%	23.1%
<b>Total</b>	<b>508</b>	<b>100%</b>	<b>501</b>	<b>500</b>	<b>500</b>	<b>501</b>	<b>502</b>

There was some notable variation in this result observed across the municipality by precinct, age structure, gender, housing situation, and period of residence in the Nillumbik Shire, as follows:

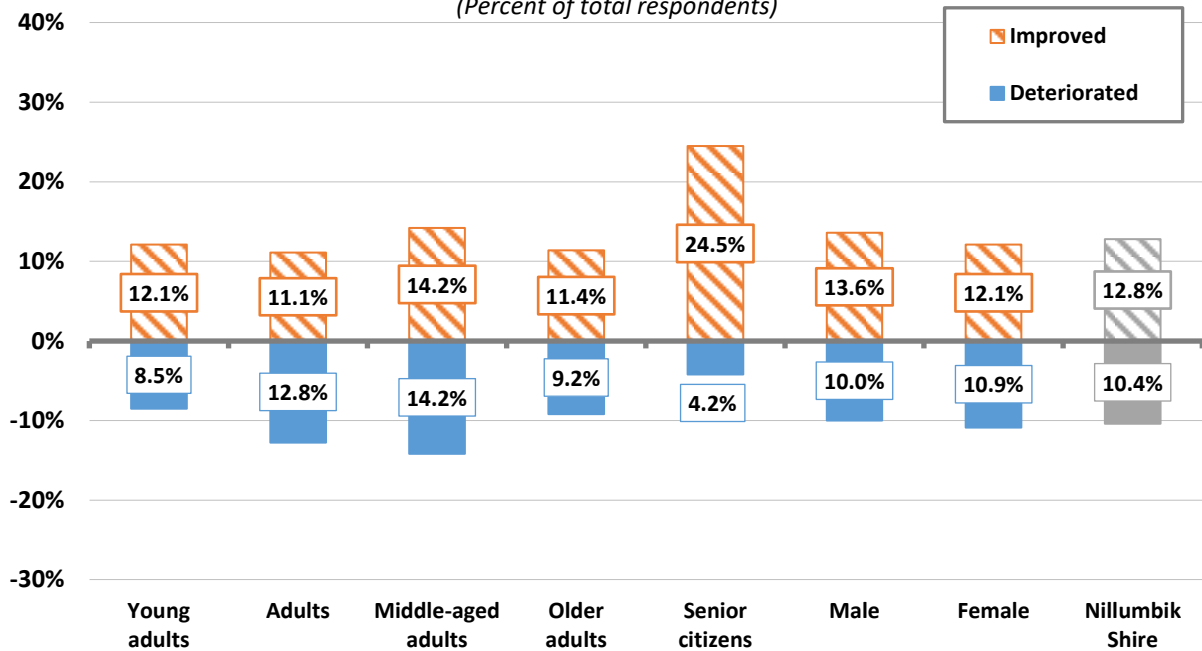
- **More likely than average to consider that performance had improved in the last 12 months** – includes respondents from Eltham North, senior citizens (aged 75 years and over), rental household respondents, and respondents who had lived in the Shire for between five and less than 10 years.
- **More likely than average to consider that performance had deteriorated in the last 12 months** – includes middle-aged adults (aged 45 to 59 years).

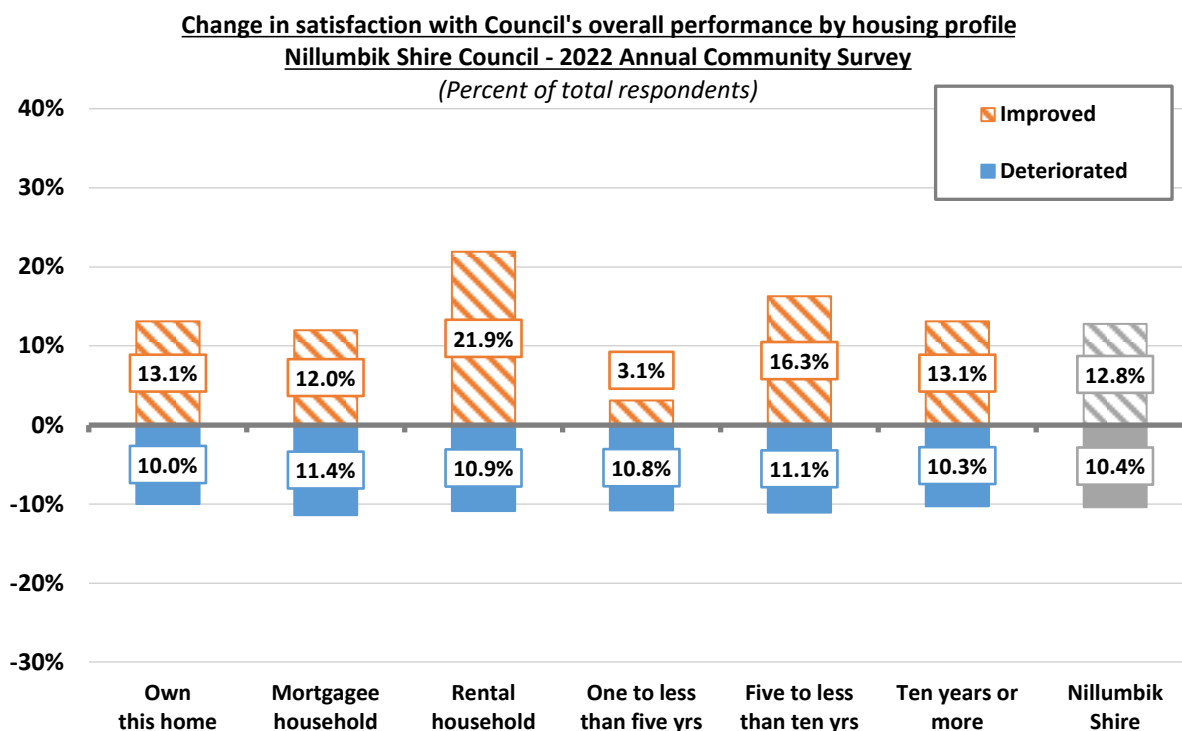


**Change in satisfaction with Council's overall performance by precinct**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
 (Percent of total respondents)



**Change in satisfaction with Council's overall performance by respondent profile**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
 (Percent of total respondents)





## Reasons for change in overall performance

Respondents were asked:

*“Why do you say that?”*

Respondents were asked to outline the reasons why they believed that Council’s overall performance had improved, stayed the same, or deteriorated in the last 12 months.

Of the 508 respondents, 133 provided a response to this question, with 34 of the 65 respondents who considered that performance had improved, 62 of the 288 who considered that performance had stayed the same, and 37 of the 53 respondents who considered that performance had deteriorated providing a response.

The detailed verbatim responses are outlined in an appendix to this report, but in summary, the following was observed:

- **Improved performance** – several issues were raised, including the new elected Council, general communication improvements, improvements to some specific services including roads and traffic, sporting facilities, and Council working well through COVID-19.
- **Stable performance** - a range of responses were received, including some positive and negative responses, but with many responses relating to the perception that performance had been consistent over time.
- **Deteriorated performance** – several specific issues were raised by single respondents, however many of the comments related to perceived poor communication or engagement by Council, with a particular emphasis by some respondents on perceived lack of performance due to COVID-19, including staff working from home impacting on performance.





## 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?”*

Respondents were this year asked to rate their satisfaction with nine aspects of Council’s governance and leadership performance, covering a range of areas of performance. These have broken into two groups for ease of analysis, the five core comparison aspects of governance and leadership, against which metropolitan Melbourne comparisons can be provided from *Governing Melbourne*, and four aspects of Council’s leadership performance.

### Core aspects of Council’s governance and leadership

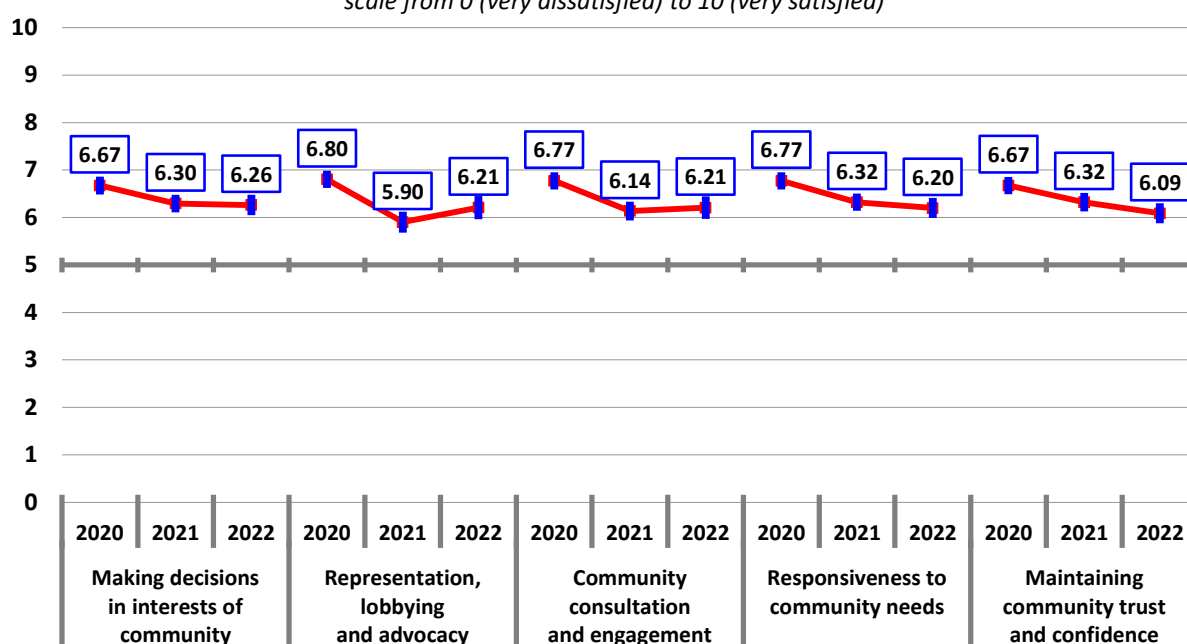
The average satisfaction with the five core aspects of Council’s governance and leadership performance was 6.19 this year, almost identical to the average of 6.20 recorded in 2021, and measurably lower than the 6.74 recorded back in 2020, just prior to the start of the COVID-19 pandemic.

This is a “solid” level of satisfaction and was somewhat lower than satisfaction with Council’s overall performance (6.41).

Satisfaction with all five aspects of governance and leadership was “solid”.

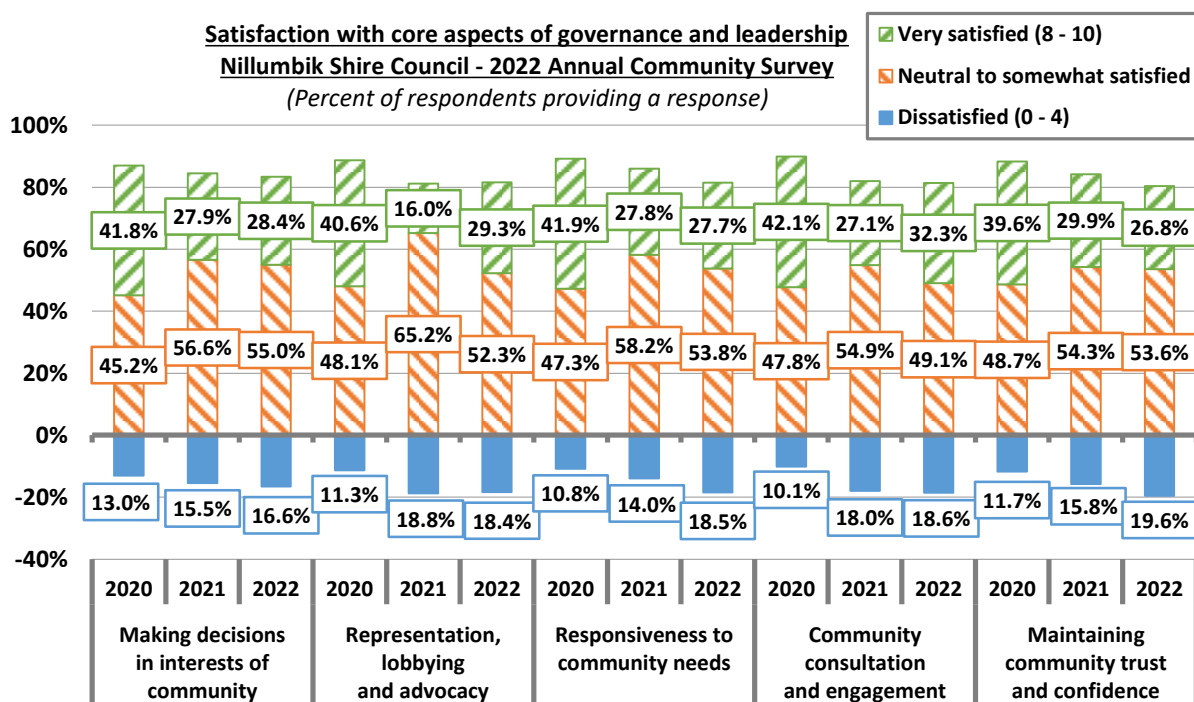
Clearly, these results show some concern in the community around the Council’s performance in how it listens to and responds to the needs of the community, reflects the interests of the community, and advocates on behalf of the community.

**Satisfaction with core aspects of governance and leadership**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



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

Consistent with the results recorded last year, between approximately one-quarter and one-third of respondents were “very satisfied” with Council’s performance across all five core aspects of governance and leadership, whilst approximately one-sixth were “dissatisfied”.



By way of comparison, the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022 reported an average satisfaction with the same five aspects of governance and leadership of 6.33 across metropolitan Melbourne, and 6.20 for the six northern region councils.

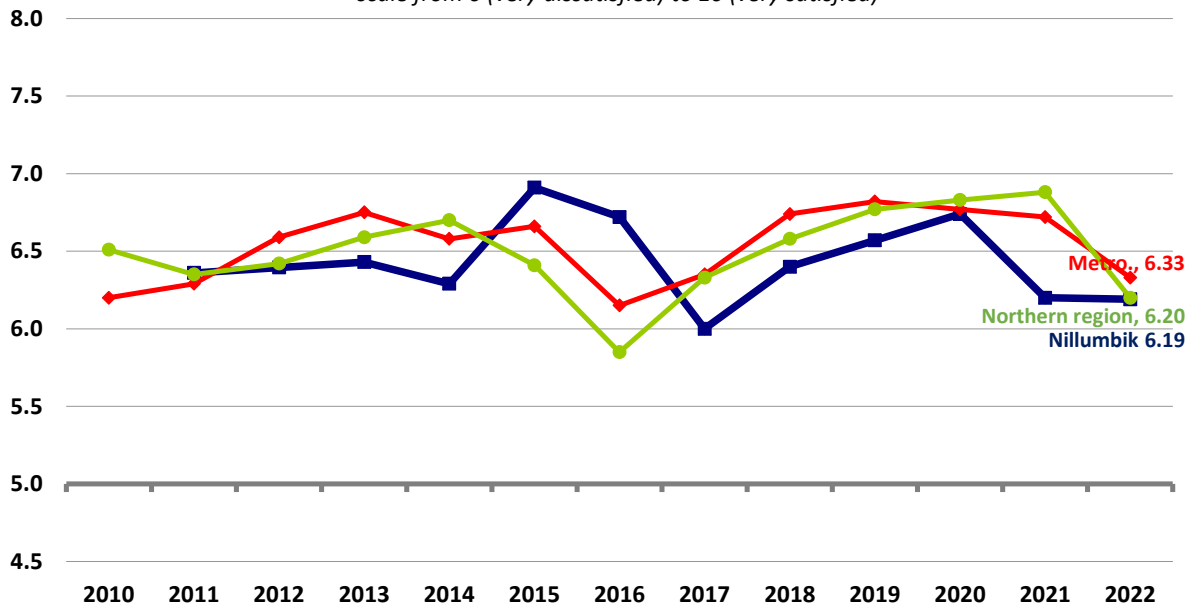
Metropolis Research notes that the average satisfaction with these five core aspects of governance and leadership was almost identical in the Nillumbik Shire as it was for the surrounding norther region councils.

Whilst the sample for each individual Council in *Governing Melbourne* was insufficient to provide municipality level results from *Governing Melbourne*, Metropolis Research notes that satisfaction with most of these five aspects of governance and leadership was not notably lower than that recorded in most of the other individual municipalities located in the region.

The decline in satisfaction with governance and leadership across metropolitan Melbourne does appear unrelated to any specific governance issues but appears to reflect a generalised fatigue with government more broadly. This has been apparent in several individual councils as well as the *Governing Melbourne* research.



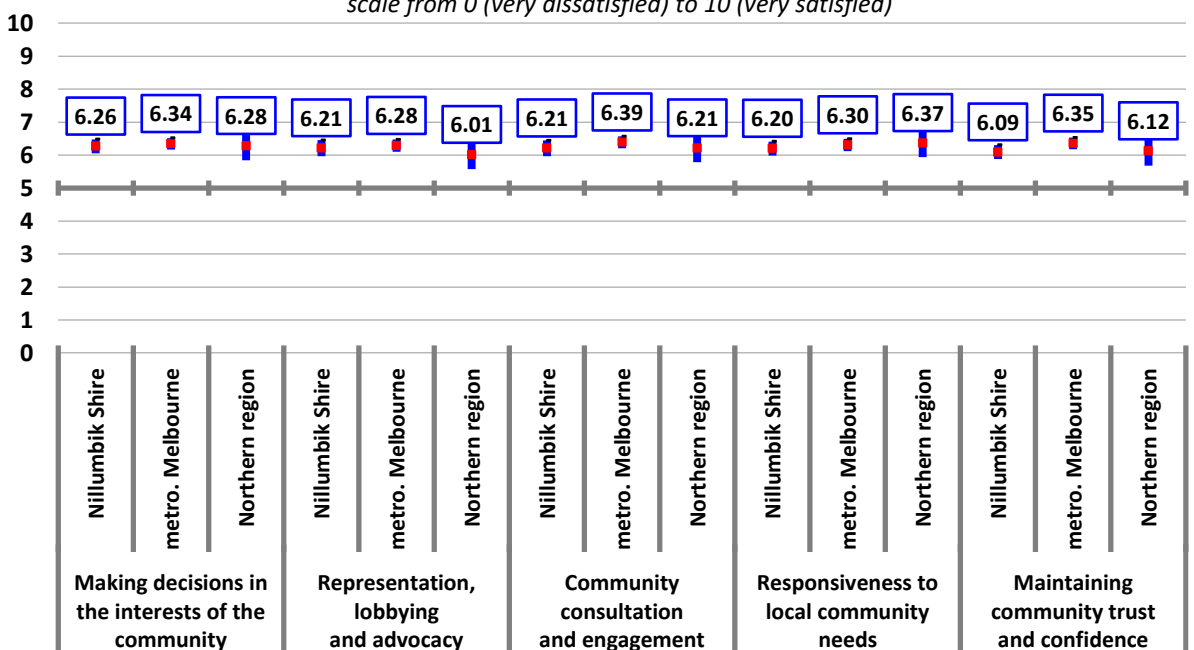
**Average satisfaction with core aspects of governance and leadership**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



When examining the results for each of the five aspects of governance and leadership, it is noted that the Nilumbik Shire results were marginally, but not measurably lower than the metropolitan Melbourne average, and generally relatively similar to the northern region councils' average.

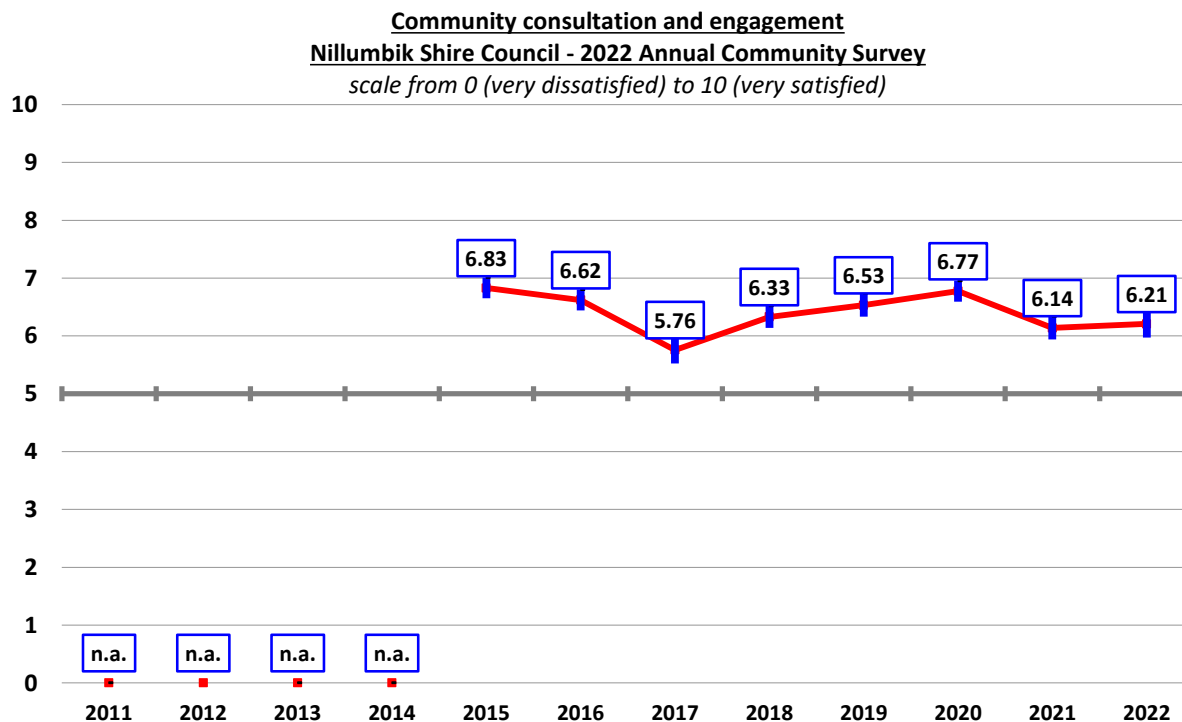
That said, it is noted that satisfaction with representation, lobbying, and advocacy was notably, but not measurably lower in the northern region councils than the Nilumbik Shire result.

**Satisfaction with core aspects of governance and leadership**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)

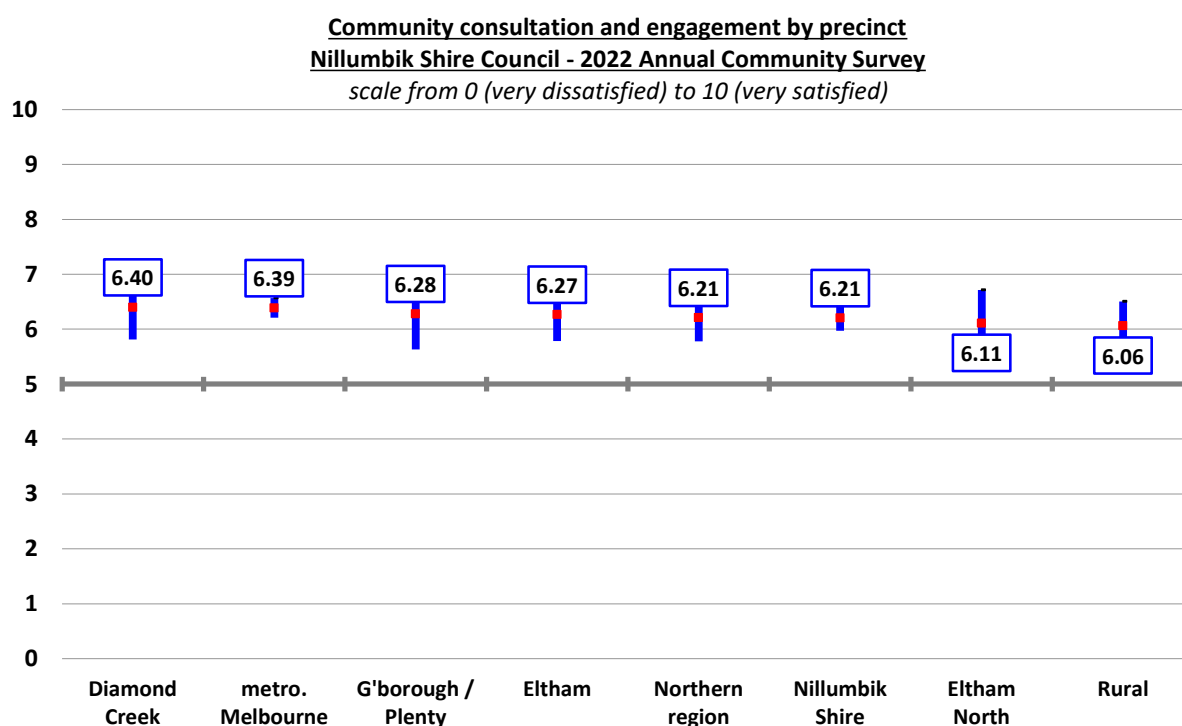


## Community consultation and engagement

Satisfaction with Council’s community consultation and engagement increased marginally but not measurably this year, up 1.1% to 6.21, although it remains at a “solid” level. Despite the small increase this year, satisfaction remains below the long-term average since 2015 of 6.40.



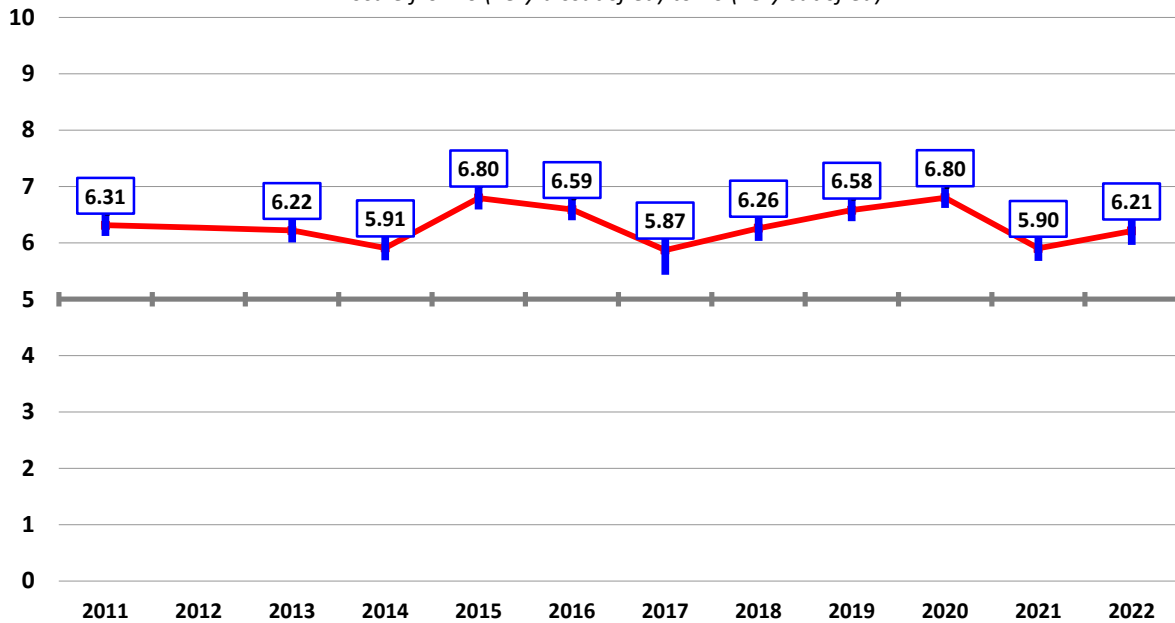
There was no statistically significant variation in this result observed across the municipality, and respondents in each precinct rated satisfaction at a “solid” level of satisfaction.



### Representation, lobbying and advocacy

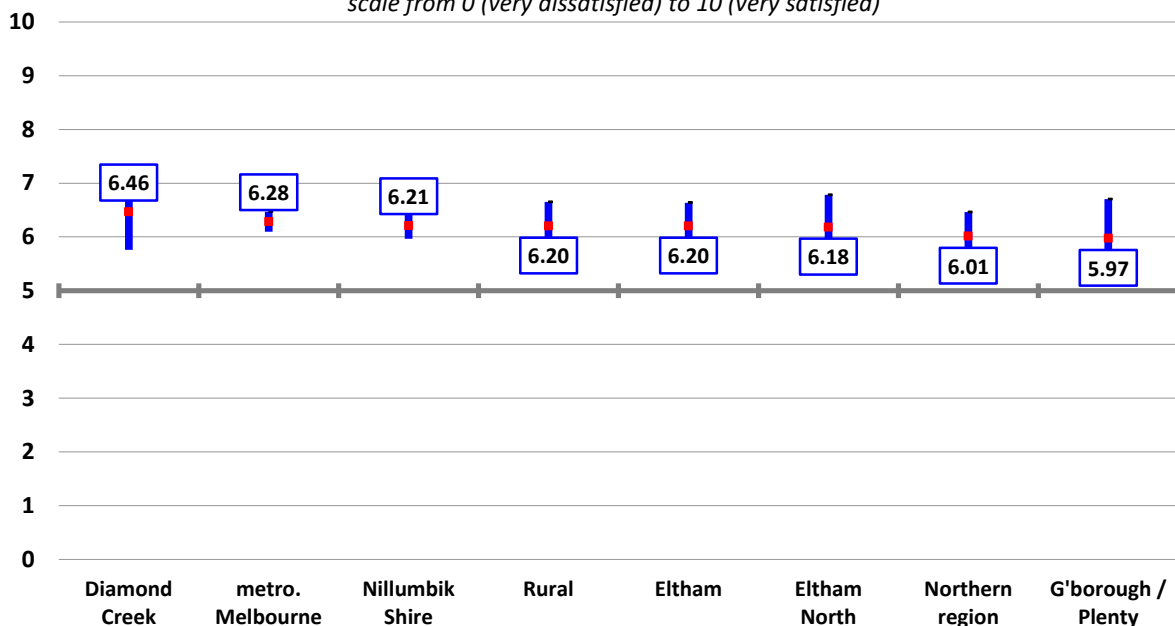
Satisfaction with Council’s representation, lobbying and advocacy on behalf of the community with other levels of government and private organisations on key issues increased marginally but not measurably this year, up 5.3% to 6.21, which is a “solid” up from a “poor” level. It remains below the long-term average since 2011 of 6.31.

**Representation, lobbying and advocacy on behalf of the community**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was no statistically significant variation in this result observed across the municipality, although respondents from Greensborough / Plenty rated satisfaction at a “poor” level.

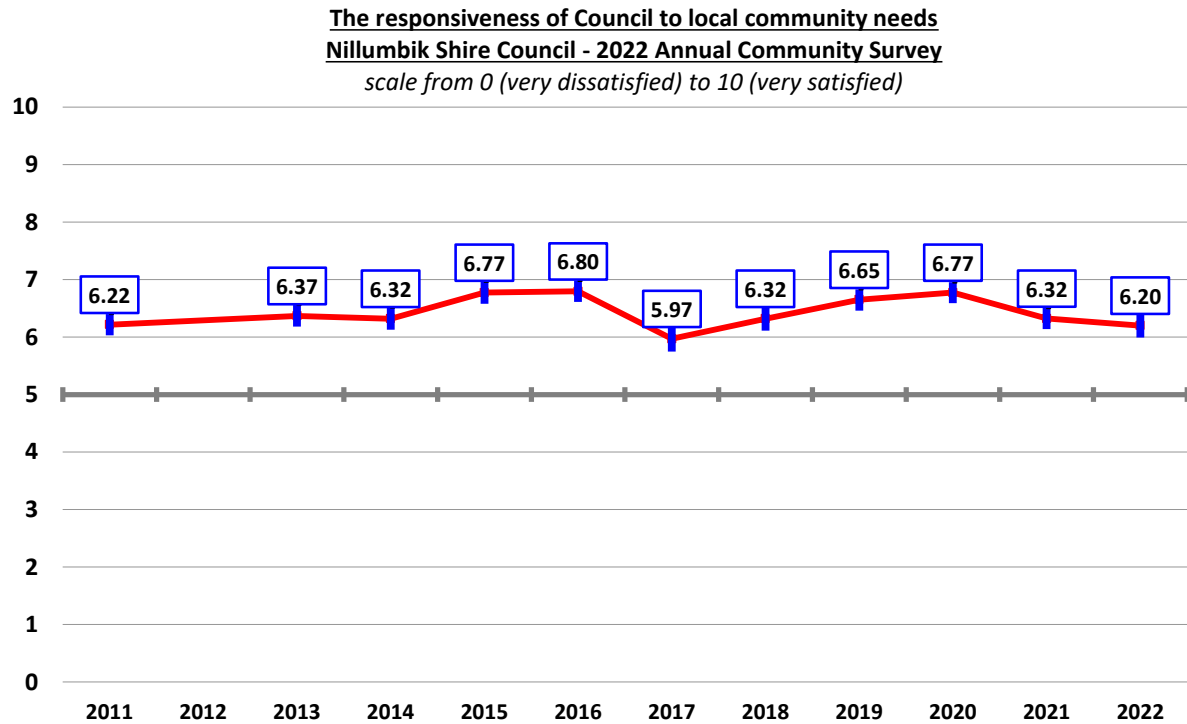
**Representation, lobbying and advocacy on behalf of the community by precinct**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



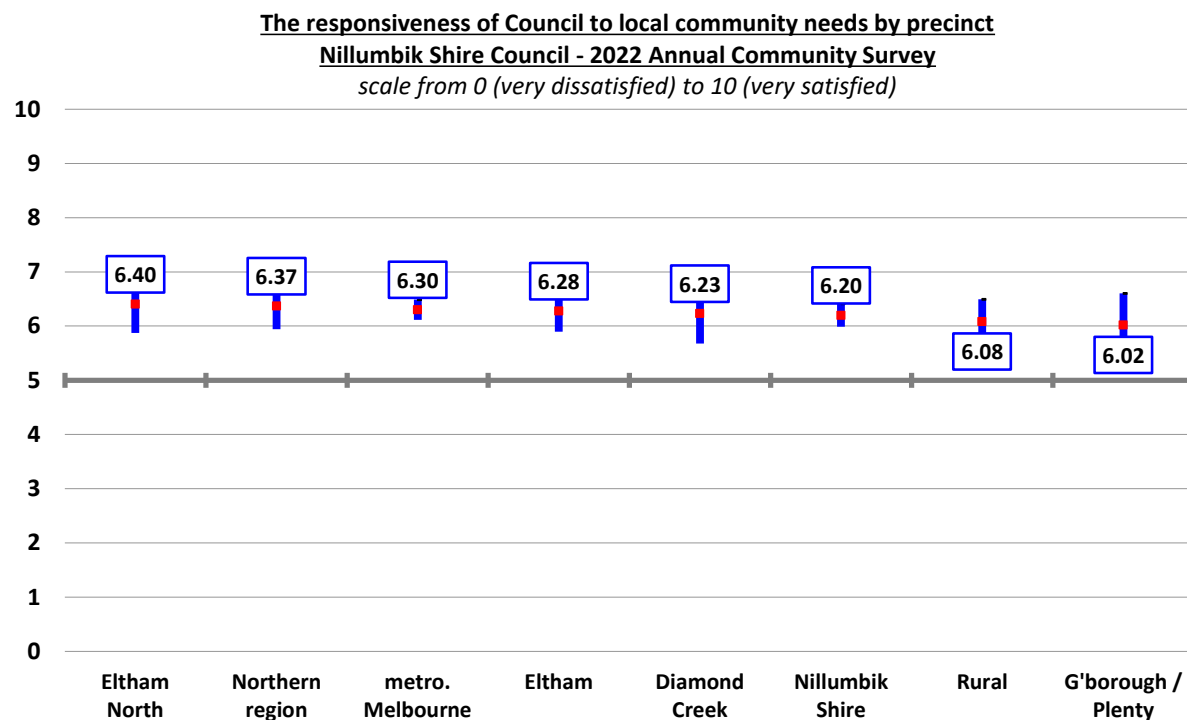


### Responsiveness to local community needs

Satisfaction with the responsiveness of Council to local community needs declined marginally but not measurably this year, down 1.9% to 6.20, although it remains at a “solid” level. It remains, however, below the long-term average since 2011 of 6.43.

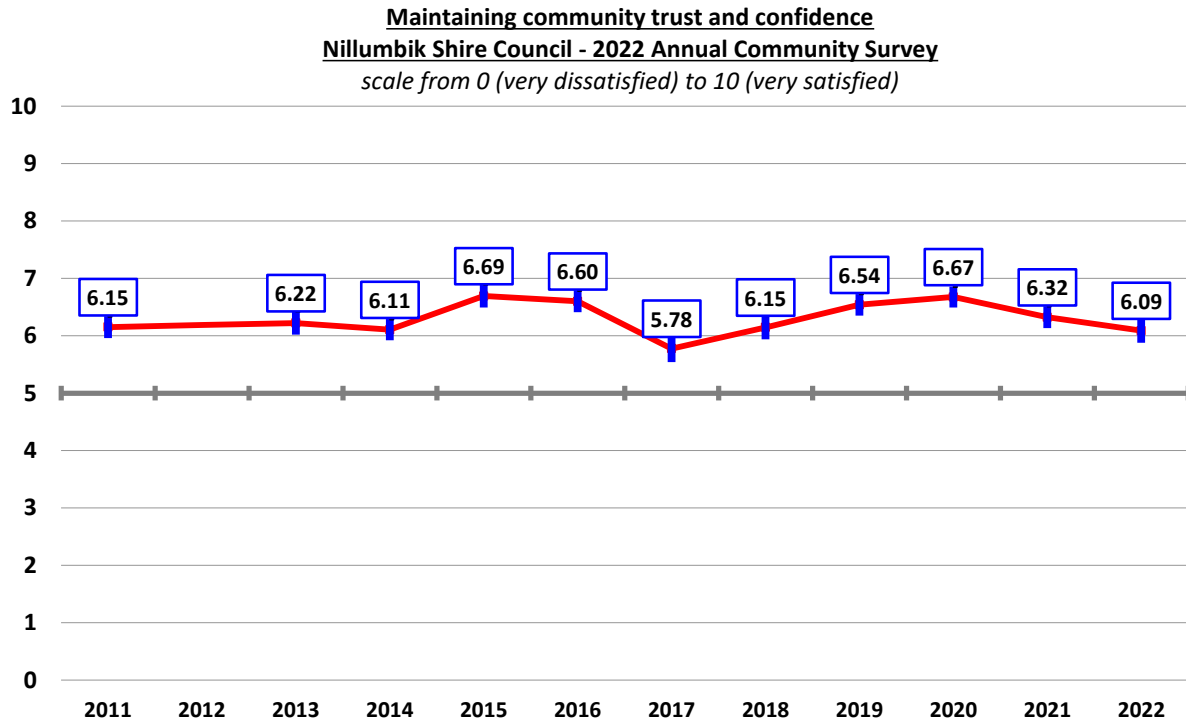


There was no statistically significant variation in this result observed across the municipality, and respondents in each precinct rated satisfaction at a “solid” level of satisfaction.

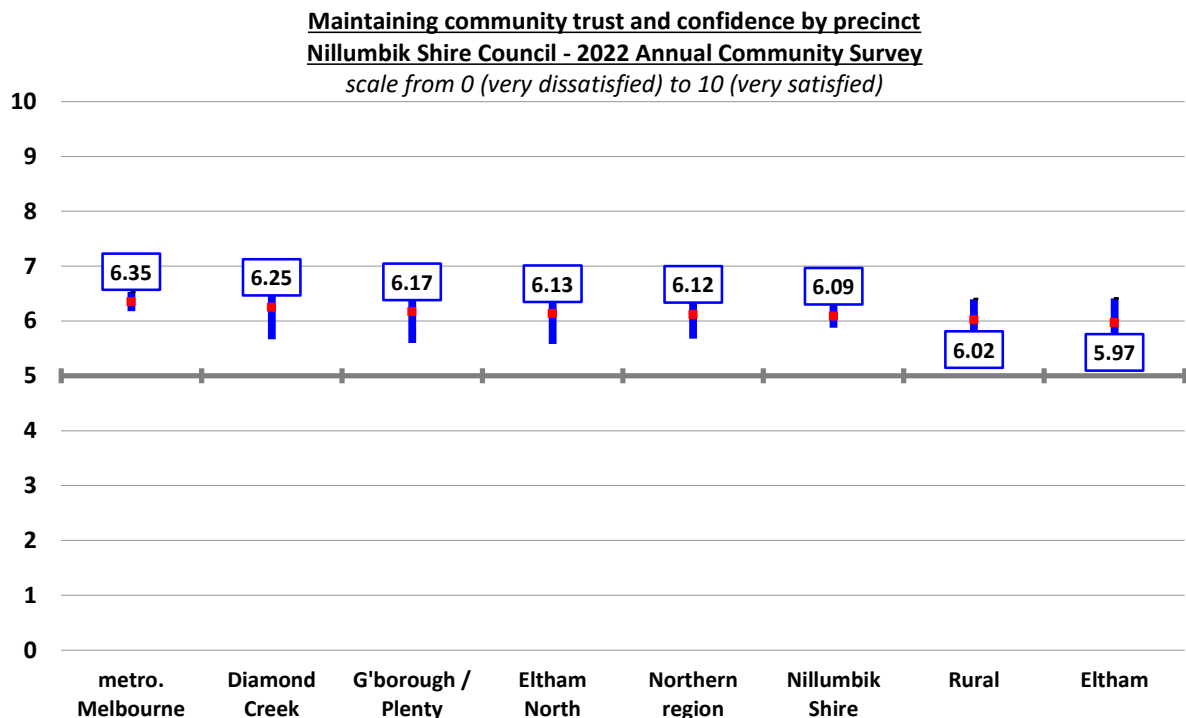


### Maintaining the trust and confidence of the local community

Satisfaction with Council’s performance maintaining the trust and confidence of the local community declined marginally but not measurably this year, down 3.6% to 6.09, although it remains at a “solid” level. It remains below the long-term average of 6.30 since 2011.

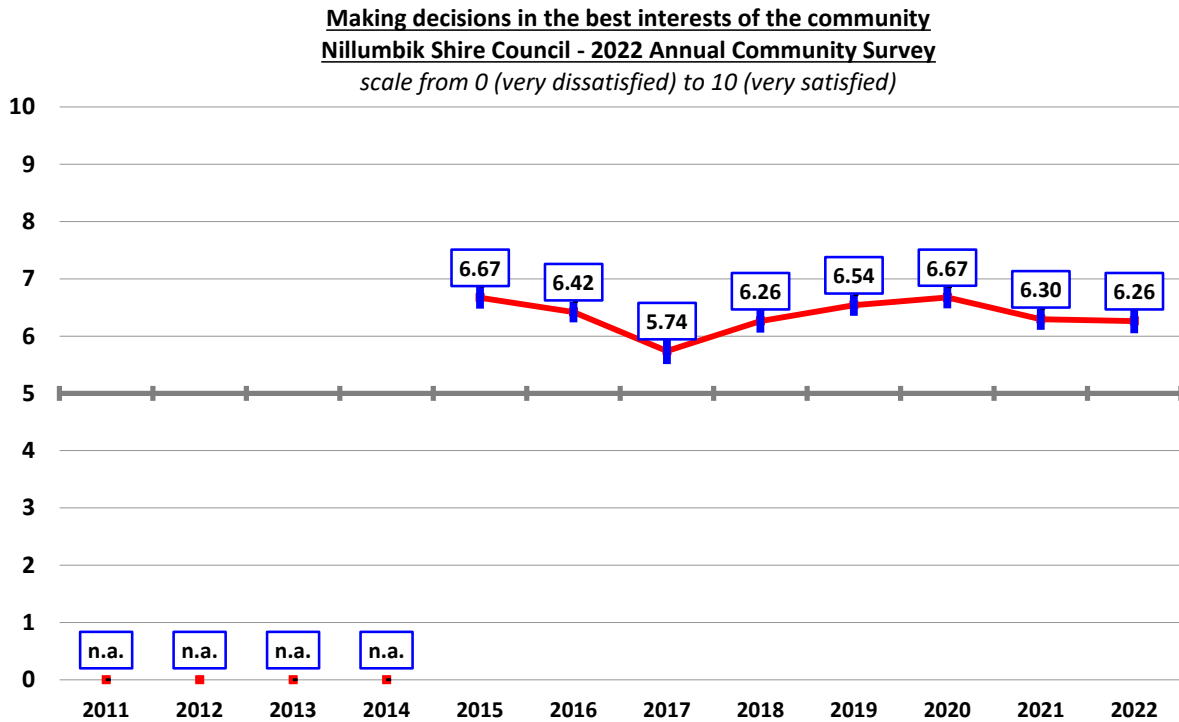


There was no statistically significant variation in this result observed across the municipality, although respondents from Eltham rated satisfaction at a “poor” level.

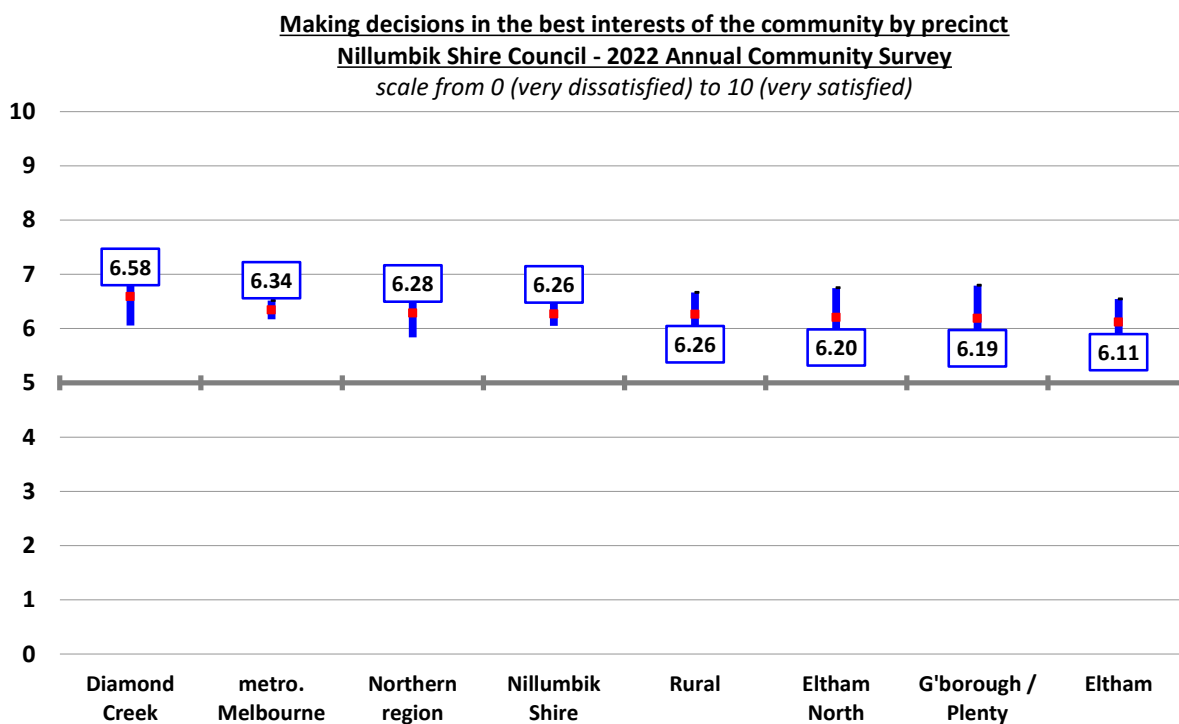


### Making decisions in the interests of the community

Satisfaction with Council’s performance making decisions in the interests of the community was almost stable this year, down less than one percent to 6.26, and remains at a “solid” level. This result remains only marginally below the long-term average since 2015 of 6.36.



There was no statistically significant variation in this result observed across the municipality, and respondents in each precinct rated satisfaction at a “solid” level of satisfaction.



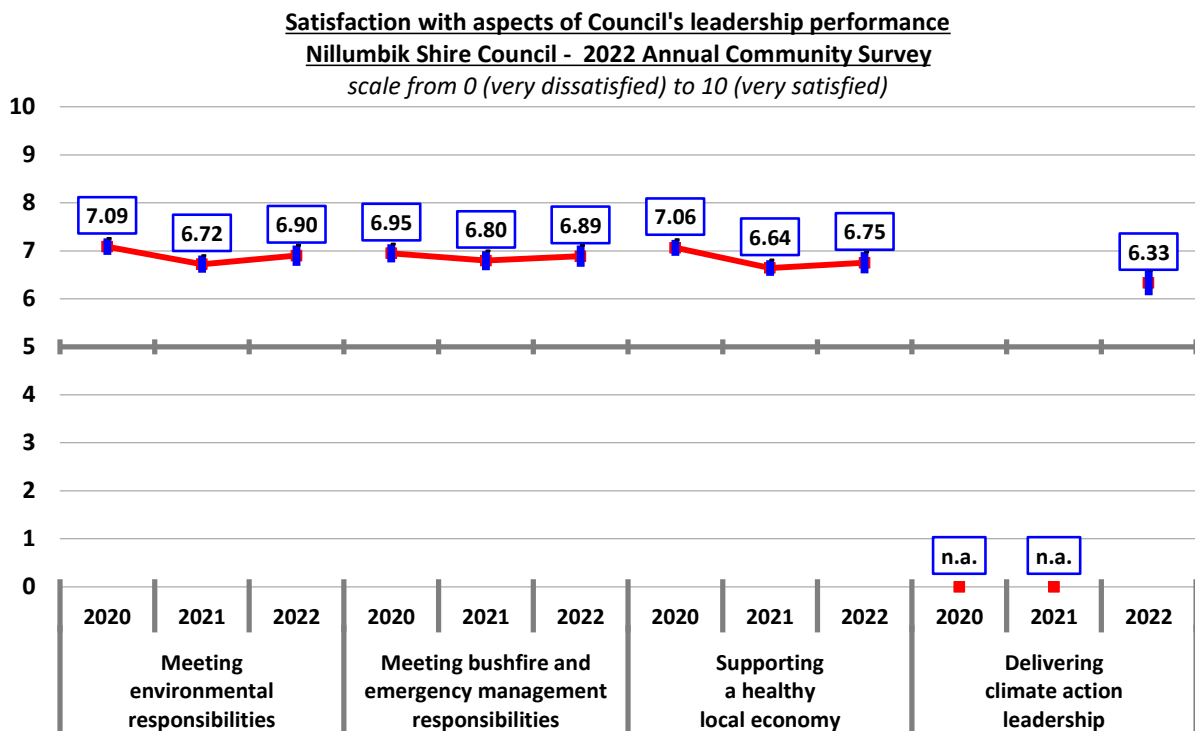
### Aspects of Council’s leadership performance

In addition to the five core comparison aspects of Council’s governance and leadership, respondents were asked to rate satisfaction with four aspects of Council’s leadership performance. These were focused on leadership in relation to the environment, bushfires and emergency management, and the local economy.

Satisfaction with Council meeting its environmental responsibilities, meeting bushfire and emergency management responsibilities, and supporting a health local economy all increased marginally but not measurably this year, although all three remained at a “good” level.

There was a new aspect of leadership included in the survey this year, relating to “Council’s performance in delivering climate action leadership and initiatives”. Satisfaction with this aspect of leadership was 6.33 or a “solid” level of satisfaction.

Of these five aspects of Council’s leadership performance, only meeting environmental responsibilities was included in *Governing Melbourne*. By way of comparison, the 2022 metropolitan Melbourne average satisfaction with Council meeting its responsibilities towards the environment was 7.04, and the northern region councils’ average was 7.13, both marginally but not measurably higher than this Nillumbik Shire result.

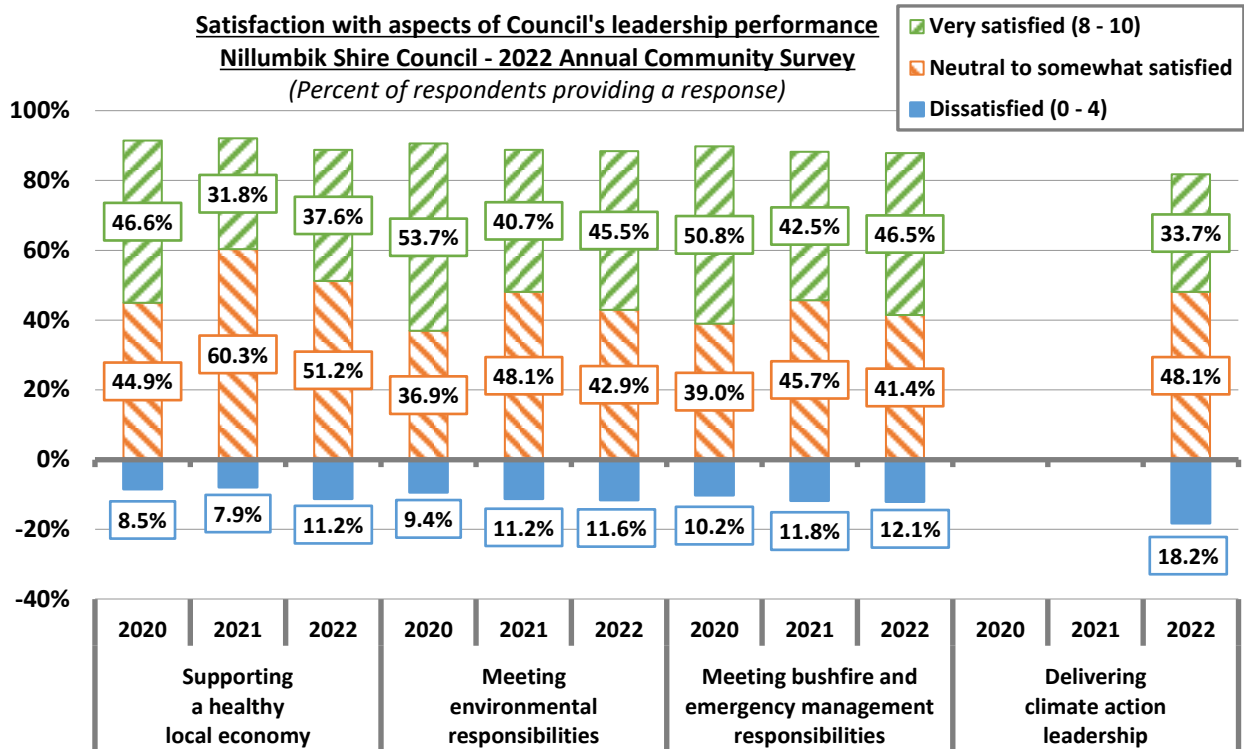


The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (rated satisfaction at five to seven), and those who were “dissatisfied”.

It is noted that more than one-third of respondents were “very satisfied” with Council’s performance in relation to environment, local economy, and bushfire and emergency management, whilst a little more than ten percent were “dissatisfied”.

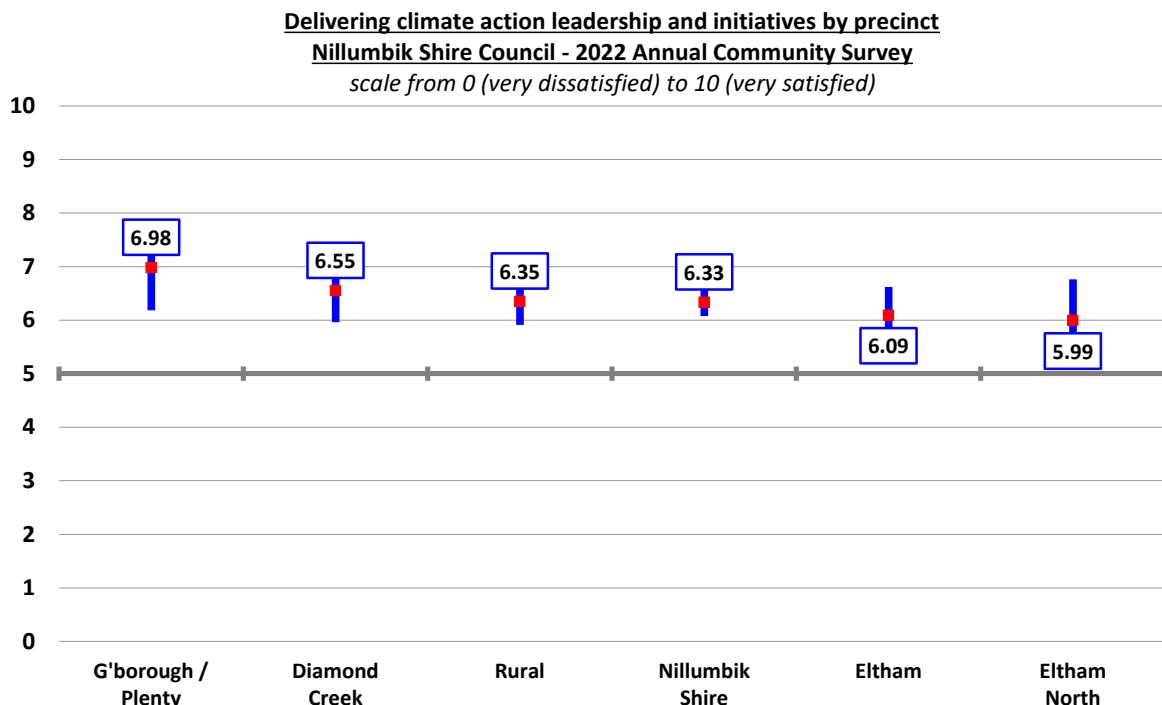


In terms of the new aspect of leadership performance, one-third were “very satisfied” and a little more than one-sixth (18.2%) were “dissatisfied”.



### Delivering climate action leadership and initiatives

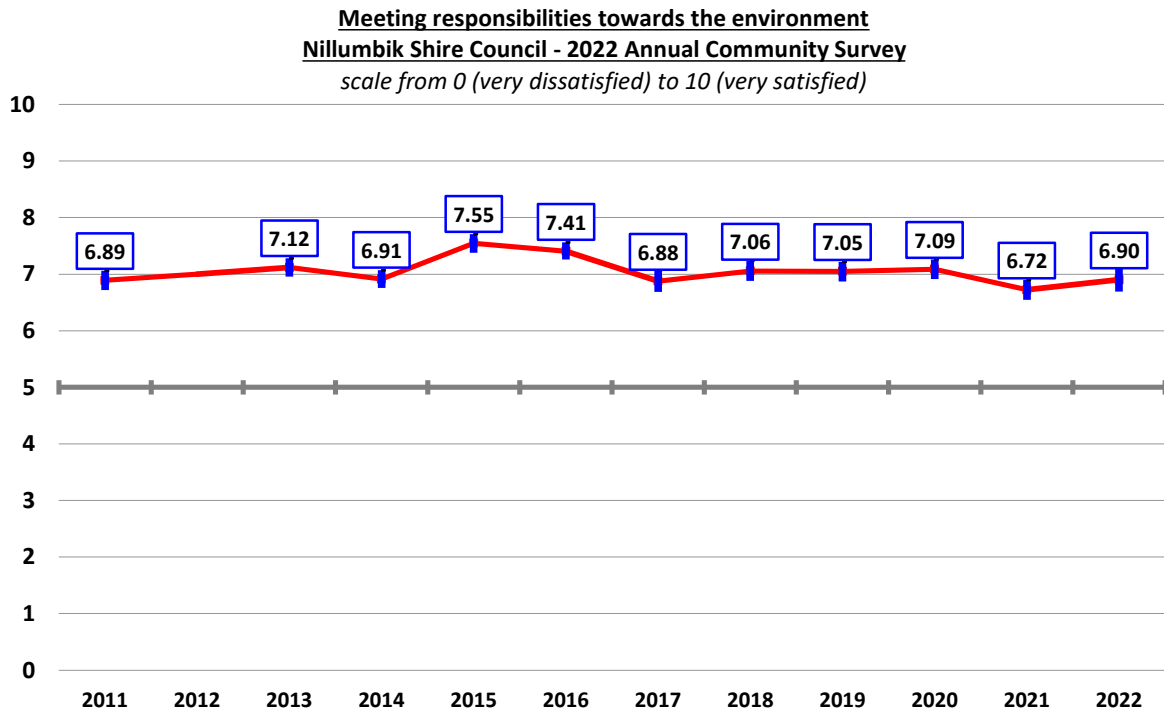
There was no statistically significant variation in satisfaction with this aspect observed across the municipality, although respondents from Greensborough / Plenty and Diamond Creek rated satisfaction at a “good” level and respondents from Eltham North at a “poor” level.



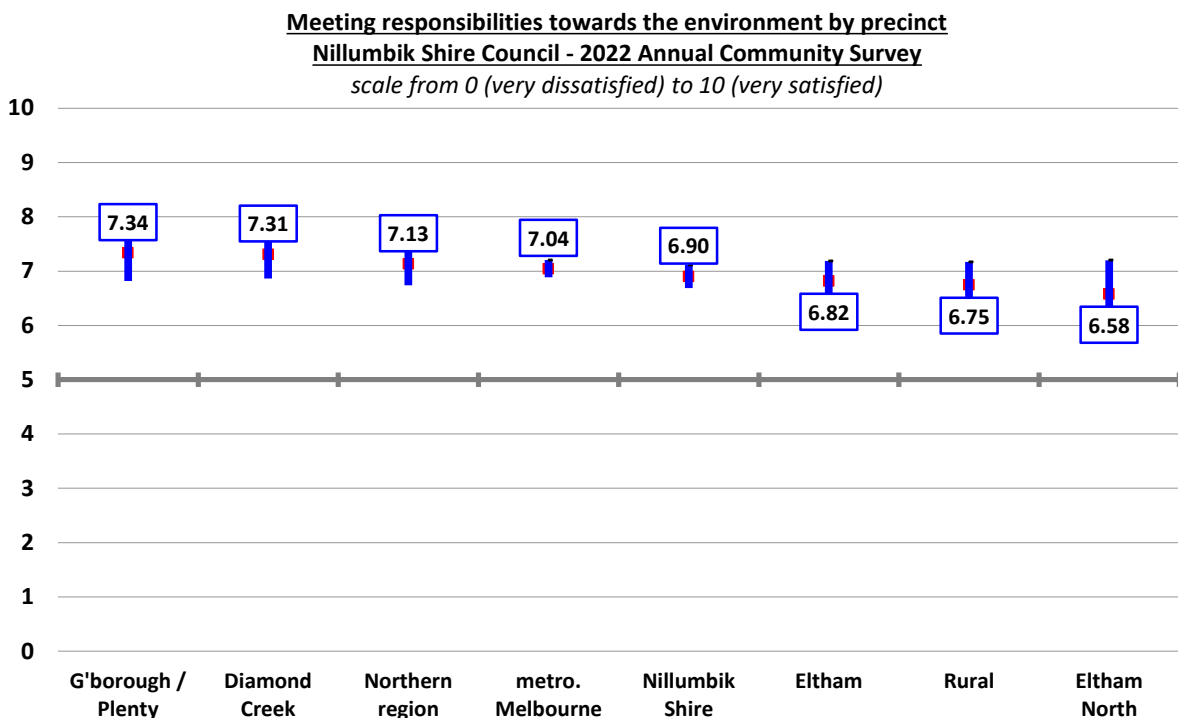


### Meeting responsibilities to the environment

Satisfaction with Council meeting its environmental responsibilities increased marginally but not measurably this year, up 2.7% to 6.90, although it remains at a “good” level. It remains marginally below the long-term average since 2011 of 7.05.

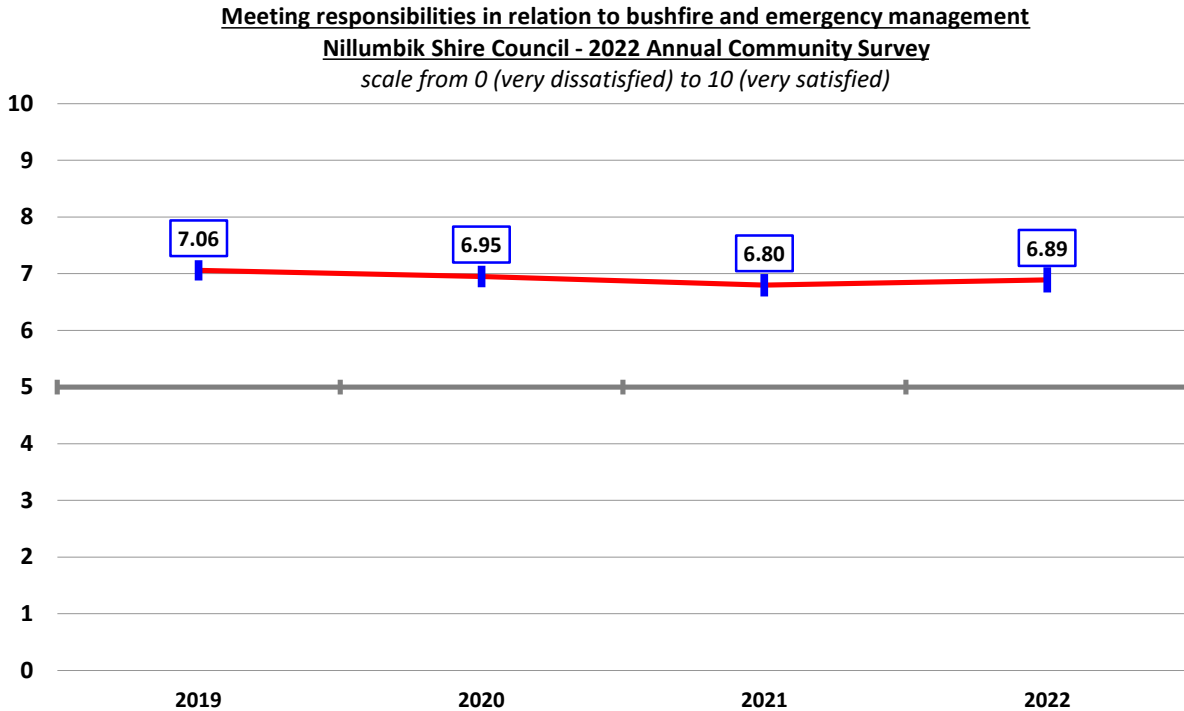


There was no statistically significant variation in satisfaction with this aspect observed across the municipality, although respondents from Greensborough / Plenty and Diamond Creek rated satisfaction at a “very good” rather than a “good” level of satisfaction.

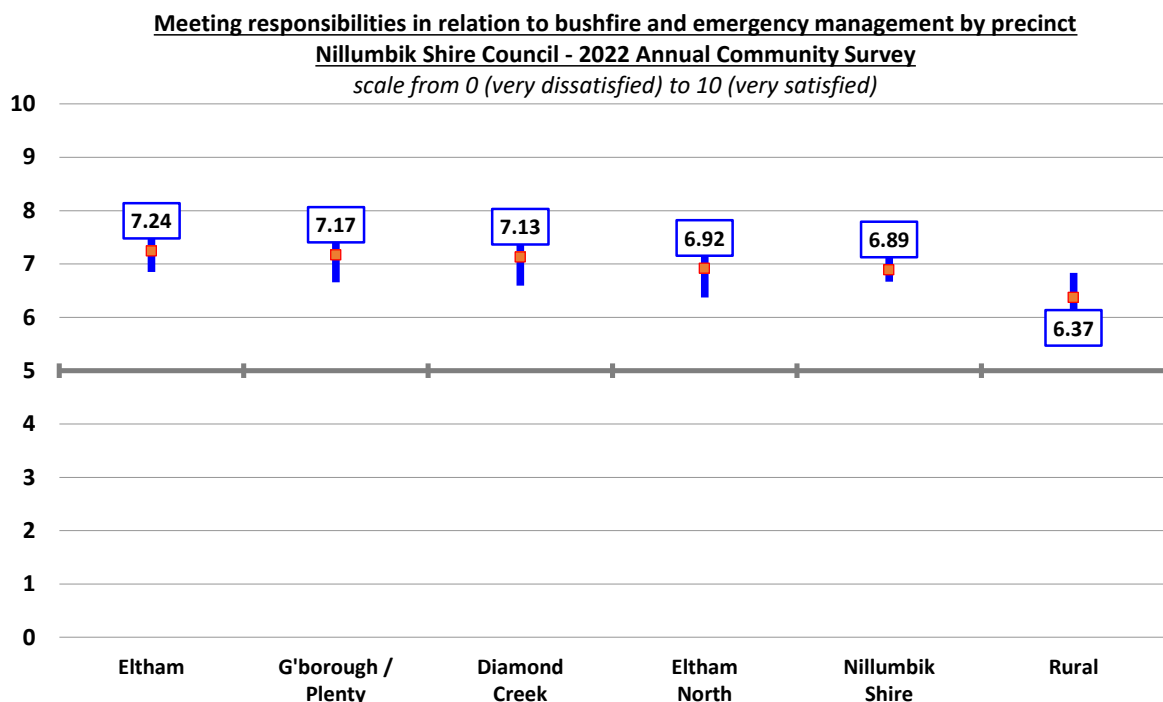


## Meeting responsibilities in relation to bushfire and emergency management

Satisfaction with this aspect of Council leadership increased marginally but not measurably this year, up 1.3% to 6.89, although it remains “good”, and consistent with the long-term average since 2019 of 6.92.

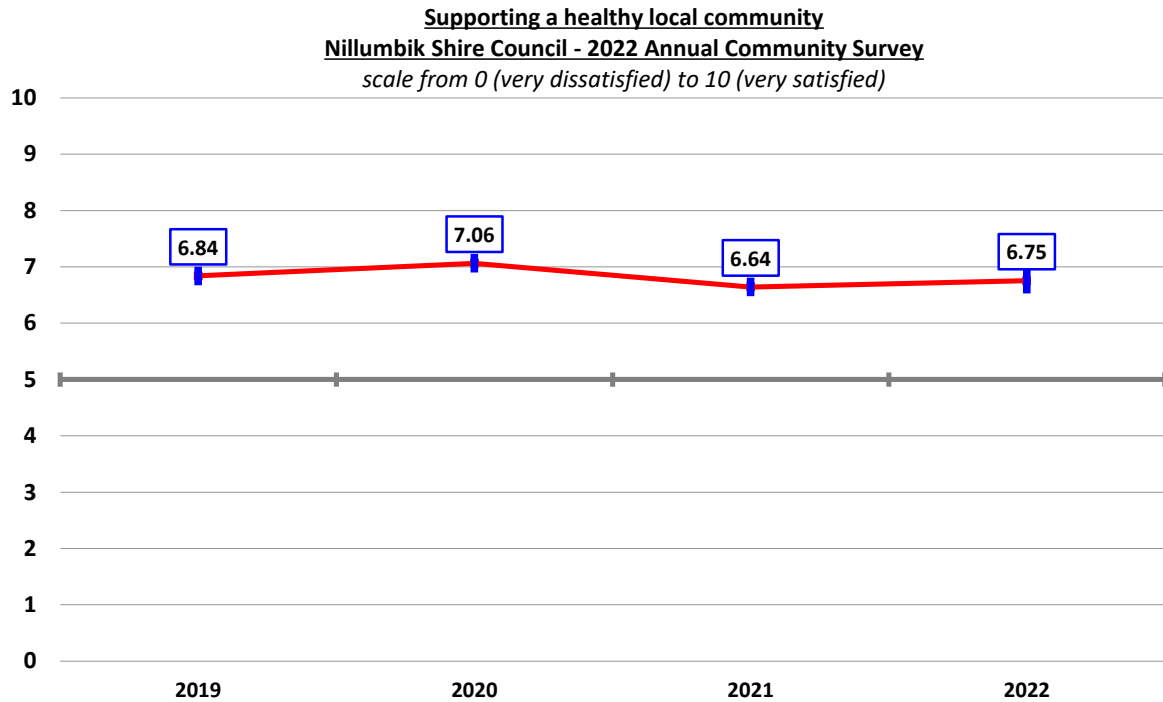


Whilst there was no statistically significant variation in satisfaction with this aspect of performance observed across the municipality, it is noted that respondents from the rural precinct rated satisfaction at a “solid” rather than “good” level, 7.5% lower than the average.

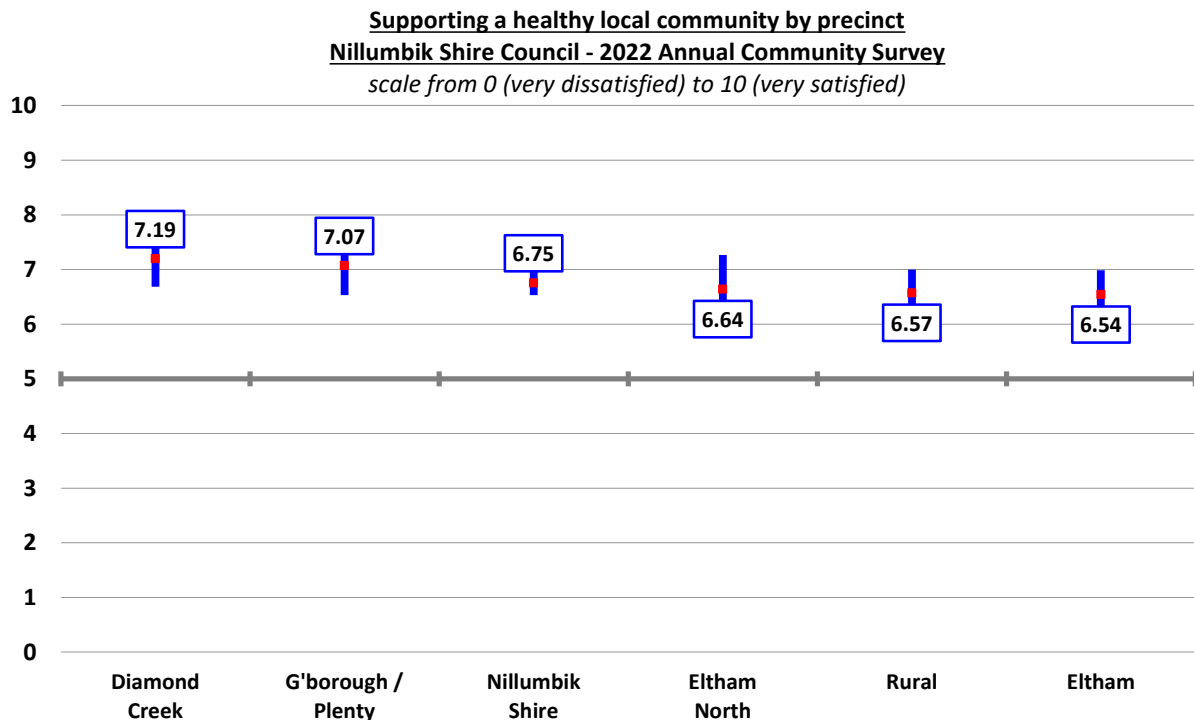


### Supporting a healthy local community

Satisfaction with Council’s performance supporting a healthy local community increased marginally but not measurably this year, up 1.7% to 6.75, although it remains at a “good” level. This result has remained quite stable over time, although it does remain just barely below the long-term average since 2019 of 6.82.



There was no statistically significant variation in this result observed across the municipality, and respondents in each precinct rated satisfaction at a “good” level of satisfaction.



## Communication and engagement with Council

### *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?”*

Respondents were again in 2022, asked to identify from a precoded list of 12 methods (including “other”), all the methods by which they would prefer to receive information from or interact with Council.

There was a decline this year, in the proportion of respondents who nominated at least one method by which they would prefer to receive information from or interact with Council, down from more than ninety percent in each of the last four years, to 79.4% this year.

Whilst, on its face, this decline would suggest that fewer residents across Nillumbik would prefer to receive information from or interact with Council, Metropolis Research advises some caution in over-interpreting a single year’s change as being reflective of a longer-term trend. The proportion of respondents who provide a response to questions such as this can vary somewhat from year to year, without necessarily reflecting a meaningful variation in the proportion of the community who wish to receive information from or engage with Council.

**Preferred method of receiving information from / or interacting with Council**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*(Number and percent of total respondents)*

Method	2022		2021	2020	2019	2018
	Number	Percent				
Email	227	44.7%	47.5%	35.4%	38.4%	39.5%
Telephone Customer Service	108	21.3%	16.0%	5.6%	16.8%	15.4%
Direct mail / letterbox drop of information	107	21.1%	26.3%	43.0%	53.6%	59.3%
Council's website	101	19.9%	20.8%	29.2%	34.8%	33.3%
Via social media ( <i>Twitter / Facebook</i> )	96	18.9%	12.2%	14.4%	25.0%	17.6%
Council's regular publication <i>Nillumbik News</i>	91	17.9%	25.0%	25.6%	41.4%	36.1%
SMS / text message	77	15.2%	8.8%	21.6%	17.4%	2.4%
E-newsletters	62	12.2%	18.8%	11.2%	21.2%	14.8%
Council advertisements in the local newspapers*	38	7.5%	5.8%	11.6%	31.0%	24.4%
In person at the Civic Centre and other locations	32	6.3%	3.8%	5.0%	13.4%	12.0%
Local radio	22	4.3%	3.2%	3.0%	5.8%	7.0%
Other	1	0.2%	0.0%	0.2%	0.2%	0.6%
<b>Total responses</b>	<b>962</b>		<b>942</b>	<b>1,029</b>	<b>1,495</b>	<b>1,314</b>
<i>Respondents identifying at least one method</i>	403 (79.4%)		463 (92.4%)	492 (98.4%)	476 (95.3%)	472 (94.1%)

(\* previously Council articles and columns in local newspapers)



There were, however, some significant changes in the preferred communication and engagement methods observed this year compared to previous years, as follows:

- **Increased preference in 2022 compared to 2021** – includes telephoning Customer Service (21.3% up from 16.0%), via social media (18.9% up from unusually low 12.2% in 2021), and SMS / text message (15.2% up from unusually low 8.8% in 2021).
- **Decreased preference in 2022 compared to 2021** – includes direct mail / letterbox drop of information (21.1% down from 26.3% in 2021 and down from 59.3% in 2018), the *Nilumbik News* (17.9% down from 25.0% and down from 41.4% in 2019), and e-newsletters (12.2% down from 18.8%).

The decline in the preference for the *Nilumbik News* is consistent with the readership of the publication as discussed in the following section of this report.

There was some variation in the preferred communication and engagement methods observed across the municipality, as follows:

- **Eltham North** – respondents were measurably more likely than average to prefer email.
- **Rural precinct** – respondents were measurably more likely than average to prefer email, telephoning Customer Service, direct mail / letterbox drop of information, Council’s website, and Council advertisements in the local newspapers.

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

**Nilumbik Shire Council - 2022 Annual Community Survey**

*(Number and percent of total respondents)*

<i>Method</i>	<i>Gr'nborough / Plenty</i>	<i>Diamond Creek</i>	<i>Eltham</i>	<i>Eltham North</i>	<i>Rural</i>
Email	32.8%	36.7%	41.7%	57.1%	50.7%
Telephone Customer Service	14.9%	18.9%	16.5%	15.5%	32.2%
Direct mail / letterbox drop of information	13.4%	20.0%	20.9%	11.9%	30.3%
Council's website	14.9%	12.2%	20.0%	11.9%	30.9%
Via social media ( <i>Twitter / Facebook</i> )	22.4%	23.3%	15.7%	7.1%	23.0%
Council's regular publication <i>Nilumbik News</i>	11.9%	17.8%	18.3%	15.5%	21.1%
SMS / text message	14.9%	15.6%	12.2%	15.5%	16.4%
E-newsletters	11.9%	15.6%	6.1%	10.7%	15.8%
Council advertisements in the local newspapers*	0.0%	6.7%	6.1%	7.1%	12.5%
In person at the Civic Centre and other locations	9.0%	1.1%	6.1%	7.1%	7.2%
Local radio	4.5%	5.6%	0.9%	1.2%	7.9%
Other	0.0%	1.1%	0.0%	0.0%	0.0%
<b>Total responses</b>	<b>102</b>	<b>156</b>	<b>190</b>	<b>136</b>	<b>377</b>
<i>Respondents identifying at least one method</i>	42 (62.0%)	69 (76.9%)	97 (84.7%)	65 (77.6%)	130 (85.4%)

*(\*) previously Council articles and columns in local newspapers*





There was also some variation in the preferred communication and engagement methods observed by respondent profile, including age structure and gender, as follows:

- ***Young adults (aged 18 to 34 years)*** – respondents were notably more likely than average to prefer social media.
- ***Adults (aged 35 to 44 years)*** – respondents were notably more likely than average to prefer telephoning Customer Service, via social media, and the *Nillumbik News*.
- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were somewhat more likely than average to prefer e-newsletters.
- ***Senior citizens (aged 75 years and over)*** – respondents were somewhat more likely than average to prefer telephoning Customer Service, direct mail / letterbox drop of information, the *Nillumbik News*, and Council advertisements in the local newsletters.
- ***Female*** – respondents were measurably more likely than average to prefer the Council website and via social media.



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

**Nilumbik Shire Council - 2022 Annual Community Survey**

(Number and percent of total respondents)

Method	Young adults	Adults	Middle-aged adults	Older adults
Email	44.0%	51.1%	40.9%	49.4%
Telephone Customer Service	20.0%	30.7%	10.9%	21.8%
Direct mail / letterbox drop of information	14.4%	26.1%	21.8%	20.5%
Council's website	14.4%	21.6%	18.2%	23.1%
Via social media (Twitter / Facebook)	26.4%	23.9%	16.4%	14.1%
Council's regular publication <i>Nilumbik News</i>	5.6%	27.3%	11.8%	23.1%
SMS / text message	18.4%	15.9%	17.3%	11.5%
E-newsletters	10.4%	10.2%	17.3%	10.3%
Council advertisements in the local newspapers*	4.8%	8.0%	5.5%	10.3%
In person at the Civic Centre and other locations	1.6%	8.0%	6.4%	8.3%
Local radio	2.4%	3.4%	3.6%	5.8%
Other	0.0%	0.0%	0.0%	0.0%
<b>Total responses</b>	<b>202</b>	<b>199</b>	<b>186</b>	<b>310</b>
<i>Respondents identifying at least one method</i>	99 (79.7%)	72 (82.1%)	78 (70.9%)	129 (82.9%)

Method	Senior citizens	Male	Female	Nilumbik Shire
Email	20.7%	46.4%	43.5%	44.7%
Telephone Customer Service	34.5%	19.8%	22.7%	21.3%
Direct mail / letterbox drop of information	34.5%	20.2%	21.9%	21.1%
Council's website	24.1%	17.3%	22.3%	19.9%
Via social media (Twitter / Facebook)	6.9%	12.5%	25.0%	18.9%
Council's regular publication <i>Nilumbik News</i>	37.9%	16.1%	19.6%	17.9%
SMS / text message	10.3%	16.5%	13.8%	15.2%
E-newsletters	17.2%	10.9%	13.5%	12.2%
Council advertisements in the local newspapers*	13.8%	6.5%	8.5%	7.5%
In person at the Civic Centre and other locations	6.9%	4.8%	7.3%	6.3%
Local radio	6.9%	3.6%	5.0%	4.3%
Other	3.4%	0.4%	0.0%	0.2%
<b>Total responses</b>	<b>63</b>	<b>435</b>	<b>526</b>	<b>962</b>
<i>Respondents identifying at least one method</i>	24 (83.0%)	190 (76.6%)	213 (82.0%)	403 (79.4%)



## Nillumbik News

### Receiving and reading the Nillumbik News

Respondents were asked:

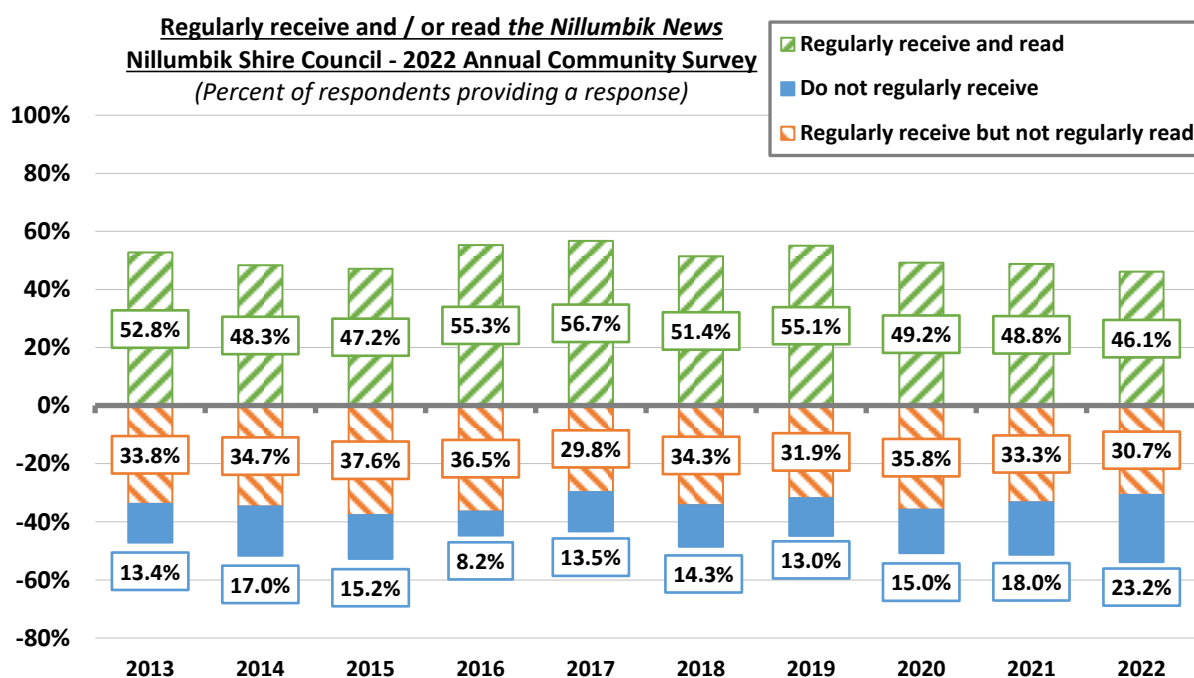
*“Thinking about Council’s regular publication Nillumbik News, do you?”*

The proportion of respondents who reported that they regularly receive and regularly read the *Nillumbik News* has declined somewhat in recent years, down from 55.1% back in 2019 to 46.1% this year. This was a measurable decline in the regularly readership of the publication.

There has also been a notable increase in the proportion of respondents who reported that they did not regularly receive the *Nillumbik News*, up from 13.0% in 2019 to 23.2% this year.

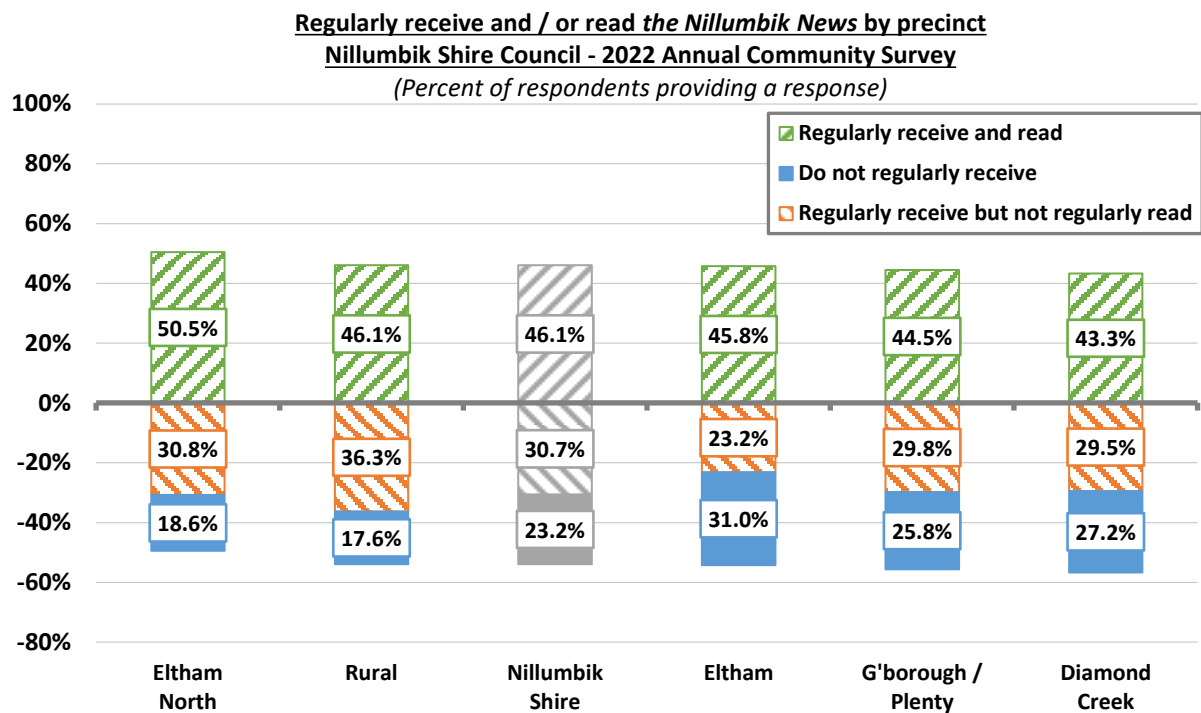
**Regularly receive and / or read the *Nillumbik News***  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Response	2022		2021	2020	2019	2018
	Number	Percent				
Regularly receive and read	173	46.1%	48.8%	49.2%	55.1%	51.4%
Regularly receive but do not regularly read	115	30.7%	33.3%	35.8%	31.9%	34.3%
Do not regularly receive the publication	87	23.2%	18.0%	15.0%	13.0%	14.3%
Can't say	133		89	53	46	62
<b>Total</b>	<b>508</b>	<b>100%</b>	<b>501</b>	<b>500</b>	<b>500</b>	<b>502</b>



There was measurable variation in the proportion of respondents who receive the *Nillumbik News* observed across the municipality. Particular attention is drawn to the fact that almost one-third (31.0%) of the respondents from Eltham precinct reported that they do not regularly receive the publication.

This is a significant proportion that reflects either some distribution issues in the precinct, or a lower level of engagement of the Eltham community with Council which may result in a smaller proportion of respondents reporting that they do not regularly receive the publication.

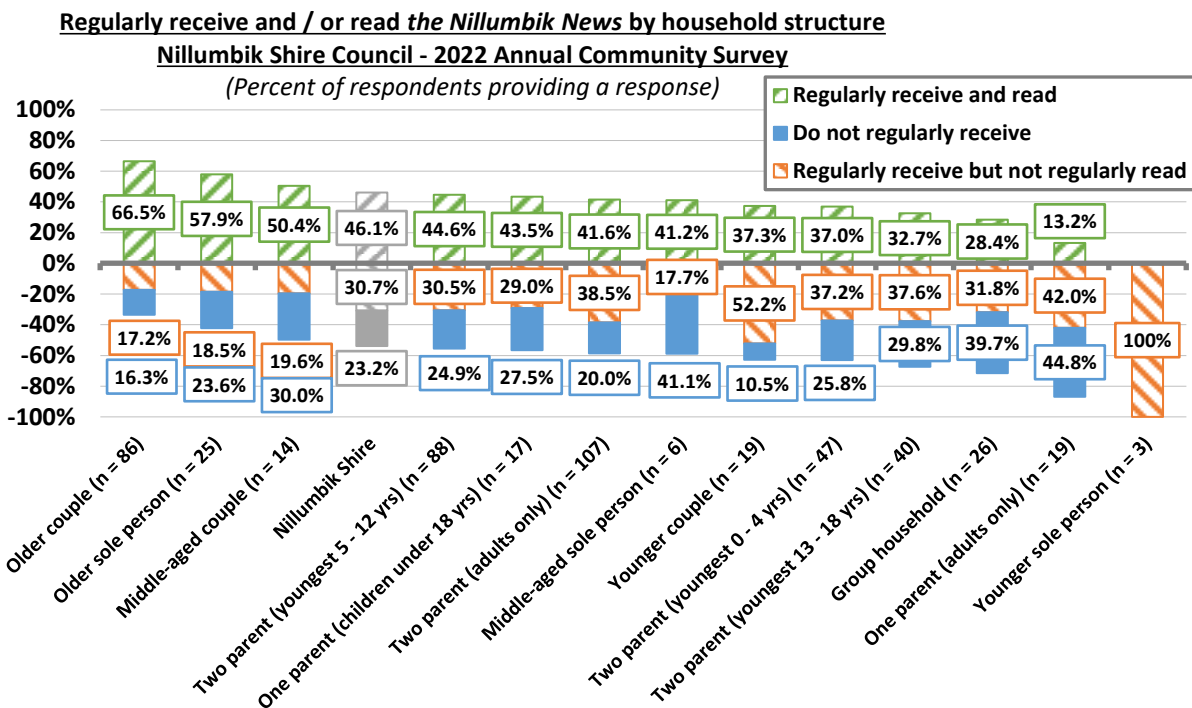
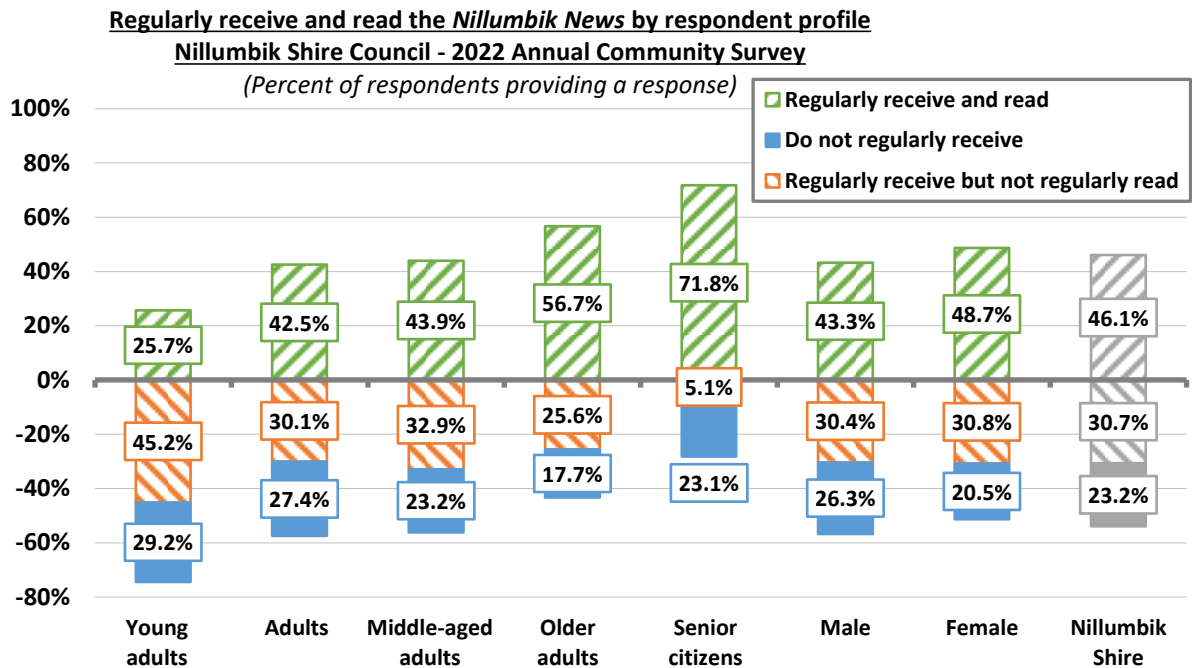


There was measurable and significant variation in the proportion of respondents receiving and reading the *Nillumbik News* observed by respondent profile, including age structure, gender, and household structure, with attention drawn to the following variations of note:

- **Age structure** – the regular readership of the *Nillumbik News* increased substantially with the respondents’ age, from a low of 25.7% of young adults (aged 18 to 34 years, to a high of 71.8% of senior citizens (aged 75 years and over).
- **Gender** – female respondents were measurably more likely to regularly read the *Nillumbik News* than male respondents.
- **Older sole person and couple households without children** – respondents were measurably more likely than average to regularly read the *Nillumbik News*.
- **Two-parent families with youngest child aged 13 to 18 years, group households, one-parent families with adult children only, and younger sole person households** – respondents were measurably less likely than average to regularly read the *Nillumbik News*.



- **Middle-aged sole person households and one-parent families with adult children only** – respondents were notably more likely than average to report that they do not regularly receive the *Nillumbik 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 decline in the proportion of respondents who reported that they regularly receive and regularly read the *Nillumbik News*, the proportion of respondents who nominated at least one section of the publication that they usually read also declined, down from 77.8% back in 2019 to just 40.2% this year.

This decline was observed for each section of the *Nillumbik News*, reflecting a lower proportion of respondents regularly reading the publication.

Consistent with previous years, the most read sections of the publication remain service information (28.7%), details about new projects and buildings (27.4%), features (27.0%), and calendars (26.6%).

It is noted, however, that between one sixth and a little more than one-quarter of the total sample of 508 respondents usually read each section of the *Nillumbik News*.

**Sections of the *Nillumbik News* usually read**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*(Number and percent of total respondents)*

Section	2022		2021	2020	2019	2018	2017
	Number	Percent					
Service information	146	28.7%	38.3%	37.6%	34.8%	34.1%	29.1%
Details about new projects / buildings	139	27.4%	37.3%	39.8%	48.6%	45.7%	41.8%
Features	137	27.0%	35.5%	32.8%	47.2%	41.3%	42.2%
Calendars	135	26.6%	33.1%	39.6%	55.2%	43.5%	40.0%
Services dashboard	123	24.2%	27.3%	18.8%	37.0%	n.a.	n.a.
Mayor's message	106	20.9%	25.1%	24.2%	37.4%	32.1%	27.9%
Councillors page	94	18.5%	24.2%	18.6%	32.6%	27.9%	25.9%
<b>Total responses</b>	<b>880</b>		<b>1,107</b>	<b>1,057</b>	<b>1,464</b>	<b>1,713</b>	<b>1,543</b>
<i>Respondents identifying at least one section they usually read</i>	204 (40.2%)		266 (53.0%)	310 (62.0%)	389 (77.8%)	342 (68.2%)	326 (65.0%)



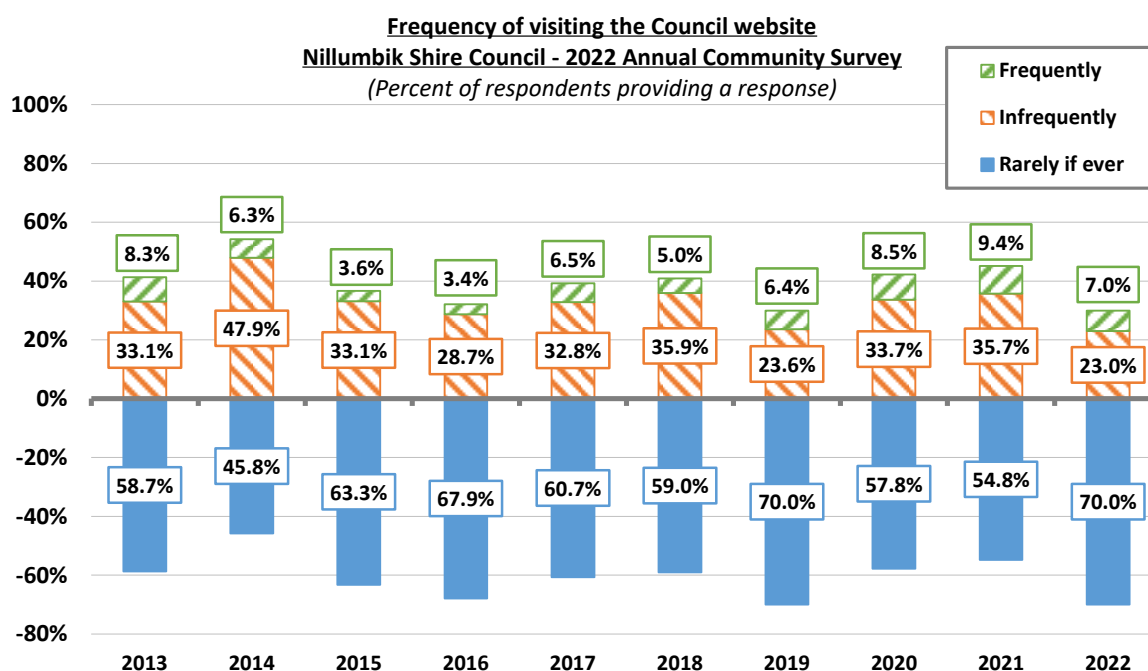
## Council website

### Visiting the Council website

Respondents were asked:

*“How often do you visit the Council website? If rarely or never, why not?”*

There was a significant decline this year, in the proportion of respondents who reported that they visited the Council website at least infrequently, down from 45.2% to 30.0% of the respondents providing a response to the question.



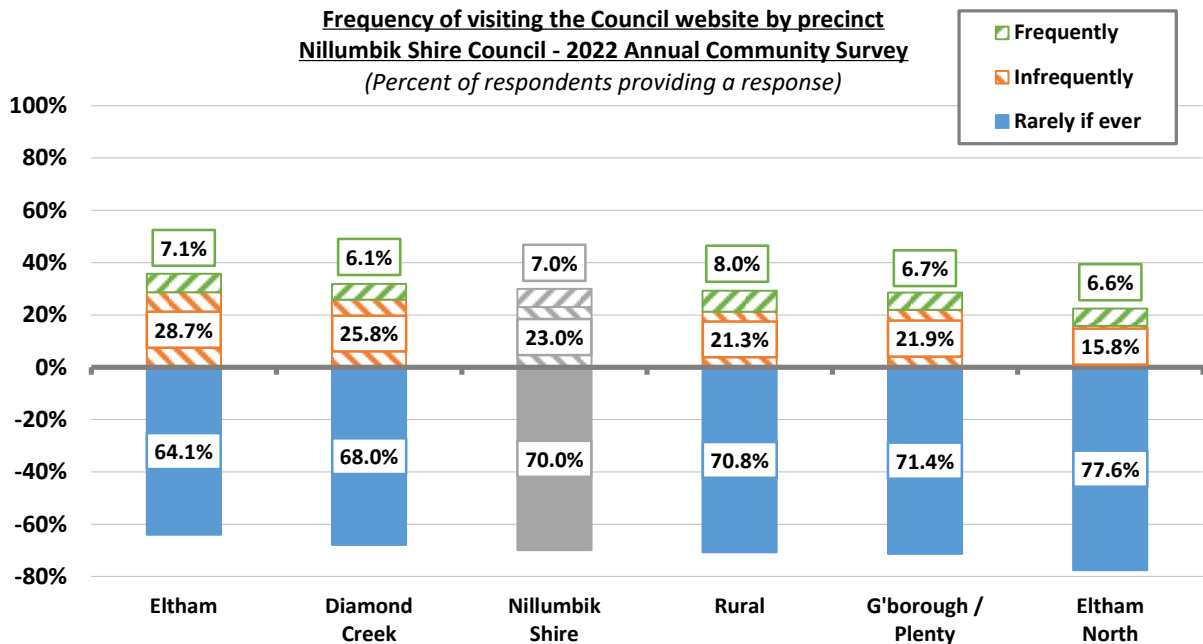
Metropolis Research notes that it is likely that there will have been some increased traffic to the Council website in 2021 and 2022 due to the COVID-19 pandemic, as discussed in relation to the methods of contacting Council. Some of this increased traffic may well be reflected in those respondents who reported that they “rarely or never” visit the website, as they may well have visited the site only once or twice where they would previously have visited or telephoned Council.

**Frequency of visiting the Council website**  
Nillumbik Shire Council - 2022 Annual Community Survey  
(Number and percent of respondents providing a response)

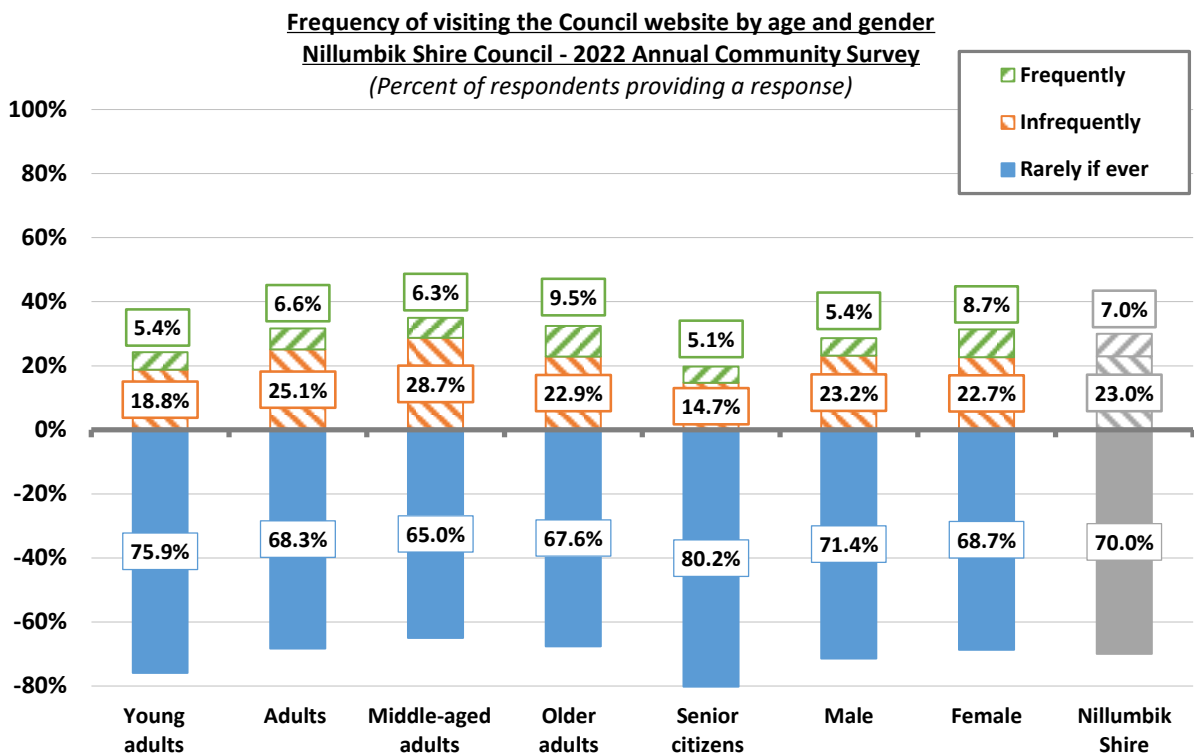
Frequency	2022		2021	2020	2019	2018	2017
	Number	Percent					
Frequently	29	7.0%	9.4%	8.5%	6.4%	5.0%	6.5%
Infrequently	95	23.0%	35.7%	33.7%	23.6%	35.9%	32.8%
Rarely or never	289	70.0%	54.8%	57.8%	70.0%	59.0%	60.7%
Can't say	95		98	64	13	42	24
<b>Total</b>	<b>508</b>	<b>100%</b>	<b>501</b>	<b>500</b>	<b>500</b>	<b>501</b>	<b>502</b>



There was no statistically significant variation in the frequency of visiting the Council website observed across the municipality, although respondents from Eltham were marginally more likely than average to infrequently visit the website.



There was some variation in the frequency of visiting the Council website observed by respondent profile. Middle-aged adults (aged 45 to 59 years) were the most likely to visit the website at least infrequently, whilst senior citizens (aged 75 years and over) were the least likely to visit the website at least infrequently. Female respondents were marginally more likely than male respondents to visit the website at least infrequently.



## 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?”*

The 124 respondents who had at least infrequently visited the Council 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 the website was 7.33 out of a potential 10 this year, a marginal but not measurable decline on the average of 7.39 recorded last year, but still notably lower than the 2020 average of 7.80 recorded immediately prior to the COVID-19 pandemic.

This decline was most evident in 2021 in the decline in satisfaction with the ability and ease to interact with Council and the ease of finding the information the respondents require.

It is highly likely that due to the COVID-19 pandemic, there will have been a substantial number of respondents who had engaged with Council via the website who may in previous years have chosen another form of interaction, such as visiting the Council in person.

This change in the user profile of the website, with more visits from those who are less engaged with internet-based interactions, is likely to have been, at least in part, a factor influencing the decline observed in 2021 over the 2020 results.

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

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

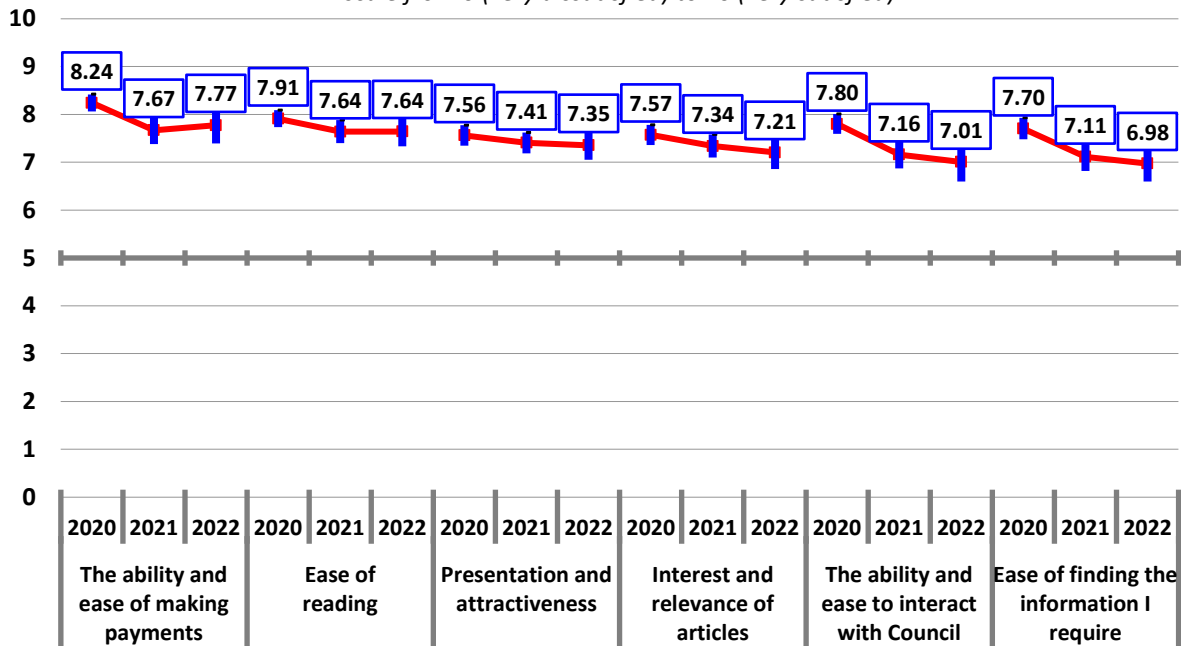
The second graph following provides a breakdown of these results into the proportion of respondents who were “very satisfied” (rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (rated satisfaction at five to seven), and those who were “dissatisfied”.

Attention is drawn to the fact that close to half or more of respondents were “very satisfied” with each of these six aspects of the Council website.

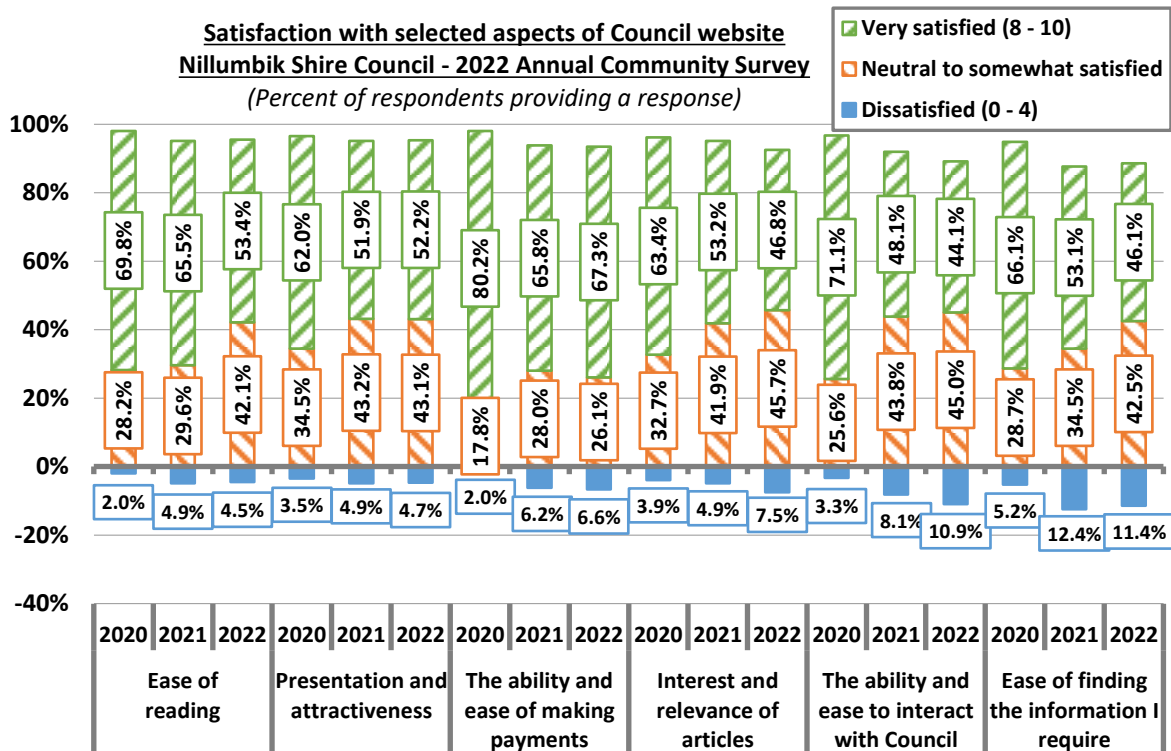
It is noted, however, that a little more than ten percent of respondents were “dissatisfied” with the ability and ease to interact with Council and the ease of finding the information the respondents require.



**Satisfaction with selected aspects of Council website**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)

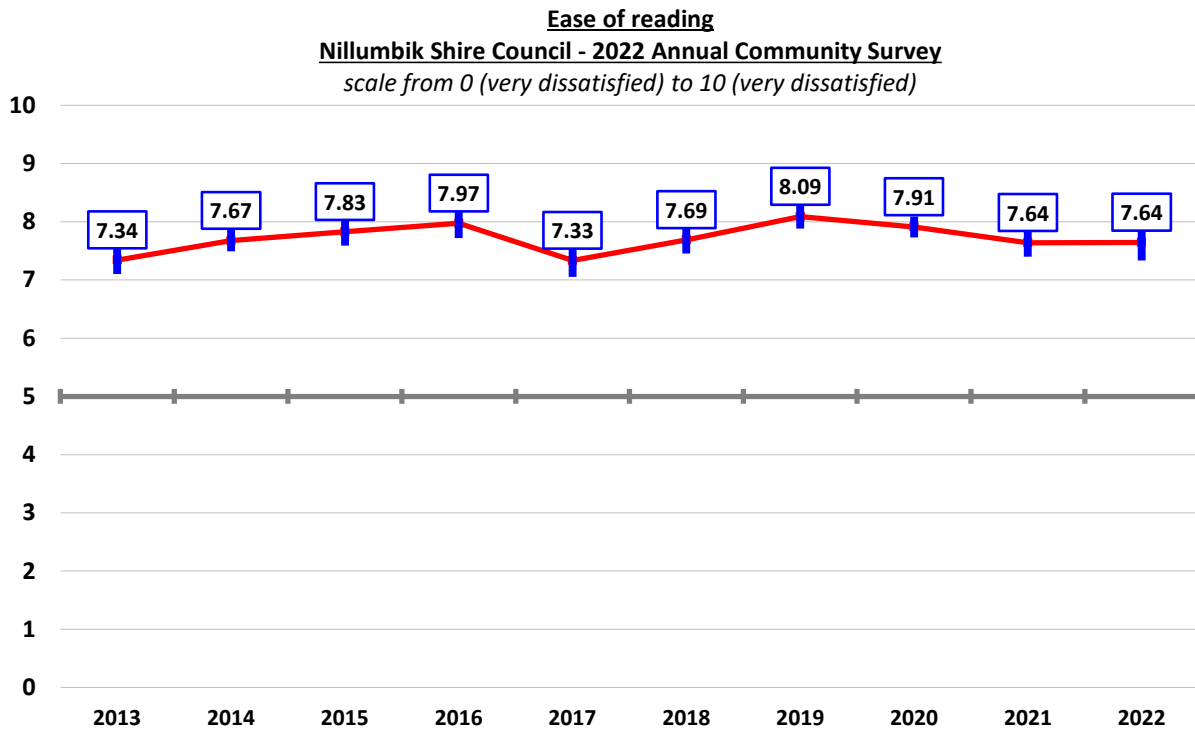


**Satisfaction with selected aspects of Council website**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
 (Percent of respondents providing a response)

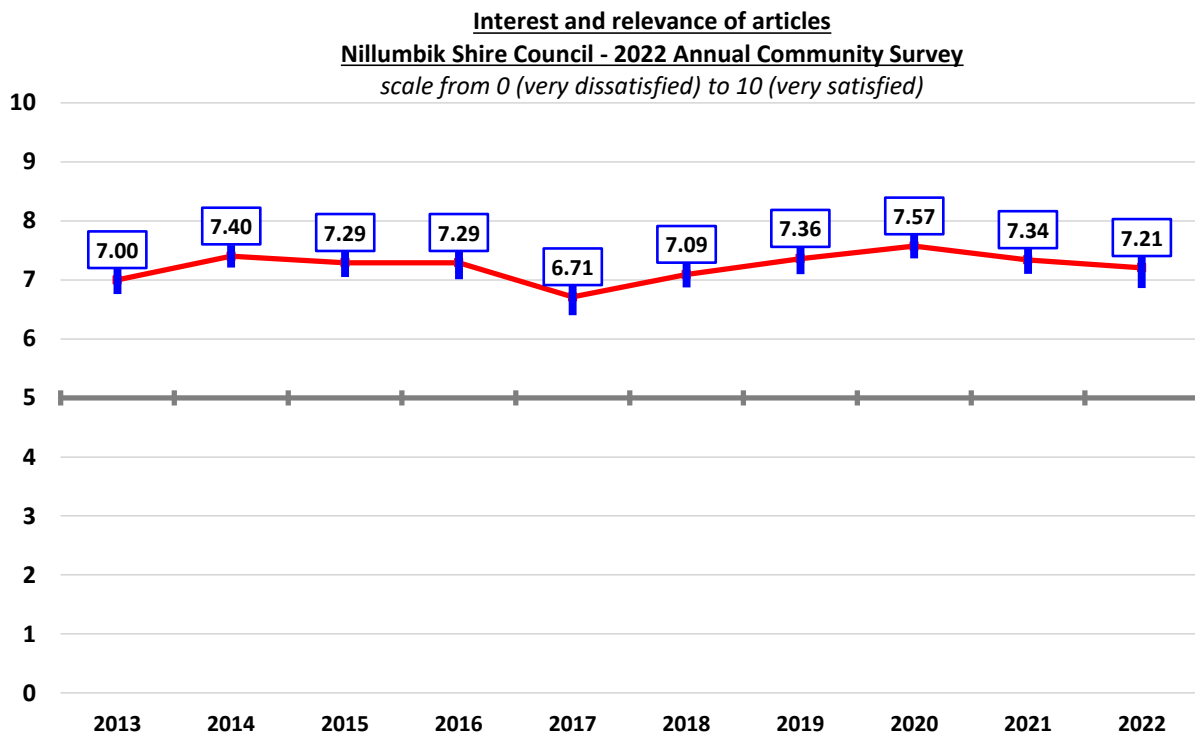




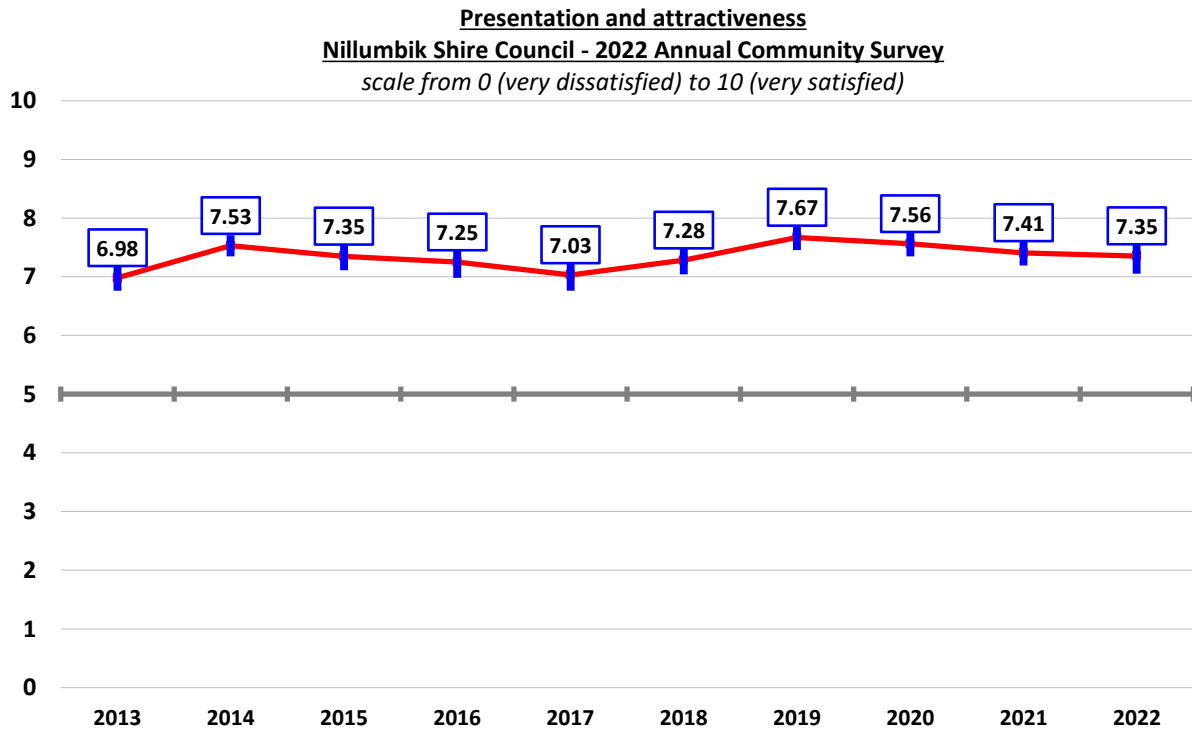
Satisfaction with the ease of reading remained stable at 7.64 this year, or a “very good” level of satisfaction. This result remains just marginally below the long-term average since 2013 of 7.71.



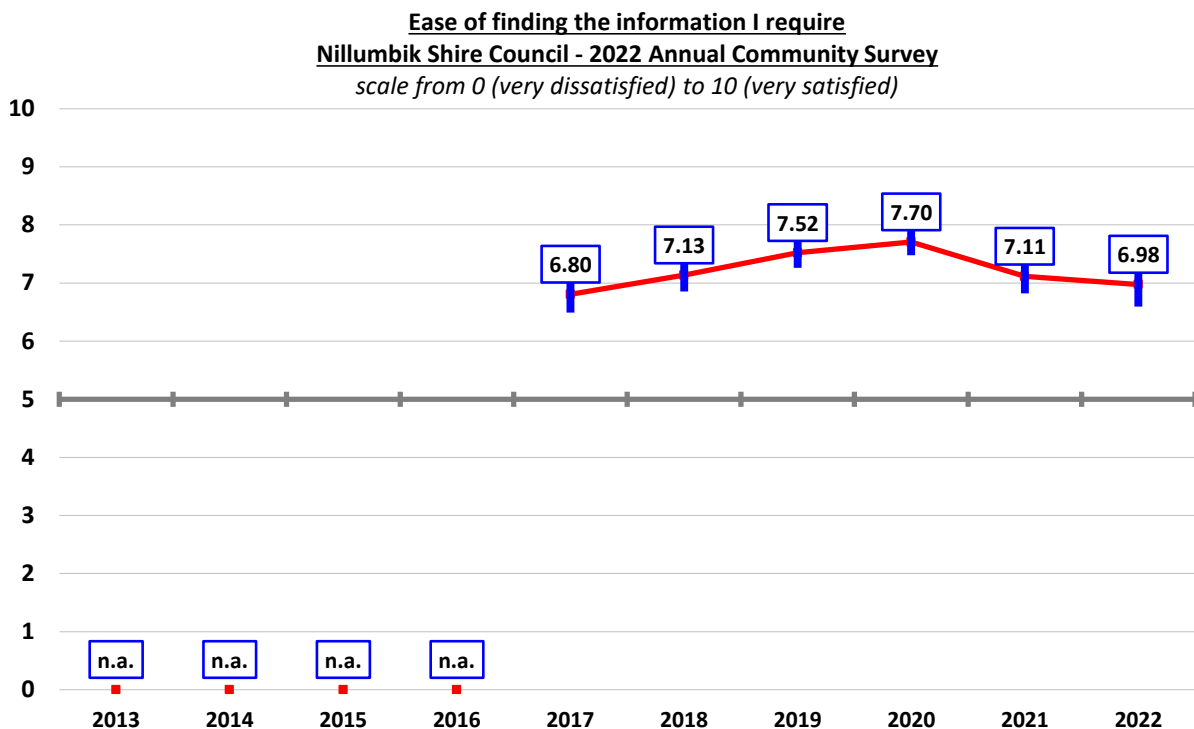
Satisfaction with the interest and relevance of articles declined marginally but not measurably this year, down 1.8% to 7.21, which is a “good”, down from a “very good” level of satisfaction. This result was, however, almost identical to the long-term average since 2013 of 7.23.



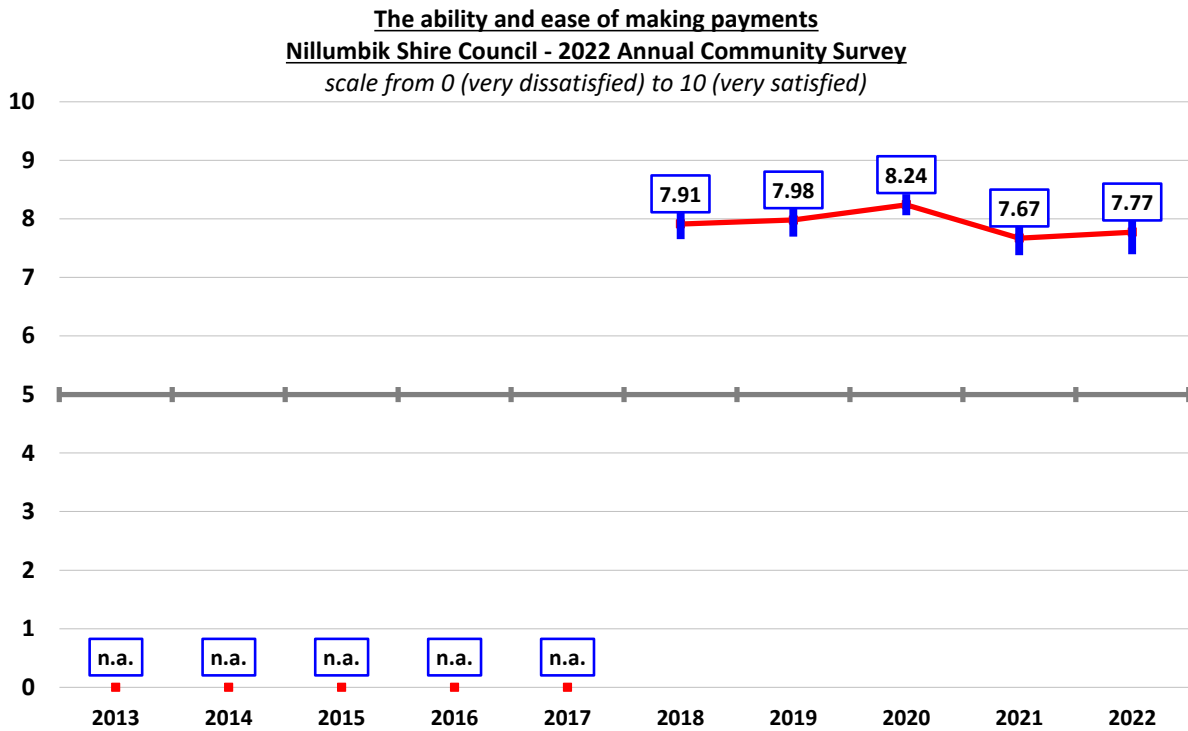
Satisfaction with the presentation and attractiveness of the website declined marginally but not measurably this year, down less than one percent to 7.35, but remains at a “very good” level. This result was almost identical to the long-term average since 2013 of 7.34.



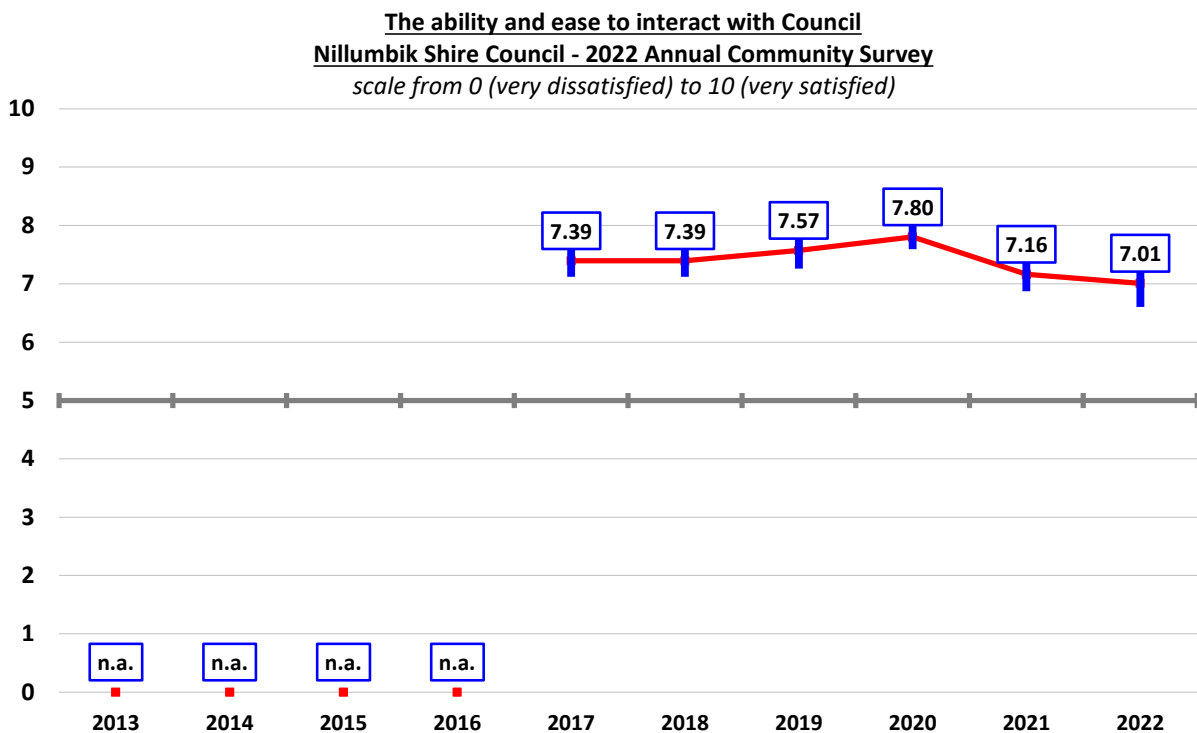
Satisfaction with the ease of finding the information the respondents required declined marginally but not measurably this year, down 1.8% to 6.98, although it remains at a “good” level. This result was somewhat lower than the long-term average since 2013 of 7.21.



Satisfaction with the ability and ease of making payments increased marginally but not measurably this year, up 1.3% to 7.77, which is a “very good”, up from a “good” level. This result remains, however, marginally lower than the long-term average since 2018 of 7.92.



Satisfaction with the ability and ease to interact with Council via the website declined marginally but not measurably this year, down 2.1% to 7.01, but remains at a “good” level. This result remains below the long-term average since 2017 of 7.39.



## Reasons for not visiting the Council website

Respondents who rarely or never visited the site were asked:

*“If you rarely or never visit the site, why not?”*

The 289 respondents who reported that they rarely or never visit the Council website were asked the reasons why they did not visit the site. The 133 verbatim comments received from these respondents are outlined in the following table. The most common reasons why respondents did not visit the website was that they believed that they did not need to visit.

**Reasons for rarely or never visiting the Council website**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
Don't need it	54
Only when needed	19
No reason to	8
Don't need it except for payments / rates	6
Not needed at the moment	5
Not interested	4
I'm too old to use it	3
Not of any use	3
Prefer the Council newsletter	3
Don't check up	2
Don't use / don't know how to use computer	2
Don't use / don't know how to use the internet	2
No reason	2
Only if needed for the services	2
Didn't have to time to look up	1
Didn't look up for ages	1
Don't need it often	1
Due to job	1
Internet is not good	1
It's not important right now	1
Just for the planning application and bin calendar	1
My husband deals with the issues	1
No computer	1
No internet in my house	1
Only use for hard rubbish collection	1
Only use to address an issue	1
Only visit for fire restrictions	1
Publication tells me what I need	1
Situational	1
Use only for rubbish collection purpose	1
Visit occasionally. Not a common thing	1
Wasn't aware	1
<b>Total</b>	<b>133</b>



## Council’s online community engagement site

### Aware of 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?”*

The proportion of respondents who were aware of Council’s community engagement site *Participate Nillumbik* increased again this year, with 16.2% (of the 414 respondents providing a response), reporting that they were aware of the site.

Just 16 of the 508 respondents reported that they had actively used the site, the second consecutive marginal increase in this result.

**Aware of Council's online community engagement site 'Participate Nillumbik'**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Response	2022		2021	2020	2019
	Number	Percent			
Yes - and have actively used the site	16	3.9%	2.3%	1.2%	
Yes - and have visited but not used the site	17	4.1%	2.7%	3.3%	12.8%
Yes - but have not visited or used	34	8.2%	5.7%	3.7%	
Not aware of the site	347	83.8%	89.3%	91.8%	87.2%
Not stated	94		24	10	0
<b>Total</b>	<b>508</b>	<b>100%</b>	<b>501</b>	<b>500</b>	<b>500</b>

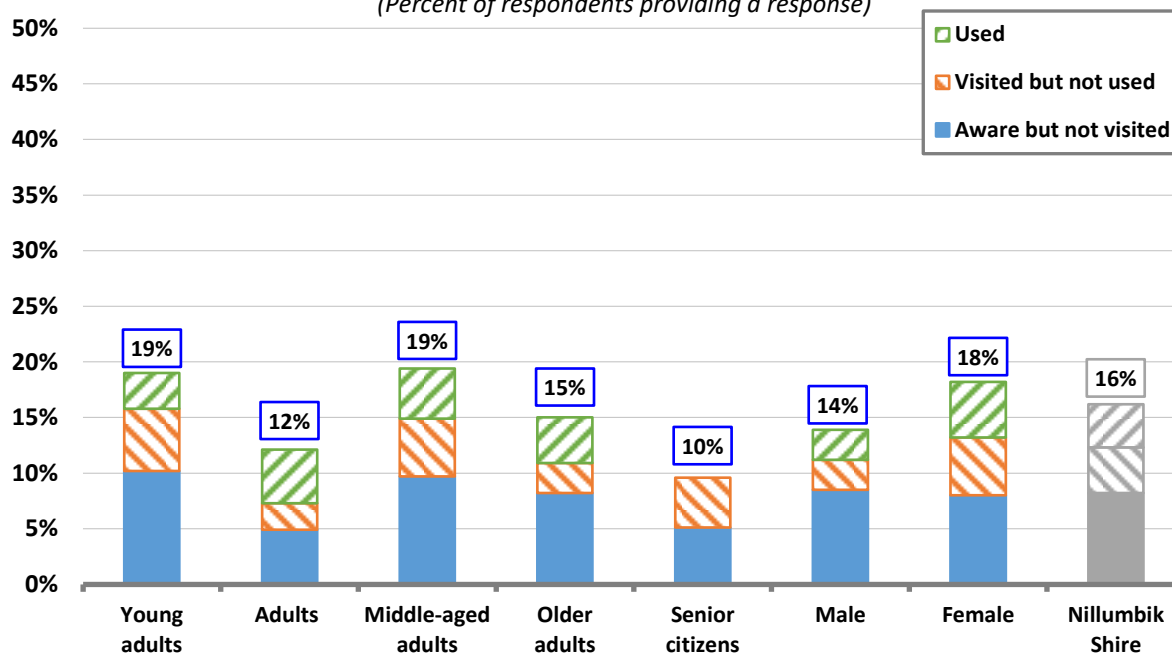
There was no statistically significant variation in awareness of *Participate Nillumbik* observed by respondent profile, as outlined in the following graph.

It is noted, however, that adults (aged 35 to 44 years) and senior citizens (aged 75 years and over) were marginally less likely than average to be aware of the site.

It is also noted that female respondents were marginally more likely to be aware of, as well as to actively use the site, than male respondents.



**Awareness and use of 'Participate Nillumbik'**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
 (Percent of respondents providing a response)



### Use of Council’s online community engagement site

Respondents aware of the site were asked:

*“How many times in the last 12 months have you actively used the site?”*

Of the 67 respondents who reported that they had actively used the site in the last 12 months, most reported that they had used the site rarely.

Cognisant of the small sample size of just 67 respondents, it is noted that the proportion of respondents who reported that they had frequently used the site more than doubled.

Metropolis Research does make the important point on reviewing these results, that *Participate Nillumbik*, whilst providing an important opportunity for residents to provide input into a range of issues to assist Council in policy development, it is critical to note that only a very small proportion of the community have chosen to engage actively with the site.

This is important, as it highlights the fact that just two percent of the respondents were actively using the site on a frequent basis (up to around monthly). This two percent of respondents are therefore having a strong influence on the results obtained via the *Participate Nillumbik* site.

The fact that this group of residents are self-selected (i.e., they chose to actively go and participate themselves rather than being randomly approached) and that they are regularly participating, does colour the results obtained, and this should be borne in mind when interpreting *Participate Nillumbik* results.





**Used Council's online community engagement site 'Participate Nillumbik'**

**Nillumbik Shire Council - 2022 Annual Community Survey**

*(Number and percent of respondents who were aware of the site providing a response)*

Response	2022		2021	2020
	Number	Percent		
Frequently (e.g. up to around once a month)	10	20.8%	8.3%	8.8%
Infrequently (e.g. up to around 3 - 4 times a year)	13	27.1%	25.0%	32.4%
Rarely or never	25	52.1%	66.7%	58.8%
Can't say	19		15	6
<b>Total</b>	<b>67</b>	<b>100%</b>	<b>51</b>	<b>40</b>

## Customer service

### **Contact with Council in the last 12 months**

Respondents were asked:

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

Consistent with the results in previous years, approximately one-third (34.3%) of respondents reported that they had contacted Council in the last 12 months.

**Contacted Council in the last twelve months**

**Nillumbik Shire Council - 2022 Annual Community Survey**

*(Number and percent of respondents providing a response)*

Response	2022		2021	2020	2019	2018	2017
	Number	Percent					
Yes	174	34.3%	34.4%	24.5%	37.1%	45.9%	45.6%
No	334	65.7%	65.6%	75.5%	62.9%	54.1%	54.4%
Not stated	0		1	2	1	9	0
<b>Total</b>	<b>508</b>	<b>100%</b>	<b>501</b>	<b>500</b>	<b>500</b>	<b>501</b>	<b>502</b>

### **Form of contact**

Respondents were asked:

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

Consistent with the 2021 results, the proportion of respondents contacting Council by visiting in person remained low, and telephone, email, and the website remained the most common.



**Form of contact with Nillumbik Shire Council**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
 (Number and percent of respondents who contacted Council)

Response	2022		2021	2020	2019	2018	2017
	Number	Percent					
Telephone (during office hours)	107	61.7%	62.8%	59.8%	56.5%	63.1%	66.8%
E-mail	30	17.3%	23.8%	9.8%	10.9%	10.7%	8.0%
Visit in person	10	5.8%	7.0%	20.5%	16.8%	16.9%	15.0%
Website	19	11.0%	6.4%	9.8%	10.3%	5.3%	3.1%
Social media (e.g. Facebook)	0	0.0%	0.0%	0.0%	1.1%	0.0%	
Directly with a Councillor	3	1.4%	0.0%	0.0%	0.0%	n.a.	n.a.
Mail	3	1.4%	0.0%	0.0%	0.0%	0.9%	1.3%
Telephone (after hours service)	3	1.4%	0.0%	0.0%	0.0%	0.0%	0.4%
Multiple	0	0.0%	0.0%	0.0%	4.3%	3.1%	5.3%
Not stated	0		0	0	1	1	3
<b>Total</b>	<b>174</b>	<b>100%</b>	<b>172</b>	<b>122</b>	<b>185</b>	<b>226</b>	<b>229</b>

### **Satisfaction with aspects of customer service**

Respondents were asked:

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

Respondents who reported that they had contacted Council in the last 12 months were asked to rate their satisfaction with seven aspects of customer service, as outlined in the following graphs.

The average satisfaction with these seven aspects of customer service declined measurably and significantly this year, down from an average of 7.24 to 6.33 this year.

This was a decline of 12.6%, which is a very significant decline, particularly given that this is the second consecutive decline in satisfaction with customer service recorded, following the 4.5% decline recorded last year.

It may well be the case that the impact of COVID-19 on Council’s ability to provide face-to-face customer service had a significant impact on average satisfaction with customer service. This is discussed in more detail in the following pages of this section.

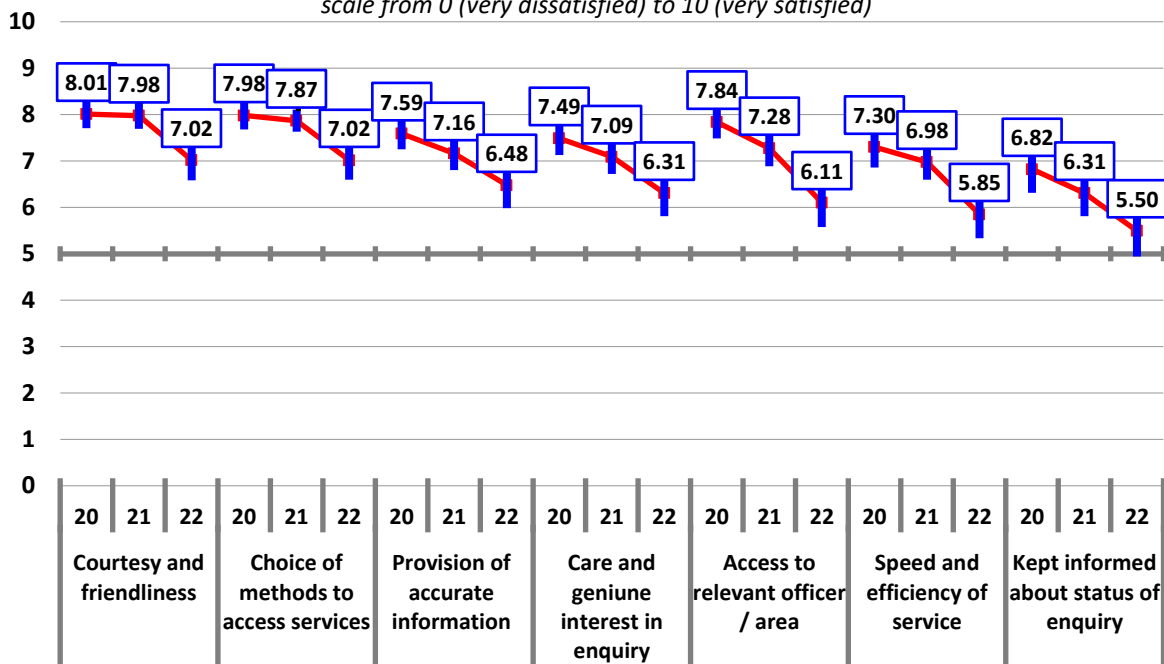
It is important to note, however, that satisfaction with customer service in the Nillumbik Shire was somewhat lower than the 2022 metropolitan Melbourne average, particularly in relation to access to relevant officer / area and speed and efficiency of service. This is also discussed in more detail in the following pages.



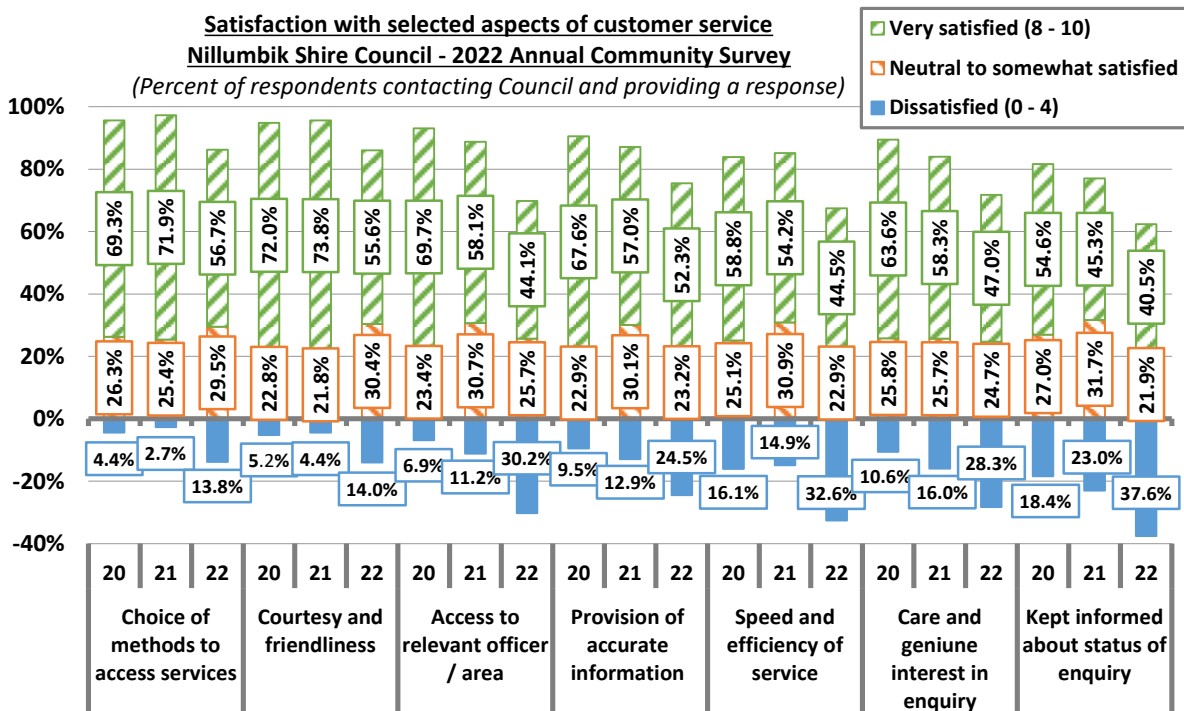
Satisfaction with the seven aspects of customer service can best be summarised as follows:

- **Good** – for courtesy and friendliness, and choice of methods to access services. More than half of the respondents were “very satisfied” with these two aspects.
- **Solid** – for the provision of accurate information, care and genuine interest in enquiry, and access to relevant officer / area.
- **Poor** – for the speed and efficiency of service and being kept informed about the status of enquiry. Approximately one-third of respondents were “dissatisfied” with these two aspects

**Satisfaction with selected aspects of customer service**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



**Satisfaction with selected aspects of customer service**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
 (Percent of respondents contacting Council and providing a response)

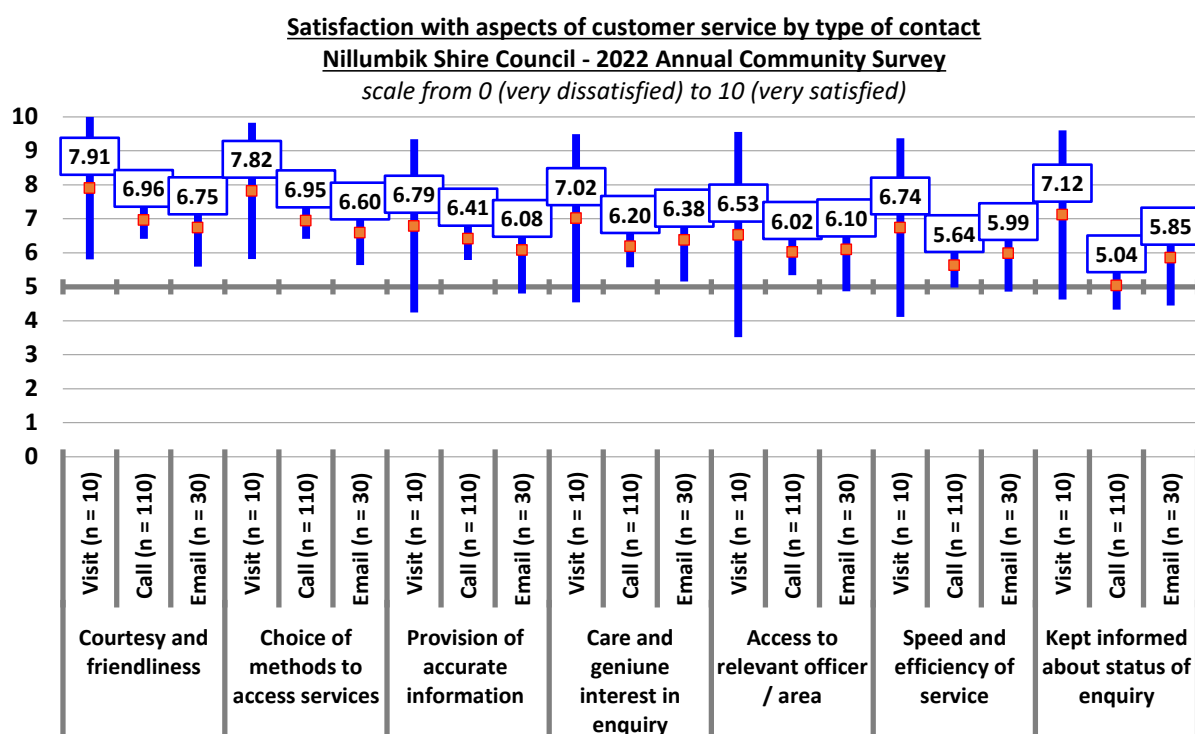


The following graph provides a comparison of satisfaction with the seven aspects of customer service based on the method by which respondents contacted Council.

It is important to bear in mind the small sample size of just 10 respondents who had contacted Council in person and 30 respondents who had emailed Council.

Cognisant of the small sample size, is noted that the average satisfaction with customer service of respondents who visited Council in person (7.13) was notably higher than respondents who telephoned Council (6.17), and respondents who emailed Council (6.25).

This variation in satisfaction is significant as it highlights the fact that many in the Nillumbik community prefer to visit Council in person, and that the impact of COVID-19 on face-to-face interactions is likely to have had a material impact on respondent satisfaction with customer service. This is particularly true for aspects such as access to relevant officer / area, and the speed and efficiency of service.



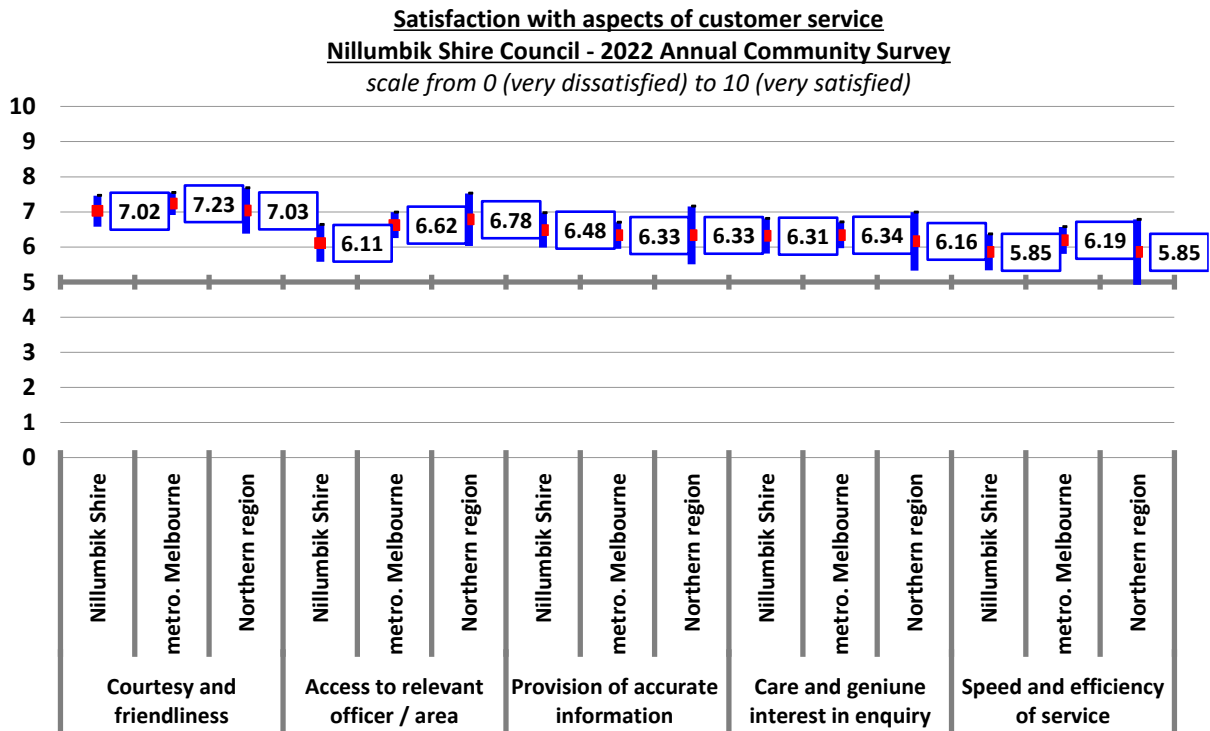
The following graph provides a comparison of satisfaction with the five aspects of customer service that were included in both this Nillumbik Shire survey as well as the *Governing Melbourne* research conducted independently by Metropolis Research in January 2022.

Metropolis Research draws attention to the fact that satisfaction with access to relevant officer and area (7.7% lower in Nillumbik) and speed and efficiency of service (5.5% lower in Nillumbik) were both substantially lower in the Nillumbik Shire.

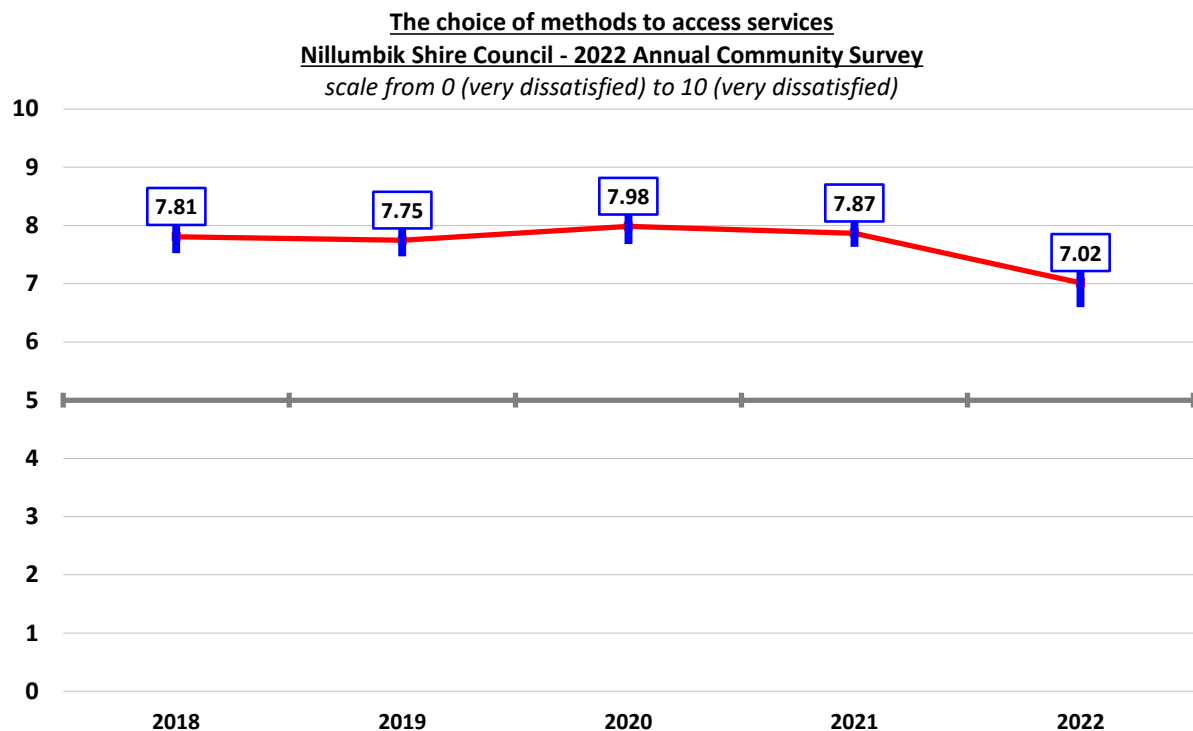
Whilst cognisant of the small sample size for the norther region councils’ average (56 respondents), it is noted that satisfaction with customer service was similar in the Nillumbik Shire than the northern region councils’ average.



These variations were not, however, statistically significant at the 95% confidence level, given the relatively small sample for Nillumbik of 174 respondents who had contacted Council.

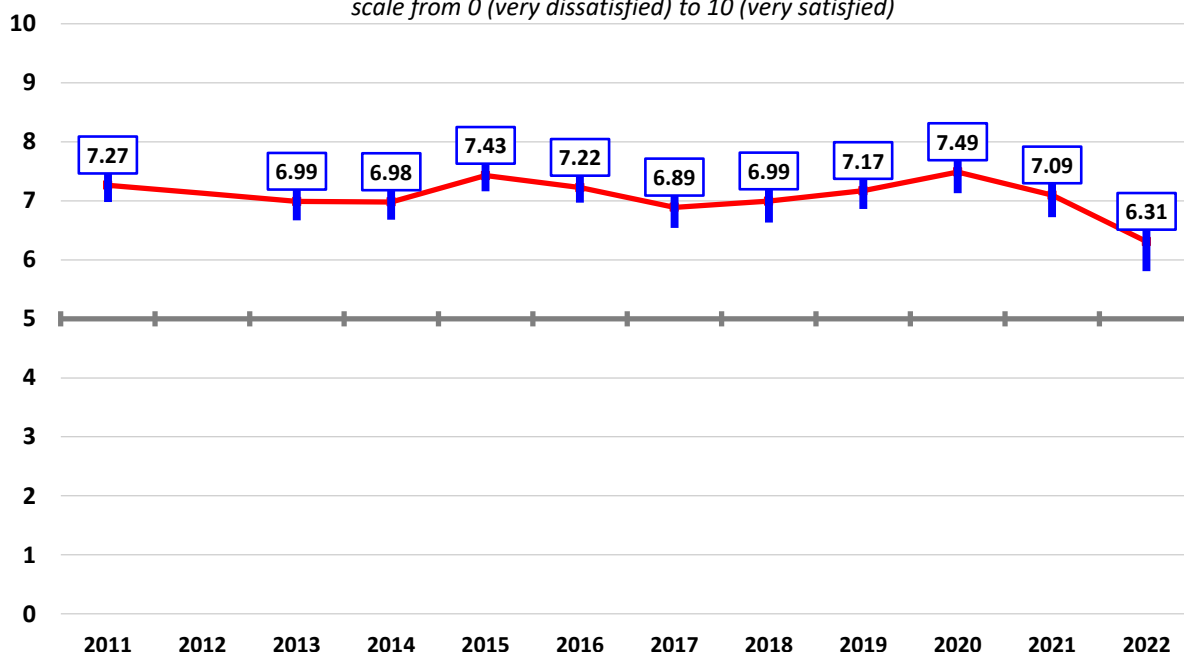


Satisfaction with the choice of methods to access services declined measurably this year, down 10.8% to 7.02, which is a “good”, down from an “excellent” level of satisfaction. This is the lowest level recorded for this aspect of customer service and is below the long-term average since 2018 of 7.68.



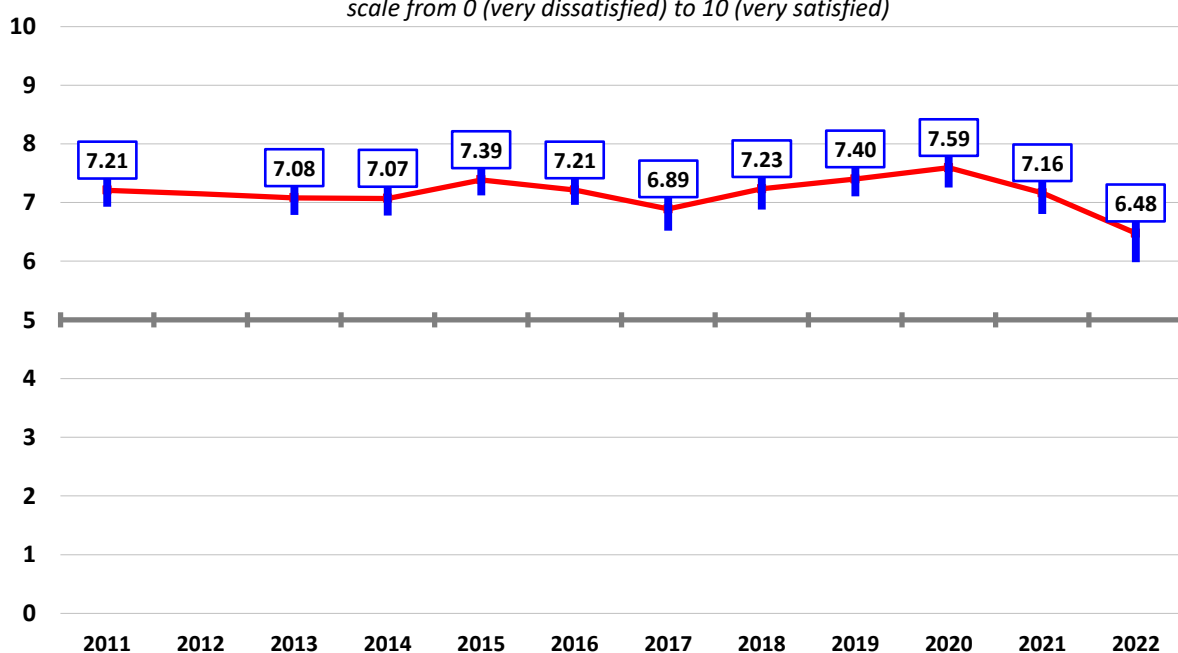
Satisfaction with care and genuine interest in the respondent and their enquiry declined notably, but not measurably this year, down 11% to 6.31, which is a “solid”, down from a “good” level of satisfaction. This is the lowest satisfaction score for this aspect of customer service and is substantially lower than the long-term average since 2011 of 7.08.

**Care and genuine interest in you and your enquiry**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



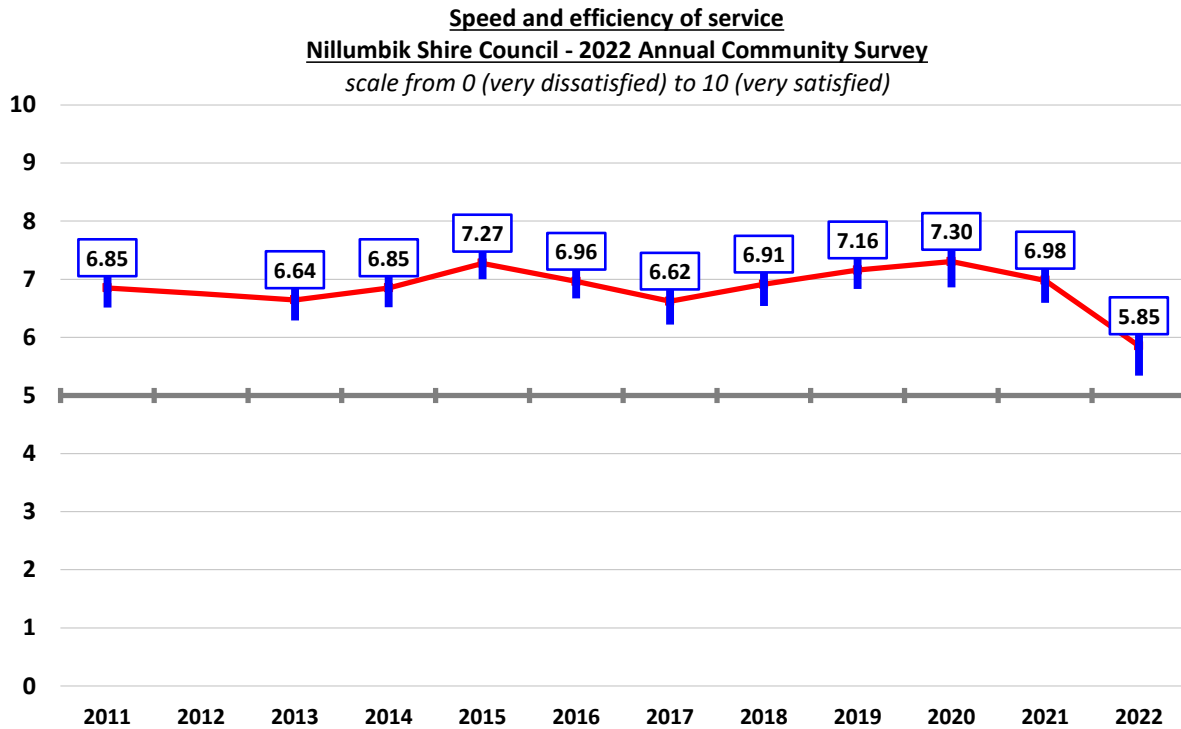
Satisfaction with the provision of accurate information or referred to an expert declined sharply, but not measurably this year, down 9.5% to 6.48, which is a “solid” down from a “good” level. This is the lowest result recorded and below the long-term average of 7.16.

**Provision of accurate information or referred to an expert**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*

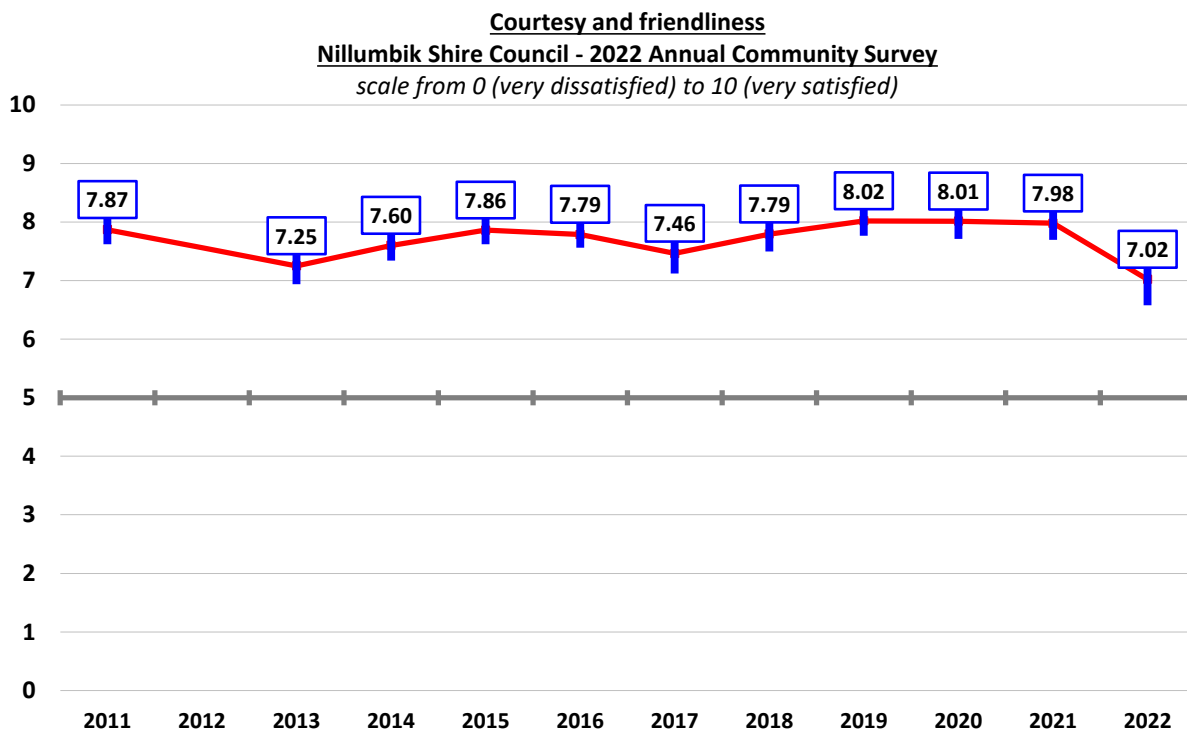




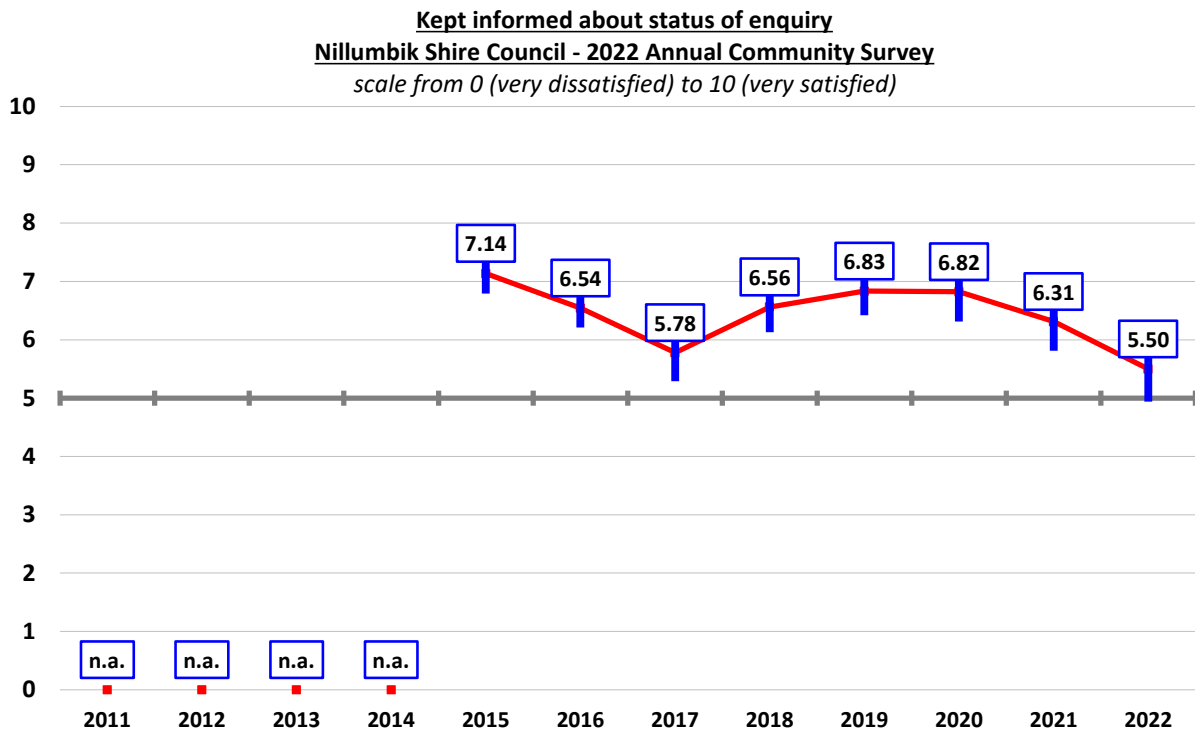
Satisfaction with the speed and efficiency of service declined measurably and significantly this year, down 16.2% to 5.85, which is a “poor”, down from a “good” level. This is the lowest results recorded and was measurably below the long-term average since 2011 of 6.85.



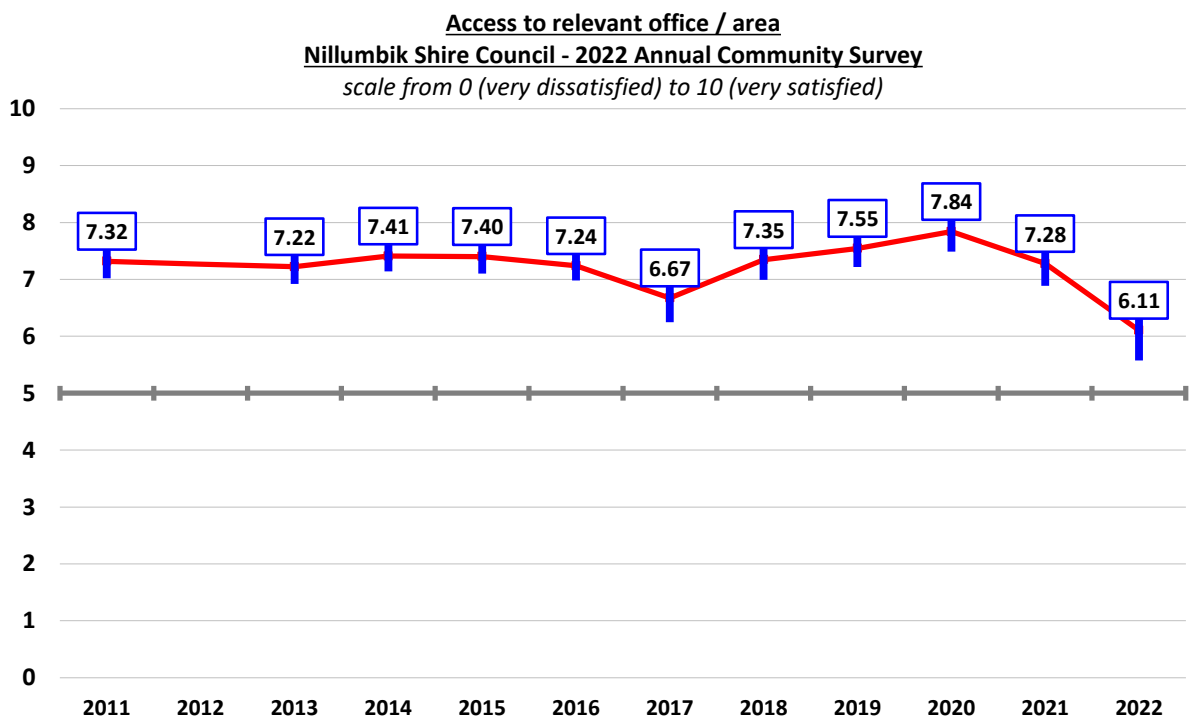
Satisfaction with the courtesy and friendliness of staff declined measurably and significantly this year, down 12.0% to 7.02, which is a “good”, down from a “very good” level. This is the lowest result recorded and was below the long-term average since 2011 of 7.68.



Satisfaction with being kept informed about the status of enquiry declined sharply, but not measurably this year, down 12.8% to 5.50, which is a “poor” down from a “solid” level. This is the lowest result recorded and is below the long-term average since 2015 of 6.44.



Satisfaction with access to relevant officer / area declined measurably and significantly this year, down 16.1% to 6.11, which is a “solid” down from a “very good” level. This is the lowest result recorded and is measurably below the long-term average since 2011 of 7.22



## Planning and housing development

There were two sets of questions relating to satisfaction with planning and housing development included in the 2022 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.

The 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?”*

A total of just 49 of the 468 respondents who provided a response to this question (10.5%) reported that they were involved in the planning approvals process in the last 12 months.

This is the highest level of participation in the planning approvals process recorded since the question was first included in the survey back in 2016.

Most of these respondents were involved in the process as applicants, with just seven objectors and one respondent who had other involvement.

**Involvement in planning and housing development**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Response	2022		2021	2020	2019	2018	2017
	Number	Percent					
Yes - as an applicant	41	8.8%	5.3%	2.2%	2.8%	4.0%	5.0%
Yes - as an objector	7	1.5%	0.8%	1.6%	2.0%	3.2%	2.0%
Yes - other involvement	1	0.2%	0.4%	0.6%	0.6%	0.8%	0.4%
No involvement	419	89.5%	93.5%	95.6%	94.6%	92.0%	92.6%
Not stated	40		8	2	0	2	2
<b>Total</b>	<b>508</b>	<b>100%</b>	<b>501</b>	<b>500</b>	<b>500</b>	<b>502</b>	<b>502</b>



### Satisfaction with aspects of planning approvals process

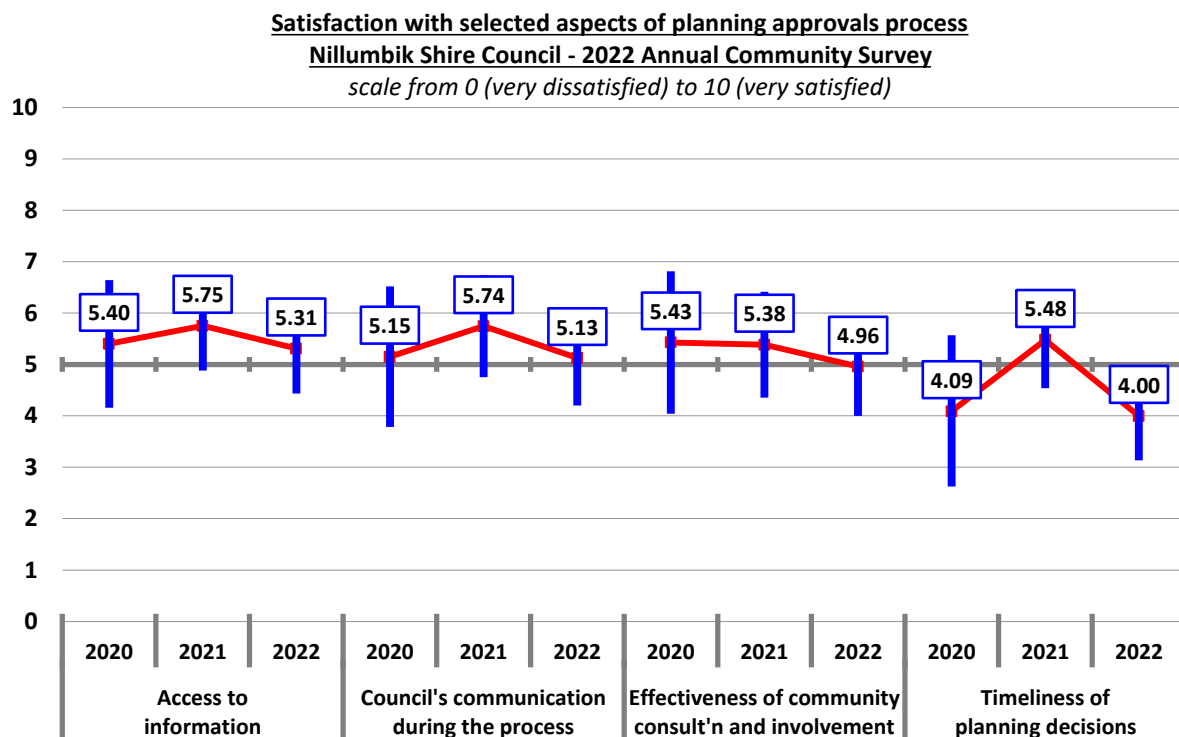
Respondents personally involved in a planning application were asked:

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

It is important to bear in mind the small sample of just 49 respondents who had been involved in the planning approvals process, as is clear in the following graph with the size of vertical blue bar, which represents the 95% confidence interval around these results.

The average satisfaction with these four aspects of the planning approvals process was 4.85, or an “extremely poor” level of satisfaction, a substantial but not statistically significant decline of 13.2% on the 2021 result of 5.59 or “poor”.

Satisfaction with the access to information and Council’s communication during the process were both rated as “very poor”, whilst satisfaction with the effectiveness of community consultation and involvement and the timeliness of planning decisions were both rated as “extremely poor”.

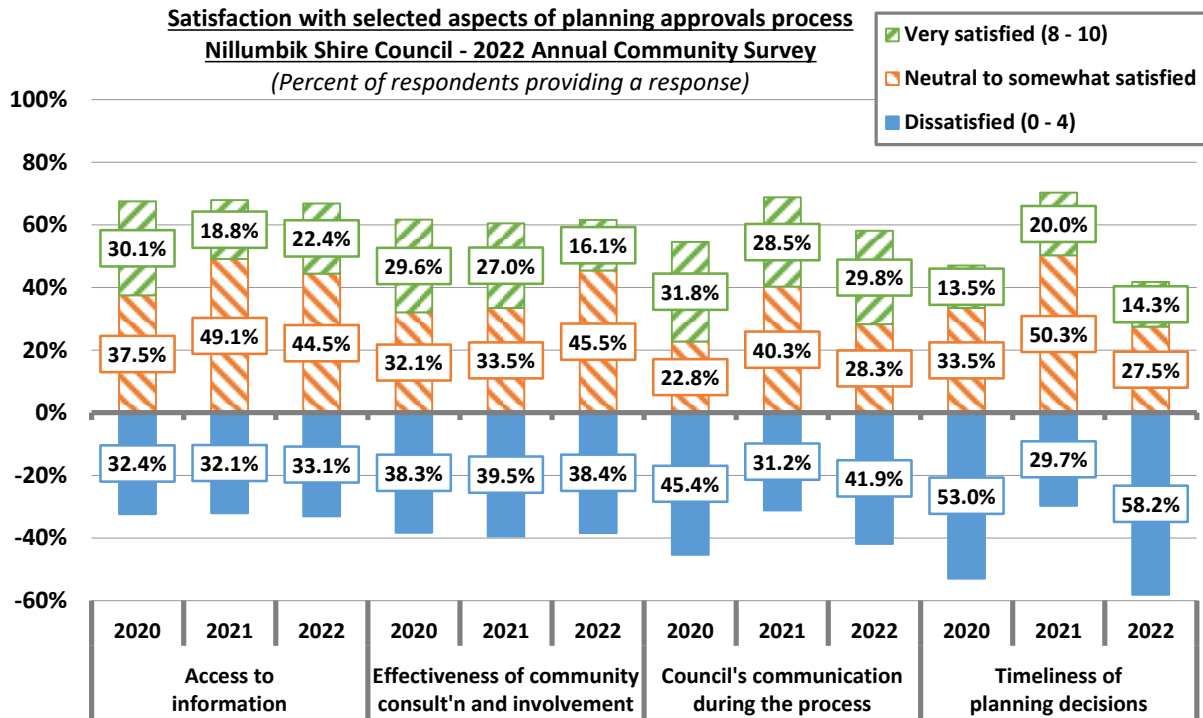


The following graph provides a breakdown of this result into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e.,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

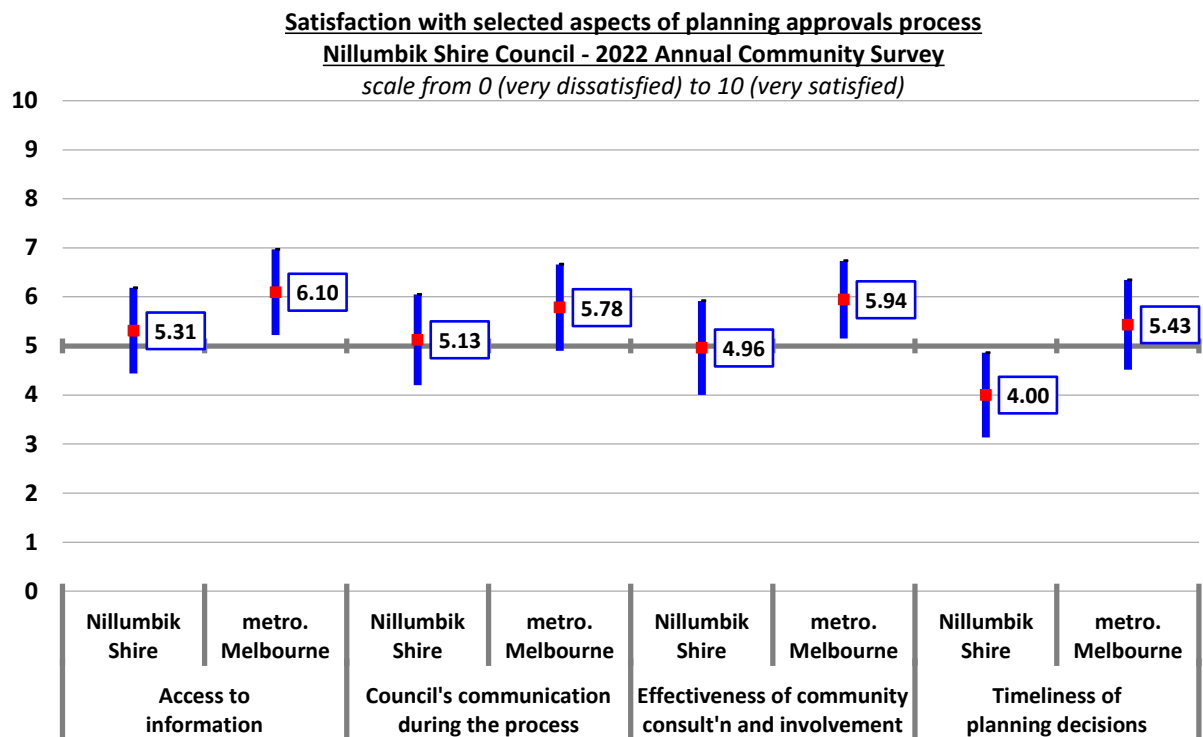
Metropolis Research draws attention to the fact that more respondents were “dissatisfied” with each of these four aspects of the planning approvals process than were “very satisfied”.



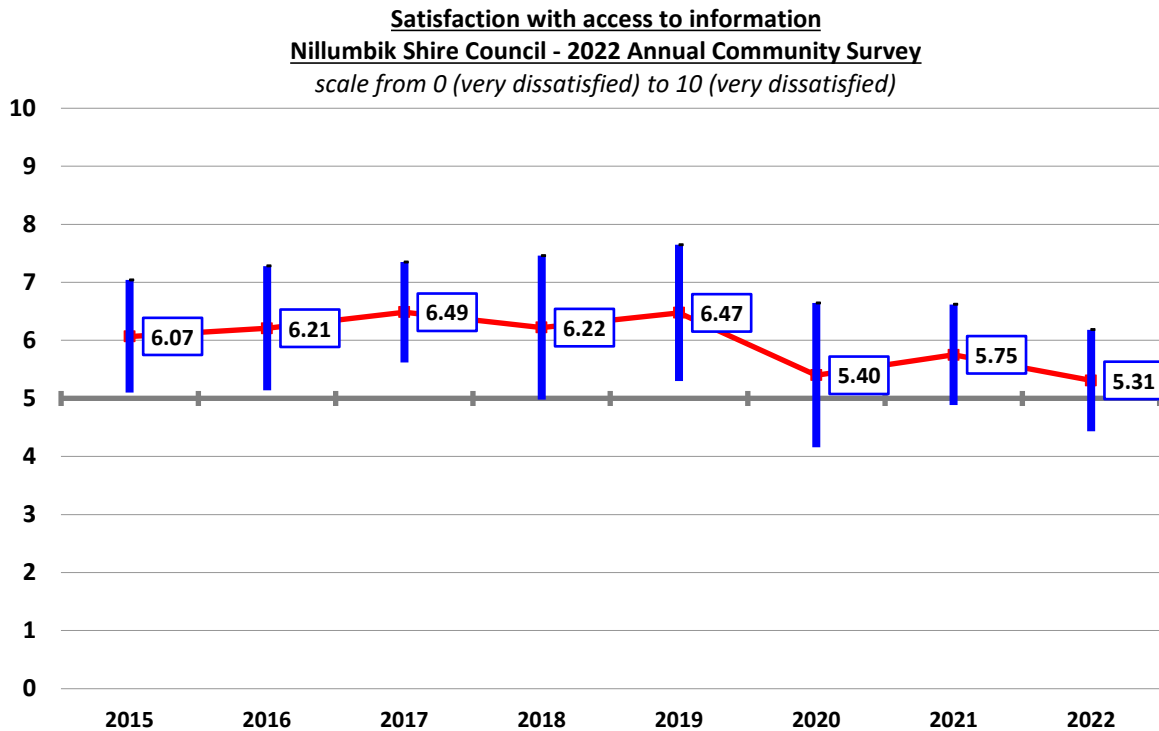
Particular attention is drawn to the 58.2% of the 49 respondents who were “dissatisfied” with the timeliness of planning decisions.



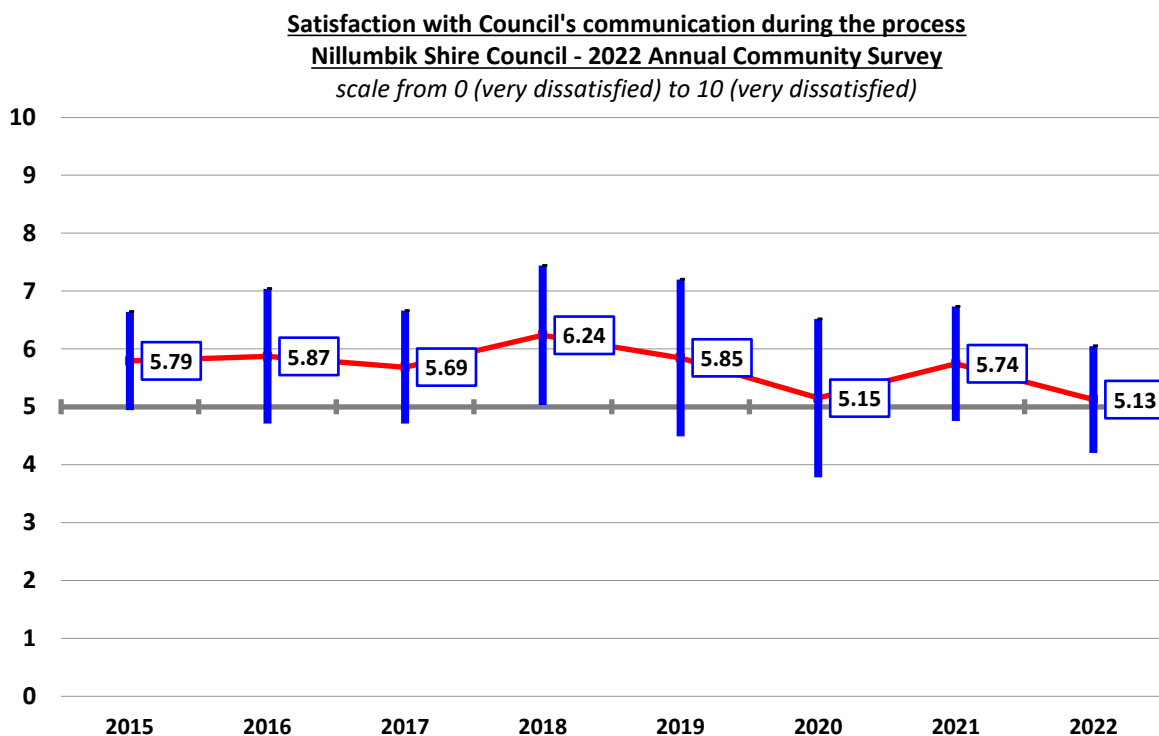
The following graph provides a comparison of satisfaction with these four aspects of the planning approvals process for the Nillumbik Shire against the metropolitan Melbourne average satisfaction, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022. Satisfaction with all four aspects was notably, but not measurably lower in the Nillumbik Shire, particularly timeliness of decisions.



Satisfaction with access to information declined marginally, but not measurably this year, down 7.7% to 5.31, which is a “very poor” level of satisfaction and the lowest result recorded. This result was below the long-term average satisfaction since 2015 of 5.99.



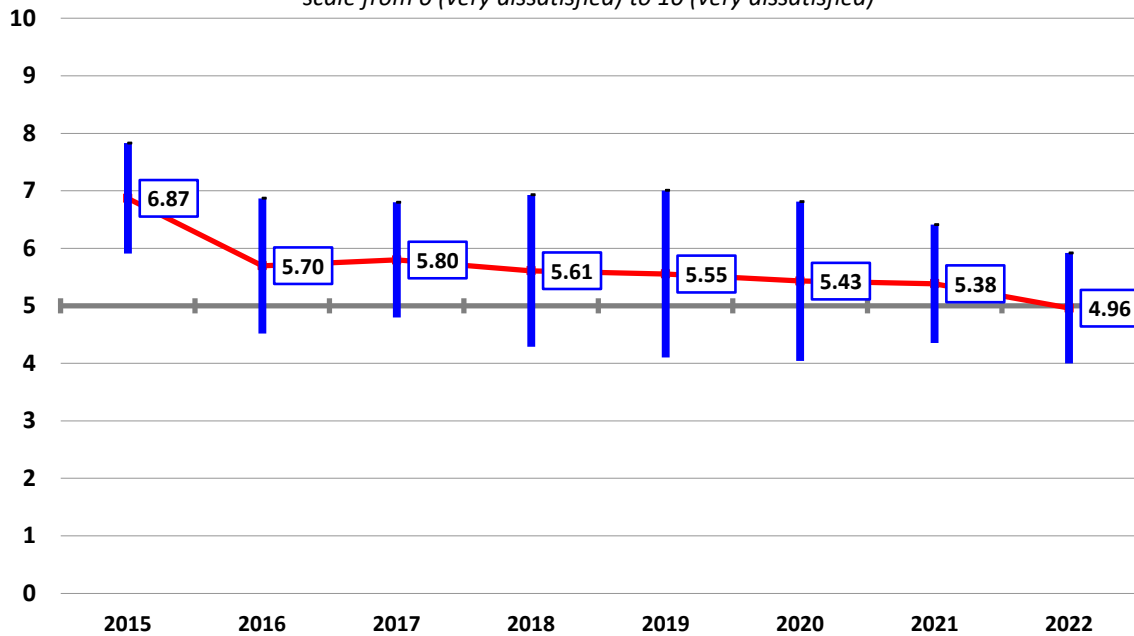
Satisfaction with Council’s communication during the process declined marginally, but not measurably this year, down 10.6% to 5.13, which is a “very poor” level of satisfaction and the lowest result recorded. This result was below the long-term average since 2015 of 5.68.





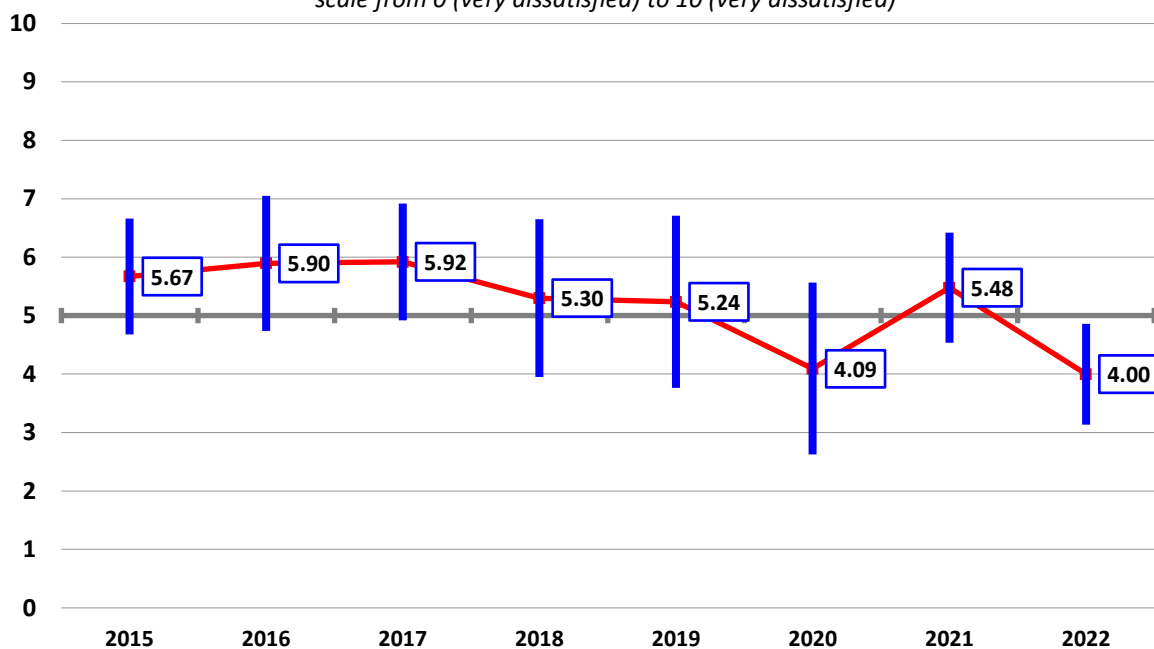
Satisfaction with the effectiveness of community consultation and involvement declined marginally but not measurably this year, down 7.8% to 4.96, which is an “extremely poor”, down from a “very poor” level. This was below the long-term average since 2015 of 5.66.

**Satisfaction with effectiveness of community consultation and involvement**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



Satisfaction with the timeliness of planning decisions declined sharply, but not measurably this year, down 27.1% to 4.00, which is an “extremely poor”, down from a “very poor” level. This was the lowest result recorded for this aspect and was below the long-term average since 2015 of 5.20.

**Satisfaction with the timeliness of planning decisions**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



## Satisfaction with planning and development outcomes

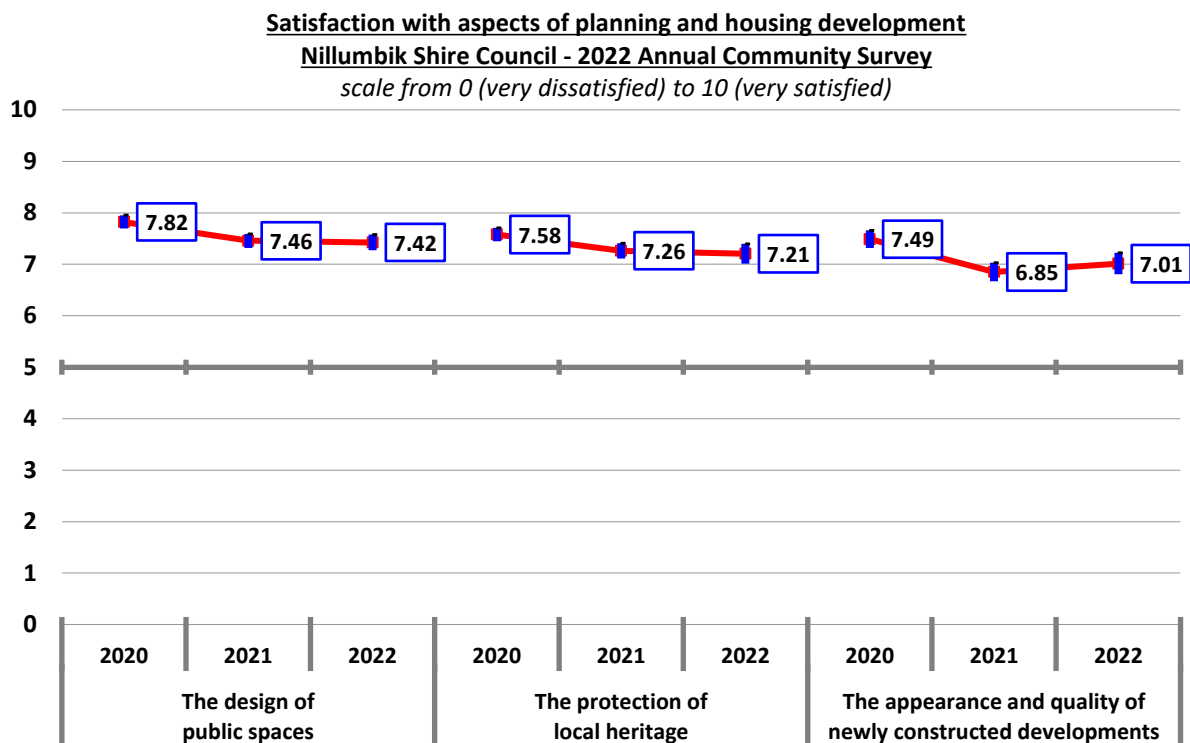
Respondents were asked:

*“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 again in 2022, asked to rate their personal level of satisfaction with three planning and development outcomes, including the design of public spaces, the protection of local heritage, and the appearance and quality of newly constructed developments.

Satisfaction with the three planning and development outcomes all remained relatively stable this year, although there was a 2.3% increase in satisfaction with the appearance and quality of newly constructed developments.

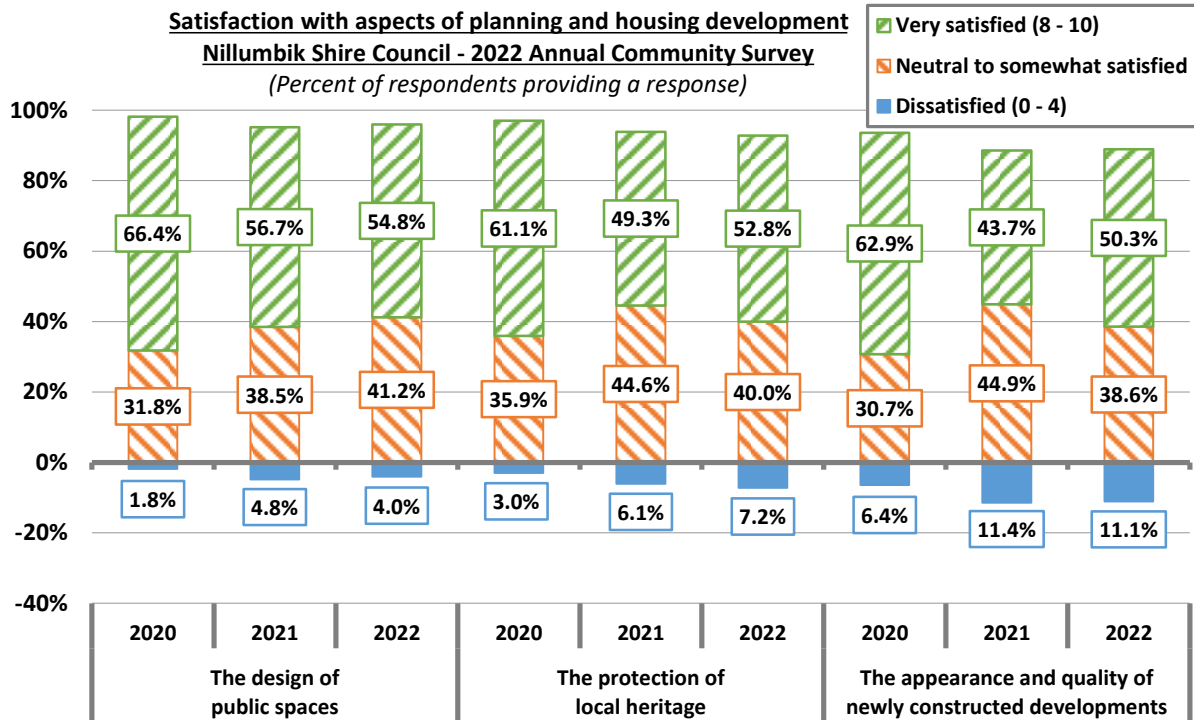
Satisfaction with the design of public spaces was “very good”, and satisfaction with the protection of local heritage and the appearance and quality of newly constructed developments were both “good”.



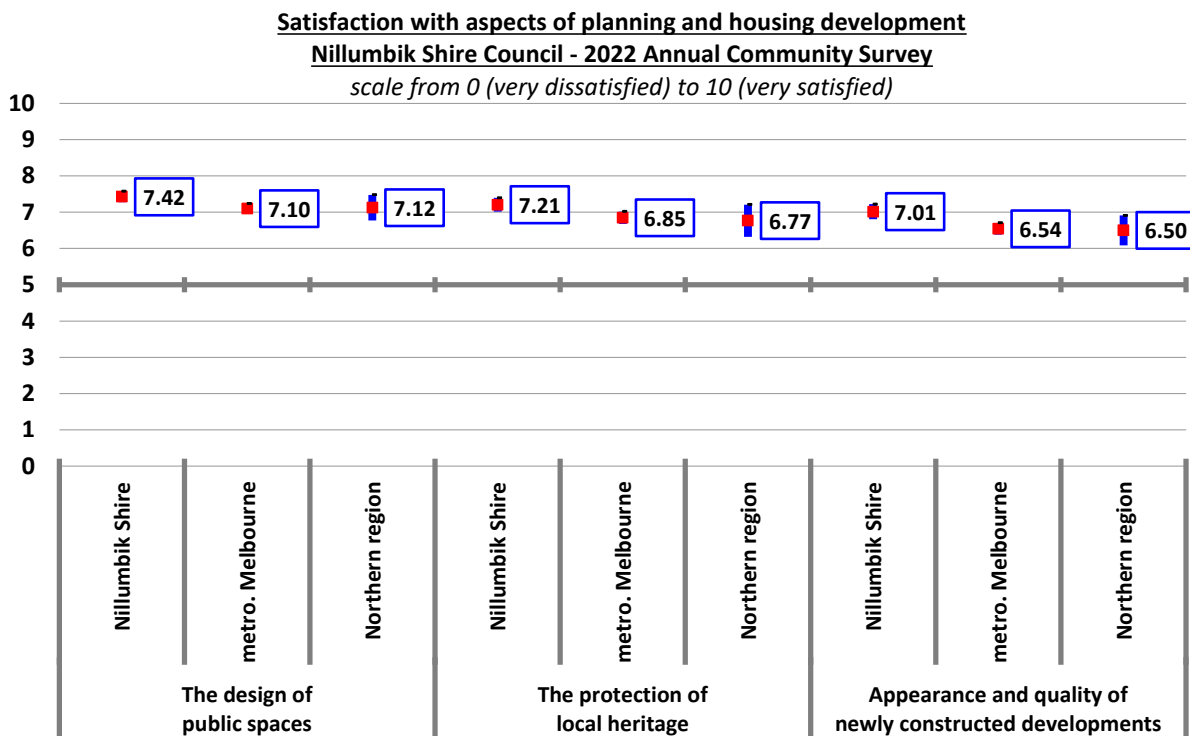
The following graph provides a breakdown of this result into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e.,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

Metropolis Research notes that more than half of the respondents providing a satisfaction score for each of these three planning and development outcomes were “very satisfied” with each, whilst 11.2% of respondents were “dissatisfied” with the appearance and quality of newly constructed developments.





The following graph provides a comparison of satisfaction with these three planning and development outcomes for the Nillumbik Shire against the metropolitan Melbourne average satisfaction, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022. Satisfaction with all three outcomes was measurably higher in the Nillumbik Shire than the metropolitan Melbourne average.

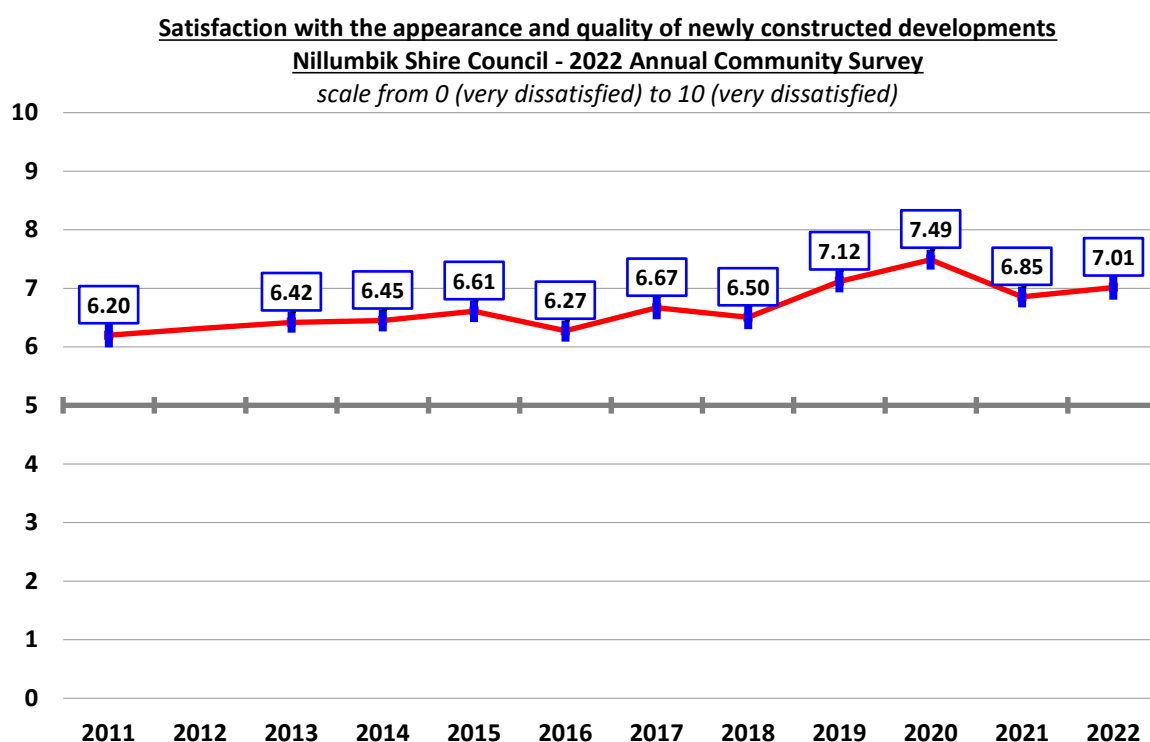


## Satisfaction with the appearance and quality of newly constructed developments

The appearance and quality of newly constructed developments is the key measure of community satisfaction with new development across the municipality. Satisfaction with this aspect has trended generally higher over time, despite the significant decline recorded last year.

Satisfaction increased marginally this year, up 2.3% to 7.01, although it remains at a “good” level.

This result was 5.3% higher than the long-term average satisfaction since 2011 of 6.66 and was 13.1% higher than the low of 6.20 recorded back in 2011.

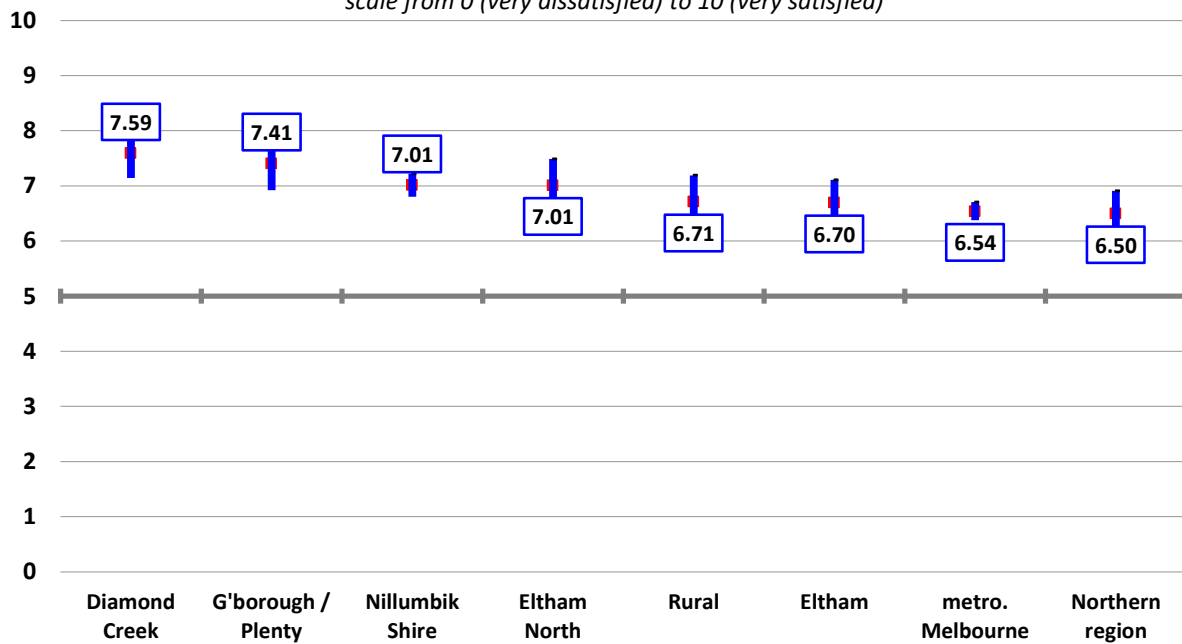


By way of comparison, satisfaction with the appearance and quality of newly constructed developments was measurably and significantly higher in the Nillumbik Shire than the metropolitan Melbourne (6.54) and northern region councils’ (6.50) results, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2022.

There was no statistically significant variation in this result observed across the municipality, although it is noted that respondents in Diamond Creek and Greensborough / Plenty rated satisfaction at “very good” levels.



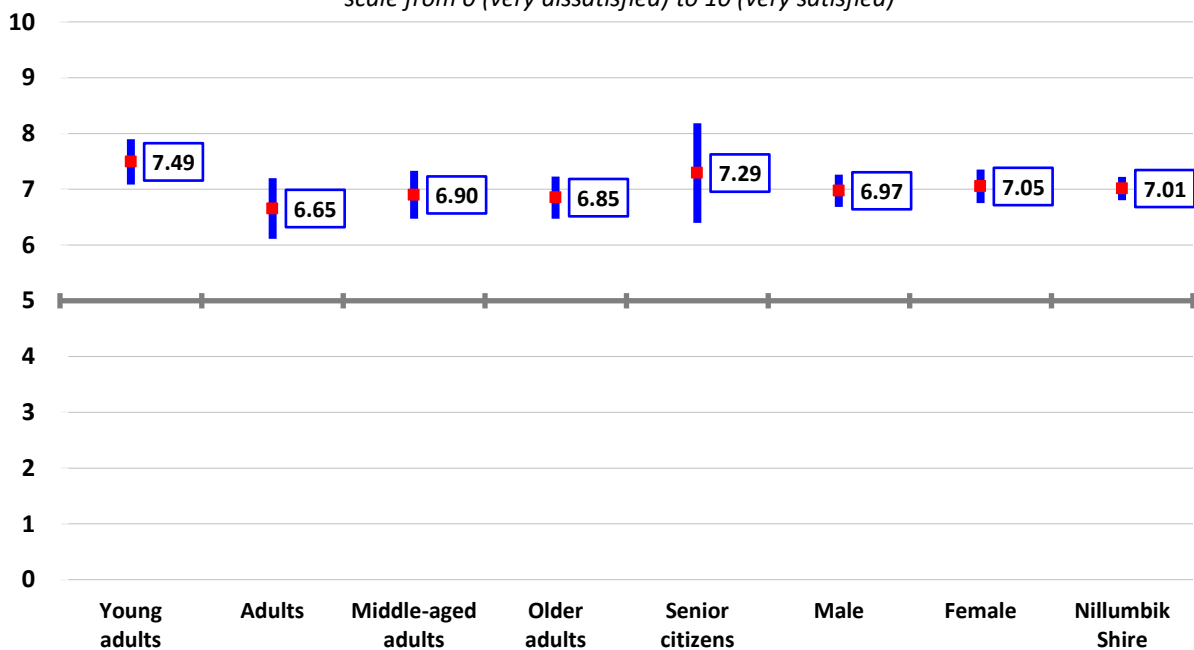
**Satisfaction with the appearance and quality of newly constructed developments**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was measurable variation in satisfaction with the appearance and quality of newly constructed developments observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than average and at a “very good” rather than a “good” level of satisfaction.

There was no meaningful variation in satisfaction observed by the respondents’ gender.

**Appearance and quality of newly constructed developments by respondent profile**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was also some variation observed by housing situation, with homeowners somewhat less satisfied than average, whilst rental households were somewhat more satisfied. Newer residents tended to be more satisfied than longer-term residents.



### Examples and opinions regarding newly constructed housing developments

The following table outlines the verbatim comments received from respondents who were dissatisfied with the appearance and quality of newly constructed developments.

There were a range of opinions outlined by respondents, with some perceiving that there was too much development, and a smaller number perceiving that there was not enough development.

There were some comments about the appropriateness of development in the green wedge, as well as a range of other issues.





**Comments regarding the appearance and quality of newly constructed developments**

**Nillumbik Shire Council - 2022 Annual Community Survey**

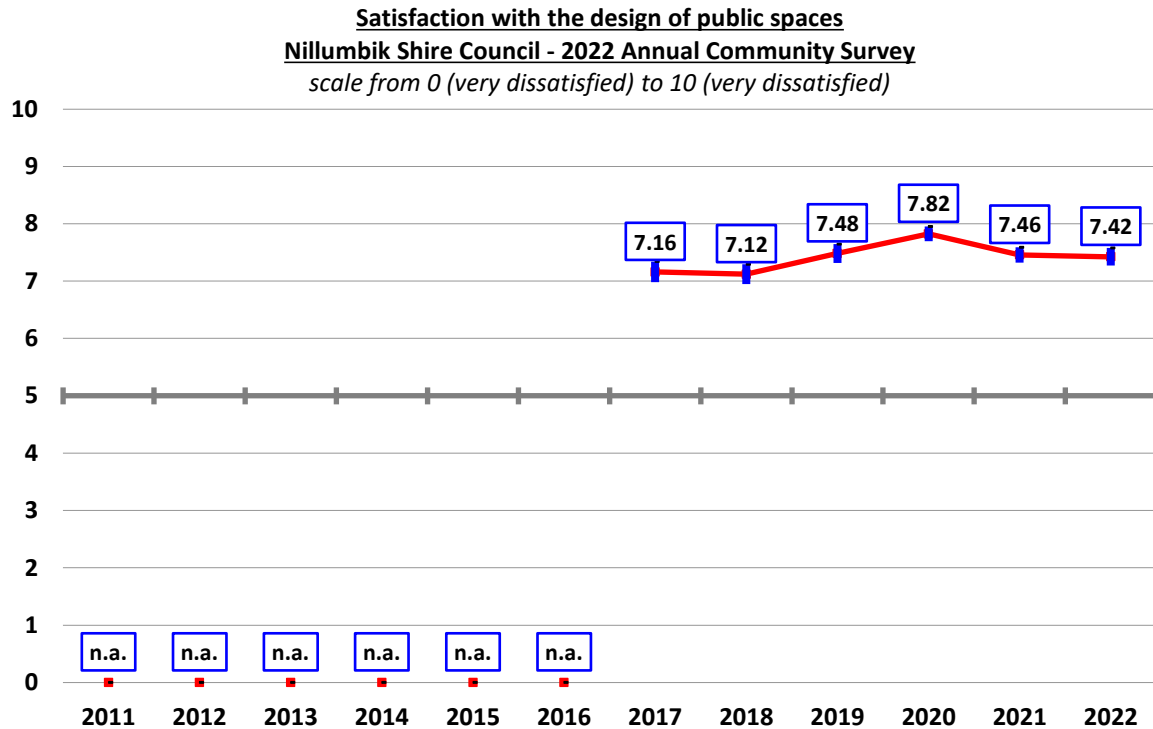
(Number of responses)

<i>Response</i>	<i>Number</i>
Not enough new development	4
Too many developments / over development	4
Too much high density / apartments	4
In general.	3
Low quality developments	3
Too many units in the area which creates more traffic and parking congestion	3
Apartments / developments don't look good	2
Don't like the design	2
Development is concentrated in Eltham that's why it seems overdeveloped	1
Diamond Creek is green wedge zone. Yet so much construction is approved	1
Does not fit in the landscape of the area	1
Does not meet the characteristic of Eltham	1
Eltham hospital	1
High density developments do not suit the environment in Broad Gully Road	1
Need better gardens, fences around Wagtail Place	1
New development on Bolton Street is not at all good. It is not nice or refreshing to look at. It is certainly not a good look as an entry to Eltham	1
New projects are not completed	1
No infrastructure	1
One issue that stands out is the bridge from North Warrandyte to Warrandyte. It is shocking and poor	1
Parks design is not good. Development is slow on the border of Banyule	1
Permit regulations are breached	1
Planning permits are not systemic	1
Redevelopment of basketball courts, leisure centre looks ugly	1
The apartment building at Bridge St and Main Rd in Eltham is of concern	1
The developments are not environment friendly	1
The number of developments at the corner of Bridge Rd and Main Rd doesn't fit the characteristic of Eltham	1
They allowed multiple tenancies when they aren't supposed to	1
This is a rural place	1
Too many developments especially around Town Square	1
Too many high-density developments in Eltham	1
Too overcrowded, traffic too bad	1
We're a part of Green Wedge	1
Whole feeling of area changing	1
<b>Total</b>	<b>50</b>

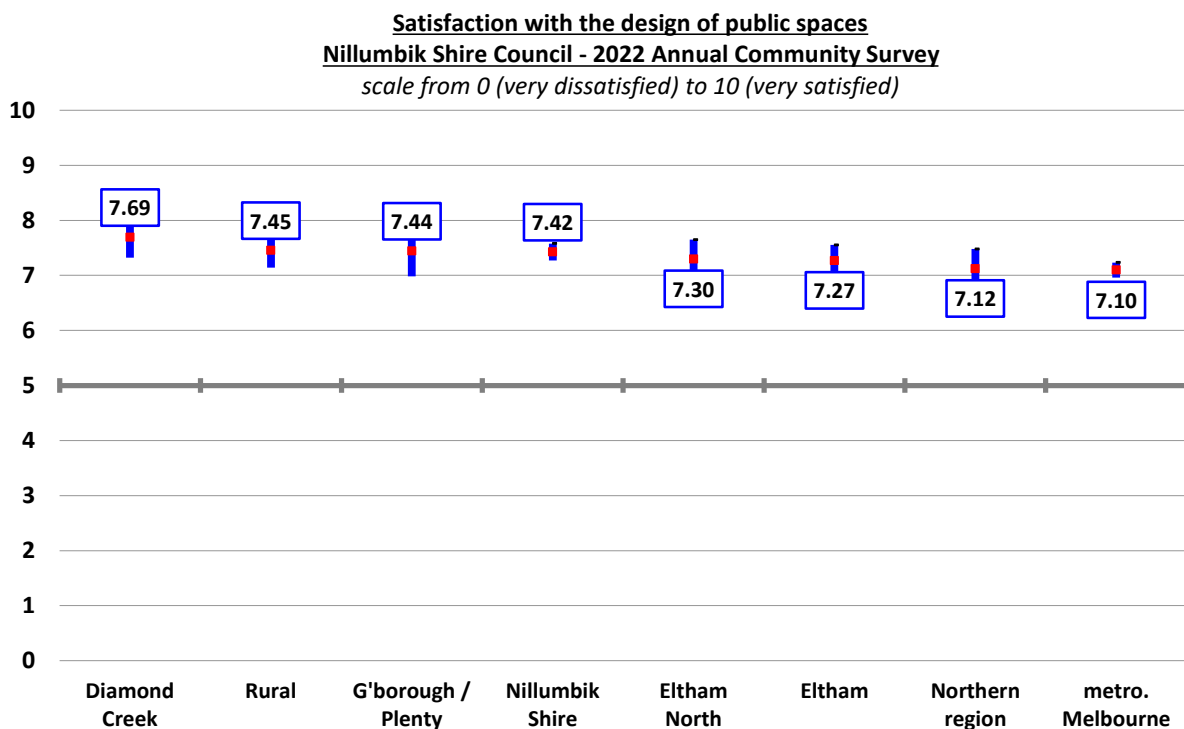


### The design of public spaces

Satisfaction with the design of public spaces remained essentially stable this year at a “very good” level of satisfaction. This result remains consistent with the long-term average of 7.41.

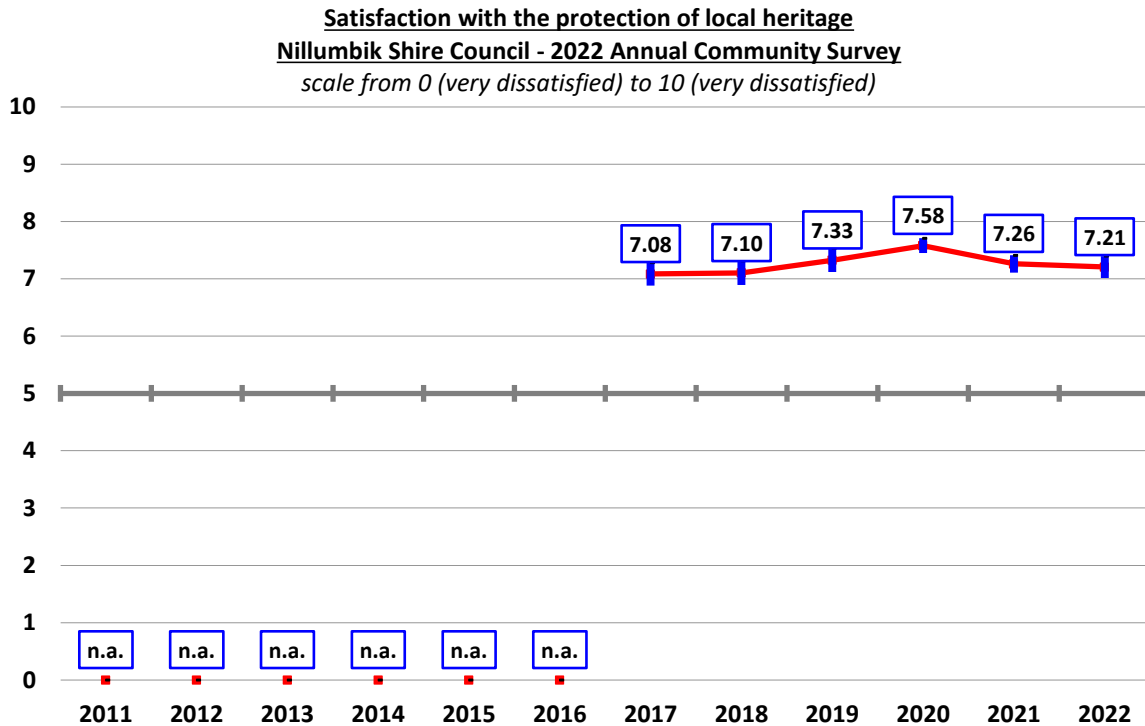


There was no statistically significant variation observed across the municipality, although it is noted that Nillumbik Shire was measurably higher than the metropolitan Melbourne average.

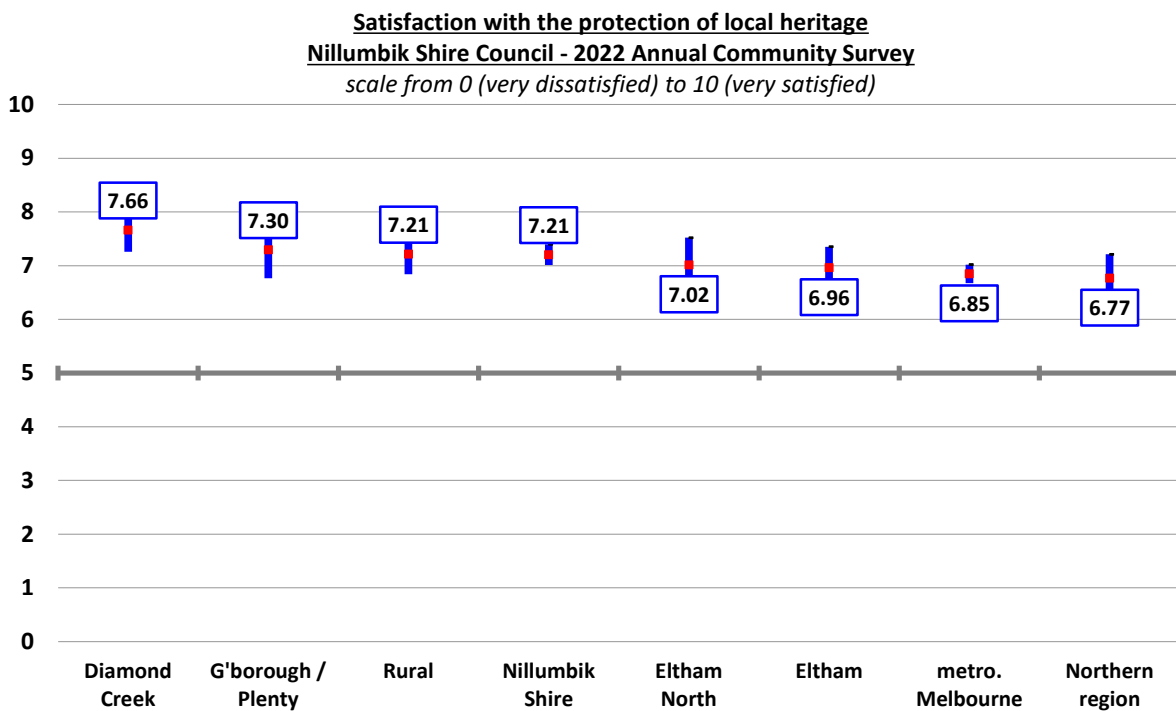


### The protection of local heritage

Satisfaction with the protection of local heritage remained essentially stable this year, down less than one percent to 7.21, which is a “good”, down from a “very good” level, but consistent with the long-term average since 2017 of 7.26.



There was no statistically significant variation observed across the municipality, although it is noted that satisfaction in Nillumbik Shire was measurably higher than the metropolitan Melbourne average.

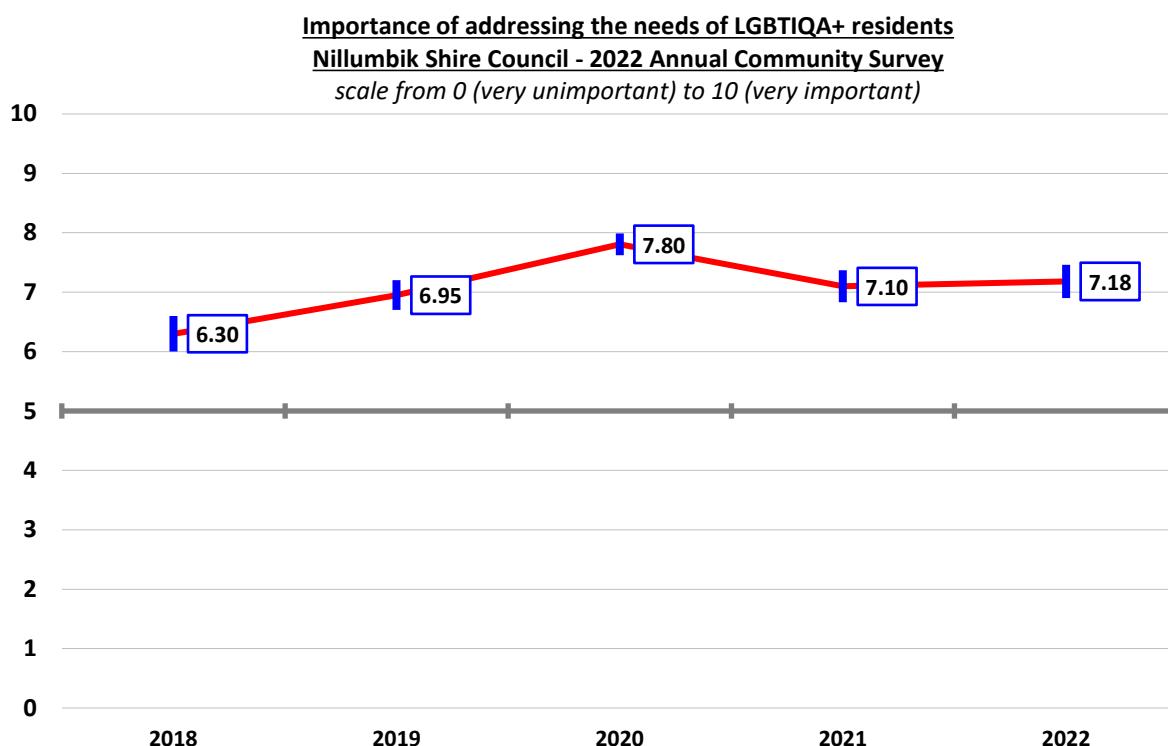


## Addressing the needs of LGBTIQ+ residents

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 LGBTIQ+ residents?”*

On average, respondents rated the importance of Council addressing the needs of LGBTIQ+ residents at 7.18 out of a potential 10. This is a marginal increase of 1.2% on the result last year, but still just marginally below the long-term average since 2018 of 7.07.



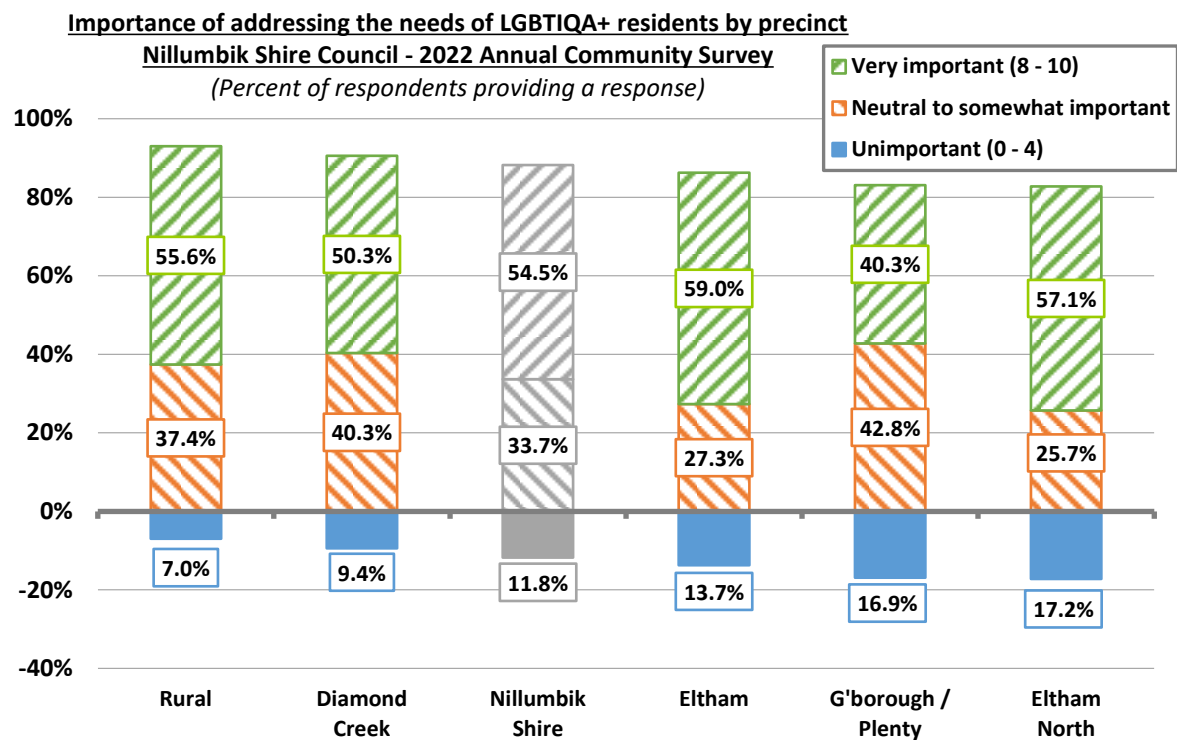
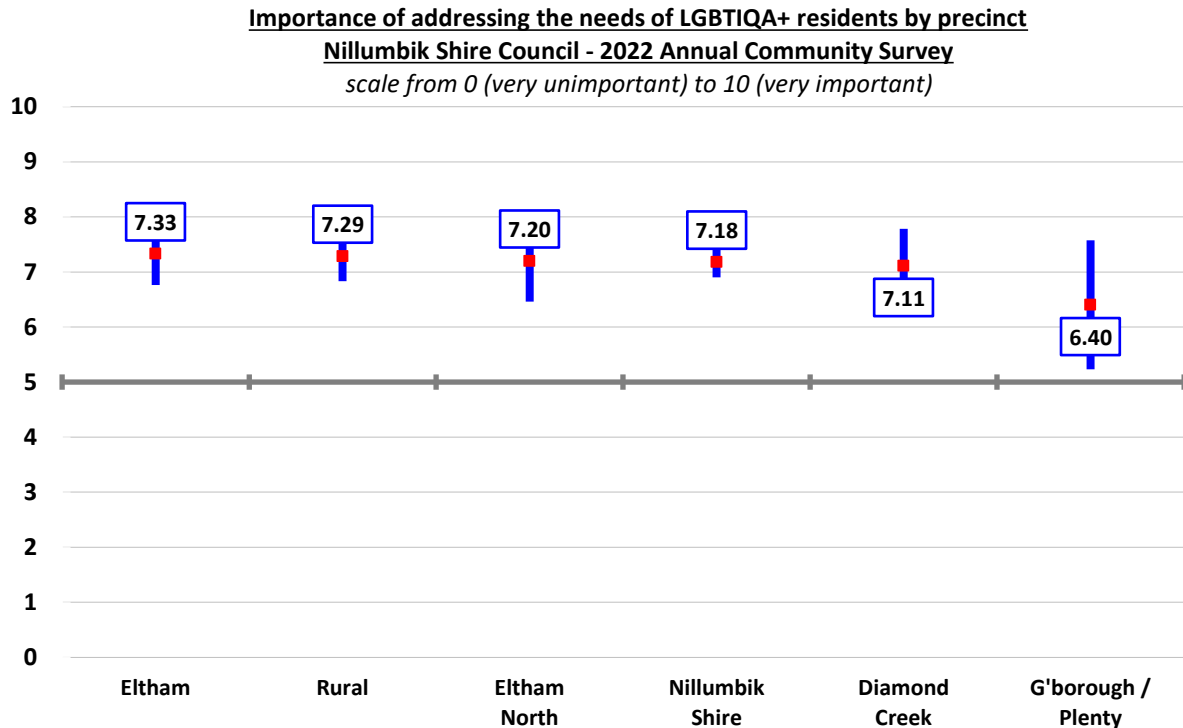
Consistent with the results last year, a little more than half (54.5%) rated it “very important”, whilst 11.8% rated it “unimportant” that Council address the needs of LGBTIQ+ residents.

**Importance of addressing the needs of LGBTIQ+ residents**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Response	2022		2021	2020	2019	2018
	Number	Percent				
Very important (8 to 10)	189	54.5%	55.5%	71.0%	43.3%	41.6%
Neutral to somewhat important (5 to 7)	117	33.7%	32.9%	24.3%	47.5%	39.5%
Unimportant (0 to 4)	41	11.8%	11.6%	4.8%	9.2%	18.9%
Can't say	161		130	80	140	92
<b>Total</b>	<b>508</b>	<b>100%</b>	<b>501</b>	<b>500</b>	<b>500</b>	<b>501</b>
<i>Average importance</i>		7.18	7.10	7.04	6.95	6.30



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Greensborough / Plenty rated this notably less important than the municipal average, at 6.40 which is a “moderate” rather than a “strong” importance score.

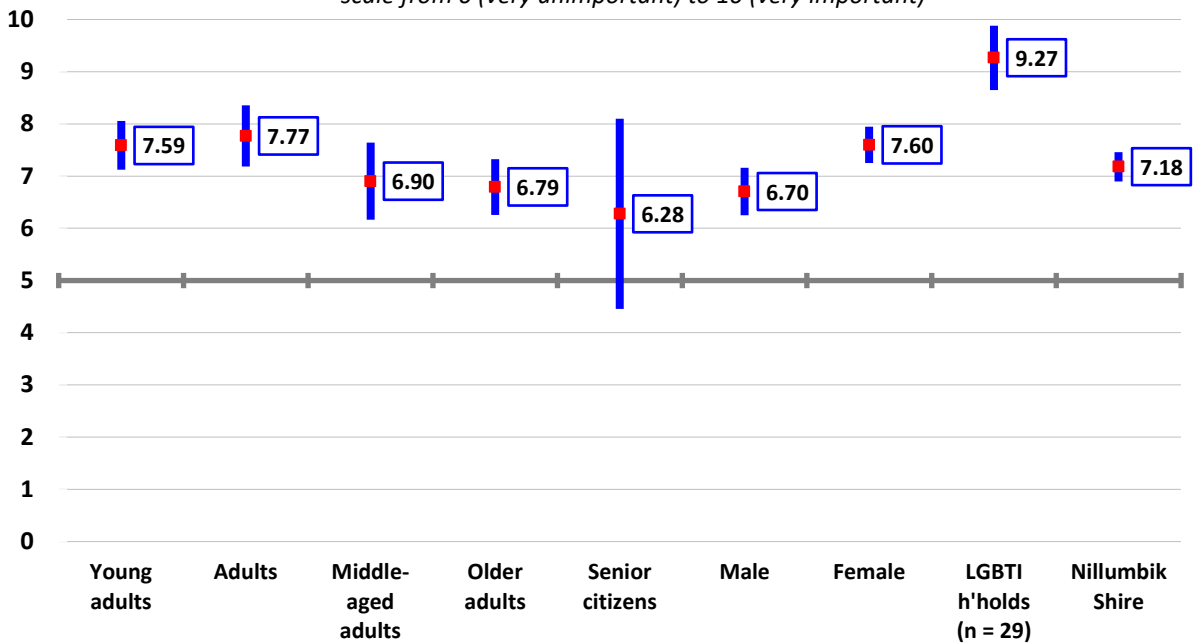


There was significant variation in the average importance respondents place on Council meeting the needs of LGBTIQ+ residents observed by respondent profile, as follows:

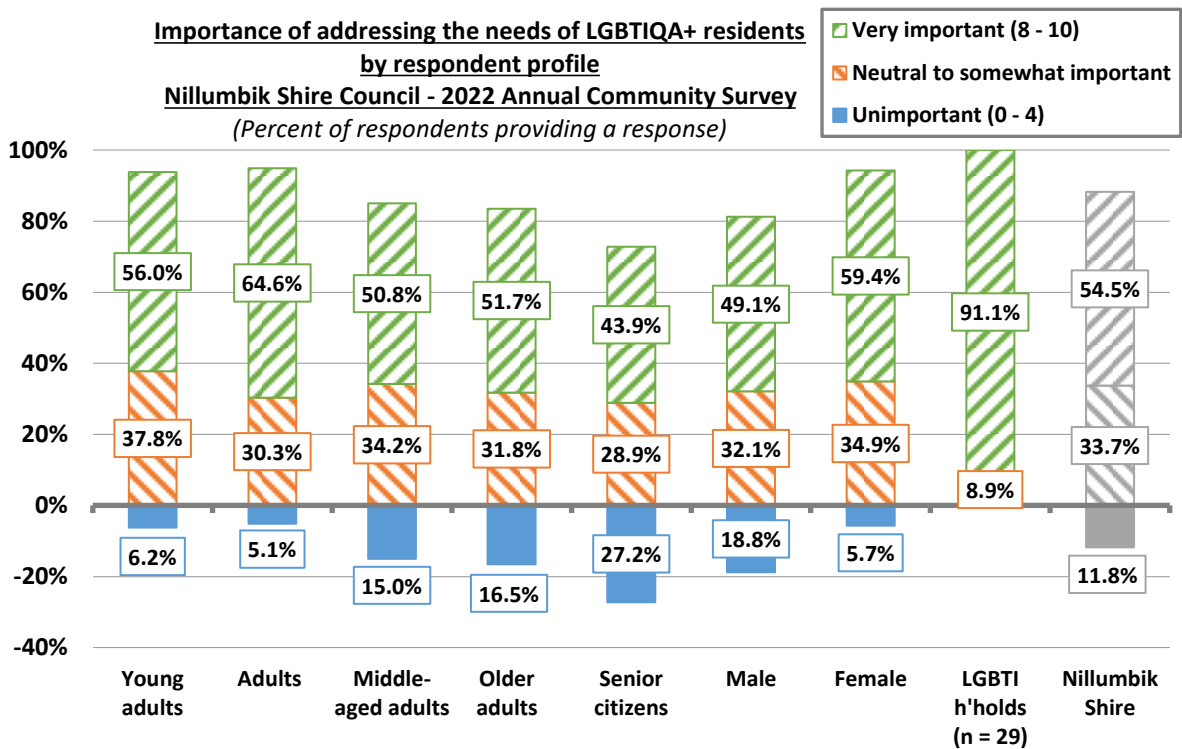


- **Age structure** – younger respondents (aged under 45 years) rated this notably but not measurably more important than older respondents (aged 45 years and over).
- **Gender** – female respondents rated this measurably and significantly higher than male respondents.
- **LGBTIQA+** - the 29 respondents from households with an LGBTI member rated this measurably and significantly more important than the municipal average

**Importance of addressing the needs of LGBTIQA+ residents by respondent profile**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*scale from 0 (very unimportant) to 10 (very important)*



**Importance of addressing the needs of LGBTIQA+ residents by respondent profile**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*(Percent of respondents providing a response)*





## ***Reasons for the importance of Council addressing needs of LGBTIQ+ residents***

A total of 178 of the 508 respondents (35.0%) provided a response as to the reasons why they rated the importance of Council addressing the needs of LGBTIQ+ residents at the level they rated it.

This includes 138 of the 189 respondents who rated it “very important”, 20 of the 117 respondents who rated it “neutral to somewhat important”, and 20 of the 41 respondents who rated it “unimportant”.

The detailed verbatim respondents are included as an appendix to this report, but in summary the following reasons for respondents rating of the importance of this aspect are noted:

- ***Very important*** – most of the respondents who rated this “very important” referred to the need for Council to treat everyone equally, with support and respect.
- ***Neutral to somewhat important*** – most of the respondents who rated this “neutral to somewhat important” referred to the need to treat everyone equally, or that they neutral or had no opinion on the issue.
- ***Unimportant*** – most of the respondents who rated this “unimportant” referred to the need to treat everyone equally, with some referring to the importance of not treating one group with more attention than other groups. There were also some responses relating to a perception that this was a state and federal government rather than a local government issue.



## 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 2022 asked to rate first the importance of each of the 32 included Council services and facilities, and then their personal satisfaction with each service.

The services are broken into two groups, firstly 17 core services with which all respondents are asked to rate satisfaction, and secondly 15 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 33 services and facilities included in the 2022 survey, with the metropolitan Melbourne average importance of 26 services and facilities, sourced from the *2022 Governing Melbourne* research conducted independently by Metropolis Research in January 2022.

The table provides the average importance score, as well as the 95% confidence interval around each average score.

The table also includes a comparison against the last three years' results.

The average importance of the 33 included services and facilities was 8.56 out of a potential, marginally but not measurably lower than the average importance in 2021 of 8.70, but similar to the 2020 average importance of 8.58.

It is important to note that all 33 Council services and facilities were considered important by the respondents, reflecting the importance of broad range of Council provided services and facilities are to the Nillumbik community.

As outlined at the left-hand side of the table, it is noted that eight services and facilities were measurably more important than the average of all 33 services and facilities, whilst six were of measurably less important than the average.

The services and facilities that were measurably more important to respondents were the three kerbside collections (i.e., garbage, recycling, and green waste), the three community services (children, youth, and seniors), fire prevention works, and support for local business.



The services and facilities that were measurably less important than average to respondents were animal management; arts and cultural events, programs, and activities; street sweeping, the *Nillumbik News*, parking enforcement, and horse-riding trails.

### Changes in importance this year

The average importance of the 33 included services and facilities declined somewhat this year, down from the unusually high average of 9.09 recorded last year to 8.56 this year, a result similar to that recorded pre-COVID-19 in 2020.

Consistent with this decrease in average importance, there were some substantial changes in the average importance of most services and facilities this year, with particular attention drawn to the following:

- **Notably more important in 2022 than in 2021** – includes horse riding trails (down 18.9%); parking enforcement (down 18.3%); the *Nillumbik News* (down 11.8%), street sweeping (down 11.5%); arts and cultural events, programs, and activities (down 10.3%); animal management (down 8.1%); local traffic management (down 7.9%); the maintenance and repair of sealed local roads (down 6.9%); Council’s website (down 6.8%); the maintenance and cleaning of shopping strips (down 6.3%).
- **Notably less important in 2022 than in 2021** – there were no services or facilities to record an increase in importance this year.

### Comparison to the metropolitan Melbourne results

Of the 33 services and facilities included in the survey this year, 26 were also included in the *Governing Melbourne* research in a format that facilities comparison. Of these 26 services and facilities, eight were somewhat more important in the Nillumbik Shire than the metropolitan Melbourne average, one was identical, and 16 were less important in the Nillumbik Shire.

Attention is drawn to the following variations of note:

- **Notably more important in the Nillumbik Shire than the metropolitan Melbourne average** – includes weekly kerbside green waste collection (3.4% more important in Nillumbik); services for children (2.6% more important); services for youth (2.5% more important); *Nillumbik News* (1.8% more important); and services for seniors (1.2% more important). None of these were measurably more important in the Nillumbik Shire.
- **Notably less important in the Nillumbik Shire than the metropolitan Melbourne average** – includes parking enforcement (10.2% less important in the Nillumbik Shire); street sweeping (5.9% less important); local traffic management (2.5% less important); animal management (2.2% less important); footpath maintenance and repairs (1.5% less important); the maintenance and repair of sealed local roads (1.5% less important); and the provision and maintenance of parks and gardens (1.3% less important). Of these only parking enforcement and street sweeping were measurably more important in the Nillumbik Shire.



**Importance of selected Council services and facilities**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
 (Number and index score scale 0 - 10)

	Service/facility	Number	2022		2021	2020	2019	2022 Metro.*	
			Lower	Mean					Upper
Higher than average	Fortnightly kerbside garbage collection	502	9.14	<b>9.24</b>	9.34	9.46	9.24	9.35	9.28
	Fortnightly kerbside recycling collection	493	9.07	<b>9.18</b>	9.28	9.48	9.29	9.45	9.26
	Services for children from birth to 5 years	414	8.98	<b>9.10</b>	9.22	9.17	8.64	8.87	8.87
	Weekly kerbside green waste collection	488	8.95	<b>9.07</b>	9.18	9.40	9.18	9.23	8.77
	Services for seniors	418	8.93	<b>9.04</b>	9.15	9.21	8.69	8.92	8.93
	Fire prevention works	458	8.87	<b>9.00</b>	9.13	9.35	9.15	9.07	n.a.
	Services for youth	392	8.86	<b>8.98</b>	9.09	9.10	8.56	8.77	8.76
	Support for local businesses	437	8.79	<b>8.90</b>	9.02	9.22	8.42	8.54	n.a.
Average importance	Sports ovals	468	8.69	<b>8.81</b>	8.92	9.07	8.61	8.76	8.81
	Hard rubbish collection	470	8.69	<b>8.80</b>	8.92	9.21	8.73	8.86	8.82
	Litter collection in public areas	486	8.69	<b>8.80</b>	8.91	9.17	8.94	8.76	n.a.
	Provision & maintenance of parks & gardens	481	8.67	<b>8.78</b>	8.89	9.31	9.00	8.80	8.90
	Education and Learning	428	8.65	<b>8.77</b>	8.89	9.04	8.44	8.67	n.a.
	Footpath maintenance and repairs	461	8.59	<b>8.73</b>	8.86	9.23	9.03	8.79	8.86
	Public toilets	472	8.61	<b>8.73</b>	8.84	8.97	8.44	8.75	8.69
	Provision and maintenance of street lighting	468	8.60	<b>8.72</b>	8.85	9.27	9.04	8.76	8.78
	Maintenance & repairs of local sealed roads	497	8.57	<b>8.72</b>	8.87	9.37	9.12	8.75	8.85
	Drains maintenance and repairs	472	8.59	<b>8.72</b>	8.85	9.14	9.02	8.85	8.73
	On and off road bike paths	466	8.56	<b>8.69</b>	8.82	9.18	8.34	8.47	8.64
	Provision and maintenance of street trees	477	8.52	<b>8.65</b>	8.78	9.17	8.86	8.45	8.62
	Environmental programs and facilities	451	8.49	<b>8.60</b>	8.72	9.09	8.59	8.65	n.a.
	Aquatic and Leisure centres	441	8.50	<b>8.60</b>	8.71	9.02	8.50	8.60	8.68
	Local library	463	8.45	<b>8.60</b>	8.75	9.06	8.67	8.91	8.65
	Maintenance & cleaning of shopping strips	478	8.44	<b>8.56</b>	8.67	9.13	8.79	8.48	8.63
	Local traffic management	468	8.34	<b>8.48</b>	8.63	9.21	8.93	8.78	8.70
	Grading of unsealed roads	420	8.31	<b>8.47</b>	8.62	8.81	8.38	7.98	n.a.
	Council's website	450	8.23	<b>8.39</b>	8.54	9.00	8.54	8.19	8.42
	Lower	Animal management	459	8.04	<b>8.18</b>	8.32	8.90	8.68	8.26
Arts & cultural events, programs & activities		456	7.87	<b>8.04</b>	8.21	8.97	8.33	8.32	8.09^
Street sweeping		439	7.74	<b>7.92</b>	8.10	8.95	8.76	8.00	8.42
Nillumbik News		416	7.33	<b>7.55</b>	7.77	8.57	8.42	7.74	7.42
Parking enforcement		454	6.75	<b>7.00</b>	7.25	8.56	8.49	7.67	7.79
	Horse riding trails	357	6.43	<b>6.71</b>	6.99	8.28	7.37	6.78	n.a.
	<i>Average importance</i>		8.42	<b>8.56</b>	8.70	9.09	8.70	8.58	8.65

(\*) 2022 metropolitan Melbourne average from Governing Melbourne

(^) is the average of "provision of public art" and "Council's festivals and events"

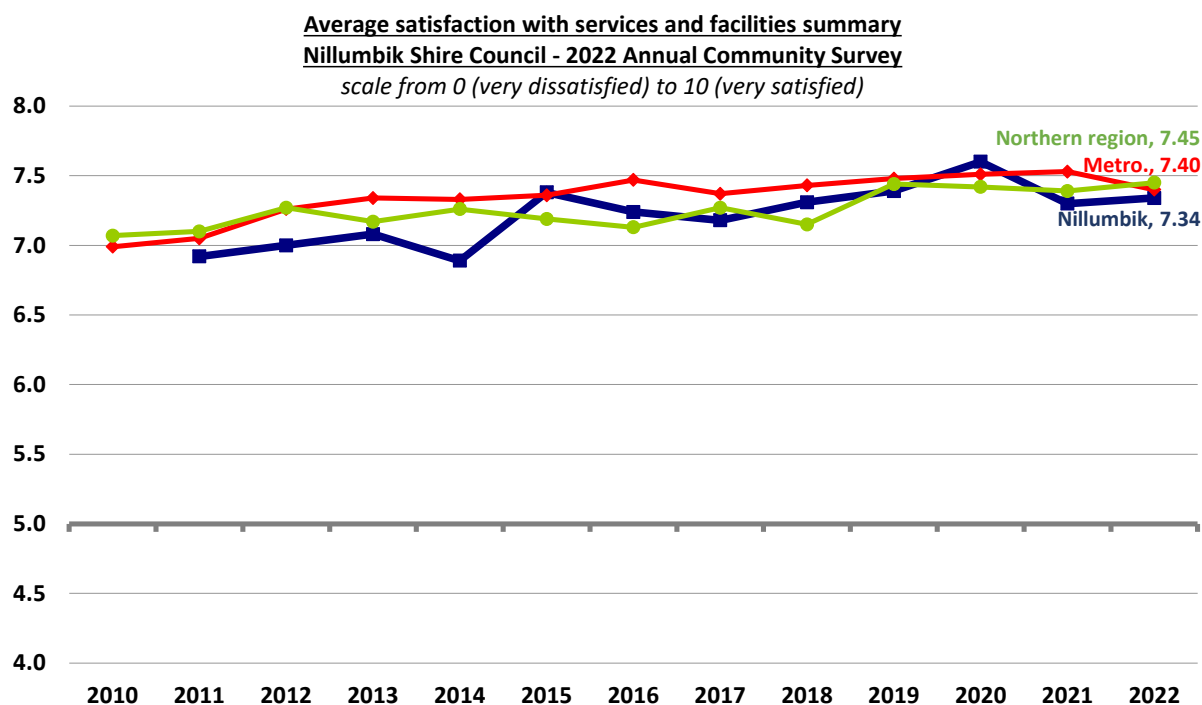


## Satisfaction with Council services and facilities

Respondents were asked to rate their personal level of satisfaction with all 18 core services and facilities, and their satisfaction with each of the 15 non-core services and facilities that they or members of their household had used in the last 12 months.

The average satisfaction with the 33 included services and facilities was 7.34 out of 10, or a “very good” level of satisfaction. This result is almost identical to the average of 7.30 recorded last year, but very marginally lower than the 2020 average of 7.60.

The average satisfaction with the 26 services and facilities that were included in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022 using the same methodology was 7.34 out of 10, just marginally lower than the metropolitan Melbourne average of 7.40 and the northern region councils’ average of 7.45.



## Relative satisfaction with Council services and facilities

As outlined at the right-hand side of the following table, nine services and facilities received satisfaction scores measurably above the average of all 33 services and facilities, whilst 11 received a measurably lower satisfaction score than the average of all 33 services and facilities, as follows:

- Measurably higher than average satisfaction** – includes the local library; services for children; sports ovals; kerbside green waste collection; aquatic and leisure centres; environmental programs and facilities; education and learning; kerbside recycling collection; and kerbside garbage collection.



- **Measurably lower than average satisfaction** – includes the maintenance and repair of sealed local roads; the grading of unsealed roads; fire prevention works; parking enforcement; drains maintenance and repairs; local traffic management; footpath maintenance and repairs, the provision and maintenance of street trees; public toilets; street sweeping; and litter collection in public areas.

**Satisfaction with selected Council services and facilities**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
 (Number and index score scale 0 - 10)

	Service/facility	Number	2022		2021	2020	2019	2022 Metro.*		
			Lower	Mean					Upper	
Higher than average	Local library	219	8.56	<b>8.73</b>	8.91	8.61	8.52	8.78	8.49	
	Services for children aged 0 to 5 years	95	8.02	<b>8.34</b>	8.66	8.21	8.41	8.45	8.14	
	Sports ovals	298	8.16	<b>8.34</b>	8.51	8.00	8.26	8.09	7.99	
	Weekly kerbside green waste collection	478	8.08	<b>8.26</b>	8.44	8.30	8.40	8.43	8.16	
	Aquatic and Leisure centres	222	7.97	<b>8.18</b>	8.39	7.79	8.20	8.12	7.97	
	Environmental programs and facilities	201	7.92	<b>8.16</b>	8.40	8.30	8.14	8.23	n.a.	
	Education and Learning	134	7.76	<b>8.09</b>	8.42	7.82	8.27	7.91	n.a.	
	Fortnightly kerbside recycling collection	491	7.75	<b>7.95</b>	8.14	8.10	8.25	8.28	8.35	
	Fortnightly kerbside garbage collection	504	7.66	<b>7.86</b>	8.06	8.03	8.08	7.90	8.41	
Average satisfaction	Hard rubbish collection	307	7.58	<b>7.82</b>	8.06	7.74	7.78	7.86	7.99	
	On and off road bike paths	312	7.60	<b>7.81</b>	8.02	7.62	7.60	7.53	7.40	
	Arts & cultural events, programs & activities	178	7.51	<b>7.77</b>	8.02	7.63	7.94	7.98	7.34^	
	Provision and maintenance of street lighting	452	7.46	<b>7.64</b>	7.83	7.48	7.54	7.06	7.72	
	Horse riding trails	52	7.07	<b>7.61</b>	8.14	7.49	7.92	7.19	n.a.	
	Provision & maintenance of parks & gardens	481	7.30	<b>7.47</b>	7.64	7.41	7.79	7.45	7.75	
	Services for youth	47	6.73	<b>7.40</b>	8.07	6.71	7.53	7.58	7.30	
	Support for local businesses	149	6.98	<b>7.35</b>	7.72	7.23	7.52	7.80	n.a.	
	Animal management	431	7.15	<b>7.34</b>	7.52	7.26	7.51	7.23	7.60	
	Services for seniors	52	6.67	<b>7.29</b>	7.92	7.32	7.72	8.10	7.51	
	Maintenance & cleaning of shopping strips	468	7.09	<b>7.27</b>	7.44	7.22	7.79	7.27	7.40	
	Nillumbik News	354	7.02	<b>7.25</b>	7.48	7.01	7.36	7.13	6.70	
	Council's website	296	6.88	<b>7.12</b>	7.36	7.13	7.80	7.31	7.28	
	Lower than average	Litter collection in public areas	477	6.83	<b>7.03</b>	7.22	6.98	7.50	6.91	n.a.
		Street sweeping	401	6.57	<b>6.80</b>	7.03	6.61	6.76	6.72	7.45
Public toilets		290	6.41	<b>6.67</b>	6.93	6.30	6.58	6.77	6.33	
Provision and maintenance of street trees		476	6.34	<b>6.57</b>	6.80	6.92	7.16	6.70	7.12	
Footpath maintenance and repairs		447	6.32	<b>6.55</b>	6.77	6.57	6.53	6.58	6.74	
Local traffic management		456	6.23	<b>6.44</b>	6.66	6.55	6.85	6.09	6.80	
Drains maintenance and repairs		462	6.05	<b>6.29</b>	6.52	6.32	6.91	6.40	7.07	
Parking enforcement		414	6.00	<b>6.25</b>	6.50	6.88	7.25	6.73	6.54	
Fire prevention works		424	5.97	<b>6.22</b>	6.48	6.68	6.88	7.06	n.a.	
Grading of unsealed roads		391	5.98	<b>6.21</b>	6.45	6.39	6.96	5.87	n.a.	
Maintenance & repairs of local sealed roads	495	5.79	<b>6.02</b>	6.25	6.30	6.99	6.50	6.66		
<b>Average satisfaction</b>			7.07	<b>7.34</b>	7.60	7.30	7.60	7.39	7.40	

(\* ) 2022 metropolitan Melbourne average from Governing Melbourne

(^ ) is the average of "provision of public art" and "Council's festivals and events"





## Categorisation of satisfaction with Council services and facilities

Metropolis Research provides a broad categorisation of satisfaction for all the satisfaction questions included in the survey. These categorisations are designed to provide a consistent framework around the satisfaction scores for the various services and facilities of Council to assist Council in understanding the broad level of community satisfaction for KPIs.

Satisfaction with the 33 included Council provided services and facilities can best be summarised as follows:

- **Excellent** – for the local library; services for children; sports ovals; kerbside green waste collection; aquatic and leisure centres; environmental programs and facilities; education and learning; kerbside recycling collection; kerbside garbage collection; hard rubbish collection; on and off-road bike paths; and arts and cultural events, programs, and activities.
- **Very Good** – for the provision and maintenance of street lighting; horse riding trails; the provision and maintenance of parks and gardens; services for youth; support for local business; animal management; services for seniors; the maintenance and cleaning of shopping strips; and the *Nillumbik News*.
- **Good** – Council’s website; litter collection in public areas; street sweeping; public toilets; the provision and maintenance of street trees; and footpath maintenance and repairs.
- **Solid** – for local traffic management; drains maintenance and repairs; parking enforcement; fire prevention works; the grading of unsealed roads; and the maintenance and repair of sealed local roads.

## Changes in satisfaction this year

In 2022, satisfaction with 19 of the 33 services and facilities increased somewhat this year, whilst satisfaction with 14 declined somewhat, with attention drawn to the following:

- **Notably higher satisfaction in 2022 than in 2021** – includes services for youth (up 10.3%); public toilets (up 5.9%); aquatic and leisure centres (up 5.0%); sports ovals (up 4.2%); the *Nillumbik News* (up 3.4%); street sweeping (up 2.9%); on and off-road bike paths (up 2.5%); and the provision and maintenance of parks and gardens (up 2.2%). None of these increases were statistically significant at the 95% confidence level.
- **Notably lower satisfaction in 2022 than in 2021** – includes parking enforcement (down 9.2%); fire prevention works (down 6.8%); the provision and maintenance of street trees (down 5.0%); the maintenance and repair of sealed local roads (down 4.4%); the grading of unsealed roads (down 2.8%), and the fortnightly kerbside garbage collection (down 2.2%). Of these declines, only parking enforcement was statistically significant at the 95% confidence level.



## Comparison to the metropolitan Melbourne results

Of the 33 services and facilities included in the survey this year, 26 were also included in the *Governing Melbourne* research in a format that facilities comparison.

Of these 26 services and facilities, nine recorded a somewhat higher satisfaction in the Nillumbik Shire than the metropolitan Melbourne average, whilst 16 recorded a somewhat lower satisfaction in the Nillumbik Shire, as follows:

- **Notably more satisfied in the Nillumbik Shire** – includes the *Nillumbik News* (8.2% higher in Nillumbik); on and off-road bike paths (5.6% higher); public toilets (5.4% higher); sports ovals (4.3% higher); local library (2.9% higher); aquatic and leisure centres (2.7% higher); and services for children (2.5% higher). Of these, only the *Nillumbik News* and bike paths were statistically significant at the 95% confidence level.
- **Notably less satisfied in the Nillumbik Shire** – includes drains maintenance and repairs (11.1% lower in Nillumbik); maintenance and repair of sealed local roads (9.6% lower in Nillumbik); street sweeping (8.8% lower); provision and maintenance of street trees (7.7% lower); fortnightly kerbside garbage collection (6.6% lower); local traffic management (5.2% lower); fortnightly kerbside recycling collection (4.8% lower); parking enforcement (4.4% lower); provision and maintenance of parks and gardens (3.6% lower); animal management (3.5% lower); services for seniors (2.9% lower); footpath maintenance and repairs (2.9% lower); Council’s website (2.2% lower); and the hard rubbish collection (2.1% lower). Of these only drains, sealed local roads, street sweeping, street trees, garbage collection, local traffic management, and recycling collection were statistically significant at the 95% confidence level.

## Raw satisfaction / dissatisfaction percentages

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

Metropolis Research notes that half or more of the respondents rating satisfaction with 23 of the 33 services and facilities were “very satisfied” with each of these services and facilities.

This is a strong result that reinforces that most of the Nillumbik community are very satisfied with the broad range of services and facilities provided by Council.

It is noted, however, that more than one-sixth of respondents were “dissatisfied” with each of fire prevention works (21.7%), the maintenance and repair of sealed local roads (21.4%), parking enforcement (21.1%), drains maintenance and repairs (20.1%), the provision and maintenance of street trees (19.3%), the grading of unsealed roads (18.3%), local traffic management (17.8%), footpath maintenance and repairs (16.4%), and public toilets (16.3%).



Metropolis Research notes that many of the services and facilities with which a significant proportion of respondents were “dissatisfied” were infrastructure related (e.g., roads, footpaths, drains, public toilets, etc) rather than service delivery such as the kerbside collection services, community services, and recreational facilities.

**Satisfaction with selected Council services and facilities**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

<i>Service/facility</i>	<i>Dissatisfied</i>	<i>Neutral to somewhat satisfied</i>	<i>Very satisfied</i>	<i>Can't say</i>	<b>Total</b>
Local library	1.0%	11.6%	87.4%	0	<b>219</b>
Sports ovals	2.2%	16.1%	81.7%	0	<b>296</b>
Aquatic and Leisure centres	3.7%	16.9%	79.4%	1	<b>223</b>
Services for children aged 0 to 5 years	3.4%	18.5%	78.1%	1	<b>96</b>
Weekly kerbside green waste collection	5.1%	17.4%	77.5%	30	<b>508</b>
Environmental programs and facilities	4.4%	21.5%	74.1%	2	<b>202</b>
Fortnightly kerbside recycling collection	7.2%	19.9%	72.9%	17	<b>508</b>
Education and Learning	5.4%	23.1%	71.5%	0	<b>134</b>
Fortnightly kerbside garbage collection	9.1%	20.6%	70.3%	4	<b>508</b>
Hard rubbish collection	7.8%	22.2%	70.0%	3	<b>309</b>
On and off road bike paths	6.5%	25.4%	68.1%	2	<b>314</b>
Horse riding trails	2.9%	30.1%	67.0%	1	<b>53</b>
Provision and maintenance of street lighting	8.2%	26.2%	65.6%	56	<b>508</b>
Arts & cultural events, programs & activities	4.4%	32.1%	63.5%	1	<b>179</b>
Services for seniors	8.4%	30.2%	61.4%	2	<b>54</b>
Services for youth	5.3%	35.7%	59.0%	3	<b>49</b>
Provision & maintenance of parks & gardens	7.4%	34.0%	58.6%	27	<b>508</b>
Support for local businesses	11.4%	30.5%	58.1%	11	<b>159</b>
Animal management	8.6%	34.0%	57.4%	77	<b>508</b>
Nillumbik News	11.1%	31.7%	57.2%	154	<b>508</b>
Maintenance & cleaning of shopping strips	8.8%	35.5%	55.7%	40	<b>508</b>
Council's website	10.9%	34.5%	54.6%	1	<b>296</b>
Litter collection in public areas	12.9%	34.5%	52.6%	31	<b>508</b>
Street sweeping	13.9%	38.8%	47.3%	107	<b>508</b>
Provision and maintenance of street trees	19.3%	35.3%	45.4%	32	<b>508</b>
Footpath maintenance and repairs	16.4%	40.3%	43.3%	61	<b>508</b>
Public toilets	16.3%	41.1%	42.6%	1	<b>291</b>
Parking enforcement	21.1%	38.5%	40.4%	94	<b>508</b>
Drains maintenance and repairs	20.1%	41.2%	38.7%	46	<b>508</b>
Fire prevention works	21.7%	40.6%	37.7%	84	<b>508</b>
Local traffic management	17.8%	44.6%	37.6%	52	<b>508</b>
Grading of unsealed roads	18.3%	47.5%	34.2%	117	<b>508</b>
Maintenance & repairs of local sealed roads	21.4%	47.0%	31.6%	13	<b>508</b>



## Change in satisfaction over the last 10 years

The following graph provides a comparison of satisfaction with the 26 of the 33 services and facilities that have been included over time to allow for a comparison of change over the last ten years. These results reflect the percentage change in satisfaction with these 26 services and facilities between the 2022 result and the three-year average from 2011 to 2013.

Of the 26 services and facilities, the average satisfaction with 21 improved over the last decade, whilst satisfaction with just five declined somewhat.

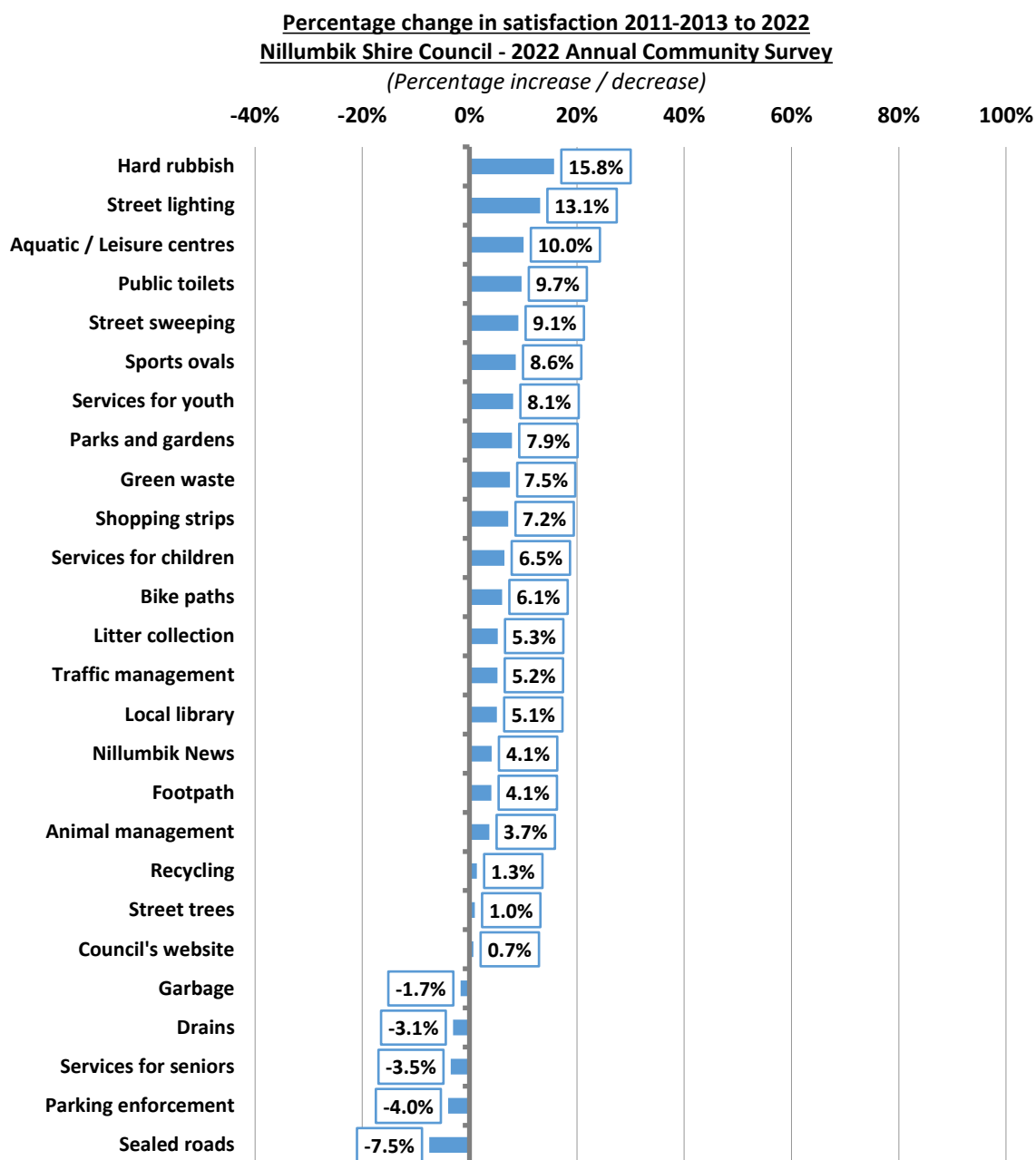
Of these improvements in satisfaction, particular attention is drawn to the hard rubbish collection (up 15.8%), street lighting (up 13.1%), aquatic and leisure centres (up 10.0%), public toilets (up 9.7%), and street sweeping (up 9.1%).

Improvements were statistically significant for hard rubbish, street lighting, aquatic and leisure centres, public toilets, street sweeping, sports ovals, parks and gardens, green waste, the maintenance and cleaning of shopping strips, litter collection in public areas, traffic management, and the local library service.

The average satisfaction with just five services and facilities declined over the last decade, although only the decline in satisfaction with the maintenance and repair of sealed local roads was statistically significant.

These longer-term results clearly indicate sustained strong improvement in satisfaction with the performance of Nillumbik Shire Council providing a broad range of services and facilities.





**Importance and satisfaction cross tabulation**

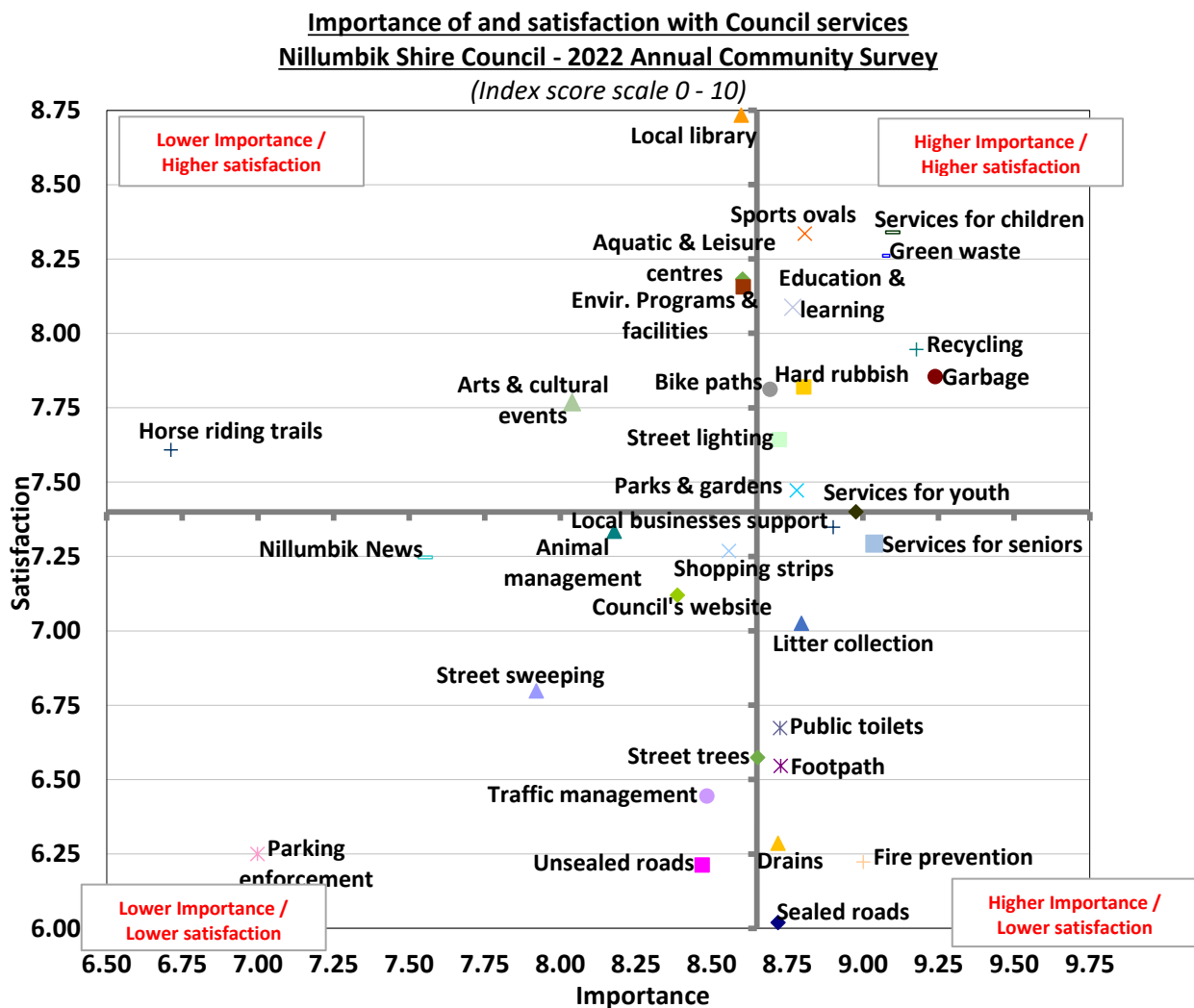
The following graph provides a cross-tabulation of the average importance of each of the 33 included Council services and facilities against the average satisfaction with each service and facility.

The grey crosshairs represent the metropolitan Melbourne average importance (8.65) and satisfaction (7.40) with Council services and facilities as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research. Services located in the top right-hand quadrant are more important than average and have received 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. Some points to note from these results:

- **Kerbside collection services** – these are all higher-than-average importance and received higher than average satisfaction scores.
- **Community services** – these were all higher-than-average importance. Children services received higher-than-average satisfaction and the other two received average satisfaction.
- **Sports, recreation, arts, and culture** – these were all higher-than-average satisfaction but were only of average or slightly lower than average importance.
- **Communication and consultation** – these were of lower-than-average importance, and marginally lower-than average satisfaction.
- **Parking enforcement** – was of measurably lower than average importance and received a lower-than-average satisfaction score.
- **Services and facilities of most concern** – these include both sealed and unsealed roads, drains, fire prevention works, traffic management, street trees, footpaths, and car parking.





## **Satisfaction by broad service areas**

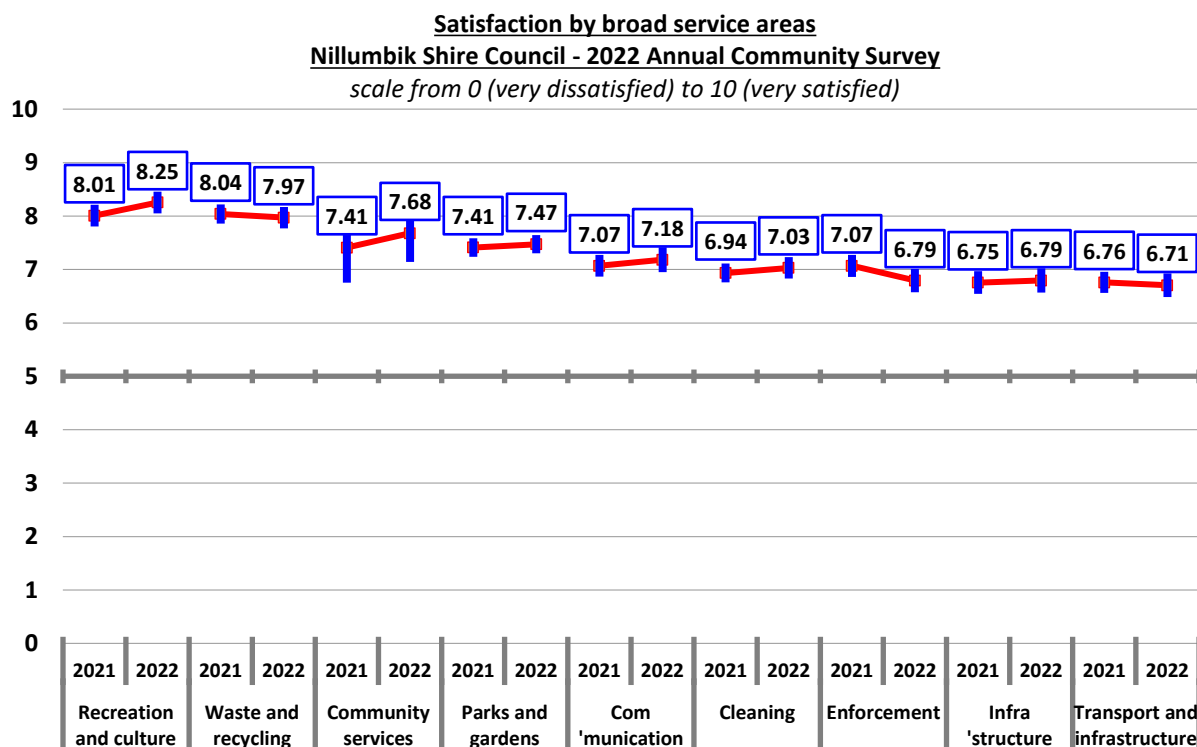
The 33 services and facilities included in the survey have been broadly categorised into nine broad service areas, as follows:

- **Infrastructure** – includes drains maintenance and repairs, provision and maintenance of street trees, provision and maintenance of street lighting, and public toilets.
- **Waste collection** – includes fortnightly kerbside garbage collection, fortnightly kerbside recycling collection, weekly kerbside green waste collection, and hard rubbish collection.
- **Recreation, arts, and culture** – includes local library, sports ovals, aquatic and leisure centres, and arts and cultural events, programs and activities.
- **Community services** – includes services for children aged 0 to 5 years, services for youth, and services for seniors.
- **Enforcement** – includes parking enforcement, and animal management.
- **Communications** – includes the *Nillumbik News*, and the Council's website.
- **Cleaning** – includes street sweeping, litter collection in public areas, and maintenance and cleaning of shopping strips.
- **Transport infrastructure** – includes the maintenance and repairs of local sealed roads, footpath maintenance and repairs, local traffic management, and on and off-road bike paths.
- **Parks and gardens** – including the provision and maintenance of parks and gardens.

There was no statistically significant variation in the average satisfaction with these nine broad service areas observed this year, and satisfaction with the nine areas can best be summarised as follows:

- **Excellent** – for recreation and culture, and waste and recycling services.
- **Very Good** – for community services, and parks and gardens.
- **Good** – for communication, cleaning, enforcement, infrastructure, and transport infrastructure.



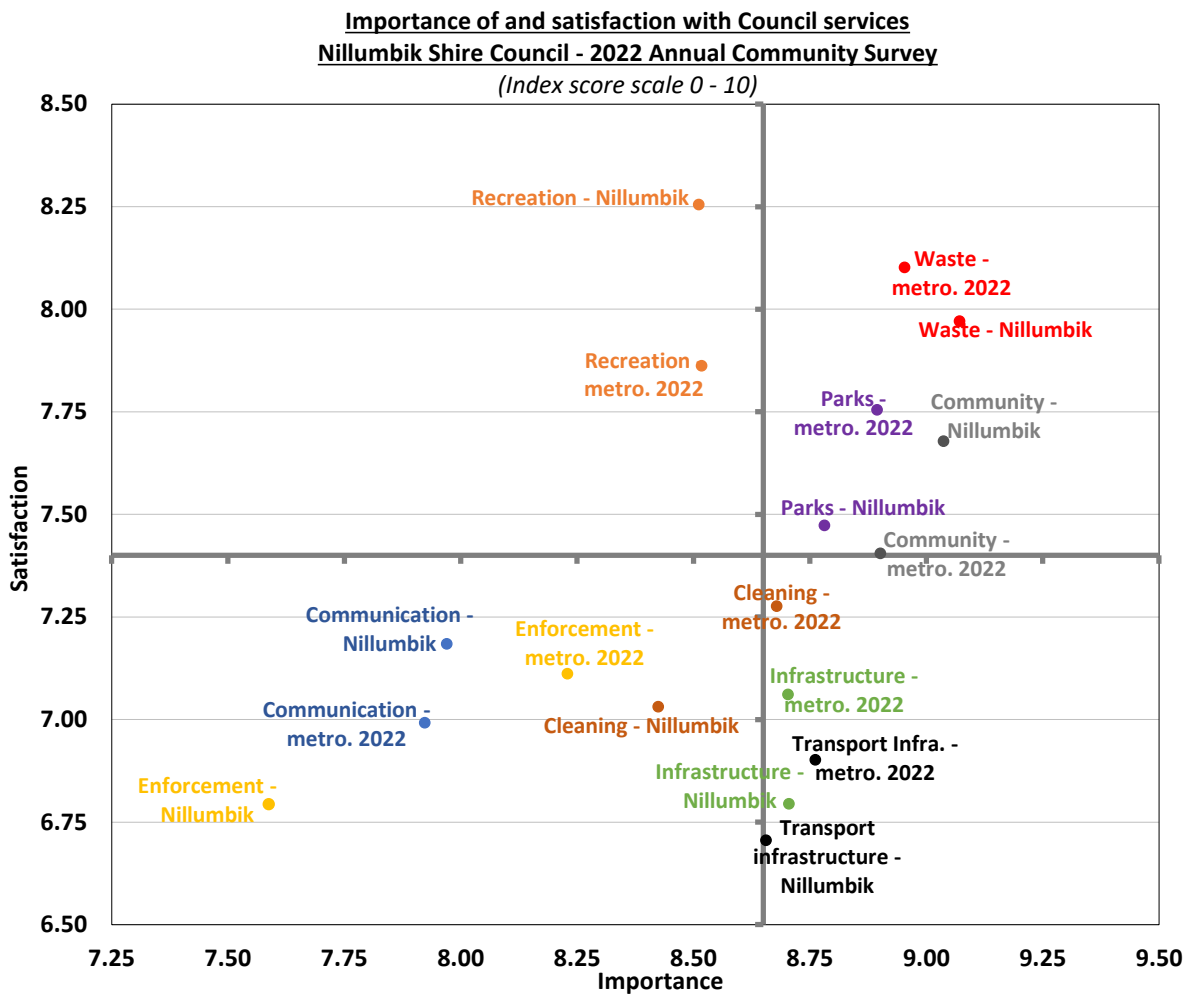
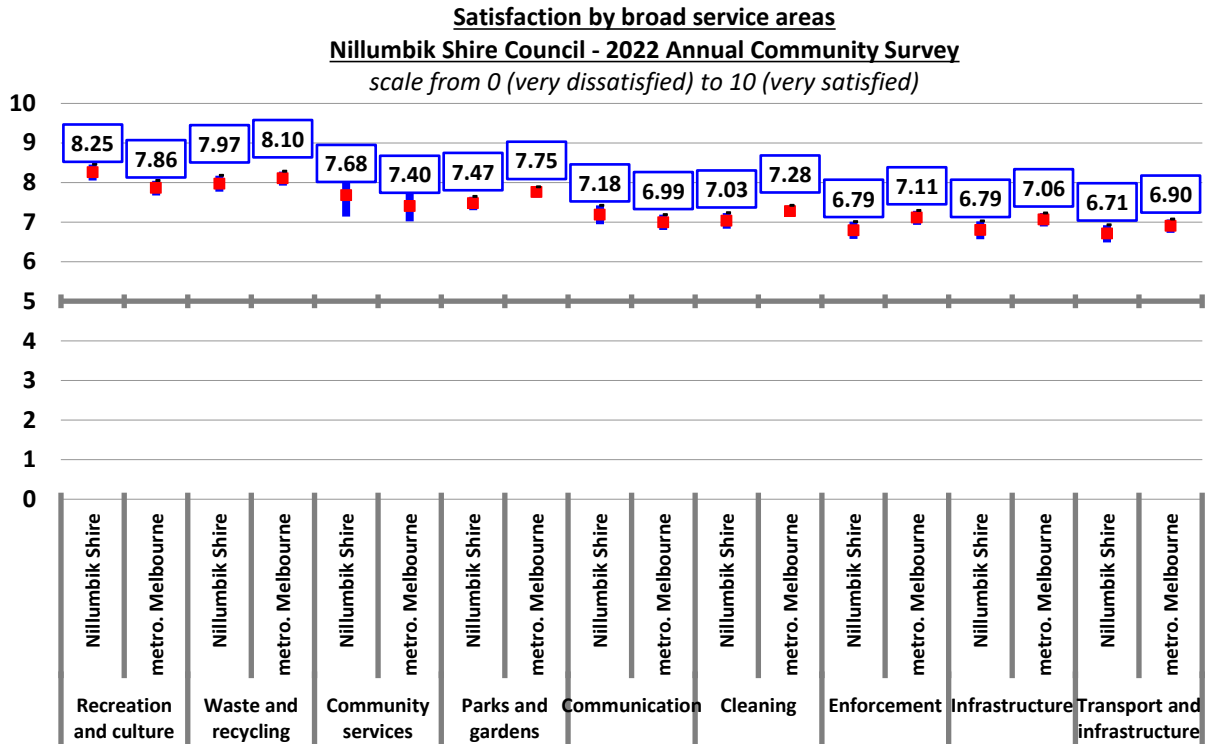


The following graph provides a comparison of average satisfaction with the nine broad services areas against the metropolitan Melbourne average satisfaction, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022, using the identical methodology.

There was some variation in the average satisfaction with these broad service areas observed between the Nillumbik Shire and metropolitan Melbourne, as follows:

- **Higher satisfaction in the Nillumbik Shire** – includes recreation and culture; community services; and communication services.
- **Lower satisfaction in the Nillumbik Shire** – includes parks and gardens; cleaning; enforcement; infrastructure; and transport infrastructure.



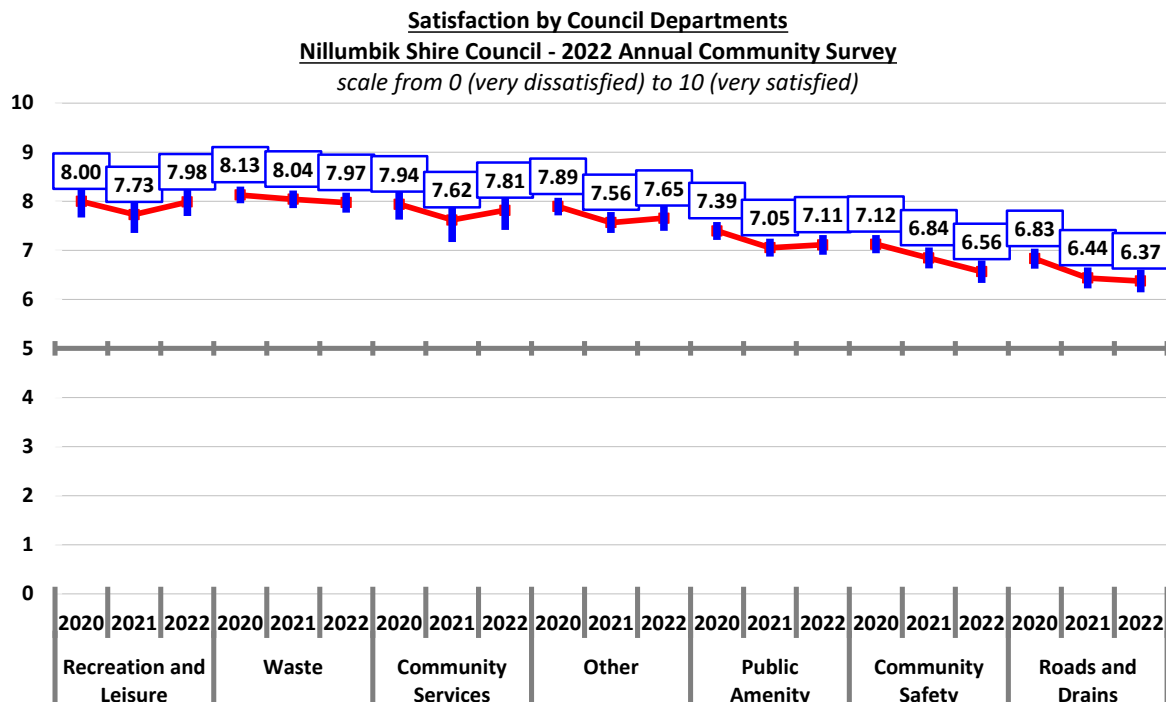


### Satisfaction by Council department

The 33 included Council services and facilities have been broken down by Council department:

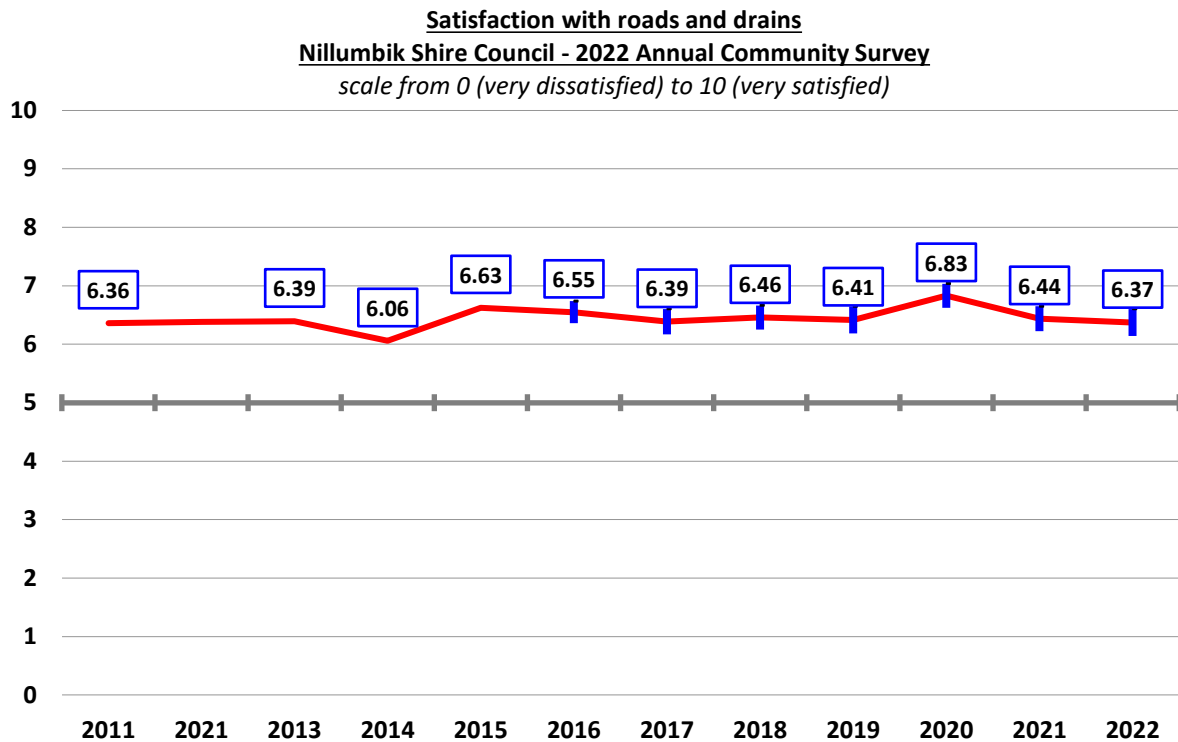
- **Roads and Drains** – includes the maintenance and repairs of local sealed roads, the grading of unsealed roads, drains maintenance and repairs, street sweeping, and footpath maintenance and repairs.
- **Waste** – includes the fortnightly kerbside garbage collection, fortnightly kerbside recycling collection, weekly kerbside green waste collection, and hard rubbish collection.
- **Public Amenity** – includes the provision and maintenance of parks and gardens, provision and maintenance of street trees, provision and maintenance of street lighting, litter collection in public areas, maintenance and cleaning of shopping strips, and public toilets.
- **Community Safety** – includes parking enforcement, local traffic management, fire prevention works, and animal management.
- **Recreation and Leisure** – includes sports ovals, on and off-road bike paths, horse riding trails, and aquatic and leisure centres.
- **Community Services** – includes the local library, services for children aged 0 to 5 years, services for youth, services for seniors, arts and cultural events, programs and activities, and support for local businesses.
- **Other services** – includes the *Nilumbik News*, Council's website, education and learning, and environmental programs and facilities.

Satisfaction with the services and facilities of four departments increased marginally this year (recreation and culture; community services; other services; and public amenity), and satisfaction with the services and facilities of three decreased marginally (waste; community safety; and roads and drains). None of these variations were statistically significant.



## Roads and Drains

The average satisfaction with the five Roads and Drains department services and facilities declined marginally but not measurably this year, down just 1.1% to 6.37, but remains at a “solid” level of satisfaction.

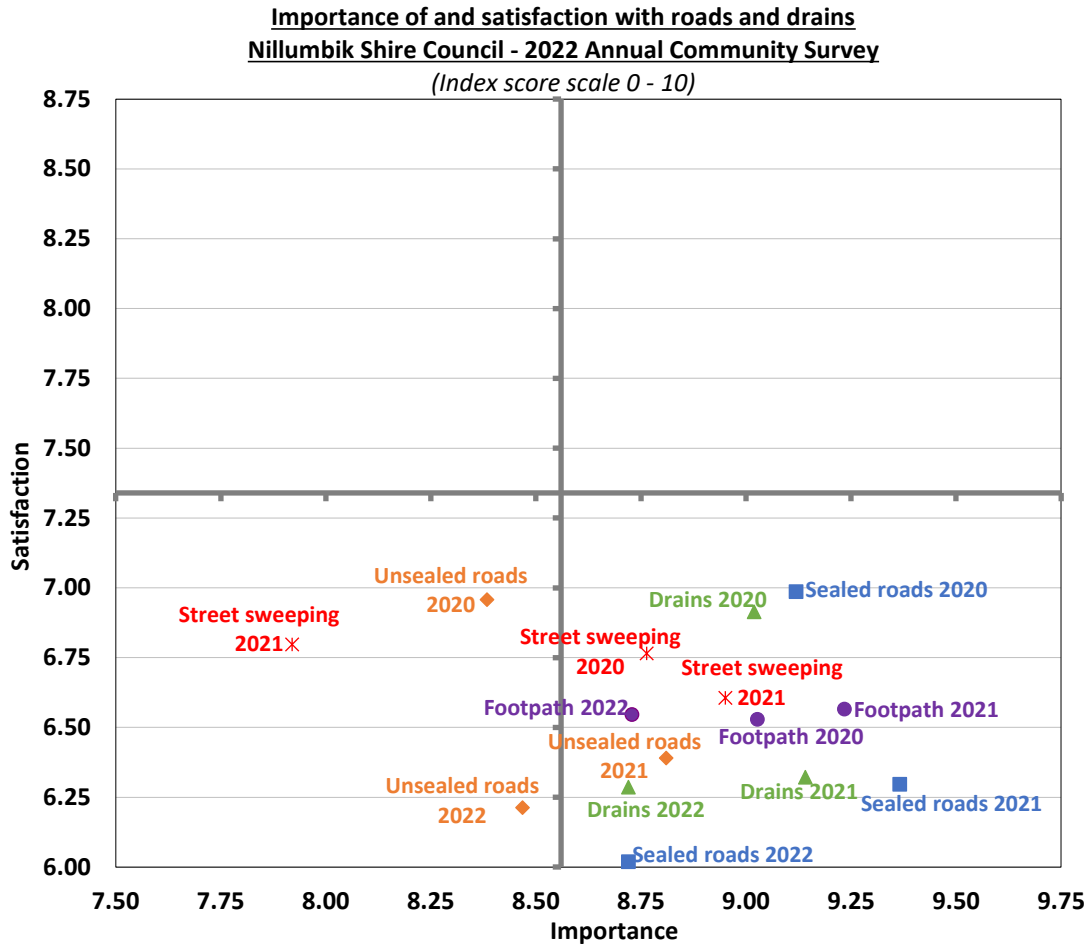


The following graph provides a cross-tabulation of the average importance to the community of, and the average satisfaction with each of these five services and facilities.

The crosshairs represent the average importance and satisfaction of all 33 included services and facilities this year.

Metropolis Research draws attention to the fact that all five of these services and facilities recorded lower than average satisfaction scores. That said, it is important to bear in mind that satisfaction with all these services was rated at least “solid” and that none received a “poor” or lower level of satisfaction.





### Maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was 17<sup>th</sup> most important of the 33 included services and facilities with an average importance score of 8.72 out of 10. This was a decline on the results in recent years, and marginally below the long-term average since 2013 of 8.84

A total of 495 of the 508 respondents provided a satisfaction score for this service, including 31.6% “very satisfied” and 21.4% “dissatisfied”. This was a significant proportion of respondents “dissatisfied” with these services.

The average satisfaction with the maintenance and repair of sealed local roads declined marginally but not measurably, down 4.4% to 6.02, although it remains at a “solid” level.

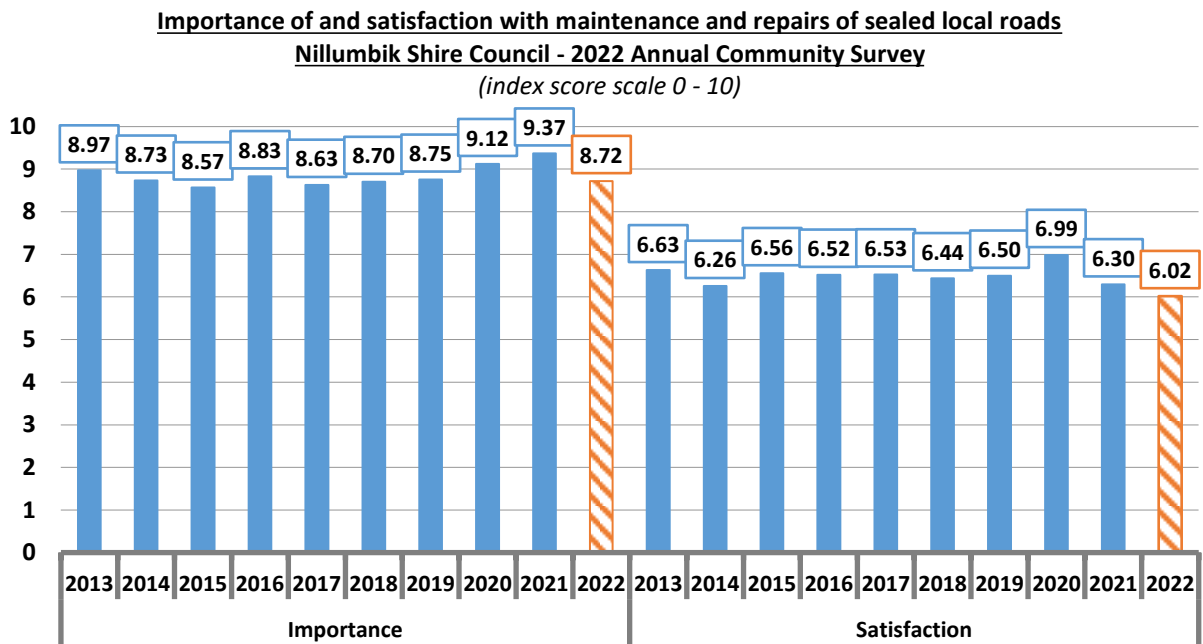
This result was measurably lower than the long-term average satisfaction since 2013 of 6.47.

This ranks the service 33<sup>rd</sup> in terms of satisfaction, with an average satisfaction score that was measurably lower than the average satisfaction with all 33 services and facilities (7.34).

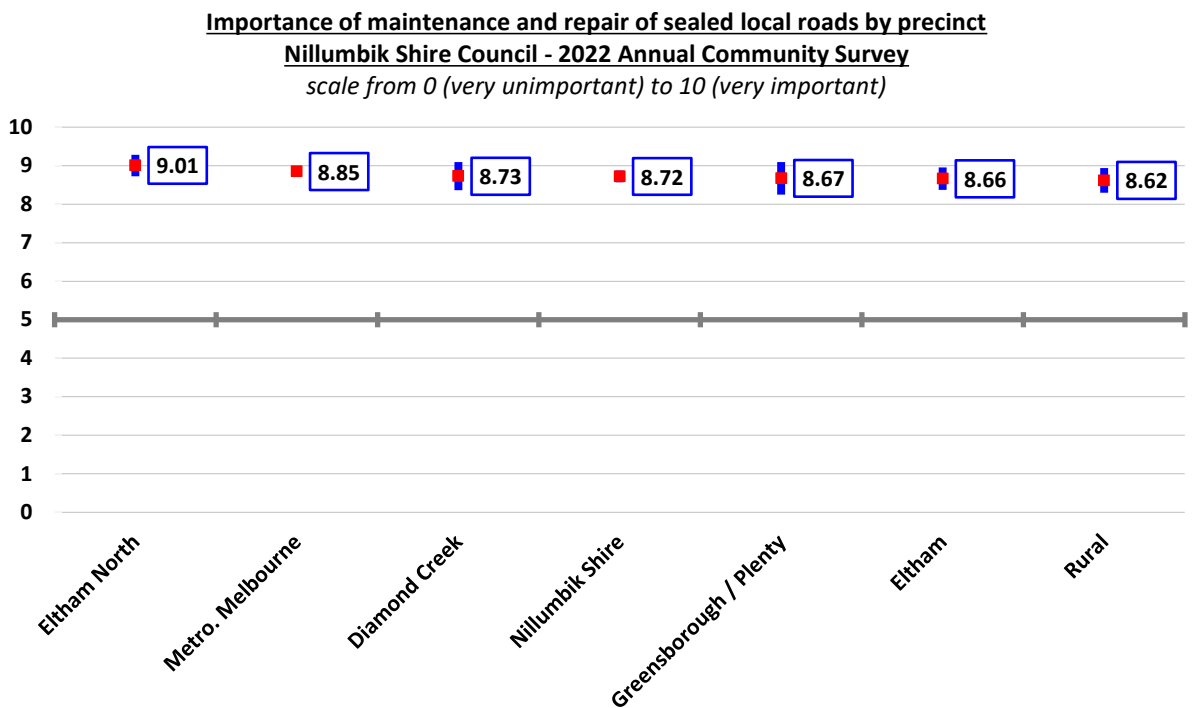




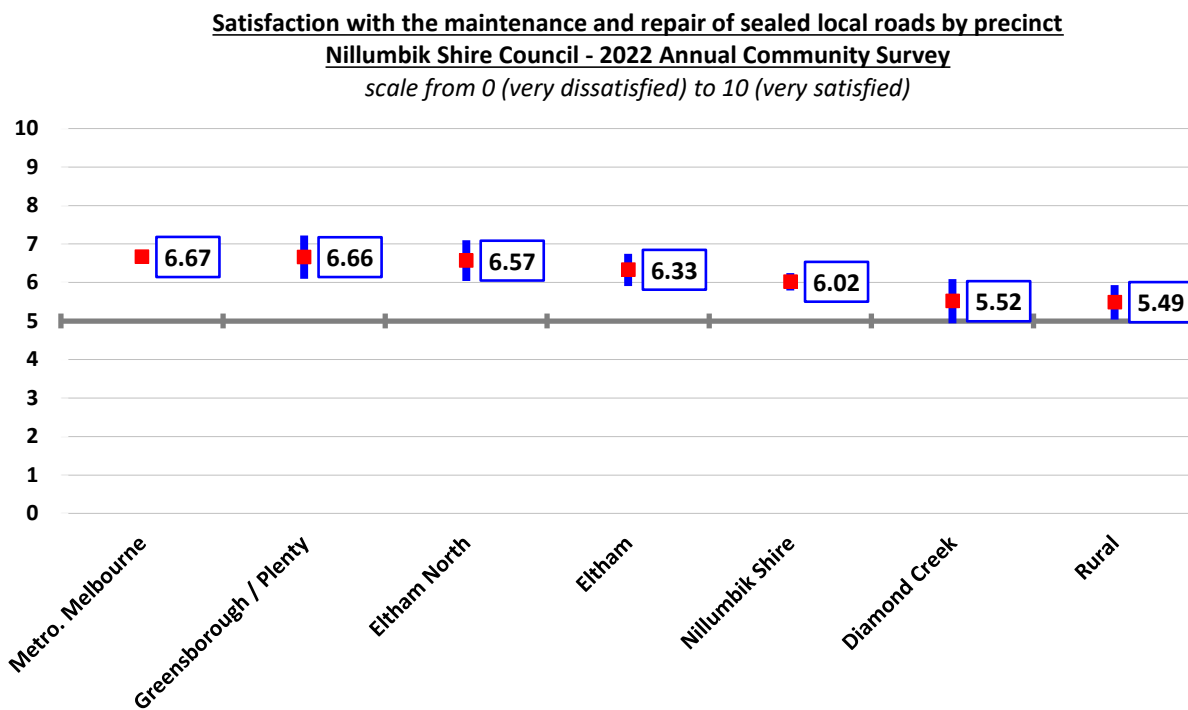
By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “the maintenance and repair of sealed local roads” was 6.66, measurably higher than this Nillumbik Shire result.



There was no statistically significant variation in the importance of the maintenance and repair of sealed local roads observed across the municipality. Respondents in all precincts, on average, rated this service at a similar level to the Nillumbik Shire result, as well as the metropolitan Melbourne average importance.



There was, however, significant variation in satisfaction with the maintenance and repair of sealed local roads observed across the municipality. Respondents from Diamond Creek and the rural precincts both rated satisfaction substantially, but not statistically significantly, lower than the municipal average, and at “very poor” rather than a “solid” level.



A total of 116 responses were received from the 106 respondents “dissatisfied” with these services, which have been broadly categorised as outlined in the following table.

Overwhelmingly, the main reason why respondents were dissatisfied with the maintenance and repair of sealed local roads related to concerns around the condition of the roads, including issues such as potholes, road surface, and a perceived lack of maintenance of roads (86 comments), as well as a small number of comments about the maintenance of trees and grass around roads (5 comments), dirt roads (4 comments), road works (3 comments), and a small number of general negative (12 comments), and other comments (6 comments).

**Reasons for dissatisfaction with maintenance and repairs of sealed local roads**

**Nillumbik Shire Council - 2022 Annual Community Survey**

*(Number of responses)*

<i>Response</i>	<i>Number</i>
<i>Condition of the roads</i>	
Potholes everywhere	29
Poorly maintained	8
Roads are not maintained	8



Need more maintenance	3
A lot of potholes aren't fixed, or fixed multiple times, not effective	2
Roads are bad	2
A section of road out front of my house has loose asphalt, jobs are done one at a time rather than per street	1
Always needs repairing	1
Bumpy roads	1
Conditions of the road are poor like potholes	1
Diamond Creek roads are horrible	1
Entire Wattle Glen and parts of Hurstbridge roads are only patched up and not repaired properly	1
Entire Wattle Glen and parts of Hurstbridge roads have potholes	1
Few roads need repairing	1
General maintenance issues	1
I have a sports car. Potholes have damaged it	1
I have a sports car. Uneven roads have damaged it	1
It's piece of crack and horrible	1
Main roads are terrible, potholes	1
Massive indents on Old Diamond Creek roads	1
Massive potholes in Elders Rd	1
Need to be fixed quicker	1
No maintenance has been done for 2 years	1
Not in working conditions, focus on basics and terrible condition	1
Not up to standard	1
Poor quality repairs	1
Poorly maintained and structured roads	1
Potholes across St Andrews	1
Potholes on Bolton Street	1
Potholes on every road of Research, Eltham	1
Roads are full of unevenness	1
Roads are not attended for years	1
Roads are poor with potholes and dirt	1
Roads needs to be maintained better (Fairdell Crescent)	1
Roads needs to be repaired more	1
Several infrastructure issues of roads, not fixed	1
They don't do the roads. Potholes not fixed	1
They don't repair it; just patch it	1
They haven't fixed potholes for a long time, damaged car	1
They don't do it	1
<b>Total</b>	<b>86</b>

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*General Negative*

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Drains are always blocked	1
Roads too narrow	1
The roads are bad around Warrandyte	1
We tried to put extension that took 2 years	1
When they built the bridge, it didn't help traffic at all	1
You are paying high but no returns	1



Roads are dangerous	2
Betterment rather than dirty	1
Erosion due to rain	1
The management is poor	1
Very dangerous when raining, the longevity of roads, poor quality	1

**Total** **12**

---

*Tree and grass maintenance*

---

Overhanging branches likely to fall on vehicles	1
Roundabouts have high grass	1
Weeds and grass high	1
Whole Christmas Hills area has long grass. It obstructs vision	1
Wood and trees everywhere and not cleaned	1

**Total** **5**

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*Non sealed / dirt roads*

---

Dirt road	1
Lot of non-sealed roads	1
Not sealed properly	1
Roads are not gravelled properly	1

**Total** **4**

---

*Road works*

---

Non-stop road works	1
Roadblocks, it's a mess, roadworks	1
Road works	1

**Total** **3**

---

*Other*

---

Takes too long	2
No pathway	1
Parkways that need to be undone, Yarraville Oval, synthetic turf very worn out, slippery in rain	1
They are useless	1
Uncomplicated	1

**Total** **6**

**Total** **116**



## Grading of unsealed local roads

The grading of unsealed local roads was the 26<sup>th</sup> most important of the 33 included services and facilities, with an average importance of 8.47 out of 10. This was a slight decline on last year, but consistent with the long-term average importance since 2019 of 8.41.

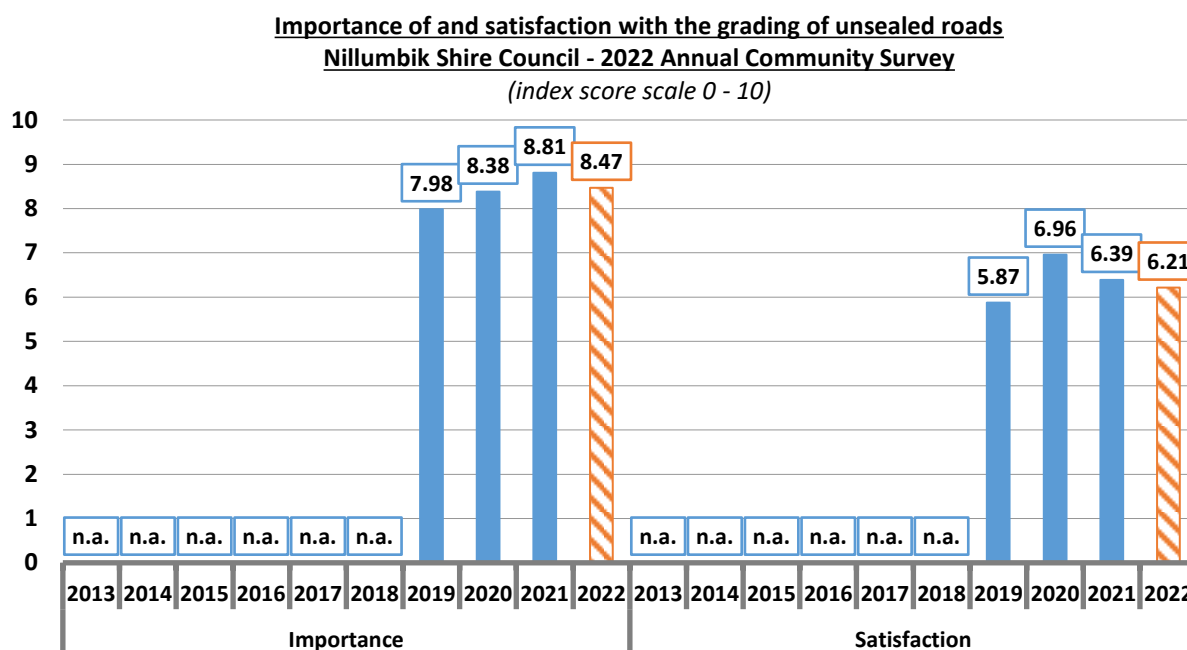
A total of 391 of the 508 respondents provided a satisfaction score for this service, including 34.2% “very satisfied” and 18.3% “dissatisfied”. This was a significant proportion of “dissatisfied” respondents.

The average satisfaction with the grading of unsealed local roads declined marginally but not measurably, down 2.8% to 6.21, although it remains at a “solid” level.

This result was marginally but not measurably lower than the long-term average satisfaction since 2019 of 6.36.

This ranks the service 32<sup>nd</sup> in terms of satisfaction, with an average satisfaction score that was measurably lower than the average satisfaction with all 33 services and facilities (7.34).

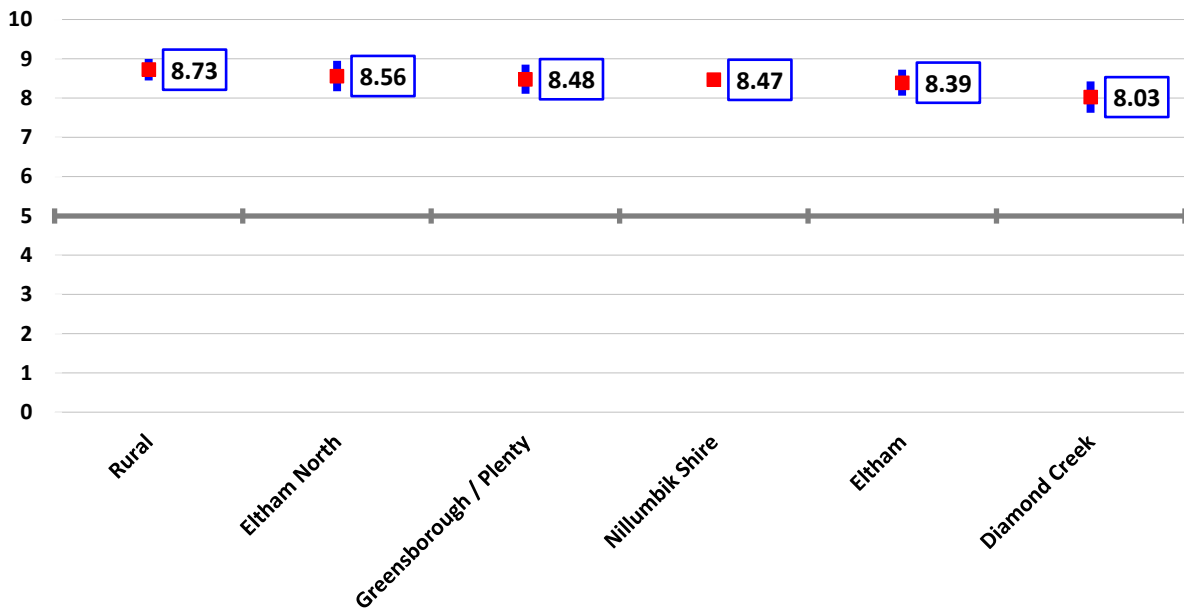
This service was not included in the *Governing Melbourne* research and therefore no comparison results can be provided.



Whilst there was no statistically significant variation in the average importance of the grading of unsealed local roads observed across the municipality, it is noted that respondents from the rural precinct, on average, considered this service notably more important than the municipal average.

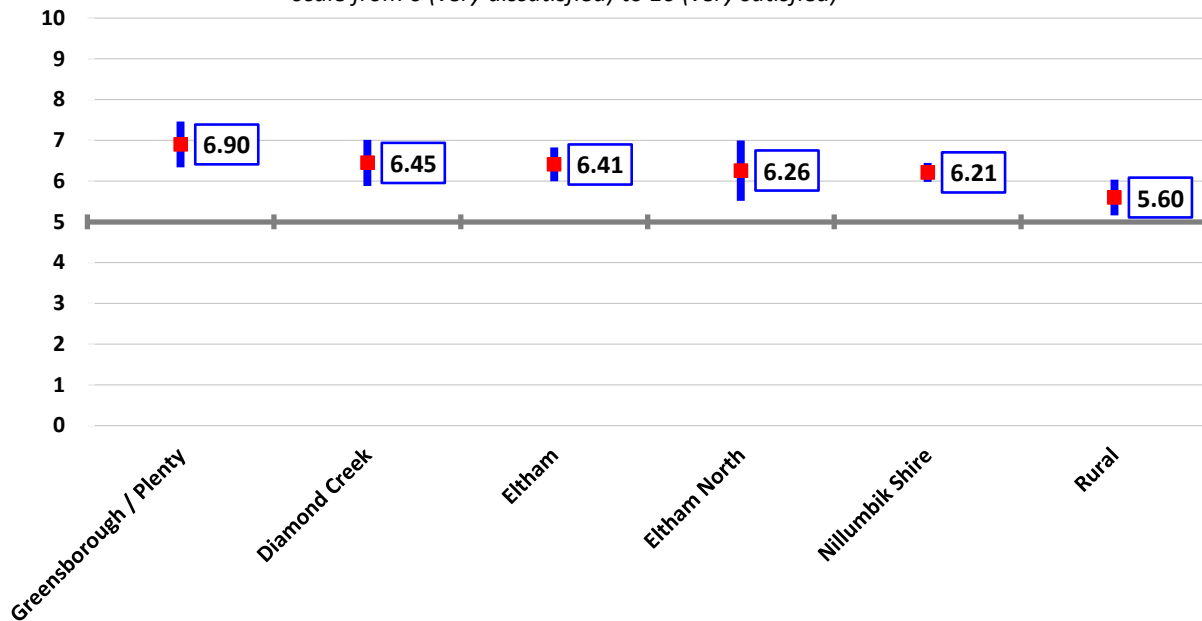


**Importance of the grading of unsealed local roads by precinct**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
*scale from 0 (very unimportant) to 10 (very important)*



There was notable variation in the average satisfaction with the grading of unsealed local roads observed across the municipality. Respondents from Greensborough / Plenty were notably, but not measurably more satisfied, and at a “good” level, whilst respondents from the rural precinct were measurably less satisfied than average, and at a “poor” level.

**Satisfaction with the grading of unsealed local roads by precinct**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*





The 72 respondents “dissatisfied” with the grading of unsealed local roads provided a total of 55 responses as to the reasons why they were dissatisfied.

The following table provides a breakdown of these verbatim responses by issue. The most common responses received from respondents related to a preference that the roads be graded more often and a perception that the condition of the roads was poor (e.g., potholes).

**Reasons for dissatisfaction with grading of unsealed local roads**

**Nillumbik Shire Council - 2022 Annual Community Survey**

*(Number of responses)*

<i>Response</i>	<i>Number</i>
<i>Grading</i>	
Grading should be done more frequently	4
Done only once a year	2
No grading	2
Done only once a year and it's not so great. It really depends on who is doing the repairs. Some are really good, and some are the worst.	1
Hasn't been graded for a while	1
It should be at least twice a year	1
It's done only twice a year, should be done quarterly	1
Lot of ungraded roads in Christmas Hills	1
Not done enough. When they do they make a mess	1
Require regular grading of roads	1
The road near my car is shockingly rough	1
Takes a while to be graded	1
Too many potholes	9
Potholes everywhere. Poor quality repairs	4
Dangerous potholes	1
Potholes and no repairs	1
Not maintained	3
A lot of them are rutted	1
I live on unsealed roads; they are never maintained	1
Not maintained; too much dust	1
Pending for months	1
Poor maintenance	1
The roads near Sliver St are poor with potholes	1
The grading happens infrequently. It has potholes and slippery	1
<b>Total</b>	<b>42</b>
<i>General negative</i>	
Residents pay for the roads, complaining about it is causing cancer	1
The roads are insufficient	1



The streets pretty chopped up, Boldster Road	1
Not complete	1
Not good	1
Not much done	1
<b>Total</b>	<b>6</b>
<i>Seal roads</i>	
Better to seal every road	2
Seal more roads	1
<b>Total</b>	<b>3</b>
<i>Other</i>	
Dangerous	1
Doesn't feel as safe as it could be	1
I live on a dirt road	1
Runoff on dirt roads	1
<b>Total</b>	<b>4</b>
<b>Total</b>	<b>55</b>

## Drains maintenance and repairs

Drains maintenance and repairs was the 18<sup>th</sup> most important of the 33 included services and facilities with an average importance score of 8.72 out of 10. This was a decline on the results in recent years, but consistent with the long-term average since 2013 of 8.79.

A total of 462 of the 508 respondents provided a satisfaction score for this service, including 38.7% “very satisfied” and 20.1% “dissatisfied”. This was a significant proportion of respondents “dissatisfied” with these services.

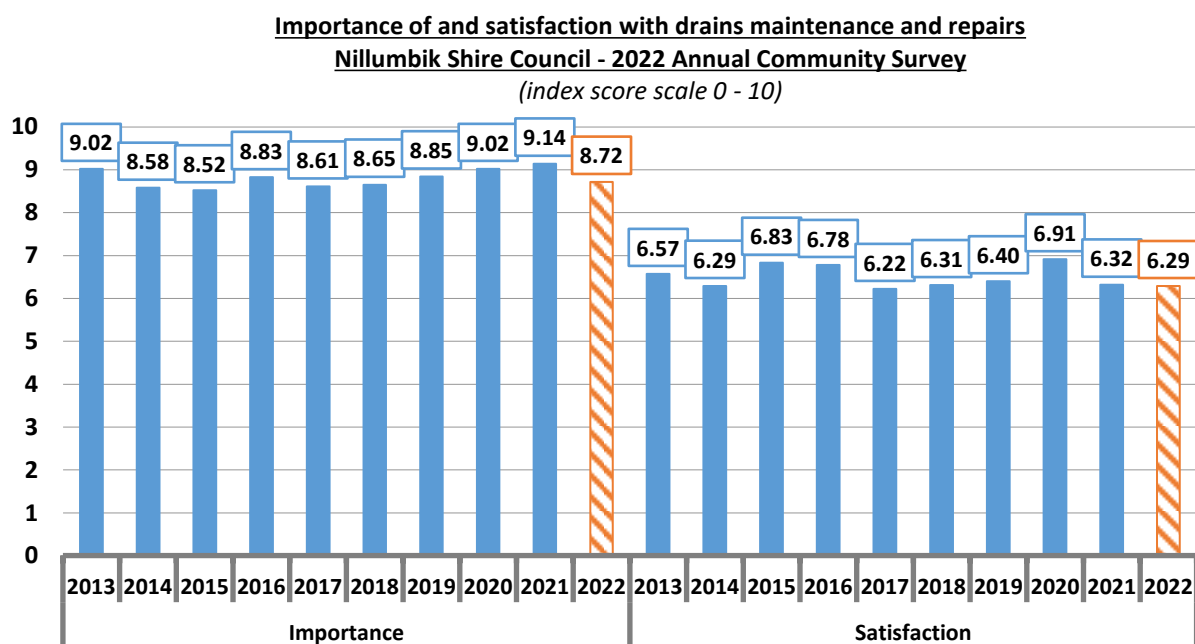
The average satisfaction with drains maintenance and repairs was essentially stable this year, down less than one percent to 6.29, although it remains at a “solid” level.

This result was somewhat, but not measurably lower than the long-term average satisfaction since 2013 of 6.49.

This ranks the service 29<sup>th</sup> in terms of satisfaction, with an average satisfaction score that was measurably lower than the average satisfaction with all 33 services and facilities (7.34).

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “drains maintenance and repairs” was 7.07, measurably and significantly higher than this Nillumbik Shire result.





The following table provides a breakdown of the verbatim comments received from the 93 respondents “dissatisfied” with drains maintenance and repairs.

There were two, related, types of comments from respondents dissatisfied with drains maintenance and repairs. 34 comments were received related to the maintenance of drains, with a further 27 comments related to reports of drains being blocked, clogged, or flooded.

**Reasons for dissatisfaction with drains maintenance and repairs**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
 (Number of responses)

<i>Response</i>	<i>Number</i>
<i>Maintenance and repairs</i>	
Not maintained enough	6
Drains are not maintained very well	5
No drain maintenance	4
They don't clean it often	3
It takes weeks for the Council to clean clogged drains	2
After every maintained or repairs, they dump the stuff on roads and leave. And every time it clogs the drains	1
All drains on Hoban Court, Doreen are clogged. We called Council but they never answered, and we lost 3 big trees to water clogs	1
Flood the roads, no signs of repairs	1
It took them 6 years to clean the drains nearby	1
Maintenance is poor because they are flooded	1
Never clean drains and ignore us whenever contacted. We are above 75 and yet I had to spend half a day to clean the drain next to my house	1
Never seen them clean the drains, not even after heavy rain	1



Not maintained without calling	1
Services take forever, no follow up	1
The Council doesn't fix the drains	1
The maintenance is poor after the recent storm	1
There is fox living in my drains, and the Council takes a really long time to remove it	1
They can't decide who's responsible for drains maintenance and we must face the consequences	1
Two drains in front of my house are not cleaned	1
<b>Total</b>	<b>34</b>

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*Flooding / clogged drains*

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Flooded drains	5
Always blocked and overflowing	3
Always clogged with rubbish, leaves, mud	3
Drainage leakage	3
Floods every time it rains	2
After every rain, there's at least one drainage clogged	1
After the storm, flooded streets in many areas	1
After the storm, the drains are flooded, and roads are damp for days	1
Always clogged. Leaves and mud blocking the gutters everywhere near River Avenue	1
Always clogged. This year was wet, and it was a nightmare	1
Around Stanley Avenue always flood	1
Bus stop - post office, IGA - flooded halfway up to average height. Bottom of the car was in the water	1
Leaves block the drainage near parks	1
Main road floods	1
The drains in front of my house are blocked	1
Water comes off the road, comes off to the property	1
<b>Total</b>	<b>27</b>

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*Other*

---

Council directed the water through my property	1
More needed in rural area	1
No drains	1
Roads are filled with drainage	1
Drains are not good	1
Open gutters everywhere	1
<b>Total</b>	<b>6</b>
<b>Total</b>	<b>67</b>



## Street sweeping

Street sweeping was 30<sup>th</sup> most important of the 33 included services and facilities with an average importance score of 7.92 out of 10. This was a significant decline on the results in recent years, but only marginally below the long-term average since 2013 of 8.08.

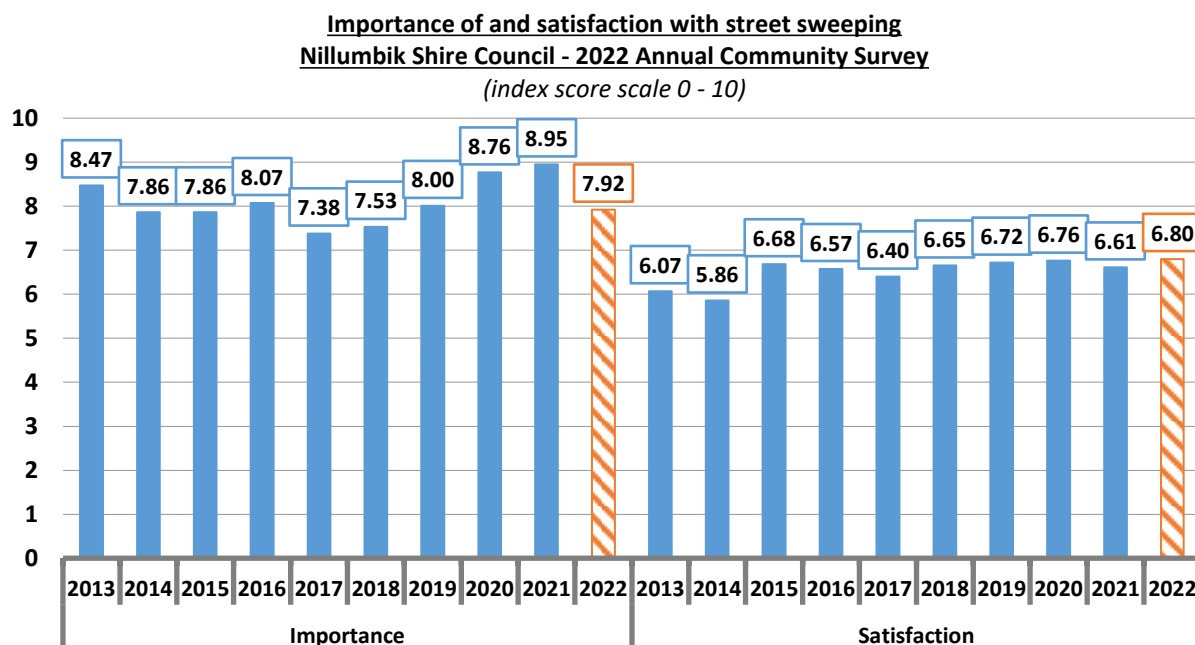
A total of 401 of the 508 respondents provided a satisfaction score for this service, including 47.3% “very satisfied” and 13.9% “dissatisfied”.

The average satisfaction with street sweeping increased marginally but not measurably this year, up 2.9% to 6.80, although it remains at a “good” level.

This result was notably but not measurably higher than the long-term average satisfaction since 2013 of 6.51.

This ranks the service 29<sup>th</sup> in terms of satisfaction, with an average satisfaction score (6.80) that was measurably lower than the average satisfaction with all 33 services and facilities (7.34).

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “street sweeping” was 7.47, measurably and significantly higher than this Nillumbik Shire result.



## Footpath maintenance and repairs

Footpath maintenance and repairs was the 14<sup>th</sup> most important of the 33 included services and facilities, with an average importance score of 8.73 out of 10. This was a notable decline on the results in recent years, but marginally higher than the long-term average importance since 2013 of 8.70.

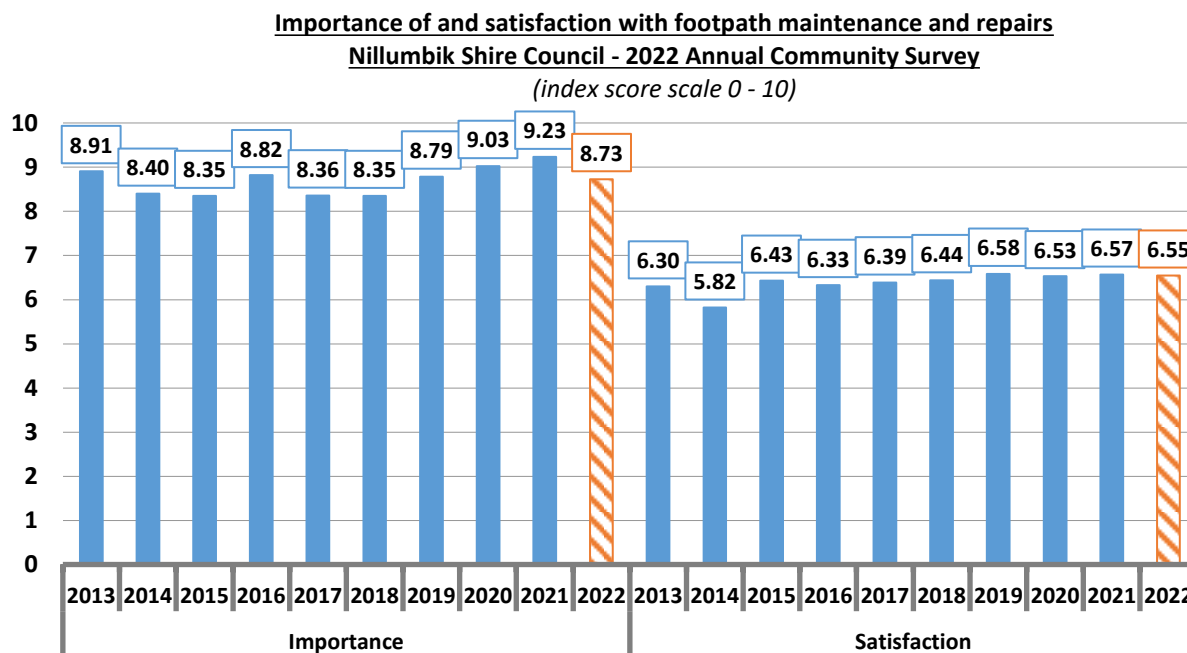
A total of 447 of the 508 respondents provided a satisfaction score for this service, including 43.3% “very satisfied” and 16.4% “dissatisfied”.

The average satisfaction with footpath maintenance and repairs remained essentially stable again this year at 6.55, the fourth consecutive year that satisfaction was marginally above 6.50, and it remains at a “good” level.

This result was marginally but not measurably higher than the long-term average satisfaction since 2013 of 6.39.

This ranks the service 27<sup>th</sup> in terms of satisfaction, with an average satisfaction score that was measurably lower than the average of all 33 included services and facilities (7.34).

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “footpath maintenance and repairs” was 6.74, somewhat, but not measurably higher than this result.



The 74 respondents who were “dissatisfied” with footpath maintenance and repairs were asked the reasons why they were dissatisfied. These open-ended responses are outlined in the following table, broadly categorised by issue.

The most common reasons why respondents were dissatisfied were uneven / cracked, or poor condition footpaths (33 responses), related comments about a perceived lack of maintenance (18 comments), and comments about not enough footpaths (21 responses).





**Reasons for dissatisfaction with footpath maintenance and repairs**

**Nillumbik Shire Council - 2022 Annual Community Survey**

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Uneven, cracked</i>	
Cracks	10
Uneven footpaths	9
Overgrown grass on footpaths	2
Broken footpaths	1
Concrete is broken	1
Cracked and uneven footpaths in Eltham	1
Footpath on Lindon Strike Court, Research is uneven and bad	1
Footpaths lifted by trees	1
People trip over	1
Visually impaired people falling over	1
Holes in the middle	1
Poor condition	1
Footpaths are not great	2
Bad	1
<b>Total</b>	<b>33</b>
<i>Maintenance and repair</i>	
Not maintained	4
Bad maintenance	2
Takes too long to fix	2
They haven't fixed the footpath	2
Always unrepaired, never fix properly	1
Damages are not attended	1
Footpaths aren't maintained consistently	1
Footpaths in need of maintenance not safe for families and elderly people	1
Need repairs	1
Paths are not maintained and debris everywhere	1
Poorly maintained considering school kids use them (Valias St)	1
Don't do it	1
<b>Total</b>	<b>18</b>
<i>Not enough footpaths</i>	
No footpaths around the area	14
Need more footpath	3
No proper pavement	1
No walking path	1



There's none in Research	1
We've been asking the Council for footpaths in rural areas, and they keep ignoring	1
<b>Total</b>	<b>21</b>
<i>Other</i>	
The corner of Grey St has very steep gradient	1
<b>Total</b>	<b>62</b>
<b>Total</b>	<b>73</b>

### **Waste**

There were four services from the waste department included in the 2022 survey, those being the four kerbside collection services (i.e., garbage, recycling, green waste, and hard rubbish).

The average satisfaction with these four services declined less than one percent this year but remains at an “excellent” level of 7.97 out of 10.

The second following graph provides a cross-tabulation of the average importance to the community of, and the average satisfaction with each of these four services.

The crosshairs represent the average importance and satisfaction of all 33 included services and facilities this year.

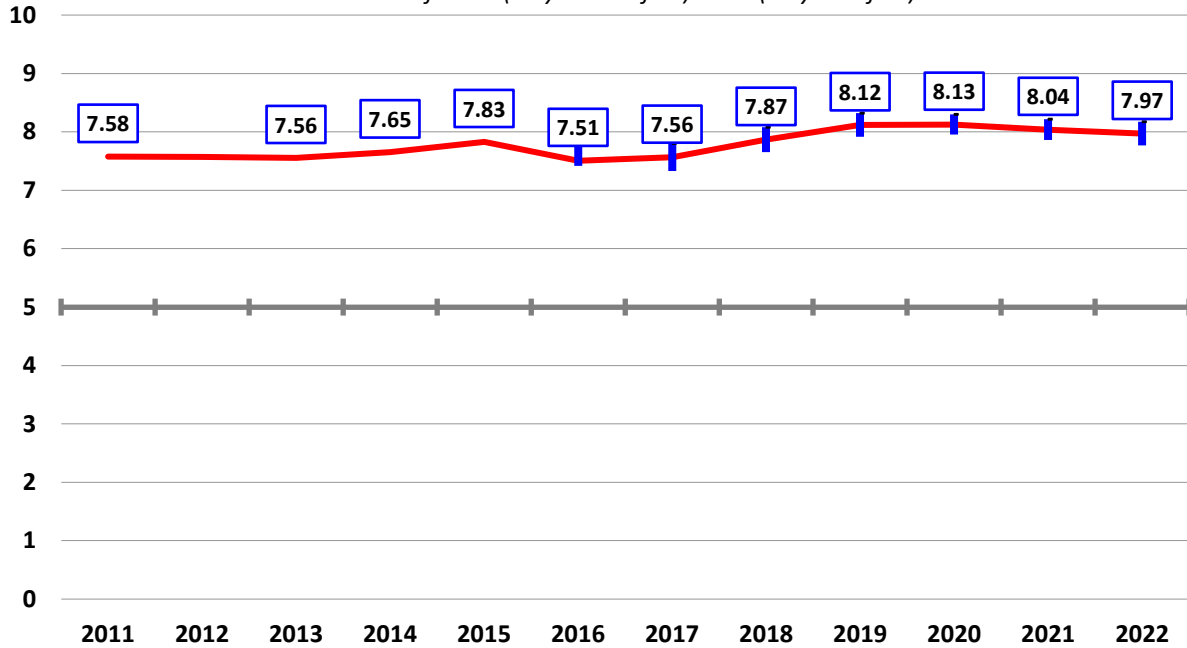
Metropolis Research draws attention to the fact that three of these four services were of measurably higher than average importance and higher than average satisfaction.

The hard rubbish collection was of somewhat higher than average importance and received a somewhat higher than average satisfaction score.

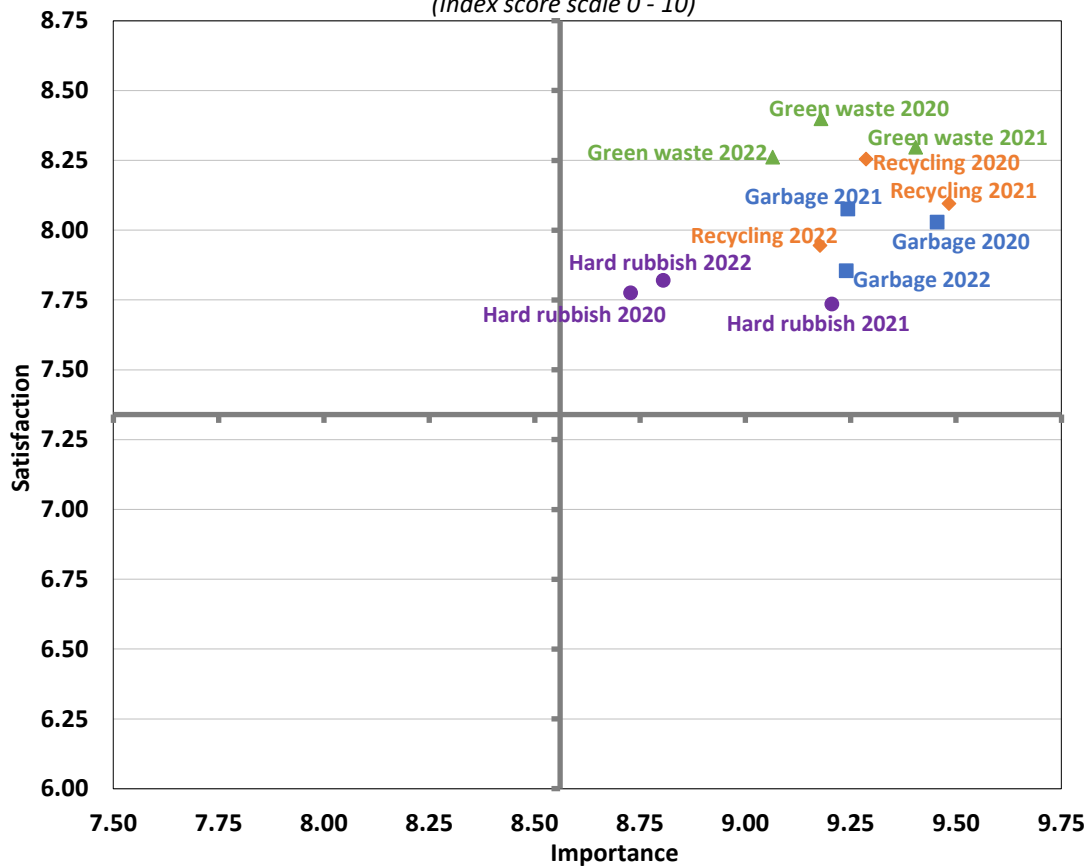
These results reinforce the long-standing trend that kerbside collection services are very important to the Nilumbik community, and that the community is very satisfied with the provision of these services.



**Satisfaction with waste services**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



**Importance of and satisfaction with waste services**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*(Index score scale 0 - 10)*



## Fortnightly kerbside garbage collection

The fortnightly kerbside garbage collection was the most important of the 33 included services and facilities, with an average importance score of 9.24 out of 10. This result was just marginally lower than the long-term average importance since 2013 of 9.33.

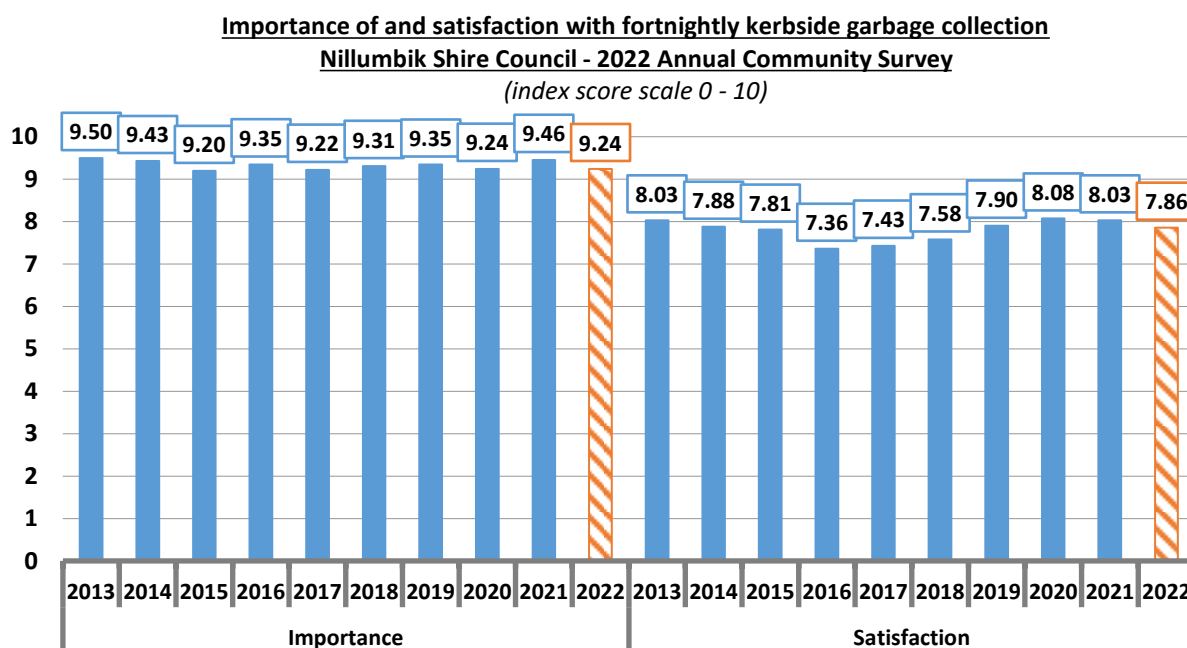
A total of 504 of the 508 respondents provided a satisfaction score for this service, including 70.3% “very satisfied” and 9.1% “dissatisfied”. To record almost three-quarters of respondents “very satisfied” with a service reflects well on the performance of that service.

The average satisfaction with the fortnightly kerbside garbage collection declined marginally but not measurably this year to 7.86, although it remains at an “excellent” level.

This result was marginally higher than the long-term average satisfaction since 2013 of 7.80.

This ranks the service 9<sup>th</sup> in terms of satisfaction, with an average satisfaction score that was measurably higher than the average of all 33 included services and facilities (7.34).

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “regular garbage collection” was 8.41, measurably higher than this Nillumbik Shire result.



The 46 respondents who were “dissatisfied” with this service provided a total 54 comments as to why they were dissatisfied, as outlined in the following table.

The most common reasons why respondents were dissatisfied was a preference for the garbage collection service to be a weekly rather than a fortnightly service with 33 of the 54 comments directly related to the frequency of collection.



**Reasons for dissatisfaction with fortnightly kerbside garbage collection**

**Nillumbik Shire Council - 2022 Annual Community Survey**

(Number of responses)

<i>Response</i>	<i>Number</i>
It should be weekly / not frequent enough	33
Bins are small	7
Irregular garbage collection	3
Bins are half emptied	2
Red bins should be bigger	2
Appalling: rubbish everywhere specially recycling trucks- they make mess wherever they go	1
Contractors do it, not the Council	1
Council is not collecting now	1
No one collects rubbish	1
Pay for extra bins	1
The garbage bins are only fortnightly which is an issue with park bins	1
They won't let me have more than 1 bin even though I'm happy to pay for it	1
<b>Total</b>	<b>54</b>

### **Fortnightly kerbside recycling collection**

The fortnightly kerbside recycling collection was the 2<sup>nd</sup> most important of the 33 included services and facilities, with an average importance score of 9.18 out of 10. This result was marginally lower than the long-term average importance since 2013 of 9.33.

A total of 491 of the 508 respondents provided a satisfaction score for this service, including 72.9% “very satisfied” and 7.2% “dissatisfied”. To record almost three-quarters of respondents “very satisfied” with a service reflects well on the performance of that service.

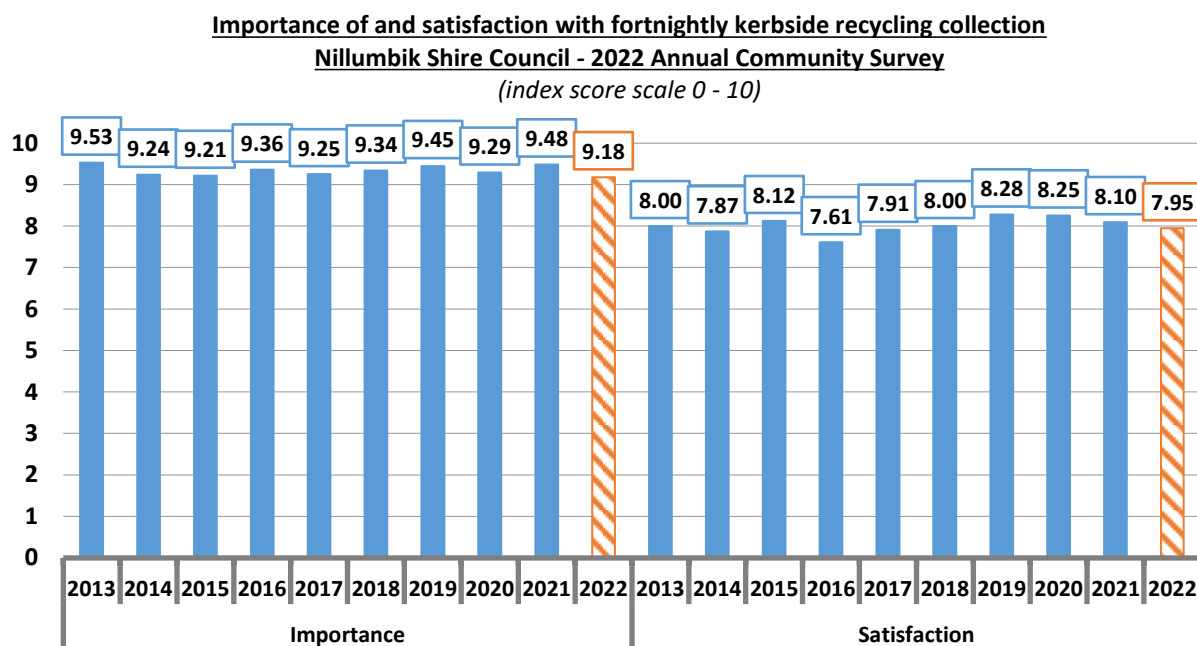
The average satisfaction with the fortnightly recycling collection declined marginally but not measurably this year, down 1.9% to 7.95, although it remains at an “excellent” level.

This result was marginally higher than the long-term average satisfaction since 2013 of 8.01.

This ranks the service 8<sup>th</sup> in terms of satisfaction, with an average satisfaction score that was measurably higher than the average of all 33 included services and facilities (7.34).

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “regular recycling collection” was 8.35, measurably higher than this Nillumbik Shire result.





The 36 respondents who were “dissatisfied” with this service provided a total 35 comments as to why they were dissatisfied, as outlined in the following table.

The most common reasons why respondents were dissatisfied was a preference for the recycling collection service to be a weekly rather than a fortnightly service with most of the comments directly related to the frequency of collection.

**Reasons for dissatisfaction with fortnightly kerbside recycling collection**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
 (Number of responses)

Response	Number
Weekly collection preferred	18
Not frequent enough	4
At times, bin is only half emptied	2
Council don't actually do it	1
More items can be recycled	1
Need bigger bins	1
No one comes to collect	1
No service	1
Not being recycled	1
Not sure that things are being properly recycled	1
Once in 2 weeks it's not enough	1
Recycling should be recycled	1
They made bin smaller	1
Too much sorting	1
<b>Total</b>	<b>35</b>





## Weekly kerbside green waste collection

The weekly kerbside green waste collection was the 4<sup>th</sup> most important of the 33 included services and facilities, with an average importance score of 9.07 out of 10. This result was just marginally lower than the long-term average importance since 2013 of 9.18.

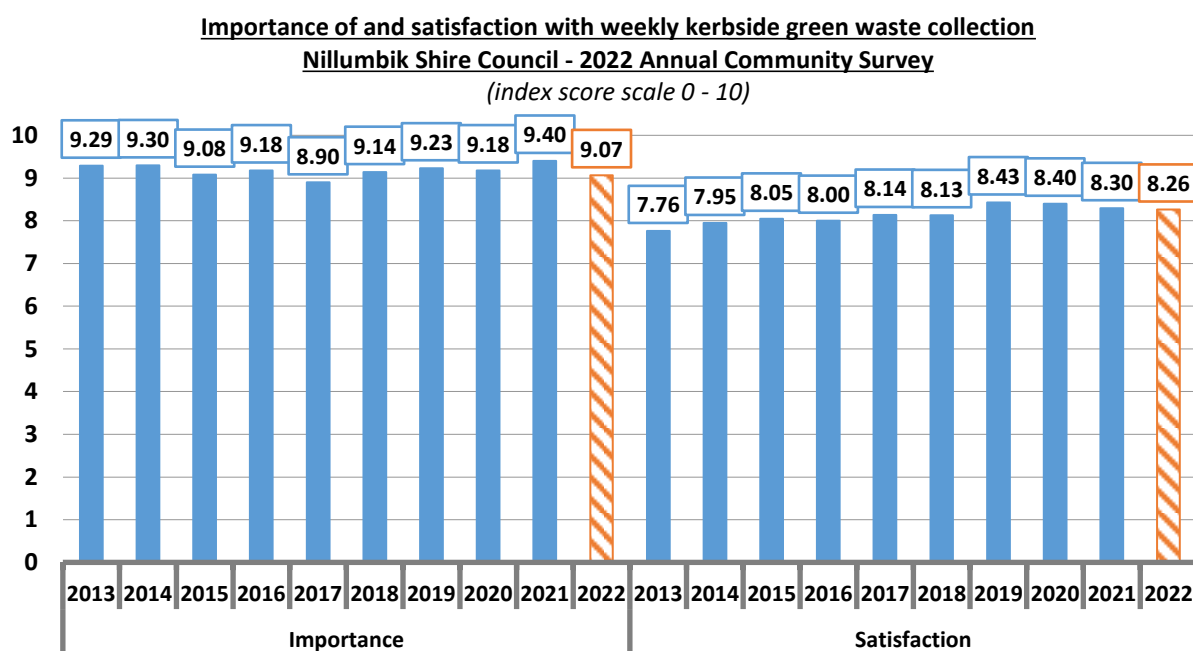
A total of 478 of the 508 respondents provided a satisfaction score for this service, including 77.5% “very satisfied” and 5.1% “dissatisfied”. To record more than three-quarters of respondents “very satisfied” with a service reflects well on the performance of that service.

The average satisfaction with the weekly green waste collection declined very marginally this year, down less than one percent to 8.26, although it remains at an “excellent” level.

This result was marginally but not measurably higher than the long-term average satisfaction since 2013 of 8.14.

This ranks the service 4<sup>th</sup> in terms of satisfaction, with an average satisfaction score that was measurably higher than the average of all 33 included services and facilities (7.34).

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “green waste collection” was 8.16, marginally but not measurably lower than this Nillumbik Shire result.



The 25 respondents “dissatisfied” with the weekly kerbside green waste collection provided a total of 10 responses as to why they were dissatisfied, as outlined in the following table.



**Reasons for dissatisfaction with weekly kerbside green waste collection**

**Nillumbik Shire Council - 2022 Annual Community Survey**

(Number of responses)

<i>Response</i>	<i>Number</i>
At times bin is half emptied	2
Bins are not big enough	2
I want more than one	1
They don't collect	1
They made bin smaller	1
They need to provide disposable bags	1
Too infrequent and too awkward	1
We don't use it	1
<b>Total</b>	<b>10</b>

**Hard rubbish collection**

The hard rubbish collection was the 10<sup>th</sup> most important of the 33 included services and facilities, with an average importance score of 8.80 out of 10. Despite a small decline this year, this result was just marginally lower than the long-term average importance since 2013 of 8.93.

A total of 307 of the 508 respondents provided a satisfaction score for this service, including 70.0% “very satisfied” and 7.8% “dissatisfied”. To record almost three-quarters of respondents as being “very satisfied” with a service reflects well on the performance of that service.

The average satisfaction with the hard rubbish collection increased marginally this year, up one percent to 7.82, and it remains at an “excellent” level.

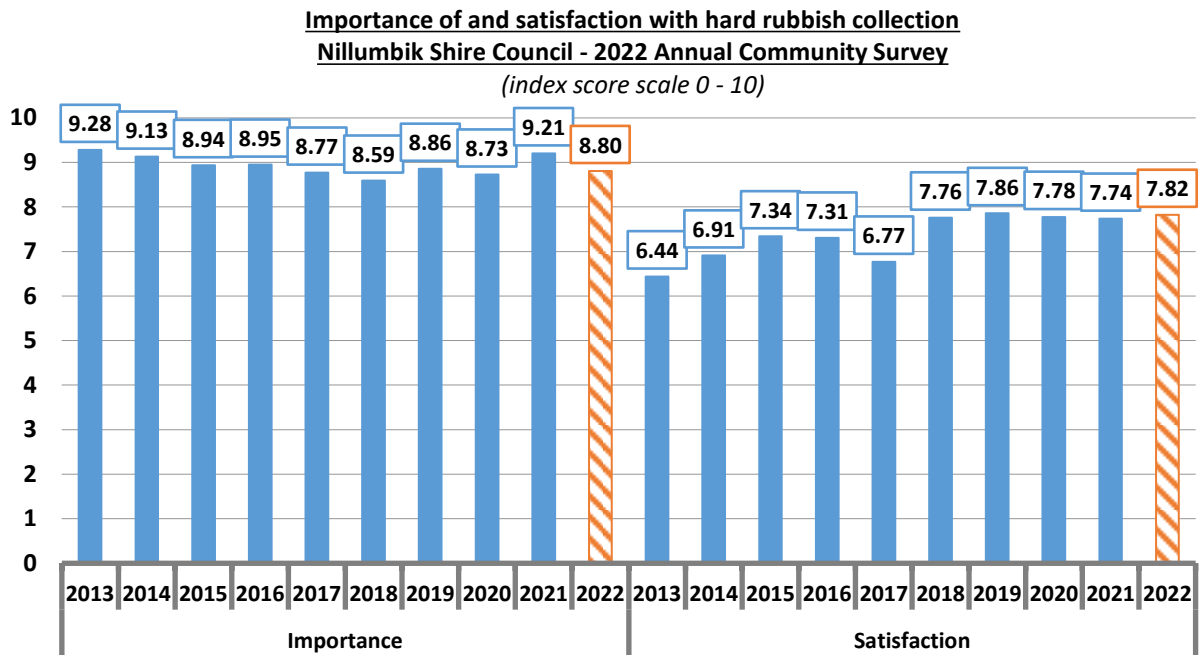
This result was notably but not measurably higher than the long-term average satisfaction since 2013 of 7.37.

This ranks the service 10<sup>th</sup> in terms of satisfaction, with an average satisfaction score that was notably, but not measurably higher than the average of all 33 included services and facilities (7.34).

Metropolis Research draws attention to the fact that satisfaction with the hard rubbish collection has increased steadily over time, up from a low of 6.44 back in 2013 to 7.82 this year. As discussed earlier in this section, the hard rubbish collection reported the largest increase in average satisfaction over the last decade (15.1%).

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “hard rubbish collection” was 7.99, marginally but not measurably higher than this Nillumbik Shire result.



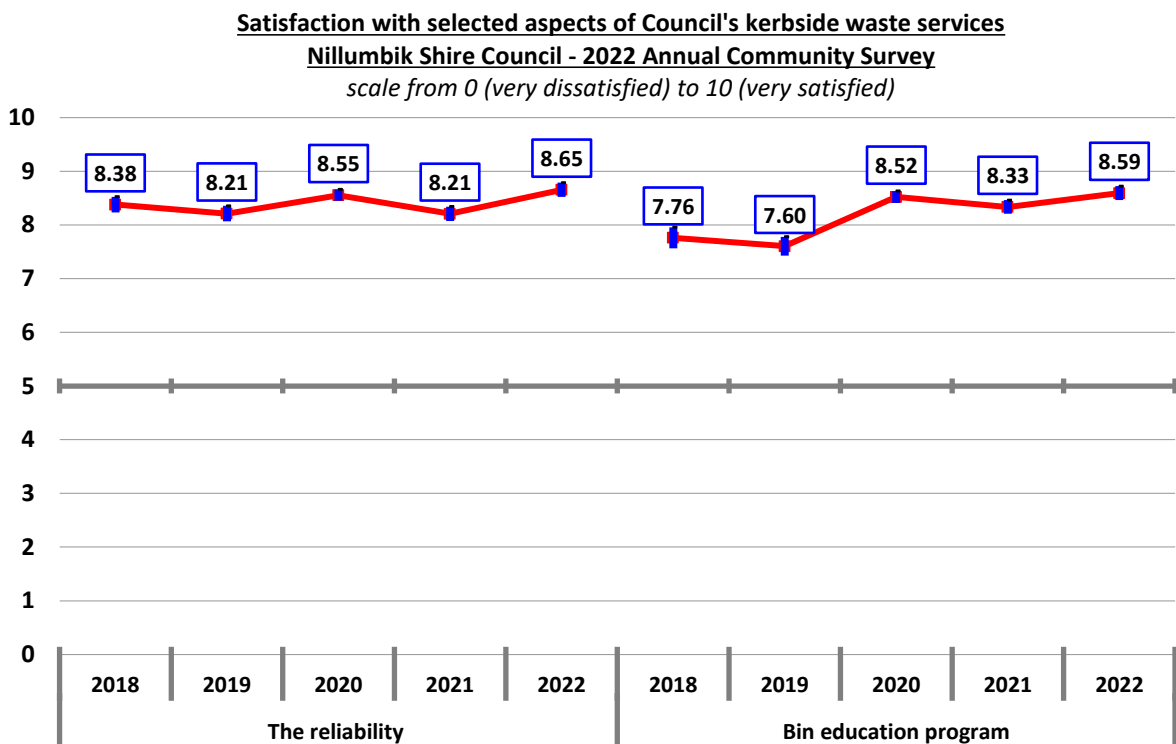


**Satisfaction with selected aspects of Council’s waste services**

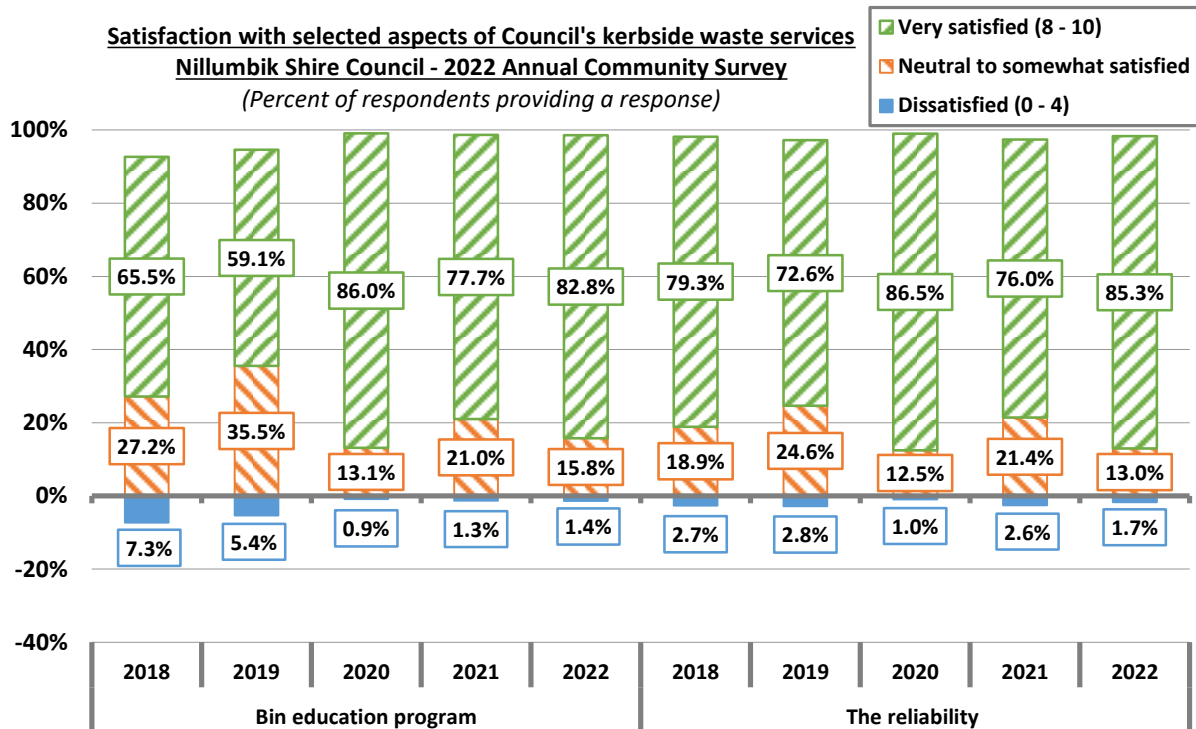
Respondents were asked:

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

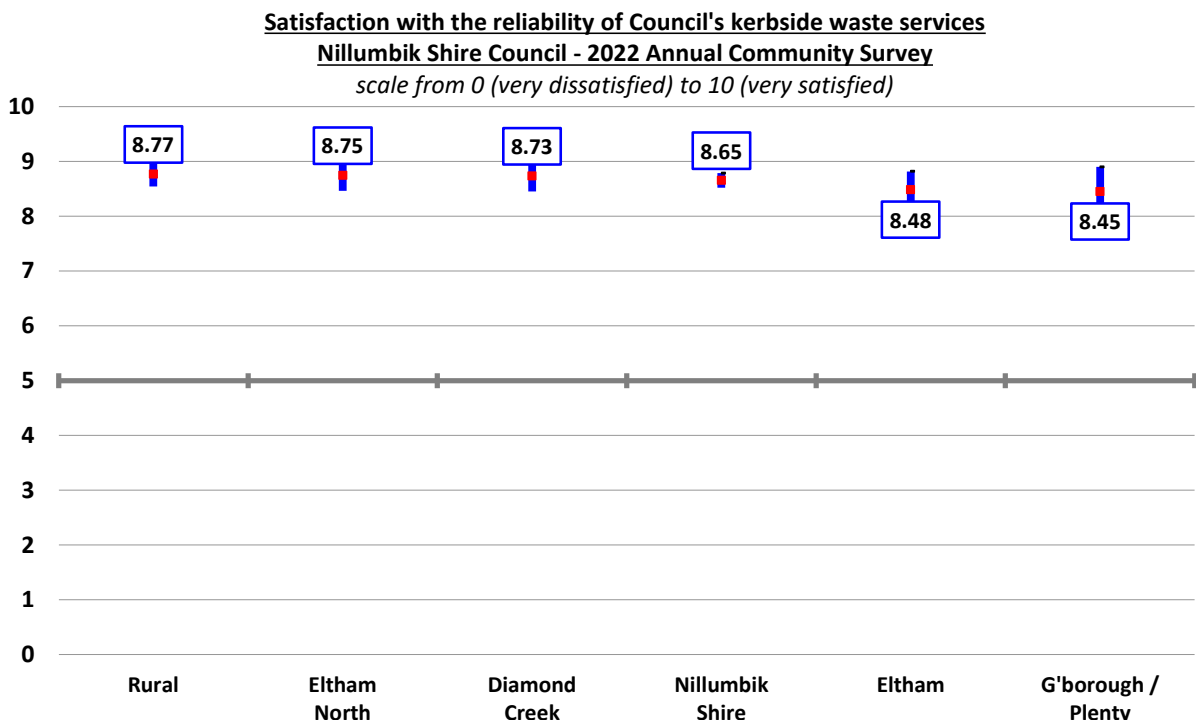
There was a statistically significant improvement this year in satisfaction with both the reliability of the bin collection, as well as information provided on the bin education program.



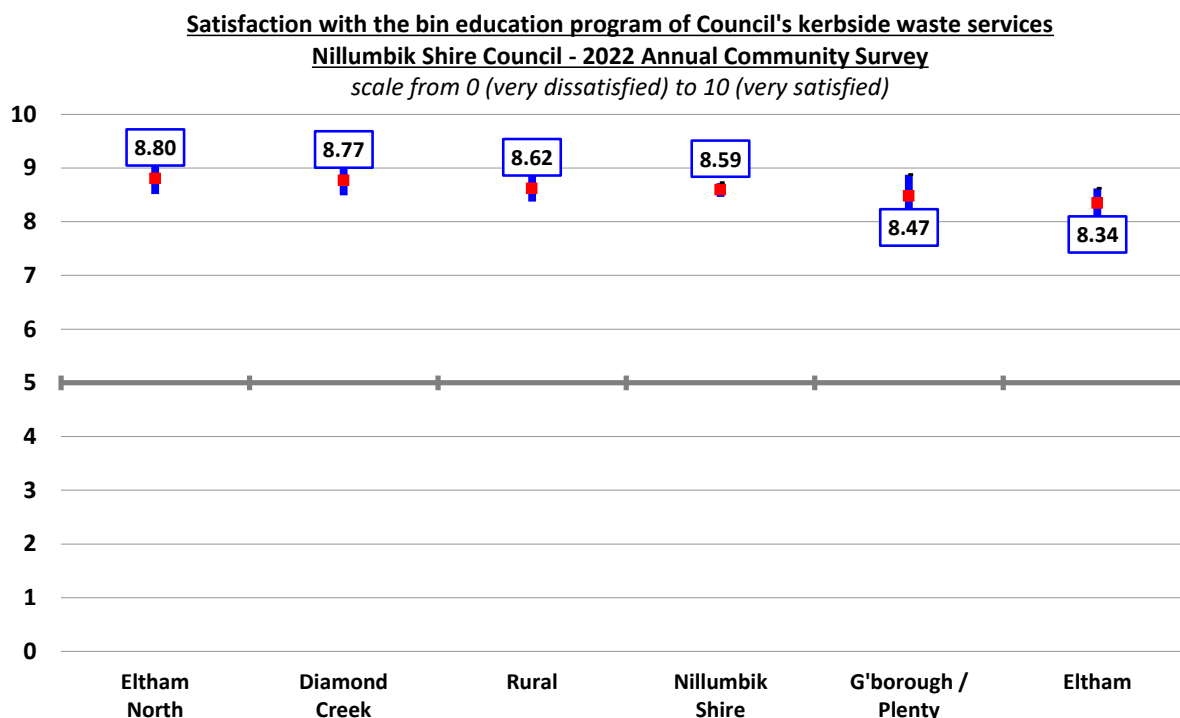
Satisfaction with both remains at an “excellent” level, the same as in each year in which these questions have been included in the survey. Consistent with these high average satisfaction scores, approximately four-fifths of respondents were “very satisfied” (i.e., rated satisfaction at eight or more) with both of these aspects, whilst less than two percent were “dissatisfied” (i.e., rated satisfaction less than five).



There was no statistically significant variation in satisfaction with the reliability of Council's kerbside collection services observed across the municipality.



There was no statistically significant variation in satisfaction with the bin education program for Council’s kerbside collection services observed across the municipality.



### Public amenity

There were six services from the public amenity department included in the survey this year (i.e., parks and gardens, shopping strips cleaning and maintenance, public toilets, street trees, litter collection, and street lighting).

The average satisfaction with these six services and facilities was 7.11 out of 10 this year, a marginal but not measurable increase of less than one percent on the 7.05 recorded last year.

This remains a “good” level of satisfaction.

The second following graph provides a cross-tabulation of the average importance to the community of, and the average satisfaction with each of these four services.

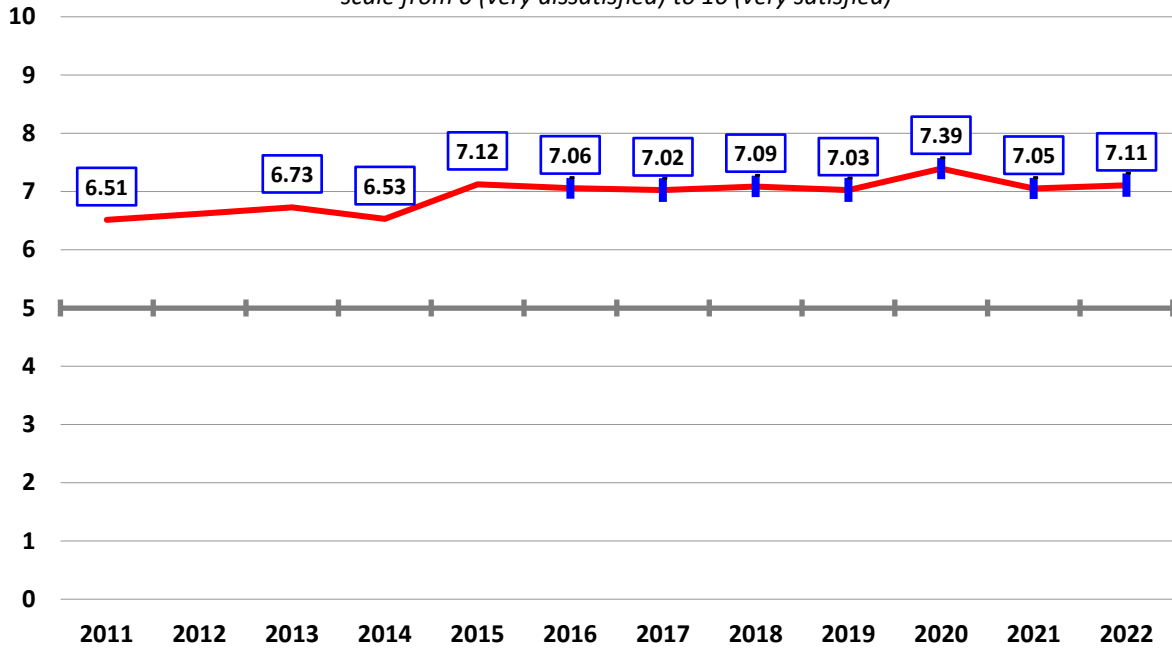
The crosshairs represent the average importance and satisfaction of all 33 included services and facilities this year.

Metropolis Research draws attention to the fact that all these services were of average or higher than average importance to the community, but four received a somewhat lower-than-average satisfaction score.

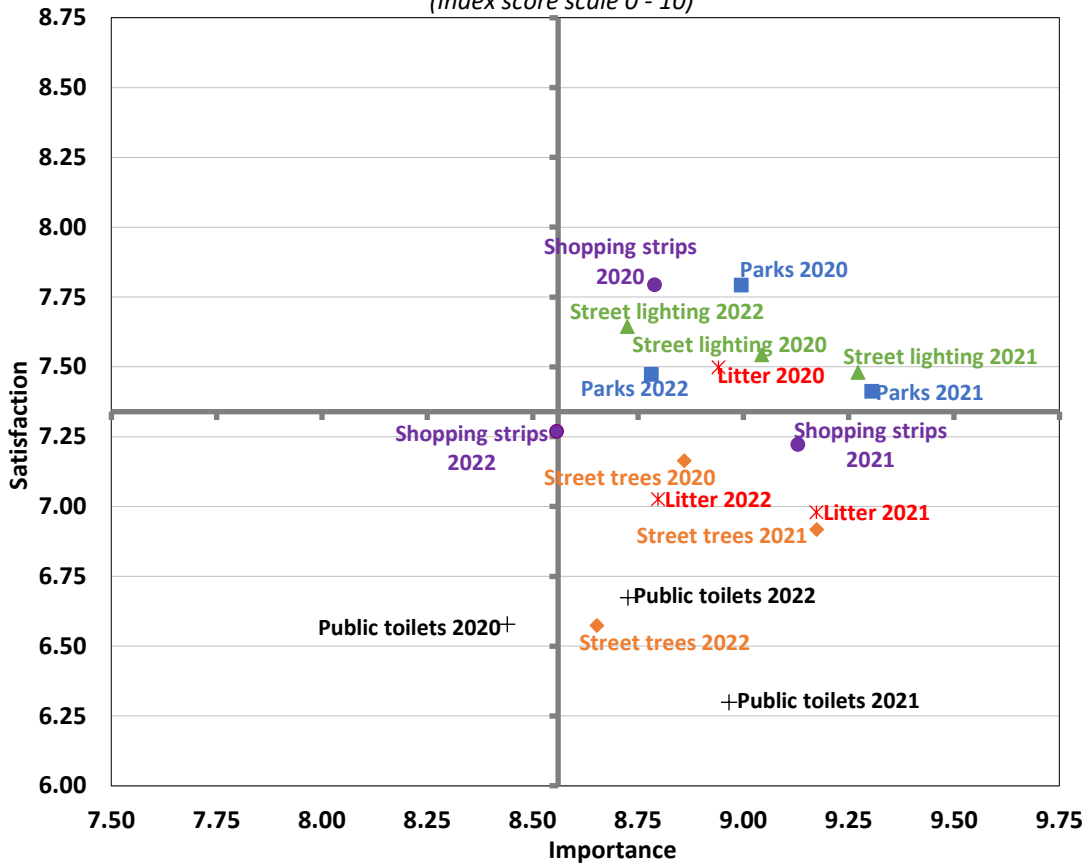
It is noted that the provision and maintenance of parks and gardens as well as street lighting both received a marginally higher than average satisfaction score this year.



**Satisfaction with public amenity**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



**Importance of and satisfaction with public amenity**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
 (Index score scale 0 - 10)





### Provision and maintenance of parks, gardens, and reserves

The provision and maintenance of parks, gardens, and reserves was the 12<sup>th</sup> most important of the 33 included services and facilities, with an average importance of 8.78 out of 10. Despite a small decline this year, this remains only marginally below the long-term average importance since 2013 of 8.84.

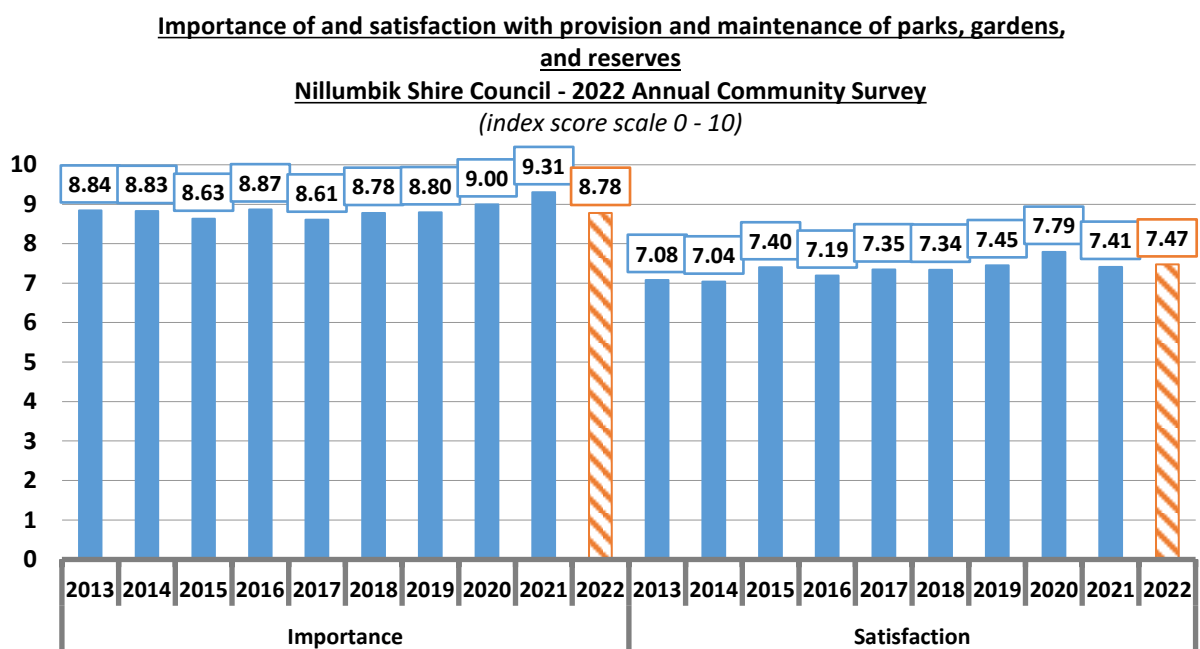
A total of 481 of the 508 respondents provided a satisfaction score for this service, including 58.6% “very satisfied” and 11.4% “dissatisfied”.

The average satisfaction with the provision and maintenance of parks, gardens, and reserves increased marginally this year, up less than one percent to 7.47, and it remains at a “very good” level.

This result was marginally but not measurably higher than the long-term average satisfaction since 2013 of 7.35.

This ranks the service 15<sup>th</sup> in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “provision and maintenance of parks and gardens” was 7.75, somewhat but not measurably higher than this Nillumbik Shire result.



## Provision and maintenance of street trees

The provision and maintenance of street trees was the 20<sup>th</sup> most important of the 33 included services and facilities, with an average importance of 8.65 out of 10. Despite a small decline this year, this remains marginally above the long-term average importance since 2013 of 8.60.

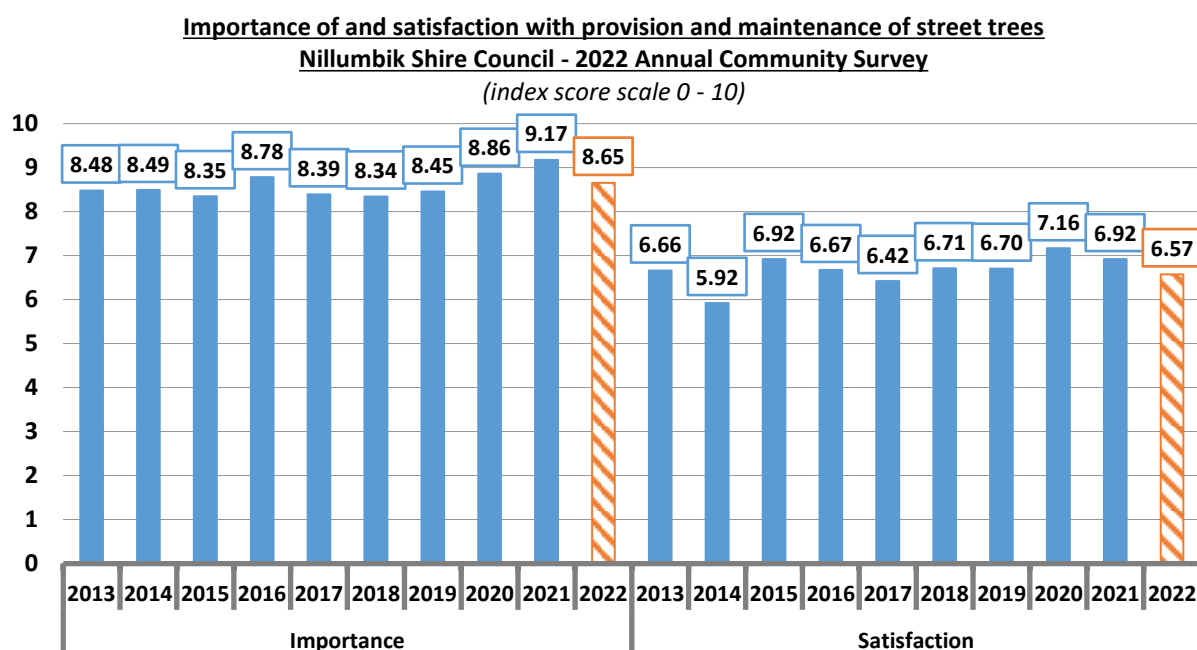
A total of 476 of the 508 respondents provided a satisfaction score for this service, including 45.4% “very satisfied” and 19.3% “dissatisfied”. This was a significant proportion of “dissatisfied” respondents, suggesting there is a substantial group of residents in the community who are not satisfied with street trees.

The average satisfaction with the provision and maintenance of street trees declined notably but not measurably this year, down 5.1% to 6.57, although it remains at a “good” level.

This result was marginally but not measurably lower than the long-term average satisfaction since 2013 of 6.67.

This ranks the service 26<sup>th</sup> in terms of satisfaction, with an average satisfaction score that was measurably lower than the average of all 33 included services and facilities (7.34).

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “provision and maintenance of street trees” was 7.12, measurably higher than this Nillumbik Shire result.



The 92 respondents “dissatisfied” with the provision and maintenance of street trees provided a total of 64 responses as to the reasons why they were dissatisfied, as outlined in the following table.



The most common responses relate to a perception that there was insufficient maintenance (43 comments), comments about damage caused by trees (8 comments), a lack of trees (5 comments), comments on the type or species of trees (3 comments), and 5 other comments.

**Reasons for dissatisfaction with provision and maintenance of street trees**

**Nillumbik Shire Council - 2022 Annual Community Survey**

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Maintenance issues</i>	
Not maintained	14
Not enough maintenance	5
Overhanging branches all the time. No timeliness / proactive approach by the Council	3
Dead trees everywhere	2
They haven't cut the trees down	2
A tree in front of our house needed to be looked at and Council ignored it	1
Always overgrown, leaning on the roads	1
Asked to check about tree maintenance but they've not checked	1
Council does not notice on their own. Residents must report everything	1
Council leaves the trees unattended until dangerous	1
Grass overgrown everywhere	1
Informed the Council to clear the tree barks and no response	1
Never properly pruned	1
Planted trees on natures strip, some died	1
Street trees are not maintained and cleaned	1
Takes forever to maintain the nature strips	1
The trees need to be trimmed down (Kamarooka Drive)	1
They don't clean up regularly and take ages	1
Trees came down during storm is still there not removed	1
Trees need to be trimmed on main roads	1
Trees weren't taken care of	1
They're not doing it	1
<b>Total comments</b>	<b>43</b>
<i>Damage caused by trees</i>	
Branches fall during strong wind	1
Cars damaged by the trees	1
During the storm, neighbour had to remove the blown down trees and nature strips	1
Gum trees shed so many leaves, seeds, and fruits, and it falls in my property. As a result, my green waste bin gets full of Councils tree waste. I don't get any space for my own green waste	1
Nature strips and trees during the storm damaged my fences	1
Old trees are damaging personal property and Council did nothing when raised the issue	1



Street trees often fall	1
Trees are all over the place. We can't see the traffic on opposite side or during the turns	1
<b>Total comments</b>	<b>8</b>
<i>Lack of trees</i>	
No trees provided in my street /area	4
We need more trees	1
<b>Total comments</b>	<b>5</b>
<i>Type / species of street trees</i>	
Council has planted genetically modified gum trees as street trees. And it is a stupid thing to do	1
Plant wrong trees	1
Species choices and location of planting is poorly considered	1
<b>Total comments</b>	<b>3</b>
<i>Other comments</i>	
Council does not do anything for rural land	1
None of the trees were put up properly	1
Poor animal and wildlife management. Rabbits and kangaroos ruin greenery on residential properties and backyards	1
The council had demolished a entire tree area which concerned me to a certain extent (Near Skyline Road)	1
Overdoing	1
<b>Total comments</b>	<b>5</b>
<b>Total</b>	<b>64</b>



## Provision and maintenance of street lighting

The provision and maintenance of street lighting was the 16<sup>th</sup> most important of the 33 included services and facilities, with an average importance of 8.72 out of 10. Despite a small decline this year, this remains almost identical to the long-term average importance since 2013 of 8.79.

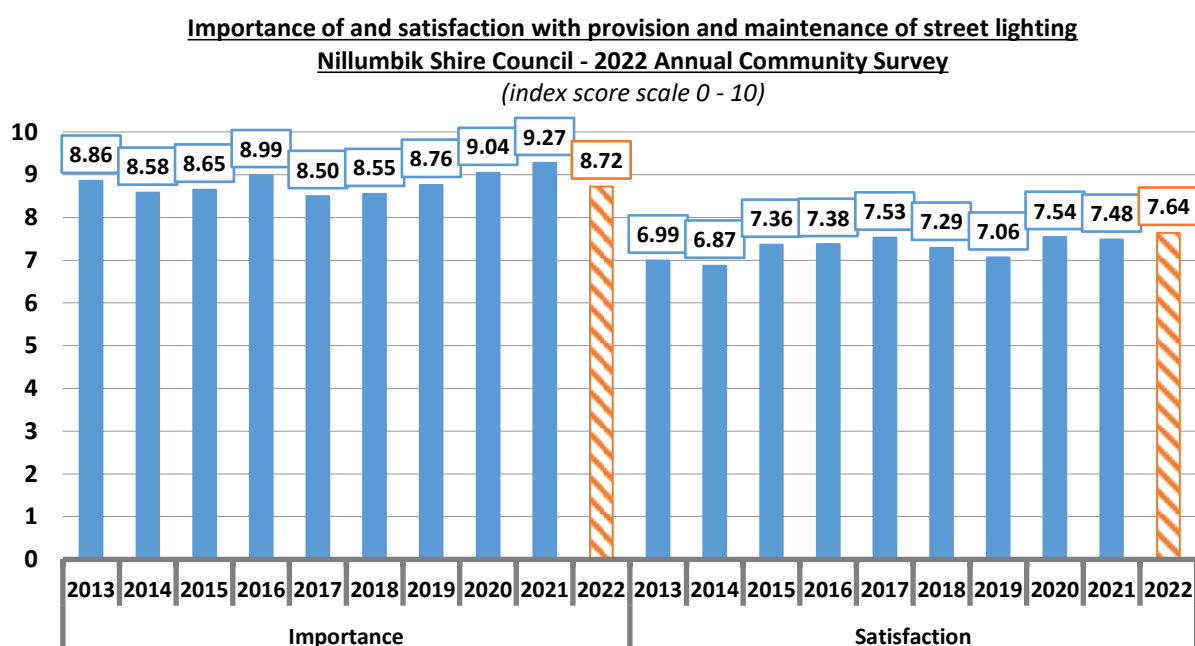
A total of 452 of the 508 respondents provided a satisfaction score for this service, including 65.6% “very satisfied” and 8.2% “dissatisfied”.

The average satisfaction with the provision and maintenance of street lighting increased marginally but not measurably this year, up 2.1% to 7.64, although it remains at a “very good” level.

This result was marginally but not measurably higher than the long-term average satisfaction since 2013 of 7.31.

This ranks the service 13<sup>th</sup> in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “provision and maintenance of street lighting” was 7.72, just marginally higher than this Nillumbik Shire result.



### Litter collection in public areas

Litter collection in public areas was the 11<sup>th</sup> most important of the 33 included services and facilities, with an average importance of 8.80 out of 10. Despite a small decline this year, this result was identical to the long-term average importance since 2013 of 8.80.

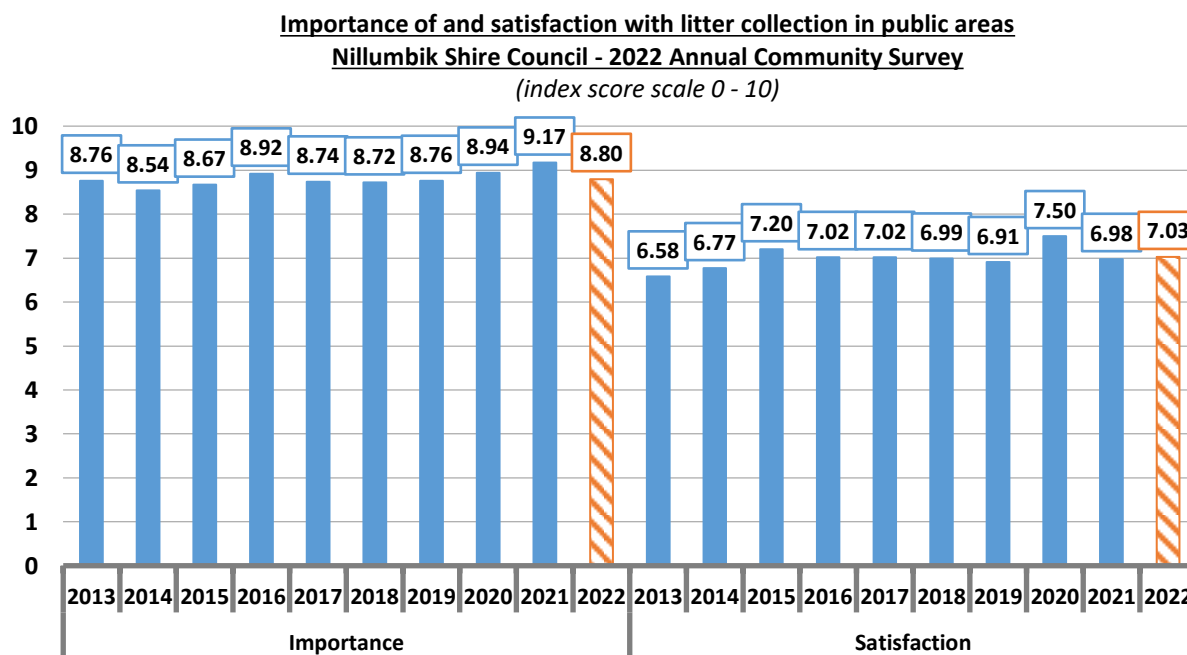
A total of 477 of the 508 respondents provided a satisfaction score for this service, including 52.6% “very satisfied” and 12.9% “dissatisfied”.

The average satisfaction with litter collection in public areas increased marginally but not measurably this year, up less than one percent to 7.03, although it remains at a “good” level.

This result was almost identical to the long-term average satisfaction since 2013 of 7.00.

This ranks the service 23<sup>rd</sup> in terms of satisfaction, with an average satisfaction score that was measurably lower than the average of all 33 included services and facilities (7.34).

This service was not included in *Governing Melbourne* in this format and therefore no comparison results are available.



## Maintenance and cleaning of shopping strips

The maintenance and cleaning of shopping strips was the 24<sup>th</sup> most important of the 33 included services and facilities, with an average importance of 8.5 out of 10. Despite a small decline this year, this result was almost identical to long-term average importance since 2013 of 8.58.

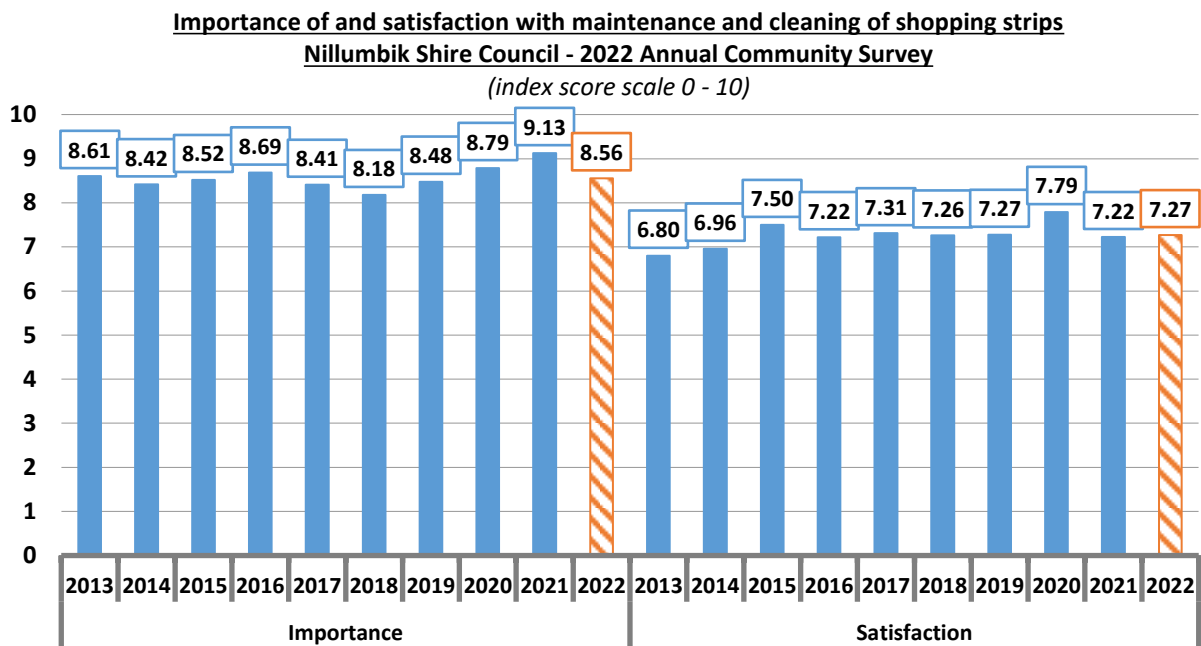
A total of 468 of the 508 respondents provided a satisfaction score for this service, including 55.7% “very satisfied” and 8.8% “dissatisfied”.

The average satisfaction with the maintenance and cleaning of shopping strips increased very marginally but not measurably this year, up less than one percent to 7.27, and is now at a “very good”, up from a “good” level of satisfaction.

This result was almost identical to the long-term average satisfaction since 2013 of 7.26.

This ranks the service 20<sup>th</sup> in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “maintenance and cleaning of shopping strips” was 7.40, marginally but not measurably higher than this Nillumbik Shire result.





## Public toilets

Public toilets were the 15<sup>th</sup> most important of the 33 included services and facilities, with an average importance of 8.73 out of 10. Despite a small decline this year, this remains almost identical to the long-term average importance since 2013 of 8.77.

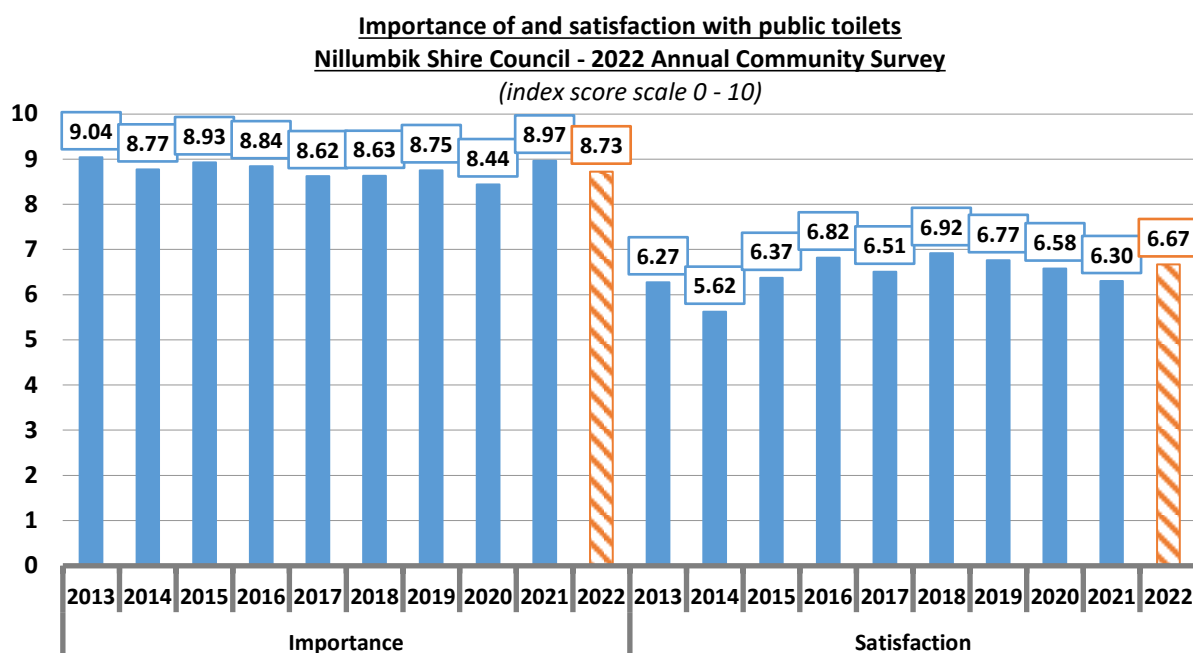
A total of 290 of the 508 respondents provided a satisfaction score for this service, including 42.6% “very satisfied” and 16.3% “dissatisfied”.

The average satisfaction with public toilets increased notably but not measurably this year, up 5.9% to 6.57, although it remains at a “good” level.

This result was notably but not measurably higher than the long-term average satisfaction since 2013 of 6.48.

This ranks the service 25<sup>th</sup> in terms of satisfaction, with an average satisfaction score that was notably, but not measurably lower than the average of all 33 included services and facilities (7.34).

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “public toilets” was 6.33, notably but not measurably lower than this Nillumbik Shire result.

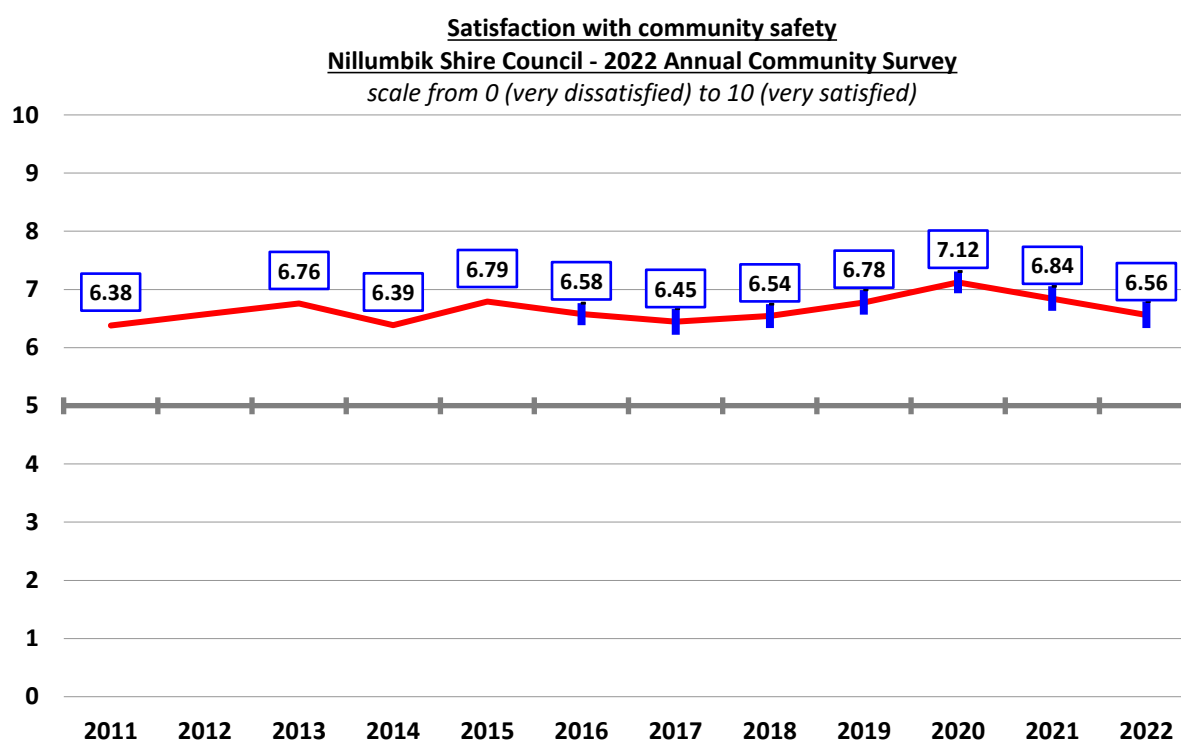


## Community safety

There were four services from the community safety department included in the survey this year (i.e., fire prevention, animal management, parking enforcement, and local traffic management).

The average satisfaction with these four services and facilities was 6.56 out of 10 this year, a notable but not measurable decrease of 4.1% on the 6.84 recorded last year.

This remains a “good” level of satisfaction.



The following graph provides a cross-tabulation of the average importance to the community of, and the average satisfaction with each of these four services.

The crosshairs represent the average importance and satisfaction of all 33 included services and facilities this year.

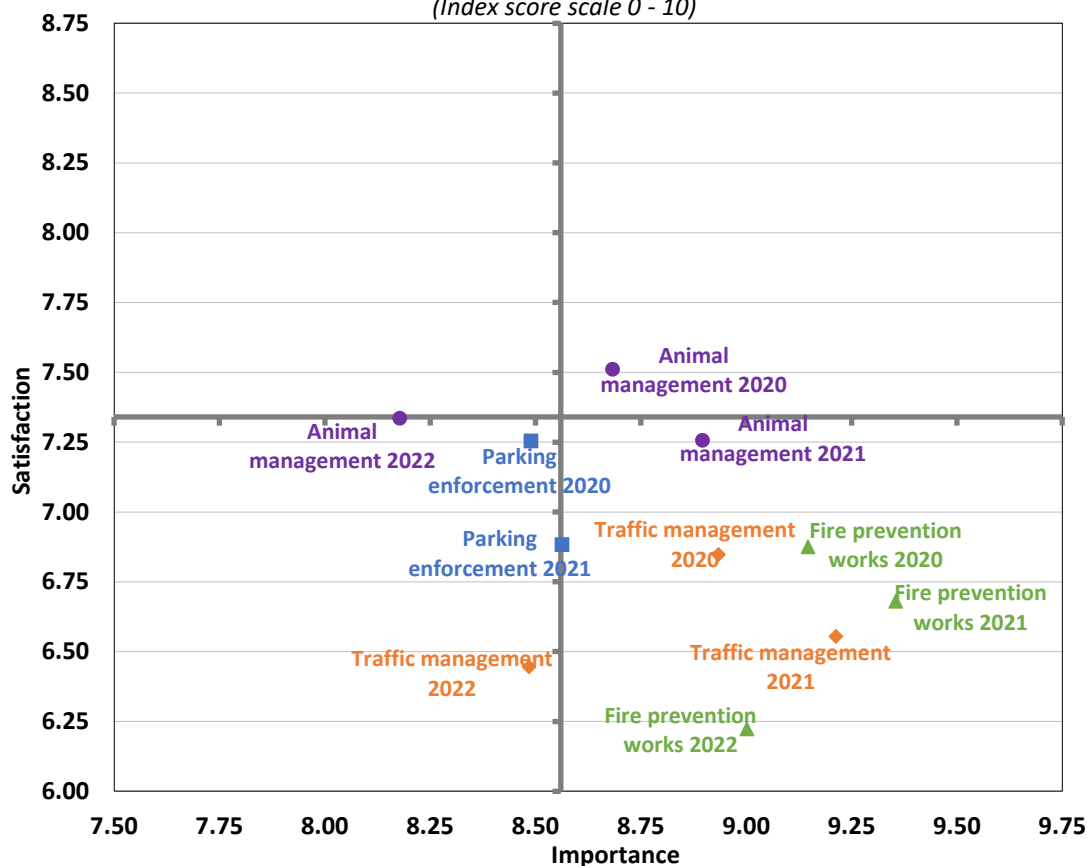
Metropolis Research draws attention to the fact that three of these four services were of almost average or higher than average importance to the community, and all three of these received a somewhat lower-than-average satisfaction score.

It is noted that the animal management was of lower-than-average importance but received an average satisfaction score.



**Importance of and satisfaction with community safety**  
**Nillumbik Shire Council - 2022 Annual Community Survey**

(Index score scale 0 - 10)



**Parking enforcement**

Parking enforcement was the 32<sup>nd</sup> most important of the 33 included services and facilities, with an average importance of 7.00 out of 10, a measurable and significant decline on the 8.56 recorded last year. It is noted that the importance of parking enforcement has been unsettled over time. The long-term average importance since 2013 was 7.57, measurably higher than the 2022 result.

A total of 414 of the 508 respondents provided a satisfaction score for this service, including 40.4% “very satisfied” and 21.1% “dissatisfied”. The fact that more than one-fifth of respondents were dissatisfied with this service reflects significant community concern with the provision of parking enforcement within the Nillumbik Shire.

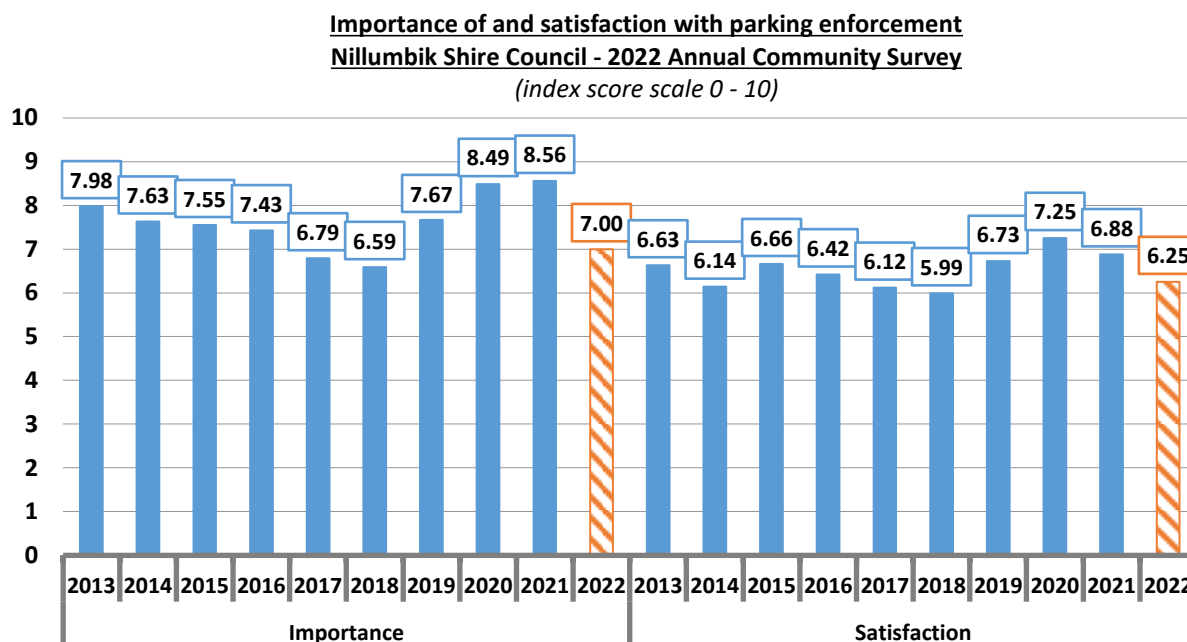
The average satisfaction with parking enforcement declined measurably this year, down 9.2% to 6.25, which is a “solid”, down from a “good” level. Metropolis Research notes that the end of the pandemic lockdowns may well have played a part in increased parking related concerns.

This result was notably but not measurably lower than the long-term average satisfaction since 2013 of 6.51.



This ranks the service 30<sup>th</sup> in terms of satisfaction, with an average satisfaction score that was measurably lower than the average of all 33 included services and facilities (7.34).

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “parking enforcement” was 6.54, notably but not measurably higher than this Nillumbik Shire result.



### Local traffic management

Local traffic management was the 25<sup>th</sup> most important of the 33 included services and facilities, with an average importance of 8.48 out of 10. Despite a small decline in importance this year, this remains only somewhat lower than the long-term average importance since 2013 of 8.78.

A total of 456 of the 508 respondents provided a satisfaction score for this service, including 37.6% “very satisfied” and 17.8% “dissatisfied”.

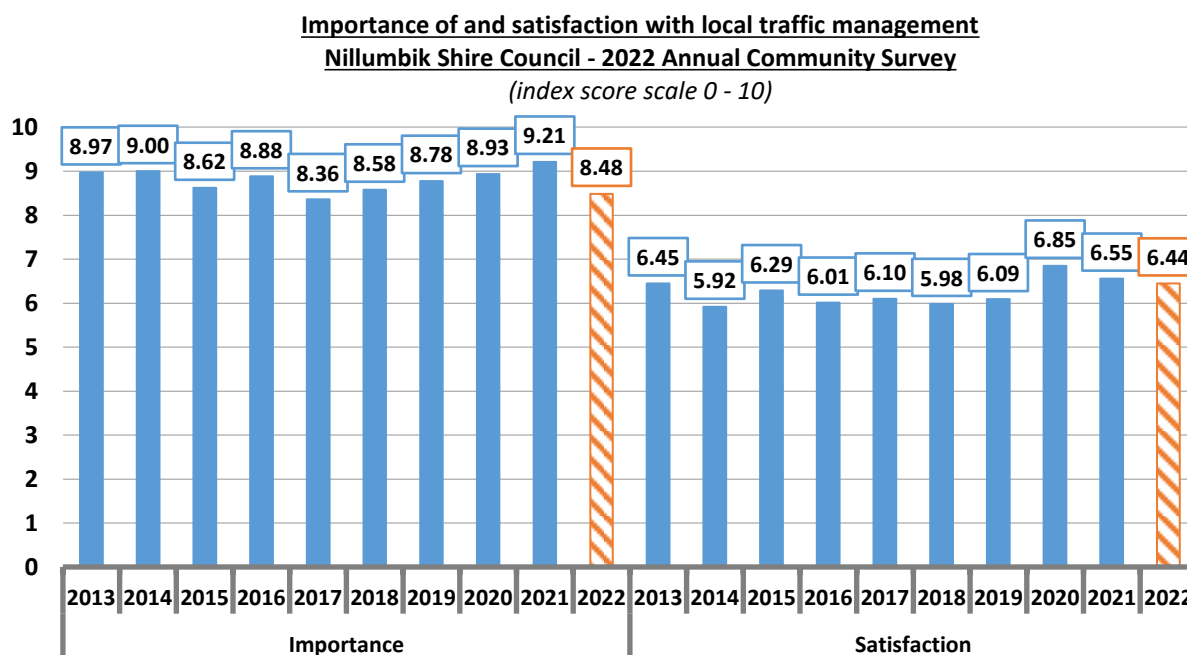
The average satisfaction with local traffic management declined marginally but not measurably this year, down 1.7% to 6.44, which is a “solid”, down from a “good” level. Metropolis Research notes that the end of the pandemic lockdowns this year may well have had an impact on community satisfaction with issues such as traffic management.

Despite the small decline this year, this result was marginally but not measurably higher than the long-term average satisfaction since 2013 of 6.27.

This ranks the service 28<sup>th</sup> in terms of satisfaction, with an average satisfaction score that was measurably lower than the average of all 33 included services and facilities (7.34).

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “local traffic management” was 6.80, measurably higher than this Nillumbik Shire result.





### Fire prevention works

Fire prevention works were the 6<sup>th</sup> most important of the 33 included services and facilities, with an average importance of 9.00 out of 10. Despite a small decline this year, fire prevention works remains one of the most important services provided by Council, and importance this year was only marginally below the long-term average since 2016 of 9.16.

A total of 424 of the 508 respondents provided a satisfaction score for this service, including 37.3% “very satisfied” and 21.7% “dissatisfied”. The fact that more than one-fifth of respondents were dissatisfied with this service reflects substantial concern by many in the community with fire prevention works within the Nillumbik Shire.

The average satisfaction with fire prevention works declined measurably this year, down 6.9% to 6.22, which is a “solid”, down from a “good” level.

This result was measurably lower than the long-term average satisfaction since 2016 of 6.80.

This ranks the service 31<sup>st</sup> in terms of satisfaction, with an average satisfaction score that was measurably lower than the average of all 33 included services and facilities (7.34).

Satisfaction with fire prevention works was highest in Eltham (6.82) and Eltham North (6.62) and lowest in the rural precinct (5.71 or “poor”) and Greensborough / Plenty (6.04 or “solid”).

This service was not included in *Governing Melbourne* and therefore no comparison results are available.





A total of 92 respondents were “dissatisfied” with fire prevention works, and 60 of these respondents provided a response as to why they were “dissatisfied”, as outlined in the following table.

The most common responses related to a perception that grass was overgrown and / or not regularly slashed or mowed.

**Reasons for dissatisfaction with fire prevention works**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
 (Number of responses)

Response	Number
<i>Perceived lack of roadside slashing / fire prevention works</i>	
Grass overgrown, not regularly slashed / mowed	9
Nothing has been done by the Council	8
Not done frequently	3
Take long time to cut grass	3
Too many dry and long grasses	3
It could be better	2
Left up to residents	2
No programs related to it	2
They don't do it often enough / need to do more	2
A lot of foliage not cared for; bushes not cut	1
Bad storm few months ago Manningham offered to the residents to clear green waste	1
Banks of the roads are always covered with grass. There are trees overhanging. They cut the grass this year after 3 years. Such poor response bushfire prone areas are appalling	1



Deadwoods are not attended	1
Don't clear debris	1
It's a really a big issue	1
It's done only once a year. It should be minimum 3 times a year	1
Leave all the trees that have come down around	1
Lots of bad maintenance	1
Neglect half of Eltham	1
Never cut the grass properly. Nearby roads under Whittlesea Council are so well maintained and ours look so shabby and unclean and half done	1
No programs related to that	1
No fire protection	1
Not enough fire prevention work	1
There's grass overgrown all the time. There are roads where one side is Whittlesea Council, and it is cut 3 times a year and one side of the road is under Nillumbik Shire which is always shabby and overgrown and just ugly	1
They do nothing. They stop us from doing it	1
They don't do it well. It always looks like job half done	1
They need to be proactive	1
They slash rubbish with it as they don't get rid of rubbish first	1
They took 6 weeks to get mine fixed	1
Too many shrubs in the area	1
<b>Total comments</b>	<b>55</b>

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*Other comments*

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Council doesn't follow its own instructions	1
Council is not responsive to complaints	1
Council sent notice to clear the property during bushfires and they never planted the nature strips on the property	1
Our yards get flashed fire	1
Water tank too massive near housing area	1
<b>Total comments</b>	<b>5</b>
<b>Total</b>	<b>60</b>





## Animal management

Animal management was the 28<sup>th</sup> most important of the 33 included services and facilities, with an average importance of 8.18 out of 10. Despite a measurable decline in importance this year, this remains only somewhat lower than the long-term average importance since 2013 of 8.32.

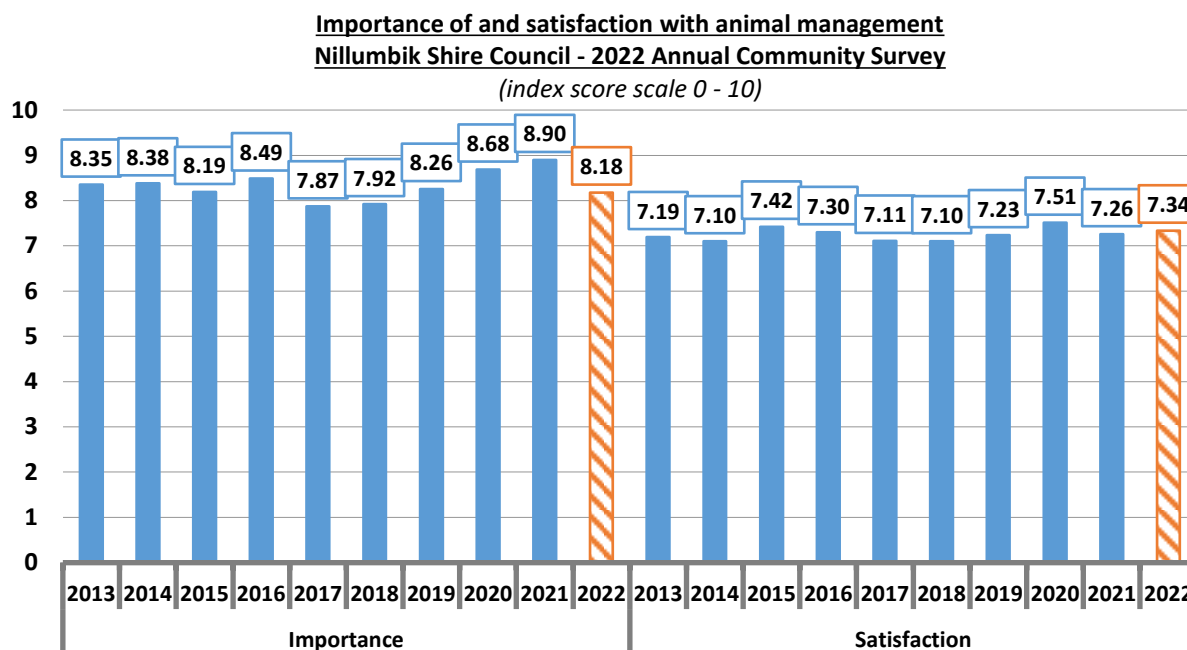
A total of 431 of the 508 respondents provided a satisfaction score for this service, including 57.4% “very satisfied” and 8.6% “dissatisfied”.

The average satisfaction with animal management increased marginally but not measurably this year, up 1.1% to 7.34, and remains at a “very good” level.

This result was marginally but not measurably higher than the long-term average satisfaction since 2013 of 7.26.

This ranks the service 18<sup>th</sup> in terms of satisfaction.

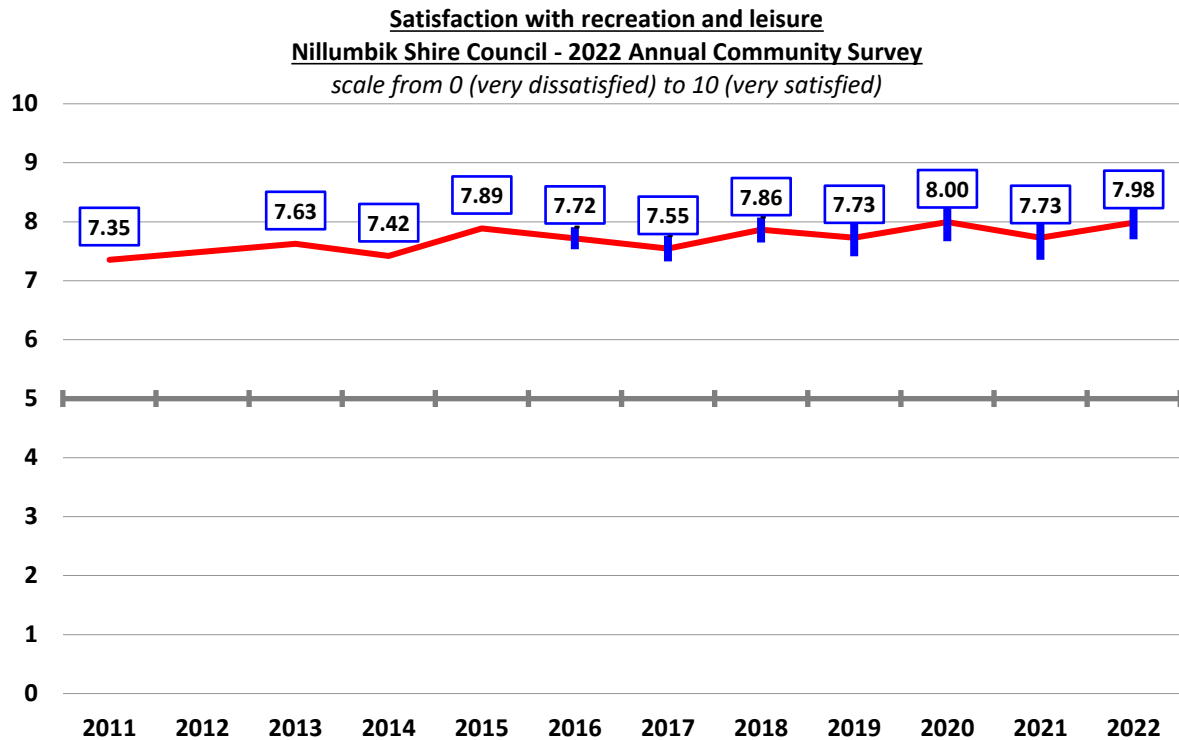
By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “animal management” was 7.60, somewhat, but not measurably higher than this Nillumbik Shire result.



## Recreation and leisure

There were four services from the recreation and leisure department included in the survey this year (i.e., sports ovals, aquatic and recreation centres, horse riding trails, and bike paths).

The average satisfaction with these four services and facilities was 7.98 out of 10 this year, a notable but not measurable increase of 3.2% on the 7.73 recorded last year. This remains a “good” level of satisfaction.



The following graph provides a cross-tabulation of the average importance to the community of, and the average satisfaction with each of these four services.

The crosshairs represent the average importance and satisfaction of all 33 included services and facilities this year.

Metropolis Research draws attention to the fact that three of these four services and facilities were of higher-than-average importance to the community, and that all four received a somewhat higher-than-average satisfaction score.

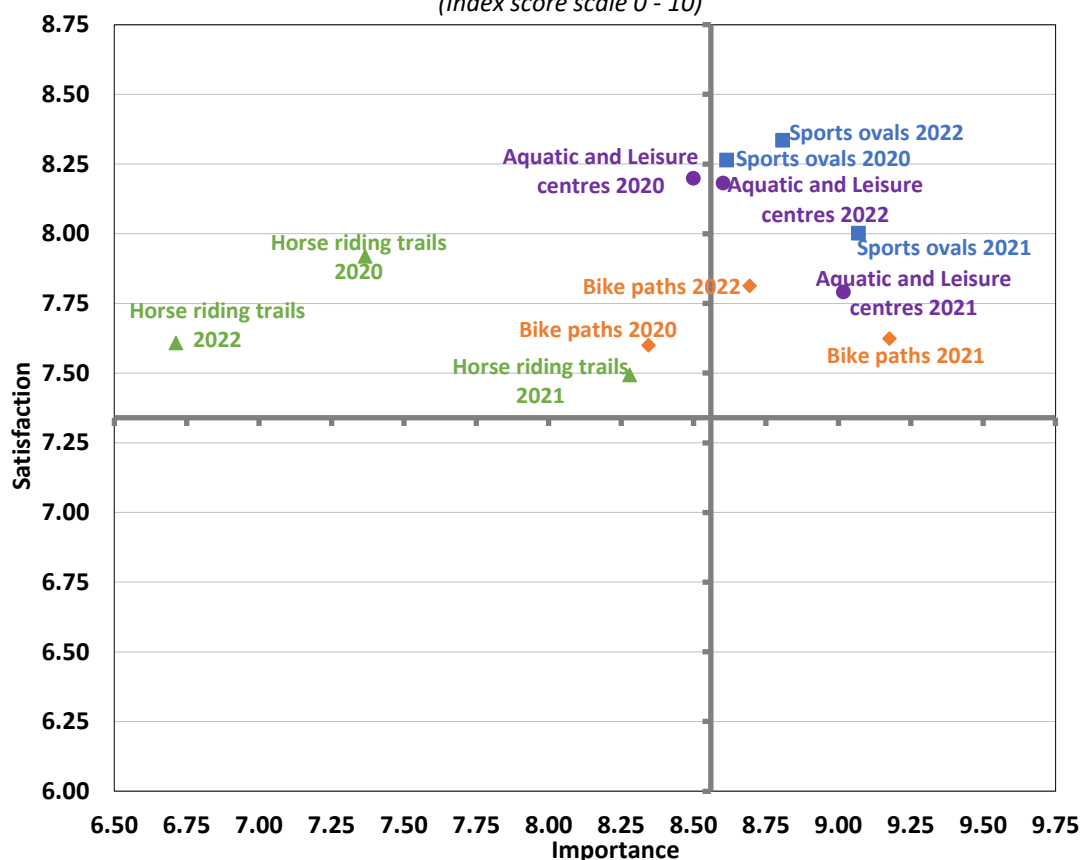
It is noted that horse riding trails has recorded a measurably lower than average importance score in two of the last three years, with the 2022 result measurably and significantly lower than the municipal average importance.



**Importance of and satisfaction with recreation and leisure**

**Nillumbik Shire Council - 2022 Annual Community Survey**

(Index score scale 0 - 10)



**Sports ovals (including facilities and activities)**

Sports ovals were the 9<sup>th</sup> most important of the 33 included services and facilities, with an average importance of 8.81 out of 10. This result remains marginally above than the long-term average importance since 2013 of 8.72.

A total of 298 of the 508 respondents (58.6%) provided a satisfaction score for this service, including 81.7% “very satisfied” and just 2.2% “dissatisfied”. The fact that more than four-fifths of the respondents who used these facilities were “very satisfied” reflects extremely well on the performance of Council providing these facilities to the community.

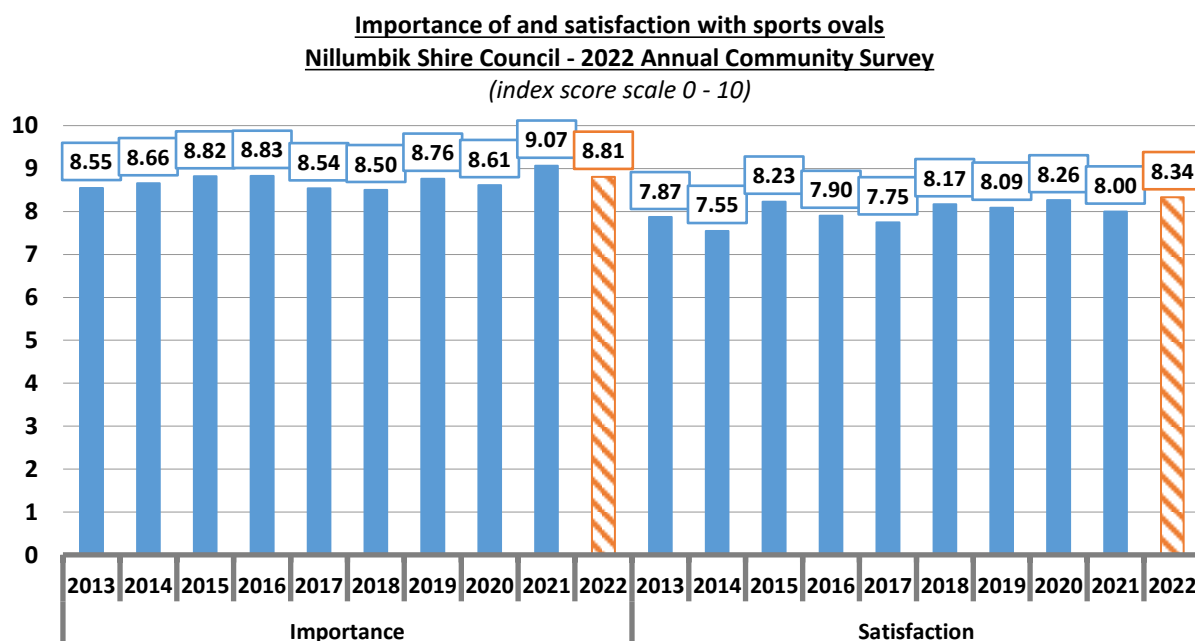
The average satisfaction with sports ovals increased marginally but not measurably this year, up 4.3% to 8.3, and remains at an “excellent” level.

This result was marginally but not measurably higher than the long-term average satisfaction since 2013 of 8.02.

This ranks the service 3<sup>rd</sup> in terms of satisfaction, with a satisfaction score that was measurably and significantly higher than the average satisfaction with all 33 services and facilities (7.34).



By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “sports ovals” was 7.99, somewhat, but not measurably lower than this Nillumbik Shire result.



### On and off-road bike paths (including shared pathways)

On and off-road bike paths were the 19<sup>th</sup> most important of the 33 included services and facilities, with an average importance of 8.69 out of 10. Despite a measurable decline in importance this year from the unusually high result of 9.18 recorded last year, this remains almost identical to the long-term average importance since 2013 of 8.63.

A total of 312 of the 508 respondents (61.4%) provided a satisfaction score for this service, including 68.1% “very satisfied” and 6.5% “dissatisfied”.

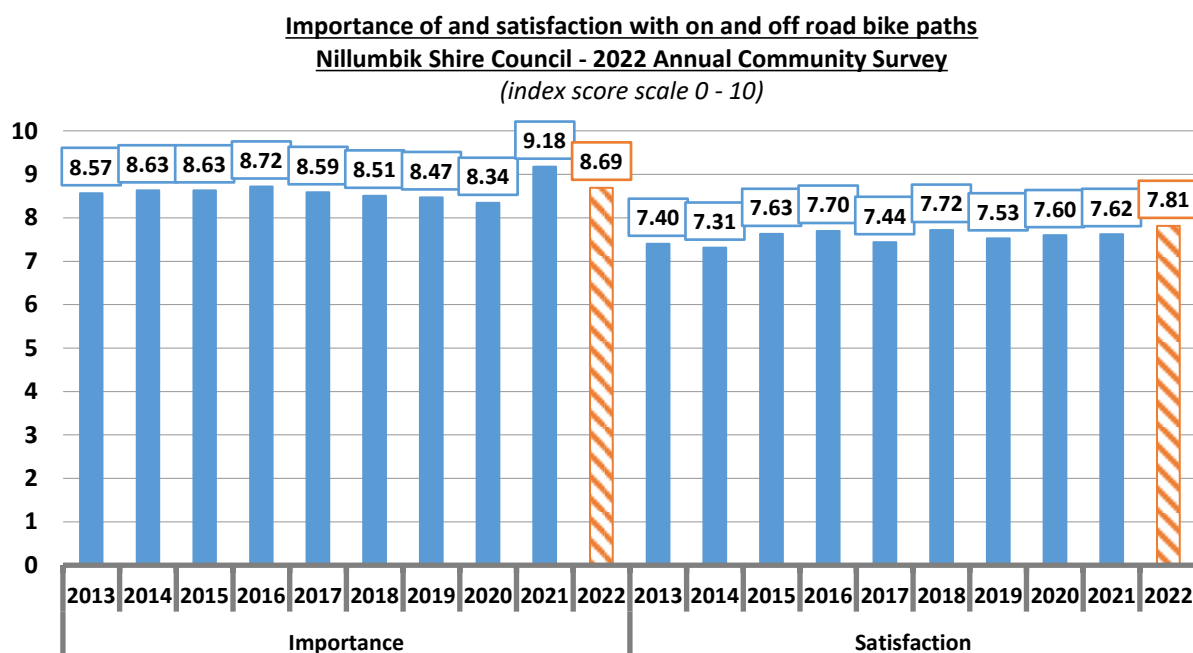
The average satisfaction with on and off-road bike paths increased marginally but not measurably this year, up 2.5% to 7.81, which is an “excellent”, up from a “very good” level.

This result was notably but not measurably higher than the long-term average satisfaction since 2013 of 7.58.

This ranks the service 11<sup>th</sup> in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “on and off-road bike paths including shared pathways” was 7.40, notably, but not measurably lower than this Nillumbik Shire result.





### Horse riding trails

Horse riding trails were the least important of the 33 included services and facilities, with an average importance of 6.71 out of 10. This was a measurable decline in importance this year from the unusually high result of 8.28 recorded last year, and is somewhat below the long-term average importance since 2019 of 7.29

A total of just 52 of the 508 respondents (10.2%) provided a satisfaction score for this service, including 67.0% “very satisfied” and 2.9% “dissatisfied”.

The average satisfaction with horse riding trails increased marginally but not measurably this year, up 1.6% to 7.61, which remains a “very good” level.

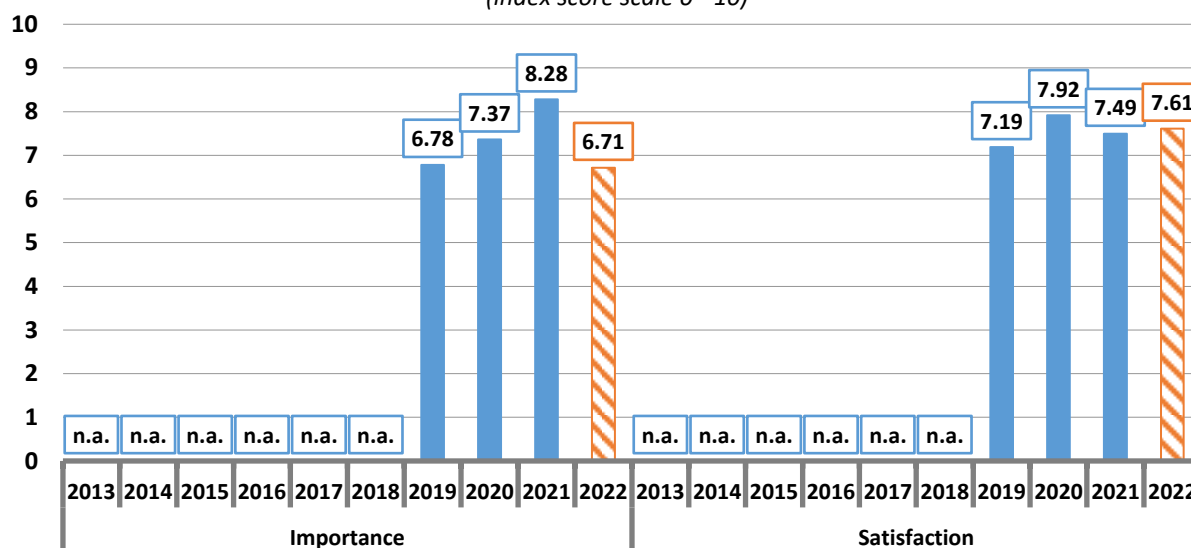
This result was similar to the long-term average satisfaction since 2019 of 7.55.

This ranks the service 14<sup>th</sup> in terms of satisfaction.

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



**Importance of and satisfaction with horse riding trails**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
 (index score scale 0 - 10)



### Aquatic and Leisure Centres

Aquatic and leisure centres were the 22<sup>nd</sup> most important of the 33 included services and facilities, with an average importance of 8.60 out of 10. Despite a measurable decline in importance this year from the unusually high result of 9.02 recorded last year, this remains almost identical to the long-term average importance since 2013 of 8.57.

A total of 222 of the 508 respondents (43.7%) provided a satisfaction score for this service, including 79.4% “very satisfied” and 3.7% “dissatisfied”. The fact that more than four-fifths of the respondents who used these facilities were “very satisfied” with them reflects extremely well on the performance of Council providing these facilities to the community.

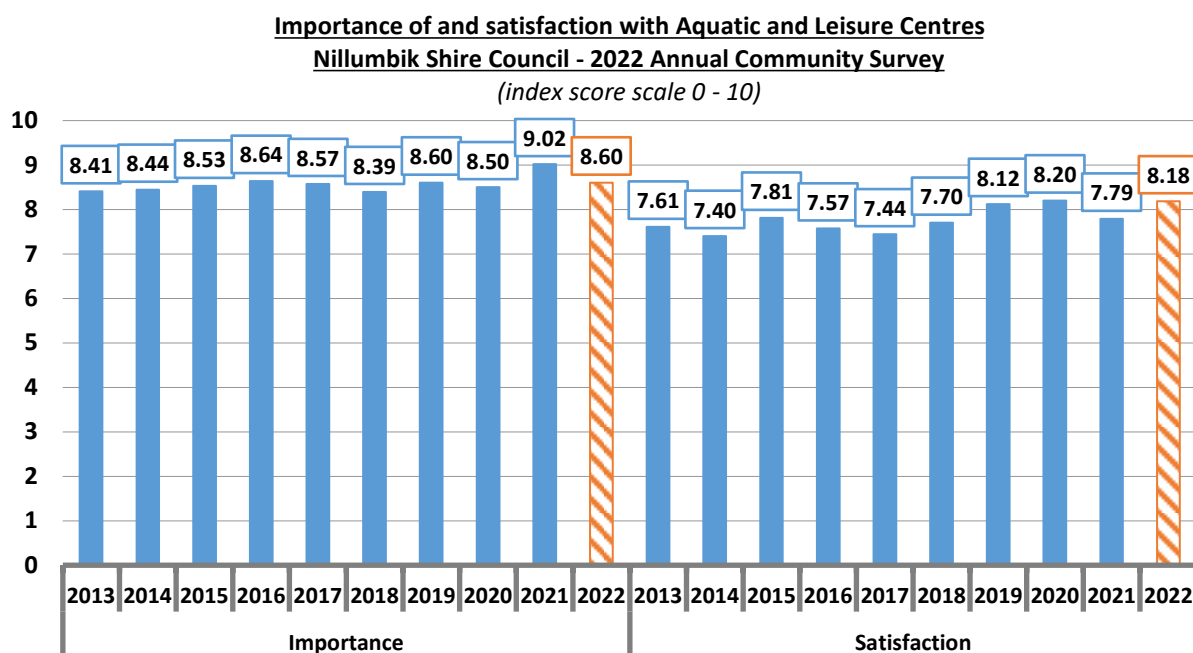
The average satisfaction with aquatic and leisure centres increased notably but not measurably this year, up 5.1% to 8.18, which remains an “excellent” level.

This result was notably but not measurably higher than the long-term average satisfaction since 2013 of 7.78.

This ranks the service 5<sup>th</sup> in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “aquatic and leisure centres” was 7.97, marginally but not measurably lower than this Nillumbik Shire result.





### Community services

There were six services from the community services department included in the survey this year (i.e., libraries, services for children, youth, and seniors, arts and culture, and support for local businesses).

The average satisfaction with these six services and facilities was 7.81 out of 10 this year, a marginal but not measurable increase of 2.5% on the 7.62 recorded last year.

This is an “excellent”, up from a “very good” level of satisfaction.

The following graph provides a cross-tabulation of the average importance to the community of, and the average satisfaction with each of these four services.

The crosshairs represent the average importance and satisfaction of all 33 included services and facilities this year.

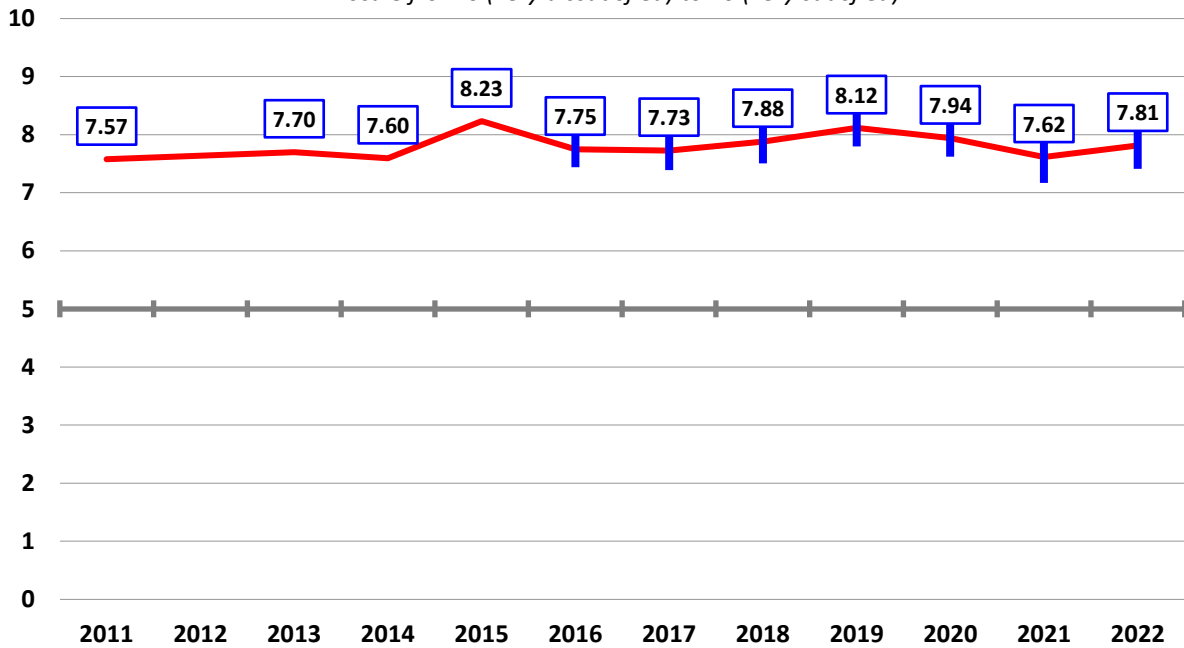
Metropolis Research draws attention to the fact that five of the six services were of higher-than-average importance to the community, and all six received an average or higher-than-average satisfaction score.

It is noted that arts and cultural events, programs, and activities were of measurably lower than average importance, but received a higher-than-average satisfaction score.

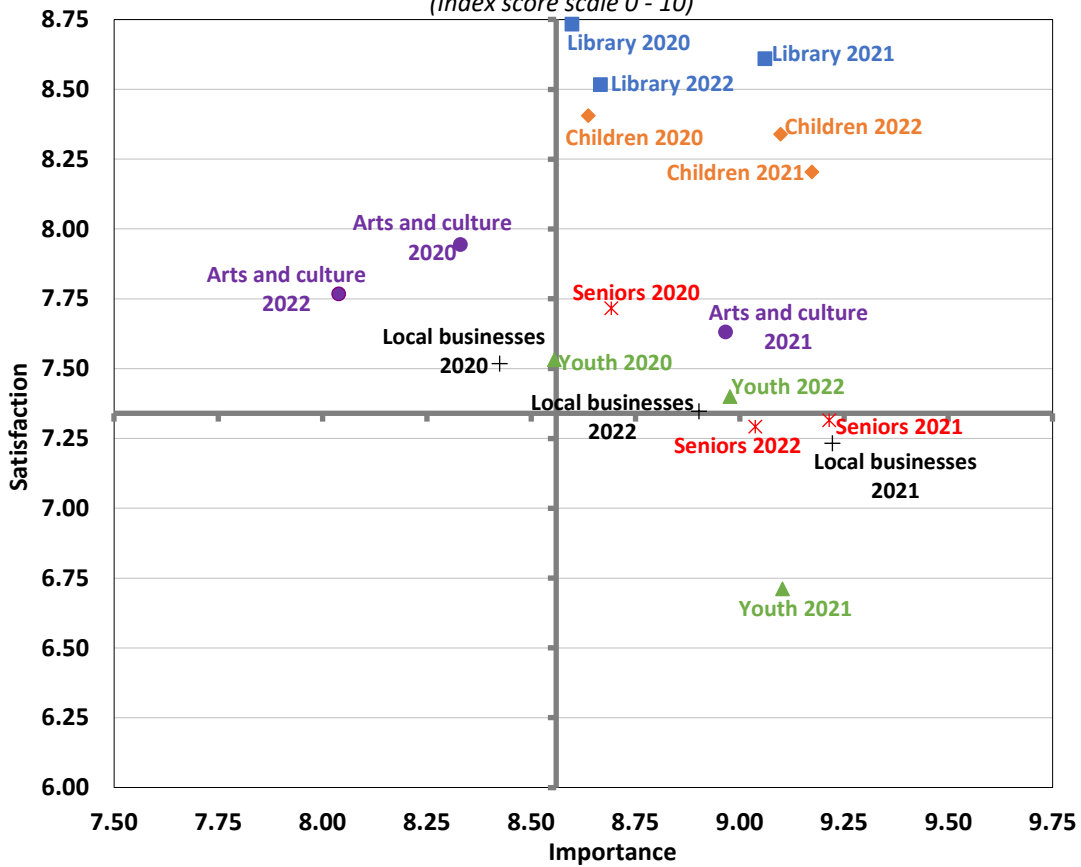




**Satisfaction with community services**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



**Importance of and satisfaction with community services**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
*(Index score scale 0 - 10)*



## Local library

Local libraries were the 23<sup>rd</sup> most important of the 33 included services and facilities, with an average importance of 8.60 out of 10. Despite a marginal decline in importance this, this remains only marginally below the long-term average importance since 2013 of 8.78.

Metropolis Research notes that the importance of local libraries has declined somewhat in recent years across many municipalities, and in the *Governing Melbourne* research.

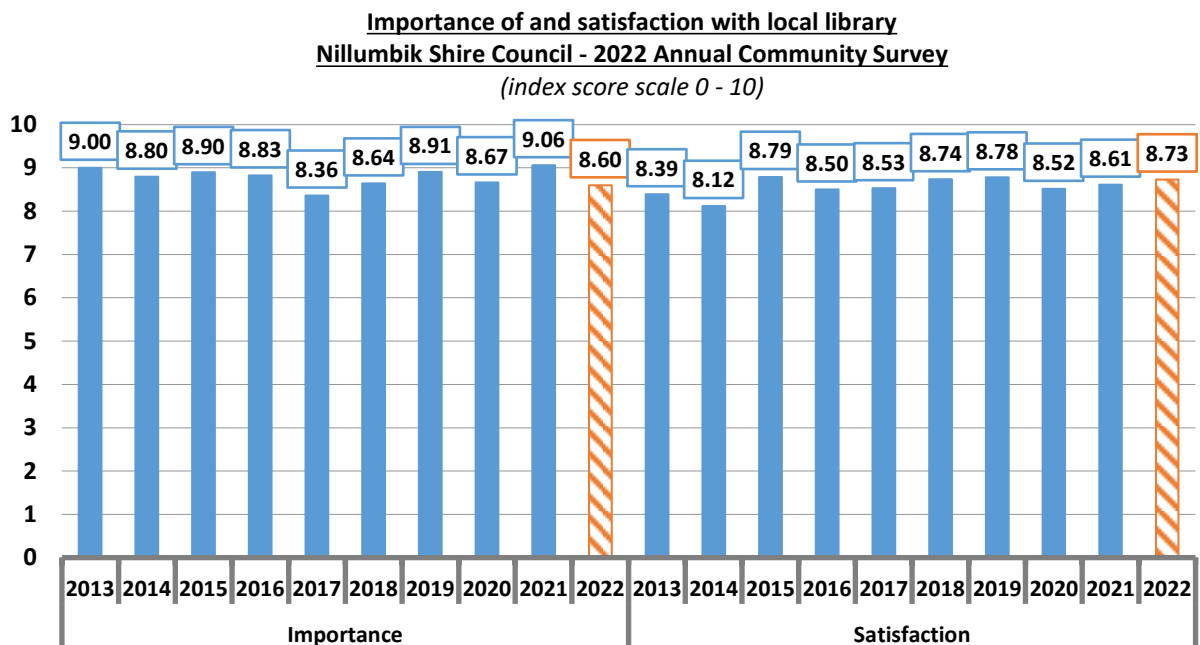
A total of 219 of the 508 respondents (43.1%) provided a satisfaction score for this service, including 87.4% “very satisfied” and just 1.0% “dissatisfied”. The fact that almost ninety percent of the respondents who used these facilities were “very satisfied” with them reflects extremely well on the performance of Council providing these facilities to the community.

The average satisfaction with local libraries increased marginally but not measurably this year, up 1.4% to 8.73, which remains an “excellent” level.

This result was marginally but not measurably higher than the long-term average satisfaction since 2013 of 8.57.

This ranks the service first in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “local libraries” was 8.49, marginally but not measurably lower than this Nillumbik Shire result.



### Services for children from birth to 5 years of age

Services for children aged from birth to 5 years of age were the 3<sup>rd</sup> most important of the 33 included services and facilities, with an average importance of 9.10 out of 10. This result was marginally but not measurably above the long-term average importance since 2013 of 8.96.

A total of 95 of the 508 respondents (18.7%) provided a satisfaction score for this service, including 78.1% “very satisfied” and 3.4% “dissatisfied”. The fact that almost four-fifths of the respondents who used these facilities were “very satisfied” with them reflects extremely well on the performance of Council providing these facilities to the community.

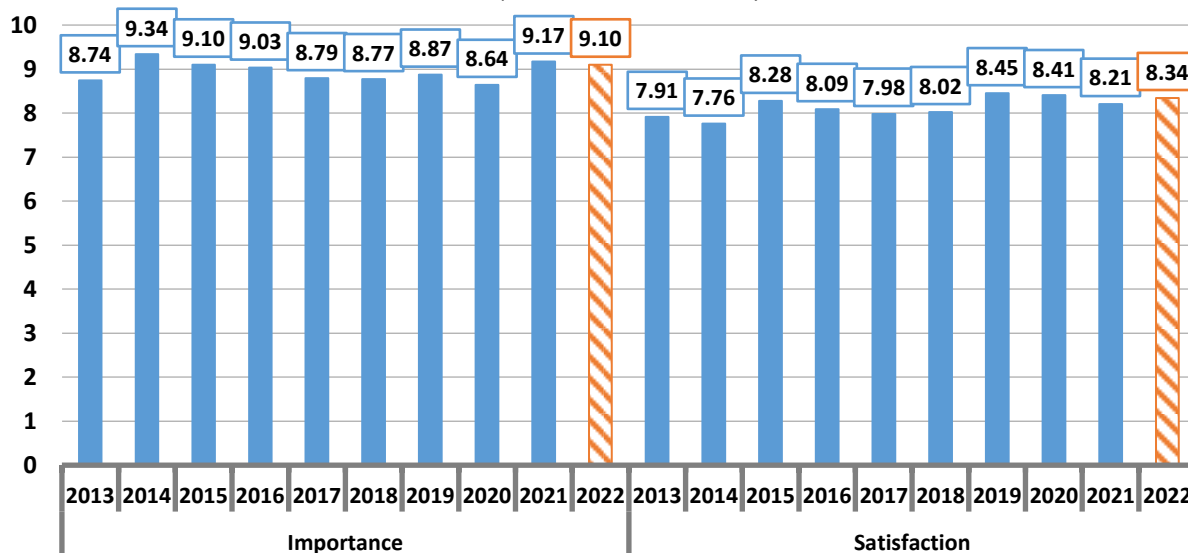
The average satisfaction with services for children increased marginally but not measurably this year, up 1.6% to 8.34, which remains an “excellent” level.

This result was marginally but not measurably higher than the long-term average satisfaction since 2013 of 8.14.

This ranks the service 2<sup>nd</sup> in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “services for children aged from birth to 5 years of age” was 8.14, marginally but not measurably lower than this Nillumbik Shire result.

**Importance of and satisfaction with services for children from birth to 5 years of age**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
 (index score scale 0 - 10)



## Services for youth

Services for youth were the 7<sup>th</sup> most important of the 33 included services and facilities, with an average importance of 8.98 out of 10. This result was marginally but not measurably above the long-term average importance since 2013 of 8.84.

A total of 47 of the 508 respondents (9.3%) provided a satisfaction score for this service, including 59.0% “very satisfied” and 5.3% “dissatisfied”.

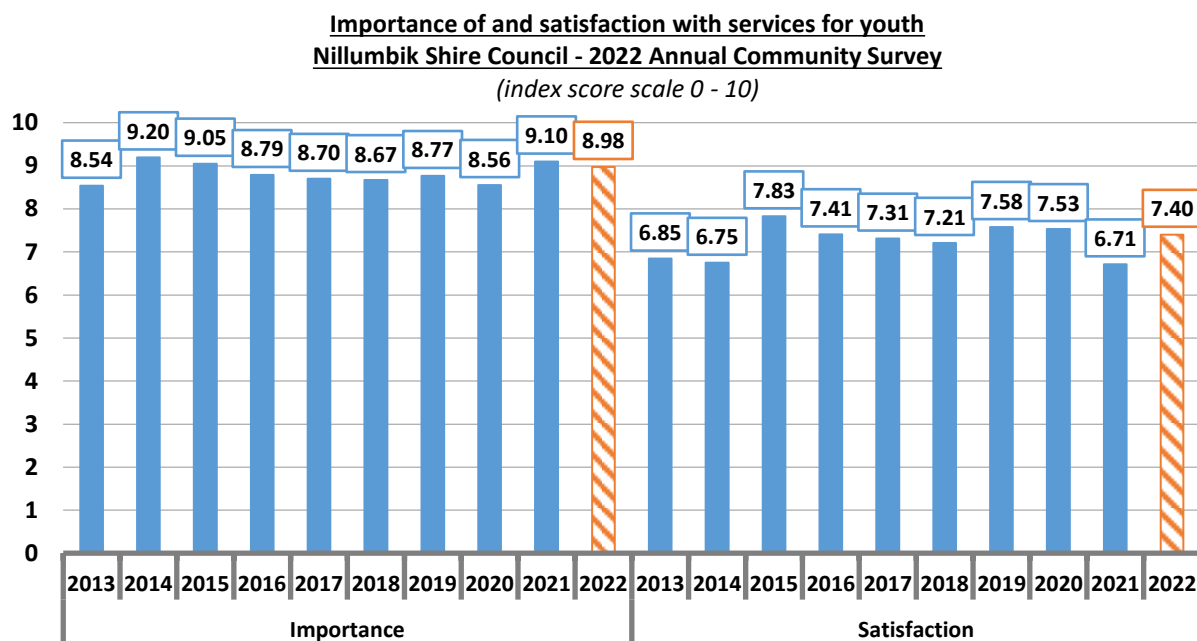
The average satisfaction with services for youth increased notably but not measurably this year, up 10.3% to 7.40, which is a “very good”, up from a “good” level of satisfaction.

Metropolis Research notes that due to the small sample of respondents who use these services in any given year, the satisfaction results tend to vary substantially from year to year without being statistically significant.

This result was marginally but not measurably higher than the long-term average satisfaction since 2013 of 7.26.

This ranks the service 16<sup>th</sup> in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “services for youth” was 7.30, marginally but not measurably lower than this Nillumbik Shire result.



## Services for seniors

Services for seniors were the 5<sup>th</sup> most important of the 33 included services and facilities, with an average importance of 9.04 out of 10. This result was almost identical to the long-term average importance since 2013 of 9.01.

A total of 52 of the 508 respondents (4.0%) provided a satisfaction score for this service, including 61.4% “very satisfied” and 8.4% “dissatisfied”.

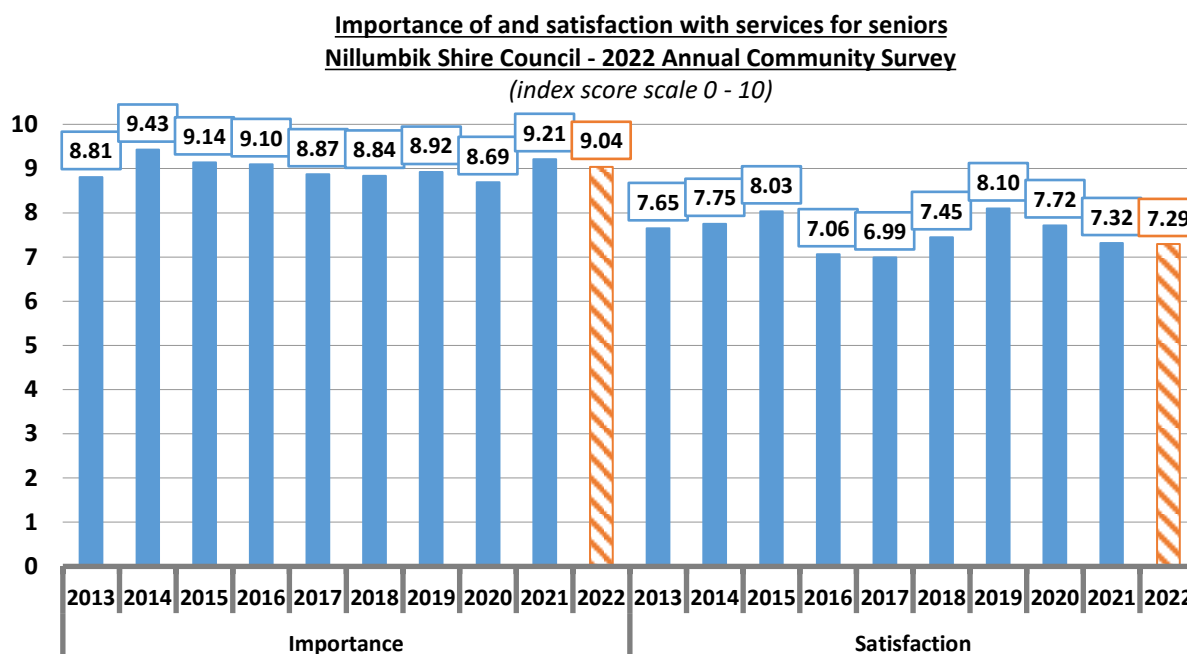
The average satisfaction with services for seniors remained essentially stable this year, down less than one percent to 7.29, but remains at a “very good” level of satisfaction.

Metropolis Research notes that due to the small sample of respondents who use these services in any given year, the satisfaction results tend to vary substantially from year to year without being statistically significant.

This result was marginally but not measurably lower than the long-term average satisfaction since 2013 of 7.54.

This ranks the service 19<sup>th</sup> in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “services for seniors” was 7.51, marginally but not measurably higher than this Nillumbik Shire result.



## Arts and cultural events, programs, and activities

Arts and cultural events, programs, and activities were the 29<sup>th</sup> most important of the 33 included services and facilities, with an average importance of 8.04 out of 10. This result was marginally lower than the long-term average importance since 2016 of 8.26.

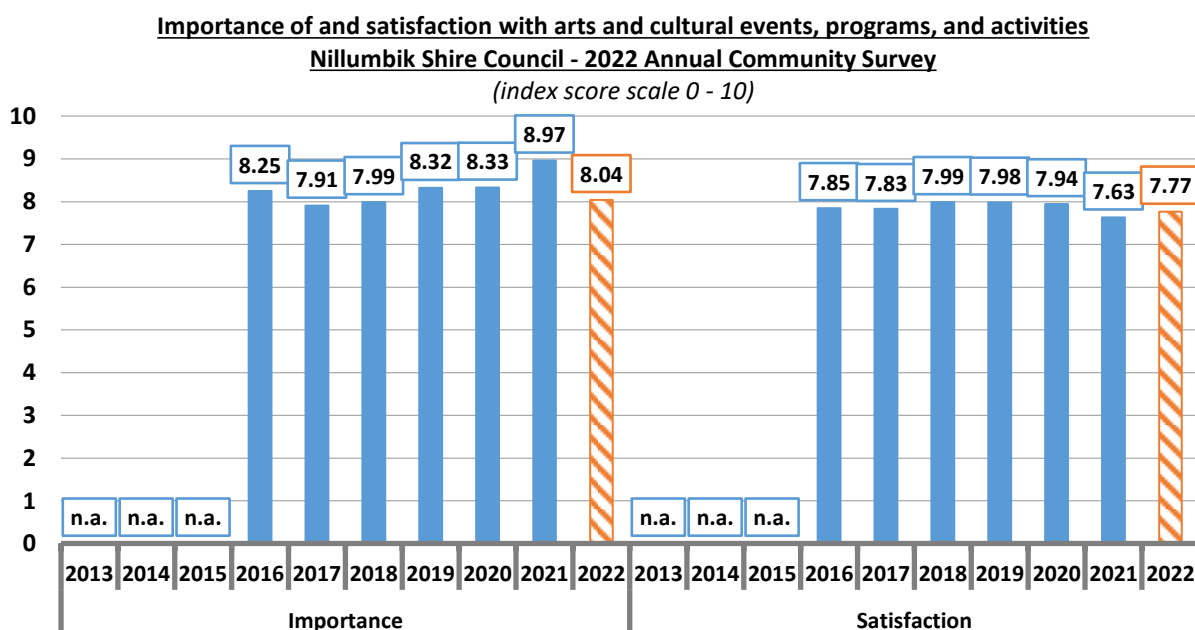
A total of 178 of the 508 respondents (35.0%) provided a satisfaction score for this service, including 63.5% “very satisfied” and 4.4% “dissatisfied”.

The average satisfaction with arts and cultural events, programs, and activities increased marginally, but not measurably this year, up 1.8% this year to 7.77, which is an “excellent”, up from a “very good” level of satisfaction.

This result was marginally but not measurably lower than the long-term average satisfaction since 2016 of 7.86.

This ranks the service 12<sup>th</sup> in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “arts and cultural activities” was 7.34, notably but not measurably lower than this Nillumbik Shire result.



## Support for local businesses

Support for local business was the 8<sup>th</sup> most important of the 33 included services and facilities, with an average importance of 8.90 out of 10. This result was marginally higher than the long-term average importance since 2016 of 8.77.

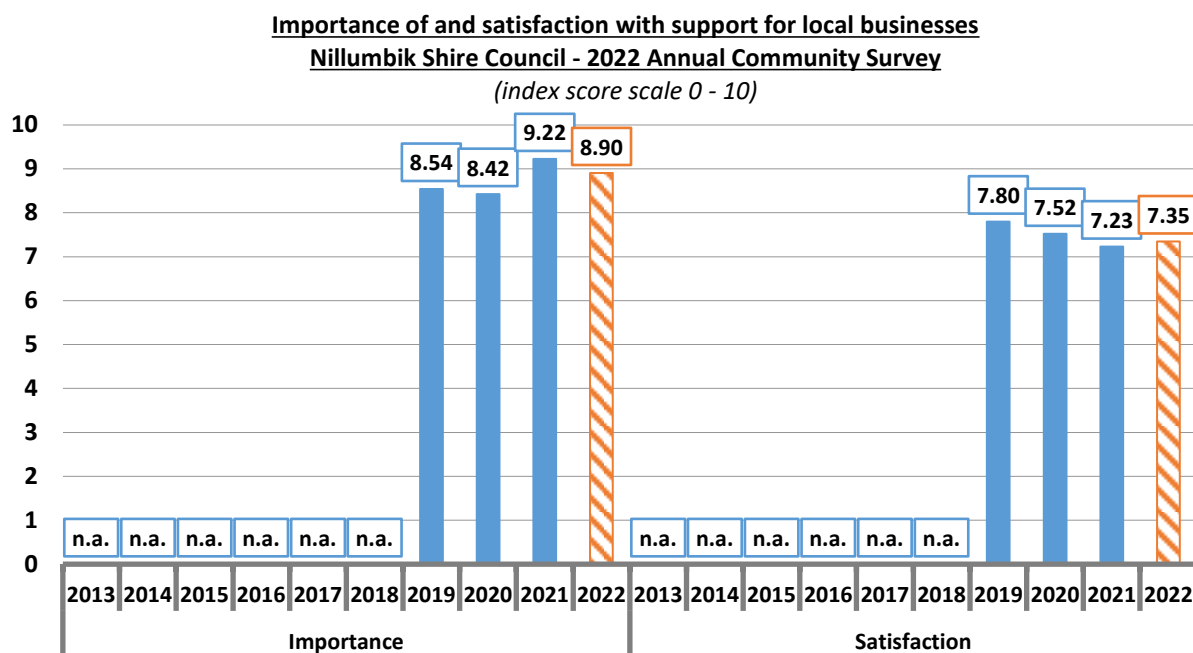
A total of 149 of the 508 respondents (29.3%) provided a satisfaction score for this service, including 58.1% “very satisfied” and 11.4% “dissatisfied”.

The average satisfaction with support for local business increased marginally, but not measurably this year, up 1.7% this year to 7.35, which is a “very good”, up from a “good” level of satisfaction.

This result was marginally but not measurably lower than the long-term average satisfaction since 2019 of 7.47.

This ranks the service 17<sup>th</sup> in terms of satisfaction.

This service was not included in *Governing Melbourne* in a format that would enable comparison against this service, and therefore no comparison results are available.





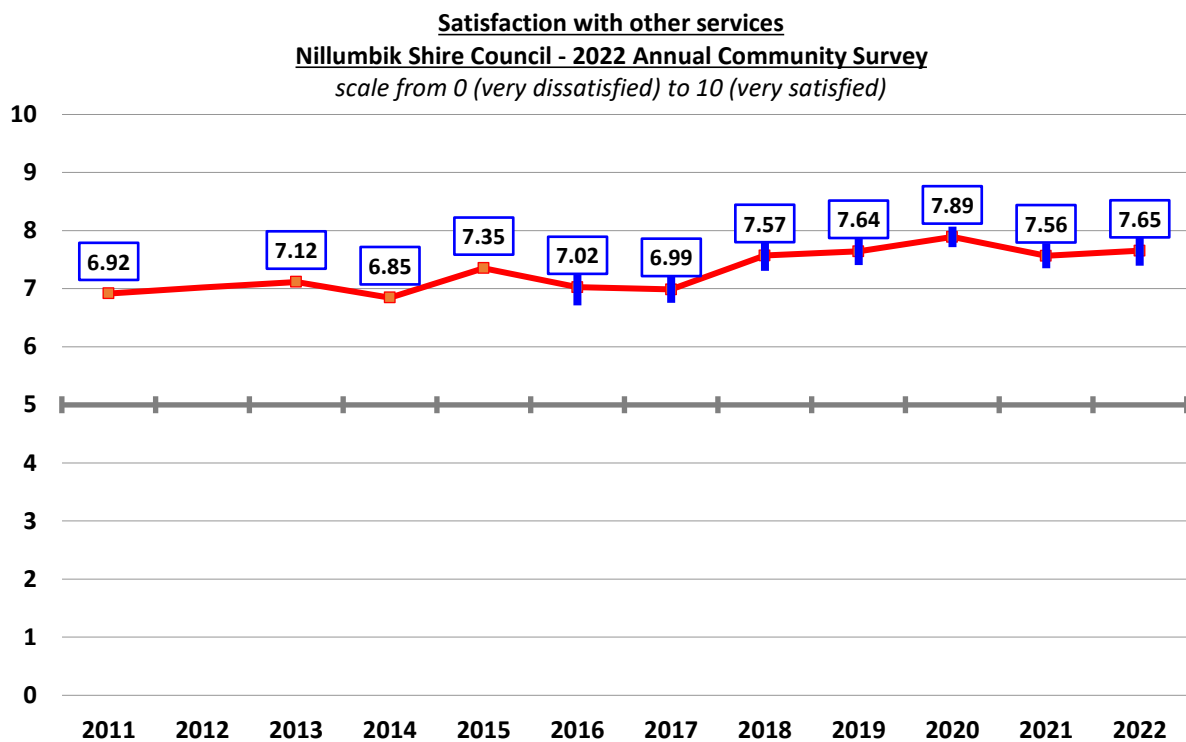
### Other services and facilities

There were four other services and facilities included in the survey this year.

This includes the two communication services and facilities (i.e., the website and the *Nillumbik News*), as well as Education and Learning, and environmental programs and facilities.

The average satisfaction with these four services and facilities was 7.65 out of 10 this year, a marginal but not measurable increase of 1.2% on the 7.56 recorded last year.

This remains a “very good” level of satisfaction.



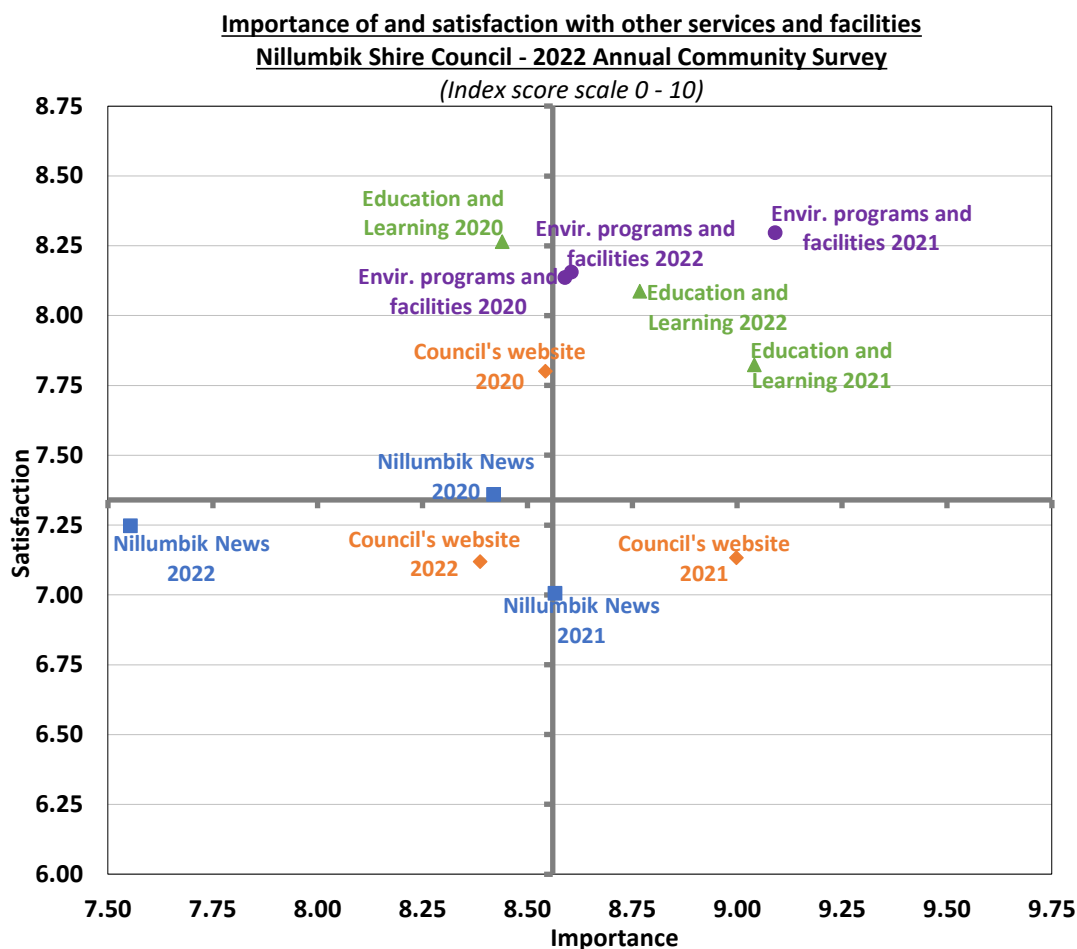
The following graph provides a cross-tabulation of the average importance to the community of, and the average satisfaction with each of these four services.

The crosshairs represent the average importance and satisfaction of all 33 included services and facilities this year.

Metropolis Research notes that both communication services and facilities were of lower-than-average importance (measurably lower for the *Nillumbik News*), and both received marginally lower than average satisfaction scores.

The other two services and facilities were of average or slightly higher than average importance, and both received measurably higher than average satisfaction scores.





### Nillumbik News (Council’s newsletter)

The *Nillumbik News* was the 31<sup>st</sup> most important of the 33 included services and facilities, with an average importance of 7.55 out of 10. Despite the measurable decline from the unusually high average importance over the last two years, this result was almost identical to the long-term average importance since 2016 of 7.59.

A total of 354 of the 508 respondents provided a satisfaction score for this service, including 57.2% “very satisfied” and 11.1% “dissatisfied”.

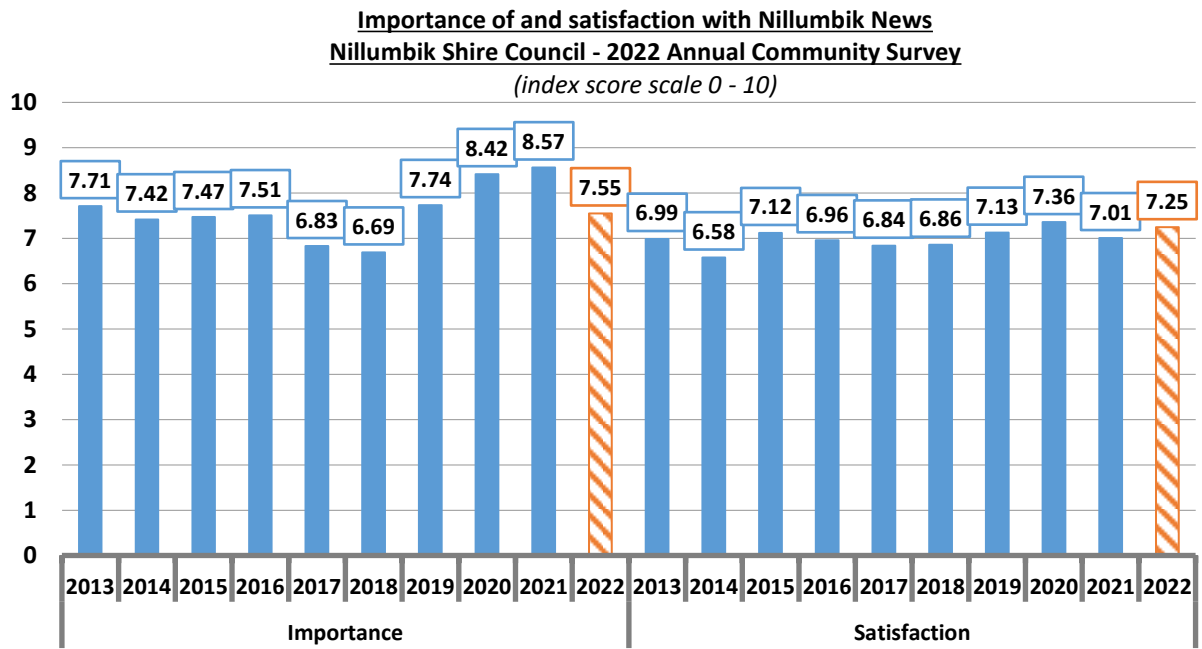
The average satisfaction with the publication increased notably, but not measurably this year, up 3.4% this year to 7.25, which is a “very good”, up from a “good” level of satisfaction.

This result was marginally but not measurably higher than the long-term average satisfaction since 2013 of 7.01.

This ranks the service 21<sup>st</sup> in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “Council’s regular newsletter” was 6.70, measurably lower than this Nillumbik Shire result.

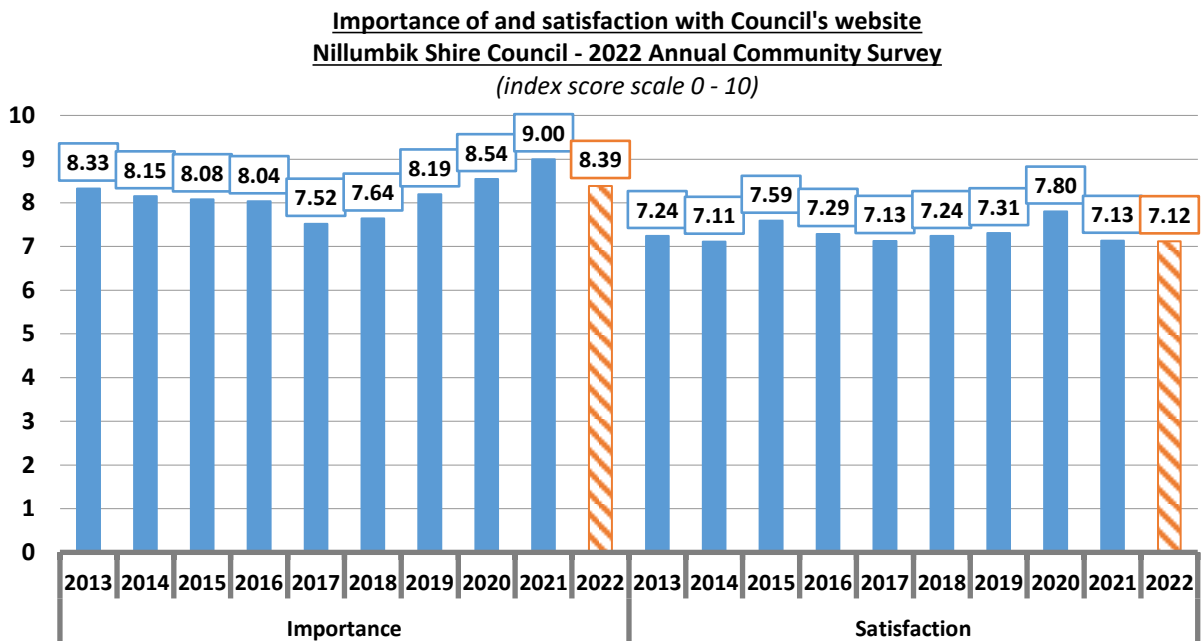




**Council’s website**

The Council website was the 27<sup>th</sup> most important of the 33 included services and facilities, with an average importance of 8.39 out of 10. Despite the measurable decline from the unusually high average importance last year, this result was marginally higher than the long-term average importance since 2016 of 8.19.

A total of 296 of the 508 respondents (58.3%) provided a satisfaction score for this service, including 54.6% “very satisfied” and 10.9% “dissatisfied”.



The average satisfaction with the website remained essentially stable this year at 7.12 and remains at a “good” level of satisfaction.

This result was marginally but not measurably lower than the long-term average satisfaction since 2013 of 7.30.

This ranks the service 22<sup>nd</sup> in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “Council’s website” was 7.28, almost identical to this Nillumbik Shire result.

### Education and Learning

Education and Learning was the 13<sup>th</sup> most important of the 33 included services and facilities, with an average importance of 8.77 out of 10. This result was marginally higher than the long-term average importance since 2016 of 8.64.

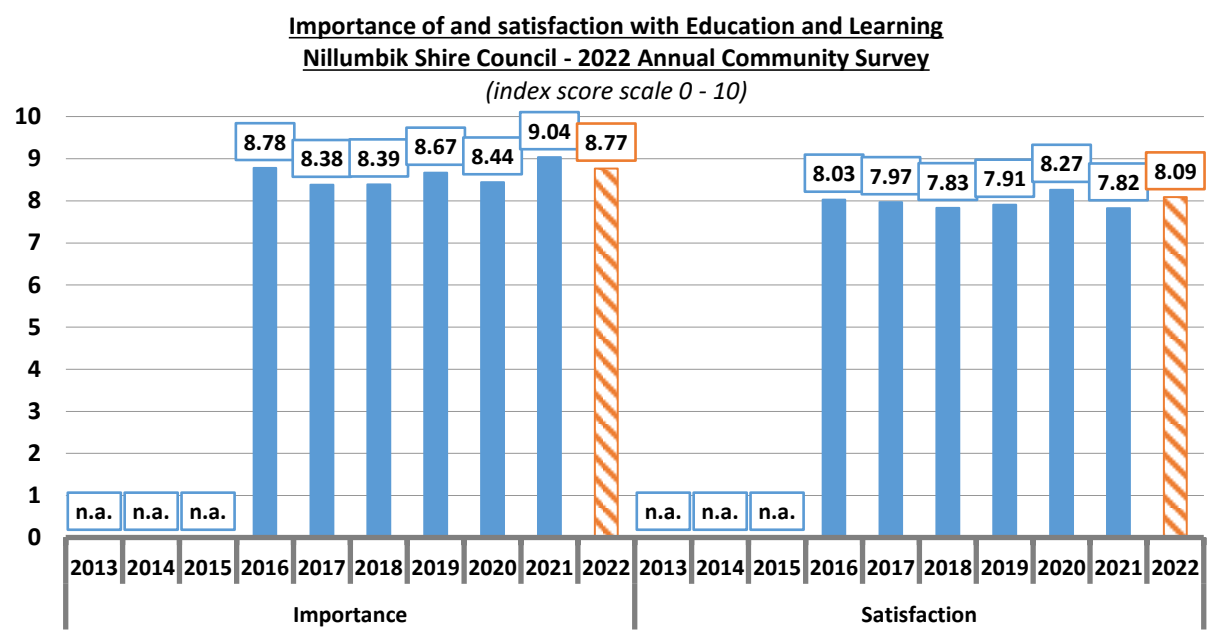
A total of 134 of the 508 respondents (26.4%) provided a satisfaction score for this service, including 71.5% “very satisfied” and 5.4% “dissatisfied”.

The average satisfaction with the service increased marginally, but not measurably this year, up 3.5% this year to 8.09, and remains at an “excellent” level of satisfaction.

This result was marginally but not measurably higher than the long-term average satisfaction since 2013 of 7.99.

This ranks the service 7<sup>th</sup> in terms of satisfaction.

This service was not included in *Governing Melbourne* and therefore no comparison result is available.



## Environmental programs and facilities

Environmental programs and activities were the 21<sup>st</sup> most important of the 33 included services and facilities, with an average importance of 8.60 out of 10. This result was almost identical to the long-term average importance since 2016 of 8.62.

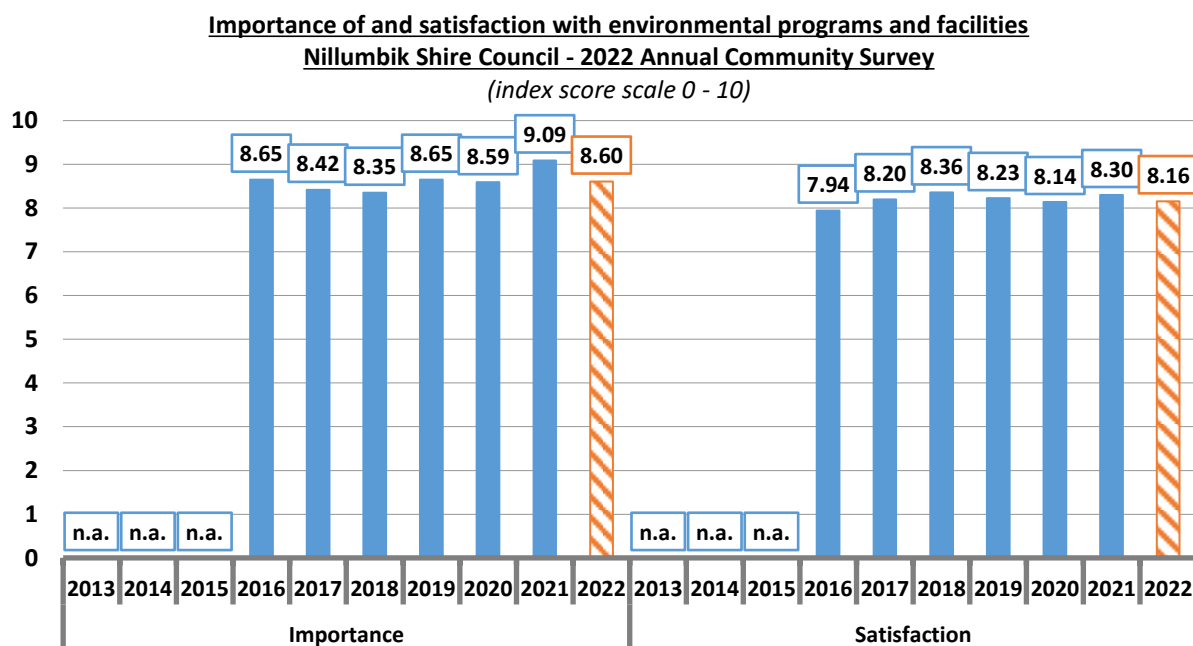
A total of 201 of the 508 respondents (39.6%) provided a satisfaction score for this service, including 74.5% “very satisfied” and 4.4% “dissatisfied”. The fact that almost three-quarters of respondents were “very satisfied” with these reflects well on Council performance providing the services and facilities.

The average satisfaction with these services and facilities decreased marginally, but not measurably this year, down 1.7% this year to 8.16, but remains at an “excellent” level of satisfaction.

This result was identical to the long-term average satisfaction since 2013 of 8.19.

This ranks the service 6<sup>th</sup> in terms of satisfaction.

This service was not included in *Governing Melbourne* and therefore no comparison result is available.



## Issues to address in the Shire of Nillumbik

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 2021/22 asked to identify what they considered to be the top three issues for the Nillumbik Shire “at the moment”.

It is important to bear in mind that these responses are not technically 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 that respondents identify in the municipality are within the general remit of other levels of government.

A little less than two-thirds (63.0%, same as 2021) of respondents provided a total of 663 responses, at an average approximately two issues per respondent.

The open-ended responses received from respondents have been broadly categorised into a set of approximately 70 categories to facilitate analysis and time series, and other comparisons.

There have traditionally been two issues that have dominated the issues to address section of the survey since the survey was commenced back in 2011. These issues have been traffic management (e.g., commuting times, congestion, related issues) and road maintenance and repairs including roadworks (e.g., potholes, road condition, and road work related issues).

Road maintenance and repairs (16.7% up from 11.8%) increased as an issue this year, whilst traffic management (11.4% down from 14.2%) declined for the fourth consecutive year.

Other issues that have commonly been raised by respondents include bushfire management and prevention; rubbish and waste issues; Council rates; and building, housing, planning, and development related issue. These issues are again this year apparent in these results, although none were identified by more than ten percent of respondents.

Of most interest in these results this year, is the significant increase in the proportion of respondents nominating environment, conservation, and climate change related issues, up from 5.4% last year to 10.0% this year.



**Top issues for Nillumbik Shire at the moment**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*(Number and percent of total respondents)*

Issue	2022		2021	2020	2019	2018	2022 Metro.*
	Number	Percent					
Roads maintenance and repairs	85	16.7%	11.8%	16.8%	12.8%	19.0%	13.1%
Traffic management	58	11.4%	14.2%	22.0%	29.2%	33.7%	15.3%
Environment, conservation & climate change	51	10.0%	5.4%	6.8%	3.8%	5.6%	2.6%
Bushfire management / prevention issues	42	8.3%	8.8%	15.6%	14.4%	14.4%	1.0%
Council rates	39	7.7%	7.2%	8.2%	8.0%	10.2%	2.5%
Rubbish and waste issues including garbage	39	7.7%	4.2%	11.2%	8.4%	11.6%	5.0%
Building, planning, housing and development	36	7.1%	8.0%	8.4%	12.4%	15.4%	6.4%
Parks, gardens and open space	31	6.1%	7.0%	7.0%	8.2%	8.8%	12.8%
Communication and consultation	28	5.5%	4.6%	2.0%	2.4%	3.8%	1.8%
Provision and maintenance of street trees	27	5.3%	5.0%	6.0%	3.4%	4.4%	8.4%
Support for local business	19	3.7%	2.8%	0.8%	0.2%	0.2%	0.6%
Car parking / enforcement	15	3.0%	2.0%	4.2%	3.0%	5.4%	8.0%
Provision and maintenance of infrastructure	13	2.6%	1.4%	1.2%	2.2%	2.4%	1.8%
Council customer service / responsiveness	12	2.4%	0.6%	0.6%	0.0%	0.6%	1.3%
Prov. and main. of cycling / walking tracks	12	2.4%	2.8%	2.8%	3.0%	3.2%	2.6%
Animal management	9	1.8%	2.4%	1.8%	0.6%	3.2%	1.5%
Drains maintenance and repairs	9	1.8%	3.6%	2.0%	5.0%	4.2%	2.1%
Council governance and accountability	8	1.6%	2.6%	1.4%	3.0%	0.6%	2.3%
Cleanliness and maintenance of areas	7	1.4%	3.0%	1.4%	1.4%	3.2%	4.6%
Dog off-leash parks and amenities	7	1.4%	0.0%	0.0%	0.0%	0.0%	1.6%
Lighting	7	1.4%	1.0%	4.0%	2.0%	3.0%	2.4%
Community activities / arts and culture	6	1.2%	1.0%	0.8%	0.4%	1.4%	1.8%
Footpath maintenance and repairs	6	1.2%	2.8%	5.8%	1.6%	5.6%	6.6%
Street cleaning and maintenance	6	1.2%	1.2%	2.2%	1.0%	2.0%	2.9%
Activities, services and facilities for youth	5	1.0%	0.8%	1.0%	1.6%	1.2%	0.5%
Green waste collection	5	1.0%	0.4%	0.4%	0.6%	1.6%	1.3%
Public toilets	5	1.0%	0.6%	0.4%	0.8%	0.6%	2.1%
Shops, restaurants, entertainment venue	5	1.0%	1.4%	0.4%	1.6%	0.4%	1.0%
Childcare	4	0.8%	0.0%	0.0%	0.2%	0.2%	0.5%
Community support	4	0.8%	0.2%	0.0%	0.0%	0.0%	0.3%
Crime issues including policing, safety	4	0.8%	0.8%	0.4%	4.0%	3.6%	4.5%
Education and schools	4	0.8%	0.6%	1.4%	0.8%	1.0%	0.4%
Housing availability / affordability	4	0.8%	0.0%	0.2%	0.2%	0.0%	0.4%
Lack of rural services	4	0.8%	1.0%	0.0%	0.0%	0.0%	n.a.
Prov. & maint. recreation & sports facilities	4	0.8%	1.4%	1.2%	2.4%	2.0%	1.9%
All other issues <i>(21 identified separately issues)</i>	43	8.5%	13.6%	16.2%	23.0%	24.3%	24.0%
<b>Total responses</b>	<b>663</b>		<b>621</b>	<b>773</b>	<b>808</b>	<b>985</b>	<b>1,167</b>
<i>Respondents identifying at least one issue</i>	320 (63.0%)		316 (63.0%)	385 (77.0%)	381 (78.3%)	435 (86.7%)	555 (69.4%)

(\* ) 2022 metropolitan Melbourne average from Governing Melbourne





When compared to the metropolitan Melbourne average as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022, the following is noted:

- **More commonly nominated in the Nillumbik Shire than the metropolitan average** – includes road maintenance and repairs (16.7% compared to 13.1%); environment, conservation, and climate change (10.0% compared to 2.6%); bushfire management and prevention (8.3% compared to 1.0%); Council rates (7.7% compared to 2.5%); communication and consultation (5.5% compared to 1.8%); and support for local business (3.7% compared to 0.6%).
- **Less commonly nominated in Nillumbik Shire than the metropolitan average** – includes traffic management (11.4% compared to 15.3%); parks, gardens, and open spaces (6.1% compared to 12.8%); street trees (5.3% compared to 8.4%); car parking availability and enforcement (3.0% compared to 8.0%); cleanliness and maintenance of areas (1.4% compared to 4.6%); footpaths maintenance and repairs (1.2% compared to 6.6%); and safety, policing, and crime issues (0.8% compared to 4.5%).

Many of the main issues identified in this section of the report appear to exert a negative influence on respondents' satisfaction with Council's overall performance (for the respondents raising the issue). A detailed discussion of the relationship between the issues nominated in this section and the respondents' overall satisfaction with the performance of Council is included in the [Relationship between issues and overall satisfaction](#) section.

### **Issues by precinct and respondent profile**

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

- **Greensborough / Plenty** – respondents were somewhat more likely than average to nominate rates; traffic management; rubbish and waste; parks, gardens, and open spaces; and infrastructure related issues.
- **Diamond Creek** – respondents were somewhat more likely than average to nominate roads maintenance and repairs and support for local business.
- **Eltham** – respondents were somewhat more likely than average to nominate building, planning, housing, and development related issues.
- **Rural precinct** – respondents were somewhat more likely than average to nominate roads; bushfire management / prevention; communication and consultation; and street trees.
- **Adults (aged 35 to 44 years)** – respondents were somewhat more likely than average to nominate building, housing, planning, and development related issues.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were somewhat more likely than average to nominate roads, traffic management, and Council rates.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely than average to nominate environment, conservation, and climate change; traffic management; and building, housing, planning, and development.
- **Male** – respondents were somewhat more likely than female respondents to nominate roads; Council rates; and building, housing, planning, and development related issues.



**Top issues for Nillumbik Shire at the moment by precinct**

**Nillumbik Shire Council - 2022 Annual Community Survey**

(Number and percent of total respondents)

<b>Greensborough / Plenty</b>	
Roads maintenance and repairs	17.9%
Council rates	16.4%
Traffic management	16.4%
Rubbish and waste issues incl. garbage	14.9%
Parks, gardens and open space	10.4%
Bush-fire management / prevention issues	9.0%
Environment, conservation, climate change	7.5%
Provision / maintenance of infrastructure	6.0%
Car Parking / enforcement	4.5%
Building, planning, housing, development	4.5%
All other issues	61.2%
<i>Respondents identifying an issue</i>	55 (82.3%)

<b>Diamond Creek</b>	
Roads maintenance and repairs	23.3%
Environment, conservation, climate change	10.0%
Bush-fire management / prevention issues	10.0%
Traffic management	10.0%
Support for local business	10.0%
Rubbish and waste issues incl. garbage	7.8%
Parks, gardens and open space	5.6%
Communication and consultation	5.6%
Council rates	5.6%
Building, planning, housing, development	4.4%
All other issues	60.0%
<i>Respondents identifying an issue</i>	65 (72.5%)

<b>Eltham</b>	
Roads maintenance and repairs	13.9%
Building, planning, housing, development	13.0%
Traffic management	13.0%
Environment, conservation, climate change	8.7%
Bush-fire management / prevention issues	7.8%
Rubbish and waste issues incl. garbage	7.8%
Council rates	6.1%
Car Parking/ enforcement	5.2%
Parks, gardens and open space	4.3%
Communication and consultation	4.3%
All other issues	38.3%
<i>Respondents identifying an issue</i>	70 (60.5%)

<b>Eltham North</b>	
Council rates	9.5%
Environment, conservation, climate change	9.5%
Rubbish and waste issues incl. garbage	7.1%
Traffic management	7.1%
Roads maintenance and repairs	6.0%
Building, planning, housing, development	4.8%
Support for local business	4.8%
Parks, gardens and open space	3.6%
Communication and consultation	3.6%
Provision and maintenance of street trees	3.6%
All other issues	29.8%
<i>Respondents identifying an issue</i>	39 (46.5%)

<b>Rural</b>	
Roads maintenance and repairs	21.1%
Environment, conservation, climate change	12.5%
Bush-fire management / prevention issues	11.8%
Traffic management	11.2%
Communication and consultation	8.6%
Provision and maintenance of street trees	8.6%
Parks, gardens and open space	7.2%
Building, planning, housing, development	6.6%
Council rates	4.6%
Animal management	4.6%
All other issues	41.4%
<i>Respondents identifying an issue</i>	91 (59.8%)

<b>Shire of Nillumbik</b>	
Roads maintenance and repairs	16.7%
Traffic management	11.4%
Environment, conservation, climate change	10.0%
Bushfire management / prevention issues	8.3%
Council rates	7.7%
Rubbish and waste issues incl. garbage	7.7%
Building, planning, housing, development	7.1%
Parks, gardens and open space	6.1%
Communication and consultation	5.5%
Provision and maintenance of street trees	5.3%
All other issues	44.7%
<i>Respondents identifying an issue</i>	320 (63.0%)



**Top issues for Nilumbik Shire at the moment by respondent profile**

**Nilumbik Shire Council - 2022 Annual Community Survey**

(Number and percent of total respondents)

<b>Young adults (18 to 34 years)</b>	
Roads maintenance and repairs	13.6%
Rubbish and waste issues inc garbage	8.8%
Environment, conservation, climate change	7.2%
Bush-fire management / prevention issues	7.2%
Traffic management	6.4%
Support for local business	6.4%
All other issues	56.8%
<i>Respondents identifying an issue</i>	69 (54.9%)

<b>Adults (35 to 44 years)</b>	
Roads maintenance and repairs	14.8%
Council rates	10.2%
Building, planning, housing, development	10.2%
Environment, conservation, climate change	9.1%
Traffic management	9.1%
Rubbish and waste issues incl. garbage	8.0%
All other issues	77.3%
<i>Respondents identifying an issue</i>	56 (64.1%)

<b>Middle aged adults (45 to 54 years)</b>	
Roads maintenance and repairs	20.0%
Traffic management	18.2%
Council rates	12.7%
Bush-fire management / prevention issues	12.7%
Communication and consultation	8.2%
Rubbish and waste issues incl. garbage	8.2%
All other issues	75.5%
<i>Respondents identifying an issue</i>	81 (73.6%)

<b>Older adults (55 to 74 years)</b>	
Roads maintenance and repairs	18.6%
Environment, conservation, climate change	12.8%
Traffic management	11.5%
Parks, gardens and open space	9.0%
Council rates	7.1%
Building, planning, housing, development	7.1%
All other issues	69.2%
<i>Respondents identifying an issue</i>	95 (61.0%)

<b>Senior citizens (75 years and over)</b>	
Environment, conservation, climate change	20.7%
Roads maintenance and repairs	17.2%
Traffic management	17.2%
Building, planning, housing, development	13.8%
Council rates	6.9%
Bush-fire management / prevention issues	6.9%
All other issues	44.8%
<i>Respondents identifying an issue</i>	19 (64.9%)

<b>Male</b>	
Roads maintenance and repairs	18.1%
Traffic management	12.5%
Environment, conservation, climate change	10.1%
Council rates	9.3%
Bush-fire management / prevention issues	8.9%
Building, planning, housing, development	8.1%
All other issues	69.4%
<i>Respondents identifying an issue</i>	155 (62.3%)

<b>Female</b>	
Roads maintenance and repairs	15.4%
Traffic management	10.8%
Environment, conservation, climate change	10.0%
Bush-fire management / prevention issues	8.1%
Rubbish and waste issues incl. garbage	7.7%
Communication and consultation	6.5%
All other issues	70.4%
<i>Respondents identifying an issue</i>	165 (63.6%)

<b>Shire of Nilumbik</b>	
Roads maintenance and repairs	16.7%
Traffic management	11.4%
Environment, conservation, climate change	10.0%
Bushfire management / prevention issues	8.3%
Council rates	7.7%
Rubbish and waste issues incl. garbage	7.7%
All other issues	68.7%
<i>Respondents identifying an issue</i>	320 (63.0%)



## Traffic and parking

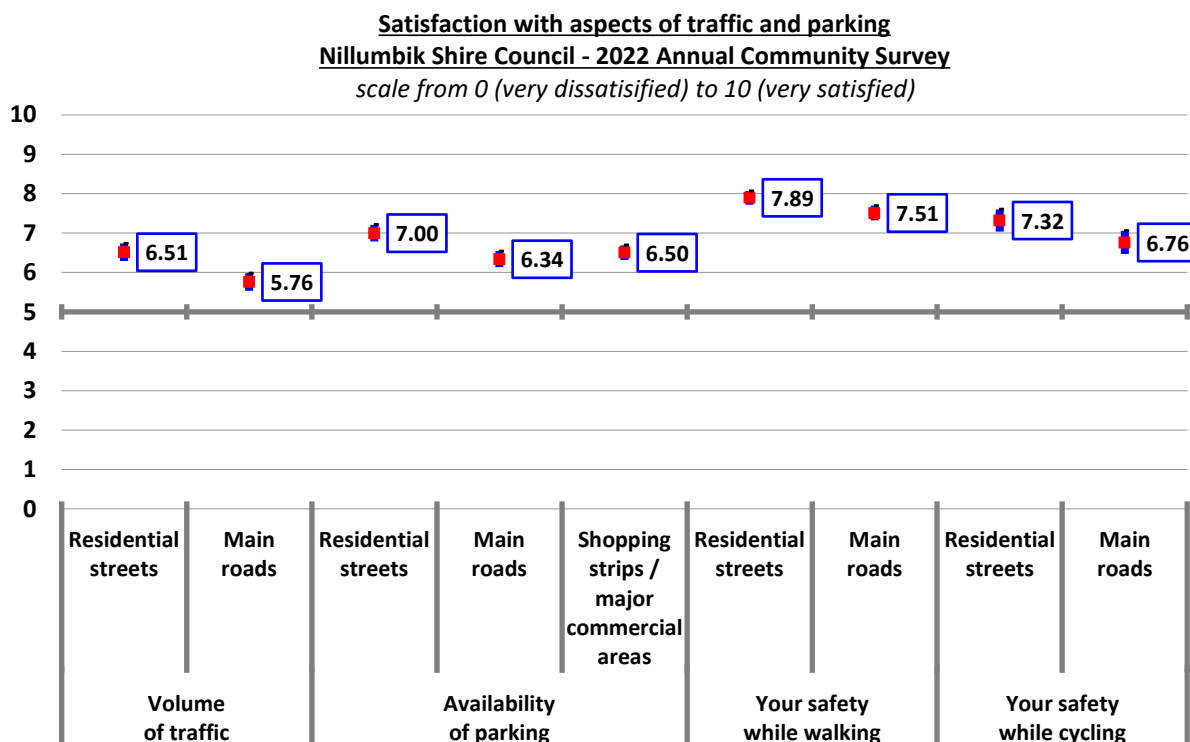
Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of traffic and parking in the Shire of Nillumbik.”*

Respondents were asked to rate their satisfaction with the volume of traffic, the availability of parking, and the perception of safety on or beside roads and streets. These questions were previously included in the survey in 2018 and earlier years, but were not included in the 2019, 2020, and 2021 surveys.

Satisfaction with traffic, parking, and road safety can best be summarised as follows:

- **Excellent** – for the perception of safety walking on residential streets.
- **Very Good** – for the perception of safety walking besides main roads, and safety while cycling on residential streets.
- **Good** – for the volume of traffic on residential streets, the availability of parking on residential streets and shopping strips / major commercial areas, and safety while cycling on main roads.
- **Solid** - for the availability of parking on main roads.
- **Poor** – for the volume of traffic on main roads.



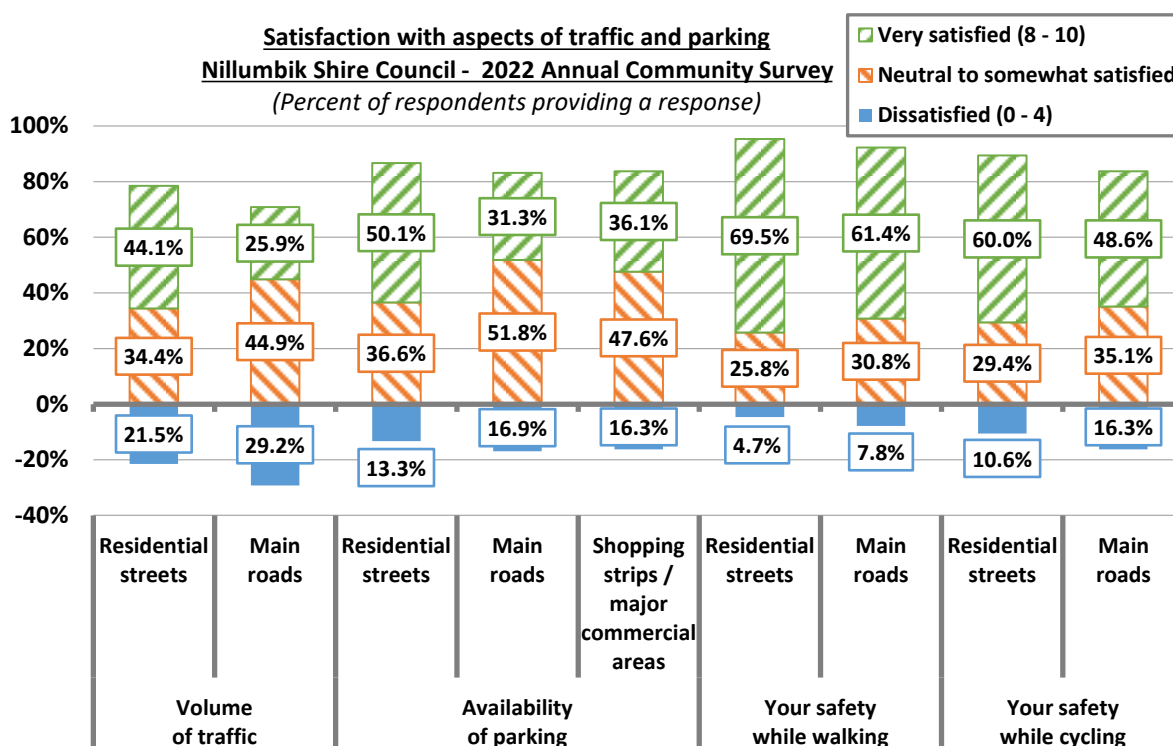
The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (rated satisfaction at five to seven), and those who were “dissatisfied” (rated satisfaction at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



It is noted that approximately two-thirds of respondents were “very satisfied” with their safety walking and cycling on residential streets and walking besides main roads.

Approximately half of the respondents were “very satisfied” with the volume of traffic on residential streets, the availability of parking on residential streets, and their safety when cycling besides main roads.

Attention is drawn to the fact that almost one-third (29.2%) of respondents were “dissatisfied” with the volume of traffic on main roads, and approximately one-sixth of respondents were “dissatisfied” with the availability of parking on main roads and shopping strips / major commercial areas, and their safety when cycling besides main roads.



These results do suggest that most respondents felt safe whilst walking and cycling in the municipality. There was some significant concern about the volume of traffic, particularly on main roads, and there was some concern around the availability of parking.

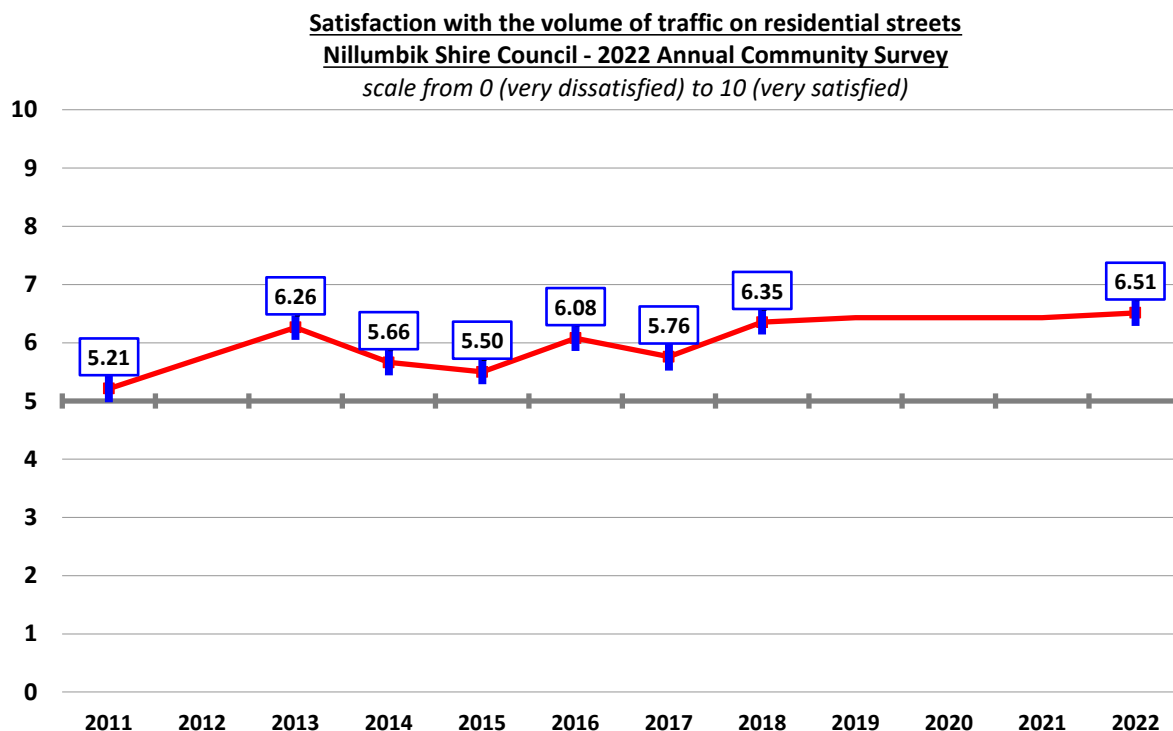
It is noted that in the [Issues to Address](#) section of this report, traffic management (mostly congestion and commuting times and similar issues) were raised as one of the top three issues by 11.4% of respondents, making this the second most common issue this year.

Parking, by contrast, was identified as a top three issue by just three percent of respondents, suggesting that whilst there are a significant number of respondents who were dissatisfied with the availability of parking, this was not a top three issue in the municipality for most of these respondents.

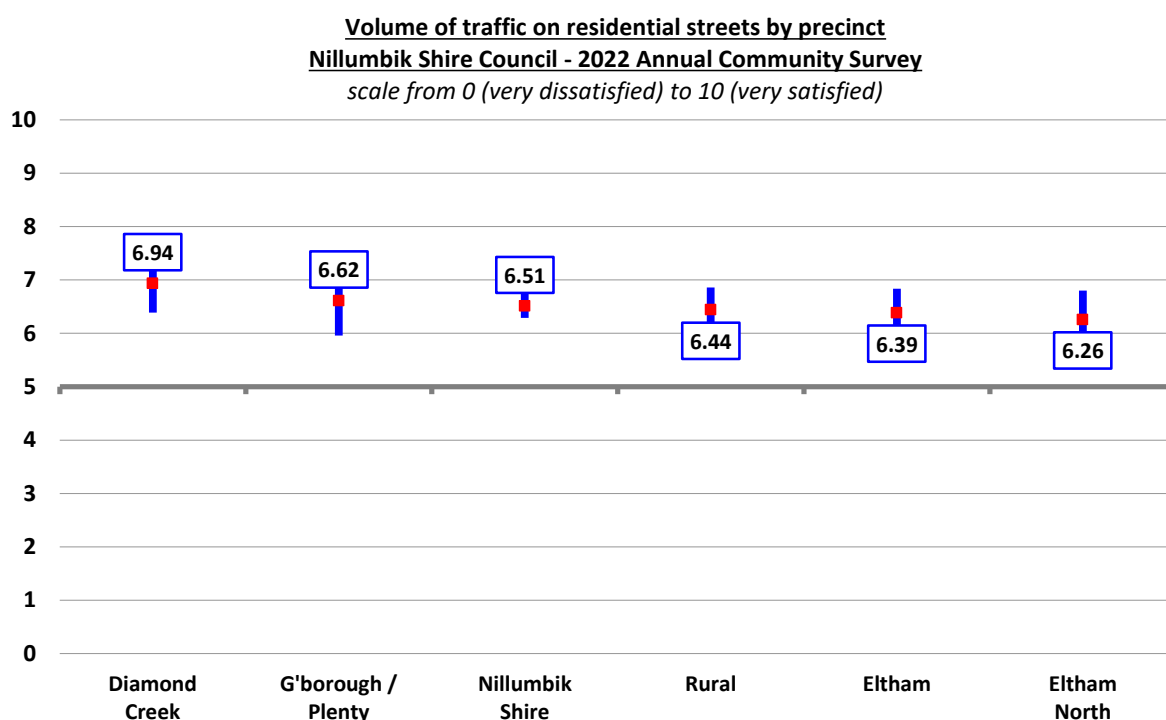


## Volume of traffic on residential streets

Satisfaction with the volume of traffic on residential streets increased marginally but not measurably this year over the 2018 result, up 2.5% to 6.51, which is a “good”, up from a “solid” level. This result was comfortably above the long-term average of 5.92.



There was no statistically significant variation in satisfaction with the volume of traffic on residential street observed across the five precincts comprising the Nillumbik Shire.

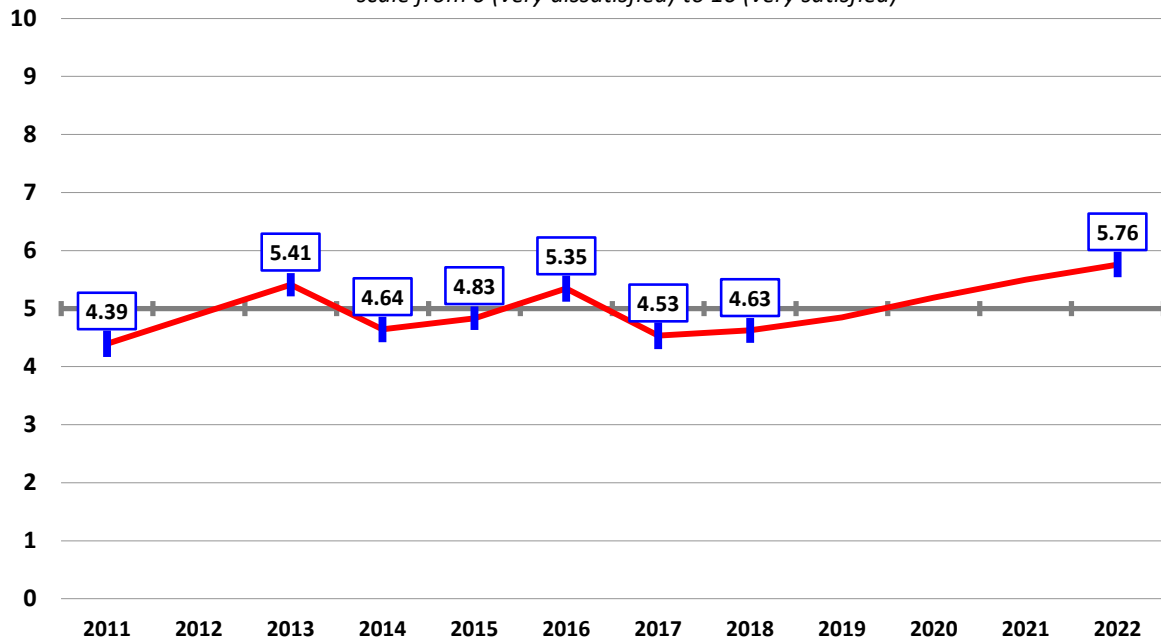




### Volume of traffic on main roads

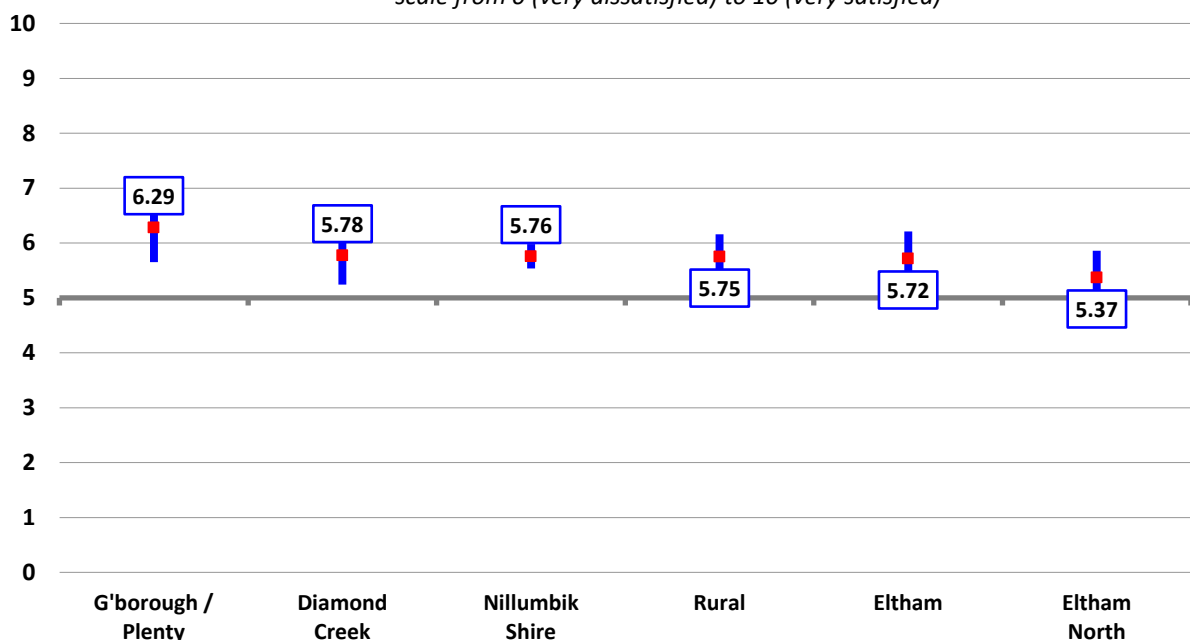
Satisfaction with the volume of traffic on main roads increased measurably this year over the 2018 result, up 24.4% to 5.73, which is a “poor”, up from an “extremely poor” level. This result was measurably above the long-term average of 4.94.

**Satisfaction with the volume of traffic on main roads**  
**Nilumbik Shire Council - 2022 Annual Customer Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was no statistically significant variation in satisfaction with the volume of traffic on main roads observed across the municipality, although it was marginally lower in Eltham North.

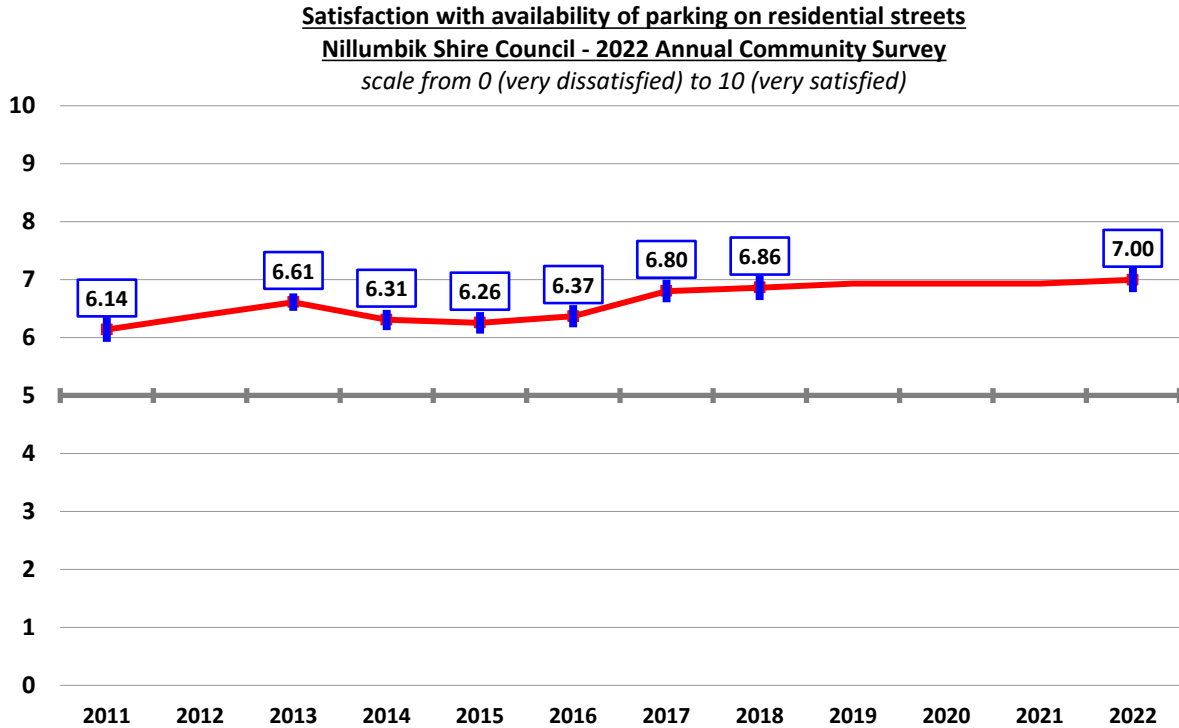
**Volume of traffic on main roads by precinct**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



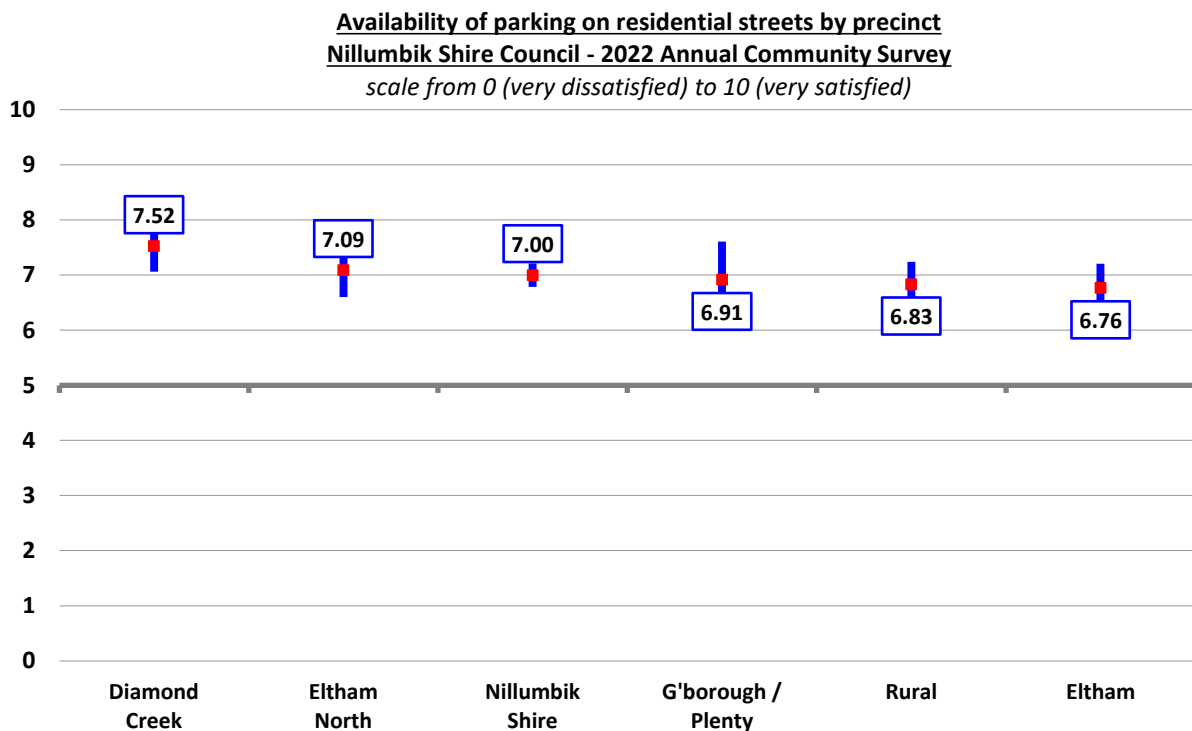


### Availability of parking on residential streets

Satisfaction with the availability of parking on residential streets increased marginally but not measurably this year over the 2018 result, up 2.0% to 7.00, but remain at a “good” level. This result was comfortably above the long-term average of 6.54.

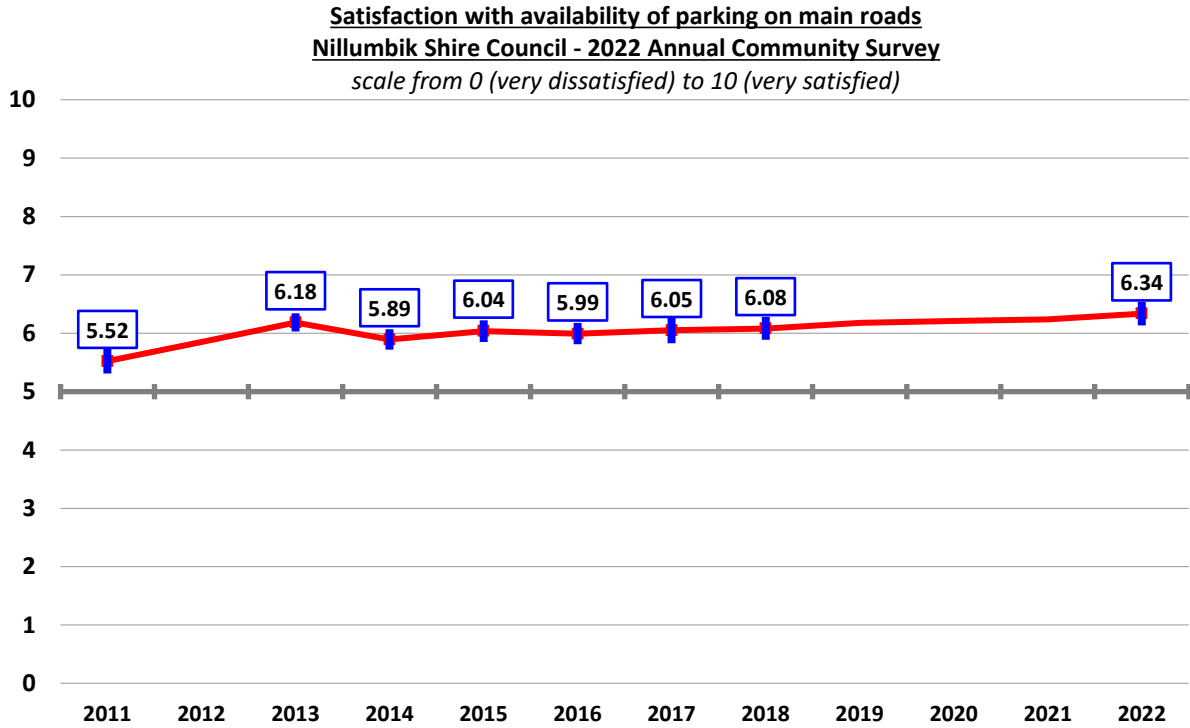


Whilst there was no statistically significant variation in this result observed across the municipality, respondents from Diamond Creek rated satisfaction as “very good”.

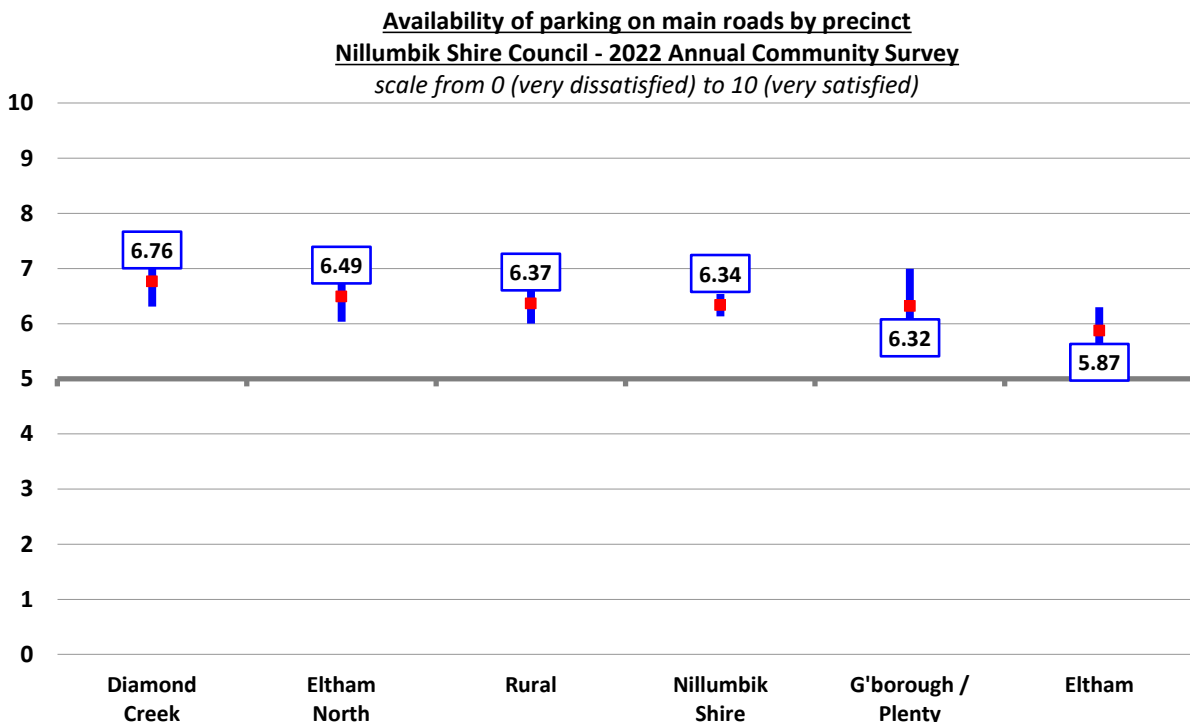


### Availability of parking on main roads

Satisfaction with the availability of parking on main roads increased marginally but not measurably over the 2018 result, up 4.3% to 6.34, although it remains at a “solid” level. This result was comfortably above the long-term average of 6.01



Whilst there was no statistically significant variation in this result observed across the municipality, respondents from Eltham rated satisfaction as “poor”.

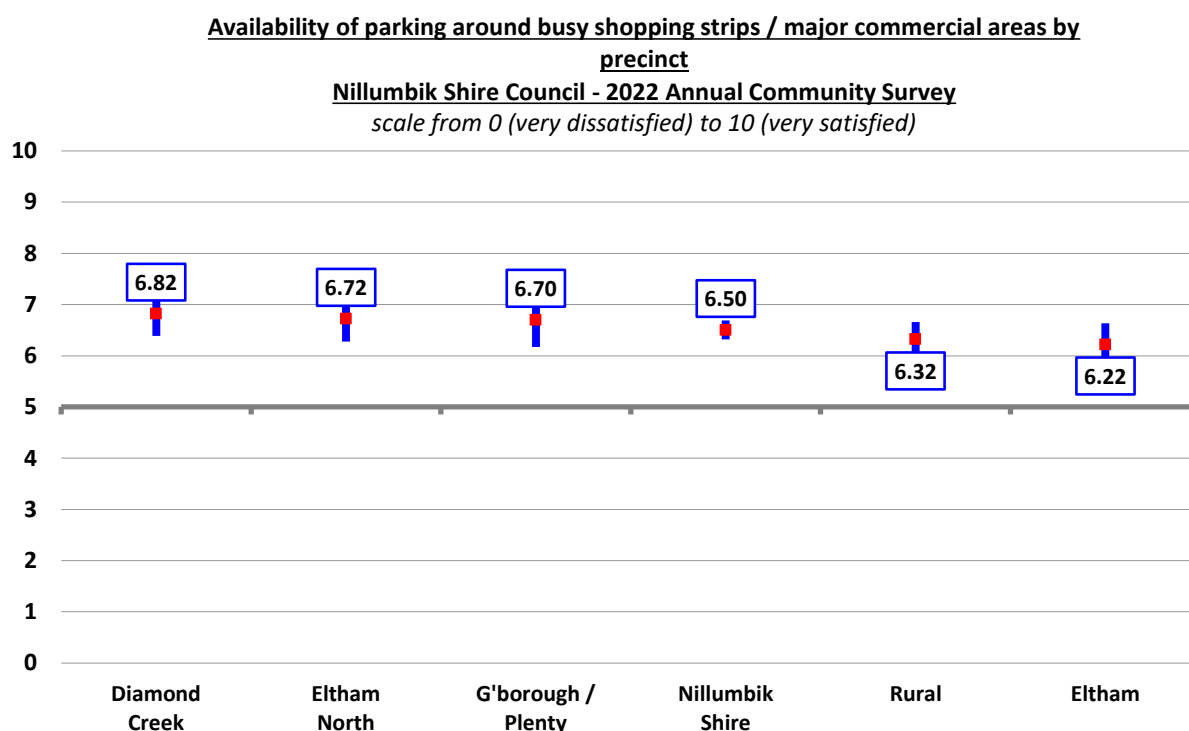


### Availability of parking around busy shopping strips / major commercial areas

The availability of parking around busy shopping strips / major commercial areas was included for the first time in the survey this year.

The average satisfaction with the availability of parking was 6.50 out of 10, or a “good” level of satisfaction.

There was no statistically significant variation observed across the municipality, although respondents from the rural precinct and Eltham rated satisfaction at a “solid” rather than the municipal “good” level.



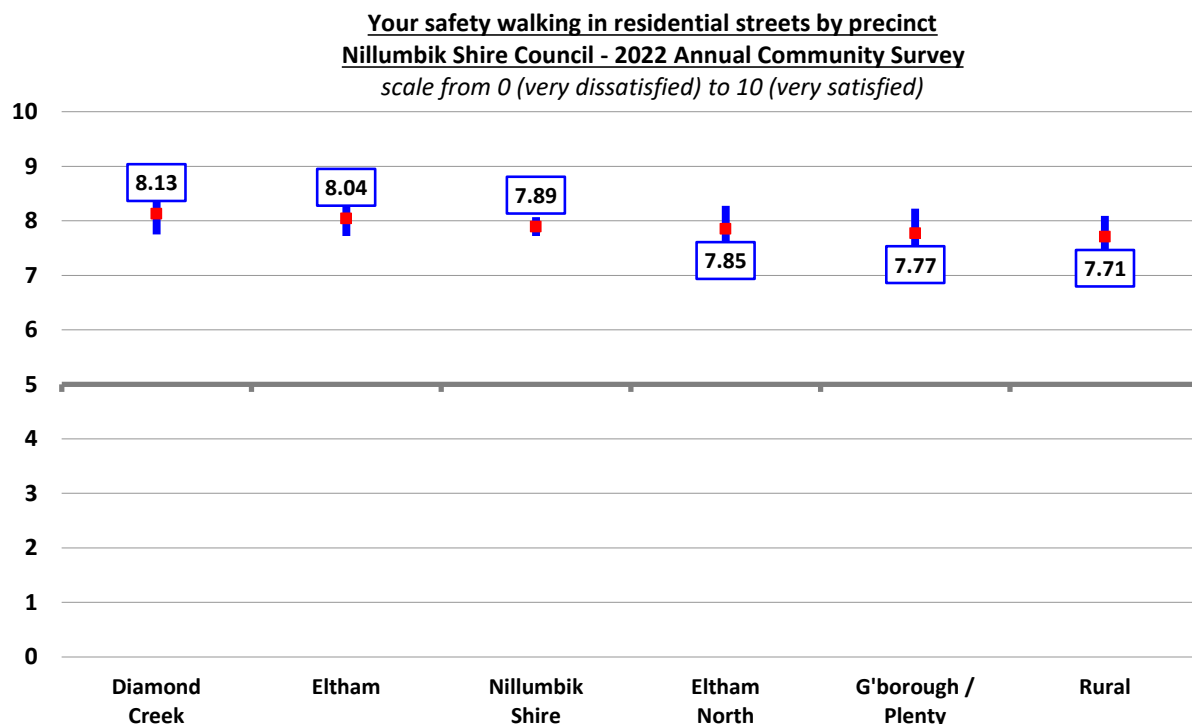
### Your safety walking in residential streets

Respondents safety walking on residential streets was included for the first time in the survey this year.

The average satisfaction with the safety of walking on residential streets was 7.89 out of 10, or an “excellent” level of satisfaction.

There was no statistically significant variation observed across the municipality, although respondents from the rural precinct rated satisfaction at a “very good” rather than the municipal “excellent” level.





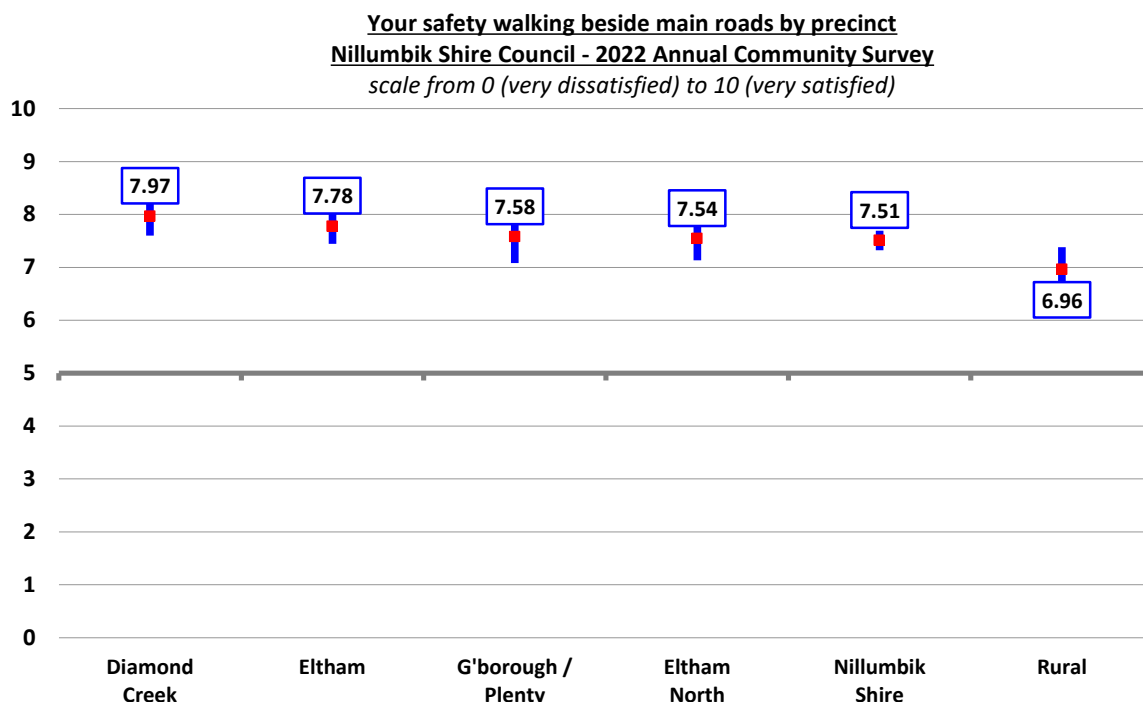
### ***Your safety walking beside main roads***

Satisfaction with the respondent’s safety walking beside main roads was included for the first time in the survey this year.

The average satisfaction with the safety of walking beside main roads was 7.51 out of 10, or a “very good” level of satisfaction.

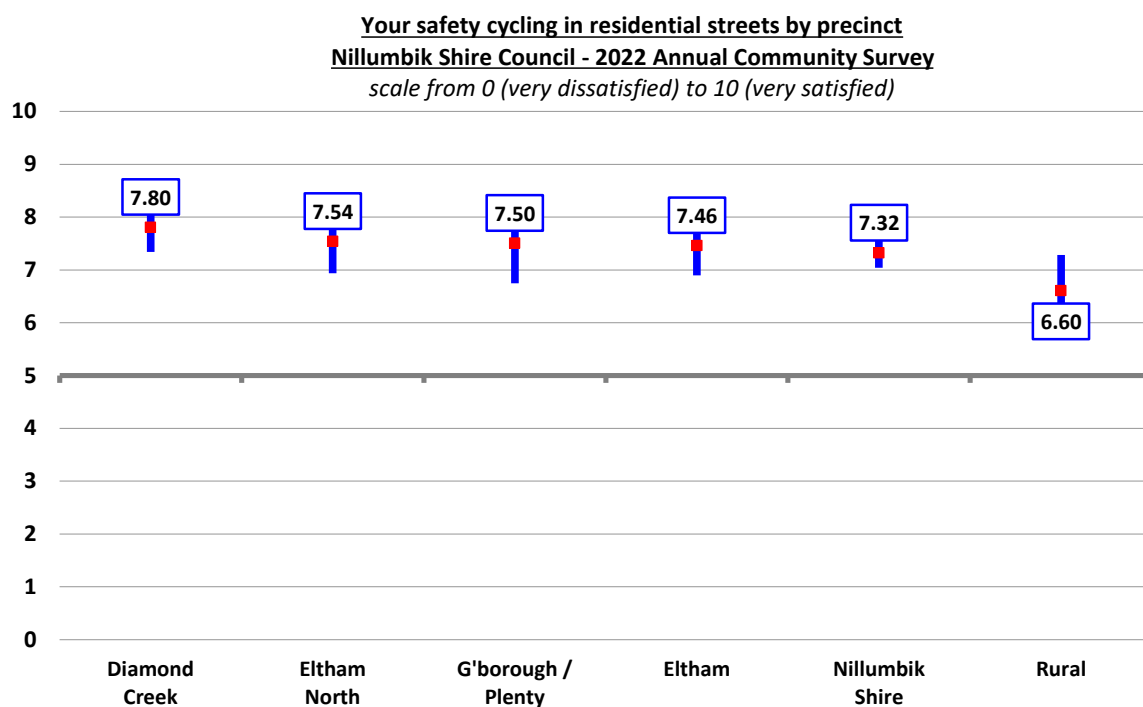
There was no statistically significant variation observed across the municipality, although respondents from the rural precinct rated satisfaction substantially but not measurably lower than the municipal average and at a “good” rather than the municipal “very good” level.





### Your safety cycling in residential streets

Satisfaction with the respondent’s safety cycling on residential streets was included for the first time in the survey this year. The average satisfaction with the safety of walking beside main roads was 7.32 out of 10, or a “very good” level of satisfaction. There was no statistically significant variation observed across the municipality, although respondents from the rural precinct rated satisfaction substantially but not measurably lower than the municipal average and at a “good” rather than the municipal “very good” level.

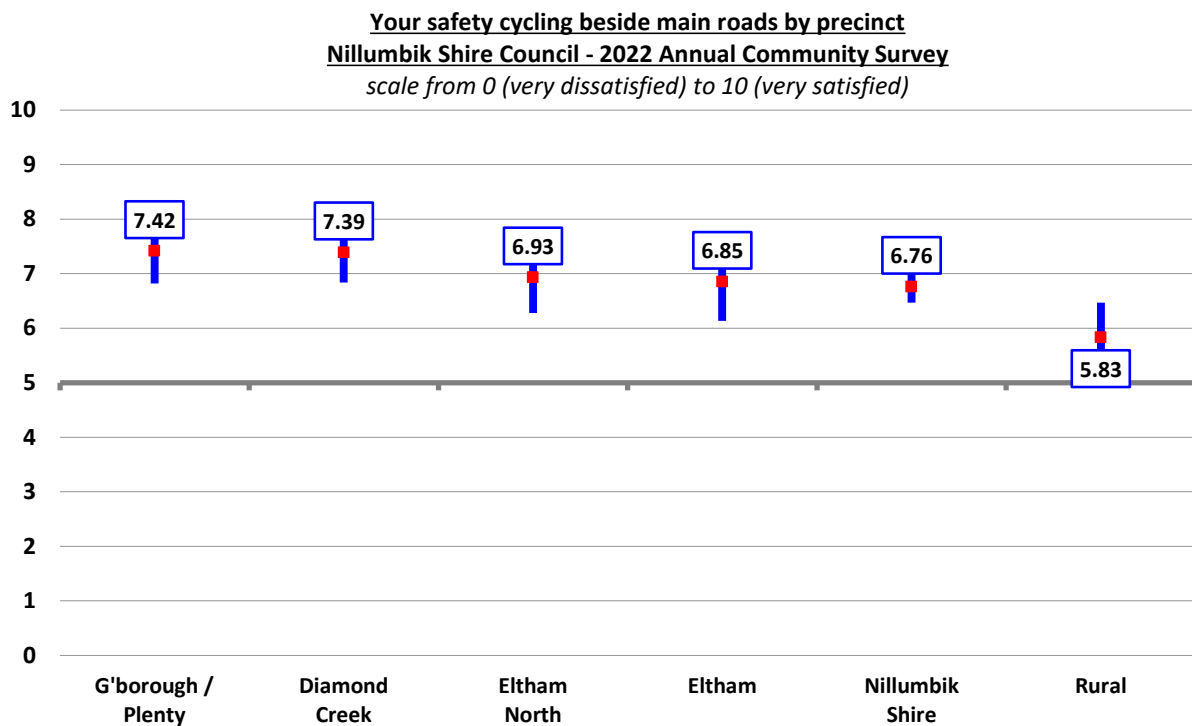


### Your safety cycling beside main roads

Satisfaction with the respondent’s safety cycling beside main roads was included for the first time in the survey this year.

The average satisfaction with the safety of walking beside main roads was 6.76 out of 10, or a “good” level of satisfaction.

There was statistically significant variation observed across the municipality. Rural precinct respondents rated satisfaction measurably lower than the municipal average and at a “poor” rather than the municipal “good” level.



## Perception of safety in public areas of Nillumbik

Respondents were asked:

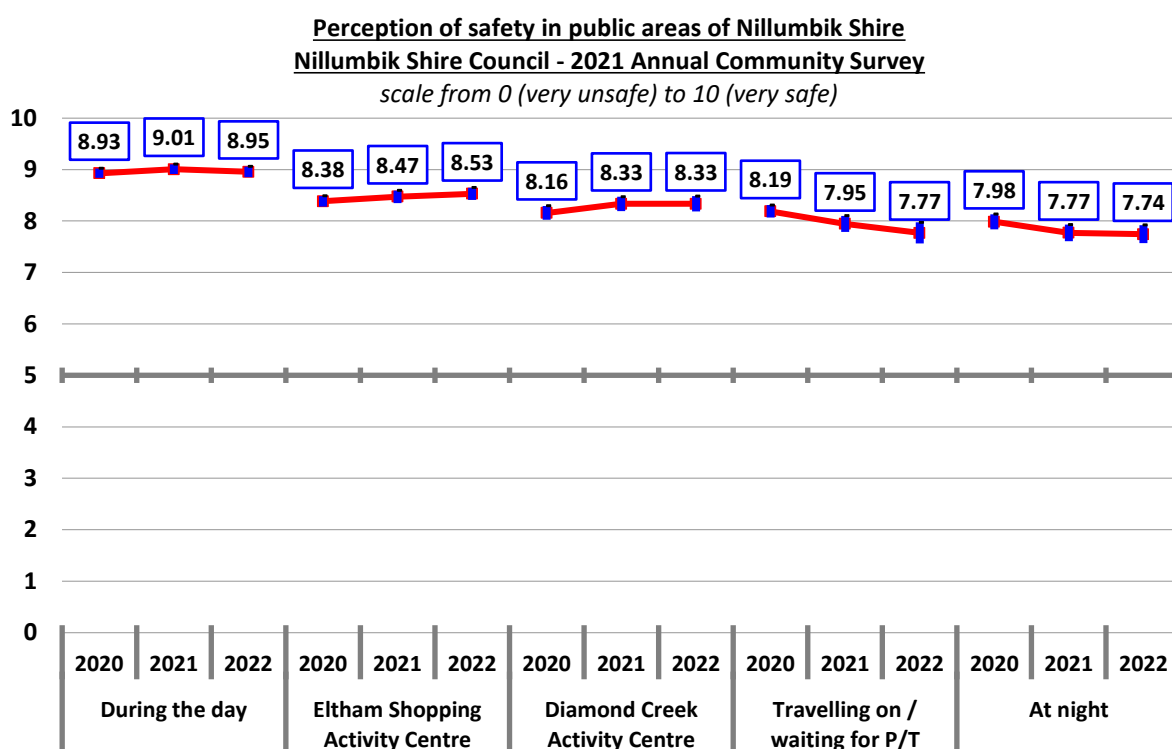
*“On a scale from 0 (lowest) to 10 (highest), how safe do you feel in the public areas of Nillumbik Shire?”*

Respondents were again in 2022, asked to rate how safe they felt in the public areas of Nillumbik Shire in several locations and times.

There was relatively little variation in the perception of safety results observed this year, with the perception of safety remaining measurably higher in the Nillumbik Shire than the metropolitan Melbourne average.

This high perception of safety reflects the [Issues to Address](#) results, which showed that just four of the 508 respondents nominated safety, policing, and crime issues as one of the top three issues to address for the Nillumbik Shire at the moment.

It is noted that the perception of safety in and around the Eltham Shopping Centre increased again this year, whilst the perception of safety travelling on or waiting for public transport declined marginally. None of these variations were statistically significant at the 95% confidence level.

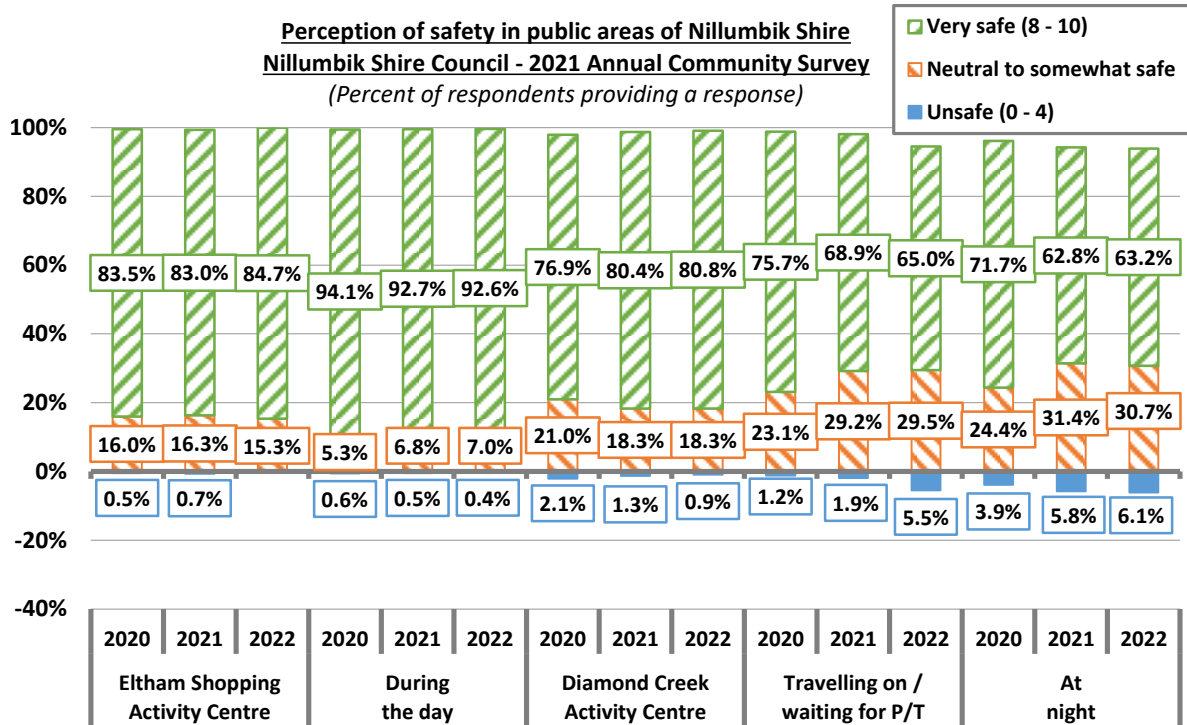


The following graph provides a breakdown of these results into the proportion of respondents who felt “very safe” (i.e., rated safety at eight or more), those who felt “neutral to somewhat safe” (i.e., rated safety at five to seven), and those who felt “unsafe” (i.e., rated safety at less than five).

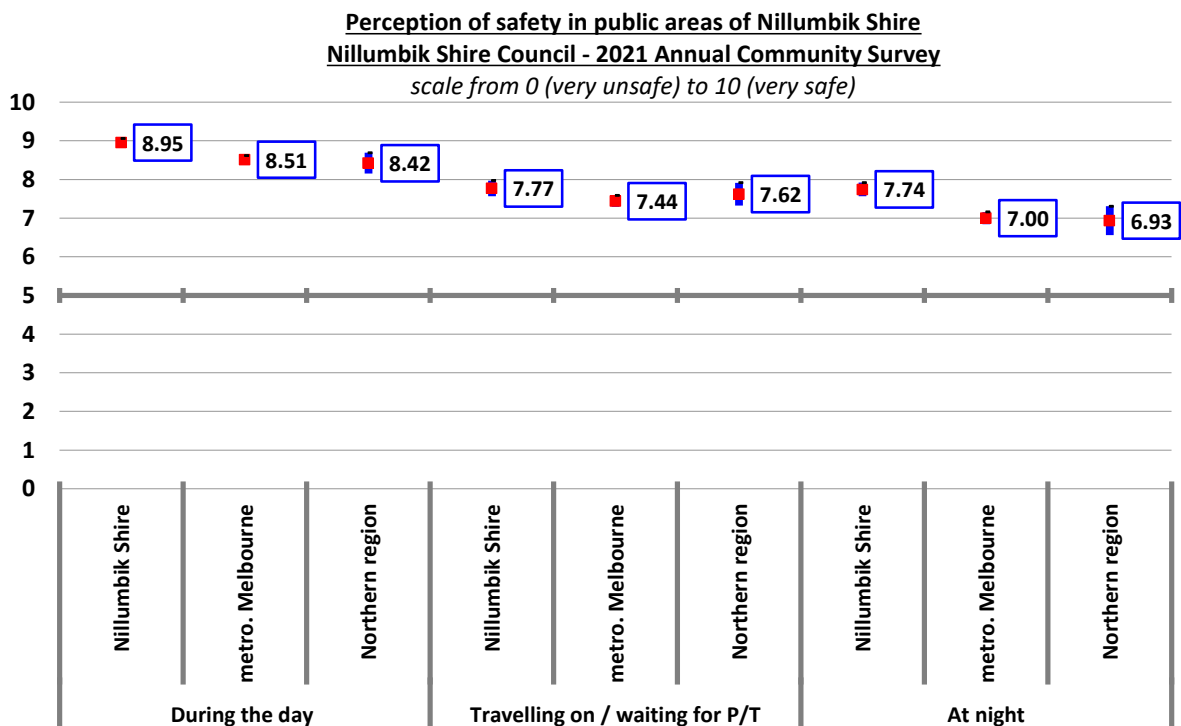




Attention is drawn to the fact that approximately two-thirds or more of the respondents felt “very safe” in each of the five times and locations. Metropolis Research notes that just 6.1% of respondents felt unsafe in the public areas of Nillumbik Shire at night. This compares to the 2022 metropolitan Melbourne average of 13.3%.

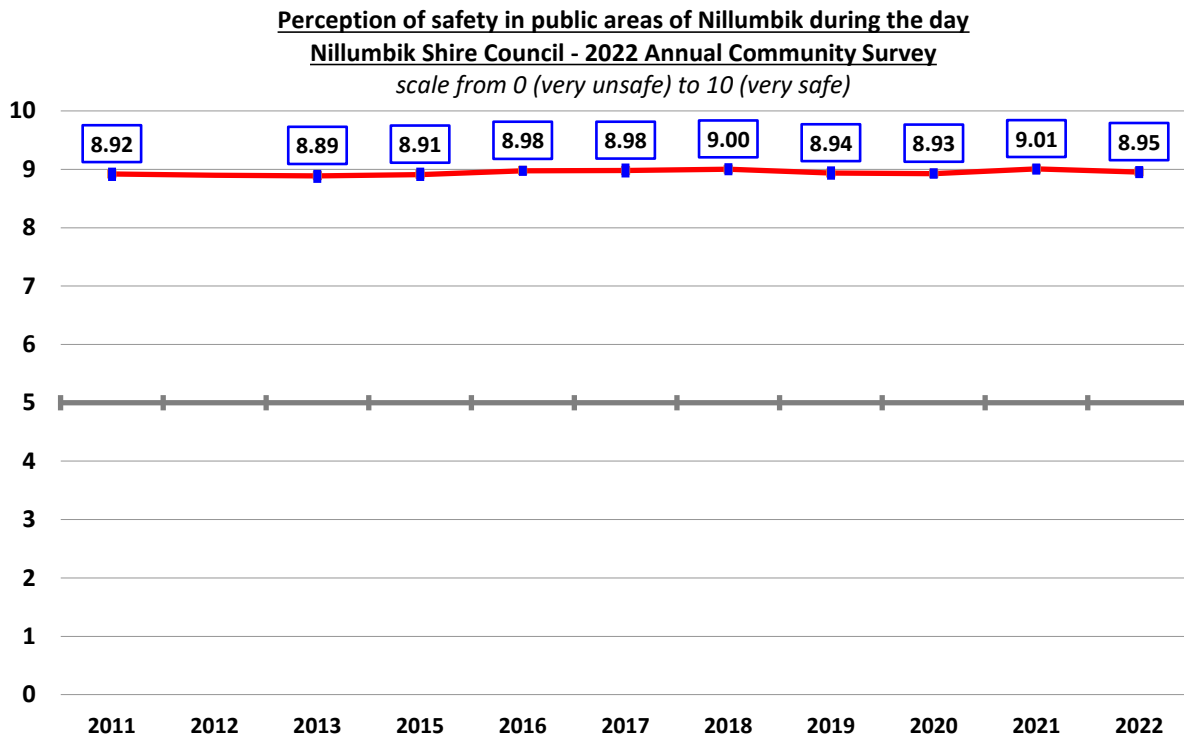


The following graph provides a comparison of these results against the metropolitan Melbourne average, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022 using the same methodology. The perception of safety in Nillumbik Shire was measurably higher than the metro. average.

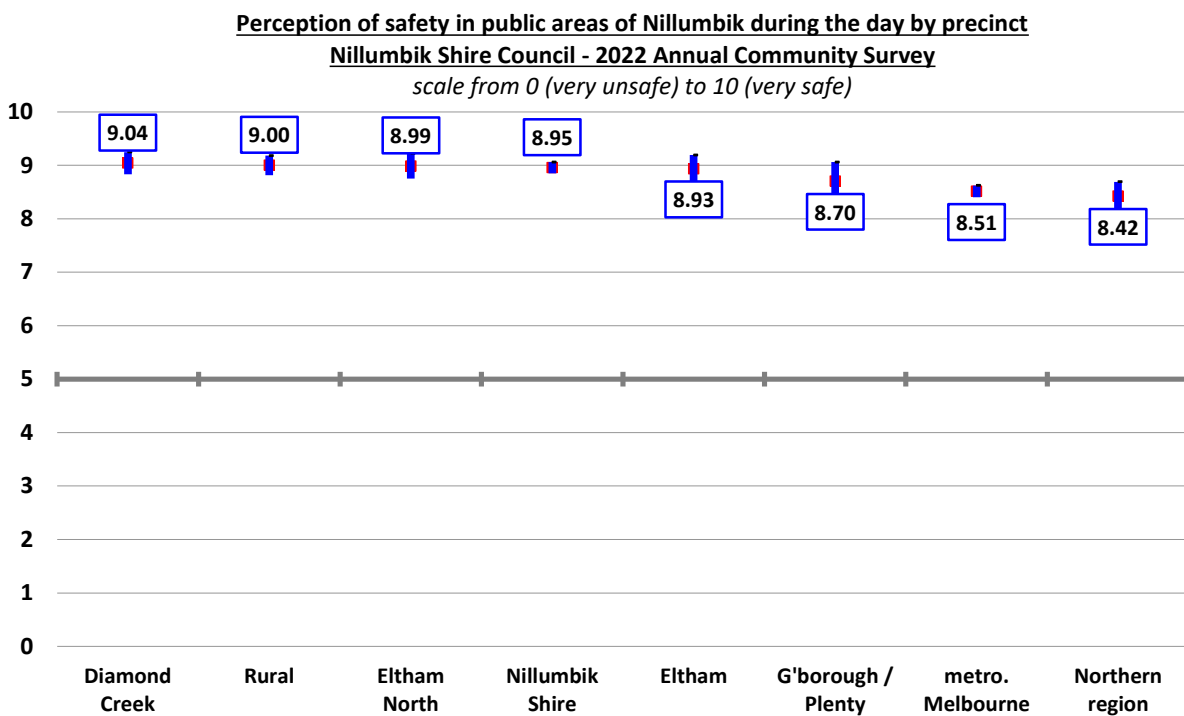


### Perception of safety during the day

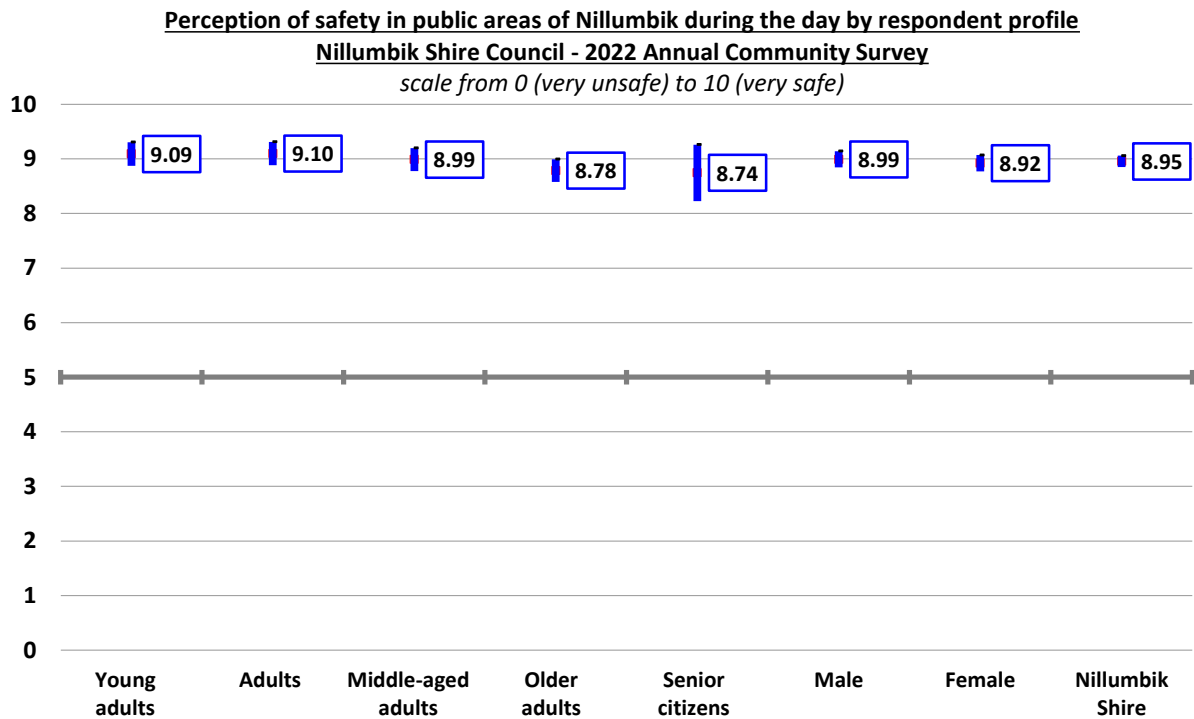
The perception of safety in the public areas of the Nillumbik Shire during the day remains extremely high at almost nine out of 10. This 2022 result is identical to the long-term average perception since 2011 of 8.95.



There was no statistically significant variation in the perception of safety in the public areas of the municipality during the day observed across the five precincts.

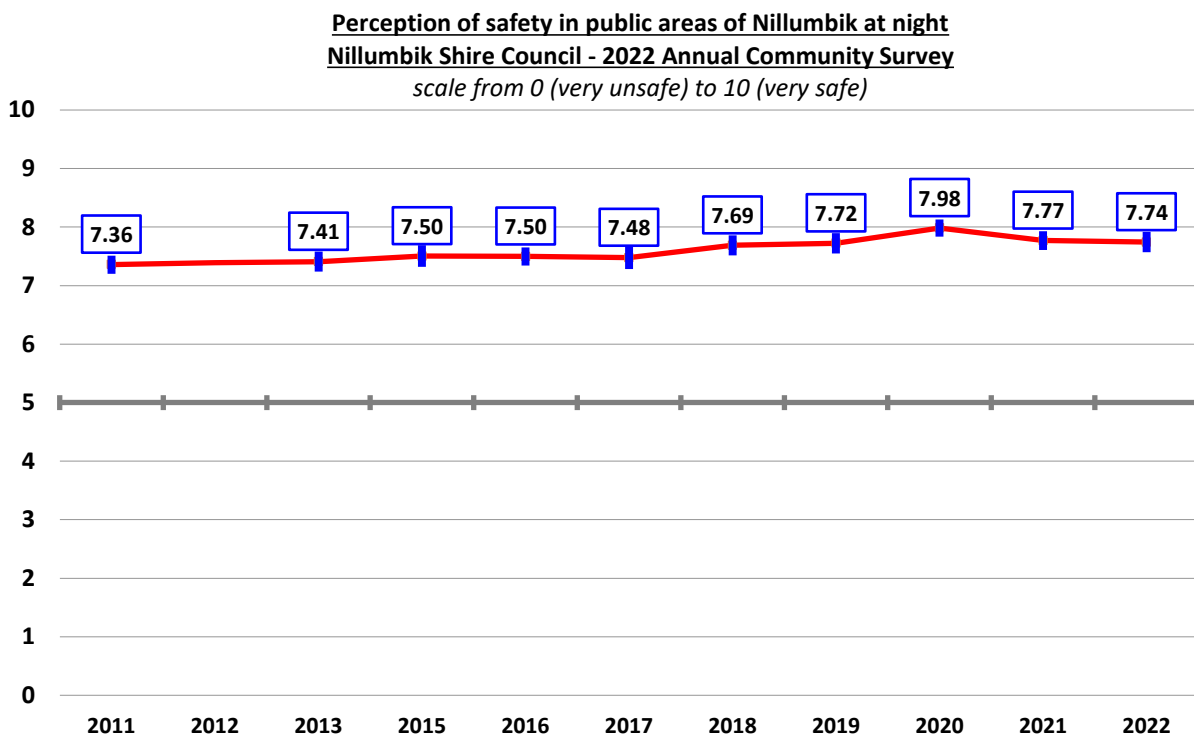


There was no statistically significant variation in the perception of safety in the public areas of the Nillumbik Shire during the day observed by respondents’ age structure and gender.

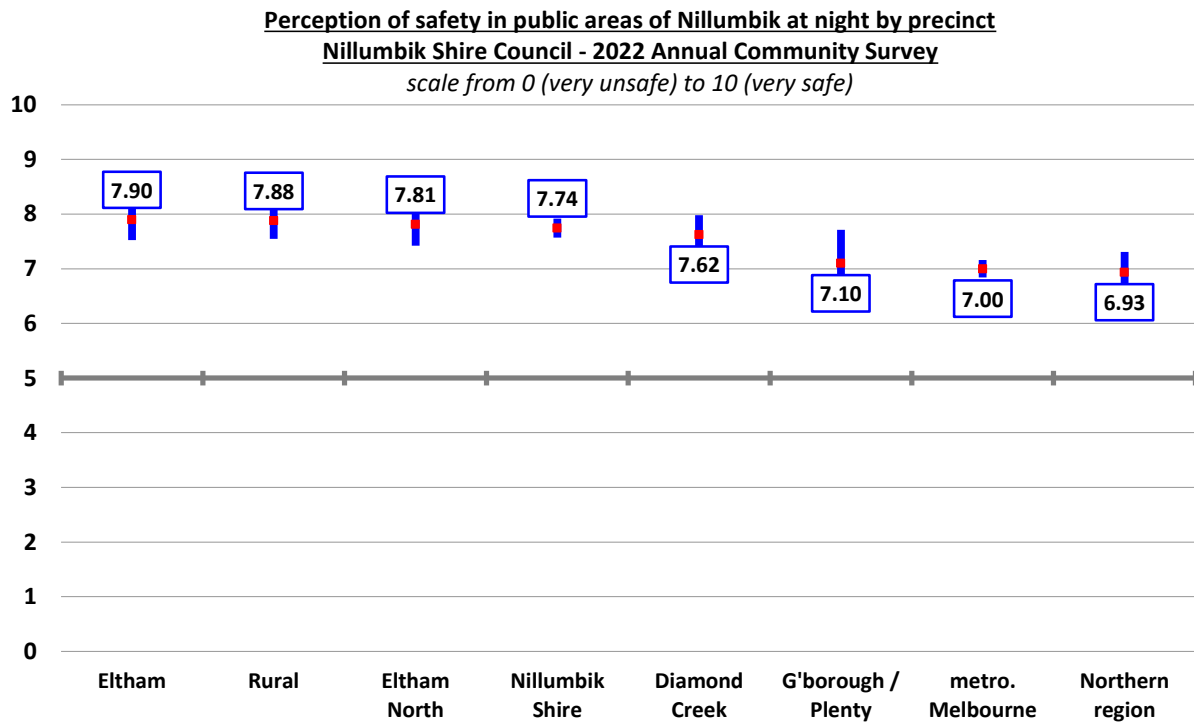


**Perception of safety at night**

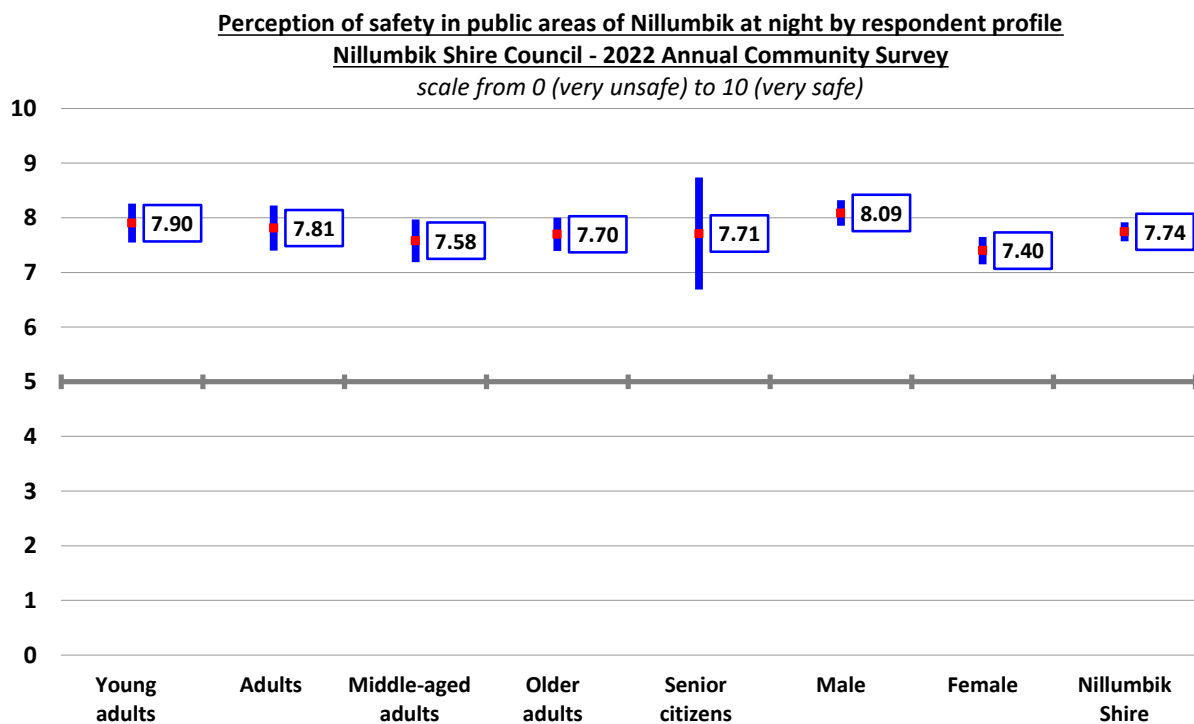
The perception of safety in the public areas of Nillumbik Shire at night remained essentially stable this year at 7.74, a result that was above the long-term average since 2011 of 7.60



There was no statistically significant variation in the perception of safety in the public areas of the municipality at night observed across the five precincts, although it was somewhat lower in Greensborough / Plenty.

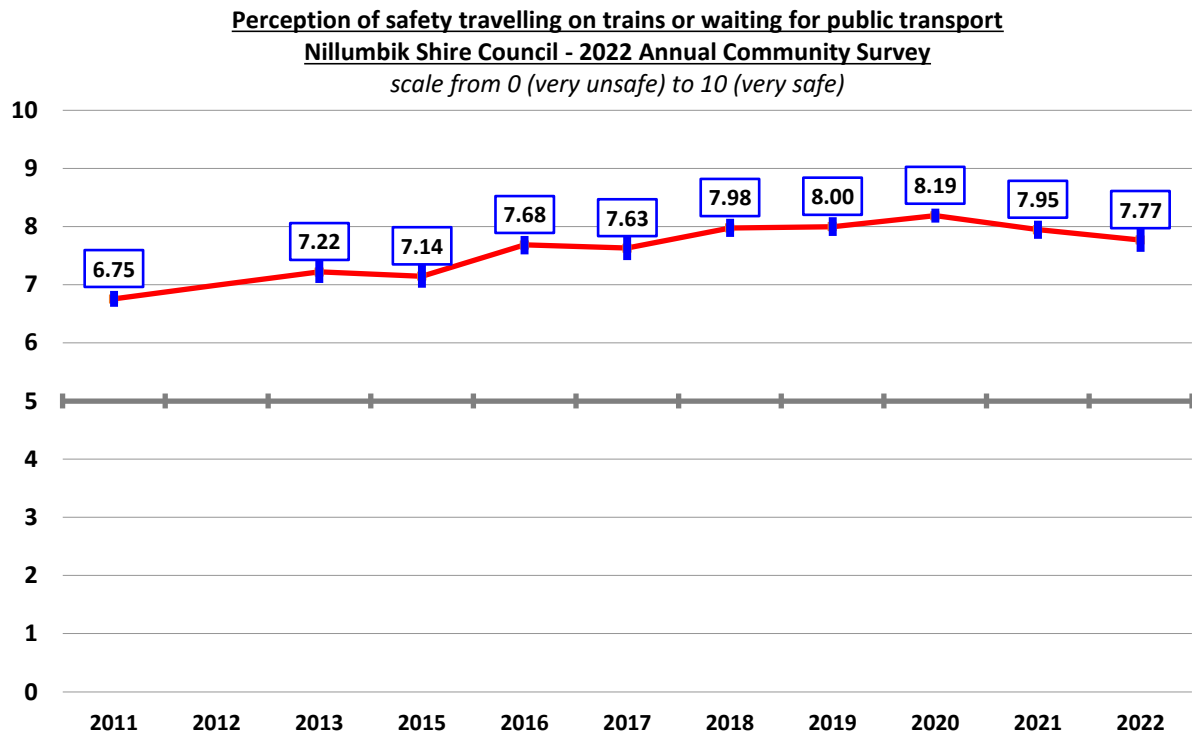


There was no statistically significant variation in this result observed by age structure, although it is noted that female respondents felt measurably and significantly (8.5%) less safe at night than male respondents.

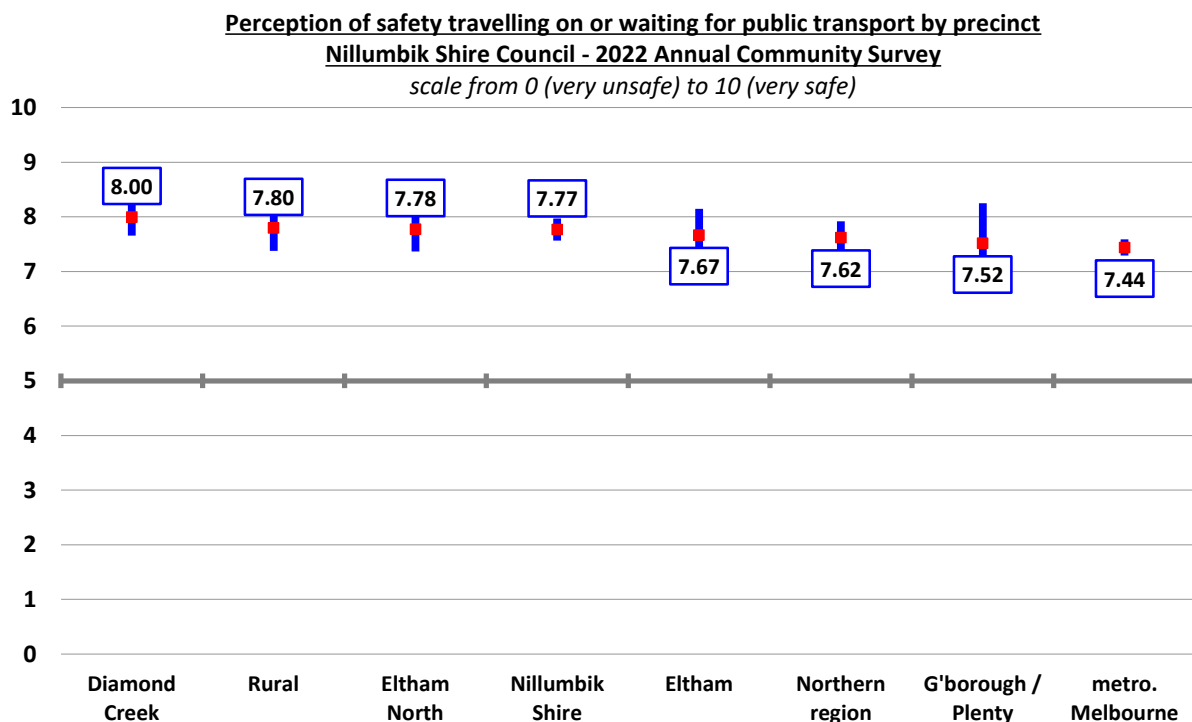


### Perception of safety travelling on / waiting for public transport

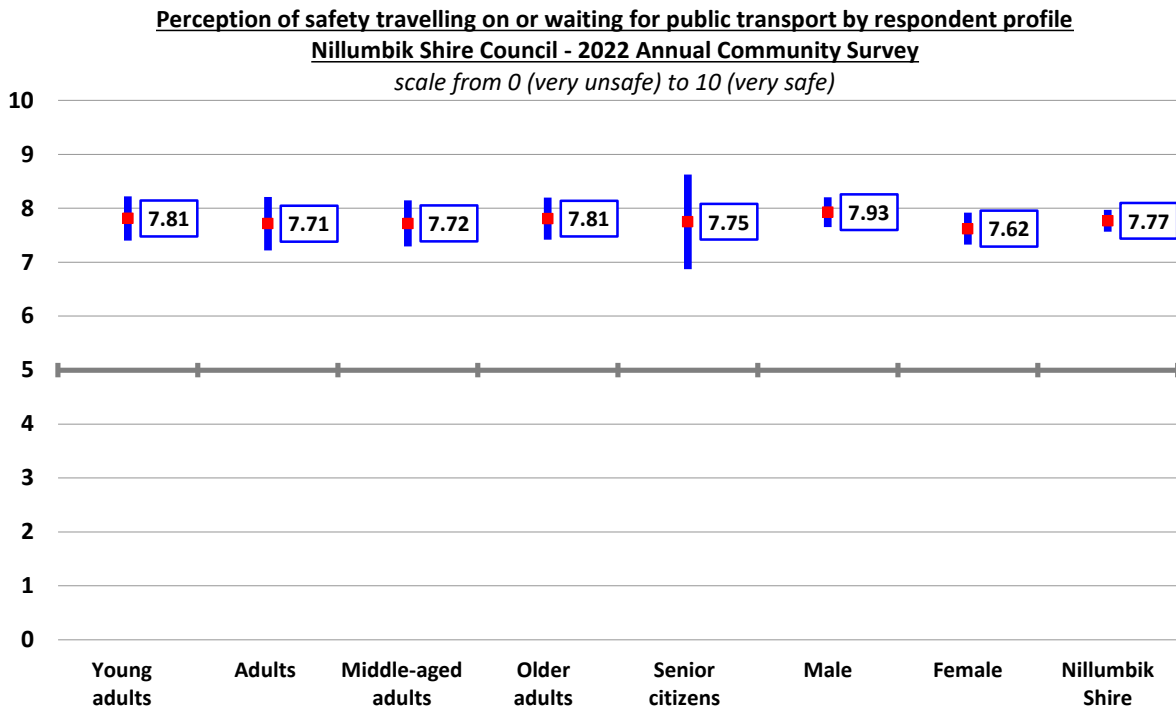
There was a marginal but not measurable decline this year in the perception of safety travelling on or waiting for public transport, down 2.3%, although the 2022 result remains comfortably above the long-term average result since 2011 of 7.57.



There was no statistically significant variation in the perception of safety in the public areas of the municipality at night observed across the five precincts.

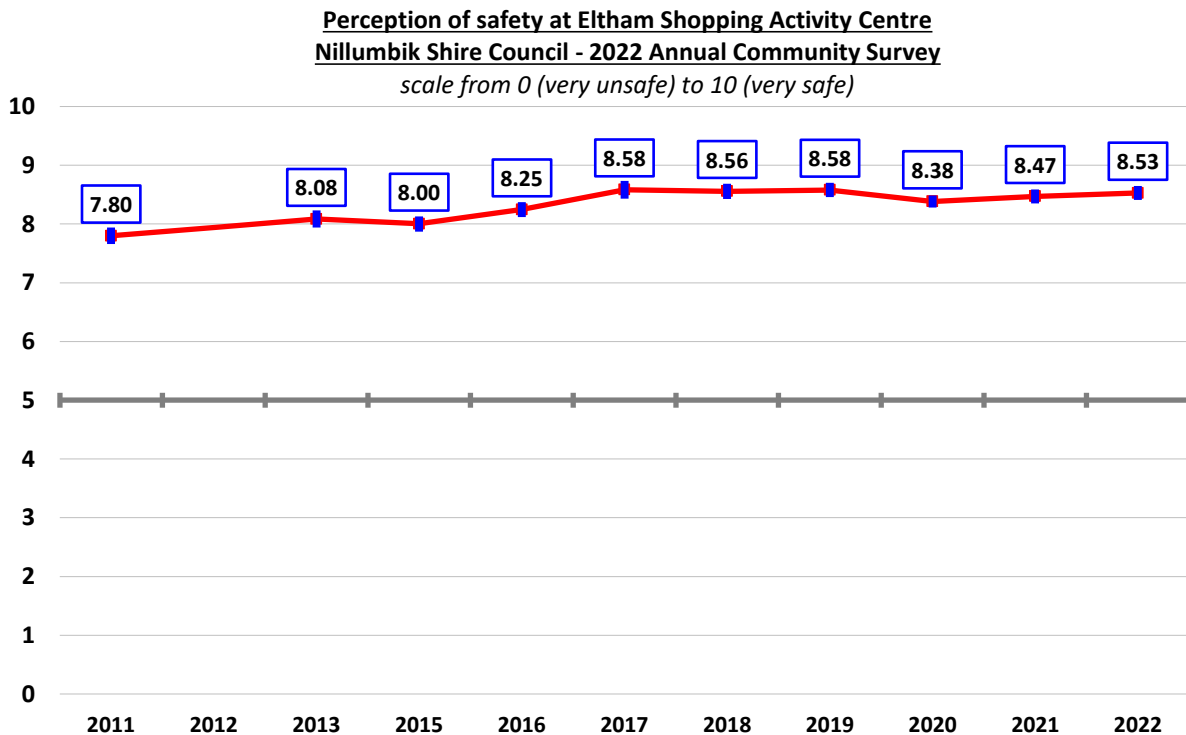


There was no statistically significant variation in this result observed by respondent profile, although it is noted that female respondents felt somewhat (3.9%) less safe than males.



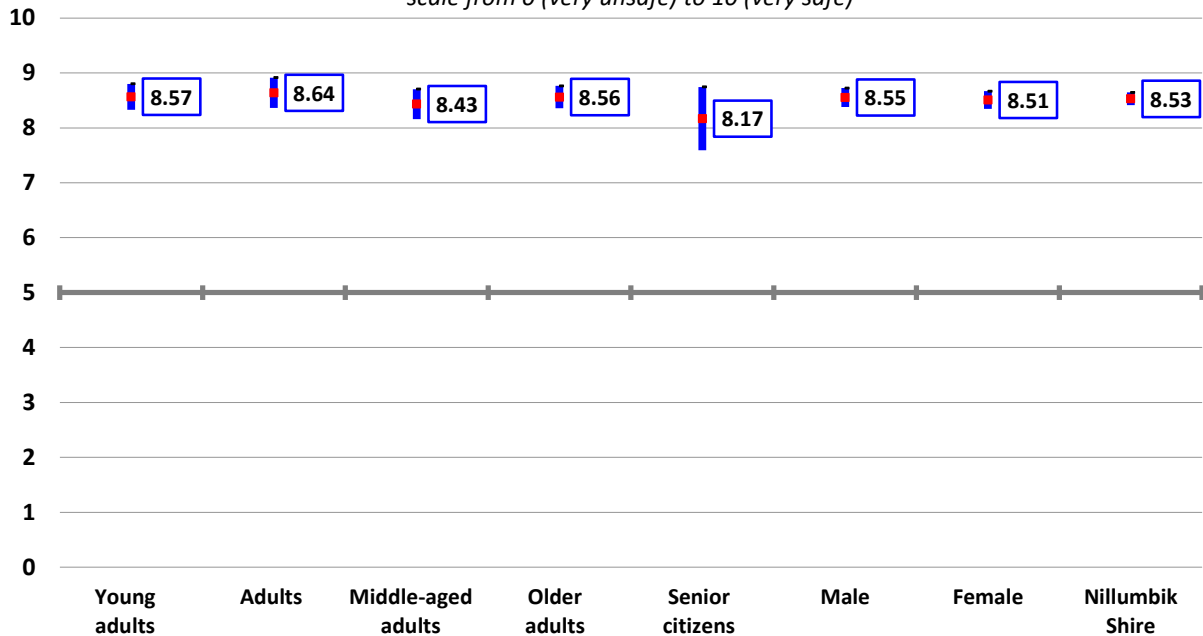
**Perception of safety at Eltham Shopping Activity Centre**

The perception of safety at Eltham Shopping Activity Centre increased marginally, but not measurably again this year, and it remains comfortably above the long-term average of 8.29.



There was no measurable variation in this result observed by respondent profile, although it is noted that senior citizens (aged 75 years and over) felt marginally less safe than average.

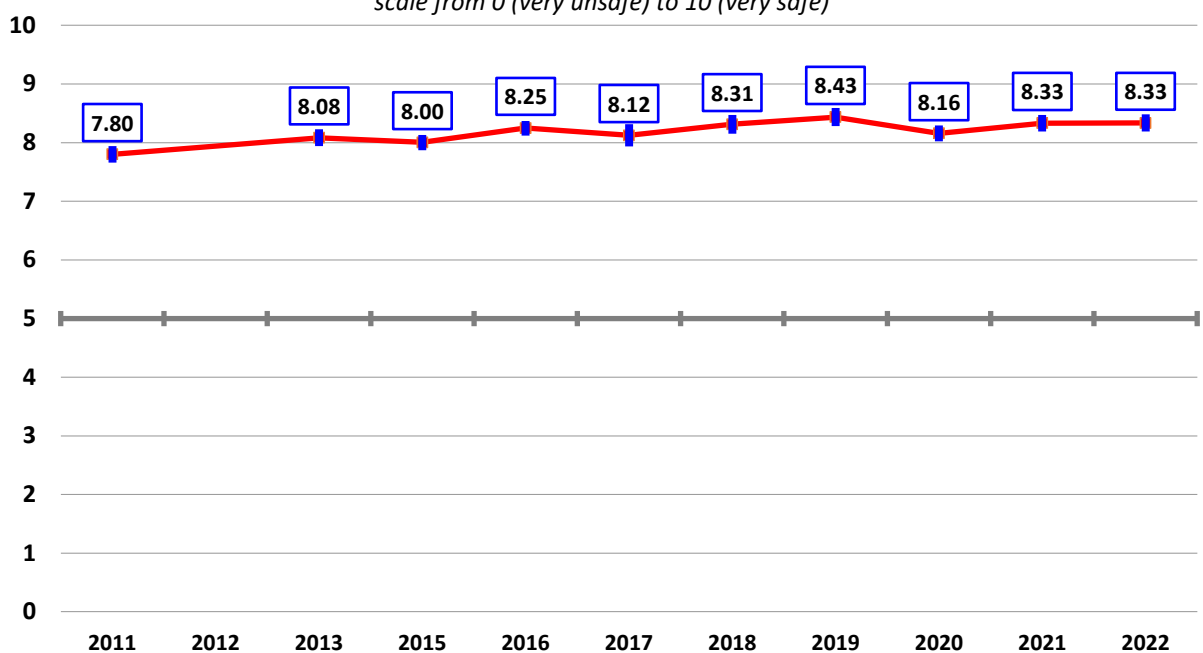
**Perception of safety at Eltham Shopping Activity Centre by respondent profile**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
*scale from 0 (very unsafe) to 10 (very safe)*



**Perception of safety at Diamond Creek Activity Centre**

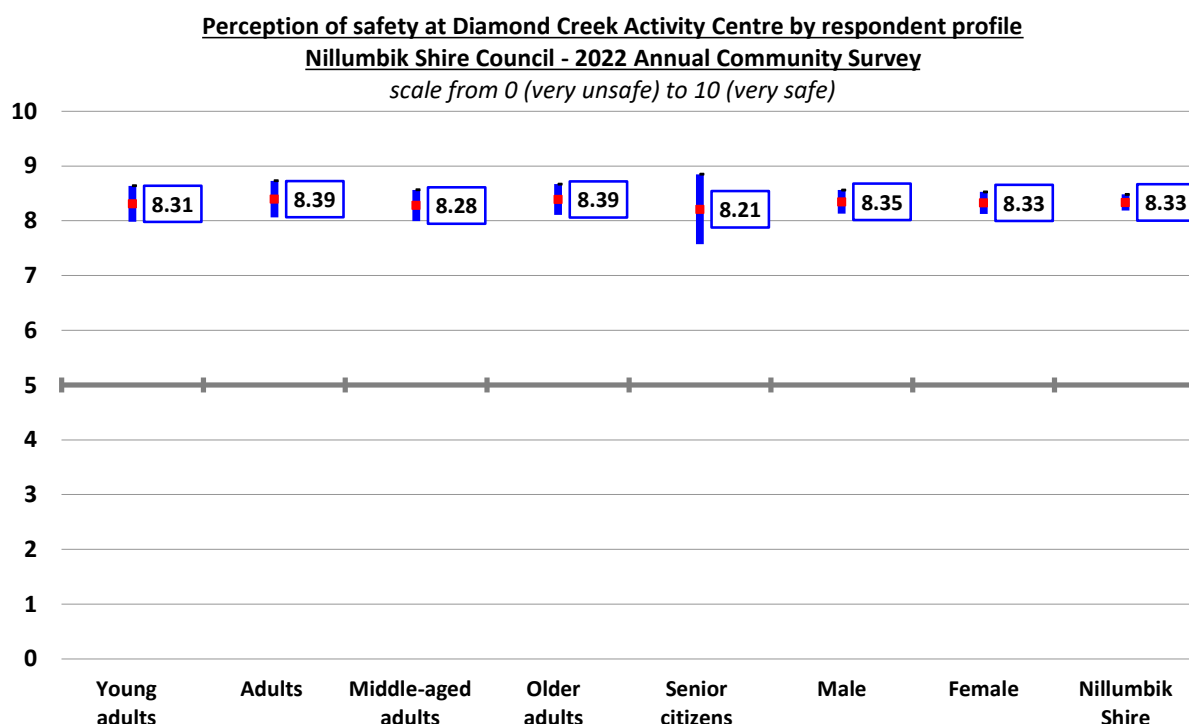
The perception of safety at Diamond Creek Activity Centre remained stable this year at 8.33. and remains marginally above the long-term average since 2011 of 8.16.

**Perception of safety at Diamond Creek Activity Centre**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
*scale from 0 (very unsafe) to 10 (very safe)*





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



### Reasons for feeling unsafe in public areas of Nillumbik

A total of 20 responses were received from respondents who felt unsafe in the Nillumbik Shire. The verbatim comments are included as an appendix, with the summary of results outlined in the following table.

Consistent with previous years, concerns around some people, lighting, general safety, and concerns around crime remain the most common reasons why respondents felt unsafe.

**Reasons for feeling unsafe in public areas of the Shire of Nillumbik**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*(Number and percent of respondents rating safety less than five)*

Reason	2022		2021	2020	2019	2018
	Number	Percent				
Issues with people - gangs, youths, "louts" etc	6	30.0%	21.7%	26.7%	26.1%	22.9%
Lighting	3	15.0%	21.7%	20.0%	17.4%	22.9%
General safety	3	15.0%	4.3%	16.7%	21.7%	4.2%
Crime - theft, robbery, violence, etc	2	10.0%	34.8%	23.3%	17.4%	10.4%
Safety at night	2	10.0%	8.7%	3.3%	4.3%	12.5%
Image / feel of place and news reports	1	5.0%	4.3%	6.7%	8.7%	4.2%
Public transport safety	1	5.0%	4.3%	3.3%	4.3%	6.3%
Other	2	10.0%	0.0%	0.0%	0.0%	16.7%
<b>Total comments</b>	<b>20</b>	<b>100%</b>	<b>23</b>	<b>30</b>	<b>23</b>	<b>48</b>



## Locations where respondents feel unsafe in the public areas of Nillumbik

The following table outlines the locations nominated by respondents as those at which they felt unsafe in Nillumbik Shire.

Train stations were prominent in these results.

**Location where you feel unsafe in the Shire of Nillumbik**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*(Number and percent of respondents rating safety less than five)*

<i>Location</i>	<i>Number</i>
Eltham Station	4
At train stations	3
Anywhere in Nillumbik Shire	2
Alleyways	1
Diamond Creek, Greensborough	1
Don't feel safe to interact with people	1
Eltham Shopping Centre	1
Greensborough train station	1
MacDonalds, local park	1
Need better lighting	1
Old Aqueduct Road	1
People lingering around stations	1
Public places in Eltham and Diamond Creek	1
Street lighting at night around shared trails is less	1
Train and bus station	1
Unpredictable passengers	1
Walking around streets	1
<b>Total</b>	<b>23</b>



## Climate change

### *Changes to home or lifestyle to help reduce climate change and its impact*

Respondents were asked:

*“Have you made changes to your home or lifestyle to help reduce climate change and its impacts?”*

This question relating to respondent households making changes to their home or lifestyle to help reduce climate change and its impacts was included for the first time in the survey this year.

A little less than two-thirds (64.7%) of the 397 respondents who provided a response to this question reported that they had made changes to their home or lifestyle to help reduce climate change and its impacts.

It is noted that a significant number of respondents would not or could not answer this question, and they have been excluded from the percentage results.

The survey did not ask respondents to outline what changes they had made to their home or lifestyle. Metropolis Research notes that this question has limited utility without providing additional insight into the ways in which respondents’ behaviours have changed.

It is highly likely that the range of changes that respondents will have made to their homes or lifestyles will be very broad, with some having made relatively minor changes and some having made more significant changes.

#### **Made changes to your home or lifestyle to help reduce climate change and its impacts**

##### **Nillumbik Shire Council - 2022 Annual Community Survey**

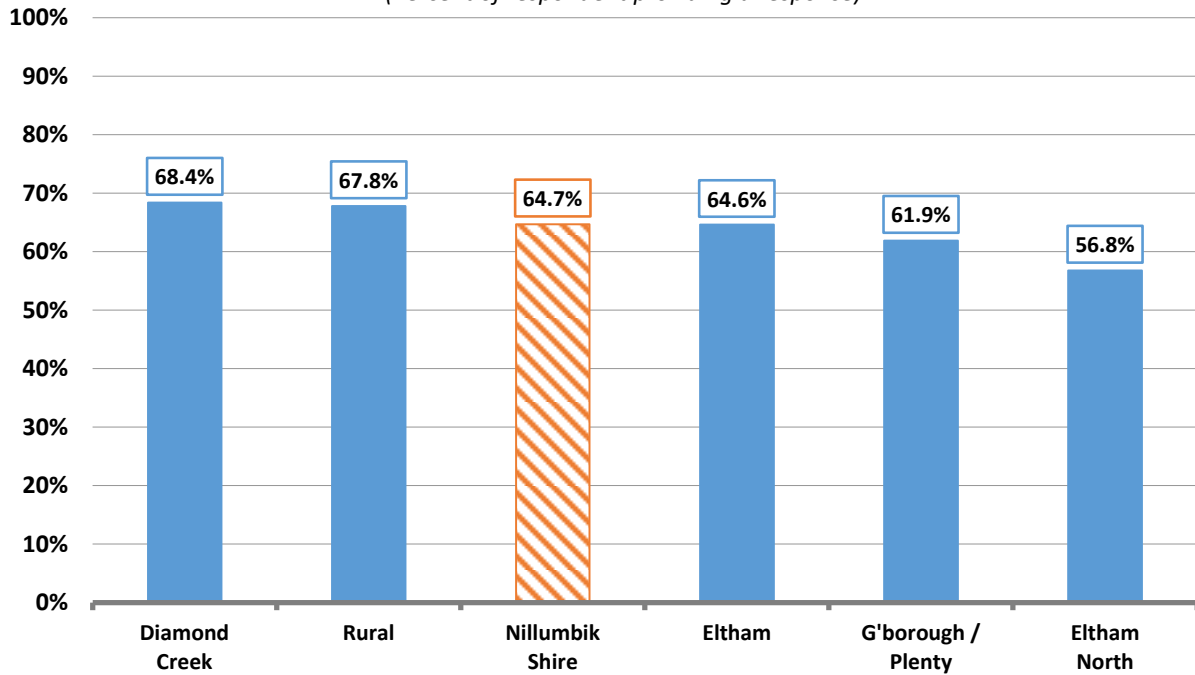
*(Number and percent of respondents providing a response)*

<i>Response</i>	<i>2022</i>	
	<i>Number</i>	<i>Percent</i>
Yes	257	64.7%
No	140	35.3%
Not stated	111	
<b>Total</b>	<b>508</b>	<b>100%</b>

There was some variation in this result observed across the municipality, with respondents from Eltham North notably, but not measurably, less likely than average to have made changes to their home or lifestyle to reduce climate change and its impacts.

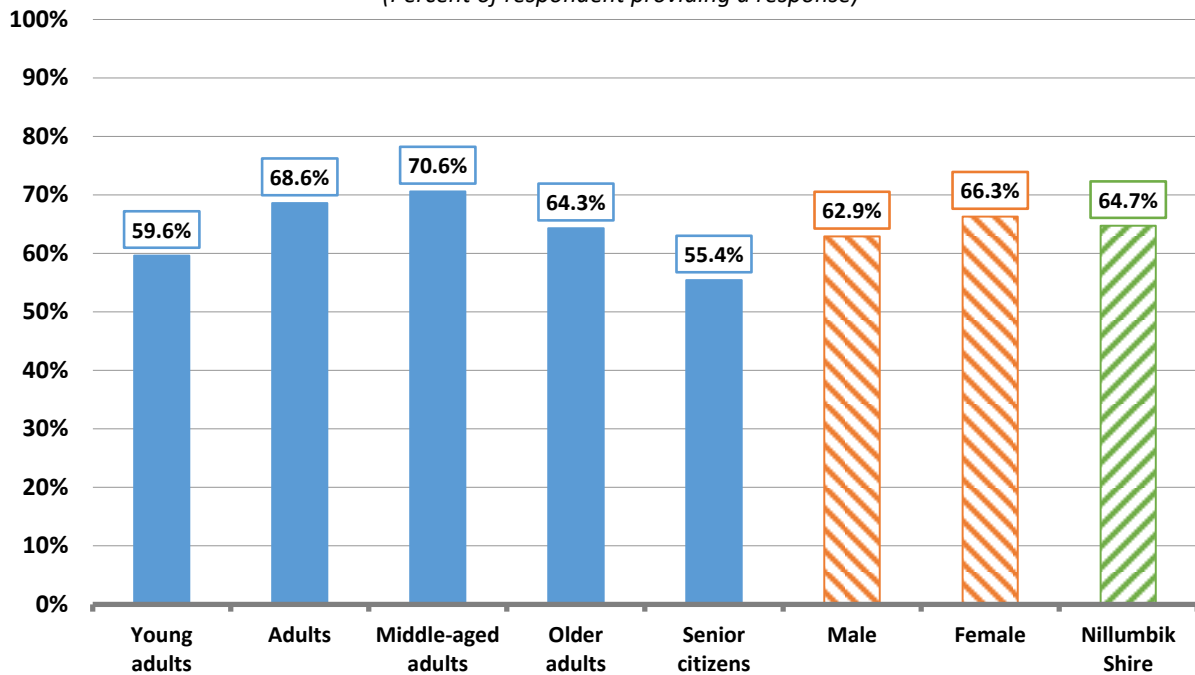


**Made changes to your home or lifestyle to help reduce climate change by precinct**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*(Percent of respondent providing a response)*



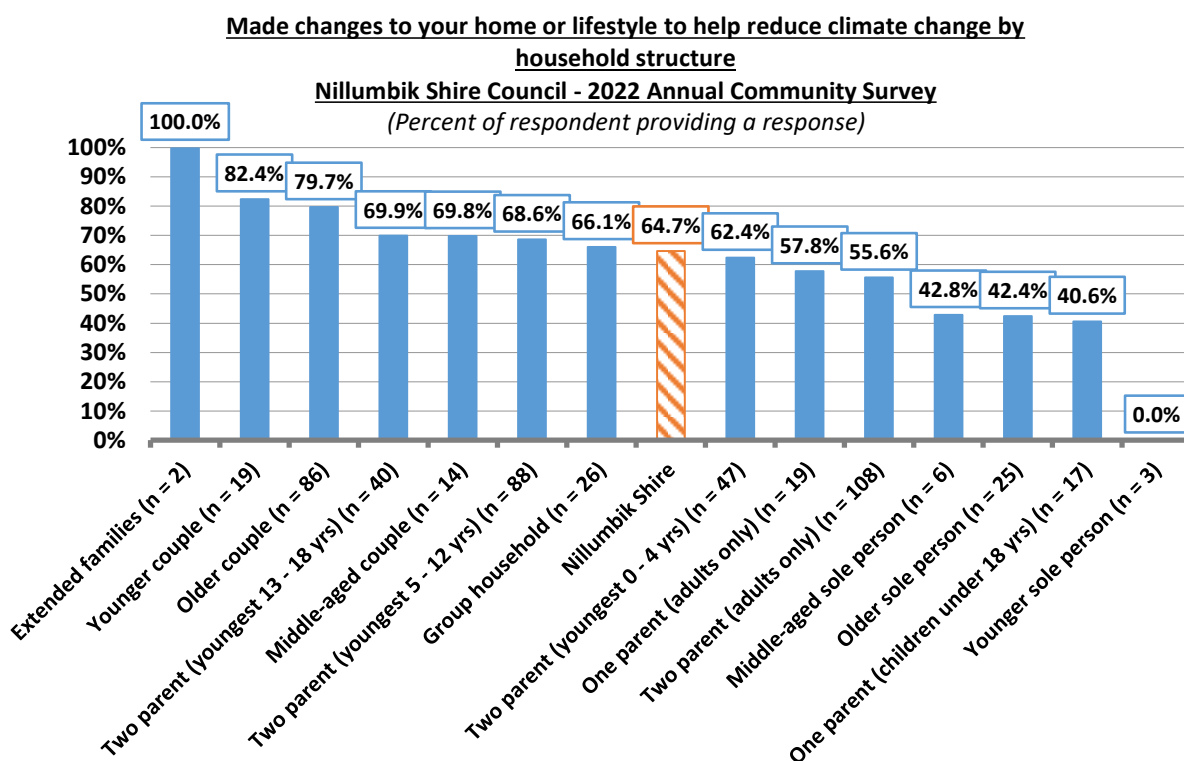
It is noted that younger adults (aged 18 to 34 years) were marginally less likely than average to have made changes, and senior citizens (aged 75 years and over) were notably less likely to have made changes. Female respondents were marginally more likely than male respondents to have made changes.

**Made changes to your home or lifestyle to help reduce climate change by profile**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*(Percent of respondent providing a response)*



Whilst cognisant of the small sample size for some of the household structures, there was some notable variation in these results observed, as follows:

- **More likely than average to have made changes to home and lifestyle** – includes extended families, younger couples, and older couples.
- **Less likely than average to have made changes to home and lifestyle** – includes middle-aged sole persons, older sole persons, one-parent families with children under 18 years, and younger sole persons.



### Ability to cope with climate related risks and impacts

Respondents were asked:

*“How would you rate your household’s ability to cope with climate related risks and impacts (e.g. fire, drought, extreme heat, heavy rainfall)?”*

This question relating to respondent households’ ability to cope with climate related risks and impacts was included for the first time in the survey this year. It is noted that 128 of the 508 respondents would not or could not provide a response and they have been excluded from the percentage results.

The average ability of respondent households to cope with climate related risks and impacts was 6.95 out of a potential 10, or a moderate ability.



This includes 44.5% of respondents (providing a response) rating their ability as “very high” (i.e., rated their ability at eight or more), whilst just 7.6% rated their ability as “low” (i.e., less than five out of 10).

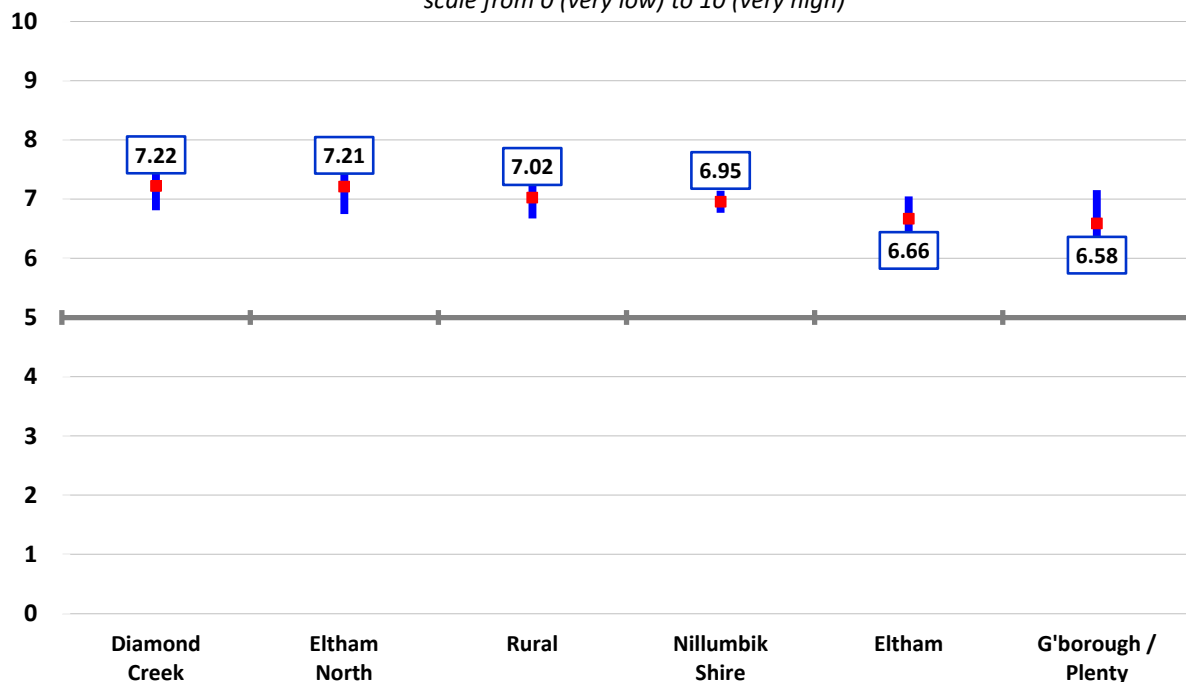
**Ability to cope with climate related risks and impacts**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

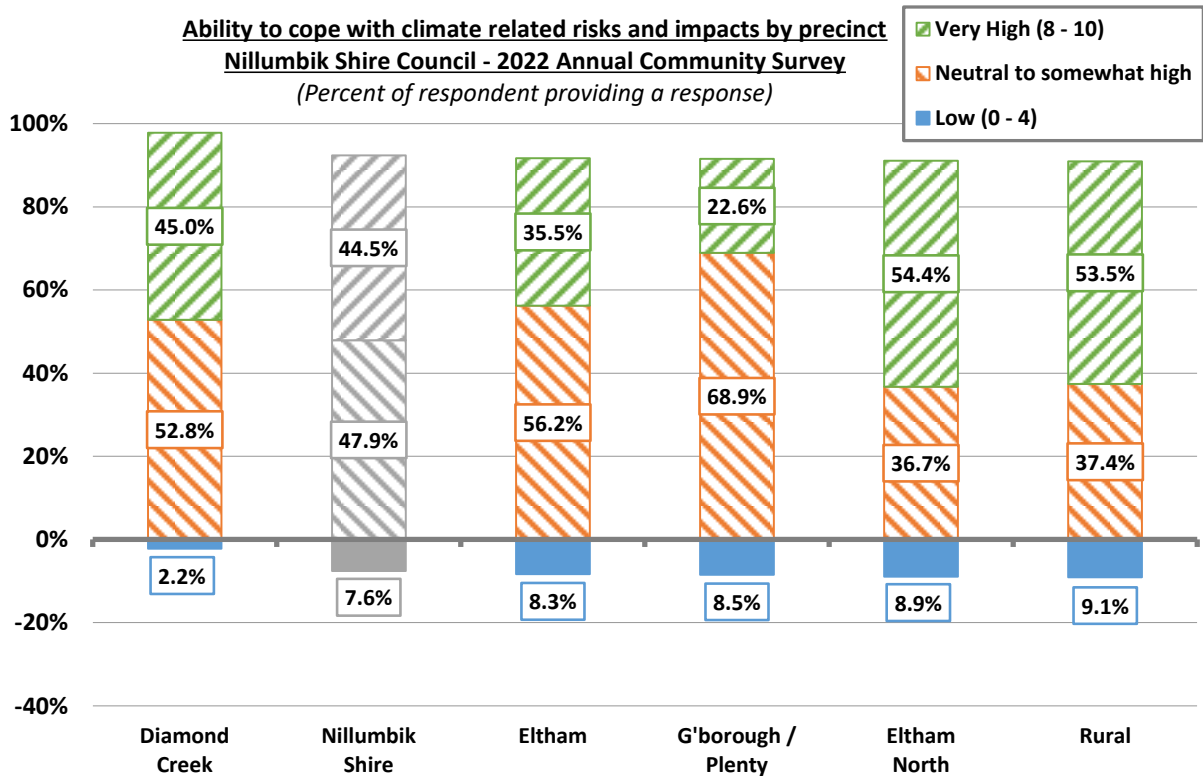
Response	2022	
	Number	Percent
High (8 to 10)	169	44.5%
Neutral to somewhat high (5 to 7)	182	47.9%
Low (0 to 4)	29	7.6%
Can't say	128	
<b>Total</b>	<b>508</b>	<b>100%</b>
<i>Average mean</i>	6.95	

There was no statistically significant variation in the respondents’ ability to cope with the impacts of climate change observed across the five precincts comprising the Nillumbik Shire.

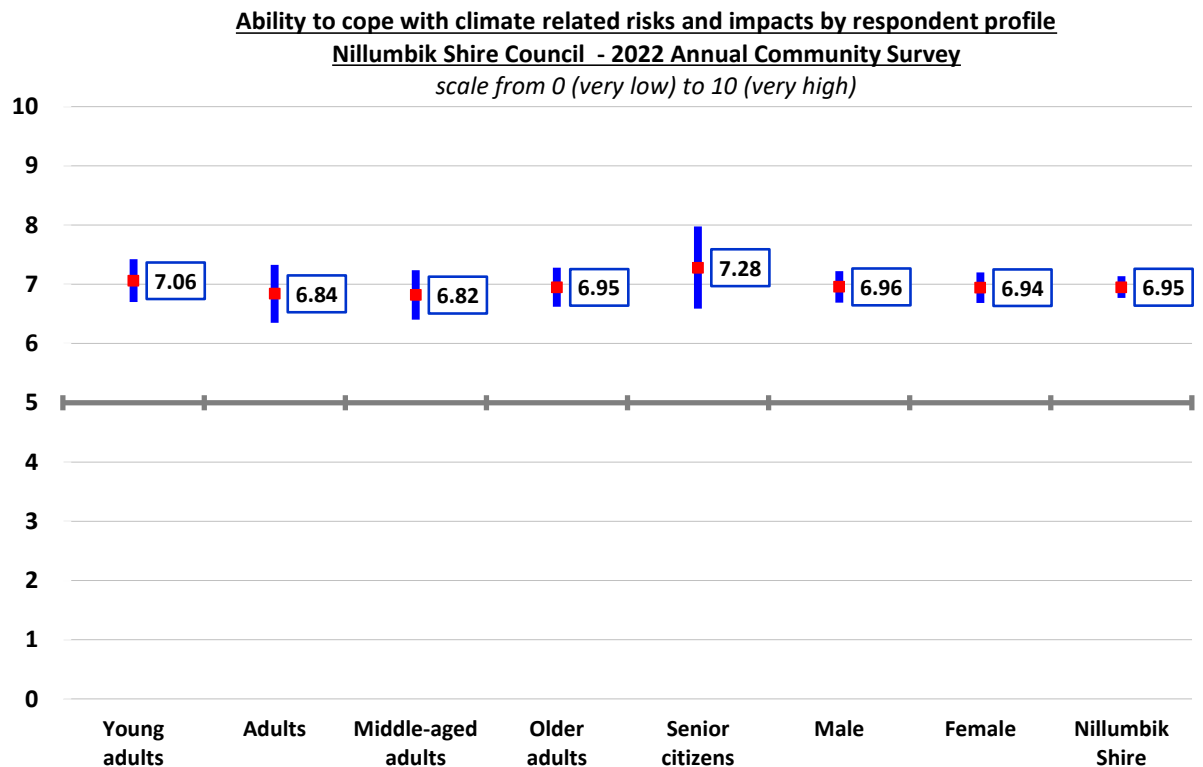
It is noted, however, that more than half of the respondents from Eltham North and the rural precinct rated their ability to cope with these impacts as “very high”, a measurably higher proportion than the municipal average of 44.5%.

**Ability to cope with climate related risks and impacts by precinct**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*scale from 0 (very low) to 10 (very high)*

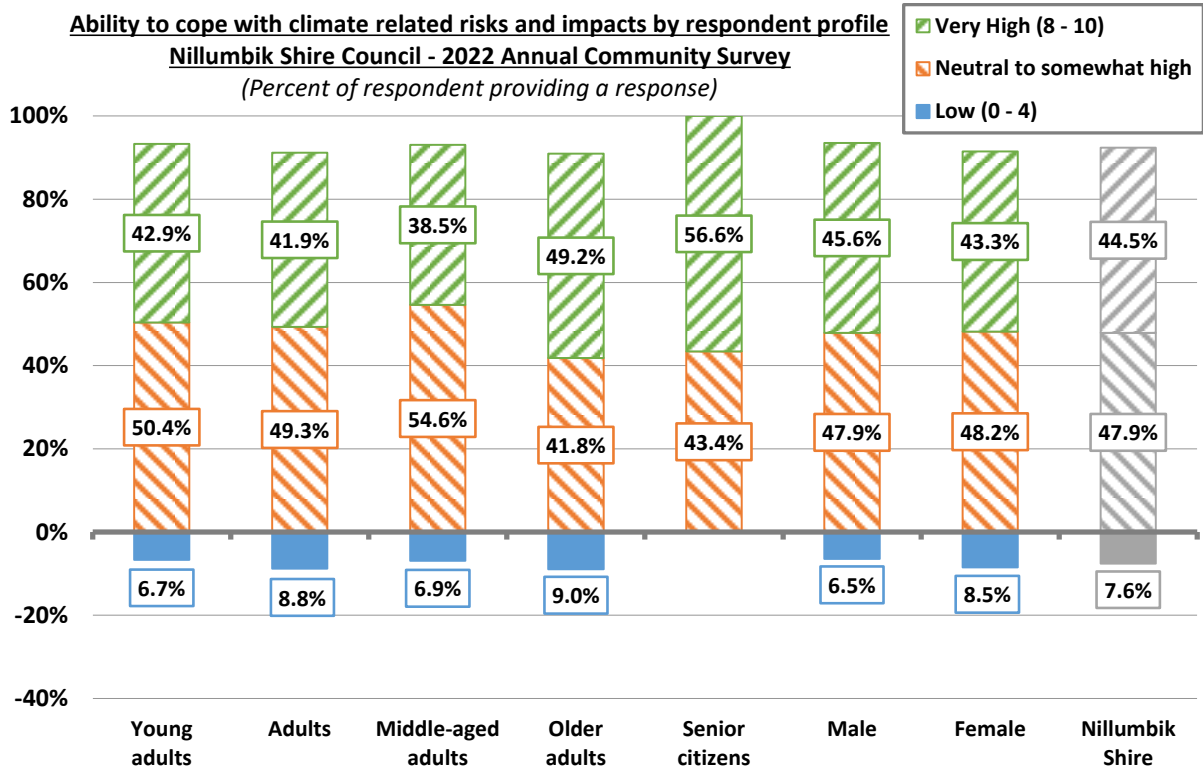




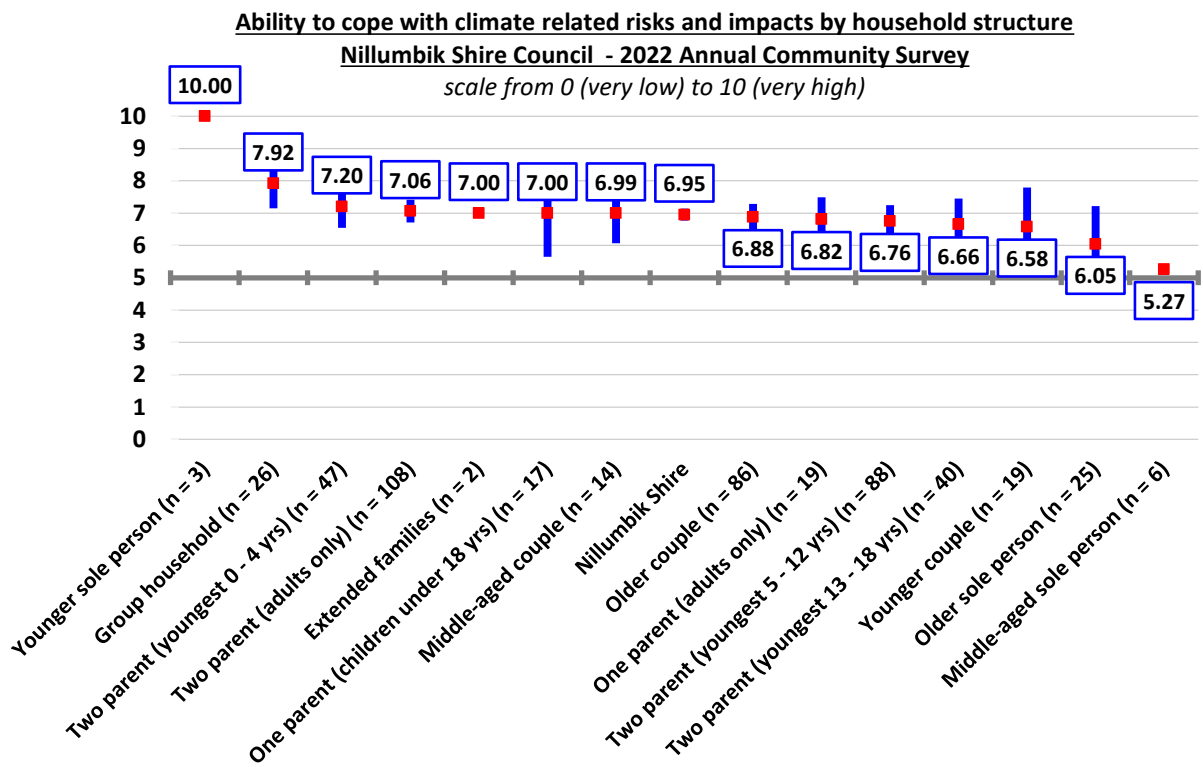
Although senior citizens (aged 75 years and over) rated their ability to cope marginally higher than average, there was no statistically significant or notable variation in these results observed by age structure or gender. Metropolis Research notes that senior citizens tend to rate most aspects a little higher than other respondents, and this may not always reflect meaningfully different views.







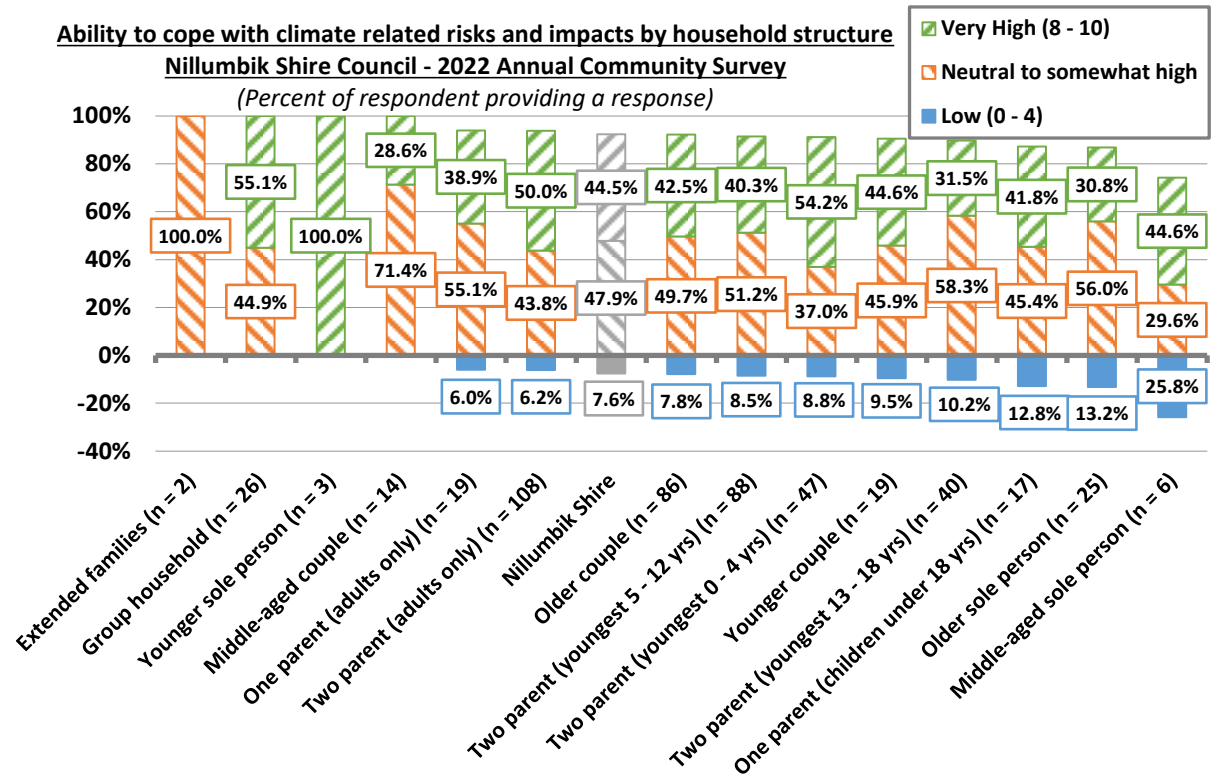
There was no statistically significant variation in the average ability to cope with climate related risks and impacts observed by household structure, although it is noted that the three younger sole person households reported that their ability was 10 out of 10, whilst the six middle-aged sole persons rated their ability substantially lower at just over 5 out of 10.



For most of the household structures, between approximately one-third and half of the respondents rated their ability to cope with climate related risks and impacts as “very high”.

It is noted, however, that more than ten percent of the two-parent families with youngest child aged 13 to 18 years, one-parent families with children aged under 18 years, older sole person, and middle-aged sole person households rated their ability as “low” (i.e., less than five out of 10).

This was most evident for the small sample of just six middle-aged sole person households.



## COVID-19 pandemic

To better understand the impact of the COVID-19 pandemic on the Nillumbik community, questions were included in the survey this year relating to COVID-19 and its impact on the community.

These questions included the impact of COVID-19 on the households’ financial, physical, and mental health and wellbeing, the impact on the respondents’ personal health and wellbeing, asked the ways in which Council could assist the community to deal with the pandemic, and then whether the respondents’ employment status has been impacted by COVID-19.

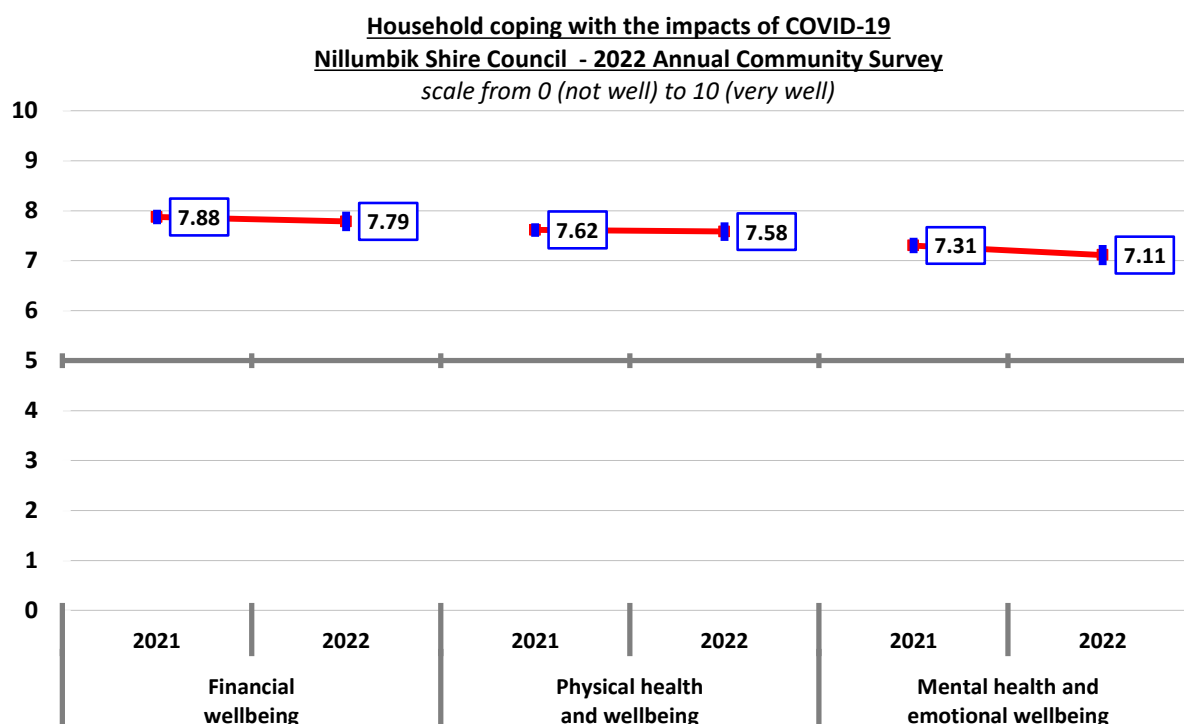
### Household coping with the impacts

Respondents were asked:

*“On a scale of 0 (very low) to 10 (very high), how well do you feel that you and your household are coping with the impacts of COVID19 in terms of?”*

Respondents reported a marginally lower perception of how well they and their household were coping with the impacts of COVID-19 in terms of their financial wellbeing, their physical health and wellbeing, and their mental health and wellbeing this year than in 2021.

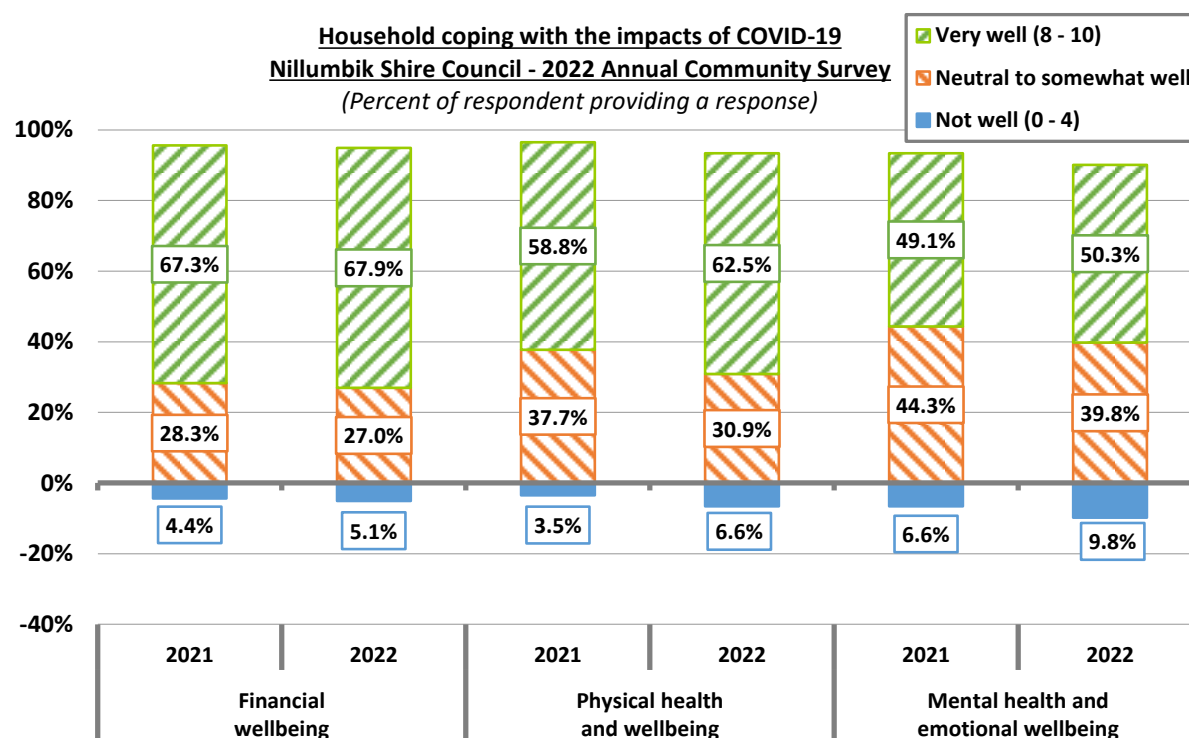
The decline in the average degree to which respondent households were coping with the impacts of COVID-19 was not statistically significant, although it is noted that it was most evident in relation to the perception of coping in terms of mental health and wellbeing (down from 7.31 to 7.11 out of 10).



The following graph provides a breakdown of these results into the proportion of respondents who felt they were coping “very well” (i.e., rated coping at eight or more), those who were coping “neutral to somewhat well” (i.e., rated coping at five to seven), and those who were “not coping well” (i.e., rated coping at less than five).

Most respondents reported that they and their household were coping “very well” in terms of financial wellbeing, as well as physical and mental health and wellbeing.

Metropolis Research notes, however, that almost ten percent (9.8%) of respondents reported that they and their household were not coping well with the impact of COVID-19 on their mental health and wellbeing. This is a notable increase on the 6.6% reported in 2021.



The following graph provides a comparison of the average degree to which respondents were coping with the impacts of COVID-19 in terms of financial wellbeing, physical, and mental health and wellbeing across the last two years of the COVID-19, and across four municipalities for which Metropolis Research has comparable results.

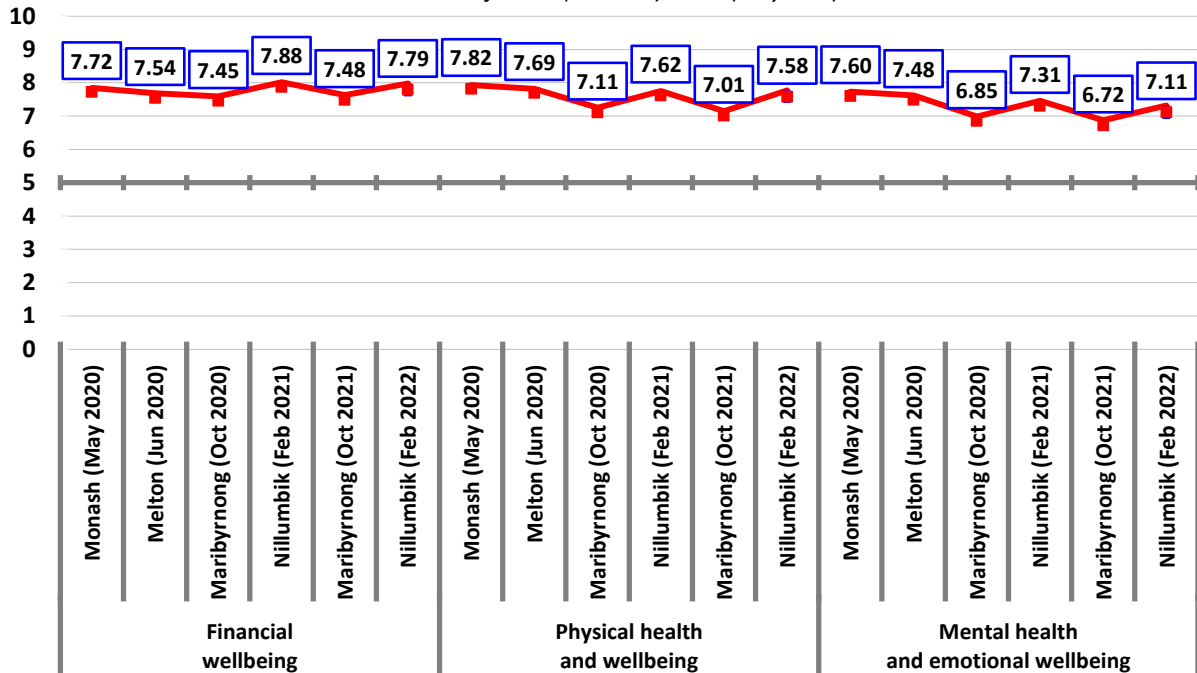
It is important to bear in mind that the impact of COVID-19 may well have been felt differently by residents in different municipalities across metropolitan Melbourne, so these results cannot be treated as simple time-series results.

Bearing that in mind, it is noted that respondents in Nillumbik Shire tended to report that they were, on average, coping better with the impacts of COVID-19 than respondents in the City of Maribyrnong.

Respondents in Nillumbik Shire reported marginally lower average coping scores than were recorded for the City of Melton in June 2020, and somewhat lower scores for physical and mental health and wellbeing than recorded in Monash in May 2020.



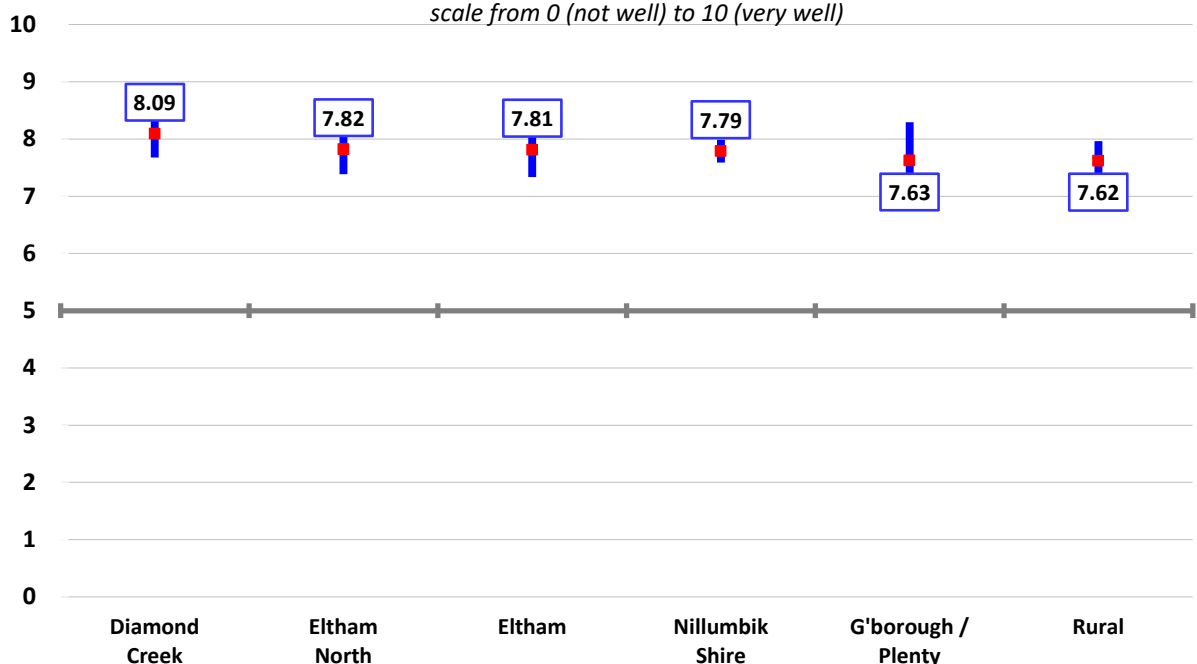
**Household coping with the impacts of COVID-19**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*scale from 0 (not well) to 10 (very well)*



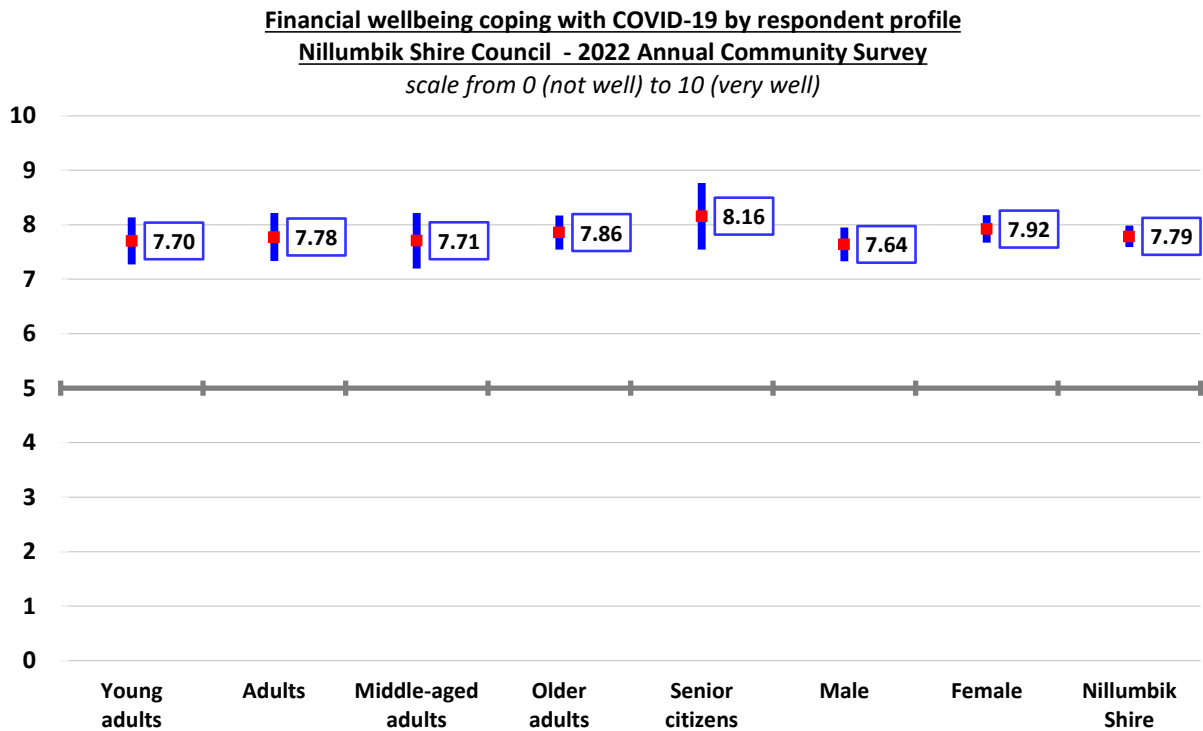
### Financial Wellbeing

Whilst there was no statistically significant variation in the degree to which respondents and their household were coping with the impacts of COVID-19 in terms of their financial wellbeing observed across the municipality. It is noted, however, that respondents from the rural precinct rated the degree to which they were coping marginally lower than the average.

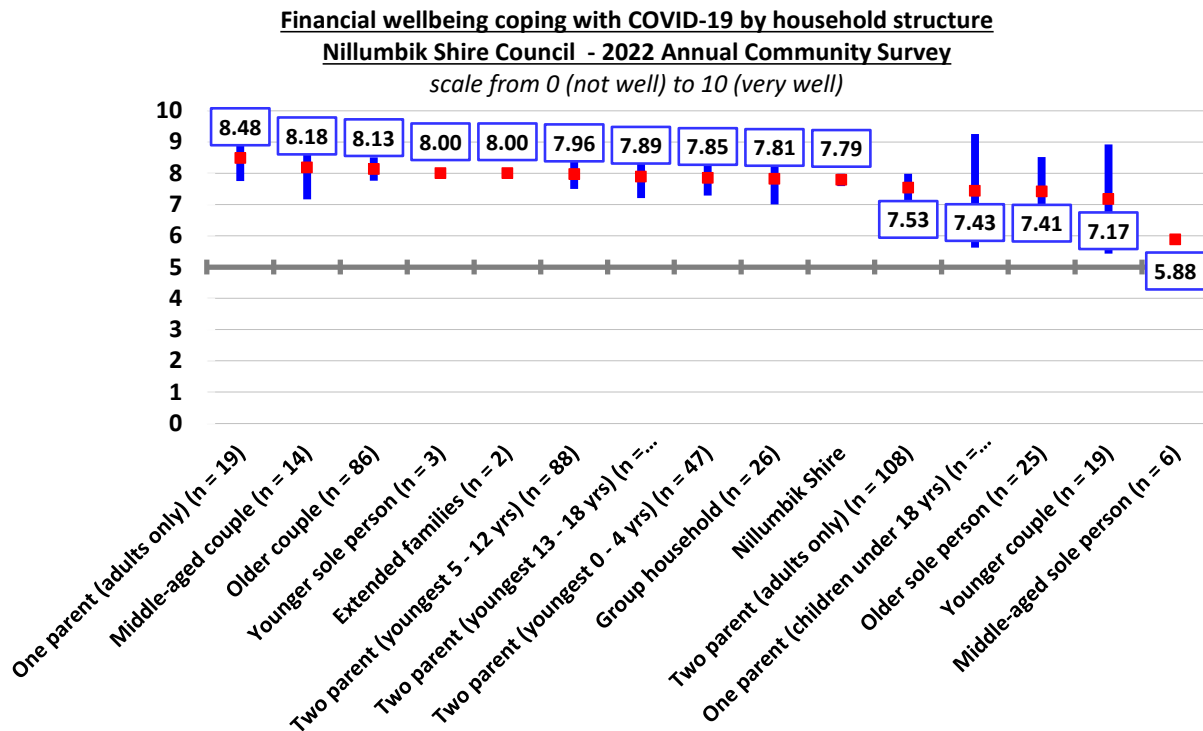
**Financial wellbeing coping with COVID-19 by precinct**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*scale from 0 (not well) to 10 (very well)*



Whilst there was no statistically significant variation in the average degree of coping with the financial wellbeing impacts of COVID-19 observed by respondent profile, although it is noted that female respondents reported coping marginally better than male respondents.

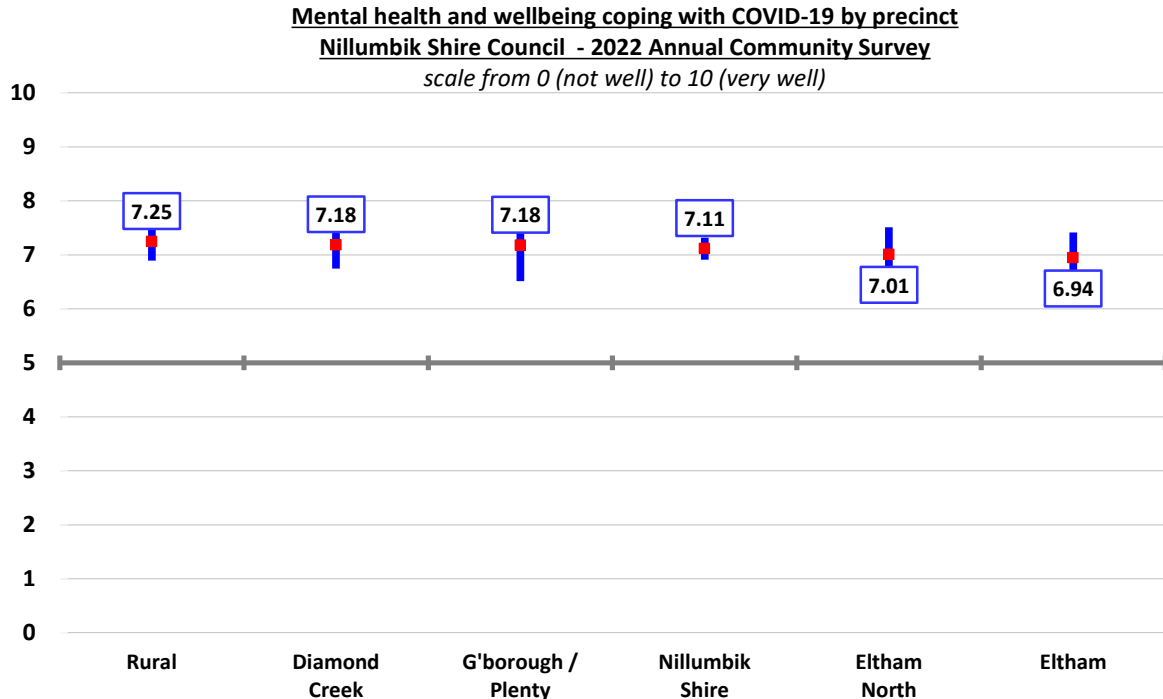


The following graph provides a comparison of the average coping results by household structure. It is noted that the six middle-aged sole person households reported coping significantly less well than the municipal average.

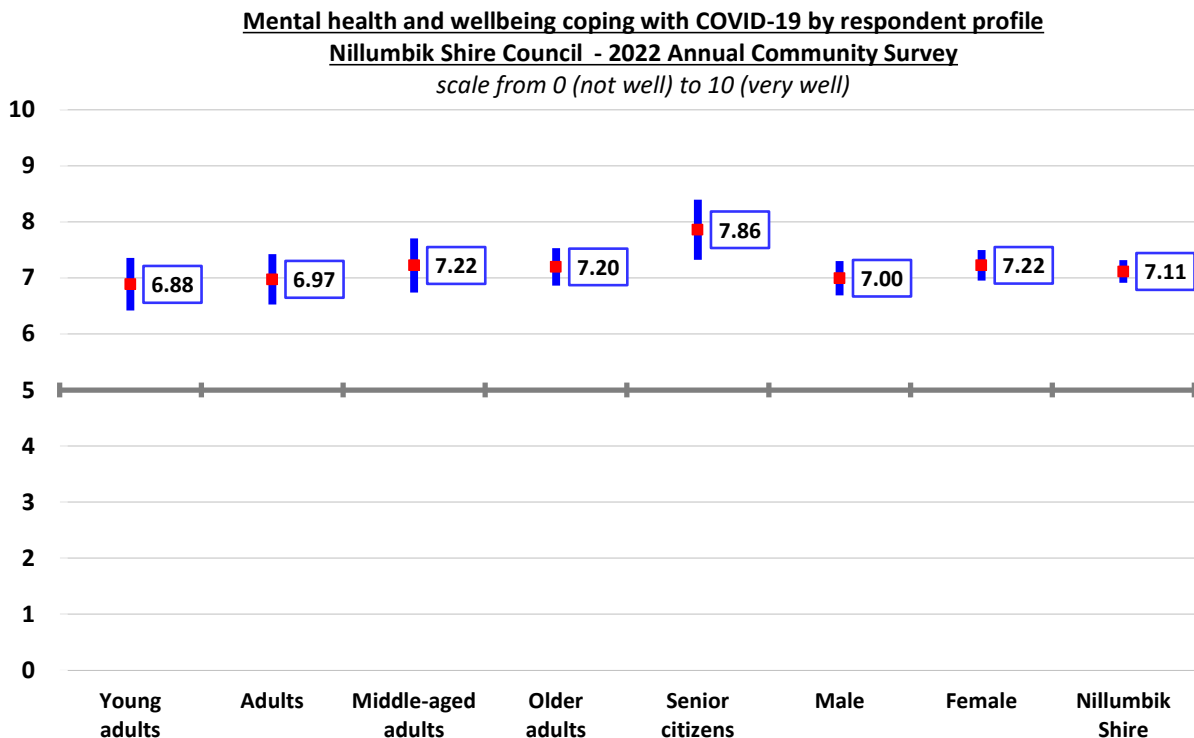


### Mental Wellbeing

There was no statistically significant variation in the average degree of coping with the mental health and wellbeing impacts of COVID-19, although it is noted that respondents from Eltham and Eltham North were coping marginally less well than the municipal average.



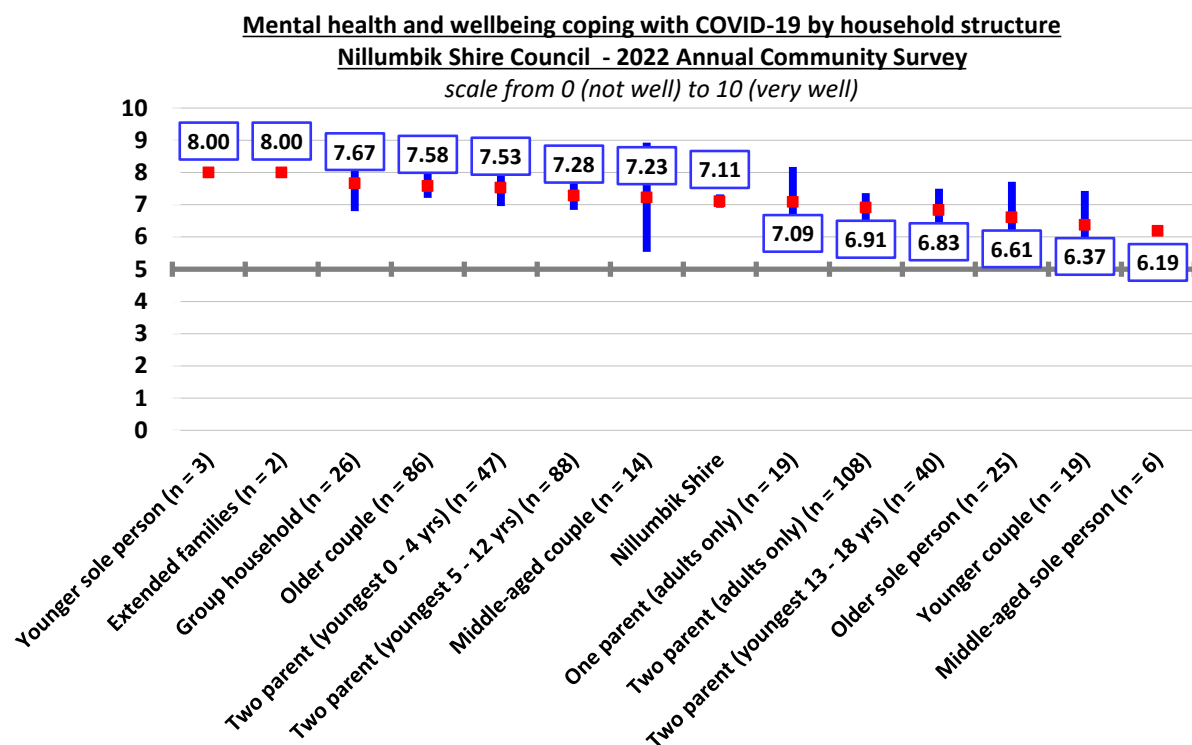
Whilst there was no statistically significant variation in this result observed by respondent profile, it is noted that younger respondents were, on average, coping less well than older respondents, and males were coping marginally less well than female respondents.





Whilst there was no statistically significant variation in the average degree of coping with the mental health and wellbeing impacts of COVID-19 observed by household structure. This is likely to be the result of the relatively small sample size for many household structures.

Metropolis Research notes that the three younger sole person households and the two extended families were coping notably better than the municipal average, whilst middle-aged and older sole person households and the six middle-aged sole person households were coping notably less well.

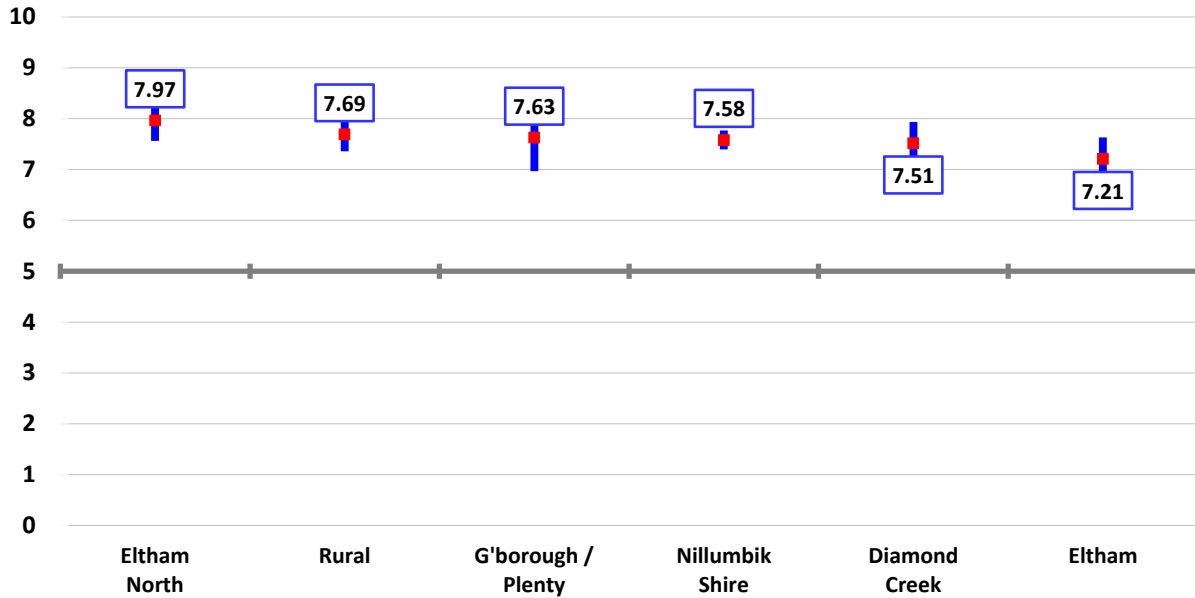


### Physical health and wellbeing

There was no statistically significant variation in the average degree of coping with the physical health and wellbeing impacts of COVID-19, although it is noted that respondents from Eltham were coping marginally less well than the municipal average.

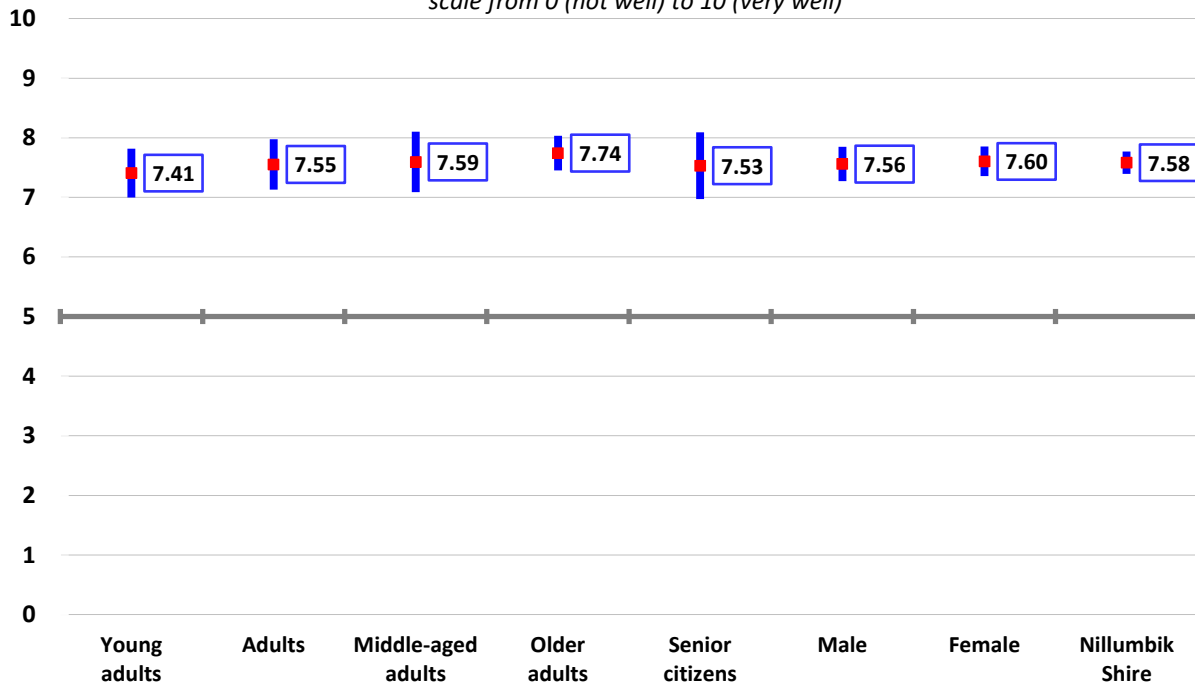


**Physical health and wellbeing coping with COVID-19 by precinct**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
*scale from 0 (not well) to 10 (very well)*



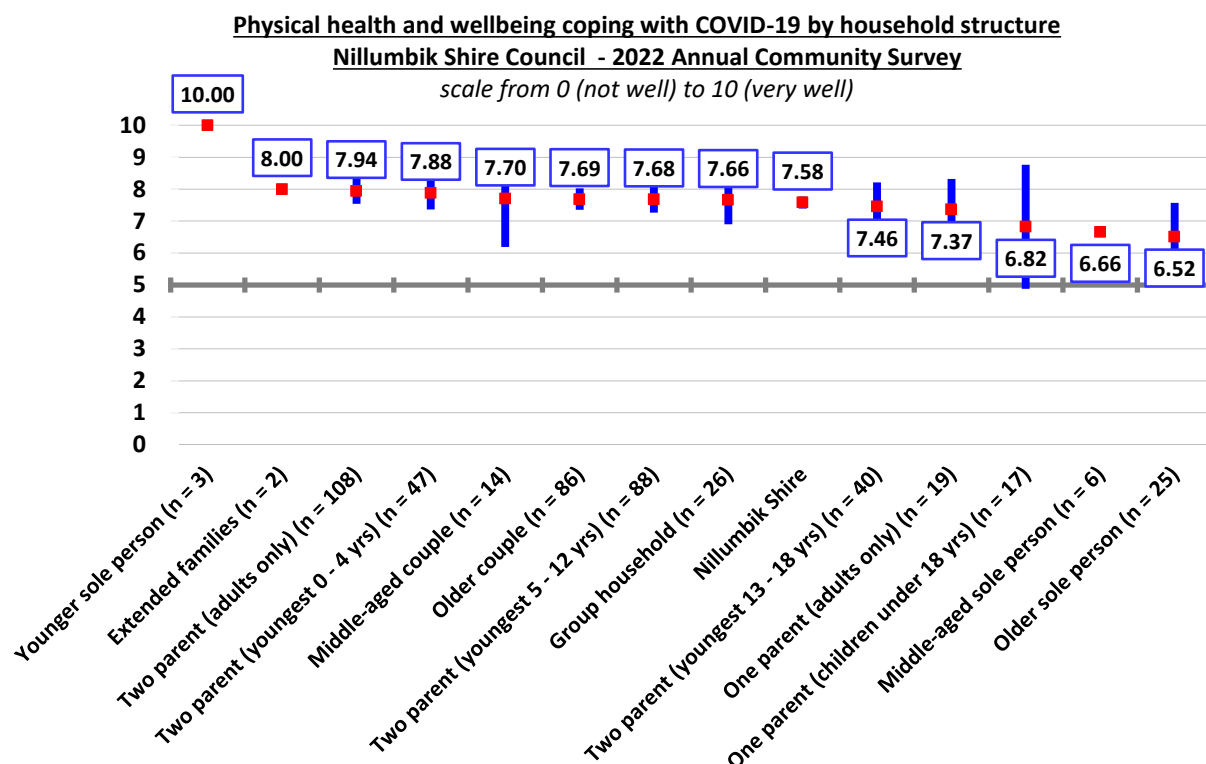
There was no measurable or meaningful variation in the average degree of coping with the physical health and wellbeing impacts of COVID-19.

**Physical health and wellbeing coping with COVID-19 by respondent profile**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
*scale from 0 (not well) to 10 (very well)*



Whilst there was no statistically significant variation in the average degree of coping with the physical health and wellbeing impacts of COVID-19 observed by household structure. This is likely to be the result of the relatively small sample size for many household structures.

Metropolis Research notes that the three younger sole person households were coping notably better than the municipal average, whilst one-parent households with children aged under 18 years, middle-aged and older sole person households were coping notably less well.



**Reasons for not coping well with the impacts of COVID-19**

A total of 29 responses were received from respondents who reported that they or their household were not coping well with the impacts of COVID-19, as outlined in the following table

Many of the comments received related to mental health related impacts of COVID-19 including anxiety and depression, the impact of lockdowns, employment and financial impacts, and impacts on the ability to interact with family and friends.



**Reasons for not coping well with the impacts of COVID-19**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
Anxiety, depression	3
Effects of isolation	3
Lockdowns were really tough	2
Affected to a great extent; hard to explain how	1
Cannot connect with family and friends	1
Chronic health conditions but due to pandemic, the treatment was not frequent	1
Company went into voluntary administration	1
Could not work since 2020 and it has affected mentally	1
Couldn't work, adjustment issues	1
Difficult to manage kids at home	1
Don't want to talk about it	1
I am a performer and artist	1
I put on weight	1
I sustained long term injury	1
I was unable to cope well after losing my job	1
Jobless, had business but collapsed	1
Less work	1
Mentally not doing great	1
Most of the physical activities were closed	1
Partner lost his job for 6 months, and it was the primary income source	1
School principal job made it hard	1
Stuck at home	1
The pandemic had impact on mental health due to loss of job and not being able to live life normally	1
Wider grim atmosphere	1
<b>Total</b>	<b>29</b>

### **Impact on health and wellbeing**

Respondents were asked:

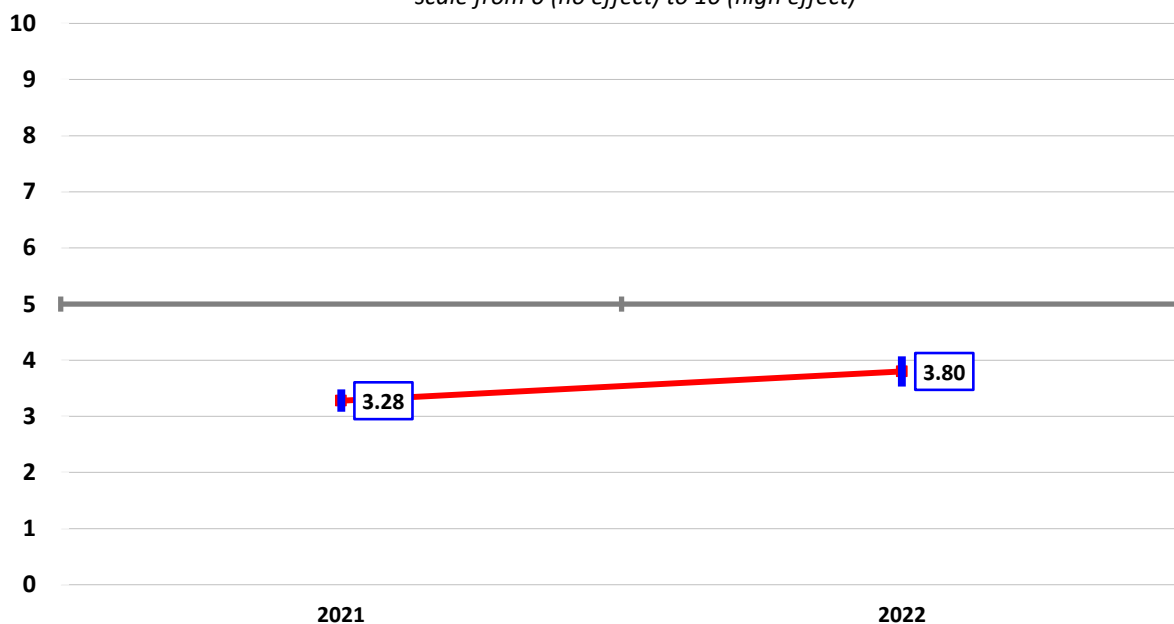
*“On a scale of 0 (no effect) to 10 (high effect), how has COVID19 affected your personal health and wellbeing?”*

Respondents were also asked to rate the effect of COVID-19 on their personal health and wellbeing.

The average effect of COVID-19 on their personal health and wellbeing increased notably but not measurably between 2021 and 2022, up 15.8% from 3.28 to 3.80, suggesting that the impacts on personal health and wellbeing had increased over the course of the pandemic.

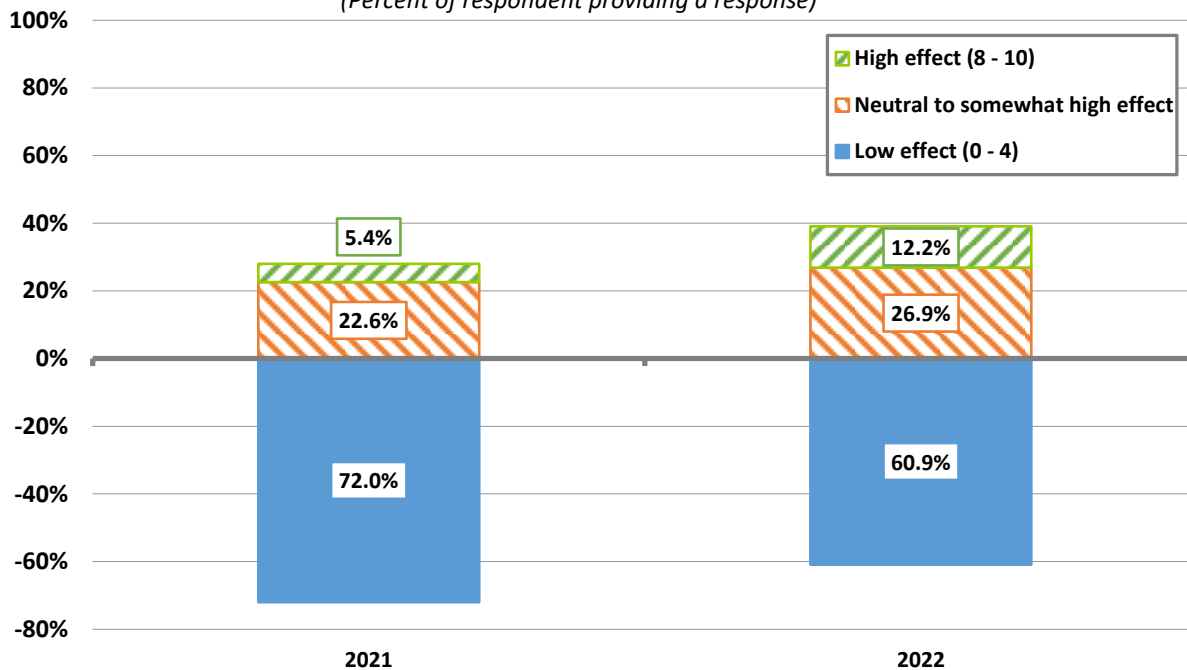


**The impacts of COVID-19 on health and wellbeing by respondent profile**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*scale from 0 (no effect) to 10 (high effect)*



Attention is drawn to the fact that the proportion of respondents who felt that COVID-19 had a high effect on their health and wellbeing (i.e., rated the effect at eight or more) had more than doubled between 2021 and 2022, up from 5.4% to 12.2%. Conversely the proportion of respondents who felt that the effect was low (i.e., less than five) declined substantially.

**The impacts of COVID-19 on health and wellbeing by respondent profile**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*(Percent of respondent providing a response)*



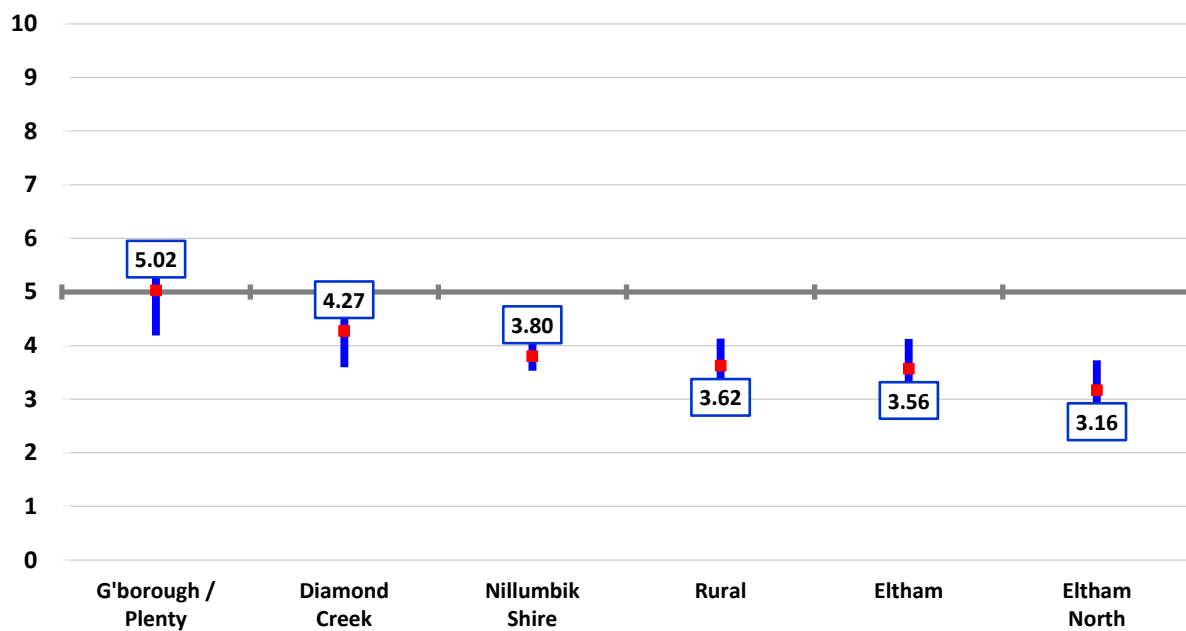
**The impacts of COVID19 on health and wellbeing**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Response	2022		2021
	Number	Percent	
High effect (8 to 10)	48	12.3%	5.4%
Neutral to somewhat high effect (5 to 7)	104	26.7%	22.6%
Low effect (0 to 4)	238	61.0%	72.0%
Can't say	118		44
<b>Total</b>	<b>508</b>	<b>100%</b>	<b>501</b>
<i>Average mean</i>		<i>3.80</i>	<i>3.28</i>

There was measurable variation in the impact of COVID-19 on respondents’ personal health and wellbeing observed across the municipality.

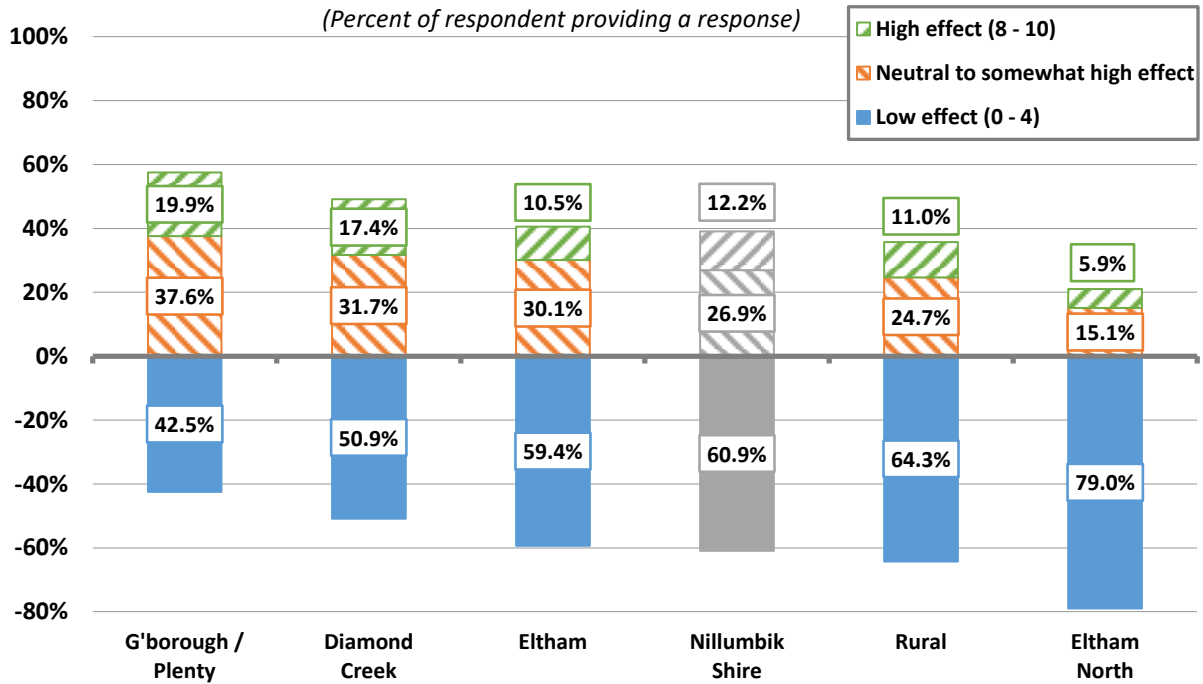
- **Greensborough / Plenty** – respondents rated the effect measurably higher than the municipal average.
- **Eltham North** – respondents rated the effect notably but not measurably lower than the municipal average.

**The impacts of COVID-19 on health and wellbeing by precinct**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
*scale from 0 (no effect) to 10 (high effect)*



**The impacts of COVID-19 on health and wellbeing by precinct**  
**Nillumbik Shire Council - 2022 Annual Community Survey**

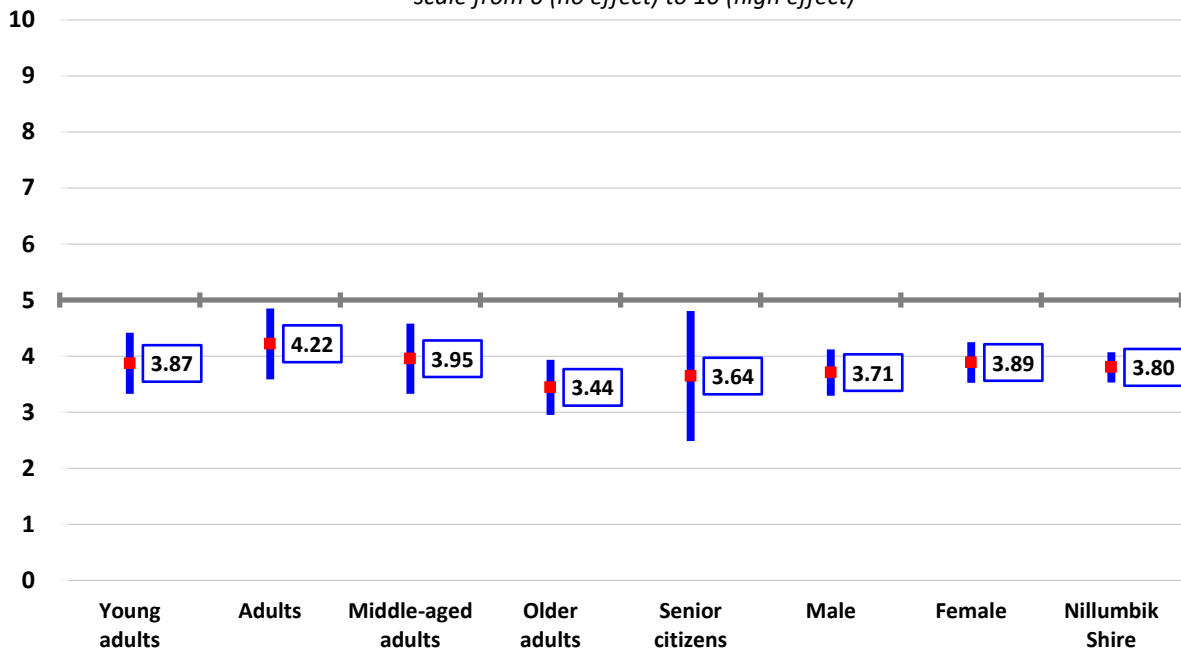
(Percent of respondent providing a response)



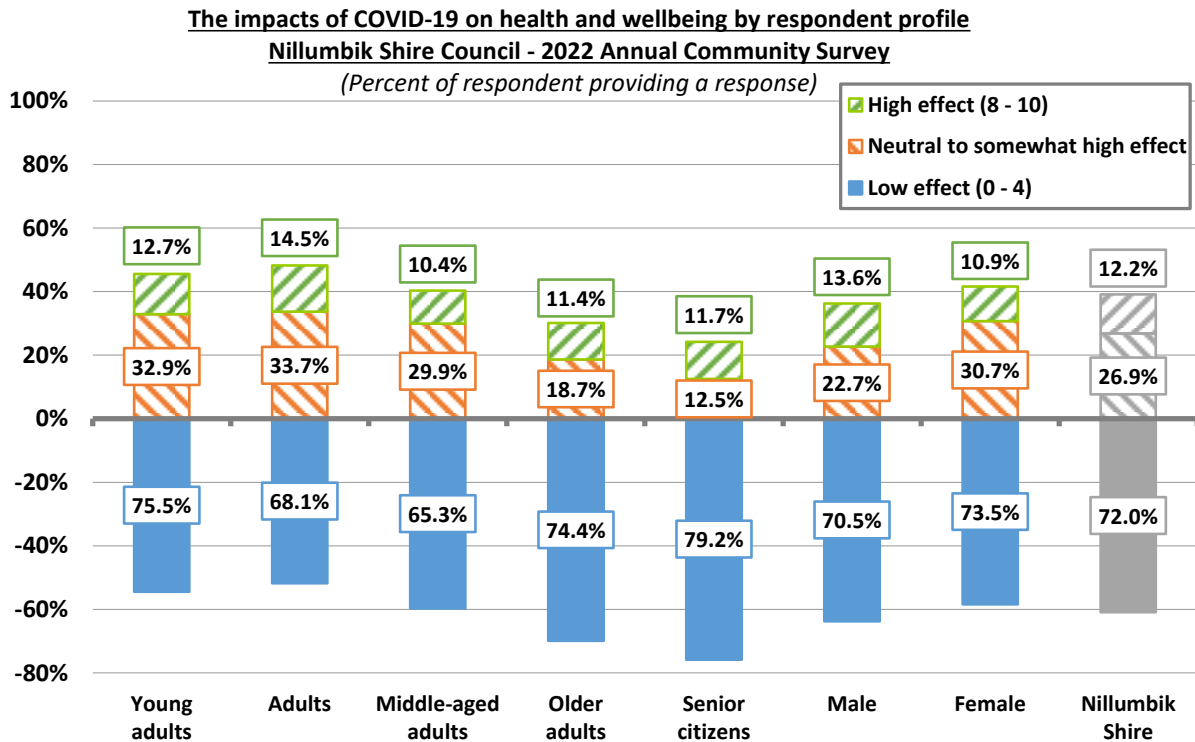
There was no statistically significant variation in the average effect of COVID-19 on respondents' personal health and wellbeing observed by age structure or gender, although it is noted that the effect was marginally higher for adults (aged 35 to 44 years).

**The impacts of COVID-19 on health and wellbeing by respondent profile**  
**Nillumbik Shire Council - 2022 Annual Community Survey**

scale from 0 (no effect) to 10 (high effect)







The following table outlines the verbatim comments received from respondents as to the effect of COVID-19 on their personal health and wellbeing.

It is noted that whilst there were a range of issues raised by respondents in small numbers, issues with the mental health effects including those related to isolation were prominent in the results.

**Impact of COVID-19 on your health and wellbeing**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*(Number of responses)*

Response	Number
Not being able to go out	6
Effect of isolation	5
Mental health issues	3
Anxiety	2
Having to do home schooling	2
Mental and physical health	2
Not being able to exercise	2
A lot of services were not available	1
Affected to a great extent and hard to explain	1
At home too much	1
Cannot connect with family and friends	1
Can't go to the gym and pool	1



Company went into voluntary administration	1
Constant changes	1
Difficult to find job, health in general	1
Drinking too much. Being unfit	1
Emotional and mental state affected by reduced physical activity due to lockdowns	1
Everything was shut down	1
Family members got COVID-19	1
Fear and uncertainty	1
Financial well being	1
General inconvenience	1
Had COVID. It sucked	1
Home schooling was challenging, and had to take care of child while working full time	1
I gained lot weight due to job loss	1
I have COVID-19	1
I sustained long term injury	1
I was affected by COVID-19 pretty badly	1
I was not allowed to visit my loved ones in the hospital	1
Inability to have personal contact with other human being	1
Increasing workload	1
It has been difficult for children to constantly be at home	1
Job and communications	1
Just in general, was pretty normal physical health	1
Lack of human interaction	1
Kids at home	1
Mentally, we were not strong	1
My kids and ex-wife got COVID-19	1
No one leaves house	1
Not being able to visit family	1
Physical work needed because not moving at all	1
Schooling	1
Social anxiety, can't go to gym	1
Still working full time from home, big mental burden	1
Stress	1
The effect of being restricted	1
There are some things I can't do due to COVID	1
Too frightened to go out	1
Took a big toll on mental health. Unnecessary loss of freedom	1
Traffic	1
Work and children	1
<b>Total</b>	<b>66</b>



## Ways of Council assisting the community deal with the pandemic

Respondents were asked:

*“In what ways do you feel that Council could best assist the community to deal with the COVID-19 pandemic?”*

Respondents were again this year, asked as an open-response question, the ways that they feel that Council could best assist the community to deal with the COVID-19 pandemic.

A total of 106 responses were received from the 508 respondents, with the verbatim responses broadly categorised as outlined in the following table.

The main suggestions received from respondents were in relation to physical and mental health support services, Council services and facilities, and social interaction / physical activities.

There was some variation from the results last year, which focused more on the provision of information and engagement with the community, as well as financial assistance for residents. These have both declined in importance somewhat as the pandemic eased into 2022 when the survey was completed.

**Ways of assisting the community deal with the pandemic now**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
*(Number and percent of responses)*

Response	2022		2021
	Number	Percent	
Physical and mental health support services	22	20.8%	9.9%
Council services and facilities	21	19.8%	6.6%
Social interaction / physical activities	18	17.0%	15.4%
Financial assistance for residents	11	10.4%	16.5%
Provision of information / engagement	9	8.5%	30.8%
Business support	8	7.5%	13.2%
COVID testing centres	6	5.7%	0.0%
Other	11	10.4%	7.7%
<b>Total</b>	<b>106</b>	<b>100%</b>	<b>91</b>

The following table provides the verbatim comments received, broken down by category as discussed in the preceding table.



**Ways of assisting the community deal with the pandemic now**

**Nillumbik Shire Council - 2022 Annual Community Survey**

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Physical and mental health support services</i>	
More mental health facilities and programs	8
Mental health support for youth	3
Information about mental health	2
Addressing mental health issues	1
Easy and accessible services to deal with loneliness	1
Free mental health services	1
Improved mental health services	1
Offer counselling	1
Online mental health facilities	1
Pop-up psychological and health services	1
Subsidise mental health care plans	1
Talk to community about its emotional and mental wellbeing	1
<b>Total</b>	<b>22</b>
<i>Council services and facilities</i>	
Better provision and maintenance of services	2
More activities for children	2
Provide more activities and support for elderly people	2
Better accountability	1
Cleaning public places	1
Do their job better	1
Keep schools	1
Local shopping centres	1
Comprehend the need of transport during lockdown	1
More accessibility for disabled people	1
Open library	1
Open public spaces - safe for kids	1
Promote online libraries - learning more online	1
Recreation events	1
Take out rubbish weekly	1
To provide more accessible services instead of just imposing unwanted regulations	1
Walking and riding path were helpful	1
Youth support	1
<b>Total</b>	<b>21</b>
<i>Social interaction / physical activities</i>	
More community activities are needed	3
Community engagement programs	1



Community support groups	1
Free events to engage the community together after the pandemic	1
Free exercise programs	1
Helping community groups	1
Interactive program	1
More outdoor areas where people can go	1
Need lake to go fishing in during lockdown	1
Offer free fitness classes	1
Promote group exercises	1
Putting on more public events	1
Retraining programs	1
Run incentive programs for the community to shop and spend locally; support and improve local economy	1
They could help the youth by getting them off the phones and leading better lives	1
Volunteers to connect with each other	1
<b>Total</b>	<b>18</b>

*Financial assistance for residents*

Reduce rates as residents did not use many services during the pandemic	7
Better money management and distribution to affected families	1
Charities financially	1
Rate support	1
Lower sporting fees	1
<b>Total</b>	<b>11</b>

*Provision of information / engagement*

More communication	2
Advocacy to share experiences	1
Help the community to manage itself	1
Meetings with community	1
More advice on talking health help	1
More information with medical support	1
Need monthly updates on what the Council is doing	1
Participate in campaign to help people	1
<b>Total</b>	<b>9</b>

*Business support*

Provide support for local businesses	7
Support local trade	1
<b>Total</b>	<b>8</b>

*Covid testing centres*

Provide more testing centres	2
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Have more ways to be tested	1
Helping people with rapid test	1
More COVID testing	1
Move clinic somewhere else	1
<b>Total</b>	<b>6</b>
<i>Other</i>	
Don't address it at all	2
Access to internet for work from home people	1
Adaptability	1
Be available	1
General care	1
Improve planning system	1
Make sure everyone follows rules	1
Making sure everyone especially indigenous people get support	1
Provide resources during lockdown and isolation	1
They're doing a fantastic job with the current assistance and support	1
<b>Total</b>	<b>11</b>
<b>Total</b>	<b>106</b>

### ***Employment status affected by COVID-19 pandemic***

This question relating to whether the respondents' employment status was affected by the COVID-19 pandemic was included for the first time in the survey this year.

Of the 508 respondents, 489 provided a response to this question, with a little more than one-quarter (26.2%) reporting that their employment status had been affected by the pandemic.

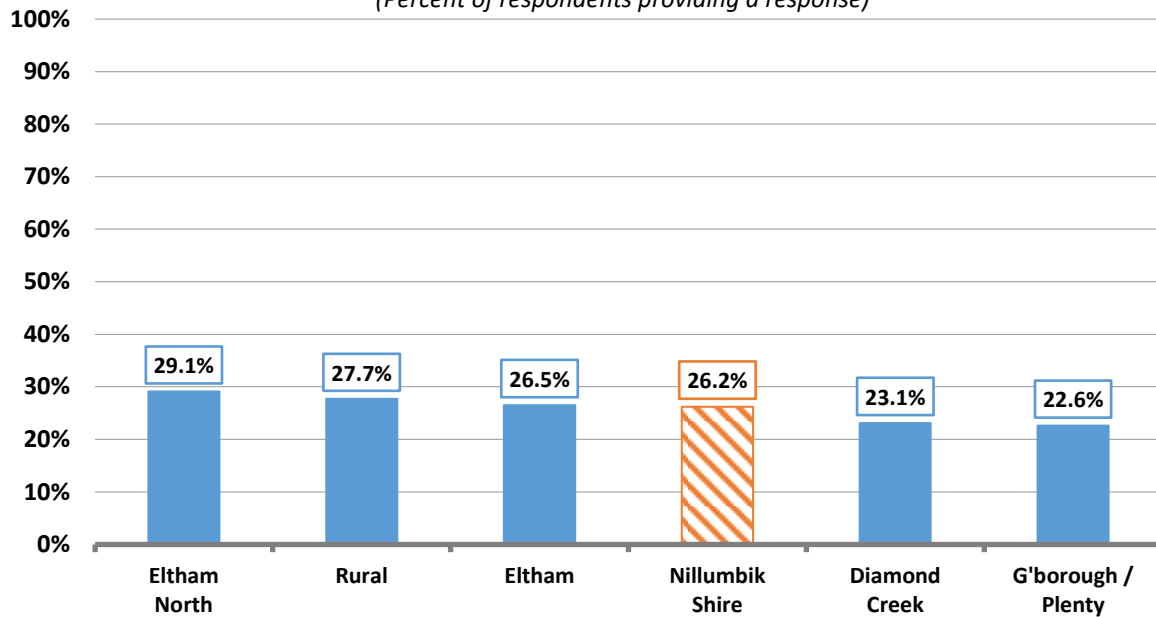
**Employment status been affected by the COVID-19 pandemic**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Response	2022		2021
	Number	Percent	
Yes	128	26.2%	22.1%
No	361	73.8%	77.9%
Not stated	19		12
<b>Total</b>	<b>508</b>	<b>100%</b>	<b>501</b>

There was no statistically significant variation in this result observed across the five precincts comprising the Nillumbik Shire.



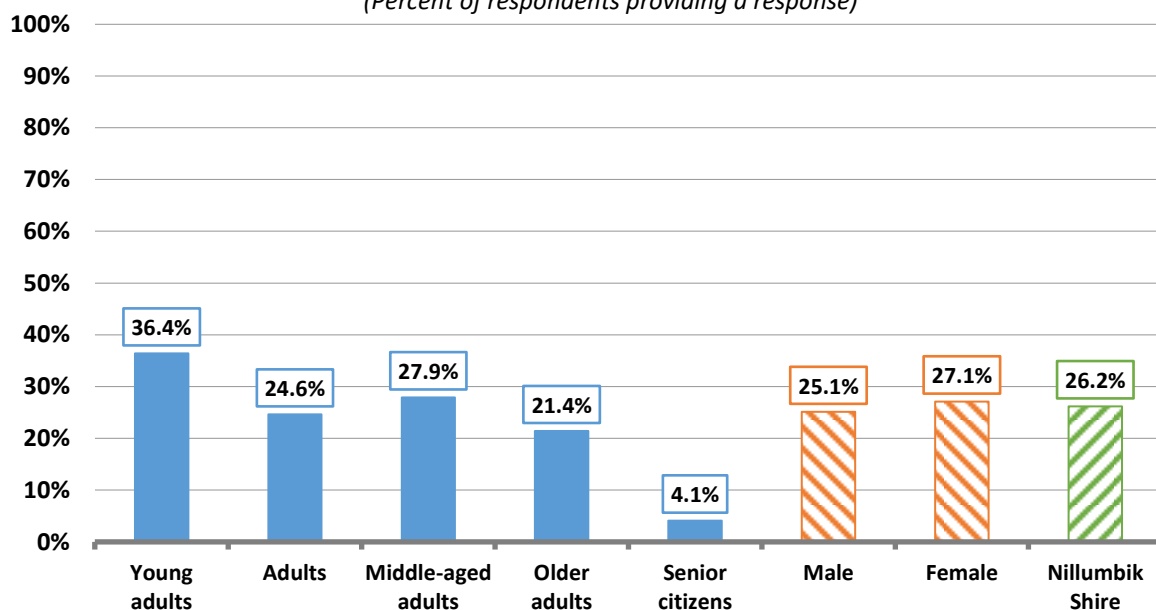
**Employment status been affected by the COVID-19 pandemic by precinct**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
*(Percent of respondents providing a response)*



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

- **Young adults (aged 18 to 34 years)** – respondents were measurably more likely to report that their employment status was affected by the pandemic.
- **Senior citizens (aged 75 years and over)** – respondents were measurably and significantly less likely to report that their employment status had been affected by the pandemic.
- **Gender** – there was no meaningful variation in this result observed by gender.

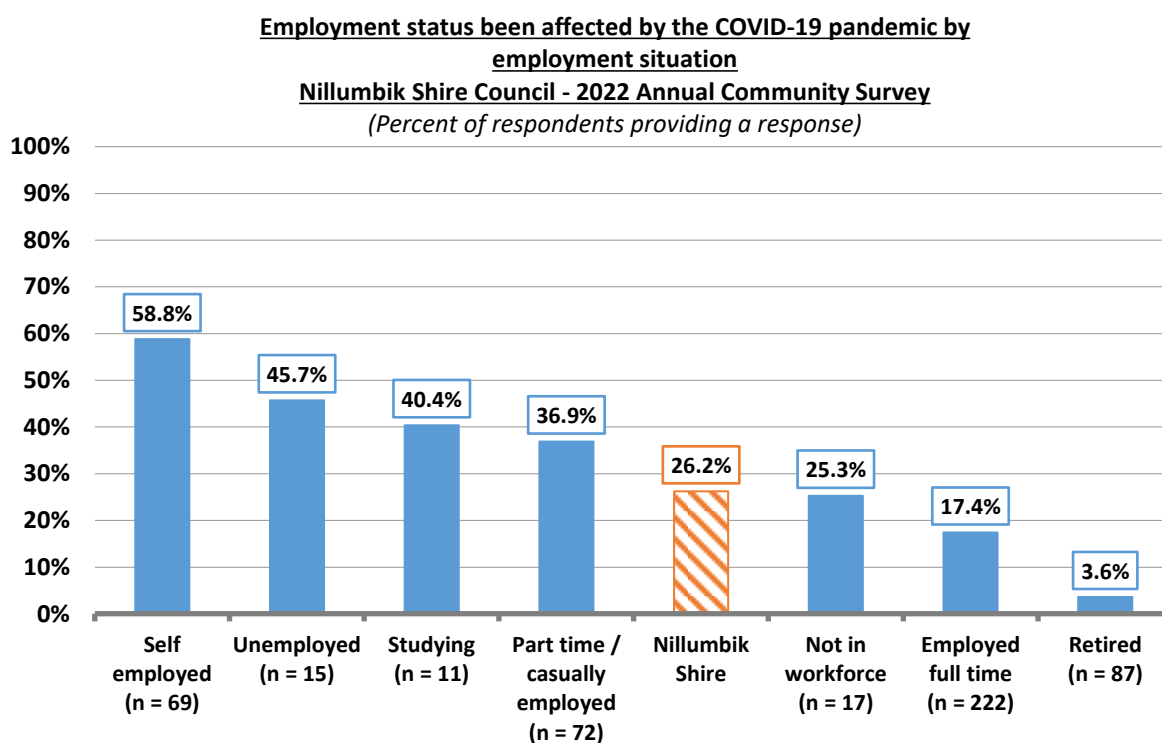
**Employment status affected by the COVID-19 pandemic by respondent profile**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
*(Percent of respondents providing a response)*





Cognisant of the small sample size for some of the employment status groups, there was some notable variation in these results observed by employment status, as follows:

Respondents who were self-employed, unemployed, studying, or part-time or casually employed were notably more likely to report that their employment status had been affected by the COVID-19 pandemic than other respondents.



The following table outlines the verbatim responses from respondents who reported that their employment status had been affected by COVID-19.

A total of 111 responses were received from the 128 respondents who reported that their employment status had been affected by the pandemic.

The most common types of effects of the pandemic on employment status were related to a loss of employment or a loss of contracts (34 responses), reduced hours or work (30 responses), general negative impacts (13 responses), and lockdown related impacts (11 responses).



**How your employment status been affected by the COVID-19 pandemic**

**Nilumbik Shire Council - 2022 Annual Community Survey**

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Lost job / work / contracts</i>	
Caused unemployment / lost job	19
Unable to work	6
Off work for months	2
I was unemployed affected for six months during the pandemic but now it has started again	1
Jobless for 2 months	1
Lost contracts and clients	1
Off work for 6 months	1
Partner lost his job for a while	1
Several months during the pandemic as I lost my job	1
Wife lost her job right at the start of the pandemic and still unemployed	1
<b>Total</b>	<b>34</b>
<i>Reduced hours / work</i>	
Reduced hours	15
Reduced work	3
Part time from full time	2
Business became quieter in pandemic	1
Couldn't go to work for a week	1
Did not have any work during the pandemic	1
During pandemic the business was on and off for almost 2 years	1
Hardly been working	1
I'm a consultant and I have less clients during pandemic	1
Just made me slack off a bit	1
Not being able to work to fullest	1
Reduced customers because everyone is afraid to get out of the house	1
Will get laid off soon because of less work	1
<b>Total</b>	<b>30</b>
<i>General negative impacts</i>	
Affected for 18 months (entire pandemic)	5
Only marginally affected	3
6 months during the pandemic	2
Financially	1
It threatened my job but didn't remove	1
Too much problem and workload	1
<b>Total</b>	<b>13</b>



<i>Lockdown, restrictions related issues</i>	
Lockdown issues	4
Can't go to work in lockdowns	1
I am not allowed to go out frequently to promote my items	1
In person visits weren't allowed	1
Lockdown restricted supply of goods	1
Quarantine	1
Restrictions	1
Working at home	1
<b>Total</b>	<b>11</b>
<i>Difficulty finding employment</i>	
No available work / employment	2
Access to employment services	1
Difficult in finding jobs, recently graduated and difficult to find jobs in the same field	1
Found it more difficult to get a job	1
No work in lockdown works in catering	1
Struggling to get job and basic needs	1
There is no consistent work available	1
<b>Total</b>	<b>8</b>
<i>Business closure</i>	
Closed down	3
Business shut down completely	1
Closing down of economy	1
Had to close restaurant	1
Company went into voluntary administration	1
<b>Total</b>	<b>7</b>
<i>Lost / cut down staff</i>	
Cut down on staff	1
Staff not on campus	1
We lost workers	1
<b>Total</b>	<b>3</b>
<i>Other</i>	
Came out of retirement to work	1
Now work in the farm	1
Positive effect	1
Was working casual before	1
Worked at a different place	1
<b>Total</b>	<b>5</b>
<b>Total</b>	<b>111</b>



## Respondent profile

The following section provides the demographic profile of the respondents surveyed for the Nilumbik Shire Council – 2022 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

It is noted that the sample of 508 respondents was weighted by age and gender to reflect the Census results, in line with the 2021 results.

**Age structure**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
(Number and percent of respondents providing a response)

Age group	2022 (unweighted)		2022 (weighted)	2021	2020	2019	2018
	Number	Percent					
Adolescents (18 to 19 years)	8	1.6%	3.9%	3.9%	2.2%	2.2%	3.4%
Young adults (20 to 34 years)	90	17.7%	20.6%	20.6%	11.8%	12.2%	12.4%
Adults (35 to 44 years)	150	29.5%	17.3%	17.3%	20.2%	19.2%	21.7%
Middle aged adults (45 to 54 years)	148	29.1%	21.7%	21.7%	26.3%	23.0%	23.3%
Older adults (55 to 74 years)	87	17.1%	30.8%	30.8%	33.3%	35.0%	34.7%
Senior citizens (75 years and over)	25	4.9%	5.7%	5.7%	6.2%	8.4%	4.4%
Not stated	0		0	0	1	0	3
<b>Total</b>	<b>508</b>	<b>100%</b>	<b>508</b>	<b>501</b>	<b>500</b>	<b>500</b>	<b>501</b>

### Gender

**Gender**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
(Number and percent of respondents providing a response)

Gender	2022		2021	2020	2019	2018	2017
	Number	Percent					
Male	248	48.8%	48.9%	51.5%	48.8%	53.1%	52.3%
Female	260	51.2%	51.1%	48.3%	51.2%	46.7%	47.1%
Other	0	0.0%	0.0%	0.2%	0.0%	0.2%	0.6%
Prefer not to say	0		0	3	4	2	16
<b>Total</b>	<b>508</b>	<b>100%</b>	<b>501</b>	<b>500</b>	<b>500</b>	<b>501</b>	<b>502</b>



## Household members identify as LGBTIQA+

**Household members identify as LGBTIQA+**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
 (Number and percent of respondents providing a response)

Response	2022		2021	2020	2019	2018
	Number	Percent				
Yes	29	5.9%	2.7%	0.6%	2.3%	3.3%
No	459	94.1%	97.3%	99.4%	97.7%	96.7%
Unsure / prefer not to say	20		16	7	26	20
<b>Total</b>	<b>508</b>	<b>100%</b>	<b>501</b>	<b>500</b>	<b>500</b>	<b>501</b>

## Household structure

**Household structure**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
 (Number and percent of respondents providing a response)

Structure	2022		2021	2020	2019	2018	2017
	Number	Percent					
<b>Two parent family total</b>	<b>283</b>	<b>56.6%</b>	<b>49.1%</b>	<b>55.5%</b>	<b>50.5%</b>	<b>52.4%</b>	<b>51.4%</b>
youngest child 0 - 4 years	47	9.4%	9.4%	9.9%	10.7%	8.4%	8.4%
youngest child 5 - 12 years	88	17.6%	12.3%	14.1%	13.9%	16.7%	14.3%
youngest child 13 - 18 years	40	8.0%	9.6%	11.3%	9.7%	10.8%	10.0%
adult children only	108	21.6%	17.8%	20.3%	16.3%	16.5%	18.7%
<b>One parent family total</b>	<b>36</b>	<b>7.2%</b>	<b>8.0%</b>	<b>4.8%</b>	<b>5.4%</b>	<b>8.8%</b>	<b>6.8%</b>
youngest child 0 - 4 years	2	0.4%	1.0%	0.4%	0.2%	0.6%	0.2%
youngest child 5 - 12 years	10	2.0%	0.8%	1.4%	1.2%	1.0%	0.8%
youngest child 13 - 18 years	5	1.0%	1.6%	1.2%	1.2%	2.2%	1.4%
adult children only	19	3.8%	4.5%	1.8%	2.8%	5.0%	4.4%
Couple only household	119	23.8%	28.8%	29.6%	29.6%	28.3%	28.5%
Group household	26	5.2%	3.3%	1.4%	3.8%	1.2%	2.2%
Sole person household	34	6.8%	9.0%	7.6%	10.1%	7.8%	10.2%
Extended or multiple families	2	0.4%	1.8%	1.0%	0.6%	0.6%	1.0%
Not stated	8		12	3	3	4	0
<b>Total</b>	<b>508</b>	<b>100%</b>	<b>501</b>	<b>500</b>	<b>500</b>	<b>501</b>	<b>502</b>



## Housing situation

**Housing situation**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
 (Number and percent of respondents providing a response)

Situation	2022		2021	2020	2019	2018	2017
	Number	Percent					
Own this home	276	56.0%	60.0%	73.0%	61.4%	54.1%	57.5%
Mortgage	154	31.2%	28.9%	19.7%	29.7%	35.8%	35.4%
Renting this home	41	8.3%	9.5%	6.8%	7.8%	8.1%	6.0%
Other arrangement	22	4.5%	1.6%	0.4%	1.0%	2.0%	1.0%
Not stated	15		16	3	2	6	6
<b>Total</b>	<b>508</b>	<b>100%</b>	<b>501</b>	<b>500</b>	<b>500</b>	<b>502</b>	<b>502</b>

## Employment situation

**Employment situation**  
**Nilumbik Shire Council - 2022 Annual Community Survey**  
 (Number and percent of respondents providing a response)

Response	2022		2021
	Number	Percent	
Self employed	69	13.8%	18.0%
Employed full time	222	44.3%	36.6%
Employed part time / casually employed	72	14.4%	14.5%
Unemployed (and looking for work)	15	3.0%	2.5%
Studying	11	2.2%	3.3%
Retired	87	17.4%	22.1%
Not in workforce (e.g. home duties)	17	3.4%	2.0%
Other	8	1.6%	1.0%
Not stated	7		12
<b>Total</b>	<b>508</b>	<b>100%</b>	<b>501</b>



## Period of residence in Nillumbik

**Period of residence in the Shire of Nillumbik**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
 (Number and percent of respondents providing a response)

Period	2022		2021	2020	2019	2018	2017
	Number	Percent					
Less than one year	4	0.8%	1.6%	3.2%	2.8%	2.8%	3.6%
One to less than five years	17	3.4%	2.8%	12.2%	11.3%	11.3%	10.0%
Five to less than ten years	70	14.1%	13.3%	19.0%	13.6%	13.6%	17.3%
Ten years or more	406	81.7%	82.2%	65.6%	72.3%	72.3%	69.1%
Not stated	11		6	0	6	0	0
<b>Total</b>	<b>508</b>	<b>100%</b>	<b>501</b>	<b>500</b>	<b>500</b>	<b>502</b>	<b>502</b>

**Previous Council**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
 (Number of respondents living in the Shire of Nillumbik for less than 5 yrs)

Council	2022	
	Number	Percent
Banyule	4	19.0%
Whittlesea	4	19.0%
International	3	14.3%
Interstate	2	9.5%
Whitehorse	2	9.5%
Hume	1	4.8%
Manningham	1	4.8%
Maribyrnong	1	4.8%
Melbourne	1	4.8%
Port phillip	1	4.8%
Yarra	1	4.8%
<b>Total</b>	<b>21</b>	<b>100%</b>





## General comments

Respondents were asked:

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

The following table outlines the general comments received from respondents, broken down into issues. Consistent with the results of the survey, comments on communication, consultation, responsiveness, and governance were the most common comments.

**General comments**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*(Number of responses)*

<i>Comment</i>	<i>Number</i>
<i>Communication, consultation, responsiveness, governance</i>	
Able to lodge applications through an online portal	1
Council seems disconnected from the public	1
Do your job	1
Hope the Council takes actions	1
Improve communication	1
Introduce an app to communicate with the Council	1
Need more transparency with residents	1
Need to be careful about what we spend money on	1
Responsiveness is too slow	1
The Council should go back to do what it is meant to do	1
<b>Total</b>	<b>10</b>
<i>Comments on the survey</i>	
The survey was too long	2
Absence of question about caring for children or family member with disability but for LGBTIQ+ shows Council's priorities	1
LGBTIQ+ issues mentioned seems politicized and inappropriate	1
Poor survey given how many services for North Warrandyte residents addressed by other Councils	1
Stop asking current housing situation. Why do you want to know if I own the house or mortgaged or renting?	1
The questionnaire should be decreased as I know	1
The rating by giving numbers is not accurate, considering Nillumbik is a big area, and should be narrowed down to different suburbs	1
<b>Total</b>	<b>8</b>



<i>Rates and financial management</i>	
Get the rates down	2
Rates are too expensive - I don't want them to go up	2
Inequality in rates and services between main areas of Nillumbik and rural	1
We actually changed our thoughts about doing any improvement because of the costs	1
We have expensive rates and that is not going to reduce if we don't have more development and income flow	1
<b>Total</b>	<b>7</b>
<i>Waste management</i>	
Want recycling and rubbish collection every week	2
A few times our bin was missed	1
Educating people on rubbish system, recycling etc.	1
Speeding of rubbish trucks	1
There are mixed messages about recycling bin. If Council could clear out what they do with the recycling waste, we can decide if we want to use Council's service or not	1
<b>Total</b>	<b>6</b>
<i>Traffic and roads</i>	
Please place more streetlights on very curvy road coming into Diamond Creek road. It is a very dangerous road to drive in and there is very less street lighting	1
Please, please do the level crossing removal	1
Proper roads and pavements	1
Traffic coming out of Diamond Creek driveway - crazy traffic	1
Unsealed roads	1
<b>Total</b>	<b>5</b>
<i>Planning, building and development</i>	
More emphasis should be put on long-term infrastructure developments	1
Need to preserve the community as it too much densely populated around the town square and city areas	1
We had a frustrating and opaque planning process, and it is expensive	1
We can have more development. Too much green space just in Nillumbik is not going to do any good. All the Councils should contribute to it	1
<b>Total</b>	<b>4</b>
<i>Council services and facilities</i>	
Ability of Council to help people living in poorly maintained home is very limited	1
For LGBTIQ residents, Council could provide genderless toilets	1
Need more public toilets	1
<b>Total</b>	<b>3</b>



<i>General positive</i>	
Libraries are amazing - deliveries during lockdown	1
Nice roads on Edinburgh Street	1
They've been very proactive as possible during pandemic with too little or less interruption to the current services and the transition to online mode was very smooth. I sincerely do appreciate the Council for all their efforts	1
<b>Total</b>	<b>3</b>
<i>Bike and walking tracks / paths</i>	
I am really upset that bike jumps are taken away	1
Unsafe for cyclists. Son got a concussion while cycling and Council turned a blind eye	1
<b>Total</b>	<b>2</b>
<i>Bushfire prevention</i>	
Clearance of fire prevention works	1
Council needs to emphasis on bushfire issues, they should take actions and help prevent any future disaster	1
<b>Total</b>	<b>2</b>
<i>General negative</i>	
Be realistic	1
Tourists are disrespectful	1
<b>Total</b>	<b>2</b>
<i>Tree maintenance</i>	
I want Council to put more interest in tree canopy	1
Overall not that bad, definitely could be better to provide services like tree management though	1
<b>Total</b>	<b>2</b>
<i>Parks, gardens, and open spaces</i>	
Playgrounds in Panton Hill should be shaded. On fairly cool days the swings and slides are pretty hot for children to play on them	1
<b>Total</b>	<b>1</b>



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<i>Other</i>	
More inclusive of different cultures and LGBTQIA+ communities	1
My son lost his job in pandemic. And didn't get any support from the government because he was casual employee. That seemed unfair	1
<b>Total</b>	<b>2</b>
<b>Total</b>	<b>57</b>



## 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 - 2022 Annual Community Survey**

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Improved</i>	
Change of Councillors and Mayors	2
Lots of parks have been built - basketball rings	2
More communication and awareness	2
Active in social media	1
Because it has just been the election	1
Communication during COVID has been good	1
Contacted the Council in 2020 and the response was appalling, now it's improved	1
Council is reaching out to community	1
Council keeps improving each year	1
Council overall political complexion	1
Doing a whole new project, people are happy seeing it	1
Everything's improved	1
Getting roadworks done	1
Getting traffic lights installed	1
I see a few things happening	1
Just had community meeting and everyone is very engaging, compared to previous ones	1
More approachable	1
More effort from the Council during the pandemic	1
New Council has made positive changes	1
New Councillors dealing with issues	1
Not much difference	1
People are getting opportunities	1
Rubbish collection has been good	1
Services are up-to-date even during COVID and that's good	1
Services I use are good	1
Sporting facilities have improved and more resources like recreation	1
Sports court construction is good	1
The Council has different set of priorities	1
There has been a couple of major initiatives, like the recent roundabout	1
They're putting more efforts for community needs	1
Worked well helping through COVID	1
<b>Total performance improved comments</b>	<b>34</b>



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

**Nillumbik Shire Council - 2022 Annual Community Survey**

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Stayed the same</i>	
No change / difference	33
No improvement	6
COVID / lockdown	4
Not too involved	3
Services like parks, trees, roads are really appalling and never get upgraded	1
Council is consistently keeping up its good work	1
COVID made Council's job more difficult	1
Hard to judge during COVID	1
I'm not much aware of the Council	1
It's been good	1
No bigger initiative compared to other years	1
No bushfire prevention	1
Not granted the residents wishes	1
Not much information of the Council	1
Nothing much has changed, the Council has done the best they can	1
Satisfied with the Council's performance	1
Still the same issues are not addressed as last year	1
They are not doing great	1
Rates are too high	1
Two areas improved, but most of them have not	1
<b>Total performance stayed the same comments</b>	<b>62</b>



**Reasons why Council's overall performance has improved, stayed the same or deteriorated**  
**Nillumbik Shire Council - 2022 Annual Community Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
<i>Deteriorated</i>	
No reactions / response from the Council	3
Just because of COVID	2
Lack of consultation	2
Working from home has affected their efficiency	2
All the maintenance dropped off and delays	1
Been through COVID so haven't reduced rates	1
Bolton St is an example of poor planning infrastructure	1
Every time I contacted the Council, it was appalling	1
Council's website is not useful	1
Haven't made any improvements and there are still a lot of issues	1
High rates but no service / rates keep going up	1
I can't see them doing anything through the pandemic	1
Information coming through is not obvious	1
Very few people in the Council who actually know what they are doing	1
Never a clear dialogue, never know what's going on in the Council, tried contacting but never got a response	1
No improvement or change in my area	1
No progress in any sector	1
Not communicating properly and often	1
Only things that happen have been negative	1
Overall maintenance of Nillumbik is not the same as before. The area looks messy and ignored	1
Planning permits take way too long	1
Roads, footpaths have not been repaired for over 2 years now	1
The Council is understaffed and can't answer resident questions	1
They are getting more political	1
They can't solve basic problems	1
They don't seem to be getting stuff right	1
They haven't done anything to improve the road and footpaths	1
They just care about environment	1
They sold off land so people can build mansions	1
Too many new developments	1
Trying to do things quietly	1
When trying to access services, it is hard to get someone to talk to you. Sections are very disconnected	1
<b>Total performance deteriorated comments</b>	<b>37</b>
<b>Total</b>	<b>133</b>





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

### Reasons for feeling unsafe in public areas of the Shire of Nillumbik

#### Nillumbik Shire Council - 2022 Annual Community Survey

(Number of responses)

Response	Number
<i>Crime - theft, robbery, violence, etc</i>	
Crimes around the area, but people are not serious about it	1
Robberies	1
<b>Total</b>	<b>2</b>
<i>Issues with people</i>	
Drunk people	2
Teenagers walking around and creating nuisance	2
Homeless people hanging around in groups	1
Lot of homeless people involved in drugs	1
<b>Total</b>	<b>6</b>
<i>Lighting</i>	
Not enough lights	2
Poor street lighting at night	1
<b>Total</b>	<b>3</b>
<i>Safety at night</i>	
Don't walk around at night	1
Not enough protection at night	1
<b>Total</b>	<b>2</b>
<i>Public transport safety</i>	
Gangs of young people around train station	1
<b>Total</b>	<b>1</b>
<i>General safety</i>	
I just don't feel safe	1
Roads are not safe for kids	1
Too risky to walk around footpaths	1
<b>Total</b>	<b>3</b>
<i>Image / feel of place and news reports</i>	
At public housing units, they get quite loud and hectic	1
<b>Total</b>	<b>1</b>
<i>Other</i>	
No buttons for help	1
Previous trauma	1
<b>Total</b>	<b>2</b>



### Appendix Three: importance of Council meeting needs of LGBTI residents

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

**Nilumbik Shire Council - 2022 Annual Community Survey**

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Unimportant (rated 0 to 4)</i>	
All should be treated equally	3
It is a personal choice. I shouldn't pay for it	2
It should not be Council's concern. It should be more of state and federal government's responsibility	2
Not important	2
Don't understand why should they need more attention	1
Giving special treatment isn't a solution	1
I don't believe beheading the minority groups	1
It shouldn't change how people live in society	1
It's ridiculous, we should all be treated the same, they shouldn't have special treatment in any form	1
Just leave people alone	1
Money can be spent on better things	1
Place too much importance and spent a lot of money on them	1
There is enough support for them from the central or state government without the Council getting involved	1
They go too extreme	1
We are all different	1
<b>Total unimportant comments</b>	<b>20</b>
<i>Neutral (rated 5)</i>	
Everyone should be treated equally	4
Neutral opinion	4
Everyone must have equal opportunities	2
Doesn't bother me	1
Everyone should be equal, they should be given equal importance such as elderly, kids and people with disabilities	1
Going overboard, too much emphasis	1
I don't know if any support is given	1
No information about it	1
Part of what we do, shouldn't be necessary	1
The Council should have better things to worry about	1
They are not that different from everybody else	1
Treated equally	1
We have a large community where other specific types of people need the care	1
<b>Total neutral comments</b>	<b>20</b>



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

**Nillumbik Shire Council - 2022 Annual Community Survey**

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Important (rated 6 to 10)</i>	
It is an important issue	11
Everybody should be treated equally	10
Everyone should be included as part of the community	9
They should all be treated fairly and equally	9
Gender equality	7
Equality	6
Everybody deserves support	6
Everyone's opinions and needs should be addressed	5
Important to address their needs / struggles	5
They need support like everyone	5
They need to be addressed, they're the minority / underrepresented	5
Everyone's needs are important	3
Friends / family who are LGBTIQ+ members	3
Not more important than anything else but their needs are just as important	3
They are legitimate part of the community	3
Everyone deserves to feel important and be heard	2
Everyone must be treated equally and have equal right to have their opinion	2
Important to look after residents	2
It's basic need / necessity	2
People struggle with that so the Council should help	2
They are important	2
They should look after the residents	2
A lot of social stigma and the Council has a good opportunity to reduce it	1
All Councils should support all members of the community	1
Any person should feel safe	1
Applies to me	1
Create more events	1
Don't distinguish	1
Don't have knowledge to comment	1
Don't know if it is Council's responsibility	1
Don't like discrimination	1
Engage with all members of community especially marginalised groups	1
Everyone have to experience the same rights	1
Everyone should feel support and interact with same opportunities	1
Feel like it's a requirement nowadays	1
Good for people, about time they recognise that part of the community	1
Human rights are important	1
I support everybody	1
Important but doesn't affect me	1
Important but not as important as other issues	1



Important for accessibility	1
Important to create friendly environment	1
It is addressed everywhere and something to be aware of in future perspective	1
Lack of services for LGBTQIA+ residents	1
Life is important for everyone	1
More role in day to day life, local advocacy of the LGBTQIA+ community	1
Need to help insecure people	1
Not relevant to us	1
Room for improvement	1
Social justice	1
Something to consider for future in terms of making Council decisions	1
Still lot of inequality and bias in the community	1
Still need to feel welcome	1
They need more local services	1
To not be rude to LGBTQIA+ people	1
To make everyone comfortable and aware	1
<b>Total important comments</b>	<b>138</b>
<b>Total</b>	<b>178</b>



***Appendix four: survey form***



**1**

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

Yes (*continue*) **1** No (*go to Q.4*) **2**

**2**

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

(Please circle one only)

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

**3**

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

**4**

**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
<i>Reason for rating satisfaction 0 to 5 (i.e., provision or maintenance)</i>													
2. 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
<i>Reason for rating satisfaction 0 to 5 (i.e., provision or maintenance)</i>													
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
<i>Reason for rating satisfaction 0 to 5 (i.e., provision or maintenance)</i>													
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
<i>Reason for rating satisfaction 0 to 5 (i.e., provision or maintenance)</i>													
6. Fortnightly kerbside garbage collection ( <i>which goes to landfill</i> )	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
<i>Reasons for rating satisfaction 0 to 5</i>													

**4**

**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.**

7. Fortnightly kerbside 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
<i>Reasons for rating satisfaction 0 to 5</i>													
8. Weekly kerbside 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
<i>Reasons for rating satisfaction 0 to 5</i>													
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
<i>Reason for rating satisfaction 0 to 5 (i.e., provision or maintenance)</i>													
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
<i>Reason for rating satisfaction 0 to 5 (i.e., provision or maintenance)</i>													
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

**5**

**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 (including facilities 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	
5. Public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
6. On and off road bike paths (including shared pathways)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
7. 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 (e.g. Maternal & Child Health, immunisation, playgroups, kinder)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
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 (e.g. Day Care Program, Senior Citizens, respite, personal or domestic care, home maintenance)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
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 (e.g. Living and Learning Centres)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
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	

**6**

**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 delivering climate action leadership and initiatives	0	1	2	3	4	5	6	7	8	9	10	99
3. Council's performance in supporting a healthy local economy	0	1	2	3	4	5	6	7	8	9	10	99
4. 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
5. Council's performance in community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	99
6. 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
7. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	99
8. 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
9. Council making and implementing decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	99
10. Performance of Council across all areas of responsibility	0	1	2	3	4	5	6	7	8	9	10	99

*If any aspect rated less than 6, why do you say that?*

**7**

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

Improved	<b>1</b>	Deteriorated	<b>3</b>
Stayed the same	<b>2</b>	Don't know, can't say	<b>9</b>

**Why do you say that?**


**8**

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

<b>Issue One:</b>	
<b>Issue Two:</b>	
<b>Issue Three:</b>	

**9**

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

1. The reliability (e.g. extent of missed bins)	0	1	2	3	4	5	6	7	8	9	10	99
2. Your knowledge of what to put in each bin	0	1	2	3	4	5	6	7	8	9	10	99

**10**

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

1. The volume of traffic on residential streets in your local area	0	1	2	3	4	5	6	7	8	9	10	99
2. The volume of traffic on main roads	0	1	2	3	4	5	6	7	8	9	10	99
3. Availability of parking on residential streets in your local area	0	1	2	3	4	5	6	7	8	9	10	99
4. Availability of parking on main roads	0	1	2	3	4	5	6	7	8	9	10	99
5. The availability of parking around busy shopping strips / major commercial areas	0	1	2	3	4	5	6	7	8	9	10	99
6. Your safety walking in residential streets in your local area	0	1	2	3	4	5	6	7	8	9	10	99
7. Your safety walking beside main roads	0	1	2	3	4	5	6	7	8	9	10	99
8. Your safety cycling in residential streets in your local area	0	1	2	3	4	5	6	7	8	9	10	99
9. Your safety cycling beside main roads	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	<b>1</b>	Yes - other: _____	<b>3</b>
Yes - objected to an application	<b>2</b>	No involvement (go to Q.13)	<b>4</b>

**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	Service 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

**If rarely or never, why not? (then go to Q.19)**


**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 Shire Council's online community engagement site 'Participate Nillumbik'?**

Yes - and have actively used the site	1	Yes - but have not visited or used	3
Yes - and have visited but not used the site	2	Not aware of the site (go to Q.21)	4

**20**

**How many times in the last 12 months have you actively used the site?**

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

**21**

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

*(please circle as many as appropriate)*

Via Social media (Twitter / Facebook)	1
Council's website	2
Council advertisements in the local newspapers	3
Council's regular publication <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 (please specify):	12

**22**

**On a scale of 0 (very low) to 10 (very high), how well do you feel that you and your household are coping with the impacts of COVID-19 in terms of?**

1. Financial wellbeing	0	1	2	3	4	5	6	7	8	9	10	99
2. Mental health and emotional wellbeing	0	1	2	3	4	5	6	7	8	9	10	99
3. Physical health and wellbeing	0	1	2	3	4	5	6	7	8	9	10	99

**If rated less than five, why do you say that?**


**23**

**On a scale of 0 (no effect) to 10 (high effect), how has COVID-19 affected your personal health and wellbeing?**

1. Impact on health and wellbeing	0	1	2	3	4	5	6	7	8	9	10	99
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**If rated more than six, how has it affected your health and/or wellbeing?**


**24**

**In what ways do you feel that Council could best assist the community to deal with the COVID-19 pandemic?**

<b>One:</b>	
<b>Two:</b>	
<b>Three:</b>	

**25**

**On a scale of 0 (very unimportant) to 10 (very important) with five being neutral, how important do you believe it is that Council addresses the needs of LGBTIQ+ residents?**

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

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**26**

**Have you made changes to your home or lifestyle to help reduce climate change and its impacts?**

Yes 1 No 2

**27**

**How would you rate your household's ability to cope with climate related risks and impacts (e.g. fire, drought, extreme heat, heavy rainfall)?**

Ability to cope (0 = Low, 10 = High)	0	1	2	3	4	5	6	7	8	9	10	99
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**28****Please indicate which of the following best describes you.**

15 - 19 Years	1	45 - 54 Years	4
20 - 34 Years	2	55 - 74 Years	5
35 - 44 Years	3	75 Years or Over	6

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

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

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

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

**31****Do any members of this household identify as LGBTIQ+?**

Yes	1	Unsure	3
No	2	Prefer not to say	4

**32****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

**33****Which of the following best describes your current employment situation?**

Self employed	1	Studying	5
Employed full time	2	Retired	6
Employed part time / casually employed	3	Not in workforce ( <i>e.g. home duties</i> )	7
Unemployed ( <i>and looking for work</i> )	4	Other	9

**34****Has your employment status been affected by the COVID-19 pandemic?**

Yes	1	No	2
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**If Yes, how has it been affected?**

**35****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**

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