

2021/2022
**Annual Community
Satisfaction Survey**



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Executive summary

Introduction and methodology

Metropolis Research conducted this, Council’s ninth *Annual Community Satisfaction Survey*, as a telephone interview style survey of 1,205 respondents in January and February 2022.

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 last year to ensure community confidence in the interaction by using a socially distanced methodology. It is our intention to return to the more effective, door-to-door methodology in the future because 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 declined measurably this year, down four percent from 6.92 to 6.64 out of 10.

This result was below the long-term average overall satisfaction since 2013 of 6.74.

Despite the decline this year, this result was marginally higher than the 2022 metropolitan Melbourne (6.60) average, and notably higher than the western region councils’ (6.46) and growth area councils’ (6.49) averages, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research.

Consistent with decline in the average satisfaction score, a little more than one-third (34.4% down from 42.9%) of respondents providing a score were “very satisfied” (i.e., rated satisfaction at eight or more), whilst 10.8% (up from 7.5%) were dissatisfied (rated satisfaction at less than five).



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

- **More satisfied than average** – respondents from Truganina, young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), female respondents, respondents from multilingual households, rental household respondents, newer residents (one to less than five years in Wyndham), and respondents from group households.
- **Less satisfied than average** – respondents from Werribee, middle-aged and older adults (aged 45 to 74 years), male respondents, respondents from English speaking households, homeowner respondents, long-term resident respondents (10 years or more in the City of Wyndham), and respondents from households with a member with a disability.

The most common reasons why 121 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 (25 responses); the responsiveness of Council (16 responses); rates and financial management (16 responses); general negative statements (15 responses); and issues with individual services and facilities (13 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 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 4.51 out of 10, compared to the municipal average of 6.64.

Satisfaction with core measures of Councils governance and leadership performance

Consistent with the four percent decline in overall satisfaction recorded this year, the average satisfaction with the five core measures of [governance and leadership](#) declined 6.5% this year, down from 6.88 to 6.43, which is a "solid", down from a "good" level.

These measures include community consultation and engagement (down 6.6%), making decisions in the interests of the community (down 6.0%), the responsiveness and agility of Council in meeting community needs (down 6.0%), representation, lobbying, and advocacy (down 7.0%), and maintaining community trust and confidence (down 7.4%).

Metropolis Research notes that this decline in average satisfaction with core measures of governance and leadership was consistent with the average 5.8% decline recorded across metropolitan Melbourne, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022.

Metropolis Research suggests that the measurable decline in satisfaction with these aspects of governance and leadership were not largely related to any specific governance or leadership related issues in the City of Wyndham.



In the view of Metropolis Research, it appears that this generalised decline in satisfaction with governance and leadership was likely to reflect, at least in part, a more wide-spread fatigue with government in recent times, due to the ongoing impact of the pandemic, and associated issues. This has been observed in other research conducted by Metropolis Research in recent months.

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 the four of five measures that were included in previous years all declined this year, as follows:

- The degree to which Council practices open and accessible government (6.37 down 5.2%)
- Provision of opportunities for your voice to be heard on issues that are important to you (6.37, new).
- Ability to take residents' views into account when making decisions that affect them (6.36, down 1.9%).
- Council's accountability to the community for leadership and good governance (6.30, down 6.9%).
- How well Council does with the money it has available (6.07, down 6.3%).

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, five were previously included in the survey in the past, and all five of these measures declined marginally this year.

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 (6.77, down 3.7%).
- Promotion and support of local activity centres (6.76, new).
- How well Council encourages a healthy and active lifestyle through appropriate infrastructure, services, and advocacy (6.72, down 2.5%).



- Council’s work to protect and promote our unique built and cultural heritage (6.72, new).
- How well Council fosters local learning opportunities for all through appropriate infrastructure, services, and advocacy (6.71, down 3.0%).
- Council assistance to get the support services you and your household need (6.70, new).
- How well Council provides the services I need (6.66, down 3.8%).
- The degree to which Council empowers the community to lead and form social connections (6.61, down 2.4%).

Satisfaction with customer service

The proportion of respondents who had contacted Council in the last 12 months increased again this year, up from 40.3% to 42.7%. This is up significantly on the low of 24.8% recorded in 2019/20.

There was a measurable increase this year in overall satisfaction with the [customer service](#) experience recorded this year, up 4.1% from 7.10 “good” to 7.39 “very good”.

The proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more) increased from 59.8% last year to 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 five measures were as follows:

- Wyndham Council’s website (7.40, or “very good”).
- How easy Council information is to access and understand (7.32 or “very good”).
- Council’s efforts to keep the community informed about its work, services, activities, and programs (7.00, or “good”).
- Council’s community engagement platform The Loop (6.86 or “good”).
- Council’s efforts to keep the community informed through its social media platforms (6.85 or “good”).

Approximately half of the respondents were “very satisfied” with each of these five measures, whilst between seven 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.



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.

Between 2018/19 and 2020/21, the survey included only four core Council services and facilities. Prior to this, the survey did include a broad range of Council services and facilities, and where possible, time-series were provided for the current results against the results recorded prior to 2018/19.

All 46 services and facilities were considered important by respondents, although 11 were measurably more important than the average, and nine were measurably less important than average.

The most important services to the community this year were the provision of immunisation services (9.24); provision of the school crossing service (9.22); provision of Maternal and Child health services (9.22); regular recycling collection (9.22), weekly garbage collection (9.21); green waste collection (9.18); provision of Council managed kindergarten services (9.16); hard waste collection (9.13); emergency management preparedness and response (9.05); provision of sports ovals and other local sporting and outdoor recreation facilities (9.04); and Council support to access the child and family services you need and any other services you might need (8.98).

The average satisfaction with these 46 included services and facilities was 7.30 out of 10, or a “very good” level of satisfaction. When compared to the 25 services and facilities included in *Governing Melbourne*, the average satisfaction was 7.13, 3.5% lower than the metropolitan Melbourne average of 7.39.

Of the 46 included services and facilities, 14 received a measurably higher than the average satisfaction score, and 15 received a measurably lower than average satisfaction score.

Of the 25 services and facilities for which direct time-series comparison is available, six reported higher satisfaction in 2022, whilst 19 reported lower satisfaction in 2022, as follows:

- **Notably higher satisfaction in 2022** – includes traffic management (up 9.0%), provision of public art, exhibitions, events, arts and cultural activities (up 8.4%), Council response to dumped rubbish (up 3.4%), enforcement of parking (up 2.4%), protection and conservation of the natural environment and coastal areas (up 2.3%), and the control and regulation of pets and domestic animals (up 2.1%). Of these only the increase for traffic management and arts and cultural activities were statistically significant.
- **Notably lower satisfaction in 2022** – includes maintenance and repair of drains (down 11.2%), provision and maintenance of public toilets (down 10.1%), Council programs, events, and policy development to encourage sustainability, increase resilience, and address climate change (down 7.7%), provision and maintenance of street trees (down 7.2%), provision of youth services (down 6.6%), provision of on-road or off-road / separated bike paths (down 6.4%), weekly garbage collection (down 6.1%), maintenance of playgrounds (down 6.0%), and the provision of Maternal and Child health services (down 5.0%), maintenance and repair of



sealed local roads (down 3.5%), and provision of immunisation services (down 3.1%). Apart from immunisation, Maternal and Child health services, and youth services, all the other declines were statistically significant.

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 the most important to the community, and with which the community was most satisfied.
- **Sports and recreation facilities** – it is an unusual result that sports, and recreation facilities were of such high importance, but they were both very important to the community 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 “poor” to “solid” levels and being of higher-than-average importance, the services and facilities of most concern include public toilets, traffic management, sealed local roads, town planning, and street trees.

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

A little less than two-thirds (60.3% down from 63.3%) of respondents nominated at least one issue to address “for the City of Wyndham at the moment”.

There was some change in the [top issues to address](#) reported this year, with a small increase in the proportion of respondents nominating “traffic management” (17.3% up from 10.5%), street trees (6.2% up from 2.6%), and drains maintenance and (3.5% up from 0.3%).

Whilst it is noted traffic management (including issues such as congestion and commuting times) increased this year as COVID-19 has receded, parking issues (4.6% up from 4.3%) have not yet increased substantially towards pre-COVID-19 levels.



Despite almost halving this year, “parks, gardens, and open space” related issues remain significant in these results, with 7.9% (down from 13.1%) nominating these issues.

A range of issues nominated by respondents appear to have had a negative influence on community satisfaction for the respondents raising the issues. These issues include cleanliness / maintenance of the area; traffic management; drains; safety, policing, and crime; parks and gardens; illegally dumped rubbish; building and planning; parking; roads and roadworks; the provision of general infrastructure; street trees, and most notably consultation and communication related issues.

Summary of satisfaction with the performance of Wyndham City Council

The survey this year reported a measurable decline in satisfaction with Council’s overall performance (down 4.0%), as well as the five core measures of governance and leadership (down 6.5%).

Despite the declines reported this year, satisfaction with overall performance was rated as “good”, whilst the average satisfaction with the five core measures of governance and leadership was “solid”.

Metropolis Research is of the view that the declines in satisfaction recorded this year may well have been influenced, at least in part, by a generalised sense of fatigue with government, particularly given that there was no other evidence in the survey to suggest any governance and leadership related concerns specific to the City of Wyndham.

This view is reinforced by the fact that satisfaction with overall performance and aspects of governance and leadership in the City of Wyndham remains marginally above the metropolitan Melbourne average, which also reported similar declines in satisfaction this year.

There was a measurable increase this year, in satisfaction with customer service (up 4.1%).

An extensive list of 46 Council provided services and facilities were included in the survey this year, with the best areas of Council performance providing services and facilities being the four kerbside collection services, the community support services (particularly children’s and youth), and recreation and cultural services and facilities.

The Council services and facilities of most concern remain transport infrastructure (notably roads and traffic management), Council management of dumped rubbish, and infrastructure (notably public toilets, drains, footpaths, shared trails, bike paths, and street trees).

The most common issues nominated by respondents for the City of Wyndham to address were traffic management (17.3%), road maintenance and repairs including roadworks (12.4%), parks, gardens, and open spaces (7.9%), street trees (6.2%), safety, policing, and crime (6.2%), and car parking both enforcement and availability (4.6%). All these issues appeared to exert a negative influence on satisfaction of the respondents raising the issues.



Introduction

Metropolis Research was commissioned by Wyndham City Council to undertake this, its ninth *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 *2021/22 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 survey this year. Consequently, the survey was conducted as a telephone interview.

The surveying was all completed from the 5th of January to the 15th of February 2022.

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 1,200 surveys were conducted from a random sample of 17,599 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 17,599 telephone numbers, the following results were obtained:

- No answer - 12,379.
- Refused - 2,954.
- Call back another time - 1,061.
- Completed - 1,205.

This provides a response rate of 23.1%, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated. This is down substantially on the 45.0% response rate achieved in 2019 using the superior door-to-door methodology.

Metropolis Research notes, however, that the response rate is solid for a telephone survey, a fact that reflects reasonably well on community engagement with 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%.

This is based on a total sample size of 1,205 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 - 2022)	Wyndham Localities (Community Profile)
Imaroo	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	Point 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. *Governing Melbourne* is usually conducted with a sample of 1,200 respondents, however, due to COVID-19 this year, the survey included a sample of 800 respondents. This was due to the time and budget limitations caused by delays in and rescheduling of projects through late 2021 and into early 2022. *Governing Melbourne* will return to a larger sample in 2023.

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 – 2021/22 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.

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 4.4%.



Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results.

Metropolis Research has worked primarily with local government and developed these categories as a guide to satisfaction with the performance of local government across a wide range of service delivery and policy related areas of Council responsibility.

The scores presented in the report and are designed to give a general context about satisfaction with variables in this report, 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?”

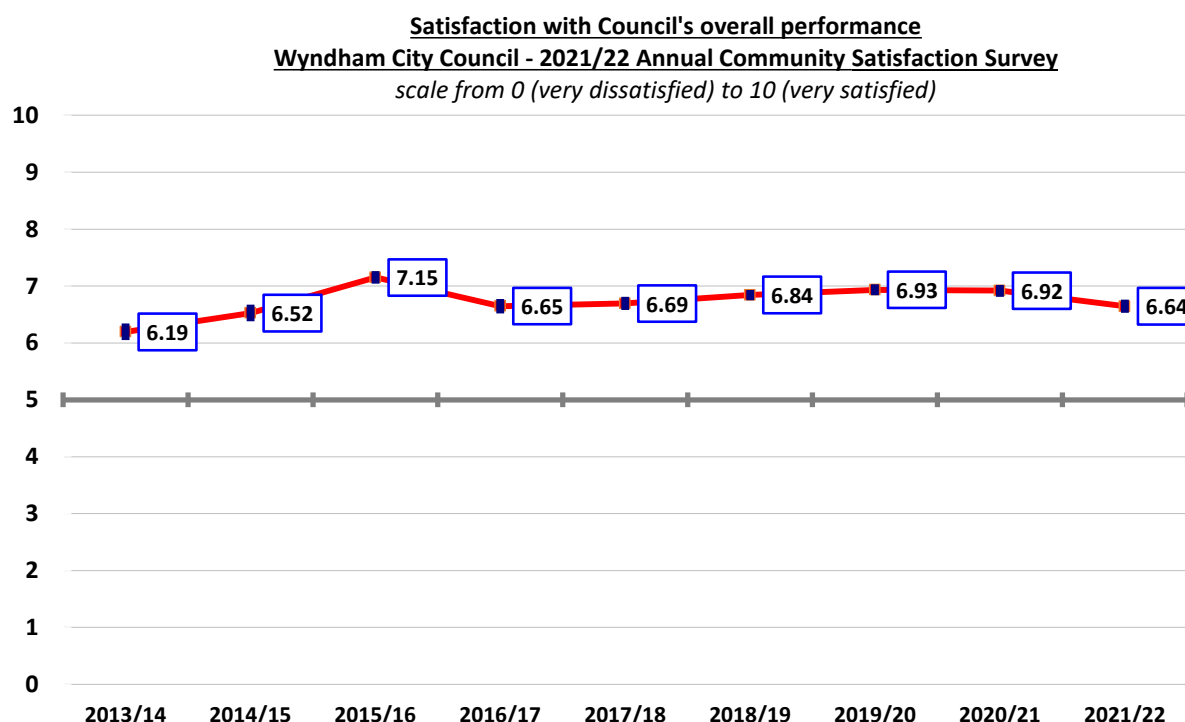
Satisfaction with the performance of Council “across all areas of responsibility” or “overall performance” declined four percent this year, although it remains at a “good” level of satisfaction.

This decline was statistically significant at the 95% confidence level.

This result was marginally, but not measurably, lower than the long-term average satisfaction recorded since Metropolis Research commenced the survey program in 2013/14 (6.74).

By way of comparison, the metropolitan Melbourne average overall satisfaction with local government was 6.60, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022.

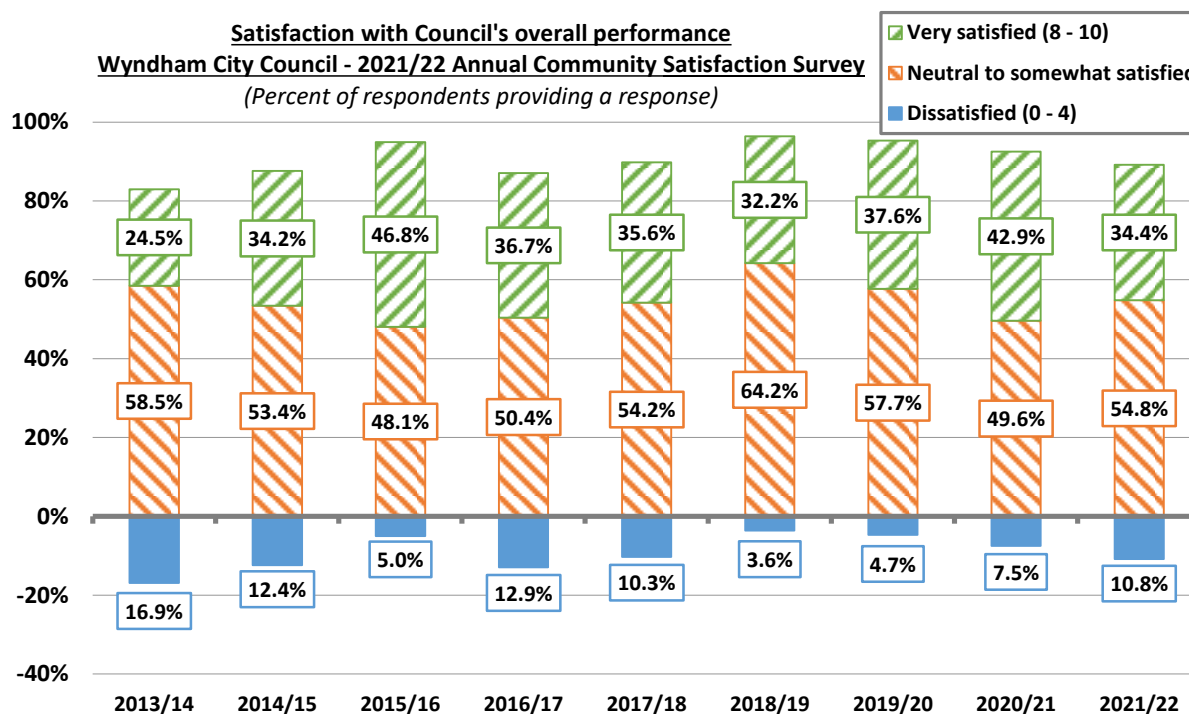
Importantly, it is noted that the metropolitan Melbourne average satisfaction with the overall performance of the local council declined 4.6% this, a statistically significant decline, and a decline that was marginally larger than this City of Wyndham decline.



The following graph provides a breakdown of this result into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), 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).



Consistent with the four percent decline in overall satisfaction, the proportion of “very satisfied” respondents declined notably (down from 42.9% to 34.4%), and the proportion of “dissatisfied” respondents increased marginally (up from 7.5% to 10.8%).



Satisfaction with Council's overall performance
Wyndham City Council - 2021/22 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%	

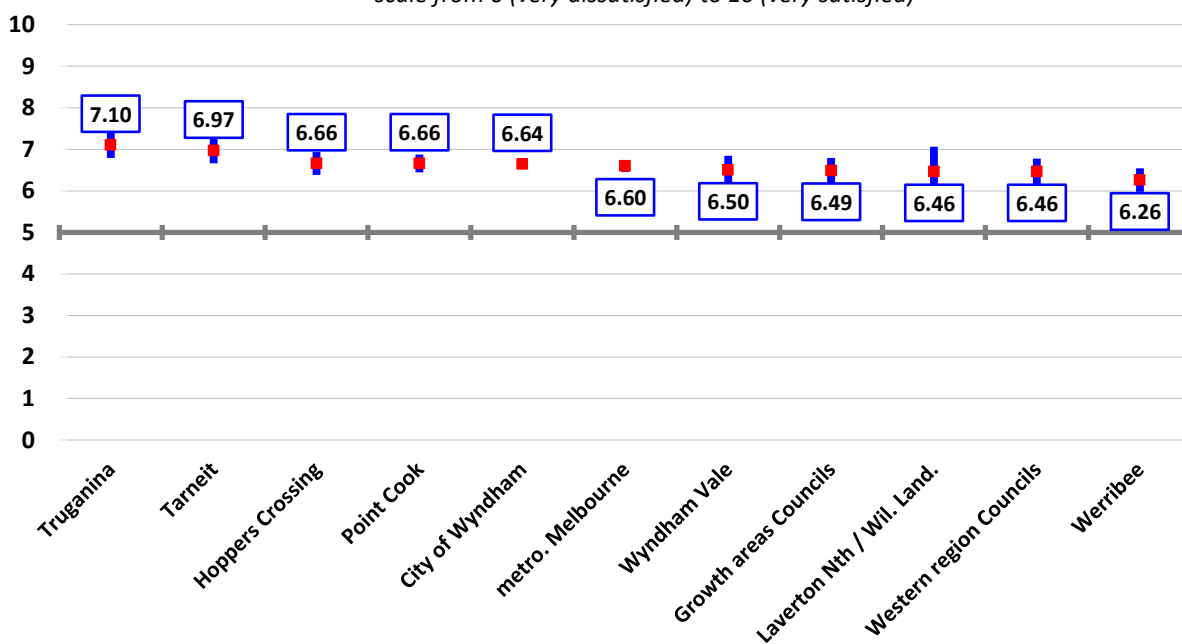
The following graph provides a comparison of overall satisfaction with Wyndham City Council across the seven precincts comprising the City of Wyndham, as well as the growth area councils, the western region councils, and the metropolitan Melbourne averages, as recorded in *Governing Melbourne*.



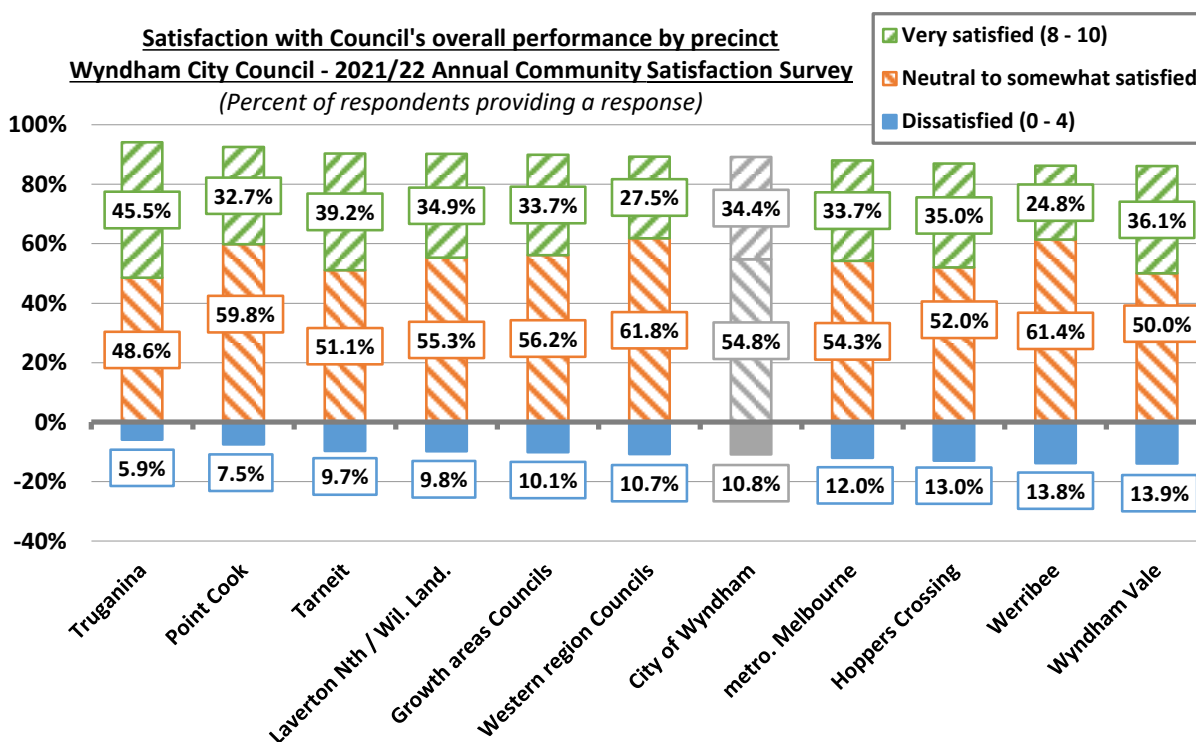
There was measurable variation in satisfaction with Council’s overall performance observed, as follows:

- **Truganina** – respondents were measurably more satisfied than average, although still at a “good” level of satisfaction.
- **Werribee** – respondents were measurably less satisfied than average, and at a “solid” rather than “good” level of satisfaction.

Satisfaction with Council's overall performance by precinct
Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with Council's overall performance by precinct
Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)



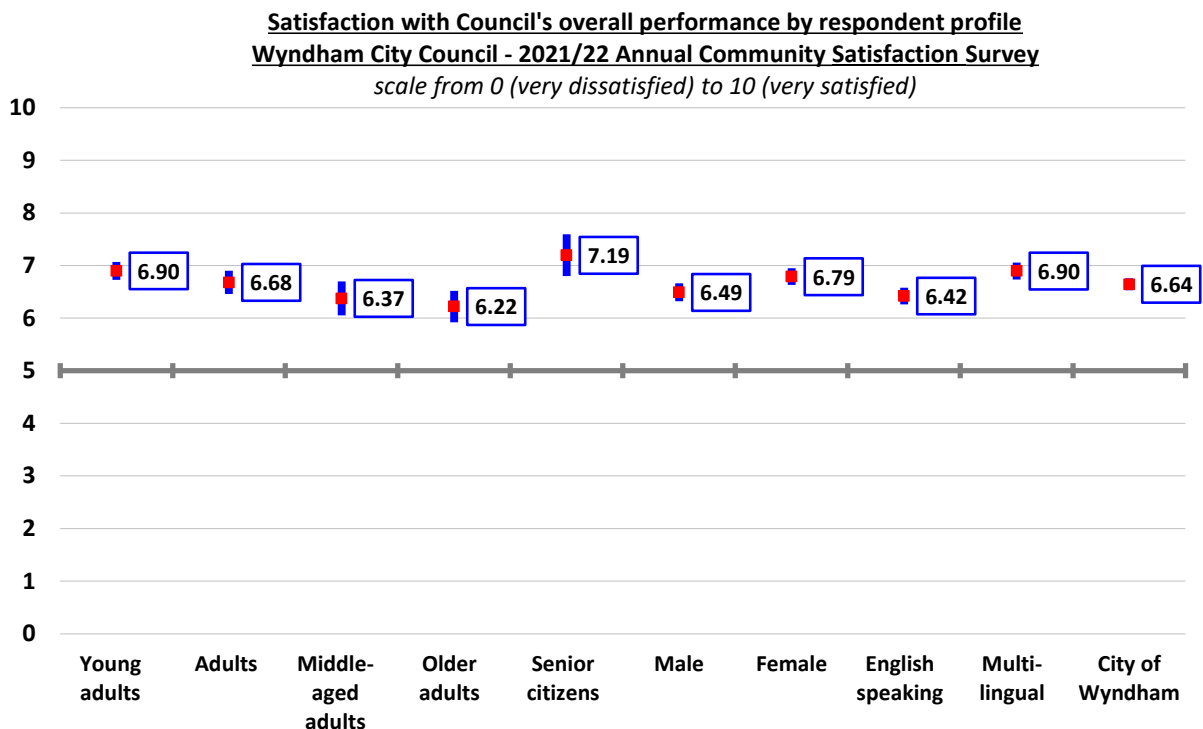
Satisfaction with overall performance by respondent profile

The following graphs provide a comparison of overall satisfaction with Council by respondent profile, including age structure, gender, language spoken at home, housing situation, period of residence in the City of Wyndham, and household structure.

There was measurable and significant variation in overall satisfaction observed, with attention drawn to the following variations:

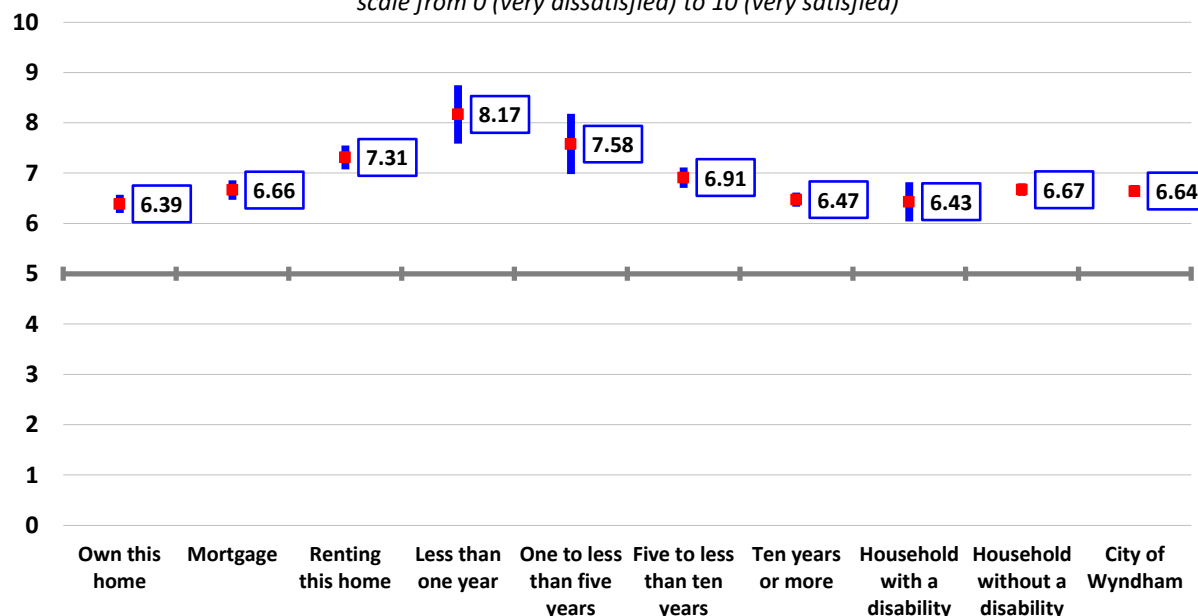
- **More satisfied than average** – young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), female respondents, respondents from multilingual households, rental household respondents, newer residents (one to less than five years in Wyndham), and respondents from group households.
- **Less satisfied than average** – middle-aged and older adults (aged 45 to 74 years), male respondents, respondents from English speaking households, homeowner respondents, long-term resident respondents (10 years or more in the City of Wyndham), and respondents from households with a member with a disability.

This basic pattern of satisfaction with Council’s overall performance is relatively consistent with that observed in previous years in the City of Wyndham, as well as commonly observed by Metropolis Research across metropolitan Melbourne.



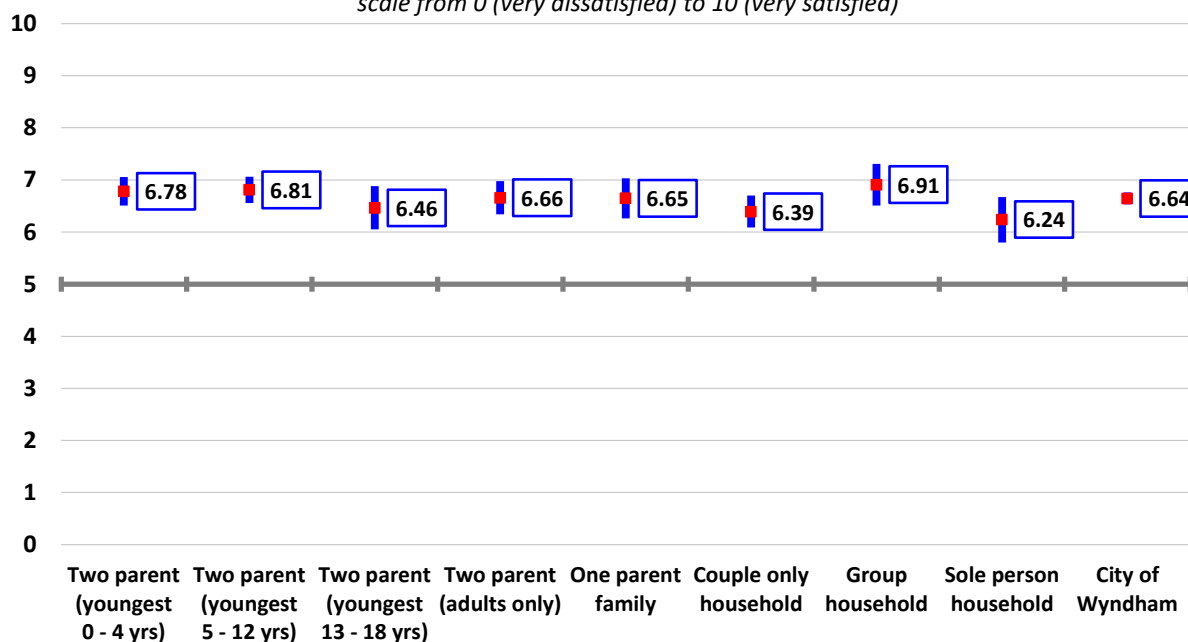
Satisfaction with Council's overall performance by housing situation, period of residence and disability

Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with Council's overall performance by household structure

Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

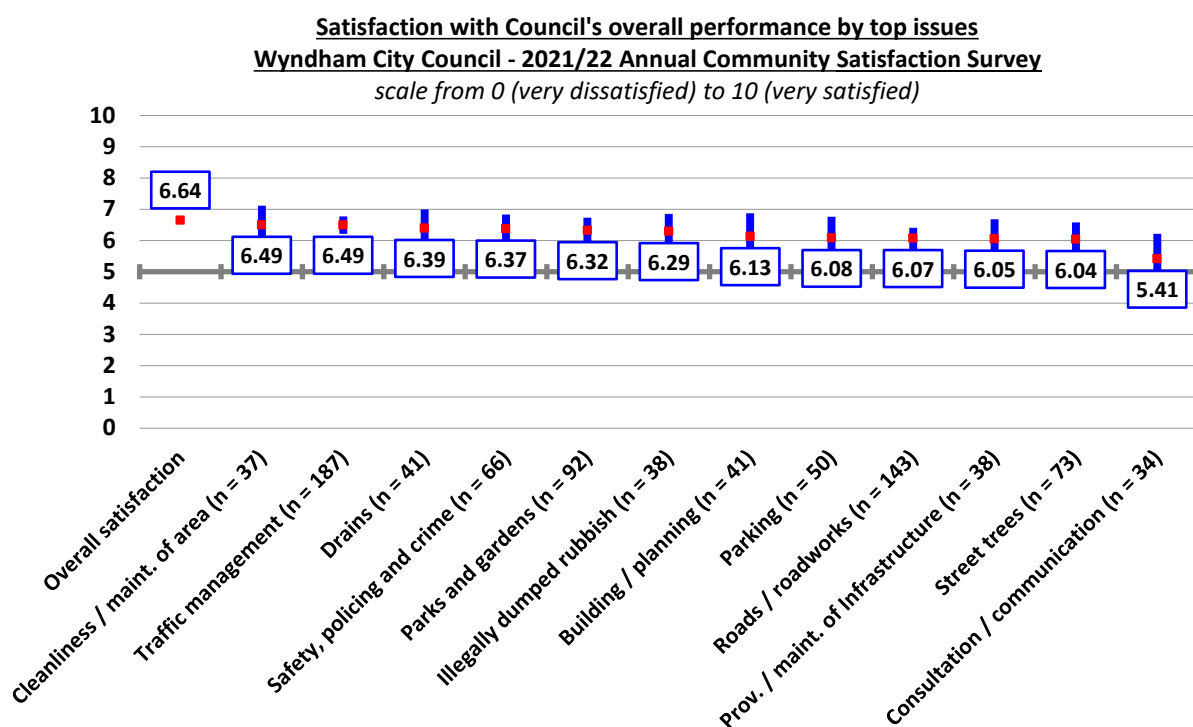


Relationship between issues and satisfaction with overall performance

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, it does provide some guidance as to whether these issues are exerting a negative influence on satisfaction with Council.



Attention is drawn to the fact that the respondents who raised each of the top 12 most common issues were, on average, less satisfied with Council’s overall performance than the average of all respondents.

This result strongly implies that each of these issues was exerting a negative influence on the satisfaction with Council’s overall performance for the respondents raising the issues.

Metropolis Research notes that many of these issues (roads, parking, communication, building and planning, cleanliness, and parks and gardens) are commonly negatively correlated with overall performance, which speaks to the importance of these issues and services to the community.

It is important to note, however, that the average satisfaction with parks and gardens in the City of Wyndham was relatively high (6.94) and higher than overall satisfaction (6.64).



What this highlights is that respondents who are dissatisfied with some aspects of parks and gardens are measurably less satisfied with Council’s overall performance. In other words, for these respondents, the issues around parks and gardens are significant to how they form their view as to their level of satisfaction with the overall performance of Council.

Particular attention is drawn to the fact that again in 2021/22 (as in 2020/21), respondents who raised issues around Council communication and consultation with the community were measurably and significantly less satisfied with Council’s overall performance than the municipal average. These respondents, on average, rated satisfaction with Council’s overall performance as “very poor”.

The following table provides the proportion of respondents “dissatisfied” with Council’s overall performance who raised each of these issues.

It is clear from these results, that respondents who were “dissatisfied” with Council’s overall performance were significantly more likely than the average of all respondents to raise road maintenance, repairs, and roadworks related issues, as well as issues around traffic management. This reinforces the fact that issues around roads and roadworks were a significant negative influence on respondents’ satisfaction with Council’s overall performance.

Top three issues for the City of Wyndham of respondents' dissatisfied with overall performance
Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
(Number and percent of total respondents who dissatisfied with overall performance)

<i>Issue</i>	<i>Dissatisfied respondents</i>		<i>All respondents</i>
	<i>Number</i>	<i>Percent</i>	
Roads maintenance, repairs, and roadworks	33	27.3%	12.4%
Traffic management	21	17.4%	17.3%
Parks, gardens, and open space	13	10.7%	7.9%
Safety, policing and crime	12	9.9%	6.2%
Parking	11	9.1%	4.6%
Consultation, communication, and information	11	9.1%	3.2%
Building, planning, housing and development	11	9.1%	3.7%
Provision and maintenance of street trees	11	9.1%	6.2%
Footpath maintenance and repairs	10	8.3%	2.7%
Education and schools	7	5.8%	2.6%
Drains maintenance and repairs	5	4.1%	3.5%
Cleanliness and general maintenance of area	5	4.1%	3.4%
Provision and maintenance of infrastructure	5	4.1%	3.2%
Illegally dumped rubbish	5	4.1%	3.2%
Public transport	4	3.3%	2.4%
All other issues <i>(34 separately identified issues)</i>	46	38.0%	34.7%
Total responses	210		1,411
<i>Respondents identifying at least one issue</i>	<i>101</i>		<i>727</i>
<i>(percent of total respondents)</i>	<i>(83.4%)</i>		<i>(60.3%)</i>



In the experience of Metropolis Research, it is often found that respondents who are dissatisfied with Council's overall performance tend to feel that Council is not consulting or communicating effectively with them (i.e., listening to them).

This can often be based on their assumption that Council is not communicating with them because it has not addressed the underlying issues of concern to them. In other words, the dissatisfaction may influence their view about consultation and communication rather than communication and consultation being the driving force behind their dissatisfaction with Council.

The issues raised by respondents in relation to consultation and communication were, overall, relatively general in nature, many referring to a perceived lack of communication from Council.

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 (6.64).

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 105) 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 the economic development activities supporting tourism operators, protection and conservation of the natural environment and coastal areas, building control and compliance enforcement, and application, enforcement, and compliance of environmental and planning regulations



Satisfaction with overall performance of respondents dissatisfied with services

Wyndham City Council – 2021/22 Annual Community Satisfaction Survey

(Number and index score scale 0 to 10)

Service / facility	Number	2021/22		
		Lower	Mean	Upper
Provision and maintenance of public toilets	194	5.00	5.32	5.63
Provision of the school crossing service	22	4.36	5.23	6.09
Traffic management	278	4.90	5.15	5.40
Council response to dumped rubbish	179	4.68	5.02	5.36
Provision and maintenance of street trees	227	4.66	4.94	5.23
Hard waste collection	60	4.32	4.81	5.29
Maintenance and repair of sealed local roads	243	4.52	4.80	5.09
Enforcement of parking	187	4.44	4.78	5.13
Maintenance and repair of drains	171	4.41	4.75	5.10
Green waste collection	55	4.20	4.74	5.27
Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change	152	4.31	4.70	5.09
Enforcement of local laws	124	4.22	4.67	5.12
Graffiti removal	81	4.16	4.65	5.14
Maintenance of parks, gardens, and open spaces	162	4.28	4.64	5.00
Emergency management preparedness and response	61	4.03	4.62	5.21
Control and regulation of pets and domestic animals	64	4.00	4.56	5.12
Town Planning (Statutory Planning Process)	59	4.00	4.56	5.12
Weekly garbage collection	46	3.93	4.53	5.13
Provision of on or off-road / separated bike paths	111	4.06	4.50	4.94
Regular recycling collection	46	3.90	4.50	5.09
Planning for community infrastructure to meet community need	52	3.82	4.44	5.06
Maintenance and cleaning of public areas	133	4.04	4.43	4.83
Provision, maintenance and repair of footpaths and shared trails	176	4.04	4.39	4.74
Maintenance of playgrounds	113	3.94	4.36	4.78
Public health services	66	3.60	4.15	4.70
Economic development activities supporting local businesses	90	3.66	4.11	4.57
Provision of sports ovals and other local sporting and outdoor recreation facilities	24	3.12	4.06	5.01
Provision of public art, exhibitions, events, arts, and cultural activities	28	3.23	4.06	4.88
Provision of shared trails	79	3.42	4.01	4.59
Activities promoting economic investment in the local area	84	3.46	3.97	4.48
Economic development activities supporting tourism operators	81	3.45	3.96	4.48
Protection and conservation of the natural environment and coastal areas	84	3.39	3.87	4.36
Building control and compliance enforcement	52	2.94	3.60	4.26
Application, enforcement, and compliance of environmental and planning regulations	51	2.91	3.47	4.02



Reasons for dissatisfaction with Council's overall performance

Respondents were asked:

"Why do you say that?"

The 122 respondents who were "dissatisfied" with Council's overall performance were asked the reasons why they were dissatisfied.

The open-ended responses were broadly categorised as outlined in the following table.

The most common reasons for dissatisfaction related to Council's communication, consultation, or engagement performance; Council's responsiveness to the community; rates and financial management issues; some individual Council services; and general negative statements.

This result is consistent with results observed in previous years for the City of Wyndham, as well as in other municipalities, and more broadly across metropolitan Melbourne.

Many respondents who are dissatisfied with the performance of their local council tend to feel that in some way the Council is not listening to or, or communicating with them, or responding to their needs, and similar issues. This is often a more common response than to list a specific service or incident that underpins their dissatisfaction. Some respondents tend to be dissatisfied and focused on the level of rates and / or the perceived value for their rates.

Reasons for dissatisfaction with Council's overall performance
Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>	<i>Percent of dissatisfied</i>	<i>Percent of responders</i>
Communication / consultation / engagement	25	20.5%	2.2%
Responsiveness	16	13.1%	1.4%
Rates and financial management	16	13.1%	1.4%
General negative	15	12.3%	1.3%
Council services	13	10.7%	1.2%
Infrastructure	6	4.9%	0.5%
Roads, traffic, footpaths and parking	6	4.9%	0.5%
Community facilities	3	2.5%	0.3%
Safety and crime	3	2.5%	0.3%
Planning and development	2	1.6%	0.2%
General cleanliness	2	1.6%	0.2%
Other	15	12.3%	1.3%
Total	122	100%	10.8%

The following table outlines the verbatim comments included in each of the categories outlined in the previous table.



Reasons for dissatisfaction with Council's overall performance
Wyndham City Council – 2021/22 Annual Community Satisfaction Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Communication / consultation / engagement</i>	
No community consultation / engagement	8
Council is self-centred and does not care about the community	7
Council is not open and reliable with information about its work	2
Council is not taking public view into account	2
The Council doesn't consider the community's feedback	2
They are not very informative. I don't get straight answers and solutions	2
I am in a Facebook group and every member complains that Council does not listen to us and takes decisions on their own. It is just a big money grabbing policy	1
The Council does not involve or reach out to the residents of Point Cook	1
Total	25
<i>Responsiveness</i>	
Council is not being responsible. They are not listening to the community needs	8
Council is not responsive to community needs	5
No actions are taken no matter how many times the complaints have been filed	2
Council has no intention of solving problems. They are lazy and only care to get rates from us. No control over anything	1
Total	16
<i>Rates and financial management</i>	
Council does not spend money efficiently	6
Expensive rates and do not get enough in return	6
Little River is always forgotten by the Council. They are not inclusive of us in fundings	1
They are filling pockets up and wasting money on rubbish projects like concrete services and buildings etc	1
They are not revitalizing and contributing the funds to community welfare	1
They are overpaid and they deal with issues that has no value to them. They have lost sight of their character	1
Total	16



<i>General negative</i>	
Council does not do anything	3
Need more improvement	3
Council performance is very poor	2
No improvement over the years	2
The Councillors are unprofessional and not knowledgeable	2
Council not needed	1
Doesn't follow through on promises	1
Every department of Council is inefficient	1
Total	15

<i>Council services</i>	
Core services are ignored	4
Poorly maintained services	2
Don't like hard rubbish collection service	1
More focus on important things rather than healthy and active lifestyle like family support, trees planting	1
Need more focus on health and elderly residents	1
Poorly maintaining nature strips	1
They did not provide mental health facilities when needed most	1
Waste out of West Gate tunnel project and unkept blocks	1
Waste services are appalling	1
Total	13

<i>Infrastructure</i>	
Poor infrastructure	3
Council is not being able to provide infrastructure to growing community	2
Infrastructure is being provided to growing population. Council is not working with other councils to develop roads	1
Total	6

<i>Roads, traffic, footpaths, and parking</i>	
Road management is poor	3
Footpath maintenance is terrible	1
Need more speed humps on local roads	1
Parking enforcement is not good	1
Total	6

<i>Community facilities</i>	
Lack of schools sporting facilities, junior sports facilities	2
Playgrounds are not well managed and safe	1
Total	3



<i>Safety and crime</i>	
Poor safety / high crime rates	3
Total	3
<i>Planning and development</i>	
Poor planning	1
Unnecessary development in area which is not friendly to community	1
Total	2
<i>General cleanliness</i>	
Lack of general cleanliness	1
Litter collection and cleanliness is very poor around Orlando Drive. They are not happy with the current environment	1
Total	2
<i>Other</i>	
There are no services that I need whatsoever	1
Total	15
Total	122

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 – 2021/22 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)
Provision of activities that are accessible to and inclusive of all members of the community	915	6.77	11.0%	51.9%	37.1%
Promotion and support of local activity centres	820	6.76	11.6%	51.6%	36.8%
How well Council encourages a healthy and active lifestyle through appropriate infrastructure, services, and advocacy	919	6.72	12.0%	48.3%	39.7%
Council's work to protect and promote our unique built and cultural heritage	853	6.72	11.3%	49.8%	38.9%
Foster local learning opportunities for all through appropriate infrastructure, services, and advocacy	849	6.71	12.0%	52.0%	36.0%
Council assistance to get the support service you and your household need	922	6.70	12.3%	50.5%	37.2%
How well Council provides the services I need	1,002	6.66	13.1%	49.3%	37.6%
The degree to which Council empowers the community to lead and form social connections	838	6.61	13.9%	48.3%	37.8%
Community consultation and engagement	939	6.48	15.7%	48.3%	36.0%
Responsiveness and agility in meeting community needs					
Council's making decisions in the interests of the community	956	6.42	15.5%	54.8%	29.7%
Representation, lobbying and advocacy with other levels of government and private organisations on key issues	745	6.42	15.8%	50.5%	33.7%
The degree to which Council practises open and accessible government	858	6.37	15.9%	53.0%	31.1%
Provision of opportunities for your voice to be heard on issues that are important to you	879	6.37	17.1%	49.3%	33.6%
Maintaining community trust and confidence	933	6.37	16.4%	51.9%	31.7%
Ability to take residents views into account when making decisions that affect them	902	6.36	16.4%	51.6%	32.0%
Council's accountability to the community for leadership and good governance	897	6.30	17.4%	52.7%	29.9%
How well Council does with the money it has available	823	6.07	21.2%	49.7%	29.1%



Satisfaction with core aspects of governance and leadership

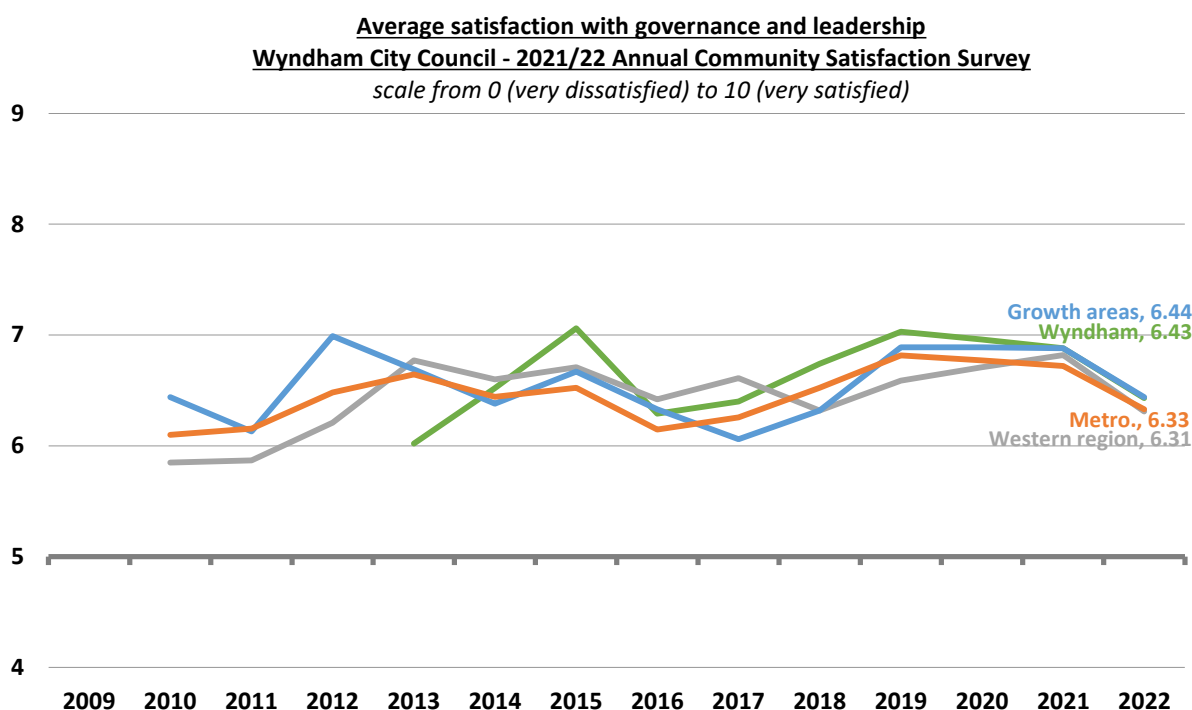
Metropolis Research includes five aspects of leadership and governance performance in the *Governing Melbourne* research. *Governing Melbourne* is conducted independently by Metropolis Research each year, including a sample from all 31 metropolitan Melbourne municipalities. It provides a consistent, objective basis against which to compare Wyndham Council’s performance across broad areas of Council performance.

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 core measures of governance and leadership declined measurably in 2021/22, down 6.5% from 6.88 to 6.43, which is a decline from a “good” to a “solid” level of satisfaction.

This decline was, however, mirrored across metropolitan Melbourne in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022. Average satisfaction with governance and leadership declined 5.8% to 6.33.

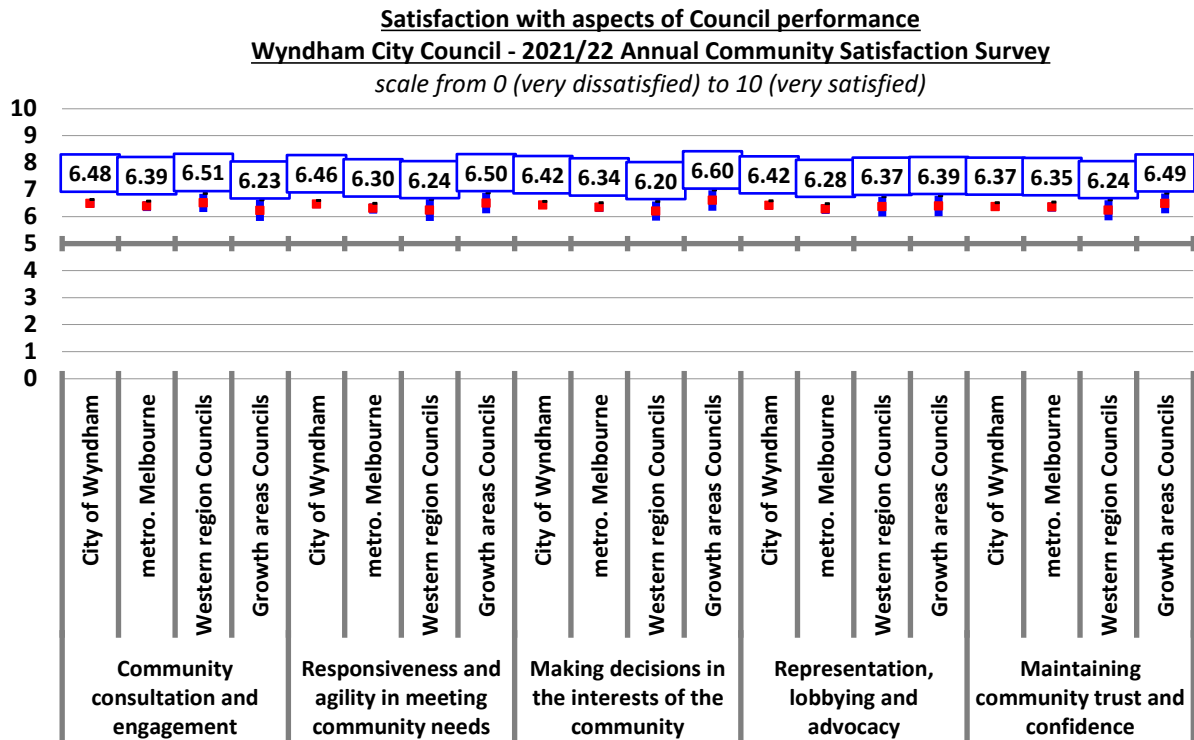
Metropolis Research notes that this general decline in satisfaction with governance and leadership appears to reflect, at least in part, a generalised dampening of community sentiment in relation to government more broadly. This is likely to be, at least in part, a consequence of the continued COVID-19 pandemic.



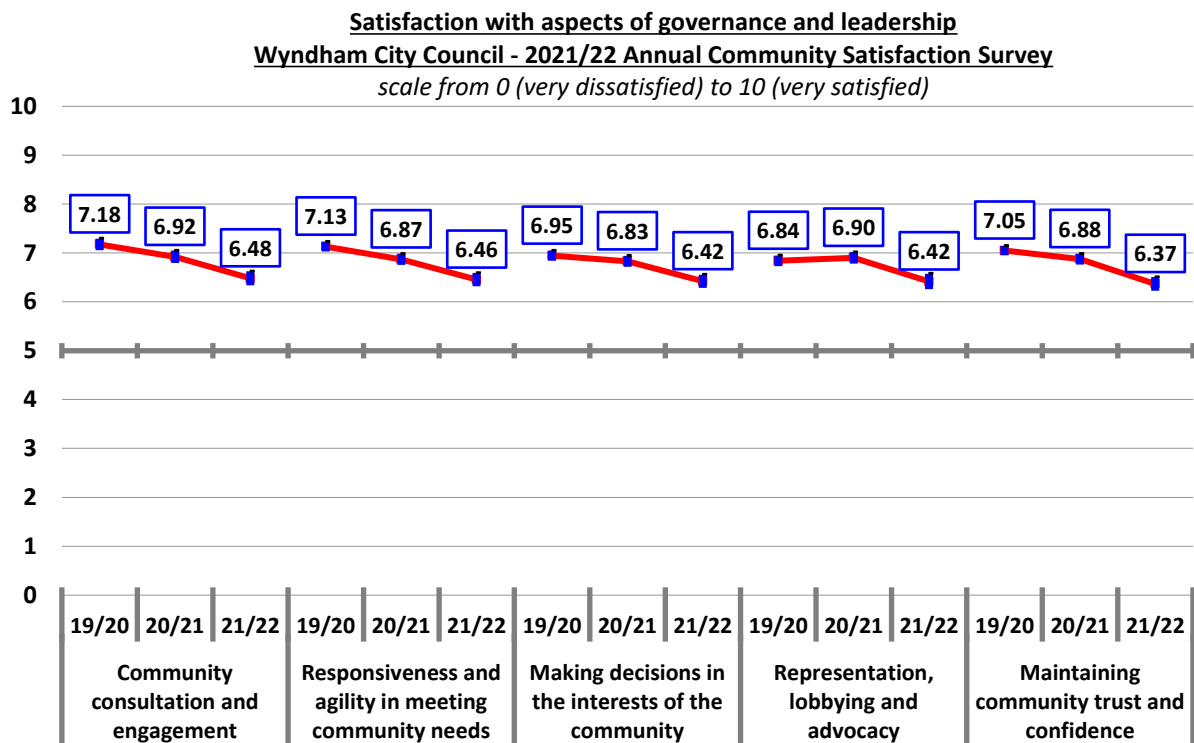
The following graph provides a comparison of satisfaction with these five aspects of governance and leadership between the City of Wyndham, the growth area councils, the western region councils, and the metropolitan Melbourne averages.



Satisfaction with all five aspects of governance and leadership was similar in the City of Wyndham to the growth area councils’ average, and generally, very marginally higher than the western region councils’ and metropolitan Melbourne averages.



The decline in satisfaction with governance and leadership was relatively consistent across all five core aspects of governance and leadership.



The following section provides time series results for each of these five basic aspects of governance and leadership, as well as a comparison by precinct and by respondent profile.

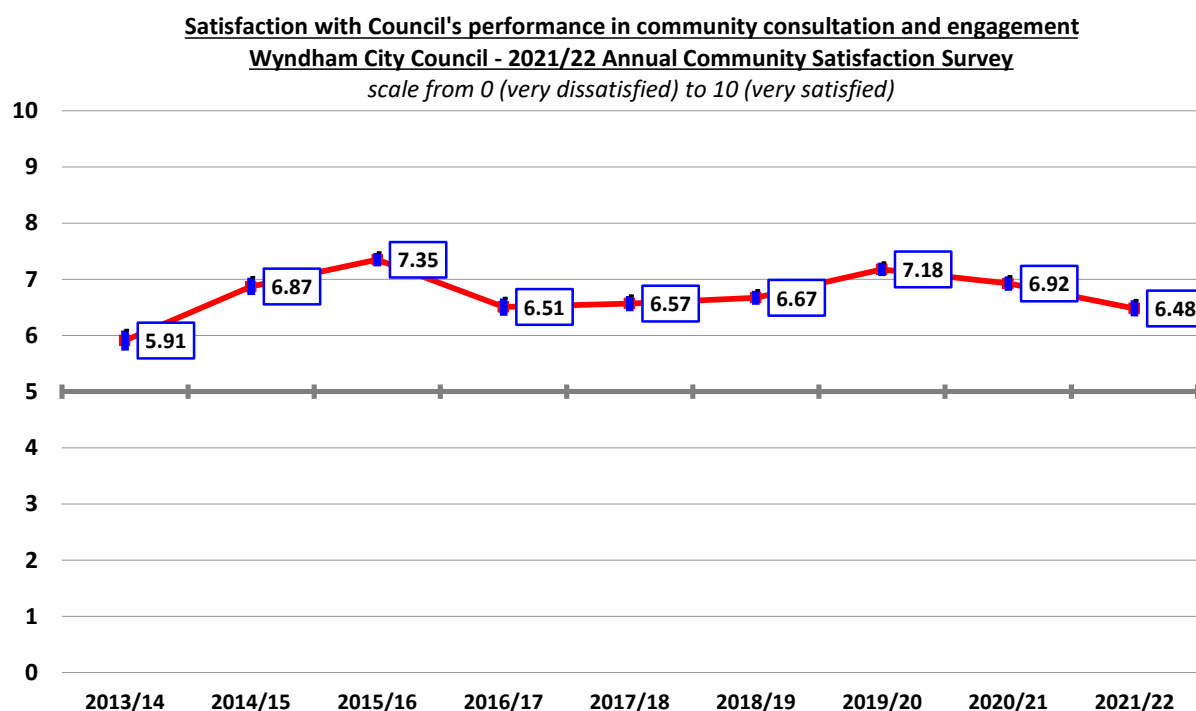
In general terms, the following is noted:

- **Generally, more satisfied than average** – includes respondents from Truganina and Tarneit, senior citizens (aged 75 years and over), female respondents, and respondents from multilingual households.
- **Generally, less satisfied than average** – includes respondents from Werribee, older adults (aged 60 to 74 years), male respondents, and respondents from English speaking households.

Community consultation and engagement

Satisfaction with Council’s community consultation and engagement declined measurably this year, down 6.6% to 6.48 this year, which is a “solid”, down from a “good” level of satisfaction.

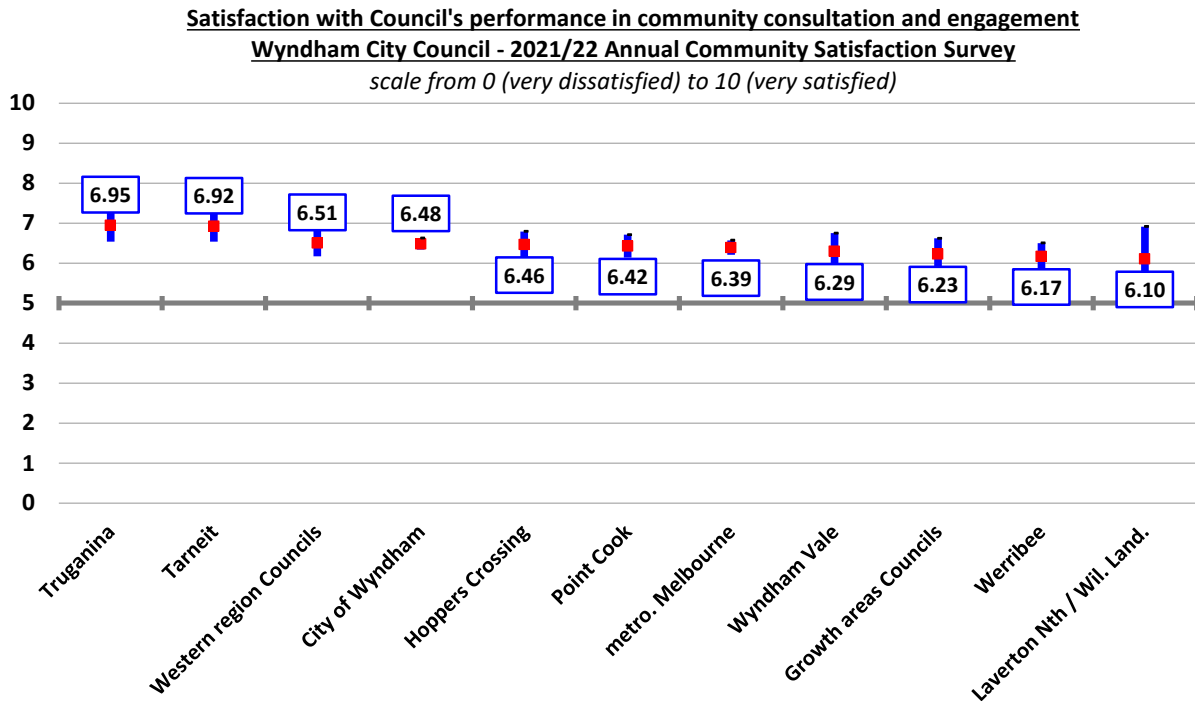
This result was below the long-term average satisfaction with this aspect of performance since 2013/14 of 6.75.



Despite the decline this year, satisfaction with community consultation and engagement remains above the metropolitan Melbourne average of 6.39 and the growth area councils’ average of 6.23, although lower than the western region councils’ average of 6.51.

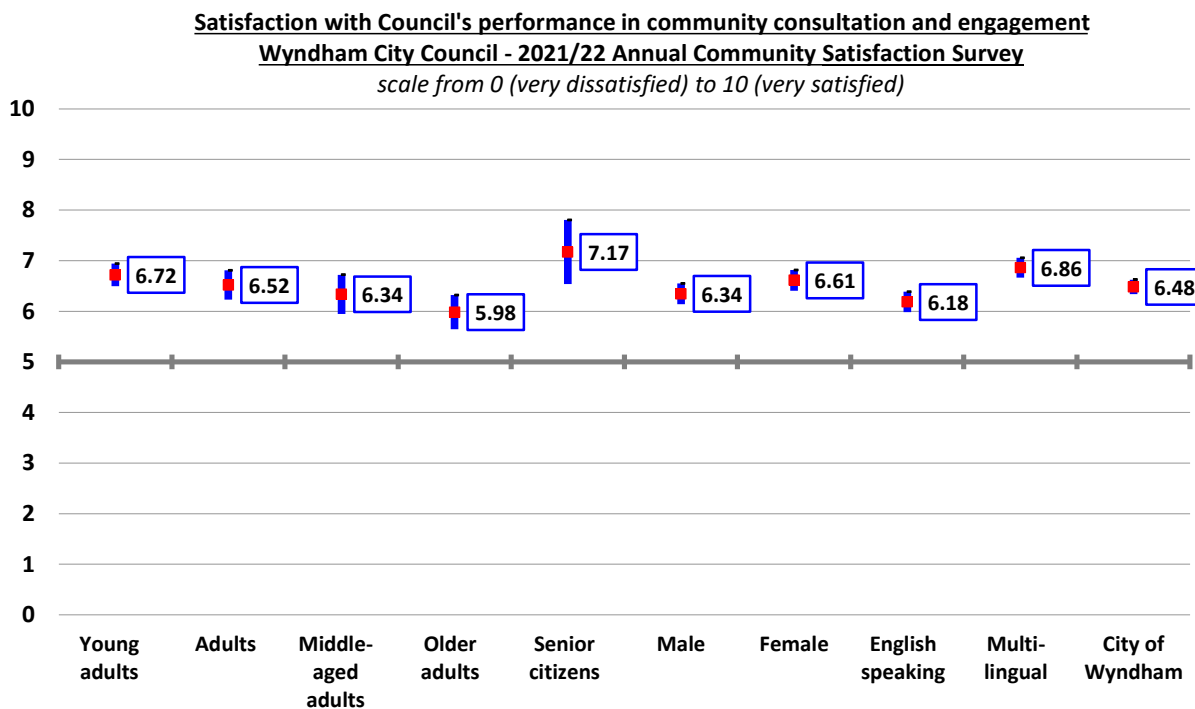
There was no statistically significant variation in satisfaction with community consultation and engagement observed across the seven precincts, although it is noted that respondents from Truganina and Tarneit rated satisfaction at “good” levels.





There was measurable variation in satisfaction with community consultation and engagement observed by respondent profile, as follows:

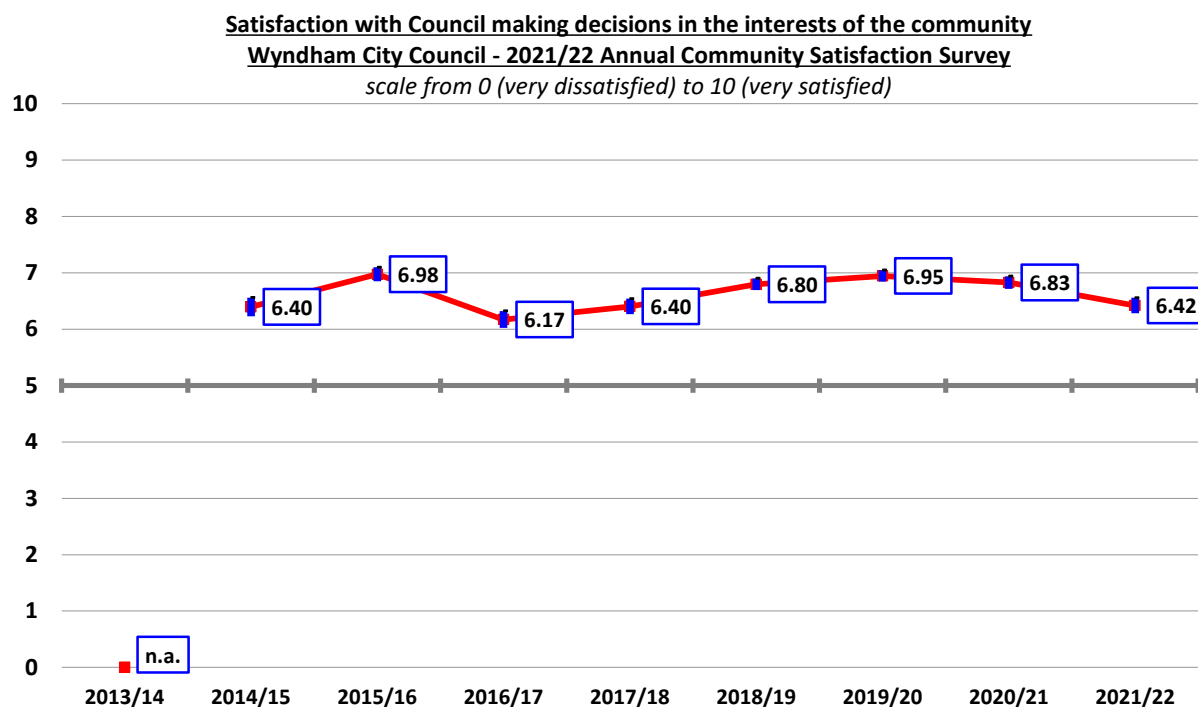
- **Higher than average satisfaction** – senior citizens (aged 75 years and over), female respondents, and respondents from multilingual respondents.
- **Lower than average satisfaction** – older adults (aged 60 to 74 years), male respondents, and respondents from English speaking households.



Making decisions in the interests of the community

Satisfaction with Council’s performance making decisions in the interests of the community declined measurably this year, down a statistically significant six percent this year to 6.42.

This is a “solid”, down from a “good” level of satisfaction, and was below the long-term average satisfaction with this aspect of performance of 6.65 recorded since the question was first included back in 2014/15.

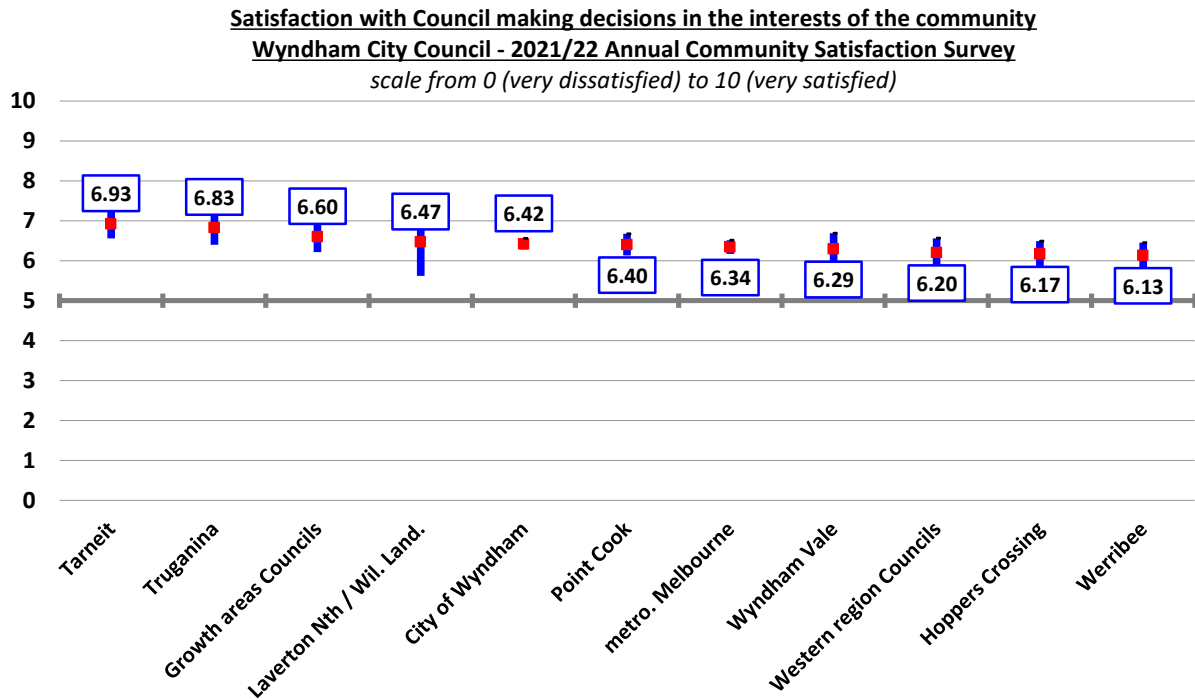


Despite the decline recorded this year, satisfaction with Wyndham Council’s performance making decisions in the interests of the community remains marginally higher than the metropolitan Melbourne and western region councils’ averages, but marginally lower than the growth area councils’ average. These variations were not statistically significant.

There was some variation in this result observed across the municipality, with respondents from Tarneit measurably more satisfied than average, and at a “good” level of satisfaction.

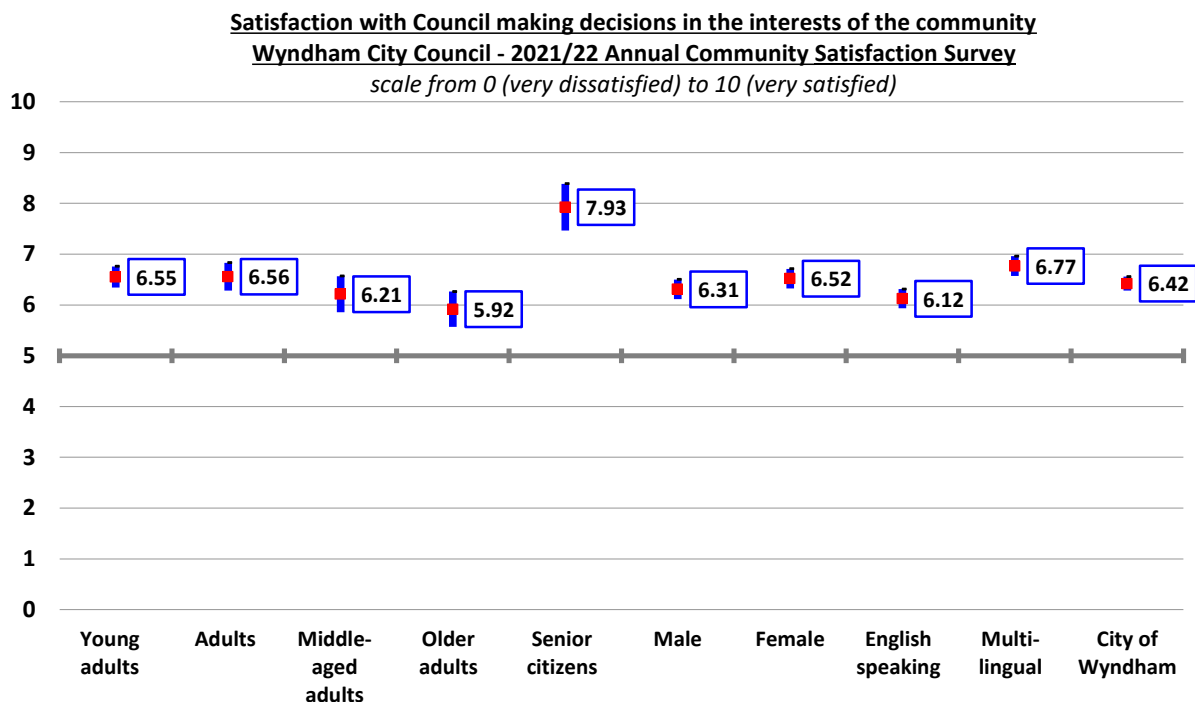
Respondents from Truganina also rated satisfaction at a “good” level, although not measurably higher than the municipal average.





There was measurable variation in satisfaction with Council’s performance making decisions in the interests of the community observed by respondent profile, as follows:

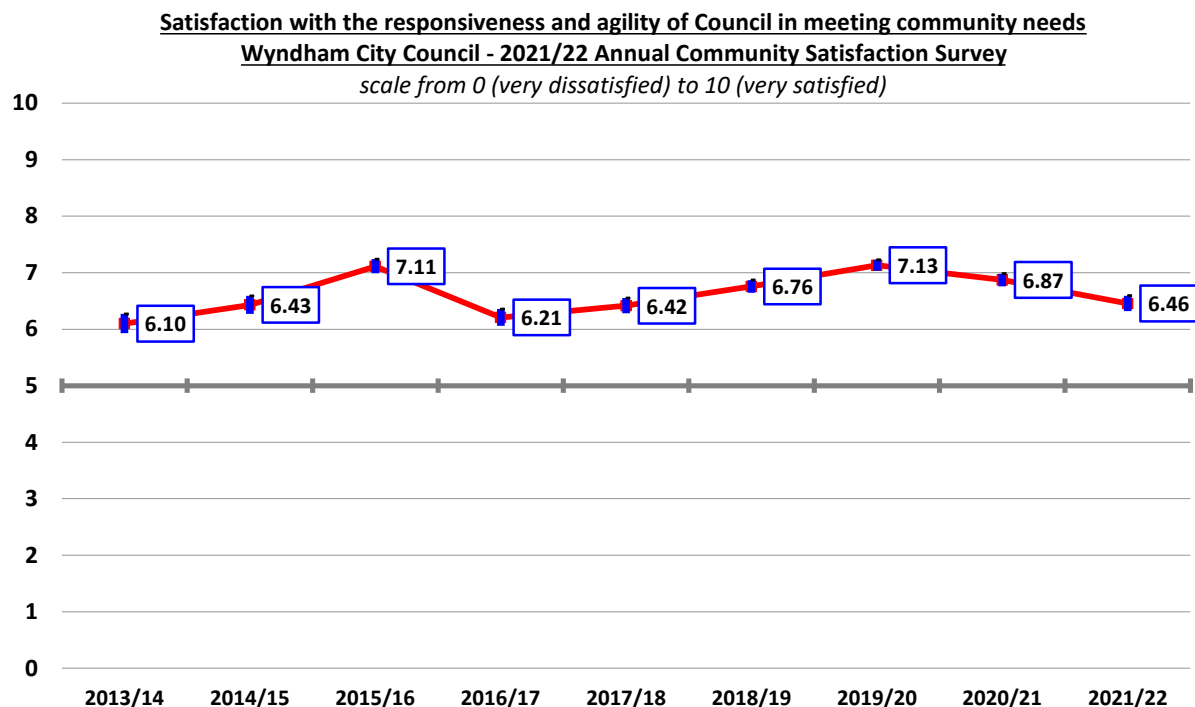
- **Higher than average satisfaction** – senior citizens (aged 75 years and over) and respondents from multilingual respondents.
- **Lower than average satisfaction** – older adults (aged 60 to 74 years) and respondents from English speaking households.



Responsiveness and agility of Council in meeting community needs

Satisfaction with the responsiveness and agility of Council in meeting community needs declined measurably this year, down six percent to 6.46, which is a “solid”, down from a “good” level of satisfaction.

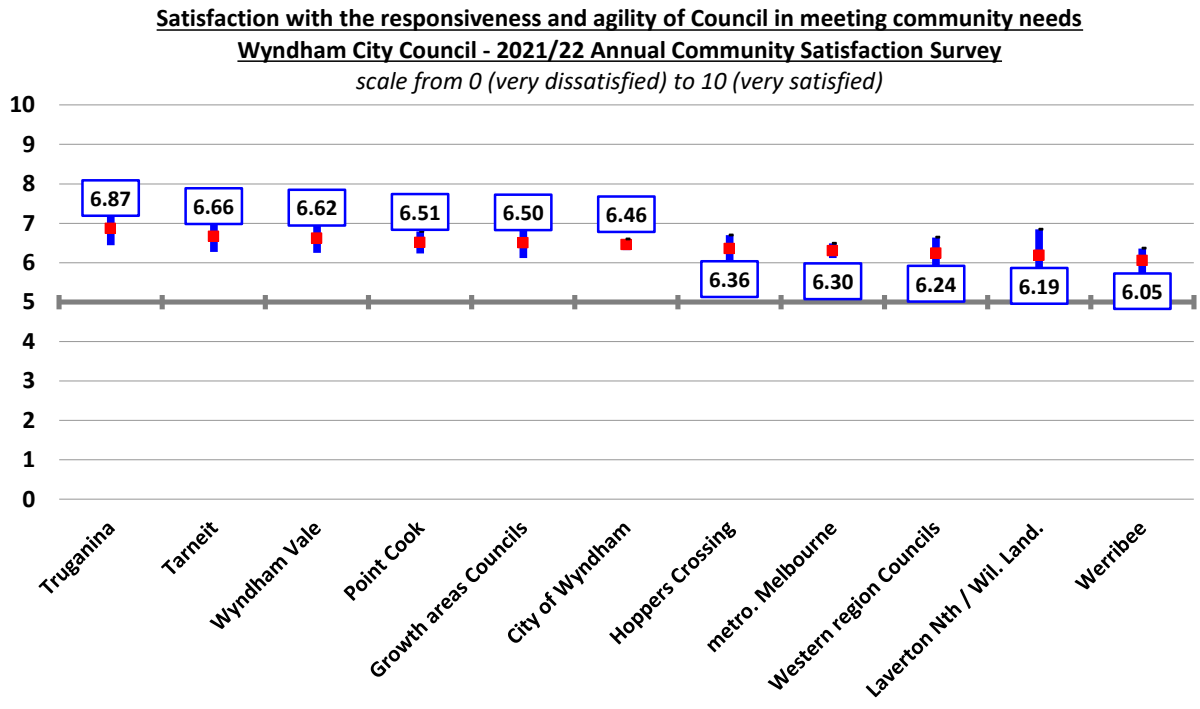
This 2021/22 result was lower than the long-term average satisfaction with this aspect of performance since 2013/14 of 6.65.



Despite the decline this year, satisfaction with this aspect of performance was marginally higher than the metropolitan Melbourne and western region councils’ average, although it was very marginally lower than the growth area councils’ average of 6.50.

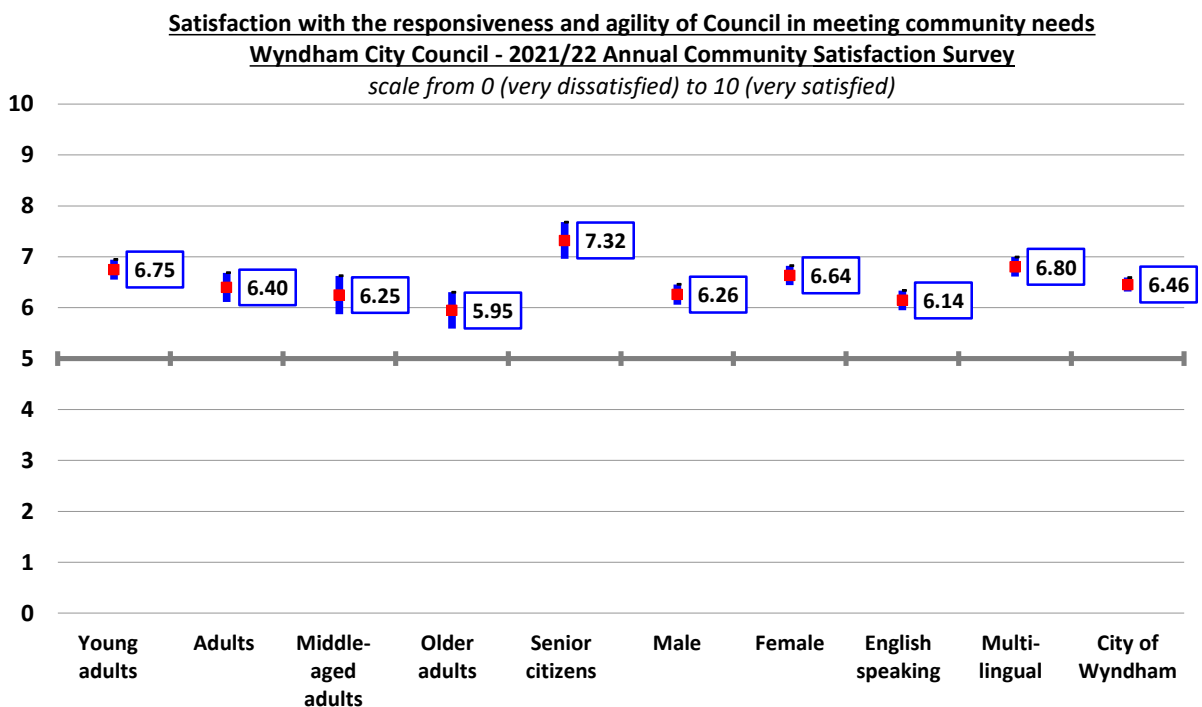
Whilst there was no statistically significant variation in satisfaction with Council’s responsiveness and agility in meeting community needs observed across the municipality, it is noted that respondents from Truganina, Tarneit, Wyndham Vale, and Point Cook rated satisfaction at “good” levels of satisfaction.





There was measurable variation in satisfaction with the responsiveness and agility of Council in meeting community needs observed by respondent profile, as follows:

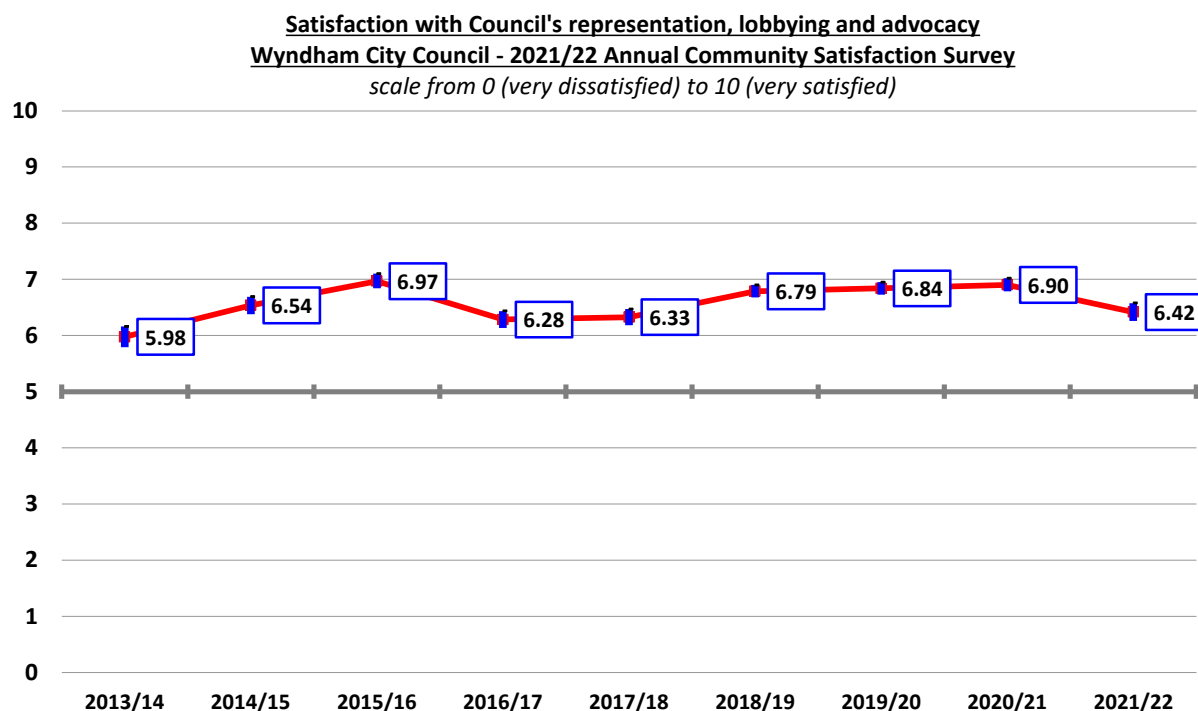
- **Higher than average satisfaction** – young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), female respondents, and respondents from multilingual respondents.
- **Lower than average satisfaction** – older adults (aged 60 to 74 years), male respondents, and respondents from 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 declined measurably and significantly, down seven percent this year to 6.42.

This is a “solid”, down from a “good” level of satisfaction, and was marginally but not measurably below the long-term average since 2013/14 of 6.59.

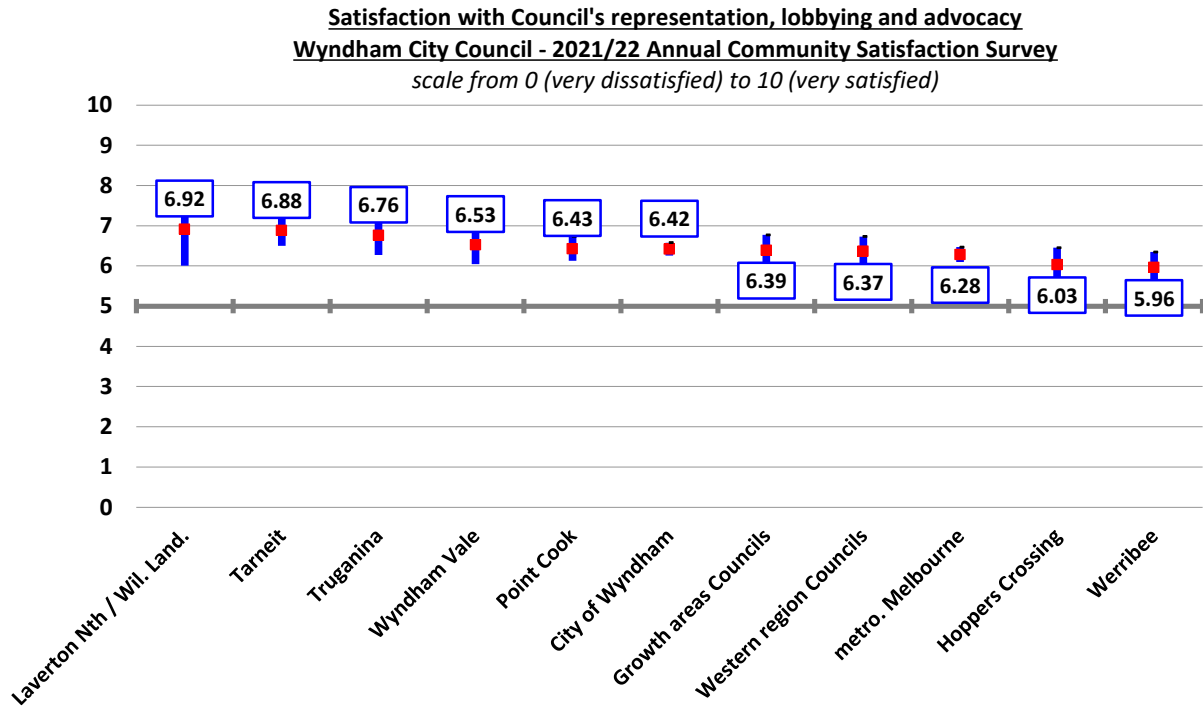


Despite the decline recorded this year, satisfaction with this aspect of governance and leadership for the City of Wyndham remains marginally, but not measurably higher than the western region councils’, the growth area councils’, and the metropolitan Melbourne average satisfaction, as recorded in *Governing Melbourne*.

Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Laverton North, Tarneit, Truganina, Wyndham Vale, and Point Cook all rated satisfaction at “good” levels.

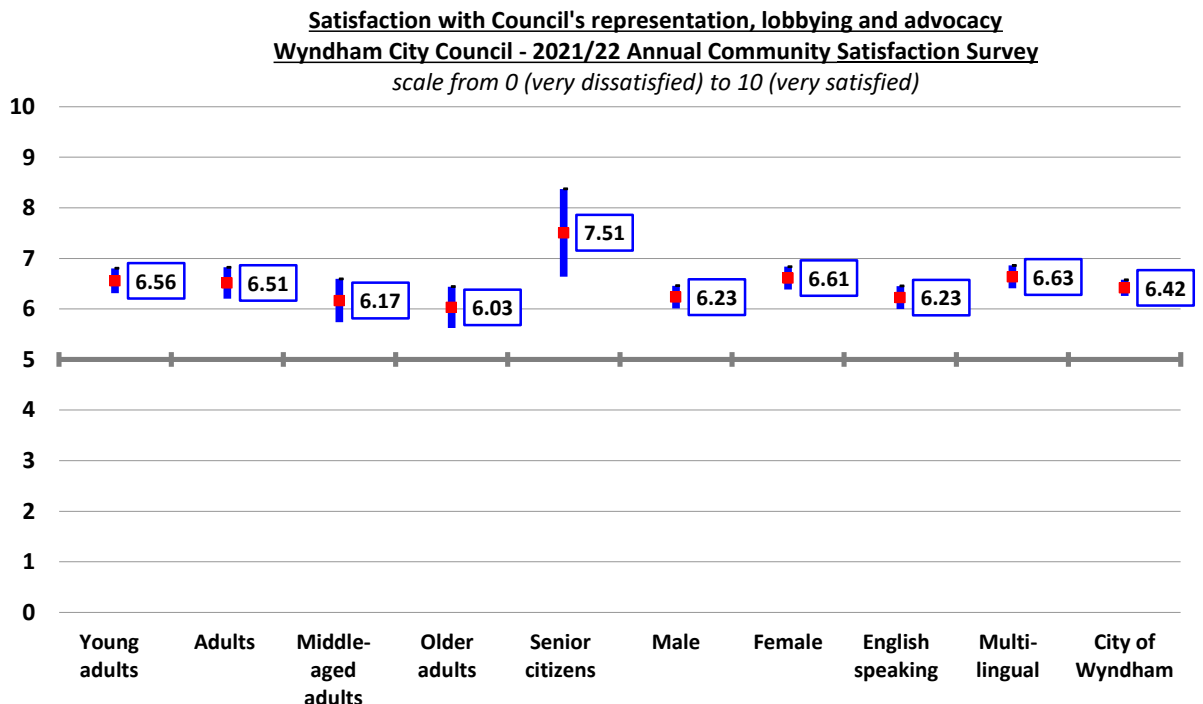
By contrast, respondents from Werribee rated satisfaction at a “poor” level.





There was measurable variation in satisfaction with Council’s performance making decisions in the interests of the community observed by respondent profile, as follows:

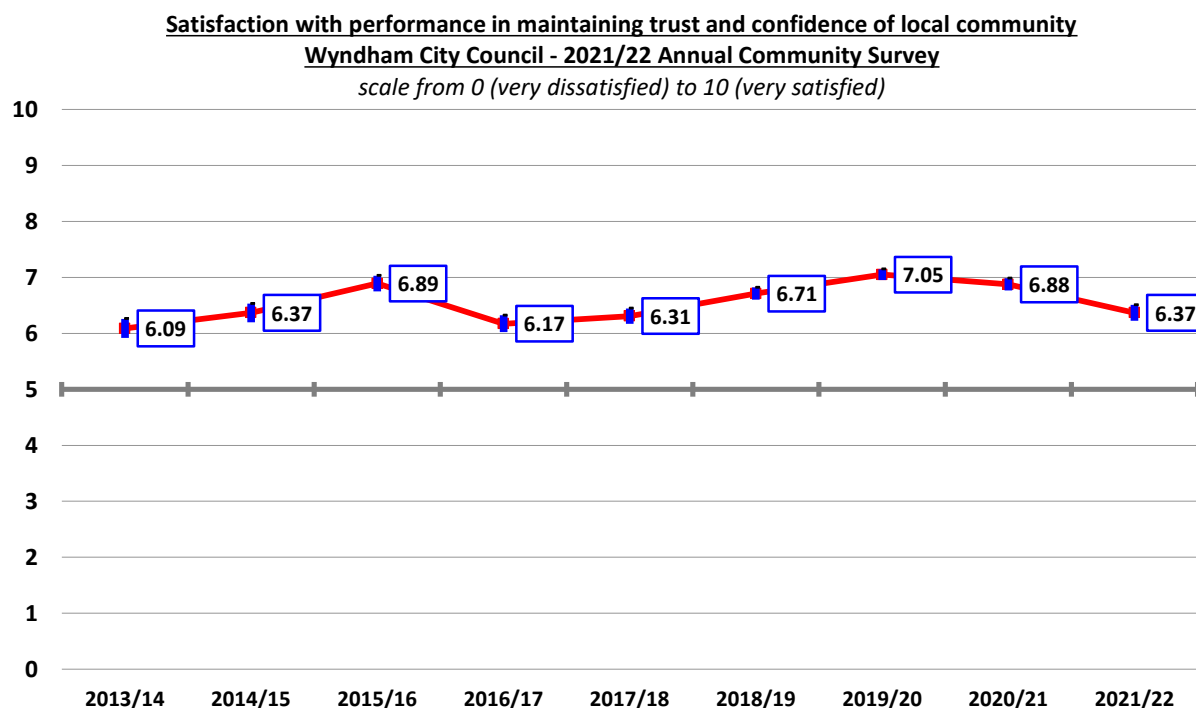
- **Higher than average satisfaction** – senior citizens (aged 75 years and over), female respondents, and respondents from multilingual respondents. Of these only senior citizens rated satisfaction measurably higher than average.
- **Lower than average satisfaction** – older adults (aged 60 to 74 years), male respondents, and respondents from English speaking households. None of these variations were statistically significant.



Maintaining trust and confidence of the local community

Satisfaction with Council’s performance maintaining the trust and confidence of the local community declined measurably this year, down 7.4% to 6.37, which is a “solid”, down from a “good” level of satisfaction.

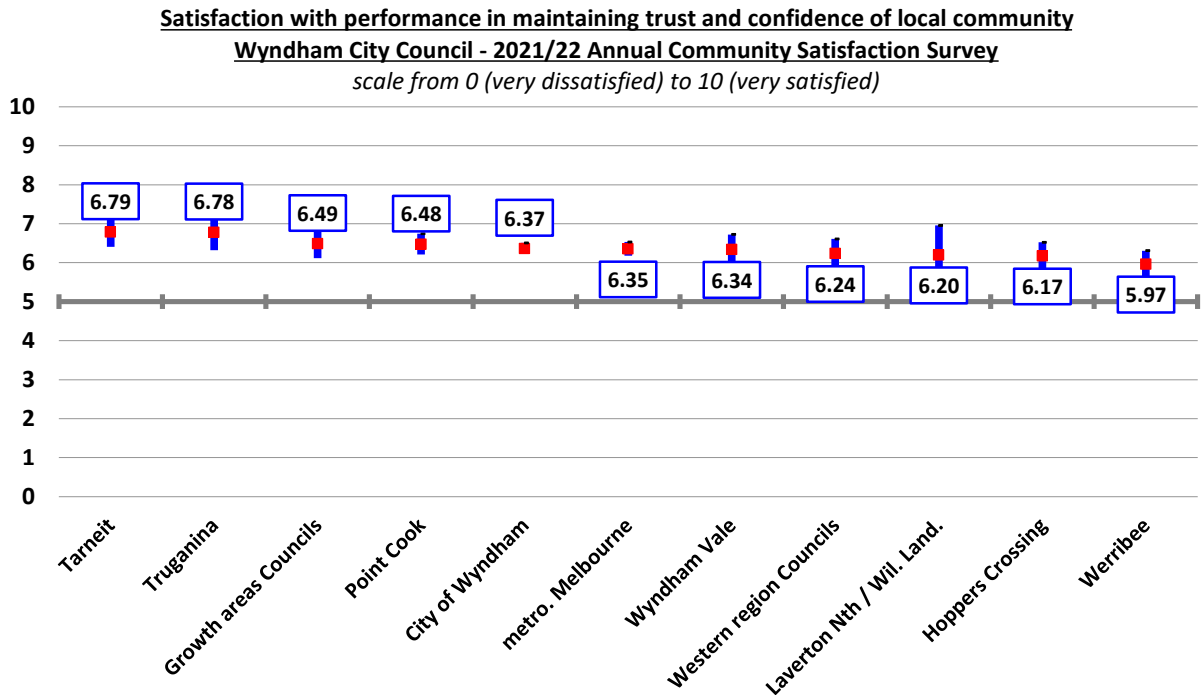
This result was lower than the long-term average satisfaction since 2013/14 of 6.58.



Despite the decline recorded this year, satisfaction with this aspect of governance and leadership in the City of Wyndham was almost identical to the metropolitan Melbourne average of 6.35, was marginally higher than the western region councils’ average, but was marginally lower than the growth area councils’ average of 6.49.

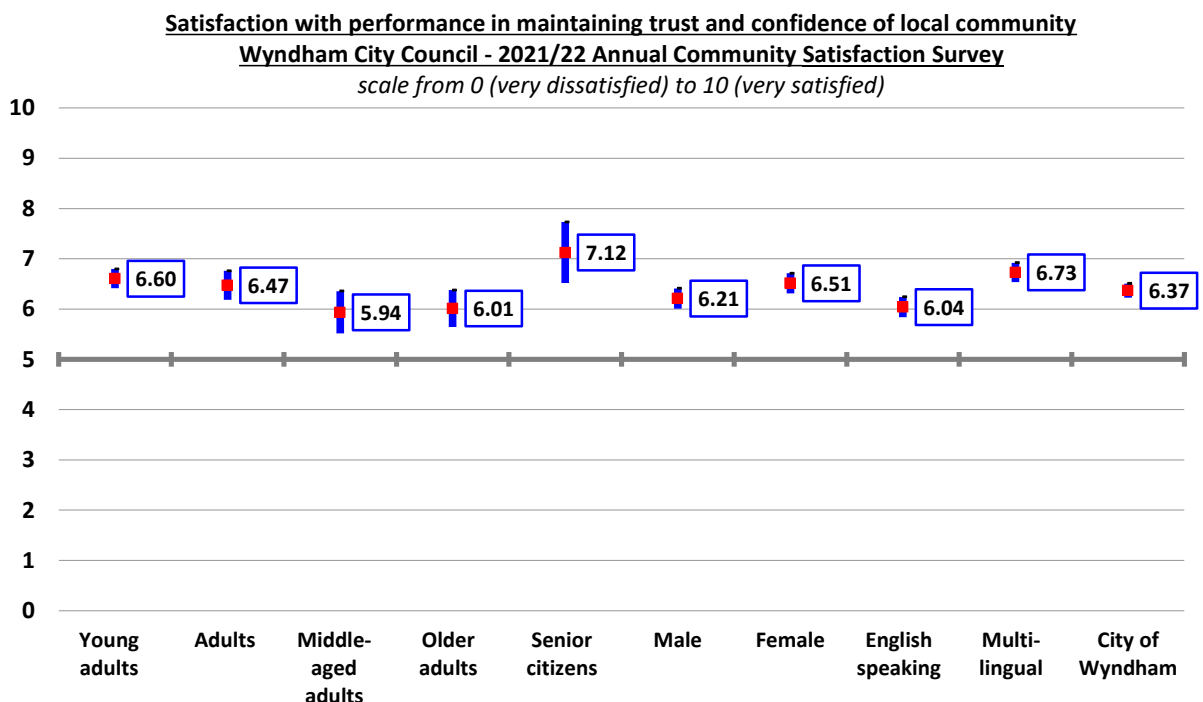
Whilst there was no statistically significant variation in satisfaction with this aspect of governance and leadership observed across the municipality, it is noted that respondents from Tarneit and Truganina rated satisfaction at “good” levels, whilst respondents from Werribee rated satisfaction at a “poor” level of satisfaction.





There was measurable variation in satisfaction with Council’s performance maintaining the trust and confidence of the community observed by respondent profile, as follows:

- **Higher than average satisfaction** – senior citizens (aged 75 years and over), female respondents, and respondents from multilingual respondents.
- **Lower than average satisfaction** – middle-aged and older adults (aged 45 to 74 years), male respondents, and respondents from English speaking households. Of these only the result for English speaking respondents was statistically significant.



Satisfaction with alternative measures of governance and leadership

In addition to the five core measures of Council’s governance and leadership performance, the Wyndham survey also included an additional five measures of governance and leadership.

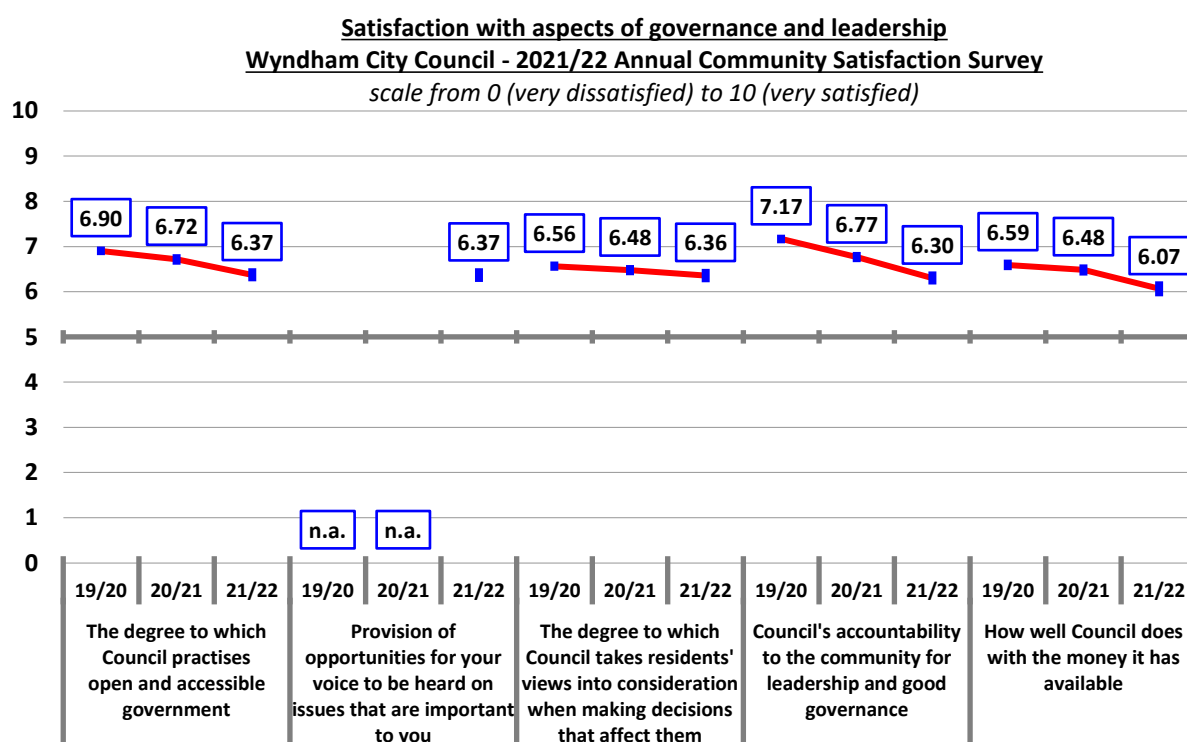
It is important to note that these aspects of Council performance are similar to the core aspects of governance and leadership outlined in the previous section.

These measures have been included in the survey to align with Council’s internal performance reporting requirements. As these measures have been included to meet the individual requirements of Wyndham City Council, they are not included in *Governing Melbourne*, and therefore no metropolitan-wide comparisons are available.

It is noted that satisfaction with the four of these fives measures that were included in previous years, all declined somewhat this year, with particular attention drawn to the 6.9% decline in satisfaction with Council’s accountability to the community for leadership and good governance.

Metropolis Research notes that there is no substantial evidence elsewhere in the survey, including for examples reasons for dissatisfaction with Council, top issues to address for the City of Wyndham ‘at the moment’, or in the general comments to suggest that these falls in satisfaction with aspects of governance and leadership reflect issues unique to the performance of the City of Wyndham as an organisation or the elected Council.

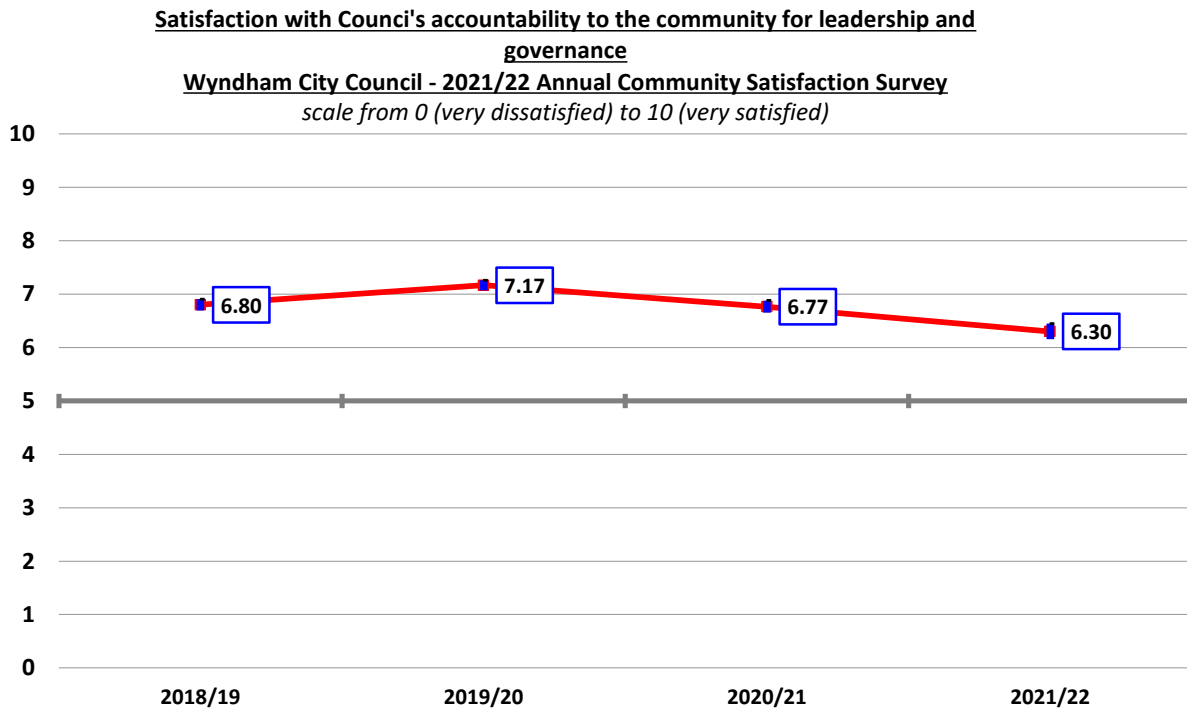
As discussed in the previous section, this decline in satisfaction with aspects of governance and leadership is likely to reflect, at least in part, a more generalized sense of fatigue with government more broadly, which has had a dampening effect on satisfaction with these government-related aspects performance.



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

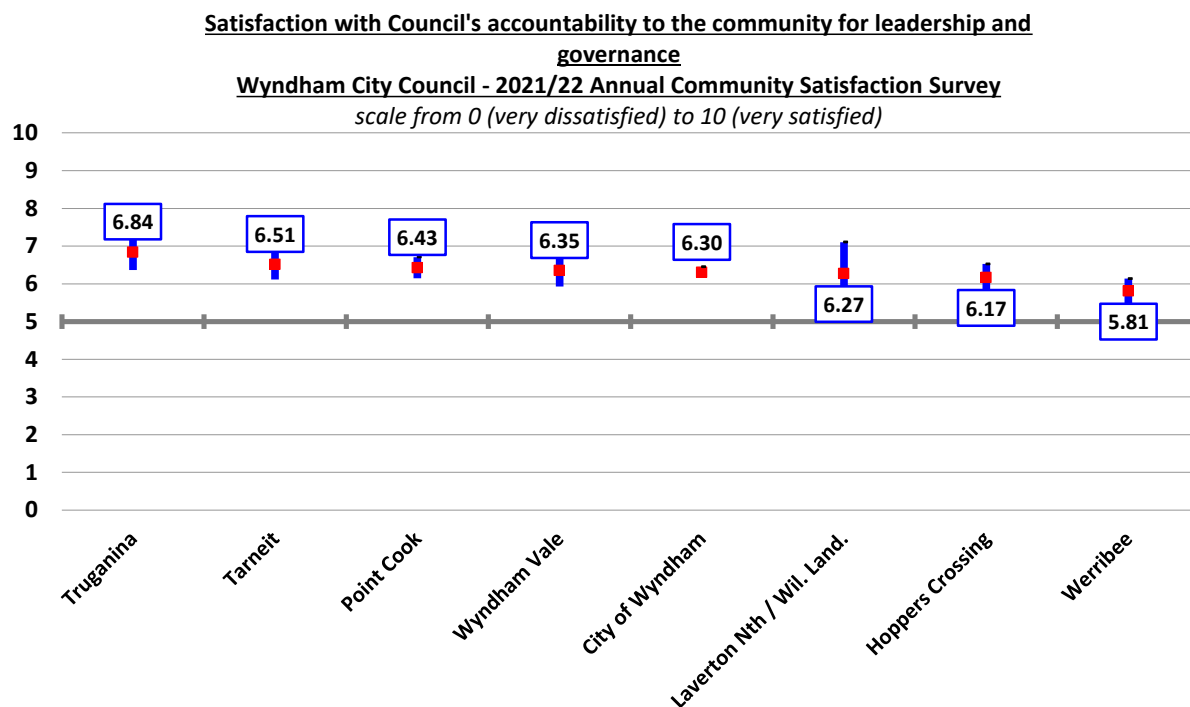
Satisfaction with Council’s accountability to the community for leadership and good governance declined measurably this year, down a statistically significant 6.9% to 6.30, which is a “solid”, down from a “good” level of satisfaction.

This is the lowest satisfaction with this aspect of Council performance observed since the question was first included in the survey in 2017/18 and is below the long-term average since 2017/18 of 6.80.



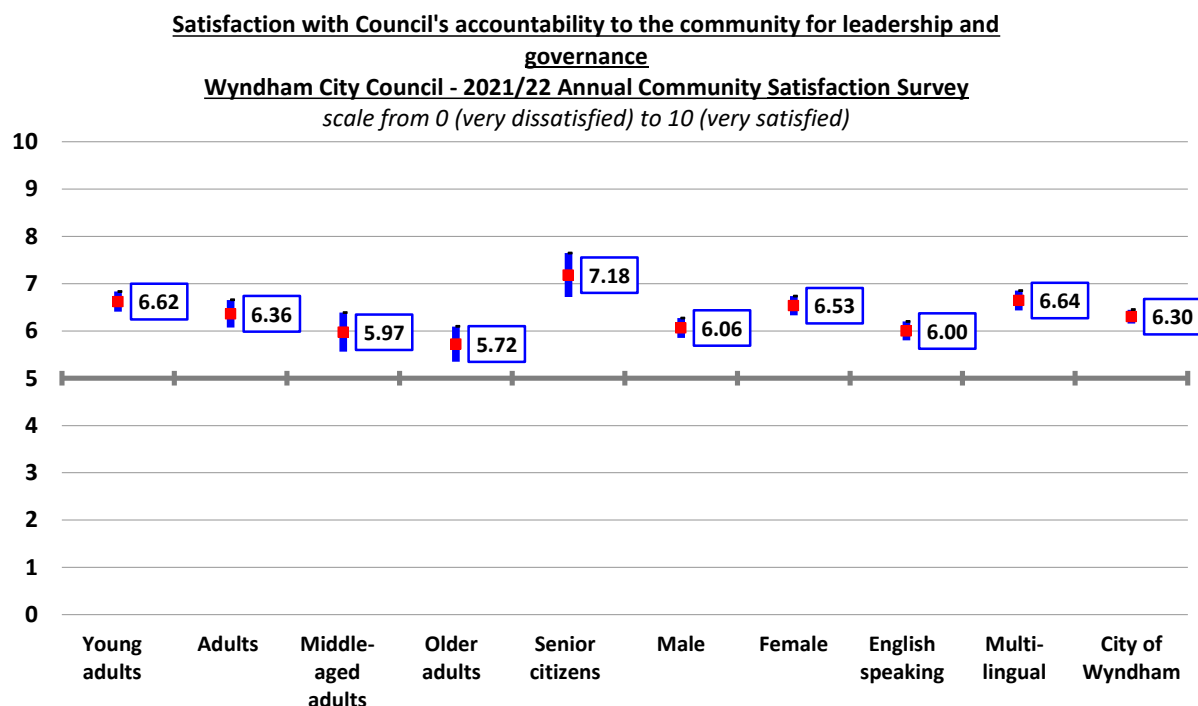
There was statistically significant variation in satisfaction with this aspect of performance observed across the municipality, with respondents from Werribee measurably less satisfied than average, and at a “poor” rather than a “solid” level of satisfaction.





There was measurable and significant variation in satisfaction with this aspect of performance observed by respondent profile, as follows:

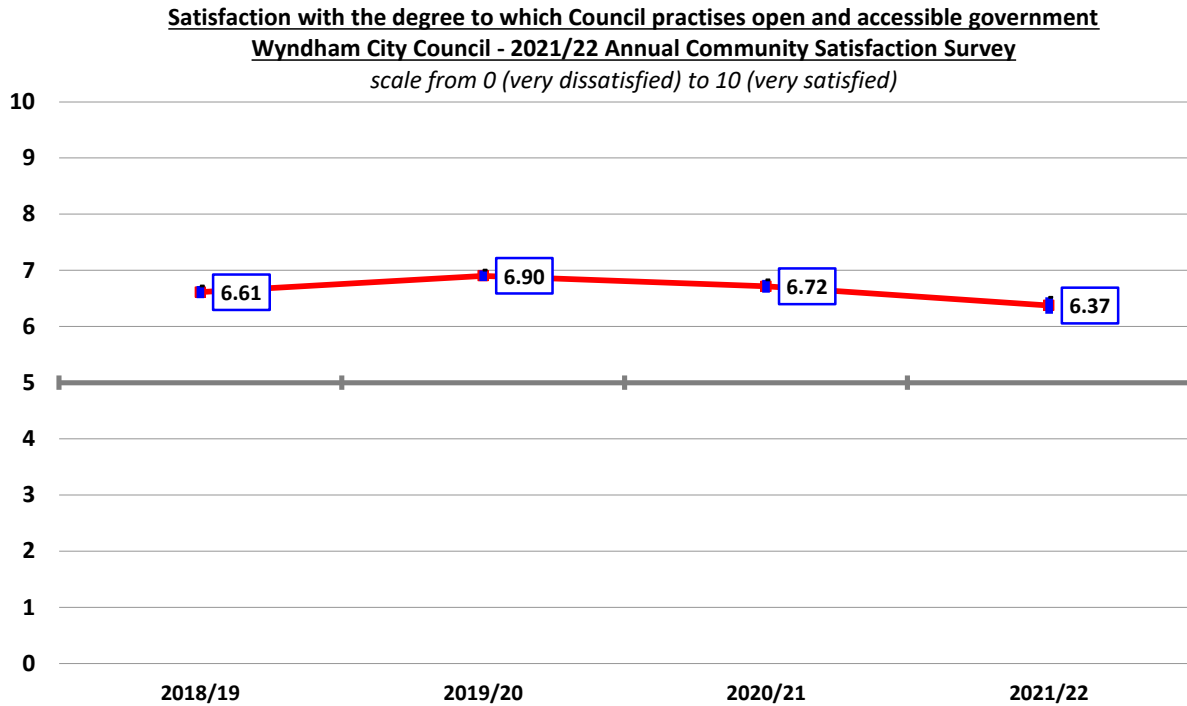
- **More satisfied than average** – young adults (aged 18 to 34 years) were somewhat more satisfied than average, whilst senior citizens (aged 75 years and over), female respondents, and respondents from multilingual households were measurably more satisfied than average.
- **Less satisfied than average** – includes older adults (aged 60 to 74 years), male respondents, and respondents from English speaking households.



Council practices open and accessible government

Satisfaction with Council’s performance practicing open and accessible government declined measurably this year, down 5.2% to 6.37, which is a “solid”, down from a “good” level of satisfaction.

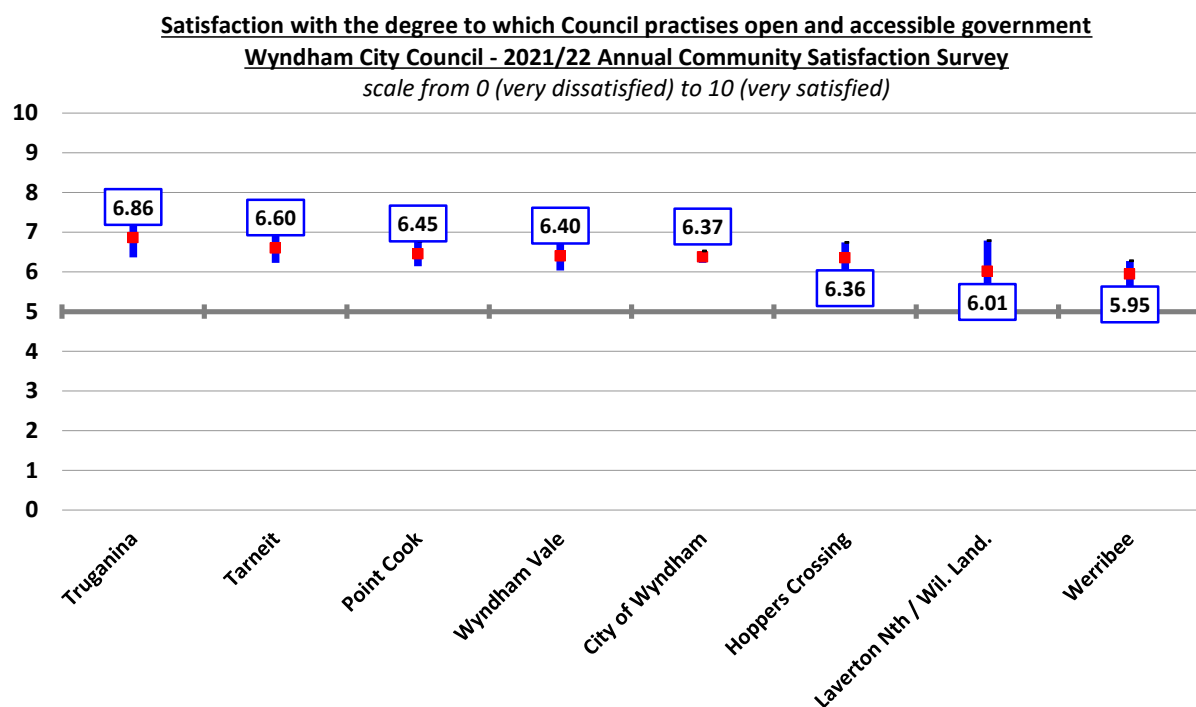
This result was the lowest result recorded since the question was first included in 2018/19 and was lower than the long-term average since 2018/19 of 6.68.



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

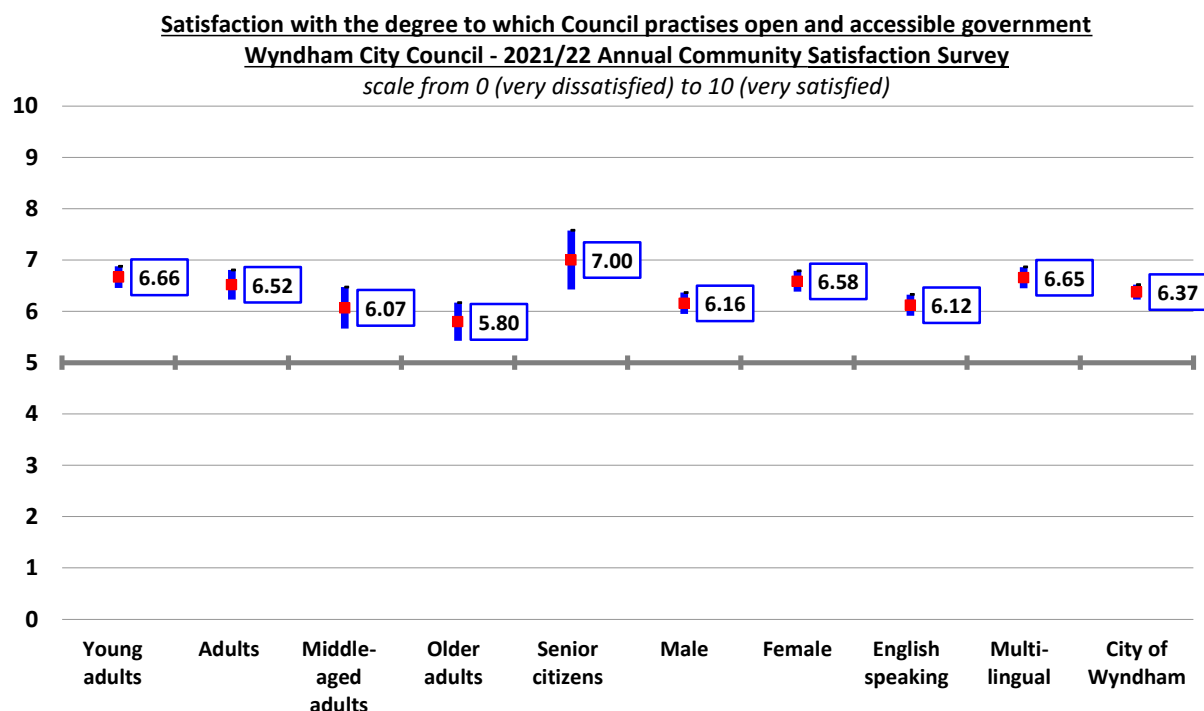
It is noted, however, that respondents from Truganina and Tarneit rated satisfaction at “good” levels, and respondents from Werribee rated satisfaction at a “poor” rather than a “solid” level.





There was measurable and significant variation in satisfaction with this aspect of performance observed by respondent profile, as follows:

- **More satisfied than average** – young adults (aged 18 to 34 years) were somewhat more satisfied than average, whilst senior citizens (aged 75 years and over), female respondents, and respondents from multilingual households were measurably more satisfied.
- **Less satisfied than average** – includes older adults (aged 60 to 74 years), male respondents, and respondents from English speaking households.



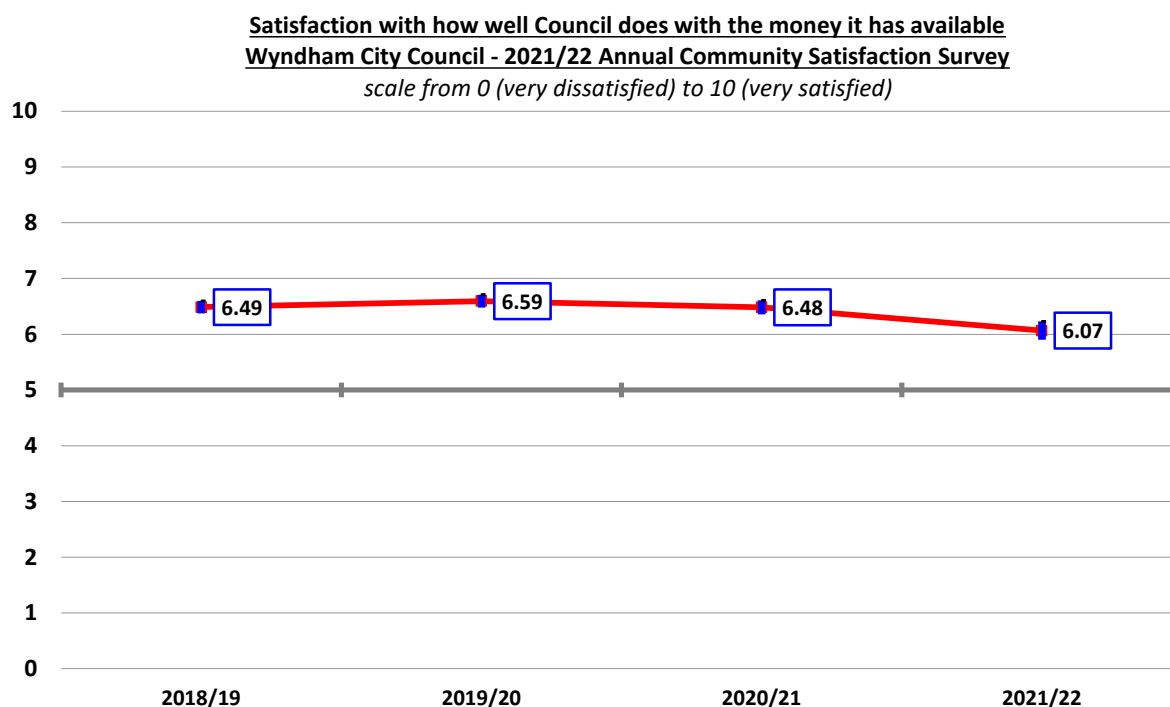
How well Council does with the money it has available

There was a change to the wording of this question this year from the previous “does the best with the best it can with the money it has available” to “how well Council does with the money it has available”.

Whilst it is not considered likely that the changing in wording will have materially affected the time series results, it should be noted.

Satisfaction with how well Council does with the money it has available declined measurably this year, down 6.3% to 6.07, although it remains at a “solid” level.

This is the lowest level of satisfaction recorded for this question since it was first included in the old format back in 2018/19 and is below the long-term average since 2018/19 of 6.43.

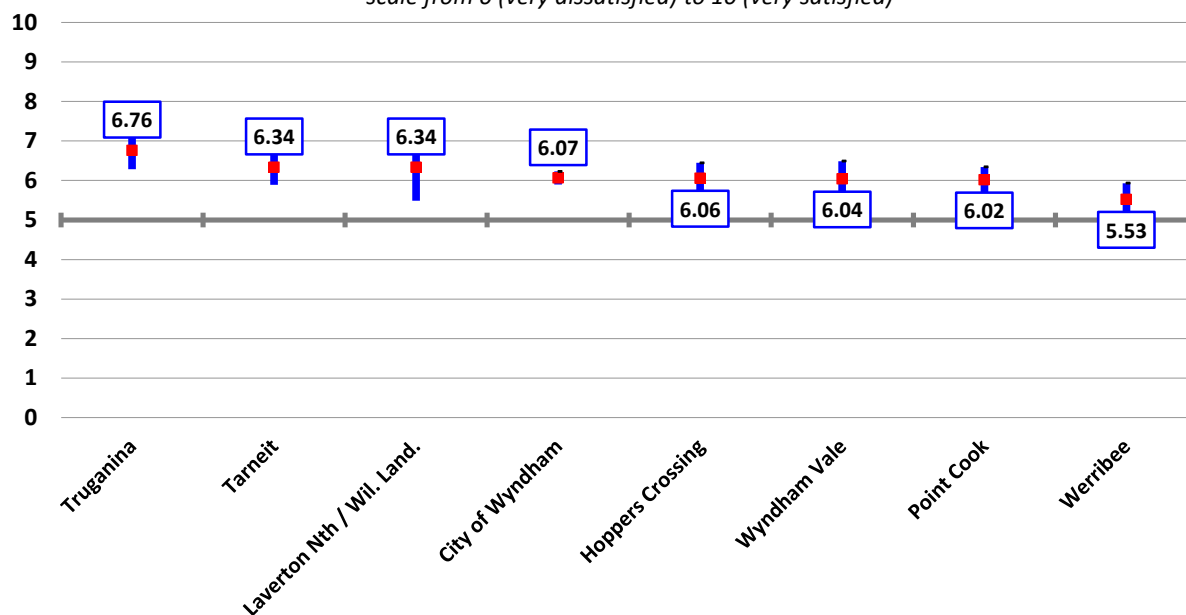


There was measurable variation in satisfaction with how well Council does with the money it has available observed across the seven precincts, as follows:

- **Truganina** – respondents were measurably more satisfied than average and at a “good” rather than a “solid” level of satisfaction. Truganina was the only precinct in which respondents rated satisfaction at a “good” level.
- **Werribee** – respondents were measurably less satisfied than average and at a “poor” rather than a “solid” level.



Satisfaction with how well Council does with the money it has available
Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable and significant variation in satisfaction with this aspect of performance observed by respondent profile, as follows:

- **More satisfied than average** – senior citizens (aged 75 years and over), female respondents, and respondents from multilingual households were measurably more satisfied.
- **Less satisfied than average** – older adults (aged 60 to 74 years) were somewhat less satisfied than average, whilst male respondents and respondents from English speaking households were measurably less satisfied.

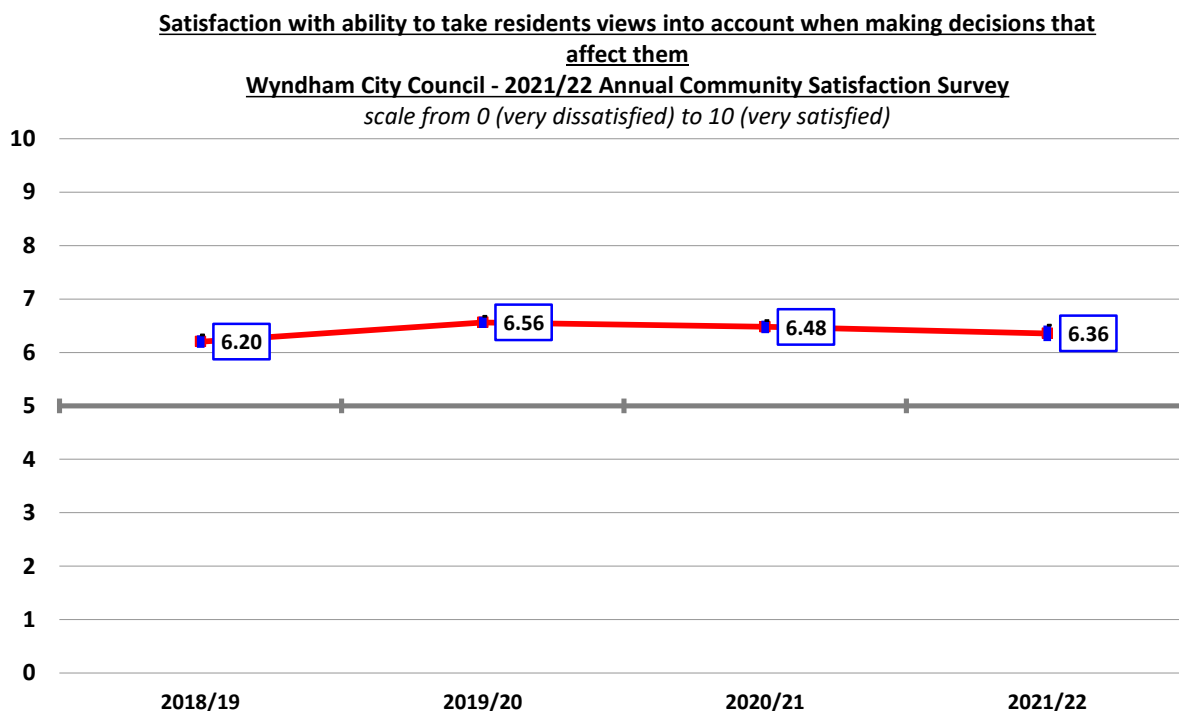
Satisfaction with how well Council does with the money it has available
Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



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

The average satisfaction with Council’s ability to take residents views into account when making decisions that affect them declined marginally but not measurably this year, down 1.9% to 6.36, although it remains at a “solid” level of satisfaction.

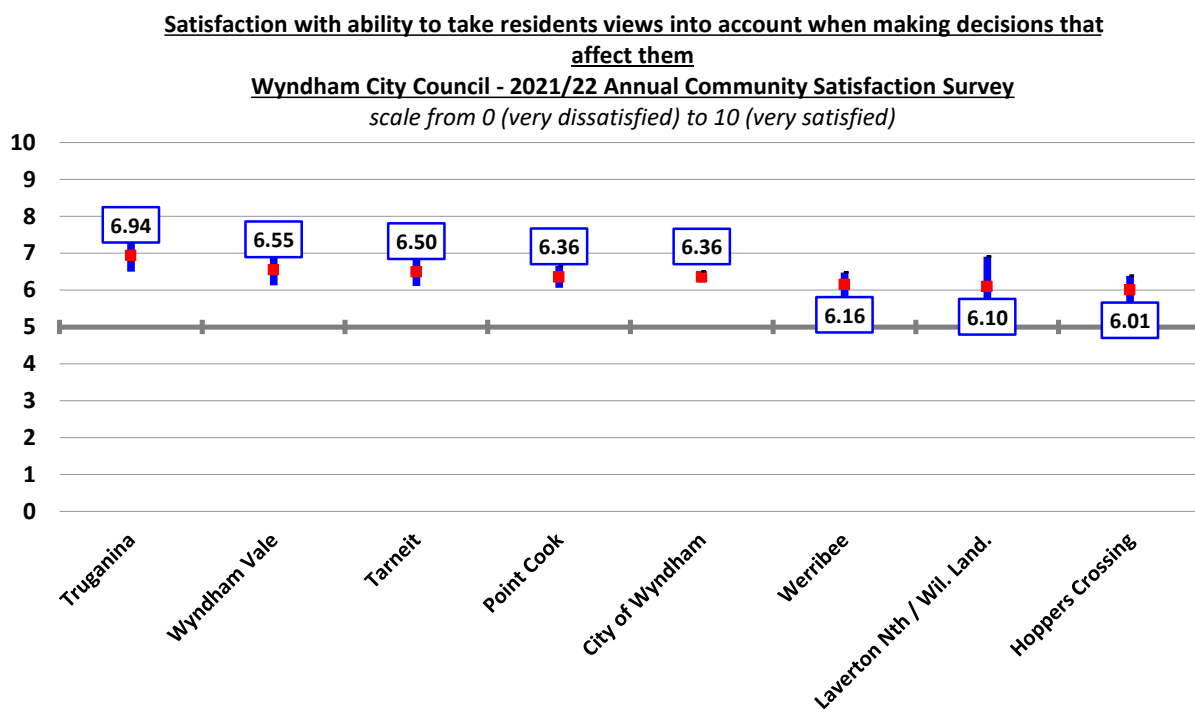
This result has remained relatively stable over the last four surveys around the long-term average of 6.42.



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

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





There was measurable and significant variation in satisfaction with this aspect of performance observed by respondent profile, as follows:

- **More satisfied than average** – senior citizens (aged 75 years and over) and respondents from multilingual households were measurably more satisfied than average, whilst female respondents somewhat but not measurably more satisfied.
- **Less satisfied than average** – older adults (aged 60 to 74 years) and English-speaking respondents were measurably less satisfied than average, and male respondents somewhat less satisfied.



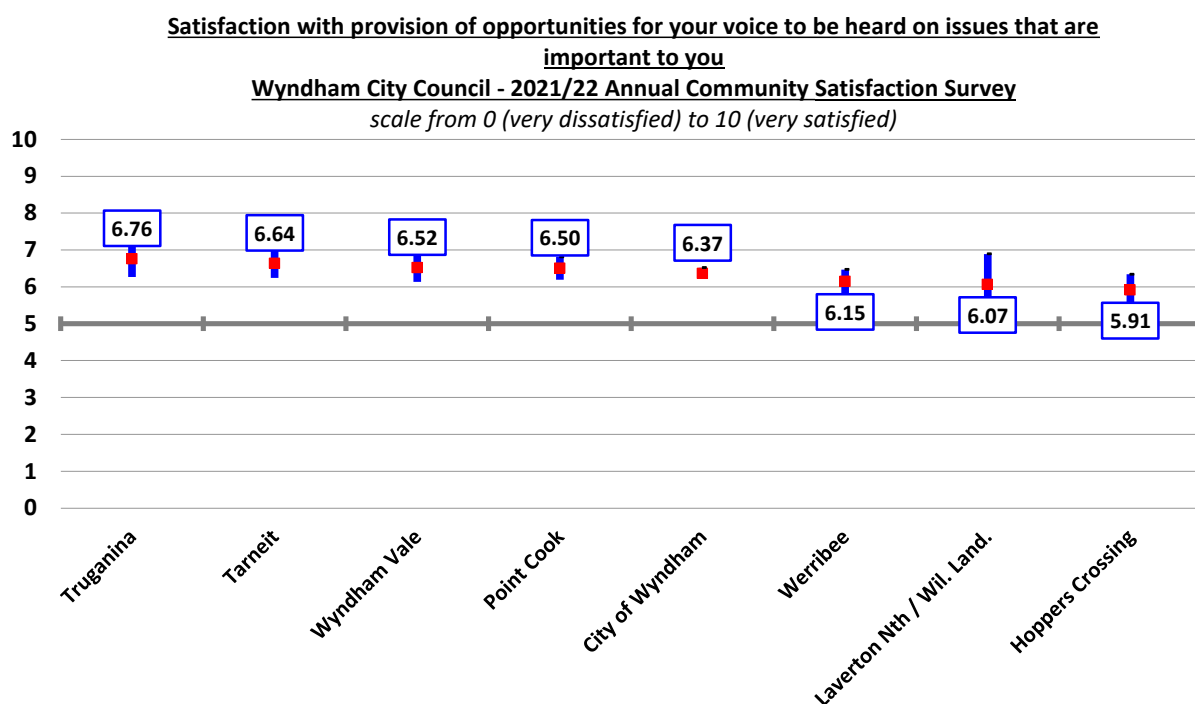
Provision of opportunities for your voice to be heard on issues that are important to you

Satisfaction with the provision of opportunities for respondents’ voice to be heard on issues that are important to them was included for the first time in the survey this year.

The average satisfaction with this aspect of performance was 6.37, or a “solid” level of satisfaction.

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

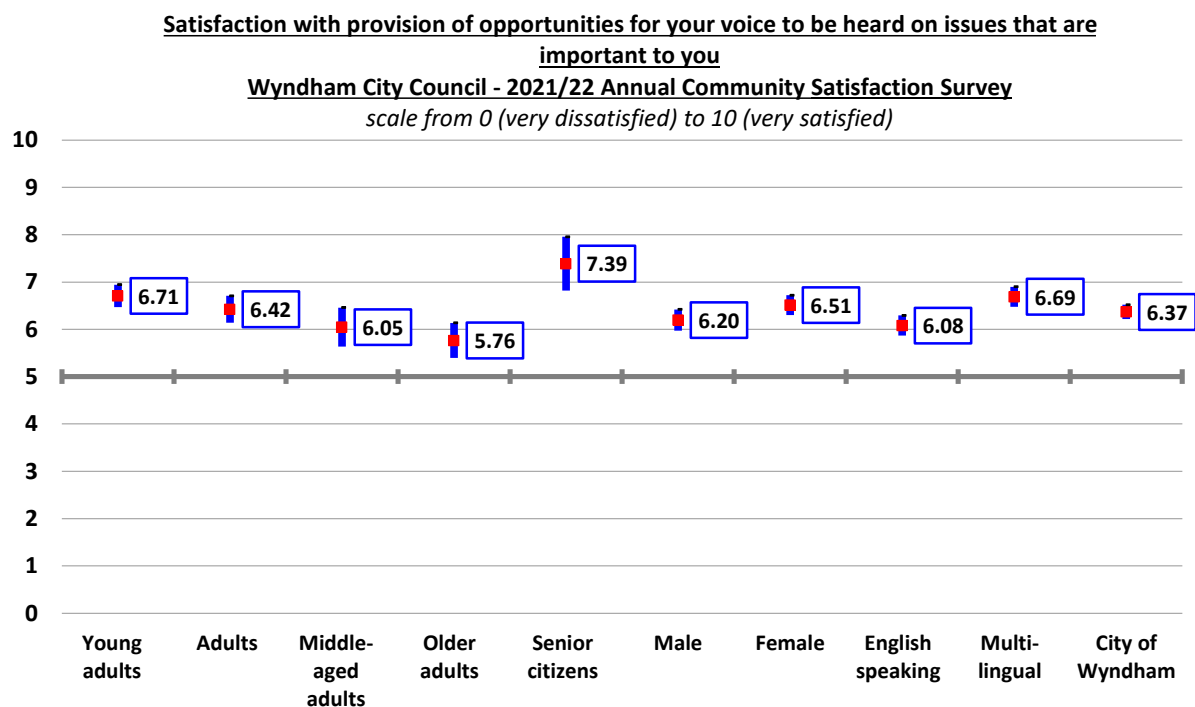
It is noted, however, that respondents from Werribee and Laverton North / Williams Landing rated satisfaction at “solid” levels, and respondents from Hoppers Crossing rated satisfaction at a “poor” level of satisfaction, although none of these were measurably lower than the municipal average.



There was measurable and significant variation in satisfaction with this aspect of performance observed by respondent profile, as follows:

- **More satisfied than average** – senior citizens (aged 75 years and over) and respondents from multilingual households were measurably more satisfied than average, whilst female respondents somewhat but not measurably more satisfied.
- **Less satisfied than average** – older adults (aged 60 to 74 years) and English-speaking respondents were measurably less satisfied than average, and male respondents somewhat less satisfied.





Satisfaction with aspect of Council leadership

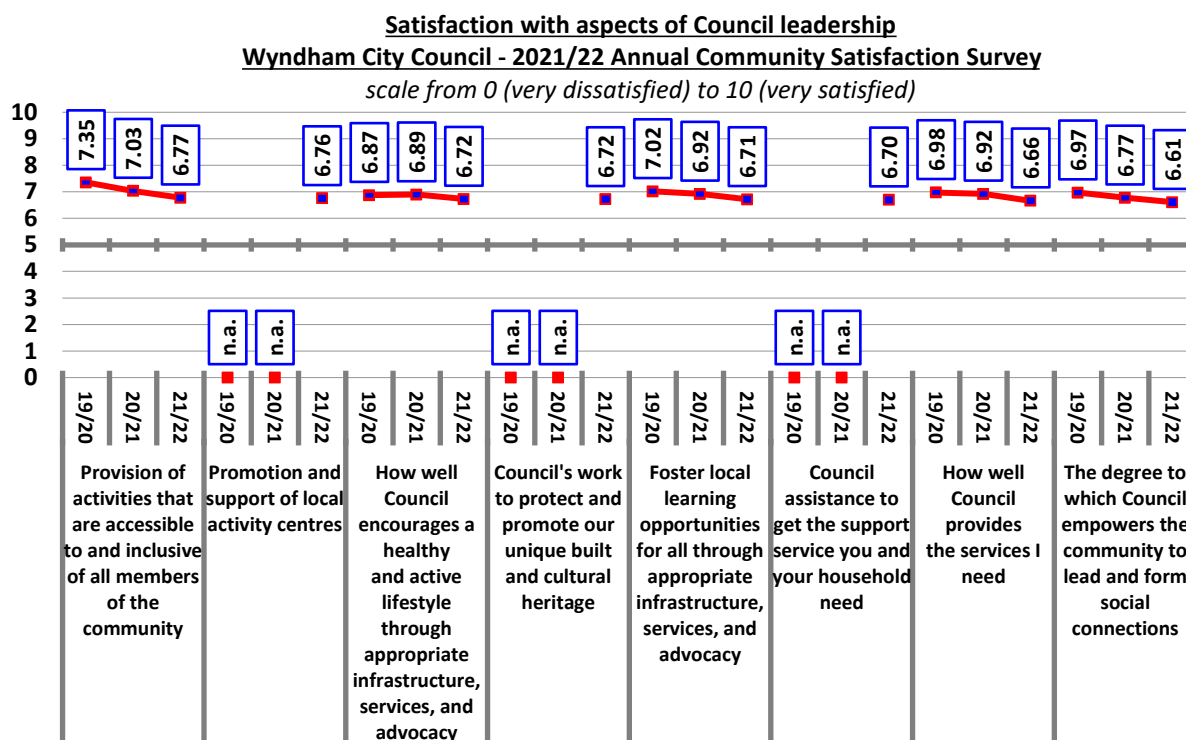
In addition to the eleven aspects of Council’s governance and leadership performance discussed in the previous two sections, the survey included in the satisfaction with Council performance block of questions, satisfaction with eight aspects of Council performance related to Council leadership across 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.

Of the five measures that were included in previous surveys, all five declined marginally this year, down by average of around three percent.

Satisfaction with all eight of these aspects of Council leadership and performance were rated at a “good” level of satisfaction.



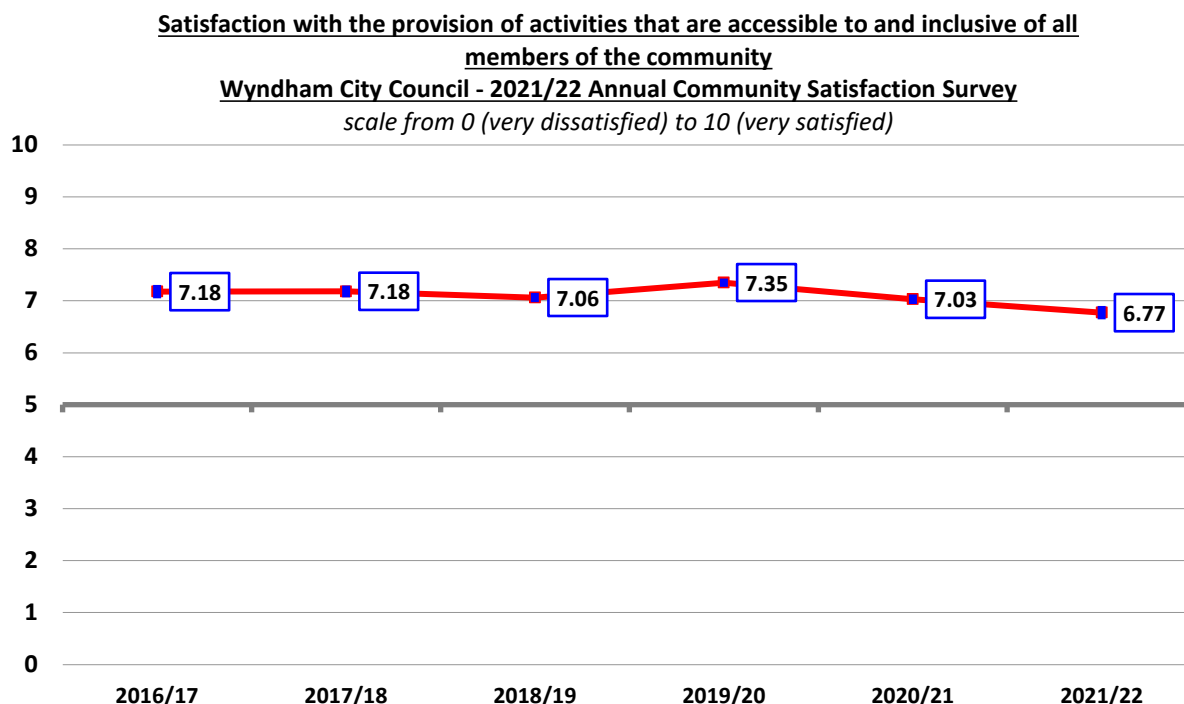


The provision of activities that are accessible to and inclusive of all members of the community

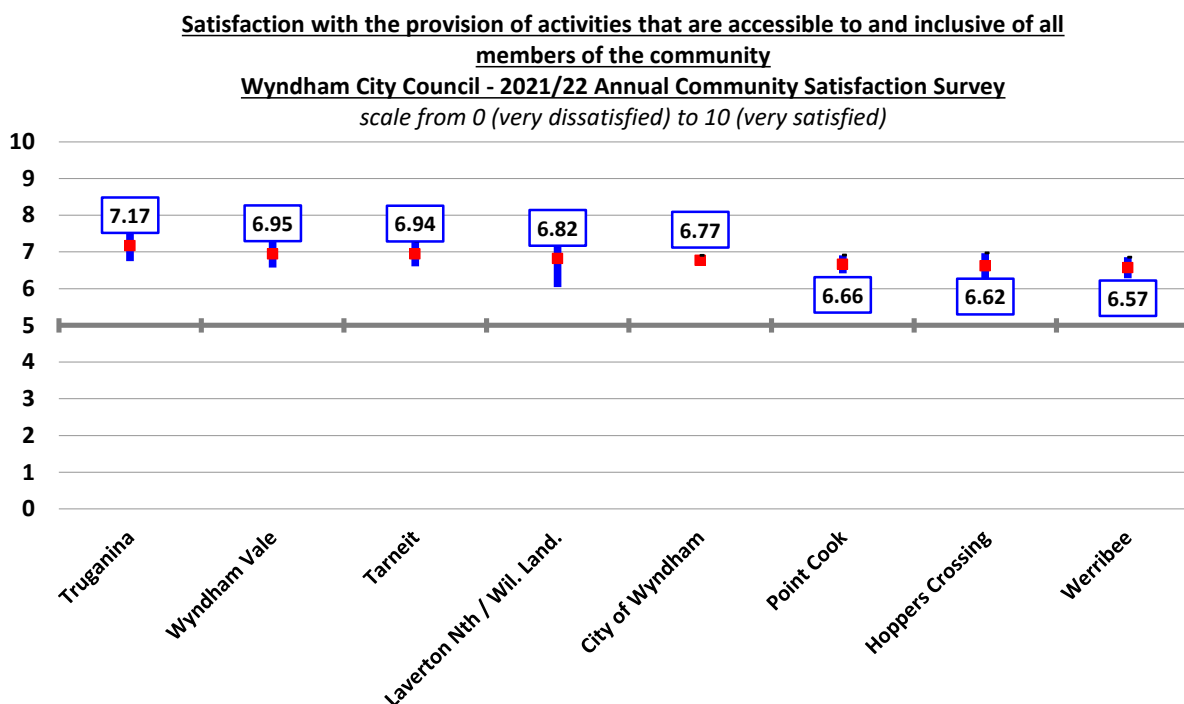
Satisfaction with the provision of activities that are accessible to and inclusive of all members of the community declined measurably this year, down 3.7% to 6.77, although it remains at a “good” level.

This result was the lowest satisfaction with this aspect of performance recorded since the question was first included in 2016 and was below the long-term average since 2015/16 of 7.11.





There was no statistically significant variation in satisfaction with the provision of activities that are accessible to and inclusive of all members of the community observed across the seven precincts comprising the City of Wyndham. It is noted that respondents from all seven precincts rated satisfaction at “good” levels of satisfaction.



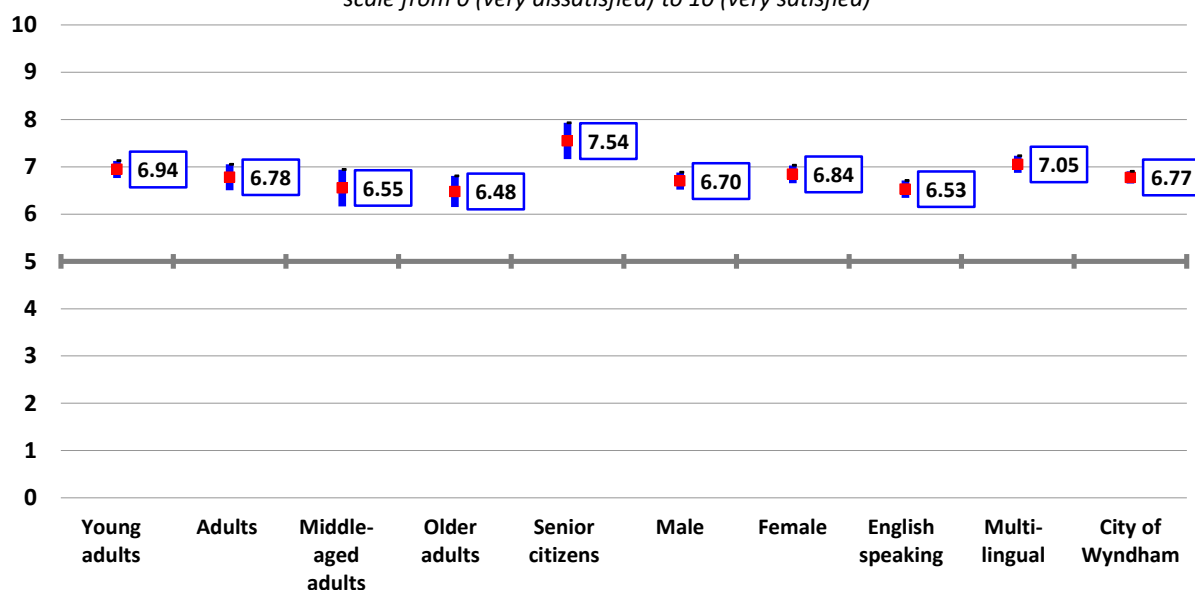
There was measurable and significant variation in satisfaction with this aspect of performance observed by respondent profile, as follows:

- **More satisfied than average** – senior citizens (aged 75 years and over) and respondents from multilingual households were measurably more satisfied.
- **Less satisfied than average** – older adults (aged 60 to 74 years) were somewhat less satisfied than average, and respondents from English speaking households were measurably less satisfied.

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

Wyndham City Council - 2021/22 Annual Community Satisfaction Survey

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



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

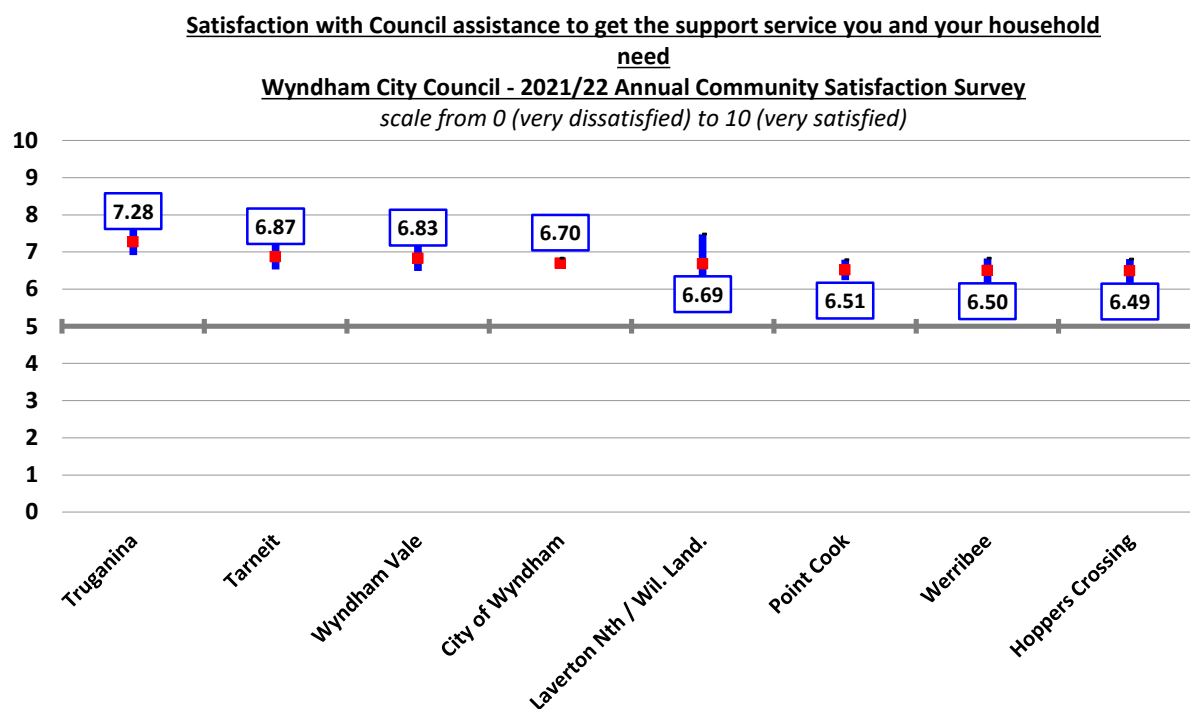
Satisfaction with Council assistance to get the support services respondents and their households need was included for the first time in the survey program this year.

Satisfaction with this aspect of performance was 6.70, which is a good level of satisfaction.

There was measurable variation in this result observed across the municipality as follows:

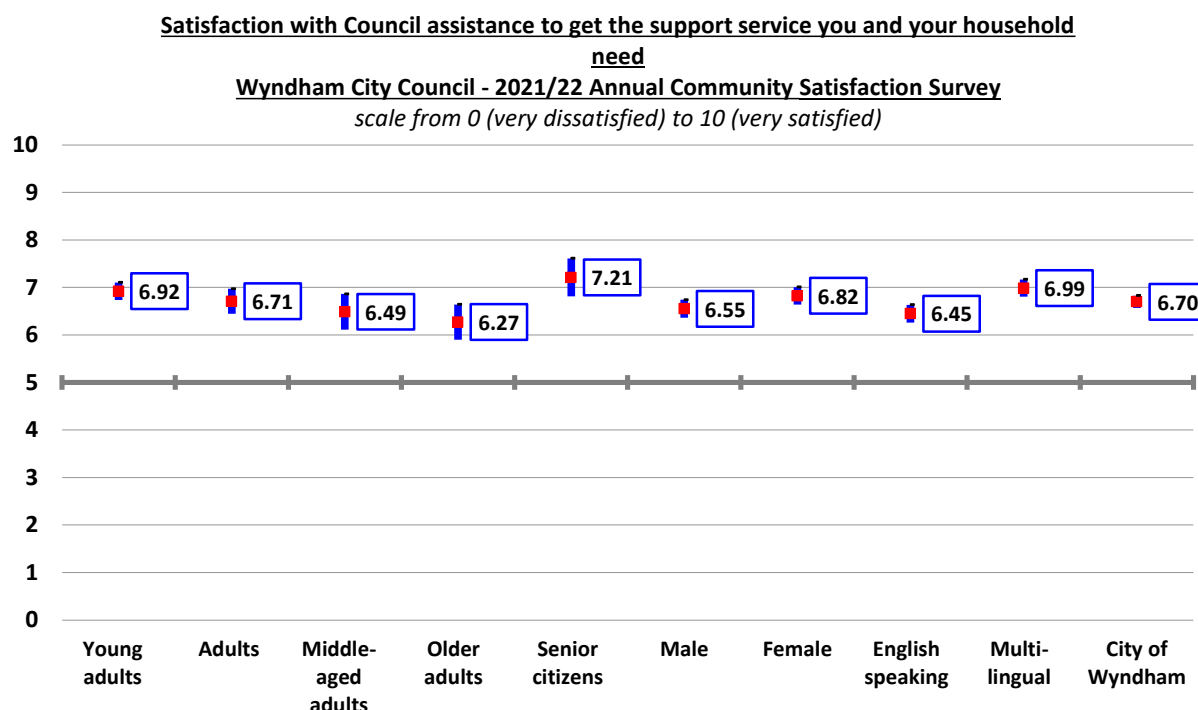
- **Truganina** – respondents were measurably more satisfied than average and at a “very good” level of satisfaction.
- **Werribee and Hoppers Crossing** – respondents were somewhat, but not measurably less satisfied than average, with scores on the border between “solid” and “good”.





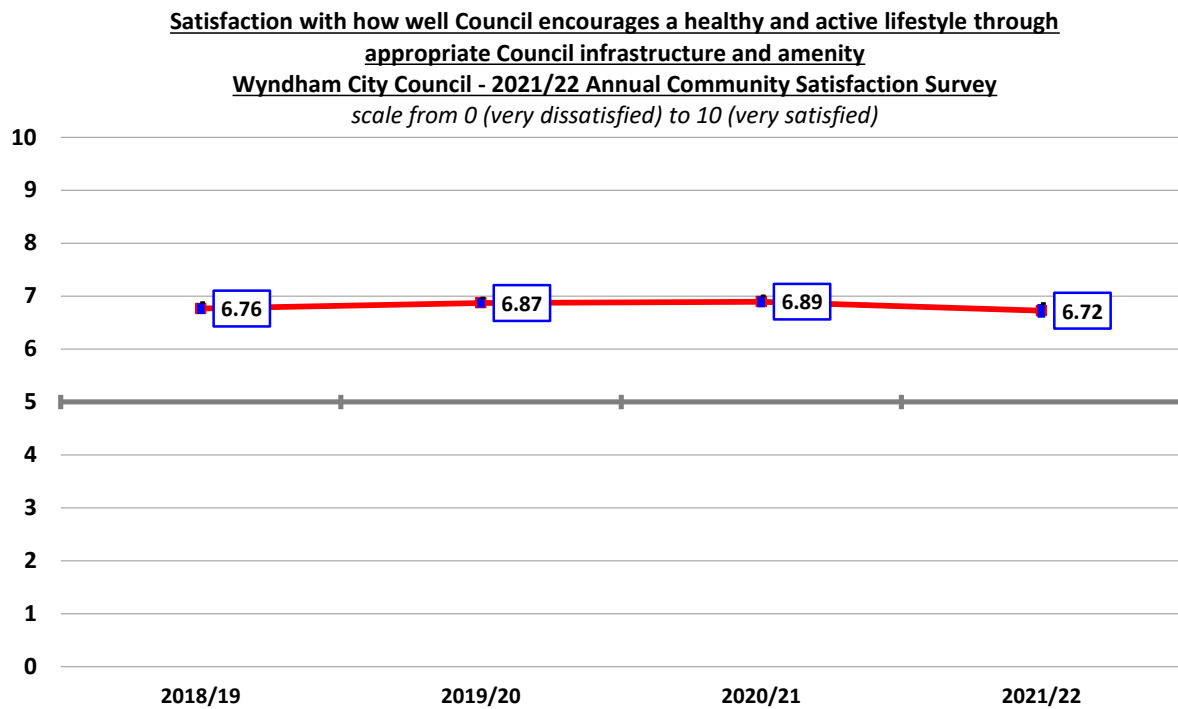
There was measurable and significant variation in satisfaction with this aspect of performance observed by respondent profile, as follows:

- **More satisfied than average** – young adults (aged 18 to 34 years) and female respondents were somewhat more satisfied than average, whilst senior citizens (aged 75 years and over), respondents from multilingual households were measurably more satisfied.
- **Less satisfied than average** – older adults (aged 60 to 74 years), male respondents were somewhat less satisfied, and respondents from English speaking households were measurably less satisfied.



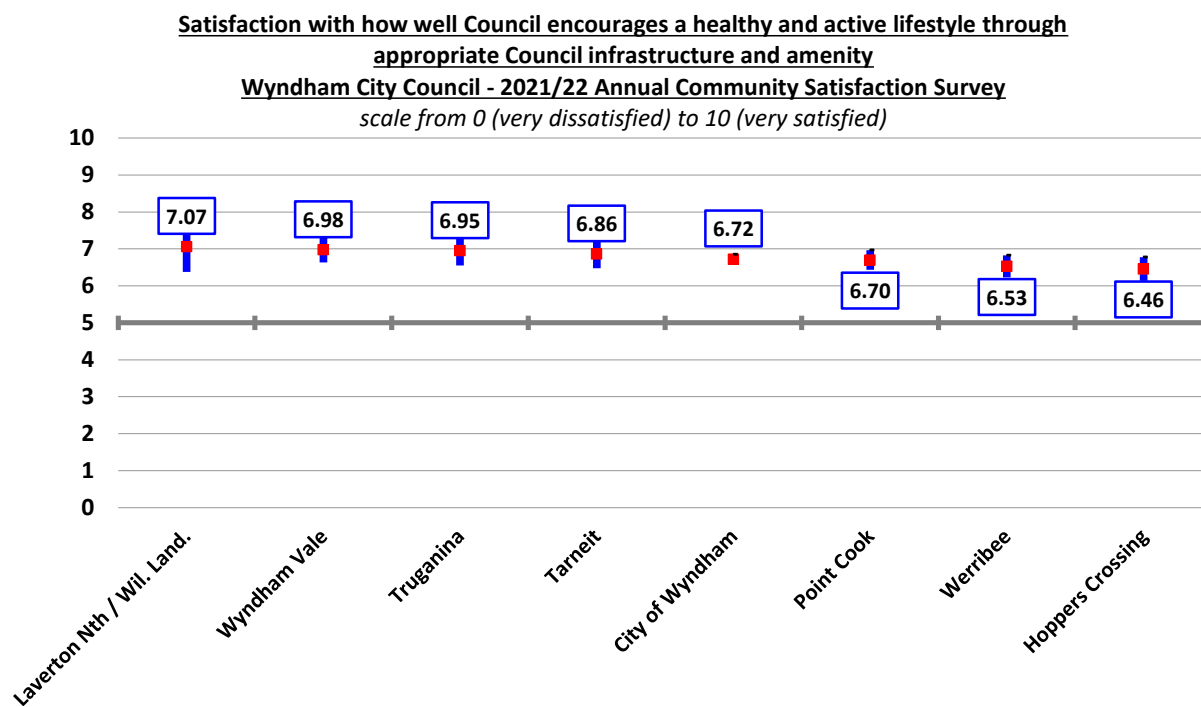
How well Council encourages a healthy and active lifestyle through appropriate Council infrastructure and amenity

Satisfaction with how well Council encourages a healthy and active lifestyle through appropriate Council infrastructure and amenity declined somewhat, but not measurably this year, down 2.5% to 6.72, although it remains at a “good” level. Satisfaction with this aspect has remained relatively stable around the long-term average since 2018/19 of 6.83.

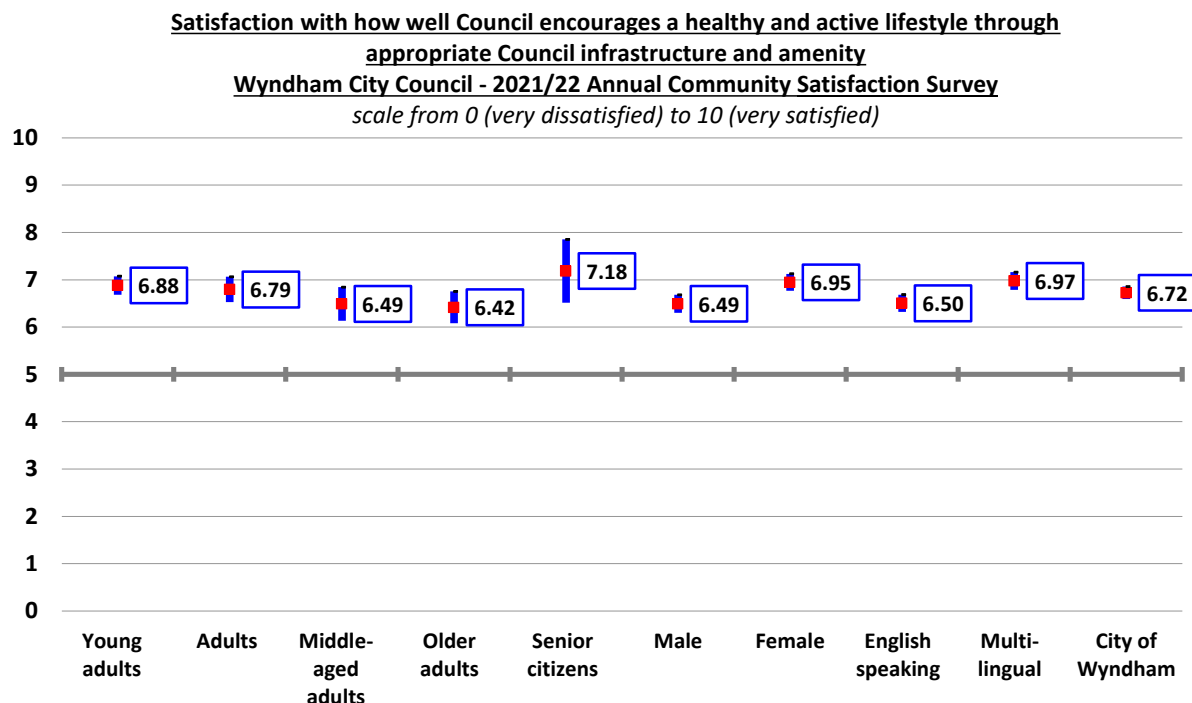


There was no statistically significant variation in satisfaction with this aspect of performance observed across the municipality, although it was rated as “solid” by respondents from Hoppers Crossing.





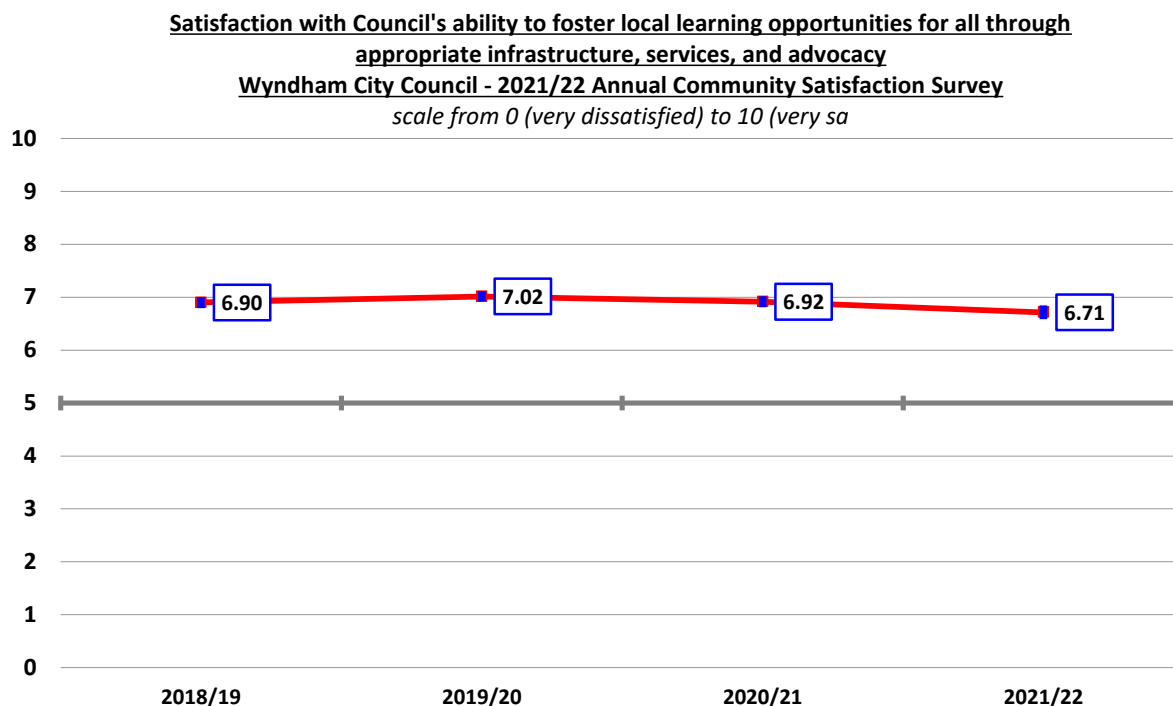
There was measurable variation in satisfaction with this aspect of performance observed by respondent profile, with female respondents and respondents from multilingual households measurably more satisfied than male respondents and respondents from English speaking households.



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 three percent to 6.71, although it remains at a “solid” level.

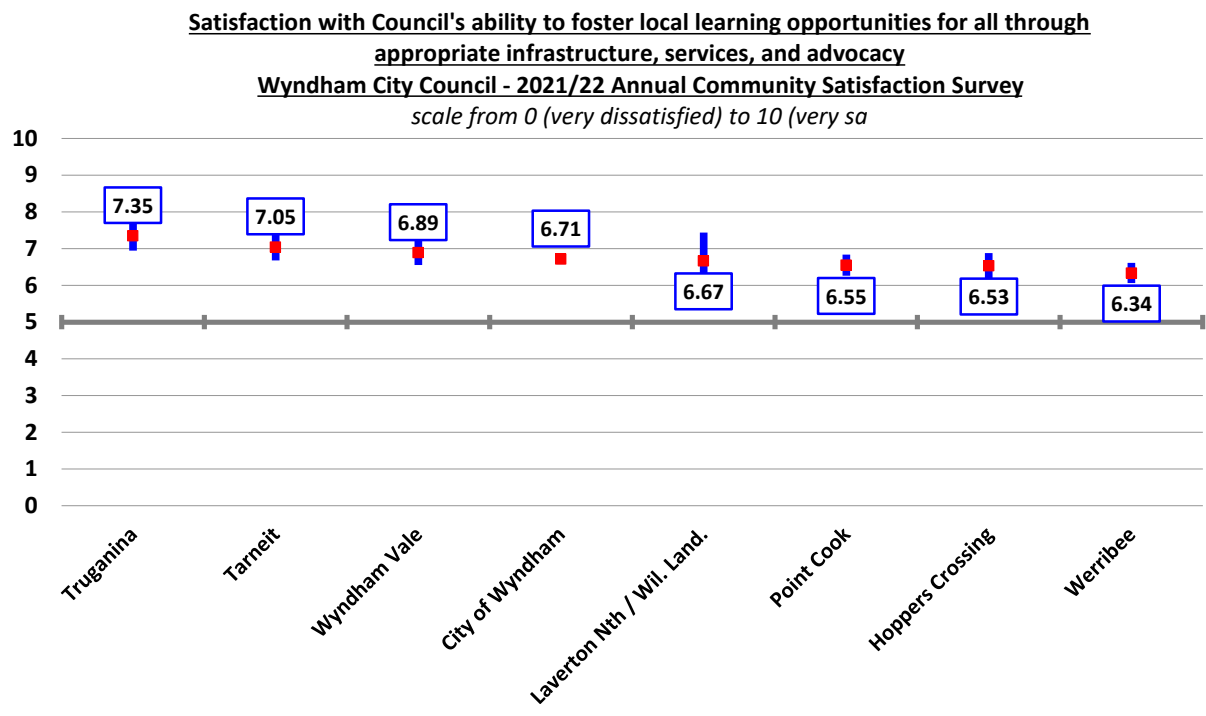
Although the result this year is the lowest recorded over the last five years, it is noted that this result has remained relatively stable around the long-term average of 6.90.



There was measurable variation in this result observed across the municipality as follows:

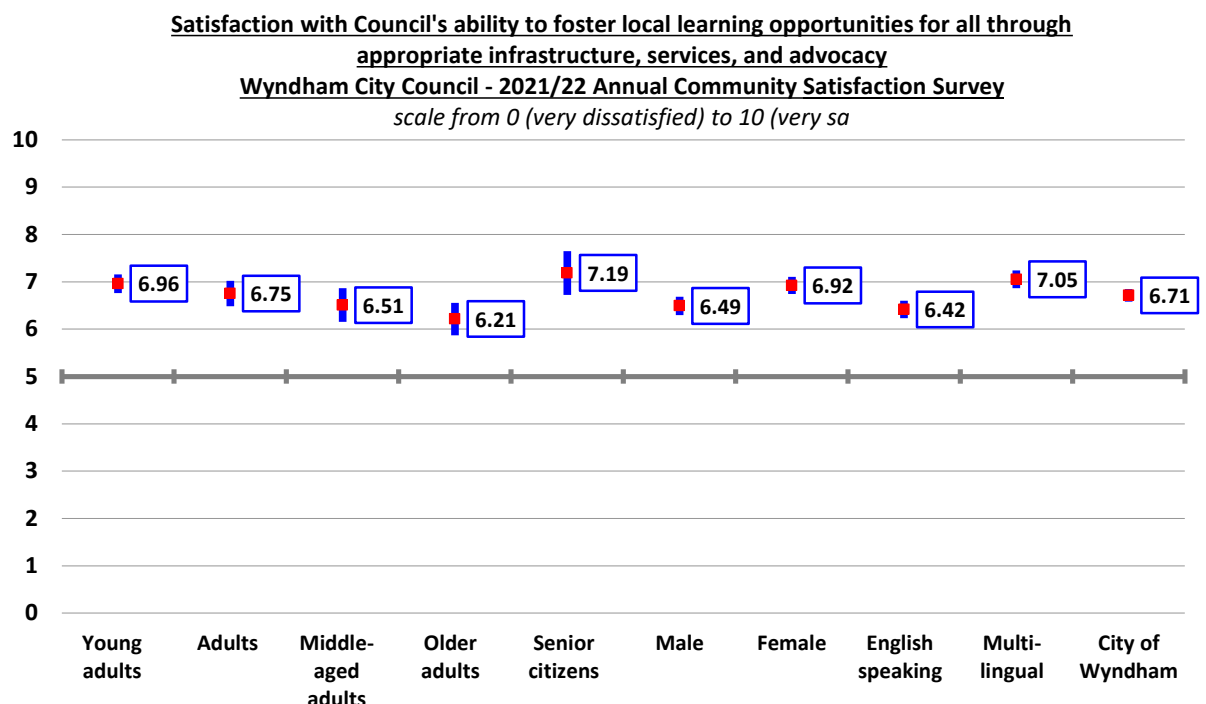
- **Truganina** – respondents were measurably more satisfied than average and at a “very good” level of satisfaction.
- **Werribee** – respondents were somewhat, but not measurably less satisfied than average, and at a “solid” rather than a “good” level.





There was measurable and significant variation in satisfaction with this aspect of performance observed by respondent profile, as follows:

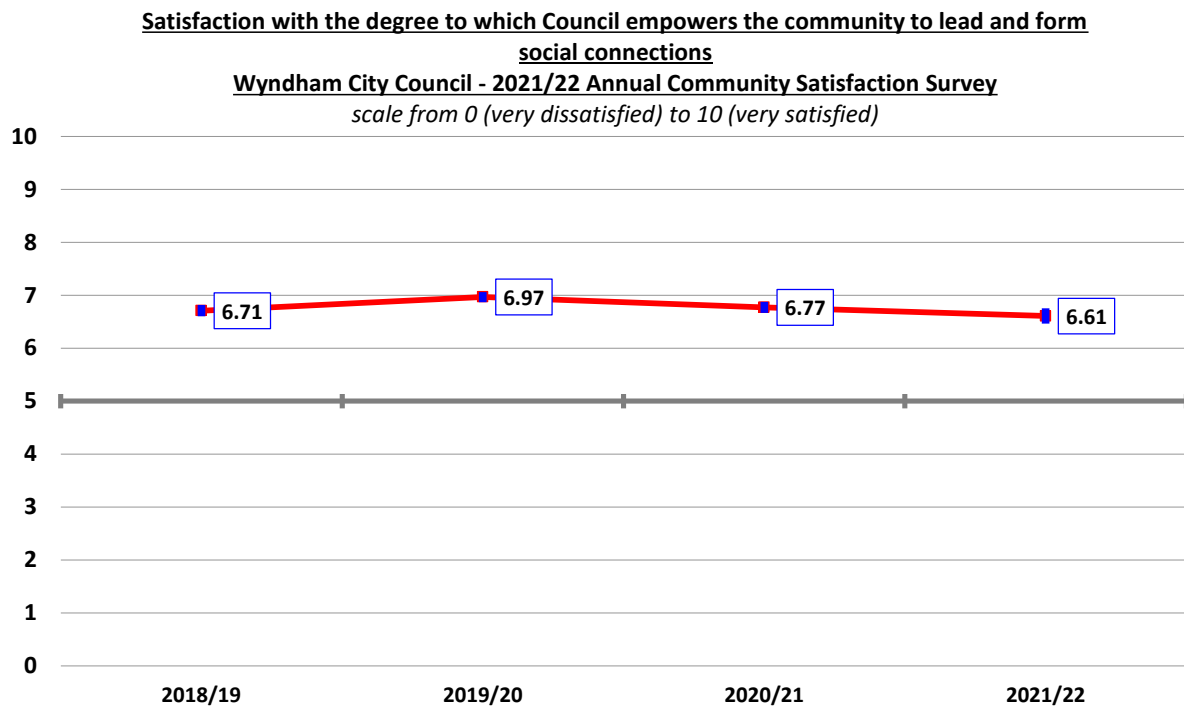
- **More satisfied than average** – young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) were somewhat more satisfied, whilst female respondents and respondents from multilingual households were measurably more satisfied.
- **Less satisfied than average** – older adults (aged 60 to 74 years) were somewhat less satisfied, whilst male respondents and respondents from English speaking households were measurably less satisfied.



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 marginally but not measurably this year, down 2.4% to 6.61, although it remains at a “good” level.

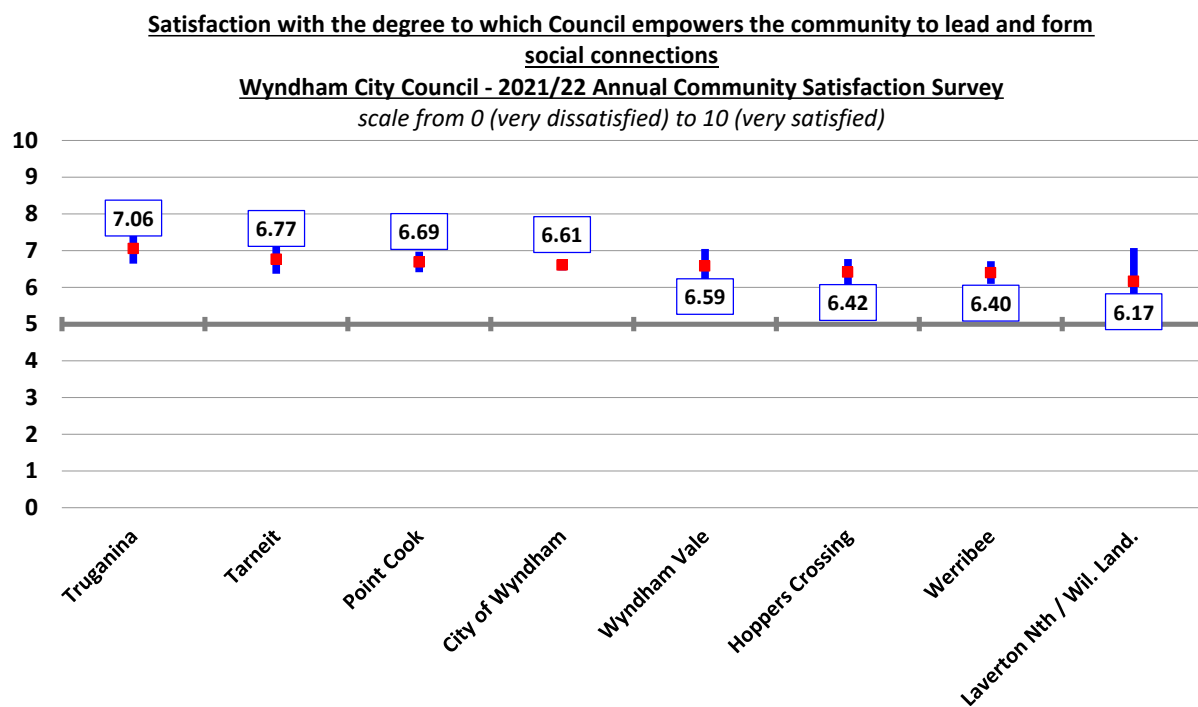
Despite being the lowest satisfaction score since first introduced in 2018/19, satisfaction has remained relatively stable around the long-term average since 2018/19 of 6.78.



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

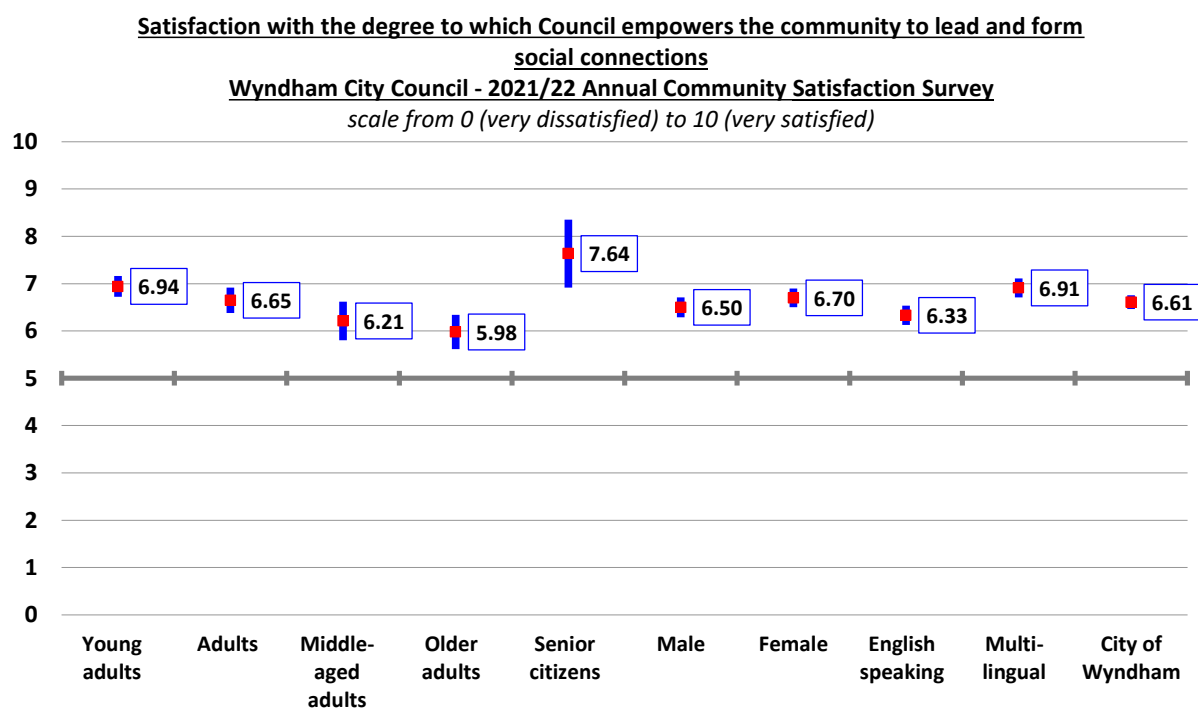
It is noted, however, that respondents from Hoppers Crossing, Werribee, and Laverton North / Williams Landing recorded satisfaction at “solid”, rather than “good” levels of satisfaction.





There was measurable and significant variation in satisfaction with this aspect of performance observed by respondent profile, as follows:

- **More satisfied than average** – young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), and respondents from multilingual households measurably more satisfied.
- **Less satisfied than average** – older adults (aged 60 to 74 years) and respondents from English speaking households were measurably less satisfied.

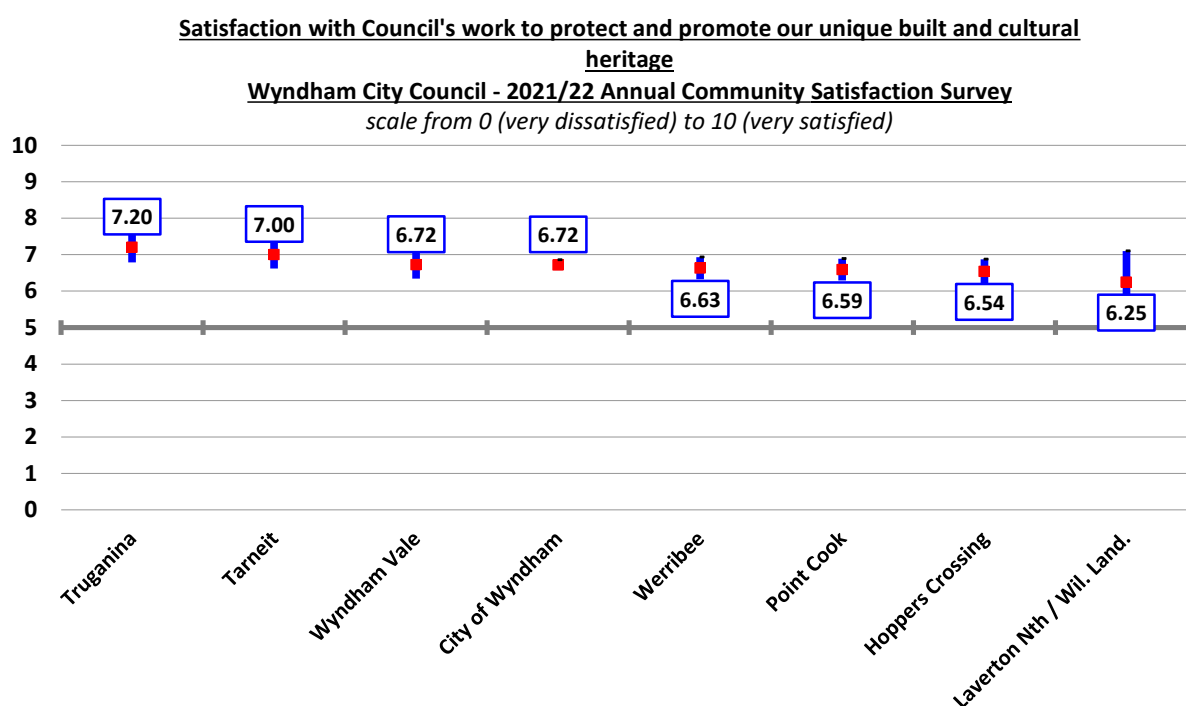


Council’s work to protect and promote our unique built and cultural heritage

Satisfaction with Council’s work to protect and promote the unique built and cultural heritage was included for the first time in the survey this year.

The average satisfaction with this aspect of performance was 6.72, which was a “good” level of satisfaction.

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



There was measurable and significant variation in satisfaction with this aspect of performance observed by respondent profile, as follows:

- **More satisfied than average** – young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) were somewhat more satisfied than average, and respondents from multilingual households measurably more satisfied.
- **Less satisfied than average** – older adults (aged 60 to 74 years) and respondents from English speaking households were measurably less satisfied.



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

Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

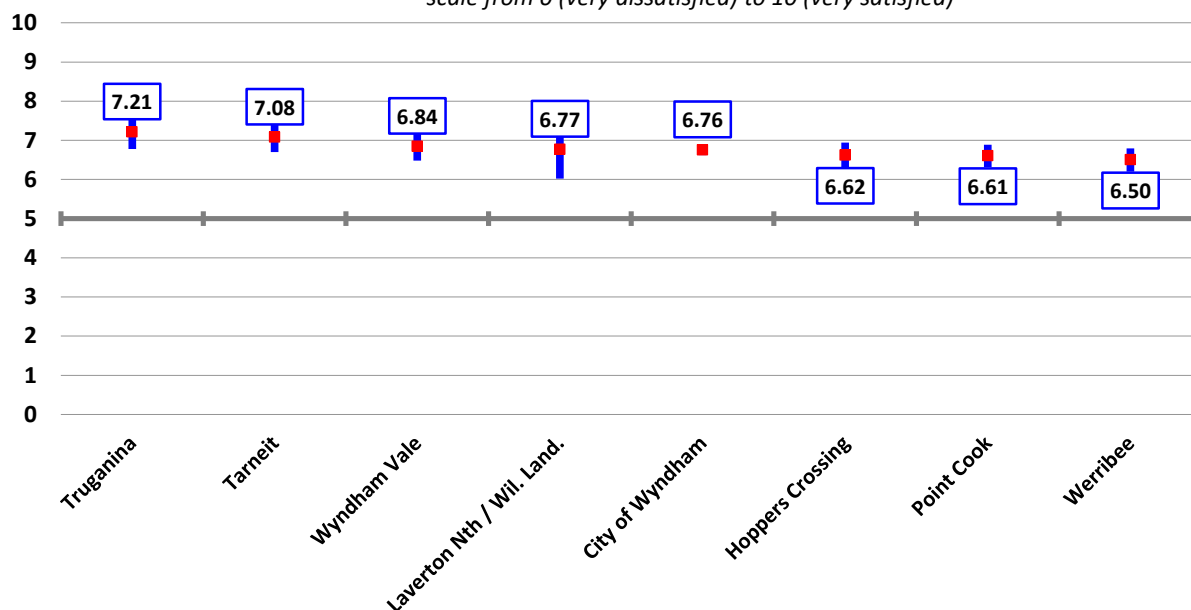


Promotion and support of local activity centres

Satisfaction with the promotion and support of local activity centres was included for the first time in the survey this year.

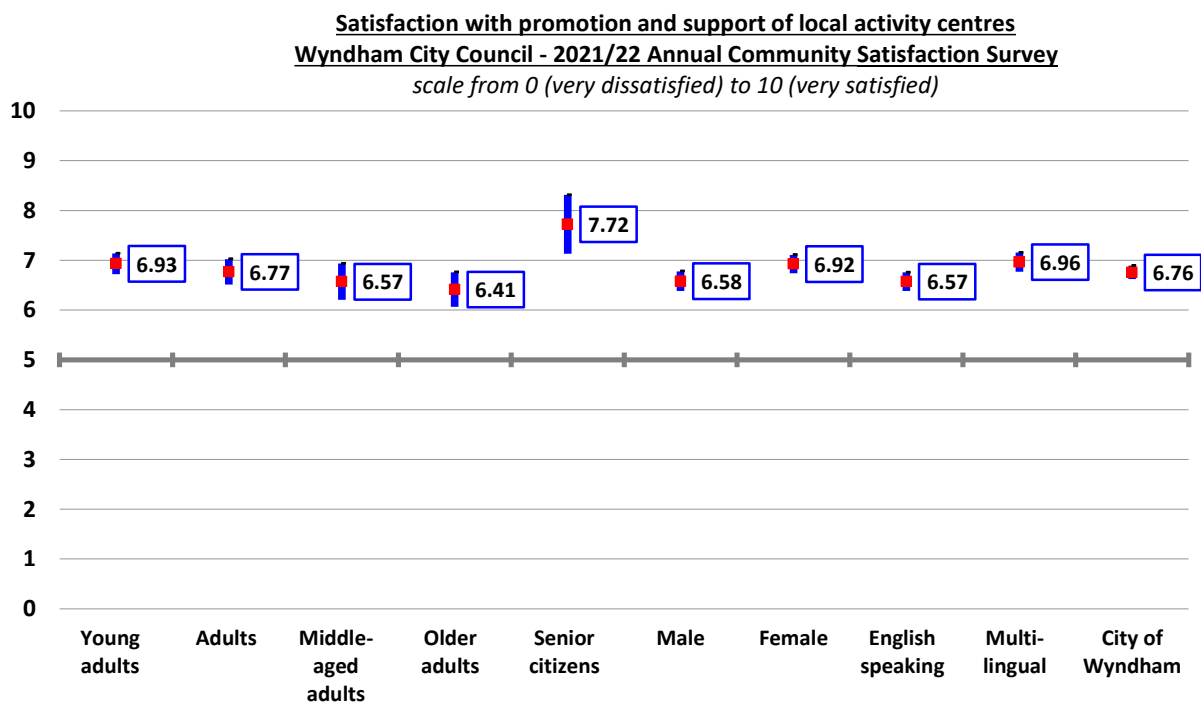
The average satisfaction with this aspect of performance was 6.76, which was a “good” level of satisfaction. There was no measurable variation in this result observed across the municipality, and respondents in all seven precincts rated satisfaction at a “good” level.

Satisfaction with promotion and support of local activity centres
Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable and significant variation in satisfaction with this aspect of performance observed by respondent profile, as follows:

- **More satisfied than average** – senior citizens (aged 75 years and over) were measurably more satisfied than average, whilst female respondents and respondents from multilingual households somewhat but not measurably more satisfied.
- **Less satisfied than average** – older adults (aged 60 to 74 years) were somewhat less satisfied than average.



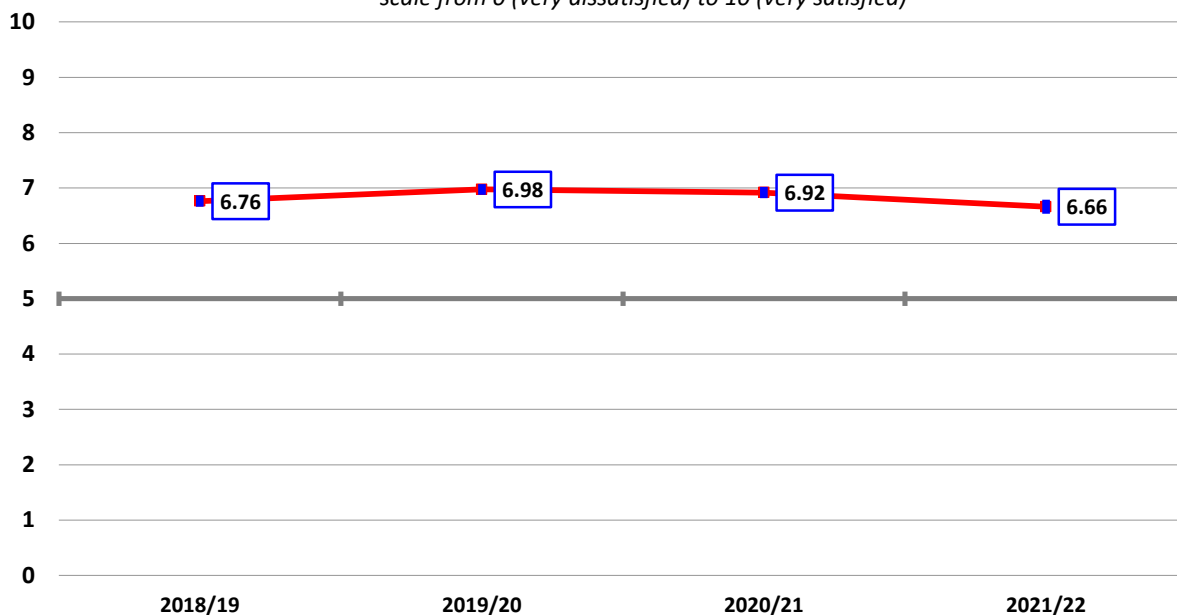
How well Council provides the services respondents' need

Satisfaction with how well Council provides the services respondents' need declined measurably this year, down 3.7% to 6.66, although it remains at a "good" level of satisfaction.

This is the lowest satisfaction with this aspect of performance recorded since it was first included in the survey in 2018/19, and it was below the long-term average since 2018/19 of 6.85.



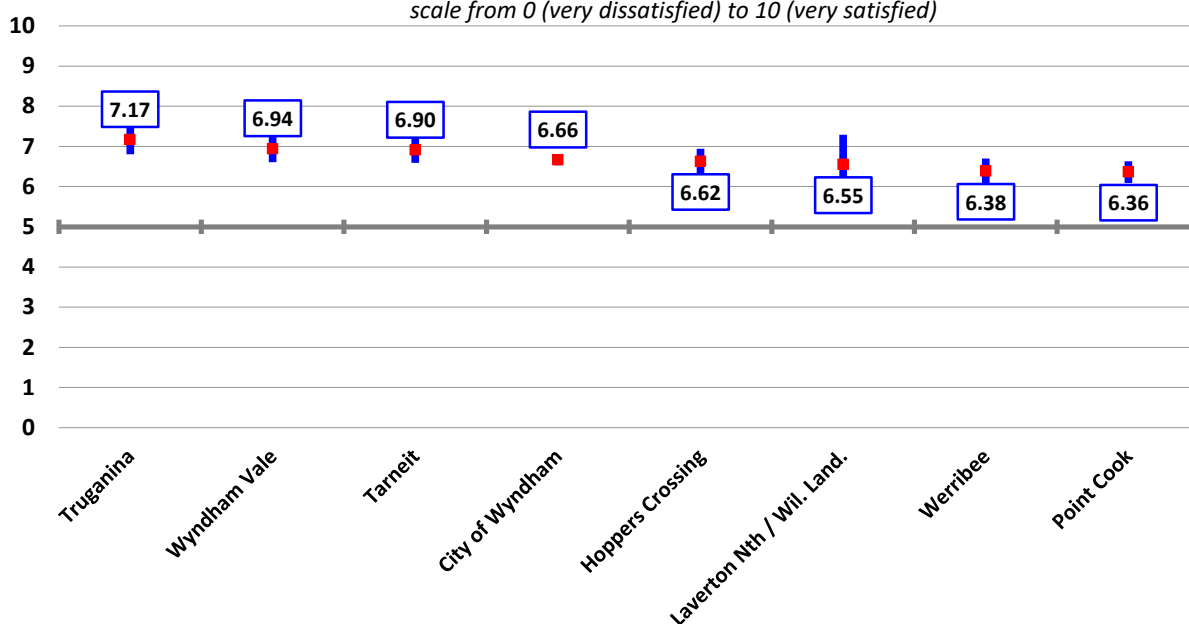
Satisfaction with how well Council provides the services I need
Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was some measurable variation in satisfaction with this aspect of performance observed across the municipality, with respondents from Point Cook measurably less satisfied, and at a “solid” rather than a “good” level of satisfaction.

It is also noted that respondents from Werribee rated satisfaction somewhat lower than average, although not measurably, and at a “solid” level.

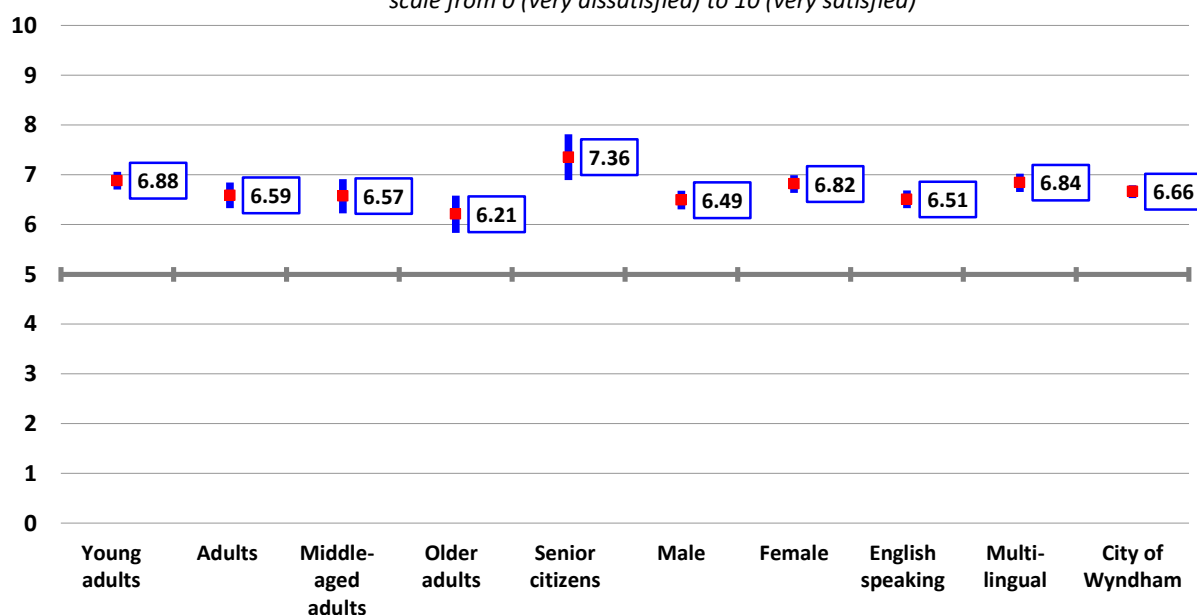
Satisfaction with how well Council provides the services I need
Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable and significant variation in satisfaction with this aspect of performance observed by respondent profile, as follows:

- **More satisfied than average** – young adults (aged 18 to 34 years) were somewhat more satisfied than average, whilst senior citizens (aged 75 years and over), female respondents, and respondents from multilingual households were measurably more satisfied.
- **Less satisfied than average** – older adults (aged 60 to 74 years), male respondents, and respondents from English speaking households were measurably less satisfied.

Satisfaction with how well Council provides the services I need
Wyndham City Council - 2021/22 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?”

A little less than half (42.7%) of respondents reported that they had contacted Council in the last 12 months, a result consistent with that recorded in 2020/21.

Contacted Council in the last twelve months
Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
(Number and percent respondents providing a response)

Response	2021/22		2020/21	2019/20	2018/19	2017/18	2016/17
	Number	Percent					
Yes	513	42.7%	40.3%	24.8%	28.2%	31.9%	37.7%
No	689	57.3%	59.7%	75.3%	71.8%	68.1%	62.3%
Not stated	3		5	0	1	17	0
Total	1,205	100%	1,200	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?”

In the 2021/22 survey, respondents were asked to rate their overall satisfaction with the customer service experience, whereas in past years, respondents had been asked to rate satisfaction with a range of aspects of customer service.

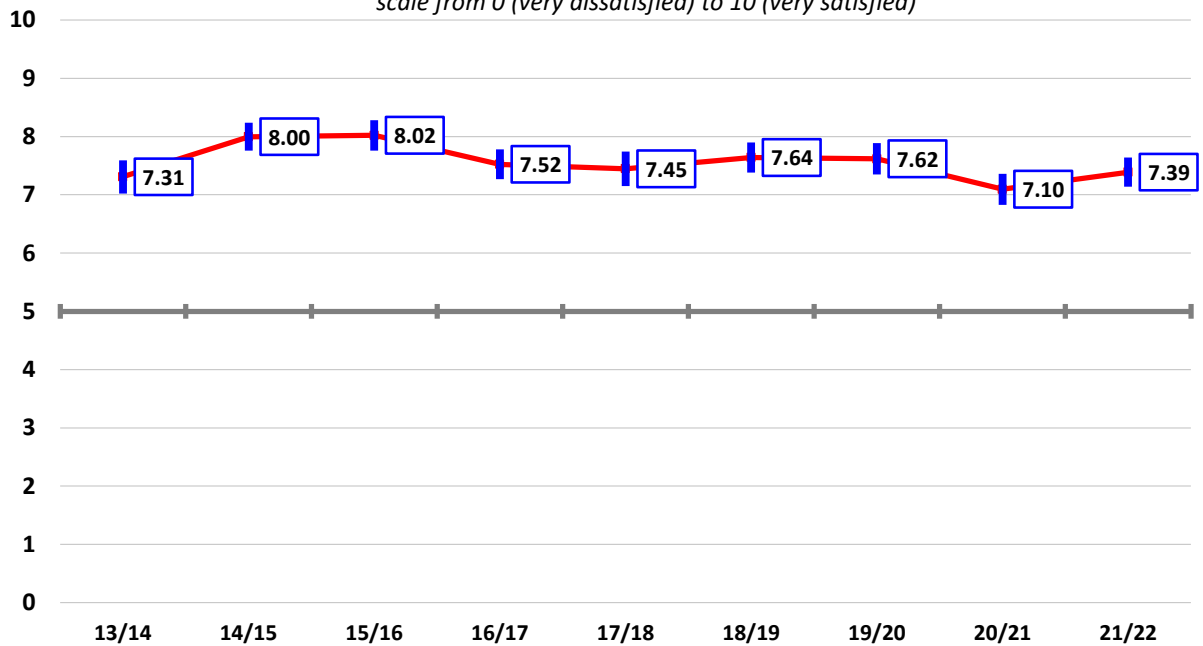
The average overall satisfaction with the customer service experience of the 513 respondents who had contacted Council in the last 12 months was 7.39 out of 10.

This is a “very good” level of satisfaction, and an increase of 4.1% on the 7.10 recorded in 2020/21, although it remains marginally lower than the long-term average satisfaction since 2013/14 of 7.54.

Metropolis Research notes that overall satisfaction with the customer service experience was one of the few aspects of Council performance to report an increase in satisfaction this year.

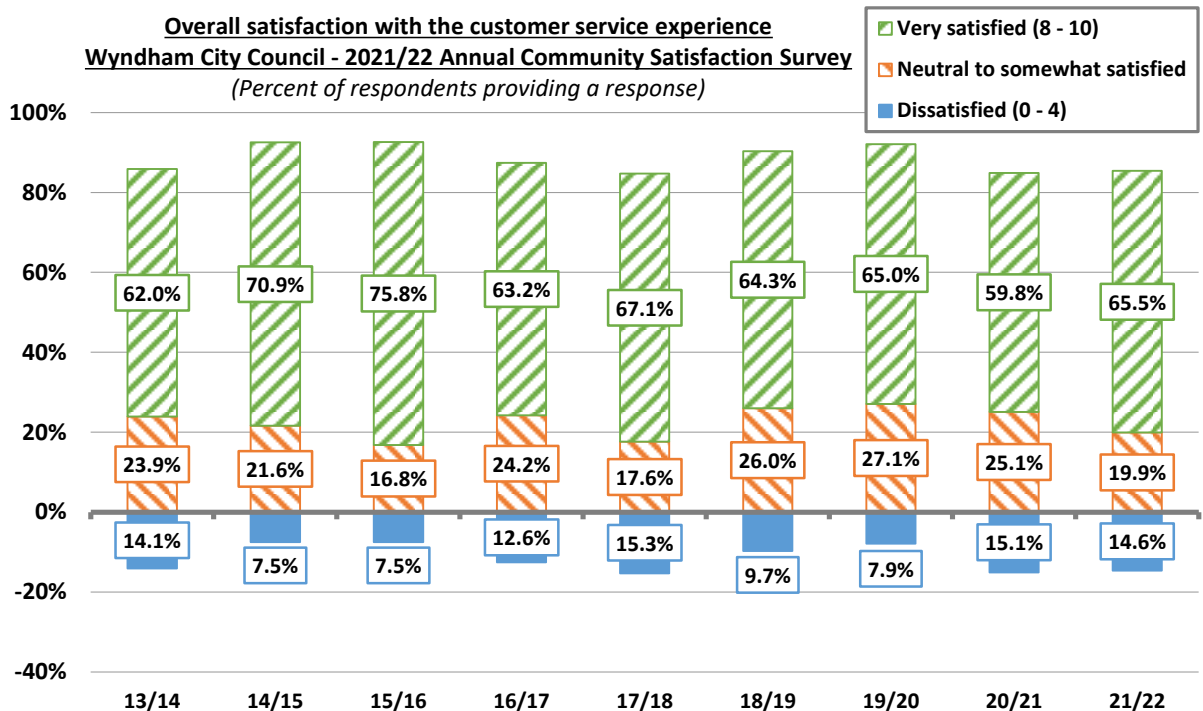


Overall satisfaction with the customer service experience
Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The following graph provides a breakdown of this result into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), 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).

Consistent with this increase in average satisfaction, there was an increase in the proportion of “very satisfied” respondents (up from 59.8% to 65.5%), and a small decrease in the proportion of “dissatisfied” respondents.

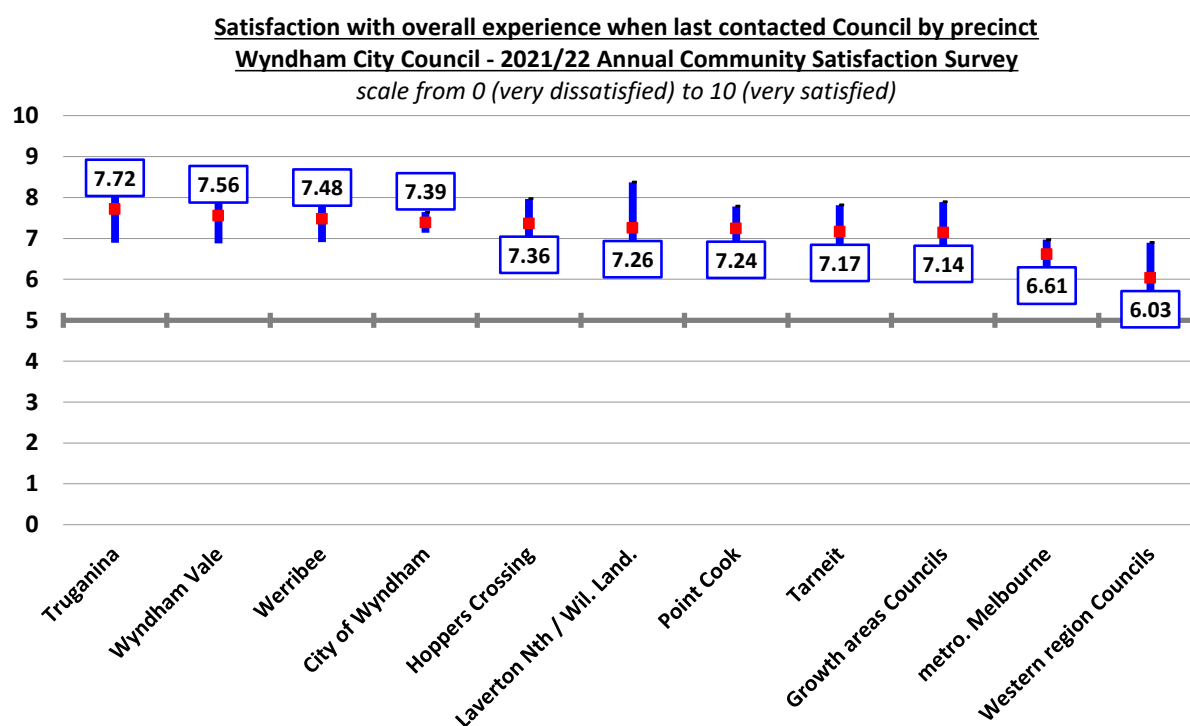


By way of comparison, this result was measurably higher than the metropolitan Melbourne (6.61) and western region councils’ (6.03) average satisfaction with the customer service experience, and marginally higher than the growth area councils’ average (7.14). All three of the comparison results were rated as “good”, rather than the “very good” recorded for the City of Wyndham.

These comparison results were sourced from the 2022 *Governing Melbourne* research conducted independently by Metropolis Research across all 31 metropolitan Melbourne municipalities in January 2022.

There was no statistically significant variation in overall satisfaction with the customer service experience observed across the seven precincts comprising the City of Wyndham.

It is noted that respondents from Point Cook and Tarneit rated satisfaction marginally lower than average and at “good” rather than “very good” levels, although not measurably lower.

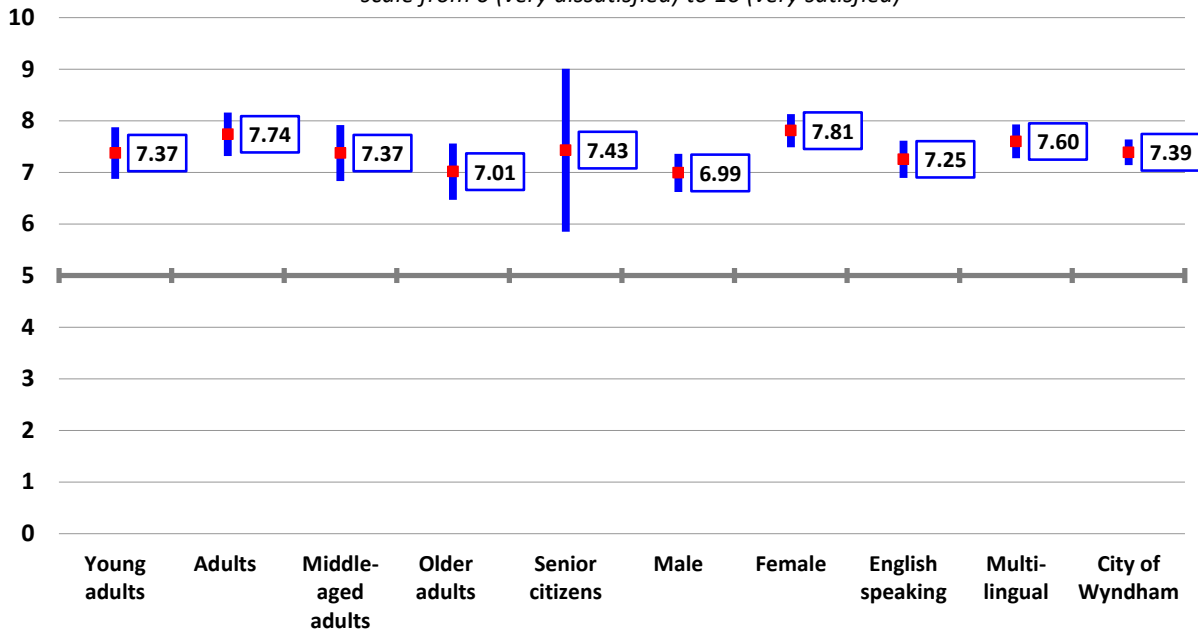


There was some variation in overall satisfaction with the customer service experience observed by respondent profile, as follows:

- **Age structure** – there was no measurable variation in overall satisfaction with the customer service experience observed by age structure.
- **Gender** – female respondents were measurably more satisfied with the customer service experience than male respondents, and rated satisfaction at an “excellent” level.
- **Language spoken at home** – respondents from multilingual households were marginally, but not measurably more satisfied with the customer service experience than respondents from English speaking households.



Satisfaction with overall experience when last contacted Council by respondent profile
Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



When examining the raw percentage results outlined in the following table, attention is drawn to the fact that between one-sixth and one-fifth of older adults (20.4%), senior citizens (20.0%), male respondents (18.5%), and respondents from Laverton North / Williams Landing (18.2% of 20 respondents) were “dissatisfied”.



Satisfaction with overall experience when last contacted Council
Wyndham City Council - 2021/22 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)
Truganina	47	7.72	17.1%	9.2%	73.7%
Wyndham Vale	79	7.56	13.2%	21.1%	65.7%
Werribee	96	7.48	14.3%	15.3%	70.4%
City of Wyndham	502	7.39	14.6%	19.9%	65.5%
Hoppers Crossing	78	7.36	12.9%	20.5%	66.6%
Laverton North / Williams Landing	20	7.26	18.2%	13.5%	68.3%
Point Cook	105	7.24	13.7%	27.7%	58.6%
Tarneit	76	7.17	17.0%	21.7%	61.3%
Growth areas Councils	78	7.14	20.3%	13.1%	66.6%
metro. Melbourne	312	6.61	22.5%	25.0%	52.5%
Western region Councils	69	6.03	32.0%	13.3%	54.7%
Young adults	131	7.37	13.1%	20.4%	66.5%
Adults	129	7.74	10.2%	22.3%	67.5%
Middle-aged adults	106	7.37	14.6%	23.3%	62.1%
Older adults	112	7.01	20.4%	15.0%	64.6%
Senior citizens	22	7.43	20.0%	12.3%	67.7%
Male	246	6.99	18.5%	22.1%	59.4%
Female	251	7.81	10.7%	17.7%	71.6%
English speaking	242	7.25	15.5%	19.8%	64.7%
Multi-lingual	254	7.60	12.8%	20.4%	66.8%
City of Wyndham	502	7.39	14.6%	19.9%	65.5%

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?”

The 2021/22 survey included a new set of questions around how well Council was communicating 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.

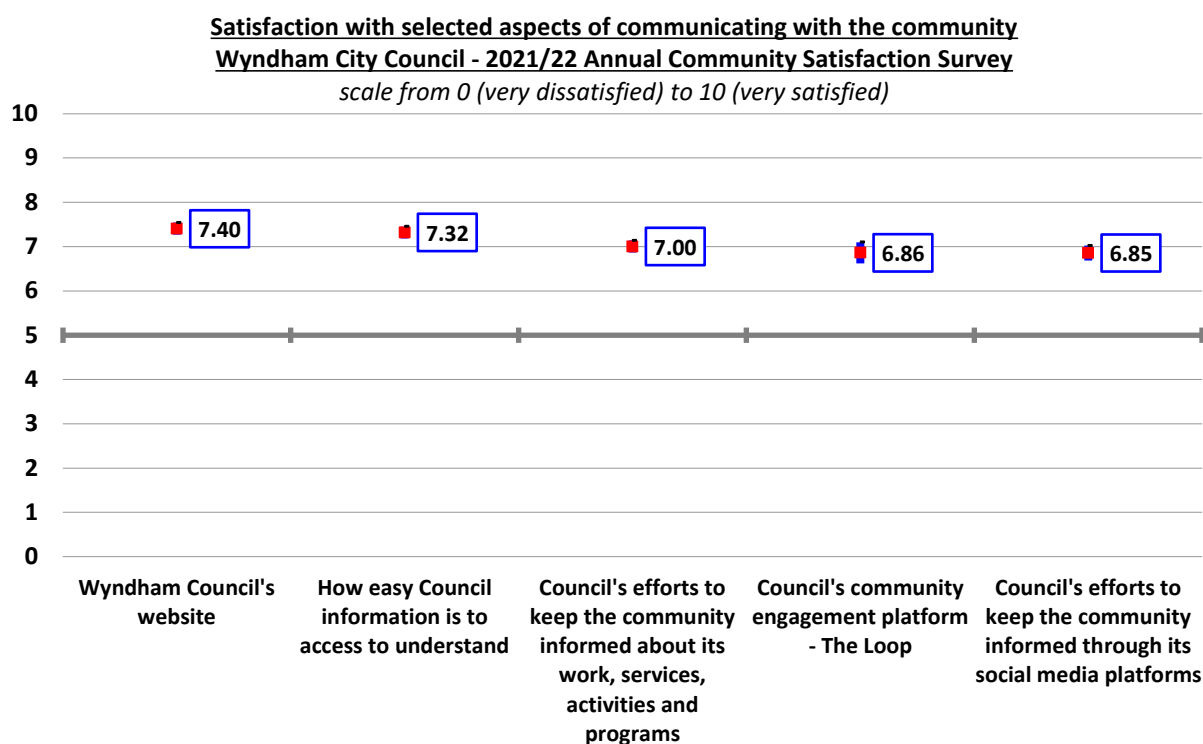


The average satisfaction with these five aspects of Council communicating with the community can best be summarised as follows:

- **Very Good** – for Council’s website.
- **Good** – for how easy Council information is to access and understand, Council’s efforts to keep the community informed, *The Loop*, and Council’s efforts to keep the community informed via social media platforms.

Metropolis Research notes that satisfaction with all five of these communication aspects were higher than the satisfaction with Council’s overall performance (6.64), but mostly lower than overall satisfaction with the customer service experience of those contacting Council (7.39).

When compared to the average satisfaction with the 46 included Council services and facilities, satisfaction with three of the five communication aspects was lower than the average of all 46 services and facilities (7.30) and would be ranked in the bottom half of the list of services and facilities.



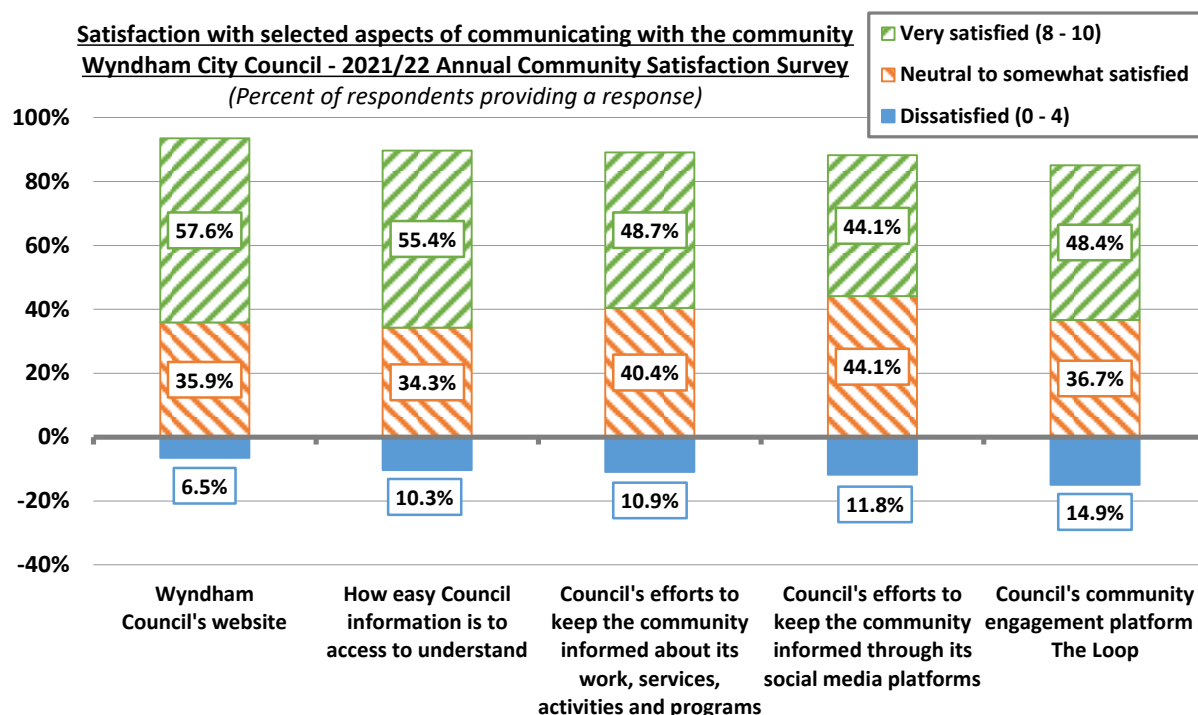
The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated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

It is noted that approximately half or a little more of respondents providing a satisfaction score were “very satisfied” with each of these five communication aspects.

Just 6.5% of the 789 respondents who rated satisfaction with the Council website reported that they were “dissatisfied” with the website.



Attention is, however, drawn to the fact that 14.9% of the 406 respondents who provided a satisfaction score for *The Loop*, reported that they were “dissatisfied” with this platform.



It is noted that the sample of respondents who provided a satisfaction score for each of these five communication aspects varied substantially. This reflects the level of engagement by respondents in each of these five aspects of Council’s communication activities.

Satisfaction with selected aspects of communicating with the community
Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
 (Number, index score 0 - 10 and percent of respondents providing a response)

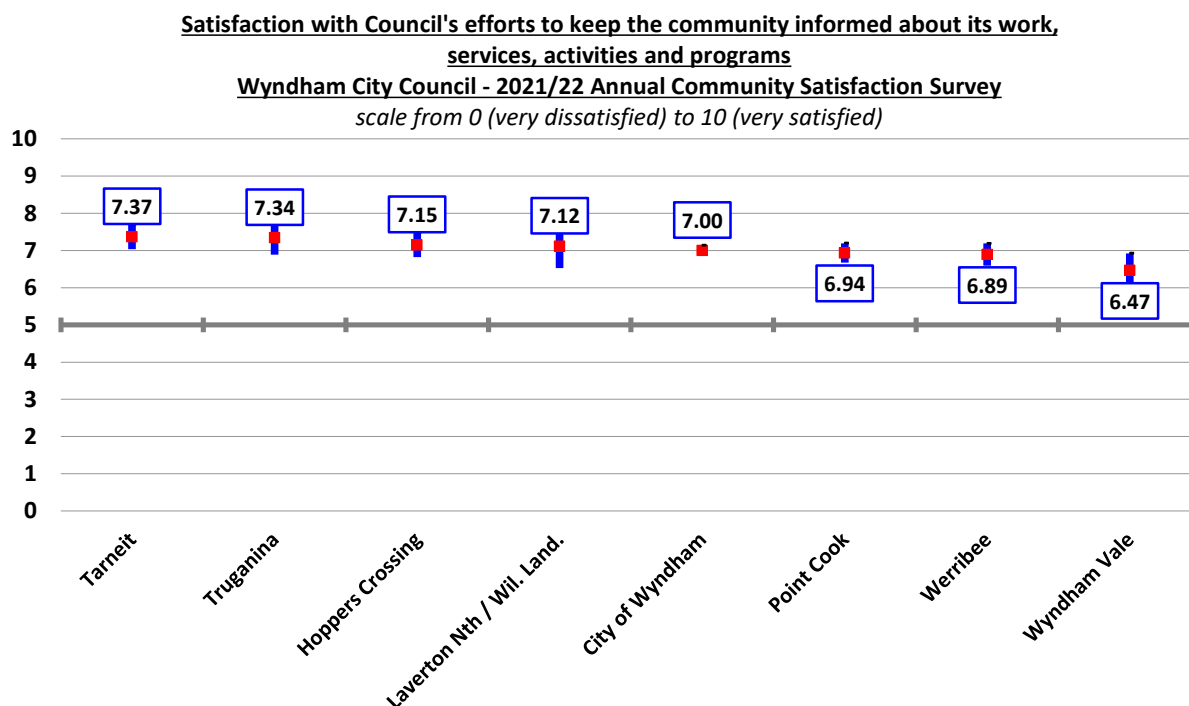
Aspect	Number	Average satisfaction	Dissatisfied (0 - 4)	Neutral to somewhat satisfied	Very satisfied (8 - 10)
Wyndham Council's website	789	7.40	6.5%	35.9%	57.6%
How easy Council information is to access to understand	999	7.32	10.3%	34.3%	55.4%
Council's efforts to keep the community informed about its work, services, activities and programs	1,030	7.00	10.9%	40.4%	48.7%
Council's community engagement platform - The Loop	406	6.86	14.9%	36.7%	48.4%
Council's efforts to keep the community informed through its social media platforms	720	6.85	11.8%	44.1%	44.1%



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

There was no statistically significant variation in satisfaction with Council’s efforts to keep the community informed about its work, services, activities, and programs observed across the seven precincts.

It is noted, however, that respondents from Tarneit and Truganina rated satisfaction at “very good” levels, whilst respondents from Wyndham Vale rated satisfaction at a “solid” level.



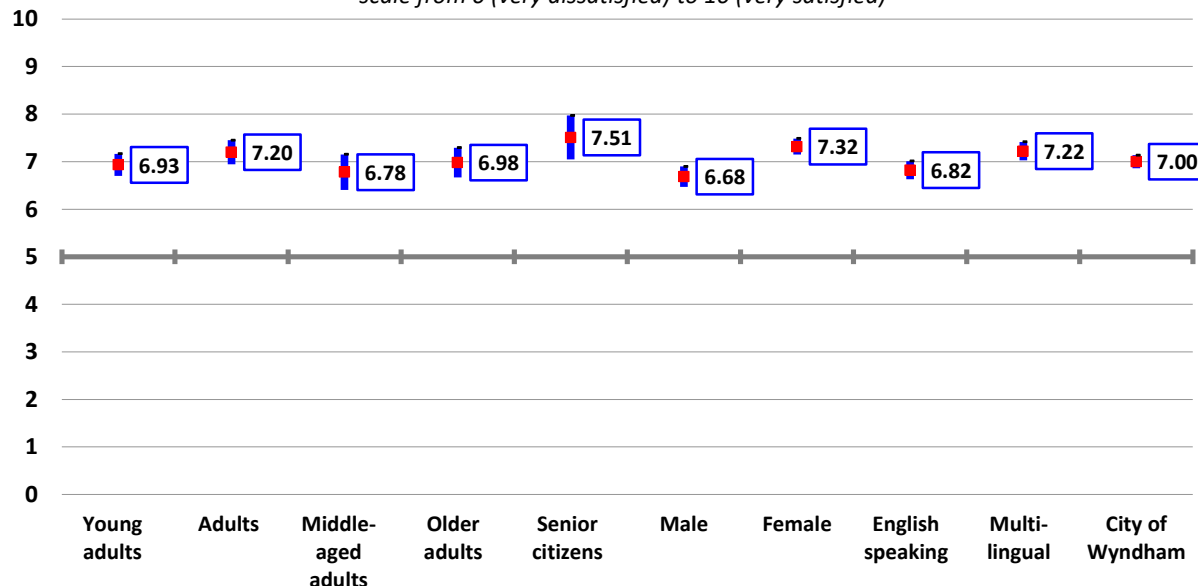
There was measurable variation in satisfaction with this aspect of communication observed by respondent profile, as follows:

- **More satisfied than average** – senior citizens (aged 75 years and over) were notably but not measurably more satisfied, whilst female respondents, and respondents from multilingual households were measurably more satisfied than average.
- **Less satisfied than average** – middle-aged adults (aged 45 to 59 years) were notably but not measurably less satisfied, whilst male respondents and respondents from English speaking households were measurably less satisfied than average.



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

Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



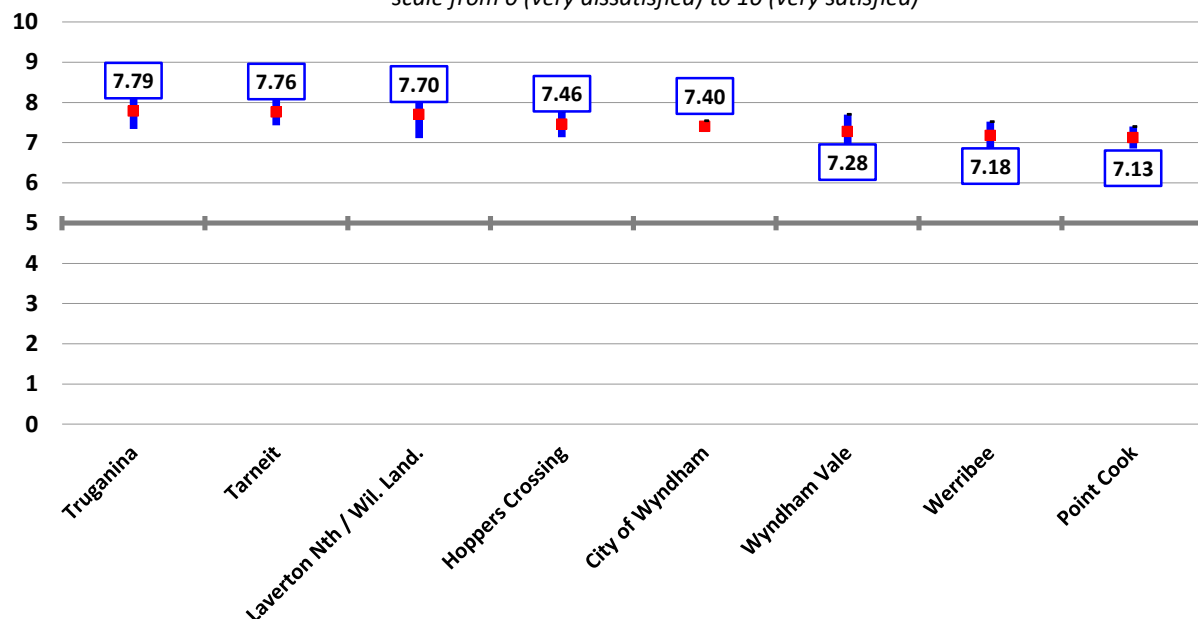
Wyndham Council's website

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

It is noted, however, that respondents from Truganina and Tarneit rated satisfaction at “excellent” levels, whilst respondents from Werribee and Point Cook rated satisfaction at “good” rather than “very good” levels.

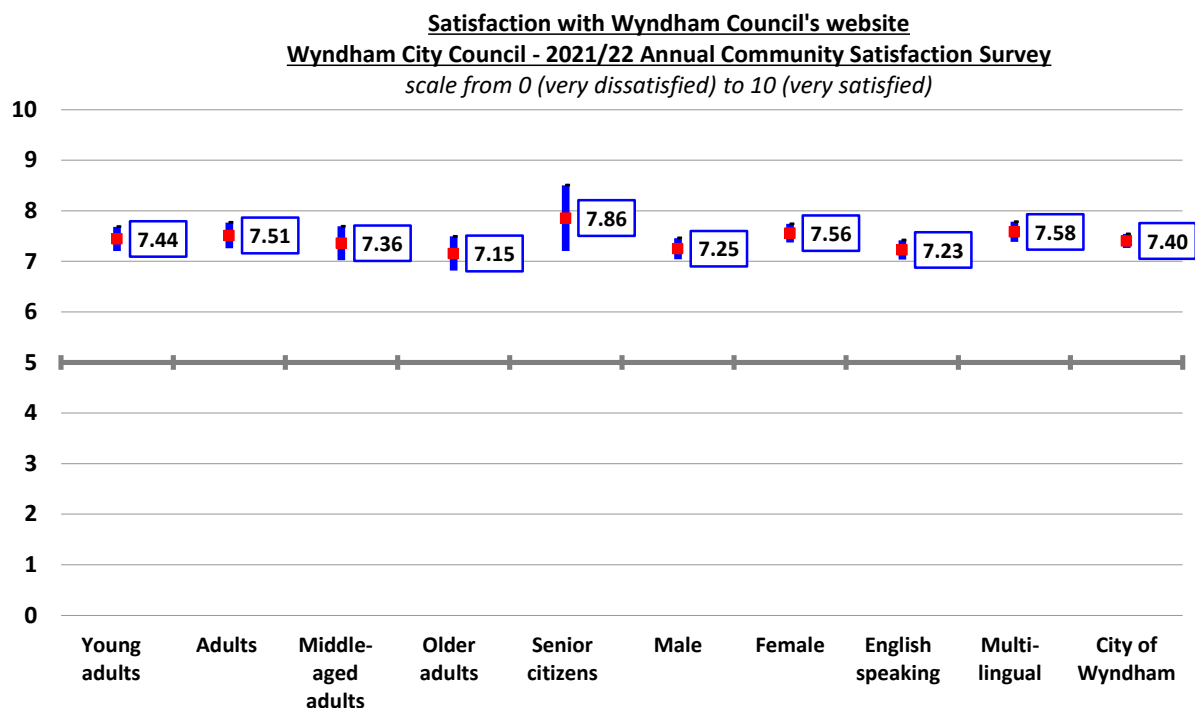
Satisfaction with Wyndham Council's website

Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Metropolis Research notes that there was relatively little meaningful variation in satisfaction with the Council website observed by respondent profile, although it is noted that senior citizens (aged 75 years and over) were somewhat more satisfied than average, although not measurably due to the small sample of just 34 senior citizens who rated website satisfaction.

It is also noted that female respondents were marginally more satisfied than male respondents, and multilingual household respondents were marginally more satisfied than respondents from English speaking households, although these variations were not statistically significant.

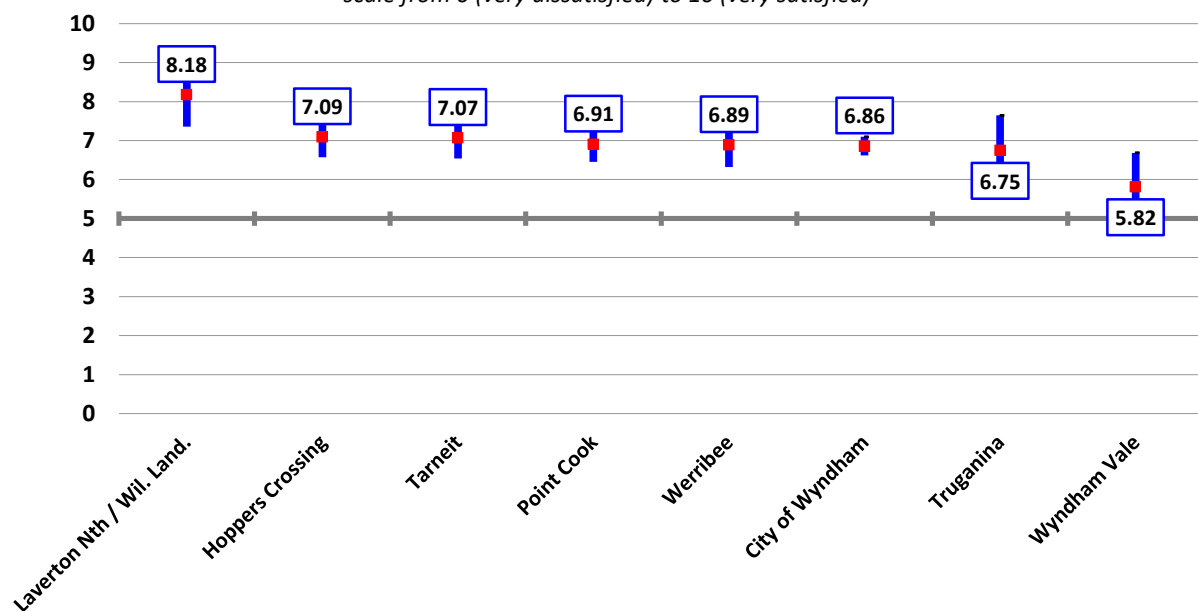


Council's community engagement platform – The Loop

Cognisant of the smaller sample of 406 respondents who rated satisfaction with *The Loop*, it is noted that the small sample of just 10 respondents from Laverton North / Williams Landing were measurably more satisfied than average and at an “excellent” level, whilst the 46 respondents from Wyndham Vale rated satisfaction notably lower an at a “poor” level.



Satisfaction with the Council's community engagement platform - The Loop
Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



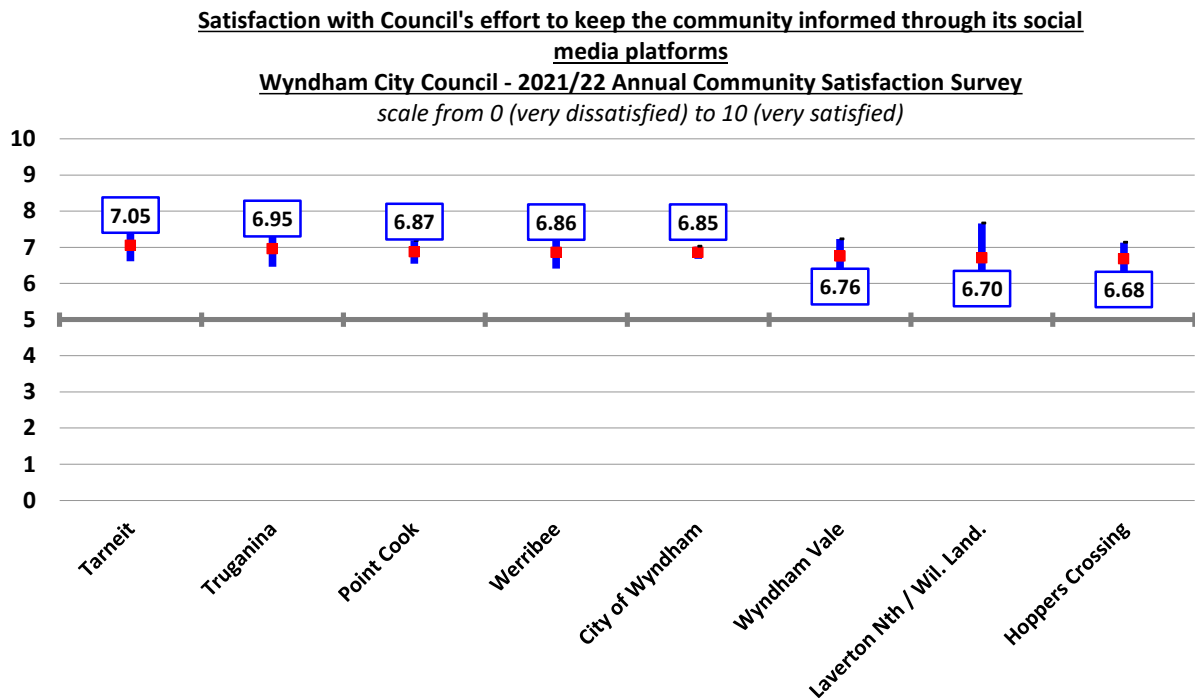
Whilst there was no statistically significant variation in satisfaction with *The Loop* observed by respondent profile, it is noted that respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

Satisfaction with Council's community engagement platform - The Loop
Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)

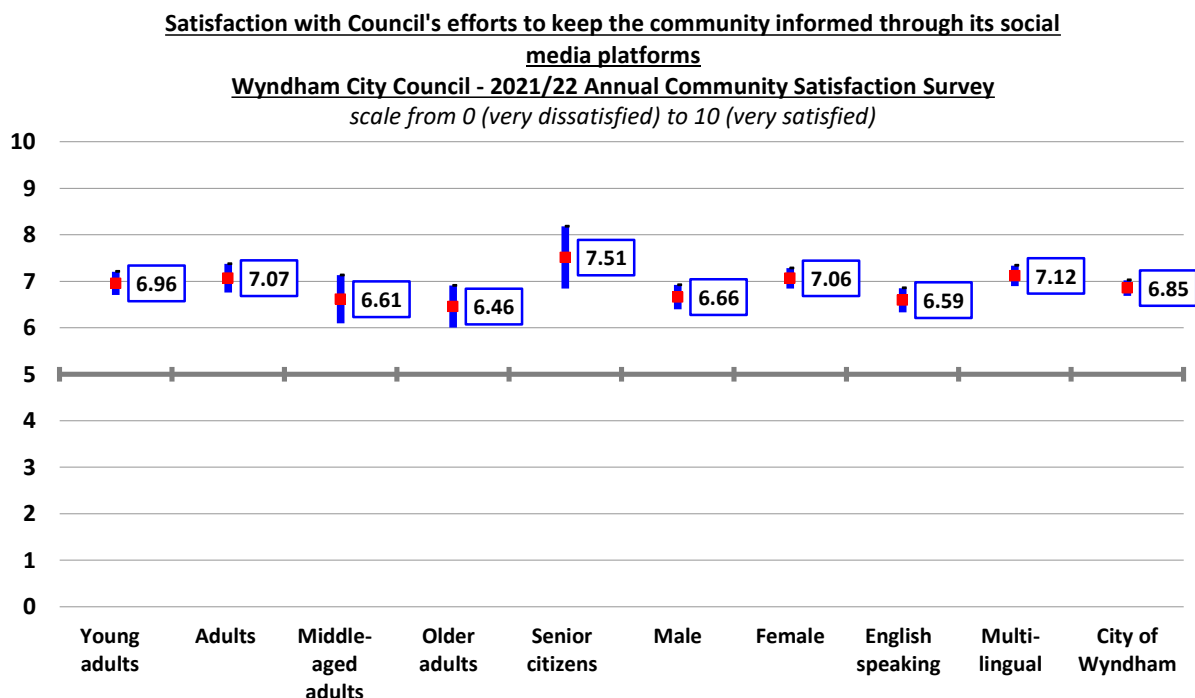


Council's efforts to keep community informed through social media platforms

There was no statistically significant or meaningful variation in satisfaction with Council's efforts to keep the community informed through its social media platforms observed across the seven precincts. Respondents from all seven precincts rated satisfaction at a "good" level.

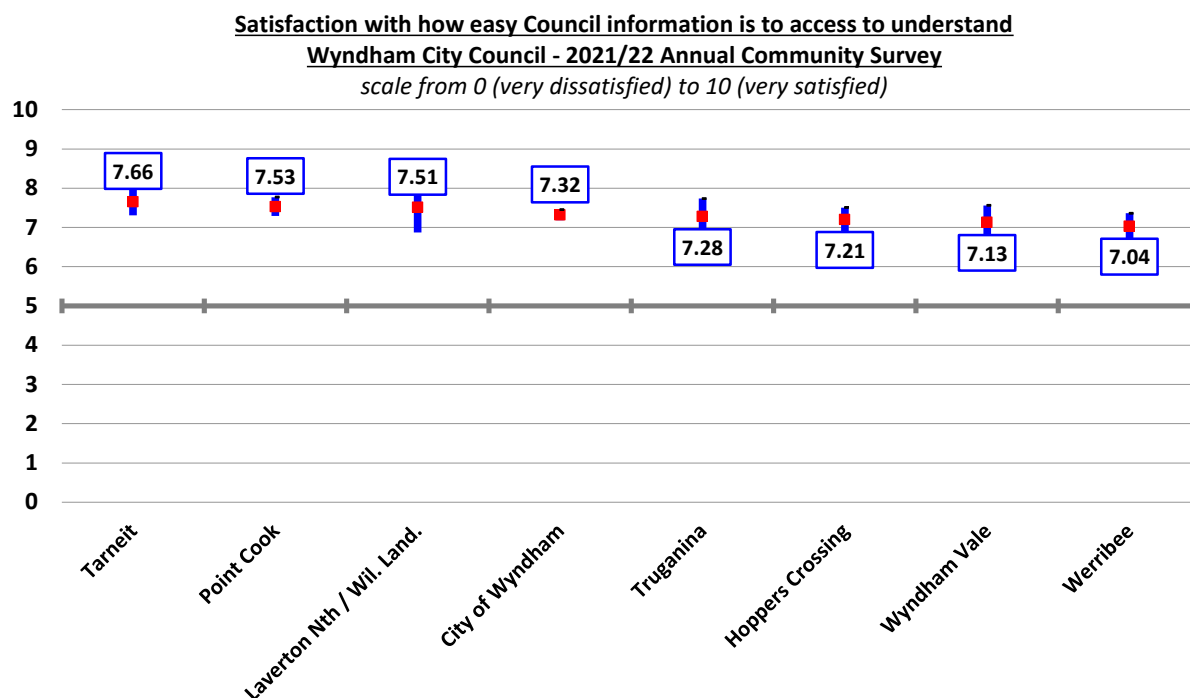


It is noted that senior citizens (aged 75 years and over) were notably more satisfied than average, whilst female respondents were measurably more satisfied than male respondents, and respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

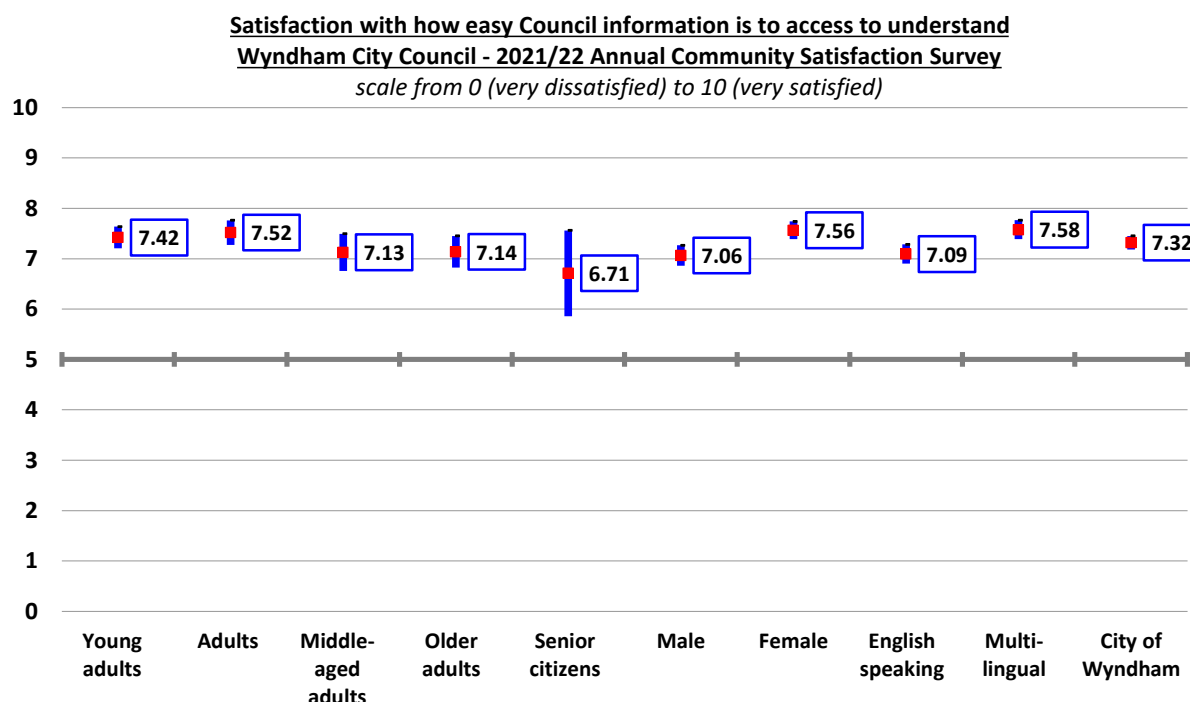


How easy Council information is to access and to understand

Whilst there was no statistically significant variation in satisfaction with how easy Council information was to access and to understand observed across the municipality, it is noted that respondents from Hoppers Crossing, Wyndham Vale, and Werribee rated satisfaction at “good” rather than “very good” levels.



It is noted that female respondents were measurably more satisfied than male respondents, and respondents from multilingual households were 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 2021/22 survey.

This was a significant change from the previous three years, in which the survey included only the importance of and satisfaction with four core services and facilities.

Prior to 2018, the survey included the importance of and satisfaction with 42 services and facilities.

There was some variation in the wording of individual services and facilities between the earlier 2013/4 to 2017/18 surveys and the 2021/22 survey, and the following sections provide more details on these variations. In most instances, Metropolis Research has provided time-series results, referred to the change in wording and advised whether this was likely to have had a material impact on the compatibility of the time-series results.

Importance of Council services and facilities to the community

The average importance of the 46 included Council provided services and facilities in 2021/22 was 8.82 out of 10.

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

As outlined at the right-hand side of the following table, it is noted that 11 services and facilities were measurably (statistically significantly) more important than the average of all services and facilities, whilst nine were measurably less important than the average:

- ***Measurably more important than the average*** – includes the provision of immunisation services; provision of the school crossing service; provision of Maternal and Child health services; regular recycling collection; weekly garbage collection; green waste collection; provision of Council managed kindergarten services; hard waste collection; emergency management preparedness and response; provision of sports ovals and other local sporting and outdoor recreation facilities; and Council support to access the child and family services you need and any other services you might need.
- ***Measurably less important than the average*** – includes the provision and maintenance of community facilities and venues for hire; graffiti removal; provision of Council’s major events; provision of shared trails; enforcement of local laws; provision of on-road or off-road / separated bike paths; provision of public art; exhibitions; events, arts and cultural activities; Council programs, events, and policy development to encourage sustainability; increase resilience, and address climate change, and the enforcement of parking.



Of the 46 included services and facilities, a total of 25 were also included in the *Governing Melbourne* research conducted independently by Metropolis Research across all 31 metropolitan Melbourne municipalities in January 2022. 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 25 (of the 46) services and facilities between the City of Wyndham and the metropolitan Melbourne average:

- **Notably more important in the City of Wyndham** – economic development activities supporting local business (5.4% more important in Wyndham), enforcement of parking (5.2% more important), green waste collection (4.7% more important), activities promoting economic investment in the local area (4.4% more important), provision and maintenance of community centres and neighbourhood hubs (4.4% more important), control and regulation of pets and domestic animals (4.1% more important), and hard waste collection (3.5% more important).
- **Somewhat less important in the City of Wyndham** – includes Council programs, events, and policy development to encourage sustainability, increase resilience, and address climate change (4.8% less important in Wyndham), provision of on-road or off-road / separated bike paths (3.0% less important), and provision of local libraries (2.5% less important).

Importance of selected Council services and facilities
Wyndham City Council – 2021/22 Annual Community Satisfaction Survey
(Number and index score scale 0 to 10)

	Service / facility	Number	2021/22			2017/ 2018	2016/ 2017	2022 Metro*
			Lower	Mean	Upper			
Higher than average importance	Provision of immunisation services	993	9.16	9.24	9.31	8.74	9.04	n.a.
	Provision of the school crossing service	992	9.16	9.22	9.28	n.a.	n.a.	n.a.
	Provision of maternal and child health services ⁶	978	9.16	9.22	9.28	8.73	9.08	n.a.
	Regular recycling collection	1,180	9.16	9.22	9.27	8.90	9.15	9.26
	Weekly garbage collection	1,187	9.15	9.21	9.27	9.43	9.43	9.28
	Green waste collection	1,115	9.12	9.18	9.24	8.78	8.94	8.77
	Provision of Council managed kindergarten services	990	9.10	9.16	9.22	n.a.	n.a.	n.a.
	Hard waste collection	1,137	9.07	9.13	9.19	8.89	8.97	8.82
	Emergency management preparedness and response	985	8.98	9.05	9.12	n.a.	n.a.	n.a.
	Provision of sports ovals and other local sporting and outdoor recreation facilities	1,034	8.98	9.04	9.10	8.64	8.77	8.81
	Council support to access the child and family services you need and any other services you might need	923	8.91	8.98	9.05	n.a.	n.a.	n.a.
Average importance	Council response to dumped rubbish ³	1,129	8.88	8.96	9.04	8.91	8.99	8.80
	Public health services	1,031	8.88	8.95	9.03	n.a.	n.a.	n.a.
	Provision of youth services	941	8.88	8.95	9.02	8.65	8.94	8.76
	Maintenance and cleaning of public areas	1,148	8.87	8.95	9.02	n.a.	n.a.	8.77
	Maintenance and repair of sealed local roads	1,174	8.81	8.89	8.97	9.02	8.80	8.85
	Planning for community infrastructure to meet community need	979	8.81	8.88	8.94	n.a.	n.a.	n.a.



	Economic development activities supporting local businesses	938	8.79	8.87	8.95	n.a.	n.a.	8.41
	Provision of local libraries ⁵	1,104	8.78	8.86	8.95	8.85	8.91	9.09
	Provision, maintenance and repair of footpaths and shared trails	1,165	8.79	8.86	8.93	9.00	8.70	8.86
	Provision of first-time parent groups	908	8.77	8.85	8.93	n.a.	n.a.	n.a.
	Maintenance of parks, gardens, and open spaces	1,182	8.76	8.84	8.91	8.93	8.77	8.90
	Provision and maintenance of community centres and neighbourhood hubs	1,023	8.75	8.82	8.89	8.49	8.75	8.45
	Maintenance of playgrounds	1,149	8.73	8.80	8.88	8.64	8.85	8.85
	Maintenance and repair of drains	1,129	8.72	8.79	8.87	9.01	8.73	8.73
	Town Planning (Statutory Planning Process)	944	8.71	8.79	8.87	n.a.	n.a.	n.a.
	Activities promoting economic investment in the local area	961	8.70	8.78	8.86	n.a.	n.a.	8.41
	Provision of supported playgroups	892	8.68	8.76	8.84	n.a.	n.a.	n.a.
	Traffic management	1,177	8.67	8.76	8.84	9.09	8.81	8.70
	Provision of sleep and settling programs	846	8.67	8.76	8.84	n.a.	n.a.	n.a.
	Economic development activities supporting tourism operators	877	8.63	8.72	8.81	n.a.	n.a.	n.a.
	Protection and conservation of the natural environment and coastal areas ²	1,089	8.63	8.71	8.79	8.78	8.88	n.a.
	Control and regulation of pets and domestic animals ⁴	1,030	8.62	8.70	8.79	8.36	8.20	8.36
	Building control and compliance enforcement	864	8.61	8.70	8.79	n.a.	n.a.	n.a.
	Application, enforcement, and compliance of environmental and planning regulations	790	8.60	8.69	8.79	n.a.	n.a.	n.a.
	Provision and maintenance of street trees	1,179	8.59	8.67	8.75	8.68	8.39	8.62
	Provision and maintenance of public toilets	972	8.56	8.65	8.74	8.52	8.81	8.69
Lower than average importance	Provision and maintenance of community facilities and venues for hire	895	8.56	8.65	8.73	n.a.	n.a.	n.a.
	Graffiti removal	1,053	8.51	8.59	8.68	n.a.	n.a.	n.a.
	Provision of Council's major events	943	8.46	8.54	8.63	n.a.	n.a.	n.a.
	Provision of shared trails	1,060	8.39	8.48	8.57	n.a.	n.a.	n.a.
	Enforcement of local laws	1,089	8.33	8.42	8.52	n.a.	n.a.	8.54
	Provision of on or off-road / separated bike paths	1,079	8.27	8.38	8.49	8.58	8.74	8.64
	Provision of public art, exhibitions, events, arts and cultural activities ⁷	988	8.25	8.34	8.44	7.75	7.54	8.09 [^]
	Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change ¹	986	8.21	8.32	8.44	8.42	8.33	8.74
	Enforcement of parking	1,133	8.07	8.19	8.31	8.17	7.85	7.79
Average importance of services / facilities			8.74	8.82	8.90	8.56	8.54	8.72

(*) 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, experiences" and "arts, 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 was 7.30 out of 10, or a “very good” level of satisfaction.

Within this average satisfaction, however, there was measurable and significant variation, from a high of 8.51 (“excellent”) for the provision of immunisation services to a low of 5.90 (“poor”) for the provision and maintenance of public toilets.

As outlined at the right-hand side of the following table, 14 services and facilities recorded a satisfaction score that was measurably (statistically significantly) higher than the average of all services and facilities (7.30), and 15 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; provision of Council managed kindergarten services; green waste collection; hard waste collection; provision of sports ovals and other local sporting and outdoor recreation facilities; provision of supported playgroups; provision and maintenance of community centres and neighbourhood hubs; provision of Maternal and Child health services; Council support to access the child and family services needed and any other services residents might need.
- **Measurably lower than average satisfaction** – includes economic development activities supporting tourism operators; maintenance of parks, gardens, and open spaces; provision of on-road and off-road / separated bike paths; enforcement of local laws; Council response to dumped rubbish; maintenance and repair of drains; planning for community infrastructure to meet community need; provision and maintenance of repair of footpaths and shared trails; provision and maintenance of street trees; enforcement of parking; Council programs, events, and policy development to encourage sustainability, increase resilience, and address climate change; town planning (statutory planning process); maintenance and repair of sealed local roads; traffic management; and the provision and maintenance of public toilets.

Of the 46 services and facilities included in the 2021/22 survey, 25 were included in the 2017/18 survey with a format that facilities time-series analysis. Metropolis Research notes that there was significant variation in the wording for many services between 2017/18 and 2021/22, which is discussed in more detail in the following section covering individual services and facilities.

Comparison to 2017/18 satisfaction with services and facilities

Of the 25 services and facilities for which direct time-series comparison is available, six reported higher satisfaction in 2022, whilst 19 reported lower satisfaction in 2021/22:

- **Notably higher satisfaction in 2021/22** – includes traffic management (up 9.0%), provision of public art, exhibitions, events, arts and cultural activities (up 8.4%), Council response to dumped rubbish (up 3.4%), enforcement of parking (up 2.4%), protection and conservation of the natural environment and coastal areas (up 2.3%), and the control and regulation of pets and domestic animals (up 2.1%). Of these only the increase for traffic management and arts and cultural activities were statistically significant.



- **Notably lower satisfaction in 2021/22** – includes maintenance and repair of drains (down 11.2%), provision and maintenance of public toilets (down 10.1%), Council programs, events, and policy development to encourage sustainability, increase resilience, and address climate change (down 7.7%), provision and maintenance of street trees (down 7.2%), provision of youth services (down 6.6%), provision of on-road or off-road / separated bike paths (down 6.4%), weekly garbage collection (down 6.1%), maintenance of playgrounds (down 6.0%), and the provision of Maternal and Child health services (down 5.0%), maintenance and repair of sealed local roads (down 3.5%), and provision of immunisation services (down 3.1%). Apart from immunisation, Maternal and Child health services, and youth services, all the other declines were statistically significant.

Of the 46 included services and facilities, 25 were included in *Governing Melbourne* in a similar form that allows for a meaningful comparison of the results.

The average satisfaction of these 25 services and facilities was 7.13 or “good” in the City of Wyndham, marginally (3.5%) lower than the metropolitan Melbourne average satisfaction of 7.39 or “very good”.

Of these, satisfaction with seven of these services and facilities was higher in the City of Wyndham, and satisfaction with 18 was lower in the City of Wyndham, as follows:

- **Somewhat higher satisfaction in the City of Wyndham** – includes activities promoting economic investment in the local area (3.2% higher satisfaction in Wyndham); economic development activities supporting local business (2.2% higher); hard rubbish collection (1.7% higher); provision of youth services (1.3% higher).
- **Notably lower satisfaction in the City of Wyndham** – includes the maintenance of parks, gardens, and open spaces (13.3% lower satisfaction in Wyndham); traffic management (11.0% lower); maintenance of playgrounds (10.5% lower); Council programs, events, and policy development to encourage sustainability, increase resilience, and address climate change (10.4% lower); provision and maintenance of street trees (9.3% lower); maintenance and repair of sealed local roads (7.6% lower); provision and maintenance of public toilets (6.8% lower); provision of on-road and off-road / separated bike paths (6.2% lower); maintenance and repair of drains (4.9% lower); and the enforcement of local laws (3.6% lower).

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 areas](#).

Satisfaction with selected Council services and facilities
Wyndham City Council – 2021/22 Annual Community Satisfaction Survey
(Number and index score scale 0 to 10)

	Service / facility	Number	2021/22			2017/ 2018	2016/ 2017	2022 Metro*
			Lower	Mean	Upper			
Higher	Provision of immunisation services	513	8.37	8.51	8.66	8.78	8.49	n.a.
	Provision of local libraries ⁵	521	8.16	8.30	8.45	8.53	8.54	8.49
	Weekly garbage collection	1,195	8.15	8.25	8.35	8.79	8.63	8.41
	Regular recycling collection	1,183	8.13	8.24	8.34	8.37	8.19	8.35



	Provision of the school crossing service	549	8.08	8.23	8.37	n.a.	n.a.	n.a.
	Provision of Council managed kindergarten services	290	7.99	8.19	8.38	n.a.	n.a.	n.a.
	Green waste collection	1,065	8.07	8.18	8.30	8.33	8.24	8.16
	Hard waste collection	1,037	8.00	8.13	8.25	8.17	7.82	7.99
	Provision of sports ovals and other local sporting and outdoor recreation facilities	593	7.90	8.04	8.17	8.07	8.05	7.99
	Provision of supported playgroups	123	7.62	7.92	8.22	n.a.	n.a.	n.a.
	Provision and maintenance of community centres and neighbourhood hubs	420	7.73	7.89	8.05	8.01	8.01	7.87
	Provision of maternal and child health services ⁶	285	7.64	7.87	8.10	8.28	8.02	n.a.
	Council support to access the child and family services you need and any other services you might need	197	7.48	7.74	7.99	n.a.	n.a.	n.a.
	Provision of Council's major events	265	7.51	7.73	7.94	n.a.	n.a.	n.a.
Average satisfaction	Provision of first-time parent groups	113	7.22	7.60	7.98	n.a.	n.a.	n.a.
	Provision and maintenance of community facilities and venues for hire	250	7.37	7.60	7.83	n.a.	n.a.	n.a.
	Provision of public art, exhibitions, events, arts and cultural activities ⁷	315	7.37	7.60	7.82	7.01	6.87	7.34 [^]
	Public health services	908	7.39	7.52	7.65	n.a.	n.a.	n.a.
	Emergency management preparedness and response	827	7.38	7.51	7.65	n.a.	n.a.	n.a.
	Control and regulation of pets and domestic animals ⁴	940	7.31	7.44	7.57	7.29	7.22	7.60
	Provision of youth services	149	7.04	7.40	7.75	7.91	7.38	7.30
	Provision of sleep and settling programs	61	6.90	7.33	7.77	n.a.	n.a.	n.a.
	Graffiti removal	985	7.13	7.25	7.38	n.a.	n.a.	n.a.
	Building control and compliance enforcement	686	7.10	7.25	7.40	n.a.	n.a.	n.a.
	Protection and conservation of the natural environment and coastal areas ²	1,009	7.12	7.24	7.37	7.08	7.29	n.a.
	Provision of shared trails	999	7.08	7.21	7.34	n.a.	n.a.	n.a.
	Maintenance of playgrounds	1,095	7.06	7.19	7.32	7.65	7.43	8.04
	Application, enforcement, and compliance of environmental and planning regulations	621	6.91	7.06	7.21	n.a.	n.a.	n.a.
	Activities promoting economic investment in the local area	811	6.89	7.04	7.19	n.a.	n.a.	6.82
	Maintenance and cleaning of public areas	1,142	6.86	6.99	7.12	n.a.	n.a.	7.00
	Economic development activities supporting local businesses	799	6.82	6.97	7.12	n.a.	n.a.	6.82
Lower than average satisfaction	Economic development activities supporting tourism operators	716	6.79	6.95	7.11	n.a.	n.a.	n.a.
	Maintenance of parks, gardens and open spaces	1,184	6.81	6.94	7.08	7.09	7.25	8.01
	Provision of on or off-road / separated bike paths	987	6.80	6.94	7.08	7.41	7.25	7.40
	Enforcement of local laws	1,001	6.79	6.93	7.08	n.a.	n.a.	7.19
	Council response to dumped rubbish ³	1,062	6.69	6.85	7.00	6.62	6.65	6.94
	Maintenance and repair of drains	1,091	6.58	6.73	6.87	7.57	7.23	7.07
	Planning for community infrastructure to meet community need	340	6.45	6.70	6.94	n.a.	n.a.	n.a.
	Provision, maintenance and repair of footpaths and shared trails	1,161	6.47	6.60	6.73	6.68	6.63	6.74
Provision and maintenance of street trees	1,180	6.31	6.45	6.60	6.95	6.95	7.12	



Enforcement of parking	1,072	6.30	6.45	6.61	6.30	6.27	6.54
Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change ¹	869	6.14	6.31	6.48	6.83	6.97	7.04
Town Planning (Statutory Planning Process)	308	6.04	6.29	6.54	n.a.	n.a.	n.a.
Maintenance and repair of sealed local roads	1,171	6.01	6.15	6.30	6.38	6.31	6.66
Traffic management	1,172	5.90	6.05	6.21	5.55	6.06	6.80
Provision and maintenance of public toilets	723	5.72	5.90	6.08	6.56	6.21	6.33

Average satisfaction with services / facilities 7.12 **7.30** 7.47 7.38 7.30 7.39

(*) 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 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 approximately half or more of the respondents rating satisfaction with each of the 46 included services and facilities were “very satisfied” with each service and facility. This is a significant result, that highlights that a majority of the community are “very satisfied” with the full range of services and facilities provided by Council.

Attention is, however, drawn to the fact that more than ten percent of respondents were dissatisfied with each of the maintenance of parks, gardens, and open spaces (14.7%), the enforcement of local laws (13.6%), the provision of on-road and off-road / separated bike paths (11.9%), and the maintenance of playgrounds (11.3%).

Satisfaction with selected Council services and facilities

Wyndham City Council – 2021/22 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

Service / facility	Dissatisfied (0 - 4)	Neutral to somewhat satisfied	Very satisfied (8 - 10)	Can't say	Total
Provision of immunisation services	2.8%	13.4%	83.8%	8	521
Provision of local libraries ⁵	3.9%	13.7%	82.4%	5	526
Regular recycling collection	4.0%	20.3%	75.7%	22	1,205
Weekly garbage collection	4.0%	20.5%	75.5%	10	1,205



Provision of the school crossing service	4.0%	20.7%	75.3%	5	555
Provision of Council managed kindergarten services	4.4%	20.5%	75.1%	1	292
Green waste collection	5.3%	20.9%	73.8%	140	1,205
Hard waste collection	6.0%	20.8%	73.2%	168	1,205
Provision of sports ovals and other local sporting and outdoor recreation facilities	4.3%	23.7%	72.0%	5	598
Provision of maternal and child health services ⁶	6.1%	24.6%	69.3%	4	289
Provision of Council's major events	6.6%	25.1%	68.3%	5	270
Provision and maintenance of community centres and neighbourhood hubs	3.0%	29.4%	67.6%	5	425
Provision of supported playgroups	3.8%	29.1%	67.1%	3	126
Council support to access the child and family services you need and any other services you might need	7.4%	27.9%	64.7%	2	199
Provision of youth services	12.6%	23.1%	64.3%	10	159
Provision and maintenance of community facilities and venues for hire	6.6%	29.8%	63.6%	4	254
Provision of first-time parent groups	7.8%	29.3%	62.9%	5	118
Provision of public art, exhibitions, events, arts and cultural activities ⁷	9.0%	28.4%	62.6%	3	317
Public health services	7.4%	32.0%	60.6%	297	1,205
Emergency management preparedness and response	8.0%	31.4%	60.6%	378	1,205
Control and regulation of pets and domestic animals ⁴	7.3%	34.9%	57.8%	265	1,205
Provision of shared trails	8.4%	35.4%	56.2%	206	1,205
Protection and conservation of the natural environment and coastal areas ²	8.9%	36.7%	54.4%	196	1,205
Maintenance of playgrounds	11.3%	34.7%	54.0%	110	1,205
Building control and compliance enforcement	7.7%	38.5%	53.8%	519	1,205
Graffiti removal	8.6%	38.9%	52.5%	220	1,205
Provision of sleep and settling programs	3.5%	46.1%	50.4%	0	61
Maintenance of parks, gardens, and open spaces	14.7%	35.2%	50.1%	21	1,205
Provision of on or off-road / separated bike paths	11.9%	38.4%	49.7%	218	1,205
Enforcement of local laws	13.6%	36.8%	49.6%	204	1,205
Application, enforcement, and compliance of environmental and planning regulations	8.5%	42.1%	49.4%	584	1,205
Council response to dumped rubbish ³	17.5%	33.3%	49.2%	143	1,205
Maintenance and cleaning of public areas	12.4%	38.7%	48.9%	63	1,205
Economic development activities supporting local businesses	11.7%	41.0%	47.3%	406	1,205
Activities promoting economic investment in the local area	11.0%	41.8%	47.2%	394	1,205
Economic development activities supporting tourism operators	11.7%	41.1%	47.2%	489	1,205
Maintenance and repair of drains	16.7%	36.2%	47.1%	114	1,205
Provision and maintenance of street trees	20.9%	36.6%	42.5%	25	1,205
Enforcement of parking	18.2%	39.7%	42.1%	133	1,205



Provision, maintenance and repair of footpaths and shared trails	15.8%	43.1%	41.1%	44	1,205
Planning for community infrastructure to meet community need	15.9%	43.4%	40.7%	3	343
Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change ¹	18.6%	42.4%	39.0%	336	1,205
Traffic management	25.3%	39.0%	35.7%	33	1,205
Maintenance and repair of sealed local roads	22.4%	43.1%	34.5%	34	1,205
Town Planning (Statutory Planning Process)	19.3%	46.2%	34.5%	7	315
Provision and maintenance of public toilets	28.8%	39.3%	31.9%	482	1,205

(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"

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 2022 *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.

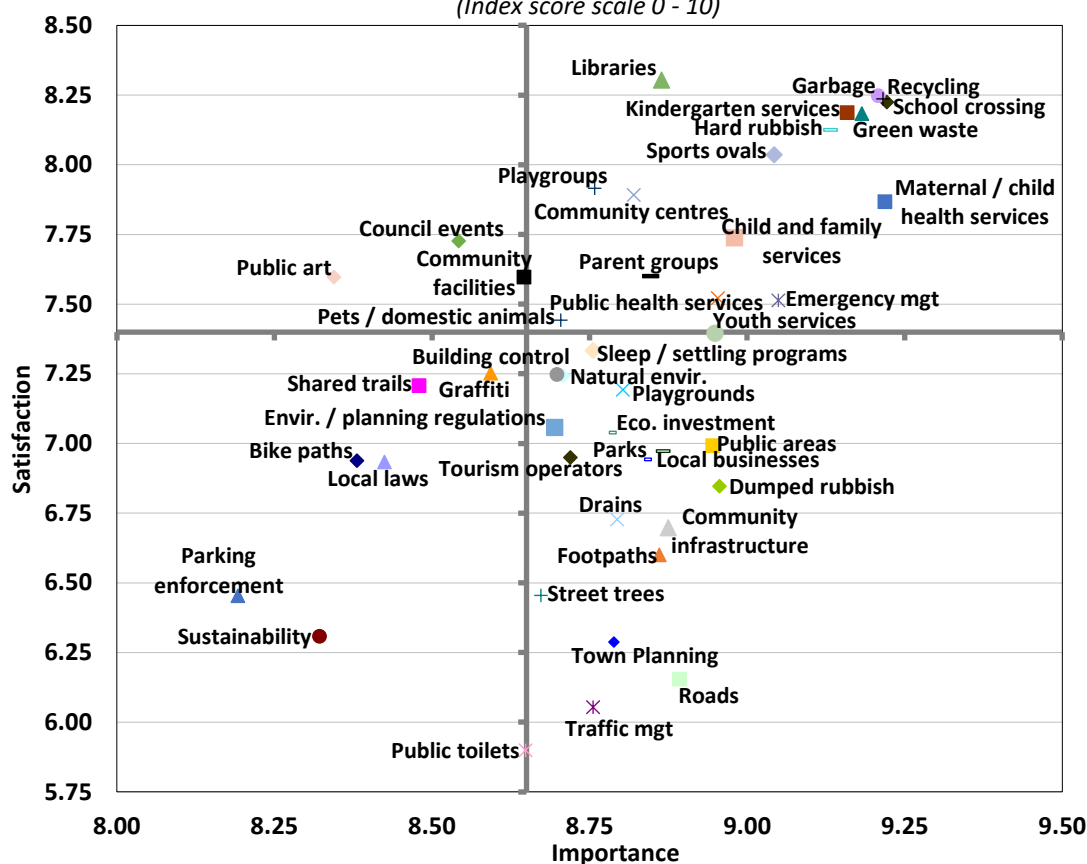
Attention is drawn to the following key findings:

- **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 very satisfied.
- **Sports and recreation facilities** – it is an 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 “poor” to “solid” levels and being of higher-than-average importance, the services and facilities of most concern include public toilets, traffic management, sealed local roads, town planning, and street trees.

Importance of and satisfaction with Council services
Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



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).

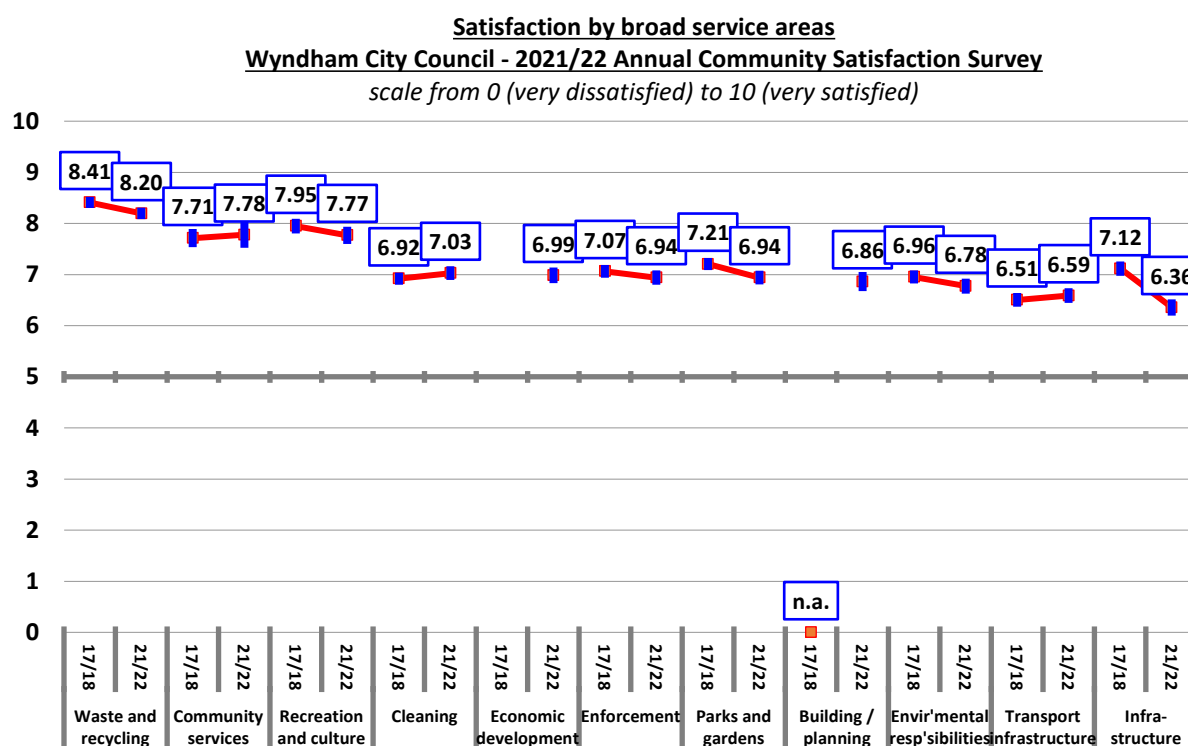
There were three services and facilities that were not included in the broad service areas, as they were not covered in *Governing Melbourne* in any meaningful way. These were emergency management preparedness and response; the provision of the school crossing service; and planning for community infrastructure to meet community need.



Whilst cognisant of the changes in the list of services and facilities that were included in the 2017/18 and 2021/22 surveys, the broad service area time-series comparison does provide some meaningful insight into the change in satisfaction with the broad service areas of Council in recent years.

Attention is drawn to the measurable and significant decline in satisfaction with infrastructure related services and facilities between the 2017/18 and 2021/22 surveys (down 10.7%), and the measurable but not significant decline in satisfaction with parks and gardens (down 3.7%).

Community services, cleaning, and transport infrastructure all increased marginally over time, whilst there were small declines for waste and recycling (from a very high base), recreation and culture, enforcement, and environmental responsibilities.

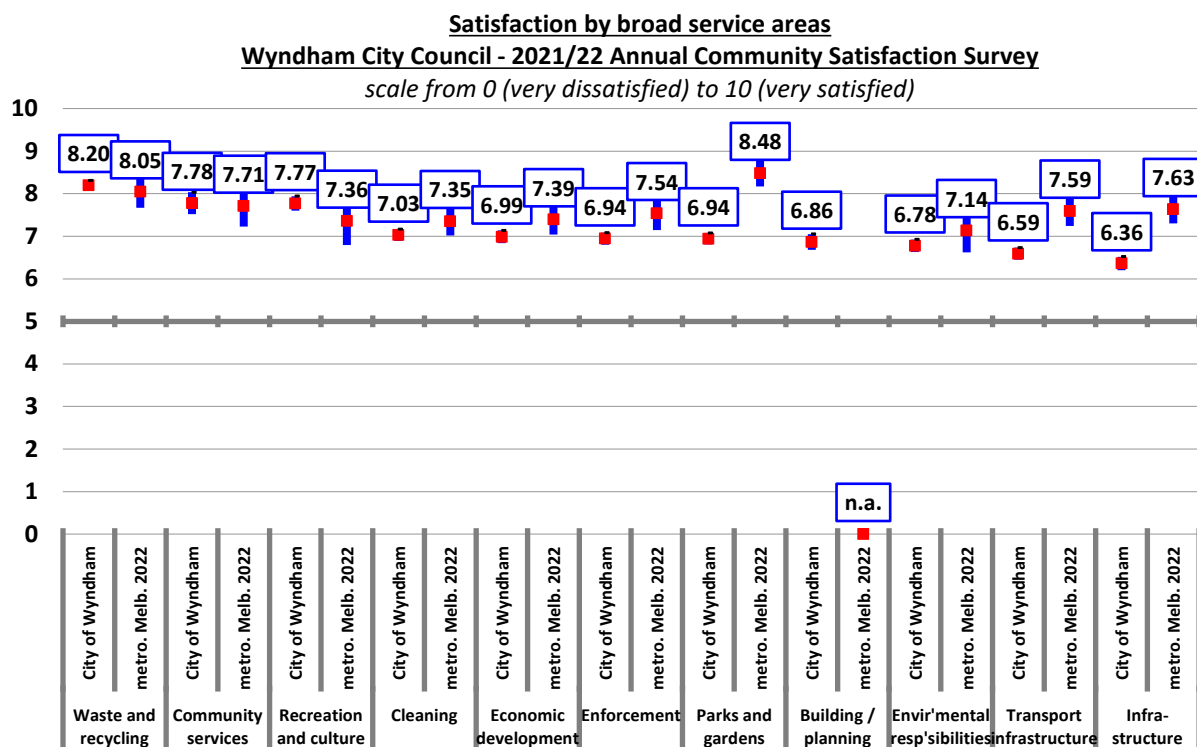


When compared to the broad service areas from the 26 services and facilities included in the 2022 *Governing Melbourne* research, it is noted that satisfaction with waste and recycling; community services; and recreation and culture were all marginally higher in the City of Wyndham than the metropolitan Melbourne average.

The broad service areas to receive lower satisfaction in the City of Wyndham than the metropolitan Melbourne average include parks and gardens (18.1% lower in Wyndham); infrastructure (16.6% lower); transport infrastructure (13.2% lower); cleaning; economic development; enforcement; and environmental responsibilities.

Whilst some caution should be exercised interpreting the results for some of these broad services areas given some variation in the wording for some services and facilities, it remains clear that parks and gardens, infrastructure, and transport infrastructure are broad service areas with lower levels of satisfaction in the City of Wyndham.





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.

It is important to bear in mind that this breakdown of services into Council departments relates only to the 46 services and facilities with which respondents were asked to rate both the importance of the service to the community, as well as their personal / household satisfaction with those services and facilities that they or members of their household had used in the last 12 months. These were questions 5 and 6 in the 2022 survey.

This report also provides satisfaction with 18 aspects of [Council performance and leadership](#), satisfaction with the [customer service experience](#), and five aspects of [how well Council communicates with the community](#). These are separately reported in this report.



City Amenity and Safety

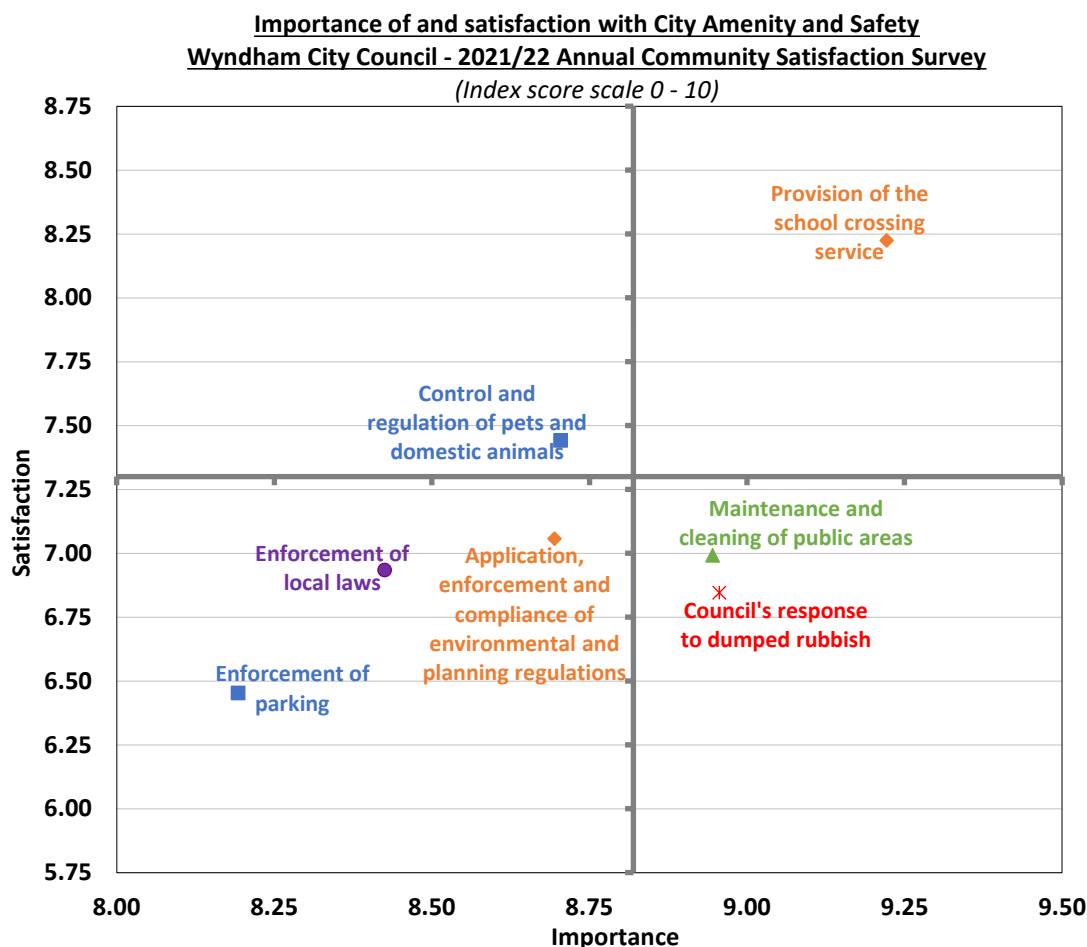
There were seven services and facilities from the City Amenity and Safety department of Council included in the 2021/22 survey.

The following graph outlines the average importance of and average satisfaction with each of these seven services and facilities

The crosshairs represent the average importance (8.82) of, and the average satisfaction (7.30) with all 46 included services and facilities.

Metropolis Research notes that the provision of the school crossing service was of significantly higher importance than average and received significantly higher satisfaction than average.

By contrast, the enforcement of parking is identified as a service that, whilst of lower-than-average importance, was nonetheless very important to respondents, but it received a significantly lower than average satisfaction score.

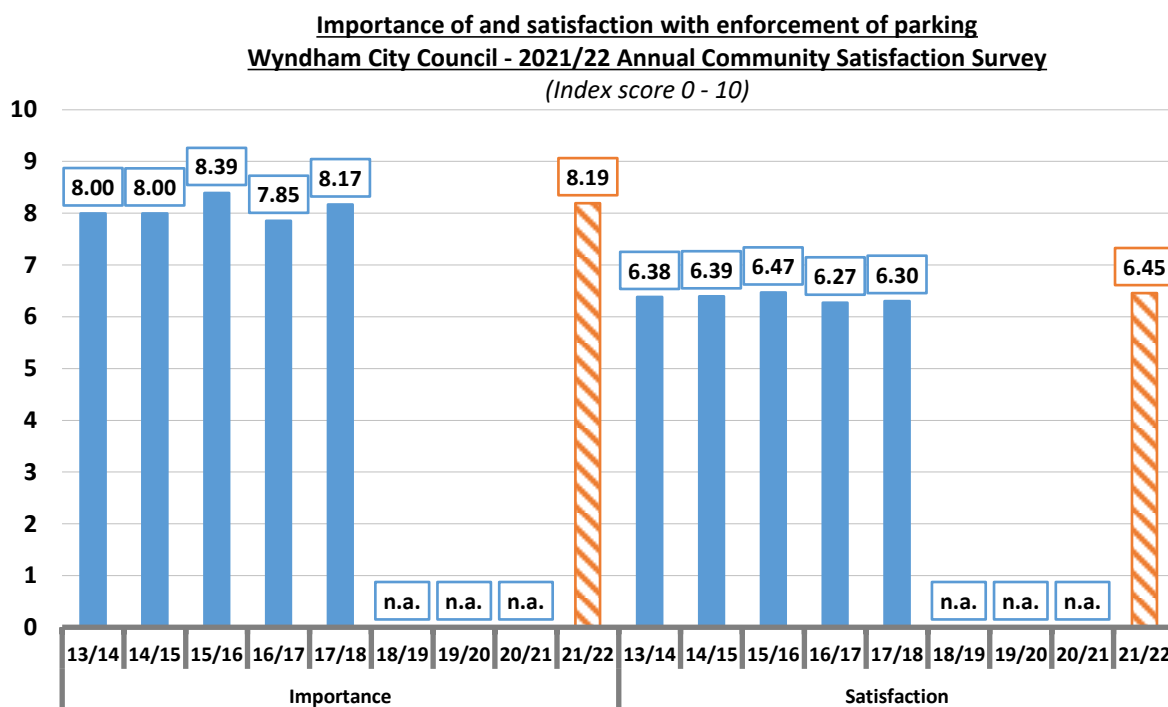


The following section provides additional details on each of these seven services and facilities.



Enforcement of parking

The enforcement of parking was previously included in the survey prior to 2018/19 as “parking enforcement”. The change in wording is unlikely to have had any meaningful impact on the compatibility of the time series results.



The enforcement of parking was the least important of the 46 included Council services and facilities, with an average importance of 8.19 out of 10. This result is consistent with the long-term average importance from 2013/14 of 8.10.

A total of 1,072 of the 1,205 respondents rated satisfaction with this service, including 42.1% “very satisfied” and 18.2% “dissatisfied”.

The average satisfaction with the enforcement of parking has remained quite stable around the long-term average satisfaction since 2013/14 of 6.38, with the 2021/22 result of 6.45 being just marginally above this average.

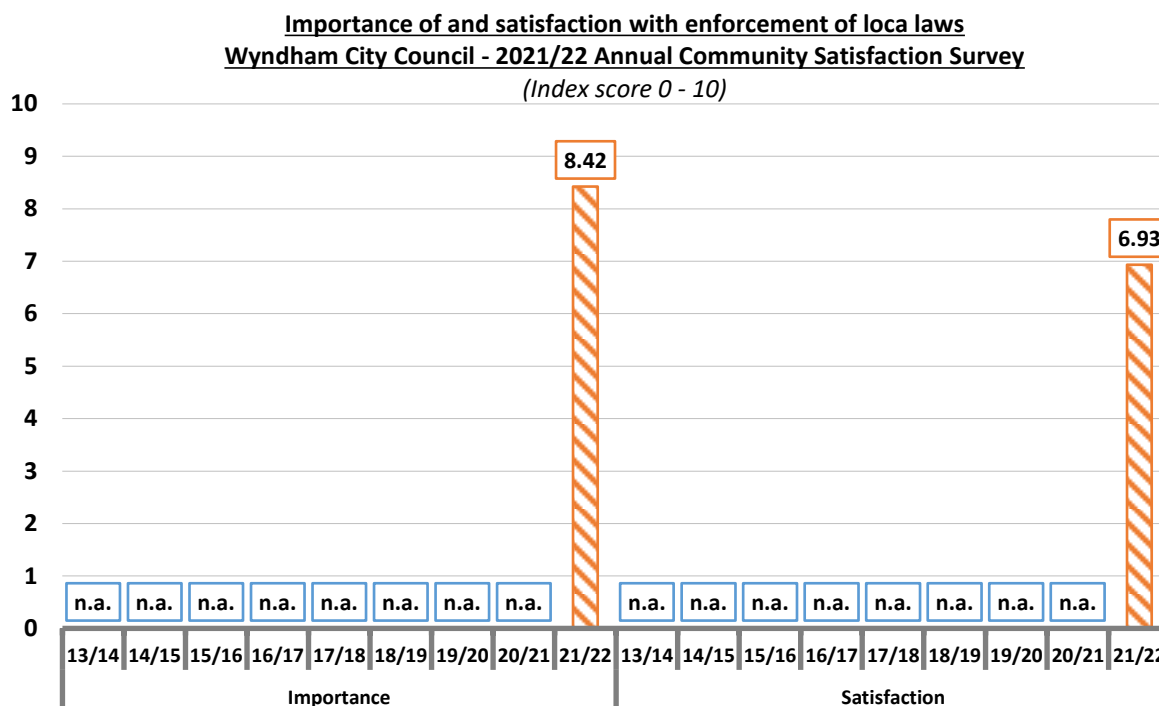
This satisfaction score ranks the enforcement of parking 41st in terms of satisfaction, with an average satisfaction score that was measurably lower than the average satisfaction with all 46 services and facilities (7.30).

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “parking enforcement” was 6.54, almost identical to this City of Wyndham result. This reinforces the difficulty of obtaining high satisfaction with parking enforcement, given the range of competing interests from respondents.



Enforcement of local laws

The enforcement of local laws was included as a service in the survey for the first time in 2021/22.



This service was the 42nd most important of the 46 included services and facilities, with an average importance of 8.42 out of 10.

A total of 1,001 of the 1,205 respondents rated satisfaction with this service, including 49.6% “very satisfied” respondents and 13.6% “dissatisfied”.

The average satisfaction with the enforcement of local laws was 6.93 out of 10, or a “good” level of satisfaction.

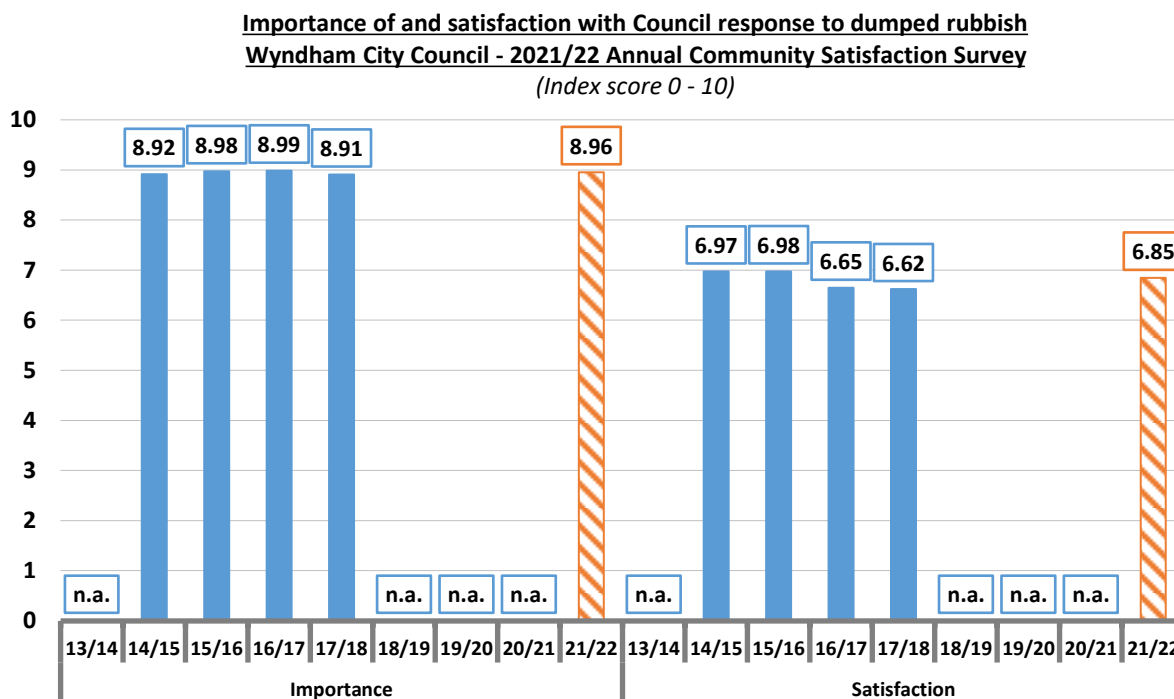
This satisfaction score ranks the enforcement of local laws 35th of the 46 included services and facilities, with an average satisfaction score that was measurably lower than the average satisfaction with all 46 services and facilities (7.30).

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with the “enforcement of local laws” was 7.19, marginally higher than this City of Wyndham result.



Council response to dumped rubbish

This service was previously included in the survey prior to 2017/18 as “management of illegal dumping of rubbish”. Metropolis Research is of the view that this change in wording is unlikely to have had a material impact on the time-series compatibility of these results.



Council’s response to dumped rubbish was the 12th most important of the 46 included services and facilities, with an average importance of 8.96 out of 10. This result was almost identical to the average importance from 2014 to 2017 of 8.95.

A total of 1,062 of the 1,205 respondents rated satisfaction with this service, including 49.2% “very satisfied” and 17.5% “dissatisfied”.

The average satisfaction was 6.85, or a “good” level of satisfaction. This result was almost identical to the long-term average satisfaction since 2014/15 of 6.81.

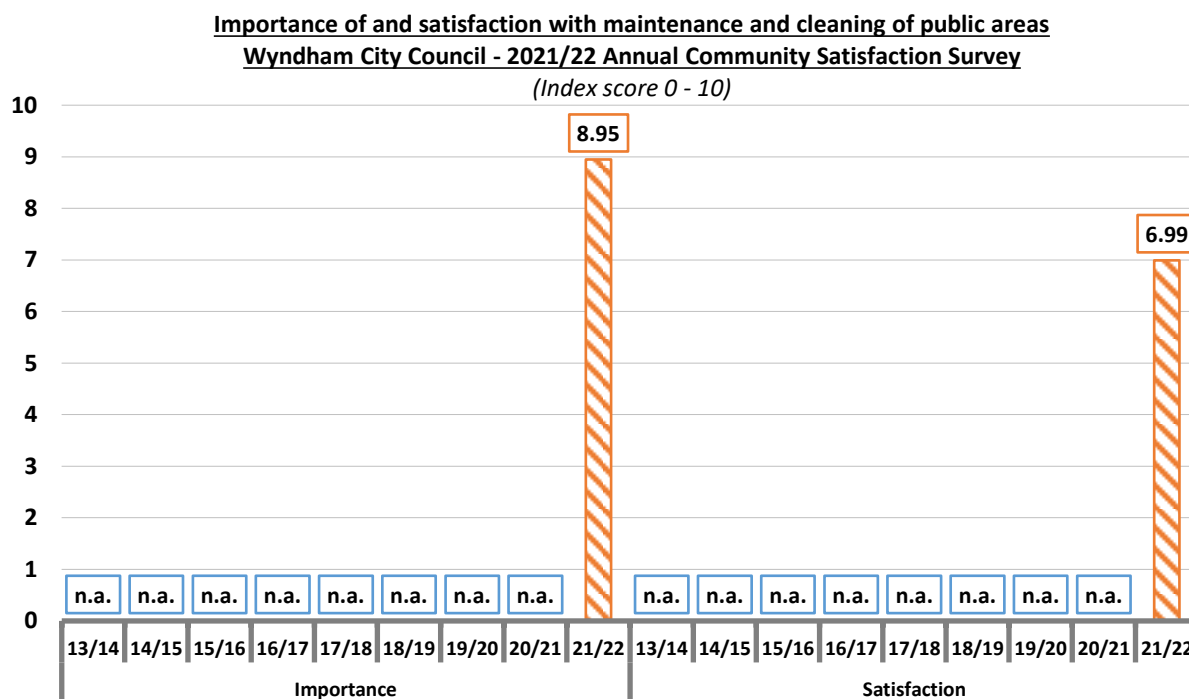
This ranks the service 36th in terms of satisfaction, and with an average satisfaction score that was measurably lower than the average satisfaction with all 46 services and facilities (7.30).

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “illegally dumped rubbish” was 6.94, marginally but not meaningfully higher than this City of Wyndham result.



Maintenance and cleaning of public areas

The maintenance and cleaning of public areas was included in the survey for the first time this year.



This service was the 15th most important of the 46 included services and facilities, with an average importance of 8.95 out of 10.

A total of 1,142 of the 1,205 respondents rated satisfaction with this service, including 48.9% “very satisfied” respondents and 12.4% “dissatisfied”.

The average satisfaction was 6.99, or a “good” level of satisfaction.

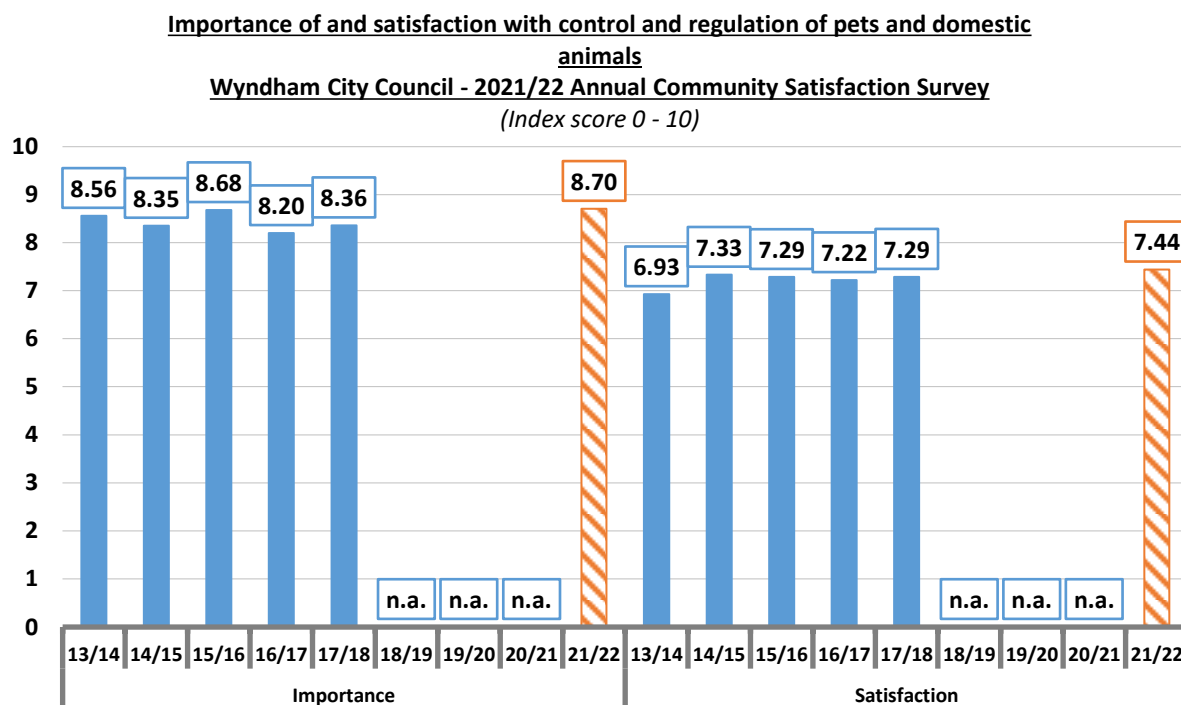
This result ranks the service 30th in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with the “maintenance and cleaning of public areas” was 7.00 out of 10, almost identical to this City of Wyndham result.



Control and regulation of pets and domestic animals

This service was previously included in the survey prior to 2018/19 as “animal management”. Metropolis Research notes this change in the wording and suggests that the change in wording may have had an impact on the time-series compatibility of these results, however this impact would likely be relatively small.



This service was the 33rd most important of the 46 included services and facilities, with an average importance of 8.70 out of 10. This result was somewhat higher than the average importance from 2013 to 2017 of 8.43.

A total of 1,030 of the 1,205 respondents rated satisfaction with this service, including 57.8% “very satisfied” and 7.3% “dissatisfied”.

The average satisfaction with this service was 7.44, or a “very good” level of satisfaction.

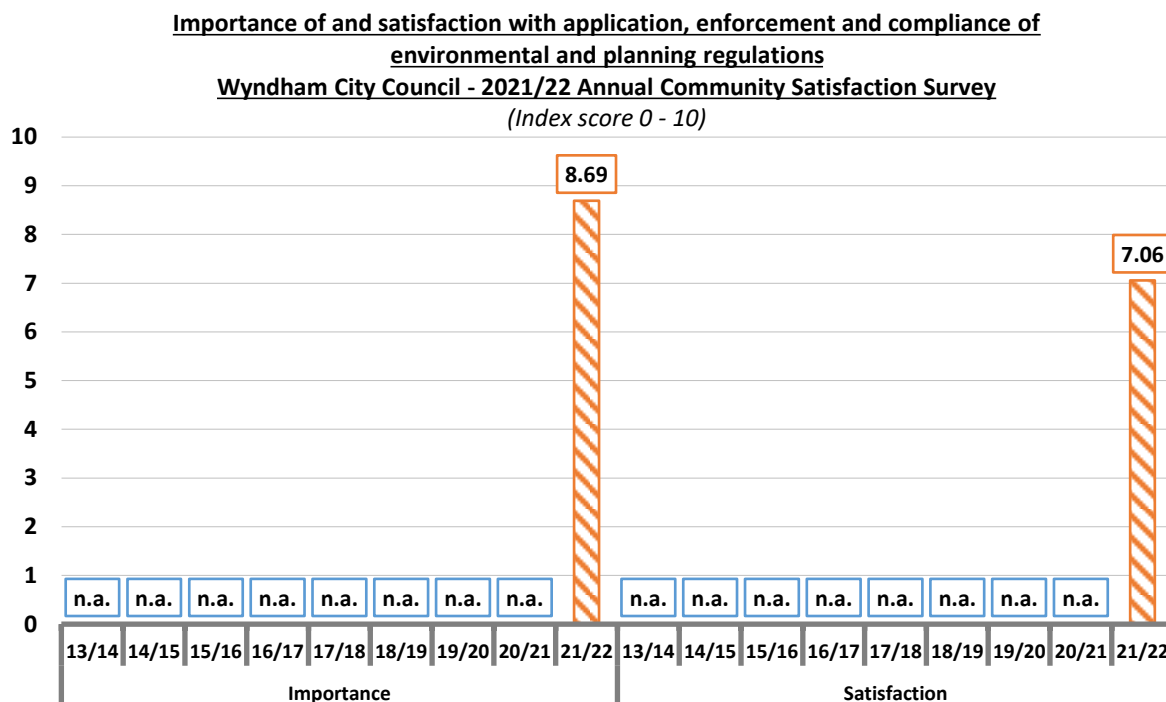
This ranks the service 20th in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “animal management” was 7.60, marginally but not measurably higher than this City of Wyndham result.



Application, enforcement, and compliance of environmental and planning regulations

The application, enforcement, and compliance of environmental and planning regulations was included for the first time in the survey this year.



These services were the 35th most important of the 46 included services and facilities, with an average importance score of 8.69 out of 10.

A total of 621 of the 1,205 respondents rated satisfaction with these services, including 49.4% “very satisfied” and 8.5% “dissatisfied”.

The average satisfaction with these services was 7.06, or a “good” level of satisfaction.

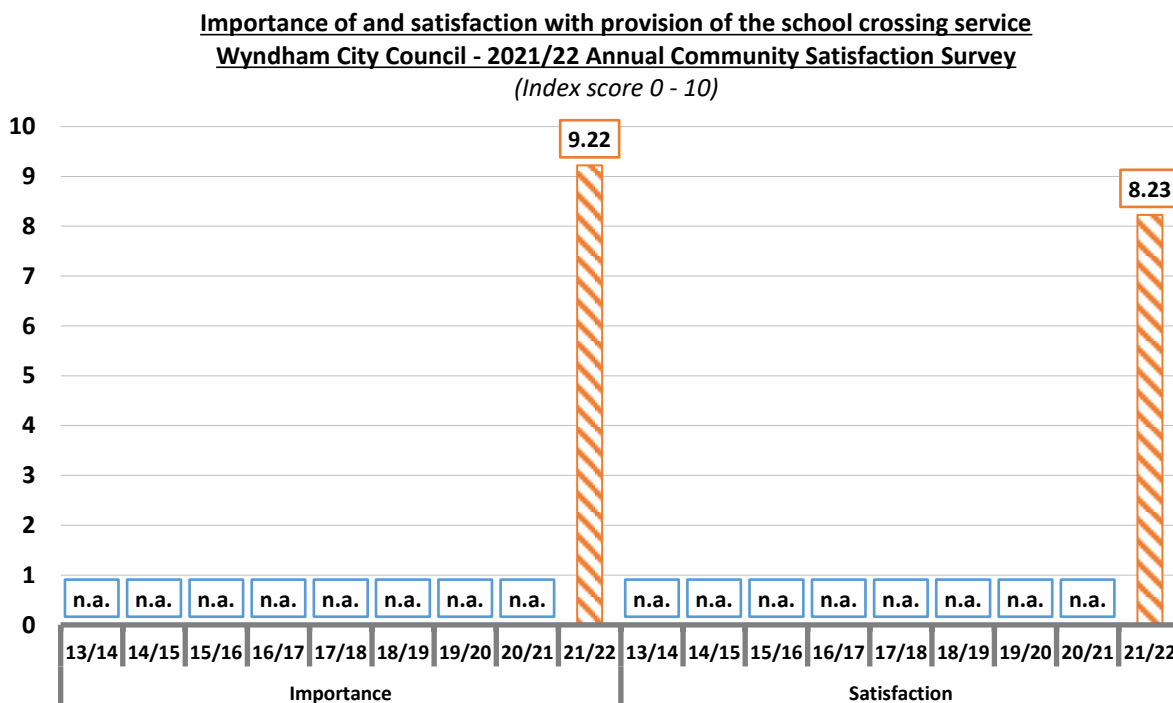
This ranks these services 28th in terms of satisfaction.

This service was not included in the *Governing Melbourne* research and therefore no metropolitan Melbourne wide comparison satisfaction is available.



Provision of the school crossing service

The provision of the school crossing service was included for the first time in the survey this year.



This service was the 2nd most important of the 46 included services and facilities, with an average importance of 9.22 out of 10.

A total of 550 of the 1,205 respondents rated satisfaction with this service, including 75.3% “very satisfied” and 4.0% “dissatisfied” respondents.

Metropolis Research notes that to obtain a satisfaction score of eight or more (i.e., “very satisfied”) from three-quarters of the respondents using the service is a very strong result reflecting significant community satisfaction with the service.

The average satisfaction with these services was 8.23, or an “excellent” level of satisfaction.

This result ranks the service 5th in terms of satisfaction.

These services were not included in the *Governing Melbourne* research and therefore no metropolitan Melbourne-wide comparison results are available.



City Transport

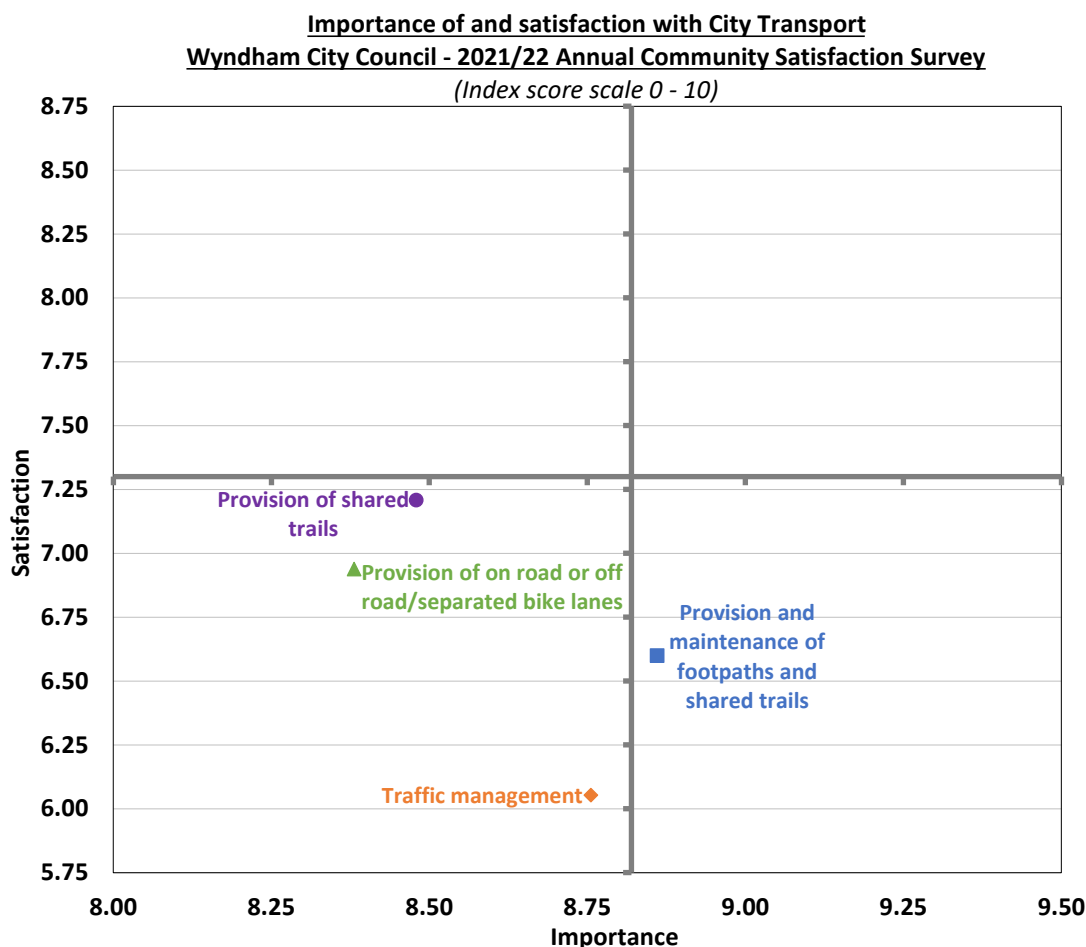
There were four services and facilities from the City Transport department of Council included in the 2021/22 survey, as outlined in the following graph.

The following graph outlines the average importance of and average satisfaction with each of these four services and facilities

The crosshairs represent the average importance (8.82) of, and the average satisfaction (7.30) with all 46 included services and facilities.

Attention is drawn to the fact that all four of these City Transport services and facilities received lower than average satisfaction scores, although this was only statistically significant for traffic management and the provision and maintenance of footpaths and shared trails.

It is also noted that the two services and facilities related to bike lanes and paths and shared trails were both of lower-than-average importance, although it is important to note that they were important, nonetheless.

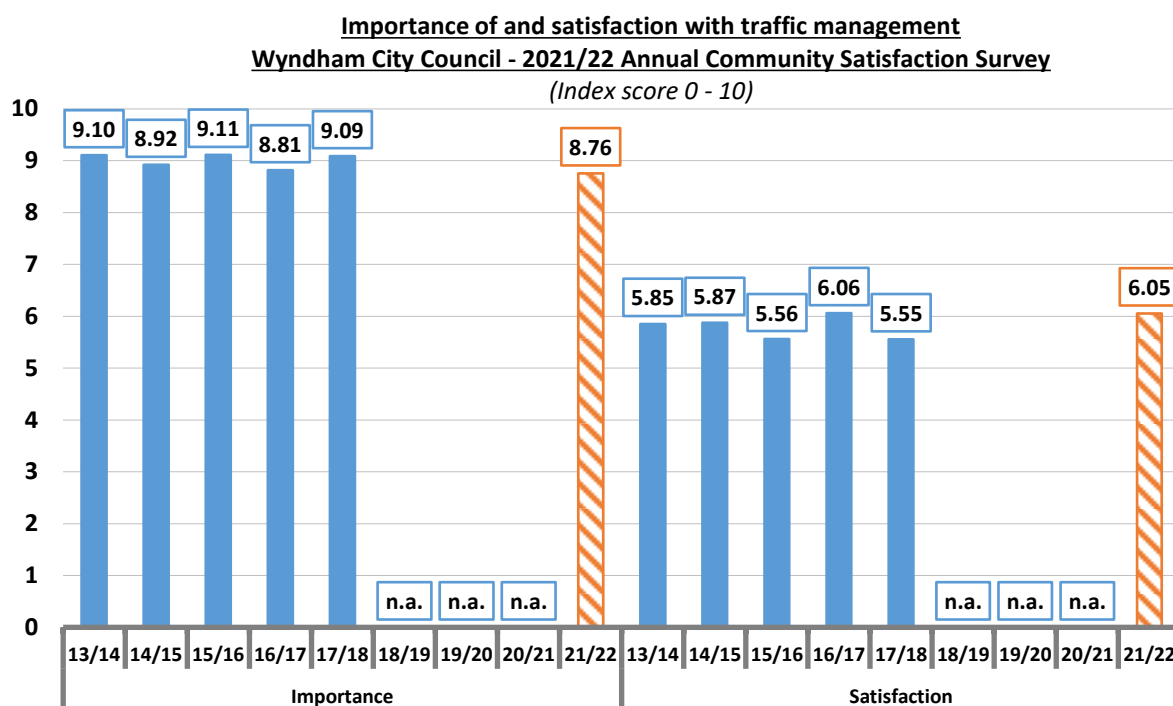


The following section provides additional details on each of these four City Transport services and facilities.



Traffic management

This service was previously included in the survey prior to 2018/19 as “local traffic management”. Metropolis Research is of the view that the change in wording is unlikely to have had a meaningful impact on the time-series compatibility of this service, given that respondents tend to consider traffic management as a single entity rather than segmenting it into local and arterial road traffic related issues.



Traffic management was the 29th most important of the 46 included Council services and facilities, with an average importance of 8.76 out of 10. This result was marginally lower than the average importance from 2013/14 to 2017/18 of 9.01.

A total of 1,172 of the 1,205 respondents rated satisfaction with this service, including 35.7% “very satisfied” and 25.3% “dissatisfied”.

The average satisfaction with traffic management was 6.05, or a “solid” level of satisfaction. This result was marginally higher than the long-term average satisfaction since 2013/14 of 5.83.

This result ranks the service 45th of the 46 included services and facilities.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “local traffic management” was measurably and significantly (12.4%) higher than this City of Wyndham result. This variation is consistent with results recorded in previous years and the historically negative influence of traffic management issues in the City of Wyndham.



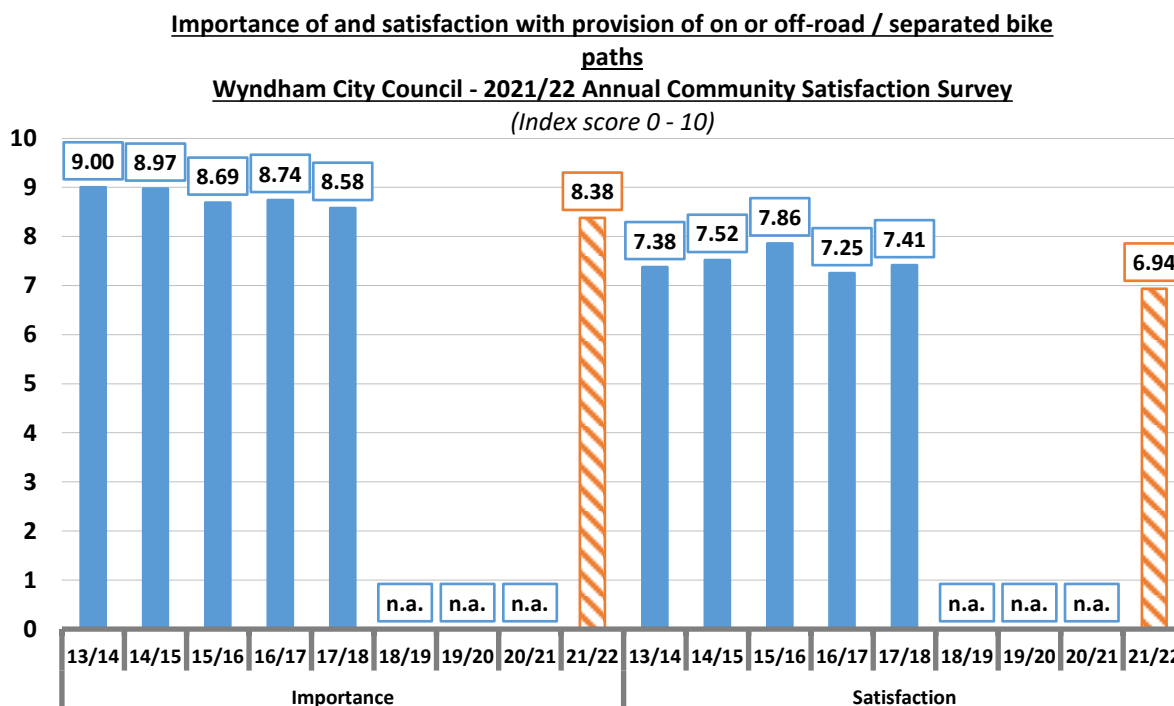
Metropolis Research also notes that the metropolitan Melbourne satisfaction referred only to “local traffic management”, whereas the City of Wyndham referred to a broader “traffic management”. This is unlikely to account for the variation in satisfaction, given that the 2022 City of Wyndham result was consistent with the historical results from 2013/14 to 2017/18.

It is also noted that “traffic management” was the most common issue nominated by respondents as one of the “top three issues for the City of Wyndham at the moment”, with 17.3% of respondents nominating the issue. This includes issues primarily around traffic congestion and commuting times, but also includes some other traffic related issues. This is discussed in more detail in the [Issues to address](#) section of this report.



Provision of on or off-road / separated bike paths

This service was previously included in the survey prior to 2018/19 as “on and off-road bike and / or walking paths (including shared pathways)”.



The provision of on or off-road / separated bike paths was the 43rd most important of the 46 included services and facilities, with an average importance of 8.38 out of 10. This result was marginally lower than the average importance for the service from 2013/14 to 2017/18 of 8.80.

A total of 987 of the 1,205 respondents rated satisfaction with these facilities, including 49.7% “very satisfied” respondents and 11.9% “dissatisfied”.

The average satisfaction with these facilities was 6.94 in 2022, or a “good” level of satisfaction.

This result ranks these facilities 34th of the 46 included services and facilities in terms of satisfaction.

This result was notably lower than the average satisfaction of 7.48 recorded from 2013 to 2017.

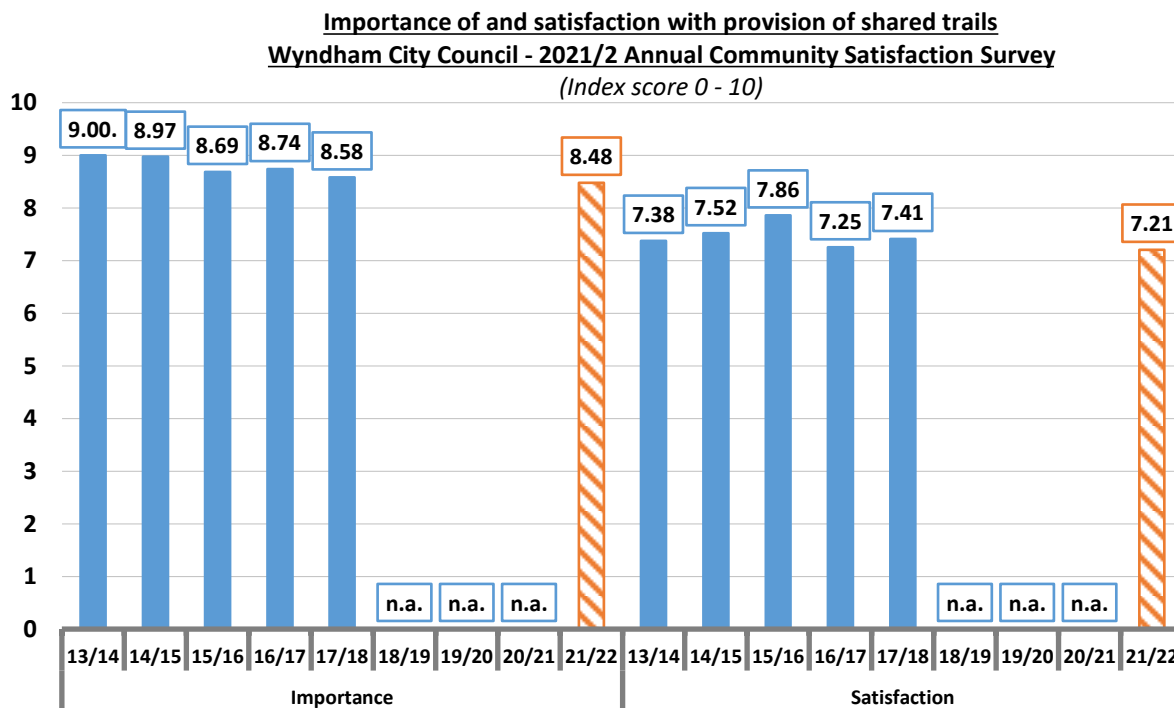
Metropolis Research notes that satisfaction with the provision of on or off-road / separate bike paths was somewhat lower than satisfaction with the provision of shared trails.

By way of comparison, this satisfaction result was notably lower than the metropolitan Melbourne average satisfaction with “bike and shared paths (both on-road and off-road and including shared paths) of 7.40 or “very good”.



Provision of shared trails

This service was previously included in the survey prior to 2018/19 as “on and off-road bike and / or walking paths (including shared pathways)”.



The provision of shared pathways was the 41st most important of the 46 included services and facilities, with an average importance of 8.48 out of 10. This result was marginally lower than the average importance for the service from 2013/14 to 2017/18 of 8.80.

A total of 999 of the 1,205 respondents rated satisfaction with these facilities, including 56.2% “very satisfied” respondents and 8.4% “dissatisfied”.

The average satisfaction with these facilities was 7.21 in 2021/22, or a “good” level of satisfaction.

This result ranks these facilities 26th of the 46 included services and facilities in terms of satisfaction.

This result was notably lower than the average satisfaction of 7.48 recorded from 2013/14 to 2017/18.

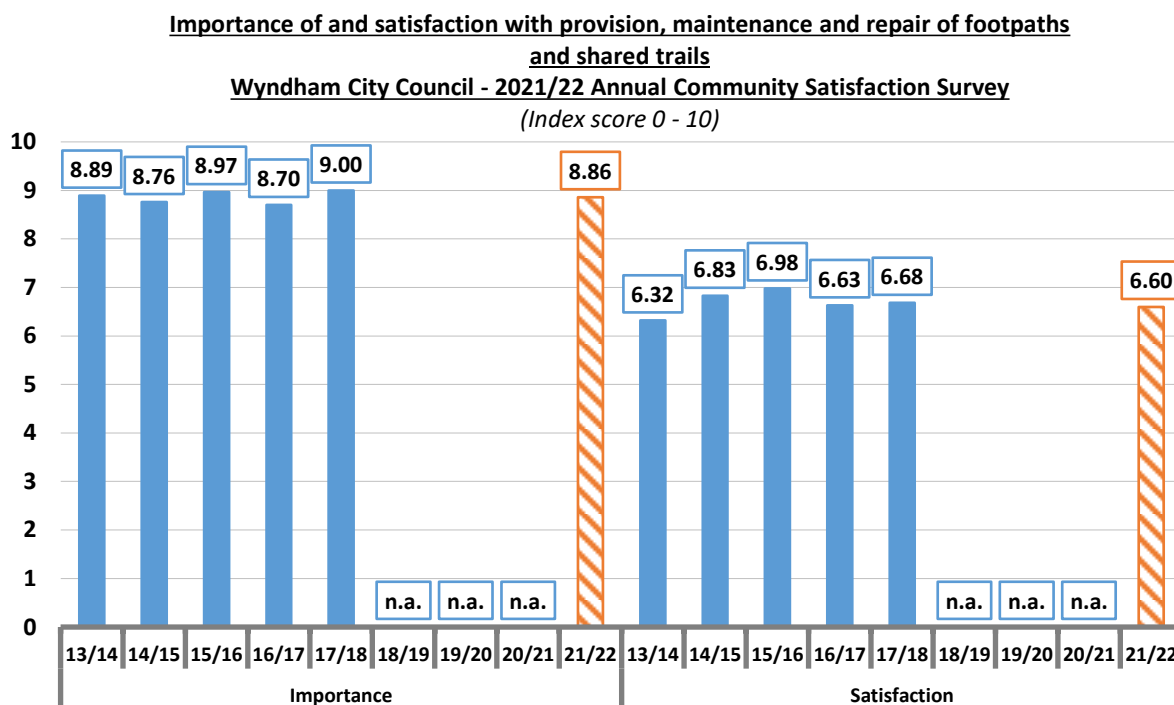
By way of comparison, this satisfaction result was notably lower than the metropolitan Melbourne average satisfaction with “bike and shared paths (both on road and off-road and including shared paths) of 7.40 or “very good”.

Metropolis Research notes that satisfaction with the provision of shared trails was somewhat higher than satisfaction with the provision of on or off-road / separate bike paths.



Provision, maintenance and repair of footpaths and shared trails

This service was previously included in the survey prior to 2018/19 as “footpath maintenance and repairs”. Whilst the inclusion of shared trails may have a small impact, Metropolis Research is of the view that the time-series results were sufficiently compatible to provide meaningful insight over time.



The provision, maintenance, and repair of footpaths and shared trails was the 20th most important of the 46 included services and facilities, with an average importance of 8.86 out of 10.

This result was identical to the long-term average importance from 2013/14 to 2017/18 of 8.86.

A total of 1,161 of the 1,205 respondents rated satisfaction with this service, including 41.1% “very satisfied” respondents and 15.8% “dissatisfied”.

The average satisfaction with this service was 6.60 or a “good” level of satisfaction. This result was only marginally below the long-term average satisfaction since 2013/14 of 6.67.

This ranks the service 39th in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “footpath maintenance and repairs” was 6.74, or marginally but not measurably higher than this City of Wyndham result.



Climate Futures Office

There were nine services and facilities from the Climate Futures Office included in the 2021/22 survey, as outlined in the following graph.

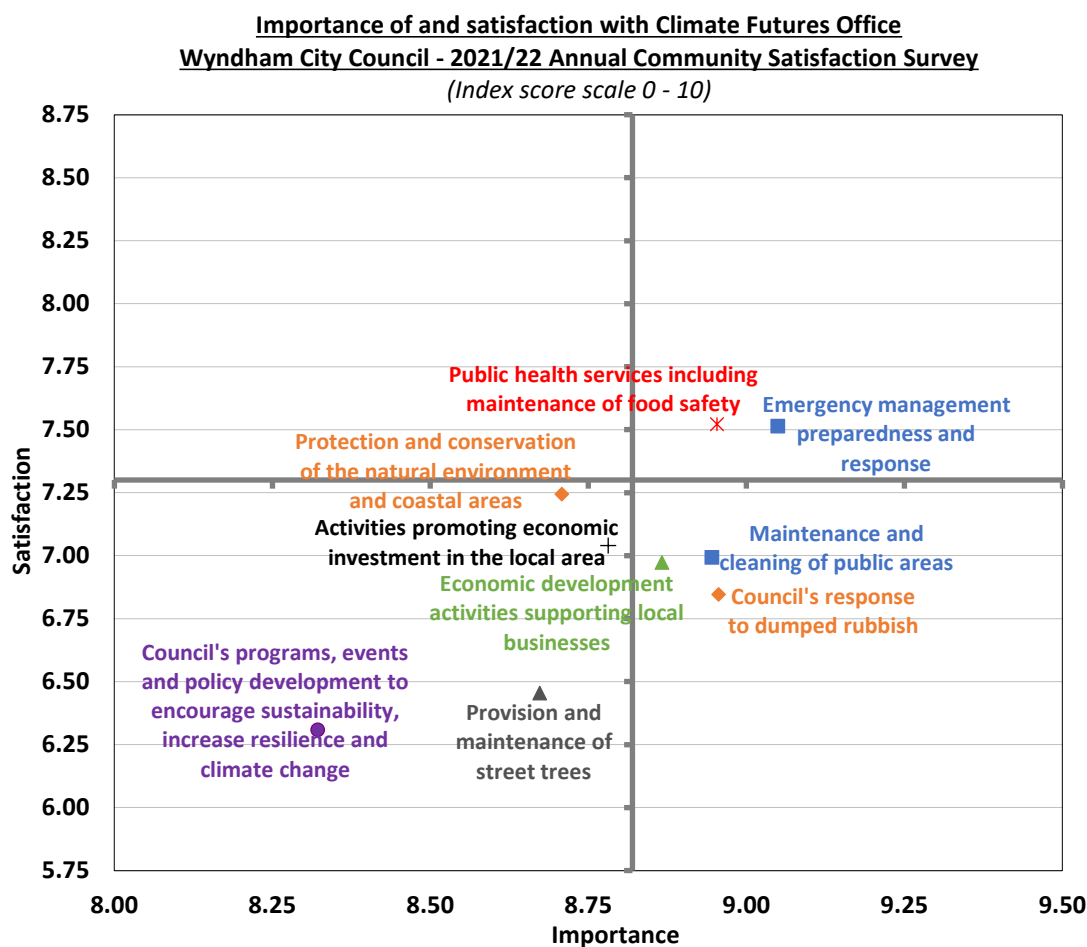
The following graph outlines the average importance of and average satisfaction with each of these nine services and facilities

The crosshairs represent the average importance (8.82) of, and the average satisfaction (7.30) with all 46 included services and facilities.

It is noted that emergency management preparedness and response was of measurably higher importance than the average of all service and facilities and received a marginally higher than average satisfaction score.

Conversely, it is noted that Council’s programs, events, and policy development to encourage sustainability, increase resilience, and climate change was of measurably lower than average importance, and received a measurably lower than average satisfaction score.

The provision and maintenance of street trees, whilst being of only marginally lower than average importance, did receive a measurably lower than average satisfaction score.



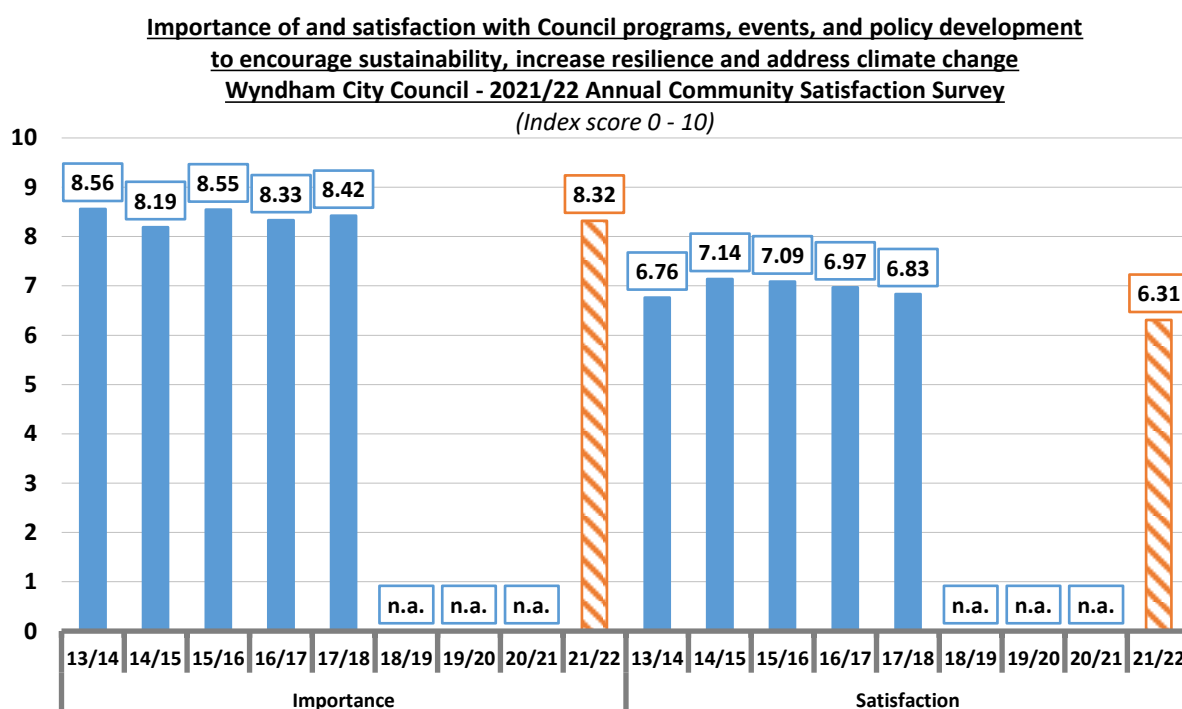
The following section provides additional detail on each of these nine services and facilities.



Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change

This service was previously included in the survey prior to 2018/19 as “Council activities promoting environment and sustainability (e.g., recycling, litter prevention and Green Living)”.

Metropolis Research cannot discount the possibility that the change in wording may have had some impact on the compatibility of the time-series results, particularly in relation to satisfaction. This is because prior to 2017/18, the survey included reference to some specific activities, which may have elicited a higher satisfaction from respondents.



Council programs, events, and policy development to encourage sustainability, increase resilience, and address climate change was the 45th most important of the 46 included services and facilities, with an average importance of 8.32 out of 10. This result was broadly consistent with the long-term average from 2013/14 to 2017/18 of 8.41.

This ranks the service 42nd in terms of satisfaction.

A total of 869 of the 1,205 respondents rated satisfaction with these services, including 39.0% “very satisfied” and 18.6% “dissatisfied”.

The average satisfaction was 6.31, or a “solid” level of satisfaction. This result was measurably lower than the long-term average since 2013/14 of 6.85.

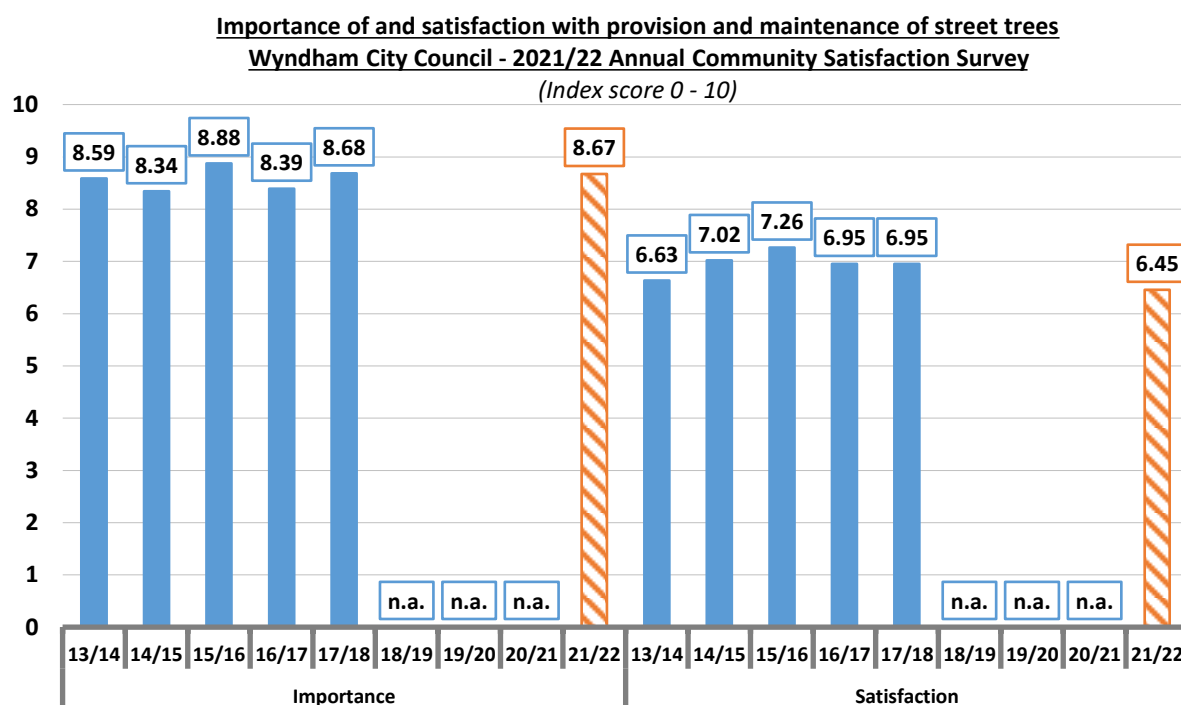
This does suggest that the community considers issues around sustainability and climate change to be of lower importance than the traditional core service areas of Council (such as kerbside collections).



By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “Council performance meeting its responsibilities towards the environment” was measurably (11.6%) higher than this City of Wyndham result, although caution should be exercised given the significant variation in the wording for the two questions.

Provision and maintenance of street trees

The provision and maintenance of street trees was previously included in the survey prior to 2018/19 with the same wording as has been used in 2021/22.



The provision and maintenance of street trees was the 36th most important of the 46 included services and facilities, with an average importance of 8.67 out of 10.

This result was consistent with the long-term average from 2013/14 to 2017/18 of 8.57.

A total of 1,180 of the 1,205 respondents rated satisfaction with these facilities, including 42.5% “very satisfied” respondents and 20.9% “dissatisfied”.

This ranks the service 40th in terms of satisfaction.

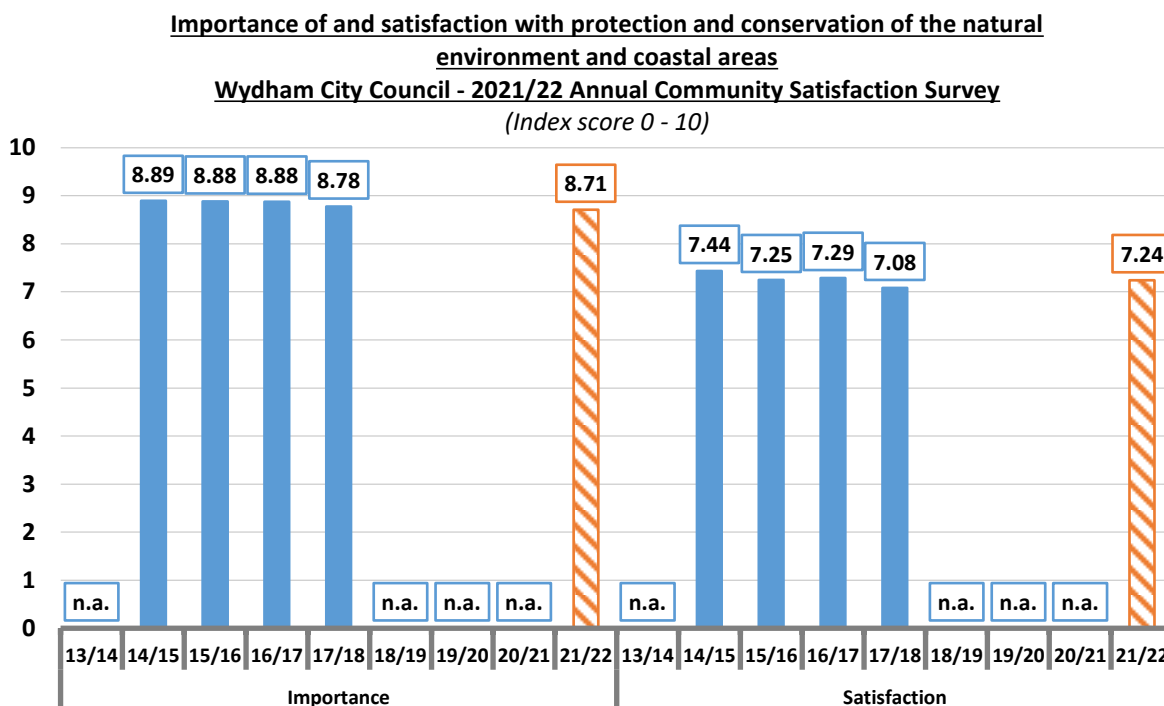
The average satisfaction with these facilities was 6.45, or a “solid” level of satisfaction. This result was measurably lower than the long-term average satisfaction since 2013/14 of 6.80 or “good”.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with the “provision and maintenance of street trees” was 7.12, measurably (10.4%) higher than this City of Wyndham result.



Protection and conservation of the natural environment and coastal areas

This service was previously included in the survey prior to 2018/19 as “protecting the natural environment”. Whilst it cannot be discounted that the change in wording may impact on the compatibility of the time-series results, Metropolis Research suggests than any impact would be relatively minor.



The protection and conservation of the natural environment and coastal areas was the 32nd most important of the 46 included services and facilities, with an average importance of 8.71 out of 10.

This result was only marginally lower than the long-term average importance from 2014 to 2017 of 8.86.

A total of 1,009 of the 1,205 respondents rated satisfaction with this service, including 54.4% “very satisfied” and 8.9% “dissatisfied”.

The average satisfaction was 7.24 or a “good” level of satisfaction. This result was almost identical to the long-term average satisfaction since 2014/15 of 7.26 or “very good”.

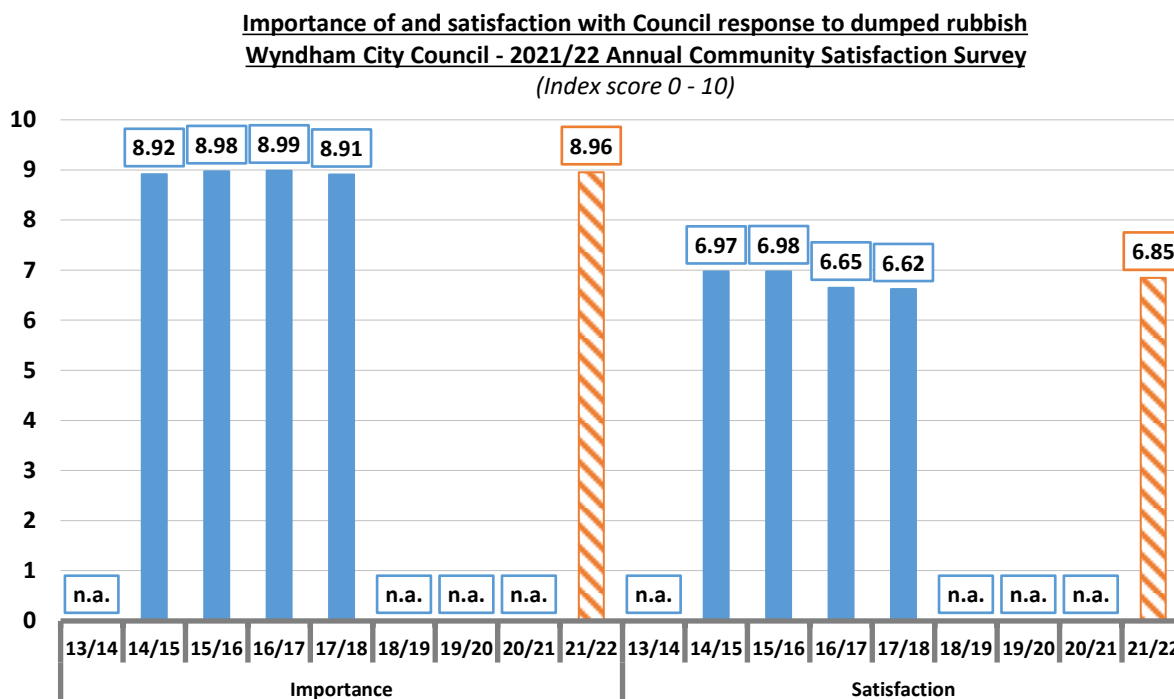
This result ranks the service 25th in terms of satisfaction.

This service was not included in the *Governing Melbourne* research and therefore no metropolitan Melbourne comparison can be provided.



Council response to dumped rubbish

This service was previously included in the survey prior to 2018/19 as “management of illegal dumping of rubbish”. Metropolis Research is of the view that this change in wording is unlikely to have had a material impact on the time-series compatibility of these results.



Council’s response to dumped rubbish was the 12th most important of the 46 included services and facilities, with an average importance of 8.96 out of 10. This result was almost identical to the average importance from 2014/15 to 2017/18 of 8.95.

A total of 1,062 of the 1,205 respondents rated satisfaction with this service, including 49.2% “very satisfied” and 17.5% “dissatisfied”.

The average satisfaction was 6.85, or a “good” level of satisfaction. This result was almost identical to the long-term average satisfaction since 2014/15 of 6.81.

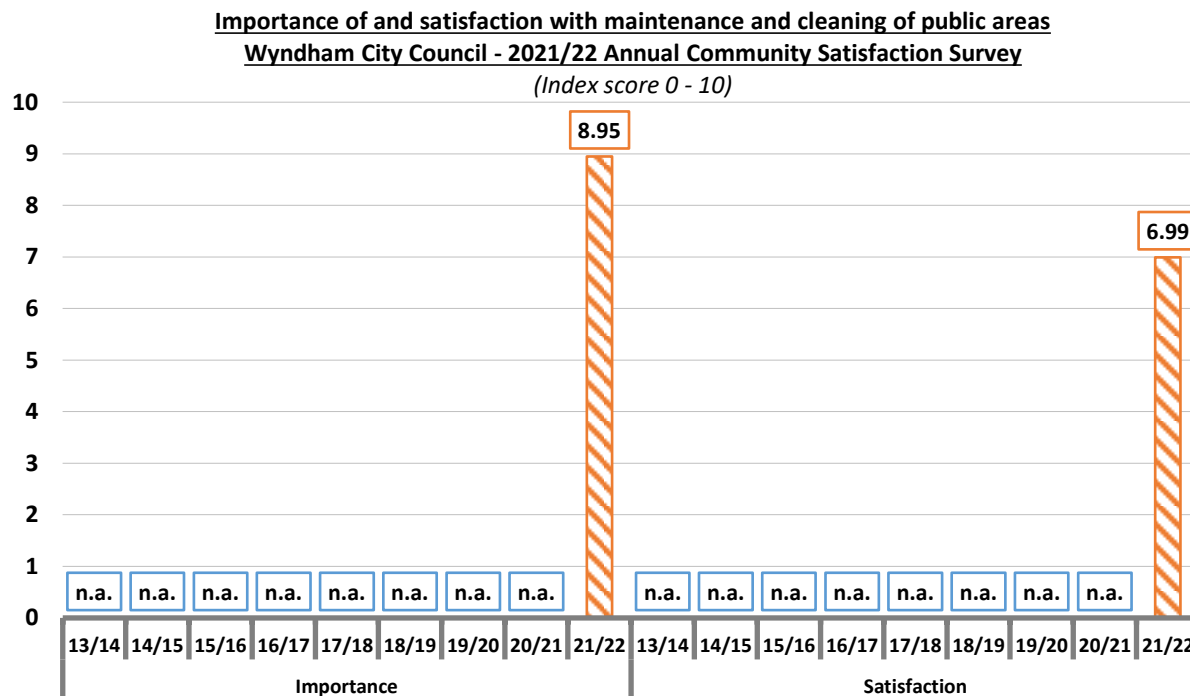
This ranks the service 36th in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “illegally dumped rubbish” was 6.94, marginally but not meaningfully higher than this City of Wyndham result.



Maintenance and cleaning of public areas

The maintenance and cleaning of public areas was included in the survey for the first time this year.



This service was the 15th most important of the 46 included services and facilities, with an average importance of 8.95 out of 10.

A total of 1,142 of the 1,205 respondents rated satisfaction with this service, including 48.9% “very satisfied” respondents and 12.4% “dissatisfied”.

The average satisfaction was 6.99, or a “good” level of satisfaction.

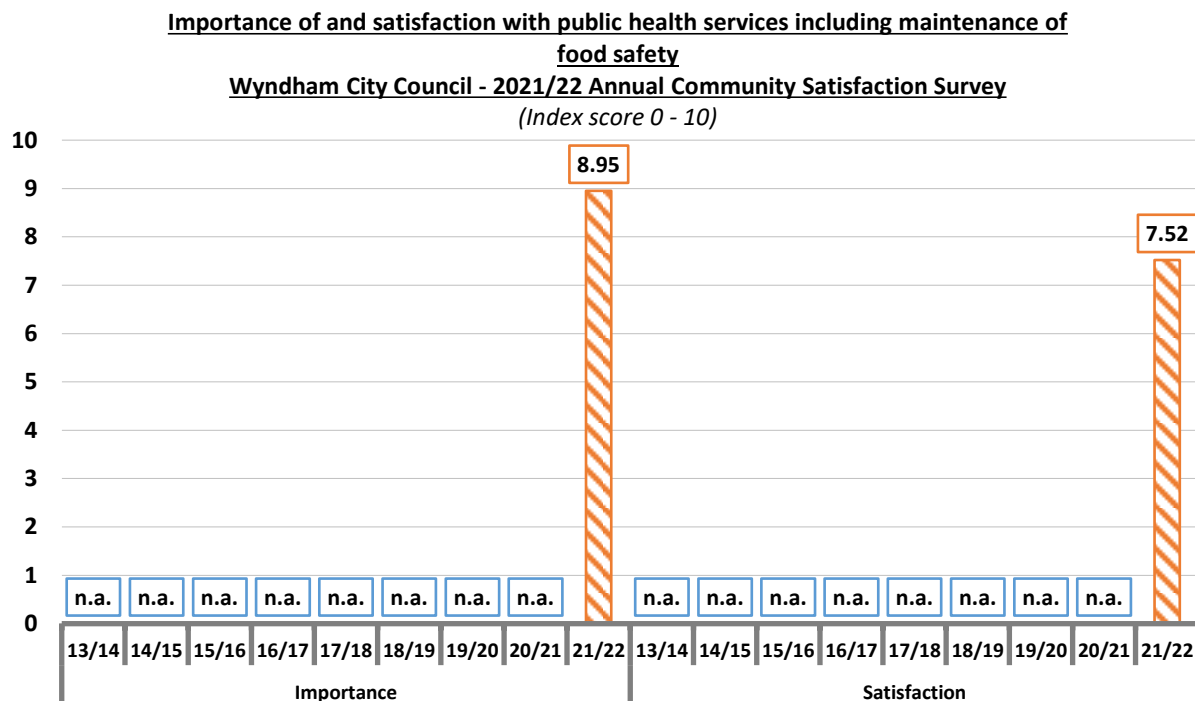
This result ranks the service 30th in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with the “maintenance and cleaning of public areas” was 7.00 out of 10, almost identical to this City of Wyndham result.



Public health services including maintenance of food safety

Public health services including maintenance of food safety was included for the first time in the survey this year.



This service was the 13th most important of the 46 included services and facilities, with an average importance of 8.95 out of 10.

A total of 908 of the 1,205 respondents rated satisfaction with this service, including 60.6% “very satisfied” and 7.4% “dissatisfied”.

The average satisfaction with this service was 7.52, or a “very good” level of satisfaction.

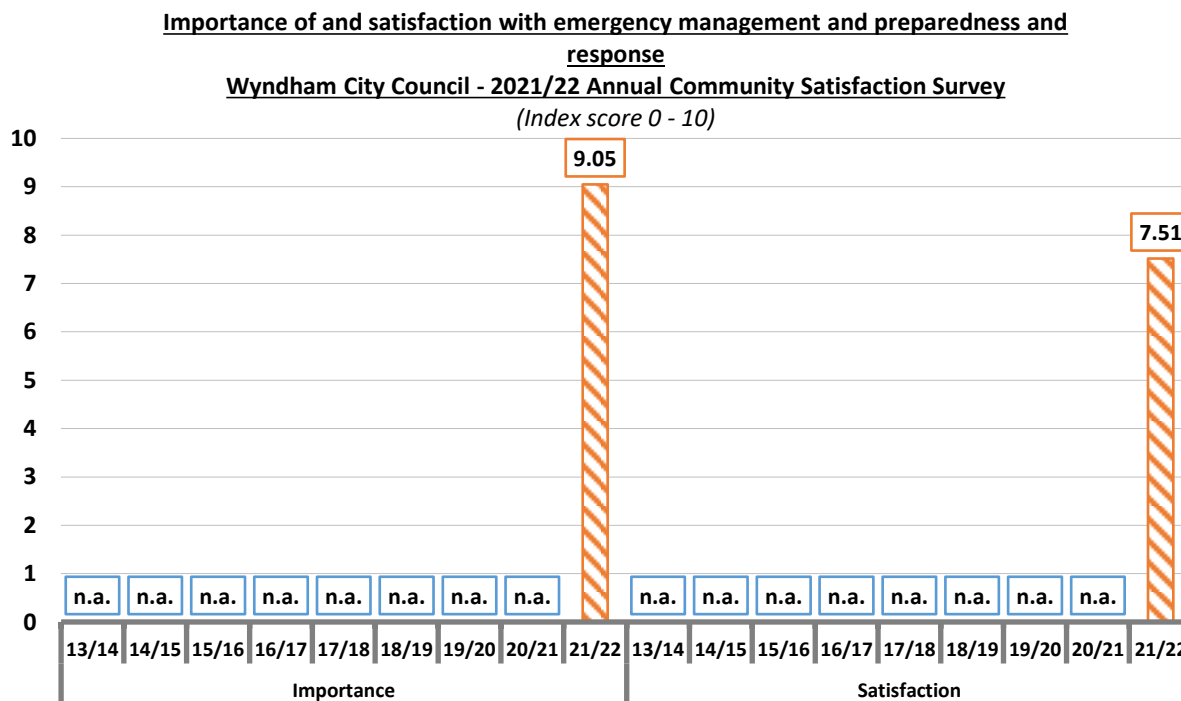
This result ranks the service 18th in terms of satisfaction.

This service was not included in the *Governing Melbourne* research and therefore no metropolitan Melbourne wide comparison satisfaction is available.



Emergency management preparedness and response

Emergency management preparedness and response was included for the first time in the survey this year.



This service was the 9th most important of the 46 included services and facilities, with an average importance of 9.05 out of 10.

A total of 827 of the 1,205 respondents rated satisfaction with this service, including 60.6% “very satisfied” and eight percent “dissatisfied”.

The average satisfaction with this service was 7.51, or a “very good” level.

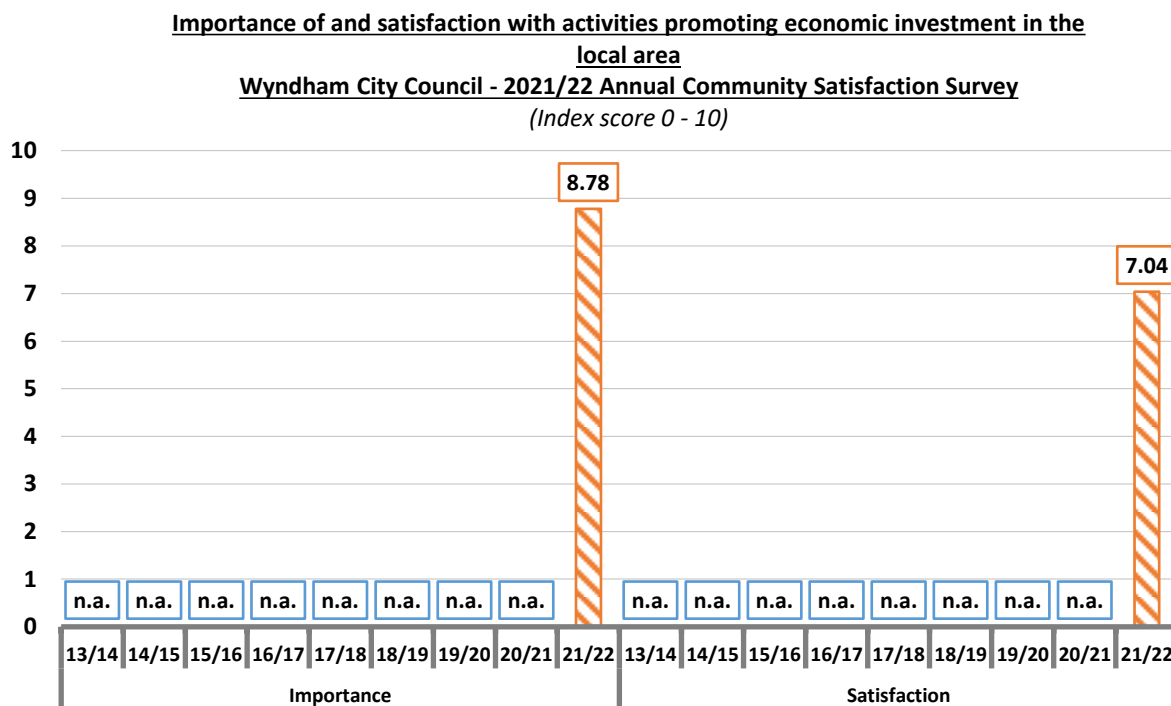
This result ranks the service 19th in terms of satisfaction.

This service was not included in the *Governing Melbourne* research and therefore no metropolitan Melbourne wide comparison satisfaction is available.



Activities promoting economic investment in the local area

Activities promoting economic investment in the local area was included for the first time in the survey this year.



These activities were the 27th most important of the 46 included services and facilities, with an average importance of 8.78 out of 10.

A total of 811 of the 1,205 respondents rated satisfaction with these activities, including 47.2% “very satisfied” and eleven percent “dissatisfied”.

The average satisfaction with these activities was 7.04, or a “good” level of satisfaction.

This ranks the service 29th in terms of satisfaction.

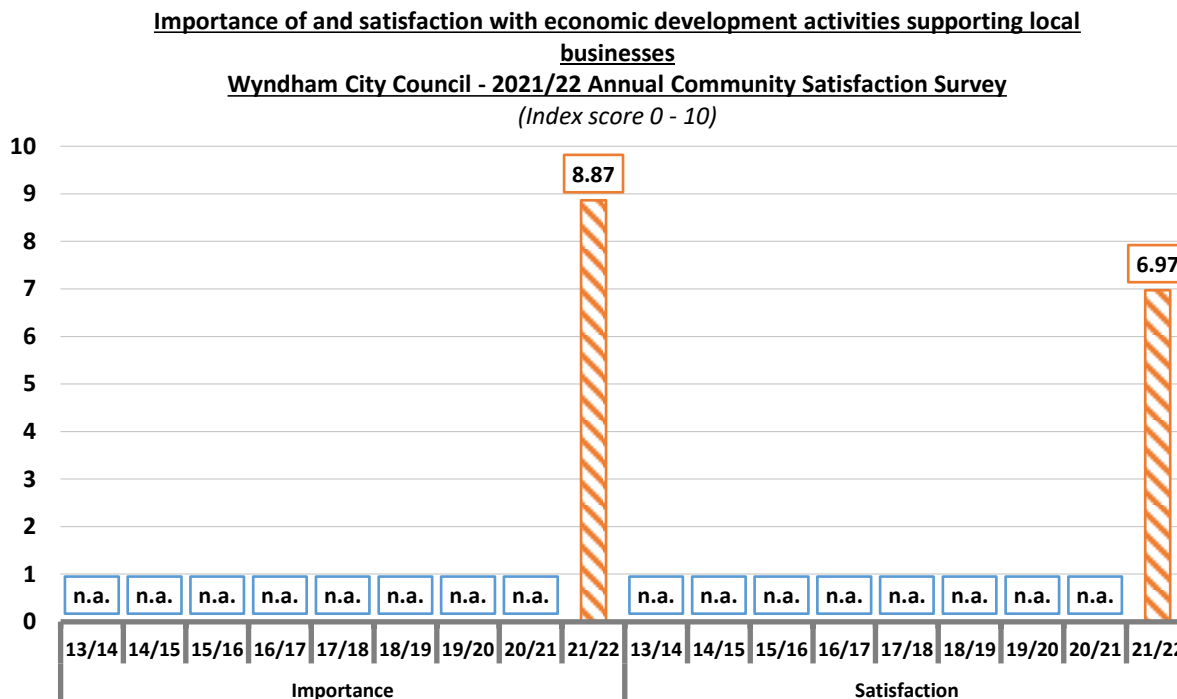
By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “Council activities promoting local economic development” was 6.82, somewhat, but not measurably (3.1%) lower than this City of Wyndham result.

Metropolis Research notes that the three economic investment and development activity related services included in the survey all recorded very similar levels of importance and satisfaction. This reflects the relatively general nature of resident community knowledge of and engagement in local government activities around economic development. Of the approximately 800 respondents rating satisfaction with each of these activities of Council, only a small proportion would have been directly engaged with Council in relation to these services.



Economic development activities supporting local businesses

Economic development activities supporting local business was included for the first time in the survey this year.



These activities were the 18th most important of the 46 included services and facilities, with an average importance of 8.87 out of 10.

A total of 799 of the 1,205 respondents rated satisfaction with these activities, including 47.3% “very satisfied” and 11.7% “dissatisfied”.

The average satisfaction with these activities was 6.97, or a “good” level of satisfaction.

This ranks the service 31st in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “Council activities promoting local economic development” was 6.82, somewhat, but not measurably (2%) lower than this City of Wyndham result.

Metropolis Research notes that the three economic investment and development activity related services included in the survey all recorded very similar levels of importance and satisfaction. This reflects the relatively general nature of resident community knowledge of and engagement in local government activities around economic development. Of the approximately 800 respondents rating satisfaction with each of these activities of Council, only a small proportion would have been directly engaged with Council in relation to these services.



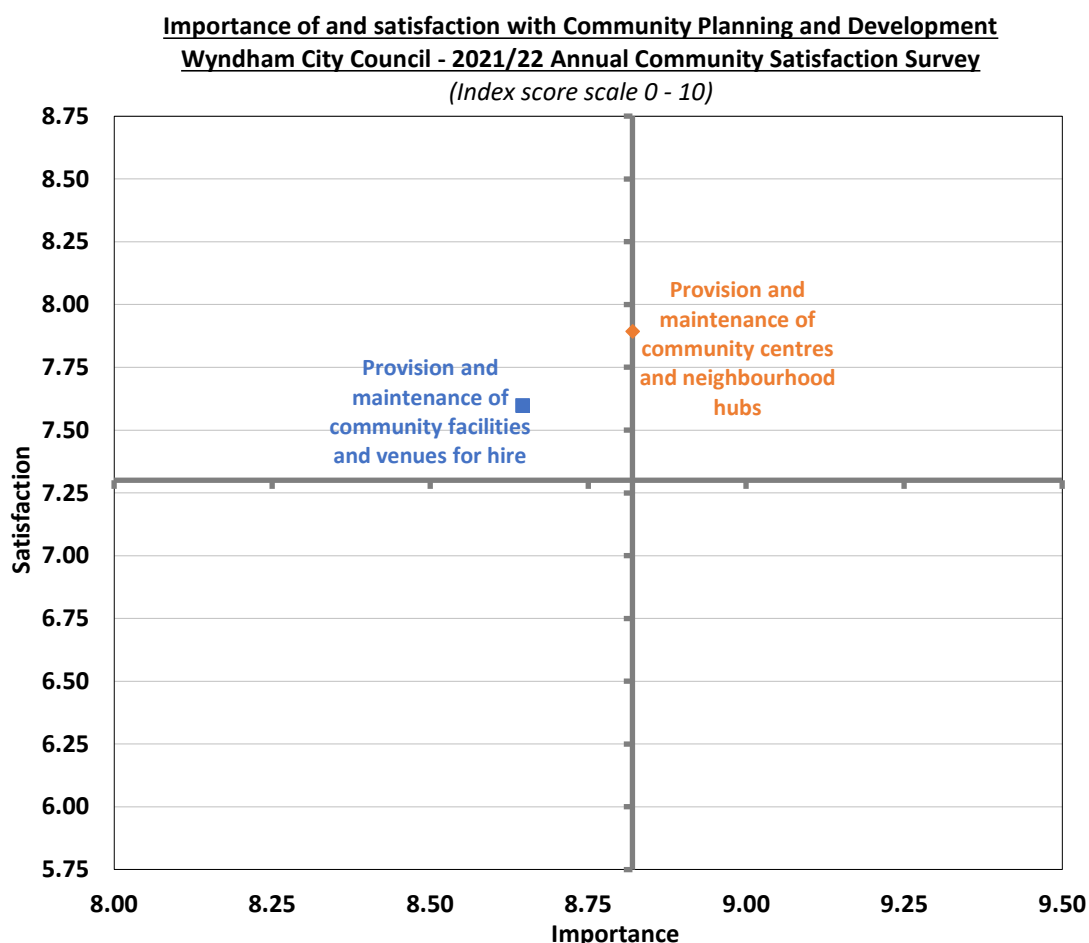
Community Planning and Development

There were two services and facilities from the Community Planning and Development department of Council included in the 2021/22 survey, as outlined in the following graph.

The following graph outlines the average importance of and average satisfaction with both services and facilities.

The crosshairs represent the average importance (8.82) of, and the average satisfaction (7.30) with all 46 included services and facilities.

It is noted that both these service and facilities received higher than average satisfaction scores, and both were of approximately average or slightly below average importance. The provision and maintenance of community centres and neighbourhood hubs received a measurably higher than average satisfaction score.

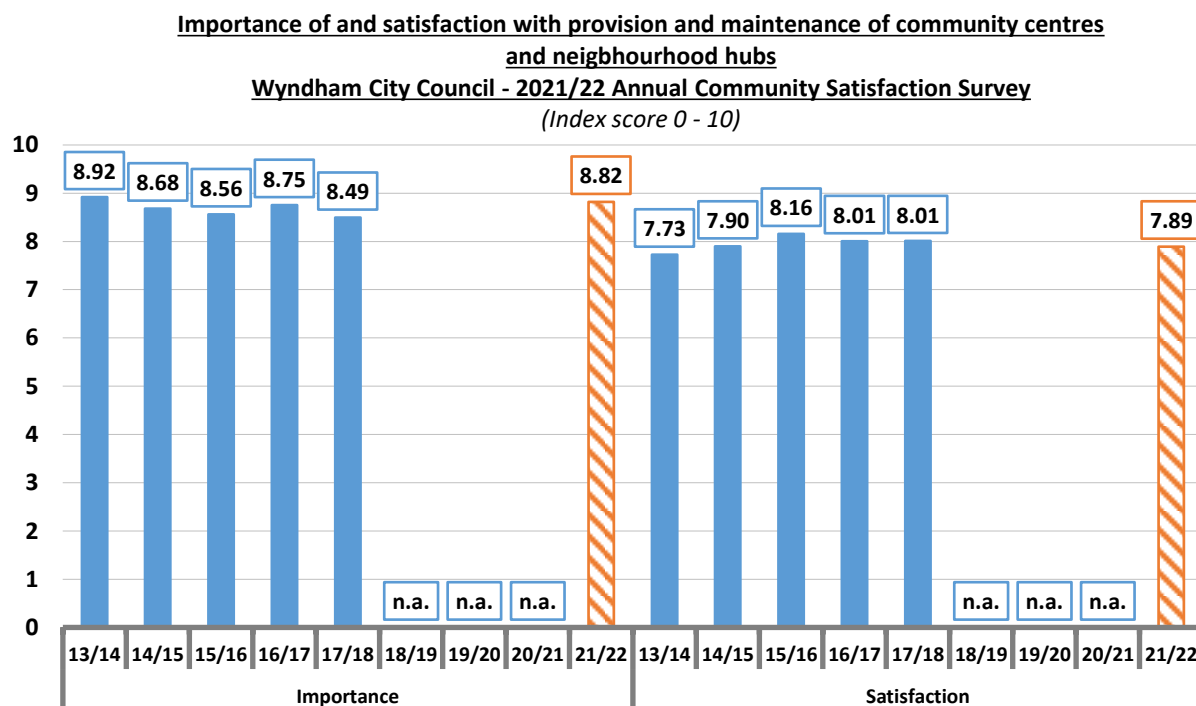


The following section provides additional detail on each of these Community Planning and Development services.



Provision and maintenance of community centres and neighbourhood hubs

These facilities were previously included in the survey prior to 2018/19 as “Community Centres and neighbourhood hubs”. Metropolis Research notes that the small change in wording is unlikely to have had a material impact on the time-series compatibility of these results.



The provision and maintenance of community centres and neighbourhood hubs was the 23rd most important of the 46 included services and facilities, with an average importance of 8.82 out of 10.

This result was marginally higher than the average importance from 2013/14 to 2017/18 of 8.68.

A total of 420 of the 1,205 respondents rated satisfaction with these facilities, including 67.6% “very satisfied” and three percent “dissatisfied”.

The average satisfaction with these facilities was 7.89, or an “excellent” level of satisfaction. This result was almost identical to the long-term average satisfaction since 2013/14 of 7.95.

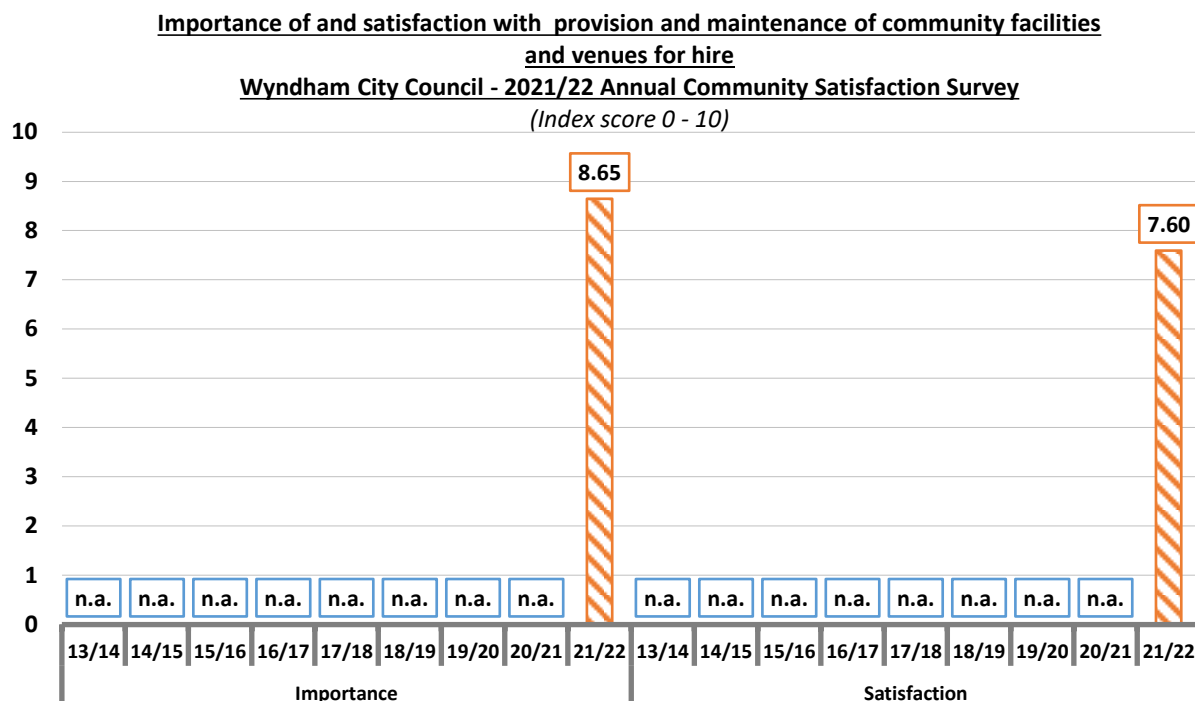
This ranks these facilities 11th in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “Community Centres / Neighbourhood Houses” was 7.87, almost identical to this City of Wyndham result.



Provision and maintenance of community facilities and venues for hire

The provision and maintenance of community facilities and venues for hire was included for the first time in the survey this year.



These services were the 38th most important of the 46 included services and facilities, with an average importance of 8.65 out of 10.

A total of 250 of the 1,205 respondents (20.7%) of respondents rated satisfaction with these services, including 63.6% “very satisfied” and 6.6% “dissatisfied”.

The average satisfaction with these services was 7.60, or a “very good” level of satisfaction.

This result ranks the service 16th in terms of satisfaction.

These services were not included in the *Governing Melbourne* research and therefore no metropolitan Melbourne-wide comparison results are available.



Community Support

There were eight services and facilities from the Community Support department of Council included in the 2021/22 survey, as outlined in the following graph.

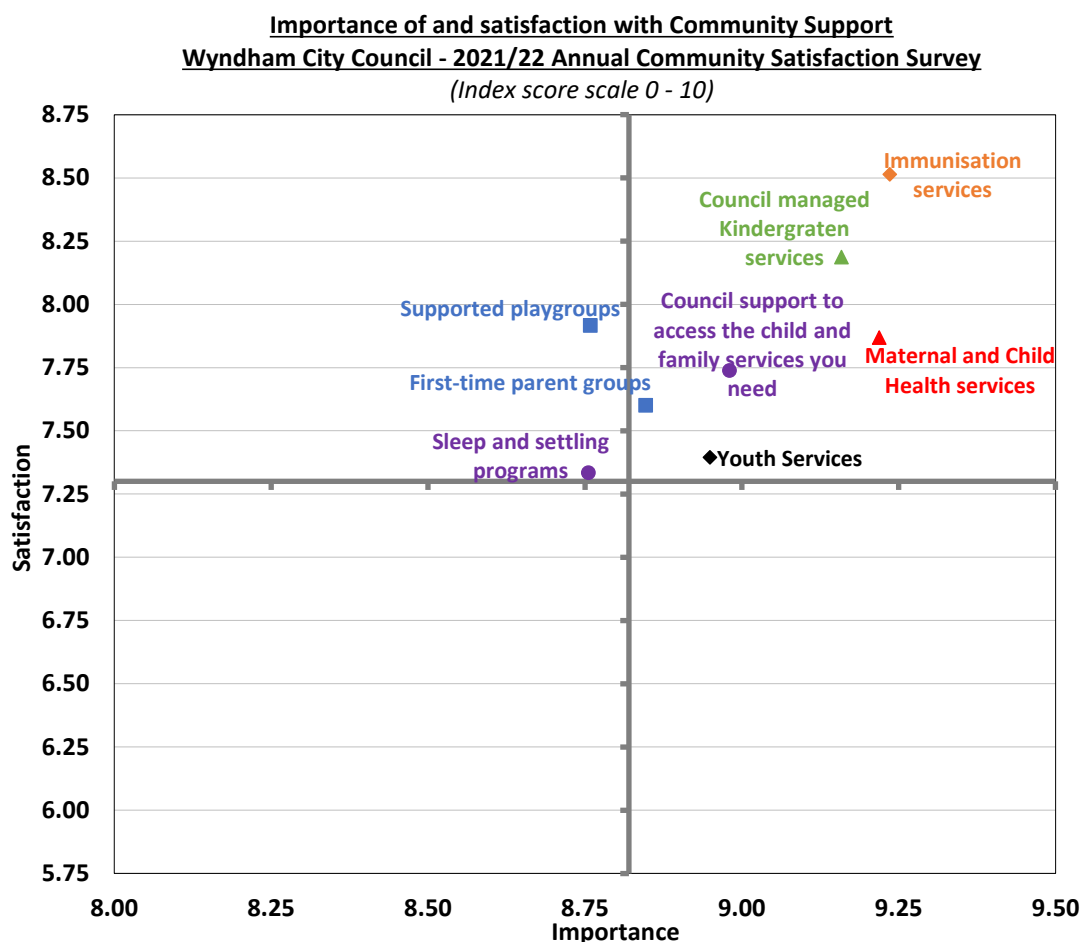
The following graph outlines the average importance of and average satisfaction with each of these services and facilities.

The crosshairs represent the average importance (8.82) of, and the average satisfaction (7.30) with all 46 included services and facilities.

Attention is drawn to the fact that six of these eight services and facilities were of higher-than-average importance, with immunisation services, Council managed kindergarten services, Maternal and Child health services, and Council support to access the child and family services needed all being of measurably higher than average importance and they also received measurably higher than average satisfaction scores.

Supported playgroups also received a higher-than-average satisfaction score, although it was only of average importance.

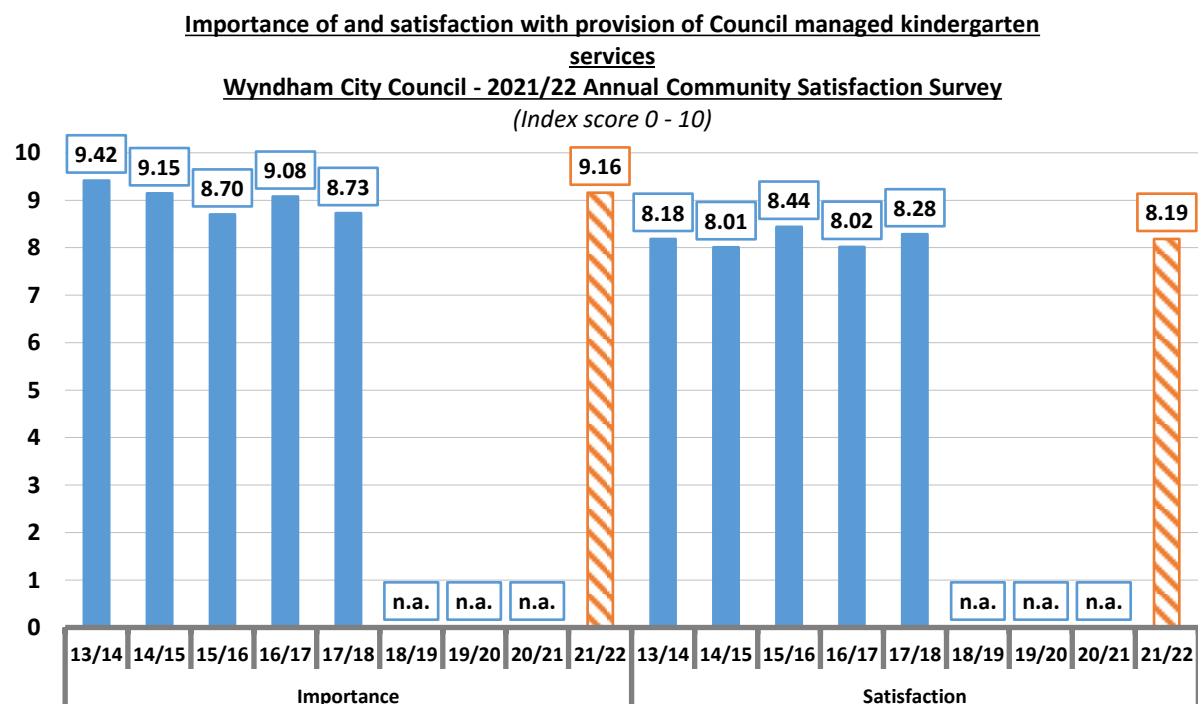
These results clearly indicate a very high importance that the community places on these Council provided services for families, and that those respondents who used these services were mostly very satisfied with these services.



Provision of Council managed kindergarten services

The provision of Council managed kindergarten services was included for the first time as a stand-alone service in the survey this year. Prior to 2018/19, the service was included in the “Services for children from birth to 5 years of age (e.g., MCH, playgroups, kindergarten)”.

Whilst cognisant of the splitting of these services into individual stand-alone services, Metropolis Research is of the view that basic time-series analysis can be undertaken based on these results.



These services were the 7th most important of the 46 included services and facilities, with an average importance of 9.16 out of 10.

A total of 290 of the 1,205 respondents (24.1%) rated satisfaction with these services, including 75.1% “very satisfied” and 4.4% “dissatisfied”. Metropolis Research notes that to obtain a satisfaction score of eight or more (i.e., “very satisfied”) from three-quarters of the respondents using the service is a very strong result reflecting significant community satisfaction with the service.

The average satisfaction with these services was 8.19, or an “excellent” level of satisfaction.

This result ranks the services 6th in terms of satisfaction.

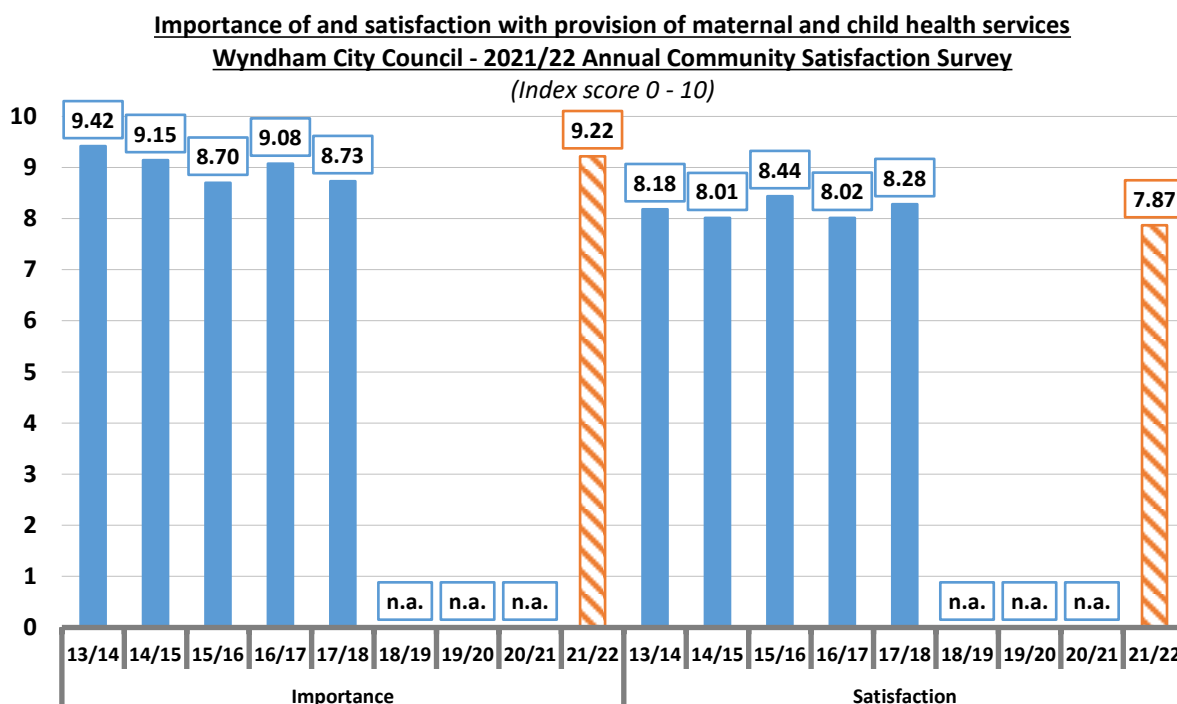
By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “Services for children aged 0 to 4 years (e.g., Family Day care, Maternal and Child Health, Kinder)” was 8.14, almost identical to this City of Wyndham result.



Provision of Maternal and Child Health services

The provision of Maternal and Child Health services was included for the first time as a stand-alone service in the survey this year. Prior to 2018/19, the service was included in the “Services for children from birth to 5 years of age (e.g., MCH, playgroups, kindergarten)”.

Whilst cognisant of the splitting of these services into individual stand-alone services, Metropolis Research is of the view that basic time-series analysis can be undertaken based on these results.



These services were the 3rd most important of the 46 included services and facilities, with an average importance of 9.22 out of 10.

A total of 285 of the 1,205 respondents (23.7%) rated satisfaction with these services, including 69.3% “very satisfied” and 6.1% “dissatisfied”.

The average satisfaction with these services was 7.87, or an “excellent” level of satisfaction.

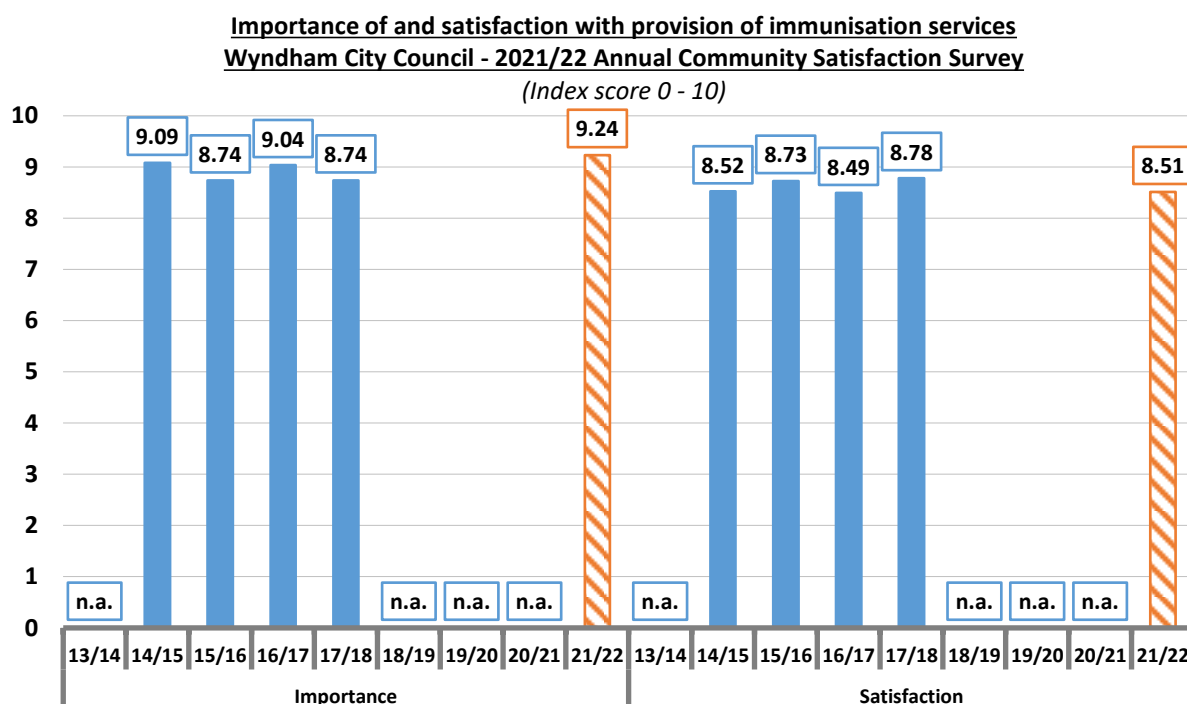
This result ranks the services 12th in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “Services for children aged 0 to 4 years (e.g., Family Day care, Maternal and Child Health, Kinder)” was 8.14, almost identical to this City of Wyndham result.



Provision of immunisation services

This service was previously included in the survey prior to 2018/19 as “Immunisation services”. Metropolis Research notes that the small change to the wording will not have had a material impact on the time-series compatibility of these results.



The provision of immunisation services was the most important of the 46 included services and facilities, with an average importance of 9.24 out of 10.

This result was somewhat higher than the average importance from 2014/15 to 2017/18 of 8.90. Metropolis Research notes that an increase in the importance of immunisation services was observed across several municipalities over the last two years, likely due, at least in part to the COVID-19 pandemic and the importance of vaccinations as part of the pandemic.

A total of 513 respondents rated satisfaction with the provision of immunisation services, including 83.8% “very satisfied” and just 2.8% “dissatisfied”. Metropolis Research notes that to obtain a satisfaction score of eight or more (i.e., “very satisfied”) from more than four-fifths of the respondents using the service is a very strong result reflecting significant community satisfaction with the service.

The average satisfaction with the provision of immunisation services was 8.51, or an “excellent” level of satisfaction. This ranks the service first of the 46 services and facilities in terms of satisfaction.

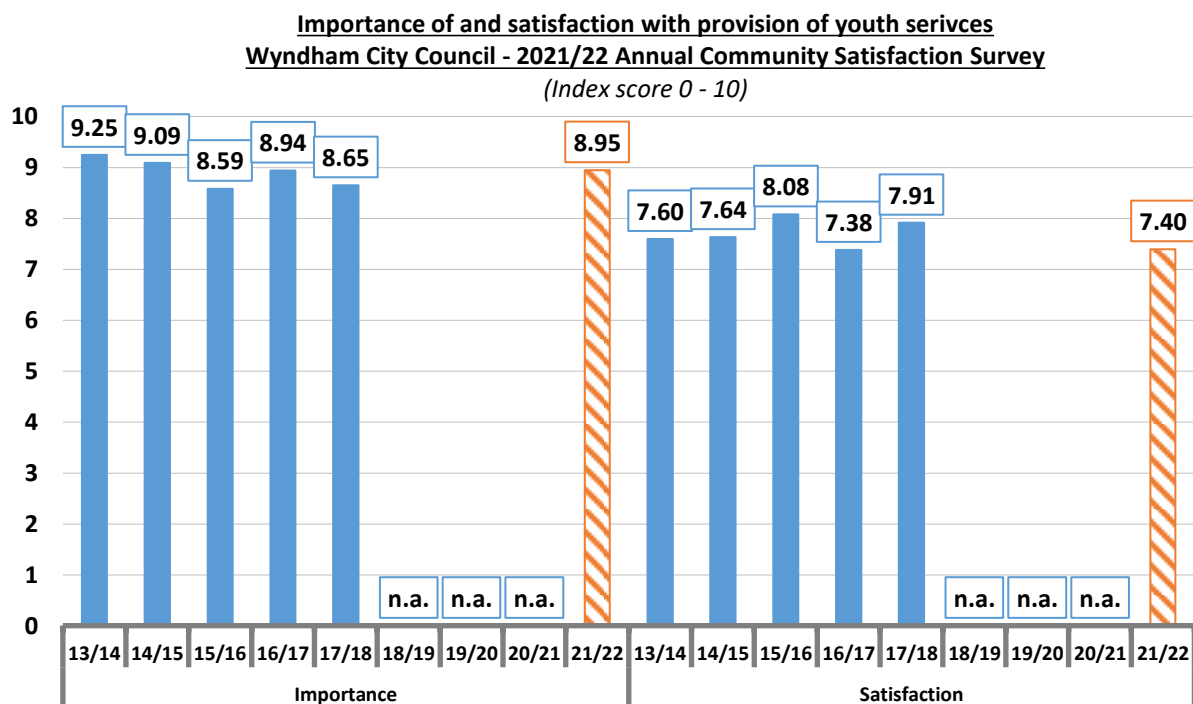
This result was marginally but not measurably lower than the long-term average satisfaction since 2014/15 of 8.41.

This service was not included in *Governing Melbourne* and therefore no metropolitan Melbourne wide comparison results are available.



Provision of youth services

These services were previously included in the survey prior to 2017/18 as “Services for youth (e.g., school holiday programs, music & dance events, youth sports, Youth Resource Centre)”, and in 2022 as “Provision of youth services (e.g., school holiday programs, Youth Resource Centre, street surfer bus, youth programs, drop-ins)”.



The provision of youth services was the 14th most important of the 46 included Council services and facilities, with an average importance of 8.95 out of 10.

This result was almost identical to the average importance from 2013/14 to 2017/18 of 8.90.

A total of 149 of the 1,205 respondents (10.7%) rated satisfaction with these services, including 64.3% “very satisfied” and 12.6% “dissatisfied”.

The average satisfaction with the provision of youth services was 7.40, or a “very good” level of satisfaction.

This result was, however, somewhat lower than the long-term average satisfaction since 2013/14 of 7.67.

This ranks these services 21st in terms of satisfaction.

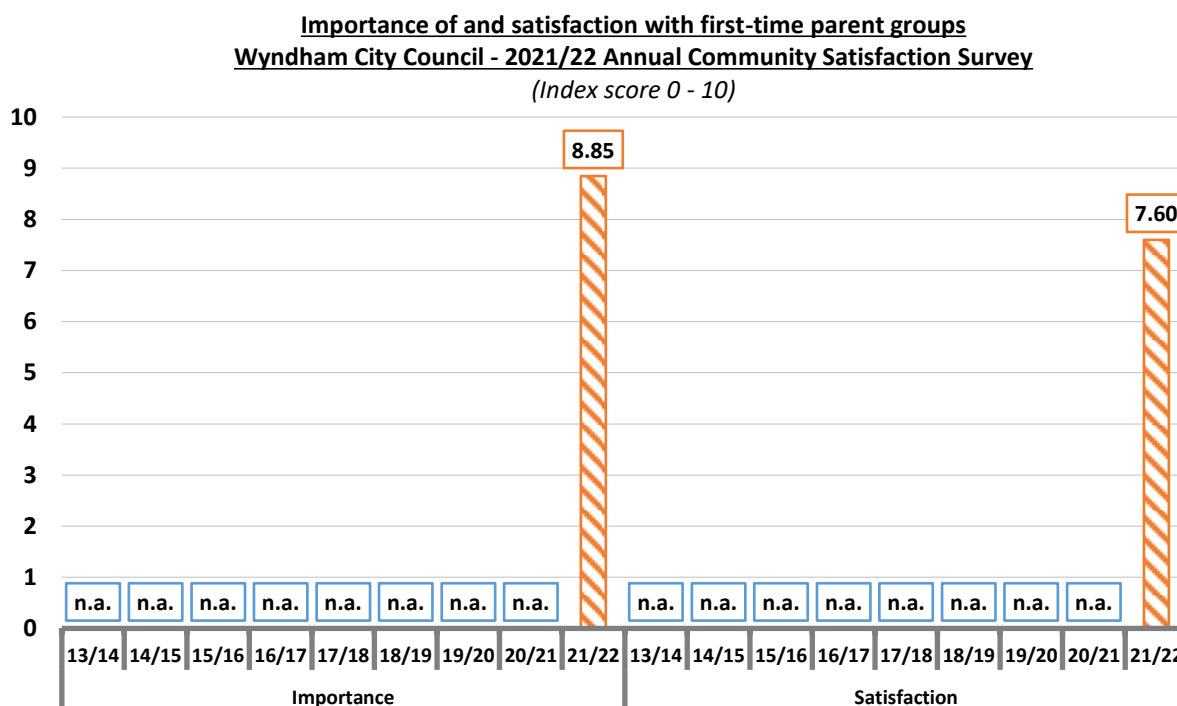
By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “services for youth” was 7.30, marginally but not measurably lower than this City of Wyndham result.



Provision of first-time parent groups

The provision of first-time parent groups was included for the first time in the survey this year.

Prior to 2018/19, the service was included in the “Services for children from birth to 5 years of age (e.g., MCH, playgroups, kindergarten)”. Given that the service was not listed as an example in previous surveys, Metropolis Research does not consider it appropriate to include time-series results for this service.



This service was the 21st most important of the 46 included services and facilities, with an average importance of 8.85 out of 10.

A total of 113 of the 1,205 respondents (9.4%) of respondents rated satisfaction with this service, including 62.9% “very satisfied” and 7.8% “dissatisfied” respondents.

The average satisfaction with these services was 7.60, or a “very good” level of satisfaction.

This result ranks the service 15th in terms of satisfaction.

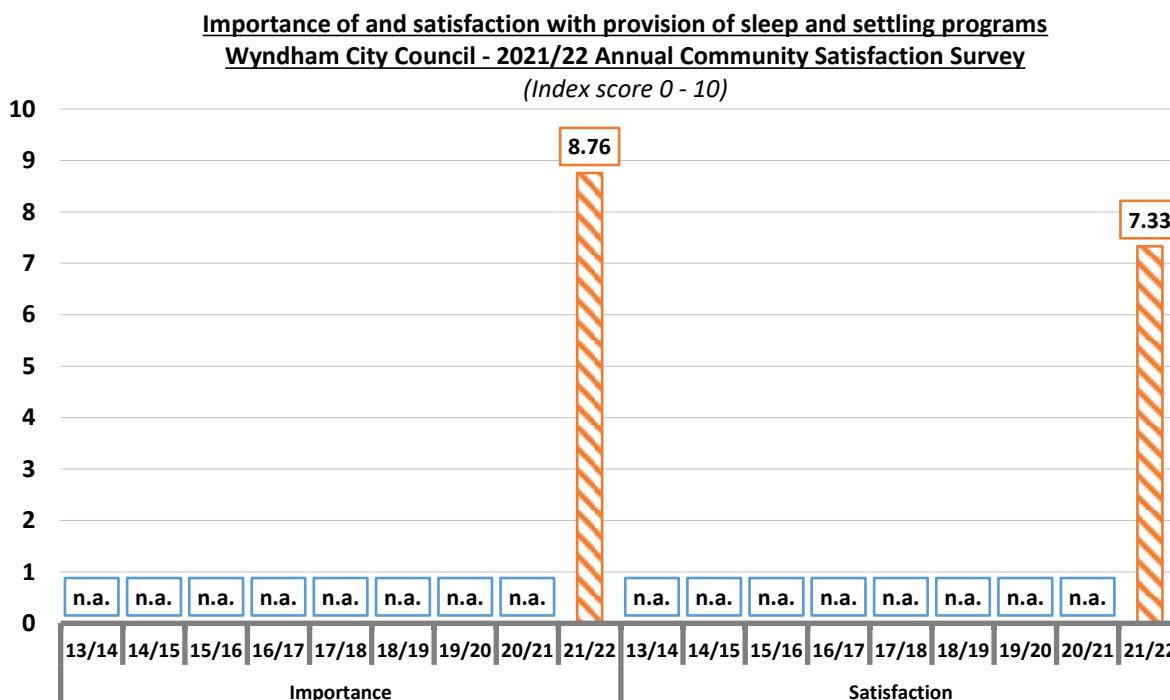
These services were not included in the *Governing Melbourne* research and therefore no metropolitan Melbourne-wide comparison results are available.



Provision of sleep and settling programs

The provision of sleep and settling programs was included for the first time in the survey this year.

Prior to 2018/19, the service was included in the “Services for children from birth to 5 years of age (e.g., MCH, playgroups, kindergarten)”. Given that the service was not listed as an example in previous surveys, Metropolis Research does not consider it appropriate to include time-series results for this service.



This service was the 30th most important of the 46 included services and facilities, with an average importance of 8.76 out of 10.

A total of 61 of the 1,205 respondents (5.1%) of respondents rated satisfaction with this service, including 50.4% “very satisfied” and 3.5% “dissatisfied”.

The average satisfaction with these services was 7.33, or a “very good” level of satisfaction.

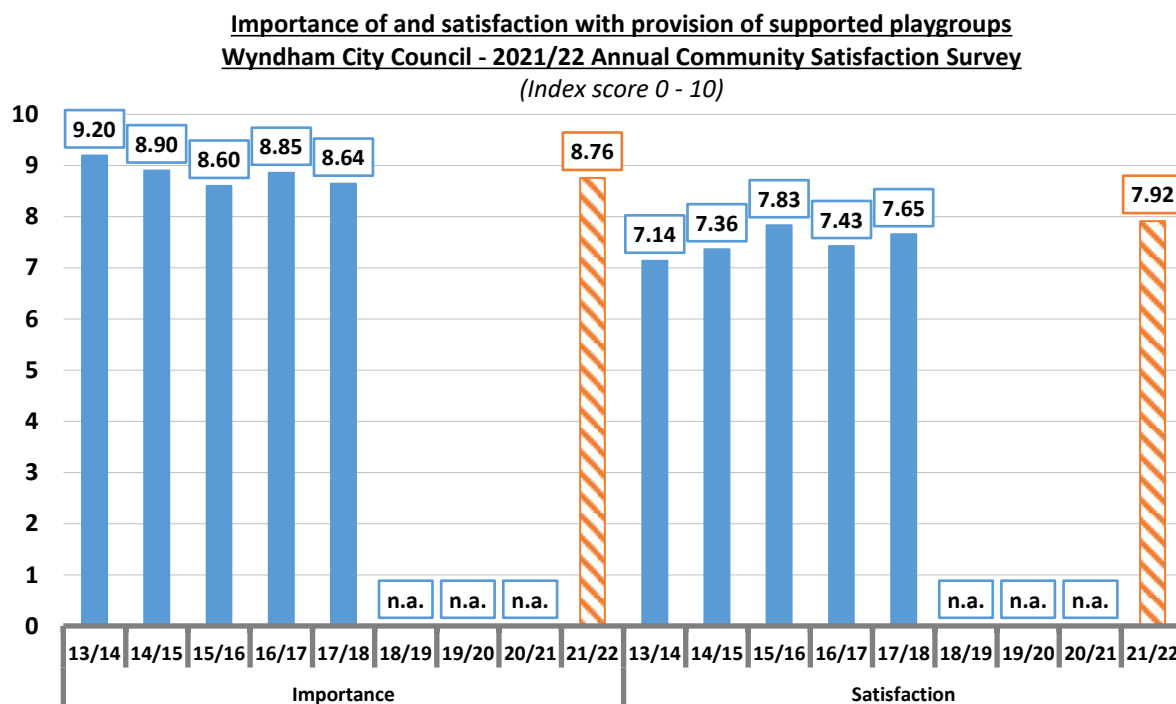
This result ranks the service 22nd in terms of satisfaction.

These services were not included in the *Governing Melbourne* research and therefore no metropolitan Melbourne-wide comparison results are available.



Provision of supported playgroups

The provision of supported playgroups was included for the first time as a stand-alone service in the survey this year. Prior to 2018/19, the service was included in the “Services for children from birth to 5 years of age (e.g., MCH, playgroups, kindergarten)”.



Whilst cognisant of the splitting of these services into individual stand-alone services, Metropolis Research is of the view that basic time-series analysis can be undertaken based on these results.

The provision of supported playgroups was the 28th most important of the 46 included Council services and facilities, with an average importance of 8.76 out of 10.

A total of 123 of the 1,205 respondents (10.2%) rated satisfaction with this service, including 67.1% “very satisfied” respondents and 3.8% “dissatisfied”.

The average satisfaction with the provision of supported playgroups was 7.92, or an “excellent” level of satisfaction.

This result ranks the service 10th in terms of satisfaction.

This result was marginally but not measurably lower than the long-term average satisfaction since 2014/15 of 8.41.

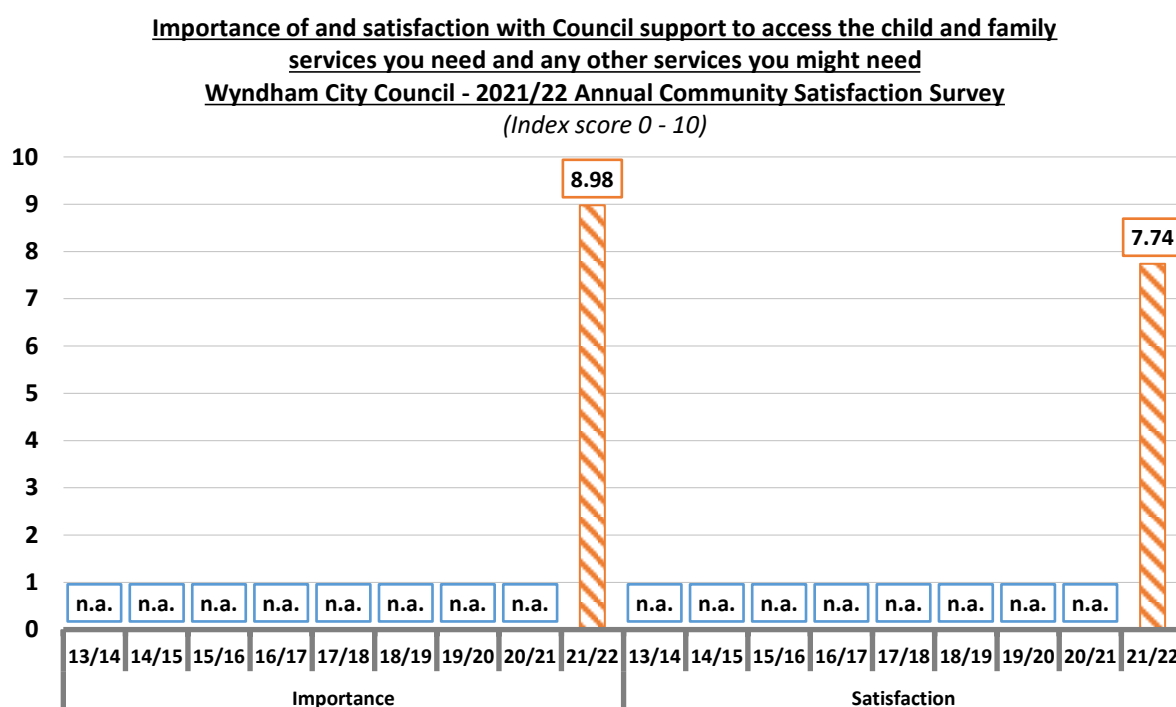
By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “Services for children aged 0-4 years (e.g., Family Day care, Maternal and Child Health, Kinder)” was 8.14, almost identical to this City of Wyndham result.



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

Council support to access the child and family services you need and any other services you might need was included for the first time in the survey this year.

Prior to 2018/19, the service was included in the “Services for children from birth to 5 years of age (e.g., MCH, playgroups, kindergarten)”. Given that the service was not listed as an example in previous surveys, Metropolis Research does not consider it appropriate to include time-series results for this service.



This service was the 11th most important of the 46 included services and facilities, with an average importance of 8.98 out of 10.

A total of 197 of the 1,205 respondents (16.3%) rated satisfaction with this service, including 64.7% “very satisfied” and 7.4% “dissatisfied” respondents.

The average satisfaction with these services was 7.74, or a “very good” level of satisfaction.

This result ranks the service 13th in terms of satisfaction.

These services were not included in the *Governing Melbourne* research and therefore no metropolitan Melbourne-wide comparison results are available.



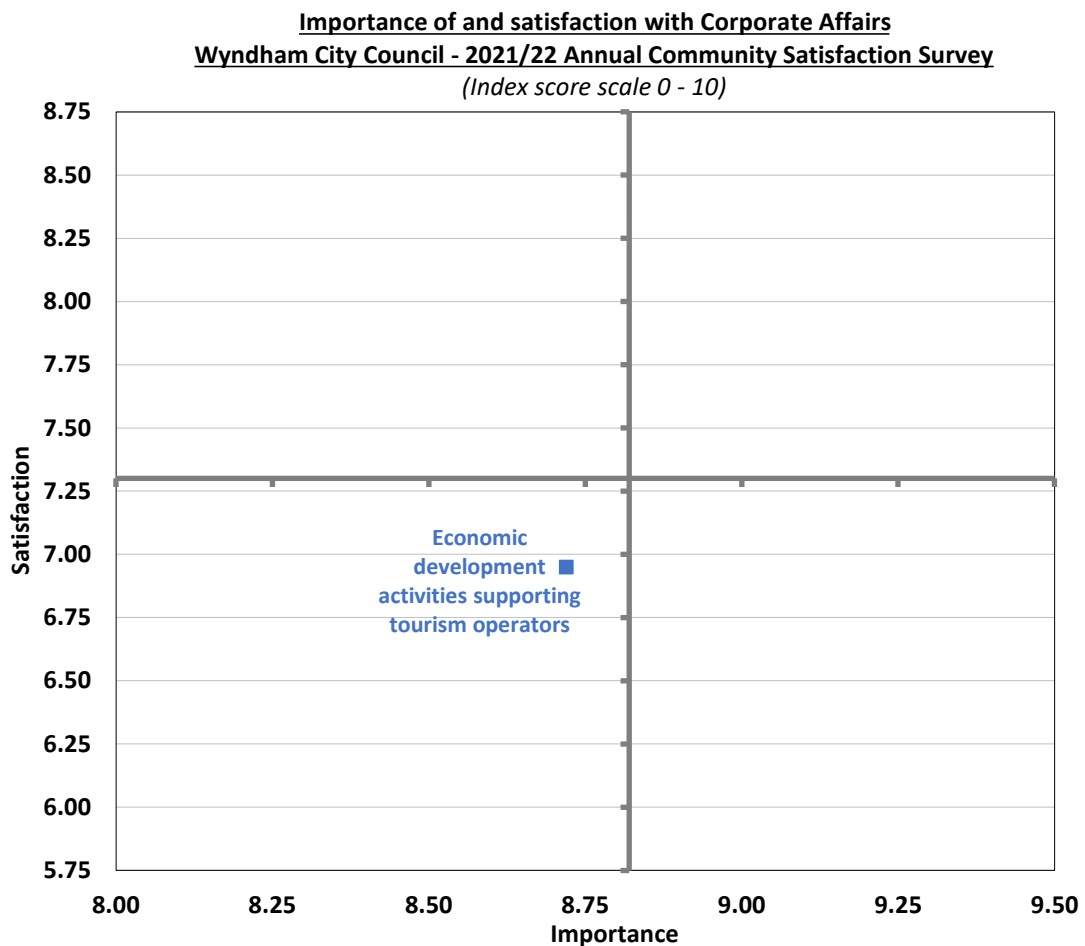
Corporate Affairs

There was one service from the Corporate Affairs department of Council included in the 2021/22 survey, as outlined in the following graph.

The following graph outlines the average importance of and average satisfaction with this service.

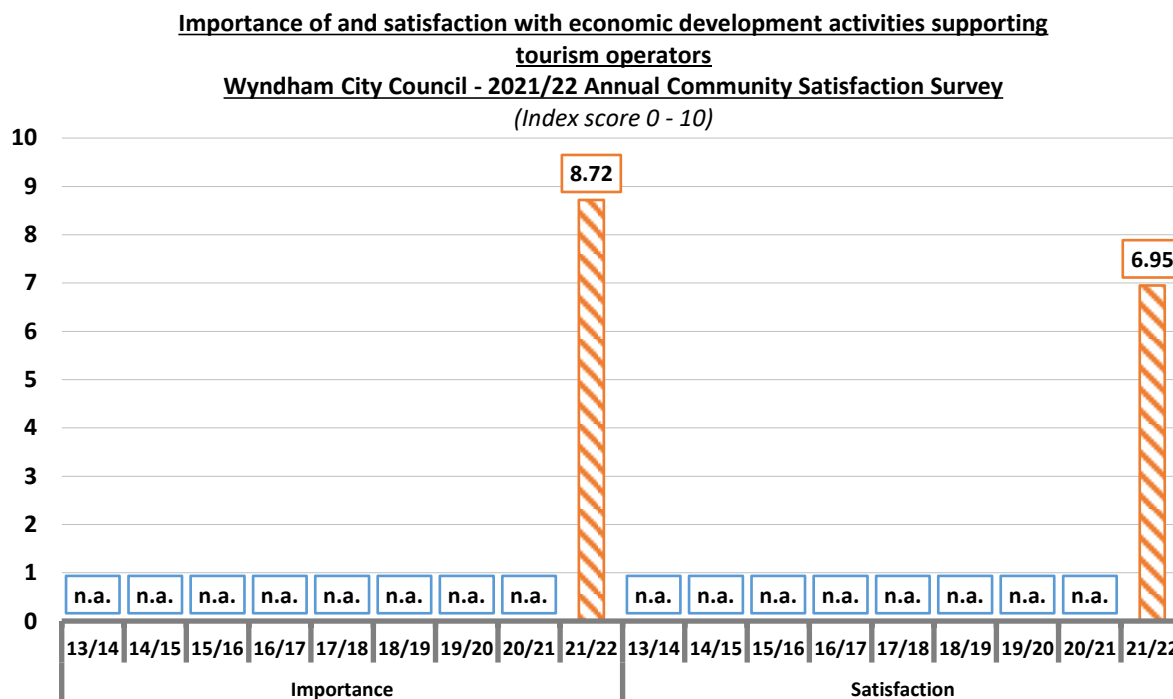
The crosshairs represent the average importance (8.82) of, and the average satisfaction (7.30) with all 46 included services and facilities.

Economic development activities supporting tourism operators was of marginally lower than average importance and received a marginally lower than average satisfaction score.



Economic development activities supporting tourism operators

Economic development activities supporting tourism operators was included for the first time in the survey this year.



These activities were the 31st most important of the 46 included services and facilities, with an average importance of 8.72 out of 10.

A total of 716 of the 1,205 respondents rated satisfaction with these activities, including 47.2% “very satisfied” and 11.7% “dissatisfied”.

The average satisfaction with these activities was 6.95, or a “good” level of satisfaction.

This ranks the service 32nd in terms of satisfaction.

This service was not included in the *Governing Melbourne* research and therefore no metropolitan Melbourne wide comparison satisfaction is available.

Metropolis Research notes that the three economic investment and development activity related services included in the survey all recorded very similar levels of importance and satisfaction. This reflects the relatively general nature of resident community knowledge of and engagement in local government activities around economic development. Of the approximately 800 respondents rating satisfaction with each of these activities of Council, only a small proportion would have been directly engaged with Council in relation to these services.



Facilities and Open Space

There were six services and facilities from the Facilities and Open Space department of Council included in the 2021/22 survey, as outlined in the following graph.

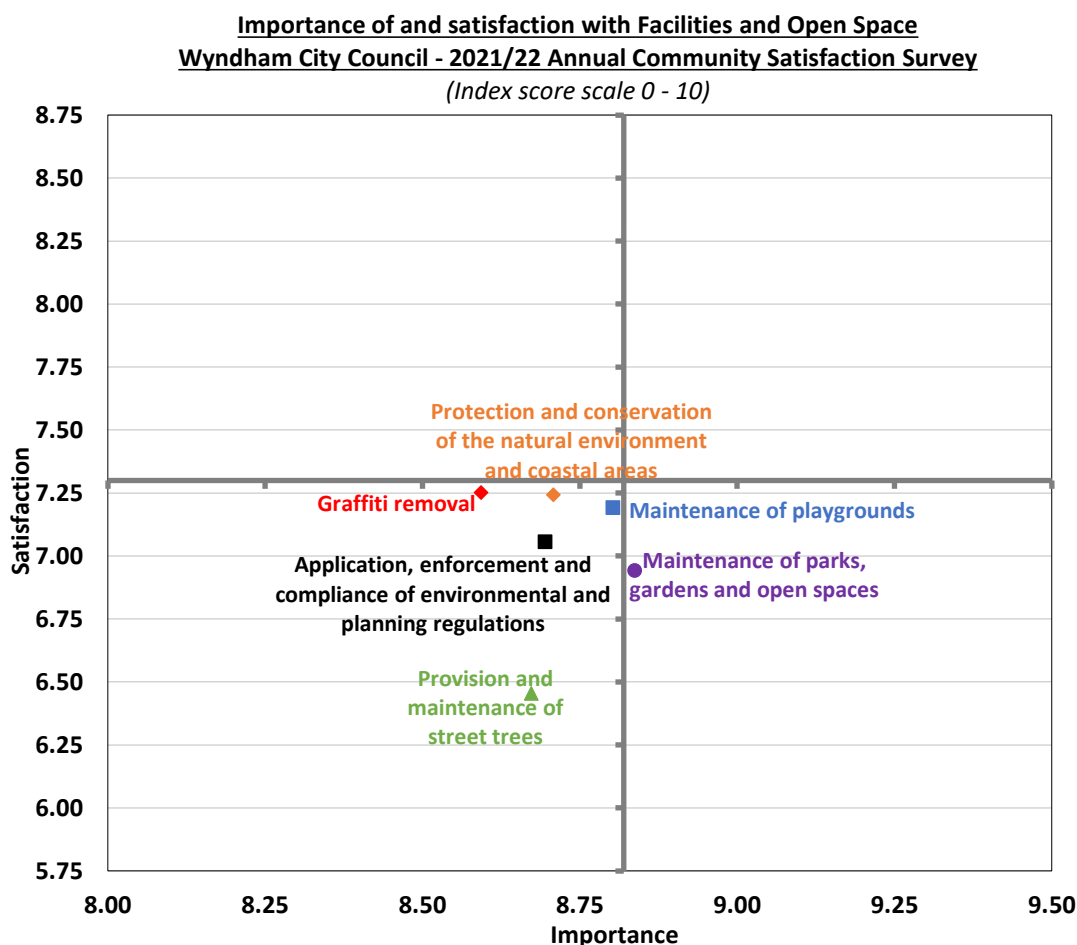
The following graph outlines the average importance of and average satisfaction with each of these six services and facilities.

The crosshairs represent the average importance (8.82) of, and the average satisfaction (7.30) with all 46 included services and facilities.

Of most interest in the graph is that five of these six services and facilities received marginally lower than average importance scores, although all were important nonetheless, with average importance scores of more than 8.5 out of 10. Graffiti removal was of measurably lower than average importance.

It is also noted that all six received lower than average satisfaction scores, although five of the six were of approximately average satisfaction.

The provision and maintenance of street trees received a satisfaction score that was measurably lower than the average satisfaction with all 46 services and facilities.

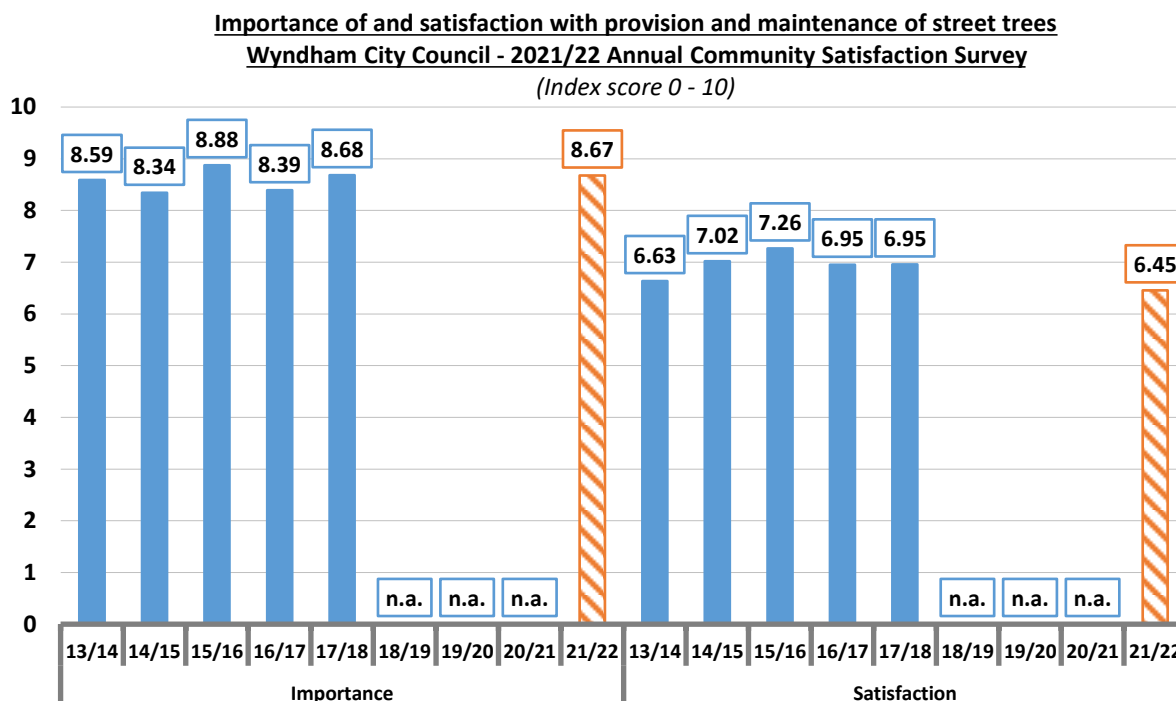


The following section provides additional detail on each of these six services and facilities.



Provision and maintenance of street trees

The provision and maintenance of street trees was the 36th most important of the 46 included services and facilities, with an average importance of 8.67 out of 10.



This result was consistent with the long-term average from 2013/14 to 2017/18 of 8.57.

A total of 1,180 of the 1,205 respondents rated satisfaction with these facilities, including 42.5% “very satisfied” respondents and 20.9% “dissatisfied”.

This ranks the service 40th in terms of satisfaction.

The average satisfaction with these facilities was 6.45, or a “solid” level of satisfaction. This result was measurably lower than the long-term average satisfaction since 2013/14 of 6.80 or “good”.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with the “provision and maintenance of street trees” was 7.12, measurably (10.4%) higher than this City of Wyndham result.

Maintenance of parks, gardens, and open spaces

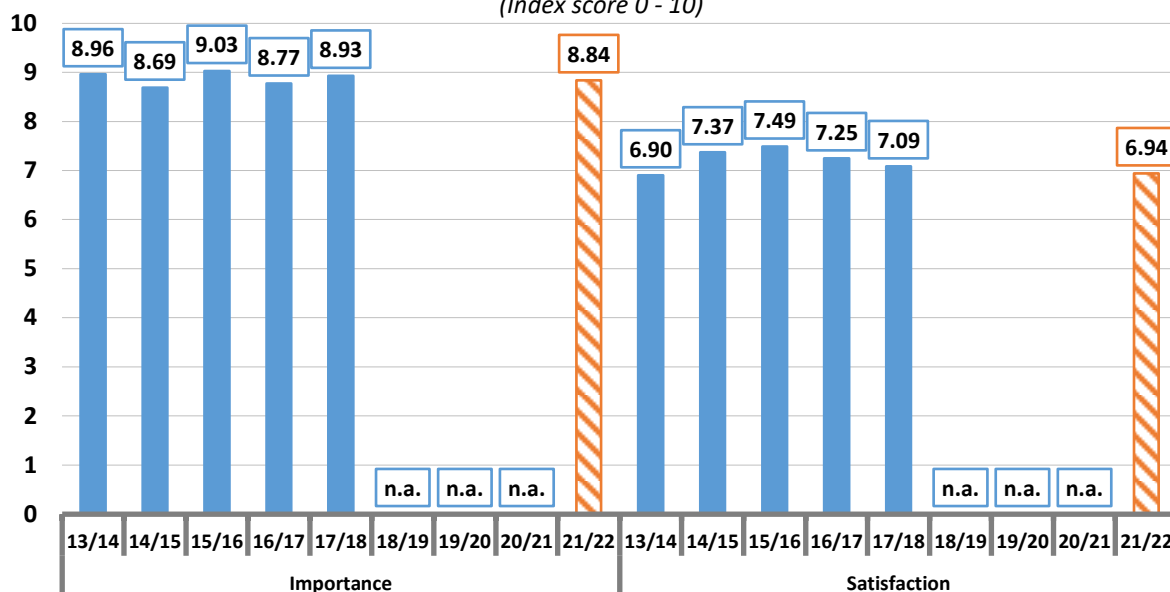
This service was previously included in the survey prior to 2018/19 as the “maintenance of parks and gardens”. Metropolis Research notes that the small change in wording this year is unlikely to have a material impact on the time-series compatibility of these results.



Importance of and satisfaction with maintenance of parks, gardens, and open spaces

Wyndham City Council - 2021/22 Annual Community Satisfaction Survey

(Index score 0 - 10)



The maintenance of parks, gardens, and open spaces was the 22nd most important of the 46 included services and facilities, with an average importance of 8.84.

This result was consistent with the long-term average importance from 2013/14 to 2017/18 of 8.88.

A total of 1,184 of the 1,205 respondents rated satisfaction with these services, including 50.1% “very satisfied” and 14.7% “dissatisfied”.

The average satisfaction was 6.94 or a “good” level of satisfaction. This result was marginally but not measurably lower than the long-term average satisfaction since 2013/14 of 7.17.

This ranks the service 33rd in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with the “provision and maintenance of parks and gardens” was 8.01, measurably and significantly (15.4%) higher than this City of Wyndham result. This is a significant finding and one that warrants further attention by Council.

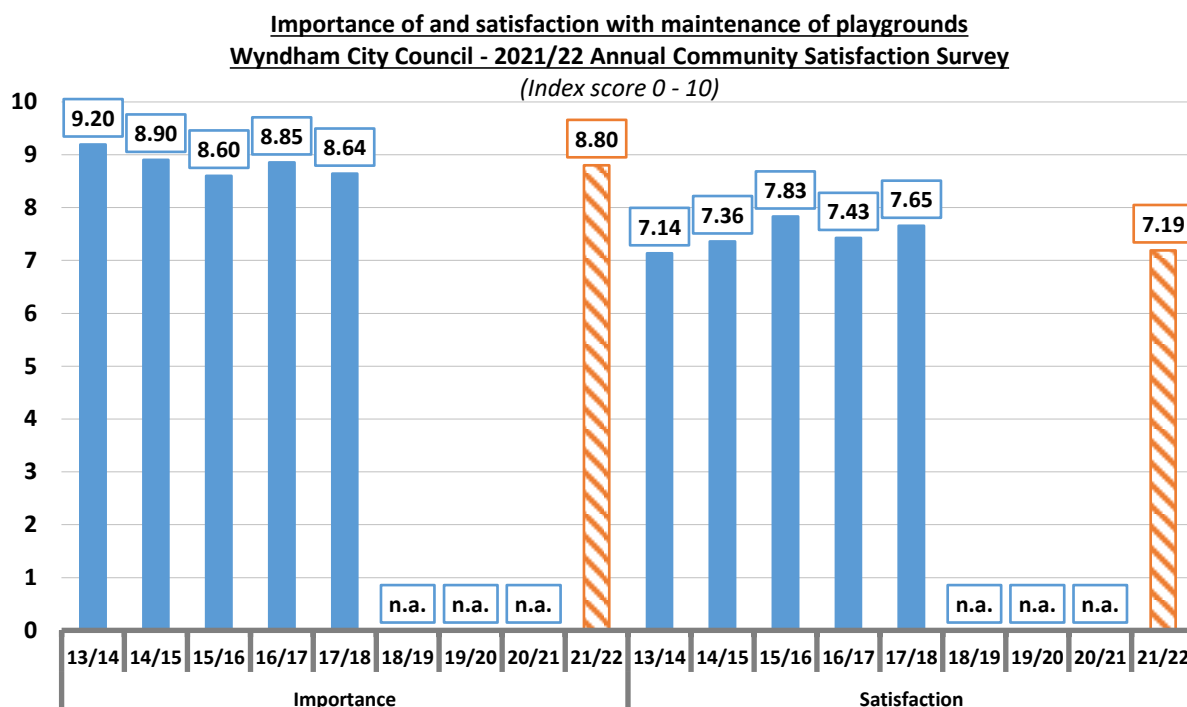
It is noted, however, that parks and gardens were less commonly nominated as one of the top three issues to address for the City of Wyndham “at the moment”, than the metropolitan Melbourne average (7.9% compared to 12.8% for metropolitan Melbourne).

The respondents who nominated parks and gardens as one of the top three issues to address, were, however, measurably less satisfied with Council’s overall performance than the average of all respondents (6.32 compared to 6.64). This does suggest that there is a relatively small proportion of respondents in the community who consider parks and gardens a significant issue needing attention, who are less satisfied with Council than the average of all respondents.



Maintenance of playgrounds

This service was previously included in the survey prior to 2018/19 as the “provision and maintenance of playgrounds”. Metropolis Research notes the removal of “provision” from this question. Whilst it cannot be discounted that this may impact on the compatibility of the time-series results, it is unlikely that this will have had a significant impact on the results.



The maintenance of playgrounds was the 24th most important of the 46 included services and facilities, with an average importance of 8.80 out of 10.

This result is almost identical to the average importance from 2013/14 to 2017/18 of 8.84.

A total of 1,095 of the 1,205 respondents rated satisfaction with this service, including 54.0% “very satisfied” and 11.3% “dissatisfied”. Metropolis Research notes that this service was included in the main section of service and facilities, which means that all respondents were asked to rate satisfaction, as they were not asked if they or a member of their household had used the service in the last 12 months.

The average satisfaction was 7.19, or a “good” level of satisfaction. This result was, however, marginally lower than the long-term average satisfaction since 2013/14 of 7.43.

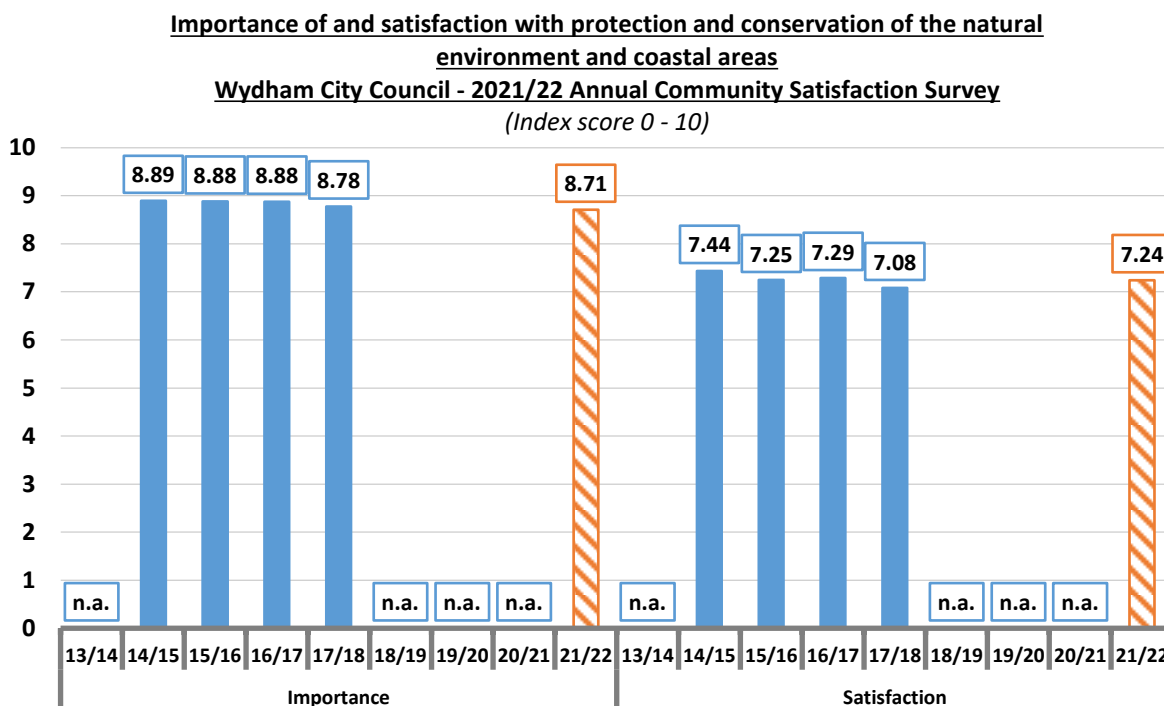
This ranks this service 27th in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with the “provision and maintenance of playgrounds” was 8.04, measurably and significantly (11.8%) higher than this City of Wyndham result. It is important to note, however, that the metropolitan Melbourne satisfaction was asked only of respondents who had used playgrounds in the last 12 months.



Protection and conservation of the natural environment and coastal areas

This service was previously included in the survey prior to 2018/19 as “protecting the natural environment”. Whilst it cannot be discounted that the change in wording may impact on the compatibility of the time-series results, Metropolis Research suggests than any impact would be relatively minor.



The protection and conservation of the natural environment and coastal areas was the 32nd most important of the 46 included services and facilities, with an average importance of 8.71 out of 10.

This result was only marginally lower than the long-term average importance from 2014/15 to 2017/18 of 8.86.

A total of 1,009 of the 1,205 respondents rated satisfaction with this service, including 54.4% “very satisfied” and 8.9% “dissatisfied”.

The average satisfaction was 7.24 or a “good” level of satisfaction. This result was almost identical to the long-term average satisfaction since 2014/15 of 7.26 or “very good”.

This result ranks the service 25th in terms of satisfaction.

This service was not included in the *Governing Melbourne* research and therefore no metropolitan Melbourne comparison can be provided.



Graffiti removal

Graffiti removal was included for the first time in the survey this year.



Graffiti removal was the 39th most important of the 46 included services and facilities, with an average importance of 8.59 out of 10.

A total of 985 of the 1,205 respondents rated satisfaction with graffiti removal, including 52.5% “very satisfied” and 8.6% “dissatisfied”.

The average satisfaction with graffiti removal was 7.25, or a “very good” level of satisfaction.

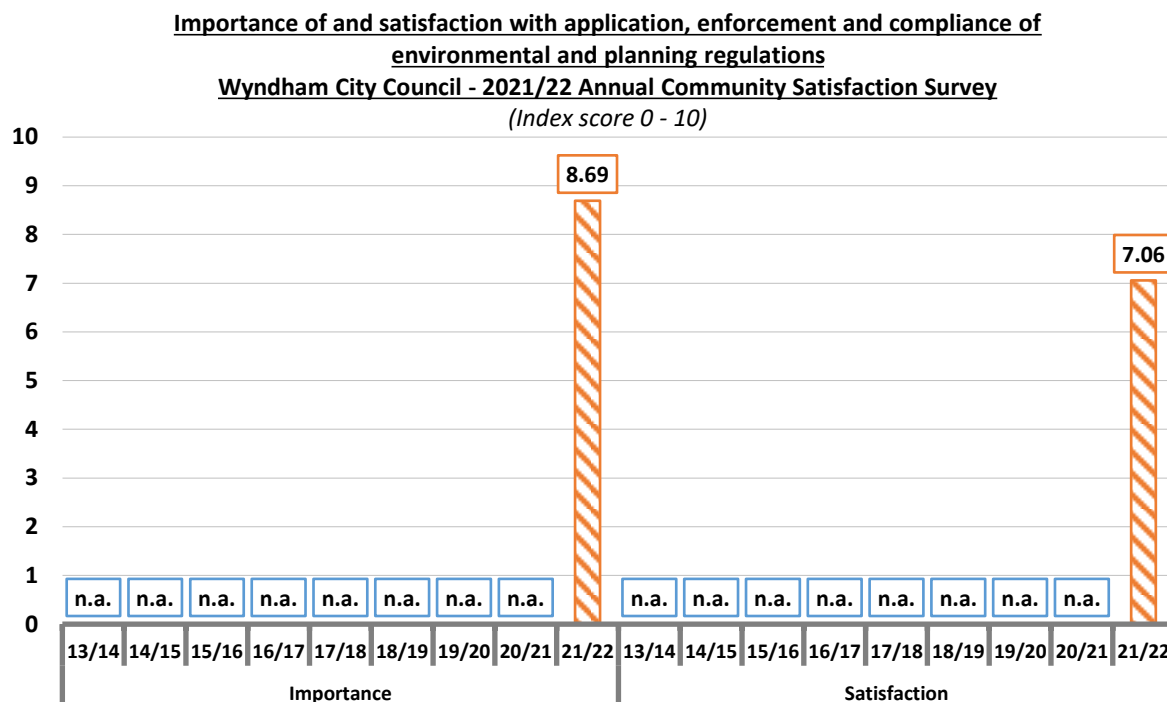
This result ranks graffiti removal 23rd in terms of satisfaction.

This service was not included in the *Governing Melbourne* research and therefore no metropolitan Melbourne wide comparison satisfaction is available.



Application, enforcement, and compliance of environmental and planning regulations

The application, enforcement, and compliance of environmental and planning regulations was included for the first time in the survey this year.



These services were the 35th most important of the 46 included services and facilities, with an average importance score of 8.69 out of 10.

A total of 621 of the 1,205 respondents rated satisfaction with these services, including 49.4% “very satisfied” and 8.5% “dissatisfied”.

The average satisfaction with these services was 7.06, or a “good” level of satisfaction.

This ranks these services 28th in terms of satisfaction.

This service was not included in the *Governing Melbourne* research and therefore no metropolitan Melbourne wide comparison satisfaction is available.



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 following graph outlines the average importance of and average satisfaction with this service.

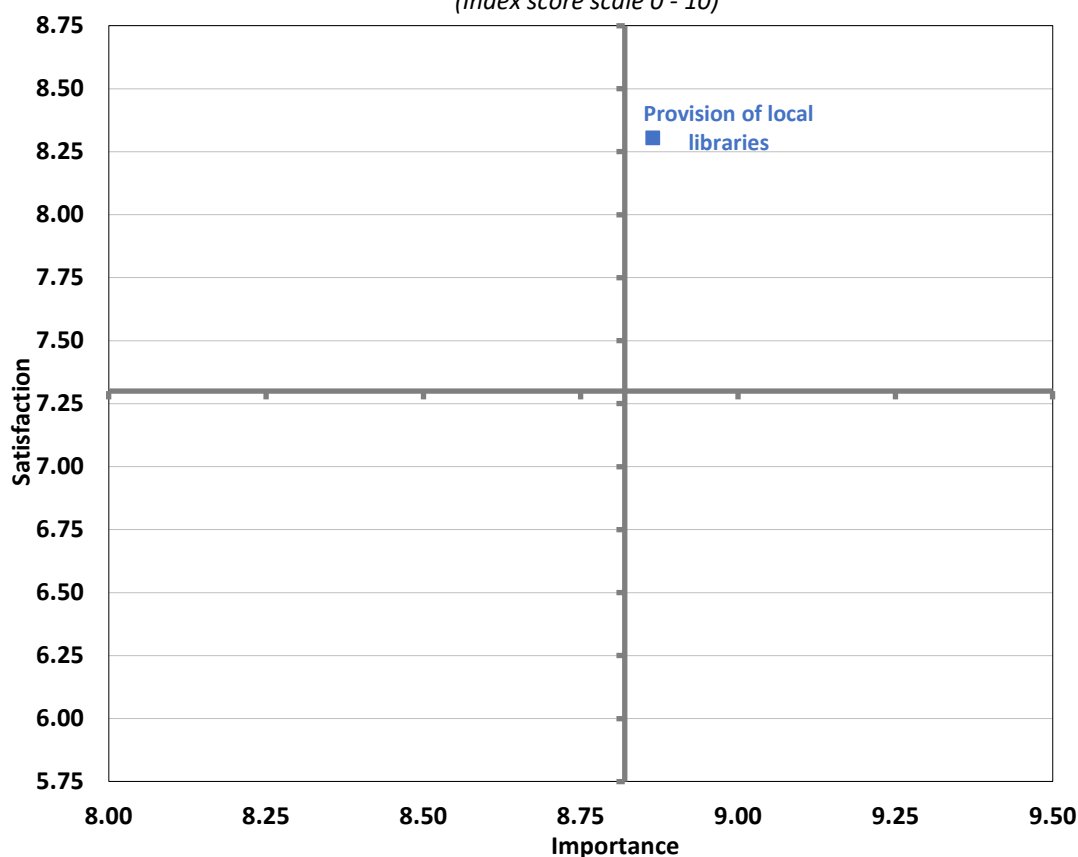
The crosshairs represent the average importance (8.82) of, and the average satisfaction (7.30) with all 46 included services and facilities.

Metropolis Research highlights that the provision of local libraries was of marginally higher than average importance and received a measurably higher than average satisfaction score.

Metropolis Research notes that the importance of the local library service has trended slightly lower over time across metropolitan Melbourne, including in *Governing Melbourne* as well as in several individual municipalities for which Metropolis Research has conducted this research.

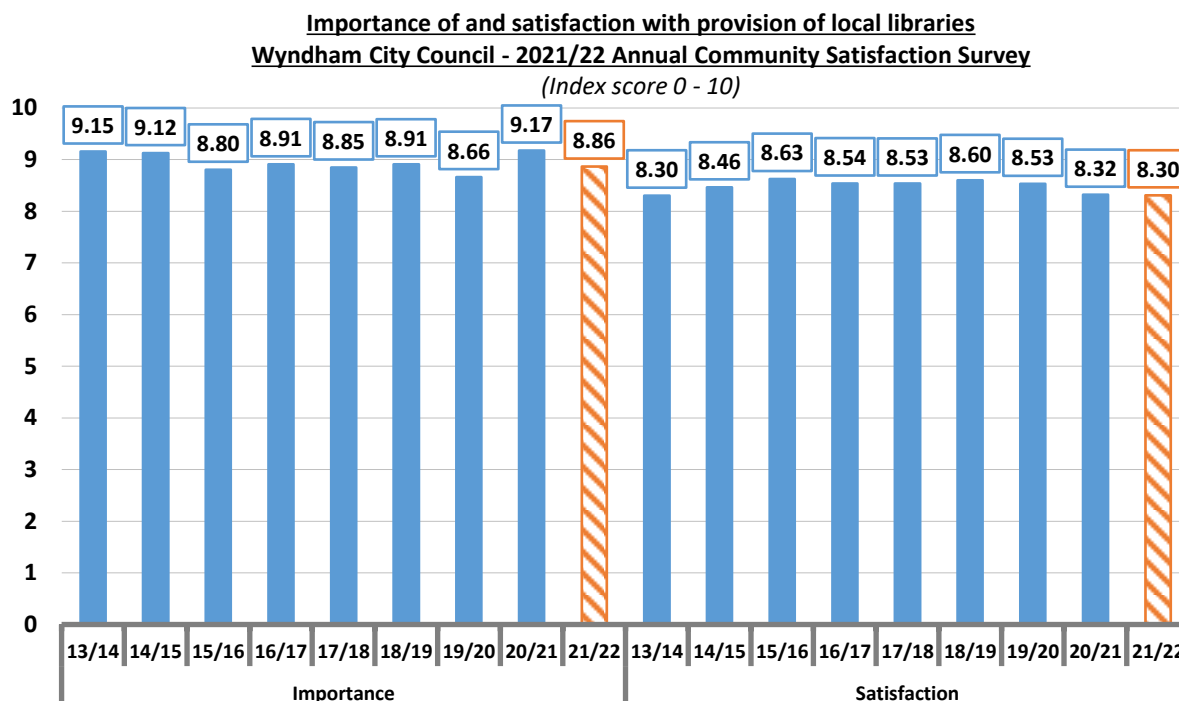
The *Governing Melbourne* research has recorded a decline in the average importance across metropolitan Melbourne of the “local library” from a high of 9.38 back in 2011 to a low of 8.65 in 2022. The long-term average importance from 2010 to 2022 was 8.86.

Importance of and satisfaction with Libraries and Community Learning
Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



Provision of local libraries

This service was previously included in the survey prior to 2021/22 as “local libraries”. The small change in the wording will not have materially affected the time-series compatibility.



The provision of local libraries was the 19th most important of the 46 included services and facilities, with an average importance of 8.86 out of 10.

This result is only marginally below the long-term average importance since 2013/14 of 8.94.

A total of 521 of the 1,205 respondents rated satisfaction with the provision of local libraries, including 82.4% “very satisfied” and 3.9% “dissatisfied”. Metropolis Research notes that to obtain a satisfaction score of eight or more (i.e., “very satisfied”) from more than four-fifths of the respondents using the service is a very strong result reflecting significant community satisfaction with the service.

The average satisfaction with the provision of local libraries was 8.30, or an “excellent” level of satisfaction, although the result this year is marginally below the long-term average satisfaction since 2013 of 8.47.

This ranks the service 2nd in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “local library” was 8.49, marginally but not measurably (2.3%) higher than this City of Wyndham result.



Planning and Building

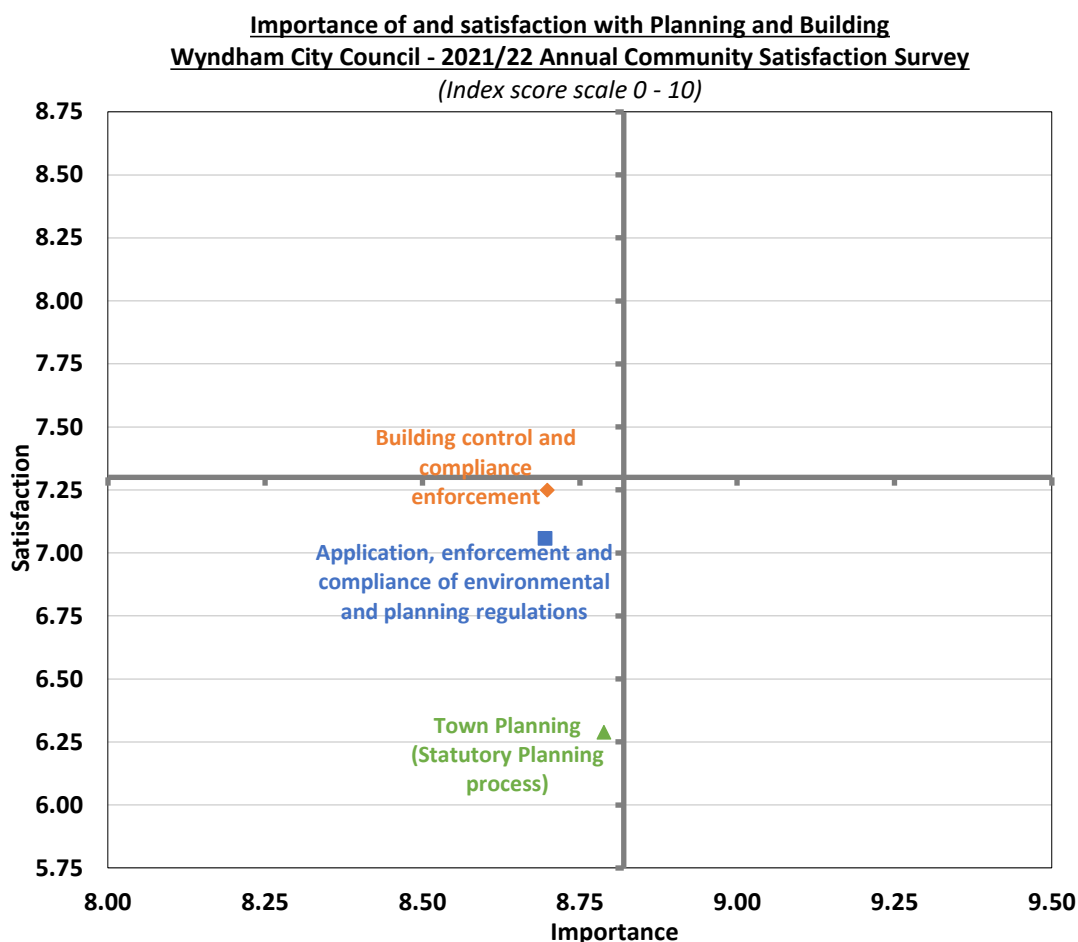
There were three services from the Planning and Building department of Council included in the survey this year, as outlined in the following graph.

The following graph outlines the average importance of and average satisfaction with each of three seven services and facilities.

The crosshairs represent the average importance (8.82) of, and the average satisfaction (7.30) with all 46 included services and facilities.

It is noted that all three of these services received marginally, but not measurably lower than average importance scores, and all received lower than average satisfaction scores. Town Planning (statutory planning process) received measurably lower than average satisfaction.

Metropolis Research notes that in research conducted over many years, satisfaction with the building and planning approvals process is consistently low. This reflects the difficult nature of the planning and building approvals processes (particularly planning), which tends to result in relatively low levels of satisfaction with aspects of the process. These City of Wyndham results, particularly the result for town planning, does appear somewhat higher than would typically be recorded by Metropolis Research using a slightly different set of questions.

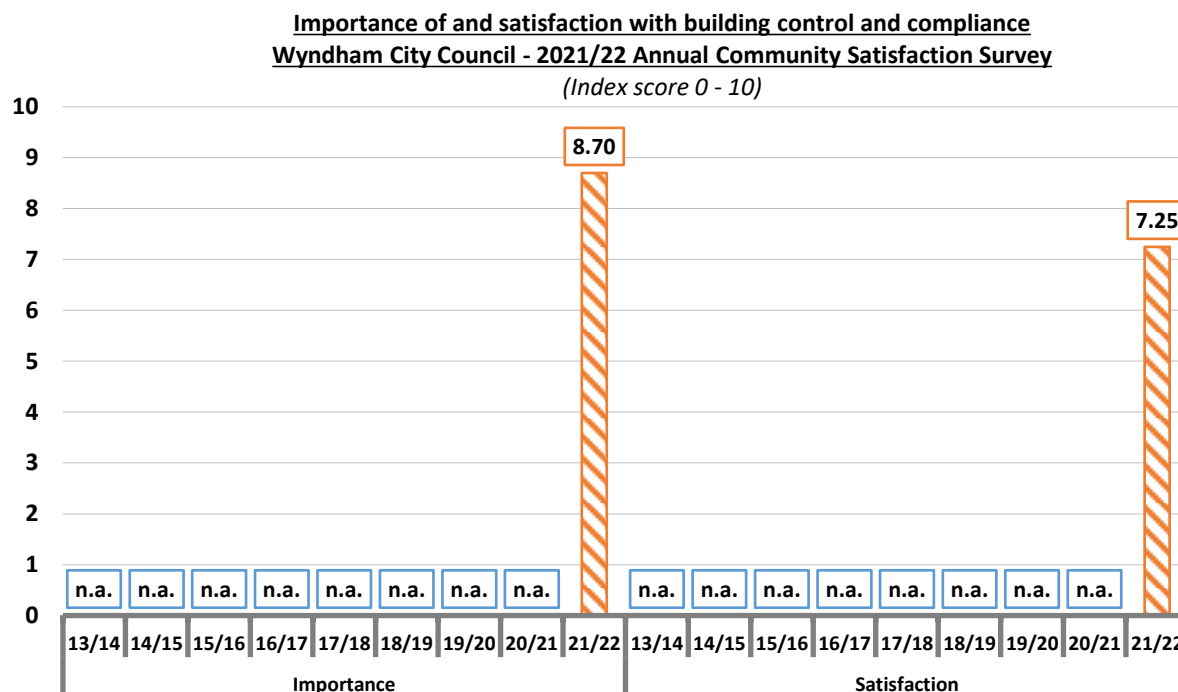


The following section provides additional detail on these three services.



Building control and compliance enforcement

Building control and compliance enforcement was included for the first time in the survey this year.



This service was the 34th most important of the 46 included services and facilities, with an average importance of 8.70 out of 10.

A total of 686 of the 1,205 respondents rated satisfaction with this service, including 53.8% “very satisfied” and 7.7% “dissatisfied”.

Metropolis Research notes that this question was asked of all respondents, and although only approximately half of the respondents rated satisfaction, Metropolis Research suggests that many of these respondents would have rated satisfaction with this service without having engaged with the service in the last 12 months.

The average satisfaction with building control and compliance enforcement was 7.25, or a “very good” level of satisfaction.

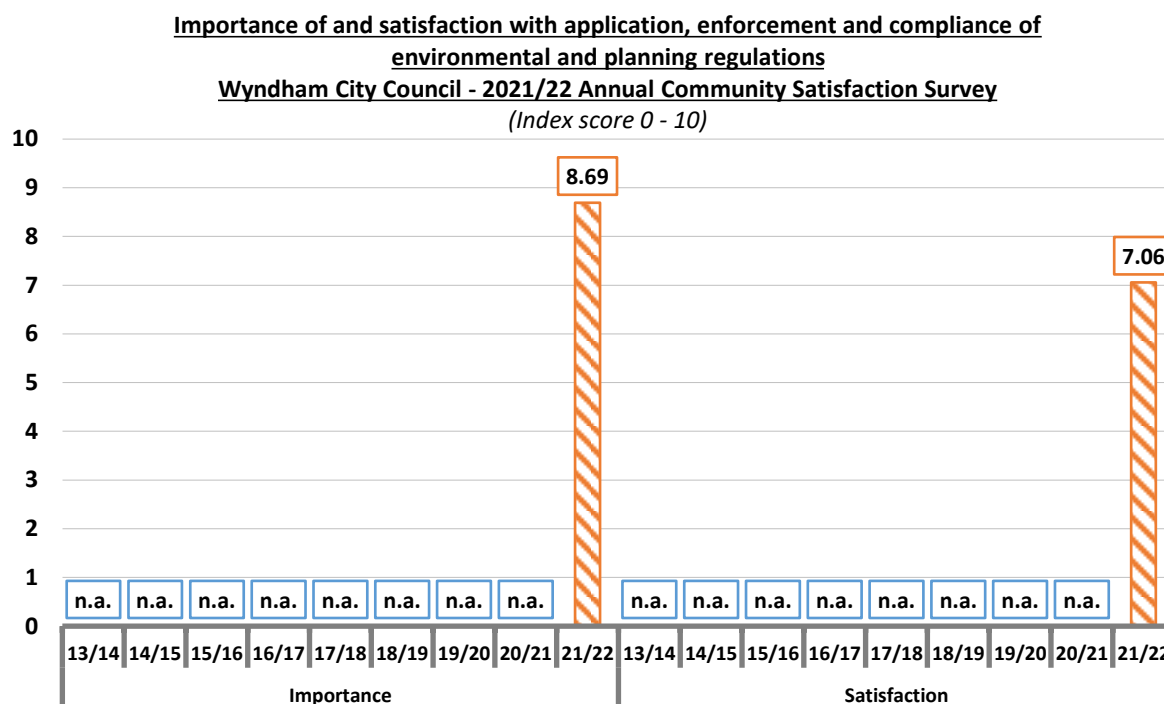
This result ranks the service 24th in terms of satisfaction.

This service was not included in the *Governing Melbourne* research and therefore no metropolitan Melbourne wide comparison satisfaction is available.



Application, enforcement, and compliance of environmental and planning regulations

The application, enforcement, and compliance of environmental and planning regulations was included for the first time in the survey this year.



These services were the 35th most important of the 46 included services and facilities, with an average importance score of 8.69 out of 10.

A total of 621 of the 1,205 respondents rated satisfaction with these services, including 49.4% “very satisfied” and 8.5% “dissatisfied”.

The average satisfaction with these services was 7.06, or a “good” level of satisfaction.

This ranks these services 28th in terms of satisfaction.

This service was not included in the *Governing Melbourne* research and therefore no metropolitan Melbourne wide comparison satisfaction is available.

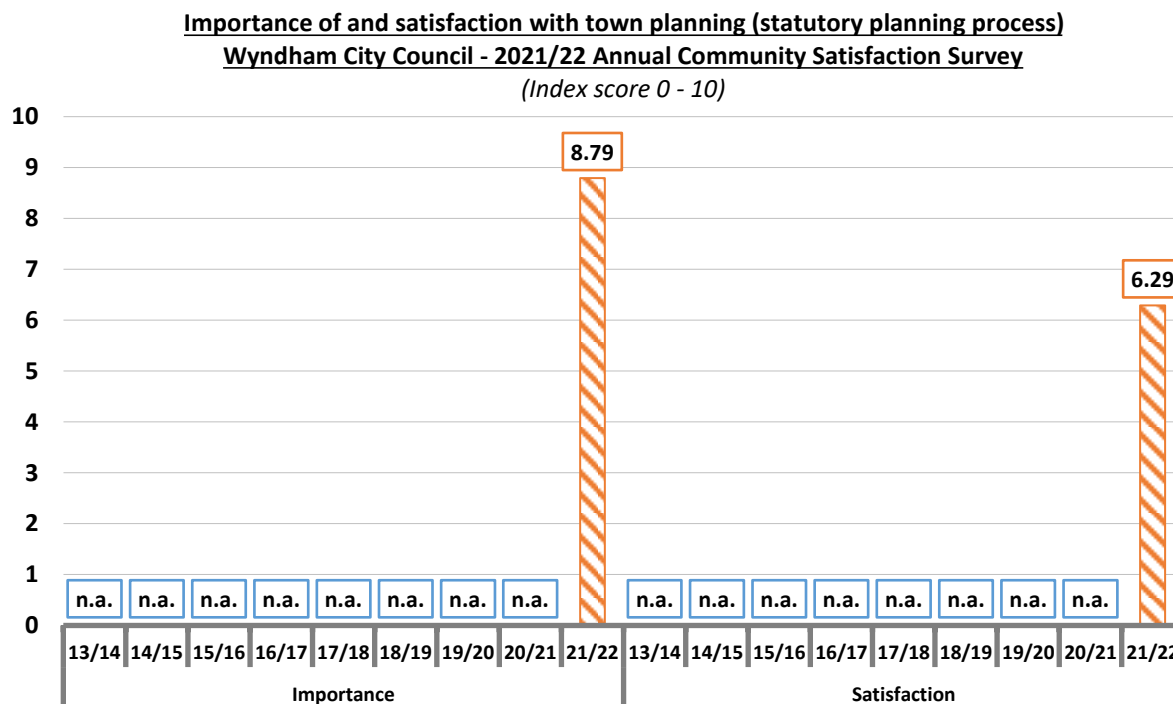
Town Planning (Statutory Planning Process)

The town planning (statutory planning) process was included in the survey for the first time this year.

Town Planning (statutory planning process) was the 26th most important of the 46 included Council services and facilities, with an average importance of 8.79 out of 10.



A total of 308 of the 1,205 respondents (25.5%) rated satisfaction with the statutory planning process, including 34.5% “very satisfied” and 19.3% “dissatisfied”.



Metropolis Research notes, however, that it is unlikely that one-quarter of the Wyndham community will have been personally (or a member of their household) involved in the statutory planning process in the last 12 months. Typically, when specific questions are asked around participation in the process, approximately five percent of respondents will report that they have been involved in the process in the last 12 months.

It is likely that a substantial number of respondents have chosen to provide a satisfaction score for the statutory planning process as they have a strong view about the planning outcomes (e.g., new developments). The satisfaction results do need to be read considering this possibility.

The average satisfaction with the statutory planning process was 6.29, or a “solid” level of satisfaction.

This ranks the service 43rd in terms of satisfaction.

Whilst the *Governing Melbourne* research did not include a similar stand-alone question about the statutory planning process, it did include individual satisfaction with four aspects of the process (access to information, communication during the process, effectiveness of consultation, timeliness of planning decisions, and outcomes of VCAT involvement).

The average satisfaction of respondents who had been involved in the process in 2022 was 5.40, or a “very poor” level of satisfaction. These comparison results are not directly comparable and are offered only to provide some context to the City of Wyndham results.



Roads and Maintenance

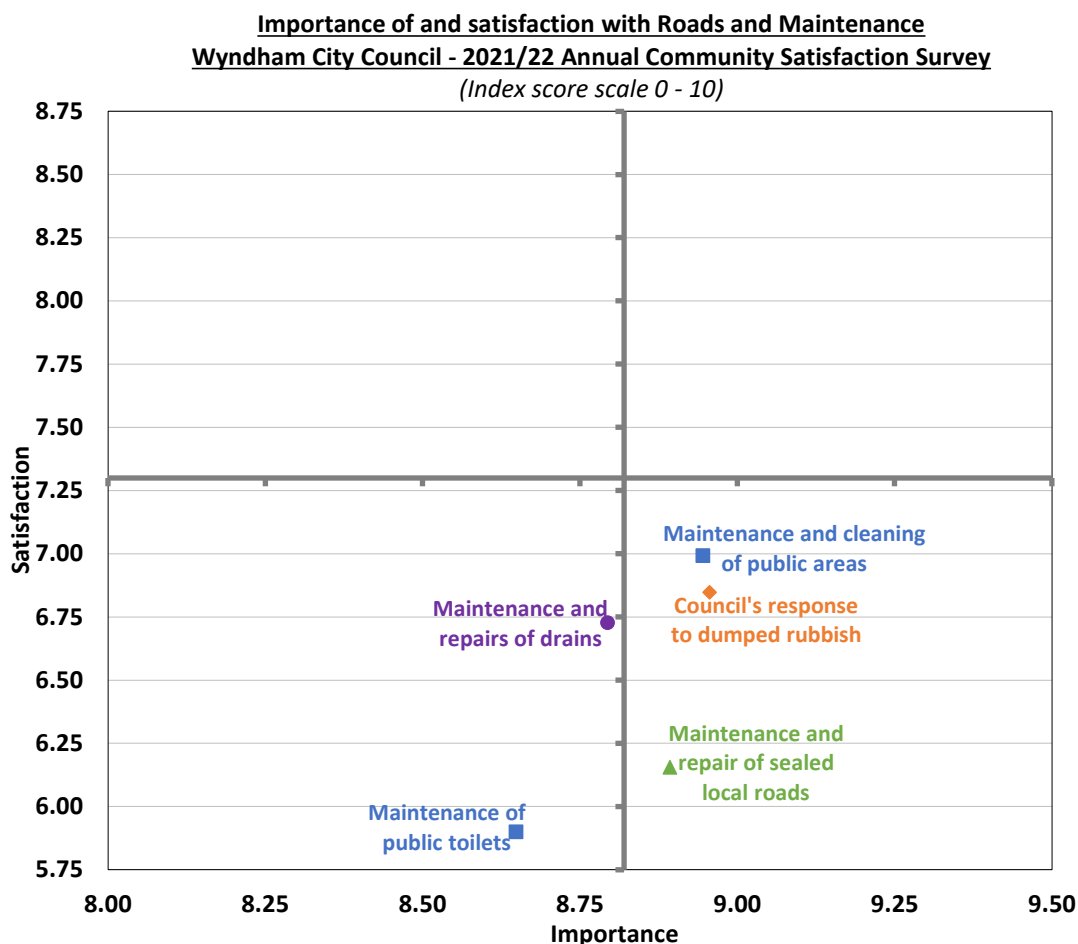
There were five services and facilities from the Roads and Maintenance department of Council included in the 2021/22 survey, as outlined in the following graph.

The following graph outlines the average importance of and average satisfaction with each of these five services and facilities.

The crosshairs represent the average importance (8.82) of, and the average satisfaction (7.30) with all 46 included services and facilities.

All five of these services were of approximately average importance, although it is recognised that the maintenance of public toilets was of somewhat lower than average importance.

It is noted that all five of these services and facilities received lower than average satisfaction, with the maintenance of public toilets and the maintenance and repair of sealed local roads receiving measurably lower than average satisfaction scores.

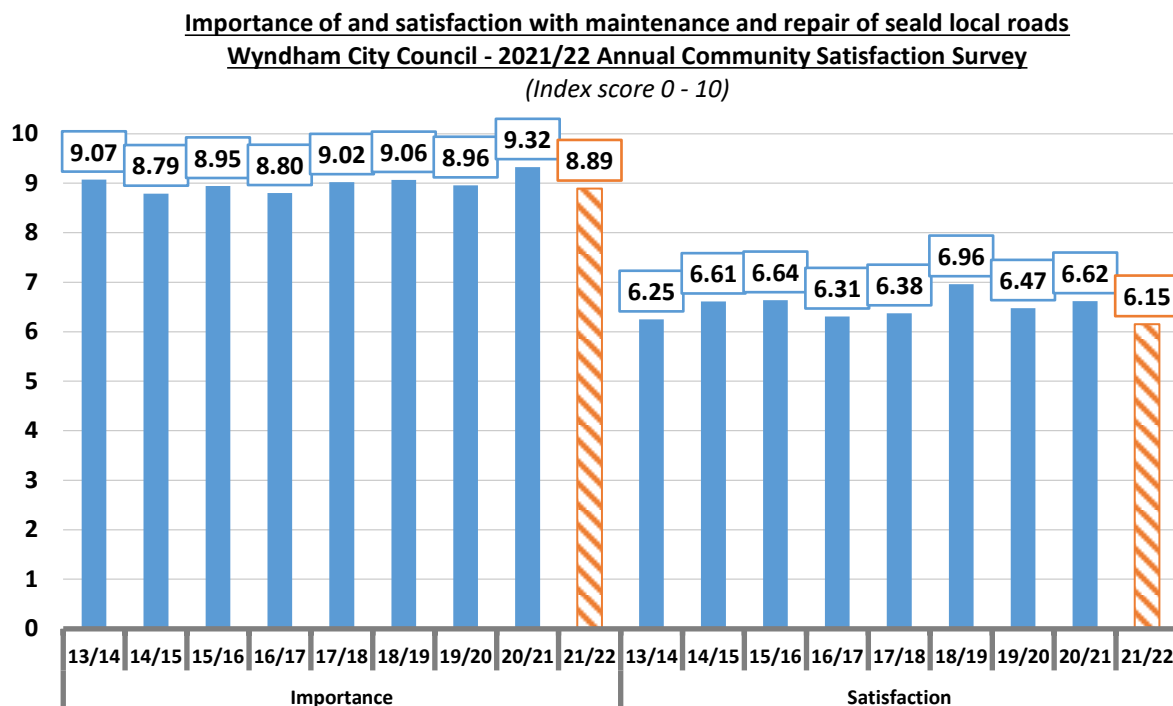


The following section provides additional details on each of these five services and facilities.



Maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was the 16th most important of the 46 included services and facilities, with an average importance of 8.89 out of 10.



This result was only marginally lower than the long-term average importance since 2013/14 of 8.98, reflecting the sustained high importance that the Wyndham community places on roads.

A total of the 1,205 respondents rated satisfaction with this service, including 34.7% “very satisfied” and 22.4% “dissatisfied”.

The average satisfaction was 6.15 or a “solid”, down from a “good” level of satisfaction, a decline of 7.1% on the 2021 average satisfaction of 6.62. This result was also measurably lower than the long-term average satisfaction since 2013/14 of 6.49.

This result ranks the service 44th in terms of satisfaction.

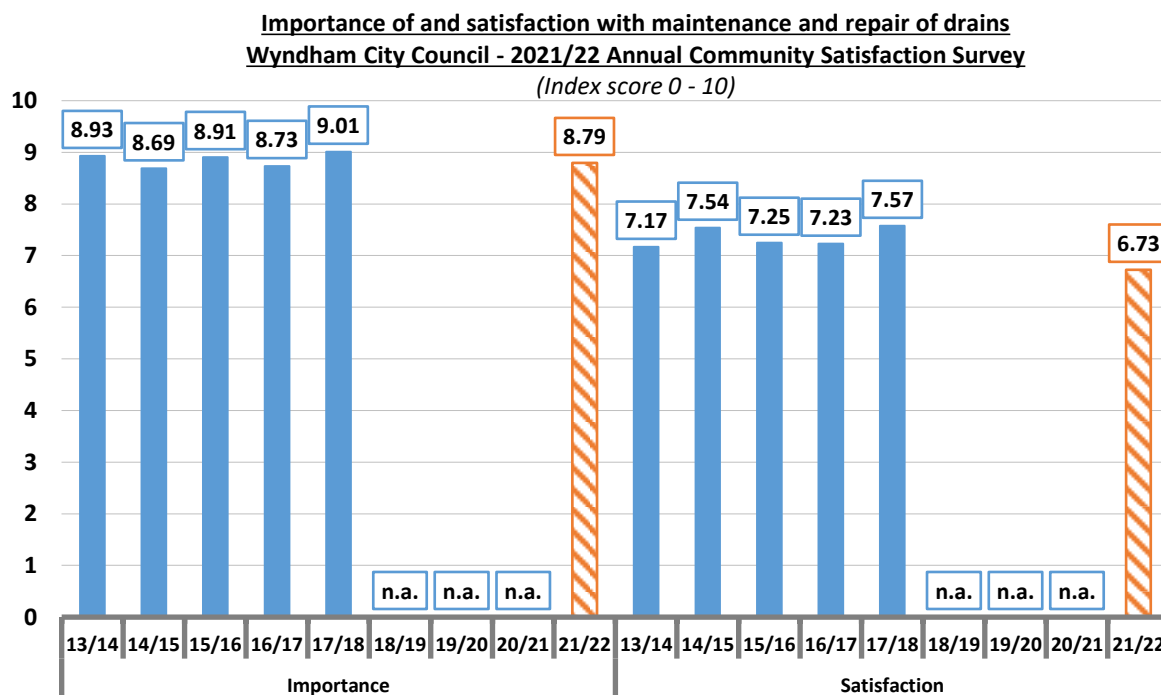
By way of comparison, the 2022 metropolitan Melbourne average satisfaction with the “maintenance and repair of sealed local roads” was 6.66, measurably (8.3%) higher than this City of Wyndham result. This lower satisfaction with sealed local roads was consistent with historical results and reflects the prominence of road related issues in the City of Wyndham over an extended period.

“Road maintenance and repairs including road works” was the second most common issue nominated by respondents for the City of Wyndham to address “at the moment”, with more details provided in the [Issues to Address](#) section of this report.



Maintenance and repairs of drains

This service was previously included in the survey prior to 2018/19 as “drains maintenance and repair”. Metropolis Research notes that the marginal change in wording will not have had a material impact on the time-series compatibility of these results.



The maintenance and repair of drains was the 25th most important of the 46 included services and facilities, with an average importance of 8.79 out of 10.

This result was only marginally higher than the long-term average importance from 2013/14 to 2017 of 8.86.

A total of 1,091 of the 1,205 respondents rated satisfaction with this service, including 47.1% “very satisfied” respondents and 16.7% “dissatisfied”.

The average satisfaction with the maintenance and repair of drains was 6.73 or a “good” level of satisfaction. This result was, measurably and significantly (7.2%) lower than the long-term average satisfaction since 2013/14 of 7.25 or “very good”.

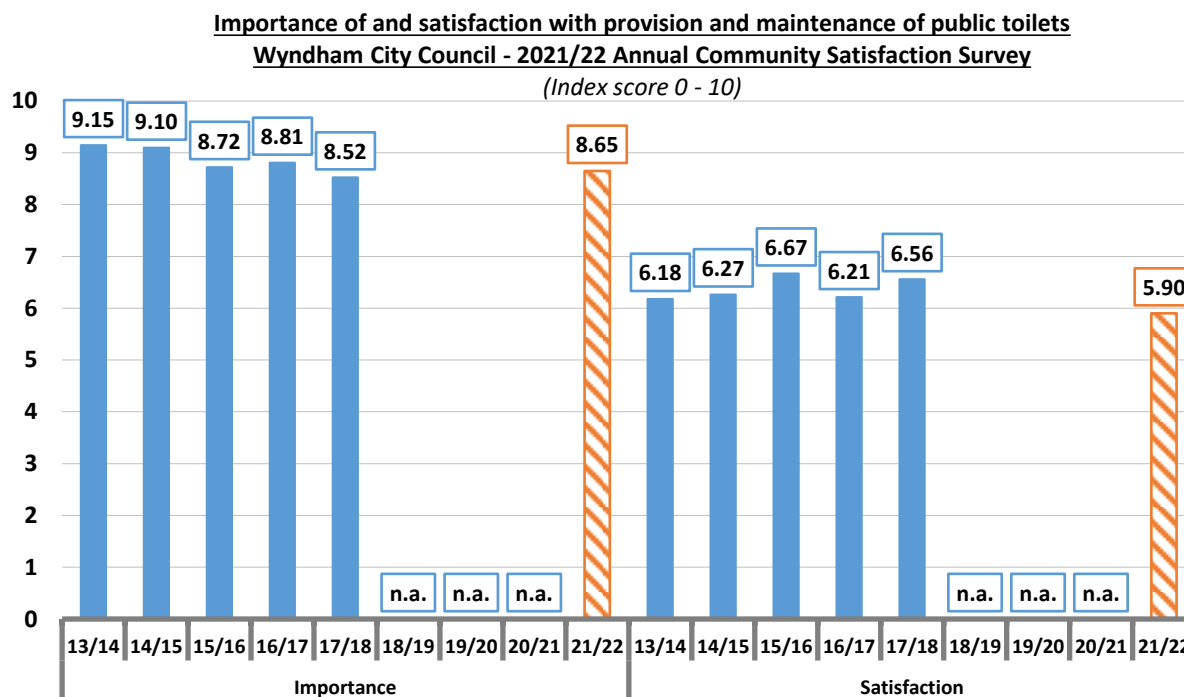
This ranks the service 37th in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “drains maintenance and repairs” was 7.07, marginally but not measurably higher than this City of Wyndham result.



Provision and maintenance of public toilets

This service was previously included in the survey prior to 2018/19 as “public toilets”. Metropolis Research notes that the small change in wording is unlikely to impact on the time-series compatibility of these results.



The provision and maintenance of public toilets was the 37th most important of the 46 included services and facilities, with an average importance of 8.65 out of 10.

This result was somewhat lower than the average importance from 2013/14 to 2017/18 of 8.86.

A total of 723 of the 1,205 respondents rated satisfaction with the provision and maintenance of public toilets, including 31.9% “very satisfied” respondents and 28.8% “dissatisfied”. Metropolis Research notes that 28.8% “dissatisfied” respondents are a significant proportion and reflects significant user-concern around public toilets in the municipality.

The average satisfaction was 5.90, or a “poor” level of satisfaction. It is noted that this service was the only one of the 46 included services and facilities to be categorised as “poor”. This result was also the lowest satisfaction score for public toilets recorded for the City of Wyndham.

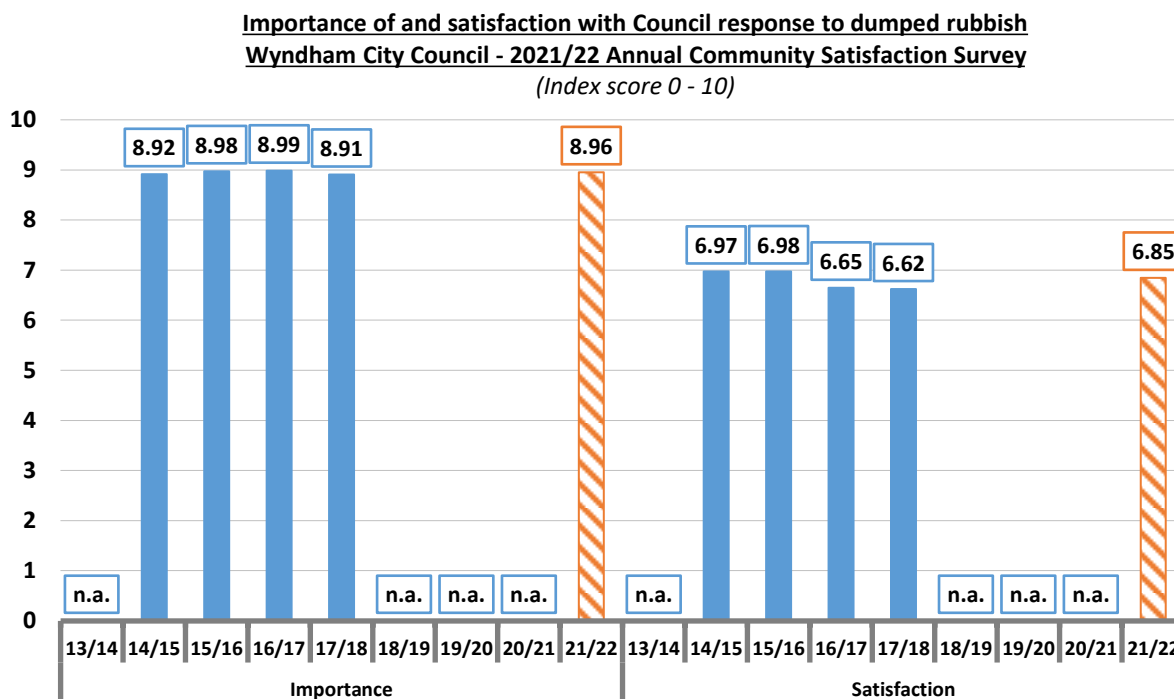
This ranks the service 46th of 46 in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “public toilets” was 6.33, measurably (7.3%) higher than this City of Wyndham result.



Council response to dumped rubbish

This service was previously included in the survey prior to 2018/19 as “management of illegal dumping of rubbish”. Metropolis Research is of the view that this change in wording is unlikely to have had a material impact on the time-series compatibility of these results.



Council’s response to dumped rubbish was the 12th most important of the 46 included services and facilities, with an average importance of 8.96 out of 10. This result was almost identical to the average importance from 2014/15 to 2017/18 of 8.95.

A total of 1,062 of the 1,205 respondents rated satisfaction with this service, including 49.2% “very satisfied” and 17.5% “dissatisfied”.

The average satisfaction was 6.85, or a “good” level of satisfaction. This result was almost identical to the long-term average satisfaction since 2014/15 of 6.81.

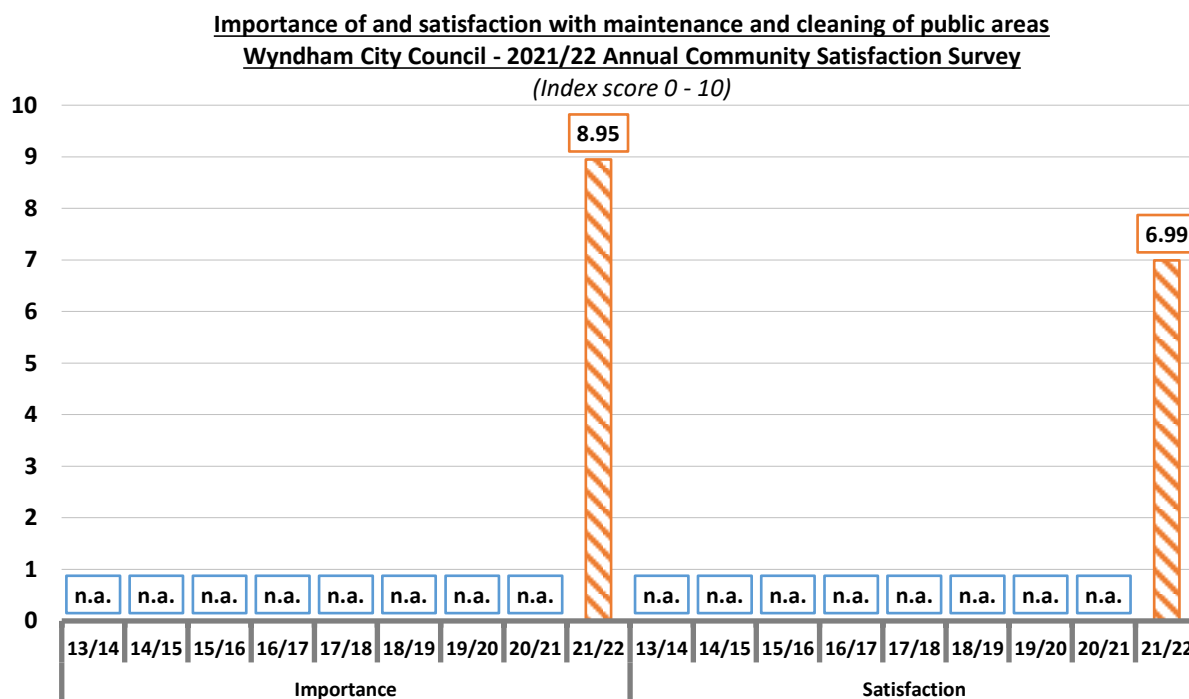
This ranks the service 36th in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “illegally dumped rubbish” was 6.94, marginally but not meaningfully higher than this City of Wyndham result.



Maintenance and cleaning of public areas

The maintenance and cleaning of public areas was included in the survey for the first time this year.



This service was the 15th most important of the 46 included services and facilities, with an average importance of 8.95 out of 10.

A total of 1,142 of the 1,205 respondents rated satisfaction with this service, including 48.9% “very satisfied” respondents and 12.4% “dissatisfied”.

The average satisfaction was 6.99, or a “good” level of satisfaction.

This result ranks the service 30th in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with the “maintenance and cleaning of public areas” was 7.00 out of 10, almost identical to this City of Wyndham result.



Service Planning Partnering and Reform

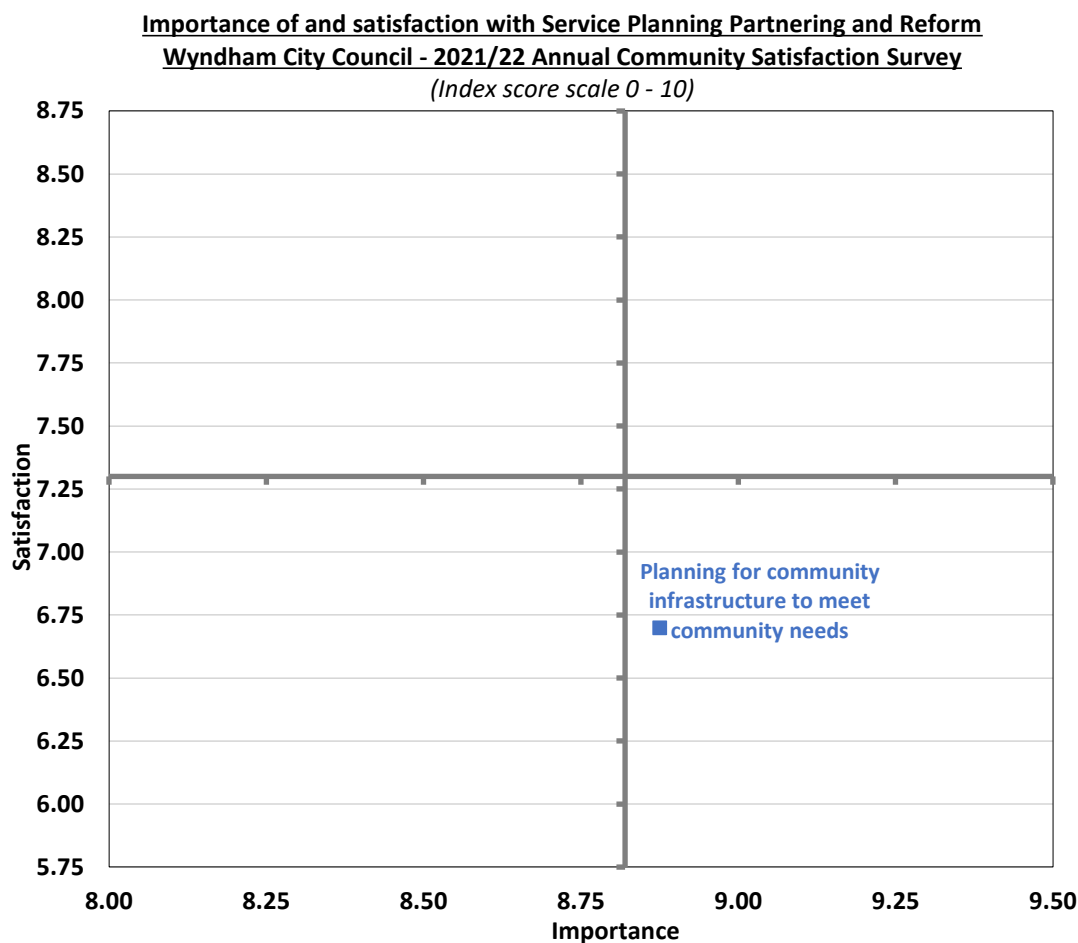
There was one service from the Service Planning Partnering and Reform department of Council included in the 2021/22 survey, as outlined in the following graph.

The following graph outlines the average importance of and average satisfaction with this service.

The crosshairs represent the average importance (8.82) of, and the average satisfaction (7.30) with all 46 included services and facilities.

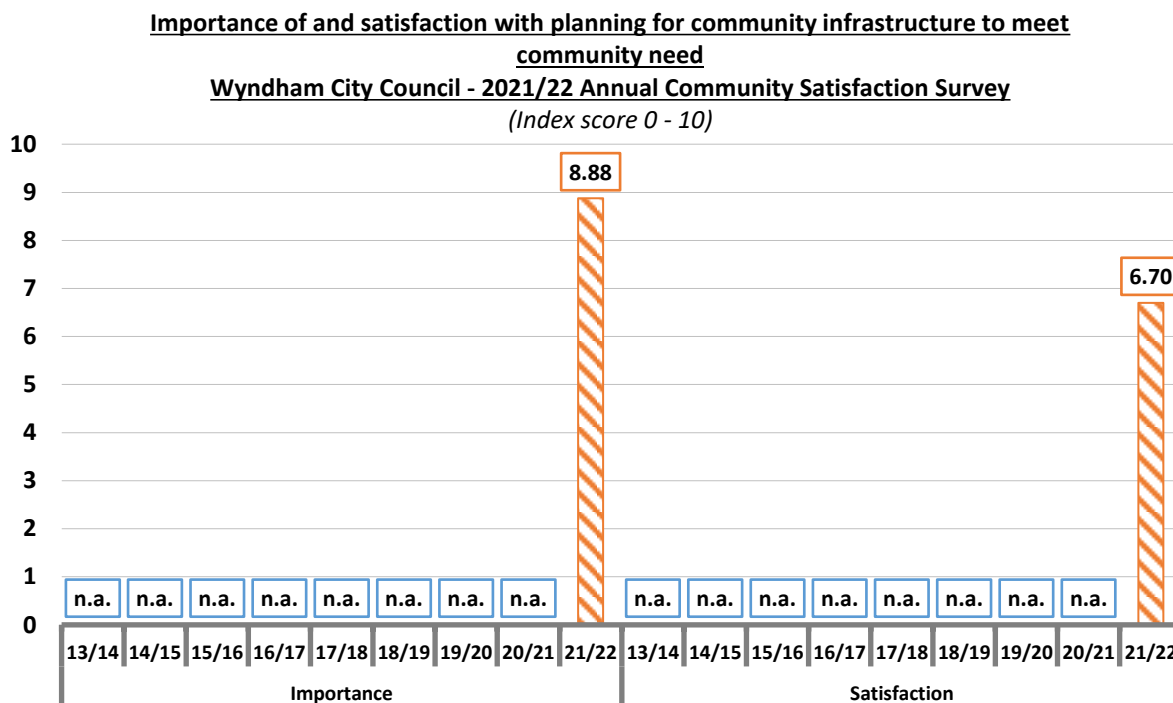
It is noted that planning for community infrastructure to meet community needs was of marginally higher than average importance but received a measurably lower than average satisfaction score.

As discussed below, it is likely that the lower-than-average satisfaction score may be the result, at least in part, of the relatively general nature of the question. Respondents will, on the whole, have only a limited understanding of the concept of “community infrastructure” and that they may well be rating satisfaction with a wide range of infrastructure in mind. In the City of Wyndham context, this is likely to include some concerns around transport infrastructure.



Planning for community infrastructure to meet community need

Planning for community infrastructure to meet community need was included for the first time in the survey this year.



Metropolis Research notes that this is a somewhat broadly worded service, without reference to specific community infrastructure. This should be borne in mind when interpreting the results.

This service was the 17th most important of the 46 included services and facilities, with an average importance of 8.88 out of 10.

A total of 340 of the 1,205 respondents (28.2%) rated satisfaction with this service, including 40.7% “very satisfied” and 15.9% “dissatisfied” respondents.

Given the broad nature of community infrastructure, Metropolis Research notes that only a relatively small proportion of respondents rated satisfaction with the service, with only 343 reporting that they “used” the service in the last 12 months. This does suggest that the question is likely to have received focus from more respondents who were dissatisfied with the provision of specific community infrastructure (which may include infrastructure such as roads, health and human services, recreation facilities and a wide range of other infrastructure).

The average satisfaction with these services was 6.70, or a “good” level of satisfaction.

This result ranks the service 38th in terms of satisfaction.

These services were not included in the *Governing Melbourne* research and therefore no metropolitan Melbourne-wide comparison results are available.



Sports and Recreation

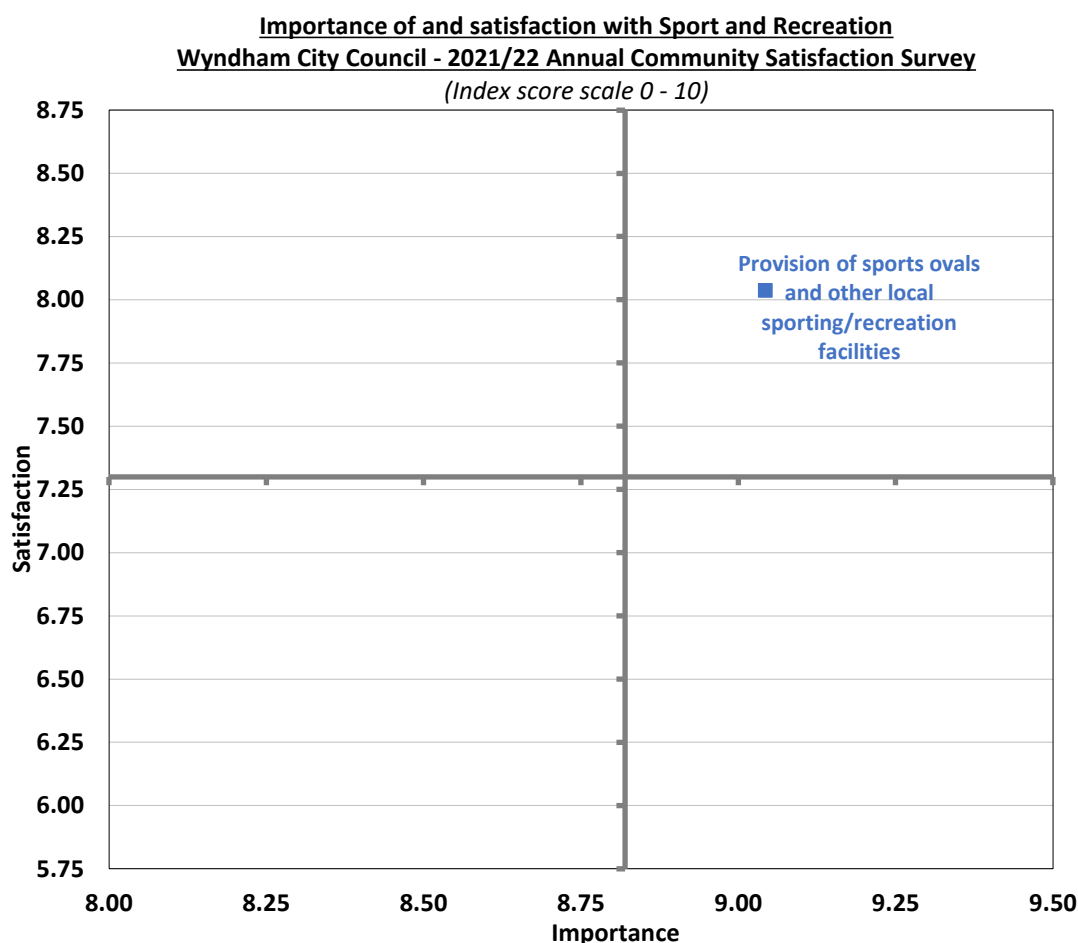
There was one service from the Sports and Recreation department of Council included in the 2021/22 survey, as outlined in the following graph.

The following graph outlines the average importance of and average satisfaction with these facilities.

The crosshairs represent the average importance (8.82) of, and the average satisfaction (7.30) with all 46 included services and facilities.

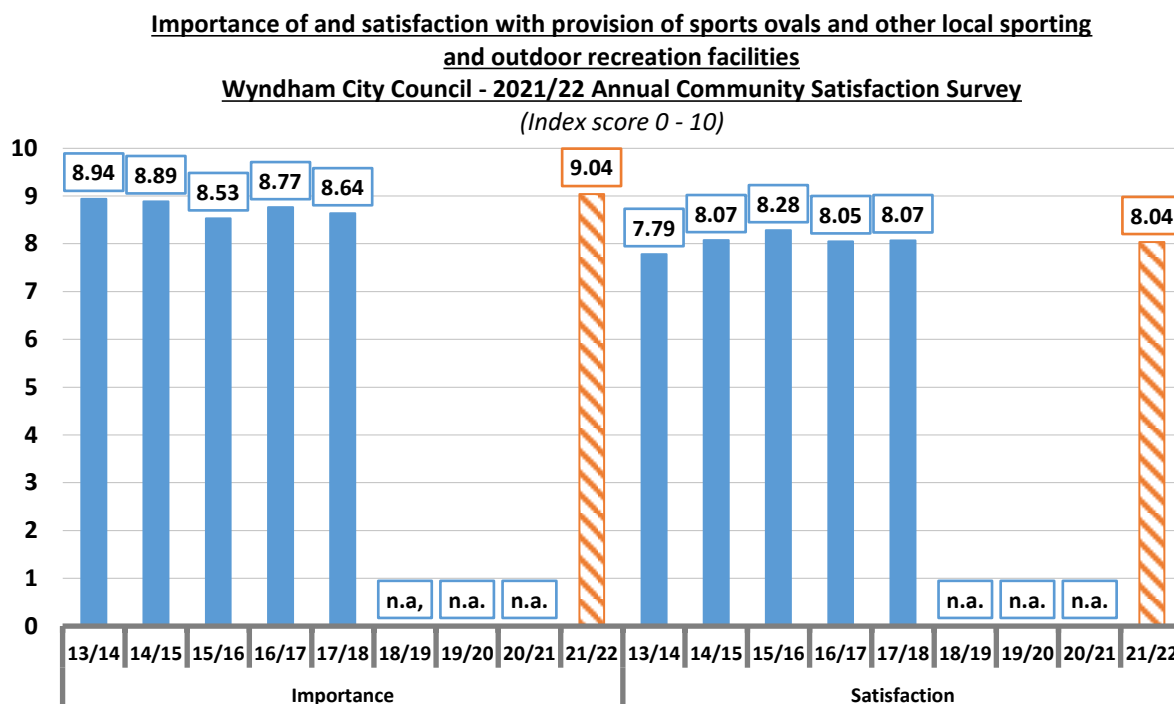
It is noted that the provision of sports ovals and other local sporting and recreation facilities was of measurably higher than average importance and received a measurably higher than average satisfaction score.

These facilities were in the top 10 both in terms of importance and satisfaction, which reflects the importance of these facilities to the Wyndham community, as well as the degree to which the community is satisfied with how well Council is providing these very important facilities.



Provision of sports ovals and other local sporting and outdoor recreation facilities

These facilities were previously included in the survey prior to 2018/19 as “sports ovals”. Metropolis Research notes the change in wording and suggests that whilst the broadening out of the question beyond simply sports ovals may have had some impact on the results, it does appear that the impact was relatively minor, and that time-series analysis can be undertaken with caution.



These facilities were the 10th most important of the 46 included services and facilities, with an average importance of 9.04 out of 10.

This result was marginally higher than the average importance from 2013/14 to 2017/18 of 8.75.

A total of 593 of the 1,205 respondents rated satisfaction with these facilities, including 7.0% “very satisfied” and 4.3% “dissatisfied”. Metropolis Research notes that to obtain a satisfaction score of eight or more (i.e., “very satisfied”) from almost three-quarters of the respondents using the service is a very strong result reflecting significant community satisfaction with the service.

The average satisfaction with these facilities was 8.04, or an “excellent” level of satisfaction.

This result was almost identical to the long-term average satisfaction since 2013/14 of 8.05.

This ranks these facilities 9th in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “sports ovals and other local sporting facilities” was 7.99, almost identical to this City of Wyndham result.

Vibrant City Centres

There were two services from the Vibrant City Centres department of Council included in the 2021/22 survey, as outlined in the following graph.

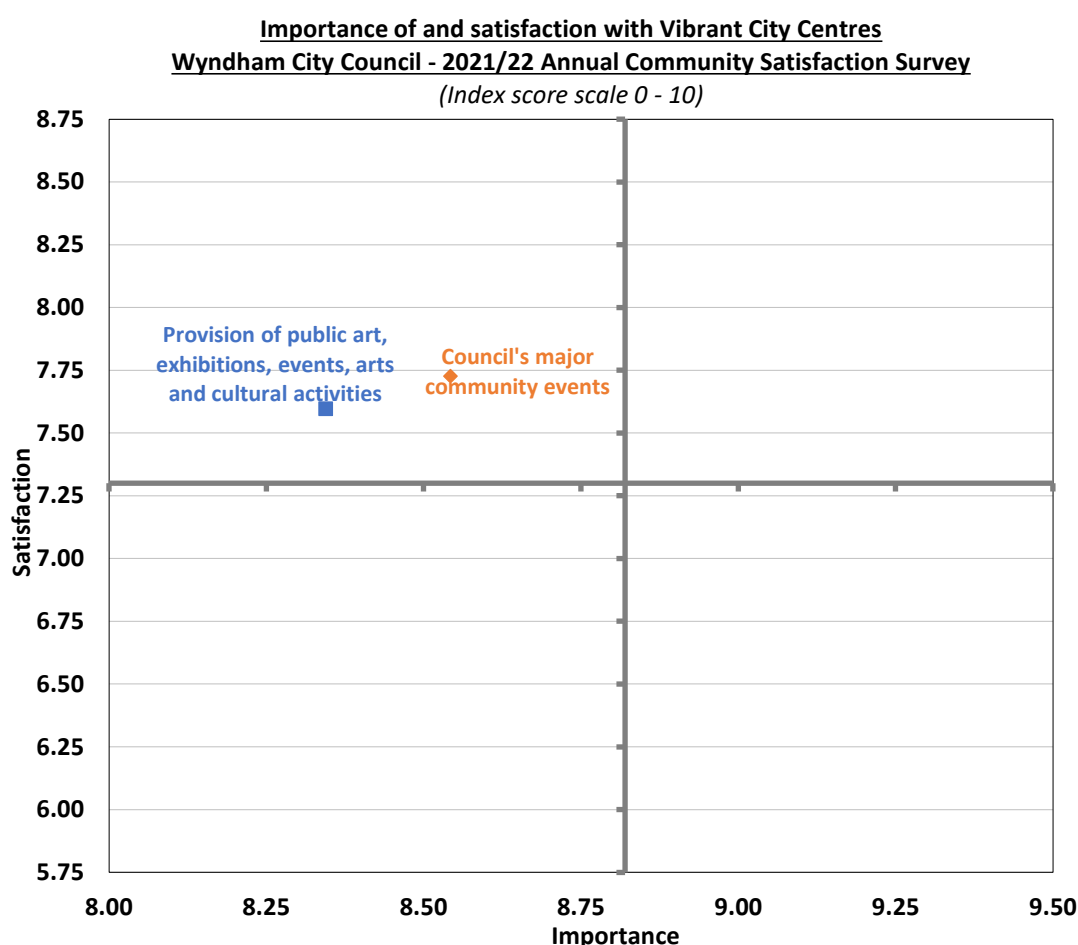
The following graph outlines the average importance of and average satisfaction with each of these two services and facilities.

The crosshairs represent the average importance (8.82) of, and the average satisfaction (7.30) with all 46 included services and facilities.

It is noted that both services were of measurably lower than average importance, but both received higher than average satisfaction scores.

In particular, it is noted that Council’s major community events received a measurably higher than average satisfaction score.

Metropolis Research notes that this pattern of arts and cultural activities and events being of lower-than-average importance but higher than average satisfaction is a commonly observed pattern.



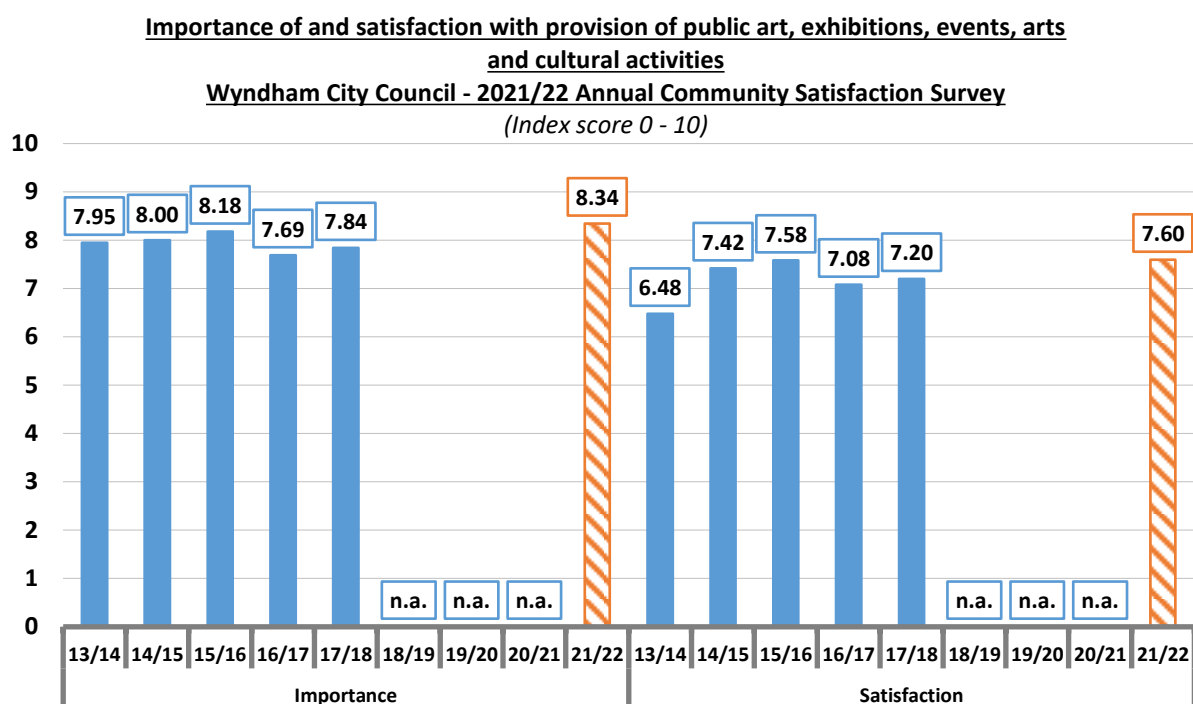
The following section provides additional detail on these two services and facilities.



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

These services were previously included in the survey prior to 2018/19 as four separate services, those being “Arts and cultural services”, “Provision of Council events (e.g., Children’s Week Picnic, Pet Expo, State Rose & Garden Show)”, “art exhibitions and experiences”, and “arts and cultural services”.

Metropolis Research has produced historical average importance and average satisfaction scores that includes all four of these individual services. Caution should be exercised in the interpretation of these time-series results given the significant change in structure.



The provision of public art, exhibitions, events, arts, and cultural activities were the 44th most important of the 46 included services and facilities, with an average importance of 8.34 out of 10.

This result was somewhat higher than the 2013/14 to 2017/18 average summary importance of 7.93.

A total of 314 of the 1,205 respondents (26.1%), including 62.6% “very satisfied” and nine percent “dissatisfied”.

The average satisfaction with these services was 7.60, or a “very good” level of satisfaction.

This result ranks these services 17th in terms of satisfaction.

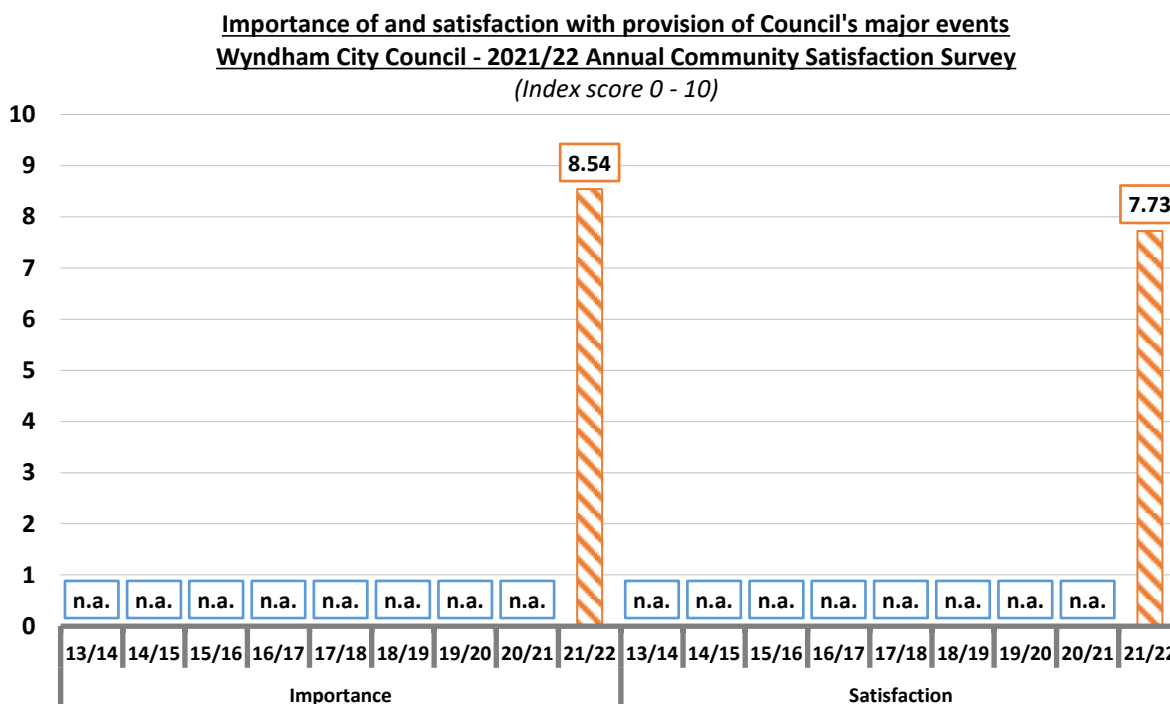
The *Governing Melbourne* research includes two relevant services, “provision of public art” and “Council’s festivals and events”. Whilst not directly comparable, the 2022 metropolitan Melbourne average satisfaction with these two services was 7.34, marginally but not measurably lower than this City of Wyndham result.



Provision of Council’s major events

The provision of Council’s major events was included for the first time in the survey in this format this year.

Prior to 2018/19, the survey did include “Provision of Council events (e.g., Children’s Week Picnic, Pet Expo, State Rose & Garden Show)”, although the variation in wording from “Council’s major events” is considered too significant to facilitate time series analysis.



The provision of Council’s major events was the 40th most important of the 46 included services and facilities, with an average importance of 8.54 out of 10.

A total of 420 of the 1,205 respondents rated satisfaction with this service, including 68.3% “very satisfied” and 6.6% “dissatisfied”.

The average satisfaction with the provision of Council’s major events was 7.73, or a “very good” level of satisfaction.

This result ranks the service 14th in terms of satisfaction.

These services were not included in the *Governing Melbourne* research and therefore no metropolitan Melbourne-wide comparison results are available.



Waste Management and Disposal

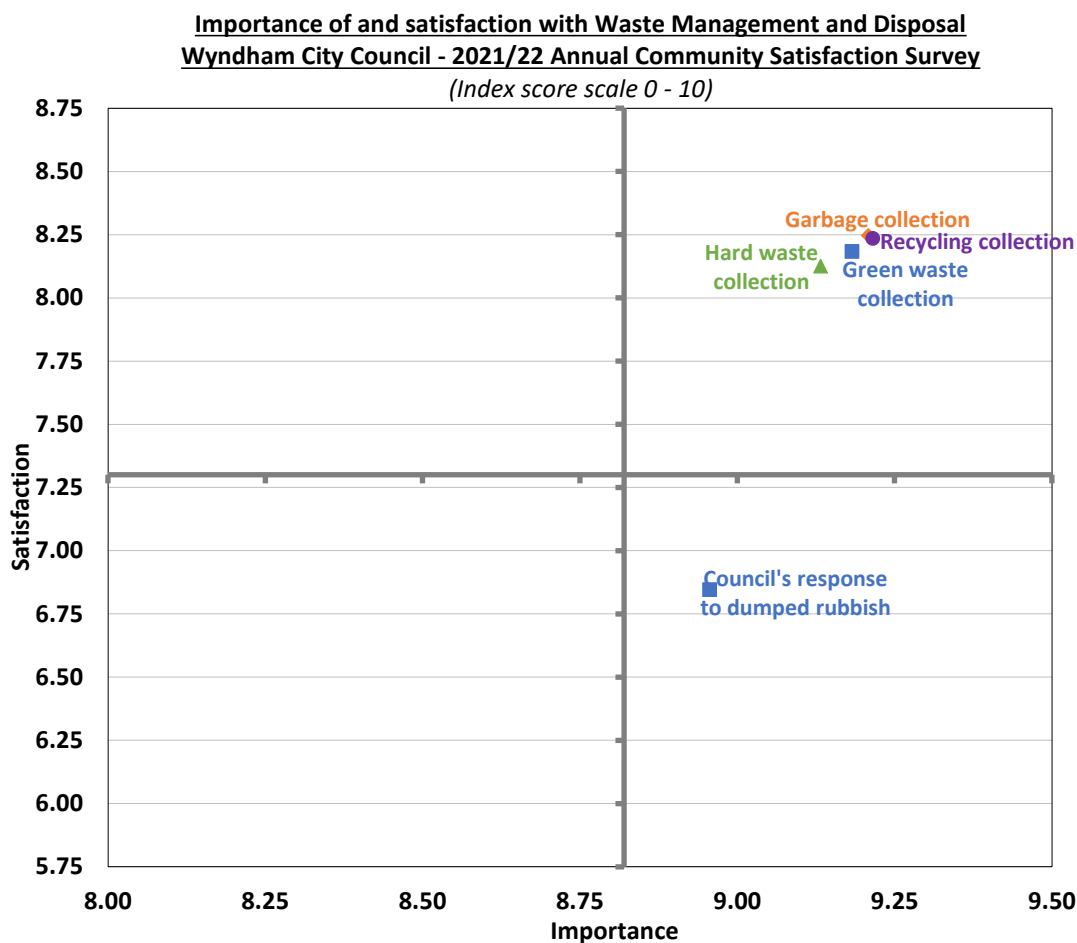
There were five services from the Waste Management and Disposal department included in the 2021/22 survey, as outlined in the following graph.

The following graph outlines the average importance of and average satisfaction with each of these two services and facilities. The crosshairs represent the average importance (8.82) of, and the average satisfaction (7.30) with all 46 included services and facilities.

Metropolis Research draws attention to the fact that the four kerbside collection services were all measurably higher than average importance to the community, and all four received measurably higher than average satisfaction scores.

By contrast, however, Council’s response to dumped rubbish received a measurably lower than average satisfaction score, although still in the “good” range.

Metropolis Research notes that this pattern of kerbside collection services being of significantly higher than average importance and receiving significantly higher than average satisfaction scores is a well-established pattern.

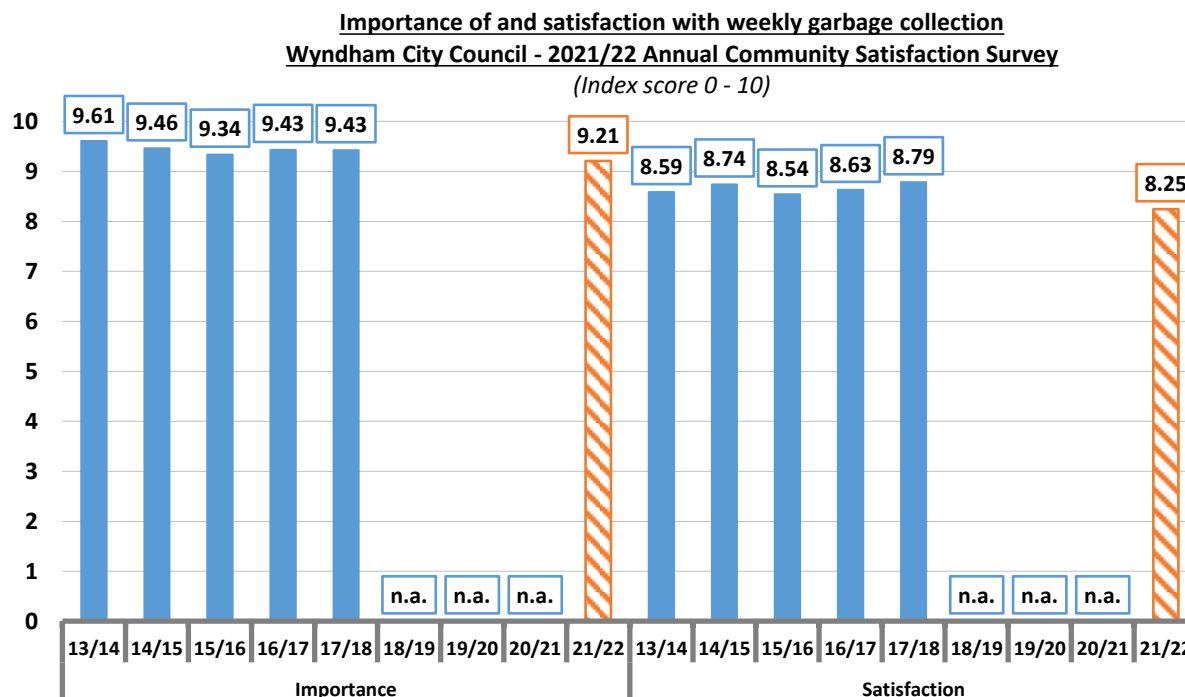


The following section provides additional detail on these five services.



Weekly garbage collection

The weekly garbage collection was the 5th most important of the 46 included services and facilities, with an average importance of 9.21 out of 10.



It is noted that this result was marginally lower than the average importance for this service from 2013/14 to 2017/18 of 9.45.

A total of 1,195 of the 1,205 respondents rated satisfaction with the weekly garbage collection, including 75.5% “very satisfied” and four percent “dissatisfied” respondents. Metropolis Research notes that to obtain a satisfaction score of eight or more (i.e., “very satisfied”) from three-quarters of respondents is a very strong result reflecting significant community satisfaction with the service.

The average satisfaction was 8.25, or “excellent”, although it is noted that this result was notably lower than the long-term average satisfaction since 2013/14 of 8.59.

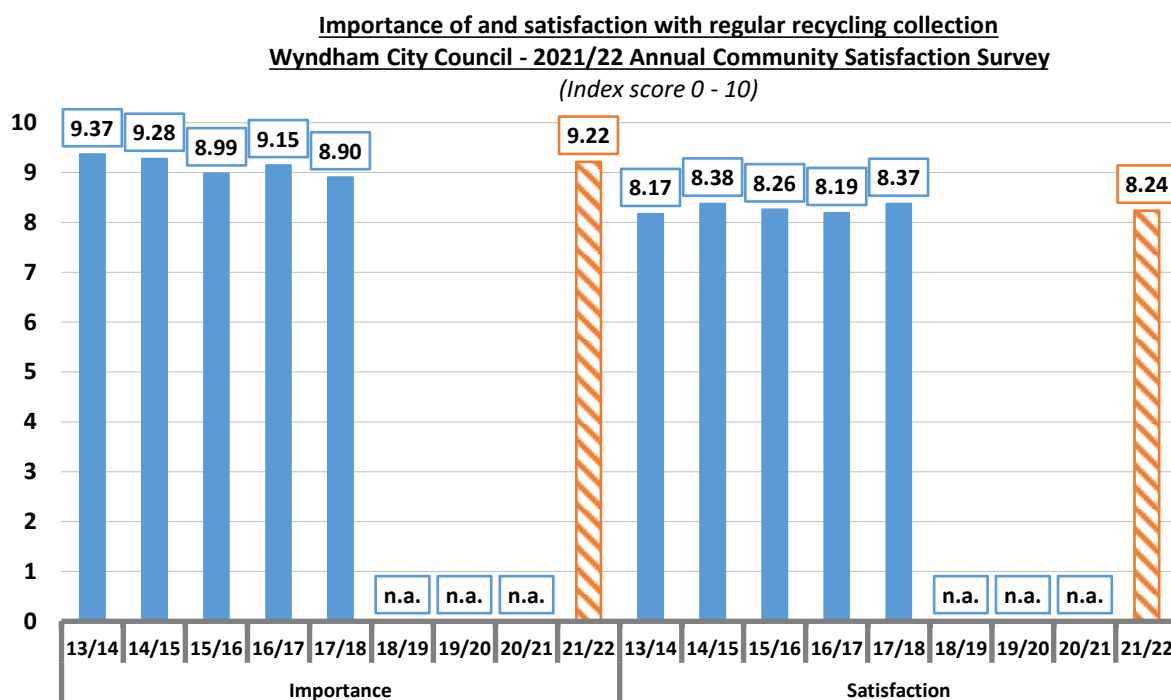
This satisfaction score ranks the weekly garbage collection 3rd in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with the “regular garbage collection” was 8.41, marginally but not measurably higher than this City of Wyndham result.



Regular recycling collection

The regular recycling collection was previously included in the survey prior to 2018/19 as “regular recycling collection”, however it was included as an optional service, which meant that respondents were first asked if they or a member of their household had used the service, prior to being asked to rate satisfaction. Metropolis Research notes that this change will not have had a material impact on the time-series compatibility of these results.



The regular recycling collection was the 4th most important of the 46 included services and facilities, with an average importance of 9.22 out of 10. This result was marginally higher than the average importance from 2013/14 to 2017/18 of 9.14.

A total of 1,183 of the 1,205 respondents rated satisfaction with this service, including 75.7% “very satisfied” respondents and four percent “dissatisfied”. Metropolis Research notes that to obtain a satisfaction score of eight or more (i.e., “very satisfied”) from three-quarters of respondents is a very strong result reflecting significant community satisfaction with the service.

The average satisfaction with the regular recycling collection was 8.24, or an “excellent” level of satisfaction. This result was almost identical to the long-term average satisfaction since 2013/14 of 8.27.

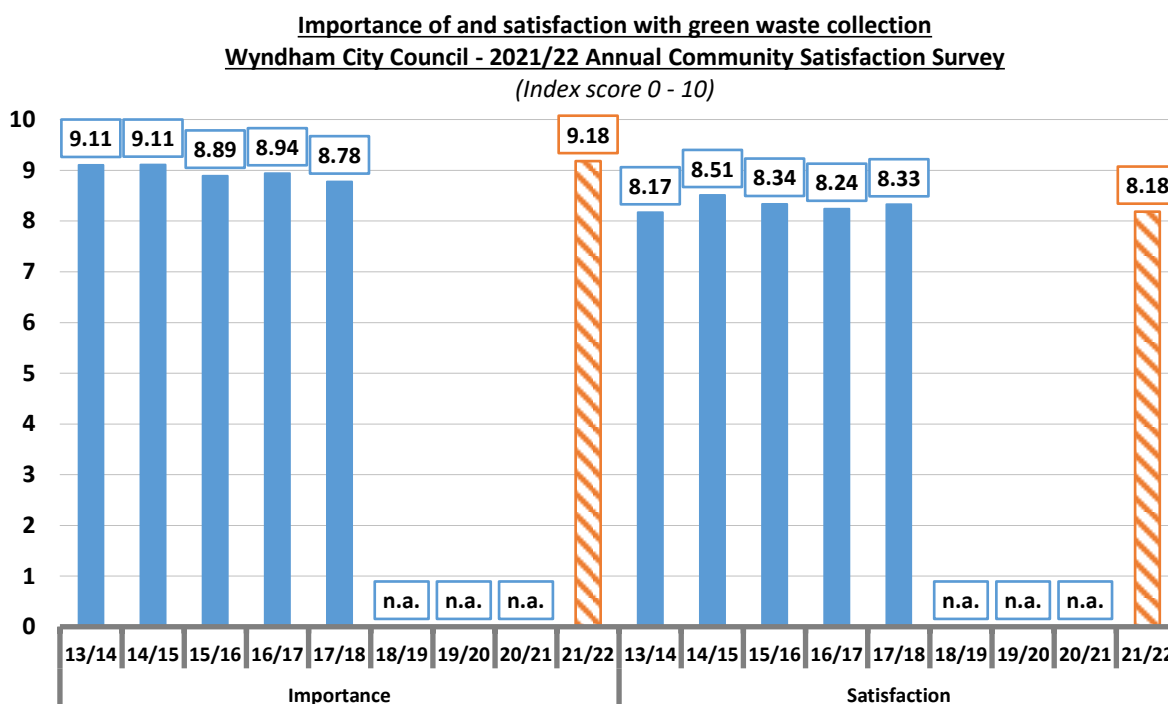
This ranks the regular recycling collection 4th in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “regular recycling” was 8.35, only marginally higher than this City of Wyndham result.



Green waste collection

The green waste collection was previously included in the survey prior to 2018/19 as “green waste collection”, however it was included as an optional service, which meant that respondents were first asked if they or a member of their household had used the service, prior to being asked to rate satisfaction. Metropolis Research notes that this change will not have had a material impact on the time-series compatibility of these results.



The green waste collection was the 6th most important of the 46 included services and facilities, with an average importance of 9.18 out of 10. This result was somewhat higher than the average importance from 2013/14 to 2017/18 of 8.97.

A total of 1,065 of the 1,205 respondents rated satisfaction with the green waste collection, including 73.8% “very satisfied” and 5.3% “dissatisfied”. Metropolis Research notes that to obtain a satisfaction score of eight or more (i.e., “very satisfied”) from three-quarters of respondents is a very strong result reflecting significant community satisfaction with the service.

The average satisfaction was 8.18, or an “excellent” level of satisfaction. This result was marginally but not measurably lower than the long-term average satisfaction since 2013/14 of 8.30.

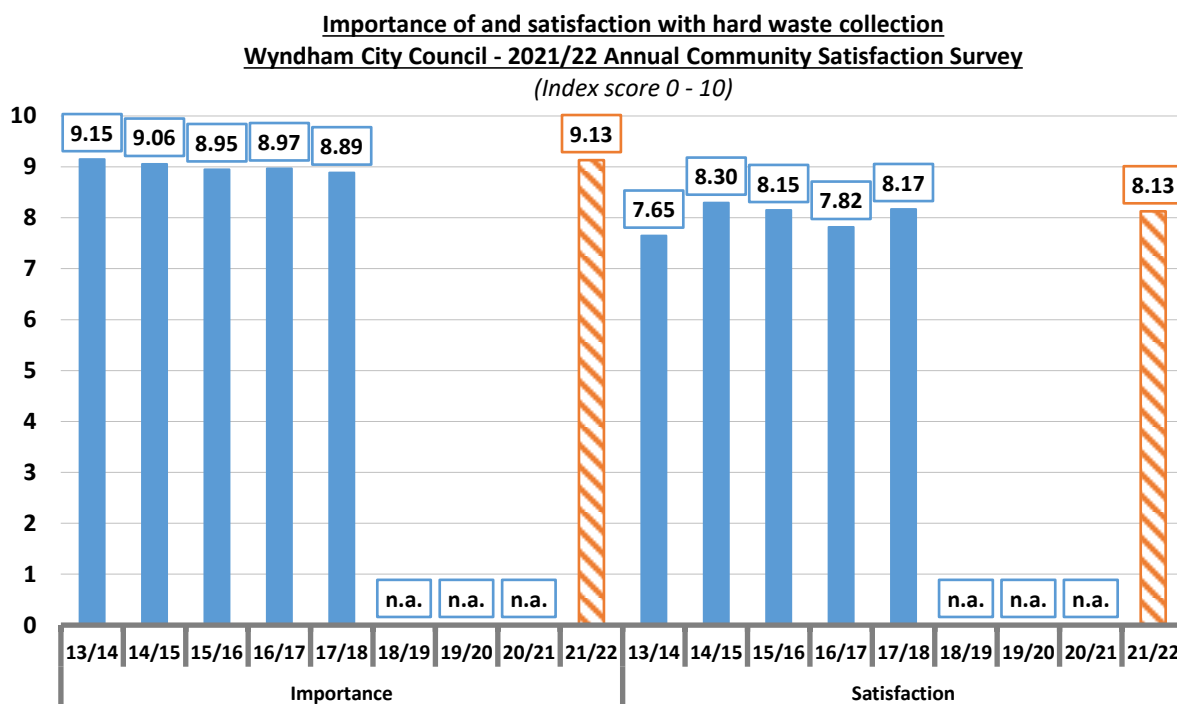
This ranks the green waste collection 7th in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “green waste collection” was 8.16, almost identical to this City of Wyndham result. It is important to note, however, that the metropolitan Melbourne satisfaction was asked only of respondents who had used the service in the last 12 months.



Hard waste collection

This service was previously included in the survey prior to 2018/19 as “hard rubbish collection”, and it was included as an optional service, which meant that respondents were first asked if they or a member of their household had used the service, prior to being asked to rate satisfaction. Metropolis Research notes that these changes should not have had a material impact on the time-series compatibility of these results.



The hard waste collection was the 8th most important of the 46 included services and facilities, with an average importance score of 9.13 out of 10. This result was marginally higher than the average importance from 2013/14 to 2017/18 of 9.00.

A total of 1,037 of the 1,205 rated satisfaction with this service, including 73.2% “very satisfied” and six percent “dissatisfied”. Metropolis Research notes that to obtain a satisfaction score of eight or more (i.e., “very satisfied”) from almost three-quarters of respondents is a very strong result reflecting significant community satisfaction with the service.

The average satisfaction was 8.13, or an “excellent” level of satisfaction. This result was marginally but not measurably higher than the long-term average satisfaction since 2013/14 of 8.04.

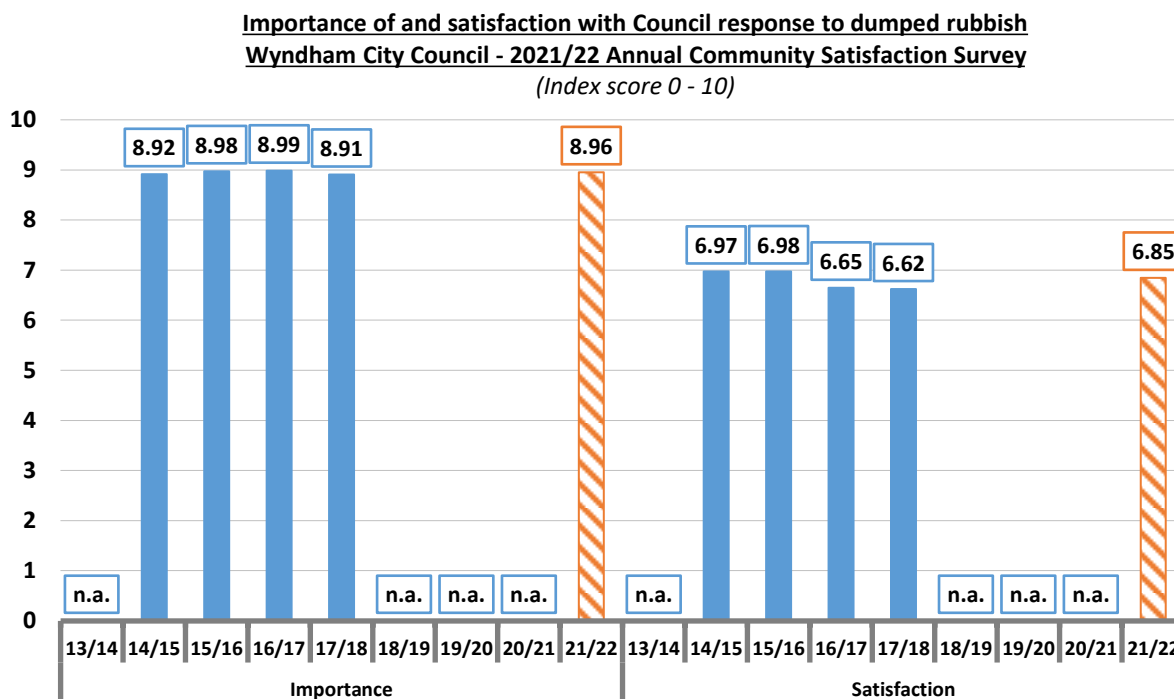
This ranks the service 8th in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with the “hard rubbish service” was 7.99, marginally but not measurably lower than this City of Wyndham result. It is important to note, however, that the metropolitan Melbourne satisfaction was asked only of respondents who had used the service in the last 12 months.



Council response to dumped rubbish

This service was previously included in the survey prior to 2017/18 as “management of illegal dumping of rubbish”. Metropolis Research is of the view that this change in wording is unlikely to have had a material impact on the time-series compatibility of these results.



Council’s response to dumped rubbish was the 12th most important of the 46 included services and facilities, with an average importance of 8.96 out of 10. This result was almost identical to the average importance from 2014/15 to 2017/18 of 8.95.

A total of 1,062 of the 1,205 respondents rated satisfaction with this service, including 49.2% “very satisfied” and 17.5% “dissatisfied”.

The average satisfaction was 6.85, or a “good” level of satisfaction. This result was almost identical to the long-term average satisfaction since 2014/15 of 6.81.

This ranks the service 36th in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “illegally dumped rubbish” was 6.94, marginally but not meaningfully higher than this City of Wyndham result.



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 2021/22 asked to identify what they considered to be the top three issues for the City of Wyndham “at the moment”.

It is important to bear in mind that these responses are not technically 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 identify in the municipality are within the general remit of other levels of government.

A little less than two-thirds (60.3% down from 63.3%) of respondents provided a total of 1,411 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 time series, 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), parking (both availability and enforcement), and parks, gardens, and open space related issues.

These four issues are again in 2021/22 prominent in these results, however, it is noted that parking has diminished significantly as an issue during the pandemic.

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.

Change in results from 2020/21 to 2021/22

The following variations from the results recorded in 2020/21 are noted:

- **More commonly nominated in 2021/22 than in 2020/21** – includes traffic management (17.3% up from 10.5%), street trees (6.2% up from 2.6%), and drains (3.5% up from 0.3%).



- **Less commonly nominated in 2021/22 than in 2020/21** – includes road maintenance and repairs (12.4% down from 18.9%), parks, gardens, and open spaces (7.9% down from 13.1%), and rubbish and waste issues (2.6% down from 6.0%).

It is noted that traffic management has increased somewhat from the unusually low result of just 10.5% recorded through the pandemic, which is clearly reflecting increasing traffic volumes as the community moves back towards a new COVID-normal.

Particular attention is drawn to the substantial decline this year in the proportion of respondents nominating road maintenance and repair related issues, down from an unusually high result over the last three years of around one-sixth (18%).

Metropolis Research notes that parking issues have remained low in the municipality this year at around five percent, down from a 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 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022.

Particular attention is drawn to the following variations:

- **More commonly nominated in the City of Wyndham than metropolitan Melbourne** – includes traffic management (17.3% compared to 15.3%); provision and maintenance of infrastructure (3.2% compared to 1.8%); consultation, communication, and information (3.25% compared to 1.8%); and education and schools (2.6% compared to 0.4%).
- **Less commonly nominated in the City of Wyndham than metropolitan Melbourne** – includes parks, gardens, and open spaces (7.9% compared to 12.8%); parking (4.6% compared to 8.0%); building, housing, planning, and development (3.7% compared to 6.4%); footpath maintenance and repairs (2.7% compared to 6.6%); and rubbish and waste issues (2.6% compared to 5.0%).

Metropolis Research notes that traffic management increased this year as an issue, and is now above the metropolitan Melbourne average, although it has by no means returned yet to pre-COVID levels.

It is also noted 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 commonly required in new housing developments, such as general infrastructure, as well as education and schools. This is a relatively well-established trend for the City of Wyndham.



Top issues for the City of Wyndham at the moment
Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Issue	2021/22		2020/21	2019/20	2018/19	2022 Metro*
	Number	Percent				
Traffic management	209	17.3%	10.5%	35.8%	35.6%	15.3%
Roads maintenance, repairs, and roadworks	150	12.4%	18.9%	18.0%	16.0%	13.1%
Parks, gardens, and open space	95	7.9%	13.1%	11.4%	8.9%	12.8%
Provision and maintenance of street trees	75	6.2%	2.6%	2.3%	2.3%	8.4%
Safety, policing and crime	75	6.2%	5.3%	8.4%	8.7%	4.5%
Parking	55	4.6%	4.3%	15.7%	14.1%	8.0%
Building, planning, housing and development	44	3.7%	2.6%	5.3%	3.5%	6.4%
Drains maintenance and repairs	42	3.5%	0.3%	0.2%	0.1%	2.1%
Cleanliness and general maintenance of area	41	3.4%	4.9%	1.3%	2.4%	4.6%
Provision and maintenance of infrastructure	39	3.2%	2.3%	5.0%	3.0%	1.8%
Consultation, communication, and information	38	3.2%	3.2%	1.2%	1.2%	1.8%
Illegally dumped rubbish	38	3.2%	1.2%	n.a.	n.a.	2.4%
Footpath maintenance and repairs	32	2.7%	1.4%	4.1%	4.4%	6.6%
Education and schools	31	2.6%	3.1%	1.3%	5.1%	0.4%
Rubbish and waste issues incl. garbage	31	2.6%	6.0%	4.0%	2.1%	5.0%
Public transport	29	2.4%	3.2%	7.9%	7.2%	2.1%
Animal management	22	1.8%	0.3%	0.8%	0.8%	1.5%
Council rates	22	1.8%	3.6%	3.1%	4.3%	2.5%
Nature strip issues	22	1.8%	0.0%	0.0%	0.0%	0.0%
Public toilets	22	1.8%	0.3%	0.1%	0.7%	2.1%
Council customer service and responsiveness	21	1.7%	0.3%	0.3%	0.1%	1.3%
Health and medical services	20	1.7%	0.7%	0.6%	0.9%	1.0%
Sports and recreation facilities	20	1.7%	2.2%	0.8%	1.4%	1.9%
Activities, services and facilities for youth	19	1.6%	0.2%	0.5%	0.6%	0.5%
Street cleaning and maintenance	15	1.2%	0.3%	1.7%	0.6%	2.9%
Activities and facilities for children	12	1.0%	0.7%	1.3%	1.6%	2.3%
Environment and conservation	12	1.0%	0.9%	1.3%	0.4%	2.6%
Governance and accountability	11	0.9%	0.7%	0.3%	1.8%	2.3%
Upkeep of private property	11	0.9%	0.0%	0.0%	0.0%	0.1%
Cycling / walking paths provision and maintenance	10	0.8%	0.8%	0.5%	0.4%	2.6%
Enforcement / update of local laws	10	0.8%	0.8%	0.3%	0.7%	1.0%
Community activities, arts and culture	9	0.7%	1.7%	0.8%	0.4%	1.8%
Dog off-leash parks and facilities	9	0.7%	0.0%	0.0%	0.0%	1.6%
Financial issues and priorities for council	8	0.7%	0.4%	0.4%	0.4%	0.4%
Multicultural issues / cultural diversity	8	0.7%	0.7%	0.4%	0.6%	0.6%
Street lighting	8	0.7%	0.9%	2.8%	2.2%	2.4%
Support for local business/economic development	8	0.7%	0.1%	0.0%	0.3%	0.6%
All other issues (28 separately identified)	88	7.3%	14.6%	9.7%	13.5%	18.6%
Total responses	1,411		1,339	1,770	1,751	1,167
<i>Respondents identifying at least one issue</i>	<i>727</i> <i>(60.3%)</i>		<i>63.3%</i>	<i>72.7%</i>	<i>76.7%</i>	<i>69.4%</i>

(*) 2022 metropolitan Melbourne average from Governing Melbourne



Issues by precinct

There was some variation in the top issues to address observed across the municipality:

- **Hoppers Crossing** – respondents were notably more likely than average to nominate traffic management.
- **Point Cook** – respondents were somewhat more likely than average to nominate consultation and communication, rubbish and waste, and education and schools.
- **Tarneit** – respondents were somewhat more likely than average to nominate parking, street trees, and nature strip issues.
- **Wyndham Vale** – respondents were notably more likely than average to nominate roads and traffic management, and somewhat more likely to nominate safety, policing, and crime.
- **Laverton North / Williams Landing** – the small sample of 41 respondents were somewhat more likely than average to nominate traffic management, roads, education and schools, parks and gardens, animal management, drains, street cleaning, upkeep of private property, and illegally dumped rubbish.

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)

Hoppers Crossing		Point Cook	
Traffic management	22.9%	Traffic management	17.3%
Roads maintenance and repairs	13.3%	Roads maintenance and repairs	10.2%
Provision and maintenance of street trees	5.2%	Provision and maintenance of street trees	7.9%
Parks, gardens and open space	4.8%	Parks, gardens and open space	7.5%
Footpath maintenance and repairs	4.8%	Consult, communicate / provision of info.	7.1%
Safety, policing and crime	4.8%	Safety, policing and crime	6.3%
Parking	4.3%	Rubbish and waste issues inc garbage	5.5%
Building, planning, housing, development	4.3%	Education and schools	5.1%
Public toilets	3.3%	Cleanliness / general maintenance of area	4.3%
Nature strip issues	2.4%	Parking	3.9%
All other issues	32.9%	All other issues	60.6%
<i>Respondents identifying an issue</i>	<i>114</i> <i>(54.5%)</i>	<i>Respondents identifying an issue</i>	<i>165</i> <i>(65.2%)</i>
Tarneit		Truganina	
Roads maintenance and repairs	14.0%	Traffic management	15.4%
Traffic management	12.2%	Parks, gardens and open space	8.5%
Parking	9.3%	Safety, policing and crime	8.5%
Provision and maintenance of street trees	9.3%	Roads maintenance and repairs	6.2%
Parks, gardens and open space	8.7%	Provision and maintenance of street trees	5.4%
Safety, policing and crime	7.6%	Illegally dumped rubbish	5.4%
Nature strip issues	4.7%	Parking	4.6%
Provision / maintenance of infrastructure	4.7%	Consult, communicate / provision of info.	4.6%
Cleanliness / general maintenance of area	4.1%	Drains maintenance and repairs	3.8%
Public transport	3.5%	Rubbish and waste issues inc garbage	3.8%
All other issues	38.4%	All other issues	33.8%
<i>Respondents identifying an issue</i>	<i>104</i> <i>(60.1%)</i>	<i>Respondents identifying an issue</i>	<i>75</i> <i>(57.6%)</i>



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	12.1%
Parks, gardens and open space	9.4%
Roads maintenance and repairs	8.0%
Provision and maintenance of street trees	6.7%
Drains maintenance and repairs	5.8%
Provision / maintenance of infrastructure	4.9%
Illegally dumped rubbish	4.9%
Parking	4.0%
Building, housing, planning, development	4.0%
Footpath maintenance and repairs	3.1%
All other issues	31.7%
<i>Respondents identifying an issue</i>	<i>123 (54.7%)</i>

Wyndham Vale	
Roads maintenance and repairs	22.4%
Traffic management	22.4%
Safety, policing and crime	9.8%
Parks, gardens and open space	8.0%
Provision / maintenance of infrastructure	5.7%
Cleanliness / general maintenance of area	5.2%
Building, housing, planning, development	5.2%
Drains maintenance and repairs	4.6%
Public transport	4.0%
Footpath maintenance and repairs	4.0%
All other issues	36.2%
<i>Respondents identifying an issue</i>	<i>114 (65.9%)</i>

Laverton North / Williams Landing	
Traffic management	22.0%
Roads maintenance and repairs	17.1%
Education and schools	14.6%
Parks, gardens and open space	14.6%
Animal management	9.8%
Drains maintenance and repairs	7.3%
Safety, policing and crime	7.3%
Street cleaning and maintenance	7.3%
Upkeep of private property	7.3%
Illegally dumped rubbish	7.3%
All other issues	36.6%
<i>Respondents identifying an issue</i>	<i>32 (77.3%)</i>

City of Wyndham	
Traffic management	17.3%
Roads maintenance and repairs	12.4%
Parks, gardens, and open space	7.9%
Provision and maintenance of street trees	6.2%
Safety, policing and crime	6.2%
Parking	4.6%
Building, housing, planning, development	3.7%
Drains maintenance and repairs	3.5%
Cleanliness / general maintenance of area	3.4%
Provision / maintenance of infrastructure	3.2%
All other issues	48.6%
<i>Respondents identifying an issue</i>	<i>727 (60.3%)</i>

Western region Councils	
Traffic management	15.0%
Provision and maintenance of street trees	11.8%
Parks, gardens and open spaces	11.1%
Roads maintenance and repairs	11.1%
Parking	6.5%
Cleanliness and maintenance of area	5.2%
Building, housing, planning, development	3.9%
Safety, policing and crime	3.9%
Rubbish and waste issues incl. garbage	3.9%
Services and facilities for the disabled	3.3%
All other issues	48.4%
<i>Respondents identifying an issue</i>	<i>98 (64.3%)</i>

Growth area Councils	
Roads maintenance and repairs	19.3%
Parks, gardens and open spaces	17.6%
Traffic management	14.2%
Provision and maintenance of street trees	13.6%
Footpath maintenance and repairs	6.3%
Cleanliness and maintenance of area	5.1%
Parking	4.5%
Building, housing, planning, development	4.5%
Public toilets	4.0%
Rubbish and waste issues incl. garbage	4.0%
All other issues	47.7%
<i>Respondents identifying an issue</i>	<i>122 (69.5%)</i>



Issues by respondent profile

There was some variation in the top issues to address observed by respondent profile, as follows:

- ***Adults (aged 35 to 44 years)*** – respondents were somewhat more likely than average to nominate education and schools.
- ***Middle-aged adults (aged 45 to 54 years)*** – respondents were measurably more likely than average to nominate road maintenance and repairs, including roadworks.
- ***Older adults (aged 55 to 74 years)*** – respondents were somewhat more likely than average to nominate car parking, provision and maintenance of infrastructure, public transports, and street trees.
- ***Senior citizens (aged 75 years and over)*** – the small sample of 22 respondents were somewhat more likely than average to nominate drains, planning and development, street cleaning, rates, footpaths, and rubbish and waste issues.
- ***Male*** – respondents were somewhat more likely than female respondents to nominate traffic management.
- ***Female*** – respondents were somewhat more likely than male respondents to nominate education and schools.
- ***English speaking household*** – respondents were somewhat more likely than respondents from multi-lingual households to nominate roads maintenance and repairs.
- ***Multi-lingual household*** – respondents were somewhat more likely than respondents from English speaking households to nominate education and schools.



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	
Traffic management	19.9%
Roads maintenance and repairs	11.1%
Parks, gardens and open space	7.8%
Safety, policing and crime	7.3%
Provision and maintenance of street trees	6.9%
Parking	4.7%
Building, housing, planning, development	4.2%
Cleanliness / general maintenance of area	3.9%
Drains maintenance and repairs	3.4%
Provision / maintenance of infrastructure	3.4%
All other issues	45.1%
<i>Respondents identifying an issue</i>	<i>362 (59.8%)</i>

Female	
Traffic management	15.1%
Roads maintenance and repairs	14.0%
Parks, gardens and open space	8.0%
Provision and maintenance of street trees	5.6%
Safety, policing and crime	5.3%
Parking	4.5%
Education and schools	3.5%
Drains maintenance and repairs	3.5%
Illegally dumped rubbish	3.3%
Consult, communicate / provision of info.	3.2%
All other issues	51.3%
<i>Respondents identifying an issue</i>	<i>360 (59.8%)</i>

English speaking	
Traffic management	18.5%
Roads maintenance and repairs	16.5%
Parks, gardens and open space	8.2%
Provision and maintenance of street trees	5.1%
Drains maintenance and repairs	4.6%
Safety, policing and crime	4.1%
Provision / maintenance of infrastructure	4.0%
Building, housing, planning, development	3.8%
Parking	3.6%
Footpath maintenance and repairs	3.5%
All other issues	43.5%
<i>Respondents identifying an issue</i>	<i>382 (60.5%)</i>

Multi-lingual	
Traffic management	16.1%
Safety, policing and crime	8.8%
Roads maintenance and repairs	7.9%
Parks, gardens and open space	7.9%
Provision and maintenance of street trees	7.7%
Parking	5.5%
Education & schools	4.1%
Consult, communicate / provision of info.	4.1%
Cleanliness / general maintenance of area	3.9%
Building, housing, planning, development	3.4%
All other issues	50.6%
<i>Respondents identifying an issue</i>	<i>342 (61.1%)</i>



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)

Young adults (18 to 34 years)	
Traffic management	14.9%
Roads maintenance and repairs	9.0%
Provision and maintenance of street trees	6.3%
Parks, gardens and open space	4.8%
Safety, policing and crime	4.8%
Illegally dumped rubbish	4.4%
Parking	3.5%
Consult, communicate / provision of info.	3.5%
Drains maintenance and repairs	3.1%
Education and schools	2.8%
All other issues	34.1%
Respondents identifying an issue	227 (49.8%)

Adults (35 to 44 years)	
Traffic management	17.8%
Parks, gardens and open space	10.8%
Roads maintenance and repairs	10.8%
Safety, policing and crime	8.4%
Provision and maintenance of street trees	6.3%
Education and schools	5.2%
Cleanliness / general maintenance of area	4.9%
Parking	4.5%
Building, housing, planning, development	4.5%
Consult, communicate / provision of info.	4.2%
All other issues	54.9%
Respondents identifying an issue	191 (66.8%)

Middle aged adults (45 to 54 years)	
Roads maintenance and repairs	21.3%
Traffic management	19.8%
Parks, gardens and open space	9.6%
Safety, policing and crime	8.6%
Provision and maintenance of street trees	5.6%
Parking	4.6%
Drains maintenance and repairs	4.6%
Consult, communicate / provision of info.	4.1%
Building, housing, planning, development	4.1%
Illegally dumped rubbish	4.1%
All other issues	50.8%
Respondents identifying an issue	136 (69.0%)

Older adults (55 to 74 years)	
Traffic management	19.5%
Roads maintenance and repairs	14.5%
Parks, gardens and open space	9.5%
Parking	7.3%
Provision / maintenance of infrastructure	7.3%
Public transport	5.9%
Footpath maintenance and repairs	5.9%
Provision and maintenance of street trees	5.9%
Safety, policing and crime	4.5%
Cleanliness / general maintenance of area	4.1%
All other issues	44.1%
Respondents identifying an issue	146 (66.3%)

Senior citizens (75 years and over)	
Traffic management	17.8%
Roads maintenance and repairs	11.1%
Drains maintenance and repairs	8.9%
Building, housing, planning, development	8.9%
Street cleaning and maintenance	8.9%
Parks, gardens and open space	6.7%
Council rates	6.7%
Footpath maintenance and repairs	6.7%
Safety, policing and crime	6.7%
Rubbish and waste issues inc garbage	6.7%
All other issues	33.3%
Respondents identifying an issue	26 (58.8%)

City of Wyndham	
Traffic management	17.3%
Roads maintenance and repairs	12.4%
Parks, gardens, and open space	7.9%
Provision and maintenance of street trees	6.2%
Safety, policing and crime	6.2%
Parking	4.6%
Building, housing, planning, development	3.7%
Drains maintenance and repairs	3.5%
Cleanliness / general maintenance of area	3.4%
Provision / maintenance of infrastructure	3.2%
All other issues	48.6%
Respondents identifying an issue	727 (60.3%)



Respondent profile

The following section provides the demographic profile of respondents to the *Wyndham City Council – 2021/22 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

Due to the limitations of the telephone methodology in obtaining a good sample of younger residents, the sample has been weighted by age and gender, to conform with the 2016 *Census*. Every effort was made to maximise the participation of younger residents, including over-sampling this group in the random sample of telephone numbers.

Age structure
Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Age cohort	21/22 (unweighted)		2021/22	2020/21	2019/20	2018/19	2017/18
	Number	Percent	(weighted)				
Young adults (18 to 34 years)	194	16.1%	37.9%	38.1%	26.7%	29.7%	32.4%
Adults (35 to 44 years)	645	53.5%	23.7%	23.5%	29.6%	32.7%	29.4%
Middle-aged adults (45 to 54 years)	175	14.5%	16.4%	22.7%	26.2%	21.5%	16.7%
Older adults (55 - 74 years)	169	14.0%	18.3%	12.0%	13.5%	13.8%	18.7%
Senior citizens (75 yrs and over)	22	1.8%	3.7%	3.7%	4.0%	2.3%	2.8%
Not stated	0		0	0	7	2	2
Total	1,205	100%	1,205	1,200	1,200	1,200	1,200

Gender

Gender
Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Gender	2021/22		2020/21	2019/20	2018/19	2017/18	2016/17
	Number	Percent					
Male	592	49.5%	49.6%	57.7%	55.2%	52.3%	52.3%
Female	602	50.3%	50.4%	42.3%	44.8%	47.6%	47.6%
Non-binary	3	0.3%	0.0%	0.0%	0.0%	0.1%	0.1%
Prefer another term	0	0.0%					
Not stated	8		0	4	27	5	5
Total	1,205	100%	1,200	1,200	1,200	1,200	1,200

Language

Language spoken at home
Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2021/22		2020/21	2019/20	2018/19	2017/18	2016/17
	Number	Percent					
English	632	53.0%	55.8%	56.7%	59.6%	58.1%	56.4%
Hindi	105	8.8%	9.9%	9.7%	7.1%	5.8%	5.6%
Punjabi	47	3.9%	3.3%	3.1%	2.8%	2.3%	2.7%
Italian	35	2.9%	2.7%	2.6%	2.0%	2.6%	3.3%
Arabic	34	2.8%	1.0%	1.7%	1.7%	1.0%	1.6%
Mandarin	34	2.8%	1.8%	2.9%	2.4%	2.6%	3.6%
Tagalog (Filipino)	27	2.3%	2.8%	1.9%	1.3%	1.0%	2.5%
Tamil	20	1.7%	1.8%	0.7%	1.3%	0.9%	1.1%
Urdu	20	1.7%	1.5%	1.2%	2.1%	0.9%	1.0%
Teluga	18	1.5%	0.9%	0.7%	1.1%	0.3%	0.6%
Gujarati	17	1.4%	1.5%	0.8%	0.5%	0.8%	0.8%
Vietnamese	16	1.3%	0.6%	0.4%	0.9%	0.9%	0.8%
Bengali	13	1.1%	1.1%	0.8%	0.7%	0.6%	0.8%
Spanish	12	1.0%	0.9%	1.1%	0.4%	0.7%	1.1%
Maltese	11	0.9%	0.6%	1.3%	0.7%	1.0%	0.5%
French	10	0.8%	0.5%	0.7%	0.2%	0.4%	0.4%
Greek	8	0.7%	0.5%	0.9%	1.1%	1.2%	0.9%
Macedonian	8	0.7%	0.3%	0.3%	0.2%	0.9%	0.4%
Sinhalese	8	0.7%	0.5%	0.8%	0.5%	0.1%	0.5%
Amharic	7	0.6%	0.1%	0.3%	0.2%	0.2%	0.8%
Cantonese	6	0.5%	0.4%	0.5%	0.3%	0.2%	0.1%
Indian (Other)	6	0.5%	0.0%	0.1%	0.1%	0.1%	0.3%
Indonesian	6	0.5%	1.0%	0.0%	0.9%	0.3%	0.6%
Swahili	6	0.5%	0.1%	0.2%	0.0%	0.0%	0.2%
German	5	0.4%	0.3%	0.5%	0.2%	0.3%	0.2%
Persian	5	0.4%	0.2%	0.4%	0.0%	0.2%	0.0%
Chinese, n.f.d	4	0.3%	0.6%	0.8%	1.3%	0.3%	0.6%
Japanese	4	0.4%	0.1%	0.1%	0.3%	0.2%	0.1%
Polish	4	0.3%	0.2%	0.3%	0.2%	0.7%	0.8%
Auslan	3	0.3%	0.1%	0.1%	0.0%	0.0%	0.0%
Burmese	3	0.3%	0.0%	0.1%	0.3%	0.0%	0.2%
Cebuano	3	0.3%	0.0%	0.0%	0.1%	0.0%	0.0%
Malayalam	3	0.3%	0.5%	0.4%	0.9%	0.5%	0.3%
Samoan	3	0.3%	0.4%	0.6%	0.1%	0.5%	0.2%
Tongan	3	0.3%	0.1%	0.1%	0.2%	0.3%	0.5%
Croatian	2	0.2%	0.3%	0.5%	0.3%	0.5%	0.2%
Dutch	2	0.2%	0.1%	0.2%	0.1%	0.1%	0.0%
Hungarian	2	0.2%	0.2%	0.1%	0.1%	0.2%	0.0%
Marathi	2	0.2%	0.4%	0.2%	0.2%	0.1%	0.4%
Nepali	2	0.2%	0.2%	0.3%	0.1%	0.5%	0.3%
Multiple	1	0.1%	0.5%	1.3%	4.2%	5.3%	2.3%
All other languages (32 languages)	36	3.0%	6.3%	4.8%	3.5%	7.4%	7.4%
Not stated	12		33	10	25	25	5
Total	1,205	100%	1,200	1,200	1,200	1,200	1,200

Aboriginal and / or Torres Strait Islander**Identify as Aboriginal and / or Torres Strait Islander****Wyndham City Council - 2021/22 Annual Community Satisfaction Survey***(Number and percent of respondents providing a response)*

Response	2021/22	
	Number	Percent
Yes - Aboriginal	14	1.2%
Yes - Torres Strait Islander	1	0.1%
Yes - both Aboriginal and Torres Strait Islander	0	0.0%
No	1,158	98.7%
Prefer not to say	32	
Total	1,205	100%

Household structure**Household structure****Wyndham City Council - 2021/22 Annual Community Satisfaction Survey***(Number and percent of respondents providing a response)*

Structure	2021/22		2020/21	2019/20	2018/19	2017/18	2016/17
	Number	Percent					
Two parent family total	639	54.7%	55.2%	59.6%	60.5%	59.3%	55.4%
<i>youngest child 0 - 4 years</i>	180	15.4%	14.9%	17.0%	18.2%	18.8%	20.8%
<i>youngest child 5 - 12 years</i>	230	19.7%	18.0%	18.8%	18.2%	19.4%	16.9%
<i>youngest child 13 - 18 years</i>	89	7.6%	10.8%	9.8%	11.0%	7.6%	8.0%
<i>adult children only</i>	140	12.0%	11.4%	14.1%	13.1%	13.5%	9.7%
One parent family total	113	9.7%	7.6%	5.1%	5.1%	6.7%	7.0%
<i>youngest child 0 - 4 years</i>	9	0.8%	1.0%	0.9%	0.5%	0.5%	0.8%
<i>youngest child 5 - 12 years</i>	21	1.8%	1.6%	1.5%	1.3%	2.3%	2.1%
<i>youngest child 13 - 18 years</i>	22	1.9%	2.3%	0.3%	0.8%	0.8%	1.4%
<i>adult children only</i>	61	5.2%	2.9%	2.4%	2.5%	3.1%	2.8%
Couple only household	220	18.3%	20.0%	16.9%	18.7%	20.3%	20.3%
Group household	94	7.8%	3.7%	3.8%	4.5%	6.8%	7.7%
Sole person household	88	7.3%	8.2%	7.9%	5.4%	6.0%	7.3%
Other	14	1.2%	3.9%	5.4%	4.1%	0.9%	2.3%
Not stated	37		46	43	62	4	3
Total	1,205	100%	1,200	1,200	1,200	1,200	1,200

Household member with a disability

Household member with a disability
Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2021/22		2020/21	2019/20	2018/19	2017/18	2016/17
	Number	Percent					
Yes	138	11.8%	11.6%	7.6%	7.5%	12.1%	15.0%
No	1,031	88.2%	88.4%	92.4%	92.5%	87.9%	85.0%
Not stated	36		40	16	44	6	7
Total	1,205	100%	1,200	1,200	1,200	1,200	1,200

Housing situation

Housing situation
Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Situation	2021/22		2020/21	2019/20	2018/19	2017/18	2016/17
	Number	Percent					
Own this home	532	45.6%	39.8%	52.2%	46.2%	47.0%	41.8%
Mortgage (paying-off this home)	384	32.9%	41.3%	25.3%	29.0%	29.7%	32.8%
Renting this home	231	19.8%	17.3%	21.6%	24.2%	21.4%	24.1%
Other arrangement	20	1.7%	1.7%	1.0%	0.6%	1.9%	1.3%
Not stated	38		49	56	80	15	6
Total	1,205	100%	1,200	1,200	1,200	1,200	1,200

Period of residence

Period of residence in Wyndham
Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Period	2021/22		2020/21	2019/20	2018/19	2017/18	2016/17
	Number	Percent					
Less than 1 year	23	1.9%	1.6%	5.1%	8.3%	7.1%	7.9%
1 to less than 5 years	47	4.0%	4.7%	20.9%	21.1%	21.7%	23.3%
5 to less than 10 years	295	24.9%	29.2%	25.9%	27.8%	21.8%	23.8%
10 years or more	820	69.2%	64.6%	48.0%	42.8%	49.5%	45.0%
Not stated	20		4	30	63	5	4
Total	1,205	100%	1,200	1,200	1,200	1,200	1,200

Previous municipality

Wyndham City Council - 2021/22 Annual Community Satisfaction Survey

(Number of respondents living in the City of Wyndham for less than 5 yrs)

Council	2021/22	
	Number	Percent
Interstate	15	27.3%
Hobsons Bay	6	10.9%
International	5	9.1%
Casey	4	7.3%
Darebin	4	7.3%
Brimbank	3	5.5%
Glen Eira	2	3.6%
Hume	2	3.6%
Melbourne	2	3.6%
Port Phillip	2	3.6%
Whittlesea	2	3.6%
Greater Geelong	1	1.8%
Knox	1	1.8%
Maribyrnong	1	1.8%
Maroondah	1	1.8%
Melton	1	1.8%
Monash	1	1.8%
Moonee Valley	1	1.8%
Yarra	1	1.8%
Not stated	15	
Total	70	100%



General comments

The following general comments were received from respondents to the *Wyndham City Council – 2021/22 Annual Community Satisfaction Survey*.

A total of 113 general comments were received from respondents this year, with the following table providing a summary of the key issues raised by respondents.

Comments on specific services, comments on the survey, and generally positive statements were the most common responses.

The comments on the survey related to several issues, a few respondents considered that some of the questions were not relevant to them, a few considered that the survey was too long, and some said that the survey was a good idea but that it should drive action by Council.

General comments summary
Wyndham City Council - 2021/22 Annual Community Satisfaction Survey
(Number and percent of total responses)

Response	2021/22		2020/21	2019/20	2018/19
	Number	Percent			
Services / facilities	20	18.0%	12.1%	22.4%	13.6%
Comments on survey	14	12.6%	0.9%	2.1%	2.9%
General positive	13	11.7%	7.6%	4.2%	4.9%
Council governance and management	10	9.0%	3.6%	0.0%	0.0%
Communication	8	7.2%	7.2%	6.3%	2.9%
Planning, housing and development	7	6.3%	4.0%	4.2%	0.0%
Parking	7	6.3%	3.6%	6.3%	8.7%
General cleanliness	7	6.3%	2.2%	0.0%	0.0%
Traffic management	5	4.5%	6.7%	13.3%	10.7%
Parks, gardens and open spaces	4	3.6%	13.5%	6.3%	8.7%
Garbage / green waste collection / recycling	4	3.6%	5.4%	2.1%	3.9%
General negative	4	3.6%	1.8%	1.4%	0.0%
Roads	3	2.7%	12.1%	11.9%	5.8%
Public transport	2	1.8%	5.4%	7.0%	5.8%
Rates / other fees	1	0.9%	3.1%	5.6%	2.9%
Infrastructure	1	0.9%	2.2%	0.0%	0.0%
Footpath	1	0.9%	0.4%	0.0%	0.0%
Safety, security and crime	0	0.0%	4.9%	2.8%	14.6%
Other comments	0	0.0%	3.1%	4.2%	14.6%
Total	111	100%	223	143	103

General comments

Wyndham City Council – 2021/22 Annual Community Satisfaction Survey

(Number of responses)

Response	Number
<i>Services / facilities</i>	
More primary and secondary schools	3
Bike path under the bridge near Armstrong Road and Lollipop Creek intersection is disconnected. We must travel all the way over the bridge and that seems unfair	1
Bike paths and shared trails are not smooth. I cycle a lot and it is risky to ride on these paths	1
Community activities like pottery class should have longer working hours. There are no activities for working people. Council should provide activities open at evening and night as well	1
Council should propose more education related projects	1
More kinder and venues for hire in the Truganina area	1
Need questions regarding schools	1
Point Cook needs leisure centre and swimming pool	1
Possible arrangements for more school around the current area as the only public school around Hogans Road is not that great	1
Public toilets around Wyndham are so dirty you can't even use them in emergencies. Never seen them clean	1
Sayers drain always floods	1
Should really fix up the hospital and police station	1
Takes long time to respond to the kindergarten services especially in terms of making changes to shift	1
The maternal health centre in Werribee is really poorly maintained. The nurse there had minimal space and she didn't even have the necessary equipment. We haven't booked our second session because it was so poorly maintained	1
The old open sewerage system trail is under poor maintenance, the Council should pressurize who is responsible	1
There are no public toilets in the area. Build more and keep them clean	1
There aren't enough health services in Wyndham. We need more hospitals and healthcare in general	1
There is absolutely no shade in playgrounds. It is difficult for children to play and for parents to wait in the sun	1
Total	20

General positive

They have hard job, but they are doing it well	3
Great place to live	2
Community centres are really good and helpful for parents	1
Emergency services are doing fantastic jobs, especially fire brigades they distributed sweets to the kids which was an amazing gesture and it helped bring community together	1
Happy to be involved	1
I lodged two complaints online and the Council members responded professionally and resolved the issues	1



I'd like to thank the Council members for providing COVID testing centres	1
Quite happy with Council services	1
The Council is doing a great job, we appreciate the infrastructure	1
Upon call back Council responds	1
Total	13

Comments on survey

Many questions not relevant	3
The survey is too long	2
Good initiative to do the survey but hope action will be taken	1
Hope this survey is effective and Council provides more facilities	1
If it is a community satisfaction survey, it should be more specific to the basic services and not so generic	1
Notify beforehand about the survey	1
Prefer email survey	1
Some of the questions are hard to understand	1
The last question should have more options. It shouldn't just finish at '10 years or more' they are people here who have been living here for 40 to 50 years	1
Its great that they are enabling people to give their opinion	1
Thank you for reaching out through this survey and hope that Council will take necessary measures	1
Total	14

Council governance and management

Council charges for the drainage system and stormwater draining. They should not charge for such drainage systems	1
Council has been managing the COVID protocols very poorly	1
Council needs to build better image of Werribee area	1
Council should focus on providing better core services	1
Councillors focused on personal agendas instead of the community	1
Council's process of complaint lodging is very tedious and discouraging. Always has over the top requirements for really small issues	1
Hire community people in the Council to create a multicultural environment to have a better understanding of the needs of the community people	1
I'd like council to get their act together and do the actual work and don't charge huge fees and don't overpay their administrative staff and Councillors	1
Rang Council many times, they came and cut the trees and dumped the branches on the streets. It's still here and nothing has been done	1
We need diversity of people in Council position so they could understand people's need	1
Total	10



Communication

Call back when you do requests through the website	1
Council campaigns needs to provide more covid related information. Along with the volunteers participating in the campaign to effectively make people aware	1
Council is not being responsive	1
Council should be more proactive in being responsive to the community needs rather than making decisions for the community	1
Council's timeliness is very poor. Took months to respond and when they did, they were ignorant	1
Little River residents have never been consulted or accepted as a part of Wyndham. And that should be Council's biggest concern	1
Need to promote the community more	1
There is zero dialogue between Council and Little River. So many have tried contacting the Council repeatedly and they have never responded or only dodged the issues	1
Total	8

Planning, housing, and development

Council infrastructure is going to take a hit considering the population growth	1
More shopping centres	1
Schools are approved to be opposite to each other with only one way in and out on both sides. It always blocks the traffic and takes 20 minutes to cross one block. It is absolutely ridiculous	1
The information by the Council is not at all clear. They have mentioned developments of train station and town square in Black Forest North Precinct since 2016. And yet, there is nothing	1
Town planning needs to be fixed	1
Werribee trails to Hobson's Bay development is in process for years	1
The new development on Black Forest Road has been completed for over 8 months and still, Council's website shows developer's name instead of the owners. They should be proactive and timely in these matters	1
Total	7

Parking

More parking spaces needed	2
At Tarneit Shopping Centre, people with no disability permit park their cars in disabled area and it happens all the time	1
More parking spaces in the Werribee Area around the train station	1
More signage for parking	1
Parking is impractical	1
There should be more baby parking. There are very few spaces reserved for baby car parks in Wyndham	1
Total	7



General cleanliness

Maintenance and cleaning of public areas is really poor in Wyndham	2
Litter collection can be improved. Often there is hard rubbish lying around the streets	1
Street hard rubbish collection enforcement required	1
Street sweeper does not clean the footpaths	1
There are always clogged drains because of mud, rubbish carried by trucks for new buildings	1
There is always rubbish lying on the streets, people's front yards in hoppers crossing and it is just not a good look for the community	1
Total	7

Traffic management

Council should be doing more to watch speed	1
Doherty's Road and Leeks Road intersection is a huge problem during peak hours. The 4 lanes road directly becomes single lane. It's really poor traffic management	1
Traffic is impractical	1
Traffic management is becoming an issue in Tarneit West	1
Never felt like leaving until now because of heavy traffic issues	1
Total	5

Parks, gardens and open spaces

Grass in Wyndham is always overgrown	1
Parks, gardens, and playgrounds lack regular maintenance (Point Cook town centre and estate)	1
Council plant trees but they don't water them; and many times, they also go till pavement	1
Street trees around Riversdale Drive, Tarneit are just out of control. Not maintained at all	1
Total	4

Garbage / green waste collection / recycling

Garbage bins are always damaged while collecting. They do not handle the bins with care and if we must replace the bins, the current size is smaller. So, we are at loss for their ignorance	1
Garbage collection is poor (San Domino Avenue)	1
Newly moved to this Council and haven't been provided with green bin. So would like to request a green bin from Council	1
There should be more hard rubbish collection	1
Total	4



General negative

Hope Council becomes responsible and act for betterment of community	1
I am a homeowner not happy with neighbour's tree in the front yard as its causing a huge mess and I am unable to park my car and would like a call back	1
It feels to be excluded from the Council	1
The Council is like a mafia and theft and lose regulations, only to take money from us	1
Total	4

Roads

Tarneit Road duplication took much longer than they promised. It is not a good look for the council	1
Been living here since 1980s. Never felt like leaving the place. Now with annoyingly increasing roadworks, not so sure	1
Roads lack regular maintenance	1
Total	3

Public transport

Train station in Tarneit is quite far	1
Werribee South - Werribee trails connection has been promised for years and yet it's not completed	1
Total	2

Rates / other fees

Council rates too high	1
Total	1

Infrastructure

Council needs to focus on the infrastructure in Williams Landing otherwise young families are going to move out	1
Total	1

Footpaths

Footpaths are uneven all across Williams Landing	1
Total	1



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 (<i>e.g., key ages and stage checks</i>)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Provision of immunisation services	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Provision of youth services (<i>e.g., school holiday programs, Youth Resource Centre, street surfer bus, youth programs, drop-ins</i>)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Provision and maintenance of community facilities and venues for hire (including Wyndham Cultural Centre, Civic Centre function space, Community Hall and Encore Events Centre)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Provision of public art, exhibitions, events, arts and cultural activities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Provision of first-time parent groups	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

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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	

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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

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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

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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

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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

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

**Thank you for your time
Your feedback is most appreciated**