



Wyndham City Council

*2015 Annual Community Survey  
Executive Summary*

January 2016

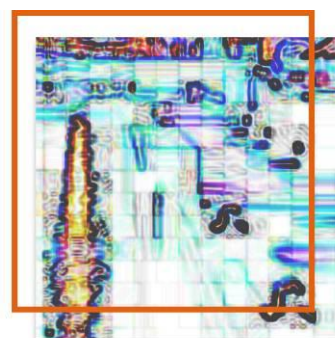
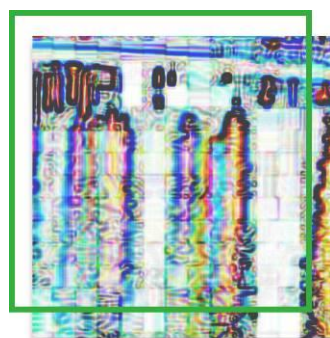


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## Introduction

Metropolis Research was commissioned by Wyndham City Council to undertake this, its third *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
- ⊗ Satisfaction with Council's planning for population growth
- ⊗ Importance of and satisfaction with a range of Council services and facilities
- ⊗ Issues of importance for Council to address in the coming year, and priorities for the next ten to fifteen years
- ⊗ 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 – 2015 Annual Community Survey* includes questions exploring current issues of importance that reflect Council's current requirements. The 2015 survey includes questions related to the following issues:

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

## 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 – 2015 Annual Community Survey* was conducted as a door-to-door interview style survey of eight hundred households drawn randomly from across the municipality from the 22<sup>nd</sup> November 2015 to 20<sup>th</sup> December 2015. 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 slightly under represent residents who speak a language other than English.

## Response rate

A total of 3,623 households were approached to participate in the *Wyndham City Council – 2015 Annual Community Survey*. Of these 1,878 were unattended when Metropolis Research called on the household and were therefore not invited to participate and played no further part in the research. Of the households personally invited to participate in the research by a staff member of Metropolis Research, 945 refused to participate in the research and 800 completed surveys.

This provides a response rate of 45.9%, which is significantly higher than the 33.8% recorded in 2014, and which is slightly higher than the response rate typically obtained across metropolitan Melbourne.

The 95% confidence interval (margin of error) of these results is plus or minus 3.4%, 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 46.5% and 53.5%. This is based on a total sample size of 800 respondents, and an underlying population of the City of Wyndham of 199,750.



## Governing Melbourne

*Governing Melbourne* is a unique service provided by Metropolis Research annually since 2010. *Governing Melbourne* is a survey of approximately one thousand 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 interpretation of the results. These categories have been developed over many years as a guide to the scores presented in the report and are designed to give a general context.

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

## Summary of satisfaction

Satisfaction with the overall performance of the City of Wyndham increased strongly in 2015, up almost ten percent to 7.15 out of ten, categorised as “good”. This is a very positive result particularly following on from the strong increase reported in 2014. Consistent with this result was an increase in the proportion of respondents who considered that Council’s overall performance had improved in the last twelve months (17.5% up from 15.1% last year), whilst just 5.8% considered that Council’s performance had deteriorated (down from a high of 10.4% in 2013).

This increased satisfaction with Council’s overall performance was also evident in relation to the various aspects of governance and leadership, with the average satisfaction with these aspects increasing from 6.52 in 2014 to 7.06 this year, a level considered “good”.

The average satisfaction with the forty included services and facilities increased only marginally in 2015 (7.55 up from 7.47) and remains categorised as “very good”, whilst average satisfaction with customer service was stable at 8.15, considered “excellent”.

Whilst satisfaction with Council’s planning for population growth increased marginally in 2015, it remains significantly lower than overall performance at 6.32 or “solid”.

These results strongly suggest that the community has a substantially more favorable outlook on Council’s performance in 2015 than in 2013, driven in large part by increased satisfaction with Council’s performance in engaging with, representing and advocating on behalf of the community (particularly in relation to transport issues).

These transport issues remain a foremost community priority, along with other concerns relating to the provision of infrastructure and other impacts of the high levels of population growth occurring in the municipality.

## Key findings

The following are the key findings for each section of the *City of Wyndham – 2015 Annual Community Survey*.

### *Council's overall performance*

- ⊗ Satisfaction with Council's overall performance increased measurably in 2015, up 9.6% from 6.52 to 7.15, a level of satisfaction best categorised as "good", with a 95% confidence interval of 7.04 to 7.26
- ⊗ Satisfaction with Council's overall performance was significantly higher than the metropolitan Melbourne (6.81), the western region (6.47), and the growth area councils (6.85) averages
- ⊗ Respondents from Truganina (7.44) and Werribee (7.41) rated satisfaction with the overall performance of Council measurably higher than the municipal average at levels categorised as "very good"
- ⊗ Respondents from Point Cook (6.81) rated satisfaction measurably lower than the municipal average
- ⊗ A little more than one sixth (17.5% up from 10.2% in 2013) of respondents considered Council's overall performance had improved in the last 12 months whilst 5.8% (down from 10.4% in 2013) considered that it had deteriorated.

### *Governance and leadership*

- ⊗ Satisfaction with the five aspects of governance and leadership as a group was 7.06, up 8.3% on the 2014 average of 6.52, although it remains at a level of satisfaction categorised as "good"
  - Community consultation and engagement (7.35 up from 6.87) – "very good"
  - Responsiveness to community needs (7.11 up from 6.43) – "good"
  - Making decisions in the interests of the community (6.98 up from 6.40) – "good"
  - Maintaining community trust and confidence (6.89 up from 6.37) – "good"
  - Representation, lobbying and advocacy (6.97 up from 6.54) – "good"
- ⊗ Planning for population growth (6.32 up from 5.87) – "solid".

### *Issues for Council to address in coming 12 months*

- ⊗ A total of 544 respondents (68.0% down from 79.9%) provided 1,115 individual responses
- ⊗ The most commonly identified issues in 2015 were:
  - Traffic management (42.3% down from 48.5%)
  - Roads maintenance and repairs (10.2% down from 16.6%)
  - Parks, gardens and open space issues (9.9% down from 10.3%).



## Priorities for Council over the next ten to fifteen years

- ⊗ A total of 387 respondents (48.4% down from 50.7%) provided 726 individual responses
- ⊗ The most commonly identified issues in 2015 were:
  - Traffic management (24.0% up from 18.3%)
  - Public transport (10.5% up from 7.7%)
  - Roads maintenance and repairs (6.5% down from 10.8%).

## Council services and facilities

### Importance of Council services and facilities

- ⊗ The average importance of the forty services and facilities included in 2015 was 8.67 (up from 8.63)
- ⊗ The five most important services in 2015 were:
  - Weekly garbage collection (9.34 down from 9.46)
  - Provision & maintenance street lighting (9.14 up from 9.02)
  - Traffic management (9.11 up from 8.92)
  - Provision of parks and gardens (9.05 up from 8.75)
  - Litter collection in public areas (9.04 up from 8.79)

### Satisfaction with Council services and facilities

- ⊗ Average satisfaction with the forty services and facilities included in 2015 was 7.55, up less than one percent on 2014, and remains at a level of satisfaction best categorised as “good”. This result is somewhat higher than the metropolitan Melbourne (7.36) and western region (7.48) results from *Governing Melbourne*
- ⊗ The five services with the highest satisfaction scores in 2015 were:
  - Immunisation services (8.73 up from 8.52) – “excellent”
  - Local library (8.63 up from 8.46) – “excellent”
  - Weekly garbage collection (8.54 down from 8.74) – “excellent”
  - Services for children (birth to five years) (8.44 up from 8.01) – “excellent”
  - Green waste collection (8.34 down from 8.54) – “excellent”
- ⊗ The five services with the lowest satisfaction scores in 2014 were:
  - Public art (including permanent and temporary) (6.91 up from 6.88) – “good”
  - Public toilets (6.67 up from 6.27) – “good”
  - Maintenance & repairs sealed local roads (6.64 up from 6.61) – “good”
  - Parking enforcement (6.47 up from 6.39) – “solid”
  - Traffic management (5.56 down from 5.87) – “poor”

- ⊗ Satisfaction with the forty services and facilities by broad categories is as follows:
  - Waste services (7.89 down from 7.99) – “very good”
  - Community and leisure services (7.98 up from 7.73) – “very good”

- |                           |                              |                          |
|---------------------------|------------------------------|--------------------------|
| ○ Communications services | (7.26 stable) – “very good”  | <input type="checkbox"/> |
| ○ Infrastructure          | (7.10 up from 7.03) – “good” | <input type="checkbox"/> |
| ○ Local laws              | (7.00 up from 6.90) – “good” | <input type="checkbox"/> |

### ***Contact with Council (customer service)***

- ⊗ Approximately one-third of the respondents (33.6% down from 42.1%) had contact with Council in the last twelve months
- ⊗ The most common forms of contact remain telephone (65.5% up from 59.8%) and visits in person (21.8% down from 25.0%)
- ⊗ Less than ten percent (8.0%) were internet-based (email or website) and none were via social media this year
- ⊗ Satisfaction with the eight aspects of customer service as a group was 8.15 (up from 8.13), and remains at a level of satisfaction best categorised as “excellent”
- ⊗ Satisfaction with the more subjective “satisfaction with overall experience” was slightly lower at 8.02 (up from 8.0), and is also at a level best categorised as “excellent”
- ⊗ Satisfaction with the eight aspects of customer service varied as follows:
 

○ Understand language needs	(8.38 down from 8.58) – “excellent”
○ Ease understanding information	(8.38 down from 8.46) – ”
○ General reception	(8.25 down from 8.30) – ”
○ Opening hours	(8.37 up from 8.22) – ”
○ Courtesy of service	(8.26 up from 8.17) – “
○ Access to relevant staff / officer	(8.09 up from 8.00) – ”
○ Care and attention to enquiry	(7.99 up from 7.89) – ”
○ Speed of service	(7.66 up from 7.55) – “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 / drink options	(8.18 down from 8.57)
○ I can get help from friends, family or neighbours when needed	(8.03 down from 8.30)
○ I think breastfeeding in public is acceptable	(7.89 down from 8.07)
○ I feel happy and safe walking in my local area	(7.94 down from 7.98)
○ There are enough opp’s for people in my local area to exercise	(7.91 up from 7.87)
○ I can easily get to a s’market or fruit & vege. store without a car	(7.40 down from 7.54)
○ There are enough opp’s to connect socially with people locally	(7.59 up from 7.42)
- ⊗ There was measurable and significant variation in these results across the six precincts comprising the City of Wyndham.

## Safety in public areas of the City of Wyndham

- ⊗ Respondents rated their perception of safety in the public areas of Wyndham positively, although marginally lower than those recorded in the western region and metro. Melbourne
  - In public areas of Wyndham during the day (8.37 up from 8.24)
  - In public areas of Wyndham at night (6.94 up from 6.37)
  - Travelling on trains (7.38 up from 6.91)
  - In and around local shopping district (7.95 stable)
- ⊗ Almost one-quarter (22.4%) of respondents who felt unsafe in public areas of Wyndham identified issues relating to the presence (or absence) of Police, and one-fifth (21.2%) identified issues with people (e.g. gangs, youths, etc).

## Commuting to work

- ⊗ A little less than three-quarters of respondents (68.4% down from 69.6%) reported that a household member commuted to work regularly by car
  - Less than thirty minutes (21.7% down from 24.1%)
  - Thirty minutes to less than one hour (34.0% up from 32.4%)
  - One hour to less than ninety minutes (29.5% up from 26.1%)
  - Ninety minutes or more (14.8% down from 17.4%)
- ⊗ Respondents rated “most convenient method” (8.88 down from 8.92), and “quickest method” (8.76 down from 8.94) 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, too many changes of public transport mode, and public transport is not conveniently located to work or home
  - **Solid importance** – for each of flexible hours are not conducive to public transport and buses don’t connect with trains.
  - **Mild importance** – for I don’t feel safe using public transport.

## Council’s congestion and transport related advocacy

- ⊗ One-quarter (23.0% down from 26.4%) of respondents were aware of Council’s congestion and transport related advocacy, lobbying and community engagement activities, although still significantly higher than the 16.4% reported in 2013
- ⊗ A little more than one-quarter (26.9% down from 34.0%) of respondents were aware of the *Get Wyndham Moving* campaign.

## Council's overall performance

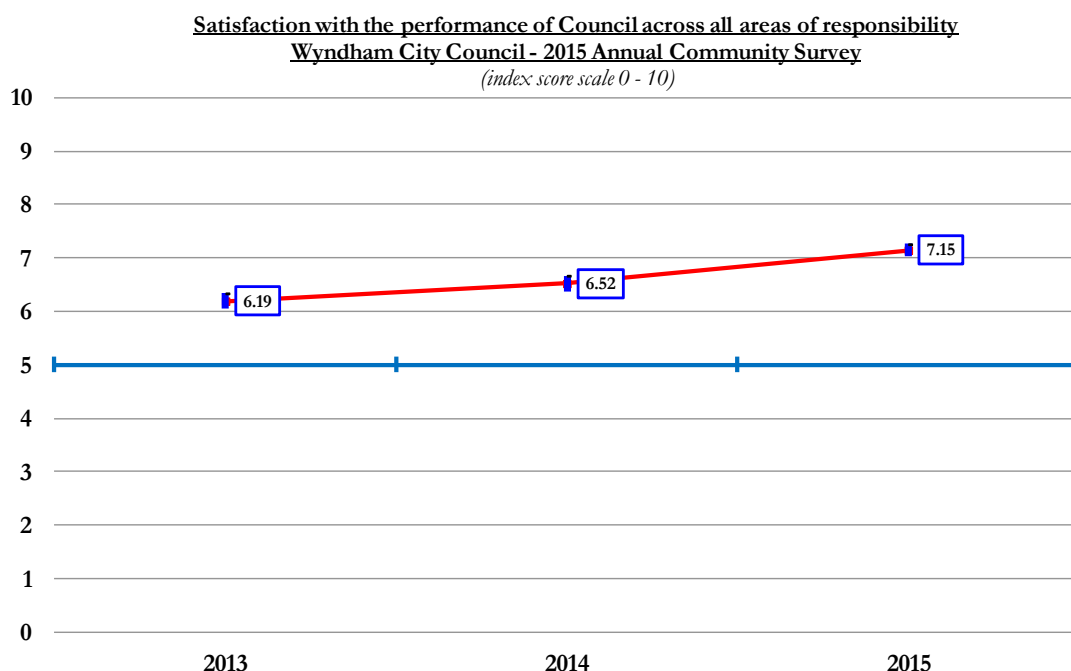
Respondents were asked:

*“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 City Council across all areas of responsibility increased measurably and significantly for the second consecutive year. Overall satisfaction increased 9.6% in 2015 from 6.52 to 7.15, although it remains at a level best categorised as “good”.

Metropolis Research notes that this is a very significant increase in satisfaction with the performance of Council, and is one that reflects well on the performance of Council and the views of the community in relation to Council's performance.

It is important to bear in mind that this measure of satisfaction with the performance of Council is subjective in nature, as respondents decide for themselves the relative weight they place on different aspects of Council performance. In addition to this measure of satisfaction with the overall performance of Council, the *Annual Community Survey* program includes a range of other measures of community satisfaction with Council, including satisfaction with aspects of governance and leadership, services and facilities, and customer service.

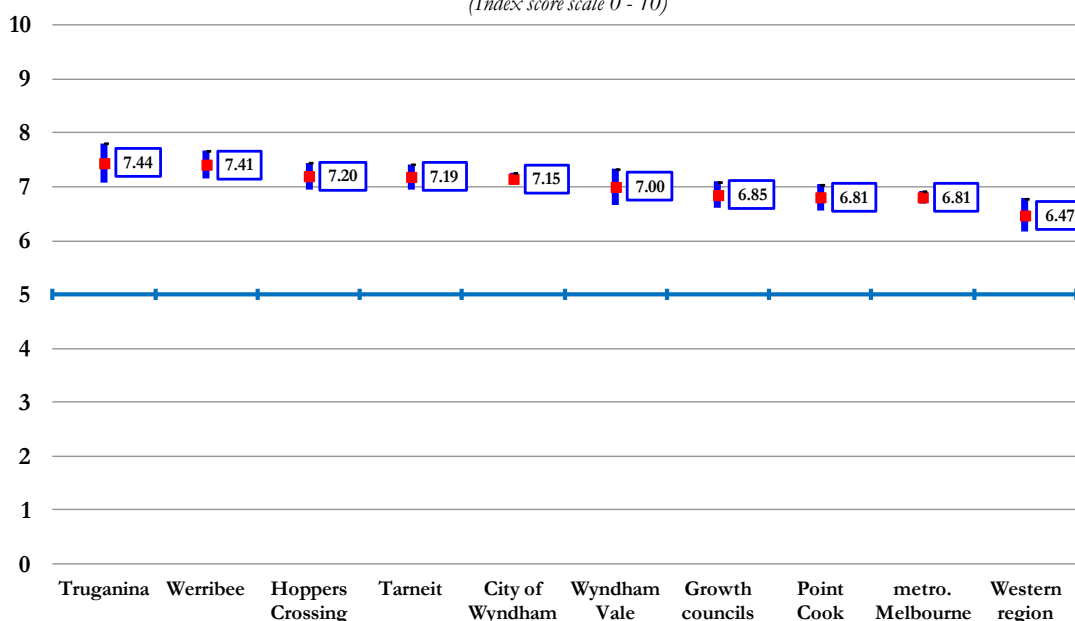


This result is measurably and significantly higher than both the metropolitan Melbourne (6.81) and western region (6.47) averages as recorded in the 2015 *Governing Melbourne* research conducted independently by Metropolis Research. This result is also measurably and significantly higher than the 6.85 recorded for the seven growth area councils (including Melton, Hume, Whittlesea, Wyndham, Cardinia, Casey, and Knox).

There was measurable and significant variation in this result across the five precincts comprising the City of Wyndham, with attention drawn to the following:

- ⊗ The higher than average satisfaction of respondents from Truganina and Werribee, both of which rated satisfaction at levels categorised as “very good”.
- ⊗ The lower than average satisfaction of respondents from Point Cook, who rated satisfaction at a level categorised as “good”.

**Satisfaction with Council's overall performance by precinct**  
**Wyndham City Council - 2015 Annual Community Survey**  
(Index score scale 0 - 10)



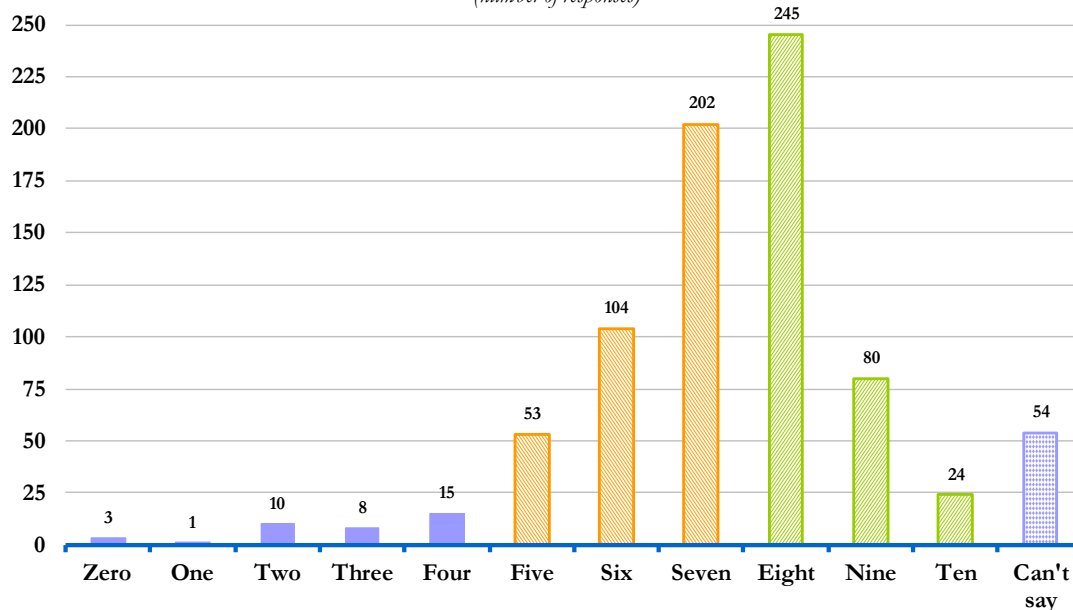
In 2015, almost half (46.8%) of the respondents providing a response to this question rated satisfaction very highly (i.e. at eight or more out of ten), a significant increase on the 34.2% recorded in 2014 and the 24.5% recorded in 2013. This reflects a strong increase over the last two years in the proportion of respondents very satisfied with the performance of Council across all areas of responsibility.

Conversely the proportion of respondents dissatisfied (rating satisfaction at zero to four) with Council's overall performance declined substantially, down from 17.1% in 2013 and 12.4% in 2014, to just five percent in 2015. By way of comparison, in 2015 6.4% of respondents across metropolitan Melbourne were dissatisfied with the performance of their local council.

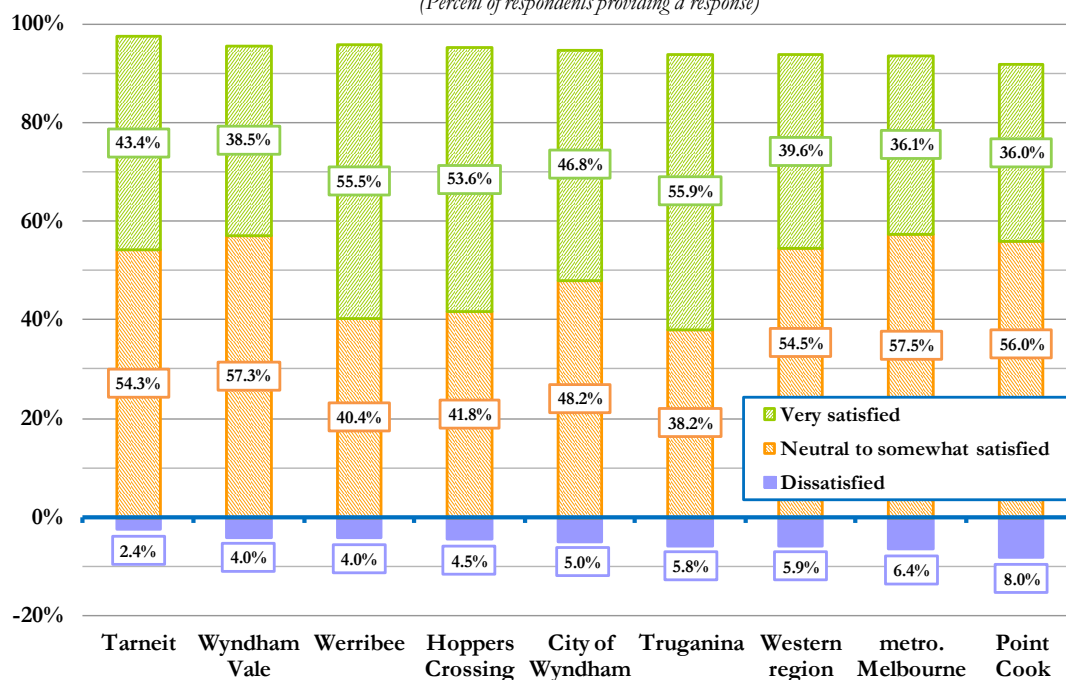
As is evident in the following graph, a very significant proportion of respondents rated satisfaction with the performance of Council across all areas of responsibility at eight out of ten. In 2015, 245 respondents rated satisfaction at eight out of ten, up from the 149 recorded in 2014. This increase is the single greatest influence on the average satisfaction score.



**Satisfaction with Council's overall performance**  
**Wyndham City Council - 2015 Annual Community Survey**  
(number of responses)



**Satisfaction with performance of Council's across all areas of responsibility**  
**Wyndham City Council - 2015 Annual Community Survey**  
(Percent of respondents providing a response)



## Overall performance by respondent profile

The following table provides the average satisfaction with Council's overall performance by respondent profile.

Whilst overall satisfaction with Council's overall performance was consistent across the range of demographic profiles, attention is drawn to the following:

- ⊗ Female respondents rated satisfaction with Council's overall performance measurably and significantly higher than male respondents.
- ⊗ Respondents from households with a member with a disability rated satisfaction with Council's overall performance somewhat, albeit not measurably lower than respondents from other households.
- ⊗ Two parent families with youngest child under five years were somewhat, albeit not measurably more satisfied than average with Council's overall performance.
- ⊗ Respondents from rental households and households were somewhat, albeit not measurably more satisfied than average with Council's overall performance.
- ⊗ Respondents who had lived in the City of Wyndham for less than five years were measurably more satisfied with Council's overall performance than respondents who had lived in the municipality for five years or more.

**Satisfaction with Council's overall performance by respondent profile****Wyndham City Council - 2015 Annual Community Survey**

(Number and index score 0 - 10)

	Number	Lower	Mean	Upper
<i>Age structure</i>				
15 - 19 years	17	6.39	<b>7.16</b>	7.93
20 - 35 years	199	7.23	<b>7.41</b>	7.58
36 - 45 years	189	7.00	<b>7.20</b>	7.40
46 - 55 years	122	6.87	<b>7.17</b>	7.46
56 - 75 years	182	6.54	<b>6.82</b>	7.09
76 years and over	33	6.90	<b>7.27</b>	7.65
<i>Gender</i>				
Male	375	6.80	<b>6.98</b>	7.15
Female	364	7.19	<b>7.33</b>	7.47
<i>Disability</i>				
Household member with disability	93	6.56	<b>6.95</b>	7.35
No disability	637	7.06	<b>7.18</b>	7.29
<i>Language</i>				
English speaking household	516	6.99	<b>7.12</b>	7.25
non-English speaking household	224	6.99	<b>7.21</b>	7.42
<i>Household structure</i>				
Two parent family (youngest 0 - 4 yrs)	130	7.28	<b>7.52</b>	7.75
Two parent family (youngest 5 - 12 yrs)	132	6.99	<b>7.21</b>	7.43
Two parent family (youngest 13 - 18 yrs)	61	7.01	<b>7.35</b>	7.69
Two parent family (adults only)	73	6.69	<b>7.05</b>	7.41
One parent family (youngest 0 - 4 yrs)	8	6.32	<b>7.26</b>	8.20
One parent family (youngest 5 - 12 yrs)	13	6.70	<b>7.28</b>	7.85
One parent family (youngest 13 - 18 yrs)	4	5.22	<b>7.09</b>	8.95
One parent family (adults only)	17	5.57	<b>6.79</b>	8.00
Couple only household	194	6.76	<b>7.01</b>	7.25
Group household	40	6.62	<b>7.15</b>	7.69
Sole person household	65	6.47	<b>6.83</b>	7.20
<i>Housing situation</i>				
Own this home	337	6.90	<b>7.07</b>	7.24
Mortgage	182	6.76	<b>7.00</b>	7.23
Renting this home	198	7.18	<b>7.38</b>	7.58
Other arrangement	13	6.32	<b>7.46</b>	8.61
<i>Period of residence in City of Wyndham</i>				
Less than one year	49	6.77	<b>7.24</b>	7.71
One to less than five years	153	7.25	<b>7.47</b>	7.69
Five to less than ten years	182	6.86	<b>7.07</b>	7.28
Ten years or more	357	6.88	<b>7.05</b>	7.22

## 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 increased for the second consecutive year, up from 10.2% in 2013 and 15.1% in 2014, to a little more than one-sixth (17.5%) in 2015. This strong increase is consistent with the large increase in satisfaction with Council's overall performance discussed elsewhere in this report.

By contrast, the proportion of respondents considering that Council's overall performance had deteriorated in the last twelve months declined very marginally in 2015, and is now close to half the 10.4% recorded in 2013.

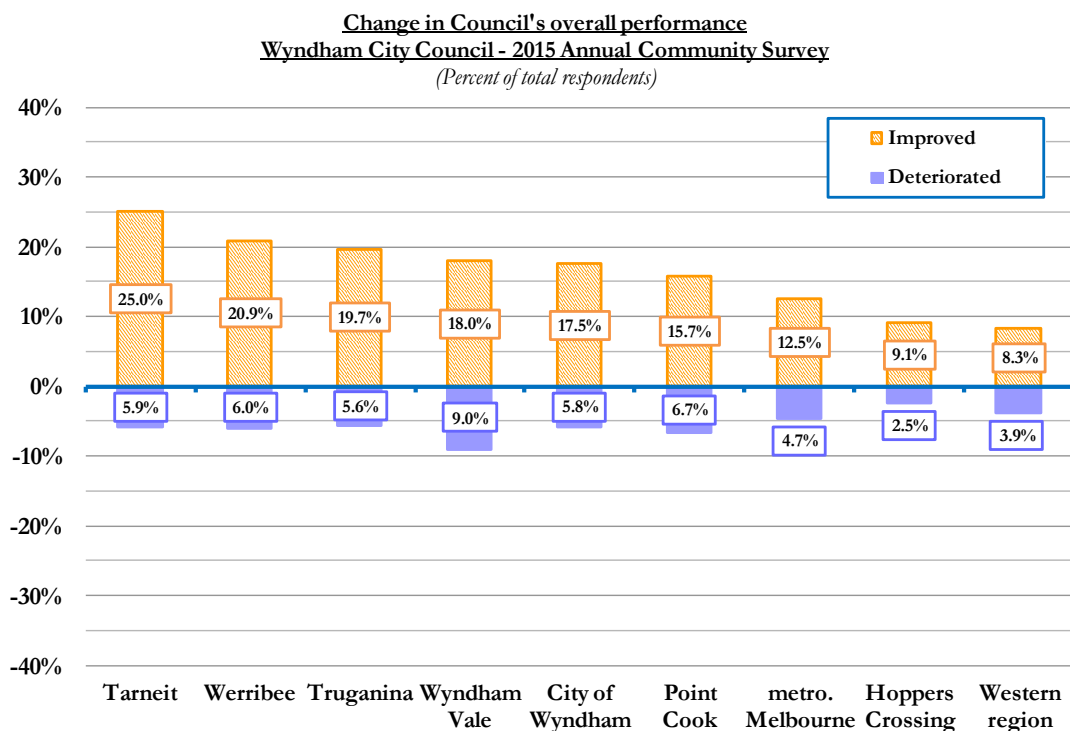
This is a significantly more positive result than the metropolitan Melbourne average in *Governing Melbourne*, which had 12.5% considering that performance had improved and 4.7% considering that performance had deteriorated.

**Change in Council's overall performance**  
**Wyndham City Council - 2015 Annual Community Survey**  
*(Number and percent of total respondents)*

result	2015		2014	2013
	Number	Percent		
Improved	140	17.5%	15.1%	10.2%
Stayed the same	504	63.0%	60.4%	59.9%
Deteriorated	46	5.8%	6.0%	10.4%
Can't say	110	13.8%	18.6%	19.5%
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>803</b>	<b>801</b>

There was some variation in this result across the six precincts of Wyndham, with attention drawn to the following:

- ⊗ **Tarneit** - respondents were more likely than average to consider that performance had improved.
- ⊗ **Hoppers Crossing** - respondents were less likely than average to consider that performance had improved.
- ⊗ **Wyndham Vale** – respondents were more likely than average to consider than performance had deteriorated.



### *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?"*

The following table provides a summary of the reasons why respondents considered that Council's overall performance had improved or deteriorated.

It is observed that respondents who considered that Council's overall performance had improved were most likely to identify issues including roads, Council facilities, services and events, public transport, and parks and gardens.

Metropolis Research notes the significant increase (up from zero previously to sixteen percent in 2015) in the proportion of respondents identifying public transport as reasons why they considered that Council's overall performance had improved in the last twelve months. This is likely to be a reflection, at least in part, of Council's advocacy activities around this issue.

Respondents considered that Council's overall performance had deteriorated in the last twelve months, a total of less than fifty respondents (5.8%), were most likely to identify road related issues as the reason.



### Summary reasons why Council's overall performance has improved / deteriorated

#### Wyndham City Council - 2015 Annual Community Survey

(Number and percent of respondents providing a response)

Reason	2015		2014	2013
	Number	Percent		
Improved				
Roads and traffic	25	21.0%	35.3%	36.4%
Council facilities, events and services	23	19.3%	33.3%	29.1%
Public transport	19	16.0%	0.0%	0.0%
Parks and open spaces	12	10.1%	2.0%	3.6%
Communication / consultation	10	8.4%	2.0%	3.3%
Planning for population growth / development	9	7.6%	2.0%	0.0%
Maintenance of the area	8	6.7%	17.6%	14.9%
Governance, performance and accountability	2	1.7%	5.9%	8.4%
Other	11	9.2%	2.0%	4.8%
Reason not stated	21		71	22
Total	140	100%	122	82
Deteriorated				
Traffic and roads	21	45.7%	11.9%	11.0%
Financial management / rates	4	8.7%	4.5%	5.7%
Parking	3	6.5%	0.0%	0.0%
Building and planning	3	6.5%	6.0%	5.6%
Maintenance of the area	3	6.5%	10.4%	8.9%
Public transport	2	4.3%	1.5%	1.8%
Communication / consultation	1	2.2%	9.0%	12.1%
Other	9	19.6%	3.0%	6.5%
Reason not stated	0		0	
Total	46		67	77

## Governance and leadership

Respondents were asked:

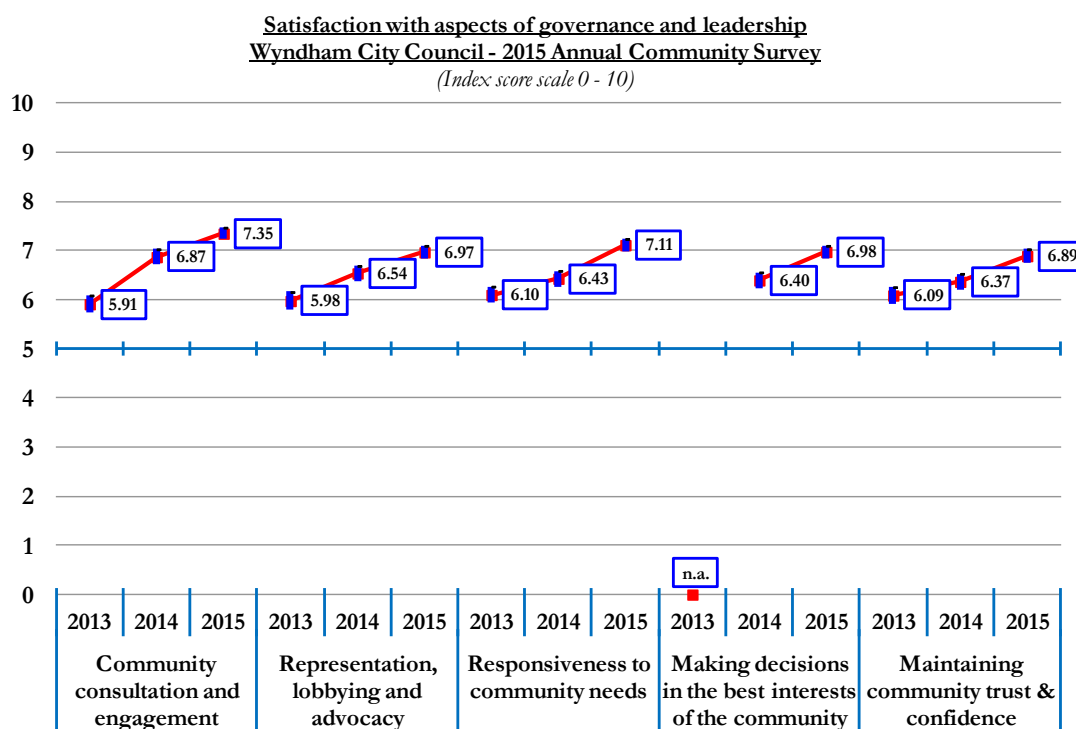
*“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with the following aspects of Council's performance?”*

Satisfaction with the five aspects of governance and leadership included in the *Annual Community Survey* was 7.06 in 2015, up measurably on the 6.52 recorded in 2014. This level of satisfaction remains categorised as “good”.

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

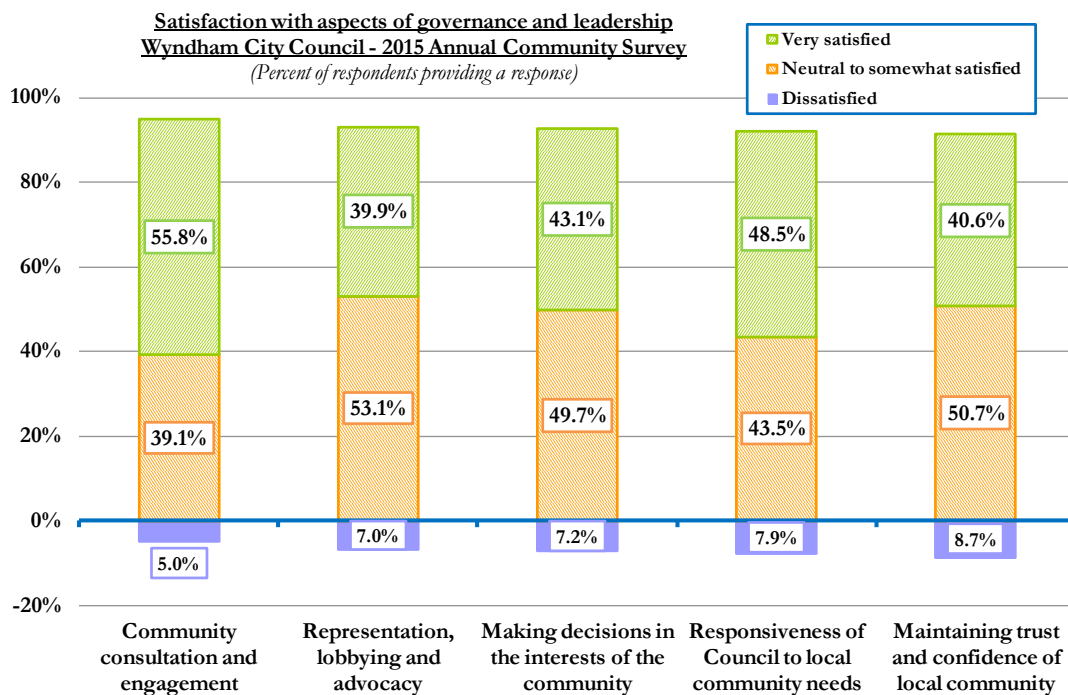
- ⊗ **Very Good** – for community consultation and engagement.
- ⊗ **Good** – for representation, lobbying and advocacy, responsiveness to local community needs, making decisions in the interests of the community, and maintaining community trust and confidence.

Metropolis Research notes the measurable and significant increase in satisfaction with each of the aspects of governance and leadership in both 2014 and 2015. These increases reflect the large increase in satisfaction with the performance of Council across all areas of responsibility. Metropolis Research notes that satisfaction with aspects of governance and leadership are often highly correlated with satisfaction with overall performance, as is the case in these results.



Consistent with relatively high average satisfaction scores, more than one-third of respondents were very satisfied (rating satisfaction eight or more) with each of the five aspects of governance and leadership.

Attention is drawn to the fact that less than ten percent of respondents were dissatisfied (rating satisfaction zero to four) with each of the five aspects.

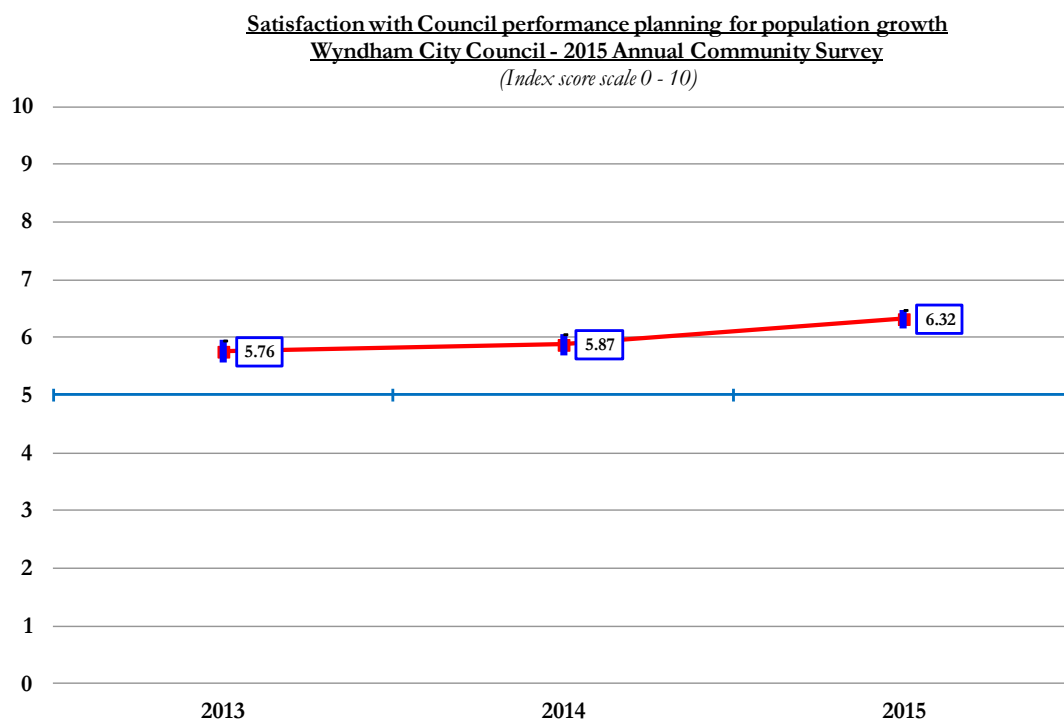


## Planning for population growth

Respondents were asked:

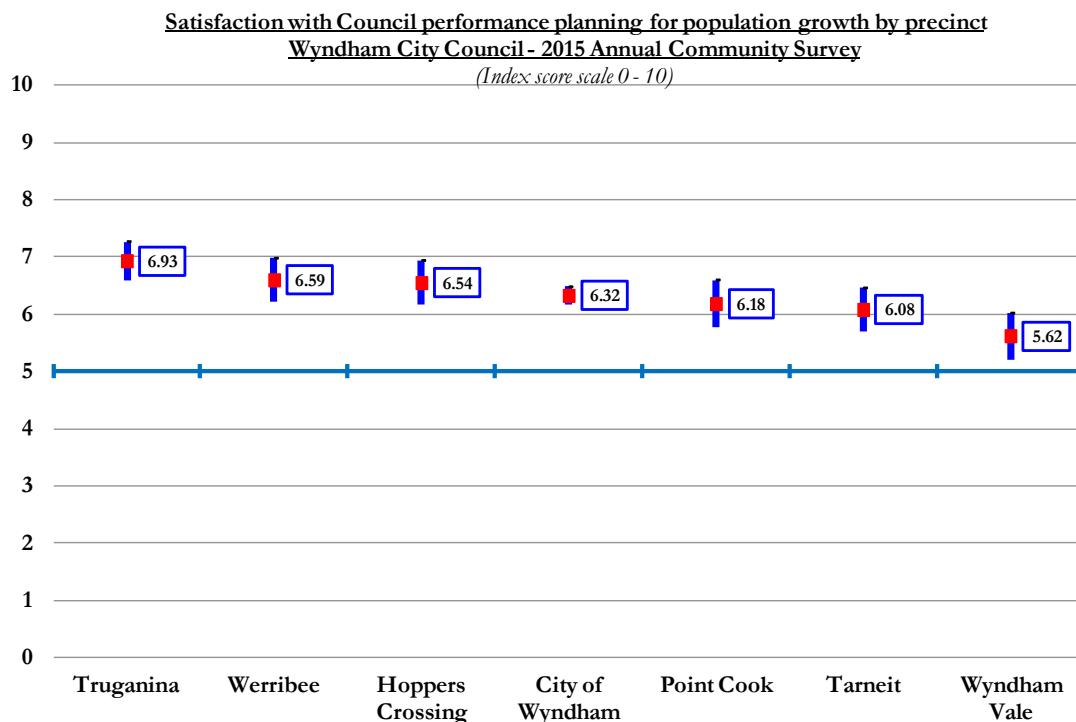
*“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with?”*

Satisfaction with Council’s performance planning for population growth increased measurably and significantly in 2015, up 7.7% from 5.87 to 6.32. This improves the categorisation of satisfaction from the “poor” recorded in both 2013 and 2014 to “solid” in 2015.



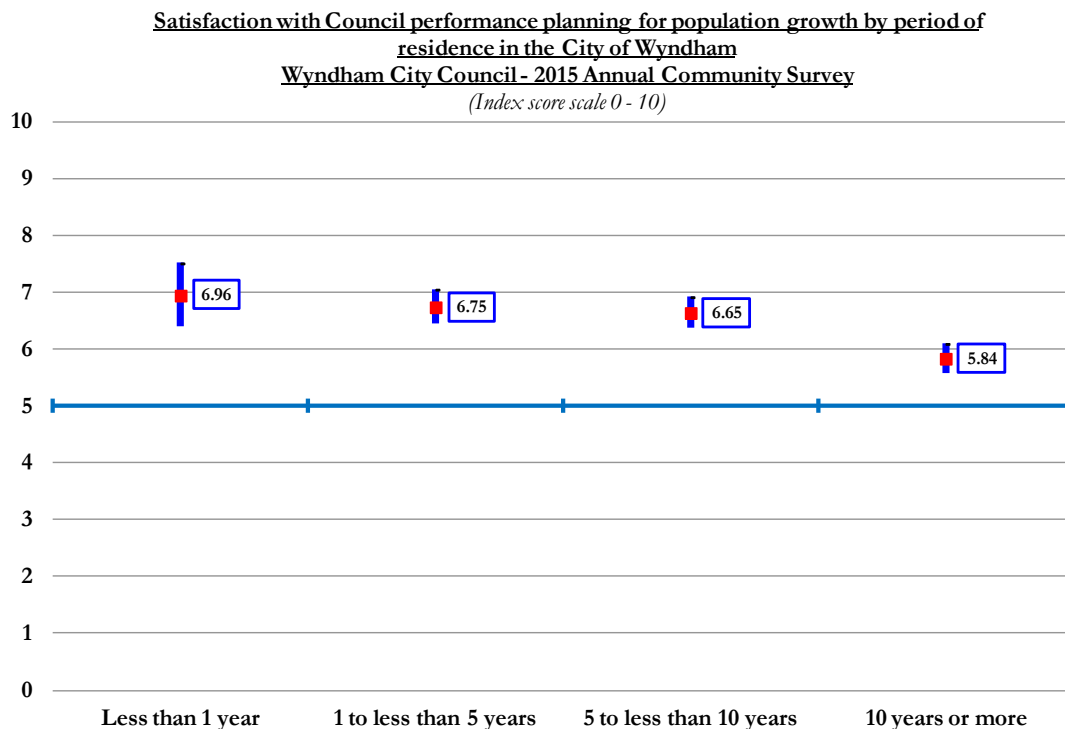
There was measurable and significant variation in this result observed across the City of Wyndham, with attention drawn to the following:

- ⊗ Respondents from Truganina were measurably more satisfied than average with Council's planning for population growth, and rated satisfaction at a level categorised as "good".
- ⊗ Respondents from Werribee and Hoppers Crossing rated satisfaction somewhat higher than the municipal average, and at levels categorised as "good".
- ⊗ Respondents from Wyndham Vale rated satisfaction measurably and significantly lower than the municipal average, and at a level categorised as "poor".



Metropolis Research notes that satisfaction with Council's planning for population growth declines with the period of residence in the City of Wyndham.

Respondents who had lived in the municipality for ten years or more were measurably and significantly less satisfied than newer residents, rating satisfaction at a level categorised as "poor".





## Reasons for dissatisfaction with Council planning for population growth

Of the 124 respondents dissatisfied with Council's planning for population growth, almost all provided a response as to the reasons for their dissatisfaction. These responses have been broadly categorised and are outlined in the following table.

Consistent with the results reported in 2014, respondents identified a range of issues underpinning their dissatisfaction including traffic management issues, infrastructure related issues, and issues around planning and development.

The verbatim comments received from respondents have been included as an appendix to this report.

### Reasons for dissatisfaction with Council planning for population growth

#### Wyndham City Council - 2015 Annual Community Survey

*(Number of respondents dissatisfied with Council planning for pop'n growth and providing a response)*

Response	2015		2014
	Number	Percent	
Traffic management	29	24.4%	23.5%
Infrastructure	28	23.5%	23.5%
Planning and development	23	19.3%	14.8%
Roads	17	14.3%	22.2%
Public transport	3	2.5%	6.8%
Other	19	16.0%	9.3%
Not stated	5		28
<b>Total responses</b>	<b>124</b>	<b>100%</b>	<b>190</b>

## 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 544 respondents representing 68.0% of the total sample provided at least one issue for Council to address in the coming year. This is a decline on the 79.9% recorded in 2014, but still consistent with 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 2014, the top issues identified by respondents are mainly transport related, including traffic management, roads maintenance and repairs, public transport and parking. The proportion of Wyndham respondents identifying transport related issues (particularly traffic management) was significantly larger than commonly observed elsewhere across metropolitan Melbourne. This Wyndham community's focus on transport related issues remains a defining characteristic of the *Annual Community Survey* results. Attention is drawn specifically to the following:

- ⊗ **Traffic management** – identified by a little less than half (42.3%) of Wyndham respondents in 2015, down from 48.5%. 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 2015 *Governing Melbourne* reported that 24.9% of metropolitan Melbourne respondents identified this issue.
- ⊗ **Road maintenance and repair** – identified by just over ten percent (10.2%) of Wyndham respondents in 2015, down on the 31.0% recorded in 2013 and 16.6% recorded in 2014. Metropolis Research notes that this result remains substantially larger than the metropolitan Melbourne average of 5.3% as recorded in the 2015 *Governing Melbourne*. The average for growth area councils was 3.1% in 2015.
- ⊗ **Parks, gardens and open space** – identified by 9.9% of Wyndham respondents in 2015, down marginally on the 10.3% recorded in 2014. The 2015 *Governing Melbourne* reported a metropolitan Melbourne average of 5.8%.
- ⊗ **Public transport** – identified by 9.1% of Wyndham respondents in 2015, down marginally on the 10.3% recorded in 2014. Metropolis Research notes that this result is substantially larger than the metropolitan Melbourne average of 4.7% as recorded in the 2015 *Governing Melbourne*.
- ⊗ **Parking** – identified by 7.7% of Wyndham respondents in 2015, down somewhat on the 12.5% recorded in 2014. This is lower than the metropolitan Melbourne average of 10.3% as recorded in the 2015 *Governing Melbourne*.

Attention is also drawn to the issue of safety, policing and crime, which was identified by only 4.7% of Wyndham respondents in 2015 compared to the metro. Melbourne average of 8.4%, and building, housing, planning and development which was identified by 2.9% of Wyndham respondents compared to 8.8% for metro. Melbourne.

**Top issues for Council to address in the coming twelve months****Wyndham City Council - 2015 Annual Community Survey**

(Number and percent of total respondents)

Issue	2015		2014	2013	metro. Melb 2015 *	Growth Area 2015 #
	Number	Percent				
Traffic management	339	42.3%	48.5%	40.4%	24.9%	25.1%
Roads maintenance and repairs	82	10.2%	16.6%	31.0%	5.3%	3.1%
Parks, gardens, and open space	79	9.9%	10.3%	12.8%	5.8%	5.4%
Public transport	73	9.1%	13.8%	16.1%	4.7%	8.1%
Parking	62	7.7%	12.5%	8.1%	14.1%	10.3%
Safety, policing and crime	38	4.7%	7.2%	8.4%	8.4%	5.8%
Footpath maintenance & repairs	33	4.1%	2.5%	5.3%	5.9%	6.3%
Provision & maintenance of infrastructure	27	3.4%	6.2%	8.6%	1.0%	0.4%
Provision & maintenance of street trees	24	3.0%	2.0%	4.7%	5.4%	8.5%
Education and schools	23	2.9%	5.0%	3.5%	1.6%	1.3%
Building, planning, housing & development	23	2.9%	5.5%	9.8%	8.8%	0.9%
Cleanliness & general maintenance of area	23	2.9%	3.6%	3.9%	4.8%	3.1%
Council rates	18	2.2%	1.9%	2.7%	3.3%	5.4%
Street lighting	15	1.9%	2.1%	4.4%	6.9%	8.1%
Provision & maintenance of sports & recreation facility	15	1.9%	2.0%	3.2%	1.8%	1.3%
Rubbish and waste issues incl. garbage	14	1.7%	4.0%	4.9%	2.5%	1.8%
Consultation, communication & provision of info	13	1.6%	2.2%	1.7%	2.0%	3.1%
Employment and job creation	13	1.6%	2.0%	1.2%	0.2%	na
Street cleaning & maintenance	12	1.5%	0.1%	2.5%	1.8%	1.3%
Shops, restaurants & entertainment venues	11	1.4%	1.1%	2.5%	0.8%	0.4%
Hard rubbish collection	11	1.4%	0.5%	0.8%	3.5%	4.9%
Environment & conservation	10	1.2%	1.1%	0.7%	0.8%	0.9%
Activities and facilities for children	10	1.2%	1.0%	na	0.1%	na
Public toilets	9	1.1%	0.5%	1.1%	1.2%	0.4%
Green waste collection	9	1.1%	0.1%	1.1%	1.1%	na
Drugs and alcohol issues	8	1.0%	2.2%	na	1.8%	0.9%
Provision & maintenance of cycling / walking paths	8	1.0%	0.7%	1.0%	2.8%	1.8%
Multicultural issues / cultural diversity	8	1.0%	0.5%	0.5%	0.1%	na
Financial issues & priorities for Council	7	0.9%	0.1%	0.6%	0.9%	0.9%
Community activities, events, arts & culture	6	0.7%	1.2%	0.9%	1.9%	1.3%
Childcare	6	0.7%	0.7%	1.8%	0.9%	na
Governance & accountability	6	0.7%	0.5%	0.5%	1.0%	0.9%
Health and medical services	5	0.6%	2.2%	1.1%	0.9%	1.8%
Animal management	5	0.6%	2.1%	2.0%	3.0%	3.6%
Graffiti & vandalism	5	0.6%	2.0%	2.4%	1.5%	0.9%
Promote or improve community atmosphere	5	0.6%	1.2%	0.6%	0.1%	na
Tip / smell / pollution	5	0.6%	1.0%	1.4%	na	na
Noise	5	0.6%	0.9%	na	0.3%	na
All other issues	50	6.2%	4.2%	4.9%	13.4%	9.4%
<b>Total responses</b>	<b>1,115</b>		<b>1,420</b>	<b>1,649</b>	<b>1,345</b>	<b>285</b>
<i>Total respondents providing a response</i>	<i>544 (68.0%)</i>		<i>79.9%</i>	<i>87.1%</i>	<i>72.4%</i>	<i>66.7%</i>

(\*) Metropolis Research, Governing Melbourne 2015

(#) Growth Areas Councils including Wattlesea, Melton, Hume, Casey, Cardinia, Knox and Wyndham



### *Issues by precinct*

There was some variation observed in the issues for Council to address across the six precincts comprising the City of Wyndham, with attention drawn to the following:

- ⊗ **Point Cook** – respondents were somewhat more likely than average to identify public transport.
- ⊗ **Truganina** – respondents were somewhat more likely than average to identify public transport.
- ⊗ **Tarneit** – respondents were somewhat more likely than average to identify the provision and maintenance of general infrastructure.
- ⊗ **Wyndham Vale** – respondents were somewhat more likely than average to identify roads maintenance and repairs.



**Top issues for Council to address in the coming twelve months by precinct****Wyndham City Council - 2015 Annual Community Survey***(Percent of total respondents)*

Hoppers Crossing		Point Cook	
Traffic management	36.4%	Traffic management	44.8%
Parking	12.4%	Public transport	11.9%
Roads maintenance & repairs	9.1%	Parks, gardens & open space	11.2%
Parks, gardens & open space	7.4%	Roads maintenance & repairs	7.5%
Public transport	6.6%	Safety, policing & crime	7.5%
Building, planning, housing & development	3.3%	Parking	6.7%
Footpath maintenance & repairs	3.3%	Footpath maintenance & repairs	6.7%
Provision & maintenance of infrastructure	3.3%	Building, planning, housing & development	4.5%
Council rates	2.5%	Provision & maintenance of street trees	3.7%
All other issues	28.9%	All other issues	48.5%
Tarneit		Truganina	
Traffic management	51.5%	Traffic management	37.3%
Roads maintenance & repairs	19.1%	Roads maintenance & repairs	12.7%
Parks, gardens & open space	13.2%	Parks, gardens & open space	12.0%
Parking	11.8%	Education & schools	12.0%
Public transport	10.3%	Public transport	11.3%
Provision & maintenance of infrastructure	6.6%	Parking	7.0%
Footpath maintenance & repairs	5.1%	Cleanliness & general maintenance of area	7.0%
Safety, policing & crime	5.1%	Safety, policing & crime	4.9%
Cleanliness & general maintenance of area	5.1%	Provision & maintenance of street trees	4.9%
All other issues	39.7%	All other issues	52.1%
Werribee		Wyndham Vale	
Traffic management	38.1%	Traffic management	47.4%
Public transport	8.2%	Roads maintenance & repairs	12.8%
Parks, gardens & open space	7.5%	Parks, gardens & open space	9.8%
Roads maintenance & repairs	6.0%	Safety, policing & crime	9.0%
Parking	3.7%	Public transport	6.0%
Council rates	3.7%	Parking	4.5%
Provision & maintenance of street trees	3.7%	Footpath maintenance & repairs	3.0%
Drugs & alcohol issues	3.0%	Consultation, communication & provision	2.3%
Footpath maintenance & repairs	3.0%	Council rates	2.3%
All other issues	47.0%	All other issues	34.6%
Western region		metro. Melbourne	
Traffic management	24.9%	Traffic management	24.9%
Parking	14.9%	Car parking	14.1%
Lighting	8.3%	Building, planning, housing & development	8.8%
Footpath maintenance & repairs	6.6%	Safety, policing, crime and vandalism	8.4%
Cleanliness and maintenance of area	6.6%	Lighting	6.9%
Building, planning, housing & development	6.1%	Footpath maintenance and repairs	5.9%
Prov. & maint. of street trees / nature strips	5.5%	Parks, gardens and open space	5.8%
Animal management	5.5%	Street trees / nature strips	5.4%
Parks, gardens and open space	5.5%	Roads maintenance and repairs	5.3%
All other issues	53.6%	All other issues	59.9%

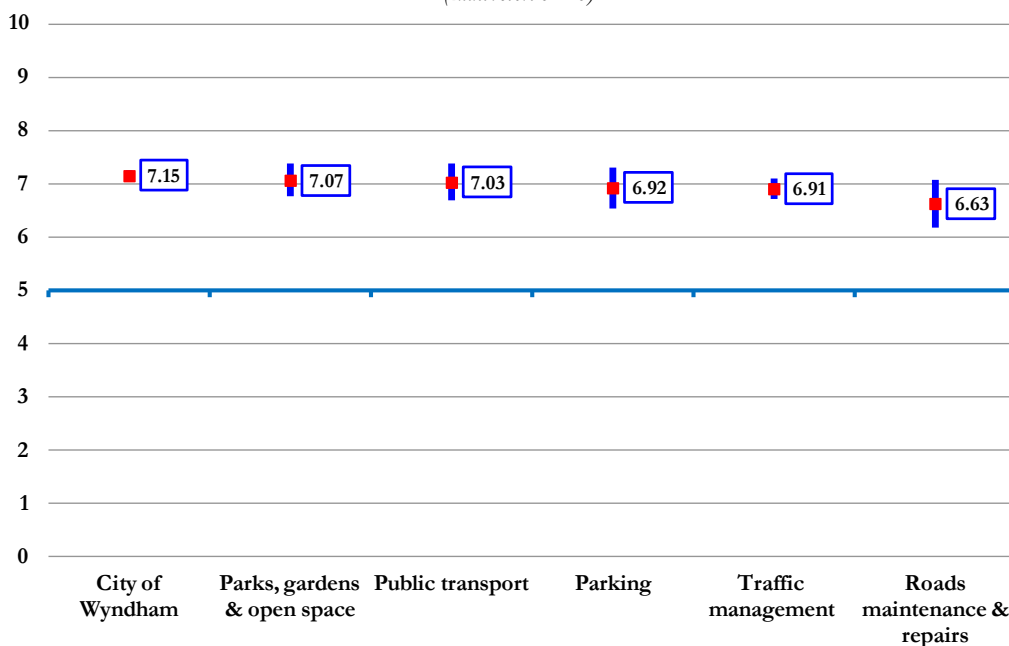


## Correlation between issues and satisfaction with overall performance

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

- ⊗ Respondents identifying road maintenance and repair issues rated satisfaction with Council's overall performance measurably lower than the municipal average.
- ⊗ Respondents identifying traffic management, parking, public transport and parks and garden issues rated satisfaction with Council's overall performance only marginally and not measurably or significantly lower than the municipal average.

**Satisfaction with Council's overall performance by top issues**  
**Wyndham City Council - 2015 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?”*

In 2015 one-third of respondents (33.6%) reported having contacted Council in the last twelve months, a decline over the result recorded in previous years.

**Contacted Council in the last twelve months**  
**Wyndham City Council - 2015 Annual Community Survey**  
*(Number and percent respondents providing a response)*

Response	2015		2014	2013
	Number	Percent		
Yes	269	33.6%	42.1%	41.8%
No	531	66.4%	57.3%	58.2%
Can't say	0		5	0
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>803</b>	<b>801</b>

### *Method of contacting Council*

Respondents who had contacted Council were asked:

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

The methods of contacting Council remained relatively stable in 2015, with approximately two-thirds (65.5%) telephoning Council and a little more than one-fifth (21.8%) visiting in person.

The proportion of respondents whose last method of contacting Council was electronic (i.e. email, website, social media) remained relatively stable at eight percent, up from 5.7% in 2014 and six percent in 2013.

**Form of contact with Wyndham City Council**  
**Wyndham City Council - 2015 Annual Community Survey**  
*(Number and percent of respondents who contacted Council)*

Response	2015		2014	2013
	Number	Percent		
Telephone	171	65.5%	59.8%	63.9%
Visit in person	57	21.8%	25.0%	19.3%
Multiple	6	2.3%	7.1%	8.7%
E-mail	15	5.7%	2.4%	3.3%
Website	6	2.3%	2.1%	3.0%
Telephone <i>(after hours)</i>	3	1.1%	1.5%	0.3%
Social media	0	0.0%	1.2%	na
Mail	3	1.1%	0.9%	1.5%
Not stated	8		2	3
<b>Total</b>	<b>269</b>	<b>100%</b>	<b>338</b>	<b>335</b>

### ***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), remained relatively stable in 2015 at 8.15 (up from 8.13 in 2014). This level of satisfaction is best categorised as “excellent”, the same categorisation that has been recorded for the two previous surveys.

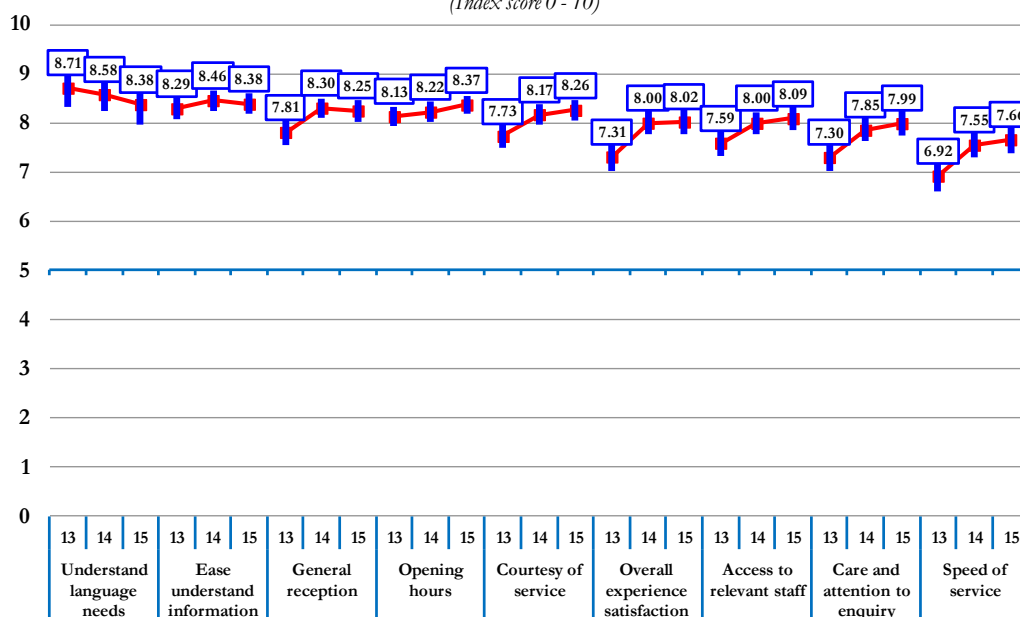
Satisfaction with the six aspects of customer service can best be summarised as follows:

- ⊗ **Excellent** – for staff understanding language needs (including only respondents from non-English speaking households), ease of understanding information, opening hours, general reception, courtesy of service, access to relevant staff, overall satisfaction, and care and attention to your enquiry.
- ⊗ **Very Good** – for speed of service.

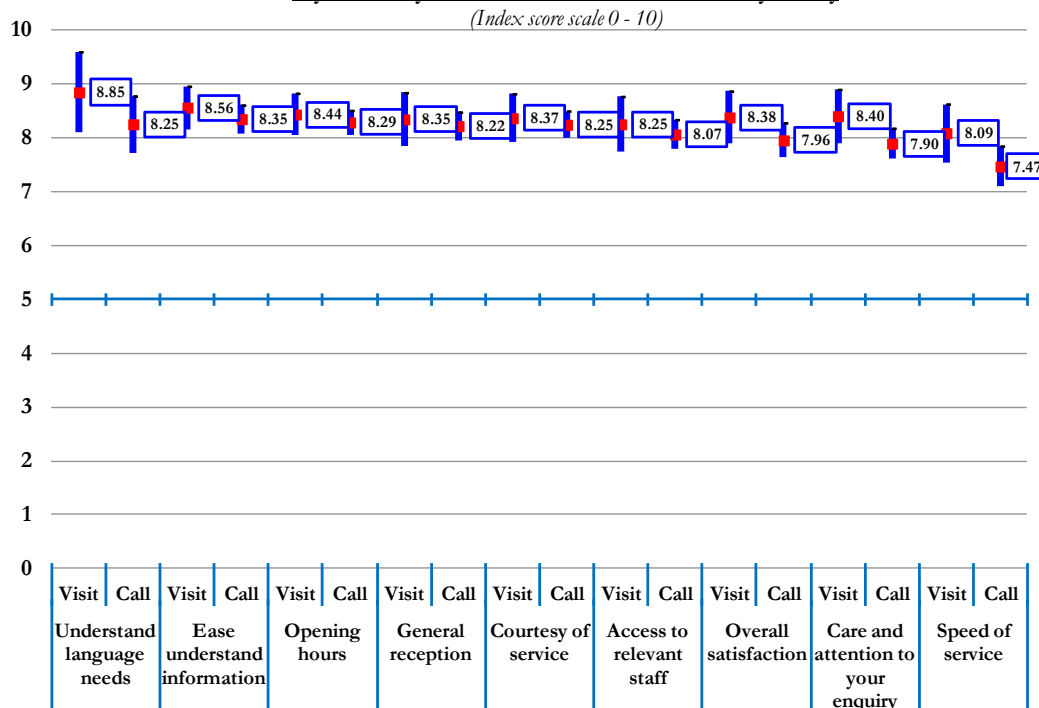
It is observed that respondents visiting Council in person rated satisfaction with each of the six aspects of customer service (including overall satisfaction) a little higher than respondents contacting Council via telephone (during office hours).

This variation is relatively minor, with the exception of care and attention to enquiry and the speed of service, both of which were rated measurably higher by respondents visiting in person than respondents telephoning Council.

**Satisfaction with aspects of customer service**  
**Wyndham City Council - 2015 Annual Community Survey**  
 (Index score 0 - 10)

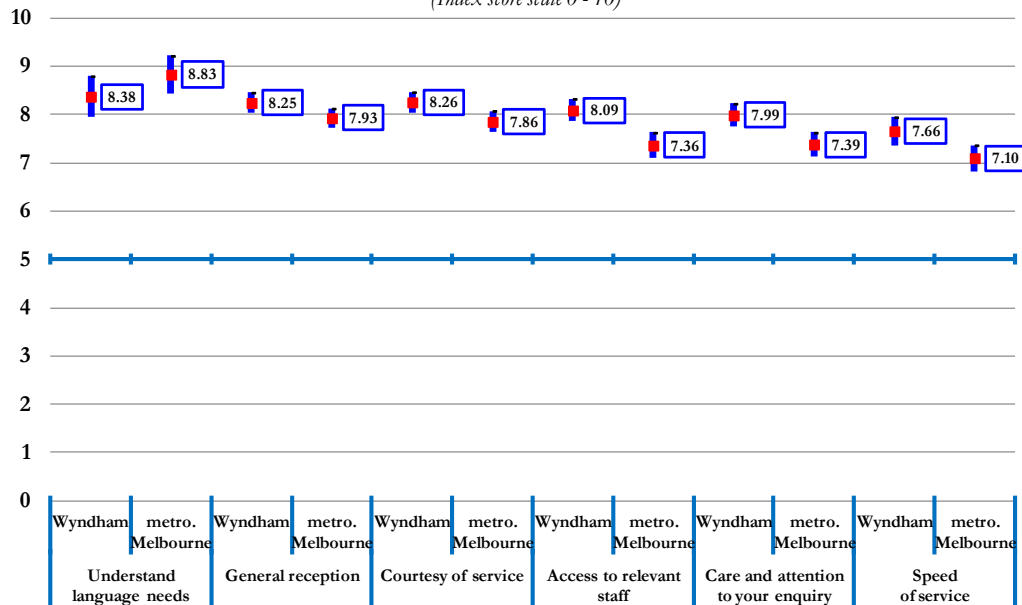


**Satisfaction with aspects of customer service by type of contact**  
**Wyndham City Council - 2015 Annual Community Survey**  
 (Index score scale 0 - 10)



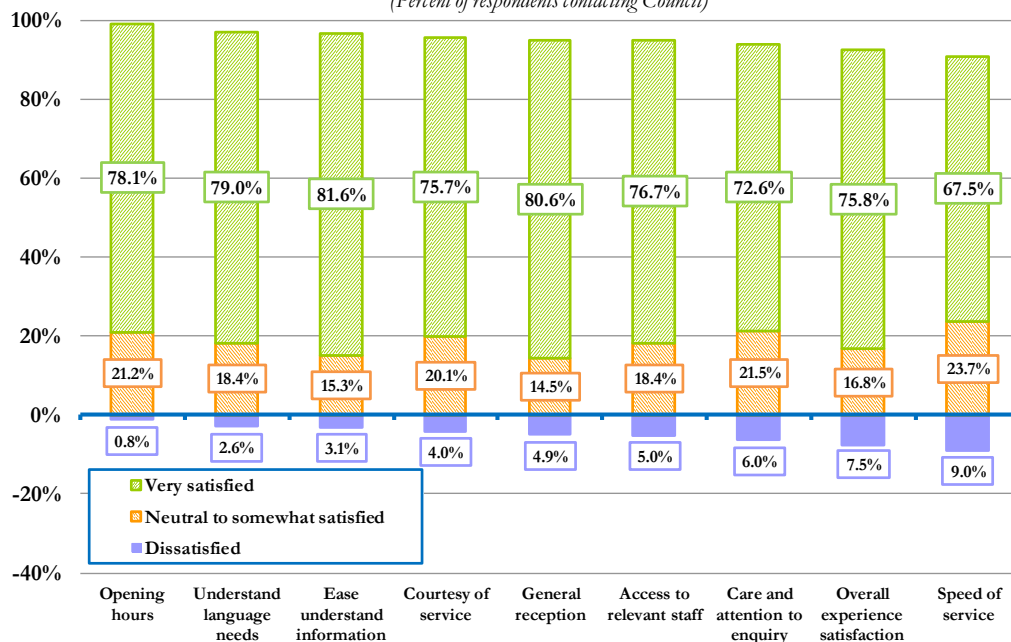
The following graph provides a comparison of satisfaction with aspects of customer service between respondents in the City of Wyndham and the metropolitan Melbourne average as recorded in *Governing Melbourne*. It is observed that satisfaction with five of the six aspects was measurably but not significantly higher in the City of Wyndham than the metropolitan Melbourne average. Satisfaction with understanding language needs was marginally lower than the metropolitan Melbourne average.

**Satisfaction with aspects of customer service**  
**Wyndham City Council - 2015 Annual Community Survey**  
(Index score scale 0 - 10)



With the exception of the speed of service, approximately three-quarters or more of respondents were very satisfied with each of other five aspects of customer service (rating satisfaction eight or more out of ten). Two-thirds (67.5%) of respondents were very satisfied with the speed of service, and nine percent were dissatisfied. These results are very consistent with those reported in 2014.

**Satisfaction with aspects of customer service**  
**Wyndham City Council - 2015 Annual Community Survey**  
(Percent of respondents contacting Council)



## 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 2015 survey was 8.67. The importance of only one service was rated at less than eight.

Of the forty services and facilities included in the 2015 survey, the top fourteen were rated as measurably more important than the average, whilst the bottom nine services and facilities were rated as measurably less important than average.

**Importance of selected Council services and facilities**  
**Wyndham City Council - 2015 Annual Community Survey**  
*(Index score scale 0 to 10)*

Service / facility	Number	Lower	2015 Mean	Upper	2014	2013	metro. Melb
Weekly garbage collection	799	9.28	<b>9.34</b>	9.40	9.46	9.61	9.29
Provision and maintenance of street lighting	795	9.06	<b>9.14</b>	9.21	9.02	9.23	8.90
Traffic management	792	9.03	<b>9.11</b>	9.20	8.92	9.10	8.87
Provision of parks and gardens	788	8.96	<b>9.05</b>	9.14	8.75	8.96	8.82
Litter collection in public areas	786	8.96	<b>9.04</b>	9.12	8.79	9.16	8.74
Maintenance of parks and gardens	790	8.94	<b>9.03</b>	9.12	8.69	8.96	8.82
Regular recycling	738	8.91	<b>8.99</b>	9.06	9.28	9.37	9.19
Management if illegal dumping of rubbish	745	8.89	<b>8.98</b>	9.06	8.92	na	na
Footpath maintenance & repairs	791	8.88	<b>8.97</b>	9.06	8.76	8.89	8.71
Hard rubbish collection	711	8.88	<b>8.95</b>	9.03	9.06	9.15	8.93
Maintenance and repairs of sealed local roads	797	8.86	<b>8.95</b>	9.03	8.79	9.07	8.76
Drains maintenance & repairs	777	8.82	<b>8.91</b>	9.00	8.69	8.93	8.70
Green waste collection	690	8.81	<b>8.89</b>	8.98	9.11	9.11	8.79
Protecting the natural environment	775	8.79	<b>8.88</b>	8.97	8.89	na	na
Provision and maintenance of street trees	786	8.78	<b>8.88</b>	8.97	8.34	8.59	8.48
Maintenance & cleaning of shopping strips along roads	783	8.75	<b>8.84</b>	8.93	8.57	8.84	8.58
Local library	679	8.71	<b>8.80</b>	8.90	9.12	9.15	8.82
Maintenance & cleaning of Watton Street	667	8.66	<b>8.78</b>	8.89	8.46	8.71	na
Immunisation services	627	8.63	<b>8.74</b>	8.85	9.09	na	na
Public toilets	705	8.62	<b>8.72</b>	8.83	9.10	9.15	8.60
Services for seniors or people with a disability	635	8.60	<b>8.72</b>	8.83	9.23	9.43	8.91
Management of environmental pests and weeds	731	8.61	<b>8.70</b>	8.80	8.55	na	na
Services for children from birth to 5 years of age	627	8.58	<b>8.70</b>	8.82	9.15	9.42	8.80
On and off road bike paths	713	8.59	<b>8.69</b>	8.79	8.97	9.00	8.51
Provision of aquatic facilities	660	8.59	<b>8.69</b>	8.78	na	na	8.56
Animal management	719	8.57	<b>8.68</b>	8.79	8.35	8.56	8.34
Provision and maintenance of playgrounds	669	8.50	<b>8.60</b>	8.71	8.90	9.20	na
Services for youth	638	8.47	<b>8.59</b>	8.70	9.09	9.25	8.74
Community centres	667	8.46	<b>8.56</b>	8.66	8.68	8.92	na
Council activities promoting envir. & sustainability	733	8.43	<b>8.55</b>	8.67	8.19	8.56	7.89
Sports ovals	605	8.40	<b>8.53</b>	8.67	8.89	8.94	8.63
Parking enforcement	727	8.24	<b>8.39</b>	8.54	8.00	8.00	7.96
Wyndham Foreshore	591	8.26	<b>8.38</b>	8.49	8.59	8.74	na
Council's website	650	8.20	<b>8.34</b>	8.47	8.32	8.47	8.05
Wyndham News ( <i>Council's bi-monthly publication</i> )	721	8.14	<b>8.28</b>	8.41	7.66	7.85	7.39
Provision of Council events	627	8.14	<b>8.27</b>	8.39	8.42	8.46	na
Arts and cultural services	625	8.06	<b>8.19</b>	8.32	8.14	8.23	8.01
Public art ( <i>including temporary and permanent</i> )	714	7.93	<b>8.08</b>	8.22	7.45	7.16	na
Council ads in local papers	683	7.85	<b>8.01</b>	8.17	7.47	7.58	7.01
Council's Facebook page	551	6.53	<b>6.78</b>	7.04	6.64	6.21	na
<b>Average importance of services / facilities</b>		<i>8.56</i>	<b>8.67</b>	<i>8.78</i>	<b>8.63</b>	<b>8.73</b>	<b>8.53</b>



## ***Satisfaction***

The average satisfaction with the forty services and facilities included in the 2015 survey was 7.55, an increase of less than one percent on the 7.47 recorded in 2014.

This level of satisfaction with the included services and facilities is best categorised as “very good”.

This result is somewhat, albeit not measurably higher than the metropolitan Melbourne average of 7.36 for the thirty services and facilities included in the 2015 *Governing Melbourne*.

Of the forty services and facilities included in the 2015 survey, the top twelve services and facilities recorded satisfaction scores measurably higher than the average (7.55), whilst the bottom thirteen achieved satisfaction scores measurably lower than the average.

**Satisfaction with Council services and facilities**  
**Wyndham City Council - 2015 Annual Community Survey**

*(Index score scale 0 to 10)*

<i>Service / facility</i>	<i>Number</i>	<i>Lower</i>	<i>2015 Mean</i>	<i>Upper</i>	<i>2014</i>	<i>2013</i>	<i>metro. Melb 2015</i>
Immunisation services	185	8.53	<b>8.73</b>	8.93	8.52	na	na
Local library	345	8.49	<b>8.63</b>	8.76	8.46	8.30	8.38
Weekly garbage collection	799	8.44	<b>8.54</b>	8.64	8.74	8.59	8.59
Services for children from birth to 5 yrs of age	173	8.23	<b>8.44</b>	8.66	8.01	8.18	7.93
Green waste collection	410	8.21	<b>8.34</b>	8.46	8.51	8.17	8.31
Services for seniors or people with a disability	59	7.79	<b>8.30</b>	8.80	7.71	7.43	7.91
Sports ovals	214	8.09	<b>8.28</b>	8.47	8.07	7.79	7.87
Regular recycling	609	8.15	<b>8.26</b>	8.38	8.38	8.17	8.39
Community centres	227	7.99	<b>8.16</b>	8.33	7.90	7.73	na
Hard rubbish collection	440	7.99	<b>8.15</b>	8.31	8.30	7.65	7.95
Services for youth	75	7.76	<b>8.08</b>	8.41	7.64	7.60	7.76
Provision of Council events	170	7.79	<b>7.98</b>	8.18	7.79	7.60	na
On and off road bike paths	444	7.73	<b>7.86</b>	7.99	7.52	7.38	7.18
Arts and cultural services	164	7.65	<b>7.86</b>	8.06	7.61	7.26	7.61
Provision and maintenance of playgrounds	356	7.67	<b>7.83</b>	7.98	7.36	7.14	na
Provision of aquatic facilities	298	7.57	<b>7.78</b>	7.99	na	na	7.72
Council's website	316	7.55	<b>7.73</b>	7.91	7.55	7.17	7.19
Provision of parks and gardens	782	7.58	<b>7.69</b>	7.80	7.53	6.90	7.69
Provision and maintenance of street lighting	799	7.52	<b>7.63</b>	7.75	7.72	7.33	7.15
Wyndham Foreshore	220	7.36	<b>7.60</b>	7.84	7.43	7.22	na
Maintenance of parks and gardens	784	7.37	<b>7.49</b>	7.61	7.37	6.90	7.69
Maintenance & cleaning of shopping strips along roads	781	7.26	<b>7.37</b>	7.48	7.35	7.11	7.05
Maintenance & cleaning of Watton Street	605	7.24	<b>7.36</b>	7.48	7.44	7.20	na
Animal management	676	7.16	<b>7.29</b>	7.41	7.33	6.93	7.30
Provision and maintenance of street trees	790	7.13	<b>7.26</b>	7.40	7.02	6.63	6.98
Protecting the natural environment	752	7.13	<b>7.25</b>	7.37	7.44	na	na
Drains maintenance & repairs	750	7.12	<b>7.25</b>	7.38	7.54	7.17	7.10
Litter collection in public areas	777	7.10	<b>7.23</b>	7.36	7.19	6.71	7.12
Council's Facebook page	26	6.10	<b>7.22</b>	8.34	7.17	6.49	na
Wyndham News ( <i>Council's bi-monthly publication</i> )	665	6.98	<b>7.13</b>	7.28	7.20	6.56	6.93
Council activities promoting envir. & sustainability	683	6.96	<b>7.09</b>	7.21	7.14	<b>6.76</b>	6.60
Management of environmental pests and weeds	690	6.88	<b>7.02</b>	7.15	7.15	na	na
Footpath maintenance & repairs	786	6.85	<b>6.98</b>	7.12	6.83	6.32	6.55
Management of illegal dumping of rubbish	717	6.84	<b>6.98</b>	7.11	6.97	na	na
Council ads in local papers	613	6.79	<b>6.94</b>	7.10	7.11	6.47	6.70
Public art ( <i>including temporary and permanent</i> )	664	6.77	<b>6.91</b>	7.05	6.88	6.20	na
Public toilets	326	6.40	<b>6.67</b>	6.94	6.27	6.18	6.34
Maintenance and repairs of sealed local roads	793	6.49	<b>6.64</b>	6.78	6.61	6.25	7.02
Parking enforcement	680	6.29	<b>6.47</b>	6.64	6.39	6.38	6.45
Traffic management	783	5.38	<b>5.56</b>	5.74	5.87	5.85	6.60
<b>Average satisfaction of Council services and facilities</b>		<i>7.36</i>	<i>7.55</i>	<i>7.74</i>	<i>7.47</i>	<i>7.15</i>	<i>7.36</i>

## Importance and satisfaction cross tabulation

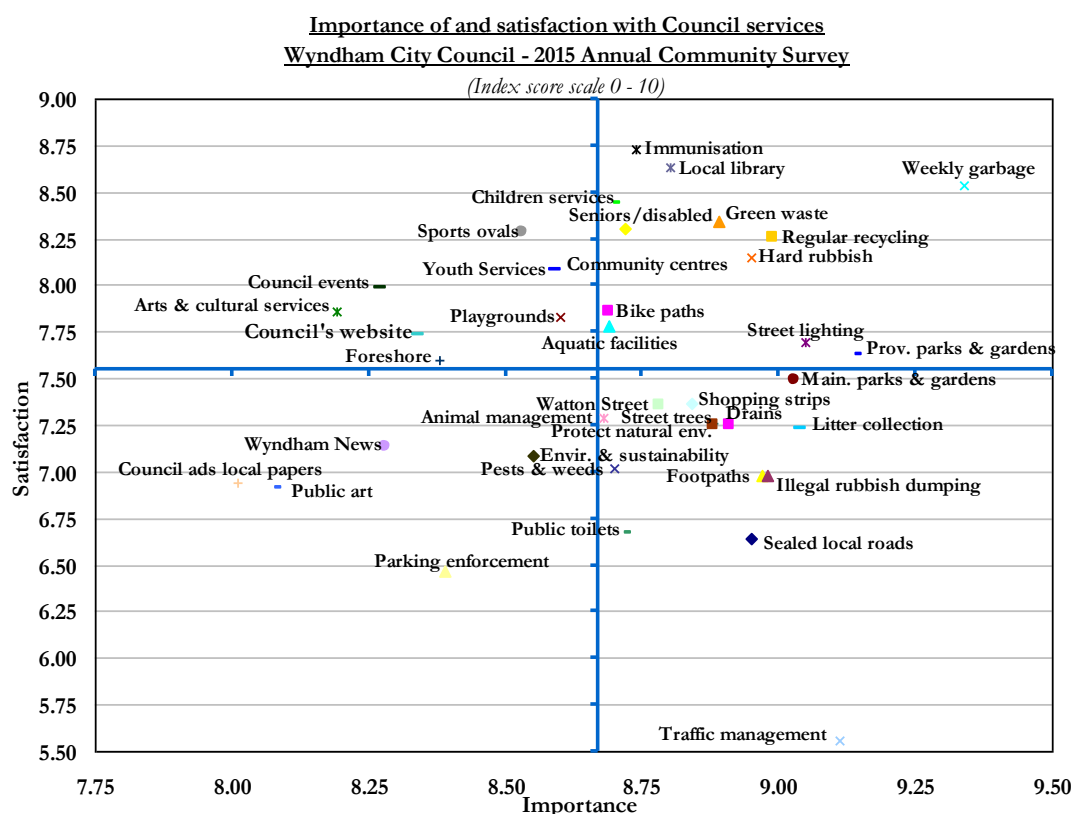
The following graph provides a cross-tabulation of the average importance of each of the forty services and facilities included in the 2015 survey and the average satisfaction with the services and facilities.

The average importance of the forty services was 8.67 in 2015, and the average satisfaction was 7.55. These averages are reflected in the x and y axis on the graph.

Attention is drawn to the fact that the graph does not display the results for Council's Facebook page. This is due to the fact that the average importance was too low to facilitate its inclusion in the graph. The average importance with this service was 6.78 and the average satisfaction was 7.22.

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 the provision and maintenance of footpaths.



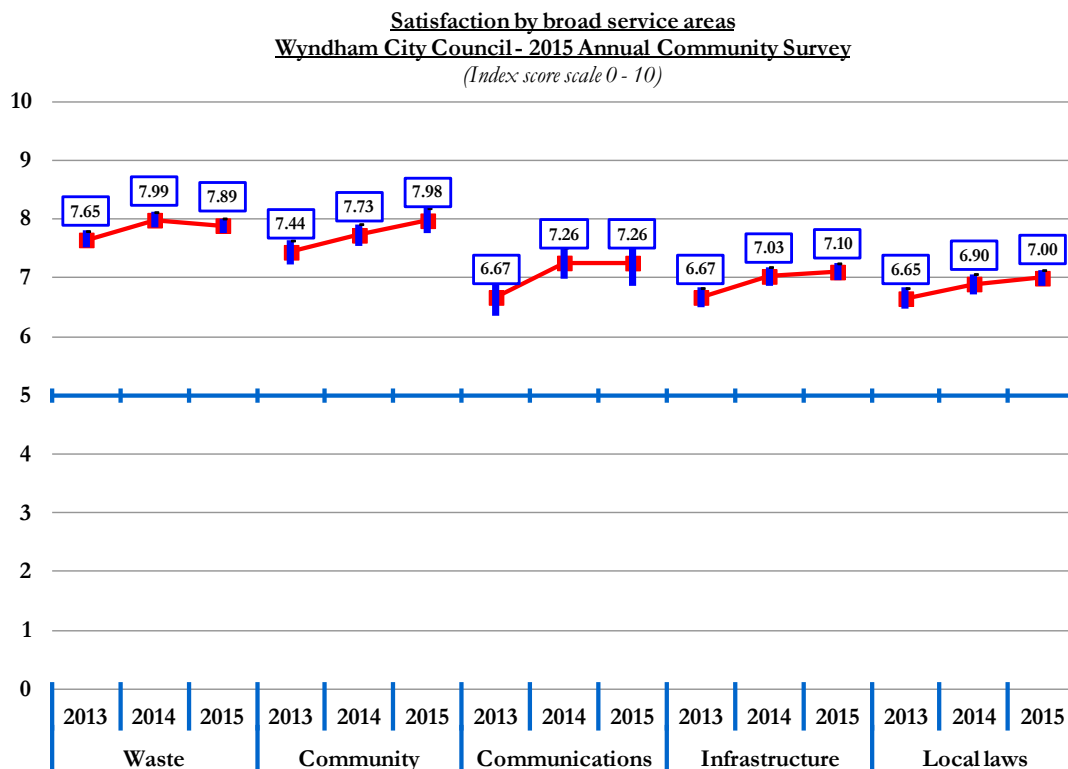
## Satisfaction by broad service areas

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, the provision of aquatic facilities, 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

Satisfaction with community services, infrastructure and local laws all increased somewhat in 2015, whilst satisfaction with waste services declined very marginally and communications remained the same. Satisfaction with these five broad service areas can best be summarised as follows:

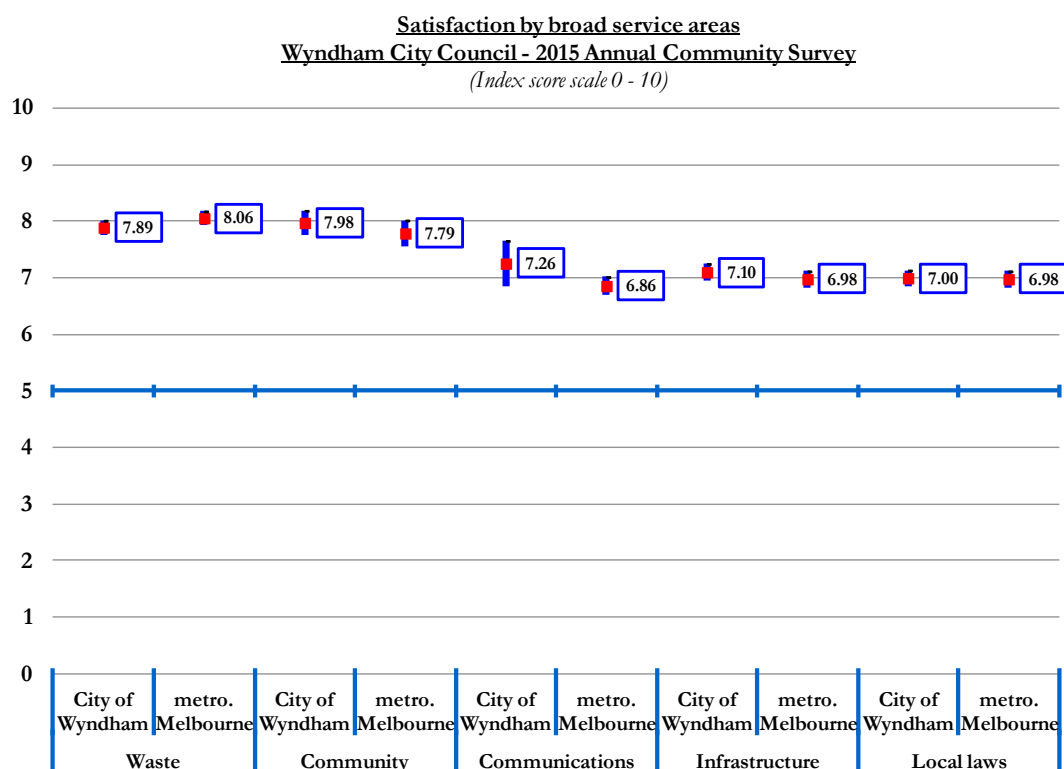
- ⊗ **Excellent** – for waste and community services.
- ⊗ **Very Good** – for communications.
- ⊗ **Good** – for infrastructure and local laws.



Satisfaction with four of the five broad service areas was marginally but not measurably higher in the City of Wyndham than the metropolitan Melbourne average as recorded in the 2015 *Governing Melbourne*.

Attention is drawn to the following:

- ⊗ **Waste services** – satisfaction was marginally but not measurably lower in the City of Wyndham than the metropolitan Melbourne average.
- ⊗ **Communications** – satisfaction was significantly but not measurably higher in the City of Wyndham than the metropolitan Melbourne average.



## Satisfaction by Council department

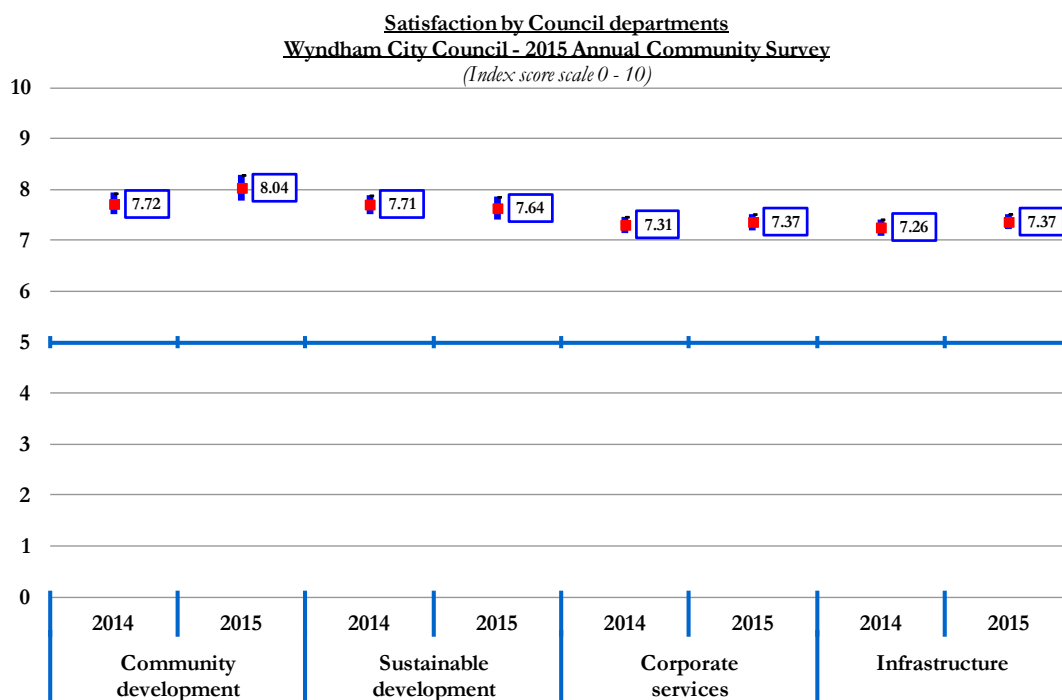
The following graph provides the average satisfaction with the forty services and facilities included in the survey by Council department.

It is observed that satisfaction with Community Development, Corporate Services, and Infrastructure departments all increased somewhat in 2015, with satisfaction with Community Development services increasing by 4.1%.

Satisfaction with Sustainable Development services and facilities declined very marginally (less than one percent) in 2015.

Satisfaction with the four Council departments can best be summarised as follows:

- ⊗ **Excellent** – for Community Development.
- ⊗ **Very Good** – for Sustainable Development, Corporate Services and Infrastructure.

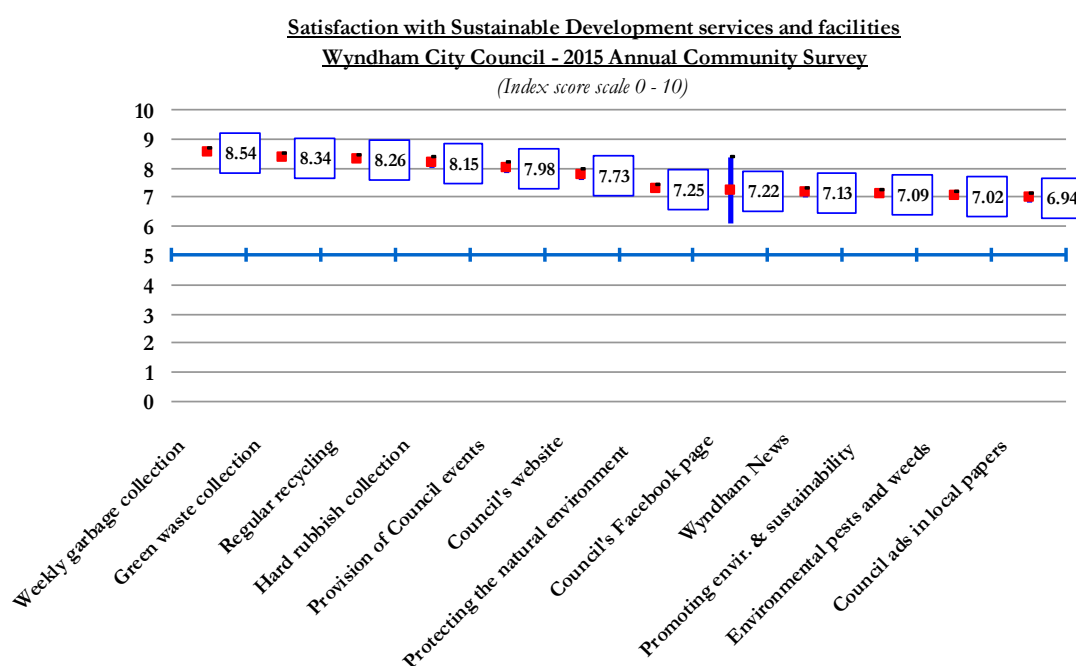


## Sustainable Development

The average satisfaction with the twelve services of the Sustainable Development department was 7.64, a level of satisfaction categorised as “very good”. This represents a decline in average satisfaction with the Sustainable Development services and facilities of less than one percent from the 7.71 recorded in 2014, although it is observed that this decline is not statistically significant.

Satisfaction with these services can be summarised as follows:

- ⊗ **Excellent** – for each of weekly garbage collection, green waste collection, regular recycling, hard rubbish collection and provision of Council events.
- ⊗ **Very Good** – for each of Council’s website and protecting the natural environment.
- ⊗ **Good** – for each of Council’s Facebook page, the *Wyndham News*, activities promoting environment and sustainability, the management of environmental pest and weeds, and Council advertisements in local newspapers.





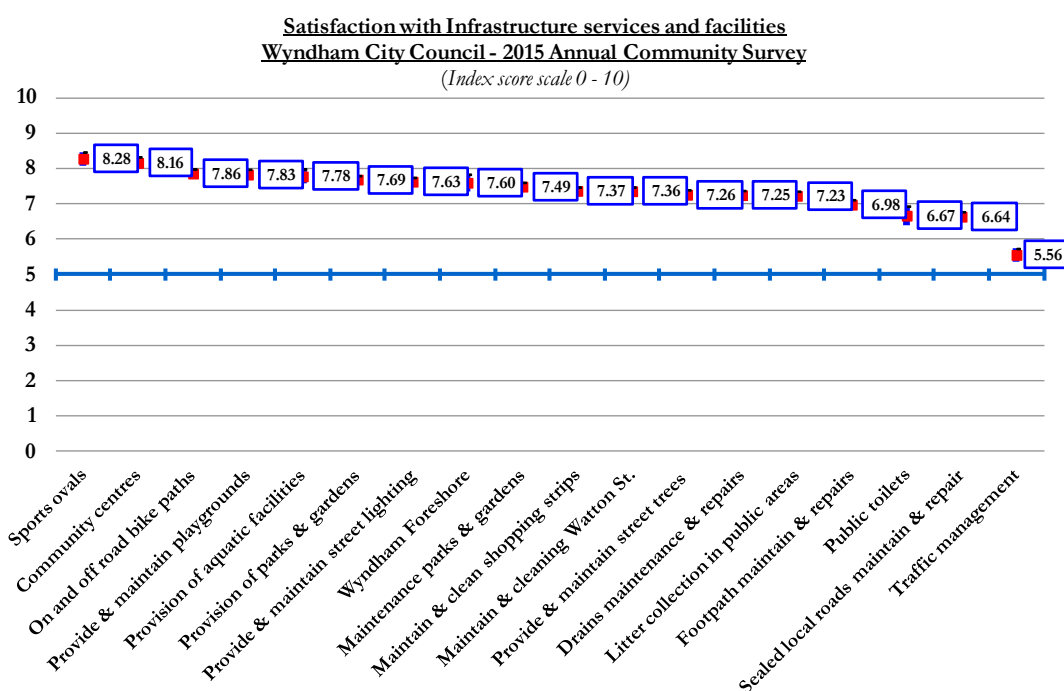
## Infrastructure

The average satisfaction with the eighteen services and facilities of the Infrastructure Department was rated at 7.37 in 2015, an increase of 1.5% on the 7.26 recorded in 2014. This increase is not statistically significant.

Satisfaction with the services and facilities of the Infrastructure Department remain at a level best categorised as “very good”.

Satisfaction with these services and facilities can be summarised as follows:

- ⊗ **Excellent** – for sports ovals, community centres, on and off road bike paths, the provision and maintenance of playgrounds, and the provision of aquatic facilities.
- ⊗ **Very Good** – for each of the provision of parks and gardens, the provision and maintenance of street lighting, the Wyndham Foreshore, the maintenance of parks and gardens, the maintenance and cleaning of Watton Street, the provision and maintenance of street trees, and drains maintenance and repairs.
- ⊗ **Good** – for each of litter collection in public areas, footpath maintenance and repairs, public toilets, and the maintenance and repair of sealed local roads.
- ⊗ **Poor** – for traffic management.

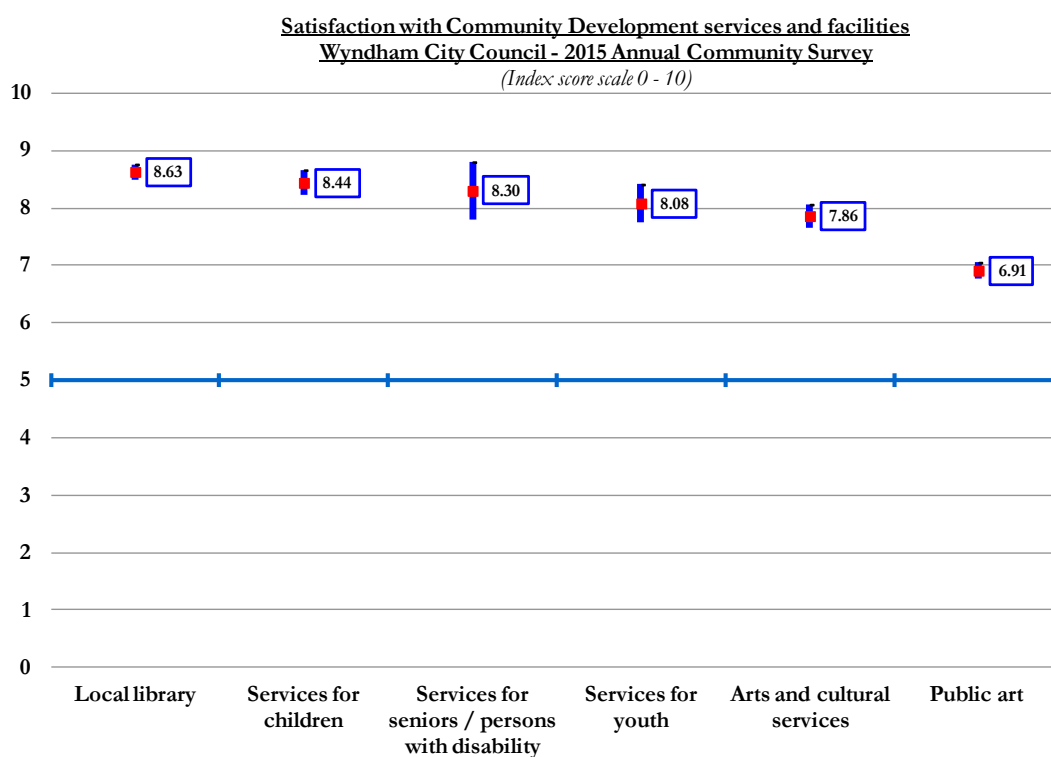


## Community development

Average satisfaction with the six services and facilities of the Community Development department was rated at 8.04 in 2015, a measurable and significant increase of 4.1% on the 7.72 reported in 2014. This level of satisfaction is best categorised as “excellent”, the same categorisation as that recorded in 2014.

Satisfaction with these six services can be summarised as follows:

- ⊗ **Excellent** – for local library, services for children, services for seniors and persons with a disability, services for youth, and arts and cultural services.
- ⊗ **Good** – for public art.



## Corporate services

Average satisfaction with the four Corporate Services department services was rated at 7.37 in 2015, an increase of less than one percent on the 7.31 recorded in 2014. This level of satisfaction remains best categorised as “very good”.

Satisfaction with the four services of the Corporate Services department can be summarised as follows:

- ⊗ **Excellent** – for immunisation services.
- ⊗ **Very Good** – for animal management.
- ⊗ **Good** – for the management of illegal dumping of rubbish.
- ⊗ **Solid** – for parking enforcement.

**Satisfaction with Corporate services**  
**Wyndham City Council - 2015 Annual Community Survey**  
(Index score scale 0 - 10)

