



Wyndham City Council

2014 Annual Community Survey

Executive Summary

December 2014

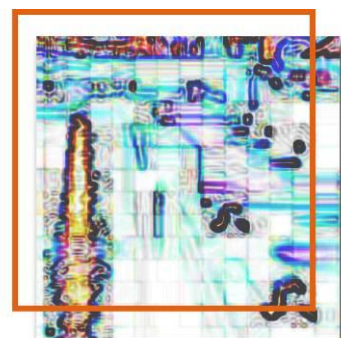
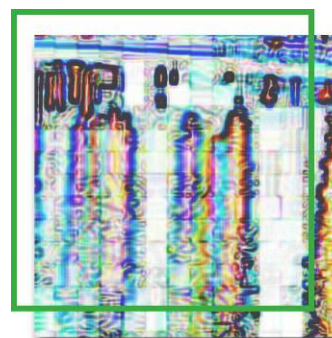


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Wyndham City Council





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Introduction

Metropolis Research was commissioned by Wyndham City Council to undertake this, its second *Annual Community 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 *Annual Community Survey* program comprises the following core components which are included each year:

- ⊗ Satisfaction with Council's overall performance and change in performance
- ⊗ Satisfaction with aspects of governance and leadership
- ⊗ Importance of and satisfaction with a range of Council services and facilities
- ⊗ Issues of importance for Council to address in the coming year
- ⊗ Community perception of safety in public areas of Wyndham
- ⊗ Satisfaction with Council customer service
- ⊗ Respondent profile.

In addition to these core components that are to be included every year, the *Wyndham City Council – 2014 Annual Community Survey* includes questions exploring current issues of importance that reflect Council's current requirements. The 2014 survey includes questions related to the following issues:

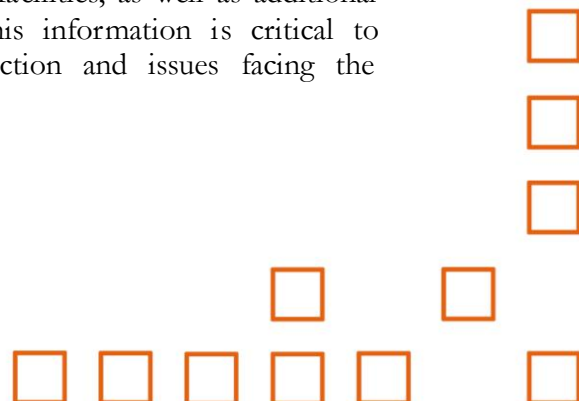
- ⊗ Commuting / public transport use and barriers to use
- ⊗ Aspects of healthy living
- ⊗ Community participation and volunteering

Rationale

The *Annual Community Survey* has been designed to provide Council with a wide range of information covering community satisfaction, community sentiment and community feel and involvement.

The survey meets the requirements of the Local Government Victoria (LGV) annual satisfaction survey by providing importance and satisfaction ratings for the major Council services and facilities as well as scores for satisfaction with Council overall.

The *Annual Community Survey* provides an in depth examination of community satisfaction with a wide range of Council services and facilities, as well as additional community issues, and expectations of Council. This information is critical to informing Council of the attitudes, levels of satisfaction and issues facing the community in the City of Wyndham.





In addition, the *Annual Community Survey* includes a range of respondent profiling questions, to ensure that the respondent sample effectively reflects the underlying demographic profile of the Wyndham community. This detailed respondent profile is also critical as it underpins a more comprehensive understanding of the variations in residents' views across the diverse range of communities that make up the broader Wyndham community. Identifying the groups within the community that have differing issues, levels of engagement with and requirements of Council and other levels of government is a key objective of the survey.

The insights from the survey help inform Council's strategic and organisational planning, service delivery and policy development endeavors to best meets the needs of all the residents of Wyndham.

Methodology

The *Wyndham City Council – 2014 Annual Community Survey* was conducted as a door-to-door interview style survey of 802 households drawn randomly from across the municipality from the 1st November 2014 to 9th December 2014. The final results have been weighted by precinct to ensure that each precinct within Wyndham contributes proportionally to the municipal result. The precinct weightings have been based on the City of Wyndham population forecasts; forecast.id, as published on Council's website.

Trained Metropolis Research survey staff conducted face-to-face interviews of approximately twenty minutes duration with householders. This methodology has produced highly consistent results in terms of the demographics of those surveyed, although it should be noted that face-to-face interviews will tend to slightly over represent families, in particular parents with younger children, and under represent residents who speak a language other than English.

Response rate

A total of 4,841 households were approached to participate in the *Wyndham City Council – 2014 Annual Community Survey*. Of these 2,454 were unattended when Metropolis Research called on the household, 1,585 refused to participate in the research and 802 completed surveys.

This provides a response rate of 33.6%, which is almost the identical to that of 33.7% in 2013, which is generally consistent with the response rate typically obtained across metropolitan Melbourne. This compares to response rates for telephone surveys which can vary from as low as approximately ten percent to one-third.



Governing Melbourne

Governing Melbourne is a unique service provided by Metropolis Research annually since 2010. *Governing Melbourne* is a survey of approximately 800 – 1,000 respondents drawn in equal numbers from every municipality in metropolitan Melbourne. *Governing Melbourne* provides an objective, consistent and reliable basis on which to compare the results of this research. It is not intended to provide a “league table” for local councils, rather to provide a context within which to understand the results of individual municipalities. This report includes results from *Governing Melbourne* for metropolitan Melbourne and the West region of metropolitan Melbourne (Maribyrnong, Hobsons Bay, Wyndham, Brimbank, Melton, and Moonee Valley).

Glossary of terms

Precinct

The term precinct is used by Metropolis Research to describe the small areas and in this instance reflects the official suburbs within Wyndham. Readers seeking to use precinct results should seek clarification of specific precinct boundaries if necessary.

Measurable

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 due to the fact that survey results are subject to a margin of error or an area of uncertainty.

Statistically significant

Statistically significant is the technical term for a measurable difference as described above. The term “statistically significant” and the alternative term “measurable” describe a quantifiable change or difference between results. They do not describe or define whether the result or change is of a sufficient magnitude to be important in the evaluation of performance or the development of policy and service delivery.

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.

Discernible / observed

Metropolis Research will describe some results or changes in results as being discernible, observable or notable. These are not statistical terms rather they are interpretive. They are used to draw attention to results that may be of interest or relevance 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 none-the-less provide some insight.

95% confidence interval and standard deviation

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 **standard deviation (SD)** shows how much variation from the average exists. A low standard deviation indicates that the data points tend to be very close to the mean whilst a high standard deviation indicates that the data points are spread out over a large range of values.



Satisfaction categories



Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretative of the results. These categories have been developed over many years as a guide to the scores presented in the report and are designed to give a general context.

These categories are designed to be indicative of the level of satisfaction. They are generally defined as follows:

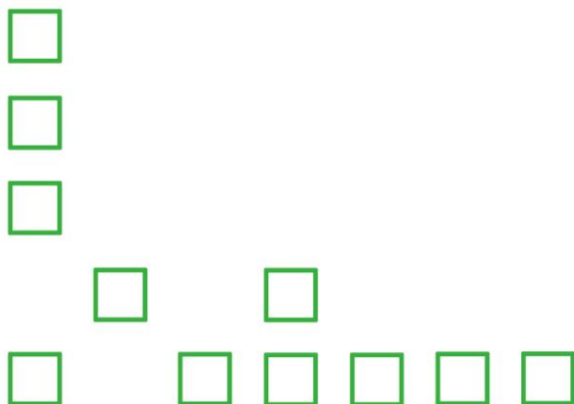
- ⊗ **Excellent:** Scores of 7.75 and above are categorised as excellent
- ⊗ **Very good:** Scores of 7.25 to less than 7.75 are categorised as very good
- ⊗ **Good:** Scores of 6.5 to less than 7.25 are categorised as good
- ⊗ **Solid:** Scores of 6 to less than 6.5 are categorised as solid
- ⊗ **Poor:** Scores less than 6 are categorised as poor
- ⊗ **Very Poor** Scores less than 5.5 are categorised as very poor

Key findings

The following are the key findings for each section of the *City of Wyndham – 2014 Annual Community Survey*.

Council’s overall performance

- ⊗ Satisfaction with Council’s overall performance increased measurably in 2014, up 5.3% from 6.19 to 6.52, a level of satisfaction best categorised as “good”, with a 95% confidence interval of 6.38 to 6.67
- ⊗ Satisfaction with Council’s overall performance was almost identical to the metropolitan Melbourne (6.53) average and marginally higher than the western region (6.47) average
- ⊗ Respondents from Wyndham Vale (6.93) and Point Cook (6.84) rated satisfaction with the overall performance of Council measurably higher than the municipal average
- ⊗ Respondents from Werribee (6.09) rated satisfaction measurably lower than the municipal average
- ⊗ A little less than one sixth (15.1% up from 10.2%) of respondents considered Council’s overall performance had improved in the last 12 months whilst six percent (down from 10.4%) considered that it had deteriorated.



Governance and leadership

- ⊗ Satisfaction with the five aspects of governance and leadership as a group was 6.52, up 9.2% on the 2013 average of 5.97, and is now at a level of satisfaction categorised as “good”
 - Community consultation and engagement (6.87) – “good”
 - Representation, lobbying and advocacy (6.54 up from 5.98) – “good”
 - Responsiveness to community needs (6.43 up from 6.10) – “solid”
 - Making decisions in the interests of the community (6.40) – “solid”
 - Maintaining community trust and confidence (6.37 up from 6.09) – “solid”
 - Planning for population growth (5.87 up from 5.76) – “poor”.

Issues for Council to address in coming 12 months

- ⊗ A total of 641 respondents (79.9% down from 87.1%) provided 1,420 individual responses
- ⊗ The most commonly identified issues in 2014 were:
 - Traffic management (48.5% up from 40.4%)
 - Roads maintenance and repairs (16.6% down from 31.0%)
 - Public transport (13.8% down from 16.1%).

Priorities for Council over the next ten to fifteen years

- ⊗ A total of 407 respondents (50.7%) provided 804 individual responses
- ⊗ The most commonly identified issues in 2014 were:
 - Traffic management (18.3%)
 - Roads maintenance and repairs (10.8%)
 - Public transport (7.7%).

Council services and facilities

Importance of Council services and facilities

- ⊗ The average importance of the forty services and facilities included in 2014 was 8.63 (down from 8.73)
- ⊗ The five most important services in 2014 were “weekly garbage collection”, “regular recycling”, “services for seniors or people with a disability”, “services for children from birth to 5 years of age” and “local library”.

Satisfaction with Council services and facilities

- ⊗ Average satisfaction with the forty services and facilities included in 2014 was 7.47, up 4.5% on 2013, and remains at a level of satisfaction best categorised as “good”. This result is somewhat higher than the metropolitan Melbourne (7.33) and western region (7.04) results from *Governing Melbourne*



- ⊗ The five services with the highest satisfaction scores in 2014 were “weekly garbage collection”, “immunisation services”, “green waste collection”, “local library”, and “regular recycling”
- ⊗ The five services with the lowest satisfaction scores in 2014 were “traffic management”, “public toilets”, “parking enforcement”, “maintenance and repairs of sealed local roads” and “footpath maintenance and repairs”
- ⊗ Satisfaction with the forty services and facilities by broad categories is as follows:
 - Waste services (7.99 up from 7.65) – “very good”
 - Community and leisure services (7.73 up from 7.44) – “good”
 - Communications services (7.26 up from 6.67) – “good”
 - Infrastructure (7.03 up from 6.67) – “good”
 - Local laws (6.90 up from 6.65) – “good”

Contact with Council (customer service)

- ⊗ A little less than half of the respondents (42.1% up from 41.8%) had contact with Council in the last twelve months
- ⊗ The most common forms of contact remain telephone (59.8% down from 63.9%) and visits in person (25.0% up from 19.3%)
- ⊗ Less than ten percent (4.5%) were internet-based (email or website) and 1.2% were via social media
- ⊗ Satisfaction with the eight aspects of customer service as a group was 8.14 (up from 7.68), and is now at a level of satisfaction best categorised as “excellent” (up from “very good”)
- ⊗ Satisfaction with the more subjective “satisfaction with overall experience” was slightly lower at 8.00 (up from 7.31), and is also at a level best categorised as “excellent”
- ⊗ Satisfaction with the eight aspects of customer service varied as follows:
 - Understand language needs (8.58 down from 8.71) – “excellent”
 - Ease understanding information (8.46 up from 8.29) – ”
 - General reception (8.30 up from 7.81) – ”
 - Opening hours (8.22 up from 8.13) – ”
 - Courtesy of service (8.17 up from 7.73) – “
 - Access to relevant staff / officer (8.00 up from 7.59) – ”
 - Care and attention to enquiry (7.85 up from 7.30) – ”
 - Speed of service (7.55 up from 6.92) – “very good”



Sense of community

Healthy living and community

- ⊗ Respondents were asked their level of agreement with seven statements relating to healthy living and community, and each recorded a positive average agreement:
 - Community events should offer healthy food options *(8.57 up from 8.48)*
 - I can get help from friends, family or neighbours when needed *(8.30 up from 8.15)*
 - I think breastfeeding in public is acceptable *(8.07 up from 7.68)*
 - I feel happy and safe walking in my local area *(7.98 down from 8.08)*
 - There are enough opp's for people in my local area to exercise *(7.87 stable)*
 - I can easily get to a s'market or fruit & vege. store without a car *(7.54 up from 6.57)*
 - There are enough opp's to connect socially with people locally *(7.42 up from 7.36)*
- ⊗ There was measurable and significant variation in these results across the six precincts comprising the City of Wyndham.

Volunteering / helping friends, family or neighbours

- ⊗ More than three-quarters of respondents (79.4% down 83.0%) reported that they help friends, family or neighbours if needed
 - Female respondents were somewhat more likely than male respondents
 - Respondents from English speaking households were somewhat more likely than respondents from non-English speaking households
 - Adult respondents (aged 36 to 45 years) were somewhat more likely than average
- ⊗ One-third of respondents (33.7% up from 29.0%) volunteered as part of an organisation or club.
 - Adult respondents (aged 36 to 45 years) were somewhat more likely than average
 - Female respondents were somewhat more likely to volunteer than male respondents
 - Respondents from English-speaking households were somewhat more likely than respondents from non-English speaking households

Community participation and engagement

- ⊗ Almost two-thirds (63.0% up from 57.0%) of the respondents participated in at least one of the seven community participation activities listed in the survey
 - More than one-third of respondents (40.3% up from 36.9%) participated in a survey, interview or public meeting
 - Approximately one-quarter (25.2% down from 29.6%) had been on a committee (e.g. school or workplace), or signed an online or written petition)
 - Almost one-fifth (21.4% down from 24.1%) had signed a petition (online or written)
 - Female respondents (68.4%) were more likely than male respondents (58.4%) to have participated in at least one activity
 - Respondents from English speaking households (65.0%) were slightly more likely than respondents from non-English speaking households (59.1%).

Housing related financial stress

- ⊗ Almost three-quarters (70.2%) of respondents from mortgage and rental households reported experiencing some level of housing related financial stress, with mortgage and rental households experiencing similar levels.

Safety in public areas of the City of Wyndham

- ⊗ Respondents rated their perception of safety in the public areas of Wyndham positively, and at similar levels to those recorded for both the western region and metro. Melbourne
 - In public areas of Wyndham during the day (8.24 down from 8.61)
 - In public areas of Wyndham at night (6.37, stable)
 - Travelling on trains (6.91 up from 6.37)
 - In and around local shopping district (7.95 up from 7.79)
- ⊗ Almost one-quarter (23.1%) of respondents who felt unsafe in public areas of Wyndham identified issues relating to drugs and alcohol and one-fifth (19.4%) identified issues with people (e.g. gangs, youths, etc).

Commuting to work

- ⊗ A little less than three-quarters of respondents (69.6 down from 70.1%) reported that a household member commuted to work regularly by car
 - Less than thirty minutes (24.1%)
 - Thirty minutes to less than one hour (32.4%)
 - One hour to less than ninety minutes (26.1%)
 - Ninety minutes or more (17.4%)
- ⊗ Respondents rated “most convenient method” (8.92 down from 9.20), and “quickest method” (8.94 down from 9.02) as the most important of the four included factors affecting the decision to commute by car
- ⊗ Respondents were asked to rate the importance of ten barriers to commuting by public transport:
 - **High importance** – for each of lack of car parking at station, too long by public transport, trains too overcrowded, buses are too infrequent, and too many changes of public transport mode.
 - **Solid importance** – for each of flexible hours are not conducive to public transport, public transport is not conveniently located and buses don’t connect with trains.
 - **Mild importance** – for each of public transport is too expensive compared to fuel and don’t feel safe using public transport.

Council’s congestion and transport related advocacy

- ⊗ One-quarter (26.4% up from 16.4%) of respondents were aware of Council’s congestion and transport related advocacy, lobbying and community engagement activities.
- ⊗ A little more than one-third (34.0%) of respondents were aware of the *Get Wyndham Moving* campaign.

Council’s overall performance

Respondents were asked:

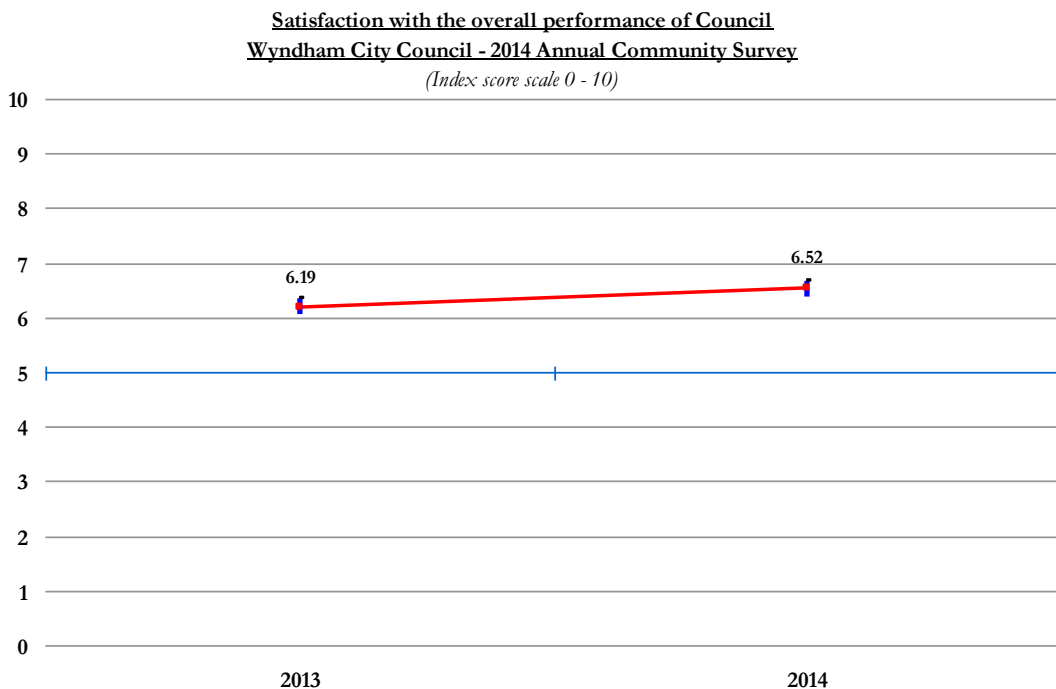
“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with the performance of Council across all areas of responsibility?”

Satisfaction with the performance of Wyndham Council across all areas of responsibility increased measurably and significantly in 2014, up 5.3% from 6.19 to 6.52. The 95% confidence interval for this mean satisfaction score is from 6.38 to 6.67.

This level of satisfaction is best categorised as “good”, and is an improvement over the previous categorisation of “solid”.

Satisfaction with Wyndham City Council’s overall performance is almost identical to the 2014 *Governing Melbourne* average satisfaction for metropolitan Melbourne (6.53 or “good”) and very marginally higher than the western region (6.47 or “solid”). The *Governing Melbourne* average satisfaction with the overall performance of Council for the seven growth area councils (Melton, Hume, Whittlesea, Wyndham, Cardinia, Knox and Casey) was 6.47.

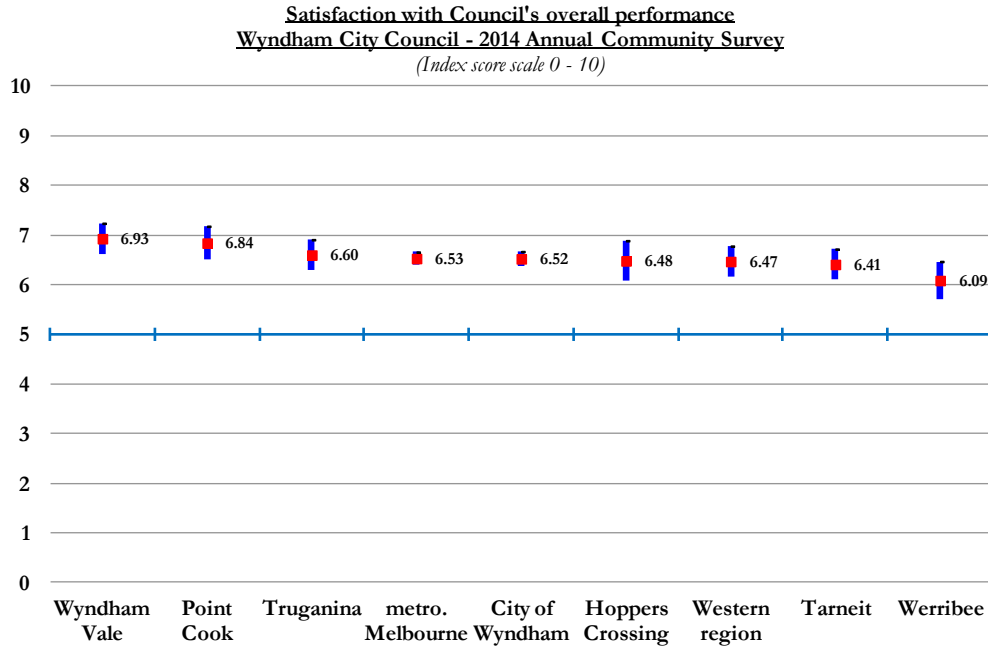
The *Annual Community Survey* program in addition to this measure of satisfaction with Council’s overall performance includes a range of other measures of community satisfaction with Council (including satisfaction with aspects of governance and leadership, services and facilities, customer service, identifying issues of importance, change in performance). The overall satisfaction score is not designed as a stand-alone measure of community satisfaction with Council, rather is one core component of this broader range of satisfaction measures which together describe community satisfaction.





There was measurable and significant variation in satisfaction with Council’s overall performance across the six precincts comprising the City of Wyndham, as outlined in the following graph:

- ⊗ Respondents from Wyndham Vale (6.93) and Point Cook (6.84) were measurably more satisfied with Council’s overall performance
- ⊗ Respondents from Werribee (6.09) were measurably and significantly less satisfied than average, rating satisfaction at a level best categorised as “solid”.

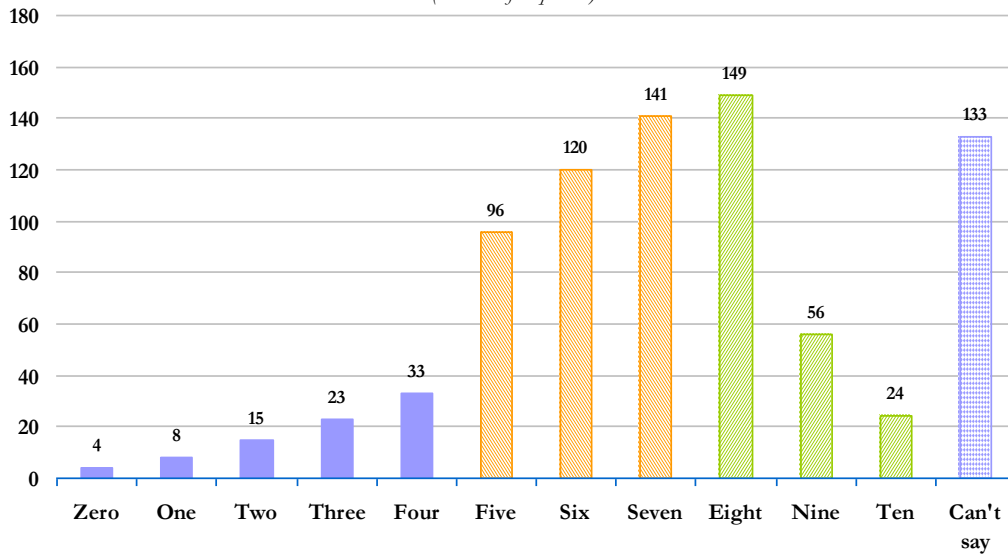


In 2014 a total of 12.4% of respondents providing a response to this question rated satisfaction at less than five out of ten (i.e. dissatisfied). This is a decline on the 17.1% recorded in 2013, although it remains slightly larger than the metropolitan Melbourne and western region results.

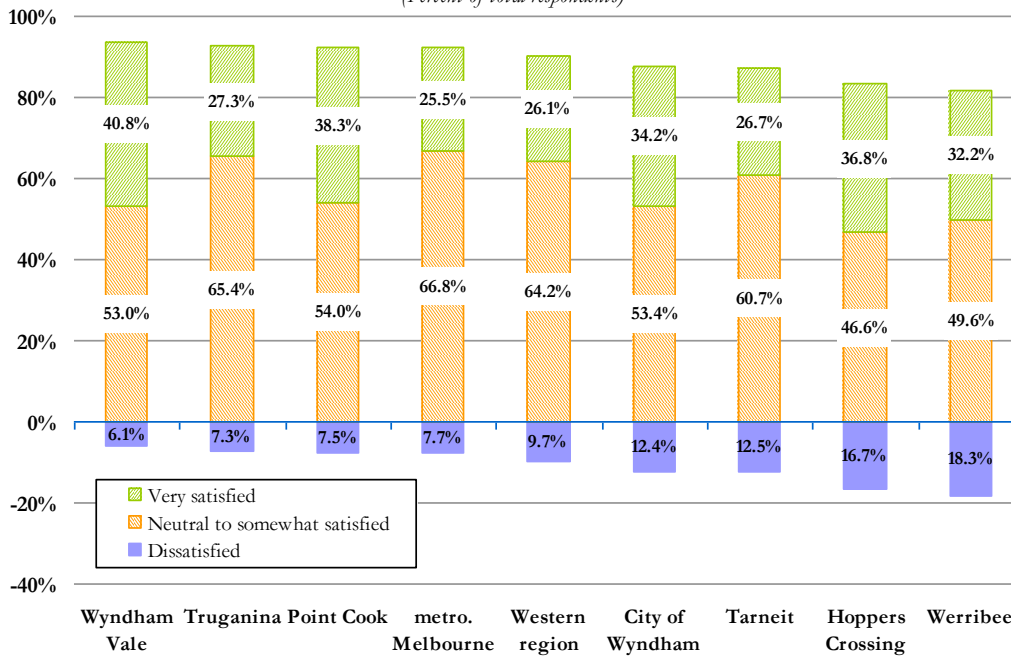
One-third of respondents (34.2%) were very satisfied with Council’s overall performance (rating satisfaction at eight or more out of ten), an increase on the 24.5% recorded in 2013. This is larger than the approximately one-quarter reported for both the western region and metropolitan Melbourne in 2014.



Satisfaction with Council's overall performance
Wyndham City Council - 2014 Annual Community Survey
 (number of responses)



Satisfaction with aspects Council's overall performance
Wyndham City Council - 2014 Annual Community Survey
 (Percent of total respondents)



Overall performance by respondent profile



The following table provides the average satisfaction with the overall performance of Council by respondent profile. It is observed that there was relatively little variation between different groups, although it is noted that:

- ⊗ Senior citizens were somewhat, albeit not measurably more satisfied than the average.
- ⊗ Female respondents were very marginally more satisfied than male respondents.
- ⊗ Respondents from households with a member with a disability were very marginally less satisfied than other respondents.
- ⊗ Respondents from non-English speaking households were very marginally more satisfied than respondents from English speaking households.
- ⊗ Respondents from group households were somewhat more satisfied than average.
- ⊗ Sole person household respondents were somewhat less satisfied than average.
- ⊗ Respondents who had lived in the City of Wyndham for less than one year were somewhat more satisfied than average.



Satisfaction with Council's overall performance by respondent profile
Wyndham City Council - 2014 Annual Community Survey
 (Number and index score 0 - 10)

	Number	Lower	Mean	Upper
<i>Age structure</i>				
15 - 19 years	25	5.73	6.55	7.37
20 - 35 years	189	6.23	6.52	6.80
36 - 45 years	163	6.13	6.43	6.74
46 - 55 years	136	6.24	6.53	6.82
56 - 75 years	129	6.20	6.55	6.90
76 years and over	27	6.25	6.95	7.66
<i>Gender</i>				
Male	355	6.24	6.45	6.65
Female	314	6.41	6.61	6.82
<i>Disability</i>				
Household member with disability	72	5.88	6.42	6.95
No disability	591	6.39	6.54	6.69
<i>Language</i>				
ESB	437	6.29	6.47	6.65
NESB	218	6.36	6.62	6.88
<i>Household structure</i>				
Two parent family (youngest 0 - 4 yrs)	134	6.01	6.35	6.69
Two parent family (youngest 5 - 12 yrs)	116	6.35	6.68	7.01
Two parent family (youngest 13 - 18 yrs)	59	6.05	6.54	7.01
Two parent family (adults only)	94	6.41	6.73	7.05
One parent family (youngest 0 - 4 yrs)	6	4.34	6.42	8.51
One parent family (youngest 5 - 12 yrs)	8	5.22	7.08	8.93
One parent family (youngest 13 - 18 yrs)	8	5.23	6.71	8.19
One parent family (adults only)	16	5.46	6.52	7.58
Couple only household	133	6.15	6.49	6.83
Group household	40	6.47	7.12	7.77
Sole person household	47	5.25	5.87	6.50
<i>Housing situation</i>				
Own this home	266	6.38	6.59	6.81
Mortgage	246	6.10	6.35	6.59
Renting this home	142	6.45	6.77	7.08
Other arrangement	5	0.92	5.37	9.81
<i>Period of residence in City of Wyndham</i>				
Less than 1 year	59	6.67	7.17	7.67
1 to less than 5 years	137	6.18	6.49	6.80
5 to less than 10 years	165	6.08	6.35	6.62
10 years or more	307	6.28	6.51	6.73



Change in Council’s overall performance



Respondents were asked:

“Over the past 12 months, do you think that Wyndham City Council’s performance has?”

The proportion of respondents who considered that Council’s overall performance had improved in the last twelve months increased from 10.2% in 2013 to 15.1%, whilst the proportion who considered that performance had deteriorated declined from 10.4% to six percent. These results reflect the improvement in satisfaction with overall performance discussed elsewhere in this report, and reflect well on Council’s performance.

Change in Council's overall performance
Wyndham City Council - 2014 Annual Community Survey
(Number and percent of total respondents)

Result	2014		2013
	Number	Percent	
Improved	121	15.1%	10.2%
Stayed the same	485	60.5%	59.9%
Deteriorated	48	6.0%	10.4%
Can't say	148	18.5%	19.5%
Total	802	100%	801

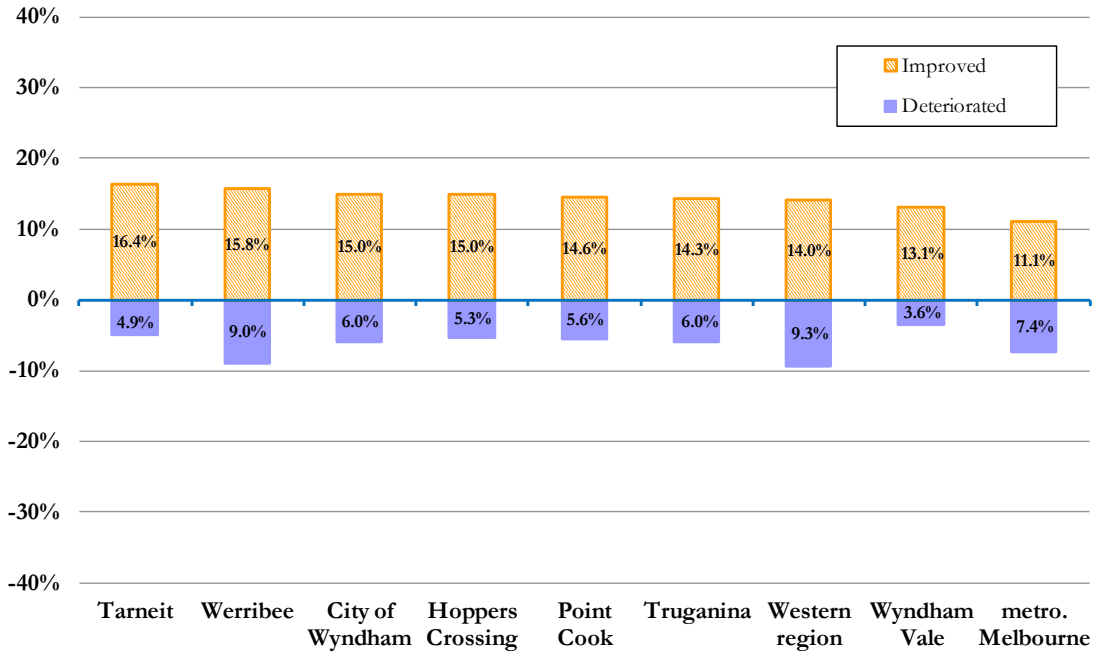
It is observed that the proportion of respondents considering that Council’s performance had improved was higher for the City of Wyndham than for either the western region or metropolitan Melbourne. Likewise the proportion considering that Council’s performance had deteriorated was lower in the City of Wyndham than elsewhere.

Metropolis Research also draws attention to the fact that the proportion of respondents considering that Council’s performance had improved in the last twelve months was relatively consistent across the six precincts comprising the City of Wyndham.

It is observed however that respondents from Werribee were marginally more likely than average to consider that performance had deteriorated, whilst respondents from Wyndham Vale were marginally less likely.



Change in Council's overall performance
Wyndham City Council - 2014 Annual Community Survey
 (Percent of respondents providing responses)



Reasons for change in Council's overall performance

Respondents who considered that Council's performance had changed were asked:

"What was the most important factor influencing your answer?"

A total of sixty responses were obtained from the 121 respondents who considered that Council's overall performance had improved in the last year. The most common responses related to roads and traffic related issues as well as Council facilities, events and services.

A total of seventy-seven responses were obtained from the forty-eight respondents who considered that Council's overall performance had deteriorated in the last year. The most common responses related to planning for population growth and governance and accountability related issues.



Reasons why Council performance had improved	
Wyndham City Council - 2013 Annual Community Survey	
<i>(Number of responses)</i>	
<i>Reason</i>	<i>Number</i>
Roads and traffic	22
Council facilities, events and services	17
Maintenance of the area incl. lighting / nature strips / graffiti	9
Governance, performance and accountability	5
Parks and open spaces	2
Communication / consultation	2
Other	3
Total responses	60

Reasons why deteriorated	
Wyndham City Council - 2013 Annual Community Survey	
<i>(Number and percent of total respondents)</i>	
<i>Reason</i>	<i>Number</i>
Planning for population growth / development	16
Governance, performance and accountability	16
Communication / consultation	9
Traffic and roads	8
Maintenance of the area incl. lighting / nature strips / graffiti	7
Council facilities, events and services	7
Financial management / rates	5
Building and planning	4
Safety, policing and crime	3
Public transport	1
Other	5
Total responses	77

Governance and leadership

Respondents were asked:

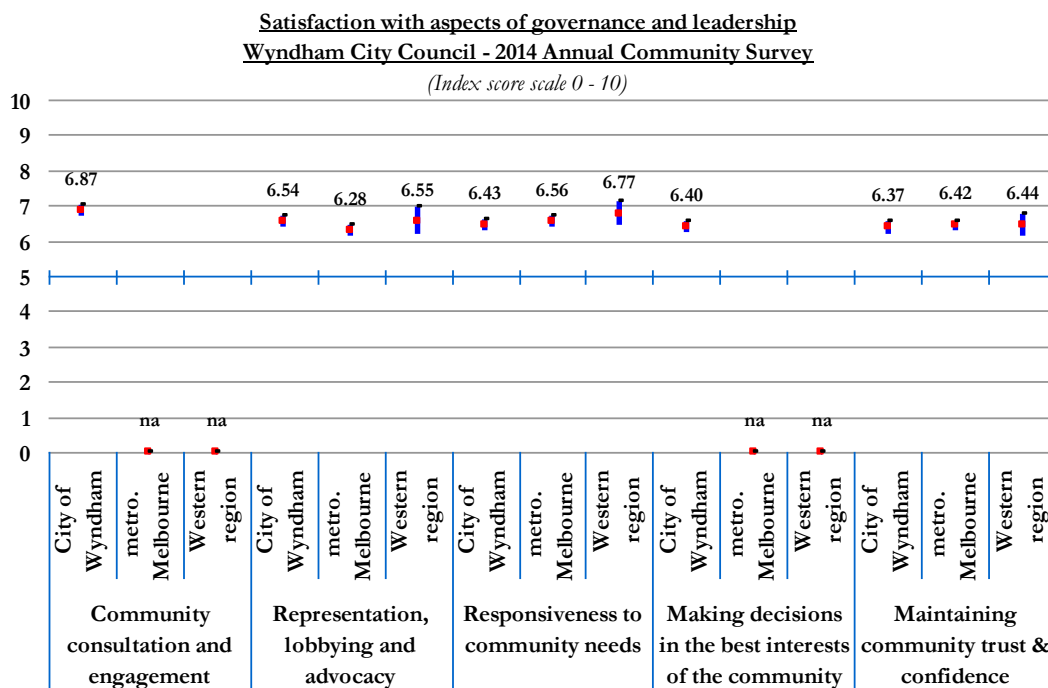
“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with the following aspects of Council’s performance?”



Satisfaction with the five aspects of governance and leadership included in the *Annual Community Survey* was 6.52, a level of satisfaction best categorised as “good”. This is a significant increase on the average satisfaction with the four aspects included in the 2013 survey (6.02 or “solid”).

Attention is drawn to the fact that satisfaction with the three aspects of governance and leadership that were also included in the 2014 *Governing Melbourne* was similar for the City of Wyndham, the western region and metropolitan Melbourne. This is a significant change from the results in 2013 which reported lower satisfaction in the City of Wyndham than in both the western region and metropolitan Melbourne.

It is noted however that responsiveness to local community needs was marginally, albeit not measurably, higher in the western region than in the City of Wyndham.

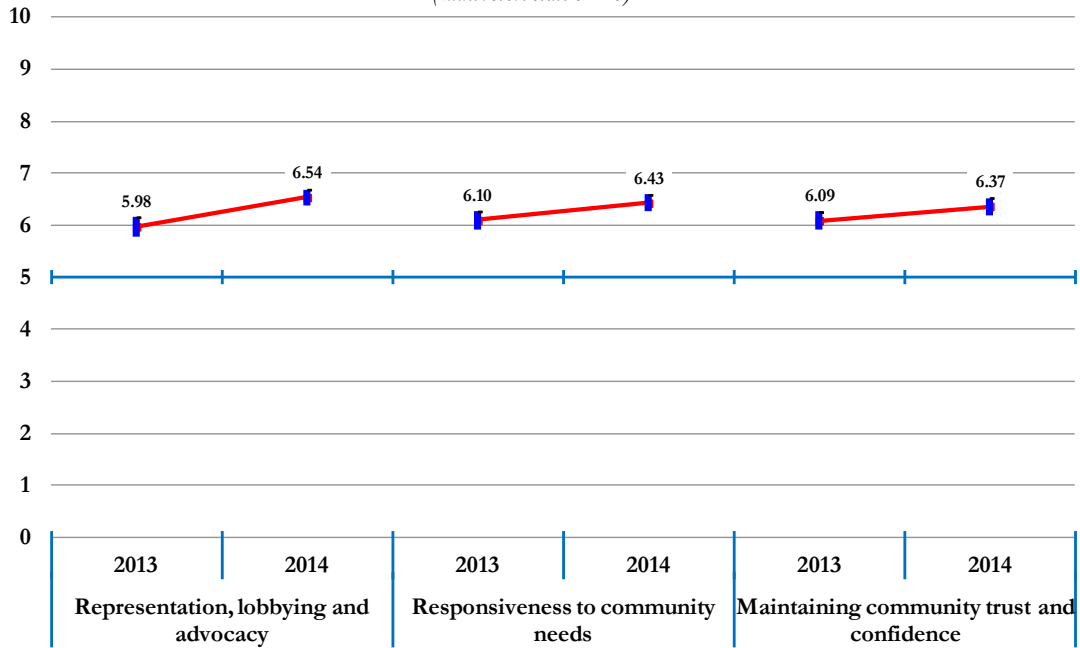


Satisfaction with the five aspects of governance and leadership can best be summarised as follows:

- ⊗ **Good** – for “community consultation and engagement” and “representation, lobbying and advocacy”.
- ⊗ **Solid** - for “responsiveness to local community needs”, “making decisions in the interests of the community” and “maintaining community trust and confidence”.

Satisfaction with “representation, lobbying and advocacy” increased measurably and significantly (up by 9.4%), and satisfaction with “responsiveness to local community needs” also increased measurably, up 5.4%. Satisfaction with Council’s performance “maintaining community trust and confidence” increased by 4.6%, albeit not measurably.

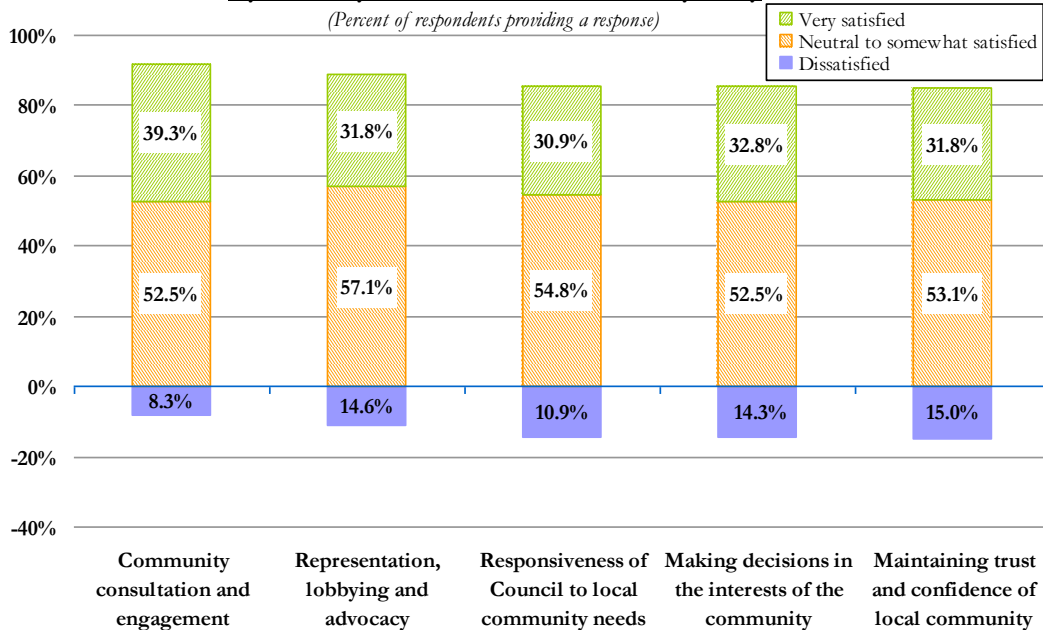
Satisfaction with aspects of governance and leadership
Wyndham City Council - 2014 Annual Community Survey
(Index score scale 0 - 10)



Approximately one-third of respondents were very satisfied with each of the five aspects of governance and leadership, rating satisfaction at eight or more out of ten.

A further approximately half of the respondents were neutral to somewhat satisfied with each aspect of governance and leadership, whilst between eight and fifteen percent were dissatisfied.

Satisfaction with aspects of governance and leadership
Wyndham City Council - 2014 Annual Community Survey
(Percent of respondents providing a response)



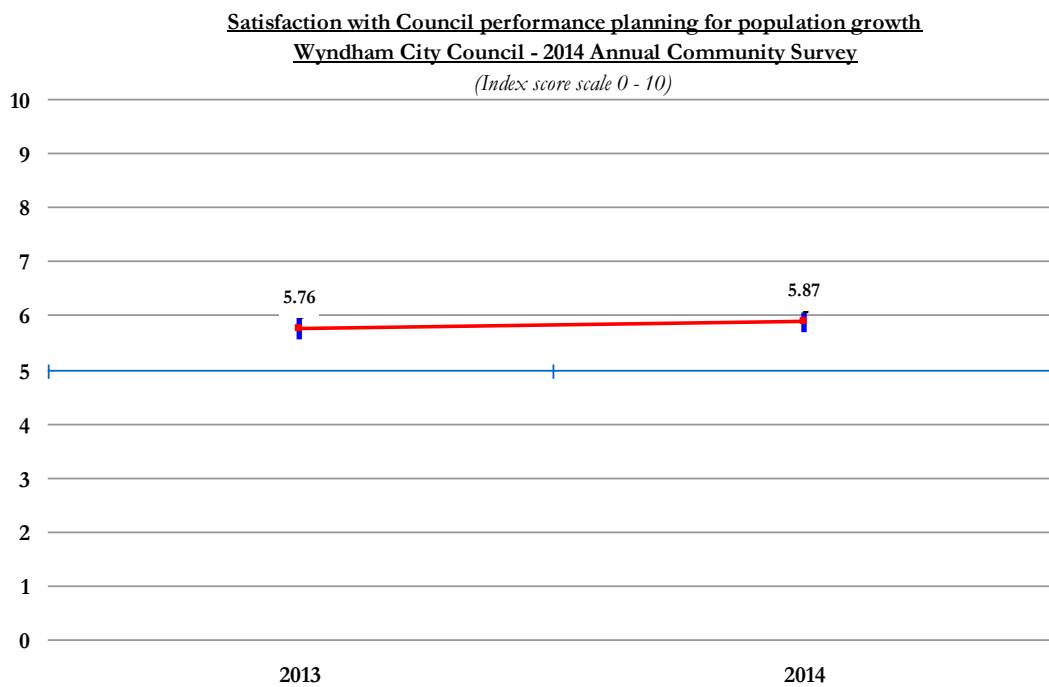
Planning for population growth

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with?”

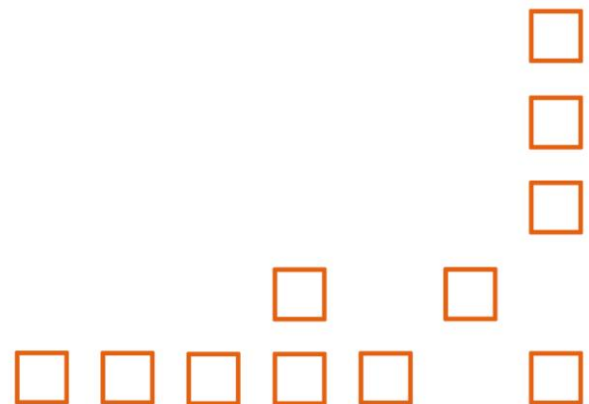
In 2014, this question relating to satisfaction with Council performance planning for population growth was removed from the governance and leadership section of the survey and asked as a stand-alone question later in the survey form.

Satisfaction with Council’s performance planning for population growth increased marginally in 2014, up 1.9% from 5.76 to 5.87. This level of satisfaction remains at a level best categorised as “poor”.



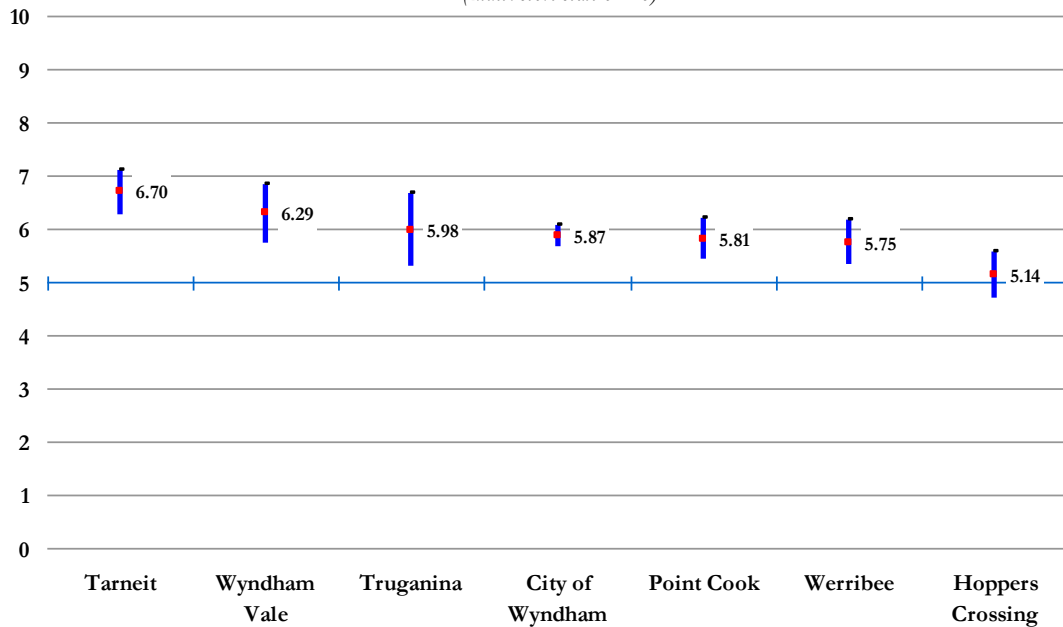
There was measurable and significant variation in this result across the six precincts comprising the City of Wyndham. Attention is drawn to the following:

- ⊗ The higher than average satisfaction of respondents from Tarneit (6.70), rating satisfaction at a level categorised as “good”.
- ⊗ The lower than average satisfaction of respondents from Hoppers Crossing, rating satisfaction at a level categorised as “very poor”.



Satisfaction with Council performance planning for population growth by precinct
Wyndham City Council - 2014 Annual Community Survey

(Index score scale 0 - 10)



Reasons for dissatisfaction with Council planning for population growth

The following table outlines the responses obtained from respondents who were dissatisfied with Council’s performance planning for population growth. A total of 197 responses were obtained and have been broadly categorised as follows. Metropolis Research advises that these categories have significant overlap, with many respondents raising issues around a lack of infrastructure and roads, or there being too many new residents for the available infrastructure.

Reasons for dissatisfaction with Council planning for population growth	
Wyndham City Council - 2014 Annual Community Survey	
<i>(Number of responses)</i>	
<i>Response</i>	<i>Number</i>
Infrastructure	38
Traffic management	38
Roads	36
Planning and development	24
Population	19
Services and facilities	11
Public transport	11
Parking	5
Other	15
Total responses	197

Current issues for Council

Respondents were asked:

“Can you please list what you consider to be the top three issues for the City of Wyndham at the moment?”

A total of 641 respondents representing 79.9% of the total sample provided at least one issue for Council to address in the coming year. This is a slight decline on the 87.1% recorded in 2013, but still towards the upper end of results observed elsewhere.

It is important to point out that these results reflect issues identified by the community as priorities for the City of Wyndham. They are not to be read as a list of complaints with Council, nor do they reflect only issues within the remit of local government.

The open-ended comments received from respondents have been categorised into broad groups for ease of analysis and are outlined in the following table.

Consistent with the results recorded in 2013, the top issues identified by respondents are transport related, including traffic management, roads maintenance and repairs, public transport and parking. The proportion of Wyndham respondents identifying these transport related issues was significantly larger than commonly observed elsewhere across metropolitan Melbourne. This Wyndham community’s focus on transport related issues remain a defining characteristic of the *Annual Community Survey* results. Attention is drawn specifically to the following:

- ⊗ **Traffic management** – identified by almost half (48.5%) of Wyndham respondents in 2014, up from 40.4%. This is a considerably larger proportion than the approximately one-fifth Metropolis Research has consistently recorded across a wide range of municipalities. By way of comparison the 2014 *Governing Melbourne* reported that 21.7% of metropolitan Melbourne respondents identified this issue.
- ⊗ **Road maintenance and repair** – identified by almost one-sixth (16.6%) of Wyndham respondents in 2014, down sharply on the 31.0% recorded in 2013. Metropolis Research notes that this result remains substantially larger than the metropolitan Melbourne average of 6.1% as recorded in the 2014 *Governing Melbourne*.
- ⊗ **Public transport** – identified by 13.8% of Wyndham respondents in 2014, down marginally on the 16.1% recorded in 2013. Metropolis Research notes that this result is substantially larger than the metropolitan Melbourne average of 3.2% as recorded in the 2014 *Governing Melbourne*.
- ⊗ **Parking** – identified by 12.5% of Wyndham respondents in 2014, up somewhat on the 8.1% recorded in 2013. This is almost identical to the metropolitan Melbourne average of 13.1% as recorded in the 2014 *Governing Melbourne*.
- ⊗ **Parks, gardens and open space** – identified by 10.3% of Wyndham respondents in 2014, down marginally on the 12.8% recorded in 2013. The 2014 *Governing Melbourne* reported a metropolitan Melbourne average of six percent.

A number of issues were identified by a notably smaller proportion of Wyndham respondents than 2014 *Governing Melbourne* respondents from across metropolitan Melbourne. These issues include street trees and the provision and maintenance of general infrastructure.



Top issues for Council to address in the coming twelve months				
Wyndham City Council - 2014 Annual Community Survey				
<i>(Number and percent of total respondents)</i>				
Issue	2014		2013	Metro. Melb 2014
	Number	Percent		
Traffic management	389	48.5%	40.4%	21.7%
Roads maintenance & repairs	133	16.6%	31.0%	6.1%
Public transport	111	13.8%	16.1%	3.2%
Parking	100	12.5%	8.1%	13.1%
Parks, gardens & open space	83	10.3%	12.8%	6.0%
Safety, policing & crime	58	7.2%	8.4%	5.0%
Provision & maintenance of infrastructure	50	6.2%	8.6%	2.1%
Education & schools	40	5.0%	3.5%	0.3%
Rubbish and waste issues incl. garbage	32	4.0%	4.9%	3.2%
Building, planning, housing & development	31	3.9%	3.5%	5.0%
Cleanliness & general maintenance of area	29	3.6%	3.9%	3.0%
Footpath maintenance & repairs	20	2.5%	5.3%	6.1%
Consultation, communication & provision of information	18	2.2%	1.7%	1.3%
Health & medical services	18	2.2%	1.1%	0.4%
Drugs and alcohol issues	18	2.2%	na	1.6%
Street lighting	17	2.1%	4.4%	3.4%
Animal management	17	2.1%	2.0%	1.9%
Provision & maintenance of street trees	16	2.0%	4.7%	7.2%
Provision & maintenance of sports & recreation facilities	16	2.0%	3.2%	1.6%
Graffiti & vandalism	16	2.0%	2.4%	1.3%
Employment & job creation	16	2.0%	1.2%	0.5%
Rates	15	1.9%	2.7%	5.2%
Population & growth	13	1.6%	6.3%	0.0%
Promote or improve community atmosphere	10	1.2%	0.6%	0.0%
Activities, services & facilities for youth	10	1.2%	1.7%	0.0%
Community activities, events, arts & culture	10	1.2%	0.9%	0.0%
Shops, restaurants & entertainment venues	9	1.1%	2.5%	0.9%
Environment & conservation	9	1.1%	0.7%	2.1%
Tip / smell / pollution	8	1.0%	1.4%	0.0%
Activities and facilities for children	8	1.0%	na	0.6%
Noise	7	0.9%	na	0.9%
Provision & maintenance of community facilities	7	0.9%	1.7%	0.0%
Services & facilities for the elderly	7	0.9%	0.5%	0.5%
Childcare	6	0.7%	1.8%	0.0%
Quality & provision of community services	6	0.7%	1.4%	0.0%
Provision & maintenance of cycling / walking paths	6	0.7%	1.0%	2.3%
Enforcement / update of local laws	6	0.7%	0.9%	0.9%
Recycling collection	5	0.6%	0.5%	0.4%
Public toilets	4	0.5%	1.1%	1.2%
Hard rubbish collection	4	0.5%	0.8%	3.4%
Governance & accountability	4	0.5%	0.5%	0.3%
Multicultural issues / cultural diversity	4	0.5%	0.5%	0.0%
All other issues (15 separately identified issues)	34	4.2%	4.9%	12.7%
Total responses	1,420		1,649	969
<i>Total respondents providing a response</i>	<i>641 (79.9%)</i>		<i>87.1%</i>	<i>64.8%</i>

Note: (*) Metropolis Research, Governing Melbourne 2014

Issues by precinct

There was some minor variation in these results, with attention drawn to the following:

- ⊗ The higher than average proportion of respondents from Hoppers Crossing identifying road maintenance and repairs and parking.
- ⊗ The higher than average proportion of respondents from Point Cook identifying traffic management.

Top issues for Council to address in the coming twelve months by precinct	
Wyndham City Council - 2014 Annual Community Survey	
<i>(Percent of total respondents)</i>	
Hoppers Crossing	
Traffic management	48.1%
Roads maintenance & repairs	26.3%
Parking	24.8%
Public transport	18.0%
Parks, gardens & open space	13.5%
Provision & maintenance of infrastructure	10.5%
Safety, policing & crime	6.0%
Graffiti & vandalism	4.5%
Consultation, commun. & prov. of info.	3.8%
All other issues	39.1%
Point Cook	
Traffic management	57.6%
Public transport	14.6%
Roads maintenance & repairs	12.5%
Parks, gardens & open space	10.4%
Parking	8.3%
Provision & maintenance of infrastructure	8.3%
Safety, policing & crime	6.9%
Education & schools	6.3%
Rubbish & waste issues inc garbage	6.3%
All other issues	53.5%
Tarneit	
Traffic management	43.4%
Roads maintenance & repairs	18.9%
Public transport	13.9%
Parks, gardens & open space	13.1%
Education & schools	12.3%
Safety, policing & crime	9.0%
Parking	6.6%
Rubbish & waste issues inc garbage	4.9%
Cleanliness & general maintenance of area	4.1%
All other issues	48.4%
Truganina	
Traffic management	43.6%
Parks, gardens & open space	16.5%
Public transport	13.5%
Roads maintenance & repairs	13.5%
Education & schools	7.5%
Rubbish & waste issues inc garbage	4.5%
Cleanliness & general maintenance of area	3.8%
Animal management	3.8%
Building, planning, housing & development	3.0%
All other issues	32.3%
Werribee	
Traffic management	42.9%
Parking	18.0%
Roads maintenance & repairs	10.5%
Public transport	9.0%
Safety, policing & crime	8.3%
Building, planning, housing & development	7.5%
Parks, gardens & open space	5.3%
Drugs & alcohol issues	5.3%
Provision & maintenance of street trees	5.3%
All other issues	60.2%
Wyndham Vale	
Traffic management	48.2%
Roads maintenance & repairs	19.7%
Public transport	14.6%
Safety, policing & crime	9.5%
Parks, gardens & open space	6.6%
Parking	5.8%
Drugs & alcohol issues	5.1%
Provision & maintenance of infrastructure	5.1%
Cleanliness & general maintenance of area	3.6%
All other issues	46.0%
Western region	
Traffic management	16.7%
Parking	15.4%
Roads maintenance & repairs	6.7%
Footpath maintenance & repairs	6.7%
Parks, gardens and open space	4.0%
Building, planning, housing and development	4.0%
Lighting	4.0%
Provision & maint. of bicycle / walking tracks	4.0%
Cleanliness and maintenance of area	3.3%
All other issues	38.8%
metro. Melbourne	
Traffic management	21.7%
Car parking	13.1%
Street trees / nature strips	7.2%
Roads maintenance and repairs	6.1%
Footpath maintenance and repairs	6.1%
Parks, gardens and open space	6.0%
Council rates	5.2%
Safety, policing, crime and vandalism	5.0%
Building, planning, housing and development	5.0%
All other issues	49.9%

Impact of issues on satisfaction with Council's overall performance

The following graph provides the average satisfaction with the overall performance of Council of respondents identifying the five top issues. It is noted that:

- ⊗ Respondents who identified public transport and traffic management issues rated satisfaction at a similar level to the average of all respondents. This suggests that these issues were not exerting a strongly negative or positive influence on satisfaction with the performance of Council.
- ⊗ Respondents identifying road maintenance and repairs and parking in particular were somewhat, albeit not measurably less satisfied than the average of all respondents. This suggests that these issues were exerting a mildly negative influence on satisfaction with the performance of Council.

Satisfaction with Council's overall performance by top issues
Wyndham City Council - 2014 Annual Community Survey
(Index score 0 - 10)



Contact with Council

Contacted Council in the last twelve months

Respondents were asked:

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

Consistent with the results recorded in 2013, a little less than half of the respondents reported having contact with Council in the last twelve months.

Contacted Council in the last twelve months			
Wyndham City Council - 2014 Annual Community Survey			
<i>(Number and percent respondents providing a response)</i>			
Response	2014		2013
	Number	Percent	
Yes	338	42.1%	41.8%
No	460	57.3%	58.2%
Can't say	5		0
Total	803	99%	801

Method of contacting Council

Respondents who had contacted Council were asked:

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

The most common forms of contact remain via telephone during office hours (59.8% down from 63.9%), and visits in person (25.0% up from 19.3%). Only a small proportion (1.2%) contacted Council via social media.

Form of contact with Wyndham City Council
Wyndham City Council - 2014 Annual Community Survey
(Number and percent of respondents who contacted Council)

Response	2014		2013
	Number	Percent	
Telephone	201	59.8%	63.9%
Visit in person	84	25.0%	19.3%
Multiple	24	7.1%	8.7%
E-mail	8	2.4%	3.3%
Website	7	2.1%	3.0%
Telephone <i>(after hours)</i>	5	1.5%	0.3%
Social media	4	1.2%	na
Mail	3	0.9%	1.5%
Can't say	2		3
Total	338	100%	335

Satisfaction with aspects of customer service

Respondents who had contacted Council were asked:

“On a scale of 0 to 10 (0 being the lowest and 10 the highest), how satisfied are you with the following aspects of service when you last contacted the Wyndham City Council?”

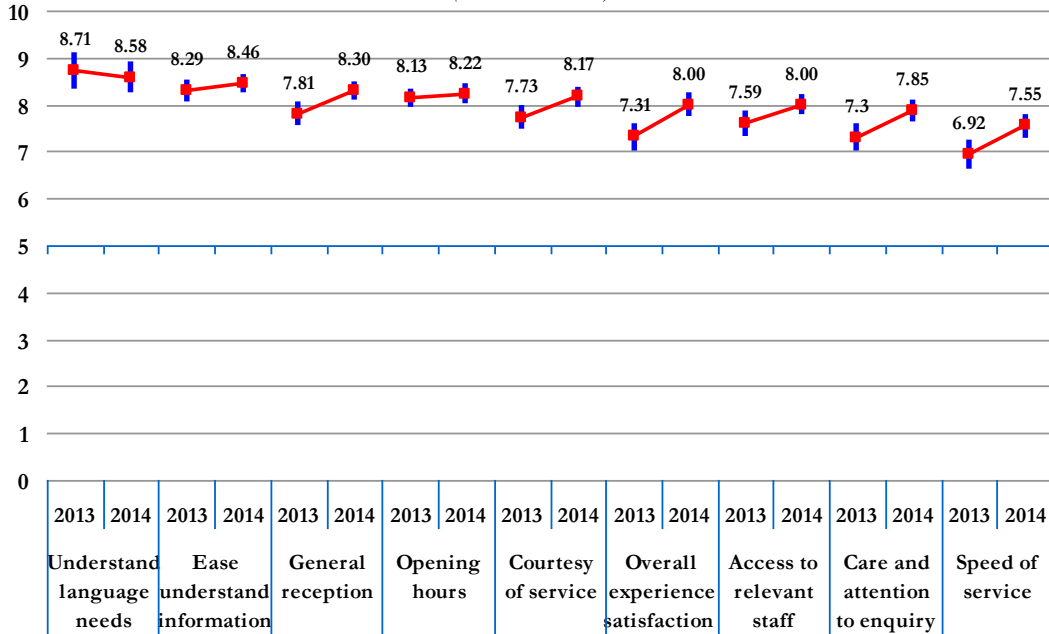
The average satisfaction with the nine aspects of customer service (including overall satisfaction) was 8.13 in 2014, up noticeably on the 7.75 recorded in 2013. This result is higher than the metropolitan Melbourne and western region average satisfaction with the aspects of customer service of 7.73, as recorded in the 2014 *Governing Melbourne*.



Satisfaction with eight of the nine aspects increased in 2014, with the sole exception of “staff understanding language needs” which declined marginally, down 1.5% to 8.58. This level of satisfaction remains categorised as “excellent”.

Satisfaction with eight of the nine aspects were at levels categorised as “excellent”, with satisfaction with the speed of service (7.55) rated at a level categorised as “very good”.

Satisfaction with aspects of customer service
Wyndham City Council - 2014 Annual Community Survey
(Index score 0 - 10)

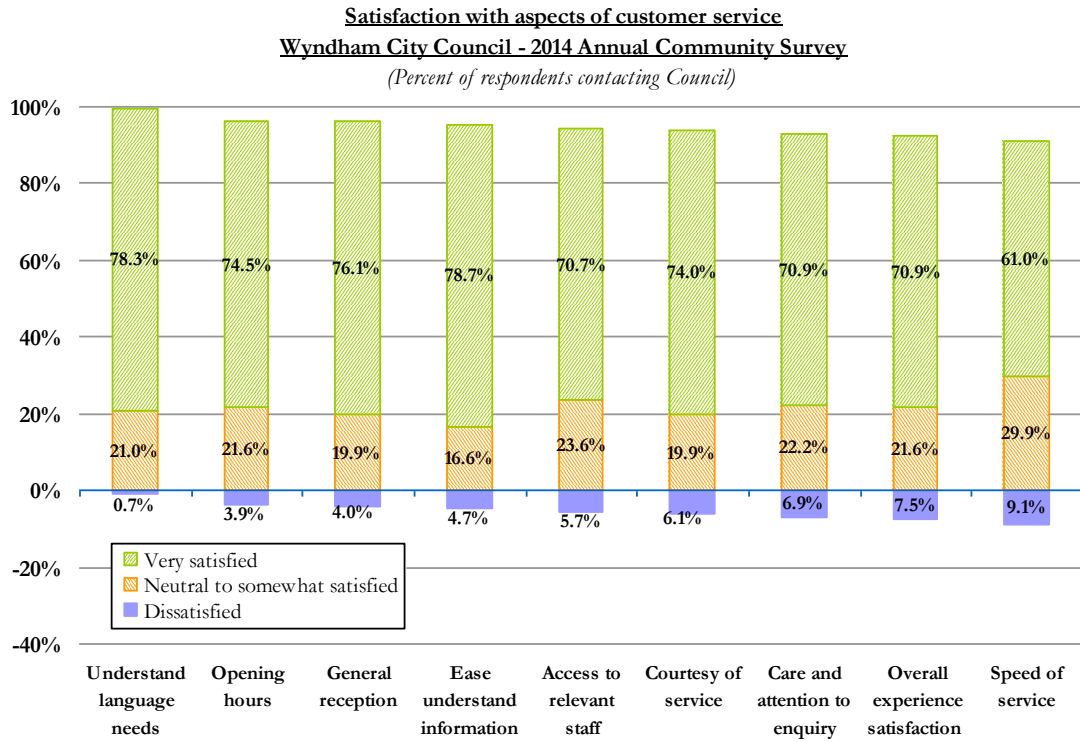


These high average satisfaction scores are further borne out by the raw results as presented in the following graph.

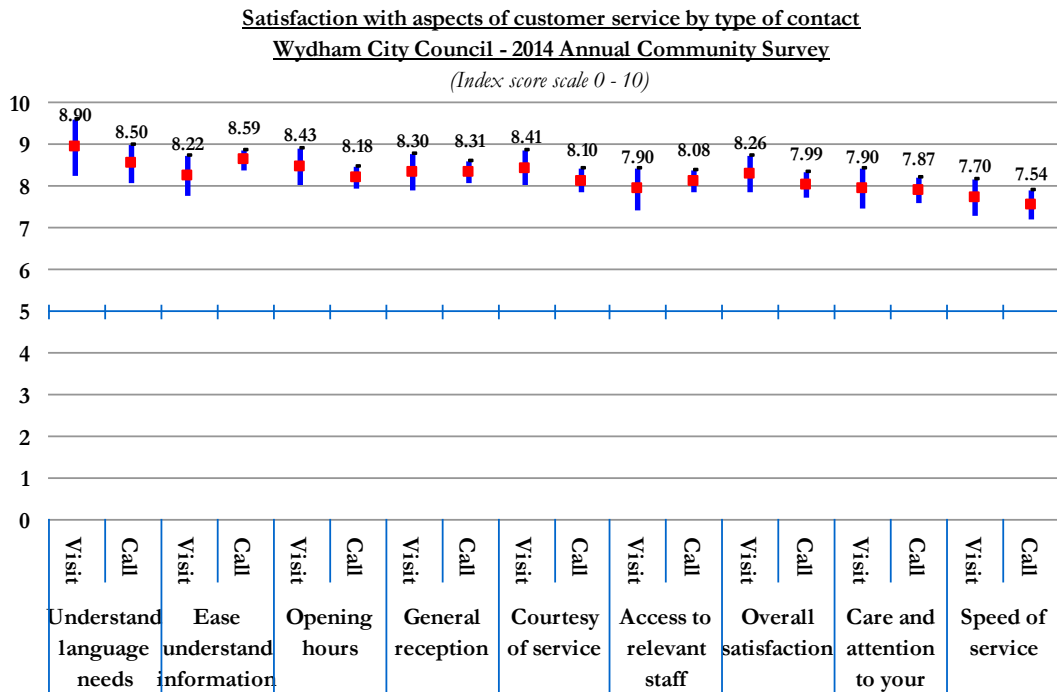
Attention is drawn to the fact that:

- ⊗ Less than five percent of respondents were dissatisfied with any of the nine aspects.
- ⊗ Approximately three-quarters of respondents were very satisfied (eight or more) with eight of the nine aspects of customer service, and almost two-thirds were very satisfied with the speed of service.





The following graph provides the average satisfaction with the nine aspects of customer service for respondents contacting Council via telephone and those contacting Council in person. As is clearly evident in the graph, there was no measurable or significant variation in satisfaction with customer service between the two groups of respondents.



Importance of and satisfaction with Council services

Respondents were asked:

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

Importance

The average importance of the forty services and facilities included in the 2014 survey was 8.63. The importance of only four services was rated at less than eight.

Importance of selected Council services and facilities					
Wyndham City Council - 2014 Annual Community Survey					
<i>(Index score scale 0 to 10)</i>					
Service / facility	Number	2014			2013
		Lower	Mean	Upper	
Weekly garbage collection	780	9.39	9.46	9.53	9.61
Regular recycling	747	9.20	9.28	9.35	9.37
Services for seniors or people with a disability	578	9.14	9.23	9.32	9.43
Services for children from birth to 5 years of age	631	9.05	9.15	9.24	9.42
Local library	675	9.03	9.12	9.22	9.15
Green waste collection	695	9.02	9.11	9.21	9.11
Public toilets	669	9.00	9.10	9.19	9.15
Services for youth	592	9.00	9.09	9.19	9.25
Immunisation services	628	8.99	9.09	9.19	na
Hard rubbish collection	701	8.96	9.06	9.16	9.15
Provision and maintenance of street lighting	778	8.94	9.02	9.11	9.23
On and off road bike paths	671	8.88	8.97	9.07	9.00
Traffic management	765	8.80	8.92	9.04	9.10
Management of illegal dumping of rubbish	740	8.82	8.92	9.01	na
Provision and maintenance of playgrounds	669	8.80	8.90	9.01	9.20
Protecting the natural environment	747	8.79	8.89	8.99	na
Sports ovals	670	8.79	8.89	8.99	8.94
Litter collection in public areas	770	8.69	8.79	8.89	9.16
Maintenance and repairs of sealed local roads	777	8.69	8.79	8.89	9.07
Footpath maintenance & repairs	774	8.64	8.76	8.87	8.89
Provision of parks and gardens	763	8.64	8.75	8.85	8.96
Maintenance of parks and gardens	762	8.50	8.69	8.80	8.93
Drains maintenance & repairs	757	8.59	8.69	8.80	8.93
Community centres	657	8.58	8.68	8.78	8.92
Wyndham Foreshore	589	8.47	8.59	8.70	8.74
Maintenance and cleaning of shopping strips along roads	757	8.47	8.57	8.67	8.84
Werribee Outdoor Olympic Pool	592	8.43	8.55	8.67	8.74
Management of environmental pests and weeds	713	8.44	8.55	8.65	na
Maintenance & cleaning of Watton Street	629	8.34	8.46	8.58	8.71
Provision of Council events	615	8.30	8.42	8.54	8.46
Animal management	670	8.21	8.35	8.49	8.56
Provision and maintenance of street trees	766	8.22	8.34	8.47	8.59
Council's Internet site	616	8.17	8.32	8.47	8.47
Council activities promoting environment and sustainability	695	8.05	8.19	8.32	na
Arts and cultural services	581	8.00	8.14	8.29	8.23
Parking enforcement	729	7.82	8.00	8.17	8.00
Wyndham News (Council's bi-monthly publication)	690	7.50	7.66	7.82	7.85
Council ads in local papers	656	7.30	7.47	7.64	7.58
Public art (including temporary and permanent)	667	7.28	7.45	7.63	7.16
Council's Facebook page	473	6.40	6.64	6.89	6.21
Average importance of services / facilities		<i>8.51</i>	8.63	<i>8.74</i>	<i>8.73</i>

Satisfaction

The following table displays average satisfaction for each of the forty services and facilities included in the 2014 survey. The average satisfaction with these services was rated at 7.47, a level categorised as “very good”, and up from 7.15 “good” recorded in 2013. This result is very similar to both the Western region (7.04) and metropolitan Melbourne (7.33) averages as recorded in the 2014 *Governing Melbourne*.

Satisfaction with the top nine services was measurably higher than the average and satisfaction with the bottom ten services was measurably lower than the average.

Satisfaction with Council services and facilities					
Wyndham City Council - 2014 Annual Community Survey					
(Index score scale 0 to 10)					
Service / facility	Number	2014			2013
		Lower	Mean	Upper	
Weekly garbage collection	790	8.62	8.74	8.85	8.59
Immunisation services	296	8.37	8.52	8.68	na
Green waste collection	524	8.38	8.51	8.64	8.17
Local library	493	8.34	8.46	8.58	8.30
Regular recycling	704	8.26	8.38	8.50	8.17
Hard rubbish collection	504	8.13	8.30	8.46	7.65
Sports ovals	422	7.92	8.07	8.23	7.79
Services for children from birth to 5 yrs of age	316	7.84	8.01	8.19	8.18
Community centres	378	7.74	7.90	8.05	7.73
Provision of Council events	286	7.62	7.79	7.97	7.60
Provision and maintenance of street lighting	784	7.58	7.72	7.86	7.33
Services for seniors or people with a disability	131	7.35	7.71	8.08	7.43
Werribee Outdoor Olympic Pool	280	7.47	7.69	7.90	7.49
Services for youth	185	7.40	7.64	7.86	7.60
Arts and cultural services	221	7.39	7.61	7.83	7.26
Council's Internet site	379	7.36	7.55	7.74	7.17
Drains maintenance & repairs	761	7.41	7.54	7.68	7.17
Provision of parks and gardens	774	7.39	7.53	7.67	6.90
On and off road bike paths	511	7.36	7.52	7.68	7.38
Maintenance & cleaning of Watton Street	608	7.30	7.44	7.59	7.20
Protecting the natural environment	713	7.29	7.44	7.58	na
Wyndham Foreshore	357	7.24	7.43	7.63	7.22
Maintenance of parks and gardens	775	7.22	7.37	7.51	6.90
Provision and maintenance of playgrounds	451	7.19	7.36	7.53	7.14
Maintenance and cleaning of shopping strips along roads	758	7.22	7.35	7.48	7.11
Animal management	631	7.16	7.33	7.51	6.93
Wyndham News (Council's bi-monthly publication)	663	7.03	7.20	7.38	6.56
Litter collection in public areas	777	7.04	7.19	7.34	6.71
Council's Facebook page	63	6.66	7.17	7.68	6.49
Management of environmental pests and weeds	672	7.00	7.15	7.30	na
Council activates promoting environment and sustainability	664	6.99	7.14	7.29	na
Council ads in local papers	616	6.94	7.11	7.28	6.47
Provision and maintenance of street trees	777	6.86	7.02	7.18	6.63
Management of illegal dumping of rubbish	720	6.82	6.97	7.12	na
Public art (including temporary and permanent)	615	6.71	6.88	7.05	6.20
Footpath maintenance & repairs	780	6.67	6.83	6.99	6.32
Maintenance and repairs of sealed local roads	789	6.46	6.61	6.76	6.25
Parking enforcement	731	6.21	6.39	6.58	6.38
Public toilets	433	6.04	6.27	6.49	6.18
Traffic management	777	5.68	5.87	6.06	5.85
Average satisfaction of Council services and facilities		7.29	7.47	7.64	7.15

Average satisfaction with services and facilities

The following graph provides a comparison of the average satisfaction with Council services and facilities for the City of Wyndham, the Western Region and metropolitan Melbourne, as recorded in the 2014 *Governing Melbourne*.

Importance and satisfaction cross tabulation

The following graph displays the importance and satisfaction scores for the 40 services / facilities included in the 2014 survey. This graph is designed to display the relationship between importance and satisfaction scores for each service.

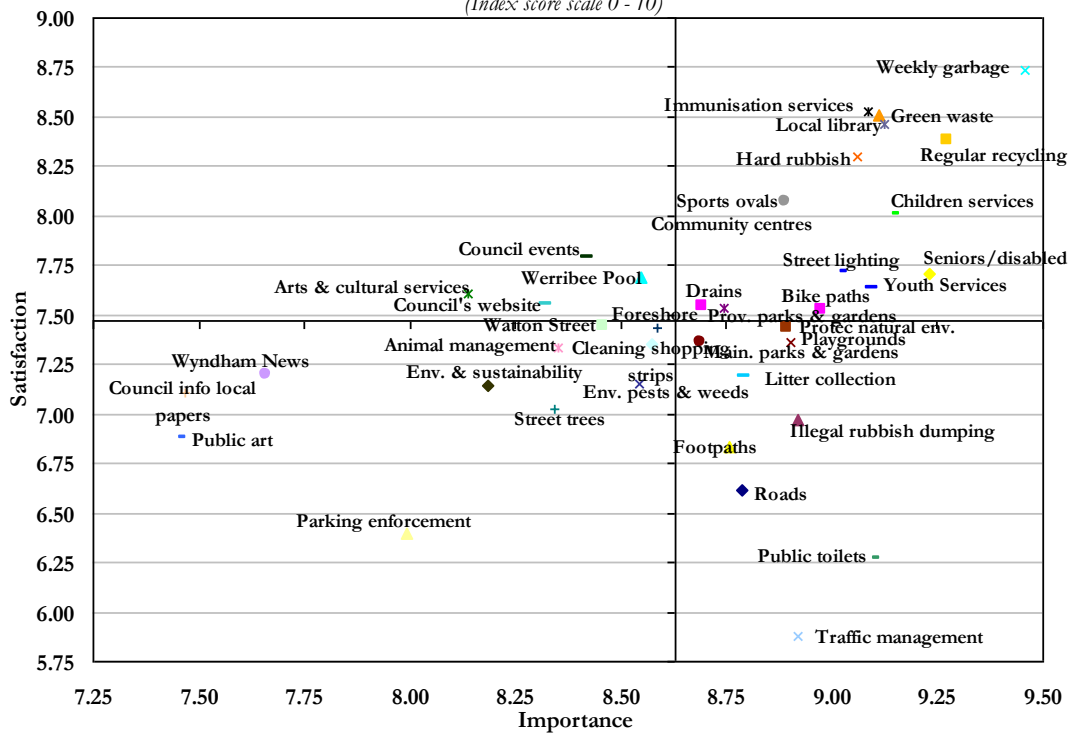
The graph excludes the service “Council’s Facebook page” the importance of which was rated much lower than other services at 6.64.

As is clearly evident in the graph, the services of most importance to respondents were also the services with which respondents were most satisfied, including the garbage and recycling services, as well as local library, immunisations, services for children, youth, seniors and persons with a disability.

Services that were rated as more important than average, but which reported considerably lower than average satisfaction include traffic management, public toilets, maintenance and repair of sealed local roads, illegal dumping of rubbish and footpaths.

Importance of and satisfaction with Council services
Wyndham City Council - 2014 Annual Community Survey

(Index score scale 0 - 10)



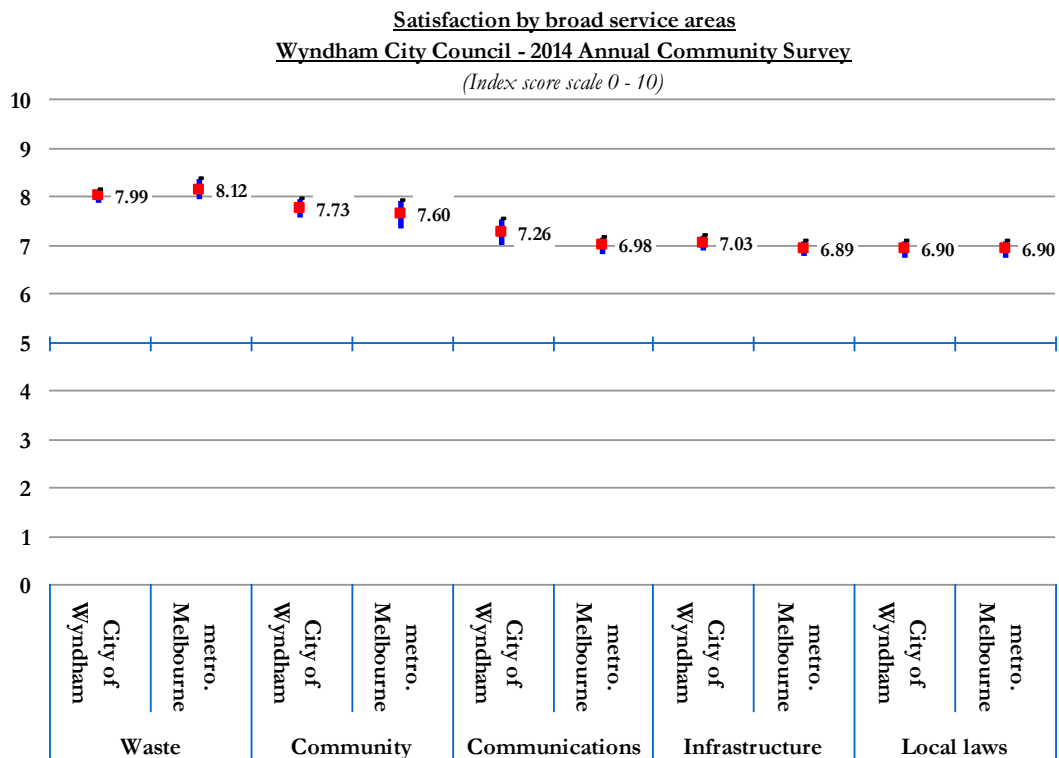
Satisfaction by broad service areas

The forty services and facilities included in the 2014 have been categorised into five broad categories. These five categories are as follows:

- ⊗ **Infrastructure** – includes on and off road bike paths, provision of maintenance of street lighting, drains, parks and gardens, street trees, footpaths, roads, public toilets and traffic management.
- ⊗ **Waste** – includes weekly garbage, green waste, regular recycling, hard rubbish, maintenance & cleaning of Watton Street, maintenance and cleaning of shopping strips along roads, litter collection in public areas.
- ⊗ **Community** – includes local library, services for children, sports ovals, community centres, services for youth, provision of Council events, Werribee Outdoor Pool, services for seniors or people with a disability, arts and cultural services, Wyndham Foreshore, provision and maintenance of playgrounds, activities promoting environment and sustainability, public art and immunisation services
- ⊗ **Local laws** – includes animal management, parking enforcement and management of illegal dumping rubbish
- ⊗ **Communications** – includes Council ads in local papers, Wyndham News, and Council's website and Facebook page

The average satisfaction with the five broad service areas for the City of Wyndham was very similar to the metropolitan Melbourne average satisfaction as recorded in *Governing Melbourne*.

It is observed that satisfaction with waste services was marginally but not significantly lower in the City of Wyndham than the metropolitan Melbourne average, whilst satisfaction with communications was marginally higher in the City of Wyndham.



Satisfaction with all five broad service areas increased in 2014, as clearly outlined in the following graph.



- ⊗ **Waste services** – satisfaction with these services increased 4.4% in 2014, up from 7.65 to 7.99. This level of satisfaction is categorised as “excellent”, up on the previous categorisation of “very good”.
- ⊗ **Community services** – satisfaction with these services increased 3.9% in 2014, up from 7.44 to 7.73. This level of satisfaction remains at a level categorised as “very good”.
- ⊗ **Communication services** – satisfaction with these services increased measurably and significantly in 2014, up 8.8% from 6.67 to 7.26. This level of satisfaction is best categorised as “very good”, up on the previous categorisation of “good”.
- ⊗ **Infrastructure services** – satisfaction with these services increased 5.4% in 2014, up from 6.67 to 7.03. This level of satisfaction remains at a level best categorised as “good”.
- ⊗ **Local laws** – satisfaction with these services increased 3.8% in 2014, up from 6.65 to 6.90. This level of satisfaction remains at a level best categorised as “good”.

Satisfaction by broad service areas
Wyndham City Council - 2014 Annual Community Survey
(Index score scale 0 - 10)

