

Maribyrnong City Council

2022 Annual Community Survey

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Prepared by:

Metropolis Research
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Executive summary

Survey aims and methodology

Metropolis Research conducted Council's 19th *Annual Community Satisfaction Survey* primarily as a door-to-door interview survey of 800 respondents in October through December 2022. The survey obtained an overall response rate of 32.9%, including 38.1% for the 702 surveys conducted via the door-to-door methodology and 16.5% for the 98 surveys conducted by telephone.

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

The survey also measured the importance to the community of 39 individual services and facilities, explored the top issues the community feel needs to be addressed in the municipality "at the moment", as well as measuring the perception of safety in Maribyrnong's public areas, Mayoral recognition, aspects of the sense of community, a question on the preferred funding of selected Council services, facilities, and programs, a question on walking and cycling in the local area, and several questions around the impact of COVID-19 and how Council can best assist the community to rebuild and reconnect.

Key findings

The key finding from the survey this year is that satisfaction with the performance of Council "across all areas of responsibility" or overall performance, declined marginally from the record levels recorded over the last three years, down 2.5% to 6.76.

Despite the small decline recorded, satisfaction with Council's overall performance has still increased 10.1% since the most recent low point back in 2014. Since the program commenced back in 2004, satisfaction has risen from 6.11 to 6.76, an increase of 10.6%.

Twice as many respondents considered that Council's overall performance had improved (16.1%) than deteriorated (8.1%) over the last 12 months.

Satisfaction with aspects of governance and leadership remained essentially stable this year, as did the average satisfaction with services and facilities, customer service, and planning and housing development. These reflect a consistent level of satisfaction at relatively high levels historically for the City of Maribyrnong.

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



The key issues in the municipality remain traffic management, road maintenance and repairs, car parking, and parks, gardens, and open spaces. Both traffic management and road maintenance and repairs have increased again this year as issues, returning to close to pre-COVID levels.

Council rates remained consistent this year, with 5.8% identifying this as a top three issue, after the unusually large proportion nominating it as an issue in 2020. It does remain marginally above the metropolitan Melbourne average of 2.5%.

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

Satisfaction with the performance of Council

Satisfaction with the [overall performance](#) of Maribyrnong City Council declined somewhat this year to 6.76 out of a potential 10 (down from 6.93), which was not a statistically significant decline.

This result was almost identical to the IMAP council's average of 6.78, marginally higher than the metropolitan Melbourne (6.60) average, and measurably higher than the western region councils' (6.46) average, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research using the telephone methodology in January 2022.

Metropolis Research notes that it cannot be discounted that the significant external factor of the COVID-19 pandemic may well have impacted on community mindset and outlook and may have had an impact on their satisfaction with the performance of government broadly, including the City of Maribyrnong, particularly over the course of 2020 and 2021. This significant external event does appear to have diminished somewhat over the course of 2022.

A little less than one-sixth (16.1% down from 21.1%) considered that Council's overall performance had improved in the last 12 months, whilst 8.1% (stable with 2021) considered that performance had deteriorated.

A little less than one-third (30.7% down from 40.7%) of respondents were "very satisfied" with Council's overall performance (rating satisfaction at eight or more out of 10), whilst 7.6% (down from 8.4%) were dissatisfied (rating zero to four).

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

- **Notably higher than average satisfaction** – includes young adults (aged 18 to 34 years), multilingual households, rental households, new and newer residents (less than five years in the City of Maribyrnong), two-parent families with youngest child aged 0 to 12 years), and group households.



- **Notably lower than average satisfaction** – includes middle-aged adults (aged 45 to 59 years), English speaking households, long-term residents (10 years or more in the City of Maribyrnong), and sole person households.

The most common reasons why dissatisfied respondents were dissatisfied with Council's overall performance were focused on communication, consultation, and the provision of information, customer service and responsiveness, and a range of comments related to specific services and facilities.

Consistent with the good level of overall satisfaction with Council, satisfaction with the six aspects of [governance and leadership](#) remained stable this year, at 6.81 or a "good" level of satisfaction.

Satisfaction with all five aspects of governance and leadership included in both the City of Maribyrnong survey as well as *Governing Melbourne* was higher in the City of Maribyrnong than the 2022 metropolitan Melbourne, western region councils', and IMAP councils' results.

These results confirm that most respondents were satisfied with Council's performance in promoting gender respect and equity (7.62), representation, lobbying and advocacy (6.81), Council's community consultation and engagement (6.78), the responsiveness of Council to local community needs (6.65), maintaining community trust and confidence (6.65), making decisions in the interests of the community (6.62).

The new aspect of governance and leadership included last year, focusing on Council's performance mitigating the causes of and addressing the impacts of climate change, remained essentially stable this year at 6.54, marginally lower than satisfaction with the other aspects, but still "good". This included 32.9% "very satisfied", and 13.9% "dissatisfied".

Satisfaction with Council's [customer service](#) delivery remained at a "good" level, with the average satisfaction with the nine included aspects of customer service down less than one percent to 7.19 (from 7.23). Of the nine aspects, satisfaction with staff understanding language needs (of multilingual households) was rated as "excellent", whilst the aspect with the lowest satisfaction score was speed of service, that remained at a "good" level of 6.54.

The average satisfaction with the 39 Council provided [services and facilities](#) included in the survey increased very marginally this year, up by less than one percent 7.35, and it remains on average at a "very good" level.

The services with the highest levels of satisfaction include the library services (8.59 up from 8.17), fortnightly recycling (8.53 up from 8.17), weekly garbage collection (8.43 up from 8.35), fortnightly green waste collection (8.33 up from 8.04), the annual hard rubbish collection (8.22 notably up from 7.59), The Maribyrnong Aquatic Centre (7.94 up measurably from 7.49), the provision and maintenance of playgrounds (7.94 up from 7.78), and Community Centres / Neighbourhood Houses (7.94 up notably from 7.43).

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



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

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

The eight services and facilities to record satisfaction scores lower than overall satisfaction include parking enforcement (6.48), public toilets (6.57), the maintenance and repair of sealed local roads (6.63), the cleaning and maintenance of the Footscray CBD (6.64), the *Maribyrnong Messenger* (6.69 down measurably from 7.24), and footpath maintenance and repairs (6.72).

It is important to bear in mind that satisfaction with five of these six services (excluding parking enforcement which was "solid") were recorded at "good" levels. There were no services and facilities included in the survey this year that received satisfaction scores rated as "poor" or lower levels of satisfaction.

Satisfaction with the [planning and development outcomes](#), "the design of public spaces" (7.28 up from 7.17) and the "protection of local heritage" (6.78 down marginally from 6.94) both remained relatively stable this year, whilst satisfaction with the "appearance and quality of new developments" (6.30) increased notably this year, up a statistically significant 7.6% to 6.78 or "good", which reversed the unusually low result of 6.30 recorded last year. It is noted that 10.5% (down from 19.5%) of respondents were "dissatisfied" with the appearance and quality of new developments, whilst 36.3% (up from 33.5%) were "very satisfied".

Cognisant of the fact that just 15 respondents participated in the planning approvals process as applicants and 10 as objectors, satisfaction with the four included aspects of the [planning approvals process](#) all sharply increased this year, reversing the declines recorded last year. This includes access to information (6.76 up from 4.02 or "good"), Council's communication during the process (5.58 up from 4.02 or "very poor"), the timeliness of planning decisions (4.83 up from 3.87 or "extremely poor"), and the effectiveness of community consultation and involvement (4.62 up from 3.79 or "extremely poor").

Issues to address for the City of Maribyrnong

The main [issues to address in the City of Maribyrnong](#) remain traffic management (14.9% up from 13.3%), road maintenance and repairs (11.6% up from 8.1%), car parking (8.5 up from 7.8%), parks, gardens, and open spaces (8.55 up from 7.3%), building, housing, planning, and development (7.8% up from 5.6%), cycling and walking tracks (7.6% up from 5.5%), and rubbish and waste issues including garbage collection (6.1% up from 4.5%).

The issues that are most likely to be exerting the largest negative influence on community satisfaction with the performance of Council includes street trees, parks and gardens, footpath maintenance and repairs, and Council rates and charges.



Mayoral recognition

In 2021, 8.0% (down from 12.6%) of respondents were able to correctly identify the [current Mayor of the City of Maribyrnong](#), continuing the trend of declining Mayoral awareness over an extended period of time.

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

The [perception of safety in the public areas of the City of Maribyrnong](#) in all seven locations and circumstances strongly increased this year, despite a small uptick in the proportion of respondents nominating safety, policing, and crime issues as one of the top three issues to address for the City of Maribyrnong.

Particular attention is drawn to the perception of safety in the public areas of the City of Maribyrnong at night, which increased measurably this year, up 12.6% to 7.05, following on from the 10.3% decline recorded in 20220.

A little more than one-tenth (11.3% down from 20.5%) of respondents felt unsafe in the public areas at night, with female respondents feeling an average of 5.6% less safe than male respondents (down from a 17.8% difference in 2020).

Sense of community

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

- They feel welcome and included when accessing Council services, facilities, and activities (7.88).
- The Maribyrnong community is welcoming and supportive of people from diverse cultures and backgrounds (7.83)
- Maribyrnong Council promotes connections between different cultural groups (7.57)
- Maribyrnong Council respects, reflects, and is inclusive of indigenous peoples (7.43)
- Maribyrnong is accessible and inclusive for people with disability (7.26).

Less than eight percent of respondents disagreed with any of these five statements.

Walking / cycling to local destinations

Approximately three-quarters (75.5% down from 76.5%) of respondents reported that they or members of their household regularly walk or cycle to local destinations like shops, schools, or parks.



COVID-19 pandemic

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

On average, they rated [how well their household was coping](#) in terms of their financial wellbeing (7.58 up from 7.48), physical health and wellbeing (7.41 down from 7.01), and their mental health and emotional wellbeing (7.07 up from 6.72) at relatively solid levels.

It is noted that respondents felt they were coping with the mental health and emotional wellbeing impacts of COVID-19 measurably better in 2022 than in either 2020 or 2021.

It is important to note that a small but notable proportion of respondents reported that they were not coping well in terms of their financial wellbeing (6.9% down from 8.2%), their physical health and wellbeing (6.2% down from 9.3%), and their mental health and emotional wellbeing (9.7% down from 12.4%). These results do imply that there remains a small cohort in the municipality for whom the impacts of COVID-19 are still evident.

The main reasons why respondents were not coping well with COVID-19 related to financial issues (21.4% of comments), mental health impacts (14.3%), and social isolation / separation from family (12.9%).

The main ways by which respondents feel that [Council could assist](#) the community to rebuild and reconnect post pandemic were community activities such as fetes, concerts, and BBQs (10.1%), and communication, education, information, and awareness campaigns (1.9%).

Preferred funding of Council services and facilities

A new question was included in the survey this year, asking respondents if they believed that 14 Council services and programs should receive more, the same, or less funding.

On average, respondents believed that all 14 services and programs should receive more funding, with average scores out of 10 of between 7.43 for sustainability and the environment and 6.03 for business and industry development.

It is noted that approximately half or more of respondents believed that roads, parking, traffic management (58.4%), sustainability and the environment (54.2%), City amenity and safety (49.8%), open space (48.0%), and cycling and pedestrian infrastructure (48.0%) should receive more or much more funding.

The areas that respondents were the least likely to believe should receive more or much more funding were business and industry development (31.7%) and City planning and compliance (28.3%).



Key findings

The following section of the report provides a summary of the findings from the *Maribyrnong City Council – 2022 Annual Community Survey*.

Overall satisfaction

- ⊗ Satisfaction with Council's overall performance declined marginally, but not measurably this year, down 2.5% from 6.93 to 6.76, but remains up 10.6% over the life of the survey program.
- ⊗ This level of satisfaction remains categorised as “good”, the same categorisation for each year since 2015.
- ⊗ This result was marginally, but not measurably higher than the metropolitan Melbourne average (6.60) from the 2022 *Governing Melbourne*.
- ⊗ Respondents from Braybrook (7.50) were measurably and significantly more satisfied, whilst respondents from Footscray (6.48) and Footscray West (6.40) were somewhat less satisfied than the municipal average.
- ⊗ There was measurable variation in satisfaction by respondent profile:
 - **Notably more satisfied than average** – younger respondents (aged 18 to 34 years), respondents from multi-lingual households, rental household respondents, new and newer residents (less than five years in the City of Maribyrnong), two-parent families with youngest child aged 0 to 12 years, and group households.
 - **Notably less satisfied than average** – middle-aged adults (aged 45 to 59 years), English speaking households, long-term residents (10 years or more in the City of Maribyrnong), and sole person households.
- ⊗ In 2022, 16.1% (down from 21.1%) of respondents considered that Council's overall performance had improved in the last twelve months, whilst 8.1% (remains stable) considered that performance had deteriorated.

Governance and leadership

- ⊗ Average satisfaction with the seven included aspects of governance and leadership was 6.81 out of 10, which was identical to the 2021 average.
- ⊗ This level of satisfaction remains categorised as “good”.
- ⊗ Satisfaction with the seven aspects being as follows:
 - Promoting gender equity and respect (7.62 up from 7.53)
 - Representation, lobbying, and advocacy (6.81 dn from 6.82)
 - Community consultation and engagement (6.78 up from 6.72)
 - Responsiveness of Council to local com. needs (6.65 dn from 6.75)
 - Maintaining community trust and confidence (6.65 up from 6.64)
 - Making decisions in interests of community (6.62 dn from 6.65)
 - Mitigating causes / addressing the impacts of climate change (6.54 dn from 6.55).



- ⊗ When compared to the metropolitan Melbourne average (excluding gender respect and equity and mitigating the causes of and addressing the impacts of climate change), satisfaction with the remaining five aspects of governance and leadership was 6.70, measurably higher than the metropolitan Melbourne average of 6.33, somewhat higher than the western region councils (6.31), and marginally higher than the IMAO councils (6.49).

Customer service

- ⊗ In 2022, 37.9% (down from 45.0%) of respondents had contacted Council in the last 12 months, somewhat lower than the long-term average since 2004 of 45.9%.
- ⊗ The main forms of contacting Council remain telephone during office hours (51.2%, down from 60.4%), via email (28.4% up from 19.7%), and website (14.0% up from 12.1%).
- ⊗ The average satisfaction with nine aspects of customer service was 7.19 out of 10, down less than one percent on the 2021 average of 7.23 but remains at a “good” level of satisfaction.
- ⊗ The average satisfaction with seven aspects of customer service for the City of Maribyrnong (7.09) was measurably higher than the 2022 metropolitan Melbourne average (6.76) from *Governing Melbourne*.
- ⊗ Satisfaction with the nine included aspects of customer service can best be summarised as follows:
 - Staff understanding language needs (multilingual only) (7.90 down from 8.04)
 - Opening hours (7.64 down from 7.69)
 - The online payments system (7.45 down from 7.93)
 - General reception (7.20 up from 6.90)
 - Courtesy of service (7.16 down from 7.33)
 - Provision of information on Council and services (7.00 down from 7.02)
 - Access to relevant officer / area (6.93 up from 6.86)
 - Care and attention to enquiry (6.89 up from 6.79)
 - Speed of service (6.54 up from 6.50).

Planning and housing development

- ⊗ In 2022, all respondents were asked to rate their satisfaction with three aspects of planning and housing development outcomes, as follows:
 - The design of public spaces (7.28 up from 7.17)
 - The protection of local heritage (6.78 down from 6.94)
 - The appearance and quality of new developments (6.78 up from 6.30).
- ⊗ Satisfaction with these three planning and development outcome related aspects was similar in the City of Maribyrnong than each of the three comparison results. Satisfaction with the design of public spaces was somewhat higher than the metropolitan Melbourne and western region councils’ averages, and satisfaction with the appearance and quality of new developments was somewhat higher than the metropolitan Melbourne or IMAP councils’ averages.



- ⊗ Respondents that had been personally involved in the planning approvals process in the last 12 months were asked to rate their satisfaction with four aspects of the planning approvals process. It is noted that these results are based on small sample sizes of 15 applicants and 10 objectors, as follows:
- Access to information (applicants) (6.91 up from 4.02)
 - Access to information (objectors) (6.60 up from 3.71)
 - Communication during the process (applicants) (6.14 up from 3.94)
 - Communication during the process (objectors) (4.74 up from 3.68)
 - Timeliness of planning decisions (applicants) (5.39 up from 3.70)
 - Timeliness of planning decisions (objectors) (4.02 up from 3.52)
 - Effectiveness of community consultation (applicants) (5.28 up from 3.71)
 - Effectiveness of community consultation (objectors) (3.01 down from 3.47).
- ⊗ Respondents were asked their level of satisfaction with “planning for population growth by all levels of government”. Satisfaction with this aspect increased somewhat this year, up 6.4% to 6.53, which is a “good”, up from a “solid” level of satisfaction. This result was measurably higher than the 2022 metropolitan Melbourne average (5.99), IMAP average (6.02), and western region councils’ average (6.28).

Council services and facilities

- ⊗ **Importance** - The average importance of the 39 included Council services and facilities was 8.54 out of ten in 2022, down a little on the 8.91 recorded in 2021.
- ⊗ The top 14 services and facilities were measurably more important than the average:
- Fortnightly recycling (9.39 up from 9.27)
 - Fortnightly green waste collection (9.21 up from 9.11)
 - Weekly garbage collection (9.20 down from 9.35)
 - Services for people with disability (9.13 down from 9.17)
 - Annual hard rubbish collection (9.00 down from 9.05)
 - Services for children (9.00 down from 9.05)
 - Services for older people (8.97 down from 9.10)
 - Public toilets (8.90 down from 9.04)
 - Library services (8.86 down from 9.03)
 - On and off-road walking paths (8.84 down from 9.18)
 - Provision and maintenance of playgrounds (8.81 down from 9.12)
 - Services for young people (8.79 down from 8.97)
 - Council responsibilities on environment (8.79 down from 9.09)
 - Provision and maintenance of street lighting (8.77 down from 9.14).
- ⊗ The bottom nine services and facilities were measurably less important than the average:
- Promoting local economic development (8.24 down from 8.86)
 - Animal management (8.21 down from 8.78)
 - Street sweeping (8.20 down from 8.70)
 - Customer Request Management System (8.05 down from 8.65)
 - Provision of public art (7.90 down from 8.68)
 - Council’s online consultation tool (7.70 down from 8.39)
 - Parking enforcement (7.38 down from 8.27)
 - Maribyrnong Messenger (7.28 down from 8.21)
 - Council’s use of social media (7.27 down from 8.07).



- ⊗ **Satisfaction** - The average satisfaction with the 39 included Council services and facilities was 7.30 in 2021, down 1.3% on the 7.40 recorded in 2020, but remains at a “very good” level.
- ⊗ Satisfaction with the top eight services and facilities was measurably higher than the average satisfaction:
 - Library services (8.59 up from 8.17)
 - Fortnightly recycling (8.53 up from 8.17)
 - Weekly garbage collection (8.43 up from 8.35)
 - Fortnightly green waste collection (8.33 up from 8.04)
 - Annual hard rubbish collection (8.22 up from 7.59)
 - Maribyrnong Aquatic Centre (7.94 up from 7.49)
 - Provision and maintenance of playgrounds (7.94 up from 7.78)
 - Community Centres / Neighbourhood Houses (7.90 up from 7.43).
- ⊗ Satisfaction with the bottom seven services and facilities was measurably lower than the average satisfaction:
 - Local traffic management (6.79 down from 6.91)
 - Footpath maintenance and repairs (6.72 up from 6.63)
 - Maribyrnong Messenger (6.69 down from 7.24)
 - Maintenance and cleaning of Footscray CBD (6.64 down from 6.83)
 - Maintenance and repair of sealed local roads (6.63 up from 6.54)
 - Public toilets (6.57, stable)
 - Parking enforcement (6.48 down from 6.53).

Issues for Council to address “at the moment”

- ⊗ A total of 614 respondents representing 76.7% of the total sample identified at least one issue for Council to address in the coming 12 months, with the top five issues being as follows:
 - Traffic management (14.9% up from 13.3%)
 - Road maintenance and repairs (11.6% up from 8.1%)
 - Car parking (8.5% up from 7.8%)
 - Parks, gardens, and open space (8.5% up from 7.3%)
 - Building, planning, housing, and development (7.8% up from 5.6%).

Mayoral recognition

- ⊗ In 2022, 8.0% of respondents were able to correctly identify the current Mayor of the City of Maribyrnong (Cr. Anthony Tran). This is a sharp decline on the 12.6% who correctly identified the mayor in 2021 and continues a trend of declining awareness when compared to the long-term average since 2005 of 18.2%.

Perception of safety in public areas of Maribyrnong

- ⊗ The perception of safety in all seven situations and locations increased this year, with all but the increase in the perception of safety in and around Footscray CBD at night increasing by a statistically significant degree.



- ⊗ The survey measured respondents' perception of safety within the public areas of the City of Maribyrnong across seven locations and circumstances, as follows:
 - In public areas of Maribyrnong during the day (8.60 up from 8.24)
 - In and around Highpoint Shopping Centre (8.36 up from 8.00)
 - Travelling on / waiting for public transport (7.77 up from 7.19)
 - In and around Braybrook shops (7.76 up from 7.51)
 - In and around Footscray CBD during the day (7.70 up from 7.43)
 - In public areas of Maribyrnong at night (7.05 up from 6.26)
 - In and around Footscray CBD at night (5.97 up from 5.85).
- ⊗ The most common reasons why respondents felt unsafe in the public areas of the City of Maribyrnong in 2022 were issues with "drug and alcohol related issues" (21.2%), "problems with specific areas" (14.6%), and "gangs, youth, suspicious people" (14.6%).

Sense of community

- ⊗ Respondents were again in 2022, asked to rate their level of agreement with five statements about the local sense of community and Council's role in fostering a sense of community and inclusion. This set of questions were last included in the survey program back in 2019.
- ⊗ These results do show that the Maribyrnong community overall exhibits a relatively strong sense of community, with agreement with the five aspects as follows:
 - I feel welcome when accessing Council services and facilities (7.88 up from 7.79)
 - The community is welcoming people from diverse cultures (7.83 dn from 7.89)
 - Council promotes connection between cultural groups (7.57 dn from 7.64)
 - Council respects, reflects and is inclusive of indigenous people (7.43 dn from 7.65)
 - Maribyrnong is accessible / inclusive for people with disability (7.26 dn from 7.35).

Walking / cycling to local destinations

- ⊗ Of the 682 respondents who were able or willing to provide a response to this question, three-quarters (75.5%, down from 76.5%) reported that they or members of their household regularly walk or cycle to local destinations like shops, schools, or parks.

COVID19 pandemic

- ⊗ Respondents were asked to rate how well they and their household were coping with the impacts of COVID-19 in three aspects. The results show that respondents were coping better with the impacts of COVID-19 this year than in either 2020 or 2021, as follows:
 - Financial wellbeing (7.58 up from 7.48)
 - Physical health and wellbeing (7.41 up from 7.01)
 - Mental health and emotional wellbeing (7.07 up from 6.72).
- ⊗ The most common reasons why respondent households were not coping well with the impacts of COVID-19 were financial issues (21.4%), mental health impacts (14.3%), and social isolation / separation from family (12.9%).



- ⊗ The top three ways that respondents believe Council can assist the community to rebuild and reconnect post pandemic were:

- Community activities, fete, concert, BBQ (10.1% up from 9.8%)
- Communication, education, information, awareness (1.9% up from 1.3%)
- Financial support (1.8% up from 0.1%).

Preferred funding of Council services and programs

- ⊗ A new question was included in the survey this year, asking respondents if they believed that 14 Council services and programs should receive more, the same, or less funding.
- ⊗ On average, respondents believed that all 14 services and programs should receive more funding, with average scores out of 10 of between a high of 7.43 for sustainability and the environment and a low of 6.03 for business and industry development.
- ⊗ Approximately half or more of respondents believed that roads, parking, traffic management (58.4%), sustainability and the environment (54.2%), City amenity and safety (49.8%), open space (48.0%), and cycling and pedestrian infrastructure (48.0%) should receive more or much more funding.

Methodology, response rate and statistical significance

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

Due to the continued impact of the COVID-19 pandemic on labour and staff availability, the survey was conducted this year using mostly (702 or 87.8%) door-to-door interviews and 98 telephone interviews (12.2%).

The surveying was all completed in October through December 2022.

Telephone surveys were conducted from 11am till 7pm weekdays, and 11am till 5pm on Saturdays and Sunday, and the door-to-door surveys all completed on Saturdays and Sundays from 11am till 5pm.

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.

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

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



A total of 6,493 residents were approached with a view to inviting them to participate in the research.

Of these:

- No answer - 3,929
- Refused - 1,634
- Call back another time - 130
- Completed - 800

This provides a response rate of 32.9%, including 38.1% for the door-to-door and 16.5% for the telephone surveys, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated.

This is up somewhat on the 31.6% response rate achieved in 2021 which was conducted by telephone.

Metropolis Research notes that the door-to-door response rate of 38.1% is towards the higher-end of expectations and reflects a solid return to the door-to-door methodology after the two years of the COVID-19 pandemic impacting on the survey implementation.

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

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

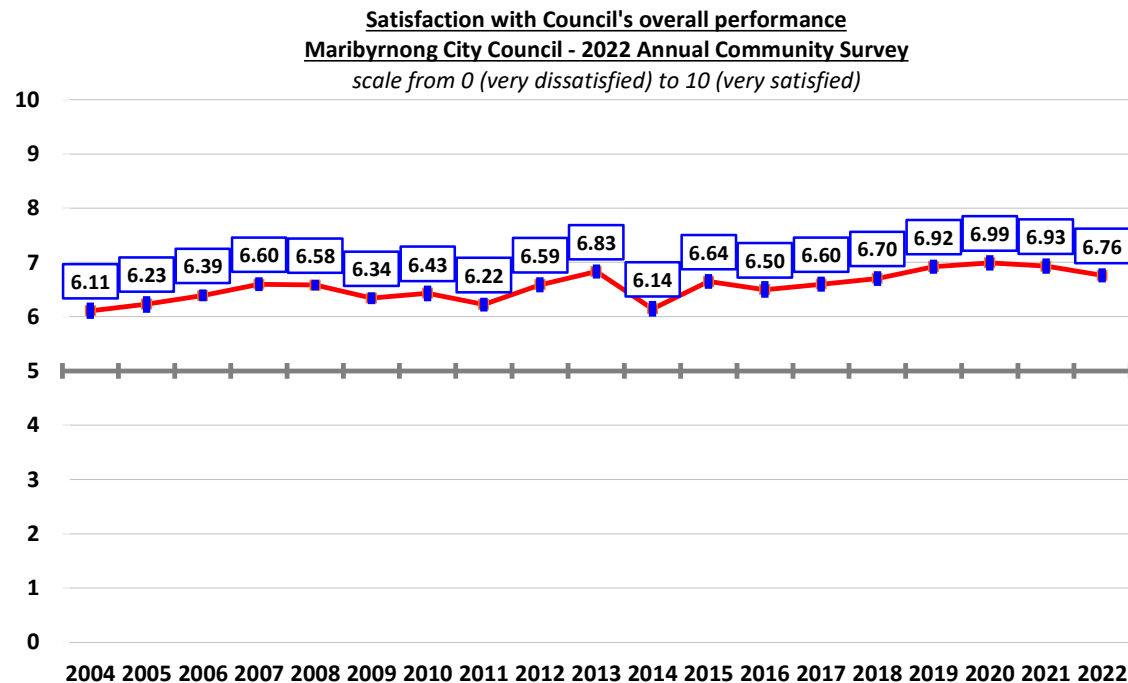


Council's overall performance

Respondents were asked:

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

Satisfaction with the performance of Council across all areas of responsibility (overall performance) declined marginally, but not measurably this year, down 2.5% to 6.76, although it remains at a "good" level of satisfaction.



This result, whilst a small decline on the historically high scores recorded over the period 2019 to 2021, remains 3.2% above the long-term average satisfaction since 2004 of 6.55.

By way of comparison, the City of Maribyrnong result was marginally, but not measurably higher than the metropolitan Melbourne average of 6.60, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.

Metropolis Research notes that overall satisfaction with the City of Maribyrnong was 4.6% higher than the western region councils' average of 6.46, as recorded in the 2022 *Governing Melbourne* research, although this was not statistically significant.

Metropolis Research notes that the variation in methodology between the door-to-door interview predominantly used for the City of Maribyrnong survey compared to the telephone methodology employed for *Governing Melbourne*, as well as the difference in timing may well have been a factor underpinning some of the variation in results. Metropolis Research suggests that satisfaction with local government may well have improved somewhat over the course of 2022, moving further away from the impacts of COVID-19.

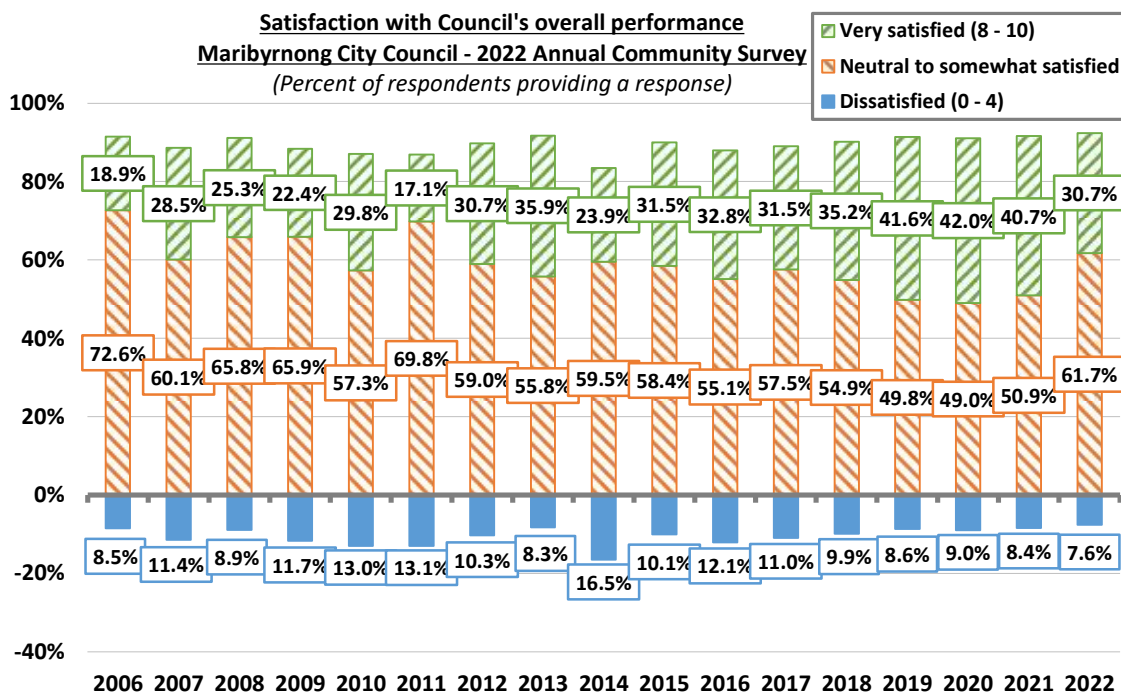


The following graph provides a breakdown of satisfaction with Council’s overall performance into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction between five and seven), and those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

It is noted that much of the small decline in overall satisfaction was the result of a decline in the proportion of respondents who were “very satisfied”, down from 40.7% in 2021 to 30.7% this year. This is the lowest proportion of “very satisfied” respondents recorded since 2014.

It is important, however, to note that the proportion of respondents who were “dissatisfied” with Council’s overall performance also declined again this year, down marginally from 8.4% to 7.6%.

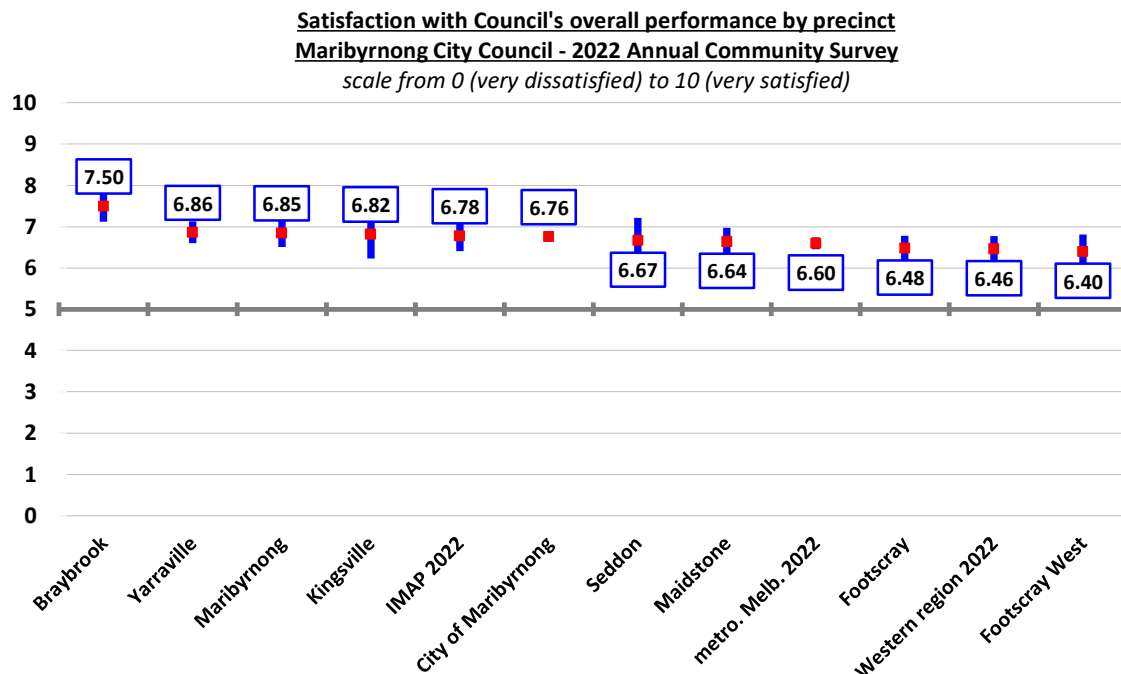
This is the lowest proportion of respondents “dissatisfied” with the overall performance of the City of Maribyrnong by Metropolis Research.



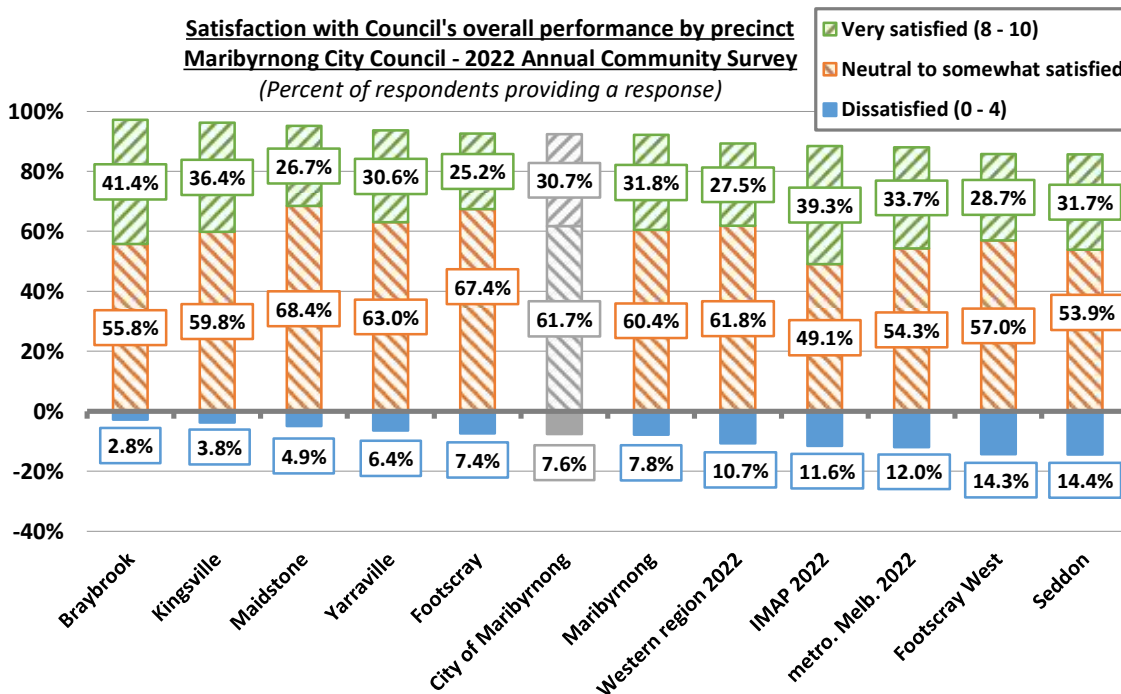
There was some measurable variation in satisfaction with Council’s overall performance observed across the municipality, as follows:

- **Braybrook** – respondents were measurably and significantly more satisfied than average and at a “very good” level of satisfaction.
- **Footscray and Footscray West** – respondents were somewhat less satisfied than average and at “solid” rather than “good” levels of satisfaction.





It is noted that more than four in ten (41.4%) respondents from Braybrook were “very satisfied”, whilst just 2.8% were “dissatisfied”. By comparison, one-quarter (25.2% of respondents from Footscray were “very satisfied”, and more than ten percent from Footscray West (14.3%) and Seddon (14.4%) were “dissatisfied”.



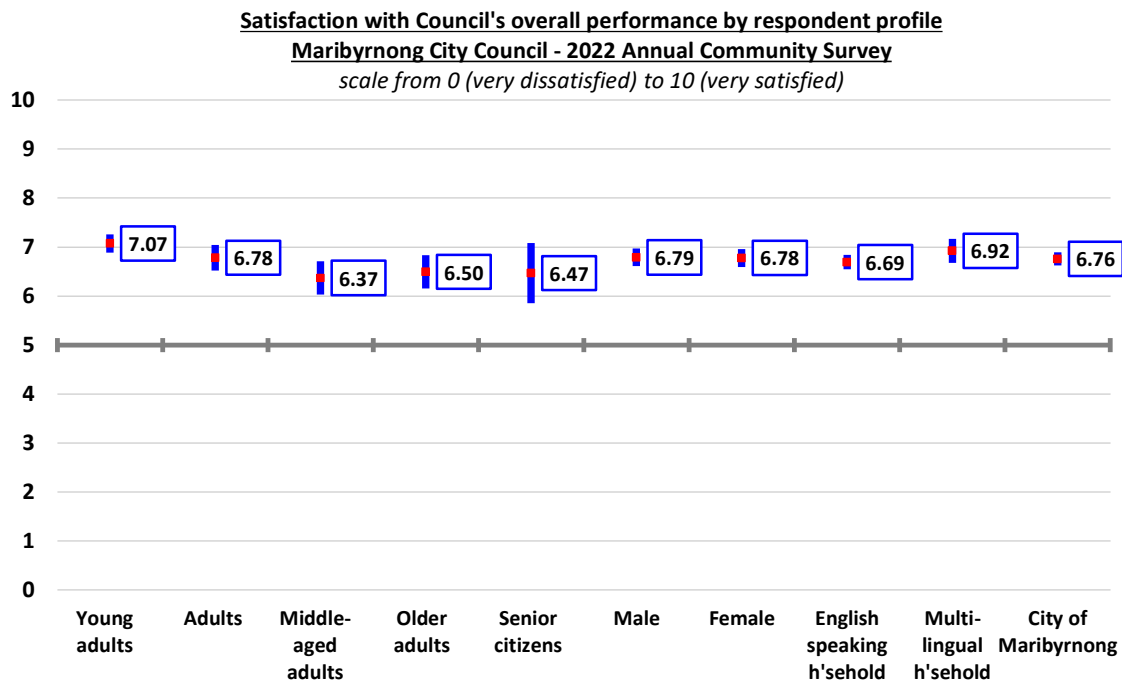
Overall performance by respondent profile

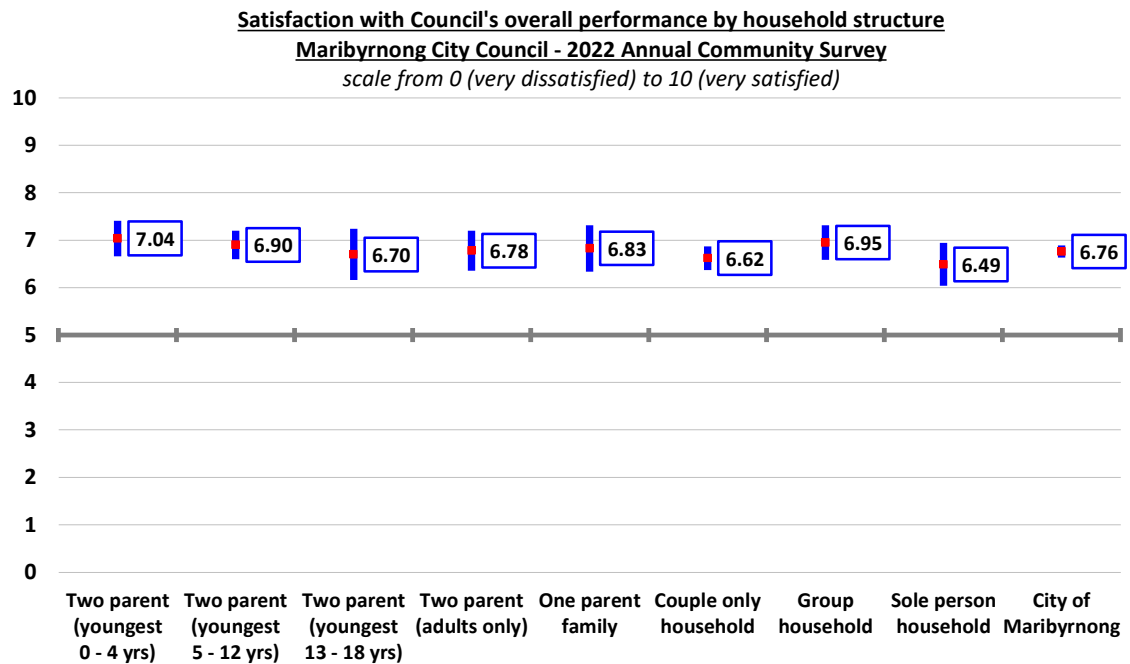
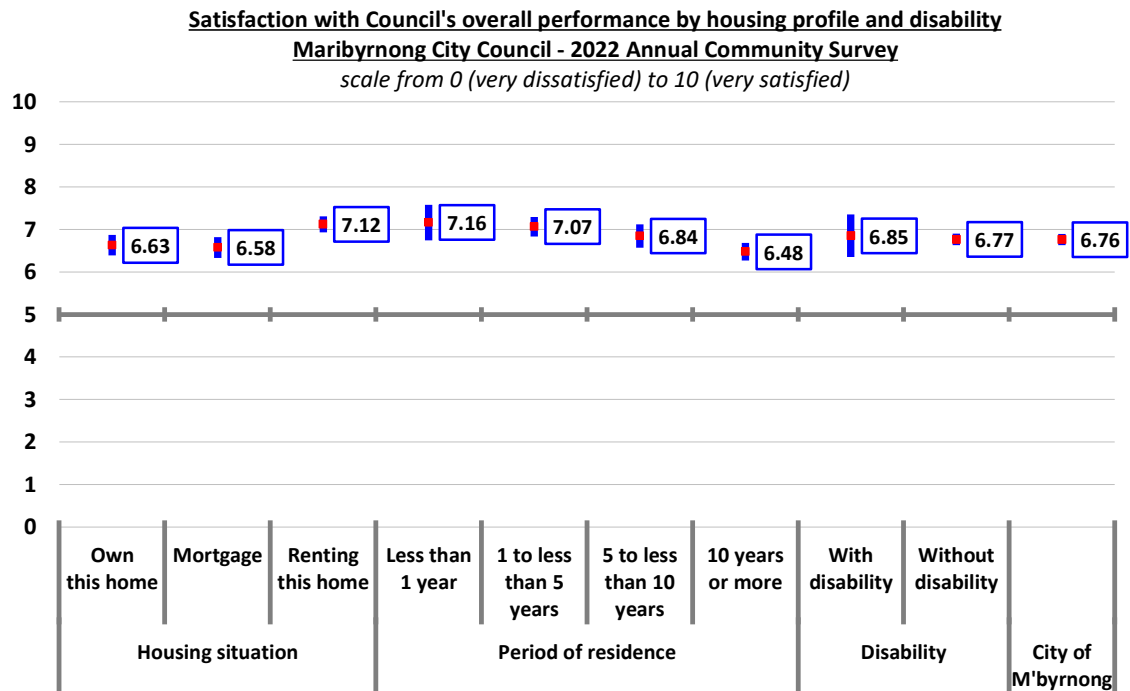
The following section provides a comparison of satisfaction with Council's overall performance by respondent profile.

This includes age structure, gender, language spoken at home, household disability status, housing situation, period of residence in the City of Maribyrnong, and household structure.

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

- **Notably higher than average satisfaction** – includes young adults (aged 19 to 34 years), multilingual households, rental households, new and newer residents (less than five years in the City of Maribyrnong), two-parent families with youngest child aged 0 to 12 years), and group households.
- **Notably lower than average satisfaction** – includes middle-aged adults (aged 45 to 59 years), English speaking households, long-term residents (10 years or more in the City of Maribyrnong), and sole person households.





Relationship between issues and overall satisfaction

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



Attention is drawn firstly to the fact that respondents who did not nominate any issues to address for the City of Maribyrnong were measurably and significantly more satisfied with Council's overall performance than the municipal average, with a score of 7.41 or "very good", compared to the municipal average of 6.76.

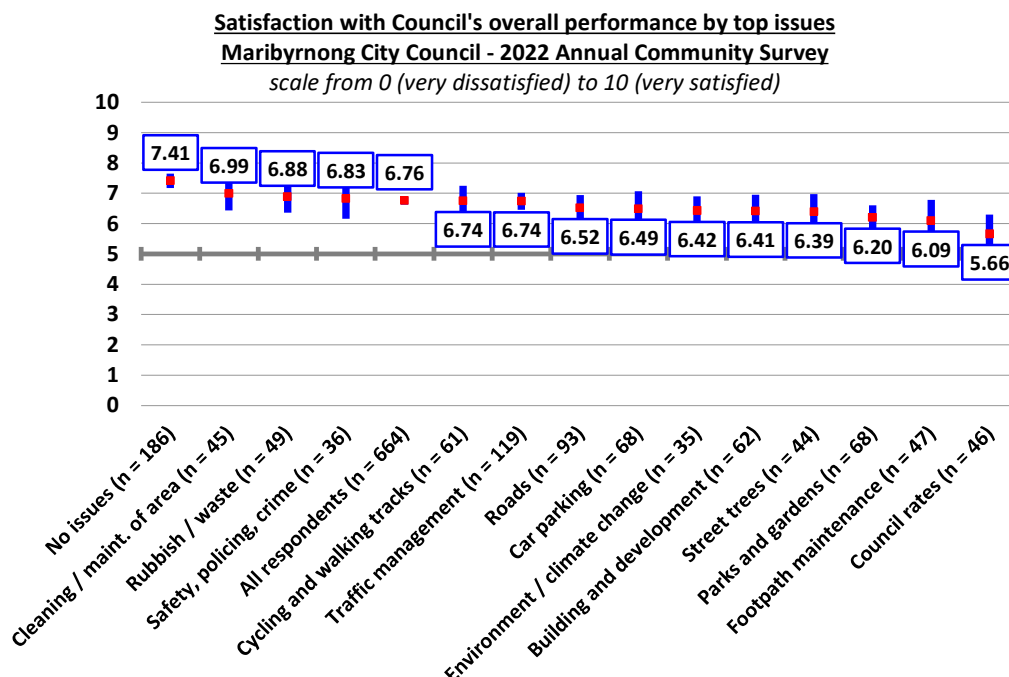
This result reflects the fact that respondents who did not believe there were significant issues to be addressed in their local community were overwhelmingly more satisfied with the performance of Council than other respondents.

Of the 13 issues included in the graph, five appear not to exert a substantial negative influence on respondents' satisfaction with Council including the cleaning and maintenance of the local area; rubbish and waste issues; safety, policing, and crime issues; cycling and walking tracks; and traffic management. The respondents who nominated these issues, on average, rated satisfaction at a similar level to the municipal average.

The issues that do appear to exert a significant negative influence on satisfaction with Council's overall performance include road maintenance and repairs, car parking, environment / climate change, planning and development, street trees, parks and gardens, footpath maintenance, and most notably, Council rates and charges.

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

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



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

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

These results clearly indicate that respondents who were “dissatisfied” with Council’s overall performance were many times more likely than average to nominate each of Council rates and charges, car parking, footpath maintenance and repairs, parks and gardens, and to a lesser extent, communication and the provision of information.

Metropolis Research notes that these results reinforce the key findings from the previous graph, highlighting the influence of Council rates and charges, car parking, footpaths, parks and gardens, street trees, and planning and development as substantial issues that appear to negatively influence community satisfaction with the overall performance of the City of Maribyrnong.

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

Maribyrnong City Council - 2022 Annual Community Survey

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

Issue	Dissatisfied respondents		All respondents
	Number	Percent	
Council rates	11	21.6%	5.8%
Car parking	8	15.7%	8.5%
Footpath repairs and maintenance	8	15.7%	5.9%
Parks, gardens and open spaces	7	13.7%	8.5%
Road maintenance and repairs	6	11.8%	11.6%
Traffic management	6	11.8%	14.9%
Communication and provision of information	5	9.8%	2.4%
Building, planning, housing and development	5	9.8%	7.8%
Cycling and walking tracks	5	9.8%	7.6%
Provision and maintenance of street trees	4	7.8%	5.5%
Cleanliness and maintenance of area	3	5.9%	5.6%
Rubbish and waste issues including garbage	3	5.9%	6.1%
Childcare	2	3.9%	0.9%
Footscray CBD issues	2	3.9%	3.6%
Environment, conservation, climate change	2	3.9%	4.4%
All other issues (32 separately identified issues)	26	51.0%	52.4%
Total responses	103		1,218
<i>Respondents identifying at least one issue (percent of total respondents)</i>	<i>45 (88.1%)</i>		<i>614 (76.7%)</i>



Overall performance of respondents dissatisfied with Council services and facilities

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

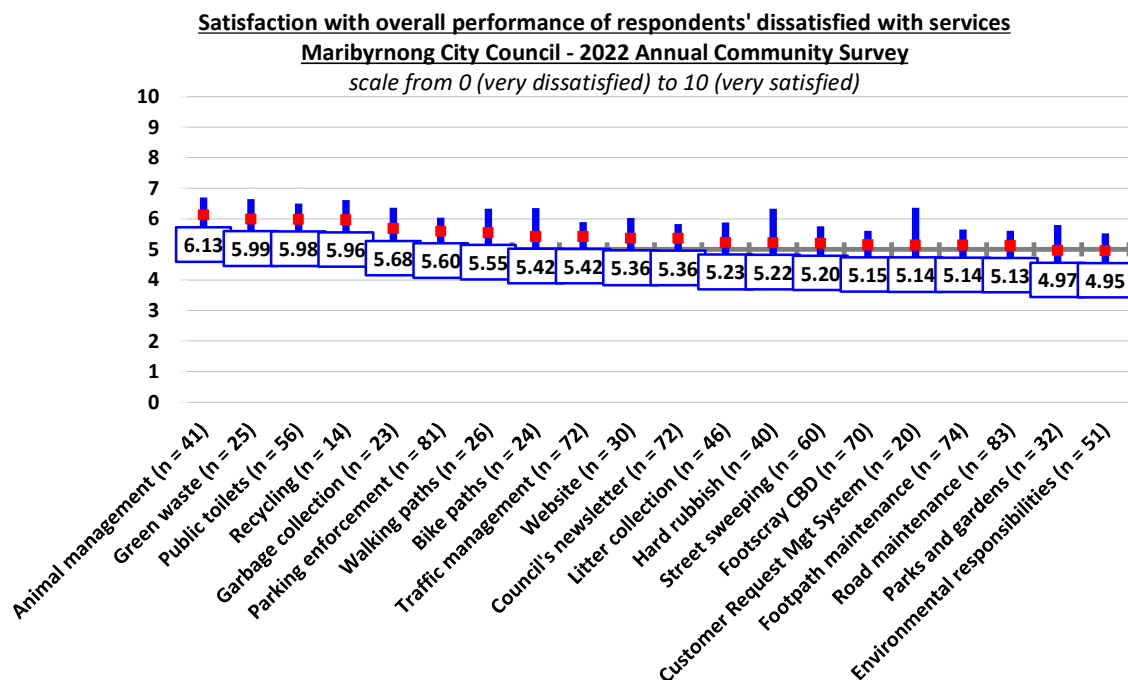
Services and facilities with a total sample of less than 10 "dissatisfied" respondents have been excluded from this graph.

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

These results do show that there was a small group of respondents (approximately 45 of 800 or 5.6%), who were "dissatisfied" with many Council services and facilities, and who were also very dissatisfied with Council's overall performance.

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

There was no measurable variation in these results observed, although it is noted that the services and facilities of most note were parks and gardens, and Council meeting its environmental responsibilities. The respondents who were "dissatisfied" with these two services and facilities, on average, rated satisfaction with Council's overall performance at "extremely poor" levels of less than five out of 10.



Reasons for level of satisfaction with Council's overall performance

Respondents were asked:

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

There was a total of 477 (up from 427) comments received from respondents about the reasons why they rated their satisfaction with Council's overall performance at the level they did. The verbatim comments underpinning this summary table are outlined as an appendix to this report.

The following table provides a breakdown of these comments by the broad issues raised by the respondents, and then they are further broken down into positive and negative comments. For example, there were 165 general statements received from respondents, of which 98 were generally positive and 67 were generally negative in nature.

These comments were split by satisfaction with Council's overall performance, which shows that of the 477 general comments received, 342 (71.7%) were from respondents who were satisfied with Council's overall performance (rated satisfaction from six to 10) and 60 (12.6%) were from respondents who were dissatisfied with Council's overall performance.

The four most common issues raised by respondents in relation to satisfaction with Council's overall performance were general comments that did not raise a specific issue (34.6%), services and facilities related issues (13.6%), issues around communication, consultation, and the provision of information (9.2%), and issues around customer service and responsiveness (8.4%).

Metropolis Research notes that the proportion of comments received this year that focused on governance, accountability, and reputation (4.6%) continued to decline as a proportion of all comments, down from 6.3% in 2021, 8.3% in 2020, and only a third the 14.5% from 2019.

It is also noted that the proportion of comments related to rates and financial management decreased a little this year, down from 12.3% in 2020 and 8.9% in 2021 to 4.6% this year. This result of 4.6% raising these issues is consistent with the 5.8% of respondents who nominated Council rates, fees, and charges as one of the top three issues to address for the municipality.

The other issues raised by a small proportion of respondents this year included roads, traffic, transport, and footpaths (5.0% with all negative), building, planning, housing, and development (4.0% with 3.8% negative), and environment, parks, gardens, open space, and trees (4.0% with 3.6% negative).

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



Reasons for rating of satisfaction with Council's overall performance
Maribyrnong City Council - 2022 Annual Community Survey
(Number and percent of total respondents)

<i>Reason for rating of satisfaction</i>	<i>Number</i>	<i>Total Percent</i>	<i>Satisfied (6 to 10)</i>	<i>Neutral (5)</i>	<i>Dissatisfied (0 to 4)</i>
General statements	165	34.6%	42.1%	18.7%	11.7%
<i>positive</i>	98	20.5%	28.7%	0.0%	0.0%
<i>negative</i>	67	14.0%	13.5%	18.7%	11.7%
Communication, consultation, information	44	9.2%	7.0%	13.3%	16.7%
<i>positive</i>	3	0.6%	0.9%	0.0%	0.0%
<i>negative</i>	41	8.6%	6.1%	13.3%	16.7%
Services and facilities	65	13.6%	14.0%	14.7%	10.0%
<i>positive</i>	26	5.5%	6.7%	4.0%	0.0%
<i>negative</i>	39	8.2%	7.3%	10.7%	10.0%
Rates and financial management	22	4.6%	2.3%	9.3%	11.7%
<i>positive</i>	2	0.4%	0.6%	0.0%	0.0%
<i>negative</i>	20	4.2%	1.8%	9.3%	11.7%
Governance, accountability and reputation	22	4.6%	2.3%	10.7%	10.0%
<i>positive</i>	1	0.2%	0.3%	0.0%	0.0%
<i>negative</i>	21	4.4%	2.0%	10.7%	10.0%
Customer service and responsiveness	40	8.4%	8.2%	6.7%	11.7%
<i>positive</i>	14	2.9%	4.1%	0.0%	0.0%
<i>negative</i>	26	5.5%	4.1%	6.7%	11.7%
Environment, parks, open space and trees	19	4.0%	3.5%	8.0%	1.7%
<i>positive</i>	2	0.4%	0.6%	0.0%	0.0%
<i>negative</i>	17	3.6%	2.9%	8.0%	1.7%
Building, planning, housing and development	19	4.0%	3.8%	5.3%	3.3%
<i>positive</i>	1	0.2%	0.3%	0.0%	0.0%
<i>negative</i>	18	3.8%	3.5%	5.3%	3.3%
Roads, traffic, transport and footpaths	24	5.0%	3.8%	2.7%	15.0%
<i>positive</i>	0	0.0%	0.0%	0.0%	0.0%
<i>negative</i>	24	5.0%	3.8%	2.7%	15.0%
Parking	9	1.9%	1.8%	1.3%	3.3%
<i>positive</i>	0	0.0%	0.0%	0.0%	0.0%
<i>negative</i>	9	1.9%	1.8%	1.3%	3.3%
Safety, policing and crime	10	2.1%	1.8%	5.3%	0.0%
<i>positive</i>	3	0.6%	0.9%	0.0%	0.0%
<i>negative</i>	7	1.5%	0.9%	5.3%	0.0%
Support for business	1	0.2%	0.3%	0.0%	0.0%
<i>positive</i>	0	0.0%	0.0%	0.0%	0.0%
<i>negative</i>	1	0.2%	0.3%	0.0%	0.0%
Other reasons	37	7.8%	9.1%	4%	0%
Total	477	100%	342	75	60



Change in Council's overall performance

Respondents were asked:

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

Respondents were again in 2022, asked whether they believed that Council's overall performance had improved, stayed the same, or deteriorated in the last 12 months.

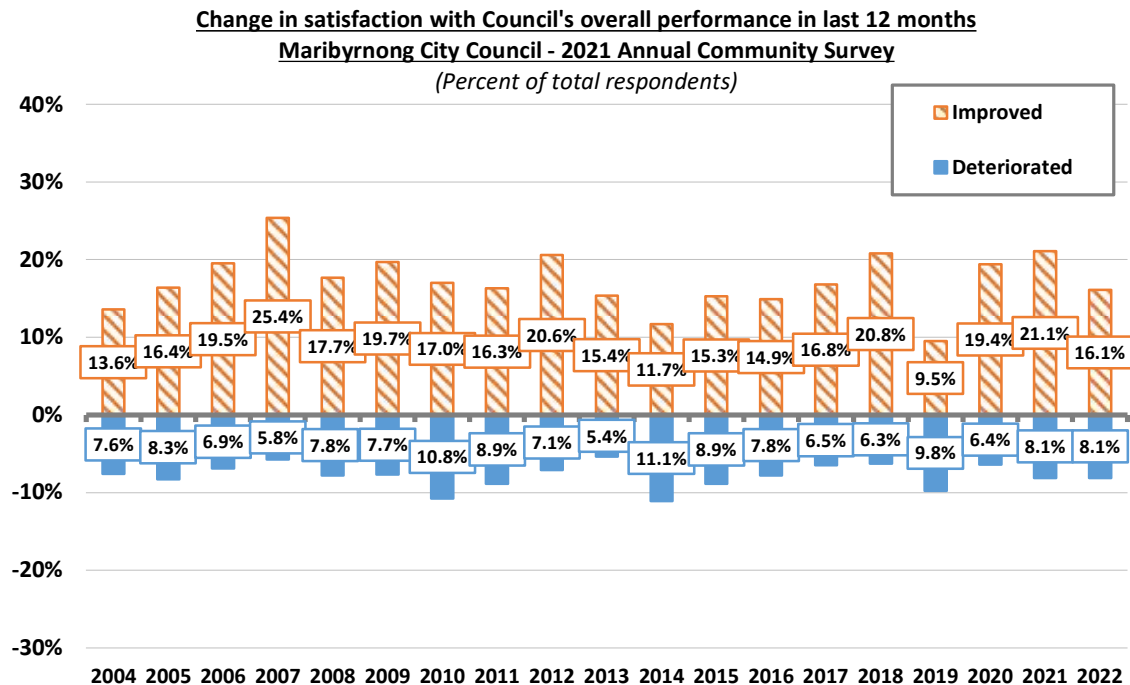
The proportion of respondents who considered that Council's overall performance had improved declined this year from the 21.1% recorded in 2021 to 16.1% this year, although it remains similar to the long-term average since 2004 of 17.2%.

Importantly, there was no decline in the proportion of respondents who considered that Council's overall performance had deteriorated over the last 12 months, stable at 8.1%. This result has remained relatively stable over time at around the long-term average since 2004 of 7.9%.

Change in overall performance
Maribyrnong City Council - 2022 Annual Community Survey
(Number and percent of total respondents)

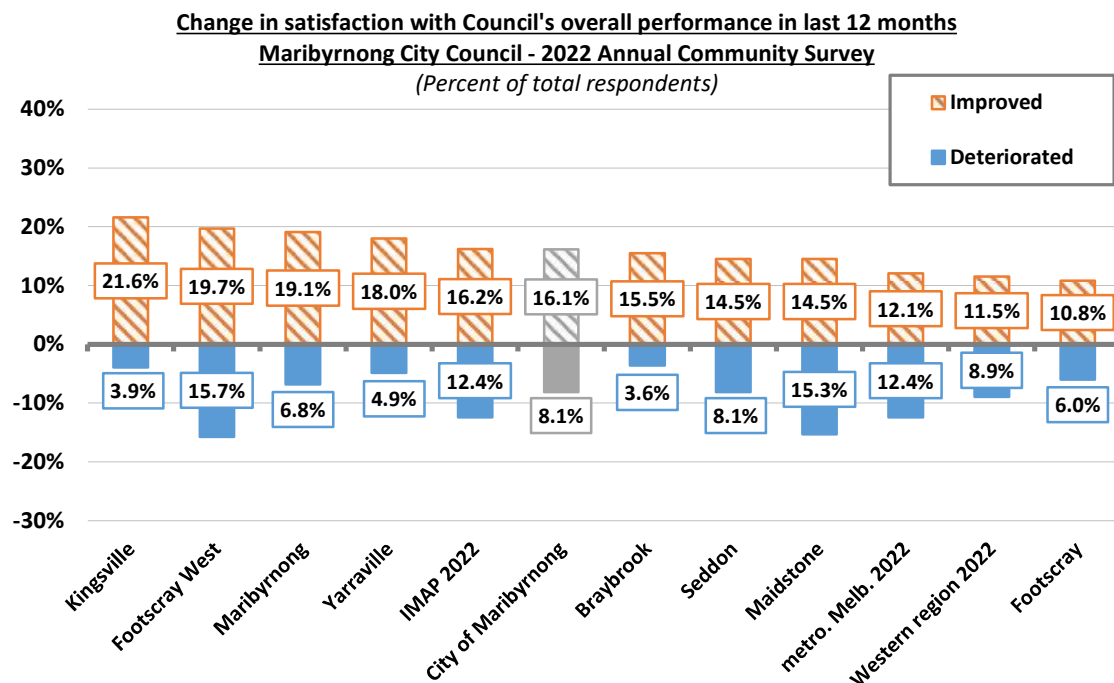
<i>Change</i>	<i>2022</i>		<i>2021</i>	<i>2020</i>	<i>2019</i>	<i>2018</i>	<i>2017</i>
	<i>Number</i>	<i>Percent</i>					
Improved	129	16.1%	21.1%	19.4%	9.5%	20.8%	16.8%
Stayed the same	381	47.6%	46.5%	52.9%	53.3%	49.5%	51.8%
Deteriorated	65	8.1%	8.1%	6.4%	9.8%	6.3%	6.5%
Can't say	225	28.1%	24.3%	21.4%	27.5%	23.5%	25.0%
Total	800	100%	800	800	800	800	800





There was some variation in these results observed across the municipality, as outlined in the following graph.

- **Kingsville** – respondents were notably more likely than average to consider that Council's overall performance had improved over the last 12 months.
- **Footscray West and Maidstone** – respondents were measurably more likely than average to consider than Council's overall performance had deteriorated over the last 12 months.



Governance and leadership

Respondents were asked:

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

Respondents were again in 2022, asked to rate their satisfaction with seven aspects of Council’s governance and leadership performance, as outlined in the following graph.

The average satisfaction with these seven aspects of governance and leadership was 6.81 out of 10, or a “good” level of satisfaction, which was identical to the 2021 average.

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

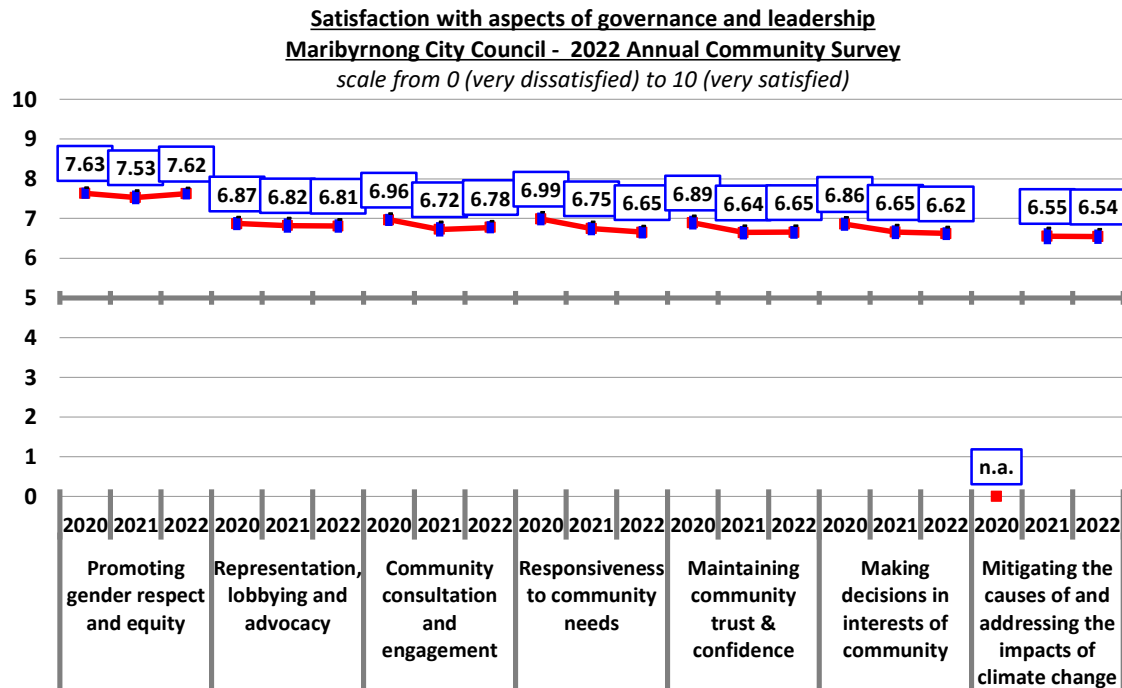
- **Very Good** – for Council performance promoting gender respect and equity, with 58.1% “very satisfied” and 3.5% (down from 6.1%) “dissatisfied”.
- **Good** – for Council’s representation, lobbying and advocacy; community consultation and engagement; responsiveness to local community needs, performance maintaining community trust and confidence, making decisions in the interests of the community, and mitigating the causes of and addressing the impacts of climate change. Approximately one-third or a little more of respondents were “very satisfied” with these aspects, whilst approximately 10% or a little more of respondents were “dissatisfied”.

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

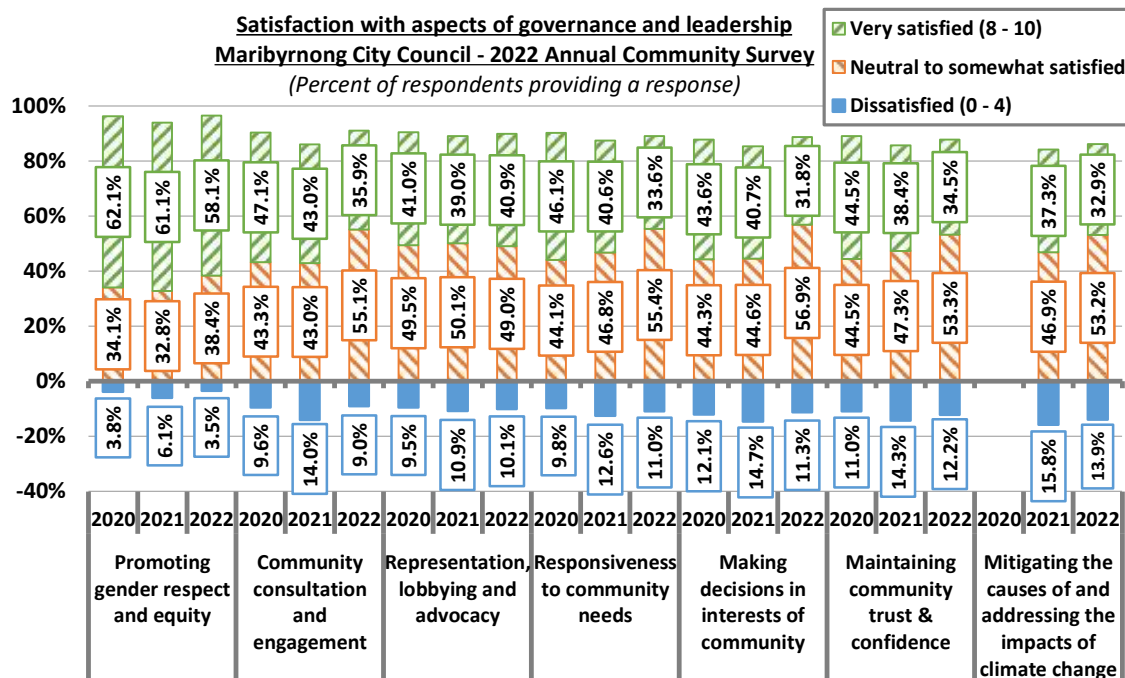
This does reflect the issues to address results, that showed that respondents who nominated environment, sustainability, and climate change related issues as one of the top three issues to address for the City of Maribyrnong “at the moment”, were, on average, notably less satisfied with Council’s overall performance than the municipal average.

This does imply that there is a small group within the City of Maribyrnong community (approximately four percent) who believe that environmental issues are important issues to address in the local community, and who may not feel that Council has or is adequately addressing these issues.





It is noted that, consistent with the satisfaction with overall performance results, there was a small decline in the proportion of respondents who were “very satisfied” with each of these seven aspects, but also a very small decline in the proportion who were “dissatisfied”.



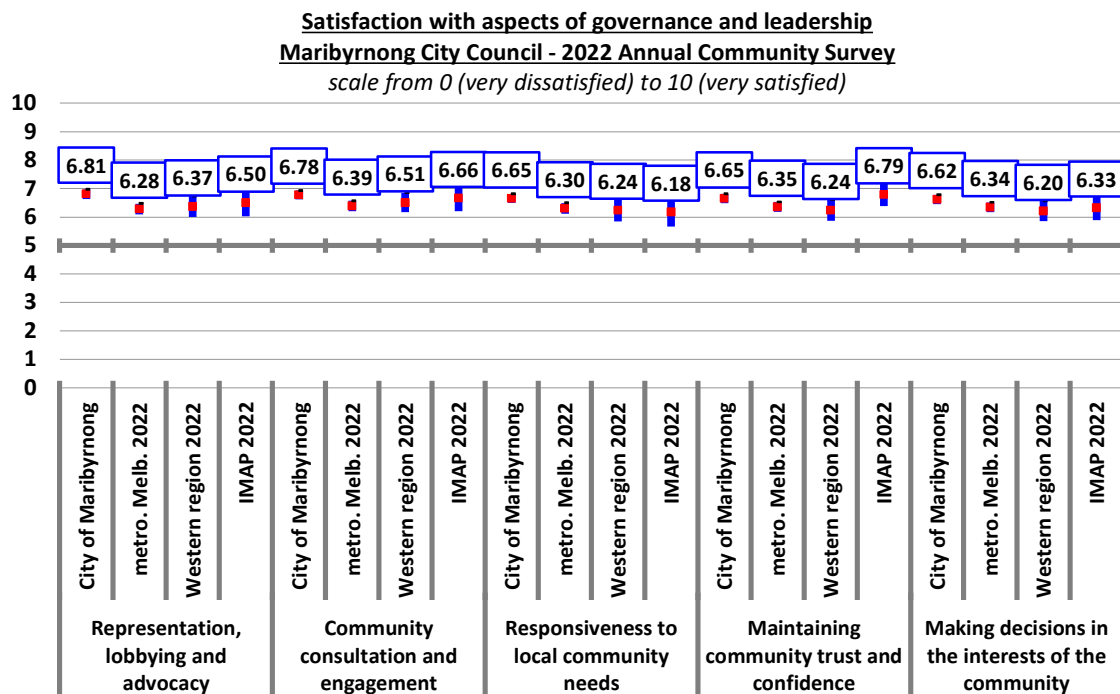
The following graph provides a comparison of these satisfaction with aspects of governance and leadership results against the metropolitan Melbourne, western region councils', and IMAP councils' averages, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022, using the telephone methodology.

The 2022 *Governing Melbourne* research included five of the seven aspects of governance and leadership.

The City of Maribyrnong average satisfaction with these five aspects was 6.70, measurably higher than the metropolitan Melbourne average of 6.33, somewhat higher than the western region councils (6.31), and marginally higher than the IMAP councils (6.49).

Metropolis Research notes that the variation in methodology between the door-to-door interview predominantly used for the City of Maribyrnong survey compared to the telephone methodology employed for *Governing Melbourne*, as well as the difference in timing may well have been a factor underpinning some of the variation in results.

Metropolis Research suggests that satisfaction with local government may well have improved somewhat over the course of 2022, moving further away from the impacts of COVID-19.



Customer service

Contact with Council in the last two years

Respondents were asked:

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

In 2022, 37.9% of respondents reported that they had contacted Council in the last two years, somewhat lower than the long-term average since 2004 of 45.9%.

Contacted Council in the last two years
Maribyrnong City Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2022		2021	2020	2019	2018	2017
	Number	Percent					
Yes	302	37.9%	45.0%	41.3%	34.6%	46.9%	50.4%
No	494	62.1%	55.0%	58.7%	65.4%	53.1%	49.6%
Can't say	4		0	5	5	3	11
Total	800	100%	800	800	800	800	800

Forms of contact

Respondents who had contacted Council were asked:

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

Consistent with the results observed over many years, the most common method by which respondents reported that they had contacted Council was via telephone during office hours, with 51.2% (down from 60.4%) contacting Council via this method.

There was a substantial increase in 2022, in the proportion of respondents who reported that they had last contacted Council by email, up from 19.7% in 2021 to 28.4% this year. This result is significantly higher than the long-term average result of 14.8% recorded since 2013, reflecting a trend of increasing contact via this method over time.

The proportion of respondents who reported that their last contact with Council was via the website also increased again this year, up from 12.1% to 14.0%, and up substantially on the long-term average since 2013 of 6.1%.

Metropolis Research draws attention to the fact that just 5.4% of respondents reported that they last contacted Council by visiting in person, down marginally again this year from 6.7% in 2021 and 8.2% in 2020, and from the pre-COVID-19 result of 17.6% in 2019.



Whilst it is still too early to make a strong statement about longer term trends, it does appear at this stage that there may have been a substantial change in the methods by which the community contacts the City of Maribyrnong.

There has been a dramatic decline in visits in person due to the impact of COVID-19, which does not appear to have recovered as yet, and a substantial increase in the interactions by email and the website over time.

Form of contact with Maribyrnong City Council
Maribyrnong City 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)	153	51.2%	60.4%	60.4%	54.6%	49.1%	51.4%
E-mail	85	28.4%	19.7%	21.3%	18.7%	10.2%	11.4%
Website	42	14.0%	12.1%	7.6%	4.8%	6.2%	4.3%
Visit in person	16	5.4%	6.7%	8.2%	17.6%	15.8%	18.7%
Telephone (after hours service)	2	0.7%	0.3%	0.6%	0.4%	0.3%	0.8%
Mail	1	0.3%	0.8%	1.8%	4.0%	0.5%	1.3%
Multiple	0	0.0%	0.0%	0.0%	0.0%	18.0%	12.2%
Not stated	3	1.0%	4	0	2	1	3
Total	302	101%	360	328	275	374	398

Satisfaction with aspects of customer contact

Respondents who had contacted Council were asked:

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

Respondents who had contacted Council in the last 12 months were again in 2022, asked to rate their satisfaction with nine aspects of customer service.

The average satisfaction with these nine aspects of customer service was 7.19 out of 10, down less than one percent on the 2021 average of 7.23 but remains at a “good” level of satisfaction.

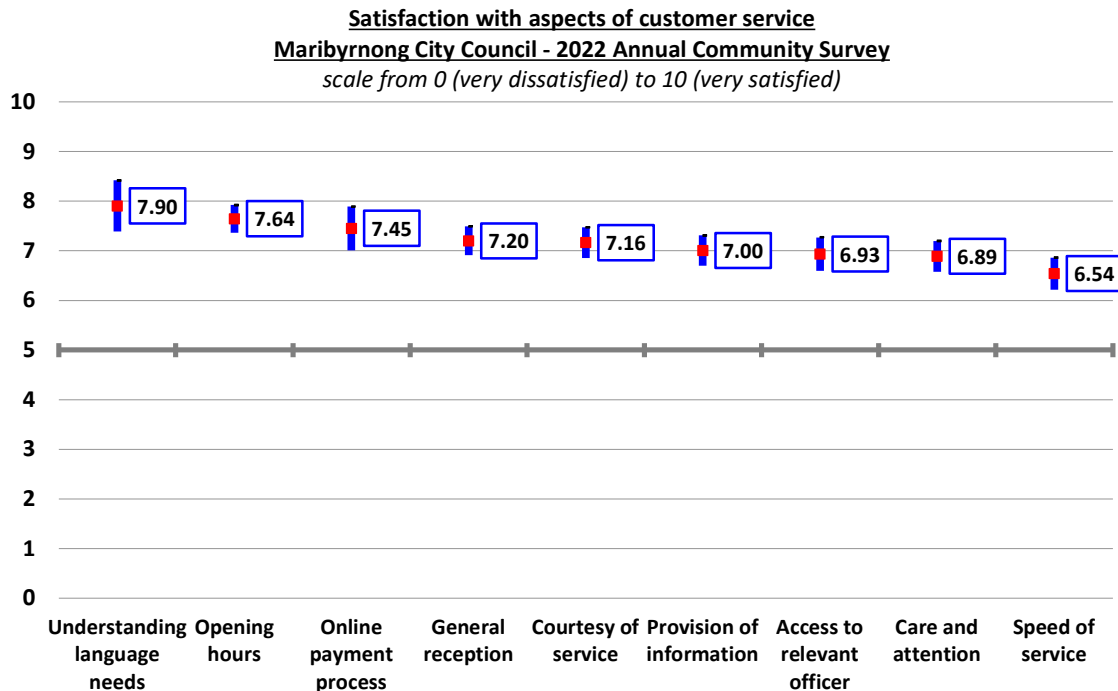
It is noted, however, that the average satisfaction with customer service has declined 5.4% since the high point of 7.60 or “very good” recorded immediately prior to COVID-19 in 2019.

Satisfaction with the nine aspects of customer service was best summarised as follows:

- **Excellent** - for staff understanding the respondents’ language needs (multilingual households only).



- **Very Good** – for opening hours and the online payment process.
- **Good** – for general reception, courtesy of service, the provision of information on the Council and its services, access to relevant officer, care and attention to enquiry, and speed of service.



Metropolis Research notes that satisfaction with customer service declined somewhat in several municipalities across metropolitan Melbourne during the pandemic, although the decline was somewhat variable.

The variability appears to be related to the ability of different councils to transition to good quality customer service off-site, as well as the degree to which different communities already engaged with their local council. Municipalities where the community was more likely to visit Council in person tended to decline more than municipalities where the community were more likely to engage with Council via other methods.

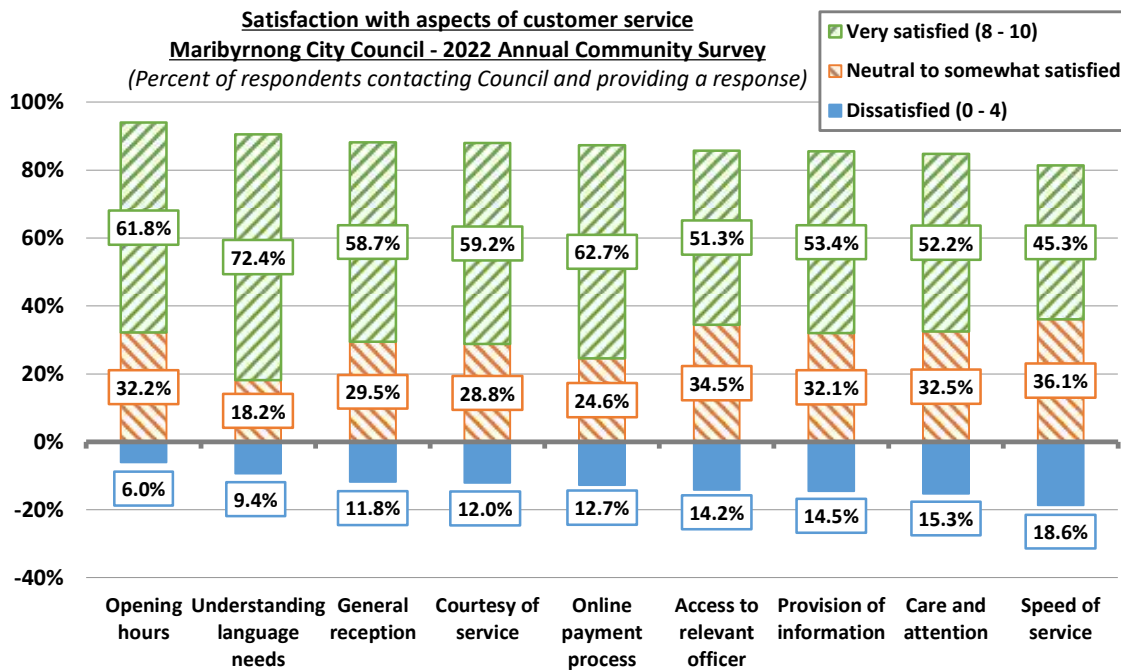
The following graph provides a breakdown of satisfaction into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction between five and seven), and those who were “dissatisfied” (i.e.,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

It is noted that, except for the speed of service, more than half of the respondents who had contacted Council in the last 12 months were “very satisfied” with each of the nine aspects of customer service.

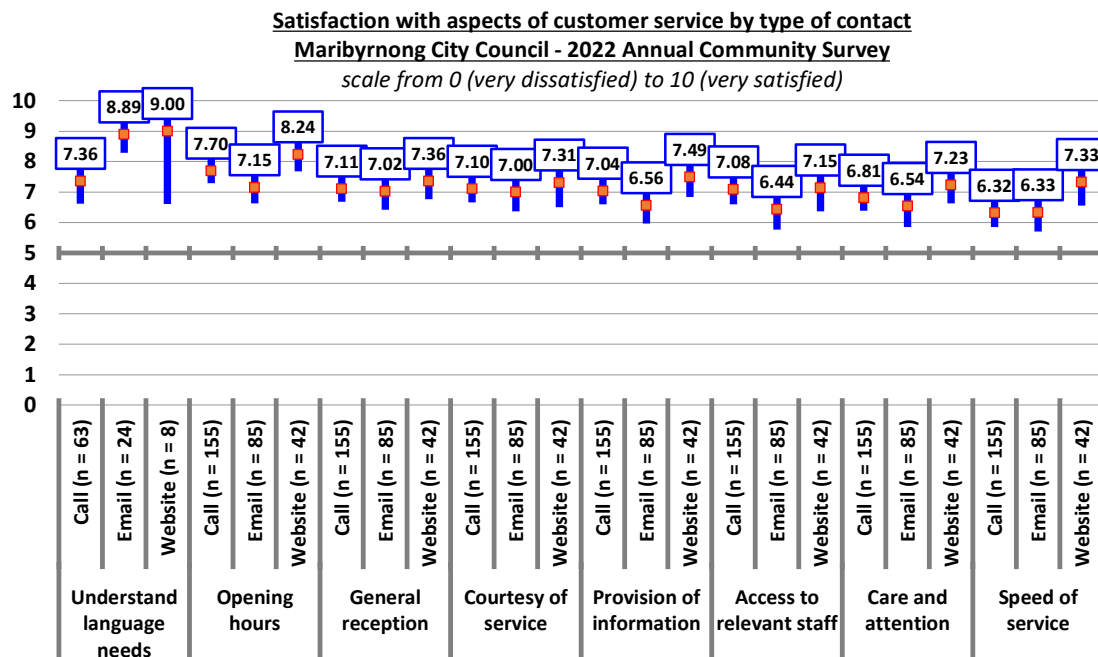
Attention is again in 2022, drawn to the fact that more than approximately one-sixth of respondents were “dissatisfied” with access to relevant officer, the provision of information, care and attention to enquiry, and the speed of service.



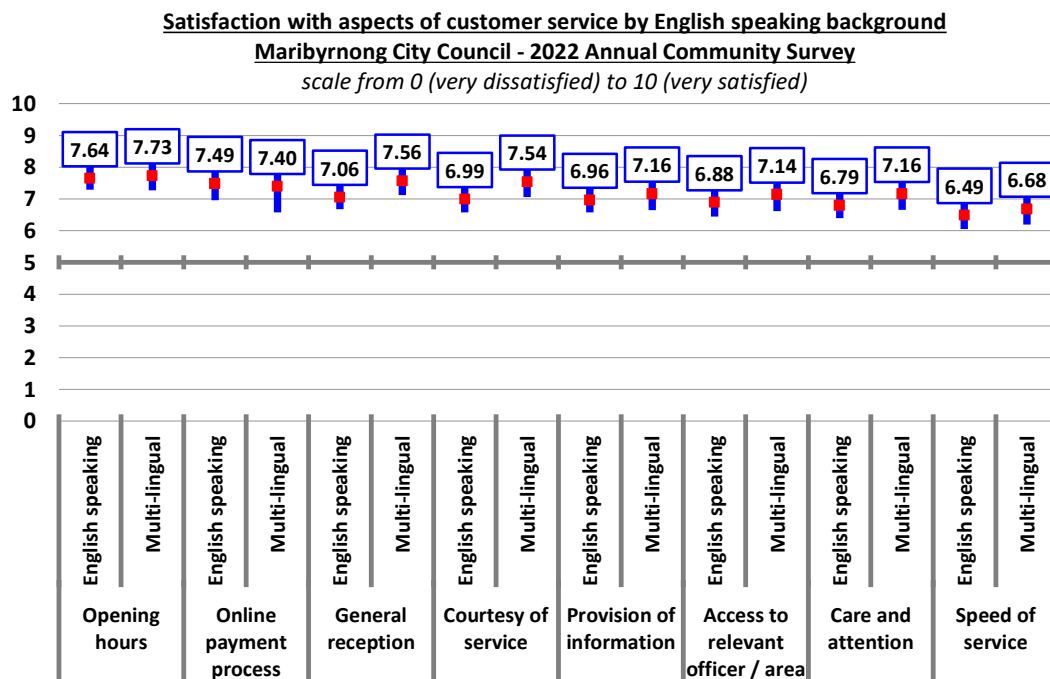
It is important to note, however, that the proportion of respondents “dissatisfied” with each of these four aspects of customer service declined sharply this year, particularly the speed of service, which declined from 23.9% “dissatisfied” respondents in 2021 to 18.6% this year.



The following graph provides a comparison of satisfaction with eight of the nine aspects of customer service (excluding online payments process) by the method of contacting Council. Whilst there was no statistically significant variation, due in part to the relatively small sample sizes, it is noted that respondents who visited the Council website were somewhat more satisfied with all eight aspects of customer service.



There was no statistically significant variation in satisfaction with the nine aspects of customer service observed between respondents from multilingual and English-speaking households, although it is noted that multilingual households tended to be somewhat more satisfied.



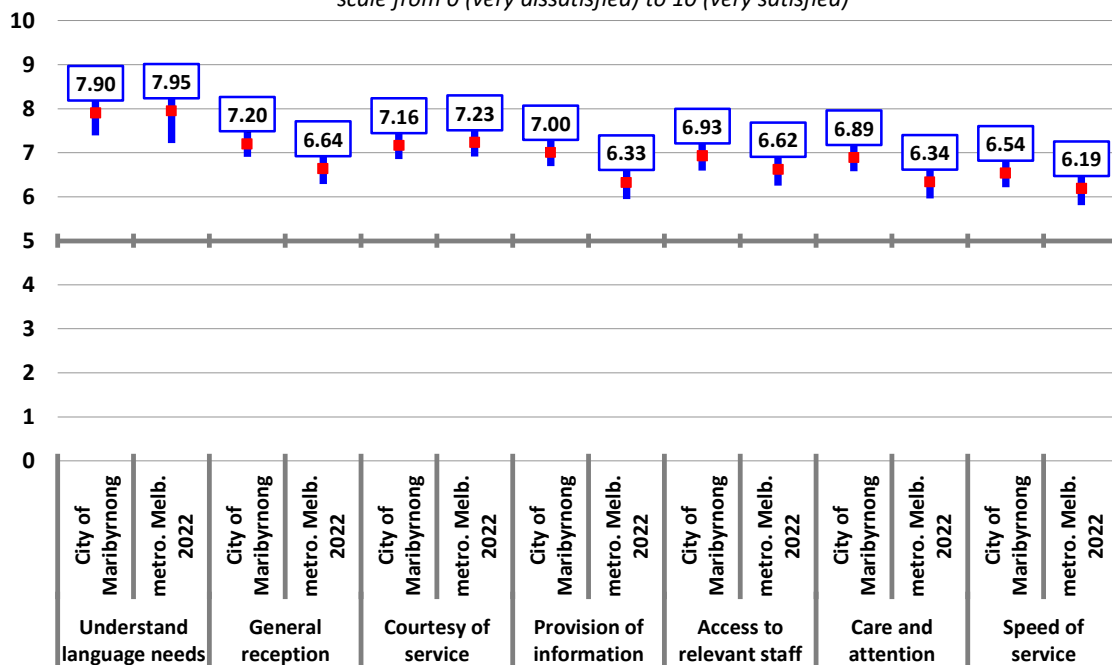
The following graph provides a comparison of satisfaction with seven of the nine aspects of customer service, between the City of Maribyrnong and the metropolitan Melbourne average satisfaction as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2022, using the telephone methodology.

It is noted that respondents in the City of Maribyrnong were somewhat more satisfied with five of the seven aspects, although this variation was not statistically significant.

Satisfaction with staff understanding language needs and the courtesy of service were almost identical to the metropolitan Melbourne average.

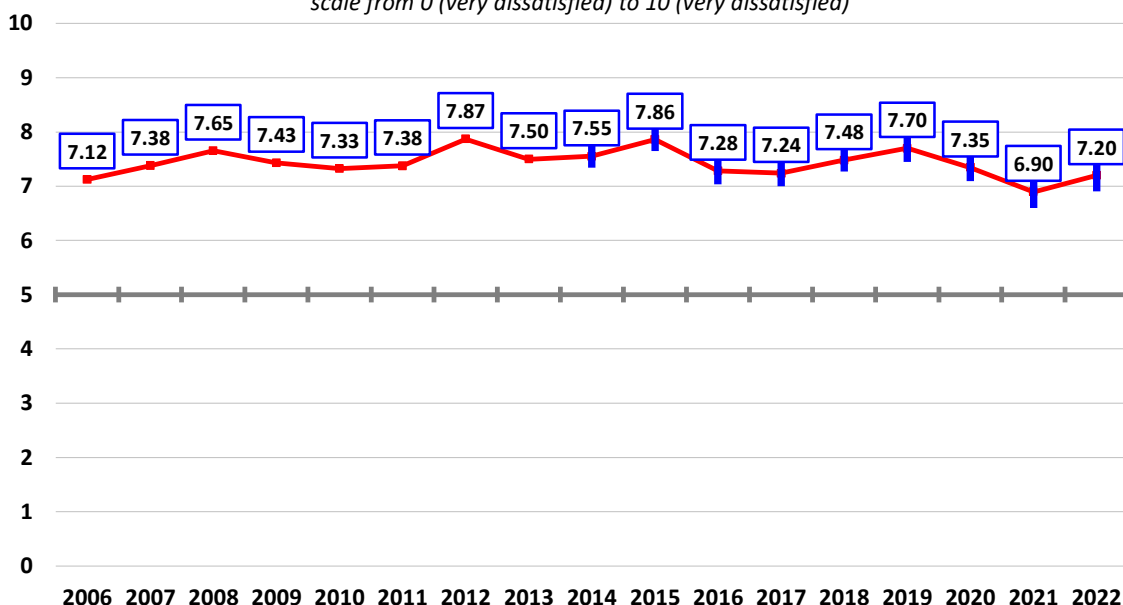


Satisfaction with aspects of customer service
Maribyrnong City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

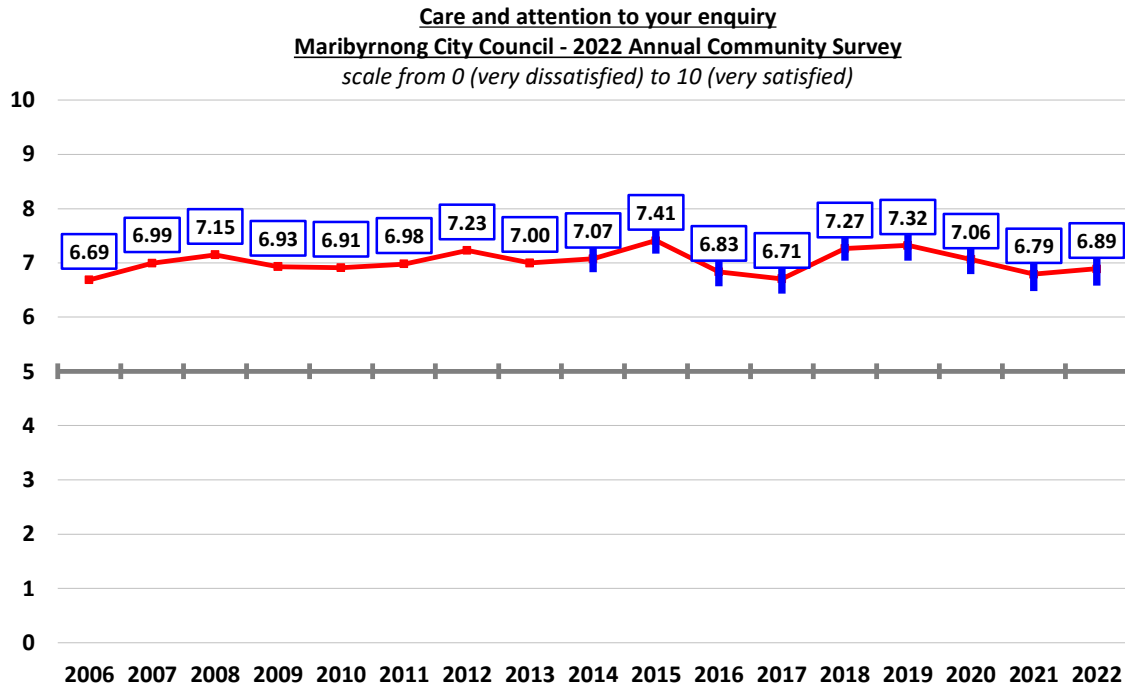


Satisfaction with general reception improved marginally, but not measurably this year, up 4.3% to 7.20, although it remains “good”. Despite the increase in satisfaction this year, this remains somewhat below the long-term average since 2006 of 7.42.

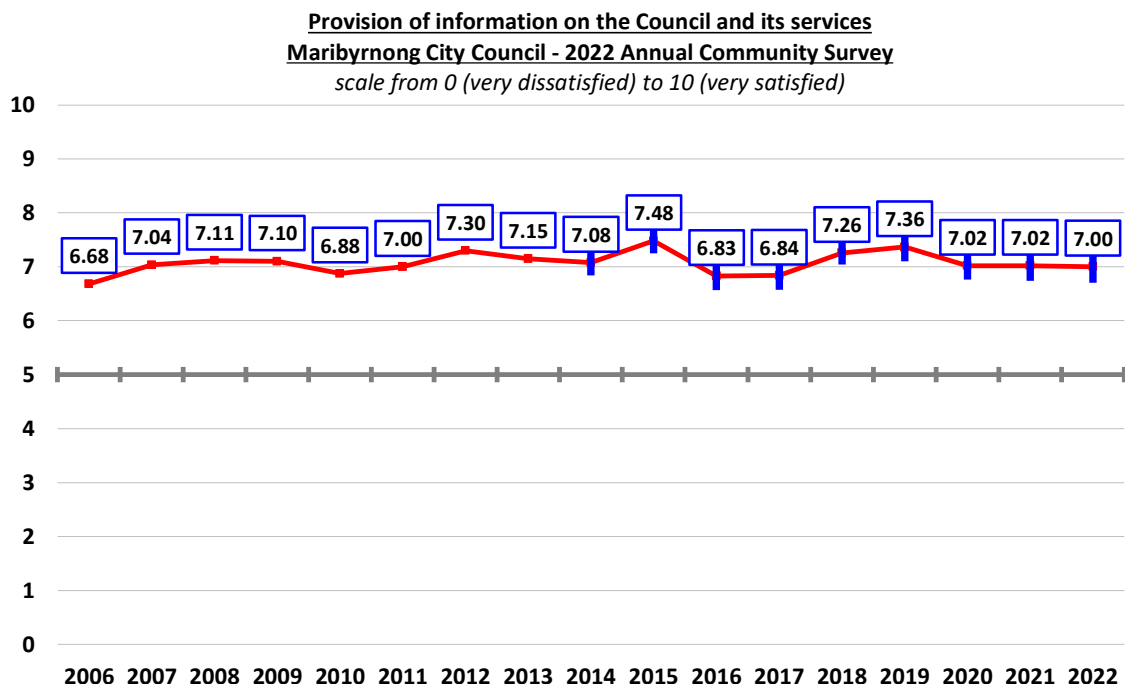
General reception
Maribyrnong City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very dissatisfied)



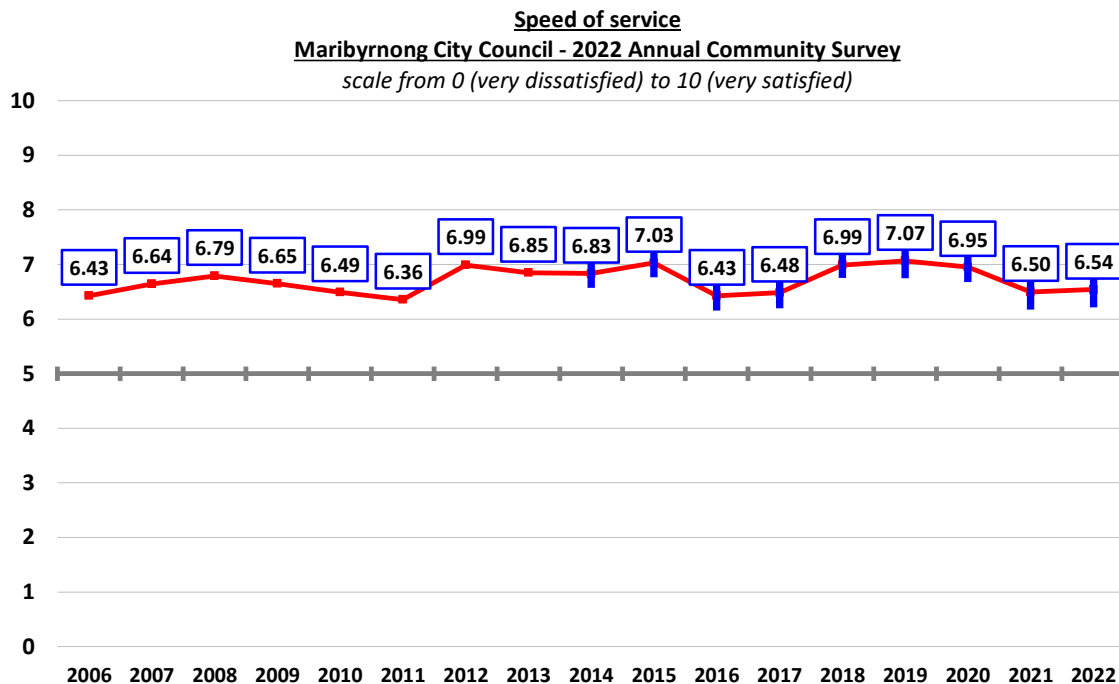
Satisfaction with the care and attention to the respondents' enquiry improved marginally but not measurably this year, up 1.4% to 6.89, although it remains "good". Satisfaction with this aspect of customer service has remained relatively stable over time, around the long-term average since 2006 of 7.01.



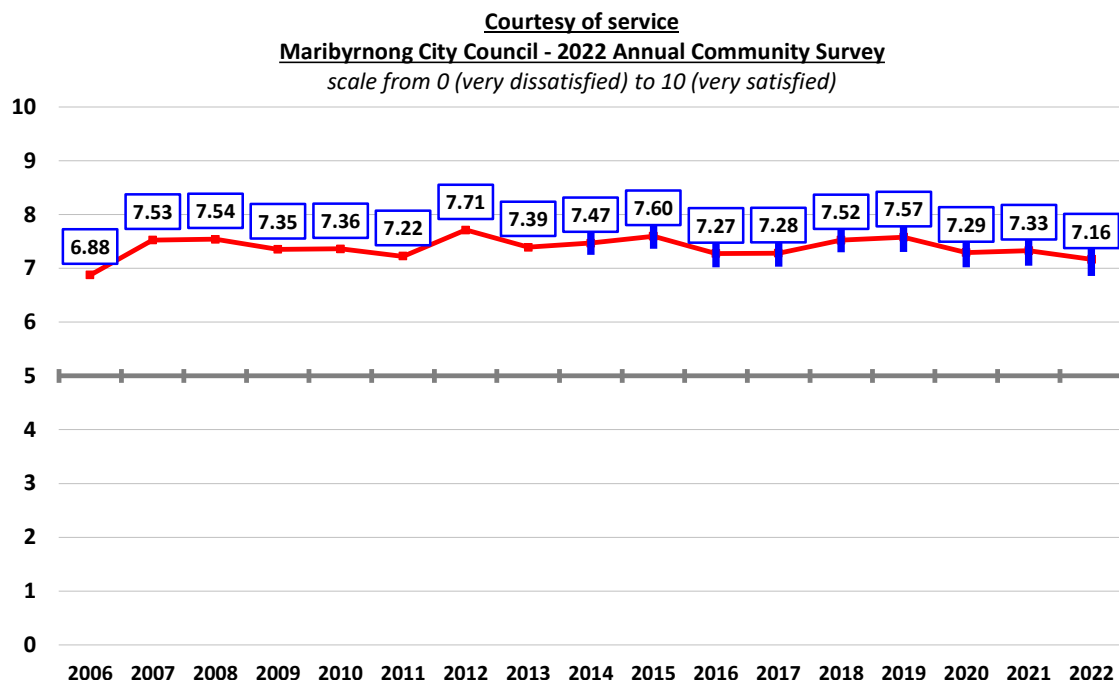
Satisfaction with the provision of information on the Council and its services remained essentially stable again in 2022 at 7.0, or a "good" level of satisfaction. This result remains similar to the long-term average satisfaction since 2006 of 7.07.



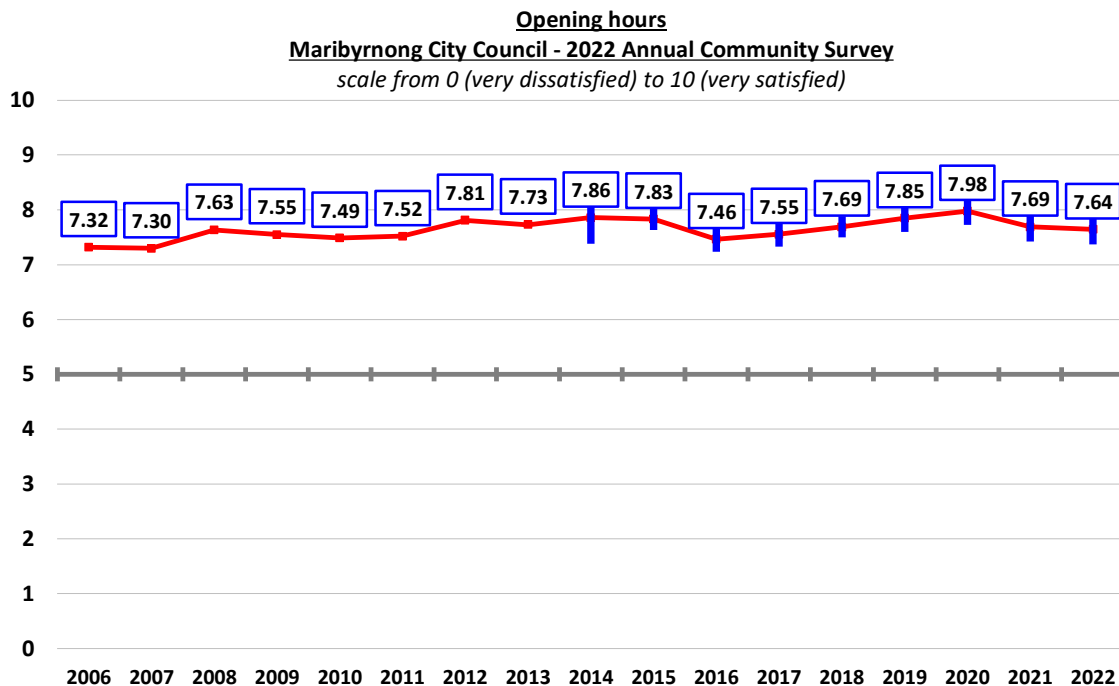
Satisfaction with the speed of service increased very marginally, but not measurably this year, up less than one percent to 6.54, which remains a “good” level. This result remains, however, notably below the long-term average satisfaction since 2006 of 6.71.



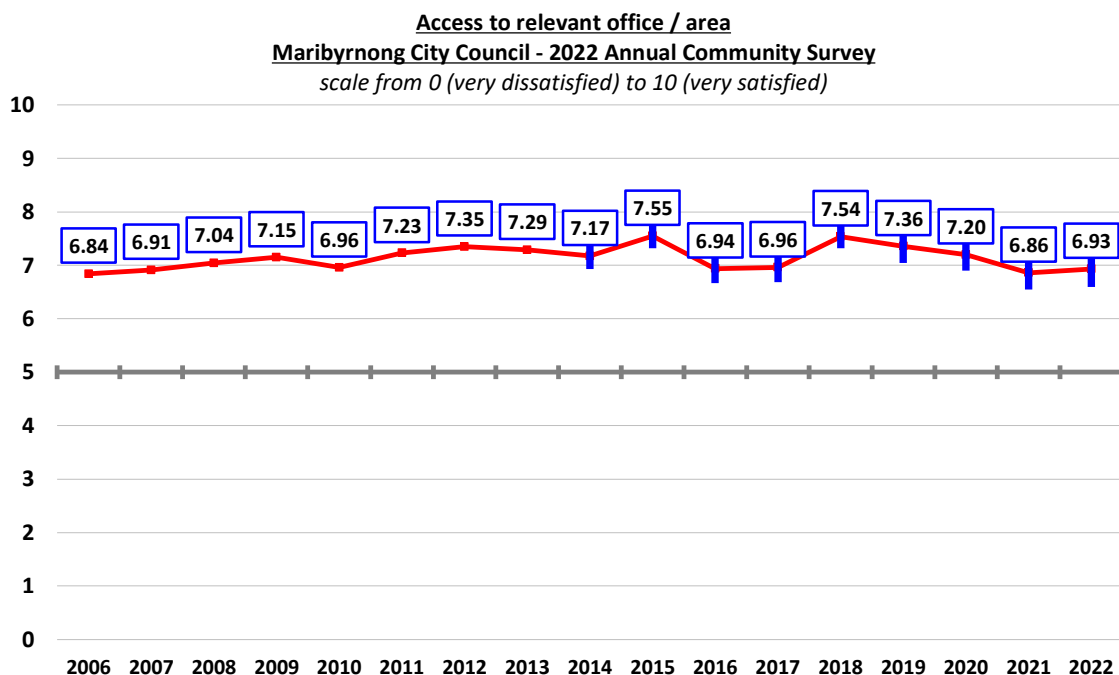
Satisfaction with the courtesy of service declined marginally, but not measurably this year, down 2.3% to 7.16, which is a “good”, down from a “very good” level of satisfaction. This result remains notably below the long-term average satisfaction since 2006 of 7.38, and is the lowest result recorded since 2006.



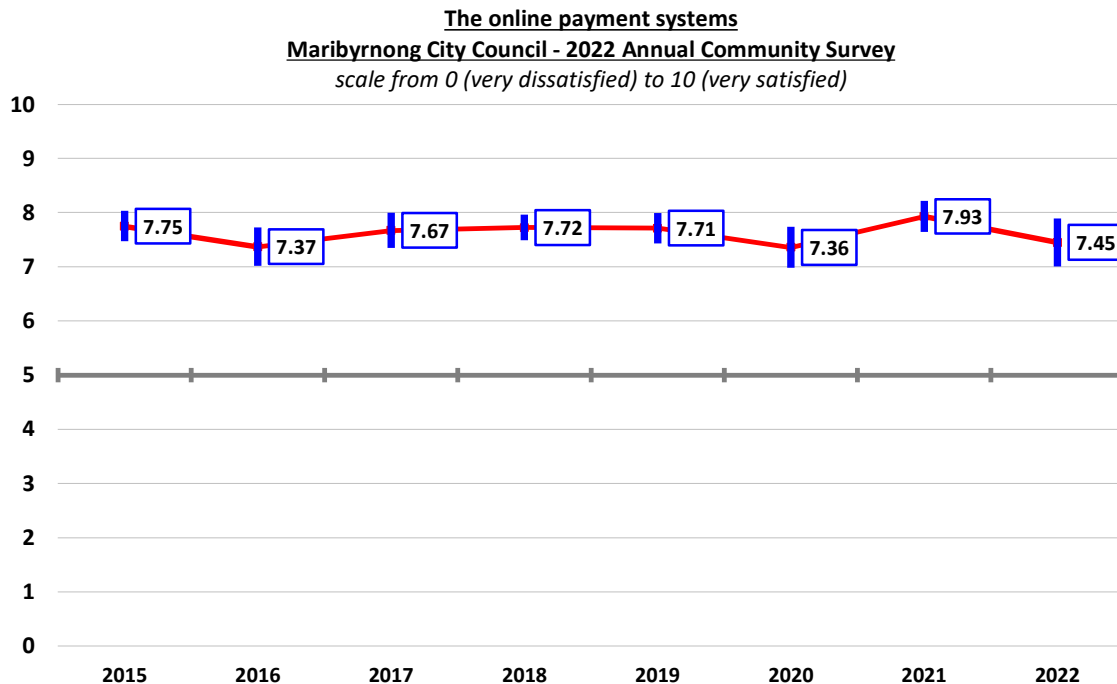
Satisfaction with the opening hours of Council remained essentially stable this year, down less than one percent to 7.64, and remains at a “very good” level. This result has remained remarkably stable around the long-term average satisfaction since 2006 of 7.64.



Satisfaction with the access to relevant officer / area increased very marginally, but not measurably this year, up less than one percent to 6.93, which remains a “good” level of satisfaction. This result remains, however, below the long-term average since 2006 of 7.13.



Cognisant of the small sample size of 143 respondents, satisfaction with the online payments system declined somewhat, but not measurably this year, down 6.1% to 7.45, which is a “very good”, down from an “excellent” level. Despite the smaller sample size, satisfaction with the online payments system has remained relatively stable around the long-term average since 2015 of 7.62.

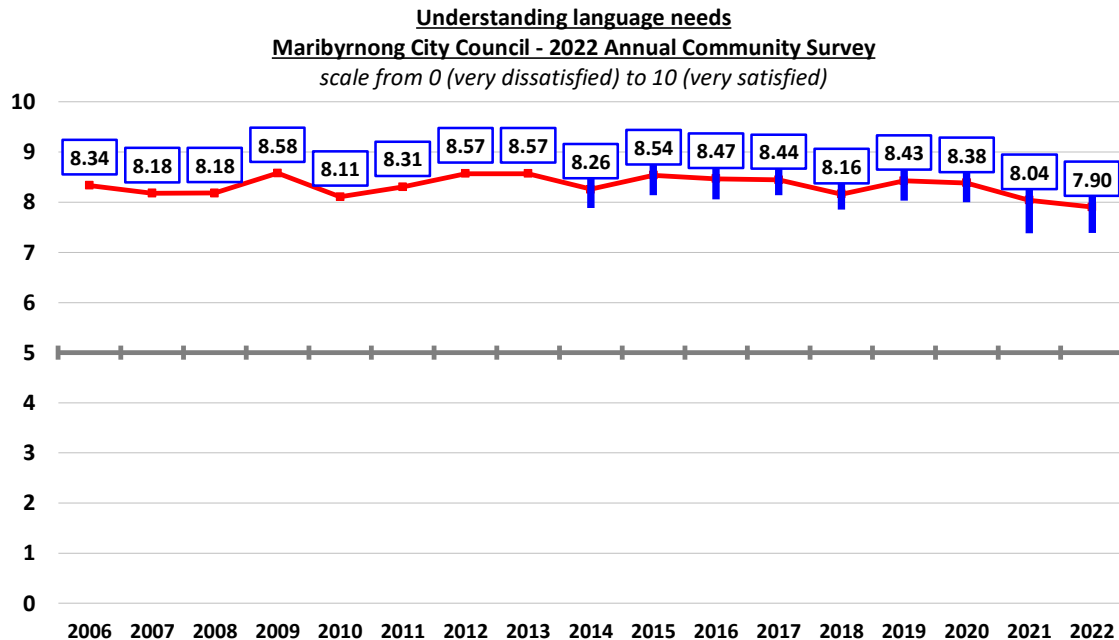


Satisfaction with staff understanding language needs (of respondents from multilingual households only) declined marginally, but not measurably this year, down 1.7% to 7.90, although it remains at an “excellent” level.

Metropolis Research notes that satisfaction with staff understanding the respondents’ language needs has remained at an “excellent” level in each year in which the question was included in the survey from 2006.

It is noted, however, that satisfaction with this aspect has been lower in 2021 and 2022 than the long-term average satisfaction since 2006 of 8.32.





Planning and housing development

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

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



Planning and housing development outcomes

Respondents were asked:

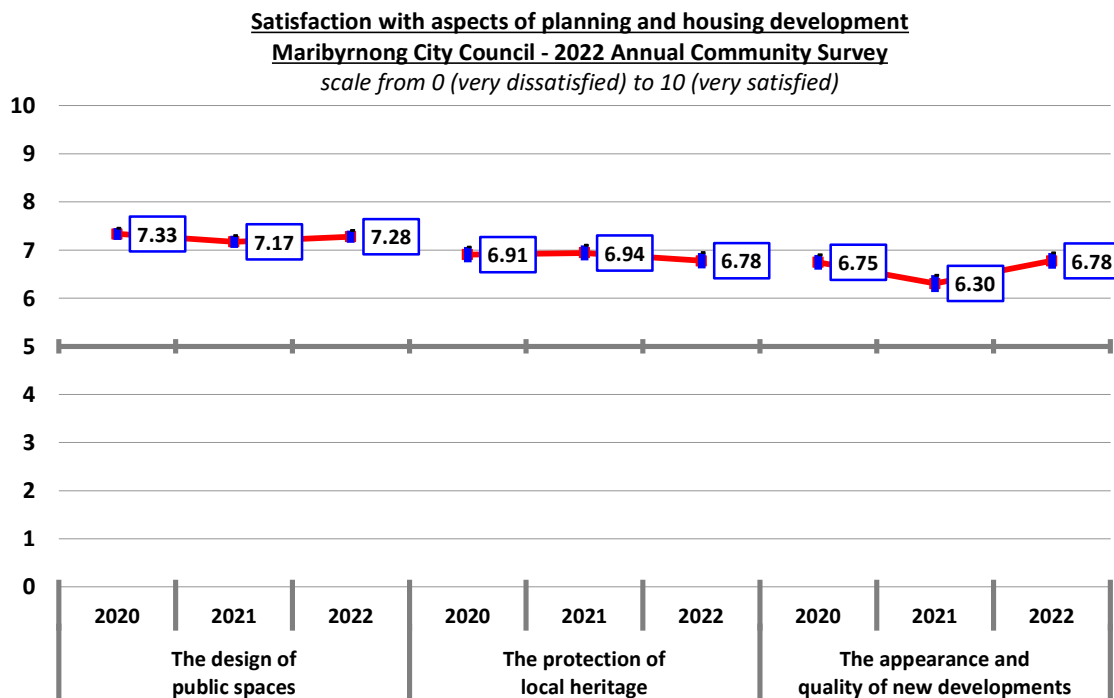
“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of planning and housing development in your local area.”

All respondents were asked to rate their satisfaction with the three planning and development outcome related aspects, as outlined in the following graph.

Satisfaction with the design of public spaces increased marginally to a “very good” level, and satisfaction with the appearance and quality of new developments increased measurably, up 7.6% to 6.78, which is a “good” up from a “solid” level.

Satisfaction with the protection of local heritage and sites of significance declined marginally but remained at a “good” level of satisfaction.

Metropolis Research draws attention to the fact that the increase in satisfaction with the appearance and quality of new developments fully reversed the decline in satisfaction with this aspect that was recorded in 2021.

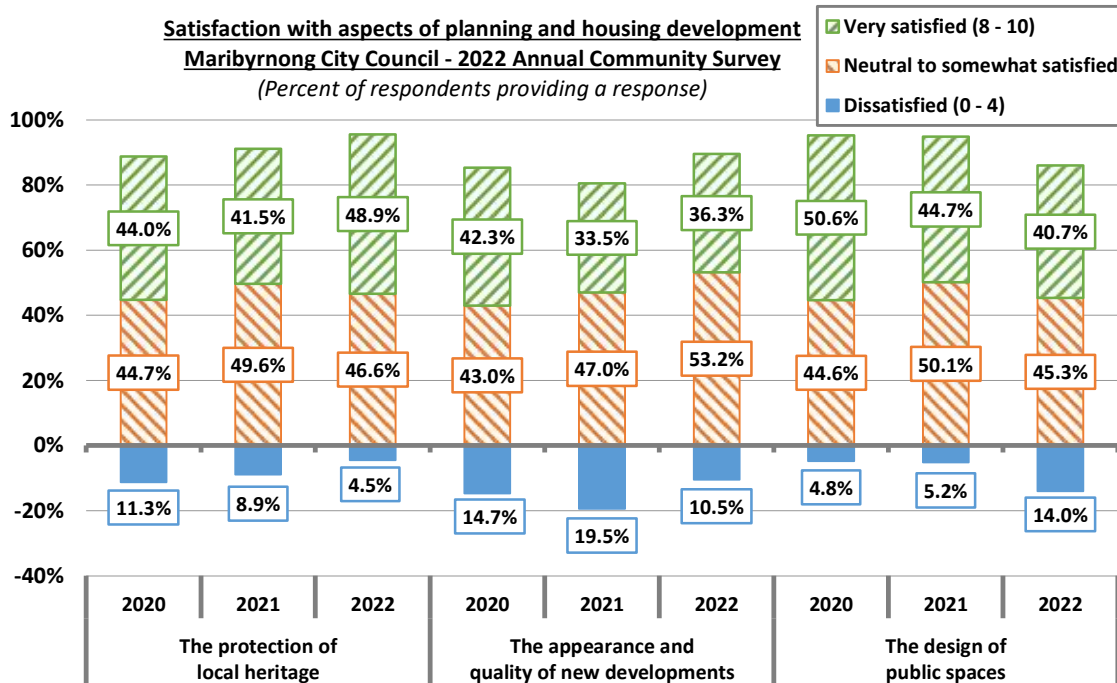


The following graph provides a breakdown of satisfaction into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction between five and seven), and those who were “dissatisfied” (i.e.,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



Attention is drawn to the fact that significantly more respondents were “very satisfied” with each of these three aspects than were “dissatisfied”.

It is noted, however that 14.0% of respondents were “dissatisfied” with the design of public spaces this year, almost three times the proportion who were “dissatisfied” in 2020 and 2021. This does appear an unusual result against the trend, and at odds with the increase in satisfaction with this aspect.



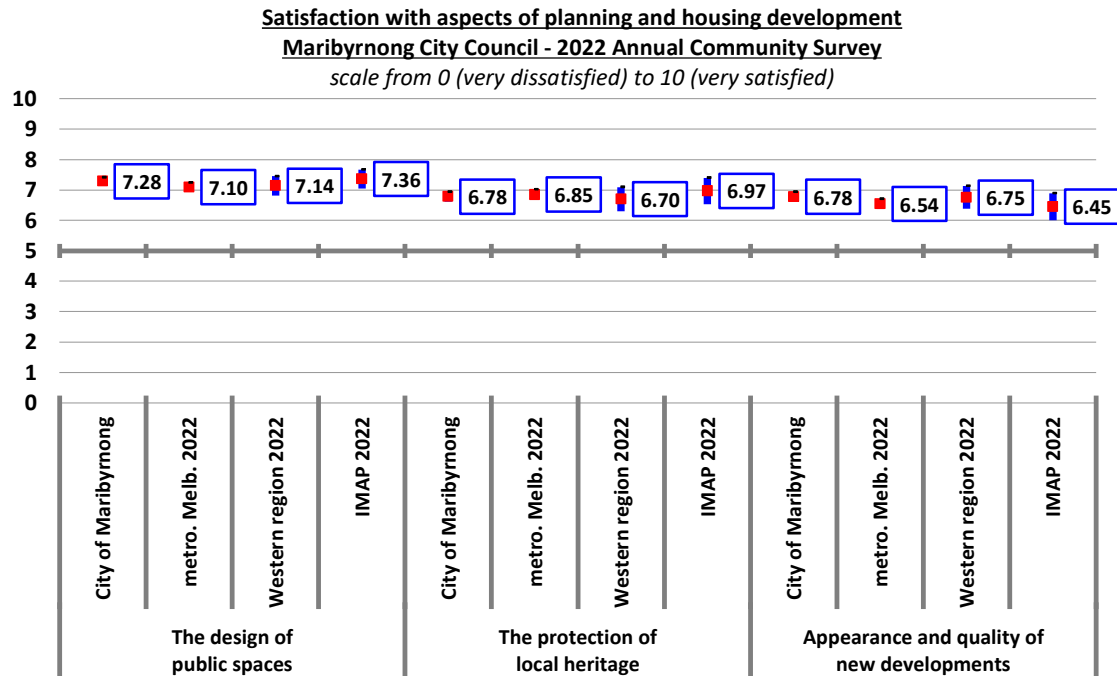
The following graph provides a comparison of satisfaction with these three planning and development outcomes against the metropolitan Melbourne, western region councils, and IMAP councils, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022 using the telephone methodology.

It is noted that satisfaction with these three planning and development outcome related aspects was similar in the City of Maribyrnong than each of the three comparison results.

Satisfaction with the design of public spaces was somewhat higher than the metropolitan Melbourne and western region councils’ averages, and satisfaction with the appearance and quality of new developments was somewhat higher than the metropolitan Melbourne or IMAP councils’ averages.

Metropolis Research notes that the increase in satisfaction with the appearance and quality of new developments in the City of Maribyrnong this year, which reversed the unusually low result recorded in 2021, has resulted in a higher average satisfaction in the City of Maribyrnong than the comparison areas for this importance core measure of community satisfaction with the nature of new housing development occurring in the municipality. This is very much a return to trend for this result.





Planning approvals process

Involvement in planning approvals process

Respondents were asked:

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

Consistent with the results observed over many years, only a small proportion of respondents had participated in the planning approvals process in the last 12 months, with 3.9% involved either as applicants (2.1%) or objectors (1.4%).

Involvement in planning approvals process
Maribyrnong City Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2022		2021	2020	2019	2018	2017
	Number	Percent					
Yes - Applicant	15	2.1%	2.7%	2.4%	1.9%	3.5%	5.1%
Yes - Objector	10	1.4%	1.4%	1.7%	1.1%	1.6%	3.1%
Yes - Other	3	0.4%	0.3%	0.1%	0.6%	0.5%	0.8%
No involvement	684	96.1%	95.7%	95.8%	96.3%	94.3%	91.0%
Not stated	88		17	17	8	8	19
Total	800	100%	800	800	800	800	800



Satisfaction with aspects of the planning approvals process

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

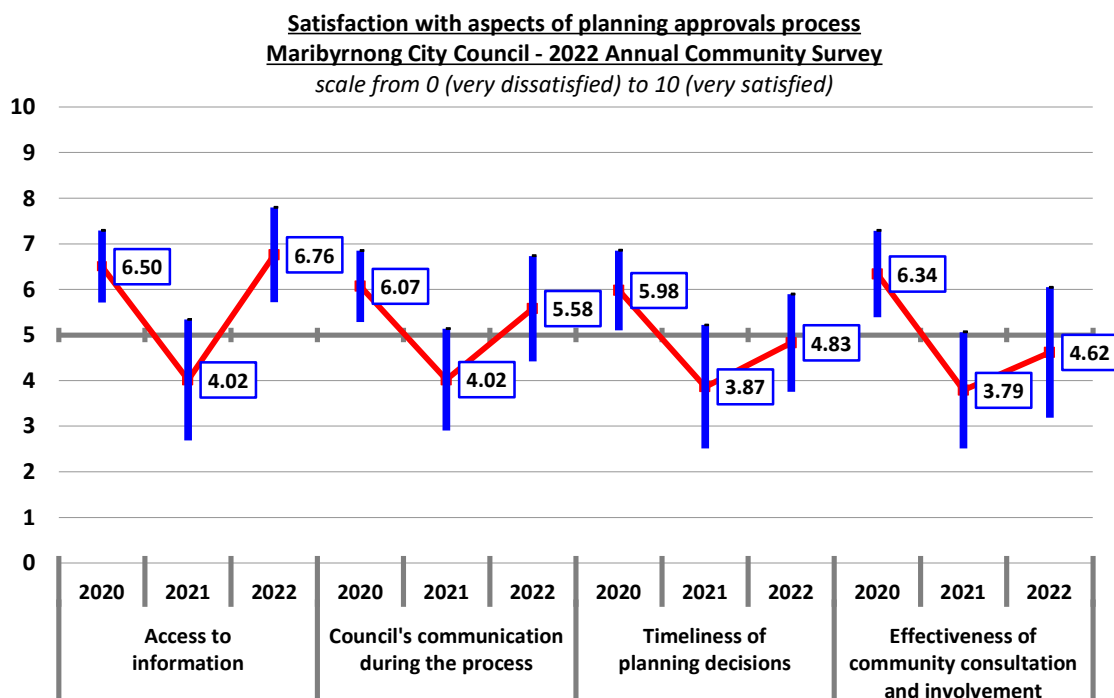
“On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of the planning approvals process?”

The 28 respondents who had participated in the planning approvals process were asked to rate their satisfaction with four aspects of the planning approvals process, as outlined in the following graphs.

It is important to bear in mind the small sample of just 28 respondents, reflected in the extremely large 95% confidence range around the average scores, as reflected in the vertical blue bars.

Cognisant of the small sample sizes, it is noted that satisfaction with all four aspects increased somewhat in 2022, reversing the declines reported last year.

This was particularly the case in relation to the increase in satisfaction with access to information, that returned to a “good”, up from an “extremely poor” level of satisfaction, and Council’s communication during the process, which improved from an “extremely poor” to a “poor” level.

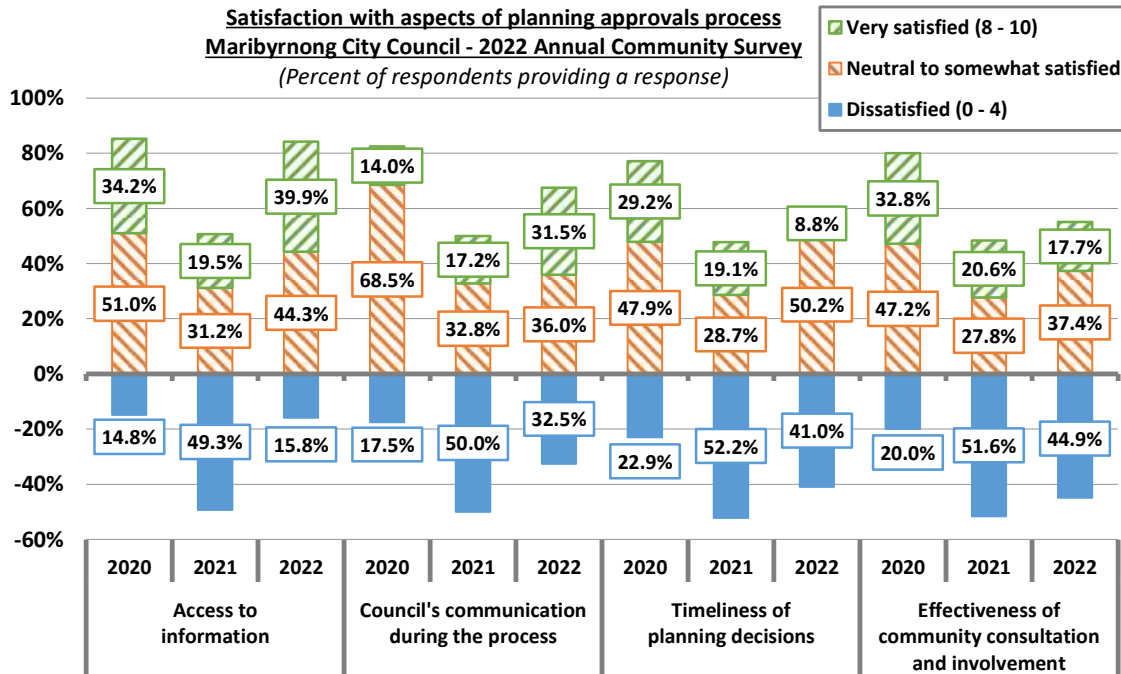


The following graph provides a breakdown of satisfaction into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction between five and seven), and those who were “dissatisfied” (i.e.,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



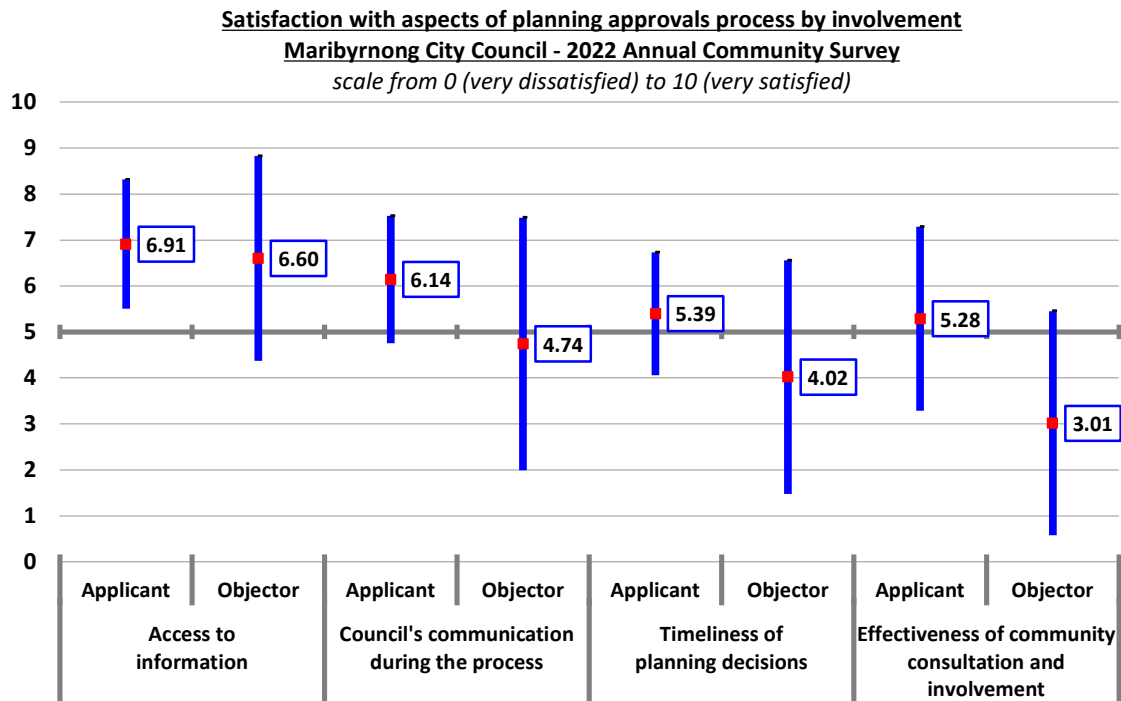
Metropolis Research notes that whilst cognisant of the small sample size, it remains the case that a significant proportion of respondents are “dissatisfied” with both the timeliness of planning decisions (41.0% down from 52.2%), and the effectiveness of community consultation and involvement (44.9% down from 51.6%).

These results, whilst variable from year to year due to the sample size, do highlight the two areas in which those in the community who are involved in the planning approvals process are consistently dissatisfied. These two areas are firstly how long the process takes, and secondly, the perception that consultation was insufficient as evidenced by the outcome.

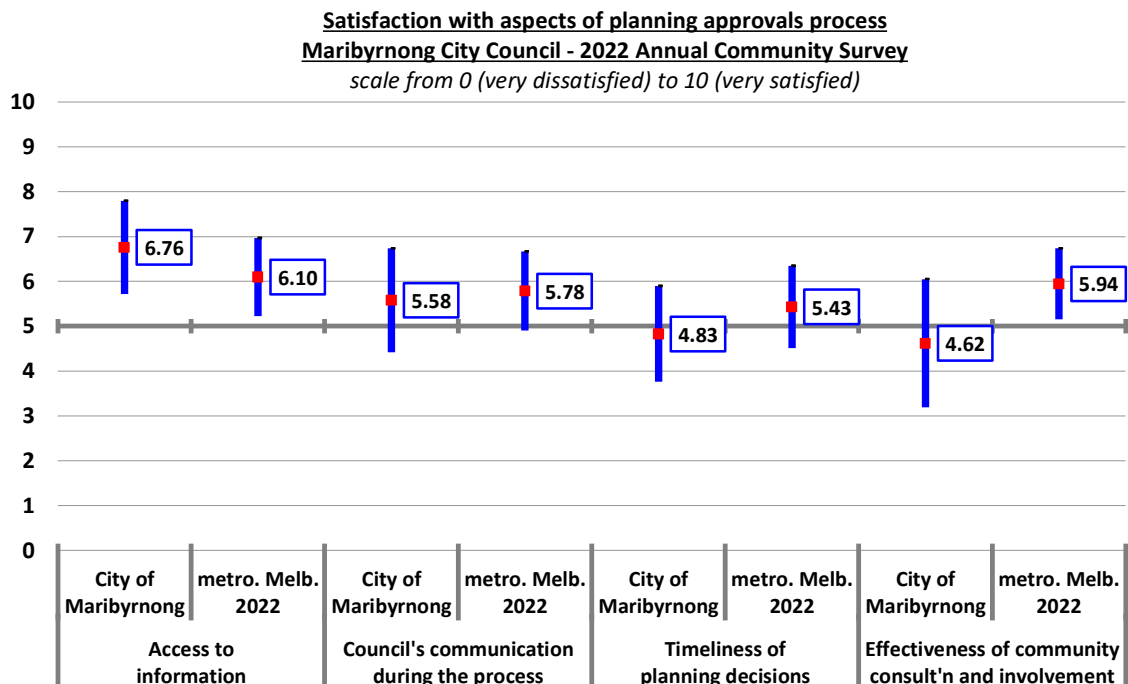


The following graph provides a comparison of satisfaction with these aspects between applicants and objectors. Cognisant of the extremely small sample size of 15 applicants and 10 objectors, it is noted that objectors were less satisfied with all four aspects than were applicants. This often reflects a greater dissatisfaction by objectors given the outcome of the granting of the planning approvals.





The following graph provides a comparison of satisfaction with these four aspects of the planning approvals process between the City of Maribyrnong and the metropolitan Melbourne average, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022 using the telephone survey methodology. Whilst noting the small sample sizes, it is noted that satisfaction with access to information was marginally higher in the City of Maribyrnong, whilst satisfaction with the timeliness of planning decisions and the effectiveness of community consultation and involvement was somewhat lower in the City of Maribyrnong.



Importance of and satisfaction with Council services

Respondents were asked:

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

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

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

Importance of Council services and facilities to the community

The average importance of the 39 included Council provided services and facilities was 8.54 out of a potential 10, down a little on the average of 8.91 recorded in 2021.

This result was very similar to the 2022 metropolitan Melbourne average importance with the 33 services and facilities included in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2022, using the telephone methodology.

As outlined at the right-hand side of the following table, there were 14 services and facilities that were, on average, measurably more important to respondents than the average of all 39 services and facilities.

These included the fortnightly recycling, the fortnightly green waste collection, the weekly garbage collection, services for people with a disability, the annual hard rubbish collection, services for children, services for older people, public toilets, library services, on and off-road walking paths, the provision and maintenance of playgrounds, services for young people, Council responsibilities towards the environment, and the provision and maintenance of street lighting.

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

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



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

Of the 39 included services and facilities, the average importance of just two increased in 2022 and the average importance of 37 declined somewhat, with attention drawn to the following:

- **Marginally more important in 2022** – the only two services and facilities to record an increase in importance this year were the fortnightly recycling service (up 1.3%) and the fortnightly green waste collection (up 1.1%).
- **Notably less important in 2021** – includes the *Maribyrnong Messenger* (down 11.3%), parking enforcement (down 10.8%), Council's use of social media (down 9.9%), the provision of public art (down 9.0%), Council's online consultation tool (down 8.3%), Council activities promoting local economic development (down 7.0%), council's customer request management system (down 6.9%), animal management (down 6.5%), street sweeping (down 5.7%), the maintenance and cleaning of shopping strips (down 5.4%), Council's festivals and events (down 5.4%), additional paid hard rubbish collection (down 5.2%), and on and off-road bike paths (down 5.1%).

These statistically significant declines in importance appear to reflect a return to more typical importance scores for many services and facilities after the COVID-19 years, at which time the average importance of services and facilities tended to be higher than pre- and post-COVID-19.

When compared to the metropolitan Melbourne average importance of services and facilities, of the 33 services and facilities included in both surveys in a comparable way, 13 were important in the City of Maribyrnong and 20 were less important.

Of these, only the fortnightly green waste collection was measurably more important in the City of Maribyrnong, whilst only parking enforcement was measurably less important.

The following is, however, noted:

- **Notably more important in the City of Maribyrnong than metropolitan Melbourne** – includes fortnightly green waste collection (5.0% more important), library services (2.4% more important), public toilets (2.4% more important), and community centres / neighbourhood houses (2.2% more important), and annual hard rubbish collection (2.1% more important).
- **Notably less important in the City of Maribyrnong than metropolitan Melbourne** – includes parking enforcement (5.3% less important), street sweeping (2.6% less important), and Council activities promoting local economic development (2.0% less important).



Importance of selected Council services and facilities
Maribyrnong City 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 recycling	734	9.32	9.39	9.46	9.27	9.20	9.04	9.26
	Fortnightly green waste collection	693	9.11	9.21	9.30	9.11	9.13	8.90	8.77
	Weekly garbage collection	788	9.11	9.20	9.28	9.35	9.15	9.22	9.28
	Services for people with disability	525	9.02	9.13	9.23	9.17	9.10	8.87	9.05
	Annual hard rubbish collection	641	8.90	9.00	9.11	9.14	9.01	8.92	8.82
	Services for children	522	8.89	9.00	9.11	9.05	9.01	8.74	8.87
	Services for older people	512	8.85	8.97	9.08	9.10	9.06	8.90	8.93
	Public toilets	643	8.80	8.90	8.99	9.04	8.88	8.57	8.69
	Library services	626	8.74	8.86	8.98	9.03	9.06	8.83	8.65
	On and off-road walking paths	681	8.74	8.84	8.94	9.18	9.00	8.78	n.a.
	Provision and maintenance of playgrounds	624	8.70	8.81	8.91	9.12	8.98	8.72	8.85
	Services for young people	516	8.67	8.79	8.91	8.97	8.92	8.56	8.76
	Council responsibilities on environment	654	8.68	8.79	8.89	9.09	8.91	8.84	8.74
	Provision and maintenance of street lighting	777	8.68	8.77	8.86	9.14	9.02	8.94	8.78
Average importance	Sports facilities	664	8.64	8.75	8.86	9.05	8.92	8.74	8.81
	Provision and maint. of parks and gardens	755	8.65	8.74	8.84	9.12	8.98	8.93	8.90
	Litter collection in public areas	742	8.63	8.73	8.82	9.04	8.93	8.97	8.90
	Footpath maintenance and repairs	786	8.61	8.71	8.80	9.02	9.00	8.96	8.86
	Maintenance and repair of sealed local roads	787	8.59	8.69	8.79	9.07	9.03	8.96	8.85
	Illegally dumped rubbish	710	8.57	8.67	8.78	8.98	8.91	8.90	8.80
	Maintenance and cleaning of Footscray CBD	693	8.56	8.66	8.76	9.06	8.81	8.90	n.a.
	Community Centres / Neighbourhood Houses	602	8.52	8.64	8.75	8.95	8.85	8.57	8.45
	Maribyrnong Aquatic Centre	564	8.45	8.57	8.69	8.91	8.83	8.53	8.68
	Local traffic management	744	8.45	8.56	8.66	8.96	8.90	8.94	8.70
	Provision and maintenance of street trees	771	8.45	8.55	8.65	8.92	8.94	8.83	8.62
	On and off-road bike paths	651	8.40	8.53	8.66	8.99	9.00	8.78	8.64
	Maintenance and cleaning of shopping strips	733	8.37	8.47	8.56	8.95	8.86	8.74	8.63
	Council's website	606	8.33	8.46	8.59	8.69	8.83	8.41	8.42
	Council's festivals and events	595	8.21	8.33	8.45	8.81	8.79	8.48	8.25
Lower than average	Additional, paid hard waste collection	448	8.06	8.25	8.43	8.70	8.70	8.32	n.a.
	Promoting local economic development	627	8.11	8.24	8.37	8.86	8.84	8.55	8.41
	Animal management	659	8.07	8.21	8.34	8.78	8.78	8.66	8.36
	Street sweeping	766	8.08	8.20	8.32	8.70	8.79	8.78	8.42
	Customer Request Management System	433	7.89	8.05	8.22	8.65	8.72	8.11	n.a.
	Provision of public art	525	7.73	7.90	8.07	8.68	8.68	8.20	7.93
	Council's online consultation tool	334	7.48	7.70	7.91	8.39	8.58	7.87	n.a.
	Parking enforcement	729	7.20	7.38	7.55	8.27	8.49	8.46	7.79
	Maribyrnong Messenger (Council's newsletter)	606	7.09	7.28	7.48	8.21	8.41	8.06	7.42
	Council's use of social media	430	7.05	7.27	7.49	8.07	8.42	7.88	n.a.
Average importance			8.42	8.54	8.66	8.91	8.88	8.67	8.65

(*) 2022 metropolitan Melbourne average from Governing Melbourne



Satisfaction with Council services and facilities

The average satisfaction with the 39 included Council provided services and facilities remained essentially stable this year at 7.35, which is a “very good” level of satisfaction.

Recognising that the exact list of services and facilities included in the survey has changed marginally over time, it is noted that the basic list of services has remained essentially stable.

Over the course of the last 12 years, the long-term average satisfaction with the services and facilities included in the survey was 7.17 or a “good” level of satisfaction. This 2022 result was marginally, but not measurably higher than this long-term average.

This average satisfaction of 7.35 was almost identical to the metropolitan Melbourne average satisfaction with the 33 services and facilities included in *Governing Melbourne*, conducted independently by Metropolis Research using the telephone methodology in January 2022, including a sample from all 31 metropolitan Melbourne municipalities.

As outlined at the right-hand side of the following table, there were eight services and facilities that received a satisfaction score measurably higher than the average of all 39 services and facilities (7.35). This includes library services, fortnightly recycling, weekly garbage collection, fortnightly green waste collection, annual hard rubbish collection, Maribyrnong Aquatic Centre, the provision and maintenance of playgrounds, and community centres / neighbourhood houses.

Conversely, there were seven services and facilities that received a satisfaction score measurably lower than the average of all 39 services and facilities. This includes parking enforcement, public toilets, the maintenance and repair of sealed local roads, the maintenance and cleaning of the Footscray CBD, the *Maribyrnong Messenger*, footpath maintenance and repairs, and local traffic management. Six of these eight lower than average satisfaction services and facilities also recorded measurably lower than average satisfaction scores last year.

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

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



- **Solid** – for parking enforcement.

It is noted that again in 2022, none of the 39 included services and facilities recorded satisfaction scores categorised as “poor”, “very poor”, or “extremely poor”.

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

	Service/facility	Number	2022 Lower Mean Upper	2021	2020	2019	2022 Metro.*
Higher than average	Library services	335	8.45 8.59 8.73	8.17	8.47	8.56	8.49
	Fortnightly recycling	690	8.41 8.53 8.65	8.17	8.21	8.27	8.35
	Weekly garbage collection	787	8.31 8.43 8.56	8.35	8.29	8.33	8.41
	Fortnightly green waste collection	604	8.17 8.33 8.48	8.04	8.20	8.29	8.16
	Annual hard rubbish collection	440	8.06 8.22 8.39	7.59	7.64	7.74	7.99
	Maribyrnong Aquatic Centre	261	7.76 7.94 8.12	7.49	7.65	7.78	7.97
	Provision and maintenance of playgrounds	363	7.78 7.94 8.09	7.78	7.94	7.92	8.04
	Community Centres / Neighbourhood Houses	200	7.71 7.90 8.08	7.43	7.80	7.95	7.87
Average satisfaction	Services for children	141	7.56 7.86 8.16	7.53	7.87	8.26	8.14
	Additional, paid hard waste collection	112	7.43 7.84 8.24	7.41	6.99	7.43	n.a.
	Sports facilities	399	7.64 7.78 7.91	7.58	7.50	7.60	7.99
	Council's festivals and events	339	7.51 7.67 7.84	7.51	7.76	7.79	7.76
	Provision and maintenance of street lighting	763	7.54 7.66 7.78	7.76	7.59	7.21	7.72
	Provision and maint. of parks and gardens	742	7.45 7.58 7.71	7.79	7.84	7.49	7.75
	Services for young people	77	7.14 7.54 7.94	7.26	7.58	7.69	7.30
	On and off-road walking paths	555	7.38 7.52 7.67	7.53	7.29	7.23	n.a.
	Provision of public art	219	7.14 7.38 7.62	7.36	7.14	7.33	6.92
	Services for older people	56	6.57 7.26 7.95	7.15	7.90	7.37	7.51
	Animal management	637	7.07 7.22 7.38	7.89	7.64	7.41	7.60
	Maintenance and cleaning of shopping strips	726	7.07 7.19 7.31	7.28	7.29	7.17	7.40
	On and off-road bike paths	370	6.97 7.17 7.36	7.10	7.29	7.23	7.40
	Provision and maintenance of street trees	773	7.02 7.16 7.31	7.21	7.48	7.16	7.12
	Council's use of social media	102	6.75 7.16 7.57	6.62	7.19	6.66	n.a.
	Council's website	386	6.91 7.11 7.30	7.02	7.39	7.15	7.28
	Litter collection in public areas	728	6.97 7.10 7.23	7.04	7.14	7.17	7.26
	Street sweeping	744	6.90 7.05 7.20	6.96	7.12	7.18	7.45
	Council's online consultation tool	73	6.46 6.95 7.44	6.99	6.81	6.18	n.a.
	Council responsibilities on environment	601	6.74 6.89 7.04	7.25	7.18	6.93	7.04
	Promoting local economic development	591	6.71 6.85 7.00	7.28	7.20	6.94	6.82
	Illegally dumped rubbish	681	6.70 6.85 7.00	6.95	6.83	6.83	6.94
	Customer Request Management System	148	6.45 6.85 7.25	6.82	7.20	6.58	n.a.
Lower than average	Services for people with disability	52	5.95 6.79 7.64	6.99	6.80	7.18	6.67
	Local traffic management	729	6.64 6.79 6.93	6.91	7.00	6.75	6.80
	Footpath maintenance and repairs	778	6.57 6.72 6.87	6.63	6.77	6.98	6.74
	Maribyrnong Messenger (Council's newsletter)	559	6.50 6.69 6.88	7.24	7.32	6.85	6.70
	Maintenance and cleaning of Footscray CBD	672	6.49 6.64 6.79	6.83	6.89	6.85	n.a.
	Maintenance and repair of sealed local roads	784	6.48 6.63 6.78	6.54	6.97	7.10	6.66
	Public toilets	373	6.36 6.57 6.79	6.57	6.43	6.61	6.33
	Parking enforcement	696	6.31 6.48 6.65	6.53	6.76	6.57	6.54
Average satisfaction			7.13 7.35 7.58	7.30	7.40	7.33	7.40

(*) 2022 metropolitan Melbourne average from Governing Melbourne



Change in satisfaction from 2021 to 2022

The average satisfaction with 24 of the 39 included Council provided services and facilities increased in 2022, whilst satisfaction with 15 declined.

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

- **Notably increased satisfaction in 2022** – includes annual hard rubbish collection (up 8.4%), Council's use of social media (up 8.2%), community centres / neighbourhood houses (up 6.3%), Maribyrnong Aquatic Centre (up 6.1%), additional paid hard rubbish collection (up 5.8%), library services (up 5.1%), fortnightly recycling (up 4.5%), and services for children (up 4.4%).
- **Notably decreased satisfaction in 2022** – includes animal management (down 8.5%), the *Maribyrnong Messenger* (down 7.6%), Council activities promoting local economic development (down 5.8%), and Council meeting its environmental responsibilities (down 5.0%).

Variation from metropolitan Melbourne satisfaction

Of the 39 services and facilities included in the survey, 33 were also included in *Governing Melbourne* in a comparable format. *Governing Melbourne* was conducted independently by Metropolis Research in January 2022 using the telephone survey methodology.

Of these 12 recorded a higher satisfaction score in the City of Maribyrnong than the metropolitan Melbourne average, and 21 recorded a lower satisfaction score, with attention drawn to the following:

- **Notably higher satisfaction in the City of Maribyrnong than metropolitan Melbourne** – includes the provision of public art (6.7% higher in the City of Maribyrnong), public toilets (3.9% higher), and services for young people (3.3% higher).
- **Notably lower satisfaction in the City of Maribyrnong than metropolitan Melbourne** – includes street sweeping (5.4% lower in the City of Maribyrnong), animal management (4.9% lower), services for children (3.4% lower), services for older people (3.3% lower), and on and off-road bike paths (3.2% lower).

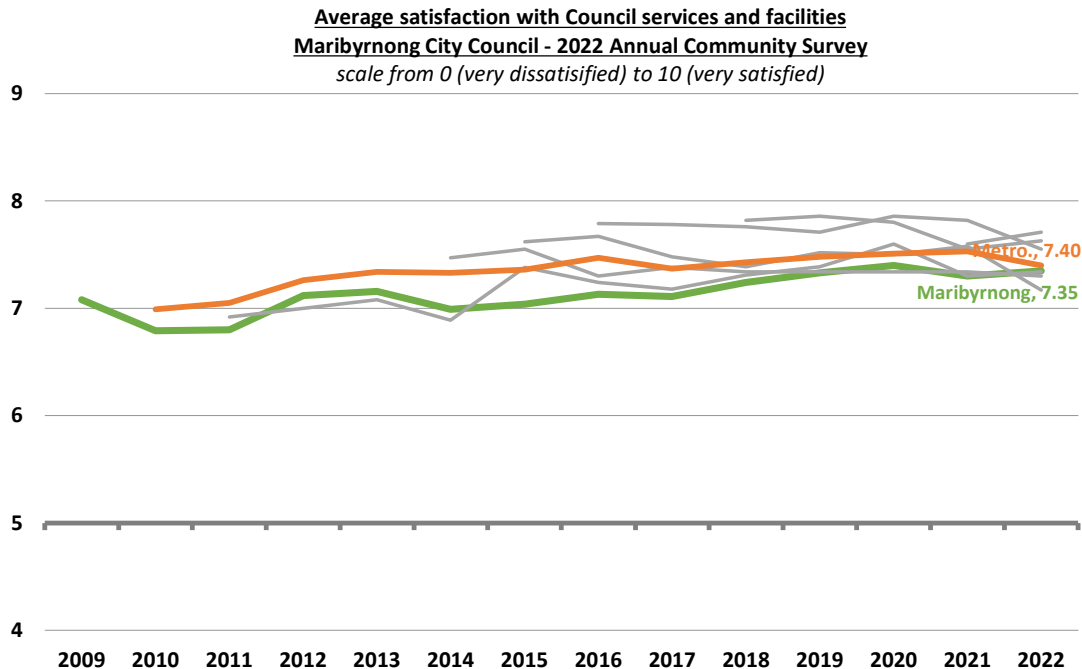
Average satisfaction with Council services and facilities

As discussed earlier in the report, the average satisfaction with these 39 services and facilities was 7.35 out of 10, only very marginally lower than the metropolitan Melbourne average of 7.40, as recorded in *Governing Melbourne*.

It is clear in this graph, that the variation between satisfaction with services and facilities in the City of Maribyrnong and the metropolitan Melbourne average has diminished over time somewhat.



When compared to a range of other councils for which Metropolis Research conducts similar work, which are outlined in the grey trend lines, it is noted that satisfaction with services and facilities has tended to be marginally lower in the City of Maribyrnong than some other municipalities, although this has reduced in recent years.



Breakdown of percentage satisfaction scores

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

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

- Library (86.4% of 336 respondents were “very satisfied”)
- Fortnightly recycling (81.9% of 689 respondents)
- Fortnightly green waste collection (78.6% of 604 respondents)
- Weekly garbage collection (77.4% of 787 respondents)
- Annual hard rubbish collection (75.1% of 438 respondents).

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

- Services for people with disability (22.4% of 52 respondents were “dissatisfied”)
- Customer request management system (17.6% of 148 respondents)



- Services for older people (16.4% of 56 respondents)
- Parking enforcement (14.7% of 696 respondents)
- Public toilets (14.5% of 372 respondents).

Satisfaction with selected Council services and facilities
Maribyrnong City 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>	<i>Total</i>
Library services	0.8%	12.8%	86.4%	4	340
Fortnightly recycling	2.9%	15.2%	81.9%	12	701
Fortnightly green waste collection	4.4%	17.0%	78.6%	16	620
Weekly garbage collection	4.1%	18.5%	77.4%	13	800
Annual hard rubbish collection	4.0%	20.9%	75.1%	6	446
Maribyrnong Aquatic Centre	2.7%	26.5%	70.8%	8	269
Provision and maintenance of playgrounds	2.2%	28.5%	69.3%	10	373
Services for children	5.0%	27.8%	67.2%	8	149
Additional, paid hard waste collection	7.5%	25.6%	66.9%	8	120
Sports facilities	1.7%	34.3%	64.0%	6	406
Community Centres / Neighbourhood Houses	1.0%	37.1%	61.9%	13	213
Provision and maintenance of street lighting	4.7%	35.5%	59.8%	37	800
Services for older people	16.4%	24.3%	59.3%	11	67
Provision and maint. of parks and gardens	5.2%	35.7%	59.1%	58	800
Council's festivals and events	3.2%	38.3%	58.5%	10	348
On and off-road walking paths	6.1%	35.6%	58.3%	12	567
Services for young people	3.7%	38.9%	57.4%	7	84
Services for people with disability	22.4%	25.0%	52.6%	6	58
Customer Request Management System	17.6%	31.0%	51.4%	8	156
Council's use of social media	8.5%	40.1%	51.4%	4	107
Provision and maintenance of street trees	9.0%	39.8%	51.2%	27	800
Provision of public art	6.1%	42.7%	51.2%	10	229
Council's website	9.6%	40.5%	49.9%	11	397
Animal management	8.7%	41.5%	49.8%	163	800
Street sweeping	10.3%	40.8%	48.9%	56	800
On and off-road bike paths	7.9%	43.7%	48.4%	7	377
Council's online consultation tool	9.4%	43.7%	46.9%	4	77
Maintenance and cleaning of shopping strips	6.5%	47.0%	46.5%	74	800
Litter collection in public areas	8.2%	47.1%	44.7%	72	800
Local traffic management	12.0%	46.7%	41.3%	71	800
Illegally dumped rubbish	10.3%	49.0%	40.7%	119	800
Maribyrnong Messenger (<i>Council's newsletter</i>)	13.8%	46.0%	40.2%	241	800
Maintenance and repair of sealed local roads	13.8%	46.6%	39.6%	16	800
Footpath maintenance and repairs	12.3%	48.3%	39.4%	22	800
Council responsibilities on environment	9.5%	51.1%	39.4%	199	800
Promoting local economic development	8.6%	53.4%	38.0%	209	800
Parking enforcement	14.7%	49.6%	35.7%	104	800
Maintenance and cleaning of Footscray CBD	12.0%	54.4%	33.6%	128	800
Public toilets	14.5%	52.3%	33.2%	4	376



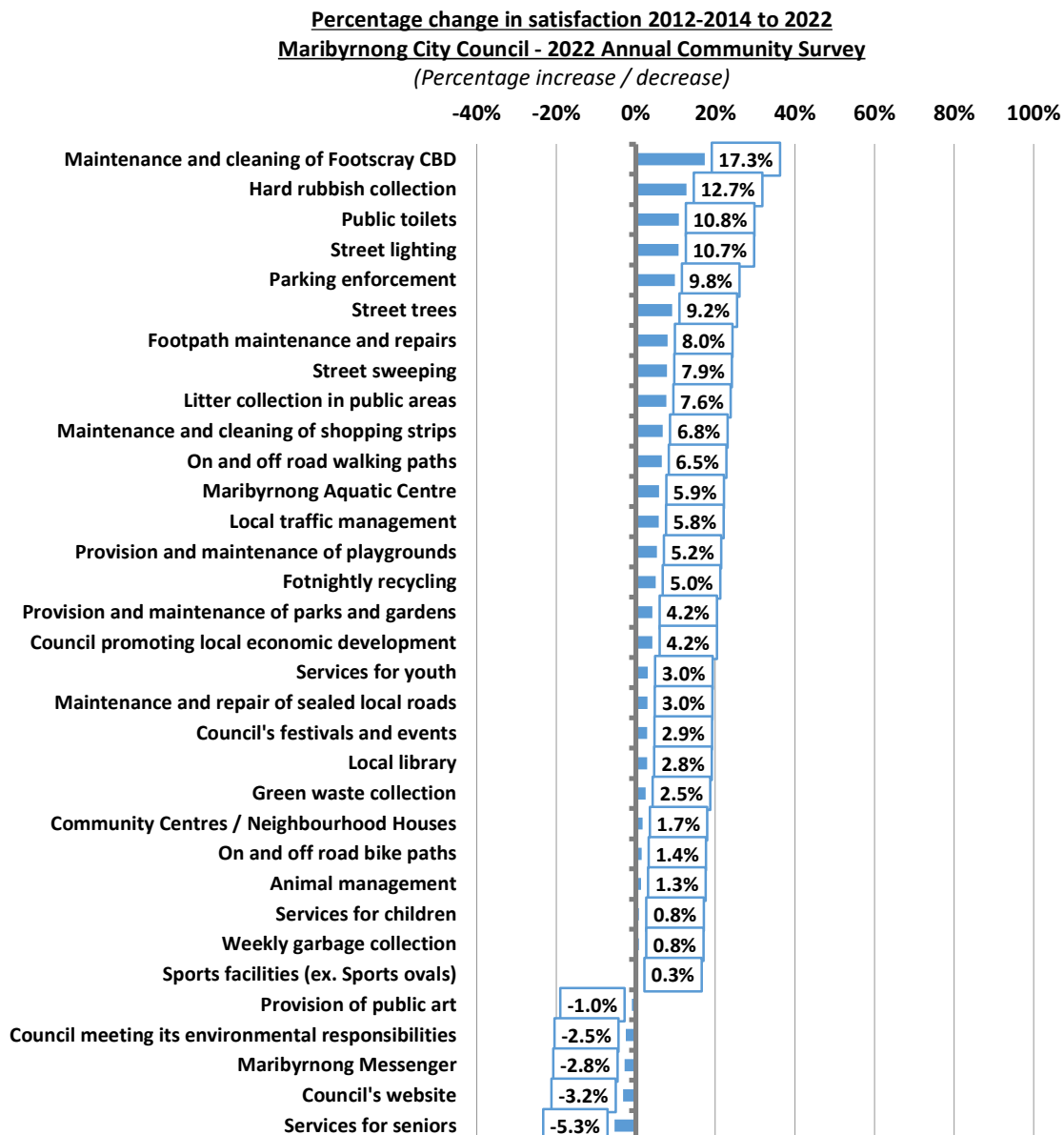
Change in satisfaction over the last 10 years

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

The graph provides the difference in average satisfaction between an average of satisfaction from 2012 to 2014 and the average satisfaction in 2022. The aim of this graph is to provide some guidance as to change over time in satisfaction with services and facilities.

It is noted that satisfaction with 28 of the 33 services and facilities has increased over the last decade, with the maintenance and cleaning of Footscray CBD, the hard rubbish collection, public toilets, and street lighting all increasing by at least 10%.

There were no services or facilities to record a statistically significant decline over the last decade.



Importance and satisfaction cross tabulation

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

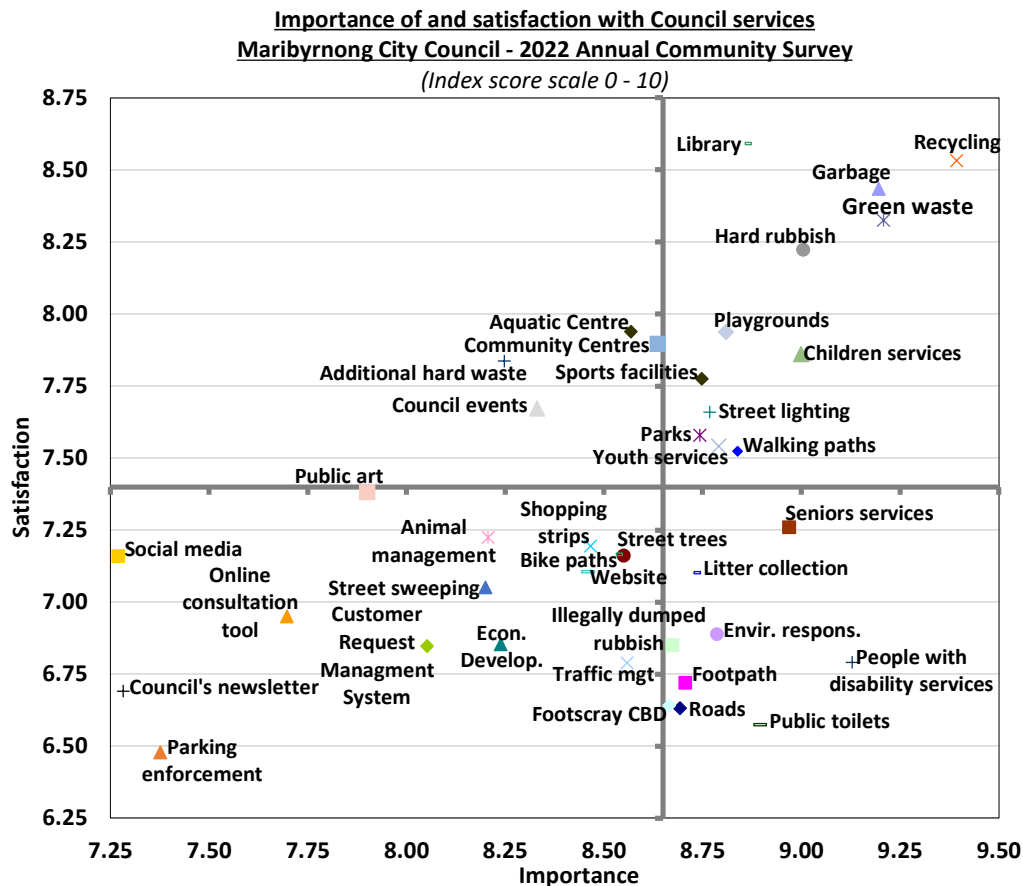
The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction with Council services and facilities as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research.

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

Attention is drawn to the following key findings:

- ***Waste and recycling*** – the three, core kerbside collection services were all higher-than-average importance and were three of the top four services in terms of satisfaction.
- ***Library services*** – the library service remains of higher-than-average importance and ranked first in terms of satisfaction this year.
- ***Health and human services*** – all four services (for children, youth, older persons, and persons with disability) were all average or higher than average importance. In 2022, satisfaction with two of the four services were average or higher-than-average satisfaction, although services for seniors and in particular services for persons with disability recorded notably lower than average satisfaction again in 2022.
- ***Communication services*** – consistent with the results recorded in previous years, all the communication services and facilities were of lower-than-average importance, and all received lower than average satisfaction scores.
- ***Sports and recreation facilities*** – the aquatic centre and sports facilities were both of approximately average importance and received higher-than average satisfaction scores.
- ***Playgrounds and parks and gardens*** - were both of higher-than-average importance and received higher-than-average satisfaction scores.
- ***Parking enforcement*** – remains of measurably and significantly lower than average importance and received a measurably and significantly lower than average satisfaction score. The lower importance score reflects the large number of respondents dissatisfied with parking enforcement who believe Council should be doing less enforcement.
- ***Services and facilities of concern*** – the services of most concern remain public toilets, maintenance and repair of sealed local roads, footpath maintenance and repairs, and services for people with disability. All were of higher-than-average importance but received notably lower than average satisfaction scores.





Satisfaction by broad service areas

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

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

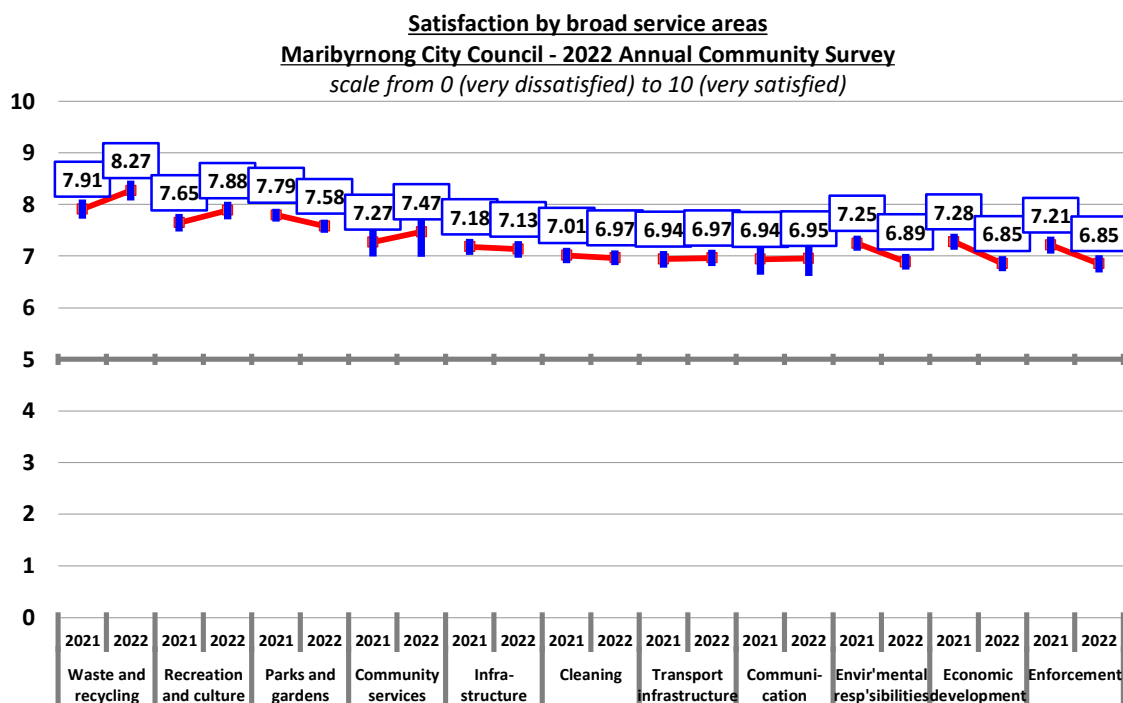


- **Communication** – includes Maribyrnong Messenger (*Council's newsletter*), the Council's website, Customer Request Management System, Council's use of social media, and Council's online consultation tool.
- **Cleaning** – includes street sweeping, litter collection in public areas, maintenance and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

Satisfaction with five of the 11 broad service areas increased somewhat in 2022 and satisfaction with six declined.

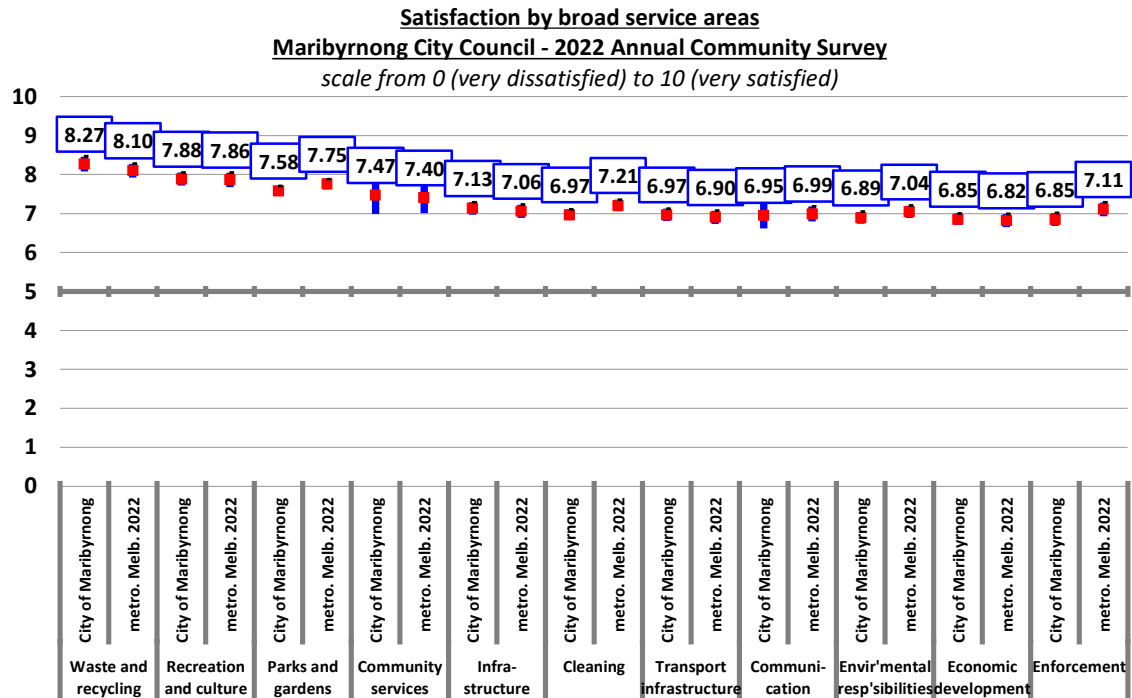
It is noted that satisfaction with waste and recycling increased notably (up 3.8%), as did satisfaction with recreation and culture (up 3.0%).

Declines were recorded for economic development (down 5.9%), Council meeting environmental responsibilities (down 5.0%), and enforcement (down 5.0%).



When compared to the metropolitan Melbourne average satisfaction, as recorded in the 2022 Governing Melbourne research conducted independently by Metropolis Research in January 2022 using the telephone methodology, it is noted that satisfaction with six of the 11 broad service areas was marginally higher in the City of Maribyrnong, whilst satisfaction with five was marginally lower.

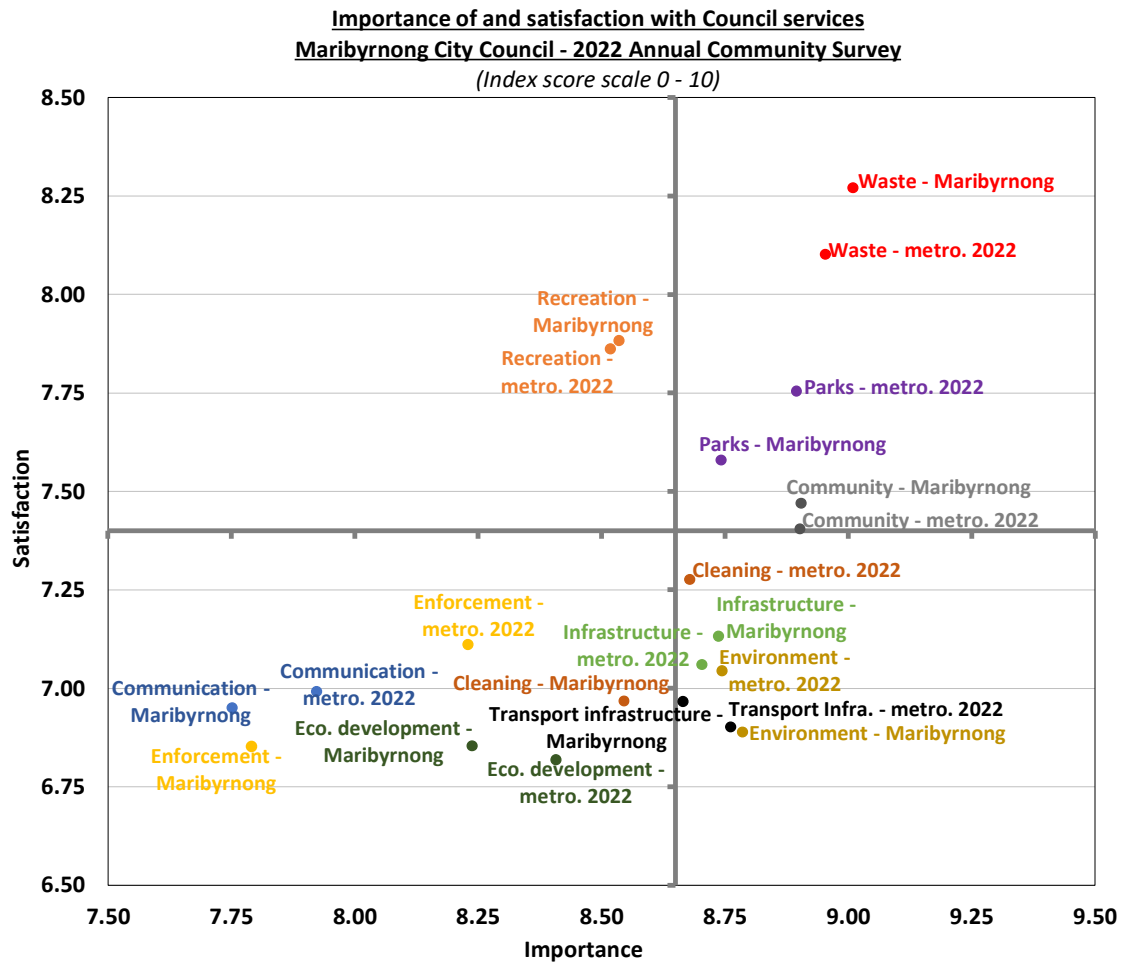
None of these variations were statistically significant, although it is noted that satisfaction with cleaning was 3.3% lower and satisfaction with parks and gardens was 2.2% lower in the City of Maribyrnong.



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

The City of Maribyrnong appears to be performing better than the metropolitan Melbourne average in relation to waste and recycling and recreation services and facilities, but slightly worse in relation to cleaning, parks and gardens, and enforcement.





Issues for the City of Maribyrnong “at the moment”

Respondents were asked:

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

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

A little less than two-thirds (76.7% up from 61.4%) of respondents nominated at least one issue, returning this result to the proportion who nominated at least one issue prior to COVID-19. The return to the door-to-door survey methodology may also have been a factor in this increase in the proportion of respondents nominating at least one issue.

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

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

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

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

The most nominated issue in 2022 remains traffic management, with 14.9% (up from 13.3%) of respondents nominating this issue.

This result was only marginally lower than the 16.8% recorded in 2019 and the 18% recorded in 2018. It would appear that the COVID-19 lockdown and social distancing requirements would have had some impact on the volume of traffic, particularly for commuting traffic, and this is likely to be a factor underpinning these lower results, but clearly these impacts have diminished over time and traffic management is again increasing as an issue.

It is also noted that traffic management was identified by approximately the same proportion of respondents in the City of Maribyrnong as the metropolitan Melbourne average as recorded in the 2022 *Governing Melbourne* research.



Metropolis Research notes that no respondents nominated COVID-19 as one of the top three issues for the City of Maribyrnong “at the moment”, compared to seven in 2020 and just one in 2021.

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

- **Marginal increase in the City of Maribyrnong in 2022** – includes traffic management (14.9% up from 13.3%), cycling and walking tracks (7.6% up from 5.5%), cleanliness of the area (5.6% up from 3.0%), animal management (3.8% up from 0.6%), and flooding (3.5% up from 0.0%).
- **Marginal decrease in the City of Maribyrnong in 2022** – includes communication and the provision of information (2.4% down from 3.0%), hard rubbish collection (2.0% down from 2.9%), and Council customer service / responsiveness (1.9% down from 3.4%).

The proportion of respondents who nominated safety, policing, and crime issues increased just marginally this year (4.5% up from 3.0%). This result remains significantly below the 7.4% recorded back in 2019 prior to COVID-19. These issues appear to have been diminishing in importance in the City of Maribyrnong in recent years prior to COVID-19 and appear to have remained low through COVID-19 as well.

When compared to the results from the 2022 *Governing Melbourne* research conducted independently by Metropolis Research including a sample drawn from across all 31 metropolitan Melbourne municipalities, there was some variation from the City of Maribyrnong results observed, as follows:

- **Marginally and somewhat more prominent in the City of Maribyrnong** – includes cycling and walking tracks (7.6% compared to 2.6%), Council rates (5.8% compared to 2.5%), environment, conservation, and climate change (4.4% compared to 2.6%), animal management (3.8% compared to 1.5%), flooding issues (3.5% compared to 0.4%), services and facilities for the elderly (1.8% compared to 0.1%), cost of living (1.3% compared to 0.0%), and drugs, alcohol, and tobacco issues (1.3% compared to 0.0%).
- **Somewhat less prominent in the City of Maribyrnong** – includes parks, gardens, and open space issues (8.5% compared to 12.8%) and the provision and maintenance of street trees (5.5% compared to 8.4%),

As discussed in the [relationship between issues and overall satisfaction](#) section of this report, the issues that were most negatively related to overall satisfaction for the respondents raising the issues include road maintenance and repairs, car parking, environment and climate change, planning and development, street trees, parks and gardens, footpath maintenance, and most notably, Council rates and charges.

On average, the respondents nominating these issues were measurably or at least notably less satisfied with Council’s overall performance than the average of all respondents (6.76) and measurably lower than the average of the 186 respondents who did not nominate any issues to address for the City of Maribyrnong at the moment.



Top three issues for the City of Maribyrnong at the moment
Maribyrnong City Council - 2022 Annual Community Survey
(Number and percent of total respondents)

Issue	2022		2021	2020	2019	2018	2022 Metro.*
	Number	Percent					
Traffic management	119	14.9%	13.3%	8.3%	16.8%	18.0%	15.3%
Road maintenance and repairs	93	11.6%	8.1%	6.6%	10.1%	5.5%	13.1%
Car parking	68	8.5%	7.8%	10.1%	13.9%	16.5%	8.0%
Parks, gardens and open space	68	8.5%	7.3%	7.0%	5.8%	7.9%	12.8%
Building, planning, housing and development	62	7.8%	5.6%	5.0%	6.1%	6.3%	6.4%
Cycling and walking tracks	61	7.6%	5.5%	2.9%	1.8%	4.3%	2.6%
Rubbish and waste issues including garbage	49	6.1%	4.5%	3.3%	3.5%	3.8%	5.0%
Footpath maintenance and repairs	47	5.9%	4.1%	4.4%	4.6%	6.0%	6.6%
Council rates	46	5.8%	5.1%	8.3%	3.5%	5.9%	2.5%
Cleanliness and maintenance of area	45	5.6%	3.0%	6.1%	6.5%	6.9%	4.6%
Provision and maintenance of street trees	44	5.5%	5.1%	2.3%	5.3%	5.3%	8.4%
Safety, policing and crime	36	4.5%	3.0%	2.9%	7.4%	9.4%	4.5%
Environment, conservation, climate change	35	4.4%	2.4%	3.4%	4.9%	1.8%	2.6%
Animal management	30	3.8%	0.6%	1.4%	0.4%	0.6%	1.5%
Flooding issues	28	3.5%	0.0%	0.0%	0.1%	0.0%	0.4%
Lighting	23	2.9%	1.9%	1.9%	5.1%	9.5%	2.4%
Communication and provision of information	19	2.4%	3.0%	1.1%	1.4%	0.9%	1.8%
Green waste collection	19	2.4%	2.1%	1.5%	1.3%	1.1%	1.3%
Community activities, arts and culture	18	2.3%	0.8%	2.0%	1.5%	0.6%	1.8%
Hard rubbish collection	16	2.0%	2.9%	3.4%	1.8%	3.8%	1.9%
Council customer service / responsiveness	15	1.9%	3.4%	1.6%	0.8%	0.5%	1.3%
Graffiti and vandalism	15	1.9%	0.6%	1.5%	0.8%	1.0%	1.1%
Street cleaning and maintenance	15	1.9%	1.6%	1.3%	3.3%	4.0%	2.9%
Dumped rubbish	14	1.8%	1.4%	0.8%	n.a.	n.a.	2.4%
Public transport	14	1.8%	2.4%	1.1%	1.8%	2.6%	2.1%
Services and facilities for the elderly	14	1.8%	1.1%	0.4%	0.8%	1.0%	0.1%
Public toilets	13	1.6%	2.5%	2.0%	1.5%	2.3%	2.1%
Recycling services and facilities	11	1.4%	2.5%	2.1%	8.1%	2.4%	2.3%
Activities and facilities for children	10	1.3%	1.1%	0.5%	1.4%	0.6%	2.3%
Cost of living	10	1.3%	0.1%	0.0%	0.0%	0.1%	0.0%
Drugs, alcohol and cigarette issues	10	1.3%	0.6%	0.9%	1.3%	2.1%	0.0%
Sports and recreation facilities	10	1.3%	1.1%	1.0%	0.6%	1.3%	1.9%
Drains maintenance and repairs	9	1.1%	0.1%	0.1%	0.5%	1.0%	2.1%
Education and schools	9	1.1%	0.5%	0.6%	0.6%	1.3%	0.4%
Provision & maintenance of commu. facilities	9	1.1%	0.1%	0.6%	0.9%	0.1%	0.5%
Footscray CBD issues	8	1.0%	3.6%	0.1%	0.1%	3.1%	n.a.
Homelessness and beggars	8	1.0%	0.3%	0.3%	0.6%	0.5%	0.9%
Shops, restaurants and entertainment venues	8	1.0%	0.9%	0.4%	1.1%	0.4%	1.0%
All other issues (30 separately identified issues)	90	11.3%	11.6%	12.6%	12.4%	9.1%	19.0%
Total responses	1,218		973	876	1,120	1,187	1,167
<i>Respondents identifying at least one issue</i>	614 (76.7%)		491 (61.4%)	479 (59.9%)	534 (66.7%)	605 (75.6%)	555 (69.4%)

(*) 2022 metropolitan Melbourne average from Governing Melbourne



Respondent profile

The following section provides the demographic profile of the respondents surveyed for the *Maribyrnong City Council – 2022 Annual Community Survey*.

Metropolis Research draws attention to the fact that the *Annual Community Survey* program has obtained a very consistent sample of respondents across a broad range of demographic and household characteristics over a long period of time.

This stability in the profile of the sample is an important component which underlies the *Annual Community Survey* results as a reliable and informative tool with which to explore community sentiment.

Age structure

The sample of respondents was weighted by age and gender to reflect the 2021 Census age and gender breakdowns.

Age structure
Maribyrnong City 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					
Young adults (18 - 34 years)	181	22.7%	40.8%	40.8%	40.8%	31.0%	36.3%
Adults (35 - 44 years)	214	26.9%	20.5%	20.5%	20.5%	27.9%	21.6%
Middle-aged adults (45 - 54 years)	180	22.6%	14.4%	14.4%	14.4%	17.8%	19.7%
Older adults (55 - 74 years)	198	24.8%	16.4%	16.4%	16.4%	19.0%	18.8%
Senior citizens (75 years and over)	24	3.0%	7.9%	7.9%	7.9%	4.3%	3.5%
Not stated	3		3	0	0	2	4
Total	800	100%	800	800	800	800	800

Gender

Gender
Maribyrnong City Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Gender	2022		2021	2020	2019	2018	2017
	Number	Percent					
Male	395	49.7%	49.9%	50.0%	54.3%	54.2%	47.3%
Female	394	49.6%	49.7%	50.0%	45.7%	45.6%	52.3%
Other	5	0.6%	0.4%	0.0%	0.0%	0.1%	0.4%
Not stated	6		1	0	8	7	9
Total	800	100%	800	800	800	800	800



Language spoken at home

Consistent with historical results, one-third (34.4%) of respondents were from households that spoke a language other than English at home.

Language
Maribyrnong City Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Language	2022		2021	2020	2019	2018	2017
	Number	Percent					
English	518	65.6%	62.5%	55.1%	63.8%	58.7%	57.1%
Vietnamese	58	7.3%	10.6%	8.3%	8.1%	10.5%	7.1%
Italian	27	3.4%	0.9%	3.1%	1.5%	1.8%	2.3%
Greek	21	2.7%	1.1%	1.9%	1.6%	1.3%	3.9%
Mandarin	19	2.4%	1.9%	3.3%	2.5%	1.8%	2.1%
Spanish	18	2.3%	0.6%	0.8%	1.5%	2.1%	2.1%
Tagalog (Filipino)	13	1.6%	1.5%	0.9%	1.9%	1.0%	0.6%
Hindi	11	1.4%	1.1%	4.6%	1.4%	1.5%	2.0%
Cantonese	10	1.3%	1.9%	1.7%	2.0%	1.0%	0.9%
French	10	1.3%	0.1%	1.0%	0.8%	0.8%	0.5%
Chinese (not further defined)	9	1.1%	0.8%	0.5%	1.5%	1.9%	0.1%
Urdu	5	0.6%	0.4%	1.3%	0.9%	1.0%	0.4%
Sinhalese	5	0.6%	0.0%	0.1%	0.3%	0.4%	0.6%
Korean	5	0.6%	0.1%	0.4%	0.3%	0.0%	0.3%
Polish	4	0.5%	0.8%	0.4%	0.6%	0.1%	0.1%
Indonesian	3	0.4%	0.1%	0.4%	0.6%	0.4%	0.1%
Macedonian	3	0.4%	1.0%	0.6%	0.8%	0.3%	1.0%
Turkish	3	0.4%	0.1%	0.5%	0.4%	0.1%	0.4%
Afrikaans	2	0.3%	0.0%	0.1%	0.0%	0.0%	0.0%
Arabic	2	0.3%	1.6%	1.9%	0.5%	1.3%	0.9%
Burmese	2	0.3%	0.1%	0.1%	0.0%	0.0%	0.0%
Dutch	2	0.3%	0.3%	0.1%	0.2%	0.0%	0.0%
Malayalam	2	0.3%	0.1%	0.1%	0.1%	0.2%	0.0%
Nepali	2	0.3%	0.5%	1.4%	0.1%	0.5%	0.5%
Portuguese	2	0.3%	0.1%	0.5%	0.3%	0.5%	0.5%
Tamil	2	0.3%	0.4%	0.1%	0.4%	0.3%	0.4%
Albanian	1	0.1%	0.3%	0.5%	0.2%	0.0%	0.0%
Croatian	1	0.1%	0.3%	1.0%	1.1%	0.5%	0.5%
German	1	0.1%	0.8%	0.1%	0.3%	0.5%	0.6%
Gujarati	1	0.1%	0.5%	1.0%	0.0%	0.3%	0.1%
Irish	1	0.1%	0.0%	0.1%	0.0%	0.2%	0.0%
Japanese	1	0.1%	0.0%	0.1%	0.4%	0.3%	0.1%
Russian	1	0.1%	0.4%	0.1%	0.1%	0.0%	0.0%
Serbian	1	0.1%	0.6%	0.4%	0.3%	0.3%	0.3%
Somali	1	0.1%	0.3%	0.4%	0.4%	0.1%	0.5%
Telugu	1	0.1%	1.4%	2.2%	0.9%	0.6%	1.4%
Tigrinya	1	0.1%	0.3%	0.3%	0.0%	0.1%	0.3%
All other languages	15	1.9%	3.2%	3.3%	3.1%	4.6%	6.3%
Multiple	6	0.8%	0.8%	0.4%	0.6%	4.2%	5.4%
Not stated	10		10	13	6	8	7
Total	800	100%	800	800	800	800	800



Household structure

The household structure results are consistent with historical results.

Household structure
Maribyrnong City Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Structure	2022		2021	2020	2019	2018	2017
	Number	Percent					
Two parent family total	315	40.1%	42.3%	41.8%	42.9%	44.4%	39.7%
youngest child 0 - 4 years	77	9.8%	7.3%	13.1%	10.3%	13.2%	14.1%
youngest child 5 - 12 years	116	14.8%	16.2%	13.5%	15.1%	15.2%	11.5%
youngest child 13 - 18 years	53	6.8%	6.4%	6.1%	5.8%	5.7%	5.8%
adult children only	69	8.8%	12.4%	9.0%	11.7%	10.3%	8.3%
One parent family total	37	4.7%	8.1%	6.3%	4.7%	5.2%	7.6%
youngest child 0 - 4 years	2	0.3%	1.3%	0.8%	1.1%	0.4%	0.9%
youngest child 5 - 12 years	9	1.1%	1.3%	1.2%	1.3%	1.5%	1.3%
youngest child 13 - 18 years	8	1.0%	0.8%	1.4%	0.9%	0.6%	1.4%
adult children only	18	2.3%	4.7%	3.0%	1.4%	2.6%	4.0%
Couple only household	217	27.6%	18.6%	21.9%	23.9%	25.8%	22.5%
Group household	99	12.6%	14.7%	15.9%	16.4%	16.7%	16.0%
Sole person household	105	13.4%	14.9%	13.4%	11.4%	7.2%	13.2%
Other	12	1.5%	1.4%	0.8%	0.8%	0.8%	1.0%
Not stated	15		6	24	12	2	2
Total	800	100%	803	800	800	800	800

Household member with disability

In 2022, 10.6% of respondents were from households with a member with disability, consistent with historical results.

Household member with a disability
Maribyrnong City Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2022		2021	2020	2019	2018	2017
	Number	Percent					
Yes	83	10.6%	11.5%	10.0%	7.7%	8.1%	9.9%
No	702	89.4%	88.5%	90.0%	92.3%	91.9%	90.1%
Not stated	15		17	20	38	7	9
Total	800	100%	800	800	800	800	800



Housing situation

The housing situation results are consistent with historical results, with more rental households included this year than last.

Housing situation
Maribyrnong City Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Situation	2022		2021	2019	2018	2017	2016
	Number	Percent					
Own this home	283	36.1%	41.7%	46.6%	42.8%	37.6%	37.7%
Mortgage (paying-off this home)	173	22.1%	28.4%	15.2%	19.4%	24.2%	31.5%
Renting this home	295	37.6%	27.7%	35.8%	35.5%	36.5%	30.2%
Other arrangement	33	4.2%	2.2%	2.4%	2.3%	1.8%	0.6%
Not stated	16		16	17	6	2	5
Total	800	100%	800	800	800	800	803

Period of residence

Attention is drawn to the significant increase in the proportion of new residents (who had lived in the municipality for less than one year).

This increase reflects the diminishing impact of COVID-19 lockdowns and the subsequent decline in the number of individuals moving home.

Period of residence in Maribyrnong
Maribyrnong City Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Period	2022		2021	2020	2019	2018	2017
	Number	Percent					
Less than 1 year	86	11.0%	0.9%	1.3%	8.6%	13.2%	9.3%
1 to less than 5 years	197	25.1%	8.8%	12.3%	21.8%	22.9%	25.4%
5 to less than 10 years	149	19.0%	23.8%	23.9%	23.2%	19.4%	20.2%
10 years or more	352	44.9%	66.5%	62.5%	46.4%	44.5%	45.1%
Not stated	16		23	21	11	5	6
Total	800	100%	800	800	800	800	800

The most common previous suburbs of residence for newer residents (less than five years in the City of Maribyrnong) were interstate suburbs, the City of Melbourne (postcode 3000), and international locations.



Previous municipality of residence
Maribyrnong City Council - 2022 Annual Community Survey
(Number and percent of respondents in Maribyrnong less than five yrs)

Location	2022		2021	2020	2019	2018	2017
	Number	Percent					
Interstate	27	14.6%	12.4%	18.3%	13.3%	10.5%	10.7%
Melbourne	24	13.0%	14.4%	8.3%	20.7%	7.0%	10.2%
International	15	8.1%	16.5%	5.0%	3.7%	18.9%	22.5%
Yarra	15	8.1%	0.0%	0.0%	3.2%	8.4%	5.9%
Moonee Valley	13	7.0%	6.2%	1.7%	11.7%	4.2%	3.7%
Darebin	12	6.5%	6.2%	6.7%	6.4%	4.2%	2.7%
Brimbank	11	5.9%	6.2%	13.3%	9.6%	7.7%	8.0%
Stonnington	11	5.9%	0.0%	3.3%	2.1%	6.3%	2.1%
Hobsons Bay	9	4.9%	0.0%	0.0%	4.8%	3.5%	5.9%
Moreland	7	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Glen Eira	5	2.7%	0.0%	8.3%	0.5%	0.7%	0.5%
Greater Geelong	5	2.7%	0.0%	1.7%	1.1%	1.4%	1.1%
Port Phillip	4	2.2%	0.0%	1.7%	3.7%	7.0%	5.9%
Whittlesea	4	2.2%	0.0%	0.0%	0.5%	0.7%	0.5%
Yarra Ranges	4	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Wyndham	3	1.6%	4.1%	6.7%	1.6%	1.4%	4.3%
Hume	3	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Banyule	2	1.1%	0.0%	0.0%	1.4%	1.4%	0.0%
Bayside	2	1.1%	0.0%	3.3%	1.1%	0.0%	0.5%
Casey	2	1.1%	0.0%	5.0%	0.7%	0.7%	0.0%
Monash	2	1.1%	0.0%	0.0%	1.6%	0.7%	1.6%
Whitehorse	2	1.1%	0.0%	0.0%	1.6%	1.4%	0.0%
Macedon Ranges	1	0.5%	0.0%	0.0%	0.5%	0.0%	0.0%
Manningham	1	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Melton	1	0.5%	6.2%	3.3%	1.1%	0.0%	1.1%
Not stated	98		26	46	52	144	89
Total	283	100%	75	107	240	287	276

