

2022/2023
**Annual Community
Satisfaction Survey**



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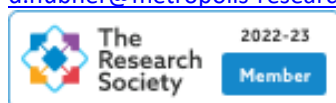
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Executive summary

Introduction and methodology

Metropolis Research conducted this, Council's 10th *Annual Community Satisfaction Survey*, as a telephone interview style survey of 1,203 respondents in January and February 2023.

The survey has traditionally been conducted as a door-to-door; face-to-face interview style survey conducted in October each year. As a result of the COVID-19 pandemic, the methodology was changed in 2021/22 to ensure community confidence in the interaction by using a socially distanced methodology, and then continued this year to ensure consistency over the course of the *Council Plan*.

It remains our intention to return to the more effective, door-to-door methodology in the future as the telephone interview methodology does not engender the same level of confidence in the process by the community as the more interactive and personal face-to-face interview methodology.

The aim of the research is 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 remained essentially stable this year, down less than one percent from 6.64 to 6.62 out of 10.

This result was marginally below the long-term average satisfaction since 2013/14 of 6.72.

Satisfaction was recorded across the three wards as follows: Harrison Ward (6.77), Chaffey Ward (6.57), and Iramoo Ward (6.48). The variation in satisfaction between the three wards was not statistically significant at the 95% confidence level.

The marginally lower satisfaction from Iramoo and Chaffey ward reflects a somewhat lower satisfaction score recorded for respondents from Wyndham Vale and Hoppers Crossing precincts.



This result was measurably lower than the 2023 metropolitan Melbourne (6.98) and western region councils' (7.02), but only marginally lower than the growth area councils' (6.71) average, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research, using the door-to-door methodology.

It does appear that the average 5.8% increase in satisfaction recorded across metropolitan Melbourne was not replicated in the City of Wyndham this year, and not as strongly felt in the growth area councils.

A small part of this variation may be due to the difference in methodology; however, it appears that a range of other factors have impacted on satisfaction.

These are discussed in more detail below, but include primarily issues around roads and traffic, issues around population growth, and a range of other issues to a lesser extent.

Consistent with the results from last year, a little more than one-third (36.3% up from 34.4%) of respondents providing a score were "very satisfied" (i.e., rated satisfaction at eight or more), whilst 14.0% (up from 10.8%) were dissatisfied (rated satisfaction at less than five).

There was some measurable and some notable variation in satisfaction with Council's overall performance observed, as follows:

- **Notably more satisfied than the municipal average** – includes respondents from Point Cook, young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), female respondents, respondents from multilingual households, rental households, new residents (less than one year in Wyndham), and newer residents (one to less than 10 yrs in Wyndham).
- **Notably less satisfied than the municipal average** – includes respondents from Hoppers Crossing and Wyndham Vale, middle-aged and older adults (aged 45 to 74 years), male respondents, respondents from English speaking households, respondents who had contacted Council in the last 12 months, homeowner respondents, long-term residents (10 years or more in Wyndham), and two-parent families (with adult children only).

The most common reasons why the 157 respondents were dissatisfied with Council's overall performance were related to: a perception that Council was not communicating, consulting, or engaging effectively with the community (48 responses), Council performance and governance (27 responses), specific Council services (24 responses), rates and financial management (22 responses), the responsiveness of Council (19 responses), and roads, traffic, footpaths, and parking (19 responses).

This is further borne out by the fact that the most common issue that appears to have a negative influence on overall satisfaction with Council relates to the perceived level of communication and consultation between Council and the community. The 60 respondents who nominated communication and consultation issues as one of the top three issues to address for the City of Wyndham, on average, rated satisfaction with Council's overall performance at just 5.20 out of 10, compared to the municipal average of 6.62.

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.
- **Population growth related** – including the perceived impact of population growth on infrastructure, services, and facilities including health and medical services, the provision of general infrastructure, education and schools, sports and recreation facilities, and general population growth.
- **Council services related** – including rubbish and waste, cleanliness and maintenance of the local area, parks, gardens, and open spaces, and communication / consultation. 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](#) remained essentially stable this year at 6.45 (up from 6.43), which remains a “solid” level of satisfaction.

These measures include community consultation and engagement (up 3.4%), making decisions in the interests of the community (stable), representation, lobbying, and advocacy (stable), maintaining community trust and confidence (stable), and the responsiveness and agility of Council in meeting community needs (down 2.8%).

Metropolis Research notes that satisfaction with governance and leadership in 2022/23 remained essentially stable, whilst the metropolitan Melbourne average satisfaction increased approximately 10%, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.

The average metropolitan Melbourne increase in satisfaction with governance and leadership reversed some much of the large decline recorded last year at the tail end of the COVID-19 pandemic. It does appear that this reversal was not as strongly felt in the City of Wyndham.

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 four of the five measures declined somewhat this year, as follows:

- The degree to which Council practices open and accessible government (6.42 up <1%)
- Council’s accountability to the community for leadership and good governance (6.26 down <1%).



- Provision of opportunities for your voice to be heard on issues that are important to you (6.20 down 2.7%).
- Ability to take residents' views into account when making decisions that affect them (6.12, down 3.8%).
- How well Council does with the money it has available (6.03, down <1%).

Satisfaction with measures of Council's leadership performance

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

Of these eight measures, satisfaction with one increased marginally, and satisfaction with seven declined marginally.

The average satisfaction remained essentially stable at 6.65, which is a “good” level.

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

- Provision of activities that are accessible to and inclusive of all members of the community (6.90, up 1.9%).
- Promotion and support of local activity centres (6.73, down <1%).
- Council's work to protect and promote our unique built and cultural heritage (6.70, down <1%).
- How well Council encourages a healthy and active lifestyle through appropriate infrastructure, services, and advocacy (6.67, down <1%).
- Council assistance to get the support services you and your household need (6.62, down 1.2%).
- How well Council provides the services I need (6.57, down 1.4%).
- How well Council fosters local learning opportunities for all through appropriate infrastructure, services, and advocacy (6.56, down 2.2%).
- The degree to which Council empowers the community to lead and form social connections (6.44, down 2.6%).

Satisfaction with customer service

The proportion of respondents who had contacted Council in the last 12 months increased again this year, up from 42.7% to 43.5%. This is up significantly on the low of 24.8% recorded in 2019/20.



There was a marginal increase this year in overall satisfaction with the [customer service](#) experience recorded this year, up less than one percent to 7.46, 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 (63.6% down from 65.5%).

Satisfaction with Council’s performance communicating with the community

The 2021/22 survey included a new set of questions relating to community satisfaction with aspects of how well Council communicates and engages with the community.

These were again included in the survey this year, and the average satisfaction with these five measures remained essentially stable at 7.03 (down from 7.09).

These five measures were as follows:

- Wyndham Council’s website (7.27, down 1.8%, but remains “very good”).
- How easy Council information is to access and understand (7.27, down <1%).
- Council’s efforts to keep the community informed through its social media platforms (6.94, up 1.3%, but remains “good”).
- Council’s efforts to keep the community informed about its work, services, activities, and programs (6.87, down 1.9%).
- Council’s community engagement platform The Loop (6.81, down <1%).

Approximately half of the respondents were “very satisfied” with each of these five measures, whilst between eight percent and 15% of respondents were dissatisfied.

These results do suggest that most respondents were relatively 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.

All 46 services and facilities were considered important by respondents, although 13 were measurably more important than the average, and 12 were measurably less important than average.



The most important services to the community this year were the regular recycling collection (9.38), weekly garbage collection (9.38), green waste collection (9.32), provision of immunisation services (9.21), provision of the school crossing service (9.19), hard waste collection (9.17), public health services (9.16), emergency management preparedness and response (9.14), Council's response to dumped rubbish (9.06), provision of sports ovals and other local sporting and outdoor recreation facilities (9.04), Council managed kindergarten services (9.04), provision of Maternal and Child Health services (9.02); and the maintenance and cleaning of public areas (9.01).

The average satisfaction with these 46 included services and facilities declined somewhat, but not measurably this year, down 1.9% to 7.16 out of 10, or a "good" level of satisfaction, down from "very good".

When compared to the 28 services and facilities included in *Governing Melbourne*, the average satisfaction was 7.11, 6.1% lower than the metropolitan Melbourne average of 7.57.

The services and facilities to record a notable increase in satisfaction included public toilets (up 4.8%), drains (3.7%), and street trees (2.3%).

The services and facilities to record a measurable and significant decline in satisfaction this year included sleep / settling programs (down 15.9%), child and family services (down 8.3%), provision of on and off-road / separated bike paths (down 5.7%), enforcement of local laws (down 5.1%), playgroups (down 5.1%), Maternal and Child Health services (down 4.5%), provision of shared trails (down 4.2%), and Council managed kindergarten (down 4.1%).

Of the 46 included services and facilities, 11 received a measurably higher than the average satisfaction score, and 14 received a measurably lower than average satisfaction score.

Satisfaction with three of these services and facilities was higher in the City of Wyndham, and satisfaction with 24 was lower, with attention drawn to the following notable variations:

- **Somewhat higher satisfaction in the City of Wyndham** – includes provision and maintenance of community centres and neighbourhood hubs (2.9% higher in Wyndham), provision of local libraries (2.3%), and provision of sports ovals and other local sporting and outdoor recreational facilities (0.9%).
- **Notably lower satisfaction in the City of Wyndham** – includes traffic management (16.6% lower in Wyndham), maintenance and repair of sealed local roads (14.2%), enforcement of local laws (12.6%), enforcement of parking (12.4%), provision of on and off-road / separated bike paths (12.1%), provision and maintenance of street trees (10.4%), provision, maintenance, and repair of footpaths and shared trails (10.2%), Council programs, events, and policy to encourage sustainability, increase resilience, and address climate change (9.5%), maintenance of parks, gardens, and open spaces (8.7%), Council response to dumped rubbish (7.4%), maintenance and repair of drains (7.0%), maintenance of playgrounds (6.9%), provision of maternal and child health services (6.6%), maintenance and cleaning of public areas (5.1%), activities promoting economic investment in the local area (4.5%), control and regulation of pets and domestic animals (4.5%), weekly garbage collection (4.3%), economic development activities supporting local business (3.7%), hard waste collection (3.6%), regular recycling collection (3.5%), and the provision and maintenance of public toilets (3.3%).



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 some of 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 second in terms of satisfaction.
- **Community support services** – all these services were of higher-than-average importance, and most received higher than average satisfaction. Along with waste and recycling services, these services were very important to the community, and the community was mostly very satisfied.
- **Sports and recreation facilities** – it is a slightly unusual result that sports, and recreation facilities were of such high importance, but they were both very important and received a very high satisfaction score.
- **Parking enforcement** – remains of measurably and significantly lower than average importance and received a measurably and significantly lower than average satisfaction score. The lower importance score reflects the large number of respondents dissatisfied with parking enforcement, some of whom believe Council should be doing less enforcement.
- **Environment, sustainability, climate change** – these services received measurably lower than average importance and lower than average satisfaction.
- **Services and facilities of most concern** – with satisfaction at “solid” levels and being of higher-than-average importance, the services and facilities of most concern include traffic management, sealed local roads, public toilets, town planning, and footpaths. These results were mostly consistent with last year, although street trees were no longer among these services of most concern.

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

A little less than three quarters (70.0% up from 60.3%) 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) (22.4% up from 17.3%), road maintenance and repairs including roadworks (e.g., potholes, road condition, and road work related issues) (14.2% up from 12.4%), parks, gardens, and open space related issues (6.2% down from 7.9%), and parking (both availability and enforcement) (6.2% up from 4.6%).

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 but generally increasing 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 survey this year reported a stable satisfaction with Council’s overall performance, as well as the five core measures of governance and leadership, remaining at “good” levels.

This is a steady result, in an environment where the metropolitan Melbourne average satisfaction, as well as that of some other individual municipalities, has increased through the early part of 2023. This increase has not, however, been recorded in all municipalities.

Metropolis Research is of the view that satisfaction with Wyndham City Council remains impacted by a range of factors, including most notably, community concerns around roads and traffic, as well as some community concern around the extent of population growth and its associated perceived impacts on the provision of infrastructure, services, and facilities to the community.

Whilst satisfaction with Council’s communication and consultation efforts remains “good” to “very good”, and customer service satisfaction increased again at a “very good” level, 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.

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 were also of concern this year, however, based on only a small sample of 78 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 tenth *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 *2022/23 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 and 2021/22.

In response to the preference to keep the methodology consistent over the course of the *Council Plan*, it was decided to conduct the survey via telephone methodology this year.

The surveying was all completed from the 6th of January to the 17th of February 2023, consistent with the timing in 2021/22.

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

Surveys were conducted from 11am till 7pm weekdays, and 11am till 5pm on Saturdays and Sunday.



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

Response rate

A total of 1,203 surveys were conducted from a random sample of 17,266 residential telephone numbers, including mostly mobile phone numbers but also including landlines where available.

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

The final sample of surveys were then weighted by age and gender, to ensure that each age / gender group contributed proportionally to the overall municipal result. This was necessary given the limitations of the telephone survey methodology in obtaining a sample that reflects the age structure of the underlying population.

Of the 17,266 telephone numbers, the following results were obtained:

- No answer - 12,972.
- Refused - 2,494.
- Call back another time - 597.
- Completed - 1,203.

This provides a response rate of 32.5%, 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 28.9% recorded last year.

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

Ward	ACSS Precincts (2020 - 2023)	Wyndham Localities (Community Profile)
Iramoo	Werribee	Werribee
		Werribee South / Cocoroc
	Wyndham Vale	Wyndham Vale
		Manor Lakes
Little River / Rural West		
Chaffey	Hoppers Crossing	Hoppers Crossing
	Tarneit	Tarneit
Harrison	Point Cook	Poink Cook
	Truganina	Truganina
	Laverton North	Williams Landing / Laverton North

When the research is conducted door-to-door, it is collected at the smaller SAL1 level, which allows for significantly more detailed analysis of variations in small areas. This also allows for the data to be combined into bespoke custom small areas, which includes Council wards, as well as bespoke areas for specific analysis, such as a catchment area around infrastructure or parks and gardens, or similar areas.

When the research is conducted by telephone, this does limit the availability of custom boundary areas, as the smallest unit of data collection is the suburb level. This will still allow for analysis of individual results at the Council ward if required by Council.

Governing Melbourne

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

The 2023 *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 – 2022/23 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.

Somewhat / notable / marginal

Metropolis Research will describe some results or changes in results as being marginally, somewhat, or notably higher or lower. These are not statistical terms, rather they are interpretive. They are used to draw attention to results that may be of interest or relevant to policy development and service delivery.

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 3.4%.

Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results. These categories have been developed over many years as a guide to 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” (overall performance) remained essentially stable this year, down less than one percent to 6.62.

This remains a “solid” level of satisfaction, and broadly consistent with the long-term average since 2013/14 of 6.72.

Metropolis Research notes the change in methodology in 2021/22 and 2022/23 from the traditional door-to-door, face-to-face personal interview to the telephone interview methodology. It is likely that this change in methodology will have been a contributing factor to the slightly lower scores recorded over the last two years compared to recent results pre-COVID-19.

There are likely, however, to be a range of other factors impacting on community satisfaction with the performance of Council, including the impact of COVID-19 over the last couple of years (the 2020/21 survey was conducted prior to COVID-19).

Other factors discussed throughout this report include the impact of population growth pressures on a range of infrastructure, including most notably, roads and traffic, but also health and medical facilities such as hospitals, human services, education services and facilities, and general infrastructure. These issues are likely to be significant factors influencing community satisfaction.

By way of comparison, this result was measurably lower than the metropolitan Melbourne average of 6.98, the western region councils’ average of 7.02, but only marginally below the growth area councils’ average of 6.71.

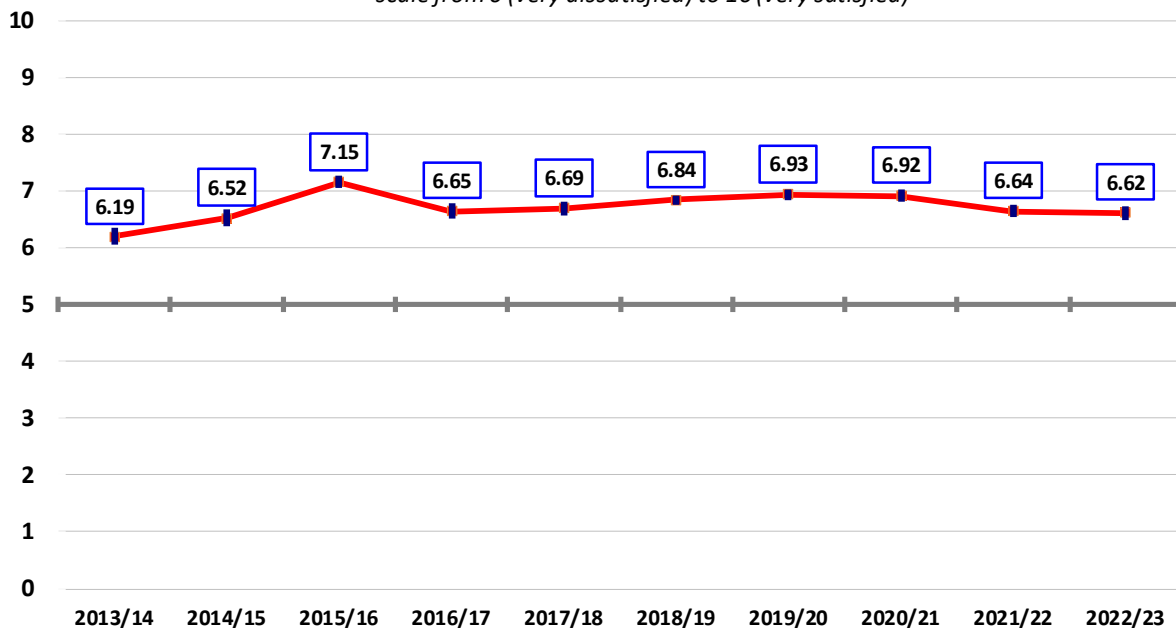
These comparison results were sourced from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the door-to-door methodology.

Metropolis Research draws particular attention to the fact that satisfaction with Wyndham City Council was very similar to the growth area council’s average of 6.71. This strongly reinforces the issues around population growth and the accompanying infrastructure requirements, and how these can often impact on community satisfaction with the local council to a small degree.

It is important to bear in mind that planning for population growth is a shared responsibility between different levels of government, and that some of the infrastructure issues (such as arterial roads) can have an influence on satisfaction with local government, even though the infrastructure is largely the responsibility of the state government.

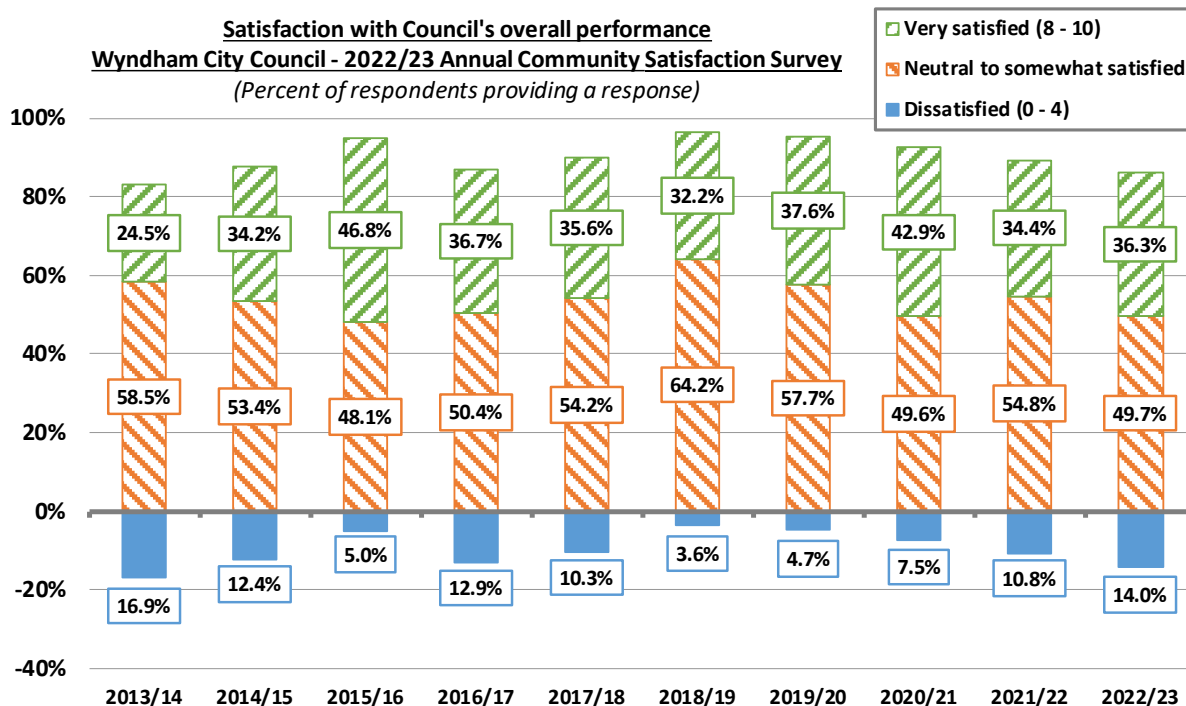


Satisfaction with Council's overall performance
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



The following graph displays the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction 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 small increase in the proportion of “dissatisfied” respondents this year (14% up from 11%), although there was also a small increase in the proportion of “very satisfied” (36% up from 34%).



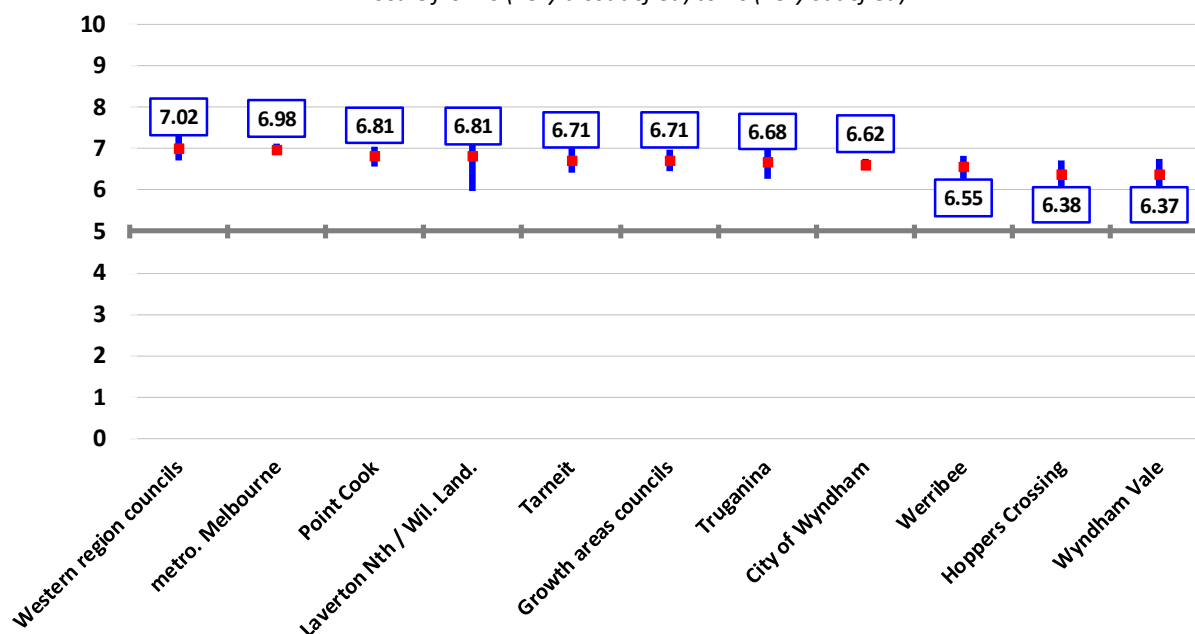
Satisfaction with Council's overall performance
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Number, index score 0 - 10 and percent of respondents providing a response)

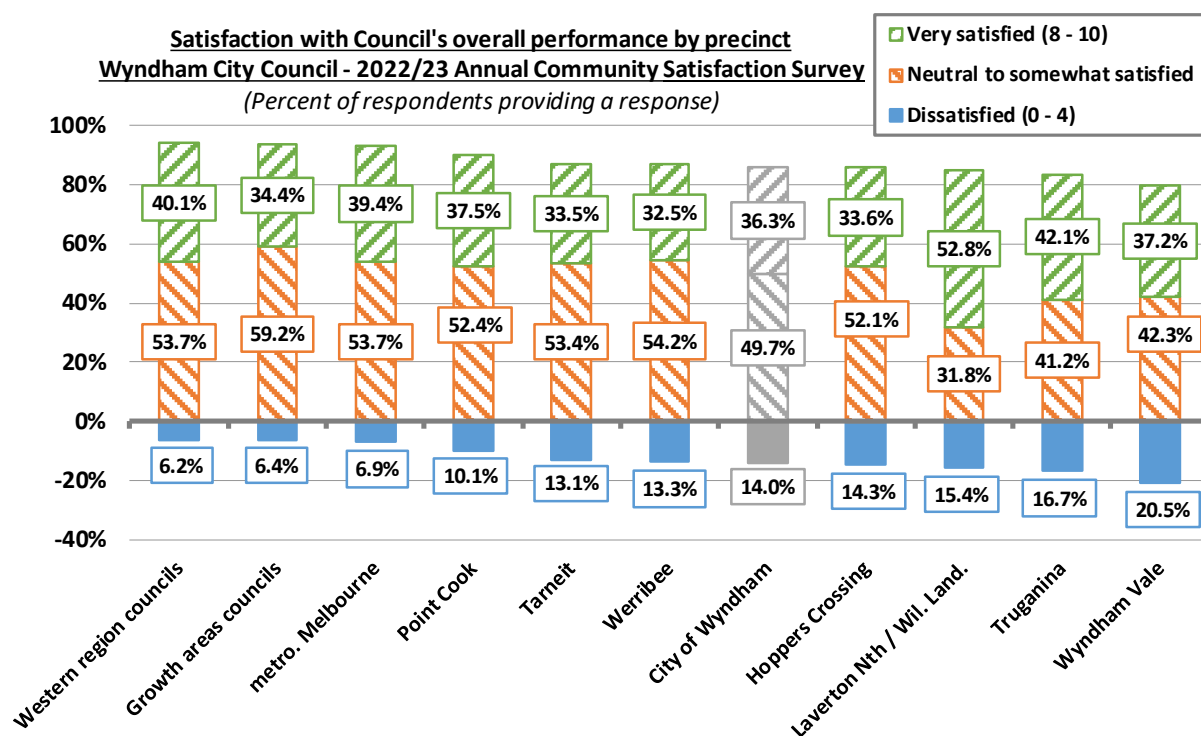
Aspect	Year	Number	Average satisfaction	Dissatisfied (0 - 4)	Neutral to somewhat satisfied	Very satisfied (8 - 10)
Overall performance	2013/14	751	6.19	16.9%	58.5%	24.5%
	2014/15	669	6.52	12.4%	53.4%	34.2%
	2015/16	746	7.15	5.0%	48.1%	46.8%
	2016/17	1,100	6.65	12.9%	50.4%	36.7%
	2017/18	1,063	6.69	10.3%	54.2%	35.6%
	2018/19	1,055	6.84	3.6%	64.2%	32.2%
	2019/20	1,088	6.93	4.7%	57.7%	37.6%
	2020/21	1,146	6.92	7.5%	49.6%	42.9%
	2021/22	1,126	6.64	10.8%	54.8%	34.4%
2022/23	1,125	6.62	14.0%	49.7%	36.3%	

There was no statistically significant variation in satisfaction with Council’s overall performance observed across the seven precincts comprising the City of Wyndham.

It is noted, however, that respondents from Hoppers Crossing and Wyndham Vale rated satisfaction at “solid” rather than “good” levels of satisfaction.

Satisfaction with Council's overall performance by precinct
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)





Satisfaction with overall performance by respondent profile

The following section provides a comparison of satisfaction with Council’s overall performance by respondent profile, including age structure, gender, language spoken at home, whether respondents had contacted Council in the last 12 months, housing situation, period of residence in the City of Wyndham, household disability status, and household structure.

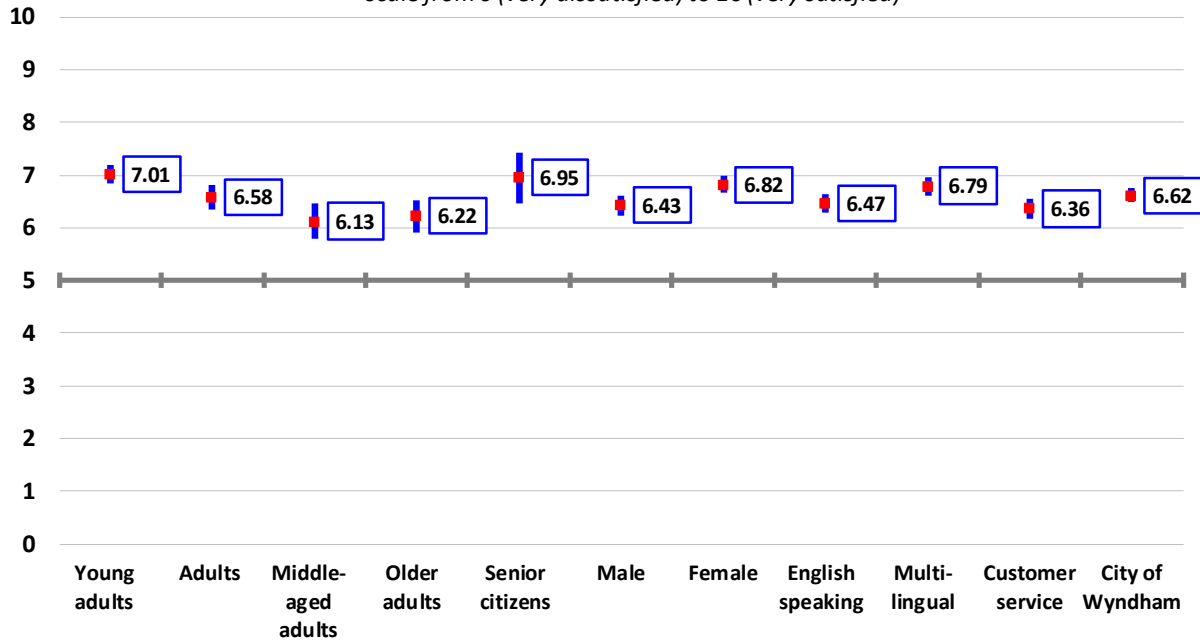
There was some measurable and some notable variation in satisfaction with Council’s overall performance observed, as follows:

- **Notably more satisfied than the municipal average** – includes young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), female respondents, respondents from multilingual households, rental households, new residents (less than one year in Wyndham), and newer residents (one to less than 10 years in Wyndham).
- **Notably less satisfied than the municipal average** – includes middle-aged and older adults (aged 45 to 74 years), male respondents, respondents from English speaking households, respondents who had contacted Council in the last 12 months, homeowner respondents, long-term residents (10 years or more in Wyndham), and two-parent families (with adult children only).

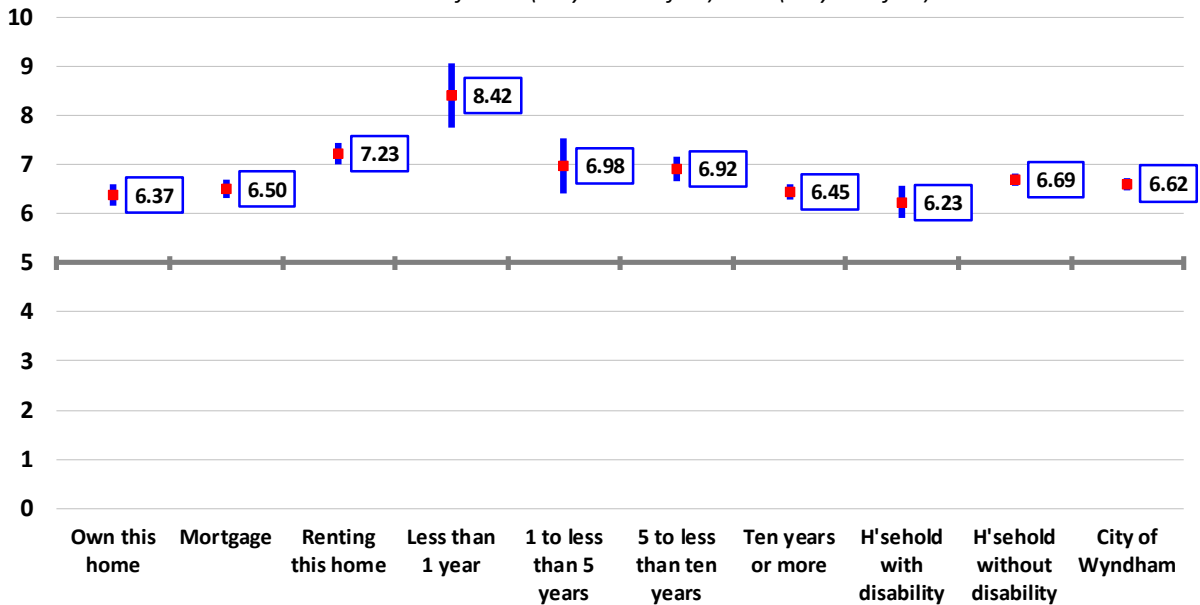
Metropolis Research notes that the pattern of satisfaction by respondent profile remains broadly consistent with that observed in previous years, both for the City of Wyndham as well as more broadly across metropolitan Melbourne.

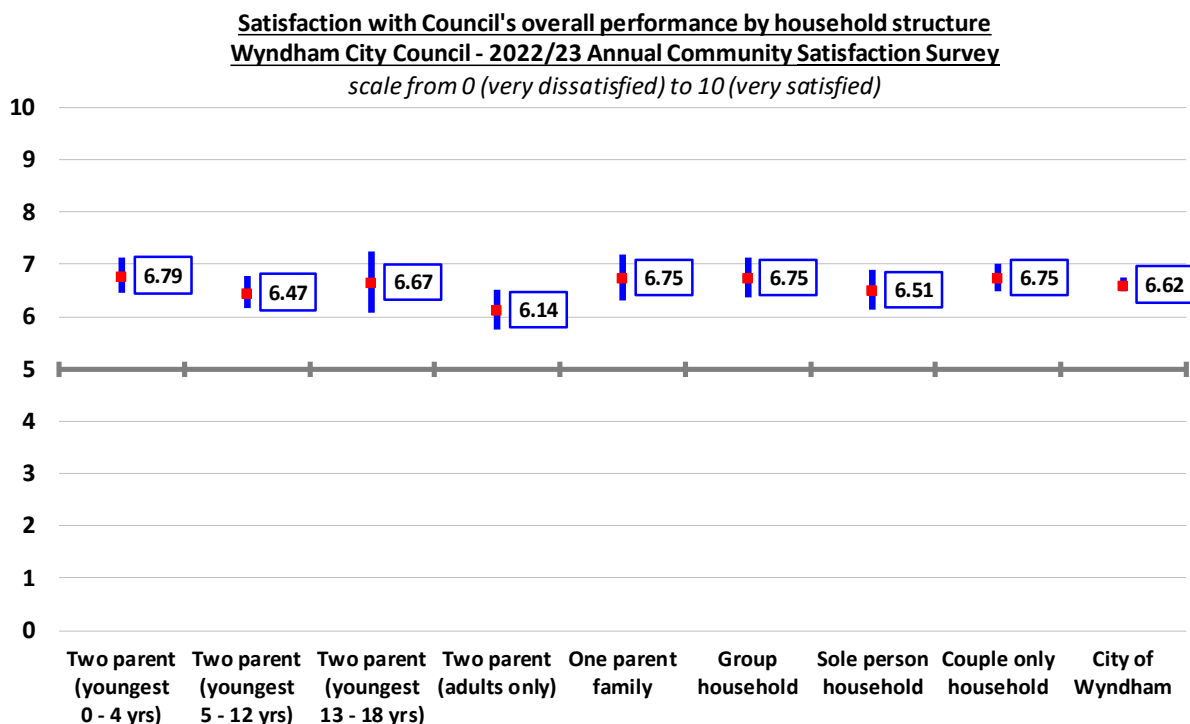


Satisfaction with Council's overall performance by respondent profile
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with Council's overall performance by housing situation, period of residence and disability
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





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 are likely to be exerting a negative influence on satisfaction with Council.

Attention is drawn to the “very good” average satisfaction 7.49 out of 10 for the 186 respondents who did not nominate any issues to address for the City of Wyndham ‘at the moment’.

This is an important result, as it does suggest that there was a significant proportion of the community (approximately one-sixth to one-seventh) who are “very satisfied” with Council’s overall performance and who do not feel compelled to nominate specific to address.

Metropolis Research particularly notes the fact that the 269 respondents who nominated traffic management related issues, rated satisfaction at a similar result to the municipal average. This does reflect the large proportion of respondents nominating these issues, and therefore their substantial impact on the overall satisfaction score. It also suggest that traffic management issues were exerting a negative influence on overall satisfaction for these respondents, although this impact is not as large as for some other issues.



There were a wide range of other issues that do appear to have more substantially had a negative influence on overall satisfaction for the respondents nominating the issues.

These issues include parks and gardens, parking, sports and recreation facilities, safety, policing and crime issues, roads and roadworks, cleanliness / maintenance, rubbish and waste issues, infrastructure related issues, health and medical services, and consultation / communication related issues.

Metropolis Research notes that the most significant of these issues was roads and roadworks, given that 14% of respondents nominated these issues. This does reflect the significant level of community concern around roads and roadworks and the related issue of traffic management and the negative impact that these issues have on overall satisfaction with Council.

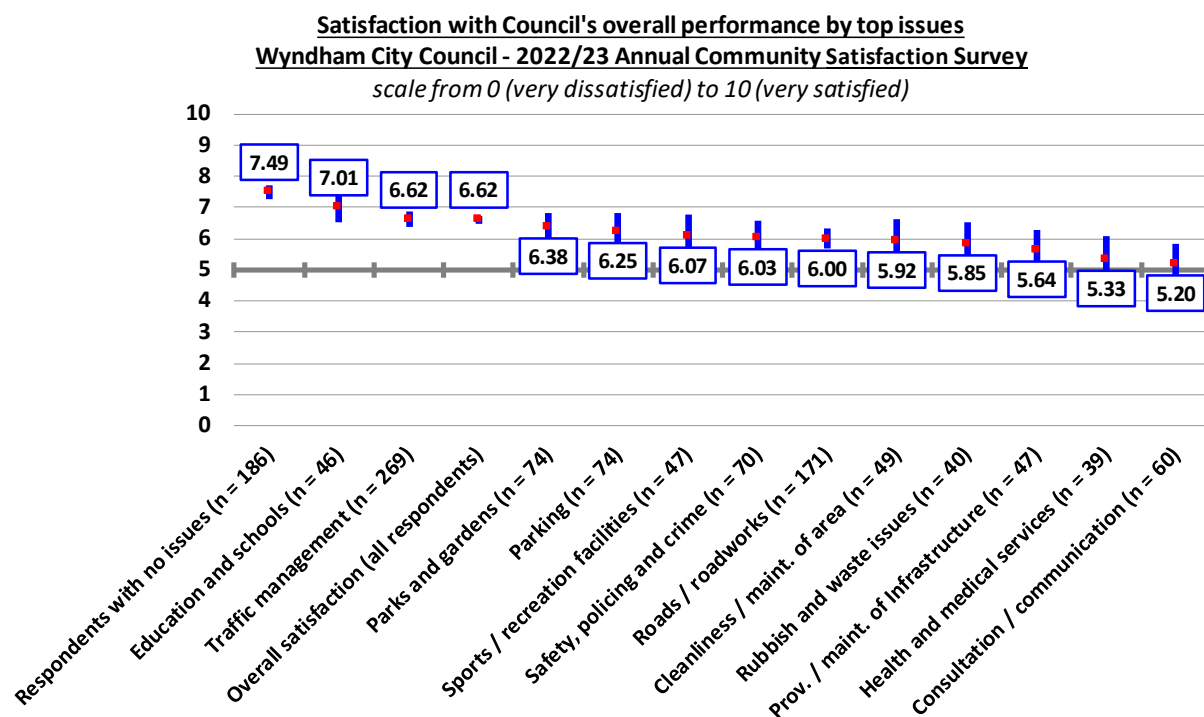
It does appear, however, that the broader issue of traffic management (such as commuting times) maybe more effectively understood by the community to be more of a state than a local government responsibility and therefore exerts a less significant negative influence on overall satisfaction with Council.

Metropolis Research notes that many of these issues relate to population growth related impacts, such as the provision and maintenance of a range of infrastructure, roads and roadworks, sports and recreation facilities, and health and medical services (including hospitals). The impact of population growth on community access to the range of services and facilities and infrastructure that the require was clearly a significant factor impacting on community satisfaction with the overall performance of Wyndham City Council.

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.), but were broader in nature.

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 flows 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 157 “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 roads and roadworks related issues to respondents who were “dissatisfied” with Council’s overall performance.

Almost one-quarter (23%) of the “dissatisfied” respondents nominated roads and roadworks, compared to 14.2% of all respondents. This highlights the considerable influence of roads and roadworks on community satisfaction with Council’s overall performance.

Other issues that were over-represented among “dissatisfied” respondents included consultation and communication, safety, policing and crime, health and medical services, planning and development, street trees, council rates, fees, and charges, and multicultural issues.

It is likely that these issues are all exerting a somewhat negative influence on satisfaction with Council’s overall performance of the respondents nominating the issues.



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

Wyndham City Council - 2022/23 Annual Community Satisfaction Survey

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

Issue	Dissatisfied respondents		All respondent
	Number	Percent	
Roads maintenance, repairs, and roadworks	36	22.8%	14.2%
Traffic management	33	20.9%	22.4%
Consultation, communication, and information	15	9.5%	5.0%
Safety, policing and crime	15	9.5%	5.8%
Parking	14	8.9%	6.2%
Health and medical services	13	8.2%	3.2%
Provision and maintenance of infrastructure	12	7.6%	3.9%
Building, planning, housing and development	11	7.0%	3.1%
Parks, gardens, and open space	10	6.3%	6.2%
Cleanliness and general maintenance of area	10	6.3%	4.1%
Provision and maintenance of street trees	10	6.3%	3.2%
Sports and recreation facilities	8	5.1%	3.9%
Council rates, fees and charges	7	4.4%	2.6%
Public transport	7	4.4%	3.2%
Multicultural issues	7	4.4%	1.5%
All other issues (37 separately identified issues)	86	54.4%	52.1%
Total responses	294		1,691
<i>Respondents identifying at least one issue</i>	<i>134</i>		<i>842</i>
<i>(percent of total respondents)</i>	<i>(85.2%)</i>		<i>(70.0%)</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 (6.62).

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 104) 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 - 2022/23 Annual Community Satisfaction Survey
(Number and index score scale 0 to 10)

Service / facility	Number	2022/23		
		Lower	Mean	Upper
Provision of maternal and child health services	26	4.34	5.36	6.38
Provision of public art, exhibitions, events, arts, and cultural activities	33	4.66	5.32	5.98
Provision and maintenance of public toilets	184	4.74	5.08	5.42
Maintenance and repair of sealed local roads	272	4.81	5.06	5.31
Provision of the school crossing service	25	4.14	5.05	5.95
Council response to dumped rubbish	186	4.71	5.01	5.31
Traffic management	250	4.71	4.98	5.25
Provision of on or off-road / separated bike paths	154	4.61	4.96	5.32
Green waste collection	54	4.38	4.95	5.53
Provision and maintenance of street trees	195	4.60	4.91	5.23
Enforcement of parking	223	4.59	4.91	5.23
Graffiti removal	86	4.28	4.80	5.32
Public health services	86	4.29	4.76	5.23
Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change	140	4.38	4.74	5.11
Maintenance and repair of drains	134	4.34	4.73	5.13
Provision of sports ovals and other local sporting and outdoor recreation facilities	36	4.07	4.73	5.38
Economic development activities supporting tourism operators	110	4.27	4.68	5.09
Provision, maintenance and repair of footpaths and shared trails	203	4.30	4.62	4.94
Hard waste collection	83	4.10	4.57	5.04
Emergency management preparedness and response	74	4.02	4.56	5.10
Town Planning (Statutory Planning Process)	54	3.98	4.54	5.11
Maintenance of playgrounds	104	4.12	4.54	4.97
Enforcement of local laws	182	4.20	4.54	4.87
Control and regulation of pets and domestic animals	81	3.99	4.52	5.04
Maintenance and cleaning of public areas	128	4.13	4.51	4.88
Weekly garbage collection	66	3.94	4.50	5.06
Planning for community infrastructure to meet community need	42	3.87	4.49	5.11
Council support to access the child and family services you need and any other services you might need	26	3.55	4.48	5.40



Economic development activities supporting local businesses	99	3.96	4.42	4.88
Regular recycling collection	56	3.67	4.37	5.07
Maintenance of parks, gardens, and open spaces	138	3.98	4.34	4.69
Activities promoting economic investment in the local area	103	3.90	4.32	4.74
Application, enforcement, and compliance of environmental and planning regulations	74	3.77	4.25	4.72
Provision and maintenance of community centres and neighbourhood hubs	17	2.83	4.24	5.65
Provision of shared trails	103	3.70	4.15	4.59
Provision of sleep and settling programs	14	2.40	4.03	5.65
Protection and conservation of the natural environment and coastal areas	98	3.51	3.93	4.35
Building control and compliance enforcement	60	3.23	3.83	4.43
Provision of Council's major events	34	2.98	3.75	4.51

Reasons for dissatisfaction with Council's overall performance

Respondents were asked:

“Why do you say that?”

The 157 respondents who were “dissatisfied” with Council’s overall performance (i.e., rated satisfaction at less than five), were asked why they rated satisfaction at the level they did.

The verbatim comments received from respondents have been broadly categorised, as outlined in the table below, with the verbatim comments in the detailed table following.

The most common responses received from “dissatisfied” respondents this year related to concerns around communication, consultation, and engagement between Council and the community.

Many of these comments were relatively broad in nature, reflecting a view that Council was not adequately listening to the community and therefore not meeting the requirements of the community.

These comments did not generally refer to specific concerns around communication and consultation services and facilities.

There were also some comments received this year relating to the management and governance performance of Council, including some around a perceived lack of transparency.

There were some comments received relating to specific Council services and facilities, in small numbers including various health and human services, and a range of general services.



Reasons for dissatisfaction with Council's overall performance
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Number of responses)

<i>Response</i>	<i>Number</i>	<i>Percent of responses</i>	<i>Percent of respondents</i>	<i>2021/22</i>
Communication / consultation / engagement	48	22.9%	4.0%	2.2%
Council management and governance	27	12.9%	2.2%	n.a.
Council services	24	11.4%	2.0%	1.2%
Rates and financial management	22	10.5%	1.8%	1.4%
Responsiveness	19	9.0%	1.6%	1.4%
Roads, traffic, footpaths and parking	19	9.0%	1.6%	0.5%
General cleanliness and maintenance	13	6.2%	1.1%	0.2%
General negative	13	6.2%	1.1%	1.3%
Community / sports facilities	6	2.9%	0.5%	0.3%
Infrastructure	4	1.9%	0.3%	0.5%
Planning and development	4	1.9%	0.3%	0.2%
Waste management / kerbside collections	4	1.9%	0.3%	n.a.
Other	7	3.3%	0.6%	1.3%
Total	210	100%	17.5%	10.5%

Reasons for dissatisfaction with Council's overall performance
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Number of responses)

<i>Response</i>	<i>Number</i>
<i>Communication / consultation / engagement</i>	
Lack of communication with the community	8
They do not listen to the community	5
No idea what the Council is doing	4
Not enough participation / engagement with community	4
Council doesn't communicate enough with the community in order to let the community know of all the services available to the community	2
Council doesn't listen to community people	2
Not supportive of community	2
Council does not connect with community regardless of gender	1
Council doesn't communicate with the community at all. It's so hard to get a hold of anyone	1
Council Facebook page is too embarrassing	1
Don't consult with community at all and just makes decisions on their own	1
Haven't heard much from the Council despite receiving monthly newsletter but not many people read it	1
Lack of communication about the financials	1
Lack of communication and real vision	1
No information of Council spending money provided to us	1
Residents' requirements not considered	1



The Council is only concerned with their own interests and don't consider the communities thoughts	1
The services that I know of, I didn't use it because not enough advertising	1
Their website is poor, hard to use	1
There is not enough information detailed out to the community on the faculties and services available to us	1
They are quite pathetic as they do not make the available facilities and services known to the public	1
They come out with the new planning process from the state governments and has not consulted any community members and nobody knows what is happening	1
They could do more to inform and understand people wants and needs	1
They don't consult enough	1
They don't listen to the community and need to stop wasting money on needless activities	1
They promote they own ideas; they don't care what the residents think, they only focus on small issues	1
They provide some services well but there is no real effort shown and they do not allow for everyone to get involved in matters that relate to the whole community	1
Watched the online meeting and they are not getting anything done. And they don't answer questions	1
Total	48

Council management and governance

Transparency and accountability of the Council is not great	3
Because Council performance is poor	2
Council accountability and transparency	2
Little River is given little to no funding by the Council, it is neglected	2
They just focus on minorities	2
Because they care about areas of urban growth only and not others	1
Because they play the multicultural and have lost our identity making all decisions made one sided	1
Council concern in our area is very poor at Truganina	1
Council doesn't do enough work	1
Council lowest score in terms of questions, transparency, community voice capture, I personally don't believe that they meet the need	1
Inept management of local issues, toxic in-fighting	1
Not enough foresight on genuine development, self centered and not innovative	1
Not proactive in implementing changes	1
Not very credible	1
Poor decision making on Point Cook shopping centre	1
Programs ineffective and inaccessible, no action and all talk	1
There is a lot that they can do but there is very little they do, and they care more about money for themselves than taking care of people in the community area	1
They are over catering to minority groups	1
They care about the new areas but do not care about Sayers Rd which is older	1
They ignore us and no consideration to our needs, excluded because of small town (Little River)	1
They need to be concentrating on community issues not state and national issues	1
Total	27



<i>Council services</i>	
Not happy with most of the services provided by the Council	3
No services available where we live	2
Lack of community events especially compared to before	1
Because I have an ongoing problem with the Council that I can't return a bin I don't need	1
Council did not provide football activities. No sports for teenage kids	1
Council does not take care of the things that are highly necessary for example elderly population. More services need to be given to elderly population	1
Emergency management is poor	1
Health and maternal services they completely suck at that. They are very unprofessional they change dates according to their whim; the nurses are rude	1
Highly disappointed with the Council's work on Werribee Beach	1
I pay extra money for my nature strip grass, but they don't cut it	1
Not satisfied with how Council is managing parks for example toilets are always locked	1
Nothing is happening in this area. There are always trees hanging banging on head	1
Public health services are poor	1
Services around my area old part of Wyndham Vale is awful	1
The nature strips are not managed well at all	1
The nature strips are poorly maintained. You feel bad to look at the state of the condition everything is in	1
The nature strips on my roads are not managed, there are lots of weeds and lack of trees on Makedonia St	1
The oldest estates are not fixed. Only new suburbs are given the facilities. Council is not serious about painting old cities and only focus on new suburbs. They also need to maintain old cities	1
There is a lack of focus on youth services especially those from disadvantaged backgrounds causing an increase in vandalism and theft	1
They are not looking after the community as well as they used to do	1
Trees are not planted after several complaints	1
Total	24

<i>Rates and financial management</i>	
Rates are too expensive and do not provide the value that I am paying for	6
Doesn't manage Council funds well / use money on wrong places	2
They are greedy / grab your money, don't do anything	2
I don't know what the money is even being spent on	1
I wanted to get a plan for my house, I paid the Council rates, but still extra rates were charged for my house plans	1
Misuse of funds, it is charging too much and rates increasing too much for costs of living	1
Take time in doing things, inefficient use of money	1
The funding of projects feels too one sided	1
There could be so much more done with the funding	1
They also enjoy collecting rates and offer poor services and facilities in return	1
They are only focused on profit	1
They are spending disproportionate amounts to certain area	1
They collect rates and all they do is collect rubbish	1
They had a massive boom in income in recent times and seem to have wasted it all	1



They waste money on things that aren't needed like this bike path that nobody used and then they got rid of it	1
Total	22

Roads, traffic, footpaths, and parking

Roads are hopeless, need to improve a lot	2
Engaged with Council on a parking issue which was not resolved	1
Little River area in general is not developed compared to other suburbs. Especially, some main roads are still clay and mud roads with potholes (Rothwell Rd)	1
Maintenance of roads is terrible overall	1
Need more safety crossings as it is very dangerous for kids at Wattle Ave	1
No parking provided	1
People from the school park in front of houses on my street blocking our access on Elmhurst Rd	1
Poor maintenance of roads. Nothing is good	1
Should be focusing on road and footpath maintenance	1
The footpaths are terrible	1
There is always road maintenance disturbing traffic	1
There is really bad traffic	1
They do not act on parking on both side of the road	1
They just worry too much about parking fines	1
They made bike paths on our road, it's very risky. Speed was 60 and now 80. But people drive above 100 km	1
Traffic congestion is worst, Council's performance is dependent on that	1
Traffic management in Edith St	1
We live in a school area and Council is predatory in how it gives out fines to parents picking up kids	1
Total	19

Responsiveness

There are a lot of things I complain about but goes unnoticed and is ignored and no action	4
Council didn't respond to my complaints, don't return calls even when I lodged complain / raised issue	2
Because we complain on services such as dumped rubbish and the Council does nothing about it	1
Council response is very low in newly established areas. We really have to keep following up	1
Customer service lacking severely and mistreated	1
I called Council for the issue with neighbour, and they couldn't solve the issue and never contacted back again	1
I contacted the Council to safely remove a massive snake in this area. Even the neighbours are aware of it despite reaching to Council, but they can't solve this issue. (Ankuri Rd)	1
I've had an issue that I have spoken to Council about, I have had no response and arrangements made were not kept	1
Lack of response from the government regarding fines	1
Requested for free green bins but no response since 2019	1



The community demands a lot of things, but the Council doesn't respond	1
They only help people who own the houses. I have been to the Council many times but have not got any help needed	1
We had a complaint against a house in Katawa St Tarneit. The house was burnt and used for illegal activity and no action taken	1
We had numerous contacts with the Council and there are issues such as overgrown grass that is easily burnt, traffic control and drains maintenance but the Council responsiveness needs more improvement	1
We have an issue with houses being built out the back, lots of dust getting in our aircon, pool etc. and the Council did nothing, handballing it to other people	1
Total	19

General negative

All they care about is money and what they get paid rather than what the community needs	1
Because it's not completely turned to s**t yet, but it is on its way to be	1
Council is not doing the job they have been voted to do	1
I don't feel as if they are doing enough	1
I don't have a specific reason; they are just not a good Council	1
I don't see any improvements at all	1
It's geared too much towards revenue	1
It's over policed, the community only needs roads and services	1
One of the Council workers I contacted with yelled at me when I was talking about the issues	1
Room for lots of improvement	1
Some things are good, and some things are bad in what they do	1
The area is really not family friendly	1
They're pathetic	1
Total	13

General cleanliness and maintenance

General state of the city in terms of cleanliness is pretty poor	2
The grass maintenance is really bad	2
A park / pond in front of our house is being neglected. No maintenance at all. Arndell Park, main entrance of Sayers Rd	1
Because you can't talk to anyone in senior management in terms of general tidiness of Werribee	1
Council is lacking in street maintenance like cleaning gutters	1
Council needs to reach out to clear out the nature strip on the trench it is actually waterways meant to be cleaned out (near 56 River St). Despite reaching the Council multiple times last year no response from their side	1
Maintenance of areas is poor	1
Should be focusing on illegally dumped rubbish	1
The Council doesn't even sweep streets anymore	1
There is rubbish all around	1
Truganina area is very dirty. No maintenance and nothing is done	1
Total	13



Community / sports facilities

Facilities mentioned on the website are not accessible hence, people have to who seek those services somewhere else	1
Football grounds need infrastructure upgrade	1
Should be focusing on overall maintenance of facilities	1
Sports clubs fully book out sports centres so normal members of community cannot even use the facility	1
The Council is building community centres for people of different religions, rather than just providing community centres for the whole community	1
The sports facilities are poor	1
Total	6

Infrastructure

I feel like the community is growing at a rapid rate and the infrastructure is not growing at the same rate leaving there to be a poor quality of general services such as hospitals	1
I feel the Council more interested in building new infrastructure only	1
No infrastructure in place	1
Poor maintenance of infrastructure	1
Total	4

Planning and development

Council failed to provide adequate supports to residents on planning	1
Overdevelopment, poor planning	1
The one time I had to approach the Council on building requirements their answer was short and sweet forcing us to be cramped	1
The pace at which club is growing is not in line with the development of the place	1
Total	4

Waste management

Council rubbish collection is poor, they leave rubbish behind, forget to collect	2
Should be focusing on rubbish removal	1
The waste management is really bad, and they are collecting, and this money is not being spent	1
Total	4



<i>Other</i>	
Council is not caring for environment	1
Issues going on with near the shopping centres	1
Loud music played at night and even the police didn't do anything even after the complaints	1
School services are poor	1
The community spirit is nowhere as good as it was before. There is a huge disconnect between each member.	1
There are no high schools in the area	1
There is a lot to do from Council. In Point Cook there is no hospital, police station	1
Total	7
Total	210

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 2022 *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 - 2022/23 Annual Community Satisfaction Survey
 (Number, index score 0 - 10 and percent of respondents providing a response)

Aspect	Number	Average satisfaction	Dis-satisfied (0 - 4)	Neutral to somewhat satisfied	Very satisfied (8 - 10)
Provision of activities that are accessible to and inclusive of all members of the community	1,039	6.90	12.7%	44.8%	42.5%
Promotion and support of local activity centres	979	6.73	12.1%	48.3%	39.6%
Community consultation and engagement	1,085	6.70	15.2%	44.7%	40.1%
Council's work to protect and promote our unique built and cultural heritage	981	6.70	14.0%	46.2%	39.8%
How well Council encourages a healthy and active lifestyle through appropriate infrastructure, services, and advocacy	1,051	6.67	15.3%	45.7%	39.0%
Council assistance to get the support service you and your household need	1,012	6.62	14.0%	47.5%	38.5%
How well Council provides the services I need	1,064	6.57	16.0%	46.3%	37.7%
Foster local learning opportunities for all through appropriate infrastructure, services, and advocacy	956	6.56	15.5%	50.0%	34.5%
Representation, lobbying and advocacy	938	6.49	16.9%	47.3%	35.8%
The degree to which Council empowers the community to lead and form social connections	979	6.44	18.2%	48.8%	33.0%
The degree to which Council practises open and accessible government	968	6.42	17.5%	48.1%	34.4%
Council's making decisions in the interests of the community	1,075	6.41	18.5%	47.4%	34.1%
Maintaining community trust and confidence	1,048	6.38	18.1%	47.8%	34.1%
Responsiveness and agility in meeting community needs	1,047	6.28	19.7%	47.4%	32.9%
Council's accountability to the community for leadership and good governance	1,014	6.26	19.9%	47.9%	32.2%
Provision of opportunities for your voice to be heard on issues that are important to you	1,013	6.20	19.1%	47.6%	33.3%
Ability to take residents views into account when making decisions that affect them	1,017	6.12	19.6%	51.7%	28.7%
How well Council does with the money it has available	929	6.03	23.3%	45.8%	30.9%

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. It 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 2023, using the traditional door-to-door methodology.

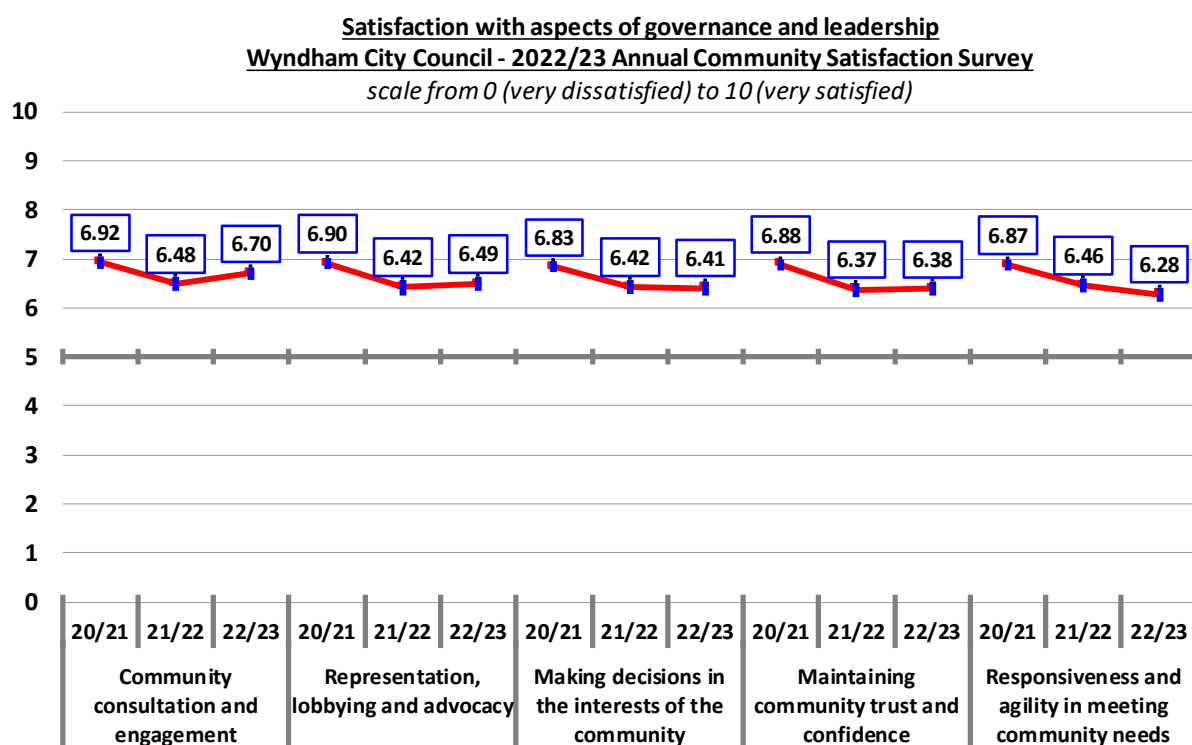
These five measures cover the core aspects of the leadership and governance performance of local government, including listening to the community, responding to the needs of the community, making decisions in the interests of the community, advocating on behalf of the community, and maintaining the community’s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

The average satisfaction with these five aspects of governance and leadership remained essentially stable this year for the City of Wyndham at 6.45 (up from 6.43), which remains a “solid” level of satisfaction.

This result was marginally lower than the long-term average satisfaction with these five aspects for the City of Wyndham since 203/14 of 6.62.

There was a small increase in satisfaction with community consultation and engagement (up 3.4%), representation, lobbying, and advocacy (up 1.1%), and maintaining community trust and confidence (up less than one percent).

There was a decline of less than one percent in Council performance making decisions in the interests of the community, and a decline of 2.8% in satisfaction with Council’s responsiveness and agility in meeting community needs.

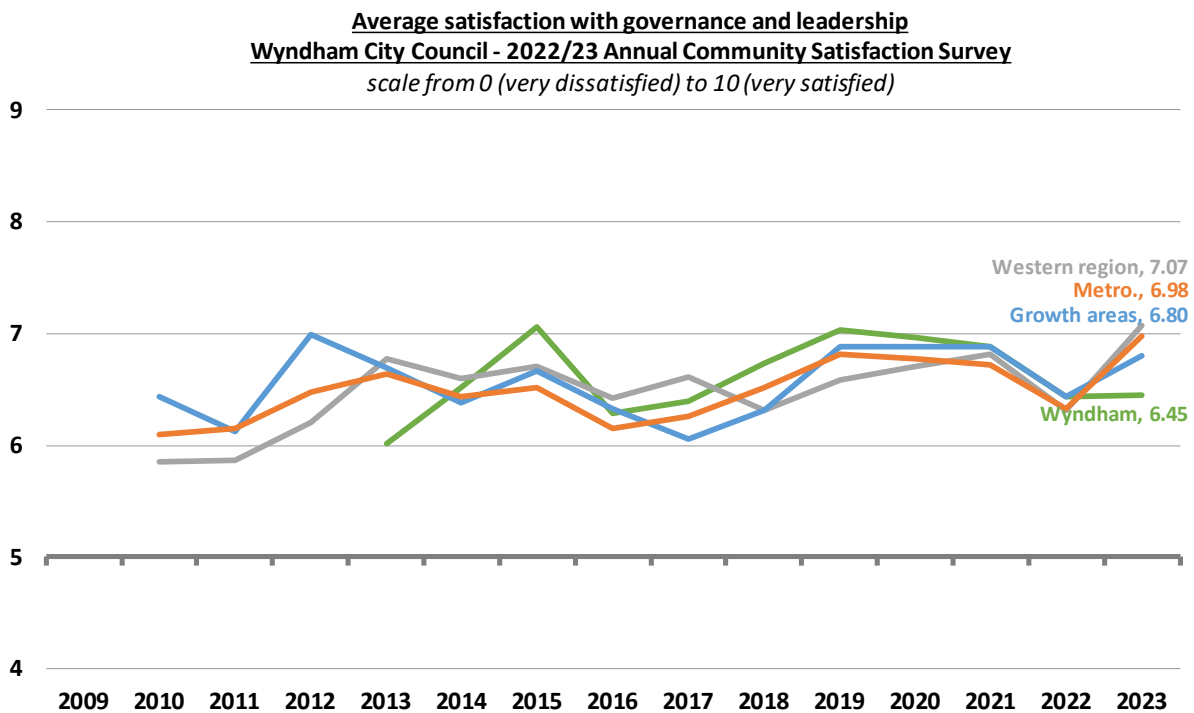


Particular attention is drawn to the continued decline in satisfaction with the responsiveness and agility of Council in meeting community needs, which has declined 11.9% since the peak in 2019/20 (prior to COVID-19), and which remains 4.6% below the long-term average satisfaction since 2013/14 of 6.58. It does appear likely that this aspect of governance and leadership is the most reflective of community concerns around population growth related issues.

As outlined in the following graph, it is noted that the metropolitan Melbourne, growth area councils', and western region councils' average satisfaction with the five core aspects of governance and leadership all increased somewhat this year, back to trend results following COVID-19 and the return to the door-to-door methodology for *Governing Melbourne*.

Metropolis Research does note, however, that the variation in satisfaction between the City of Wyndham and these comparison results is unlikely to reflect only the change in methodology. The last three surveys were all conducted using the telephone methodology, and only the 2021/22 and 2022/23 results were below trend for the City of Wyndham.

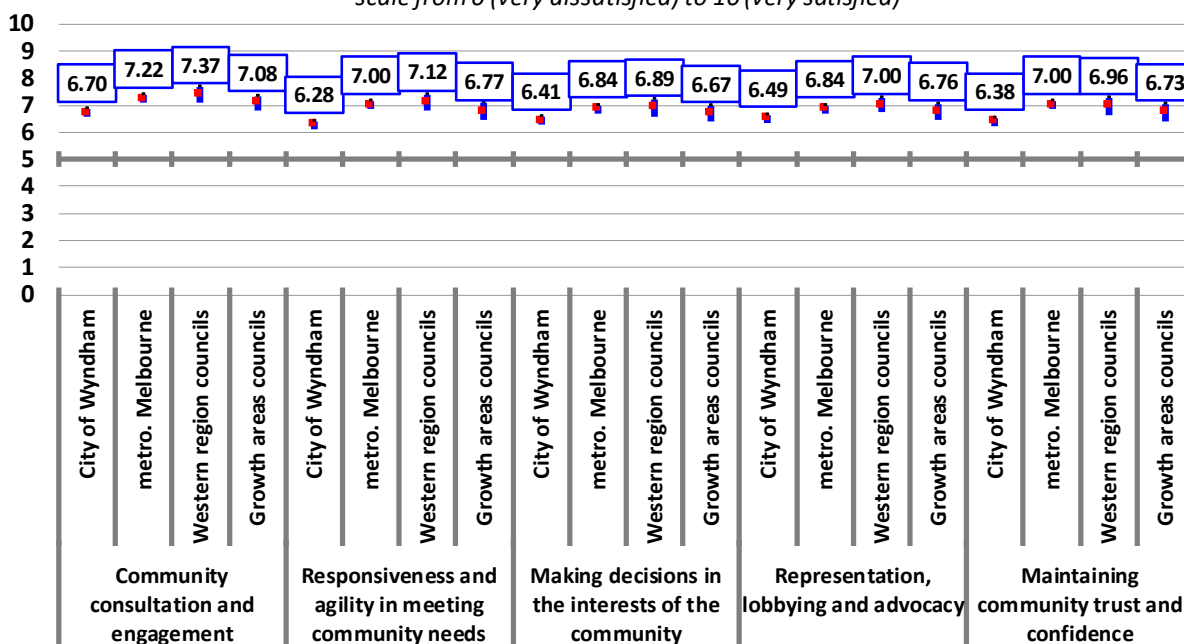
It does appear that satisfaction with Wyndham Council's governance and leadership performance did fall slightly behind the metropolitan Melbourne and other comparison results this year.



The following graph displays the comparison of satisfaction with all five core measures of governance and leadership for the City of Wyndham, and the *Governing Melbourne* comparison results. It is noted that satisfaction with all five measures was somewhat to measurably lower in the City of Wyndham this year.



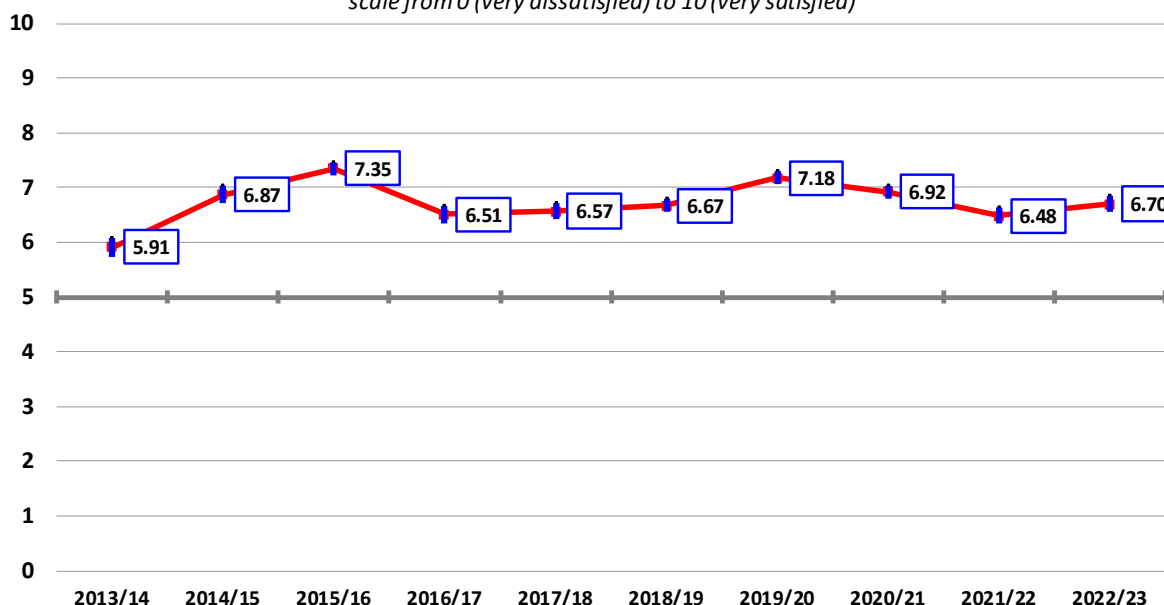
Satisfaction with aspects of Council performance
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



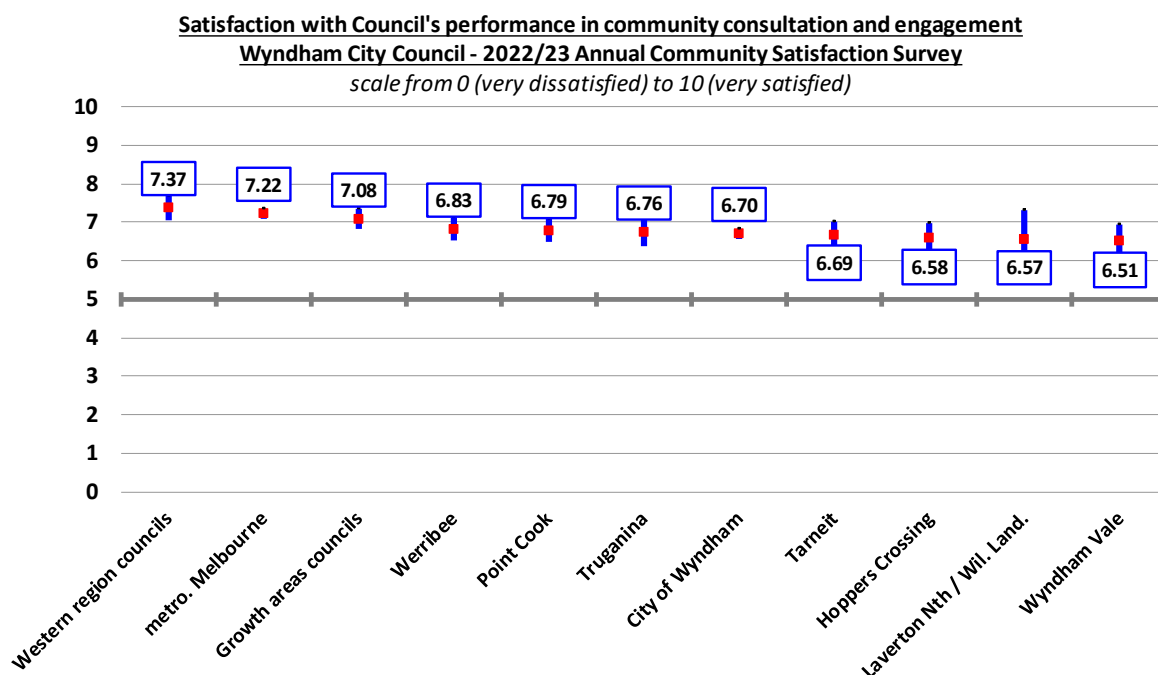
Community consultation and engagement

Satisfaction with Council’s community consultation and engagement performance increased somewhat, but not measurably this year, up 3.4% to 6.70, which is a “good”, up from a “solid” level of satisfaction. This result reflects return to the long-term average satisfaction with this variable since 2013/14 of 6.72, although it has fallen somewhat behind the metropolitan Melbourne average of 7.22, as recorded in *Governing Melbourne*.

Satisfaction with Council's performance in community consultation and engagement
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



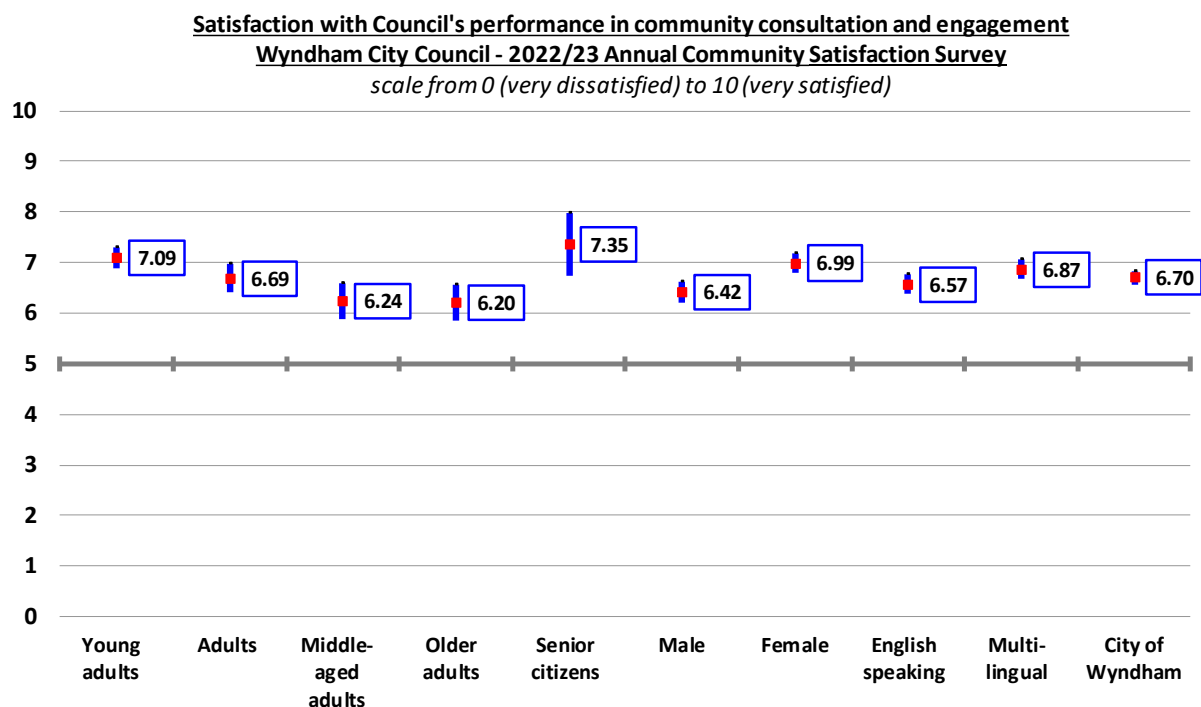
There was no statistically significant variation in satisfaction with community consultation and engagement observed across the seven precincts, with respondents in all precincts rating satisfaction at a “good” level.



There was notable variation in satisfaction with this aspect of performance observed by respondent profile.

- **Young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over)** – respondents were measurably more satisfied than average.
- **Middle-aged and older adults (aged 45 to 74 years)** – respondents were measurably less satisfied than average.
- **Gender** – female respondents were measurably more satisfied than males.
- **Language spoken at home** – respondents from multilingual households were notably, but not measurably more satisfied than respondents from English speaking households.





Making decisions in the interests of the community

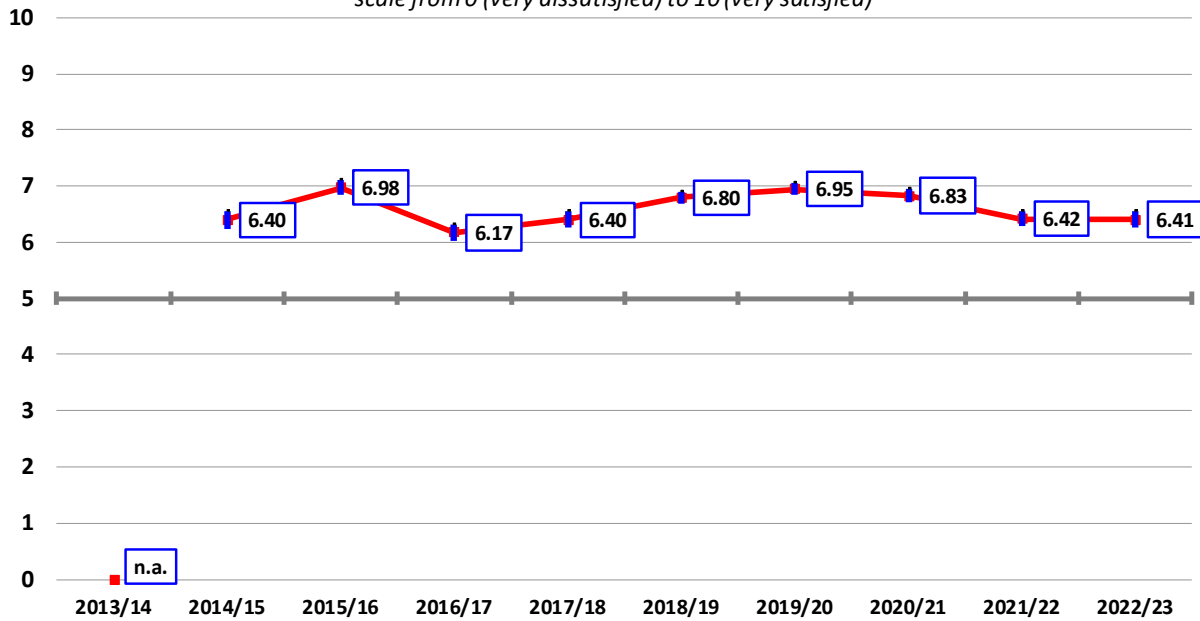
Satisfaction with Council’s performance making decisions in the interests of the community remained essentially stable this year at 6.41 (down from 6.42), which remains a “solid” level of satisfaction.

This result remains marginally below the long-term average satisfaction since 2014/15 of 6.59.

This result was measurably below both the metropolitan Melbourne (6.84) and western region councils’ (6.89) averages, but only marginally below the growth area council’s average of 6.67, as recorded in the 2023 *Governing Melbourne* research.

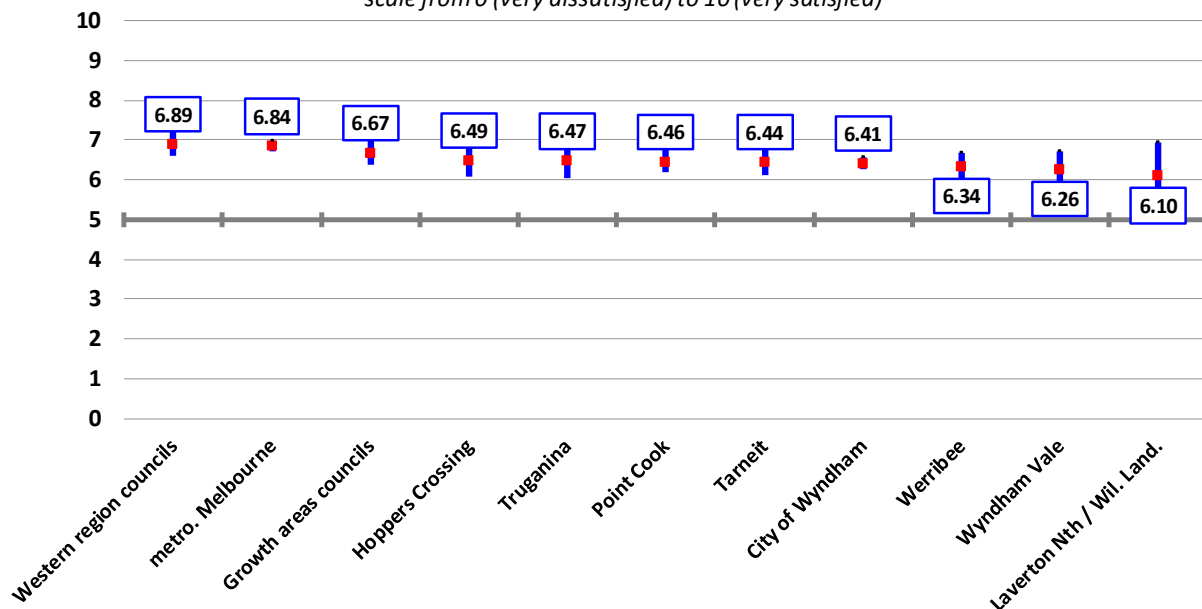


Satisfaction with Council making decisions in the interests of the community
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no statistically significant variation in satisfaction with this aspect of governance and leadership, with respondents in all seven precincts rating satisfaction at a “solid” level of satisfaction.

Satisfaction with Council making decisions in the interests of the community
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

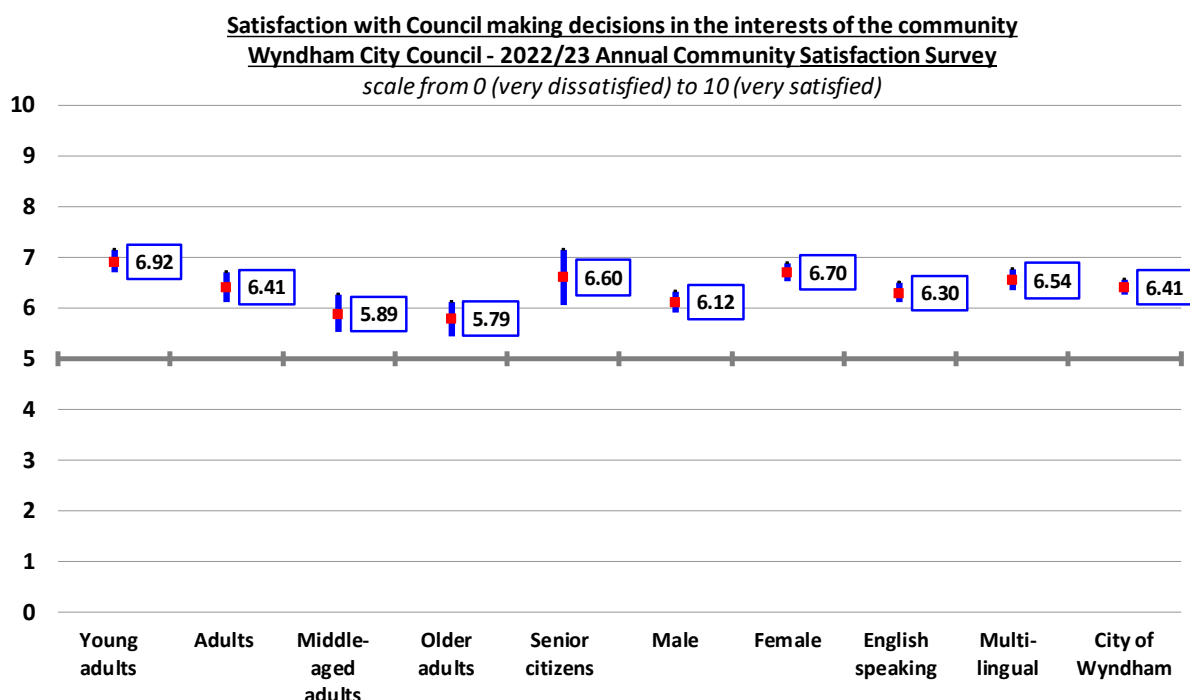


There was, however, notable variation in satisfaction with this aspect of performance observed by respondent profile.

- **Young adults (aged 18 to 34 years)** – respondents were measurably more satisfied than average.



- **Senior citizens (aged 75 years and over)** – respondents were notably, but not measurably more satisfied than average.
- **Middle-aged and older adults (aged 45 to 74 years)** – respondents were measurably less satisfied than average, and at “poor” levels of satisfaction.
- **Gender** – female respondents were measurably more satisfied than males.
- **Language spoken at home** – respondents from multilingual households were notably, but not measurably 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 with other levels of government and private organisations on key issues increased very marginally, but not measurably this year, up less than one percent to 6.49, although it remains at a “solid” level of satisfaction.

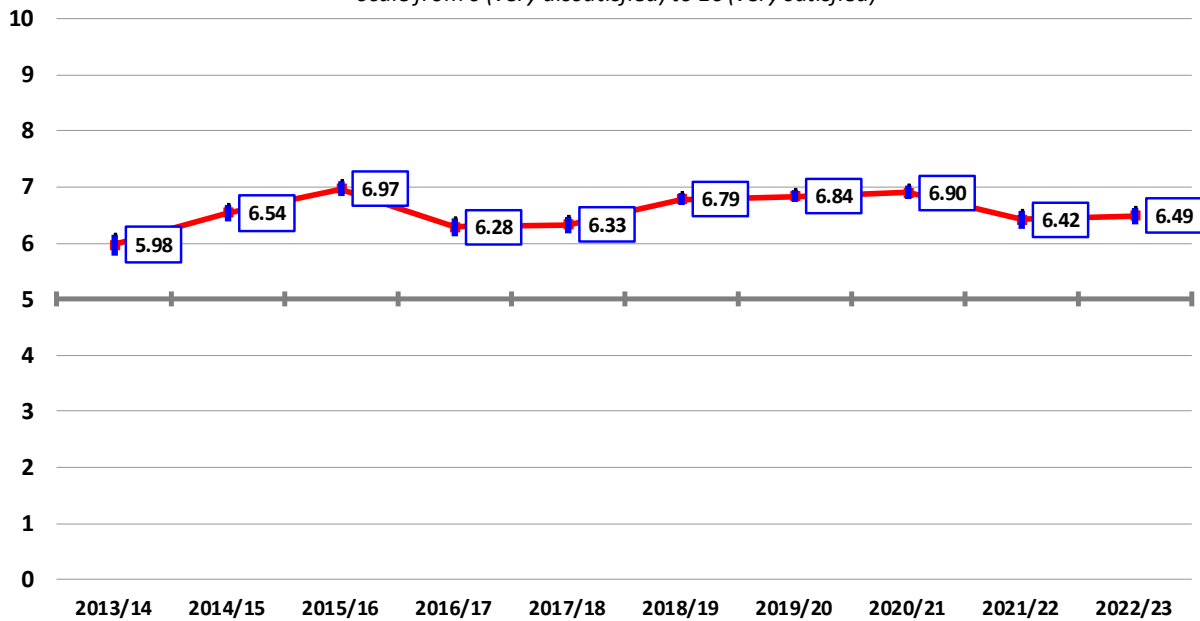
This result remains consistent with the long-term average satisfaction since 2013/14 of 6.55.

This result was measurably lower than both the metropolitan Melbourne and western region councils’ average satisfaction, although it was only somewhat lower than the growth area councils’ average of 6.76.

This result again reinforces the significant issues faced by growth area councils in advocating with other levels of government in relation to infrastructure and other requirements that flow from population growth in the local area. These factors do appear to play a substantive role in the lower-than-average satisfaction with many aspects of governance and leadership for the City of Wyndham when compared to the metropolitan Melbourne averages.

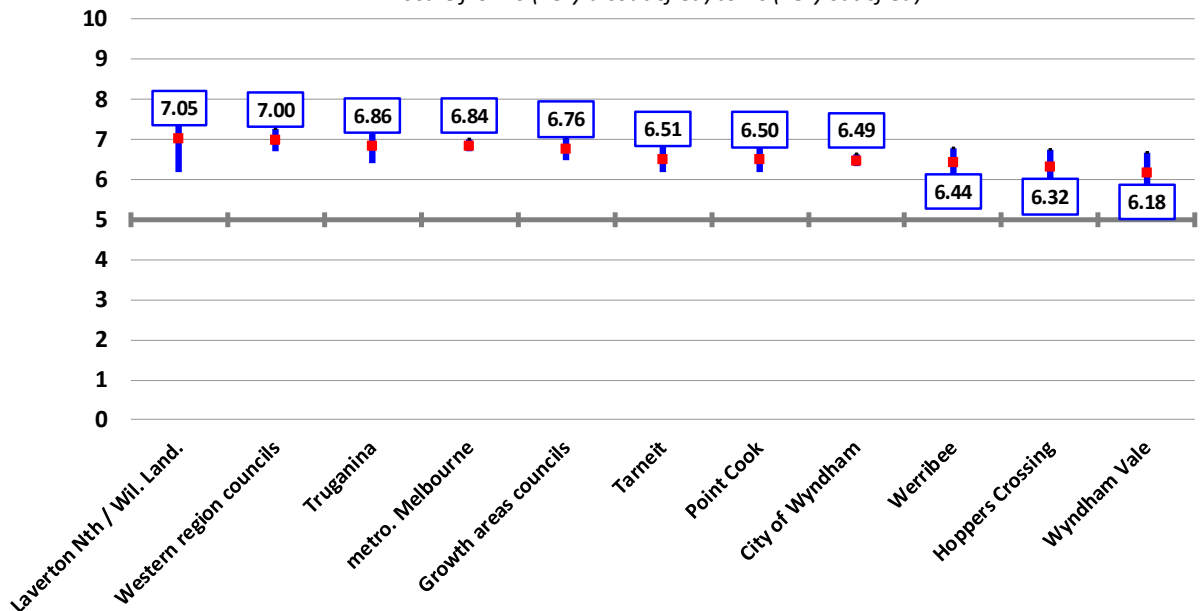


Satisfaction with Council's representation, lobbying and advocacy
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



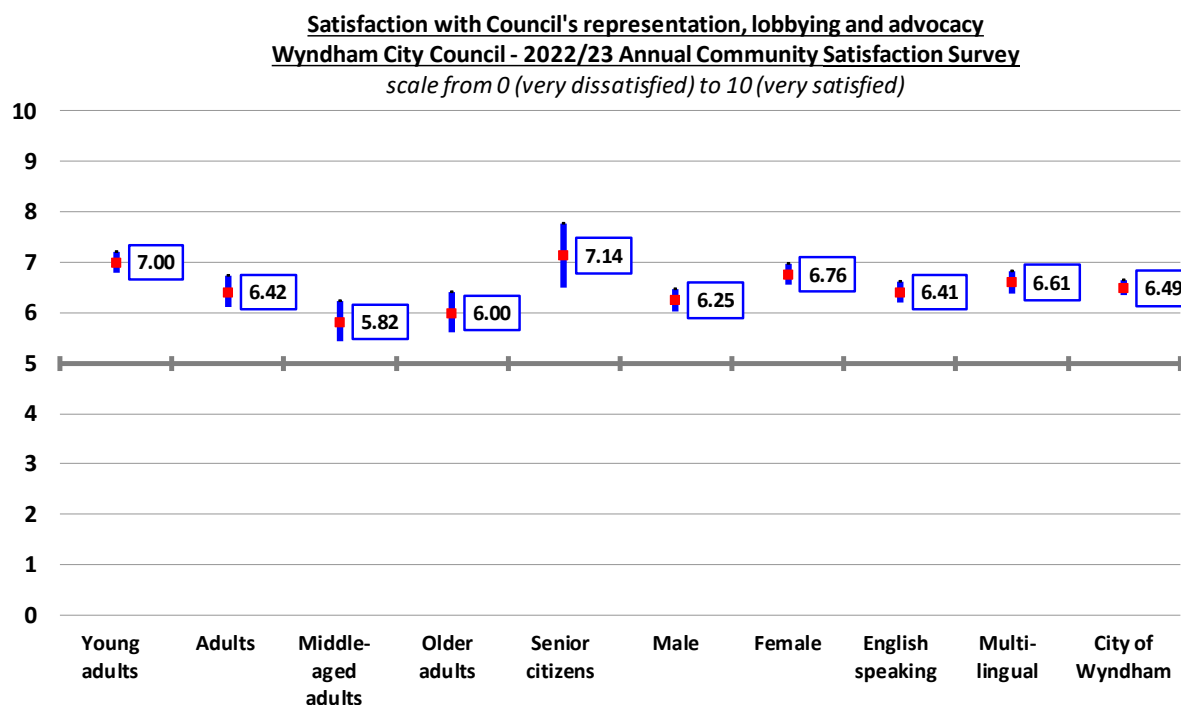
There was no statistically significant variation in satisfaction with this aspect of governance and leadership observed across the municipality, although it is noted that respondents from Laverton North / Williams Landing, Truganina, Tarneit, and Point Cook, on average, rated satisfaction at “good” rather than “solid” levels of satisfaction.

Satisfaction with Council's representation, lobbying and advocacy
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was, however, notable variation in satisfaction with this aspect of performance observed by respondent profile.

- **Young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over)** – respondents were measurably more satisfied than average.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably less satisfied than average, and at a “poor” level of satisfaction.
- **Older adults (aged 60 to 74 years)** – respondents were notably but not measurably less satisfied than average.
- **Gender** – female respondents were measurably more satisfied than males.
- **Language spoken at home** – respondents from multilingual households were somewhat, but not measurably more satisfied than respondents from English speaking households.



Responsiveness and agility of Council in meeting community needs

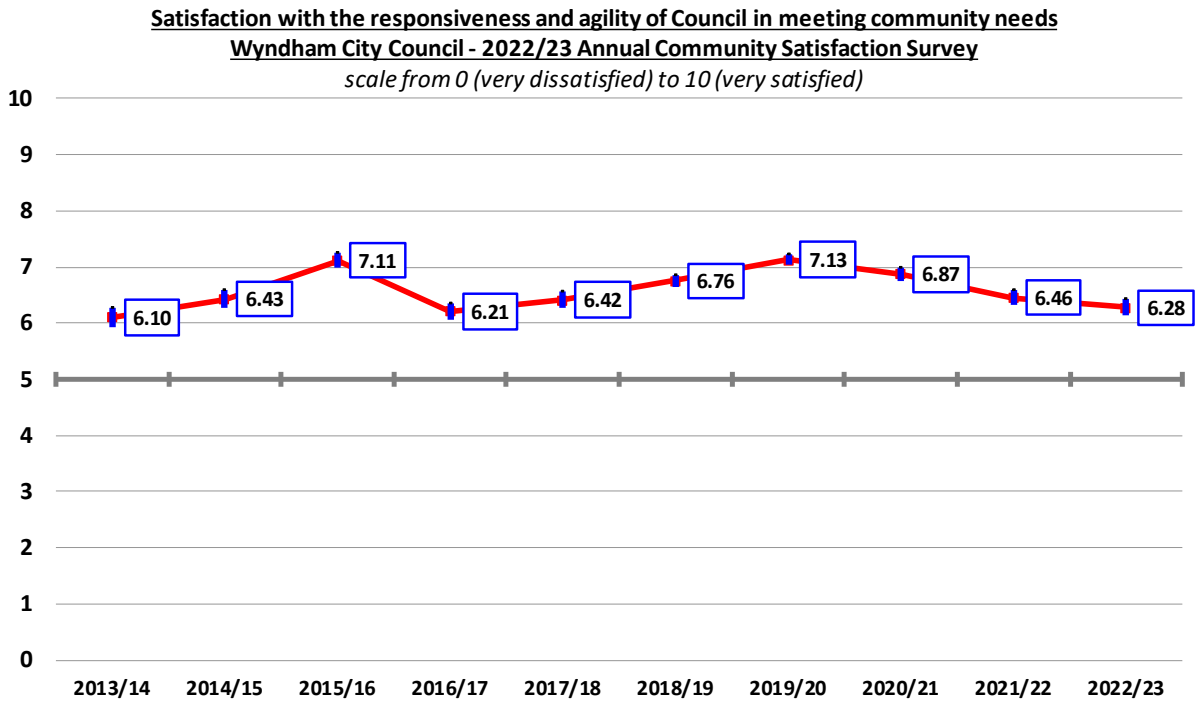
Satisfaction with the responsiveness and agility of Council in meeting community needs declined for the third consecutive year, down 2.8% this year, and down 11.9% since the most recent high point of 7.13 recorded in 2019/20.

This result remains below the long-term average satisfaction since 2013/14 of 6.58.

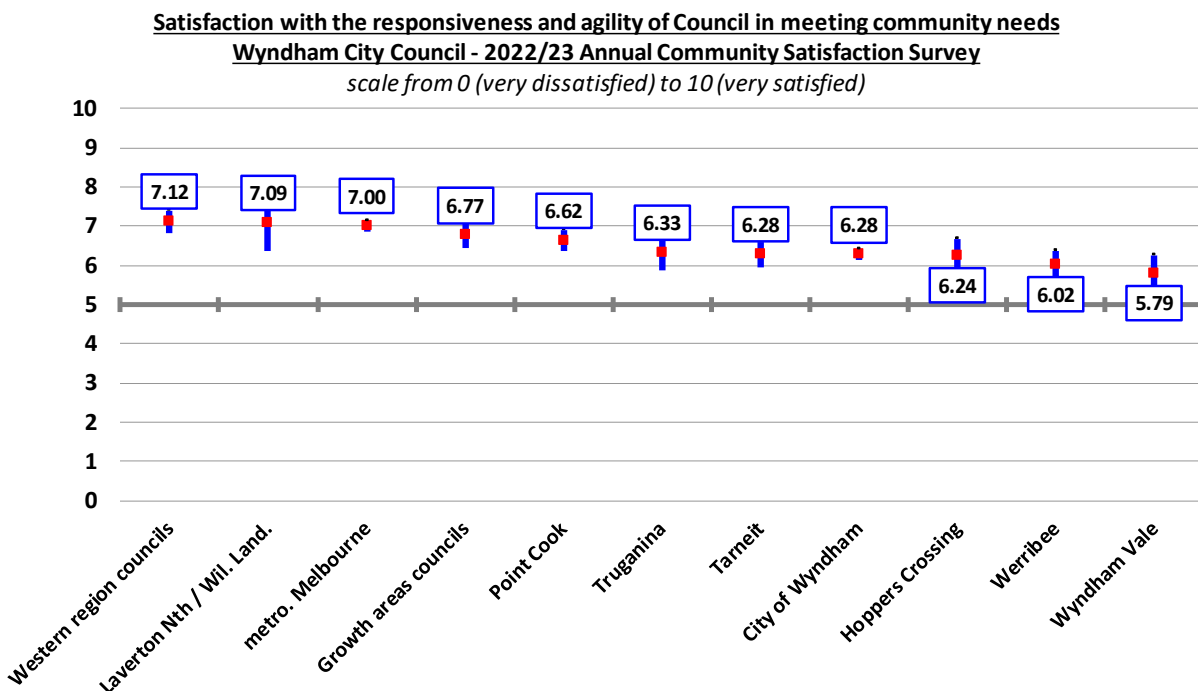
This result was measurably lower than both the metropolitan Melbourne and western region councils’ average satisfaction, although it was only somewhat lower than the growth area councils’ average of 6.77.



This result again reinforces the significant issues faced by growth area councils in meeting community needs that flow from population growth in the local area. These factors do appear to play a substantive role in the lower-than-average satisfaction with many aspects of governance and leadership for the City of Wyndham when compared to the metropolitan Melbourne averages.

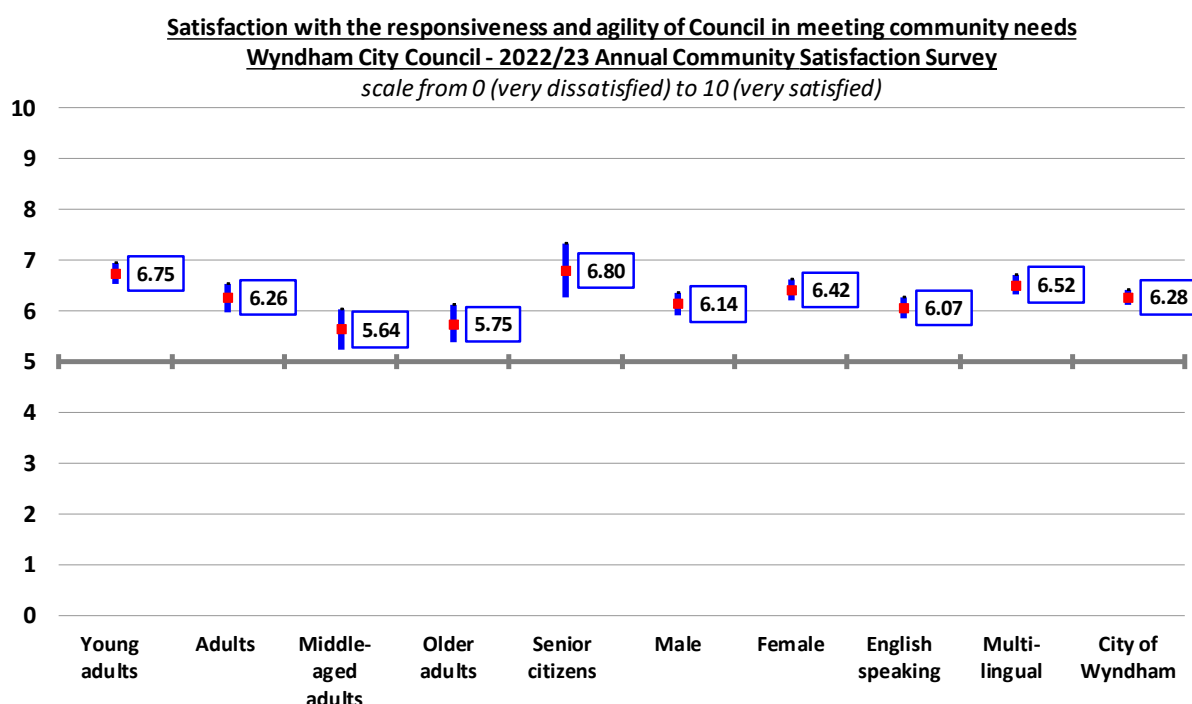


There was statistically significant variation in satisfaction with this aspect observed across the municipality, with respondents from Laverton North / Williams Landing and Point Cook somewhat more satisfied than average and at “good” levels, whilst those from Werribee and Wyndham Vale were somewhat less satisfied and at “solid” and “poor” levels respectively.



There was notable variation in satisfaction with this aspect of performance observed by respondent profile.

- **Young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over)** – respondents were measurably more satisfied than average.
- **Middle-aged and older adults (aged 45 to 74 years)** – respondents were measurably less satisfied than average, and at “poor” levels of satisfaction.
- **Gender** – female respondents were notably more satisfied than males.
- **Language spoken at home** – respondents from multilingual households were measurably more satisfied than respondents from English speaking households.



Maintaining trust and confidence of the local community

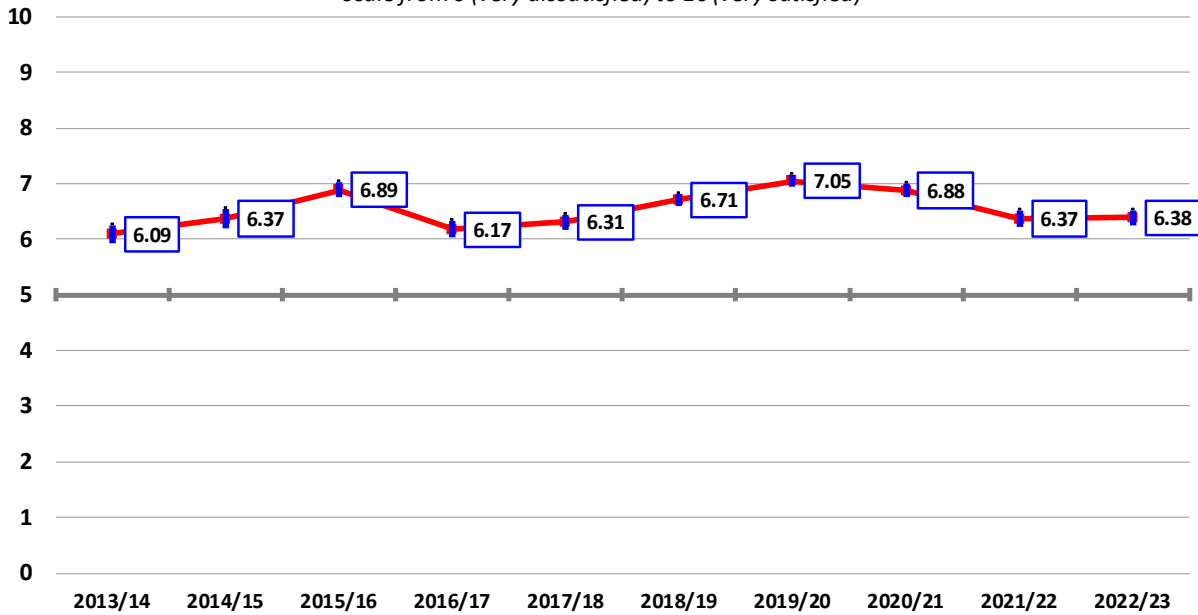
Satisfaction with Council’s performance in maintaining the trust and confidence of the local community remained essentially stable this year at 6.38 (up from 6.37), which remains a “solid” level of satisfaction.

This result remains marginally below the long-term average satisfaction since 2013/14 of 6.52.

This result was measurably lower than both the metropolitan Melbourne and western region councils’ average satisfaction, although it was only somewhat lower than the growth area councils’ average of 6.73.

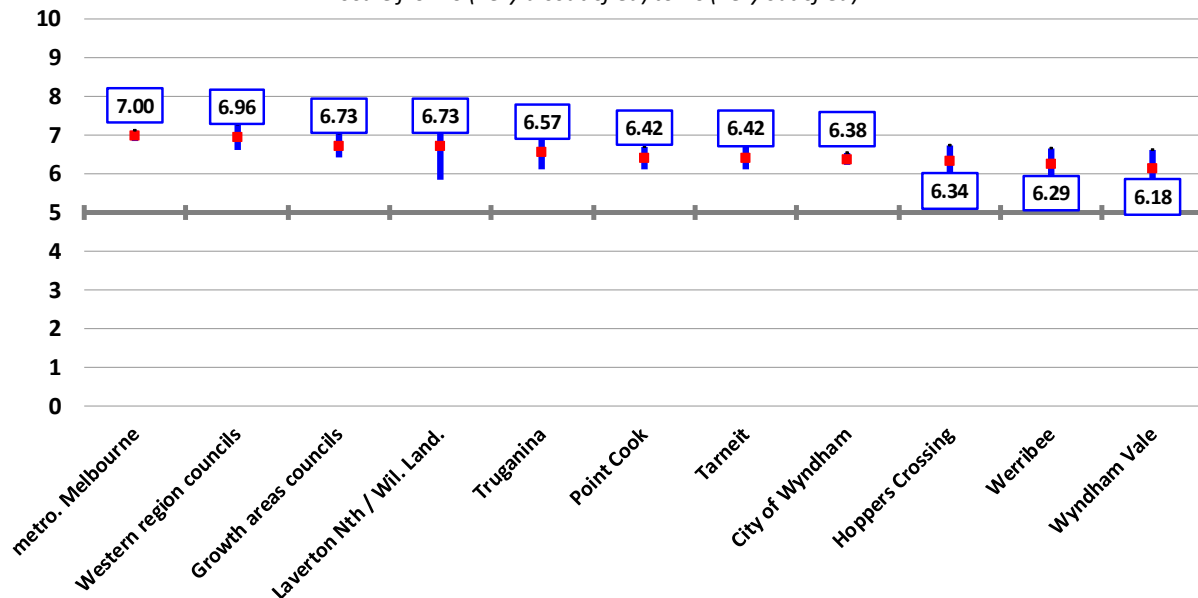


Satisfaction with performance in maintaining trust and confidence of local community
Wyndham City Council - 2022/23 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



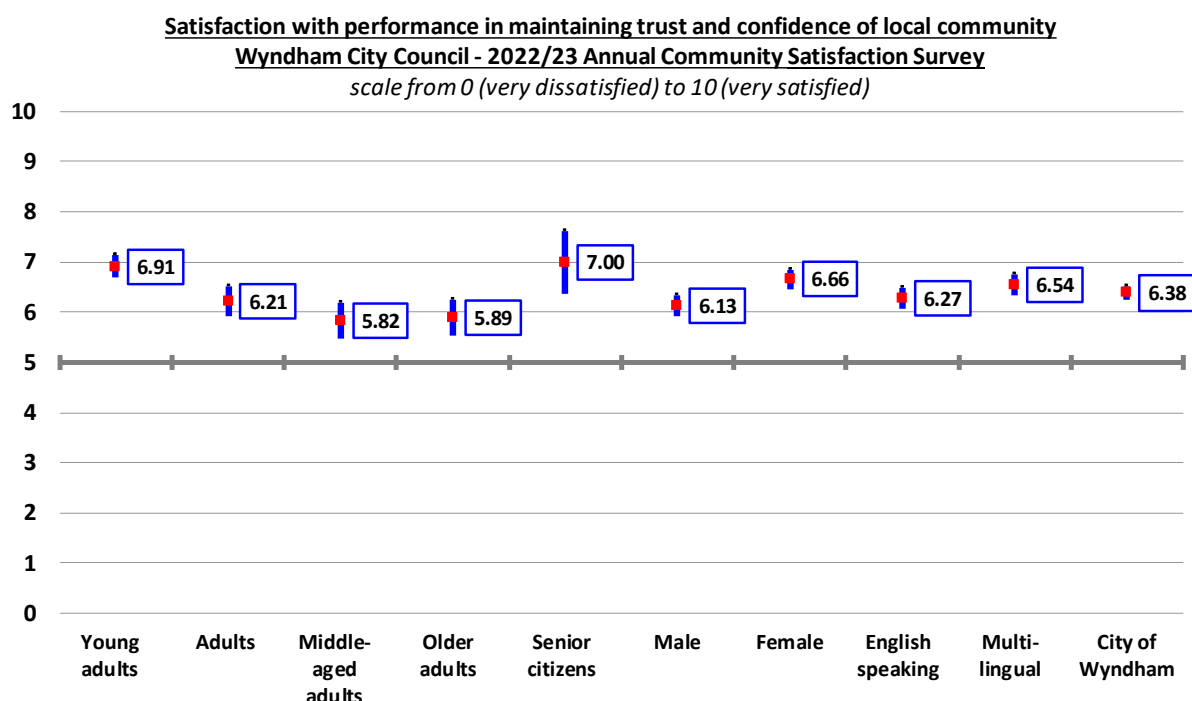
There was no statistically significant variation in satisfaction with this aspect of performance observed across the municipality, although it is noted that respondents from Laverton North / Williams Landing and Truganina, on average, rated satisfaction at “good” rather than “solid” levels of satisfaction.

Satisfaction with performance in maintaining trust and confidence of local community
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was, however, notable variation in satisfaction with this aspect of performance observed by respondent profile.

- **Young adults (aged 18 to 34 years)** – respondents were measurably more satisfied than average.
- **Senior citizens (aged 75 years and over)** – respondents were notably, but not measurably more satisfied than average.
- **Middle-aged and older adults (aged 45 to 74 years)** – respondents were measurably less satisfied than average, and at “poor” levels of satisfaction.
- **Gender** – female respondents were measurably more satisfied than males.
- **Language spoken at home** – respondents from multilingual households were somewhat, but not measurably more satisfied than respondents from English speaking households.

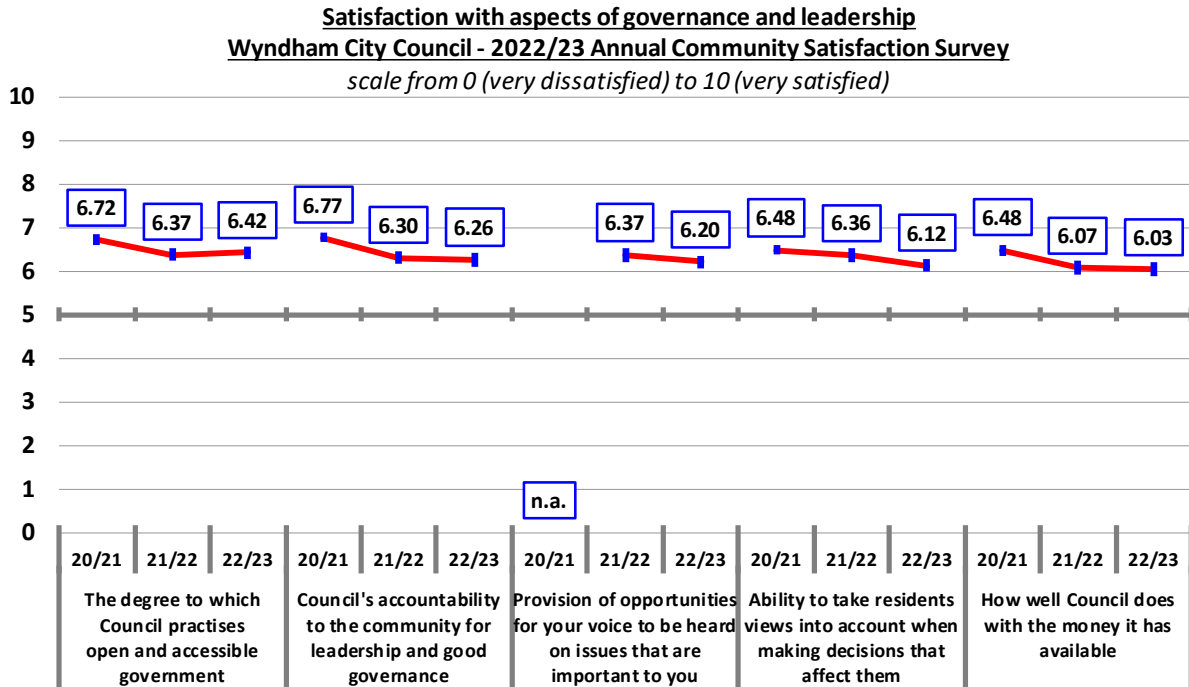


Satisfaction with alternative measures of governance and leadership

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.

Of these five measures, the average satisfaction with one increased marginally, whilst the average satisfaction with four declined somewhat. Satisfaction with all five alternative measures of governance and leadership remained at “solid” levels, and all remained below the results recorded in 2020/21.

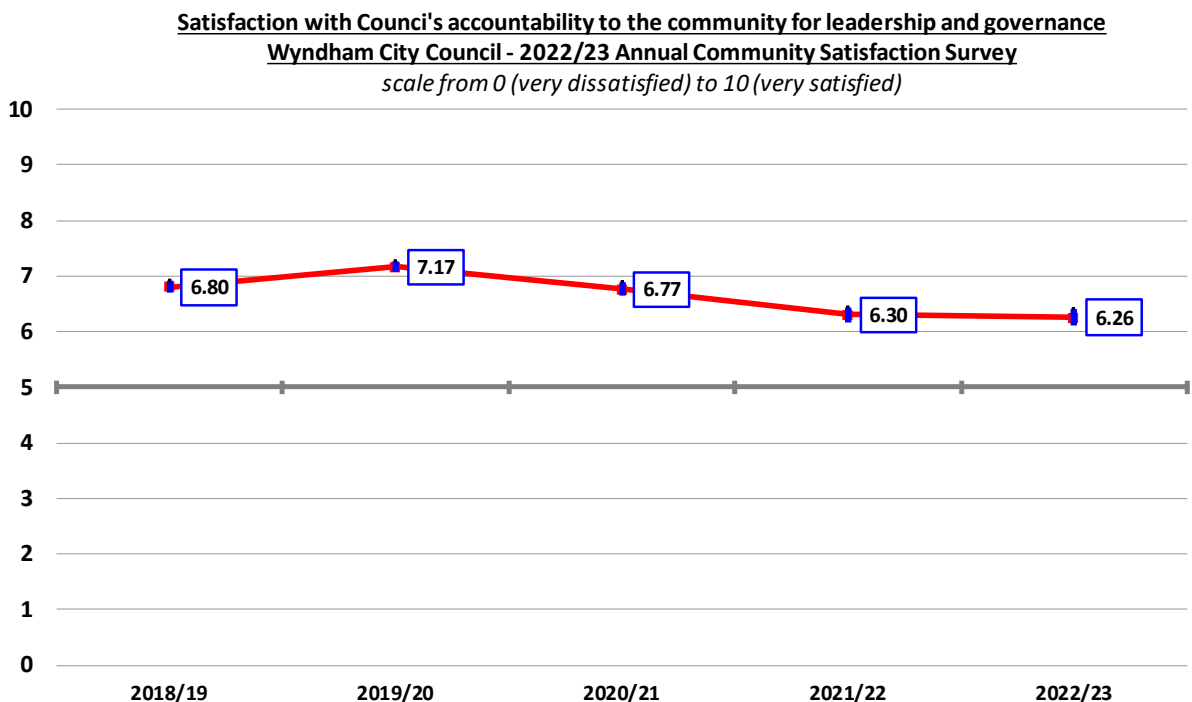




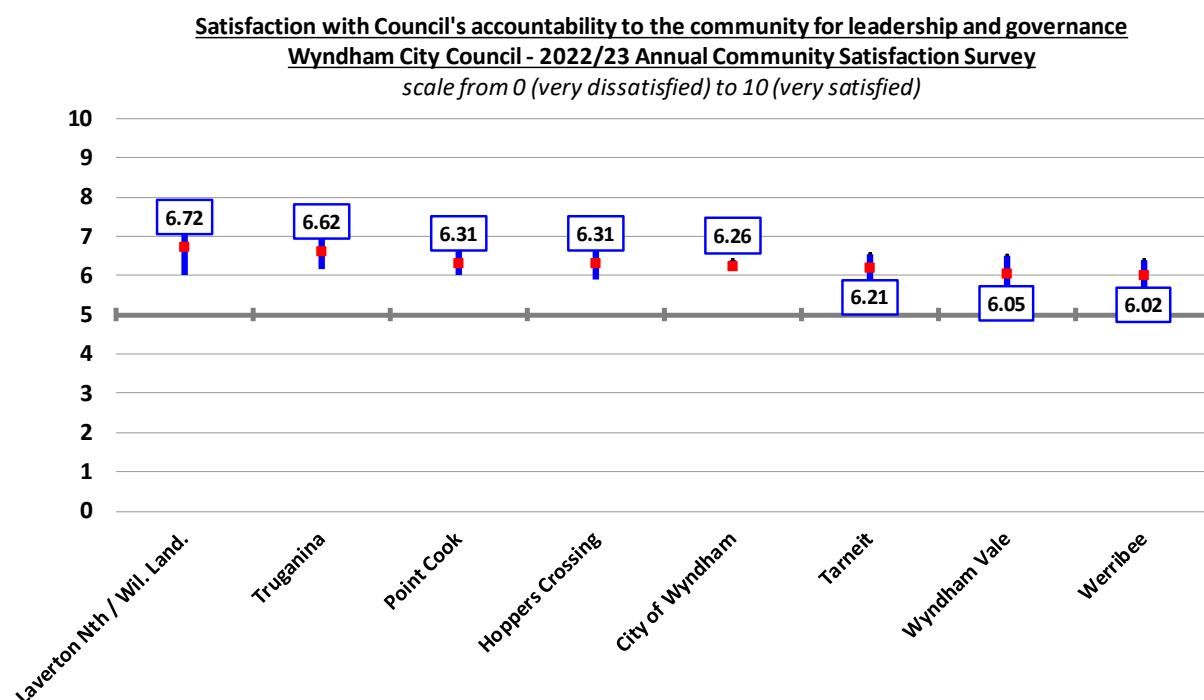
Council’s accountability to the community for leadership and good governance

Satisfaction with Council’s accountability to the community for leadership and good governance remained essentially stable this year, down less than one percent to 6.26.

This was the lowest score recorded since it was included in 2018/19 and lower than the long-term average satisfaction since 2018/19 of 6.66.



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 Truganina rated satisfaction, on average, at “good” rather than “solid” levels of satisfaction.

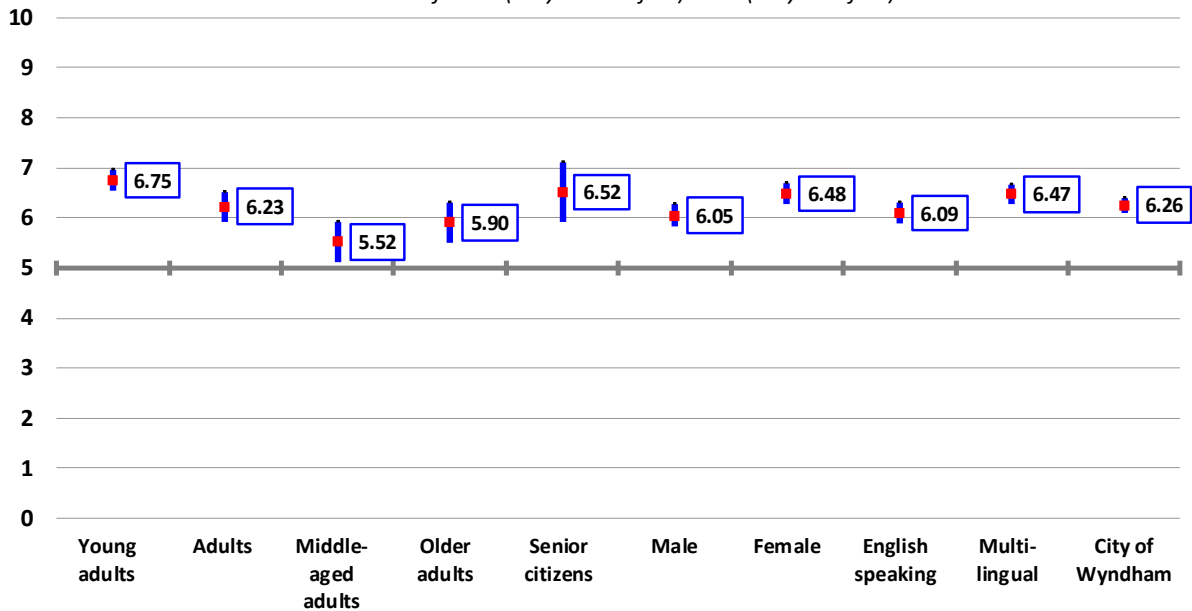


Consistent with the results for most aspects of governance and leadership, there was measurable variation observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were measurably more satisfied than average and at a “good” level of satisfaction.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat, but not measurably more satisfied than average.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably less satisfied than average, and at a “poor” level of satisfaction.
- **Older adults (aged 60 to 74 years)** – respondents were somewhat, but not measurably less satisfied than average and at a “poor” level of satisfaction.
- **Gender** – female respondents were measurably more satisfied than males.
- **Language spoken at home** – respondents from multilingual households were somewhat, but not measurably more satisfied than respondents from English speaking households.



Satisfaction with Council's accountability to the community for leadership and governance
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

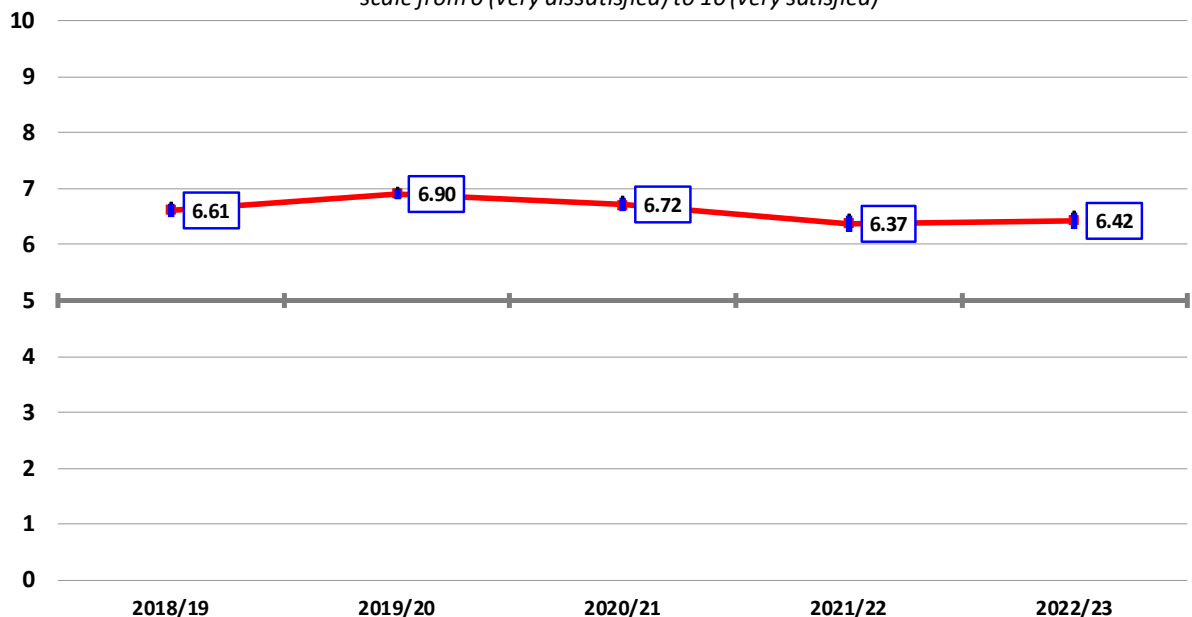


Council practices open and accessible government

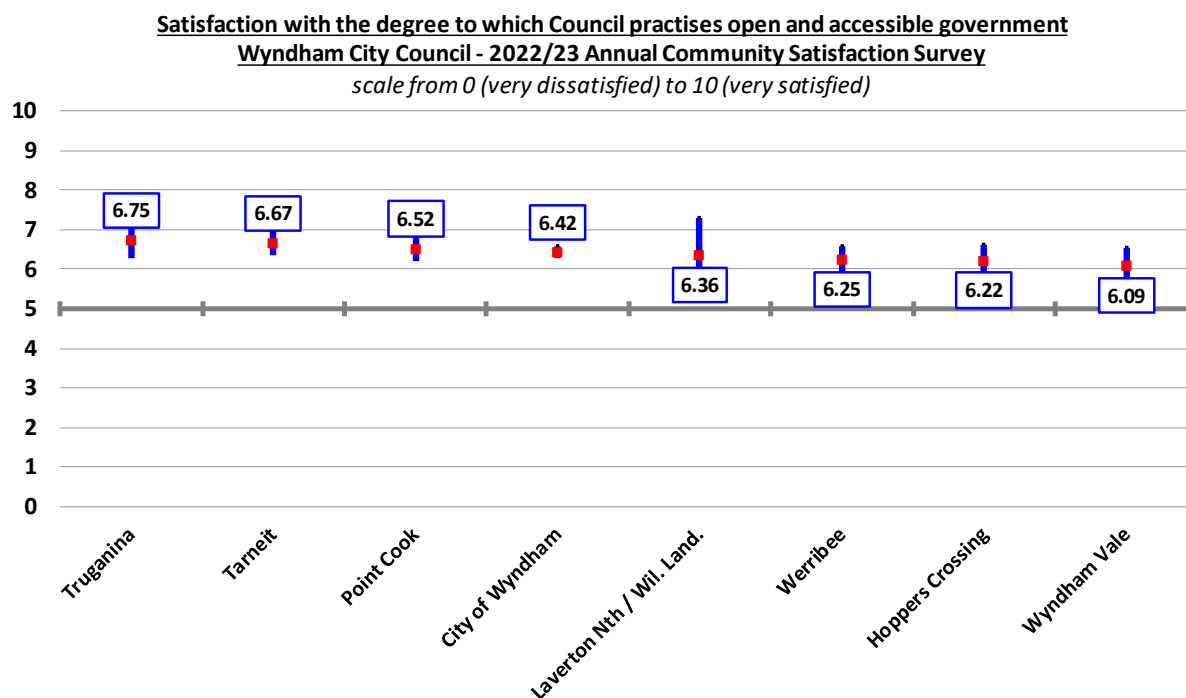
Satisfaction with the degree to which Council practices open and accessible government increased very marginally, but not measurably this year, up less than one percent to 6.42, although it remains at a “solid” level of satisfaction.

This result remains somewhat lower than the long-term average satisfaction since 2018/19 of 6.61.

Satisfaction with the degree to which Council practises open and accessible government
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Whilst there was no statistically significant variation in satisfaction with this aspect of performance observed across the municipality, it is noted that, on average, respondents from Truganina, Tarneit, and Point Cook rated satisfaction at “good” rather than “solid” levels.



Consistent with the results for most aspects of governance and leadership, there was measurable variation observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were measurably more satisfied than average and at a “good” level of satisfaction.
- **Middle-aged and older adults (aged 45 to 74 years)** – respondents were somewhat, but not measurably less satisfied than average, and at “poor” levels of satisfaction.
- **Gender** – female respondents were somewhat, but not measurably more satisfied than males.
- **Language spoken at home** – respondents from multilingual households were somewhat, but not measurably more satisfied than respondents from English speaking households.



Satisfaction with the degree to which Council practises open and accessible government
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

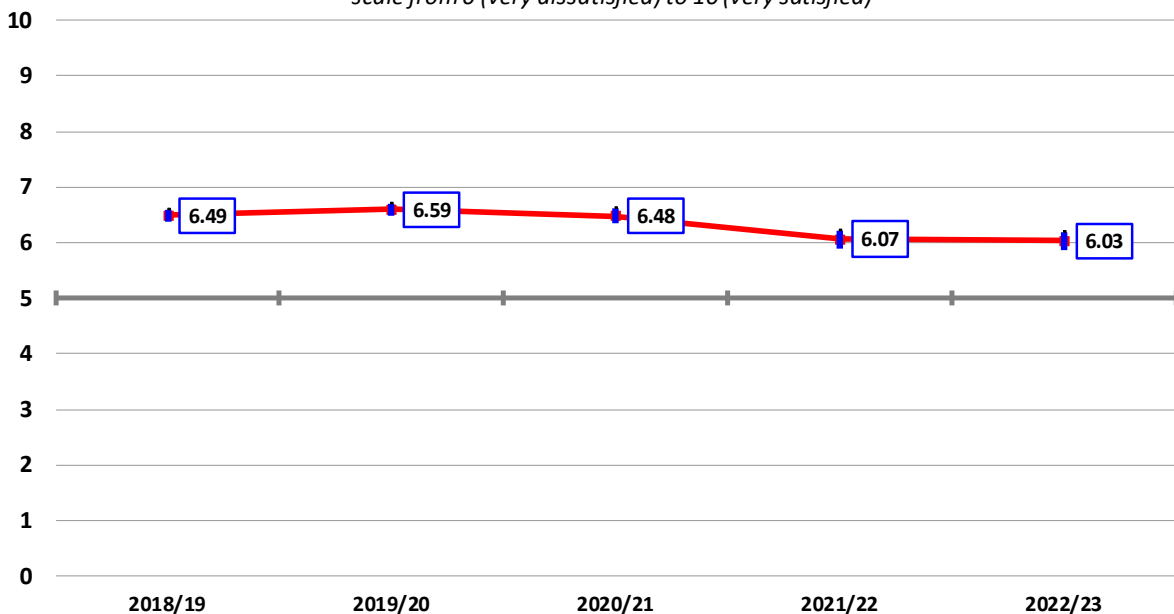


How well Council does with the money it has available

Satisfaction with how well Council does with the money it has available remained essentially stable this year, down less than one percent to 6.03, which remains a “solid” level.

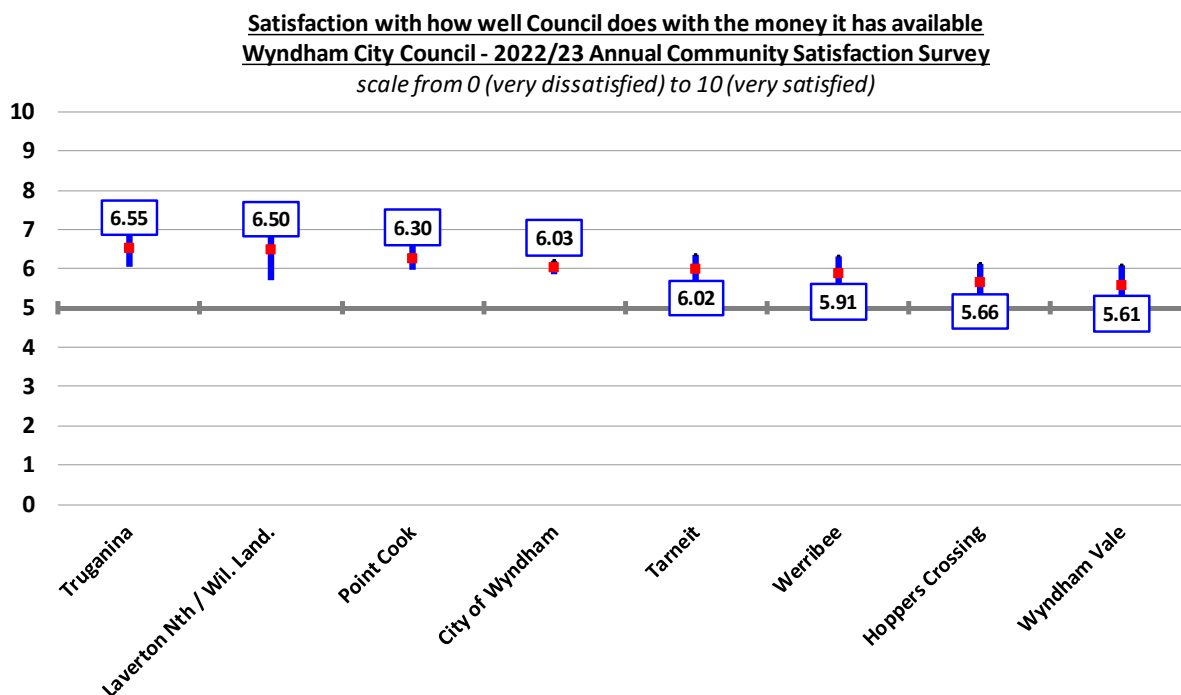
This was the lowest score recorded for this variable since its inclusion in the survey in 2018/19 and remains lower than the long-term average satisfaction since 2018/19 of 6.33.

Satisfaction with how well Council does with the money it has available
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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

It is noted that respondents from Truganina and Laverton North / Williams landing, on average, rated satisfaction at “good” levels, and respondents from Werribee, Hoppers Crossing, and Wyndham Vale rated satisfaction at “poor” levels.

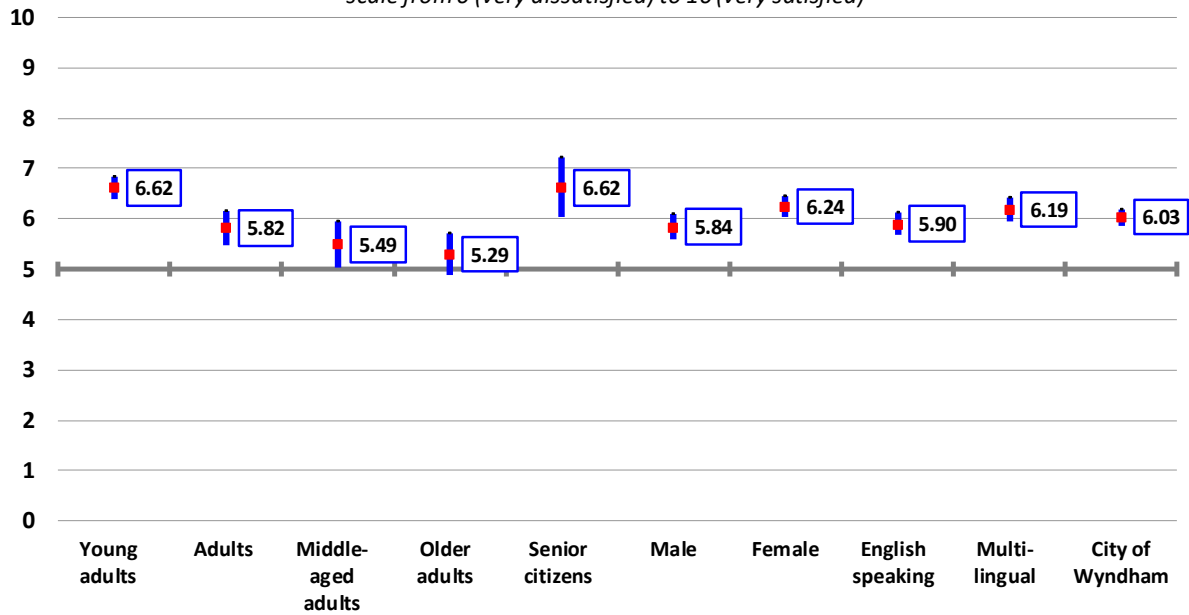


Consistent with the results for most aspects of governance and leadership, there was measurable variation observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over)** – respondents were measurably more satisfied than average and at “good” levels.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were somewhat, but not measurably less satisfied than average, and at a “poor” level of satisfaction.
- **Older adults (aged 60 to 74 years)** – respondents were measurably less satisfied than average and at a “poor” level of satisfaction.
- **Gender** – female respondents were somewhat, but not measurably more satisfied than males.
- **Language spoken at home** – respondents from multilingual households were somewhat, but not measurably more satisfied than respondents from English speaking households.



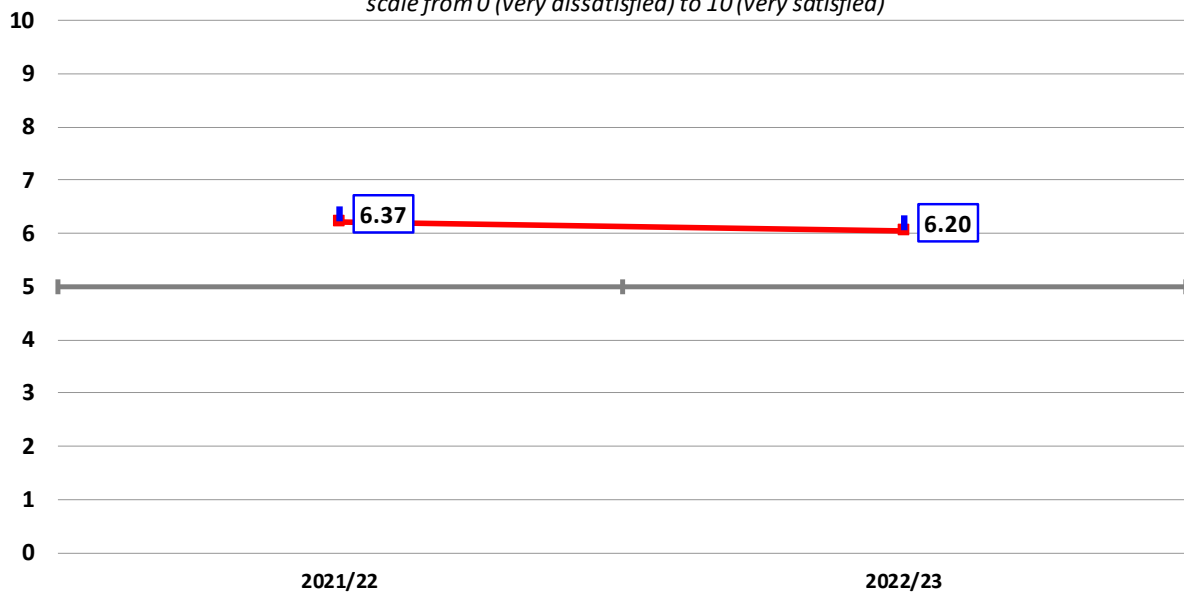
Satisfaction with how well Council does with the money it has available
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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

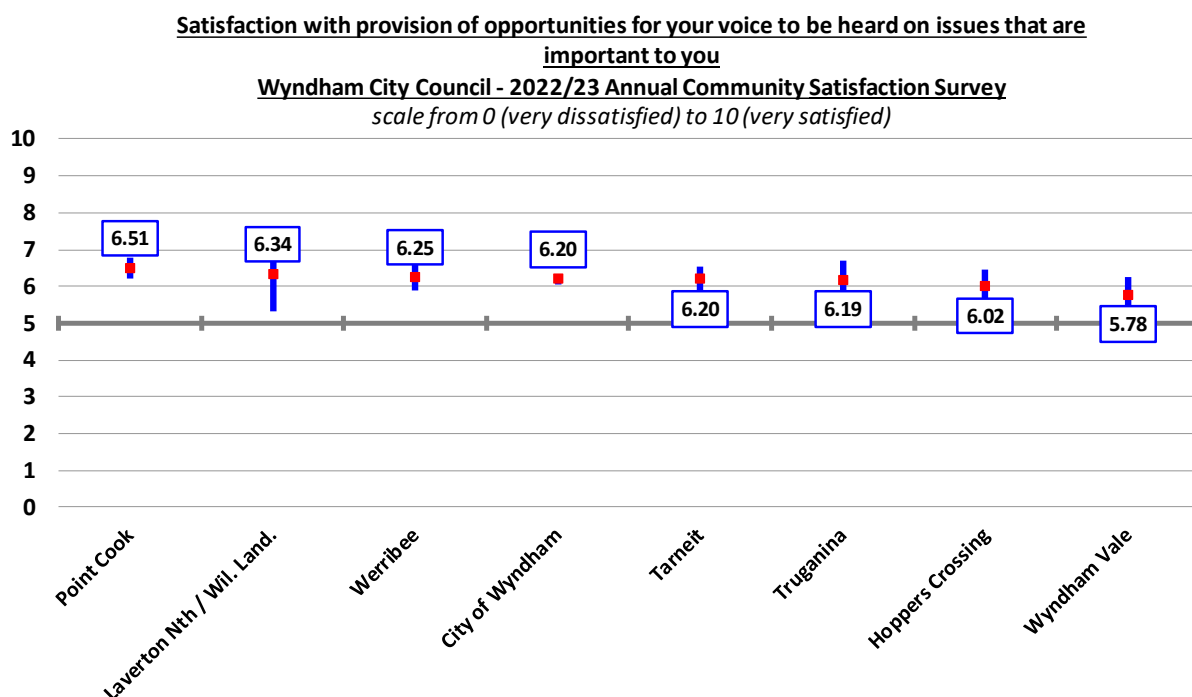
Satisfaction with the provision of opportunities for respondents’ voice to be heard on issues that are important to them declined marginally, but not measurably this year, down 2.7% to 6.20, although it remains at a “solid” level.

Satisfaction with provision of opportunities for your voice to be heard on issues that are important to you
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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

It is noted, however, that respondents from Point Cook, on average, rated satisfaction at a “good” level, and respondents from Wyndham Vale rated satisfaction at a “poor” level.

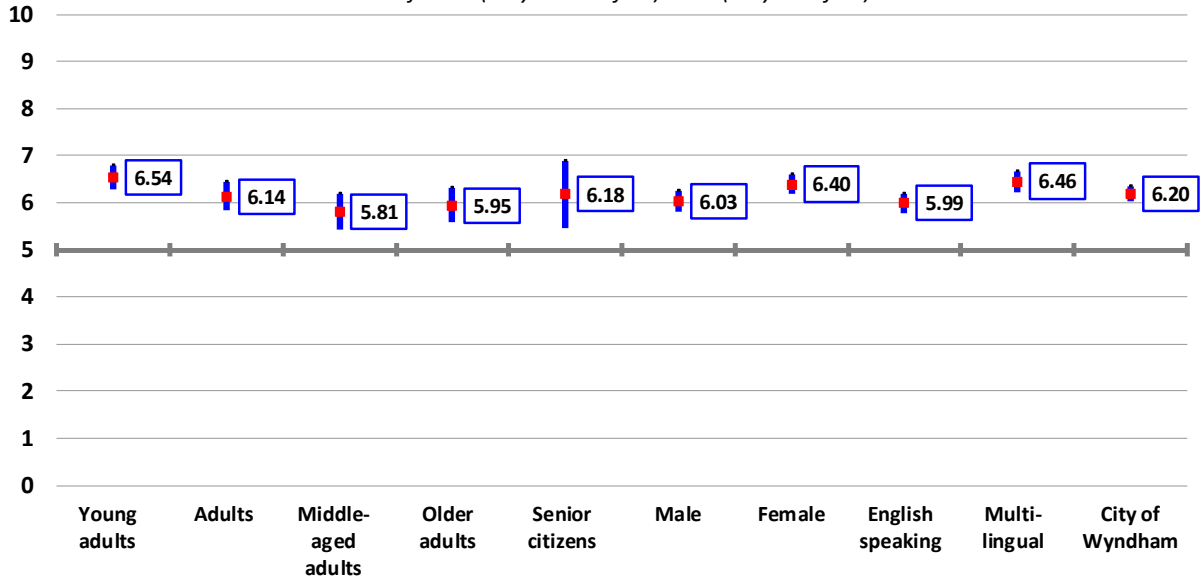


Consistent with the results for most aspects of governance and leadership, there was measurable variation observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were notably, but not measurably more satisfied than average and at a “good” level.
- **Middle-aged and older adults (aged 45 to 74 years)** – respondents were somewhat, but not measurably less satisfied than average, and at “poor” levels of satisfaction.
- **Gender** – female respondents were somewhat, but not measurably more satisfied than males.
- **Language spoken at home** – respondents from multilingual households were measurably more satisfied than respondents from English speaking households.



Satisfaction with provision of opportunities for your voice to be heard on issues that are important to you
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

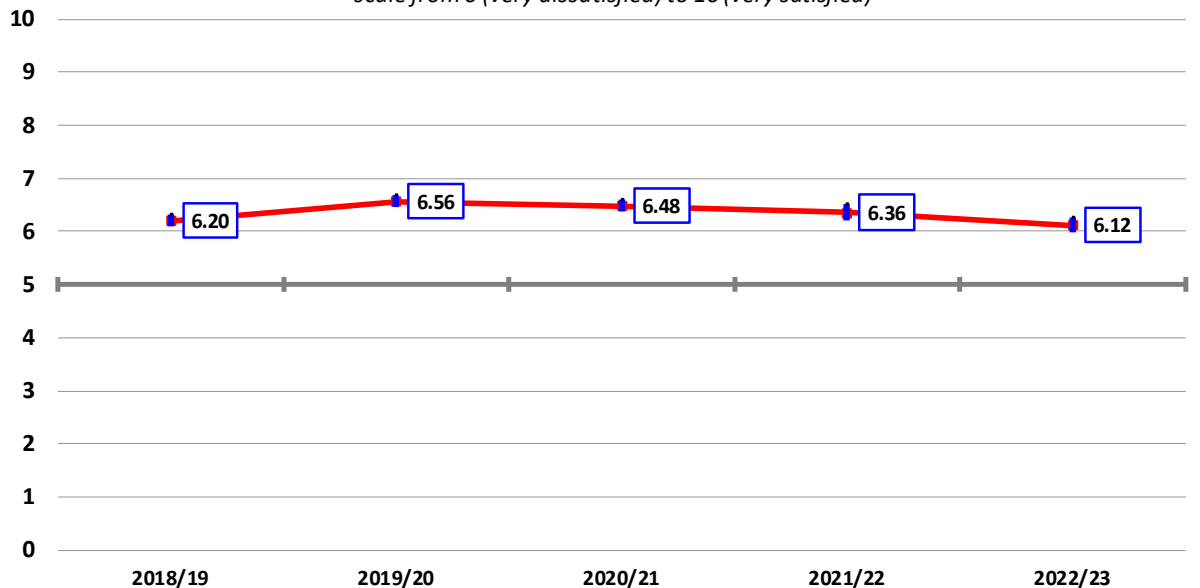


Ability to take residents views into account when making decisions that affect them

Satisfaction with Council’s ability to take residents’ views into account when making decisions that affect them declined somewhat, but not measurably this year, down 3.8% to 6.12, although it remains at a “good” level.

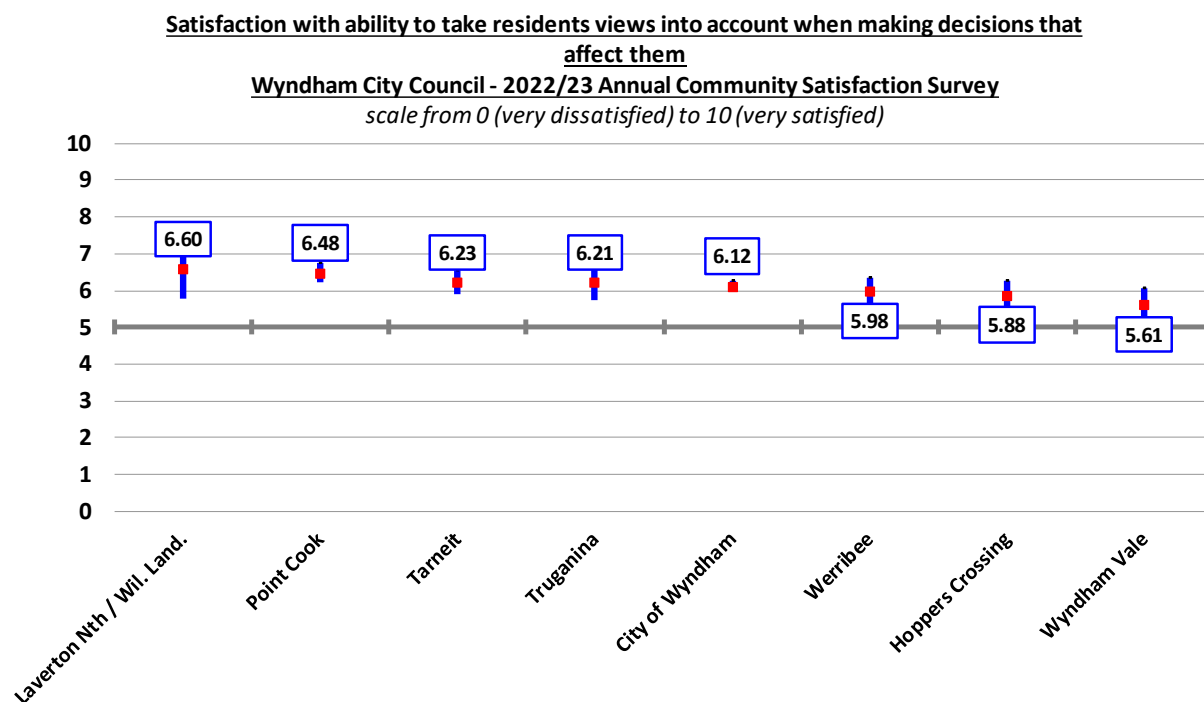
This result was lower than the long-term average satisfaction since 2018/19 of 6.35.

Satisfaction with ability to take residents views into account when making decisions that affect them
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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

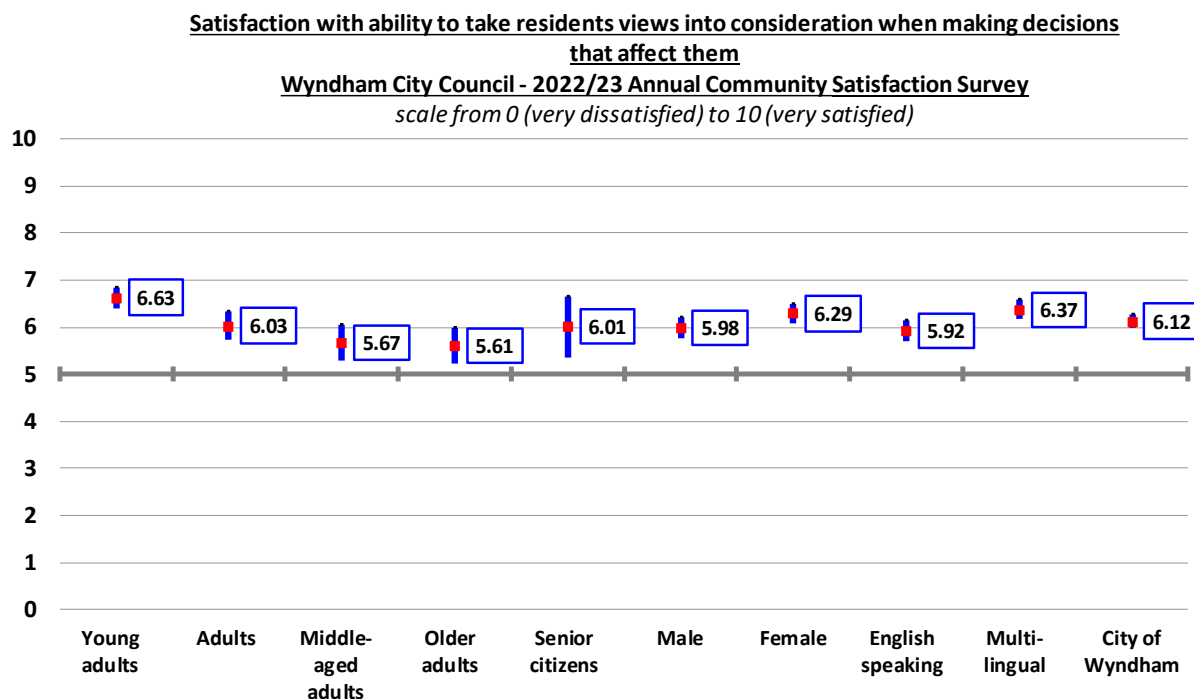
It is noted, however, that respondents from Laverton North / Williams Landing, on average, rated satisfaction at a “good” level, and respondents from Werribee, Hoppers Crossing, and Wyndham Vale rated satisfaction at “poor” levels.



Consistent with the results for most aspects of governance and leadership, there was measurable variation observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were measurably more satisfied than average and at a “good” level.
- **Middle-aged and older adults (aged 45 to 74 years)** – respondents were measurably less satisfied than average, and at “poor” levels of satisfaction.
- **Gender** – female respondents were somewhat, but not measurably more satisfied than males.
- **Language spoken at home** – respondents from multilingual households were measurably more satisfied than respondents from English speaking households.





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 remained essentially stable this year, down less than one percent to 6.65.

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

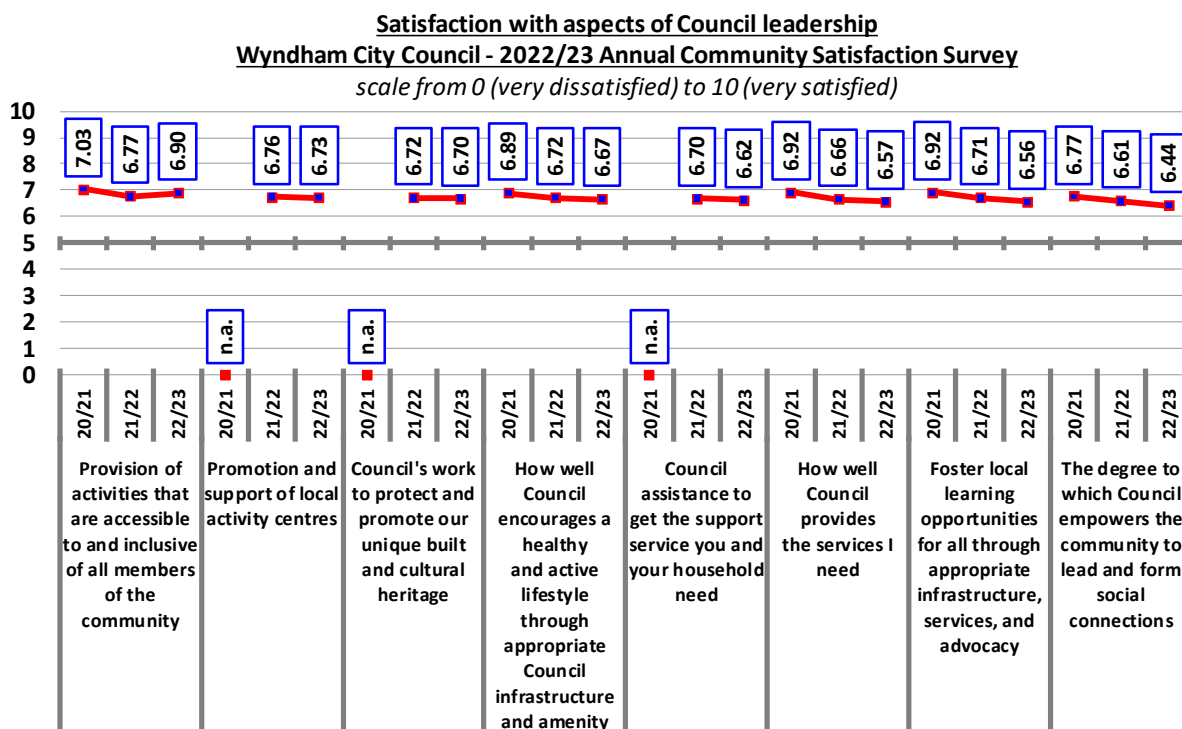
Satisfaction with the degree to which Council empowers the community to lead and form social connections was categorised as “solid”.

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 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 marginally, but not measurably this year, up 1.9% to 6.90, although it remains at a “good” level of satisfaction.

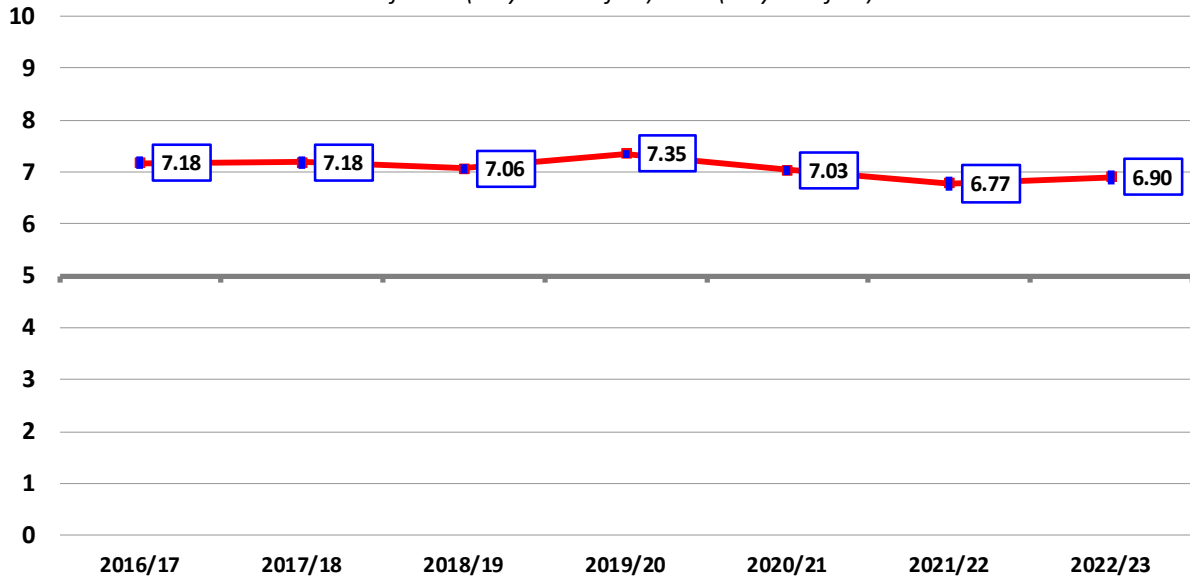
Despite the marginal increase this year, this result remains marginally below the long-term average satisfaction since 2018/19 of 7.07.

Importantly, there was no meaningful variation in this result observed between respondents from English speaking and respondents from multilingual households, as discussed in the following section.



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

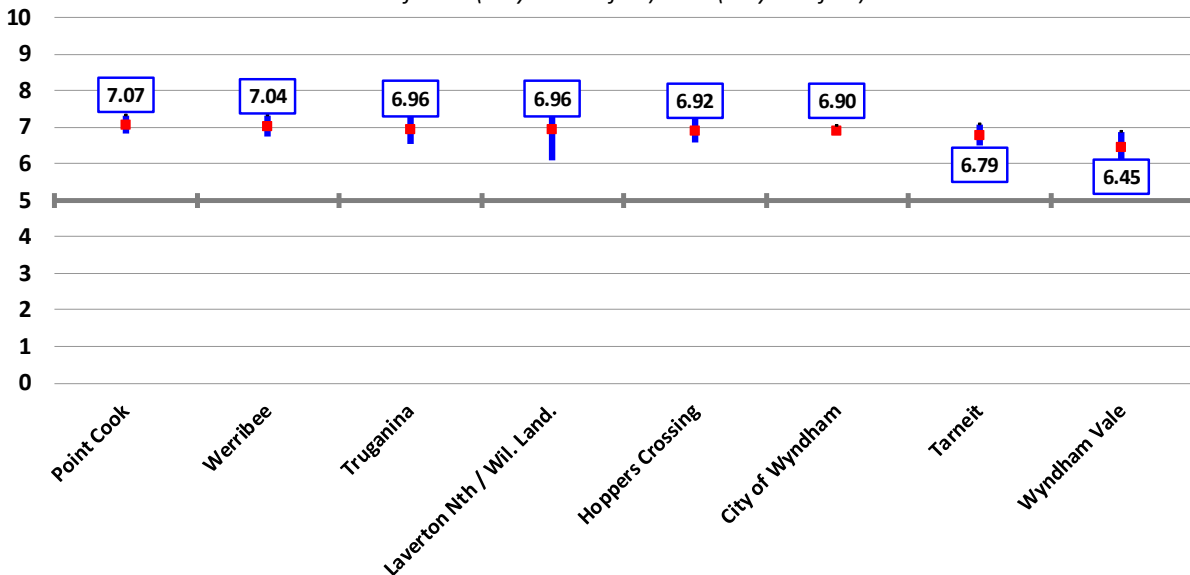
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was statistically significant variation in satisfaction with this aspect of performance observed across the municipality, with respondents from Wyndham Vale rating satisfaction measurably lower than the municipal average, and at a “solid” rather than a “good” level.

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

Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was, however, notable variation in satisfaction with this aspect of performance observed by respondent profile.

- **Young adults (aged 18 to 34 years)** – respondents were measurably more satisfied than average and at a “very good” level of satisfaction.



- **Middle-aged adults (aged 45 to 59 years)** – respondents were notably, but not measurably less satisfied than average.
- **Gender** – female respondents were measurably more satisfied than males.
- **Language spoken at home** – there was no meaningful variation in satisfaction observed between respondents from multilingual households and respondents from English speaking households.

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

Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



How well Council provides the services respondents’ need

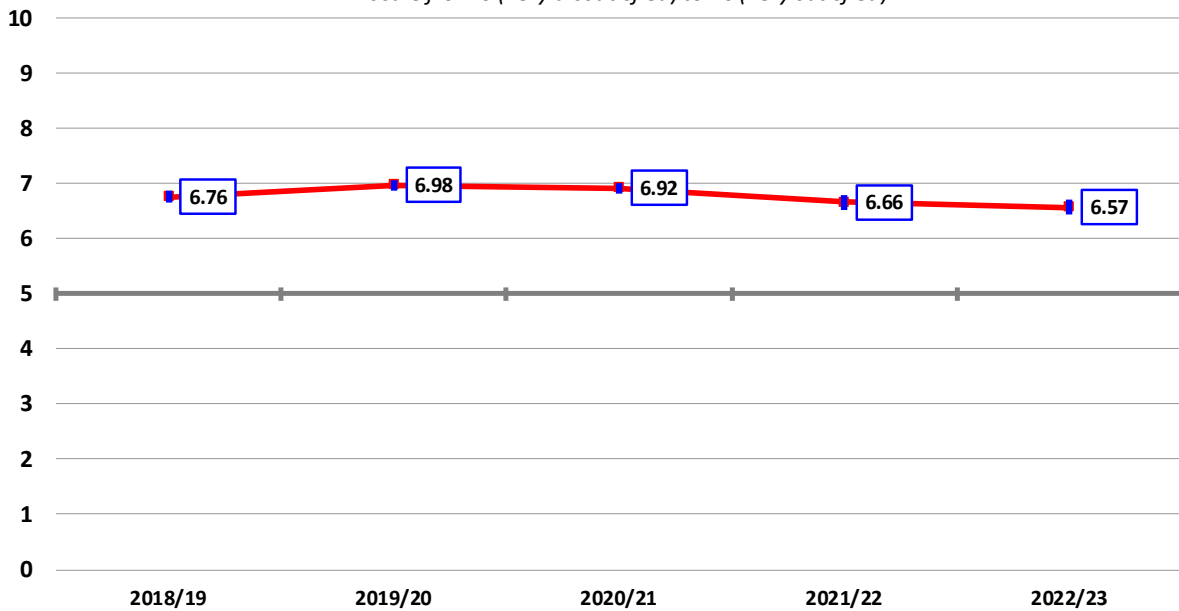
Satisfaction with how well Council provides the services I need declined marginally, but not measurably this year, down 1.4% to 6.57, although it remains at a “good” level.

It is noted that satisfaction with this aspect of performance has remained relatively stable around the long-term average since 2018/19 of 6.78. There appears to be less variability in this result than for some other aspects of Council performance.

Metropolis Research also draws attention to the fact that satisfaction with this aspect of performance has remained relatively consistent with the satisfaction with overall performance score, reflecting the degree to which this aspect mirrors the views of the community in terms of their overall satisfaction score.



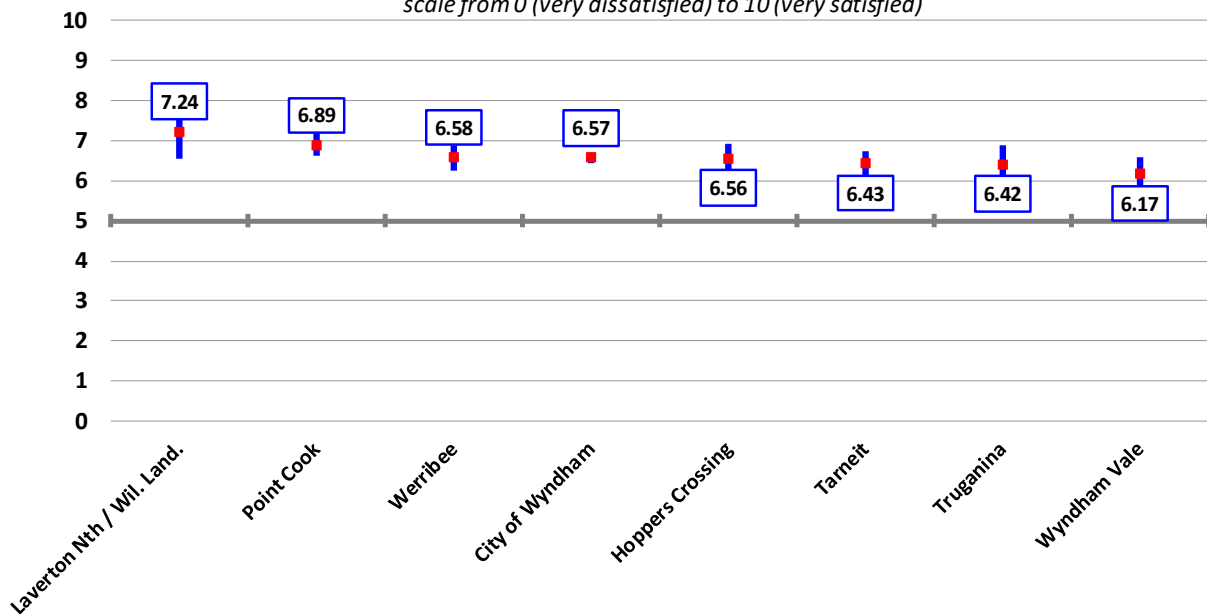
Satisfaction with how well Council provides the services I need
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Whilst there was no statistically significant variation in satisfaction with this aspect of performance observed by precinct, it is noted that respondents from Laverton North / Williams Landing rated satisfaction at 7.24 which was almost a “very good” level.

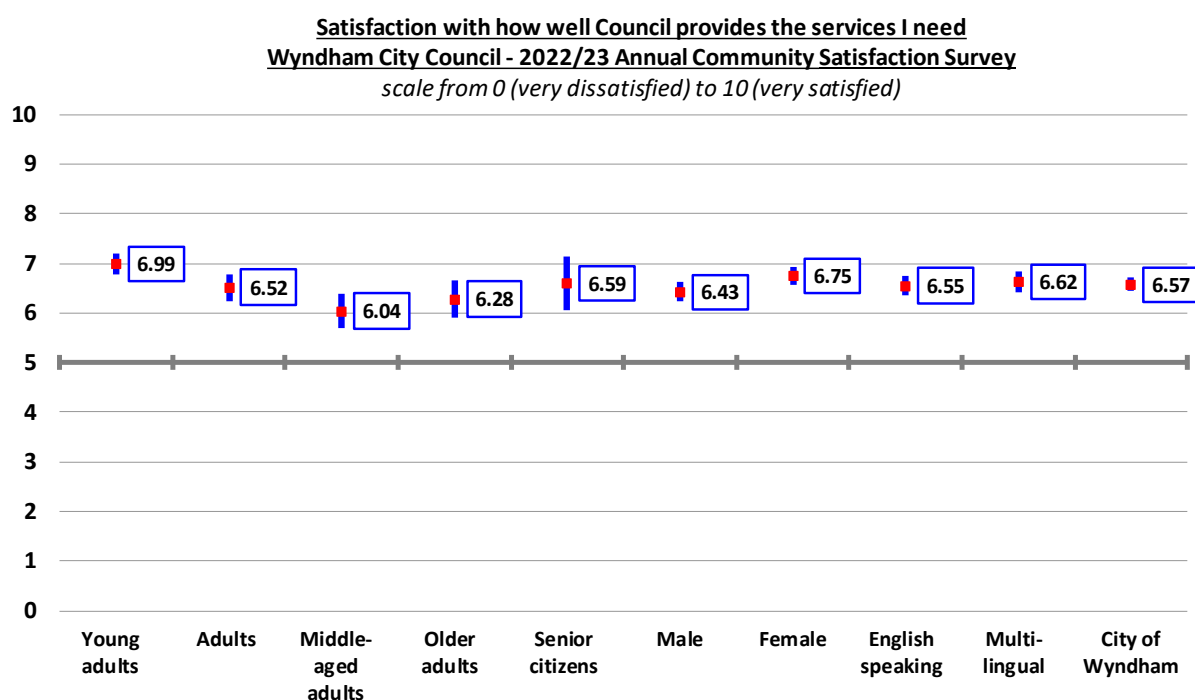
Respondents from Tarneit, Truganina, and Wyndham Vale, however, rated satisfaction at “solid” rather than “good” levels.

Satisfaction with how well Council provides the services I need
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was also some notable variation in satisfaction with this aspect of performance observed by respondent profile.

- **Young adults (aged 18 to 34 years)** – respondents were measurably more satisfied than average.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably less satisfied than average.
- **Gender** – female respondents were somewhat, but not measurably more satisfied than males.
- **Language spoken at home** – there was no meaningful variation in satisfaction observed between respondents from multilingual households and respondents from English speaking households.



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

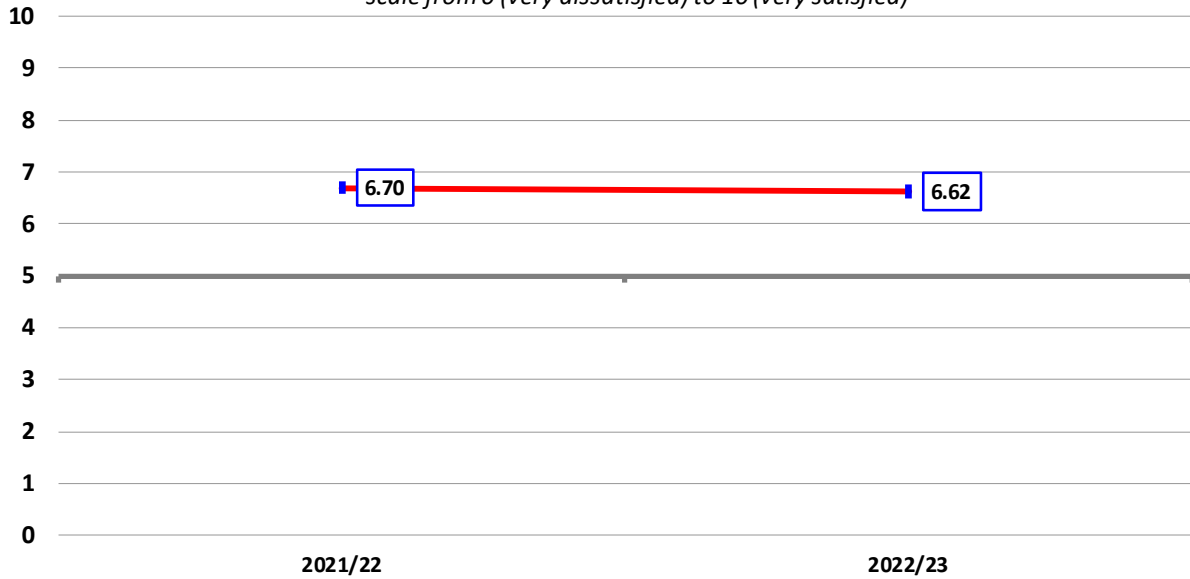
Satisfaction with Council assistance to get the support services the respondents and their households’ need declined very marginally, but not measurably this year, down 1.2% to 6.62, although it remains at a “good” level.

Metropolis Research notes that satisfaction with this aspect of performance remains consistent with the satisfaction with Council’s overall performance score of 6.62.



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

Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

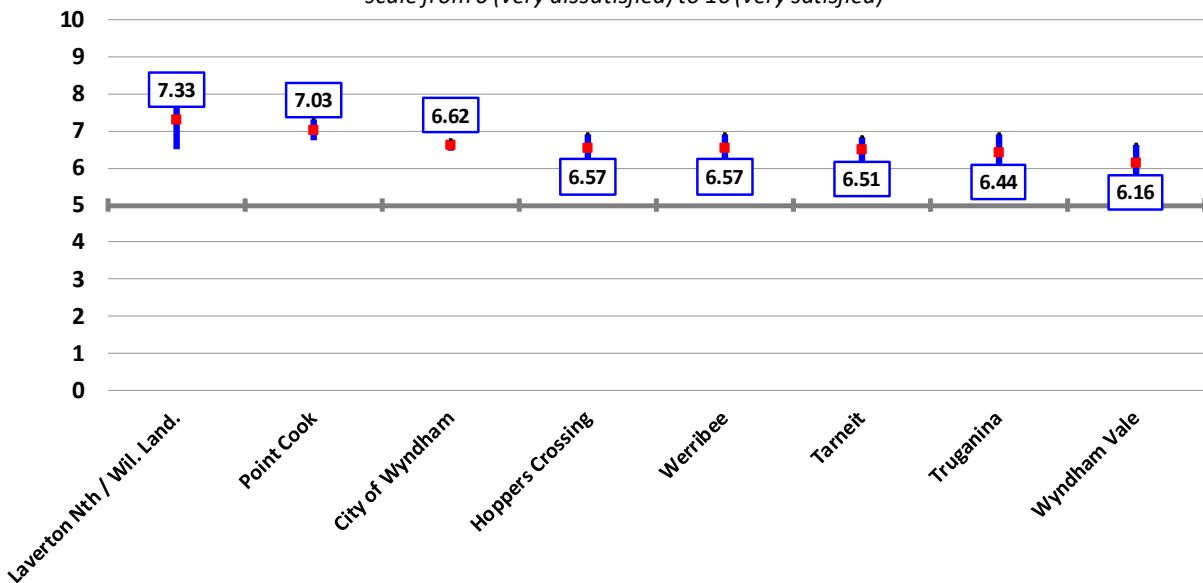


There was no statistically significant variation in satisfaction with this aspect of performance observed across the municipality.

It is noted, however, that respondents from Laverton North / Williams Landing rated satisfaction at a “very good” level, whilst respondents from Truganina and Wyndham Vale rated satisfaction at “solid” rather than “good” levels.

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

Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

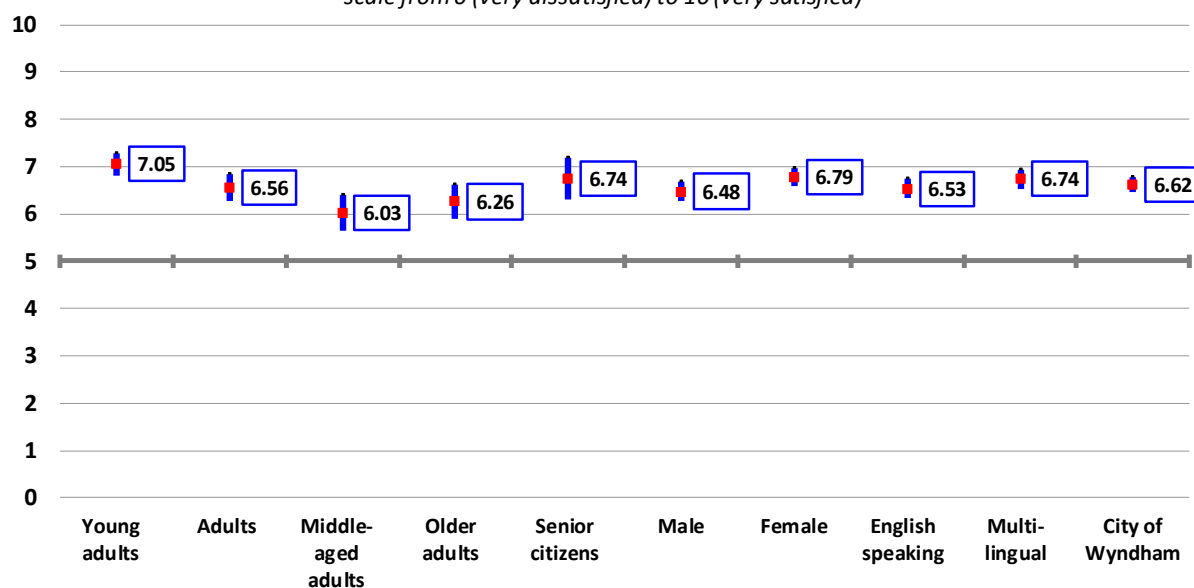


There was also some notable variation in satisfaction with this aspect of performance observed by respondent profile.

- **Young adults (aged 18 to 34 years)** – respondents were measurably more satisfied than average.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably less satisfied than average and at a “solid” level.
- **Older adults (aged 60 to 74 years)** – respondents were notably, but not measurably less satisfied than average and at a “solid” level.
- **Gender** – female respondents were somewhat, but not measurably more satisfied than males.
- **Language spoken at home** – respondents from multilingual households were somewhat, but not measurably more satisfied than respondents from English speaking households.

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

Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



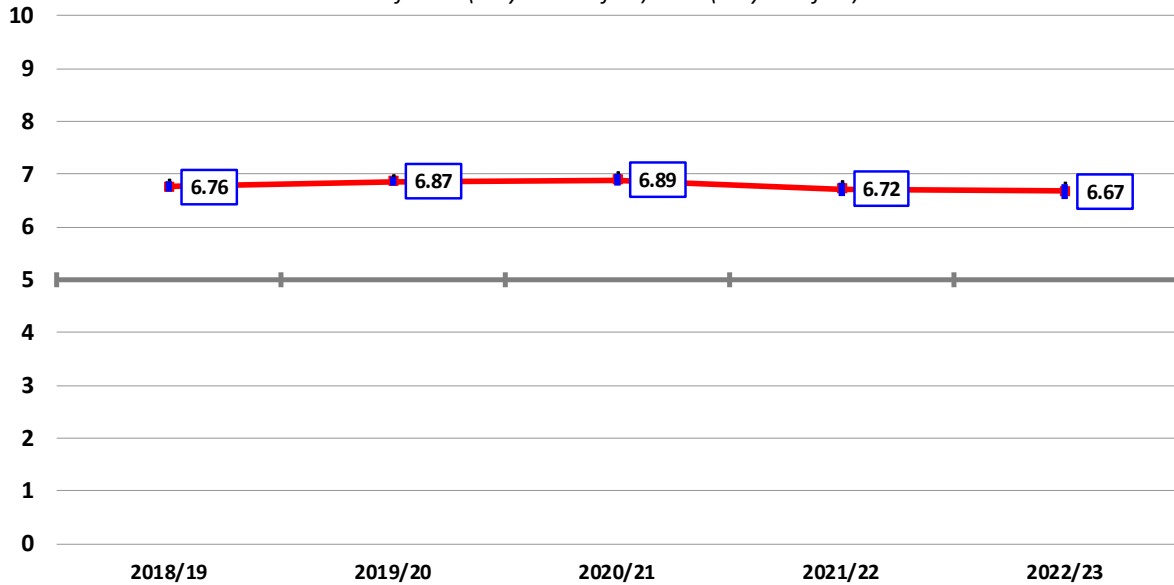
How well Council encourages a healthy and active lifestyle through appropriate Council infrastructure and amenity

Satisfaction with how well Council encourages a healthy and active lifestyle through appropriate Council infrastructure and amenity declined very marginally, but not measurably this year, down less than one percent to 6.67, which remains a “good” level of satisfaction.

This result has remained very stable at or around the long-term average satisfaction since 2018/19 of 6.79.

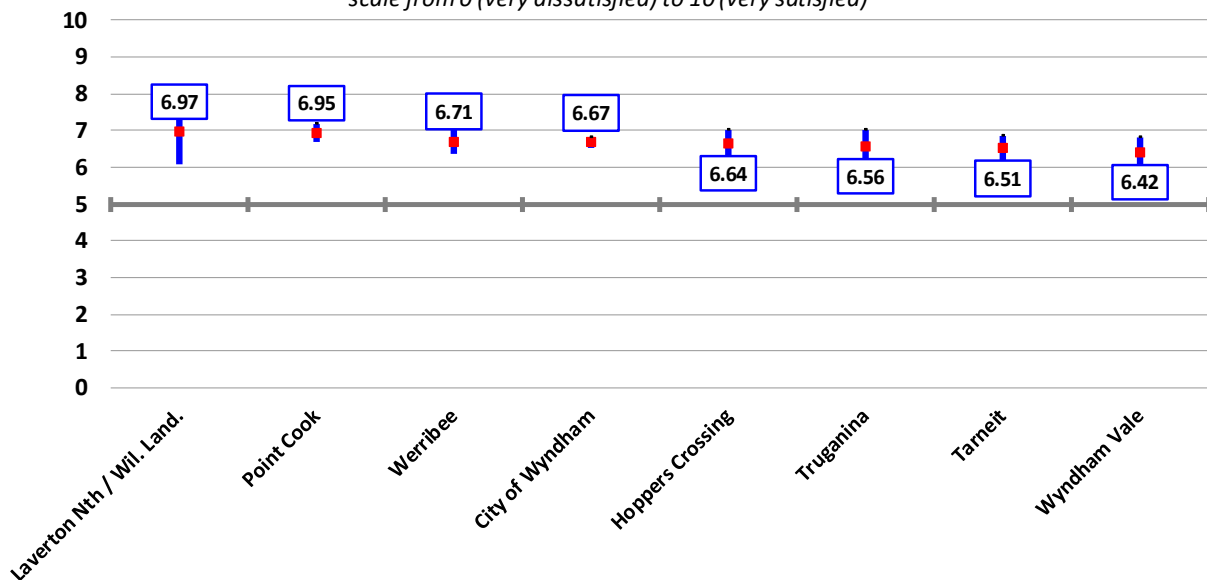


Satisfaction with how well Council encourages a healthy and active lifestyle through appropriate Council infrastructure and amenity
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Whilst there was no statistically significant variation in satisfaction with this aspect of performance observed across the seven precincts comprising the City of Wyndham, it is noted that respondents from Wyndham Vale rated satisfaction at a “solid” rather than a “good” level.

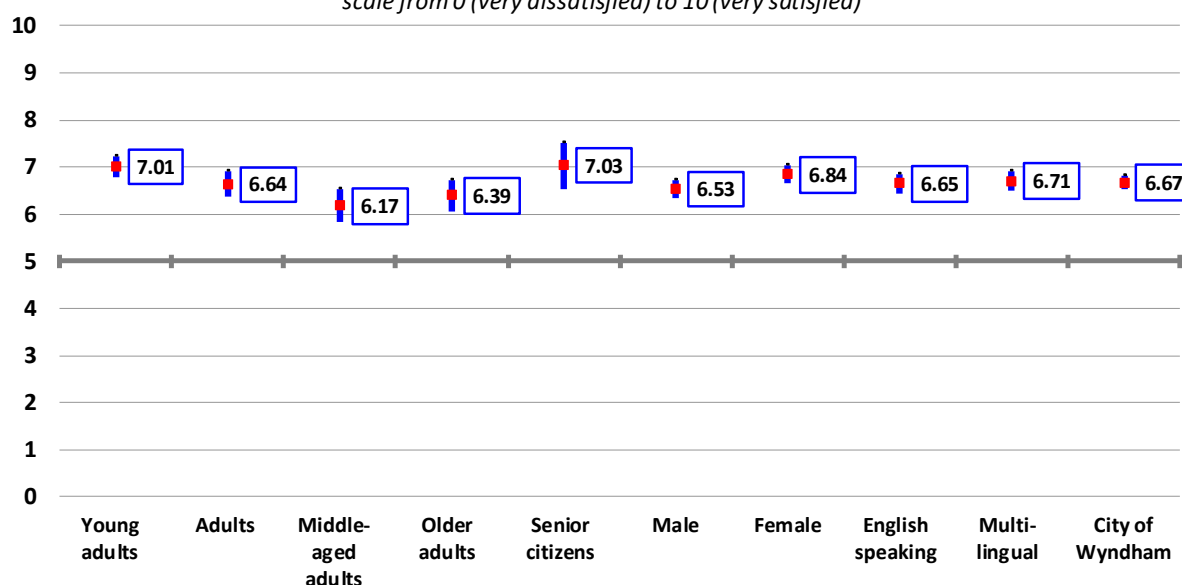
Satisfaction with how well Council encourages a healthy and active lifestyle through appropriate Council infrastructure and amenity
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was, however, some notable variation in satisfaction with this aspect of performance observed by respondent profile.

- **Young adults (aged 18 to 34 years)** – respondents were measurably more satisfied than average.
- **Senior citizens (aged 75 years and over)** – respondents were notably, but not measurably more satisfied than average.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably less satisfied than average and at a “solid” level.
- **Older adults (aged 60 to 74 years)** – respondents were somewhat, but not measurably less satisfied than average and at a “solid” level.
- **Gender** – female respondents were somewhat, but not measurably more satisfied than males.
- **Language spoken at home** – there was no meaningful variation in satisfaction observed between respondents from multilingual households and respondents from English speaking households.

Satisfaction with how well Council encourages a healthy and active lifestyle through appropriate Council infrastructure and amenity
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



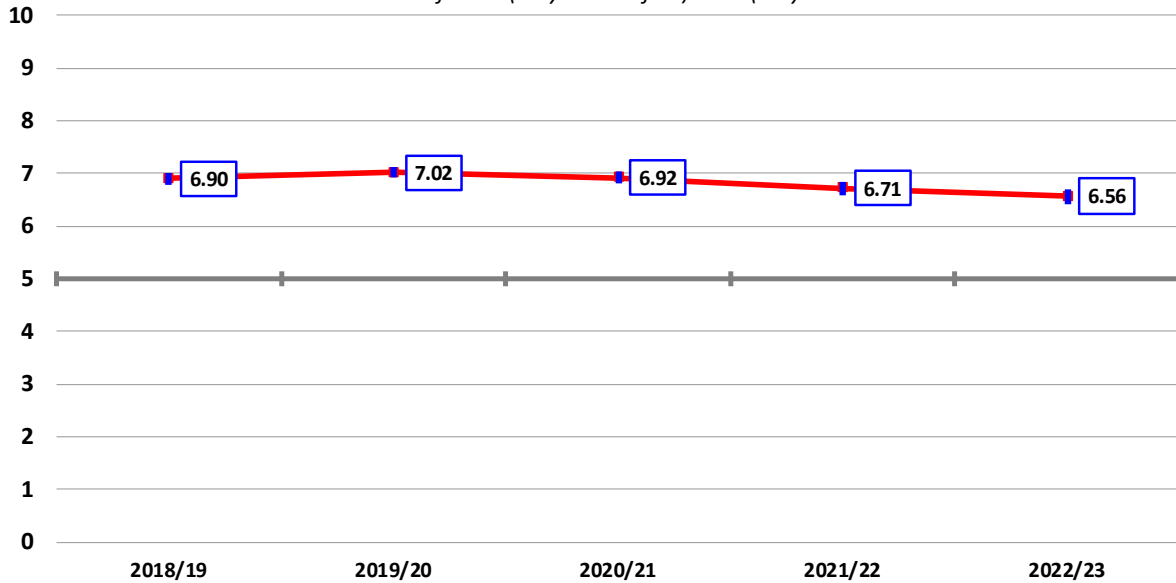
How well Council fosters local learning opportunities for all through appropriate infrastructure and services

Satisfaction with how well Council fosters local learning opportunities for all through appropriate infrastructure and services declined somewhat, but not measurably this year, down 2.2% to 6.56, although it remains at a “good” level of satisfaction.

This result was the lowest level of satisfaction with this aspect of performance observed since first included in the 2018/19 survey and below the long-term average of 6.82.



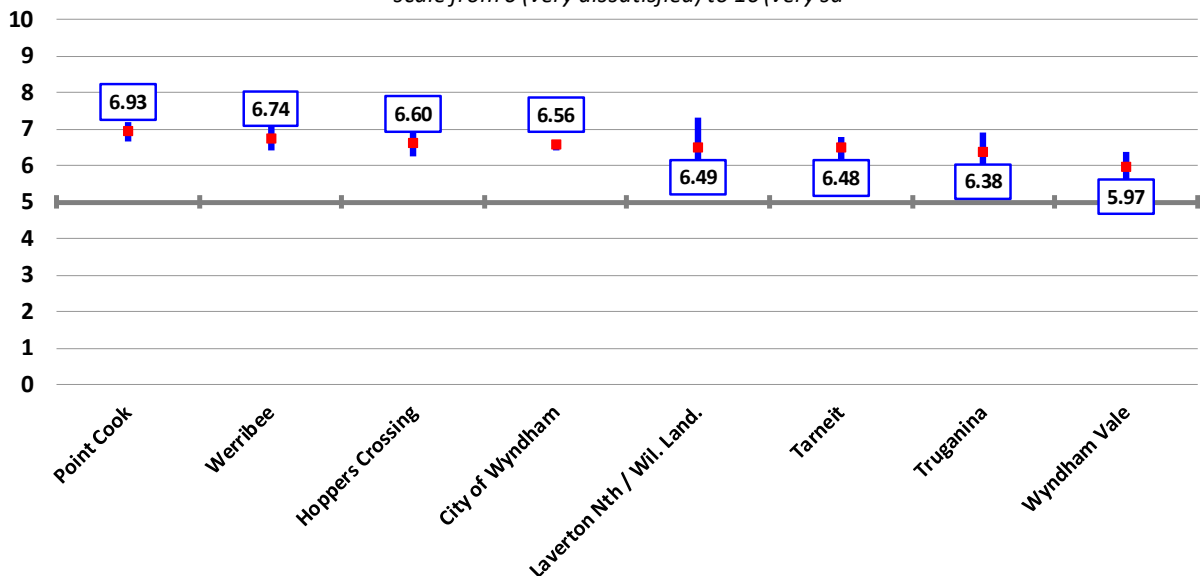
Satisfaction with Council's ability to foster local learning opportunities for all through appropriate infrastructure and services
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very sa



There was some measurable variation in satisfaction with this aspect of performance observed across the municipality, as follows:

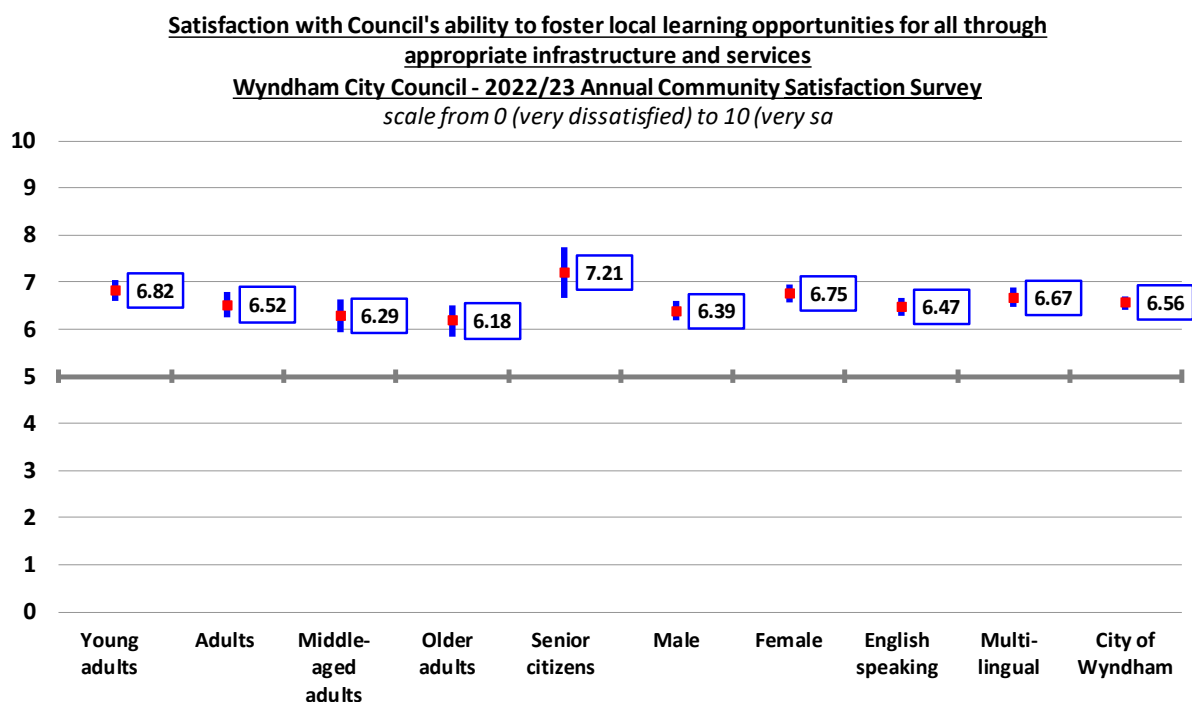
- **Point Cook** – respondents were measurably more satisfied than average.
- **Laverton North / Williams Landing, Tarneit, and Truganina** – respondents were only marginally less satisfied than average, but at “solid” rather than “good” levels of satisfaction.
- **Wyndham Vale** – respondents were measurably and significantly less satisfied than average and at a “poor” rather than a “good” level of satisfaction.

Satisfaction with Council's ability to foster local learning opportunities for all through appropriate infrastructure and services
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very sa



There was also some notable variation in satisfaction with this aspect of performance observed by respondent profile.

- **Young adults (aged 18 to 34 years)** – respondents were somewhat, but not measurably more satisfied than average.
- **Senior citizens (aged 75 years and over)** – respondents were measurably more satisfied than average and at an almost “very good” level.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably less satisfied than average and at a “solid” level.
- **Older adults (aged 60 to 74 years)** – respondents were somewhat, but not measurably less satisfied than average and at a “solid” level.
- **Gender** – female respondents were somewhat, but not measurably more satisfied than males.
- **Language spoken at home** – respondents from multilingual households were somewhat, but not measurably more satisfied than respondents from English speaking households.



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

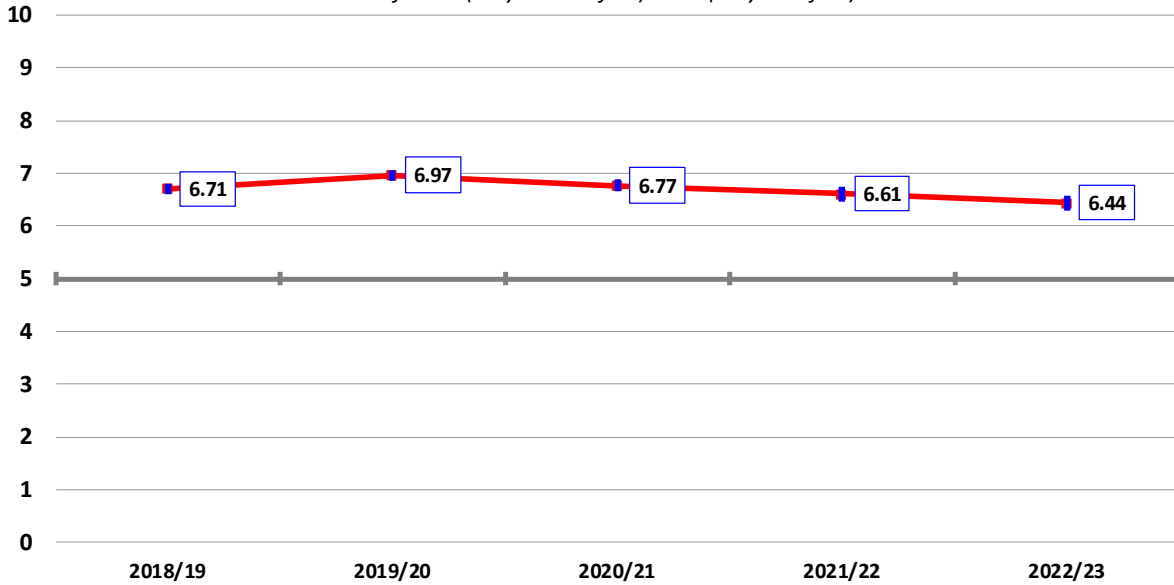
Satisfaction with the degree to which Council empowers the community to lead and form social connections declined somewhat, but not measurably this year, down 2.6% to 6.44.

This was the lowest level of satisfaction recorded for this aspect of performance since it was first included in the survey in 2018/19, and below the long-term average of 6.82.



Satisfaction with the degree to which Council empowers the community to lead and form social connections

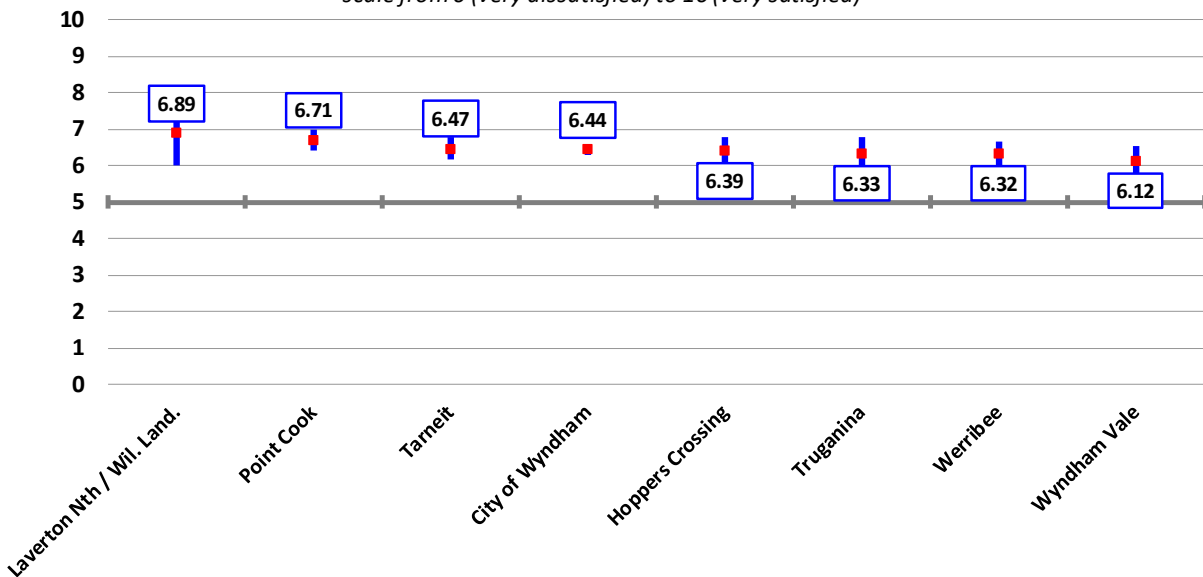
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Whilst there was no statistically significant variation in satisfaction with this aspect of performance observed across the municipality, it is noted that respondents from Laverton North / Williams Landing and Point Cook rated satisfaction at “good” rather than “solid” levels.

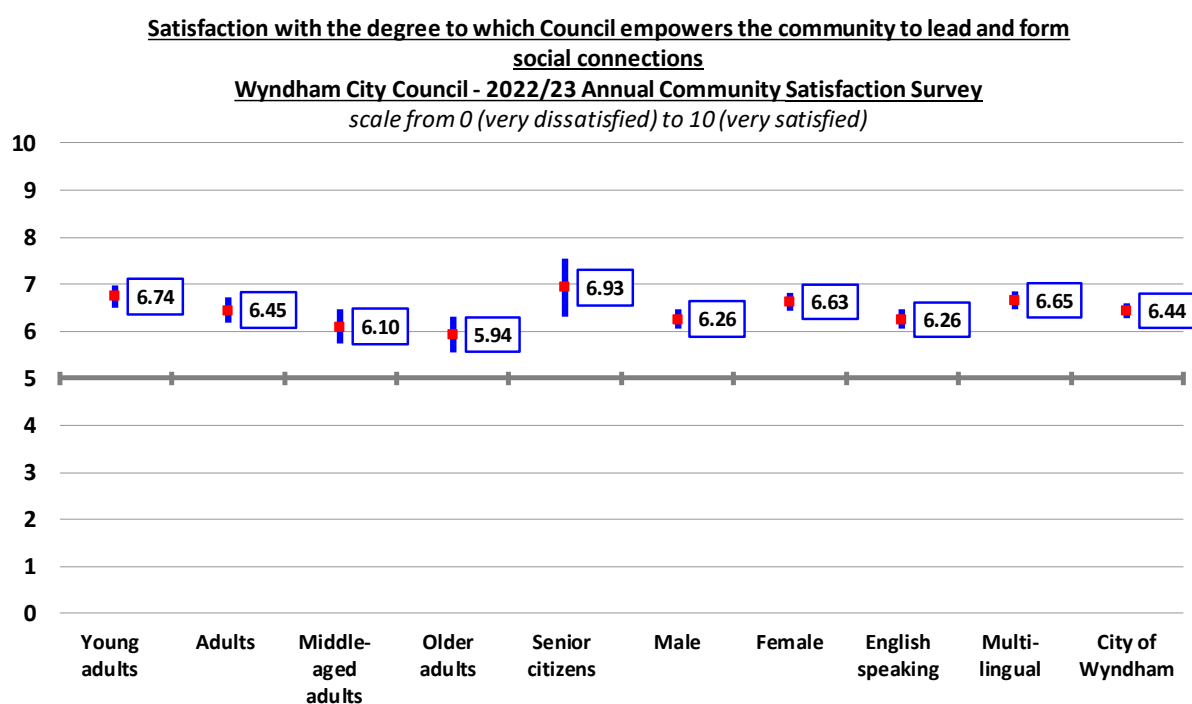
Satisfaction with the degree to which Council empowers the community to lead and form social connections

Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was also some notable variation in satisfaction with this aspect of performance observed by respondent profile.

- **Young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over)** – respondents were somewhat, but not measurably more satisfied than average and at “good” levels of satisfaction.
- **Older adults (aged 60 to 74 years)** – respondents were measurably less satisfied than average and at a “poor” level.
- **Gender** – female respondents were measurably more satisfied than males.
- **Language spoken at home** – respondents from multilingual households were notably, but not measurably more satisfied than respondents from English speaking households.



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

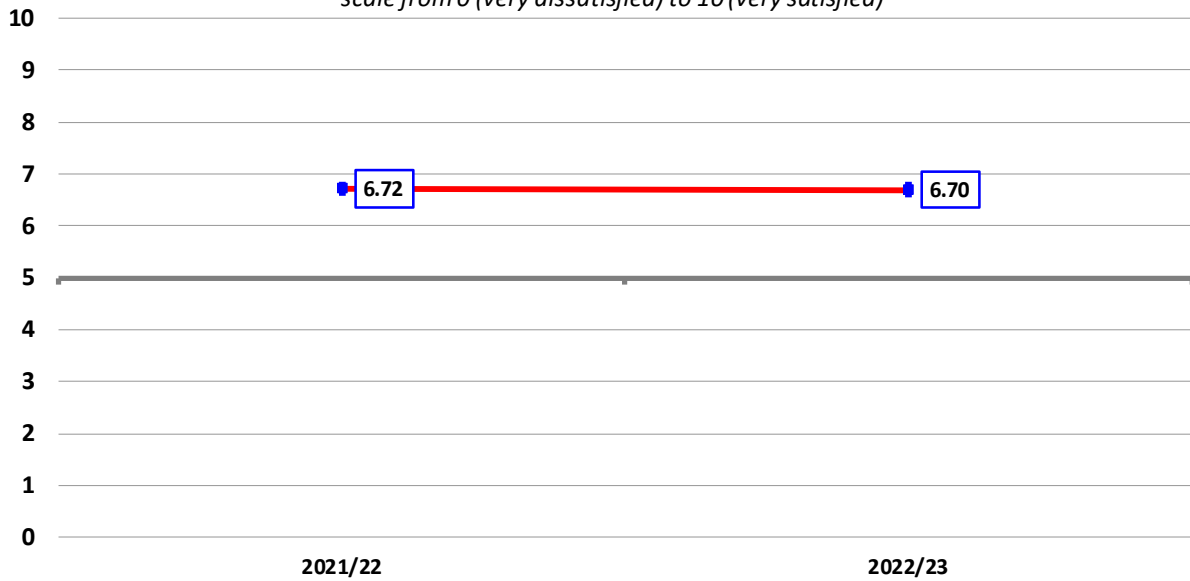
Satisfaction with Council’s work to protect and promote our unique built and cultural heritage remained essentially stable this year at 6.70 (down from 6.72).

Metropolis Research notes the significant variation in satisfaction at the precinct level, discussed below, particularly in Wyndham Vale, which does highlight a diversity of views about heritage protection across Wyndham.



Satisfaction with Council's work to protect and promote our unique built and cultural heritage

Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

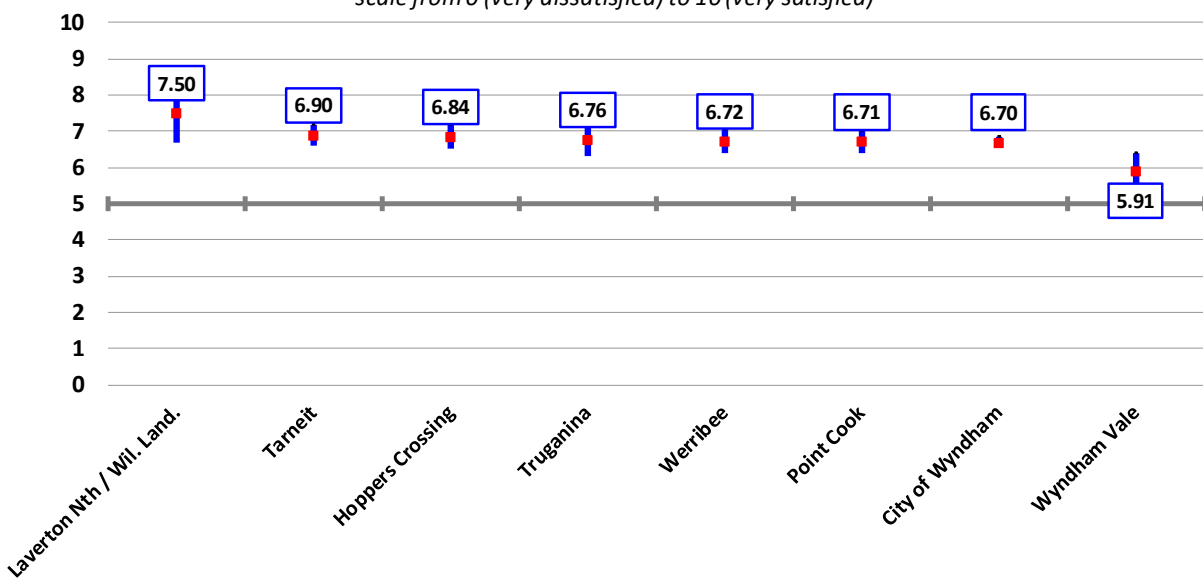


There was notable and measurable variation in satisfaction with this aspect of performance observed across the municipality, as follows:

- **Laverton North / Williams Landing** – respondents were notably but not measurably more satisfied than average and at a “very good” rather than a “good” level.
- **Wyndham Vale** – respondents were measurably and significantly less satisfied than average and at a “poor” rather than a “good” level.

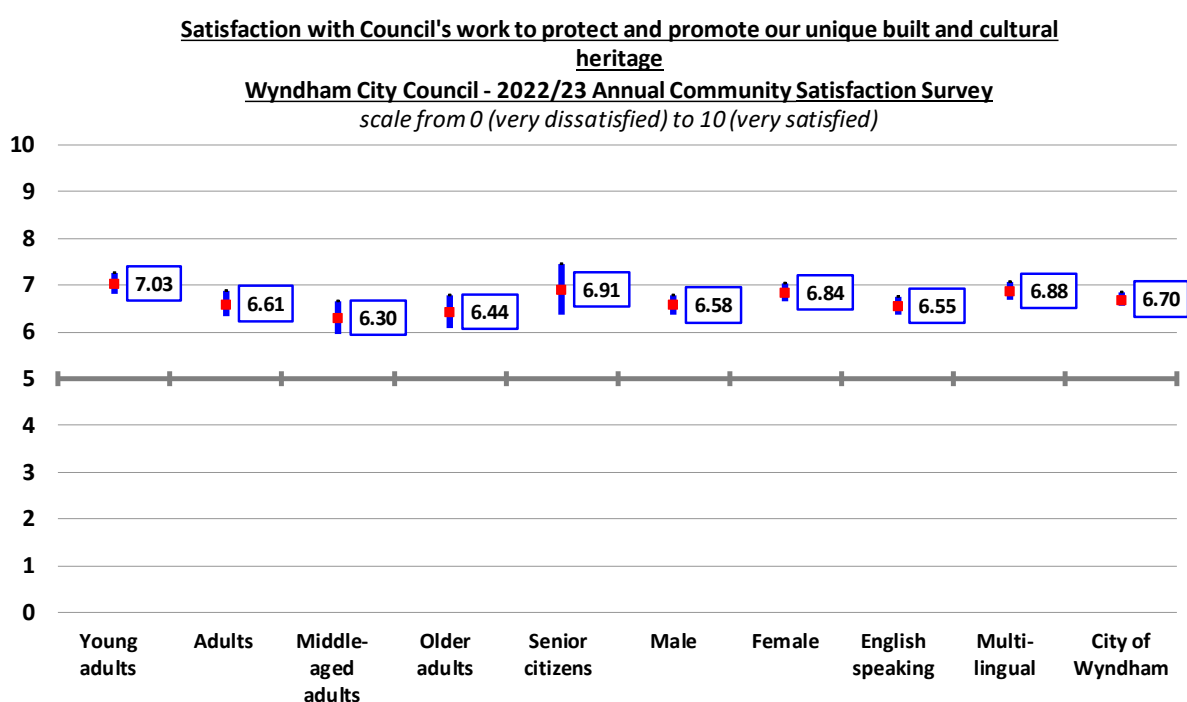
Satisfaction with Council's work to protect and promote our unique built and cultural heritage

Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was also some notable variation in satisfaction with this aspect of performance observed by respondent profile.

- **Young adults (aged 18 to 34 years)** – respondents were measurably more satisfied than average.
- **Middle aged and older adults (aged 45 to 74 years)** – respondents were measurably less satisfied than average and at “solid” levels.
- **Gender** – female respondents were notably, but not measurably more satisfied than males.
- **Language spoken at home** – respondents from multilingual households were notably, but not measurably more satisfied than respondents from English speaking households.

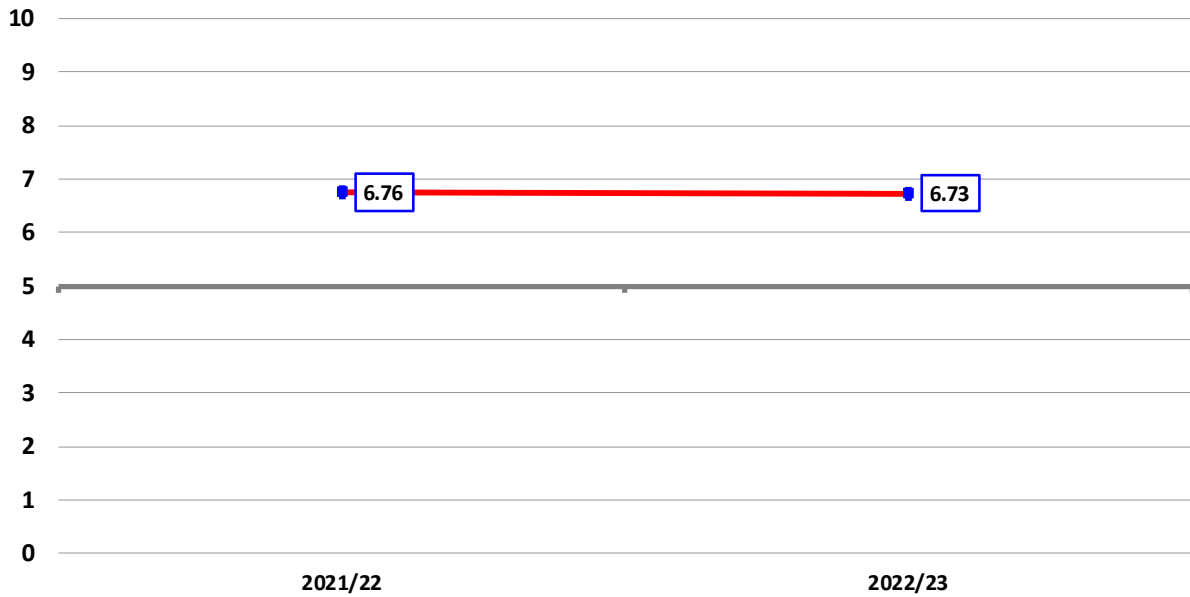


Promotion and support of local activity centres

Satisfaction with the promotion and support of local activity centres remained essentially stable this year at 6.73 (down from 6.76) and remains at a “good” level of satisfaction.



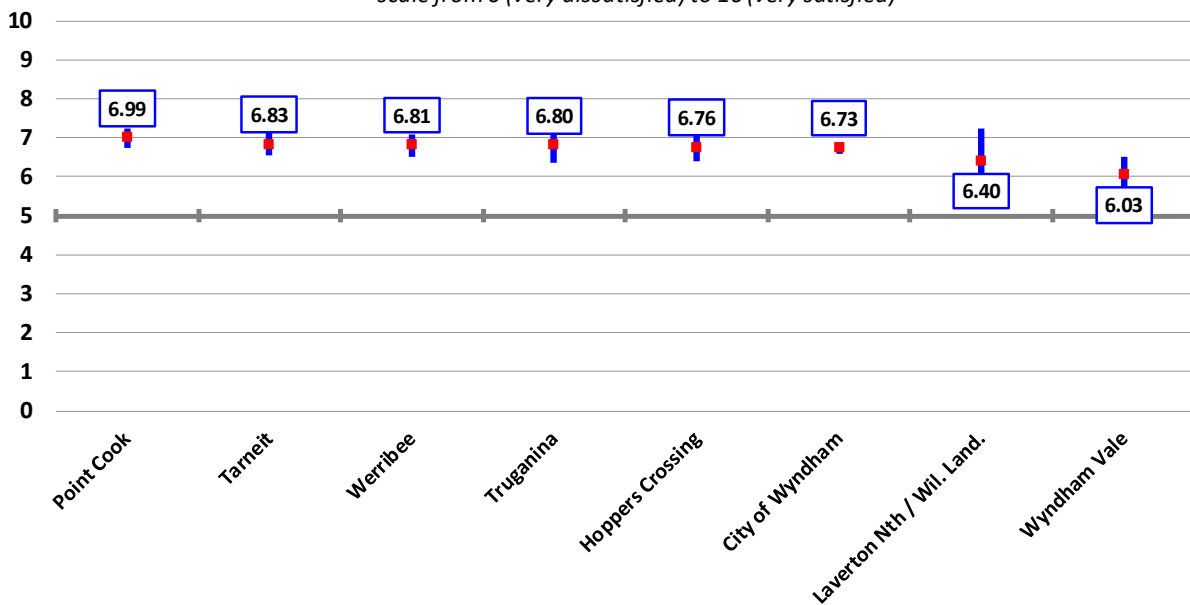
Satisfaction with promotion and support of local activity centres
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was some notable and measurable variation in satisfaction with this aspect of performance observed across the municipality, as follows:

- **Laverton North / Williams Landing** – respondents were notably less satisfied than average and at a “solid” level.
- **Wyndham Vale** – respondents were measurably and significantly less satisfied than average and at a “solid” rather than a “good” level.

Satisfaction with promotion and support of local activity centres
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was also some notable variation in satisfaction with this aspect of performance observed by respondent profile.

- **Young adults (aged 18 to 34 years)** – respondents were marginally, but not measurably more satisfied than average.
- **Gender** – female respondents were measurably more satisfied than males.
- **Language spoken at home** – respondents from multilingual households were notably, but not measurably more satisfied than respondents from English speaking households.

Satisfaction with promotion and support of local activity centres
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Contact with Council

Contacted Council in the last 12 months.

Respondents were asked:

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

Consistent with the results recorded in recent years, a little less than half (43.5%) of the 1,203 respondents reported that they had contacted Council in the last 12 months.

By way of comparison, this result was significantly higher than the 2023 metropolitan Melbourne average of 31.5%, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.

Contacted Council in the last 12 months
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
(Number and percent respondents providing a response)

Response	2022/23		2021/22	2020/21	2019/20	2018/19	2017/18
	Number	Percent					
Yes	520	43.5%	42.7%	40.3%	24.8%	28.2%	31.9%
No	676	56.5%	57.3%	59.7%	75.3%	71.8%	68.1%
Not stated	7		3	5	0	1	17
Total	1,203	100%	1,205	1,200	1,200	1,200	1,200

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?”

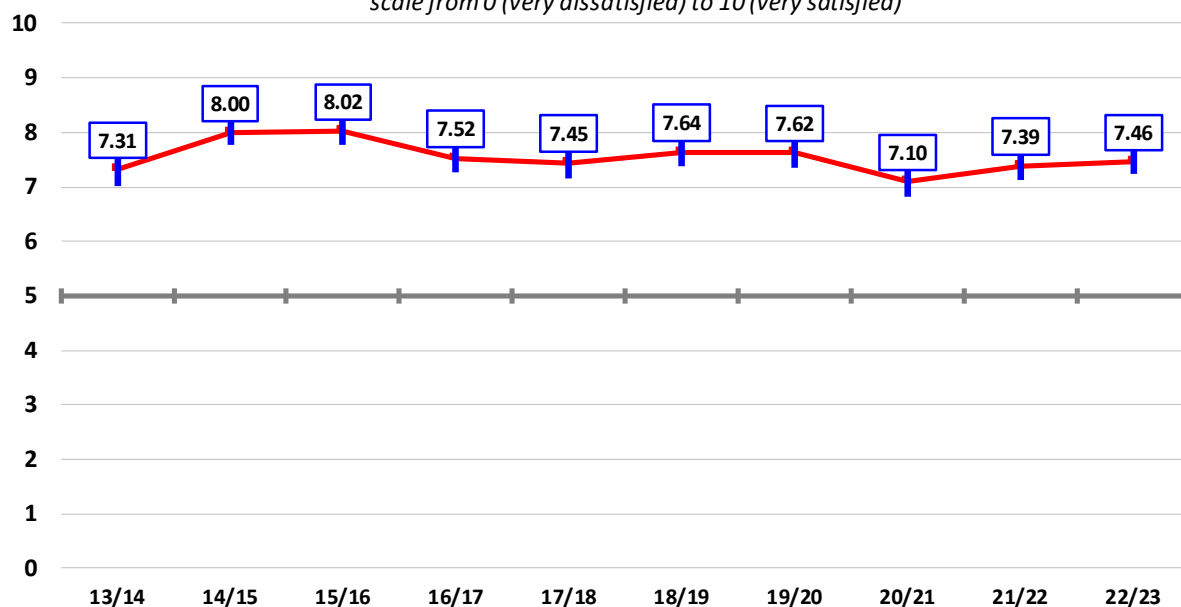
The 520 respondents who reported that they had contacted Council in the last 12 months were asked to rate their “overall satisfaction with the customer service experience”.

Overall satisfaction with the customer service experience increased marginally, but not measurably this year, up less than one percent to 7.46, which remains a “very good” level of satisfaction. This result was almost identical to the long-term average satisfaction with the customer service experience since 2013/14 of 7.55.

Satisfaction with the customer service experience in the City of Wyndham was marginally, but not measurably higher than both the growth area councils’ and metropolitan Melbourne averages of 7.40, and notably, but not measurably higher than the western region councils’ average of 6.98.

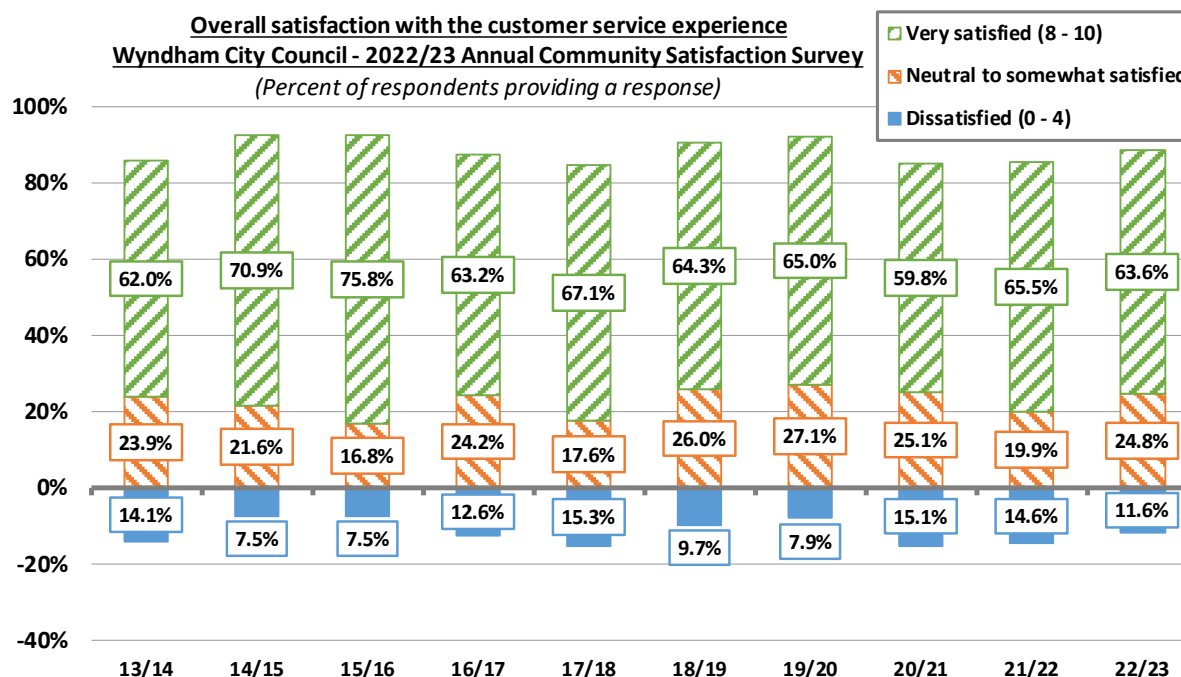


Overall satisfaction with the customer service experience
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)

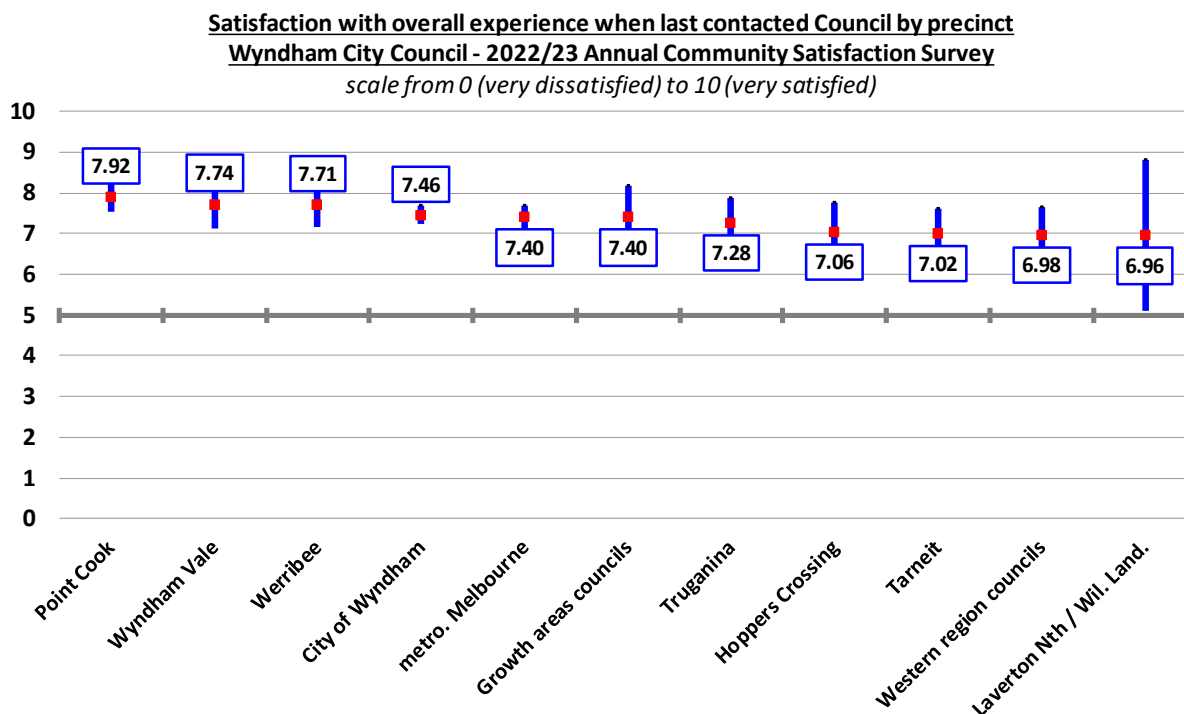


The following graph displays the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than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

It is noted that approximately two-thirds (63.6%) of respondents were “very satisfied” overall with the customer service experience, whilst 11.6% (down from 14.6%) were “dissatisfied”.



Whilst there was no statistically significant variation in the average overall satisfaction with the customer service experience observed across the municipality, it is noted that respondents from Point Cook rated satisfaction as “excellent”, whilst those from Hoppers Crossing, Tarneit, and Laverton North / Williams Landing rated satisfaction at a “good” level.

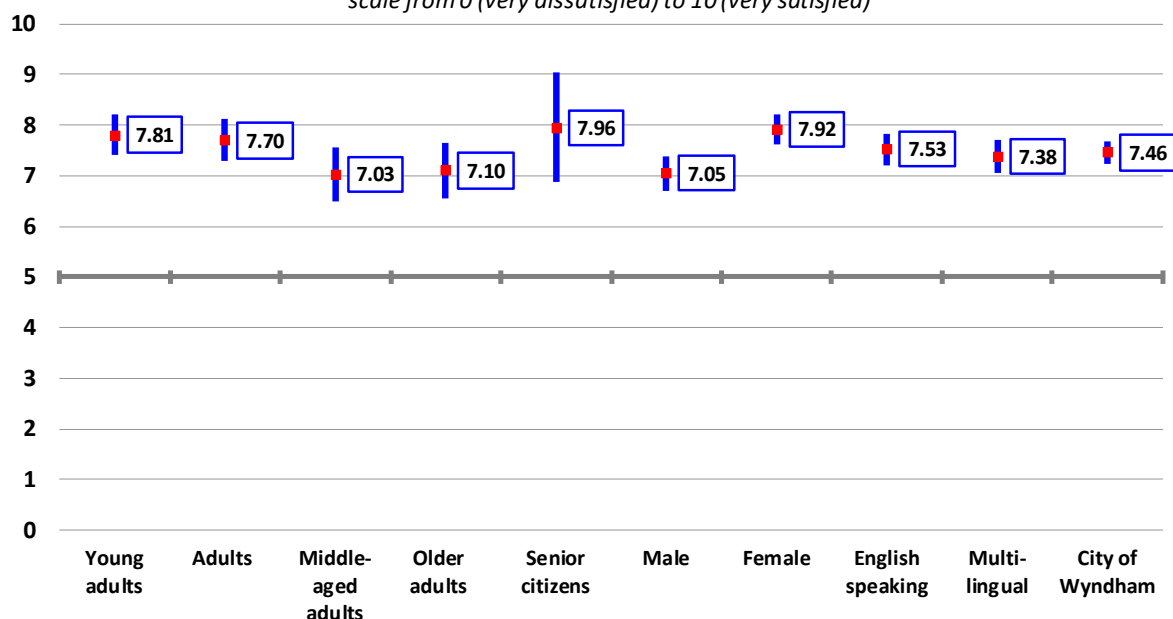


There was, however, notable variation in overall satisfaction with the customer service experience observed by respondent profile, with attention drawn to the following:

- **Age structure** – middle-aged and older adults (aged 45 to 74 years) were notably less satisfied than other respondents, rating satisfaction at “good” rather than “very good” or “excellent” levels.
- **Gender** – female respondents were measurably and significantly more satisfied than male respondents.
- **Language spoken at home** – there was no measurable variation in overall satisfaction with the customer service experience observed by the respondents’ language spoken at home.



Satisfaction with overall experience when last contacted Council by respondent profile
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with overall experience when last contacted Council
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey

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

Precint / profile	Number	Average satisfaction	Dissatisfied (0 - 4)	Neutral to somewhat satisfied	Very satisfied (8 - 10)
Point Cook	110	7.92	5.1%	26.6%	68.3%
Wyndham Vale	66	7.74	8.3%	20.4%	71.3%
Werribee	84	7.71	8.5%	26.4%	65.1%
City of Wyndham	513	7.46	11.6%	24.8%	63.6%
metro. Melbourne	245	7.40	9.2%	32.0%	58.8%
Growth areas councils	44	7.40	13.9%	24.3%	61.8%
Truganina	73	7.28	13.4%	24.4%	62.2%
Hoppers Crossing	77	7.06	18.6%	25.6%	55.8%
Tarneit	89	7.02	15.1%	26.6%	58.3%
Western region councils	52	6.98	10.7%	42.7%	46.6%
Laverton North / Williams Landing	13	6.96	27.3%	7.1%	65.6%
Young adults	131	7.81	6.0%	27.2%	66.8%
Adults	134	7.70	10.6%	24.0%	65.4%
Middle-aged adults	106	7.03	15.4%	26.5%	58.1%
Older adults	115	7.10	17.2%	19.3%	63.5%
Senior citizens	25	7.96	4.8%	29.3%	65.9%
Male	258	7.05	14.2%	28.4%	57.4%
Female	249	7.92	8.3%	20.9%	70.8%
English speaking	268	7.53	10.6%	24.8%	64.6%
Multi-lingual	243	7.38	12.9%	24.6%	62.5%
City of Wyndham	513	7.46	11.6%	24.8%	63.6%



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?”

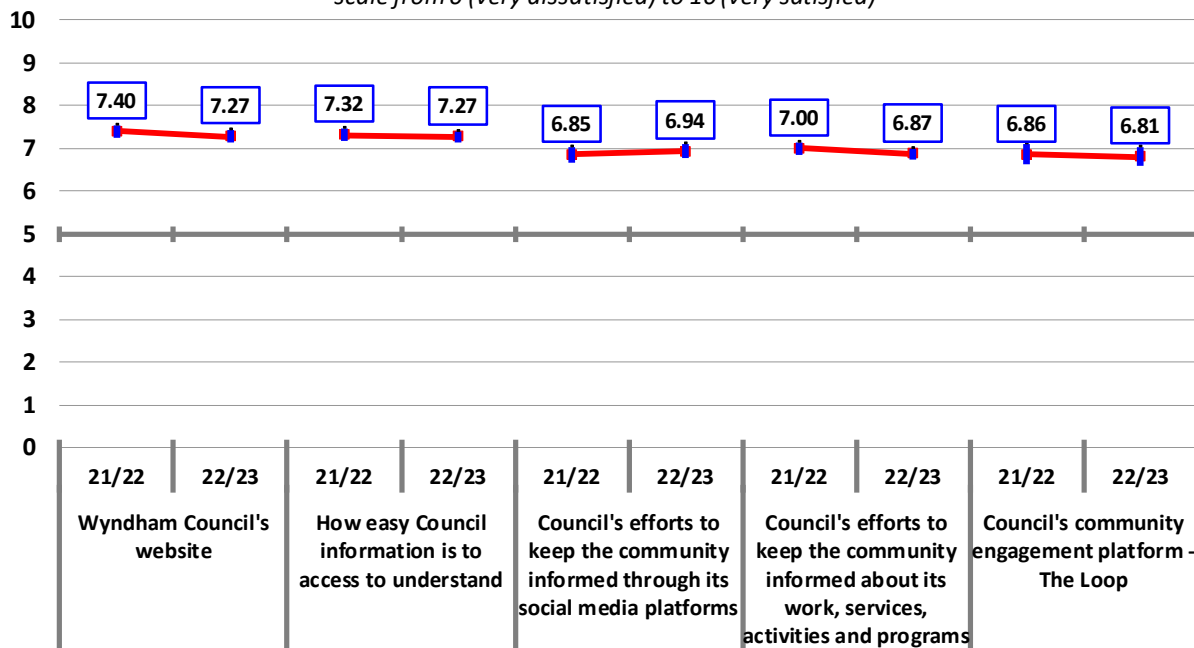
Respondents were again in 2022/23 asked to rate their satisfaction with five aspects of how Council communicates with the community.

These aspects included the Council website, how easy information is to access and understand, Council’s efforts to keep the community informed about its work, services, activities, and programs, the community engagement platform The Loop, and Council’s efforts to keep the community informed through its social media platforms.

The average satisfaction with these five aspects remained essentially stable this year at 7.03 out of 10 (down from 7.09). This remains a “good” level of satisfaction, and comprised of the following:

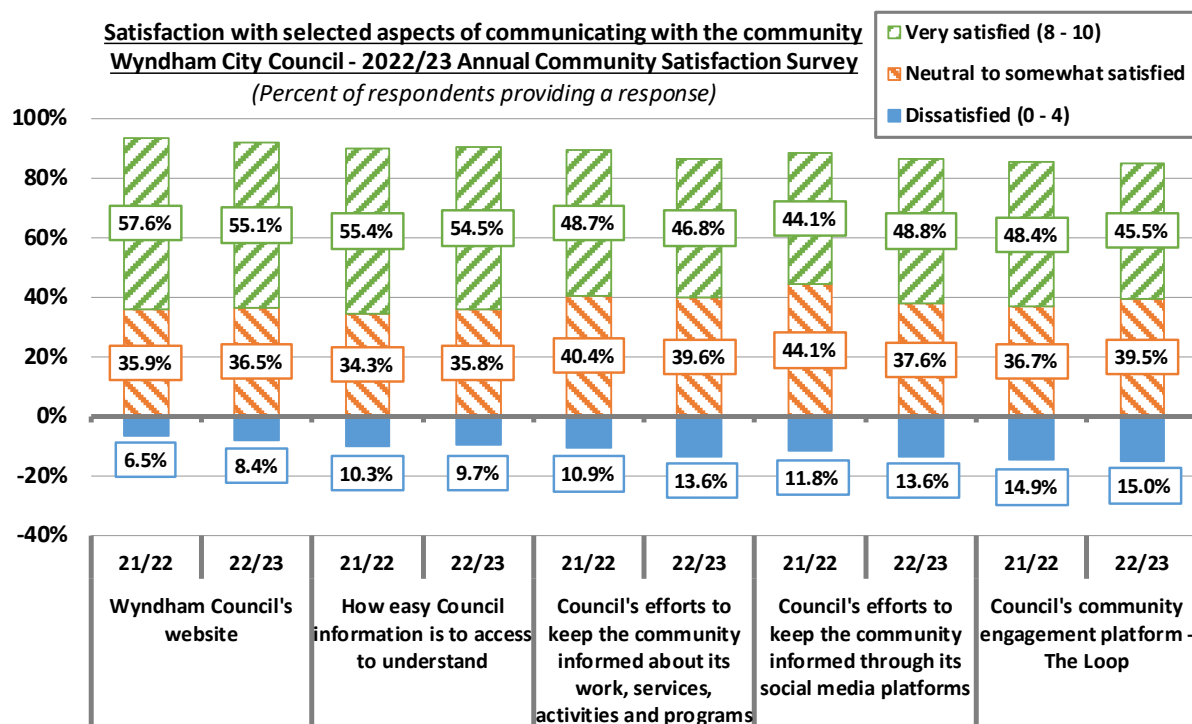
- **Very Good** – for Wyndham Council’s website and how easy Council information is to access and understand.
- **Good** – for Council’s efforts to keep the community informed through its social media platforms, Council’s efforts to keep the community informed about its work, services, activities, and programs, and Council’s community engagement platform *The Loop*.

Satisfaction with selected aspects of communicating with the community
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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

There was no substantial variation in these results observed this year over last year, with approximately half the respondents “very satisfied” with each aspect. It is noted that, consistent with the results recorded last year, approximately one-seventh of respondents were “dissatisfied” with *The Loop*.



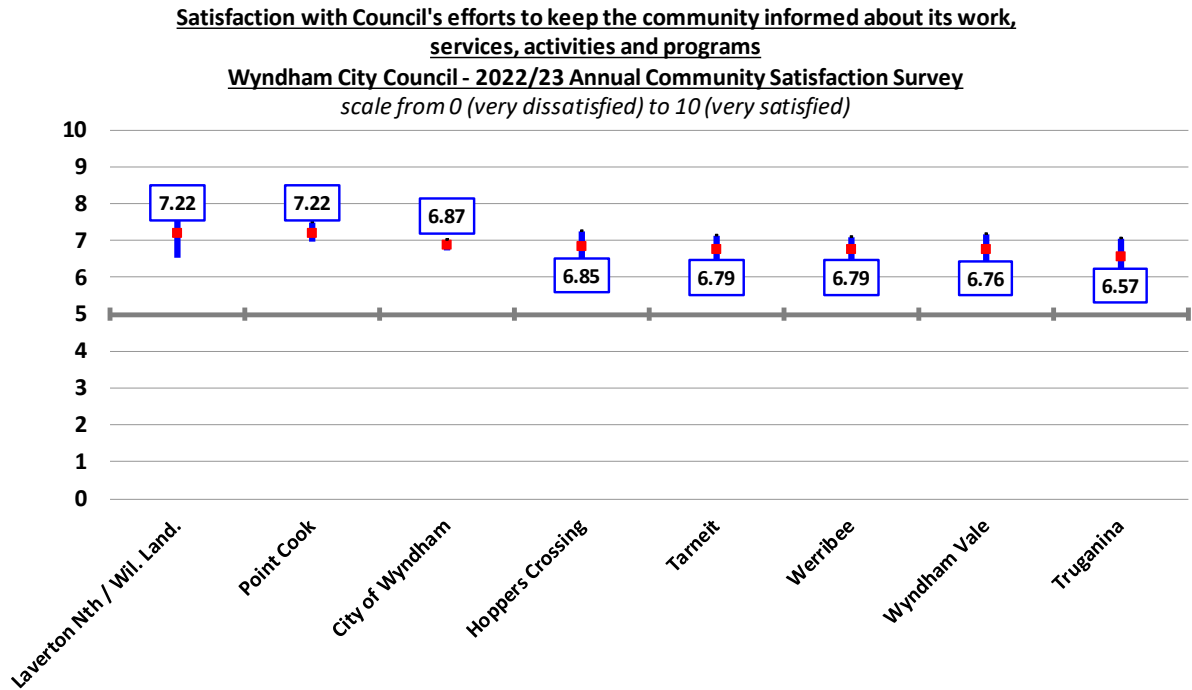
Satisfaction with selected aspects of communicating with the community
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Number, index score 0 - 10 and percent of respondents providing a response)

Aspect	Number	Average satisfaction	Dissatisfied (0 - 4)	Neutral to somewhat satisfied	Very satisfied (8 - 10)
Wyndham Council's website	829	7.27	8.4%	36.5%	55.1%
How easy Council information is to access to understand	1,074	7.27	9.7%	35.8%	54.5%
Council's efforts to keep the community informed through its social media platforms	827	6.94	13.6%	37.6%	48.8%
Council's efforts to keep the community informed about its work, services, activities and programs	1,147	6.87	13.6%	39.6%	46.8%
Council's community engagement platform - The Loop	557	6.81	15.0%	39.5%	45.5%

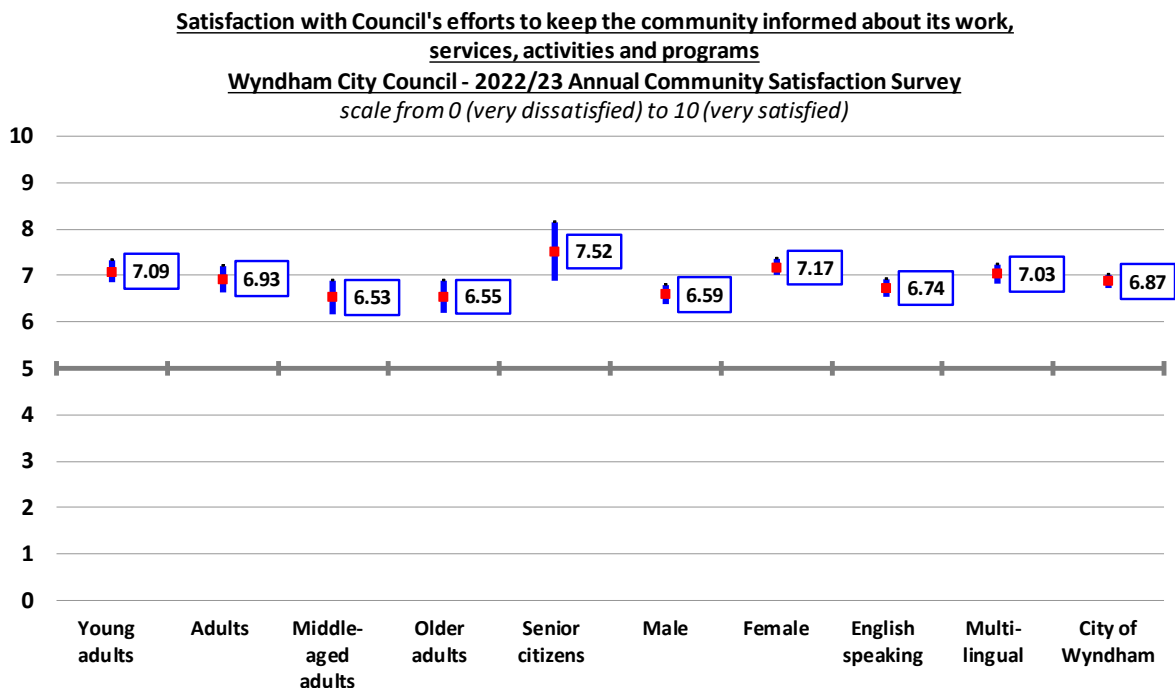


Council's efforts to keep the community informed about its work, services, activities, and programs:

There was no statistically significant variation in satisfaction with this aspect observed across the municipality, with respondents in all precincts rating satisfaction at a “good” level.

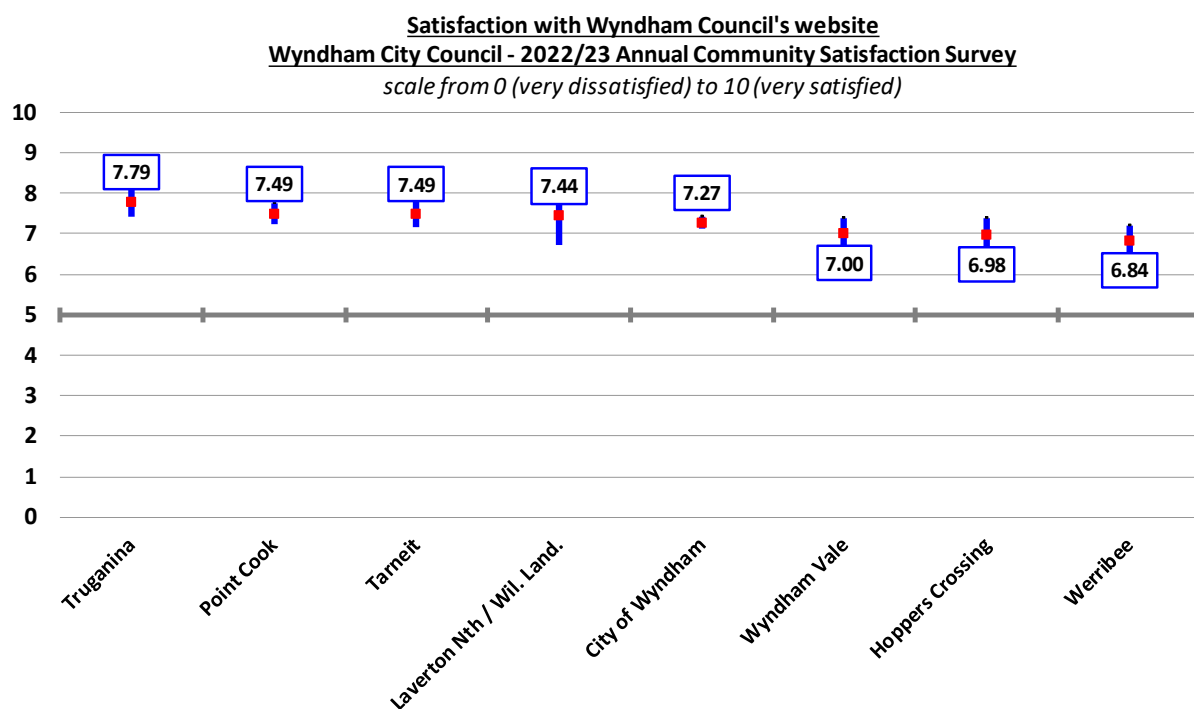


There was, however, measurable variation observed by respondent profile. Middle-aged and older adults were marginally less satisfied than average, whilst senior citizens were notably more satisfied. Female respondents were measurably more satisfied than males, and respondents from multilingual households somewhat more satisfied than respondents from English speaking households.

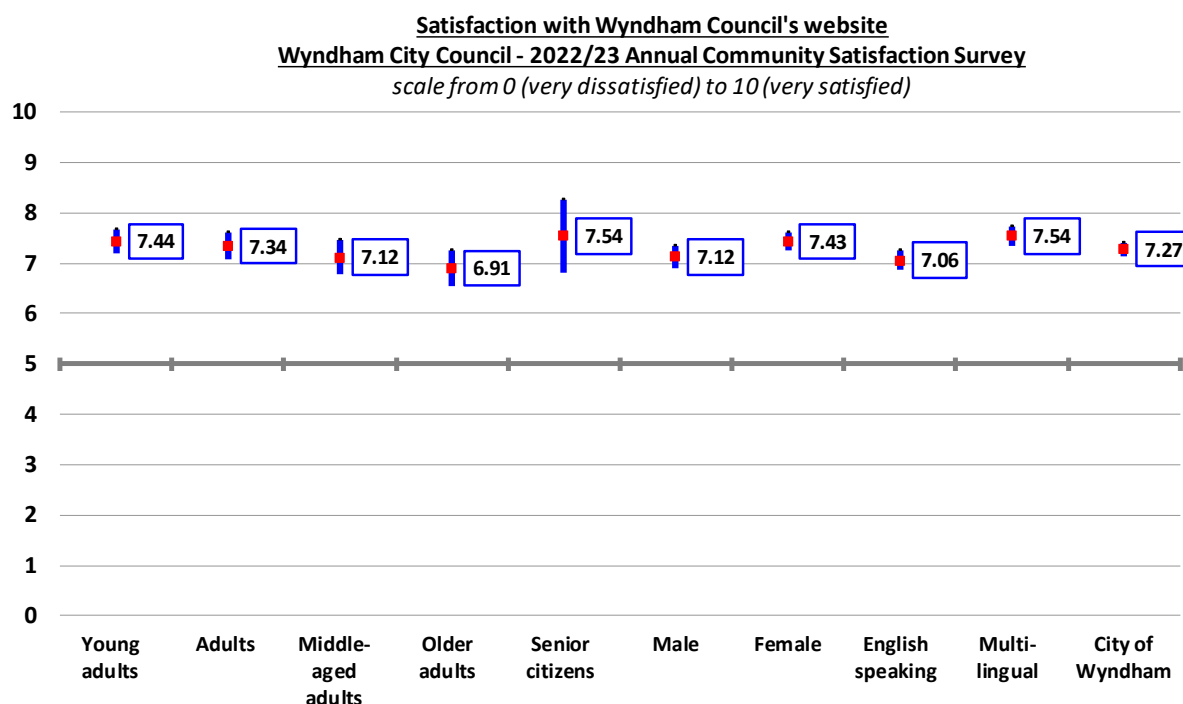


Wyndham Council’s website

There was measurable variation in satisfaction with the website observed across the municipality, with respondents from Truganina measurably more satisfied than average and at an “excellent” level, whilst respondents from Werribee were notably less satisfied and at a “good” level.

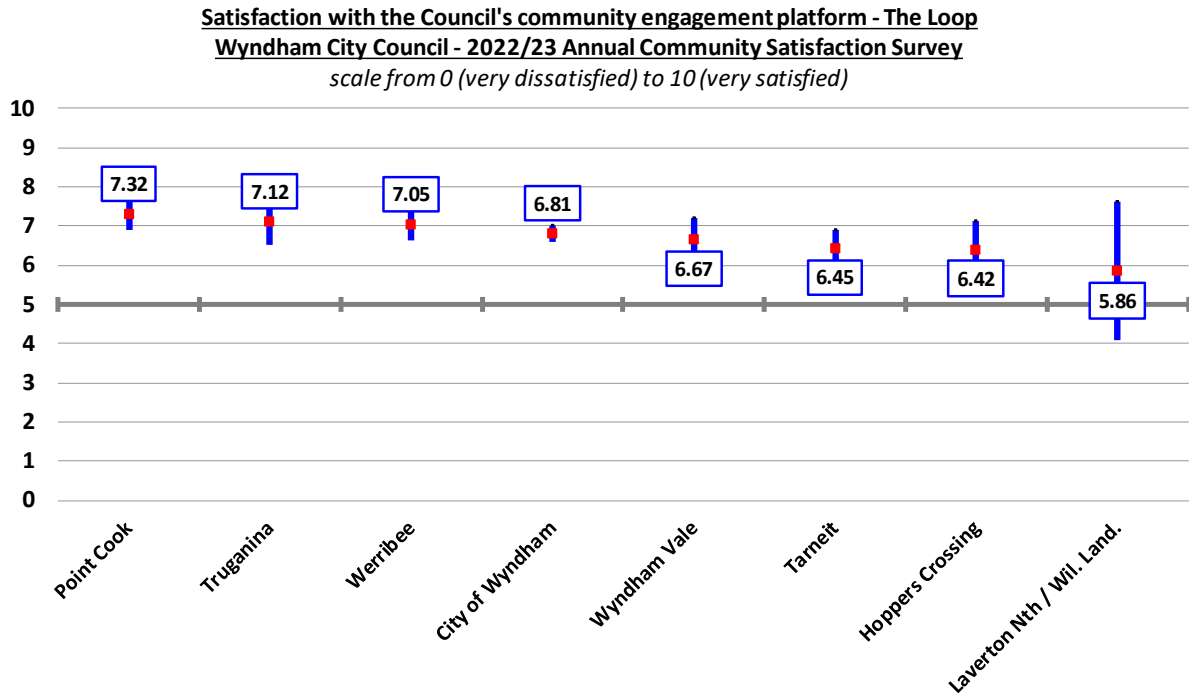


There was also measurable variation observed by respondent profile, with female respondents marginally more satisfied than males, and respondents from multilingual households measurably more satisfied than respondents from English speaking households.

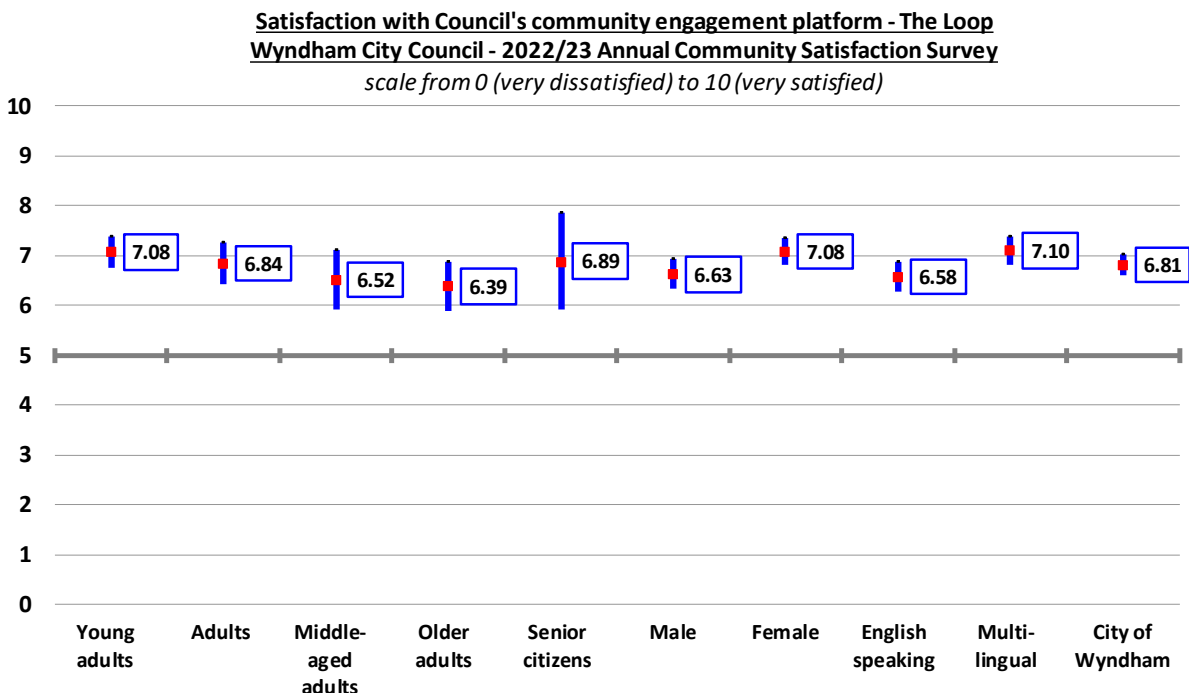


Council’s community engagement platform – The Loop:

Cognisant of the somewhat smaller sample size at the precinct level for this variable, there was no statistically significant variation in satisfaction with The Loop observed across the municipality, although respondents from Point Cook rated satisfaction at a “very good” level and respondents from Laverton North / Williams Landing a “poor” level.

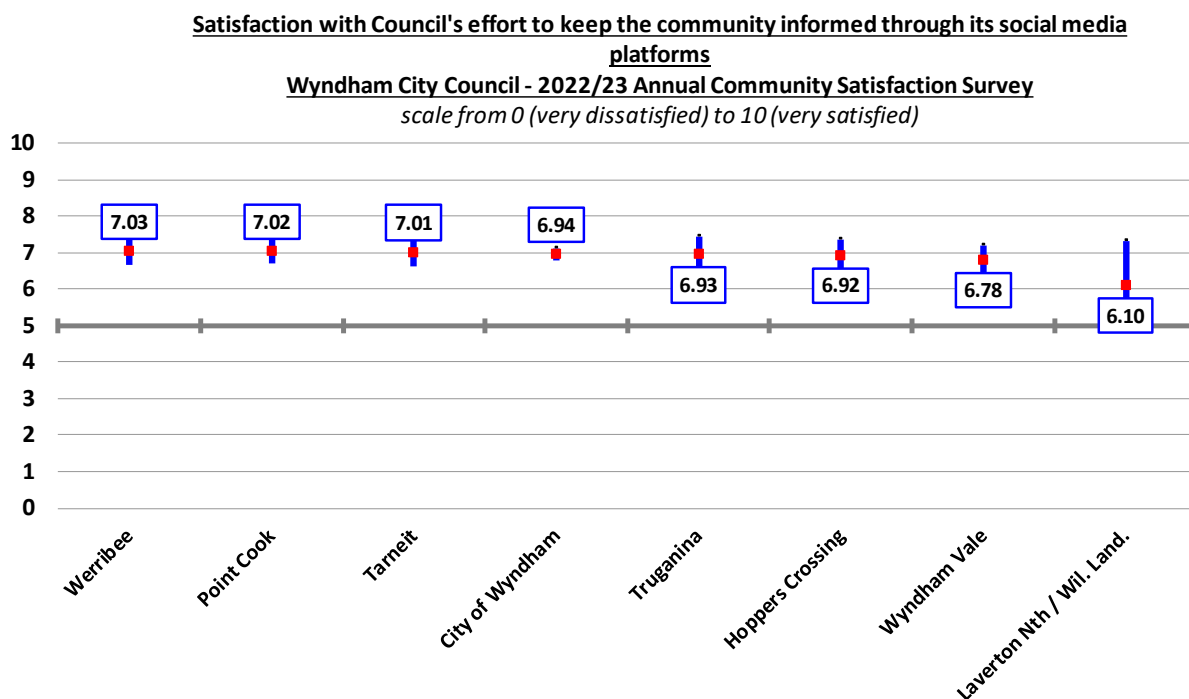


There was no measurable variation observed by respondent profile, although female respondents were somewhat more satisfied than males, and respondents from multilingual households were notably more satisfied than respondents from English speaking.

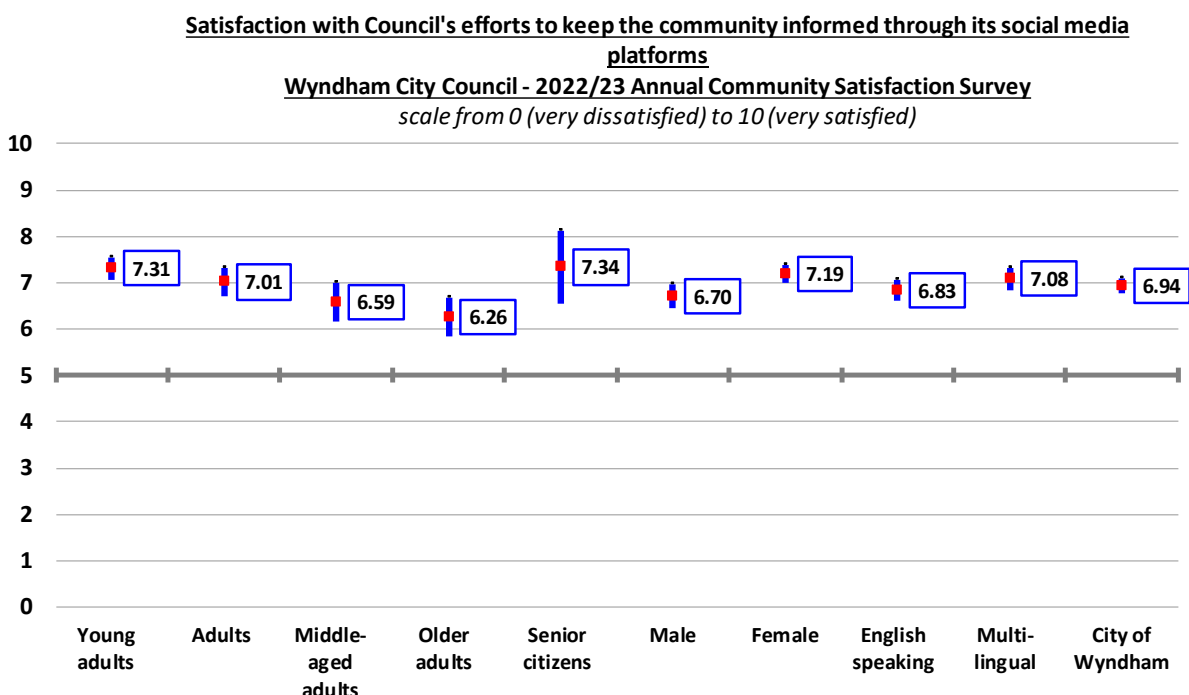


Council's efforts to keep community informed through social media platforms:

There was no statistically significant variation in satisfaction with this aspect of communication observed across the municipality, although respondents from Laverton North / Williams Landing rated satisfaction at a “solid” rather than “good” level.

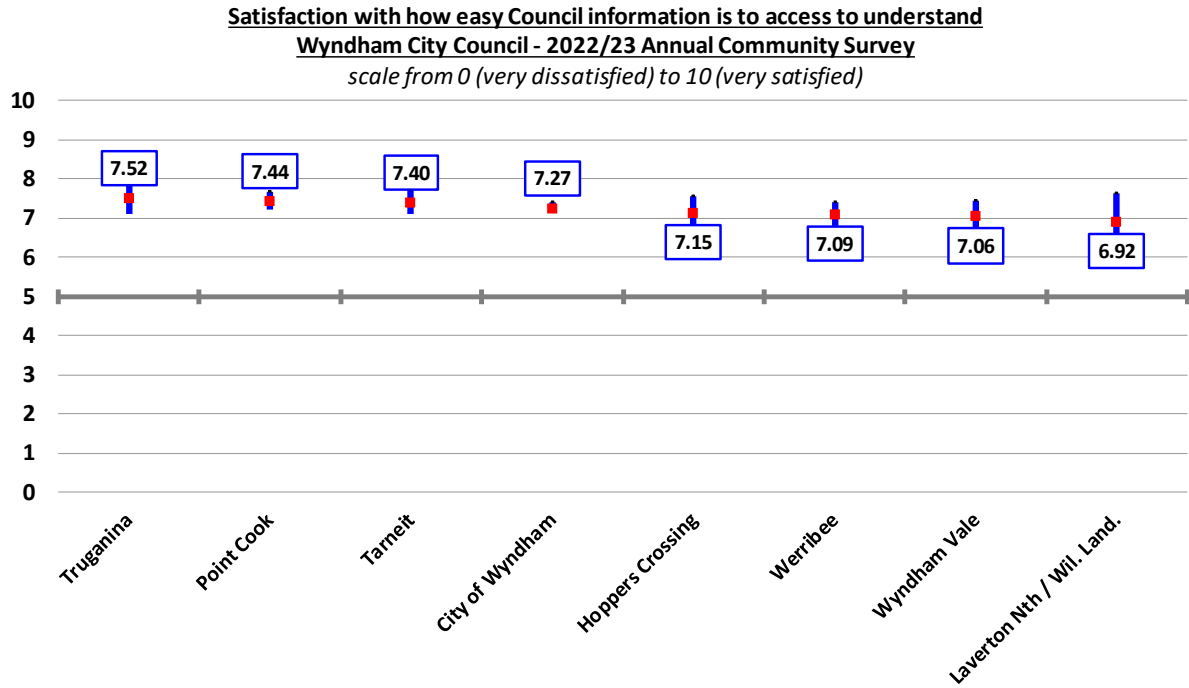


There was notable variation observed by respondent profile, with older adults (aged 60 to 74 years) notably less satisfied than average, senior citizens (aged 75 years and over) notably more satisfied, and female respondents notably more satisfied than males.

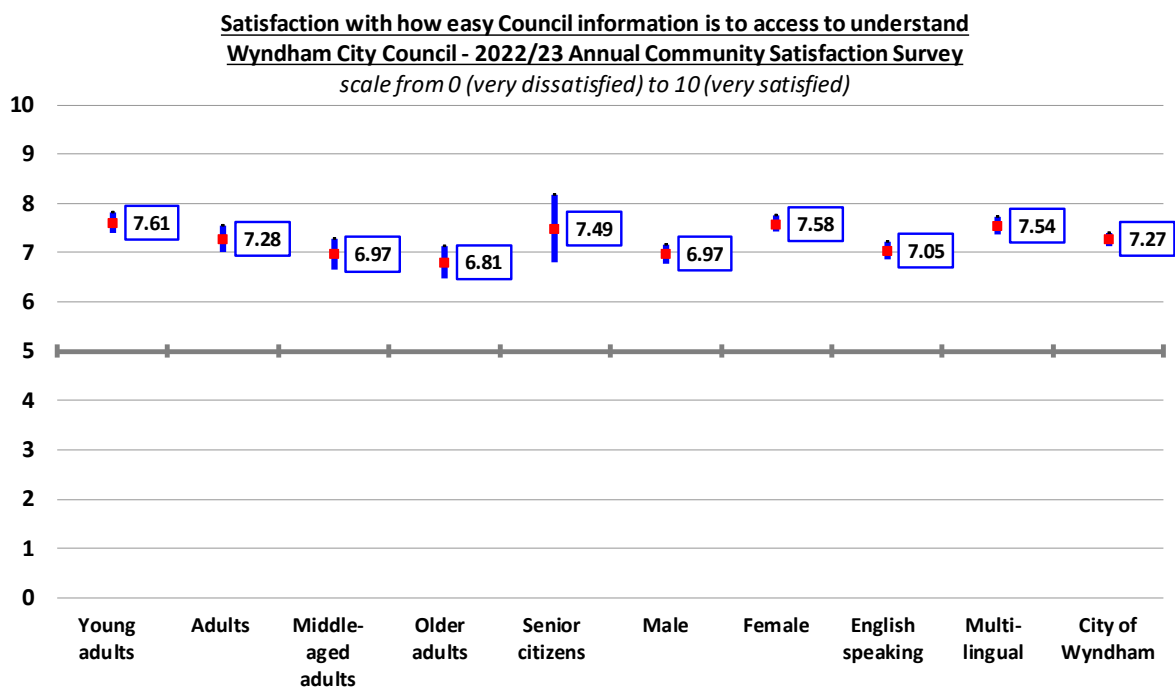


How easy Council information is to access and to understand:

There was no statistically significant variation in satisfaction with this aspect of communication observed across the municipality, although respondents from Hoppers Crossing, Werribee, Wyndham Vale, and Laverton North / Williams Landing rated satisfaction at “good” rather than “very good” levels



There was measurable variation observed by respondent profile, with older adults (aged 60 to 74 years) measurably less satisfied than average, female respondents measurably more satisfied than males, and respondents from multilingual households measurably more satisfied than respondents from English speaking households.



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 2022/23 survey.

Importance of Council services and facilities to the community

The average importance of the 46 included Council provided services and facilities in 2022/23 was 8.81 out of 10, essentially identical to the 2021/22 average of 8.82.

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 more than eight out of 10.

As outlined at the right-hand side of the following table, it is noted that 13 services and facilities were measurably (statistically significantly) more important than the average of all services and facilities, whilst 12 were measurably less important than the average:

- ***Measurably more important than the average*** – includes the regular recycling collection, weekly garbage collection, green waste collection, provision of immunisation services, provision of the school crossing service, hard waste collection, public health services, emergency management preparedness and response, council response to dumped rubbish, provision of sports ovals and other local sporting and outdoor recreation facilities, provision of Council managed kindergarten services, provision of maternal and child health services, maintenance and cleaning of public areas.
- ***Measurably less important than the average*** – includes the provision of supported playgroups, provision of Council's major events, graffiti removal, control and regulation of pets and domestic animals, provision and maintenance of street trees, provision of sleep and settling programs, economic development activities supporting tourism operators, provision of shared trails, Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change, provision of on or off-road / separated bike paths, provision of public art, exhibitions, events, arts and cultural activities, and the enforcement of parking.

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 2023. 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 the following services two percent or more either more or less important in the City of Wyndham:



- **Notably more important in the City of Wyndham** – includes economic activities supporting local business (5.0% more important in Wyndham), activities promoting economic investment in the local area (4.3%), green waste collection (3.9%), Council’s response to dumped rubbish (3.7%), provision of Council’s major events (2.7%), provision of youth services (2.6%).
- **Somewhat less important in the City of Wyndham** – includes provision of on or off-road / separated bike paths (5.5% less important in Wyndham), Council programs, events, and policy development to encourage sustainability, increase resilience, and address climate change (4.7%), provision of shared trails (4.6%), provision of local libraries (2.4%), and the enforcement of parking (2.3%).

Importance of selected Council services and facilities
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
(Number and index score scale 0 to 10)

	Service / facility	Number	2022/23			21/22	17/18	2023 Metro.*
			Lower	Mean	Upper			
Higher than average importance	Regular recycling collection	1,181	9.33	9.38	9.44	9.22	8.90	9.28
	Weekly garbage collection	1,187	9.32	9.38	9.44	9.21	9.43	9.31
	Green waste collection	1,082	9.25	9.32	9.39	9.18	8.78	8.97
	Provision of immunisation services	1,040	9.13	9.21	9.28	9.24	8.74	n.a.
	Provision of the school crossing service	1,021	9.12	9.19	9.26	9.22	n.a.	n.a.
	Hard waste collection	1,112	9.09	9.17	9.24	9.13	8.89	9.01
	Public health services	1,082	9.08	9.16	9.23	8.95	n.a.	n.a.
	Emergency management preparedness and response	1,033	9.06	9.14	9.21	9.05	n.a.	n.a.
	Council response to dumped rubbish ³	1,098	8.98	9.06	9.14	8.96	8.91	8.74
	Provision of sports ovals and other local sporting and outdoor recreation facilities	1,072	8.97	9.04	9.11	9.04	8.64	8.86
	Provision of Council managed kindergarten services	975	8.95	9.04	9.12	9.16	n.a.	n.a.
	Provision of maternal and child health services ⁶	978	8.93	9.02	9.11	9.22	8.73	8.93
	Maintenance and cleaning of public areas	1,178	8.93	9.01	9.08	8.95	n.a.	8.92
Average importance	Maintenance and repair of sealed local roads	1,189	8.90	8.98	9.06	8.89	9.02	8.94
	Council support to access the child and family services you need and any other services you might need	901	8.90	8.98	9.07	8.98	n.a.	n.a.
	Provision of youth services	927	8.89	8.97	9.05	8.95	8.65	8.74
	Planning for community infrastructure to meet community need	926	8.86	8.95	9.03	8.88	n.a.	n.a.
	Maintenance and repair of drains	1,122	8.83	8.91	8.99	8.79	9.01	8.96
	Maintenance of parks, gardens, and open spaces	1,192	8.82	8.89	8.97	8.84	8.93	8.90
	Town Planning (Statutory Planning Process)	952	8.79	8.88	8.97	8.79	n.a.	n.a.
	Provision, maintenance and repair of footpaths and shared trails	1,177	8.79	8.87	8.96	8.86	9.00	8.97
	Protection and conservation of the natural environment and coastal areas ²	1,121	8.79	8.87	8.95	8.71	8.78	n.a.
Traffic management	1,179	8.73	8.82	8.91	8.76	9.09	8.78	



	Provision and maintenance of public toilets	1,049	8.73	8.82	8.91	8.65	8.52	8.86
	Maintenance of playgrounds	1,144	8.72	8.80	8.89	8.80	8.64	8.90
	Provision of local libraries ⁵	1,112	8.67	8.76	8.85	8.86	8.85	8.98
	Provision and maintenance of community centres and neighbourhood hubs	1,043	8.64	8.73	8.82	8.82	8.49	8.60
	Building control and compliance enforcement	974	8.63	8.73	8.83	8.70	n.a.	n.a.
	Economic development activities supporting local businesses	981	8.61	8.70	8.79	8.87	n.a.	8.29
	Provision and maintenance of community facilities and venues for hire	966	8.59	8.68	8.77	8.65	n.a.	n.a.
	Application, enforcement, and compliance of environmental and planning regulations	922	8.58	8.67	8.77	8.69	n.a.	n.a.
	Enforcement of local laws	1,131	8.57	8.67	8.77	8.42	n.a.	8.60
	Activities promoting economic investment in the local area	1,010	8.55	8.65	8.75	8.78	n.a.	8.29
	Provision of first-time parent groups	898	8.53	8.63	8.74	8.85	n.a.	n.a.
Lower than average importance	Provision of supported playgroups	892	8.49	8.60	8.71	8.76	n.a.	n.a.
	Provision of Council's major events	1,000	8.49	8.59	8.68	8.54	n.a.	8.36
	Graffiti removal	1,087	8.48	8.58	8.67	8.59	n.a.	n.a.
	Control and regulation of pets and domestic animals ⁴	1,072	8.47	8.56	8.65	8.70	8.36	8.44
	Provision and maintenance of street trees	1,191	8.46	8.56	8.66	8.67	8.68	8.71
	Provision of sleep and settling programs	830	8.41	8.53	8.65	8.76	n.a.	n.a.
	Economic development activities supporting tourism operators	957	8.39	8.50	8.61	8.72	n.a.	n.a.
	Provision of shared trails	1,070	8.20	8.31	8.42	8.48	n.a.	8.71
	Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change ¹	1,061	8.14	8.27	8.40	8.32	8.42	8.68
	Provision of on or off-road / separated bike paths	1,096	8.11	8.23	8.35	8.38	8.58	8.71
	Provision of public art, exhibitions, events, arts and cultural activities ⁷	993	8.06	8.18	8.29	8.34	7.84	8.17 [^]
	Enforcement of parking	1,162	7.92	8.05	8.19	8.19	8.17	8.24

Average importance of services / facilities

8.72 **8.81** 8.90 8.82 8.56 8.76

(*) 2023 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 declined somewhat, but not measurably this year, down 1.9% to 7.16 out of 10, which is a “good”, down from a “very good” level of satisfaction.

Within this average satisfaction, however, there was measurable and significant variation, from a high of 8.40 (“excellent”) for the provision of immunisation services to a low of 6.05 (“solid”) for the maintenance and repair of sealed local roads.

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 the provision of immunisation services; provision of local libraries; weekly garbage collection; regular recycling collection; provision of the school crossing service; green waste collection; provision and maintenance of community centres and neighbourhood hubs; provision of sports ovals and other local sporting and outdoor recreation facilities; provision of Council managed kindergarten services; hard waste collection; and the provision of Council’s major events.
- **Measurably lower than average satisfaction** – includes activities promoting economic investment in the local area; economic development activities supporting tourism operators; Council response to dumped rubbish, provision and maintenance of street trees; enforcement of local laws; provision of on or off-road / separated bike paths, provision, maintenance and repair of footpaths and shared trails; Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change; town Planning (Statutory Planning Process); enforcement of parking; provision and maintenance of public toilets; provision of sleep and settling programs; traffic management; maintenance and repair of sealed local roads.

Comparison to the 2023 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 7.11 or “good” in the City of Wyndham, measurably (6.1%) lower than the metropolitan Melbourne average satisfaction of 7.57 or “very good”.

Of these, satisfaction with three of these services and facilities was higher in the City of Wyndham, and satisfaction with 24 was lower in the City of Wyndham, with attention drawn to the following notable variations:

- **Somewhat higher satisfaction in the City of Wyndham** – includes provision and maintenance of community centres and neighbourhood hubs (2.9% higher in Wyndham), provision of local libraries (2.3%), and provision of sports ovals and other local sporting and outdoor recreational facilities (0.9%).



- **Notably lower satisfaction in the City of Wyndham** – includes traffic management (16.6% lower in Wyndham), maintenance and repair of sealed local roads (14.2%), enforcement of local laws (12.6%), enforcement of parking (12.4%), provision of on and off-road / separated bike paths (12.1%), provision and maintenance of street trees (10.4%), provision, maintenance, and repair of footpaths and shared trails (10.2%), Council programs, events, and policy to encourage sustainability, increase resilience, and address climate change (9.5%), maintenance of parks, gardens, and open spaces (8.7%), Council response to dumped rubbish (7.4%), maintenance and repair of drains (7.0%), maintenance of playgrounds (6.9%), provision of maternal and child health services (6.6%), maintenance and cleaning of public areas (5.1%), activities promoting economic investment in the local area (4.5%), control and regulation of pets and domestic animals (4.5%), weekly garbage collection (4.3%), economic development activities supporting local business (3.7%), hard waste collection (3.6%), regular recycling collection (3.5%), and the provision and maintenance of public toilets (3.3%).

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 - 2022/23 Annual Community Satisfaction Survey
(Number and index score scale 0 to 10)

	Service / facility	Number	2022/23			21/22	17/18	2023 Metro.*
			Lower	Mean	Upper			
Higher than average satisfaction	Provision of immunisation services	551	8.26	8.40	8.54	8.51	8.78	n.a.
	Provision of local libraries ⁵	567	8.25	8.38	8.51	8.30	8.53	8.19
	Weekly garbage collection	1,189	8.04	8.15	8.27	8.25	8.79	8.52
	Regular recycling collection	1,182	8.04	8.15	8.27	8.24	8.37	8.45
	Provision of the school crossing service	563	7.94	8.10	8.26	8.23	n.a.	n.a.
	Green waste collection	1,024	7.96	8.08	8.21	8.18	8.33	8.21
	Provision and maintenance of community centres and neighbourhood hubs	464	7.76	7.92	8.08	7.89	8.01	7.70
	Provision of sports ovals and other local sporting and outdoor recreation facilities	684	7.73	7.87	8.01	8.04	8.07	7.80
	Provision of Council managed kindergarten services	253	7.61	7.85	8.09	8.19	n.a.	n.a.
	Hard waste collection	1,046	7.71	7.85	7.98	8.13	8.17	8.14
Average satisfaction	Provision of Council's major events	438	7.39	7.59	7.79	7.73	n.a.	7.72
	Provision of maternal and child health services ⁶	271	7.24	7.52	7.79	7.87	8.28	8.05
	Provision of supported playgroups	144	7.17	7.51	7.85	7.92	n.a.	n.a.
	Provision and maintenance of community facilities and venues for hire	276	7.21	7.45	7.69	7.60	n.a.	n.a.
	Provision of youth services	174	7.12	7.44	7.75	7.40	7.91	7.57
	Provision of public art, exhibitions, events, arts and cultural activities ⁷	405	7.20	7.40	7.61	7.60	7.20	7.63^
	Emergency management preparedness and response	961	7.21	7.35	7.49	7.51	n.a.	n.a.
Provision of first-time parent groups	155	6.91	7.30	7.69	7.60	n.a.	n.a.	



Average satisfaction	Control and regulation of pets and domestic animals ⁴	1,036	7.15	7.28	7.40	7.44	7.29	7.62
	Public health services	1,034	7.14	7.27	7.40	7.52	n.a.	n.a.
	Building control and compliance enforcement	902	7.09	7.22	7.35	7.25	n.a.	n.a.
	Maintenance of playgrounds	1,116	7.03	7.16	7.28	7.19	7.65	7.69
	Protection and conservation of the natural environment and coastal areas ²	1,089	7.02	7.14	7.26	7.24	7.08	n.a.
	Graffiti removal	1,043	6.98	7.10	7.22	7.25	n.a.	n.a.
	Council support to access the child and family services you need and any other services you might need	227	6.79	7.09	7.40	7.74	n.a.	n.a.
	Maintenance of parks, gardens, and open spaces	1,185	6.93	7.06	7.20	6.94	7.09	7.74
	Application, enforcement, and compliance of environmental and planning regulations	843	6.86	6.99	7.13	7.06	n.a.	n.a.
	Maintenance and repair of drains	1,084	6.84	6.98	7.11	6.73	7.57	7.50
	Maintenance and cleaning of public areas	1,171	6.81	6.93	7.05	6.99	n.a.	7.30
	Provision of shared trails	1,034	6.78	6.90	7.03	7.21	n.a.	n.a.
	Economic development activities supporting local businesses	905	6.73	6.87	7.02	6.97	n.a.	7.14
	Planning for community infrastructure to meet community need	312	6.55	6.82	7.09	6.70	n.a.	n.a.
Lower than average satisfaction	Activities promoting economic investment in the local area	931	6.68	6.82	6.96	7.04	n.a.	7.14
	Economic development activities supporting tourism operators	867	6.62	6.76	6.91	6.95	n.a.	n.a.
	Council response to dumped rubbish ³	1,053	6.49	6.64	6.80	6.85	6.62	7.17
	Provision and maintenance of street trees	1,184	6.46	6.61	6.75	6.45	6.95	7.37
	Enforcement of local laws	1,108	6.43	6.58	6.73	6.93	n.a.	7.53
	Provision of on or off-road / separated bike paths	1,013	6.40	6.55	6.69	6.94	7.41	7.45
	Provision, maintenance and repair of footpaths and shared trails	1,176	6.36	6.50	6.64	6.60	6.68	7.24
	Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change ¹	1,005	6.29	6.43	6.58	6.31	6.83	7.11
	Town Planning (Statutory Planning Process)	285	6.10	6.40	6.70	6.29	n.a.	n.a.
	Enforcement of parking	1,130	6.07	6.23	6.38	6.45	6.30	7.11
	Provision and maintenance of public toilets	949	6.02	6.18	6.34	5.90	6.56	6.39
	Provision of sleep and settling programs	78	5.59	6.17	6.74	7.33	n.a.	n.a.
	Traffic management	1,173	5.94	6.09	6.25	6.05	5.55	7.31
Maintenance and repair of sealed local roads	1,191	5.90	6.05	6.20	6.15	6.38	7.05	

Average satisfaction with services / facilities

6.97 **7.16** 7.34 7.30 7.38 7.57

(*) 2022 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 21 of the 46 services and facilities, with approximately three-quarters or more being "very satisfied" with local libraries, immunisation services, recycling, garbage collection, the school crossing service, and green waste collection.

Attention is, however, drawn to the 13 services and facilities, with which approximately 15% or more of respondents providing a score were "dissatisfied". Of these, sealed local roads, public toilets, parking enforcement, traffic management, and town planning all reported approximately one-fifth "dissatisfied" respondents.

Satisfaction with selected Council services and facilities
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

<i>Service / facility</i>	<i>Dissatisfied (0 - 4)</i>	<i>Neutral to somewhat satisfied</i>	<i>Very satisfied (8 - 10)</i>	<i>Can't say</i>	<i>Total</i>
Provision of local libraries ⁵	2.8%	17.2%	80.0%	10	577
Provision of immunisation services	3.2%	18.2%	78.6%	7	558
Regular recycling collection	5.0%	20.0%	75.0%	21	1,203
Weekly garbage collection	5.9%	19.6%	74.5%	14	1,203
Provision of the school crossing service	5.0%	20.7%	74.3%	8	571
Green waste collection	5.7%	21.2%	73.1%	179	1,203
Hard waste collection	8.4%	22.6%	69.0%	157	1,203
Provision and maintenance of community centres and neighbourhood hubs	3.9%	29.1%	67.0%	5	469
Provision of sports ovals and other local sporting and outdoor recreation facilities	5.7%	27.5%	66.8%	15	699
Provision of Council managed kindergarten services	5.0%	30.4%	64.6%	7	260
Provision of maternal and child health services ⁶	9.5%	27.3%	63.2%	6	277
Provision of Council's major events	7.7%	30.1%	62.2%	5	444
Provision of public art, exhibitions, events, arts and cultural activities ⁷	8.3%	32.3%	59.4%	5	410
Provision and maintenance of community facilities and venues for hire	7.7%	33.1%	59.2%	4	280
Provision of supported playgroups	5.7%	35.5%	58.8%	3	147
Provision of first-time parent groups	12.3%	30.0%	57.7%	7	162



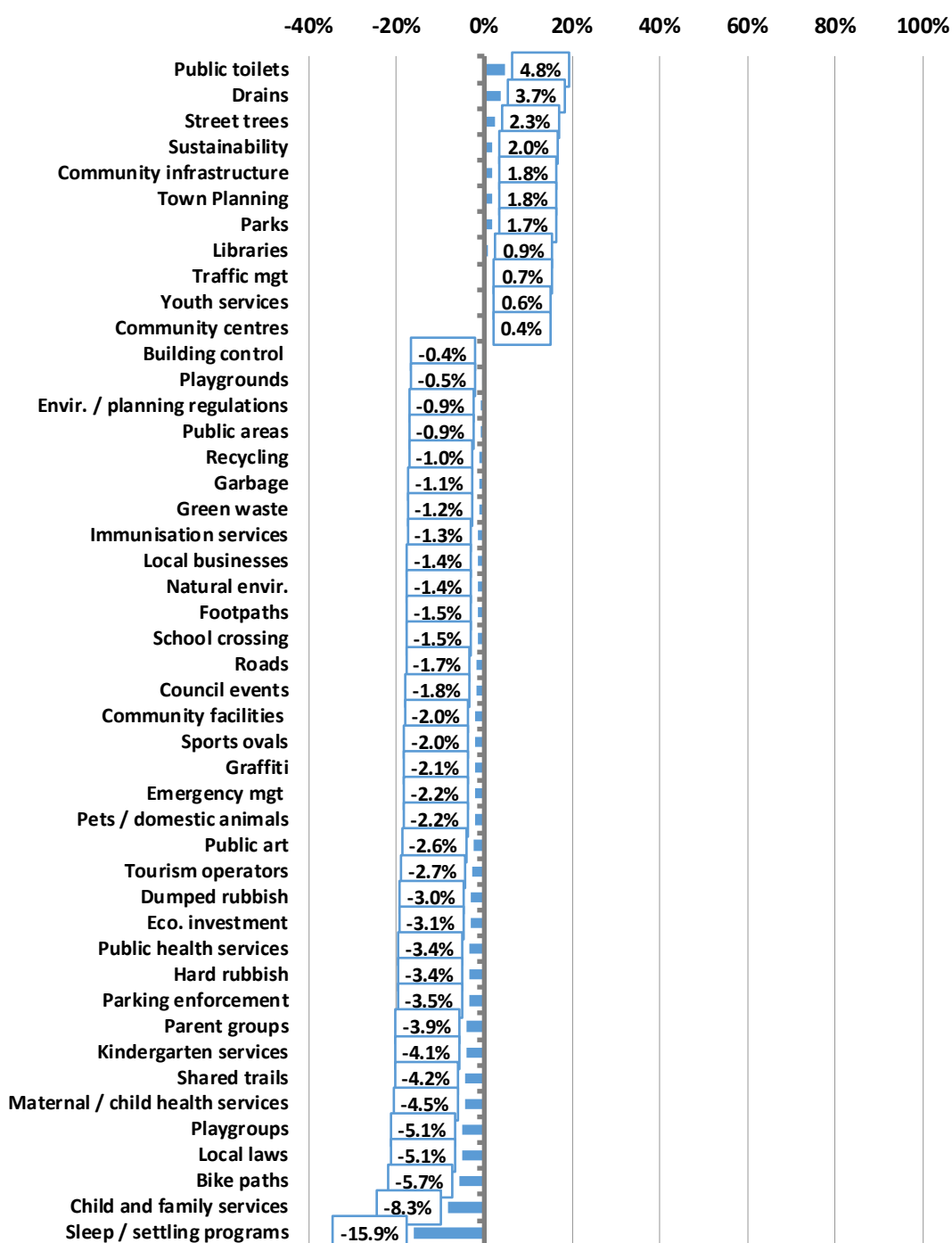
Provision of youth services	7.5%	36.8%	55.7%	12	187
Council support to access the child and family services you need and any other services you might need	13.1%	33.5%	53.4%	9	236
Emergency management preparedness and response	8.3%	39.5%	52.2%	242	1,203
Control and regulation of pets and domestic animals ⁴	8.9%	40.3%	50.8%	167	1,203
Public health services	8.7%	40.7%	50.6%	169	1,203
Maintenance of playgrounds	10.3%	40.5%	49.2%	87	1,203
Maintenance of parks, gardens and open spaces	13.0%	38.5%	48.5%	18	1,203
Building control and compliance enforcement	7.1%	45.2%	47.7%	301	1,203
Protection and conservation of the natural environment and coastal areas ²	10.1%	42.3%	47.6%	114	1,203
Maintenance and repair of drains	13.2%	39.4%	47.4%	119	1,203
Graffiti removal	8.6%	44.4%	47.0%	160	1,203
Planning for community infrastructure to meet community need	13.9%	40.5%	45.6%	12	324
Provision of shared trails	10.3%	45.3%	44.4%	169	1,203
Maintenance and cleaning of public areas	11.6%	44.3%	44.1%	32	1,203
Council response to dumped rubbish ³	18.7%	38.0%	43.3%	150	1,203
Provision and maintenance of street trees	17.9%	39.0%	43.1%	19	1,203
Economic development activities supporting local businesses	11.7%	45.2%	43.1%	298	1,203
Application, enforcement, and compliance of environmental and planning regulations	9.6%	48.8%	41.6%	360	1,203
Enforcement of local laws	17.4%	41.5%	41.1%	95	1,203
Activities promoting economic investment in the local area	11.7%	48.2%	40.1%	272	1,203
Provision of on or off-road / separated bike paths	16.4%	44.3%	39.3%	190	1,203
Economic development activities supporting tourism operators	13.9%	46.8%	39.3%	336	1,203
Town Planning (Statutory Planning Process)	19.8%	41.7%	38.5%	13	298
Provision, maintenance and repair of footpaths and shared trails	18.3%	44.0%	37.7%	27	1,203
Enforcement of parking	21.4%	41.5%	37.1%	73	1,203
Traffic management	22.9%	41.8%	35.3%	30	1,203
Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change ¹	15.2%	50.0%	34.8%	198	1,203
Provision of sleep and settling programs	17.5%	48.4%	34.1%	7	85
Maintenance and repair of sealed local roads	24.2%	43.3%	32.5%	12	1,203
Provision and maintenance of public toilets	21.1%	47.7%	31.2%	254	1,203



Comparison to 2021/22 satisfaction with services and facilities

Of the 46 services and facilities, 11 reported higher satisfaction in 2022/23, whilst 35 reported lower satisfaction in 2022/23. Most of these variations were, however, not statistically significant, or meaningful, with the improvements for public toilets and drains being noted, and the declines for sleep and settling programs, bike paths, local laws, shared trails, parking enforcement, and hard rubbish the most notable declines.

Percentage change in satisfaction 2021/22 to 2022/23
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Percentage increase / decrease)



Importance and satisfaction cross tabulation

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

The grey crosshairs represent the average importance (8.65) and the average satisfaction (7.40) for all services and facilities as recorded in the 2023 *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.

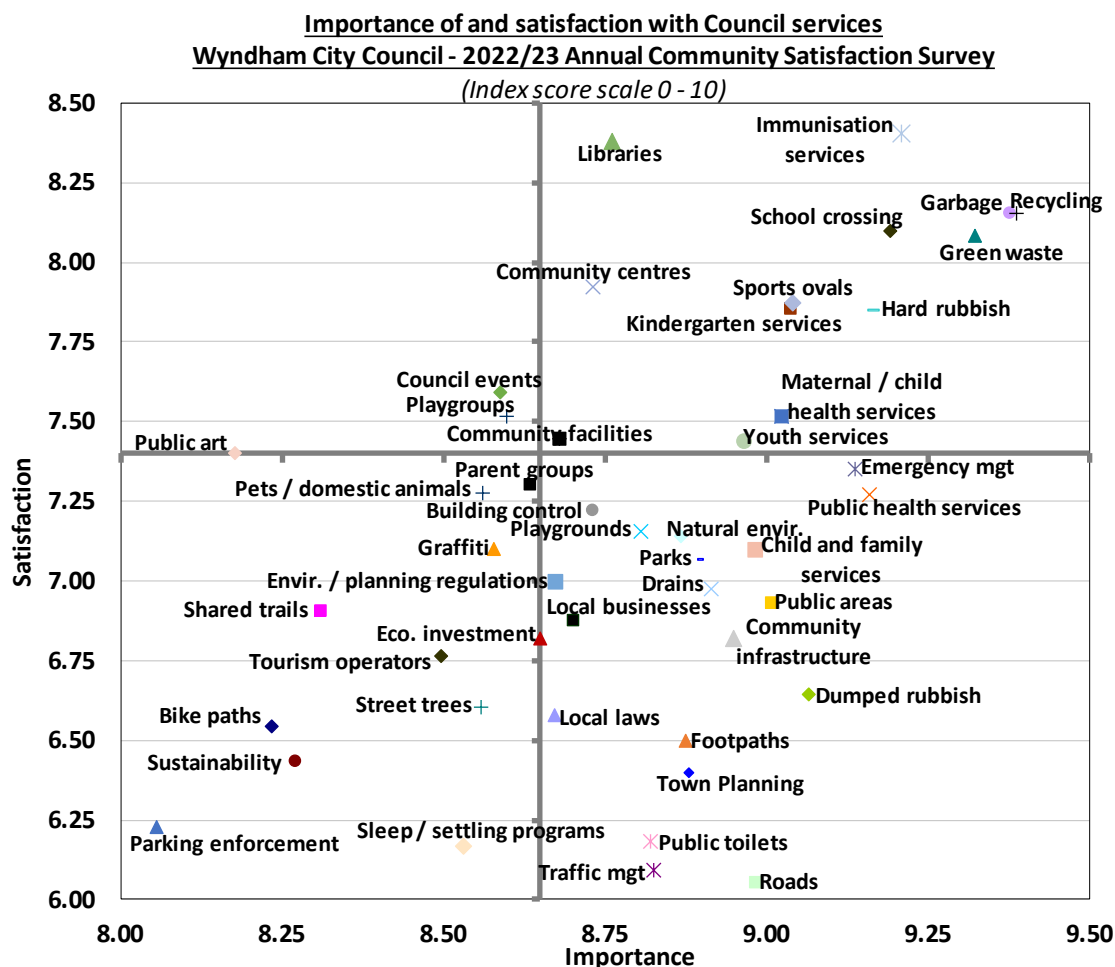
Metropolis Research notes that compared the metropolitan Melbourne average importance (8.65), the majority of the 46 included services and facilities were considered more important on average in the City of Wyndham than the metropolitan Melbourne average.

By contrast, more services and facilities received a satisfaction score somewhat lower than the metropolitan Melbourne average satisfaction.

Attention is drawn to the following key findings:

- ***Waste and recycling*** – the four kerbside collection services were all higher-than-average importance and some of 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 second in terms of satisfaction.
- ***Community support services*** – all these services were of higher-than-average importance, and most received higher than average satisfaction. Along with waste and recycling services, these services were very important to the community, and the community was mostly very satisfied.
- ***Sports and recreation facilities*** – it is a slightly unusual result that sports, and recreation facilities were of such high importance, but they were both very important and received a very high satisfaction score.
- ***Parking enforcement*** – remains of measurably and significantly lower than average importance and received a measurably and significantly lower than average satisfaction score. The lower importance score reflects the large number of respondents dissatisfied with parking enforcement, some of whom believe Council should be doing less enforcement.
- ***Environment, sustainability, climate change*** – these services received measurably lower than average importance and lower than average satisfaction.
- ***Services and facilities of most concern*** – with satisfaction at “solid” levels and being of higher-than-average importance, the services and facilities of most concern include traffic management, sealed local roads, public toilets, town planning, and footpaths. These results were mostly consistent with last year, although street trees were no longer among these services of most concern.





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 11 broad services areas, as follows:

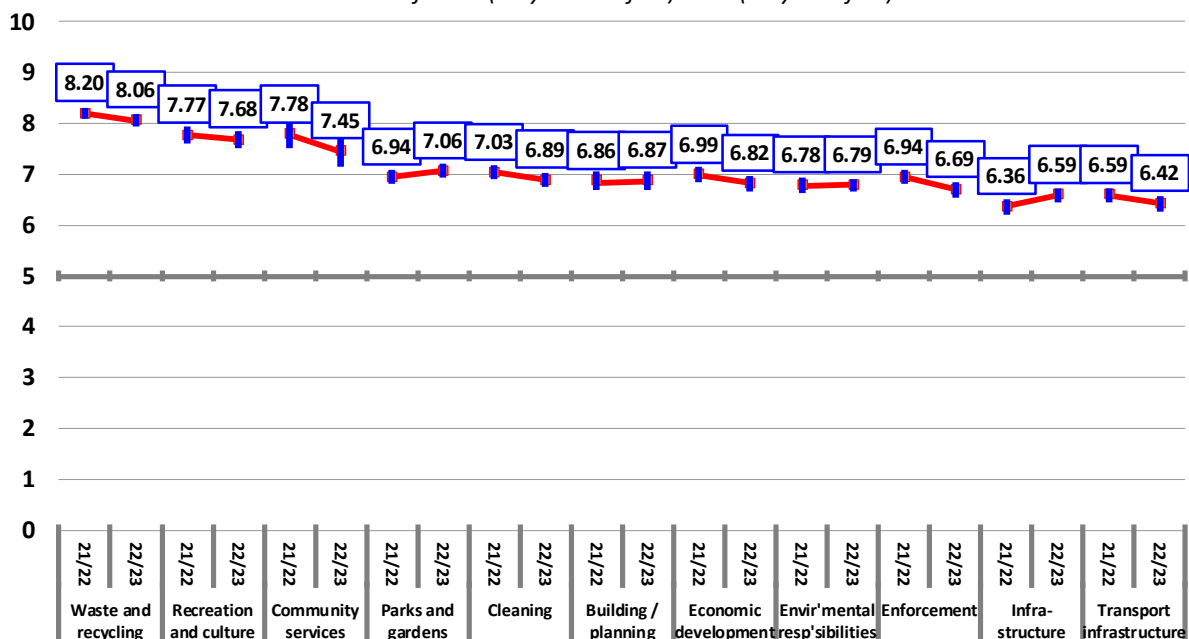
- **Infrastructure** – includes the provision and maintenance of street trees; maintenance and repair of drains; and the provision and maintenance of public toilets.
- **Waste and recycling** - including the weekly garbage collection; regular recycling collection; green waste collection; and hard waste 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).

When compared to 2021/22, satisfaction with seven broad services areas declined, and satisfaction with four increased. None of these variations were statistically significant, although the increase in satisfaction with infrastructure (up 3.6%) was notable. The decline in satisfaction with community services (down 4.2%), whilst not statistically significant was notable, and the declines (based on only a small sample of respondents) with sleep / settling programs (down 15.9%), child and family services (down 8.3%), playgroups (down 5.1%), and MCH services (down 4.5%) all contributed to this decline.

Satisfaction by broad service areas
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



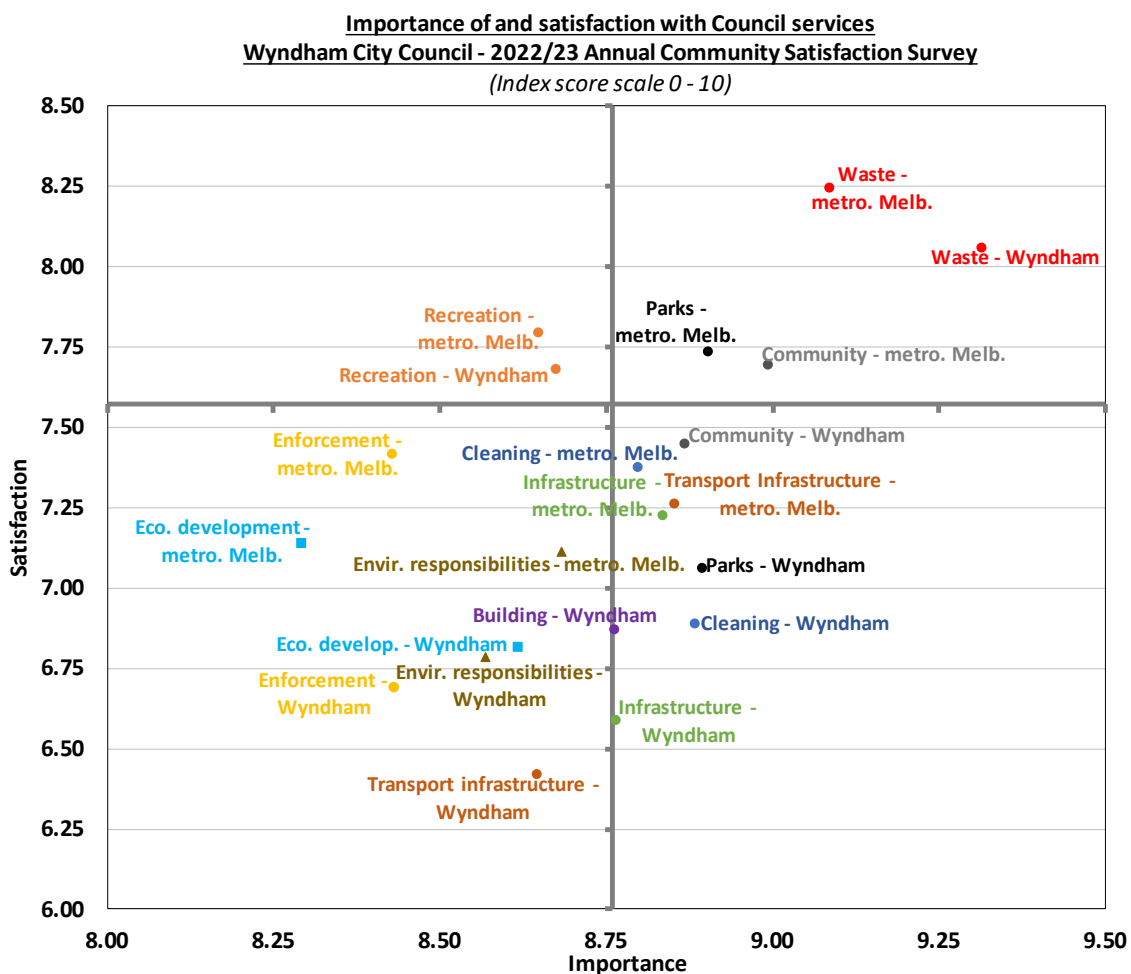
When compared to the metropolitan Melbourne results, it is noted that the City of Wyndham reported somewhat lower satisfaction scores for the 10 of the 11 broad service areas for which there was a comparison result.

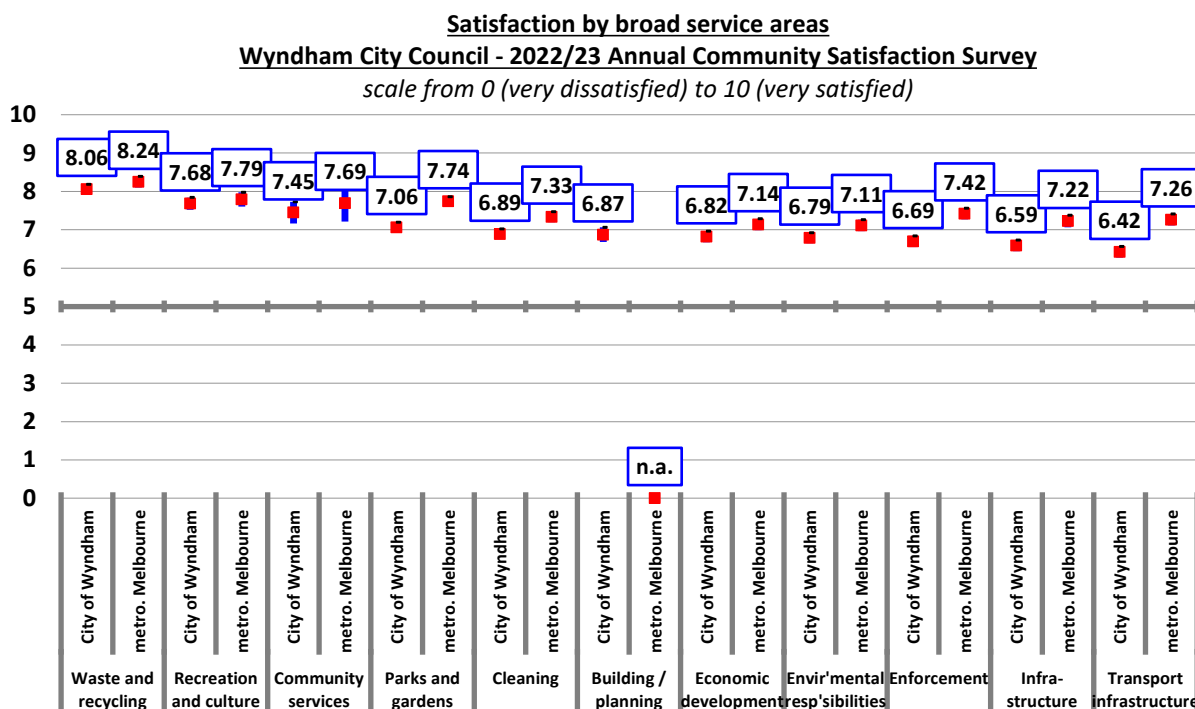
This variation was largest in relation to transport infrastructure, infrastructure, parks and gardens, enforcement, and cleaning.

Some of this variation may be the result the variation in methodology between the two surveys, however, this certainly does not explain all the variation.

As discussed in several sections of this report (including overall satisfaction, top issues to address, aspects of governance and leadership, as well as for some individual services and facilities), the variation in satisfaction is also likely to reflect the issues resulting from population growth and its impacts on the demand for infrastructure. This is most evident in relation to both transport and various other forms of infrastructure.

The areas where the City of Wyndham was performing at a similar level to the metropolitan Melbourne average included waste and recycling services, recreation, and community services.





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:

- City Amenity and Safety** – includes the regulation of pets and domestic animals; application, enforcement, and compliance of environmental and planning regulations; maintenance and cleaning of public areas (including litter collection); Council’s response to dumped rubbish; enforcement of local laws; enforcement of parking; and provision of school crossing service.
- City Transport** – includes the provision and maintenance of footpaths and shared trails; traffic management; provision of on-road and off-road / separated bike lanes; and the provision of shared trails.
- Climate Futures Office** – includes the maintenance and cleaning of public areas; Council’s response to dumped rubbish; Councils economic development activities supporting local business; public health services including maintenance of food safety; Council’s programs, events, and policy development to encourage sustainability, increase resilience, and climate change; activities promoting economic investment in the local area; Council’s emergency management preparedness and response; Council’s protection and conservation of the natural environment and coastal areas; and the provision and maintenance of street trees.



- **Community Planning and Development** – includes the provision and maintenance of community facilities and venues for hire and the provision and maintenance of community centres and neighbourhood hubs.
- **Community Support** – includes first time parent groups; immunisation services; Maternal and Child health services; sleep and settling programs; Council assistance to access the support services you and your household needs; council managed kindergarten services; Council support to access the child and family services you need; and youth services.
- **Corporate Affairs** – includes economic development activities supporting tourism operators.
- **Facilities and Open Space** – includes the application, enforcement, and compliance of environmental and planning regulations; Council’s protection and conservation of the natural environment and coastal areas; the provision and maintenance of street trees; the maintenance of parks, gardens, and open spaces; the maintenance of playgrounds; and graffiti removal.
- **Libraries and Community Learning** – includes the provision of local libraries.
- **Planning and Building** – includes the application, enforcement, and compliance of environmental and planning regulations; building control and compliance enforcement; and town planning (statutory planning process).
- **Roads and Maintenance** – includes the maintenance and cleaning of public areas; Council’s response to dumped rubbish; the maintenance and repair of sealed local roads; the maintenance and repair of drains; and the maintenance of public toilets.
- **Service Planning Partnering and Reform** – includes planning for community infrastructure to meet community needs.
- **Sports and Recreation** – includes the provision of sports ovals and other local sporting and recreation facilities.
- **Vibrant City Centres** – includes the provision of public art, exhibitions, events, arts, and cultural activities; Council’s major events; and Council’s promotion and support of local activity centres.
- **Waste Management and Disposal** – includes green waste collection; garbage collection; hard waste collection; recycling collection; and Council’s response to dumped rubbish.



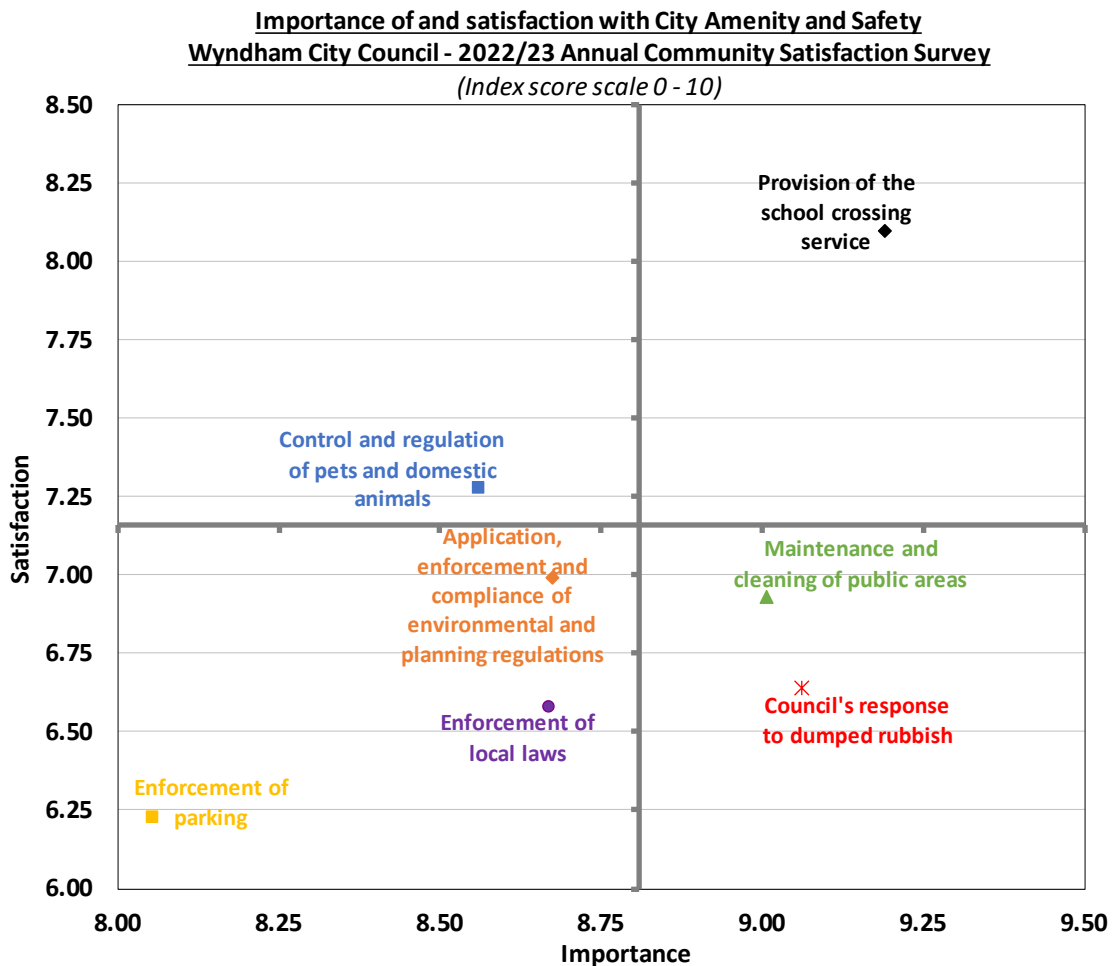
City Amenity and Safety

There were seven services and facilities from the City Amenity and Safety department of Council included in the 2022/23 survey.

Most of these seven services and facilities were of approximately average importance and received approximately average satisfaction scores.

The services and facilities of most interest were the provision of the school crossing service, which was of measurably higher than average importance and satisfaction, and parking enforcement which was of measurably lower than average importance and satisfaction.

It is also noted that both the cleaning of public areas and Council’s response to dumped rubbish were of higher-than-average importance but received lower-than-average satisfaction scores.



Enforcement of parking

The enforcement of parking was the least important of the 46 included services and facilities, with an average importance of 8.05 out of 10, which is consistent with the long-term average since 2014/15 of 8.11.

Parking enforcement was one of 12 services and facilities that were measurably less important than the average of all 46 services and facilities (8.81).

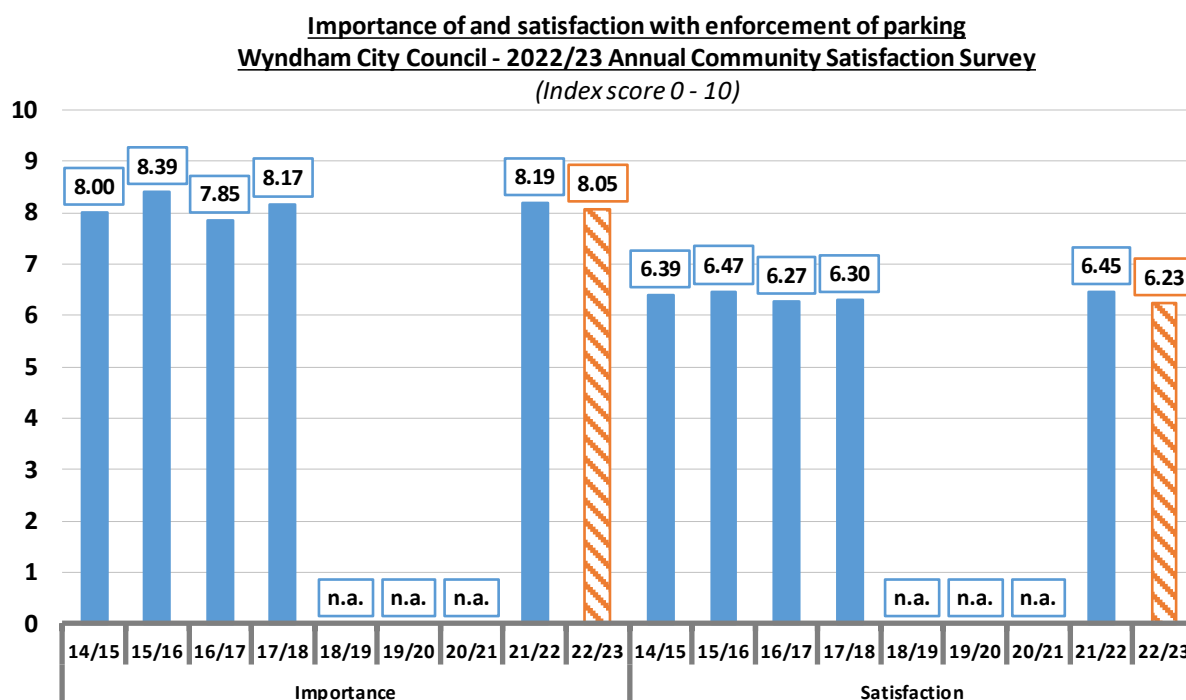
Metropolis Research does note that the lower-than-average importance of parking enforcement tends to reflect the relatively low satisfaction for this service. This reflects the fact that there is a group within the community who feel that there is too much enforcement, and therefore rate down its importance.

Satisfaction with the enforcement of parking declined measurably this year, down 3.4% to 6.23, although it remains at a “solid” level. This result was marginally below the long-term average satisfaction since 2013/14 of 6.36, although it is noted that satisfaction with parking enforcement has been recorded as “solid” each year of the survey.

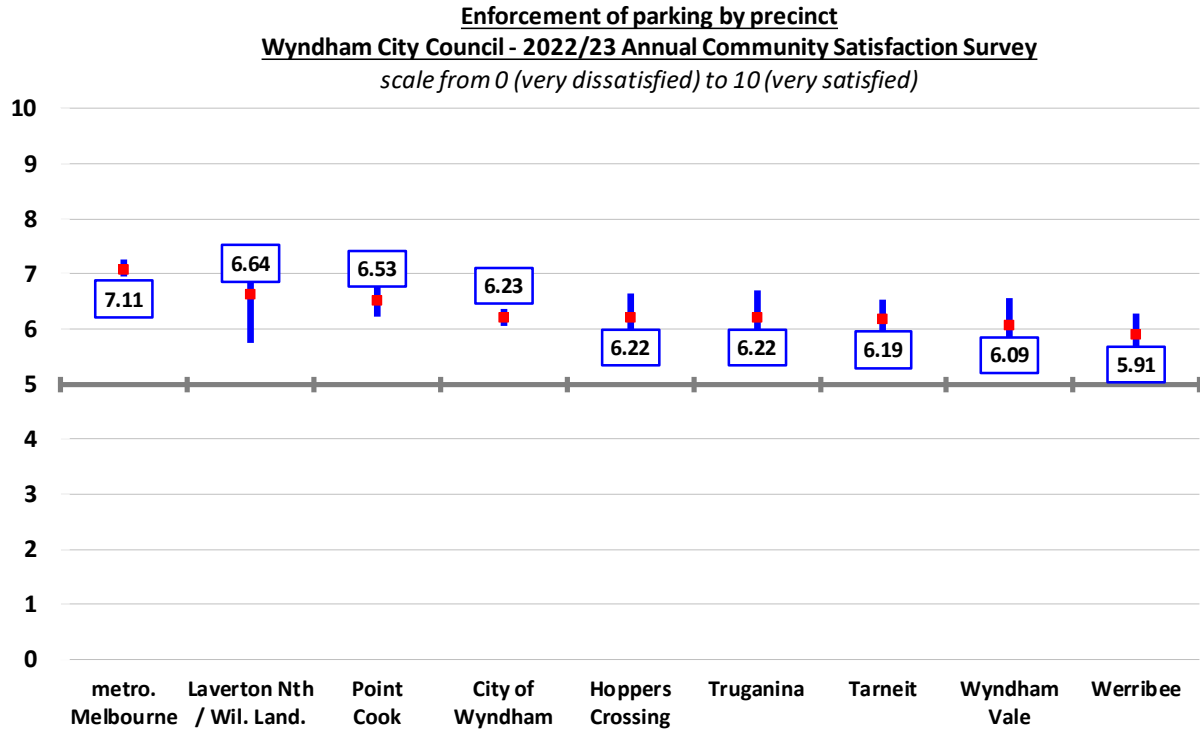
This ranks parking enforcement 42nd in terms of satisfaction, and one of 14 services and facilities to record a satisfaction score measurably lower than the average of all 46 services and facilities (7.16).

This result was comprised of 37.1% “very satisfied” and 21.4% “dissatisfied” respondents, based on a total sample of 1,130 of the 1,203 respondents.

By way of comparison, this result was measurably and significantly lower than the metropolitan Melbourne average satisfaction with “parking enforcement” of 7.11, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis 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 and Point Cook rated satisfaction at “good” levels, whilst respondents from Werribee rated satisfaction at a “poor” level.



Enforcement of local laws

The enforcement of local laws was the 32nd most important of the 46 included services and facilities with an average importance of 8.67 out of 10, an increase of three percent this year.

Satisfaction with the enforcement of local laws declined measurably this year, down five percent to 6.58, although it remains at a “good” level of satisfaction.

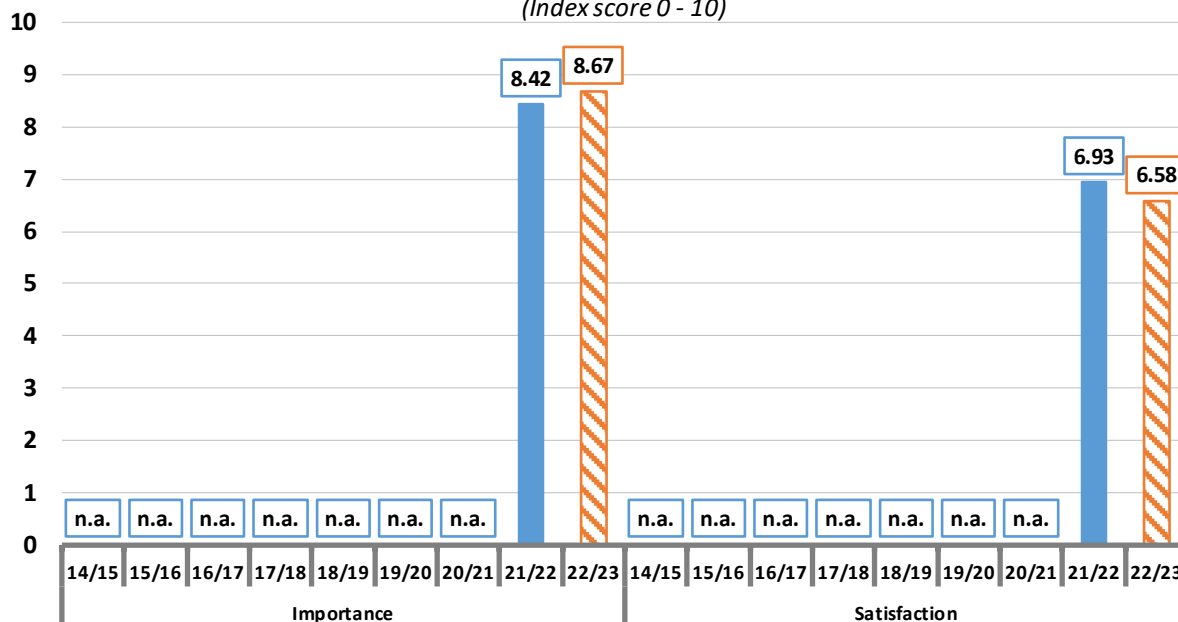
This ranks the enforcement of local laws 37th in terms of satisfaction, and one of 14 services and facilities to record a satisfaction score measurably lower than the average satisfaction with all 46 services and facilities (7.16).

This result was comprised of 41.1% “very satisfied” and 17.4% “dissatisfied” respondents, based on a total sample of 843 of the 1,203 respondents.

By way of comparison, this result was measurably and significantly lower than the metropolitan Melbourne average satisfaction with “enforcement of local laws” of 7.53, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis Research.

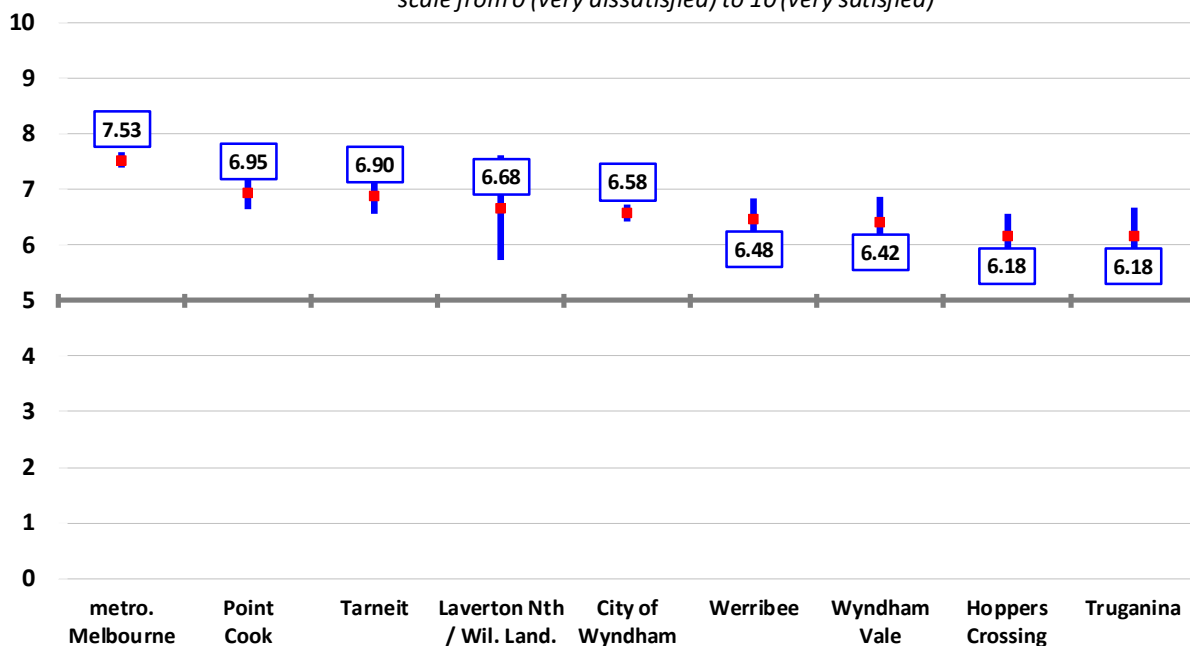


Importance of and satisfaction with enforcement of local laws
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Whilst there was no statistically significant variation in satisfaction with the enforcement of local laws observed across the municipality, it is noted that respondents from Point Cook, Tarneit, and Laverton North / Williams Landing all rated satisfaction at “good” rather than “solid” levels of satisfaction.

Enforcement of local laws by precinct
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Council response to dumped rubbish

Council response to dumped rubbish was the 9th most important of the 46 included services and facilities, with an average importance of 9.06 out of 10. This was one of 13 to record an average importance measurably higher than the average of all 46 services and facilities.

Council’s response to dumped rubbish has remained very important to the community over the life of the survey program, with a long-term average importance of 8.98.

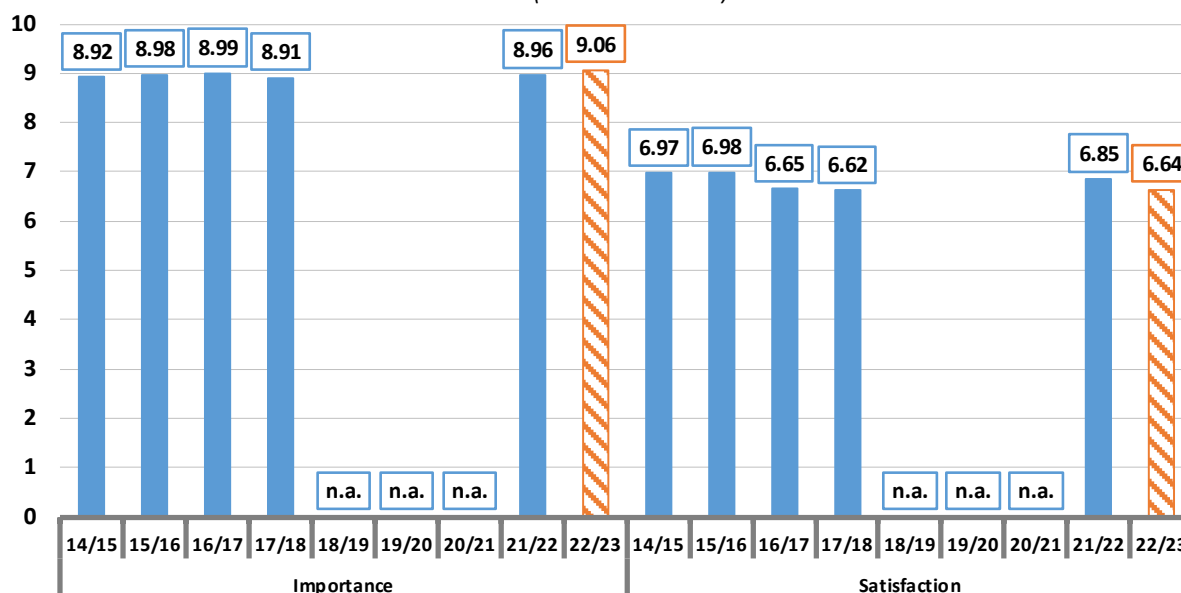
Satisfaction with Council’s response to dumped rubbish declined measurably this year, down 3.1% to 6.64, although it remains at a “good” level of satisfaction.

This ranks this service 35th in terms of satisfaction, and one of 14 services and facilities to record a satisfaction score measurably lower than the average satisfaction with all 46 services and facilities (7.16).

This result was comprised of 43.3% “very satisfied” and 18.7% “dissatisfied” respondents, based on a total sample of 1,053 of the 1,203 respondents.

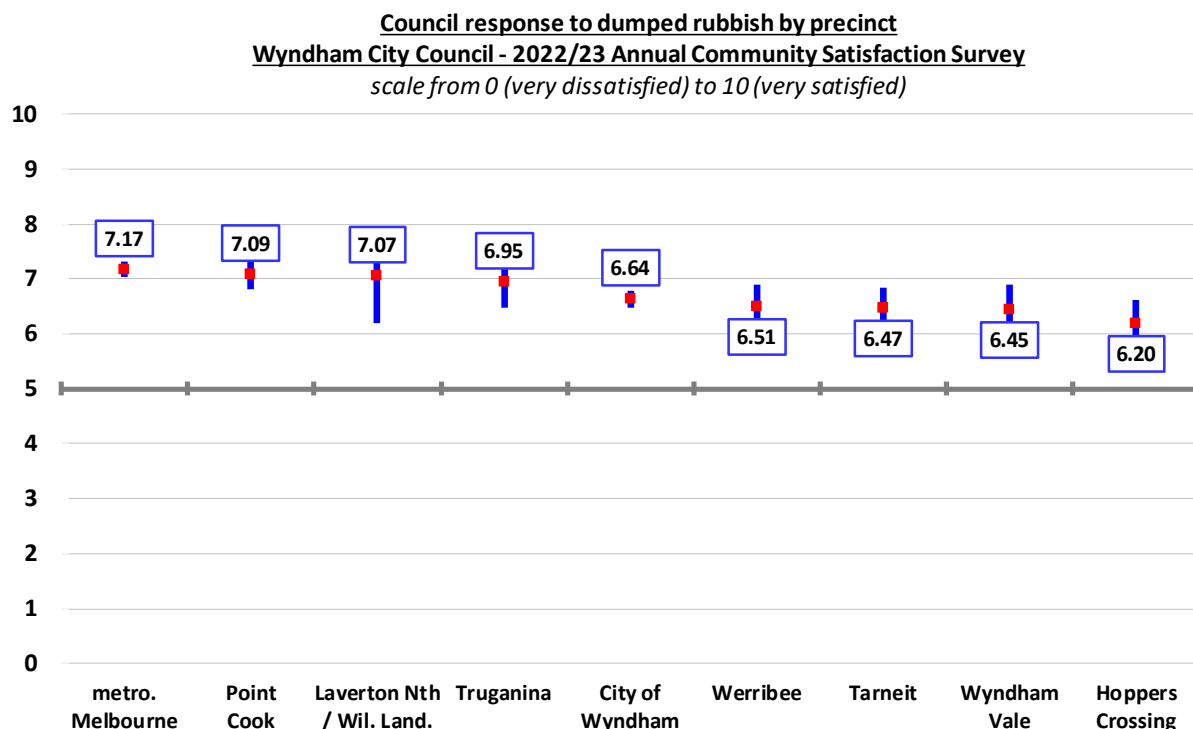
By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with “illegally dumped rubbish” of 7.17, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis Research.

Importance of and satisfaction with Council response to dumped rubbish
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Index score 0 - 10)



There was some measurable variation in satisfaction with Council’s response to dumped rubbish observed across the municipality, with respondents from Point Cook rating satisfaction measurably higher than the municipal average. By contrast, respondents from Tarneit, Wyndham Vale, and Hoppers Crossing all rated satisfaction at “solid” levels.





Maintenance and cleaning of public areas

The maintenance and cleaning of public areas was the 13th most important of the 46 included services and facilities, with an average importance of 9.01 out of 10.

This was one of 13 services and facilities to record an average importance measurably higher than the average of all 46 services and facilities (8.81).

Satisfaction with the maintenance and cleaning of public areas remained essentially stable this year, down less than one percent to 6.93, which remains a “good” level of satisfaction.

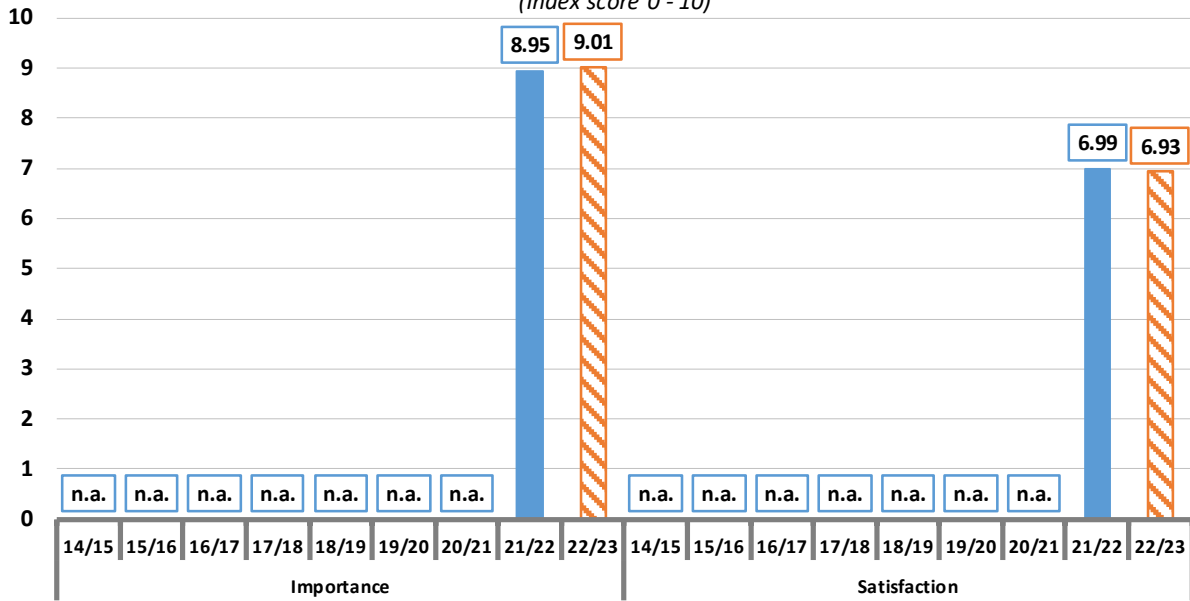
This ranks the service 29th in terms of satisfaction.

This result was comprised of 44.1% “very satisfied” and 11.6% “dissatisfied” respondents, based on a total sample of 1,171 of the 1,203 respondents.

By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with “the maintenance and cleaning of public areas” of 7.30, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis Research.

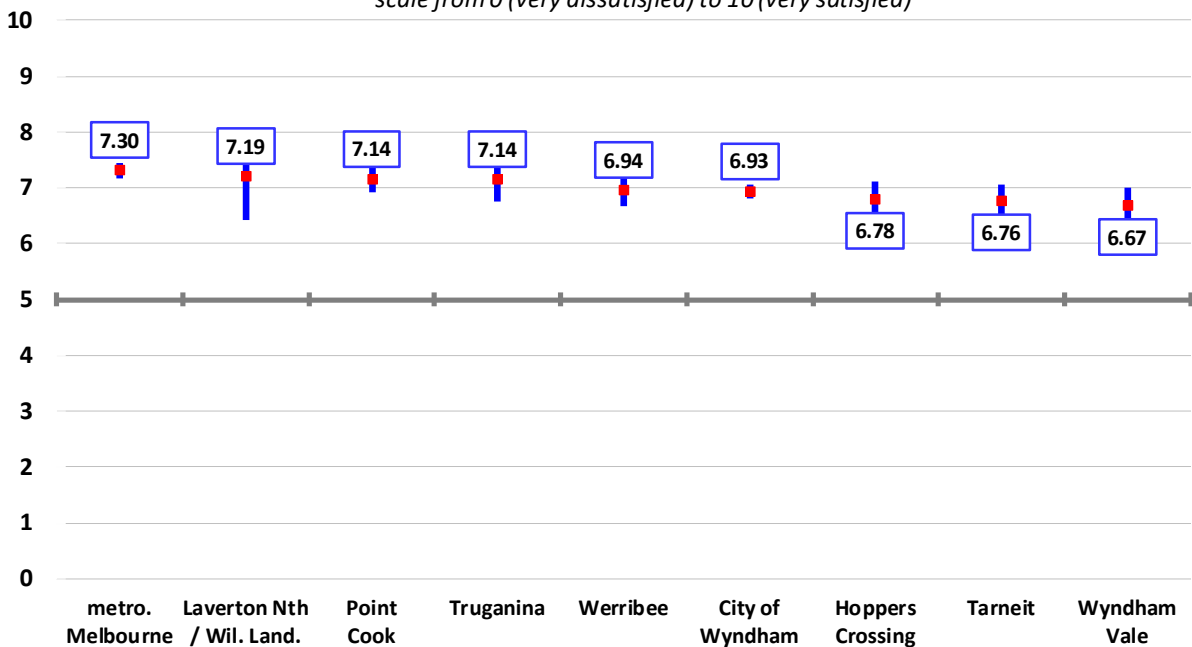


Importance of and satisfaction with maintenance and cleaning of public areas
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Index score 0 - 10)



There was no statistically significant variation in satisfaction with the maintenance and cleaning of public areas observed across the municipality, with respondents from all seven precincts rating satisfaction at “good” levels of satisfaction.

Maintenance and cleaning of public areas by precinct
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Control and regulation of pets and domestic animals

The control and regulation of pets and domestic animals was the 38th most important of the 46 included services and facilities, with an average importance of 8.56 out of 10.

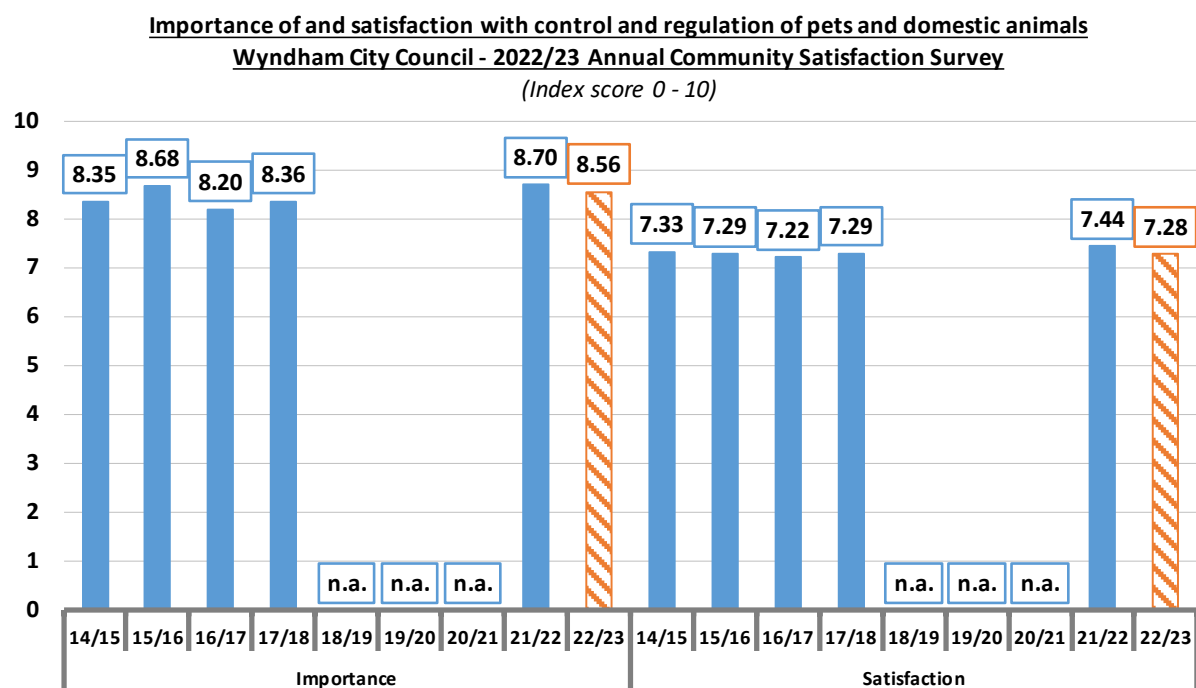
This was one of 12 services and facilities to record an average importance score measurably lower than the average of all 46 services and facilities (8.81).

Satisfaction with the control and regulation of pets and domestic animals declined somewhat, but not measurably this year, down 2.2% to 7.28, although it remains at a “very good” level.

This ranks the service 19th in terms of satisfaction.

This result was comprised of 50.8% “very satisfied” and 8.9% “dissatisfied” respondents, based on a total sample of 1,036 of the 1,203 respondents.

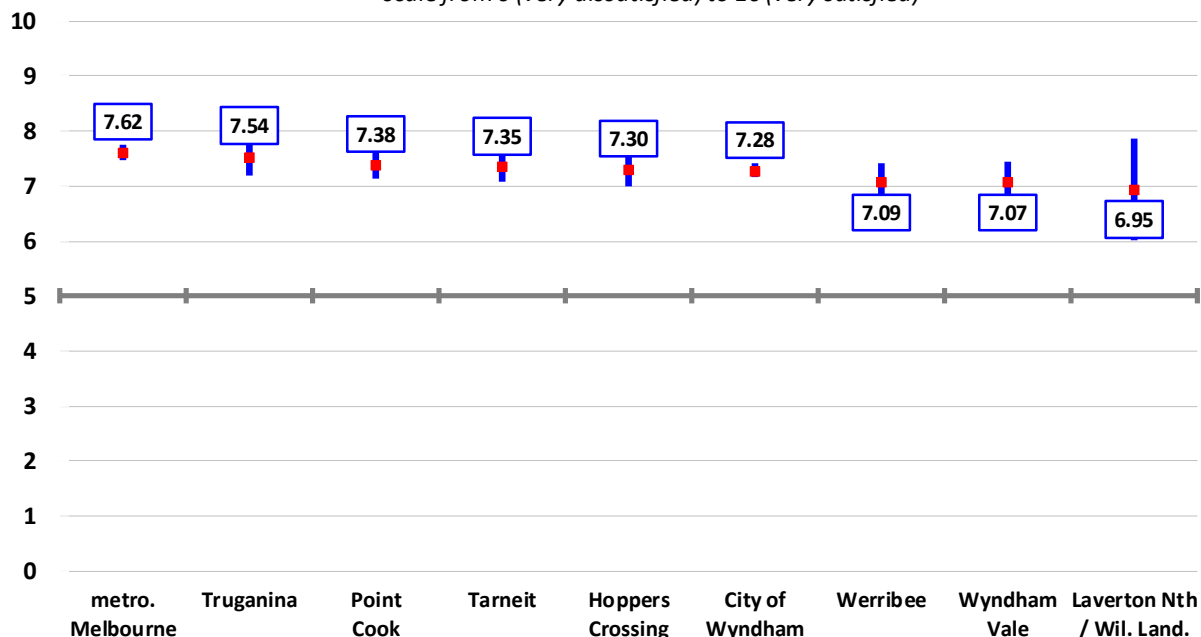
By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with “animal management” of 7.62, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis Research.



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



Control and regulation of pets and domestic animals by precinct
Wyndham City Council - 2022/23 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 were the 31st most important of the 46 included services and facilities with an average importance of 8.67 out of 10.

Satisfaction with these services remained essentially stable this year, down less than one percent to 6.99, and remains at a “good” level of satisfaction.

This result ranks these services 27th in terms of satisfaction.

This result was comprised of 41.6% “very satisfied” and 9.6% “dissatisfied” respondents, based on a total sample of 843 of the 1,203 respondents.

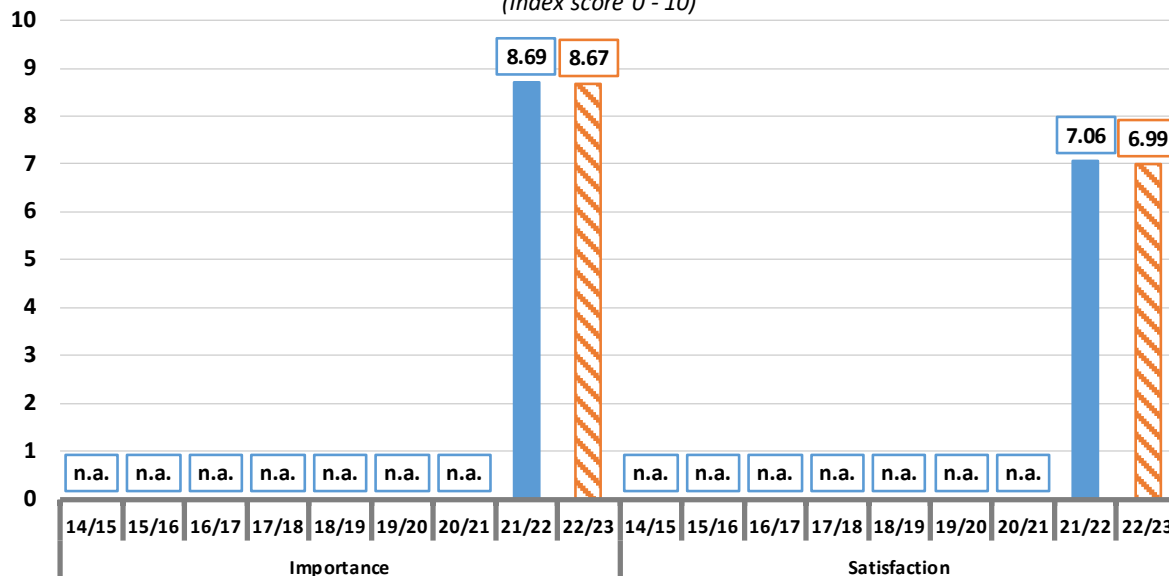
This service was not included in the *Governing Melbourne* research conducted independently by Metropolis Research and therefore no comparison results are available.



Importance of and satisfaction with application, enforcement and compliance of environmental and planning regulations

Wyndham City Council - 2022/23 Annual Community Satisfaction Survey

(Index score 0 - 10)

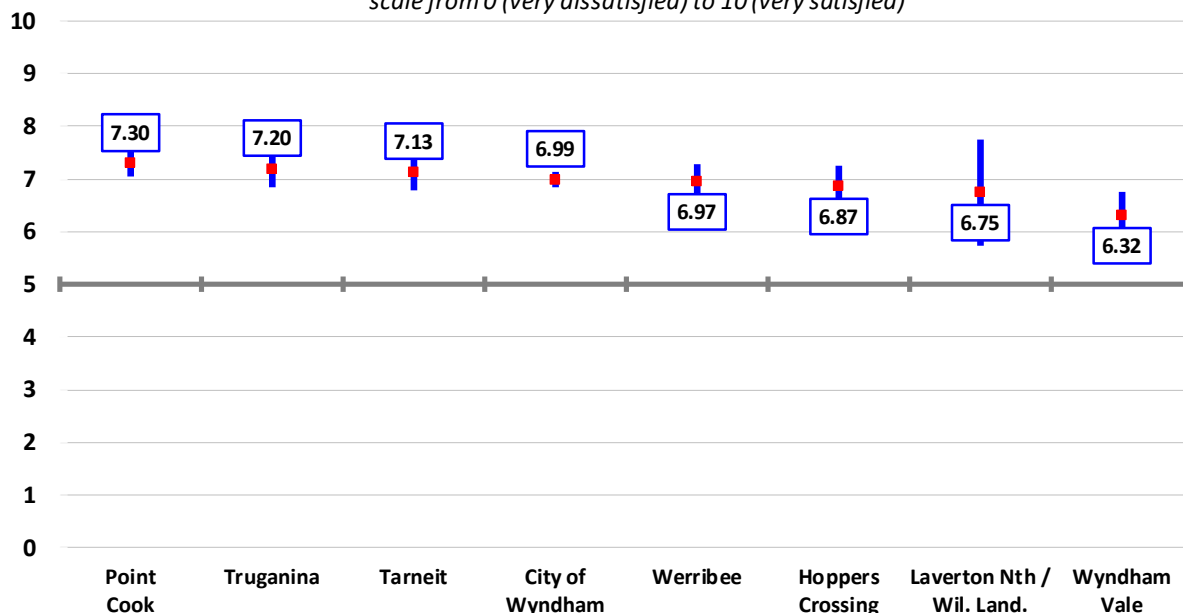


There was statistically significant variation in satisfaction with this service observed across the municipality. Respondents from Wyndham Vale were measurably and significantly less satisfied than average, and at a “solid” rather than a “good” level of satisfaction.

Application, enforcement and compliance of environmental and planning regulations by precinct

Wyndham City Council - 2022/23 Annual Community Satisfaction Survey

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



Provision of the school crossing service

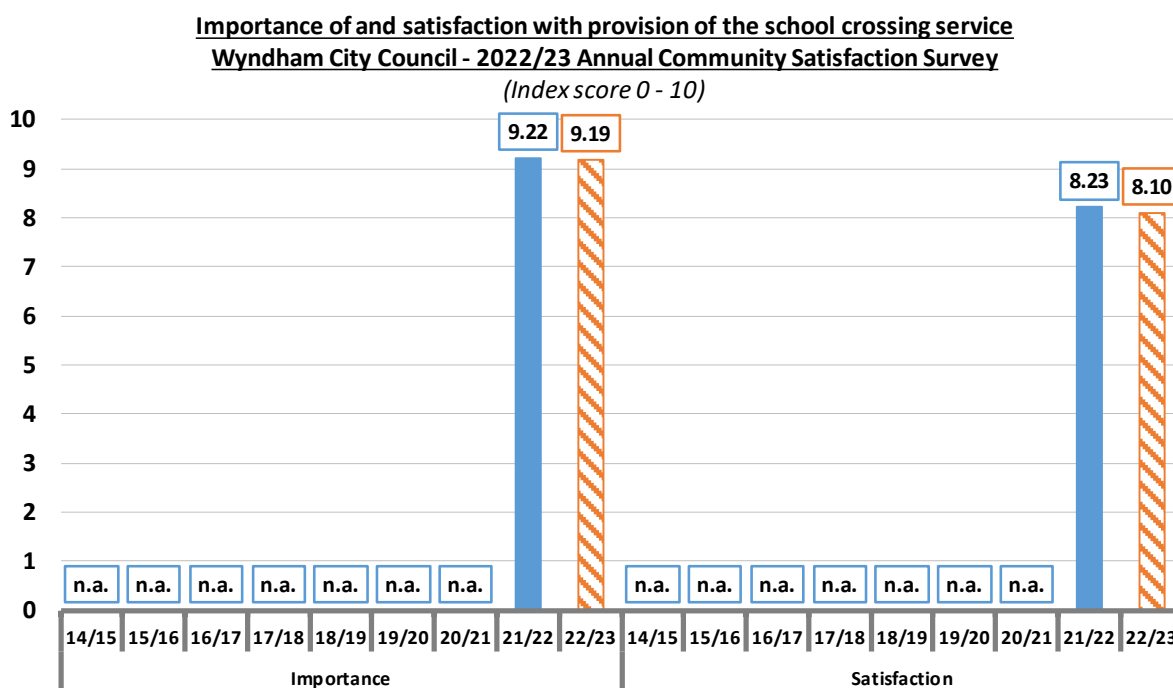
The provision of the school crossing service was the 5th most important of the 46 included services and facilities, with an average importance of 9.19 out of 10.

This was one of 13 services and facilities to record an average importance measurably higher than the average of all 46 services and facilities (8.81).

Satisfaction with the provision of the school crossing service declined marginally, but not measurably this year, down 1.6% to 8.10, although it remains at an “excellent” level.

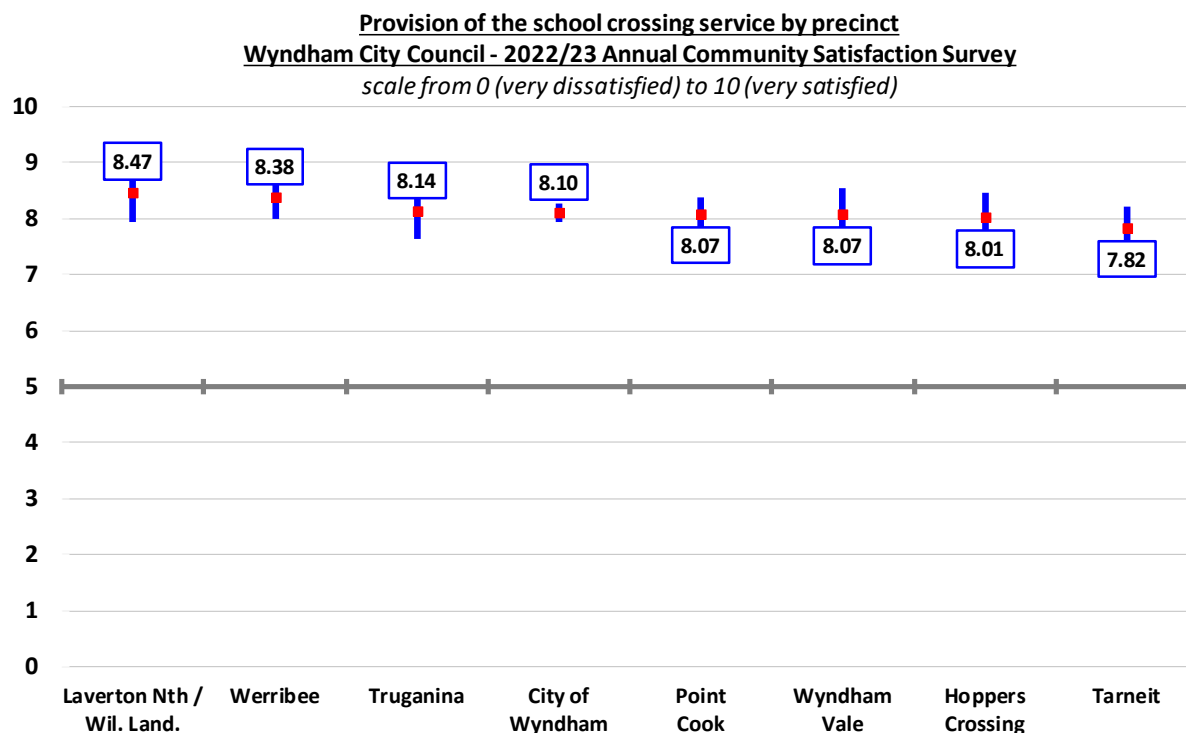
This result ranks this service 5th in terms of satisfaction, and one of 11 services and facilities to record a satisfaction score measurably higher than the average of all 46 services and facilities (7.16).

This service was not included in the *Governing Melbourne* research conducted independently by Metropolis Research and therefore no comparison results are available.



There was no statistically significant or meaningful variation in satisfaction with the provision of the school crossing service observed across the municipality, with respondents from all seven precincts rating satisfaction at “excellent” levels.





City Transport

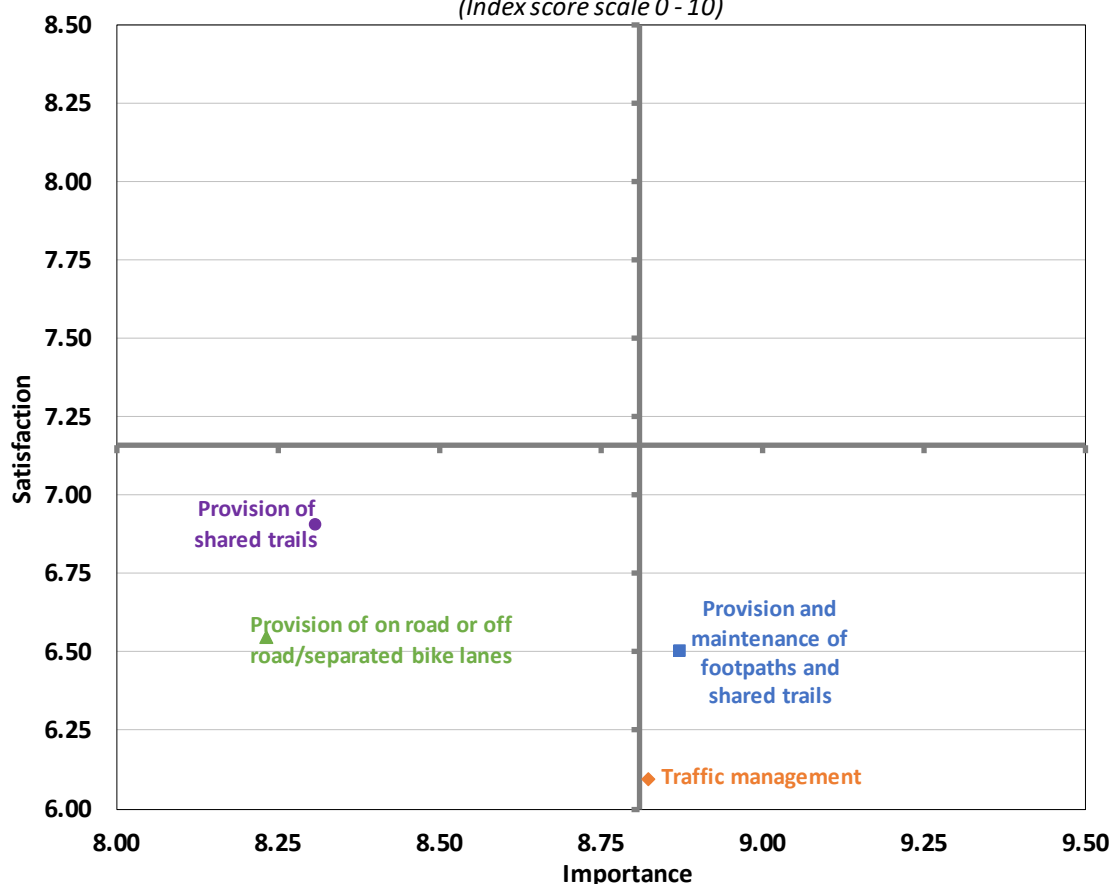
The following section provides additional details on each of these four City Transport services and facilities.

All four of these City Transport services and facilities received notably lower than average satisfaction scores, with particular attention drawn to the traffic management service.

It is also noted that the services related to bike and shared paths and trails were of measurably lower than average importance.



Importance of and satisfaction with City Transport
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



Traffic management

Traffic management was the 23rd most important of the 46 included services and facilities, with an average importance of 8.82 out of 10. This result has remained stable around the long-term average since 2014/15 of 8.92.

Satisfaction with traffic management remained essentially stable this year, up less than one percent to 6.09, which remains a “solid” level of satisfaction, and one of 14 to record a satisfaction score measurably lower than the average of all 46 services and facilities.

This ranks traffic management 45th in terms of satisfaction.

This result was comprised of 35.3% “very satisfied” and 22.9% “dissatisfied” respondents, based on a total sample of 1,173 of the 1,203 respondents.

Metropolis Research notes that traffic management was the most common issue nominated by respondents to address for the City of Wyndham, with 22.4% of respondents nominating these issues this year.



Clearly, traffic management is a significant issue for the Wyndham community and is likely to be exerting a negative influence on community satisfaction with the performance of the Wyndham City Council.

This is discussed in more detail in the [Issues to Address for the City of Wyndham](#), as well as the [Relationship between issues and overall satisfaction](#) sections of this report.

By way of comparison, this result was measurably and significantly lower than the metropolitan Melbourne average satisfaction with “traffic management” of 7.31, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis Research. This result again reinforces the significant of traffic management as an issue for Wyndham.



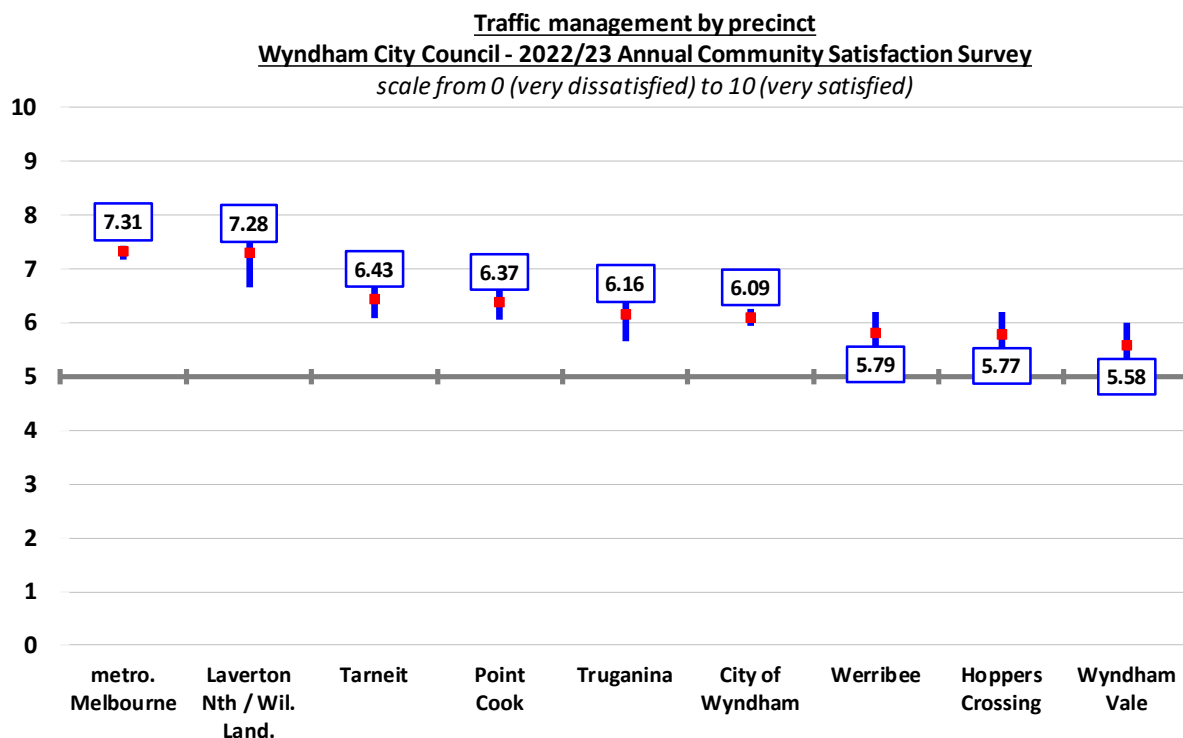
There was measurable and notable variation in satisfaction with traffic management observed across the municipality, as follows:

- **Laverton North / Williams Landing** – respondents were measurably and significantly more satisfied than average, and at a “very good” level of satisfaction.
- **Werribee, Hoppers Crossing, and Wyndham Vale** – respondents were notably but not measurably less satisfied than average, and at “poor” rather than “solid” levels of satisfaction.

Metropolis Research notes that more than one-fifth of respondents from Werribee, Hoppers Crossing, and Wyndham Vale nominated “traffic management” as one of the top three issues to address, as discussed in the [Issues to Address for the City of Wyndham](#) section.

When read in conjunction with the “poor” levels of satisfaction with traffic management for respondents from these precincts, these results do suggest significant local community concern around traffic management related issues in these precincts of the municipality.





Provision of on or off-road / separated bike paths

The provision of on and off-road / separate bike paths was the 44th most important of the 46 included services and facilities, with an average importance of 8.23 out of 10.

This was a marginal decline of 1.8% from the 8.38 recorded last year and continues the long-term decline in the average importance of these facilities observed since 2014/15. Since 2014/15, the average importance has declined 8.2%, although there has been some change in the wording of these facilities over time. In 2014/15, this was labelled “on and off-road bike and / or walking paths (including shared pathways)”.

This was one of 12 services and facilities to record an average importance score measurably lower than the average of all 46 services and facilities.

Satisfaction with these facilities declined measurably this year, down 5.6% to 6.55, although it remains at a “good” level of satisfaction.

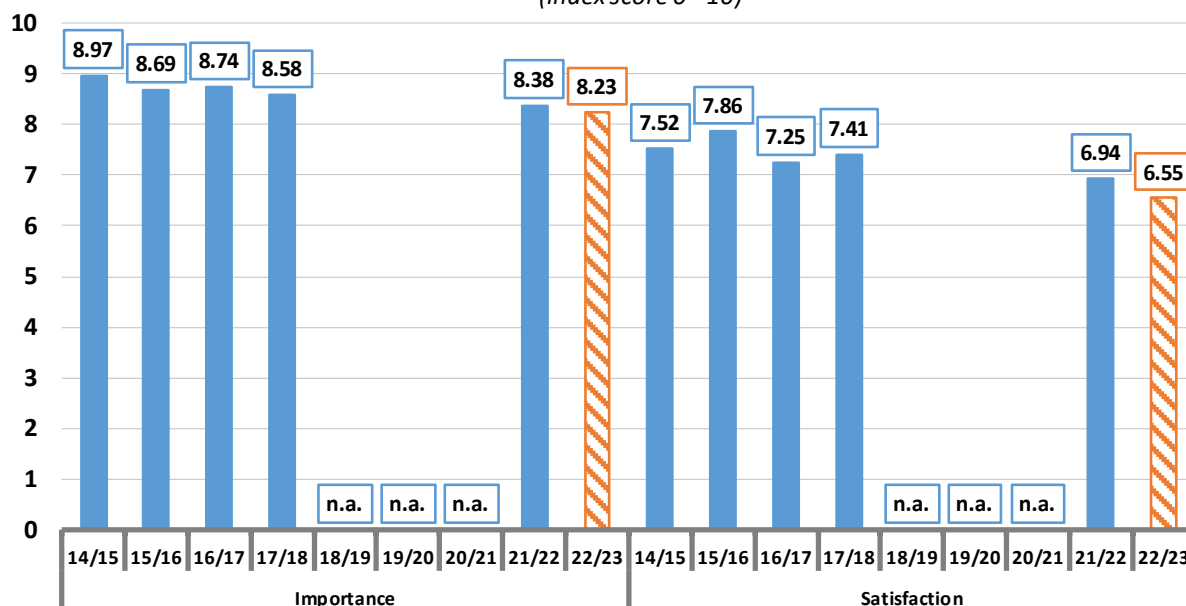
This ranks on or off-road / separated bike paths 38th in terms of satisfaction, and one of 14 to record a satisfaction score measurably lower than the average satisfaction with all 46 services and facilities (7.17).

This result was comprised of 39.3% “very satisfied” and 16.4% “dissatisfied” respondents, based on a total sample of 1,013 respondents.



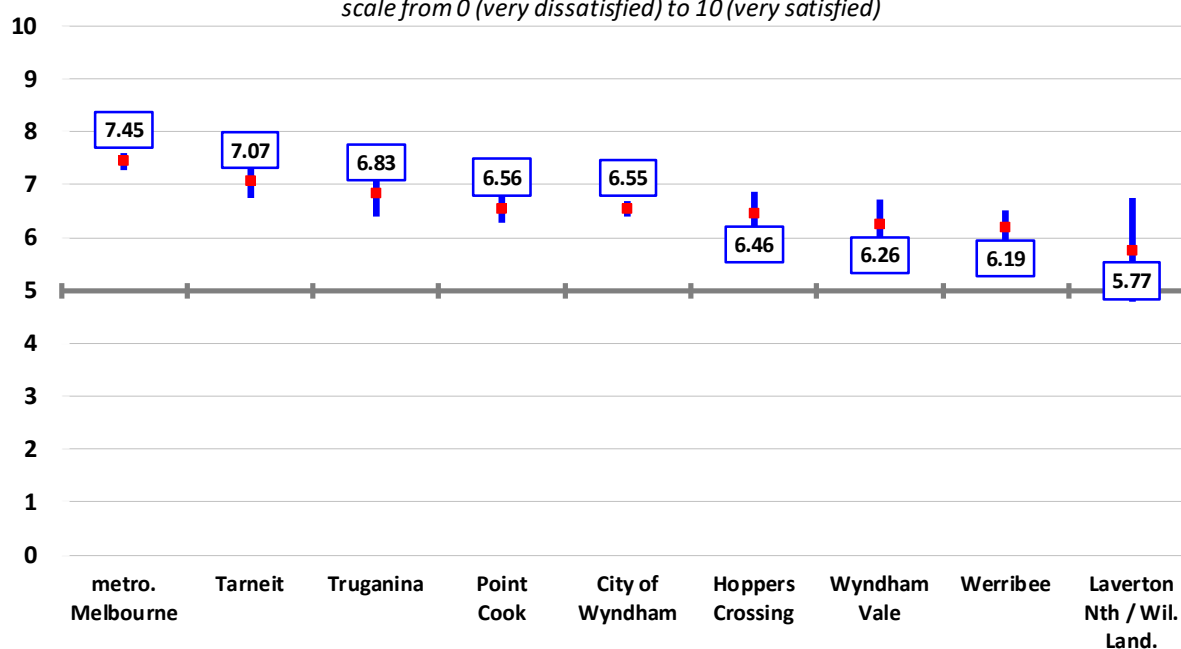
By way of comparison, this result was measurably and significantly lower than the metropolitan Melbourne average satisfaction with “bike and shared paths (both on-road and off-road and including shared paths)” of 7.45, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis Research.

Importance of and satisfaction with provision of on or off-road / separated bike paths
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Index score 0 - 10)



There was measurable and notable variation in satisfaction with these facilities observed across the municipality. Respondents from Hoppers Crossing, Wyndham Vale, and Werribee were marginally less satisfied than average and at “solid” levels, whilst respondents from Laverton North / Williams Landing were measurably less satisfied and at a “poor” level.

Provision of on or off-road / separated bike paths by precinct
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Provision of shared trails

The provision of shared trails was the 42nd most important of the 46 included services and facilities, with an average importance of 8.31 out of 10.

Metropolis Research notes that the importance of shared trails has declined over time, down 7.7% since 2014/15, although there has been some change in the wording of these facilities over time. In 2014/15, this was labelled “on and off-road bike and / or walking paths (including shared pathways)”.

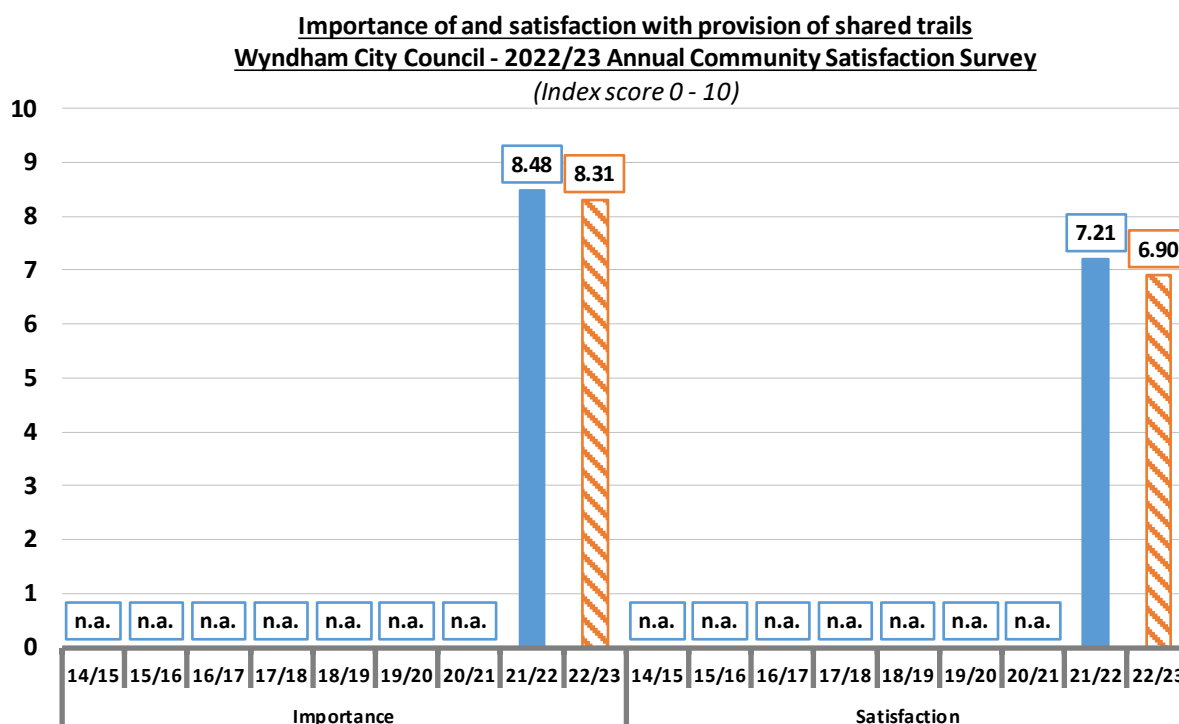
This was one of 12 to record an average importance score measurably lower than the average of all 46 services and facilities.

Satisfaction with the provision of shared trails declined measurably this year, down 4.3% to 6.90, although it remains at a “good” level of satisfaction.

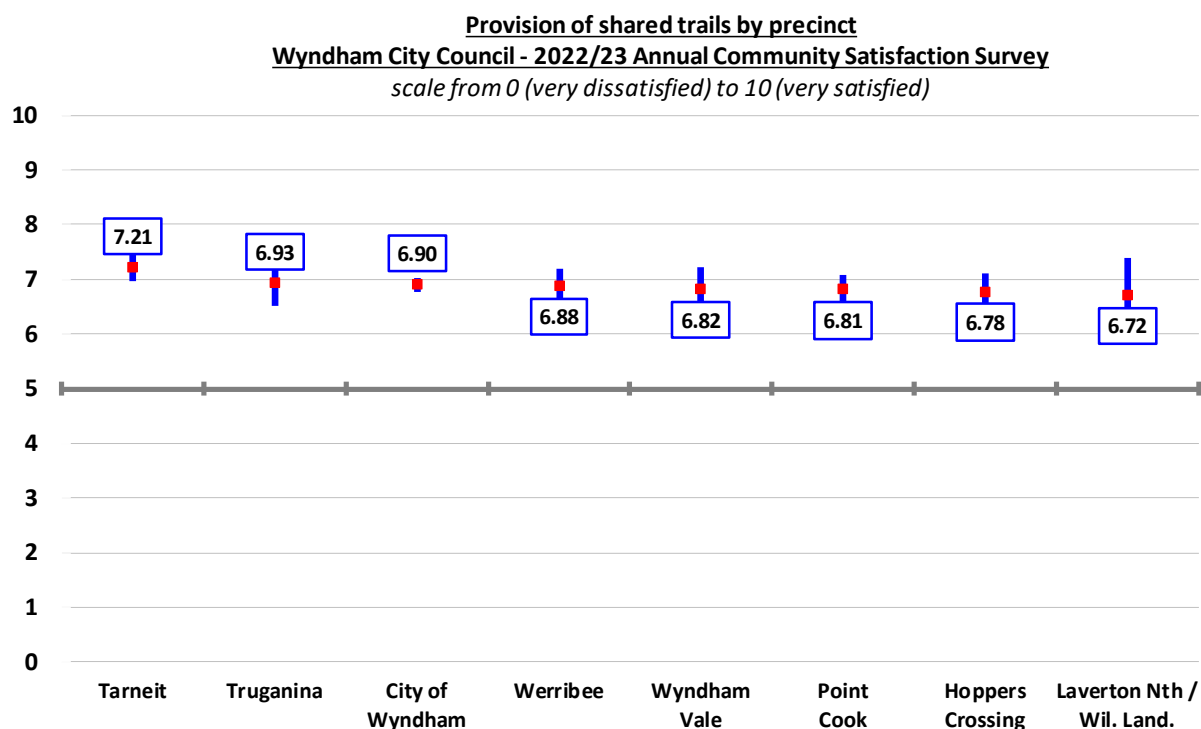
This ranks the provision of shared trails 30th in terms of satisfaction.

This result was comprised of 44.1% “very satisfied” and 10.3% “dissatisfied”, based on a total sample of 1,034 of the 1,203 respondents.

By way of comparison, this result was measurably and significantly lower than the metropolitan Melbourne average satisfaction with “bike and shared paths (both on-road and off-road and including shared paths)” of 7.45, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis Research.



There was no statistically significant or meaningful variation in satisfaction with the provision of shared trails observed across the municipality, with respondents from all precincts rating satisfaction at “good” levels of satisfaction.



Provision, maintenance and repair of footpaths and shared trails

The provision, maintenance, and repair of footpaths and shared trails was the 21st most important of the 46 included services and facilities, with an average importance of 8.87 out of 10.

Metropolis Research notes that the importance of these facilities has remained consistent at or around 8.90 out of 10 over an extended period.

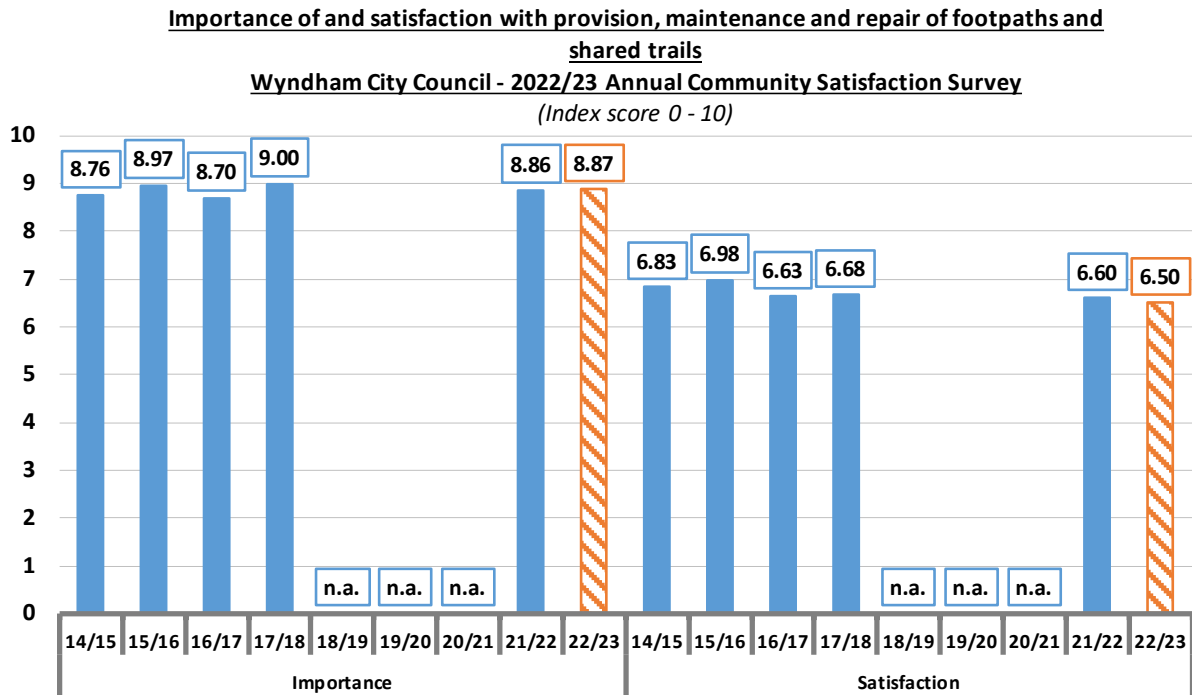
Satisfaction with these facilities declined very marginally, but not measurably this year, down 1.5% to 6.50, although it remains at a “good” level of satisfaction.

This ranks these facilities 39th in terms of satisfaction, and one of 14 to record a satisfaction score measurably lower than the average of all 46 services and facilities (7.17).

This result was comprised of 37.7% “very satisfied” and 18.3% “dissatisfied” respondents, based on a total sample of 1,176 respondents.

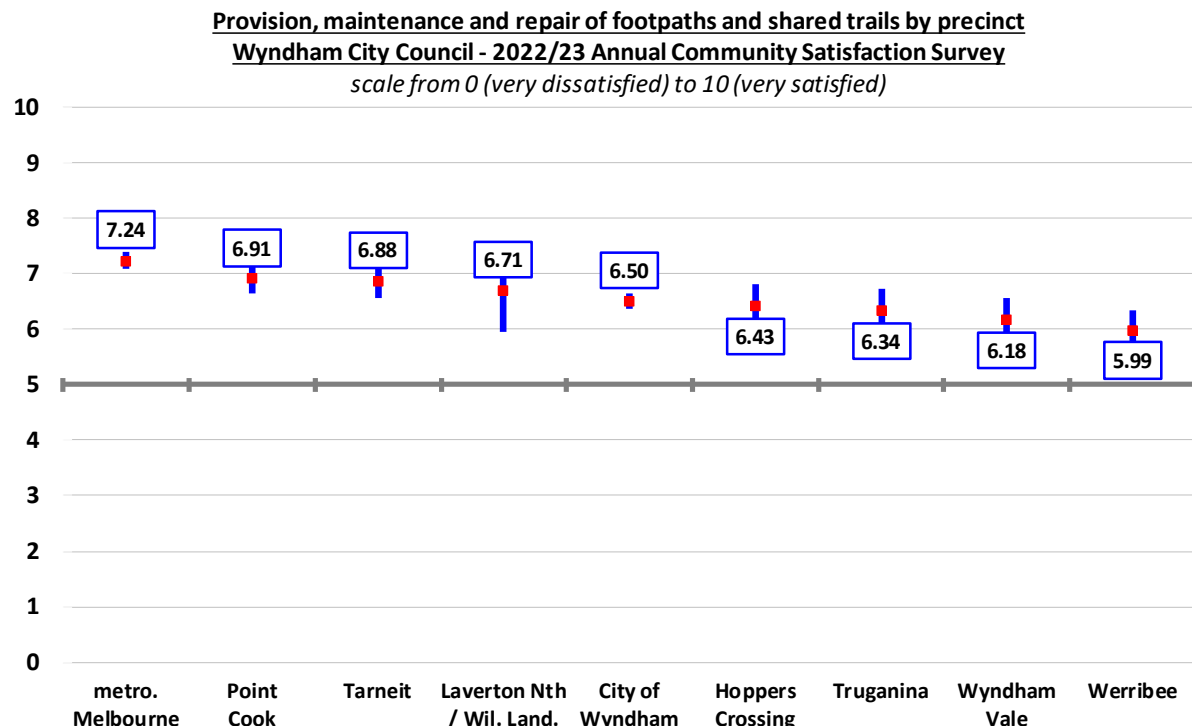
By way of comparison, this result was measurably and significantly lower than the metropolitan Melbourne average satisfaction with “footpath maintenance and repair” of 7.24, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis Research.





There was measurable and notable variation in satisfaction with these services observed across the municipality, as follows:

- **Point Cook** – respondents were measurably more satisfied than average.
- **Hoppers Crossing, Truganina, and Wyndham Vale** – respondents were somewhat, but not measurably less satisfied than average and at “solid” rather than “good” levels.
- **Werribee** – respondents were measurably less satisfied than average and at a “poor” level.



Climate Futures Office

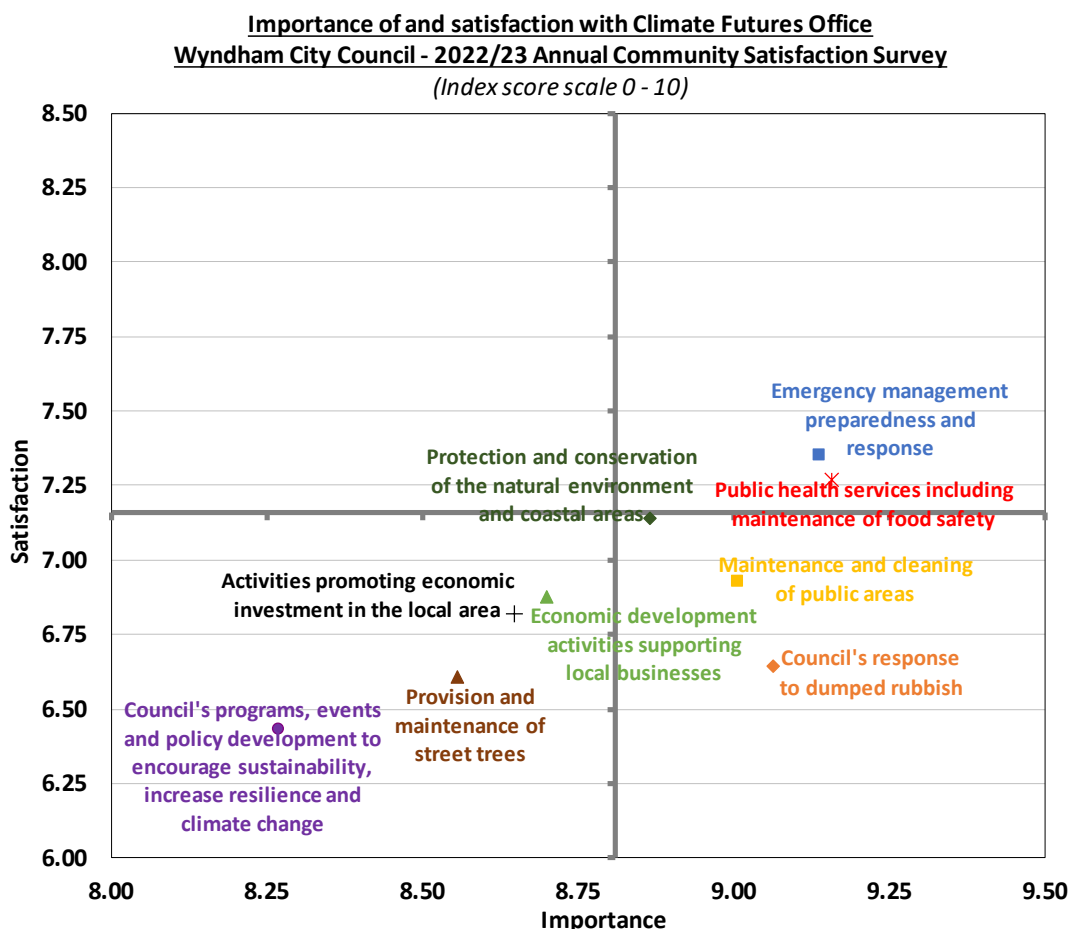
There were nine services and facilities from the Climate Futures Office included in the 2022/23 survey, as outlined in the following graph.

It is noted that emergency management, preparedness and response, public health services, the maintenance and cleaning of public areas, and Council’s response to dumped rubbish were all measurably more important than average. Of these, those of most concern were the two cleaning related services, which received somewhat lower than average satisfaction.

Metropolis Research notes that “cleanliness and general maintenance of the local area” was the seventh most common issues nominated to address for the City of Wyndham ‘at the moment’ with 4.1% of respondents nominating the issue, as discussed in the [Issues To Address](#) section of this report.

Economic development related issues were generally of approximately average importance and approximately average satisfaction, as was the protection and conservation of the natural environment and coastal areas. Both of street trees as well as Council efforts in relation to climate change and sustainability received lower than average satisfaction scores, although both were also of somewhat lower than average importance.

It is noted that less than one percent of respondents nominated “environment, conservation, and sustainability” issues as one of the top three issues to address, although clearly there were some in the community who were dissatisfied with Council’s efforts in this area.



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 were the 43rd most important of the 46 included services and facilities, with an average importance of 8.27 out of 10.

This result was similar to the long-term average importance since 2015/15 of 8.35, although it is noted that the wording of this variable has changed over time. In 2014/15 it was listed as “Council activities promoting environment and sustainability (e.g., Green Living and energy efficiency)”.

Satisfaction with these services increased marginally, but not measurably this year, up 1.9% to 6.43, although it remains at a “solid” level of satisfaction.

This ranks these services 40th in terms of satisfaction, and one of 14 to record a satisfaction score measurably lower than the average satisfaction with all 46 services and facilities (7.17).

This result was comprised of 34.8% “very satisfied” and 15.2% “dissatisfied” respondents, based on a total sample of 1,005 of the 1,203 respondents.

Metropolis Research notes that satisfaction with these services related to environmental sustainability and climate change has trended lower over time, down 9.9% from the peak back in 2014/15. The 2022/23 result was 5.3% lower than the long-term average satisfaction since 2014/15 of 6.79.

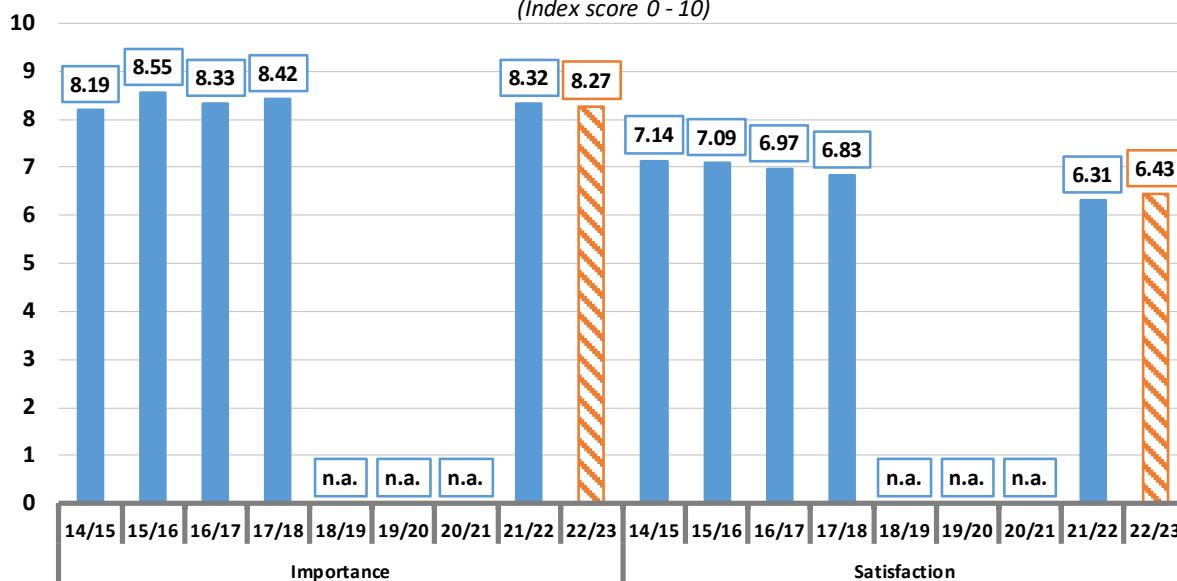
Metropolis Research notes that there does appear to have been a decline in satisfaction with the activities of local government in relation to environmental sustainability and climate change, potentially reflecting greater community engagement in the issue over time. This has been observed in several other municipalities in recent years, particularly in light of the increased political attention to these issues through 2022 and both the federal and state government elections.

It is noted, however, that just 11 of the 1,203 respondents nominated “environment, sustainability, and climate change” related issues as one of the top three issues to address for the City of Wyndham ‘at the moment’, as discussed in [Issues to Address](#) section of this report. This may reflect the dominance of infrastructure related issues such as traffic management and roads in the Wyndham community in recent years.

By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with “Council meeting its responsibilities towards the environment” of 7.11, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis Research.



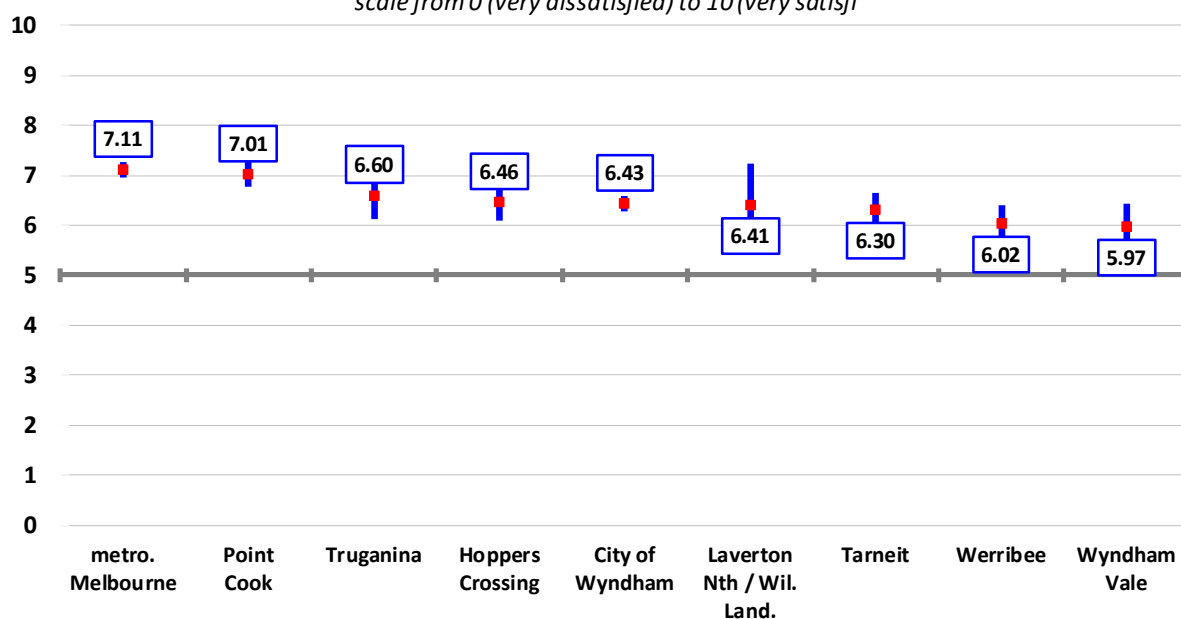
Importance of and satisfaction with Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Index score 0 - 10)



There was measurable and some notable variation in satisfaction with these services observed across the municipality, as follows:

- **Point Cook** – respondents were measurably more satisfied than average and at a “good” rather than a “solid” level of satisfaction.
- **Werribee and Wyndham Vale** – respondents were notably but not measurably less satisfied than average and at a “solid” and “poor” level of satisfaction respectively.

Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change by precinct
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Provision and maintenance of street trees

The provision and maintenance of street trees was the 39th most important of the 46 included services and facilities, with an average importance of 8.56 out of 10.

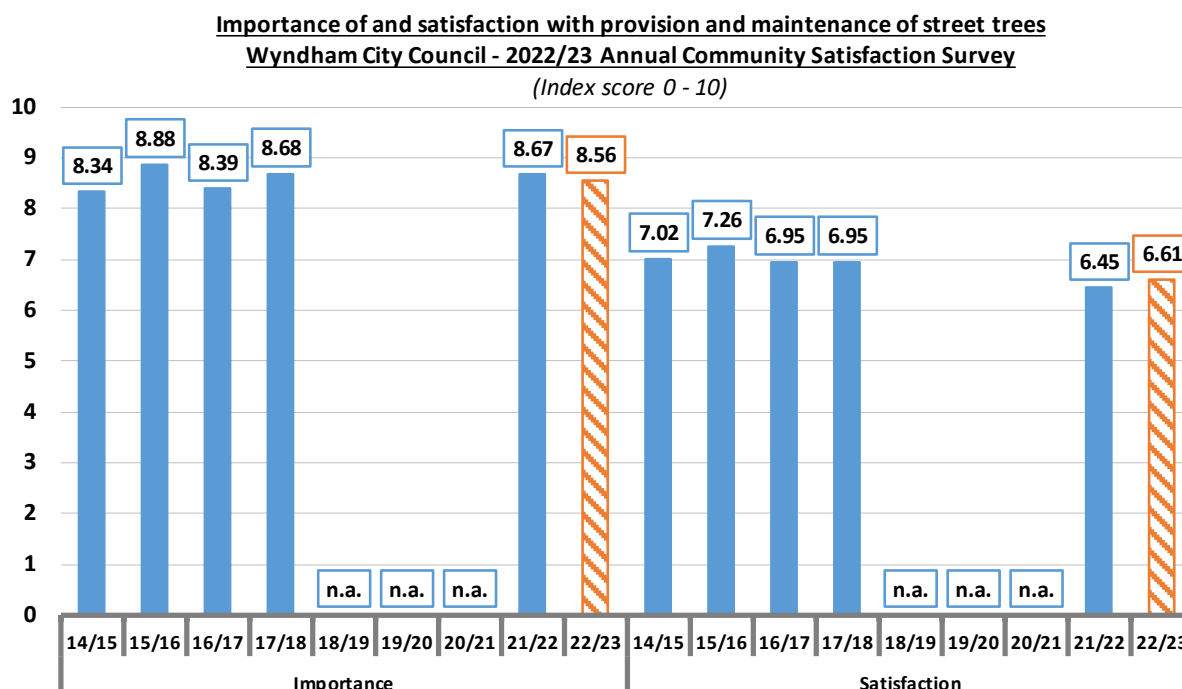
This result has remained relatively stable at around the long-term average importance since 2014/15 of 8.59.

Satisfaction with the provision and maintenance of street trees increased marginally, but not measurably this year, up 2.5% to 6.61, which is a “good”, up from a “solid” level of satisfaction, although it remains below the long-term average satisfaction since 2013/14 of 6.84.

This ranks the provision and maintenance of street trees 36th in terms of satisfaction, and one of 14 to record a satisfaction score measurably lower than the average of all 46 included services and facilities.

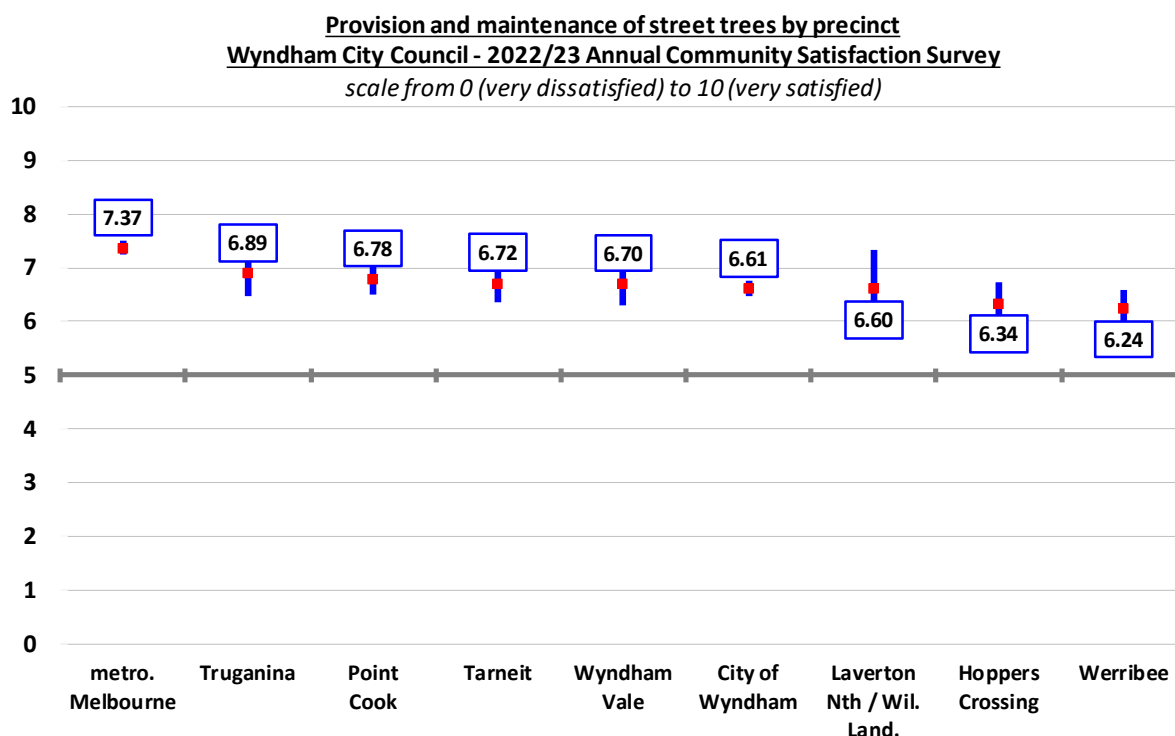
This result was comprised of 43.1% “very satisfied” and 17.9% “dissatisfied” respondents, based on a total sample of 1,184 of the 1,203 respondents.

By way of comparison, this result was measurably and significantly lower than the metropolitan Melbourne average satisfaction with “the provision and maintenance of street trees” of 7.37, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis Research.



Whilst there was no statistically significant variation in satisfaction with the provision and maintenance of street trees observed across the municipality, it is noted that respondents from Hoppers Crossing and Werribee rated satisfaction at “solid” rather than “good” levels.





Protection and conservation of the natural environment and coastal areas

The protection and conservation of the natural environment and coastal areas was the 22nd most important of the 46 included services and facilities, with an average importance of 8.87 out of 10.

This result remains consistent with the long-term average importance since 2014/15 of 8.84, reflecting the consistently high importance the community places on the natural environment.

Satisfaction with the protection and conservation of the natural environment and coastal areas declined marginally, but not measurably this year, down 1.4% to 7.14, although it remains at a “good” level of satisfaction.

Satisfaction with this service has remained relatively stable at or around the long-term average satisfaction since 2014/15 of 7.24.

This result was comprised of 47.6% “very satisfied” and 10.1% “dissatisfied” respondents, based on a total sample of 1,089 of the 1,203 respondents.

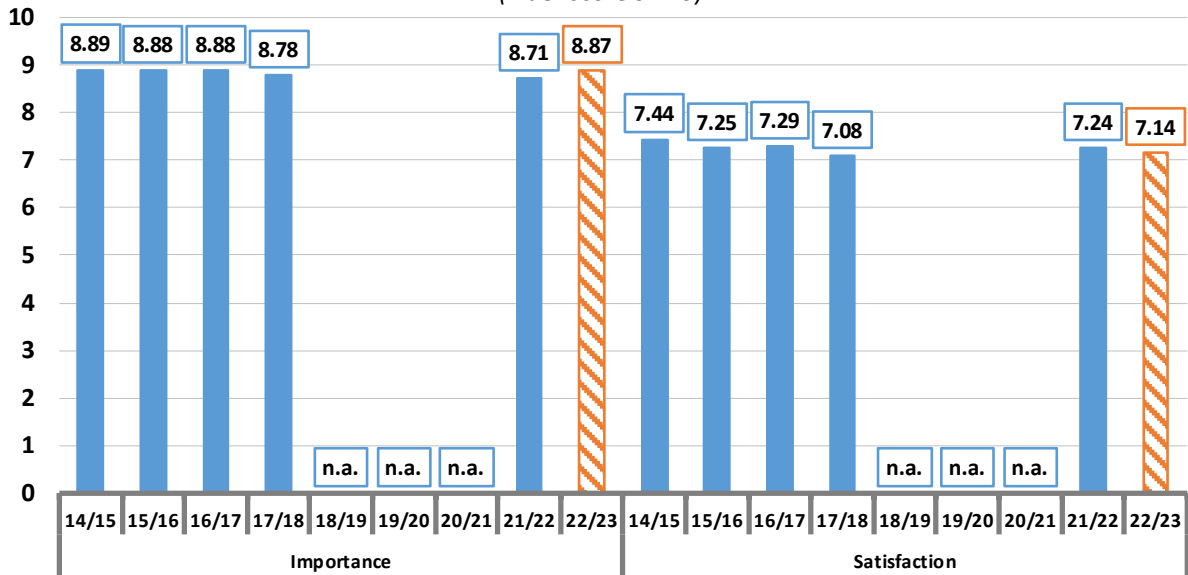
This service was not included in the *Governing Melbourne* research conducted independently by Metropolis Research and therefore no comparison results are available.



Importance of and satisfaction with protection and conservation of the natural environment and coastal areas

Wyndham City Council - 2022/23 Annual Community Satisfaction Survey

(Index score 0 - 10)

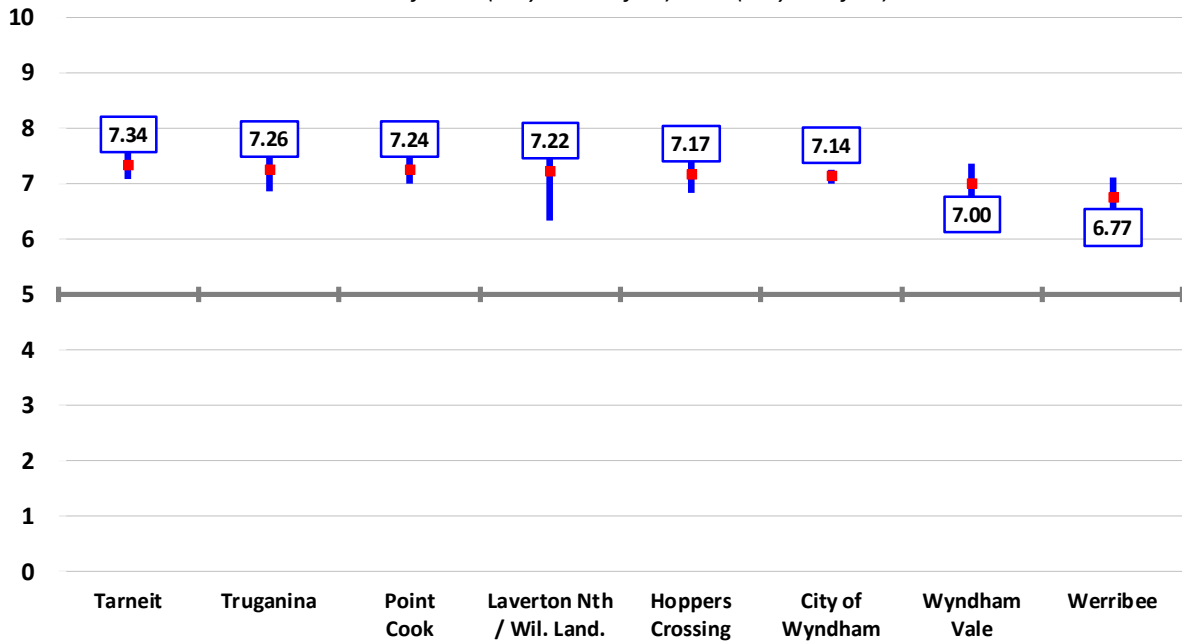


Whilst there was no statistically significant variation in satisfaction with the protection and conservation of the natural environment and coastal areas observed across the municipality, it is noted that respondents from Tarneit and Truganina rated satisfaction at “very good” rather than “good” levels of satisfaction.

Protection and conservation of the natural environment and coastal area by precinct

Wyndham City Council - 2022/23 Annual Community Satisfaction Survey

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



Council response to dumped rubbish

Council response to dumped rubbish was the 9th most important of the 46 included services and facilities, with an average importance of 9.06 out of 10. This was one of 13 to record an average importance measurably higher than the average of all 46 services and facilities.

Council’s response to dumped rubbish has remained very important to the community over the life of the survey program, with a long-term average importance of 8.98.

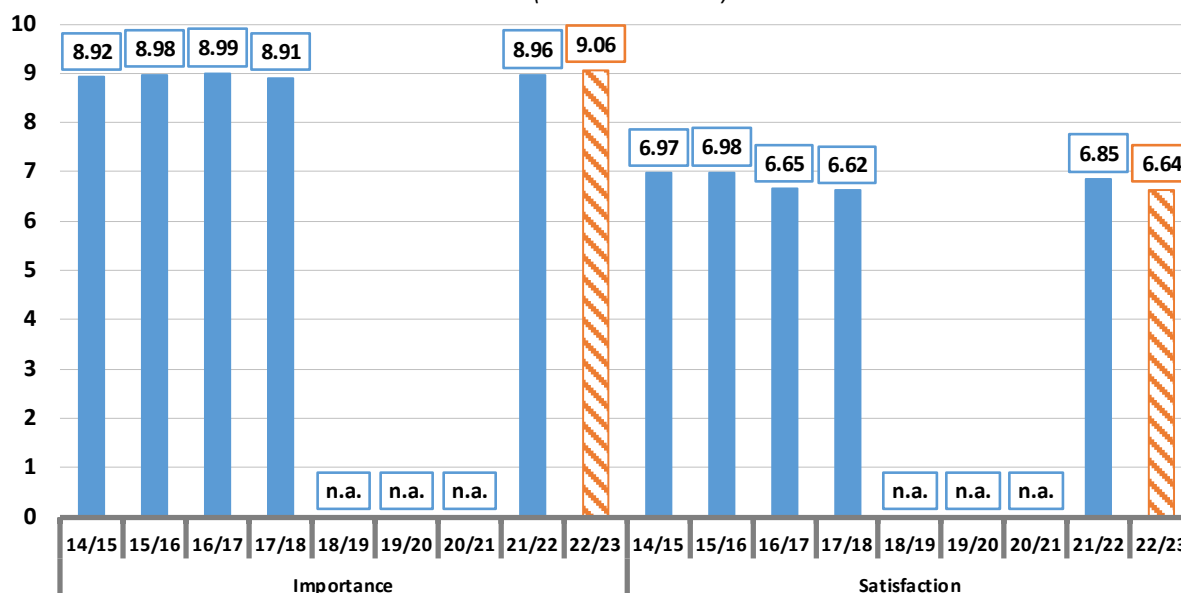
Satisfaction with Council’s response to dumped rubbish declined measurably this year, down 3.1% to 6.64, although it remains at a “good” level of satisfaction.

This ranks this service 35th in terms of satisfaction, and one of 14 services and facilities to record a satisfaction score measurably lower than the average satisfaction with all 46 services and facilities (7.16).

This result was comprised of 43.3% “very satisfied” and 18.7% “dissatisfied” respondents, based on a total sample of 1,053 of the 1,203 respondents.

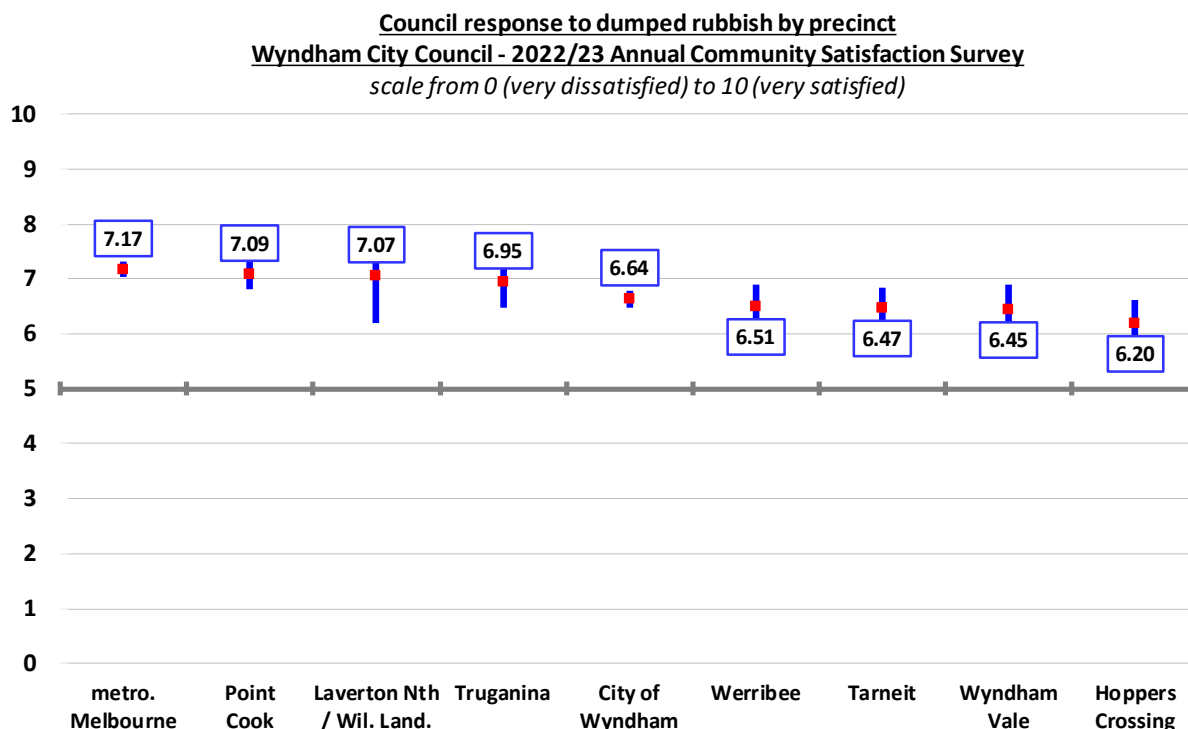
By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with “illegally dumped rubbish” of 7.17, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis Research.

Importance of and satisfaction with Council response to dumped rubbish
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Index score 0 - 10)



There was measurable and notable variation in satisfaction with Council’s response to dumped rubbish observed across the municipality. Respondents from Point Cook were measurably more satisfied than average, whilst respondents from Tarneit, Wyndham Vale, and Hoppers Crossing were somewhat less satisfied than average and at “solid” levels.





Maintenance and cleaning of public areas

The maintenance and cleaning of public areas was the 13th most important of the 46 included services and facilities, with an average importance of 9.01 out of 10.

This was one of 13 services and facilities to record an average importance measurably higher than the average of all 46 services and facilities (8.81).

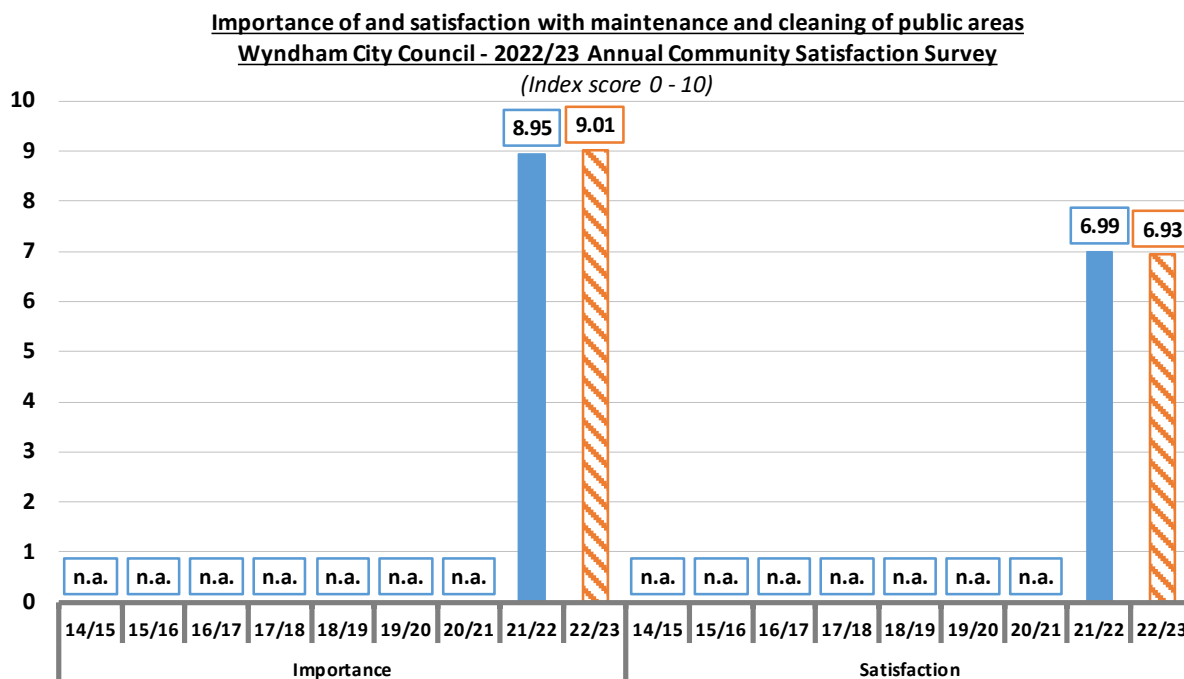
Satisfaction with the maintenance and cleaning of public areas remained essentially stable this year, down less than one percent to 6.93, which remains a “good” level of satisfaction.

This ranks the service 29th in terms of satisfaction.

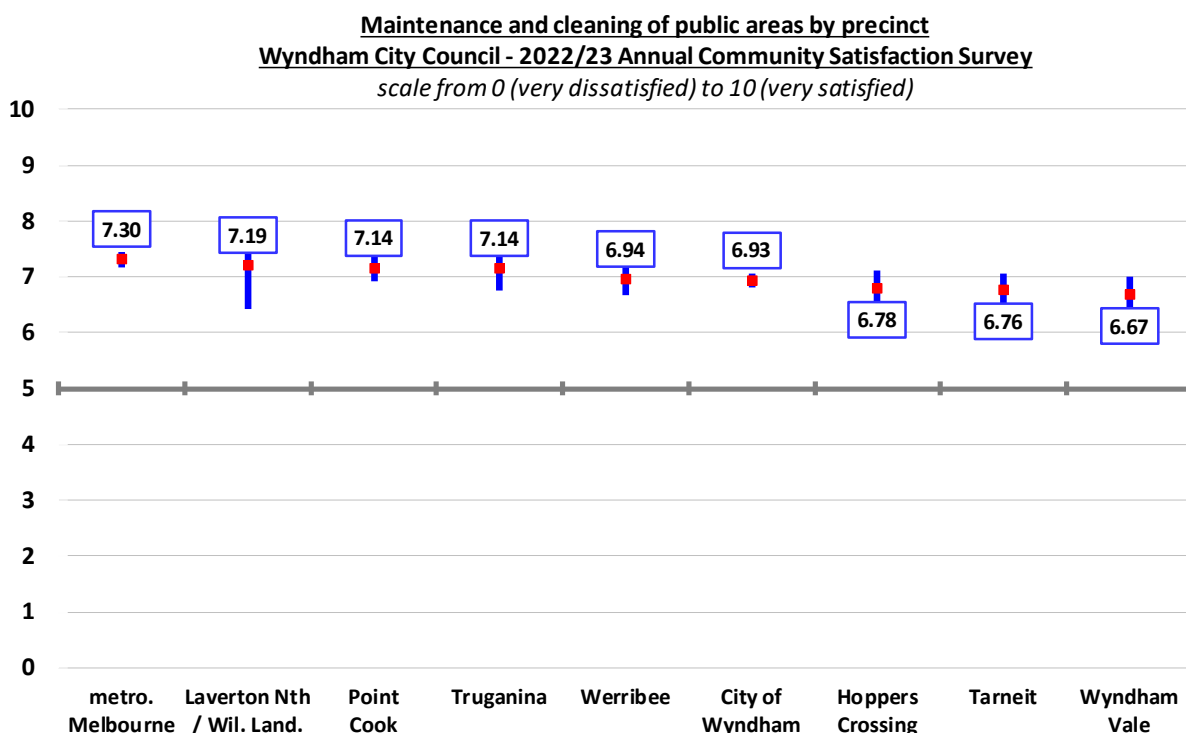
This result was comprised of 44.1% “very satisfied” and 11.6% “dissatisfied” respondents, based on a total sample of 1,171 of the 1,203 respondents.

By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with “the maintenance and cleaning of public areas” of 7.30, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis 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 seven precincts rating satisfaction at “good” levels of satisfaction.



Public health services including maintenance of food safety

Public health services including the maintenance of food safety was the 7th most important of the 46 included services and facilities, with an average importance of 9.16 out of 10.

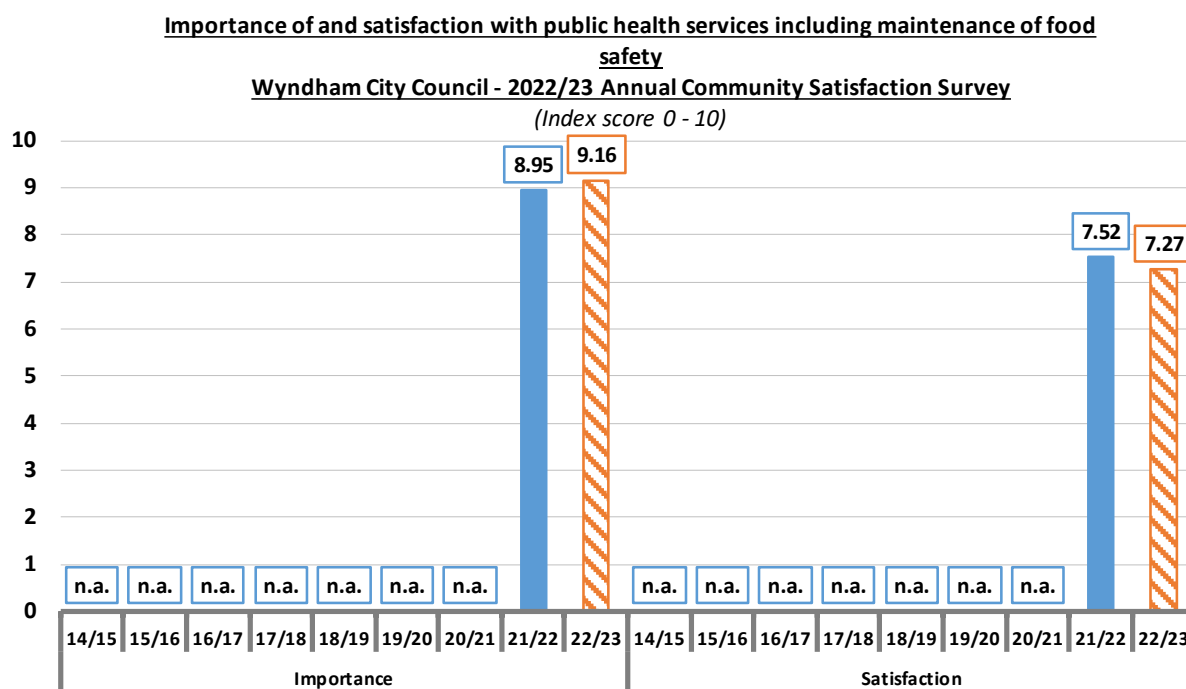
The importance of this service increased somewhat this year, up from 8.95.

Satisfaction with these public health services, however, declined measurably this year, down 3.3% to 7.27, although it remains at a “very good” level of satisfaction.

This result ranks these services 20th in terms of satisfaction.

This result was comprised of 50.6% “very satisfied” and 8.7% “dissatisfied” respondents, based on a total sample of 1,034 of the 1,203 respondents.

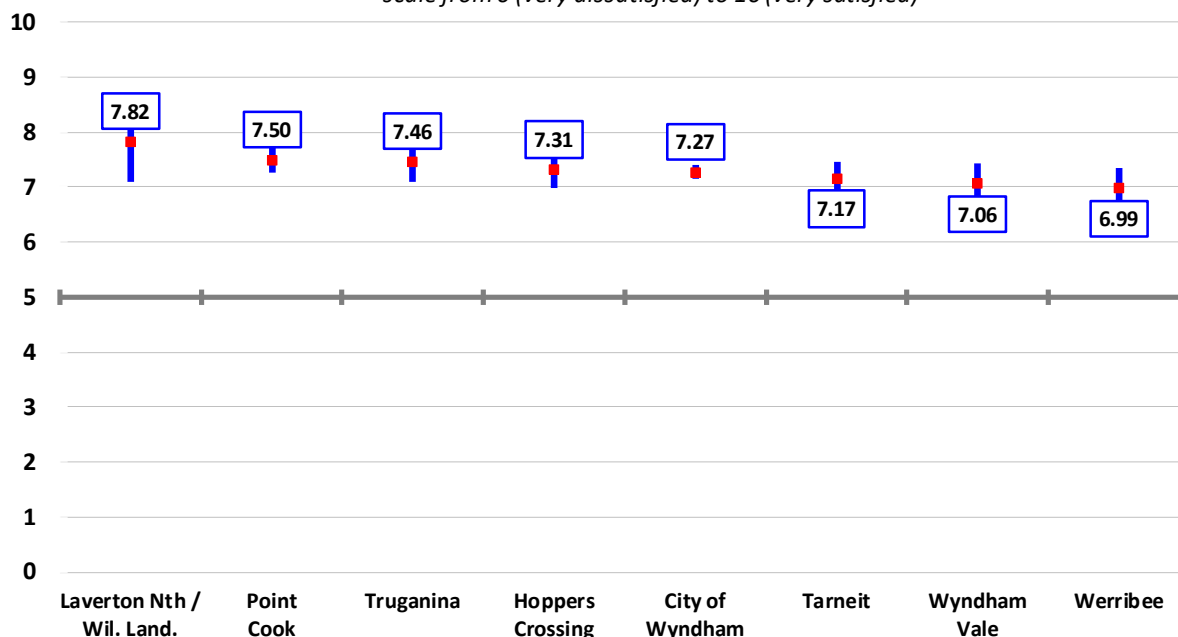
This service was not included in the *Governing Melbourne* research conducted independently by Metropolis Research and therefore no comparison results are available.



Whilst there was no statistically significant variation in satisfaction with these public health services observed across the municipality, it is noted that the 32 respondents from Laverton North / Williams Landing providing a score rated satisfaction at an “excellent” level, whilst respondents from Tarneit, Wyndham Vale, and Werribee rated satisfaction somewhat lower than average and at “good” rather than “very good” levels.



Public health services including maintenance of food safety by precinct
Wyndham City Council - 2022/23 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 8th most important of the 46 included services and facilities, with an average importance of 9.14 out of 10, up marginally on the 9.05 recorded last year.

Satisfaction with emergency management preparedness and response declined marginally, but not measurably this year, down 2.1% to 7.35, although it remains at a “very good” level of satisfaction.

This result ranks the service 17th in terms of satisfaction.

This result was comprised of 52.2% “very satisfied” and 8.3% “dissatisfied” respondents, based on a total sample of 961 of the 1,203 respondents.

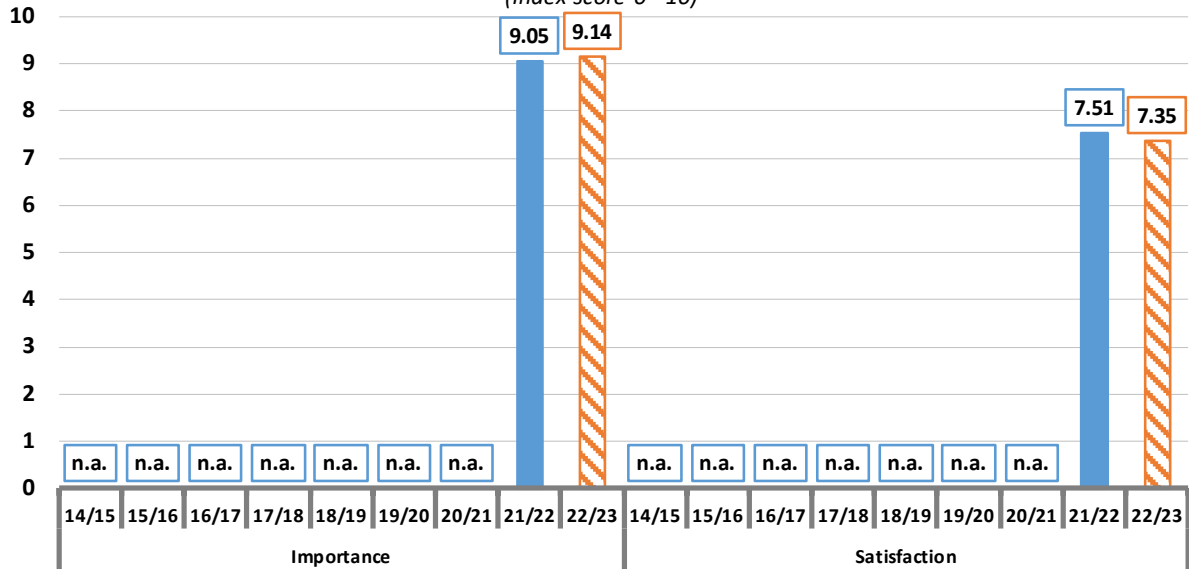
This service was not included in the *Governing Melbourne* research conducted independently by Metropolis Research and therefore no comparison results are available.



Importance of and satisfaction with emergency management and preparedness and response

Wyndham City Council - 2022/23 Annual Community Satisfaction Survey

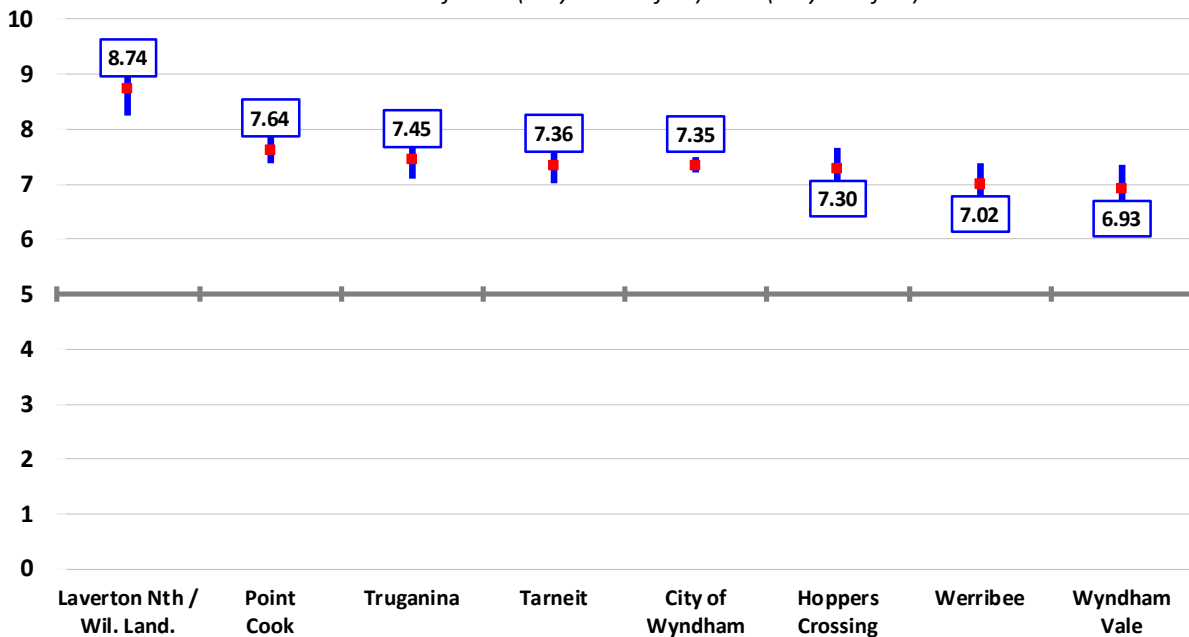
(Index score 0 - 10)



There was statistically significant variation in satisfaction with Council’s emergency management, preparedness and response observed across the municipality. The 28 respondents from Laverton North / Williams Landing were measurably more satisfied than average and at an “excellent” level, whilst respondents from Werribee and Wyndham Vale were somewhat less satisfied and at “good” rather than “very good” levels.

Emergency management preparedness and response by precinct
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey

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



Activities promoting economic investment in the local area

Activities promoting economic investment in the local area were the 33rd most important of the 46 included services and facilities, with an average importance of 8.65 out of 10.

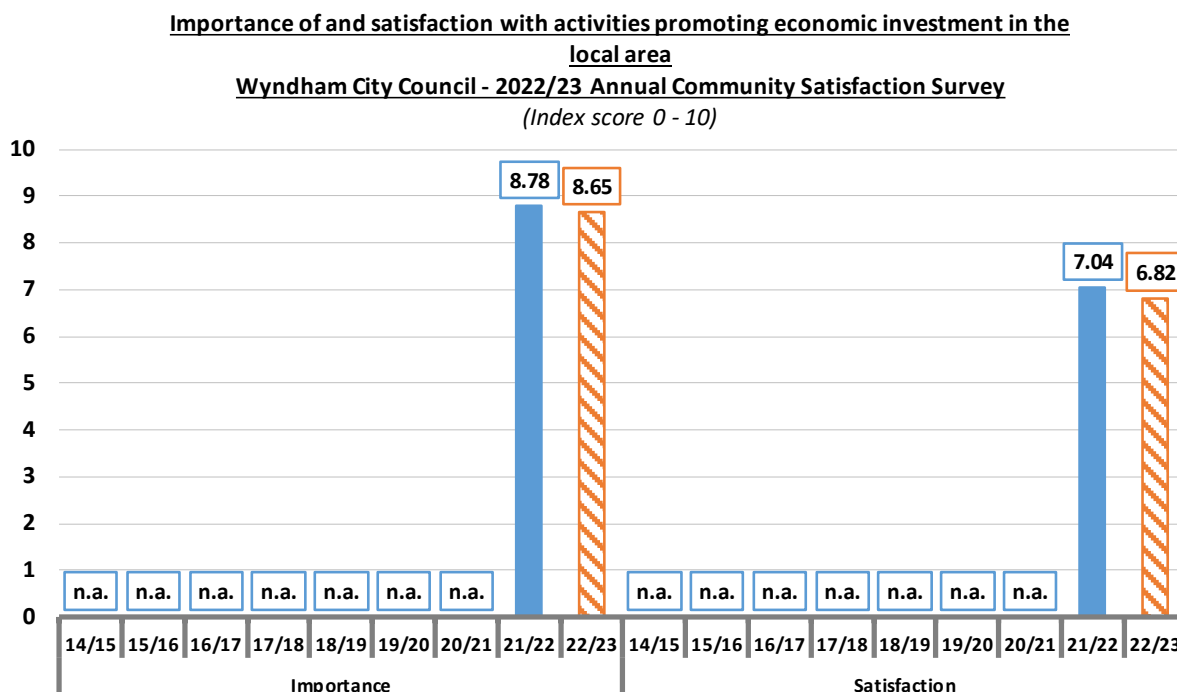
Metropolis Research notes that just 23 of the 1,203 respondents nominated local economic development and just four nominated employment and job creation as one of the top three issues to address for the City of Wyndham ‘at the moment’, suggesting that whilst the community considers council activities to promote economic investment and employment in the local area to be an important role of Council, it is not a first-order issue. This is discussed in more detail in the [Issues to Address](#) section of this report.

Satisfaction with these services declined measurably this year, down 3.1% to 6.82, although it remains at a “good” level of satisfaction.

This ranks these services 33rd in terms of satisfaction.

This result was comprised of 40.1% “very satisfied” and 11.7% “dissatisfied” respondents, based on a total sample of 931 of the 1,203 respondents.

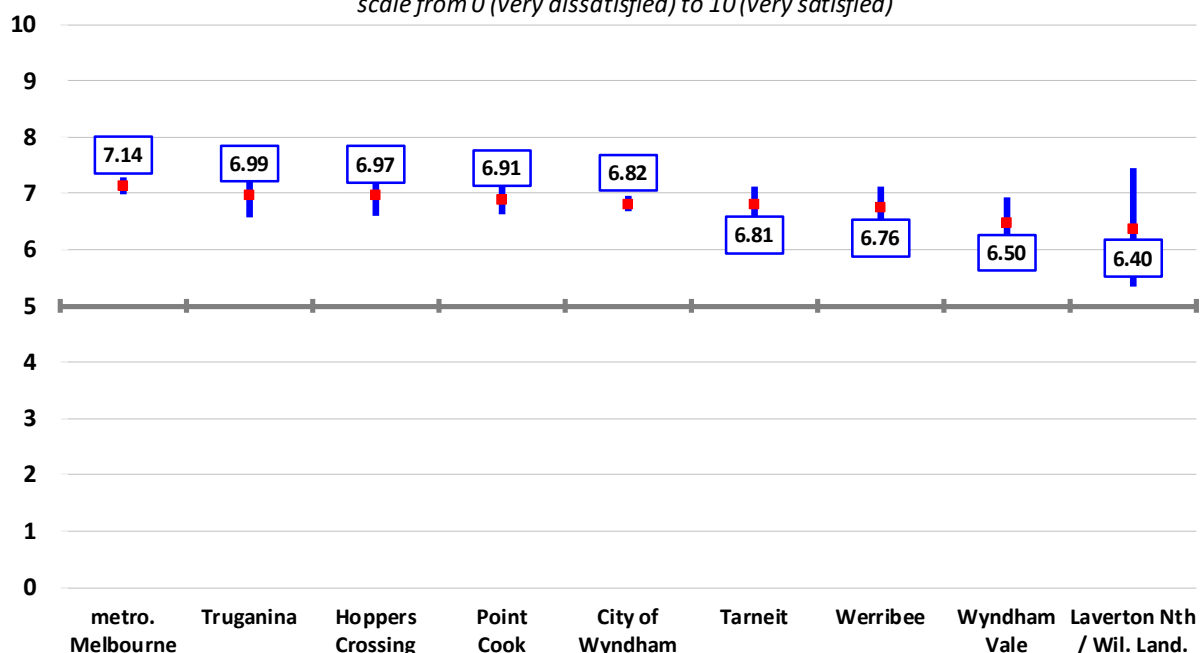
By way of comparison, this result was notably, but not measurably lower than the metropolitan Melbourne average satisfaction with “Council activities promoting local economic development” of 7.14, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis Research.



There was no measurable variation in satisfaction with Council activities promoting economic investment in the local area observed across the municipality, although it is noted that the 22 respondents providing a score from Laverton North / Williams Landing rated satisfaction at a “solid” rather than a “good” level.



Activities promoting economic investment in the local area by precinct
Wyndham City Council - 2022/23 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 were the 29th most important of the 46 included services and facilities, with an average importance score of 8.70 out of 10.

It is noted that economic development activities supporting local business were marginally more important, on average, to respondents than activities promoting economic investment. This reflects the community focus on local business over the slightly broader term of ‘economic investment’.

Metropolis Research notes that just 23 of the 1,203 respondents nominated local economic development and just four nominated employment and job creation as one of the top three issues to address for the City of Wyndham ‘at the moment’, suggesting that whilst the community considers council activities to promote economic investment and employment in the local area to be an important role of Council, it is not a first-order issue. This is discussed in more detail in the [Issues to Address](#) section of this report.

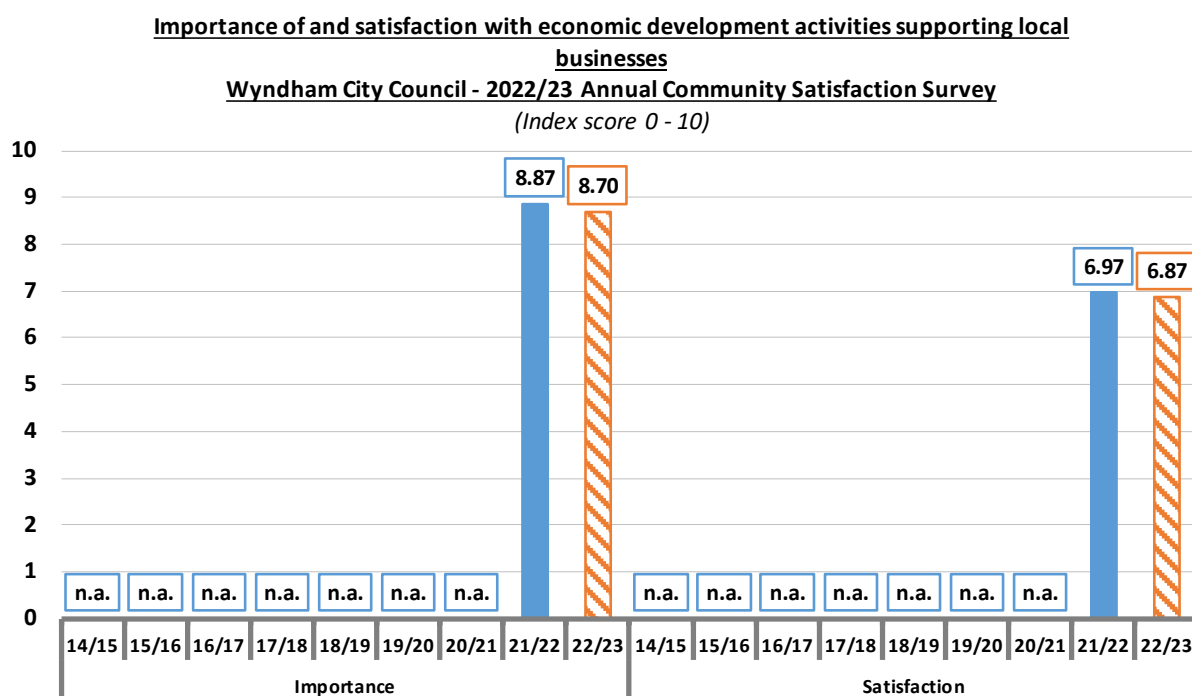
Satisfaction with economic development activities supporting local business declined very marginally, but not measurably, down 1.4% to 6.87, although it remains at a “good” level.

This result ranks these services 31st in terms of satisfaction, similar to the 33rd ranking for activities promoting economic investment in the local area.

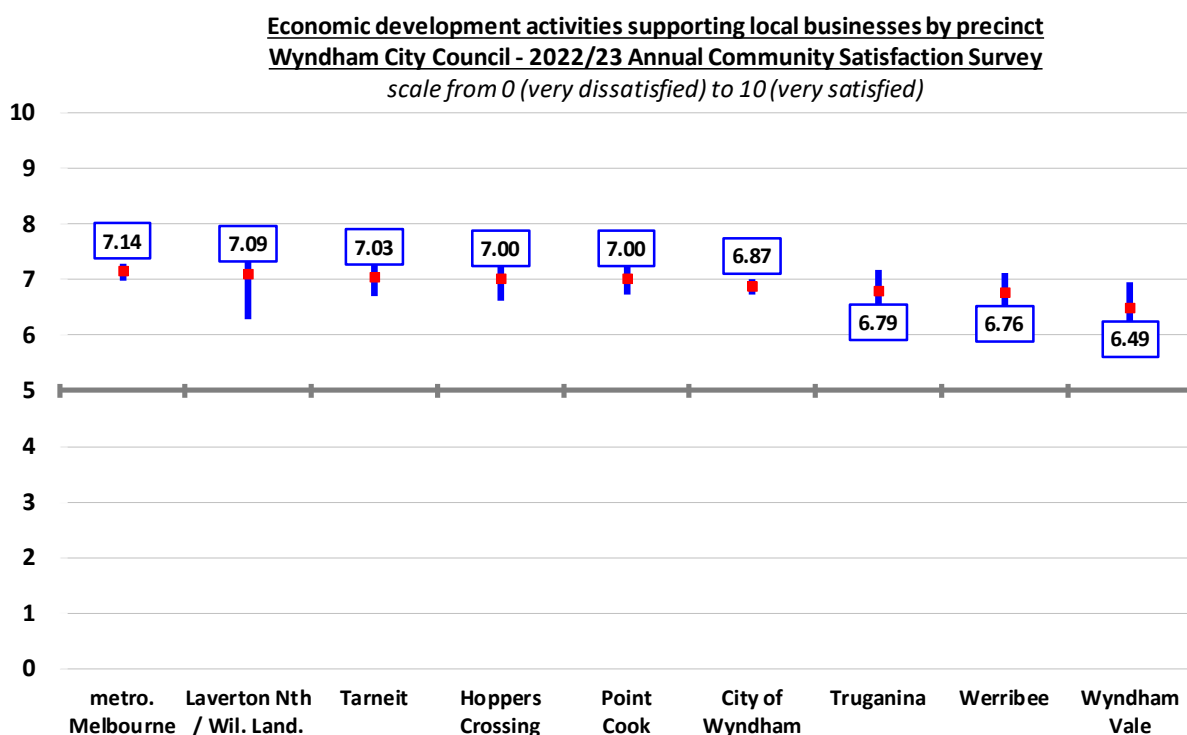
This result was comprised of 43.1% “very satisfied” and 11.7% “dissatisfied” respondents, based on a total sample of 905 of the 1,203 respondents.



By way of comparison, this result was notably, but not measurably lower than the metropolitan Melbourne average satisfaction with “Council activities promoting local economic development” of 7.14, as recorded in the 2023 *Governing Melbourne* research.



Whilst there was no statistically significant variation in satisfaction with Council’s economic development activities supporting local business observed across the municipality, it is noted that respondents from Wyndham Vale rated satisfaction somewhat lower than average and at a “solid” rather than a “good” level of satisfaction.



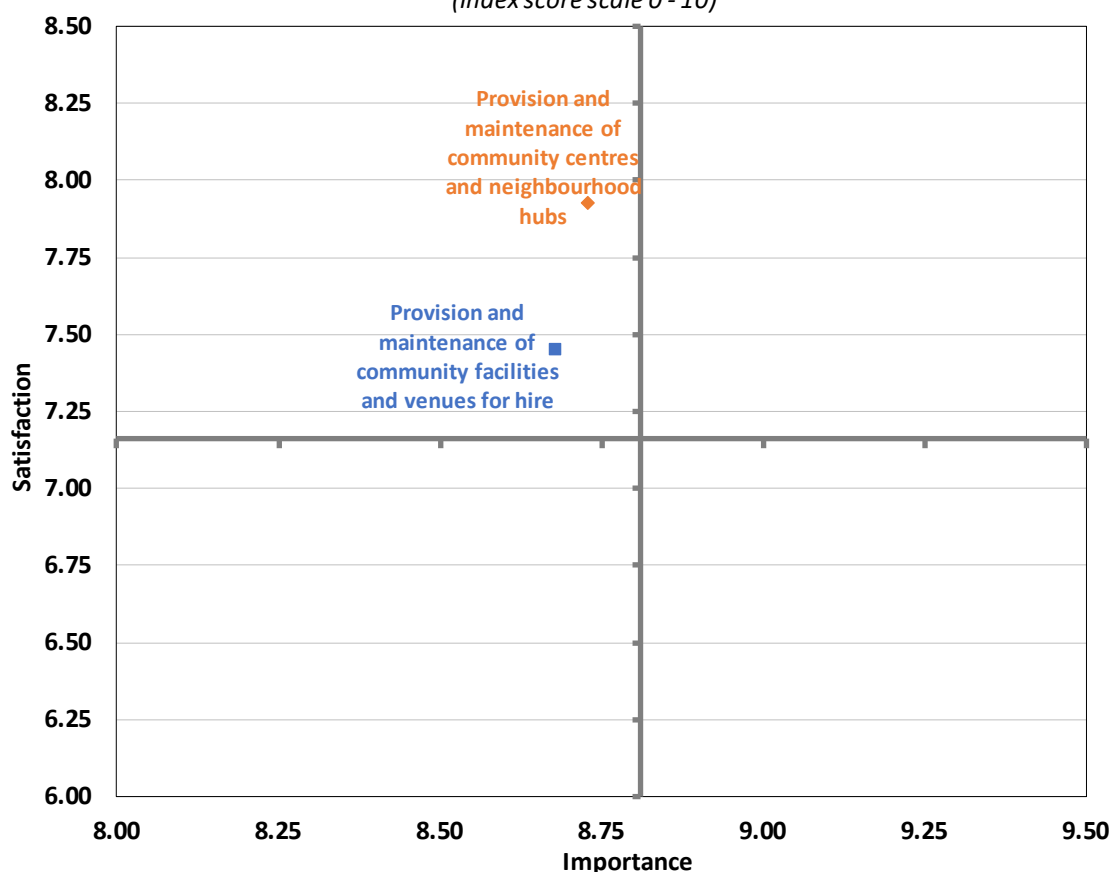
Community Planning and Development

There were two services and facilities from the Community Planning and Development department of Council included in the 2022/23 survey, as outlined in the following graph.

Both the Community Planning and Development services and facilities were of marginally lower than average importance, however, both received a notably higher than average satisfaction scores.

The marginally lower than average importance reflects the fact that these facilities are typically utilised by only a subset of the community, and therefore typically receive a somewhat lower importance score than some other services and facilities that are used by most or all in the community (e.g., waste and recycling, parks and gardens, etc.).

**Importance of and satisfaction with Community Planning and Development
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey**
(Index score scale 0 - 10)



Provision and maintenance of community centres and neighbourhood hubs

The provision and maintenance of community centres and neighbourhood hubs was the 27th most important of the 46 included services and facilities, with an average importance score of 8.73 out of 10.



This result has remained quite stable at or around the long-term average importance since 2014/15 of 8.67. It is noted that the average importance has been marginally above the long-term average over the last two years.

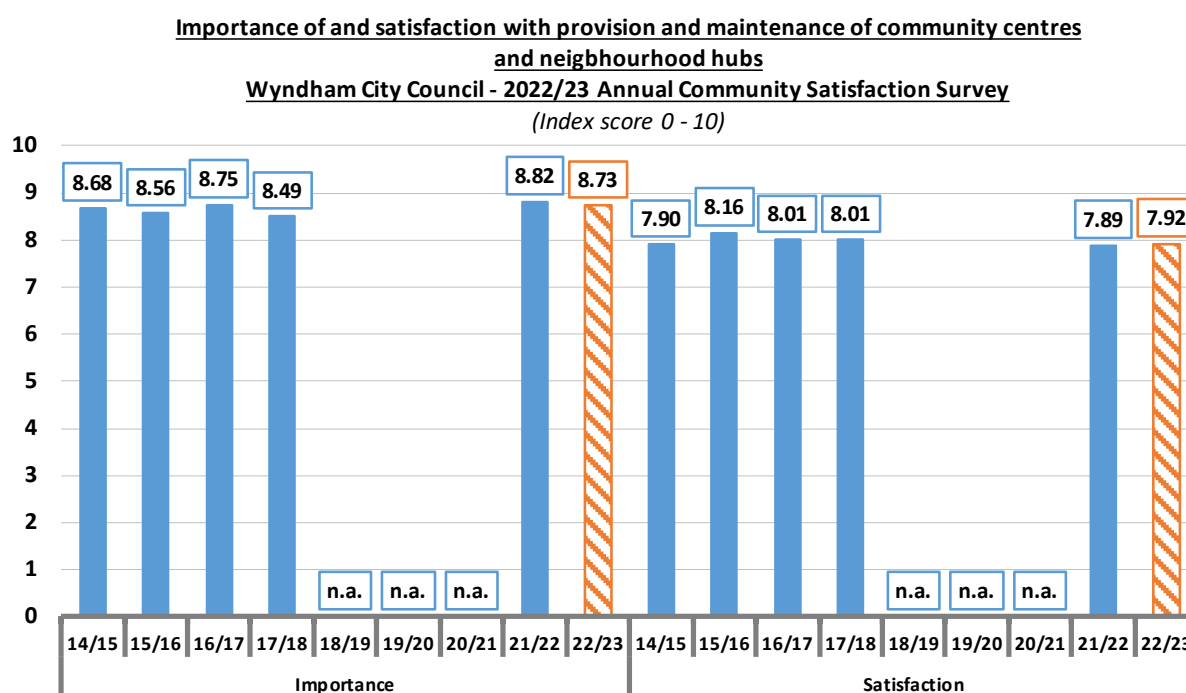
Satisfaction with the provision and maintenance of community centres and neighbourhood hubs remained essentially stable this year, up less than one percent to 7.92, which remains an “excellent” level of satisfaction.

This result ranks these facilities 7th in terms of satisfaction, and one of 11 services and facilities to record a satisfaction score measurably higher than the average of all 46 services and facilities (7.17).

This result was comprised of 67.0% “very satisfied” and 3.9% “dissatisfied” respondents, based on a total sample of 464 of the 469 respondents (39.0%) from households who had used these facilities in the last 12 months.

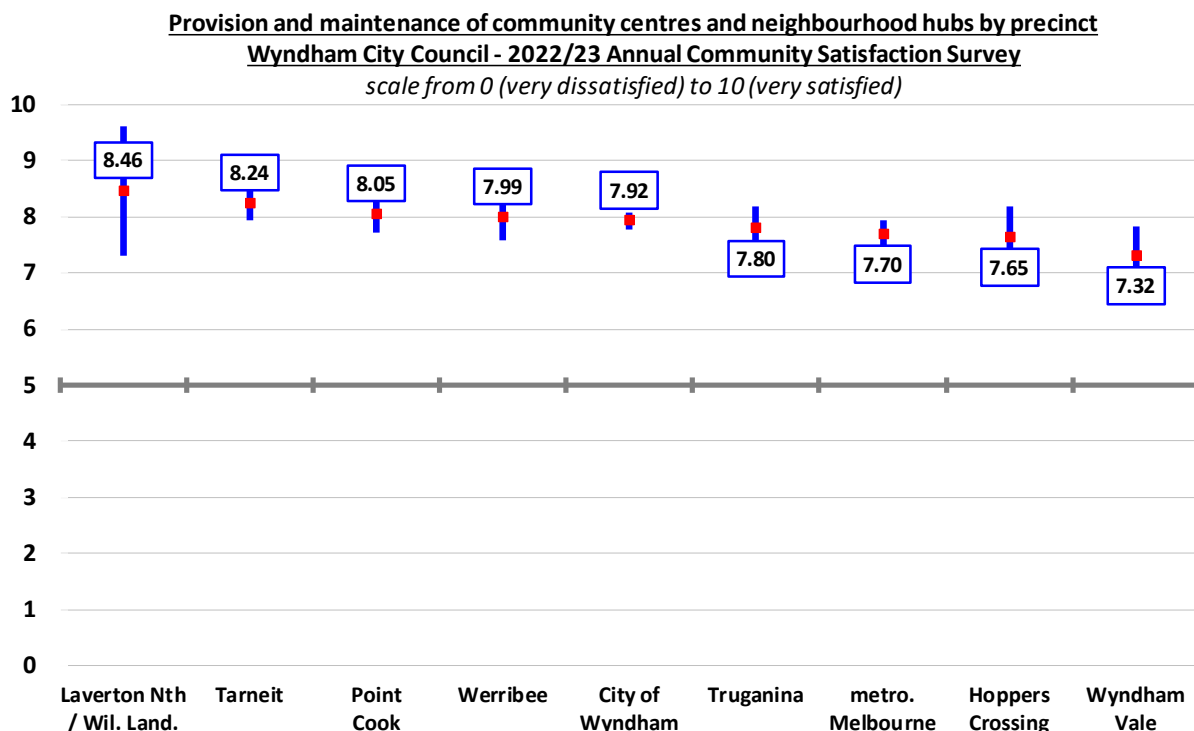
The fact that more than two-thirds of the respondents from households who had used these facilities were “very satisfied” reflects well on the high level of satisfaction with these facilities.

By way of comparison, this result was notably, but not measurably higher than the metropolitan Melbourne average satisfaction with “Community Centres / Neighbourhood Houses” of 7.70, as recorded in the 2023 *Governing Melbourne* research.



Whilst there was no statistically significant variation in satisfaction with the provision and maintenance of community centres and neighbourhood hubs observed across the municipality, it is noted that respondents from Hoppers Crossing and Wyndham Vale rated satisfaction at “very good” rather than “excellent” levels 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 30th most important of the 46 included services and facilities, with an average importance of 8.68 out of 10. This result was almost identical to the 2022/23 result of 8.65.

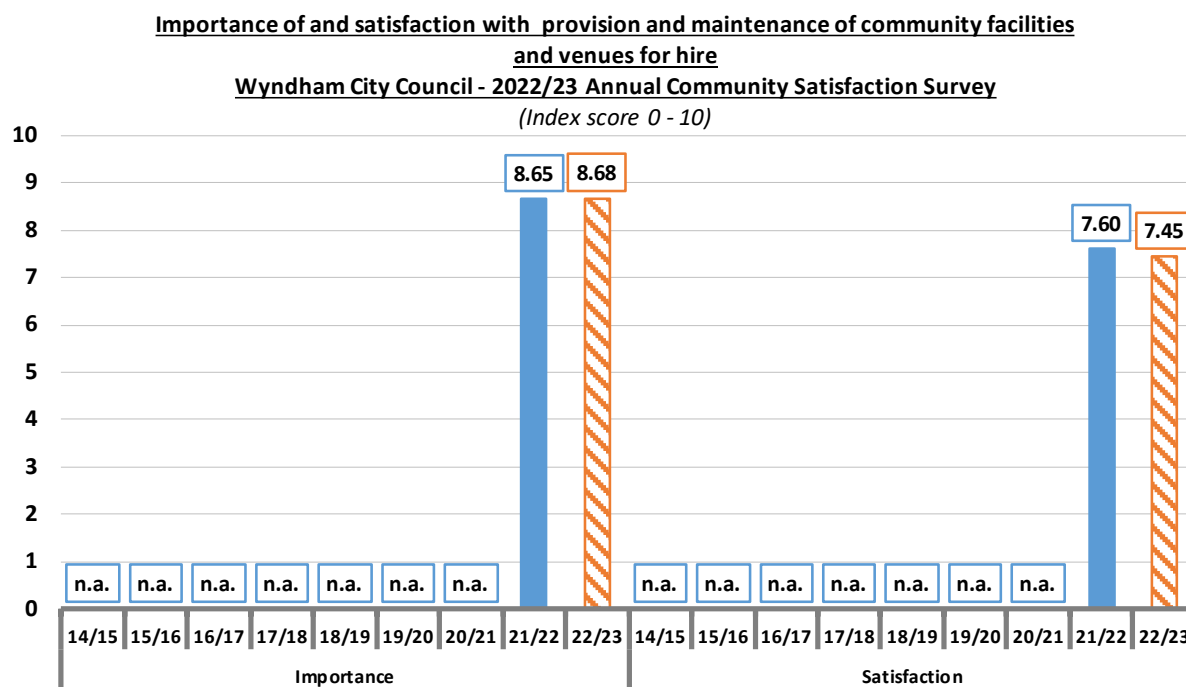
Satisfaction with the provision and maintenance of community facilities and venues for hire declined marginally, but not measurably this year, down two percent to 7.45, although it remains at a “very good” level of satisfaction.

This result ranks these facilities 14th in terms of satisfaction.

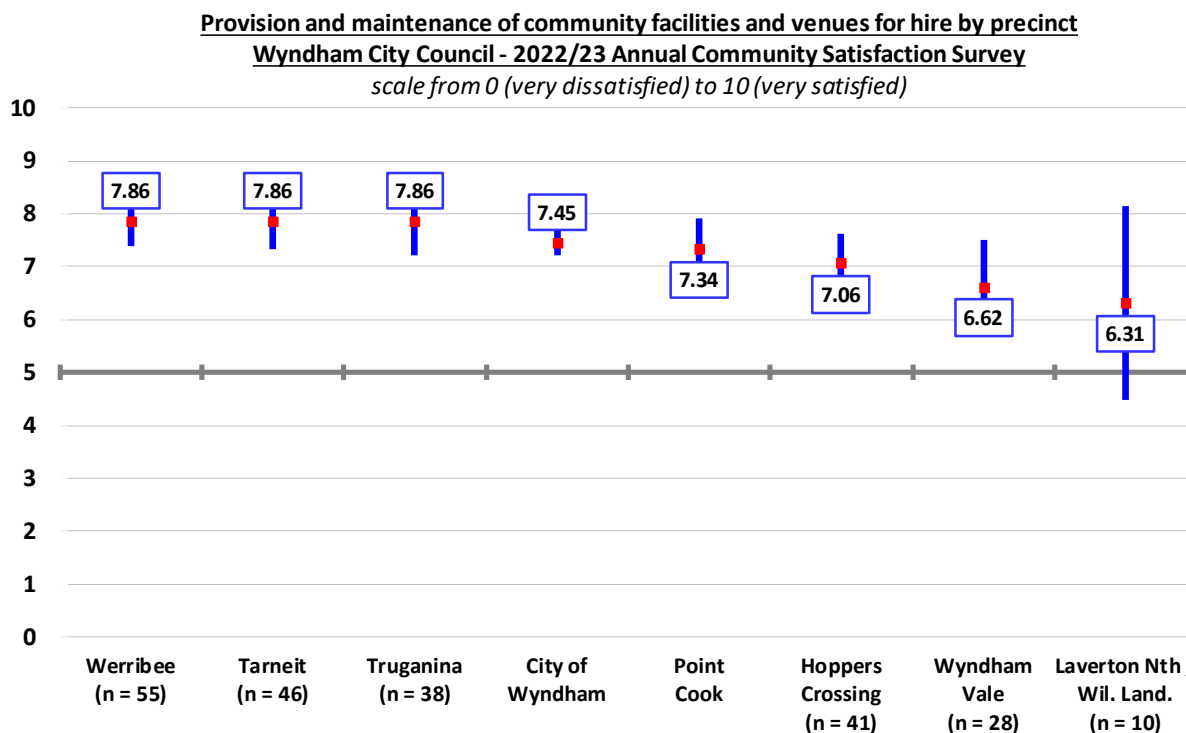
This result was comprised of 59.2% “very satisfied” and 7.7% “dissatisfied” respondents, based on a total sample of 276 of the 280 respondents (23.3%) from households who had used these facilities in the last 12 months.

This service was not included in the *Governing Melbourne* research conducted independently by Metropolis Research and therefore no comparison results are available.





Cognisant of the relatively small sample size of respondents from households who had used these facilities in the last 12 months (280 respondents), there was no statistically significant variation in satisfaction observed across the municipality. That said, it is noted that the small sample of respondents from Wyndham Vale and Laverton North / Williams Landing were notably less satisfied than average, and at “good” and “solid” levels respectively.



Community Support

There were eight services and facilities from the Community Support department of Council included in the 2022/23 survey, as outlined in the following graph.

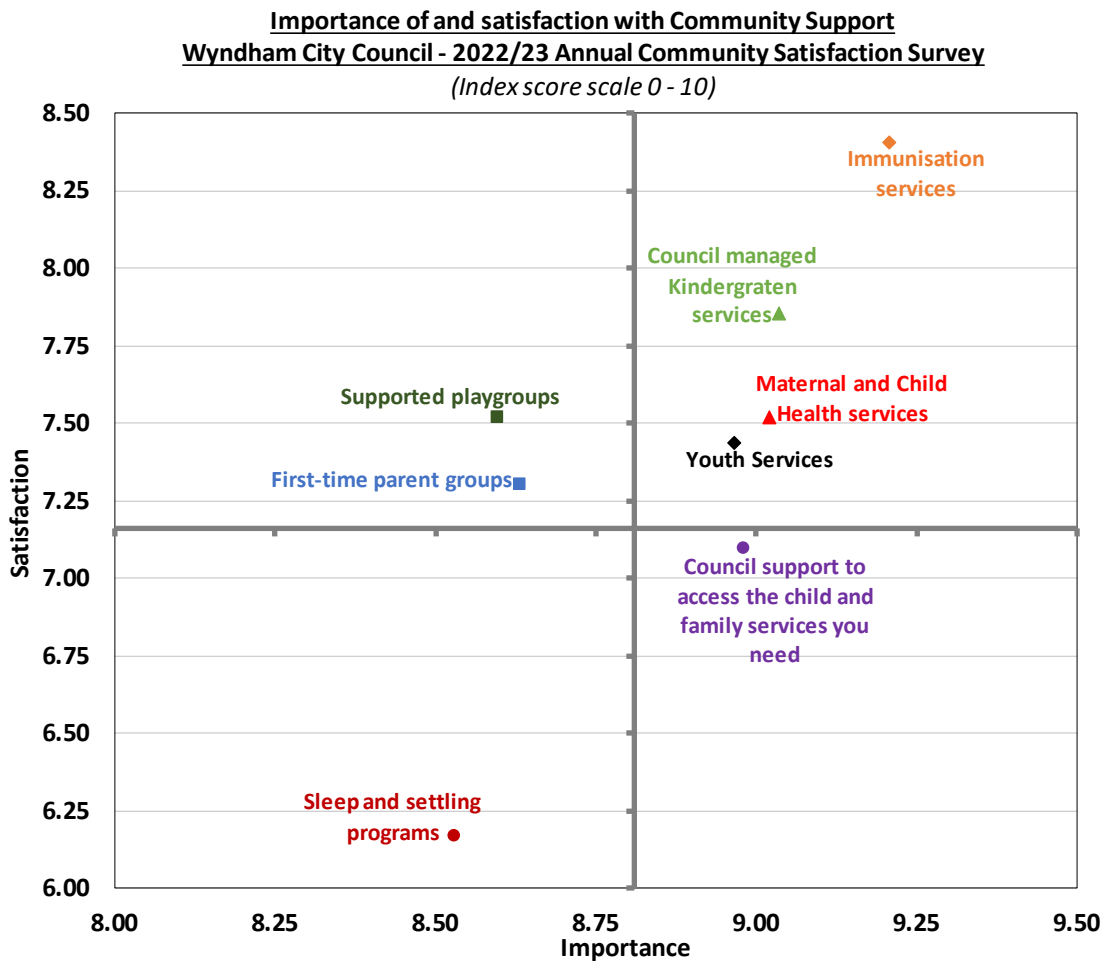
Five of these services and facilities were of higher-than-average importance, whilst supported playgroups, first-time parents’ groups, and sleep and settling programs were somewhat less important than average.

Satisfaction with most of these services was average or higher-than-average, with immunisation services ranked first in terms of satisfaction.

The small sample of just 78 respondents rating satisfaction with sleep and settling programs rated satisfaction with this service notably lower than the average of all services and facilities (7.17).

Without additional information or feedback from respondents as to reasons why they were dissatisfied with the sleep and settling program, the significant decline in satisfaction with this service this year may be an outlier result, given the small sample of just 78 respondents.

Small sample results are susceptible to larger variation in results from year to year.



Provision of Council managed kindergarten services

The provision of Council managed kindergarten services was the 11th most important of the 46 included services and facilities, with an average importance of 9.04 out of 10.

This result was consistent with the long-term average importance since 2014/15 of 8.98. It is noted that prior to 2021/22, this service was included in the broader service labelled as “Services for children from birth to 5 years of age (e.g., MCH, playgroups, kindergarten)”.

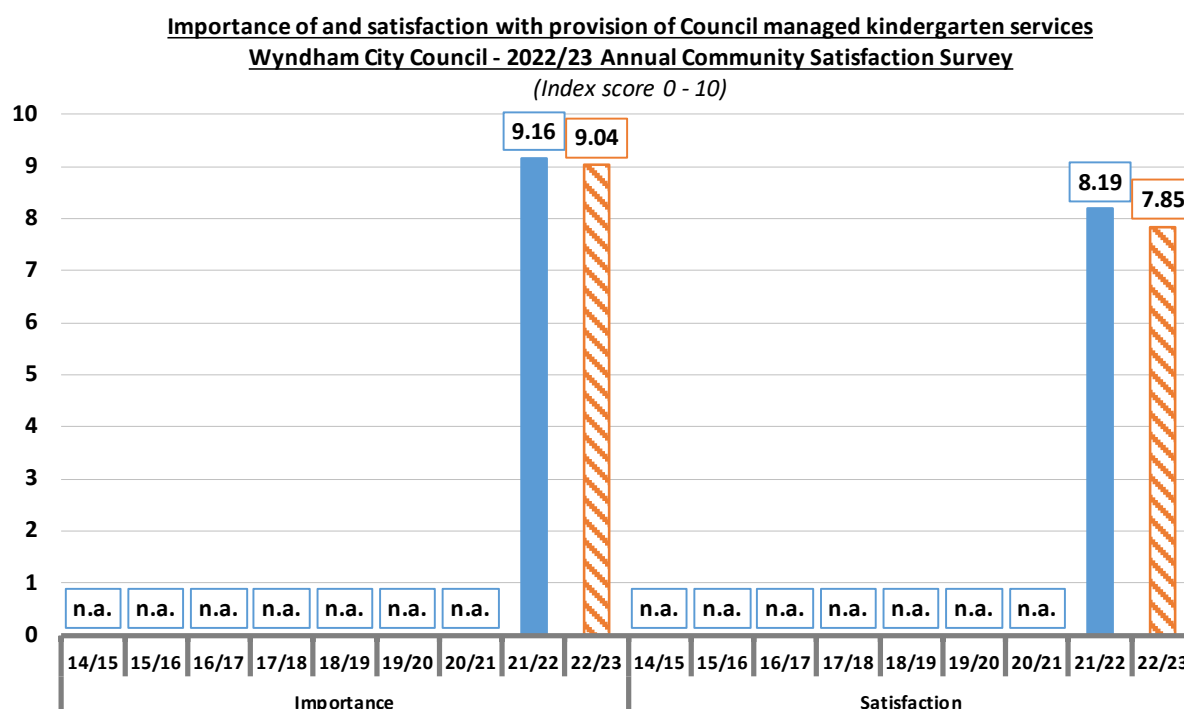
Satisfaction with the provision of Council managed kindergarten services declined notably, but not measurably this year, down 4.2% to 7.85, although it remains at an “excellent” level.

This was notably, but not measurably lower than the long-term average satisfaction since 2013/14 of 8.14. Metropolis Research notes the relatively small sample of just 260 respondents who had used these facilities in the last 12 months, which can bring a greater variability in score year to year.

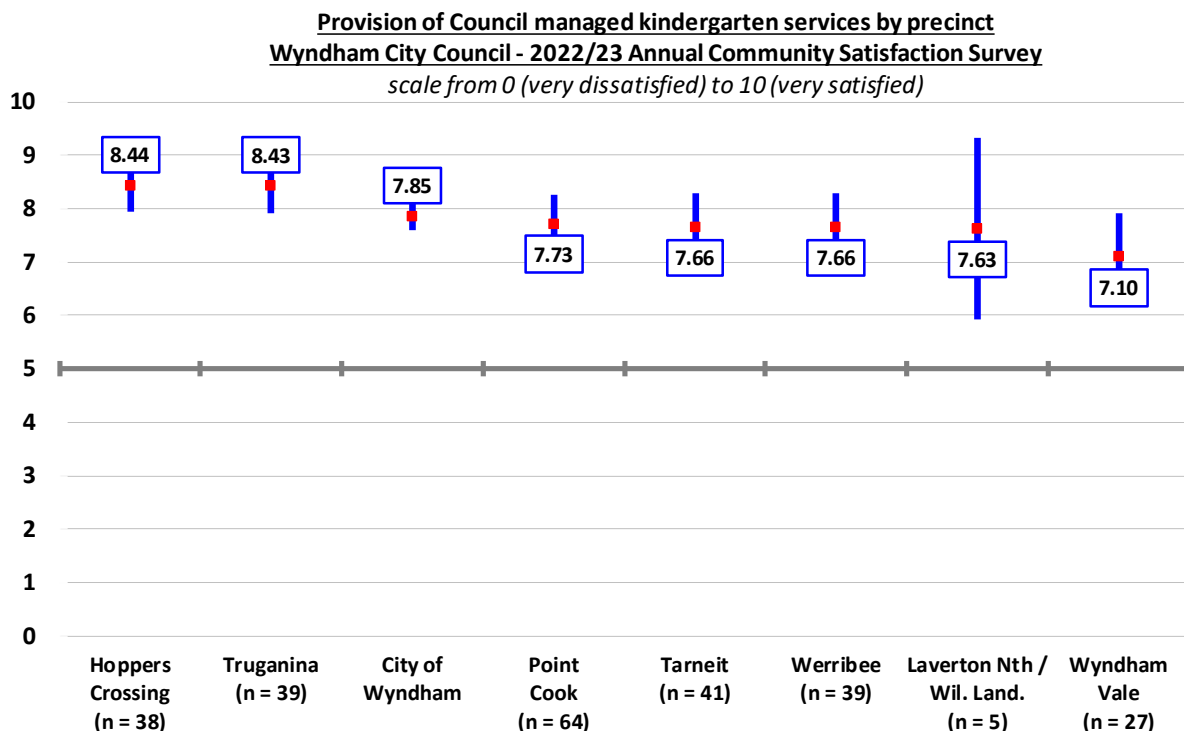
This ranks these services 9th in terms of satisfaction.

This result was comprised of 64.6% “very satisfied” and 5.0% “dissatisfied” respondents, based on a total sample of 253 of the 260 respondents (21.6%) from households who had used these services in the last 12 months. The fact that approximately two-thirds of the respondents who had used these services were “very satisfied” speaks to the high level of satisfaction and is a very positive result for these services.

By way of comparison, this result was somewhat, but not measurably lower than the metropolitan Melbourne average satisfaction with “services for children aged 0-4 years (e.g., Family Day Care, Maternal and Child Health, Kinder)” of 8.05, as recorded in the 2023 *Governing Melbourne* research.



Whilst there was no statistically significant variation in satisfaction with the provision of Council managed kindergarten services observed across the municipality, it is noted that respondents from Wyndham Vale were notably less satisfied than average and at a “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 12th most important of the 46 included services and facilities, with an average importance of 9.02 out of 10.

This was a marginal decline on the unusually high 9.22 recorded last year, but consistent with the long-term average importance since 2014/15 of 8.98. It is noted that prior to 2021/22, this service was included in the broader service labelled as “Services for children from birth to 5 years of age (e.g., MCH, playgroups, kindergarten)”.

Satisfaction with these services declined notably, but not measurably this year, down 4.5% to 7.52, which is a “very good”, down from an “excellent” level of satisfaction.

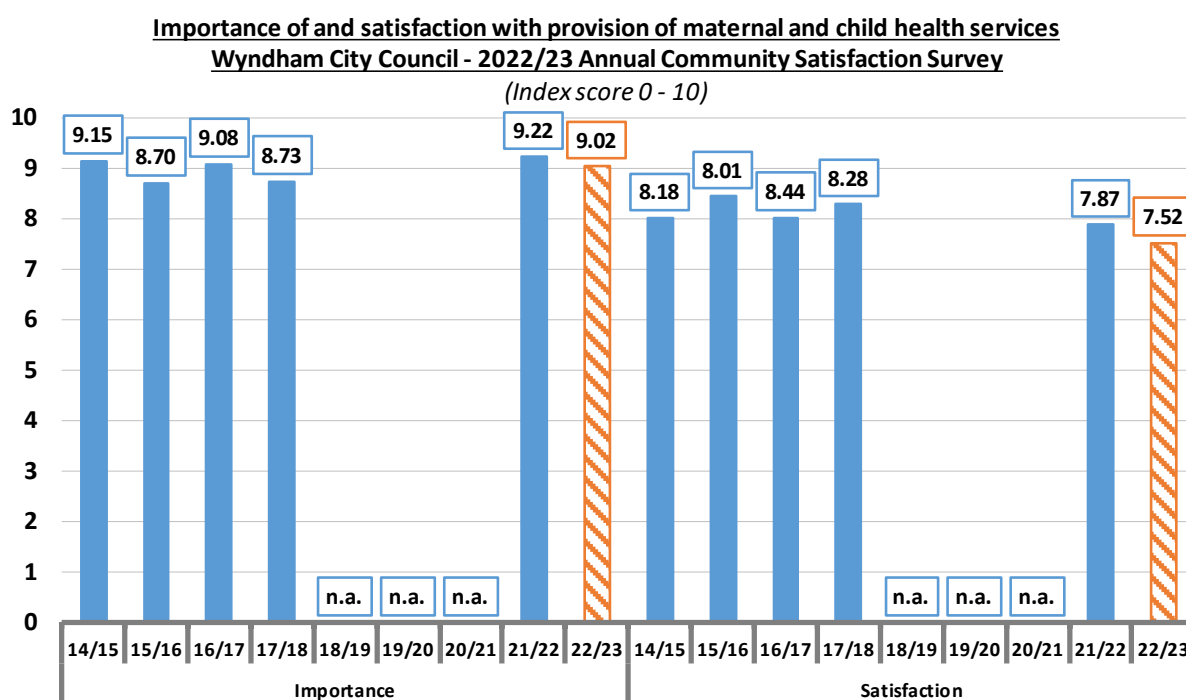
This was notably, but not measurably lower than the long-term average satisfaction since 2013/14 of 8.05. Metropolis Research notes the relatively small sample of just 277 respondents who had used these facilities in the last 12 months, which can bring a greater variability in score year to year.

This ranks these services 12th in terms of satisfaction.



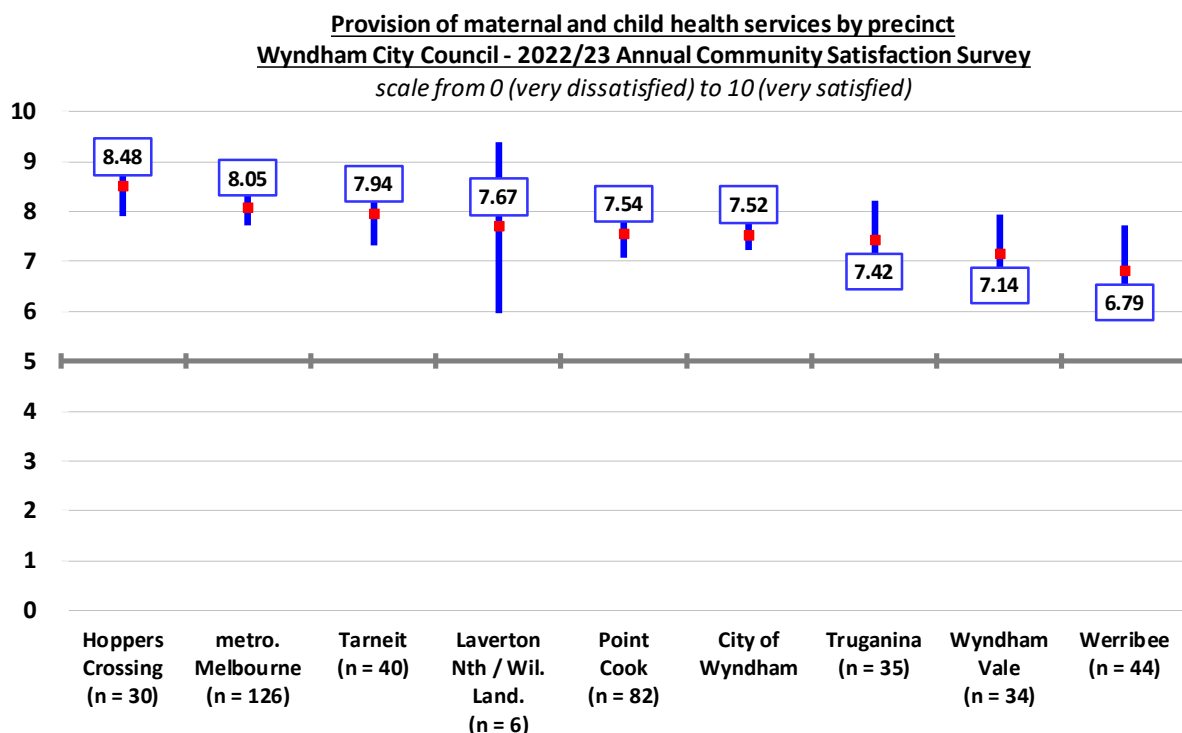
This result was comprised of 63.2% “very satisfied” and 9.5% “dissatisfied” respondents, based on a total sample of 271 of the 277 respondents (23.0%) from households who had used these services in the last 12 months. The fact that approximately two-thirds of the respondents who had used these services were “very satisfied” speaks to the high level of satisfaction and is a very positive result for these services.

By way of comparison, this result was notably, but not measurably higher than the metropolitan Melbourne average satisfaction with “services for children aged 0-4 years (e.g., Family Day Care, Maternal and Child Health, Kinder)” of 8.05, as recorded in the 2023 *Governing Melbourne* research.



Whilst there was no statistically significant variation in satisfaction with the provision of maternal and child health services observed across the municipality, it is noted that respondents from Hoppers Crossing and Tarneit rated satisfaction at “excellent” levels, whilst respondents from Wyndham Vale and Werribee rated satisfaction at “good” rather than “very good” levels.





Provision of immunisation services

The provision of immunisation services was the 4th most important of the 46 included services and facilities, with an average importance of 9.21 out of 10.

It is noted that the importance of immunisations over the last two years was higher than the long-term average importance since 2014/15 of 9.01.

Satisfaction with the provision of immunisation services declined marginally, but not measurably this year, down 1.3% to 8.40, although it remains at an “excellent” level, and consistent with the long-term average satisfaction since 2014/15 of 8.57.

This result ranks the provision of immunisation services 1st in terms of satisfaction and one of 11 to record a satisfaction score measurably higher than the average of all 46 services and facilities.

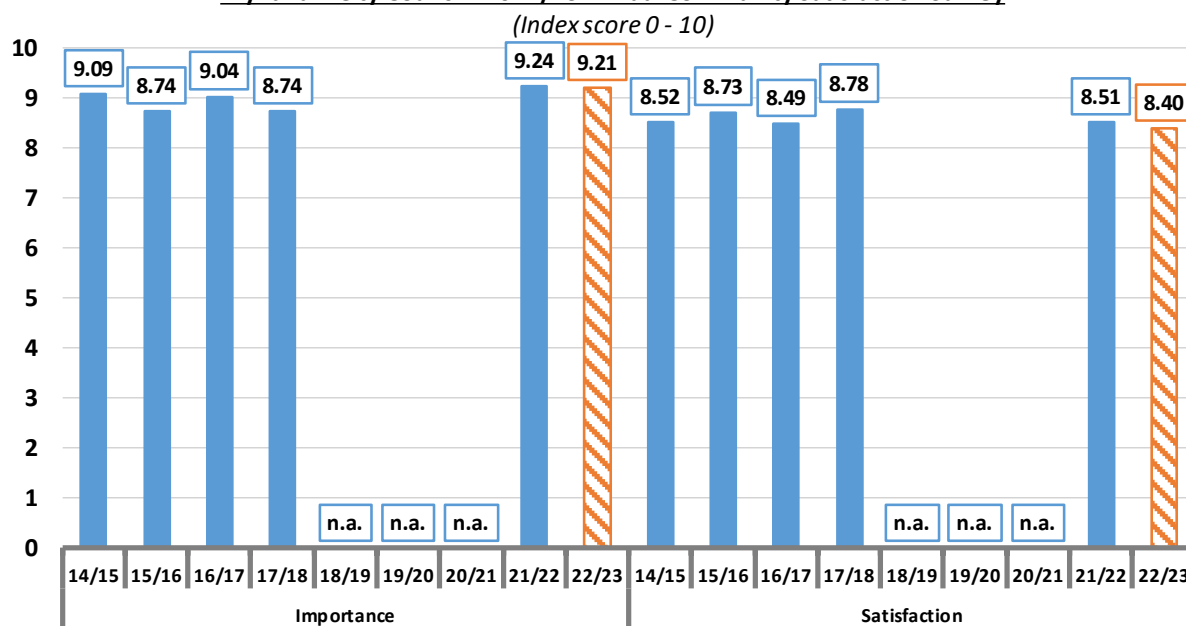
This result was comprised of 78.6% “very satisfied” and 3.2% “dissatisfied” respondents, based on a total sample of 551 of the 558 respondents (46.4%) from households who reported that they had used these services in the last 12 months.

The fact that almost four-fifths of the respondents who had used these services were “very satisfied” speaks to the high level of satisfaction and is a very positive result for these services.

By way of comparison, this result was notably, but not measurably higher than the metropolitan Melbourne average satisfaction with “services for children aged 0-4 years (e.g., Family Day Care, Maternal and Child Health, Kinder)” of 8.05, as recorded in the 2023 *Governing Melbourne* research.



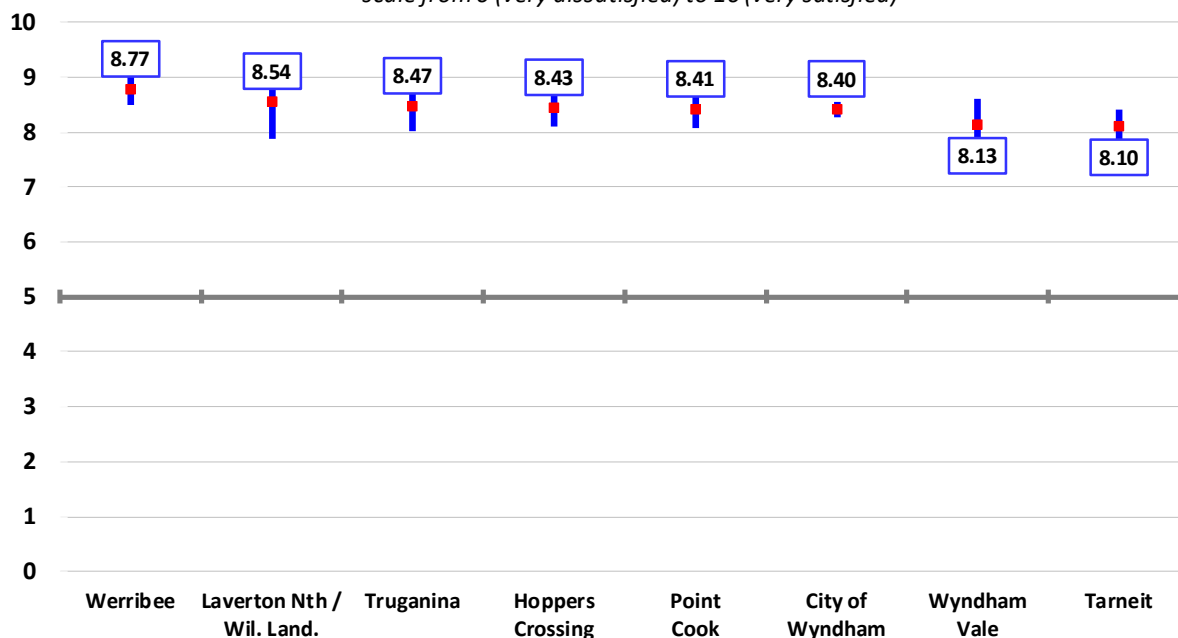
**Importance of and satisfaction with provision of immunisation services
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey**



There was no statistically significant or meaningful variation in satisfaction with the immunisation service observed across the municipality, with respondents from all seven precincts rating satisfaction at “excellent” levels of satisfaction.

**Provision of immunisation services by precinct
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey**

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



Provision of youth services

The provision of youth services was the 16th most important of the 46 included services and facilities, with an average importance score of 8.97 out of 10.

This result was consistent with the long-term average importance for the provision of youth services since 2013/14 of 8.92.

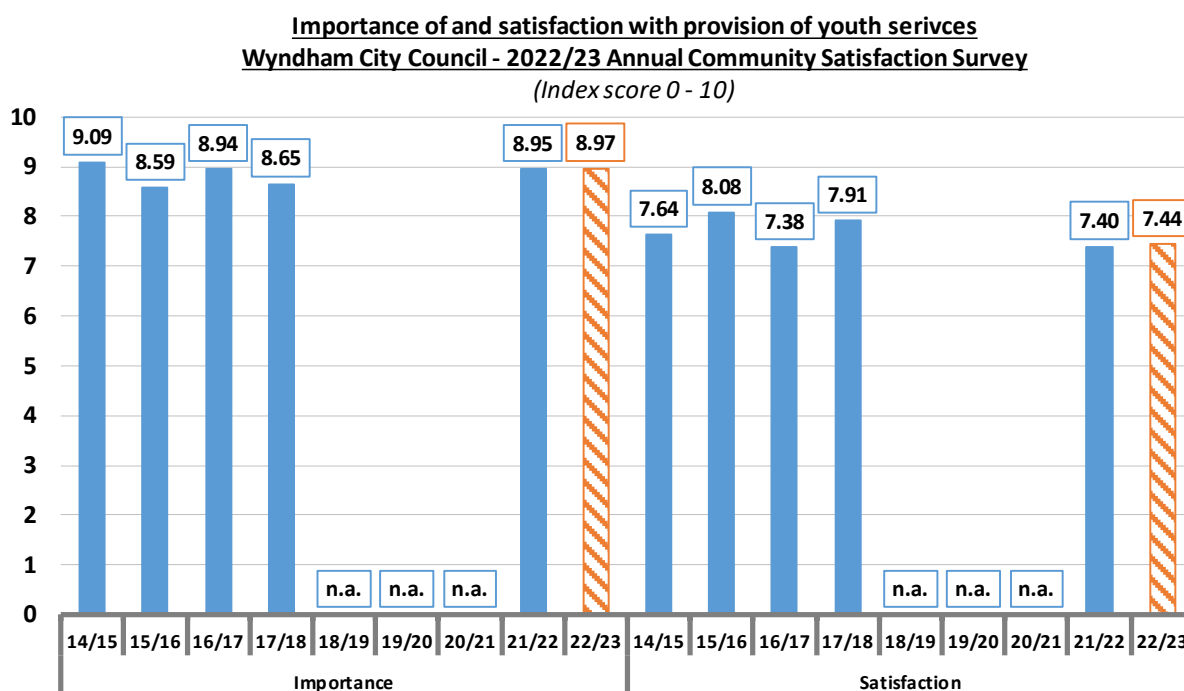
Satisfaction with the provision of youth services remained essentially stable this year, up by less than one percent to 7.44, which remains a “very good” level of satisfaction.

This result was, however, somewhat lower than the long-term average satisfaction since 2013/14 of 7.63.

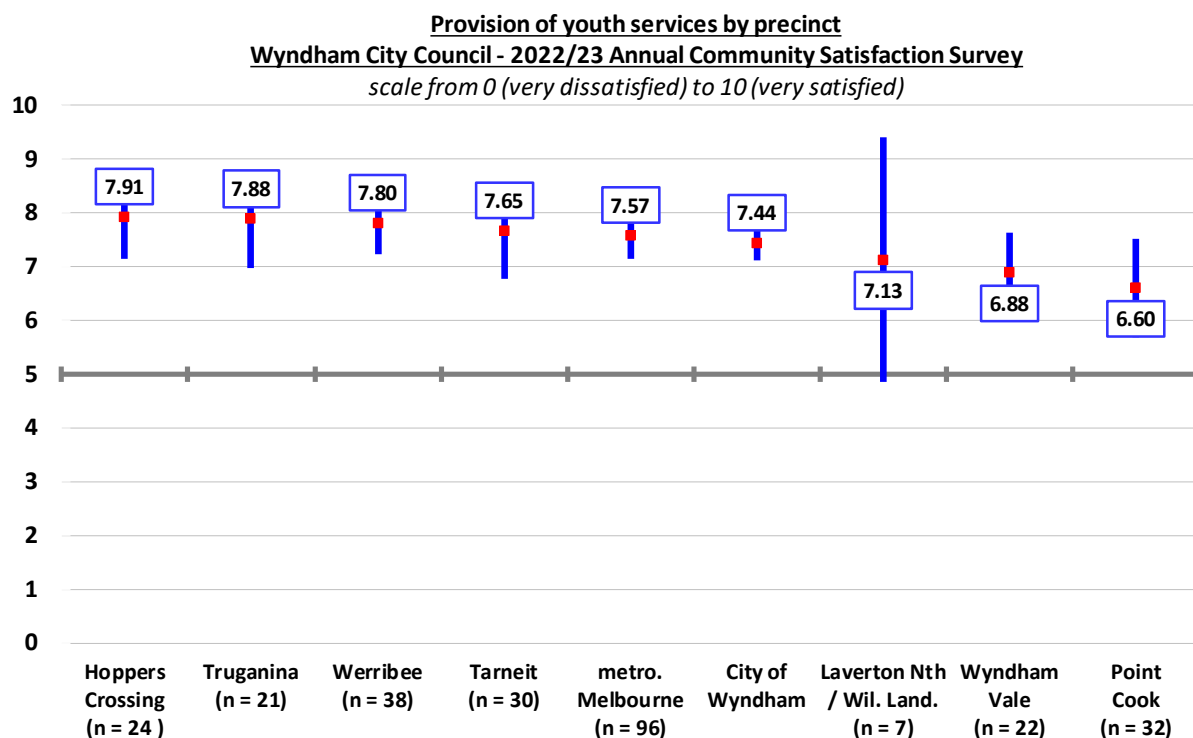
This ranks the provision of youth services 15th in terms of satisfaction.

This result was comprised of 55.7% “very satisfied” and 7.5% “dissatisfied” respondents, based on a total sample of 175 of the 187 respondents (15.5%) from households who had used these services in the last 12 months.

By way of comparison, this result was marginally, but not measurably lower than the metropolitan Melbourne average satisfaction with “services for youth” of 7.57, as recorded in the 2023 *Governing Melbourne* research.



Whilst there was no statistically significant variation in satisfaction with the provision of youth services observed across the municipality, it is noted that the small sample of respondents from Hoppers Crossing, Truganina, and Werribee rated satisfaction at “excellent” levels, whilst respondents from Laverton North / Williams Landing, Wyndham Vale, and Point Cook rated satisfaction at “good” rather than “very good” levels of satisfaction.



Provision of first-time parent groups

The provision of first-time parent groups was the 34th most important of the 46 included services and facilities, with an average importance score of 8.63 out of 10.

Satisfaction with the provision of first-time parent groups declined somewhat, but not measurably this year, down by 3.9%, although it remains at a “very good” level of satisfaction.

Metropolis Research notes the relatively small sample of just 162 respondents from households who had used these facilities in the last 12 months, which can bring a greater variability in score year to year.

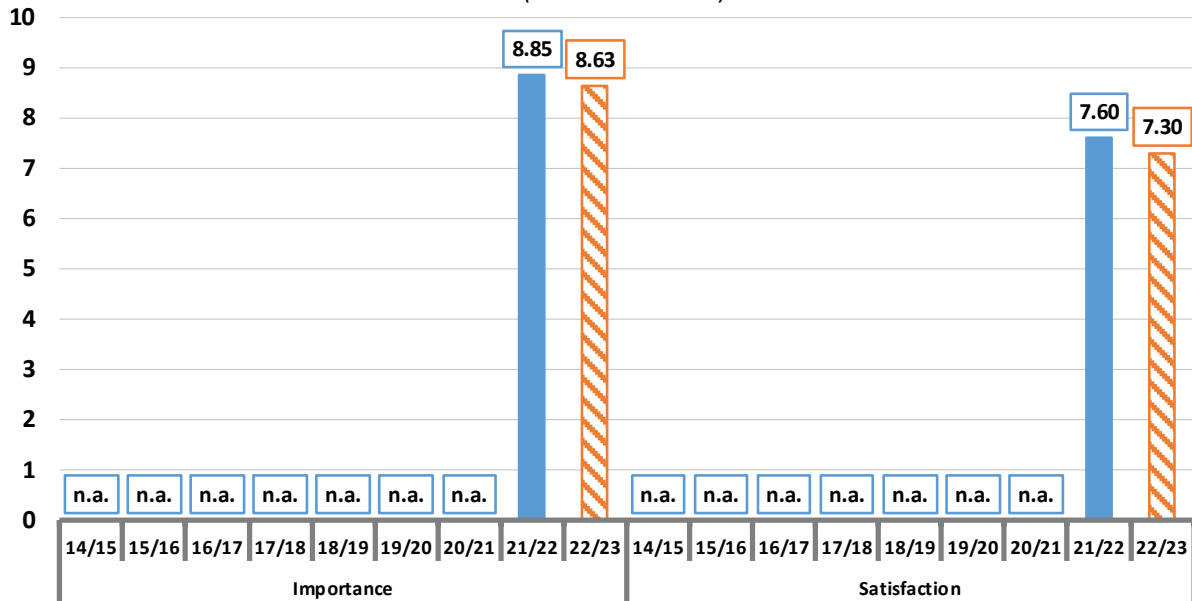
This ranks the provision of first-time parent groups 18th in terms of satisfaction.

This result was comprised of 57.7% “very satisfied” and 12.3% “dissatisfied” respondents, based on a total sample of 155 of the 162 respondents (13.5%) from households who had used these services in the last 12 months.

This service was not included in the *Governing Melbourne* research conducted independently by Metropolis Research and therefore no comparison results are available.

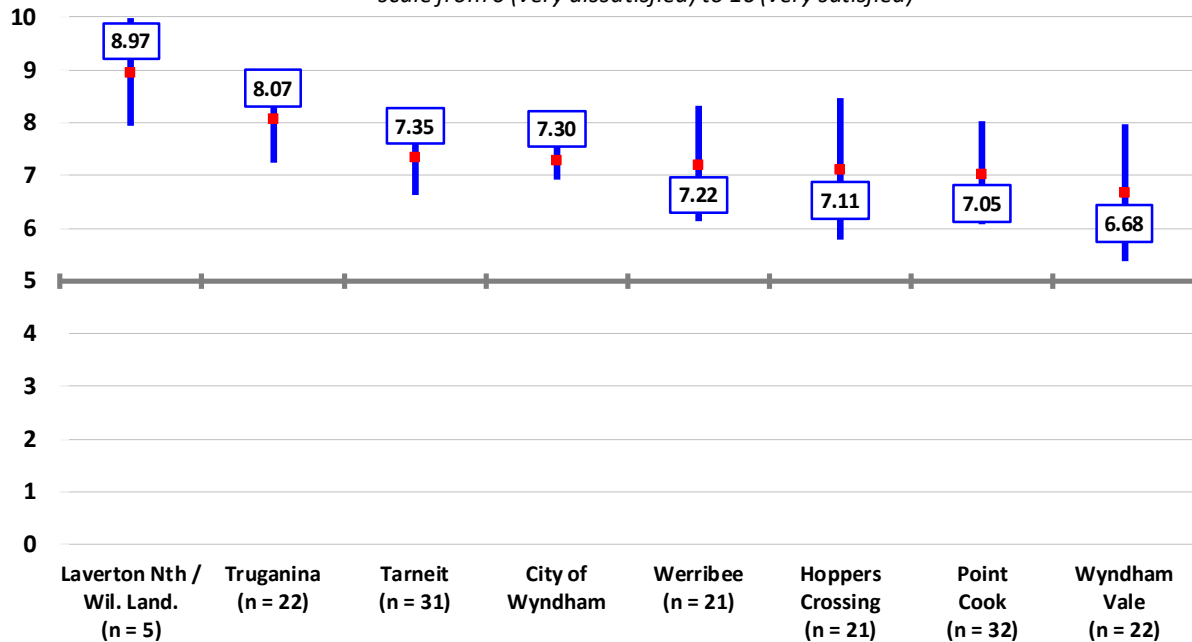


Importance of and satisfaction with first-time parent groups
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Cognisant of the very small sample of respondents from households who had used these services in the last 12 months, there was no statistically significant variation in satisfaction observed across the municipality, although respondents from Wyndham Vale were somewhat but not measurably less satisfied than average.

Provision of first-time parent groups by precinct
Wyndham City Council - 2022/23 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 40th most important of the 46 included services and facilities, with an average importance of 8.53 out of 10. This was down somewhat on the 8.76 recorded last year.

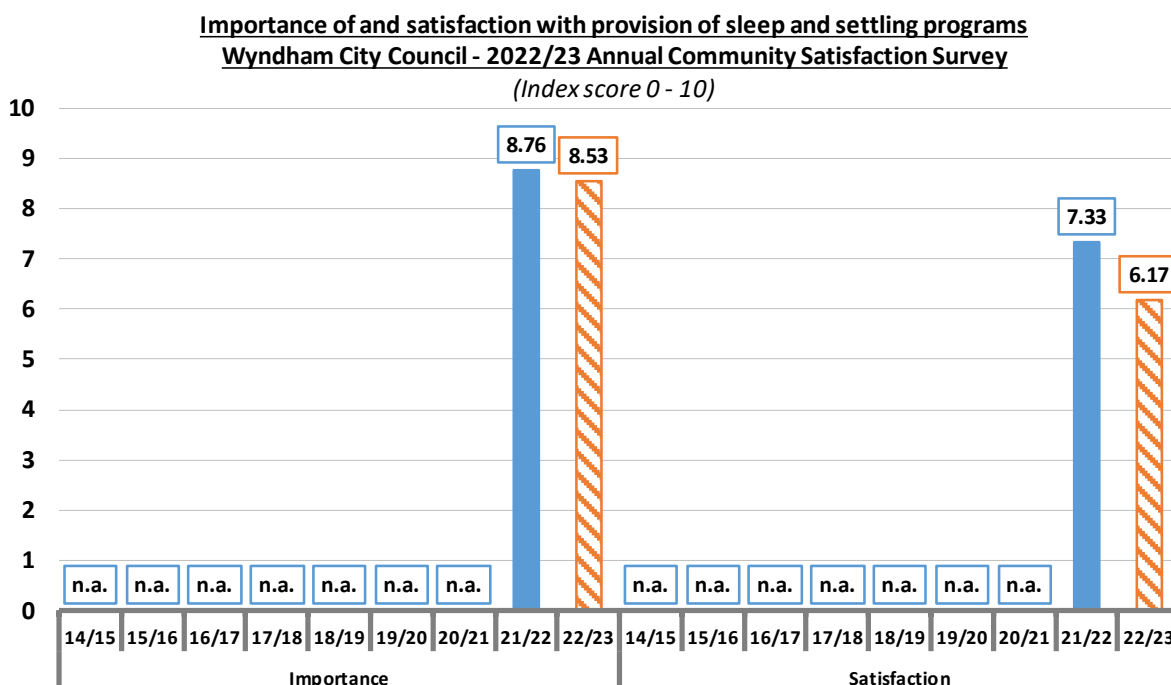
Satisfaction with the provision of sleep and settling programs declined measurably this year, down 15.8% to 6.17, which is a “solid”, down from a “very good” level of satisfaction.

Metropolis Research notes the small sample of just 85 respondents from households who had used these facilities in the last 12 months, which can bring a greater variability in score year to year.

This ranks the provision of sleep and settling programs 44th in terms of satisfaction and one of 14 to record a satisfaction score measurably lower than the average of all 46 services and facilities (7.17).

This result was comprised of 34.1% “very satisfied” and 17.5% “dissatisfied” respondents, based on a total sample of 78 of the 85 respondents (7.1%) from households who had used these services in the last 12 months.

This service was not included in the *Governing Melbourne* research conducted independently by Metropolis Research and therefore no comparison results are available.



Cognisant of the very small sample of respondents from households who had used these services in the last 12 months, no precinct level results have been provided.



Provision of supported playgroups

The provision of supported playgroups was the 35th most important of the 46 included services and facilities, with an average importance of 8.60 out of 10, a small decline on the 8.76 recorded last year.

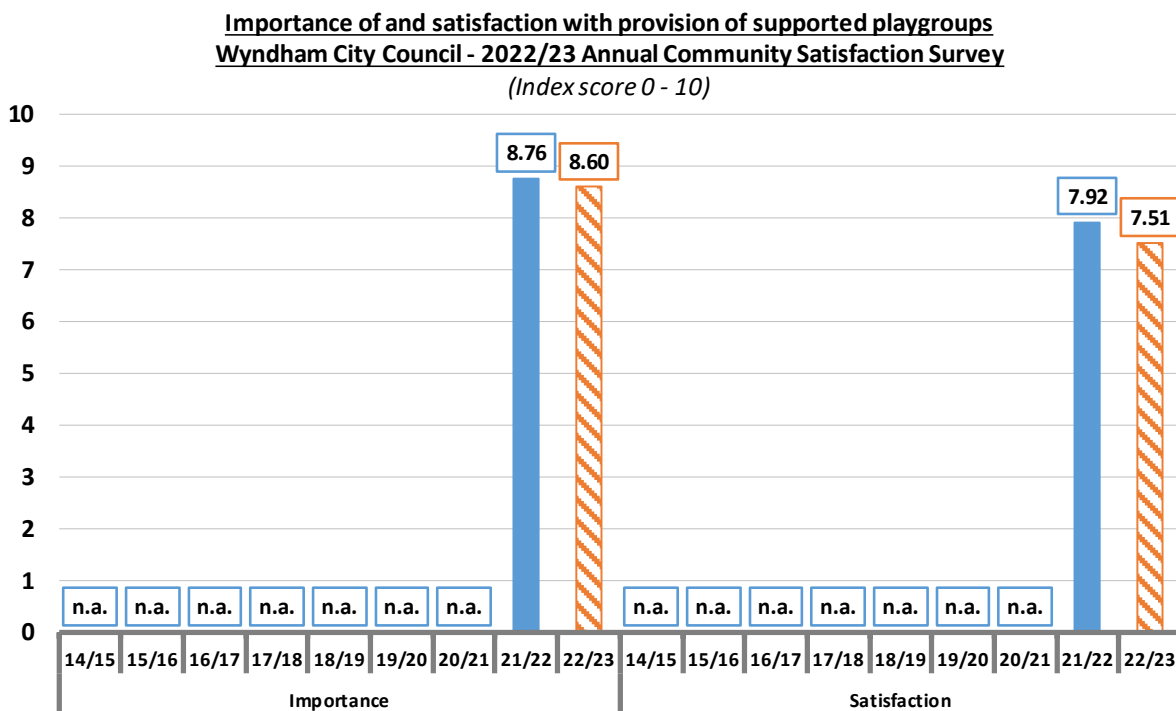
Satisfaction with the provision of supported playgroups declined somewhat, but not measurably this year, down 5.2% to 7.51, which is a “very good”, down from an “excellent” level of satisfaction.

Metropolis Research notes the relatively small sample of just 147 respondents from households who had used these facilities in the last 12 months, which can bring a greater variability in score year to year.

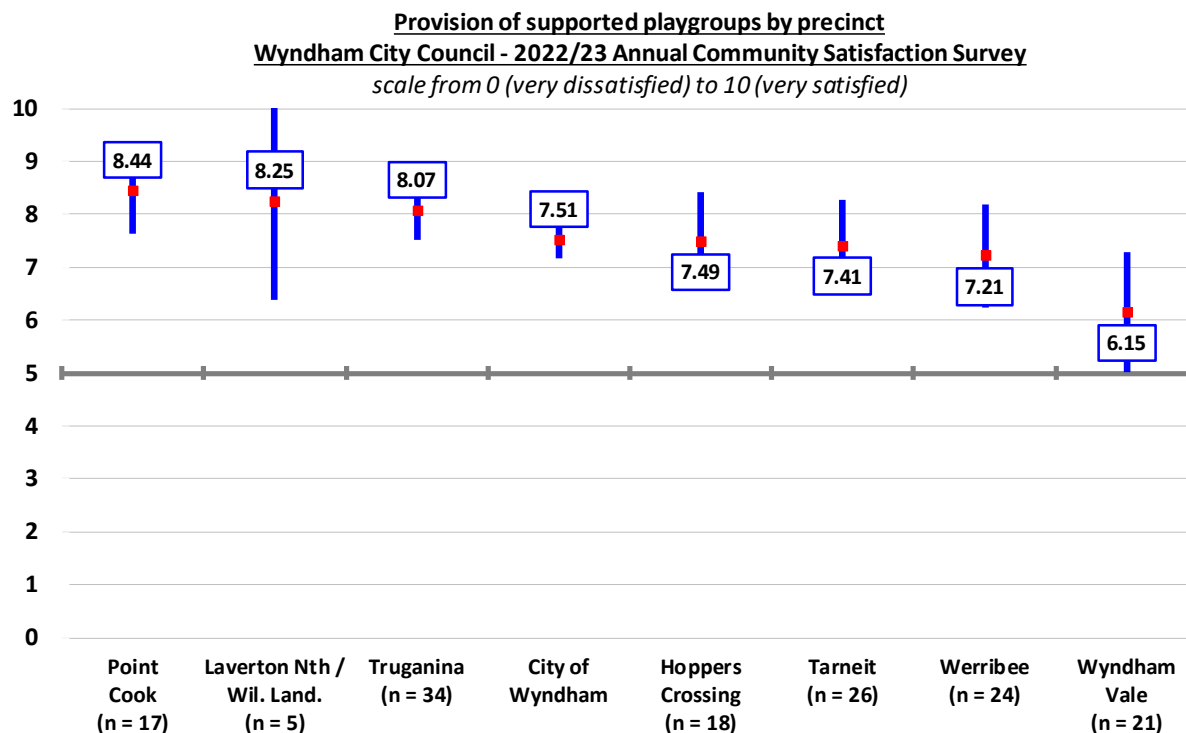
This result ranks the provision of supported playgroups 13th in terms of satisfaction.

This result was comprised of 58.8% “very satisfied” and 5.7% “dissatisfied” respondents, based on a total sample of 144 of the 147 respondents (12.2%) from households who reported that they had used these services in the last 12 months.

By way of comparison, this result was notably, but not measurably lower than the metropolitan Melbourne average satisfaction with “services for children aged 0-4 years (e.g., Family Day Care, Maternal and Child Health, Kinder)” of 8.05, as recorded in the 2023 *Governing Melbourne* research.



Cognisant of the very small sample of respondents from households who had used these services in the last 12 months, there was no statistically significant variation in satisfaction observed across the municipality, although the small sample of 21 respondents from Wyndham Vale were notably but not measurably less satisfied than average.



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 needed and other needed services was the 15th most important of the 46 included services and facilities, with an average importance score of 8.98 out of 10. This was identical to the importance score last year.

Satisfaction with these services declined notably, but not measurably this year, down 10% to 7.09, which is a “good”, down from a “very good” level of satisfaction.

Metropolis Research notes the relatively small sample of just 236 respondents from households who had used these facilities in the last 12 months, which can bring a greater variability in score year to year.

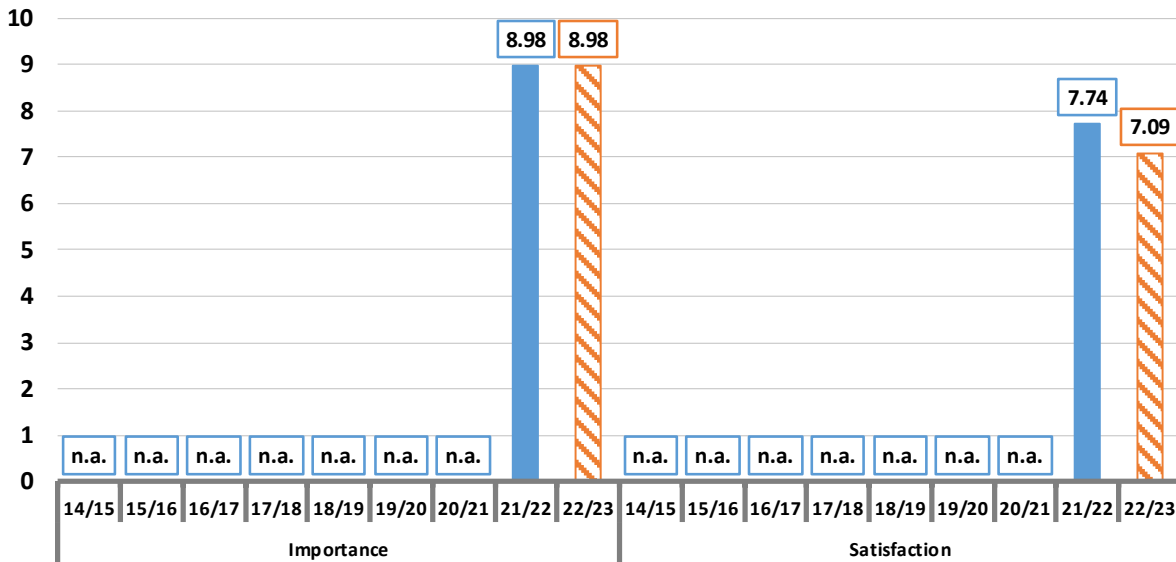
This result ranks these services 25th in terms of satisfaction.

This result was comprised of 53.4% “very satisfied” and 13.1% “dissatisfied” respondents, based on a total sample of 227 of the 236 respondents (19.6%) from households who reported that they had used these services in the last 12 months.



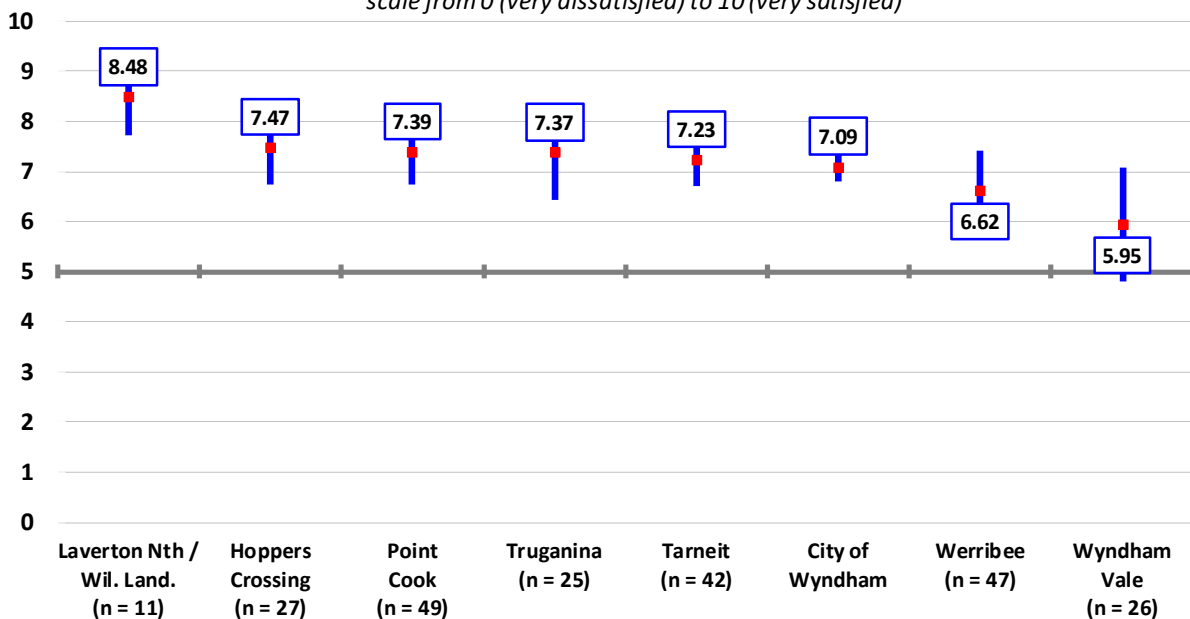
This service was not included in the *Governing Melbourne* research conducted independently by Metropolis Research and therefore no comparison results are available.

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 - 2022/23 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Whilst cognisant of the small sample size at the precinct level for these services, it is noted that the 11 respondents from Laverton North / Williams Landing were measurably more satisfied than average, and at an “excellent” level. By contrast, the 26 respondents from Wyndham Vale were notably, but not measurably less satisfied and at a “poor” 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 - 2022/23 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Corporate Affairs

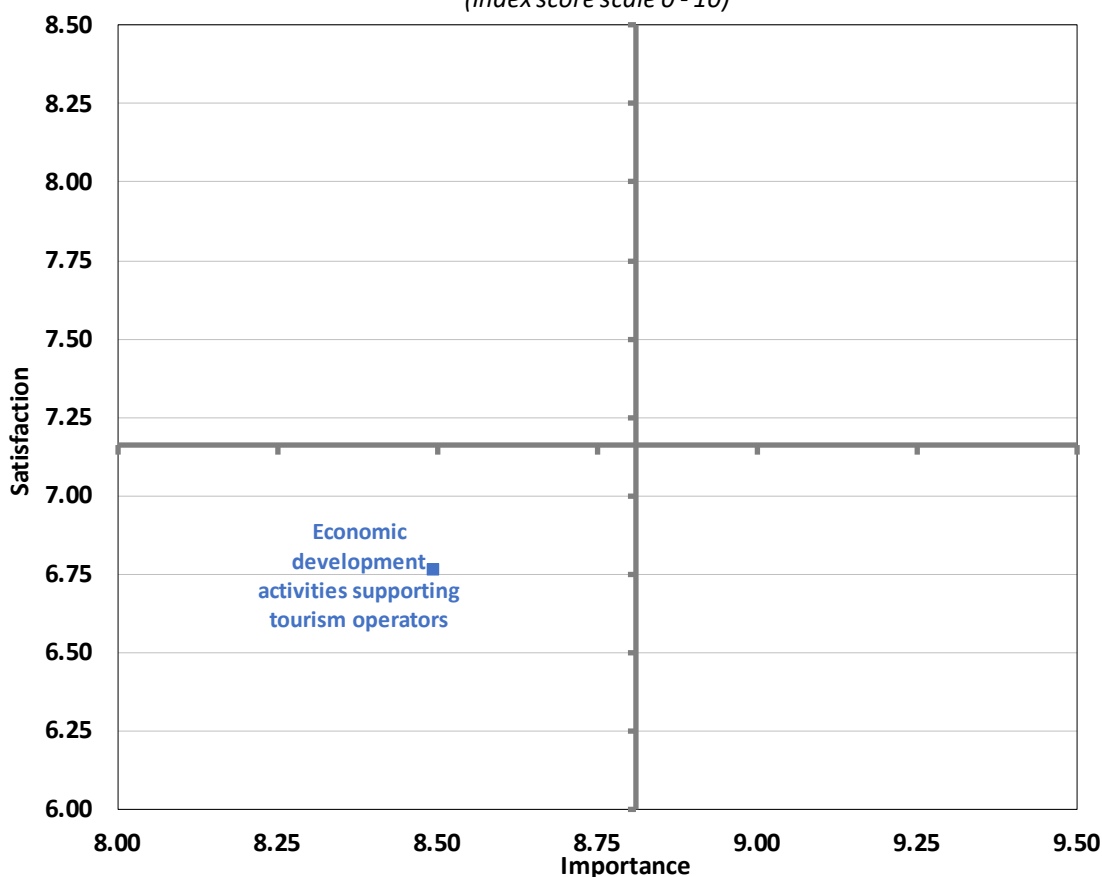
There was one service from the Corporate Affairs department of Council included in the 2022/23 survey, as outlined in the following graph.

Council’s economic development activities supporting tourism operators was of lower-than-average importance and received a lower-than-average satisfaction score.

Metropolis Research suggests that the lower satisfaction score may reflect, at least in part, the lower importance score, rather than reflecting significant community dissatisfaction with Council’s efforts or any perceived lack of efforts in this area.

Tourism specific issues were not raised as one of the top issues to address for the City of Wyndham ‘at the moment’, as discussed in the [Issues To Address](#) section of this report, suggesting perhaps that these results are reflecting a relatively limited interest and awareness in Council activities in this area within the general community.

Importance of and satisfaction with Corporate Affairs
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



Economic development activities supporting tourism operators

Economic development activities supporting tourism operators was the 41st most important of the 46 included services and facilities, with an average importance of 8.50 out of 10 this year. This was a small decline in importance of 3.2% over the 2021/22 result.

This was one of 12 services and facilities that were measurably less important than the average of all 46 services and facilities (8.81).

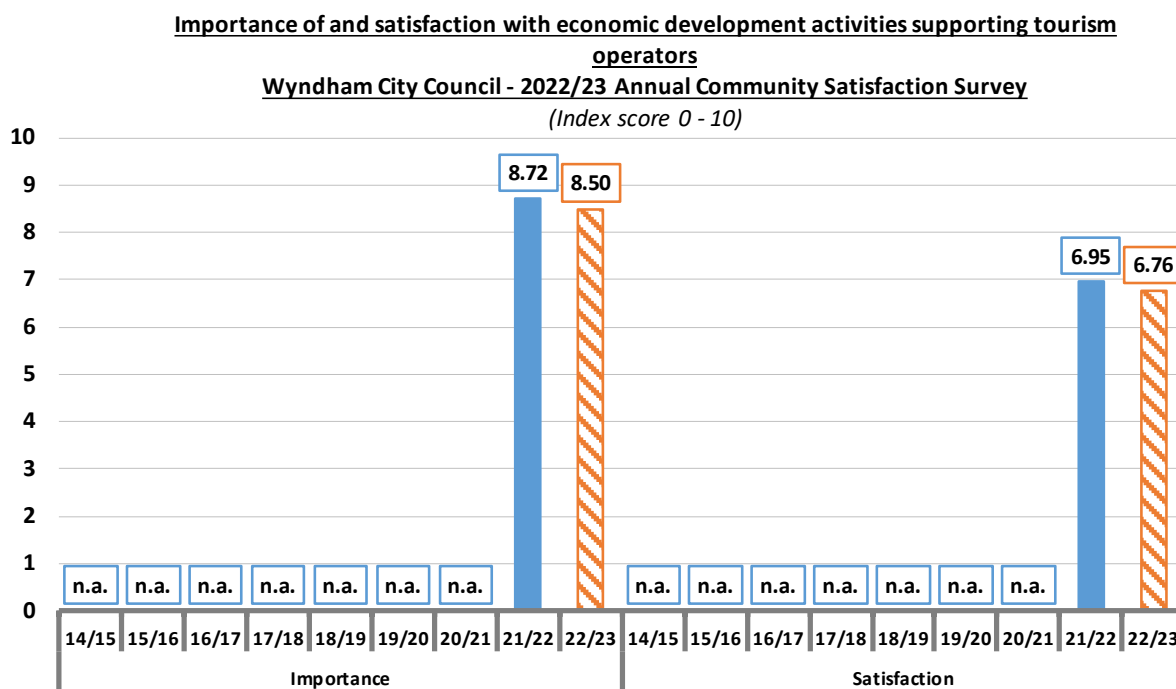
Satisfaction with economic development activities supporting tourism operators declined marginally, but not measurably this year, down 2.7% to 6.76, although it remains at a “good” level of satisfaction.

This ranks the service 34th in terms of satisfaction and one of 14 to record a satisfaction score measurably lower than the average of all 46 services and facilities (7.17).

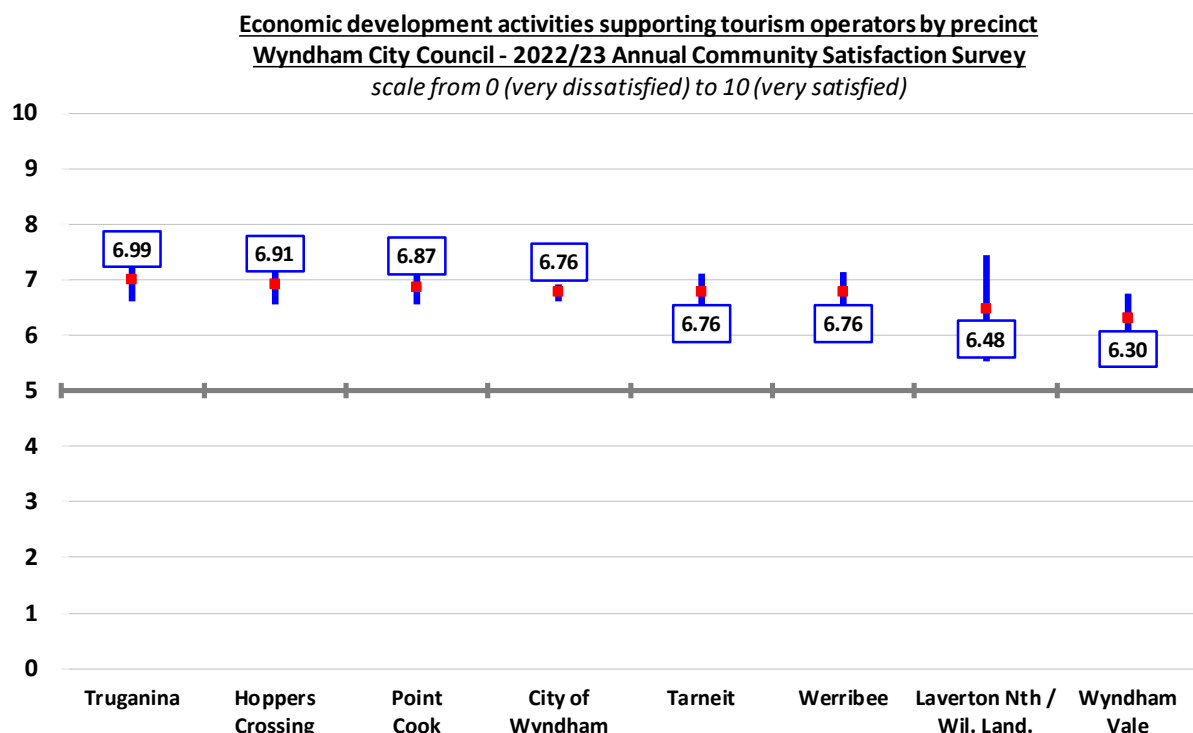
This result was comprised of 39.3% “very satisfied” and 13.9% “dissatisfied” respondents, based on a total sample of 867 of the 1,203 respondents.

Metropolis Research notes that the large proportion of respondents who did not provide a satisfaction score for this service reflects a lack of knowledge about Council activities in this area by a significant proportion of the community.

This service was not included in the *Governing Melbourne* research conducted independently by Metropolis Research and therefore no comparison results are available.



Whilst there was no statistically significant variation in satisfaction with these services observed across the municipality, it is noted that respondents from Laverton North / Williams Landing and Wyndham Vale were somewhat less satisfied than average and at “solid” rather than “good” levels of satisfaction.



Facilities and Open Space

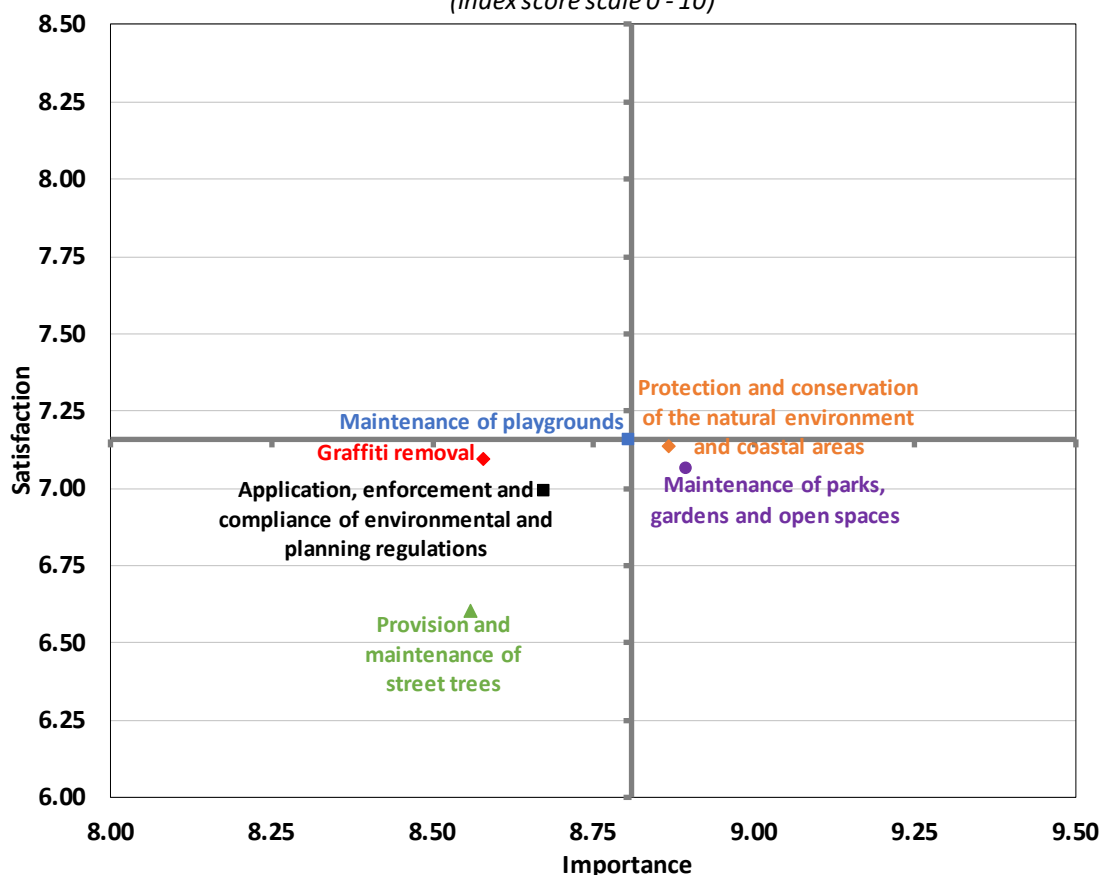
There were six services and facilities from the Facilities and Open Space department of Council included in the 2022/23 survey, as outlined in the following graph.

Most of these services and facilities were of approximately average importance and received approximately average satisfaction scores.

The provision and maintenance of street trees was the service of most concern from the Facilities and Open Space department, with a lower-than-average importance and lower than average satisfaction score.



Importance of and satisfaction with Facilities and Open Space
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



Provision and maintenance of street trees

The provision and maintenance of street trees was the 39th most important of the 46 included services and facilities, with an average importance of 8.56 out of 10.

This result has remained relatively stable at around the long-term average importance since 2014/15 of 8.59.

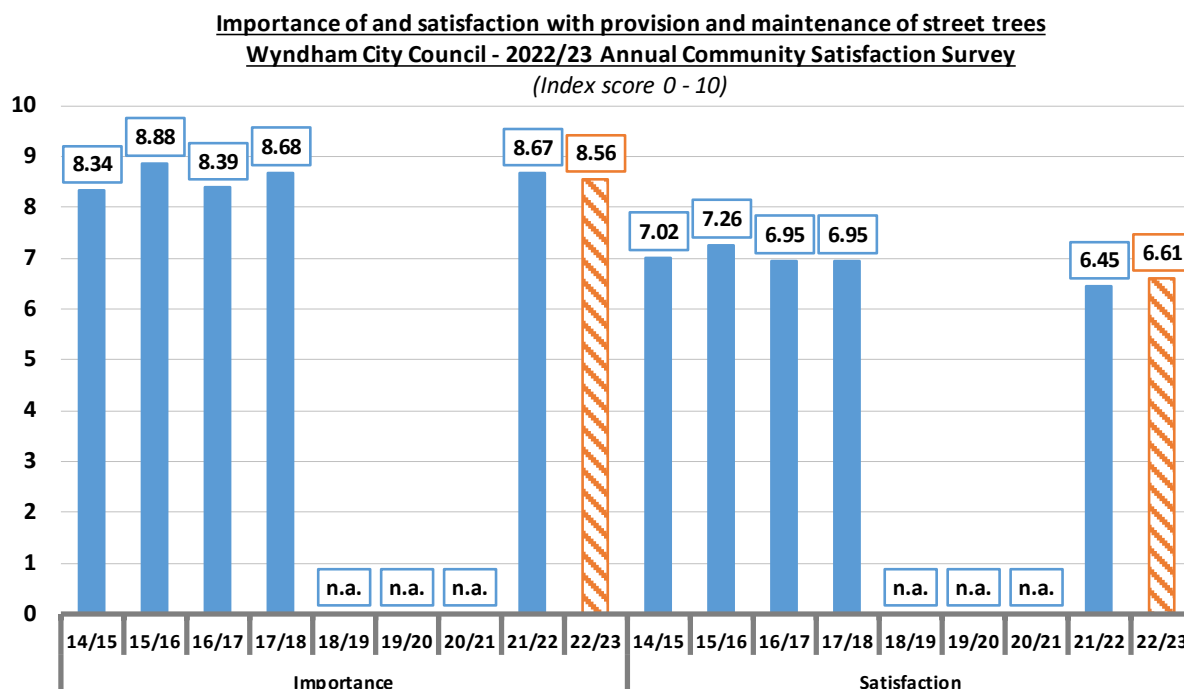
Satisfaction with the provision and maintenance of street trees increased marginally, but not measurably this year, up 2.5% to 6.61, which is a “good”, up from a “solid” level of satisfaction, although it remains below the long-term average satisfaction since 2013/14 of 6.84.

This ranks the provision and maintenance of street trees 36th in terms of satisfaction, and one of 14 to record a satisfaction score measurably lower than the average of all 46 included services and facilities.

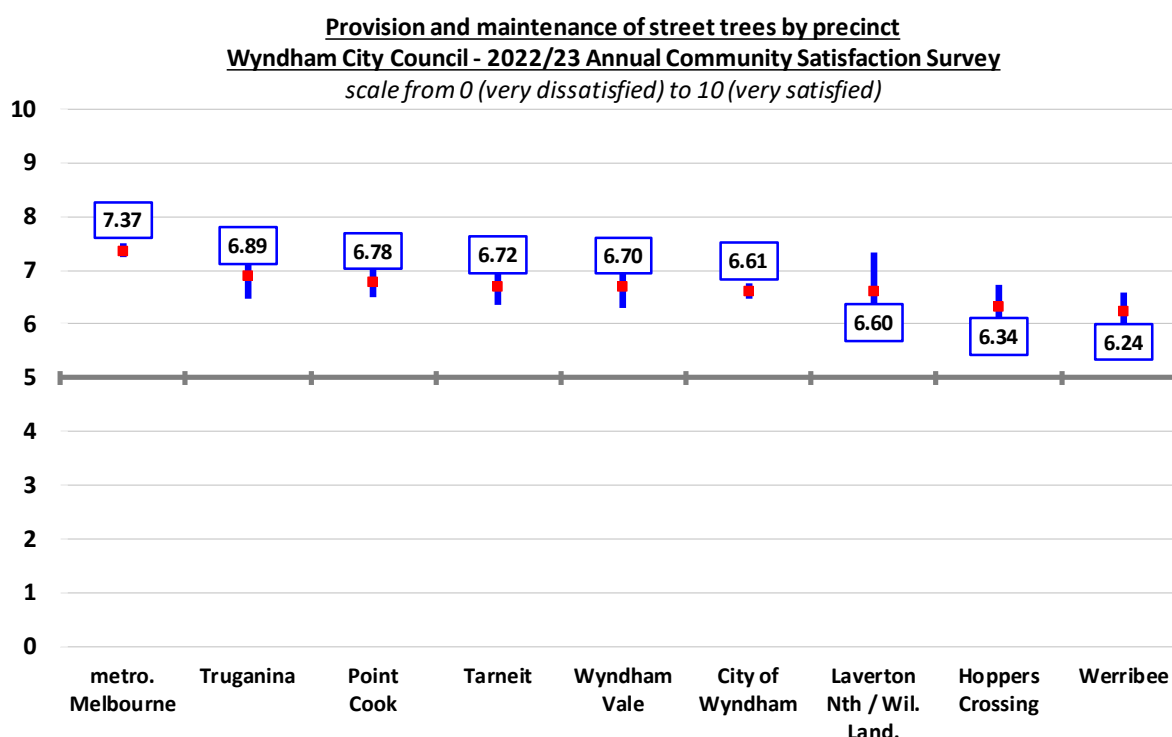
This result was comprised of 43.1% “very satisfied” and 17.9% “dissatisfied” respondents, based on a total sample of 1,184 of the 1,203 respondents.



By way of comparison, this result was measurably and significantly lower than the metropolitan Melbourne average satisfaction with “the provision and maintenance of street trees” of 7.37, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis Research.



Whilst there was no statistically significant variation in satisfaction with the provision and maintenance of street trees observed across the municipality, it is noted that respondents from Hoppers Crossing and Werribee rated satisfaction somewhat lower than average and at “solid” rather than “good” levels of satisfaction.



Maintenance of parks, gardens, and open spaces

The maintenance of parks, gardens, and open spaces was the 19th most important of the 46 included services and facilities, with an average importance of 8.89 out of 10.

This result has remained relatively stable at or around the long-term average importance since 2013/14 of 8.87.

Satisfaction with the maintenance of parks, gardens, and open spaces increased marginally, but not measurably this year, up 1.7% to 7.06, which remains a “good” level of satisfaction.

This ranks the maintenance of parks, gardens, and open spaces 26th in terms of satisfaction.

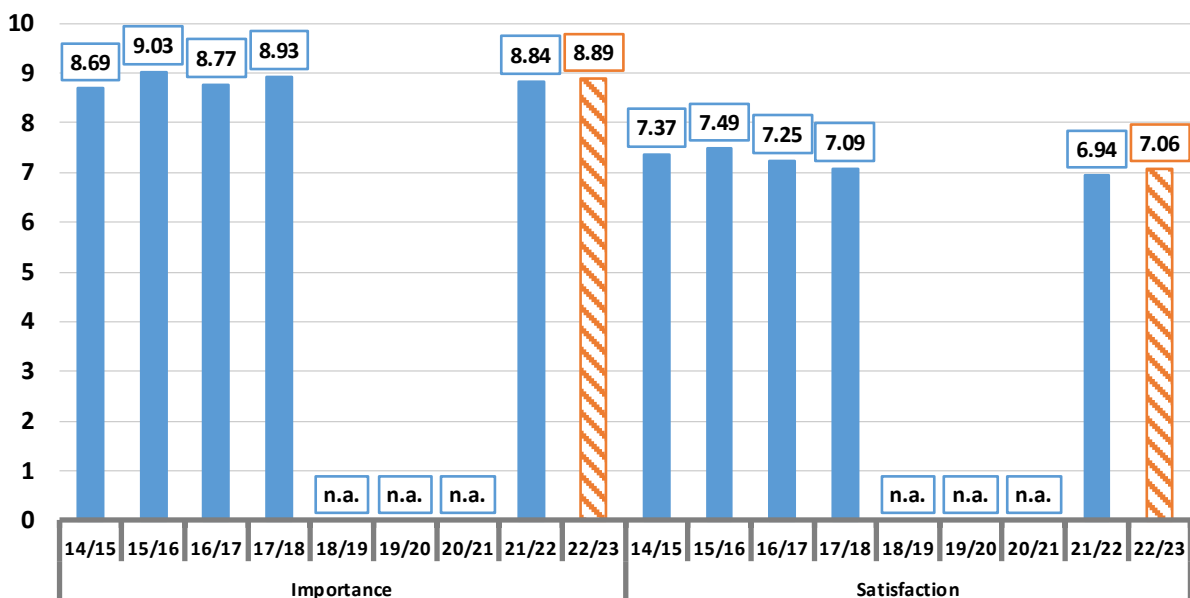
This result was comprised of 48.5% “very satisfied” and 13.0% “dissatisfied” respondents, based on a total sample of 1,185 of the 1,203 respondents.

Metropolis Research notes that parks, gardens, and open space related issues were the 3rd most nominated issues for the City of Wyndham to address ‘at the moment’, with 6.2% of respondents nominating these issues. The respondents who nominated these issues were, on average, measurably less satisfied with Council’s overall performance than the average.

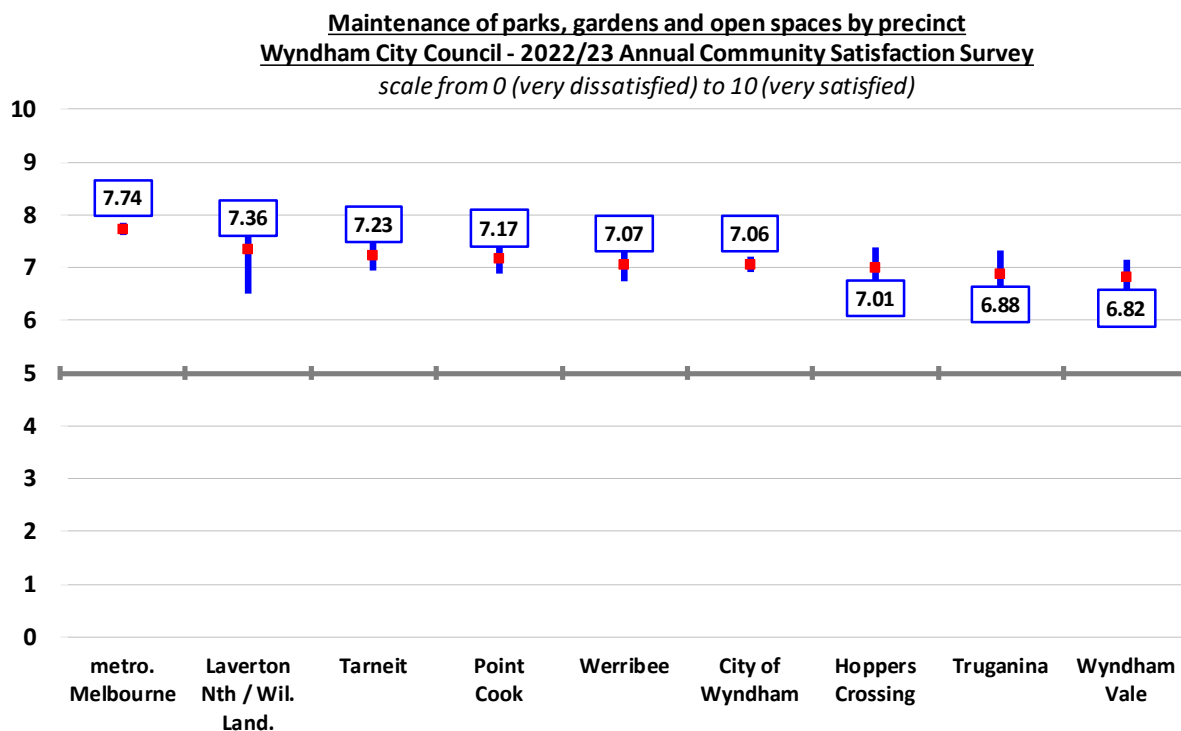
This strongly implies that for the respondents who have issues around parks, gardens, and open spaces, these issues are likely to be exerting a negative influence on their satisfaction with Council’s overall performance, which reinforces the importance of well-maintained parks, gardens, and open spaces to the community. This is discussed in more detail in the [Issues to Address](#) and [Relationship between Issues and Overall Satisfaction](#) report sections.

By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with “the provision and maintenance of parks, gardens, and open spaces” of 7.74, as recorded in the 2023 *Governing Melbourne* research.

Importance of and satisfaction with maintenance of parks, gardens, and open spaces
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Whilst there was no statistically significant variation in satisfaction with the maintenance of parks, gardens, and open spaces 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 of satisfaction.



Maintenance of playgrounds

The maintenance of playgrounds was the 25th most important of the 46 included services and facilities, with an average importance of 8.80 out of 10.

This result has remained very stable around the long-term average importance since 2013/14 of 8.83. It is noted, however, that prior to 2021/22, this service was included as “the provision and maintenance of playgrounds”.

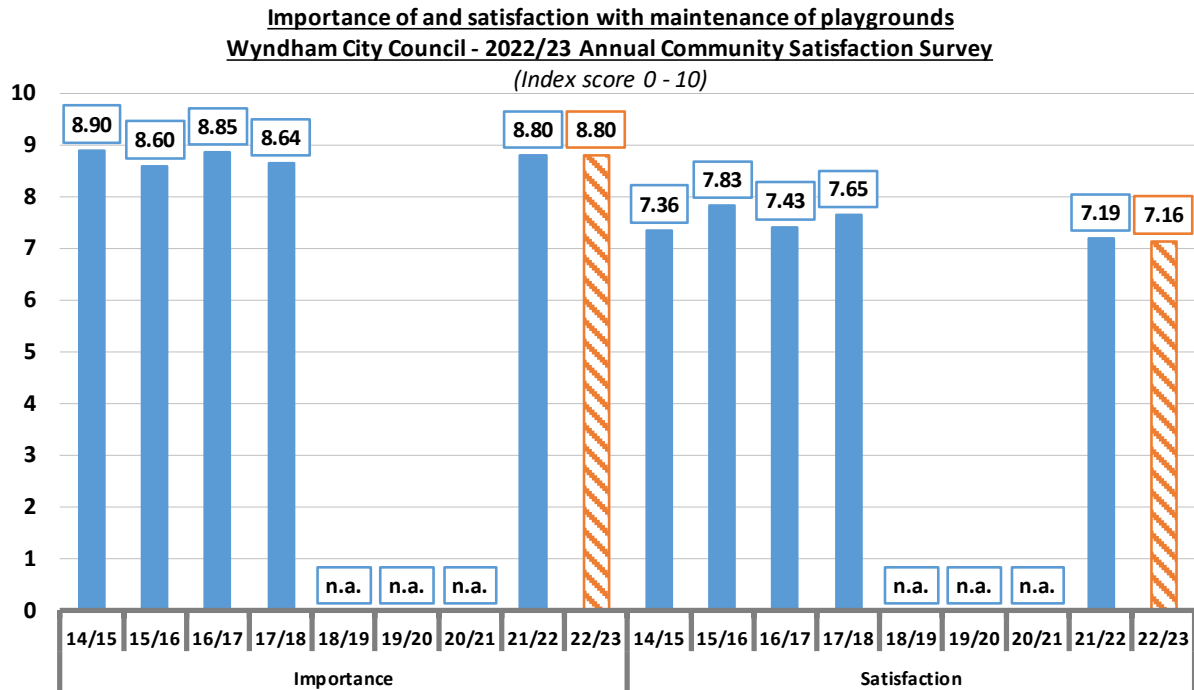
Satisfaction with the maintenance of playgrounds remained essentially stable this year, down less than one percent to 7.16, which remains a “good” level of satisfaction, although it remains somewhat below the long-term average satisfaction since 2013/14 of 7.39.

This ranks the maintenance of playgrounds 22nd in terms of satisfaction.

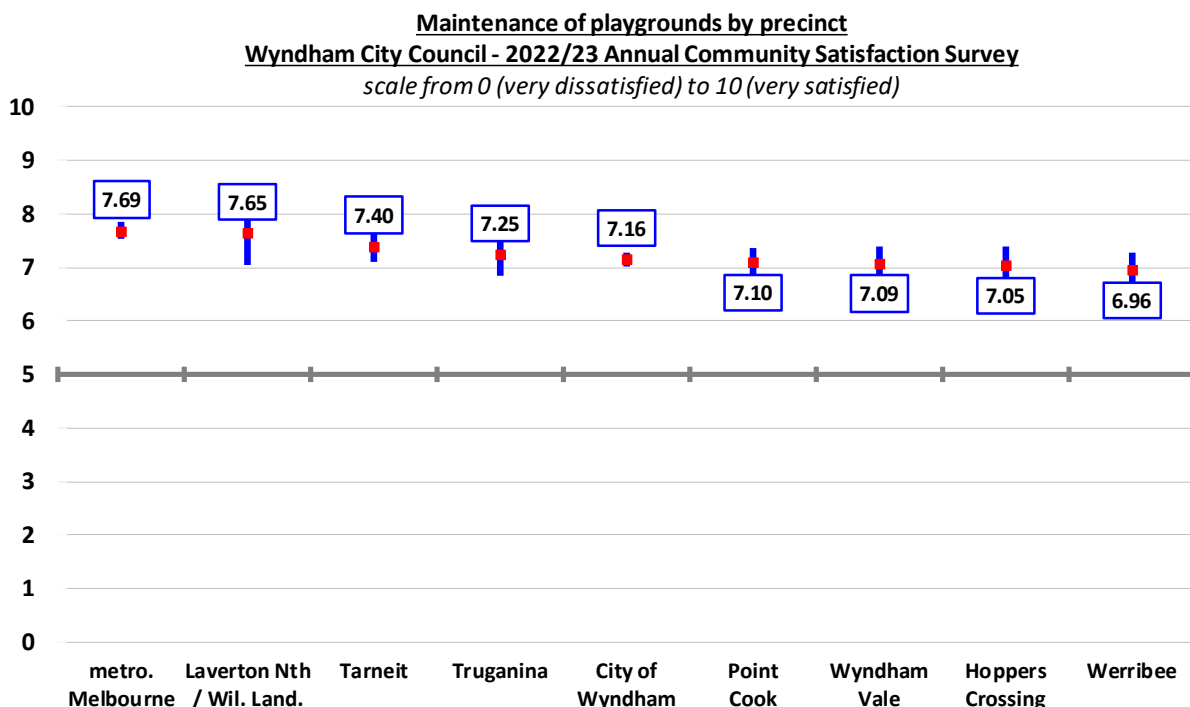
This result was comprised of 49.2% “very satisfied” and 10.3% “dissatisfied” respondents, based on a total sample of 1,185 of the 1,203 respondents.



By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with “the provision and maintenance of playgrounds” of 7.69, as recorded in the 2023 *Governing Melbourne* research. It is important to bear in mind, however, that *Governing Melbourne* included reference to the provision as well as the maintenance of playgrounds, and this maybe a factor in the variation in satisfaction.



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



Protection and conservation of the natural environment and coastal areas

The protection and conservation of the natural environment and coastal areas was the 22nd most important of the 46 included services and facilities, with an average importance of 8.87 out of 10.

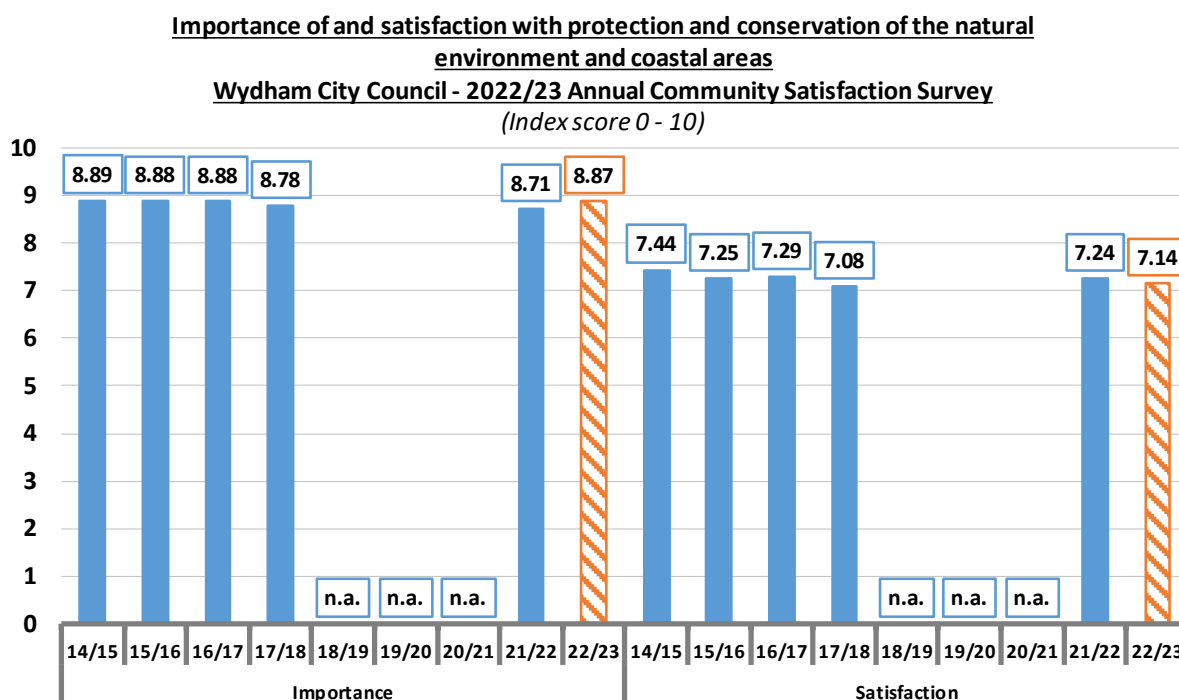
This result remains consistent with the long-term average importance since 2014/15 of 8.84, reflecting the consistently high importance the community places on the natural environment.

Satisfaction with the protection and conservation of the natural environment and coastal areas declined marginally, but not measurably this year, down 1.4% to 7.14, although it remains at a “good” level of satisfaction.

Satisfaction with this service has remained relatively stable at or around the long-term average satisfaction since 2014/15 of 7.24.

This result was comprised of 47.6% “very satisfied” and 10.1% “dissatisfied” respondents, based on a total sample of 1,089 of the 1,203 respondents.

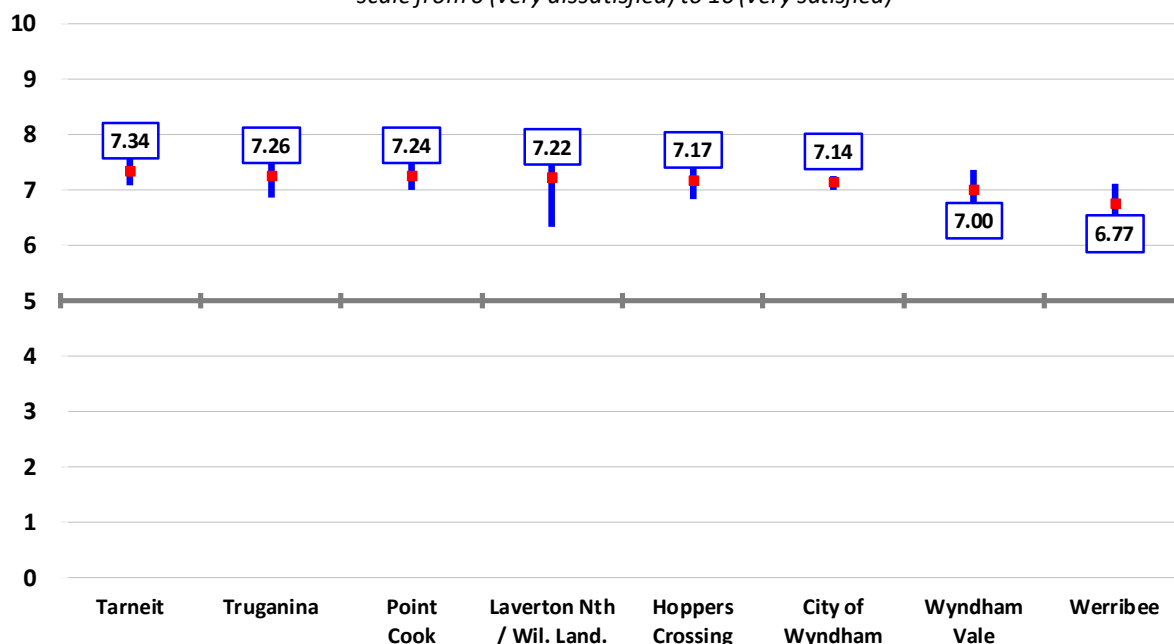
This service was not included in the *Governing Melbourne* research conducted independently by Metropolis Research and therefore no comparison results are available.



Whilst there was no statistically significant variation in satisfaction with the protection and conservation of the natural environment and coastal areas observed across the municipality, it is noted that respondents from Tarneit and Truganina rated satisfaction at “very good” rather than “good” levels of satisfaction.



Protection and conservation of the natural environment and coastal area by precinct
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Graffiti removal

Graffiti removal was the 37th most important of the 46 included services and facilities, with an average importance of 8.58 out of 10, almost identical to the 2021/22 results.

Satisfaction with graffiti removal declined marginally, but not measurably this year, down 2.1% to 7.10, which is a “good”, down from a “very good” level of satisfaction.

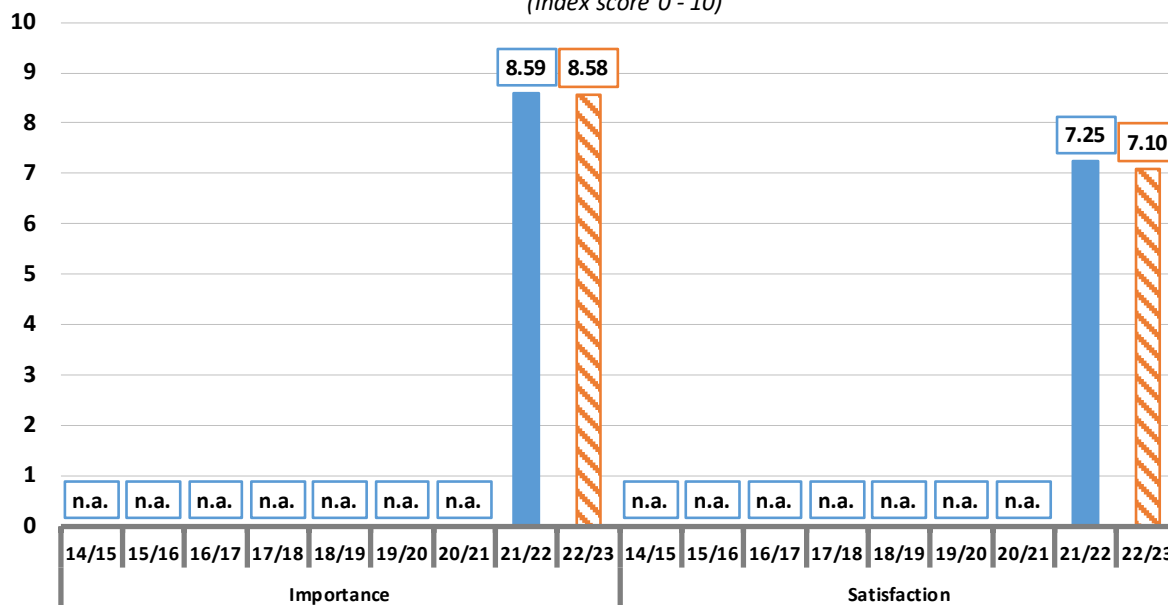
This result ranks graffiti removal 24th in terms of satisfaction.

This was comprised of 47.0% “very satisfied” and 8.6% “dissatisfied” respondents, based on a total sample of 1,043 of the 1,203 respondents.

This service was not included in the *Governing Melbourne* research conducted independently by Metropolis Research and therefore no comparison results are available.

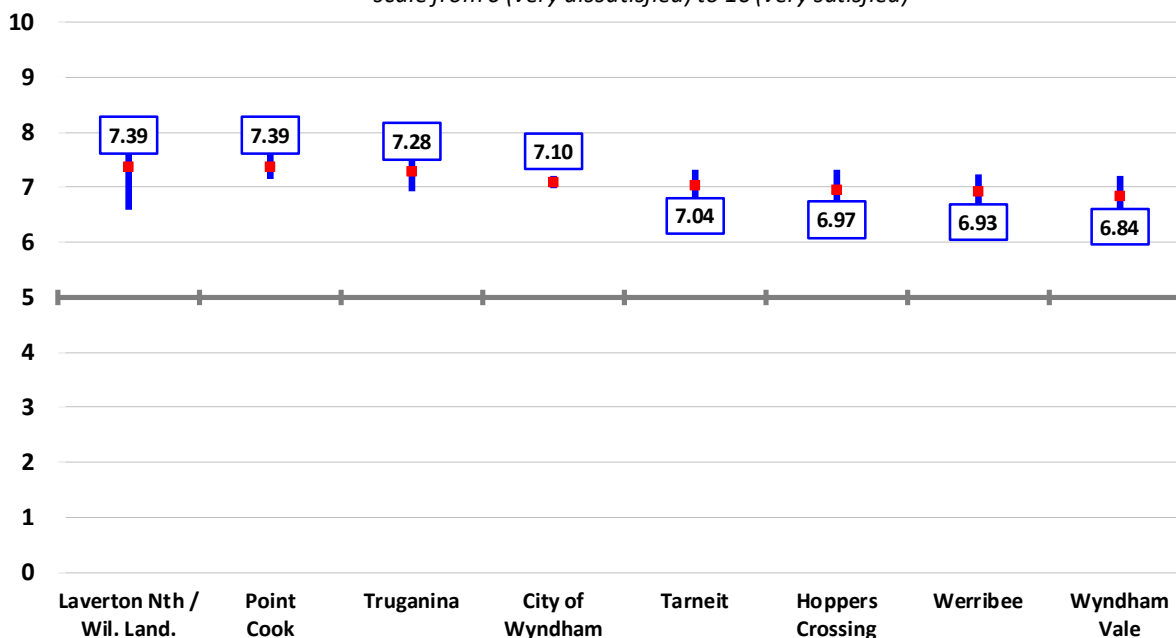


Importance of and satisfaction with graffiti removal
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Index score 0 - 10)



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, Point Cook, and Truganina rated satisfaction at “very good” rather than “good” levels.

Graffiti removal by precinct
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Application, enforcement, and compliance of environmental and planning regulations

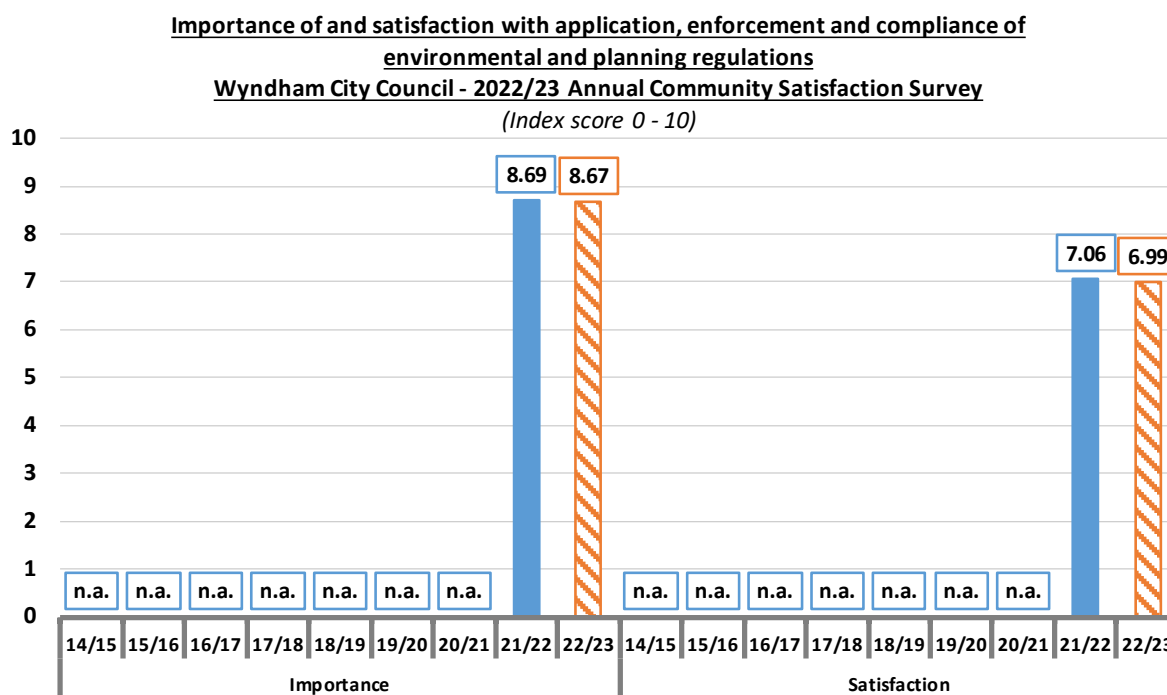
The application, enforcement, and compliance of environmental and planning regulations were the 31st most important of the 46 included services and facilities with an average importance of 8.67 out of 10.

Satisfaction with these services remained essentially stable this year, down less than one percent to 6.99, and remains at a “good” level of satisfaction.

This result ranks these services 27th in terms of satisfaction.

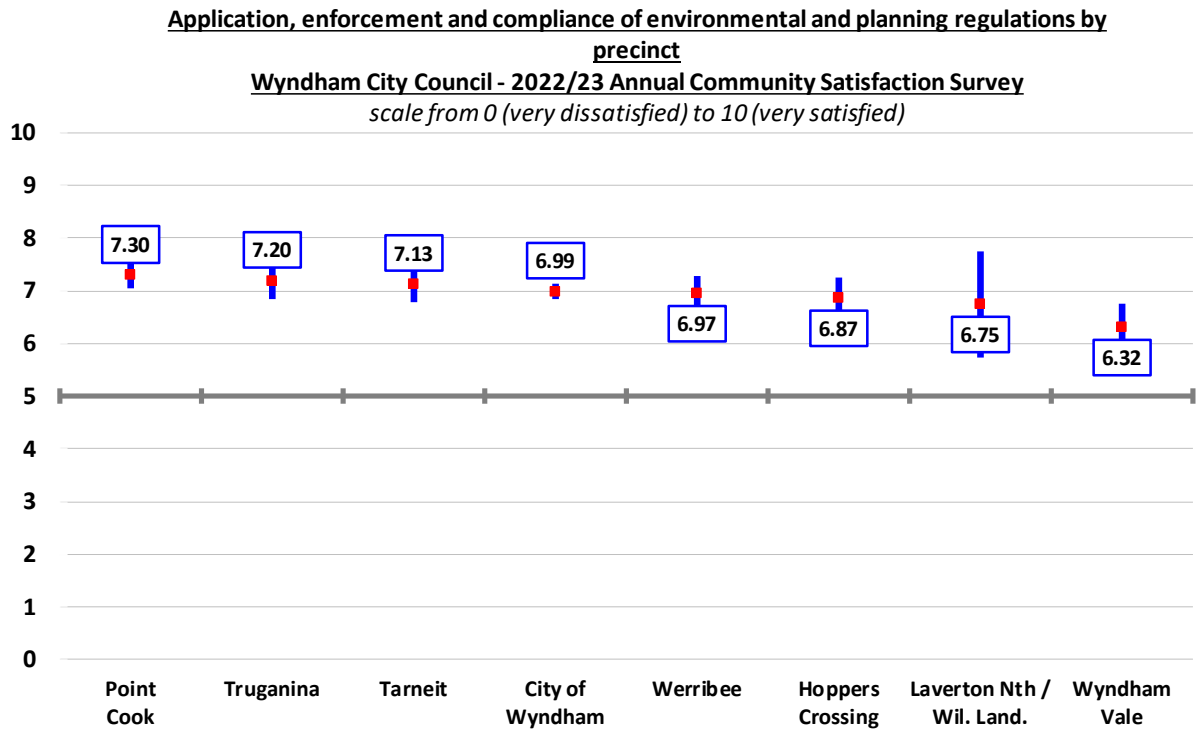
This result was comprised of 41.6% “very satisfied” and 9.6% “dissatisfied” respondents, based on a total sample of 843 of the 1,203 respondents.

This service was not included in the *Governing Melbourne* research conducted independently by Metropolis Research and therefore no comparison results are available.

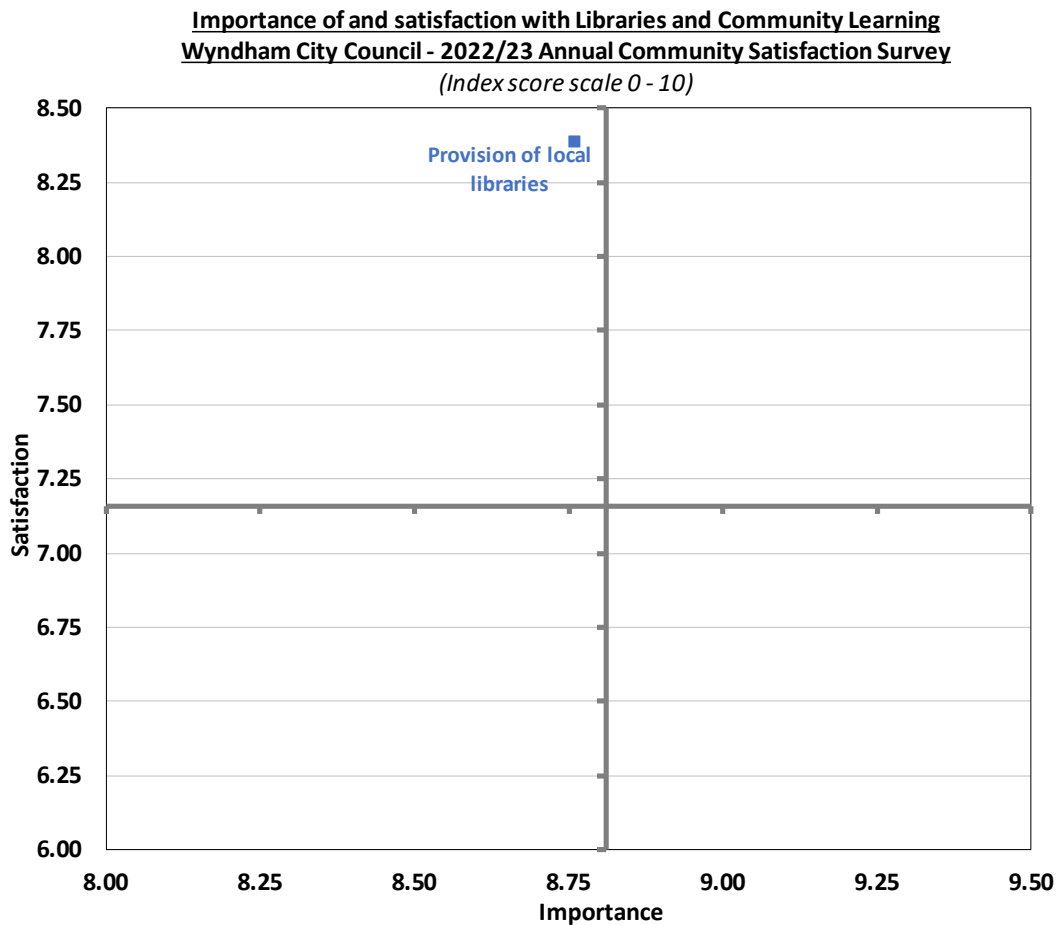


There was statistically significant variation in satisfaction with this service observed across the municipality. Respondents from Wyndham Vale were measurably and significantly less satisfied than average, and at a “solid” rather than a “good” level of satisfaction.





Libraries and Community Learning



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

The provision of local libraries was of average importance, but received a measurably higher than average satisfaction score, ranking this service 2nd in terms of satisfaction.

Provision of local libraries

The provision of local libraries was the 26th most important of the 46 included services and facilities, with an average importance of 8.76 out of 10.

This result was consistent with the long-term average since 2013/14 of 8.92.

Satisfaction with the provision of local libraries has also remained remarkably stable over the survey program, with an average satisfaction of 8.38 out of 10 in 2022/23. Satisfaction was up less than one percent this year to 8.38, which remains an “excellent” level of satisfaction and consistent with the long-term average since 2013/14 of 8.46.

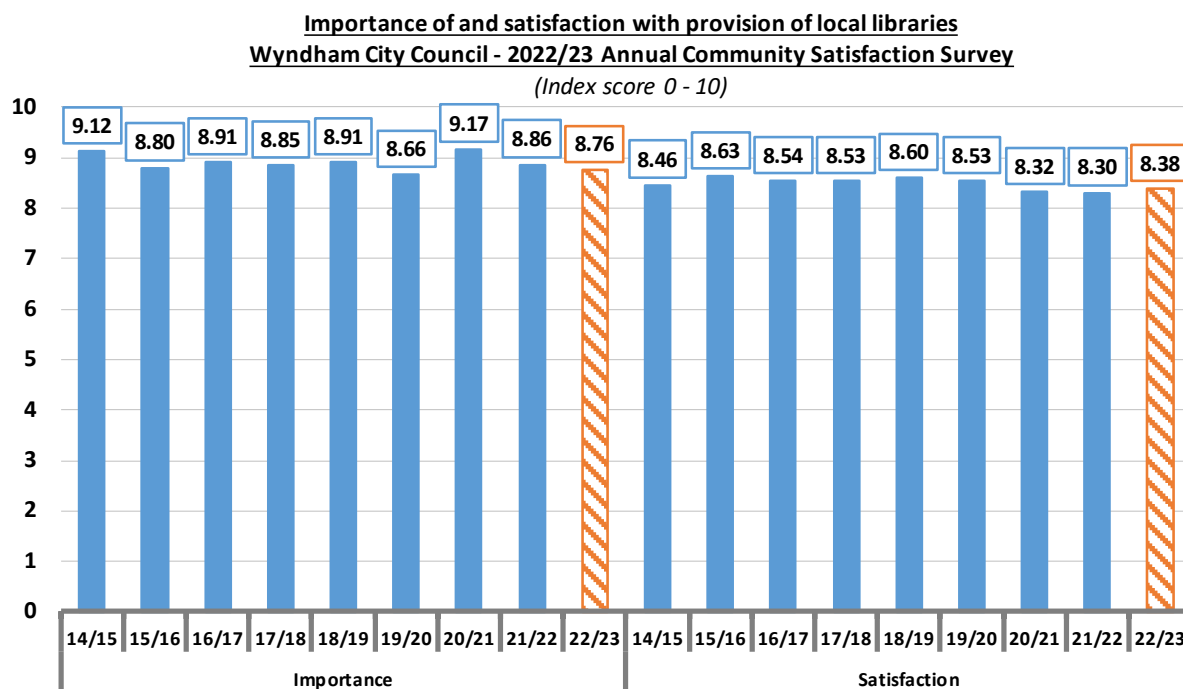
Metropolis Research notes that average satisfaction scores of more than eight out of 10 are relatively rare and reflect a very high level of community satisfaction with the service or facility. This is clearly the case for the provision of local libraries in the City of Wyndham.

This result ranks the provision of local libraries 2nd in terms of satisfaction, and one of 11 to record a satisfaction score measurably higher than the average of all 46 services and facilities (7.17).

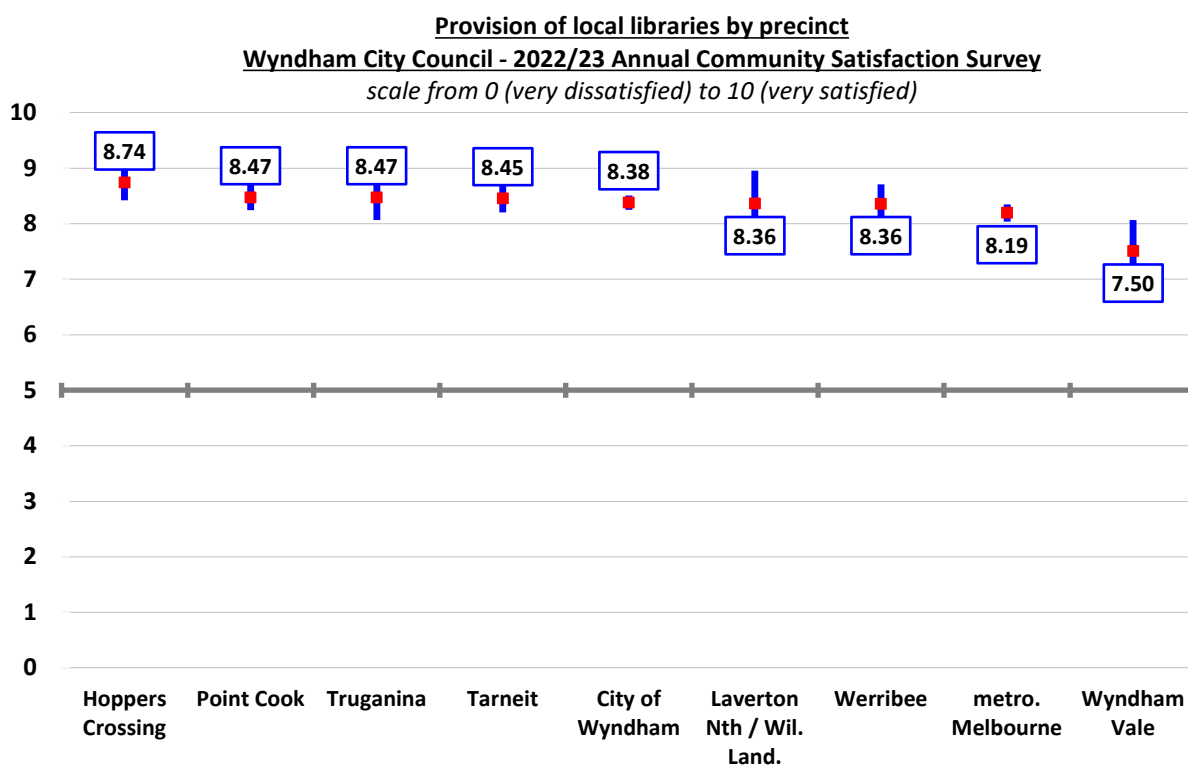
This result was comprised of 80.0% “very satisfied” and 2.8% “dissatisfied” respondents, based on a total sample of 567 of the 577 respondents (48.0%) from households who had used these facilities in the last 12 months. The fact that four-fifths of respondents who used these facilities were “very satisfied” speaks to the high level of community satisfaction with the provision of local libraries.

By way of comparison, this result was marginally higher than the metropolitan Melbourne average satisfaction with “local libraries” of 8.19, as recorded in the 2023 *Governing Melbourne* research.





There was measurable variation in satisfaction with the provision of local libraries observed across the municipality, with respondents from Wyndham Vale measurably less satisfied than average, and at a “very good” rather than an “excellent” level of satisfaction.



Planning and Building

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

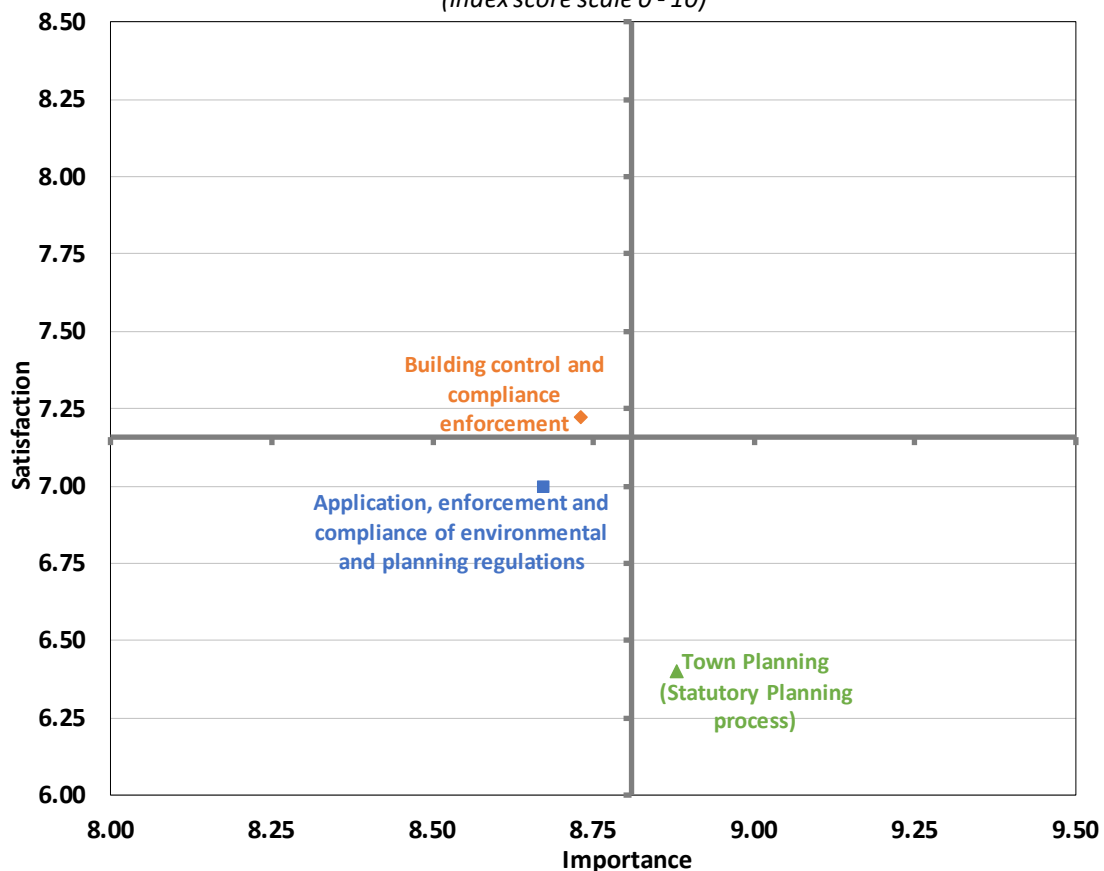
All three of these services were of approximately average importance, and two received approximately average satisfaction scores.

It is noted, however, that the statutory planning process received a measurably lower than average satisfaction score and was ranked 41st in terms of satisfaction.

Metropolis Research notes that this lower than average satisfaction with planning approvals process is consistent with results observed elsewhere. For most other councils for which Metropolis Research does the community satisfaction survey, satisfaction with aspects of the planning approvals process is individually measured for respondents who had been involved in the process in the last 12 months. These results are typically in the range from approximately four to approximately six out of 10.

This suggests that satisfaction with the statutory planning process for the City of Wyndham is similar to or perhaps a little higher than the metropolitan Melbourne average.

Importance of and satisfaction with Planning and Building
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



Building control and compliance enforcement

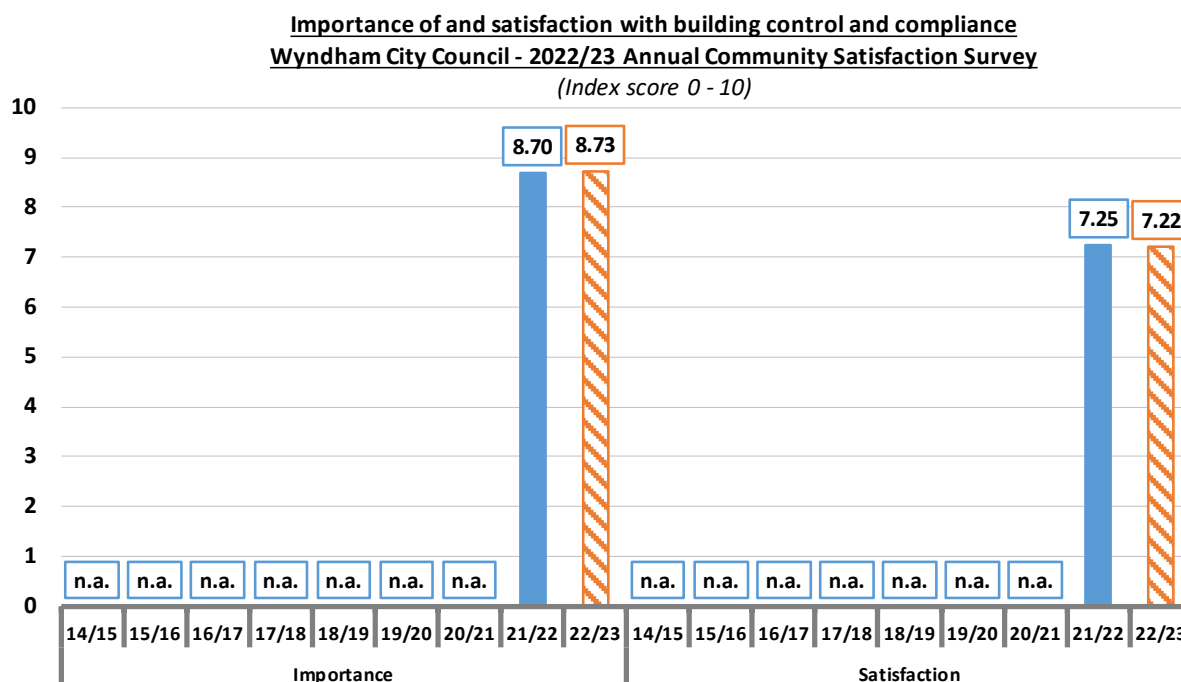
Building control and compliance enforcement was the 28th most important of the 46 included services and facilities, with an average importance of 8.73 out of 10.

Satisfaction with building control and compliance enforcement remained essentially stable this year, down by less than one percent to 7.22, which is a “good”, down from a “very good” level of satisfaction.

This ranks the service 21st in terms of satisfaction.

This result was comprised of 47.7% “very satisfied” and 7.1% “dissatisfied” respondents, based on a total sample of 902 of the 1,203 respondents.

This service was not included in the *Governing Melbourne* research conducted independently by Metropolis Research and therefore no comparison results are available.

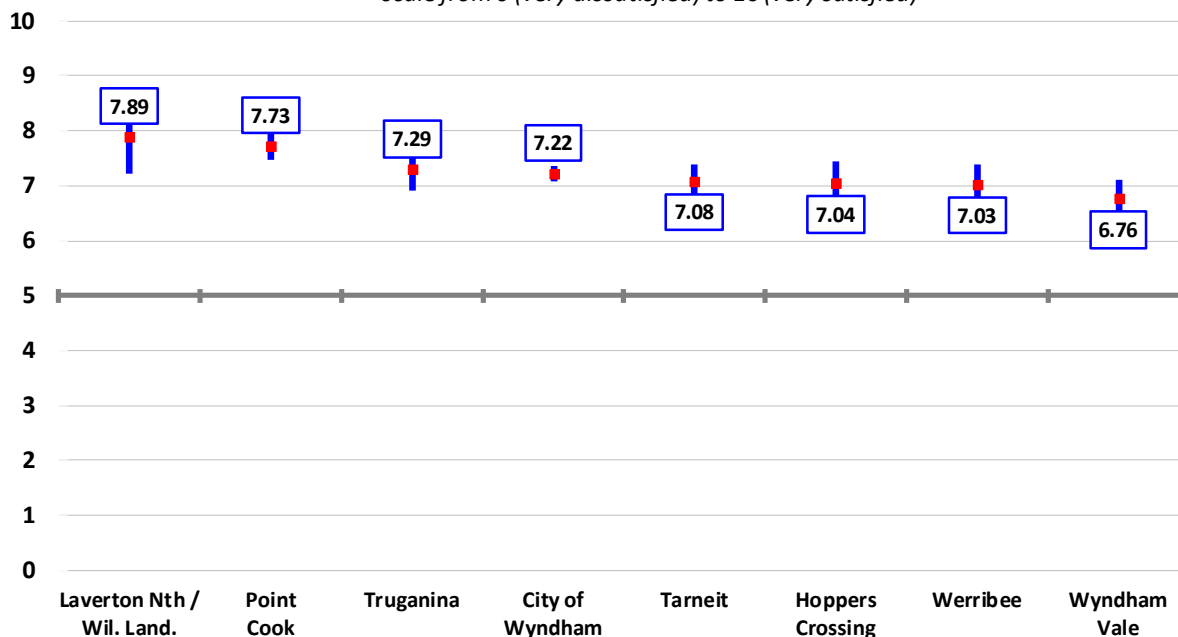


There was some measurable variation in satisfaction with building control and compliance observed across the municipality, as follows:

- **Laverton North / Williams Landing** – respondents were notably but not measurably more satisfied than average and at an “excellent” level of satisfaction.
- **Point Cook** – respondents were notably but not measurably more satisfied than average and at a “very good” level of satisfaction.
- **Wyndham Vale** – respondents were measurably less satisfied than average, although still at a “good” level of satisfaction.



Building control and compliance enforcement by precinct
Wyndham City Council - 2022/23 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 were the 31st most important of the 46 included services and facilities with an average importance of 8.67 out of 10.

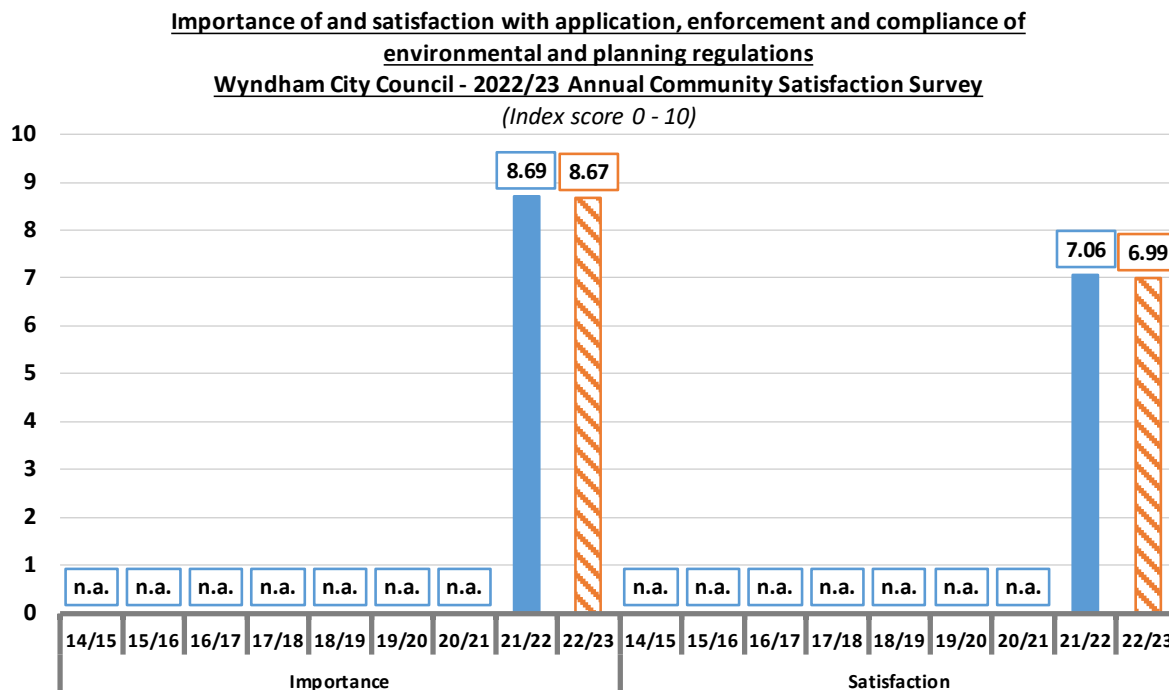
Satisfaction with these services remained essentially stable this year, down less than one percent to 6.99, and remains at a “good” level of satisfaction.

This result ranks these services 27th in terms of satisfaction.

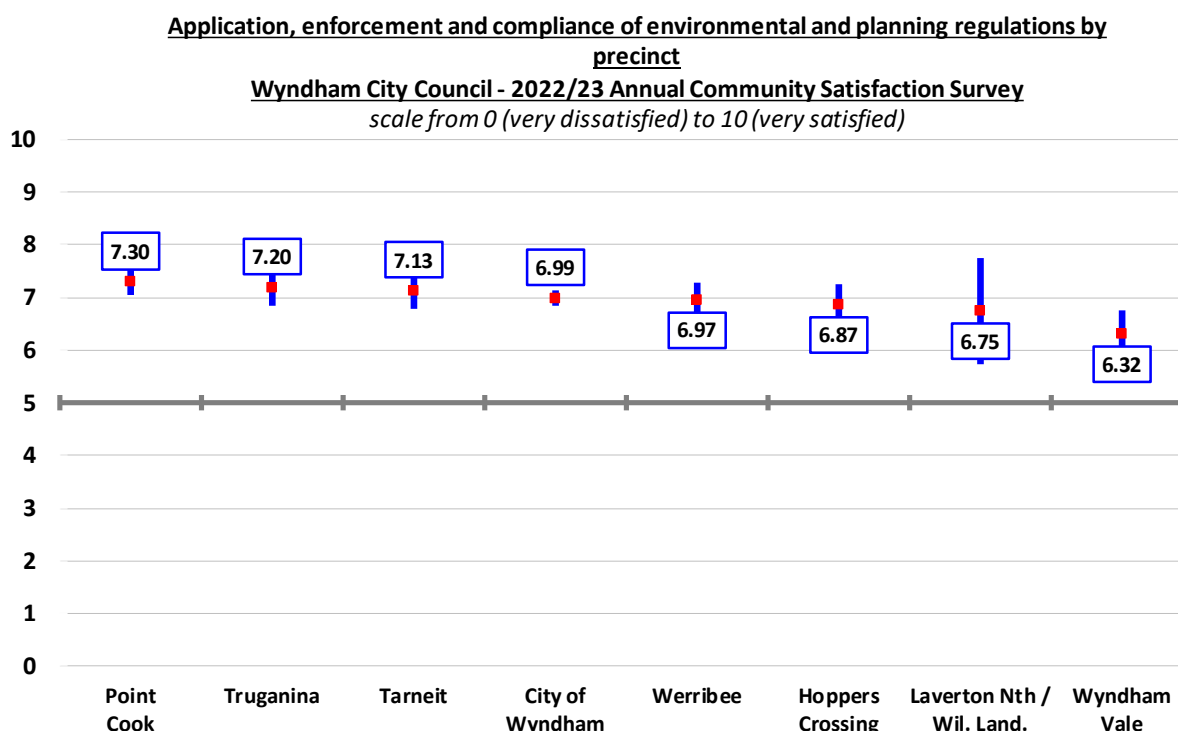
This result was comprised of 41.6% “very satisfied” and 9.6% “dissatisfied” respondents, based on a total sample of 843 of the 1,203 respondents.

This service was not included in the *Governing Melbourne* research conducted independently by Metropolis Research and therefore no comparison results are available.





There was statistically significant variation in satisfaction with this service observed across the municipality. Respondents from Wyndham Vale were measurably and significantly less satisfied than average, and at a “solid” rather than a “good” level of satisfaction.



Town Planning (Statutory Planning Process)

Town Planning (statutory planning process) was the 20th most important of the 46 included services and facilities, with an average importance of 8.88 out of 10.

Satisfaction with the statutory planning process increased marginally, but not measurably this year, up 1.7% to 6.40, although it remains at a “solid” level of satisfaction.

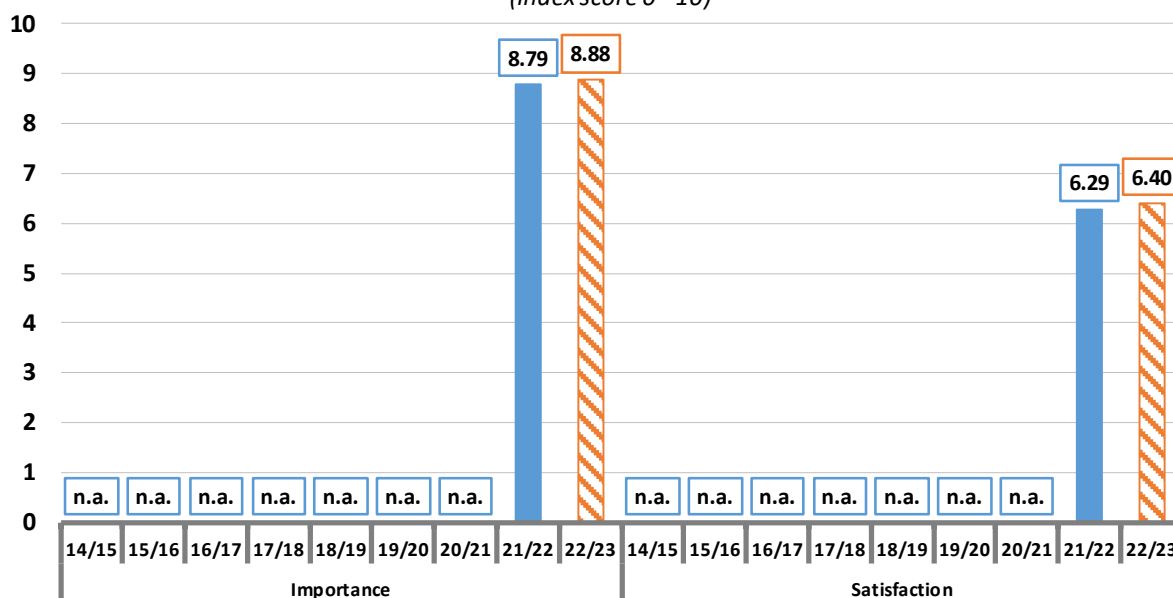
Metropolis Research notes the relatively small sample of just 298 respondents from households who had used these services in the last 12 months. This small sample size does often result in a more variable satisfaction score from year to year.

This ranks the statutory planning process 41st in terms of satisfaction, and one of 14 to record a satisfaction score measurably lower than the average of all 46 included services and facilities (7.17).

This result was comprised of 38.5% “very satisfied” and 19.8% “dissatisfied” respondents, based on a total sample of 285 of the 298 respondents (24.8%) from households who had used these services in the last 12 months.

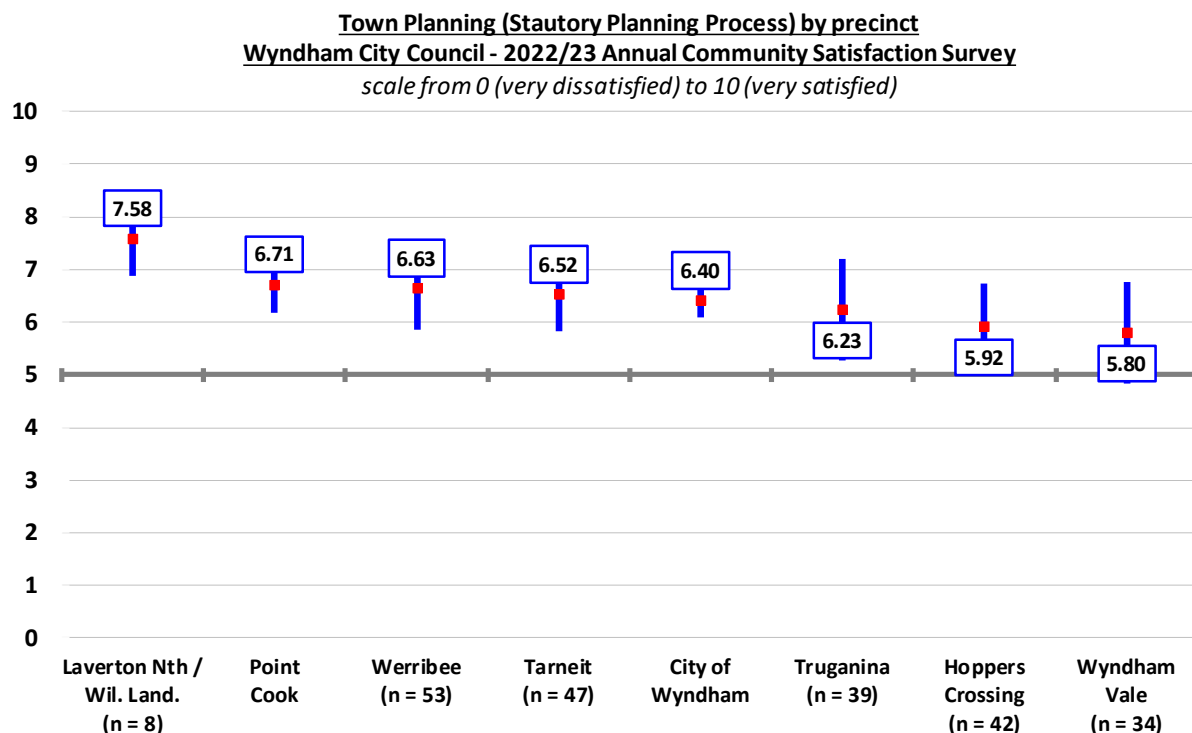
This service was not included in the *Governing Melbourne* research conducted independently by Metropolis Research in this format, and therefore no comparison results are available.

Importance of and satisfaction with town planning (statutory planning process)
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Cognisant of the small sample size at the precinct level for this service, there was no statistically significant variation in satisfaction observed across the municipality, although respondents from Hoppers Crossing and Wyndham Vale rated satisfaction at “poor” levels of satisfaction.





Roads and Maintenance

There were five services and facilities from the Roads and Maintenance department of Council included in the 2022/23 survey, as outlined in the following graph.

All five of these Roads and Maintenance department services and facilities were of average or higher-than-average importance, and all received somewhat to measurably lower-than-average satisfaction scores.

The services of most concern related the maintenance and repair of sealed local roads and the maintenance of public toilets.

Public toilets traditionally receive lower-than-average satisfaction scores.

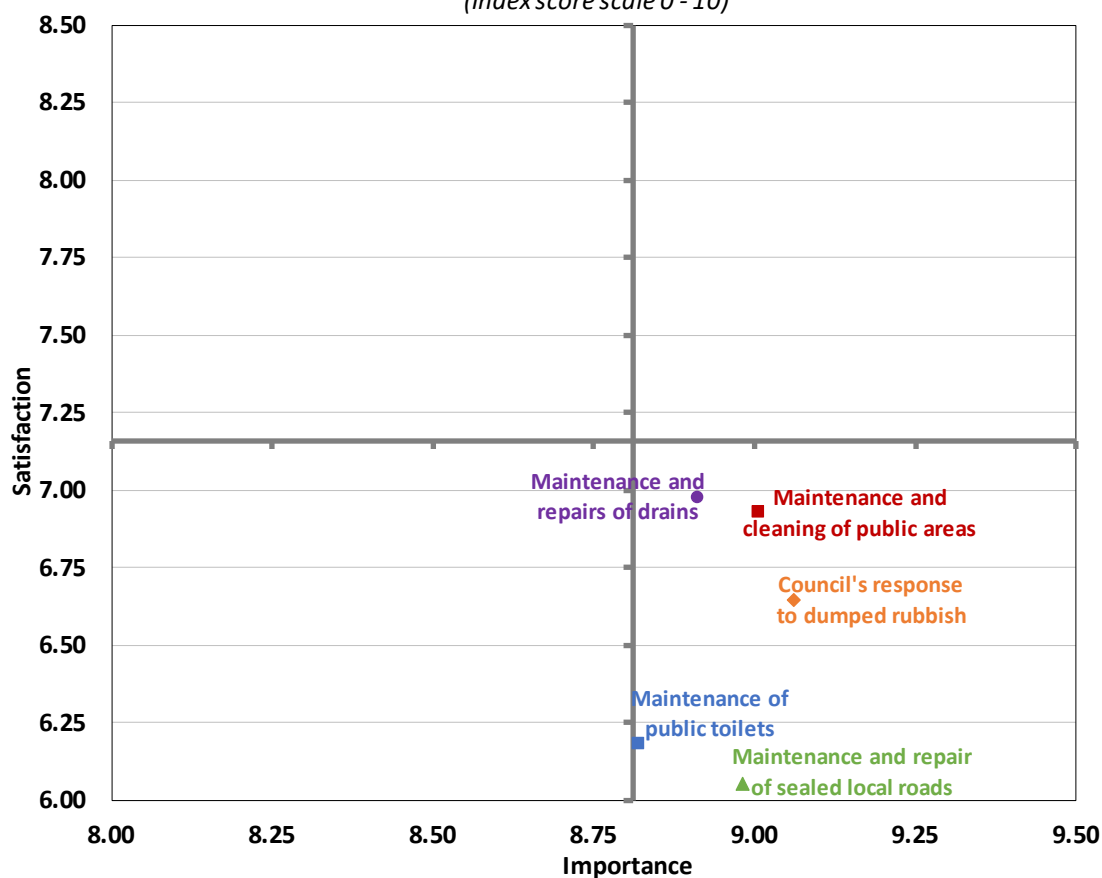
Clearly in the City of Wyndham there was significant community concern around roads, including specifically roadworks, with these issues being the second most commonly nominated issues to address for the City of Wyndham 'at the moment', as discussed in the [Issues To Address](#) section of this report.

These road related concerns were not unique to the City of Wyndham, with growth area councils tending to report higher community concern around both traffic management and the associated road maintenance and repairs (including roadworks) related issues.

This community concern is clearly reflected in the measurably lower than average satisfaction with the maintenance and repair of sealed local roads.



Importance of and satisfaction with Roads and Maintenance
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



Maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was the 14th most important of the 46 included services and facilities, with an average importance of 8.98 out of 10.

The importance of sealed local roads has consistently scored highly in the City of Wyndham, at or around the long-term average importance since 2013/14 of 8.98.

Satisfaction with the maintenance and repair of sealed local roads declined marginally, but not measurably this year, down 1.6% to 6.05, although it remains at a “solid” level.

This ranks the maintenance and repair of sealed local roads last of the 46 included services and facilities in terms of satisfaction, and one of 14 to record a satisfaction score measurably lower than the average of all 46 services and facilities.

This was comprised of 32.5% “very satisfied” and 24.2% “dissatisfied” respondents, based on a total sample of 1,191 of the 1,203 respondents.

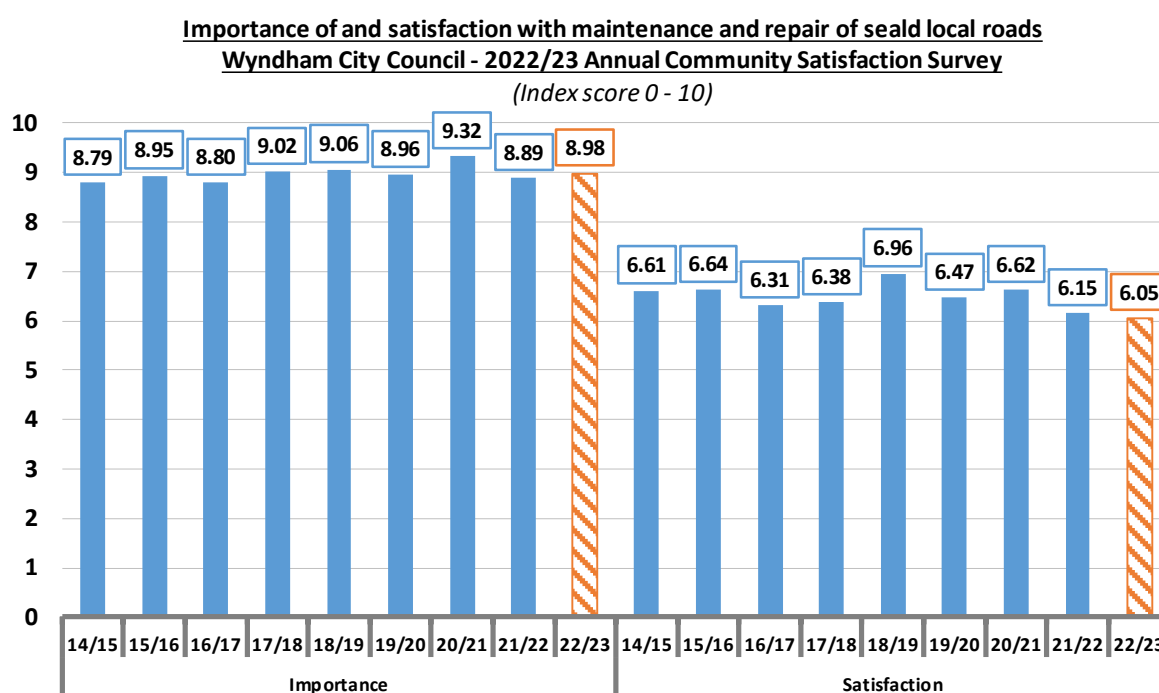
This low level of satisfaction with sealed local roads reflects the significance of road related issues in the City of Wyndham community.



Road maintenance and repairs (including roadworks) were the 2nd most nominated issue to address for the City of Wyndham ‘at the moment’.

Importantly, the 171 respondents who nominated these issues, were, on average measurably and significantly less satisfied with Council’s overall performance than the municipal average (6.0 compared 6.62), which highlights the significant community concern around road maintenance and repair related issues, including roadworks. This is discussed in more detail in the [Issues to Address](#) and [Relationship between Issues and Overall Satisfaction](#) report sections.

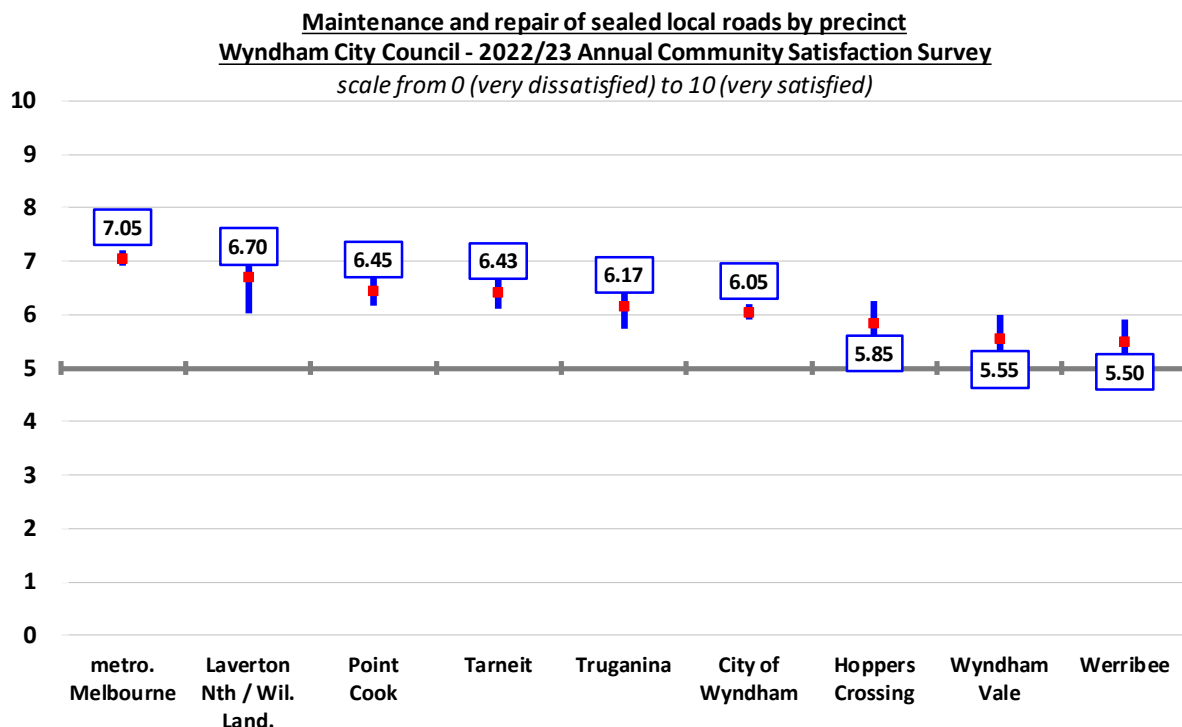
By way of comparison, this result was measurably and significantly lower than the metropolitan Melbourne average satisfaction with “the maintenance and repair of sealed local roads” of 7.05, as recorded in the 2023 *Governing Melbourne* research.



There was measurable and notable variation in satisfaction with the maintenance and repair of sealed local roads observed across the municipality, as follows:

- **Laverton North / Williams Landing** – respondents were somewhat, but not measurably more satisfied than average and at a “good” level of satisfaction.
- **Hoppers Crossing and Wyndham Vale** - respondents were somewhat less satisfied than average and at “poor” levels of satisfaction.
- **Werribee** – respondents were measurably less satisfied than average and at almost a “very poor” level of satisfaction (scores less than 5.5 are categorised as “very poor”).





Maintenance and repairs of drains

The maintenance and repair of drains was the 18th most important of the 46 included services and facilities, with an importance score of 8.91 out of 10.

This result has remained relatively stable at or around the long-term average importance since 2013/14 of 8.85.

Satisfaction with the maintenance and repair of drains increased measurably this year, up 3.7% to 6.98, although it remains at a “good” level of satisfaction.

Metropolis Research notes that drains maintenance and repairs recorded a significant decline in satisfaction in 2021/22 compared to when it was previously included in the survey in 2017/18 (down 11.1%).

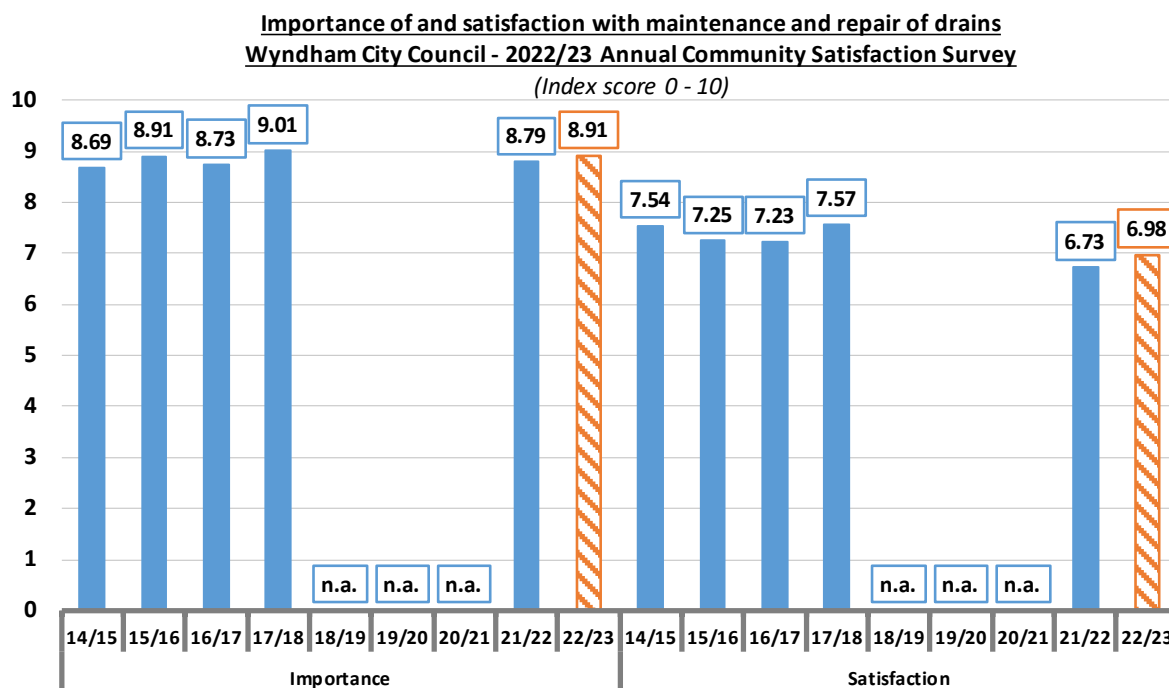
At the time it was considered likely that at least some of this decline resulted from the recent major weather events and localised flooding that had occurred around the timing of the 2021/22 survey. It was anticipated that satisfaction was likely to increase somewhat after this event, and this does appear to have occurred.

This ranks the maintenance and repair of drains 28th in terms of satisfaction.

This result was comprised of 47.4% “very satisfied” and 13.2% “dissatisfied” respondents, based on a total sample of 1,084 of the 1,203 respondents.

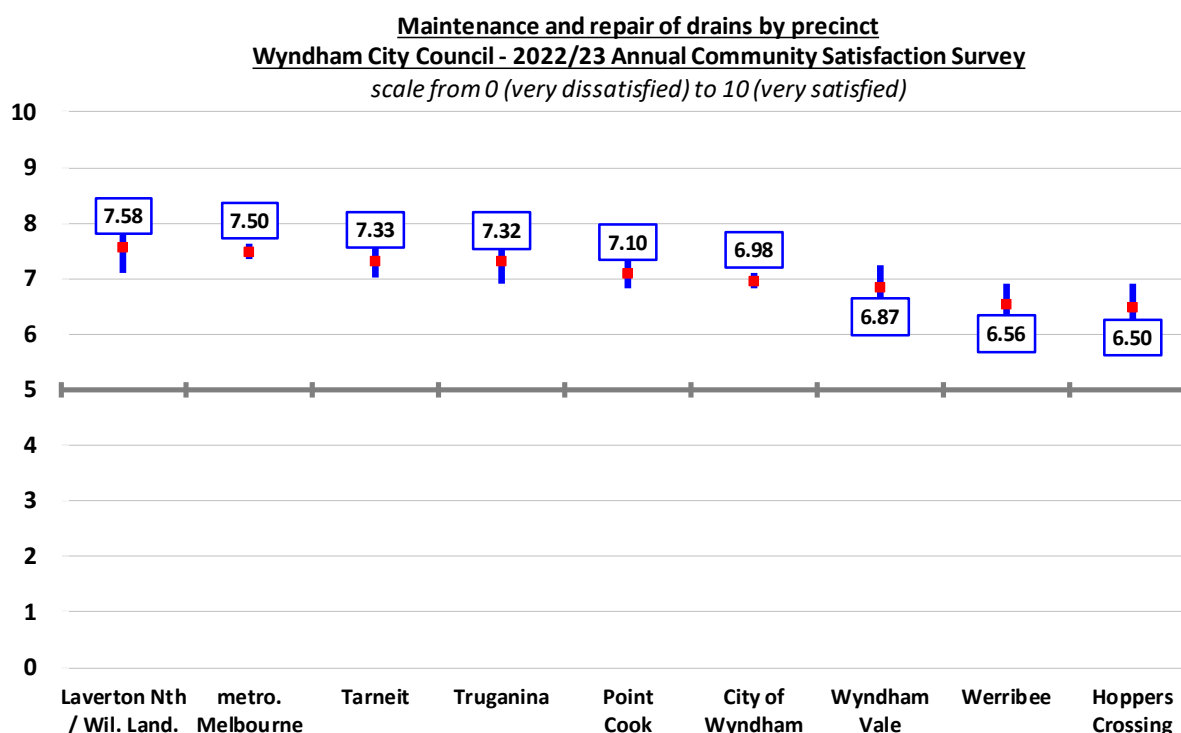
By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with “drains maintenance and repair” of 7.50, as recorded in the 2023 *Governing Melbourne* research.





There was measurable and notable variation in satisfaction with the maintenance and repair of drains observed across the municipality, as follows:

- **Laverton North / Williams Landing** – respondents were measurably more satisfied than average and at a “very good” level of satisfaction.
- **Werribee and Hoppers Crossing** – respondents were notably but not measurably less satisfied than average, although still at “good” levels of satisfaction.



Provision and maintenance of public toilets

The provision and maintenance of public toilets was the 24th most important of the 46 included services and facilities, with an average importance of 8.82 out of 10.

This result has remained relatively stable at or around the long-term average importance since 2013/14 of 8.82.

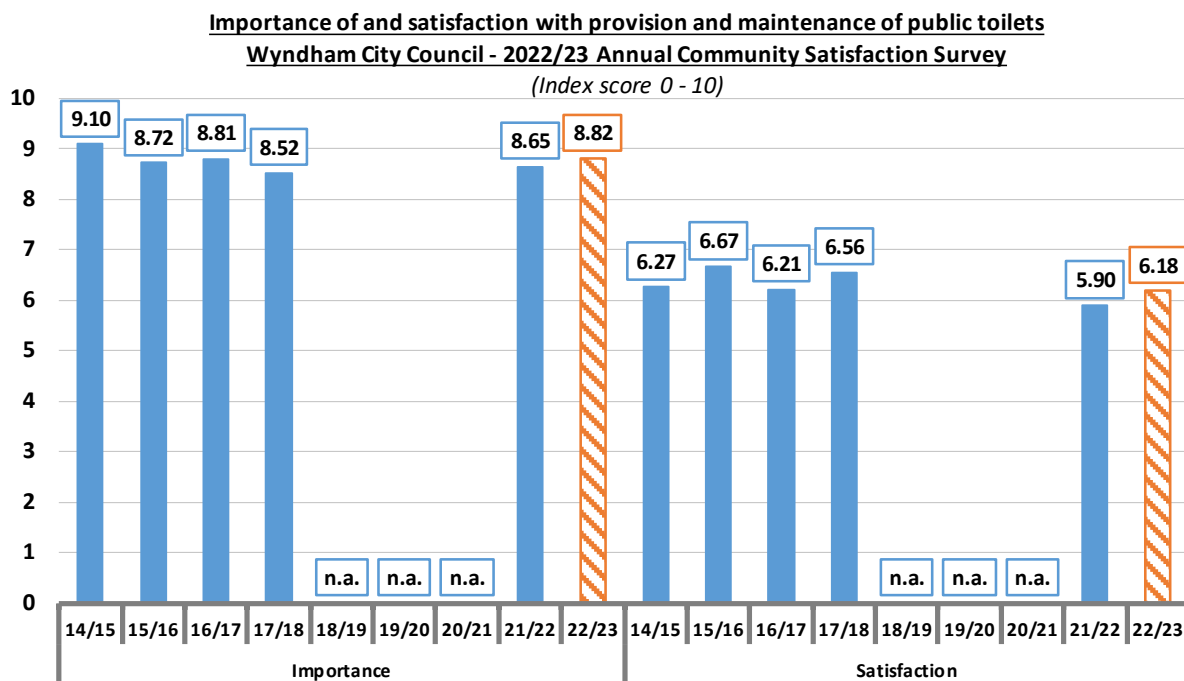
Satisfaction with the provision and maintenance of public toilets increased measurably this year, up 4.7% to 6.18, which is a “solid”, up from a “poor” level of satisfaction.

Despite the measurable increase in satisfaction this year, satisfaction remains a little below the long-term average satisfaction since 2013/14 of 6.28.

This ranks the provision and maintenance of public toilets 43rd in terms of satisfaction, and one of 14 to record a satisfaction score measurably lower than the average of all 46 services and facilities (7.17).

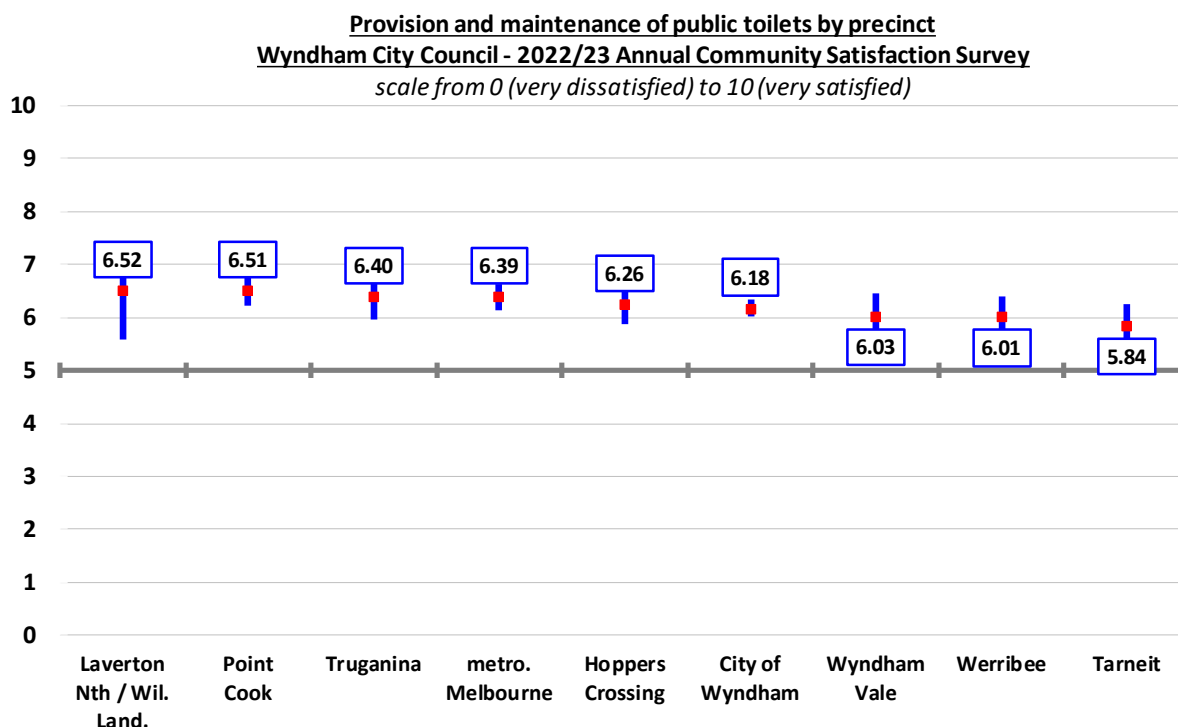
This result was comprised of 31.2% “very satisfied” and 21.1% “dissatisfied” respondents, based on a total sample of 1,191 respondents.

By way of comparison, this result was notably lower than the metropolitan Melbourne average satisfaction with “public toilets” of 6.39, as recorded in the 2023 *Governing Melbourne* research.



Whilst there was no statistically significant variation in satisfaction with the provision and maintenance of public toilets observed across the municipality, it is noted that respondents from Tarneit were notably but not measurably less satisfied and at a “poor” level.





Council response to dumped rubbish

Council response to dumped rubbish was the 9th most important of the 46 included services and facilities, with an average importance of 9.06 out of 10. This was one of 13 to record an average importance measurably higher than the average of all 46 services and facilities.

Council’s response to dumped rubbish has remained very important to the community over the life of the survey program, with a long-term average importance of 8.98.

Satisfaction with Council’s response to dumped rubbish declined measurably this year, down 3.1% to 6.64, although it remains at a “good” level of satisfaction.

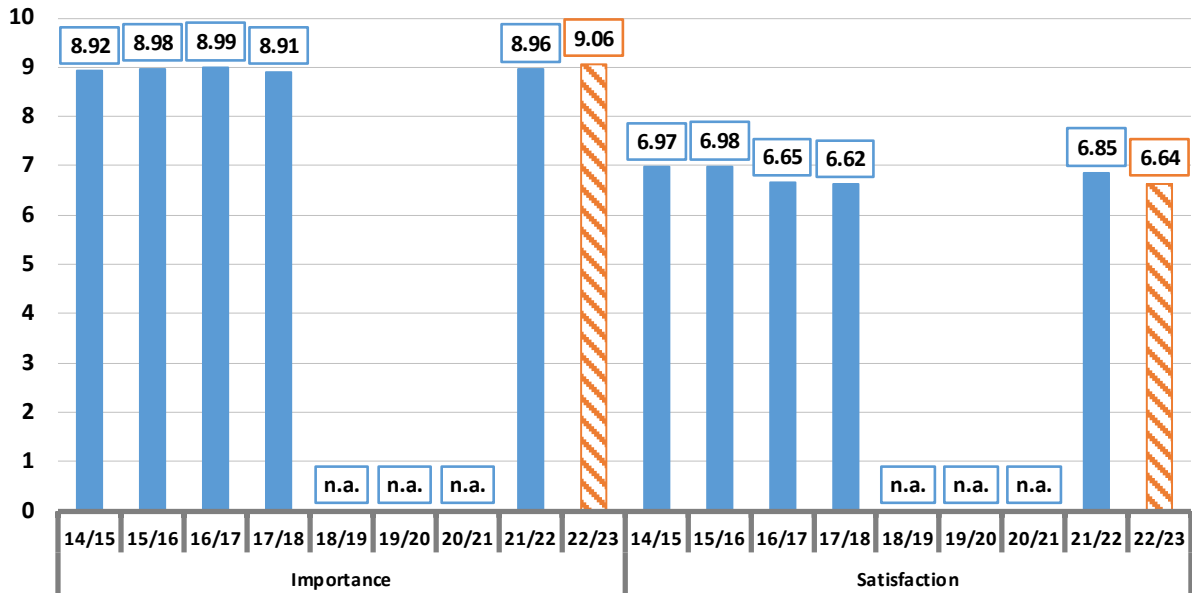
This ranks this service 35th in terms of satisfaction, and one of 14 services and facilities to record a satisfaction score measurably lower than the average satisfaction with all 46 services and facilities (7.16).

This result was comprised of 43.3% “very satisfied” and 18.7% “dissatisfied” respondents, based on a total sample of 1,053 of the 1,203 respondents.

By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with “illegally dumped rubbish” of 7.17, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis Research.

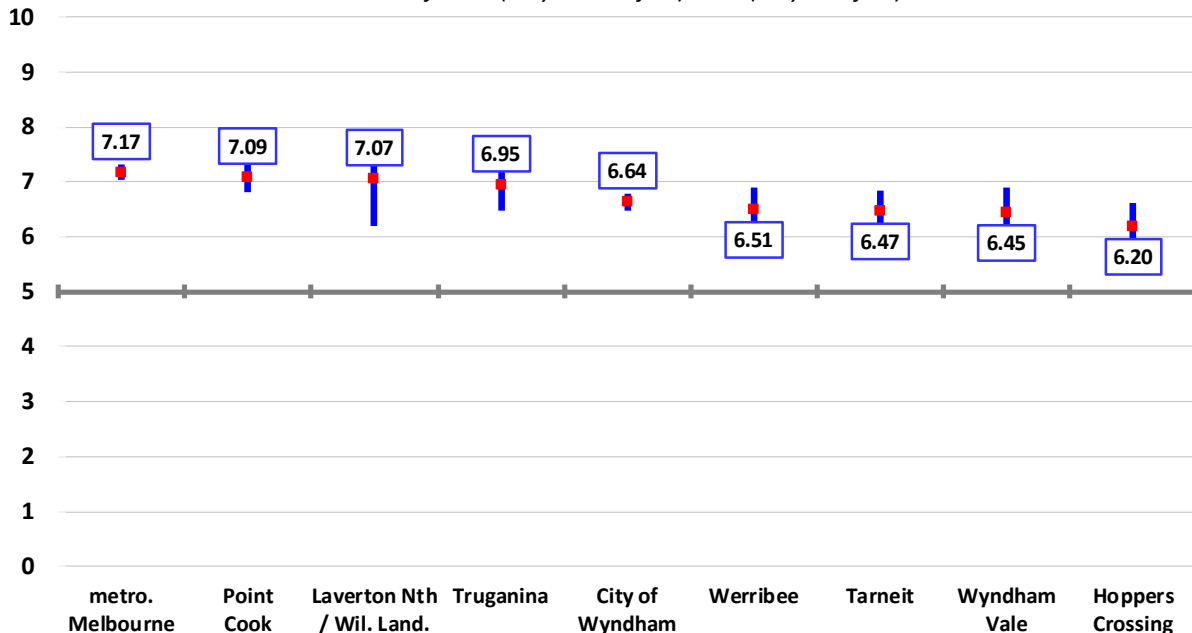


Importance of and satisfaction with Council response to dumped rubbish
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Index score 0 - 10)



There was some measurable variation in satisfaction with Council’s response to dumped rubbish observed across the municipality, with respondents from Point Cook rating satisfaction measurably higher than the municipal average. By contrast, respondents from Tarneit, Wyndham Vale, and Hoppers Crossing all rated satisfaction at “solid” levels.

Council response to dumped rubbish by precinct
Wyndham City Council - 2022/23 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 was the 13th most important of the 46 included services and facilities, with an average importance of 9.01 out of 10.

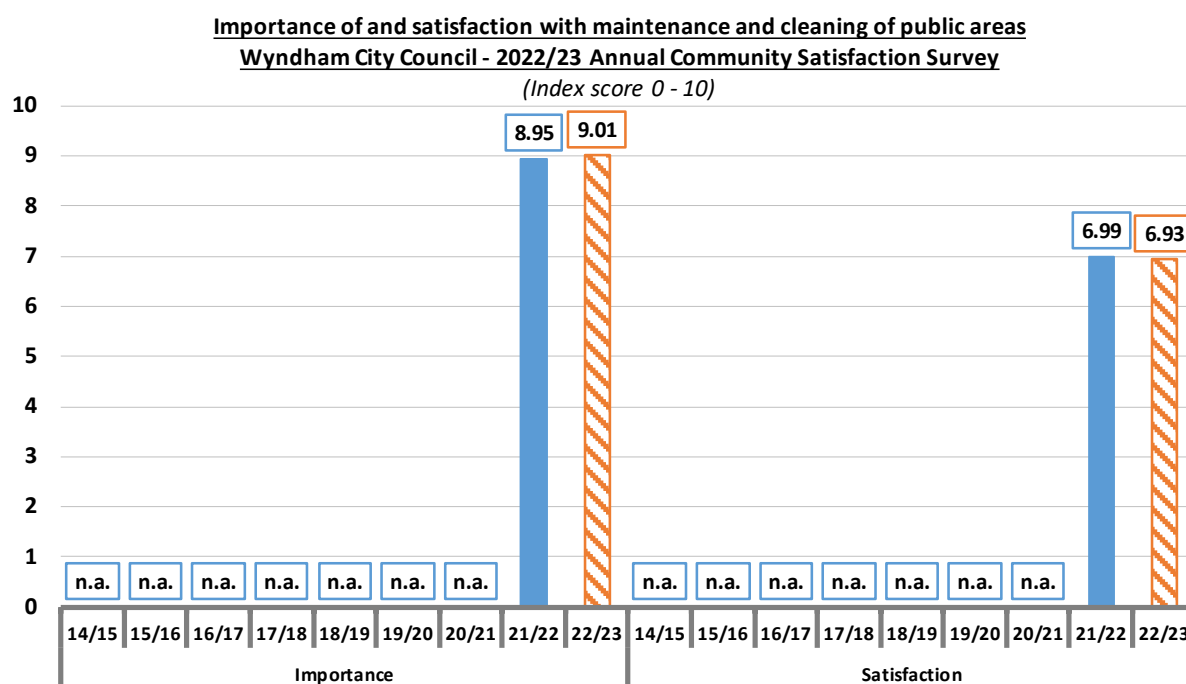
This was one of 13 services and facilities to record an average importance measurably higher than the average of all 46 services and facilities (8.81).

Satisfaction with the maintenance and cleaning of public areas remained essentially stable this year, down less than one percent to 6.93, which remains a “good” level of satisfaction.

This ranks the service 29th in terms of satisfaction.

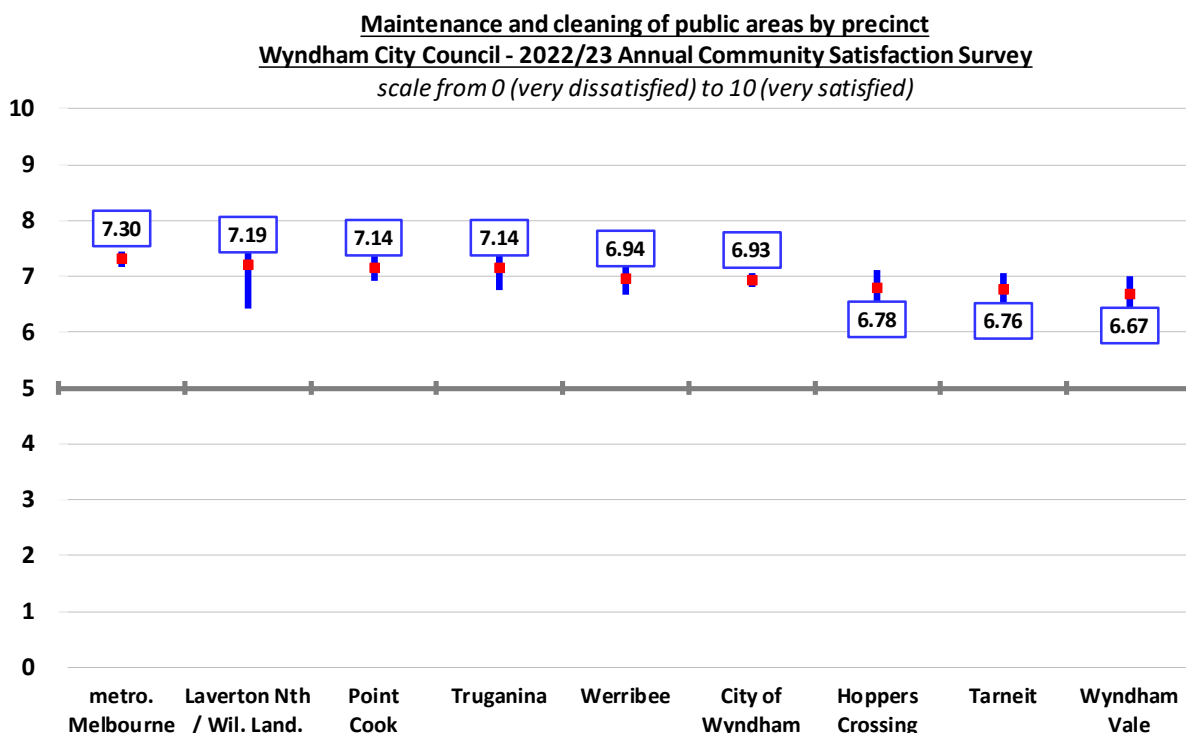
This result was comprised of 44.1% “very satisfied” and 11.6% “dissatisfied” respondents, based on a total sample of 1,171 of the 1,203 respondents.

By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with “the maintenance and cleaning of public areas” of 7.30, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis 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 seven precincts rating satisfaction at “good” levels of satisfaction.





Service Planning Partnering and Reform

There was one service from the Service Planning Partnering and Reform department of Council included in the 2022/23 survey, as outlined in the following graph.

Planning for community infrastructure to meet community needs was somewhat more important than average but received a somewhat lower-than-average satisfaction score.

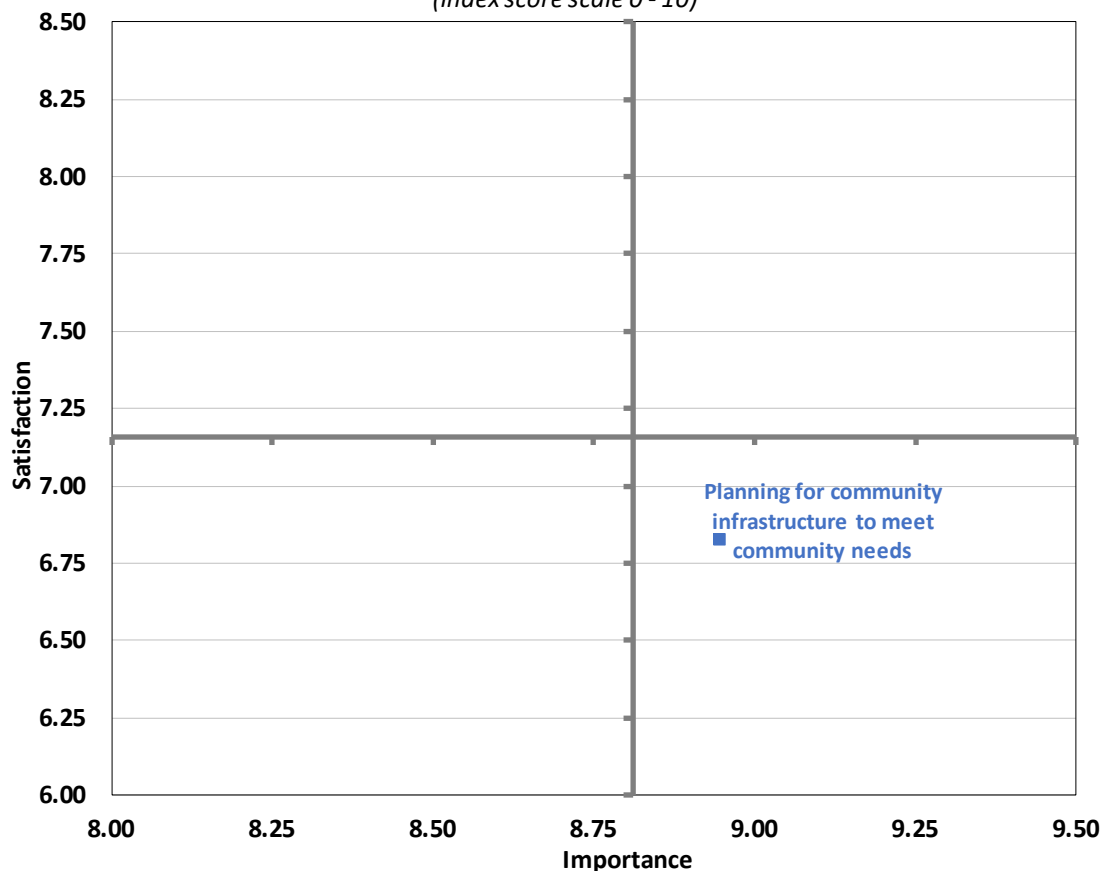
Concerns around population growth and its impact on community infrastructure was identified as an issue in several sections of this report.

Metropolis Research notes that the provision of infrastructure (3.9%), education and schools (3.8%), health and medical services (3.2%), planning and development (3.1%), and population growth (2.0%) were all nominated as issues to address for the City of Wyndham ‘at the moment’, as discussed in the [Issues To Address](#) section of this report.

Most of these issues appeared to have exerted a negative influence on respondents’ satisfaction with Council’s overall performance, as discussed in the [Relationship between Issues and Overall Satisfaction](#) section of this report.



Importance of and satisfaction with Service Planning Partnering and Reform
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



Planning for community infrastructure to meet community need

Planning for community infrastructure to meet community need was the 17th most important of the 46 included services and facilities, with an average importance of 8.95 out of 10.

Satisfaction with this service increased somewhat, but not measurably this year, up 1.8% to 6.82, although it remains at a “good” level of satisfaction.

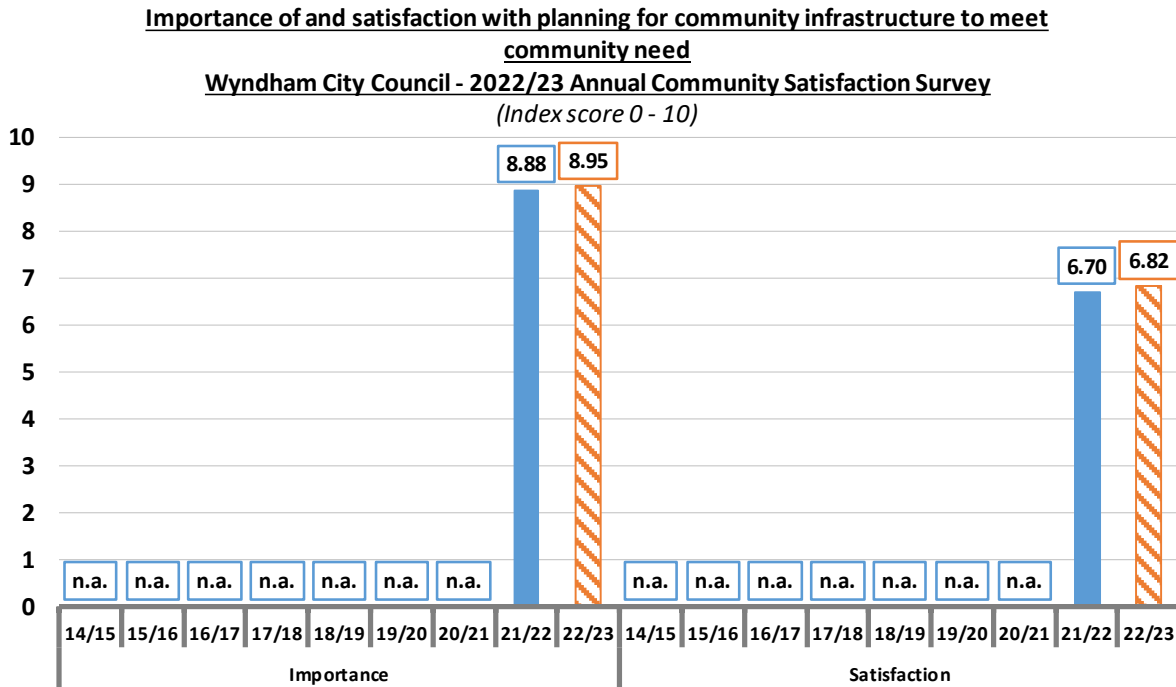
This result ranks planning for community infrastructure to meet community need 32nd in terms of satisfaction.

This result was comprised of 45.6% “very satisfied” and 13.9% “dissatisfied” respondents, based on a total sample of 312 of the 324 respondents (26.9%) from households who reported that they had used these services in the last 12 months.

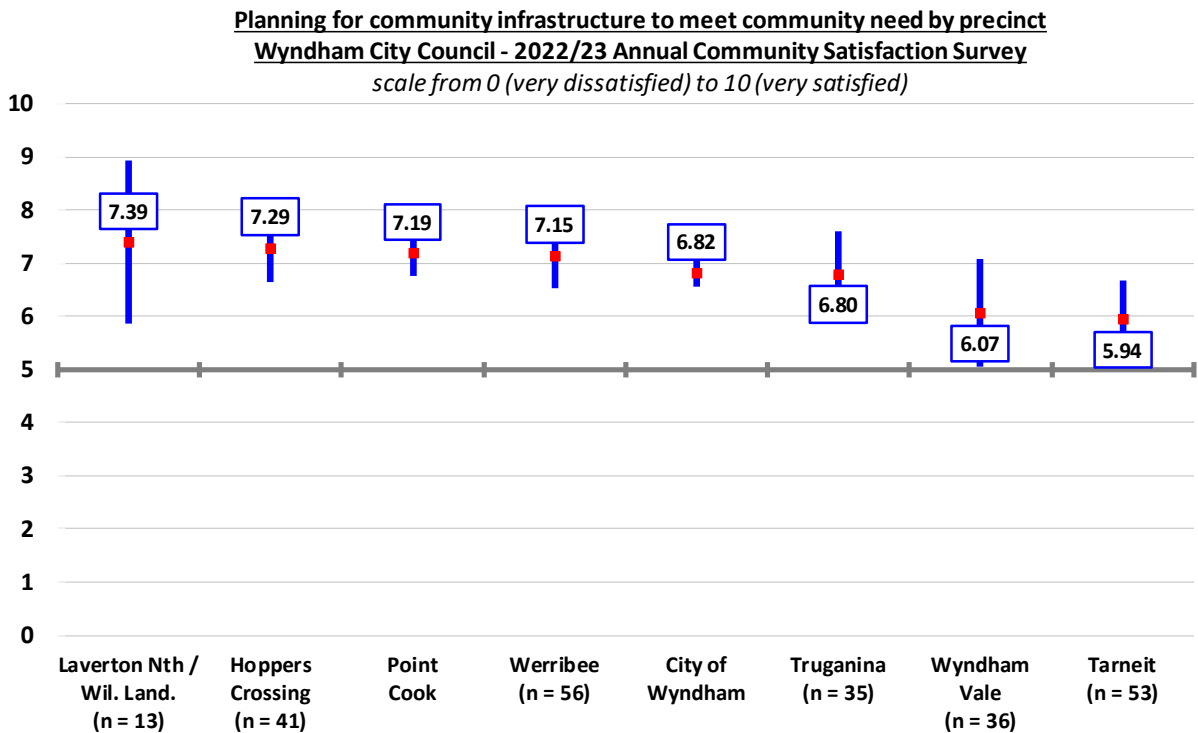
Metropolis Research does advise some caution in the interpretation of these results, given the relatively small sample of respondents who reported that they had “used” these services. Given the imprecise nature of these services, it is difficult to gauge how respondents would interpret “use” of these services.



This service was not included in the *Governing Melbourne* research conducted independently by Metropolis Research in this format, and therefore no comparison results are available.



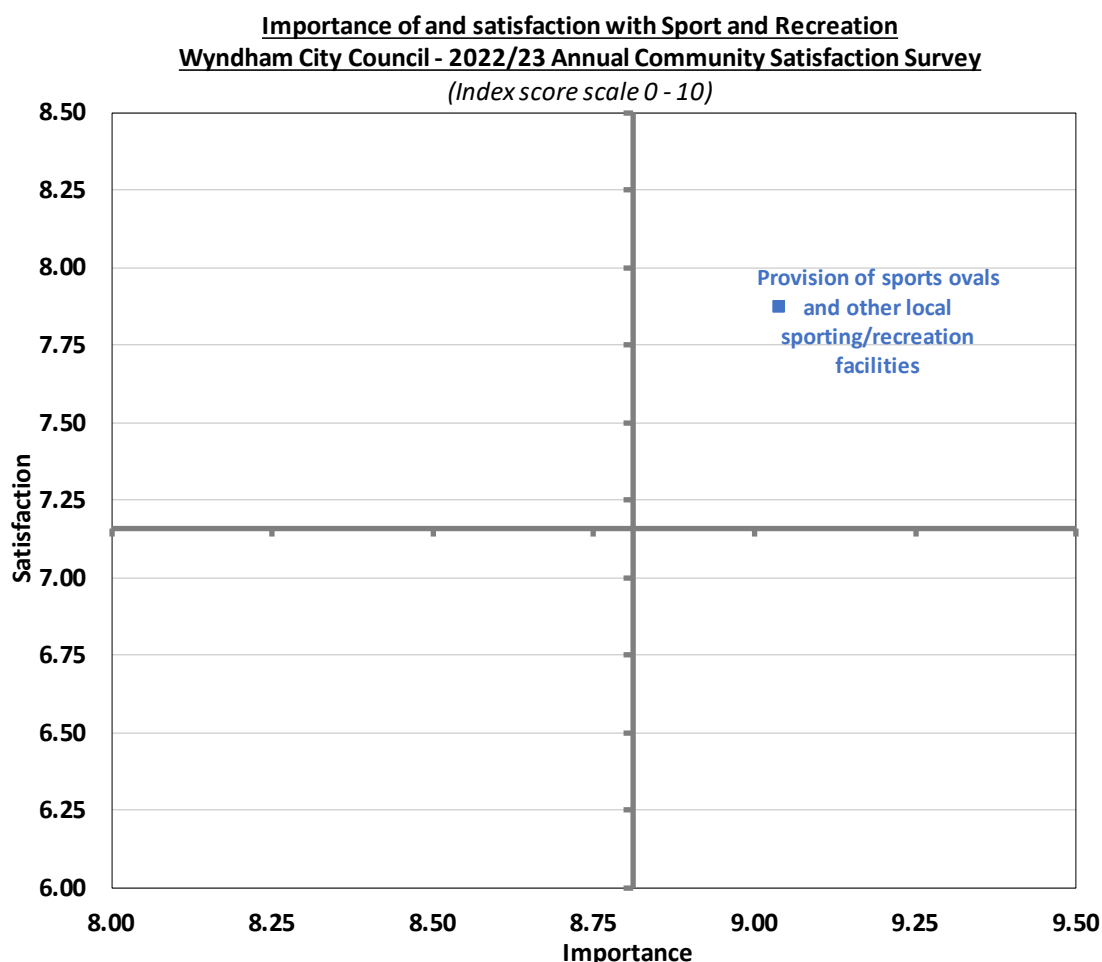
Cognisant of the small sample at the precinct level for these services, there was no statistically significant variation in satisfaction observed. It is noted, however, that respondents from Wyndham Vale rated satisfaction at a “solid” level, and respondents from Tarneit rated satisfaction at a “poor” level of satisfaction.



Sports and Recreation

There was one service from the Sports and Recreation department of Council included in the 2022/23 survey, as outlined in the following graph.

The provision of sports ovals and other local sporting / recreation facilities was of higher-than-average importance and received a notably 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 10th most important of the 46 included services and facilities, with an average importance of 9.04 out of 10, identical to the 2021/22 result.

This result remains marginally above the long-term average importance since 2013/14 of 8.84.

Metropolis Research notes the change in wording for this variable in 2021/22 from the previous wording “sports ovals”.

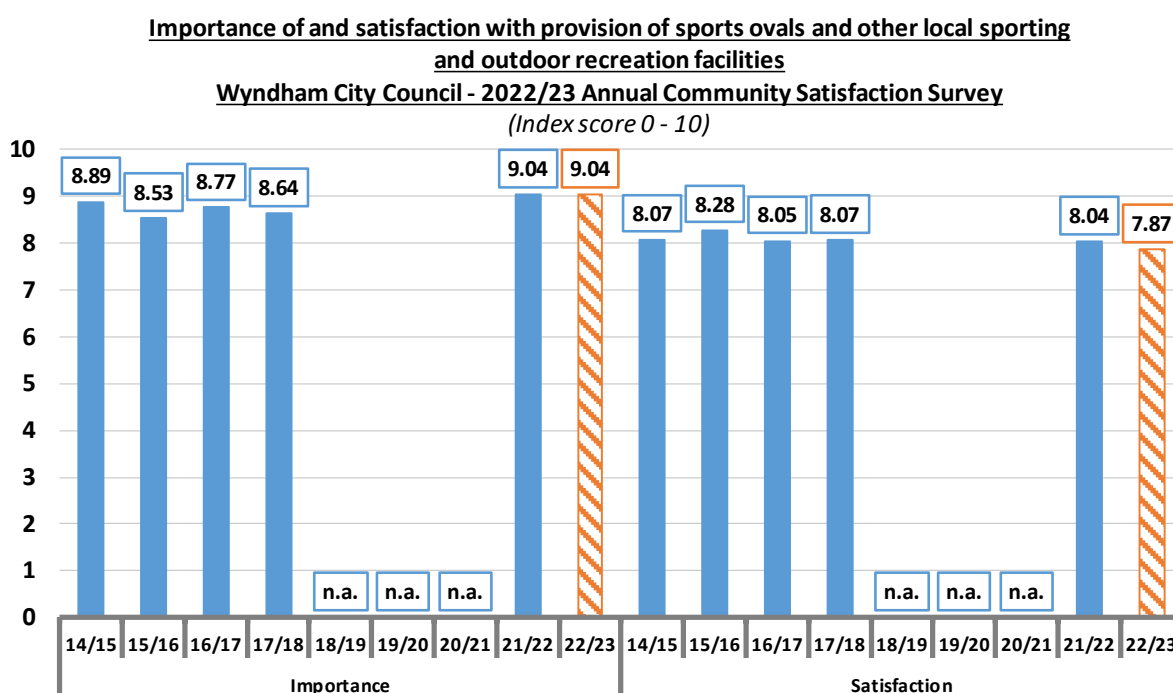


Satisfaction with the provision of sports ovals and other local sporting and outdoor recreation facilities declined somewhat, but not measurably this year, down 2.1% to 7.87, although it remains at an “excellent” level.

This result was broadly consistent with the long-term average satisfaction since 2013/14 of 8.02.

This ranks these facilities 8th in terms of satisfaction, and one of 13 to record a satisfaction score measurably higher than the average of all 46 services and facilities (7.17).

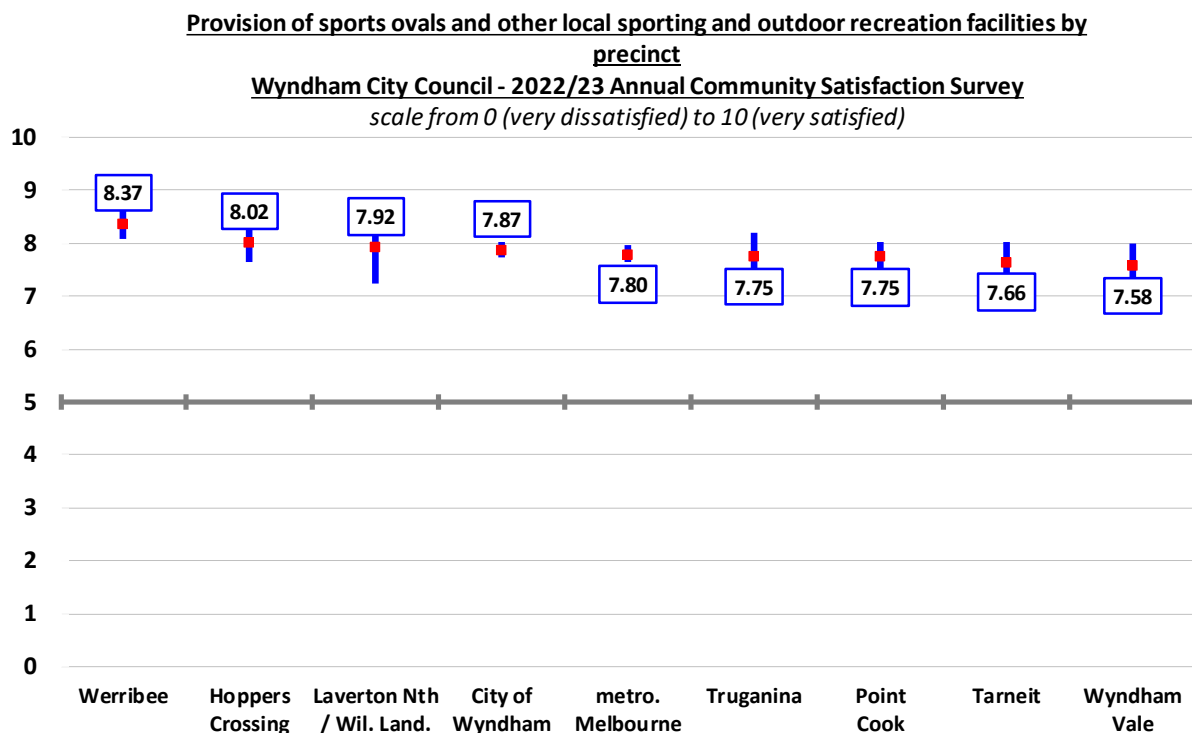
By way of comparison, this result was marginally higher than the metropolitan Melbourne average satisfaction with “sports ovals and other local sporting facilities” of 7.80, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis Research.



There was measurable and notable variation in satisfaction with the provision of these outdoor sporting facilities observed across the municipality, with respondents from Werribee measurably more satisfied than average.

Respondents from Tarneit and Wyndham Vale were marginally less satisfied than average and at “very good” rather than “excellent” levels of satisfaction.





Vibrant City Centres

There were two services from the Vibrant City Centres department of Council included in the 2022/23 survey, as outlined in the following graph.

Both Vibrant City Centres services and facilities were of somewhat lower-than-average importance.

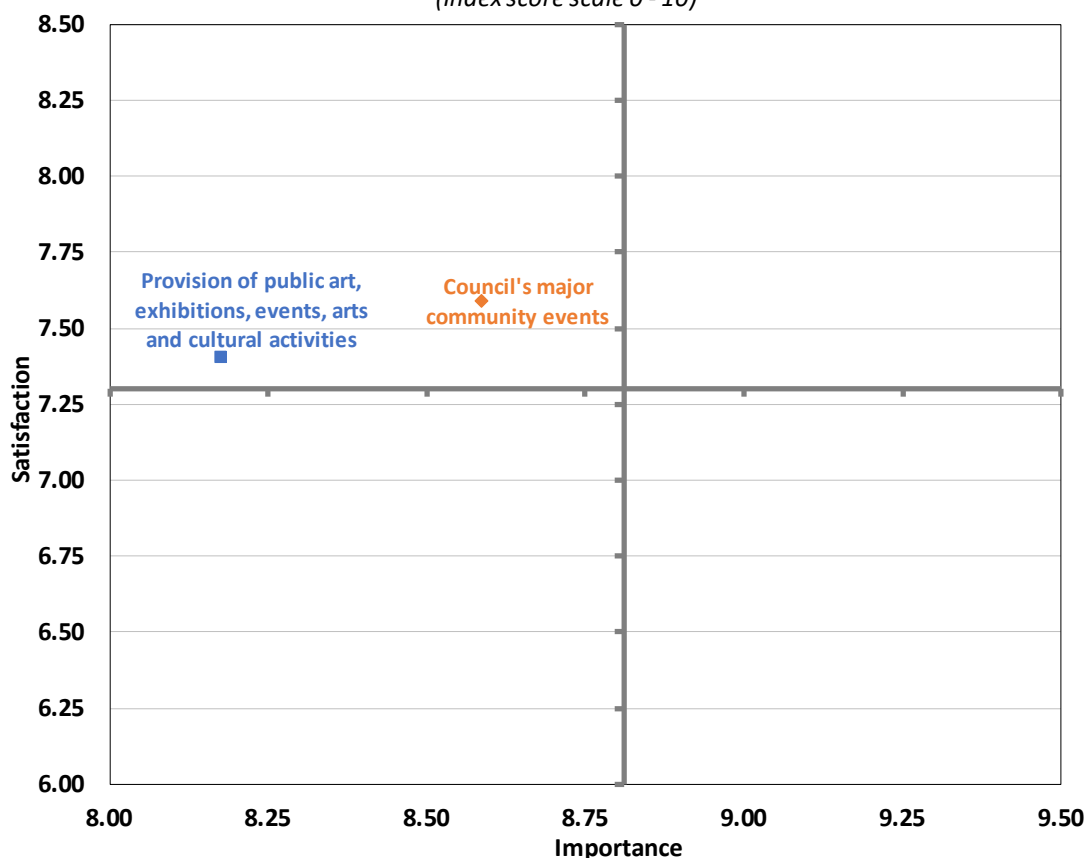
This is consistent with results observed elsewhere over a long period of time, whereby arts and cultural activities and facilities tend to record a somewhat lower importance than services such as waste and recycling, health and human services, and parks and gardens.

It is important to bear in mind that despite being of lower-than-average importance, these services and facilities remain of a high level of importance to the community in absolute terms.

Both services received higher-than-average satisfaction scores, at “very good” levels of satisfaction.



Importance of and satisfaction with Vibrant City Centres
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



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

The provision of public art, exhibitions, events, arts, and cultural activities were the 45th most important of the 46 included services and facilities, with an average importance of 8.18 out of 10, and one of 12 that were measurably less important than the average of all 46 (8.81).

This was a small decline in importance this year, however, it remains above the long-term average importance since 2013/14 of 8.03.

Metropolis Research notes that the current variable replaced four variables included prior to 2018/19, including “public art”, “provision of public art”, “art exhibitions and experiences”, and “arts and cultural services”.

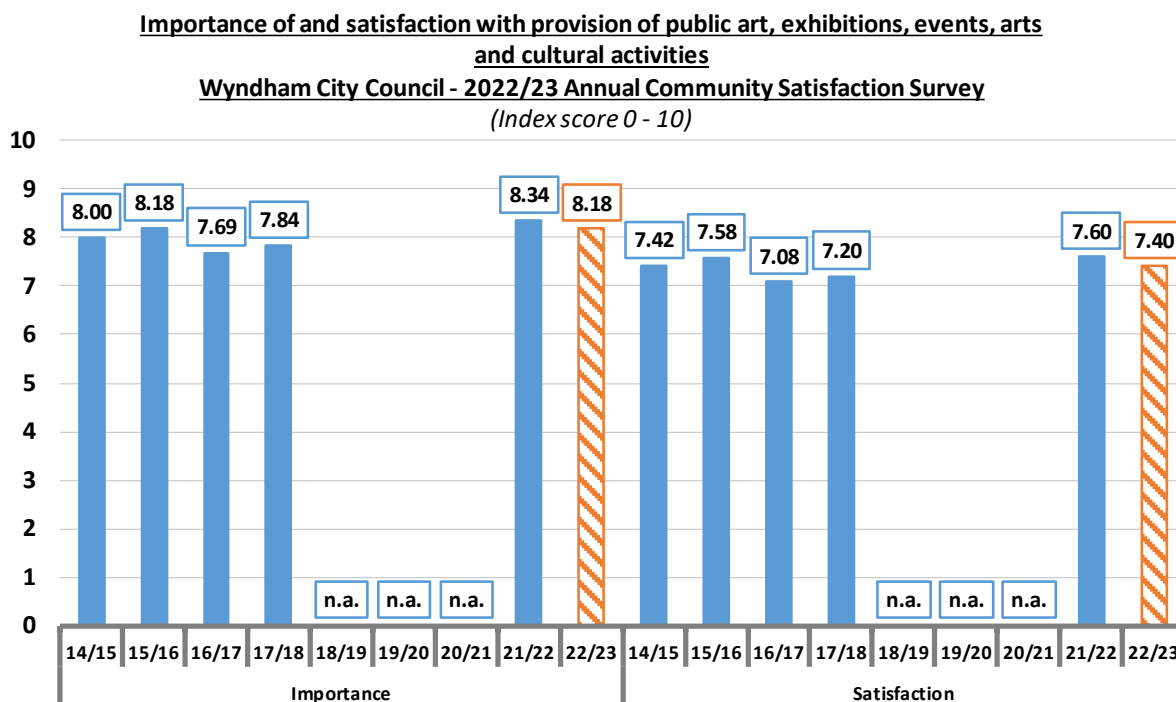
Satisfaction with the provision of public art, exhibitions, events, arts, and cultural activities declined somewhat, but not measurably this year, down 2.6% to 7.40, although it remains at a “very good” level of satisfaction.

This ranks these services and facilities 16th in terms of satisfaction.

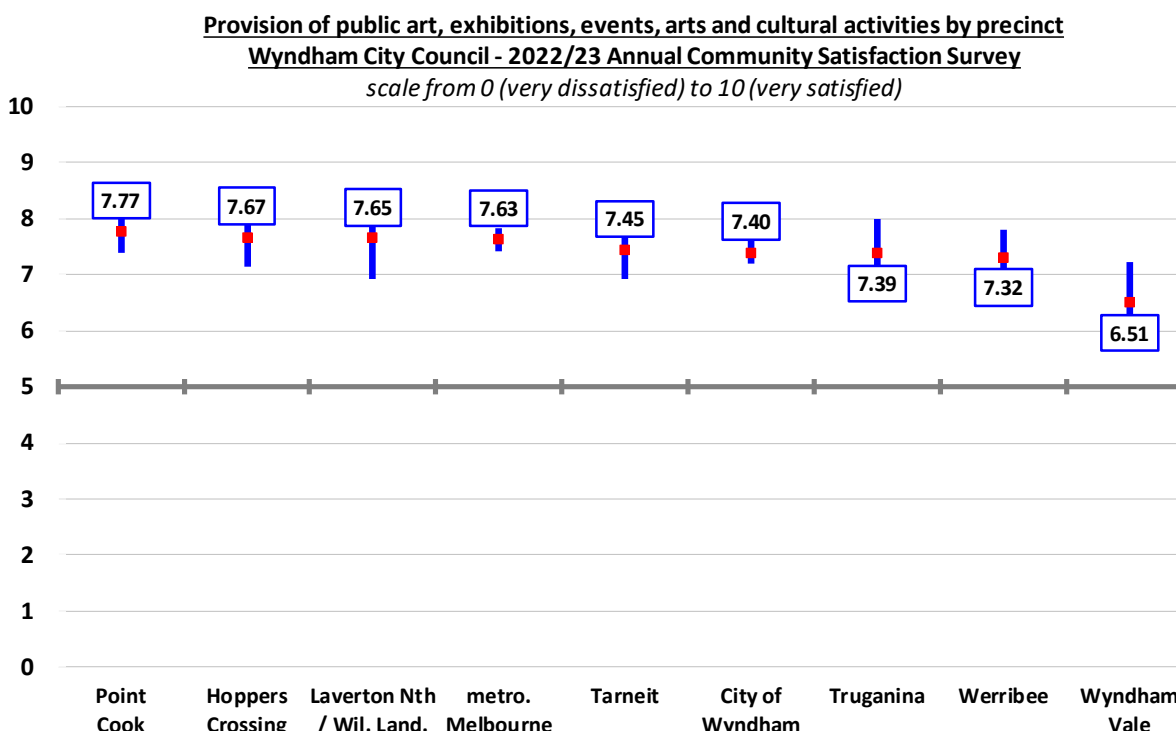
This result was comprised of 59.4% “very satisfied” and 8.3% “dissatisfied” respondents, based on a total sample of 405 of the 410 respondents (34.1%) from households who reported that they had used these services and facilities in the last 12 months.



By way of comparison, this result was somewhat lower than the metropolitan Melbourne average satisfaction with “the provision of public art” and “Council’s festivals and events” of 7.63, as recorded in the 2023 *Governing Melbourne* conducted by Metropolis Research.



There was measurable and notable variation in satisfaction with these services observed across the municipality, with respondents from Point Cook rating satisfaction at an “excellent” level, whilst respondents from Wyndham Vale were measurably less satisfied and at a “good” level.



Provision of Council’s major events

The provision of Council’s major events was the 36th most important of the 46 included services and facilities, with an average importance of 8.59 out of 10.

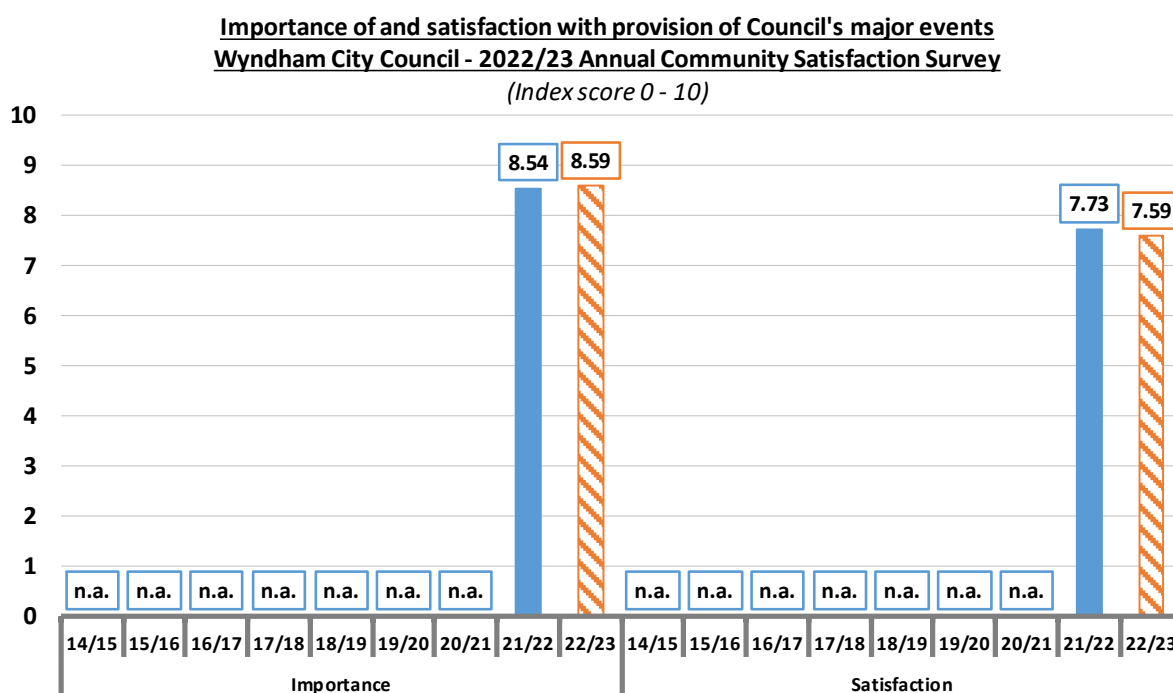
This was one of 12 that were measurably less important, on average, than the average of all 46 services and facilities (8.81).

Satisfaction with the provision of Council’s major events declined marginally, but not measurably this year, down 1.8% to 7.59, although it remains at a “very good” level.

This ranks the provision of Council’s major events 11th in terms of satisfaction, and one of 11 to record a satisfaction score measurably higher than the average of all 46 services and facilities (7.17).

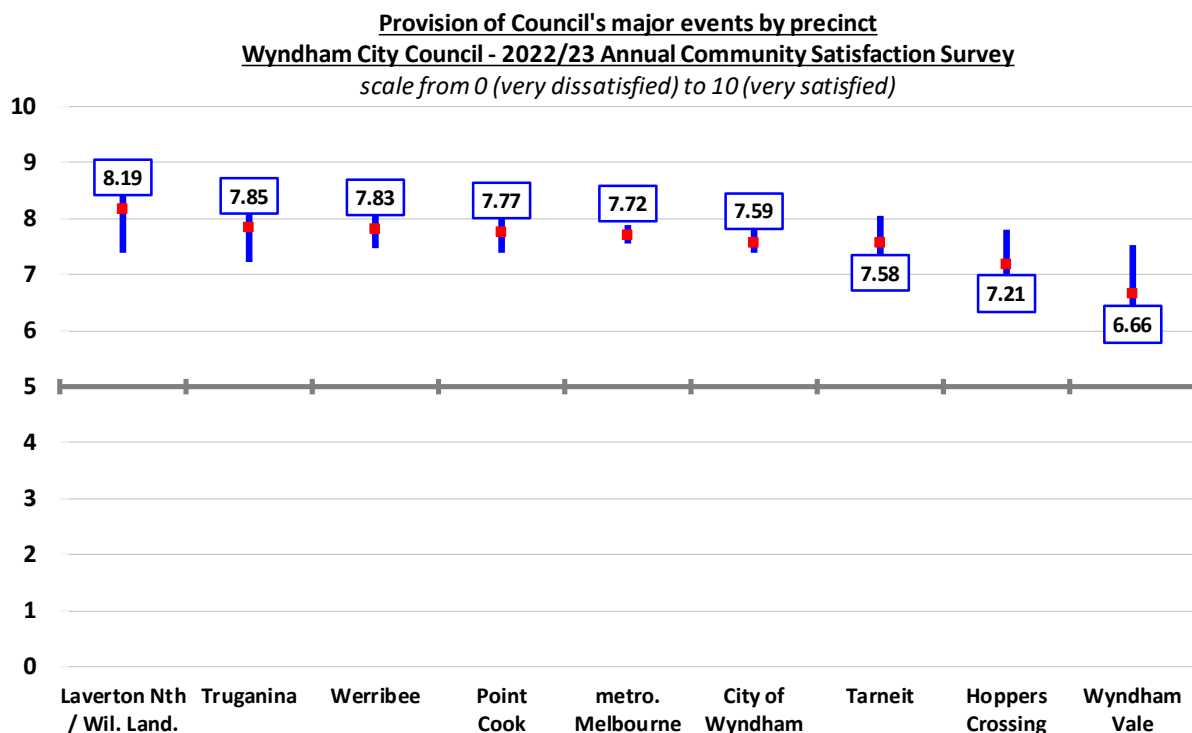
This result was comprised of 62.2% “very satisfied” and 7.7% “very satisfied” respondents, based on a total sample of 439 of the 444 respondents (36.9%) from households who reported that they had used these services in the last 12 months.

By way of comparison, this result was somewhat lower than the metropolitan Melbourne average satisfaction with “Council’s festivals and events” of 7.72, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis Research.



Whilst there was no statistically significant variation in satisfaction with the provision of Council’s major events observed across the municipality, it is noted that respondents from Laverton North / Williams Landing, Truganina, Werribee, and Point Cook all rated satisfaction at “excellent” levels, whilst respondents from Wyndham Vale were notably but not measurably less satisfied than average and at a “good” rather than a “very good” level.





Waste Management and Disposal

There were five services from the Waste Management and Disposal department included in the 2022/23 survey, as outlined in the following graph.

All four of the kerbside collection services were of measurably higher-than-average importance and all received measurably higher than average satisfaction scores.

These four services are consistently recorded as among the most important services provided by local government, and in most municipalities in most years, they are among those with the highest satisfaction scores.

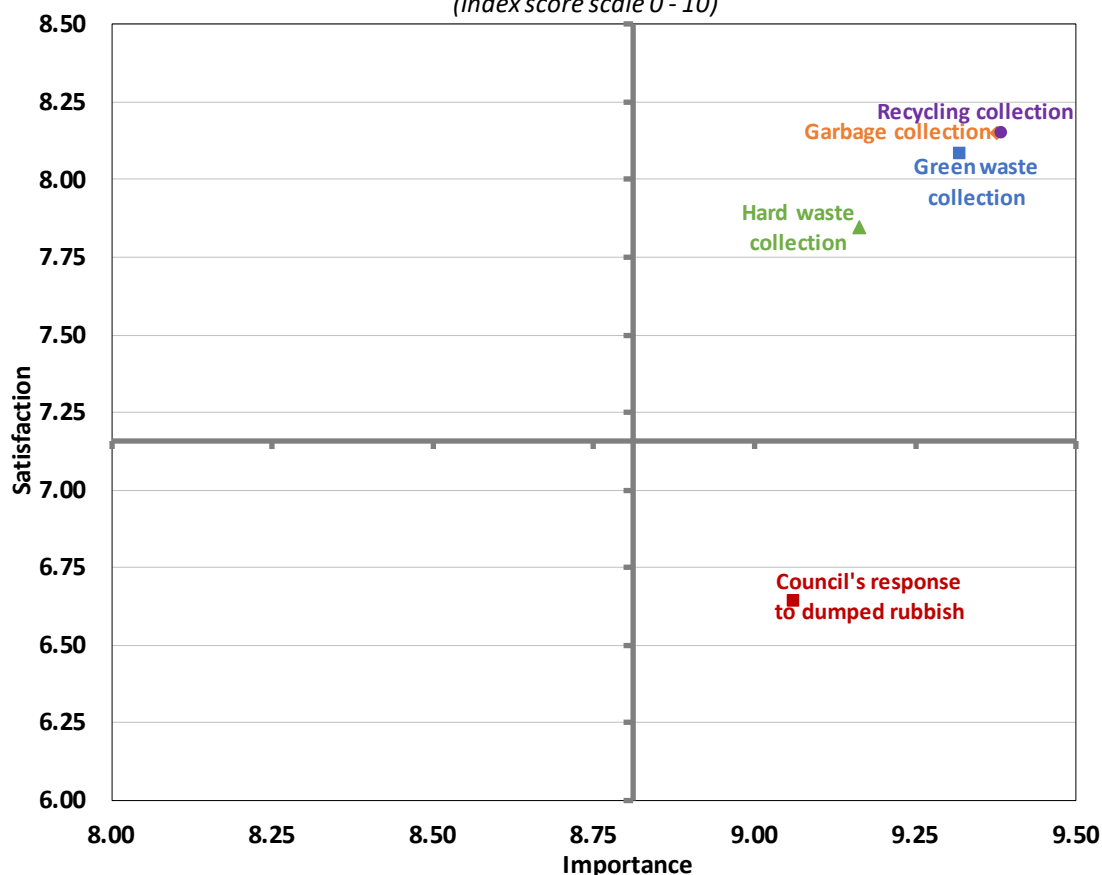
This is clearly the case for the City of Wyndham, as evident in the graph.

Council response to dumped rubbish was also of higher-than-average importance but received a measurably lower than average satisfaction score.



**Importance of and satisfaction with Waste Management and Disposal
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey**

(Index score scale 0 - 10)



Weekly garbage collection

The weekly garbage collection was the 2nd most important of the 46 included services and facilities, with an average importance of 9.38 out of 10, and one of 13 that were measurably more important than the average of all 46 services and facilities (8.81).

The weekly garbage collection has consistently been ranked among the three most important services and facilities provided by Council, with a long-term average importance since 2013/14 of 9.41.

Satisfaction with the weekly garbage collection declined marginally, but not measurably this year, down 1.2% to 8.15, although it remains at an “excellent” level of satisfaction. Satisfaction with the weekly garbage collection has been consistent at or around the long-term average satisfaction since 2013/14 of 8.53, although Metropolis Research notes that the results for both 2021/22 and 2022/23 were slightly below the long-term average.

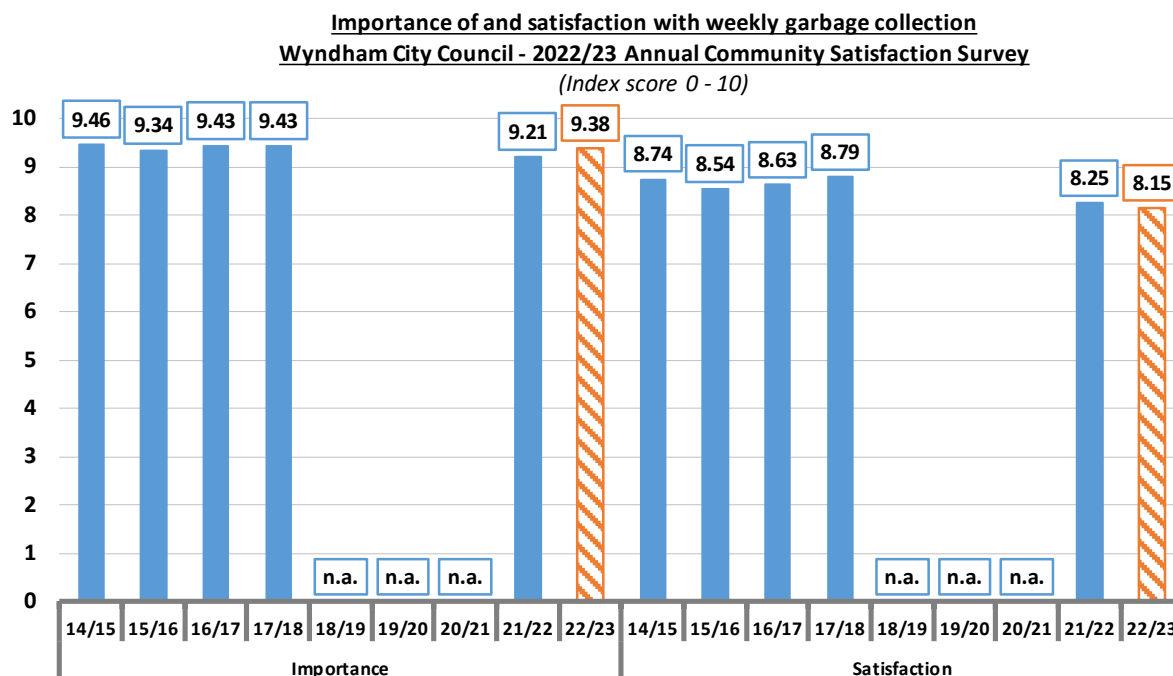
This ranks the weekly garbage collection service 3rd in terms of satisfaction, and one of 11 to record a satisfaction score measurably higher than the average of all 46 (7.17).

This result was comprised of 74.5% “very satisfied” and 5.9% “dissatisfied” respondents, based on a total sample of 1,189 of the 1,203 respondents. The fact that approximately three-

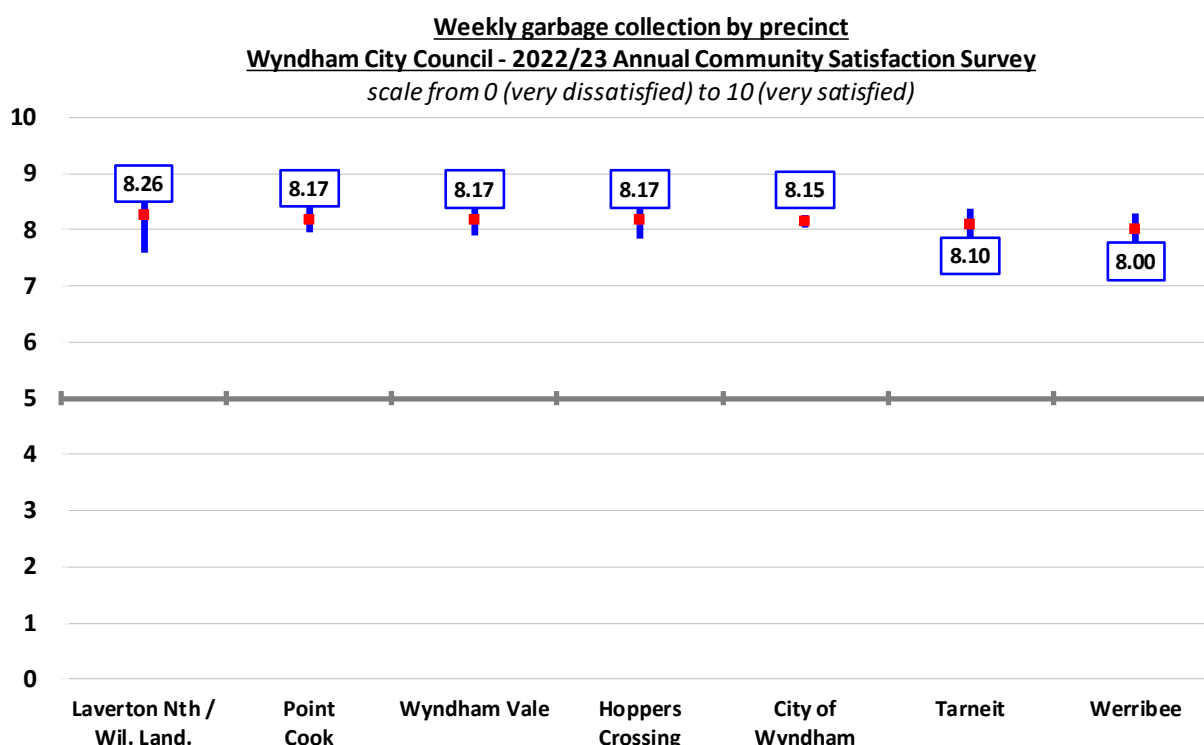


quarters of respondents were “very satisfied” with the service reflects well on the high level of community satisfaction with the provision of these services.

By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with “regular garbage collection” of 8.52, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis Research.



There was no measurable or meaningful variation in satisfaction with the weekly garbage collection observed across the municipality, with respondents in all precincts rating satisfaction at “excellent” levels.



Regular recycling collection

The regular recycling collection was the most important of the 46 included services and facilities, with an average importance of 9.38 out of 10, and one of 13 that were measurably more important than the average of all 46 services and facilities (8.81).

The regular recycling collection has consistently been ranked among the three most important services and facilities provided by Council, with a long-term average importance since 2013/14 of 9.18.

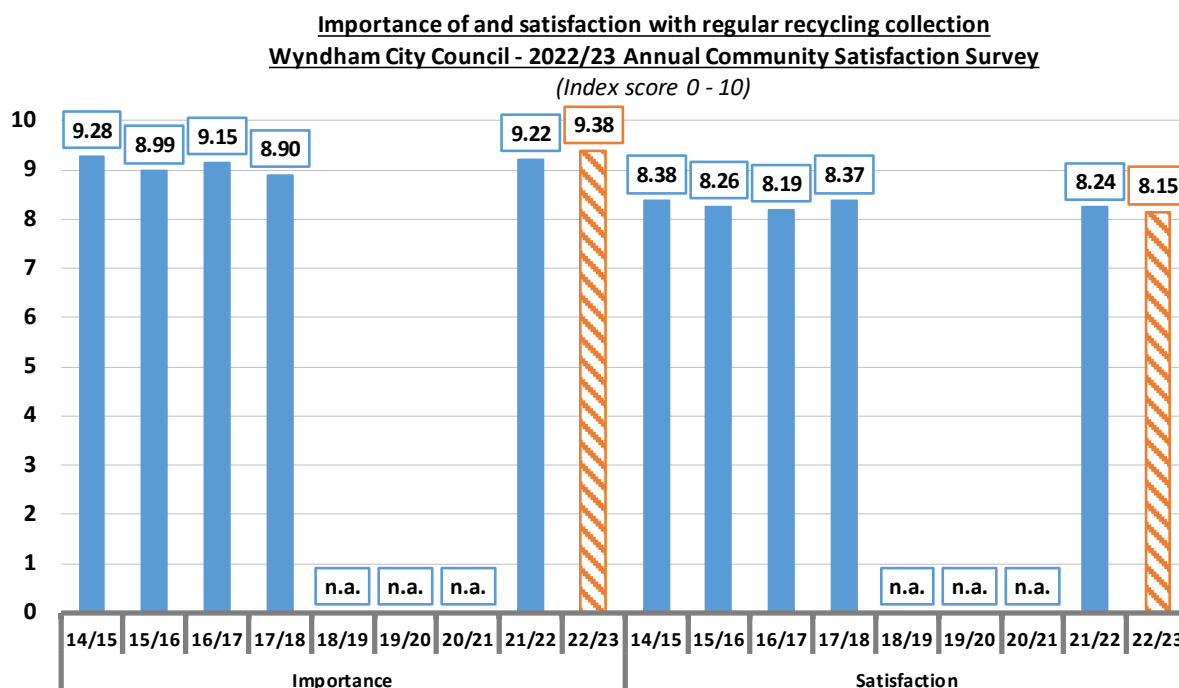
Satisfaction with the regular recycling collection declined very marginally, but not measurably this year, down 1.1% to 8.15, although it remains at an “excellent” level of satisfaction.

Satisfaction with the regular recycling collection has been consistent at or around the long-term average satisfaction since 2013/14 of 8.25.

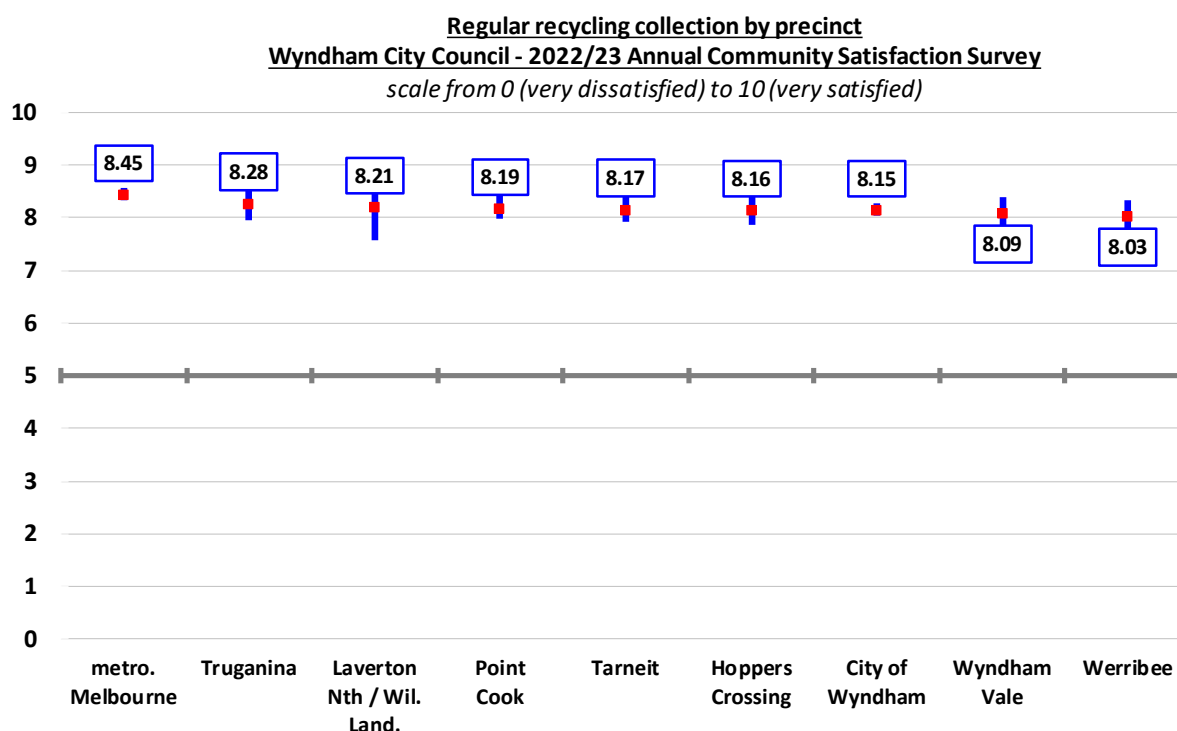
This ranks the regular recycling collection service 4th in terms of satisfaction, and one of 11 to record a satisfaction score measurably higher than the average of all 46 services and facilities (7.17).

This result was comprised of 75.0% “very satisfied” and 5.0% “dissatisfied” respondents, based on a total sample of 1,182 of the 1,203 respondents. The fact that approximately three-quarters of respondents were “very satisfied” with the service reflects well on the high level of community satisfaction with the provision of these services.

By way of comparison, this result was notably lower than the metropolitan Melbourne average satisfaction with “regular recycling collection” of 8.45, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis Research.



There was no measurable or meaningful variation in satisfaction with the regular recycling collection observed across the municipality, with respondents in all precincts rating satisfaction at “excellent” levels.



Green waste collection

The green waste collection was the 3rd most important of the 46 included services and facilities, with an average importance of 9.32 out of 10, and one of 13 that were measurably more important than the average of all 46 services and facilities (8.81).

The green waste collection has consistently been ranked among the most important services and facilities provided by Council, with a long-term average importance since 2013/14 of 9.05.

Satisfaction with the green waste collection declined very marginally, but not measurably this year, down 1.2% to 8.08, although it remains at an “excellent” level of satisfaction.

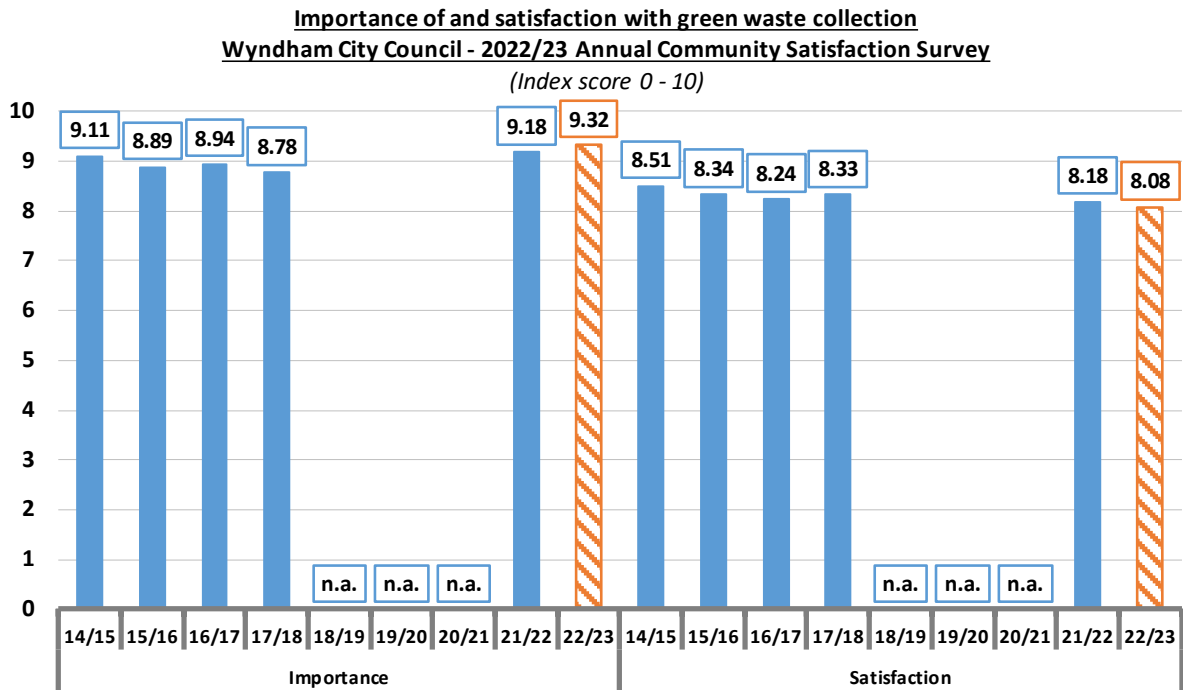
Satisfaction with the green waste collection has been consistent at or around the long-term average satisfaction since 2013/14 of 8.27.

This ranks the green waste collection service 6th in terms of satisfaction, and one of 11 to record a satisfaction score measurably higher than the average of all 46 services and facilities (7.17).

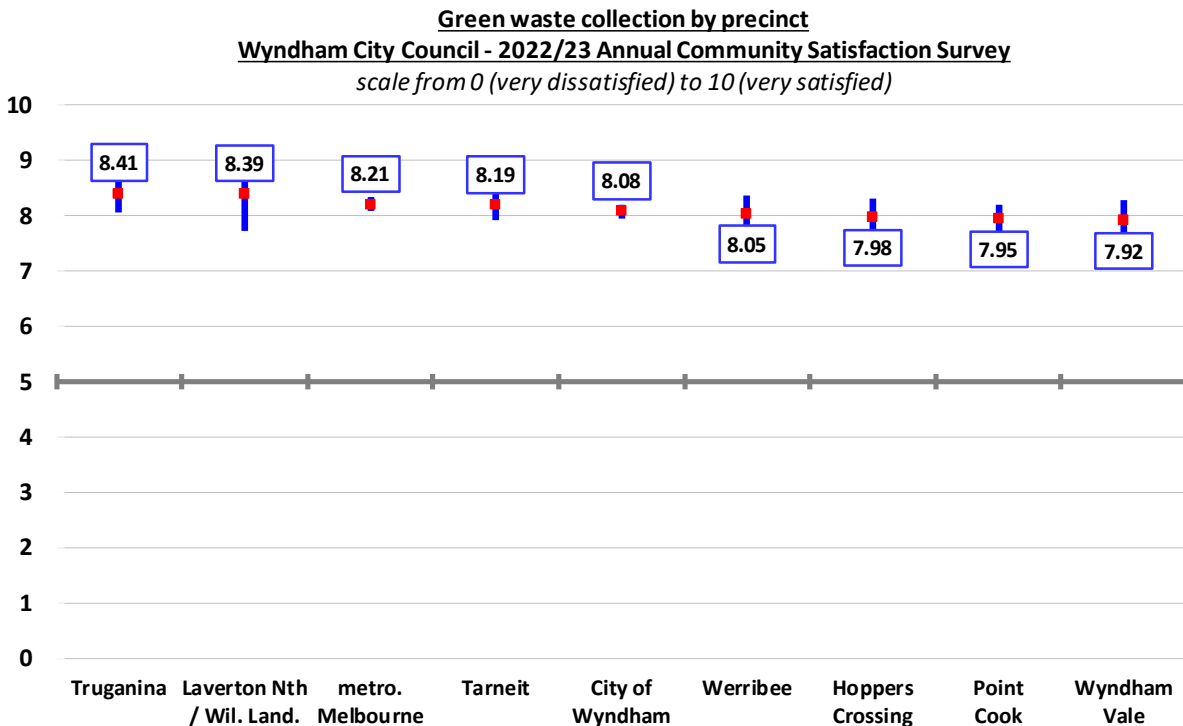
This result was comprised of 73.1% “very satisfied” and 5.7% “dissatisfied” respondents, based on a total sample of 1,024 of the 1,203 respondents. The fact that approximately three-quarters of respondents were “very satisfied” with the service reflects well on the high level of community satisfaction with the provision of these services.



By way of comparison, this result was marginally lower than the metropolitan Melbourne average satisfaction with “green waste collection” of 8.21, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis Research.



There was no measurable or meaningful variation in satisfaction with the green waste collection observed across the municipality, with respondents in all precincts rating satisfaction at “excellent” levels.



Hard waste collection

The hard waste collection was the 6th most important of the 46 included services and facilities, with an average importance of 9.17 out of 10, and one of 13 that were measurably more important than the average of all 46 services and facilities (8.81).

The hard waste collection has consistently been ranked among the most important services and facilities provided by Council, with a long-term average importance since 2013/14 of 9.05.

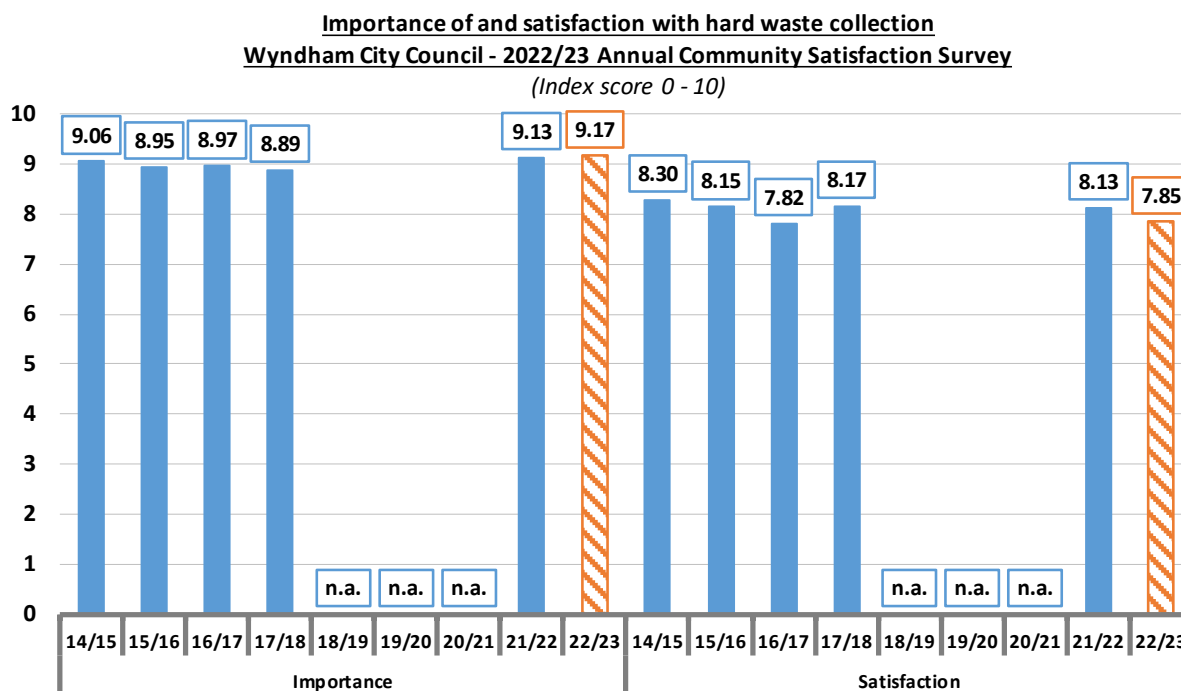
Satisfaction with the hard waste collection declined measurably this year, down 3.4% to 7.85, although it remains at an “excellent” level of satisfaction.

Satisfaction with the hard waste collection has been consistent at or around the long-term average satisfaction since 2013/14 of 8.01.

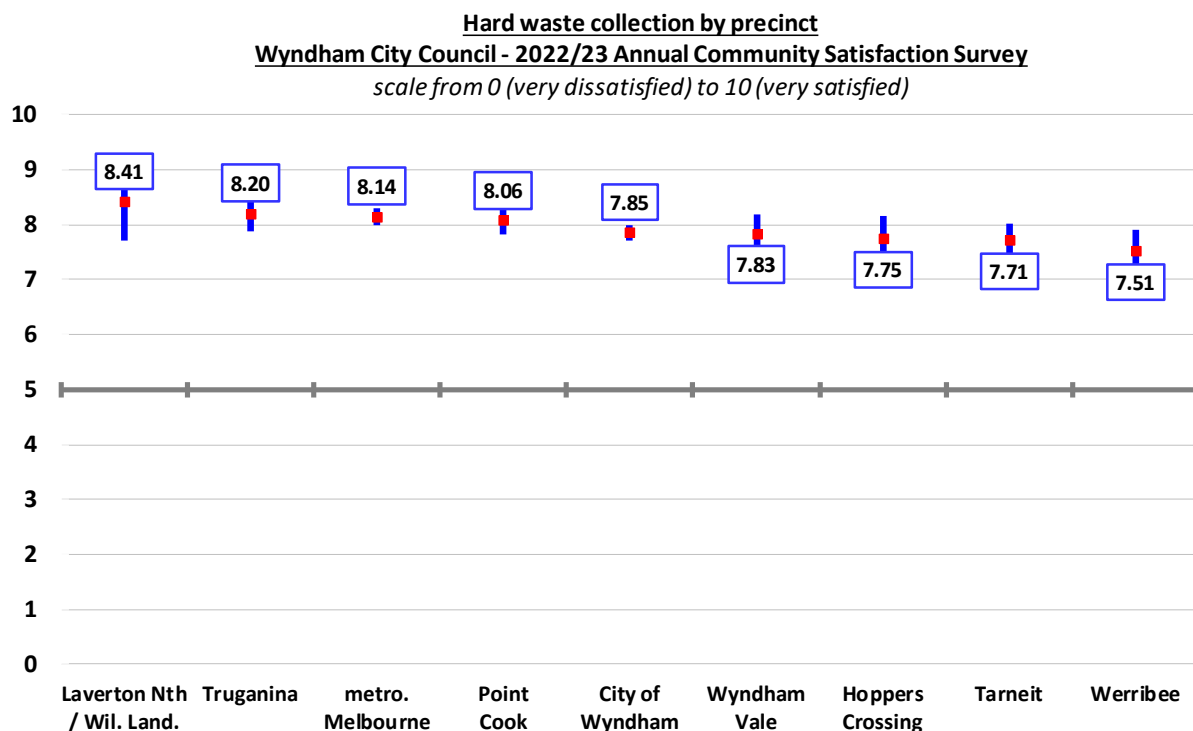
This ranks the hard waste collection service 10th in terms of satisfaction, and one of 11 to record a satisfaction score measurably higher than the average of all 46 services and facilities (7.17).

This result was comprised of 69.0% “very satisfied” and 8.4% “dissatisfied” respondents, based on a total sample of 1,046 of the 1,203 respondents.

By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with “hard rubbish collection” of 8.14, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis Research.



Whilst there was no statistically significant variation in satisfaction with the hard rubbish collection observed across the municipality, it is noted that respondents from Tarneit and Werribee rated satisfaction at “very good” rather than “excellent” levels of satisfaction.



Council response to dumped rubbish

Council response to dumped rubbish was the 9th most important of the 46 included services and facilities, with an average importance of 9.06 out of 10. This was one of 13 to record an average importance measurably higher than the average of all 46 services and facilities.

Council’s response to dumped rubbish has remained very important to the community over the life of the survey program, with a long-term average importance of 8.98.

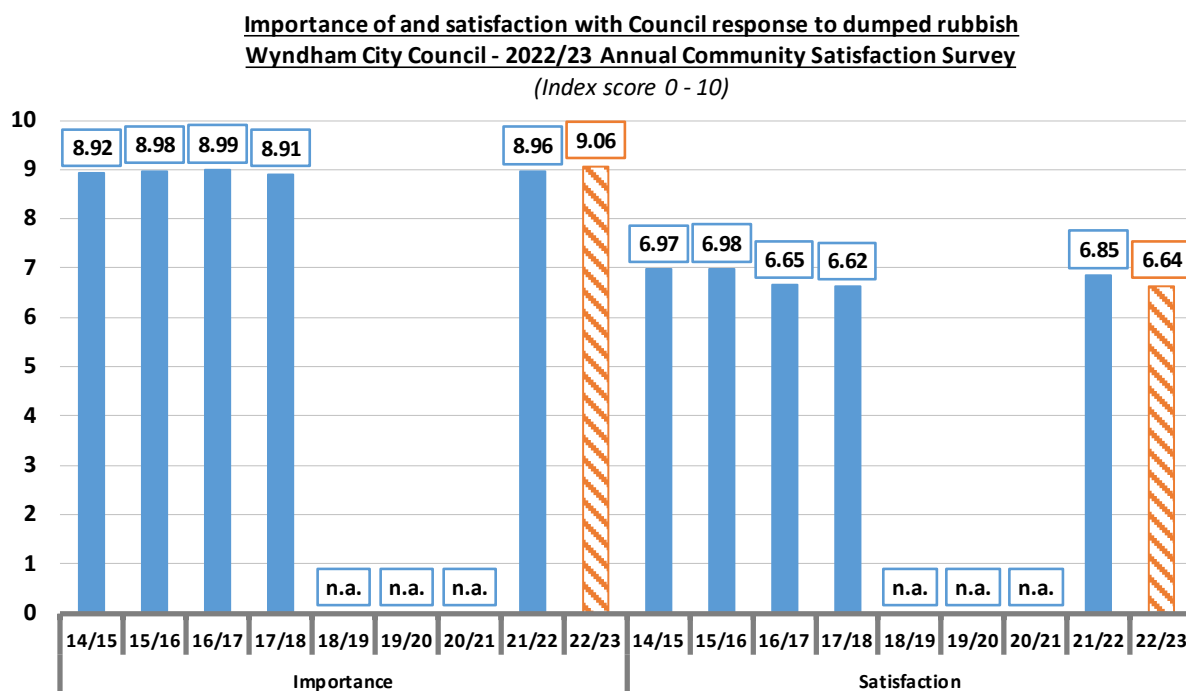
Satisfaction with Council’s response to dumped rubbish declined measurably this year, down 3.1% to 6.64, although it remains at a “good” level of satisfaction.

This ranks this service 35th in terms of satisfaction, and one of 14 services and facilities to record a satisfaction score measurably lower than the average satisfaction with all 46 services and facilities (7.16).

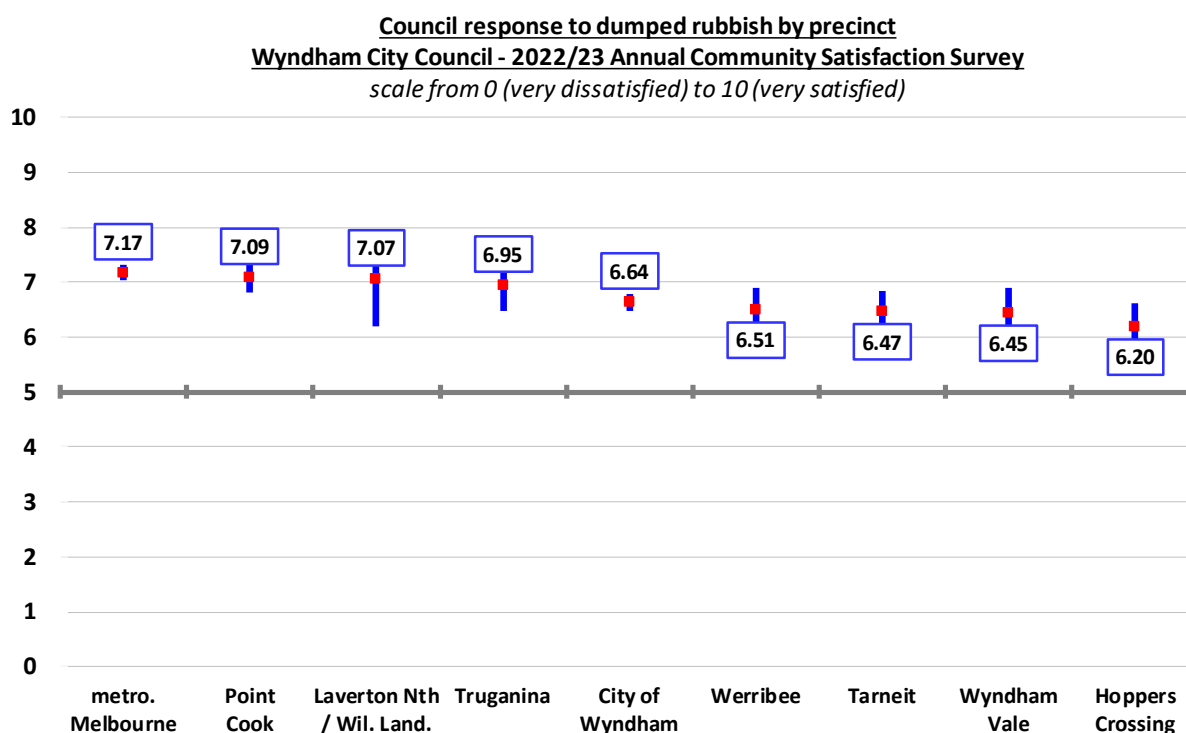
This result was comprised of 43.3% “very satisfied” and 18.7% “dissatisfied” respondents, based on a total sample of 1,053 of the 1,203 respondents.



By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with “illegally dumped rubbish” of 7.17, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis Research.



There was some measurable variation in satisfaction with Council’s response to dumped rubbish observed across the municipality, with respondents from Point Cook rating satisfaction measurably higher than the municipal average. By contrast, respondents from Tarneit, Wyndham Vale, and Hoppers Crossing all rated satisfaction at “solid” levels.



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 2022/23 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 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 two-thirds (70.0% up from 60.3%) of respondents provided a total of 1,691 responses, at an average approximately two issues per respondent.

The open-ended responses received from respondents have been broadly categorised into a set of approximately 70 categories to facilitate analysis and 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 2022/23 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, roads and roadworks, provision and maintenance of infrastructure, health and medical services including hospitals, education and schools, and population growth specifically, all nominated by a small but generally increasing 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 2021/22 to 2022/23

There was no significant change in the issues to address for the City of Wyndham this year over the results from 2021/22. There was some minor variation observed, however, as follows:

- **Somewhat more commonly nominated in 2022/23 than in 2021/22** – includes a notable increase in traffic management (22.4% up from 17.3%), and a small increase in roads and roadworks (14.2% up from 12.4%), parking (6.2% up from 4.6%), consultation and communication (5.0% up from 3.2%), sports and recreation facilities (3.9% up from 1.7%), education and schools (3.8% up from 2.6%), health and medical services (3.2% up from 1.7%), cycling / walking tracks and paths (2.2% up from 0.8%), and population growth (new as a specific issue at 2.0% this year).
- **Somewhat less commonly nominated in 2022/23 than in 2021/22** – includes the provision and maintenance of street trees (3.2% down from 6.2%).

It is noted that traffic management has increased steadily over the last two surveys, from the unusually low result of just 10.5% 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 half of the drop from 35.8% 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 also increased a little this year to 14.2%, almost returning to pre-pandemic levels (18.9%). 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 6.2%, 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 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 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 (22.4% compared to 12.6%), roads and roadworks (14.2% compared to 9.6%), provision and maintenance of infrastructure (3.9% compared to 1.0%), sports and recreation facilities (3.9% compared to 1.8%), education and schools (3.8% compared to 0.6%), health and medical services including hospitals (3.2% compared to 0.4%), population growth (2.0% compared to 0.0%), and support for local business / economic development (1.9% compared to 1.0%).
- ***Somewhat less commonly nominated in the City of Wyndham than metropolitan Melbourne*** – includes parks, gardens, and open spaces (6.2% compared to 8.2%), rubbish and waste issues (3.3% compared to 5.8%), provision and maintenance of street trees (3.2% compared to 6.8%), Council rates, fees, and charges (2.6% compared to 4.6%), and footpath maintenance and repairs (2.5% compared to 7.1%).

Metropolis Research notes that a range of issues were more commonly nominated in the City of Wyndham than the metropolitan Melbourne average which relate to the provision of infrastructure in response to population growth in the community, including infrastructure, health, medical, education, sports and recreation facilities. These issues, whilst nominated by a small proportion of respondents individually, do exert an influence on community satisfaction with Council's overall performance.



Top issues for the City of Wyndham at the moment
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Issue	2022/23		2021/22	2020/21	2019/20	2023 Metro*
	Number	Percent				
Traffic management	269	22.4%	17.3%	10.5%	35.8%	12.6%
Roads maintenance, repairs, and roadworks	171	14.2%	12.4%	18.9%	18.0%	9.6%
Parks, gardens, and open space	74	6.2%	7.9%	13.1%	11.4%	8.6%
Parking	74	6.2%	4.6%	4.3%	15.7%	6.4%
Safety, policing and crime	70	5.8%	6.2%	5.3%	8.4%	5.3%
Consultation, communication, and information	60	5.0%	3.2%	3.2%	1.2%	3.4%
Cleanliness and general maintenance of area	49	4.1%	3.4%	4.9%	1.3%	4.8%
Provision and maintenance of infrastructure	47	3.9%	3.2%	2.3%	5.0%	1.0%
Sports and recreation facilities	47	3.9%	1.7%	2.2%	0.8%	1.8%
Education and schools	46	3.8%	2.6%	3.1%	1.3%	0.6%
Rubbish and waste issues incl. garbage	40	3.3%	2.6%	6.0%	4.0%	5.8%
Health and medical services	39	3.2%	1.7%	0.7%	0.6%	0.4%
Provision and maintenance of street trees	38	3.2%	6.2%	2.6%	2.3%	6.8%
Public transport	38	3.2%	2.4%	3.2%	7.9%	4.9%
Building, planning, housing and development	37	3.1%	3.7%	2.6%	5.3%	2.9%
Council rates, fees and charges	31	2.6%	1.8%	3.6%	3.1%	4.6%
Footpath maintenance and repairs	30	2.5%	2.7%	1.4%	4.1%	7.1%
Cycling / walking paths provision and maintenance	27	2.2%	0.8%	0.8%	0.5%	2.8%
Illegally dumped rubbish	26	2.2%	3.2%	1.2%	n.a.	2.3%
Activities and facilities for children	24	2.0%	1.0%	0.7%	1.3%	1.8%
Population growth	24	2.0%	0.0%	0.0%	0.0%	0.0%
Drains maintenance and repairs	23	1.9%	3.5%	0.3%	0.2%	1.9%
Support for local business / economic development	23	1.9%	0.7%	0.1%	0.0%	0.1%
Nature strip issues	22	1.8%	1.8%	0.0%	0.0%	0.0%
Council customer service and responsiveness	21	1.7%	1.7%	0.3%	0.3%	0.8%
Green waste collection	21	1.7%	0.5%	0.3%	0.0%	1.8%
Multicultural issues / cultural diversity	18	1.5%	0.7%	0.7%	0.4%	0.0%
Community activities, arts and culture	17	1.4%	0.7%	1.7%	0.8%	0.3%
Enforcement / update of local laws	15	1.2%	0.8%	0.8%	0.3%	0.5%
Shops, restaurants and entertainment venues	15	1.2%	0.3%	0.8%	0.5%	1.6%
Activities, services and facilities for youth	14	1.2%	1.6%	0.2%	0.5%	0.0%
Public toilets	14	1.2%	1.8%	0.3%	0.1%	1.5%
Recycling collection	14	1.2%	0.2%	1.8%	1.8%	2.1%
Services and facilities for persons with disability	14	1.2%	0.6%	0.2%	0.3%	0.8%
Financial issues and priorities for council	13	1.1%	0.7%	0.4%	0.4%	0.8%
Street cleaning and maintenance	13	1.1%	1.2%	0.3%	1.7%	4.0%
Upkeep of private property	13	1.1%	0.9%	0.0%	0.0%	0.4%
All other issues (40 separately identified)	160	13.3%	7.3%	14.6%	9.7%	22.5%
Total responses	1,691		1,411	1,339	1,770	1,061
<i>Respondents identifying at least one issue</i>	<i>842</i> <i>(70.0%)</i>		<i>60.3%</i>	<i>63.3%</i>	<i>72.7%</i>	<i>558</i> <i>(69.8%)</i>

(*) 2023 metropolitan Melbourne average from Governing Melbourne



Issues by precinct

There was some minor variation in the top issues to address observed across the seven precincts comprising the City of Wyndham, as follows:

- **Hoppers Crossing** – respondents were somewhat more likely than average to nominate roads and roadworks, parking, and illegally dumped rubbish.
- **Point Cook** – respondents were somewhat more likely than average to nominate traffic management, education and schools, sports and recreation facilities, drains maintenance and repairs, Council rates, fees, and charges, and green waste collection.
- **Tarneit** – respondents were somewhat more likely than average to nominate roads and roadworks, and parking.
- **Truganina** – respondents were somewhat more likely than average to nominate parking, consultation and communication, street trees, nature strip issues, and activities and facilities for children.

Top three issues for the City of Wyndham at the moment by precinct
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Hoppers Crossing		Point Cook	
Traffic management	22.6%	Traffic management	26.8%
Roads maintenance, repairs, roadworks	21.5%	Roads maintenance, repairs, roadworks	13.0%
Parking	10.2%	Education and schools	8.0%
Consultation, communication, information	7.3%	Safety, policing and crime	6.9%
Parks, gardens and open space	5.6%	Sports and recreation facilities	6.5%
Safety, policing and crime	5.1%	Drains maintenance and repairs	6.1%
Illegally dumped rubbish	5.1%	Parks, gardens and open space	5.7%
Footpath maintenance and repairs	4.5%	Council rates, fees and charges	5.4%
Provision, maintenance of infrastructure	4.5%	Rubbish and waste issues inc garbage	5.0%
Building, planning, housing, development	4.0%	Green waste collection	4.6%
All other issues	59.3%	All other issues	62.8%
<i>Respondents identifying an issue</i>	127 (72.0%)	<i>Respondents identifying an issue</i>	191 (73.4%)
Tarneit		Truganina	
Traffic management	20.5%	Traffic management	16.3%
Roads maintenance, repairs, roadworks	16.7%	Parking	11.6%
Parking	8.8%	Consultation, communication, information	7.5%
Parks, gardens and open space	7.0%	Provision and maintenance of street trees	6.8%
Consultation, communication, information	6.5%	Public transport	5.4%
Cleanliness and maintenance of area	6.0%	Nature strip issues	4.8%
Safety, policing and crime	4.2%	Cleanliness and maintenance of area	4.8%
Sports and recreation facilities	4.2%	Safety, policing and crime	4.8%
Public transport	3.7%	Rubbish and waste issues inc garbage	4.8%
Rubbish and waste issues inc garbage	3.3%	Activities and facilities for children	4.1%
All other issues	48.4%	All other issues	54.4%
<i>Respondents identifying an issue</i>	142 (65.8%)	<i>Respondents identifying an issue</i>	96 (65.1%)

Top three issues for the City of Wyndham at the moment by precinct
Wyndham City Council - 2021/22 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Werribee	
Traffic management	23.5%
Roads maintenance, repairs, roadworks	13.6%
Consultation, communication, information	6.1%
Parks, gardens and open space	5.6%
Building, planning, housing, development	5.6%
Safety, policing and crime	5.6%
Health and medical services	5.2%
Cleanliness and maintenance of area	4.7%
Education and schools	4.2%
Provision, maintenance of infrastructure	3.8%
All other issues	56.8%
<i>Respondents identifying an issue</i>	<i>148</i> <i>(69.4%)</i>

Wyndham Vale	
Traffic management	23.8%
Roads maintenance, repairs, roadworks	18.5%
Parks, gardens and open space	9.9%
Safety, policing and crime	8.6%
Education and schools	6.0%
Provision, maintenance of infrastructure	5.3%
Parking	4.6%
Building, planning, housing, development	4.6%
Public transport	4.6%
Support for local business	4.0%
All other issues	63.6%
<i>Respondents identifying an issue</i>	<i>113</i> <i>(75.0%)</i>

Laverton North / Williams Landing	
Traffic management	10.3%
Parks, gardens and open space	7.7%
Cleanliness and maintenance of area	7.7%
Enforcement/update of local laws	7.7%
Health and medical services	7.7%
Multicultural issues	7.7%
Shops, restaurants, entertainment venues	7.7%
Equal treatment for all (urban/rural)	7.7%
Education and schools	5.1%
Green waste collection	5.1%
All other issues	41.0%
<i>Respondents identifying an issue</i>	<i>24</i> <i>(62.0%)</i>

City of Wyndham	
Traffic management	22.4%
Roads maintenance, repairs, roadworks	14.2%
Parks, gardens, and open space	6.2%
Parking	6.2%
Safety, policing and crime	5.8%
Consultation, communication, information	5.0%
Cleanliness and maintenance of area	4.1%
Provision, maintenance of infrastructure	3.9%
Sports and recreation facilities	3.9%
Education and schools	3.8%
All other issues	65.2%
<i>Respondents identifying an issue</i>	<i>842</i> <i>(70.0%)</i>

Western region Councils	
Parks, gardens and open spaces	9.8%
Provision and maintenance of street trees	8.5%
Traffic management	8.5%
Parking	7.2%
Safety, policing and crime	6.5%
Public transport	5.9%
Roads maintenance and repairs	5.9%
Footpath maintenance and repairs	5.2%
Cleanliness and maintenance of area	4.6%
Dumped rubbish	4.6%
All other issues	58.8%
<i>Respondents identifying an issue</i>	<i>101</i> <i>(65.9%)</i>

Growth area Councils	
Traffic management	20.6%
Parks, gardens and open spaces	15.3%
Roads maintenance and repairs	12.9%
Footpath maintenance and repairs	8.8%
Rubbish and waste issues	7.1%
Parking	5.3%
Council rates	5.3%
Safety, policing and crime	5.3%
Provision and maintenance of street trees	5.3%
Public transport	4.1%
All other issues	48.8%
<i>Respondents identifying an issue</i>	<i>130</i> <i>(76.8%)</i>



Issues by respondent profile

There was some notable variation in the top issues to address for the City of Wyndham observed by respondent profile (including age, gender, and language spoken at home):

- ***Male*** – respondents were somewhat more likely than females to nominate parking, safety, policing, and crime issues, consultation and communication, and sports and recreation facilities.
- ***Female*** – respondents were somewhat more likely than males to nominate education and schools.
- ***English speaking household*** – respondents were somewhat more likely than respondents from multilingual households to nominate roads and roadworks.
- ***Multilingual household*** – respondents were somewhat more likely than respondents from English speaking households to nominate traffic management, parking, parks, gardens, and open spaces, cleanliness and maintenance of the area, and sports and recreation facilities.
- ***Young adults (aged 18 to 34 years)*** – respondents were somewhat more likely than average to nominate cleanliness and maintenance of the area.
- ***Adults (aged 35 to 44 years)*** – respondents were somewhat more likely than average to nominate traffic management, roads and roadworks, safety, policing, and crime issues, and parks, gardens, and open spaces.
- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were somewhat more likely than average to nominate traffic management, roads and roadworks, safety, policing, and crime issues, provision and maintenance of infrastructure, and planning and development.
- ***Older adults (aged 60 to 74 years)*** – respondents were somewhat more likely than average to nominate traffic management, parking, provision and maintenance of infrastructure, and public transport.
- ***Senior citizens (aged 75 years and over)*** – respondents were somewhat more likely than average to nominate services and facilities for the elderly, street trees, green waste collection, and housing availability / affordability.



Top three issues for the City of Wyndham at the moment by respondent profile

Wyndham City Council - 2021/22 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Male		Female	
Traffic management	23.9%	Traffic management	21.1%
Roads maintenance, repairs, roadworks	14.1%	Roads maintenance, repairs, roadworks	14.5%
Parking	7.1%	Parks, gardens and open space	6.7%
Safety, policing and crime	7.1%	Education and schools	5.3%
Consultation, communication, information	6.1%	Parking	5.3%
Parks, gardens and open space	5.8%	Safety, policing and crime	4.7%
Sports and recreation facilities	5.4%	Consultation, communication, information	3.8%
Cleanliness and maintenance of area	4.9%	Rubbish and waste issues inc garbage	3.5%
Provision, maintenance of infrastructure	4.4%	Provision, maintenance of infrastructure	3.5%
Building, planning, housing, development	3.6%	Cleanliness and maintenance of area	3.3%
All other issues	62.8%	All other issues	64.2%
	423		410
<i>Respondents identifying an issue</i>	<i>(71.9%)</i>	<i>Respondents identifying an issue</i>	<i>(68.3%)</i>

English speaking		Multi-lingual	
Traffic management	20.6%	Traffic management	24.9%
Roads maintenance, repairs, roadworks	17.3%	Roads maintenance, repairs, roadworks	10.5%
Safety, policing and crime	6.2%	Parking	8.7%
Parks, gardens and open space	5.3%	Parks, gardens and open space	7.3%
Consultation, communication, information	5.0%	Safety, policing and crime	5.5%
Provision, maintenance of infrastructure	5.0%	Cleanliness and maintenance of area	5.1%
Education and schools	4.5%	Consultation, communication, information	5.1%
Parking	4.2%	Sports and recreation facilities	5.1%
Health and medical services	3.6%	Provision and maintenance of street trees	4.9%
Public transport	3.5%	Rubbish and waste issues inc garbage	4.5%
All other issues	62.4%	All other issues	64.0%
	466		374
<i>Respondents identifying an issue</i>	<i>(70.1%)</i>	<i>Respondents identifying an issue</i>	<i>(70.4%)</i>



Top three issues for the City of Wyndham at the moment by respondent profile

Wyndham City Council - 2022/23 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Young adults (18 to 34 years)	
Traffic management	15.0%
Roads maintenance, repairs, roadworks	12.4%
Cleanliness and maintenance of area	6.2%
Consultation, communication, information	5.8%
Sports and recreation facilities	4.6%
Parks, gardens and open space	4.0%
Safety, policing and crime	4.0%
Education and schools	3.8%
Parking	3.3%
Drains maintenance and repairs	3.3%
All other issues	63.3%
<i>Respondents identifying an issue</i>	299 (66.1%)

Adults (35 to 44 years)	
Traffic management	27.0%
Roads maintenance, repairs, roadworks	13.0%
Parks, gardens and open space	11.9%
Safety, policing and crime	7.7%
Parking	7.4%
Education and schools	5.3%
Consultation, communication, information	4.9%
Health and medical services	4.6%
Provision, maintenance of infrastructure	4.6%
Rubbish and waste issues inc garbage	4.2%
All other issues	59.3%
<i>Respondents identifying an issue</i>	204 (71.6%)

Middle aged adults (45 to 54 years)	
Traffic management	30.8%
Roads maintenance, repairs, roadworks	19.7%
Safety, policing and crime	7.6%
Parking	7.1%
Provision, maintenance of infrastructure	5.6%
Parks, gardens and open space	5.1%
Cleanliness and maintenance of area	5.1%
Building, planning, housing, development	5.1%
Footpath maintenance and repairs	4.5%
Sports and recreation facilities	4.5%
All other issues	76.8%
<i>Respondents identifying an issue</i>	155 (78.2%)

Older adults (55 to 74 years)	
Traffic management	25.3%
Roads maintenance, repairs, roadworks	15.7%
Parking	8.3%
Safety, policing and crime	6.9%
Parks, gardens and open space	6.0%
Provision, maintenance of infrastructure	6.0%
Consultation, communication, information	5.5%
Public transport	5.5%
Building, planning, housing, development	3.2%
Rubbish and waste issues inc garbage	3.2%
All other issues	59.4%
<i>Respondents identifying an issue</i>	159 (73.2%)

Senior citizens (75 years and over)	
Traffic management	15.2%
Roads maintenance, repairs, roadworks	8.7%
Services and facilities for the elderly	8.7%
Provision and maintenance of street trees	6.5%
Education and schools	4.3%
Parking	4.3%
Public transport	4.3%
Footpath maintenance and repairs	4.3%
Green waste collection	4.3%
Housing availability / affordability	4.3%
All other issues	21.7%
<i>Respondents identifying an issue</i>	23 (49.6%)

City of Wyndham	
Traffic management	22.4%
Roads maintenance, repairs, roadworks	14.2%
Parks, gardens, and open space	6.2%
Parking	6.2%
Safety, policing and crime	5.8%
Consultation, communication, information	5.0%
Cleanliness and maintenance of area	4.1%
Provision, maintenance of infrastructure	3.9%
Sports and recreation facilities	3.9%
Education and schools	3.8%
All other issues	65.2%
<i>Respondents identifying an issue</i>	842 (70.0%)



Respondent profile

The following section provides the demographic profile of respondents to the *Wyndham City Council – 2022/23 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 of 1,203 respondents was weighted by age and gender to reflect the 2021 *Census*. The underlying sample includes a meaningful number of respondents from each age group prior to weighting.

Age structure
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Age cohort	22/23 (unweighted)		2022/23 (weighted)	2021/22	2020/21	2019/20
	Number	Percent				
Young adults (18 to 34 years)	179	14.9%	37.7%	37.9%	38.1%	26.7%
Adults (35 to 44 years)	590	49.2%	23.8%	23.7%	23.5%	29.6%
Middle-aged adults (45 to 54 years)	220	18.4%	16.5%	16.4%	22.7%	26.2%
Older adults (55 - 74 years)	178	14.9%	18.1%	18.3%	12.0%	13.5%
Senior citizens (75 yrs and over)	31	2.6%	3.8%	3.7%	3.7%	4.0%
Not stated	5		5	0	0	7
Total	1,203	100%	1,203	1,205	1,200	1,200

Gender

The sample of 1,203 respondents was weighted by age and gender to reflect the 2021 *Census*.

Gender
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Gender	2022/23		2021/22	2020/21	2019/20	2018/19	2017/18
	Number	Percent					
Male	589	49.2%	49.5%	49.6%	57.7%	55.2%	52.3%
Female	601	50.2%	50.3%	50.4%	42.3%	44.8%	47.6%
Non-binary	6	0.5%	0.3%	0.0%	0.0%	0.0%	0.1%
Prefer another term	1	0.1%	0.0%				
Not stated	6		8	0	4	27	5
Total	1,203	100%	1,205	1,200	1,200	1,200	1,200



Language

Consistent with the results over many years, the sample includes more than 40% of respondents from households that speak a language other than English at home.

Language spoken at home
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2022/23		2021/22	2020/21	2019/20	2018/19	2017/18
	Number	Percent					
English	665	55.5%	53.0%	55.8%	56.7%	59.6%	58.1%
Hindi	80	6.7%	8.8%	9.9%	9.7%	7.1%	5.8%
Punjabi	35	2.9%	3.9%	3.3%	3.1%	2.8%	2.3%
Mandarin	34	2.8%	2.8%	1.8%	2.9%	2.4%	2.6%
Tagalog (Filipino)	25	2.1%	2.3%	2.8%	1.9%	1.3%	1.0%
Urdu	24	2.0%	1.7%	1.5%	1.2%	2.1%	0.9%
Italian	23	1.9%	2.9%	2.7%	2.6%	2.0%	2.6%
Arabic	21	1.8%	2.8%	1.0%	1.7%	1.7%	1.0%
Spanish	17	1.4%	1.0%	0.9%	1.1%	0.4%	0.7%
Teluga	17	1.4%	1.5%	0.9%	0.7%	1.1%	0.3%
Bengali	16	1.3%	1.1%	1.1%	0.8%	0.7%	0.6%
French	15	1.3%	0.8%	0.5%	0.7%	0.2%	0.4%
Gujarati	13	1.1%	1.4%	1.5%	0.8%	0.5%	0.8%
Maltese	13	1.1%	0.9%	0.6%	1.3%	0.7%	1.0%
Tamil	13	1.1%	1.7%	1.8%	0.7%	1.3%	0.9%
Chinese, n.f.d	12	1.0%	0.3%	0.6%	0.8%	1.3%	0.3%
Macedonian	10	0.9%	0.7%	0.3%	0.3%	0.2%	0.9%
Persian	10	0.9%	0.4%	0.2%	0.4%	0.0%	0.2%
Cantonese	9	0.8%	0.5%	0.4%	0.5%	0.3%	0.2%
Samoan	9	0.8%	0.3%	0.4%	0.6%	0.1%	0.5%
Indonesian	8	0.7%	0.5%	1.0%	0.0%	0.9%	0.3%
Greek	7	0.6%	0.7%	0.5%	0.9%	1.1%	1.2%
Vietnamese	7	0.6%	1.3%	0.6%	0.4%	0.9%	0.9%
Serbian	6	0.5%	0.1%	0.2%	0.3%	0.2%	0.2%
Sinhalese	6	0.5%	0.7%	0.5%	0.8%	0.5%	0.1%
Nepali	5	0.4%	0.2%	0.2%	0.3%	0.1%	0.5%
Burmese	4	0.3%	0.3%	0.0%	0.1%	0.3%	0.0%
Maori	4	0.3%	0.0%	0.1%	0.1%	0.2%	0.0%
Slovak	4	0.3%	0.1%	0.5%	0.2%	0.0%	0.1%
Somali	4	0.3%	0.2%	0.0%	0.4%	0.0%	0.5%
Swahili	3	0.3%	0.5%	0.1%	0.2%	0.0%	0.0%
Russian	3	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Marathi	3	0.3%	0.2%	0.4%	0.2%	0.2%	0.1%
Malayalam	3	0.3%	0.3%	0.5%	0.4%	0.9%	0.5%
Malay	3	0.3%	0.0%	0.1%	0.3%	0.2%	0.1%
Kurdish	3	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Japanese	3	0.3%	0.4%	0.1%	0.1%	0.3%	0.2%
German	3	0.3%	0.4%	0.3%	0.5%	0.2%	0.3%
Afrikaans	3	0.3%	0.1%	0.3%	0.3%	0.1%	0.3%
Multiple	4	0.3%	0.1%	0.5%	1.3%	4.2%	5.3%
All other languages (46 languages)	51	4.3%	3.0%	6.3%	4.8%	3.5%	7.4%
Not stated	5		12	33	10	25	25
Total	1,203	100%	1,205	1,200	1,200	1,200	1,200



Aboriginal and / or Torres Strait Islander

Consistent with the underlying number of Aboriginal and / or Torres Strait Islander residents in the City of Wyndham, only a relatively small proportion (2.1%) of respondents identified as Aboriginal and / or Torres Strait Islander.

Identify as Aboriginal and / or Torres Strait Islander
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2022/23		2021/22
	Number	Percent	
Yes - Aboriginal	22	1.9%	1.2%
Yes - Torres Strait Islander	1	0.1%	0.1%
Yes - both Aboriginal and Torres Strait Islander	1	0.1%	0.0%
No	1,153	98.0%	98.7%
Prefer not to say	26		32
Total	1,203	100%	1,205

Household structure

The sample includes a good cross-section of household structures, with a little less than half from two-parent families, one-quarter couple households without children, and approximately 10% sole person and 10% group households.

Household structure
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Structure	2022/23		2021/22	2020/21	2019/20	2018/19	2017/18
	Number	Percent					
Two parent family total	525	44.5%	54.7%	55.2%	59.6%	60.5%	59.3%
youngest child 0 - 4 years	161	13.7%	15.4%	14.9%	17.0%	18.2%	18.8%
youngest child 5 - 12 years	174	14.8%	19.7%	18.0%	18.8%	18.2%	19.4%
youngest child 13 - 18 years	76	6.4%	7.6%	10.8%	9.8%	11.0%	7.6%
adult children only	114	9.7%	12.0%	11.4%	14.1%	13.1%	13.5%
One parent family total	97	8.2%	9.7%	7.6%	5.1%	5.1%	6.7%
youngest child 0 - 4 years	17	1.4%	0.8%	1.0%	0.9%	0.5%	0.5%
youngest child 5 - 12 years	22	1.9%	1.8%	1.6%	1.5%	1.3%	2.3%
youngest child 13 - 18 years	14	1.2%	1.9%	2.3%	0.3%	0.8%	0.8%
adult children only	44	3.7%	5.2%	2.9%	2.4%	2.5%	3.1%
Couple only household	274	22.8%	18.3%	20.0%	16.9%	18.7%	20.3%
Group household	131	10.9%	7.8%	3.7%	3.8%	4.5%	6.8%
Sole person household	143	11.9%	7.3%	8.2%	7.9%	5.4%	6.0%
Other	9	0.7%	1.2%	3.9%	5.4%	4.1%	0.9%
Not stated	24		37	46	43	62	4
Total	1,203	100%	1,205	1,200	1,200	1,200	1,200



Household member with disability

In 2022/23, 15% of respondents were from households with a member or members with disability, the largest proportion recorded over the last six years of the survey program.

Household member with disability
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2022/23		2021/22	2020/21	2019/20	2018/19	2017/18
	Number	Percent					
Yes	178	15.0%	11.8%	11.6%	7.6%	7.5%	12.1%
No	1,005	85.0%	88.2%	88.4%	92.4%	92.5%	87.9%
Not stated	20		36	40	16	44	6
Total	1,203	100%	1,205	1,200	1,200	1,200	1,200

Housing situation

The sample in 2022/23 included approximately one-third homeowners, one-third mortgagor households, and approximately one-quarter rental households.

Housing situation
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Situation	2022/23		2021/22	2020/21	2019/20	2018/19	2017/18
	Number	Percent					
Own this home	410	34.6%	45.6%	39.8%	52.2%	46.2%	47.0%
Mortgage (paying-off this home)	470	39.7%	32.9%	41.3%	25.3%	29.0%	29.7%
Renting this home	265	22.4%	19.8%	17.3%	21.6%	24.2%	21.4%
Other arrangement	39	3.3%	1.7%	1.7%	1.0%	0.6%	1.9%
Not stated	19		38	49	56	80	15
Total	1,203	100%	1,205	1,200	1,200	1,200	1,200

Period of residence

The proportion of respondents who had lived in the City of Wyndham for less than one year increased only marginally this year, and has not as yet returned to the pre-pandemic levels.

It is likely that this proportion will increase in future years, as the impact of the pandemic on housing movements will have diminished. This does have a small impact on overall satisfaction with Council, as new residents are always more satisfied with Council's overall performance than long-term residents (10 years or more in the municipality).



This relationship between period of residence and overall satisfaction is not unique to the City of Wyndham but has been observed across metropolitan Melbourne for many years.

Period of residence in Wyndham
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Period	2022/23		2021/22	2020/21	2019/20	2018/19	2017/18
	Number	Percent					
Less than 1 year	24	2.0%	1.9%	1.6%	5.1%	8.3%	7.1%
1 to less than 5 years	63	5.3%	4.0%	4.7%	20.9%	21.1%	21.7%
5 to less than 10 years	257	21.7%	24.9%	29.2%	25.9%	27.8%	21.8%
10 years or more	842	71.0%	69.2%	64.6%	48.0%	42.8%	49.5%
Not stated	17		20	4	30	63	5
Total	1,203	100%	1,205	1,200	1,200	1,200	1,200

The most common previous locations of new resident respondents were interstate, Melbourne, and international.

Previous municipality
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
(Number of respondents living in the City of Wyndham for less than 5 yrs)

Council	2022/23	
	Number	Percent
Interstate	9	16.4%
Melbourne	8	14.5%
International	7	12.7%
Boroondara	5	9.1%
Melton	5	9.1%
Brimbank	3	5.5%
Glen Eira	3	5.5%
Moreland	3	5.5%
Greater Geelong	2	3.6%
Stonnington	2	3.6%
Ballarat	1	1.8%
Bayside	1	1.8%
Darebin	1	1.8%
Maribyrnong	1	1.8%
Maroondah	1	1.8%
Monash	1	1.8%
Moonee Valley	1	1.8%
Port Phillip	1	1.8%
Not stated	32	
Total	87	100%



General comments

The following general comments were received from respondents to the *Wyndham City Council – 2022/23 Annual Community Satisfaction Survey*.

A total of 211 general comments were received from respondents, broadly categorised as outlined in the following table.

Consistent with the results in recent years, many of these comments were related to specific services and facilities, including both positive and negative comments about these individual services and facilities.

Other issues covered in the general comments are consistent with the findings throughout this report, including some commentary around the perception of how well Council communicates and consults with the community, some commentary around parks, gardens, and open spaces, some commentary on Council's management, performance, and governance, commentary around cleanliness, kerbside collections, roads, and traffic.

There were also several comments on the survey, some referring to the length of the survey, a few suggestions alternative approaches, and some providing positive feedback on Council conducting the survey.

General comments summary
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
(Number and percent of total responses)

Response	2022/23		2021/22	2020/21	2019/20	2018/19
	Number	Percent				
Services / facilities	33	15.6%	18.0%	12.1%	22.4%	13.6%
General positive	23	10.9%	11.7%	7.6%	4.2%	4.9%
Communication	20	9.5%	7.2%	7.2%	6.3%	2.9%
Parks, gardens and open spaces	16	7.6%	3.6%	13.5%	6.3%	8.7%
Comments on survey	15	7.1%	12.6%	0.9%	2.1%	2.9%
Council governance and management	14	6.6%	9.0%	3.6%	0.0%	0.0%
General cleanliness	12	5.7%	6.3%	2.2%	0.0%	0.0%
Garbage / green waste collection / recycling	12	5.7%	3.6%	5.4%	2.1%	3.9%
Traffic management	10	4.7%	4.5%	6.7%	13.3%	10.7%
Roads	10	4.7%	2.7%	12.1%	11.9%	5.8%
Planning, housing and development	6	2.8%	6.3%	4.0%	4.2%	0.0%
Safety, security and crime	6	2.8%	0.0%	4.9%	2.8%	14.6%
Parking	5	2.4%	6.3%	3.6%	6.3%	8.7%
General negative	5	2.4%	3.6%	1.8%	1.4%	0.0%
Rates / other fees	3	1.4%	0.9%	3.1%	5.6%	2.9%
Footpath	3	1.4%	0.9%	0.4%	0.0%	0.0%
Public transport	2	0.9%	1.8%	5.4%	7.0%	5.8%
Infrastructure	1	0.5%	0.9%	2.2%	0.0%	0.0%
Other comments	15	7.1%	0.0%	3.1%	4.2%	14.6%
Total	211	100%	111	223	143	103

General comments
Wyndham City Council - 2022/23 Annual Community Satisfaction Survey
 (Number of responses)

Response	Number
<i>Services / facilities</i>	
An aquatic centre in the Point Cook area would be greatly appreciated	2
We need an aquatic centre in the area	2
Bike paths, they are doing great. Almost brilliant	1
Community groups for the retired need to be promoted and encouraged	1
Council needs to provide more support to the public hospital as it has been suffering since COVID	1
Council takes too long to fix small recurring issues such as nature strips and provide no long-term solution	1
Do more to bring the community together and do more community festivals and events	1
Free doggy bags are necessary	1
Great to have more help services to deal with neighbours that mishandle their lawns	1
I have been to Geelong for many services compared to Wyndham. Those services are amazing there	1
Just that the toilets need to be better maintained especially Point Cook	1
Kids activities needs to add more	1
Medical centre needed	1
Point Cook college have over 50% of teachers leaving in the last 6 months, I want to know what is going on	1
Provide more facilities	1
Schools must be more in our area	1
Shared toilets for transgender	1
Sporting facilities are good	1
Street sweeping truck doesn't work properly. It leaves all the dirt behind	1
Support in these difficult times	1
Teenagers needs to be kept preoccupied	1
The issues I highlighted mainly the issues in regards to the schooling system needs to be greatly improved on	1
There are no programs for elderly	1
There is a lack of available childcare and kindergarten services	1
There should be more youth clubs and community centres to accommodate the number of people living here	1
They also need to provide amenities and facilities as necessary	1
They are supporting current multi-cultural community	1
Timings are not friendly for the community centres providing services	1
Truganina doesn't have public dog waste bags	1
Upgrade tourism activities	1
We do need more funding for open spaces for relaxing cafes in Truganina	1
Total	33



<i>General positive</i>	
Council is doing a good / great job	6
I love all services so far	3
Pretty happy with the Council	2
Quite happy living in this Council / cool place to live	2
I love the Wyndham Council	1
Pretty easy and cool	1
Really happy with Councillors (Lisa Field & Heather Marcus) that I know who have been encouraging in being involved and active with the community	1
Thank you for taking the time to ask the survey	1
Thank you for the services	1
The Council response was great when there was a snake here. They did amazing	1
Though I am not involved so much, I do feel like the Council is doing a good job. But the issues I listed should still be considered to improve the community	1
Very well-spoken and helpful staff Council	1
Wyndham Council is the best Council, and the city is beautiful	1
Wyndham is getting better than before	1
Total	23

<i>Communication</i>	
I want to receive the outcome of the survey and know the feedback from other people as well	2
Keep focusing on positively engaging community	2
Communication should be strengthened	1
Community consultation is very less in Werribee side. They need to increase that	1
Consultation at centres is needed. Do houses to house surveys and look at the condition	1
Council decided to make new footpaths without any consultation	1
Council needs to work more for community engagement as taking views before planning anything if it's related to the community	1
Council should interact with community more	1
Council should reply back for the complain that is registered. They need to check if the issue has been resolved	1
Do more community consultation	1
Do more community engagements activities. More accessible to all people	1
Do more networking with other organizations for business growth and other opportunities	1
It is Council's responsibility to update and give regular information to community people	1
More engagement of community when they do restructure or building infrastructure	1
My wife has auto immune disorder. GP told me to contact Council for any support. It would be appreciated if Council can provide any information on this	1
Networking with the Council is beneficial but more information for entrepreneurs regarding any business opportunities and grants	1
Residents don't get much say in anything	1
There needs to be follow up from the Council when someone has sent a question in the Council meetings. There needs to be clarification on what steps are being taken to solve the issue	1
Total	20



Parks, gardens, and open spaces

Better parks for children	1
Council plant trees and cut down in 4 to 5 years. Don't understand the concept	1
Covering the canopy with trees is a good idea	1
Disappointed about the cut grass around small areas	1
Free plant each year to put in the garden is a good initiative	1
I complained about infected tree in front of my house in 2020. It was removed after 7 months after several reminders. It has been 3 years they have not planted any tree	1
I want to plant a pomegranate tree	1
Installation of more nature strips and trees around Strathmore Cres in Hoppers Crossing would be nice	1
Leeks Rd widening was a good initiative	1
More trees need to be planted here	1
Nature strips needs to be maintained in Wyndham Vale	1
Need to take better care of the nature strips outside	1
No care of plants	1
The outdoor is brilliant	1
The parks initiative was good	1
There are no tall trees in nature strips as well. It does not give any shades. Taller trees need to be planted	1
Total	16

Comments on survey

Survey is too long, need to make it shorter	3
Appreciate the opportunity to take part in the survey	1
Appreciate the survey, it will benefit the resident	1
Even if you see age group in this survey, all age group has 10 years margin but for us 55 - 74 years, it is 20-year gap. This is not fair for elderly. How can it be fair?	1
Give people the option to answer the surveys online or sending it in the mail	1
Having a survey like this is a very good measure	1
I don't think a survey like this is going to help much	1
It was a good survey	1
Keep doing more of the surveys like this. Taking more notes on our community issues. Ratings were fun but it is difficult to rate when you are not aware of services	1
Some questions are too vague or hard to answer	1
Survey is too long for telephone survey. Make it short	1
Tailor the questions of this survey to different age groups	1
The survey is enjoyable and informative	1
Total	15



Council governance and management

Council needs to be more considerate towards all not just with influential people	2
Council needs to do way better and meeting the needs of the community	1
Council needs to take their work seriously	1
Council should do more important things	1
Council should worry about solving the issues and getting the job done rather than worrying about gender and all those things	1
Council transparency is questionable	1
Do your job properly	1
Get a new Council, whole thing to be revised and new. I want a new Council	1
I think Council does a bit of everything, but they should focus on one issue at a time and properly fix it before moving on to another project	1
More representatives	1
Salary of top Council officials are quite high	1
The inspectors need to be controlled for their abuse of power especially	1
Work harder	1
Total	14

General cleanliness

Clean up the nature strips	2
A lot of rubbish in Werribee and Hoppers Crossing. Especially near Hoppers Plaza which is like the main area of Hoppers Crossings	1
A lot of rubbish thrown	1
Clean up the rubbish	1
Council needs to do better about dumped rubbish	1
Council shall take interest to clean up nature strips or enforcing on people to clean as it's their responsibility	1
In the last 12 months, there are a lot of shopping carts abandoned close to most shopping centres in our area	1
Not clean in Tarneit Shopping Centre	1
Not cleaning the drains it's full of rubbish	1
People fill up their bins too high and wind blows rubbish onto the lake beside Saltwater Promenade	1
The Council needs to be on the cases of individuals with messy front yards and the management of dumped rubbish as it's not appealing to the community as a whole	1
Total	12



<i>Garbage / green waste collection / recycling</i>	
Please give me a green waste bin (William's Landing)	2
Rubbish collection needs to be more often	2
Bin collection is a problem. No information on which days a d which place	1
Rubbish collection on the street needs to be improved	1
Staff at the tip are very helpful	1
The only thing I had an issue is the truck who come to pick rubbish. They break the bins. I think they are aggressive	1
The rubbish pick up is a good initiative which we get for free in a year	1
There should be the system for rubbish collection,	1
Tickets for those who dump rubbish on roads	1
Yellow bins are broken so I want another. I have requested it but not got it yet	1
Total	12

<i>Roads</i>	
The roads are poorly maintained and needs repair	2
Fix the potholes on the road	1
Improvements of roads in Little River	1
Make smooth roads without bumps and holes	1
Potholes everywhere in Wyndham	1
Potholes in Sayers Rd in between Wisdom Ave and Morris Rd	1
Roads are badly maintained to the point that it is dangerous	1
Roads in Little River are absolutely appalling	1
Roads need to be maintained. Need to widen the roads	1
Total	10

<i>Traffic management</i>	
Cars speeding at Sayers Rd going 70 in a 40 zone	1
Council should be mode focused on traffic management	1
More crossing for children	1
More visible signage	1
Plates on roundabouts are too high to see causing difficulty in seeing the incoming traffic	1
Put something in front of our house as there was an accident and the car ran into the house so something to protect us from these accidents as there is a bus stop right outside our doorstep 5 Tavendale Cres	1
The Point Cook Road is quite dangerous, there's many accidents there and the Council has done nothing about it	1
There should be at least two lane in suburbs	1
Traffic issues need to be improved urgently	1
Traffic management on Point Cook, Sydney Rd. Appreciate the signals in schools and colleges	1
Total	10



Planning, housing, and development

Make the city beautiful and attractive to appear inviting towards people	2
Control the over growing population and overpopulated housing. Control the immigrants.	1
People on construction sites wash paint down the drains and it kills fishes	1
Planning of suburbs	1
Wyndham really need to work better including overcrowding housing and population	1
Total	6

Safety, security, and crime

Improve safety in the area	1
Increase safety around Point Cook	1
Safety from robbery	1
Take care of residents' safety	1
Tarneit has too many crimes	1
Youth gangs and youth crime needs to be addressed	1
Total	6

Parking

Car park is brilliant	1
Heavy vehicles like trucks parked regularly on Radiance St, Tarneit	1
Parking very small	1
Please give me a carpark on my nature strip	1
Very limited parking Comben Dr Werribee	1
Total	5

General negative

I am not happy with the way Council is operating right now	1
I can do a better job than the Council for half the pay	1
Just need more work towards the services I rated low	1
Nothing to complain about really but the areas which received a low score need to receive more effort and care	1
The Council used to be more supportive when we were younger I am not sure if this is because they prioritise younger families or something else	1
Total	5

Rates / other fees

Fine for litterers at bus stops	1
Is too expensive	1
Rates must be subsidized. This is just escalating sky high	1
Total	3



<i>Footpaths</i>	
Fix up the footpaths	1
The footpaths are poorly maintained and needs repair	1
Windorah Dr, footpath been covered by weed overgrowth, cannot walk	1
Total	3

<i>Public transport</i>	
Bus and train times should be synchronised e.g. train arrives and bus takes off without the passengers from the train getting on	1
Public transport is not managed. Not balanced according to population	1
Total	2

<i>Infrastructure</i>	
More electric cars charging points in Point Cook	1
Total	1

<i>Other</i>	
I hope issues highlighted will be acted on	5
Council needs to address all the issues I highlighted previously within the survey as they are greatly affecting the local community	1
Long waiting time at emergency departments	1
Loud music at night	1
Need to bring back the Blue Light Disco on weekends without alcohol and drugs	1
Neighbours next door own a huge backyard and illegally trespass our boundaries (6 Chester Close)	1
Noise pollution	1
Shortage of GP as many are moving out of Wyndham as clinical pay less. Other towns offer better pay. We have to suffer from booming appointments. Council needs to work on it	1
Spend the money carefully that we pay as tax	1
There is a lot more nationalities other than aboriginals so how about we look at everyone	1
Too much noise early morning with vehicle speeding at Palmers Rd. Noise pollution is at its peak	1
Total	15
Total	211



Appendix One: survey form



Hi my name is _____ from Metropolis Research and I am calling 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 www.wyndham.vic.gov.au	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 (e.g., key ages and stage checks)	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 (e.g. school holiday programs, Youth Resource Centre, street surfer bus, youth programs, drop-ins)	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
If satisfaction rated less than 5, why do you say that?												

8

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

Issue One:	
Issue Two:	
Issue Three:	

9

Please indicate which of the following best describes you.

15 - 19 Years	1	45 - 54 Years	4
20 - 34 Years	2	55 - 74 Years	5
35- 44 Years	3	75 Years or Over	6

10

With which gender do you identify?

Male	1	Prefer another term:	4
Female	2	_____	
Non-binary	3	Prefer not to say	9

11

Do any members of this household speak a language other than English at home?

English only	1	Other _____	2
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12

Do any members of this household identify as Aboriginal and / or Torres Strait Islander?

Yes - Aboriginal	1	No	4
Yes - Torres Strait Islander	2	Prefer not to say	9
Yes - both Aboriginal and Torres Strait Islander	3		

13

Do any members of this household have a permanent or long-term disability?

Yes	1	No	2
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14

What is the structure of this household?

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

15

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

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

16

How long have you lived in the City of Wyndham?

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

If less than 5 years, what was your previous Council

17

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

**Thank you for your time
Your feedback is most appreciated**