

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. Road maintenance & repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
2. Drains maintenance & repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
3. Street sweeping	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
4. Footpath maintenance & repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
5. Parking enforcement	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
6. Park maintenance	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
7. Maintenance & cleaning of shopping strips along roads	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
8. Provision of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
9. Maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
10. Litter collection in public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
11. Weekly garbage collection	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
12. Traffic management	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
13. Animal management	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
14. Maintenance & cleaning of Footscray CBD	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
15. Building conservation & Heritage issues	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
16. Housing development & planning issues	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
17. Maribyrnong News (Council's newsletter)	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
18. Council advertising in local papers	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
19. Articles about Council in your local papers	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say

2

On a scale of 0 (lowest) to 10 (highest), please rate the importance of the following services to the community, followed by you 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 Internet site	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Used	Yes						No					Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
2. Regular recycling	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Used	Yes						No					Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
3. Green waste collection	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Used	Yes						No					Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
4. Hard rubbish collection	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Used	Yes						No					Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
5. Local library	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Used	Yes						No					Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
6. Sports ovals	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Used	Yes						No					Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
7. Public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Used	Yes						No					Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
8. Community facilities	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Used	Yes						No					Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
9. Maribyrnong Aquatic Centre	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Used	Yes						No					Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Accessibility	0	1	2	3	4	5	6	7	8	9	10	Can't say

Interviewer note: Please make sure you have asked the question on Accessibility for the Maribyrnong Aquatic Centre .

3

On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas in the City of Maribyrnong?

1. During the day	0	1	2	3	4	5	6	7	8	9	10	Can't say
2. At night	0	1	2	3	4	5	6	7	8	9	10	Can't say

If rated less than 5, why?

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

(Please write in)

Issue One:	
Issue Two:	
Issue Three:	

5 On a scale of 1 (disagree) to 3 (agree), please rate your agreement with the following statement.

(Please circle one only)

<i>Statement</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Can't say</i>
Domestic violence is common in our community	1	2	3	Can't say

6 Which, if any, of the following actions do you believe are examples of domestic violence?

(Please circle one for each)

<i>Action</i>	<i>Sometimes</i>	<i>Always</i>	<i>Never</i>	<i>Can't say</i>
1. If one partner in a domestic relationship tries to control the other by denying them money	1	2	3	Can't say
2. If one partner in a domestic relationship tries to control the social life of the other by preventing them from seeing family and friends	1	2	3	Can't say
3. If one partner in a domestic relationship repeatedly criticises the other the other one to make them feel bad or useless	1	2	3	Can't say
4. One partner checking up on the other by following them or constantly calling or texting them	1	2	3	Can't say
5. One partner preventing the other from practising their religion	1	2	3	Can't say

7 On a scale of 1 (totally disagree) to 3 (totally agree), please rate your agreement with the following statements.

(Please circle one for each)

<i>Action</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Can't say</i>
1. Domestic violence can be excused if, afterwards, the violent person genuinely regrets what they have done	1	2	3	Can't say
2. Domestic violence can be excused if it is acceptable in your culture	1	2	3	Can't say
3. Rape results from men not being able to control their sex drives	1	2	3	Can't say

8

On a scale of 0 (totally disagree) to 10 (totally agree), please rate your agreement with the following statements.

(Please circle one for each)

<i>Action</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Can't say</i>
1. When jobs are scarce men should have more right to a job than women	1	2	3	<i>Can't say</i>
2. Discrimination against women is no longer a problem in the workplace	1	2	3	<i>Can't say</i>
3. Men should take control in relationships and be the head of the household	1	2	3	<i>Can't say</i>

9

Would your household like to eat more fresh fruit and vegetables?

(Please circle one only)

Yes 1 Can't say 3

No (*go to Q.10*) 2

If yes, what prevents your household from eating more fresh fruit and vegetables?

(Please circle as many as appropriate)

Price of fruit and vegetables 1 Knowledge of how to prepare fruit and vegetables 5

Distance to shops which sell a variety of fruit and vegetables 2 No access to cooking and storage facilities 6

Difficulty getting to shops and transporting fruit and vegetables home 3 Other (*please specify*): _____ 7

Poor quality of fruit and vegetables at the closest shop 4

10

Have the household's monthly rental or mortgage repayments placed stress on the household's finances in the last three months?

(Please circle one only)

No stress 1 Heavy stress 4

Low stress 2 Can't say 9

Moderate stress 3

11

In the past 12 months, were there any times that your household ran out of food and couldn't afford to buy more?

(Please circle one only)

Never 1 6 - 11 times 4

Once 2 Every month 5

2 - 6 times 3 Can't say 9

On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements regarding the local community.

(Please circle one number only for each statement)

<i>Statement</i>	<i>Strongly agree</i>		<i>Neutral</i>					<i>Strongly disagree</i>		<i>Can't say</i>		
Community												
1. Multiculturalism makes life in my area better	0	1	2	3	4	5	6	7	8	9	10	Can't say
2. Most people in my local community can be trusted	0	1	2	3	4	5	6	7	8	9	10	Can't say
3. I/we talk to our neighbours regularly	0	1	2	3	4	5	6	7	8	9	10	Can't say
4. I/we enjoy the diversity in the local community	0	1	2	3	4	5	6	7	8	9	10	Can't say
5. It's an active community, people do things and get involved in local issues	0	1	2	3	4	5	6	7	8	9	10	Can't say
6. In times of need, I/we could turn to the neighbours for help	0	1	2	3	4	5	6	7	8	9	10	Can't say
7. I/we volunteer locally	0	1	2	3	4	5	6	7	8	9	10	Can't say
Services and facilities												
8. The community has good and accessible community services	0	1	2	3	4	5	6	7	8	9	10	Can't say
9. The community has good quality sporting and leisure facilities	0	1	2	3	4	5	6	7	8	9	10	Can't say
10. The community has good schools	0	1	2	3	4	5	6	7	8	9	10	Can't say
11. There are opportunities to volunteer locally	0	1	2	3	4	5	6	7	8	9	10	Can't say
12. There are a range of community and support groups	0	1	2	3	4	5	6	7	8	9	10	Can't say
13. There are opportunities to participate in employment and training programs	0	1	2	3	4	5	6	7	8	9	10	Can't say
14. There is access to safe public transport	0	1	2	3	4	5	6	7	8	9	10	Can't say
15. There are accessible bike paths	0	1	2	3	4	5	6	7	8	9	10	Can't say
16. The community has good retail trade areas	0	1	2	3	4	5	6	7	8	9	10	Can't say
17. The community has a good range of entertainment opportunities	0	1	2	3	4	5	6	7	8	9	10	Can't say
18. I/we have access to healthy and affordable food	0	1	2	3	4	5	6	7	8	9	10	Can't say

Can you name the current Mayor of the City of Maribyrnong?

(Please circle one only)

Cr Sarah Carter	1	Cr Dina Lynch	5
Cr Michael Clarke	2	Cr Sel Sanli	6
Cr Catherine Cumming	3	Cr Martin Zakharov	7
Cr John Cumming	4	Can't say	9

14

Is this household currently undertaking, or considering any of the following environmental actions?

(Please circle one option only for each)

Action	Have done/ currently doing	Considering within 1 year	Not using or considering	Barrier
1. Compost bin/heap, or worm farm, bokashi bin	1	2	3	
2. Installed AAA-rated shower heads	1	2	3	
3. Using alternative energy sources (e.g. Solar PV, Solar Hot water)	1	2	3	
4. Installed energy efficient products (e.g. light globes, draft proofing)	1	2	3	
5. Using 'Green' reusable shopping bags	1	2	3	
6. Insulated home	1	2	3	
7. Maintaining vegetable garden	1	2	3	
8. Car pooling	1	2	3	
9. Installed rainwater tank	1	2	3	
10. Purchased energy efficient whitegoods	1	2	3	

Which, if any, of the following barriers do you have to undertaking the environmental actions above? (write in box above as required)

Lack of information/knowledge	1	Lack of interest	4
Cost is too expensive	2	Not practical	5
Lack of time	3	Other	9

15

On a scale of 0 to 10 (0 being the lowest and 10 the highest), can you please rate the following?

(Please circle one only)

1. Council meeting its responsibilities towards the environment	0	1	2	3	4	5	6	7	8	9	10	Can't say
2. Council's performance in seeking community opinion and feedback on important issues	0	1	2	3	4	5	6	7	8	9	10	Can't say
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	Can't say
4. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	Can't say
5. Performance of Council across all areas of responsibility	0	1	2	3	4	5	6	7	8	9	10	Can't say

16

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

(Please circle one only)

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

17

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

(Please circle one only)

Yes (<i>continue</i>)	1	No (<i>go to Q. 20</i>)	2
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18

When you last contacted the Council, was it?

(Please circle one only)

Visit in person	1	E-mail	4
Telephone	2	Website	5
Mail	3	Can't say	9

19

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

(Please circle one for each)

1. General reception	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
2. Care and attention to your enquiry	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
3. Provision of information on the Council and its services	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
4. Speed of service	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
5. Courtesy of service	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
6. Opening hours	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
7. Access to relevant officer / area	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
8. Staff's understanding of your language needs	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>

20

Please indicate which of the following best describes you.

(Please circle one only)

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

21

Gender (fill in)

(Please circle one only)

Male	1	Female	2
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22

What are all the languages spoken in this household?

(Please circle one only)

English only 1 Other *(please specify)*: _____ 2

23

What is the structure of this household?

(Please circle one only)

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

24

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

(Please circle one only)

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

25

How long have you lived at this address?

(Please circle one only)

Less than 1 year	1	5 to less than 10 years	3
1 to less than 5 years	2	10 years or more	4

26

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