

***Nillumbik Shire Council***

***2018 Annual Community Survey***

***March 2018***

***Prepared for:***

Nillumbik Shire Council

***Prepared by:***

Metropolis Research  
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## Introduction

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

The survey has been designed to measure community satisfaction with a range of Council services and facilities and to measure community sentiment on a range of additional issues of concern in the municipality. The 2018 survey is comprised of the following:

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

## Rationale

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

The *Annual Community Survey* provides an in-depth coverage of Council services and facilities as well as additional community issues and expectations. This information is critical to informing Council of the attitudes, levels of satisfaction and issues facing the community in the Shire of Nillumbik.

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



## **Methodology**

The *Nilumbik Shire Council – 2018 Annual Community Survey* was conducted as a door-to-door interview style survey of 500 households drawn randomly from across the municipality during the months of January 2018.

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

## **Response rate and statistical strength**

A total of approximately 2,576 households were approached by Metropolis Research to participate in the *Nilumbik Shire Council – 2018 Annual Community Survey*. Of these households, 1,314 were unattended at the time, 761 refused to participate and 501 completed surveys. This provides a response rate of 39.7%, slightly higher than that of 37.7% in 2017.

The 95% confidence interval (margin of error) of these results is plus or minus 4.4%, at the fifty percent level. In other words, if a yes / no question obtains a result of fifty percent yes, it is 95% certain that the true value of this result is within the range of 45.4% and 54.5%. This is based on a total sample size of five hundred respondents, and an underlying population of the Shire of Nilumbik of 64,280. This is a more accurate 95% confidence interval than obtained in the state government satisfaction survey.

## **Nilumbik local areas (precincts)**

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

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

## **Governing Melbourne**

*Governing Melbourne* is a service provided by Metropolis Research since 2010. *Governing Melbourne* is a survey of approximately one thousand respondents drawn in equal numbers from every municipality in metropolitan Melbourne.



*Governing Melbourne* provides an objective, consistent and reliable basis on which to compare the results of the *Nillumbik Shire Council – 2017 Annual Community Survey*. It is not intended to provide a “league table” for local councils, rather to provide a context within which to understand the results.

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

## **Survey content**

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

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

The questions included in each annual survey results from extensive consultation within Council. In 2018 this resulted in the inclusion of questions around ageing in Nillumbik, making the community more inclusive for people with a disability, Council meeting the needs of the LGBTI community, aspects of tourism, and detailed question around satisfaction with aspects of waste collection services.

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

## **Glossary of terms**

### **Precinct**

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





### *Measurable and statistically significant*

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

### *Significant result*

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

### *Somewhat / notable / marginal*

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

### *95% confidence interval*

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

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

### *Satisfaction categories*

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results. These categories have been developed over many years as a guide to understanding the results and to give a general context, and are defined as follows:

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



## Executive summary

Satisfaction with the **overall performance** of Nillumbik Shire Council increased measurably and significantly in 2018, up five percent from 6.15 to 6.46. The 2017 result was the lowest recorded over the seven years of the survey program, and the increase recorded this year recovers more than half that 2017 decline.

Across the broad range of questions included in the survey this year, satisfaction with Council's performance has improved substantially in 2018.

In 2017 the major factor underpinning the decline in satisfaction with Council's performance was the impact of environmental overlay issues. These issues appear to have largely dissipated this year and satisfaction with overall performance has recovered to the long-term average (6.45). This is reflected most prominently in the increase in satisfaction in the Rural precinct, which increased from 5.40 (rated "very poor") in 2017 to 6.30 (rated "solid").

This result is similar to the 2017 metropolitan Melbourne average of 6.53 and almost identical to the northern region councils' average of 6.45.

A little less than one-third (29.9% up from 25.6%) of respondents were very satisfied with Council's overall performance, whilst 10.6% (down from 16.6%) were dissatisfied.

- **Those more satisfied than average** - younger respondents, new Nillumbik residents, young families, group households, rental households, and respondents from Eltham precinct tended to be more satisfied than average with Council's overall performance.
- **Those less satisfied than average** - respondents from the Rural precinct, middle-aged and older adults, home-owners, long-term residents of Nillumbik, tended to be less satisfied.

The most common reasons why respondents were dissatisfied with Council's overall performance tended to be related to a perception that Council was focusing on the wrong things or that Council was "not doing enough". It is important to bear in mind that only a small number of respondents (10.6%) were dissatisfied.

Consistent with the increase in satisfaction with Council's overall performance, satisfaction with the various aspects of **Council governance and leadership** increased measurably and significantly in 2018, up 6.7% from six to 6.40 this year. This is categorised as "good", up on the 2017 result of "solid".

Metropolis Research notes that the increase in satisfaction with governance and leadership is greater than the increase in overall satisfaction and reflects a return to more normal levels of satisfaction. This reverses the significant decline recorded last year, that appears to have been largely the result of the issues surrounding the environmental overlay.

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

Satisfaction with planning outcomes such as the quality and appearance of newly constructed developments remains "good" despite declining a little this year. This result remains higher than the metropolitan Melbourne average.



The low level of satisfaction with planning outcomes is reflected in the fact that “building, housing, planning and development” issues were the third most commonly raised issues to be addressed in the Nillumbik Shire at the moment, with 15.4% of respondents identifying these issues.

Satisfaction with the seven aspects of **customer service** increased measurably and significantly this year, reversing all the decline recorded last year. Satisfaction with customer service is now categorised as “excellent”. This improvement in satisfaction with customer service reflects the fact that the decline last year appears to have been due in large measure to the decline in overall satisfaction, rather than reflecting a significant decline in the customer service performance of Council.

**Traffic issues** remain of very significant concern in the community. This was evidenced in several questions in the survey, including the fact that “local traffic management” was the service with the lowest level of satisfaction, and together with “parking enforcement” was one of only two of thirty services and facilities to be categorised as “poor” this year.

One-third (33.7%) of respondents identified “**traffic management**” as one of the top three issues to address in Nillumbik Shire at the moment, which was the most commonly identified issue. These traffic related issues were mainly focused on main roads, with traffic congestion and commuting times the key areas of concern. This is reinforced by the fact that satisfaction with the volume of traffic on main roads was rated as “extremely poor” at just 4.63. This result was measurably and significantly lower than the metropolitan Melbourne average of 5.73 (rated as “poor”).

The **perception of safety** in the public areas of Nillumbik remains very high, and measurably higher than the metropolitan Melbourne average. Safety and crime issues were not prominent issues identified in Nillumbik Shire (just 3.6% raised these issues compared to the 2017 metropolitan Melbourne average of 15.2%). Metropolis Research notes that safety and crime related issues have increased substantially in many of the outer urban areas of metropolitan Melbourne in recent times, but that this trend has not emerged in the Nillumbik Shire.

The four most common methods by which respondents prefer to **receive information from or interact with Council** remain direct mail / letterbox drop of information (59.3%), email (39.5%), the *Nillumbik News* (36.1%), and Council’s website (33.3%). Approximately one-sixth (17.6%) of respondents prefer social media, a result that appears to have stabilised in recent years. In 2017 a little more than half (51.4%) of respondents regularly receive and regularly read the *Nillumbik News*.

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

The average satisfaction with the thirty included **Council services and facilities** increased by 1.8% this year to 7.31, a level categorised as “very good”. This is an improvement on the 2017 result of “good”.



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

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

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

Parking enforcement stood out as the service with the lowest level of importance, and the second lowest satisfaction. This is a common result, with parking enforcement consistently found to receive the lowest levels of importance and satisfaction across metropolitan Melbourne.

The average satisfaction with services and facilities in Nillumbik Shire (7.31) was almost identical to the 2017 metropolitan Melbourne average (7.37). There was however some variation in satisfaction with some services and facilities observed, with attention drawn to the following:

- **Higher than average satisfaction in Nillumbik** – public toilets (7.5% higher than the metropolitan Melbourne average), on and off-road bike paths (6.8% higher), the provision and maintenance of street lighting (5.0% higher), services for children aged from birth to five years of age (4.3% higher), and sports ovals (4.0% higher).
- **Lower than average satisfaction in Nillumbik** – the fortnightly garbage collection (12.9% lower than the metropolitan Melbourne average), drains maintenance and repairs (10.9% lower), parking enforcement (9.4% lower), street sweeping (9.4% lower), local traffic management (9.2% lower), maintenance and repair of sealed local roads (6.7% lower), fortnightly recycling service (6.4% lower), and the provision and maintenance of parks and gardens (4.3% lower).

The survey also included additional questions this year related to:

- **Tourism** – including the awareness of, visiting, and recommending a range of tourist attractions in Nillumbik Shire.
- **LGBTI community** – including a new profile question as to whether the household has a member that identifies as LGBTI, and a rating of how important respondents believe it is that Council address the needs of the LGBTI community.
- **Ageing well in Nillumbik** – respondents were asked what would encourage or assist people in Nillumbik as they get older.
- **Disability in Nillumbik** – respondents were asked what they believe we can do as a community to be more inclusive of people with a disability.



## Satisfaction with Council’s overall performance

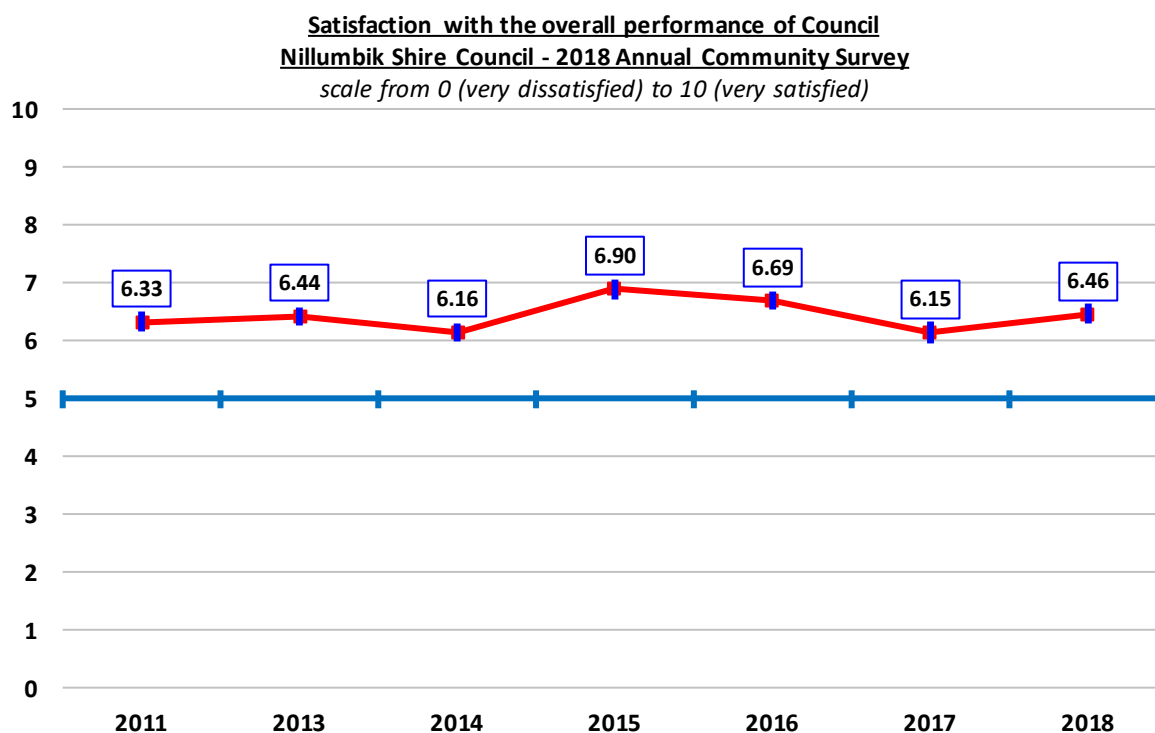
Respondents were asked:

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

Satisfaction with the performance of Council across all areas of responsibility “overall performance” increased measurably and significantly in 2018, up five percent from 6.15 to 6.46. Despite this significant increase, satisfaction remains at a level best categorised as “solid”.

Metropolis Research notes that this increase in 2018 shows that satisfaction with Council’s overall performance has recovered a little more than half of the decline recorded in 2017. The 2017 decline was the result, at least in part, of community concerns surrounding the C81 and C101 amendments.

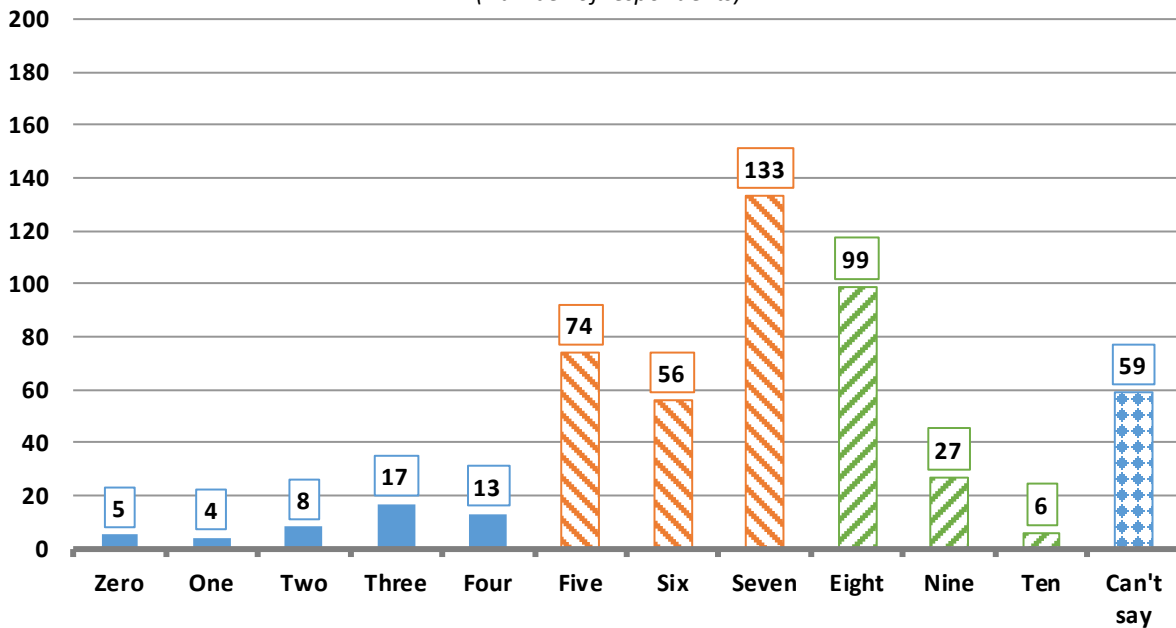
By way of comparison, the 2017 *Governing Melbourne* research conducted independently by Metropolis Research reported a metropolitan Melbourne average satisfaction with Council’s overall performance of 6.53, and a northern region councils’ average of 6.47. Both these results were almost identical to the Nillumbik Shire Council 2018 result.



The most common satisfaction rating with Council’s overall performance was seven out of ten (133 of the 501 respondents), followed by eight out of ten (99 respondents).



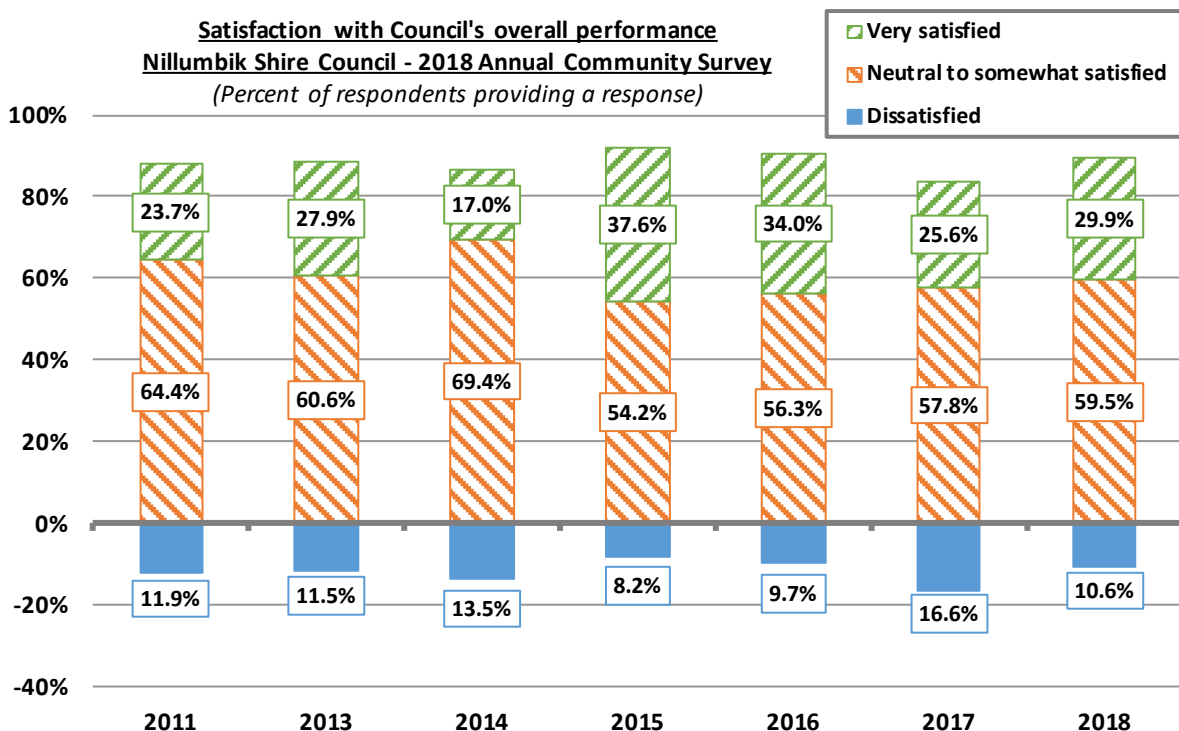
**Satisfaction with Council's overall performance**  
**Nilumbik Shire Council - 2018 Annual Community Survey**  
 (Number of respondents)



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

There was an increase in 2018 in the proportion of respondents very satisfied with Council's overall performance, and a corresponding decline in the proportion dissatisfied. Metropolis Research notes that approximately three times as many respondents were very satisfied than were dissatisfied with Council's overall performance.

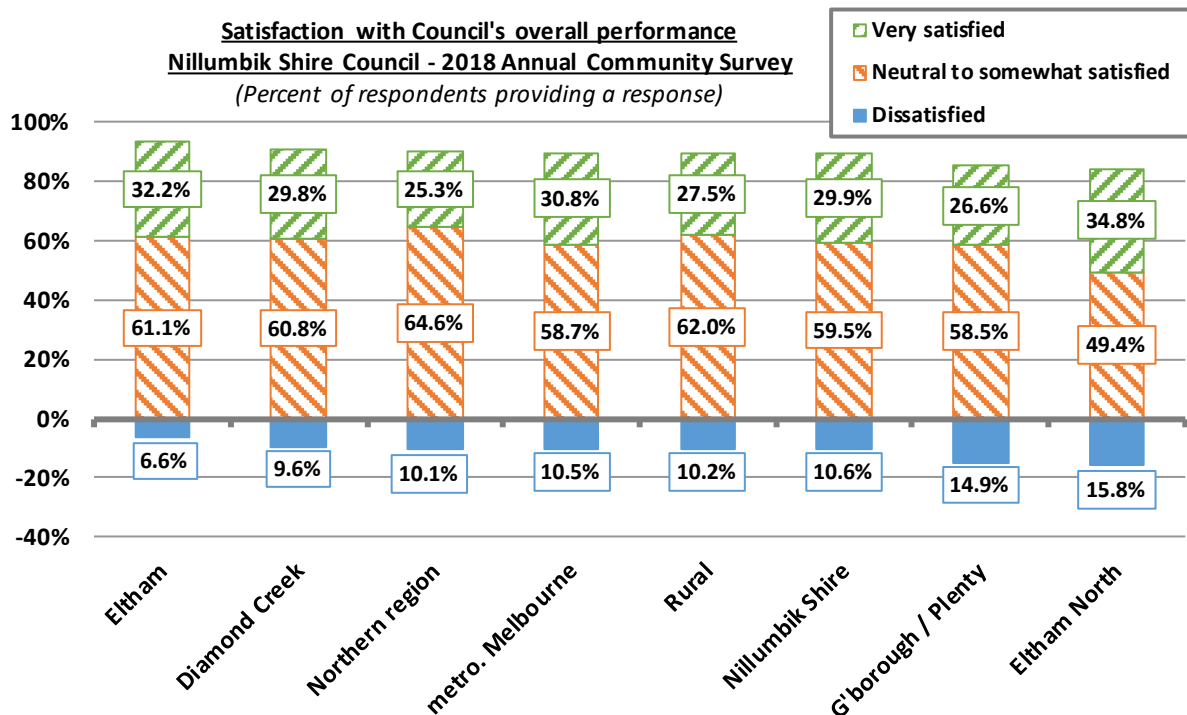
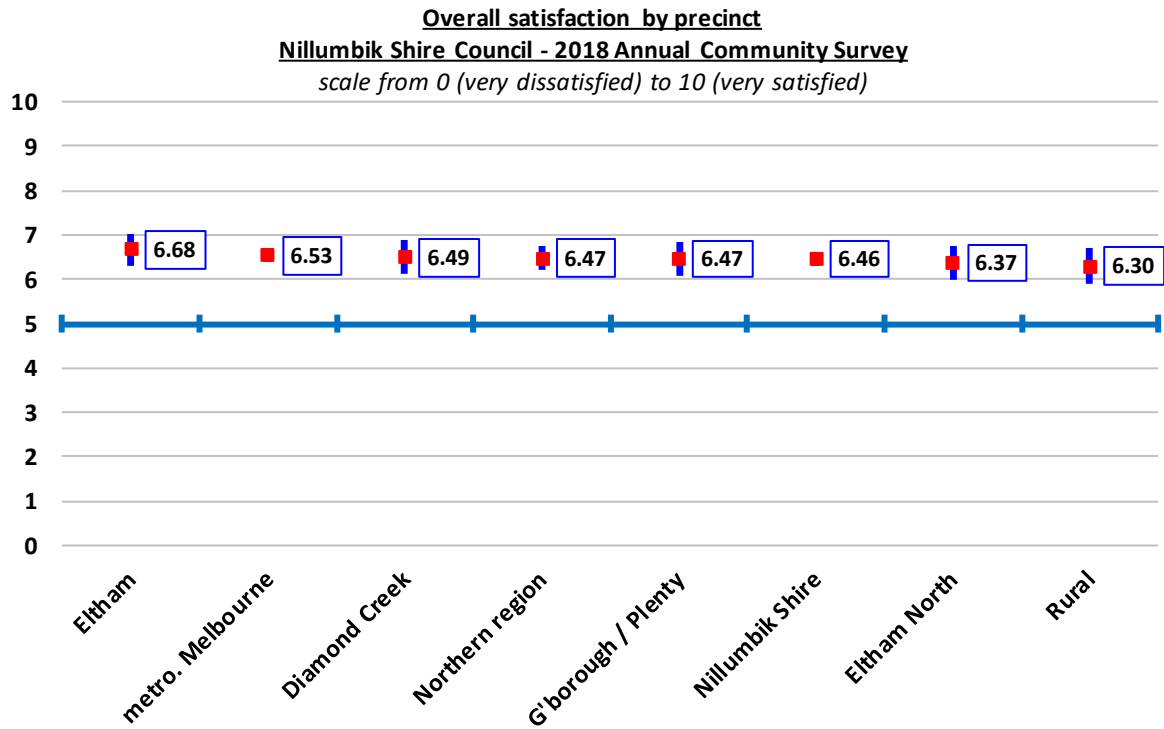
**Satisfaction with Council's overall performance**  
**Nilumbik Shire Council - 2018 Annual Community Survey**  
 (Percent of respondents providing a response)



### Satisfaction with overall performance by precinct

There was no statistically significant variation in satisfaction with Council’s overall performance observed across the five precincts comprising the Nilumbik Shire, although attention is drawn to the following:

- **Eltham** – respondents rated satisfaction marginally, albeit not measurably higher than the municipal average and at a level categorised as “good”.



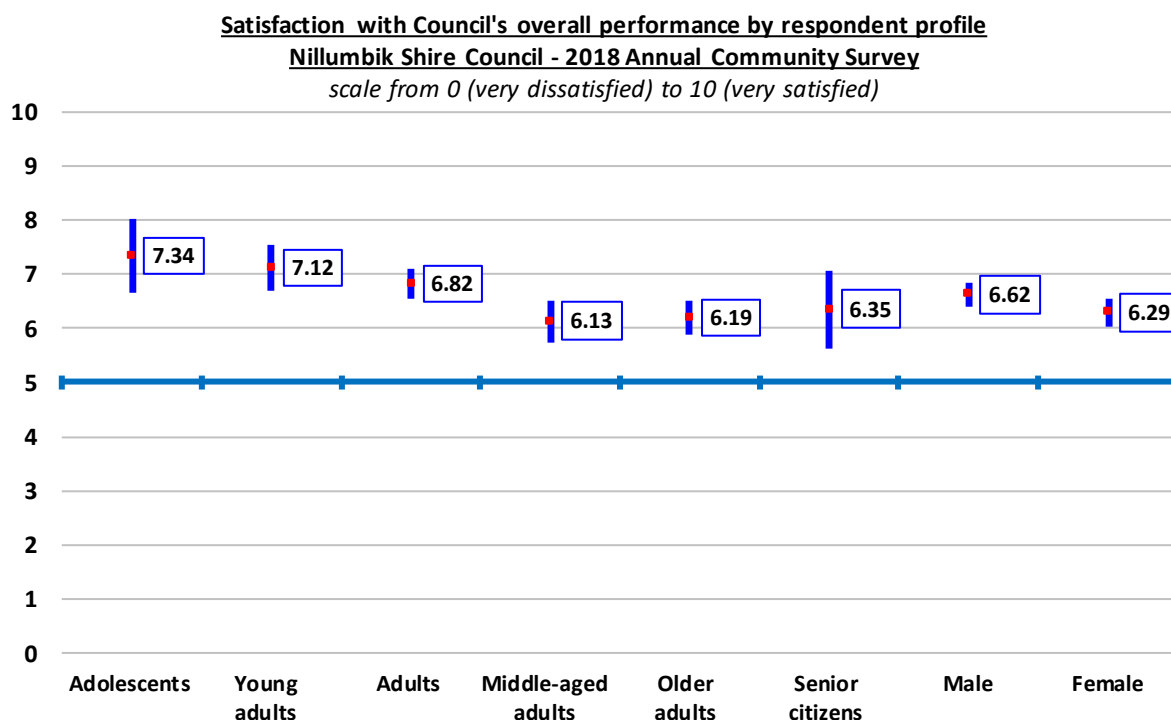
## Satisfaction with overall performance by respondent profile

The following graphs provide a breakdown of satisfaction with Council’s overall performance by respondent profile.

There was measurable and significant variation in satisfaction with Council’s overall performance observed by respondents’ age structure and gender, with attention drawn to the following:

- **Adolescents and young adults (aged 15 to 34 years)** – respondents rated satisfaction measurably and significantly higher than the municipal average, and at levels categorised as “very good” and “good” respectively.
- **Middle-aged and older adults (aged 45 to 74 years)** – respondents rated satisfaction measurably and significantly lower than the municipal average.
- **Gender** - male respondents rated satisfaction measurably (5.3%) higher than female respondents.

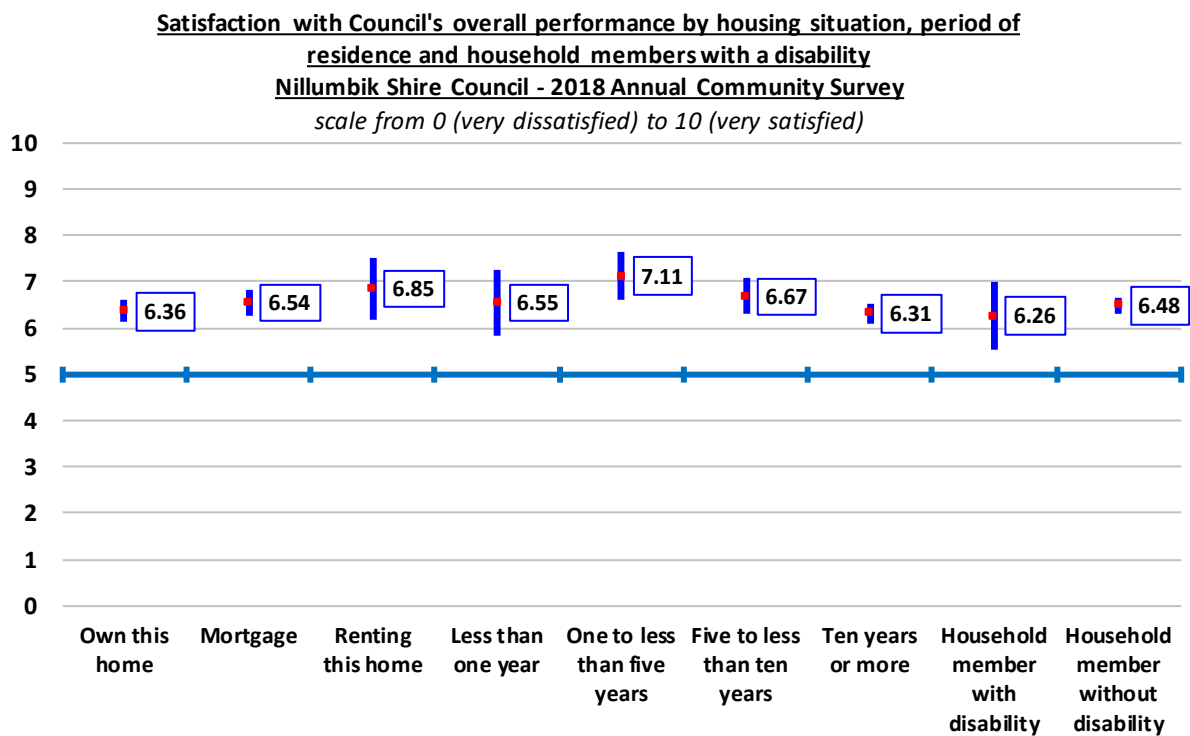
Metropolis Research notes that this trend of declining satisfaction with Council’s overall performance from adolescents through to older adults is consistent with results previously recorded in the Nillumbik Shire, as well as results observed elsewhere across metropolitan Melbourne. This reflects broader trends in the community whereby middle-aged and older adults tend to be less satisfied with many aspects of Council performance and more concerned with what they perceive to be negative issues in their community.





Consistent with the variation in satisfaction observed by age structure, there was some notable, albeit not measurable variation in satisfaction with Council’s overall performance observed by housing situation and the period of residence in the Nillumbik Shire, with attention drawn to the following:

- **Home owners** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average.
- **Rental household** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average.
- **Long-term Nillumbik residents** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average.
- **Disability** – respondents from households with a member with a disability rated satisfaction somewhat, albeit not measurably (3.4%) lower than other respondent households.

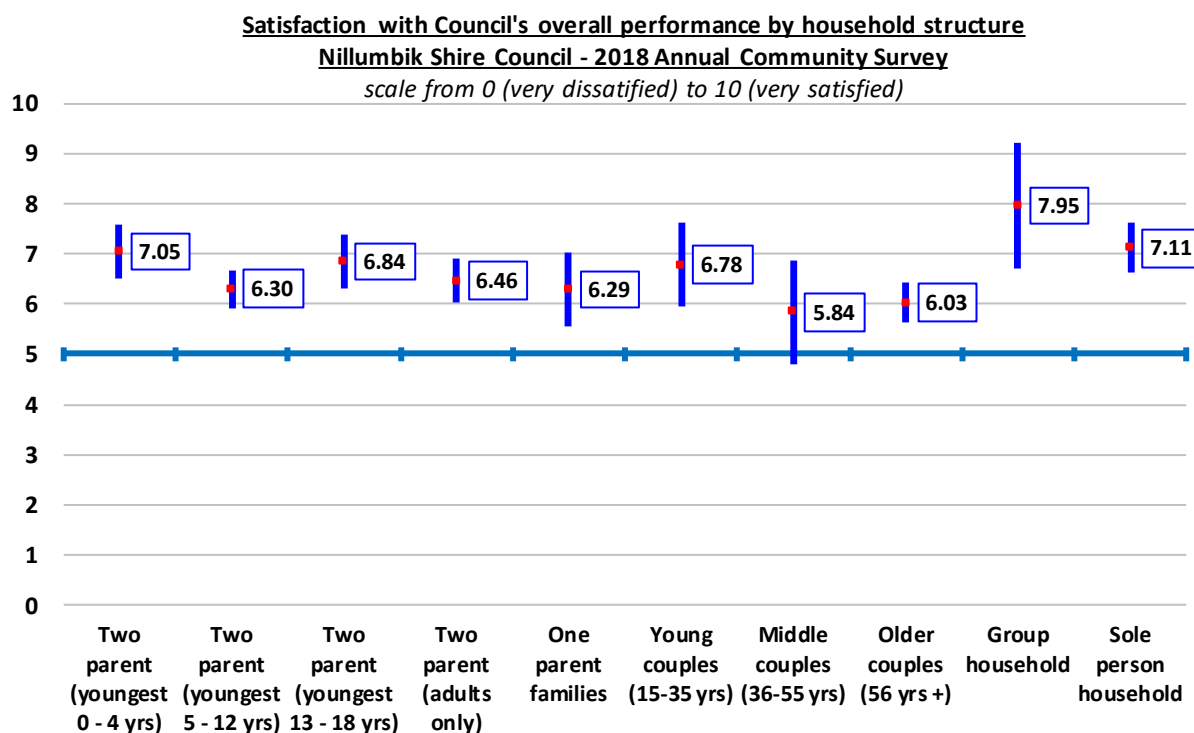


Given the relatively small sample size for some of the household structures included in the following graph, there was a relatively large 95% confidence interval for some of the following results. Despite this, some variation in satisfaction with Council’s overall performance was observed by household structure, with attention drawn to the following:

- **Two-parent family (youngest child 0 to 4 years)** – respondents rated satisfaction measurably and significantly higher than the municipal average and at a level categorised as “good”.
- **Group households and sole person households** – respondents rated satisfaction measurably higher than the municipal average and at levels categorised as “good”.



- Middle-aged and older adult couples (aged 45 to 74 years)** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average, and at levels categorised as “poor” and “solid” respectively.



### Summary of satisfaction by respondent profile

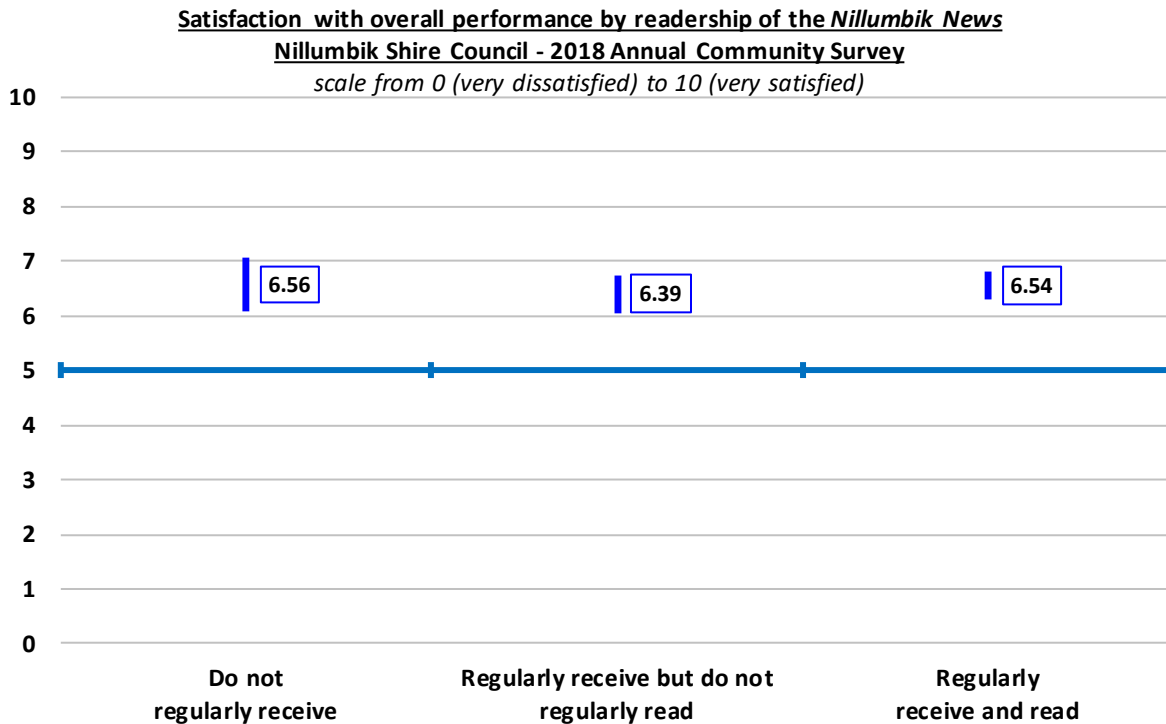
These results that show a breakdown of satisfaction with Council’s overall performance by respondent profile highlight the fact that it tends to be middle-aged and older adults, home-owners, and long-term residents of Nillumbik Shire that tend to be less satisfied with Council’s overall performance.

Conversely it tends to be younger respondents, rental households, and newer residents of Nillumbik Shire that are more satisfied than average with Council’s overall performance.



### Satisfaction with overall performance by readership of the Nilumbik News

There was no statistically significant variation in 2018 in satisfaction with Council’s overall performance observed based on the readership of the Nilumbik News.



### Satisfaction with overall performance by top issues for Nilumbik

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

These results are presented to provide some insight into whether respondents that identified these issues in Nilumbik were more or less satisfied with Council’s overall performance than the municipal average satisfaction (6.46).

It is clear that the thirty-nine respondents that raised issues around parks, gardens, and open space issues were on average measurably more satisfied with Council’s overall performance than average. This does imply that issues around parks, gardens, and open spaces were at the time of the survey not exerting a negative influence on respondents’ satisfaction with Council’s overall performance.

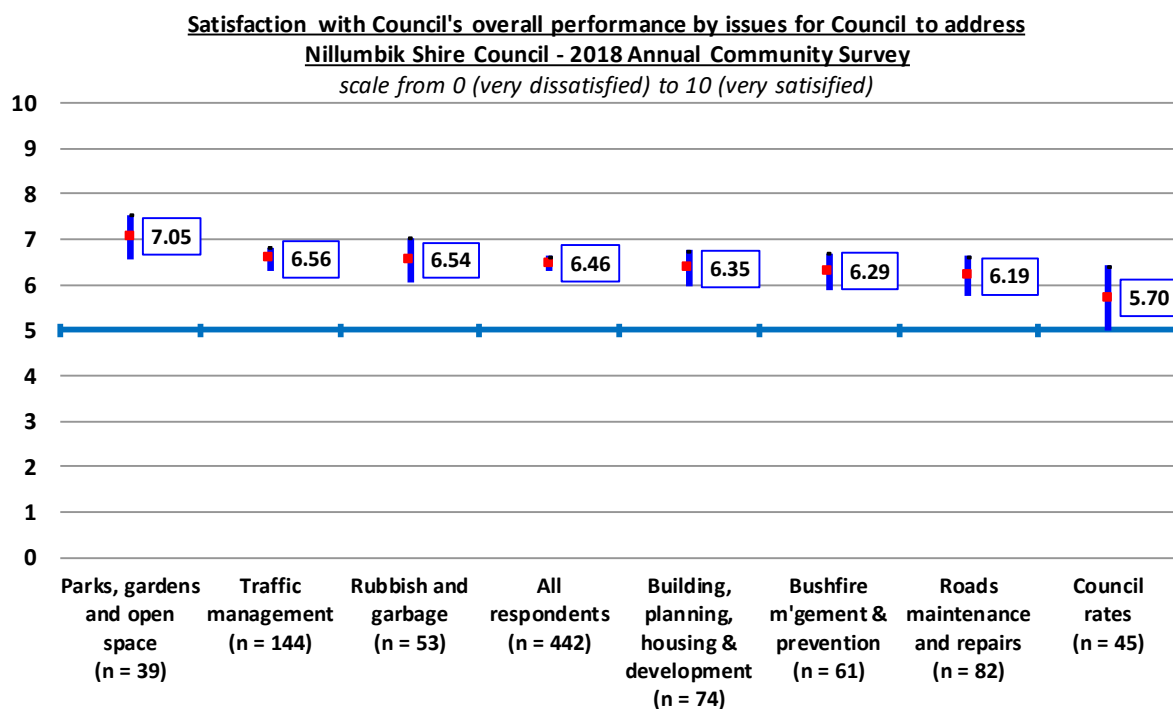
The respondents that identified the issues of traffic management and rubbish and garbage related issues, were on average marginally, but not measurably more satisfied than average with Council’s overall performance. This is a positive result, as Metropolis Research has often found that the issues around traffic management in particular can exert a negative influence



on satisfaction with Council’s overall performance. This is an important finding given the very large proportion of respondents identifying “traffic management” issues in 2018.

Respondents that raised issues around building, housing, planning and development (6.35), bushfire management and prevention (6.29), and road maintenance and repairs (6.19) were all somewhat, albeit not measurably less satisfied with Council’s overall performance than the municipal average. It is likely that these issues exert a somewhat negative influence on respondents’ satisfaction with Council’s overall performance.

A total of forty-five respondents identified Council rates as an issue to address in the Nillumbik Shire in the next twelve months. On average these respondents rated satisfaction with Council’s overall performance at just 5.70 out of ten, a level of satisfaction categorised as “poor”. Metropolis Research notes that this is almost always the case, as respondents who consider that Council rates are one of the top three issues to address in the municipality are almost always dissatisfied with the level of Council rates and this flows through into lower levels of satisfaction with Council’s overall performance.



### ***Reasons for dissatisfaction with overall performance***

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

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

The proportion of comments in each category are similar to those recorded in 2017.



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

- **Council governance, management and responsiveness** – many of these twenty-nine comments were relatively broad in nature, such as “not doing enough”, “don’t know much about them” and “they can do better”.
- **Rates and financial management** – most of these sixteen comments related to a perception that Council rates are too high.
- **Planning and development** – most of these thirteen comments related to a perception that there is too much development (over-development) and that development is inappropriate for the area, or that developers have too much influence.
- **Communication and consultation** – most of these thirteen comments related to a perception that Council is not listening to the community.

**Reasons for dissatisfaction with Council's overall performance**  
**Nilumbik Shire Council - 2018 Annual Community Survey**  
*(Number and percent of respondents rating satisfaction less than six)*

Reason	2018		2017
	Number	Percent	
Council governance, management and responsiveness	29	29.3%	32.9%
Rates and financial management	16	16.2%	12.9%
Planning and development	13	13.1%	15.3%
Communication and consultation	13	13.1%	14.1%
Roads, traffic and parking	8	8.1%	4.7%
Council services and facilities	5	5.1%	7.1%
Parks, gardens and trees maintenance	4	4.0%	0.0%
Infrastructure services	3	3.0%	0.0%
General negative	2	2.0%	5.9%
Other	6	6.1%	7.1%
<b>Total comments</b>	<b>99</b>	<b>100%</b>	<b>85</b>

### **Change in Council's overall performance**

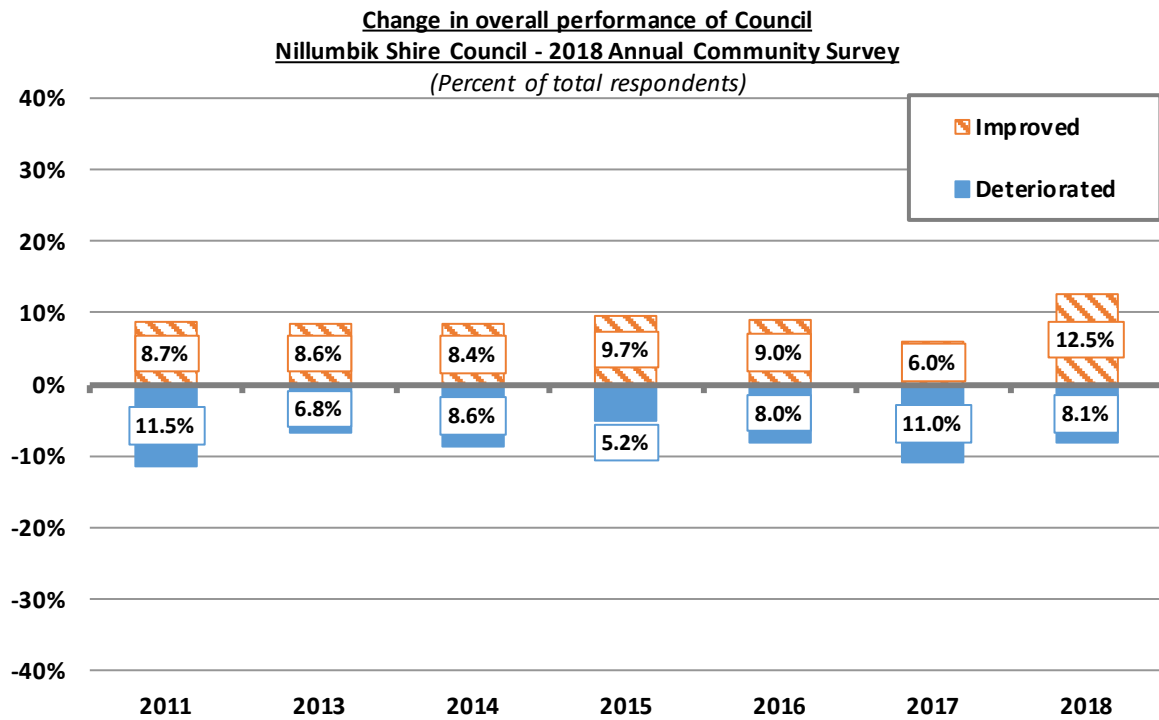
Respondents were asked:

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

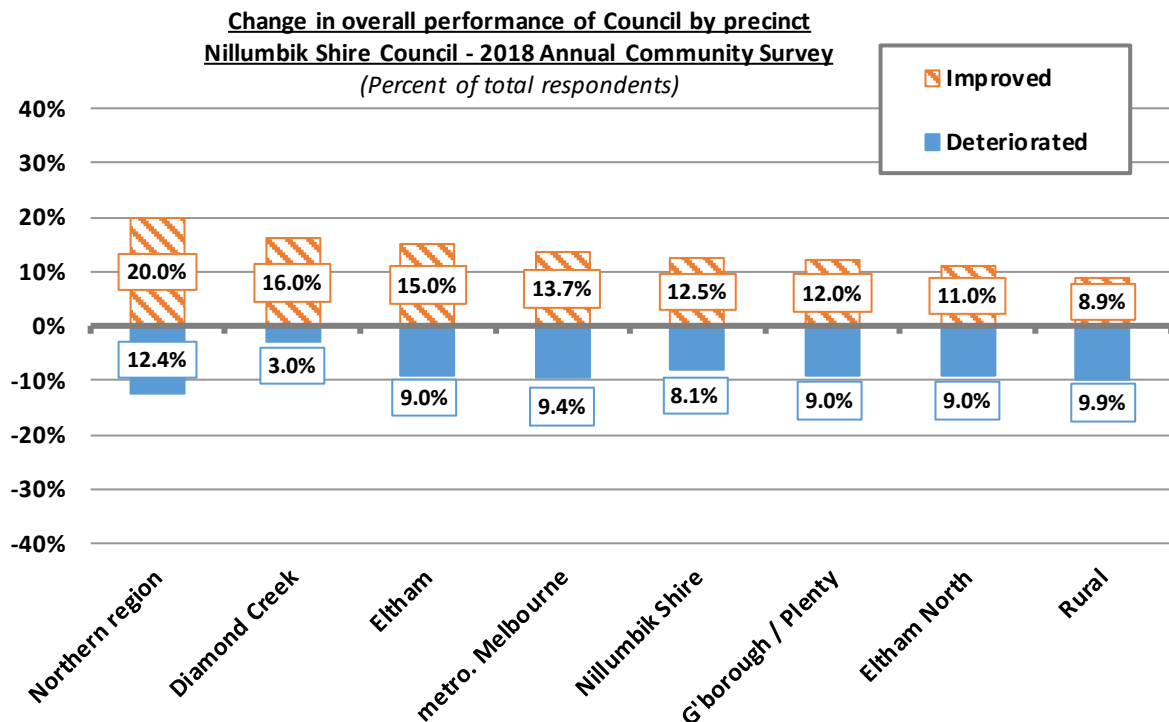
Consistent with the measurable increase in satisfaction with Council’s overall performance recorded in 2018, the proportion of respondents that considered that Council’s overall performance had improved in the last twelve months more than doubled, up from six percent to 12.5%. This is the highest proportion for this result recorded since the survey program commenced in 2011.



There was a corresponding decline in the proportion of respondents that considered that Council’s overall performance had deteriorated in the last twelve months, down from eleven percent in 2017 to 8.1% this year.



There was no statistically significant variation in this result observed across the municipality, although it is observed that respondents from Diamond Creek were somewhat more likely than average to consider that performance had improved, and significantly less likely to consider that performance had deteriorated in the last twelve months.



## Reasons for change in overall performance

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

- **Improved** – positive feedback on the performance of the new Council / Mayor, general positive views about “how things are running”, perception of more consultation, increased cleanliness, and positive feedback about the new Town Square.
- **Deteriorated** – concerns about the level and type of development in the area, concerns around rates, and perceived lack of importance of the environment to Council.
- **Stayed the same** – most comments related to respondents not noticing any significant changes, differences, or improvements in the last twelve months.

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

#### Nillumbik Shire Council - 2018 Annual Community Survey

(Number of responses)

<i>Comment</i>	<i>Number</i>
<i>Deteriorated</i>	
Allowing inappropriate developments, too many	6
The rates are a lot up, pay too much but nothing comes out	5
Lack of importance of the environment	3
They don't listen to people	2
Traffic management has worsened the area	2
Biased towards businesses - no consultation what so ever - no listening to any objections	1
Building permits issued to unsuitable places	1
Can't make decision. We live in a nanny state	1
Changes of the members of Council	1
Cutting of grass and maintenance of roads are non existence	1
Don't do anything, hard to find information	1
Drainage, fire control, roads, all neglected and has become worse	1
Poor consultation. They don't communicate and are not transparent in their actions	1
Reactive to planning issue, instead of proactive	1
Roads and facilities need repair	1
Service has slowed down	1
Speed humps are useless	1
The rubbish picking and tree maintenance need to be improved	1
The whole area is overgrown	1
They don't cut grass and trees	1
They've done nothing	1
<b>Total performance deteriorated comments</b>	<b>34</b>



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

**Nillumbik Shire Council - 2018 Annual Community Survey**

(Number of responses)

<i>Comment</i>	<i>Number</i>
<i>Stayed the same</i>	
Haven't noticed any changes / differences / improvements	81
Council is not doing good even we pay for it	4
Council does okay but still lots to be done	3
They need to improve	3
Always make improvement, but nothing substantial	1
As bad as before	1
Doesn't seem to be any near initiatives, no improved roads and traffic lights	1
Don't get much information on what Council does	1
Few things has been changed	1
Good - keep going	1
Happy with the service, but no improvement	1
Haven't seen massive improve. Only increase of rates	1
High rates for services but they don't marry up	1
I think that Diamond Creek is of low priority in the shire	1
Improved, stayed in communication	1
Institutional thinking doesn't suit different suburbs, needs different approach	1
It takes time for the new council to make changes	1
Lack of response	1
Nillumbik is too big for one council to manage	1
No consultation, biased towards businesses	1
Positive has been maintenance of reserves. Negative has been local traffic management	1
Public transport should be addressed before expanding the area	1
Seem to be consistent and of an above-average level, no deterioration of services	1
Slightly improved	1
Still have many problem to be solved	1
The council can perform better and deal with issues in better ways	1
There is no advanced planning of housing growth	1
They are useless really. They're paid too much for too little. They are not available to the community. Call them up, the answering machine picks up and they don't call back	1
They still try their best to meet their responsibilities	1
They're never paid any attention to North Warrandyte	1
Things are running as they should be	1
<b>Total performance stayed the same comments</b>	<b>118</b>





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

**Nilumbik Shire Council - 2018 Annual Community Survey**

(Number of responses)

<i>Comment</i>	<i>Number</i>
<i>Improved</i>	
The new council / mayor is more active and doing great	8
Everything seems to be running smoothly / less issues	5
Much more consultation / engaging with the community	3
Noticed a lot more cleanliness in the area	3
The new town square is an improvement	3
Better councillors needed	1
Better maintenance footpath - zero rate raise	1
Bit more visible	1
Council added lights in street to reduce robberies - Research Area	1
Council has provided funding for the baseball club	1
Drains not working properly during rains	1
Feeling better (safety)	1
Haven't noticed any differences of much around the place	1
Held election promises - The communication in community improved - kept rates down	1
Improved footpaths and railway stations	1
New council is doing a bit more / did not increase the rate	1
New leadership with current mayor has provided a cleaner direction to the community	1
New mayor - different focus, value of money, doing well	1
Not doing anything wrong but can't see anything super proactive	1
Not much conflict at the council level compared to the last council	1
Parks, footpaths improved	1
Pretty quick to respond to the issue	1
Refugees at Eltham and how to structure next 5 years - Infrastructure	1
Room for improvement	1
Starting to do more projects around	1
The council representatives changed and were more responsible	1
The new mayor is very much in touch and has invested in mix areas	1
The newsletter is well publicised	1
The rates are very high - they are capping the rates	1
They are doing more about the roads	1
They kicked out all the greenies	1
Traffic moves frequently	1
<b>Total performance improved comments</b>	<b>49</b>



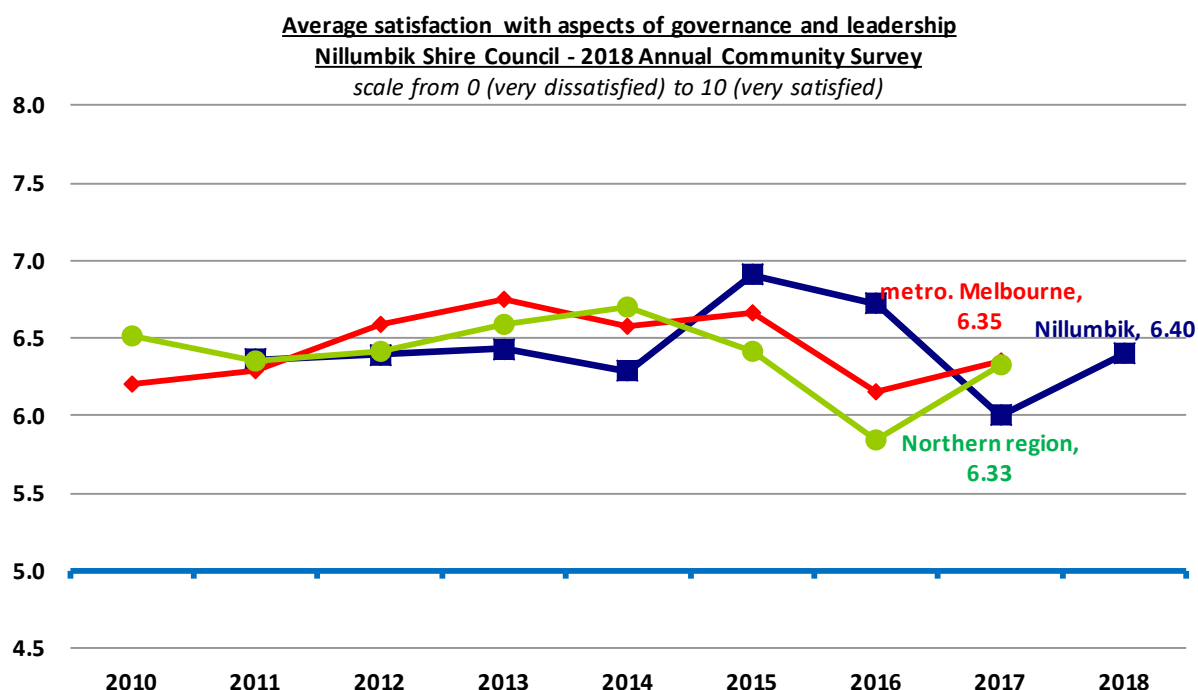
## Governance and leadership

Respondents were asked:

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

The average satisfaction with the six aspects of governance and leadership increased measurably and significantly in 2018, up 6.7% from six to 6.40 out of ten. Despite this significant increase this year, average satisfaction with governance and leadership remains at a level categorised as “solid”. This is a very positive result which reverses much of the unusually large decline in 2017, largely the result of concern about the environmental overlay.

This result is marginally, but not measurably higher than both the 2017 northern region councils’ (6.33) and the metropolitan Melbourne (6.35) averages.



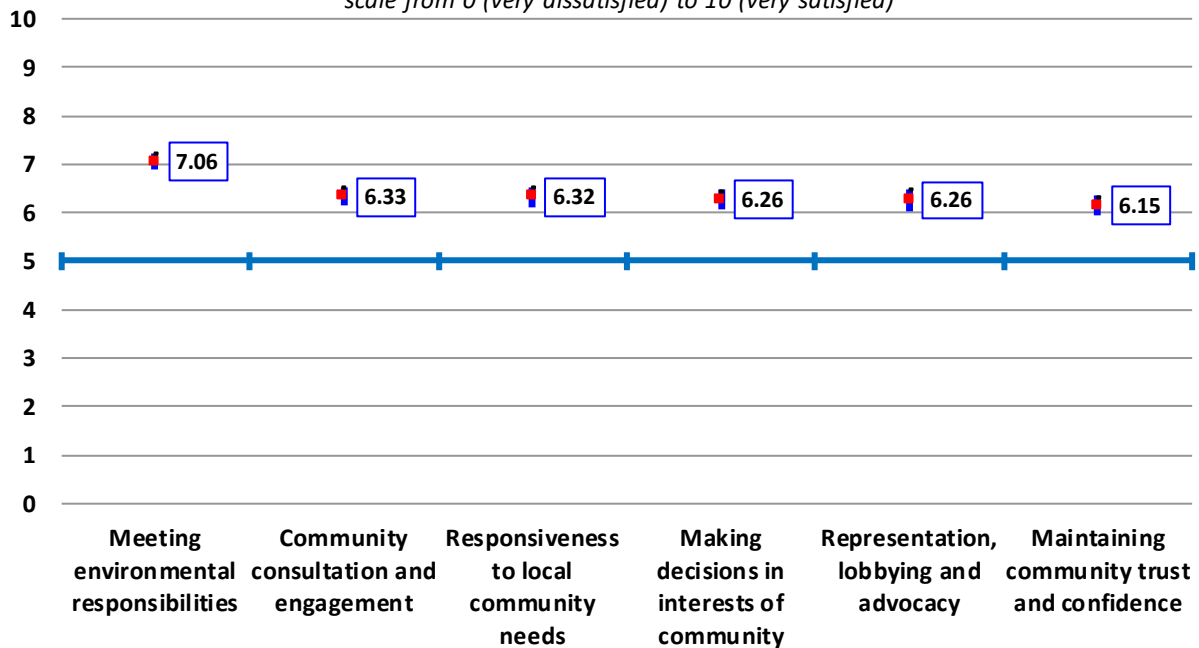
Satisfaction with the six included aspects of governance and leadership can best be summarised as follows:

- **Good** – for Council meeting its responsibilities towards the environment.
- **Solid** – for community consultation and engagement, responsiveness to local community needs, making decisions in the interests of the community, representation, lobbying and advocacy, and maintaining community trust and confidence.

Metropolis Research notes that satisfaction with all six aspects increased in 2018, with the increase in satisfaction with community consultation and engagement (up 9.9%), maintaining community trust and confidence (up 6.4%), and making decisions in the interests of the community (up 8.7%) all increasing measurably and significantly. It is also noted that satisfaction with the five non-environmental aspects all improved from levels categorised as “poor” in 2017 to levels categorised as “solid” in 2018.

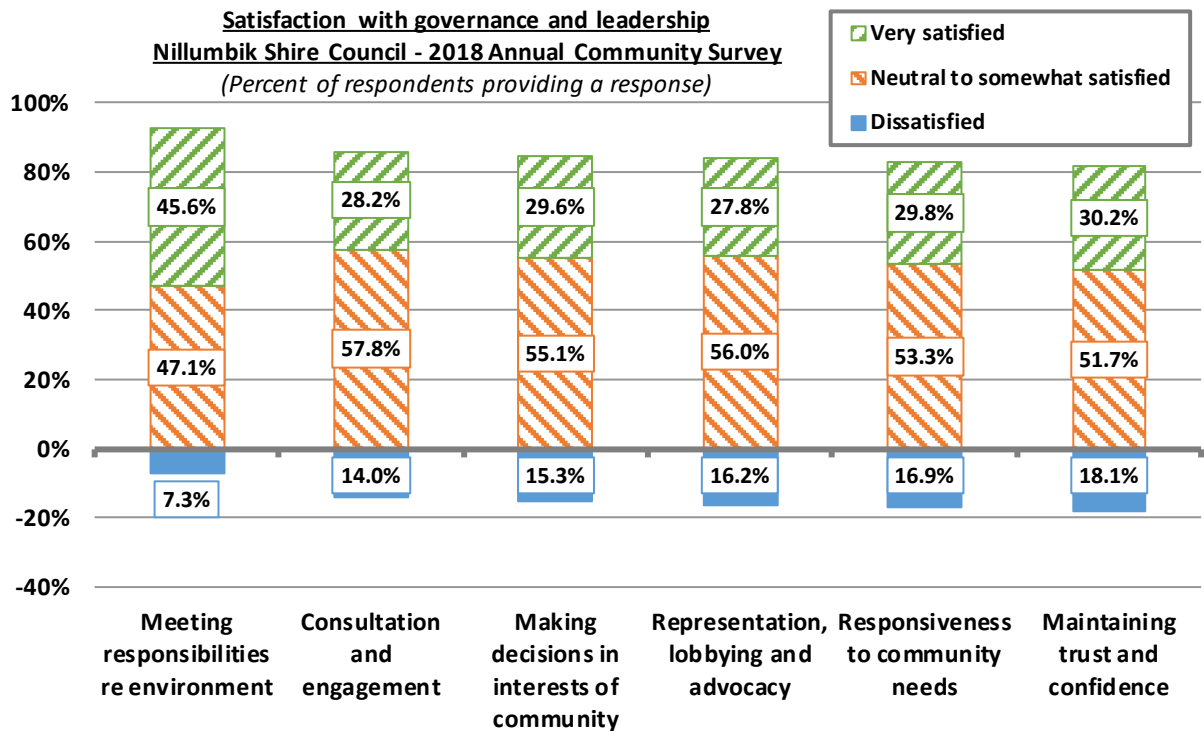


**Satisfaction with aspects of governance and leadership**  
**Nilumbik Shire Council - 2018 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*

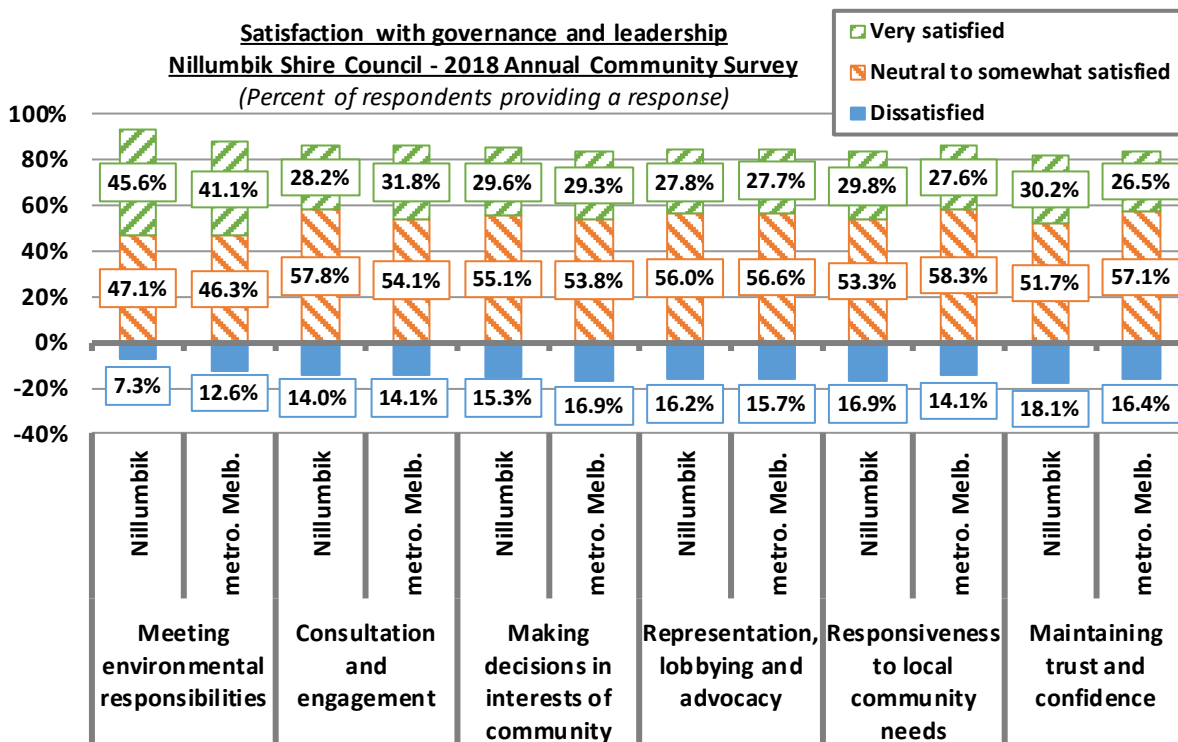
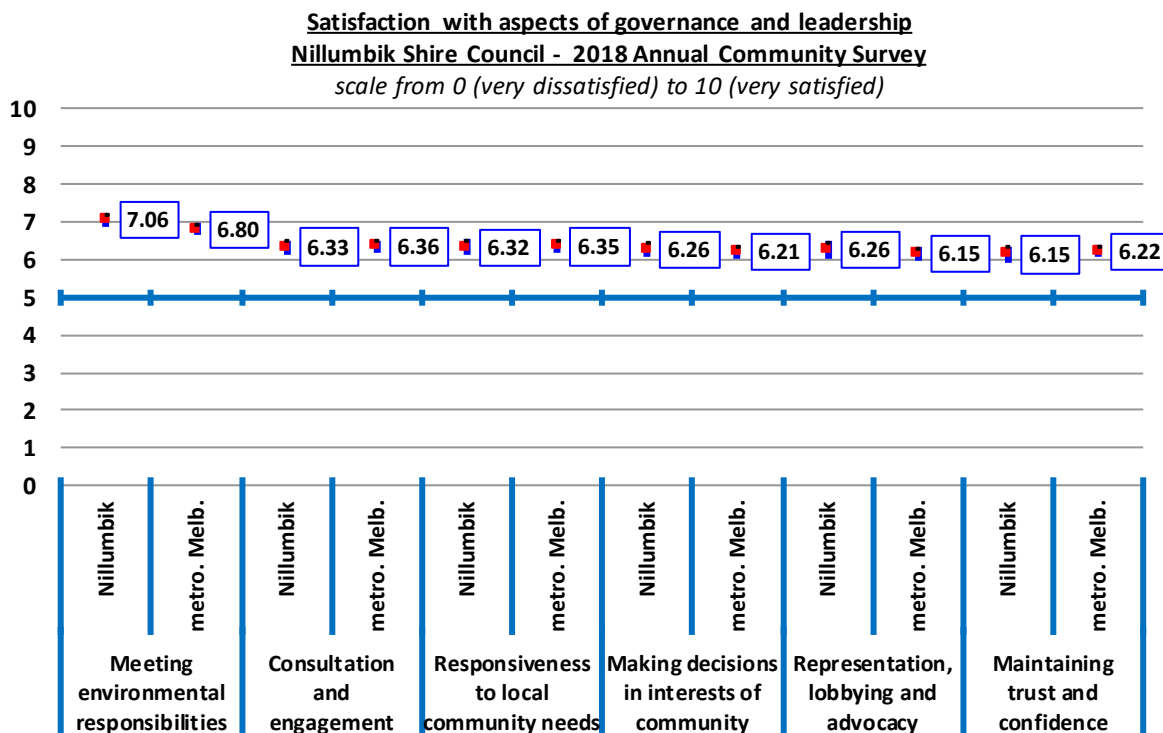


Attention is drawn to the fact almost half (45.6%) of respondents were very satisfied (rating eight or more) with Council meeting its responsibilities to the environment, and just 7.3% were dissatisfied.

A little less than one-third of respondents were very satisfied with each of the five other aspects of governance and leadership, whilst approximately one-sixth were dissatisfied.



Satisfaction with five of the six aspects of governance and leadership in the Nillumbik Shire were very similar to the 2017 metropolitan Melbourne averages, whilst satisfaction with Council meeting its responsibilities towards the environment was measurably (3.8%) higher.

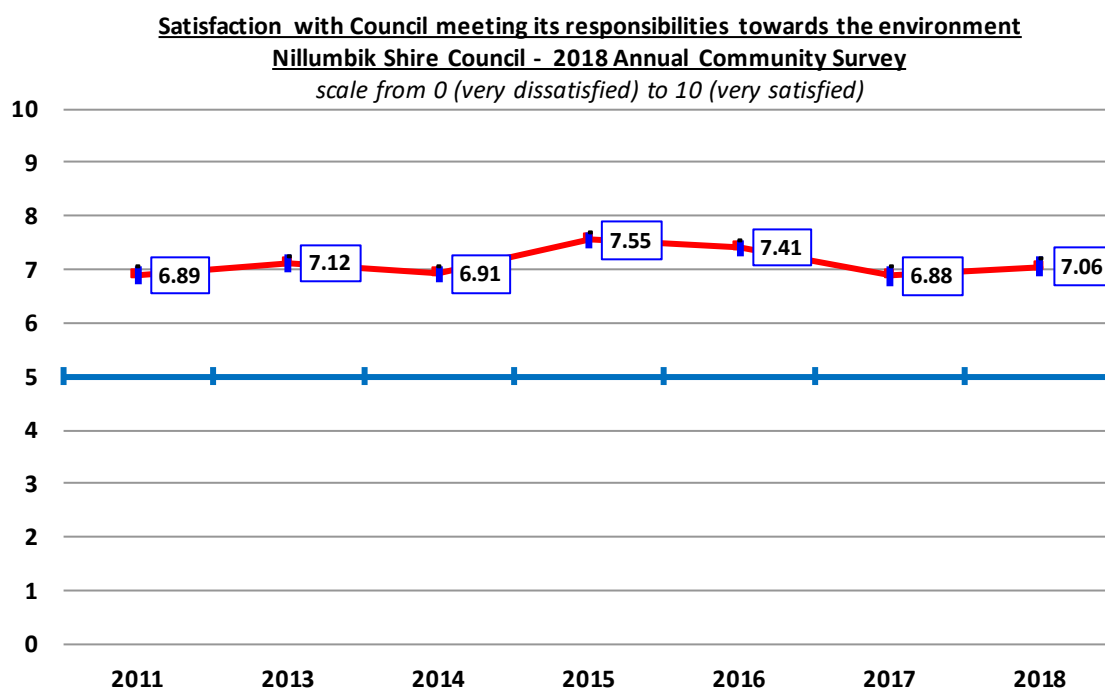


The following section outlines the time series and precinct-level results for each aspect of governance and leadership.

Metropolis Research draws attention to the fact that respondents from Eltham tended to be more satisfied than average with each aspect of governance and leadership, whilst respondents from the Rural precinct tended to be less satisfied than average with most aspects. It is noted that respondents from the Rural precinct rated satisfaction with four of the six aspects of governance and leadership at levels categorised as “poor”, compared to the municipal average of “solid”.

### Meeting responsibilities to the environment

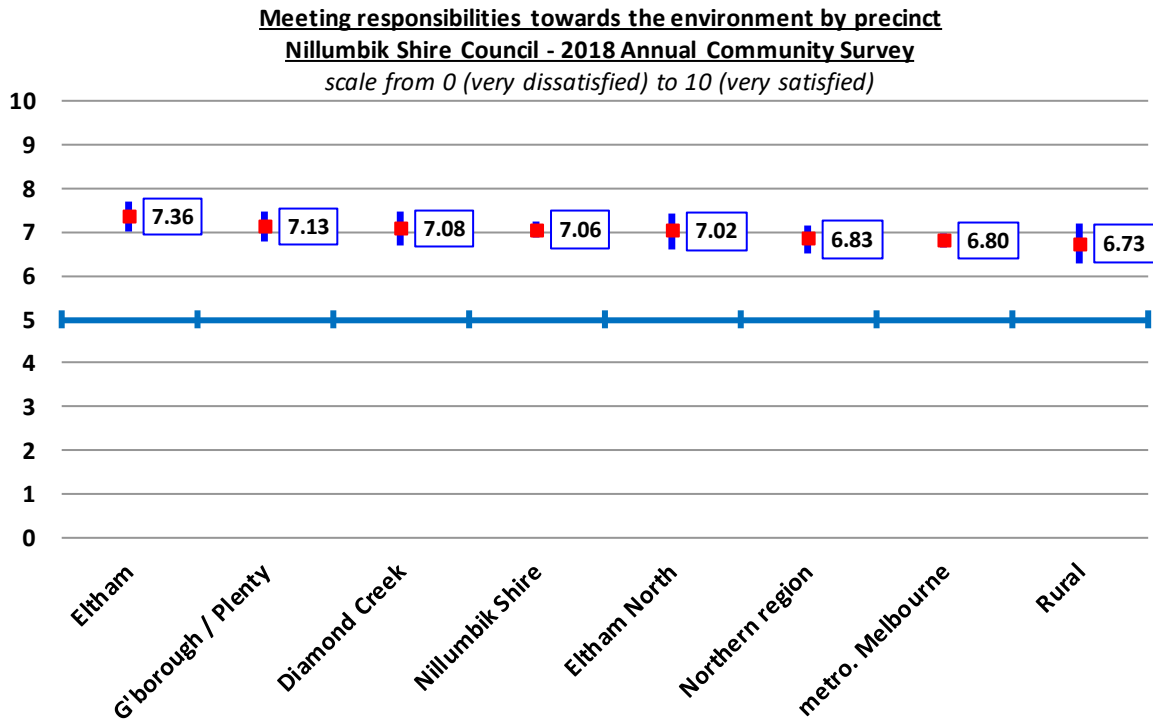
Satisfaction with Council’s performance meetings its responsibilities towards the environment increased marginally, albeit not measurably in 2018, up 2.6% to 7.06. Despite this increase, satisfaction with this aspect of governance and leadership remains at a level categorised as “good”, the same categorisation as recorded in five of the seven years of the survey program.



There was no statistically significant variation in satisfaction with this aspect observed across the five precincts comprising the Nillumbik Shire, although attention is drawn to the following:

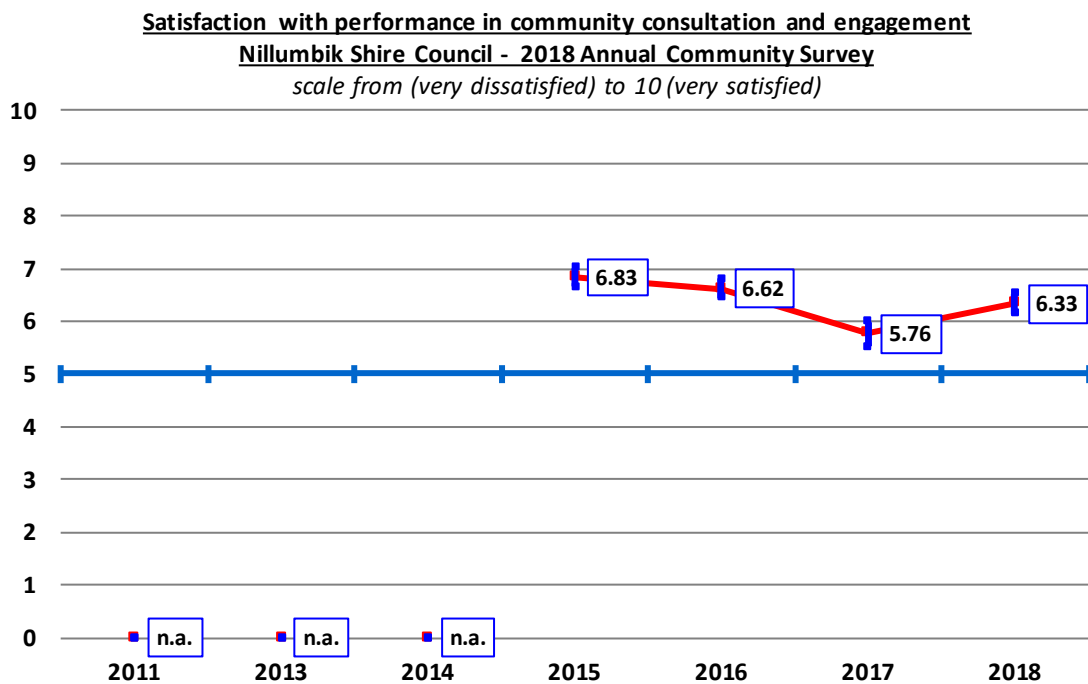
- **Eltham** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average and at a level categorised as “very good”.
- **Rural** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average.





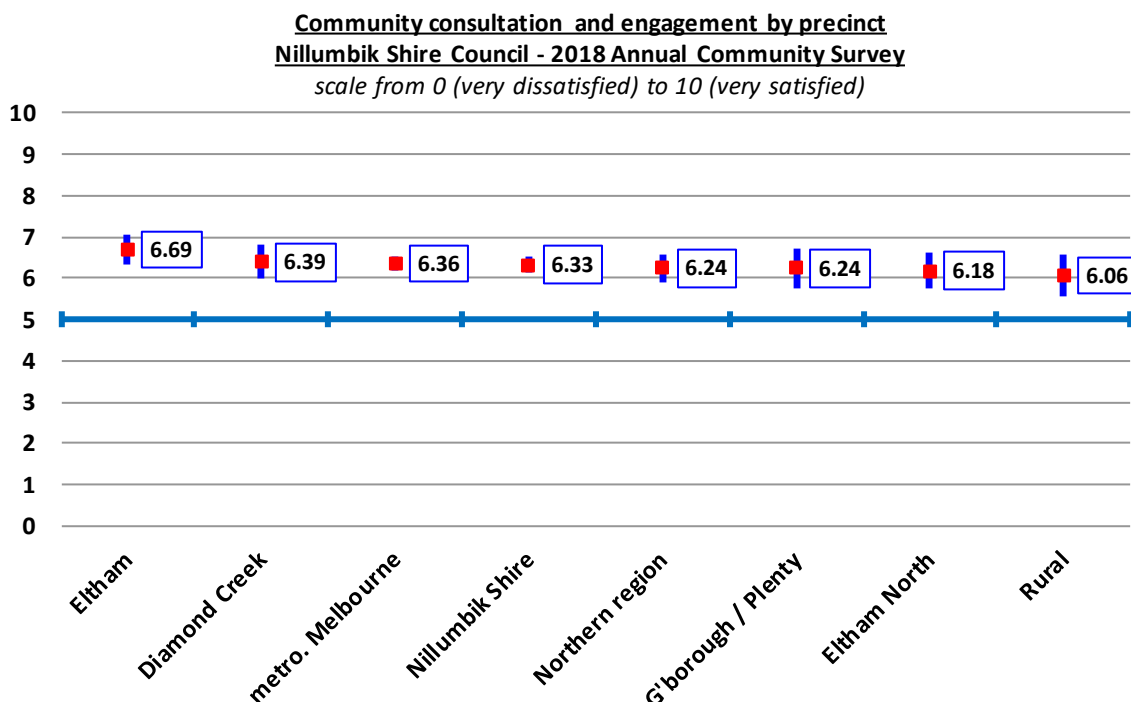
**Community consultation and engagement**

Satisfaction with Council’s community consultation and engagement increased measurably and significantly in 2018, up 9.9% from 5.76 (rated as “poor”) to 6.33 (rated as “good”).



There was no statistically significant variation in satisfaction with Council’s community consultation and engagement observed across the municipality, although attention is drawn to the following:

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



### **Representation, lobbying and advocacy**

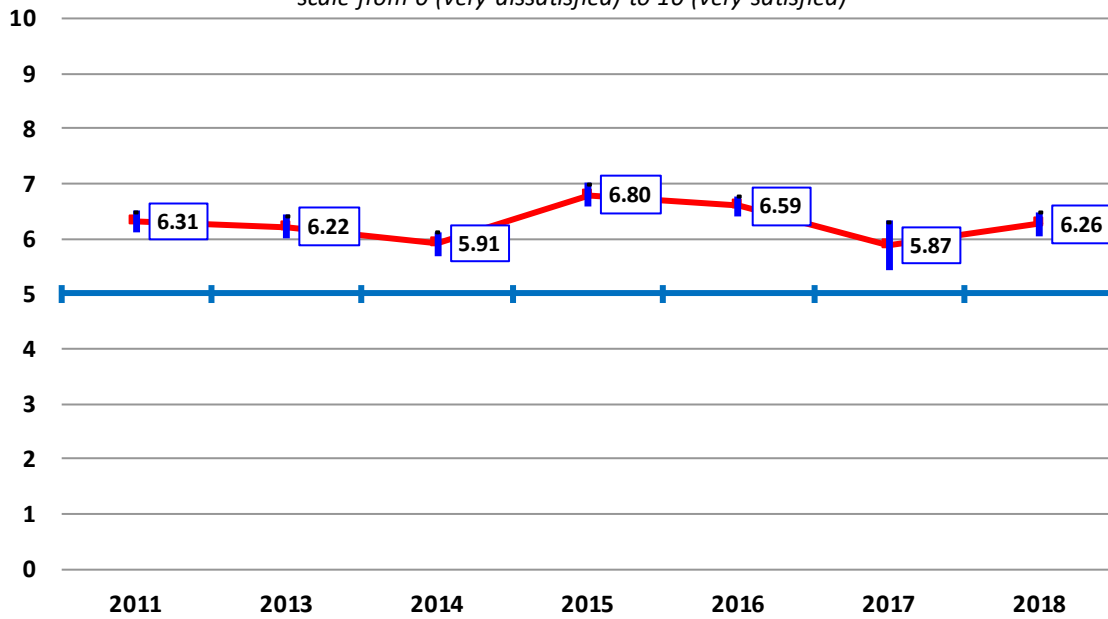
Satisfaction with Council’s representation, lobbying and advocacy increased somewhat, albeit not measurably in 2018, up 6.6% from 5.87 (rated as “poor”) to 6.26 (rated as “solid”).

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

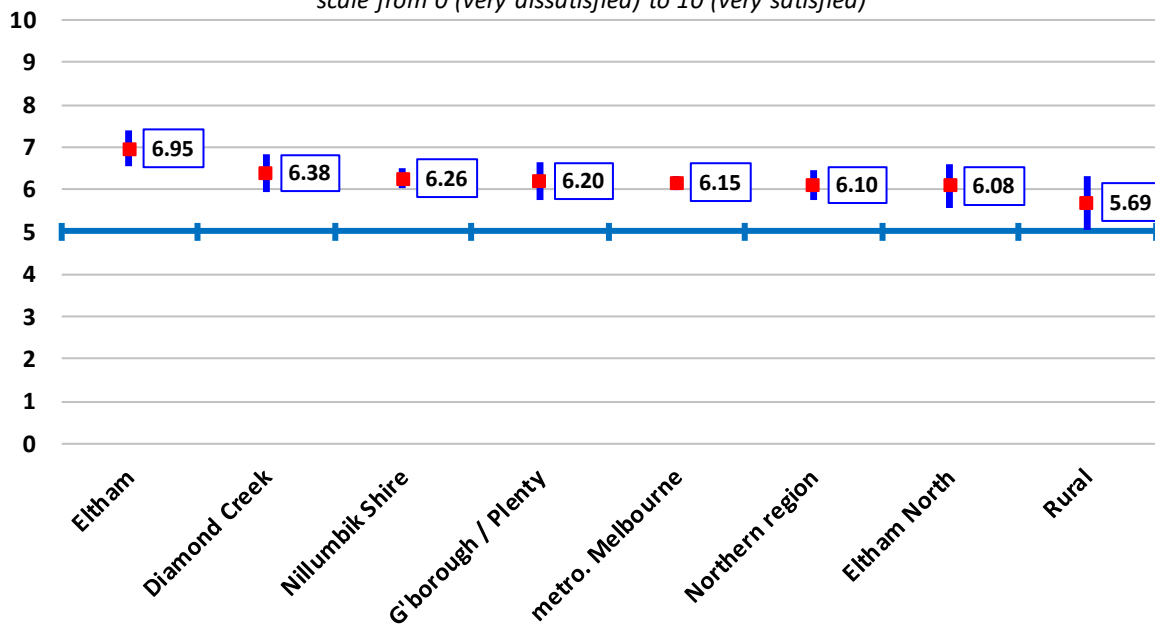
- **Eltham** – respondents rated satisfaction measurably and significantly higher than the municipal average and at a level categorised as “good”.
- **Rural** – respondents rated satisfaction measurably and significantly lower than the municipal average and at a level categorised as “poor”.



**Satisfaction with Council's representation, lobbying and advocacy**  
**Nilumbik Shire Council - 2018 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



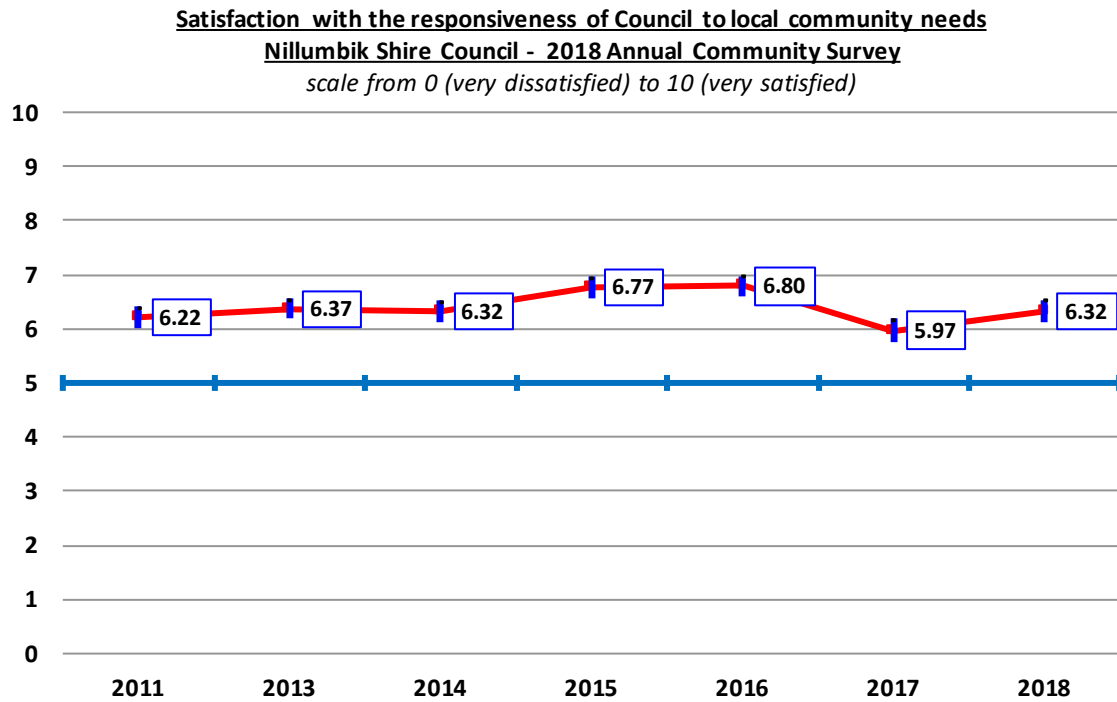
**Representation, lobbying and advocacy by precinct**  
**Nilumbik Shire Council - 2018 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*





## Responsiveness to local community needs

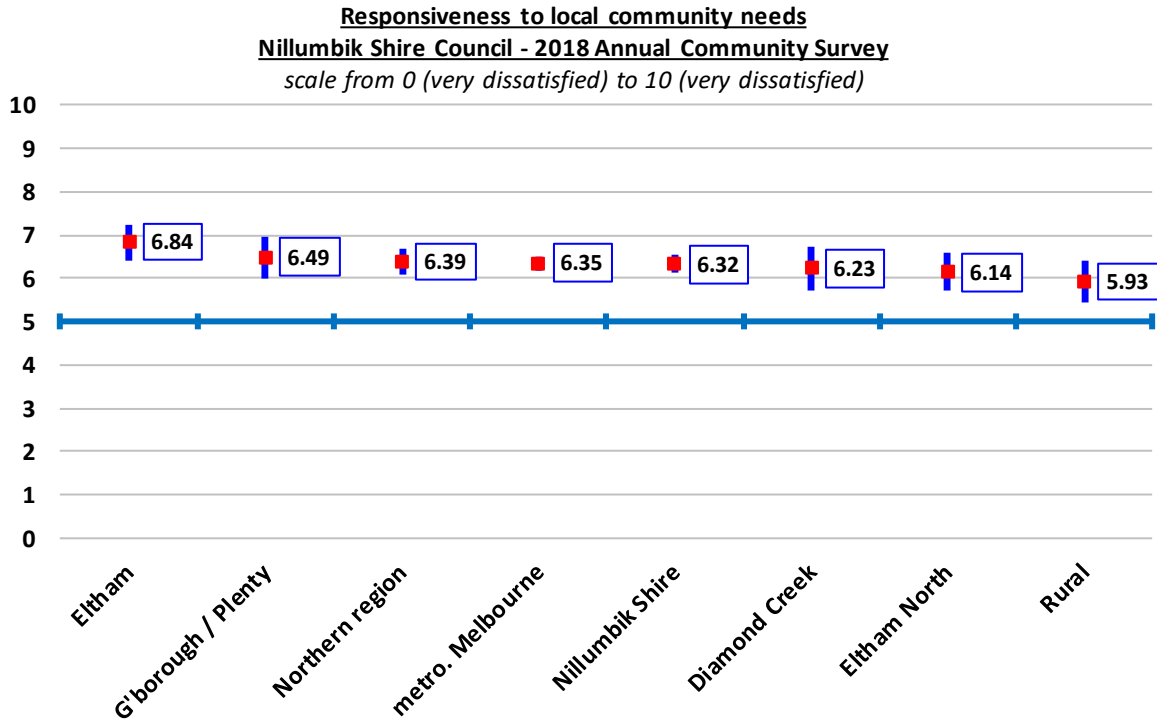
Satisfaction with Council’s responsiveness to local community needs increased somewhat, albeit not measurably in 2018, up 5.9% from 5.97 (rated “poor”) to 6.32 (rated “solid”).



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

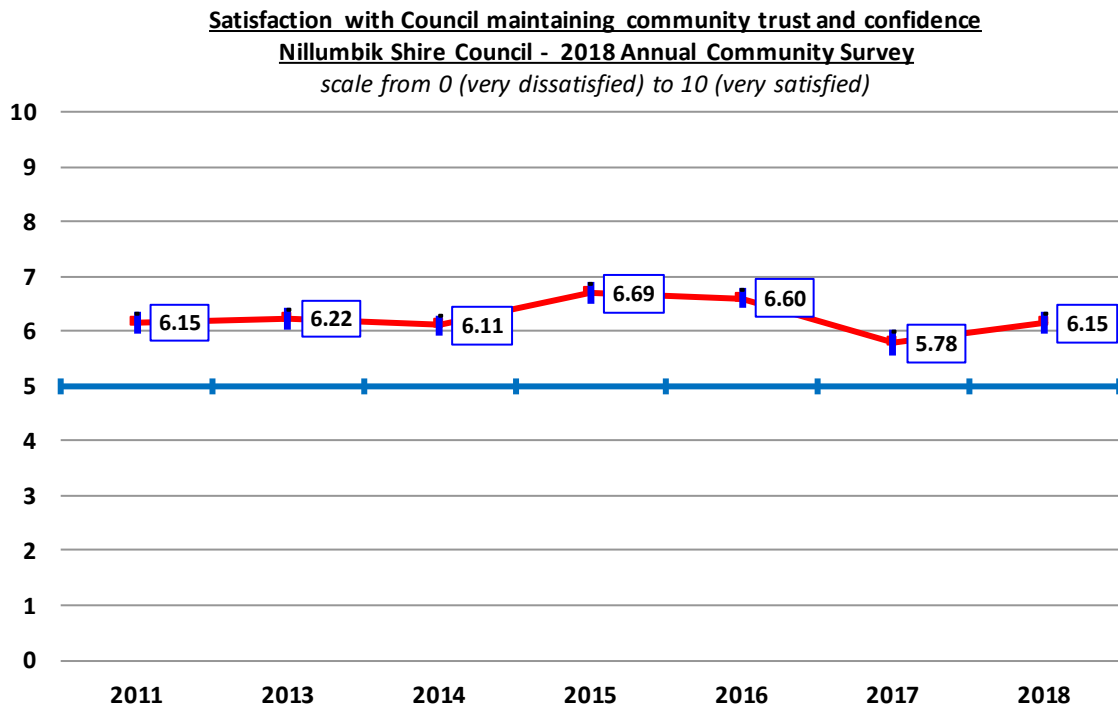
- **Eltham** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average and at a level categorised as “good”.
- **Rural** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average and at a level categorised as “poor”.





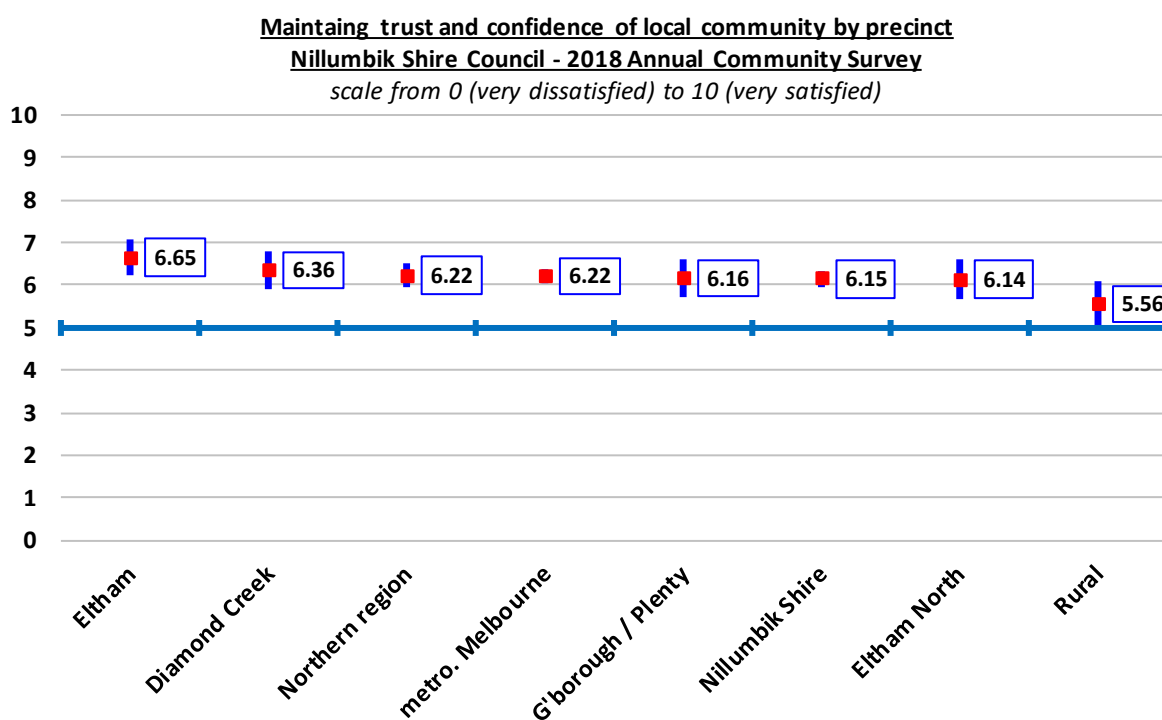
**Maintaining the trust and confidence of the local community**

Satisfaction with Council’s performance maintaining the trust and confidence of the local community increased measurably and significantly in 2018, up 6.4% from 5.78 (rated “poor”) to 6.15 (rated “solid”).



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

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



### ***Making decisions in the interests of the community***

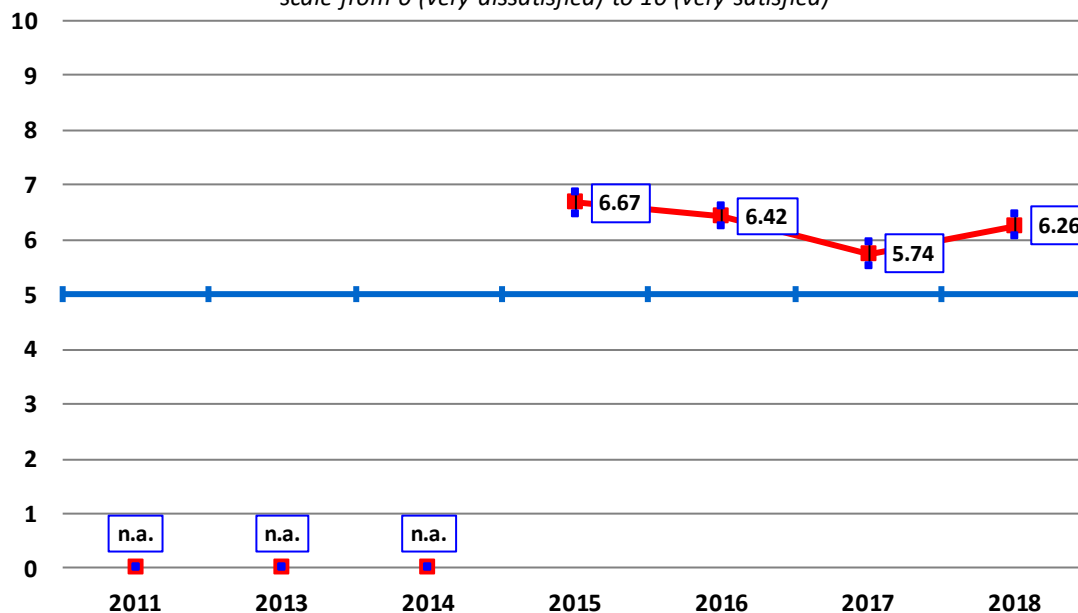
Satisfaction with Council’s performance making decisions in the interests of the community increased measurably and significantly in 2018, up 9.1% from 5.74 (rated “poor”) to 6.26 (rated “solid”).

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

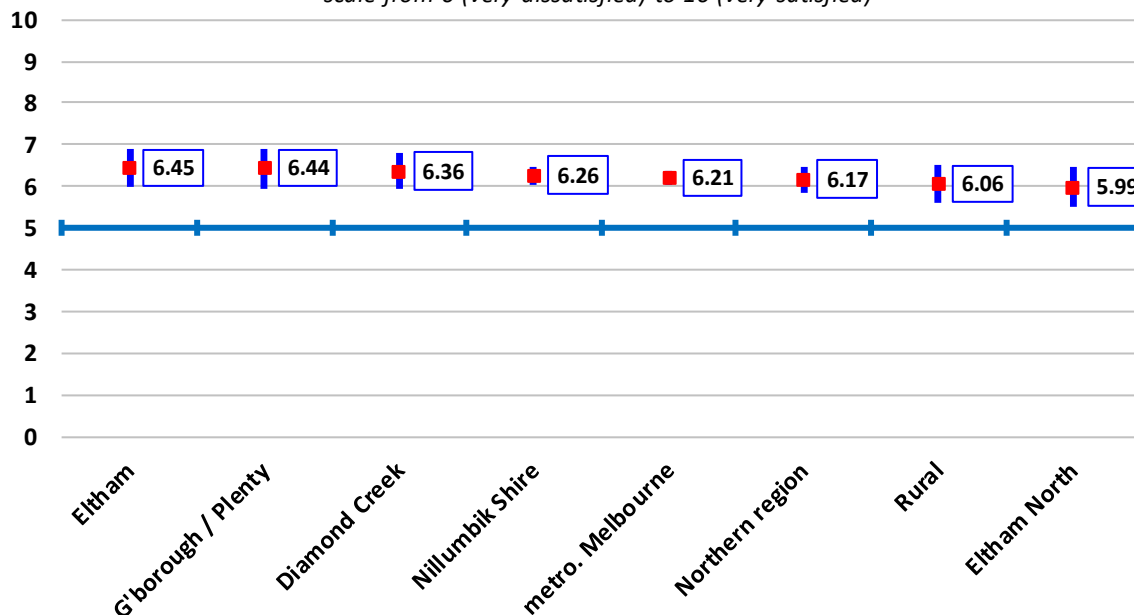
- **Eltham and Greensborough / Plenty** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average and at a level categorised as “good”.
- **Eltham North** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average and at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



**Satisfaction with Council making decisions in the best interest of the community**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



**Making decisions in the interests of the community by precinct**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



## Community issues, behaviours and attitudes

### *Issues to address in the Shire of Nillumbik at the moment*

Respondents were asked:

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

Respondents were again in 2018 asked to identify what they considered to be the top three issues for the Nillumbik Shire at the moment. More than four-fifths (86.7% down from 88.0%) of respondents provided a total of 985 responses, at an average of 2.3 issues per respondent.

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

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

### Significant changes

There were some significant changes in these results observed in 2018, with attention drawn to the following:

- **Significantly higher in 2018** – there was a measurable increase in the proportion of respondents identifying traffic management (33.7% up from 27.1%) and road maintenance and repairs (19.0% up from 14.5%).
- **Significantly lower in 2018** – there was a measurable decrease in the proportion of respondents identifying Council rates (10.2% down from 16.7%) and hard rubbish collection (2.0% down from 5.4%).

The most significant issues in the Nillumbik Shire in 2018 were as follows:

### Traffic management and road maintenance and repairs

Consistent with the results recorded in the previous six surveys, the most commonly identified issues in the Nillumbik Shire in 2018 related to traffic management, with road maintenance and repairs the second most commonly identified issue. Naturally there is some overlap in these two groups of issues, with issues focused on traffic and congestion, as well as speeding and hooning typically categorised into traffic management, whilst issues focused on the condition of roads are typically categorised into road maintenance and repairs.



Taken together, these two issues were identified by a little more than half (52.7%) of the respondents in 2018, up from 41.6% in 2017.

The proportion of respondents identifying traffic management (33.7%) in 2018 was measurably and significantly higher than the 2017 metropolitan Melbourne average of 20.6%. Respondents in the Nillumbik Shire (19.0%) were also almost twice as likely as the metropolitan Melbourne average (11.3%) to identify road maintenance and repair related issues.

These results are consistent with the extremely poor satisfaction with the volume of traffic on main roads (4.63 out of ten), a result which was measurably and significantly lower than the metropolitan Melbourne average of 5.73. This reinforces the fact that traffic management related issues, most prominently those related to traffic congestion and commuting times, are of significant concern to the Nillumbik community.

Metropolis Research does note however that respondents that identified traffic management issues were on average marginally but not measurably more satisfied with Council's overall performance than the municipal average (6.56 compared to 6.46). This strongly suggests that the respondents identifying traffic management issues as being one of the top three issues to address in the municipality do not hold Council responsible for this issue and are not "marking Council down" because of this issue.

A different picture however emerges in relation to the issues of road maintenance and repairs, whereby respondents that identified these issues were on average somewhat, albeit not measurably less satisfied with Council's overall performance than the municipal average. It is reasonable to surmise that these respondents are somewhat less satisfied with Council's overall performance due to their performance in relation to road maintenance and repairs.

## **Building, housing, planning and development issues**

Metropolis Research notes that in the last three years, the proportion of respondents identifying issues with building, housing, planning and development increased substantially from the previous years, increasing from an average of around six percent to more than double that in 2018 (15.4%).

This result is somewhat higher than the 2017 metropolitan Melbourne average of 10.9%, which does suggest that in recent years, planning and development issues have increased in importance in the minds of respondents, and that in the last three years, Nillumbik respondents have been more likely than the metropolitan Melbourne average to identify these issues.

It is noted that at least some of the respondents that identified planning and development issues may well have been referring to the environmental overlay issue, given that these results have been broadly categorised based on the open-ended responses provided by respondents. This would at least in part explain the significant growth in the proportion of respondents identifying these issues in 2016 and 2017.



In the previous two years (2016 and 2017), respondents that identified issues with building, housing, planning and development were significantly less satisfied with Council's overall performance than the municipal average, rating satisfaction at 5.71 out of ten, a level of satisfaction categorised as "poor".

This is no longer the case, and in 2018 respondents that identified these issues rated satisfaction with Council's overall performance only marginally lower than the municipal average (6.35 compared to 6.46). This does strongly suggest that community concern about the environmental overlay issues that were significant negative influences on satisfaction with Council's overall performance have dissipated somewhat this year.

### **Bushfire management / prevention issues**

A little less than one-sixth (14.4% up from 13.9%) of respondents identified these issues in 2018, a result that has remained relatively stable over the last three years.

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

### **Rubbish and waste issues (including garbage collection)**

Consistent with the results observed in previous years, a little more than ten percent (11.6% down from 13.9%) identified these issues. As discussed elsewhere in this report, satisfaction with the fortnightly waste collection service is measurably and significantly lower than the metropolitan Melbourne average, largely due to the fortnightly rather than weekly collection.

This issue is of concern to a significant number of respondents in the Nilumbik Shire, and it clearly impacts on their satisfaction with the waste collection service. It is noted however that these respondents that identified these issues were actually on average very marginally more satisfied with Council's overall performance than the municipal average. This strongly suggests that whilst they were less satisfied with the waste collection service than elsewhere across metropolitan Melbourne, this dissatisfaction did not flow through into lower levels of satisfaction with Council's overall performance.

### **Comparison to the metropolitan Melbourne average**

When compared to the 2017 *Governing Melbourne* research conducted independently by Metropolis Research, the following significant variations are observed:

- **Significantly higher than the metropolitan Melbourne average** – respondents in the Nilumbik Shire were measurably more likely than average to identify traffic management (33.7% compared to 20.6%), road maintenance and repairs (19.0% compared to 11.3%), building, housing, planning and development (15.4% compared to 10.9%), rubbish and waste (11.6% compared to 4.2%), and Council rates (10.2% compared to 3.6%).



- **Significantly lower than the metropolitan Melbourne average** – respondents in the Nillumbik Shire were measurably less likely than average to identify car parking / enforcement (5.4% compared to 15.8%), crime issues including safety (3.6% compared to 15.2%), cleanliness / maintenance of the area (3.2% compared to 10.4%), and lighting (3.0% compared to 10.4%).

**Top issues for Nillumbik Shire at the moment**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
*(Number and percent of total respondents)*

Issue	2018		2017	2016	2015	2014	metro. Melb 2017*
	Number	Percent					
Traffic management	169	33.7%	27.1%	23.1%	32.8%	27.0%	20.6%
Roads maintenance and repairs	95	19.0%	14.5%	11.6%	10.5%	23.4%	11.3%
Building, planning, housing and development	77	15.4%	15.1%	11.6%	6.0%	8.6%	10.9%
Bushfire management / prevention issues	72	14.4%	13.9%	14.3%	7.6%	15.6%	n.a.
Rubbish and waste issues including garbage	58	11.6%	13.9%	12.0%	11.3%	11.8%	4.2%
Council rates	51	10.2%	16.7%	12.2%	13.5%	15.8%	3.6%
Parks, gardens and open space	44	8.8%	11.4%	8.4%	8.2%	11.4%	7.2%
Environment, conservation & climate change	28	5.6%	5.2%	4.8%	1.2%	2.2%	3.0%
Footpath maintenance and repairs	28	5.6%	4.0%	3.4%	3.4%	6.2%	8.5%
Car parking / enforcement	27	5.4%	4.6%	6.0%	4.0%	3.6%	15.8%
Prov. and maintenance of street trees	22	4.4%	5.4%	4.4%	6.6%	8.6%	6.0%
Drains maintenance and repairs	21	4.2%	6.6%	1.6%	2.0%	3.2%	1.8%
Communication & provision of information	19	3.8%	3.6%	2.4%	2.6%	1.4%	2.6%
Public transport	19	3.8%	3.4%	2.8%	5.4%	7.6%	5.2%
Crime issues including policing, safety	18	3.6%	2.4%	1.6%	0.8%	1.8%	15.2%
Prov. and maint. of cycling / walking tracks	16	3.2%	3.8%	5.2%	2.6%	4.6%	3.8%
Cleanliness / maint. of area incl. rubbish	16	3.2%	1.8%	1.0%	2.8%	4.0%	10.4%
Animal management	16	3.2%	1.2%	1.0%	2.0%	2.8%	4.1%
Lighting	15	3.0%	1.0%	0.8%	2.2%	4.0%	10.4%
Green Wedge issues	14	2.8%	4.0%	0.2%	1.2%	3.6%	n.a.
Provision and maintenance of infrastructure	12	2.4%	2.0%	1.0%	1.6%	1.2%	2.1%
Hard rubbish collection	10	2.0%	5.4%	4.0%	5.2%	6.8%	2.8%
Street cleaning and maintenance	10	2.0%	2.6%	2.4%	1.0%	4.4%	2.2%
Prov. & maint. recreation & sports facilities	10	2.0%	2.4%	2.4%	3.0%	3.2%	2.3%
Services and facilities for the elderly	9	1.8%	1.6%	1.2%	1.6%	2.4%	2.1%
Green waste collection	8	1.6%	2.2%	3.0%	1.8%	5.2%	1.4%
Community activities / arts & culture	7	1.4%	2.4%	1.2%	0.0%	0.0%	2.0%
Activities, services & facilities for youth	6	1.2%	1.8%	1.2%	4.2%	2.4%	2.3%
Graffiti / vandalism	6	1.2%	1.4%	2.0%	1.0%	2.0%	1.5%
Library services	6	1.2%	0.8%	0.0%	0.0%	0.8%	0.0%
Quality and provision of community services	6	1.2%	0.6%	1.6%	1.0%	2.8%	1.2%
Financial issues and priorities for Council	5	1.0%	2.2%	2.0%	0.0%	2.2%	1.6%
Recycling collection	5	1.0%	2.0%	0.6%	0.8%	1.4%	0.9%
Education and schools	5	1.0%	0.4%	1.0%	1.6%	0.8%	1.5%
Other issues n.e.i	55	11.0%	14.3%	9.0%	10.1%	13.0%	15.0%
<b>Total responses</b>	<b>985</b>		<b>1,012</b>	<b>806</b>	<b>801</b>	<b>1,079</b>	<b>1,385</b>
<i>Respondents identifying at least one issue</i>	435 (86.7%)		442 (88.0%)	378 (75.2%)	385 (76.5%)	462 (92.4%)	692 (69.8%)

(\*Metropolis Research, Governing Melbourne 2017)





## Issues by precinct

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

- **Greensborough / Plenty** – respondents were measurably more likely than average to identify rubbish and waste and Council rates, and somewhat more likely to identify drains maintenance and repairs.
- **Diamond Creek** – respondents were measurably more likely than average to identify Council rates and somewhat more likely to identify cleanliness / general maintenance of the area.
- **Eltham** – respondents were measurably more likely than average to identify building, housing, planning and development and somewhat more likely than average to identify traffic management, car parking / enforcement, public transport, and green waste collection.
- **Eltham North** – respondents were measurably more likely than average to identify building, housing, planning and development issues and car parking / enforcement, and somewhat more likely than average to identify parks, gardens, and open space related issues.
- **Rural precinct** – respondents were measurably more likely than average to identify bushfire management / prevention, road maintenance and repairs, environment, conservation and climate change, and footpath maintenance and repairs, and somewhat more likely to identify communication and consultation, Green Wedge issues, lighting, and animal management issues.



**Top issues for Nillumbik Shire at the moment by precinct**

**Nillumbik Shire Council - 2018 Annual Community Survey**

(Number and percent of total respondents)

<b>Greensborough / Plenty</b>	
Traffic management	35.0%
Rubbish and waste issues inc garbage	26.0%
Roads maintenance and repairs	23.0%
Council rates	19.0%
Bushfire management / prevention issues	10.0%
Building, planning, housing and develop.	9.0%
Parks, gardens and open space	8.0%
Drains maintenance and repairs	8.0%
Provision and maintenance of street trees	6.0%
Hard rubbish collection	5.0%
All other issues	60.0%
Respondents identifying an issue	93 (93.0%)

<b>Diamond Creek</b>	
Traffic management	34.0%
Council rates	18.0%
Rubbish and waste issues inc garbage	14.0%
Parks, gardens and open space	11.0%
Roads maintenance and repairs	10.0%
Building, planning, housing and develop.	7.0%
Provision and maintenance of street tree	7.0%
Cleanliness / maintenance of area	6.0%
Drains maintenance and repairs	5.0%
Crime issues including policing, safety	5.0%
All other issues	60.0%
Respondents identifying an issue	80 (80.0%)

<b>Eltham</b>	
Traffic management	37.0%
Building, planning, housing and develop.	25.0%
Roads maintenance and repairs	16.0%
Parks, gardens and open space	11.0%
Bushfire management / prevention issues	10.0%
Rubbish and waste issues inc garbage	10.0%
Car parking / enforcement	9.0%
Council rates	7.0%
Public transport	7.0%
Green waste collection	5.0%
All other issues	48.0%
Respondents identifying an issue	85 (85.0%)

<b>Eltham North</b>	
Traffic management	28.0%
Building, planning, housing and develop.	21.0%
Roads maintenance and repairs	14.0%
Parks, gardens and open space	13.0%
Car parking / enforcement	13.0%
Rubbish and waste issues inc garbage	13.0%
Council rates	10.0%
Bushfire management / prevention issues	10.0%
Environment, conservation, climate change	5.0%
Footpath maintenance and repairs	5.0%
All other issues	
Respondents identifying an issue	83 (83.0%)

<b>Rural</b>	
Traffic management	32.7%
Bushfire management / prevention issues	28.7%
Roads maintenance and repairs	27.7%
Building, planning, housing and develop.	13.9%
Environment, conservation, climate change	12.9%
Footpath maintenance and repairs	10.9%
Communication and consultation	6.9%
Green Wedge issues	6.9%
Lighting	5.9%
Animal management	5.9%
All other issues	70.3%
Respondents identifying an issue	92 (91.1%)

<b>Shire of Nillumbik</b>	
Traffic management	33.7%
Roads maintenance and repairs	19.0%
Building, planning, housing and develop.	15.4%
Bushfire management / prevention issues	14.4%
Rubbish and waste issues inc garbage	11.6%
Council rates	10.2%
Parks, gardens and open space	8.8%
Environment, conservation, climate change	5.6%
Footpath maintenance and repairs	5.6%
Car parking / enforcement	5.4%
All other issues	67.1%
Respondents identifying an issue	435 (86.7%)

**Issues by respondent profile**



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

- **Adolescents (aged 15 to 19 years)** – respondents were somewhat more likely than average to identify road maintenance and repairs, rubbish and waste issues, and education and schools. It is noted however that the sample of adolescents was just 17 respondents.
- **Young adults (aged 20 to 34 years)** – respondents were somewhat more likely than average to identify environment, conservation, and climate change related issues.
- **Adults (aged 35 to 44 years)** – respondents were no more likely than average to identify any specific issues.
- **Middle-aged adults (aged 45 to 54 years)** – respondents were measurably more likely than average to identify Council rates.
- **Older adults (aged 55 to 74 years)** – respondents were measurably more likely than average to identify traffic management and building, housing, planning and development issues.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely than average to identify bushfire management / prevention, hard rubbish collection, and public transport.
- **Male** – respondents were measurably more likely than female respondents to identify Council rates.
- **Female** – respondents were measurably more likely than male respondents to identify traffic management and building, housing, planning and development issues.



**Top issues for Nillumbik Shire at the moment by respondent profile**

**Nillumbik Shire Council - 2018 Annual Community Survey**

(Number and percent of total respondents)

<b>Adolescents (15 to 19 years)</b>	
Roads maintenance and repairs	29.4%
Rubbish and waste issues inc garbage	23.5%
Traffic management	23.5%
Bushfire management / prevention issues	11.8%
Education and schools	5.9%
Parks, gardens and open space	5.9%
All other issues	70.6%
Respondents identifying an issue	12 (71.2%)

<b>Young adults (20 to 34 years)</b>	
Traffic management	21.0%
Roads maintenance and repairs	17.7%
Rubbish and waste issues inc garbage	12.9%
Parks, gardens and open space	9.7%
Bushfire management / prevention issues	9.7%
Environment, conservation, climate change	8.1%
All other issues	90.3%
Respondents identifying an issue	48 (76.5%)

<b>Adults (35 to 44 years)</b>	
Traffic management	35.2%
Bushfire management / prevention issues	14.8%
Roads maintenance and repairs	13.9%
Rubbish and waste issues inc garbage	13.9%
Building, planning, housing and develop.	11.1%
Parks, gardens and open space	10.2%
All other issues	85.2%
Respondents identifying an issue	90 (83.7%)

<b>Middle aged adults (45 to 54 years)</b>	
Traffic management	35.3%
Roads maintenance and repairs	19.8%
Building, planning, housing and develop.	17.2%
Bushfire management / prevention issues	17.2%
Council rates	14.7%
Rubbish and waste issues inc garbage	12.9%
All other issues	94.8%
Respondents identifying an issue	107 (92.8%)

<b>Older adults (55 to 74 years)</b>	
Traffic management	38.7%
Building, planning, housing and develop.	22.5%
Roads maintenance and repairs	21.4%
Bushfire management / prevention issues	12.7%
Council rates	11.6%
Rubbish and waste issues inc garbage	8.7%
All other issues	95.4%
Respondents identifying an issue	158 (91.3%)

<b>Senior citizens (75 years and over)</b>	
Bushfire management / prevention issues	22.7%
Traffic management	22.7%
Building, planning, housing and develop.	9.1%
Roads maintenance and repairs	9.1%
Hard rubbish collection	9.1%
Public transport	9.1%
All other issues	63.6%
Respondents identifying an issue	17 (79.3%)

<b>Male</b>	
Traffic management	31.7%
Roads maintenance and repairs	17.0%
Building, planning, housing and develop.	13.6%
Bushfire management / prevention issues	12.8%
Council rates	12.1%
Rubbish and waste issues inc garbage	11.7%
All other issues	95.8%
Respondents identifying an issue	229 (86.5%)

<b>Female</b>	
Traffic management	36.5%
Roads maintenance and repairs	20.6%
Building, planning, housing and develop.	17.2%
Bushfire management / prevention issues	15.9%
Rubbish and waste issues inc garbage	11.6%
Parks, gardens and open space	8.6%
All other issues	88.0%
Respondents identifying an issue	203 (87.4%)



## Traffic and parking

Respondents were asked:

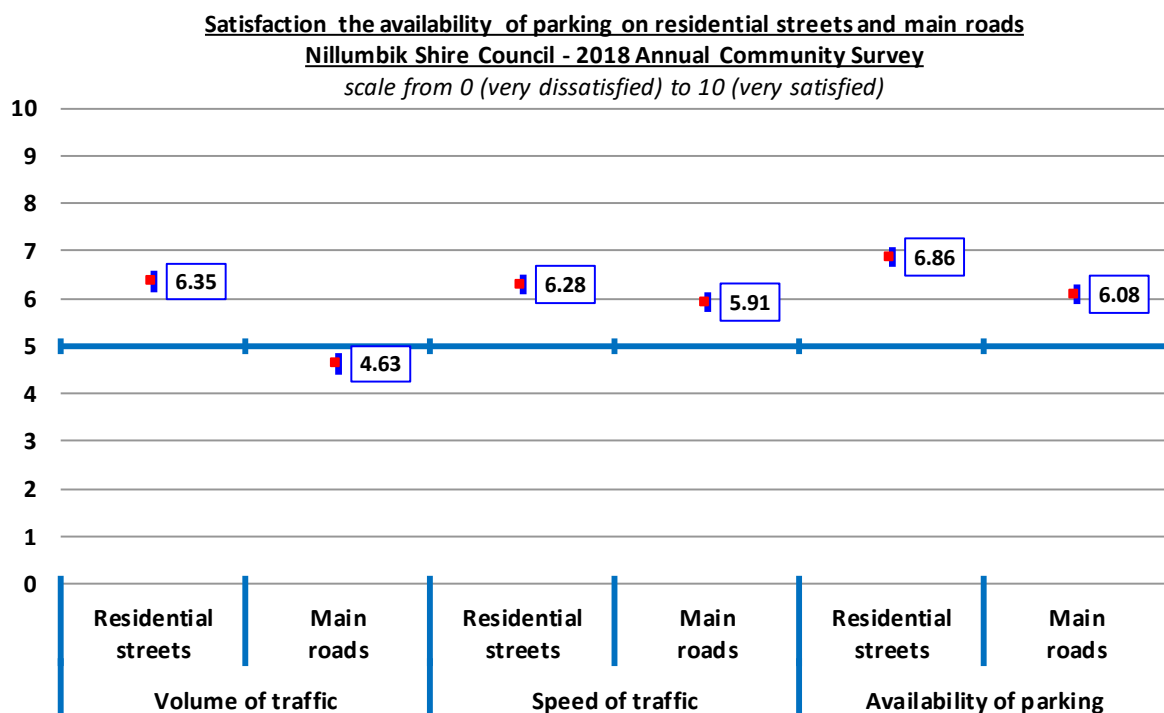
*“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of traffic and parking?”*

Respondents were again in 2018 asked to rate their satisfaction with the volume and speed of traffic, as well as the availability of parking on both local streets and main roads.

Satisfaction with the six aspects of traffic and parking can best be summarised as follows:

- **Good** – for the availability of parking on residential streets.
- **Solid** – for the volume and speed of traffic on residential streets and the availability of parking on main roads.
- **Poor** – for the speed of traffic on main roads.
- **Extremely Poor** – for the volume of traffic on main roads.

These results reinforce the view that the Nillumbik community has serious concerns about the volume of traffic on main roads, partly but not exclusively related to the volume of traffic on main roads. This concern is reinforced in several questions in this report, including most prominently the issues to address in Nillumbik Shire at the moment question, in which one-third (33.7%) of respondents identified traffic management issues as one of the top three issues to address in the municipality. Traffic management has been the most commonly raised issue in that question in every year of the survey program.

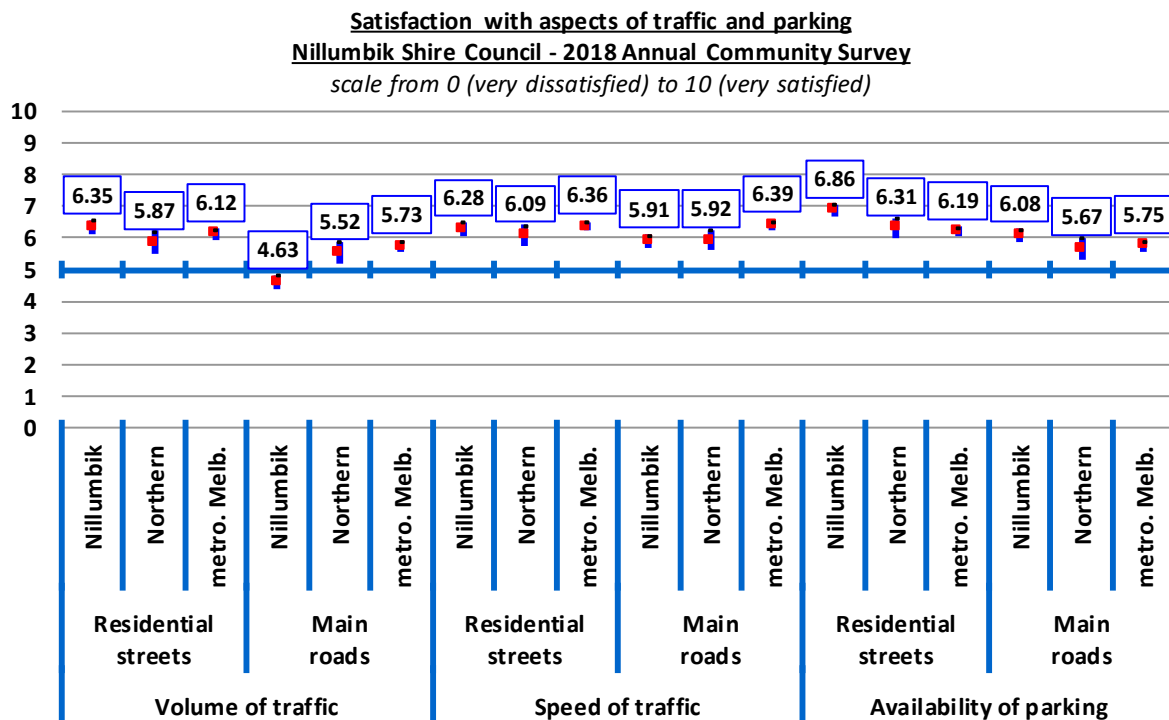


A comparison of satisfaction with the 2017 metropolitan Melbourne and northern region councils’ average satisfaction with traffic and parking is outlined in the following graph.

These results highlight the level of community concern in the Nillumbik Shire with the volume of traffic on main roads compared to the metropolitan Melbourne average, which is important given that satisfaction with the volume of traffic on main roads was categorised as “poor” across metropolitan Melbourne.

- ⊗ **Volume of traffic** – satisfaction with the volume of traffic on local streets was almost identical to the metropolitan Melbourne average, and marginally higher than the northern region council’s average. Satisfaction with the volume of traffic on main roads was however significantly lower than both the northern region council’s and metropolitan Melbourne averages.
- ⊗ **Speed of traffic** – satisfaction with the speed of traffic on local streets was similar to both the metropolitan Melbourne and northern region council’s average satisfaction. Satisfaction with the speed of traffic on main roads was identical to the northern region councils average, and measurably lower than the metropolitan Melbourne average.
- ⊗ **Availability of parking** - satisfaction with the availability of parking, particularly on residential streets but also on main roads measurably higher in the Nillumbik Shire than both the metropolitan Melbourne and northern region council’s averages.

Metropolis Research notes that this picture of satisfaction with traffic and parking in the Nillumbik Shire compared to the metropolitan Melbourne and northern region councils’ averages is consistent with that observed in 2017.



## Volume of traffic

Satisfaction with the volume of traffic on residential streets has trended higher over time, and the 2018 result of 6.35 was the highest level of satisfaction recorded for this question. This is only the third year out of seven that satisfaction with the volume of traffic on residential streets was categorised as “solid”.

Satisfaction with the volume of traffic on main roads however has consistently been recorded at levels categorised as “very poor” (2013 and 2016) or “extremely poor” (2011, 2014, 2015, 2017, and 2018).

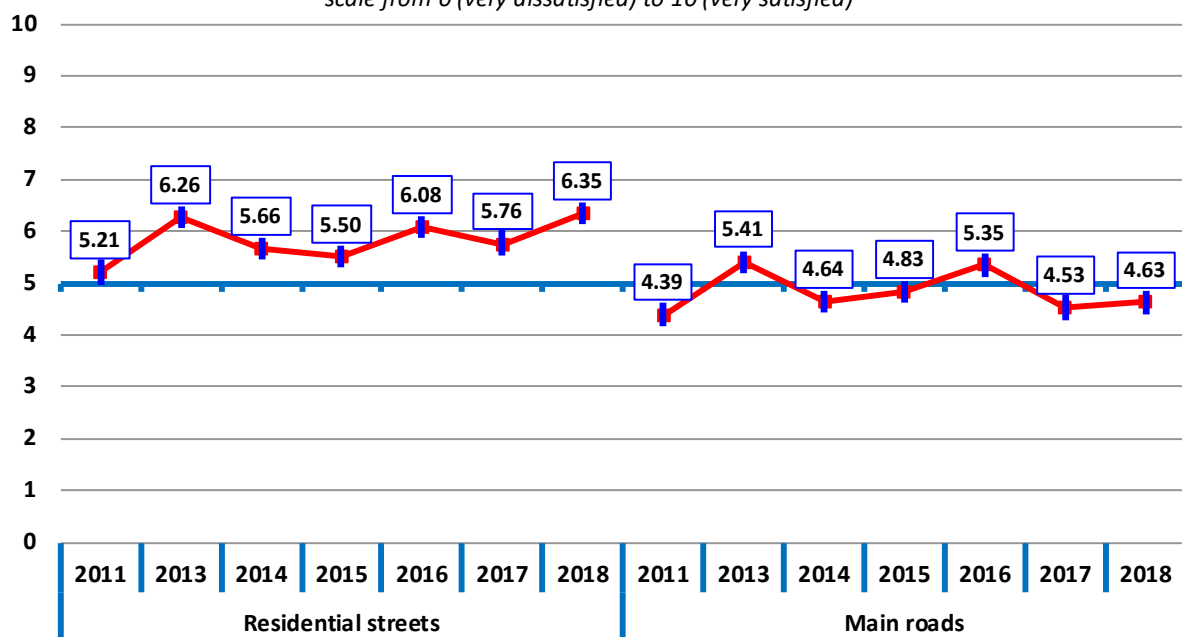
It is noted that approximately one-third (38.0%) of respondents were very satisfied with the volume of traffic on residential streets, whilst a little more than one-sixth (18.7%) were dissatisfied.

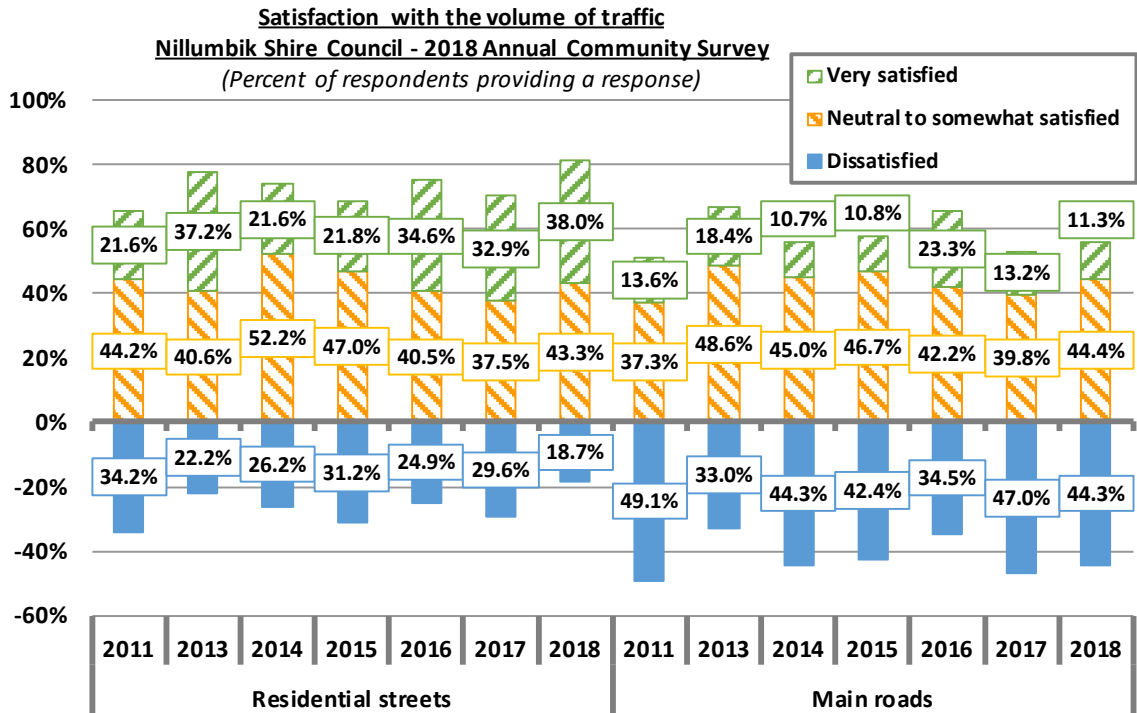
A very different picture is clear in relation to the volume of traffic on main roads, with a little less than half (44.3%) of respondents in 2018 dissatisfied with this, and just 11.3% were very satisfied.

This extremely poor level of satisfaction with the volume of traffic on main roads is reflected in several questions included in the *Annual Community Survey*, including the issues to address in Nillumbik which found that one-third (33.7%) of respondents identified “traffic management” related issues as one of the top three issues to address in Nillumbik in the next twelve months.

Some of the issues identified as a top three issue to address in Nillumbik are related to local traffic management, however the bulk relate to issues around congestion and commuting times.

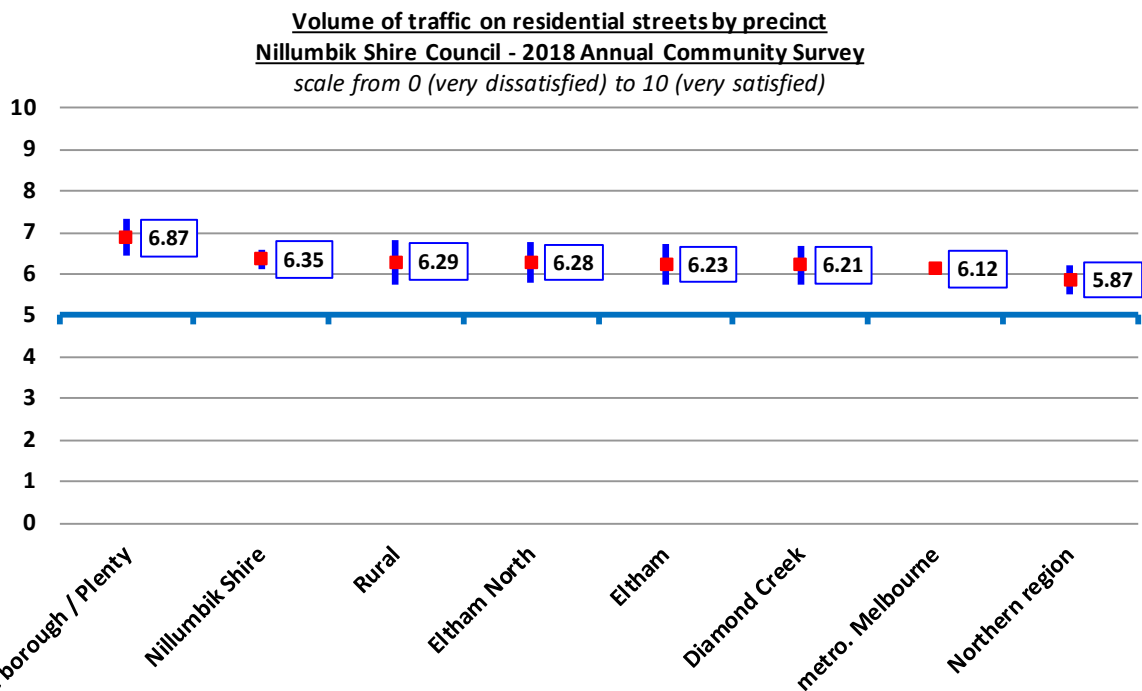
**Satisfaction with the volume of traffic on residential streets and main roads**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*





There was some measurable variation in satisfaction with the volume of traffic on residential streets observed across the municipality, with attention drawn to the following:

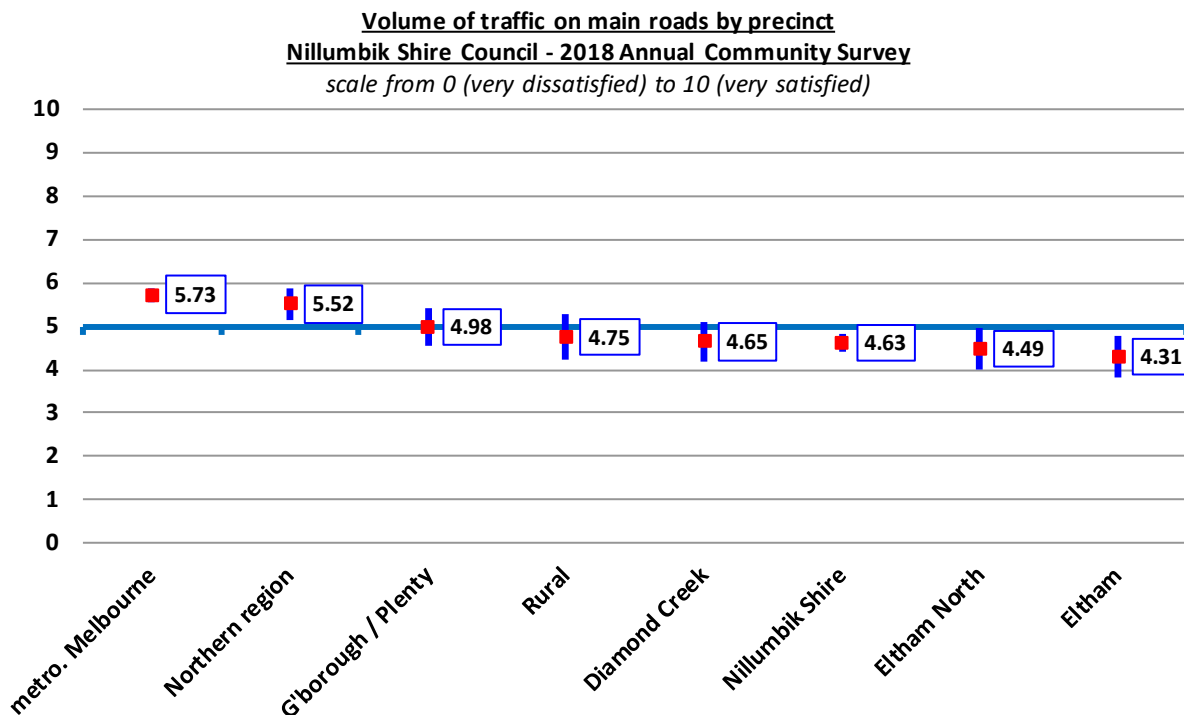
- **Greensborough / Plenty** – respondents rated satisfaction with the volume of traffic on residential streets measurably and significantly higher than the municipal average and at a level categorised as “good”.
- **Nillumbik Shire** – respondents rated satisfaction somewhat higher than the metro. Melbourne average, and measurably higher than the northern region councils’ average, which was rated at a level categorised as “poor”.





A very different picture is clear in relation to satisfaction with the volume of traffic on main roads, as outlined in the following graph. Attention is drawn to the following:

- **Nillumbik Shire** – respondents rated satisfaction with the volume of traffic on main roads measurably and significantly lower than both the 2017 metropolitan Melbourne and northern region councils’ average.
- **Greensborough / Plenty** – respondents rated satisfaction with the volume of traffic on main roads measurably higher than the municipal average however still at a level categorised as “extremely poor”.



### Speed of traffic

Satisfaction with the speed of traffic on residential streets increased for the second consecutive year, up from a low of 5.79 (rated as “poor”) in 2016 to 6.28 in 2018, and is now at a level categorised as “solid”. Consistent with this “solid” level of satisfaction, there were more respondents very satisfied with the speed of traffic on residential streets (35.6%) than dissatisfied (21.0%).

Satisfaction with the speed of traffic on main roads however has remained remarkably stable at or around a little less than six out of ten since 2013. In 2018, satisfaction declined marginally but not measurably to 5.91, a level categorised as “poor”.

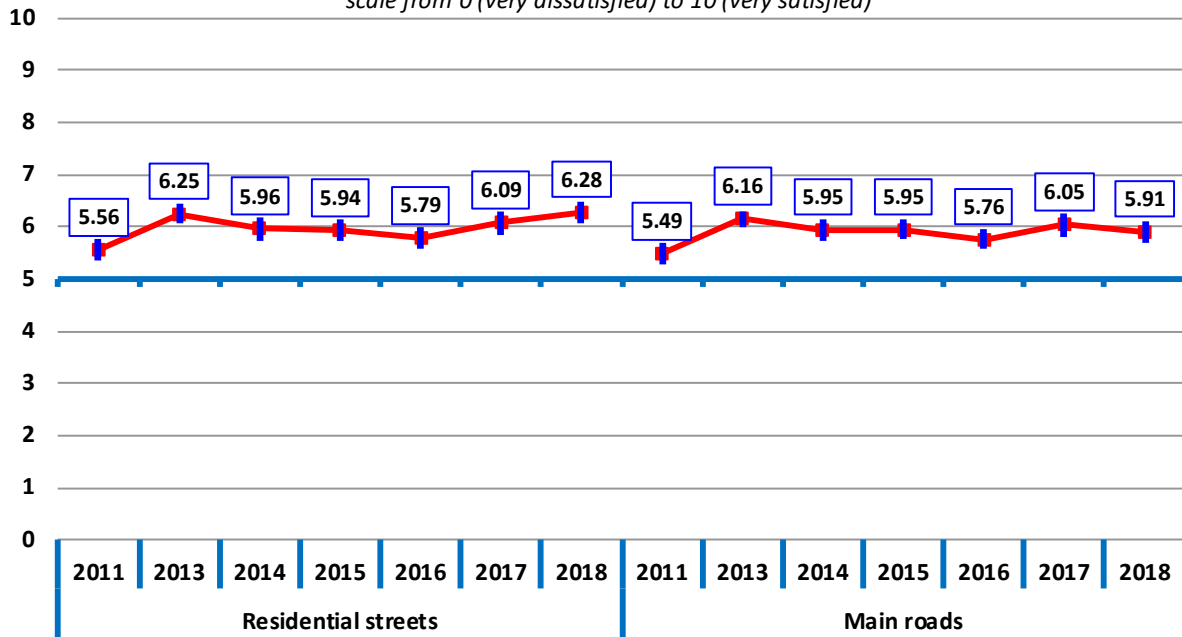
Metropolis Research notes that, despite the stable average satisfaction the proportion of respondents dissatisfied with the speed of traffic on main roads has increased almost every year from the low of approximately one-sixth (16.7%) in 2013 to more than one-quarter (28.0%) in 2018.



**Satisfaction with the speed of traffic on residential streets and main roads**

**Nilumbik Shire Council - 2018 Annual Community Survey**

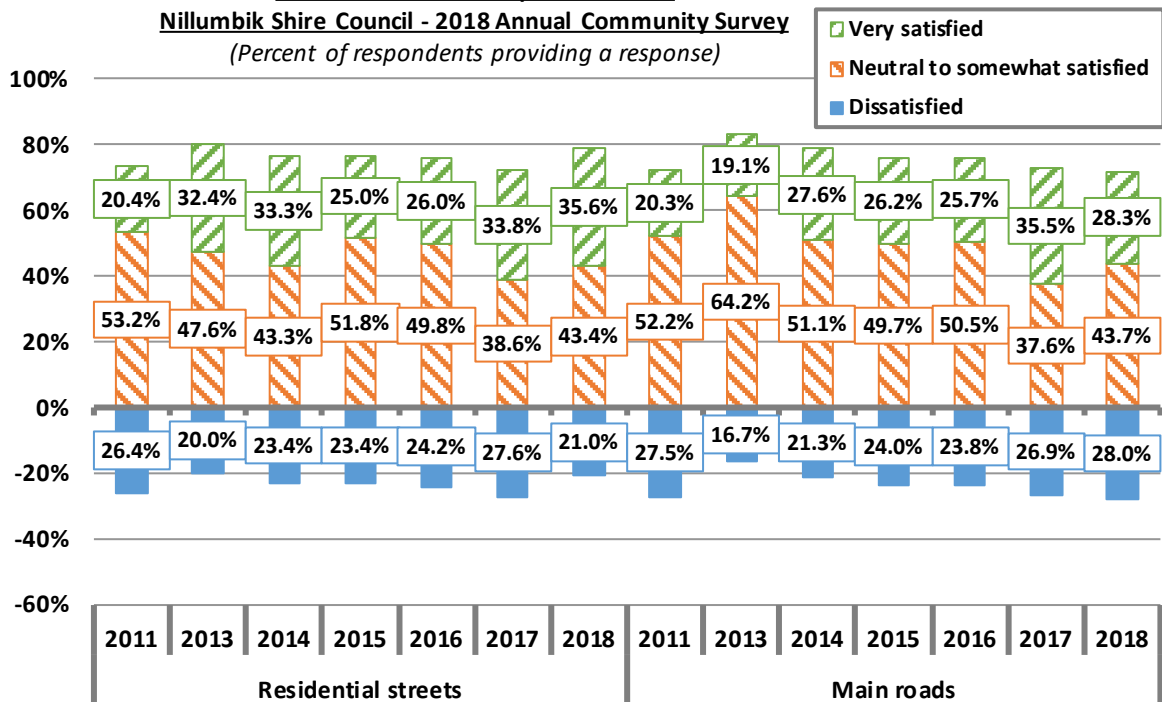
scale from 0 (very dissatisfied) to 10 (very satisfied)



**Satisfaction with the speed of traffic**

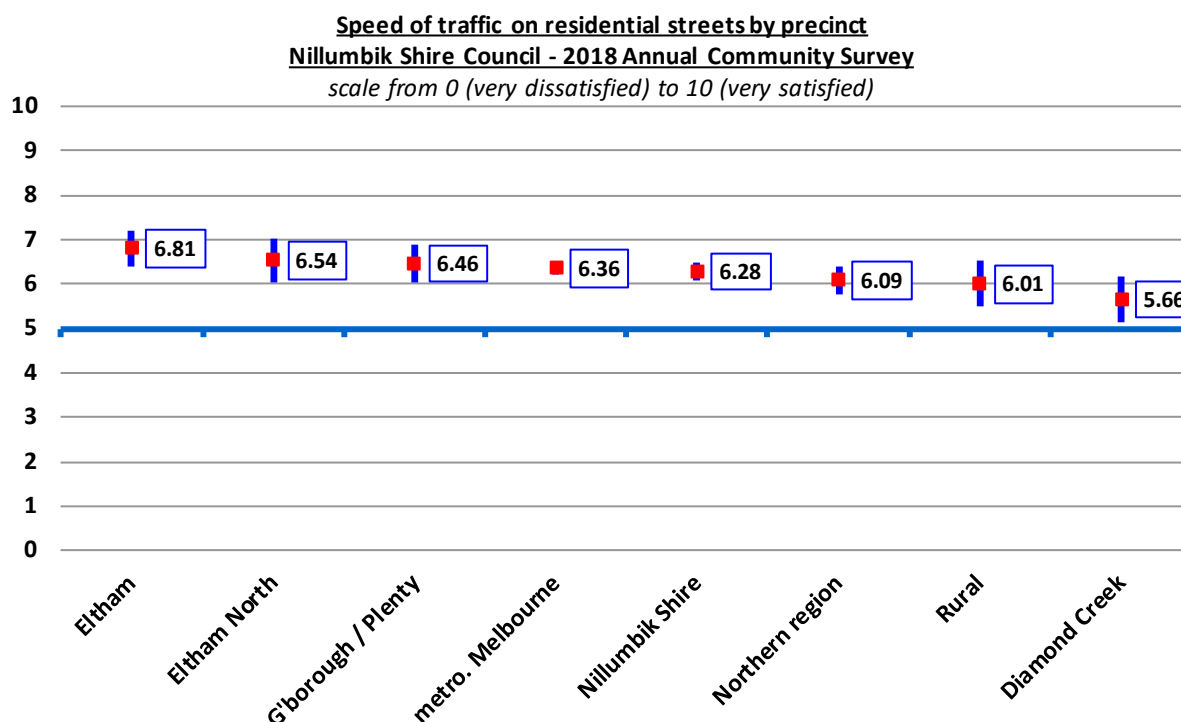
**Nilumbik Shire Council - 2018 Annual Community Survey**

(Percent of respondents providing a response)



There was some measurable variation in satisfaction with the speed of traffic on residential streets observed across the municipality, with attention drawn to the following:

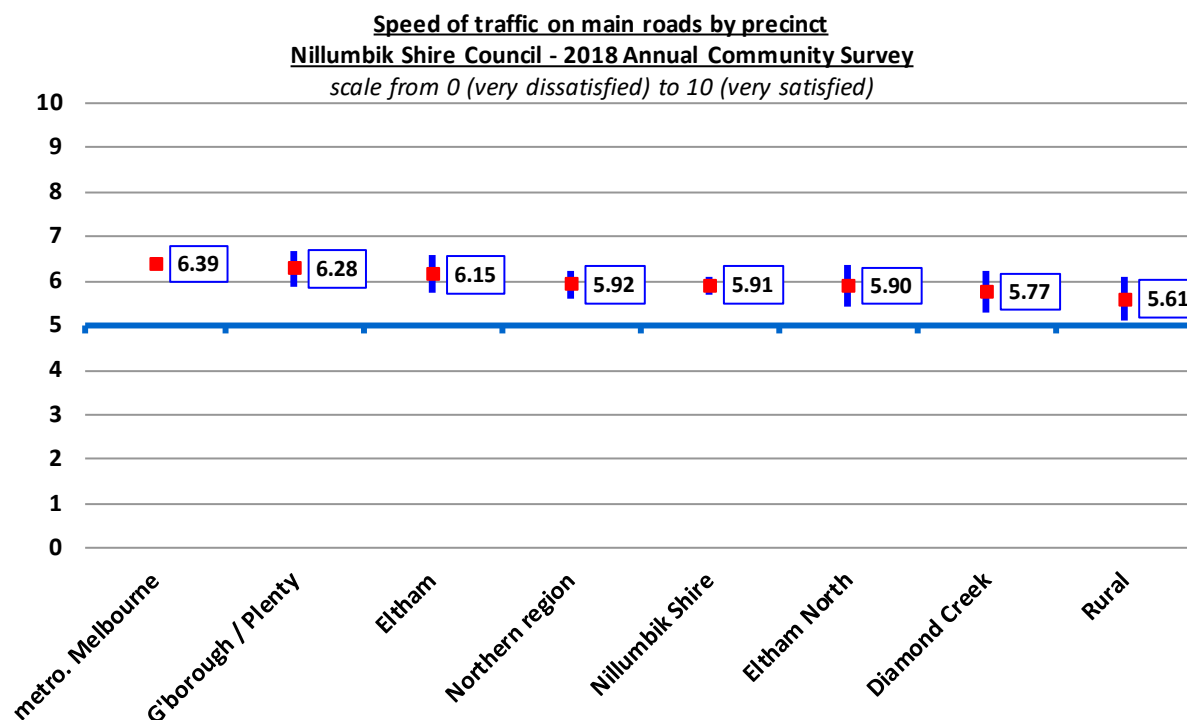
- **Nillumbik Shire** – respondents rated satisfaction marginally but not measurably lower than the 2017 metropolitan Melbourne average, and marginally higher than the northern region councils’ average.
- **Eltham** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average and at a level categorised as “good”.
- **Diamond Creek** – respondents rated satisfaction measurably and significantly lower than the municipal average and at a level categorised as “poor”.



Whilst there was no statistically significant variation in satisfaction with the speed of traffic on main roads observed across the municipality, attention is drawn to the following:

- **Nillumbik Shire** – respondents rated satisfaction with the speed of traffic on main roads measurably and significantly lower than the metropolitan Melbourne average (rated as “solid”), and almost identical to the northern region councils’ average.
- **Greensborough / Plenty and Eltham** – respondents rated satisfaction with the speed of traffic on main roads somewhat, albeit not measurably higher than the municipal average.
- **Rural** – respondents rated satisfaction with the speed of traffic on main roads somewhat, albeit not measurably lower than the municipal average.





### Reasons for dissatisfaction with the speed of traffic

Respondents that were dissatisfied with the speed of traffic on either residential streets or main roads were asked whether they considered the speed to be “too fast” or “too slow”.

Consistent with the results recorded in previous years as well as results observed elsewhere across metropolitan Melbourne by Metropolis Research, there was a significant variation in this result between residential streets and main roads, as follows:

- **Residential streets** - the overwhelming majority (83.0%) of respondents dissatisfied with the speed of traffic on residential streets considered the speed to be “too fast”.
- **Main roads** – a little less than two-thirds (62.2%) of respondents dissatisfied with the speed of traffic on main roads considered the speed to be “too slow”.

**Reasons for dissatisfaction with speed of traffic**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
*(Number and percent of respondents dissatisfied with speed of traffic)*

Response	Local roads		Main roads	
	Number	Percent	Number	Percent
Too fast	83	83.0%	51	37.8%
Too slow	17	17.0%	84	62.2%
Not stated	2		3	
<b>Total</b>	<b>102</b>	<b>100%</b>	<b>138</b>	<b>100%</b>



## Availability of parking

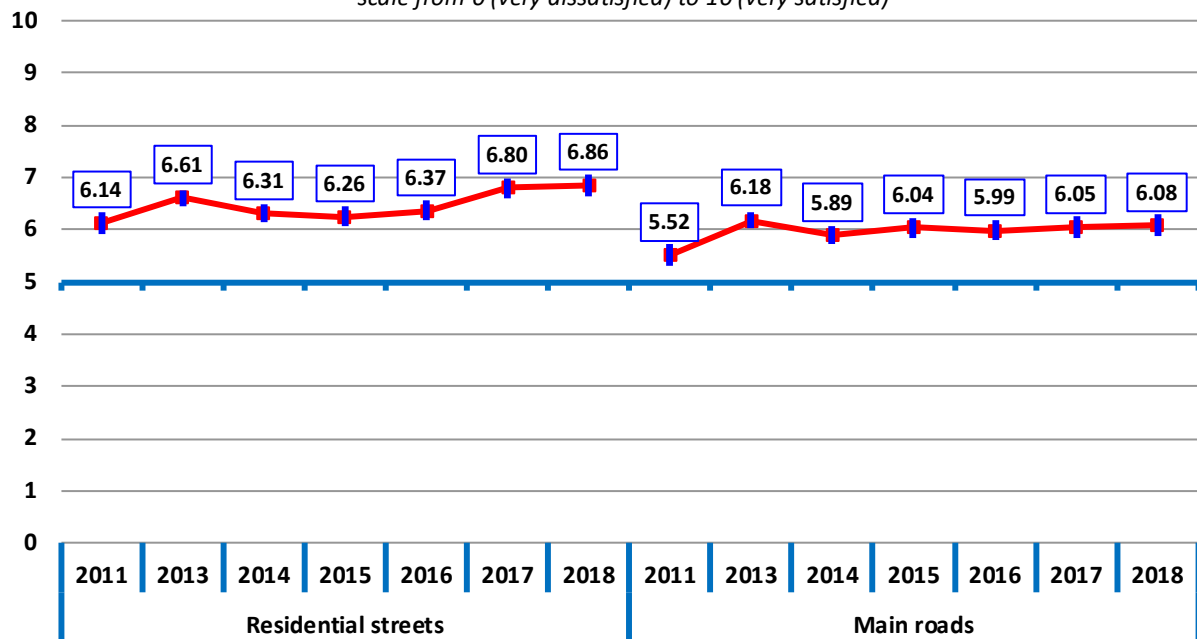
Satisfaction with the availability of parking on residential streets increased for the second consecutive year to 6.86 and is now at it highest level recorded since the program commenced in 2011. Despite this increase, satisfaction remains at a level categorised as “good”.

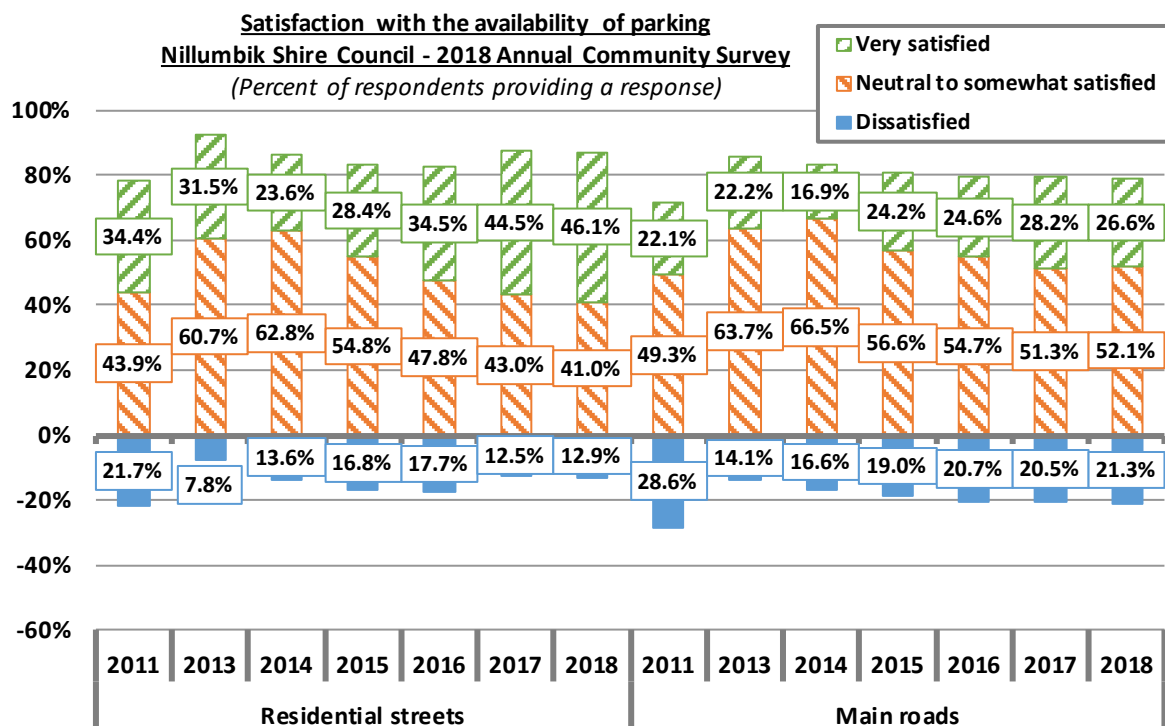
Attention is drawn to the fact that almost half (46.1%) of respondents were very satisfied with the availability of parking on residential streets, whilst 12.9% were dissatisfied.

Satisfaction with the availability of parking on main roads has remained remarkably stable since 2013 at approximately six and remains categorised as “solid”.

Consistent with the consistently “solid” level of satisfaction with the availability of parking on main roads, respondents were relatively evenly distributed, with approximately one-quarter (26.6%) very satisfied (rating eight or more), approximately half (52.1%) were neutral to somewhat satisfied, and a little more than one-fifth (21.3%) were dissatisfied.

**Satisfaction with the availability of parking on residential streets and main roads**  
**Nilumbik Shire Council - 2018 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*





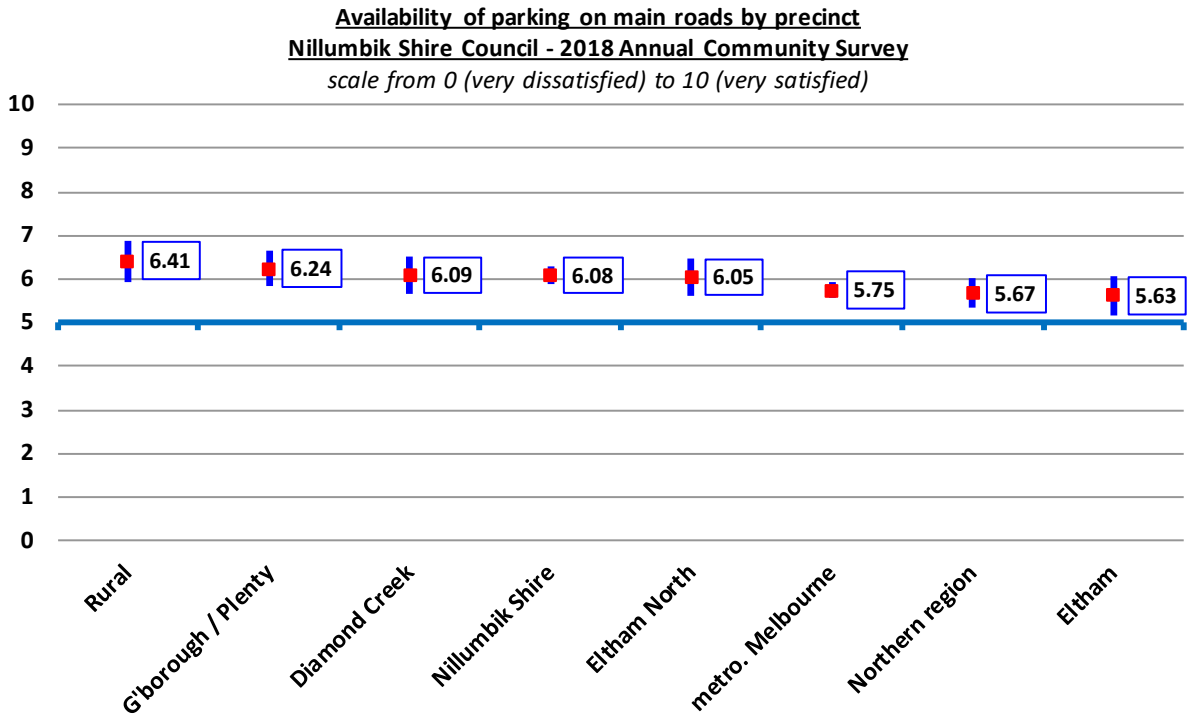
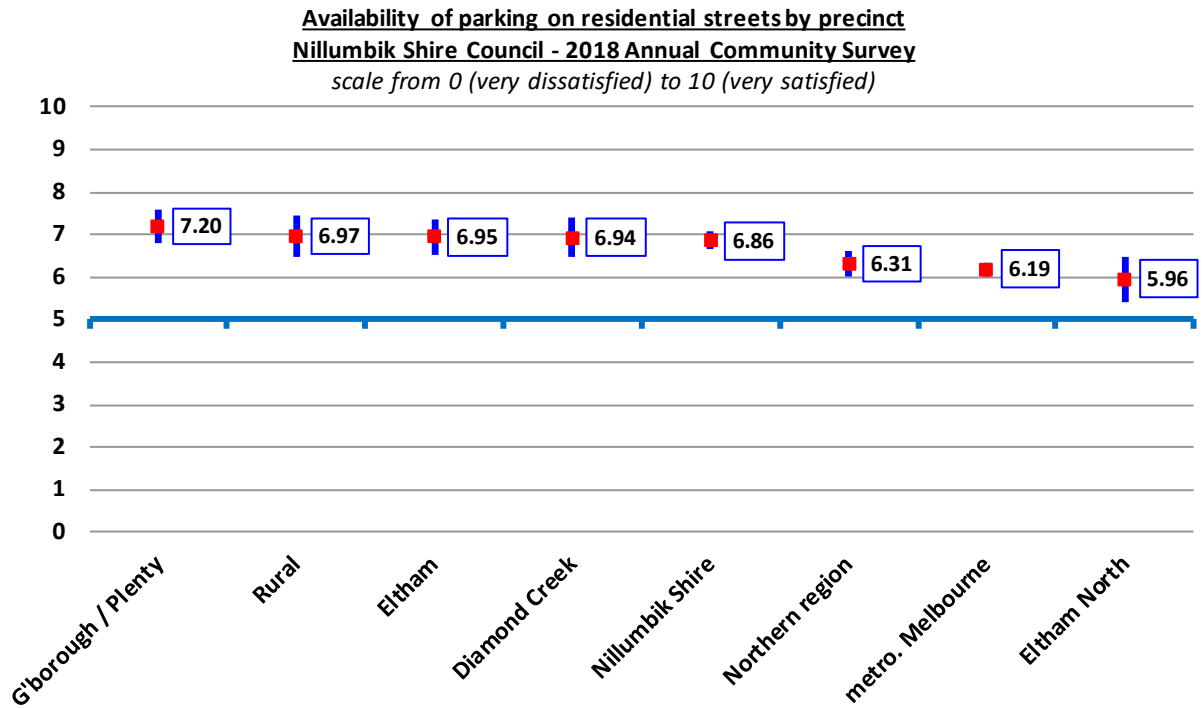
There was measurable and significant variation in satisfaction with the availability of parking on residential streets observed across the municipality, with attention drawn to the following:

- **Greensborough / Plenty** – respondents rated satisfaction with the availability of parking on residential streets somewhat, albeit not measurably higher than the municipal average.
- **Nillumbik Shire** – respondents rated satisfaction with the availability of parking on residential streets measurably and significantly higher than the 2017 metropolitan Melbourne and northern region councils’ average, both of which were rated as “poor”.
- **Eltham North** – respondents rated satisfaction with the availability of parking on residential streets measurably and significantly lower than the municipal average and at a level categorised as “poor”.

There was measurable and significant variation in satisfaction with the availability of parking on residential streets observed across the municipality, with attention drawn to the following:

- **Rural precinct and Greensborough / Plenty** – respondents rated satisfaction with the availability of parking on main roads somewhat, albeit not measurably higher than the municipal average.
- **Nillumbik Shire** – respondents rated satisfaction with the availability of parking on main roads measurably and significantly higher than the 2017 metropolitan Melbourne and northern region councils’ average, both of which were rated as “poor”.
- **Eltham North** – respondents rated satisfaction with the availability of parking on main roads measurably and significantly lower than the municipal average and at a level categorised as “poor”.





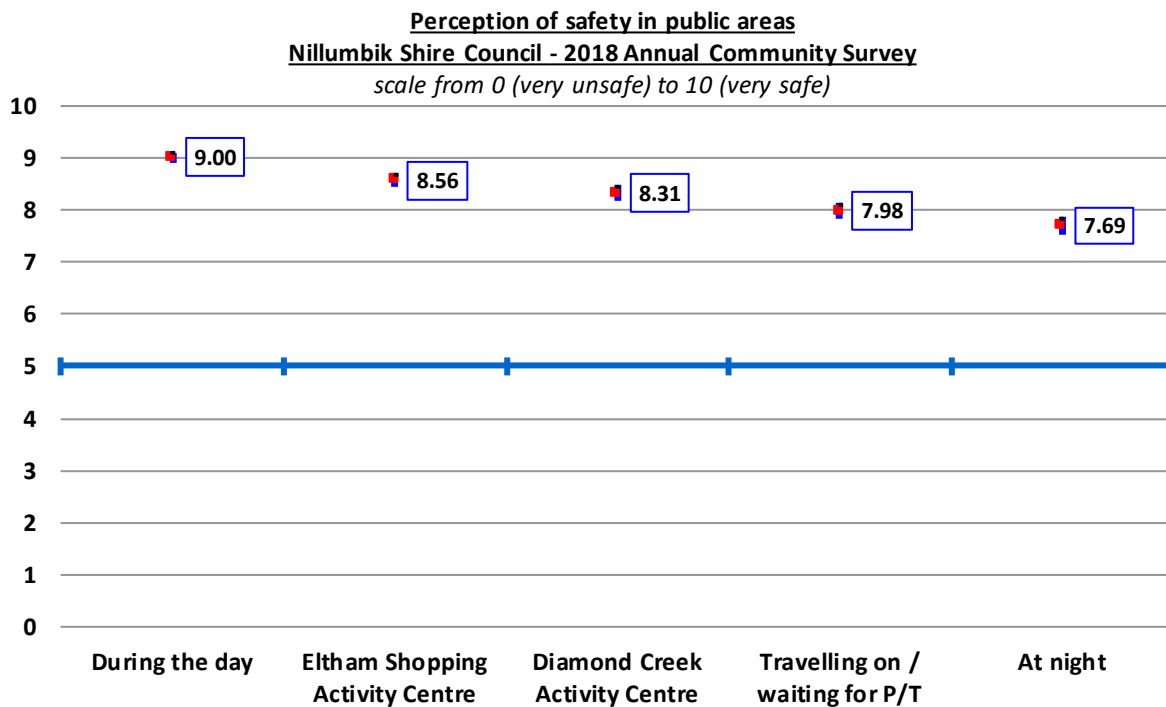
## Perception of safety in public areas of Nillumbik

Respondents were asked:

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

The perception of safety in the public areas of the Nillumbik Shire remains very high, particularly the perception of safety during the day.

These results when read in conjunction with the fact that just eighteen respondents (3.6%) raised crime and safety related issues as one of the top three issues to address in the Nillumbik Shire in the next twelve months. Metropolis Research notes that this is just one-quarter the metropolitan Melbourne average as recorded in the 2017 *Governing Melbourne* research.

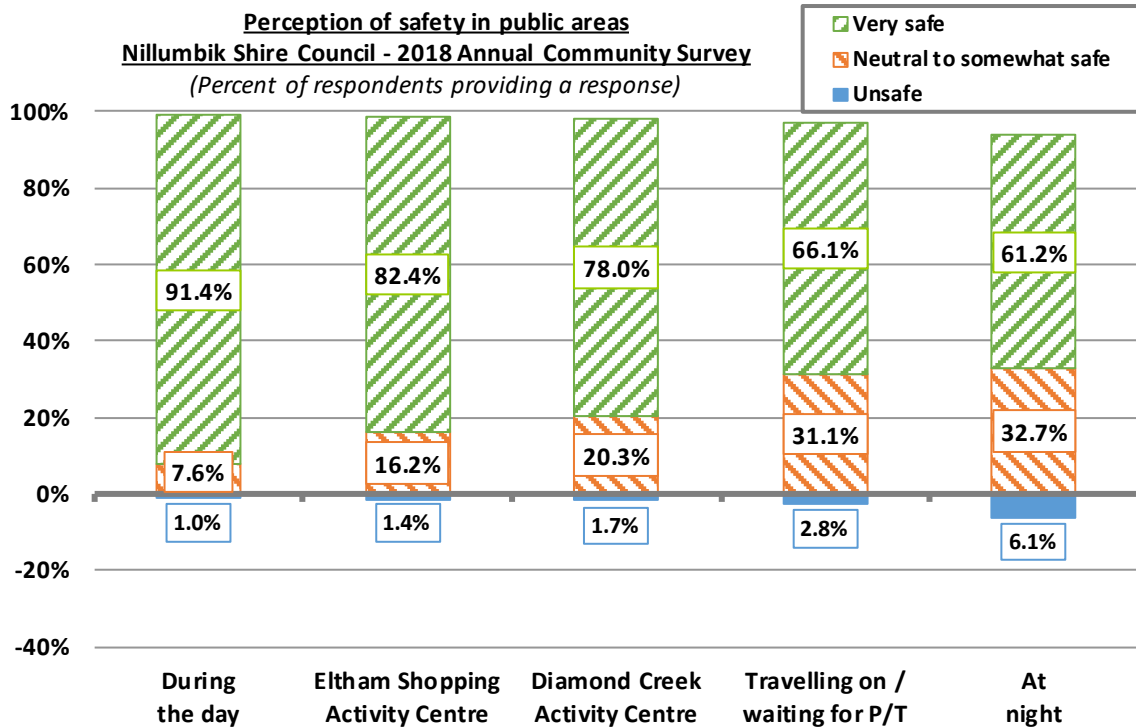


Particular attention is drawn to the fact that almost two-thirds (61.2%) of respondents rated their perception of safety in the public areas of the Nillumbik Shire at night as very safe (i.e. eight or more out of ten). Conversely just 6.1% of respondents felt unsafe at night.

By way of comparison the metropolitan Melbourne average was 41.2% very safe and 16.9% unsafe.

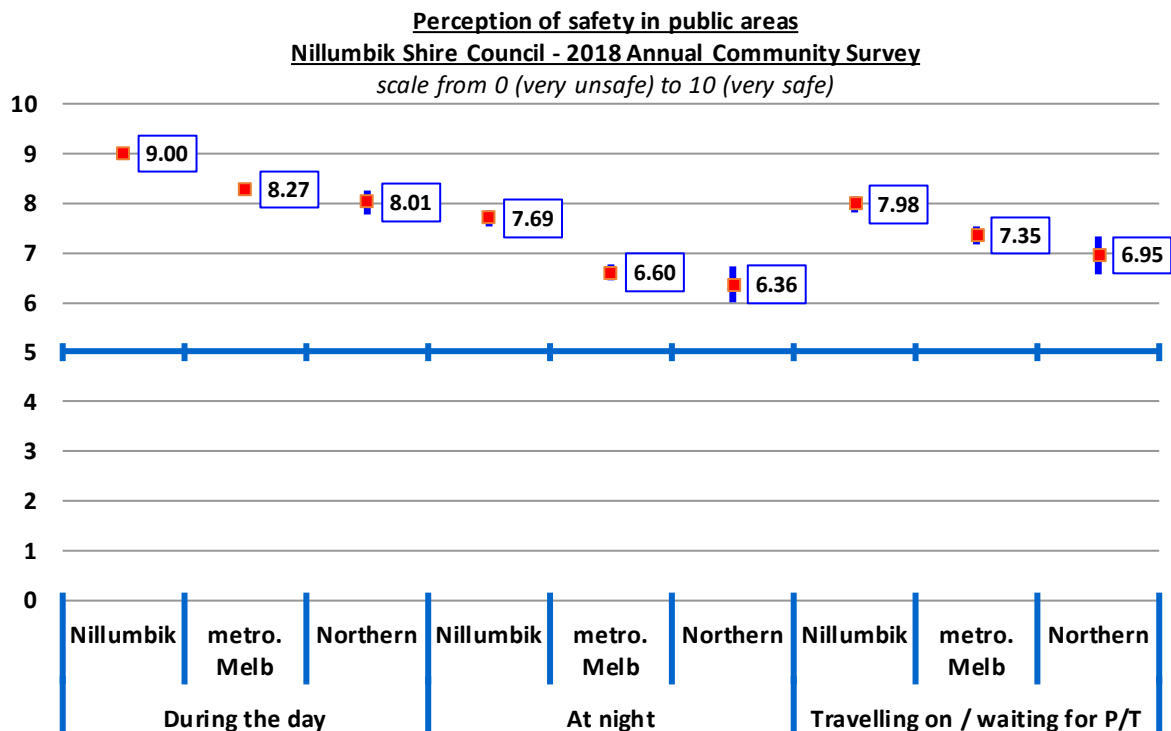






Metropolis Research notes that the perception of safety in the public areas of the Nillumbik Shire during the day, at night, and travelling on / waiting for public transport was measurably and significantly higher than both the 2017 metropolitan Melbourne and northern region councils' average perception of safety.

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



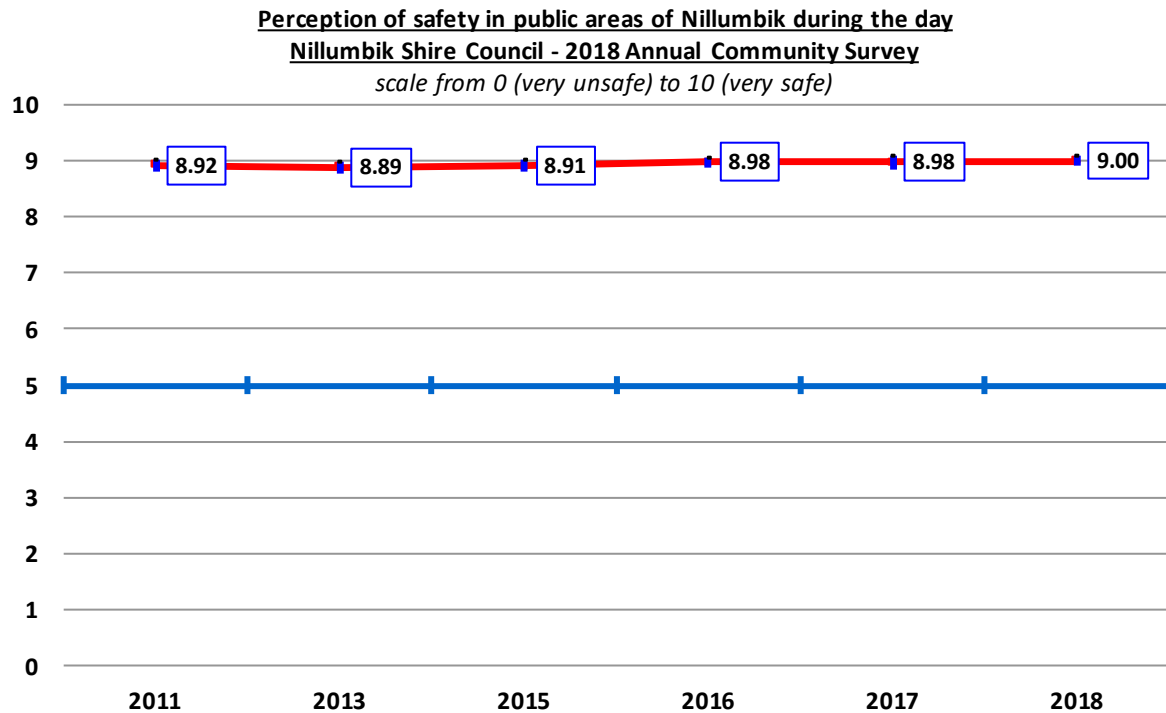
**Perception of safety in public areas**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
 (Number and percent of respondents providing a response)

Aspect	Survey	Unsafe	Neutral to somewhat safe	Very safe	Can't say
During the day	2011	0.9%	8.5%	90.6%	11
	2013	1.3%	8.6%	90.1%	5
	2015	0.6%	9.2%	90.2%	8
	2016	0.2%	6.1%	93.8%	9
	2017	1.0%	7.6%	91.4%	5
	2018	1.0%	7.6%	91.4%	17
At night	2011	8.1%	50.9%	41.0%	121
	2013	9.7%	40.4%	49.9%	98
	2015	9.9%	37.4%	52.7%	105
	2016	4.6%	40.7%	54.6%	40
	2017	9.6%	30.7%	59.7%	39
	2018	6.1%	32.7%	61.2%	31
Travelling on / waiting for P/T	2011	1.7%	36.9%	61.5%	61
	2013	2.3%	27.3%	70.4%	41
	2015	2.0%	28.8%	69.2%	52
	2016	3.3%	38.0%	58.6%	107
	2017	6.7%	32.9%	60.4%	108
	2018	2.8%	31.1%	66.1%	102
Eltham Shopping Activity Centre	2011	3.9%	49.6%	46.3%	30
	2013	6.3%	40.9%	52.8%	25
	2015	7.9%	33.4%	58.7%	38
	2016	0.7%	23.5%	75.8%	67
	2017	1.7%	16.2%	82.1%	73
	2018	1.4%	16.2%	82.4%	85
Diamond Creek Activity Centre	2011	3.9%	49.6%	46.3%	30
	2013	6.3%	40.9%	52.8%	25
	2015	7.9%	33.4%	58.7%	38
	2016	0.7%	23.5%	75.8%	67
	2017	2.7%	25.6%	71.7%	181
	2018	1.7%	20.3%	78.0%	213



## Perception of safety during the day

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



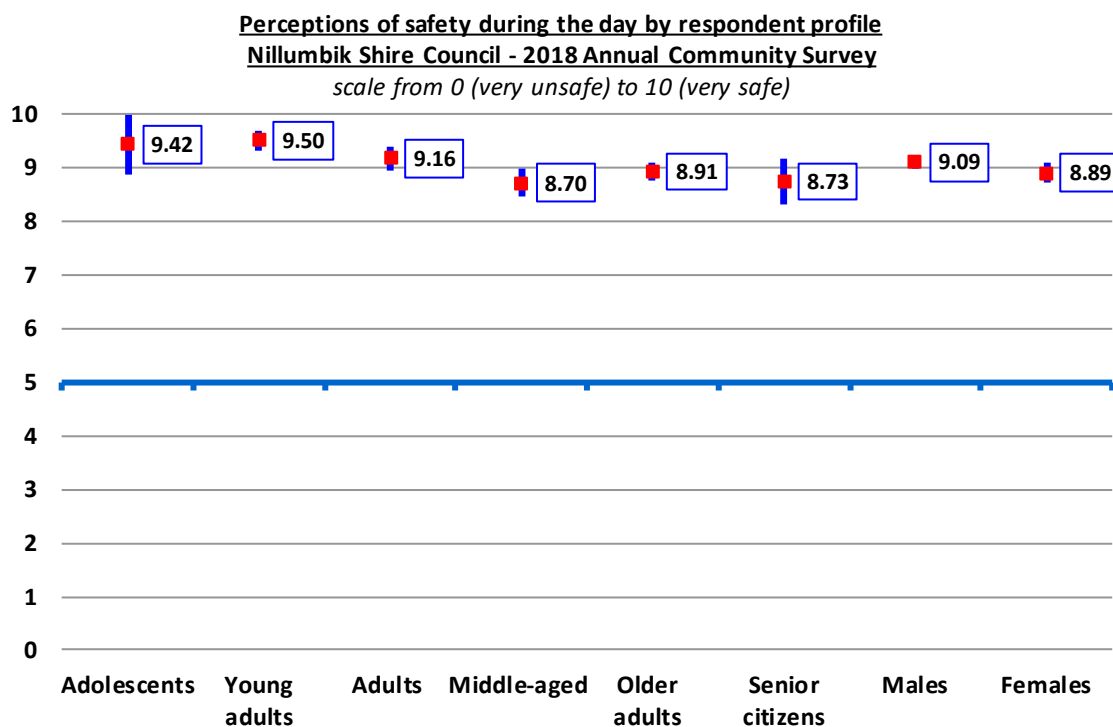
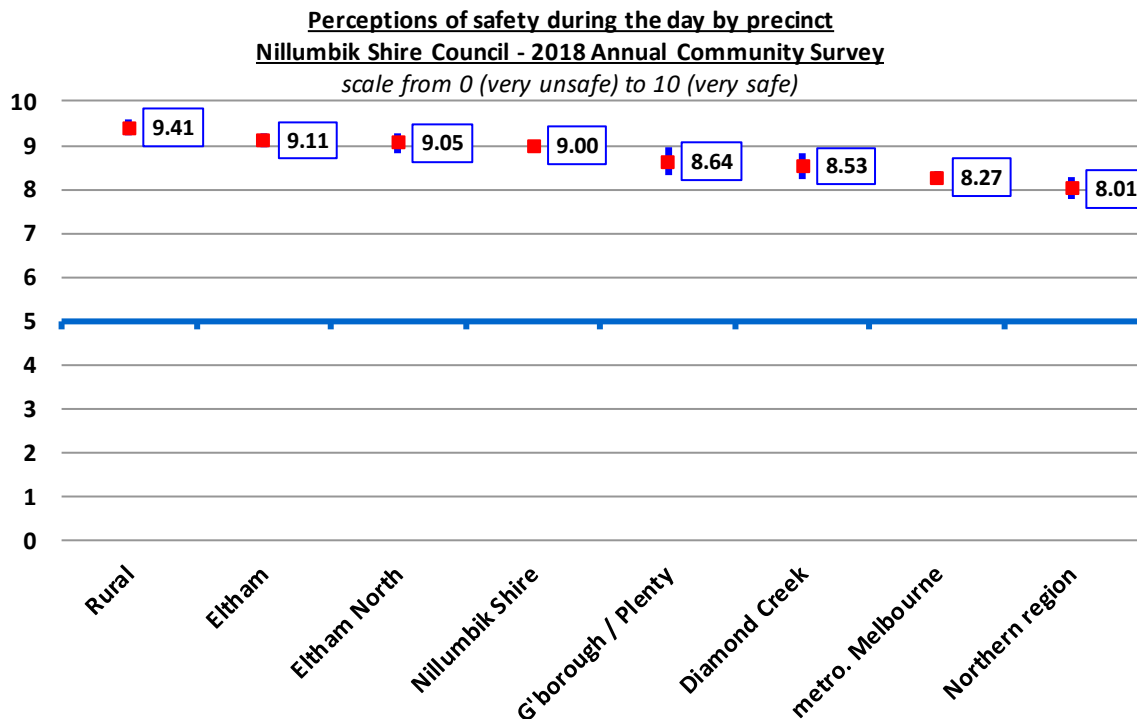
There was measurable variation in the perception of safety in the public areas of the Nillumbik Shire during the day observed across the municipality, with attention drawn to the following:

- **Rural precinct** – respondents rated their perception of safety during the day measurably and significantly higher than the municipal average.
- **Greensborough / Plenty and Diamond Creek** – respondents rated their perception of safety during the day measurably lower than the municipal average.
- **Nillumbik Shire** – respondents rated their perception of safety during the day measurably and significantly higher than both the metropolitan Melbourne and northern region councils' average.

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

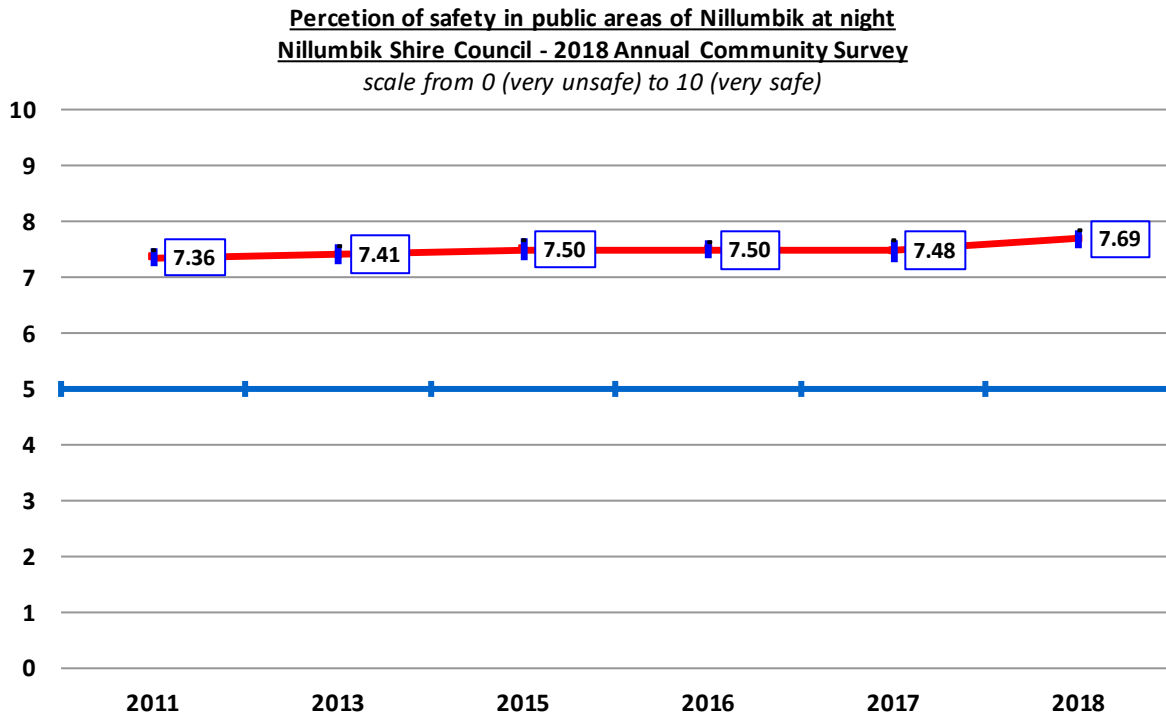
- **Adolescents and young adults (aged 15 to 34 years)** – respondents felt measurably safer during the day than the municipal average.
- **Middle-aged adults (aged 44 to 54 years) and senior citizens (aged 76 years and over)** – respondents felt marginally but not measurably less safe than the municipal average.
- **Gender** – male respondents felt somewhat, albeit not measurably (2.2%) safer than female respondents.





## Perception of safety at night

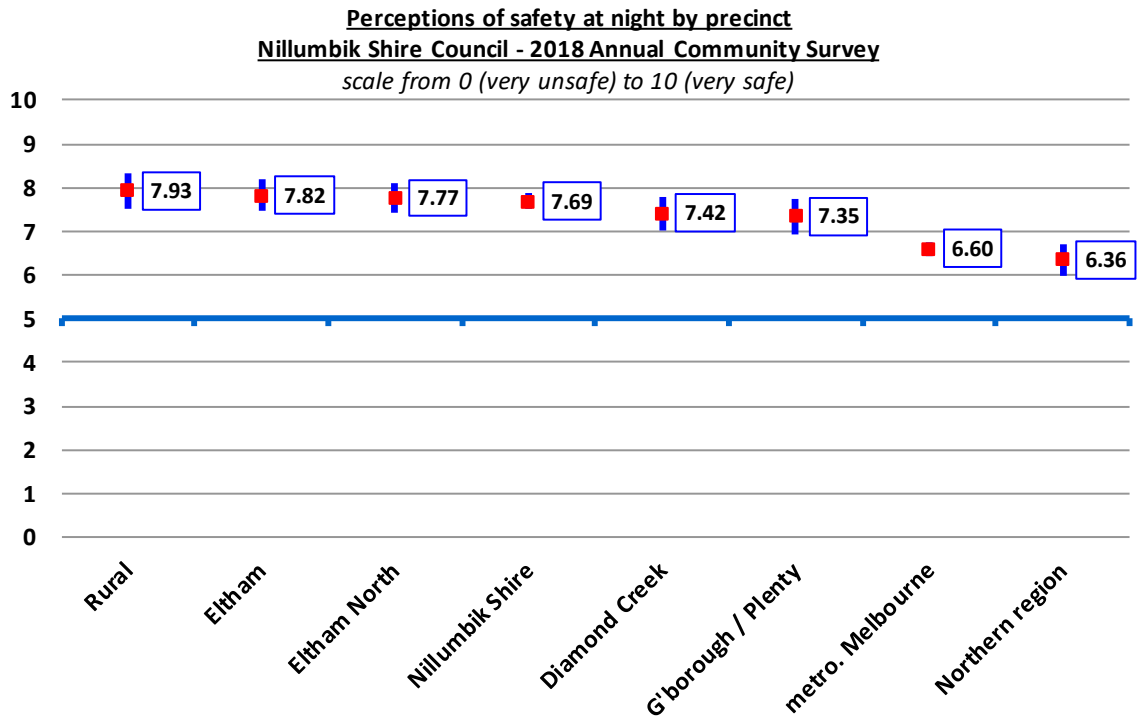
The perception of safety in the public areas of the Nillumbik Shire at night increased marginally but not measurably in 2018, up 2.8% to 7.69. This continues the long-term trend of the perception of safety at night in the Nillumbik Shire being significantly higher than the metropolitan Melbourne average.



There was no statistically significant variation in the perception of safety in the public areas of Nillumbik Shire observed across the five precincts comprising the municipality, although attention is drawn to the following:

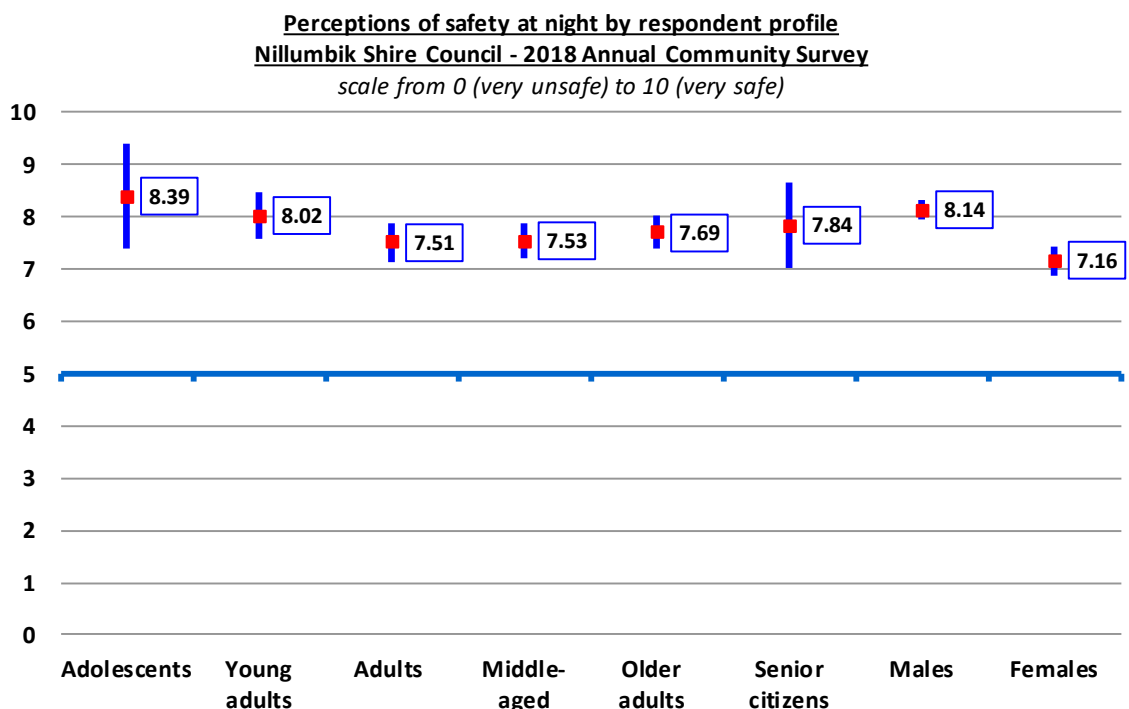
- **Rural precinct** – consistent with previous years, respondents rated their perception of safety at night somewhat, albeit not measurably higher than the municipal average.
- **Nillumbik Shire** – respondents rated their perception of safety at night measurably and significantly higher than both the 2017 metropolitan Melbourne and northern region councils' average perception.
- **Diamond Creek and Greensborough / Plenty** – respondents rated their perception of safety at night somewhat, albeit not measurably lower than the municipal average.





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

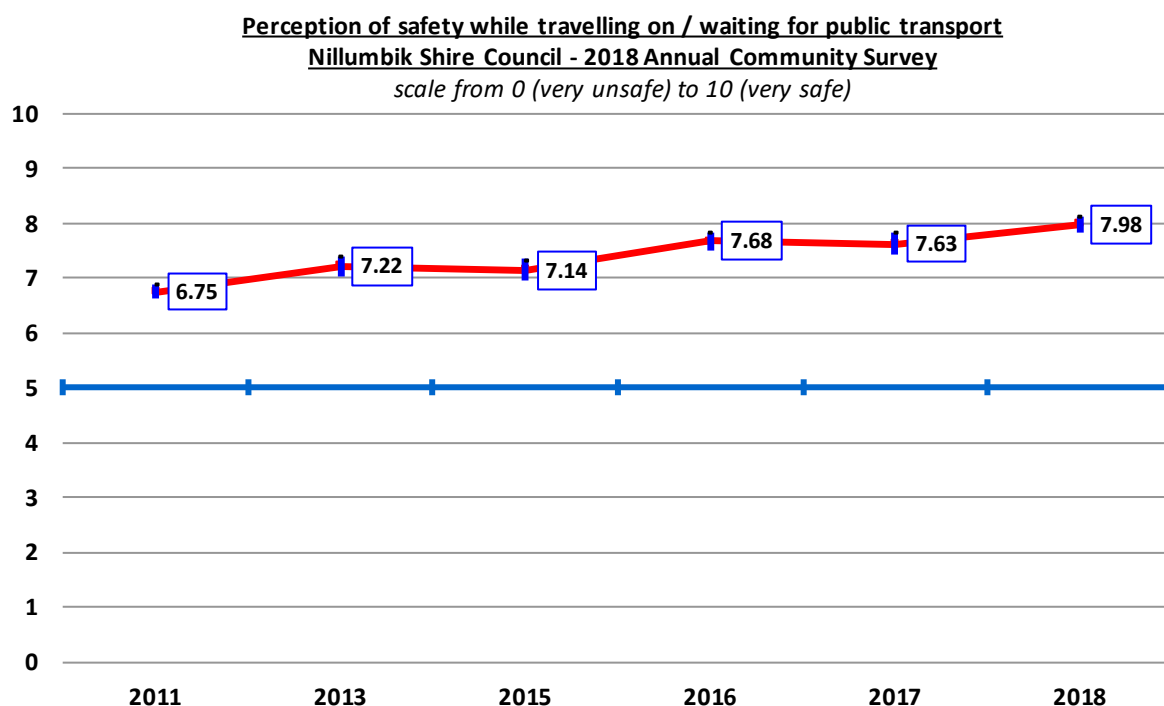
- **Adolescents and young adults (aged 15 to 34 years)** – respondents felt somewhat, albeit not measurably safer at night than the municipal average.
- **Adults and middle-aged adults (aged 35 to 54 years)** – respondents felt somewhat, albeit not measurably less safe than the municipal average.
- **Gender** – female respondents felt measurably and significantly (12.0%) less safe at night than male respondents.



## Perception of safety travelling on / waiting for public transport

The perception of safety travelling on / waiting for public transport has increased relatively steadily over the last seven years of the survey program, from a low of just 6.75 in 2011 to 7.98 this year.

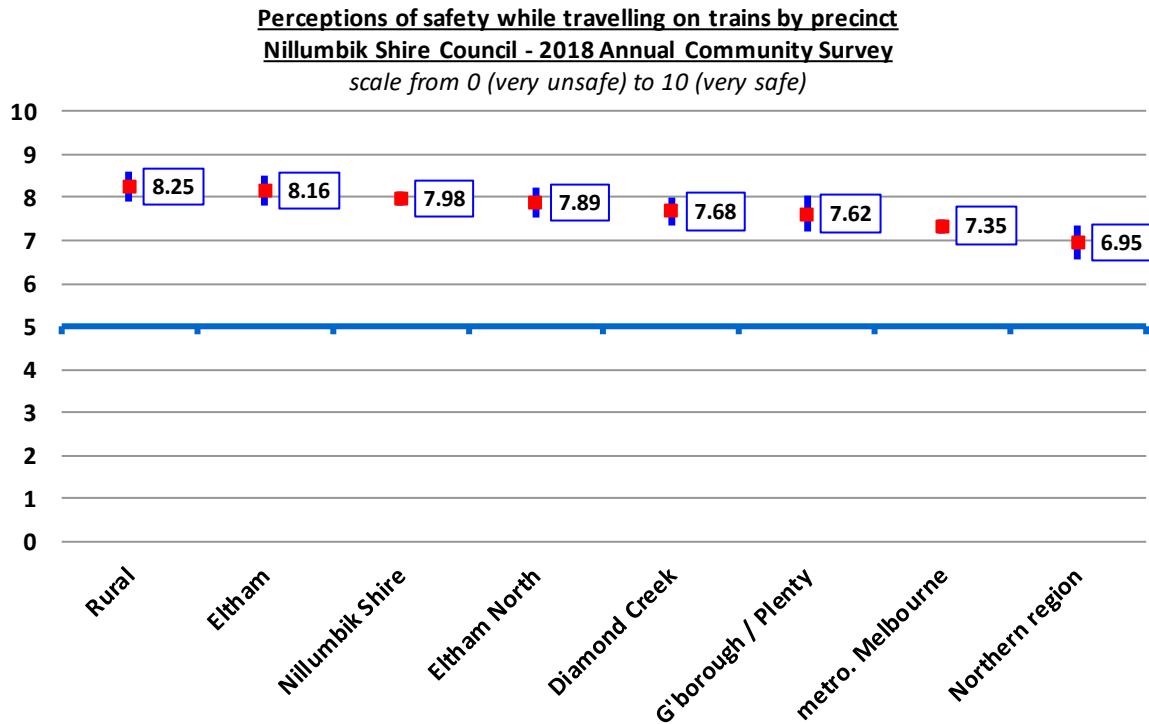
This is an increase in the perception of safety of 18.2%, which is a very strong increase and one that reflects a similar (20.3%) increase recorded across metropolitan Melbourne since 2010. This increase community confidence in safety on public transport may reflect state government initiatives such as increased Protective Officers and / or Police presence.



There was no statistically significant variation in the perception of safety travelling on or waiting for public transport observed across the municipality, although attention is drawn to the following:

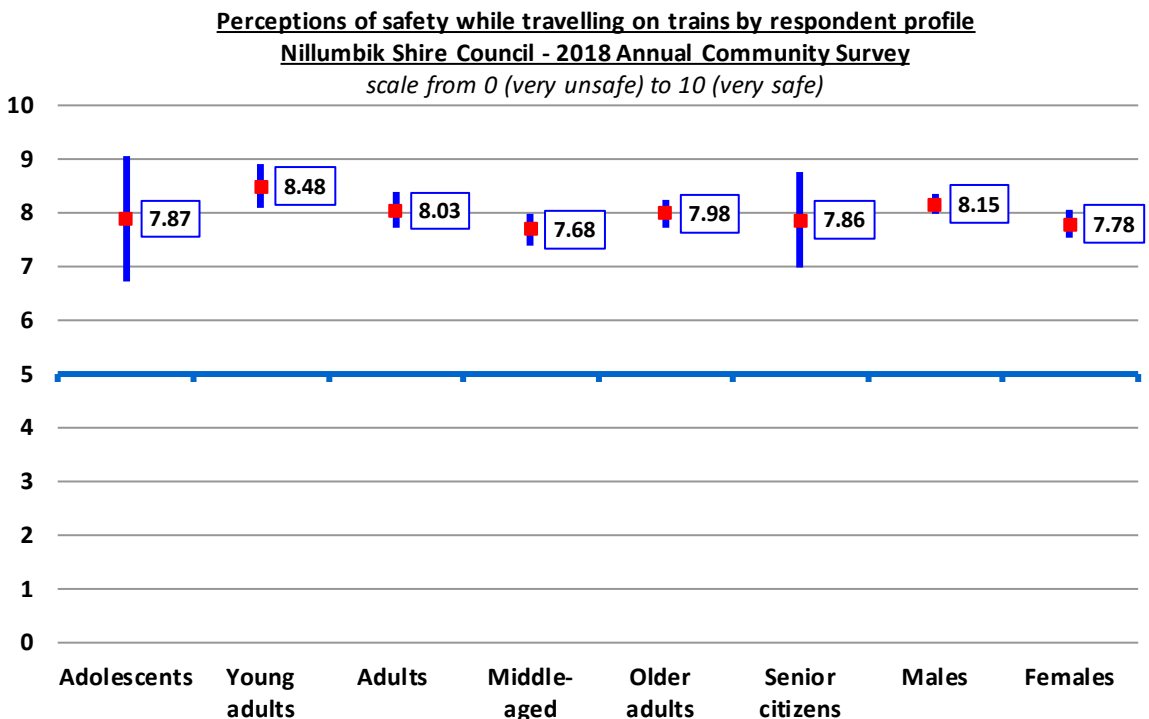
- **Rural precinct and Eltham** – respondents rated felt somewhat, albeit not measurably safer than the municipal average.
- **Diamond Creek and Greensborough / Plenty** – respondents felt somewhat, albeit not measurably less safe than the municipal average.
- **Nillumbik Shire** – respondents felt measurably and significantly safer travelling on / waiting for public transport than both the 2017 metropolitan Melbourne and northern region councils' averages.





Consistent with the results recorded for other aspects of safety, there was some variation observed by respondent profile. The 95% confidence intervals are larger for this set of results than for the perception of safety during the day and at night because not all respondents use public transport and were therefore able to answer the question.

- **Middle-aged adults (aged 45 to 54 years)** – respondents felt somewhat, albeit not measurably less safe than the municipal average.
- **Gender** – female respondents felt measurably (4.5%) less safe than male respondents.

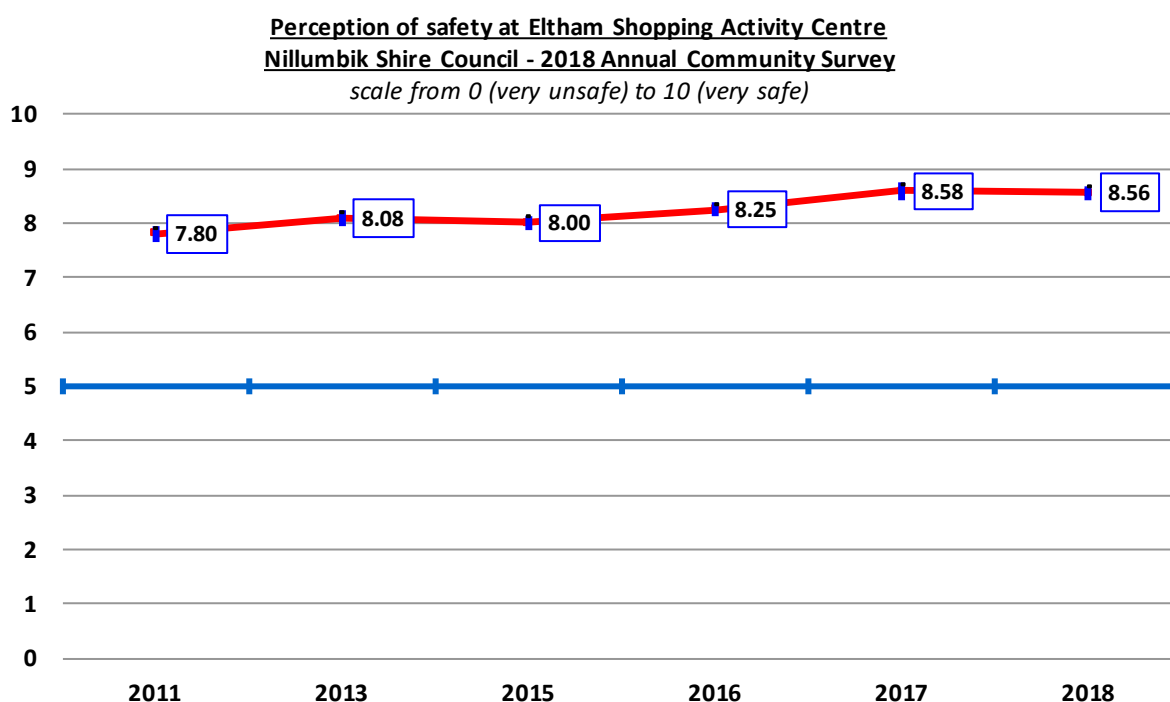




## Perception of safety at Eltham Shopping Activity Centre

The perception of safety in and around the Eltham Activity Centre remained stable at a very high level of 8.56 in 2018. Metropolis Research suggests that this result is likely to be at or around the peak that can reasonably be expected of the perception of safety in an activity centre. This result is not significantly lower than the perception of safety in the public areas of Nillumbik during the day (9.00).

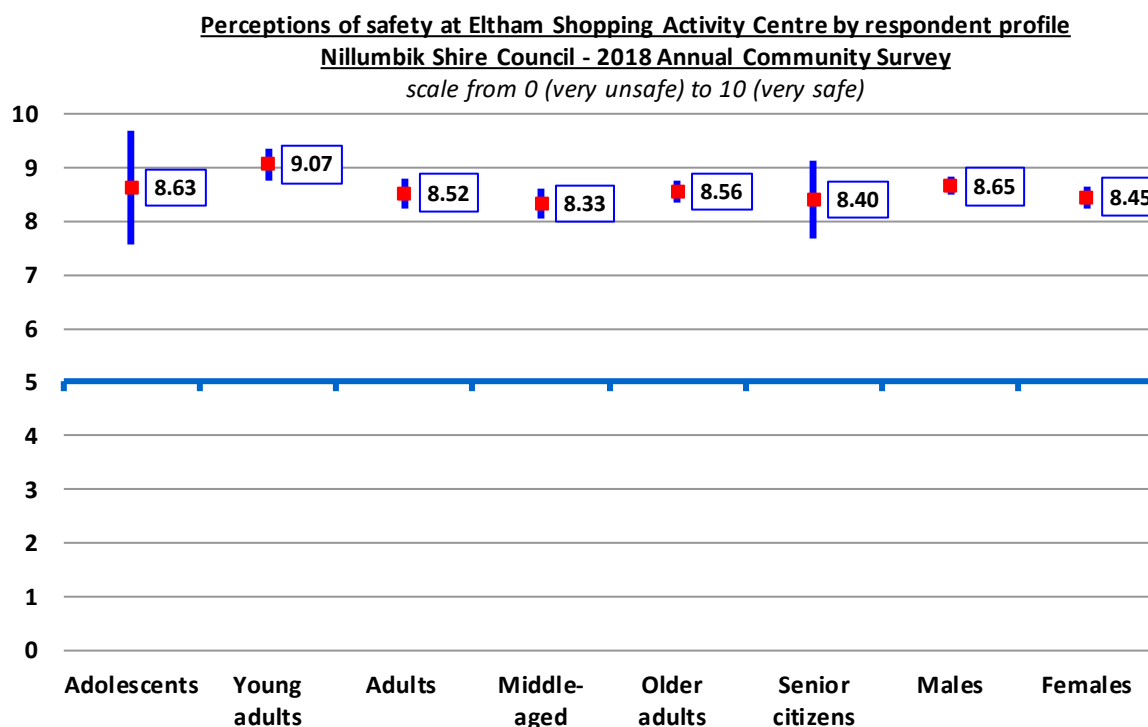
By way of comparison the average perception of safety “in and around the local activity centre” was recorded in the 2017 *Governing Melbourne* at 7.97 across metropolitan Melbourne and 7.63 for the northern region councils. Both these results were measurably lower than the Eltham Activity Centre result.



There was some variation in the perception of safety in and around the Eltham Activity Centre observed by respondent profile, with attention drawn to the following:

- **Young adults (aged 20 to 35 years)** – respondents felt measurably safer than the municipal average.
- **Gender** – female respondents felt marginally but not measurably less safe than male respondents.





### Perception of safety at Diamond Creek Activity Centre

The perception of safety in and around the Diamond Creek Activity Centre increased marginally but not measurably in 2018, up 2.4% to 8.31. Whilst a little lower than the result recorded for the Eltham Activity Centre, this result is still considered very positive and reflects well on the community’s perception of safety in and around this activity centre.

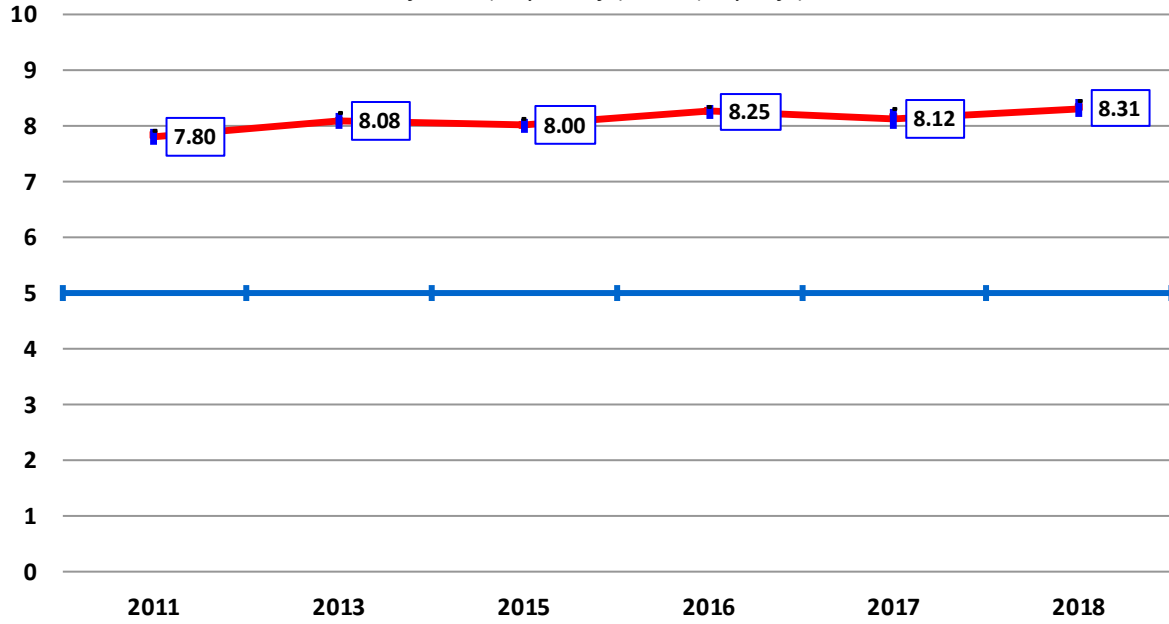
By way of comparison the average perception of safety “in and around the local activity centre” was recorded in the 2017 *Governing Melbourne* at 7.97 across metropolitan Melbourne and 7.63 for the northern region councils. Both these results were measurably lower than the Eltham Activity Centre result.

There was some variation in the perception of safety in and around the Diamond Creek Activity Centre observed by respondent profile, with attention drawn to the following:

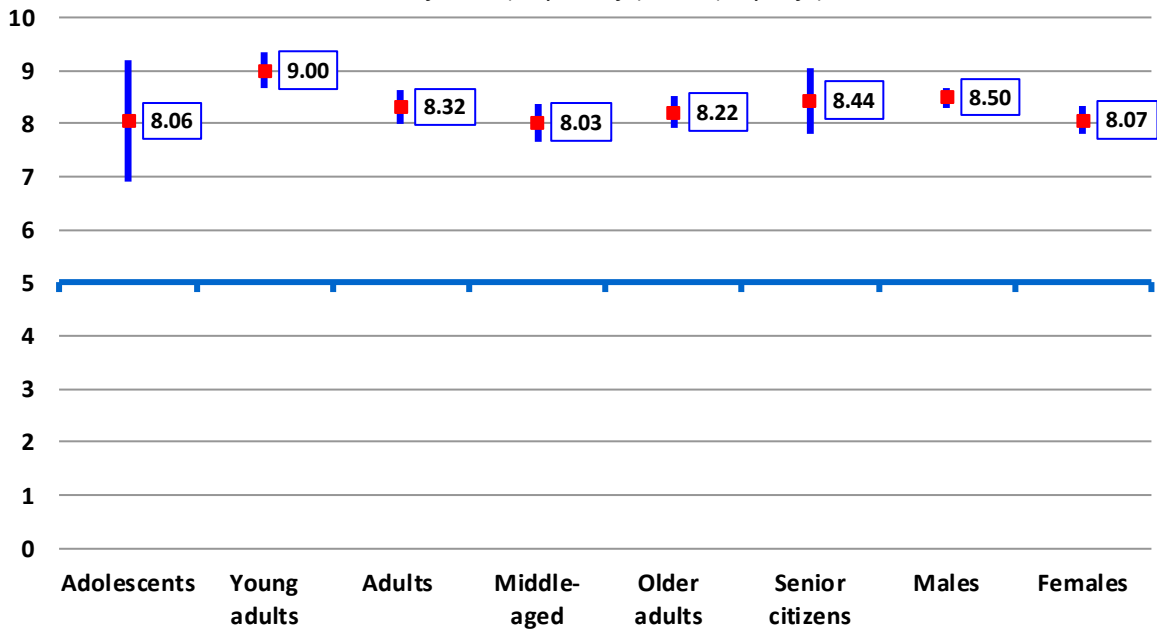
- **Young adults (aged 20 to 35 years)** – respondents felt measurably safer than the municipal average.
- **Gender** – female respondents felt measurably (5.1%) less safe than male respondents.



**Perception of safety at Diamond Creek Activity Centre**  
**Nilumbik Shire Council - 2018 Annual Community Survey**  
*scale from 0 (very unsafe) to 10 (very safe)*



**Perceptions of safety at Diamond Creek Activity Centre by respondent profile**  
**Nilumbik Shire Council - 2018 Annual Community Survey**  
*scale from 0 (very unsafe) to 10 (very safe)*



## Reasons for feeling unsafe in public areas

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

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

Metropolis Research notes that other issues such as lighting (22.9%) and safety at night (12.5%) have also been noted in previous years.

Particular attention in 2018 is drawn to the fact that a small number of respondents in recent years have raised issues around fear of crime, including theft, robbery, violence, and break-ins. Metropolis Research has noted that in some outer growth areas of metropolitan Melbourne including for example the cities of Wyndham, Melton, Whittlesea, Casey, and Hume in recent years these issues have become quite prominent.

It does appear that these issues, whilst apparent in these Nillumbik Shire results, do not constitute a significant increase in community concern about this type of crime. This is reflected in the measurably higher perception of safety recorded in the Nillumbik Shire compared to the metropolitan Melbourne and northern region councils’ results. They are also reflected in the fact that crime and safety issues were only identified by 3.6% of respondents in Nillumbik Shire compared to the 2017 metropolitan Melbourne average of 15.2%.

**Reasons for feeling unsafe in public areas of the Shire of Nillumbik**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
*(Number and percent of respondents rating safety less than five)*

Reason	2018		2017	2015	2014	2013
	Number	Percent				
Issues with people - gangs, youths, "louts" etc	11	22.9%	26.5%	20.0%	14.6%	13.0%
Lighting	11	22.9%	12.2%	15.0%	22.0%	2.2%
Safety at night	6	12.5%	2.0%	5.0%	0.0%	4.3%
Crime - theft, robbery, violence, etc	5	10.4%	10.2%	0.0%	0.0%	0.0%
Drug and alcohol issues	4	8.3%	2.0%	15.0%	14.6%	4.3%
Public transport safety	3	6.3%	6.1%	15.0%	22.0%	28.3%
Car hoons / speeding	2	4.2%	2.0%	0.0%	0.0%	0.0%
General safety	2	4.2%	16.3%	10.0%	12.2%	26.1%
Image / feel of place and news reports	2	4.2%	10.2%	0.0%	7.3%	4.3%
Police presence	1	2.1%	10.2%	20.0%	7.3%	17.4%
Roaming dogs	1	2.1%	2.0%	0.0%	0.0%	0.0%
<b>Total comments</b>	<b>48</b>	<b>100%</b>	<b>49</b>	<b>20</b>	<b>41</b>	<b>46</b>



A total of twenty-one comments were received that identified specific locations at which respondents feel unsafe in the Nillumbik Shire.

Most of these comments relate to public transport and activity centres.

**Location where you feel unsafe in the Shire of Nillumbik**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
*(Number and percent of respondents rating safety less than five)*

<i>Location</i>	<i>Number</i>
Around the train station / on train	5
Everywhere	4
About one km away from the shopping centre	1
At night - area around Eltham station	1
Central of Greensborough	1
Diamond Creek	1
Diamond Creek Rd	1
Diamond Creek station	1
Eltham Shopping Centre	1
Greensborough plaza	1
Greensborough shopping centre	1
Most stations on the Hurstbridge	1
Suburban Streets	1
Various places	1
<b>Total</b>	<b>21</b>



**Reasons for rating perception of safety less than 5**  
**Nillumbik Shire Council - 2018 Annual Community Survey**

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Issues with people</i>	
A lot of unsafe young adults	1
A lot of youth hang around the trains - from the other areas and they come to Eltham	1
Gangs hang out on roof - not safe there	1
Idiots on the street	1
Immigrants - Gang activity fear. Heard stories	1
Not safe with teenagers doing graffiti	1
People loitering around	1
People under influence	1
Some of the characters around	1
Teenage / young adult crime	1
Too many young people, large groups	1
<i>Police presence</i>	
Because of less policing	1
<i>Public transport safety</i>	
Don't like public transport	1
Eltham Railway Station needs Bridge overhead from parking to station	1
Lack of street lights over the bus stops	1
<i>Lighting</i>	
Not enough lighting	3
Lack of street lights	2
Lighting is too low	2
Not enough lighting at night	2
It's dark and silent place - needs light	1
Lighting around footpath	1
<i>General safety</i>	
Car parking area is too narrow	1
Feeling of unsafe	1



**Reasons for rating perception of safety less than 5**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
 (Number of responses)

<i>Response</i>	<i>Number</i>
<i>Drug and alcohol issues</i>	
Ethnic people there (drug affected)	1
Increase of use of ice	1
Occasional drinking in public spaces	1
People on drug / drunk on train	1
<i>Safety at night</i>	
At night, shifty look people	1
Dark at night	1
Don't feel safe at night	1
In dark, more stranger danger	1
Just don't go out at night	1
Not so safe travelling alone at night	1
<i>Image / feel of place and news reports</i>	
Noticed a lot of people in the Diamond Creek who always abuse us	1
Find Diamond Creek has higher incidents of anti-social behaviour	1
<i>Crime - theft, robbery, violence, etc</i>	
Gang - African community coming in - Crime rate increasing	1
People robbed the gas station next to where I live	1
Sexual harassment	1
So many robbery and violence occurred	1
There has been number of burglaries in this area over last 6 months	1
<i>Car hoons / speeding</i>	
Sometimes the speed of traffic is too fast	1
Speeding on the nearby roundabout	1
<i>Roaming dogs</i>	
Wild dogs	1
<b>Total</b>	<b>48</b>



## ***Satisfaction with selected aspects of Council's waste services***

Respondents were asked:

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

Respondents were asked two detailed questions about satisfaction with aspects of the waste services provided by Council.

It is noted that elsewhere in this report, satisfaction with the fortnightly garbage collection (7.58), fortnightly recycling collection (8.0), and weekly green waste collection (8.13) are discussed in more detail.

On average respondents rated satisfaction with both the reliability of waste collection services (8.38) and the bin education program (7.76) at levels categorised as “excellent”.

More than three-quarters (79.3%) of respondents were very satisfied with the reliability of waste collection services, and approximately two-thirds (65.5%) were very satisfied with the bin education program.

These results clearly indicate that the reliability of the waste collection services is highly regarded by respondents, and that this is not an issue that negatively impacts on satisfaction with the three waste collection services.

This is particularly relevant in relation to the fortnightly garbage collection service, which has consistently recorded a level of satisfaction measurably lower than the metropolitan Melbourne average (8.71 in 2017).

Metropolis Research interprets these results as suggesting that it is the frequency of the regular garbage collection service that this is most likely to be the key factor underpinning the lower satisfaction with this service in the Nillumbik Shire compared to the metropolitan Melbourne average, as well as the average in each of the twelve other municipalities across metropolitan Melbourne for which Metropolis Research has conducted an *Annual Community Survey*.

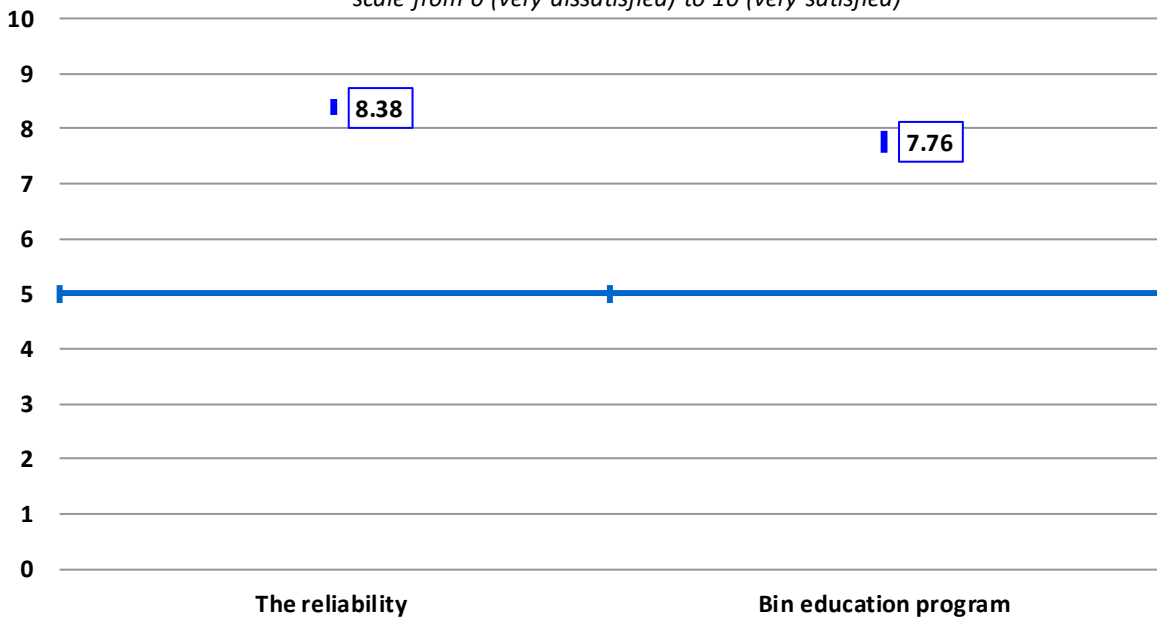
This is reinforced by the following reasons for dissatisfaction with the three waste collection services:

- ***Fortnightly garbage collection*** - of the seventy-nine comments received from respondents dissatisfied with this service, a total of forty-eight (60.8%) were specifically related to a preference for a weekly rather than fortnightly collection service.
- ***Fortnightly recycling collection*** - of the thirty-seven comments received from respondents dissatisfied with this service, a total of twenty-five (67.6%) were specifically related to a preference for a weekly rather than a fortnightly collection service.

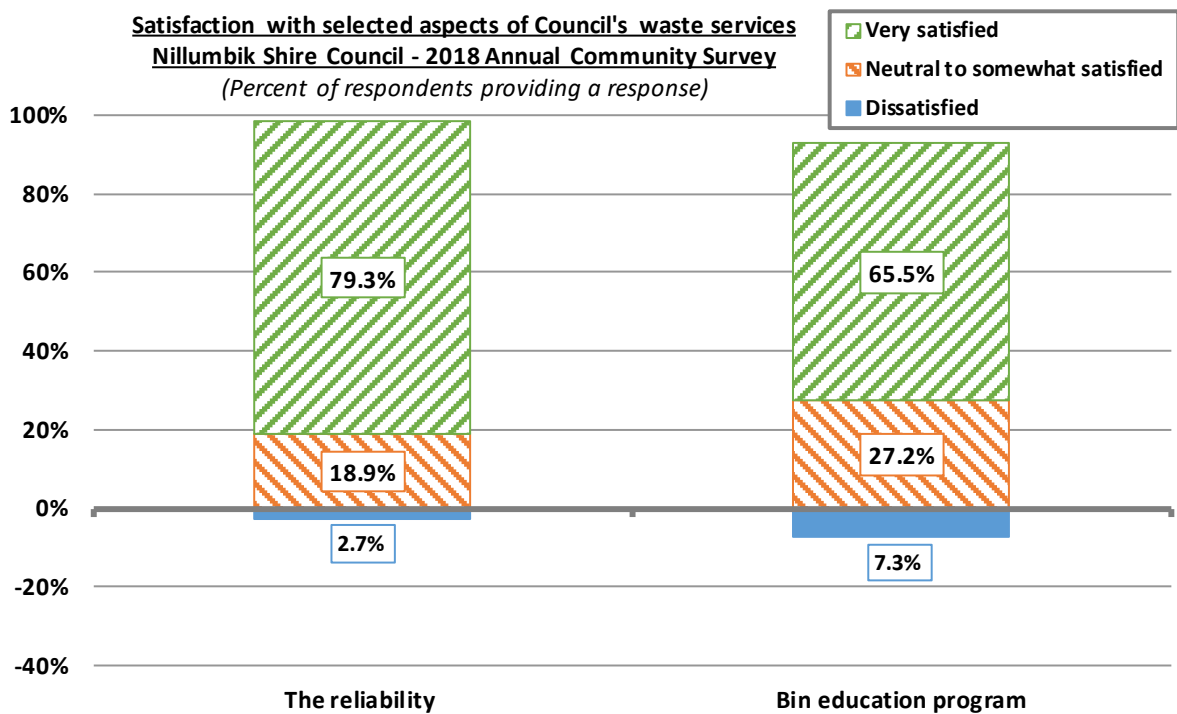




**Satisfaction with selected aspects of Council's waste services**  
**Nilumbik Shire Council - 2018 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



**Satisfaction with selected aspects of Council's waste services**  
**Nilumbik Shire Council - 2018 Annual Community Survey**  
*(Percent of respondents providing a response)*



## **Aspects encouraging or assisting people in Nillumbik as they get older**

Respondents were asked:

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

This question relating to what would encourage or assist people in Nillumbik Shire as they get older was included for the first time in the 2018 survey. This question was asked as an open-ended question and the verbatim comments received from respondents have been broadly categorised into issues as outlined in the following table. This has been done to facilitate analysis of the major issues. The verbatim comments within each category are available on request.

Approximately three-quarters (73.4%) of respondents identified at least one factor that would encourage or assist people in Nillumbik as they get older, and these respondents identified an average of approximately two factors per respondent.

The two most common factors identified by respondents were better or free public transport (16.2%) and access to appropriate community services (16.0%). These issues were identified in similar proportions by middle-aged adults, older adults and senior citizens.

Other issues identified by more than five percent of respondents included cost of living (9.8%), community activities / recreation groups (8.4%), safety / security (8.0%), hospitals / healthcare / medical services (7.0%), traffic management / tollway issues (6.8%), accessibility (6.2%), appropriate housing for the elderly (5.8%), planning and development related issues (5.8%), footpaths / walking paths (5.6%), the maintenance of a clean and peaceful environment (5.6%), and home care / independent living assistance (5.4%).

The small sample of twenty-two senior citizens (aged 75 years and over) were more likely than average to identify home care / independent living assistance (18.2%), hospital / healthcare / medical services (13.6%), accessibility (13.6%), and home maintenance (9.1%). Metropolis Research notes that these are somewhat different to the issues identified by middle-aged and older adults, and indeed different to the results recorded by the entire sample of five hundred respondents.



**Aspects encouraging or assisting people in Nilumbik as they get older**

**Nilumbik Shire Council - 2018 Annual Community Survey**

(Number and percent of total respondents)

Response	All respondents		Middle	Older	Senior
	Number	Percent	aged adults	adults	citizens
Better or free public transport	81	16.2%	17.2%	17.9%	9.1%
Access to appropriate community services	80	16.0%	16.4%	18.5%	13.6%
Cost of living ( <i>rates, utilities, food</i> )	49	9.8%	10.3%	8.7%	4.5%
Community activity / recreation groups	42	8.4%	12.1%	3.5%	4.5%
Safety / security	40	8.0%	10.3%	6.4%	0.0%
Hospital / healthcare / medical services	35	7.0%	9.5%	6.4%	13.6%
Traffic management / Tollway issues	34	6.8%	10.3%	5.2%	9.1%
Accessibility	31	6.2%	6.0%	5.2%	13.6%
Appropriate housing for the elderly	29	5.8%	7.8%	8.7%	0.0%
Planning and development	29	5.8%	3.4%	7.5%	4.5%
Footpaths / walking paths	28	5.6%	7.8%	5.8%	0.0%
Maintenance of a quiet, clean and peaceful environment	28	5.6%	5.2%	4.6%	9.1%
Home care / independent living assistance	27	5.4%	3.4%	5.8%	18.2%
Green wedge / keep it green	22	4.4%	2.6%	4.6%	4.5%
Aged care facilities	16	3.2%	2.6%	2.3%	4.5%
Parks and open space availability and accessibility	15	3.0%	3.4%	1.2%	0.0%
Shops, restaurants, recreation availability & accessibility	14	2.8%	3.4%	1.2%	0.0%
Home maintenance ( <i>gardening, cleaning</i> )	12	2.4%	1.7%	4.6%	9.1%
Communication and information	12	2.4%	1.7%	2.9%	4.5%
Parking availability and access for the elderly / disabled	10	2.0%	2.6%	2.9%	0.0%
Community transport / shuttle services	10	2.0%	0.0%	2.3%	4.5%
Leisure programs and exercise facilities	7	1.4%	2.6%	1.2%	0.0%
Affordable housing	6	1.2%	0.0%	0.0%	0.0%
Inclusion in local community	5	1.0%	0.9%	0.6%	0.0%
Street lighting	5	1.0%	0.0%	1.2%	0.0%
Cleanliness and maintenance of area	5	1.0%	0.9%	1.2%	0.0%
Meals on wheels	3	0.6%	0.0%	0.6%	0.0%
Employment / flexible work opportunities	3	0.6%	0.9%	0.6%	0.0%
More events and festivals	3	0.6%	1.7%	0.0%	0.0%
Library	2	0.4%	0.9%	0.0%	0.0%
Better infrastructure	2	0.4%	0.0%	0.6%	0.0%
Public amenities ( <i>seating, toilets</i> )	1	0.2%	0.9%	0.6%	0.0%
Other	29	5.8%	4.3%	2.9%	9.1%
<b>Total responses</b>	<b>715</b>		<b>178</b>	<b>234</b>	<b>28</b>
<i>Respondents identifying at least one aspect that encourages them to stay in Nilumbik as they get older</i>	<i>368</i> <i>(73.4%)</i>		<i>92</i> <i>(79.4%)</i>	<i>125</i> <i>(72.2%)</i>	<i>16</i> <i>(73.8%)</i>



There was some variation in the aspects that would encourage or assist people in Nillumbik as they get older, observed across the municipality, with attention drawn to the following:

- **Greensborough / Plenty** – respondents were somewhat more likely than average to identify access to appropriate community services, cost of living, public transport, and safety / security.
- **Diamond Creek** – respondents were somewhat more likely than average to identify cost of living and shops, restaurants, and recreation facilities.
- **Eltham** – respondents were somewhat more likely than average to identify planning and development issues.
- **Eltham North** – respondents were no more likely than average to identify any specific issues.
- **Rural** – respondents were somewhat more likely than average to identify traffic management / tollway issues and footpaths / walking paths.



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

**Nillumbik Shire Council - 2018 Annual Community Survey**

(Number and percent of total respondents)

<b>Greensborough / Plenty</b>	
Access to appropriate community services	24.0%
Cost of living ( <i>rates, utilities, food</i> )	18.0%
Public transport better and free	13.0%
Safety / security	12.0%
Community activity / recreation groups	7.0%
Maintenance of a quiet,clean environment	7.0%
Appropriate housing for elderly	5.0%
Planning and development	5.0%
Traffic management / Tollway issues	5.0%
Home care / independent living assistance	4.0%
All other issues	33.0%
Respondents identifying an issue	77 (77.0%)

<b>Diamond Creek</b>	
Better or free public transport	17.0%
Cost of living ( <i>rates, utilities, food</i> )	15.0%
Community activity / recreation groups	9.0%
Access to appropriate community services	9.0%
Appropriate housing for elderly	7.0%
Shops, restaurants, recreation	7.0%
Accessibility	7.0%
Home care / independent living assistance	6.0%
Aged care facilities	5.0%
Planning and development	5.0%
All other issues	42.0%
Respondents identifying an issue	68 (68.0%)

<b>Eltham</b>	
Access to appropriate community services	17.0%
Better or free public transport	17.0%
Planning and development	10.0%
Community activity / recreation groups	9.0%
Maintenance of a quiet,clean environment	9.0%
Cost of living ( <i>rates, utilities, food</i> )	7.0%
Traffic management / Tollway issues	6.0%
Safety / security	6.0%
Accessibility	6.0%
Home care / independent living assistance	5.0%
All other issues	49.0%
Respondents identifying an issue	75 (75.0%)

<b>Eltham North</b>	
Better or free public transport	15.0%
Cost of living ( <i>rates, utilities, food</i> )	10.0%
Hospital / healthcare / medical services	9.0%
Appropriate housing for elderly	8.0%
Access to appropriate community services	8.0%
Community activity / recreation groups	7.0%
Accessibility	7.0%
Other	6.0%
Traffic management / Tollway issues	6.0%
Safety / security	6.0%
All other issues	47.0%
Respondents identifying an issue	70 (70.0%)

<b>Rural</b>	
Access to appropriate community services	18.8%
Better or free public transport	16.8%
Traffic management / Tollway issues	11.9%
Footpaths / walking paths	11.9%
Hospital / healthcare / medical services	10.9%
Safety / security	10.9%
Community activity / recreation groups	8.9%
Accessibility	7.9%
Green wedge / keep it green	6.9%
Home care / independent living assistance	5.9%
All other issues	52.5%
Respondents identifying an issue	76 (75.2%)

<b>Shire of Nillumbik</b>	
Better or free public transport	16.2%
Access to appropriate community services	16.0%
Cost of living ( <i>rates, utilities, food</i> )	9.8%
Community activity / recreation groups	8.4%
Safety / security	8.0%
Hospital / healthcare / medical services	7.0%
Traffic management / Tollway issues	6.8%
Accessibility	6.2%
Appropriate housing for the elderly	5.8%
Planning and development	5.8%
All other issues	52.9%
Respondents identifying an issue	368 (73.4%)



## **Things to do for the community to be more inclusive of people with a disability**

Respondents were asked:

*“What do you believe that we can do as a community to be more inclusive of people with a disability?”*

This question relating to things to do for the community to be more inclusive of people with a disability was included for the first time in the 2018 survey. The question was asked as an open-ended question and the results have been broadly categorised for ease of analysis, as outlined in the following table. The verbatim open-ended comments that underpin each issue are available on request.

A little more than half (54.5%) of respondents identified an average of a little less than two factors each which may assist the community to be more inclusive of people with a disability. A larger proportion of two-thirds (66.5%) of the forty respondents from households with a member with a disability identified at least one thing that the community can do to be more inclusive of people with a disability.

The most common factor identified by all respondents was improved physical accessibility, with one-quarter (25.3%) of respondents identifying these issues. This includes a wide range of factors around physical accessibility to building and other facilities.

Other issues identified by approximately five percent of respondents include appropriate community services and facilities (7.0%), inclusion and acceptance of people with a disability into the local community (6.2%), better footpaths / walking paths (5.6%), and better and free public / community transport (4.8%).

There was some interesting variation in these results observed between respondents from households with a member with a disability and respondents from other households, with attention drawn to the following:

- **Households with a member with a disability** – respondents were somewhat more likely than average to identify inclusion and acceptance in the local community, better and free public / community transport, parking availability and access, communication, consultation and the provision of information, affordable leisure, sports and recreation facilities, and better public amenities.
- **Households without a member with a disability** – respondents were somewhat more likely than average to identify awareness and education about people with a disability, community groups, activities and programs, better roads, and more accessible festivals and events.

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

- **Greensborough / Plenty** – respondents were somewhat more likely than average to identify appropriate community services / facilities, inclusion and acceptance in the community, and more support and assistance.



- **Diamond Creek** – respondents were somewhat more likely than average to identify more support and acceptance and more employment opportunities.
- **Eltham** – respondents were somewhat more likely than average to identify awareness and education.
- **Rural precinct** – respondents were measurably more likely than average to identify improved physical accessibility, better footpaths / walking paths, and somewhat more likely to identify disability friendly parks and gardens and better roads.

**Aspects that community could do for more inclusive of people with a disability**

**Nilumbik Shire Council - 2018 Annual Community Survey**

(Number and percent of total respondents)

Response	All respondents		With a disability	Without a disability
	Number	Percent		
Improved physical accessibility	127	25.3%	20.0%	25.8%
Appropriate community services / facilities	35	7.0%	7.5%	6.8%
Inclusion and acceptance in local community	31	6.2%	10.0%	5.7%
Better footpaths / walking paths	28	5.6%	2.5%	5.9%
Better and free public / community transport	24	4.8%	12.5%	4.2%
Awareness and education about people with a disability	21	4.2%	0.0%	4.6%
Parking availability and access for people with a disability	19	3.8%	7.5%	3.5%
Communication, consultation and information	19	3.8%	7.5%	3.5%
Community groups, activities and program	17	3.4%	0.0%	3.7%
More support and assistance	15	3.0%	2.5%	3.1%
Disability friendly parks, gardens and open spaces	9	1.8%	2.5%	1.5%
Better roads	9	1.8%	0.0%	2.0%
More / accessible events and festivals	7	1.4%	0.0%	1.5%
Leisure, sports, exercise facilities affordability	6	1.2%	5.0%	0.9%
More employment opportunities	6	1.2%	2.5%	1.1%
Better public amenities ( <i>seating, toilets</i> )	5	1.0%	7.5%	0.7%
Disability care facilities	3	0.6%	0.0%	0.7%
Hospital / healthcare / medical services	3	0.6%	0.0%	0.7%
Planning and development	2	0.4%	0.0%	0.4%
Meals on wheels	1	0.2%	0.0%	0.2%
Appropriate housing	1	0.2%	0.0%	0.2%
Financial support / funding	1	0.2%	0.0%	0.2%
Safety / security	1	0.2%	0.0%	0.2%
Better signage	1	0.2%	0.0%	0.2%
Other	17	3.4%	5.0%	3.3%
<b>Total responses</b>	<b>408</b>		<b>38</b>	<b>367</b>
<i>Respondents identifying at least one aspect that the community could do for more inclusive of people with a disability</i>	273 (54.5%)		26 (66.5%)	245 (53.7%)



**Aspects that community could do for more inclusive of people with a disability by precinct**

**Nilumbik Shire Council - 2018 Annual Community Survey**

(Number and percent of total respondents)

<b>Greensborough / Plenty</b>		<b>Diamond Creek</b>	
Improved physical accessibility	24.0%	Improved physical accessibility	22.0%
Appropriate community services/facilities	12.0%	Appropriate community services/facilities	7.0%
Inclusion and acceptance in community	10.0%	More support and assistance	6.0%
More support and assistance	6.0%	Communication, consultation and info.	6.0%
Better footpaths / walking paths	5.0%	More employment opportunities	5.0%
Parking availability and access	4.0%	Better & free public/community transport	4.0%
Awareness and education	2.0%	Better footpaths / walking paths	4.0%
More employment opportunities	2.0%	Inclusion and acceptance in community	4.0%
Better public amenities ( <i>seating, toilets</i> )	2.0%	Community groups, activities and program	4.0%
Disability care facilities	1.0%	Leisure, sports, exercise facilities	3.0%
All other issues	12.0%	All other issues	14.0%
<i>Respondents identifying an issue</i>	55 (55.0%)	<i>Respondents identifying an issue</i>	49 (49.0%)
<b>Eltham</b>		<b>Eltham North</b>	
Improved physical accessibility	21.0%	Improved physical accessibility	18.0%
Awareness and education	10.0%	Appropriate community services/facilities	8.0%
Inclusion and acceptance in community	6.0%	Better & free public/community transport	7.0%
Parking availability and access	5.0%	Awareness and education	6.0%
Better & free public/community transport	4.0%	Community groups, activities and program	6.0%
Better footpaths / walking paths	4.0%	Communication, consultation and info.	6.0%
Community groups, activities and program	4.0%	Parking availability and access	5.0%
Appropriate community services/facilities	3.0%	Inclusion and acceptance in community	5.0%
Communication, consultation and info.	3.0%	More support and assistance	3.0%
Leisure, sports, exercise facilities	2.0%	Disability friendly parks and gardens	2.0%
All other issues	9.0%	All other issues	8.0%
<i>Respondents identifying an issue</i>	50 (50.0%)	<i>Respondents identifying an issue</i>	47 (47.0%)
<b>Rural</b>		<b>Shire of Nilumbik</b>	
Improved physical accessibility	35.6%	Improved physical accessibility	25.3%
Better footpaths / walking paths	10.9%	Appropriate community services/facilities	7.0%
Appropriate community services/facilities	6.9%	Inclusion and acceptance in community	6.2%
Better & free public/community transport	6.9%	Better footpaths / walking paths	5.6%
Inclusion and acceptance in community	5.9%	Better & free public/community transport	4.8%
Disability friendly parks and gardens	4.0%	Awareness and education	4.2%
Communication, consultation and info.	4.0%	Parking availability and access	3.8%
Better roads	4.0%	Communication, consultation and info.	3.8%
Parking availability and access	3.0%	Community groups, activities and program	3.4%
Community groups, activities and program	3.0%	More support and assistance	3.0%
All other issues	11.9%	All other issues	14.4%
<i>Respondents identifying an issue</i>	66 (65.3%)	<i>Respondents identifying an issue</i>	273 (54.5%)





## Tourism

Respondents were asked:

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

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

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

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

**Tourist attractions in Nilumbik Shire**  
**Nilumbik Shire Council - 2018 Annual Community Survey**  
*(Number and percent of total respondents)*

<i>Attraction</i>	<i>Unprompted</i>	<i>Prompted</i>	<i>Have visited</i>	<i>Would recommend</i>
Diamond Valley Miniature Railway	30.1%	70.1%	57.3%	58.9%
Montsalvat	33.5%	67.1%	57.3%	55.5%
Edendale Community Environment Farm	30.7%	64.1%	57.9%	52.1%
Eltham North Adventure Playground	18.0%	56.3%	51.1%	38.7%
Sugarloaf Reservoir Christmas Hills	11.2%	53.9%	44.9%	40.3%
Kangaroo ground War Memorial Park	16.0%	53.5%	40.9%	35.5%
Plenty Gorge	6.8%	41.1%	31.9%	24.2%
Plenty River Trail / other Nilumbik trails	12.8%	40.5%	34.3%	31.7%
Second Home <i>(restaurant)</i>	6.6%	29.5%	27.3%	22.0%
Panton Hill Winery	6.4%	22.4%	15.2%	14.4%
Nilumbik Estate <i>(winery)</i>	6.2%	21.2%	13.2%	12.2%
Kings of Kangaroo Ground <i>(winery)</i>	5.6%	21.0%	15.0%	13.8%
Fondata 1872 <i>(restaurant)</i>	4.4%	20.2%	15.0%	13.6%
Massaros <i>(restaurant)</i>	3.2%	17.2%	14.0%	11.2%
Dark Horse Café <i>(restaurant)</i>	2.4%	11.0%	10.0%	8.6%
Punch Wines <i>(winery)</i>	3.8%	8.0%	4.8%	4.6%
Other destination dining	3.6%	8.6%	8.6%	8.2%
Other tourist attractions	3.8%	4.0%	4.2%	4.0%
Other winery	1.6%	3.0%	2.4%	2.4%
<b>Total responses</b>	<b>1,108</b>	<b>3,143</b>	<b>2,607</b>	<b>2,333</b>
<i>Respondents identifying at least one tourist attraction</i>	359 (71.6%)	452 (90.2%)	449 (89.6%)	409 (81.6%)

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

### ***Unprompted awareness of tourist attractions***

A little less than three-quarters (71.6%) of respondents unprompted identified an average of a little less than three attractions each. Unprompted means they were not shown the list of attractions prior to being asked the question.

The three tourist attractions that respondents most commonly identified unprompted were the Diamond Valley Miniature Railway (30.1%), Montsalvat (33.5%), and the Edendale Community Environment Farm (30.7%).

Approximately one-sixth of respondents were aware unprompted of the Eltham North Adventure Playground (18.0%) and the Kangaroo Ground War Memorial Park (16.0%), and a little more than ten percent were aware of the Plenty River Trail / other Nillumbik trails (12.8%) and the Sugarloaf Reservoir Christmas Hills (11.2%).

### ***Prompted awareness of tourist attractions***

Ninety percent (90.2%) of respondents were aware of at least one of the listed tourist attractions when they were shown the list on the survey form. These respondents were aware of approximately seven of the nineteen attractions (including “other”).

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

The three major tourist attractions in the Nillumbik Shire were the Diamond Valley Miniature Railway (70.1%), Montsalvat (67.1%), and the Edendale Community Environment Farm (64.1%).

In addition to these three major attractions, more than half of the respondents were aware of the Eltham North Adventure Playground (56.3%), Sugarloaf Reservoir Christmas Hills (53.9%), and the Kangaroo Ground Memorial Park (53.5%).

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

- ***Greensborough / Plenty*** – respondents were measurably more likely than average to be aware of Plenty Gorge and the Plenty River Trail / other Nillumbik trails.



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

**Knowledge of tourist attractions by precinct**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
*(Number and percent of total respondents)*

Attraction	G'borough / Plenty	Diamond Creek	Eltham	Eltham North	Rural	Nillumbik Shire
Diamond Valley Miniature Railway	66.0%	63.0%	75.0%	74.0%	71.3%	70.1%
Montsalvat	46.0%	53.0%	78.0%	74.0%	75.2%	67.1%
Edendale Community Environment Farm	46.0%	58.0%	67.0%	74.0%	71.3%	64.1%
Eltham North Adventure Playground	45.0%	53.0%	64.0%	68.0%	52.5%	56.3%
Sugarloaf Reservoir Christmas Hills	48.0%	53.0%	49.0%	45.0%	66.3%	53.9%
Kangaroo ground War Memorial Park	45.0%	48.0%	49.0%	40.0%	72.3%	53.5%
Plenty Gorge	57.0%	38.0%	35.0%	39.0%	40.6%	41.1%
Plenty River Trail / other Nillumbik trails	46.0%	44.0%	41.0%	41.0%	34.7%	40.5%
Second Home (restaurant)	16.0%	23.0%	36.0%	38.0%	31.7%	29.5%
Panton Hill Winery	17.0%	30.0%	25.0%	26.0%	15.8%	22.4%
Nillumbik Estate (winery)	18.0%	22.0%	22.0%	19.0%	22.8%	21.2%
Kings of Kangaroo Ground (winery)	17.0%	18.0%	18.0%	16.0%	29.7%	21.0%
Fondata 1872 (restaurant)	12.0%	10.0%	24.0%	19.0%	28.7%	20.2%
Massaros (restaurant)	12.0%	15.0%	12.0%	15.0%	26.7%	17.2%
Dark Horse Café (restaurant)	5.0%	10.0%	8.0%	6.0%	19.8%	11.0%
Punch Wines (winery)	11.0%	5.0%	10.0%	8.0%	6.9%	8.0%
Other destination dining	7.0%	12.0%	9.0%	11.0%	5.9%	8.6%
Other tourist attractions	2.0%	5.0%	4.0%	5.0%	4.0%	4.0%
Other winery	2.0%	2.0%	2.0%	7.0%	3.0%	3.0%
<b>Total responses</b>	<b>523</b>	<b>574</b>	<b>637</b>	<b>642</b>	<b>713</b>	<b>3,143</b>
<i>Respondents identifying at least one tourist attraction</i>	93 (93.0%)	85 (85.0%)	91 (91.0%)	89 (89.0%)	93 (92.1%)	452 (90.2%)



## **Visited tourist attractions**

Almost ninety percent (89.6%) of respondents had visited at least one of the listed tourist attractions in the last five years, at an average of almost six attractions per respondent.

These results reflect the awareness of tourist attractions results discussed above and show that more than half of the respondents had visited Diamond Valley Miniature Railway (57.3%), Montsalvat (57.3%), Edendale Community Environment Farm (57.9%), and the Eltham North Adventure Playground (51.1%) in the last five years.

The major open space related tourist attractions were all visited by approximately one-third or more of the respondents, with more than forty percent visiting the Sugarloaf Reservoir Christmas Hills (44.9%) and the Kangaroo Ground Memorial Park (40.9%).

Most of the sample of wineries and restaurants included on the survey form were visited by between approximately ten and fifteen percent of respondents, whilst the Second Home restaurant (27.3%) was visited by a significantly larger proportion of respondents than the others.

There was some variation in the proportion of respondents that had visited the listed tourist attractions, restaurants and wineries observed across the five precincts comprising the Nillumbik Shire, with attention drawn to the following:

- **Greensborough / Plenty** – respondents were measurably more likely than average to have visited the Plenty Gorge and Punch Wines.
- **Diamond Creek** – respondents were measurably more likely than average to have visited Panton Hills Winery.
- **Eltham** – respondents were measurably more likely than average to have visited Diamond Valley Miniature Railway, Montsalvat, Edendale Community Environment Farm, Eltham North Adventure Playground, and Second Home restaurant.
- **Eltham North** – respondents were measurably more likely than average to have visited the Diamond Valley Miniature Railway, Montsalvat, Edendale Community Environment Farm, Second Home restaurant, and the Panton Hills Winery.
- **Rural precinct** – respondents were measurably more likely than average to have visited Montsalvat, Edendale Community Environment Farm, Sugarloaf Reservoir Christmas Hills, Kangaroo Ground Memorial Park, Kings of Kangaroo Ground restaurant, and the Dark Horse café restaurant.



**Visited tourist attractions by precinct**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
 (Number and percent of total respondents)

Attraction	G'borough / Plenty	Diamond Creek	Eltham	Eltham North	Rural	Nillumbik Shire
Edendale Community Environment Farm	43.0%	47.0%	65.0%	69.0%	62.4%	57.9%
Diamond Valley Miniature Railway	57.0%	46.0%	66.0%	68.0%	52.5%	57.3%
Montsalvat	40.0%	41.0%	69.0%	63.0%	65.3%	57.3%
Eltham North Adventure Playground	43.0%	46.0%	63.0%	66.0%	41.6%	51.1%
Sugarloaf Reservoir Christmas Hills	42.0%	40.0%	39.0%	35.0%	59.4%	44.9%
Kangaroo ground War Memorial Park	36.0%	33.0%	34.0%	33.0%	58.4%	40.9%
Plenty River Trail / other Nillumbik trails	39.0%	36.0%	37.0%	36.0%	27.7%	34.3%
Plenty Gorge	51.0%	27.0%	26.0%	30.0%	30.7%	31.9%
Second Home (restaurant)	15.0%	24.0%	33.0%	36.0%	27.7%	27.3%
Panton Hill Winery	14.0%	20.0%	16.0%	20.0%	9.9%	15.2%
Kings of Kangaroo Ground (winery)	13.0%	11.0%	12.0%	12.0%	22.8%	15.0%
Fondata 1872 (restaurant)	11.0%	7.0%	18.0%	16.0%	19.8%	15.0%
Massaros (restaurant)	11.0%	13.0%	10.0%	12.0%	20.8%	14.0%
Nillumbik Estate (winery)	11.0%	13.0%	12.0%	15.0%	14.9%	13.2%
Dark Horse Café (restaurant)	5.0%	9.0%	7.0%	6.0%	17.8%	10.0%
Other destination dining	7.0%	12.0%	9.0%	11.0%	5.9%	8.6%
Punch Wines (winery)	9.0%	1.0%	5.0%	3.0%	5.9%	4.8%
Other tourist attractions	2.0%	6.0%	5.0%	5.0%	3.0%	4.2%
Other winery	2.0%	2.0%	2.0%	5.0%	2.0%	2.4%
<b>Total responses</b>	<b>456</b>	<b>446</b>	<b>538</b>	<b>558</b>	<b>579</b>	<b>2,607</b>
<i>Respondents identifying at least one tourist attraction</i>	93 (93.0%)	82 (82.0%)	89 (89.0%)	90 (90.0%)	94 (93.1%)	449 (89.6%)

**Recommend tourist attractions to others**

A little more than four-fifths (81.6%) of respondents identified at least one of the listed tourist attractions that they would recommend to others to visit. These respondents identified an average of a little less than six attractions each.

More than half of the respondents would recommend each of the three main tourist attractions in the Nillumbik Shire, including Diamond Valley Miniature Railway (58.9%), Montsalvat (55.5%), and the Edendale Community Environment Farm (52.1%).

More than one-third of respondents would also recommend the Sugarloaf Reservoir Christmas Hills (40.3%), the Eltham North Adventure Playground (38.7%), and the Kangaroo Ground Memorial Park (35.5%).



## ***Importance of addressing the needs of LGBTI residents***

Respondents were asked:

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

This question about the importance of Council addressing the needs of LGBTI residents was included for the first time in the 2018 survey.

On average respondents considered it moderately important that Council address the needs of lesbian, gay, bisexual, transgender, and intersex (LGBTI) residents.

A little less than half (41.6%) of respondents providing a response to the question believed that this was very important (rating eight or more), with a further 39.5% believing that it was neutral to somewhat important.

Metropolis Research does note however that more than one-sixth (18.9%) of respondents providing a response to this question believed that it was unimportant that Council address the needs of LGBTI residents.

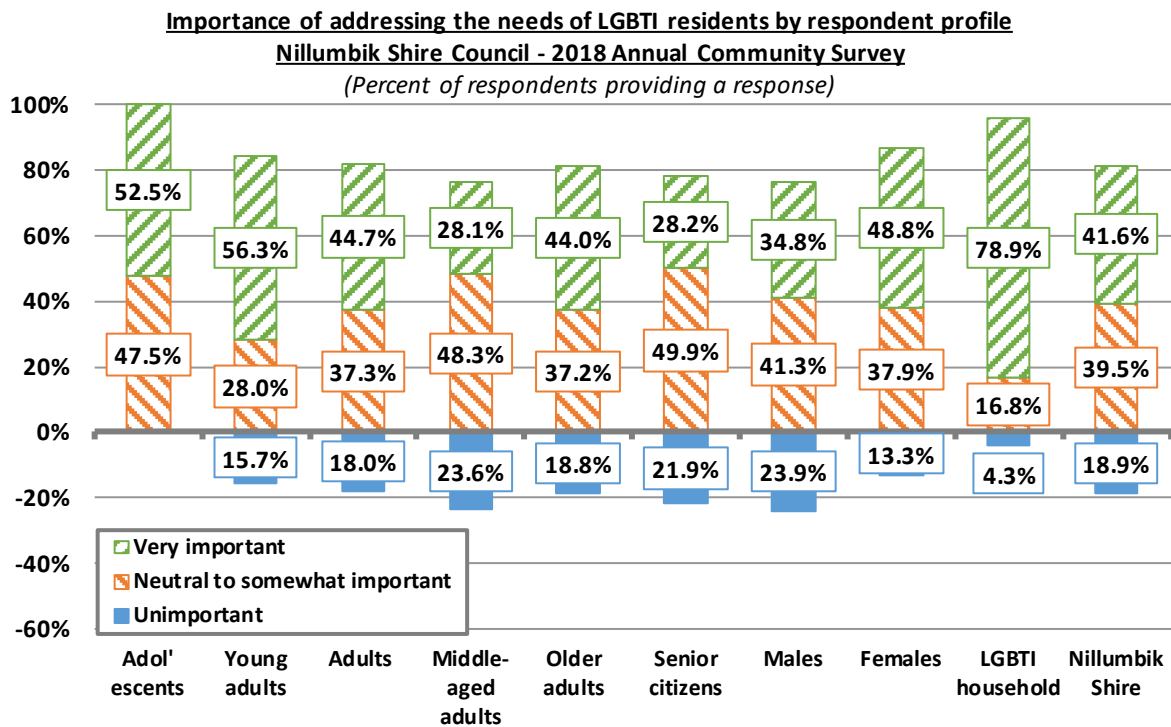
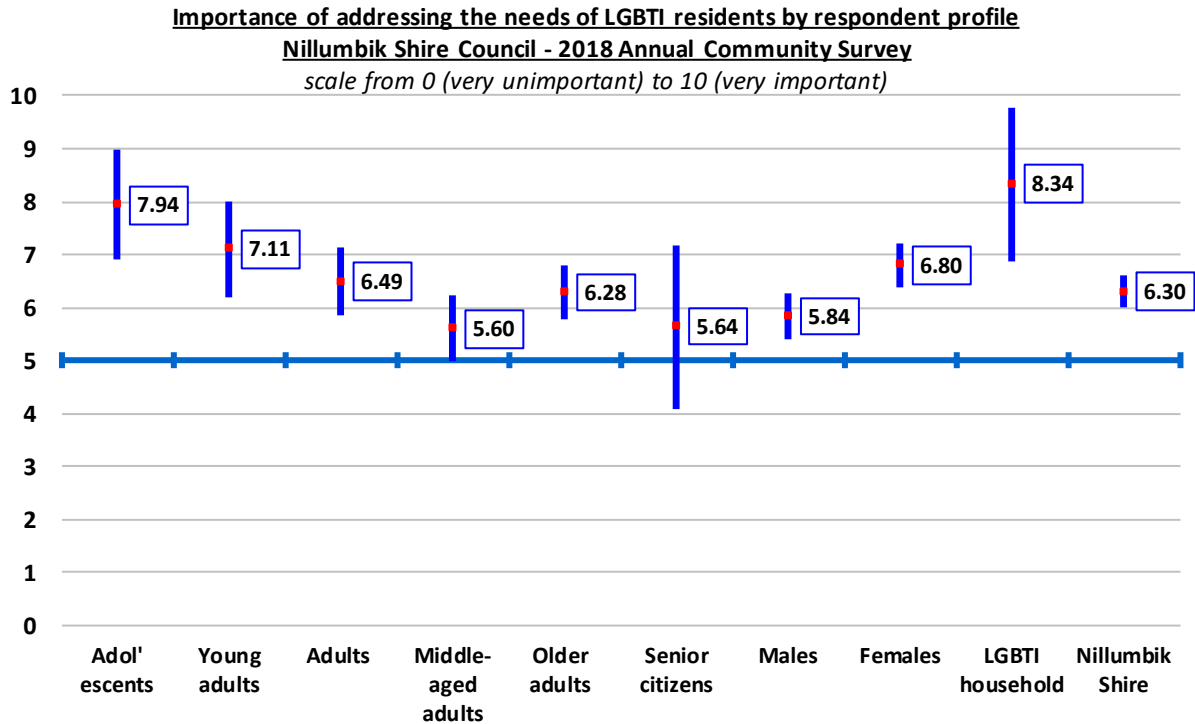
The following graphs provide a breakdown of the average importance of Council addressing the needs of LGBTI residents observed by respondent profile, as follows:

- **Age structure** - there was a clear inverse correlation between the respondents' age and the average importance, with the exception of older adults (aged 60 to 74 years) who rated importance at a similar level to the municipal average.
- **Middle-aged adults (aged 45 to 59 years) and senior citizens (aged 75 years and over)** – respondents rated the importance of Council addressing the needs of LGBTI residents measurably and significantly (approximately eleven percent) lower than the municipal average. Almost one-quarter of these respondents rated it unimportant (less than five).
- **Gender** – female respondents rated the importance of Council addressing the needs of LGBTI residents measurably and significantly (16.4%) higher than male respondents.

Metropolis Research has found a similar trend in relation to Council addressing the needs of LGBTI residents in research conducted elsewhere across metropolitan Melbourne. This has also been found in recent times such as in the Marriage Equality postal vote, which also found somewhat higher levels of agreement amongst younger voters.

The small sample of sixteen respondents from households with at least one member that identifies as LGBTI rated the importance of Council addressing the needs of LGBTI residents measurably and significantly higher than the municipal average at 8.34 out of ten.



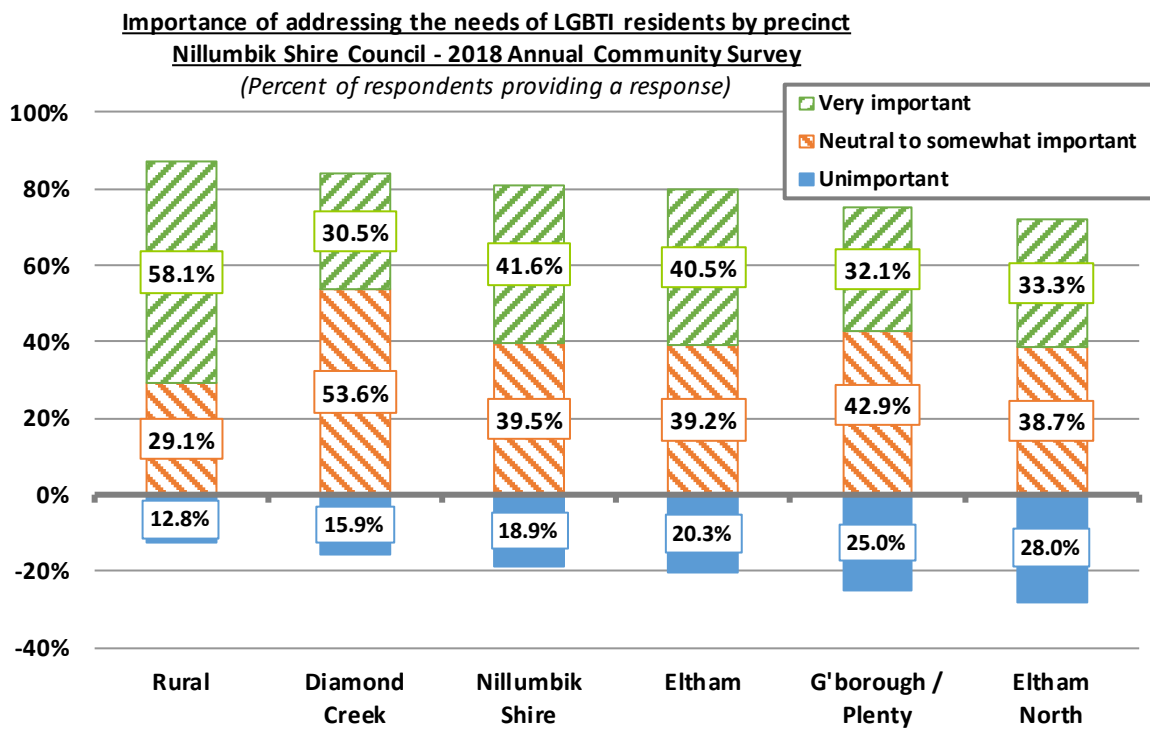
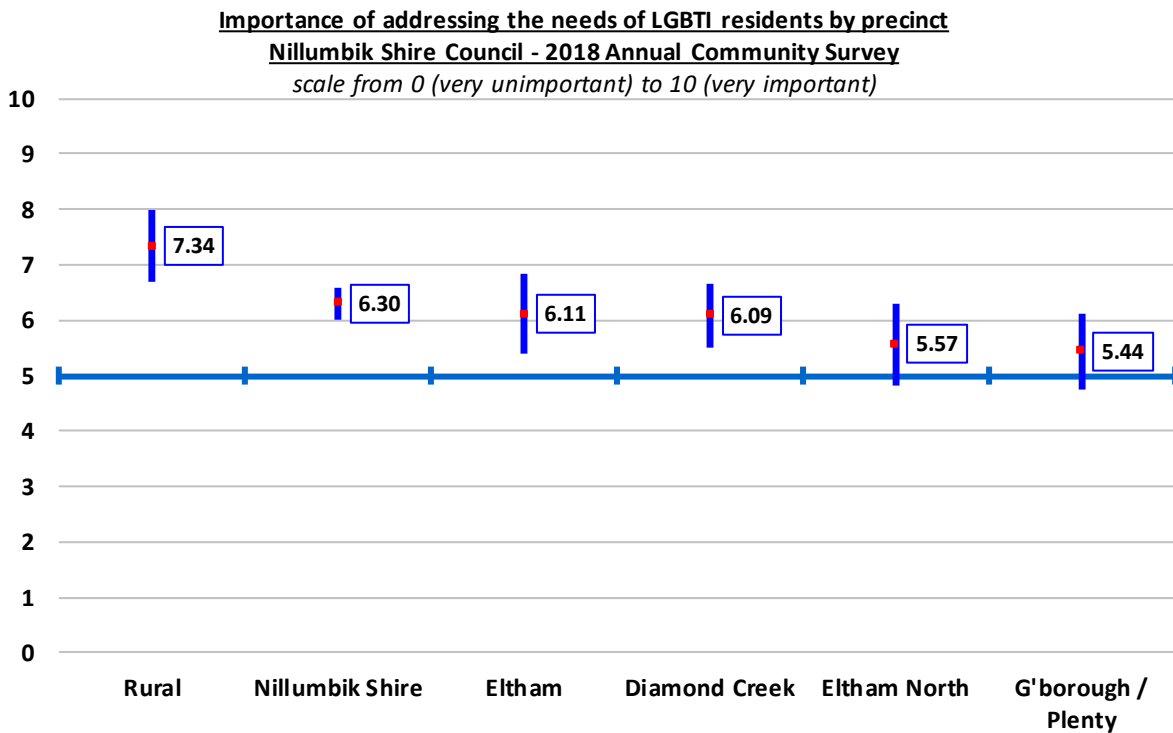


There was some variation in this result observed across the five precincts comprising the Nilumbik Shire, with attention drawn to the following:

- Rural precinct** – respondents rated the importance measurably and significantly higher than the municipal average, and at a level categorised as “very important”. More than half (58.1%) of respondents in the Rural precinct rated this as very important (eight or more).



- Eltham North and Greensborough / Plenty** – respondents rated the importance significantly lower than the municipal average and at levels categorised as “mildly important”. One-quarter of respondents from Greensborough / Plenty and Eltham North rated this unimportant (less than five).





When asked why they rated the importance of Council addressing the needs of LGBTI residents, the following main themes were evident.

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

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

**Nilumbik Shire Council - 2018 Annual Community Survey**

*(Number of responses)*

<i>Response</i>	<i>Number</i>
<i>Unimportant</i>	
Should treat people equally / everyone is the same	26
It's not the Council's responsibility	11
Council should focus on more important issues	9
Don't really care / irrelevant	7
Just individual view	3
Sick of hearing about it / too much in the media	3
They are not many / very small minority	2
Don't spend money to support them, they're just another group of people	1
I think that the LGBTI residents are already accepted, and should stay like that	1
Not enough facility	1
Religious conviction	1
That political right rubbish has been too much! I don't need that in my local community	1
The need is not here presently, but it may become one in the future	1
There is no reason to support	1
<b>Total</b>	<b>68</b>



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

**Nillumbik Shire Council - 2018 Annual Community Survey**

(Number of responses)

<i>Neutral</i>	
Everyone should be treated equally / everyone is the same	23
Don't care / don't affect me / don't have strong feelings	13
There are other important issues and should not be the most important focus	4
I don't think it's a Council issue / responsibility	3
Their needs have been addressed	3
It's not our issue / concern	3
All community needs are equal - Council shouldn't be asking this but working on it to reduce the gap and provide equivalent facilities to them	1
As long as the needs are not over the top	1
Council shouldn't worry too much	1
Everybody needs to feel a sense of community	1
Everyone gets free choice	1
Haven't noticed positive or negative - But more on state	1
I don't know their needs	1
I haven't seen them doing anything particularly	1
It's a big issue anyway and everyone knows about it	1
Recognition must be there without imposing the status quo environment	1
They need to think the big scale of the community	1
Youth and age should be addressed more	1
<b>Total</b>	<b>61</b>
<i>Important</i>	
Everyone is equal / has the same rights / should be treated equally	45
Everyone's needs should be addressed / met / respect	18
Anyone who is in the community needs to feel included	6
Should be treated the same as any other residents	6
Just important as everyone else	5
Council needs to help, do more	3
Council should address needs of all regardless of sexual orientation	3
Just to ensure that there is equality in every sense	3
Crucial to include people who are part of the community	2
Haven't seen Council do a lot for them in this area	2
Important members of the community who deserve respect	2
Important to be more inclusive of all people	2
Need to be treated like all of us, they should not be ignored	2
They are members of our community	2
Active part of the community, same as everyone else	1
Addressing their needs would be a good idea - making sure they are not neglected	1
All these things are legalised now whether you like them or agree with them or not	1
Am not LGBTI	1
Anti discrimination beliefs	1
As long as Council meets their responsibilities - anything else is just a bonus	1
Because that it's important to consider them but not prioritise them	1
Because they pay rates	1



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

**Nilumbik Shire Council - 2018 Annual Community Survey**

(Number of responses)

<i>Response</i>	<i>Number</i>
Council needs to represent everyone and that part of the community deserves to be represented	1
Efforts are being made	1
Everybody should be free to love	1
Everyone has right to be happy	1
For Council to be more inclusive, higher population	1
Haven't come across information about how the Council engages with community. But important to be inclusive	1
I don't really see it around - uncommon	1
I don't think its the position of the Council to get involved	1
I have many friends that are LGBTI	1
In the short-term you need a proactive approach but in the long term extra support should be phased out	1
It affects people's mental health	1
It is always good to have representation in the community	1
<i>Important</i>	
It is important to keep on that community safe and secure	1
It is very important	1
It will help raise awareness	1
It's an individual thing	1
It's been legal approval for them	1
Its Councils duty to address the needs of all residents not just LGBTI - There is no way they should discriminate	1
It's not a community thing	1
It's very important their needs are addressed as needs of regular community	1
I've known some people that are like that and they are no different to us	1
Know some of the community, it is getting better	1
Local issue	1
Look after them but not segregating	1
Lots of improvements, worried about traffic flow	1
Make our welcome more obvious to the LGBTI	1
Mental health service, more welcoming	1
More recognition to help them	1
Multi-cultural, more inclusive	1
Needs are similar to any other in this community	1
No difference between LGBTI residents and residents	1
Nothing special	1
Other priorities should come first	1
Our son is gay	1
People need to be educated	1
Provide service for everybody	1
Respect everybody	1
The Council does not have much of a role to play, it's a state and federal issue	1



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

**Nillumbik Shire Council - 2018 Annual Community Survey**

(Number of responses)

<i>Response</i>	<i>Number</i>
The elderly are conservative and more needs to be done	1
The more normal everyone thinks it is, the easier it is for everyone in that group	1
Their issues should be dealt with in more discreet manner	1
Their needs are just as important as others. Council needs to put extra effort so they don't feel neglected	1
There are people who have unique requirements and we need to support	1
There is very little help from anybody	1
There should be no discrimination from council end	1
They are good people	1
They are marginalised	1
They are part of our community and their needs are not always met in the traditional sens	1
They deserve to be represented like anyone else	1
They do address very well	1
<i>Important</i>	
They feel respected and equal stuff	1
They have rights to be included	1
They need to listen to the people needs	1
They should keep continue	1
They're neglected sometimes	1
To ensure that the LGBTI residents know that the community cares	1
Up until now, they have been invisible, make them feel welcome	1
We are all individuals, we understand the equity of human race	1
We need an inclusive Council	1
We need to look at everybody's needs	1
Yes if there are special needs	1
<b>Total</b>	<b>170</b>

## Planning and housing development

There were two sets of questions relating to satisfaction with planning and housing development included in the 2018 survey. Firstly, a set of questions relating to satisfaction with aspects of the planning application and development process which were asked only of respondents that been involved in a planning application or development in the last twelve months. A second set of questions relating to satisfaction with planning and development outcomes were asked of all respondents.



## ***Involvement in planning approvals process***

Respondents were asked:

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

In 2018, eight percent of respondents or a member of their household had been personally involved in a planning application or development in the last twelve months.

Four percent of respondents had been involved as an applicant, 3.2% had objected to a planning application or development, and 0.8% had been involved in another manner (e.g. both as applicant and objector).

These results are consistent both with previous results in the Nillumbik Shire as well as being broadly consistent with results observed elsewhere by Metropolis Research.

**Involvement in planning and housing development**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

<i>Response</i>	<i>2018</i>		<i>2017</i>	<i>2016</i>	<i>2015</i>	<i>2014</i>	<i>2013</i>
	<i>Number</i>	<i>Percent</i>					
Yes - as an applicant	20	4.0%	5.0%	3.2%	3.8%	9.8%	5.5%
Yes - as an objector	16	3.2%	2.0%	0.8%	1.8%	1.8%	4.3%
Yes - other involvement	4	0.8%	0.4%	0.4%	1.0%	0.6%	0.6%
No involvement	460	92.0%	92.6%	95.6%	93.4%	87.8%	89.7%
Not stated	2		2	3	6	8	7
<b>Total</b>	<b>502</b>	<b>100%</b>	<b>502</b>	<b>502</b>	<b>503</b>	<b>500</b>	<b>500</b>

## ***Satisfaction with aspects of planning approvals process***

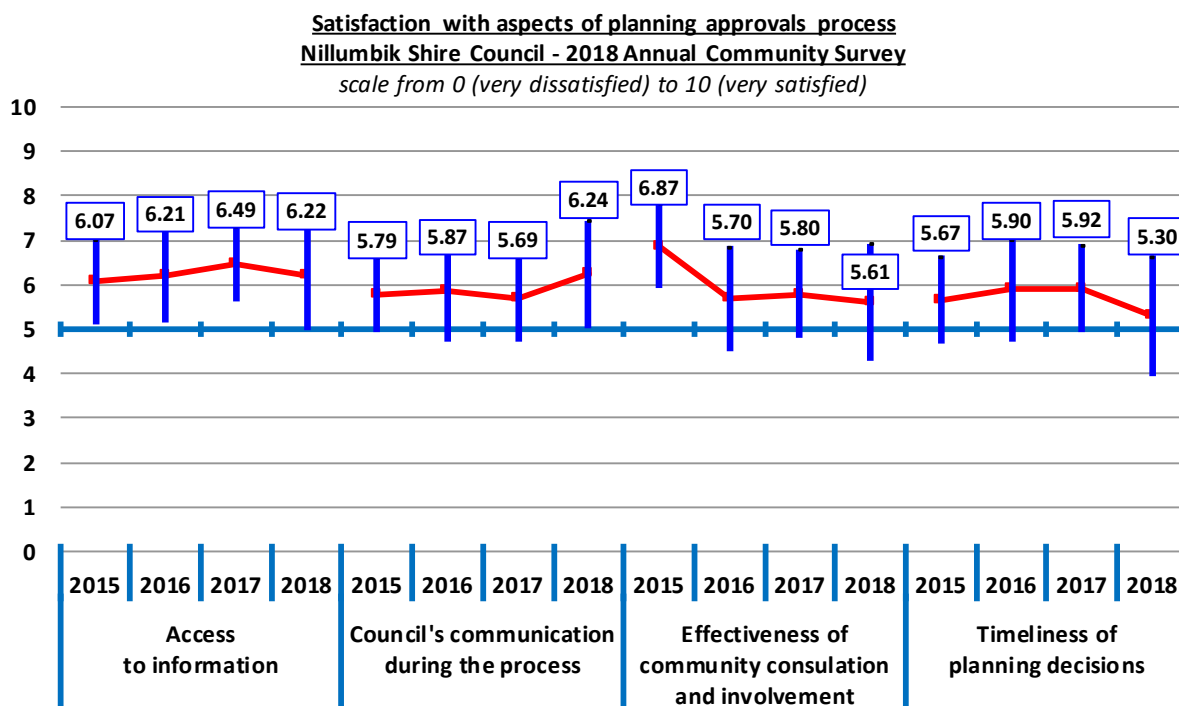
Respondents were asked:

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

There were four aspects of the planning approvals process included in the survey. Satisfaction with these four aspects of the process can best be summarised as follows:

- **Solid** – for access to information and Council’s communication during the process.
- **Poor** – for the effectiveness of community consultation and involvement.
- **Very Poor** – for the timeliness of planning decisions.





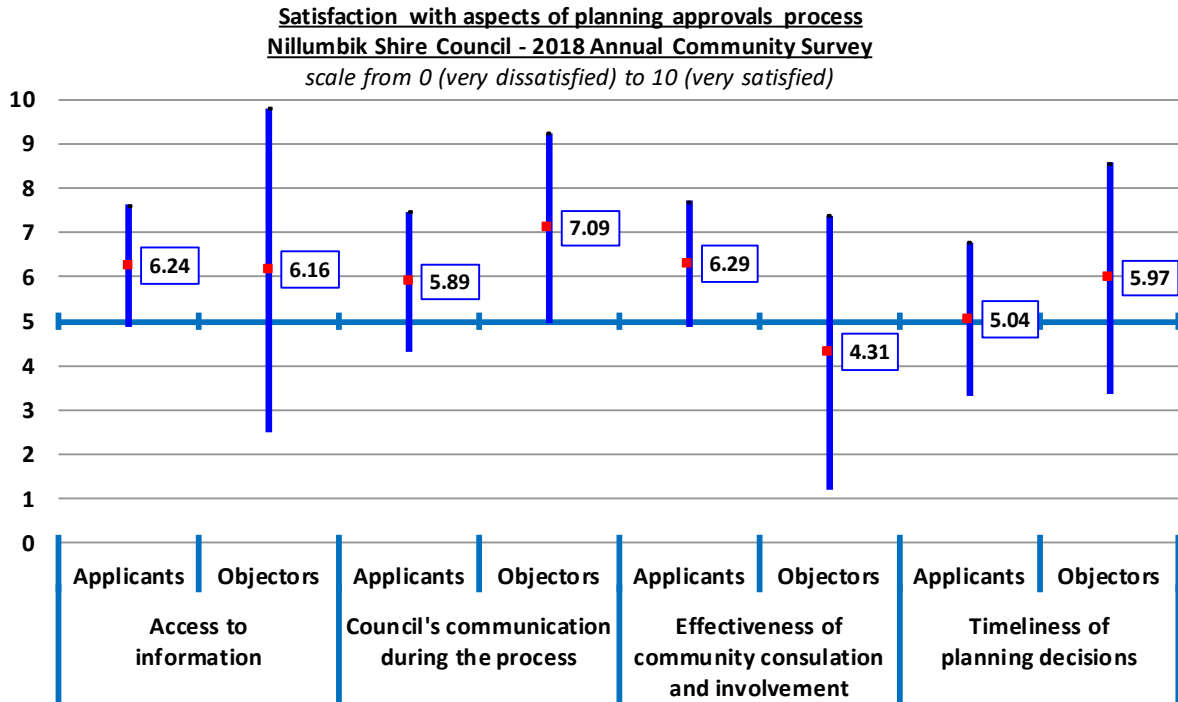
The following graph provides a breakdown of these results between respondents that had been involved in the process as applicants, and those involved as objectors. Metropolis Research notes the very small sample size of just twenty applicants and sixteen objectors. These small sample sizes are clearly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

Despite the small sample sizes, it is clear that applicant respondents are significantly more satisfied than objector respondents with the effectiveness of community consultation and engagement. This reflects the fact that objectors often feel that consultation has not been effective due to the final outcome.

Conversely, it is typically the case, as it is here, that objector respondents are somewhat more satisfied with the timeliness of planning decisions than are applicant respondents. This reflects the fact that for many applicants, the time it takes to process an application is a significant factor underpinning their dissatisfaction with the process.

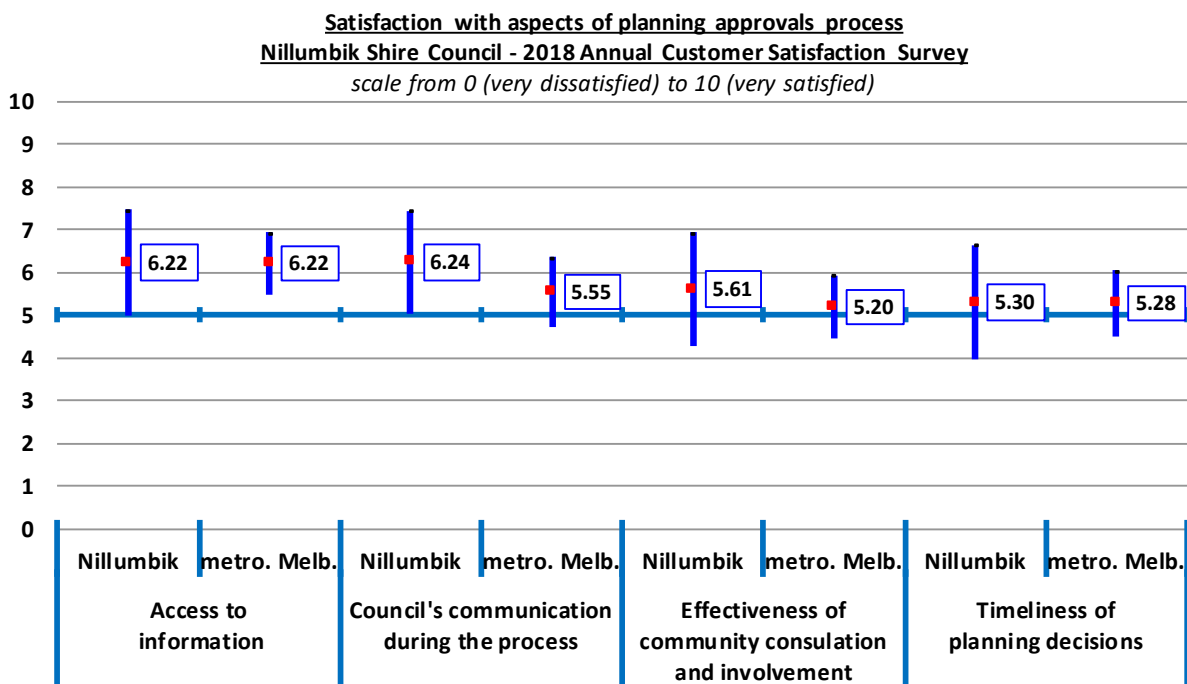
Metropolis Research has consistently found this pattern of results, both in the Nillumbik Shire in previous years, as well as across metropolitan Melbourne.





The following graph provides a comparison of these results against the metropolitan Melbourne average, as recorded in the 2017 *Governing Melbourne* research.

Attention is drawn to the fact that respondents in the Nilumbik Shire were marginally, albeit not measurably more satisfied than the metropolitan Melbourne average with both the effectiveness of community consultation and involvement and Council’s communication during the process.

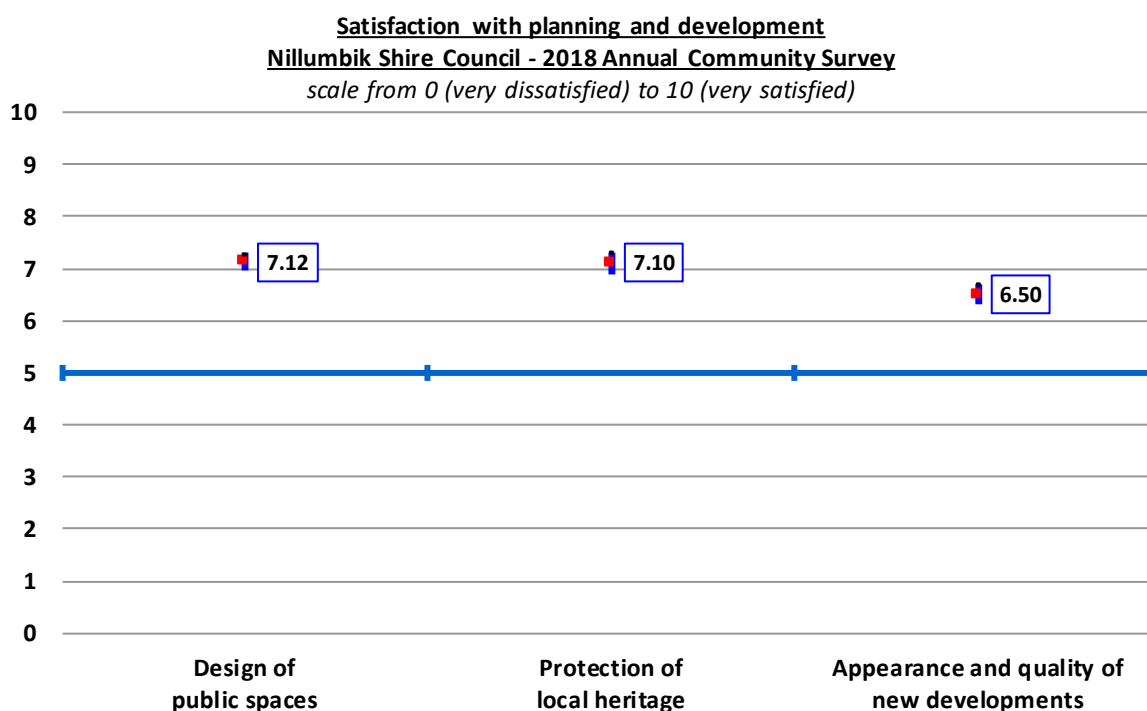


## Satisfaction with aspects of planning and development

Respondents were asked:

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

Respondents were asked to rate their satisfaction with three planning and housing development outcomes. Satisfaction with all three outcomes were rated at levels categorised as “good” in 2018.



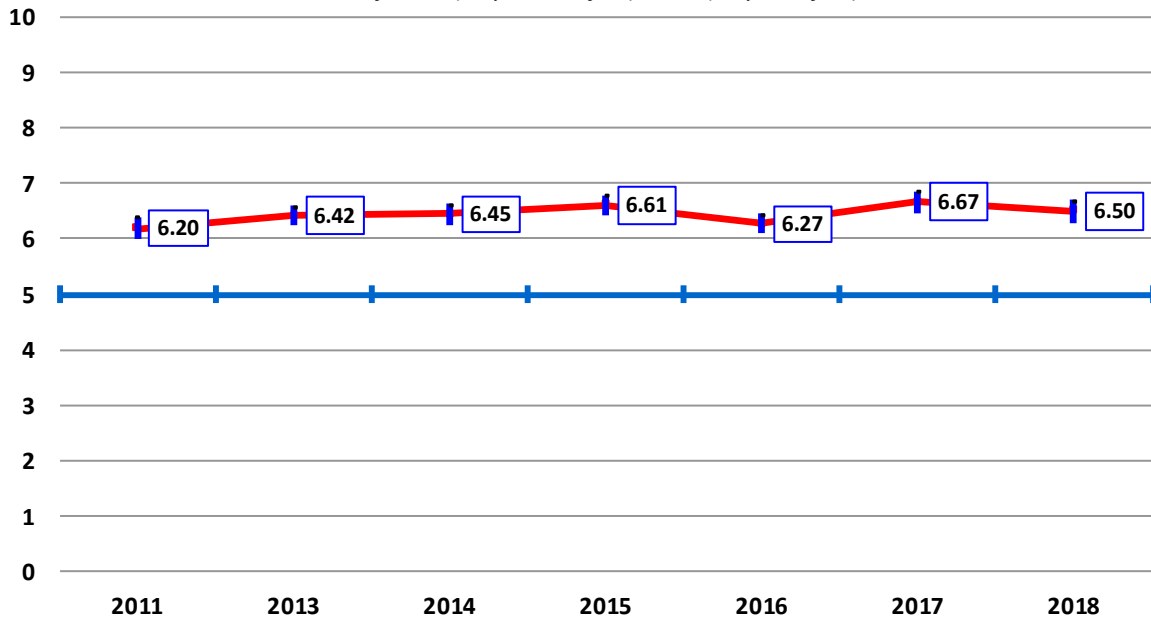
## Satisfaction with the appearance and quality of newly constructed developments

Satisfaction with the appearance and quality of newly constructed developments declined marginally but not measurably in 2018, down 2.5% to 6.50, although it remains at a level categorised as “good”. This result has remained relatively stable around the long-term average of 6.44.





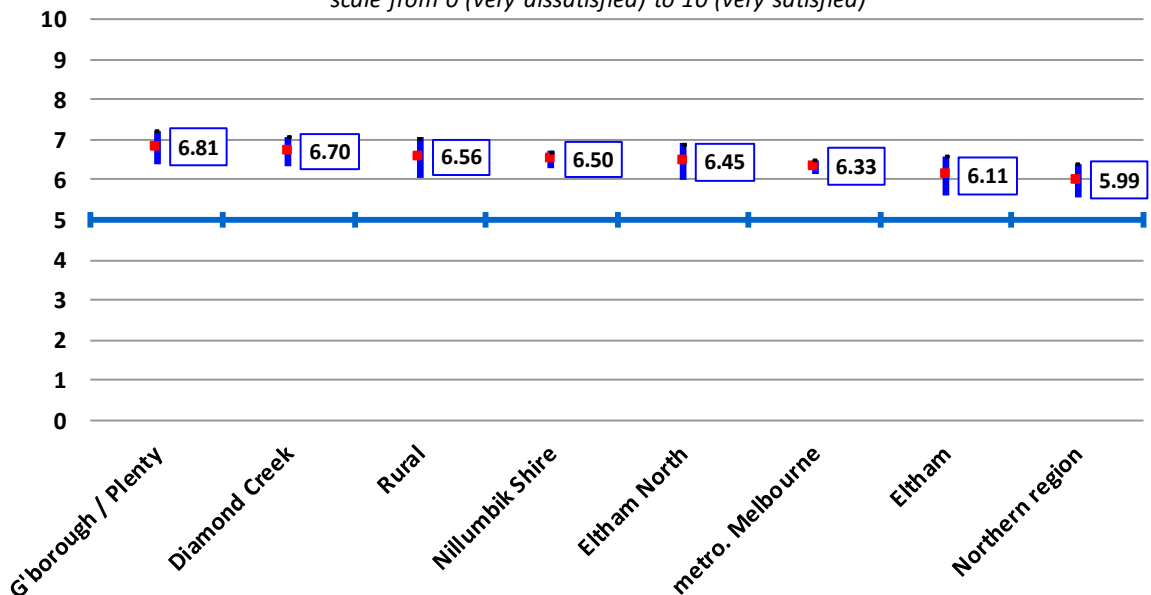
**Appearance and quality of newly constructed developments in your area**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was no statistically significant variation in satisfaction with the appearance and quality of newly constructed developments in the respondents’ local area observed across the five precincts of Nillumbik, although attention is drawn to the following:

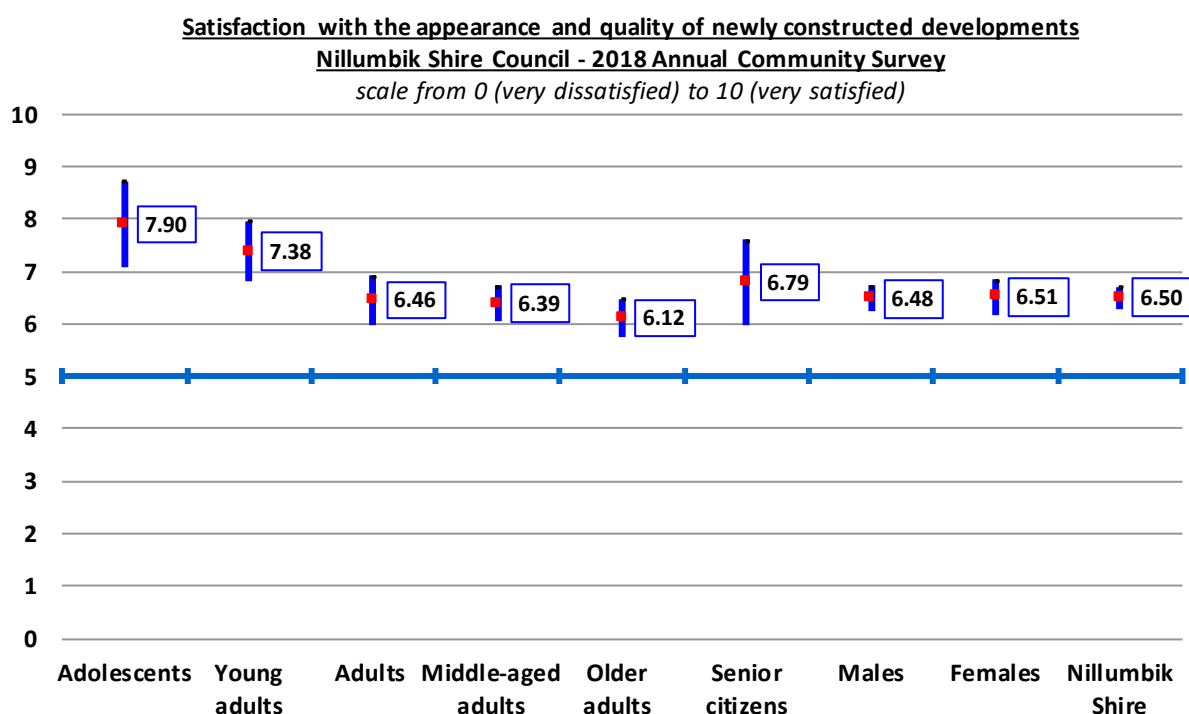
- **Greensborough / Plenty** – consistent with the results in 2017, respondents in this precinct were somewhat, albeit not measurably more satisfied than average.
- **Nillumbik Shire** – respondents rated satisfaction somewhat higher than the 2017 metropolitan Melbourne average (rated as “solid”), and measurably higher than the northern region councils’ average (rated as “poor”).

**Satisfaction with the appearance and quality of newly constructed developments**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



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

- **Age structure** – satisfaction with the appearance and quality of newly constructed developments declined significantly with respondents’ age, except for senior citizens. It is older adults (aged 60 to 74 years) that were the least satisfied, whilst adolescents and young adults (aged 15 to 34 years) were measurably more satisfied than average. Metropolis Research notes that this pattern of declining satisfaction with new developments by age has been consistently found across metropolitan Melbourne.
- **Gender** – there was no meaningful variation in satisfaction observed between male and female respondents.



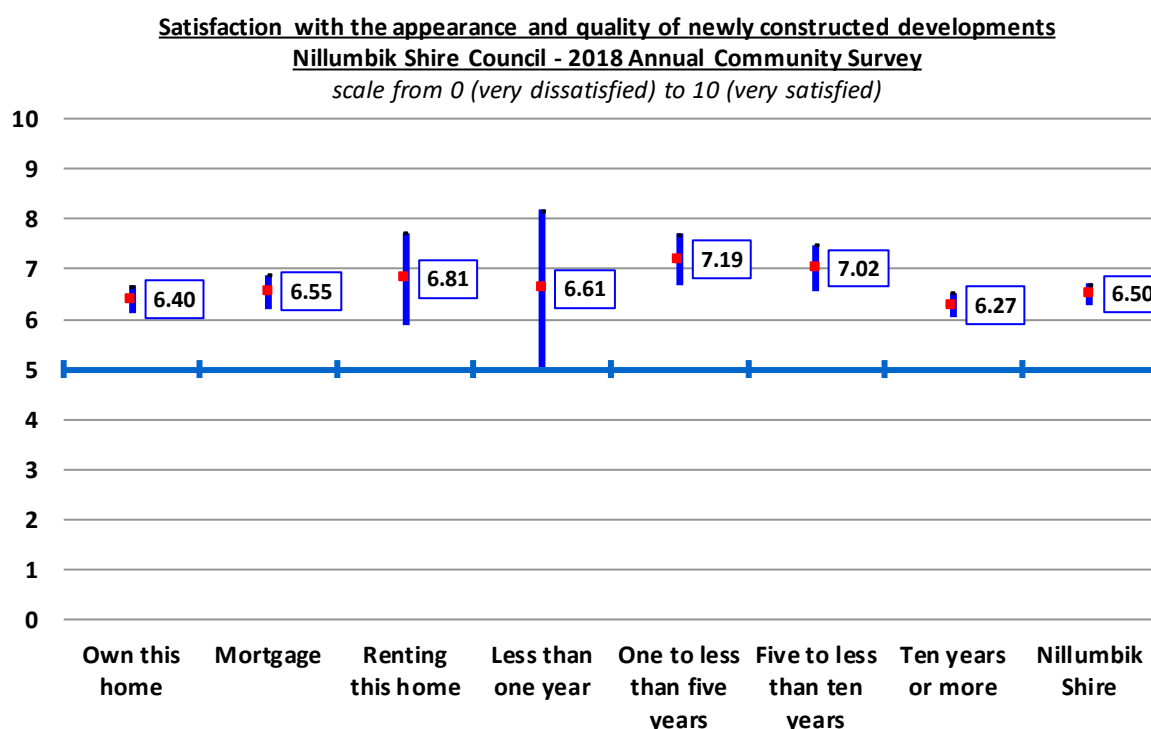
Broadly consistent with the variation in satisfaction with the appearance and quality of newly constructed developments by age structure, there was also notable variation observed by housing situation and the period of residence in the Nillumbik Shire, as follows:

- **Housing situation** – whilst the variation was not statistically significant, it is a long-established trend that respondents that are home-owners tend to be slightly less satisfied than average, whilst rental household respondents tend to be more satisfied than average.
- **Period of residence in Nillumbik Shire** – respondents that had lived in the Nillumbik Shire for less than ten years were measurably and significantly more satisfied than average, whilst long-term residents of ten years or more were somewhat less satisfied than average. Given that almost three-quarters (72.3%) of respondents had lived in the Shire for ten years or more, this group exerts a significant influence on satisfaction.



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

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



### Examples and opinions regarding newly constructed housing developments

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

These results confirm the analysis in the previous section that highlight that new development is perceived by some in the community as being inappropriate in terms of size, scale, and appearance, such as most often comments about perceived “high density developments”.



**Examples of planning and development outcomes of concern**

**Nillumbik Shire Council - 2018 Annual Community Survey**

(Number of responses)

<i>Response</i>	<i>Number</i>
Ugly high density developments on small blocks	6
Too many flats and units	5
Can't do anything about it	3
High rise apartments	2
Block too crowded	2
Behind the shops	1
Can't see any development	1
House construction in estate	1
Housing development (huge cut-off the lands knocked down lots of trees)	1
Lack of respect for neighbourhood character	1
Land is overly utilized	1
Neighbourhood strategy is not consistent	1
New developments in general	1
Not enough	1
Over-development of sites	1
Poorly built apartments	1
Road renovation has been processed too slowly	1
Sheer number of units and don't fit the street scape	1
Some of them are shocking	1
The poor design, too many houses on one side	1
The units along the main road	1
Too much commercial development that change the character of this area	1
Unsuitable for many streets	1

*Specific areas identified*

High rise development in Eltham	5
Diamond Hills Estate	3
Apartments in Diamond Creek	2
105 apartments in one block - Eltham	1
A few townhouses in Hurstbridge St, tiny block	1
Apartment behind the Safeway	1
Apartment next to the police station	1
Arthur St - Prior St - Dalton St - Corner of Bridge and Main Rd	1
Bible street units	1
Big building near Eltham Bookshop	1
Development in Eltham Town Centre	1
Eltham Square is terrible	1
End of Beales Street construction	1
In main street Greensborough	1
Leisure centre	1
Main Rd Eltham - eye sore at the roundabout	1



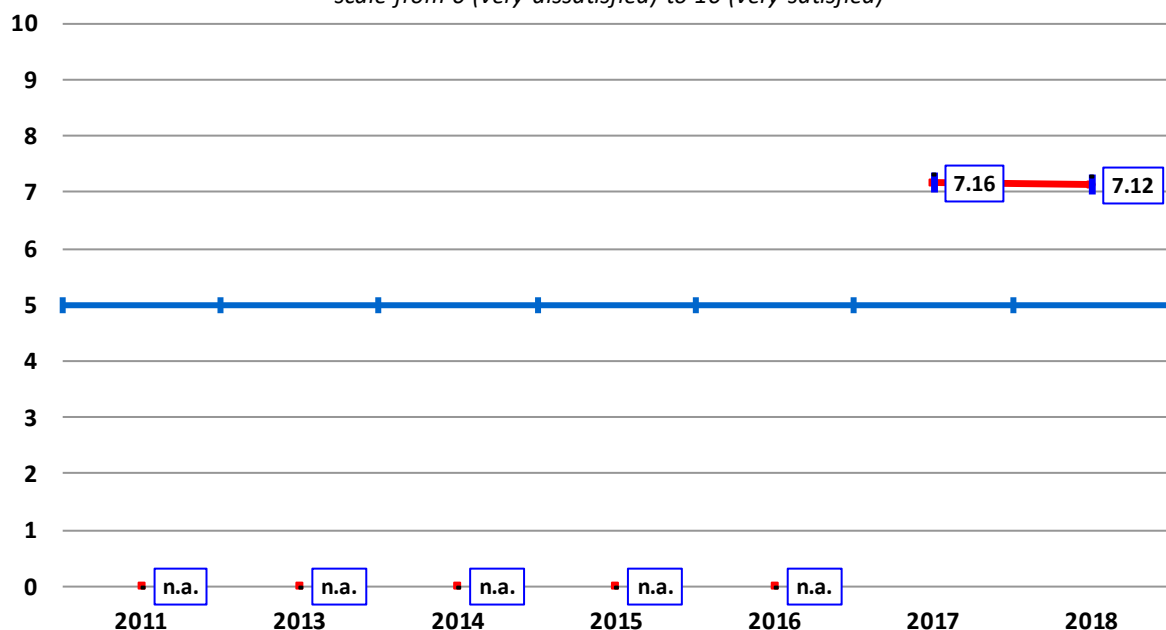
**Examples of planning and development outcomes of concern**  
**Nilumbik Shire Council - 2018 Annual Community Survey**  
*(Number of responses)*

Response	Number
Main Rd, Hurstbridge	1
Manning St looks the same	1
Nursery at corner of Yan Yean / Diamond Creek Rd	1
Proposed one in Yarrambat	1
Rampton Rd	1
Range view Rd development	1
Sherbourne Rd / Bolton Street	1
The buildings off Dudley St, Cecil St and Bridge St	1
The one behind the Eltham shopping centre	1
The planning in Eltham Square is waste of money - It just needs to be a car park	1
Very poor - Never consult e.g. Main Rd improvement	1
Wattleree Road, Brushtail Court	1
When we bought into Eltham it was a residential area and how it is full of flats and townhouses	1
<b>Total</b>	<b>72</b>

**The design of public spaces**

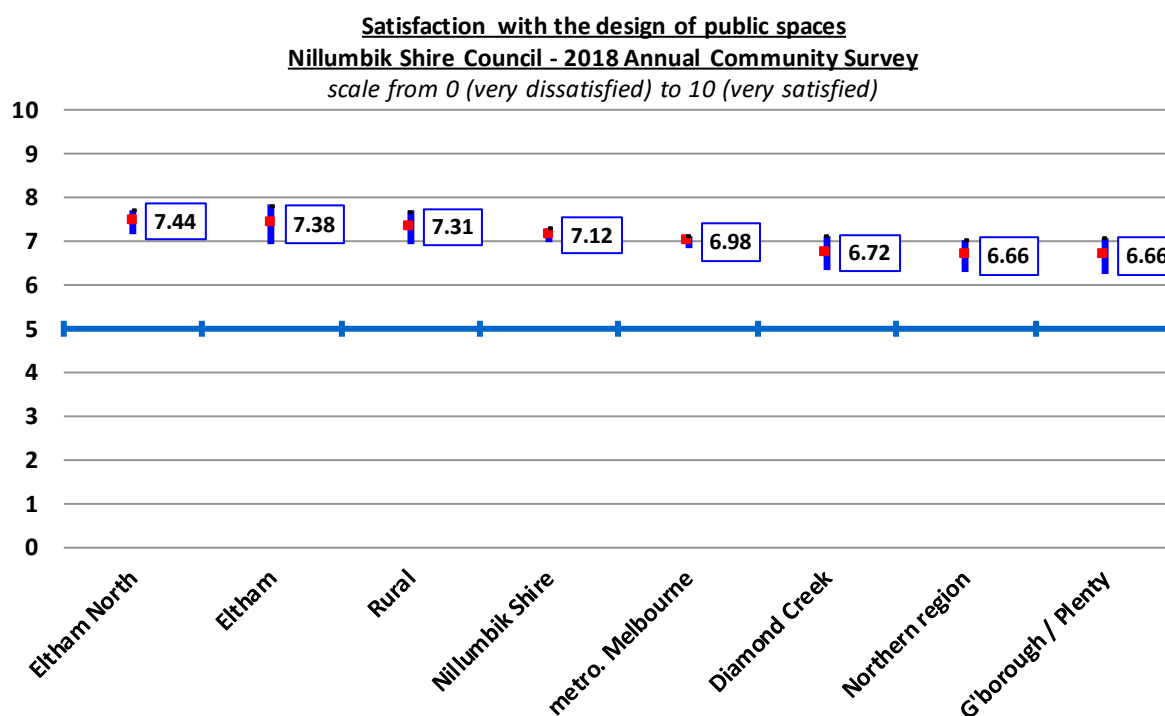
Satisfaction with the design of public spaces has remained relatively stable at 7.12 in 2018, down less than one percent on the 2017 result. This level of satisfaction remains categorised as “good”.

**Design of public spaces**  
**Nilumbik Shire Council - 2018 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was some variation in satisfaction with the design of public spaces observed across the municipality, with attention drawn to the following:

- **Eltham North, Eltham, and Rural precincts** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average and at levels categorised as “very good”.
- **Diamond Creek and Greensborough / Plenty** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average.
- **Nillumbik Shire** – respondents rated satisfaction marginally higher than the 2017 metropolitan Melbourne average, and somewhat, albeit not measurably higher than the northern region councils’ average.



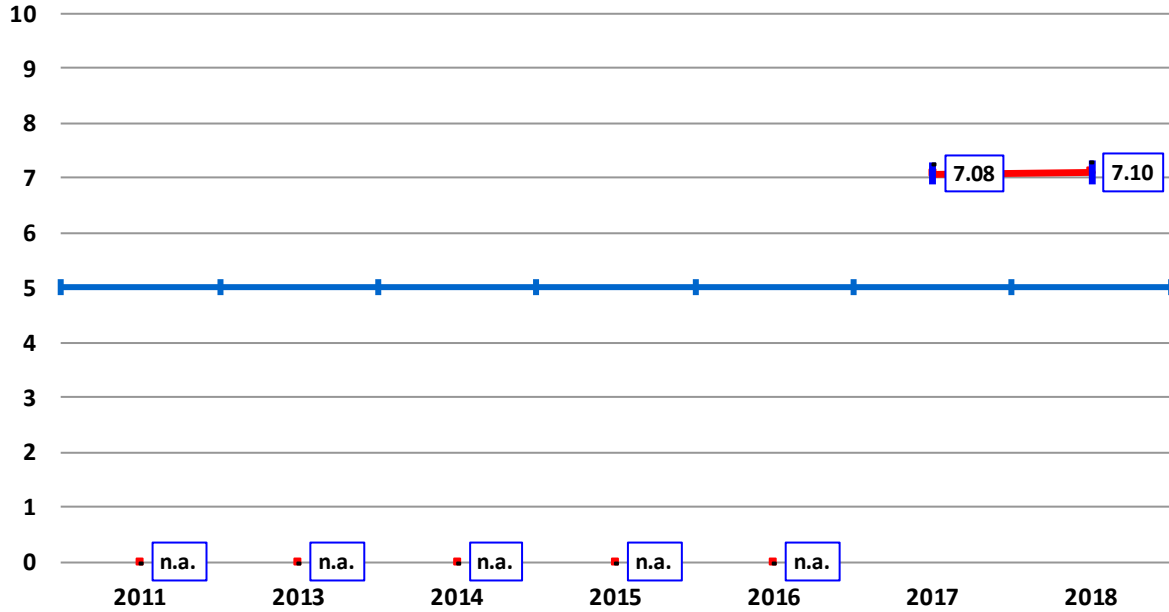
### The protection of local heritage

Satisfaction with the protection of local heritage increased very marginally in 2018, up by less than one percent to 7.10, and remains at a level categorised as “good”.

This is a strong result and one that remains a little above the metropolitan Melbourne average and measurably and significantly above the northern region councils’ average. This reflects the fact that there is significantly more housing development occurring in some other northern region councils including Darebin, Whittlesea, and Banyule, which do tend to bring increased community concern about the loss of local heritage.



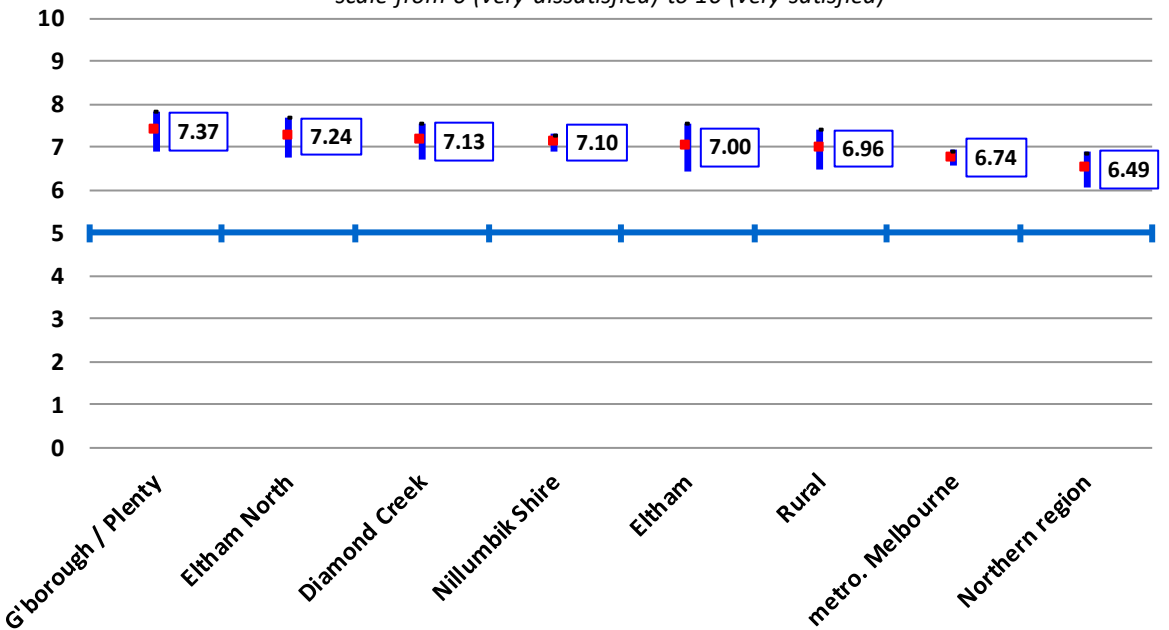
**Protection of local heritage**  
**Nilumbik Shire Council - 2018 Annual Community Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no statistically significant variation in satisfaction with the protection of local heritage observed across the municipality, although attention is drawn to the following:

- **Greensborough / Plenty** – respondents rated satisfaction somewhat, albeit not measurably higher and at a level categorised as “very good”.
- **Nilumbik Shire** – respondents rated satisfaction measurably higher than both the 2017 metropolitan Melbourne and northern region councils’ averages.

**Satisfaction with the protection of local heritage**  
**Nilumbik Shire Council - 2018 Annual Community Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



## Communication

### *Nillumbik News*

#### Receiving and reading the *Nillumbik News*

Respondents were asked:

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

In 2018, a little more than half (51.4%) of respondents reported that their household regularly received and read the *Nillumbik News*. This result is down somewhat on the results from both 2017 (56.7%) and 2016 (55.3%).

A little more than one-third (34.3%) of respondents reported that they regularly received but did not regularly read the publication. This result is consistent with previous years, except for 2017 which appears to be an outlier result.

These results do suggest that the readership of the *Nillumbik News* has remained relatively solid in recent years. This result is reflected in the preferred methods of receiving information from or interacting with Council, which shows that 36.1% of respondents prefer the *Nillumbik News* as a communication method.

Metropolis Research suggests that this result in *Nillumbik Shire* reflects a somewhat stronger preference for the regular printed Council publication than has been observed elsewhere in metropolitan Melbourne in recent years. In some municipalities there has been a decline in the proportion of respondents that prefer the printed regular publication, and this does not appear to be the case currently in the Nillumbik Shire.

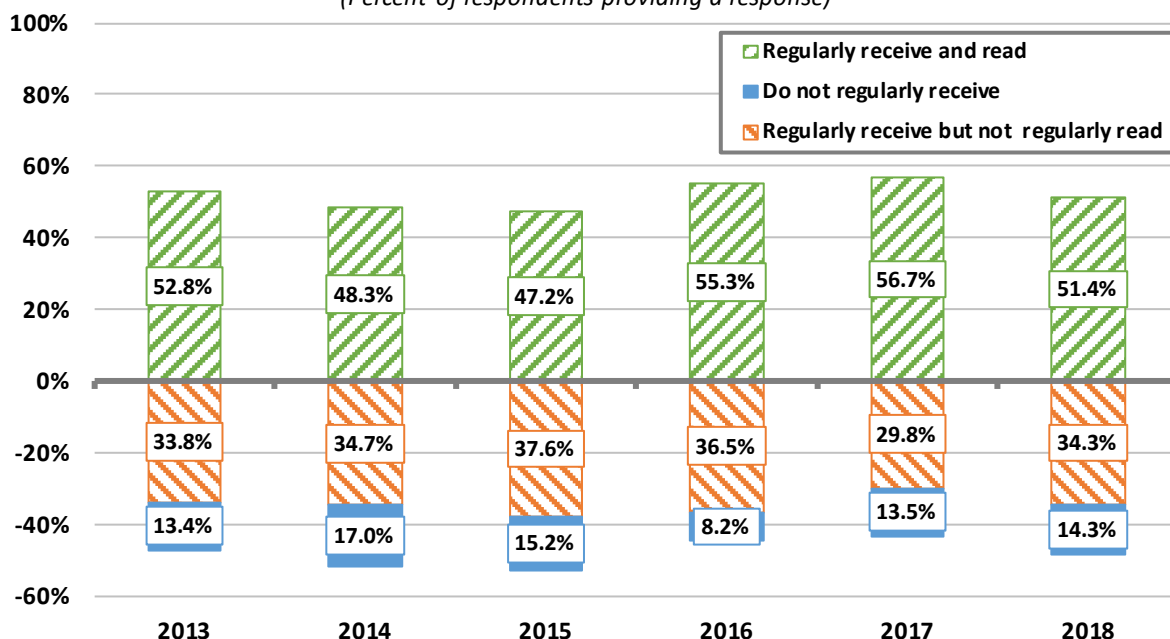
**Regularly receive and / or read the *Nillumbik News***  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Response	2018		2017	2016	2015	2014
	Number	Percent				
Do not regularly receive the publication	63	14.3%	13.5%	8.2%	15.2%	17.0%
Regularly receive but do not regularly read	151	34.3%	29.8%	36.5%	37.6%	34.7%
Regularly receive and read	226	51.4%	56.7%	55.3%	47.2%	48.3%
Can't say	62		72	39	61	59
<b>Total</b>	<b>502</b>	<b>100%</b>	<b>502</b>	<b>502</b>	<b>503</b>	<b>500</b>





**Regularly receive and read the Nillumbik News**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
 (Percent of respondents providing a response)



There was some variation in the readership of the Nillumbik News observed across the municipality, with attention drawn to the following:

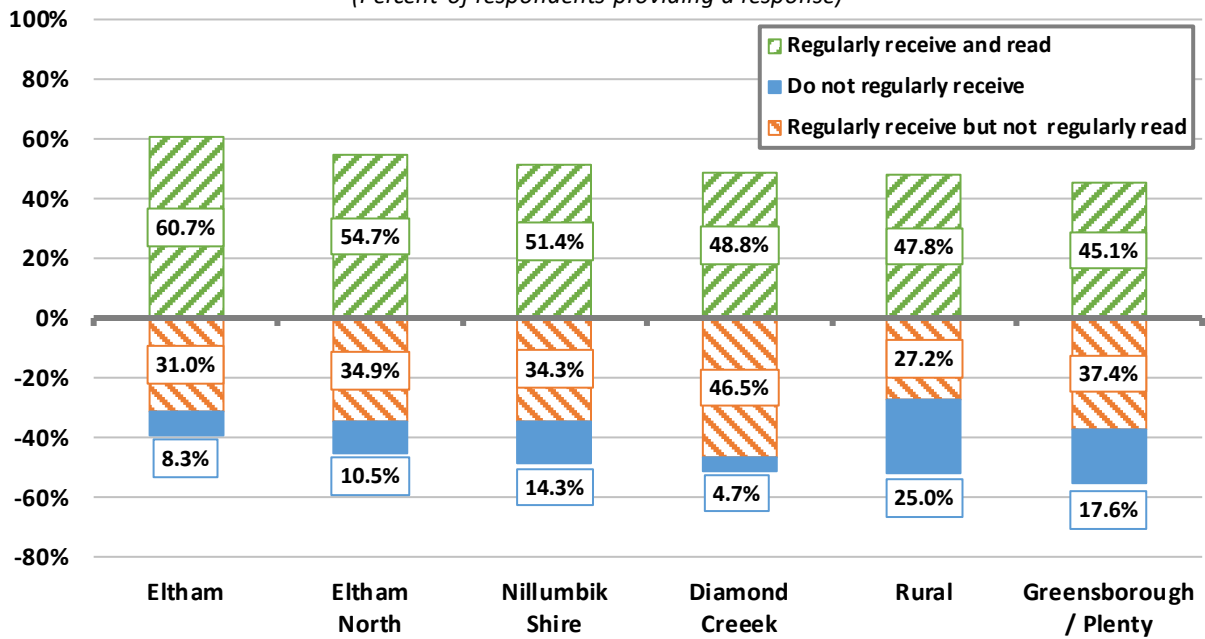
- **Eltham** – respondents were measurably more likely than average to both regularly receive and read the *Nillumbik News*.
- **Diamond Creek** – respondents were measurably less likely than average not to regularly receive the *Nillumbik News*.
- **Rural precinct** – respondents were measurably more likely than average not to regularly receive the *Nillumbik News*.

There was very significant variation in the readership of the *Nillumbik News* observed by respondent profile, with a clear relationship between age and reading the *Nillumbik News*.

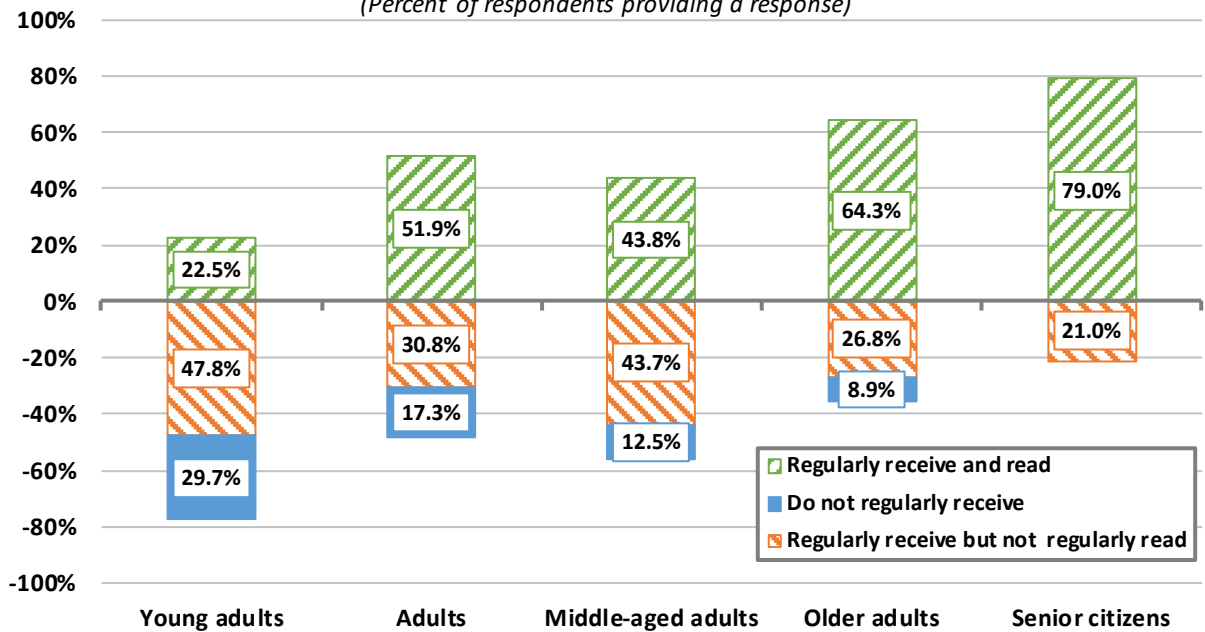
- **Young adults** – respondents were measurably and significantly more likely than other respondents to report that they did not regularly receive the *Nillumbik News*, and they were significantly less likely than average to regularly read the publication.
- **Older adults and Senior citizens (aged 60 years and over)** – respondents were measurably and significantly more likely than average to regularly receive and read the *Nillumbik News*.

The variation in readership of the *Nillumbik News* by age structure is a result commonly found in relation to regular Council publications in municipalities across metropolitan Melbourne. This clearly suggests that in the longer-term the readership of the *Nillumbik News* will decline, despite the current consistent levels of readership.

**Regularly receive and / or read the Nillumbik News by precinct**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
*(Percent of respondents providing a response)*



**Regularly receive and / or read the Nillumbik News by age structure**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
*(Percent of respondents providing a response)*



## Sections of the *Nillumbik News* read by respondents

Respondents were asked:

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

A little more than two-thirds (68.2%) of respondents identified at least one section of the *Nillumbik News* that they usually read. This result is based on all 502 respondents, including those that regularly read and those that do not regularly read the *Nillumbik News*.

On average respondents identified five sections each that they usually read. In other words, on average, those respondents that read the publication, are reading more than half of the of the publication. This suggests that many respondents are at least perusing a significant proportion of the publication, which does reflect well on the diversity and interest of the articles and sections.

Whilst the most commonly read section remains the Features section, it is important to note that more than one-quarter of respondents usually read each of the nine sections of the publication.

**Sections of the *Nillumbik News* usually read**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
*(Number and percent of total respondents)*

Section	2018		2017	2016
	Number	Percent		
Features	207	41.3%	42.2%	47.8%
Details about new projects / buildings	229	45.7%	41.8%	42.6%
Calendars	218	43.5%	40.0%	46.6%
Environmental information	212	42.3%	39.4%	48.6%
Planning information	233	46.5%	37.6%	42.6%
Arts information	171	34.1%	29.1%	35.5%
Mayor's message	161	32.1%	27.9%	26.3%
Councillors page	140	27.9%	25.9%	21.9%
Youth information	142	28.3%	23.3%	22.1%
<b>Total responses</b>	<b>1,713</b>		<b>1,543</b>	<b>1,677</b>
<i>Respondents identifying at least one section they usually read</i>	<i>342</i> <i>(68.2%)</i>		<i>326</i> <i>(65.0%)</i>	<i>393</i> <i>(78.4%)</i>



## Council website

### Visiting the Council website

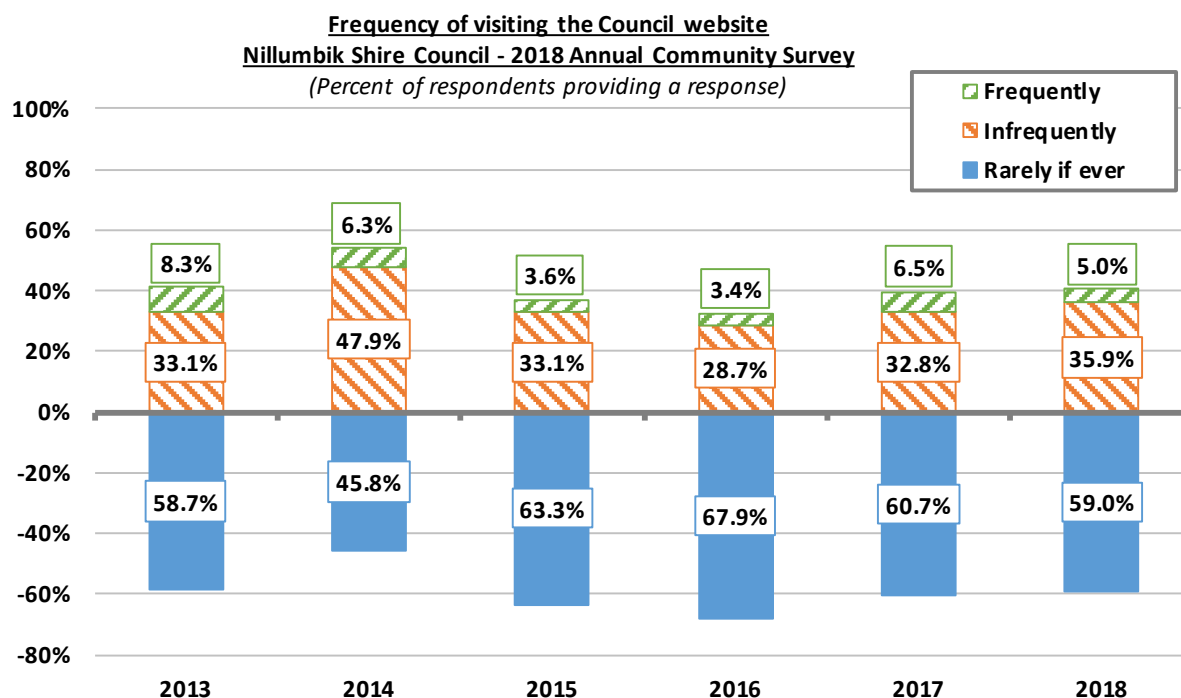
Respondents were asked:

*“How often do you visit the Council website?”*

A little more than one-third (40.9%) of respondents visit the Council website at least infrequently, which is similar to the result in 2017 (39.3%). As discussed in 2017, it does appear that the proportion of respondents that visit the Council website in the Nillumbik Shire has remained relatively stable since 2013.

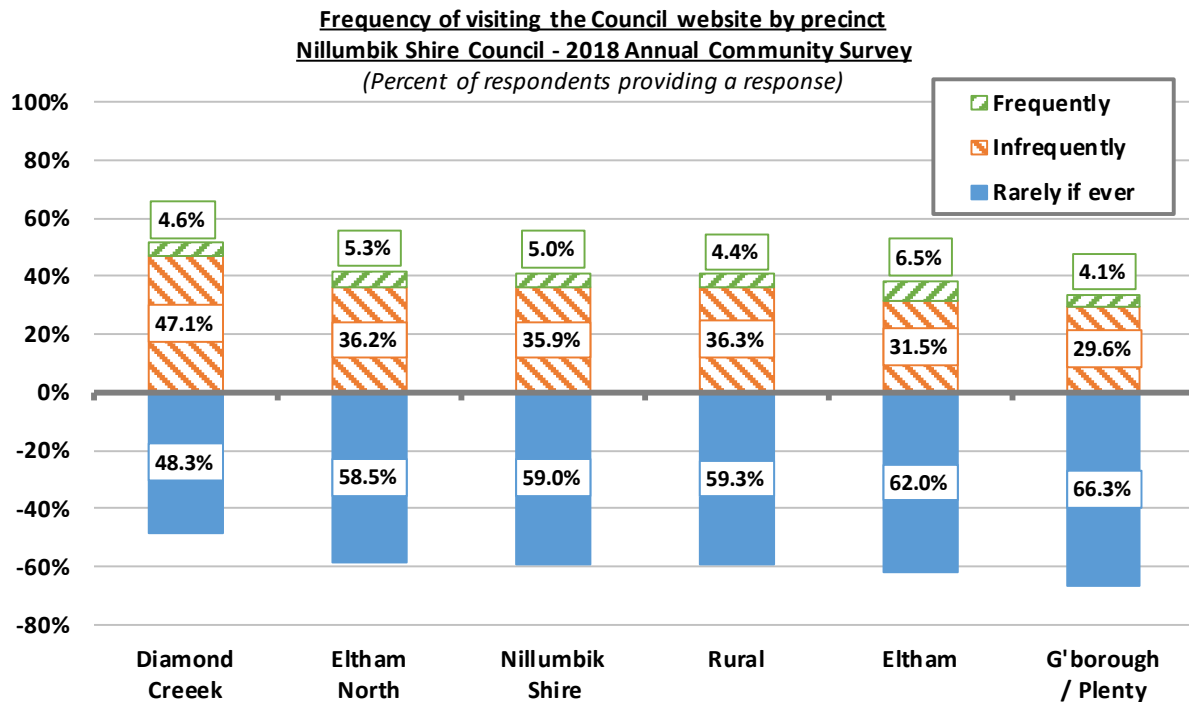
**Visiting Council website**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
 (Number and percent of respondents providing a response)

Frequency	2018		2017	2016	2015	2014	2013
	Number	Percent					
Frequently	23	5.0%	6.5%	3.4%	3.6%	6.3%	8.3%
Infrequently	165	35.9%	32.8%	28.7%	33.1%	47.9%	33.1%
Rarely or never	271	59.0%	60.7%	67.9%	63.3%	45.8%	58.7%
Can't say	42		24	32	29	39	28
<b>Total</b>	<b>501</b>	<b>100%</b>	<b>502</b>	<b>502</b>	<b>503</b>	<b>500</b>	<b>500</b>



There was some variation in the frequency of visiting the Council website observed across the five precincts of Nillumbik Shire, with attention drawn to the following:

- **Diamond Creek** – respondents were measurably more likely than average to infrequently visit the website.
- **Greensborough / Plenty** – respondents were somewhat less likely than average to visit the Council website at least infrequently.

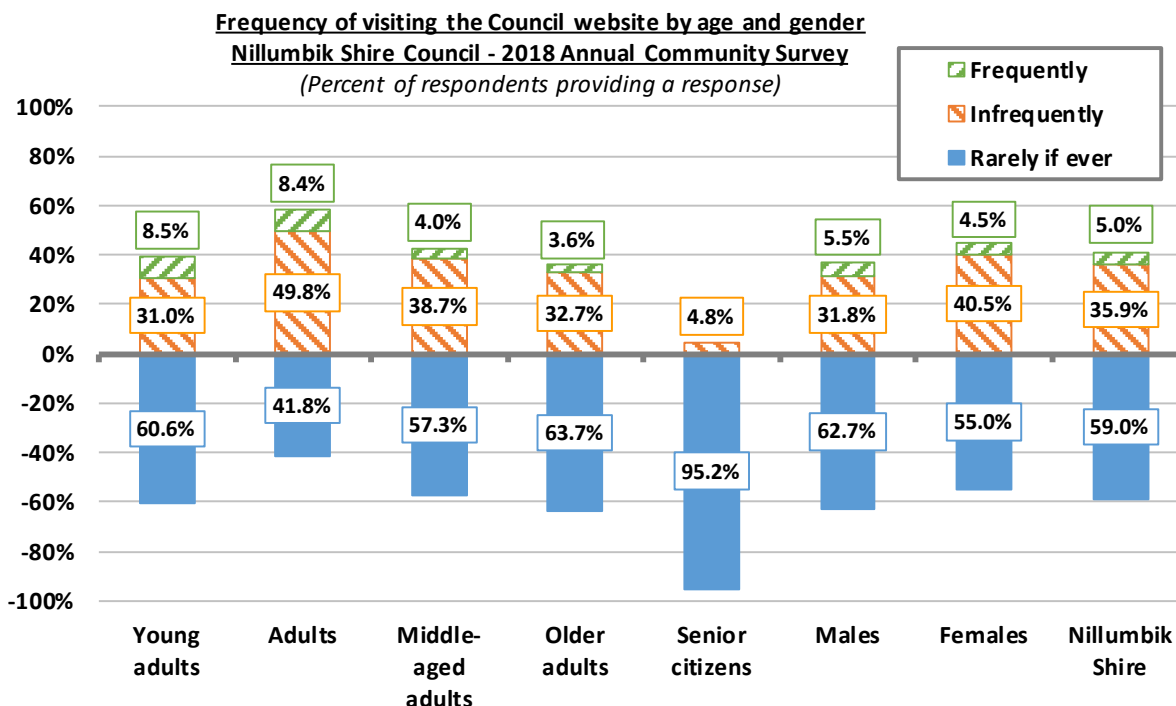


There was measurable and significant variation in this result observed by respondent profile, with attention drawn to the following:

- **Young adults (aged 20 to 34 years)** – respondents somewhat more likely than average to frequently visit the website.
- **Adults (aged 35 to 44 years)** – respondents were measurably more likely than average to infrequently visit the website, and somewhat more likely to frequently visit.
- **Senior citizens (aged 75 years and over)** – respondents were measurably and significantly less likely than average to visit the website at least infrequently.
- **Gender** – female respondents were measurably more likely than male respondents to visit the website at least infrequently.

These results do show whilst there is a correlation between age structure and the frequency of visiting the website, this is not the entire picture. It does appear that adults (aged 35 to 44 years) are the most likely to visit the website, which is likely to reflect a greater level of engagement with a range of Council services, facilities, and events of respondents in this age group compared to other age groups.

This is also reflected in the fact that younger adults (aged 20 to 34 years) are no more likely to visit the website than the municipal average.



### Satisfaction with aspects of Council website

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

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

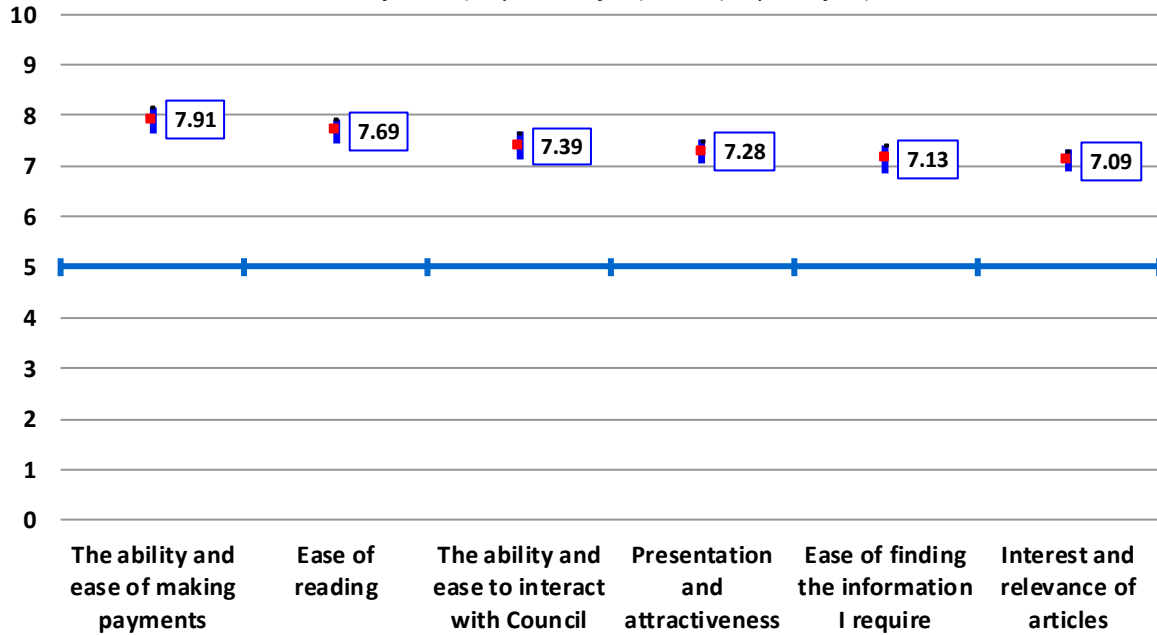
Respondents who had visited the Council website at least infrequently were asked to rate their satisfaction with six aspects of the website.

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

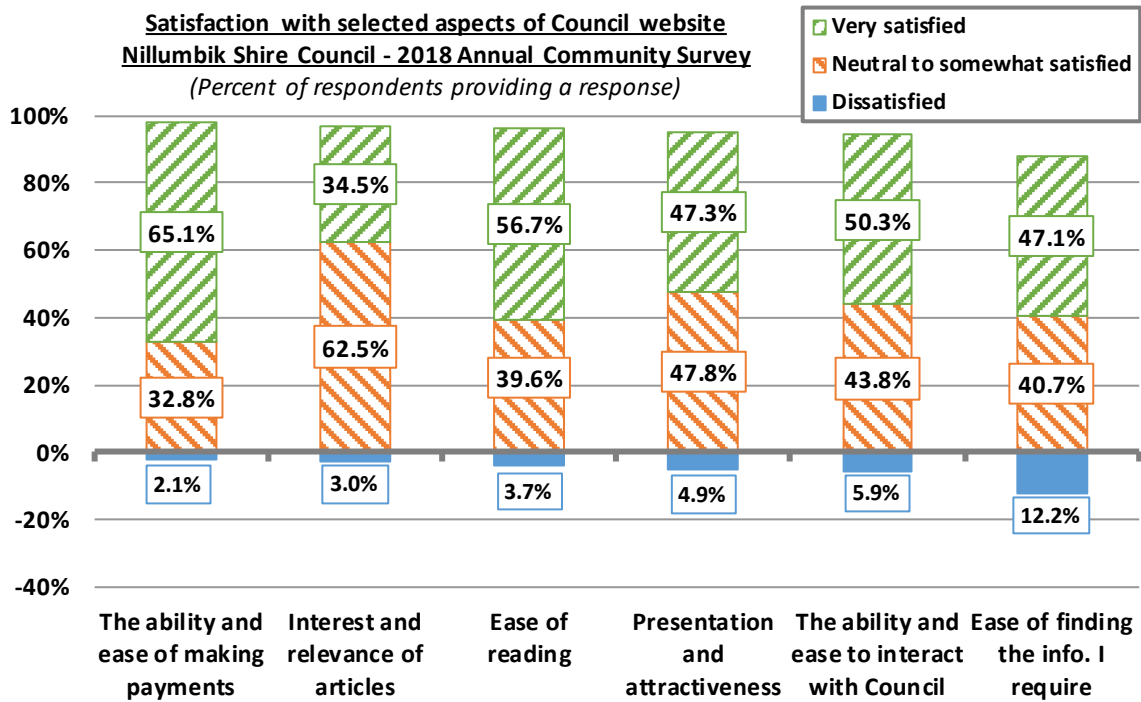
- **Excellent** – for the ability to and ease of making payments. Approximately two-thirds (65.1%) of respondents were very satisfied with this aspect, whilst just 2.1% were dissatisfied.
- **Very Good** – for the ease of reading, the ability to and ease of interacting with Council, and presentation and attractiveness. Approximately half of the respondents were very satisfied with these two aspects, whilst less than six percent were dissatisfied.
- **Good** – for the ease of finding the information required and the interest and relevance of articles. Approximately one-third (34.5%) of respondents were very satisfied with the interest and relevance of articles, although it is noted that just three percent were dissatisfied with this aspect. Whilst almost half (47.1%) of respondents were very satisfied with the ease of finding the information they required, attention is drawn to the fact that 12.2% of respondents were dissatisfied with this aspect.



**Satisfaction with selected aspects of Council website**  
**Nilumbik Shire Council - 2018 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



**Satisfaction with selected aspects of Council website**  
**Nilumbik Shire Council - 2018 Annual Community Survey**  
*(Percent of respondents providing a response)*



**Satisfaction with aspects of Council website**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
 (Number and percent of respondents visiting at least infrequently)

Aspect	Year	Dissatisfied	Neutral to somewhat satisfied	Very satisfied	Can't say
Ease of reading	2013	7.4%	39.7%	52.9%	282
	2014	3.0%	38.4%	58.6%	238
	2015	2.6%	29.0%	68.3%	323
	2016	3.1%	28.1%	68.8%	2
	2017	6.9%	38.9%	54.2%	3
	2018	3.7%	39.6%	56.7%	4
Interest and relevance of articles	2013	6.0%	57.5%	36.5%	281
	2014	3.5%	42.6%	53.9%	241
	2015	4.3%	51.5%	44.2%	338
	2016	6.2%	44.7%	49.1%	11
	2017	10.2%	52.3%	37.5%	28
	2018	3.0%	62.5%	34.5%	27
Presentation and attractiveness	2013	6.5%	55.2%	38.3%	302
	2014	2.4%	50.5%	47.1%	259
	2015	4.7%	43.1%	52.3%	327
	2016	6.1%	45.3%	48.6%	4
	2017	7.1%	51.8%	41.1%	13
	2018	4.9%	47.8%	47.3%	4
Ease of finding the information required	2013	n.a.	n.a.	n.a.	n.a.
	2014	n.a.	n.a.	n.a.	n.a.
	2015	n.a.	n.a.	n.a.	n.a.
	2016	n.a.	n.a.	n.a.	n.a.
	2017	12.3%	49.0%	38.7%	3
	2018	2.1%	32.8%	65.1%	47
The ability and ease of making payments	2017	n.a.	n.a.	n.a.	n.a.
	2018	12.2%	40.7%	47.1%	4
The ability and ease to interact with Council	2017	n.a.	n.a.	n.a.	n.a.
	2018	5.9%	43.8%	50.3%	29

The following graphs provide the time series results for satisfaction with the four aspects of the Council website that have been included in previous surveys.

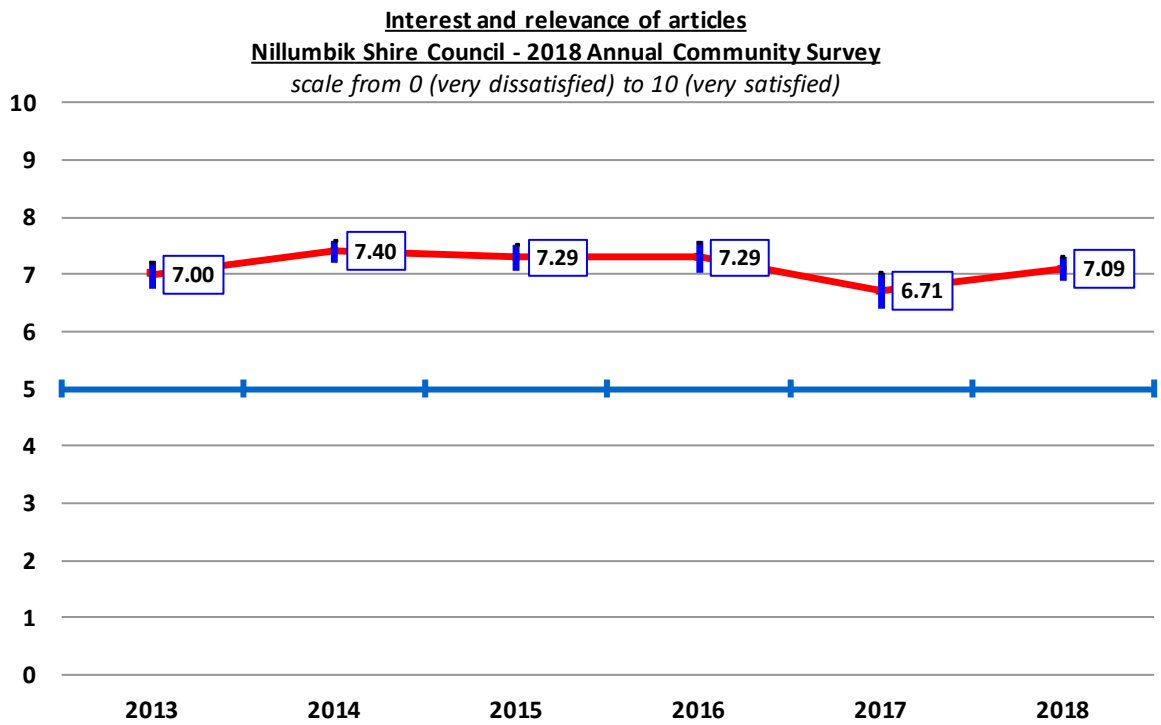
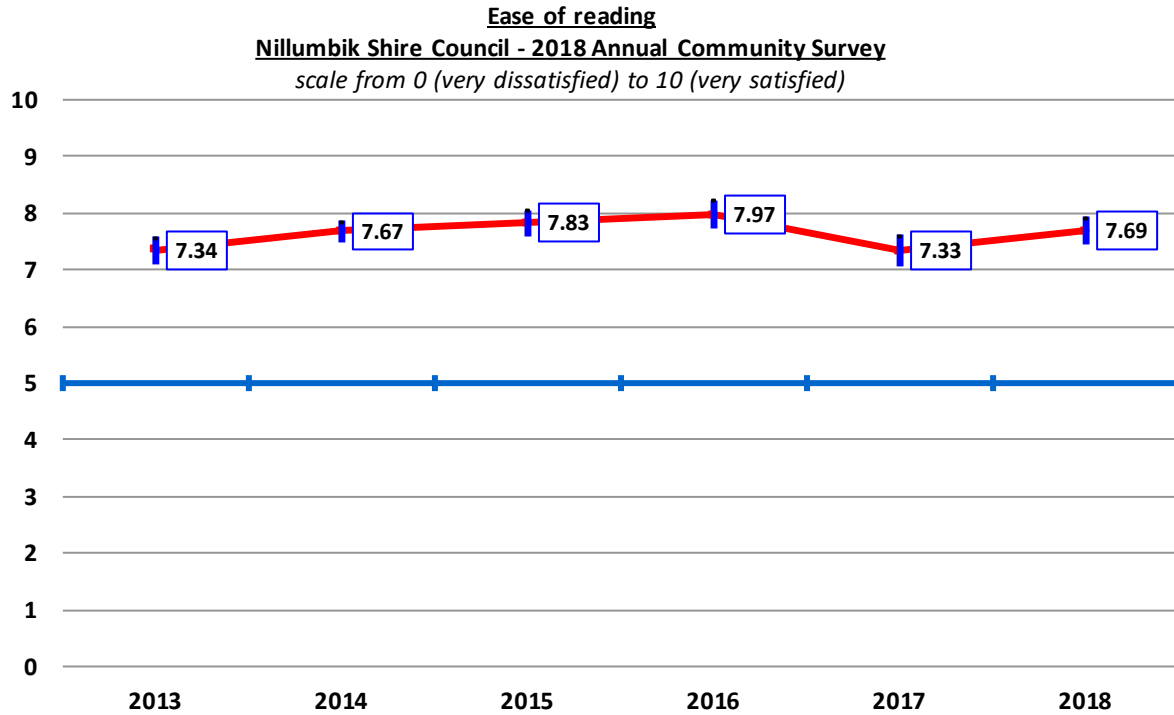
Metropolis Research notes that satisfaction with all four of these aspects increased by an average of 4.7% in 2018.

Given the relatively small sample size of 188 respondents that at least infrequently visit the Council website, none of these increases were statistically significant.

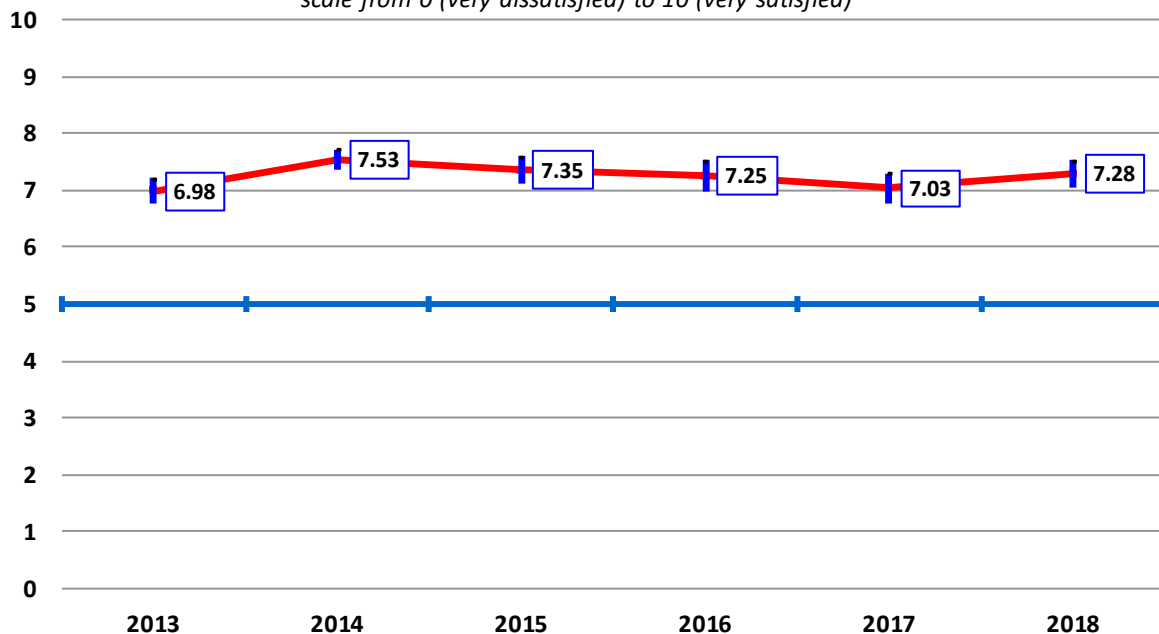
Despite this, Metropolis Research notes that these are significant increases which reverse the unusual declines in satisfaction with these aspects of the website that were recorded in 2017.



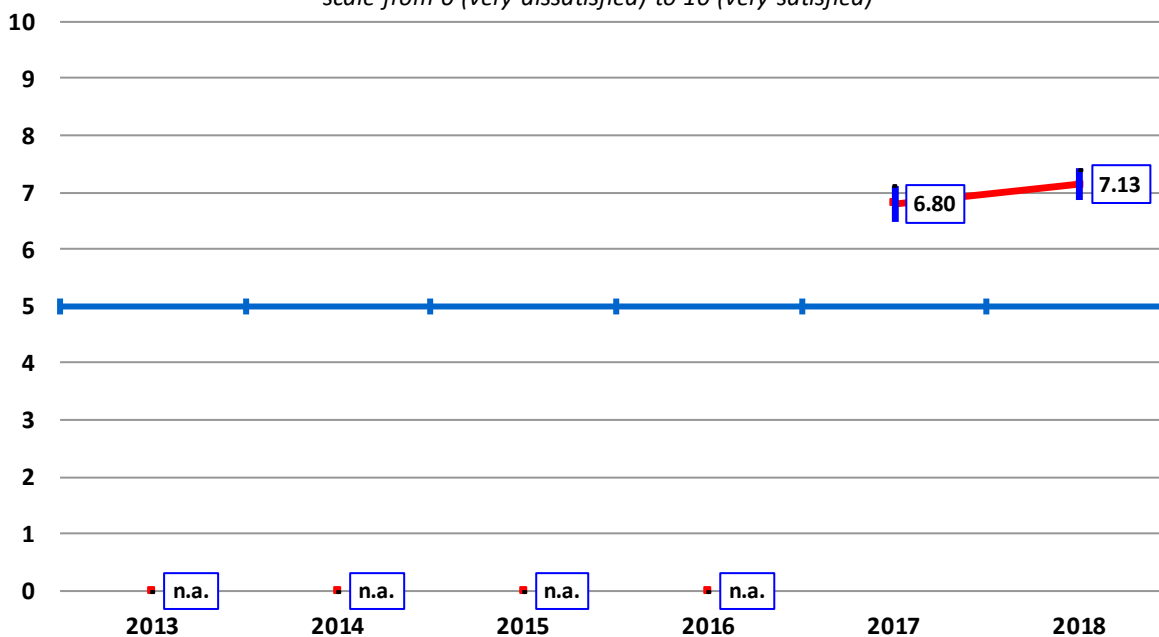




**Presentation and attractiveness**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



**Ease of finding the information I require**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



## ***Preferred method of receiving information from / interacting with Council***

Respondents were asked:

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

Almost all (94.1%) respondents identified at least one method by which they would prefer to receive information from or interact with Council. These respondents on average identified a little less than three methods each.

The four most popular methods of receiving information from or interacting with Council were similar to those recorded in previous years and include direct mail / letterbox drop of information (59.3% up from 47.0%), email (39.5%), the *Nilumbik News* (36.1% down from 48.8%), and the Council website (33.3% down from 46.4%).

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

Consistent with results observed elsewhere in recent times by Metropolis Research, the proportion of respondents preferring to receive information from or interact with Council via social media appears to have stabilised at or around one-sixth of respondents (17.6% in 2018). It does appear that currently the proportion of the community that wish to engage with local government via social media is not continuing to rise above approximately one-sixth to one-fifth of the community.

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

- **Male** – respondents were measurably more likely than female respondents to prefer to receive information / interact with Council via direct mail / letterbox drop of information.
- **Female** – respondents were measurably more likely than male respondents to prefer to receive information / interact with Council via email, Council’s website, social media, and e-newsletters.
- **Young adults (aged 20 to 34 years)** – respondents were measurably more likely than average to prefer to receive information / interact with Council via email and social media, and slightly more likely to prefer local radio.
- **Adults (aged 35 to 44 years)** – respondents were measurably more likely than average to prefer to receive information / interact with Council via the website, and somewhat more likely than average to prefer social media and e-newsletters.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably more likely than average to prefer to receive information / interact with Council via the website.
- **Older adults (aged 60 to 74 years)** – respondents were somewhat more likely than average to prefer to receive information / interact with Council via direct mail / letterbox drop of information, the *Nilumbik News*, and by telephoning Council’s Customer Service.



- **Senior citizens (aged 75 years and over)** – respondents were significantly more likely than average to prefer to receive information / interact with Council via direct mail / letterbox drop of information, the *Nillumbik News*, Council advertisements in the local papers, and by telephoning Council’s Customer Service.

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

**Nillumbik Shire Council - 2018 Annual Community Survey**

(Number and percent of total respondents)

Reason	2018		2017	2016	2018	
	Number	Percent			Male	Female
Direct mail / letterbox drop of information	297	59.3%	47.0%	49.0%	64.2%	54.5%
Email	198	39.5%	39.6%	32.7%	36.2%	43.3%
Council's regular publication <i>Nillumbik News</i>	181	36.1%	48.8%	30.5%	37.4%	34.8%
Council's website	167	33.3%	46.4%	38.8%	27.2%	40.3%
Council advertisements in local newspapers*	122	24.4%	33.1%	21.9%	23.8%	25.8%
Via social media ( <i>Twitter / Facebook</i> )	88	17.6%	18.5%	10.0%	14.0%	21.9%
Telephone customer service	77	15.4%	20.9%	19.7%	14.0%	16.7%
E-newsletters	74	14.8%	25.5%	15.7%	12.8%	17.2%
In person at the Civic Centre / other locations	60	12.0%	19.1%	9.6%	12.5%	11.2%
Local radio	35	7.0%	10.8%	5.2%	7.9%	6.0%
Text message / mobile apps	12	2.4%	n.a.	n.a.	1.1%	3.9%
Other	3	0.6%	0.4%	0.8%	1.1%	0.4%
<b>Total responses</b>	<b>1,314</b>		<b>1,557</b>	<b>1,174</b>	<b>668</b>	<b>643</b>
<i>Respondents identifying at least one method</i>	472 (94.1%)		488 (97.2%)	486 (96.9%)	246 (93.1%)	224 (96.2%)

Reason	Young adults	Adults	Middle-aged adults	Older adults	Senior citizens
Direct mail / letterbox drop of information	58.1%	49.1%	61.2%	64.7%	77.3%
Email	50.0%	45.4%	43.1%	33.5%	9.1%
Council's regular publication <i>Nillumbik News</i>	35.5%	28.7%	32.8%	42.2%	50.0%
Council's website	32.3%	44.4%	40.5%	26.6%	0.0%
Council advertisements in local newspapers*	25.8%	21.3%	21.6%	25.4%	36.4%
Via social media ( <i>Twitter / Facebook</i> )	41.9%	23.1%	13.8%	7.5%	0.0%
Telephone customer service	14.5%	9.3%	12.1%	20.2%	36.4%
E-newsletters	16.1%	21.3%	13.8%	11.6%	18.2%
In person at the Civic Centre / other locations	12.9%	10.2%	11.2%	13.9%	9.1%
Local radio	12.9%	9.3%	7.8%	2.9%	0.0%
Text message / mobile apps	0.0%	4.6%	2.6%	1.7%	0.0%
Other	0.0%	0.9%	0.9%	0.6%	0.0%
<b>Total responses</b>	<b>186</b>	<b>290</b>	<b>304</b>	<b>435</b>	<b>52</b>
<i>Respondents identifying at least one method</i>	59 (95.1%)	102 (95.2%)	111 (95.5%)	165 (95.1%)	18 (82.9%)

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



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

- **Diamond Creek** – respondents were somewhat more likely than average to prefer to receive information / interact with Council via local radio.
- **Eltham North** – respondents were somewhat more likely than average to prefer to receive information / interact with Council via email.
- **Rural precinct** – respondents were somewhat more likely than average to prefer to receive information / interact with Council via the *Nillumbik News*, the website, Council advertisements in local newspapers, by telephoning Council’s Customer Service, in person at the Civic Centre / other locations, and via local radio.

**Preferred method of receiving information from / or interacting with Council by precinct**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
*(Number and percent of total respondents)*

<i>Reason</i>	<i>Gr'nsborough / Plenty</i>	<i>Diamond Creek</i>	<i>Eltham</i>	<i>Eltham North</i>	<i>Rural</i>
Direct mail / letterbox drop of information	65.0%	63.0%	49.0%	51.0%	66.3%
Email	31.0%	39.0%	43.0%	50.0%	36.6%
Council's regular publication <i>Nillumbik News</i>	39.0%	35.0%	30.0%	29.0%	43.6%
Council's website	30.0%	32.0%	30.0%	29.0%	40.6%
Council advertisements in local newspapers*	26.0%	20.0%	18.0%	21.0%	33.7%
Via social media ( <i>Twitter / Facebook</i> )	12.0%	20.0%	21.0%	16.0%	16.8%
Telephone customer service	10.0%	17.0%	8.0%	12.0%	24.8%
E-newsletters	7.0%	12.0%	15.0%	19.0%	18.8%
In person at the Civic Centre / other locations	6.0%	17.0%	3.0%	9.0%	20.8%
Local radio	6.0%	12.0%	1.0%	4.0%	10.9%
Text message / mobile apps	4.0%	2.0%	2.0%	2.0%	2.0%
Other	0.0%	0.0%	0.0%	1.0%	2.0%
<b>Total responses</b>	<b>236</b>	<b>269</b>	<b>220</b>	<b>243</b>	<b>300</b>
<i>Respondents identifying at least one method</i>	97 (97.0%)	94 (94.0%)	93 (93.0%)	91 (91.0%)	96 (95.0%)

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



## Customer service

### Contact with Council in the last twelve months

Respondents were asked:

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

In 2018, a little less than half (45.9%) of respondents reported that they had contacted Council in the last twelve months. This result has varied a little from year to year, around the long-term average of approximately fifty percent. This result is consistent with results recorded by Metropolis Research elsewhere across metropolitan Melbourne over an extended period.

**Contacted Council in the last twelve months**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
 (Number and percent of respondents providing a response)

Response	2018		2017	2016	2015	2014	2013
	Number	Percent					
Yes	226	45.9%	45.6%	51.3%	50.1%	59.3%	50.4%
No	266	54.1%	54.4%	48.7%	49.9%	40.7%	49.6%
Not stated	9		0	1	0	6	0
<b>Total</b>	<b>501</b>	<b>100%</b>	<b>502</b>	<b>502</b>	<b>500</b>	<b>500</b>	<b>500</b>

### Form of contact

Respondents were asked:

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

The most common method of contacting Council remains telephone during office hours, with approximately two-thirds (63.1%) of respondents contacting Council doing so via this method.

Consistent with the results recorded in previous years, approximately one-sixth (16.9%) of respondents contacted Council in person and approximately ten percent (10.7%) emailed Council.

Metropolis Research notes that these results are different to the preferred methods of receiving information from or interacting with Council and are focused on traditional customer service. It is clear that when asked if they had contacted Council, most respondents are thinking about an interaction with Council, such as a telephone call, a visit in person, an email to a person or department. It appears that they are not generally thinking in terms of other forms of interaction such as visiting the website to self-serve for information or interacting via social media.



**Form of last contact with Council**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
 (Number and percent of respondents who contacted Council)

Response	2018		2017	2016	2015	2014	2013
	Number	Percent					
Telephone (during office hours)	142	63.1%	66.8%	70.7%	71.4%	69.3%	
Telephone (after hours service)	0	0.0%	0.4%	0.0%	0.8%	1.4%	68.7%
Visit in person	38	16.9%	15.0%	17.6%	14.7%	17.1%	21.4%
E-mail	24	10.7%	8.0%	5.5%	4.0%	5.5%	4.4%
Website	12	5.3%					
Social media	0	0.0%	3.1%	4.3%	2.0%	1.7%	1.6%
Mail	2	0.9%	1.3%	0.8%	2.0%	0.7%	1.6%
Multiple	7	3.1%	5.3%	1.2%	5.2%	4.4%	2.4%
Not stated	1		3	1	1	0	0
<b>Total</b>	<b>226</b>	<b>100%</b>	<b>229</b>	<b>257</b>	<b>253</b>	<b>293</b>	<b>250</b>

**Satisfaction with aspects of customer service**

Respondents were asked:

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

Respondents contacting Council were again in 2018 asked to rate their satisfaction with selected aspects of customer service. In previous years there were six aspects included on the survey, and in 2018 there was a new aspect “choice of methods to access services” was included.

The average satisfaction with these seven aspects of customer service was rated at 7.24 out of a potential ten, a level of satisfaction best categorised as “very good”, and almost at a level categorised as “excellent” (which is 7.25 and above).

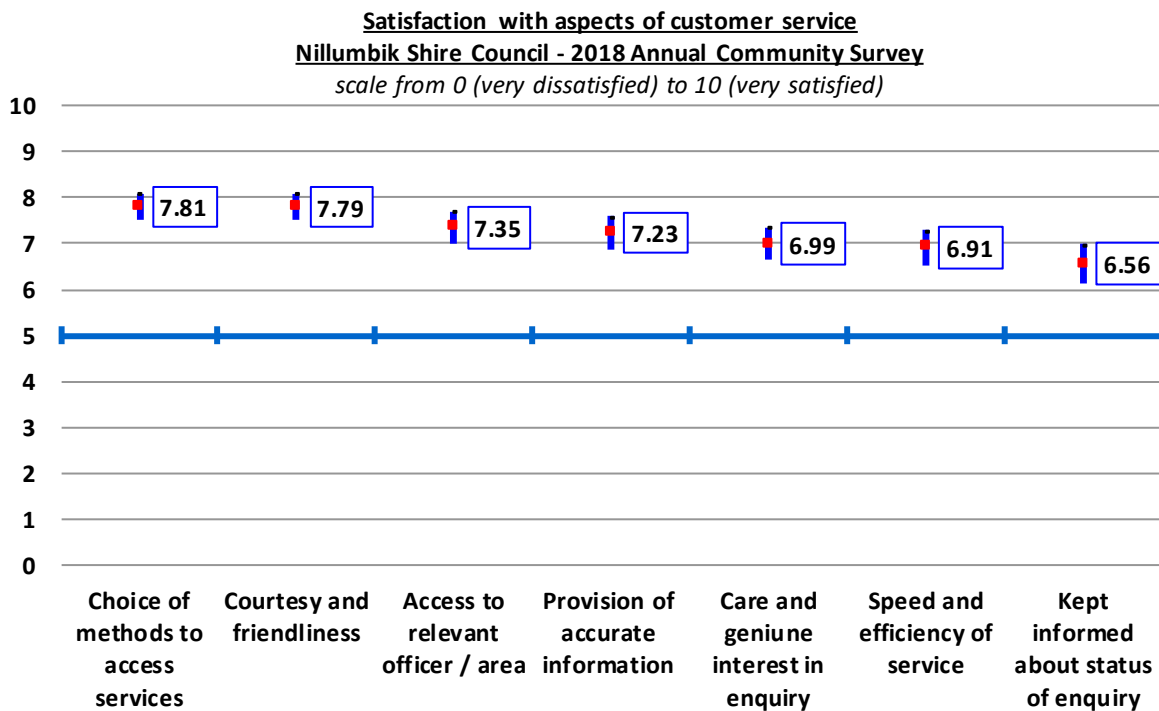
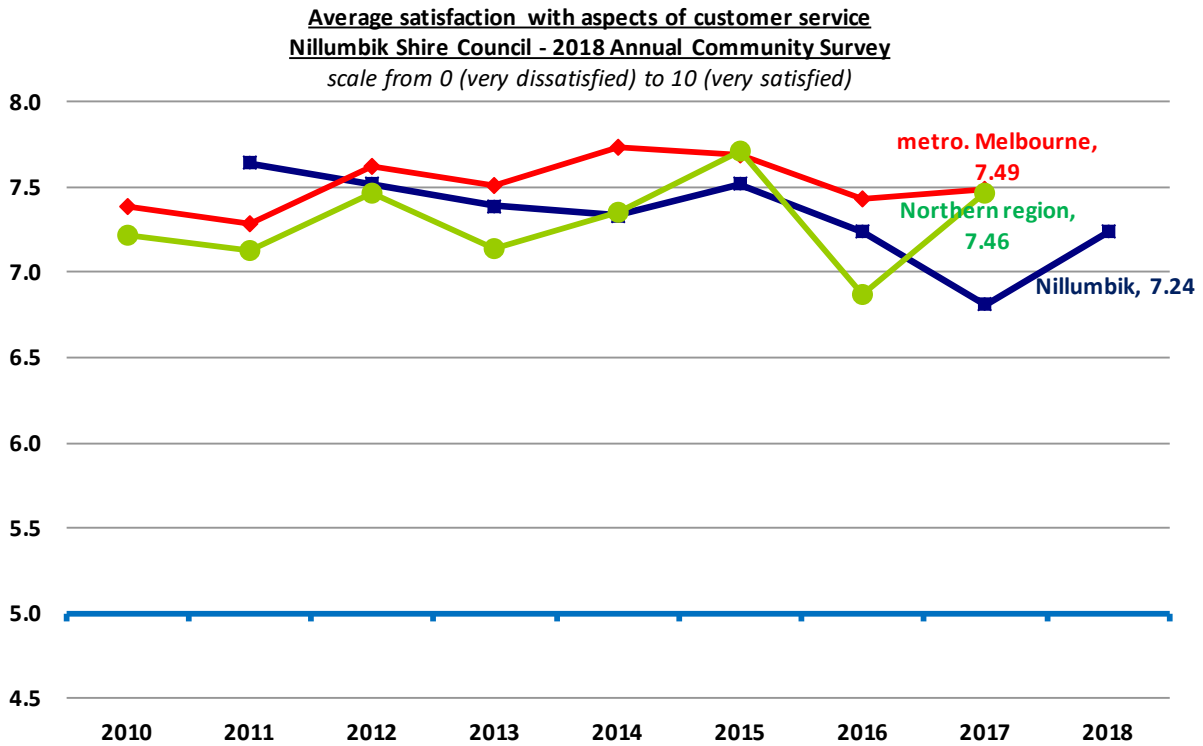
This represents an increase in average satisfaction with customer service of 6.1% in 2018, which entirely reverses the unusually low result recorded in 2017 of 6.81. Metropolis Research is firmly of the view that the unusually low 2017 result is likely to be reflecting the general decline in satisfaction with the performance of Nillumbik Shire Council that in large measure was the result of community concern regarding the C81 and C101 amendments.

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

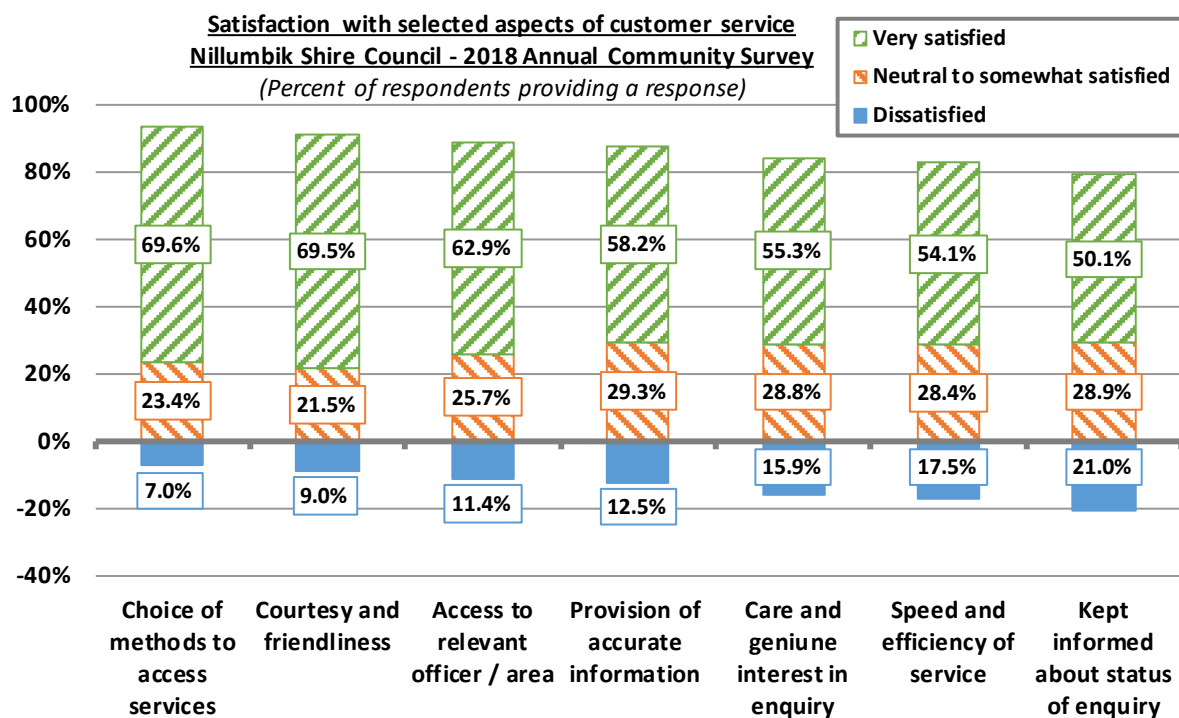
- **Excellent** – for choice of methods to access services and courtesy and friendliness. More than two-thirds of respondents were very satisfied with these two aspects, and less than ten percent were dissatisfied.
- **Very Good** – for access to relevant officer / area. Almost two-thirds (62.9%) of respondents were very satisfied with this aspect, whilst 11.4% were dissatisfied.



- Good** – for the provision of accurate information, care and genuine interest in enquiry, speed and efficiency of service, and being kept informed about status of enquiry. More than half of the respondents were very satisfied with each of these four aspects, whilst attention is drawn to the fact that more than one-sixth (17.5%) were dissatisfied with the speed and efficiency of service, and more than one-fifth (21.0%) were dissatisfied with being kept informed about the status of enquiry.







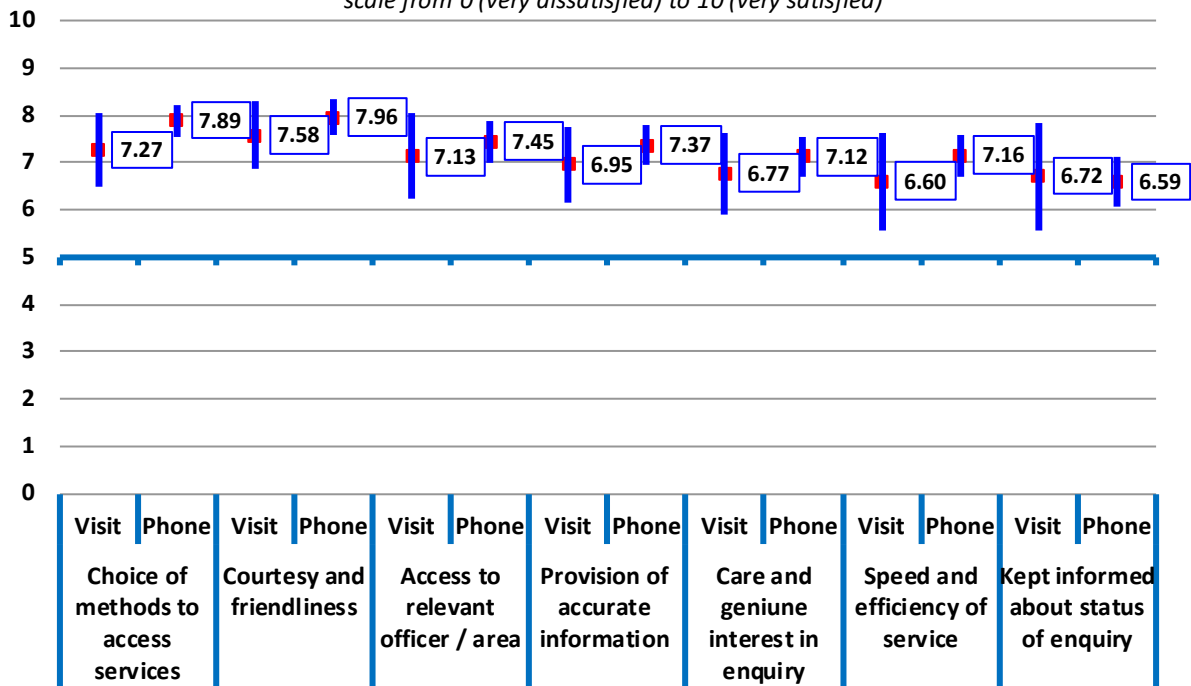
The following graph provides a comparison of satisfaction with the seven aspects of customer service for respondents that visited Council in person and those that telephoned Council. Metropolis Research notes that the sample size for these two groups is relatively small (38 visits in person and 142 telephone Council), which is reflected in the large 95% confidence intervals.

On average respondents contacting Council by telephone (7.36 rated “very good”) were on average five percent more satisfied with the seven aspects of customer service than were respondents that visited Council in-person (7.00 rated “good”).

Metropolis Research notes that this is an unusual result, and that in most cases respondents that visit Council in-person tend to be marginally more satisfied with the customer service experience than are respondents that telephone Council.

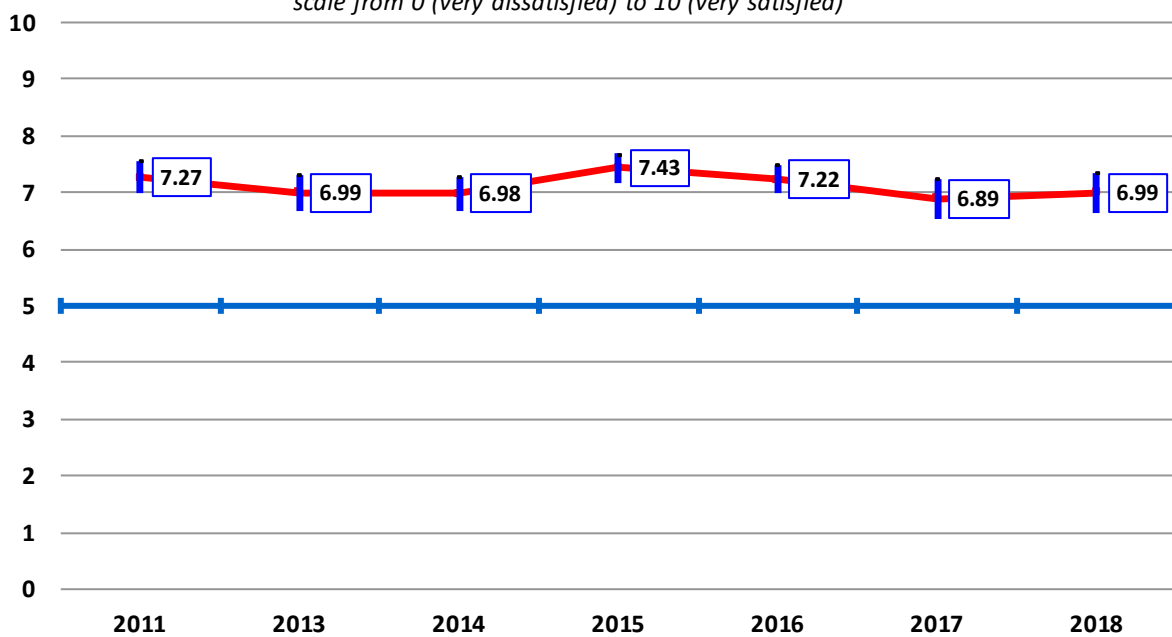


**Satisfaction with aspects of customer service by method of contact**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*

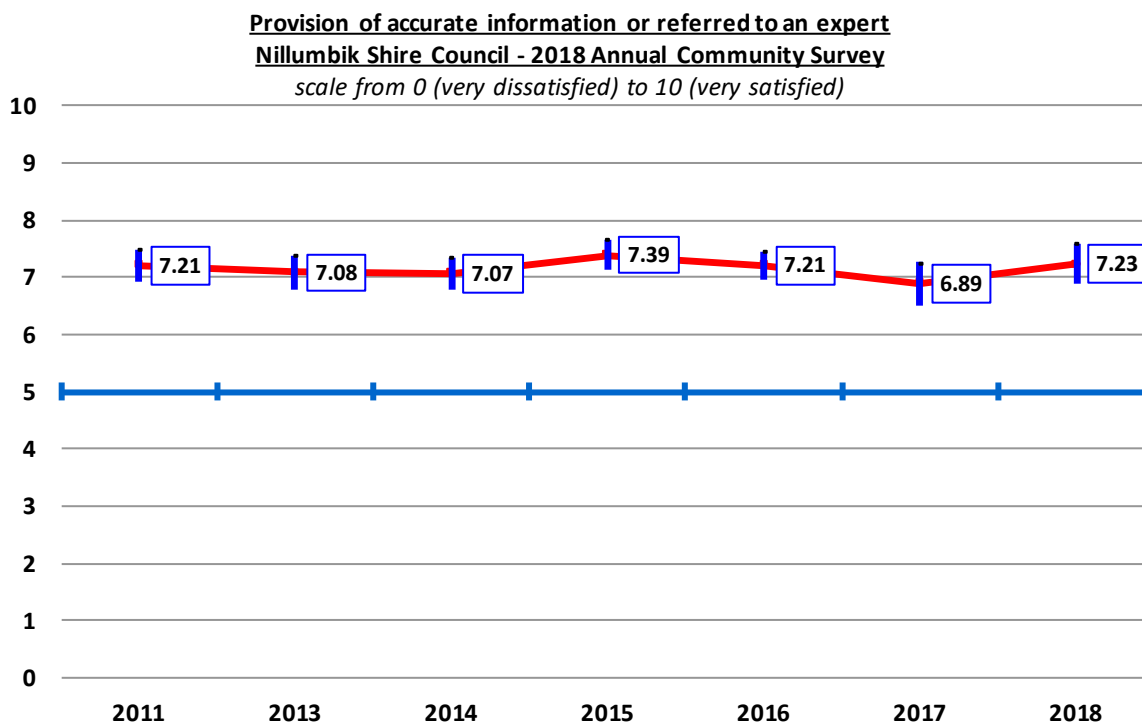


Satisfaction with the care and genuine interest in the respondent and their enquiry increased marginally but not measurably in 2018, up 1.5% to 6.99 although it remains at a level categorised as “good”.

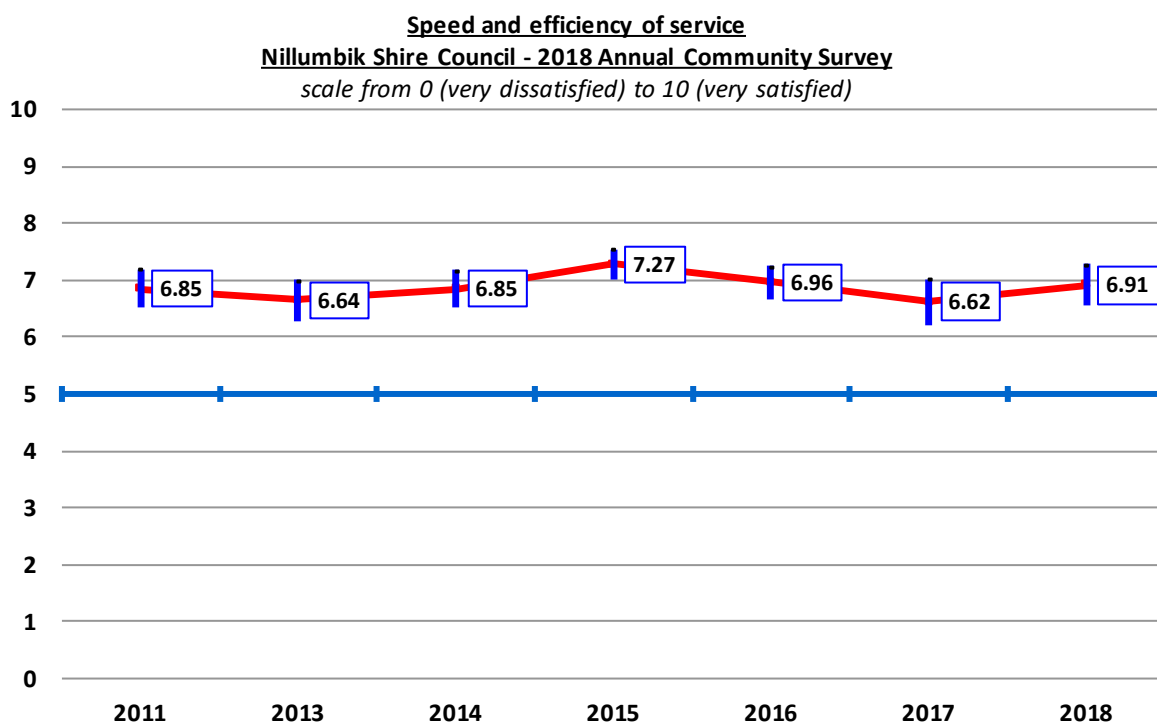
**Care and genuine interest in you and your enquiry**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



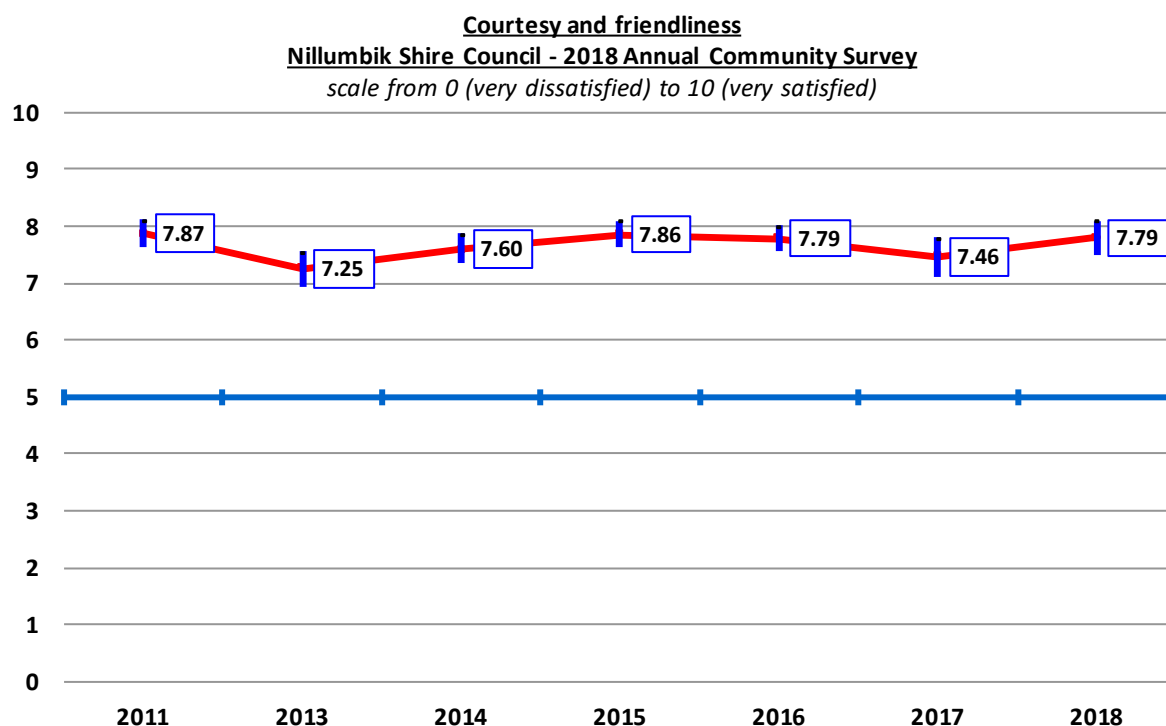
Satisfaction with the provision of accurate information or referred to an expert increased somewhat, albeit not measurably in 2018, up 4.9% to 7.23 although it remains at a level categorised as “good”.



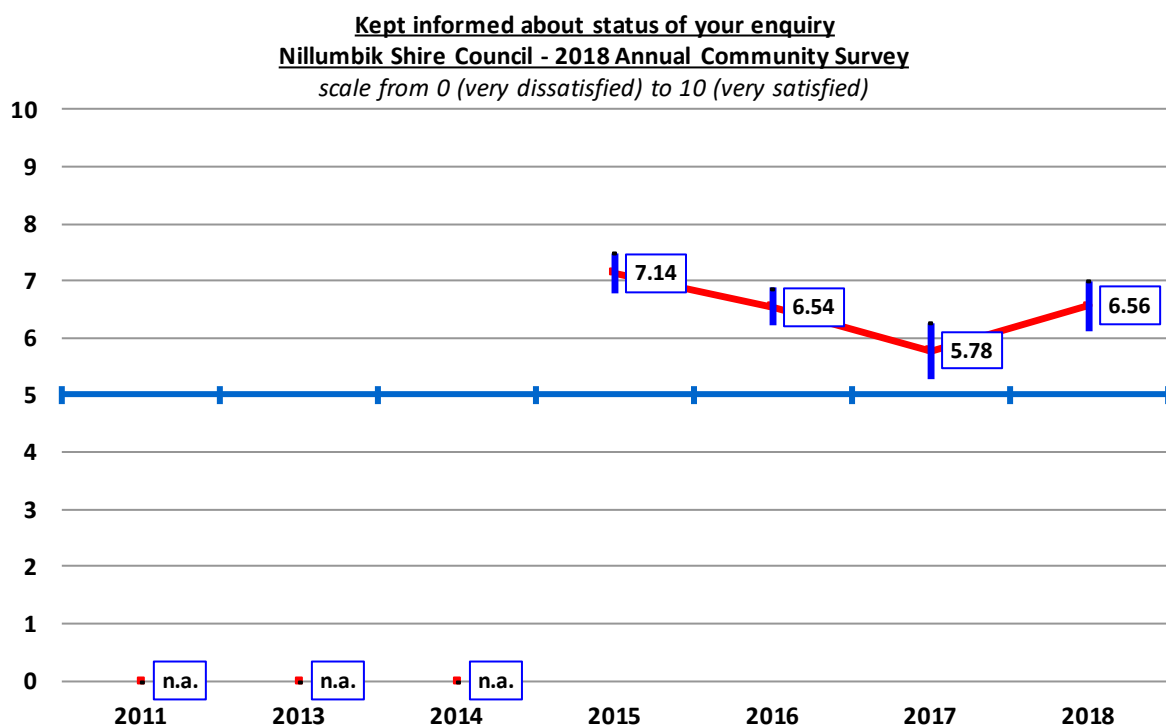
Satisfaction with the speed and efficiency of service increased marginally but not measurably in 2018, up 4.4% to 6.91 although it remains at a level categorised as “good”.



Satisfaction with courtesy and friendliness increased marginally but not measurably in 2018, up 4.4% to 7.79. This result is now at a level categorised as “excellent”, which is an improvement on the “very good” reported in 2017.



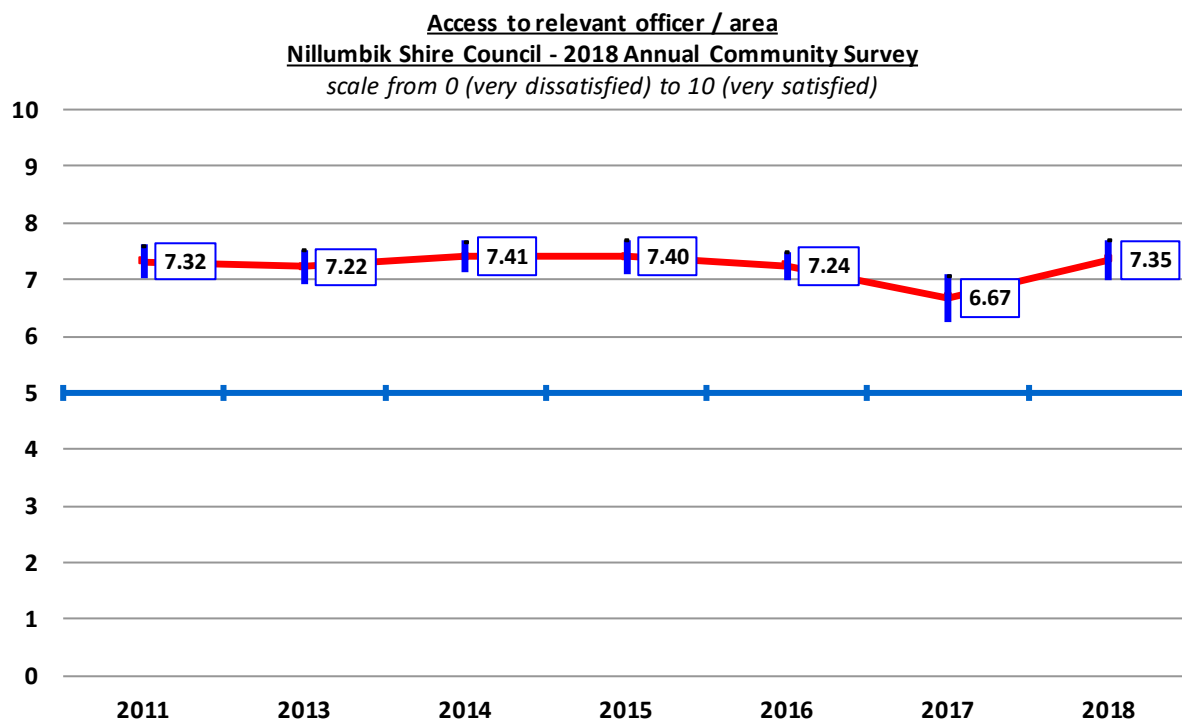
Satisfaction with being kept informed about the status of the respondents’ enquiry increased measurably and significantly in 2018, up 13.5% to 6.56. This reverses the declines recorded in the previous two years and improves the categorisation from “poor” in 2017 to “good”.



Satisfaction with access to relevant officer / area increased measurably and significantly in 2018, up 10.2% to 7.35. This increase in 2018 reverses the unusual decline recorded in 2017.

Satisfaction is now at a level categorised as “very good”, up from the previous “good” recorded in 2016 and 2017.

Metropolis Research notes that with the exception of the 2017 result, satisfaction with this aspect of customer service has been remarkably stable at or around an average of approximately 7.32.



## Council services and facilities

Respondents were asked:

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

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

The following table displays the average importance of each of the thirty services and facilities included in the 2018 survey, with the 2017 metropolitan Melbourne average from *Governing Melbourne*. Respondents were asked how important they considered each of the thirty Council services and facilities are to the community, rather than to them as individuals.

The average importance of the thirty Council provided services and facilities was 8.41 out of ten, similar to the 8.40 recorded last year.



Metropolis Research notes that this average importance score is somewhat lower than the 2017 metropolitan Melbourne average. Services and facilities that were somewhat less important on average in the Nillumbik Shire than the metropolitan Melbourne average include: hard rubbish collection, local traffic management, street lighting, aquatic and leisure centres, maintenance and cleaning of shopping strips, animal management, Council's website, street sweeping, the *Nillumbik News*, and parking enforcement.

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

### Increased importance

The importance of twelve services and facilities increased in 2018, however the average importance of only two services and facilities increased notably in 2018; the local library (up 3.4%) and local traffic management (up 2.6%). Local traffic management did record a significantly lower importance score in 2017 than in any of the previous years.

### Decreased importance

The importance of seventeen services and facilities declined in 2018, although there were only four services and facilities to record notably lower average importance in 2018 compared to 2017. The importance of the hard rubbish collection declined 2.1% this year but has declined 5.9% since 2014. The maintenance and cleaning of shopping strips declined 3.6% this year. The *Nillumbik News* which declined 2.1% this year but 10.4% since 2015. Parking enforcement declined for the fourth consecutive year, down 2.9% this year and 13.6% since 2014.

### Relative importance of Council services and facilities

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

- **Higher than average importance** – for fortnightly recycling collection, fortnightly garbage collection, weekly green waste collection, fire prevention works, services for seniors, the provision and maintenance of parks and gardens, services for children aged from birth to five years of age, litter collection in public areas, and the maintenance and repairs of sealed local roads.
- **Average importance** – for services for youth, drains maintenance and repairs, local library, public toilets, hard rubbish collection, local traffic management, the provision and maintenance of street lighting, on and off road bike paths, sports ovals, aquatic and leisure centres, education and learning, footpath maintenance and repairs, environmental programs and facilities, the provision and maintenance of street trees, and the maintenance and cleaning of shopping strips.



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

**Importance of selected services and facilities**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
 (Number and index score scale 0 - 10)

	Service/facility	2018		2017	2016	2015	2014	metro. Melb 2017
		Number	Mean					
<b>Higher than average importance</b>	Fortnightly recycling collection	496	<b>9.34</b>	9.25	9.36	9.21	9.24	9.28
	Fortnightly garbage collection	494	<b>9.31</b>	9.22	9.35	9.20	9.43	9.35
	Weekly green waste collection	493	<b>9.14</b>	8.90	9.18	9.08	9.30	8.92
	Fire prevention works	489	<b>9.07</b>	9.13	9.35	n.a.	n.a.	n.a.
	Services for seniors	470	<b>8.84</b>	8.87	9.10	9.14	9.43	9.01
	Provision & maintenance of parks & gardens	486	<b>8.78</b>	8.61	8.87	8.63	8.83	8.95
	Services for children aged 0 to 5 years	457	<b>8.77</b>	8.79	9.03	9.10	9.34	8.89
	Litter collection in public areas	495	<b>8.72</b>	8.74	8.92	8.67	8.54	n.a.
	Maintenance & repairs of local sealed roads	500	<b>8.70</b>	8.63	8.83	8.57	8.73	8.86
	<b>Average importance</b>	Services for youth	464	<b>8.67</b>	8.70	8.79	9.05	9.20
Drains maintenance and repairs		493	<b>8.65</b>	8.61	8.83	8.52	8.58	8.83
Local library		473	<b>8.64</b>	8.36	8.83	8.90	8.80	8.79
Public toilets		477	<b>8.63</b>	8.62	8.84	8.93	8.77	8.60
Hard rubbish collection		486	<b>8.59</b>	8.77	8.95	8.94	9.13	8.97
Local traffic management		493	<b>8.58</b>	8.36	8.88	8.62	9.00	8.91
Provision and maintenance of street lighting		488	<b>8.55</b>	8.50	8.99	8.65	8.58	8.95
On and off road bike paths		491	<b>8.51</b>	8.59	8.72	8.63	8.63	8.71
Sports ovals		482	<b>8.50</b>	8.54	8.83	8.82	8.66	8.71
Aquatic and Leisure centres		475	<b>8.39</b>	8.57	8.64	8.53	8.44	8.63
Education and Learning		478	<b>8.39</b>	8.38	8.78	n.a.	n.a.	n.a.
Footpath maintenance and repairs		484	<b>8.35</b>	8.36	8.82	8.35	8.40	8.90
Environmental programs and facilities		482	<b>8.35</b>	8.42	8.65	n.a.	n.a.	n.a.
Provision and maintenance of street trees		492	<b>8.34</b>	8.39	8.78	8.35	8.49	8.71
Maintenance & cleaning of shopping strips		482	<b>8.18</b>	8.41	8.69	8.52	8.42	8.71
<b>Lower than average importance</b>	Arts & cultural events, programs & activities	486	<b>7.99</b>	7.91	8.25	n.a.	n.a.	8.27
	Animal management	473	<b>7.92</b>	7.87	8.49	8.19	8.38	8.32
	Council's Internet site	458	<b>7.64</b>	7.52	8.04	8.08	8.15	7.94
	Street sweeping	482	<b>7.53</b>	7.38	8.07	7.86	7.86	8.65
	Nillumbik News	465	<b>6.69</b>	6.83	7.51	7.47	7.42	7.44
	Parking enforcement	476	<b>6.59</b>	6.79	7.43	7.55	7.63	8.13
<i>Average importance of Council services</i>			<b>8.41</b>	8.40	8.73	8.56	8.62	8.70

**Satisfaction with Council services and facilities**

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

The average satisfaction with the thirty Council services and facilities increased somewhat in 2018, up 1.8% to 7.31. This level of satisfaction is categorised as “very good” and is an improvement on the “good” recorded in 2017.



## Increased satisfaction

The average satisfaction with eighteen services and facilities increased in 2018, although only the increase in satisfaction with eight were notable, those being: sports ovals (up 5.4%), hard rubbish collection (up 14.6%) which reversed the unusual decline recorded last year, on and off road bike paths (up 3.7%), aquatic and leisure centres (up 3.5%), services for seniors (up 6.6%), fire prevention works (up 4.4%), public toilets (up 6.3%), and the provision and maintenance of street trees (up 4.5%).

## Decreased satisfaction

Satisfaction with twelve services and facilities declined in 2018, although only the decline in satisfaction with the provision and maintenance of street lighting (down 3.2%) was notable.

## Relative satisfaction with Council services and facilities

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

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

## Categorisation of satisfaction with Council services and facilities

In addition to the relative satisfaction with the thirty Council services and facilities, Metropolis Research also provides a categorisation of satisfaction into subjective terms that define the level of satisfaction with each service and facility. These have been consistently applied to all satisfaction questions included in the survey.

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

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





- **Very Good** – for on and off-road bike paths, aquatic and leisure centres, fortnightly garbage collection, services for seniors, the provision and maintenance of parks and gardens, the provision and maintenance of street lighting, and the maintenance and cleaning of shopping strips.
- **Good** – for Council’s website, services for youth, animal management, fire prevention works, litter collection in public areas, public toilets, the *Nillumbik News*, the provision and maintenance of street trees, and street sweeping.
- **Solid** - for footpath maintenance and repairs, the maintenance repair of sealed local roads, and drains maintenance and repairs.
- **Poor** – for parking enforcement and local traffic management.

**Satisfaction with selected services and facilities**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
*(Number and index score scale 0 - 10)*

	Service/facility	2018 Number	2018 Mean	2017	2016	2015	2014	metro. Melb 2017
<b>Higher than average satisfaction</b>	Local library	255	<b>8.74</b>	8.53	8.50	8.79	8.12	8.55
	Environmental programs and facilities	182	<b>8.36</b>	8.20	7.94	n.a.	n.a.	n.a.
	Sports ovals	256	<b>8.17</b>	7.75	7.90	8.23	7.55	7.85
	Weekly green waste collection	492	<b>8.13</b>	8.14	8.00	8.05	7.95	8.47
	Services for children aged 0 to 5 years	79	<b>8.02</b>	7.98	8.09	8.28	7.76	7.69
	Fortnightly recycling collection	495	<b>8.00</b>	7.91	7.61	8.12	7.87	8.55
	Arts & cultural events, programs & activities	230	<b>7.99</b>	7.83	7.85	n.a.	n.a.	7.85
<b>Average satisfaction</b>	Education and Learning	109	<b>7.83</b>	7.97	8.03	n.a.	n.a.	n.a.
	Hard rubbish collection	289	<b>7.76</b>	6.77	7.31	7.34	6.91	7.99
	On and off road bike paths	274	<b>7.72</b>	7.44	7.70	7.63	7.31	7.23
	Aquatic and Leisure centres	194	<b>7.70</b>	7.44	7.57	7.81	7.40	7.87
	Fortnightly garbage collection	496	<b>7.58</b>	7.43	7.36	7.81	7.88	8.71
	Services for seniors	43	<b>7.45</b>	6.99	7.06	8.03	7.75	7.48
	Provision & maintenance of parks & gardens	480	<b>7.34</b>	7.35	7.19	7.40	7.04	7.67
	Provision and maintenance of street lighting	476	<b>7.29</b>	7.53	7.38	7.36	6.87	6.94
	Maintenance & cleaning of shopping strips	475	<b>7.26</b>	7.31	7.22	7.50	6.96	7.13
	Council’s Internet site	269	<b>7.24</b>	7.13	7.29	7.59	7.11	7.43
	Services for youth	53	<b>7.21</b>	7.31	7.41	7.83	6.75	7.45
	Animal management	456	<b>7.10</b>	7.11	7.30	7.42	7.10	7.39
	Fire prevention works	468	<b>7.10</b>	6.80	6.89	n.a.	n.a.	n.a.
Litter collection in public areas	486	<b>6.99</b>	7.02	7.02	7.20	6.77	n.a.	
Public toilets	247	<b>6.92</b>	6.51	6.82	6.37	5.62	6.44	
<b>Lower than average satisfaction</b>	Nillumbik News	434	<b>6.86</b>	6.84	6.96	7.12	6.58	6.96
	Provision and maintenance of street trees	489	<b>6.71</b>	6.42	6.67	6.92	5.92	6.97
	Street sweeping	455	<b>6.65</b>	6.40	6.57	6.68	5.86	7.34
	Footpath maintenance and repairs	470	<b>6.44</b>	6.39	6.33	6.43	5.82	6.52
	Maintenance & repairs of local sealed roads	500	<b>6.44</b>	6.53	6.52	6.56	6.26	6.90
	Drains maintenance and repairs	482	<b>6.31</b>	6.22	6.78	6.83	6.29	7.08
	Parking enforcement	451	<b>5.99</b>	6.12	6.42	6.66	6.14	6.61
Local traffic management	489	<b>5.98</b>	6.10	6.01	6.29	5.92	6.58	
<i>Average satisfaction with selected services</i>			<b>7.31</b>	7.18	7.24	7.38	6.89	7.37



## ***Municipal comparison of average satisfaction***

There was some notable variation in satisfaction with some Council services and facilities in the Nillumbik Shire when compared to the 2017 metropolitan Melbourne average as recorded in *Governing Melbourne*. Attention is drawn to the following variations:

- ***Higher than average satisfaction in Nillumbik*** – public toilets (7.5% higher than the metropolitan Melbourne average), on and off-road bike paths (6.8% higher), the provision and maintenance of street lighting (5.0% higher), services for children aged from birth to five years of age (4.3% higher), and sports ovals (4.0% higher).
- ***Lower than average satisfaction in Nillumbik*** – the fortnightly garbage collection (12.9% lower than the metropolitan Melbourne average), drains maintenance and repairs (10.9% lower), parking enforcement (9.4% lower), street sweeping (9.4% lower), local traffic management (9.2% lower), maintenance and repair of sealed local roads (6.7% lower), fortnightly recycling service (6.4% lower), the provision and maintenance of parks and gardens (4.3% lower), and weekly green waste collection (3.9% lower).

## ***Importance and satisfaction cross tabulation***

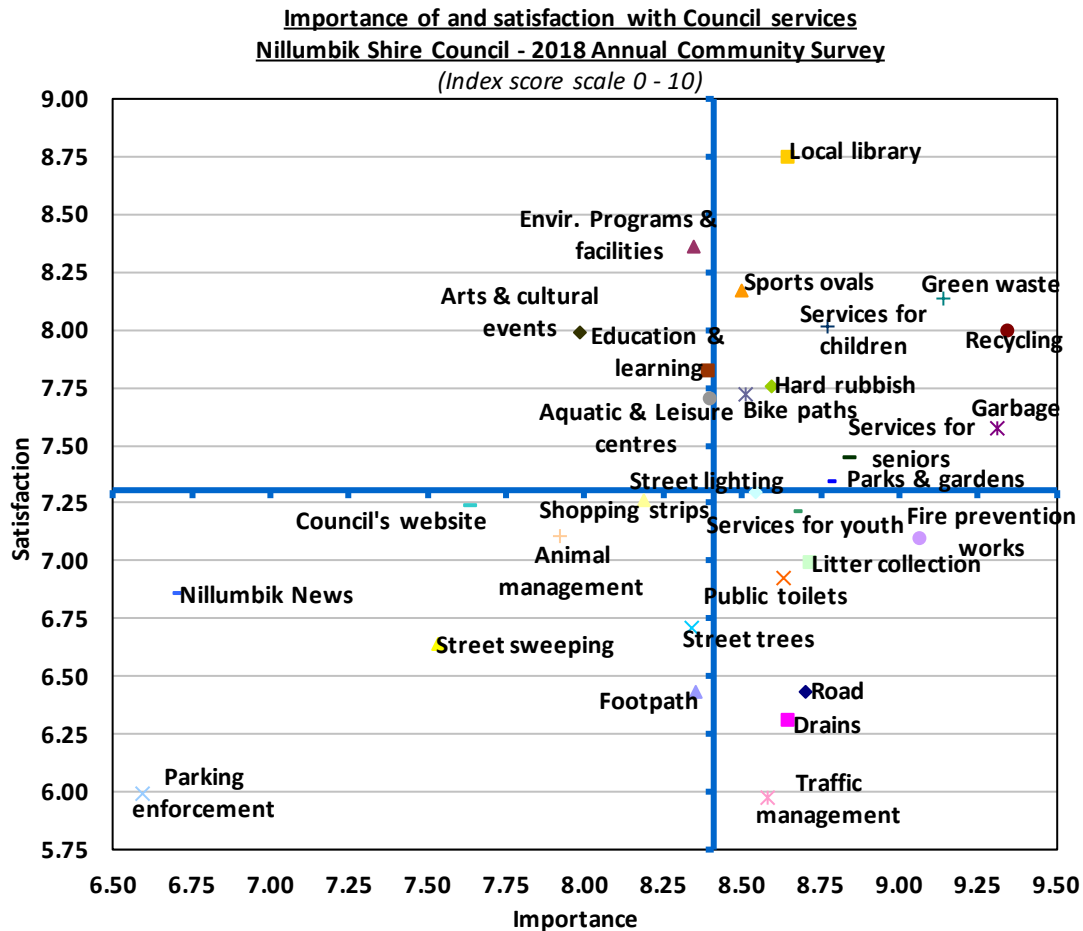
The following graph provides a cross-tabulation of the average importance of each of the thirty included Council services and facilities against the average satisfaction with each service and facility. The blue cross-hairs represent the average importance (8.41) and the average satisfaction (7.31).

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

Attention is drawn to the following:

- Many of the most important services and facilities are also those with the highest levels of satisfaction, including all the waste collection services, the local library, many of the health and human services, parks and gardens, and aquatic and leisure centres.
- The services and facilities of most concern are local traffic management, drains maintenance and repairs, the maintenance and repair of sealed local roads, and to a lesser extent footpath maintenance and repairs.
- Many of the communication services and facilities tend to be of lower than average importance, and slightly lower than average satisfaction. The lower than average satisfaction may be a result, at least in part of the lower importance respondents place on these services.
- Parking enforcement is of significantly lower than average importance and satisfaction. This result has commonly been observed by Metropolis Research across metropolitan Melbourne and reflects the fact that many in the community do not appreciate parking enforcement and therefore rate its importance quite low.





**Satisfaction by broad service areas**

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

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

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

- ⊗ Litter collection in public areas, fire prevention works, education and learning, environmental programs and facilities.

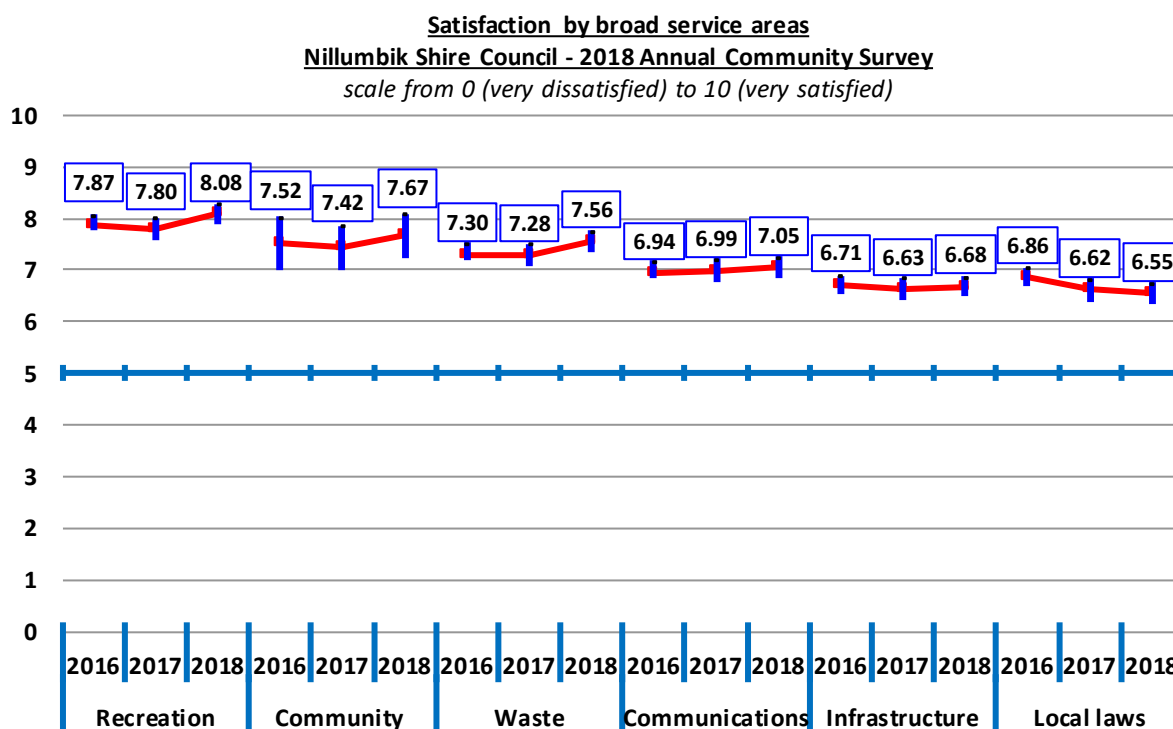


The average satisfaction with five of the six broad service areas increased marginally but not measurably in 2018, whilst satisfaction with local laws continued to decline marginally. Local laws is comprised of animal management and parking enforcement, and satisfaction with parking enforcement has declined in each of the last three years.

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

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

Particularly when read in conjunction with the satisfaction with the performance of Council across all areas of responsibility (6.46), these broad service area satisfaction scores reflect the fact that satisfaction with most (twenty-five of the thirty services and facilities) was higher than overall satisfaction with Council.



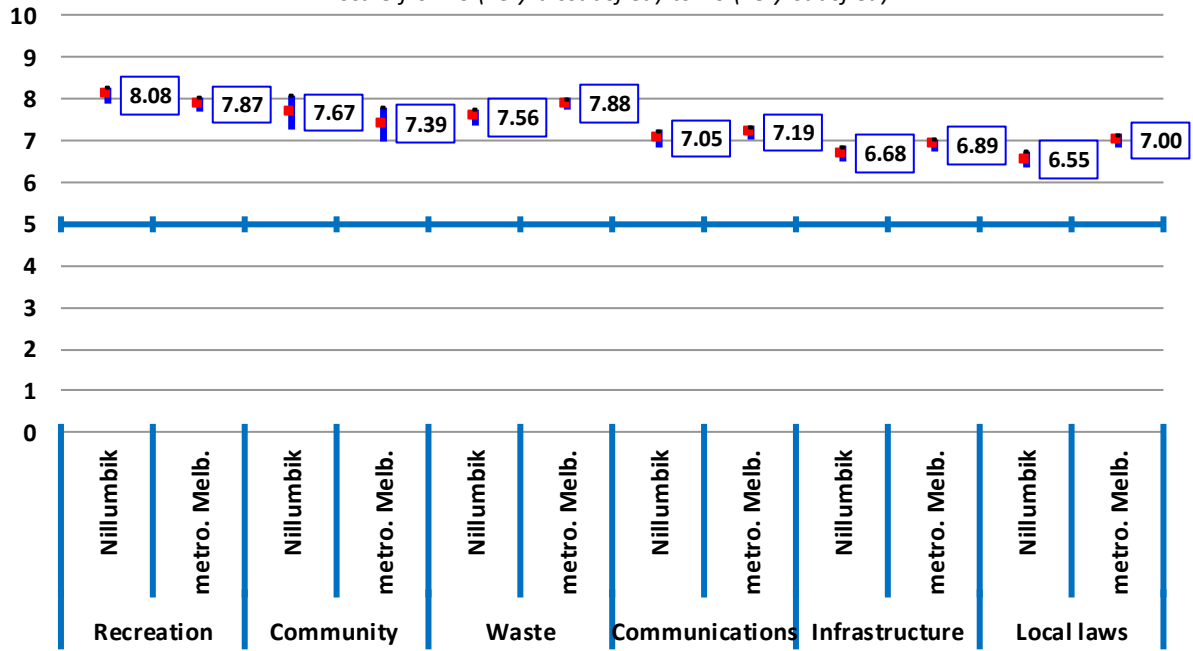
When compared to the 2017 metropolitan Melbourne average satisfaction with the six broad service areas it is noted that Nillumbik respondents were marginally more satisfied than the metropolitan Melbourne average with recreation and community services and facilities.

Nillumbik respondents were marginally less satisfied than average with communications and infrastructure. Nillumbik respondents were however measurably less satisfied than average with waste collection services, due in large part to the lower than average satisfaction with the garbage collection service as this is a fortnightly rather than a weekly collection.

Nillumbik respondents were also measurably less satisfied than average with local laws, due mainly to the measurably lower than average satisfaction with parking enforcement.

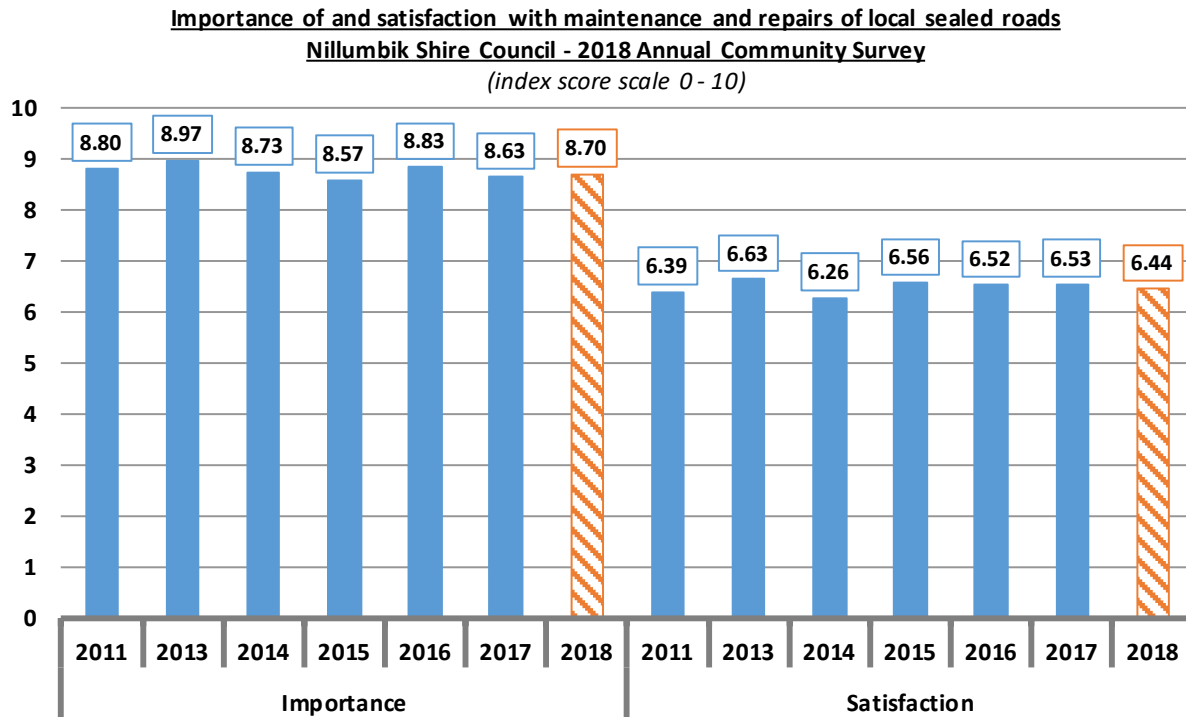


**Satisfaction by broad service areas**  
**Nilumbik Shire Council - 2018 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*

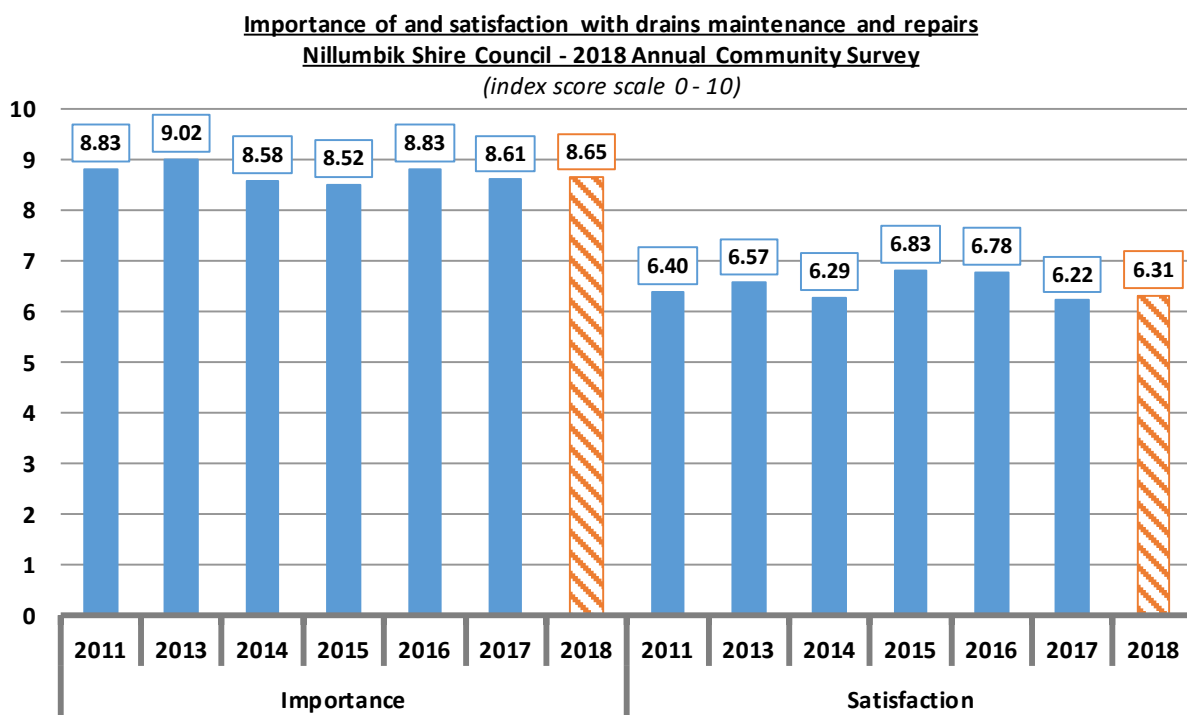


## Infrastructure

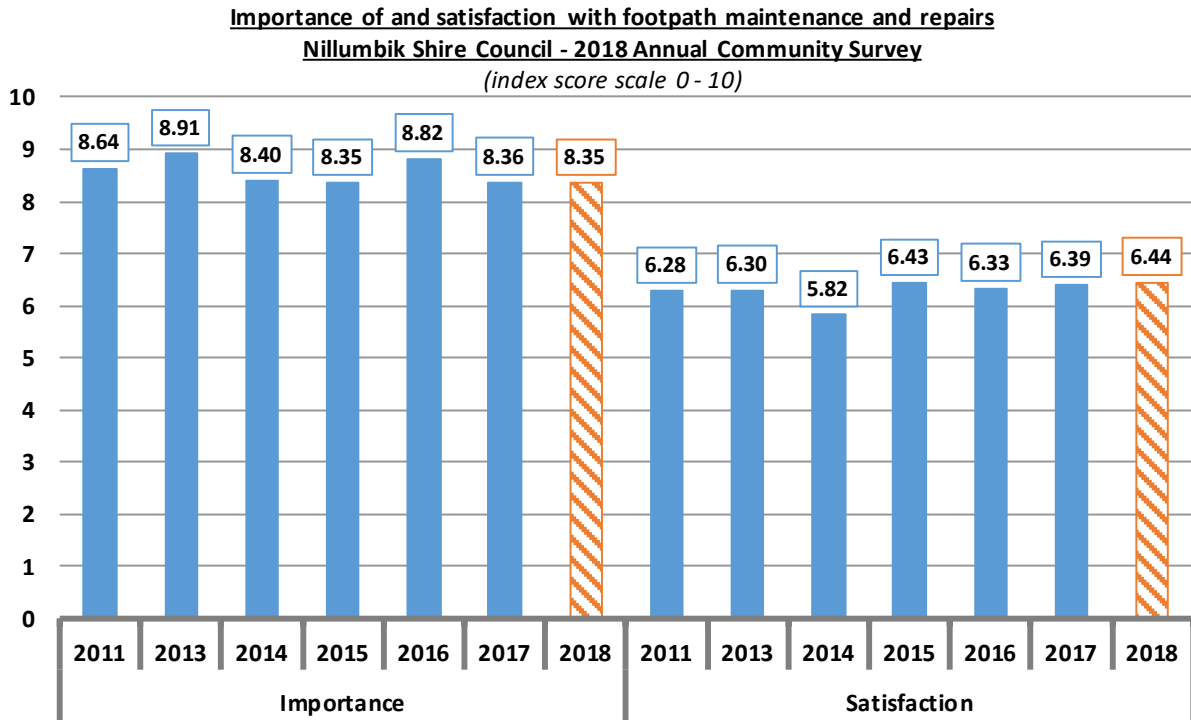
### Maintenance and repairs of local sealed roads



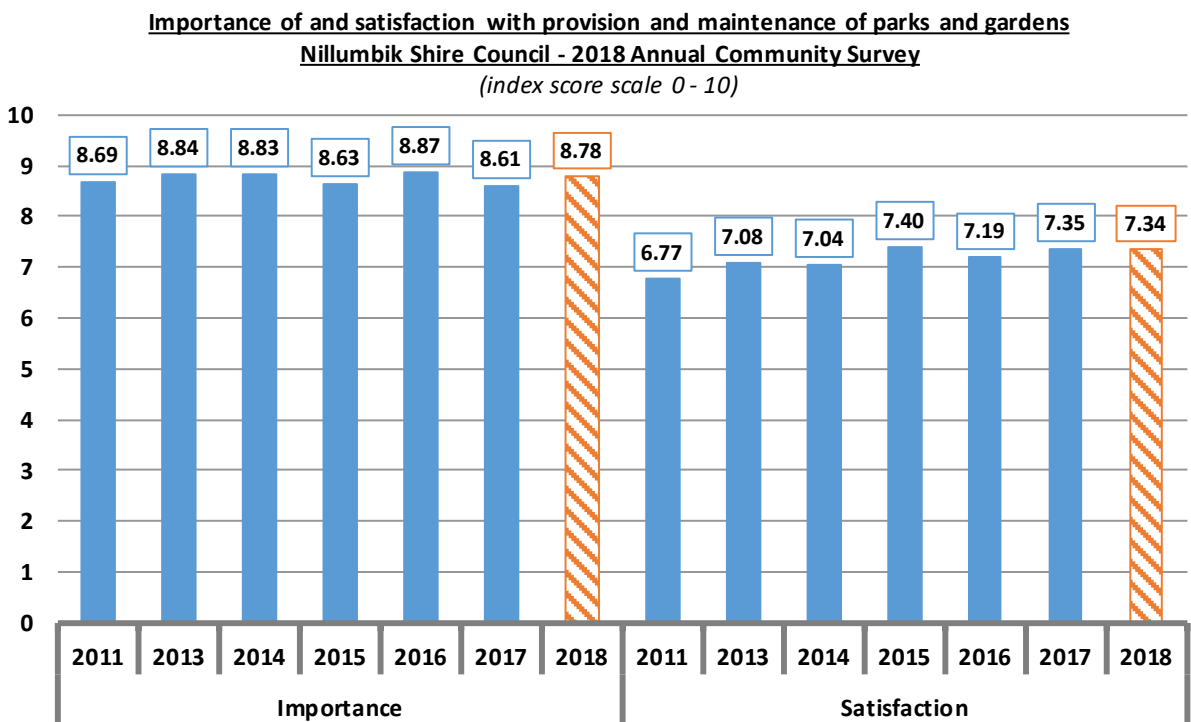
### Drains maintenance and repairs



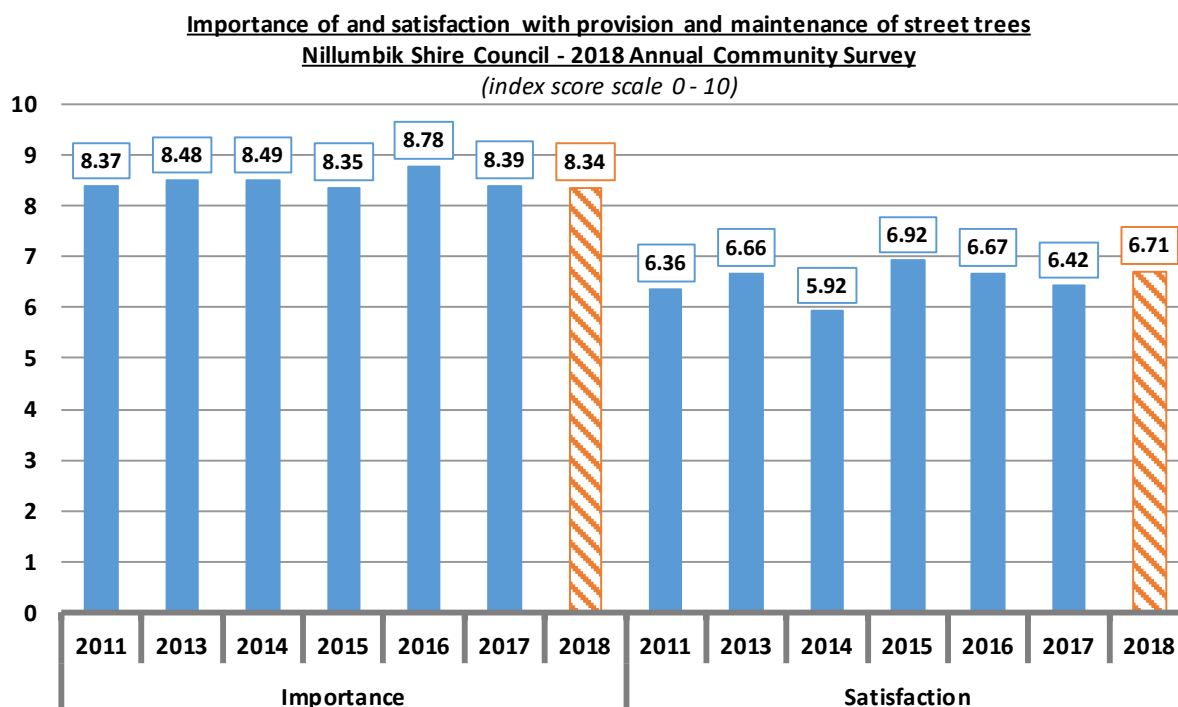
### Footpath maintenance and repairs



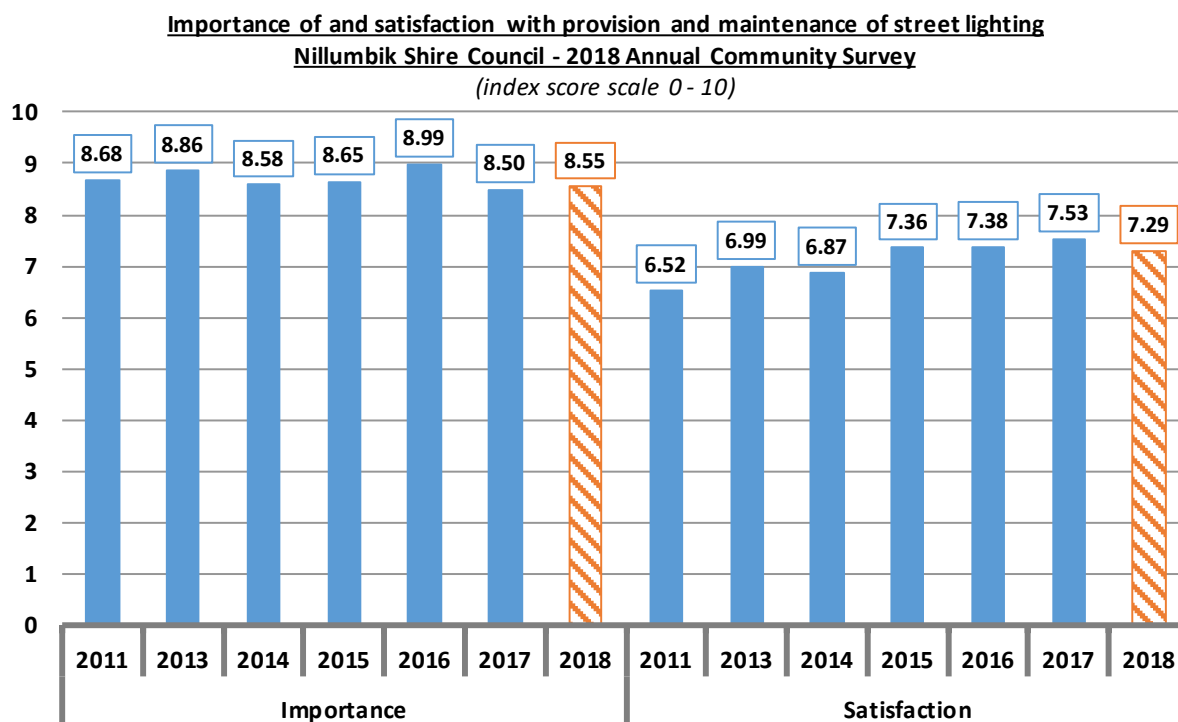
### Provision and maintenance of parks and gardens



### Provision and maintenance of street trees

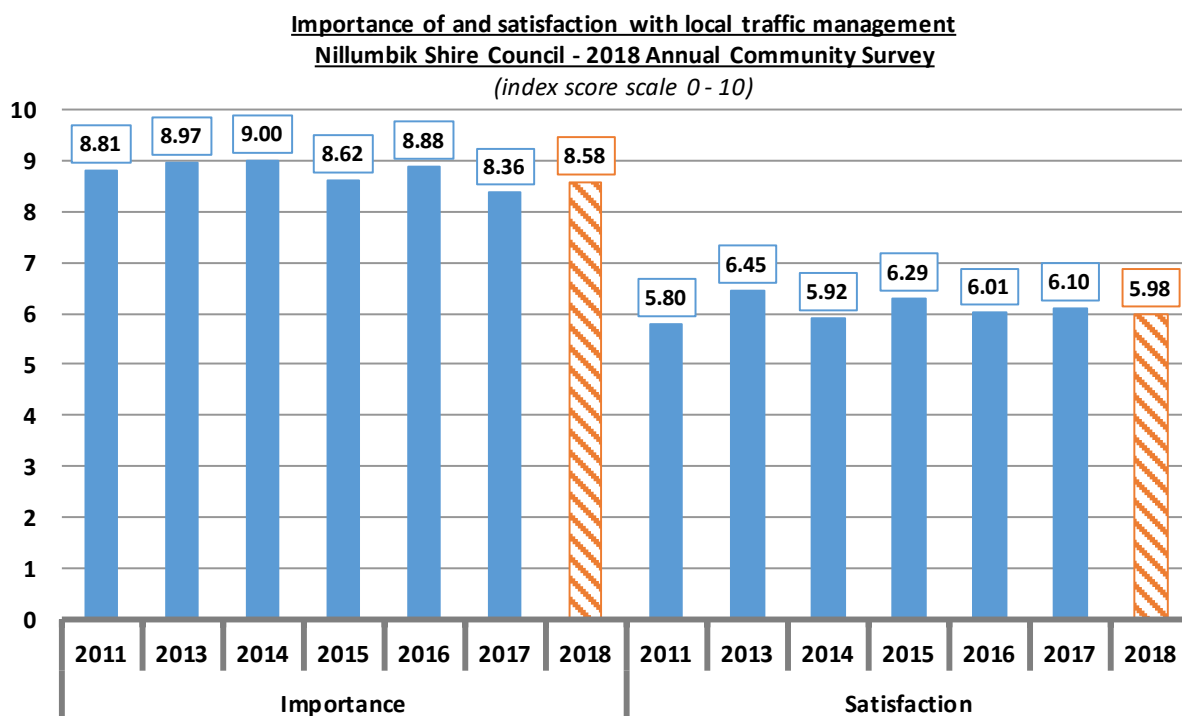


### Provision and maintenance of street lighting

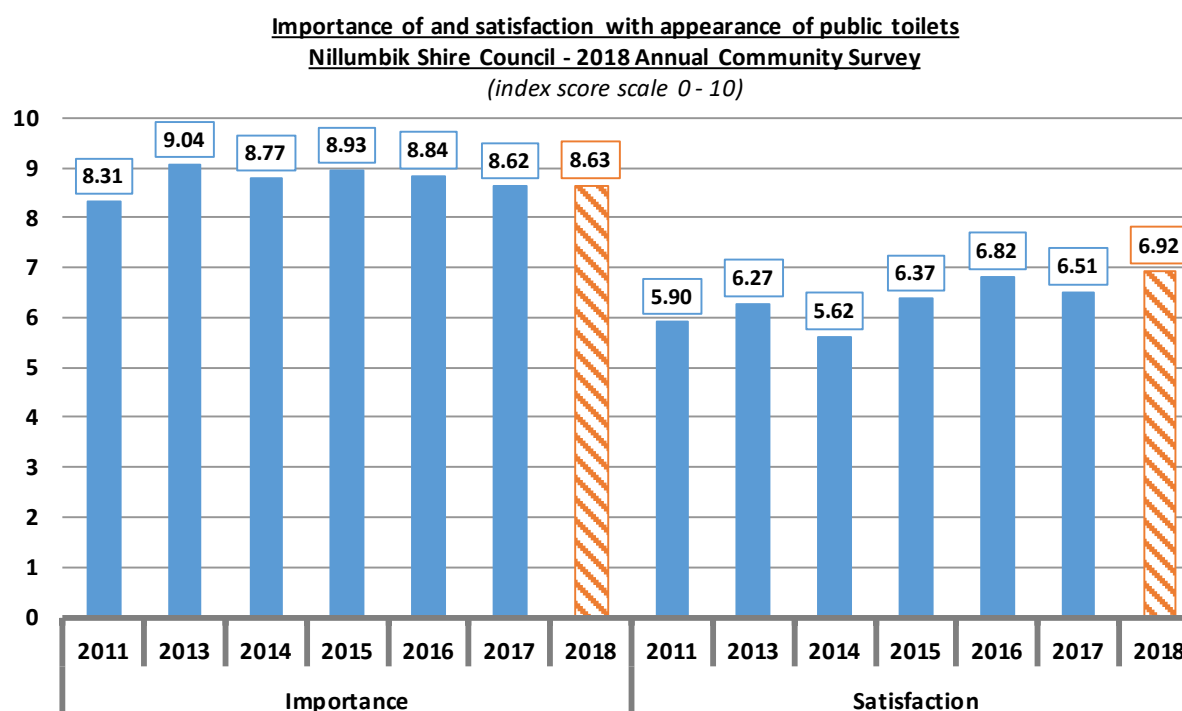




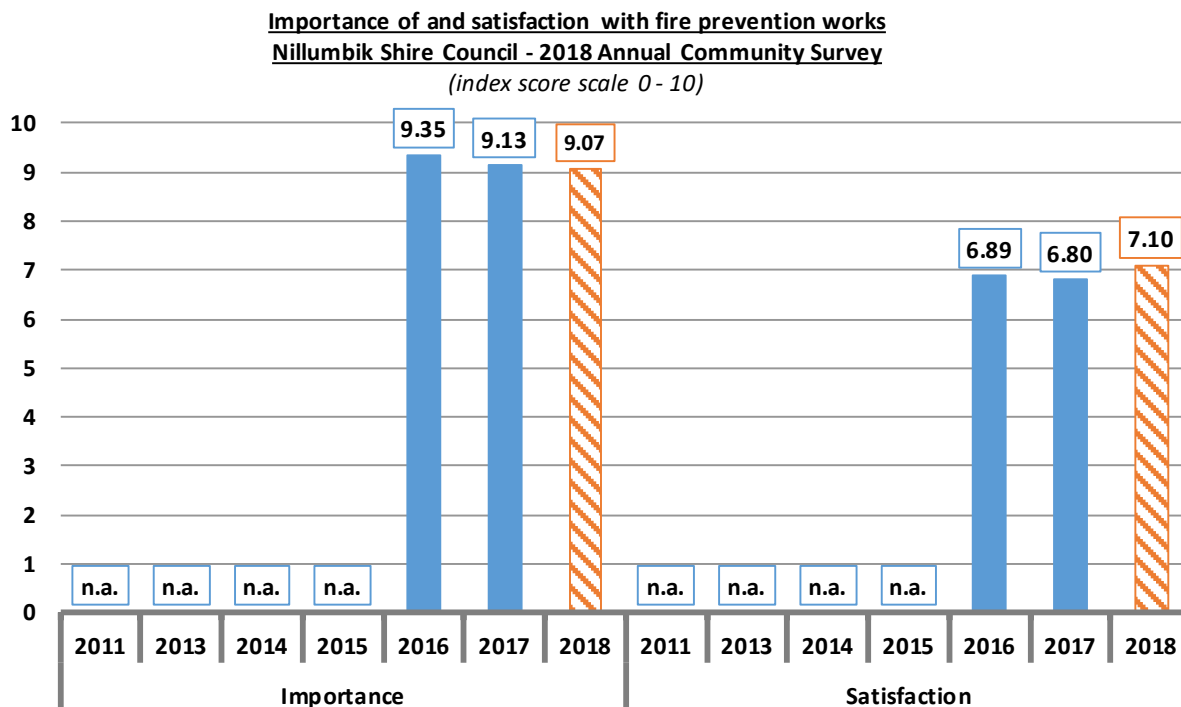
### Local traffic management



### Public toilets

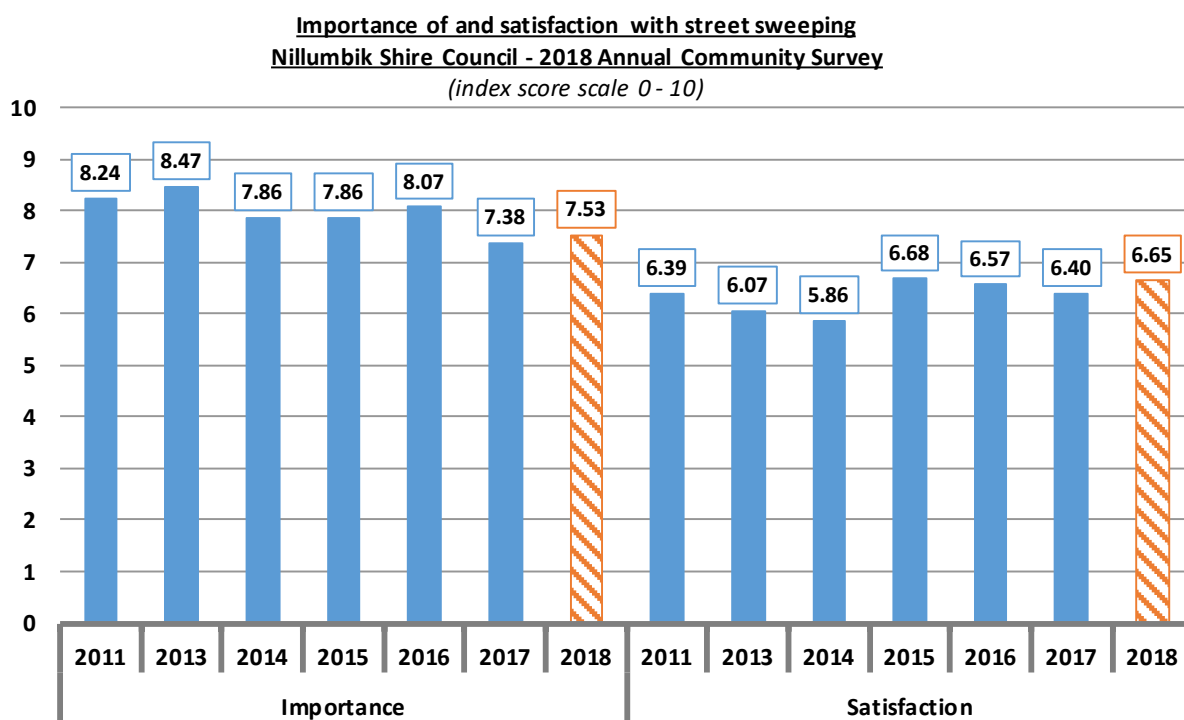


## Fire prevention works

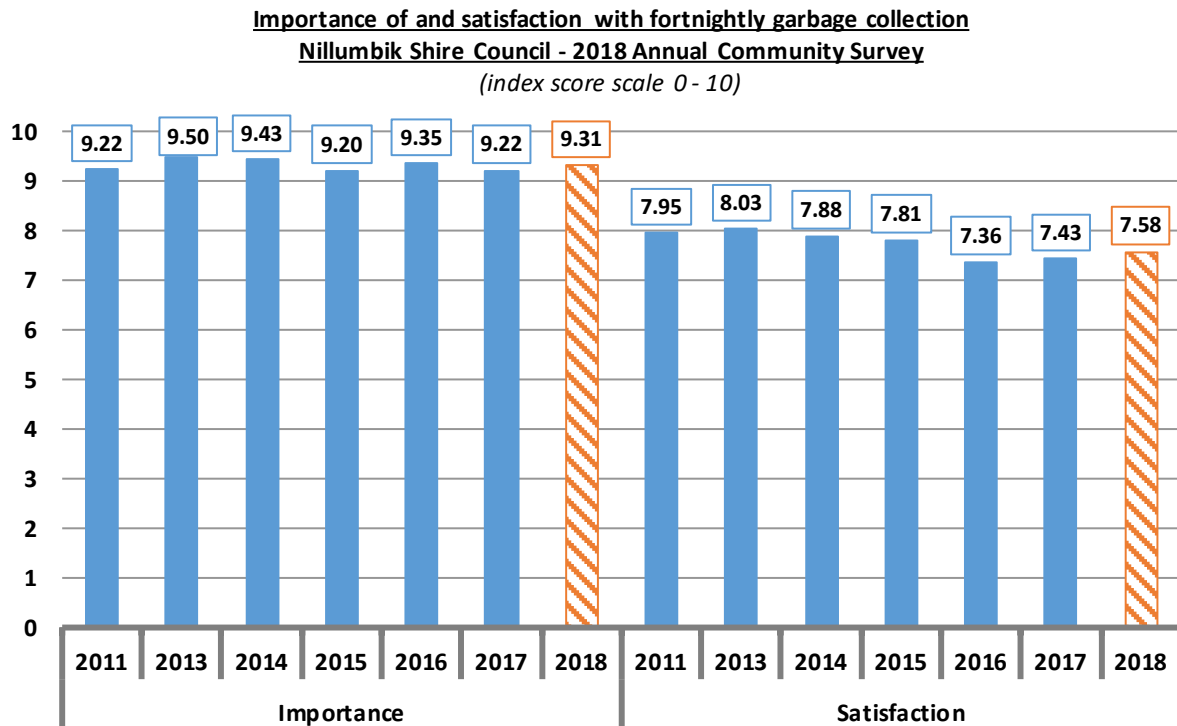


## Waste and cleaning

### Street sweeping



### Fortnightly garbage collection

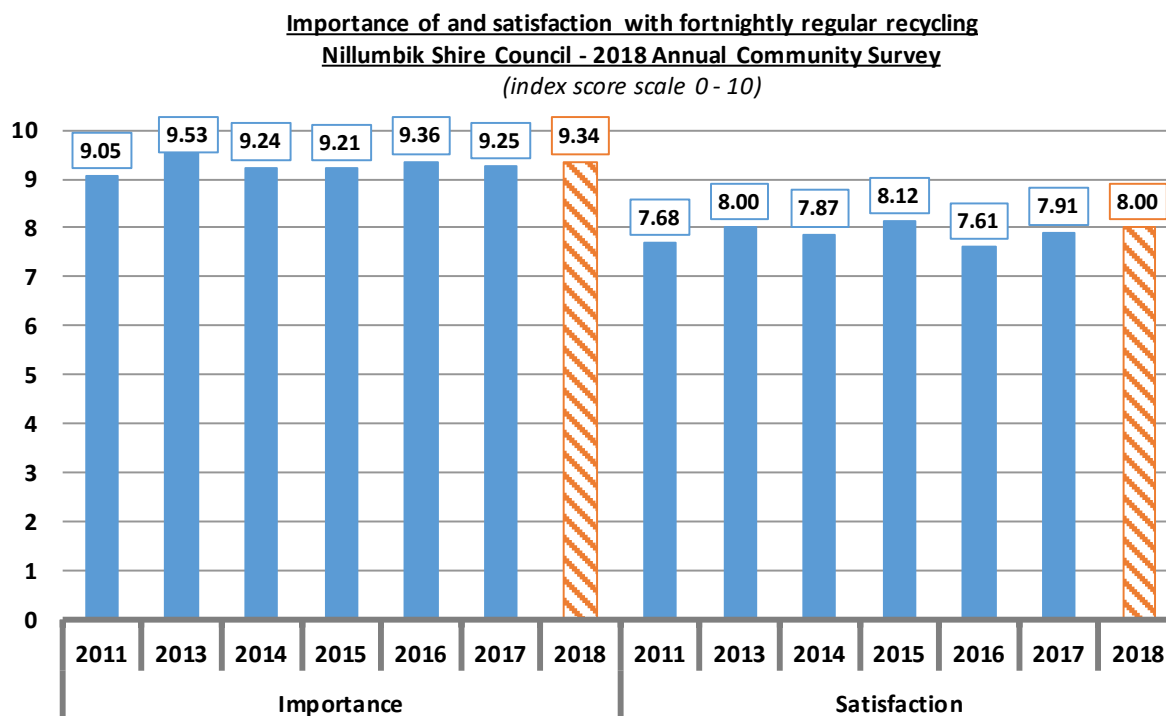


**Comments regarding fortnightly garbage collection**  
**Nilumbik Shire Council - 2018 Annual Community Survey**  
 (Number of responses)

Comment	Number
Rubbish collection should be weekly	48
Need bigger bins	15
Sometimes not done	4
Bins being missed because of current parking situations	1
Don't come on time, does not care, should clean or offer new bin	1
Expensive and have to pay extra in Warrandyte	1
Leave bin on driveway	1
More in summer	1
Often only half the bin is emptied	1
Rubbish everywhere	1
Should be two green bins	1
The bins not emptied for about 5-6 times	1
The street becomes a river, it floods heavily	1
They guy flies down the road	1
Wanting more sustainable waste options	1
<b>Total</b>	<b>79</b>



## Fortnightly regular recycling

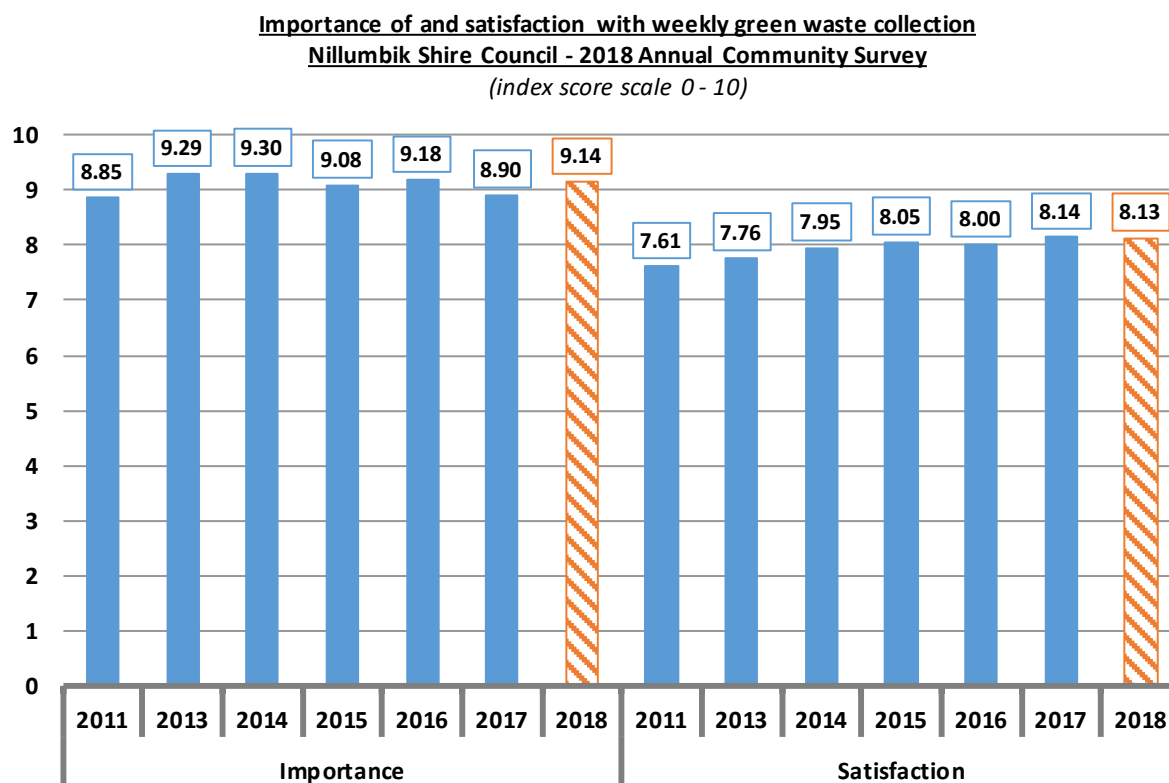


**Comments regarding fortnightly recycling collection**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
 (Number of responses)

Comment	Number
It should be weekly	25
Larger bins	4
Sometimes not done	2
Frequency is bad	1
I am not told what they do with it, not sure if it is really recycled	1
The bins often spilt rubbish because they are put into the trucks incompletely	1
The guy flies down the road	1
They need to empty properly	1
They often spill it	1
<b>Total</b>	<b>37</b>



## Weekly green waste collection

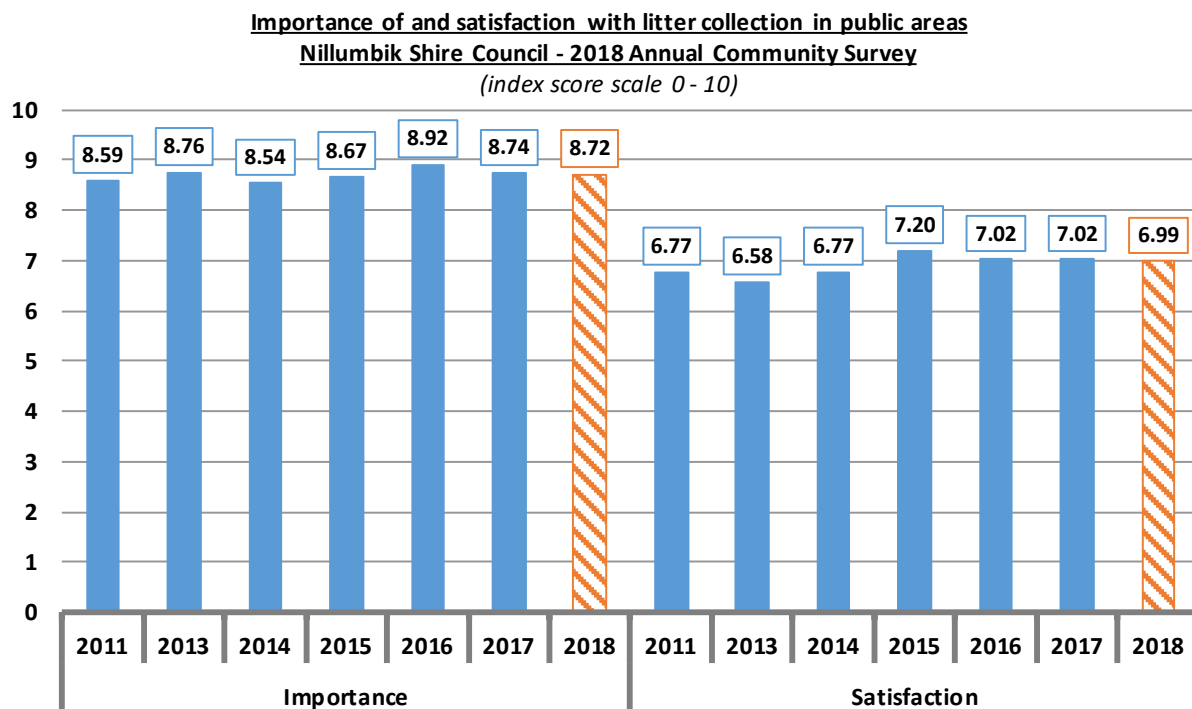


**Comments regarding weekly green waste collection**  
**Nilumbik Shire Council - 2018 Annual Community Survey**  
*(Number of responses)*

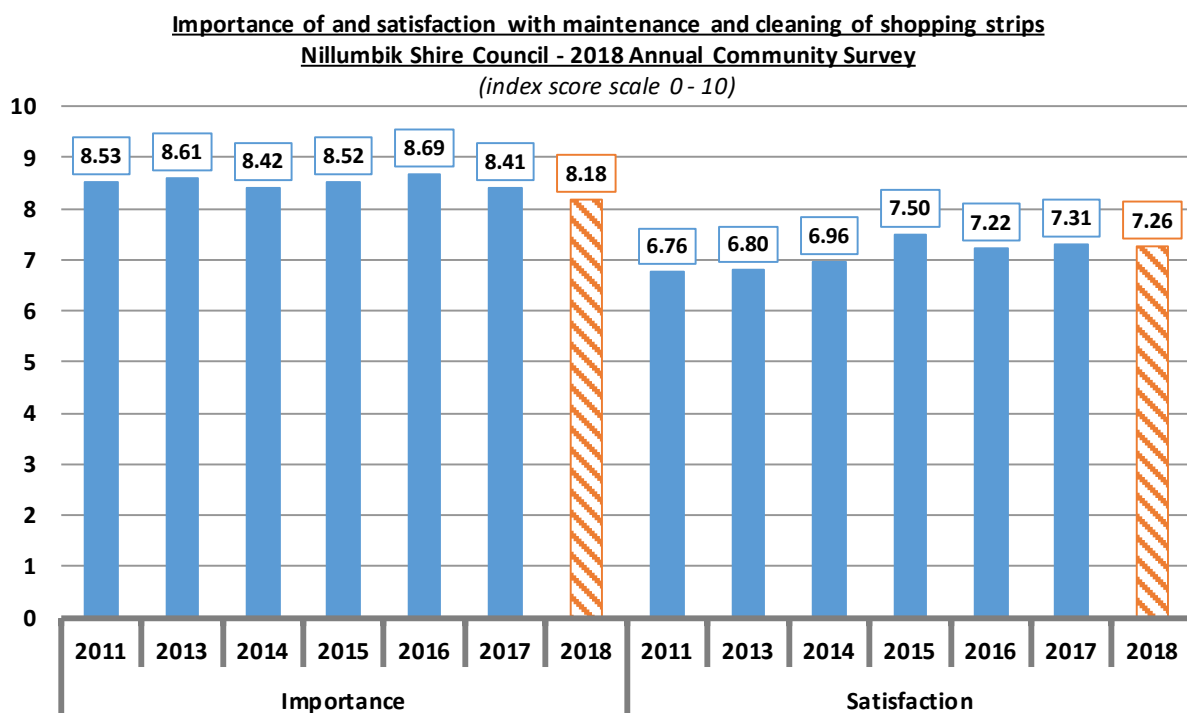
Comment	Number
Bins need to be bigger	13
Should be more often	2
Want it collected weekly	2
A quarter of it is always left behind	1
Do not need to be weekly	1
Does not collect	1
I don't want to put food scraps in plastic	1
Sometimes only half emptied	1
The guy flies down the road	1
There is nowhere close to Nth Warrandyte	1
We have to buy bin	1
<b>Total</b>	<b>25</b>



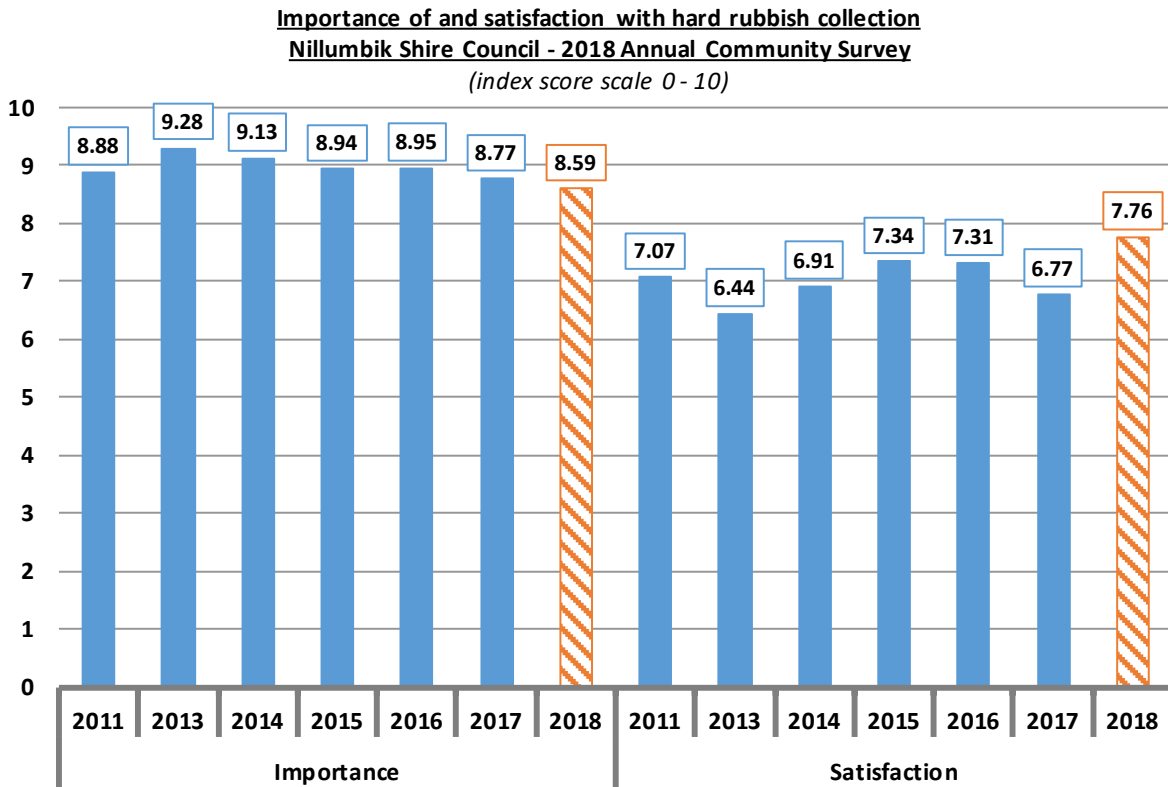
### Litter collection in public areas



### Maintenance and cleaning of shopping strips along roads

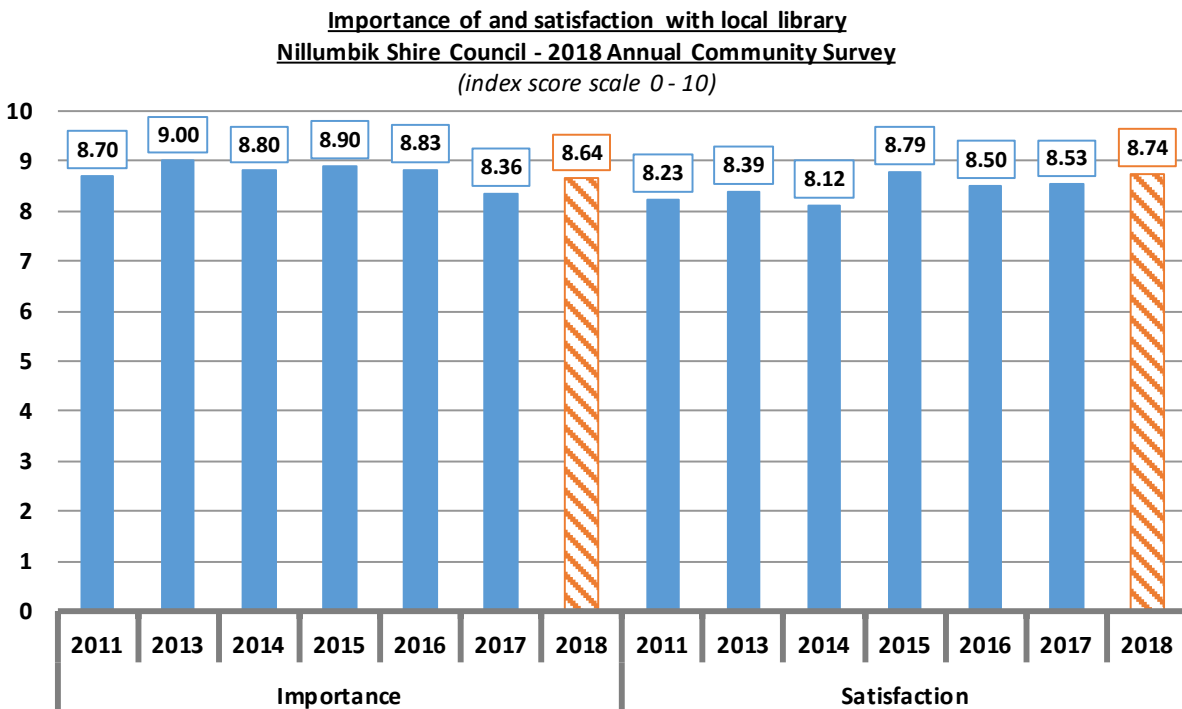


### Hard rubbish collection

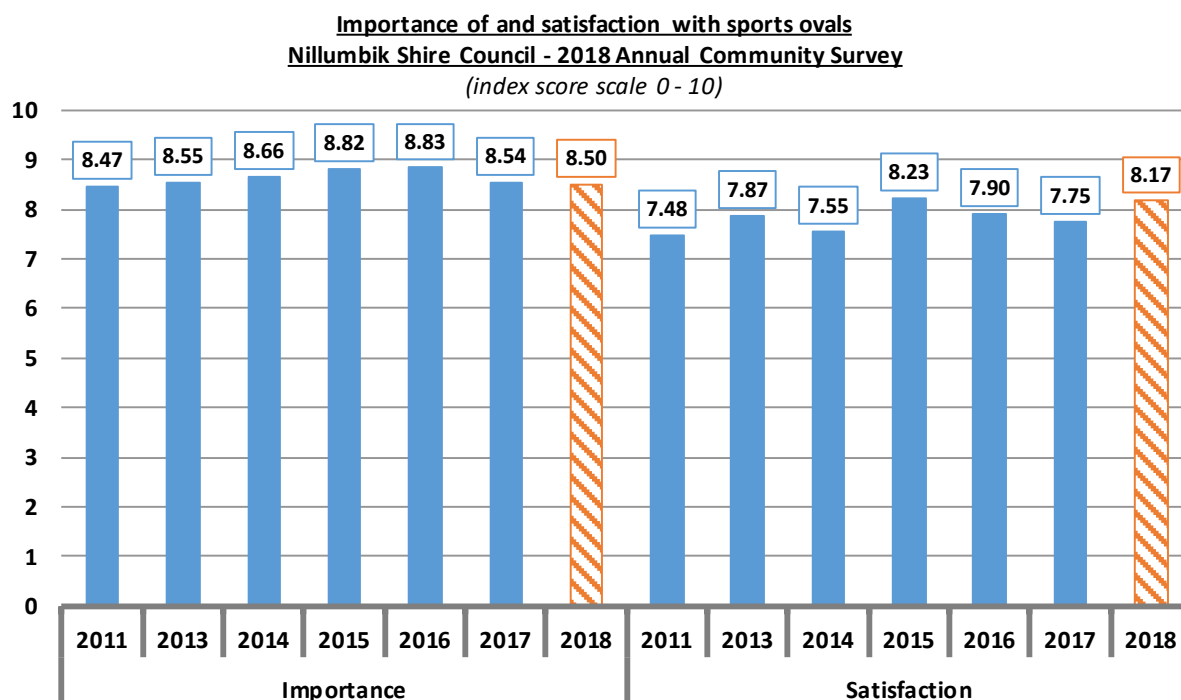


### Recreation, library and culture

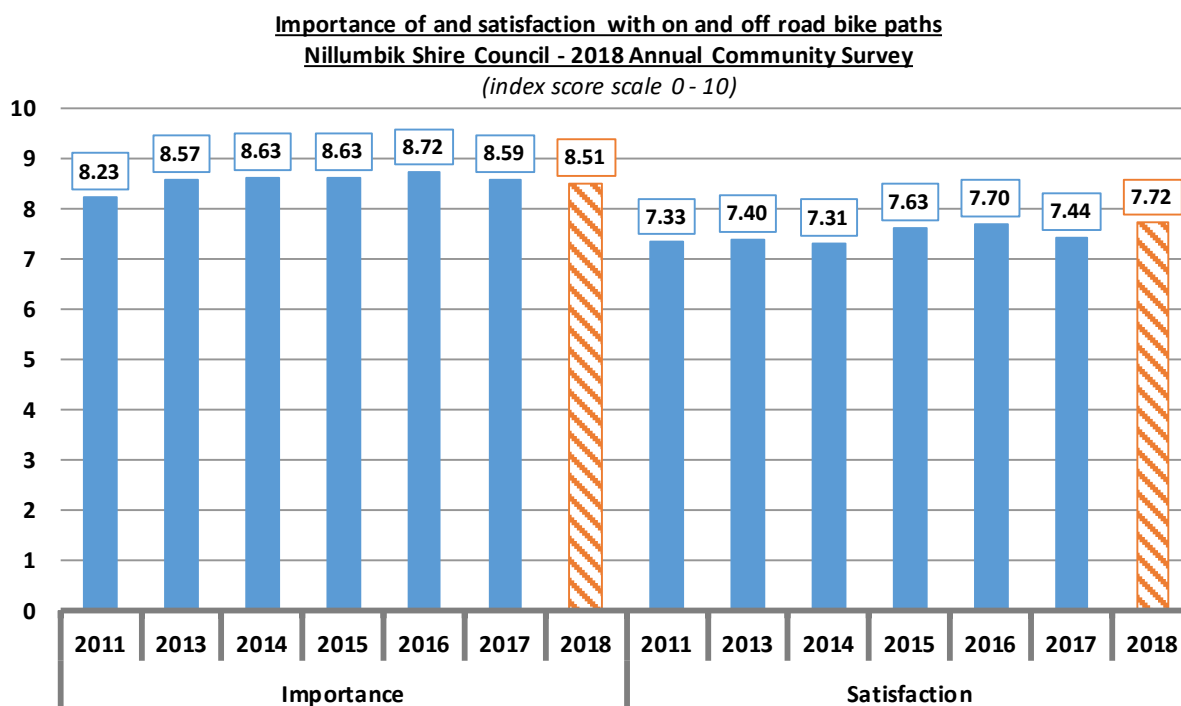
#### Local library



## Sports ovals

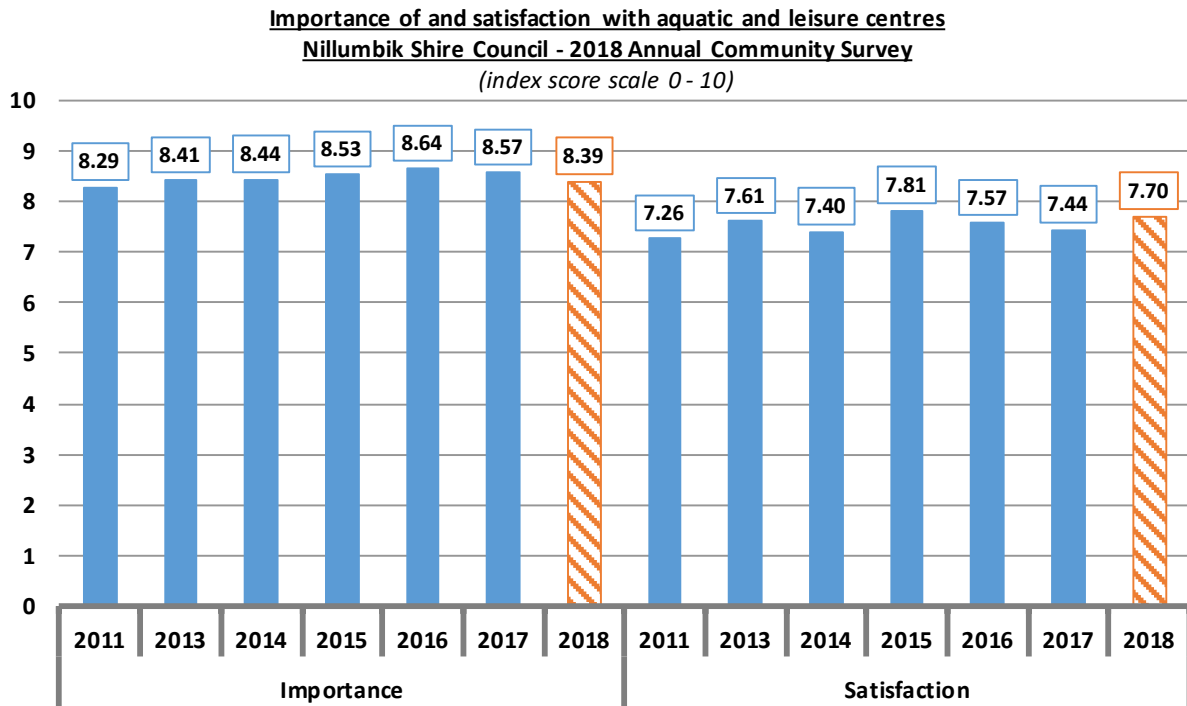


## On and off-road bike paths

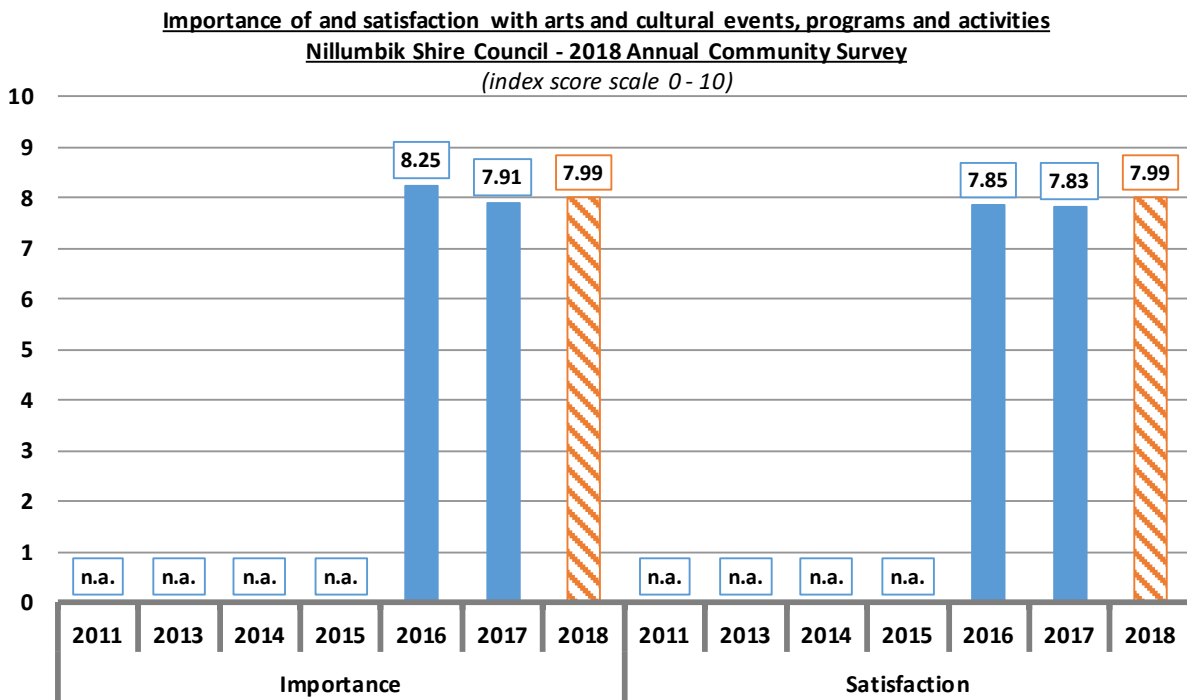




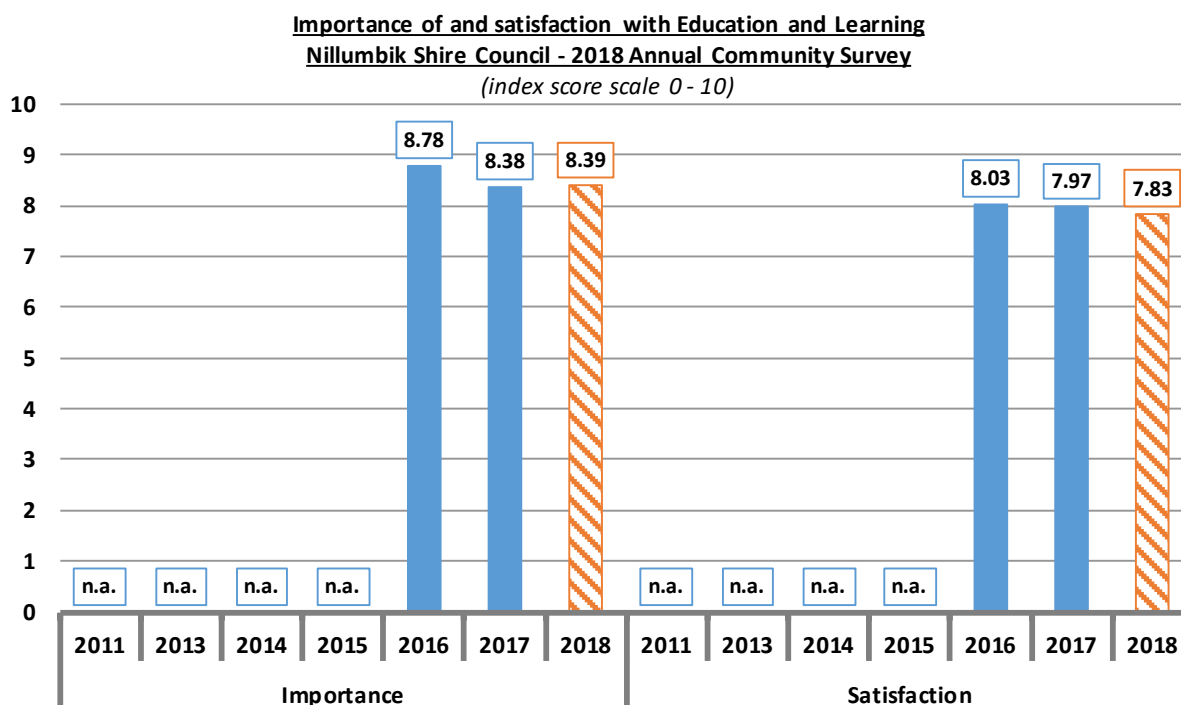
### Aquatic and leisure centres



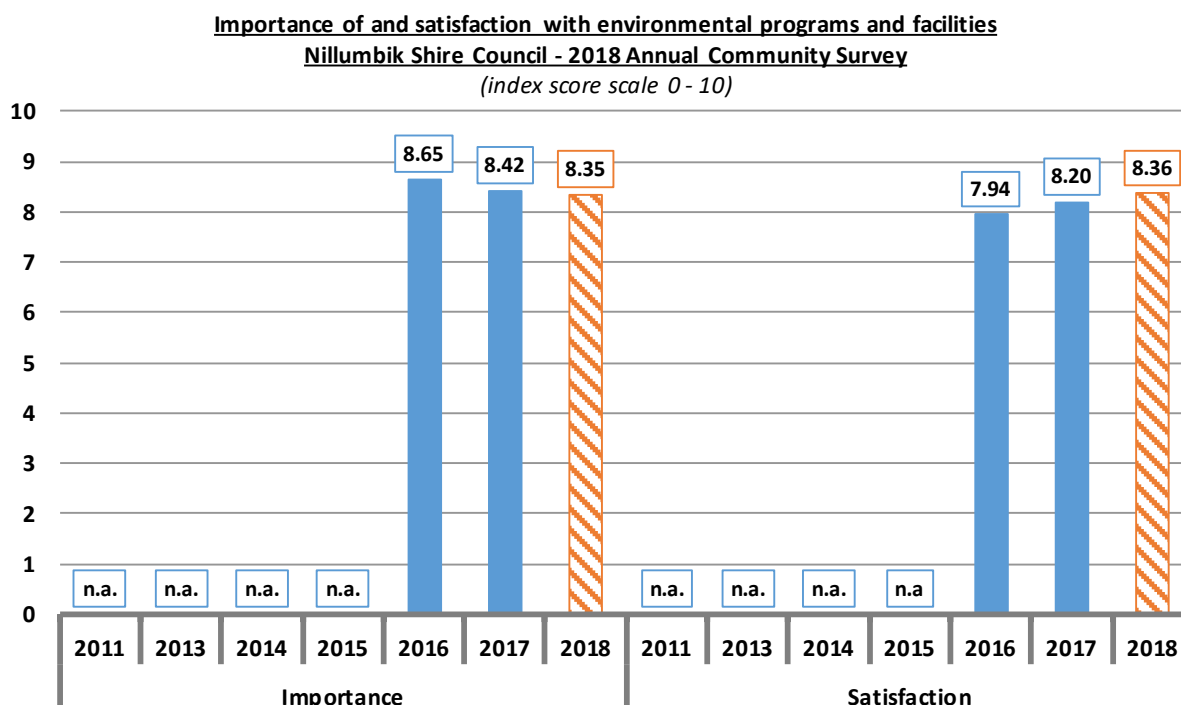
### Arts and cultural events, programs, and activities



## Education and Learning

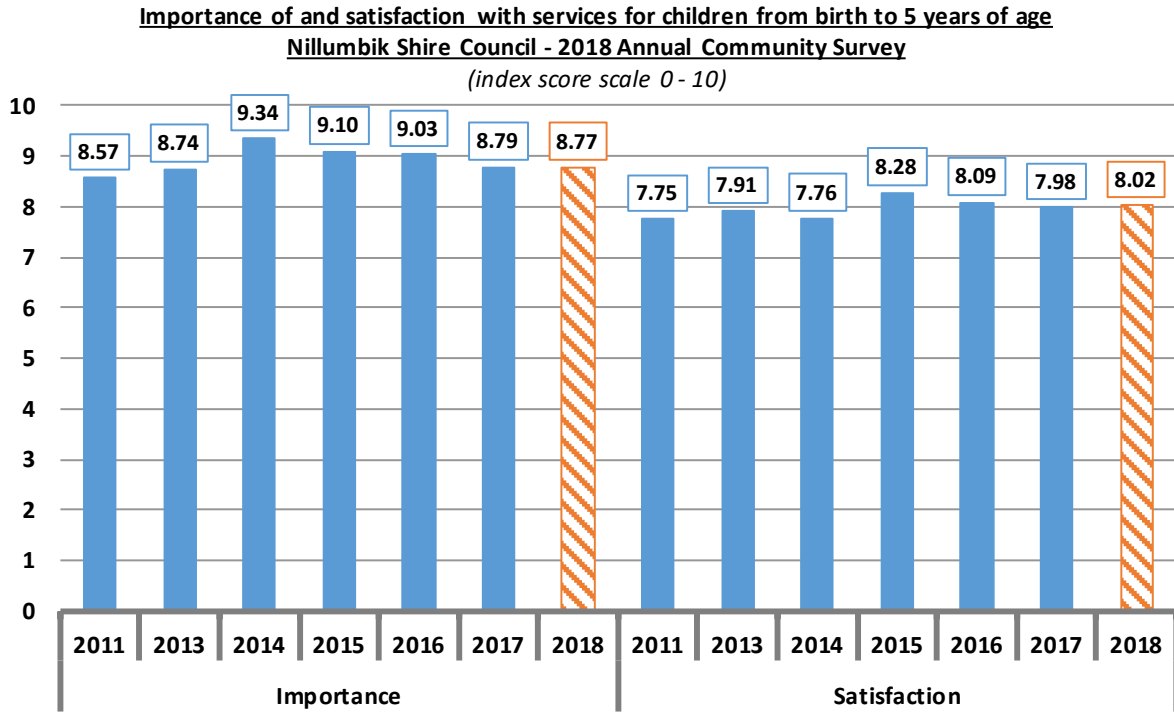


## Environmental programs and facilities

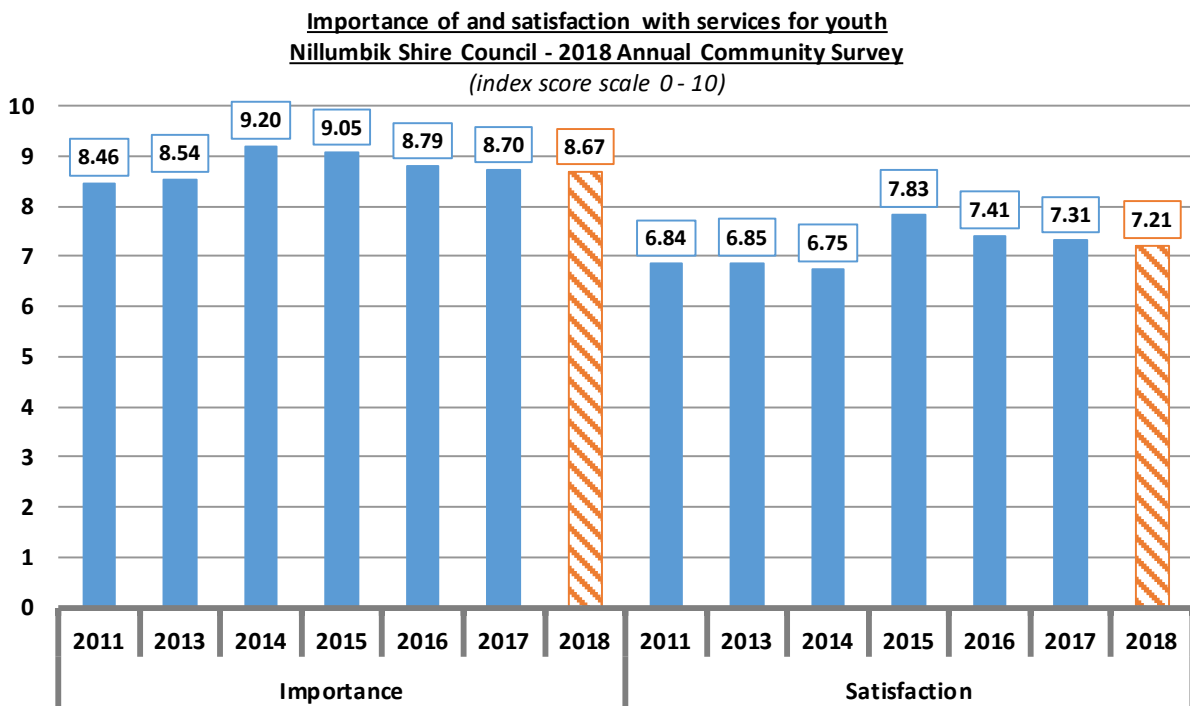


**Community services**

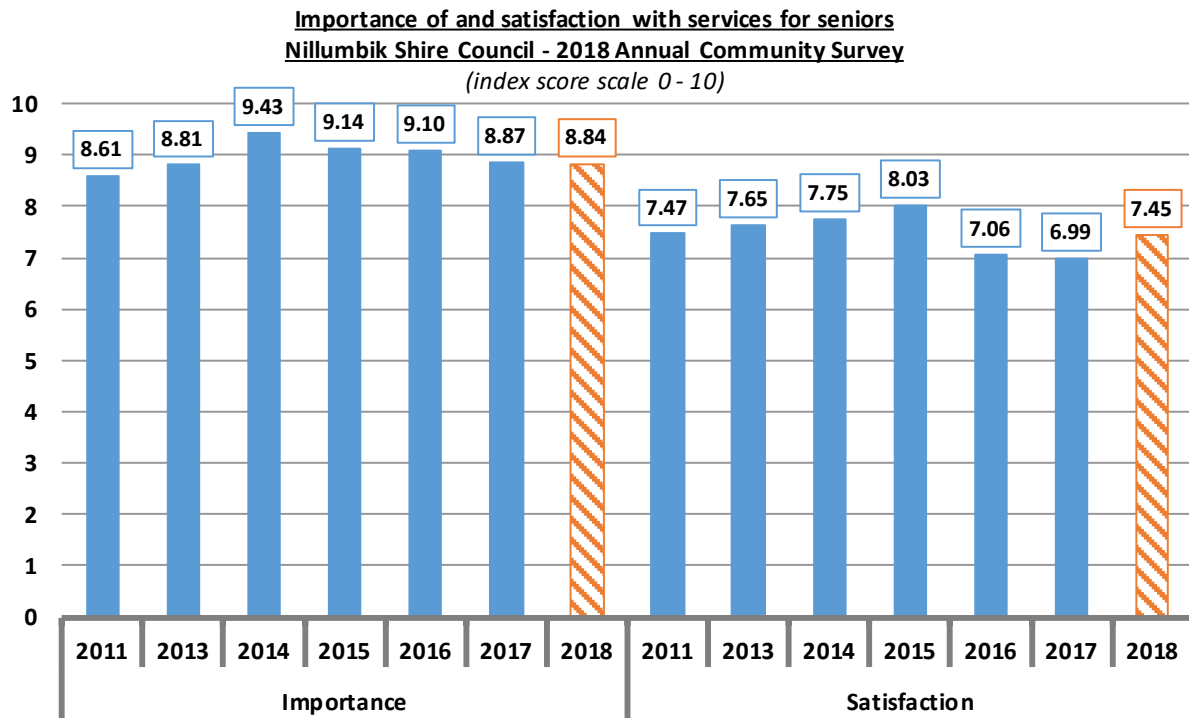
**Services for children from birth to 5 years of age**



**Services for youth**

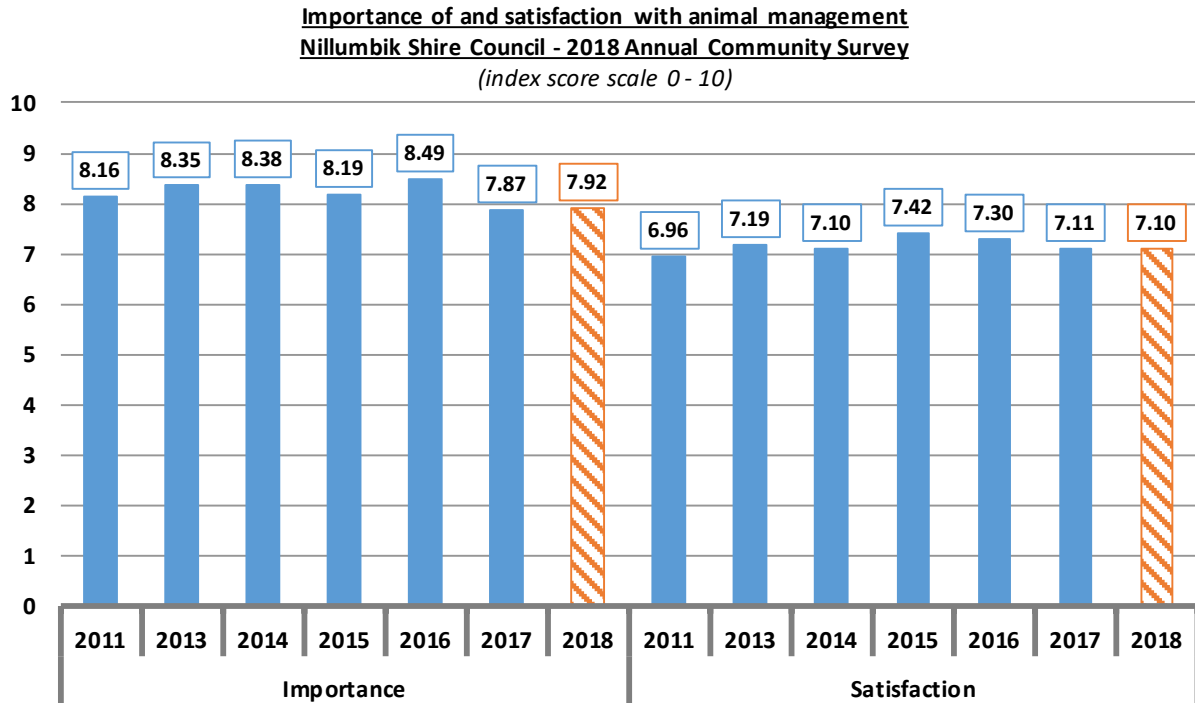


Services for seniors

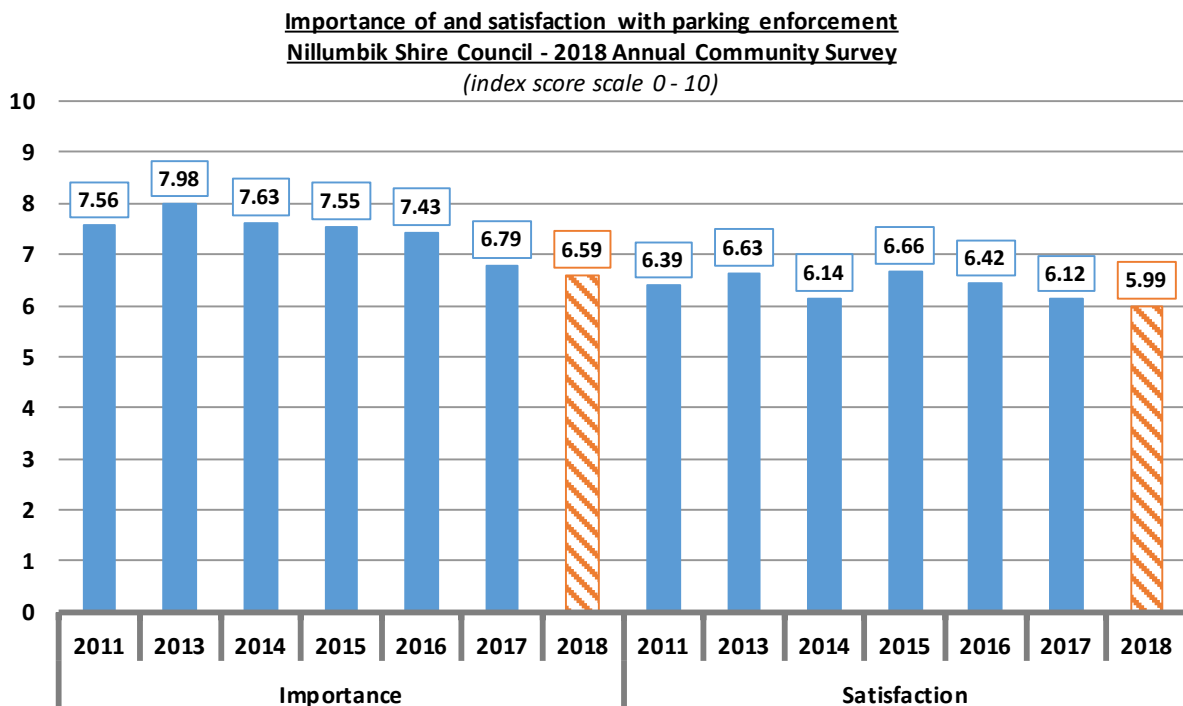


**Local laws and enforcement**

**Animal management**

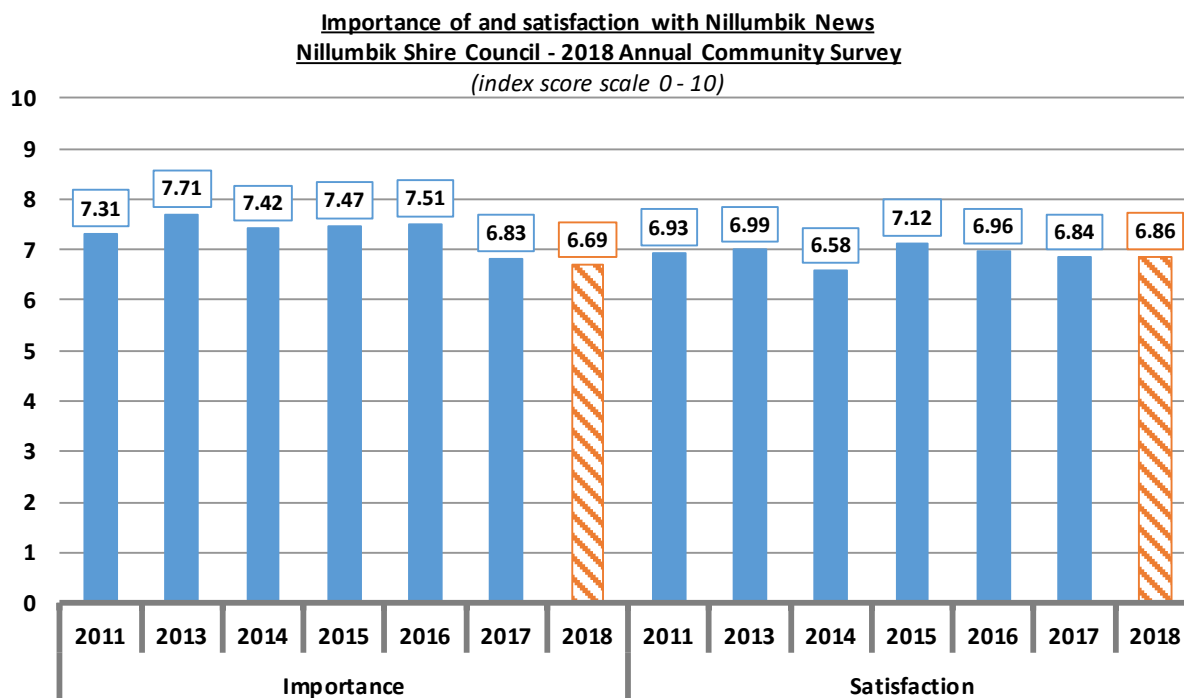


**Parking enforcement**

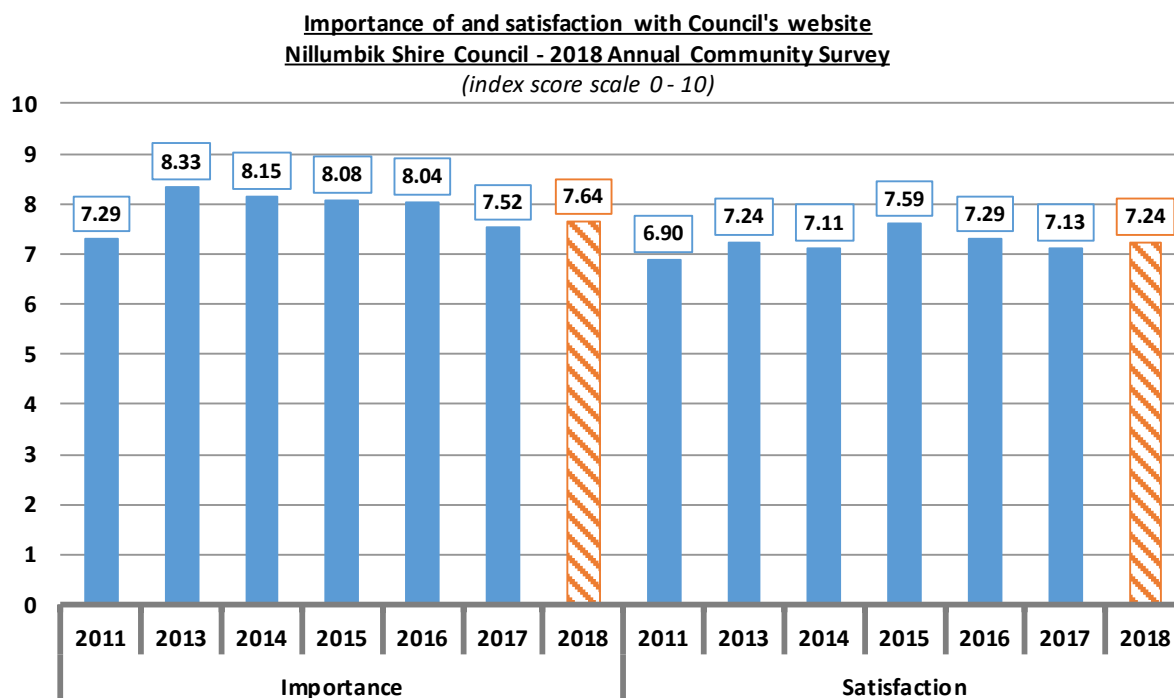


## Strategy, corporate and communications

### Nilumbik News



### Council's website



## Respondent profile

The following section provides the demographic profile of the respondents surveyed for the Nilumbik Shire Council – 2018 Annual Community Survey. It is noted that the survey program has obtained a very stable respondent profile over the course of seven years.

### Age structure

Metropolis Research notes that the age structure of respondents has remained relatively stable over time, although it is noted that the 2018 sample includes a slightly higher proportion of adults (aged 35 to 44 years) and a slightly smaller proportion of older adults (aged 55 to 74 years).

**Age structure**  
**Nilumbik Shire Council - 2018 Annual Community Survey**  
(Number and percent of respondents providing a response)

Age group	2018		2017	2016	2015	2014	2013
	Number	Percent					
Adolescents (15 to 19 years)	17	3.4%	1.4%	1.6%	4.0%	2.0%	5.0%
Young adults (20 to 34 years)	62	12.4%	10.8%	15.2%	14.2%	10.6%	14.0%
Adults (35 to 44 years)	108	21.7%	16.3%	21.6%	23.0%	24.2%	23.6%
Middle aged adults (45 to 54 years)	116	23.3%	26.1%	25.5%	24.4%	28.4%	25.5%
Older adults (55 to 74 years)	173	34.7%	39.6%	32.9%	28.5%	29.8%	28.3%
Senior citizens (75 years and over)	22	4.4%	5.8%	3.2%	6.0%	5.0%	3.6%
Not stated	3		0	3	2	0	1
<b>Total</b>	<b>501</b>	<b>100%</b>	<b>502</b>	<b>502</b>	<b>503</b>	<b>500</b>	<b>500</b>

### Gender

The survey again in 2018 has slightly more male than female respondents.

**Gender**  
**Nilumbik Shire Council - 2018 Annual Community Survey**  
(Number and percent of respondents providing a response)

Gender	2018		2017	2016	2015	2014	2013
	Number	Percent					
Male	265	53.1%	52.3%	51.2%	46.6%	47.5%	54.2%
Female	233	46.7%	47.1%	48.6%	53.4%	52.5%	45.8%
Other	1	0.2%	0.6%	0.2%	0.0%	na	na
Prefer not to say	2		16	14	7	3	0
<b>Total</b>	<b>501</b>	<b>100%</b>	<b>502</b>	<b>502</b>	<b>503</b>	<b>500</b>	<b>500</b>



## Household member with a permanent / long term disability

In 2018 the survey included eight percent of respondents from households with a member with a disability. This is down on the unusually high 2017 result, but consistent with previous years.

**Household member with a permanent or long term disability**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
 (Number and percent of respondents providing a response)

Response	2018		2017	2016	2015	2014	2013
	Number	Percent					
Yes	40	8.0%	14.8%	7.4%	7.6%	4.8%	6.4%
No	457	92.0%	85.2%	92.6%	92.4%	95.2%	93.6%
Not stated	4		3	2	3	3	2
<b>Total</b>	<b>501</b>	<b>100%</b>	<b>502</b>	<b>502</b>	<b>503</b>	<b>500</b>	<b>500</b>

## Household members identify as LGBTI

The 2018 survey included a question asking if the household had a member that identified as LGBTI, and only sixteen households reported that they do have such a member. Metropolis Research notes that this result is highly likely to be an under-report of the true proportion of respondent households with a member identifying as LGBTI.

There are a number of reasons for this, including the fact that the respondent may not be fully aware of the LGBTI status of every household member.

This question was included primarily to assist in understanding the results to the new question included in the survey in 2018 asking the importance of Council addressing the needs of the LGBTI community.

**Household members identify as LGBTI**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
 (Number and percent of respondents providing a response)

Response	2018	
	Number	Percent
Yes	16	3.3%
No	465	96.7%
Unsure / prefer not to say	20	
<b>Total</b>	<b>501</b>	<b>100%</b>





## Household structure

The survey has reported a consistent household structure profile over time, and this continues in 2018. The sample includes approximately fifty percent two-parent families, a little less than ten percent one-parent families, a little more than one-quarter couple-only households, ten percent sole-person households, and a small number of group households and extended or multiple-family households.

**Household structure**  
**Nilumbik Shire Council - 2018 Annual Community Survey**  
 (Number and percent of respondents providing a response)

Structure	2018		2017	2016	2015	2014	2013
	Number	Percent					
<b>Two parent family total</b>	<b>263</b>	<b>52.4%</b>	<b>51.4%</b>	<b>53.7%</b>	<b>57.4%</b>	<b>55.1%</b>	<b>57.1%</b>
youngest child 0 - 4 years	42	8.4%	8.4%	12.8%	11.6%	10.2%	7.2%
youngest child 5 - 12 years	84	16.7%	14.3%	13.6%	14.2%	18.4%	17.4%
youngest child 13 - 18 years	54	10.8%	10.0%	11.6%	11.2%	12.2%	9.8%
adult children only	83	16.5%	18.7%	15.6%	20.4%	14.2%	22.6%
<b>One parent family total</b>	<b>44</b>	<b>8.8%</b>	<b>6.8%</b>	<b>5.2%</b>	<b>4.4%</b>	<b>4.6%</b>	<b>4.4%</b>
youngest child 0 - 4 years	3	0.6%	0.2%	0.0%	0.6%	1.0%	0.0%
youngest child 5 - 12 years	5	1.0%	0.8%	1.0%	0.8%	1.4%	1.0%
youngest child 13 - 18 years	11	2.2%	1.4%	0.8%	0.4%	1.0%	1.4%
adult children only	25	5.0%	4.4%	3.4%	2.6%	1.2%	2.0%
Couple only household	142	28.3%	28.5%	29.1%	25.4%	25.9%	27.9%
Group household	6	1.2%	2.2%	3.0%	4.4%	4.4%	2.2%
Sole person household	39	7.8%	10.2%	7.6%	7.8%	10.0%	8.2%
Extended or multiple families	3	0.6%	1.0%	1.4%	0.6%	0.0%	0.2%
Not stated	4		0	3	3	1	1
<b>Total</b>	<b>501</b>	<b>100%</b>	<b>502</b>	<b>502</b>	<b>503</b>	<b>500</b>	<b>500</b>

## Housing situation

More than half the respondents owned their home outright, one-third were purchasing their home, and a little less than ten percent were renting their home. These results have been consistent over time.

**Housing situation**  
**Nilumbik Shire Council - 2018 Annual Community Survey**  
 (Number and percent of respondents providing a response)

Situation	2018		2017	2016	2015	2014	2013
	Number	Percent					
Own this home	268	54.1%	57.5%	55.7%	60.1%	46.0%	59.8%
Mortgage	177	35.8%	35.4%	35.0%	31.7%	44.0%	31.7%
Renting this home	40	8.1%	6.0%	8.7%	6.5%	7.7%	6.9%
Other	10	2.0%	1.0%	0.6%	1.8%	2.4%	1.6%
Not stated	6		6	8	7	4	5
<b>Total</b>	<b>501</b>	<b>100%</b>	<b>502</b>	<b>502</b>	<b>503</b>	<b>500</b>	<b>500</b>



## Period of residence in Nillumbik

Consistent with previous years, the overwhelming majority of respondents had lived in the Nillumbik Shire for five years or more, with a little less than three-quarters having lived in the municipality for ten years or more.

**Period of residence in the Shire of Nillumbik**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Period	2018		2017	2016	2015	2014	2013
	Number	Percent					
Less than one year	14	2.8%	3.6%	3.0%	4.8%	3.6%	2.0%
One to less than five years	56	11.3%	10.0%	18.0%	15.6%	10.8%	10.4%
Five to less than ten years	67	13.6%	17.3%	16.2%	17.2%	20.4%	13.9%
Ten years or more	357	72.3%	69.1%	69.9%	62.3%	65.2%	73.7%
Not stated	7		0	3	4	0	2
<b>Total</b>	<b>501</b>	<b>100%</b>	<b>502</b>	<b>502</b>	<b>503</b>	<b>500</b>	<b>500</b>

The largest proportion of respondents that had lived in the Nillumbik Shire previously lived in a municipality bordering the Nillumbik Shire, including Banyule (29.4%) and Darebin (9.0%).

**Previous Council**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
*(Number of respondents living in the Shire of Nillumbik for less than 5 yrs)*

Council	2018	
	Number	Percent
Banyule	13	29.4%
Interstate	5	11.3%
Darebin	4	9.0%
Whitehorse	4	9.0%
International	4	9.0%
Moreland	3	6.2%
Port Phillip	3	5.9%
Whittlesea	2	3.5%
Knox	1	3.2%
Brimbank	1	2.2%
Casey	1	2.2%
Murrindindi	1	1.8%
Bayside	1	1.5%
Melbourne	1	1.5%
Mooney Valley	1	1.5%
Mornington	1	1.5%
Yarra Ranges	1	1.5%
Not stated	26	
<b>Total</b>	<b>70</b>	<b>100%</b>



## General comments

Respondents were asked:

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

The following open-ended comments were received from respondents to the 2018 survey.

<u>General comments</u>	
<u>Nillumbik Shire Council - 2018 Annual Community Survey</u>	
<i>(Number of responses)</i>	
<i>Comment</i>	<i>Number</i>
<i>Traffic and roads</i>	
Fix up the traffic flow esp. at peak hours	4
Clearways in Eltham during peak hours would be a good idea	1
Council needs to do something so that roads without kerbs are maintained better	1
Double lane roads required to ease traffic congestion	1
Fix the traffic on Falkiner Street	1
Need a roundabout at the bottom of Leanne Dr and Main Rd, Eltham	1
Prefer not to have a footpath on other side of Ecalyptus Rd	1
Raglan Rd congestion at times	1
Replace the railway bridge with a new double bridge which looks like wood	1
Requirement for roundabout at corner of Ironbed and Collins	1
Should be another bridge / double lanes on the bridge that goes to Fitzsimmons lane on Diamond Creek in case of fire emergency	1
Take the gate down off Bouchiers Rd, make accessible to the public	1
The 2 way main Road in Eltham, how to let people out in case of an emergency (too many people)	1
The speed limits on the main road from Diamond Creek to Hurstbridge are constantly char	1
Traffic is shocking because of Bolton St	1
Very much think there should be turning lights at the Beard St intersection	1
Yan Yean Rd has too much traffic	1
<i>Parking</i>	
They need to do something of free parking in all train stations	2
Have more disabled parking outside the chemists and in general	1
Have more parking for disabled people rather than pram parking	1
Need to look at parking situation on Diamond Street between Bridge and gates of school	1
<i>Waste management</i>	
Bigger rubbish bin for general rubbish, or once per week	2
Bigger green waste bin	1
Councils and shires need to meet with the State Government to introduce container deposits (bottles, rubbish etc) like in SA and WA	1
No separation of garbage and put everything in landfill	1



**General comments**

**Nillumbik Shire Council - 2018 Annual Community Survey**

(Number of responses)

<i>Comment</i>	<i>Number</i>
<i>Communication, consultation, responsiveness, governance</i>	
Everyone who pays council rates should be allowed to vote in the council not just citizens	1
Glad we got rid of Greenies in council - got responsible manager now	1
Have the council be sensible	1
Listen to the people	1
Make sure council follow up on correspondence	1
More political diversity in opinions at Nillumbik	1
More responsive to rate payers requirement - cutting grass, road maintenance and cutting trees	1
Most of things I have complained about have been the same for 17 years. No change	1
Not council responsibility to involve in Australia Day, Sexual preferences or state government. Trees, Rubbish collection is council's job	1
Promote community groups - Use the council website	1
The consultation around Yarrambat's new development is poor	1
There is a strong perception that the council exists to service people living in urban and semi-urban areas, and does not need to respond to the needs of rural people, those who are concerned with natural environment	1
Would like the Council to get their act together and be easy to approach and communicate with	1
<i>Planning, building and development</i>	
The council needs to trade carefully to over development	2
Council has to hold a line against inappropriate development	1
Entry / exit of the new shopping (Coles) is poorly planned	1
Far too many units in the area popping up particularly on Main Rd	1
General area of shopping	1
Love Nillumbik but are concerned with the new developments, changing the way of life and green wedge. Inappropriate commercial businesses and developments are not needed in the Shire	1
Protect Plenty from over development	1
Stop approving building in this area	1
The newer developments do not match the area	1
Widen the bridge	1
Building too many apartments	1
<i>Parks, gardens and open spaces</i>	
Lack of open space	1
Maintain the roadside vegetation	1
Preserve public land	1
Take care of the environment	1
There is lack of public toilets and utilities in parks	1



**General comments**  
**Nilumbik Shire Council - 2018 Annual Community Survey**  
 (Number of responses)

Comment	Number
<i>Safety, policing and crime</i>	
Need more police to manage the street especially Eltham Town	1
Got rid of the graffiti - provide areas where anyone can do public art	1
Put lights on Plenty River Dr and Diamond Creek Rd	1
<i>Council services and facilities</i>	
A service for elderly would be able to contact council if they needed maintenance so elderly people know they won't be ripped off e.g. Council approved services	1
Ensure the disability services includes the physical and psychological and cognitive child and adult services	1
Happy with the services	1
Improve services	1
More facilities for the youth	1
Senior Services, U3A not enough support	1
Would like more information in regards to the duck pond - near the Diamond Creek aquatic centre	1
<i>Public transport</i>	
Extremely disappointed that bus route 385 was changed - we were not notified - This is the bus that runs through Mackleroy Road - Council should communicate better	1
Fix the railway crossing	1
More buses are required	1
More public transport	1
Need improvement in train services	1
They have not improved public transport in 35 years	1
<i>Rates and financial management</i>	
Reduce rates, too high	6
Commend council in not increasing rates in the past 12 months (first time)	1
Expensive council to live in	1
Recognise the good expenditure happening in places like Edendale Park	1
The rates are high with less facilities	1



**General comments**

**Nillumbik Shire Council - 2018 Annual Community Survey**

(Number of responses)

<i>Comment</i>	<i>Number</i>
<i>Tree maintenance</i>	
Cut down the trees in the front	1
Greens on the streets	1
Gum trees are big problems	1
Trees are disappearing and don't see any replanting	1
Need to ensure dead trees and bushes are cleared for fire risk	1
Plant appropriate size of trees on nature strips	1
Pruning the street tree in Laleham Ct	1
<i>Bike and walking tracks / paths</i>	
On and off road bike path should be separate	2
Bike and walking tracks should be separated	1
Build a bike and walking path on Research Rd	1
Either wider lanes or cyclists need to be not allowed on Main Rd St Andrews	1
Great opportunity for council to develop bicycle riding as an attraction for the Shire which requires bike lanes on main roads	1
There should be solar lighting on walking/bike tracks between Eltham and Research and Susan St Oval needs to be re-structured and maintained	1
<i>General positive</i>	
Great place to live, great for families	3
Keep up the good work	3
Love being in Eltham North and find it a great place	1
Overall council is good. They look after roads, footpaths - Quiet happy with the way things are	1
The new council is very good	1
Very happy to live in the area	1
<i>General negative</i>	
The Christmas decorations this year were shit, more art shows	1
<i>Comments on the survey</i>	
Give out information sheet	1
Great to have the face to face survey	1
Happy to do the survey	1
I would like to see the result of the survey published in the local paper	1
Poorly designed survey, why ask people who are not LGBTI about LGBTI	1
This survey is bad, it is too long	1



**General comments**

**Nillumbik Shire Council - 2018 Annual Community Survey**

(Number of responses)

<i>Comment</i>	<i>Number</i>
<i>Bushfire management</i>	
Fix up the bush fire management, take that seriously	1
<i>Infrastructure</i>	
The drainage is terrible in the area	1
Have more frequent attendance to drains and street sweeping especially after storms and events	1
<i>Other</i>	
Cant see the purpose on focusing on LGBTI because there are more issues of importance	1
Diamond Village is an eye sore	1
For lost dogs and cats, vets should at least upload a picture of the pets on the internet for owners to find them	1
Gambling windows of Greensborough RSL - have to be shaded, and children playground at Diamond Creek Pub - have to be screened or different entry has to be built	1
Happy. Addressing issue on hand - highest in Victoria	1
Local residents to stay in area and building second home, should be given more priority	1
Maintain Greensborough North	1
More resource spent on enhancing Diamond Creek rather than Eltham	1
<b>Total</b>	<b>128</b>

## Appendix one - reasons for dissatisfaction with Council's overall performance

The following table provides the verbatim comments from respondents dissatisfied with Council's overall performance.



**Reasons for dissatisfaction with Council's overall performance**

**Nillumbik Shire Council - 2018 Annual Community Survey**

(Number of responses)

<i>Comment</i>	<i>Number</i>
<i>Roads, traffic and parking</i>	
Appears to be no plea for managing traffic on Main Road etc. Widen the road	1
Because they haven't done anything on the side path	1
Did not respond the traffic problem	1
No traffic lights	1
Speed humps are useless	1
Speeding in residential street	1
They are not helpful, they didn't fix my road, it's been 6 months	1
We complained twice about road condition, but nothing is done	1
<i>Planning and development</i>	
Overdevelopment	3
Address planning issue	1
Because of building approvals are made that are not suitable to the area	1
Don't have enough backbone where developers are concerned	1
Issuing building permits on the ridge of hills and allowing rich people to start developments that are against their environmental policies	1
Letting people put subdivisions on farmland / destruction of farm land / bit of self interest with council decisions	1
Not good in the planning area	1
Property developers hold their sway more than they should	1
They are giving up the green belt, they are building more and more developments but not enough roads	1
They are going to take the land away from the public, to build more units	1
They care about environment but lack of response to other matters and building approvals	1
<i>Communication and consultation</i>	
They need to listen to the community	5
Didn't do much about bush fires - consultation is poor / biased	1
Never hear from the council / no voice	1
No consultation, biased towards businesses	1
Not a quick response	1
Not engaging with youth	1
Poor consultation. They don't communicate and are not transparent in their actions	1
The consultation process is crap, they don't have a good idea of what they needs and they don't treat areas equally	1
Unworkable communication as a rate payer	1





**Reasons for dissatisfaction with Council's overall performance**

**Nilumbik Shire Council - 2018 Annual Community Survey**

(Number of responses)

<i>Comment</i>	<i>Number</i>
<i>Council services and facilities</i>	
Bus is too big	1
Get poor services	1
Services such as street sweeping, gardening is limited. We have to complain multiple times to get a request	1
The resources and service in Nth Warrandyte appear neglected	1
We don't get most of the services because we are on the edge of Warrandyte	1
<i>Rates and financial management</i>	
Expensive council fee for low return of service	6
Rate is expensive / too high	3
Financial responsibility	1
Because I get charged high rates and I don't have sealed road, footpaths, street lights	1
High rates but now improvements - don't listen to us	1
Not happy with rates or performance	1
Reduce the rates	1
Talk spend money on feasibility but nothing done	1
They are more interested in money not the well being of people	1
<i>Council governance, management and responsiveness</i>	
They are not doing enough	5
Don't know much about them	3
They can improve / do better	3
Sometimes it's more about self-interest than community	3
Council needs to perform its job properly	1
Got their own agenda	1
I think council should be focused on local issues	1
It falls back to mayor	1
Rimming separate agenda	1
Sometimes they focus too much on the environment rather than people	1
The council has completely neglected their responsibilities	1
The Council is full of too many people that get paid too much money	1
They are enough for themselves	1
They change too much	1
They need help	1
They do nothing for Warrandyte North	1
Through my dealings with them, some haven't been co-operative	1
Waste of time and money	1
Worst Council in Victoria, should be a part of Whittlesea and Banyule	1



**Reasons for dissatisfaction with Council's overall performance**  
**Nillumbik Shire Council - 2018 Annual Community Survey**  
 (Number of responses)

<i>Comment</i>	<i>Number</i>
<i>Infrastructure services</i>	
My house got flooded, because of inadequate draining system	2
Because they don't follow the maintenance rules properly (drainage mainly)	1
<i>Parks, gardens and trees maintenance</i>	
Lack of loud dog park	1
Not willing to cut dangerous trees	1
Remove the dangerous trees	1
They do not response what I've complained about the parks safety problem	1
<i>General negative</i>	
Every time I drive or walk past Greensborough RSL, I can see pokie machines flashing lights, and so are my two children - gambling exposed to all is my biggest concern	1
It's very poor, too much in house fighting	1
<i>Other</i>	
Build a restaurant in Woolworths	1
Changing the environment	1
Had problems providing legal access to my home	1
Not interested in Greensborough North area	1
Not much involved in protection and environment	1
We live in North Warrandyte	1
<b>Total</b>	<b>99</b>



## Appendix two - survey form



1

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

1. Maintenance and repairs of sealed local roads	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
2. Drains maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Street sweeping	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Footpath maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Fortnightly garbage collection (which goes to landfill)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
<i>Reason for rating 0 to 5</i>													
6. Fortnightly recycling collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
<i>Reason for rating 0 to 5</i>													
7. Weekly green waste collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
<i>Reason for rating 0 to 5</i>													
8. Provision and maintenance of parks and gardens	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Provision and maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Provision and maintenance of street lighting	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Litter collection in public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Maintenance and cleaning of shopping strips	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
13. Parking enforcement	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
14. Local traffic management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
15. Fire prevention works (e.g. roadside slashing)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
16. Animal management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
17. Nillumbik News (Council's newsletter)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

**On a scale of 0 (lowest) to 10 (highest), please rate the importance of the following services to the community, followed by your personal level of satisfaction with only the services you or a family member has used in the past 12 months?**

*(Survey note: Ask importance, then use, then satisfaction only if service has been used in last twelve months)*

1. Council's website	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
2. Hard rubbish collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
3. Local library	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
4. Sports ovals	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
5. Public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
6. On and off road bike paths <i>(including shared pathways)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
7. Aquatic and Leisure Centres	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
8. Services for children from birth to 5 years of age <i>(e.g. Maternal &amp; Child Health, immunisation, playgroups, kinder)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
9. Services for youth	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
10. Services for seniors <i>(e.g. Day Care Program, Senior Citizens, respite, personal or domestic care, home maintenance)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
11. Arts and cultural events, programs, and activities	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
12. Education and Learning <i>(e.g. Living and Learning Centres)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
13. Environmental programs and facilities <i>(e.g. Edendale Farm)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	

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

1. Council meeting its responsibilities towards the environment	0	1	2	3	4	5	6	7	8	9	10	99
2. Council's performance in community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	99
3. Council's representation, lobbying and advocacy on behalf of the community with other levels of government and private organisations on key issues	0	1	2	3	4	5	6	7	8	9	10	99
4. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	99
5. Council's performance in maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	99
6. Council making and implementing decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	99
7. Performance of Council across all areas of responsibility	0	1	2	3	4	5	6	7	8	9	10	99
<i>If overall performance rated less than 6, why do you say that?</i>												

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

Improved	<b>1</b>	Deteriorated	<b>3</b>
Stayed the same	<b>2</b>	Don't know, can't say	<b>9</b>

**Why do you say that?**


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

Yes ( <i>continue</i> )	<b>1</b>	No ( <i>go to Q. 8</i> )	<b>2</b>
-------------------------	----------	--------------------------	----------

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

*(Please circle one only)*

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

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

1. The choice of methods to access services	0	1	2	3	4	5	6	7	8	9	10	99
2. The care and genuine interest in you and your enquiry	0	1	2	3	4	5	6	7	8	9	10	99
3. The provision of accurate information or referred to an expert	0	1	2	3	4	5	6	7	8	9	10	99
4. The speed and efficiency of service	0	1	2	3	4	5	6	7	8	9	10	99
5. Courtesy and friendliness	0	1	2	3	4	5	6	7	8	9	10	99
6. Kept informed about status of enquiry	0	1	2	3	4	5	6	7	8	9	10	99
7. Access to relevant officer / area	0	1	2	3	4	5	6	7	8	9	10	99

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

Issue One:	
Issue Two:	
Issue Three:	

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

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

**10** Have you or members of this household been personally involved in a planning application or development in the last twelve months?

Yes - lodged an application **1**      Yes - other: \_\_\_\_\_ **3**  
 Yes - objected to an application **2**      No involvement (*go to Q.12*) **4**

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

1. Access to information	0	1	2	3	4	5	6	7	8	9	10	99
2. Council's communication during the process	0	1	2	3	4	5	6	7	8	9	10	99
3. Effectiveness of community consultation and involvement	0	1	2	3	4	5	6	7	8	9	10	99
4. Timeliness of planning decisions	0	1	2	3	4	5	6	7	8	9	10	99

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

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

13

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

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

14

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

1. During the day	0	1	2	3	4	5	6	7	8	9	10	99
2. At night	0	1	2	3	4	5	6	7	8	9	10	99
3. Travelling on / waiting for P/T	0	1	2	3	4	5	6	7	8	9	10	99
4. Eltham Shopping Activity Centre	0	1	2	3	4	5	6	7	8	9	10	99
5. Diamond Creek Activity Centre	0	1	2	3	4	5	6	7	8	9	10	99

***If rated less than 5, where do you feel unsafe?***

***Why do you feel unsafe?***

15

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

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

16

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

*(please select as many as appropriate)*

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

17

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

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

18

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

1. Ease of reading	0	1	2	3	4	5	6	7	8	9	10	99
2. Interest and relevance of articles	0	1	2	3	4	5	6	7	8	9	10	99
3. Presentation and attractiveness	0	1	2	3	4	5	6	7	8	9	10	99
4. Ease of finding the information I require	0	1	2	3	4	5	6	7	8	9	10	99
5. The ability and ease of making payments	0	1	2	3	4	5	6	7	8	9	10	99
6. The ability and ease to interact with Council (e.g. requests, enquires. Services, making applications)	0	1	2	3	4	5	6	7	8	9	10	99



**19**

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

*(please circle as many as appropriate)*

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

**20**

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

One:	
Two:	
Three:	

**21**

**What do you believe that we can do as a community to be more inclusive of people with a disability?**

One:	
Two:	
Three:	

**22**

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

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

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**23**

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

*(please circle as many as appropriate)*

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

**24**

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

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

**25**

**With which gender do you identify?**

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

**26**

**Do any members of this household identify as having a permanent or long-term disability?**

Yes	1	No	2
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**27****What is the structure of this household?**

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

**28****Do any members of this household identify as LGBTI?**

Yes	<b>1</b>	Unsure	<b>3</b>
No	<b>2</b>	Prefer not to say	<b>4</b>

**29****Which of the following best describes the current housing situation of this household?**

Own this home	<b>1</b>	Renting this home	<b>3</b>
Mortgage (paying-off this home)	<b>2</b>	Other arrangement	<b>4</b>

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

Less than 1 year	<b>1</b>	5 to less than 10 years	<b>3</b>
1 to less than 5 years	<b>2</b>	10 years or more	<b>4</b>

If less than 5 years, what was your previous Council

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