



*Wyndham City Council*

***2023/24 Annual Community Satisfaction  
Survey***





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**Contact details**

This report was prepared by Metropolis Research Pty Ltd on behalf of the Wyndham City Council. For more information, or to receive a copy of this document in an alternative format, please contact:

**Dale Hubner**  
Managing Director  
Metropolis Research Pty Ltd

P O Box 1357  
Carlton VIC 3053

(03) 9272 4600  
[d.hubner@metropolis-research.com](mailto:d.hubner@metropolis-research.com)



**Wyndham City Council**

45 Princes Hwy  
Werribee VIC 3030

1300 023 411  
Translating and Interpreting services: 13 14 50

[mail@wyndham.vic.gov.au](mailto:mail@wyndham.vic.gov.au)  
[www.wyndham.vic.gov.au](http://www.wyndham.vic.gov.au)  
[www.facebook.com/wyndhamcitycouncil](https://www.facebook.com/wyndhamcitycouncil)  
[www.twitter.com/wyndhamcouncil](https://www.twitter.com/wyndhamcouncil)



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## Executive summary

### *Introduction and methodology*

Metropolis Research conducted this, Council's 11<sup>th</sup> *Annual Community Satisfaction Survey*, as a door-to-door, in-person style survey of 1,200 respondents from November 2023 till the end of January 2024. No surveying was conducted over the two-week Christmas period.

The aim of the research was to measure community satisfaction with an extensive list of 46 individual Council provided services and facilities, 10 aspects of Council's governance and leadership performance, eight aspects of Council's leadership performance, overall satisfaction with the customer service experience, and the performance of Council across all areas of responsibility.

The survey also continues to explore the top issues the community feel needs to be addressed in the City of Wyndham, and how these issues may impact on community satisfaction with the overall performance of Council.

The 95% confidence interval (margin of error) of these results is plus or minus 2.8% 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 47.2% and 52.8%.

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

Satisfaction with the [overall performance](#) of Wyndham City Council measurably and significantly this year, up eight percent to 7.1 out of 10 (up from 6.6 last year).

This result was measurably above the long-term average satisfaction since 2013/14 of 6.7 and was the second highest overall satisfaction recorded for the City of Wyndham (7.2 in 2015/16).

Satisfaction was recorded across the three wards as follows: Harrison Ward (7.1 up from 6.8), Chaffey Ward (7.0 up from 6.6), and Iramoo Ward (7.0 up from 6.). The variation in satisfaction between the three wards was not statistically significant at the 95% confidence level.

This result was marginally higher than the 2024 metropolitan Melbourne (7.0) and growth area councils' (6.8) averages, but identical to the western region councils' (7.1), as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research, using the door-to-door methodology.

It does appear that satisfaction with the City of Wyndham's overall performance increased significantly this year to bring it back into line with the metropolitan Melbourne average.

Some of this increase will be the result of the return to the door-to-door methodology, however, in the view of Metropolis Research this does not account for all of the increase.



This significant increase in satisfaction was reflected in the percentage results, with almost half (44% up from 36%) of respondents providing a score “very satisfied” (i.e., rated satisfaction at eight or more), whilst five percent (down from 14%) were dissatisfied (rated satisfaction at less than five).

This is a significant improvement in the proportion of respondents dissatisfied with Council’s overall performance.

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

- **Somewhat more satisfied than average** – included respondents from Laverton North / Williams Landing, senior citizens (aged 75 years and over), rental households, new residents (less than one year in the municipality), and two-parent families with adult children only at home.
- **Somewhat less satisfied than average** – included middle-aged adults (aged 45 to 54 years), mortgage households, households with a member with disability, and one parent families.

The most common reasons why the 157 respondents were dissatisfied with Council’s overall performance were related to: Council management and governance (11 comments), communication, consultation, and the provision of information (10 comments), rates and financial management (9 comments), and roads, traffic, footpaths, and parking (8 comments).

The issues that appear to be most negatively associated with satisfaction with Council’s overall performance for the respondents who nominate the issues remain focused around:

- **Transport related** – including most notably roads and roadworks, as well as traffic management such as commuting times and congestion, and to a lesser extent parking.
- **Council management and performance** – including rates, fees, and charges, and consultation and communication related issues.
- **Council services related** – including nature strip issues, parks and gardens, cleanliness and maintenance of the local area, and footpaths. The small number of respondents who raised these issues were all less satisfied with Council overall.

### ***Satisfaction with core measures of Councils governance and leadership performance***

The average satisfaction with the five core measures of [governance and leadership](#) increased measurably and significantly this year, up by an average of 10%.

These measures include maintaining community trust and confidence (up 11%), community consultation and engagement (up 9%), representation, lobbying, and advocacy (up 9%), the responsiveness and agility of Council in meeting community needs (up 9%) and making decisions in the interests of the community (up 8%).





Metropolis Research notes that these significant increases in satisfaction this year bring the City of Wyndham results more into line with the metropolitan Melbourne average satisfaction as recorded in the *Governing Melbourne* research.

### ***Satisfaction with alternative measures of Council's governance and leadership performance***

The survey also included five [alternative measures of Council's governance and leadership performance](#).

These measures were included to meet the specific internal reporting requirements of the Wyndham City Council. There is significant overlap between these five measures and the five core comparison measures discussed above.

Satisfaction with all five measures increased measurably this year, as follows:

- The degree to which Council practices open and accessible government (7.1, up 11%).
- Council's accountability to the community for leadership and good governance (7.0, up 11%).
- Provision of opportunities for your voice to be heard on issues that are important to you (7.0, up 13%).
- Ability to take residents' views into account when making decisions that affect them (6.9, up 13%).
- How well Council does with the money it has available (6.8, up 13%).

### ***Satisfaction with measures of Council's leadership performance***

The survey also included community satisfaction with eight measures of [Council's leadership performance](#).

Satisfaction with all eight of these measures increased measurably this year, with the average satisfaction with these eight measures increasing by an average of eight percent to 7.2 out of 10.

These measures cover aspect of how Council encourages a healthy, active, engaged, diverse, and inclusive community, including the following:

- How well Council fosters local learning opportunities for all through appropriate infrastructure, services, and advocacy (7.2, up 9%).
- Council assistance to get the support services you and your household need (7.2, up 9%).
- Promotion and support of local activity centres (7.2, up 7%).





- Council’s work to protect and promote our unique built and cultural heritage (7.2, up 7%).
- Provision of activities that are accessible to and inclusive of all members of the community (7.2, up 4%).
- How well Council encourages a healthy and active lifestyle through appropriate infrastructure, services, and advocacy (7.1, up 6%).
- How well Council provides the services I need (7.1, up 8%).
- The degree to which Council empowers the community to lead and form social connections (7.1, up 11%).

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

This year, 29% of respondents reported that they had contacted Council in the last 12 months, down from 44% last year.

Metropolis Research has found that the proportion of the community contacting their local council has tended to decline post-pandemic. This appears to be the case for the City of Wyndham.

There was a marginal increase this year in overall satisfaction with the [customer service](#) experience recorded this year, up one percent to 7.6, which remains “very good”.

The proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more) remained essentially stable at almost two-thirds (65% up from 64%).

### ***Satisfaction with Council’s performance communicating with the community***

The survey again included satisfaction with five measures around [Council communicating with the community](#).

Consistent with the general increase in satisfaction recorded this year, the average satisfaction with these five measures increased by an average of seven percent to 7.4 out of 10, which is a “very good” level of satisfaction.

These five measures were as follows:

- How easy Council information is to access and understand (7.6, up 3%).
- Wyndham Council’s website (7.5, up 3%).
- Council’s efforts to keep the community informed about its work, services, activities, and programs (7.5, up 9%).
- Council’s community engagement platform The Loop (7.5, up 10%).



- Council’s efforts to keep the community informed through its social media platforms (7.4, up 7%).

More than half of the respondents were “very satisfied” with each of these five measures, whilst between five and six percent were dissatisfied.

These results do suggest that most respondents were quite well satisfied with how well Council communicates and engages with the community, although there remains a small group of “dissatisfied” respondents in this area.

## ***Satisfaction with Council services and facilities***

The survey this year included measures of the importance to the community, and then satisfaction with 46 Council provided services and facilities.

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

All 46 [services and facilities were considered important](#) by respondents, although nine were measurably more important than the average, and nine were measurably less important than average.

- ***Measurably more important than the average*** – includes the weekly garbage collection, regular recycling collection, green waste collection, hard waste collection, Council response to dumped rubbish, public health services, the maintenance and cleaning of public areas, emergency management preparedness and response, and the maintenance of playgrounds.
- ***Measurably less important than the average*** – includes the provision of sleep and settling programs, provision of Council's major events, provision of supported playgroups, provision of public art, exhibitions, events, arts and cultural activities, provision of first-time parents’ groups, planning for community infrastructure to meet community needs, provision and maintenance of community facilities and venues for hire, provision and maintenance of community centres and neighbourhood hubs, and town planning (statutory planning process).

### **Satisfaction with services and facilities**

The average [satisfaction with these 46 included services and facilities](#) increased measurably this year, up six percent to 7.6 out of 10, or a “very good” level, up from “good”.

Of most interest in these results this year was the increase in satisfaction with the maintenance and repair of sealed local roads (18%), parking enforcement (up 11%), and traffic management (up 10%).



There were also double-digit increases in satisfaction with sleep settling programs (up 16% from 73 respondents), dumped rubbish (up 13%), public toilets (up 13%), footpaths (up 11%), and Council programs, events, and policy development to encourage sustainability, increase resilience, and address climate change (up 11%).

There were no services or facilities to record a significant decline in satisfaction this year.

When compared to the 28 services and facilities included in *Governing Melbourne*, the average satisfaction was 7.6, or identical to the metropolitan Melbourne average of 7.6.

Of these, satisfaction with 11 was higher in the City of Wyndham, satisfaction with three was identical to the metropolitan average, and satisfaction with 14 was lower in the City of Wyndham, with attention drawn to the following notable variations:

- **Somewhat higher satisfaction in the City of Wyndham** – included the provision of maternal and child health services (6% higher in the City of Wyndham), provision of youth services (6% higher), and the provision and maintenance of community centres and neighbourhood houses (3% higher).
- **Notably lower satisfaction in the City of Wyndham** – included the enforcement of local laws (9% lower in the City of Wyndham), traffic management (8% lower), Council programs, events, and policy development to encourage sustainability, increase resilience, and address climate change (6% lower), enforcement of parking (5% lower), maintenance of parks, gardens, and open spaces (5% lower), provision and maintenance of street trees (4% lower), provision of on or off-road / separated bike paths (3% lower), maintenance of playgrounds (3% lower), and control and regulation of pets and domestic animals (3%).

In summary, exploring the average importance and average satisfaction with the 46 Council services and facilities, the following key points were noted:

- **Waste and recycling** – the four kerbside collection services were all higher-than-average importance and were among the top ranked services in terms of satisfaction.
- **Library services** – the provision of local libraries was of significantly higher than average importance and was ranked fifth in terms of satisfaction.
- **Community support services** – most of these services were of average or higher-than-average importance, although Metropolis Research notes that they tended to be of lower importance than the metropolitan average this year, which is somewhat unusual and may reflect the more detailed nature of the description of these services in this survey, or somewhat of an outlier result. All of these services and facilities received higher than average satisfaction.
- **Sports and recreation facilities** – most of the sports and recreation facilities were of somewhat lower than average importance, having declined from the unusually high results recorded last year. These services and facilities mostly reported average or higher than average satisfaction scores.





- **Parking enforcement** – was of somewhat lower than average importance this year, having increased in importance from the score last year, however, it continued to report a lower-than-average satisfaction score. The lower importance score reflects the large number of respondents dissatisfied with parking enforcement, some of whom believe Council should be doing less enforcement.
- **Environment, sustainability, climate change** – these services reported both an increase in importance and an increase in satisfaction this year, although they continue to record a lower-than-average satisfaction score.
- **Services and facilities of most concern** – there were no services or facilities to record a “solid”, “poor” or lower categorisation of satisfaction, although it is noted that traffic management, parking enforcement, town planning, local laws, public toilets, community infrastructure, bike paths, street trees, footpaths, and roads continue to report lower-than-average satisfaction scores.

### ***Most important issues to address for the City of Wyndham “at the moment”.***

A little more than half (56% down from 70%) of respondents nominated at least one issue to address “for the City of Wyndham at the moment”.

There have traditionally been four issues that have dominated the [Issues to Address](#) section of the survey since the survey was commenced back in 2013/14.

These issues have been traffic management (e.g., commuting times, congestion, related issues) (20% down from 22%), road maintenance and repairs including roadworks (e.g., potholes, road condition, and road work related issues) (8% down from 14%), parking (both availability and enforcement) (7% up from 6%), and parks, gardens, and open space related issues (7% up from 6%).

Importantly, all four of these issues appear to exert a negative influence on satisfaction with Council’s overall performance, for those respondents who raised the issues.

Metropolis Research also draws attention to range of issues associated with population growth and accompanying increased demand for infrastructure, services, and facilities to support a growing population. These issues are clear in these City of Wyndham results, with issues including the provision and maintenance of infrastructure, health and medical services including hospitals, education and schools, and population growth more generally, all nominated by a small number of respondents.

Many of these issues associated with population growth are often observed in outer growth municipalities, and many of these issues appear to exert a negative influence on community satisfaction with the performance of Council.



## Summary of satisfaction with Wyndham City Council

The key finding of the survey this year was that satisfaction with the performance of Wyndham City Council increased measurably and significantly. This increase was broad-based, across the full range of Council activities, including:

- Customer service 7.6, up 1%.
- Services and facilities 7.6, up 6%
- Aspects of Council’s communication with the community 7.4, up 7%.
- Aspects of Council’s leadership 7.2, up 8%.
- Overall performance 7.1, up 8%
- Core aspects of governance and leadership 7.0, up 10%.
- Alternative measures of governance and leadership 7.0, up 13%.

Metropolis Research is of the view that satisfaction with Wyndham City Council has returned to trend, following the lower-than-average scores recorded through the pandemic.

The return to the door-to-door methodology will have been a factor in this improvement in satisfaction, although it does not explain all of the increase.

This increase in satisfaction was also likely to be reflecting a general improvement in community sentiment moving further away from the pandemic, as well as underlying improvement in sentiment towards Council.

Whilst satisfaction with Council’s communication and customer service were “very good”, there remains a small group in the community who feel that Council was not adequately or effectively listening to or responding to the needs of the community.

There were also a small number of respondents who raised concerns around Council’s management and governance performance, and a small number raising concerns around rates, fees, and charges.

The best performing areas of Council remain the four kerbside collection services, library services, the community support services (particularly children’s and youth), community centres and facilities, sports, recreation and cultural services and facilities.

The Council services and facilities of most concern remain transport related including roads, traffic management, and parking, as well as town planning, and infrastructure (notably public toilets, footpaths, shared trails, bike paths, and street trees). Sleep and settling programs also remain of concern this year, however, based again on only a small sample of 73 respondents.

The most common issues nominated by respondents for the City of Wyndham to address remain traffic management, road maintenance and repairs including roadworks, parks, gardens, and open spaces, and car parking both enforcement and availability. All these issues appeared to exert a negative influence on the satisfaction of the respondents raising the issues.



## Introduction

Metropolis Research was commissioned by Wyndham City Council to undertake this, its eleventh *Annual Community Satisfaction Survey*.

The survey has been designed to measure community satisfaction with a range of Council services and facilities as well as to measure community sentiment across a range of additional issues of concern in the municipality.

The *2023/24 Annual Community Survey* comprises the following core components:

- ⊗ Satisfaction with Council's overall performance and change in performance.
- ⊗ Satisfaction with aspects of Council's governance and leadership performance.
- ⊗ Satisfaction with the customer service experience.
- ⊗ Satisfaction with aspects of communicating with the community.
- ⊗ Importance of and satisfaction with forty-six core Council services and facilities.
- ⊗ Identifying issues of importance for Council to address in the coming year.
- ⊗ Respondent profile.

### ***Methodology and response rate***

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

Due to the lockdowns and social distancing requirements in response to the COVID-19 pandemic, it was not possible to conduct the survey as a face-to-face, doorstep interview surveys in 2020/21, 2021/22, and 2022/23.

The survey returned to the door-to-door, in-person methodology this year, which brings it back into line with the *Governing Melbourne* research conducted independently by Metropolis Research in January 2024.

The surveying was all completed from the 4<sup>th</sup> of November 2023 till the 28<sup>th</sup> of January 2024.

Prior to 2021, the surveys have traditionally taken place in October, but were delayed in 2020 in response to both the COVID-19 pandemic and the local government elections that took place in October 2020.

The timeframe for fieldwork was extended back into 2023 to cover the 2023/24 period more fully and to help include residents who may have been unavailable during the January holiday period.





Surveys were all conducted during daylight hours at weekends over the survey period.

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

## Response rate

A total of 1,200 surveys were conducted.

The final sample of surveys were then weighted by age and gender, to ensure that each age / gender group contributed proportionally to the overall municipal result. This was undertaken to ensure compatibility with the approach taken in previous years.

Of the households approached to participate in the research, the following results were obtained:

- No answer - 2,495.
- Refused - 1,479.
- Completed - 1,200.

This provides a response rate of 45%, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated.

This was an increase on the response rate of 33% recorded last year and the 29% recorded in 2021/22.

The increase in response rate reflects the return to the door-to-door methodology, which brings a sample that was significantly more reflective of the underlying Wyndham community than was obtained via the telephone methodology.

## Statistical strength

The 95% confidence interval (margin of error) of these results is plus or minus 2.8% 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 47.2% and 52.8%.

This is based on a total sample size of 1,203 respondents, and an underlying population of the City of Wyndham of 270,487.

## Small area results

The results of this research are provided at both the municipal and precinct level.



The precincts are custom made areas for the *Annual Community Satisfaction Survey*.

The precinct results align with Council’s areas as used in the *Community Profile* and were used by agreement with Council. This ensures that the data is consistent with the community profile groupings, which facilitates additional analysis of variation across the municipality.

The Wyndham localities in the *Community Profile* are based off the Australian Bureau of Statistics suburb boundaries and to best reflect Wyndham population growth.

**Alignment of ACSS Precincts with Wards and Wyndham localities**

<i>Ward</i>	<i>ACSS Precincts (2020 - 2024)</i>	<i>Wyndham Localities (Community Profile)</i>
<b>Iramoo</b>	Werribee	Werribee
		Werribee South / Cocoroc
	Wyndham Vale	Wyndham Vale
		Manor Lakes
Little River / Rural West		
<b>Chaffey</b>	Hoppers Crossing	Hoppers Crossing
	Tarneit	Tarneit
<b>Harrison</b>	Point Cook	Poink Cook
	Truganina	Truganina
	Laverton North	Williams Landing / Laverton North

***Governing Melbourne***

*Governing Melbourne* is a service provided by Metropolis Research since 2010.

The 2024 *Governing Melbourne* survey was conducted using the door-to-door methodology, including a total sample of 800 respondents.

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

*Governing Melbourne* provides an objective, consistent and reliable basis on which to compare the results of the *Wyndham City Council – 2023/24 Annual Community Satisfaction Survey*.

It is not intended to provide a “league table” for local councils, rather to provide a context within which to understand the results.



This report provides some comparisons against the metropolitan Melbourne average, which includes all municipalities located within the Greater Melbourne Capital City Statistical Area as well as the western region, which includes the municipalities of Maribyrnong, Hobsons Bay, Wyndham, Brimbank, Melton, and Moonee Valley.

In addition, for several questions comparative results have been provided for the growth area councils across metropolitan Melbourne. The growth area councils include Casey, Cardinia, Hume, Knox, Melton, Whittlesea, and Wyndham.

## **Glossary of terms**

### *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.

### *Marginal / somewhat / notable*

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.

In order of significance, “marginal” is the least significant, followed by “somewhat”, and with “notable” the most significant of the subjective terms used to describe variations that were not statistically significant.

These terms are often used for results that may not be statistically significant due to sample size or other factors but may nonetheless provide some insight into the variation in community sentiment across the municipality or between groups within the community, or in changes in results over time.

### *95% confidence interval*

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





The 95% confidence interval based on a one-sample t-test is used for the mean scores presented in this report. The margin of error around the other results in this report at the municipal level is plus or minus 2.8%.

### *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 the scores presented in the report and are designed 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.



## Satisfaction with Council’s overall performance

Respondents were asked:

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

Satisfaction with the performance of Council ‘across all areas of responsibility’ increased measurably and significantly this year, up eight percent to 7.1 out of 10.

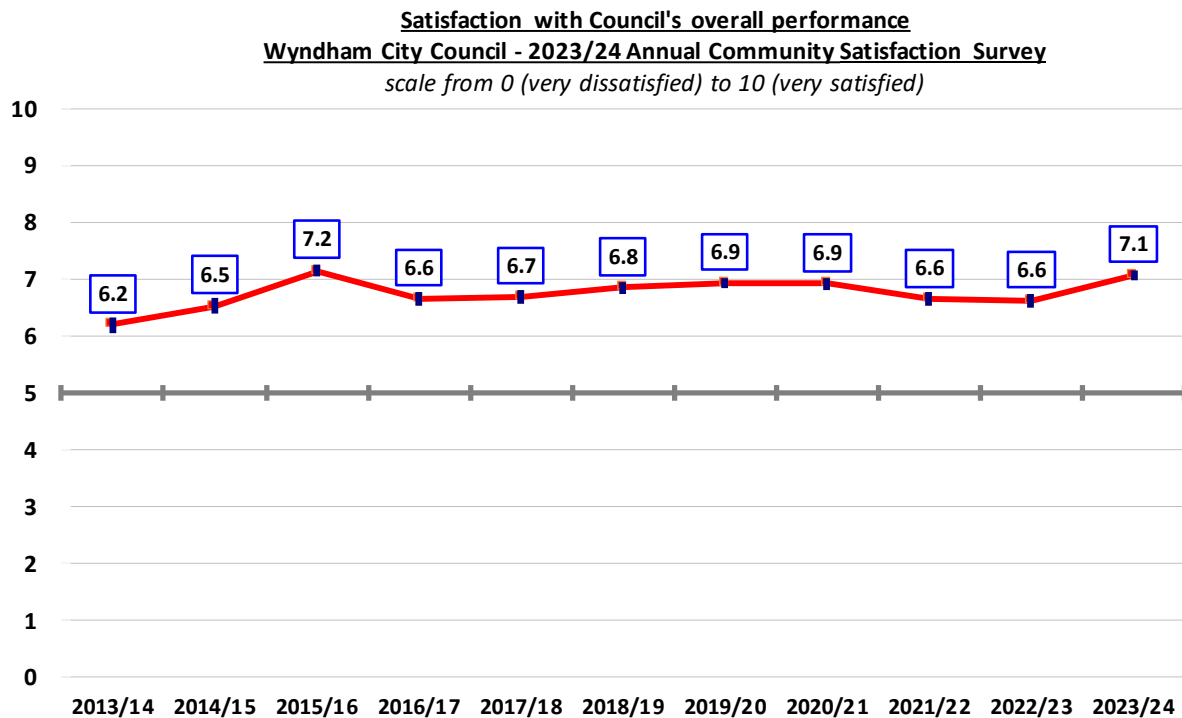
This remains a “good” level of satisfaction.

This result was the second highest overall satisfaction score recorded for the City of Wyndham since Metropolis Research commenced the program in 2013/14, with the record high being 7.2 back in 2015/16.

This result was measurably above the long-term average satisfaction since 2013/14 of 6.7 out of 10.

By way of comparison, this result was marginally, but not measurably (1%) higher than the metropolitan Melbourne average of 7.0 out of 10, and somewhat (3% higher) than the growth area councils’ average of 6.8, both as recorded in the 2024 *Governing Melbourne* research.

*Governing Melbourne* was conducted independently by Metropolis Research in January 2024, using the same door-to-door, in-person methodology.

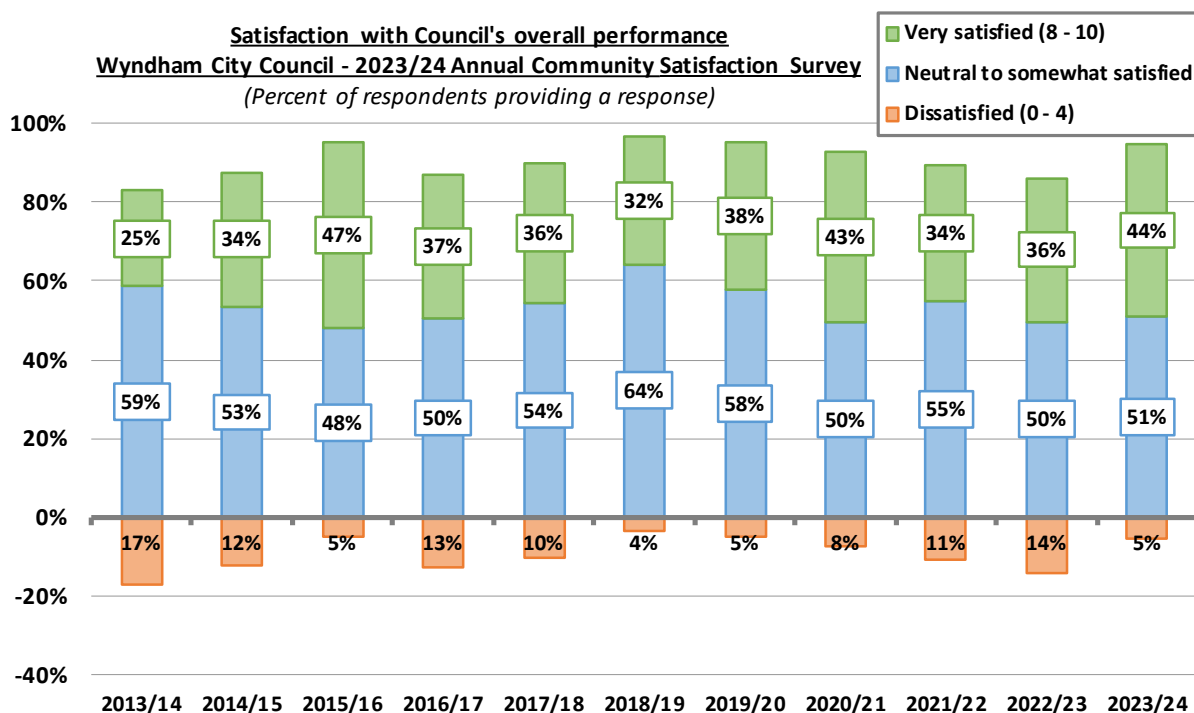


The following graph provides a breakdown of these results into the proportion of respondents (who provided a satisfaction score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven),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

It is noted that there was a substantial increase in the proportion of respondents who were “very satisfied” with Council’s overall performance, up from 36% to 44%, and a significant decline in the proportion of “dissatisfied” respondents, down from 14% last year to just five percent this year.

Metropolis Research notes that it is extremely unusual to record a result with less than five percent of respondents “dissatisfied” with the overall performance of their local council.

This 2023/24 result for the City of Wyndham is a very positive result, that shows that a minimum of the Wyndham community was dissatisfied with the overall performance of Council.





**Satisfaction with Council's overall performance**

**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**

(Number, index score 0 - 10 and percent of respondents providing a response)

Aspect	Year	Number	Average satisfaction	Dissatisfied (0 - 4)	Neutral to somewhat satisfied	Very satisfied (8 - 10)
Overall performance	2013/14	751	6.2	17%	59%	25%
	2014/15	669	6.5	12%	53%	34%
	2015/16	746	7.2	5%	48%	47%
	2016/17	1,100	6.6	13%	50%	37%
	2017/18	1,063	6.7	10%	54%	36%
	2018/19	1,055	6.8	4%	64%	32%
	2019/20	1,088	6.9	5%	58%	38%
	2020/21	1,146	6.9	8%	50%	43%
	2021/22	1,126	6.6	11%	55%	34%
	2022/23	1,125	6.6	14%	50%	36%
	2023/24	1,176	7.1	5%	51%	44%

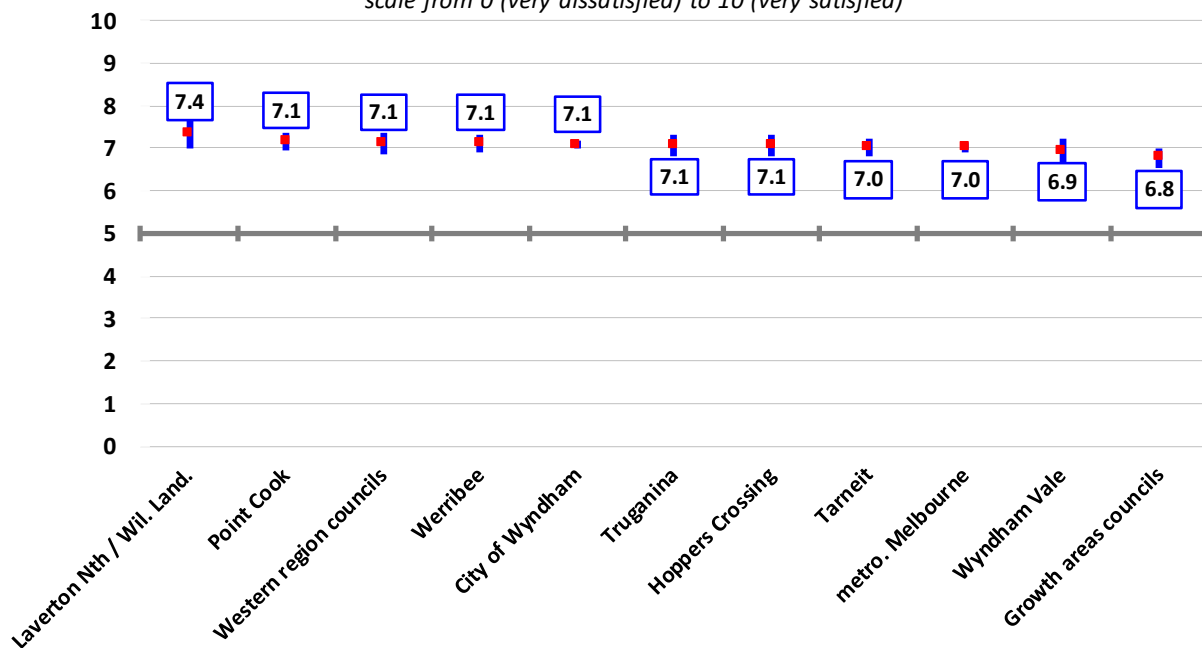
Whilst there was no statistically significant variation in overall satisfaction with the performance of Wyndham City Council observed across the municipality, it is noted that:

- **Laverton North / Williams Landing** – respondents were somewhat more satisfied than average, and at a “very good” level of satisfaction.

**Satisfaction with Council's overall performance by precinct**

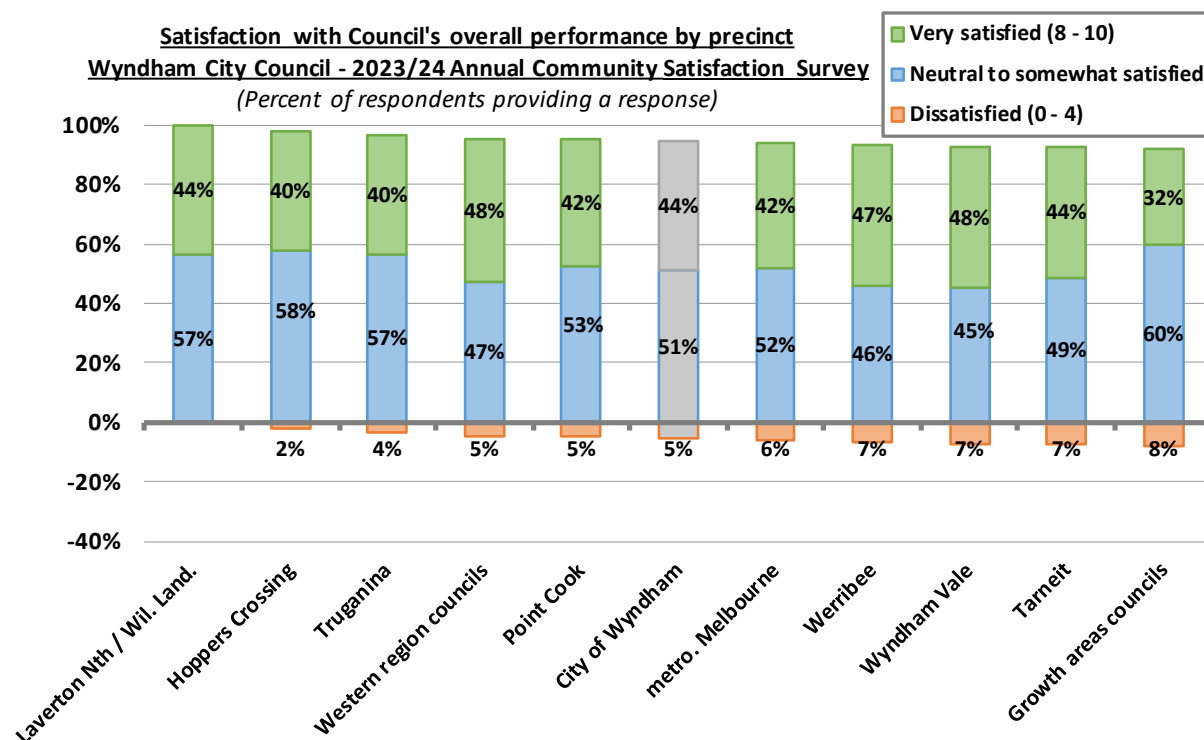
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**

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



There was no substantial variation in the percentage breakdown of satisfaction results observed across the municipality, as outlined in the following graph.





### Satisfaction with overall performance by respondent profile

The following section provides a breakdown of satisfaction with Council’s overall performance by respondent profile, including age structure, gender, language spoken at home, household disability status, Aboriginal and or Torres Strait Islander status, whether respondents had or had not contacted Council in the last 12 months, household structure, housing, situation, and period of residence in the municipality.

Metropolis Research notes that there was relatively little notable variation in satisfaction with overall performance observed by respondent profile.

This is somewhat unusual, and does suggest a positive result for Council, as the results show a relatively consistent level of satisfaction across the Wyndham community.

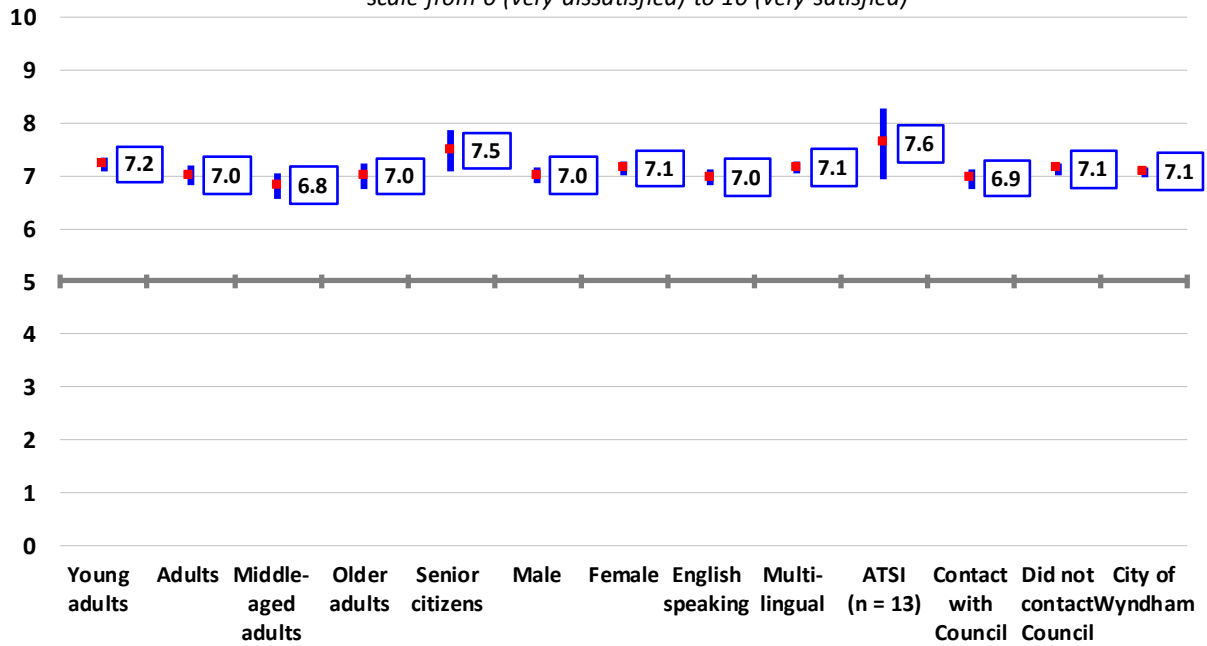
It is noted that respondents from all respondent profile groups rated satisfaction at either “good” or “very good” (for senior citizens, new residents, and rental households).

Attention is drawn to the following variations of note:

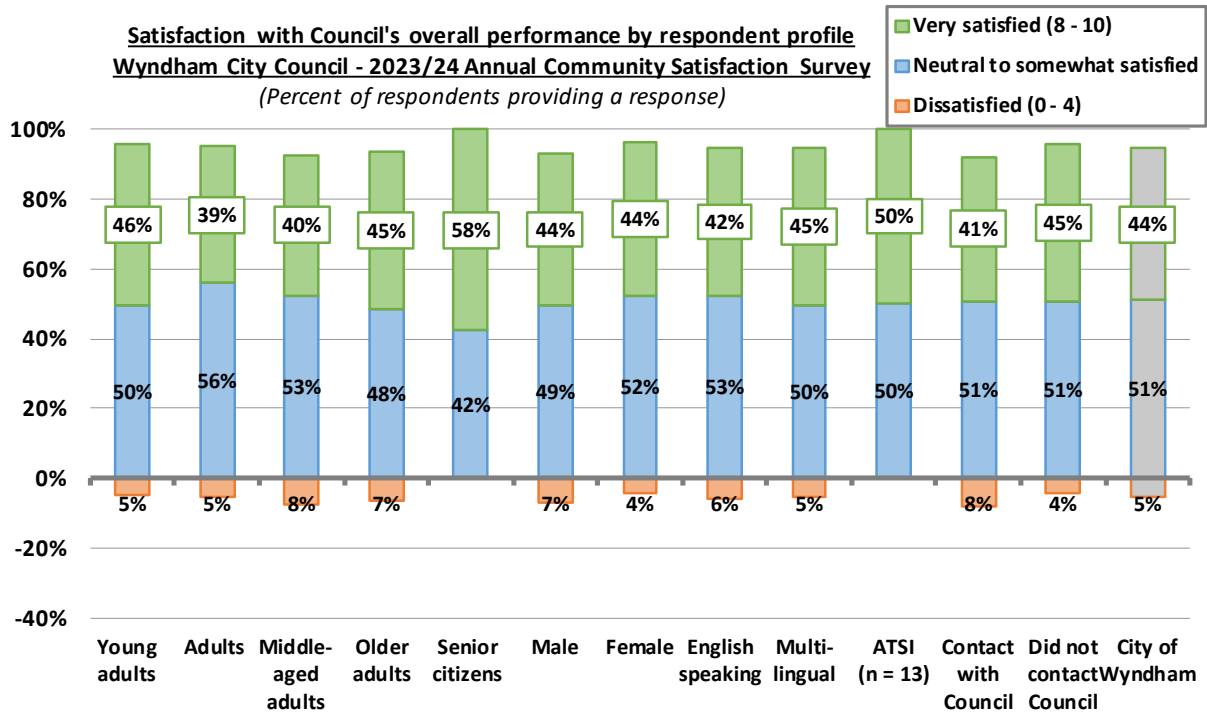
- **Somewhat more satisfied than average** – included senior citizens (aged 75 years and over), rental households, new residents (less than one year in the municipality), and two-parent families with adult children only at home.
- **Somewhat less satisfied than average** – included middle-aged adults (aged 45 to 54 years), mortgagor households, households with a member with disability, and one parent families.



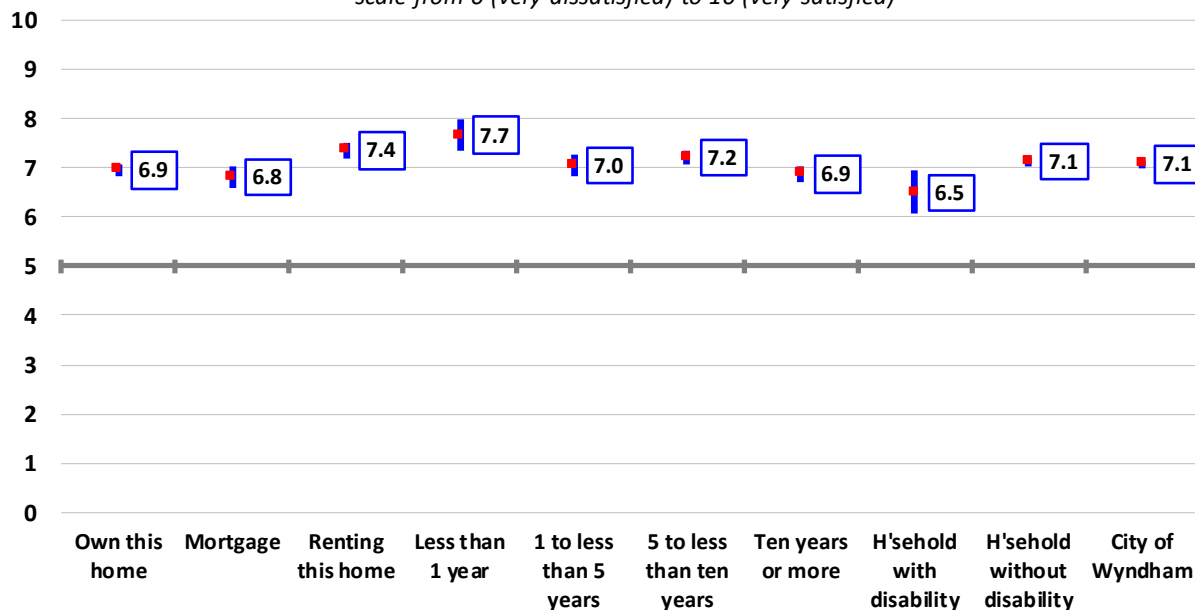
**Satisfaction with Council's overall performance by respondent profile**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



It is noted that more than half of the senior citizens (aged 75 years and over) and half of 13 Aboriginal and / or Torres Strait Islander respondents were “very satisfied” with Council’s overall performance.

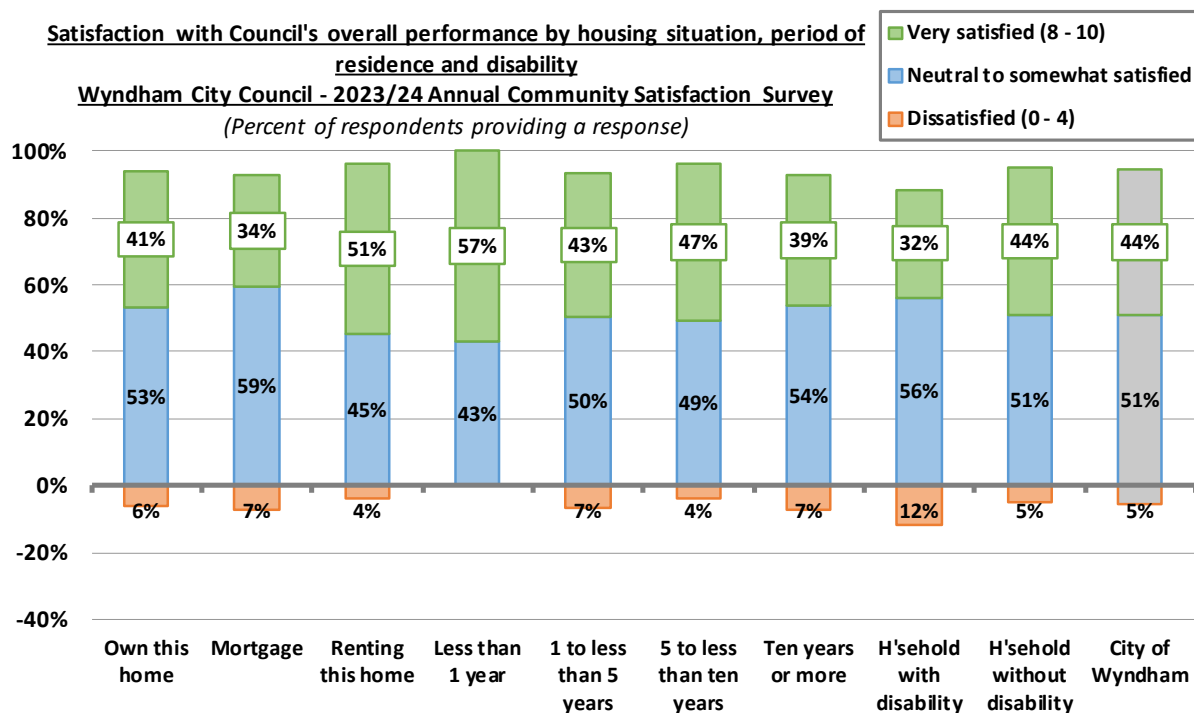


**Satisfaction with Council's overall performance by housing situation, period of residence and disability**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



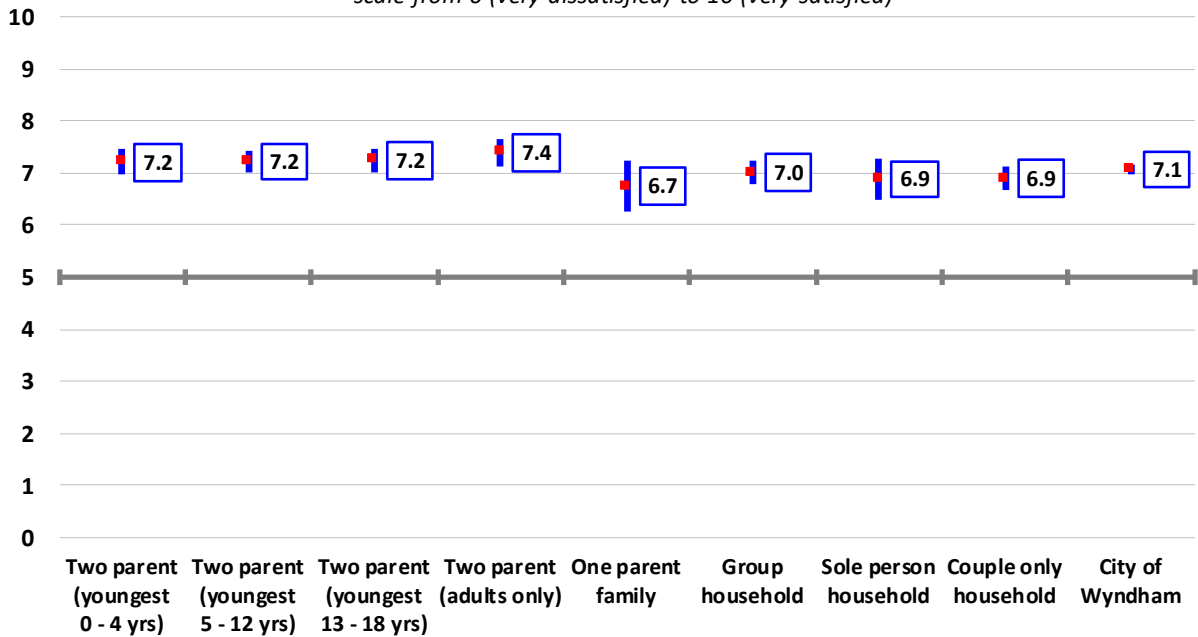
It is noted that more than half of the rental household respondents and new residents (less than one year in the municipality) were “very satisfied” with Council’s overall performance, whilst 12% of respondents from households with a member with disability were “dissatisfied”.

**Satisfaction with Council's overall performance by housing situation, period of residence and disability**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
*(Percent of respondents providing a response)*

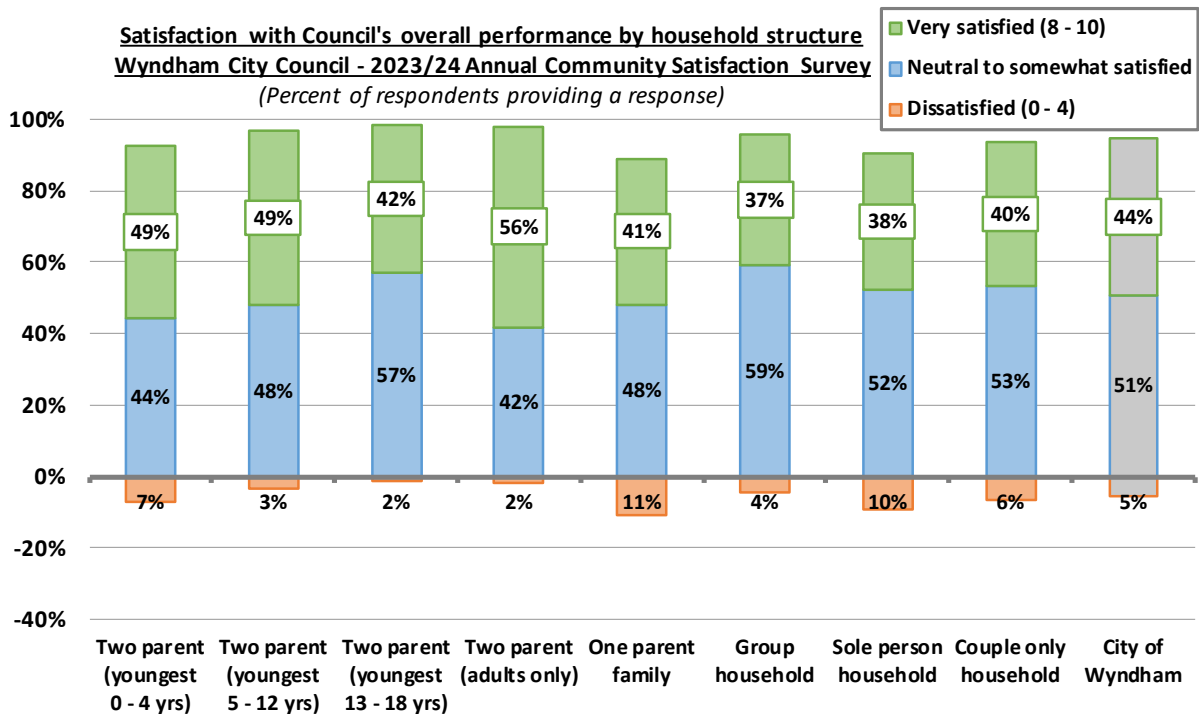




**Satisfaction with Council's overall performance by household structure**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



It is noted that more than half of the respondents from two-parent families with adult children only were “very satisfied” with Council’s overall performance, whilst 11% of the one-parent families and group household respondents were “dissatisfied”.



## Relationship between issues and satisfaction with overall performance

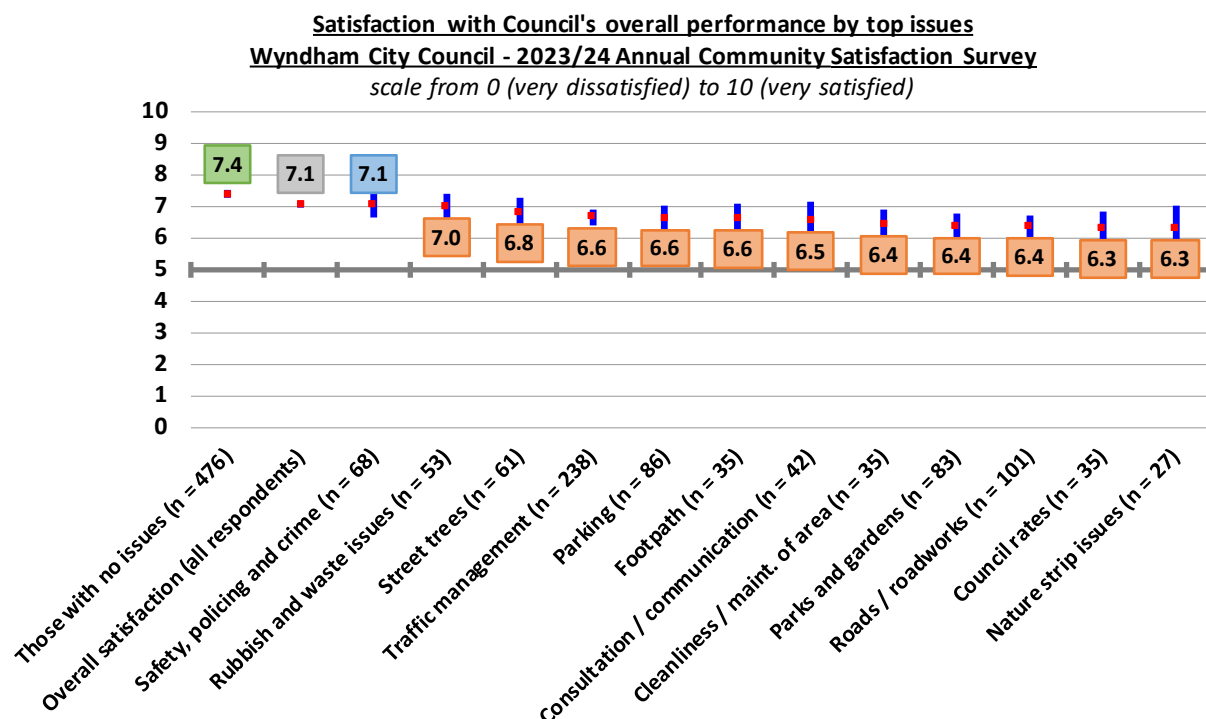
The following graph shows the average satisfaction with Council’s overall performance for respondents who raised the 12 most common issues to address for the City of Wyndham “at the moment”.

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

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

Attention is drawn to the “very good” average satisfaction 7.4 out of 10 for the 476 respondents who did not nominate any issues to address for the City of Wyndham ‘at the moment’.

Metropolis Research notes that this is a significant proportion of respondents who did not feel compelled to provide an issue that they felt needed to be addressed in the municipality. This is an important result, as it does suggest that there was a significant proportion of the community (approximately one-third, up from one-sixth) who were “very satisfied” with Council’s overall performance and who do not feel compelled to nominate specific to address.



Metropolis Research notes the fact that the 238 respondents who nominated traffic management related issues rated satisfaction seven percent lower than the municipal average.



Given both the number of respondents who nominated traffic management related issues, as well as the fact that they were, on average, seven percent less satisfied with Council’s overall performance than the municipal average, suggests that traffic management issues were exerting a substantial negative influence on the Wyndham community’s overall satisfaction with the performance of Wyndham City Council.

The related issue of roads (including roadworks) was nominated by 101 respondents, and these respondents, on average, were 10% less satisfied with Council’s overall performance than the municipal average. This strongly suggests that road related issues (including roadworks) exert a negative influence on overall satisfaction.

There were a range of other issues that appear to exert a substantially negative influence on overall satisfaction for the respondents nominating the issues.

These issues include nature strip issues, council rates, parks and gardens, cleanliness and maintenance of the local area, consultation and communication related issues, footpaths, and parking. Many of these issues have consistently been reported as negative influences on overall satisfaction for the respondents who raise them.

In relation to consultation and communication, these issues were generally quite broad in nature, reflecting a perception that Council was not effectively listening to or communicating with the community. They were not, overall, related to specific service delivery (e.g., the website, the online consultation platform, etc.).

Metropolis Research often observes this result, which does seem to suggest that the reference to the perception that Council is not listening / responding to the needs of the community may flow from a lower overall satisfaction with Council, rather than the other way around.

The following table provides an alternative method of exploring the relationship between overall satisfaction and the issues to address for the City of Wyndham.

The table compares the proportion of the 63 “dissatisfied” respondents (i.e., rated satisfaction at less than five) who nominated each of the most nominated issues to address, compared to the proportion of the total sample who nominated these issues.

The key finding from this table is consistent with the previously discussed average satisfaction results and highlights the significance of traffic management and roads and roadworks related issues to respondents who were “dissatisfied” with Council’s overall performance.

Almost half (41%) of the “dissatisfied” respondents nominated traffic management, compared to 20% of all respondents, 21% of “dissatisfied” respondents nominated roads and roadworks, compared to eight percent of all respondents, and 19% of “dissatisfied” respondents nominated parks and gardens, compared to seven percent of all respondents).



Other issues that were over-represented among “dissatisfied” respondents included, most notably, issues around the provision and maintenance of infrastructure, with 11% of “dissatisfied” respondents compared to just two percent of all respondents.

**Top three issues for the City of Wyndham of respondents' dissatisfied with overall performance**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**

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

<i>Issue</i>	<i>Dissatisfied respondents</i>		<i>All respondents</i>
	<i>Number</i>	<i>Percent</i>	
Traffic management	26	41%	20%
Roads maintenance, repairs, and roadworks	13	21%	8%
Parks, gardens, and open space	12	19%	7%
Parking	8	13%	7%
Provision and maintenance of infrastructure	7	11%	2%
Provision and maintenance of street trees	7	11%	5%
Safety, policing and crime	7	11%	6%
Consultation, communication, and information	5	8%	4%
Council rates, fees and charges	5	8%	3%
Building, planning, housing and development	4	6%	2%
Nature strip issues	4	6%	2%
Rubbish and waste issues incl. garbage	4	6%	4%
Drains maintenance and repairs	3	5%	2%
Sports and recreation facilities	3	5%	1%
Enforcement / update of local laws	2	3%	1%
All other issues <i>(27 separately identified issues)</i>	30	48%	39%
<b>Total responses</b>	<b>140</b>		<b>1,342</b>
<i>Respondents identifying at least one issue</i>	56		674
<i>(percent of total respondents)</i>	<i>(89%)</i>		<i>(56%)</i>

***Relationship between satisfaction with services and overall satisfaction***

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

Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably and significantly less satisfied with Council’s overall performance than the municipal average of all respondents (7.1).

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





This reflects the fact that some (an average of 54) respondents were dissatisfied with Council’s performance and this tended to influence their satisfaction ratings for many, if not all, services and facilities included in the survey.

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

The services and facilities that appear to be most strongly associated with lower overall satisfaction scores were: planning for community infrastructure to meet community need; Council support to access the child and family services you need and any other services you might need; economic development activities supporting local businesses; regular recycling collection; maintenance of parks, gardens and open spaces; activities promoting economic investment in the local area; and the application, enforcement and compliance of environmental and planning regulations.



**Satisfaction with overall performance of respondents' dissatisfied with services**

**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**

(Number and index score scale 0 to 10)

Service / facility	Number	2023/24		
		Lower	Mean	Upper
Provision and maintenance of public toilets	110	5.4	<b>5.8</b>	6.2
Control and regulation of pets and domestic animals	47	5.0	<b>5.7</b>	6.4
Traffic management	168	5.4	<b>5.7</b>	6.0
Provision of the school crossing service	13	4.9	<b>5.6</b>	6.3
Enforcement of parking	136	5.3	<b>5.6</b>	5.9
Provision of Council's major events	10	3.9	<b>5.6</b>	7.3
Graffiti removal	36	4.8	<b>5.6</b>	6.3
Maintenance and repair of sealed local roads	114	5.2	<b>5.5</b>	5.9
Emergency management preparedness and response	48	4.8	<b>5.4</b>	6.1
Provision of on or off-road / separated bike paths	75	5.0	<b>5.4</b>	5.9
Enforcement of local laws	95	5.0	<b>5.4</b>	5.9
Green waste collection	35	4.7	<b>5.4</b>	6.1
Provision of maternal and child health services	10	3.7	<b>5.4</b>	7.1
Provision and maintenance of street trees	108	5.0	<b>5.4</b>	5.8
Maintenance and repair of drains	51	4.7	<b>5.4</b>	6.0
Provision, maintenance and repair of footpaths and shared trails	84	4.9	<b>5.3</b>	5.8
Regular recycling collection	31	4.4	<b>5.3</b>	6.3
Economic development activities supporting tourism operators	52	4.7	<b>5.3</b>	5.9
Provision of shared trails	54	4.7	<b>5.3</b>	5.8
Maintenance of parks, gardens and open spaces	84	4.8	<b>5.3</b>	5.8
Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change	67	4.8	<b>5.3</b>	5.8
Council support to access the child and family services you need and any other services you might need	15	4.0	<b>5.3</b>	6.5
Activities promoting economic investment in the local area	59	4.7	<b>5.2</b>	5.8
Provision of local libraries	10	3.7	<b>5.2</b>	6.7
Economic development activities supporting local businesses	52	4.5	<b>5.2</b>	5.8
Application, enforcement and compliance of environmental and planning regulations	40	4.4	<b>5.1</b>	5.8
Maintenance and cleaning of public areas	63	4.5	<b>5.0</b>	5.6
Building control and compliance enforcement	43	4.2	<b>4.9</b>	5.7
Protection and conservation of the natural environment and coastal areas	41	4.2	<b>4.9</b>	5.7
Maintenance of playgrounds	53	4.2	<b>4.9</b>	5.5
Public health services	36	4.1	<b>4.8</b>	5.6
Council response to dumped rubbish	70	4.4	<b>4.8</b>	5.3
Hard waste collection	31	4.0	<b>4.7</b>	5.5
Planning for community infrastructure to meet community	21	3.4	<b>4.7</b>	6.0
Town Planning (Statutory Planning Process)	27	3.8	<b>4.7</b>	5.6
Weekly garbage collection	23	3.5	<b>4.6</b>	5.7
Provision of sports ovals and other local sporting and outdoor recreation facilities	16	2.7	<b>4.1</b>	5.5



## Reasons for dissatisfaction with Council's overall performance

Respondents were asked:

*"Why do you say that?"*

A total of 71 responses were provided as to why respondents were dissatisfied with Council's overall performance.

This represents approximately six percent of the total sample of 1,200 respondents, down significantly on the 18% in 2022/23 and 11% in 2021/22.

These 71 responses have been broadly categorised, as outlined in the following table.

The most common reasons why respondents were dissatisfied with Council's overall performance related to Council's management and governance, accountability, and performance (11 comments), community consultation, communication, and engagement (10 comments), and rates and financial management (9 comments), and roads, traffic, footpaths, and parking (8 comments).

Metropolis Research notes that many of the communication and consultation related comments were relatively broad in nature, with many reflecting the view that Council does not sufficiently engage with the community.

**Reasons for dissatisfaction with Council's overall performance**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Number of responses)

Response	Number	Percent of responses	Percent of respondents	2022/23	2021/22
Council management and governance	11	15%	1%	2%	0%
Communication / consultation / engagement	10	14%	1%	4%	2%
Rates and financial management	9	13%	1%	2%	1%
Roads, traffic, footpaths and parking	8	11%	1%	2%	1%
Council services	6	8%	1%	2%	1%
Safety, security, crime	6	8%	1%	0%	0%
Responsiveness	5	7%	0%	2%	1%
General cleanliness	4	6%	0%	1%	0%
Infrastructure	3	4%	0%	0%	1%
Parks / gardens / trees	3	4%	0%	0%	0%
Community / sports facilities	2	3%	0%	0%	0%
General maintenance	1	1%	0%	0%	0%
General negative	1	1%	0%	1%	1%
Lighting	1	1%	0%	0%	0%
Waste management / kerbside collections	1	1%	0%	0%	n.a.
Other	0	0%	0%	1%	1%
<b>Total</b>	<b>71</b>	<b>100%</b>	<b>6%</b>	<b>18%</b>	<b>11%</b>



**Reasons for dissatisfaction with Council's overall performance**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Number of responses)

<i>Response</i>	<i>Number</i>
<i>Council management and governance</i>	
They don't do their job / work	2
Council performance is not up to par	1
Don't care about our community needs	1
I didn't see much change within the Wyndham community	1
Misleading and not fulfilling promises	1
Not actively advocating. Council advocacy is mediocre	1
Not considerate of residents	1
The don't do anything what the area needs	1
There is no transparency of where the funds go considering Wyndham is one of the richest councils of Victoria	1
They are just absent not seen. Council is blind when there are obvious breaches and community issues	1
<b>Total</b>	<b>11</b>
<i>Communication / consultation / engagement</i>	
Not enough communication with residents	2
Council is not actively listening to the community. They are doing community engagement for the sake of ticking boxes	1
Education of people and awareness	1
I have no idea who they are, or what they do, they do nothing	1
Not enough Council engagement	1
The people of the community aren't consulted or involved in any of the decisions	1
They can't rely on social media to media to inform elderly people	1
You only come around when it's time to vote	1
The Council is not as much responsive as they need to be. For example, my daughter needs support in school as my daughter is not able to talk or communicate. They sent a supporting person but later it was discontinued without any communication	1
<b>Total</b>	<b>10</b>
<i>Rates and financial management</i>	
Don't spend money on right things	2
Council rates are high	1
Improper use of funds and lack of effective policy execution	1
Inefficient performance, hiding behind bureaucracy	1
No value for money	1
Spend money on s**t we don't need instead on what we do	1
Staff salaries do not reflect the services	1
They should use their money better	1
<b>Total</b>	<b>9</b>



<i>Roads, traffic, footpaths, and parking</i>	
Better road maintenance, improvements in quality and standard of roads	1
I live at the end of the Court near Federation River trail, and people are driving up from the river and doing wheel spins across his lawns and driveway to gain access to the court	1
On-road parking issue	1
Poor parking	1
Road works	1
They fined us for parking the car in the area in front of the home	1
Traffic	1
Traffic near school	1
<b>Total</b>	<b>8</b>
<i>Council services</i>	
Because we are multicultural society, we do not have many programs that include all the members of the society	1
Council doesn't act on drainage and floods	1
Council support for too little events	1
No active support	1
Not doing enough in the area, haven't seen any services done by Council	1
This year only they have improved in their services	1
<b>Total</b>	<b>6</b>
<i>Safety, security, crime</i>	
Better security	1
Big Council but not providing any facilities like police stations	1
Had a break in	1
Need better security in the area as a lot of robberies have been taking place lately	1
Parks feel very unsafe at night times	1
There was an incident where people opened the car and tried to steal things, but nobody responded to that as well. We are paying for nothing	1
<b>Total</b>	<b>6</b>
<i>Responsiveness</i>	
They don't respond to the problems addressed	2
Not thorough when inquiring	1
The way I approach Council, their attitude is not that great. They are a bit rude	1
They are not dealing my query and problem I'm facing about parking in front of my house	1
<b>Total</b>	<b>5</b>





<i>General cleanliness</i>	
Council doesn't take care of nature strips	2
Always litter everywhere	1
Council should focus to clean the air and buildings because COVID is still around and killing people instead of saying new COVID	1
<b>Total</b>	<b>4</b>
<i>General negative</i>	
Need massive improvement	2
Bad	1
They are not doing their work	1
<b>Total</b>	<b>4</b>
<i>Infrastructure</i>	
Lack of maintenance local infrastructure	1
Poor infrastructure management	1
Very poor infrastructure	1
<b>Total</b>	<b>3</b>
<i>Parks, gardens, street trees</i>	
Council doesn't take care of trees	1
On Boardwalk Blvd, there, too many open areas which are neither park and that leads to a lot of weeds and bats smell and mosquitoes so that needs a lot of maintenance and nothing's been done in the last 10 years very unsatisfied with the infrastructure support and keeping the premises	1
We are concerned about the street trees, we complained about it but they are not responsive to it either. My child was playing in front of our house and the branch fell from the trees and it hurt my kid. Also, car gets damaged due to branches fall. But Council never showed up	1
<b>Total</b>	<b>3</b>
<i>Community / sports facilities</i>	
Big Council but not providing any facilities like pools	1
Facilities are not up to the mark	1
<b>Total</b>	<b>2</b>
<i>General maintenance</i>	
Maintenance problems and irregularities	1
<b>Total</b>	<b>1</b>



<i>Lighting</i>	
There are a smaller number of streetlights in our area	1
<b>Total</b>	<b>1</b>
<i>Waste management</i>	
Council didn't help or doesn't care about assisting with garbage collection	1
<b>Total</b>	<b>1</b>
<b>Total</b>	<b>71</b>

## Satisfaction with aspects of Council performance

Respondents were asked:

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

There were 18 aspects of Council’s performance included in the survey this year, with the following table outlining the average and percentage satisfaction results for each.

Of these 18 aspects of Council performance, the eight aspects with the highest satisfaction scores, reported scores categorised as “good”, whilst the other 10 aspects were all rated at “solid” levels of satisfaction.

For ease of analysis and comparison, Metropolis Research has split these 18 aspects of Council performance into:

- Five **core measures of governance and leadership** - against which metropolitan Melbourne comparisons can be provided against the 2024 *Governing Melbourne* research. These measures cover how well Council is communicating with / listening to the community, responding to the needs of the community, making decisions in the interests of the community, advocating on behalf of the community, and maintaining the trust and confidence of the community.
- Five **alternative measures of governance and leadership** – these measures are unique to the City of Wyndham survey program and are included to meet the specific reporting requirements of the City of Wyndham Council.
- Eight **measures of Council’s leadership performance** – these measures cover aspects of Council’s leadership of the community, including service delivery.



**Satisfaction with selected aspects of Council performance**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Number, index score 0 - 10 and percent of respondents providing a response)

Aspect	Number	Average satisfaction	Dissatisfied (0 - 4)	Neutral to somewhat satisfied	Very satisfied (8 - 10)
Community consultation and engagement	1,093	<b>7.3</b>	6%	43%	51%
Council's work to protect and promote our unique built and cultural heritage	1,068	<b>7.2</b>	7%	43%	51%
Council assistance to get the support service you and your household need	1,052	<b>7.2</b>	6%	46%	48%
Provision of activities that are accessible to and inclusive of all members of the	1,082	<b>7.2</b>	7%	45%	49%
Promotion and support of local activity centres	1,057	<b>7.2</b>	6%	45%	49%
Foster local learning opportunities for all through appropriate infrastructure,	1,062	<b>7.2</b>	7%	46%	48%
How well Council encourages a healthy and active lifestyle through appropriate	1,070	<b>7.1</b>	7%	45%	48%
Representation, lobbying and advocacy	1,041	<b>7.1</b>	7%	48%	45%
The degree to which Council empowers the community to lead and form social connections	1,044	<b>7.1</b>	7%	46%	47%
The degree to which Council practises open and accessible government	1,049	<b>7.1</b>	7%	47%	46%
How well Council provides the services I need	1,113	<b>7.1</b>	7%	47%	46%
Maintaining community trust and confidence	1,100	<b>7.1</b>	8%	46%	46%
Responsiveness and agility in meeting community needs	1,091	<b>7.0</b>	8%	48%	45%
Council's accountability to the community for leadership and good	1,073	<b>7.0</b>	8%	47%	45%
Provision of opportunities for your voice to be heard on issues that are important to you	1,064	<b>7.0</b>	9%	46%	45%
Council's making decisions in the interests of the community	1,123	<b>6.9</b>	9%	49%	42%
Ability to take residents views into account when making decisions that affect them	1,059	<b>6.9</b>	10%	46%	45%
How well Council does with the money it has available	983	<b>6.8</b>	13%	45%	42%

**Satisfaction with core aspects of governance and leadership**

Metropolis Research includes five aspects of leadership and governance performance in the *Governing Melbourne* research.

*Governing Melbourne* is conducted independently by Metropolis Research each year, including a sample from all 31 metropolitan Melbourne municipalities.



*Governing Melbourne* provides a consistent, objective basis against which to compare Wyndham Council’s performance across broad areas of Council performance.

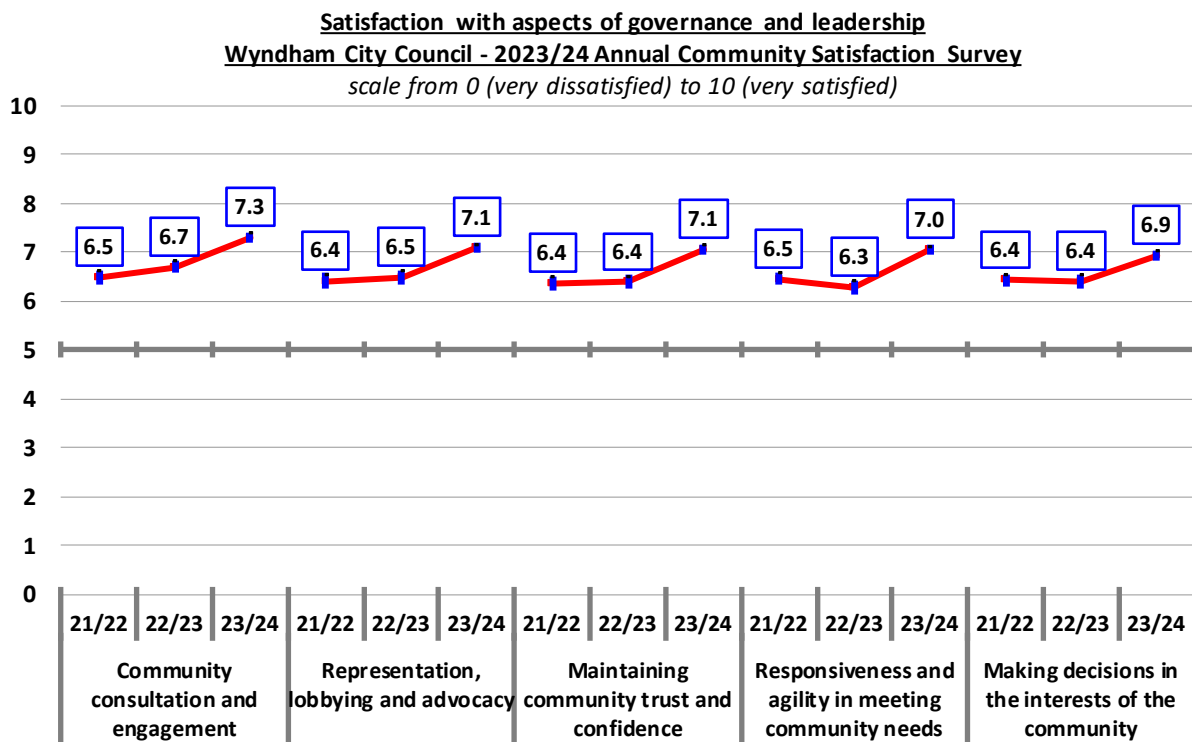
*Governing Melbourne* was conducted in January 2024, using the door-to-door, in-person methodology.

These five measures cover the core aspects of the leadership and governance performance of local government, including listening to the community, responding to the needs of the community, making decisions in the interests of the community, advocating on behalf of the community, and maintaining the community’s trust and confidence.

Satisfaction with the five core aspects of governance and leadership all increased measurably and significantly this year, up by an average of 10%.

Satisfaction with community consultation and engagement improved from a “solid” to a “very good” level of satisfaction, whilst satisfaction with the other four aspects improved from “solid” to “good” levels.

These results appear to reflect a return to trend levels of satisfaction, following the lower-than-trend results recorded coming out of the COVID-19 pandemic in 2021/22 and 2022/23, and during the period they survey conducted by telephone rather than door-to-door.



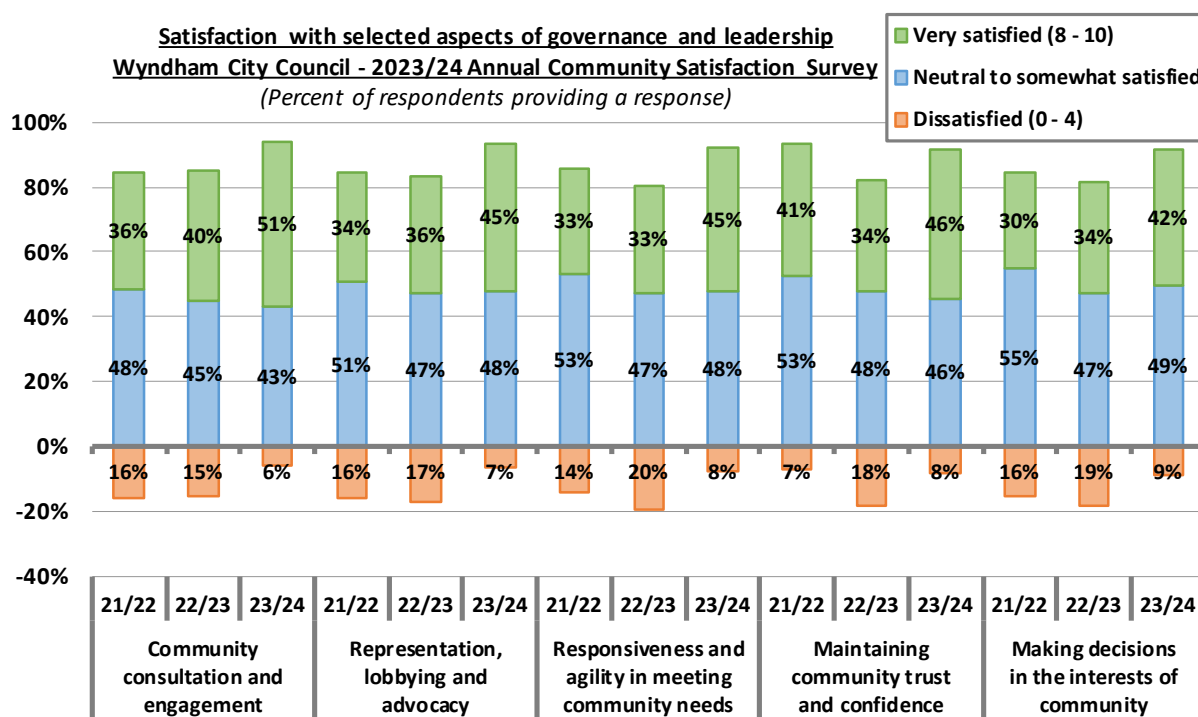
The following graph provides a breakdown of these results into the proportion of respondents (who provided a satisfaction score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven),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



Attention is drawn to the fact that more than half (51%) of respondents providing a score were “very satisfied” with Council’s community consultation and engagement performance.

Metropolis Research also notes that substantial decline in the proportion of respondents “dissatisfied” with each of these aspects of governance and leadership, down from between one-sixth and one-fifth, to less than 10% this year.

Despite this significant improvement this year, it is still noted that nine percent of respondents were “dissatisfied” with Council’s performance making decisions in the interests of the community.



The following graph provides a comparison of the average satisfaction with the five core aspects of governance and leadership against the comparison results from *Governing Melbourne*. This includes the metropolitan Melbourne, western region councils, and growth area councils’ results.

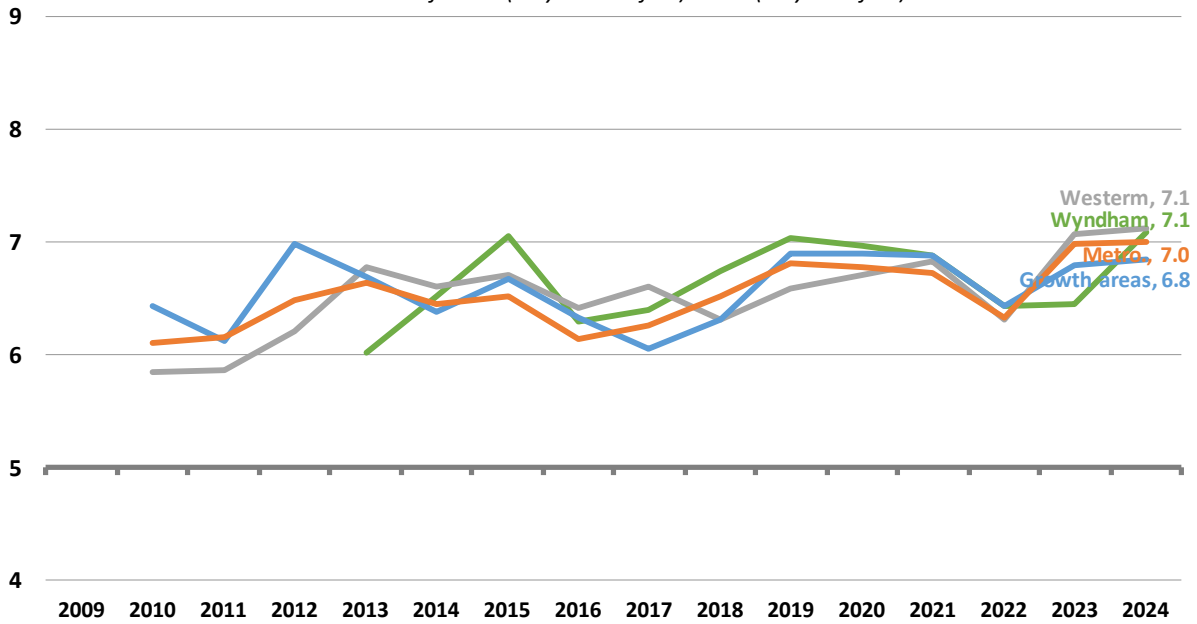
Metropolis Research notes that satisfaction with the core aspects of governance and leadership has been somewhat variable from year to year for the City of Wyndham, with the 2013 year significantly under-performing the metropolitan average, and 2015 significantly over-performing the metropolitan average.

It is noted that the 2023 results were substantially below the comparison area results, particularly the metropolitan average, but that this lost ground was recovered this year, and now the City of Wyndham reported average satisfaction with governance and leadership marginally higher than the metropolitan average, and identical to the western region councils’ average.



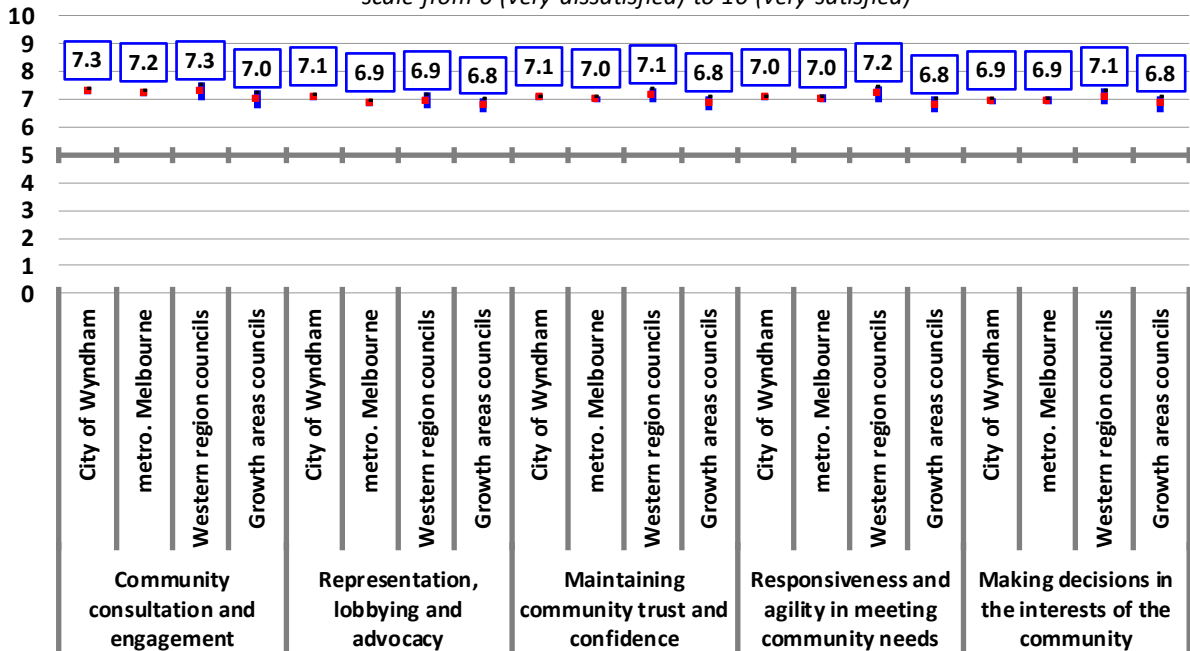


**Average satisfaction with governance and leadership**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



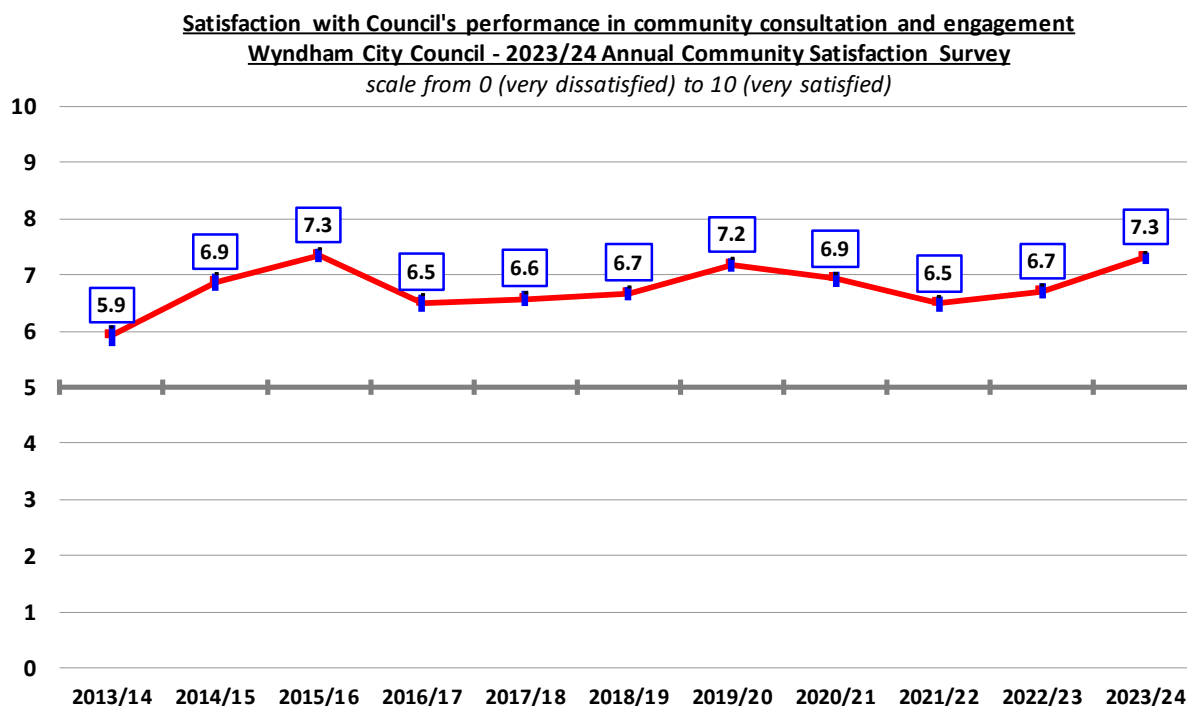
This pattern of similar satisfaction with governance and leadership to the metropolitan and western region councils’ averages this year was observed for each of the five aspects of governance and leadership.

**Satisfaction with aspects of Council performance**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)

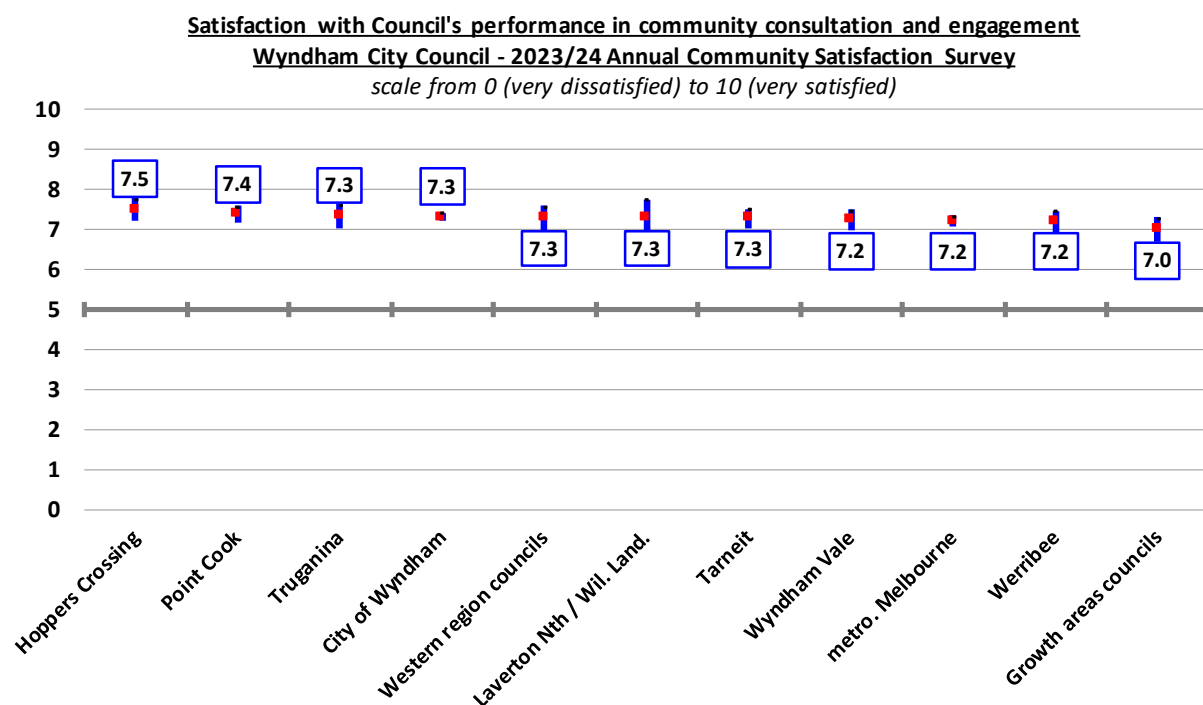


## Community consultation and engagement

Satisfaction with Council’s community consultation and engagement increased measurably and significantly this year, up nine percent to 7.3 out of 10, which is a “very good”, up from a “good” level of satisfaction. This result was the equal highest score recorded and was seven percent above the long-term average since 2013/14 of 6.8 out of 10.

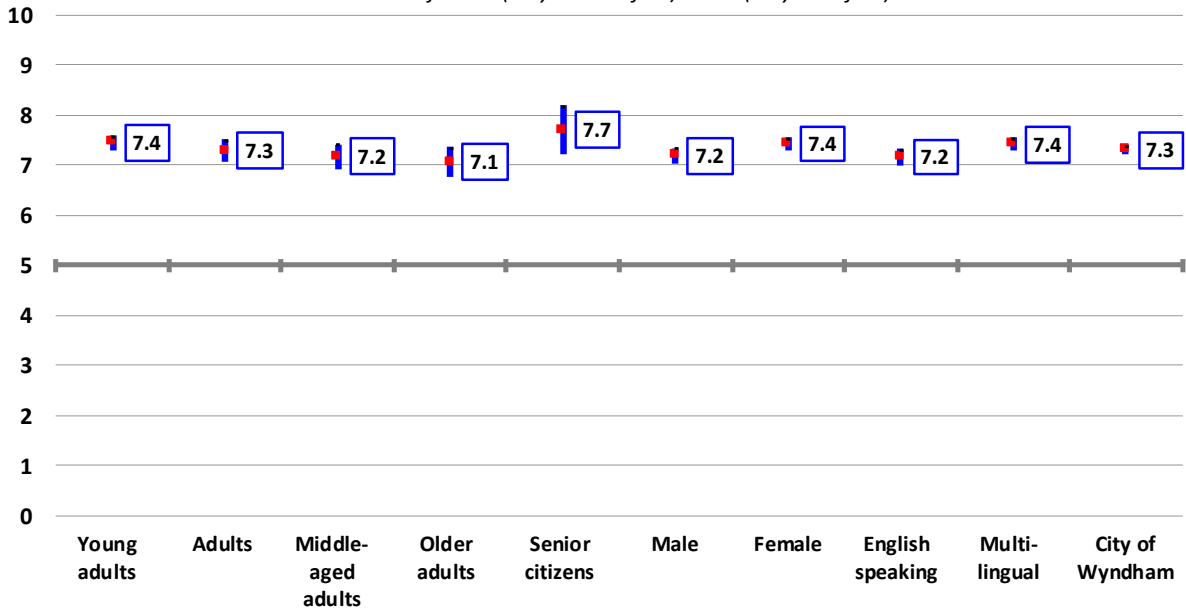


There was no notable variation in this result observed across the municipality.



There was some measurable variation by respondent profile, with female respondents measurably more satisfied than males, and respondents from multilingual households measurably more satisfied than respondents from English speaking households.

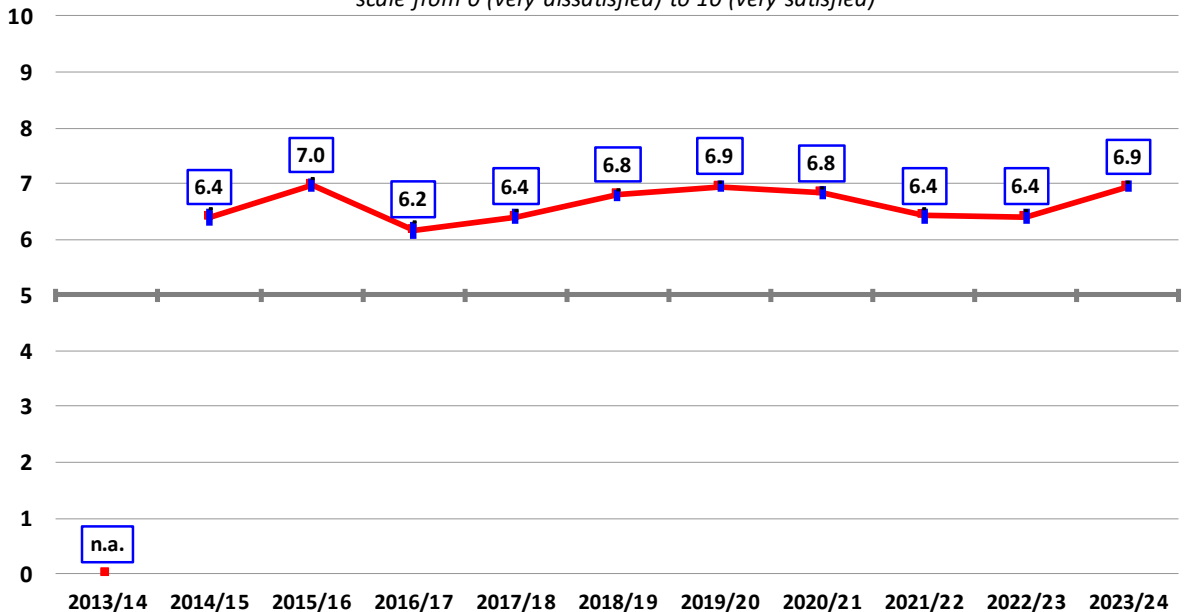
**Satisfaction with Council's performance in community consultation and engagement**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



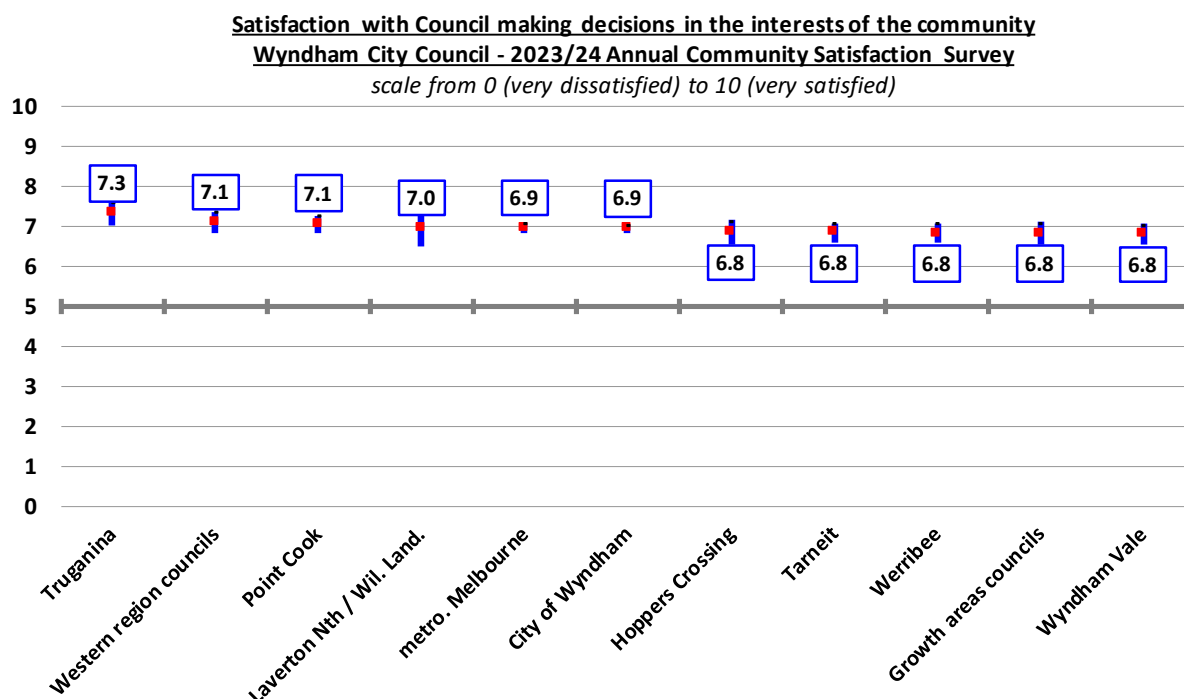
### Making decisions in the interests of the community

Satisfaction with Council’s performance making decisions in the interests of the community increased measurably and significantly this year, up eight percent to 6.9 out of 10, which is a “good”, up from a “solid” level of satisfaction. This result was measurably higher than the long-term average satisfaction since 2014/15 of 6.8 out of 10.

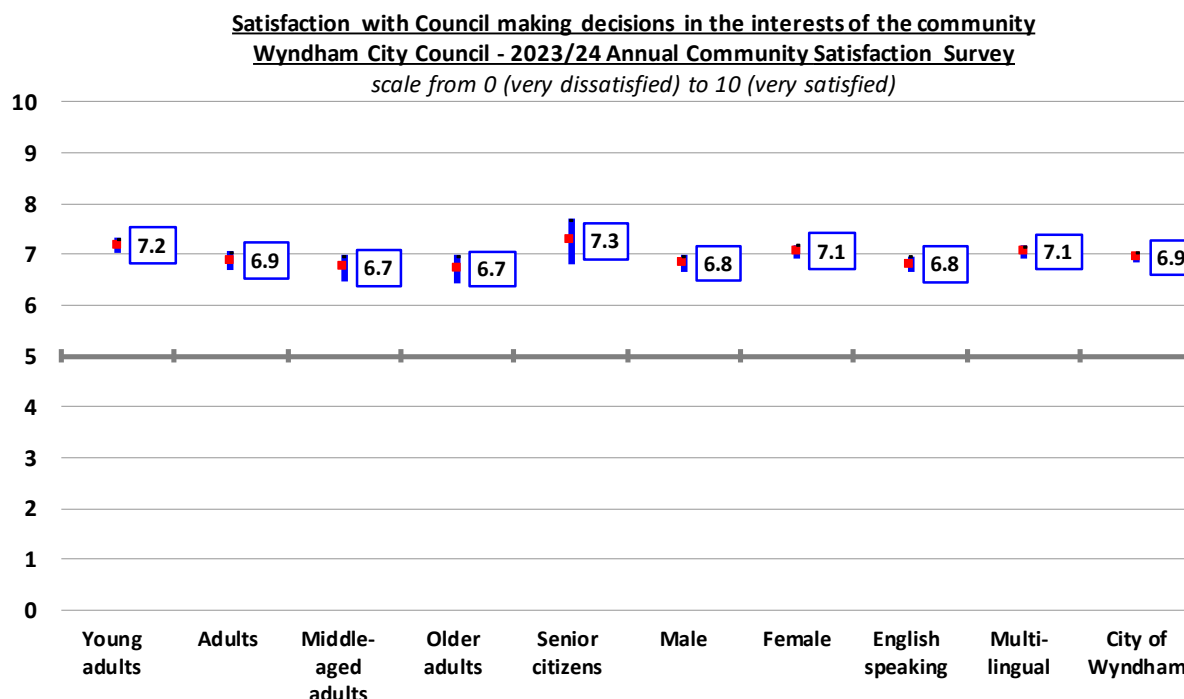
**Satisfaction with Council making decisions in the interests of the community**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was measurable variation in satisfaction with this aspect of performance observed across the municipality, with respondents from Truganina measurably more satisfied than average, and at a “very good” rather than a “good” level of satisfaction.

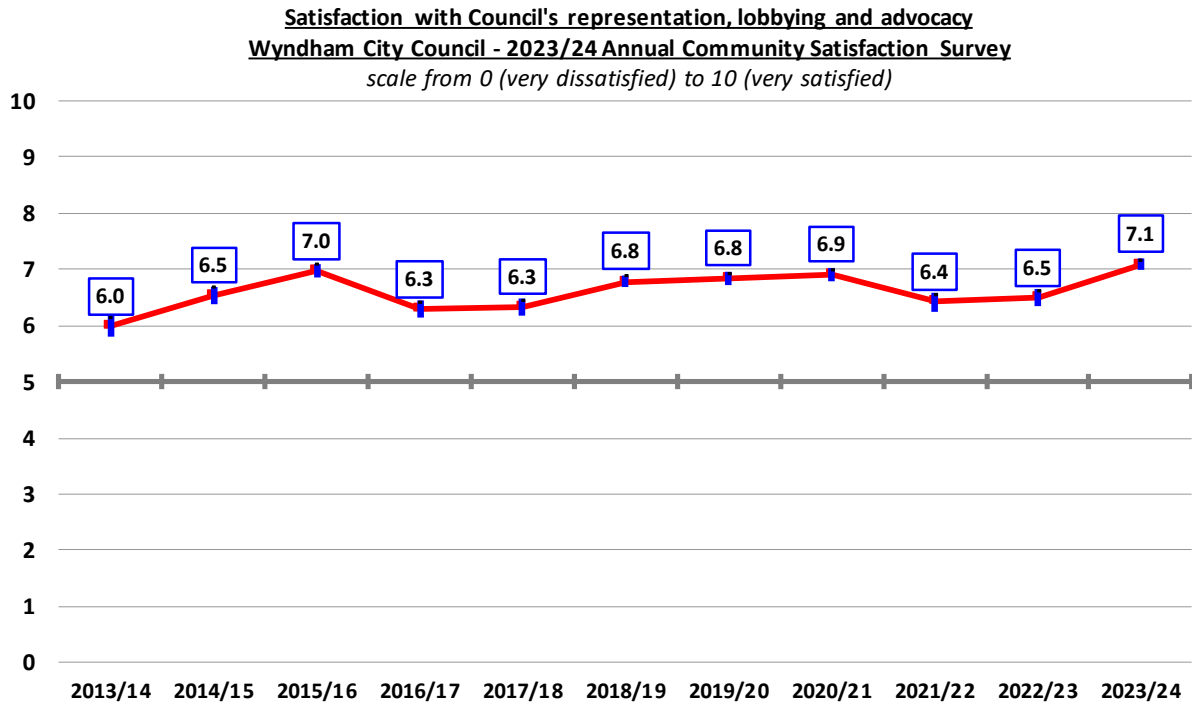


There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably, and senior citizens (aged 75 years and over) were notably more satisfied than average. Female respondents were somewhat more satisfied than male respondents and respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

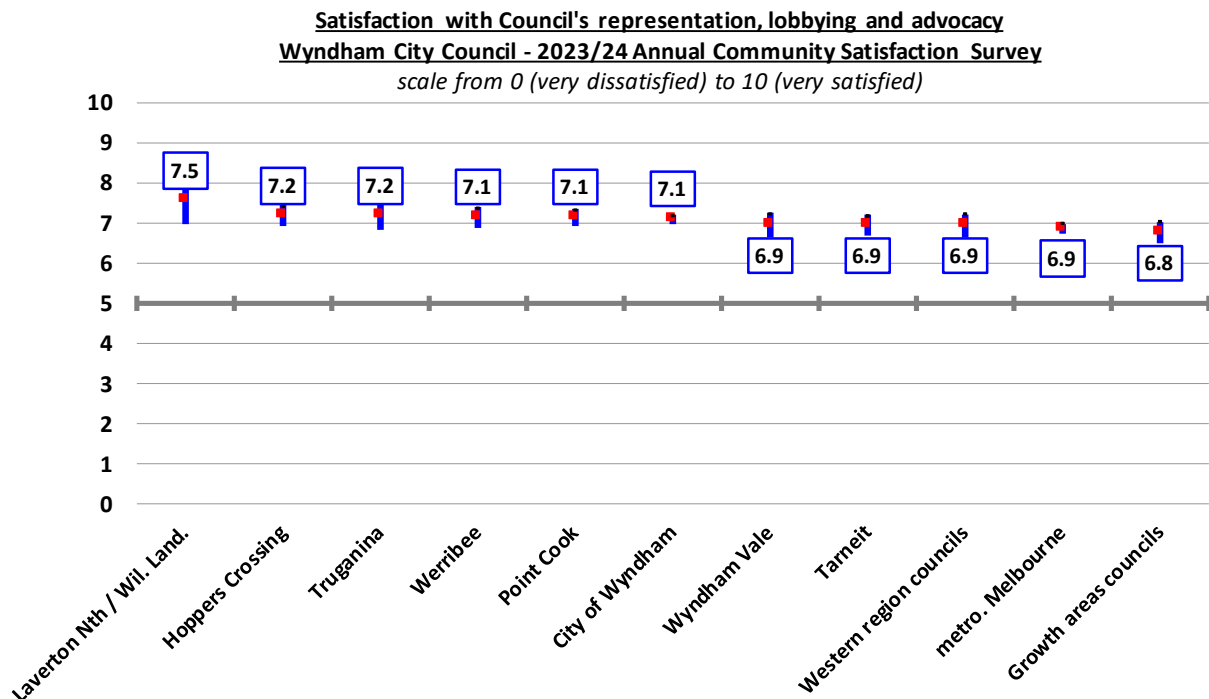


### Representation, lobbying and advocacy

Satisfaction with Council’s representation, lobbying, and advocacy on behalf of the community increased measurably and significantly this year, up nine percent to 7.1 out of 10, although it remains at a “good” level of satisfaction. This result was measurably higher than the long-term average satisfaction since 2014/15 of 6.6 out of 10.

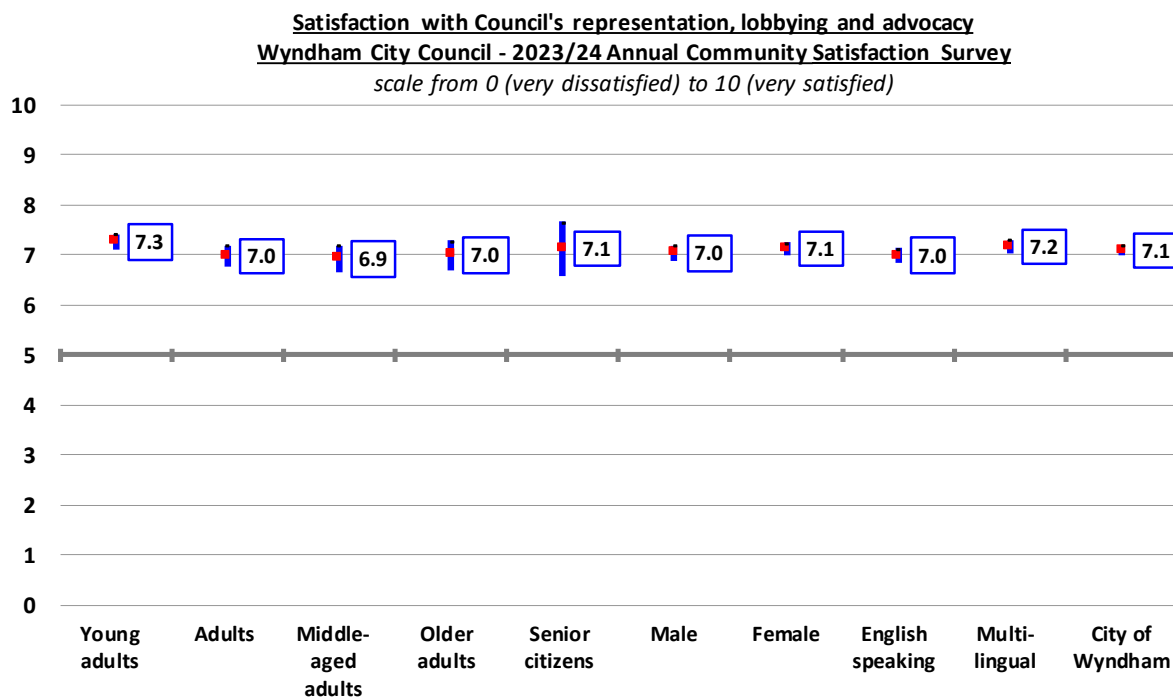


Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that 27 respondents from Laverton North / Williams Landing rated satisfaction at a “very good” rather than a “good” level of satisfaction.



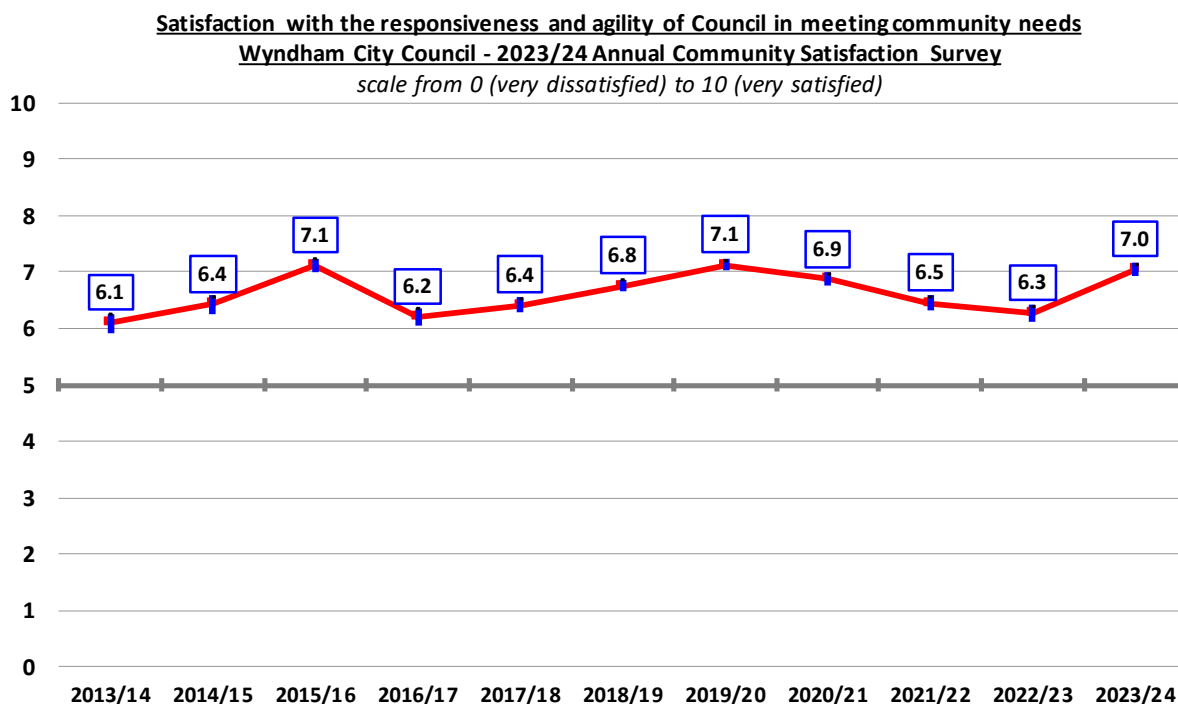


Whilst there was no statistically significant variation in satisfaction with this aspect of performance observed by respondent profile it is noted that young adults (aged 18 to 34 years) rated satisfaction at a “very good” rather than a “good” level of satisfaction.

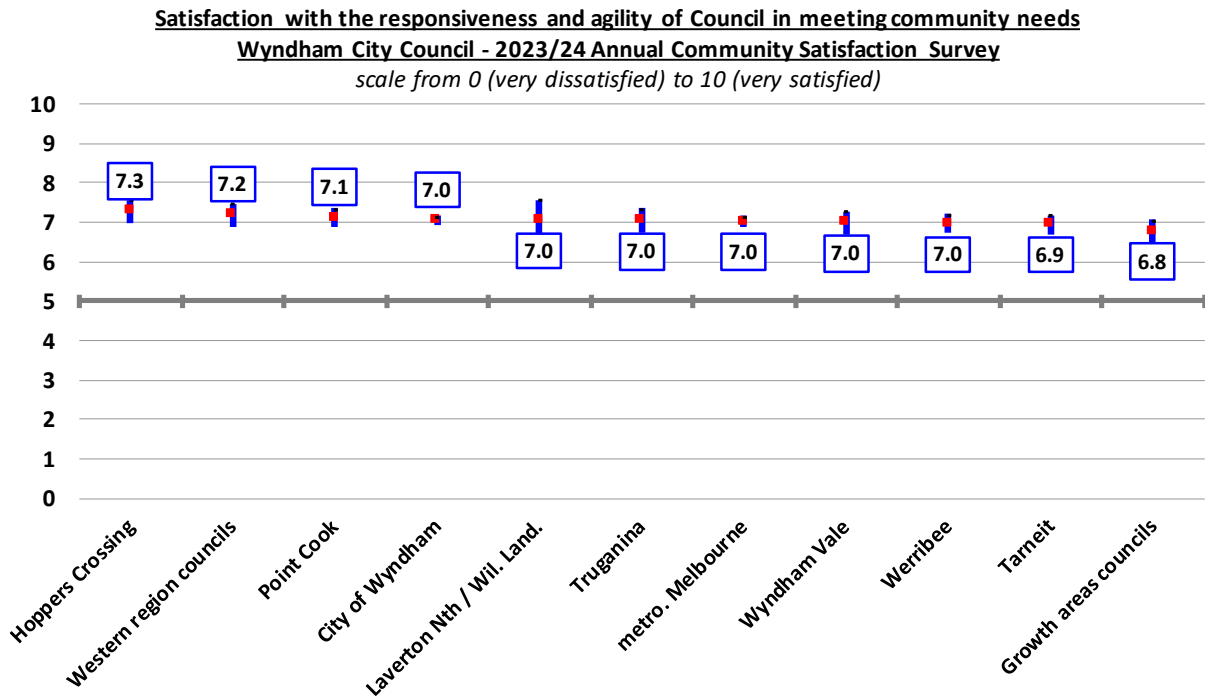


### Responsiveness and agility of Council in meeting community needs

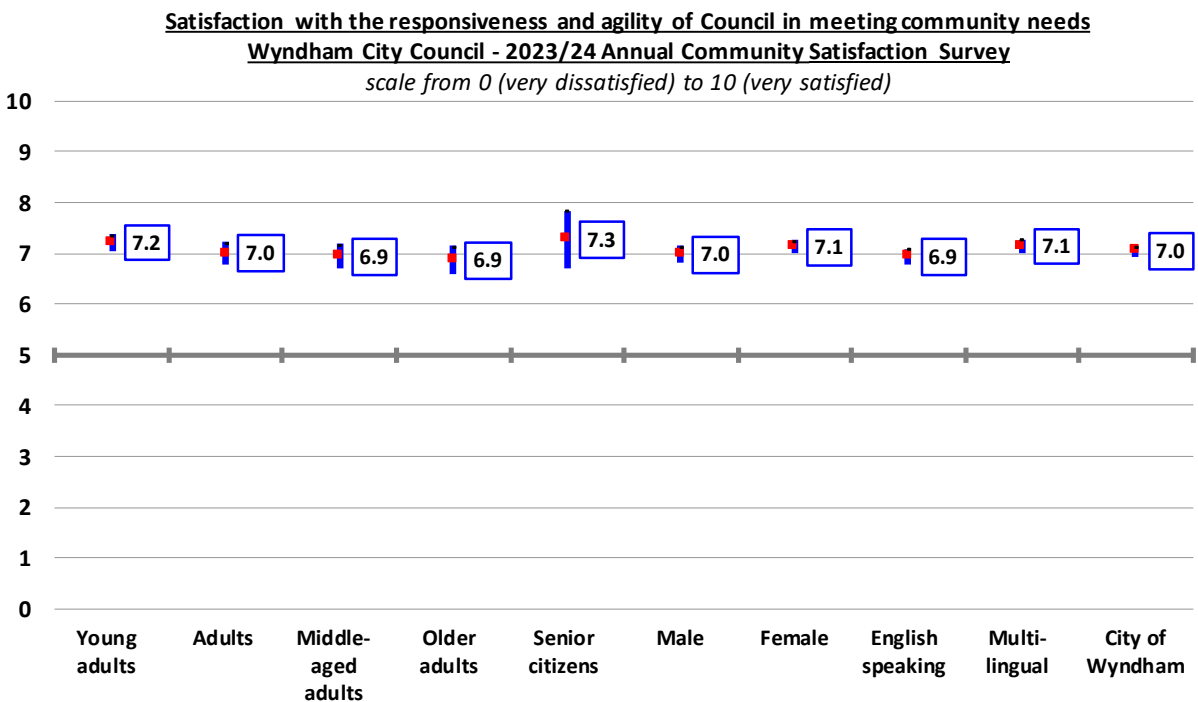
Satisfaction with the responsiveness and agility of Council in meeting community needs increased measurably and significantly this year, up nine percent to 7.0 out of 10, which is a “good”, up from a “solid” level of satisfaction. This result was measurably higher than the long-term average satisfaction since 2014/15 of 6.6 out of 10.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Hoppers Crossing rated satisfaction at a “very good” rather than a “good” level of satisfaction.

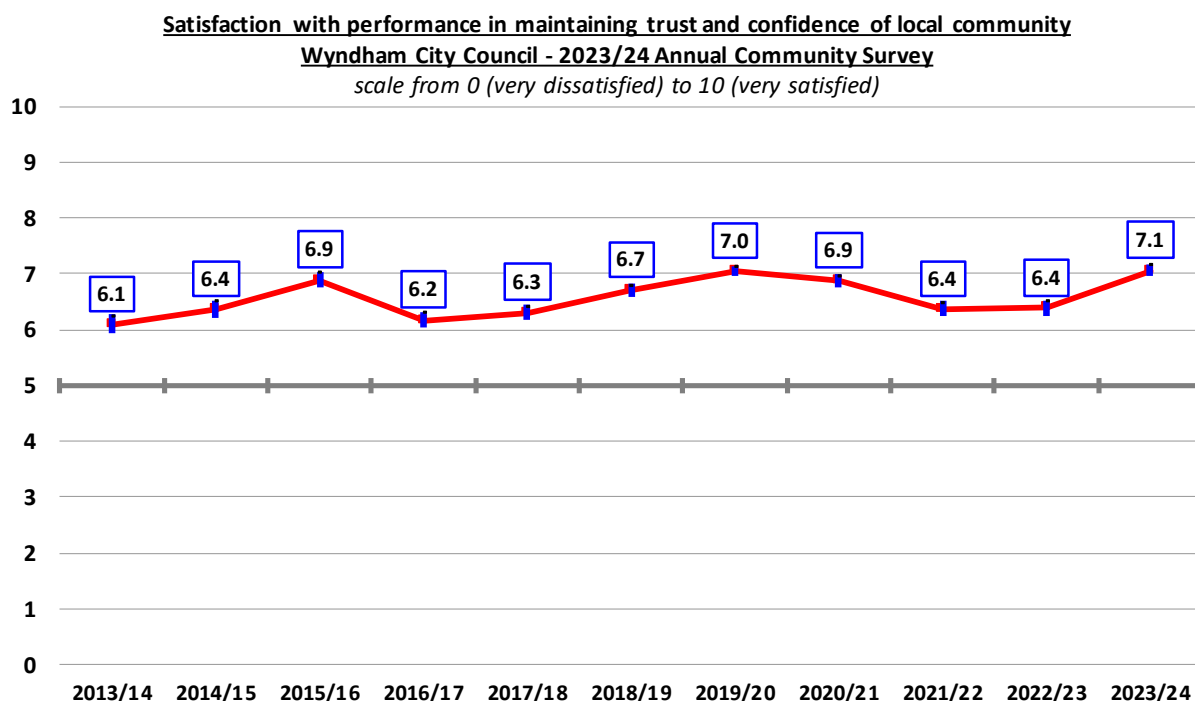


Whilst there was no statistically significant variation in this result observed by respondent profile, it is noted that senior citizens (aged 75 years and over) rated satisfaction at a “very good” rather than a “good” level of satisfaction.

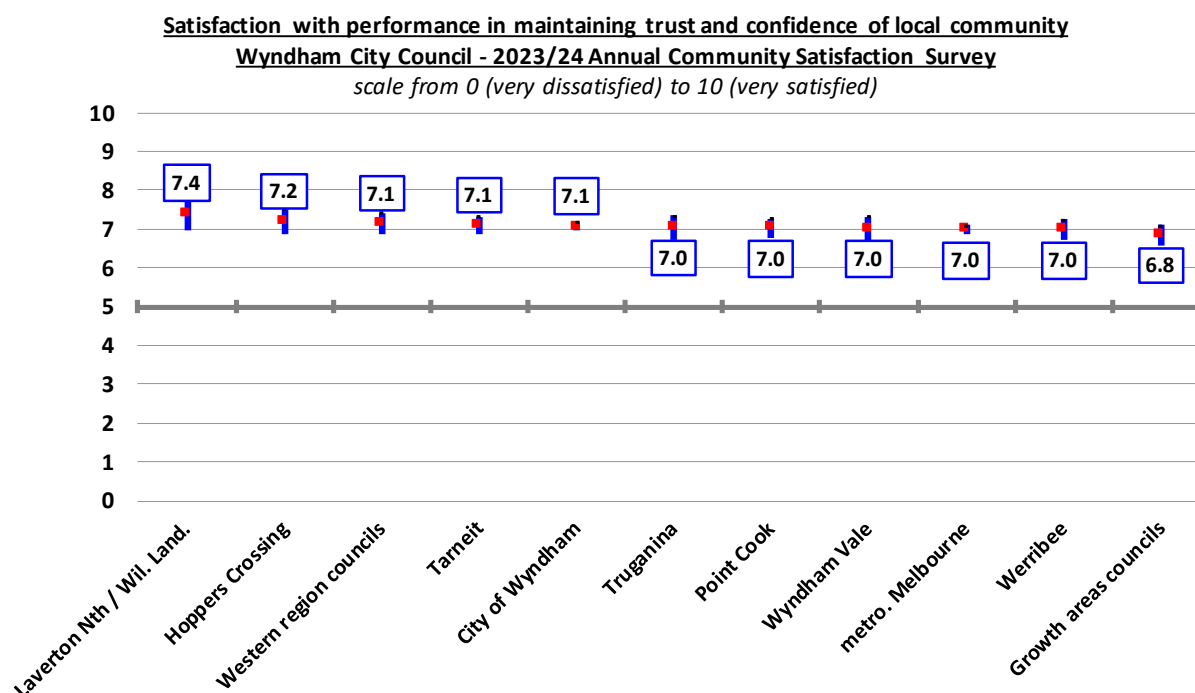


## Maintaining trust and confidence of the local community

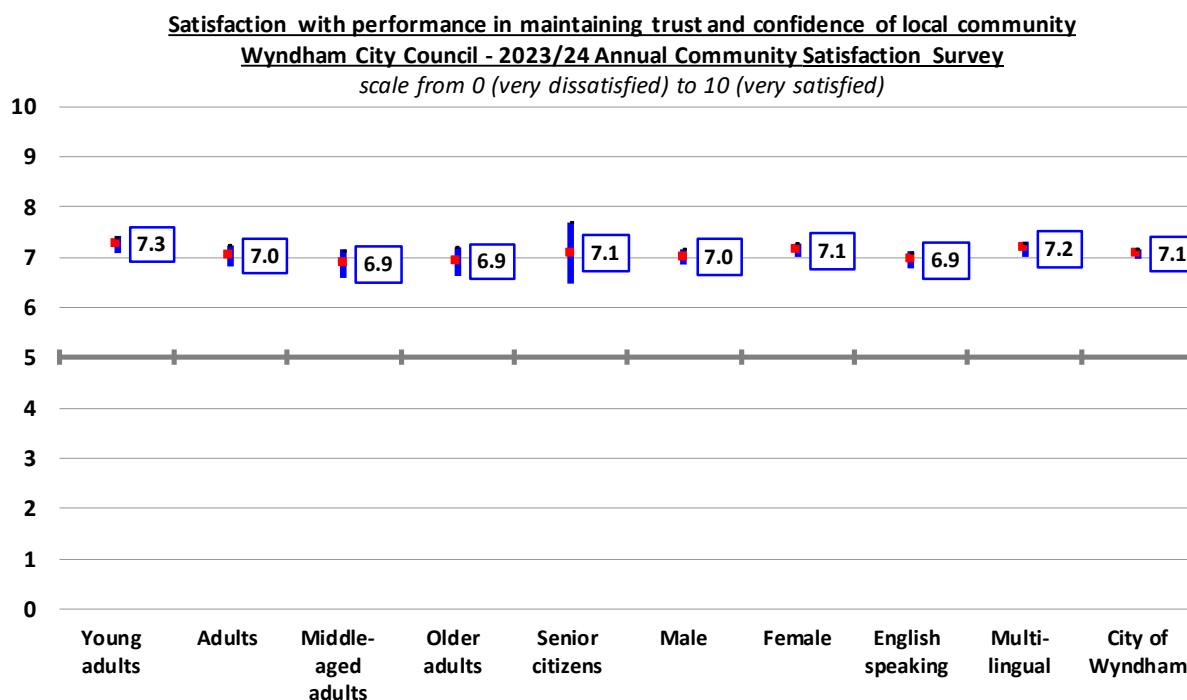
Satisfaction with the performance of council maintaining the trust and confidence of the local community increased measurably and significantly this year, up 11% to 7.0 out of 10, which is a “good”, up from a “solid” level of satisfaction. This result was measurably higher than the long-term average satisfaction since 2014/15 of 6.6 out of 10.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that 36 respondents from Laverton North / Williams Landing rated satisfaction at a “very good” rather than a “good” level of satisfaction.



Whilst there was no statistically significant variation in satisfaction with this aspect of performance observed by respondent profile it is noted that young adults (aged 18 to 34 years) rated satisfaction at a “very good” rather than a “good” level of satisfaction.



### **Satisfaction with alternative measures of governance and leadership**

The survey also included five additional or alternative measures of Council’s governance and leadership performance. These measures were included at the request of Council officers to align with *Council Plan* reporting requirements.

These five alternative measures of satisfaction with governance and leadership were not included in *Governing Melbourne* and Metropolis Research cannot provide any comparisons.

Consistent with the measurable and significant increase in satisfaction with the five core aspects of governance and leadership, satisfaction with these five alternative measures of governance and leadership also increased measurably and significantly.

The average satisfaction with these five measures increased by an average of 13% this year, up from an average of 6.2 out of 10 to 7.0.

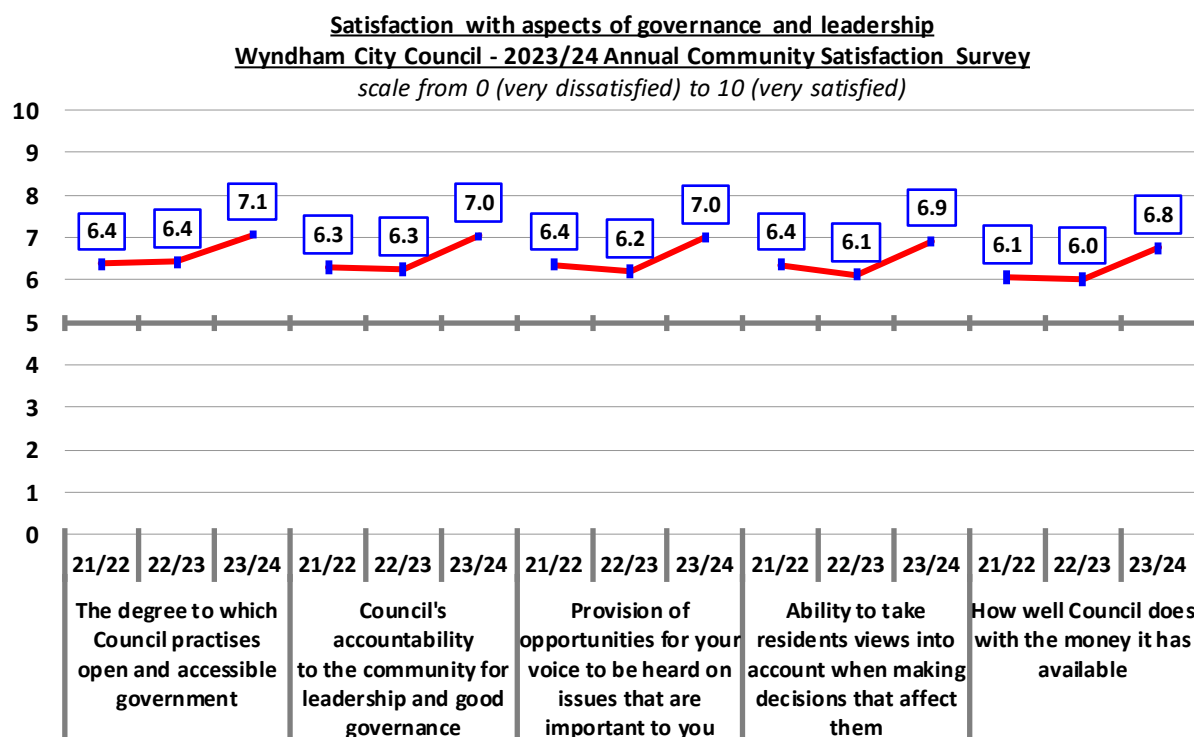
It is noted that the average increase in satisfaction with these five aspects of performance was greater than the increase in overall satisfaction (up 8%) and the average satisfaction with the five core aspects of governance and leadership (up 9%).

Satisfaction with all five of these measures improved from “solid” to “good” levels of satisfaction.

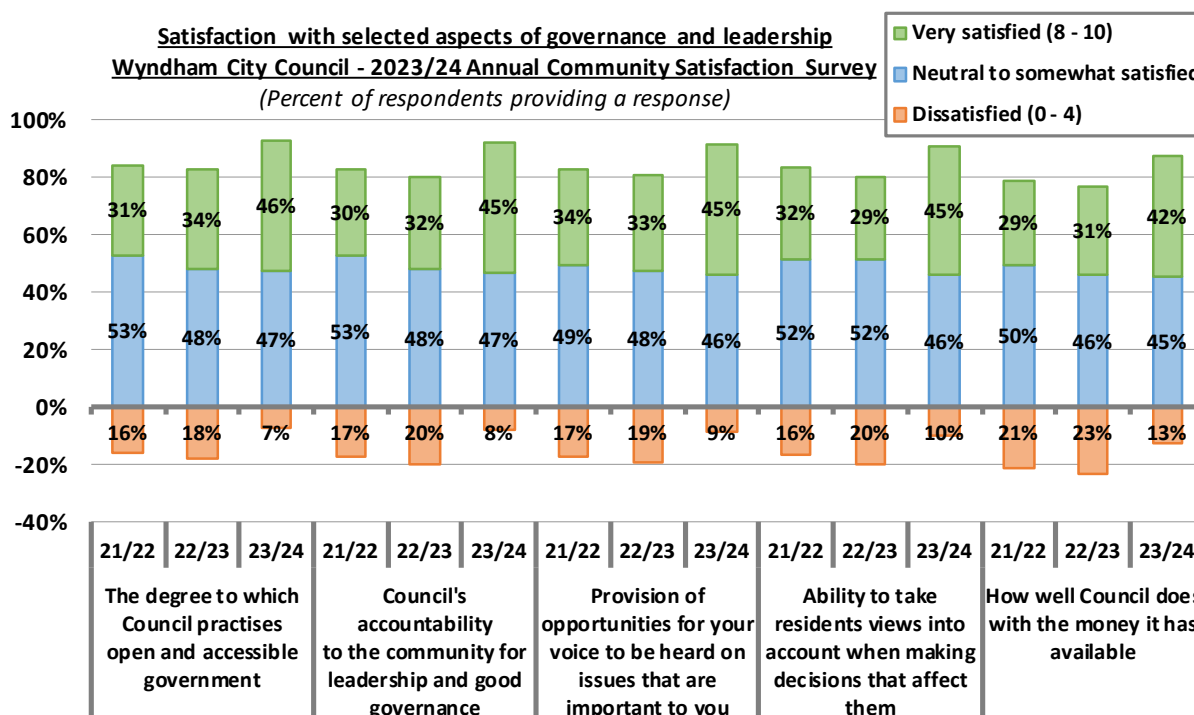


These results appear to reflect a return to trend levels of satisfaction, following the lower-than-trend results recorded coming out of the COVID-19 pandemic in 2021/22 and 2022/23.

These aspects were not included in the *Governing Melbourne* research and therefore no comparison results are available for publication.



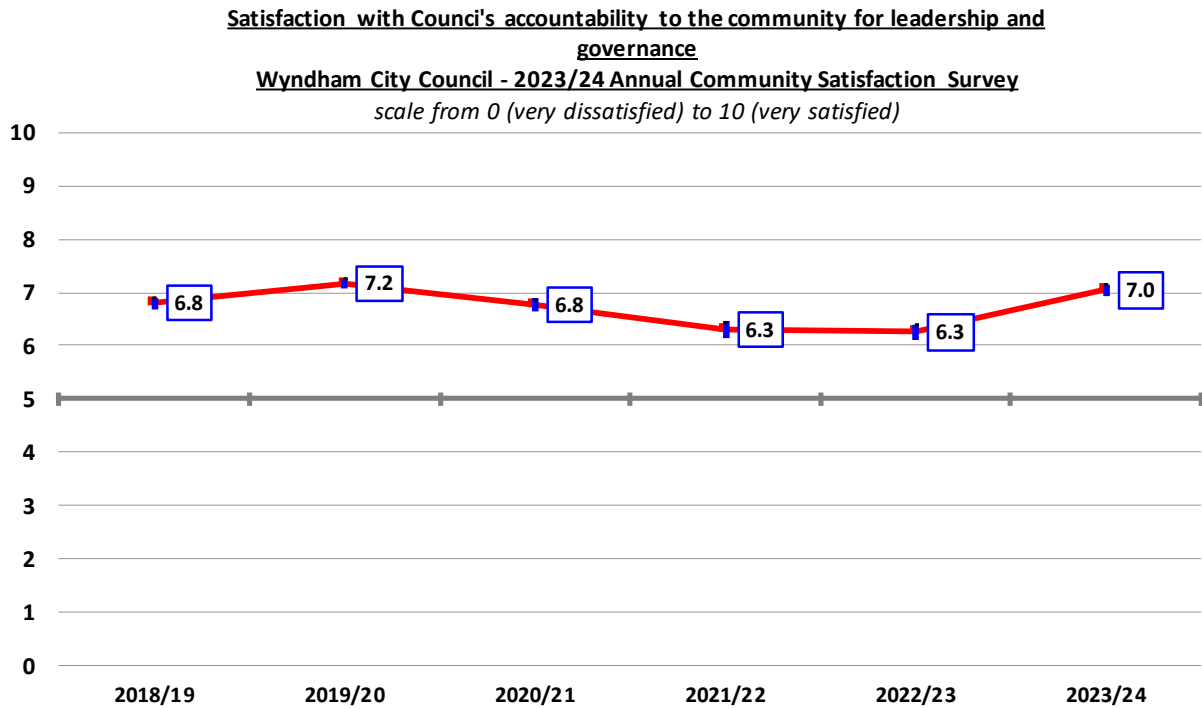
There were substantial declines in the proportion of “dissatisfied” respondents with all five aspects this year and increases in the proportion of “very satisfied” respondents.



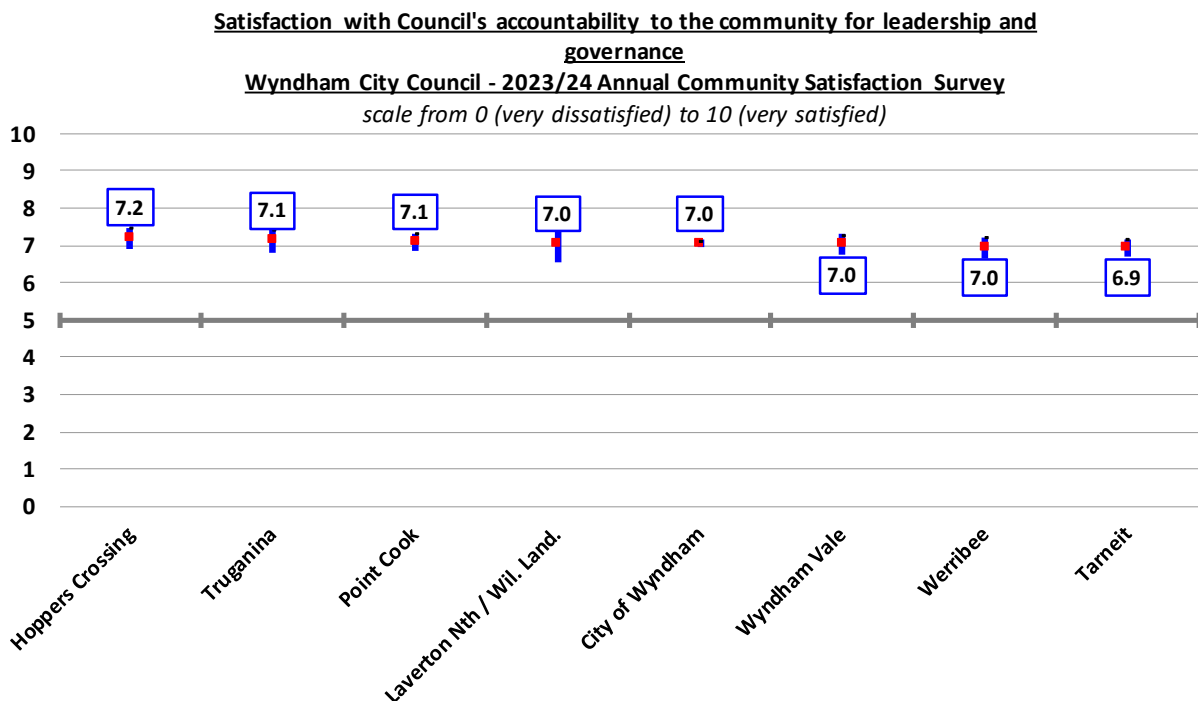


### Council’s accountability to the community for leadership and good governance

Satisfaction with Council’s accountability to the community for leadership and good governance increased measurably and significantly this year, up 11% to 7.0 out of 10, which is a “good”, up from a “solid” level of satisfaction. This result was four percent above the long-term average satisfaction since 2018/19 of 6.8 out of 10.



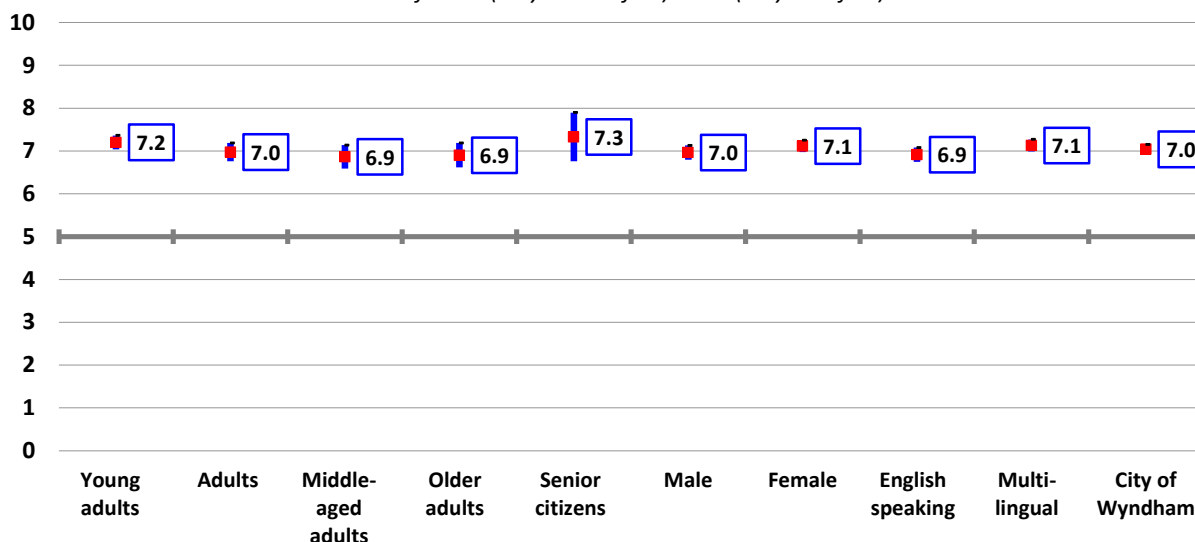
There was no measurable or notable variation in satisfaction with this aspect of performance observed across the municipality, with respondents from all seven precincts rating satisfaction at “good” levels of satisfaction.



There was also no substantial variation in satisfaction with this aspect of performance observed by respondent profile, although senior citizens (aged 75 years and over) rated satisfaction somewhat higher than the municipal average.

**Satisfaction with Council's accountability to the community for leadership and governance**

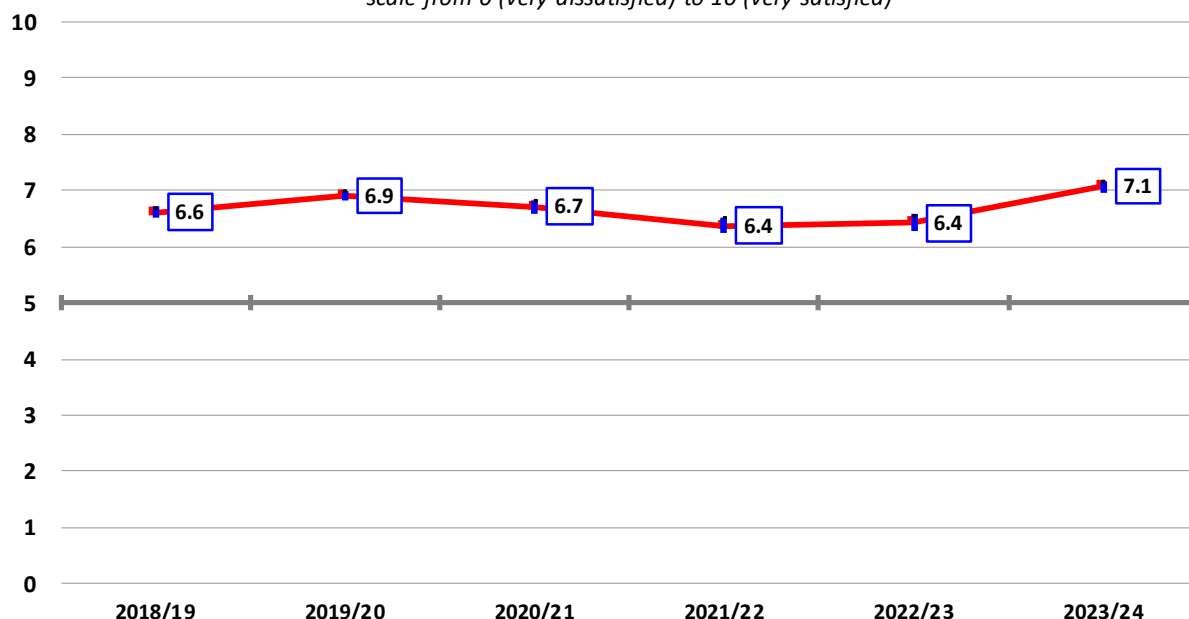
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
scale from 0 (very dissatisfied) to 10 (very satisfied)



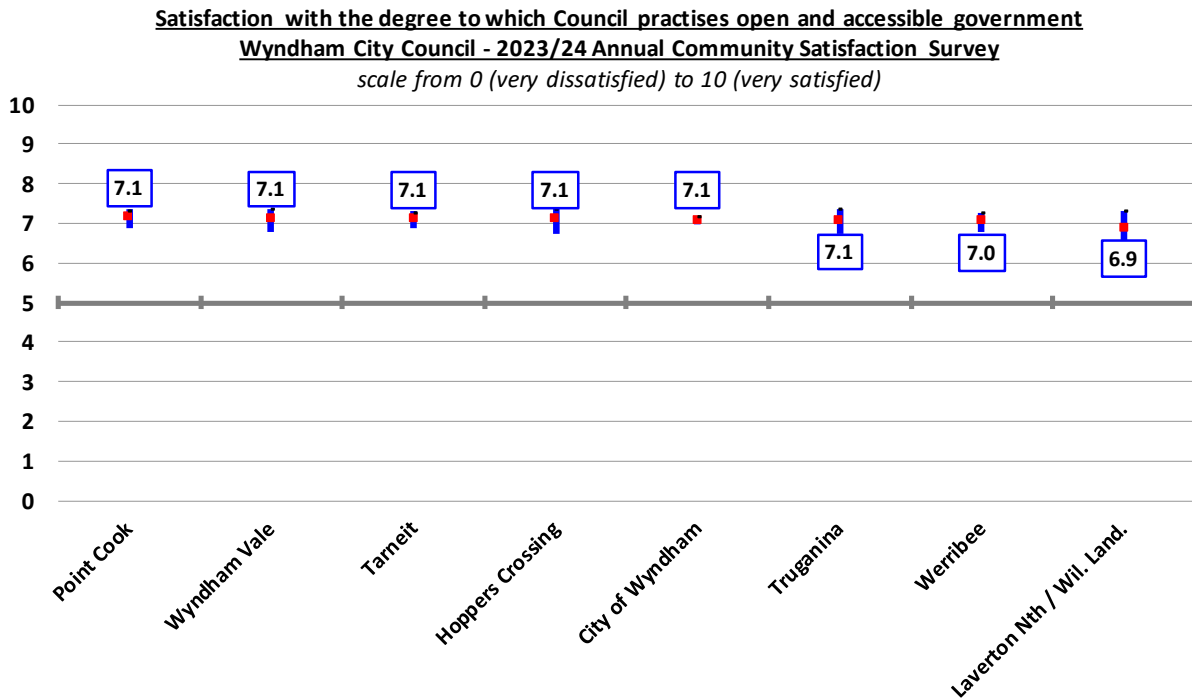
**Council practices open and accessible government**

Satisfaction with how well Council practices open and accessible government increased measurably and significantly this year, up 11% to 7.1 out of 10, which is a “good”, up from a “solid” level of satisfaction. This result was six percent above the long-term average satisfaction since 2018/19 of 6.7 out of 10.

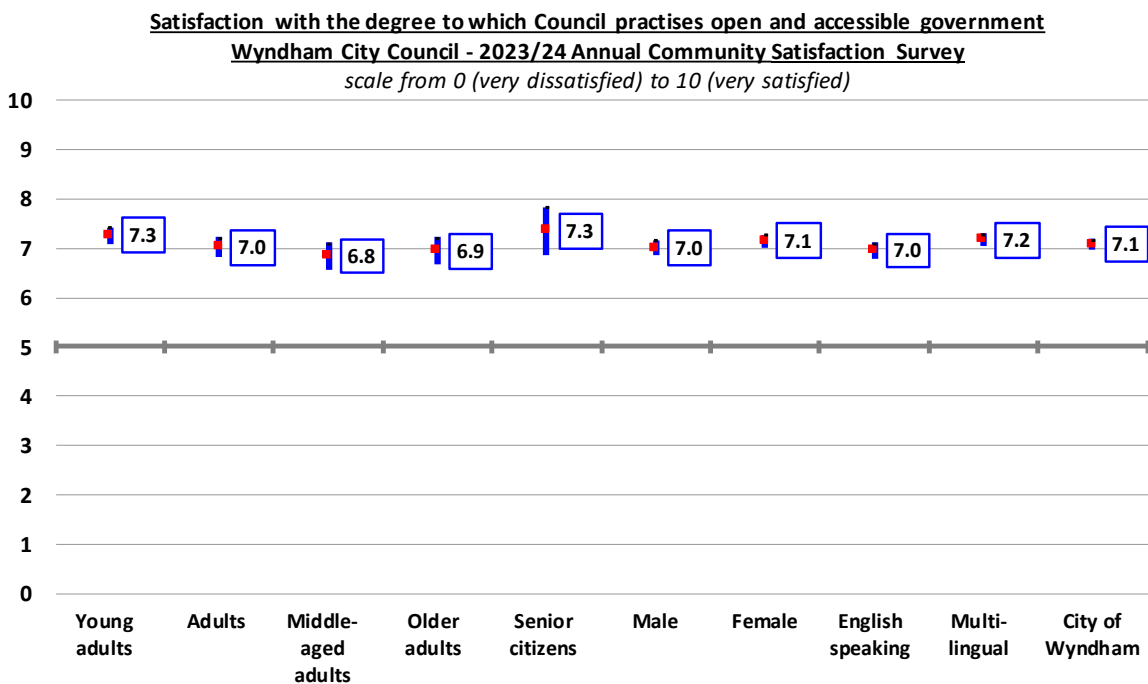
**Satisfaction with the degree to which Council practises open and accessible government**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no measurable or notable variation in satisfaction with this aspect of performance observed across the municipality, with respondents from all seven precincts rating satisfaction at “good” levels of satisfaction.

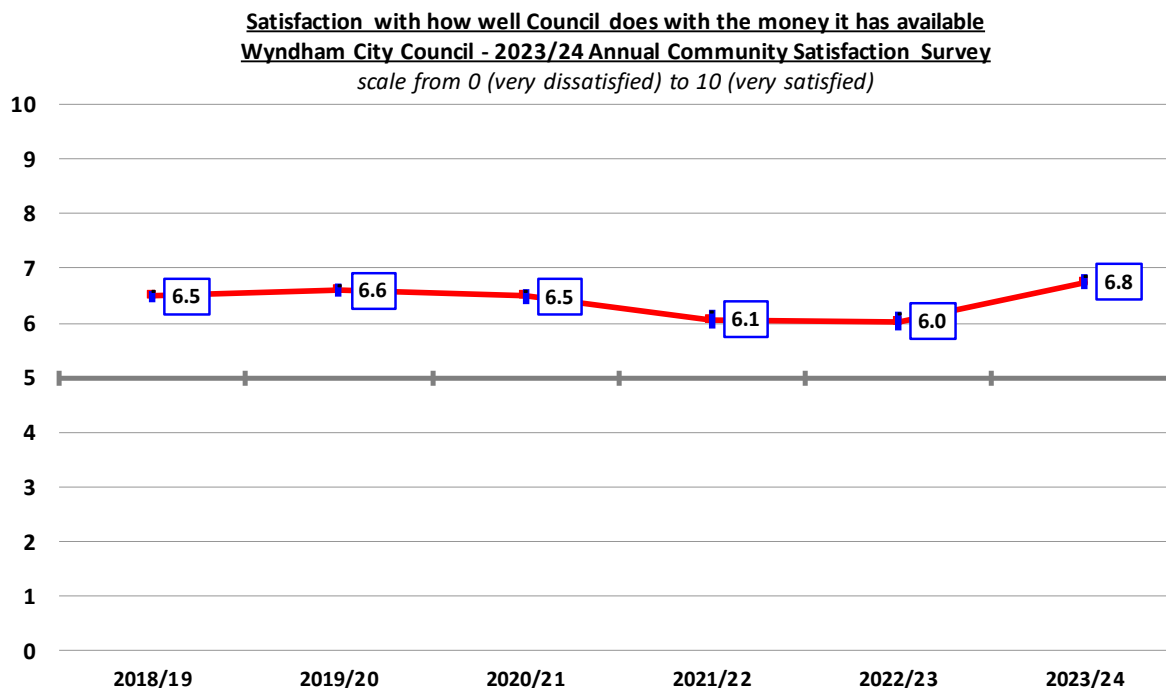


Whilst there was no statistically significant variation in this result observed by respondent profile, it is noted that middle-aged adults (aged 45 to 54 years) were marginally less satisfied than average, whilst senior citizens (aged 75 years and over) were somewhat more satisfied.

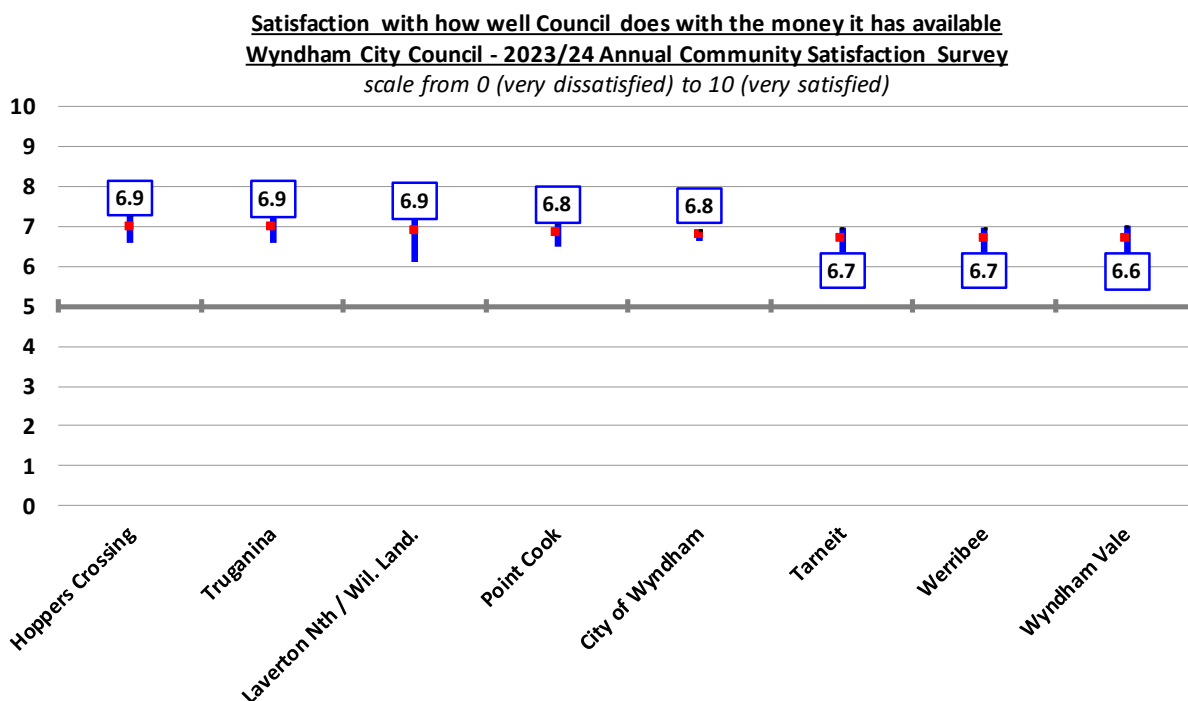


### How well Council does with the money it has available

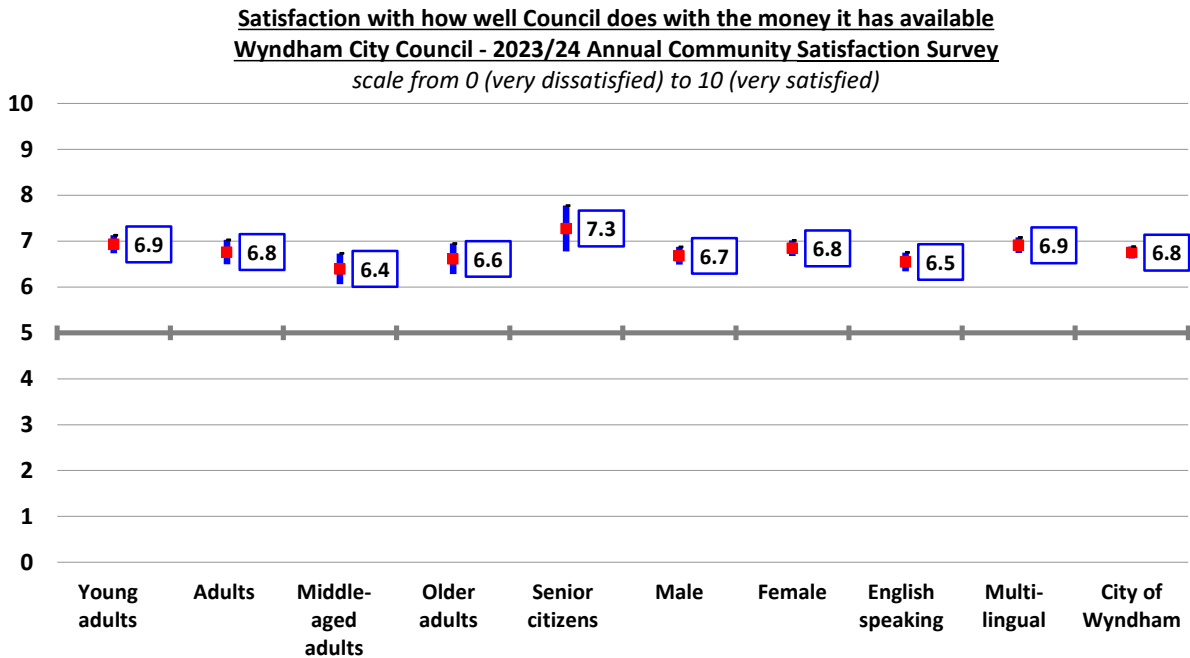
Satisfaction with how well Council does with the money it has available increased measurably and significantly this year, up 13% to 6.8 out of 10, which is a “good”, up from a “solid” level of satisfaction. This result was two percent above the long-term average satisfaction since 2018/19 of 6.7 out of 10.



There was no measurable or notable variation in satisfaction with this aspect of performance observed across the municipality, with respondents from all seven precincts rating satisfaction at “good” levels of satisfaction.

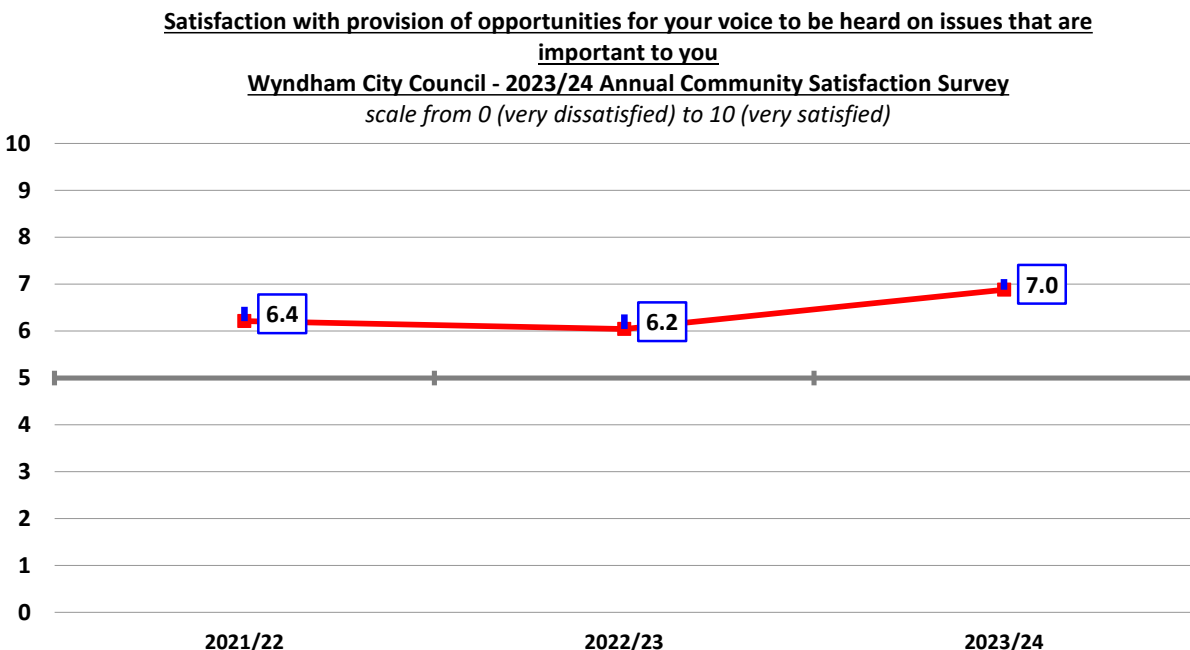


Whilst there was no statistically significant variation observed by respondent profile, it is noted that respondents from multilingual households were somewhat more satisfied than respondents from English speaking households. It is also noted that senior citizens (aged 75 years and over) were somewhat more satisfied than average, and at a “very good” level.



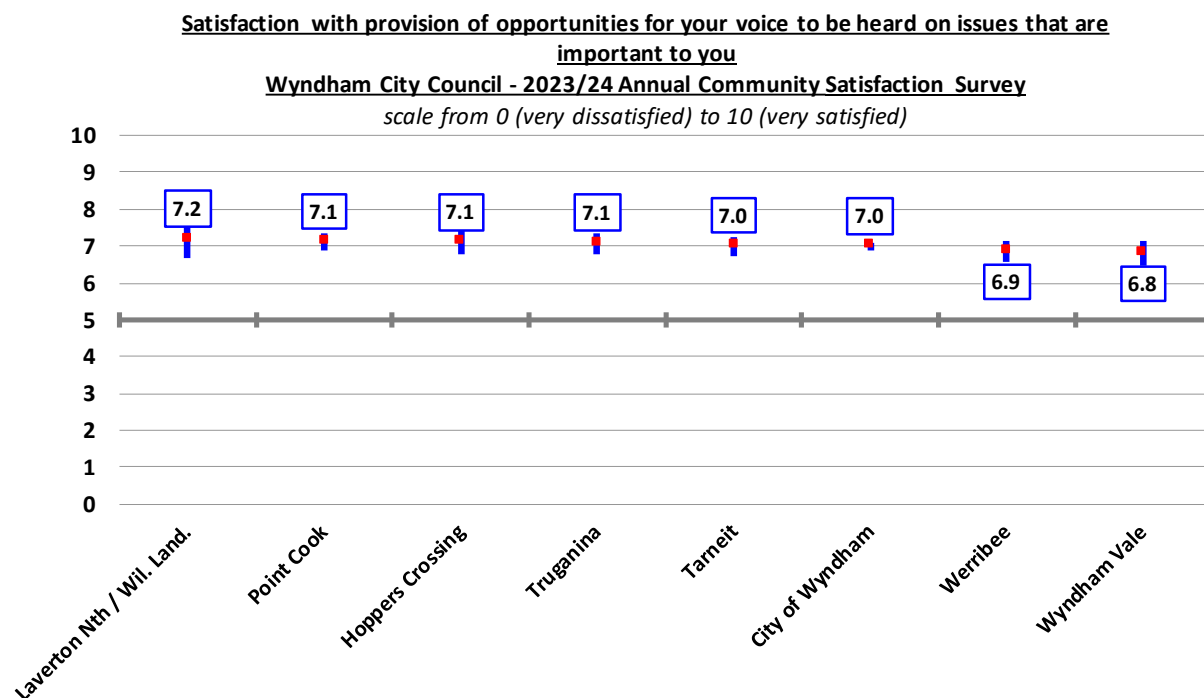
**Provision of opportunities for voice to be heard on issues that are important to you**

Satisfaction with the provision of opportunities for respondents’ voice to be heard on issues that are important to them increased measurably and significantly this year, up 13% to 6.8 out of 10, which is a “good”, up from a “solid” level of satisfaction. This result was eight percent above the long-term average satisfaction since 2021/22 of 6.5 out of 10.

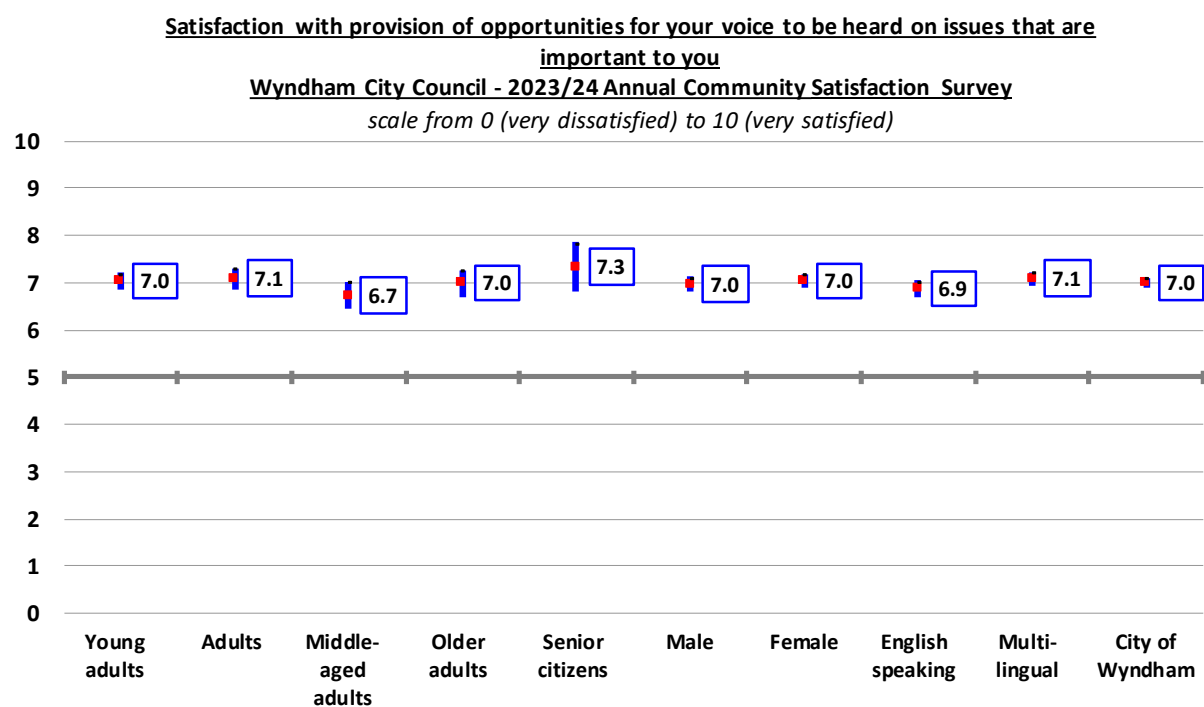




There was no measurable or notable variation in satisfaction with this aspect of performance observed across the municipality, with respondents from all seven precincts rating satisfaction at “good” levels of satisfaction.



Whilst there was no statistically significant variation observed by respondent profile, it is noted that respondents from multilingual households were somewhat more satisfied than respondents from English speaking households. It is also noted that senior citizens (aged 75 years and over) were somewhat more satisfied than average, and at a “very good” level.

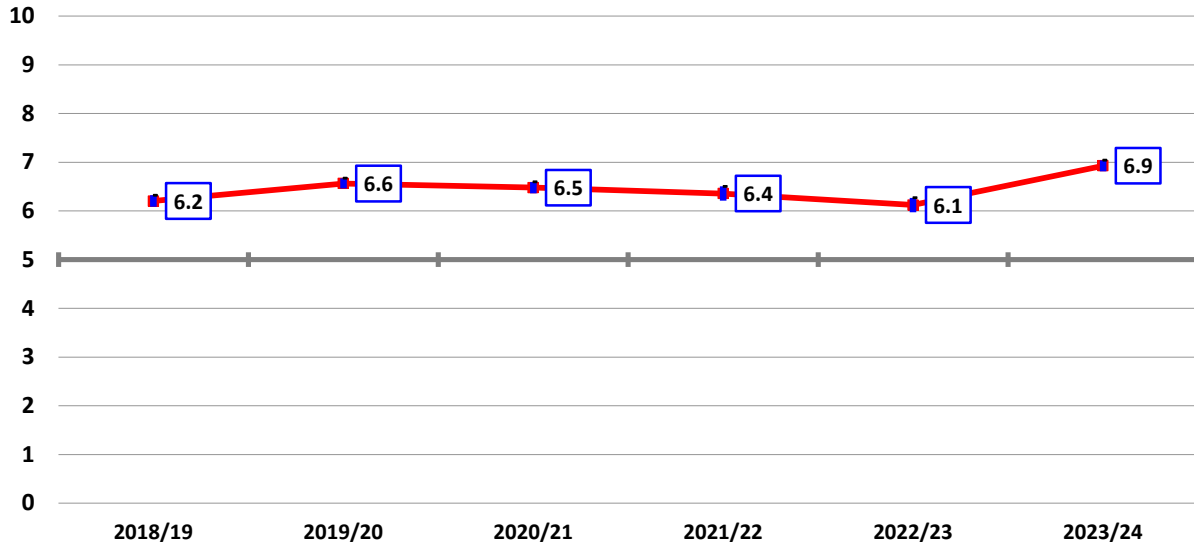


### Ability to take residents views into account when making decisions that affect them

Satisfaction with Council’s ability to take residents’ views into account when making decisions that affect them increased measurably and significantly this year, up 13% to 6.9 out of 10, which is a “good”, up from a “solid” level of satisfaction. This result was eight percent above the long-term average satisfaction since 2021/22 of 6.5 out of 10.

**Satisfaction with ability to take residents views into account when making decisions that affect them**

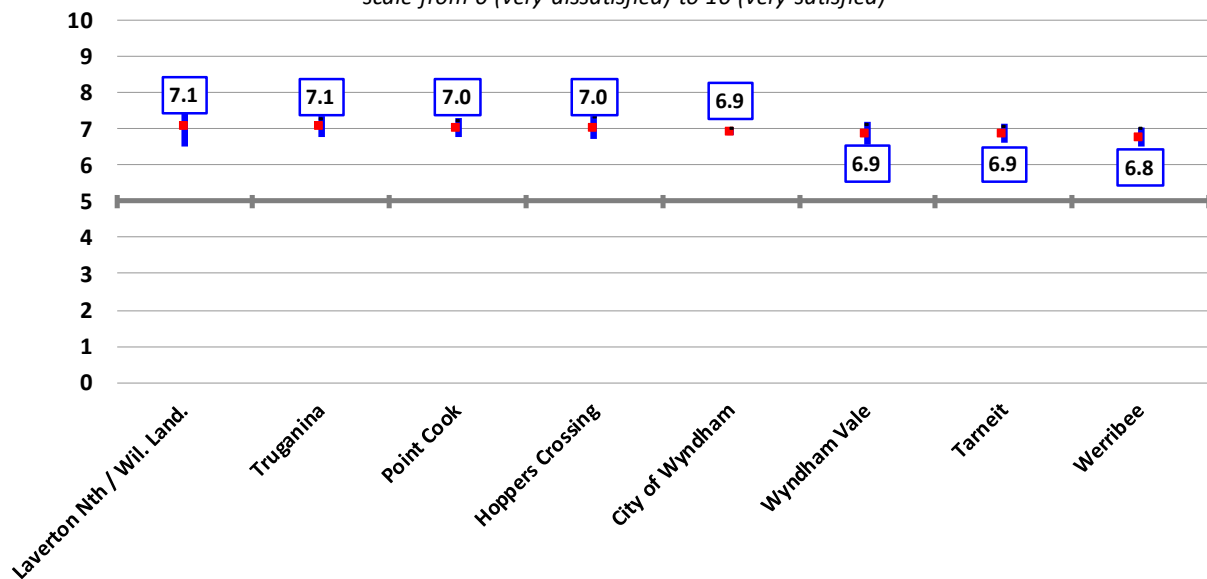
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
scale from 0 (very dissatisfied) to 10 (very satisfied)



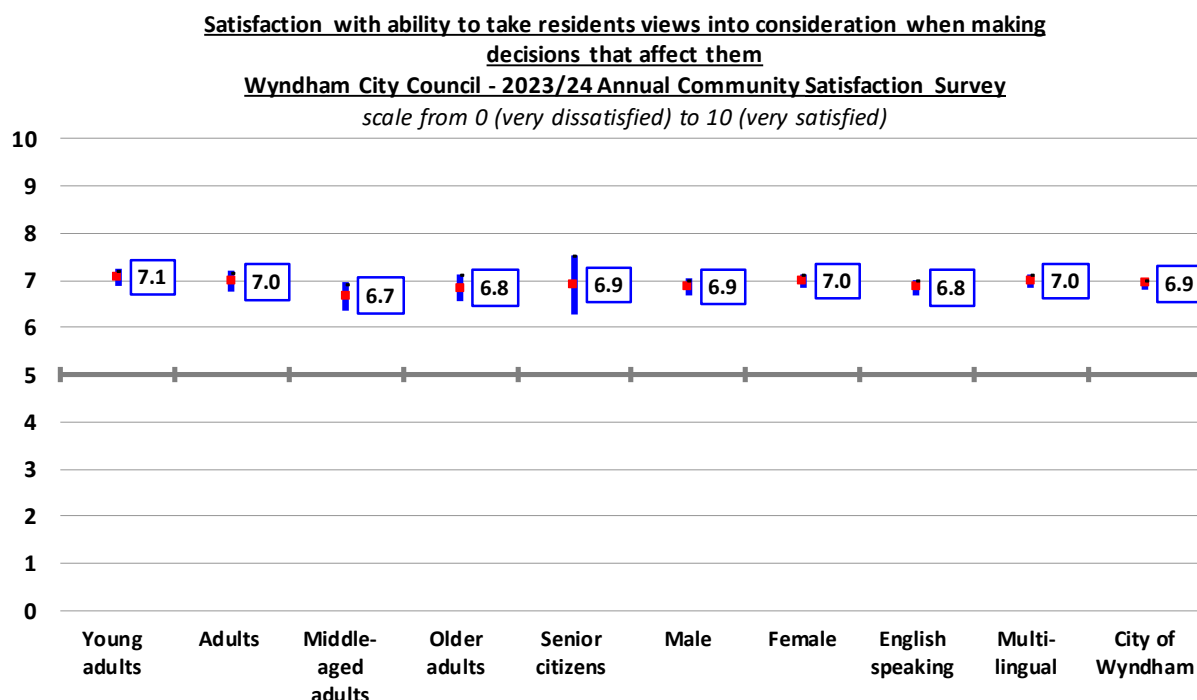
There was no measurable or notable variation in satisfaction with this aspect of performance observed across the municipality, with respondents from all seven precincts rating satisfaction at “good” levels of satisfaction.

**Satisfaction with ability to take residents views into account when making decisions that affect them**

**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no measurable or notable variation in satisfaction with this aspect of performance observed by respondent profile.



### **Satisfaction with aspect of Council leadership**

In addition to the 11 aspects of Council’s governance and leadership performance discussed in the previous two sections, the survey included satisfaction with eight aspects of Council performance related to Council leadership across a range of policy and community areas.

These eight aspects of Council’s leadership performance cover accessibility and inclusiveness, local activity centres, healthy and active lifestyle, local learning opportunities, providing support services, providing the services required by residents, and empowering the community to lead and form social connections.

The average satisfaction with these additional eight aspects of Council’s leadership performance increased measurably and significantly this year, up by an average of eight percent to 7.2 out of 10.

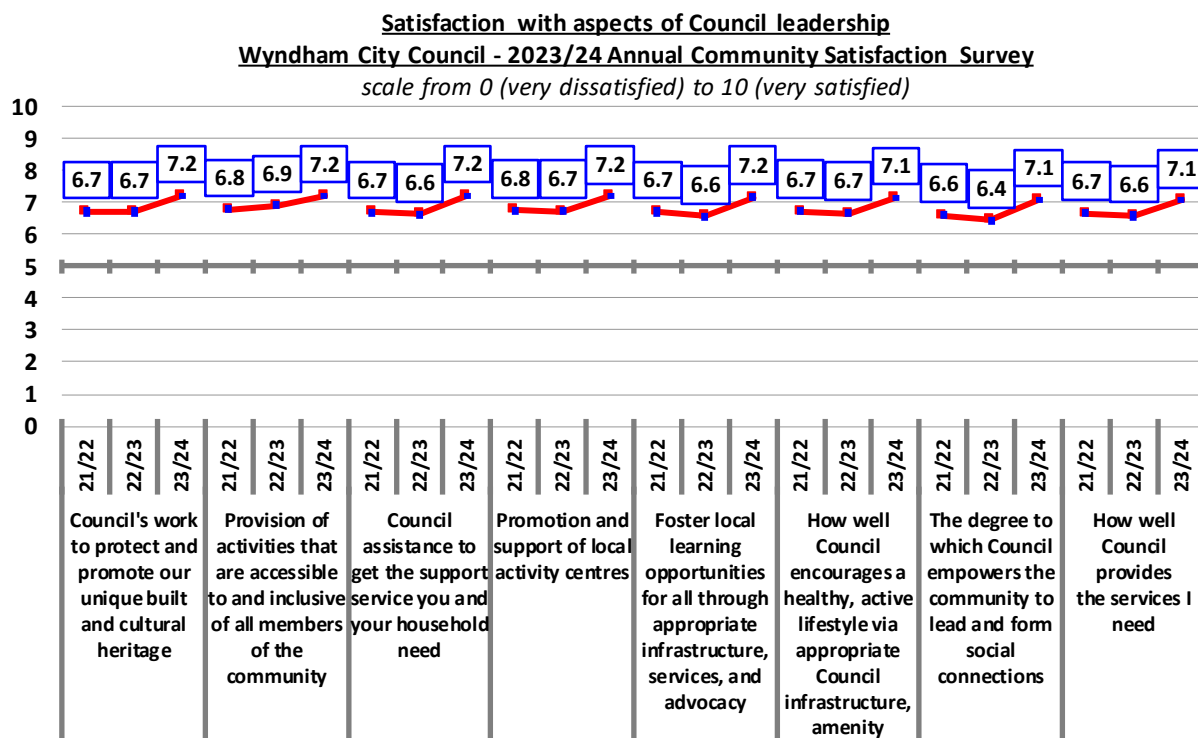
This remains a “good” level of satisfaction, with satisfaction with all eight aspects categorised as “good”.

Metropolis Research notes that several of these aspects of performance are relatively complex aspects of performance, and it can be difficult for respondents to make an informed judgement about the detailed activities that may be part of Council’s performance in these areas.



In situations where the aspect of performance can be somewhat difficult for respondents to judge, typically, in the absence of significant unique factors in the local community, these aspects will tend to be rated at a similar level to satisfaction with overall performance.

It is also important to bear in mind that respondents tend to make judgements about these aspects of performance based on the key words in the question, such as ‘heritage’, ‘infrastructure’, and ‘social connections’, and will tend to rate performance based on how satisfied they are with these broader concepts rather than reflecting detailed knowledge of Council’s specific activities in these areas.



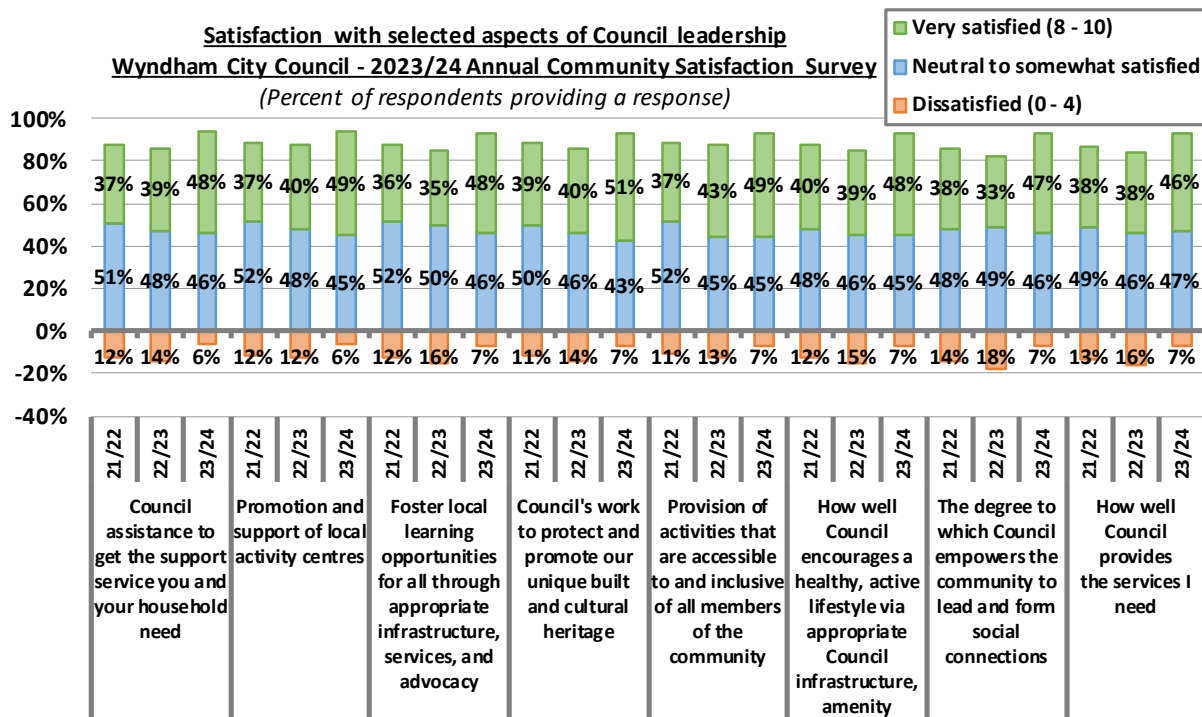
The following graph provides a breakdown of these results into the proportion of respondents (who provided a satisfaction score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven),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

Metropolis Research notes that there was an approximate halving in the proportion of respondents “dissatisfied” with each of these eight aspects of Council’s leadership performance, and a notable increase in the proportion of “very satisfied” respondents.

These changes in satisfaction this year were consistent with those recorded for the aspects of governance and leadership and the alternative measures of governance and leadership. This consistency of improvement reflects both the change in methodology back to the door-to-door method (which tends to score a little better than telephone), but also reflects the general improvement in community satisfaction with the performance of Council this year.

This increase may well reflect improvement as we move further away from the pandemic, and the lower-than-average scores for many aspects of performance recorded in 2021 and 2022.



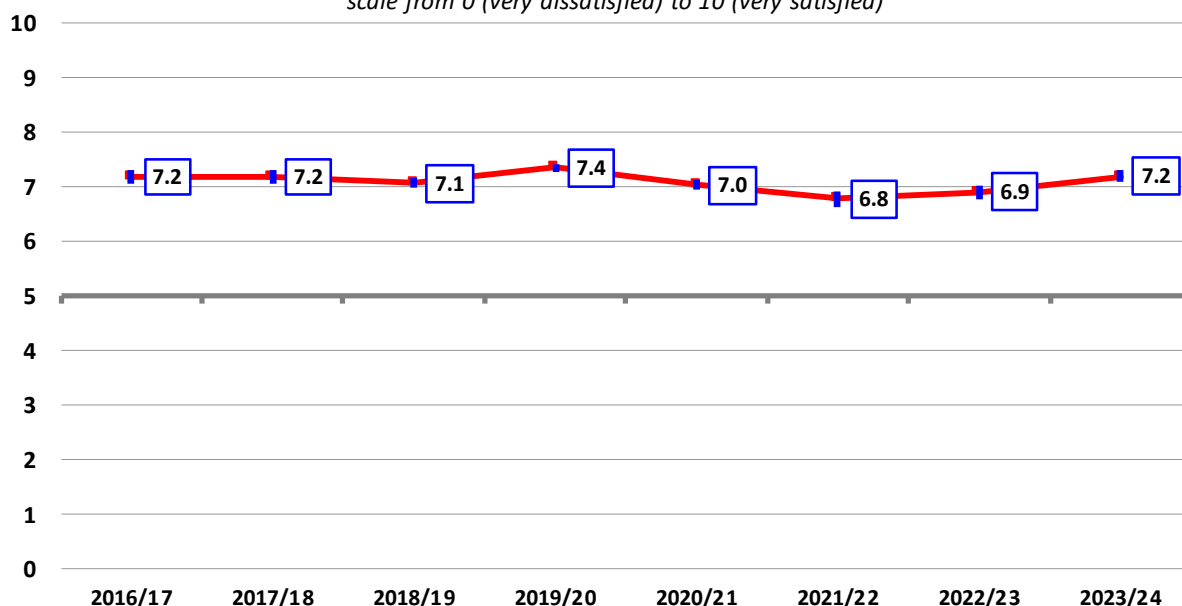


**The provision of activities that are accessible to and inclusive of all members of the community**

Satisfaction with the provision of activities that are accessible to and inclusive of all members of the community increased notably but not measurably, up four percent to 7.2 out of 10, although it remains at a “good” level of satisfaction. This result has remained relatively stable around the long-term average of 7.1 since 2016/17.

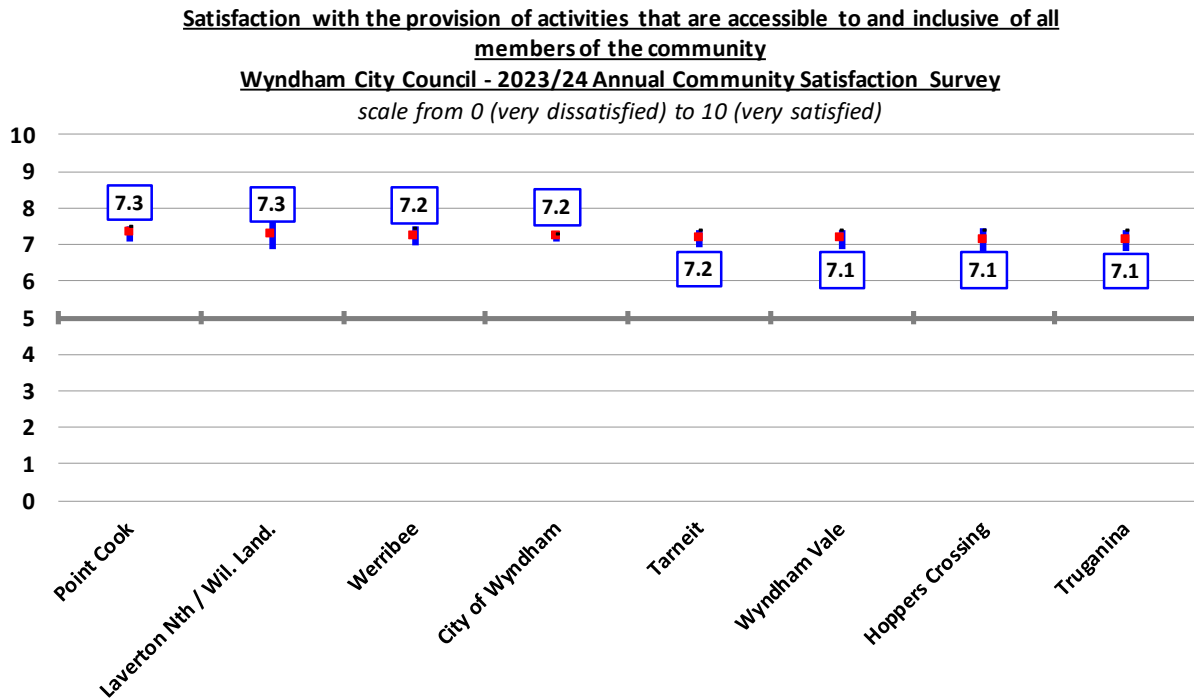
**Satisfaction with the provision of activities that are accessible to and inclusive of all members of the community**

**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)

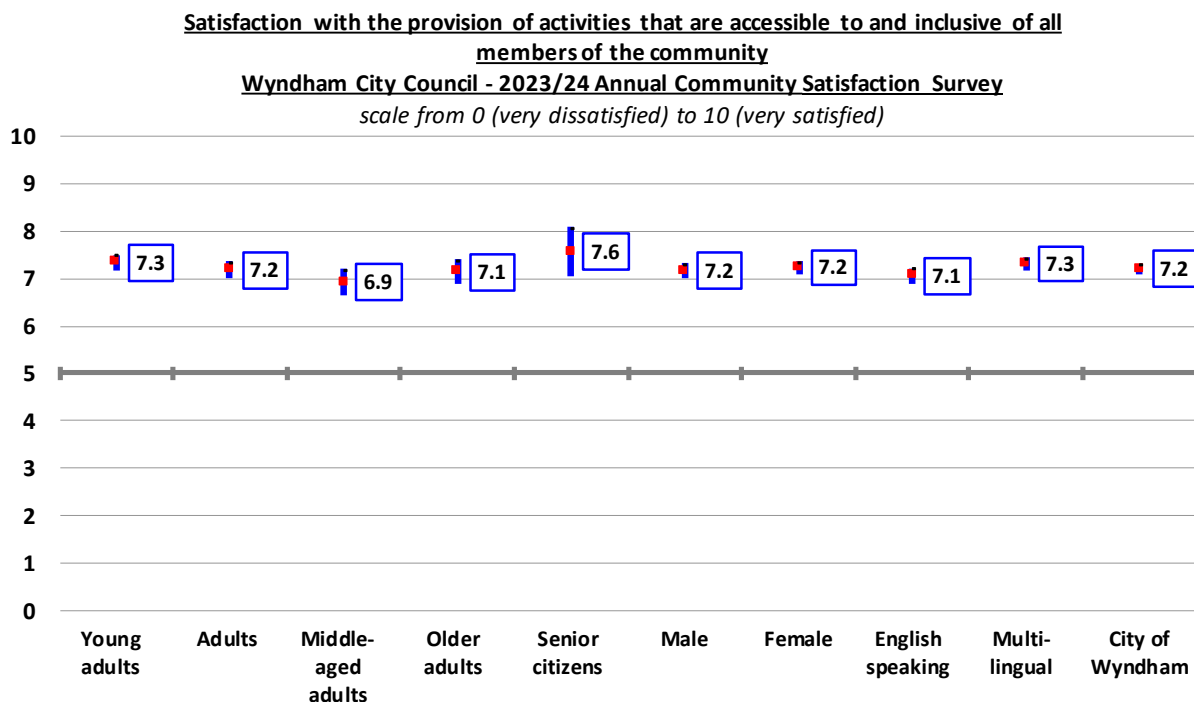




There was no statistically significant variation in this result observed across the municipality, although it is noted that respondents from Point Cook and Laverton North / Williams Landing rated satisfaction at “very good” rather than “good” levels of satisfaction.

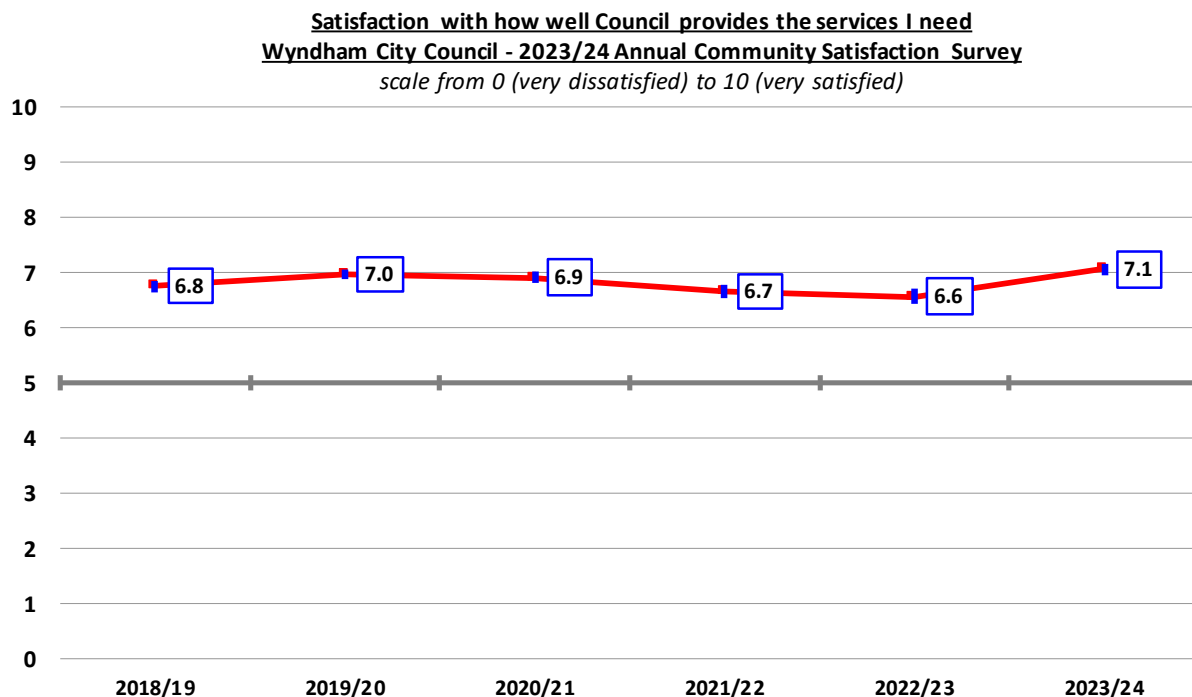


There was variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) somewhat more satisfied than average and at a “very good” level. It is also noted that respondents from multilingual households were measurably more satisfied than respondents from English speaking households, and at a “very good” level.

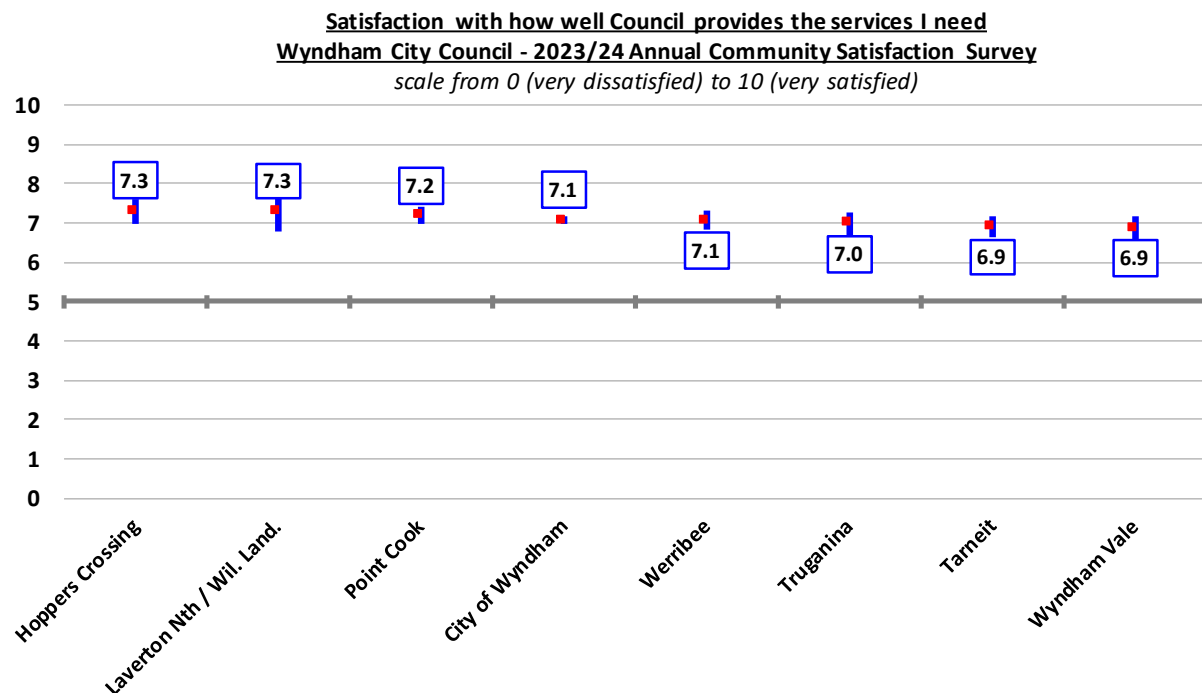


### How well Council provides the services respondents need

Satisfaction with how well Council provides the services that respondents need increased measurably this year, up eight percent to 7.1 out of 10, although it remains at a “good” level. This result was also six percent above the long-term average since 2018/19 of 6.8 out of 10.

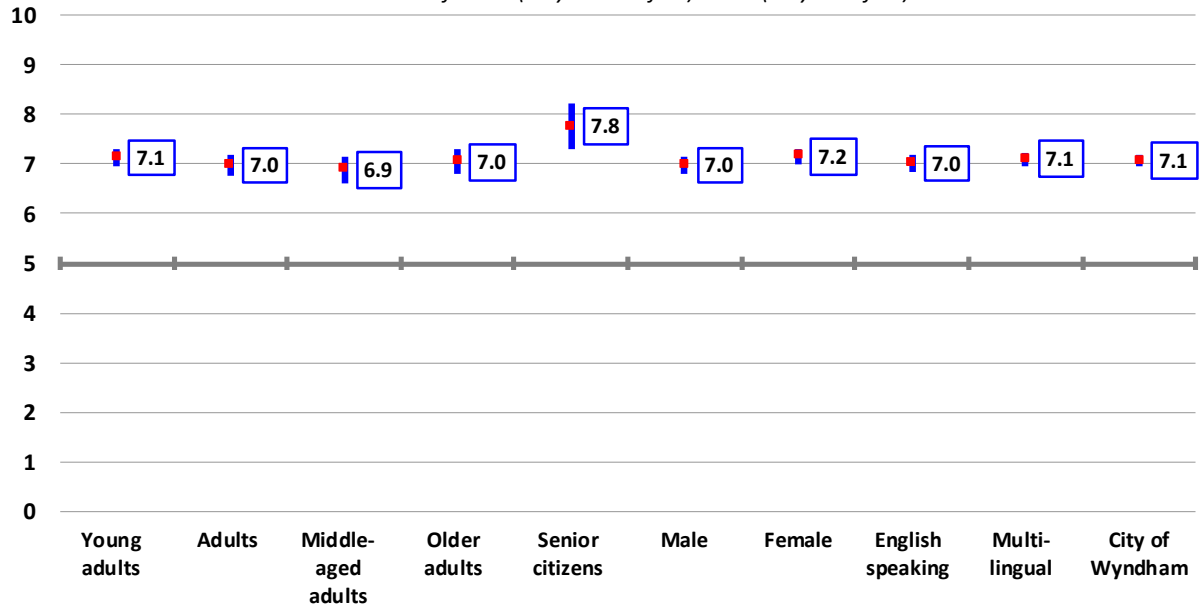


There was no statistically significant variation in this result observed across the municipality, although it is noted that respondents from Hoppers Crossing and Laverton North / Williams Landing rated satisfaction at “very good” rather than “good” levels of satisfaction.



There was statistically significant variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) measurably and significantly more satisfied than average, and at an “excellent” rather than a “good” level of satisfaction.

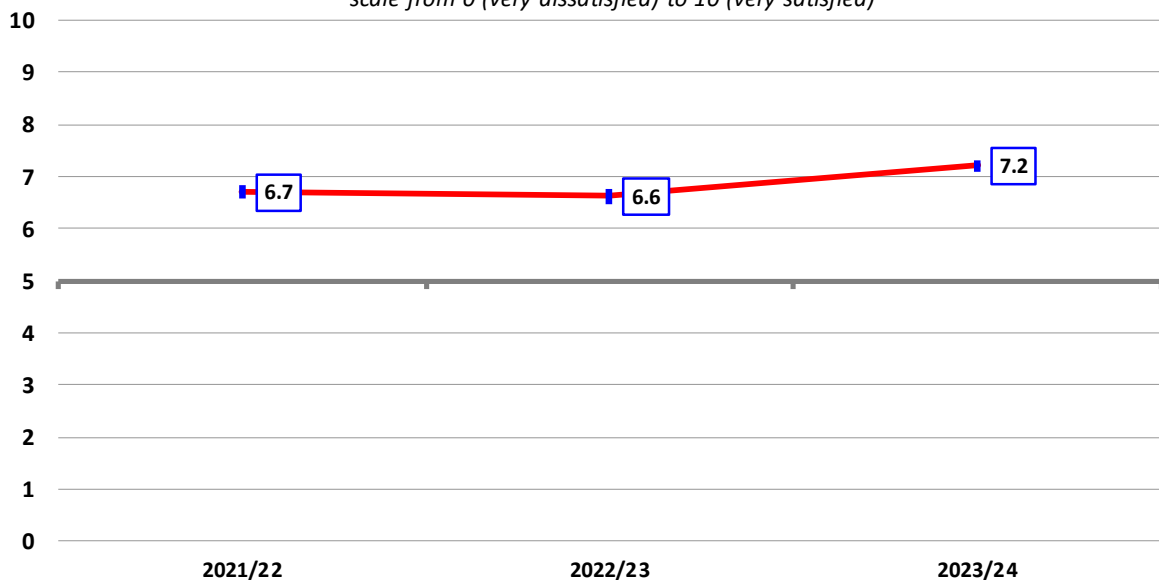
**Satisfaction with how well Council provides the services I need**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



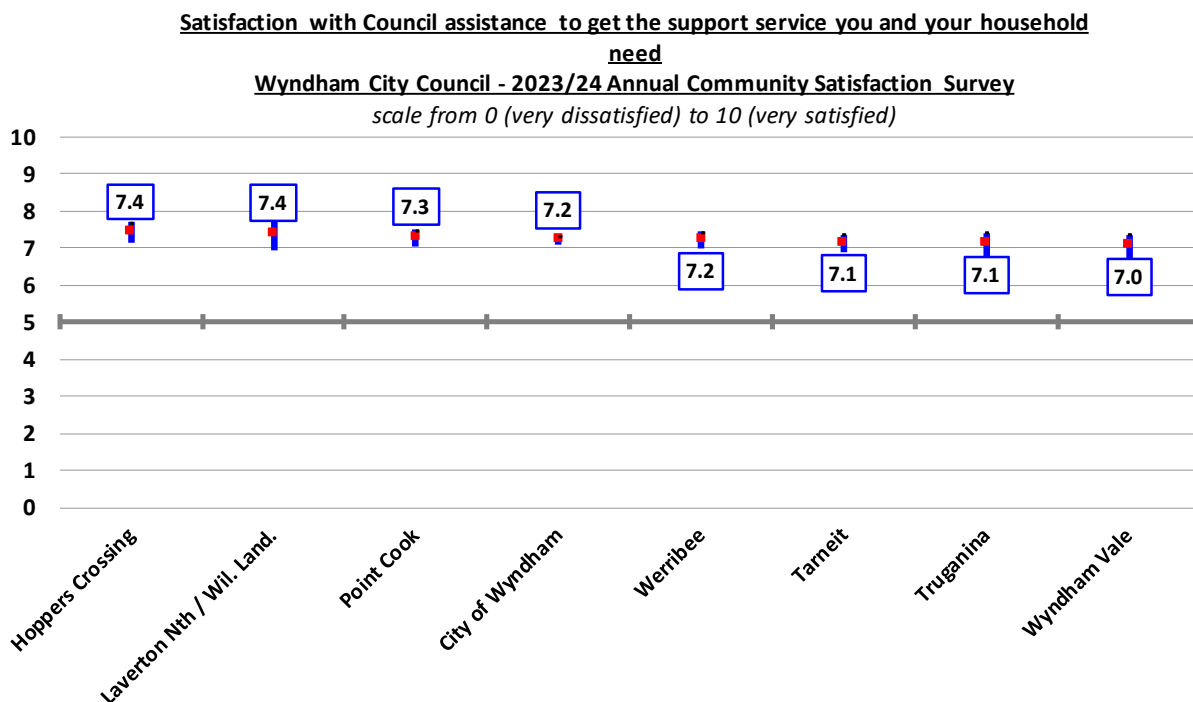
**Council assistance to get the support service you and your household need**

Satisfaction with Council assistance to get the support services respondents and their household need increased measurably this year, up nine percent to 7.2 out of 10, although it remains at a “good” level. This was the highest score recorded for this aspect.

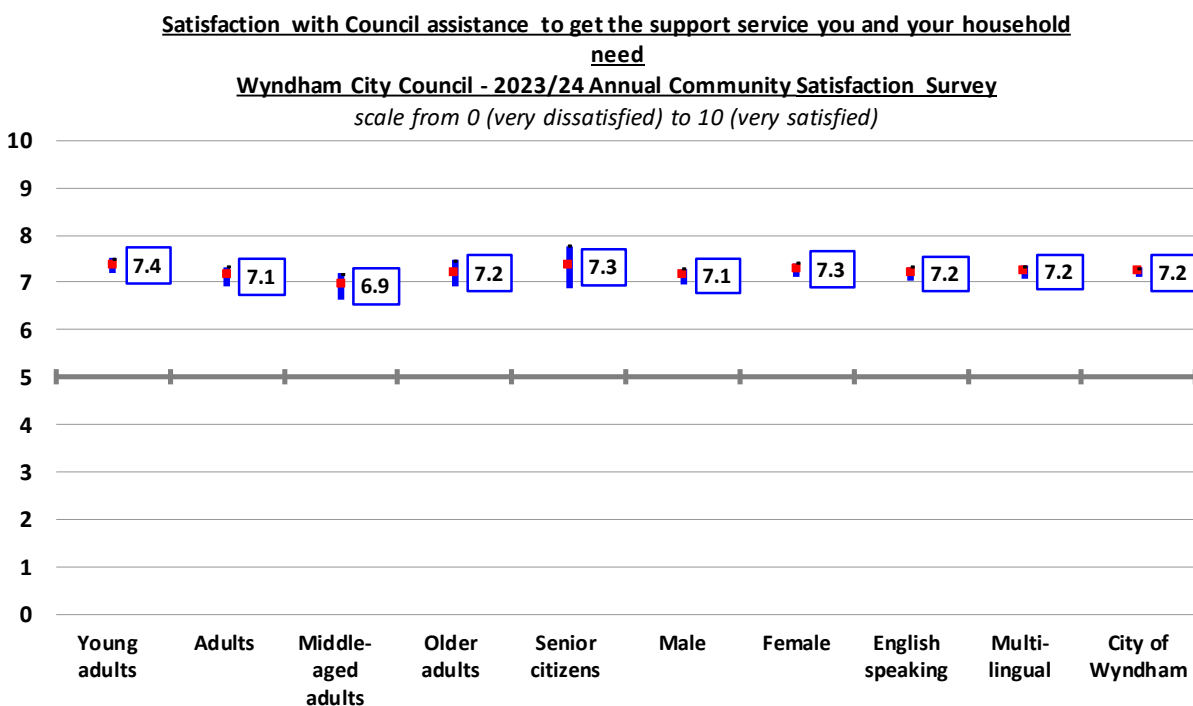
**Satisfaction with Council assistance to get the support service you and your household need**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was no statistically significant variation in this result observed across the municipality, although it is noted that respondents from Hoppers Crossing, Laverton North / Williams Landing, and Point Cook rated satisfaction at “very good” rather than “good” levels.



Whilst there was no statistically significant variation in this result observed by respondent profile, it is noted that young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) rated satisfaction at “very good” levels, and middle-aged adults (aged 45 to 54 years) were the least satisfied, although still at a “good” level of satisfaction.



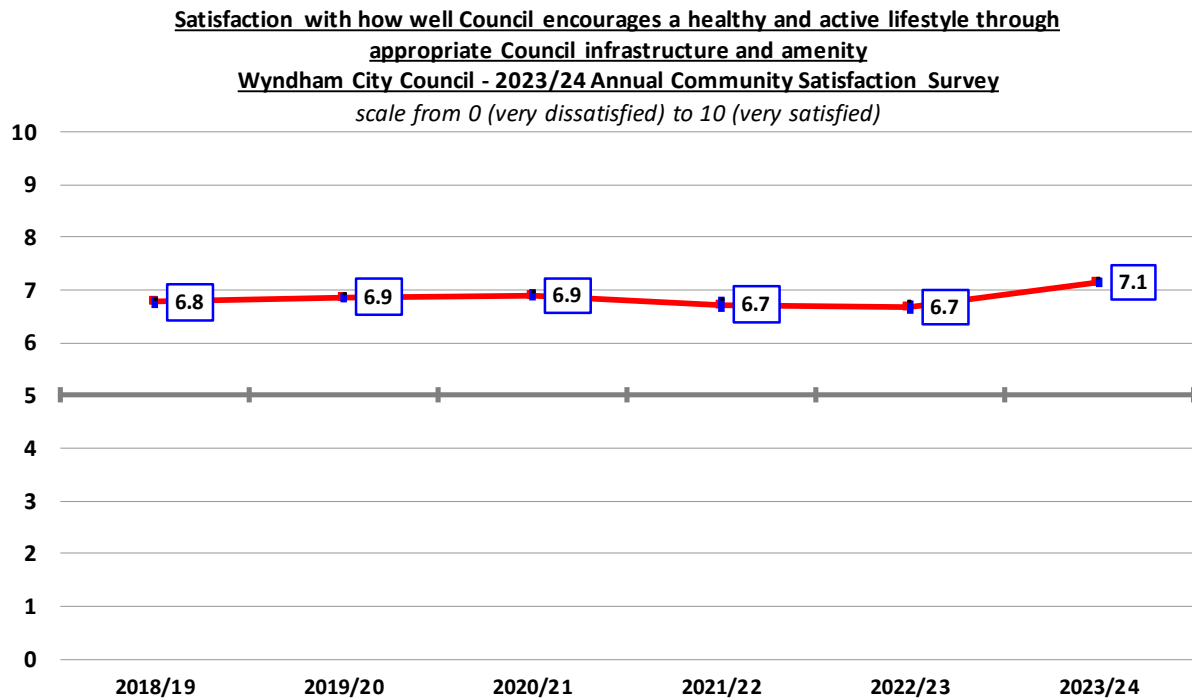
## How well Council encourages a healthy and active lifestyle through appropriate Council infrastructure and amenity

Satisfaction with how well Council encourages a healthy and active lifestyle through appropriate Council infrastructure and amenity increased measurably this year, up six percent to 7.1 out of 10, although it remains at a “good” level of satisfaction.

This was the highest satisfaction with this aspect of Council performance since the question was first included in the survey program back in 2018/19.

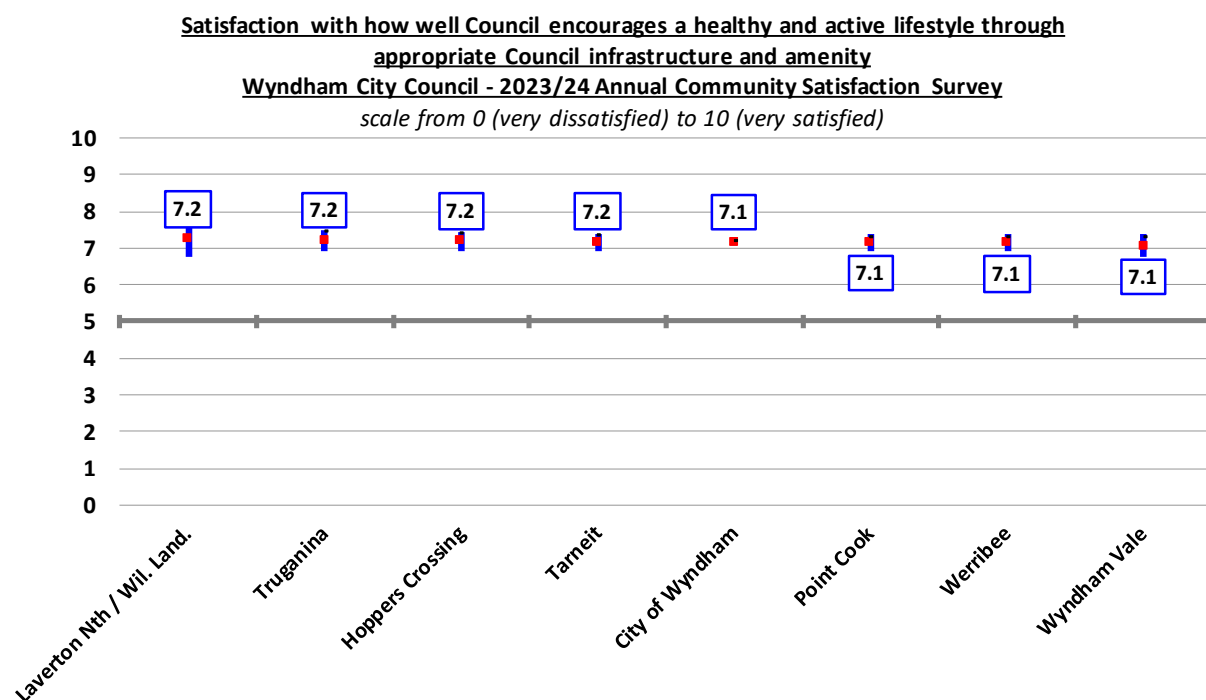
This result was somewhat above the long-term average since 2018/19 of 6.8 out of 10.

Metropolis Research suggests that this increase in satisfaction this year was likely to reflect, at least in part, the general increase in satisfaction with Wyndham City Council observed this year.



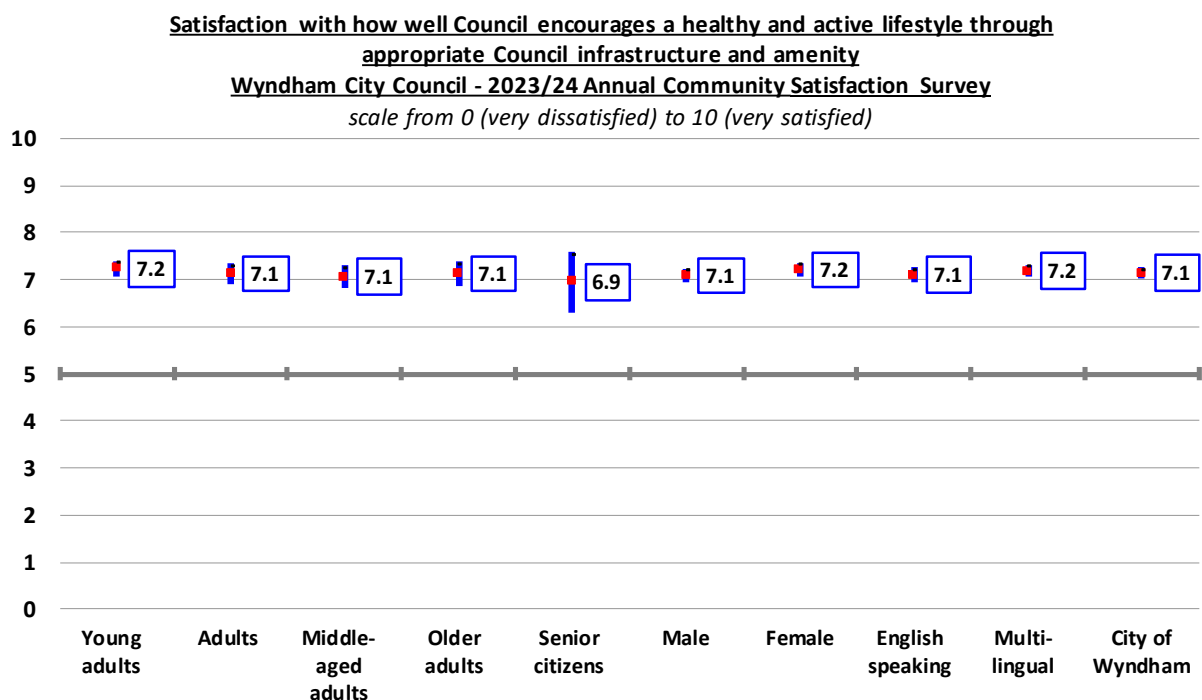
There was no meaningful variation in satisfaction with this aspect of performance observed across the municipality.





There was also no significant variation in satisfaction with this aspect of performance observed by respondent profile.

Metropolis Research makes the point that the consistency of satisfaction with this aspect of performance across the municipality may well reflect limited community knowledge about the role of Council in encouraging a health and active lifestyle through appropriate infrastructure.

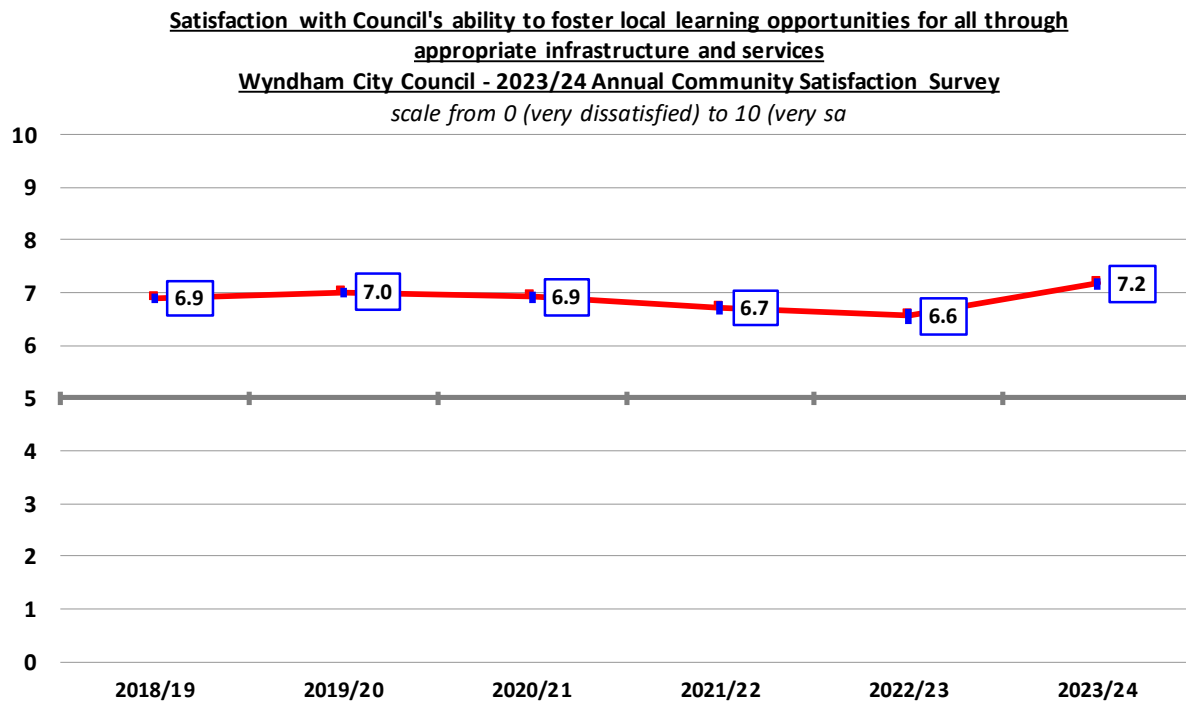




## How well Council fosters local learning opportunities for all through appropriate infrastructure and services

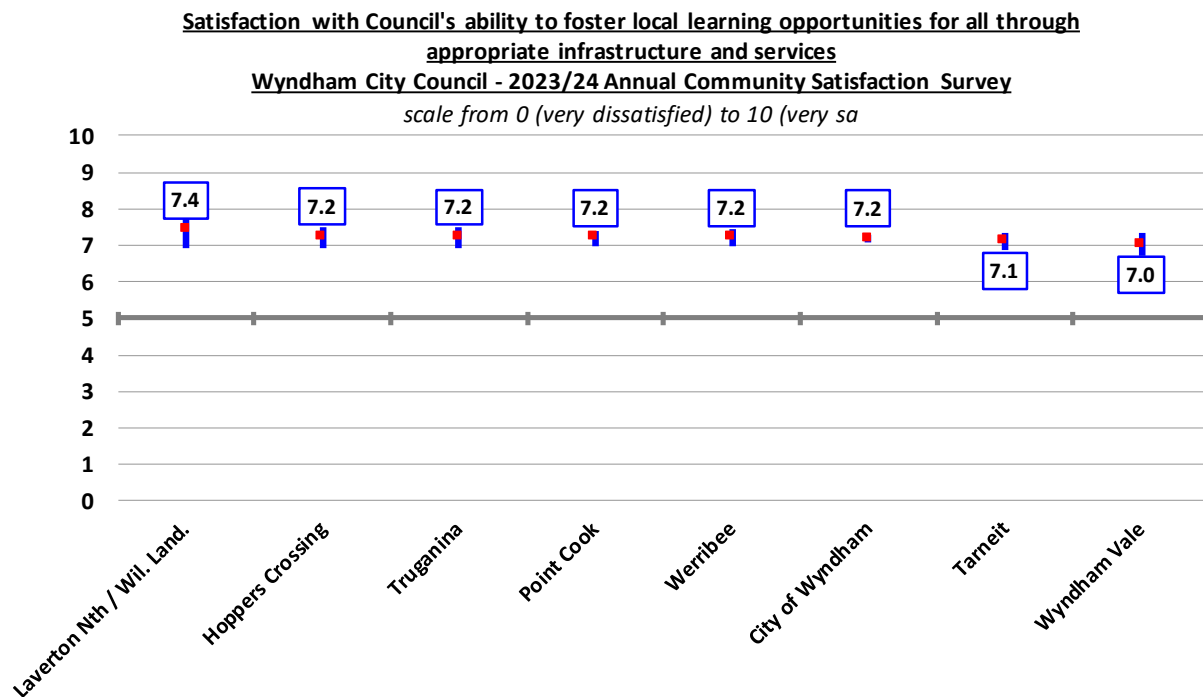
Satisfaction with how well Council fosters local learning opportunities for all through appropriate infrastructure and services increased measurably and significantly this year, up nine percent to 7.2 out of 10, although it remains at a “good” level of satisfaction.

This was the highest score recorded for this aspect of performance and measurably above the long-term average satisfaction since 2018/19 of 6.9 out of 10.

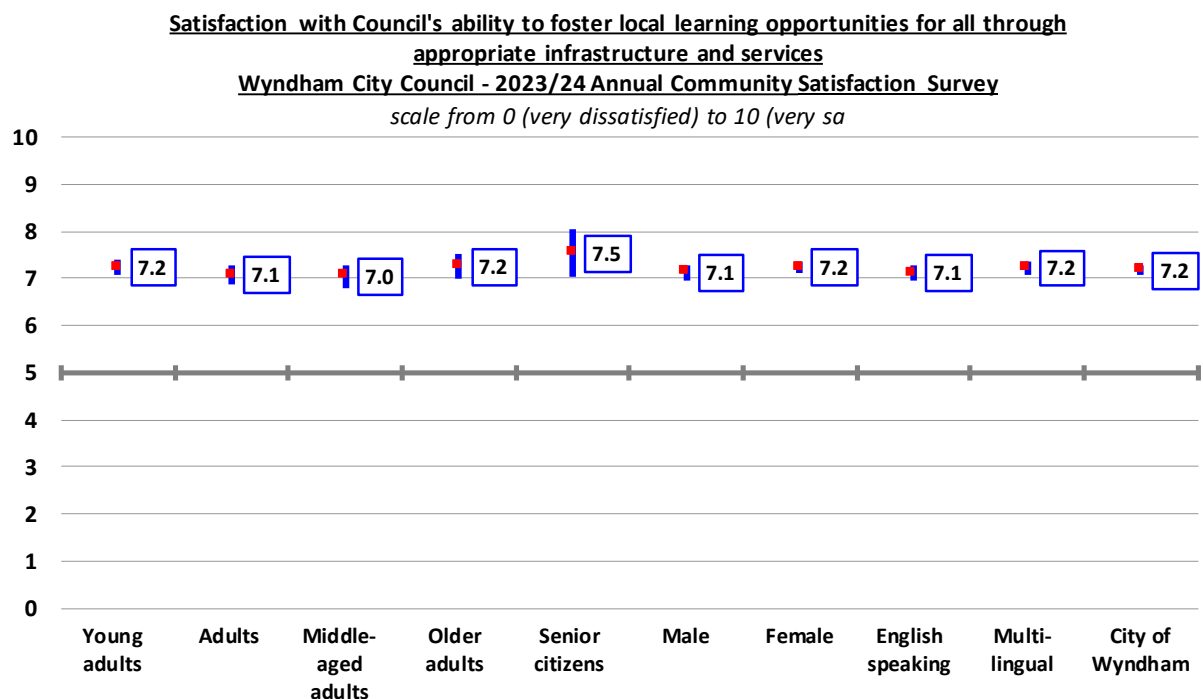


Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Laverton North / Williams Landing rated satisfaction at a “very good” rather than a “good” level of satisfaction.





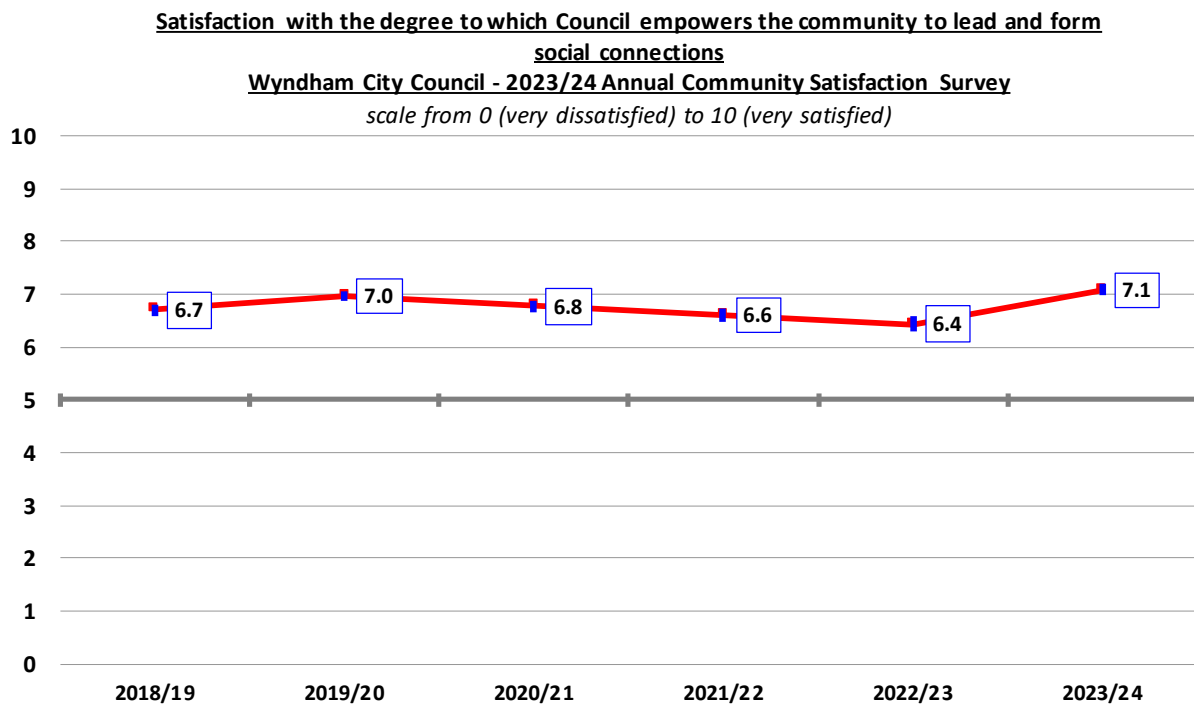
There was no statistically significant variation in this result observed by respondent profile, although it is noted that senior citizens (aged 75 years and over) rated satisfaction at a “very good” rather than a “good” level of satisfaction.



## The degree to which Council empowers the community to lead and form social connections

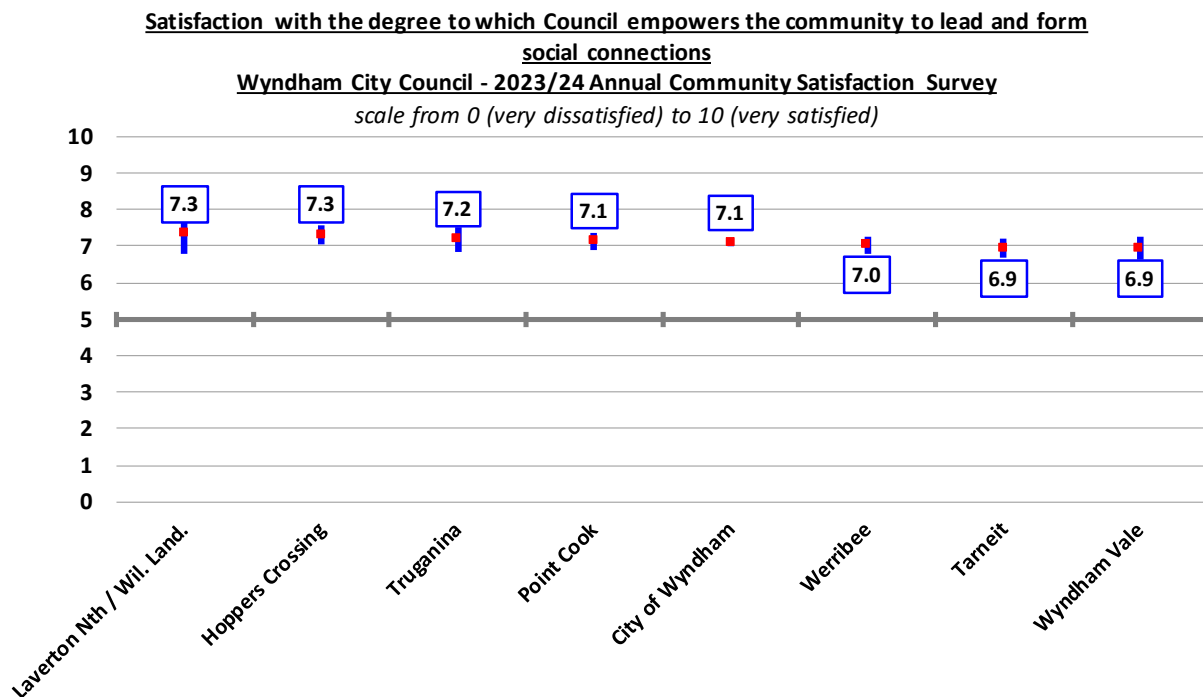
Satisfaction with the degree to which Council empowers the community to lead and form social connections increased measurably and significantly this year, up 11% to 7.1 out of 10, which is a “good”, up from a “solid” level of satisfaction.

This was the highest satisfaction score for this aspect of performance observed since the question was first included in the survey program back in 2018/19 and was measurably above the long-term average since 2018/19 of 6.8 out of 10.

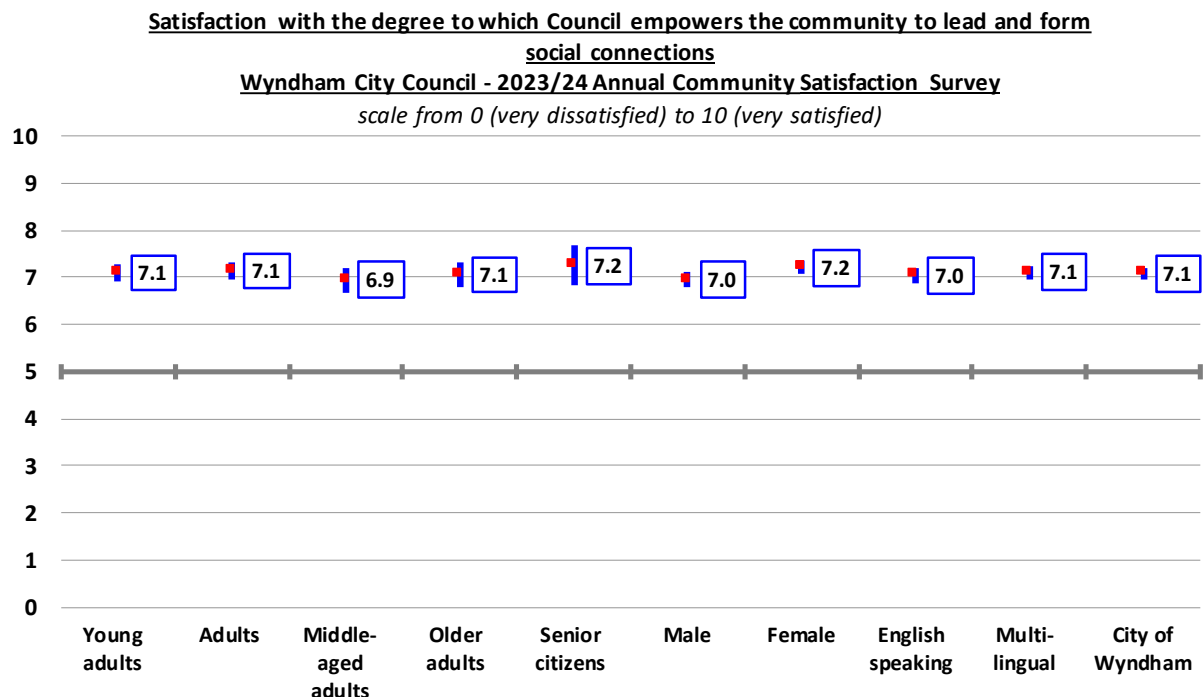


Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Laverton North / Williams Landing and Hoppers Crossing rated satisfaction at a “very good” rather than a “good” level of satisfaction.





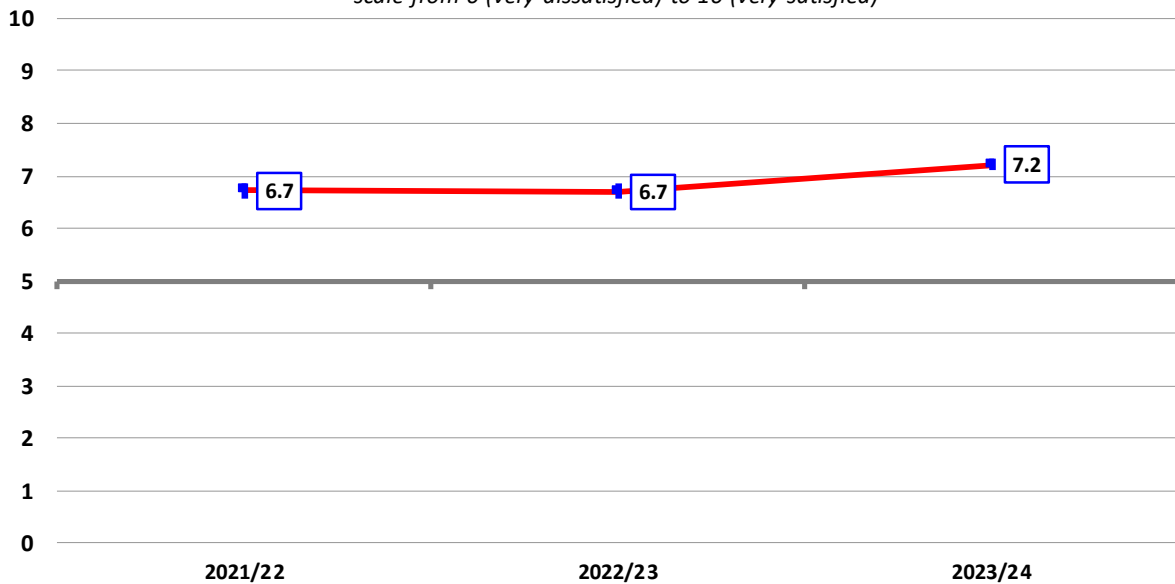
There was statistically significant variation in this result observed by respondent profile, with female respondents measurably, but not significantly, more satisfied than male respondents.



### Council’s work to protect and promote our unique built and cultural heritage

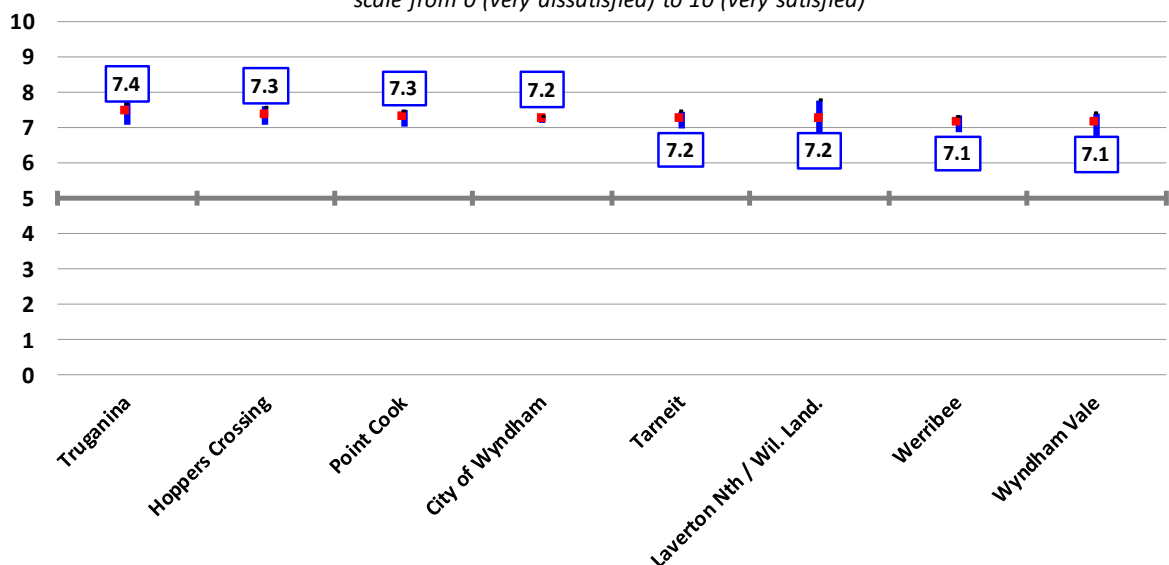
Satisfaction with Council’s work to protect and promote the unique built and cultural heritage increased measurably this year, up seven percent to 7.2 out of 10, although it remains at a “good” level of satisfaction. This was the highest score recorded for this aspect of performance over the three years it has been included in the survey program.

**Satisfaction with Council's work to protect and promote our unique built and cultural heritage**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*

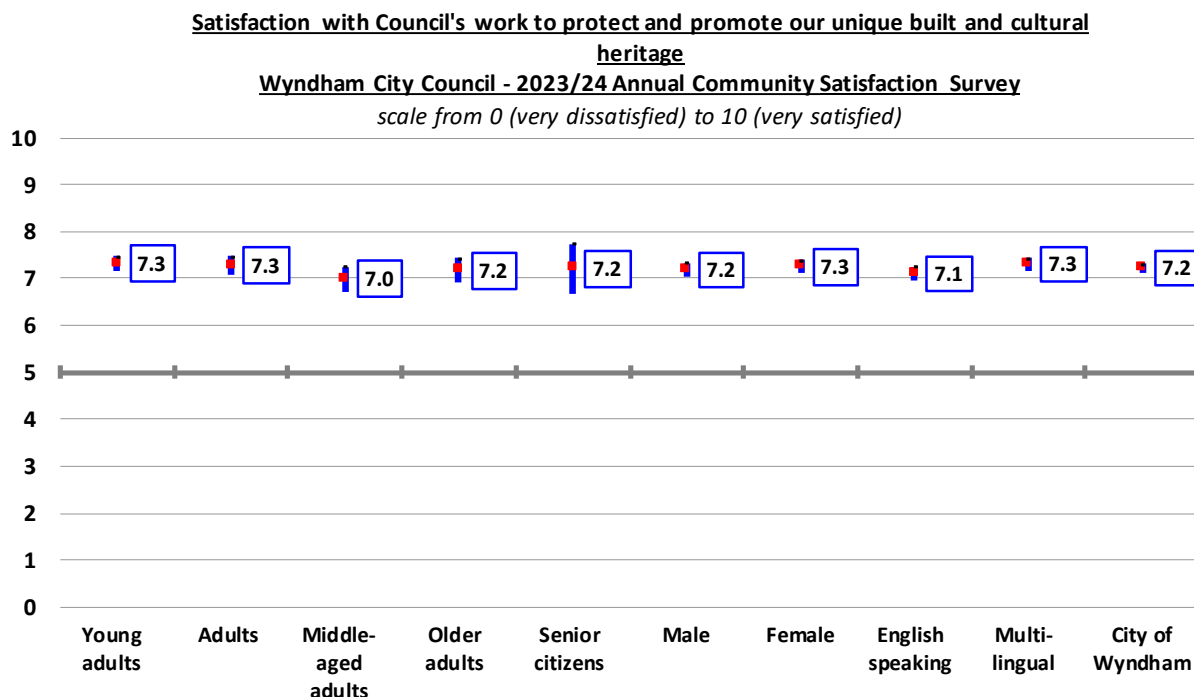


Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Truganina, Hoppers Crossing, and Point Cook rated satisfaction at a “very good” rather than a “good” level of satisfaction.

**Satisfaction with Council's work to protect and promote our unique built and cultural heritage**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*

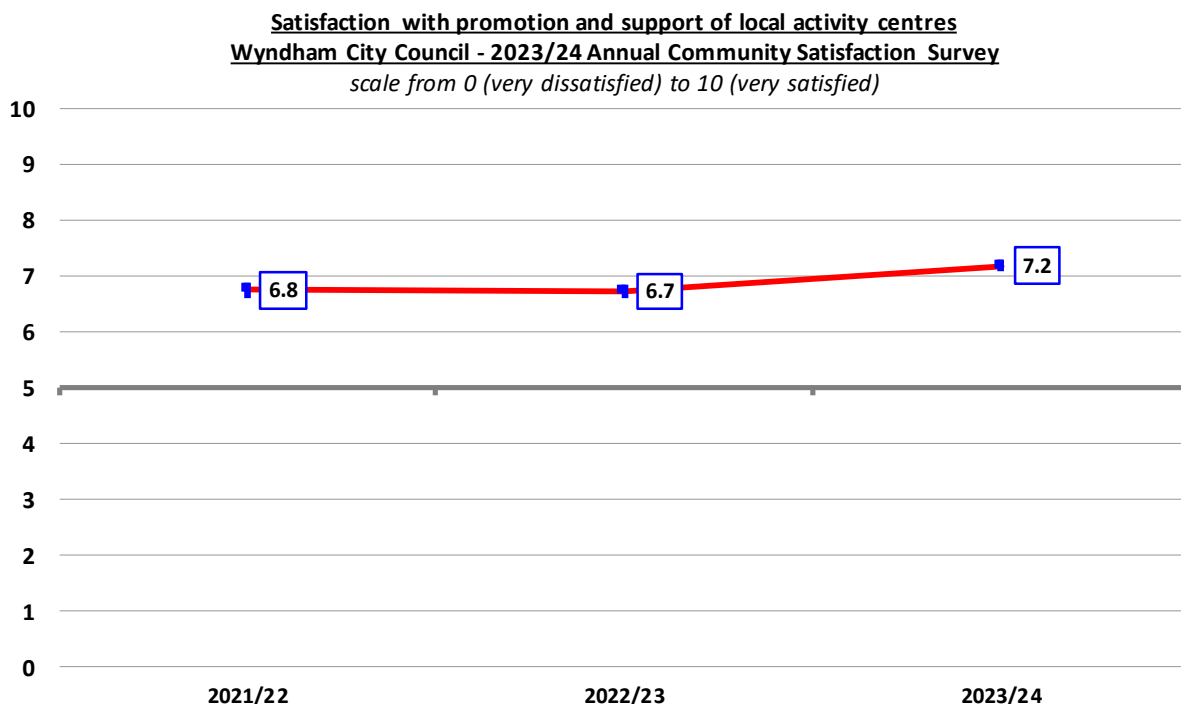


There was no statistically significant variation in this result observed by respondent profile.



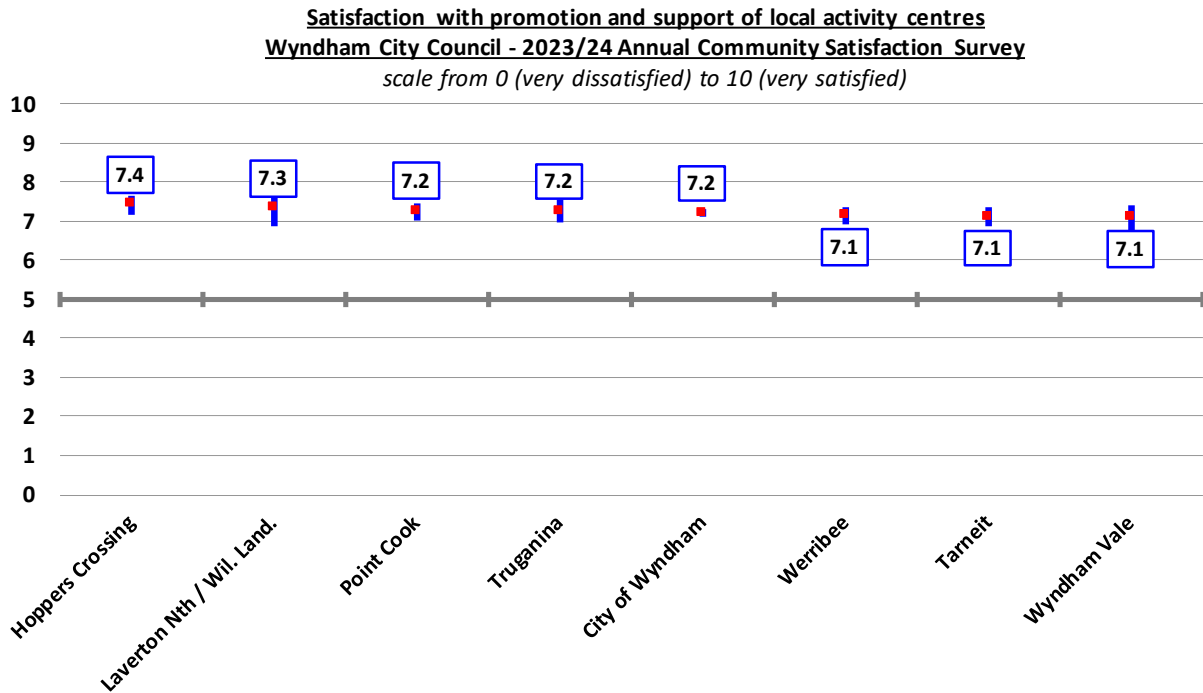
### Promotion and support of local activity centres

Satisfaction with the promotion and support of local activity centres increased measurably this year, up seven percent to 7.2 out of 10, although it remains at a “good” level of satisfaction. This was the highest score recorded since this question was first included in 2021/22.

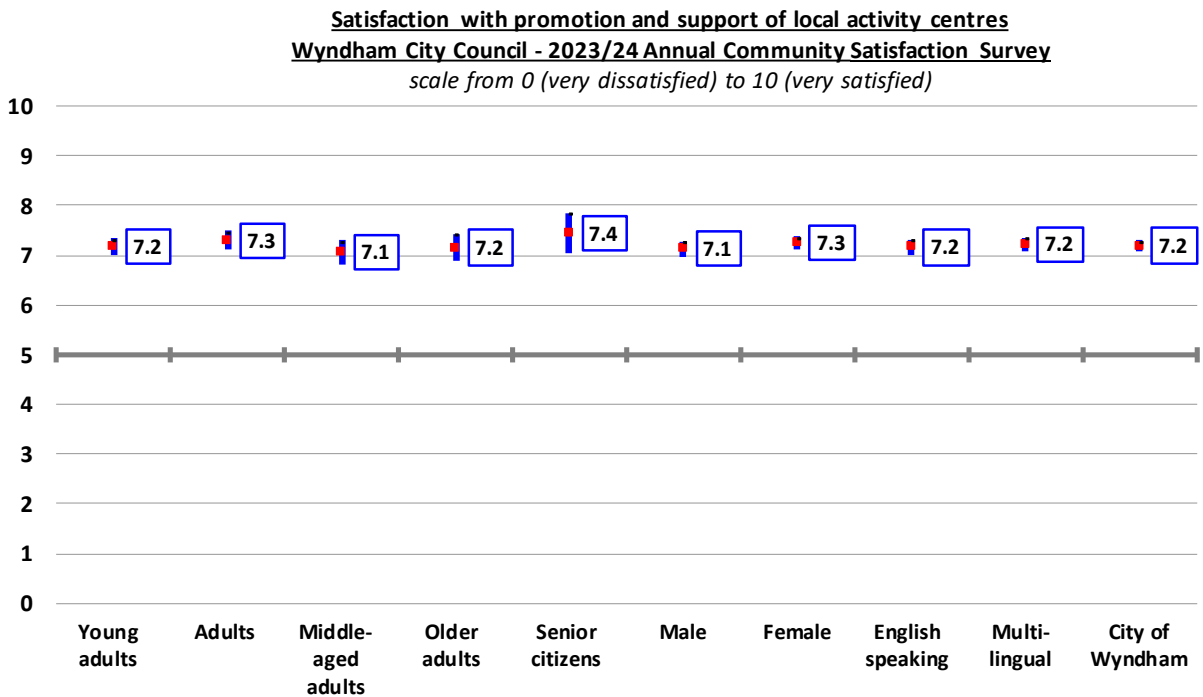




Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Hoppers Crossing and Laverton North / Williams Landing rated satisfaction at a “very good” rather than a “good” level of satisfaction.



There was no statistically significant variation in this result observed by respondent profile.



## Contact with Council

### ***Contacted Council in the last 12 months.***

Respondents were asked:

*“Have you contacted Wyndham City Council in the last 12 months?”*

In 2023/24, a little more than one-quarter (29%) of respondents reported that they had contacted Council in the last 12 months.

This was a substantial decline on the 40% to 43% recorded over the preceding three years.

Metropolis Research notes that a larger than average proportion of respondents reported that they had contacted their local council over the last 12 months during the pandemic than was typically observed previously.

These results do suggest a return to more typical levels of community contact with Council, which is a result that has been observed in several other municipalities in late 2023 and so far in 2024.

**Contacted Council in the last 12 months**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
*(Number and percent respondents providing a response)*

Response	2023/24		2022/23	2021/22	2020/21	2019/20	2018/19
	Number	Percent					
Yes	347	29%	43%	43%	40%	25%	28%
No	835	71%	57%	57%	60%	75%	72%
Not stated	18		7	3	5	0	1
<b>Total</b>	<b>1,200</b>	<b>100%</b>	<b>1,203</b>	<b>1,205</b>	<b>1,200</b>	<b>1,200</b>	<b>1,200</b>

Metropolis Research notes that respondents were not further asked to nominate the method by which they last contacted Council, which diminishes the usefulness of the satisfaction results, as Metropolis Research cannot provide a breakdown of satisfaction by the method of contacting Council.

In many municipalities across metropolitan Melbourne, it has been consistently observed that there can be significant variation in satisfaction with customer service based on the method of contact.

Through the pandemic, there were also observed to be significant variations in how the community chooses to engage with Council, for example, many municipalities have recorded a significant increase in the proportion of respondents contacting Council by email. Those using email to contact Council have also typically recorded measurably lower levels of satisfaction.



## Satisfaction with customer service experience

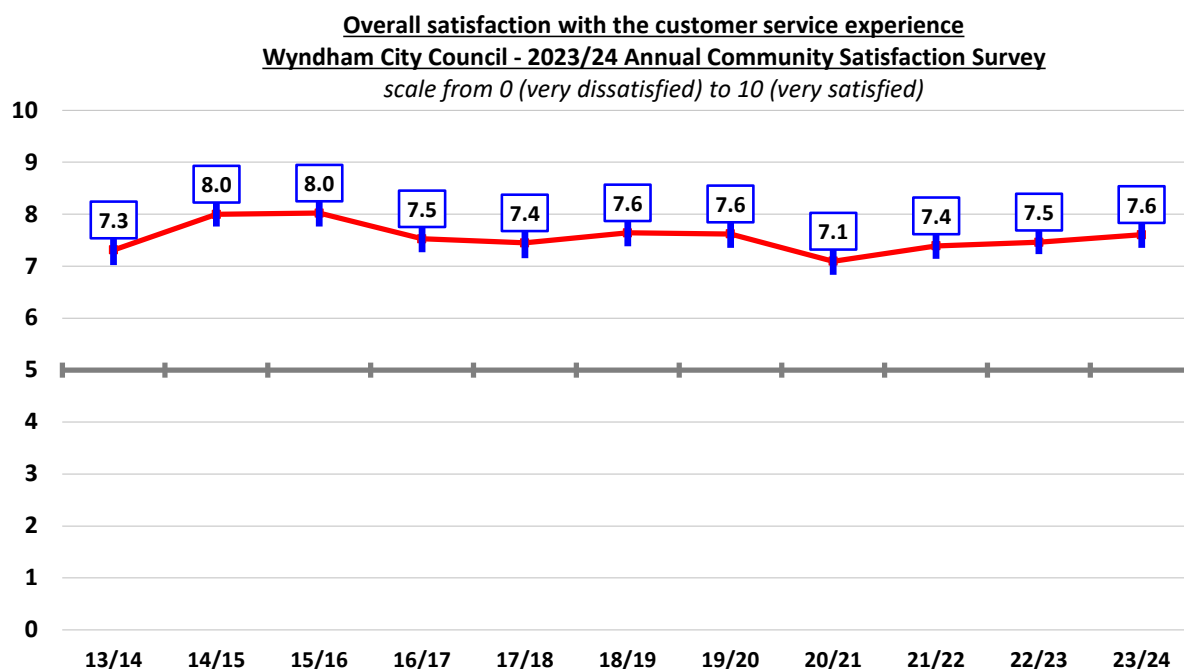
Respondents who had contacted Council were asked:

*“On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of how you were served when you last interacted with Wyndham City Council?”*

Consistent with recent years, the 347 respondents who had contacted Council in the last 12 months were asked to rate their overall satisfaction with the customer service experience.

Overall satisfaction with the customer service experience increased only marginally this year, up one percent to 7.6 out of 10, which remains a “very good” level of satisfaction.

This was consistent with the long-term average satisfaction since 2013/14 of 7.6 out of 10.



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

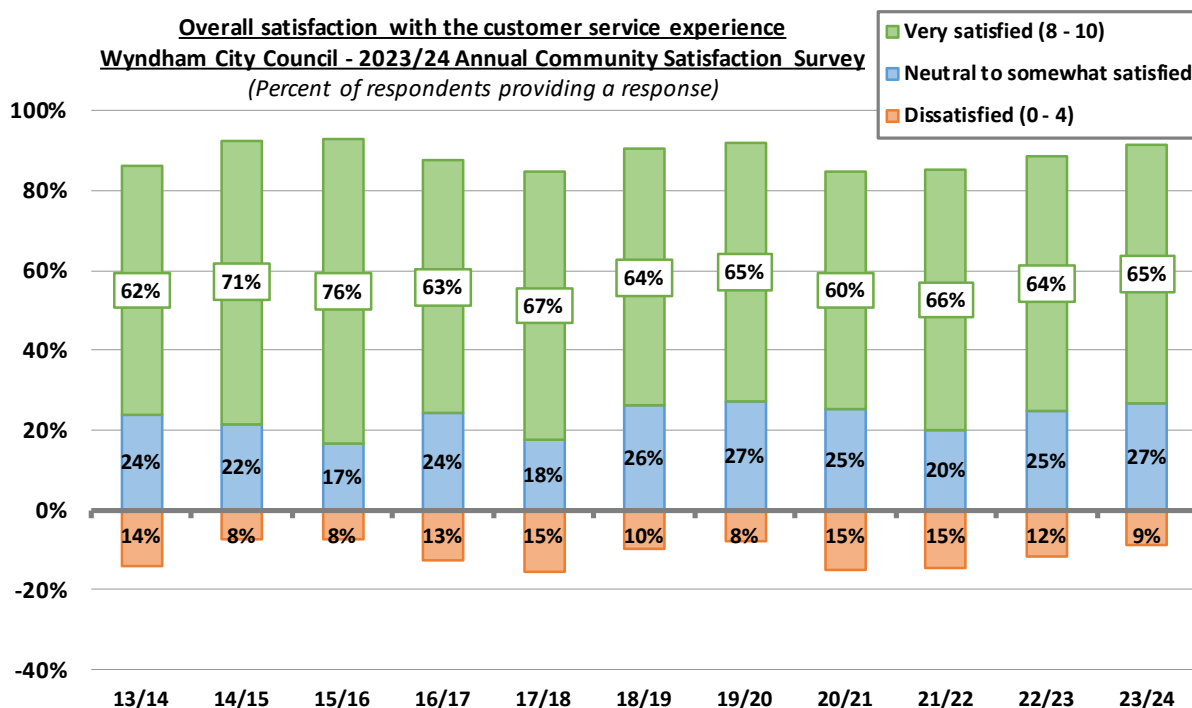
Consistent with the historical results, approximately two-thirds of respondents who provided a satisfaction score were “very satisfied” overall with the customer service experience.

Metropolis Research notes that the proportion of respondents who were “dissatisfied” with the customer service experience declined for the second consecutive year, down from 15% in both 2020/2 and 2021/22 and 12% in 202/23 to nine percent this year.

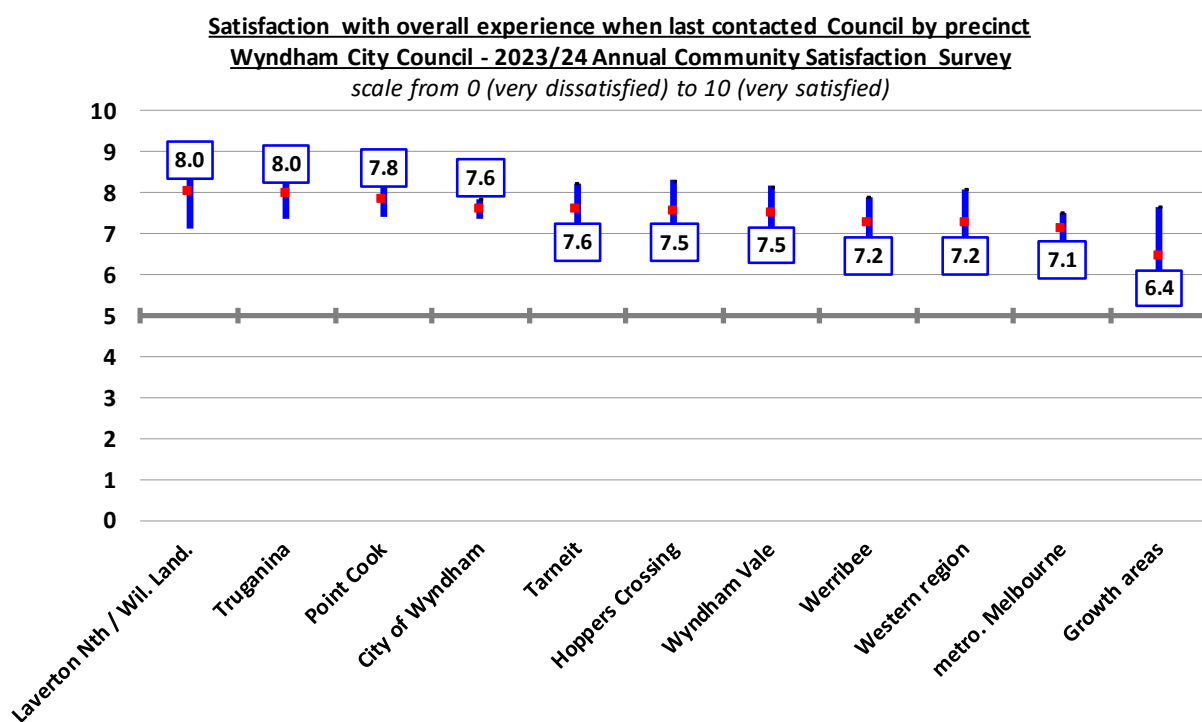
This decline in the proportion of “dissatisfied” respondents may well, in the view of Metropolis Research, reflect a return to more typical results for the City of Wyndham as the impact of the pandemic recedes.



Metropolis Research notes that the lack of information on the method of contacting Council does make stronger statements about community satisfaction with customer service difficult.

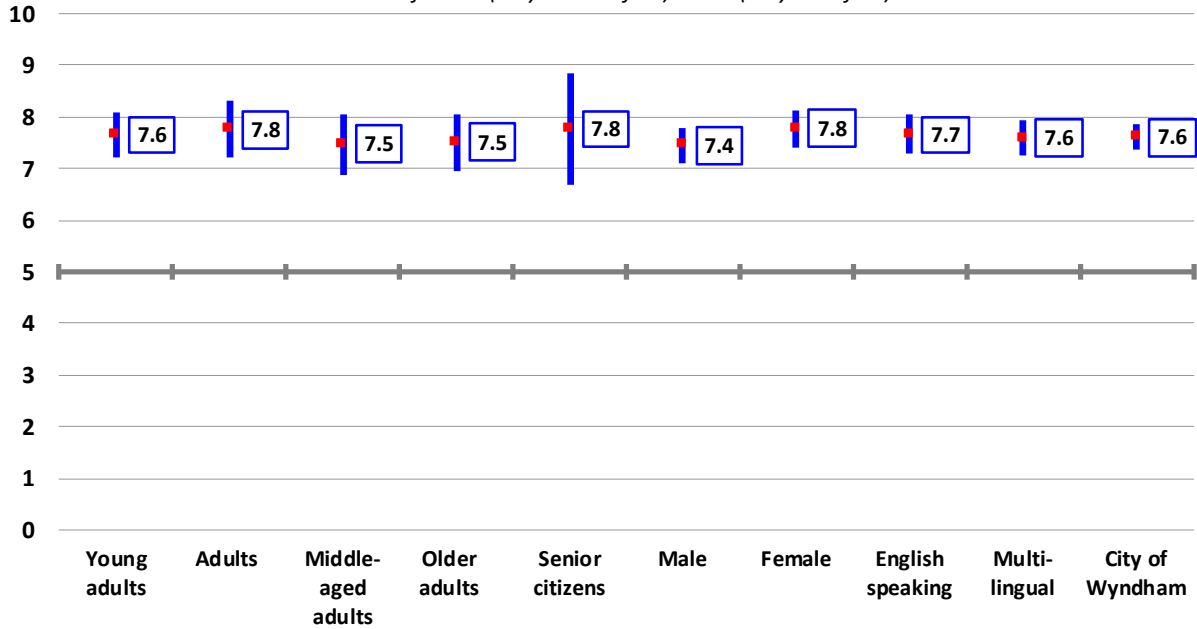


Whilst there was no statistically significant variation in overall satisfaction with the customer service experience observed across the municipality, it is noted that respondents from Laverton North / Williams Landing, Truganina, and Point Cook rated satisfaction at “excellent” rather than “very good” levels of satisfaction.



Whilst there was no statistically significant variation in this result observed by respondent profile, it is noted that female respondents were somewhat (5%) more satisfied with the customer service experience than male respondents.

**Satisfaction with overall experience when last contacted Council by respondent profile**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



**Satisfaction with overall experience when last contacted Council**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**

(Number, index score 0 - 10 and percent of respondents contacted Council providing a response)

Precinct / profile	Number	Average satisfaction	Dissatisfied (0 - 4)	Neutral to somewhat satisfied	Very satisfied (8 - 10)
Laverton North / Williams Landing	13	<b>8.0</b>	4%	23%	73%
Truganina	32	<b>8.0</b>	2%	36%	63%
Point Cook	84	<b>7.8</b>	8%	23%	69%
City of Wyndham	342	<b>7.6</b>	9%	27%	65%
Tarneit	54	<b>7.6</b>	9%	26%	65%
Hoppers Crossing	46	<b>7.5</b>	11%	20%	69%
Wyndham Vale	34	<b>7.5</b>	5%	39%	57%
Werribee	78	<b>7.2</b>	13%	27%	60%
Western region councils	30	<b>7.2</b>	15%	29%	56%
metro. Melbourne	139	<b>7.1</b>	14%	29%	57%
Growth areas councils	25	<b>6.4</b>	25%	31%	45%
Young adults	91	<b>7.6</b>	6%	34%	60%
Adults	77	<b>7.8</b>	8%	19%	73%
Middle-aged adults	73	<b>7.5</b>	11%	28%	61%
Older adults	81	<b>7.5</b>	9%	27%	64%
Senior citizens	17	<b>7.8</b>	12%	12%	77%
Male	174	<b>7.4</b>	8%	30%	62%
Female	168	<b>7.8</b>	9%	24%	67%
English speaking	150	<b>7.7</b>	9%	24%	67%
Multi-lingual	189	<b>7.6</b>	9%	28%	63%
City of Wyndham	342	<b>7.6</b>	9%	27%	65%

## Satisfaction with Council communicating with the community:

Respondents who had contacted Council were asked:

*“On a scale of 0 (lowest) to 10 (highest), how satisfied are you with the following aspects of Council communicating with the community?”*

Respondents were again in 2023/24, asked to rate their satisfaction with five aspects of how Council communicates with the community.

The average satisfaction with these five aspects of communication performance increased measurably and significantly this year, up by an average of seven percent to 7.4 out of 10, which is a “very good”, up from a “good” level of satisfaction.

There were improvements in satisfaction with all five aspects of communication performance, as outlined in the following graph.



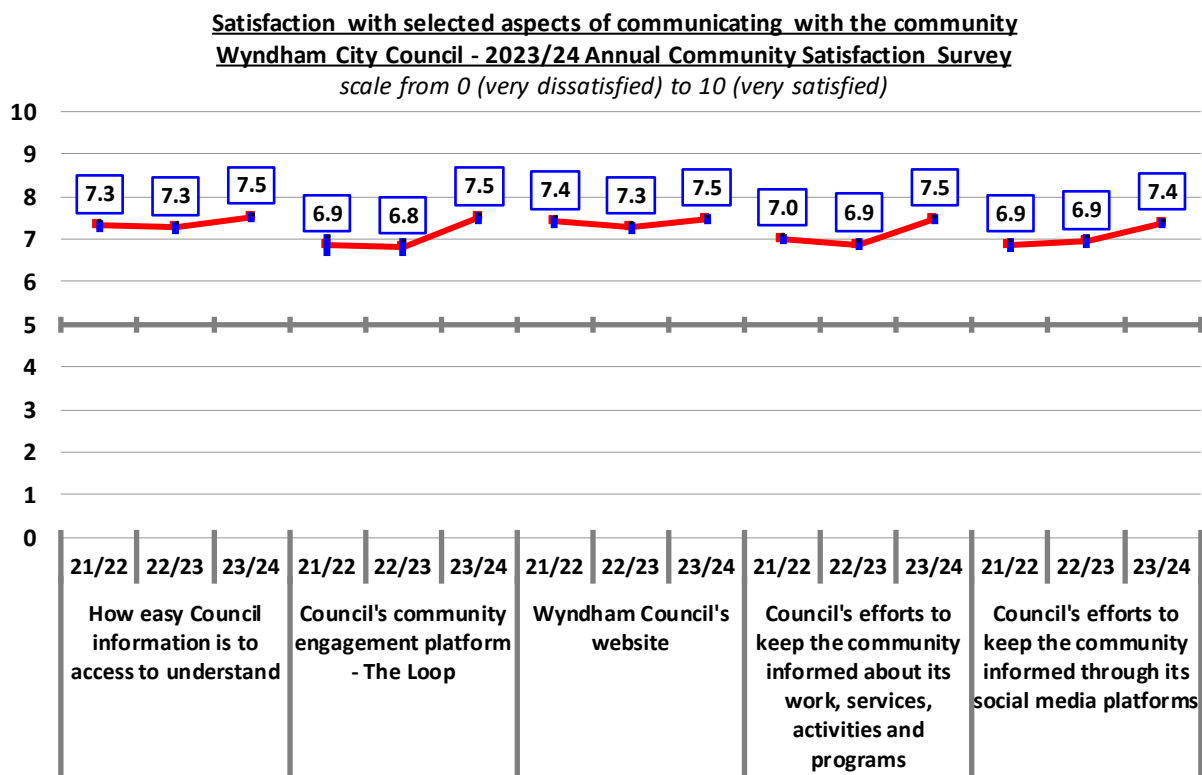


Metropolis Research notes that this increase in satisfaction with aspects of Council’s communication performance was consistent with the increase in satisfaction with Council’s overall performance.

It is noted that some of this improvement will be the result of the change in methodology from the telephone survey methodology used through the pandemic back to the door-to-door, in-person methodology that was used prior to the pandemic.

Metropolis Research notes that these questions were included in the survey from 2021/22, and therefore no time-series results that pre-date the pandemic are available.

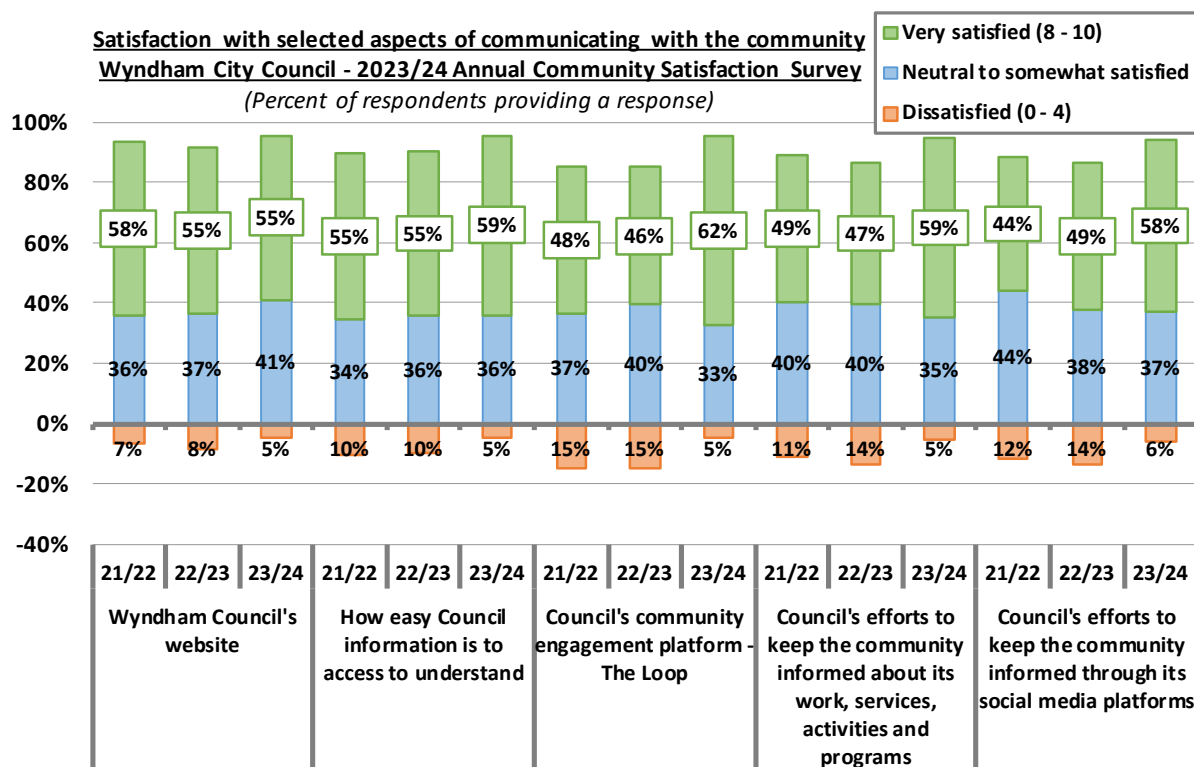
Satisfaction with all five aspects was now recorded at “very good” levels, which is an improvement for four of the five aspects.



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

There was a substantial increase in the proportion of respondents who were “very satisfied” with each of the five communication aspects of performance, and a notable decline in the proportion of “dissatisfied” respondents.





**Satisfaction with selected aspects of communicating with the community**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Number, index score 0 - 10 and percent of respondents providing a response)

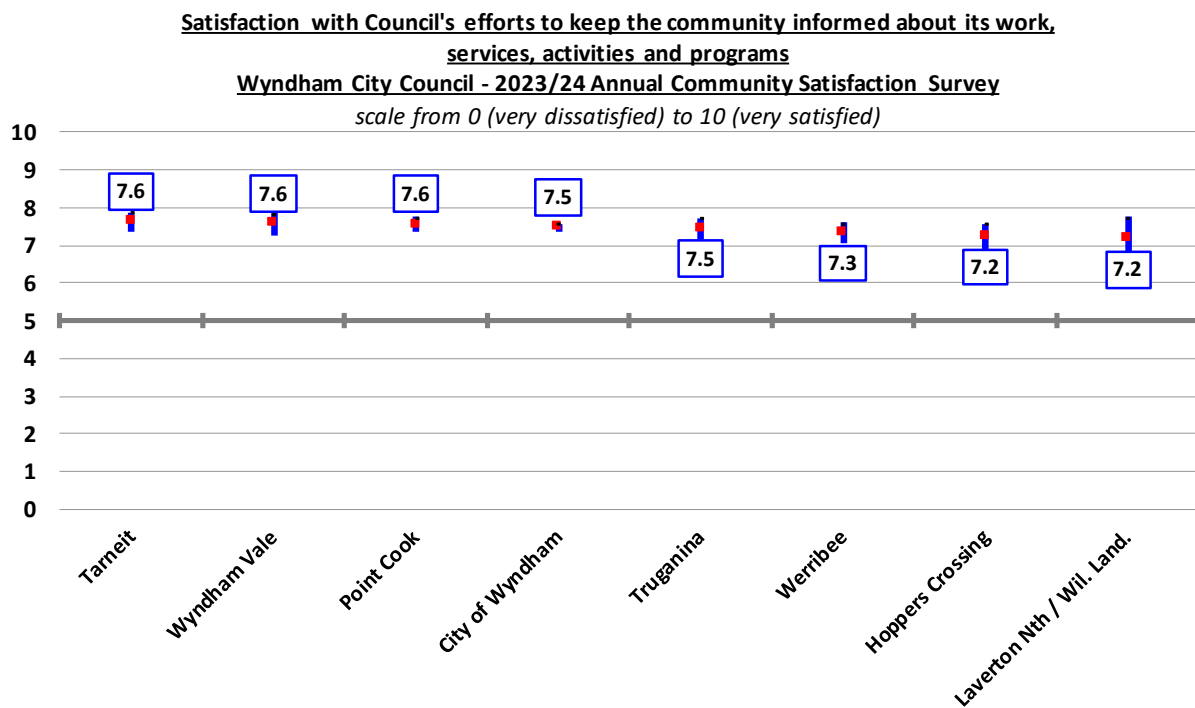
Aspect	Number	Average satisfaction	Dissatisfied (0 - 4)	Neutral to somewhat satisfied	Very satisfied (8 - 10)
How easy Council information is to access to understand	1,107	7.5	5%	36%	59%
Council's community engagement platform - The Loop	767	7.5	5%	33%	62%
Wyndham Council's website	973	7.5	5%	41%	55%
Council's efforts to keep the community informed about its work, services, activities	1,146	7.5	5%	35%	59%
Council's efforts to keep the community informed through its social media platforms	930	7.4	6%	37%	58%



**Council’s efforts to keep the community informed about its work, services, activities, and programs:**

Satisfaction with Council’s efforts to keep the community informed about its work, services, activities, and programs increased measurably and significantly this year, up nine percent to 7.5 out of 10, which is a “very good”, up from a “good” level of satisfaction.

There was no measurable variation in this result observed across the municipality, although it is noted that respondents from Hoppers Crossing and Laverton North / Williams Landing rated satisfaction at “good” rather than “very good” levels of satisfaction.

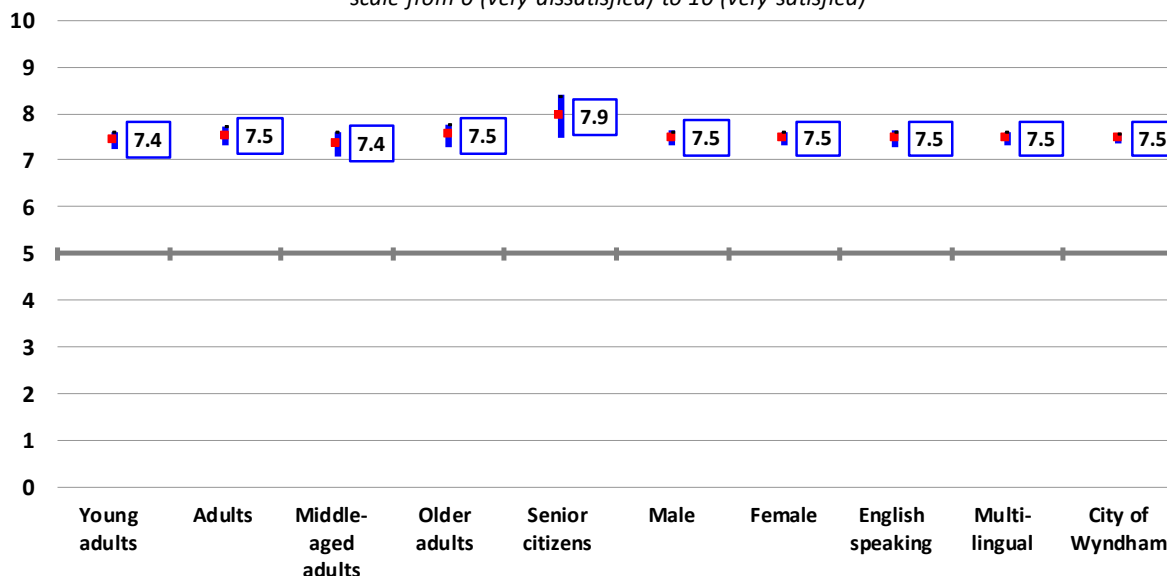


Whilst there was no statistically significant variation in this result observed by respondent profile, it is noted that senior citizens (aged 75 years and over) rated satisfaction at an “excellent” rather than a “very good” level of satisfaction.



**Satisfaction with Council's efforts to keep the community informed about its work, services, activities and programs**

**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
scale from 0 (very dissatisfied) to 10 (very satisfied)

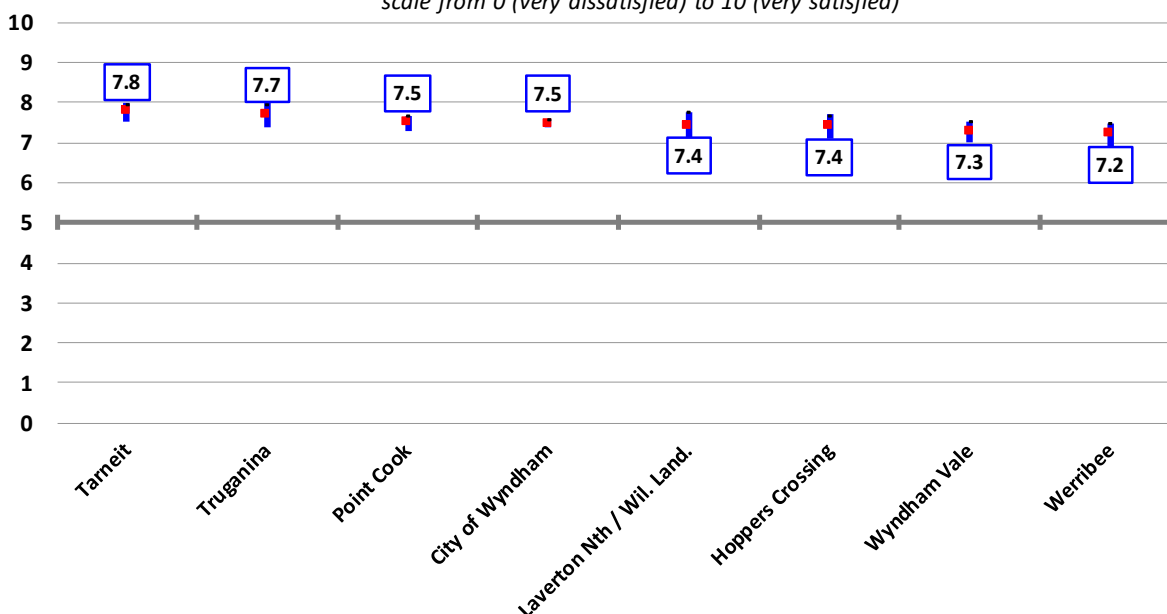


**Wyndham Council’s website**

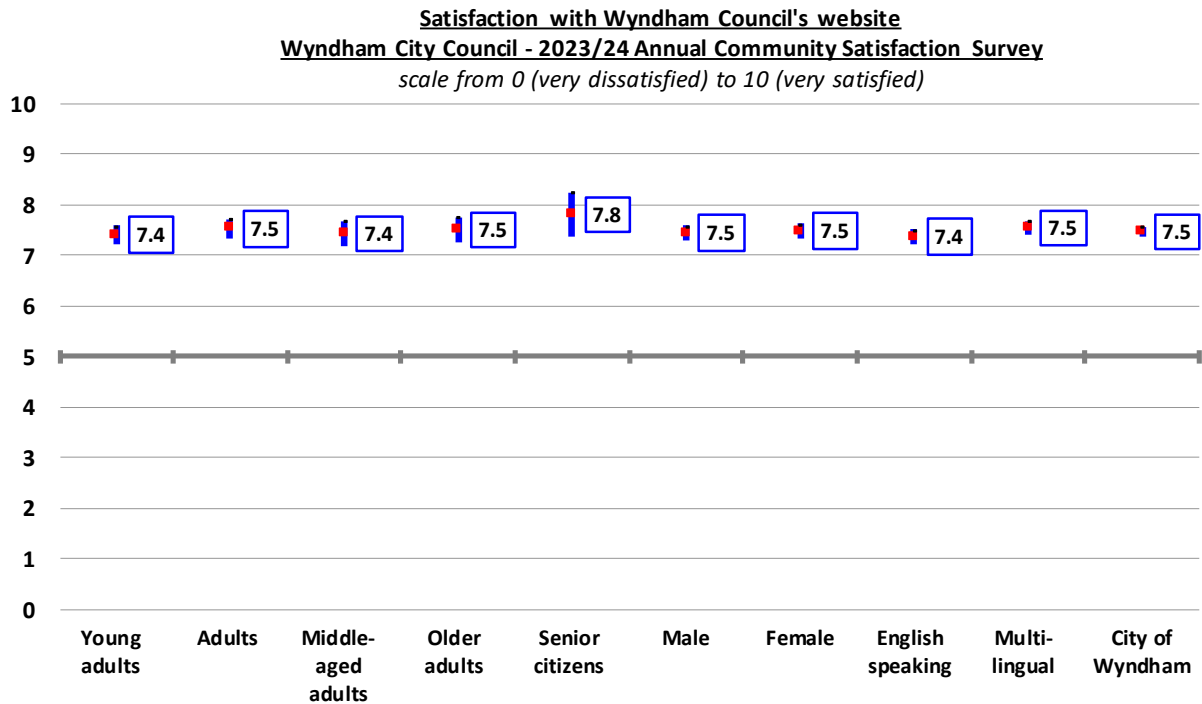
Satisfaction with Council’s website increased measurably this year, up three percent to 7.5 out of 10, although it remains at a “very good” level of satisfaction. Metropolis Research notes that a total of 973 of the 1,200 respondents (81%) provided a satisfaction score for the website, which is likely to be a larger proportion than actually visited the website.

There was no statistically significant variation in this result observed across the municipality, although it is noted that respondents from Tarneit rated satisfaction at an “excellent” level.

**Satisfaction with Wyndham Council's website**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
scale from 0 (very dissatisfied) to 10 (very satisfied)



Whilst there was no statistically significant variation in this result observed by respondent profile, it is noted that senior citizens (aged 75 years and over) rated satisfaction at an “excellent” rather than a “very good” level of satisfaction.



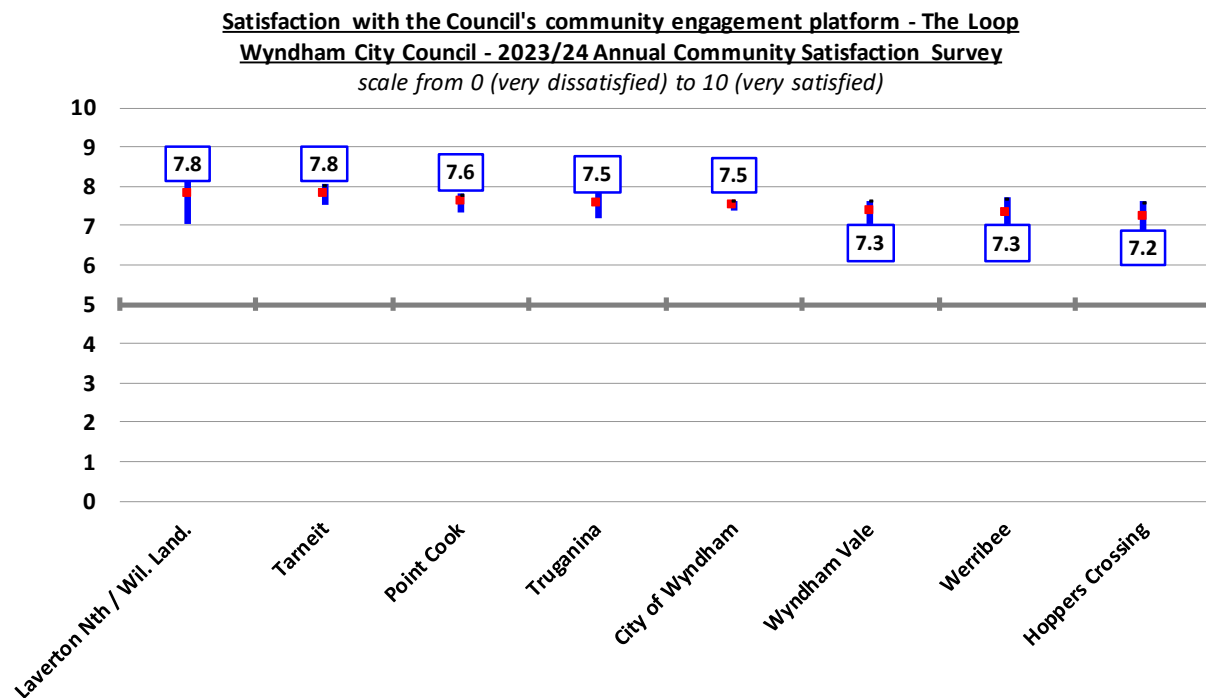
**Council’s community engagement platform – The Loop:**

Satisfaction with Council’s community engagement platform *The Loop*, increased measurably this year, up 10% to 7.5 out of 10, which is a “very good”, up from a “good” level of satisfaction.

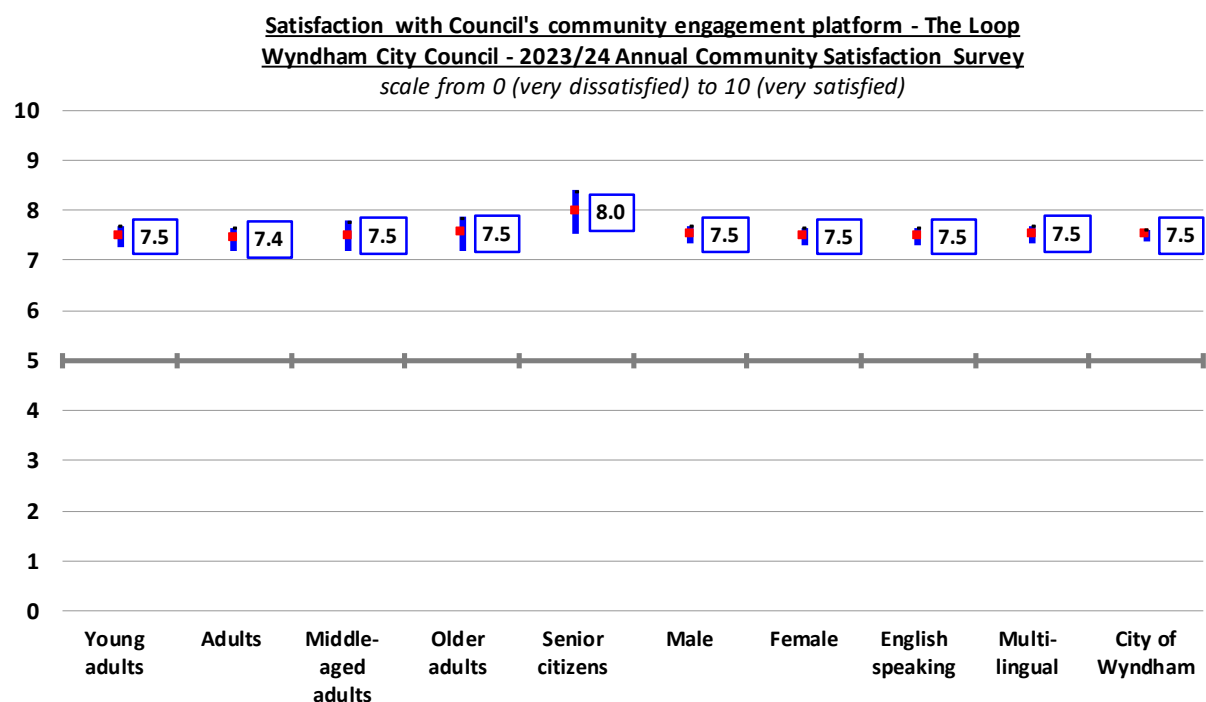
Metropolis Research notes that a total of 767 of the 1,200 respondents (64%) provided a satisfaction score for the website, which is likely to be a larger proportion than actually used the platform in the last 12 months.

There was no statistically significant variation in this result observed across the municipality, although it is noted that respondents from Laverton North / Williams Landing and Tarneit rated satisfaction at an “excellent” level.





Whilst there was no statistically significant variation in this result observed by respondent profile, it is noted that senior citizens (aged 75 years and over) rated satisfaction at an “excellent” rather than a “very good” level of satisfaction.



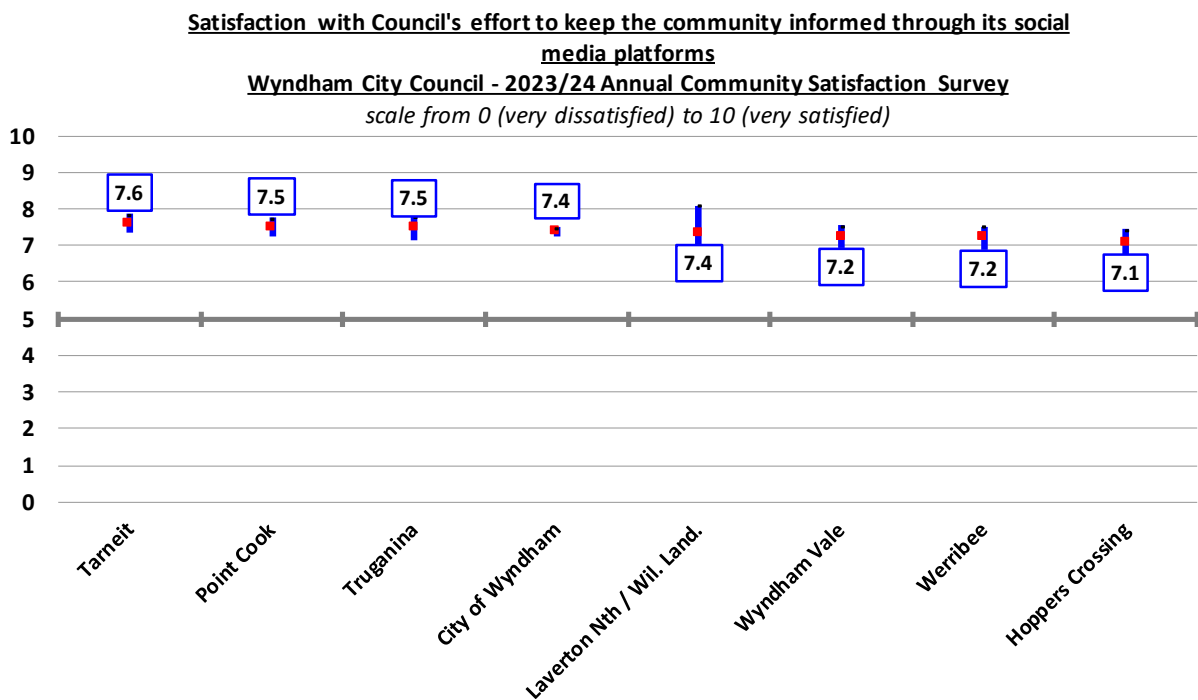


**Council’s efforts to keep community informed through social media platforms:**

Satisfaction with Council’s efforts to keep the community informed through social media platforms increased measurably this year, up seven percent to 7.4 out of 10, which is a “very good”, up from a “good” level of satisfaction.

Metropolis Research notes that a total of 930 of the 1,200 respondents (78%) provided a satisfaction score for this aspect of performance, which is likely to be a larger proportion than actually used the platform in the last 12 months.

There was some measurable variation in this result observed across the municipality, with respondents from Tarneit measurably more satisfied than average.



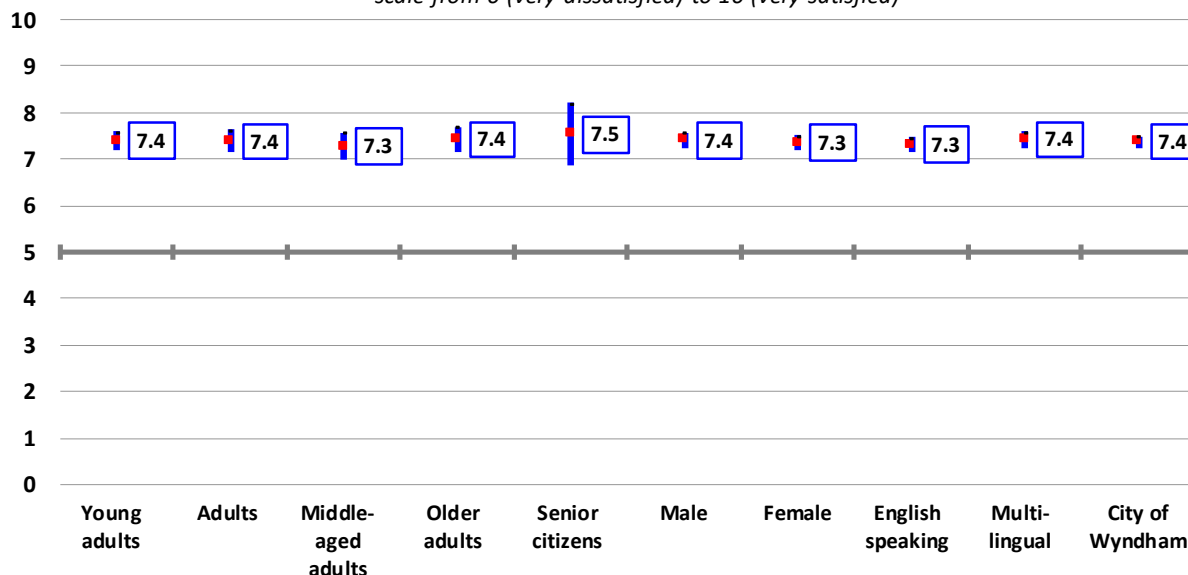
There was no meaningful variation in satisfaction with this aspect of communication performance observed by respondent profile.



**Satisfaction with Council's efforts to keep the community informed through its social media platforms**

**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**

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



**How easy Council information is to access and to understand:**

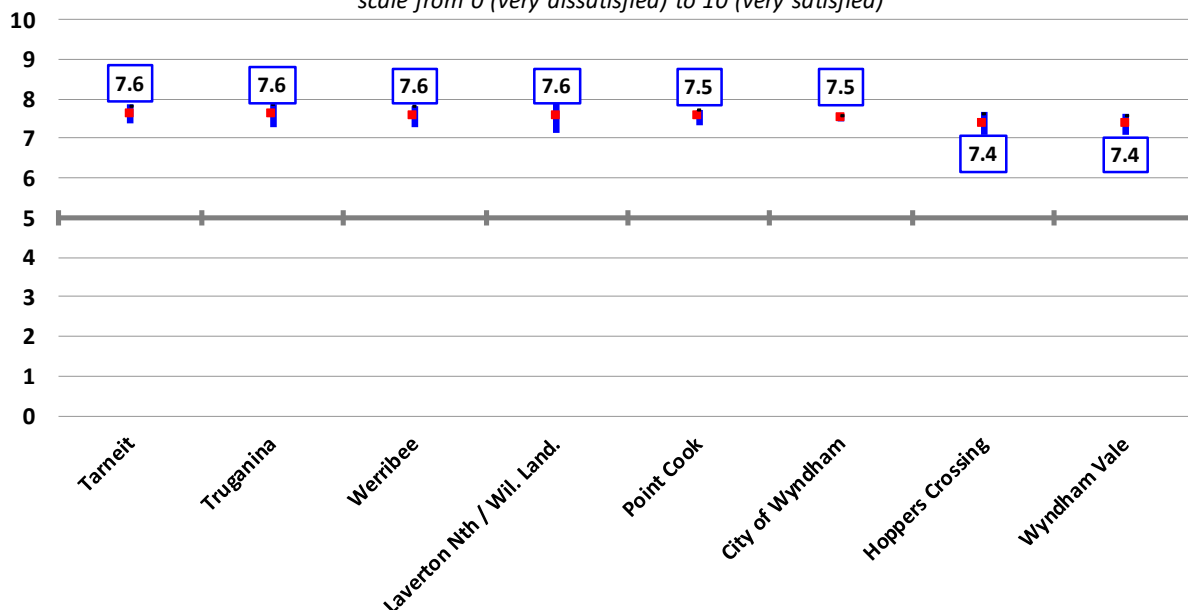
Satisfaction with how easy Council information is to access and to understand increased measurably this year, up three percent to 7.5 out of 10, which remains a “very good” level.

There was no meaningful variation in satisfaction with this aspect of performance observed across the municipality, with respondents from all precincts rated satisfaction as “very good”.

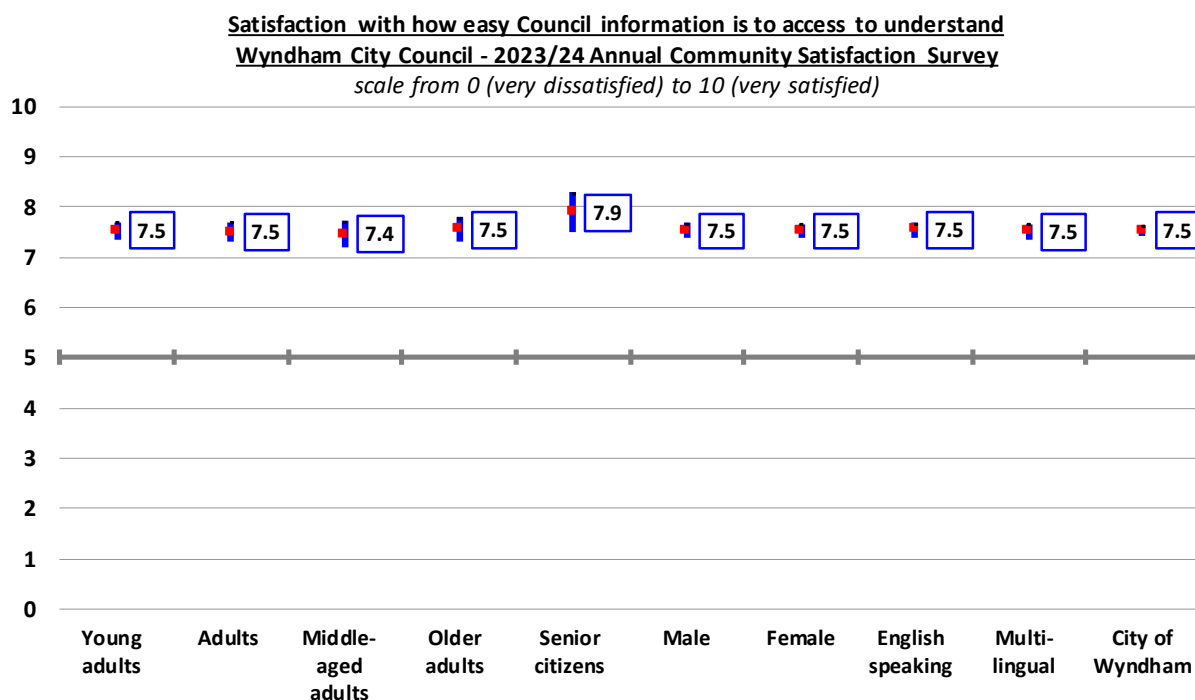
**Satisfaction with how easy Council information is to access to understand**

**Wyndham City Council - 2023/24 Annual Community Survey**

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



Whilst there was no statistically significant variation in this result observed by respondent profile, it is noted that senior citizens (aged 75 years and over) rated satisfaction at an “excellent” rather than a “very good” level of satisfaction.



## Importance of and satisfaction with Council services

Respondents were asked:

*“On a scale from 0 (lowest) to 10 (highest), please rate the importance of each of the following services to the community as a whole, and then your personal level of satisfaction with each of the services that you or members of your household have used in the last 12 months.”*

A total of 46 Council provided services and facilities were included in the 2023/24 survey.

### **Importance of Council services and facilities to the community**

The average importance of the 46 included Council provided services and facilities in 2023/24 was 8.5 out of 10, down a little on the 2022/23 average importance of 8.8 out of 10.

It is important to note that all 46 services and facilities were considered important by most respondents, and all recorded an average importance score of at least eight out of 10.

As outlined at the right-hand side of the following table, it is noted that nine services and facilities were measurably (statistically significantly) more important than the average of all services and facilities, whilst nine were measurably less important than the average, as follows:



- **Measurably more important than the average** – includes the weekly garbage collection, regular recycling collection, green waste collection, hard waste collection, Council response to dumped rubbish, public health services, the maintenance and cleaning of public areas, emergency management preparedness and response, and the maintenance of playgrounds.
- **Measurably less important than the average** – includes the provision of sleep and settling programs, provision of Council's major events, provision of supported playgroups, provision of public art, exhibitions, events, arts and cultural activities, provision of first-time parents' groups, planning for community infrastructure to meet community needs, provision and maintenance of community facilities and venues for hire, provision and maintenance of community centres and neighbourhood hubs, and town planning (statutory planning process).

There was some variation in the average importance of services and facilities observed this year, with the average importance of the enforcement of parking (up 4%), and the provision of on or off-road / separated bike paths (up 3%) increasing by more than two percent.

The average importance of 39 of the 46 services declined somewhat this year, consistent with the average decline in importance of services and facilities this year of three percent. The average importance of 17 services and facilities declined by three percent or more this year, as follows:

- **Notably lower importance in 2023/24 than 2022/23** – included the provision of the school crossing services (down 8%), planning for community infrastructure to meet community need (down 8%), Council support to access the child and family services you need and any other services you might need (down 8%), town planning (statutory planning process) (down 7%), provision of immunisation services (down 7%), provision of sports ovals and other local sporting and outdoor recreation facilities (down 7%), provision of youth services (down 7%), provision of sleep and settling programs (down 6%), provision and maintenance of community centres and neighbourhood hubs (down 6%), provision of Council's major events (down 6%), provision of Maternal and Child Health services (down 6%), provision of supported playgroups (down 6%), provision and maintenance of community facilities and venues for hire (down 5%), provision of first-time parents groups (down 5%), emergency management preparedness and response (down 4%), and public health services (down 4%).

Of the 46 included services and facilities, a total of 28 were also included in the *Governing Melbourne* research conducted independently by Metropolis Research across all 31 metropolitan Melbourne municipalities in January 2024.

The exact wording for some of these services was slightly different in *Governing Melbourne* than in this City of Wyndham survey, but they are considered sufficiently similar to facilitate comparison.

There was some variation observed in the average importance of these 28 (of the 46) services and facilities between the City of Wyndham and the metropolitan Melbourne average, with 10 somewhat more important in the City of Wyndham, and 18 somewhat less important in the City of Wyndham.



The following services were two percent or more either more or less important in the City of Wyndham:

- **Notably more important in the City of Wyndham** – includes green waste collection (3% more important in the City of Wyndham).
- **Somewhat less important in the City of Wyndham** – includes the provision of youth services (6% less important in the City of Wyndham), provision of maternal and child health services (5% less), provision and maintenance of community centres and neighbourhood hubs (4% less), the maintenance and repair of sealed local roads (4% less), provision of sports ovals and other local sporting and outdoor recreation facilities (4% less), provision of Council’s major events (4% less), provision of local libraries (2% less), Council programs, events, and policy development to encourage sustainability, increase resilience, and address climate change (2% less), and the provision, maintenance and repair of footpaths and shared trails (2% less).

Metropolis Research notes that the exact wording of some of the services and facilities that were somewhat less important in the City of Wyndham was somewhat different to that used in the Governing Melbourne research.

Whilst the wording of these was considered sufficiently similar to facilitate some comparison, it cannot be ruled out that the variation in wording may be a factor underpinning the variation in results.

**Importance of selected Council services and facilities**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
*(Number and index score scale 0 to 10)*

	Service / facility	Number	2023/24			22/23	21/22	2024 Metro.*
			Lower	Mean	Upper			
Higher than average importance	Weekly garbage collection	1,173	9.1	<b>9.2</b>	9.3	9.4	9.2	9.1
	Regular recycling collection	1,182	9.1	<b>9.2</b>	9.2	9.4	9.2	9.1
	Green waste collection	1,141	9.0	<b>9.1</b>	9.2	9.3	9.2	8.9
	Hard waste collection	1,150	8.9	<b>9.0</b>	9.1	9.2	9.1	8.9
	Council response to dumped rubbish <sup>3</sup>	1,149	8.8	<b>8.9</b>	8.9	9.1	9.0	8.7
	Public health services	1,130	8.8	<b>8.8</b>	8.9	9.2	9.0	n.a.
	Maintenance and cleaning of public areas	1,170	8.7	<b>8.8</b>	8.9	9.0	8.9	8.8
	Emergency management preparedness and response	1,110	8.7	<b>8.8</b>	8.9	9.1	9.0	8.7
	Maintenance of playgrounds	1,170	8.7	<b>8.7</b>	8.8	8.8	8.8	8.7
Average importance	Maintenance of parks, gardens and open spaces	1,180	8.6	<b>8.7</b>	8.8	8.9	8.8	8.9
	Maintenance and repair of sealed local roads	1,172	8.6	<b>8.7</b>	8.8	9.0	8.9	9.0
	Traffic management	1,187	8.6	<b>8.7</b>	8.8	8.8	8.8	8.8
	Provision, maintenance and repair of footpaths and shared trails	1,175	8.6	<b>8.6</b>	8.7	8.9	8.9	8.8
	Maintenance and repair of drains	1,160	8.6	<b>8.6</b>	8.7	8.9	8.8	8.8
	Protection and conservation of the natural environment and coastal areas <sup>2</sup>	1,152	8.6	<b>8.6</b>	8.7	8.9	8.7	n.a.
	Provision and maintenance of street trees	1,185	8.5	<b>8.6</b>	8.7	8.6	8.7	8.7



	Provision and maintenance of public toilets	1,140	8.5	<b>8.6</b>	8.7	8.8	8.6	8.7
	Control and regulation of pets and domestic animals <sup>4</sup>	1,112	8.5	<b>8.6</b>	8.7	8.6	8.7	8.7
	Provision of local libraries <sup>5</sup>	1,143	8.5	<b>8.6</b>	8.6	8.8	8.9	8.8
	Provision of immunisation services	1,114	8.5	<b>8.5</b>	8.6	9.2	9.2	n.a.
	Enforcement of local laws	1,166	8.4	<b>8.5</b>	8.6	8.7	8.4	8.7
	Provision of maternal and child health services <sup>6</sup>	1,126	8.4	<b>8.5</b>	8.6	9.0	9.2	8.9
	Building control and compliance enforcement	1,069	8.4	<b>8.5</b>	8.6	8.7	8.7	n.a.
	Provision of on or off-road / separated bike paths	1,179	8.4	<b>8.5</b>	8.6	8.2	8.4	8.6
	Economic development activities supporting local businesses	1,080	8.4	<b>8.5</b>	8.6	8.7	8.9	8.4
	Activities promoting economic investment in the local area	1,089	8.4	<b>8.5</b>	8.6	8.6	8.8	8.4
	Application, enforcement, and compliance of environmental and planning regulations	1,068	8.4	<b>8.5</b>	8.6	8.7	8.7	n.a.
	Provision of shared trails	1,174	8.3	<b>8.4</b>	8.5	8.3	8.5	n.a.
	Provision of the school crossing service	1,071	8.3	<b>8.4</b>	8.5	9.2	9.2	n.a.
	Graffiti removal	1,119	8.3	<b>8.4</b>	8.5	8.6	8.6	n.a.
	Enforcement of parking	1,171	8.3	<b>8.4</b>	8.5	8.1	8.2	8.5
	Provision of sports ovals and other local sporting and outdoor recreation facilities	1,099	8.3	<b>8.4</b>	8.5	9.0	9.0	8.7
	Provision of Council managed kindergarten services	1,120	8.3	<b>8.4</b>	8.5	9.0	9.2	n.a.
	Economic development activities supporting tourism operators	1,069	8.3	<b>8.3</b>	8.4	8.5	8.7	n.a.
	Provision of youth services	1,119	8.2	<b>8.3</b>	8.4	9.0	8.9	8.8
	Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change <sup>1</sup>	1,152	8.2	<b>8.3</b>	8.4	8.3	8.3	8.5
	Council support to access the child and family services you need and any other services you might need	1,063	8.2	<b>8.3</b>	8.4	9.0	9.0	n.a.
Lower than average importance	Town Planning (Statutory Planning Process)	1,079	8.1	<b>8.2</b>	8.3	8.9	8.8	n.a.
	Provision and maintenance of community centres and neighbourhood hubs	1,117	8.1	<b>8.2</b>	8.3	8.7	8.8	8.5
	Provision and maintenance of community facilities and venues for hire	1,113	8.1	<b>8.2</b>	8.3	8.7	8.6	n.a.
	Planning for community infrastructure to meet community need	1,065	8.1	<b>8.2</b>	8.3	8.9	8.9	n.a.
	Provision of first-time parent groups	1,091	8.1	<b>8.2</b>	8.3	8.6	8.8	n.a.
	Provision of public art, exhibitions, events, arts and cultural activities <sup>7</sup>	1,131	8.1	<b>8.2</b>	8.2	8.2	8.3	8.3^
	Provision of supported playgroups	1,075	8.0	<b>8.1</b>	8.2	8.6	8.8	n.a.
	Provision of Council's major events	1,081	8.0	<b>8.1</b>	8.2	8.6	8.5	8.4
	Provision of sleep and settling programs	1,079	7.9	<b>8.0</b>	8.1	8.5	8.8	n.a.

**Average importance of services / facilities**

**8.4    8.5    8.6    8.8    8.8    8.7**

(\*) 2024 metropolitan Melbourne average from Governing Melbourne

(1) previously named Council activities promoting environment and sustainability

(2) previously named protecting the natural environment





(3) previously named management of illegal dumping of rubbish

(4) previously named animal management

(5) previously named local library services

(6) previously named services for children from birth to 5 yrs of age

(7) the average of "public art", "provision of Council events", "art exhibitions and experiences" and "arts and cultural services"

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

## **Satisfaction with Council services and facilities**

The average satisfaction with the 46 included Council provided services and facilities increased measurably this year, up six percent to 7.6 out of 10, which is a “very good”, up from a “good” level recorded last year.

Within this average satisfaction, however, there was measurable and significant variation, from a high of 8.4 (“excellent”) for the weekly garbage and regular recycling services to a low of 6.6 (“good”) for traffic management.

As outlined at the right-hand side of the following table, 11 services and facilities recorded a satisfaction score that was measurably (statistically significantly) higher than the average of all services and facilities (7.16), and 14 recorded a satisfaction score that was measurably lower than the average of all services and facilities:

- **Measurably higher than average satisfaction** – includes weekly garbage collection; regular recycling collection; the provision of immunisation services; green waste collection; provision of local libraries; provision of the school crossing service; hard waste collection; provision of Council managed kindergarten services; provision of maternal and child health services; and the provision and maintenance of community centres and neighbourhood hubs.
- **Measurably lower than average satisfaction** – includes traffic management; enforcement of parking; town planning statutory planning process; provision and maintenance of public toilets; enforcement of local laws; planning for community infrastructure to meet community need; provision of on and off-road / separated bike paths; provision of sleep and settling programs; Council programs, events, and policy development to encourage sustainability, increase resilience, and address climate change; provision and maintenance of street trees, maintenance and repair of sealed local roads; provision, maintenance, and repair of footpaths and shared trails; and the provision of shared trails.

## **Comparison to the 2024 metropolitan Melbourne average satisfaction**

Of the 46 included services and facilities, 28 were included in *Governing Melbourne* in a similar form that allows for a meaningful comparison of the results.

The average satisfaction of these 28 services and facilities was 7.6 or “very good” in the City of Wyndham, identical to the 2024 metropolitan Melbourne average satisfaction of 7.6.



This was a significant improvement over the 2022/23 result, which reported that the average satisfaction with services and facilities in the City of Wyndham was five percent lower than the metropolitan Melbourne average.

Of these, satisfaction with 11 was higher in the City of Wyndham, satisfaction with three was identical to the metropolitan average, and satisfaction with 14 was lower in the City of Wyndham, with attention drawn to the following notable variations:

- **Somewhat higher satisfaction in the City of Wyndham** – included the provision of maternal and child health services (6% higher in the City of Wyndham), provision of youth services (6% higher), and the provision and maintenance of community centres and neighbourhood houses (3% higher).
- **Notably lower satisfaction in the City of Wyndham** – included the enforcement of local laws (9% lower in the City of Wyndham), traffic management (8% lower), Council programs, events, and policy development to encourage sustainability, increase resilience, and address climate change (6% lower), enforcement of parking (5% lower), maintenance of parks, gardens, and open spaces (5% lower), provision and maintenance of street trees (4% lower), provision of on or off-road / separated bike paths (3% lower), maintenance of playgrounds (3% lower), and control and regulation of pets and domestic animals (3%).

Metropolis Research notes that the wording of some of these services and facilities was somewhat different in this survey than in the *Governing Melbourne* research.

These comparison results do suggest a somewhat lower community satisfaction with a range of infrastructure, roads, and traffic related Council services and facilities. This result is further borne out in the following section comparing [satisfaction with broad service area](#).

**Satisfaction with selected Council services and facilities**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
*(Number and index score scale 0 to 10)*

	Service / facility	Number	2023/24			22/23	21/22	2024 Metro.*
			Lower	Mean	Upper			
Higher than average satisfaction	Weekly garbage collection	1,179	8.3	<b>8.4</b>	8.5	8.2	8.2	8.2
	Regular recycling collection	1,175	8.3	<b>8.4</b>	8.4	8.2	8.2	8.2
	Provision of immunisation services	362	8.2	<b>8.3</b>	8.5	8.4	8.5	n.a.
	Green waste collection	1,083	8.2	<b>8.3</b>	8.4	8.1	8.2	8.1
	Provision of local libraries <sup>5</sup>	655	8.1	<b>8.2</b>	8.4	8.4	8.3	8.2
	Provision of the school crossing service	399	8.0	<b>8.2</b>	8.3	8.1	8.2	n.a.
	Hard waste collection	1,082	8.1	<b>8.1</b>	8.2	7.8	8.1	8.0
	Provision of Council managed kindergarten services	277	7.9	<b>8.1</b>	8.2	7.9	8.2	n.a.
	Provision of maternal and child health services <sup>6</sup>	294	7.9	<b>8.1</b>	8.2	7.5	7.9	7.6
	Provision and maintenance of community centres and neighbourhood hubs	392	7.8	<b>8.0</b>	8.1	7.9	7.9	7.8
	Provision of supported playgroups	149	7.7	<b>7.9</b>	8.2	7.5	7.9	n.a.
	Provision of youth services	184	7.7	<b>7.9</b>	8.2	7.4	7.4	7.5



Average satisfaction	Provision and maintenance of community facilities and venues for hire	232	7.6	<b>7.9</b>	8.1	7.4	7.6	n.a.
	Provision of Council's major events	317	7.7	<b>7.8</b>	8.0	7.6	7.7	7.9
	Provision of sports ovals and other local sporting and outdoor recreation facilities	491	7.7	<b>7.8</b>	7.9	7.9	8.0	7.9
	Provision of first-time parent groups	113	7.4	<b>7.7</b>	8.0	7.3	7.6	n.a.
	Council support to access the child and family services you need and any other services you might need	233	7.5	<b>7.7</b>	7.9	7.1	7.7	n.a.
	Provision of public art, exhibitions, events, arts and cultural activities <sup>7</sup>	352	7.5	<b>7.7</b>	7.8	7.4	7.6	7.7^
	Maintenance of playgrounds	1,143	7.5	<b>7.6</b>	7.7	7.2	7.2	7.8
	Public health services	1,018	7.5	<b>7.6</b>	7.7	7.3	7.5	n.a.
	Protection and conservation of the natural environment and coastal areas <sup>2</sup>	1,113	7.4	<b>7.5</b>	7.6	7.1	7.2	n.a.
	Council response to dumped rubbish <sup>3</sup>	1,104	7.4	<b>7.5</b>	7.6	6.6	6.8	7.5
	Maintenance and cleaning of public areas	1,158	7.4	<b>7.5</b>	7.6	6.9	7.0	7.4
	Control and regulation of pets and domestic animals <sup>4</sup>	1,043	7.4	<b>7.5</b>	7.6	7.3	7.4	7.7
	Graffiti removal	1,032	7.4	<b>7.5</b>	7.6	7.1	7.3	n.a.
	Maintenance and repair of drains	1,140	7.4	<b>7.5</b>	7.6	7.0	6.7	7.4
	Maintenance of parks, gardens, and open spaces	1,171	7.4	<b>7.5</b>	7.6	7.1	6.9	7.9
	Emergency management preparedness and response	954	7.3	<b>7.4</b>	7.5	7.4	7.5	7.4
	Building control and compliance enforcement	918	7.3	<b>7.4</b>	7.5	7.2	7.2	n.a.
	Application, enforcement, and compliance of environmental and planning regulations	954	7.2	<b>7.3</b>	7.4	7.0	7.1	n.a.
	Economic development activities supporting local businesses	965	7.2	<b>7.3</b>	7.4	6.9	7.0	7.4
Activities promoting economic investment in the local area	984	7.2	<b>7.3</b>	7.4	6.8	7.0	7.4	
Economic development activities supporting tourism operators	962	7.1	<b>7.3</b>	7.4	6.8	6.9	n.a.	
Lower than average satisfaction	Provision of shared trails	1,131	7.1	<b>7.2</b>	7.3	6.9	7.2	n.a.
	Provision, maintenance and repair of footpaths and shared trails	1,169	7.1	<b>7.2</b>	7.3	6.5	6.6	7.3
	Maintenance and repair of sealed local roads	1,172	7.0	<b>7.2</b>	7.3	6.1	6.2	7.0
	Provision and maintenance of street trees	1,180	7.0	<b>7.2</b>	7.3	6.6	6.5	7.4
	Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change <sup>1</sup>	1,075	7.0	<b>7.1</b>	7.2	6.4	6.3	7.6
	Provision of sleep and settling programs	73	6.6	<b>7.1</b>	7.7	6.2	7.3	n.a.
	Provision of on or off-road / separated bike paths	1,137	7.0	<b>7.1</b>	7.2	6.5	6.9	7.4
	Planning for community infrastructure to meet community need	229	6.8	<b>7.0</b>	7.3	6.8	6.7	n.a.
	Enforcement of local laws	1,134	6.9	<b>7.0</b>	7.1	6.6	6.9	7.7
	Provision and maintenance of public toilets	997	6.8	<b>7.0</b>	7.1	6.2	5.9	6.9
	Town Planning (Statutory Planning Process)	203	6.6	<b>6.9</b>	7.3	6.4	6.3	n.a.
	Enforcement of parking	1,157	6.7	<b>6.9</b>	7.0	6.2	6.5	7.2
	Traffic management	1,178	6.5	<b>6.6</b>	6.8	6.1	6.1	7.2

**Average satisfaction with services / facilities**

**7.4    7.6    7.7    7.2    7.3    7.6**



(\*) 2024 metropolitan Melbourne average from Governing Melbourne

(1) previously named Council activities promoting environment and sustainability

(2) previously named protecting the natural environment

(3) previously named management of illegal dumping of rubbish

(4) previously named animal management

(5) previously named local library services

(6) previously named services for children from birth to 5 yrs of age

(7) the average of "public art", "provision of Council events", "art exhibitions and experiences" and "arts and cultural services"

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

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

It is noted that more than half of the respondents providing a score were “very satisfied” with 37 of the 46 services and facilities, with approximately three-quarters or more being “very satisfied” with the weekly garbage collection, immunisation services, regular recycling, green waste collection, provision of local libraries, hard waste collection, provision of Council managed kindergarten services, provision of maternal and child health services, and the provision of the school crossing service.

Attention is, however, drawn to the five services and facilities, with which 10% or more of respondents providing a score were “dissatisfied”, including traffic management, enforcement of parking, provision and maintenance of public toilets, town planning statutory planning process, and the maintenance and repair of sealed local roads.

**Satisfaction with selected Council services and facilities**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

<i>Service / facility</i>	<i>Dis-satisfied (0 - 4)</i>	<i>Neutral to somewhat satisfied</i>	<i>Very satisfied (8 - 10)</i>	<i>Can't say</i>	<b>Total</b>
Weekly garbage collection	2%	16%	82%	21	<b>1,200</b>
Provision of immunisation services	1%	17%	81%	13	<b>374</b>
Regular recycling collection	3%	17%	80%	25	<b>1,200</b>
Green waste collection	3%	18%	79%	117	<b>1,200</b>
Provision of local libraries <sup>5</sup>	2%	22%	77%	9	<b>664</b>
Hard waste collection	3%	22%	75%	118	<b>1,200</b>
Provision of Council managed kindergarten services	3%	22%	75%	11	<b>288</b>
Provision of maternal and child health services <sup>6</sup>	4%	22%	75%	12	<b>306</b>
Provision of the school crossing service	3%	23%	74%	10	<b>409</b>
Provision of youth services	3%	27%	70%	13	<b>197</b>



Provision of supported playgroups	3%	27%	70%	4	153
Provision and maintenance of community centres and neighbourhood hubs	2%	28%	69%	7	399
Provision and maintenance of community facilities and venues for hire	4%	27%	68%	10	241
Provision of sports ovals and other local sporting and outdoor recreation facilities	3%	29%	68%	12	502
Provision of Council's major events	3%	30%	67%	10	326
Council support to access the child and family services you need and any other services you might need	7%	27%	66%	3	236
Provision of first-time parent groups	6%	31%	63%	6	119
Maintenance of playgrounds	5%	34%	62%	57	1,200
Provision of public art, exhibitions, events, arts and cultural activities <sup>7</sup>	2%	37%	61%	13	365
Council response to dumped rubbish <sup>3</sup>	6%	34%	60%	96	1,200
Public health services	4%	37%	60%	182	1,200
Maintenance of parks, gardens and open spaces	7%	34%	59%	29	1,200
Maintenance and repair of drains	5%	37%	58%	60	1,200
Protection and conservation of the natural environment and coastal areas <sup>2</sup>	4%	38%	58%	87	1,200
Maintenance and cleaning of public areas	6%	37%	58%	42	1,200
Control and regulation of pets and domestic animals <sup>4</sup>	5%	39%	57%	157	1,200
Graffiti removal	4%	41%	56%	168	1,200
Emergency management preparedness and response	5%	40%	55%	246	1,200
Building control and compliance enforcement	5%	41%	54%	282	1,200
Economic development activities supporting local businesses	5%	42%	53%	235	1,200
Provision and maintenance of street trees	9%	38%	53%	20	1,200
Maintenance and repair of sealed local roads	10%	38%	53%	28	1,200
Activities promoting economic investment in the local area	6%	41%	53%	216	1,200
Town Planning (Statutory Planning Process)	13%	34%	52%	5	208
Application, enforcement and compliance of environmental and planning regulations	4%	44%	52%	246	1,200
Provision, maintenance and repair of footpaths and shared trails	7%	42%	51%	31	1,200
Economic development activities supporting tourism operators	5%	45%	50%	238	1,200
Provision of sleep and settling programs	9%	42%	49%	2	75
Provision of shared trails	5%	46%	49%	69	1,200
Planning for community infrastructure to meet community need	9%	43%	48%	9	238
Provision of on or off-road / separated bike paths	7%	46%	47%	63	1,200
Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change <sup>1</sup>	6%	47%	46%	125	1,200





Provision and maintenance of public toilets	11%	43%	46%	203	<b>1,200</b>
Enforcement of local laws	9%	46%	46%	66	<b>1,200</b>
Enforcement of parking	12%	43%	45%	43	<b>1,200</b>
Traffic management	15%	45%	41%	22	<b>1,200</b>

- (1) previously named Council activities promoting environment and sustainability*
- (2) previously named protecting the natural environment*
- (3) previously named management of illegal dumping of rubbish*
- (4) previously named animal management*
- (5) previously named local library services*
- (6) previously named services for children from birth to 5 yrs of age*
- (7) the average of "public art", "provision of Council events", "art exhibitions and experiences" and "arts and cultural services"*

### Comparison to 2022/23 satisfaction with services and facilities

The following graph provides the percentage change this year in satisfaction with the 46 included services and facilities.

As is observed in the graph, satisfaction with 43 of the 46 services and facilities increased somewhat this year, whilst satisfaction with just three declined marginally.

Metropolis Research notes that the change in methodology back from the telephone method used through the pandemic to the traditional door-to-door, in-person methodology will have had an impact on these results. This is because the door-to-door methodology garners participation from a significantly broader cross-section of the community than is obtained from the telephone methodology.

This higher response rate tends to result in a somewhat higher satisfaction score, as more residents who are generally satisfied with Council will take the opportunity to participate when invited in-person, compared to the telephone methodology which tends to be skewed towards those who are less satisfied with Council.

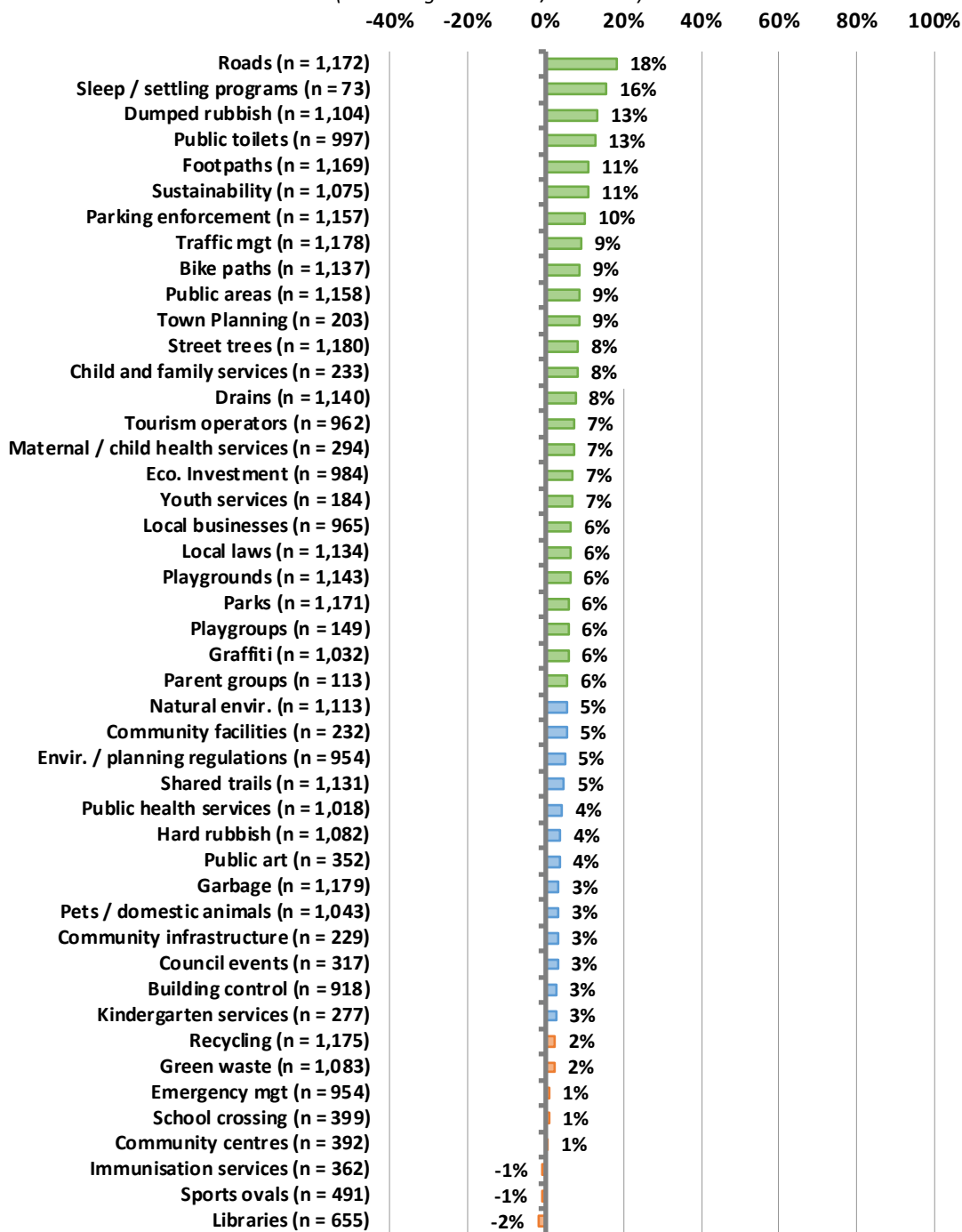
Of most interest in these results this year was the increase in satisfaction with the maintenance and repair of sealed local roads (18%), parking enforcement (up 11%), and traffic management (up 10%).

There were also double-digit increases in satisfaction with sleep settling programs (up 16% from 73 respondents), dumped rubbish (up 13%), public toilets (up 13%), footpaths (up 11%), and Council programs, events, and policy development to encourage sustainability, increase resilience, and address climate change (up 11%).





**Percentage change in satisfaction 2022/23 to 2023/24**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Percentage increase / decrease)



## Satisfaction by respondent profile

The following table provides a comparison of the average satisfaction with each of the 46 included services and facilities by respondent profile, including age structure, gender, and language spoken at home.

There was some variation in satisfaction with individual services and facilities observed by respondent profile, which is discussed in more detail in the following section of analysis of satisfaction with each service and facility.

In general terms, it was found that:

- **Age structure** - middle-aged adults (aged 45 to 59 years) were the least satisfied on average with services and facilities, whilst senior citizens (aged 75 years and over) were the most satisfied.
- **Gender** – female respondents were marginally more satisfied than male respondents.
- **Language spoken at home** – respondents from multilingual households were notably more satisfied than respondents from English speaking households.

**Average satisfaction with selected Council services and facilities**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
*(Number and index score scale 0 - 10)*

<i>Service/facility</i>	<i>Young adults</i>	<i>Adults</i>	<i>Middle-aged adults</i>	<i>Older adults</i>	<i>Senior citizens</i>	<i>Male</i>	<i>Female</i>	<i>English speaking</i>	<i>Multi-lingual</i>
Provision of on or off-road / separated bike paths	7.3	7.0	6.8	7.0	7.1	7.0	7.3	6.9	7.3
Provision of shared trails	7.4	7.2	7.1	7.1	7.0	7.2	7.3	7.0	7.4
Enforcement of parking	7.0	6.8	6.5	6.8	7.0	6.9	6.9	6.7	7.0
Enforcement of local laws	7.1	6.9	6.8	7.2	7.1	6.9	7.1	6.9	7.1
Traffic management	7.0	6.7	6.2	6.1	7.7	6.5	6.8	6.3	6.9
Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change	7.3	7.2	6.9	6.9	7.5	7.1	7.2	7.0	7.3
Provision and maintenance of street trees	7.4	7.0	6.8	7.0	7.7	7.2	7.1	7.2	7.1
Maintenance of parks, gardens, and open spaces	7.6	7.3	7.2	7.4	8.1	7.4	7.5	7.5	7.5
Maintenance of playgrounds	7.7	7.3	7.4	7.7	8.2	7.5	7.7	7.7	7.6
Protection and conservation of the natural environment and coastal areas	7.6	7.4	7.4	7.5	8.0	7.5	7.5	7.5	7.6



Maintenance and repair of sealed local roads	7.4	7.3	6.8	6.8	7.6	7.1	7.2	6.9	7.3
Provision, maintenance and repair of footpaths and shared trails	7.4	7.3	6.9	6.8	7.4	7.1	7.3	7.0	7.3
Maintenance and repair of drains	7.6	7.6	7.2	7.5	7.3	7.5	7.5	7.3	7.6
Provision and maintenance of public toilets	6.9	7.0	6.8	7.2	7.6	6.9	7.0	7.0	6.9
Weekly garbage collection	8.4	8.5	8.4	8.3	8.5	8.4	8.4	8.3	8.5
Regular recycling collection	8.4	8.4	8.4	8.2	8.3	8.4	8.3	8.2	8.5
Green waste collection	8.2	8.4	8.1	8.3	8.4	8.3	8.2	8.1	8.4
Hard waste collection	8.1	8.3	8.1	8.0	8.4	8.2	8.1	8.0	8.3
Council response to dumped rubbish	7.7	7.5	7.4	7.4	7.2	7.6	7.5	7.3	7.7
Maintenance and cleaning of public areas	7.6	7.4	7.4	7.6	7.8	7.6	7.5	7.4	7.6
Graffiti removal	7.6	7.5	7.3	7.4	7.5	7.5	7.6	7.4	7.6
Public health services	7.7	7.5	7.4	7.5	7.9	7.6	7.6	7.5	7.7
Emergency management preparedness and response	7.4	7.5	7.2	7.4	8.0	7.4	7.4	7.5	7.4
Building control and compliance enforcement	7.5	7.4	7.1	7.5	7.5	7.4	7.5	7.4	7.4
Control and regulation of pets and domestic animals	7.6	7.5	7.4	7.3	7.9	7.4	7.6	7.4	7.6
Activities promoting economic investment in the local area	7.3	7.4	7.1	7.3	7.7	7.2	7.4	7.3	7.3
Economic development activities supporting local businesses	7.4	7.4	7.1	7.3	7.4	7.2	7.4	7.2	7.4
Economic development activities supporting tourism operators	7.3	7.3	7.2	7.2	7.5	7.2	7.3	7.2	7.3
Application, enforcement, and compliance of environmental and planning regulations	7.5	7.3	7.2	7.3	7.2	7.2	7.4	7.2	7.4
Provision of local libraries	8.0	8.3	8.4	8.4	8.8	8.2	8.3	8.2	8.3
Provision and maintenance of community centres and neighbourhood hubs	7.9	8.1	7.8	8.1	8.5	7.9	8.1	7.7	8.1
Provision of Council managed kindergarten services	8.1	8.0	7.9	8.0	7.8	7.9	8.2	7.9	8.1
Provision of maternal and child health services	8.1	8.1	7.8	7.7	7.7	8.0	8.1	7.6	8.2
Provision of immunisation services	8.4	8.4	7.9	8.5	8.3	8.4	8.3	8.0	8.5
Provision of youth services	8.1	7.8	7.7	8.2	8.0	7.7	8.1	8.0	7.9
Provision and maintenance of community facilities and venues for hire	7.8	7.7	7.5	8.2	8.7	7.7	8.0	7.7	7.9
Provision of public art, exhibitions, events, arts and cultural activities	7.6	7.6	7.6	7.8	8.0	7.6	7.7	7.7	7.7
Provision of first-time parent groups	7.3	8.2	8.1	7.6	n.a.	7.8	7.6	7.1	8.2
Provision of sleep and settling programs	6.3	7.7	8.1	7.5	8.5	7.7	6.8	6.4	8.1
Provision of supported playgroups	7.9	8.0	7.7	8.2	10.0	7.9	8.0	7.3	8.0



Provision of Council's major events	7.8	7.9	7.5	7.9	7.8	7.7	7.9	7.5	8.0
Town Planning (Statutory Planning Process)	7.2	6.8	6.7	6.6	8.0	6.7	7.2	6.7	7.1
Provision of the school crossing service	8.2	8.1	8.1	8.2	8.5	8.1	8.2	7.9	8.3
Provision of sports ovals and other local sporting and outdoor recreation facilities	7.8	7.8	7.9	7.7	8.5	7.7	7.9	7.8	7.8
Council support to access the child and family services you need and any other services you might need	7.9	7.7	7.0	7.5	8.0	7.7	7.7	7.3	7.9
Planning for community infrastructure to meet community need	7.2	7.4	6.2	7.1	6.8	7.0	7.1	6.8	7.2
<b>Average satisfaction</b>	<b>7.6</b>	<b>7.6</b>	<b>7.4</b>	<b>7.5</b>	<b>7.9</b>	<b>7.5</b>	<b>7.6</b>	<b>7.4</b>	<b>7.7</b>
<b>Total respondents</b>	<b>454</b>	<b>281</b>	<b>195</b>	<b>218</b>	<b>45</b>	<b>589</b>	<b>601</b>	<b>508</b>	<b>682</b>

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

The following graph provides a cross-tabulation of the average importance of each of the 46 included Council services and facilities against the average satisfaction with each service.

The grey crosshairs represent the average importance (8.7) and the average satisfaction (7.6) for all services and facilities as recorded in the 2024 *Governing Melbourne* research.

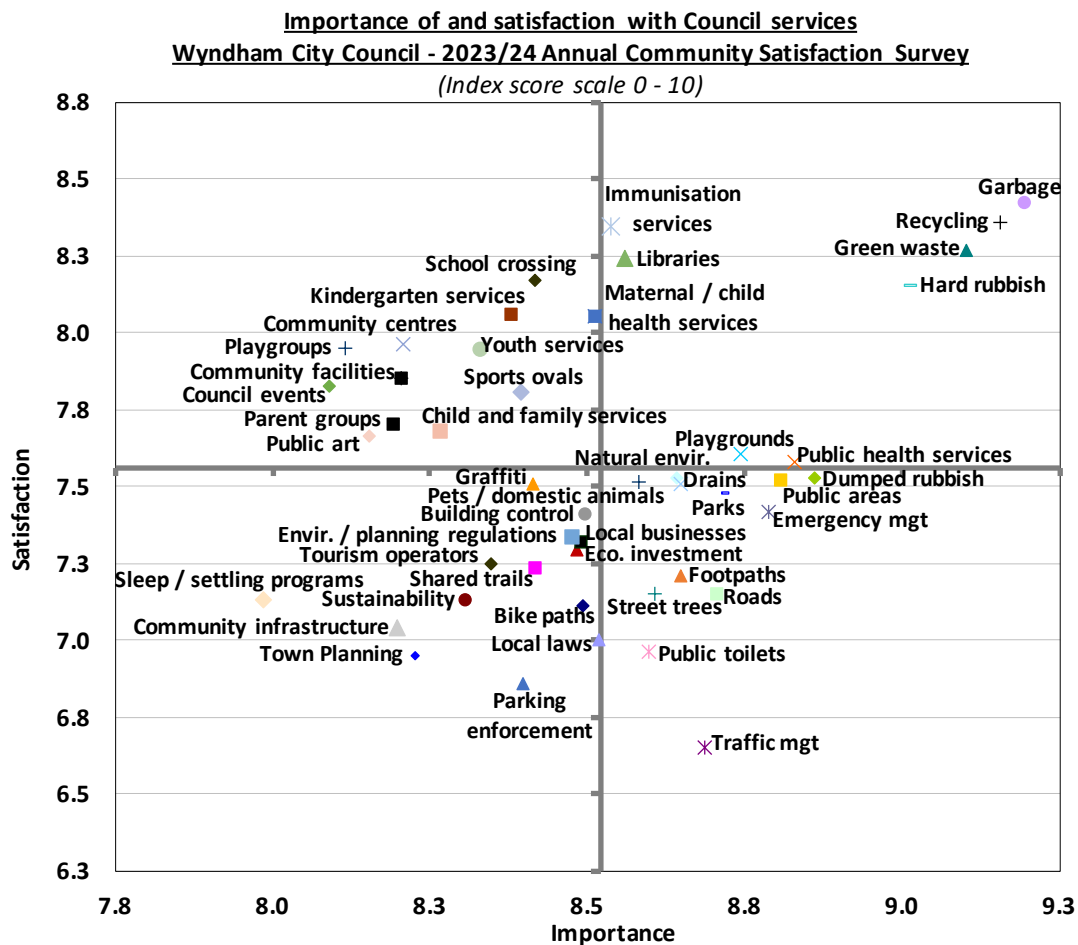
Services and facilities located in the top right-hand quadrant are therefore more important than average and have obtained higher than average satisfaction. The services in the lower right-hand quadrant are those that are more important than average, but with which respondents are less satisfied than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

Attention is drawn to the following key findings:

- **Waste and recycling** – the four kerbside collection services were all higher-than-average importance and were among the top ranked services in terms of satisfaction.
- **Library services** – the provision of local libraries was of significantly higher than average importance and was ranked fifth in terms of satisfaction.
- **Community support services** – most of these services were of average or higher-than-average importance, although Metropolis Research notes that they tended to be of lower importance than the metropolitan average this year, which is somewhat unusual and may reflect the more detailed nature of the description of these services in this survey, or somewhat of an outlier result. All of these services and facilities received higher than average satisfaction.



- **Sports and recreation facilities** – most of the sports and recreation facilities were of somewhat lower than average importance, having declined from the unusually high results recorded last year. These services and facilities mostly reported average or higher than average satisfaction scores.
- **Parking enforcement** – was of somewhat lower than average importance this year, having increased in importance from the score last year, however, it continued to report a lower-than-average satisfaction score. The lower importance score reflects the large number of respondents dissatisfied with parking enforcement, some of whom believe Council should be doing less enforcement.
- **Environment, sustainability, climate change** – these services reported both an increase in importance and an increase in satisfaction this year, although they continue to record a lower-than-average satisfaction score.
- **Services and facilities of most concern** – there were no services or facilities to record a “solid”, “poor” or lower categorisation of satisfaction, although it is noted that traffic management, parking enforcement, town planning, local laws, public toilets, community infrastructure, bike paths, street trees, footpaths, and roads continue to report lower-than-average satisfaction scores.



## **Satisfaction by broad service area**

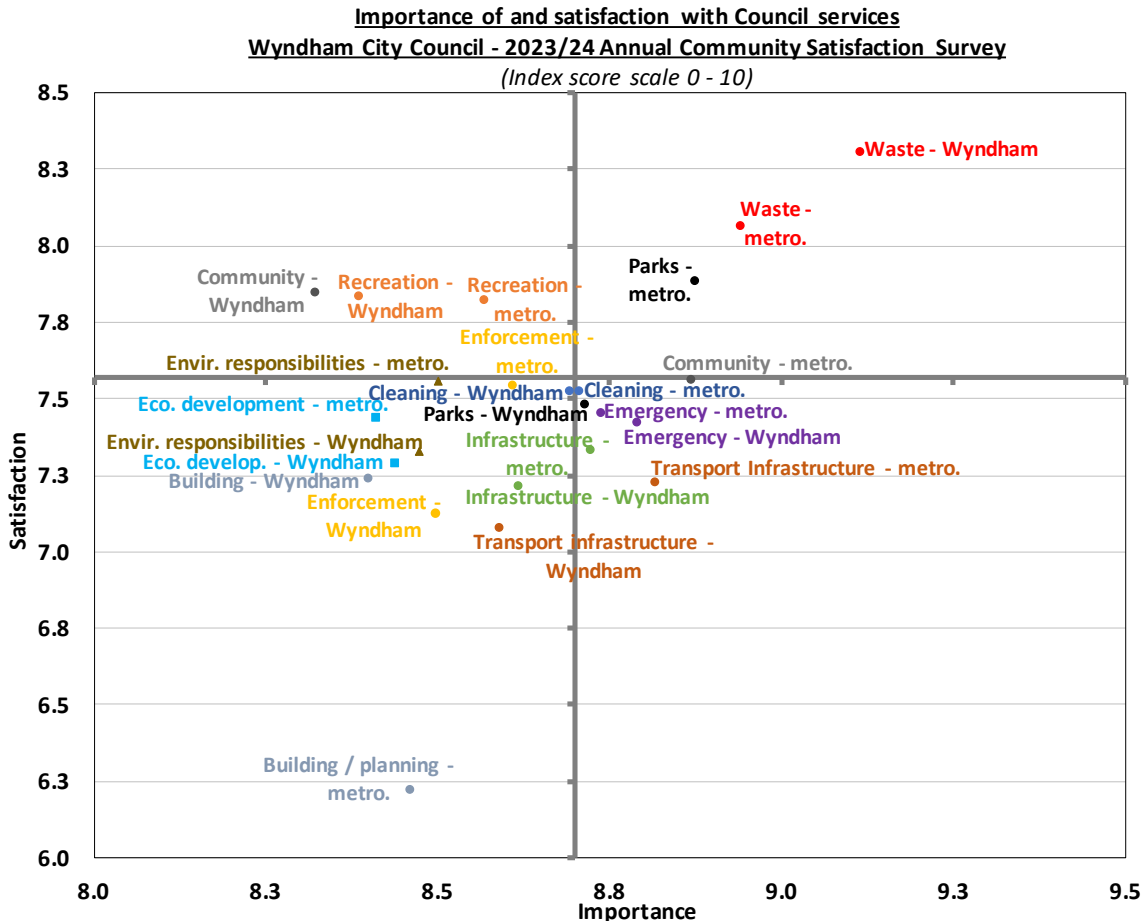
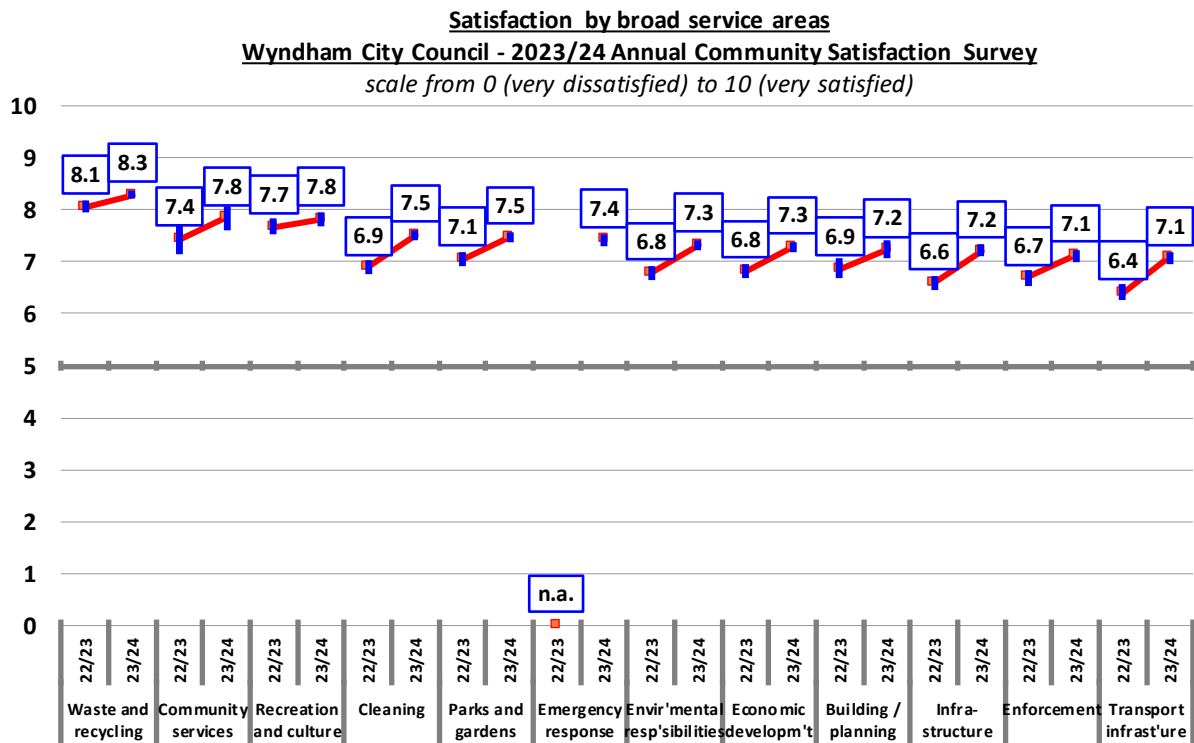
The following section of the report provides a summary of satisfaction with the 46 included Council services and facilities, grouped into 12 broad services areas, as follows:

- **Infrastructure** – includes the provision and maintenance of street trees; maintenance and repair of drains; and the provision and maintenance of public toilets.
- **Waste and recycling** - including the weekly garbage collection; regular recycling collection; green waste collection; and hard waste collection.
- **Recreation and culture** – including the maintenance of playgrounds; provision of local libraries; provision of public art, exhibitions, events, arts and cultural activities; provision of Council's major events; and the provision of sports ovals, other local sporting, outdoor recreation facilities.
- **Community services** – includes public health services; provision and maintenance of community centres and neighbourhood hubs; provision of Council managed kindergarten services; provision of maternal and child health services; provision of immunisation services; provision of youth services; provision and maintenance of community facilities and venues for hire; provision of first-time parent groups; provision of sleep and settling programs; provision of supported playgroups; and Council support to access the child and family services you need and any other services you might need.
- **Enforcement (local laws / parking)** – including the enforcement of parking; enforcement of local laws; and the control and regulation of pets and domestic animals.
- **Cleaning** – including the Council response to dumped rubbish; maintenance and cleaning of public areas; and graffiti removal.
- **Transport infrastructure** – including the provision of on or off-road / separated bike paths; provision of shared trails; traffic management; maintenance and repair of sealed local roads; provision, maintenance and repair of footpaths; and shared trails,
- **Parks and gardens** – including the maintenance of parks, gardens, and open spaces.
- **Economic development** – including activities promoting economic investment in the local area; economic development activities supporting local businesses; and economic development activities supporting tourism operators.
- **Environmental responsibilities** – including Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change, and the protection and conservation of the natural environment and coastal areas.
- **Building and planning services** – including building control and compliance enforcement; application, enforcement, compliance environmental, planning regulations; Town Planning (Statutory Planning Process).
- **Emergency management and response** – including emergency management preparedness and response.

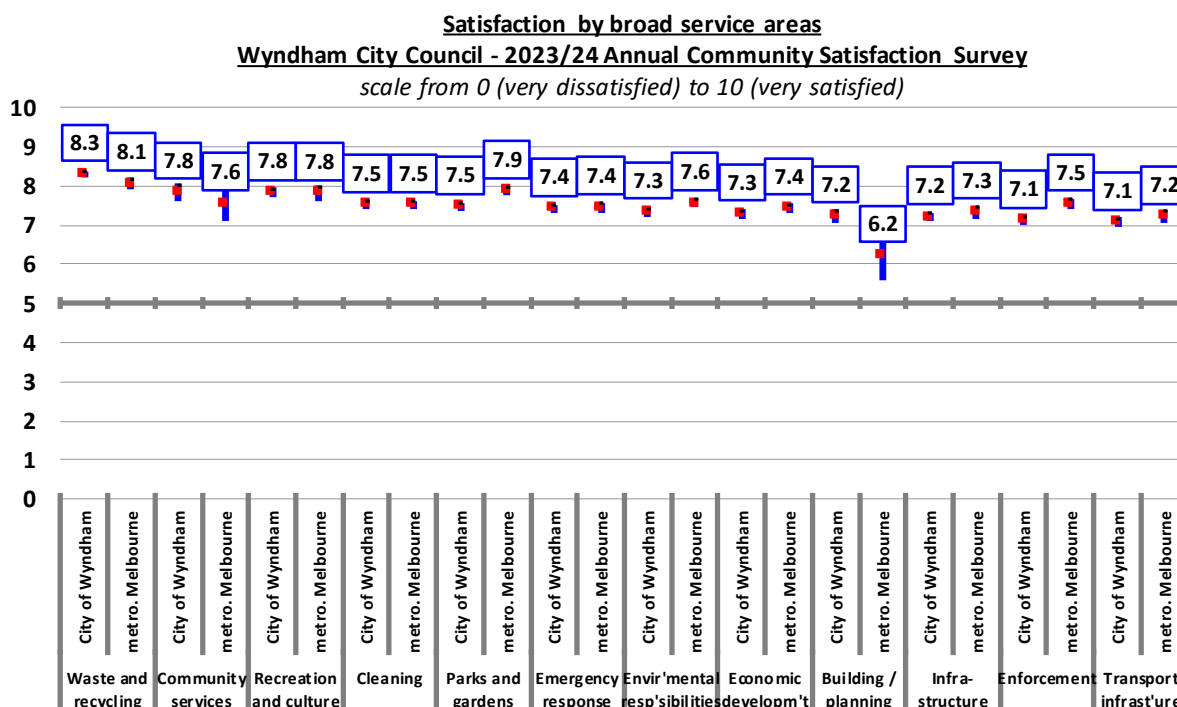




There were notable to measurable increases in satisfaction with most broad service areas this year, with transport (up 11%), infrastructure (up 9%), cleaning (up 9%), environment and sustainability (up 7%) the most prominent.



When compared to the metropolitan Melbourne average, satisfaction with building / planning (16% higher but based on a different question) was higher in the City of Wyndham, as was satisfaction with waste and recycling and community services. Satisfaction with enforcement, parks and gardens, and environment and sustainability were somewhat lower.



### Importance and satisfaction by Council department

The 46 Council services and facilities included in the survey are grouped by Council department in the following section of the report.

It is noted that some of the 46 individual services and facilities were included in more than one department, reflecting the shared responsibility of these services and facilities. This breakdown of services into departments were provided by Council.

The breakdown of the 46 individual services and facilities by department was as follows:

- **Arts Events and Cultural Venues** – includes provision and maintenance of community facilities and venues for hire; provision of public art, exhibitions, events, arts and cultural activities; and Council’s major community events.
- **City Amenity and Safety** – includes enforcement of parking; enforcement of local laws; emergency management preparedness and response; control and regulation of pets and domestic animals; application, enforcement, and compliance of environmental and planning regulations; and provision of school crossing service.
- **Community Development** – includes provision and maintenance of community centres and neighbourhood hubs.



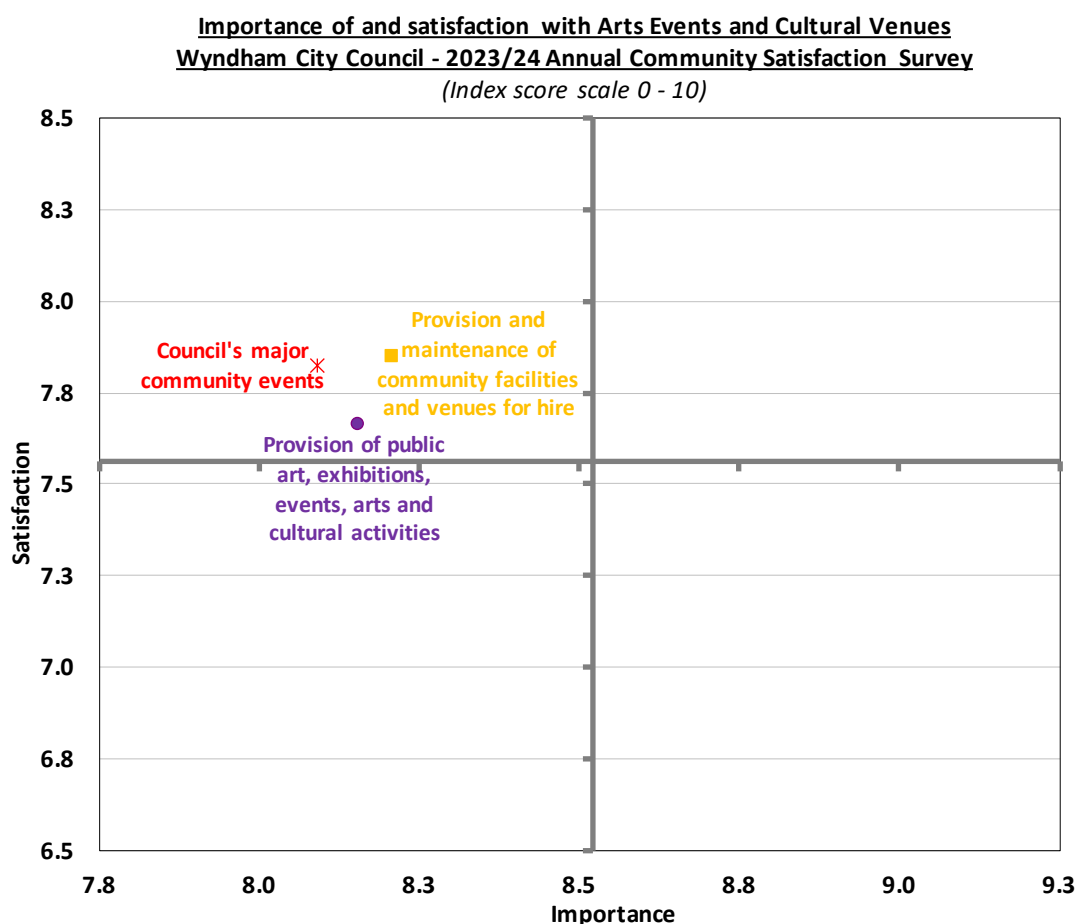
- **Community Planning** – includes planning for community infrastructure to meet community needs.
- **Community Support** – includes provision of Council managed kindergarten services; provision of maternal and child health services; provision of immunisation services; provision of youth services; provision of first-time parent groups; provision of sleep and settling programs; provision of supported playgroups; and Council support to access the child and family services you need and any other services you might need.
- **Corporate Affairs** – includes economic development activities supporting tourism operators.
- **Economy, Design and Place** – includes activities promoting economic investment in the local area; and economic development activities supporting local businesses.
- **Facilities and Projects** – includes provision and maintenance of community centres and neighbourhood hubs; and includes provision and maintenance of community facilities and venues for hire.
- **Libraries and Learning** – includes the provision of local libraries.
- **Open Space** – includes provision and maintenance of street trees; maintenance of parks, gardens, and open spaces; maintenance of playgrounds; protection and conservation of the natural environment and coastal areas; and graffiti removal.
- **Planning, Building and Health** – includes public health services including maintenance of food safety; building control and compliance enforcement; application, enforcement, and compliance of environmental and planning regulations; and town planning (statutory planning process).
- **Roads and Maintenance** – includes maintenance and repair of sealed local roads; maintenance and repair of drains; maintenance of public toilets; Council’s response to dumped rubbish; and maintenance and cleaning of public areas.
- **Sports and Recreation** – includes provision of sports ovals and other local sporting and recreation facilities.
- **Transport and sustainability** – includes provision of on-road and off-road / separated bike lanes; provision of shared trails; provision and maintenance of footpaths and shared trails; traffic management; and Council’s programs, events, and policy development to encourage sustainability, increase resilience, and climate change.
- **Waste Collections** – includes garbage collection; recycling collection; green waste collection; and hard waste collection.



## Arts Events and Cultural Venues

There were three services and facilities from the Arts Events and Cultural Venues department of Council included in the 2023/24 survey.

All three of these services and facilities were of lower-than-average importance, but all three recorded higher-than-average satisfaction scores.



### Provision and maintenance of community facilities and venues for hire

The provision and maintenance of community facilities and venues for hire was the 40<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.2 out of 10. These facilities were one of nine that were measurably less important than the average of all 46 (8.5).

Satisfaction with these facilities increased notably, but not measurably this year, up five percent to 7.9 out of 10, which is an “excellent”, up from a “very good” level of satisfaction.

This result ranks these facilities 13<sup>th</sup> in terms of satisfaction this year.

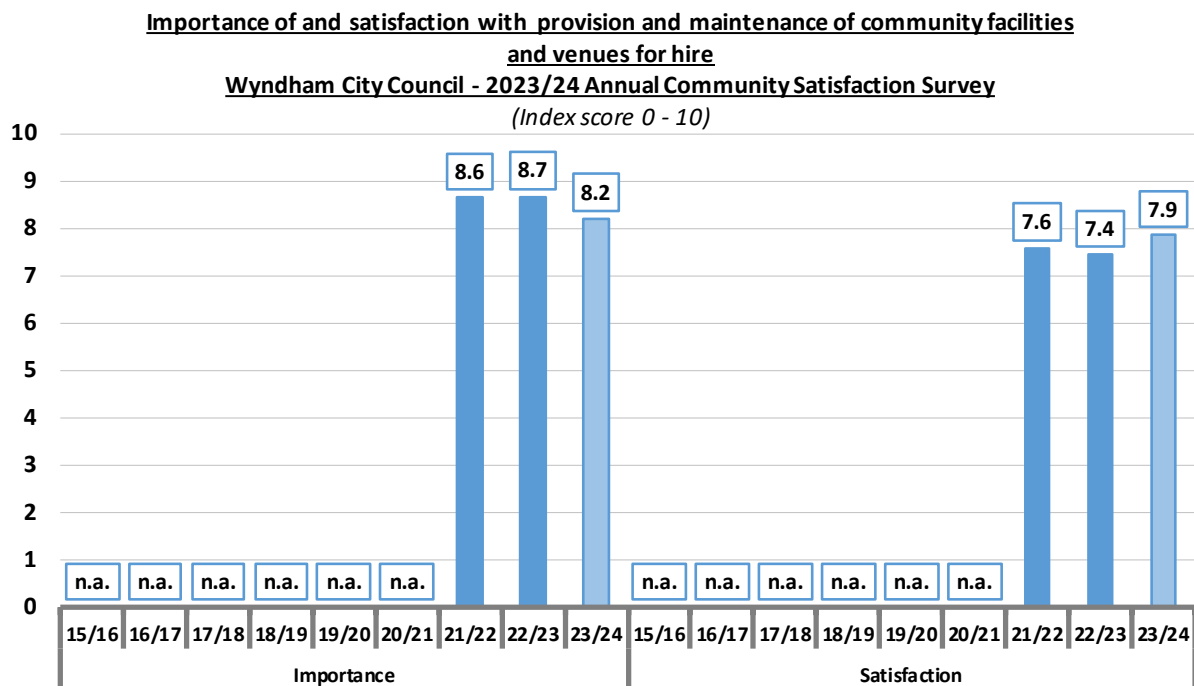


This result was the highest satisfaction score recorded for this service since the question was first included in the survey program back in 2021/22.

This result was comprised of 68% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 231 of the 241 respondents (20%) from households who had used these facilities in the last 12 months.

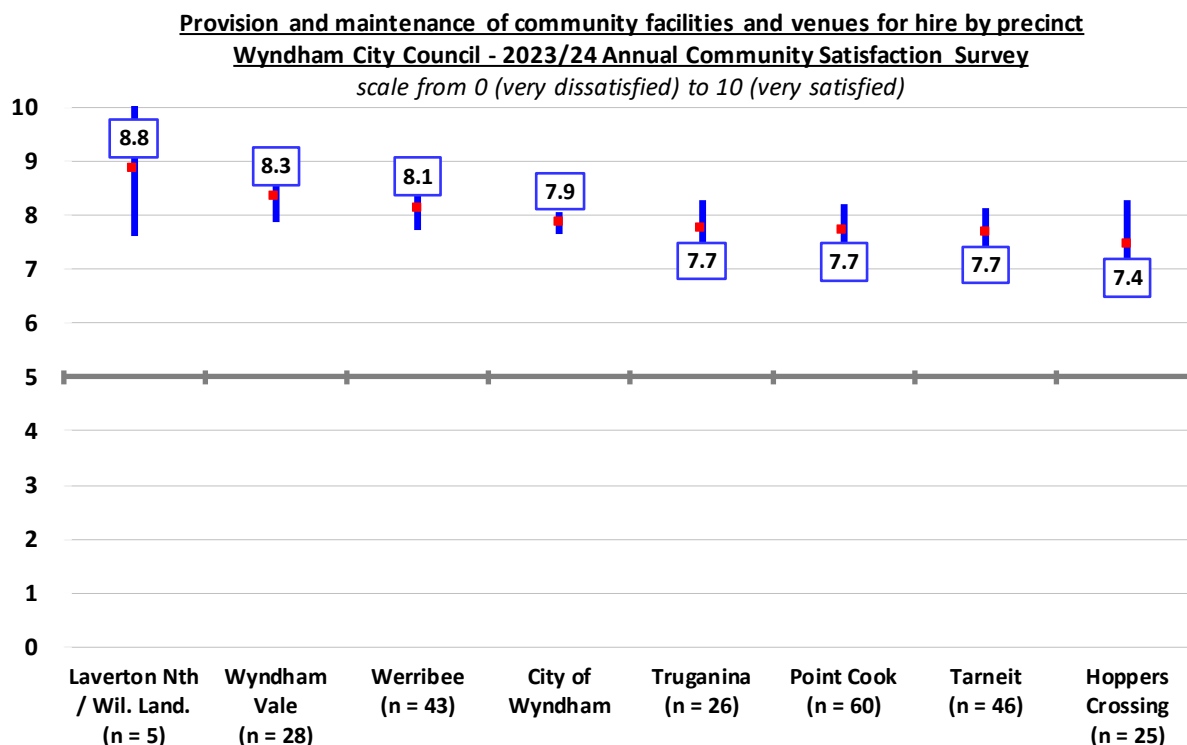
There was some variation in satisfaction observed by respondent profile, with middle-aged adults somewhat less, and senior citizens somewhat more satisfied than average. Female respondents were somewhat more satisfied than males.

By way of comparison, these facilities were not included in *Governing Melbourne* in a format that would enable comparison, and therefore no comparison results are published.



There was no statistically significant variation in this result observed across the municipality, although it is noted that 25 respondents from Hoppers Crossing were somewhat less satisfied than average, and at a “very good” level of satisfaction.





### Provision of public art, exhibitions, events, arts, and cultural activities

The provision of public art, exhibitions, events, arts, and cultural activities was the 43<sup>rd</sup> most important of the 46 included services and facilities, with an average importance of 8.2 out of 10. These facilities were one of nine that were measurably less important than the average of all 46 (8.5).

Satisfaction with these services and facilities increased notably, but not measurably this year, up four percent to 7.7 out of 10, which remains a “very good” level of satisfaction.

This result ranks these facilities 18<sup>th</sup> in terms of satisfaction this year.

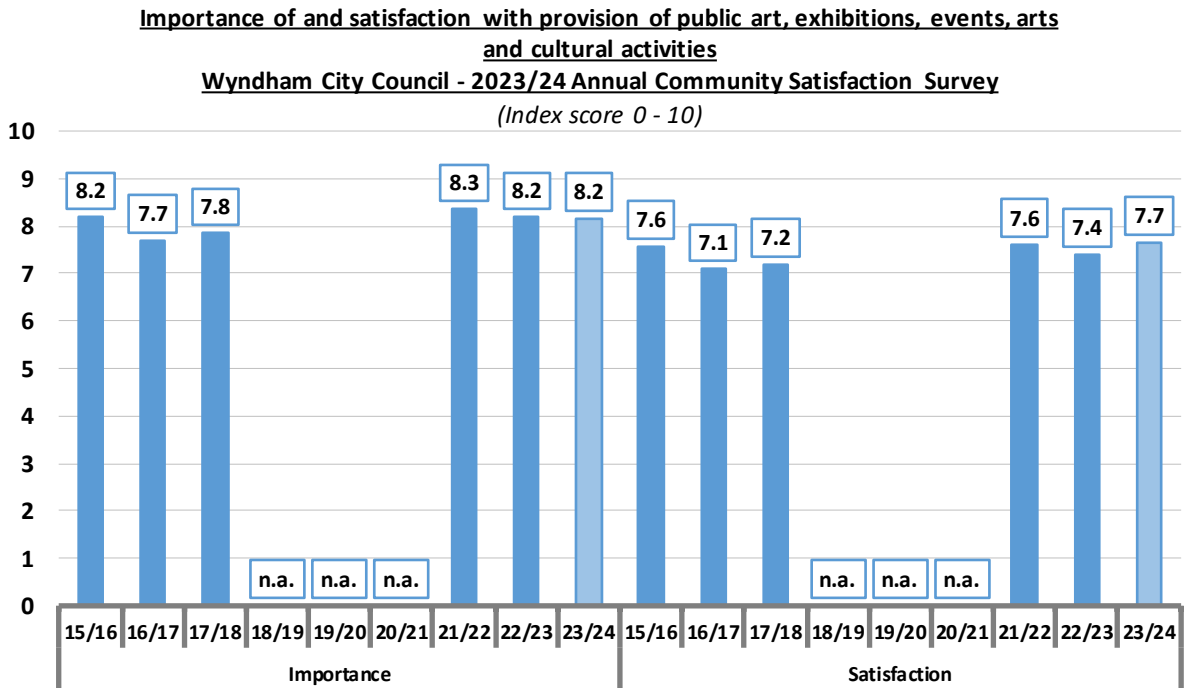
This was the highest satisfaction score recorded for these services and facilities for the City of Wyndham, and comfortably above the long-term average satisfaction since 2014/15 of 7.4 out of 10.

This result was comprised of 61% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 352 of the 365 respondents (30%) from households who had used these facilities in the last 12 months.

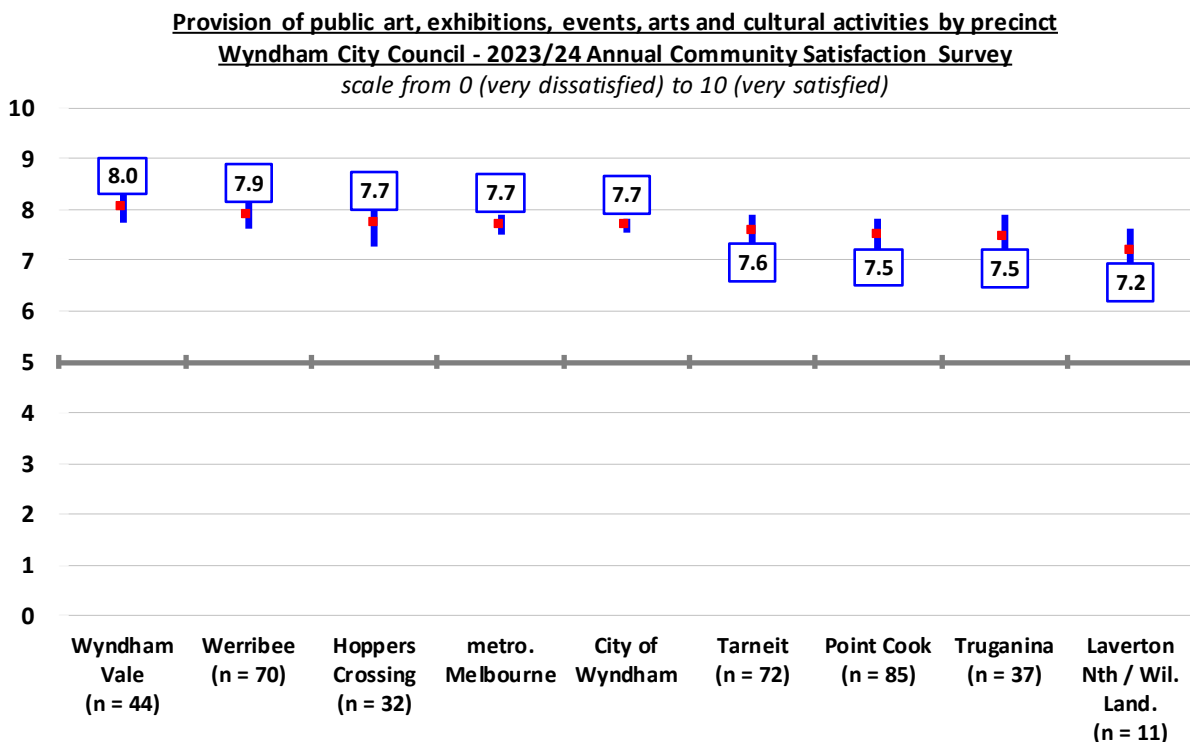
There was no significant variation in satisfaction with these services and facilities observed by respondent profile.



By way of comparison, satisfaction with these services and facilities was identical to the metropolitan Melbourne satisfaction with the average satisfaction with “public art” and “the provision of Council events” of 7.7, as recorded in the 2024 *Governing Melbourne* research.



There was some measurable variation in this result observed across the municipality, with respondents from Wyndham Vale measurably and respondents from Werribee notably more satisfied than average and at “excellent” levels, whilst respondents from Laverton North / Williams Landing were notably less satisfied than average, and at a “good” level.





## Provision of Council’s major events

The provision of Council’s major events was the 45<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.1 out of 10. These facilities were one of nine that were measurably less important than the average of all 46 (8.5).

Satisfaction with these services increased somewhat, but not measurably this year, up three percent to 7.8 out of 10, which is an “excellent”, up from a “very good” level of satisfaction.

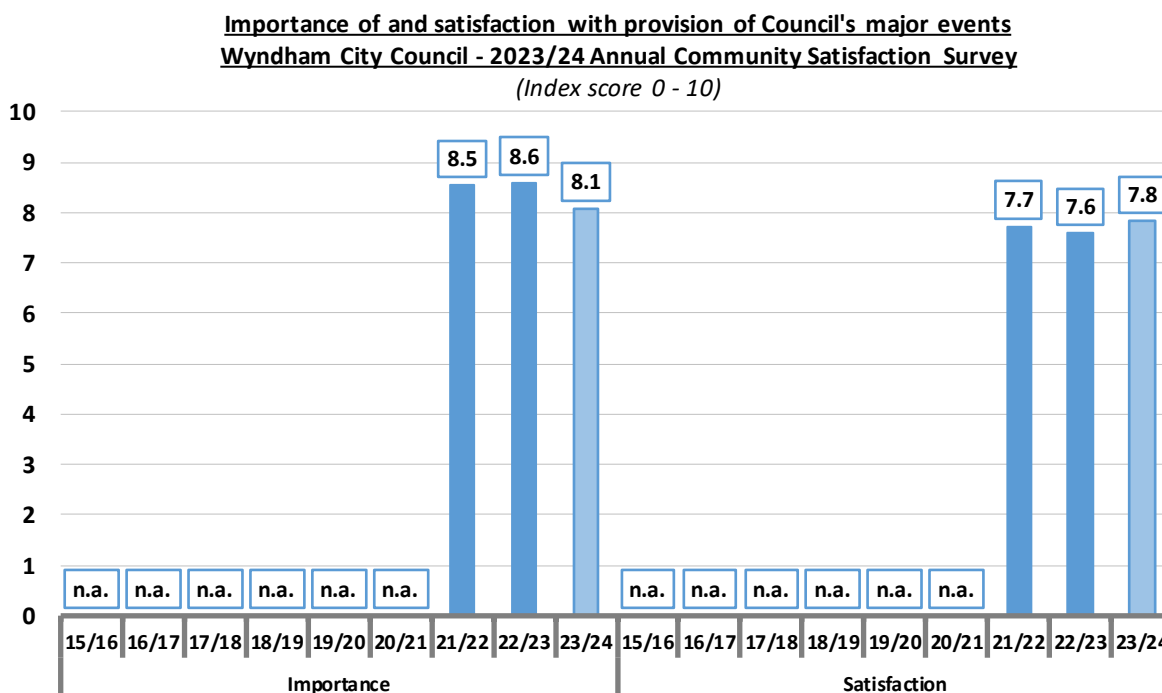
This result ranks these facilities 14<sup>th</sup> in terms of satisfaction this year.

This result was the highest satisfaction score recorded for this service since the question was first included in the survey program back in 2021/22.

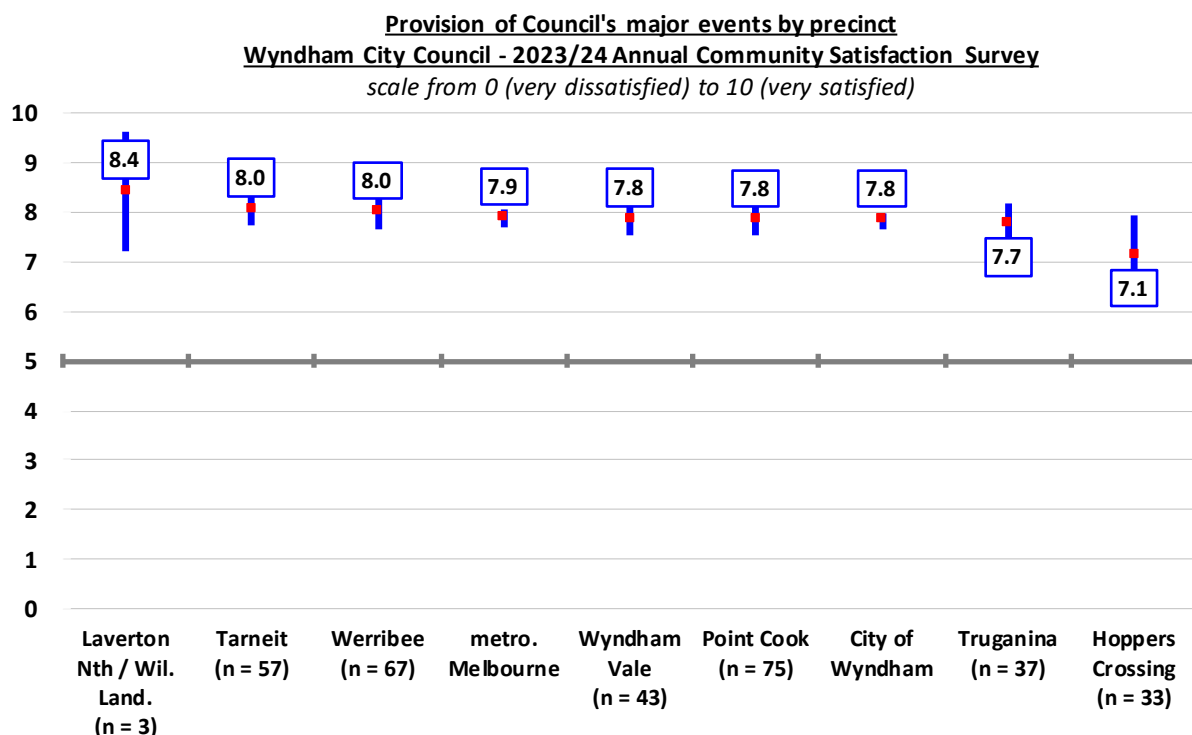
This result was comprised of 67% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 316 of the 326 respondents (27%) from households who had used these facilities in the last 12 months.

There was some variation in satisfaction observed by respondent profile, with middle-aged adults somewhat less satisfied than average. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with these services and facilities was identical to the metropolitan Melbourne satisfaction with “the provision of Council events” of 7.7, as recorded in the 2024 *Governing Melbourne* research.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that 33 respondents from Hoppers Crossing rated satisfaction notably lower than average and at a “good” level of satisfaction.

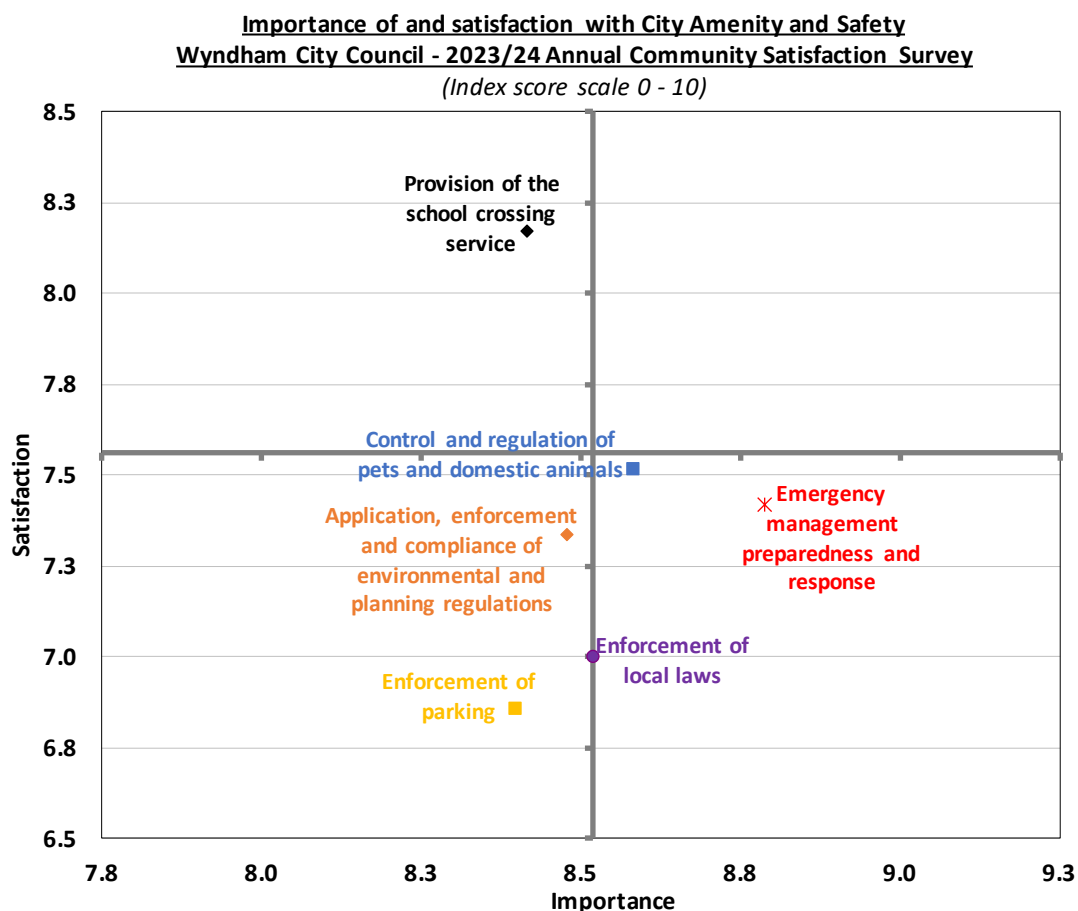


## City Amenity and Safety

There were six services and facilities from the City Amenity and Safety department of Council included in the 2023/24 survey.

There was substantial variation in the average importance of, and satisfaction with, these six services and facilities, as outlined in the following graph.

Particular attention is drawn to the lower-than-average satisfaction with the enforcement of parking and the enforcement of local laws, both of which were categorised at “good” levels of satisfaction.



### Enforcement of parking

The enforcement of parking was the 31<sup>st</sup> most important of the 46 included services and facilities, with an average importance of 8.4 out of 10.

Satisfaction with parking enforcement increased measurably and significantly this year, up 10% to 6.9 out of 10, which is a “good”, up from a “solid” level of satisfaction.



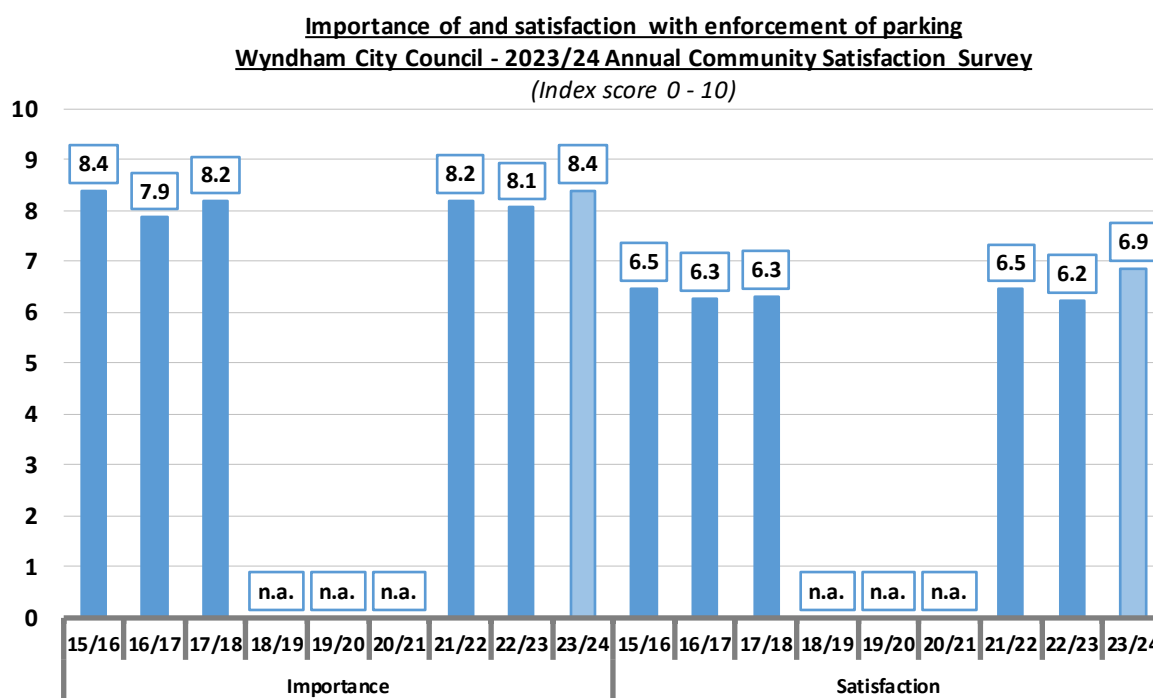
Despite the significant increase in satisfaction recorded this year, this result ranks parking enforcement 45<sup>th</sup> in terms of satisfaction this year, and one of 13 that received a satisfaction score measurably lower than the average of all 46 services and facilities (7.6).

This was the highest satisfaction with parking enforcement recorded for the City of Wyndham and was well above the long-term average satisfaction since 2014/15 of 6.4 out of 10.

This result was comprised of 45% “very satisfied” and 12% dissatisfied respondents, based on a total sample of 1,157 of the 1,200 respondents who provided a satisfaction score this year.

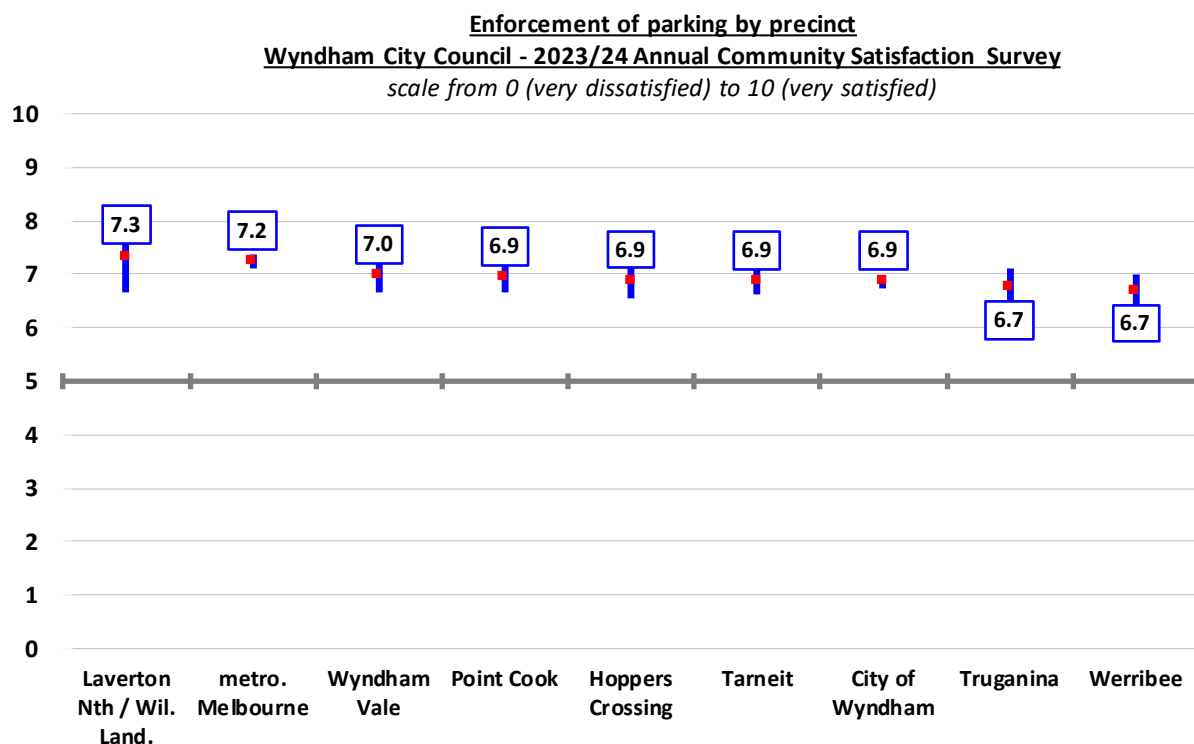
There was some variation in satisfaction observed by respondent profile, with middle-aged adults somewhat less satisfied than average. Respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with parking enforcement was measurably lower than the metropolitan Melbourne satisfaction with “parking enforcement” of 7.2, as recorded in the 2024 *Governing Melbourne* research.



Whilst there was no statistically significant variation in satisfaction with parking enforcement observed across the municipality, it is noted that respondents from Laverton North / Williams Landing were somewhat more satisfied than average and at a “very good” level.





## Enforcement of local laws

The enforcement of local laws was the 21<sup>st</sup> most important of the 46 included services and facilities, with an average importance of 8.5 out of 10.

Satisfaction with local laws enforcement increased measurably this year, up six percent to 7.0 out of 10, although it remains at a “good” level of satisfaction.

Despite the significant increase in satisfaction recorded this year, this result ranks local laws enforcement 42<sup>nd</sup> in terms of satisfaction this year, and one of 13 that received a satisfaction score measurably lower than the average of all 46 services and facilities (7.6).

This was the highest satisfaction with local laws enforcement recorded for the City of Wyndham and was well above the long-term average satisfaction since 2021/22 of 6.8 out of 10.

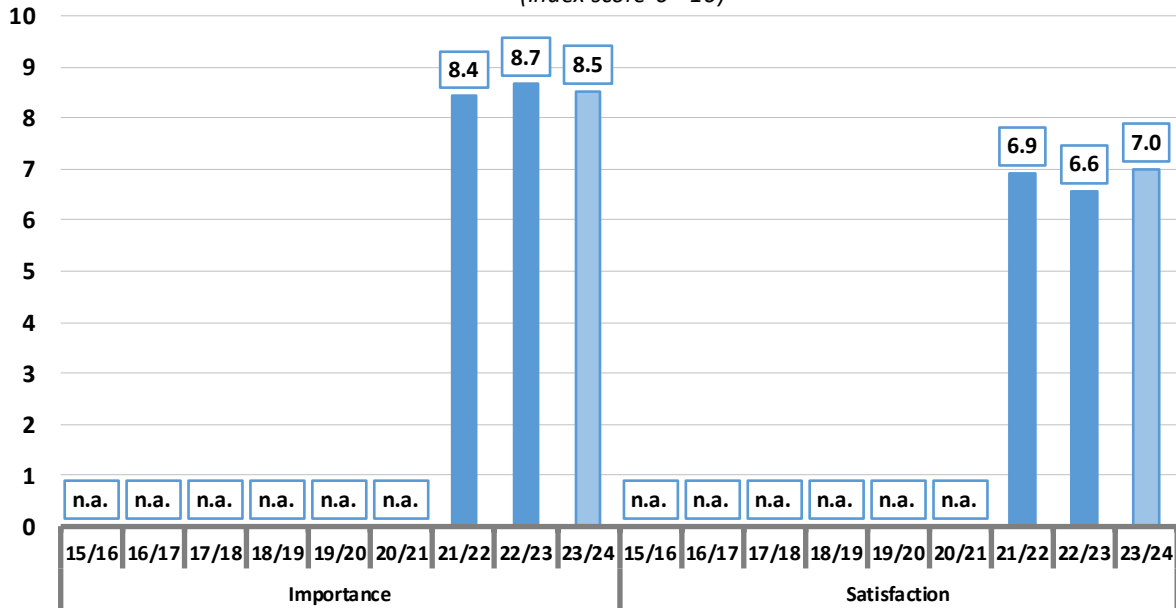
This result was comprised of 46% “very satisfied” and nine dissatisfied respondents, based on a total sample of 1,138 of the 1,200 respondents who provided a satisfaction score this year.

There was no significant variation in satisfaction with the enforcement of local laws observed by respondent profile.

By way of comparison, satisfaction with local laws enforcement was measurably lower than the metropolitan Melbourne satisfaction with “enforcement of local laws” of 7.7, as recorded in the 2024 *Governing Melbourne* research.

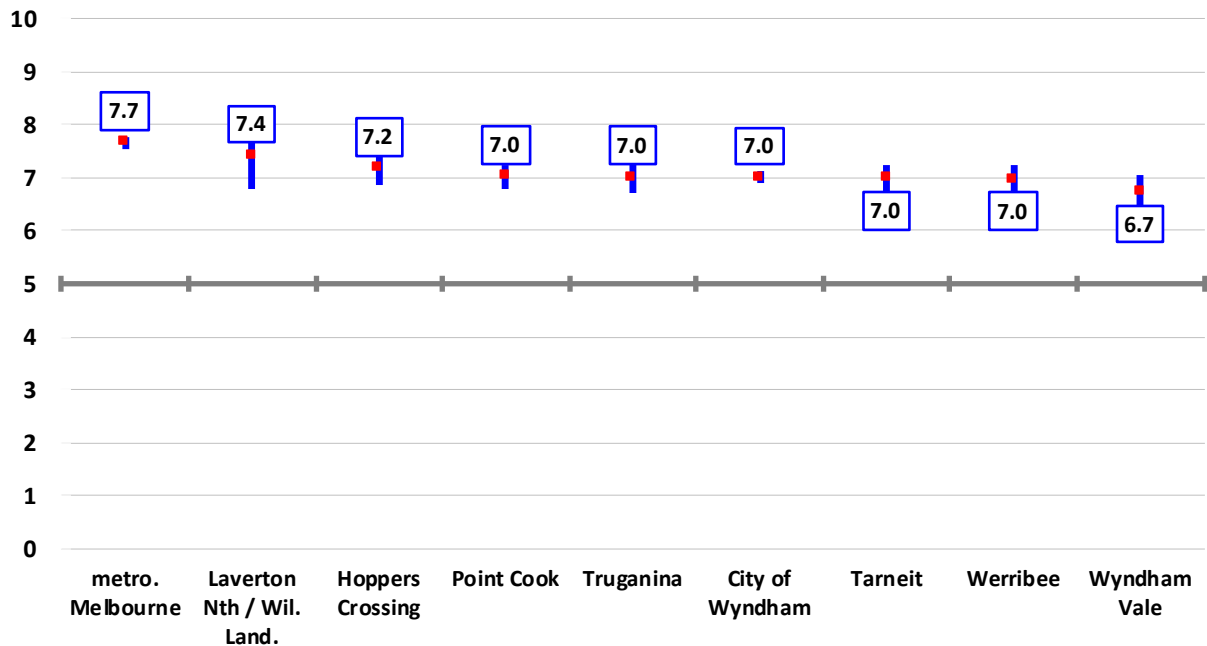


**Importance of and satisfaction with enforcement of local laws**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



Whilst there was no statistically significant variation in satisfaction with local laws enforcement observed across the municipality, it is noted that respondents from Laverton North / Williams Landing were somewhat more satisfied than average and at a “very good” level.

**Enforcement of local laws by precinct**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)





## Emergency management preparedness and response

Emergency management preparedness and response was the 8<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.8 out of 10, and one of nine that were measurably more important than the average of all 46 services and facilities (8.5).

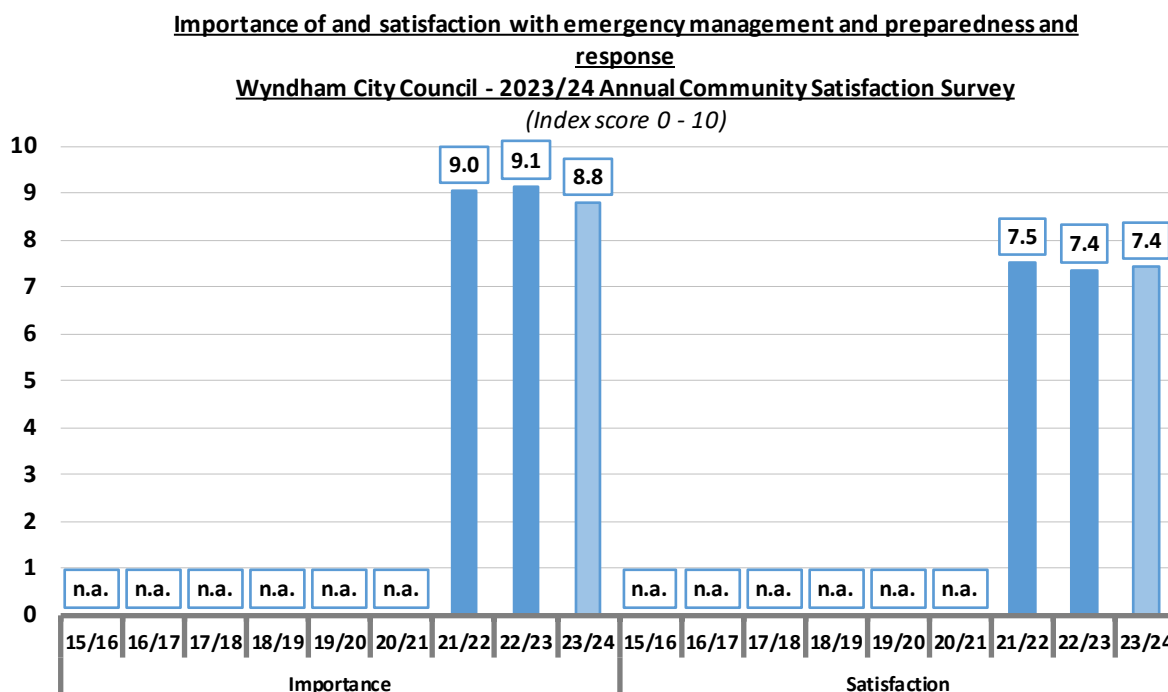
Satisfaction with emergency management preparedness and response remained stable this year at 7.4 out of 10, which remains a “very good” level of satisfaction.

This result ranks these services 28<sup>th</sup> in terms of satisfaction this year, and consistent with the long-term average satisfaction since 2021/22 of 7.4 out of 10.

This result was comprised of 55% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 1,032 of the 1,200 respondents who provided a satisfaction score this year.

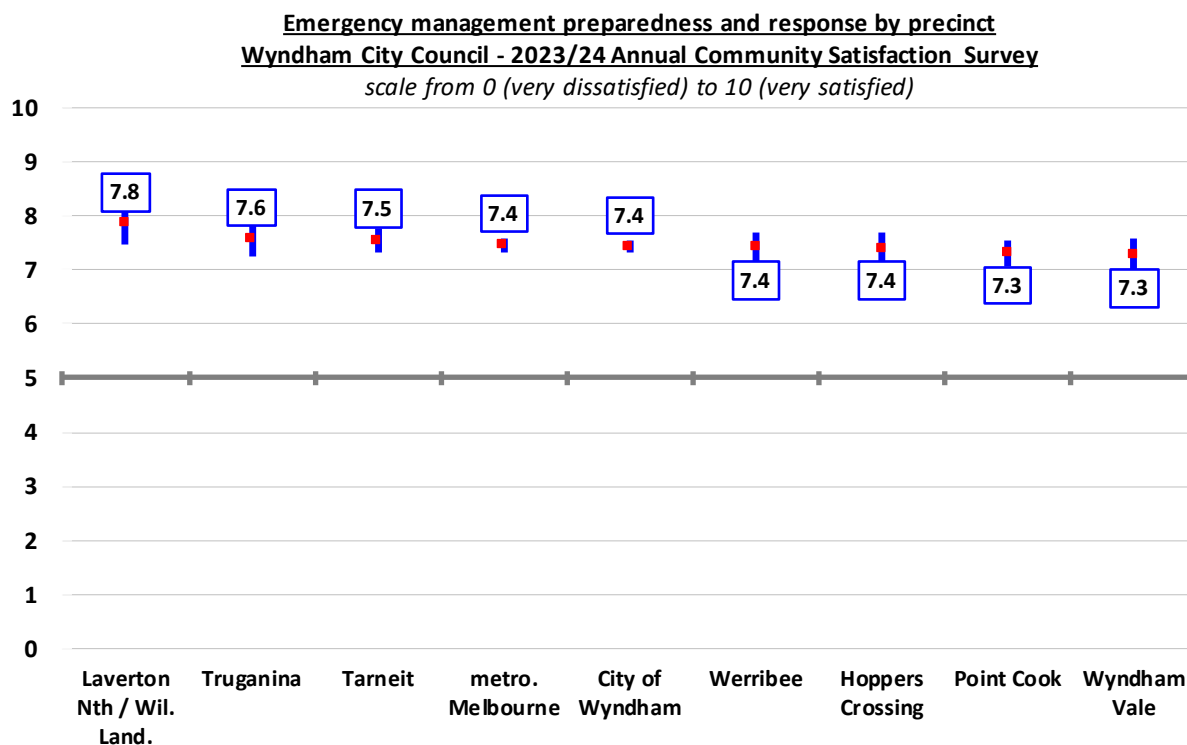
There was some variation in satisfaction in emergency management preparedness and response observed by respondent profile, with senior citizens somewhat more satisfied than average.

By way of comparison, satisfaction with these services was identical to the metropolitan Melbourne satisfaction with “emergency management and response” of 7.4, as recorded in the 2024 *Governing Melbourne* research.



There was statistically significant variation in satisfaction with these services observed across the municipality, with 25 respondents from Laverton North / Williams Landing measurably more satisfied than average and at an “excellent” level.





### Control and regulation of pets and domestic animals

The control and regulation of pets and domestic animals was the 18<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.6 out of 10.

Satisfaction with these services increased measurably this year, up three percent to 7.5 out of 10, although it remains a “very good” level of satisfaction.

This result ranks these services 24<sup>th</sup> in terms of satisfaction this year, and somewhat above the long-term average satisfaction since 2015/16 of 7.3 out of 10.

This result was comprised of 57% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 1,043 of the 1,200 respondents who provided a satisfaction score this year.

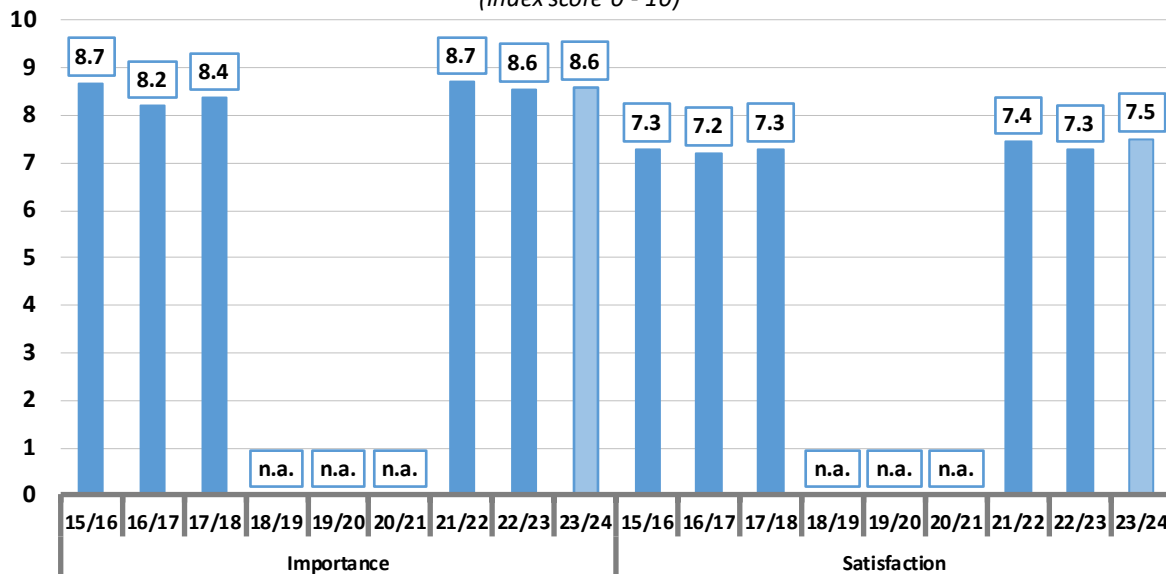
There was some variation in satisfaction with the control and regulation of pets and domestic animals observed by respondent profile with senior citizens somewhat more satisfied than average.

By way of comparison, satisfaction with these services was somewhat, but not measurably lower than the metropolitan Melbourne satisfaction with “animal management” of 7.7, as recorded in the 2024 *Governing Melbourne* research.



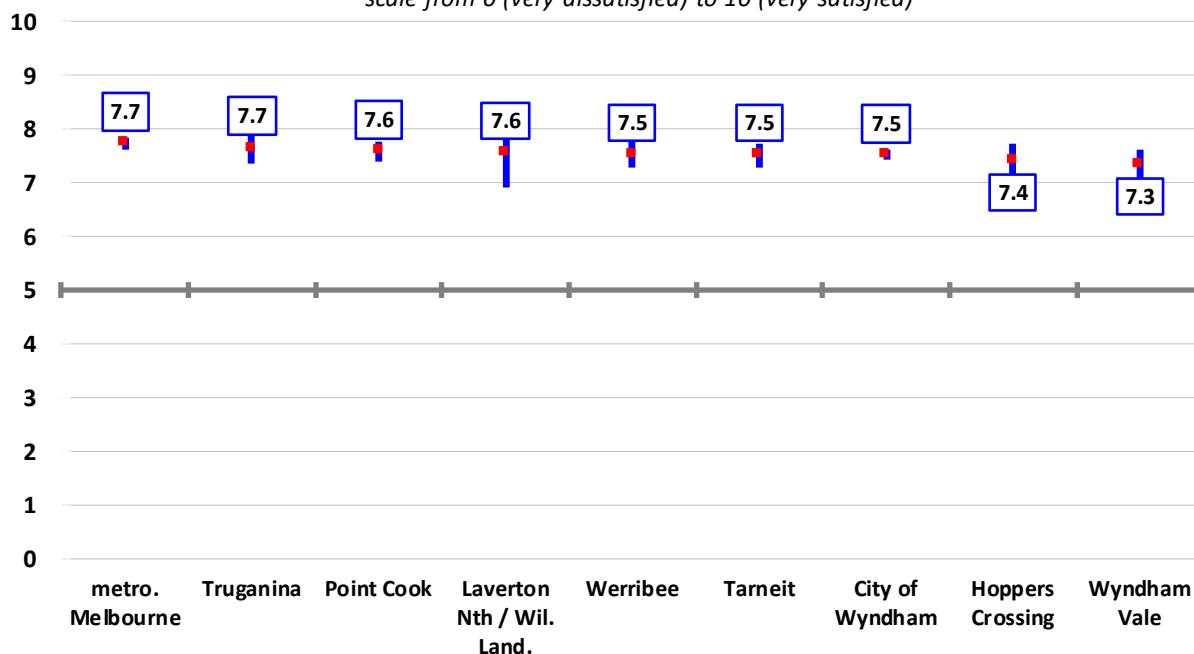
**Importance of and satisfaction with control and regulation of pets and domestic animals**

**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
(Index score 0 - 10)



There was no statistically significant variation in satisfaction with these services observed across the municipality, with respondents from all precincts rating satisfaction at “very good” levels.

**Control and regulation of pets and domestic animals by precinct**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
scale from 0 (very dissatisfied) to 10 (very satisfied)



### Application, enforcement, and compliance of environmental and planning regulations

The application, enforcement, and compliance of environmental and planning regulations was the 27<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.5 out of 10.

Satisfaction with these services increased measurably this year, up five percent to 7.3 out of 10, which was a “very good”, up from a “good” level of satisfaction.

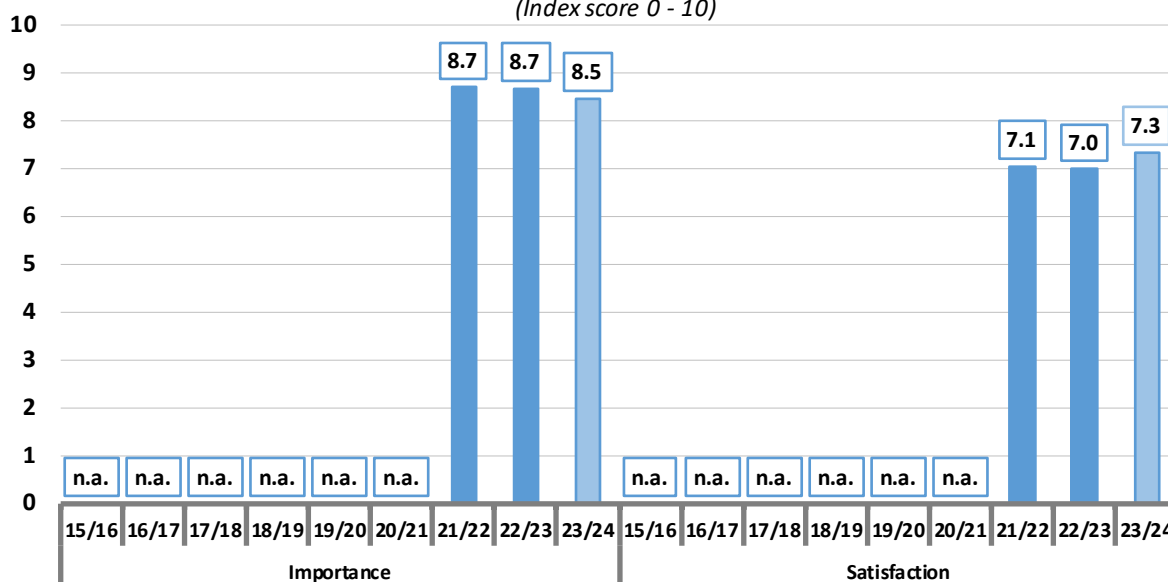
This result ranks these services 30<sup>th</sup> in terms of satisfaction this year, and the highest score recorded since it was first included in the survey program in 2021/22.

This result was comprised of 52% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 954 of the 1,200 respondents who provided a satisfaction score this year.

There was no significant variation in satisfaction with the application, enforcement, and compliance of environmental and planning regulations observed by respondent profile.

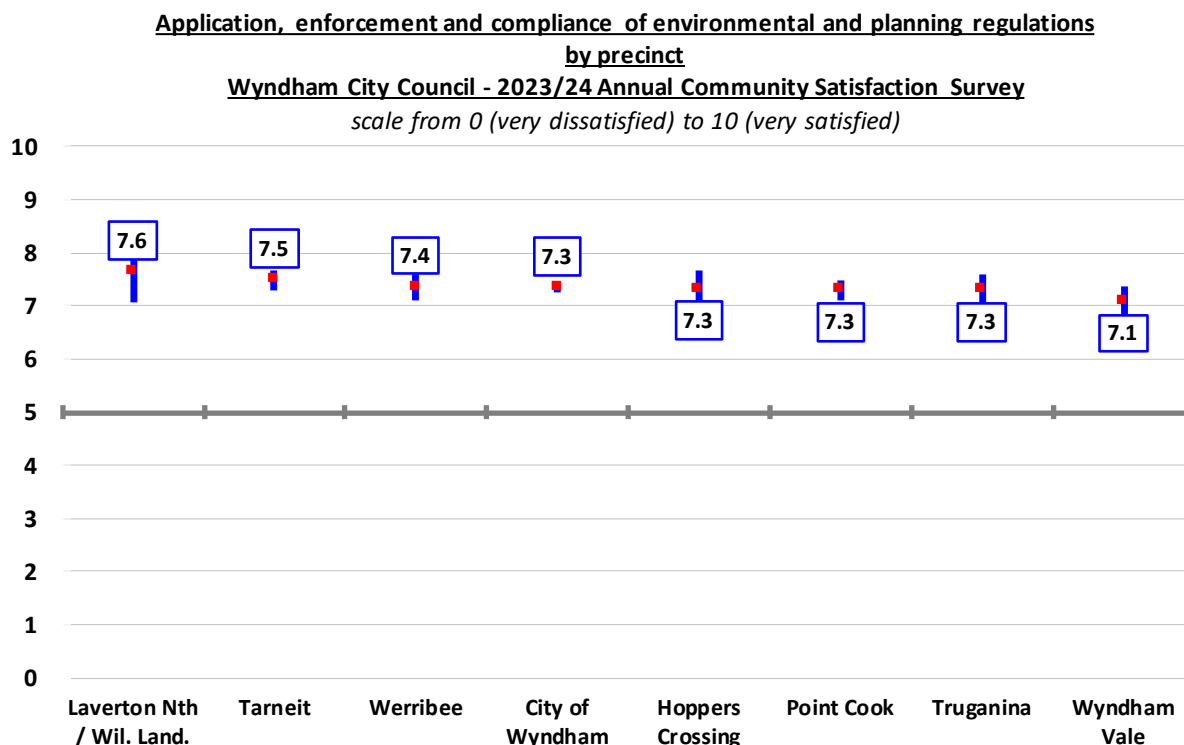
By way of comparison, these services were not included in the 2024 *Governing Melbourne* research in a comparable format, and therefore no comparison results were published.

**Importance of and satisfaction with application, enforcement and compliance of environmental and planning regulations**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



Whilst there was no statistically significant variation in satisfaction with these services observed across the municipality, it is noted that respondents from Wyndham Vale rated satisfaction at “good” rather than a “very good” level of satisfaction.





### Provision of the school crossing service

The provision of the school crossing service was the 29<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.4 out of 10.

This was a substantial decline in importance from the 9.2 out of 10 recorded over the last two years. It is difficult to explain this significant decline in importance this year, other than to suggest it was perhaps somewhat of an outlier result.

Satisfaction with these services remained essentially stable this year, up one percent to 8.2 out of 10, which remains an “excellent” level of satisfaction.

This result ranks these services 6<sup>th</sup> in terms of satisfaction this year, and one of 12 services and facilities that received a satisfaction score measurably higher than the average of all 46 (7.6).

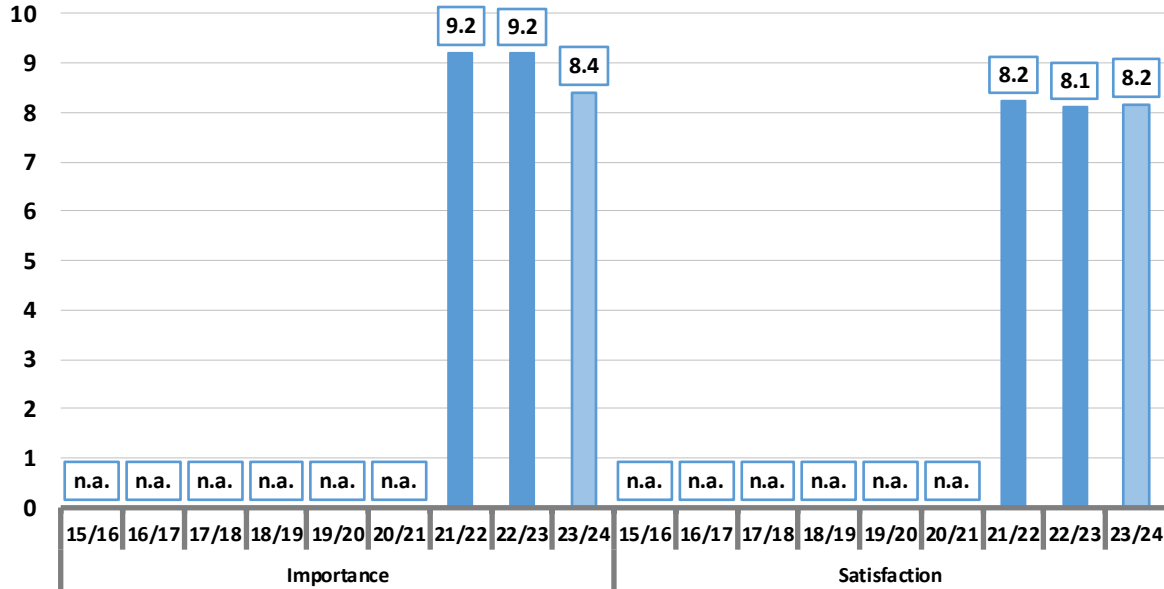
This result was comprised of 74% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 399 of the 409 respondents (34%) from households who had used these services in the last 12 months.

There was some variation in satisfaction observed by respondent profile, with senior citizens somewhat more satisfied than average. Respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.



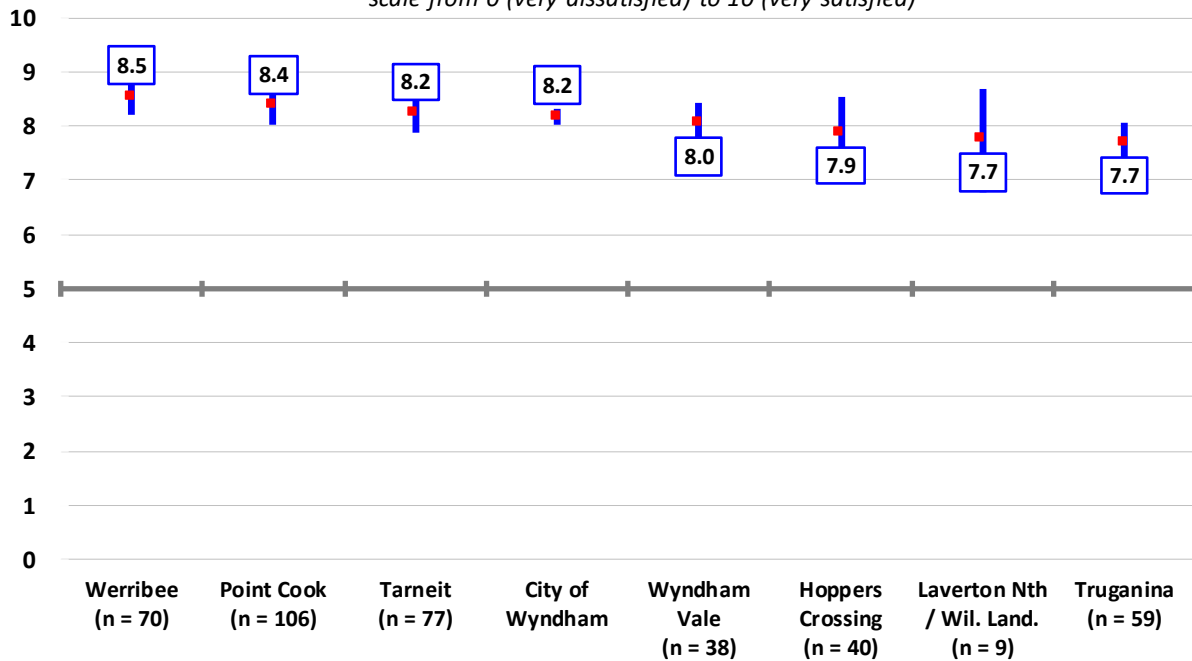
By way of comparison, these services were not included in the 2024 *Governing Melbourne* research in a comparable format, and therefore no comparison results were published.

**Importance of and satisfaction with provision of the school crossing service**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



There was some measurable variation in satisfaction with the school crossing service observed across the municipality, with nine respondents from Laverton North / Williams Landing somewhat, and 59 respondents from Truganina measurably less satisfied than average, and at “very good” rather than “excellent” levels of satisfaction.

**Provision of the school crossing service by precinct**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)

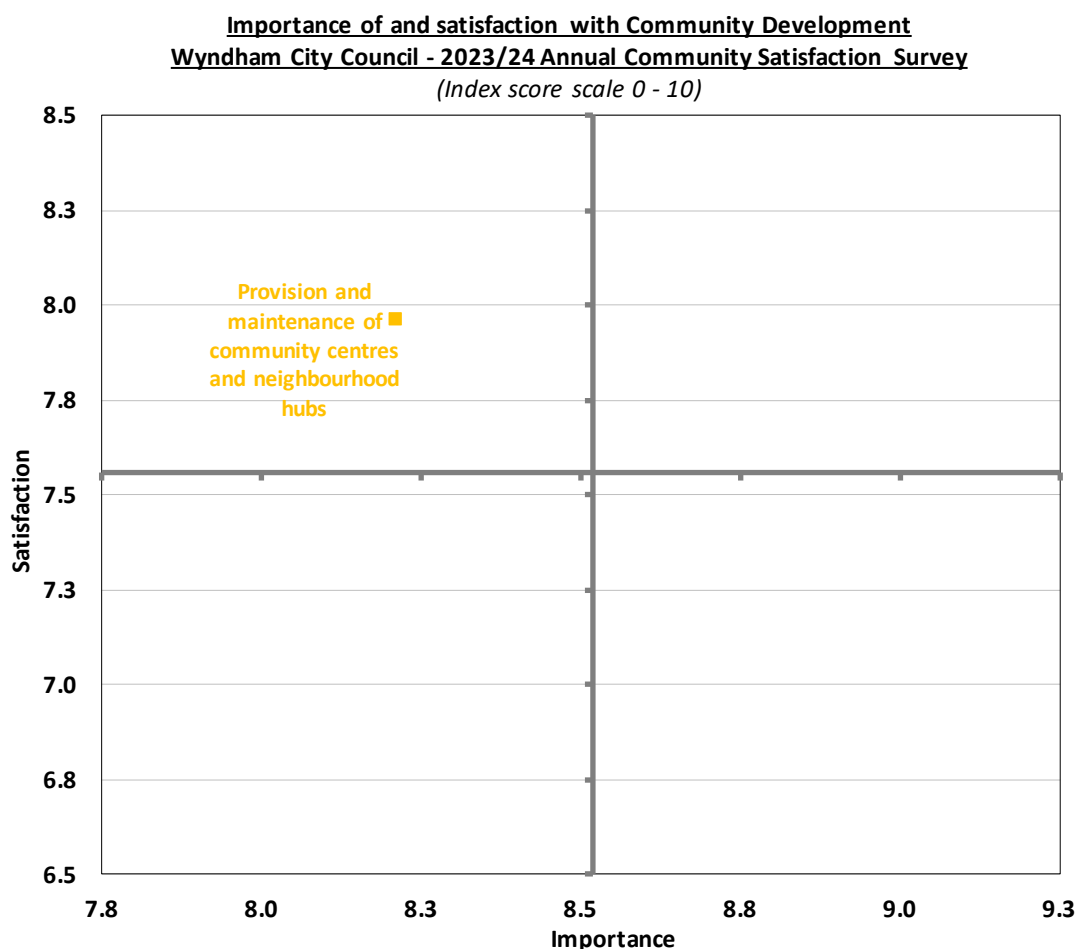




## Community Development

There was only one service and facility from the Community Development department of Council included in the 2023/24 survey.

Consistent with results recorded previously for the City of Wyndham as well as elsewhere across metropolitan Melbourne, community centres and neighbourhood hubs were measurably less important than the average, although they received a significantly higher-than-average satisfaction score.



### Provision and maintenance of community centres and neighbourhood hubs

The provision and maintenance of community centres and neighbourhood hubs was the 38<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.2 out of 10. This was one of nine services and facilities that were measurably less important than the average of all 46 services and facilities (8.5).

This was a substantial decline in importance from the long-term average importance since 2015/16 of 8.6. It is difficult to explain this significant decline in importance this year, other than to suggest it was perhaps somewhat of an outlier result.



Satisfaction with these services remained essentially stable this year, up one percent to 8.0 out of 10, which remains an “excellent” level of satisfaction.

This result ranks these services 10<sup>th</sup> in terms of satisfaction this year, and one of 12 services and facilities that received a satisfaction score measurably higher than the average of all 46 (7.6).

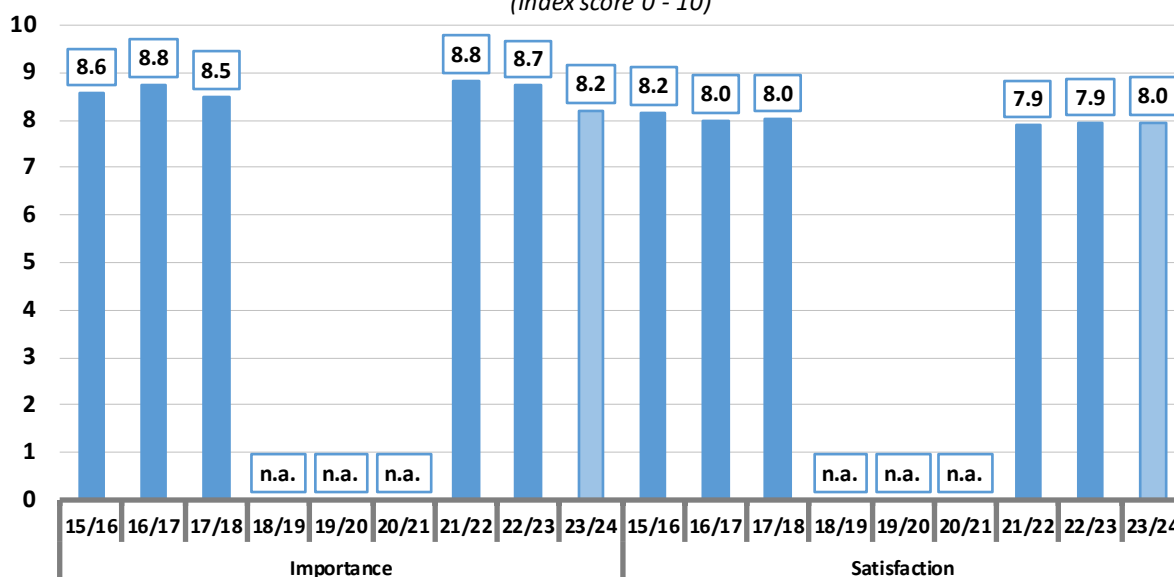
This result was consistent with the long-term average satisfaction since 2015/16 of 8.0 out of 10.

This result was comprised of 69% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 392 of the 399 respondents (33%) from households who had used these services in the last 12 months.

There was some variation in satisfaction observed by respondent profile, with senior citizens somewhat more satisfied than average. Respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with these services was somewhat, but not measurably higher than the metropolitan Melbourne satisfaction with “community centres and neighbourhood houses” of 7.8, as recorded in the 2024 *Governing Melbourne* research.

**Importance of and satisfaction with provision and maintenance of community centres and neighbourhood hubs**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



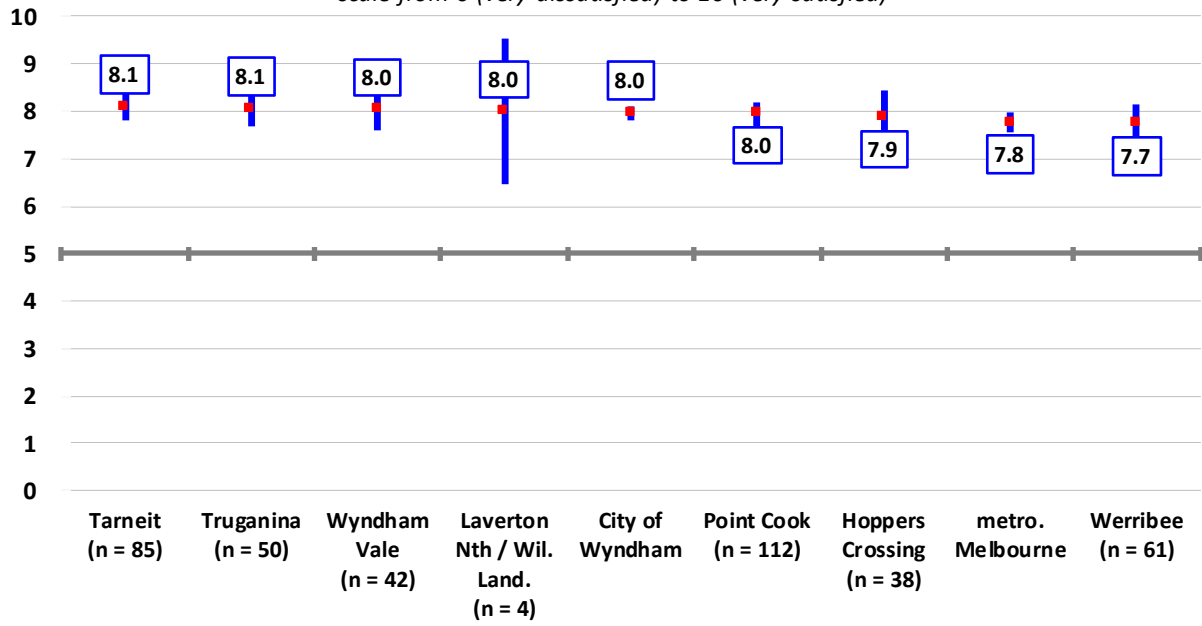
Whilst there was no statistically significant variation in satisfaction with these services observed across the municipality, it is noted that respondents from Werribee rated satisfaction at “very good” rather than an “excellent” level of satisfaction.



**Provision and maintenance of community centres and neighbourhood hubs by precinct**

**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**

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



## Community Planning

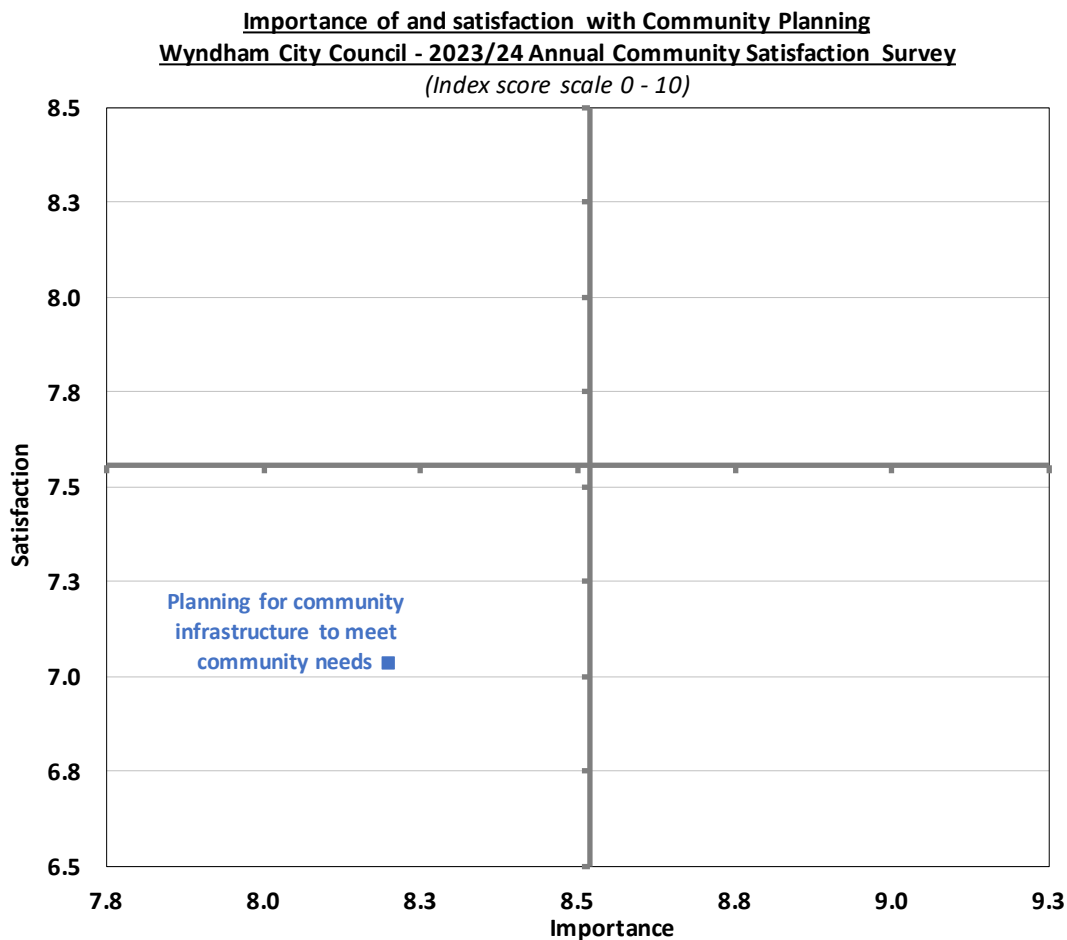
There was only one service and facility from the Community Planning department of Council included in the 2023/24 survey.

This service remains of lower-than-average importance and received a lower-than-average satisfaction score.

Metropolis Research does not the relatively broad nature of this service. This imprecise language in relation to the range of infrastructure that may be included in this service, is likely to lead to a relatively muted result, both in terms of importance and satisfaction.

The lower-than-average satisfaction score may well reflect respondents basing their satisfaction score on a wide range of services and facilities with which they may be dissatisfied.

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



## Planning for community infrastructure to meet community need

Planning for community infrastructure to meet community need was the 41<sup>st</sup> most important of the 46 included services and facilities, with an average importance of 8.2 out of 10.

This was one of nine services and facilities that were measurably less important than the average of all 46 services and facilities (8.5).

This was a substantial decline in importance from the 8.9 out of 10 recorded over the last two years. It is difficult to explain this significant decline in importance this year, other than to suggest it was perhaps somewhat of an outlier result.

Satisfaction with these services increased notably, but not measurably again this year, up three percent to 7.0 out of 10, which remains a “good” level of satisfaction.

This result ranks these services 41<sup>st</sup> in terms of satisfaction this year, and of 13 services and facilities that received a satisfaction score measurably lower than the average of all 46 (7.6).

There was some variation in satisfaction observed by respondent profile, with adults (aged 35 to 44 years) somewhat more, and middle-aged adults somewhat less satisfied than average. Respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

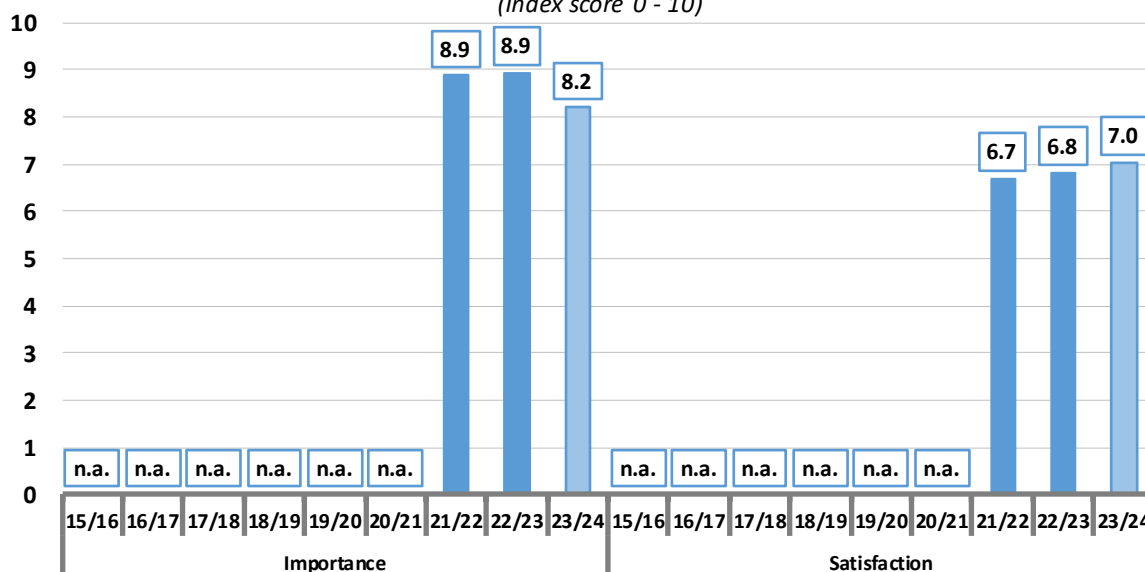
This result was comprised of 48% “very satisfied” and nine percent dissatisfied respondents, based on a total sample of 229 of the 238 respondents (20%) from households who had used these services in the last 12 months.

By way of comparison, these services were not included in the 2024 *Governing Melbourne* research in a comparable format, and therefore no comparison results were published.

### Importance of and satisfaction with planning for community infrastructure to meet community need

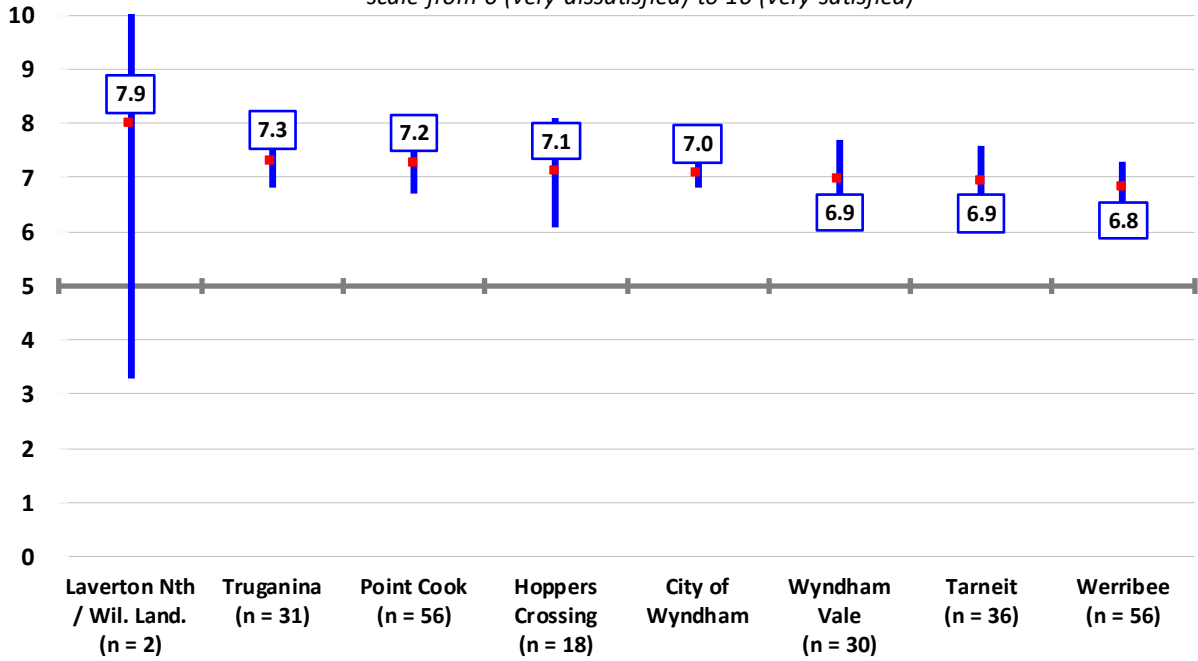
#### Wyndham City Council - 2023/24 Annual Community Satisfaction Survey

(Index score 0 - 10)



Noting the small sample size at the precinct level for these services, there was no statistically significant variation in satisfaction observed across the municipality.

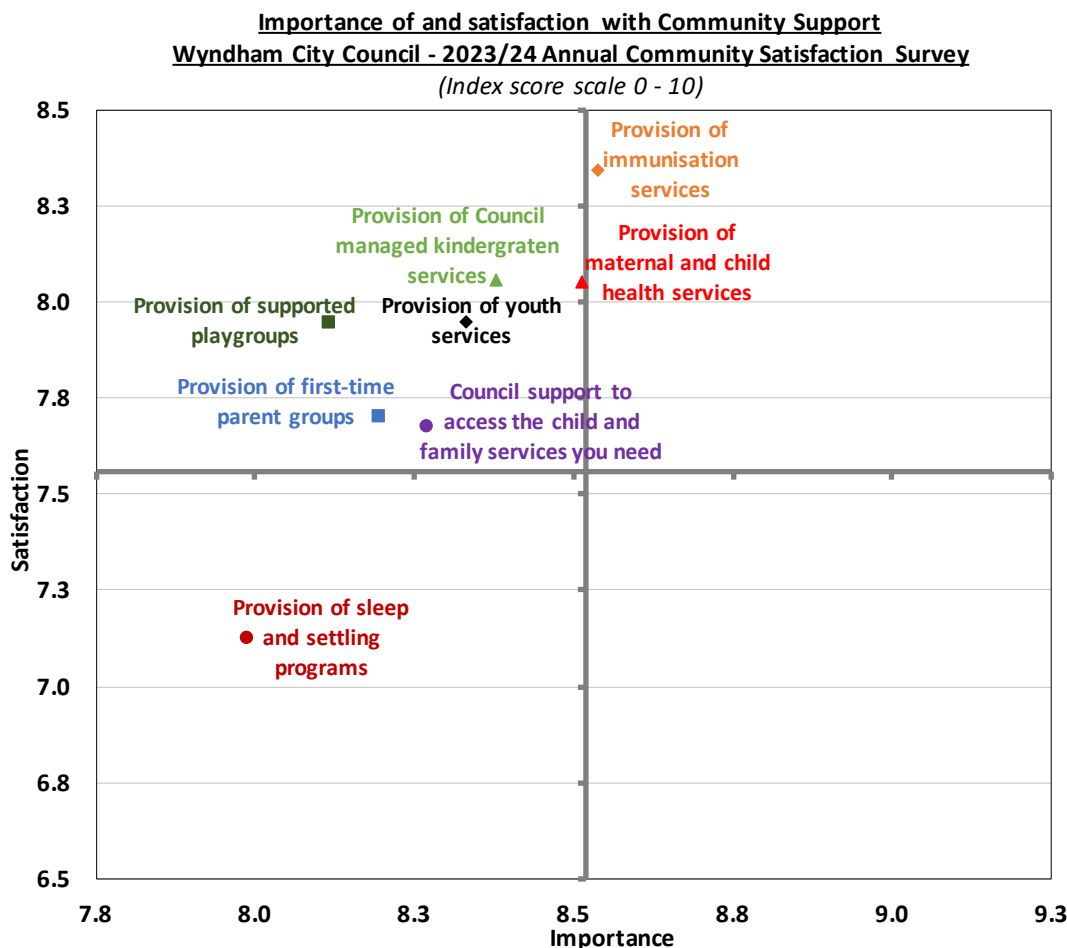
**Planning for community infrastructure to meet community need by precinct**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*





## Community Support

There were eight services and facilities from the Community Support department of Council included in the 2023/24 survey, as outlined in the following graph.



### Provision of Council managed kindergarten services

The provision of Council managed kindergarten services was the 33<sup>rd</sup> most important of the 46 included services and facilities, with an average importance of 8.4 out of 10.

This was a substantial decline in importance from the 9.0 out of 10 recorded last year. It is difficult to explain this significant decline in importance this year, other than to suggest it was perhaps somewhat of an outlier result.

Satisfaction with these services increased somewhat, but not measurably this year, up three percent to 8.1 out of 10, which remains an “excellent” level of satisfaction.



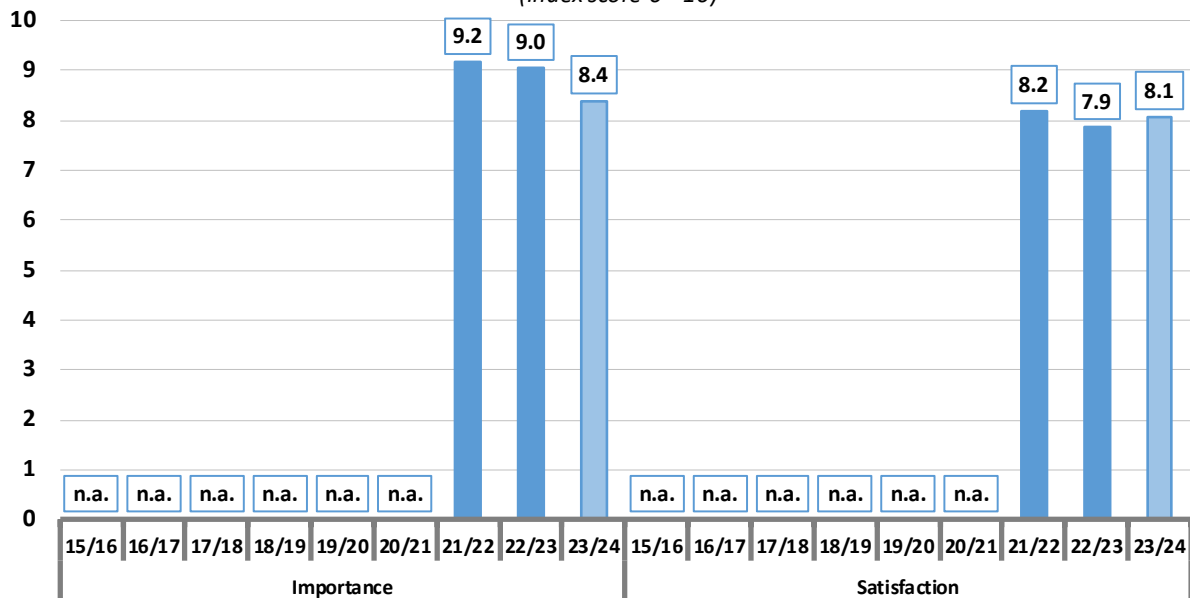
This result ranks these services 8<sup>th</sup> in terms of satisfaction this year, and one of 12 services and facilities that received a satisfaction score measurably higher than the average of all 46 (7.6).

There was some variation in satisfaction with Council managed kindergarten services observed by respondent profile, with female respondents somewhat more satisfied than male respondents.

This result was comprised of 75% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 277 of the 288 respondents (4%) from households who had used these services in the last 12 months.

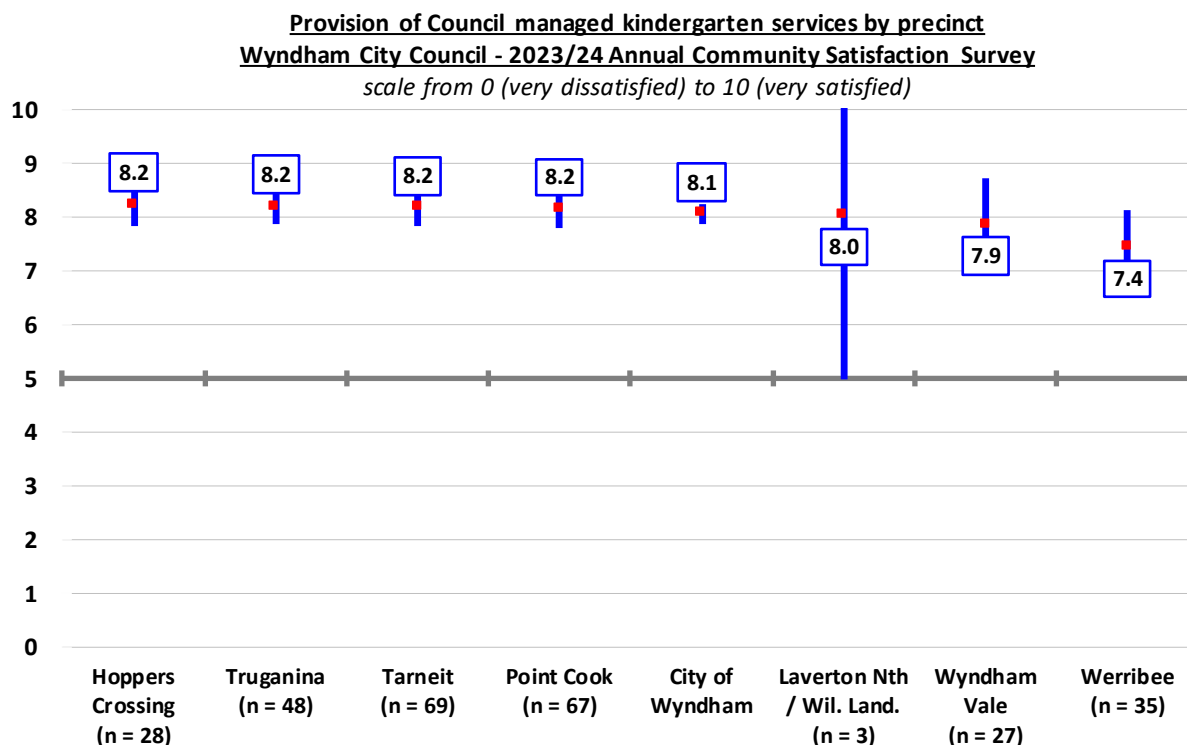
By way of comparison, these services were not included in the 2024 *Governing Melbourne* research in a comparable format, and therefore no comparison results were published.

**Importance of and satisfaction with provision of Council managed kindergarten services**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that 35 respondents from Werribee were somewhat less satisfied than average, and at a “very good” rather than an “excellent” level of satisfaction.





### Provision of maternal and child health services

The provision of maternal and child health services was the 22<sup>nd</sup> most important of the 46 included services and facilities, with an average importance of 8.5 out of 10.

This was a substantial decline in importance from the 9.0 out of 10 recorded last year. It is difficult to explain this significant decline in importance this year, other than to suggest it was perhaps somewhat of an outlier result.

Satisfaction with these services increased measurably this year, up seven percent to 8.1 out of 10, which was an “excellent”, up from a “very good” level of satisfaction.

This result was marginally above the long-term average satisfaction since 2015/16 of 8.0 out of 10.

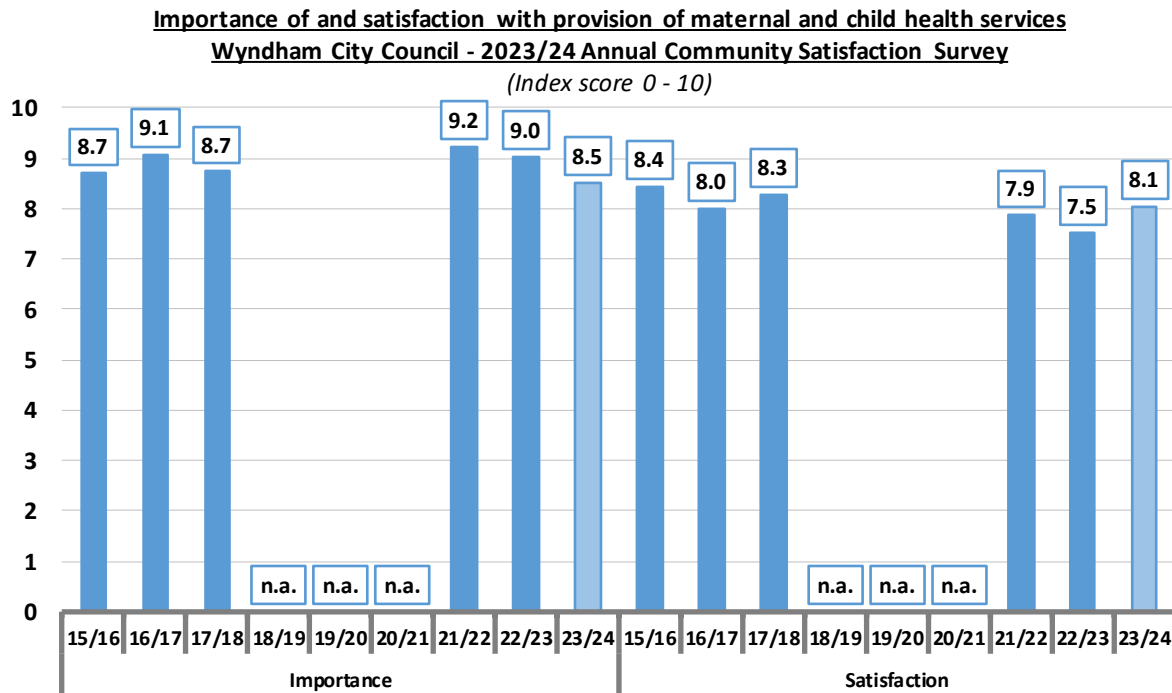
This result ranks these services 9<sup>th</sup> in terms of satisfaction this year, and one of 12 services and facilities that received a satisfaction score measurably higher than the average of all 46 (7.6).

There was some variation in satisfaction observed by respondent profile, with older adults and senior citizens somewhat more satisfied than average. Respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

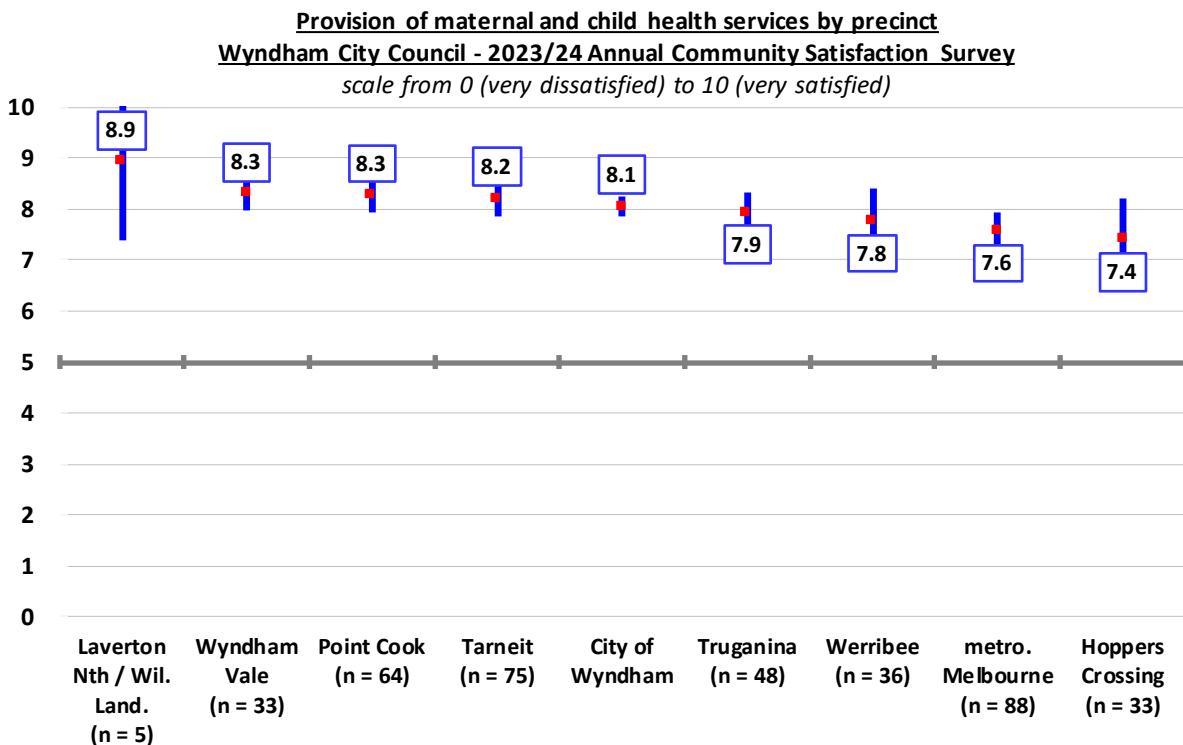
This result was comprised of 75% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 294 of the 306 respondents (26%) from households who had used these services in the last 12 months.



By way of comparison, satisfaction with these services was notably, but not measurably higher than the metropolitan Melbourne satisfaction with “services for children aged from birth to 4 years of age” of 7.6, as recorded in the 2024 *Governing Melbourne* research.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that 33 respondents from Werribee were somewhat less satisfied than average, and at a “very good” rather than an “excellent” level of satisfaction.



## Provision of immunisation services

The provision of immunisation services was the 20<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.5 out of 10.

This was a substantial decline in importance from the 9.2 out of 10 recorded last year. It is difficult to explain this significant decline in importance this year, other than to suggest it was perhaps somewhat of an outlier result.

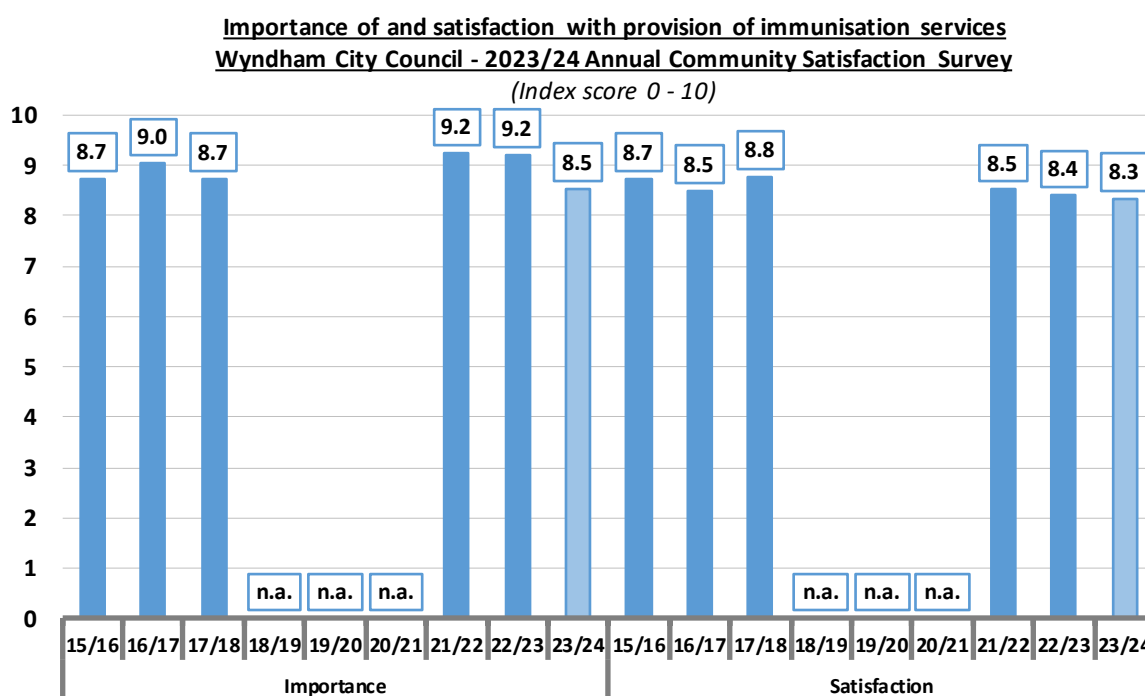
Satisfaction with these services declined marginally again this year, down one percent to 8.3 out of 10, although it remains an “excellent” level of satisfaction. This result was marginally below the long-term average satisfaction since 2015/16 of 8.5 out of 10.

This result ranks these services 3<sup>rd</sup> in terms of satisfaction this year, and one of 12 services and facilities that received a satisfaction score measurably higher than the average of all 46 (7.6).

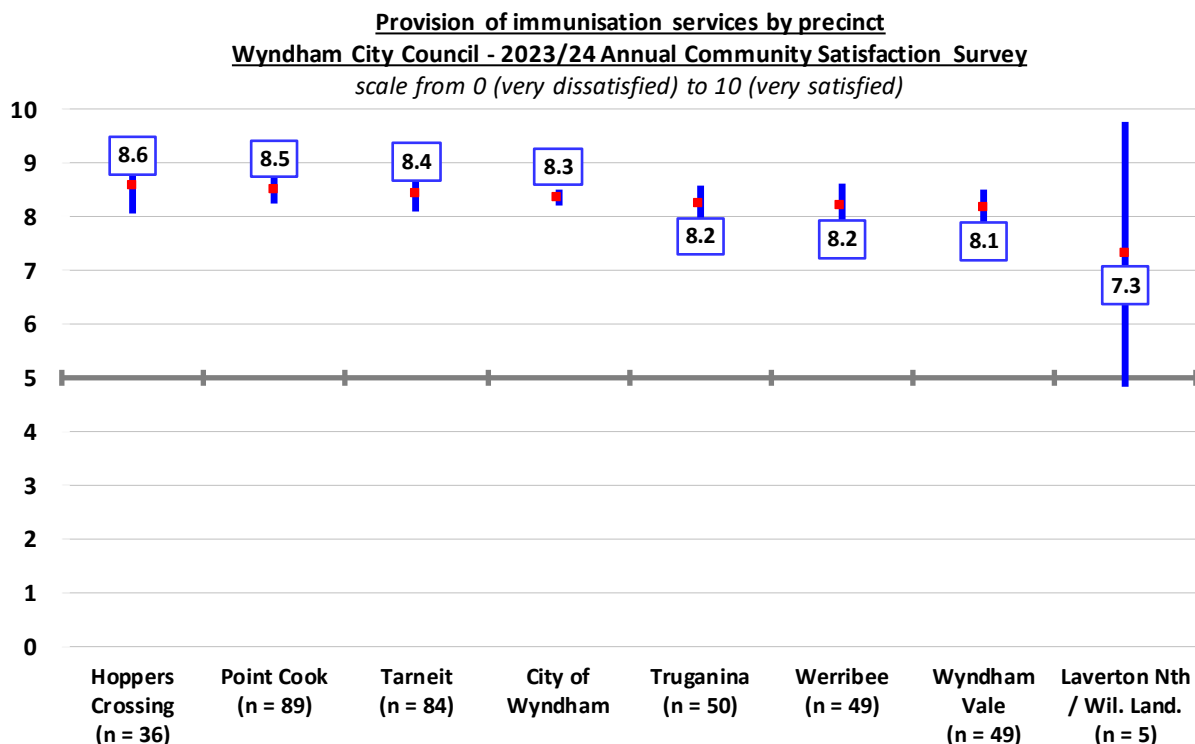
There was some variation in satisfaction observed by respondent profile, with middle-aged adults somewhat less satisfied than average. Respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

This result was comprised of 81% “very satisfied” and one percent dissatisfied respondents, based on a total sample of 361 of the 374 respondents (31%) from households who had used these services in the last 12 months.

By way of comparison, these services were not included in the 2024 *Governing Melbourne* research in a comparable format, and therefore no comparison results were published.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that five respondents from Laverton North / Williams Landing were somewhat less satisfied than average, and at a “very good” rather than an “excellent” level of satisfaction.



### Provision of youth services

The provision of youth services was the 35<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.3 out of 10.

This was a substantial decline in importance from the 9.0 out of 10 recorded last year. It is difficult to explain this significant decline in importance this year, other than to suggest it was perhaps somewhat of an outlier result.

Satisfaction with these services improved notably, but not measurably this year, up seven percent to 7.9 out of 10, which was an “excellent”, up from a “very good” level of satisfaction.

As a result of the seven percent increase in satisfaction this year, satisfaction was marginally above the long-term average satisfaction since 2015/16 of 7.7 out of 10.

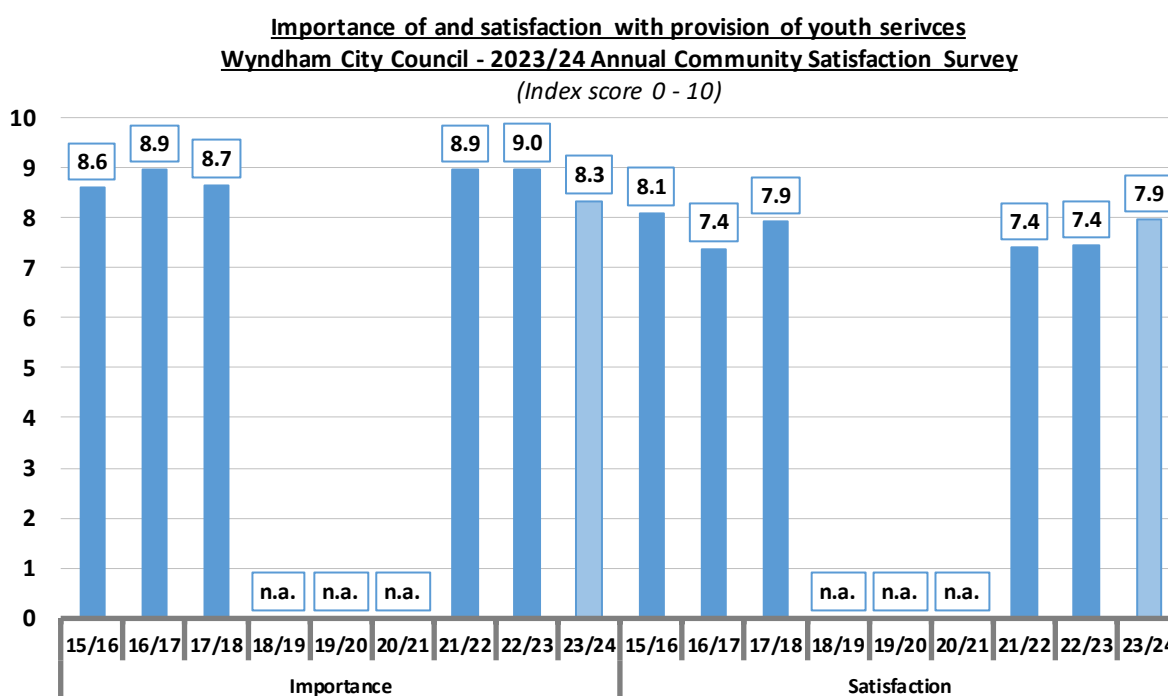
This result ranks these services 12<sup>th</sup> in terms of satisfaction this year, and one of 12 services and facilities that received a satisfaction score measurably higher than the average of all 46 (7.6).



There was some variation in satisfaction observed by respondent profile, with female respondents somewhat more satisfied than male respondents.

This result was comprised of 81% “very satisfied” and one percent dissatisfied respondents, based on a total sample of 361 of the 374 respondents (31%) from households who had used these services in the last 12 months.

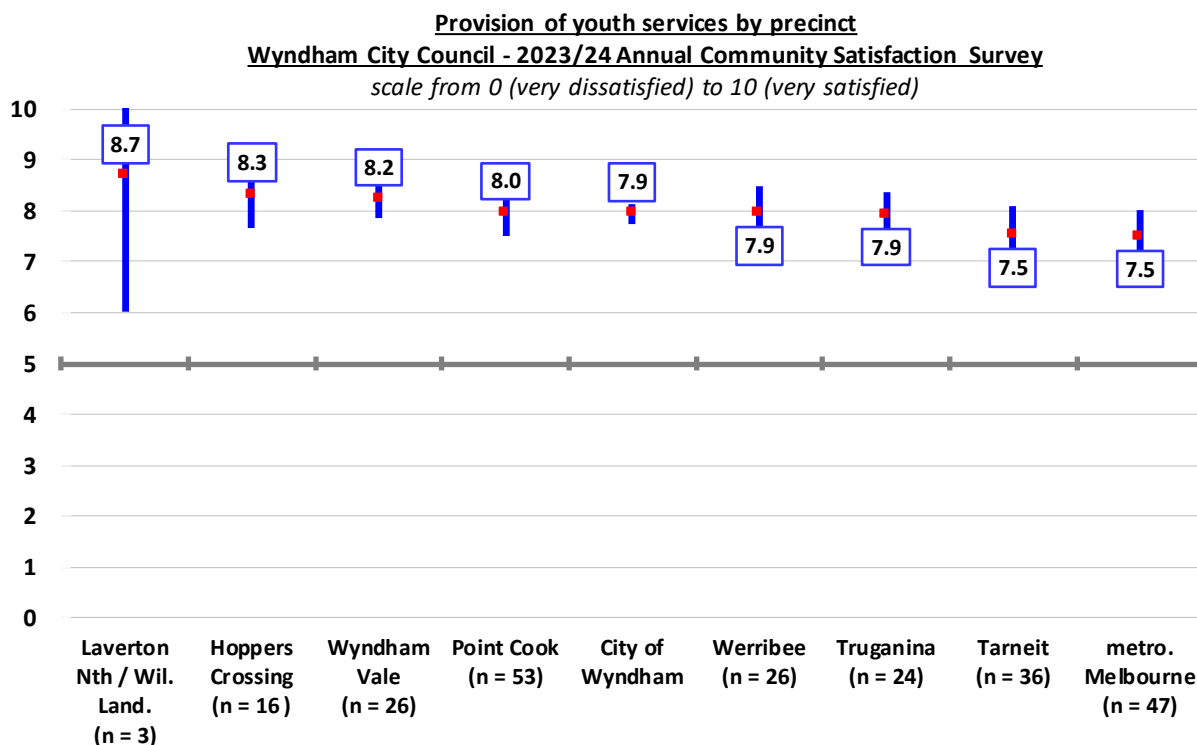
By way of comparison, satisfaction with these services was somewhat, but not measurably higher than the metropolitan Melbourne satisfaction with “services for youth” of 7.5, as recorded in the 2024 *Governing Melbourne* research.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that 36 respondents from Tarneit were somewhat less satisfied than average, and at a “very good” rather than an “excellent” level of satisfaction.







### Provision of first-time parent groups

The provision of first-time parent groups was the 42<sup>nd</sup> most important of the 46 included services and facilities, with an average importance of 8.2 out of 10.

Satisfaction with these services increased somewhat, but not measurably this year, up six percent to 7.7 out of 10, although it remains a “very good” level of satisfaction.

This result ranks these services 16<sup>th</sup> in terms of satisfaction this year.

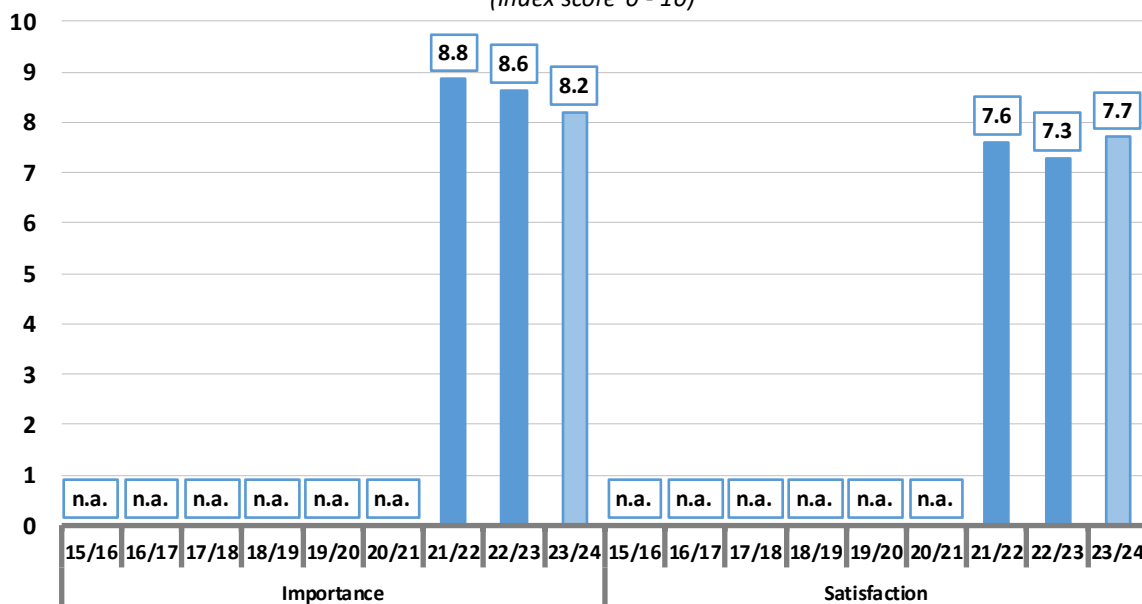
There was some variation in satisfaction observed by respondent profile, with young adults somewhat less satisfied than average, and adults and middle-aged adults somewhat more satisfied. Respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

This result was comprised of 63% “very satisfied” and six percent dissatisfied respondents, based on a total sample of 113 of the 119 respondents (10%) from households who had used these services in the last 12 months.

By way of comparison, these services were not included in the 2024 *Governing Melbourne* research in a comparable format, and therefore no comparison results were published.

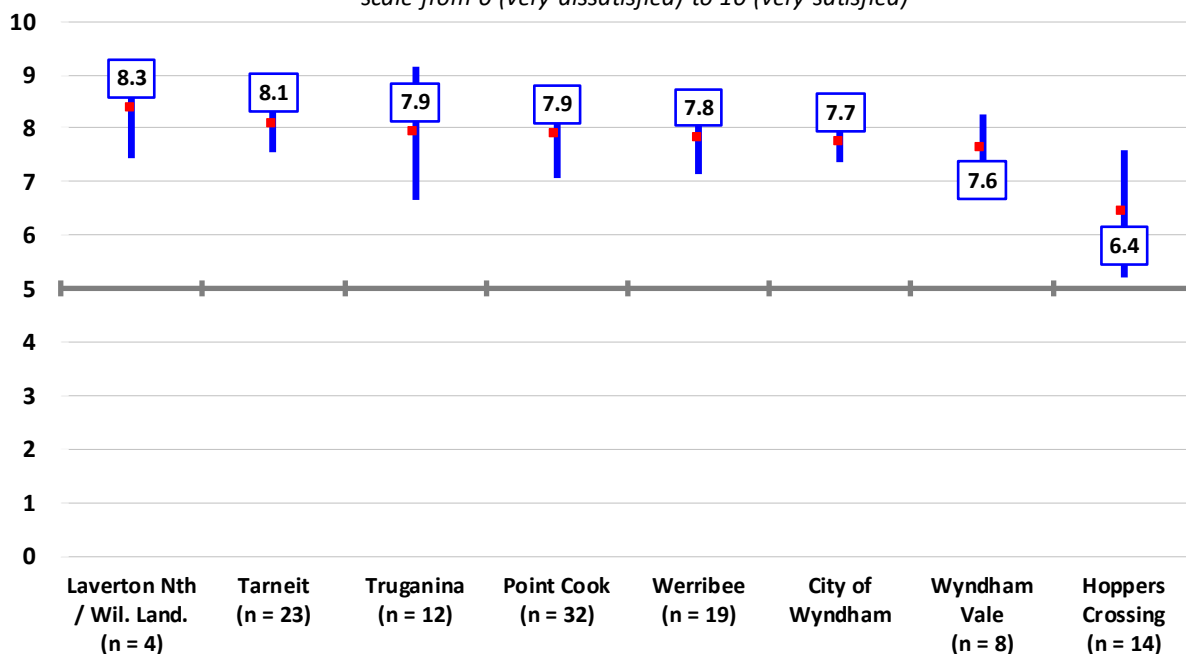


**Importance of and satisfaction with first-time parent groups**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that 14 respondents from Hoppers Crossing were somewhat less satisfied than average, and at a “solid” rather than a “very good” level of satisfaction.

**Provision of first-time parent groups by precinct**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



### Provision of sleep and settling programs

The provision of sleep and settling programs was the least important of the 46 included services and facilities, with an average importance of 8.0 out of 10, and one of nine that were measurably less important than the average of all 46 services and facilities (8.5).

Satisfaction with these services increased notably, but not measurably this year, up 16% to 7.1 out of 10, which was a “good”, up from a “solid” level of satisfaction.

This increase recovered most of the decline in satisfaction recorded last year.

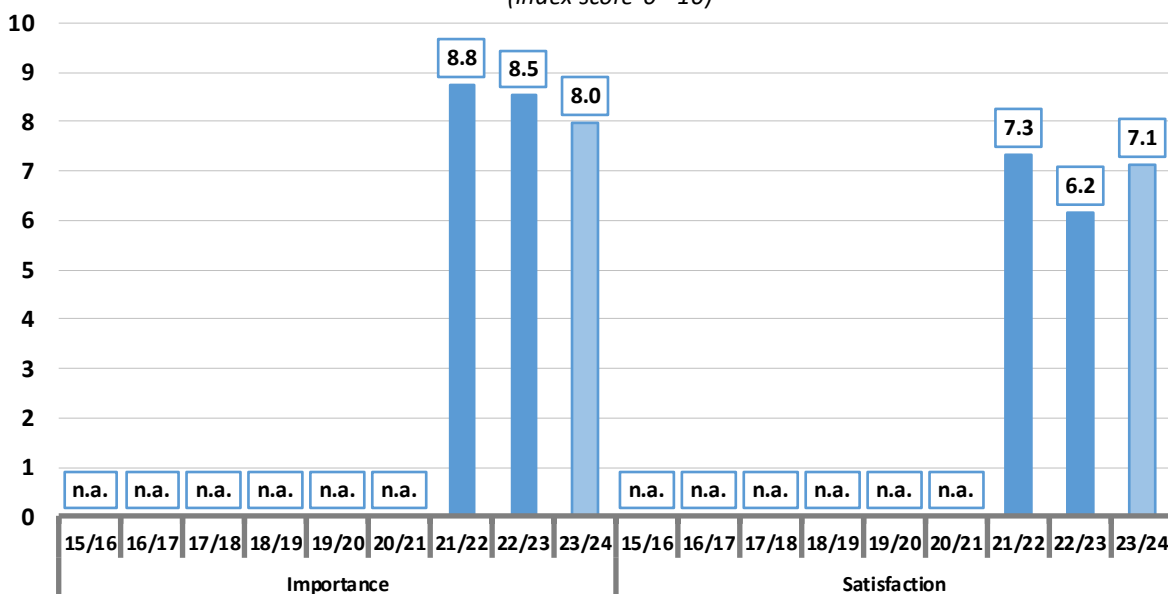
This result ranks these services 39<sup>th</sup> in terms of satisfaction this year, and one of 13 that received a satisfaction score measurably lower than the average of all 46 services and facilities (7.6).

There was some variation in satisfaction observed by respondent profile, with young adults somewhat less satisfied than average, and adults, middle-aged adults, and senior citizens somewhat more satisfied. Respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

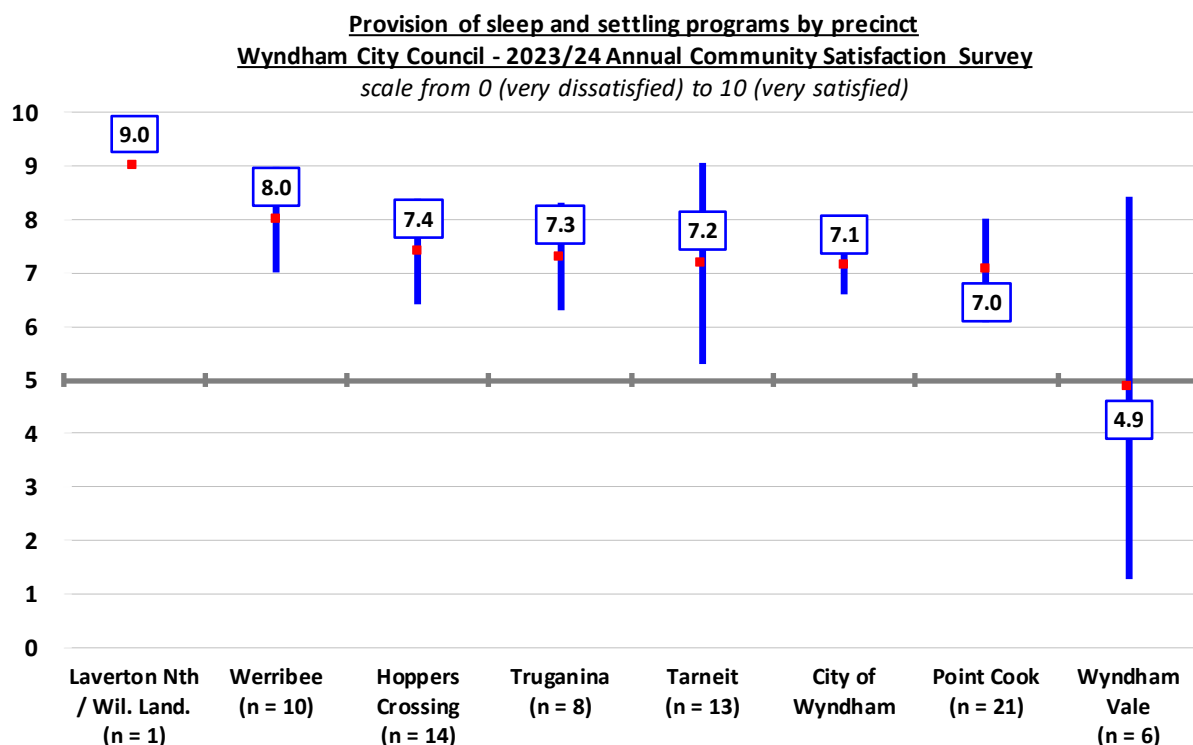
This result was comprised of 49% “very satisfied” and nine percent dissatisfied respondents, based on a total sample of 73 of the 75 respondents (6%) from households who had used these services in the last 12 months.

By way of comparison, these services were not included in the 2024 *Governing Melbourne* research in a comparable format, and therefore no comparison results were published.

**Importance of and satisfaction with provision of sleep and settling programs**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that six respondents from Wyndham Vale rated satisfaction at an “extremely poor” level of 4.9 out of 10.



### Provision of supported playgroups

The provision of supported playgroups was the 44<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.1 out of 10, and one of nine that were measurably less important than the average of all 46 services and facilities (8.5).

Satisfaction with these services increased somewhat, but not measurably this year, up six percent to 7.9 out of 10, which was an “excellent”, up from a “very good” level of satisfaction.

This increase recovered all of the decline in satisfaction recorded last year.

This result ranks these services 11<sup>th</sup> in terms of satisfaction this year, and one of 12 that received a satisfaction score measurably higher than the average of all 46 services and facilities (7.6).

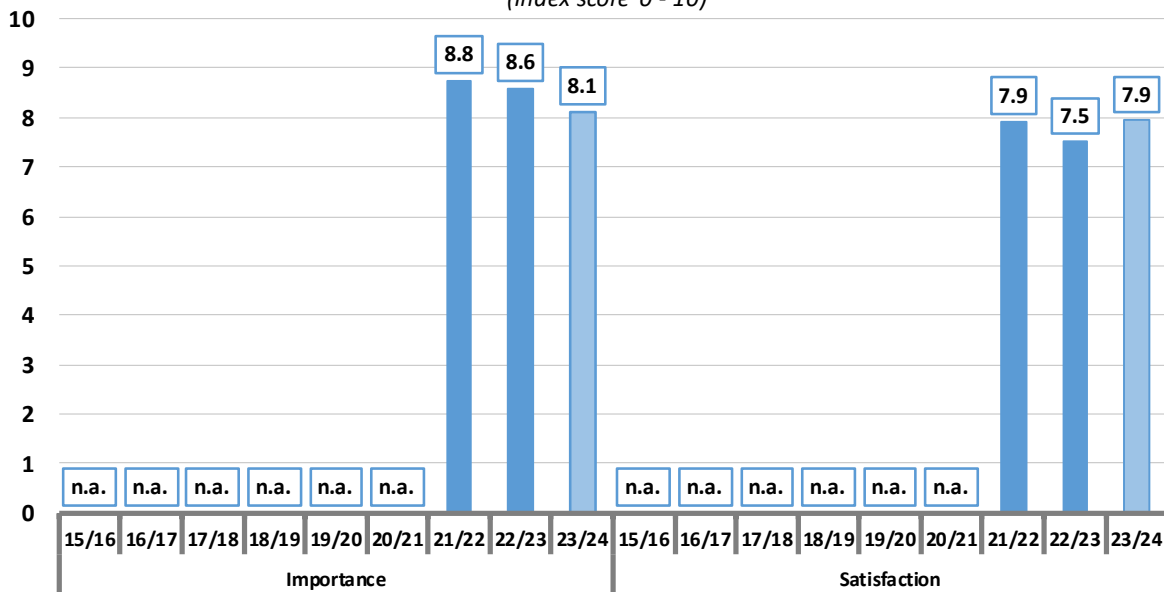
There was some variation in satisfaction observed by respondent profile, with respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.



This result was comprised of 70% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 149 of the 153 respondents (13%) from households who had used these services in the last 12 months.

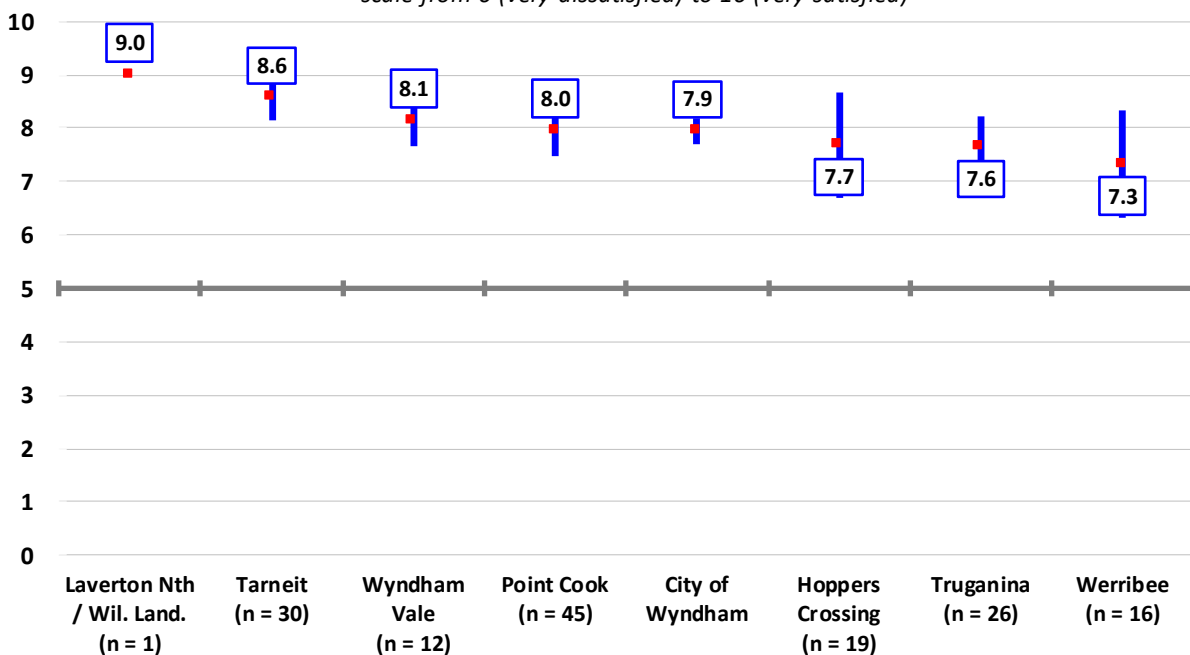
By way of comparison, these services were not included in the 2024 *Governing Melbourne* research in a comparable format, and therefore no comparison results were published.

**Importance of and satisfaction with provision of supported playgroups**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that 16 respondents from Werribee were somewhat less satisfied than average, and at a “very good” rather than an “excellent” level of satisfaction.

**Provision of supported playgroups by precinct**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



### Council support to access the child and family services you need and any other services you might need

“Council support to access the child and family services you need and any other services you might need” was the 37<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.3 out of 10.

This was a substantial decline in importance from the 9.0 out of 10 recorded last year. It is difficult to explain this significant decline in importance this year, other than to suggest it was perhaps somewhat of an outlier result.

Satisfaction with these services increased notably, but not measurably this year, up eight percent to 7.7 out of 10, which was a “very good”, up from a “good” level of satisfaction.

This increase recovered all of the decline in satisfaction recorded last year.

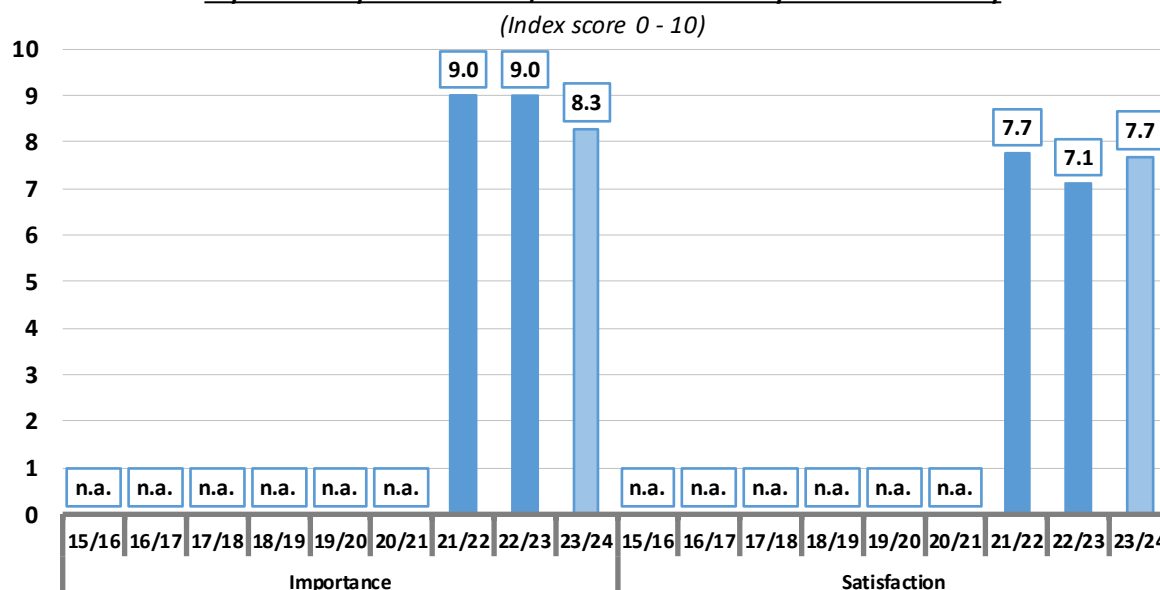
This result ranks these services 17<sup>th</sup> in terms of satisfaction this year.

There was some variation in satisfaction observed by respondent profile, with middle-aged adults somewhat less satisfied than average, and respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

This result was comprised of 66% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 233 of the 236 respondents (20%) from households who had used these services in the last 12 months.

By way of comparison, these services were not included in the 2024 *Governing Melbourne* research in a comparable format, and therefore no comparison results were published.

**Importance of and satisfaction with Council support to access the child and family services you need and any other services you might need**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**

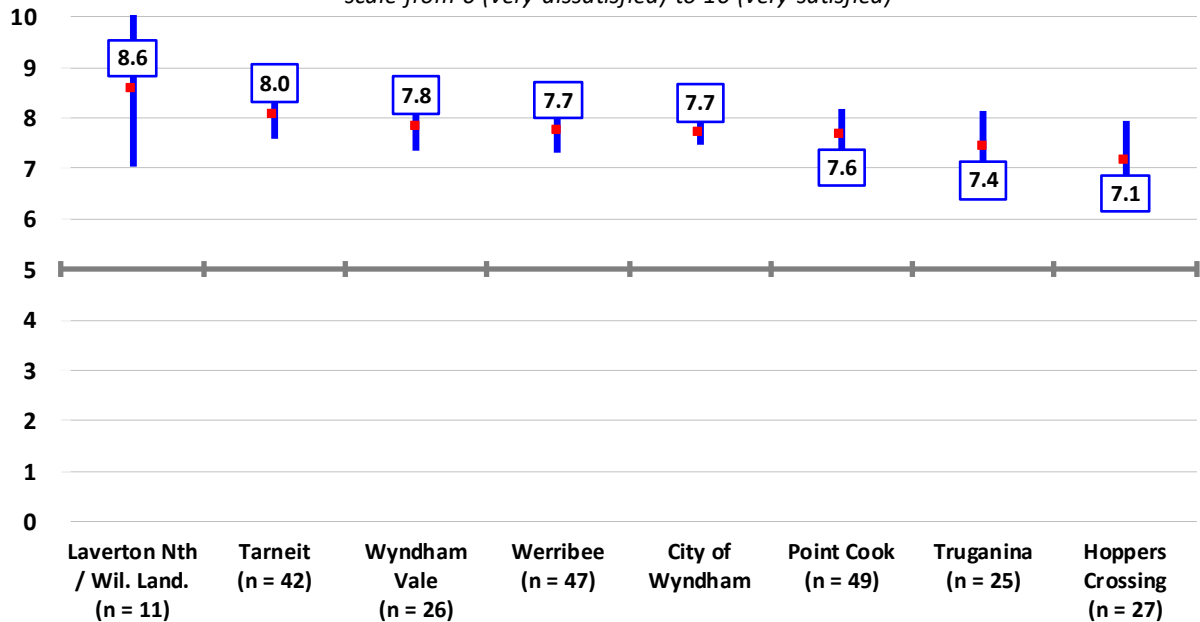


Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that 27 respondents from Hoppers Crossing were somewhat less satisfied than average, and at a “good” rather than a “very good” level of satisfaction.

**Council support to access the child and family services you need and any other services you might need by precinct**

**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**

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

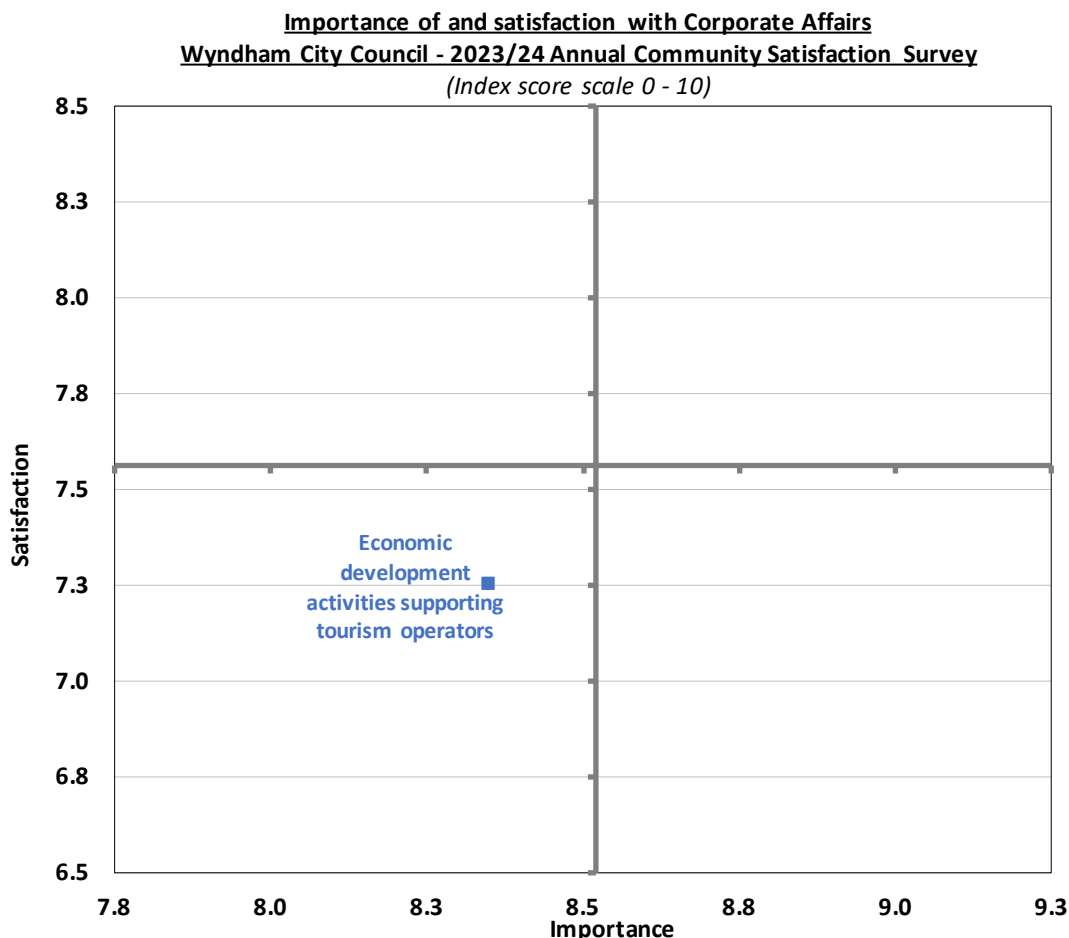




## Corporate Affairs

There was one service from the Corporate Affairs department of Council included in the 2023/24 survey, as outlined in the following graph.

Consistent with historical results, economic development activities supporting tourism operators were considered less important than average, and received a lower-than-average satisfaction score this year.



### Economic development activities supporting tourism operators

Economic development activities supporting tourism operators was the 34<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.3 out of 10.

Satisfaction with these services increased measurably this year, up seven percent to 7.3 out of 10, which was a “very good”, up from a “good” level of satisfaction.

This was the highest satisfaction score for these services recorded over the three years that it has been included in the survey program.

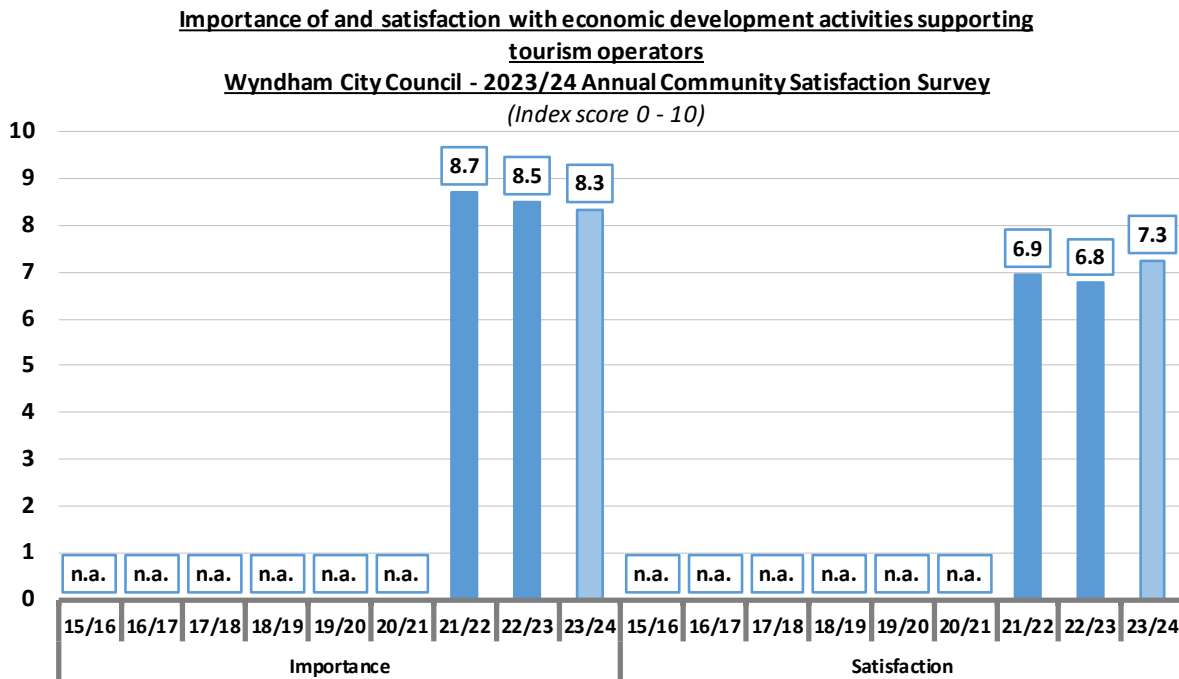
This result ranks satisfaction with these services 33<sup>rd</sup> in terms of satisfaction this year.



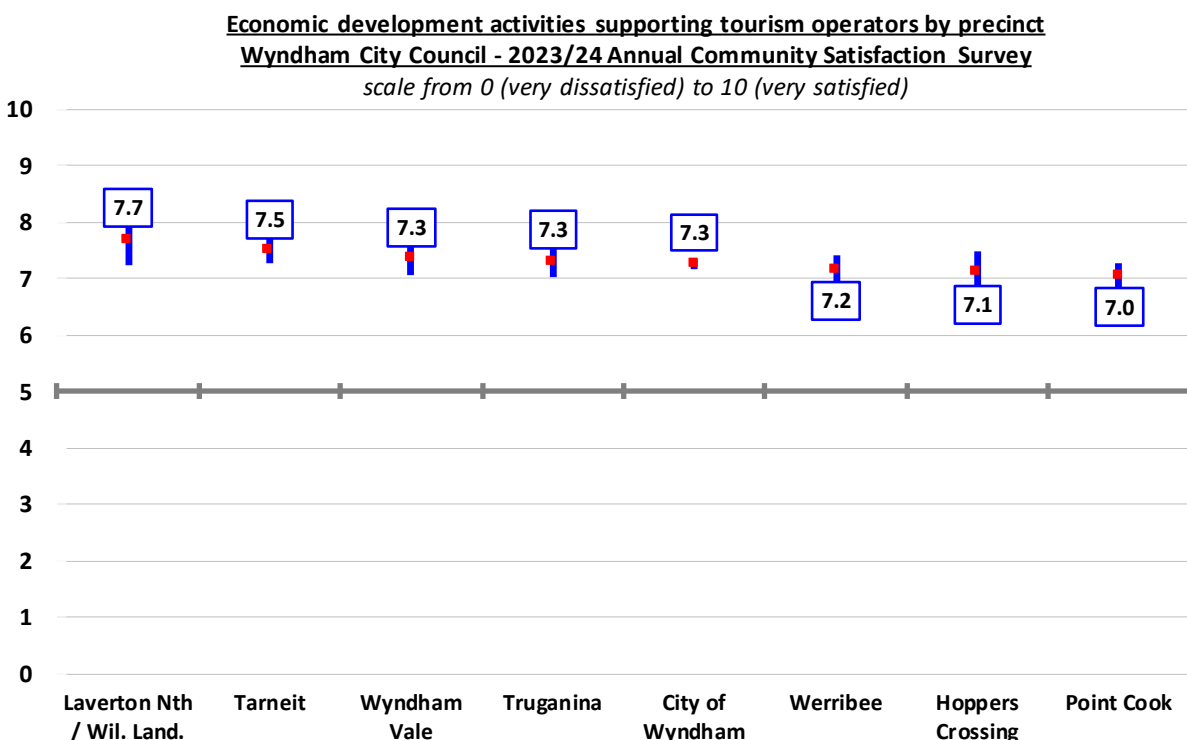
There was no significant variation in satisfaction with Council’s economic development activities supporting tourism operators observed by respondent profile.

This result was comprised of 50% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 962 respondents who provided a satisfaction score this year.

By way of comparison, these services were not included in the 2024 *Governing Melbourne* research in a comparable format, and therefore no comparison results were published.



There was no statistically significant variation in this result observed across the municipality.

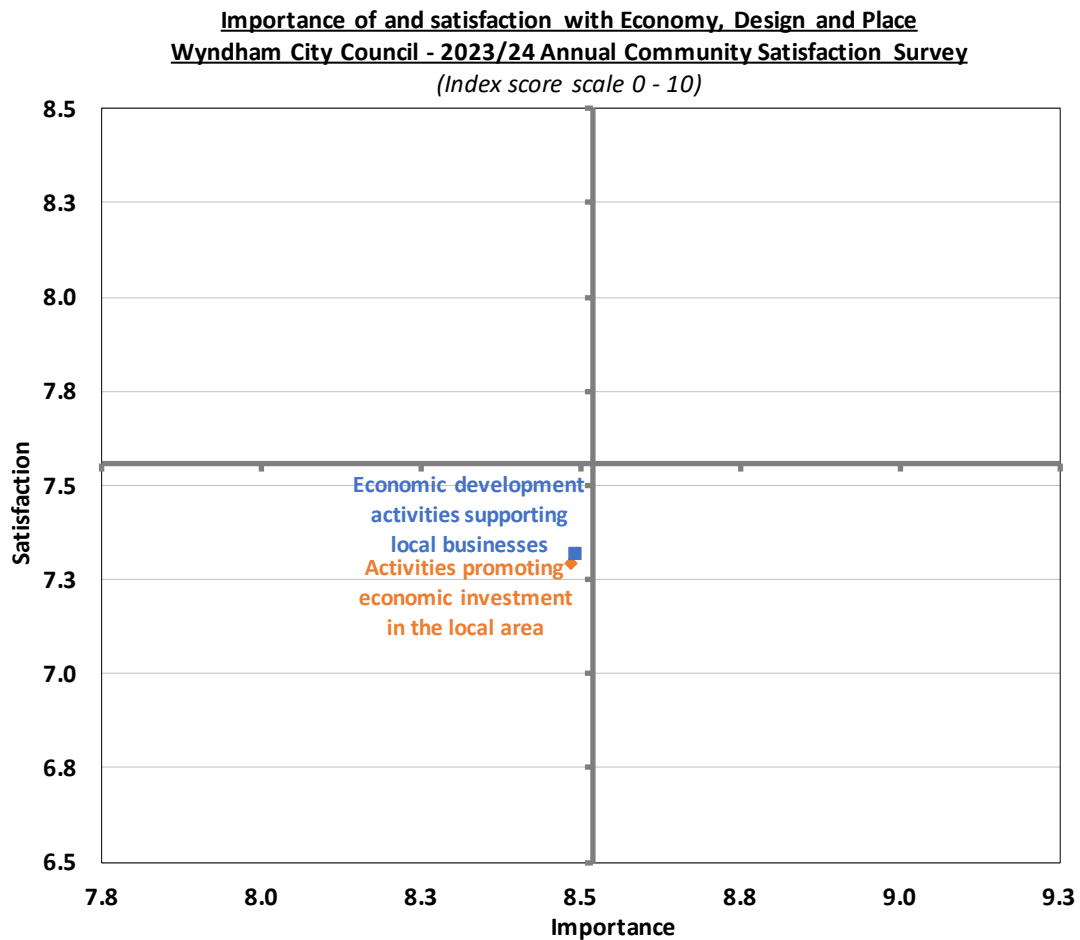


### Economy, Design and Place

There were two services from the Economy, Design and Place department of Council included in the 2023/24 survey, as outlined in the following graph.

Both of these Economy, Design, and Place department services were of approximately average importance.

Both services, however, received a somewhat lower-than-average satisfaction score.



### Activities promoting economic investment in the local area

Activities promoting economic investment in the area were the 26<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.5 out of 10.

Satisfaction with these services increased measurably this year, up seven percent to 7.3 out of 10, which was a “very good”, up from a “good” level of satisfaction.

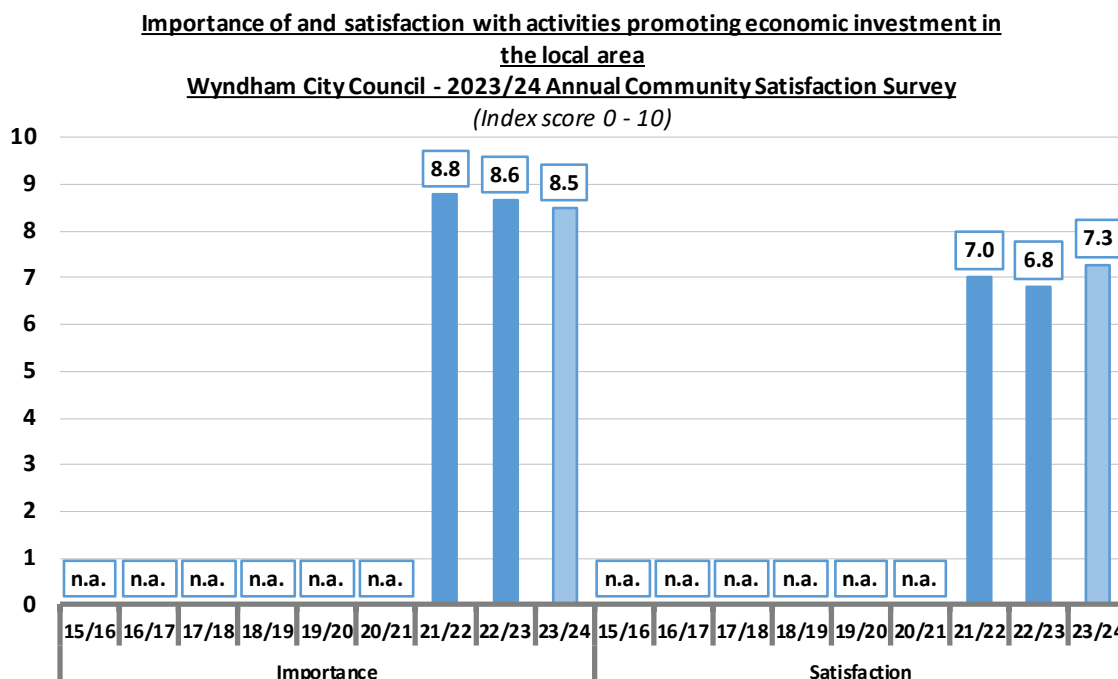
This was the highest satisfaction score for these services recorded over the three years that it has been included in the survey program.

This result ranks these services 32<sup>nd</sup> in terms of satisfaction this year.

There was some variation in satisfaction with Council activities promoting economic investment in the local area observed by respondent profile, with senior citizens somewhat more satisfied than average.

This result was comprised of 53% “very satisfied” and six percent dissatisfied respondents, based on a total sample of 984 respondents who provided a satisfaction score this year.

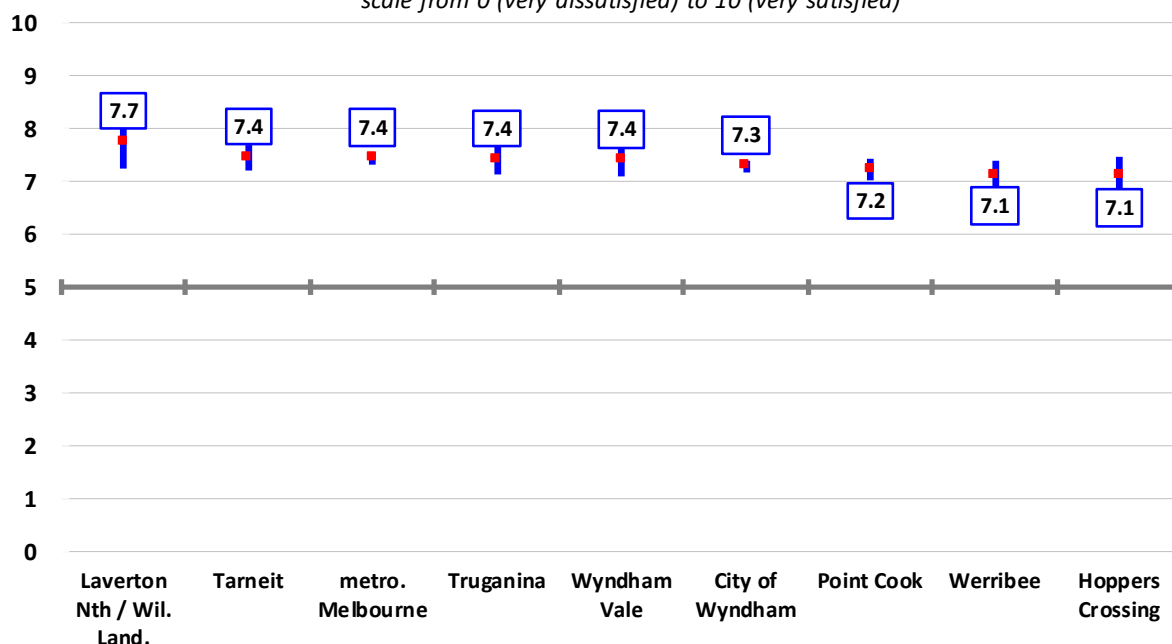
By way of comparison, satisfaction with these services was marginally higher than the metropolitan Melbourne satisfaction with “Council activities promoting local economic development” of 7.4, as recorded in the 2024 *Governing Melbourne* research.



There was no statistically significant variation in this result observed across the municipality.



**Activities promoting economic investment in the local area by precinct**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



### Economic development activities supporting local businesses

Economic development activities supporting local businesses was the 25<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.5 out of 10.

Satisfaction with these services increased measurably this year, up six percent to 7.3 out of 10, which was a “very good”, up from a “good” level of satisfaction.

This was the highest satisfaction score for these services recorded over the three years that it has been included in the survey program.

This result ranks these services 31<sup>st</sup> in terms of satisfaction this year.

There was some variation in satisfaction observed by respondent profile, with female respondents somewhat more satisfied than male respondents.

This result was comprised of 53% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 965 respondents who provided a satisfaction score this year.

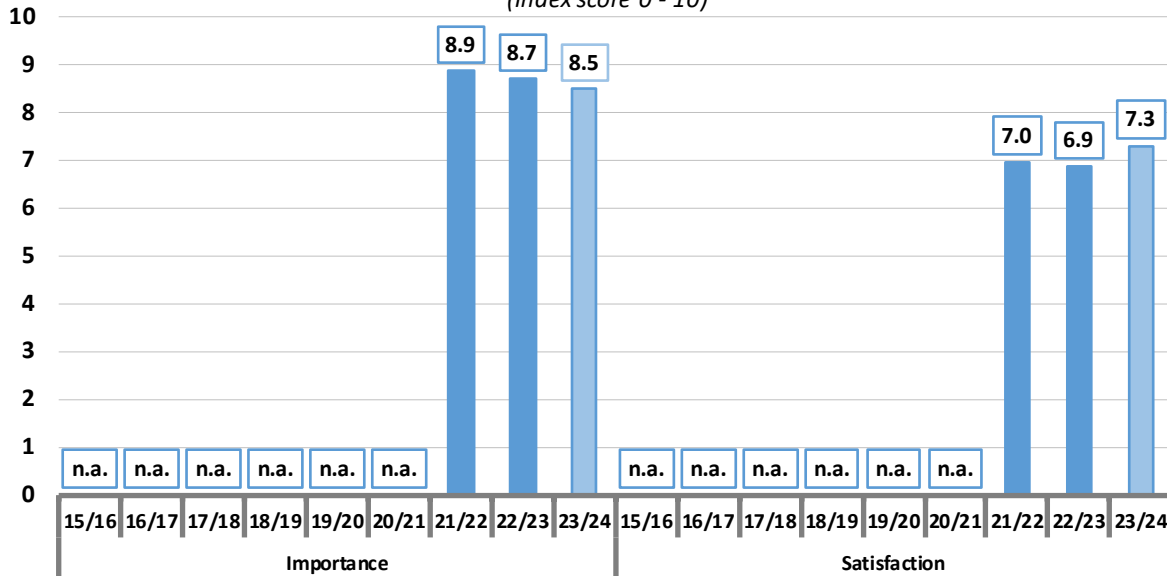
By way of comparison, satisfaction with these services was marginally higher than the metropolitan Melbourne satisfaction with “Council activities promoting local economic development” of 7.4, as recorded in the 2024 *Governing Melbourne* research.



**Importance of and satisfaction with economic development activities supporting local businesses**

**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**

(Index score 0 - 10)

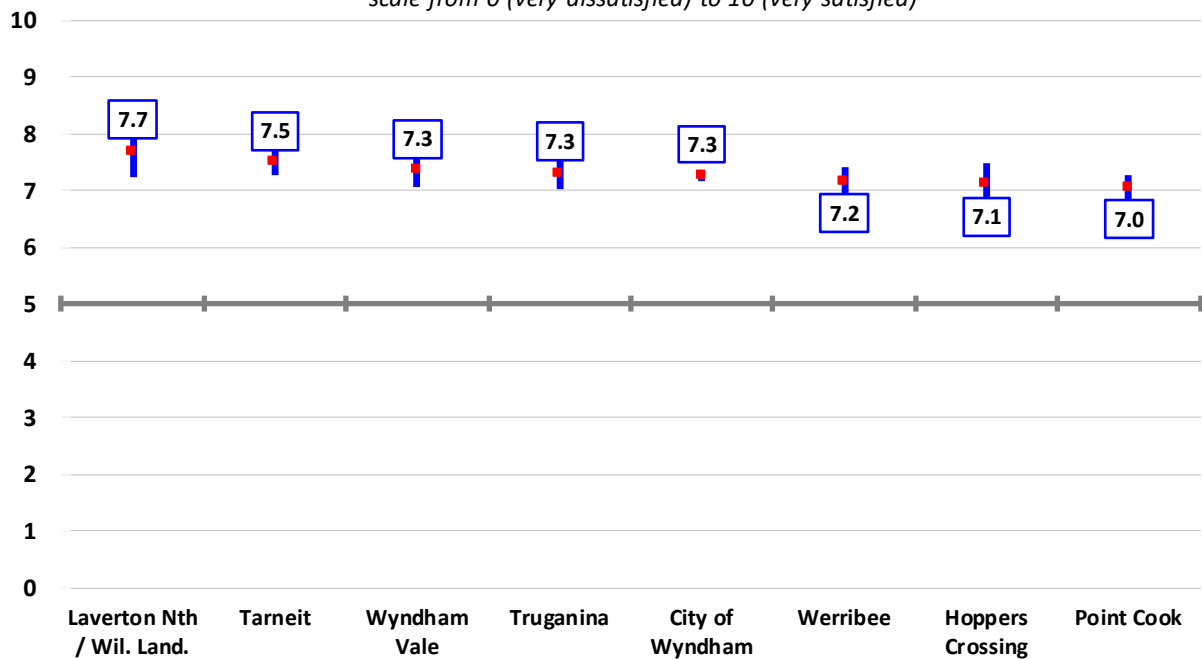


There was no statistically significant variation in this result observed across the municipality.

**Economic development activities supporting tourism operators by precinct**

**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**

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

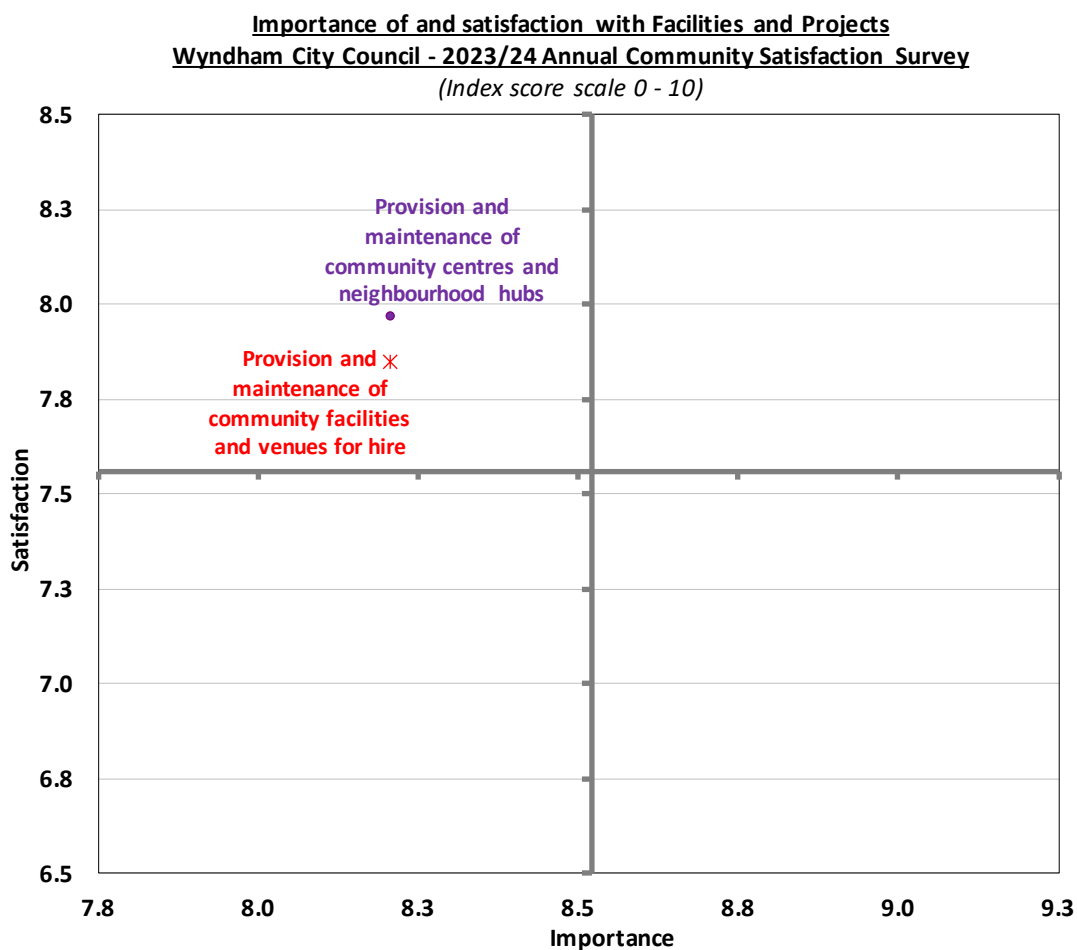


## Facilities and Projects

There were two services and facilities from the Facilities and Projects department of Council included in the 2023/24 survey.

Both the Facilities and Projects facilities were of somewhat lower-than-average importance, however, both received substantially higher-than-average satisfaction scores.

These results are consistent with historical trends, both in the City of Wyndham as well as elsewhere across metropolitan Melbourne.



### Provision and maintenance of community centres and neighbourhood hubs

The provision and maintenance of community centres and neighbourhood hubs was the 38<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.2 out of 10.

This was one of nine services and facilities that were measurably less important than the average of all 46 services and facilities (8.5).





This was a substantial decline in importance from the long-term average importance since 2015/16 of 8.6. It is difficult to explain this significant decline in importance this year, other than to suggest it was perhaps somewhat of an outlier result.

Satisfaction with these services remained essentially stable this year, up one percent to 8.0 out of 10, which remains an “excellent” level of satisfaction.

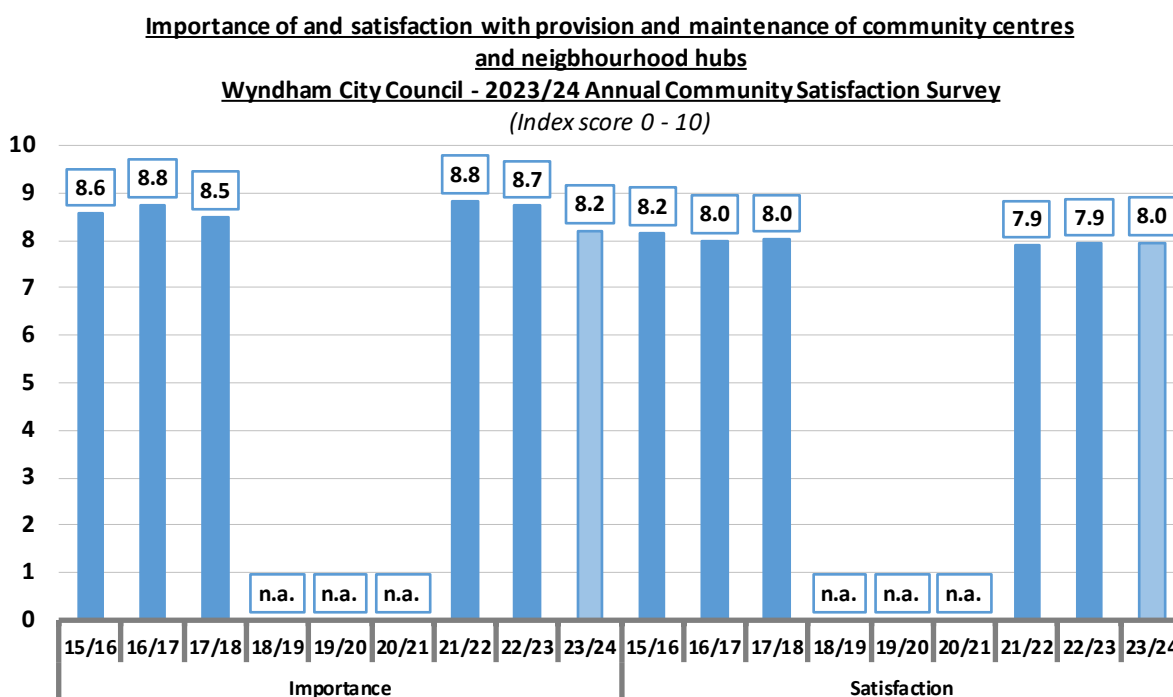
This result ranks these services 10<sup>th</sup> in terms of satisfaction this year, and of 12 services and facilities that received a satisfaction score measurably higher than the average of all 46 (7.6).

This result was consistent with the long-term average satisfaction since 2015/16 of 8.0 out of 10.

This result was comprised of 69% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 392 of the 399 respondents (33%) from households who had used these services in the last 12 months.

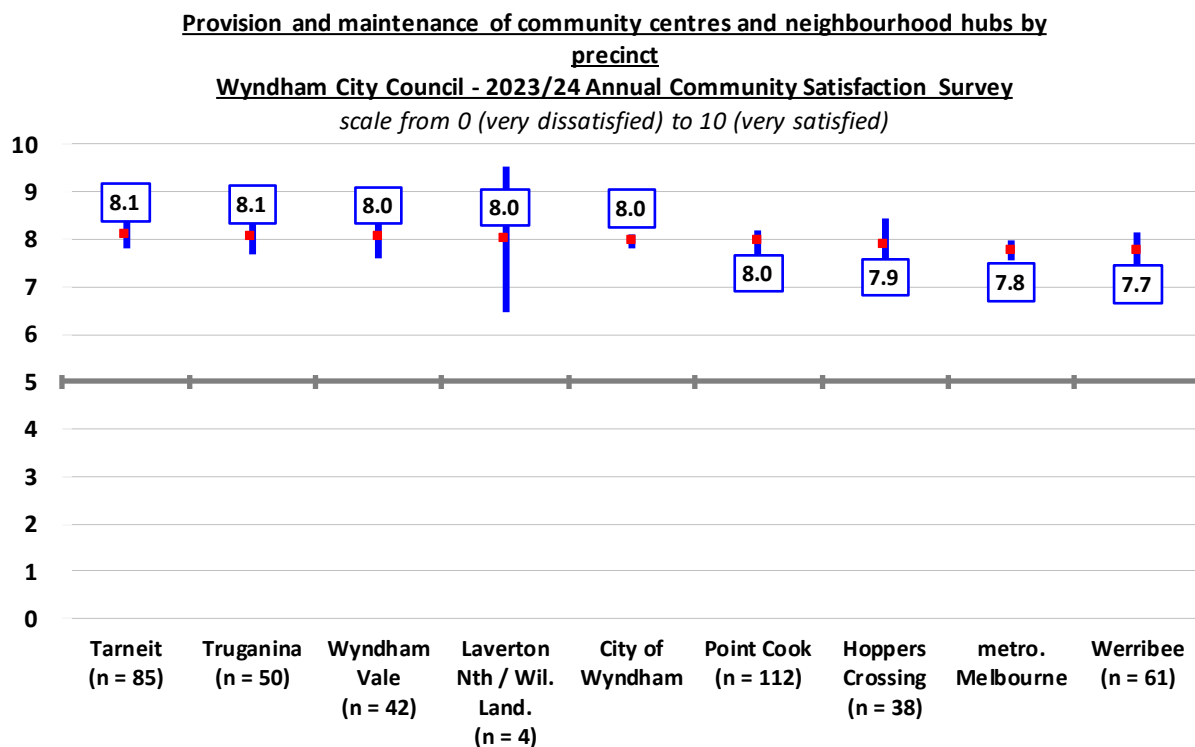
There was some variation in satisfaction observed by respondent profile, with senior citizens somewhat more satisfied than average. Respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with these services was somewhat, but not measurably higher than the metropolitan Melbourne satisfaction with “community centres and neighbourhood houses” of 7.8, as recorded in the 2024 *Governing Melbourne* research.



Whilst there was no statistically significant variation in satisfaction with these services observed across the municipality, it is noted that respondents from Werribee rated satisfaction at “very good” rather than an “excellent” level of satisfaction.





### Provision and maintenance of community facilities and venues for hire

The provision and maintenance of community facilities and venues for hire was the 40<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.2 out of 10. These facilities were one of nine that were measurably less important than the average of all 46 (8.5).

Satisfaction with these facilities increased notably, but not measurably this year, up five percent to 7.9 out of 10, which is an “excellent”, up from a “very good” level of satisfaction.

This result ranks these facilities 13<sup>th</sup> in terms of satisfaction this year.

This result was the highest satisfaction score recorded for this service since the question was first included in the survey program back in 2021/22.

This result was comprised of 68% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 231 of the 241 respondents (20%) from households who had used these facilities in the last 12 months.

There was some variation in satisfaction observed by respondent profile, with middle-aged adults somewhat less, and senior citizens somewhat more satisfied than average. Female respondents were somewhat more satisfied than males.

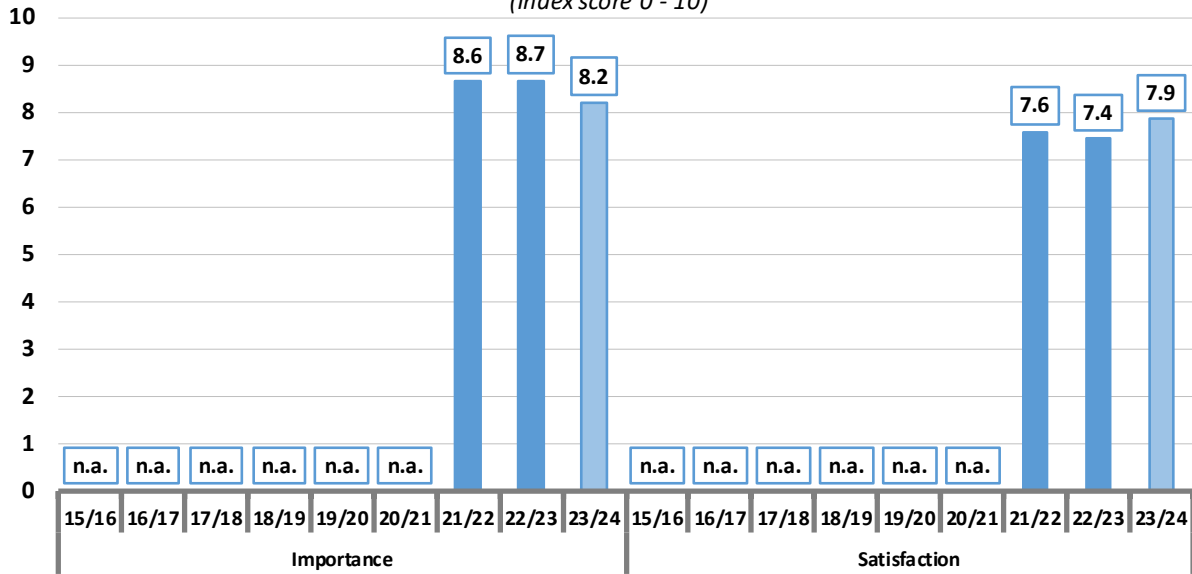
By way of comparison, these facilities were not included in *Governing Melbourne* in a format that would enable comparison, and therefore no comparison results are published.



**Importance of and satisfaction with provision and maintenance of community facilities and venues for hire**

**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**

(Index score 0 - 10)

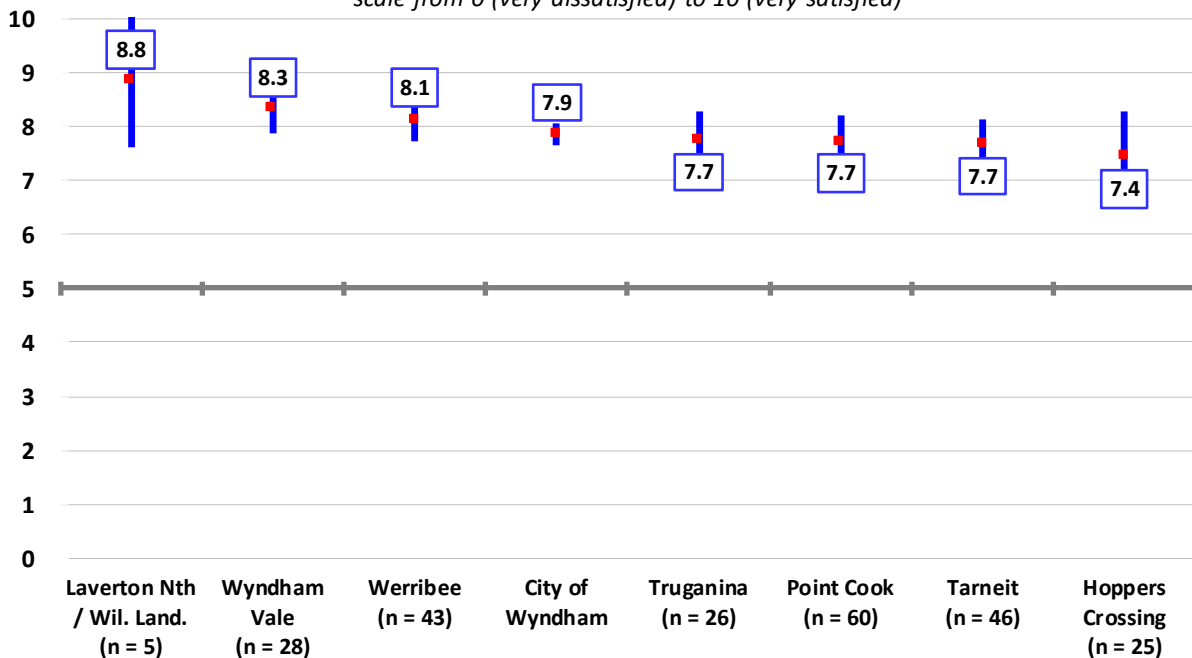


There was no statistically significant variation in this result observed across the municipality, although it is noted that 25 respondents from Hoppers Crossing were somewhat less satisfied than average, and at a “very good” level of satisfaction.

**Provision and maintenance of community facilities and venues for hire by precinct**

**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**

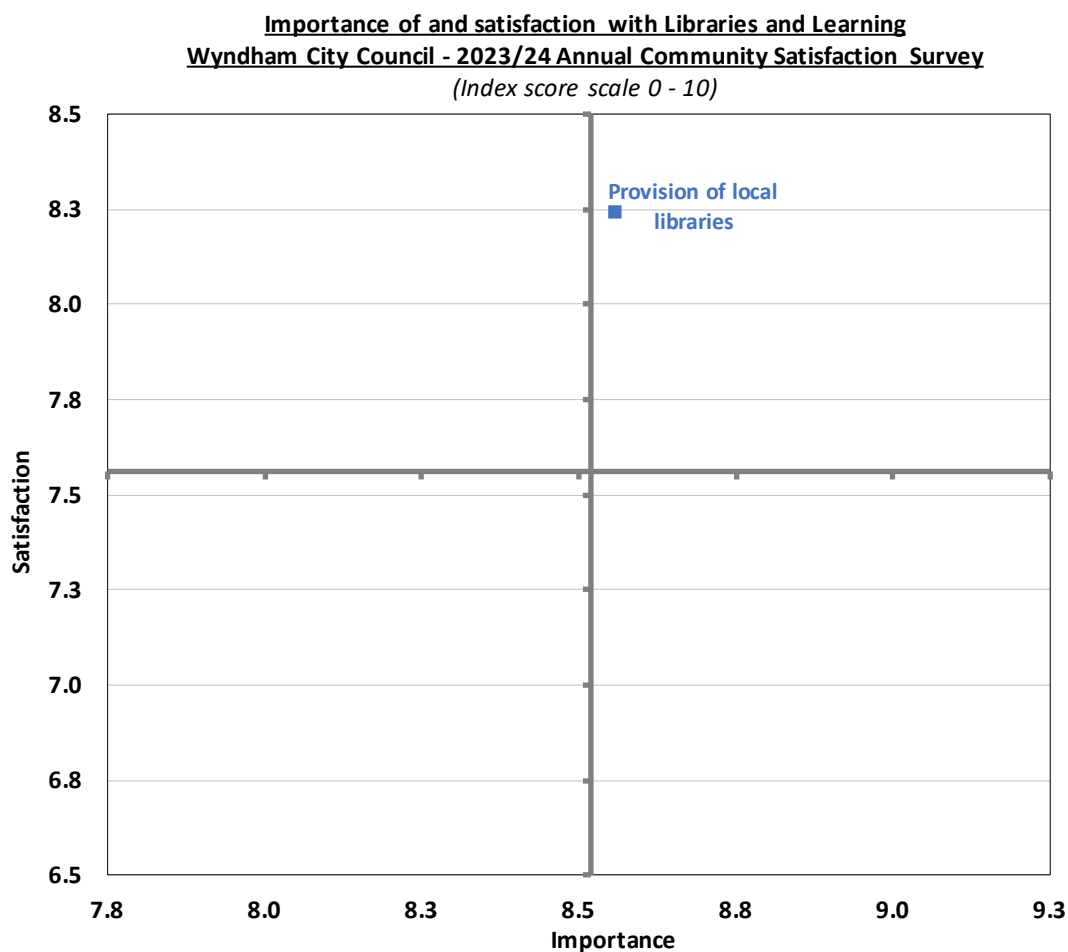
scale from 0 (very dissatisfied) to 10 (very satisfied)



## Libraries and Learning

There was one service from the Libraries and Learning department of Council included in the survey this year, as outlined in the following graph.

Consistent with the results recorded in previous years, both in the City of Wyndham as well as elsewhere across metropolitan Melbourne, the local libraries were of approximately average importance, but received a measurably higher than average satisfaction score.



### Provision of local libraries

The provision of local libraries was the 19<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.6 out of 10.

Satisfaction with these facilities declined somewhat, but not measurably this year, down two percent to 8.2 out of 10, although it remains an “excellent” level of satisfaction.

Metropolis Research notes that despite being one of only two services and facilities to record a decline in satisfaction this year, satisfaction remains at more than eight out of 10.



Average satisfaction scores of more than eight out of 10 are relatively rare and reflect significant levels of community satisfaction.

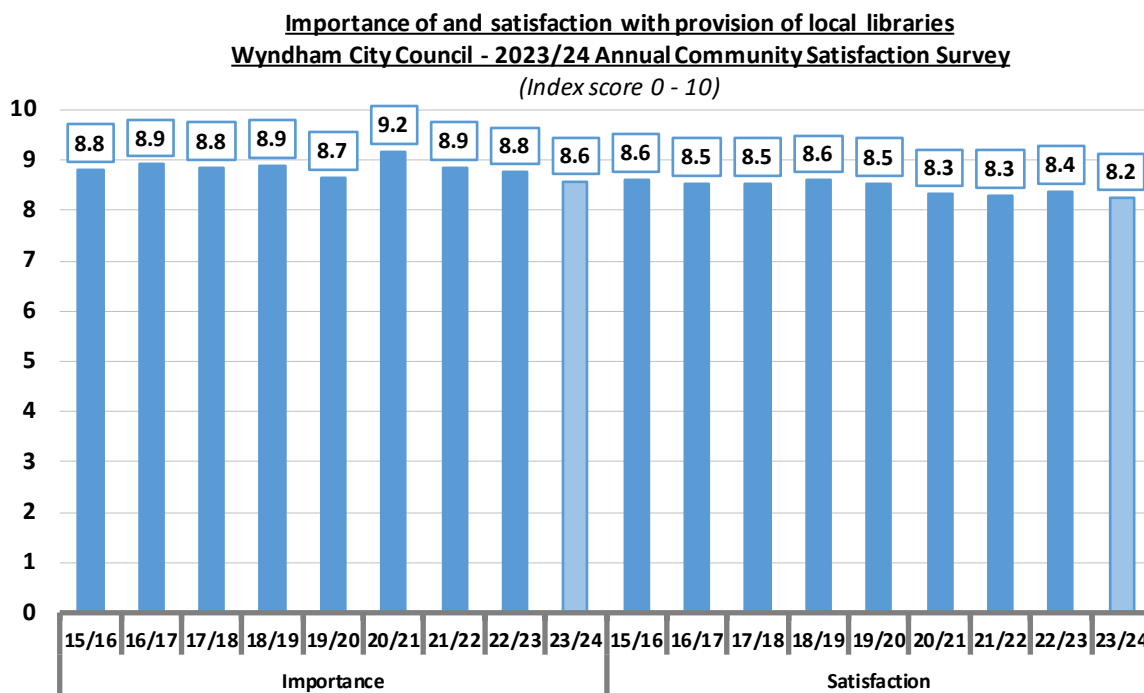
This result ranks these facilities 5<sup>th</sup> in terms of satisfaction this year.

Satisfaction with the provision of local libraries has remained consistent around the long-term average since 2015/16 of 8.5 out of 10.

This result was comprised of 77% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 655 of the 664 respondents (55%) from households who had used these facilities in the last 12 months.

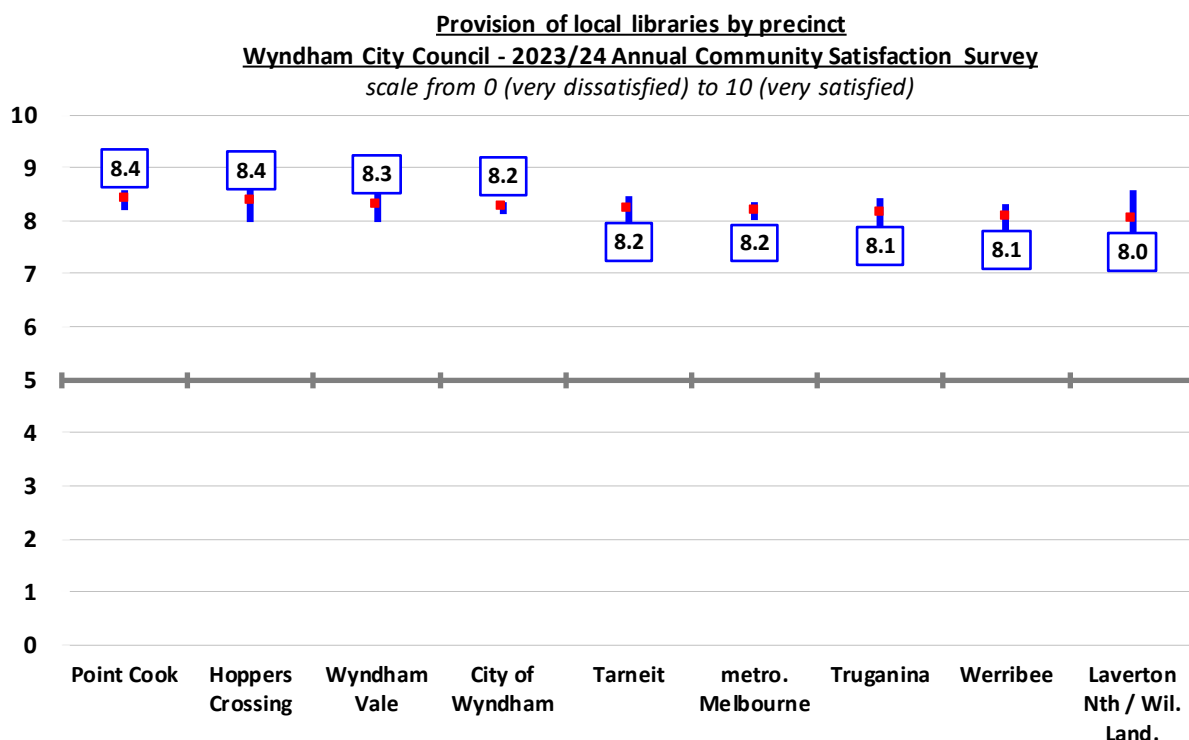
There was some variation in satisfaction observed by respondent profile, with senior citizens somewhat more satisfied than average.

By way of comparison, satisfaction with these facilities was identical to the metropolitan Melbourne satisfaction with “local libraries” of 8.2, as recorded in the 2024 *Governing Melbourne* research.



There was no measurable variation in satisfaction with the provision of local libraries observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.





### Open Space

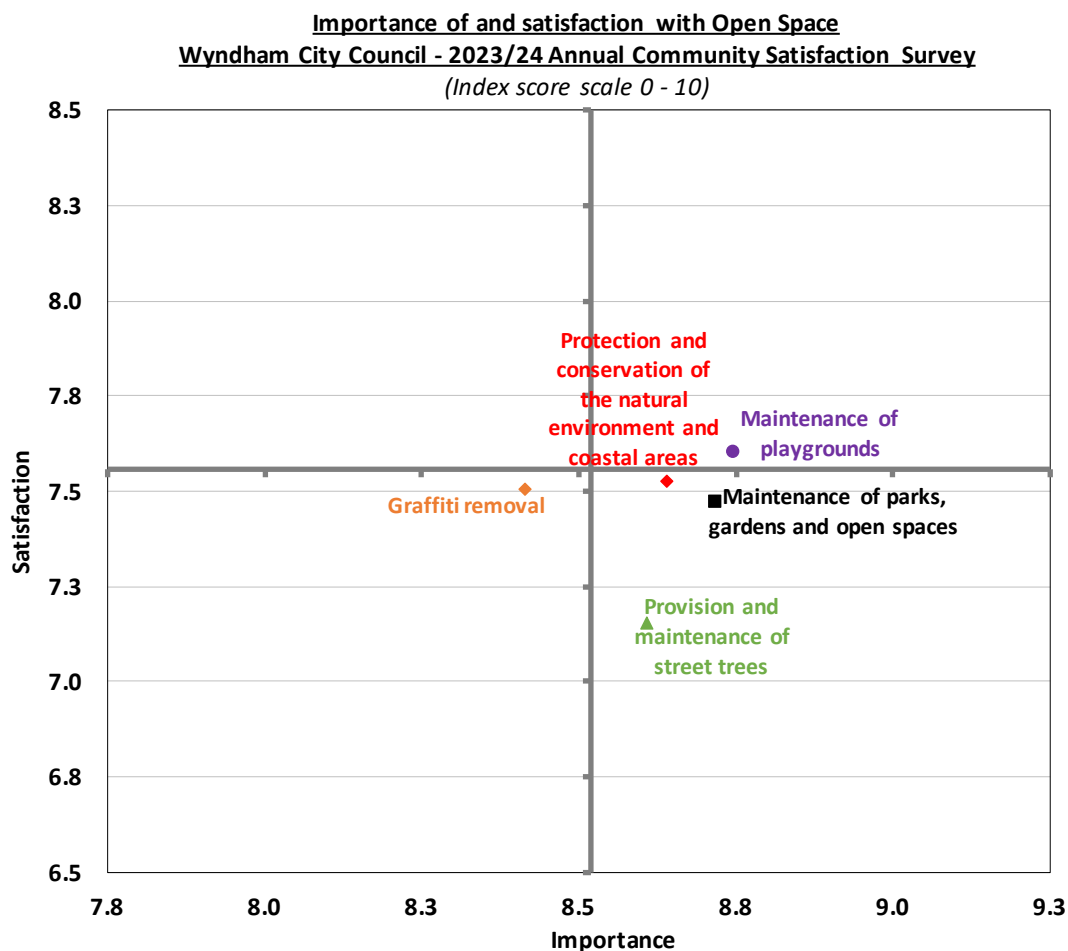
There were five services and facilities from the Facilities and Open Space department of Council included in the 2023/24 survey, as outlined in the following graph.

Four of the five Open Space department services and facilities were of higher-than-average importance, with graffiti management the only service to record a lower-than-average importance score this year.

Satisfaction with four of the five services and facilities received approximately average satisfaction scores this year, with street trees the only facility to record a lower-than-average satisfaction score.

Metropolis Research notes that whilst satisfaction with these five services and facilities were of average or somewhat lower than average levels, satisfaction with four of the five services remained at “very good” levels.





### Provision and maintenance of street trees

The provision and maintenance of street trees was the 16<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.6 out of 10.

Satisfaction with street trees increased measurably this year, up eight percent to 7.2 out of 10, although it remains at a “good” level of satisfaction.

This result was comfortably above the long-term average satisfaction since 2015/16 of 6.9 out of 10 and was the second highest score recorded. The highest score was 7.3 back in 2015/16.

This result ranks these facilities 37<sup>th</sup> in terms of satisfaction this year, and one of 13 to record a satisfaction score measurably lower than the average of all 46 services and facilities of 7.6 out of 10.

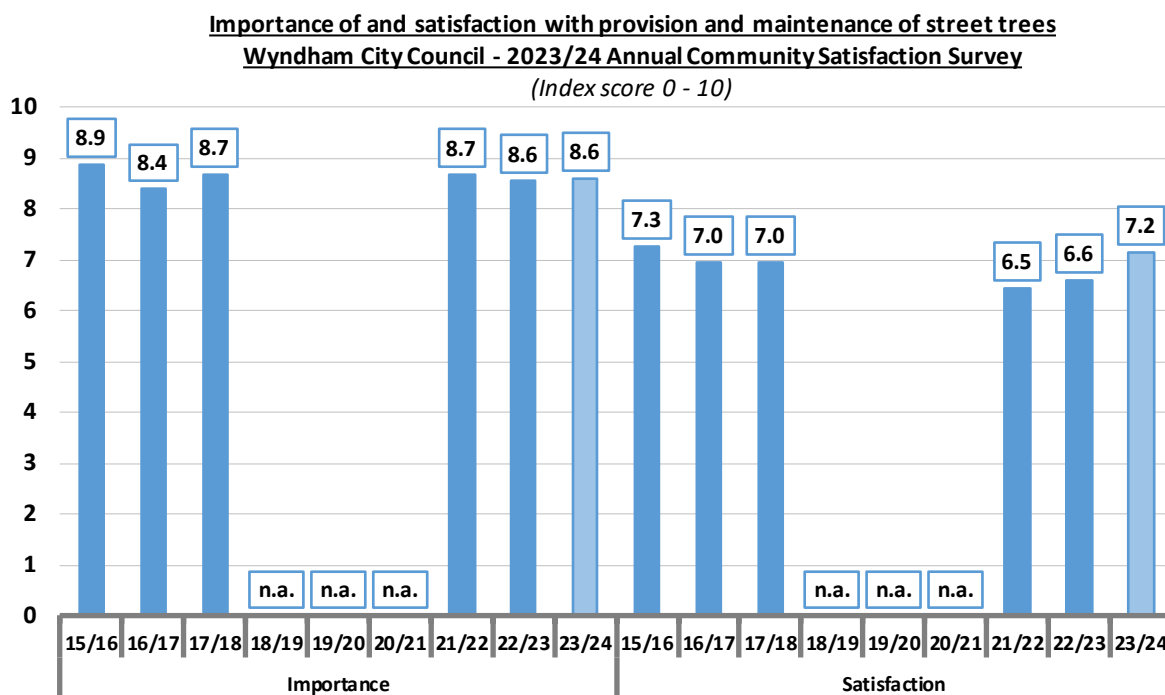
This result was comprised of 53% “very satisfied” and nine percent dissatisfied respondents, based on a total sample of 1,180 respondents who provided a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with middle-aged adults somewhat less, and senior citizens somewhat more satisfied than average.

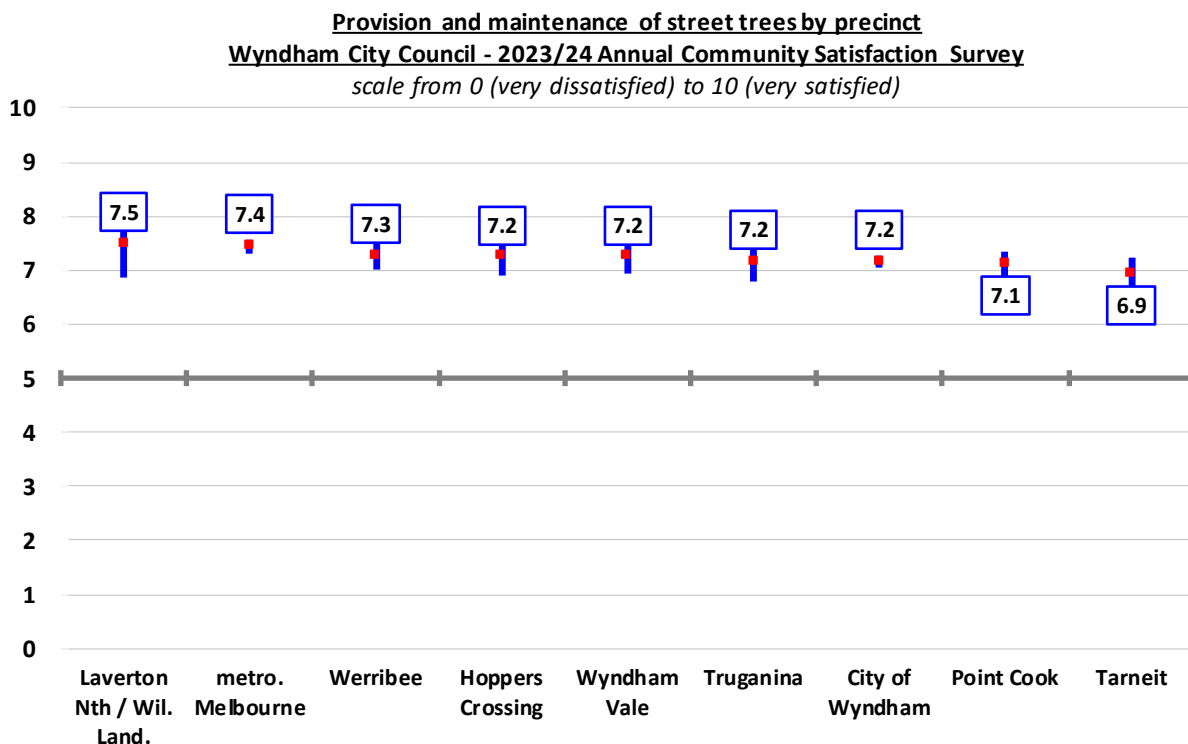




By way of comparison, satisfaction with street trees was somewhat lower than the metropolitan Melbourne satisfaction with “the provision and maintenance of street trees” of 7.4, as recorded in the 2024 *Governing Melbourne* research.



Whilst there was no statistically significant variation in satisfaction with street trees observed across the municipality, it is noted that respondents from Laverton North / Williams Landing, and Werribee rated satisfaction at “very good” rather than “good” levels of satisfaction.



### Maintenance of parks, gardens, and open spaces

The maintenance of parks, gardens, and open spaces was the 10<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with parks, gardens, and open spaces increased measurably this year, up six percent to 7.5 out of 10, which is a “very good”, up from a “good” level of satisfaction.

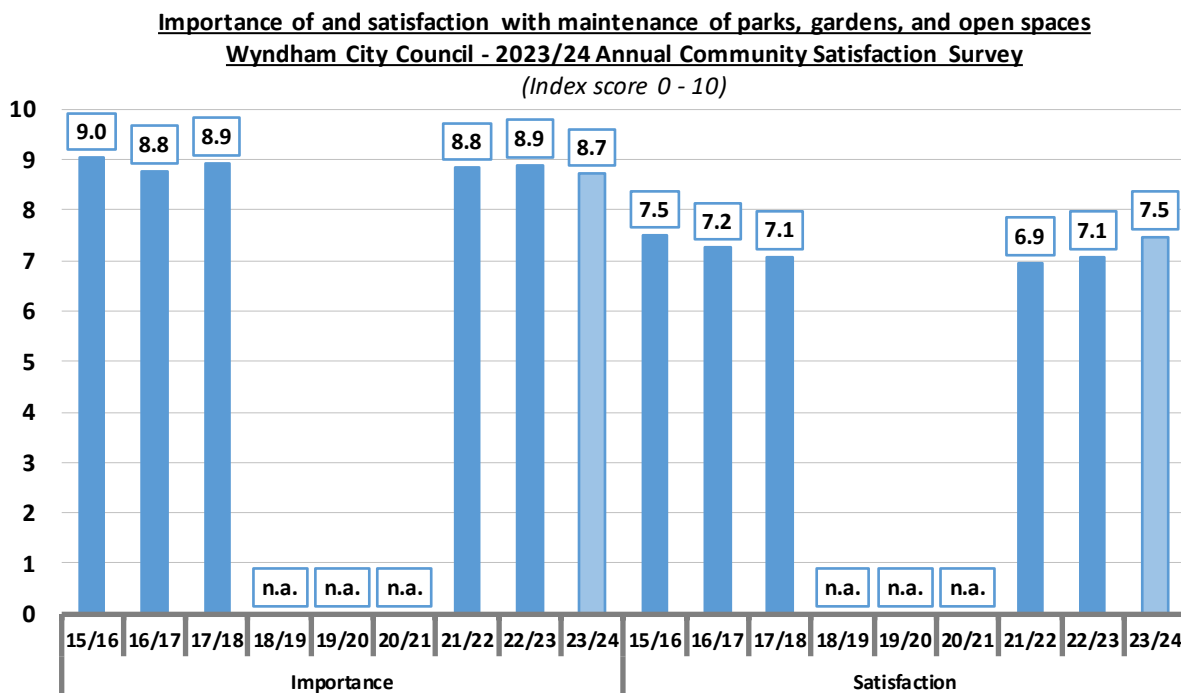
This result was comfortably above the long-term average satisfaction since 2015/16 of 7.2 out of 10 and was the equal highest score recorded.

This result ranks these facilities 27<sup>th</sup> in terms of satisfaction this year.

This result was comprised of 59% “very satisfied” and seven percent dissatisfied respondents, based on a total sample of 1,171 respondents who provided a satisfaction score this year.

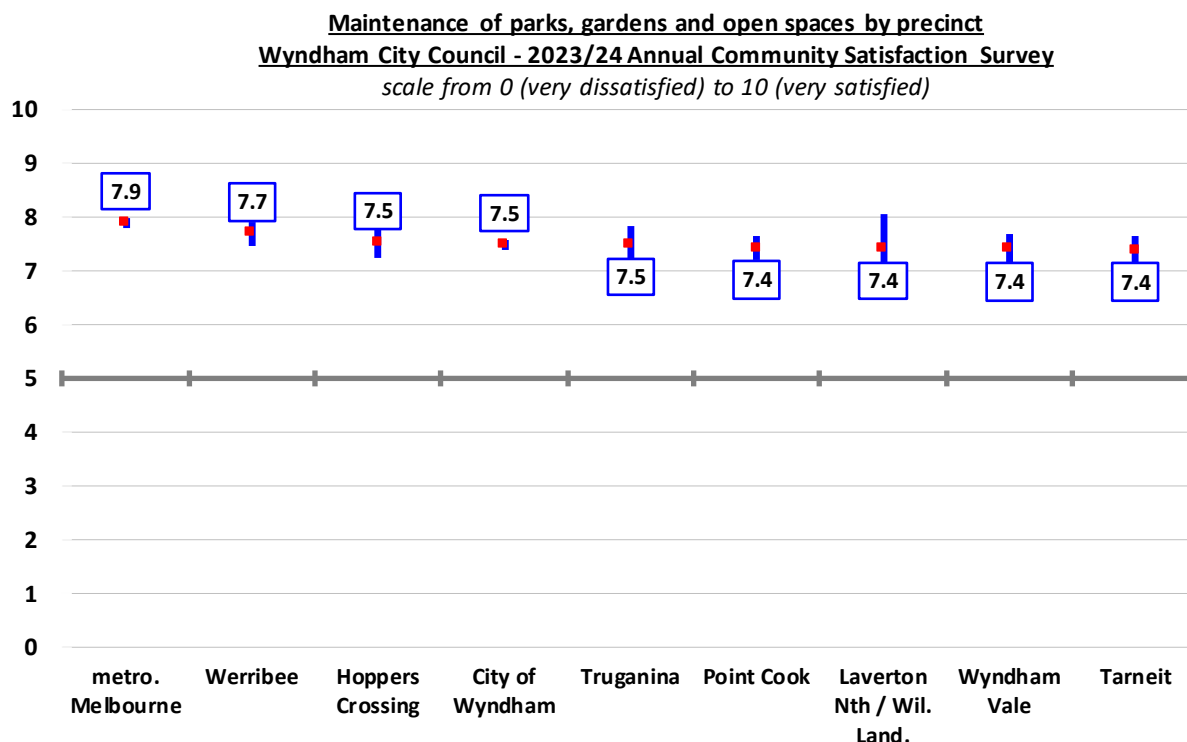
There was some variation in satisfaction observed by respondent profile, with senior citizens somewhat more satisfied than average.

By way of comparison, satisfaction with these facilities were measurably lower than the metropolitan Melbourne satisfaction with “the provision and maintenance of parks, gardens, and open spaces” of 7.9, as recorded in the 2024 *Governing Melbourne* research.



There was no measurable variation in satisfaction with the maintenance of parks, gardens, and open spaces observed across the municipality, with respondents from all precincts rating satisfaction at “very good” levels.





### Maintenance of playgrounds

The maintenance of playgrounds was the 9<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.7 out of 10, and one of nine that were measurably more important than the average of all 46 services and facilities of 8.5 out of 10.

Satisfaction with the maintenance of playgrounds increased measurably this year, up six percent to 7.6 out of 10, which is a “very good”, up from a “good” level of satisfaction.

This result was marginally above the long-term average satisfaction since 2015/16 of 7.5 out of 10.

This result ranks these facilities 19<sup>th</sup> in terms of satisfaction this year.

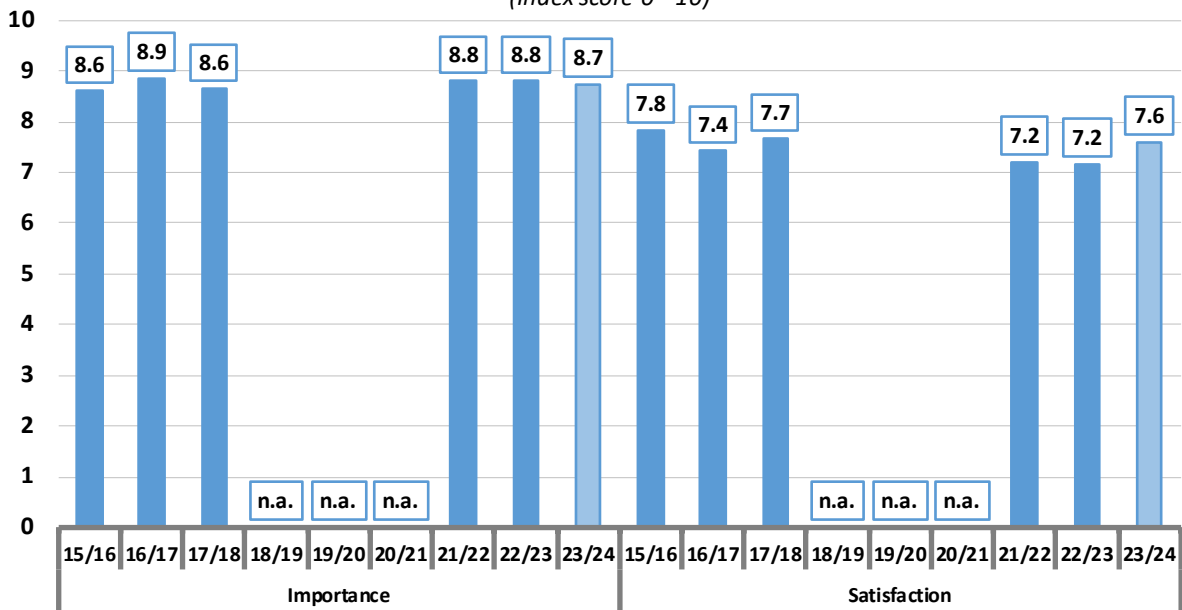
This result was comprised of 62% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 1,143 respondents who provided a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with middle-aged adults somewhat less, and senior citizens somewhat more satisfied than average. Female respondents were somewhat more satisfied than males.

By way of comparison, satisfaction with these facilities was measurably lower than the metropolitan Melbourne satisfaction with “the provision and maintenance of playgrounds” of 7.8, as recorded in the 2024 *Governing Melbourne* research.

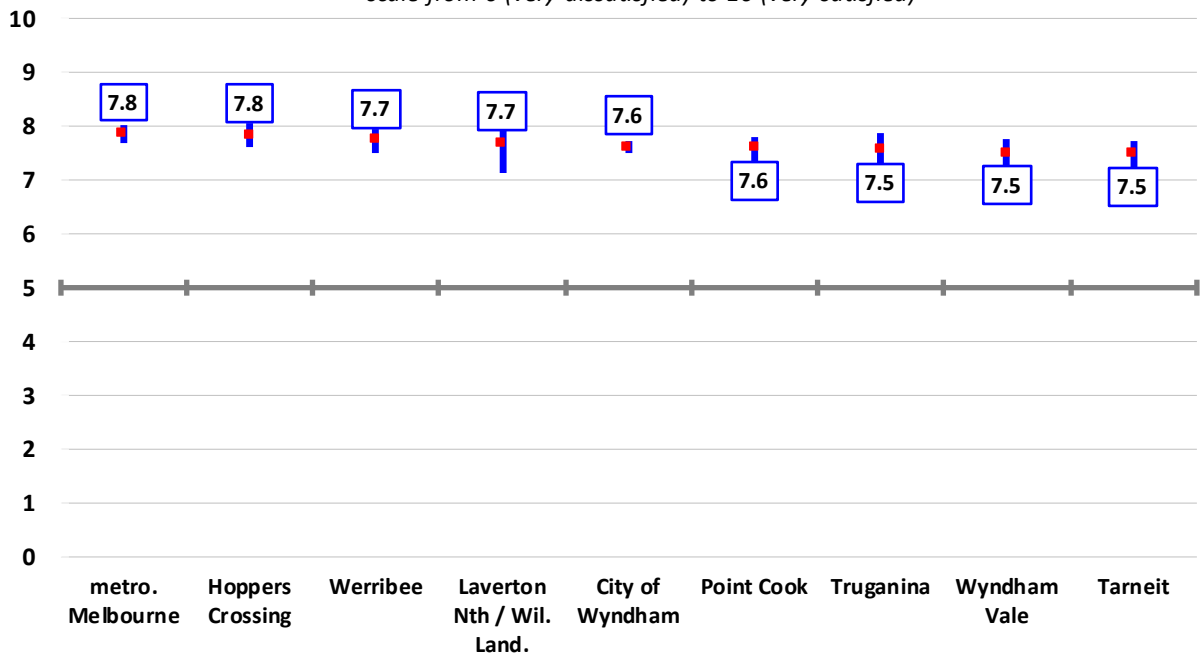


**Importance of and satisfaction with maintenance of playgrounds**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Hoppers Crossing rated satisfaction at an “excellent” level.

**Maintenance of playgrounds by precinct**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



## Protection and conservation of the natural environment and coastal areas

The protection and conservation of the natural environment and coastal areas was the 15<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.6 out of 10.

Satisfaction with these services increased measurably this year, up five percent to 7.5 out of 10, which is a “very good”, up from a “good” level of satisfaction.

This result was somewhat above the long-term average satisfaction since 2015/16 of 7.3 out of 10.

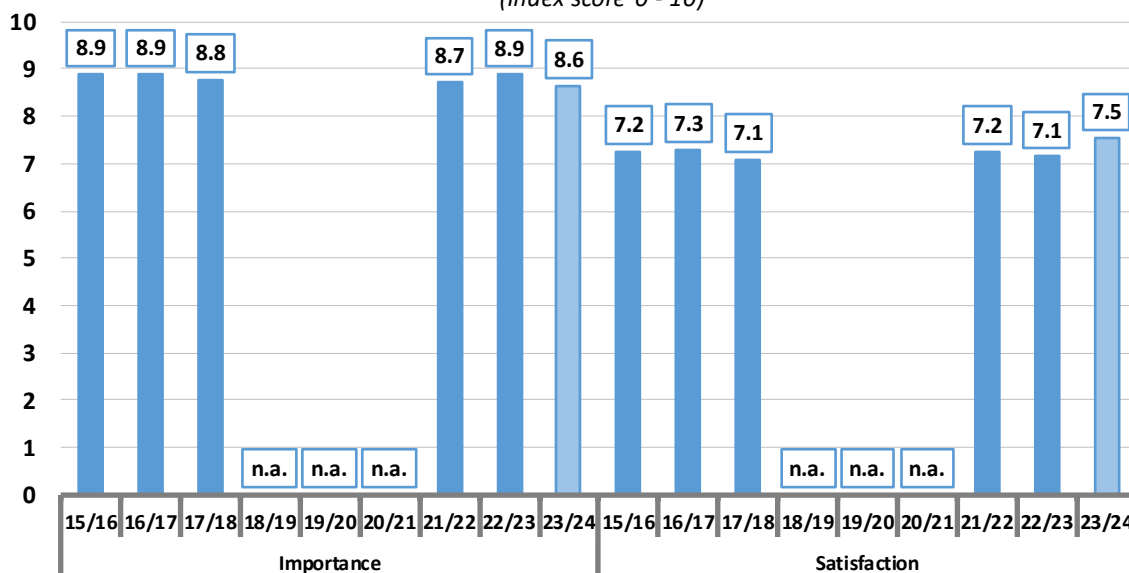
This result ranks these facilities 21<sup>st</sup> in terms of satisfaction this year.

This result was comprised of 58% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 1,113 respondents who provided a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with senior citizens somewhat more satisfied than average.

By way of comparison, these services were not included in the 2024 *Governing Melbourne* research and therefore no comparison results are available.

**Importance of and satisfaction with protection and conservation of the natural environment and coastal areas**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



There was no measurable variation in satisfaction with the maintenance of parks, gardens, and open spaces observed across the municipality, with respondents from all precincts rating satisfaction at “very good” levels.



**Protection and conservation of the natural environment and coastal area by precinct**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



### Graffiti removal

Graffiti removal was the 30<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.4 out of 10.

Satisfaction with this service increased measurably this year, up six percent to 7.5 out of 10, which is a “very good”, up from a “good” level of satisfaction.

This result ranks these facilities 25<sup>th</sup> in terms of satisfaction this year.

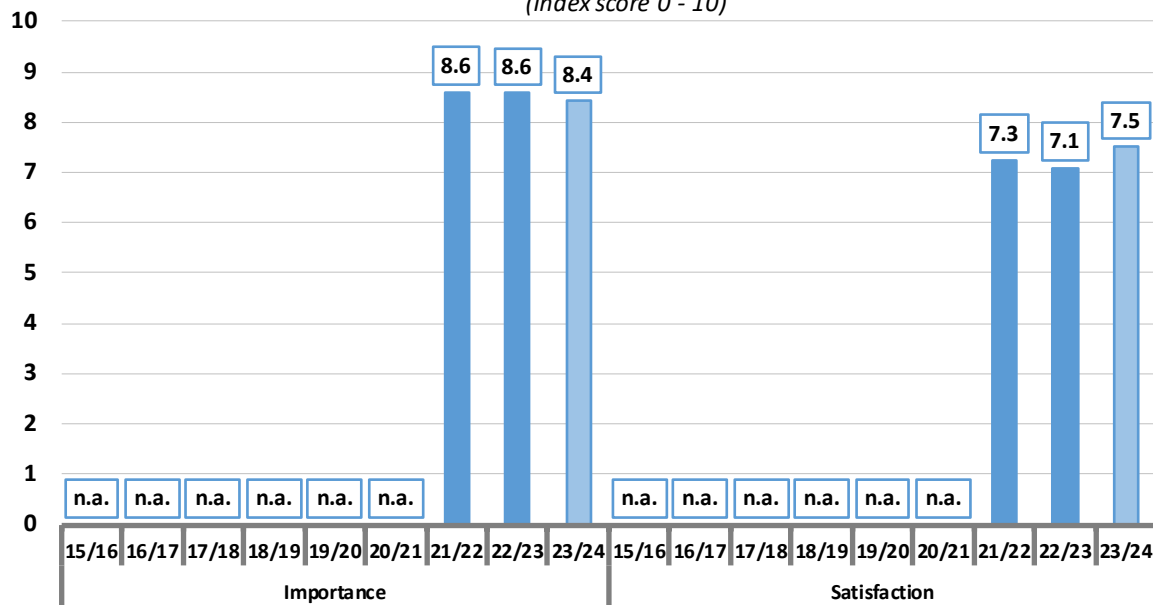
This result was comprised of 56% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 1,032 respondents who provided a satisfaction score this year.

There was no significant variation in satisfaction with graffiti removal observed by respondent profile.

By way of comparison, these services were not included in the 2024 *Governing Melbourne* research and therefore no comparison results are available.

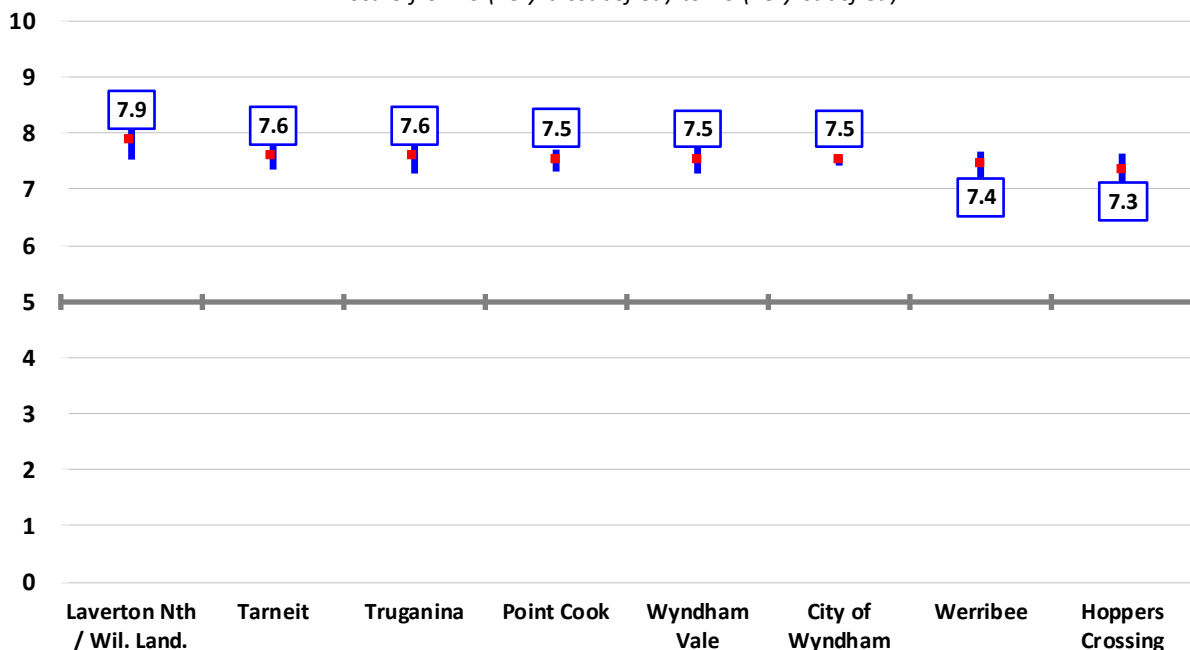


**Importance of and satisfaction with graffiti removal**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



Whilst there was no statistically significant variation in satisfaction with graffiti removal observed across the municipality, it is noted that respondents from Laverton North / Williams Landing rated satisfaction at an “excellent” rather than a “very good” level of satisfaction.

**Graffiti removal by precinct**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)





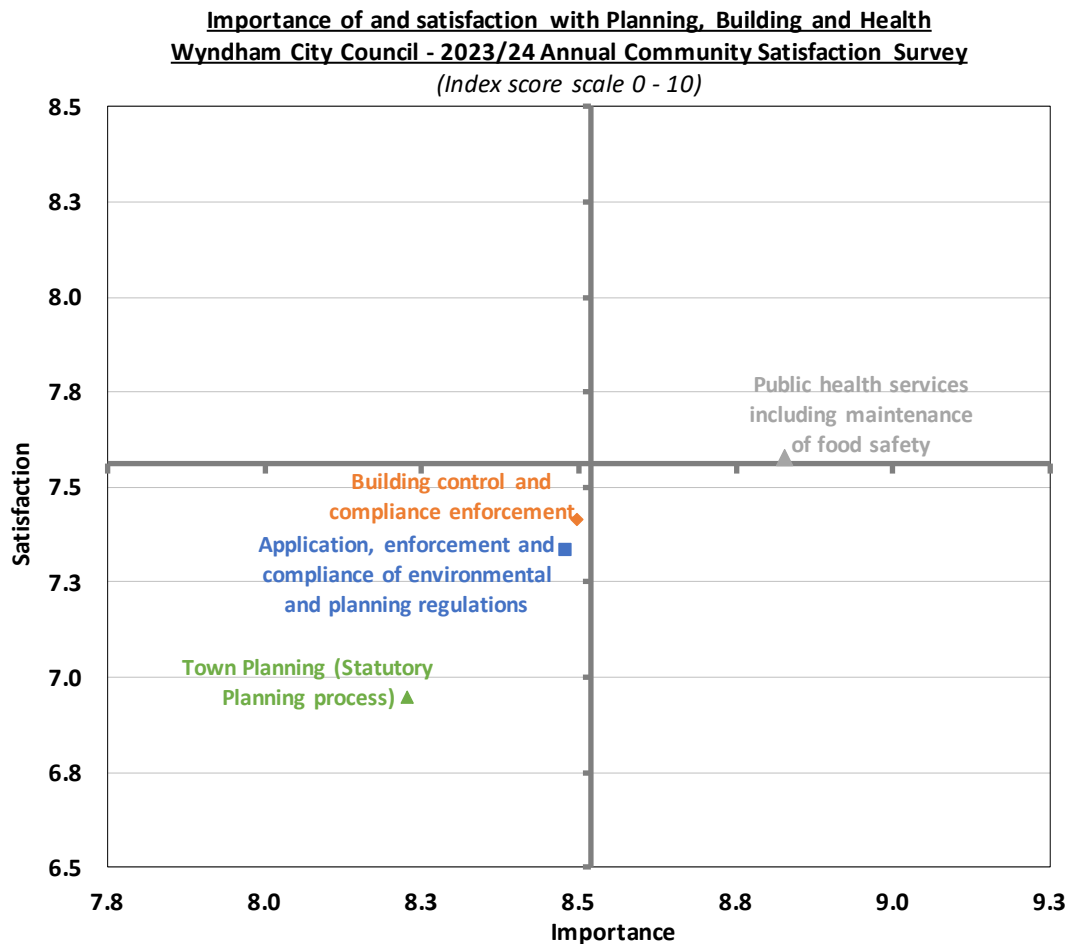
### Planning, Building and Health

There were four services from the Planning, Building and Health department of Council included in the survey this year, as outlined in the following graph.

Consistent with the results recorded in previous years, the three planning-related services were all marginally to somewhat lower than average importance, and all received somewhat to significantly lower-than-average satisfaction scores.

Metropolis Research notes that it is likely that the somewhat lower-than-average importance scores for planning related services can reflect the lower satisfaction scores, with some in the community rating importance lower as they feel there is too much planning related regulations.

The public health services including the maintenance of food safety were of measurably higher-than-average importance and received an average satisfaction score.



## Public health services including maintenance of food safety

Public health services including the maintenance of food safety was the 6<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.8 out of 10, and one of nine that were measurably more important than the average of all 46 services and facilities of 8.4 out of 10.

Satisfaction with these services increased measurably this year, up four percent to 7.6 out of 10, although it remains at a “very good” level of satisfaction.

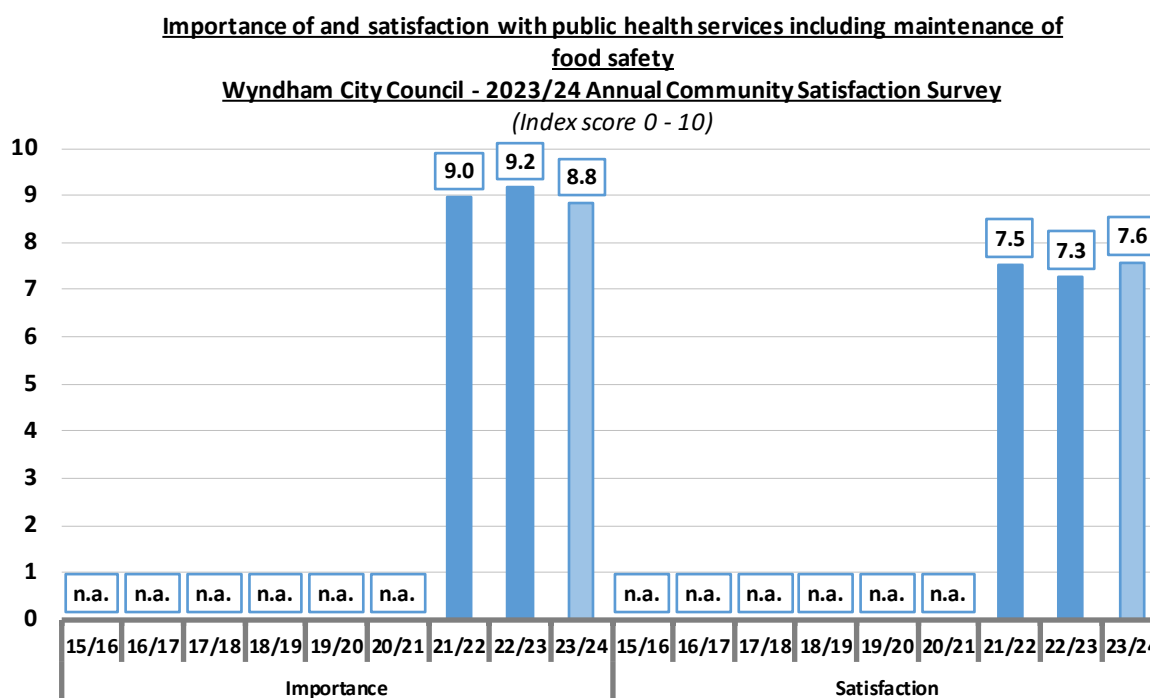
This result is the highest satisfaction score recorded for these services since it was first included in the survey program in 2021/22.

This result ranks these facilities 20<sup>th</sup> in terms of satisfaction this year.

This result was comprised of 60% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 1,018 respondents who provided a satisfaction score this year.

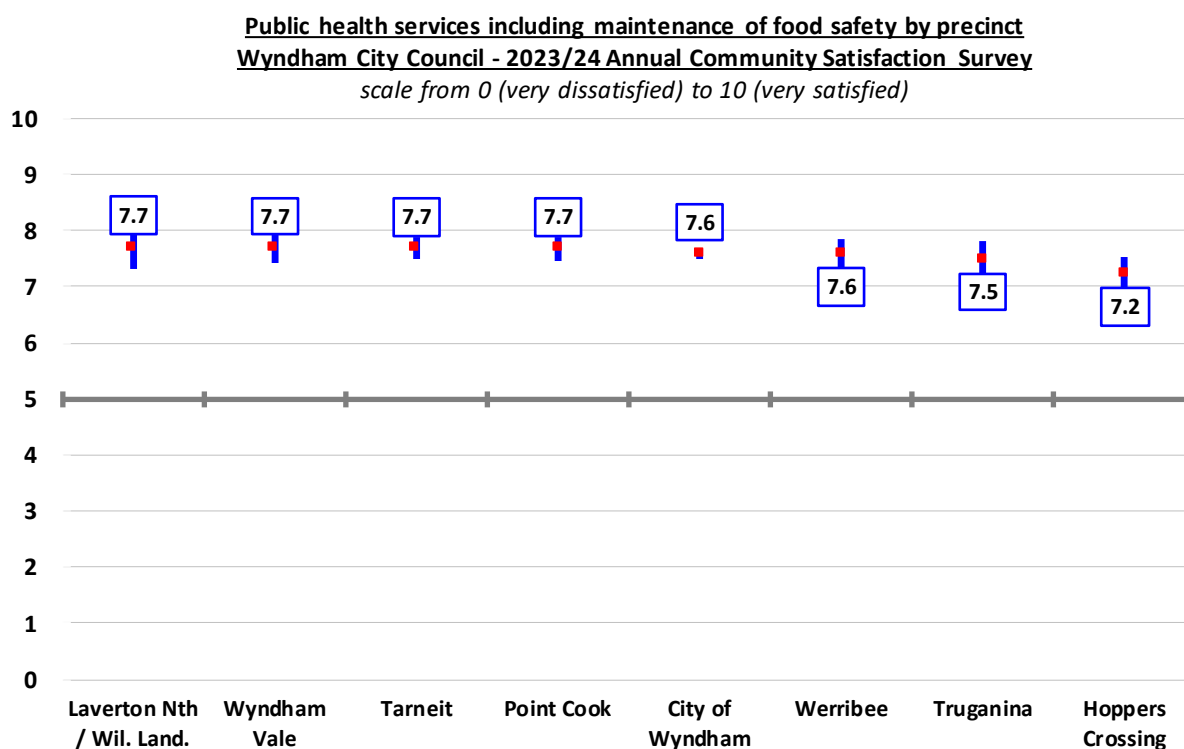
There was some variation in satisfaction observed by respondent profile, with middle-aged adults somewhat less, and senior citizens somewhat more satisfied than average. Female respondents were somewhat more satisfied than males.

By way of comparison, these services were not included in the 2024 *Governing Melbourne* research and therefore no comparison results are available.



There was some statistically significant variation in satisfaction with these services observed across the municipality, with respondents from Hoppers Crossing measurably less satisfied than average, and at a “good” rather than a “very good” level of satisfaction.





### Building control and compliance enforcement

Building control and compliance enforcement was the 23<sup>rd</sup> most important of the 46 included services and facilities, with an average importance of 8.5 out of 10.

Satisfaction with these services increased notably but not measurably this year, up three percent to 7.4 out of 10, which was a “very good”, up from a “good” level of satisfaction.

This result is the highest satisfaction score recorded for these services since it was first included in the survey program in 2021/22.

This result ranks these facilities 29<sup>th</sup> in terms of satisfaction this year.

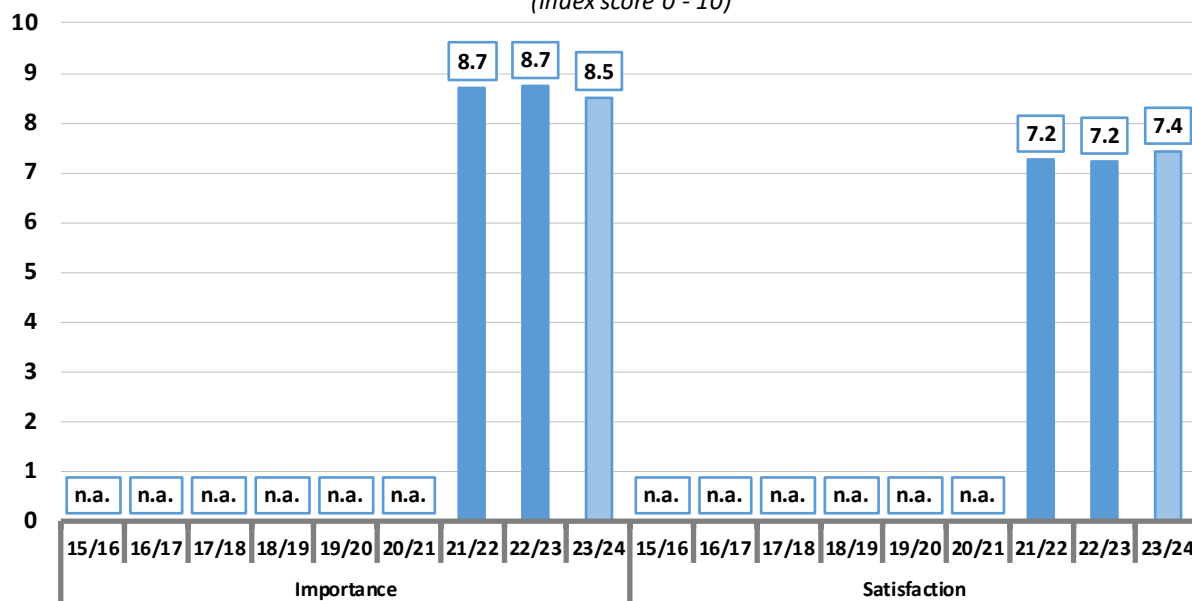
This result was comprised of 54% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 918 respondents who provided a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with middle-aged adults somewhat less satisfied than average.

By way of comparison, these services were not included in the 2024 *Governing Melbourne* research and therefore no comparison results are available.

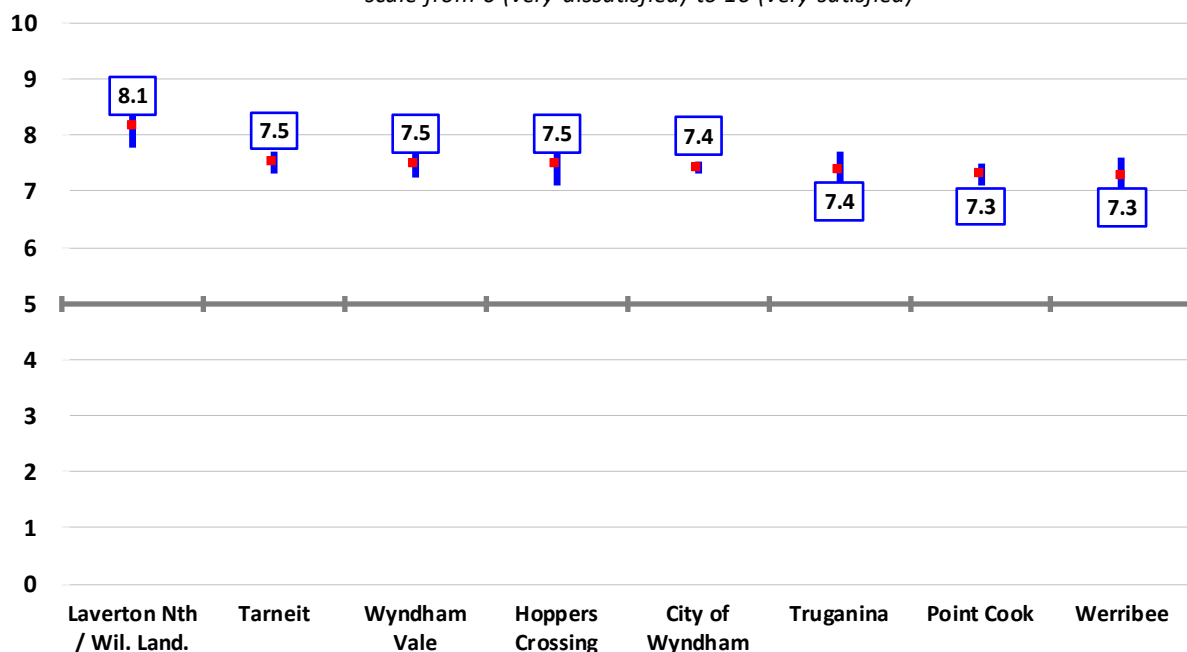


**Importance of and satisfaction with building control and compliance**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



There was some statistically significant variation in this result observed across the municipality, with respondents from Laverton North / Williams Landing measurably more satisfied than average, and at an “excellent” rather than a “very good” level of satisfaction.

**Building control and compliance enforcement by precinct**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



### Application, enforcement, and compliance of environmental and planning regulations

The application, enforcement, and compliance of environmental and planning regulations was the 27<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.5 out of 10.

Satisfaction with these services increased measurably this year, up five percent to 7.3 out of 10, which was a “very good”, up from a “good” level of satisfaction.

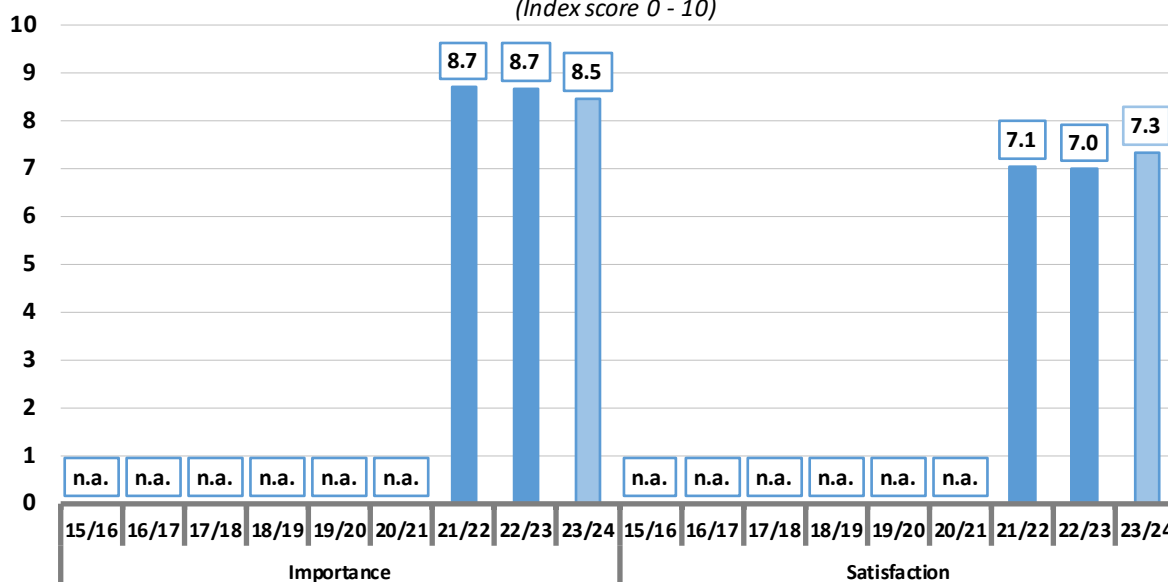
This result ranks these services 30<sup>th</sup> in terms of satisfaction this year, and the highest score recorded since it was first included in the survey program in 2021/22.

This result was comprised of 52% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 954 of the 1,200 respondents who provided a satisfaction score this year.

There was no significant variation in satisfaction with the application, enforcement, and compliance of environmental and planning regulations observed by respondent profile.

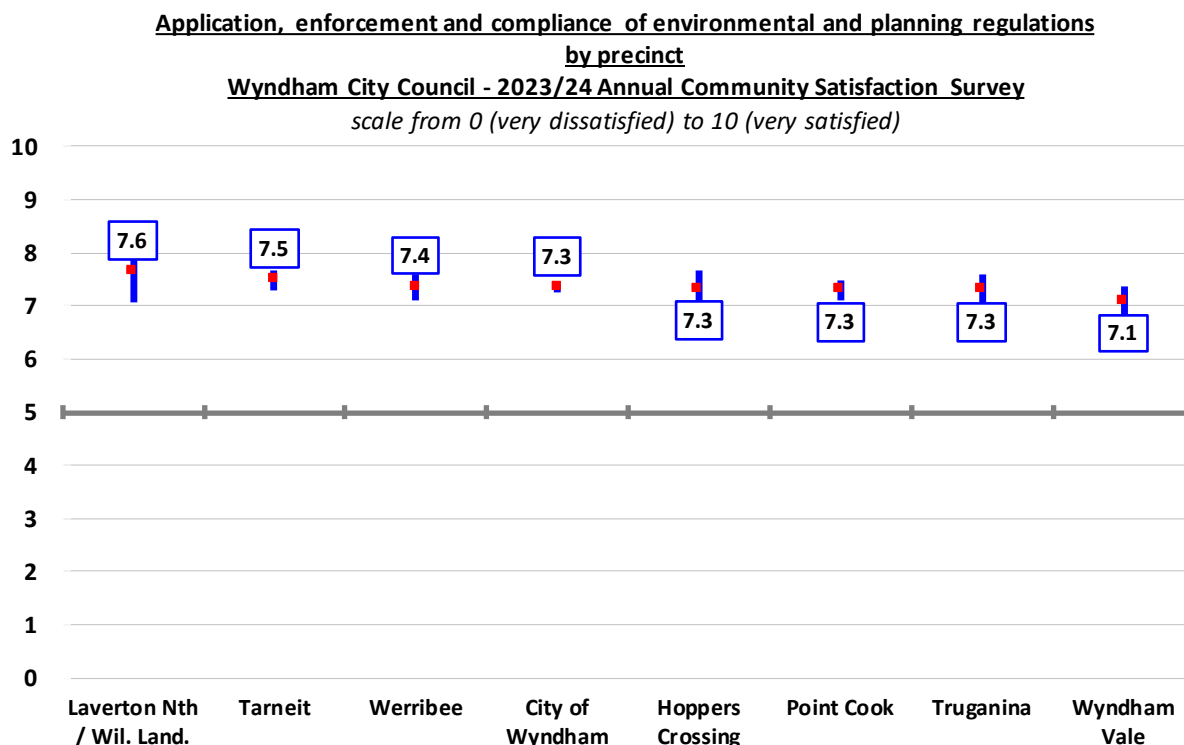
By way of comparison, these services were not included in the 2024 *Governing Melbourne* research in a comparable format, and therefore no comparison results were published.

**Importance of and satisfaction with application, enforcement and compliance of environmental and planning regulations**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



Whilst there was no statistically significant variation in satisfaction with these services observed across the municipality, it is noted that respondents from Wyndham Vale rated satisfaction at “good” rather than a “very good” level of satisfaction.





### Town Planning (Statutory Planning Process)

Town Planning statutory planning process was the 38<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.2 out of 10, and one of nine that were measurably less important than the average of all 46 services and facilities of 8.4 out of 10.

This result was a significant decline in importance from the 8.9 out of 10 recorded last year.

Satisfaction with these services increased notably, but not measurably this year, up nine percent to 6.9 out of 10, which was a “good”, up from a “solid” level of satisfaction.

Despite the large increase in satisfaction this year, this result ranks these services 44<sup>th</sup> in terms of satisfaction this year.

This was the highest score recorded since it was included in the survey program in 2021/22.

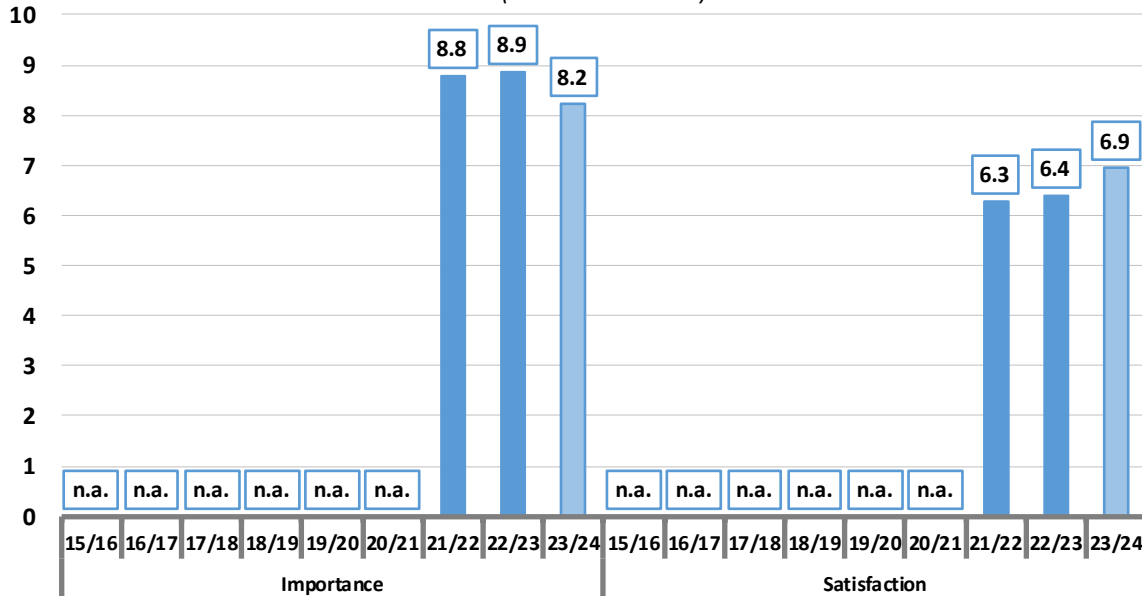
This result was comprised of 52% “very satisfied” and 13% dissatisfied respondents, based on a total sample of 203 of the 208 respondents (17%) from households who had used these services in the last 12 months.

There was some variation in satisfaction observed by respondent profile, with middle-aged adults somewhat less, and senior citizens somewhat more satisfied than average. Female respondents were somewhat more satisfied than males, and respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.



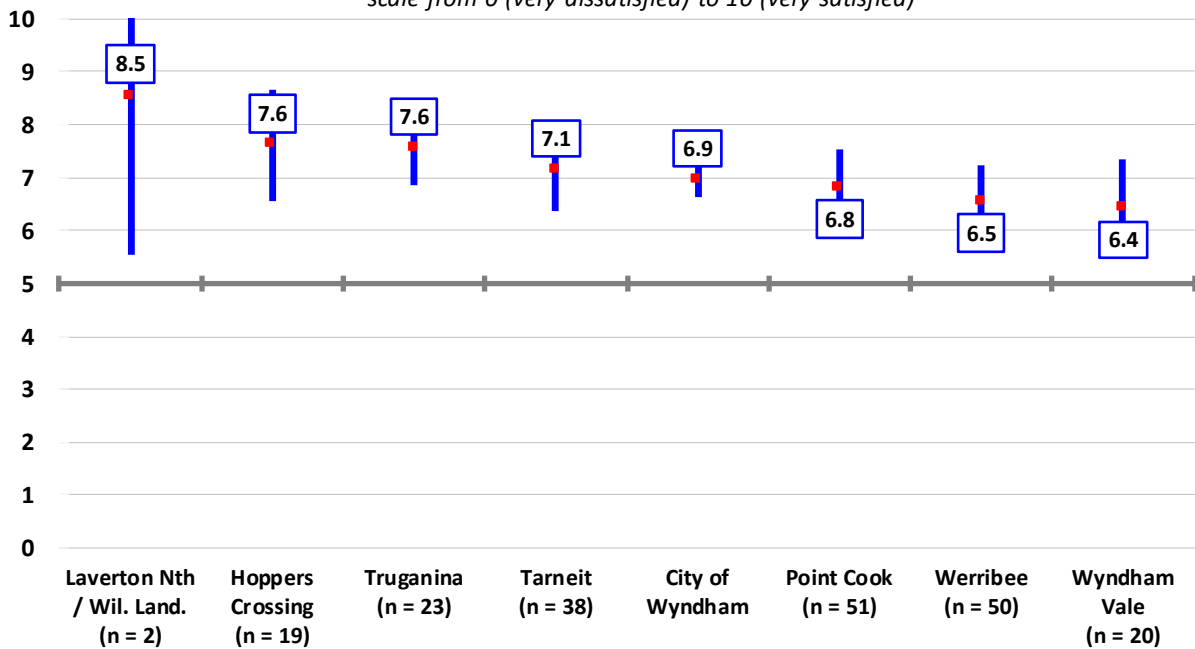
By way of comparison, these services were not included in the 2024 *Governing Melbourne* research in a comparable format, and therefore no comparison results were published.

**Importance of and satisfaction with town planning (statutory planning process)**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



Given the extremely small sample size at the precinct level for these services, there was no statistically significant variation in satisfaction observed across the municipality.

**Town Planning (Statutory Planning Process) by precinct**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)





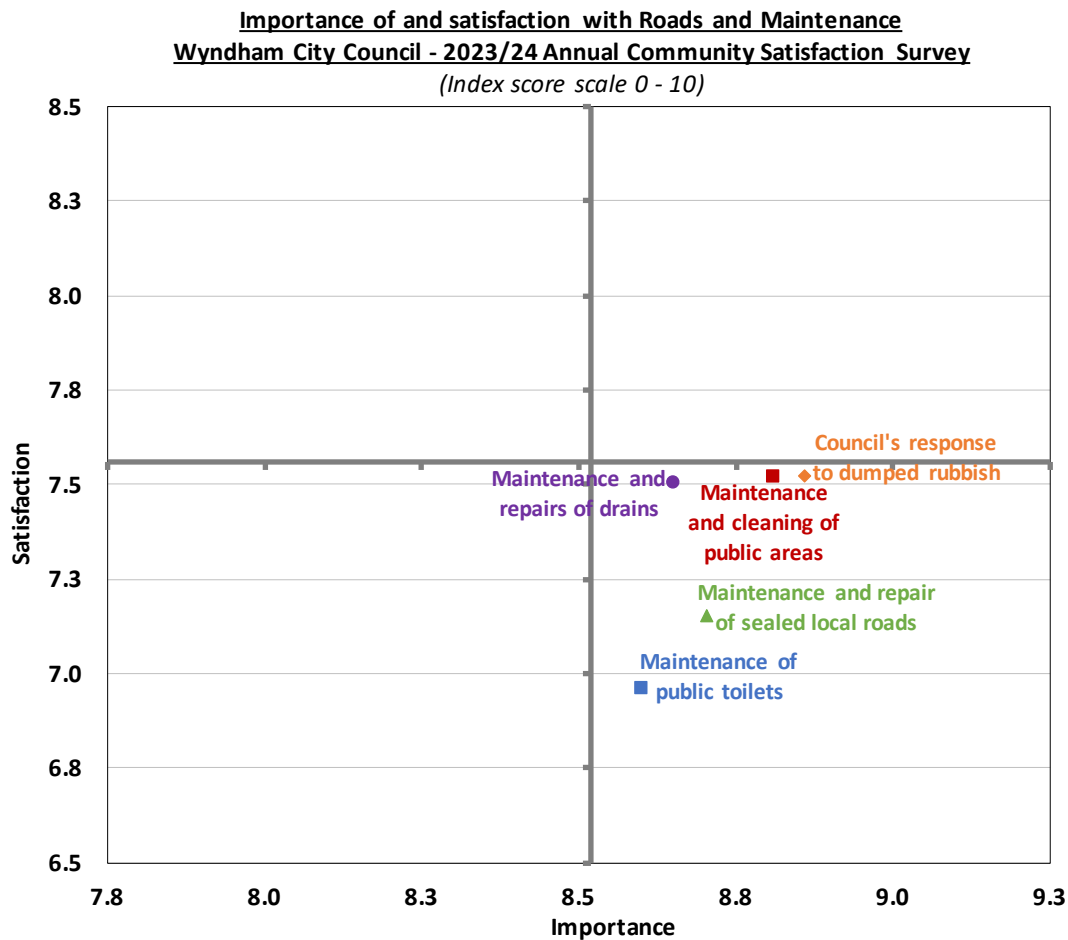
## Roads and Maintenance

There were five services and facilities from the Roads and Maintenance department of Council included in the 2023/24 survey, as outlined in the following graph.

As is clearly outlined in the following graph, all five of the Roads and Maintenance department services and facilities were more important than average, with some being amongst the most important services provided by Council.

Satisfaction with all five of these services and facilities, however, received average to significantly lower than average satisfaction scores.

These results are generally consistent with results observed historically for the City of Wyndham, as well as results generally observed elsewhere across metropolitan Melbourne.



### Maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was the 11<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with the maintenance and repair of sealed local roads increased measurably and significantly this year, up 18% to 7.2 out of 10, which is a “good”, up from a “solid” level of satisfaction.

This was the largest increase in satisfaction for any of the 46 services and facilities included in the survey this year.

This result was measurably and significantly above the long-term average satisfaction since 2015/16 of 6.5 out of 10.

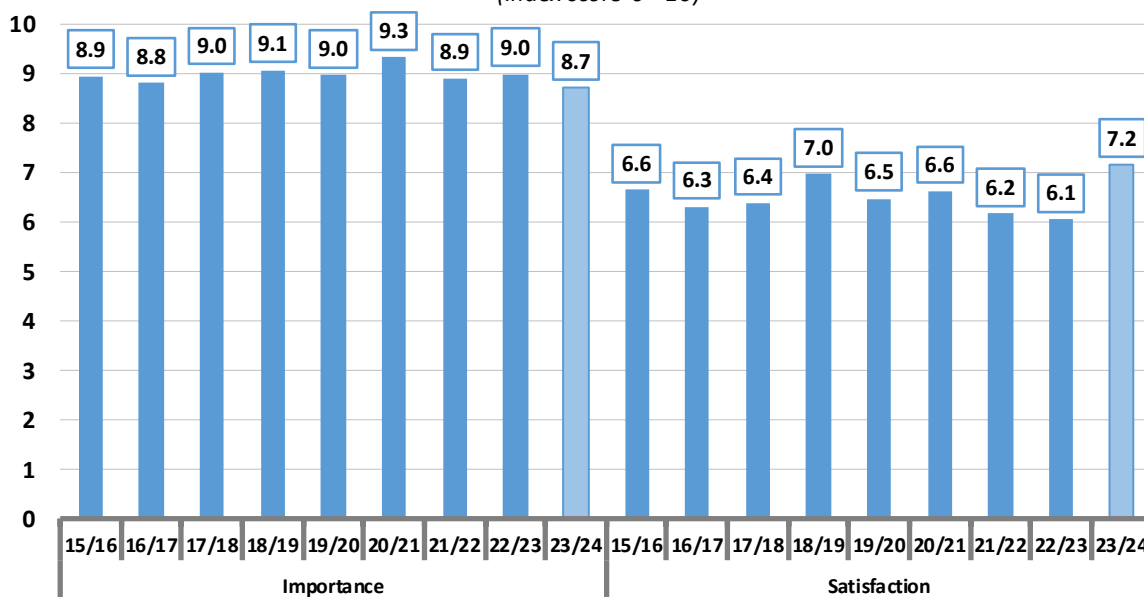
Despite the significant increase in satisfaction this year, this result ranks sealed local roads 36<sup>th</sup> in terms of satisfaction this year, and one of 13 to record a satisfaction score measurably lower than the average of all 46 services and facilities of 7.6 out of 10.

This result was comprised of 53% “very satisfied” and 10% dissatisfied respondents, based on a total sample of 1,172 respondents who provided a satisfaction score this year.

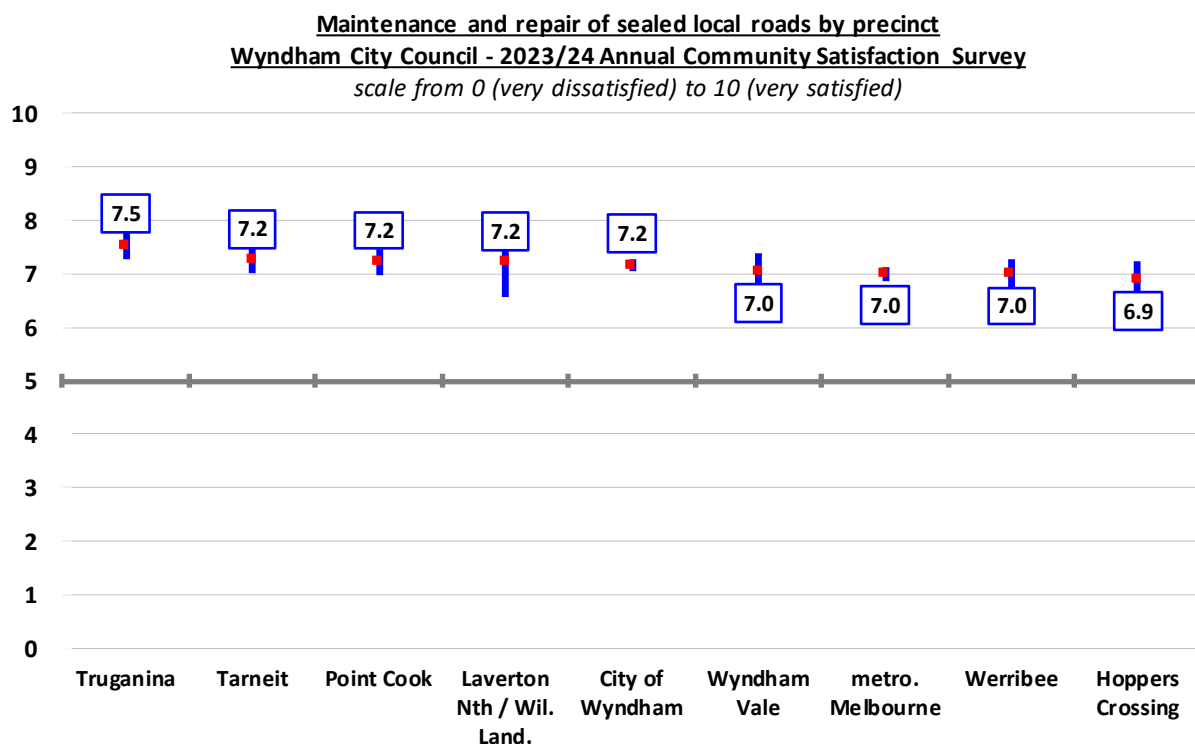
There was some variation in satisfaction observed by respondent profile, with middle-aged and older adults somewhat less, and senior citizens somewhat more satisfied than average. Respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with sealed local roads was somewhat higher than the metropolitan Melbourne satisfaction with “the maintenance and repair of sealed local roads” of 7.0, as recorded in the 2024 *Governing Melbourne* research.

**Importance of and satisfaction with maintenance and repair of sealed local roads**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



There was statistically significant variation in this result observed across the municipality, with respondents from Truganina measurably more satisfied than average, and at a “very good” rather than a “good” level of satisfaction.



### Maintenance and repairs of drains

The maintenance and repair of drains was the 14<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.6 out of 10.

Satisfaction with the maintenance and repair of drains increased measurably this year, up eight percent to 7.5 out of 10, which is a “very good”, up from a “good” level of satisfaction.

This result was comfortably above the long-term average satisfaction since 2015/16 of 7.2 out of 10.

This result ranks drains 26<sup>th</sup> in terms of satisfaction this year.

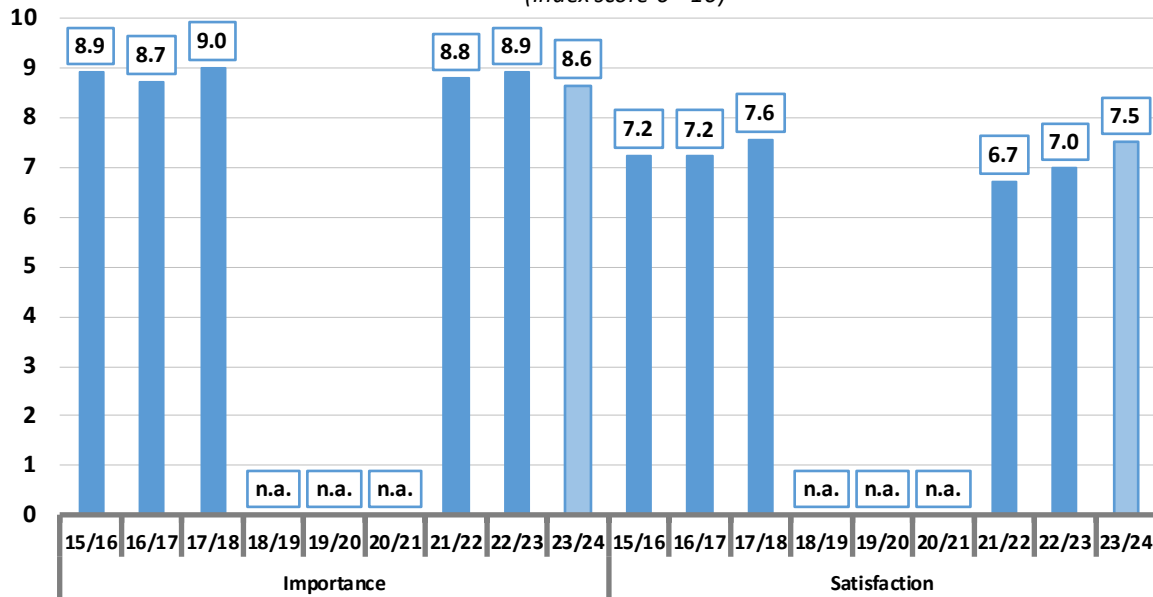
This result was comprised of 58% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 1,140 respondents who provided a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with middle-aged adults somewhat less satisfied than average. Respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.



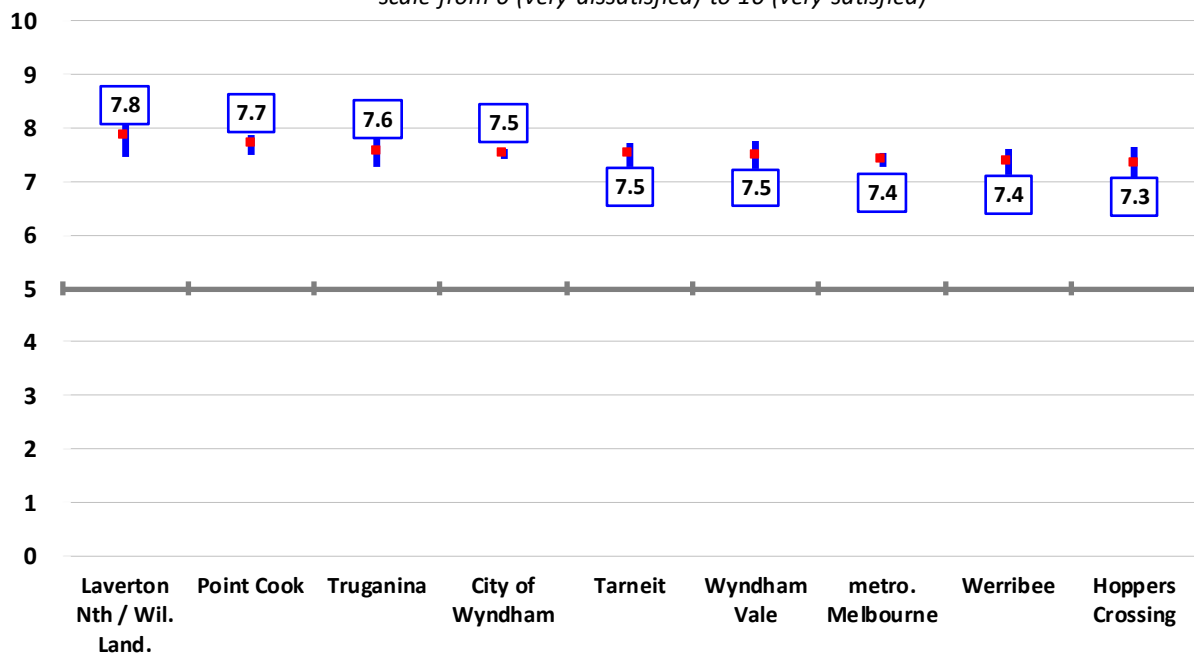
By way of comparison, satisfaction with drains was marginally higher than the metropolitan Melbourne satisfaction with “drains maintenance and repair” of 7.4, as recorded in the 2024 *Governing Melbourne* research.

**Importance of and satisfaction with maintenance and repair of drains**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



Whilst there was no statistically significant variation in satisfaction with drains observed across the municipality, it is noted that respondents from Laverton North / Williams Landing rated satisfaction at an “excellent” rather than a “very good” level of satisfaction.

**Maintenance and repair of drains by precinct**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



## Provision and maintenance of public toilets

The provision and maintenance of public toilets was the 17<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.6 out of 10.

Satisfaction with the public toilets increased measurably and significantly this year, up 13% to 7.0 out of 10, which is a “good”, up from a “solid” level of satisfaction.

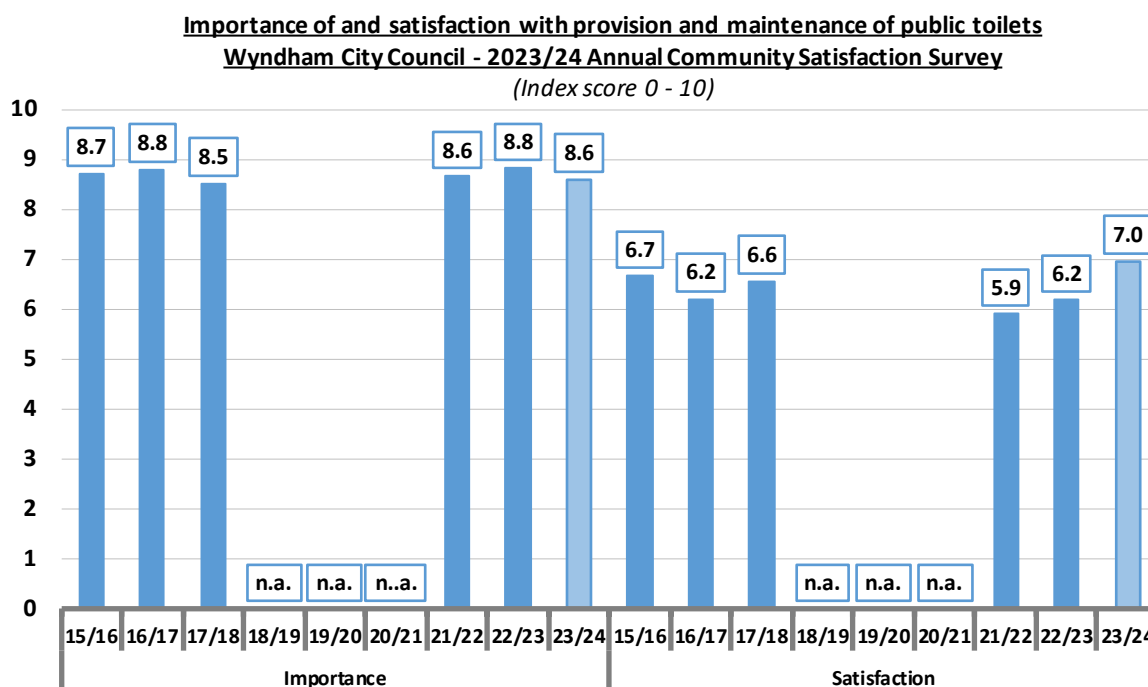
This is the highest level of satisfaction with public toilets observed for the City of Wyndham, and measurably above the long-term average satisfaction since 2015/16 of 6.4 out of 10.

Despite the significant increase in satisfaction recorded this year, this result ranks public toilets 43<sup>rd</sup> in terms of satisfaction this year, and one of 13 to record a satisfaction score measurably lower than the average of all 46 services and facilities of 7.6 out of 10.

This result was comprised of 46% “very satisfied” and 11% dissatisfied respondents, based on a total sample of 997 respondents who provided a satisfaction score this year.

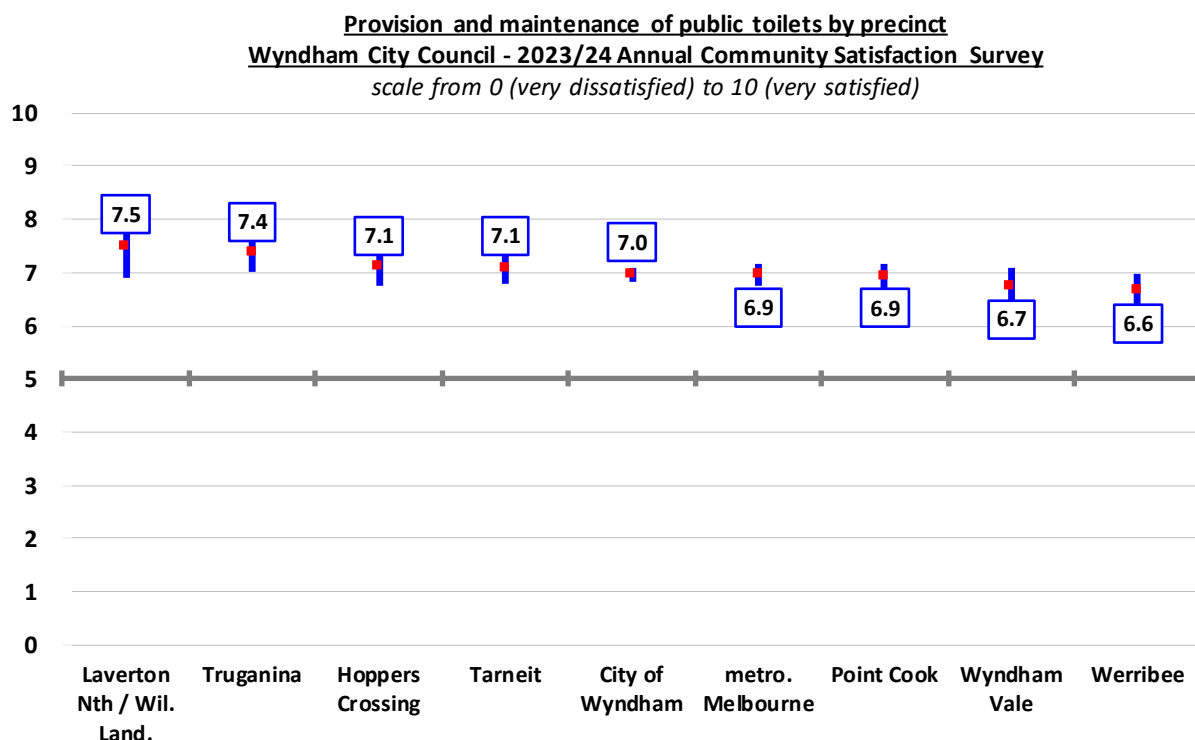
There was some variation in satisfaction observed by respondent profile, with senior citizens somewhat more satisfied than average.

By way of comparison, satisfaction with public toilets was marginally higher than the metropolitan Melbourne satisfaction with “provision and maintenance of public toilets” of 6.9, as recorded in the 2024 *Governing Melbourne* research.



Whilst there was no statistically significant variation in satisfaction with drains observed across the municipality, it is noted that respondents from Laverton North / Williams Landing and Truganina rated satisfaction at “very good” rather than “good” levels of satisfaction.





### Council response to dumped rubbish

Council’s response to dumped rubbish was the 5<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.9 out of 10, and one of nine that were measurably more important than the average of all 46 services and facilities.

Satisfaction with this service increased measurably and significantly this year, up 13% to 7.5 out of 10, which is a “very good”, up from a “good” level of satisfaction.

This is the highest level of satisfaction with Council’s response to dumped rubbish observed for the City of Wyndham, and measurably above the long-term average satisfaction since 2015/16 of 6.9 out of 10.

This result ranks this service 22<sup>nd</sup> in terms of satisfaction this year.

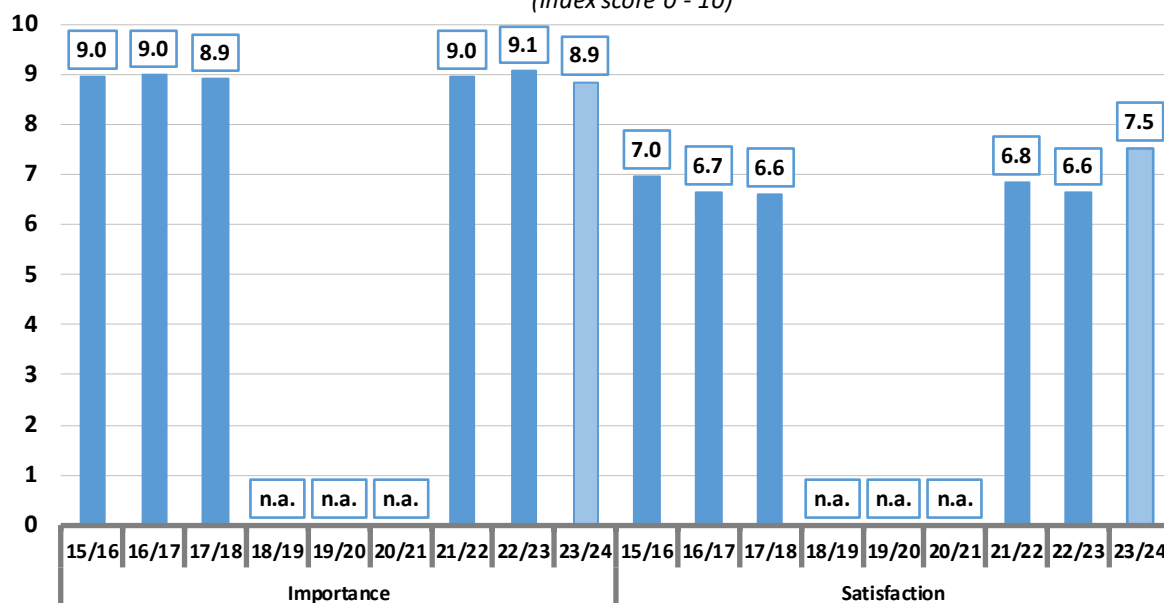
This result was comprised of 60% “very satisfied” and six percent dissatisfied respondents, based on a total sample of 1,104 respondents who provided a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with senior citizens somewhat less satisfied than average. Respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with Council’s response to dumped rubbish was identical to the metropolitan Melbourne satisfaction with “Council’s response to dumped rubbish” of 7.5, as recorded in the 2024 *Governing Melbourne* research.

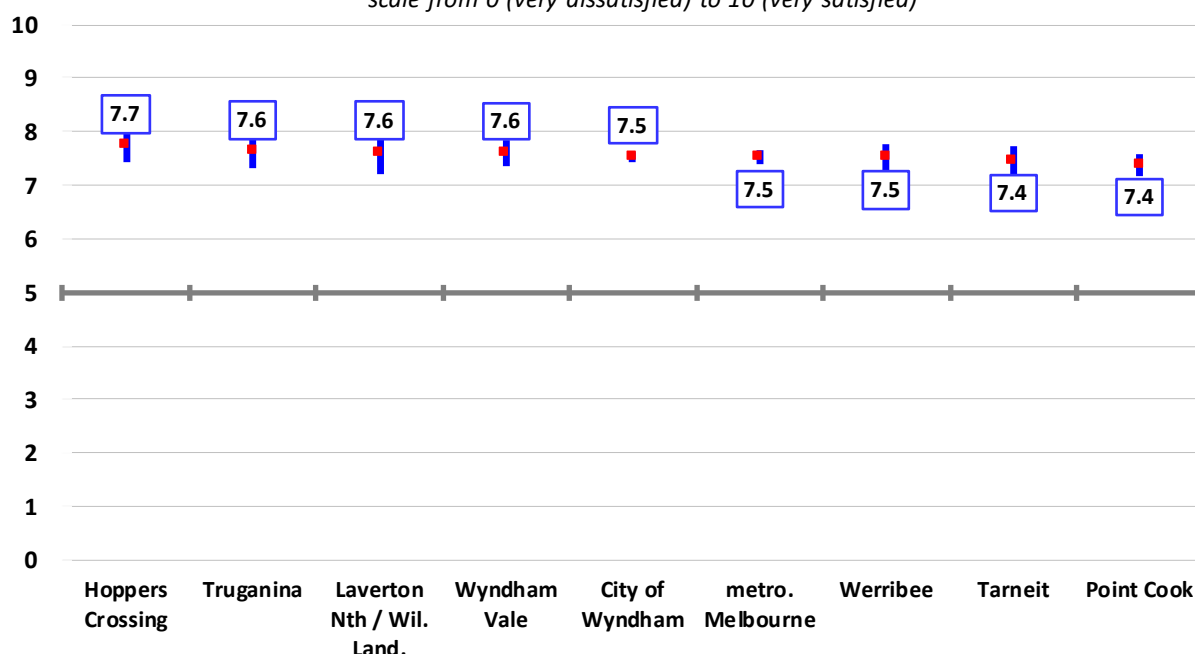


**Importance of and satisfaction with Council response to dumped rubbish**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



There was no statistically significant variation in satisfaction with Council’s response to dumped rubbish observed across the municipality, with respondents from all precincts rating satisfaction at “very good” levels of satisfaction.

**Council response to dumped rubbish by precinct**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)





### Maintenance and cleaning of public areas

The maintenance and cleaning of public areas the 7<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.8 out of 10, and one of nine that were measurably more important than the average of all 46 services and facilities.

Satisfaction with this service increased measurably this year, up nine percent to 7.5 out of 10, which is a “very good”, up from a “good” level of satisfaction.

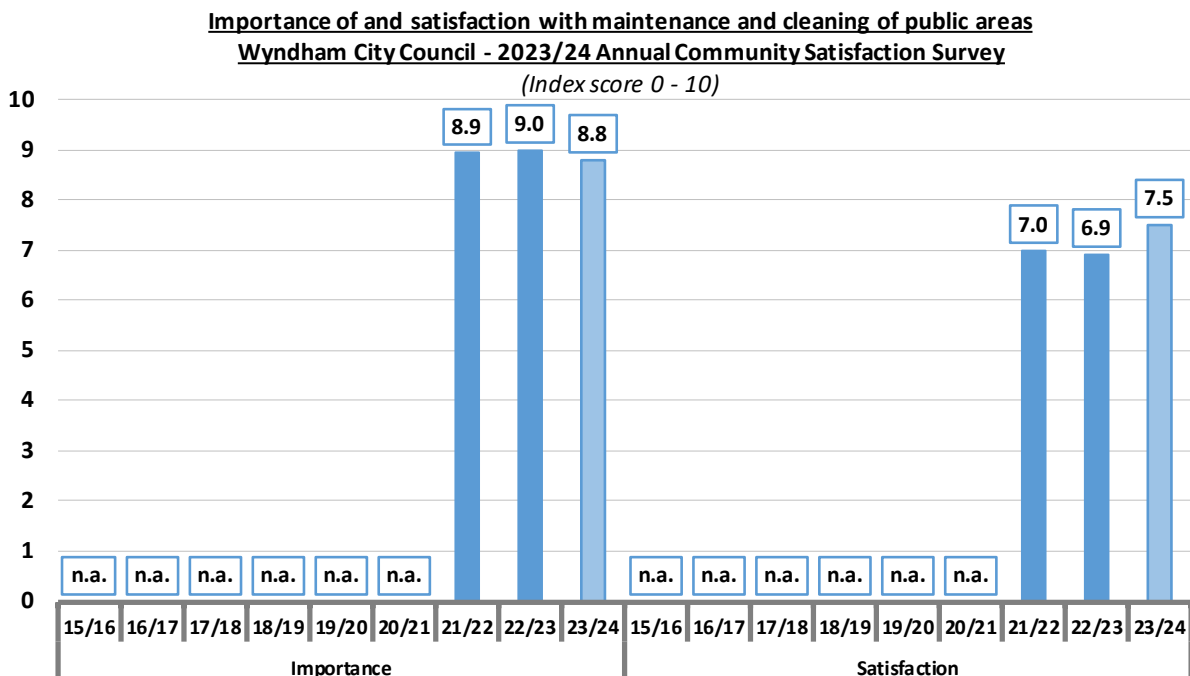
This is the highest level of satisfaction with the maintenance and cleaning of public areas observed for the City of Wyndham since it was first included in the survey in 2021/22.

This result ranks this service 23<sup>rd</sup> in terms of satisfaction this year.

This result was comprised of 58% “very satisfied” and six percent dissatisfied respondents, based on a total sample of 1,158 respondents who provided a satisfaction score this year.

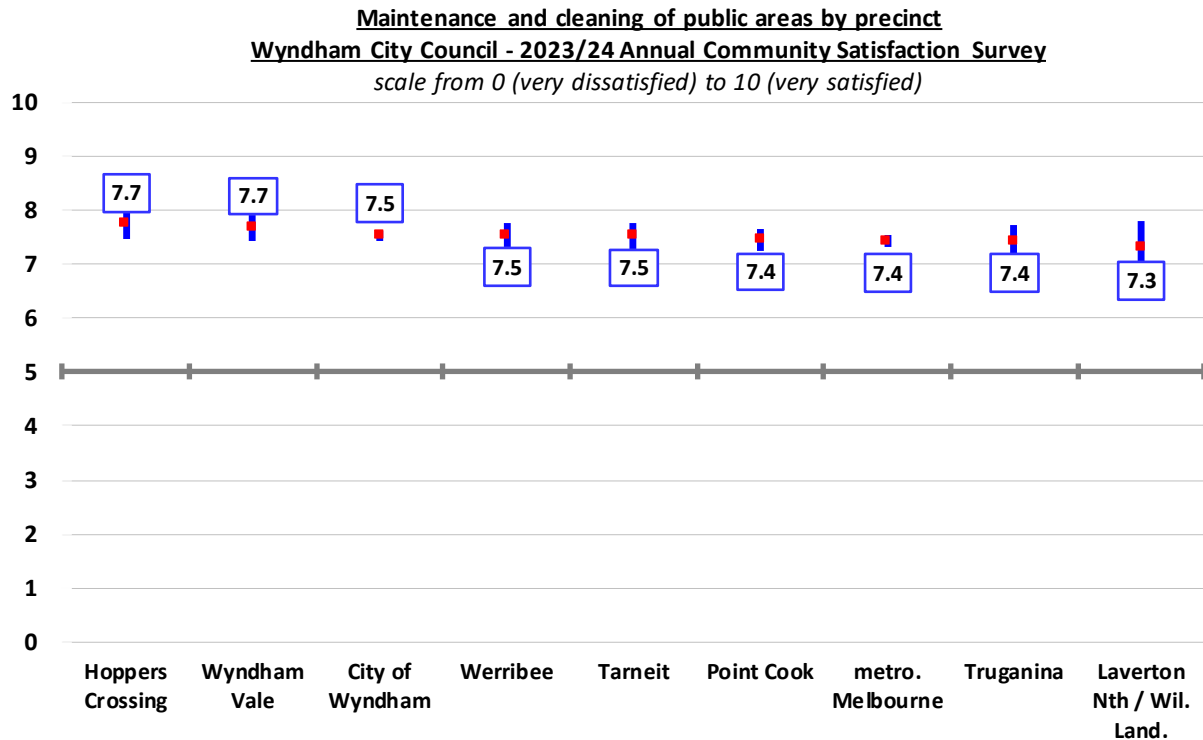
There was no significant variation in satisfaction with the maintenance and cleaning of public areas observed by respondent profile.

By way of comparison, satisfaction with this service was marginally higher than the metropolitan Melbourne satisfaction with “the maintenance and cleaning of public areas” of 7.4, as recorded in the 2024 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with the maintenance and cleaning of public areas observed across the municipality, with respondents from all precincts rating satisfaction at “very good” levels of satisfaction.



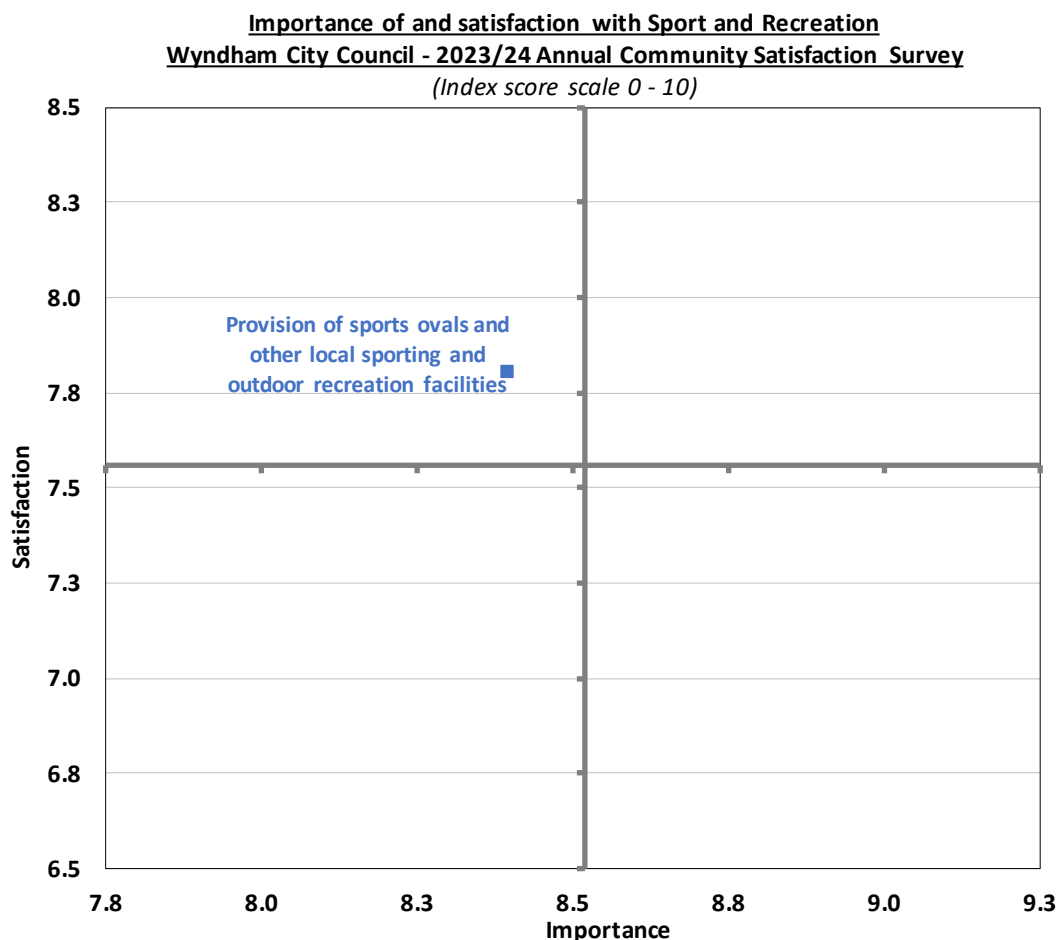


### **Sports and Recreation**

There was one service from the Sports and Recreation department of Council included in the 2023/24 survey, as outlined in the following graph.

The provision of sports ovals and other local sporting and outdoor recreation facilities was of marginally lower-than-average importance but received a measurably higher than average satisfaction score.





### Provision of sports ovals and other local sporting and outdoor recreation facilities

The provision of sports ovals and other local sporting and outdoor recreation facilities was the 32<sup>nd</sup> most important of the 46 included services and facilities, with an average importance of 8.4 out of 10.

This was the lowest average importance score recorded for these facilities for the City of Wyndham.

Satisfaction with these facilities declined marginally but not measurably this year, down one percent to 7.8 out of 10, although it remains at an “excellent” level of satisfaction.

This result was somewhat below the long-term average satisfaction since 2015/16 of 8.0 out of 10.

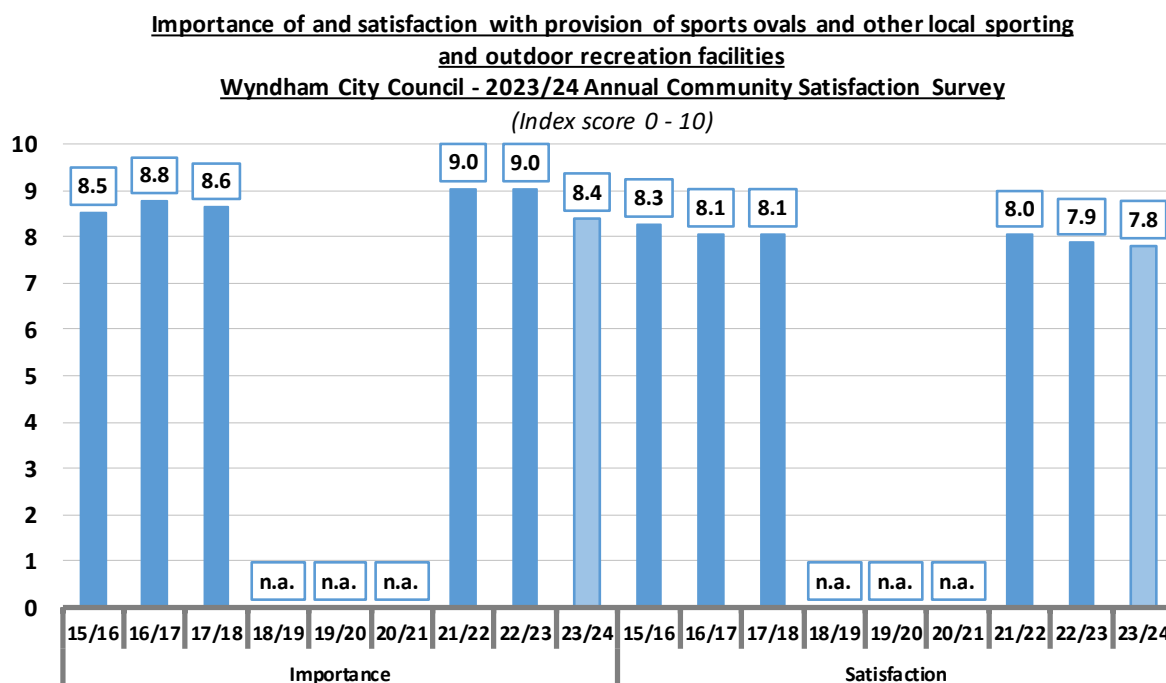
This result ranks this service 15<sup>th</sup> in terms of satisfaction this year.

This result was comprised of 68% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 490 of the 508 respondents (42%) from households who had used these facilities in the last 12 months.

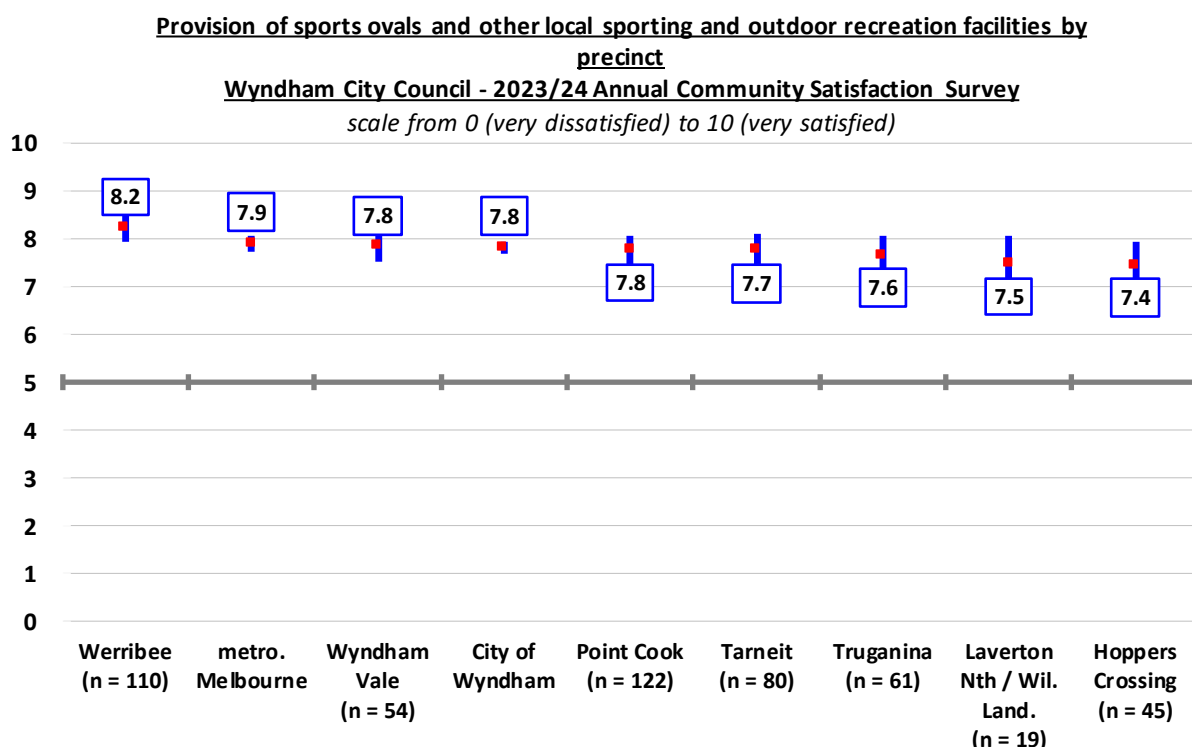


There was some variation in satisfaction observed by respondent profile, with senior citizens somewhat more satisfied than average.

By way of comparison, satisfaction with these facilities was marginally lower than the metropolitan Melbourne satisfaction with “sports ovals and other local sporting facilities” of 7.9, as recorded in the 2024 *Governing Melbourne* research.



There was statistically significant variation in this result observed across the municipality, with respondents from Werribee measurably more satisfied than average, and at an “excellent” level of satisfaction.



## Transport and Sustainability

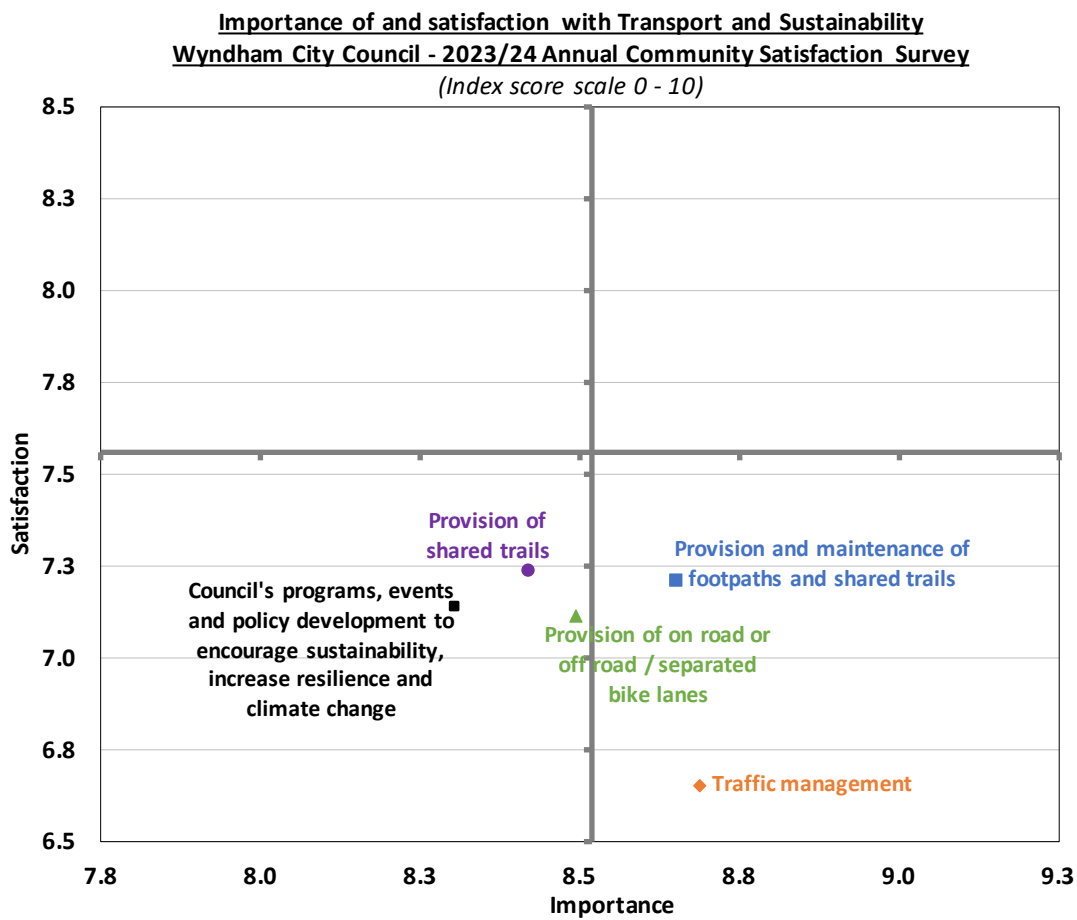
The following section provides additional details on each of these five Transport and Sustainability services and facilities.

Consistent with historical results, both traffic management and footpaths / shared trails were of higher-than-average importance, whilst the provision of bike lanes, shared trails, and Council’s encouragement of sustainability, increase resilience, and climate change were of lower-than-average importance.

Metropolis Research notes that satisfaction with all five of these Transport and Sustainable department services and facilities received lower-than-average satisfaction scores.

Of most concern was the significantly lower-than-average satisfaction with traffic management. This result was consistent with the fact that traffic management was the most nominated issue to address for the City of Wyndham at the moment, with 20% of all respondents nominating this as a top three issue.

This was discussed in more detail in the [Issues to Address](#) section of this report.



### Provision of on or off-road / separated bike paths

The provision of on and off-road / separated bike paths was the 24<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.5 out of 10.

Satisfaction with these facilities increased measurably this year, up nine percent to 7.1 out of 10, although it remains at a “good” level of satisfaction.

This result was somewhat below the long-term average satisfaction since 2015/16 of 7.2 out of 10.

This result ranks these facilities 40<sup>th</sup> in terms of satisfaction this year, and one of 13 to record a satisfaction score measurably lower than the average of all 46 services and facilities of 7.6 out of 10.

This result was comprised of 47% “very satisfied” and seven percent dissatisfied respondents, based on a total sample of 1,137 respondents who provided a satisfaction score this year.

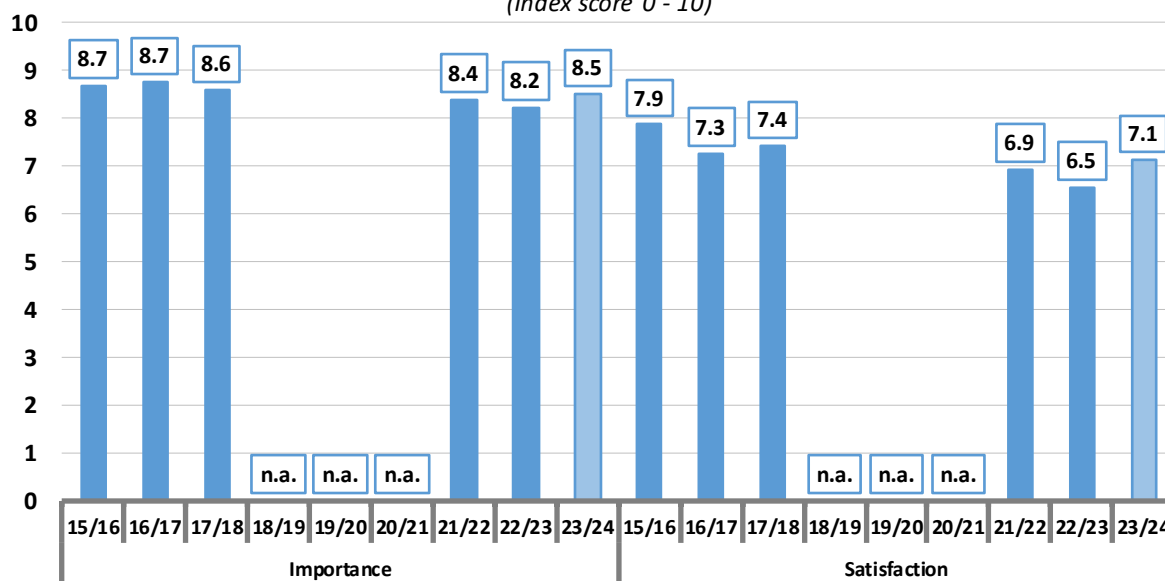
There was some variation in satisfaction observed by respondent profile, with middle-aged adults somewhat less, and senior citizens somewhat more satisfied than average. Female respondents were somewhat more satisfied than males, and respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with these facilities was measurably lower than the metropolitan Melbourne satisfaction with “bike and shared paths (both on-road and off-road and including shared paths)” of 7.4, as recorded in the 2024 *Governing Melbourne* research.

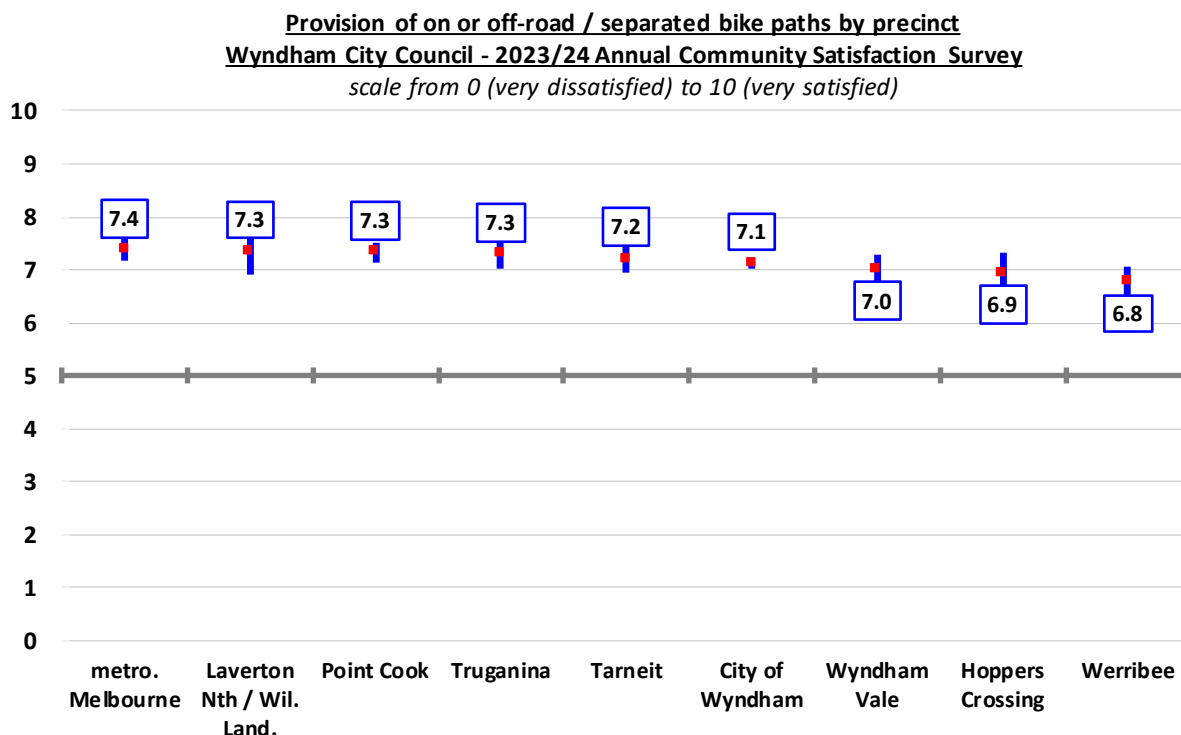
#### Importance of and satisfaction with provision of on or off-road / separated bike paths

Wyndham City Council - 2023/24 Annual Community Satisfaction Survey

(Index score 0 - 10)



There was no statistically significant variation in satisfaction with bike paths observed across the municipality.



### Provision of shared trails

The provision of shared trails was the 28<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.4 out of 10.

Satisfaction with these facilities increased measurably this year, up five percent to 7.2 out of 10, although it remains at a “good” level of satisfaction.

This result ranks these facilities 34<sup>th</sup> in terms of satisfaction this year, and one of 13 to record a satisfaction score measurably lower than the average of all 46 services and facilities of 7.6 out of 10.

This result was comprised of 49% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 1,131 respondents who provided a satisfaction score this year.

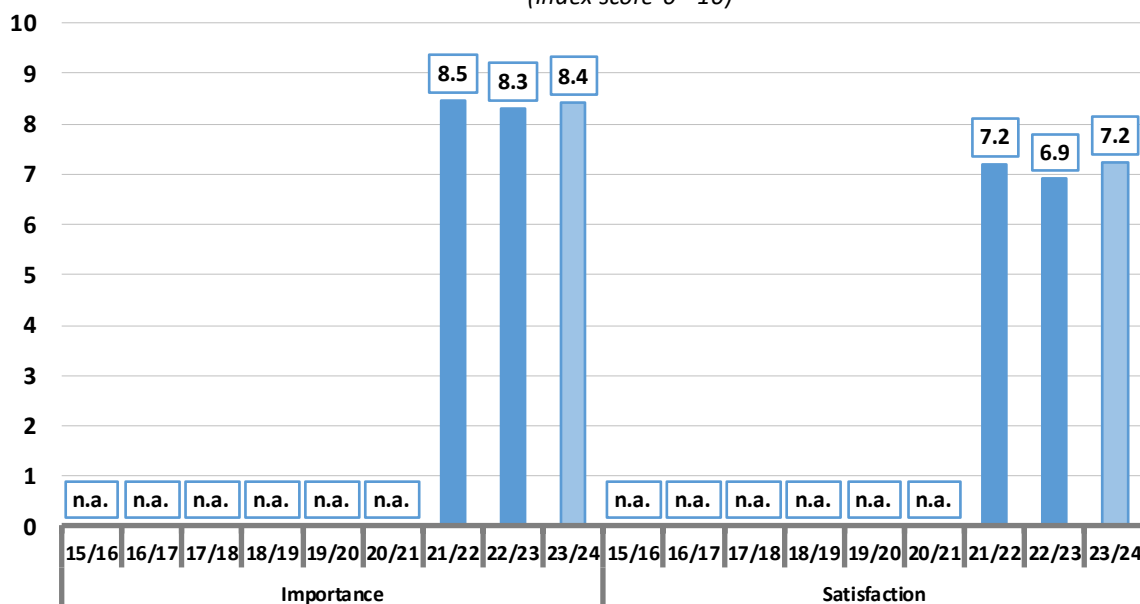
There was some variation in satisfaction observed by respondent profile, with respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with these facilities was somewhat lower than the metropolitan Melbourne satisfaction with “bike and shared paths (both on-road and off-road and including shared paths)” of 7.4, as recorded in the 2024 *Governing Melbourne* research.



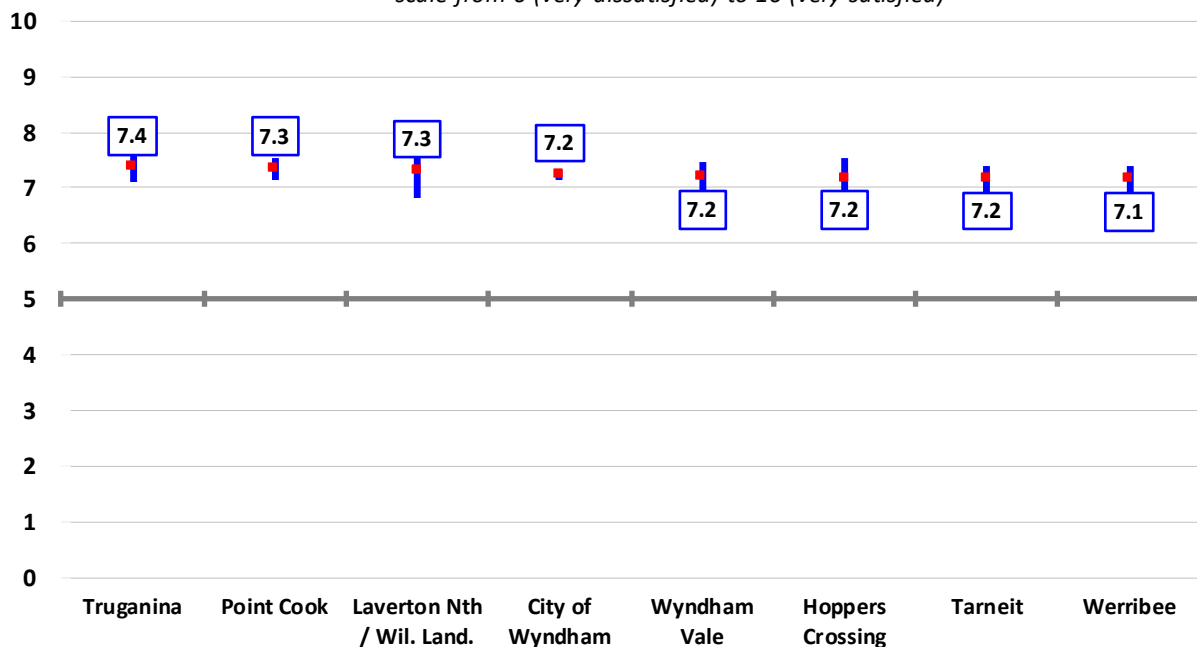


**Importance of and satisfaction with provision of shared trails**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



There was no statistically significant variation in satisfaction with shared trails observed across the municipality.

**Provision of shared trails by precinct**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



### Provision, maintenance and repair of footpaths and shared trails

The provision, maintenance, and repair of footpaths and shared trails was the 13<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.6 out of 10.

Satisfaction with these facilities increased measurably and significantly this year, up 11% to 7.2 out of 10, although it remains at a “good” level of satisfaction.

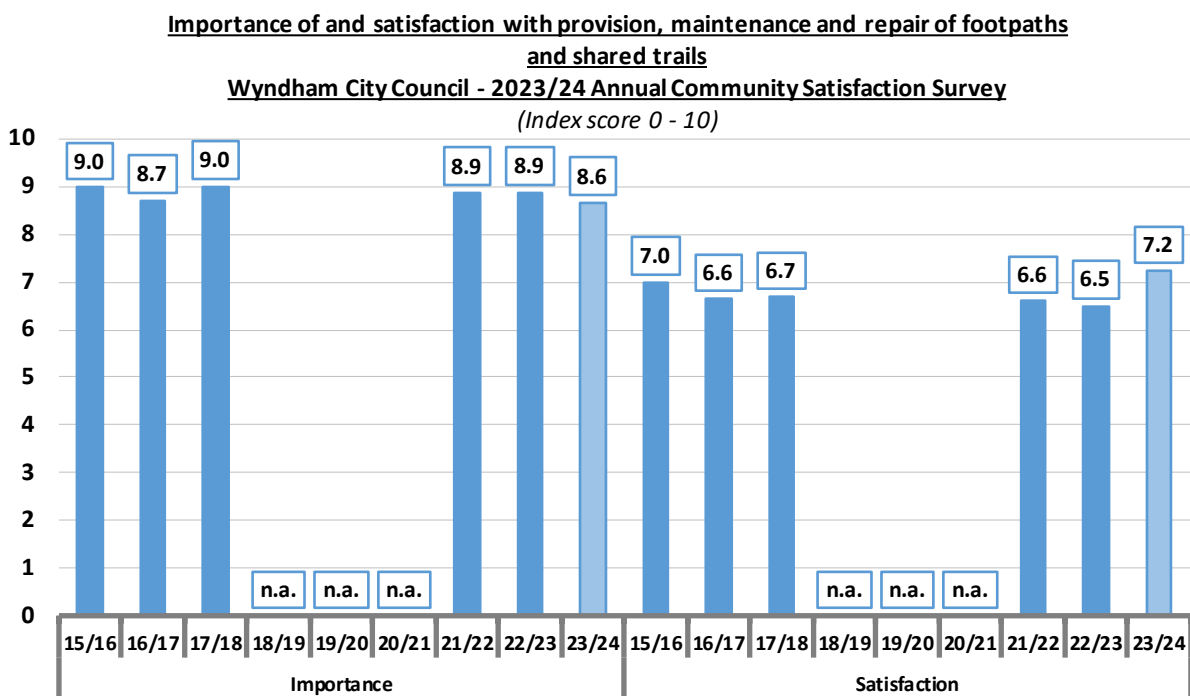
This result was measurably above the long-term average satisfaction since 2015/16 of 6.8 out of 10.

This result ranks these facilities 35<sup>th</sup> in terms of satisfaction this year, and one of 13 to record a satisfaction score measurably lower than the average of all 46 services and facilities of 7.6 out of 10.

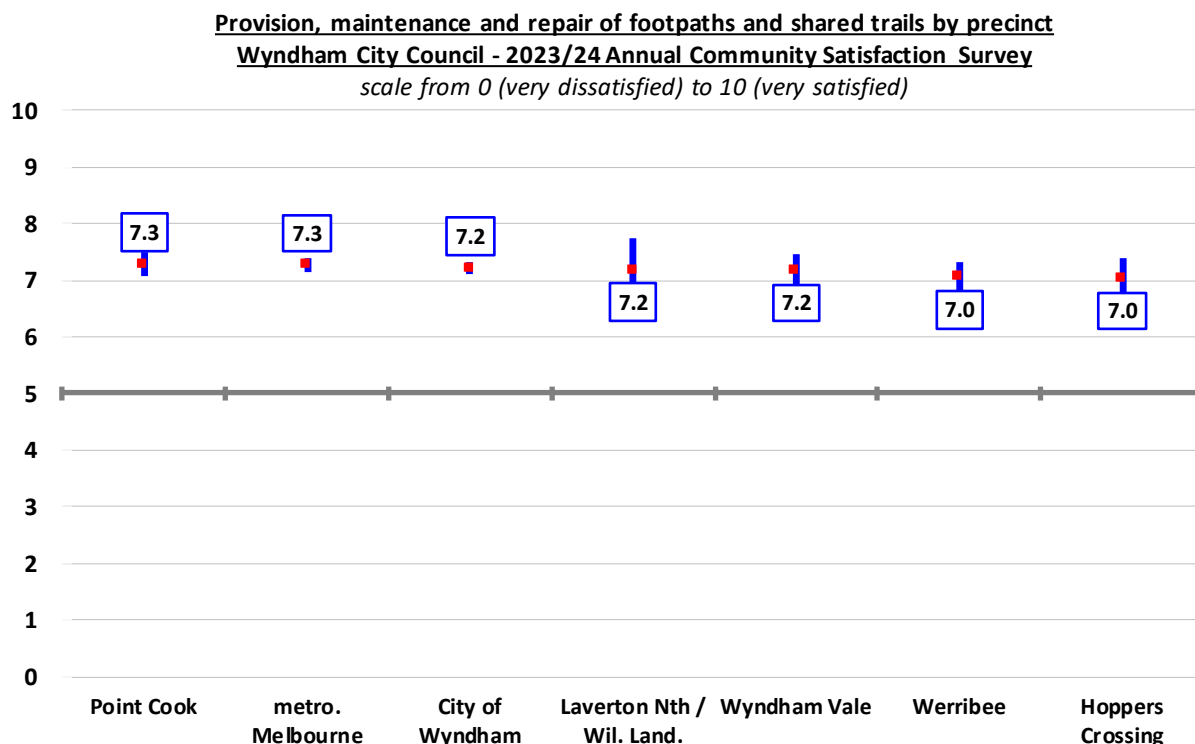
This result was comprised of 51% “very satisfied” and seven percent dissatisfied respondents, based on a total sample of 1,169 respondents who provided a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with middle-aged and older adults somewhat less satisfied than average. Respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with these facilities was marginally lower than the metropolitan Melbourne satisfaction with “footpath maintenance and repairs” of 7.3, as recorded in the 2024 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with footpaths and shared trails observed across the municipality.



## Traffic management

Traffic management was the 12<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with traffic management increased measurably this year, up nine percent to 6.6 out of 10, which is a “good”, up from a “solid” level of satisfaction.

This result was measurably and significantly above the long-term average satisfaction since 2015/16 of 6.0 out of 10 or “solid”.

This result ranks traffic management last (46<sup>th</sup>) in terms of satisfaction this year, and one of 13 to record a satisfaction score measurably lower than the average of all 46 services and facilities of 7.6 out of 10.

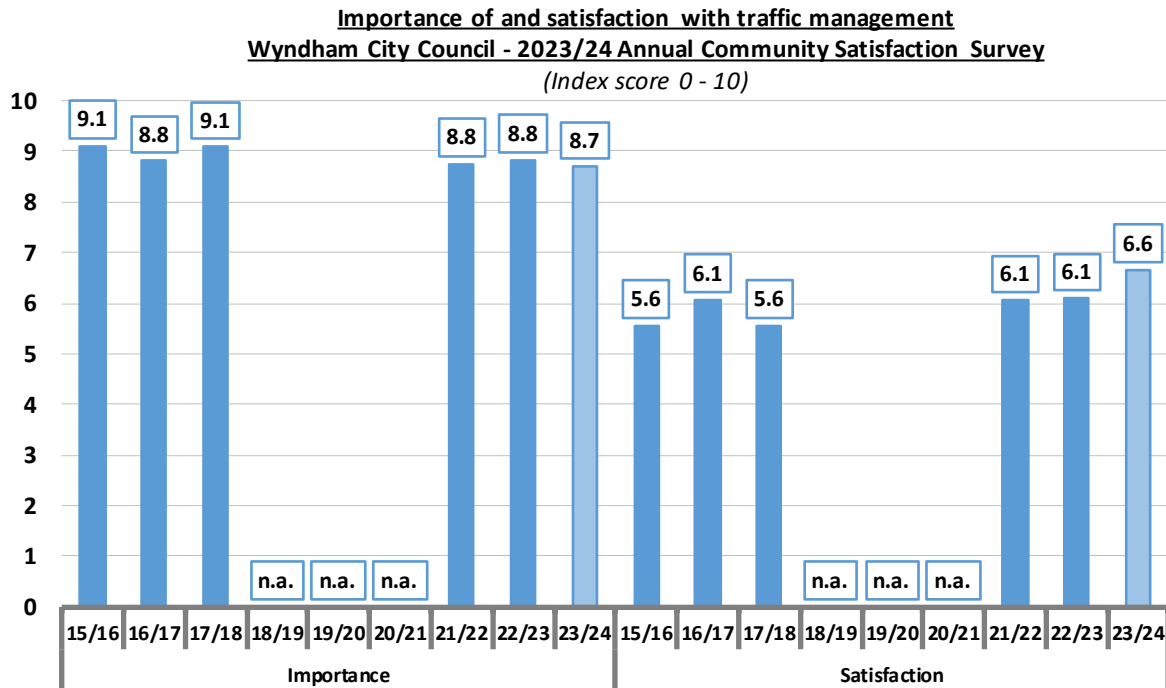
This result was comprised of 41% “very satisfied” and 15% dissatisfied respondents, based on a total sample of 1,178 respondents who provided a satisfaction score this year.

This lower-than-average satisfaction score reflects the fact that traffic management was the most nominated issue to address for the City of Wyndham this year, with 20% of all respondents nominating the issue as one of the top three [issues to address](#).



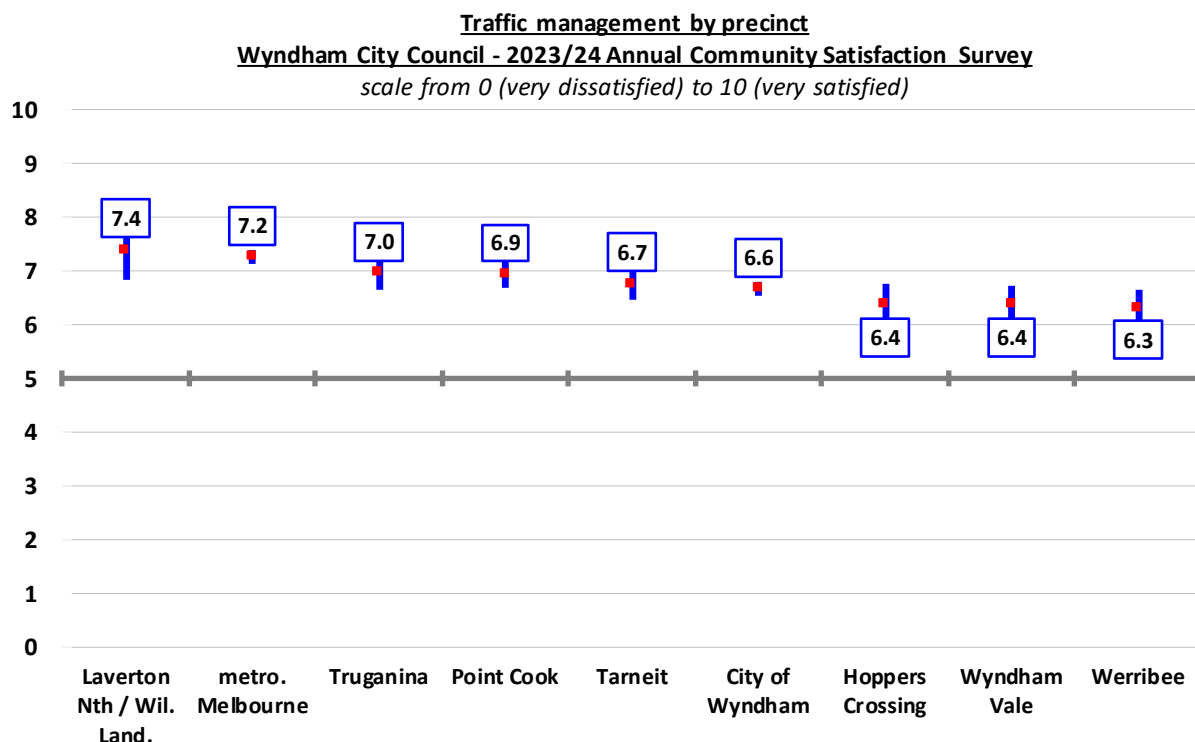
There was some variation in satisfaction observed by respondent profile, with young adults and senior citizens somewhat more, and middle-aged and older adults somewhat less satisfied than average. Female respondents were somewhat more satisfied than males, and respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with these facilities was measurably lower than the metropolitan Melbourne satisfaction with “local traffic management” of 7.2, as recorded in the 2024 *Governing Melbourne* research.



There was statistically significant variation in satisfaction with traffic management observed across the municipality, with respondents from Laverton North / Williams Landing measurably more satisfied than average, and at a “very good” rather than a “good” level of satisfaction.





### **Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change**

Council programs, events, and policy development to encourage sustainability, increase resilience, and address climate change was the 36<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 8.3 out of 10.

Satisfaction with these facilities increased measurably and significantly this year, up 11% to 7.1 out of 10, which was a “good”, up from a “solid” level of satisfaction.

This result was measurably above the long-term average satisfaction since 2015/16 of 6.8 out of 10.

Despite the significant increase in satisfaction with these services this year, this result ranks these facilities 38<sup>th</sup> in terms of satisfaction this year, and one of 13 to record a satisfaction score measurably lower than the average of all 46 services and facilities of 7.6 out of 10.

This result was comprised of 46% “very satisfied” and six percent dissatisfied respondents, based on a total sample of 1,075 respondents who provided a satisfaction score this year.

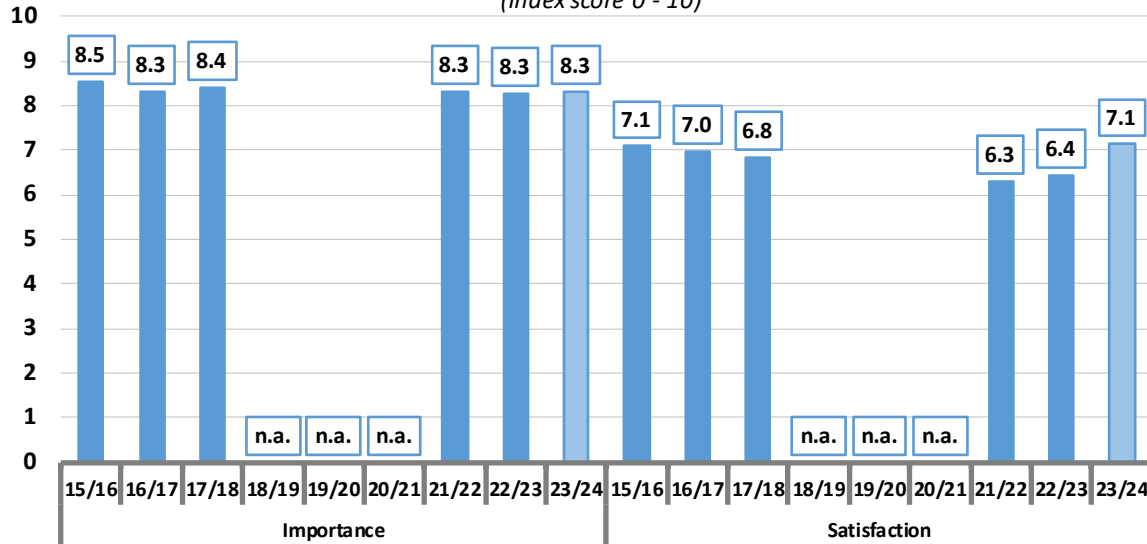
There was some variation in satisfaction observed by respondent profile, with senior citizens somewhat more satisfied than average. Respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.



By way of comparison, satisfaction with these services was measurably lower than the metropolitan Melbourne satisfaction with “Council meeting its responsibilities towards the environment” of 7.4, as recorded in the 2024 *Governing Melbourne* research.

**Importance of and satisfaction with Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change**

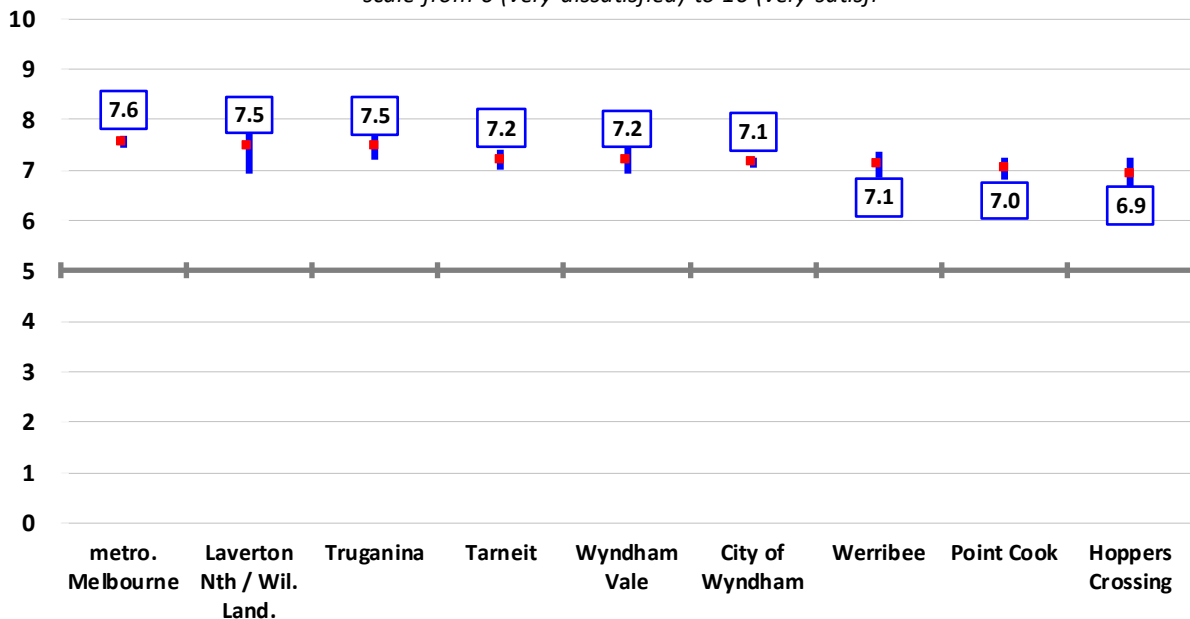
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
(Index score 0 - 10)



There was no statistically significant variation in satisfaction with these services observed across the municipality.

**Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change by precinct**

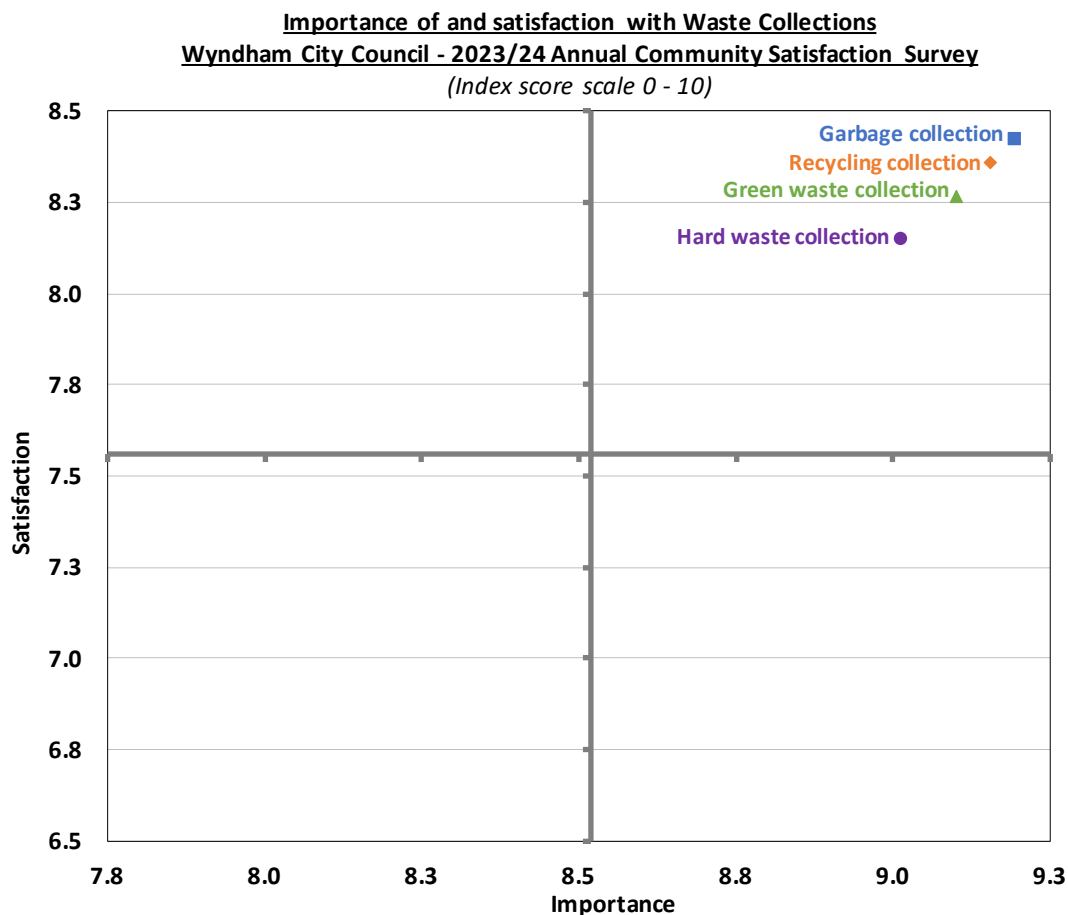
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
scale from 0 (very dissatisfied) to 10 (very satisfied)



## Waste Collections

There were four services from the Waste Collections department included in the 2023/24 survey, as outlined in the following graph.

Consistent with the results recorded previously for the City of Wyndham, as well as results observed elsewhere across metropolitan Melbourne, all four of the kerbside collection services were of measurably higher-than-average importance, and all received measurably higher than average satisfaction scores.



### Weekly garbage collection

The weekly garbage collection was the most important of the 46 included services and facilities, with an average importance of 9.2 out of 10, and one of nine that were measurably more important than the average of all 46 services and facilities of 8.5 out of 10.

Satisfaction with the weekly garbage collection increased notably this year, up three percent to 8.4 out of 10, which remains an “excellent” level of satisfaction.





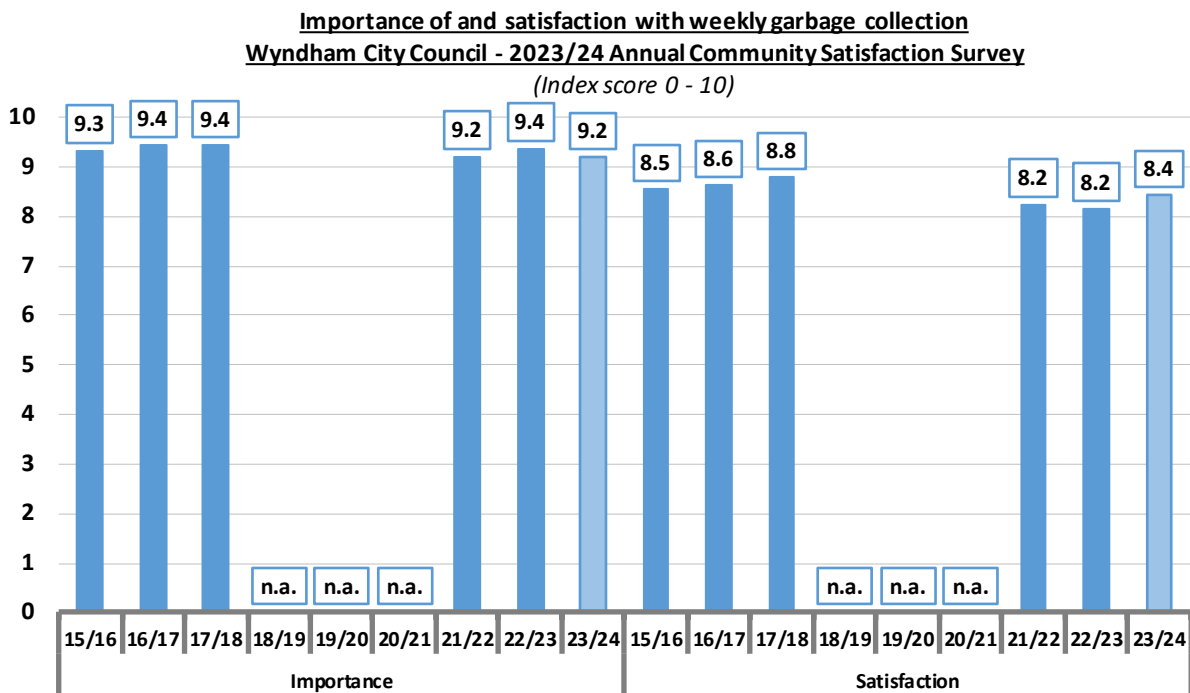
This result was just marginally below the long-term average satisfaction since 2015/16 of 8.5 out of 10.

This result ranks the weekly garbage collection first in terms of satisfaction this year, and one of 12 to record a satisfaction score measurably higher than the average of all 46 services and facilities of 7.6 out of 10.

This result was comprised of 82% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 1,179 respondents who provided a satisfaction score this year.

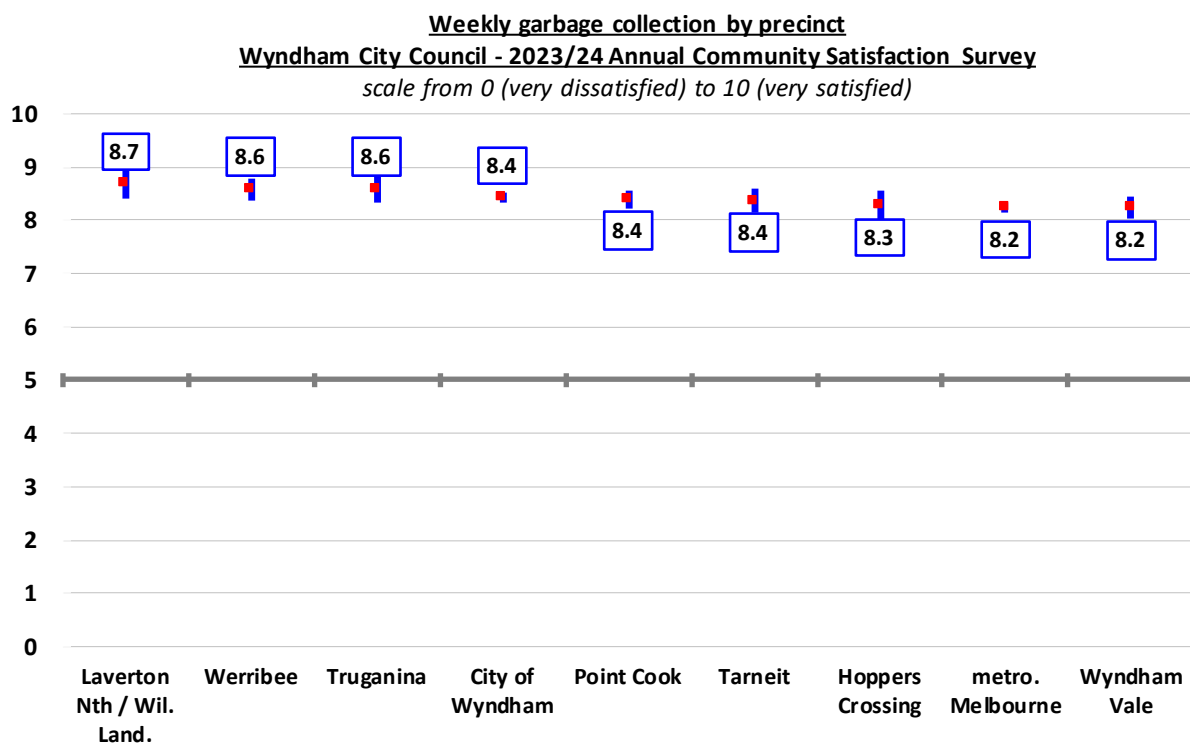
There was no significant variation in satisfaction with the weekly garbage collection observed by respondent profile.

By way of comparison, satisfaction with the weekly garbage collection was notably but not measurably higher than the metropolitan Melbourne satisfaction with “regular garbage collection” of 8.2, as recorded in the 2024 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with the weekly garbage collection observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels of satisfaction.





### Regular recycling collection

The regular recycling collection was the 2<sup>nd</sup> most important of the 46 included services and facilities, with an average importance of 9.2 out of 10, and one of nine that were measurably more important than the average of all 46 services and facilities of 8.5 out of 10.

Satisfaction with the regular recycling collection increased somewhat this year, up two percent to 8.4 out of 10, which remains an “excellent” level of satisfaction.

This result was just marginally above the long-term average satisfaction since 2015/16 of 8.3 out of 10.

This result ranks the regular recycling collection 2<sup>nd</sup> in terms of satisfaction this year, and one of 12 to record a satisfaction score measurably higher than the average of all 46 services and facilities of 7.6 out of 10.

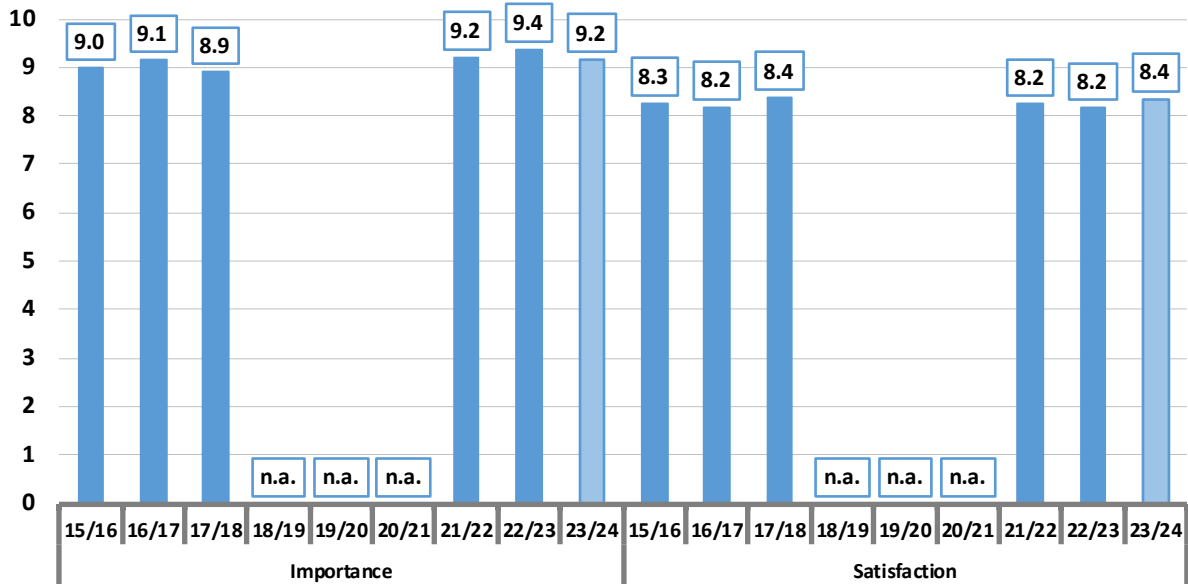
This result was comprised of 80% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 1,175 respondents who provided a satisfaction score this year.

There was no significant variation in satisfaction with the regular recycling collection observed by respondent profile.

By way of comparison, satisfaction with the weekly garbage collection was somewhat higher than the metropolitan Melbourne satisfaction with “regular recycling collection” of 8.2, as recorded in the 2024 *Governing Melbourne* research.

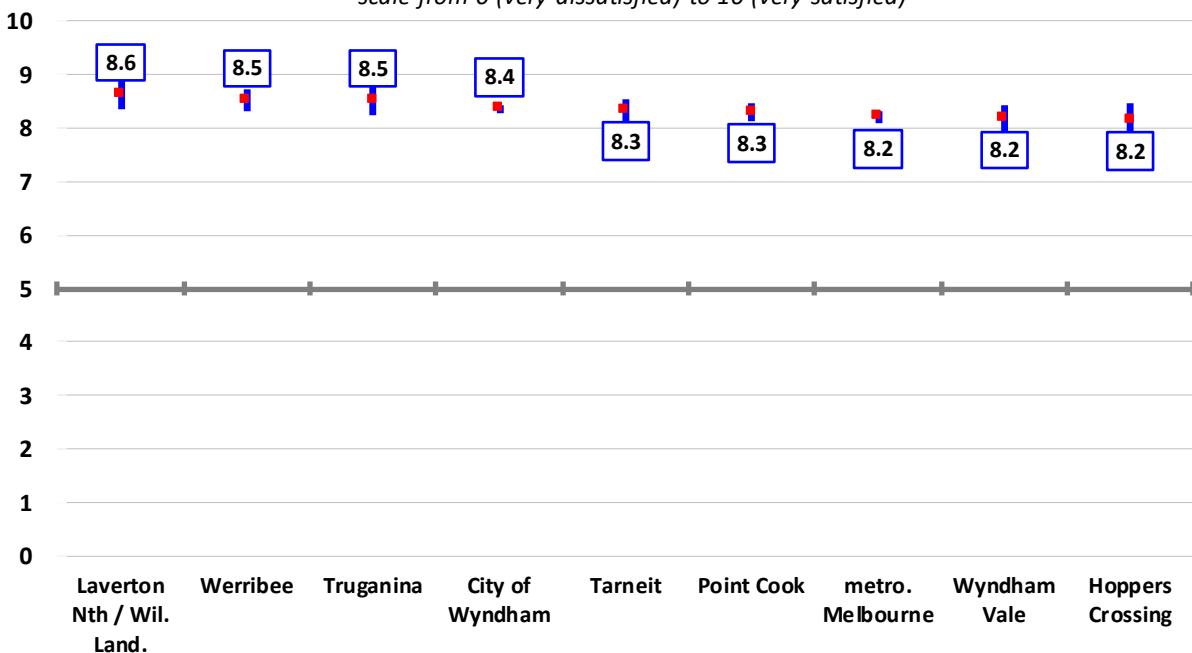


**Importance of and satisfaction with regular recycling collection**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



There was no statistically significant variation in satisfaction with the regular recycling collection observed across the municipality, with respondents from Laverton North / Williams Landing measurably more satisfied than average. It is noted that respondents from all precincts rated satisfaction at “excellent” levels of satisfaction.

**Regular recycling collection by precinct**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



## Green waste collection

The green waste collection was the 3<sup>rd</sup> most important of the 46 included services and facilities, with an average importance of 9.1 out of 10, and one of nine that were measurably more important than the average of all 46 services and facilities of 8.5 out of 10.

Satisfaction with the green waste collection increased somewhat this year, up two percent to 8.3 out of 10, which remains an “excellent” level of satisfaction.

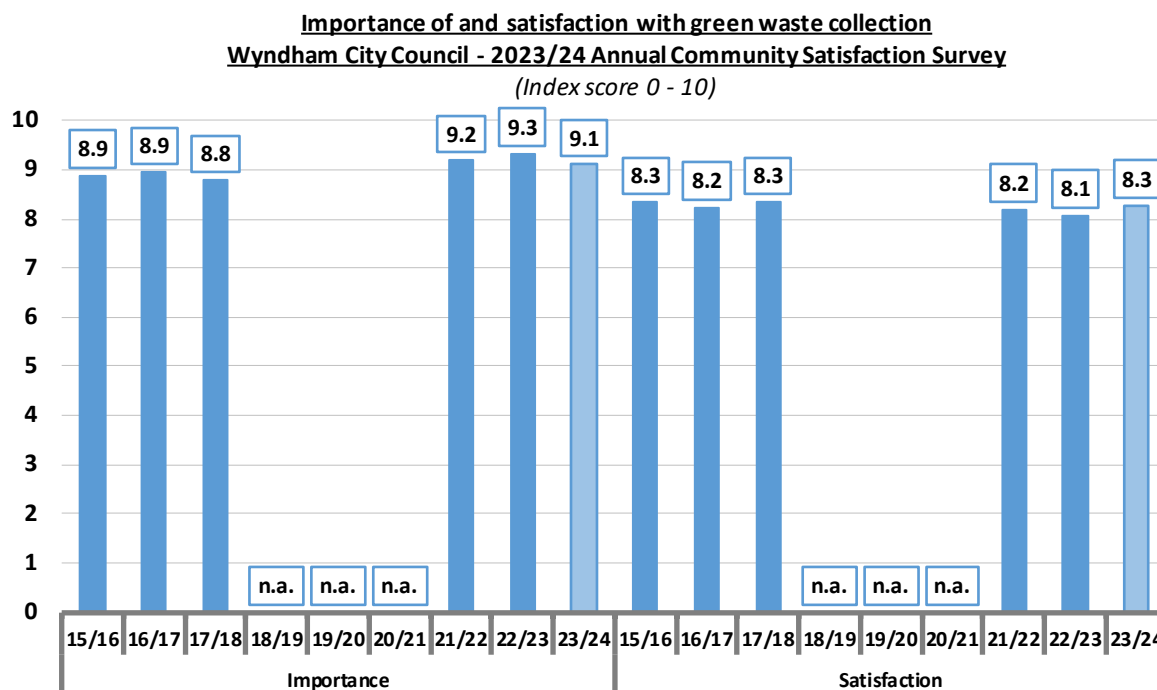
This result was just marginally above the long-term average satisfaction since 2015/16 of 8.2 out of 10.

This result ranks the green waste collection 4<sup>th</sup> in terms of satisfaction this year, and one of 12 to record a satisfaction score measurably higher than the average of all 46 services and facilities of 7.6 out of 10.

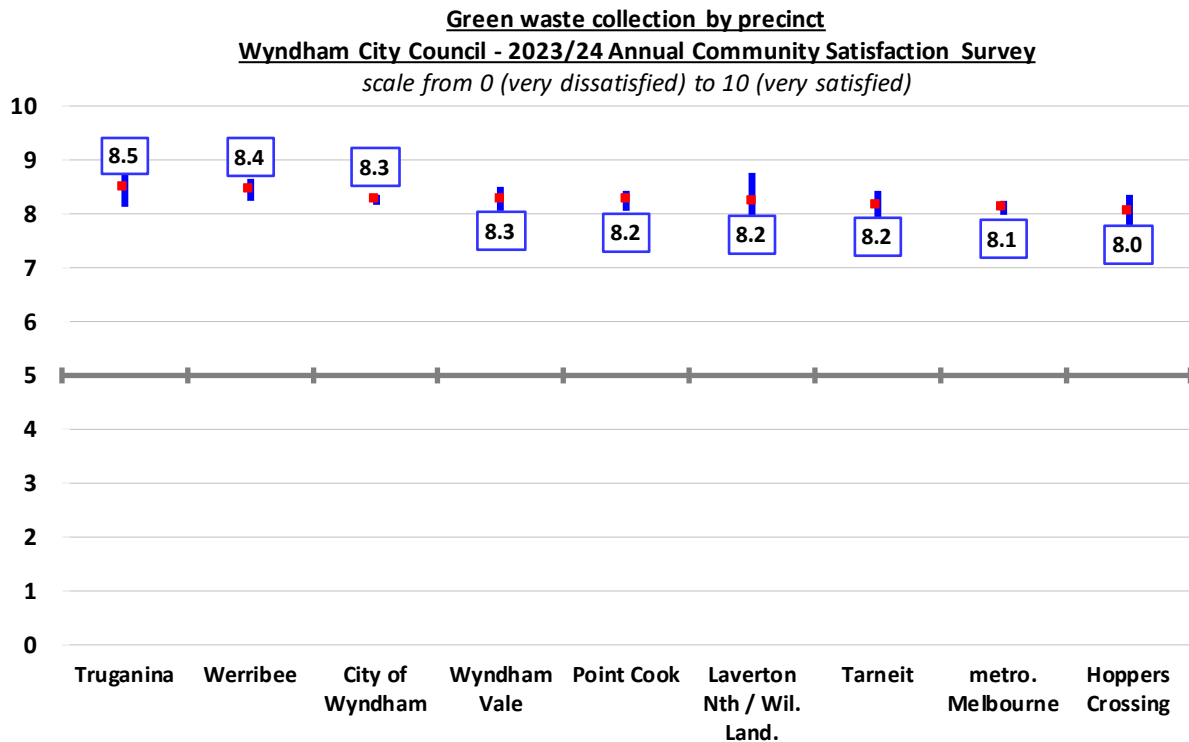
This result was comprised of 79% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 1,083 respondents who provided a satisfaction score this year.

There was no significant variation in satisfaction with the green waste collection observed by respondent profile.

By way of comparison, satisfaction with the green waste collection was marginally higher than the metropolitan Melbourne satisfaction with “green waste collection” of 8.1, as recorded in the 2024 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with the green waste collection observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels of satisfaction.



### Hard waste collection

The hard waste collection was the 4<sup>th</sup> most important of the 46 included services and facilities, with an average importance of 9.1 out of 10, and one of nine that were measurably more important than the average of all 46 services and facilities of 8.5 out of 10.

Satisfaction with the hard waste collection increased measurably this year, up four percent to 8.1 out of 10, which remains an “excellent” level of satisfaction.

This result was just marginally above the long-term average satisfaction since 2015/16 of 8.0 out of 10.

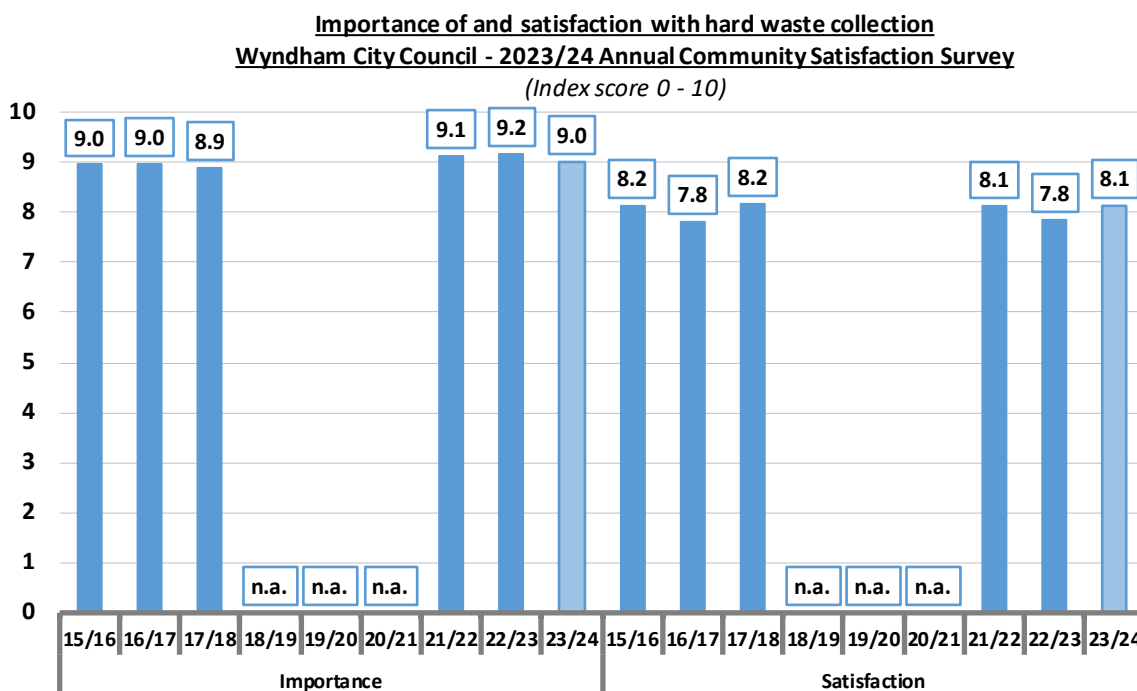
This result ranks the hard waste collection 7<sup>th</sup> in terms of satisfaction this year, and one of 12 to record a satisfaction score measurably higher than the average of all 46 services and facilities of 7.6 out of 10.

This result was comprised of 75% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 1,072 respondents who provided a satisfaction score this year.

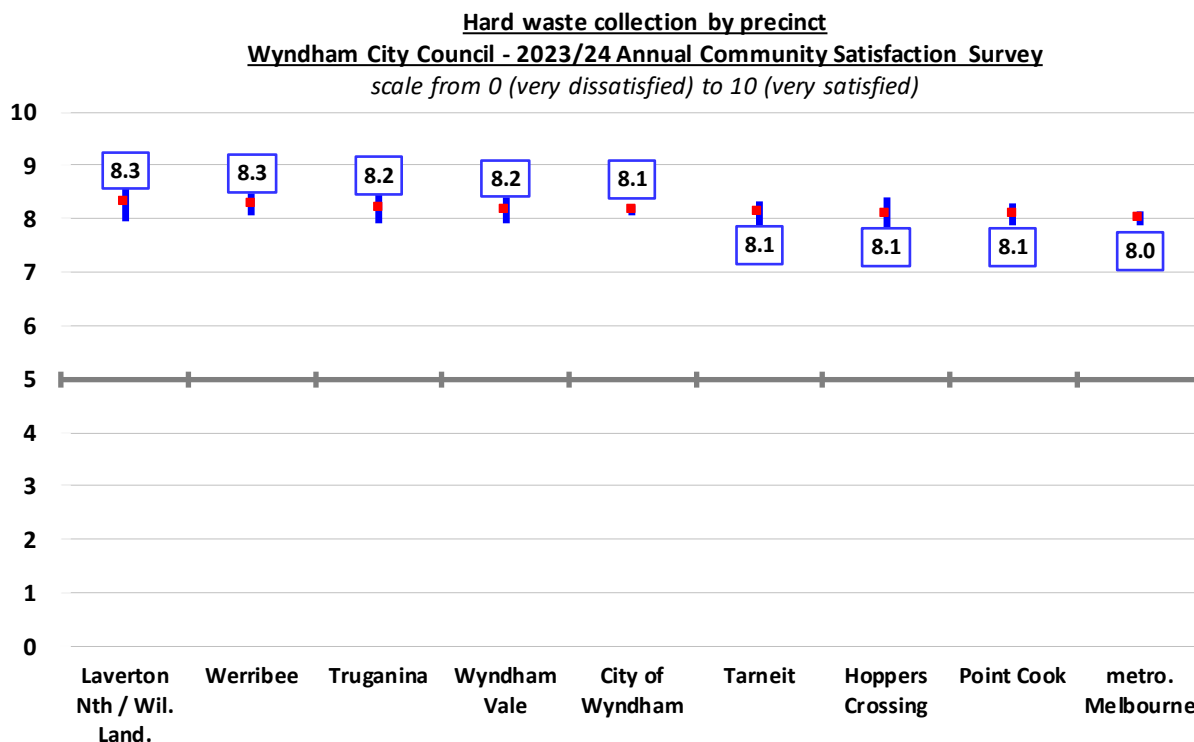
There was no significant variation in satisfaction with the hard waste collection observed by respondent profile.



By way of comparison, satisfaction with the hard waste collection was marginally higher than the metropolitan Melbourne satisfaction with “hard rubbish collection” of 8.0, as recorded in the 2024 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with the hard waste collection observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels of satisfaction.



## Issues to address for the City of Wyndham ‘at the moment’

Respondents were asked:

*“Can you please list what you consider to be the three most important issues for the City of Wyndham at the moment?”*

Respondents were again in 2023/24 asked to identify what they considered to be the top three issues for the City of Wyndham “at the moment”.

This question is considered one of the critical components of the *Annual Community Survey* program, as it provides a meaningful insight into the range of issues that are currently on the mind of the community. These can include a wide range of issues, some relating to the activities of Council, and some relating to other areas. They all, however, have the capacity to impact on the local community’s satisfaction with, and expectations of their local council.

It is important to bear in mind that these responses are not necessarily all complaints about the performance of Council, nor do they only reflect services, facilities, and issues within the specific remit of the Wyndham City Council. Many of the issues that respondents nominate as significant are generally within the remit of other levels of government.

A little more than half (56% down from 70%) of respondents provided a total of 1,342 responses, at an average approximately two issues per respondent. The lower proportion of respondents providing an issue can reflect the increased satisfaction with the performance of Council but may also reflect a lower level of engagement in the local community.

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

There have traditionally been four issues that have dominated the issues to address section of the survey since the survey was commenced back in 2013.

These issues have been traffic management (e.g., commuting times, congestion, related issues), road maintenance and repairs including roadworks (e.g., potholes, road condition, and road work related issues), parks, gardens, and open space related issues, and parking (both availability and enforcement).

These four issues were again in 2023/24 prominent in these results.

Importantly, all four of these issues appear to exert a negative influence on satisfaction with Council’s overall performance, for those respondents who raised the issues.

Further discussion of the relationship between the issues nominated in this section and the respondents’ overall satisfaction with the performance of Council is included in the [Relationship between issues and overall satisfaction](#) section of this report.





Metropolis Research also draws attention to range of issues associated with population growth and accompanying increased demand for infrastructure, services, and facilities to support a growing population.

These issues are clear in these City of Wyndham results, with issues including traffic management as well as roads and roadworks.

Other population growth related issues were also evident in the results including the provision and maintenance of infrastructure, health and medical services including hospitals, education and schools, and population growth specifically, all nominated by a small number of respondents.

Many of these issues associated with population growth are often observed in outer growth municipalities, and many of these issues appear to exert a negative influence on community satisfaction with the performance of Council.

## Change in results from 2022/23 to 2023/24

There was no significant change in the issues to address for the City of Wyndham this year over the results from 2022/23.

There was some minor variation observed, however, as follows:

- **Somewhat more commonly nominated in 2023/24 than in 2022/23** – consistent with the significant decline in the proportion of respondents who nominated at least one issue this year, there were no issues that reported a notable increase in prominence this year.
- **Somewhat less commonly nominated in 2023/24 than in 2022/23** – includes road maintenance and repairs (8% down from 14%). This is an important result, as it does suggest that the issues of importance to the Wyndham community have remained relatively stable.

It is noted that traffic management has stabilised this year at approximately one-fifth of respondents, from the unusually low result of just 11% recorded early in the pandemic, clearly reflecting increasing traffic volumes as the community moves back towards a new COVID-normal.

Metropolis Research notes, however, that traffic management, whilst clearly the most significant issue raised by respondents in the City of Wyndham, has so far only recovered only a little more than half of the drop from 36% in 2019/20 to 10.5% in 2020/21.

This is an interesting result, posing questions as to the longer-term impact of the pandemic on commuting related issues, and / or the impact of road infrastructure improvements in recent years on improving congestion and commuting times.

Road maintenance and repairs (including roadworks) related issues declined notably this year to eight percent and is now well below the pre-pandemic level of 19%.



It is noteworthy that the decline in traffic management issues through the pandemic was not as strongly felt in relation to community focus on road related issues, including roadworks. This issue remains a significant negative influence on satisfaction with Council's overall performance for this group of respondents who raise these issues.

Metropolis Research also notes that parking issues have remained relatively low in the municipality again this year at seven percent, down from substantially from the pre-COVID level of around 15%.

### **Variation in results from the metropolitan Melbourne average**

There was some notable variation in the issues nominated in the City of Wyndham compared to the metropolitan Melbourne averages as recorded in the 2024 *Governing Melbourne* research conducted independently by Metropolis Research in January 2024 using the door-to-door interview style methodology.

Most, but not all the variation between the City of Wyndham and the metropolitan Melbourne average was relatively minor, although attention is drawn to the following:

- ***Somewhat more commonly nominated in the City of Wyndham than metropolitan Melbourne*** – includes notably traffic management (20% compared to 14%), safety, policing, and crime issues (6% compared to 2%), provision and maintenance of infrastructure (2% compared to 1.0%), communication and consultation (4% compared to 2%), education and schools (2% compared to 0%), health and medical services including hospitals (2% compared to 1%). It does appear that there was less community concern around state-provided infrastructure in 2023/24 than in 2022/23.
- ***Somewhat less commonly nominated in the City of Wyndham than metropolitan Melbourne*** – includes rubbish and waste issues (4% compared to 6%), Council rates, fees, and charges (3% compared to 6%), and nature strip issues (2% compared to 6%).



**Top issues for the City of Wyndham at the moment**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

Issue	2023/24		2022/23	2021/22	2020/21	2024 Metro*
	Number	Percent				
Traffic management	238	20%	22%	17%	11%	14%
Roads maintenance, repairs, and roadworks	101	8%	14%	12%	19%	7%
Parking	86	7%	6%	5%	4%	7%
Parks, gardens, and open space	83	7%	6%	8%	13%	6%
Safety, policing and crime	68	6%	6%	6%	5%	2%
Provision and maintenance of street trees	61	5%	3%	6%	3%	6%
Rubbish and waste issues incl. garbage	53	4%	3%	3%	6%	6%
Consultation, communication, and information	42	4%	5%	3%	3%	2%
Cleanliness and general maintenance of area	35	3%	4%	3%	5%	3%
Council rates, fees and charges	35	3%	3%	2%	4%	6%
Footpath maintenance and repairs	35	3%	2%	3%	1%	4%
Nature strip issues	27	2%	2%	2%	0%	6%
Animal management	24	2%	1%	2%	0%	2%
Health and medical services	24	2%	3%	2%	1%	1%
Building, planning, housing and development	21	2%	3%	4%	3%	2%
Provision and maintenance of infrastructure	20	2%	4%	3%	2%	1%
Drains maintenance and repairs	19	2%	2%	3%	0%	1%
Education and schools	19	2%	4%	3%	3%	0%
Green waste collection	17	1%	2%	0%	0%	1%
Public toilets	17	1%	1%	2%	0%	0%
Public transport	17	1%	3%	2%	3%	1%
Street lighting	16	1%	0%	1%	1%	2%
Illegally dumped rubbish	14	1%	2%	3%	1%	1%
Library services	14	1%	0%	0%	0%	1%
Activities and facilities for children	13	1%	2%	1%	1%	1%
Sports and recreation facilities	13	1%	4%	2%	2%	1%
Hard rubbish collection	12	1%	1%	0%	3%	1%
Recycling collection	12	1%	1%	0%	2%	1%
Employment and job creation	10	1%	0%	0%	1%	1%
Street cleaning and maintenance	10	1%	1%	1%	0%	3%
Community facilities provision and maintenance	9	1%	0%	0%	0%	0%
Cost / standard of living	9	1%	0%	0%	0%	1%
Cycling / walking paths provision / maintenance	9	1%	2%	1%	1%	1%
Drugs and alcohol issues	9	1%	0%	0%	0%	1%
Housing availability/affordability	9	1%	1%	0%	0%	1%
Governance and accountability	8	1%	1%	1%	1%	2%
Shops, restaurants and entertainment venues	8	1%	1%	0%	1%	1%
All other issues (39 separately identified)	125	10%	13%	7%	15%	5%
<b>Total responses</b>	<b>1,342</b>		<b>1,691</b>	<b>1,411</b>	<b>1,339</b>	<b>765</b>
<i>Respondents identifying at least one issue</i>	<i>674</i> <i>(56%)</i>		<i>842</i> <i>(70%)</i>	<i>727</i> <i>(60%)</i>	<i>760</i> <i>(63%)</i>	<i>391</i> <i>(50%)</i>

(\*) 2024 metropolitan Melbourne average from Governing Melbourne



## Issues by precinct

There was only a relatively limited degree of variation in the top issues to address observed across the municipality, with attention drawn to the following:

- **Hoppers Crossing** – respondents were somewhat more likely than average to nominate traffic management, roads, parking, consultation and communication, and footpaths.
- **Point Cook** – respondents were somewhat more likely than average to nominate rubbish.
- **Tarneit** – respondents were somewhat more likely than average to nominate parks, gardens, and open spaces.
- **Truganina** – respondents were somewhat more likely than average to nominate parking.
- **Wyndham Vale** – respondents were somewhat more likely than average to nominate Council rates, fees, and charges.
- **Laverton North / Williams Landing** – respondents were somewhat more likely than average to nominate roads, parking, parks, gardens, and open spaces, education, and footpaths.

**Top three issues for the City of Wyndham at the moment by precinct**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Number and percent of total respondents)

Hoppers Crossing	
Traffic management	27%
Roads maintenance and repairs	15%
Parking	11%
Parks, gardens, and open space	9%
Consultation, communication, information	7%
Footpath maintenance and repairs	6%
Safety, policing and crime	5%
Nature strip issues	3%
Cleanliness / general maintenance of area	3%
Drains maintenance and repairs	3%
All other issues	46%
Respondents identifying an issue	90 (60%)

Point Cook	
Traffic management	12%
Rubbish and waste issues inc garbage	7%
Safety, policing and crime	7%
Parks, gardens, and open space	7%
Provision and maintenance of street trees	7%
Roads maintenance and repairs	5%
Parking	4%
Council rates, fees and charges	3%
Sports and recreation facilities	3%
Cleanliness / general maintenance of area	3%
All other issues	44%
Respondents identifying an issue	135 (52%)

Tarneit	
Traffic management	21%
Parks, gardens, and open space	11%
Parking	9%
Roads maintenance and repairs	9%
Safety, policing and crime	7%
Provision and maintenance of street trees	6%
Rubbish and waste issues inc garbage	5%
Nature strip issues	4%
Cleanliness / general maintenance of area	4%
Council rates, fees and charges	3%
All other issues	43%
Respondents identifying an issue	141 (59%)

Truganina	
Traffic management	22%
Parking	10%
Parks, gardens, and open space	8%
Roads maintenance and repairs	6%
Consultation, communication, information	4%
Provision and maintenance of street trees	4%
Safety, policing and crime	4%
Library services	4%
Nature strip issues	3%
Cleanliness / general maintenance of area	3%
All other issues	41%
Respondents identifying an issue	75 (54%)



**Top three issues for the City of Wyndham at the moment by precinct**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Number and percent of total respondents)

<b>Werribee</b>	
Traffic management	24%
Safety, policing and crime	6%
Parking	6%
Roads maintenance and repairs	6%
Rubbish and waste issues inc garbage	5%
Consultation,communication,information	4%
Provision and maintenance of street trees	4%
Footpath maintenance and repairs	3%
Parks, gardens, and open space	3%
Drains maintenance and repairs	3%
All other issues	45%
<i>Respondents identifying an issue</i>	<i>132 (57%)</i>

<b>Wyndham Vale</b>	
Traffic management	18%
Roads maintenance and repairs	10%
Provision and maintenance of street trees	6%
Council rates, fees and charges	6%
Rubbish and waste issues inc garbage	5%
Parks, gardens, and open space	4%
Provision / maintenance of infrastructure	4%
Parking	3%
Safety, policing and crime	3%
Health and medical services	3%
All other issues	35%
<i>Respondents identifying an issue</i>	<i>76 (53%)</i>

<b>Laverton North / Williams Landing</b>	
Roads maintenance and repairs	15%
Parking	13%
Parks, gardens, and open space	10%
Traffic management	10%
Education and schools	8%
Footpath maintenance and repairs	8%
Safety, policing and crime	8%
Enforcement / update of local laws	5%
Cost / standard of living	5%
Nature strip issues	3%
All other issues	39%
<i>Respondents identifying an issue</i>	<i>24 (62%)</i>

<b>City of Wyndham</b>	
Traffic management	20%
Roads maintenance and repairs	8%
Parking	7%
Parks, gardens, and open space	7%
Safety, policing and crime	6%
Provision and maintenance of street trees	5%
Rubbish and waste issues incl. garbage	4%
Consultation,communication,information	4%
Cleanliness / general maintenance of area	3%
Council rates, fees and charges	3%
All other issues	45%
<i>Respondents identifying an issue</i>	<i>674 (56%)</i>

<b>Western region Councils</b>	
Traffic management	13%
Roads maintenance and repairs	7%
Provision and maintenance of street trees	6%
Rubbish and waste issues incl. garbage	5%
Cleanliness and maintenance of area	3%
Council governance and performance	3%
Parking	2%
Council rates	2%
Safety, policing and crime	2%
Bicycle, cycling / walking tracks	2%
All other issues	23%
<i>Respondents identifying an issue</i>	<i>59 (39%)</i>

<b>Growth area Councils</b>	
Traffic management	18%
Parks, gardens and open spaces	11%
Roads maintenance and repairs	7%
Provision and maintenance of street trees	6%
Rubbish and waste issues incl. garbage	5%
Parking	4%
Animal management	4%
Cleanliness and maintenance of area	3%
Communication,consultation,prov. of info.	3%
Council rates	3%
All other issues	42%
<i>Respondents identifying an issue</i>	<i>91 (52%)</i>



## ***Issues by respondent profile***

There was some minor variation in the top issues to address nominated by respondent profile, as follows:

- ***Adults (aged 35 to 44 years)*** – respondents were somewhat more likely than average to nominate parking related issues.
- ***Middle-aged adults (aged 45 to 54 years)*** – respondents were somewhat more likely than average to nominate traffic management, parking, roads, safety, policing, and crime issues, Council rates, fees, and charges.
- ***Senior citizens (aged 75 years and over)*** – respondents were somewhat more likely than average to nominate consultation, communication, and the provision of information.
- ***Male*** – respondents were somewhat more likely than female respondents to nominate traffic management and roads.
- ***Multilingual household*** – respondents were somewhat more likely than respondents from English speaking households to nominate parking, and parks, gardens, and open space related issues.





**Top three issues for the City of Wyndham at the moment by respondent profile**

**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

Male		Female	
Traffic management	23%	Traffic management	17%
Roads maintenance and repairs	10%	Parks, gardens, and open space	7%
Parking	8%	Roads maintenance and repairs	7%
Parks, gardens, and open space	7%	Parking	7%
Safety, policing and crime	7%	Safety, policing and crime	5%
Provision and maintenance of street trees	5%	Provision and maintenance of street trees	5%
Rubbish and waste issues inc garbage	4%	Rubbish and waste issues inc garbage	4%
Cleanliness / general maintenance of area	4%	Consultation,communication,information	4%
Footpath maintenance and repairs	3%	Council rates, fees and charges	3%
Consultation,communication,information	3%	Health and medical services	3%
All other issues	45%	All other issues	45%
<i>Respondents identifying an issue</i>	<i>343 (58%)</i>	<i>Respondents identifying an issue</i>	<i>326 (54%)</i>

English speaking		Multi-lingual	
Traffic management	21%	Traffic management	19%
Roads maintenance and repairs	8%	Parking	9%
Safety, policing and crime	5%	Parks, gardens, and open space	9%
Parking	5%	Roads maintenance and repairs	8%
Parks, gardens, and open space	5%	Safety, policing and crime	6%
Rubbish and waste issues inc garbage	4%	Provision and maintenance of street trees	6%
Consultation,communication,information	4%	Rubbish and waste issues inc garbage	4%
Provision and maintenance of street trees	4%	Cleanliness / general maintenance of area	4%
Council rates, fees and charges	3%	Nature strip issues	3%
Footpath maintenance and repairs	3%	Consultation,communication,information	3%
All other issues	43%	All other issues	46%
<i>Respondents identifying an issue</i>	<i>265 (52%)</i>	<i>Respondents identifying an issue</i>	<i>405 (59%)</i>





**Top three issues for the City of Wyndham at the moment by respondent profile**

**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

Young adults (18 to 34 years)		Adults (35 to 44 years)	
Traffic management	17%	Traffic management	19%
Roads maintenance and repairs	9%	Parking	10%
Parks, gardens, and open space	7%	Parks, gardens, and open space	9%
Safety, policing and crime	6%	Roads maintenance and repairs	7%
Parking	5%	Safety, policing and crime	6%
Rubbish and waste issues inc garbage	4%	Rubbish and waste issues inc garbage	6%
Cleanliness / general maintenance of area	4%	Provision and maintenance of street trees	5%
Health and medical services	4%	Nature strip issues	4%
Green waste collection	3%	Cleanliness / general maintenance of area	4%
Footpath maintenance and repairs	2%	Council rates, fees and charges	4%
All other issues	38%	All other issues	47%
<i>Respondents identifying an issue</i>	<i>241</i> <i>(53%)</i>	<i>Respondents identifying an issue</i>	<i>153</i> <i>(55%)</i>
Middle aged adults (45 to 54 years)		Older adults (55 to 74 years)	
Traffic management	26%	Traffic management	22%
Parking	11%	Provision and maintenance of street trees	9%
Roads maintenance and repairs	11%	Roads maintenance and repairs	7%
Safety, policing and crime	9%	Parking	6%
Parks, gardens, and open space	8%	Consultation,communication,information	5%
Council rates, fees and charges	8%	Rubbish and waste issues inc garbage	4%
Provision and maintenance of street trees	7%	Parks, gardens, and open space	4%
Footpath maintenance and repairs	5%	Building, planning, housing, development	4%
Consultation,communication,information	5%	Drains maintenance and repairs	3%
Rubbish and waste issues inc garbage	5%	Footpath maintenance and repairs	3%
All other issues	56%	All other issues	38%
<i>Respondents identifying an issue</i>	<i>133</i> <i>(68%)</i>	<i>Respondents identifying an issue</i>	<i>125</i> <i>(58%)</i>
Senior citizens (75 years and over)		City of Wyndham	
Traffic management	13%	Traffic management	20%
Consultation,communication,information	7%	Roads maintenance and repairs	8%
Provision and maintenance of street trees	7%	Parking	7%
Footpath maintenance and repairs	4%	Parks, gardens, and open space	7%
Safety, policing and crime	4%	Safety, policing and crime	6%
Services and facilities for the elderly	2%	Provision and maintenance of street trees	5%
Parks, gardens, and open space	2%	Rubbish and waste issues incl. garbage	4%
Parking	2%	Consultation,communication,information	4%
Drains maintenance and repairs	2%	Cleanliness / general maintenance of area	3%
Drugs and alcohol issues	2%	Council rates, fees and charges	3%
All other issues	20%	All other issues	45%
<i>Respondents identifying an issue</i>	<i>18</i> <i>(40%)</i>	<i>Respondents identifying an issue</i>	<i>674</i> <i>(56%)</i>



## Verbatim comments

The following section provides the verbatim comments that were categorised as road maintenance and repairs including roadworks; parks, gardens, and open spaces; nature strip issues; and parking related issues.

### Road maintenance and repairs (including roadworks)

Most of the issues raised by respondents in relation to roads related to the condition of the roads, and the perceived lack of maintenance. A number of specific locations were also named.

**Issues regarding "roads maintenance and repairs"**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
Road maintenance	8
Roads	8
Potholes	7
Roads need repair	5
Always roadworks	2
Road conditions are bad / poor	2
Road management	2
Road safety	2
Road maintenance can be improved	2
Roads not built properly	2
The roads need to be improved	2
Too many roadblocks	2
If maintaining the roads, they should do it properly	1
Improve roads	1
Issue with people driving without indication not enforced	1
Lack of roads	1
Met with road accident because no proper roads	1
Narrow roads	1
Planning related to where roadworks are being done as every road will be blocked at once	1
Poor road maintenance and repairing	1
Potholes in the local roads and footpaths	1
Potholes on major roads and highway	1
Repair of road in front of house, did online report, did get an acknowledgement but nothing happened	1
Road damage	1
Road maintenance on local streets	1
Road maintenance should be fast	1
Road potholes not fixed properly	1
Road quality is poor in general	1



Road work and giving notices to nearby residents	1
Road work closures causing traffic	1
Roads are not well maintained	1
Roads full of potholes and bumpy	1
Roads lack regular maintenance	1
Roads levels are different at some places	1
Road maintenance is poor	1
Roads need to be multi lane	1
Roads should be improved and their conditions too	1
Roads to flatten	1
Sealed roads management	1
The roads around Victoria is bad, pot holes	1
They should invest money and repair the roads	1
Too much roadworks, though nothing improved	1
Unpaved roads	1
Worst roads	1
<b>Total</b>	<b>76</b>

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*Other*

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Crossing support for children on last day of school	1
Enforcement of local bylaws should be stringent	1
Footpath	1
Footpaths need fixing	1
Good roads	1
Lack of entertainment facilities like pubs	1
Lack of parking	1
Public transport	1
More parking	1
The uneven footpaths in the park	1
There's a lot of issue in vandalism and stealing as well need to increase safety regulations	1
<b>Total</b>	<b>11</b>

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*Specific locations*

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Boardwalk Blvd needs maintenance as it is uneven and there are potholes	1
Boundary Rd is not maintained	1
Broken road corner of Macedon Rd	1
Broken roads in Tarneit central and all of Leakes Rd	1
Dualize Point Cook Rd between Saltwater and Synedes	1
Geelong Rd has bad potholes	1
Lack of maintenance on many roads in Williams Landing with potholes and bad repairs	1
Local road maintenance - Sneydes road and Point Cook Rd. This is a dangerous intersection. It needs traffic lights	1
Local roads improvements on Doherty's Rd flooding point	1
Maintenance of local roads like Waterway Blvd	1
Maintenance of roads on Waterway and Wetland Blvd	1
Maintenance of Heaths Rd needed, it's blocked	1



Need 4 lanes to lanes each way from Leakes Rd to Western Highway	1
Potholes in the local road - near the Livingstone Square Park and along the Sneydes Rd	1
Potholes on intersection of Boundary Rd and Derrimut Rd	1
Potholes on Leakes Rd	1
Potholes on the road in Tarneit between Heaths Rd and Shaws Rd	1
Repairing Wallace Ave pedestrian because it's dangerous to use since it's cross by many vehicle	1
Road condition - the roads need to be improved immediately. There are several potholes around my house. E.g. near Westgate Bridge 2, 3 lanes	1
Road maintenance - Tarneit Rd	1
Roads in front of Manor Lakes centre	1
Road maintenance - Sayers Rd	1
Tarneit Rd, potholes between Hogans Rd and down the road where shops are; Shaws Rd	1
Tarneit Rd potholes not fixed properly in city end	1
Tarneit Rd potholes, near intersection of Tarneit and Leakes Rd	1
There are holes in the Clear Water Dr, maintenance is required	1
Too many potholes on Leakes Rd	1
Unfinished road works on Morris Rd intersection, Doherty's Rd and Leaks Rd intersection	1
Waterway Blvd is not straight nor flat, so it needs some rework	1
Few roads that are not maintained around Hoppers crossing	1
<b>Total</b>	<b>30</b>
<i>Other</i>	
Road line marking not clear, especially in Hoppers Crossing suburbs cannot distinguish between cycle lines	1
Uneven footpaths across Wilson Cres	1
There are uneven footpaths around Livingstone Square Park	1
People taking U-turns when not required Heaths Rd in front of Pacific Plaza	1
<b>Total</b>	<b>4</b>
<b>Total</b>	<b>121</b>



## Parks, gardens, and open spaces

The majority of the issues raised in relation to parks, gardens, and open spaces related to a perceived lack of maintenance, including grass cutting.

**Issues regarding "parks and gardens"**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
Maintenance of parks and gardens	13
Grass maintenance / cutting	4
Greening of area	3
Lack of maintenance on park facilities. Infrastructure is old	2
Maintenance of nature strip	2
More trimming of hedges	2
Most of the parks which are around this area have no public toilets, need it	2
Overgrown trees / tree cover	2
Rubbish / garbage in parks	2
Absence of park and playgrounds around this area (Tarneit). We have to go 2 kilometres away for the park	1
Alison Park maintenance	1
Better parks change equipment	1
Broken glass in parks	1
Cleaning the grass in public areas near our house. It is not well maintained. I have to clean the litter twice a week	1
Council parks have overgrown weeds	1
Dead animals on the park ground, like dogs, cats and puppies	1
Feeding the ducks in the lakes, littering the lake	1
Garbage and litter dumped in the parks nearby and broken bottles, broken children's scooters	1
Grass cutting in front of house	1
Grass has been overgrown outside the house on the barren ground	1
Grass should be maintained regularly in streets	1
If they can take care of the front grass on the Surya St. Otherwise, I'm pretty happy with the services	1
Importance of parks, like development of dog parks	1
Lawn mowing on Morris Rd is never done	1
Lesser greenery	1
Maintaining clean greenery on common footpath in the land in front of 308 Boardwalk Blvd, horribly maintained past 10 years, requires uplift and maintain greenery	1
Maintaining Lennon playground	1
Maintenance of open spaces and public places around my neighbourhood	1
More floral care for the community	1
Need better parks and playground in Truganina	1
Need for park fences and cleaning	1
Need more parks	1
Need to improve parks services	1
No grass cutting in parks	1



Non-maintained grass and nature strips in area of Tarneit	1
Not enough lighting in the parks which leaves a very unsafe environment for families	1
Not maintaining grass throughout the neighbourhood	1
Overgrown foliage	1
Overgrown weeds on the lands	1
Park cleaning	1
Park in the lawn - The Council put the fine on my car when I parked in my own nature strip. I want to have an inquiry about it. Can they, do it?	1
Park in the Morris Rd is not well maintained. There is very old slide and nothing else. There are lots of empty space which can be used. They need to renovate it	1
Park on Natura Ave: the water feature there not looked after	1
Park toilets are badly maintained	1
Parks and gardens more signage, more child friendly	1
Parks not maintained and kept in place	1
Parks outdated need refurbishment	1
Parks should have lights	1
Plants should be maintained properly to maintain clear pedestrian paths	1
Playground maintenance	1
Probably regular maintenance of cutting grass and stuff. It often gets quite long in parks	1
Public parks lights are switched off too early on weekends, not turned on	1
Really old parks, needs updating	1
Shared trails are not maintained well	1
Style Way playground needs to be properly maintained	1
The maintenance of grass and green patches near Conquest Dr	1
The maintenance of the parks and playgrounds are bad it is not safe for kids as people keep dumping garbage	1
The nearby park along the Morris Rd named Dominion Terrace Playground is not well maintained. There is space but not many amenities and we want Council to expand and improve it	1
The nearest park on the Morris Rd is not well maintained. They have huge space, but the park is very small. I have lived for 7 years but they have not changed a single thing. They have to add some amenities for playing	1
The park James Cook Dr playground is not well maintained. There is not enough grass, litter and rubbish lying here and there	1
The park near the Tarneit shopping centre has no public toilets	1
The parks which have to be kept clean and rules are not maintained by the people	1
The small park in the Morris Rd is not well maintained and not big enough. Nobody comes there	1
The state of the parks alongside the roads. They are not well maintained	1
There are no parks nearby. There are lots of spaces, but they have not managed to make parks which is accessible	1
To maintain the Geddes Cres Park which has monstrous trees that need trimming and reducing in size	1
Trees should be maintained regularly in streets	1
Unsafe parks and playgrounds	1
Upgrade the parks	1
Upgrade the playgrounds	1
Vegetation and garden maintenance on roundabouts they are overgrown and affects visibility while driving (Point Cook)	1
Weeds, pet get bindis, grass is full of weeds in most gardens especially Conquest Drive Pk	1
Wyndham Vale reserve maintenance and cleaning	1

**Total**

**96**



## Nature strips

Nature strip issues were more commonly raised this year than in previous years, and therefore the verbatim responses are outlined below to provide more insight.

Most of these comments related to a perceived lack of maintenance of nature strips, including cutting the grass.

**Issues regarding "nature strip issues"**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
Maintenance of nature strip	11
Nature strips are overgrown / untrimmed	5
Natures strip cleaning and maintenance	4
Clean up the nature strips thoroughly if they are going to do it	1
Howard's Way nature strip should be maintained	1
Illegal nature strip parking issue	1
Littering on the strips	1
Nature strip needs more trees	1
Nature strips in some of the households in the neighbourhood is not well maintained	1
Natures strip and barren lands	1
Nature strip and tree trimming is improper	1
Nature strip maintenance Maggot Dr	1
<b>Total</b>	<b>29</b>
<i>Other</i>	
Cancelled roads	1
Council has not even done basic cleaning and maintenance in the area	1
Drains are dirty	1
Local park maintenance	1
Local parks are not maintained well	1
Parking on the roads is not properly done it's just big trucks on the roads on Surya St	1
Rats are all over the place they come into my yard and garage	1
<b>Total</b>	<b>7</b>

## Parking

The most common issues raised in relation to parking include a perceived lack of parking, general parking issues, as well as some concerns around parking enforcement. Several specific locations of concern were also identified.





**Issues regarding "car parking"**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Number of responses)

Response	Number
Limited parking space / facilities	7
Parking	6
Better / more parking facilities	4
Parking around train station needs expansion	3
Parking on roads / entire area	3
Illegal parking in my neighbourhood	2
More parking	2
Parking in some areas	2
Parking issue, commercial vehicles should not be allowed to park on residential areas	2
Parking on streets needs to be enforced / regulated more	2
Adequate provision of on road parking	1
Better parking availability would be great around the train station	1
Car parking on the nature strip and footpaths, which the Council should fine	1
Enforcement of parking, penalty, and charges to be charged where there's more parking	1
Longer duration limit needed	1
Longer parking facilities near markets	1
Market Rd limit is inconvenient for parking	1
More parking spaces needed around reserve area	1
More public parking in Christmas time less fines at that time	1
Need more parking facilities and for long time near plazas and shopping centre	1
No one supervises parking spaces around residential areas	1
No proper parking for huge trucks	1
No proper warnings of parking	1
Parking around school needs expansion	1
Parking cars on both sides makes it difficult to drive	1
Parking congestion in residential area	1
Parking fines	1
Parking in residential areas	1
Parking in residential areas, narrow roads	1
Parking in the area, it gets congested when lot of the cars park and it's unsafe for kids	1
Parking is not good. If there is little overtime, parking at the commercial area and parking time just make you in a hurry. If people cannot stay at the commercial buildings for a while, they cannot make contribution to local business	1
Parking management	1
Parking management on the inner roads	1
Parking on some inner roads	1
Parking trucks and big vehicles on local road	1
Patches of them are for hour only and that is confusing	1
People are parking in the nature strip. And the rule is not well obeyed	1
Street parking is congested	1
The availability of parking at the train station is an issue as it is very limited at peak hours in the morning	1
The enforcement of residential parking around the corners of roads	1



<b>Total</b>	<b>63</b>
<i>Other</i>	
Poor lighting in the streets	1
More frequency of the buses	1
<b>Total</b>	<b>2</b>
<i>Specific locations</i>	
Inadequate parking facilities especially around station site	4
Activity area has been left abandoned. Parking enforcement like 1P or 2P on Chloe St	1
Additional parking at the Hoppers Crossing railway station	1
I drive a mini truck and it's annoying when people park in the loading zones especially at Werribee Plaza	1
I just have issue with the parking and trucks are always on the road it's hard for us to drive in the whole area near Alcock Rd	1
Illegal car parking, all overall Tarneit	1
Illegal parking along Coleridge Cct	1
In front of school traffic, school Truganina College, Clearwood Dr	1
Near plaza, parking on no parking zone Barber Dr, I even sent a picture to Council	1
No parking available at Station Pl	1
No parking available at Watton St	1
No parking available in most main streets around the courthouse	1
No parking facilities near Al-Taqwa college	1
Not enough parking spaces around Tarneit shopping centre	1
Parking at Werribee Plaza	1
Parking is not enough in Truganina we had to park half car on footpath as there is only 1 car spot per house, Tawny Ct, Truganina	1
Parking issue in Cambridge Tennis court near Barber Dr	1
Parking issue on Hogans Rd next to the mosque and the church	1
Parking Millpond Dr	1
Parking on nature strip, Railway Ave	1
Parking on roadside on Mockingbird St	1
Parking on Rosebud St is bad as it's a narrow street	1
Parking, more needed in Tarneit	1
Please put 'No Truck' parking sign on the road to let the community know on which road we can or cannot park (Donahue St)	1
Road parking is very bad, Hallinan St	1
The cars are parked on the Loganberry Rd which is not safe when driving	1
The parking space on the Donahue St is too narrow for the car to drive	1
They should have free parking near plaza	1
Truck parking in residential areas	1
Unclear parking times and signs in some areas and causes confusion	1
<b>Total</b>	<b>33</b>
<b>Total</b>	<b>98</b>



## Respondent profile

The following section provides the demographic profile of respondents to the *Wyndham City Council – 2023/24 Annual Community Satisfaction Survey*.

These questions have been included in the survey for two purposes; firstly, to allow checking that the sample adequately reflects the underlying population of the municipality and secondly to allow for more detailed examination of the results of other survey questions.

### Age structure

The sample was weighted by age and gender to reflect the 2021 *Census* profile. It is noted, however, that the unweighted sample was a fair reflection of the age structure of the underlying Wyndham community, which speaks to the effectiveness of the methodology.

**Age structure**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
(Number and percent of respondents providing a response)

Age cohort	2023/24 (unweighted)		2023/24 (weighted)	2022/23	2021/22	2020/21
	Number	Percent				
Young adults (18 to 34 years)	306	26%	38%	38%	38%	38%
Adults (35 to 44 years)	430	36%	24%	24%	24%	24%
Middle-aged adults (45 to 54 years)	233	20%	16%	17%	16%	23%
Older adults (55 - 74 years)	178	15%	18%	18%	18%	12%
Senior citizens (75 yrs and over)	45	4%	4%	4%	4%	4%
Not stated	8		8	5	0	0
<b>Total</b>	<b>1,200</b>	<b>100%</b>	<b>1,200</b>	<b>1,203</b>	<b>1,205</b>	<b>1,200</b>

### Gender

The sample was weighted by age and gender to reflect the 2021 *Census* profile.

**Gender**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
(Number and percent of respondents providing a response)

Gender	2023/24 (unweighted)		2023/24 (weighted)	2022/23	2021/22	2020/21	2019/20
	Number	Percent					
Male	687	57%	49%	49%	49%	50%	58%
Female	503	42%	50%	50%	50%	50%	42%
Non-binary	4	0%	0%	1%	0%		0%
Prefer another term	2	0%	0%	0%	0%	0%	0%
Not stated	4		4	6	8	0	4
<b>Total</b>	<b>1,200</b>	<b>100%</b>	<b>1,200</b>	<b>1,203</b>	<b>1,205</b>	<b>1,200</b>	<b>1,200</b>

### Language spoken at home

In 2023/24, more than half of the 1,200 respondents were from households that spoke a language other than English at home. This was a significant increase on the 44% recorded last year. This speaks to the effectiveness of the door-to-door, in-person methodology at engaging with the diverse Wyndham community.

**Language spoken at home**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

Response	2023/24		2022/23	2021/22	2020/21	2019/20	2018/19
	Number	Percent					
English	508	43%	56%	53%	56%	57%	60%
Hindi	138	12%	7%	9%	10%	10%	7%
Punjabi	97	8%	3%	4%	3%	3%	3%
Teluga	33	3%	1%	2%	1%	1%	1%
Tamil	33	3%	1%	2%	2%	1%	1%
Urdu	30	3%	2%	2%	2%	1%	2%
Gujarati	30	3%	1%	1%	1%	1%	1%
Tagalog (Filipino)	29	2%	2%	2%	3%	2%	1%
Arabic	21	2%	2%	3%	1%	2%	2%
Mandarin	19	2%	3%	3%	2%	3%	2%
Korean	17	1%	0%	0%	1%	0%	0%
Vietnamese	15	1%	1%	1%	1%	0%	1%
Chinese, n.f.d	12	1%	1%	0%	1%	1%	1%
Italian	12	1%	2%	3%	3%	3%	2%
Malayalam	12	1%	0%	0%	1%	0%	1%
Spanish	12	1%	1%	1%	1%	1%	0%
Bengali	11	1%	1%	1%	1%	1%	1%
Greek	11	1%	1%	1%	1%	1%	1%
Samoan	9	1%	1%	0%	0%	1%	0%
Maltese	8	1%	1%	1%	1%	1%	1%
Sinhalese	8	1%	1%	1%	1%	1%	1%
German	7	1%	0%	0%	0%	1%	0%
Marathi	7	1%	0%	0%	0%	0%	0%
Nepali	7	1%	0%	0%	0%	0%	0%
Somali	5	0%	0%	0%	0%	0%	0%
Fijian	5	0%	0%	0%	0%	0%	0%
Cantonese	5	0%	1%	1%	0%	1%	0%
Amharic	5	0%	0%	1%	0%	0%	0%
Burmese	4	0%	0%	0%	0%	0%	0%
Macedonian	4	0%	1%	1%	0%	0%	0%
Maori	4	0%	0%	0%	0%	0%	0%
Thai	4	0%	0%	0%	1%	0%	0%
Tongan	4	0%	0%	0%	0%	0%	0%
Albanian	3	0%	0%	0%	0%	0%	0%
Croatian	3	0%	0%	0%	0%	1%	0%
French	3	0%	1%	1%	1%	1%	0%
Shona	3	0%	0%	0%	0%	0%	0%
All other languages (44 languages)	50	4%	6%	5%	6%	5%	8%
Not stated	12		5	12	33	10	25
<b>Total</b>	<b>1,200</b>	<b>100%</b>	<b>1,203</b>	<b>1,205</b>	<b>1,200</b>	<b>1,200</b>	<b>1,200</b>



## Aboriginal and / or Torres Strait Islander

Consistent with previous results, there were only eight respondents identifying as Aboriginal and / or Torres Strait Islander.

**Identify as Aboriginal and / or Torres Strait Islander**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Response	2023/24		2022/23	2021/22
	Number	Percent		
Yes - Aboriginal	8	1%	2%	1%
Yes - Torres Strait Islander	5	0%	0%	0%
Yes - both Aboriginal and Torres Strait Islander	0	0%	0%	0%
No	1,154	99%	98%	99%
Prefer not to say	33		26	32
<b>Total</b>	<b>1,200</b>	<b>100%</b>	<b>1,203</b>	<b>1,205</b>

## Household structure

The household structure of respondent households has remained relatively stable over time, with a little more than half being two-parent families, one-fifth couple households without children, one-sixth group households, and less than 10% sole person and one-parent families.

**Household structure**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Structure	2023/24		2022/23	2021/22	2020/21	2019/20	2018/19
	Number	Percent					
<b>Two parent family total</b>	<b>602</b>	<b>51%</b>	<b>45%</b>	<b>55%</b>	<b>55%</b>	<b>60%</b>	<b>60%</b>
youngest child 0 - 4 years	191	16%	14%	15%	15%	17%	18%
youngest child 5 - 12 years	202	17%	15%	20%	18%	19%	18%
youngest child 13 - 18 years	111	9%	6%	8%	11%	10%	11%
adult children only	98	8%	10%	12%	11%	14%	13%
<b>One parent family total</b>	<b>69</b>	<b>6%</b>	<b>8%</b>	<b>10%</b>	<b>8%</b>	<b>5%</b>	<b>5%</b>
youngest child 0 - 4 years	10	1%	1%	1%	1%	1%	1%
youngest child 5 - 12 years	17	1%	2%	2%	2%	1%	1%
youngest child 13 - 18 years	10	1%	1%	2%	2%	0%	1%
adult children only	32	3%	4%	5%	3%	2%	2%
Couple only household	243	20%	23%	18%	20%	17%	19%
Group household	172	14%	11%	8%	4%	4%	5%
Sole person household	81	7%	12%	7%	8%	8%	5%
Other	15	1%	1%	1%	4%	5%	4%
Not stated	18		24	37	46	43	62
<b>Total</b>	<b>1,200</b>	<b>100%</b>	<b>1,203</b>	<b>1,205</b>	<b>1,200</b>	<b>1,200</b>	<b>1,200</b>

## Household member with disability

There was a decline this year, in the proportion of respondent households with a member with disability, down from 15% to seven percent this year, although this is not inconsistent with the long-term average since 2016/17 of 11%.

**Household member with disability**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Response	2023/24		2022/23	2021/22	2020/21	2019/20	2018/19
	Number	Percent					
Yes	87	7%	15%	12%	12%	8%	8%
No	1,090	93%	85%	88%	88%	92%	92%
Not stated	23		20	36	40	16	44
<b>Total</b>	<b>1,200</b>	<b>100%</b>	<b>1,203</b>	<b>1,205</b>	<b>1,200</b>	<b>1,200</b>	<b>1,200</b>

## Housing situation

Consistent with historical results, half of the respondent households owned their home outright.

There was a significant decline, however, this year in the proportion of respondent households who reported that they had a mortgage. This was an unusually low result, which may reflect some confusion with some respondents as to the difference between homeowners and mortgage households.

There was also a significant increase in the proportion of rental households, up from an average of 21% over the preceding five years, to 31% this year.

**Housing situation**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Situation	2023/24		2022/23	2021/22	2020/21	2019/20	2018/19
	Number	Percent					
Own this home	598	50%	35%	46%	40%	52%	46%
Mortgage (paying-off this home)	195	16%	40%	33%	41%	25%	29%
Renting this home	367	31%	22%	20%	17%	22%	24%
Other arrangement	26	2%	3%	2%	2%	1%	1%
Not stated	14		19	38	49	56	80
<b>Total</b>	<b>1,200</b>	<b>100%</b>	<b>1,203</b>	<b>1,205</b>	<b>1,200</b>	<b>1,200</b>	<b>1,200</b>



## Period of residence

There was a small increase this year, in the proportion of new residents who had lived in the municipality for less than one year, up from two percent over the last three years, to seven percent this year.

This reflects a return to pre-pandemic levels.

**Period of residence in Wyndham**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

Period	2023/24		2022/23	2021/22	2020/21	2019/20	2018/19
	Number	Percent					
Less than 1 year	81	7%	2%	2%	2%	5%	8%
1 to less than 5 years	198	17%	5%	4%	5%	21%	21%
5 to less than 10 years	413	35%	22%	25%	29%	26%	28%
10 years or more	497	42%	71%	69%	65%	48%	43%
Not stated	11		17	20	4	30	63
<b>Total</b>	<b>1,200</b>	<b>100%</b>	<b>1,203</b>	<b>1,205</b>	<b>1,200</b>	<b>1,200</b>	<b>1,200</b>

The following table outlines the previous municipalities of residence for the 279 respondents who had lived in the municipality for less than five years.

Metropolis Research draws attention to the fact that the most common previous locations of residence of new and newer residents was overseas (22%) and interstate (15%).

The majority of the respondents moving into the City of Wyndham from elsewhere in Victoria were moving from the western suburbs of Melbourne and the City of Melbourne.





**Previous municipality**

**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**

(Number of respondents living in the City of Wyndham for less than 5 yrs)

Council	2023/24	
	Number	Percent
International	47	22%
Interstate	33	15%
Melbourne	21	10%
Brimbank	20	9%
Hobsons Bay	12	6%
Hume	8	4%
Monash	7	3%
Whittlesea	7	3%
Maribyrnong	6	3%
Greater Geelong	5	2%
Melton	5	2%
Merri-bek	5	2%
Moonee Valley	5	2%
Greater Dandenong	4	2%
Glen Eira	4	2%
Manningham	4	2%
Darebin	3	1%
Port Phillip	3	1%
Whitehorse	3	1%
Yarra	3	1%
Casey	2	1%
Knox	2	1%
Ballarat	1	0%
Banyule	1	0%
Bayside	1	0%
Boorondara	1	0%
Boroondara	1	0%
Frankston	1	0%
Maribynong	1	0%
Stonnington	1	0%
Not stated	62	
<b>Total</b>	<b>279</b>	<b>100%</b>



## General comments

The following general comments were received from respondents to the *Wyndham City Council – 2023/24 Annual Community Satisfaction Survey*.

There were 74 general comments received from respondents this year, down significantly on the 211 that were received last year.

The most common issues raised related to specific Council services and facilities, generally positive statements about Council, and comments around communication and engagement.

**General comments summary**  
**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**  
*(Number and percent of total responses)*

Response	2023/24		2022/23	2021/22	2020/21
	Number	Percent			
Services / facilities	11	15%	16%	18%	12%
General positive	11	15%	11%	12%	8%
Communication	9	12%	9%	7%	7%
Comments on survey	4	5%	7%	13%	1%
Footpath	4	5%	1%	1%	0%
General cleanliness	4	5%	6%	6%	2%
Safety, security and crime	4	5%	3%	0%	5%
Traffic management	4	5%	5%	5%	7%
Infrastructure	3	4%	0%	1%	2%
Parks, gardens and open spaces	3	4%	8%	4%	13%
Council governance and management	2	3%	7%	9%	4%
Garbage / green waste collection / recycling	2	3%	6%	4%	5%
Planning, housing and development	2	3%	3%	6%	4%
Rates / other fees	2	3%	1%	1%	3%
General negative	1	1%	2%	4%	2%
Parking	1	1%	2%	6%	4%
Public transport	1	1%	1%	2%	5%
Roads	1	1%	5%	3%	12%
Other comments	5	7%	7%	0%	3%
<b>Total</b>	<b>74</b>	<b>100%</b>	<b>211</b>	<b>111</b>	<b>223</b>



**General comments**

**Wyndham City Council - 2023/24 Annual Community Satisfaction Survey**

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Services / facilities</i>	
All the community events are good	2
Appointment system for maternal health is poor	1
Bird control	1
Council should really push state government to improve the community facilities around Wyndham area	1
Council to invest more on local artists and more diversity and creative scenes	1
Disability services are hard to access not great	1
Disappointed a baseball field has been built in Point Cook but has not been used for over 12 months. No club has been established	1
Facilities are not as good as other Councils	1
Need more activities for children	1
Sports oval should be done	1
<b>Total</b>	<b>11</b>

*General positive*

Pretty satisfied and happy	3
Doing good	1
I like Werribee	1
Keep on doing what they are doing	1
Our city is clean in terms of graffiti removal. We are happy with that	1
The area is good, better than some other suburbs maintenance	1
The guy who moves the lawn does a good job	1
We are extremely happy with the Wyndham Council	1
Yeah, we're pretty happy and satisfied to live in the suburb and we will see that in recent years. It has been improved things like facilities. Oh yes, we're happy, thanks for the effort	1
<b>Total</b>	<b>11</b>

*Communication*

Community engagement	1
Community engagement Is not as good. More engagement needed as there is a disconnect	1
Community feedback and no updates on work done	1
Council should be more engaging	1
Get feedback from the community for budget allocation	1
Information	1
More community engagement needed	1
Need more information about bins and the uses	1
The website does not function properly on an iPad, had technical issues with the website	1
<b>Total</b>	<b>9</b>



<i>Comments on survey</i>	
It is a very long survey	2
It is nice to know that a survey is happening	1
The survey is good. They look serious	1
<b>Total</b>	<b>4</b>
<i>Parks, gardens, and open spaces</i>	
All the grass out of the lake in front of the Butterfly Blvd to be cleared	1
More grants for community verge planting i.e. residential nature strips planting	1
Need more dog fenced park in Hoppers Crossing	1
<b>Total</b>	<b>3</b>
<i>Footpaths</i>	
Footpaths are unlevelled on Conway St, have raised multiple requests to resolve but still no action has been taken by them	1
Need good footpaths, there are lots of bumps on the footpaths and trolleys get stuck in the gaps	1
I'd really like Wyndham City Council to uplift the green area common spaces footpath keep them old cleaner, especially the one on boardwalk in front of 308 Boardwalk Blvd to be cleaned up as a lot of mess past 10 years that needs immediate focus	1
Kids should use the bike paths and not footpath	1
<b>Total</b>	<b>4</b>
<i>General cleanliness</i>	
Need all the roads to be cleaned close to the Butterfly Blvd Tarneit	1
They should have more clean roads	1
They should have more clean public areas in Tarneit	1
Unkempt residential homes with refuse and overgrown gardens	1
Would like to see dog excrement bag stations around popular walking tracks in Point Cook	1
<b>Total</b>	<b>4</b>
<i>Traffic management</i>	
Just address the speeding issues	1
More speeding cameras in the suburbs is needed	1
There should be a speed breaker near parks	1
They should make Tarneit roads bigger	1
<b>Total</b>	<b>4</b>



<i>Safety, security, and crime</i>	
More police patrolling needed in the area	2
Better law enforcement in the area	1
Safety needs to increase	1
<b>Total</b>	<b>4</b>
<i>Infrastructure</i>	
Drain system	1
Few extra Tesla chargers given the number of Tesla cars in Point Cook thank you	1
The infrastructure has not been put in place to serve the explosion of the urban population	1
<b>Total</b>	<b>3</b>
<i>Council governance and management</i>	
Council performance unsatisfactory	1
Want to see the results and what actions have been taken on service delivery	1
<b>Total</b>	<b>2</b>
<i>Garbage / green waste collection / recycling</i>	
Recycling done at nearby centre good	1
The green bins can be included in the rates	1
<b>Total</b>	<b>2</b>
<i>Planning, housing, and development</i>	
Don't let the population grow too much	1
Frustration of drivers due to poor planning to get out of Wyndham	1
<b>Total</b>	<b>2</b>
<i>Rates / other fees</i>	
Council rates should be decreased. It is too much	1
Rates having been rising and it's quite high	1
<b>Total</b>	<b>2</b>
<i>Parking</i>	
People should not park trucks on their streets in Tarneit	1
<b>Total</b>	<b>1</b>



<i>General negative</i>	
In all area needs improvement	1
<b>Total</b>	<b>1</b>
<i>Roads</i>	
Roads have to be better they conditions are poor	1
<b>Total</b>	<b>1</b>
<i>Public transport</i>	
Public transport needs to be better. Better routes to Point Cook, Geelong and Avalon airport	1
<b>Total</b>	<b>1</b>
<i>Other</i>	
Cat curfew enforcement	1
Many snakes nearby	1
Need more opportunities for locals	1
People don't pick up litter after their pets	1
Signage of snakes near the lake on Butterfly Blvd because it's not safe	1
<b>Total</b>	<b>5</b>
<b>Total</b>	<b>74</b>



## Appendix One: survey form





Hi my name is \_\_\_\_\_ from Metropolis Research and I am here on behalf of Wyndham City Council.

Council is required, under government regulations to conduct a community satisfaction survey every year, and we would welcome your feedback on the performance of Council.

We would like to invite someone in your household to participate in the survey.

The survey will take approximately 15 mins to complete, is completely confidential and voluntary.

We are hoping to speak to people aged between 15-34 to ensure we have good representation of all age groups within our community, but are happy to speak to anyone in the household.

**1**

Have you contacted Wyndham Council in the last 12 months?

Yes (*continue*) 1 No (*go to Q.3*) 2

**2**

On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of how you were served when you last interacted with Wyndham City Council?

1. Overall satisfaction with the customer service experience	0	1	2	3	4	5	6	7	8	9	10	99
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**3**

On a scale of 0 (lowest) to 10 (highest), how satisfied are you with the following aspects of Council communicating with the community?

1. Council’s efforts to keep the community informed about its work, services, activities and programs	0	1	2	3	4	5	6	7	8	9	10	99
2. Wyndham Council’s website <a href="http://www.wyndham.vic.gov.au">www.wyndham.vic.gov.au</a>	0	1	2	3	4	5	6	7	8	9	10	99
3. Council’s community engagement platform - The Loop	0	1	2	3	4	5	6	7	8	9	10	99
4. Council’s efforts to keep the community informed through its social media platforms	0	1	2	3	4	5	6	7	8	9	10	99
5. How easy Council information is to access to understand	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 to the community, and then your personal level of satisfaction with each of the following Council provided services and facilities.**

1. Provision of on or off-road / separated bike paths	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. Provision of shared trails	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. Enforcement of parking	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. Enforcement of local laws	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. Traffic management (e.g., speeding issues and road safety) on Council 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
6. Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. 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
8. Maintenance of parks, gardens, and open spaces	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. Maintenance of playgrounds	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. Protection and conservation of the natural environment and coastal 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
11. Maintenance and repair 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
12. Provision, maintenance and repair of footpaths and shared trails	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
13. Maintenance and repair of drains	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. Provision and maintenance of public toilets	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. Weekly garbage 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

16. Regular 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
17. 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
18. Hard 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
19. Council response to dumped rubbish	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
20. Maintenance and cleaning of public areas (including litter 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
21. Graffiti removal	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
22. Public health services including maintenance of food safety	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
23. Emergency management preparedness and response	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
24. Building control and compliance 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
25. Control and regulation of pets and domestic animals	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
26. Activities promoting economic investment in the local area	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
27. Economic development activities supporting local businesses	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
28. Economic development activities supporting tourism operators	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
29. Application, enforcement and compliance of environmental and planning regulations	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 12 months)*

1. Provision of local libraries	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. Provision and maintenance of community centres and neighbourhood hubs	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 Provision of Council managed kindergarten services	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. Provision of maternal and child health services ( <i>e.g., key ages and stage checks</i> )	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
5. Provision of immunisation services	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. Provision of youth services ( <i>e.g. school holiday programs, Youth Resource Centre, street surfer bus, youth programs, drop-ins</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. Provision and maintenance of community facilities and venues for hire (including Wyndham Cultural Centre, Civic Centre function space, Community Hall and Encore Events Centre)	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. Provision of public art, exhibitions, events, arts and cultural 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	
9. Provision of first-time parent groups	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**

10. Provision of sleep and settling programs	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. Provision of supported playgroups	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. Provision of Council's major events	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. Town Planning (Statutory Planning Process)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
14. Provision of the school crossing service	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
15. Provision of sports ovals and other local sporting and outdoor recreation facilities	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
16. Council support to access the child and family services you need and any other services you might need	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes	Yes					No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
17. Planning for community infrastructure to meet community need	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

**6**

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

*(please circle one number for each aspect)*

1. Council's performance in community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	99
2. Council making decisions in the interests of the community	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. Council's accountability to the community for leadership and good governance	0	1	2	3	4	5	6	7	8	9	10	99

**6**

5. Council’s responsiveness and agility in meeting the needs of the community	0	1	2	3	4	5	6	7	8	9	10	99
6. The degree to which Council practices open and accessible government	0	1	2	3	4	5	6	7	8	9	10	99
7. Council’s performance in maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	99
8. The provision of activities that are accessible to and inclusive of all members of the community	0	1	2	3	4	5	6	7	8	9	10	99
9. How well Council does with the money it has available	0	1	2	3	4	5	6	7	8	9	10	99
10. How well Council provides the services I need	0	1	2	3	4	5	6	7	8	9	10	99
11. Council assistance to get the support service you and your household need	0	1	2	3	4	5	6	7	8	9	10	99
12. How well Council encourages a healthy and active lifestyle through appropriate Council infrastructure and amenity	0	1	2	3	4	5	6	7	8	9	10	99
13. Council’s ability to foster local learning opportunities for all through appropriate infrastructure, services, and advocacy	0	1	2	3	4	5	6	7	8	9	10	99
14. The degree to which Council empowers the community to lead and form social connections	0	1	2	3	4	5	6	7	8	9	10	99
15. Council’s work to protect and promote our unique built and cultural heritage	0	1	2	3	4	5	6	7	8	9	10	99
16. Promotion and support of local activity centres	0	1	2	3	4	5	6	7	8	9	10	99
17. Provision of opportunities for your voice to be heard on issues that are important to you	0	1	2	3	4	5	6	7	8	9	10	99
18. Ability to take residents views into account when making decisions that affect them	0	1	2	3	4	5	6	7	8	9	10	99

**7**

**And finally, on the same scale, please rate your satisfaction with the performance of Council across all areas of responsibility.**

1. Overall performance	0	1	2	3	4	5	6	7	8	9	10	99
<b>If satisfaction rated less than 5, why do you say that?</b>												

**8**

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

<b>Issue One:</b>	
<b>Issue Two:</b>	
<b>Issue Three:</b>	

**9**

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

15 - 19 Years	<b>1</b>	45 - 54 Years	<b>4</b>
20 - 34 Years	<b>2</b>	55 - 74 Years	<b>5</b>
35- 44 Years	<b>3</b>	75 Years or Over	<b>6</b>

**10**

**With which gender do you identify?**

Male	<b>1</b>	Prefer another term:	<b>4</b>
Female	<b>2</b>	_____	
Non-binary	<b>3</b>	Prefer not to say	<b>9</b>

**11**

**Do any members of this household speak a language other than English at home?**

English only	<b>1</b>	Other _____	<b>2</b>
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**12**

**Do any members of this household identify as Aboriginal and / or Torres Strait Islander?**

Yes - Aboriginal	<b>1</b>	No	<b>4</b>
Yes - Torres Strait Islander	<b>2</b>	Prefer not to say	<b>9</b>
Yes - both Aboriginal and Torres Strait Islander	<b>3</b>		

**13**

**Do any members of this household have a permanent or long-term disability?**

Yes	<b>1</b>	No	<b>2</b>
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**14**

**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>

**15**

**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>



**16**

**How long have you lived in the City of Wyndham?**

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

**17**

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

**Thank you for your time  
Your feedback is most appreciated**