



Wyndham City Council

2018 Annual Community Survey

November 2018



Prepared for:

Wyndham City Council

Prepared by:

Metropolis Research
ABN 39 083 090 993

© Wyndham City Council, 2018

This work is copyright. Apart from any use permitted under the Copyright Act 1968, no part may be reproduced by any process without written permission from the Council.

© Metropolis Research Pty Ltd, 2018

The survey form utilised in the commission of this project is copyright. Apart from any use permitted under the Copyright Act 1968, no part may be reproduced by any process without written permission from the Managing Director Metropolis Research Pty Ltd.

Disclaimer

Any representation, statement, opinion or advice, expressed or implied in this publication is made in good faith but on the basis that Metropolis Research Pty Ltd, its agents and employees are not liable (whatever by reason of negligence, lack of care or otherwise) to any person for any damages or loss whatsoever which has occurred or may occur in relation to that person taking action in respect of any representation, statement, or advice referred to above.

Contact Details

This report was prepared by Metropolis Research Pty Ltd on behalf of the Wyndham City Council. For more information, please contact:

Dale Hubner
Managing Director
Metropolis Research Pty Ltd

P O Box 1357
CARLTON VIC 3053

(03) 9272 4600
d.hubner@metropolis-research.com

Sibel Gradinscak
Organisational Planning Officer
City of Wyndham

45 Princes Hwy
Werribee Vic 3030

(03) 9742 0705
Sibel.Gradinscak@wyndham.vic.gov.au



Table of contents

INTRODUCTION	5
METHODOLOGY.....	5
RESPONSE RATE	6
GOVERNING MELBOURNE	6
GLOSSARY OF TERMS	7
EXECUTIVE SUMMARY	8
COUNCIL'S OVERALL PERFORMANCE	11
OVERALL PERFORMANCE BY RESPONDENT PROFILE.....	14
REASONS FOR DISSATISFACTION WITH COUNCIL'S OVERALL PERFORMANCE	16
CHANGE IN COUNCIL'S OVERALL PERFORMANCE.....	17
REASONS FOR CHANGE IN COUNCIL'S OVERALL PERFORMANCE	19
<i>Improved</i>	20
<i>Deteriorated</i>	21
GOVERNANCE AND LEADERSHIP	22
SATISFACTION WITH INDIVIDUAL ASPECTS OF GOVERNANCE AND LEADERSHIP	25
<i>Community consultation and engagement</i>	25
<i>Representation, lobbying and advocacy</i>	28
<i>Responsiveness and agility of Council in meeting community needs</i>	31
<i>Making decisions in the interests of the community</i>	35
<i>Maintaining trust and confidence of the local community</i>	38
SUMMARY OF GOVERNANCE AND LEADERSHIP RESULTS.....	41
COUNCIL PERFORMANCE	42
SATISFACTION WITH INDIVIDUAL ASPECTS OF COUNCIL PERFORMANCE	45
<i>The accountability of Council to the community for leadership and good governance</i>	45
<i>The degree to which Council practices open and accessible government</i>	46
<i>How well Council does the best it can with the money available</i>	48
<i>The degree to which Council takes residents' views into consideration when making decisions that affect them</i>	49
<i>How well Council encourages a healthy and active lifestyle through appropriate Council infrastructure and amenity</i>	51
<i>How well Council fosters local learning opportunities for all through appropriate infrastructure and services</i>	52
<i>The degree to which Council empowers the community to lead and form social connections</i>	53
<i>How well Council provides the services respondents' need</i>	55
ISSUES TO ADDRESS IN WYNDHAM IN THE NEXT 12 MONTHS	56
COMPARISON TO THE METROPOLITAN MELBOURNE AVERAGE.....	56
ISSUES BY PRECINCT	60
ISSUES BY RESPONDENT PROFILE.....	62
CORRELATION BETWEEN ISSUES AND SATISFACTION WITH OVERALL PERFORMANCE	65
STRATEGIC DELIVERY	66
AGREEMENT WITH INDIVIDUAL STRATEGIC DELIVERY STATEMENTS	69
<i>Residents of Wyndham enjoy a good standard of living</i>	69
<i>Wyndham is a welcoming, diverse and inclusive city</i>	70
<i>Wyndham is a place for creativity, arts and cultural connection</i>	71
<i>Wyndham is a place for learning and development for people of all ages</i>	72
<i>Wyndham's public transport, roads and congestion are improving</i>	74
<i>My local neighbourhood is safe and family friendly</i>	75
<i>The cultural, social, economic, and recreational needs of the community are met in Wyndham</i>	76
<i>The natural environment of Wyndham is well managed, healthy, and accessible</i>	78
<i>There are good education opportunities for all ages available in Wyndham</i>	79
<i>There are good opportunities for local employment and business development in Wyndham City</i>	80



SAFETY IN PUBLIC AREAS	82
SAFETY DURING THE DAY	83
SAFETY AT NIGHT	85
REASONS FOR FEELING LESS SAFE IN THE PUBLIC AREAS OF WYNDHAM.....	87
HEALTHY LIVING AND COMMUNITY	90
AGREEMENT WITH INDIVIDUAL HEALTHY LIVING AND COMMUNITY STATEMENTS.....	91
<i>I feel there are enough opportunities to connect socially with people in the local area.....</i>	<i>91</i>
<i>There are adequate support services for vulnerable community members.....</i>	<i>93</i>
<i>Council activities and programs are accessible to, and inclusive of the community.....</i>	<i>95</i>
FOOD SECURITY	96
COMMUTING.....	97
METHOD OF TRAVEL.....	97
AVERAGE (TWO-WAY) COMMUTING TIME.....	99
CONTACT WITH COUNCIL.....	102
CONTACTED COUNCIL IN THE LAST 12 MONTHS	102
METHOD OF CONTACTING COUNCIL	103
PREFERRED METHOD OF CONTACTING COUNCIL	104
SATISFACTION WITH OVERALL EXPERIENCE.....	105
<i>Reasons for dissatisfaction with overall experience.....</i>	<i>107</i>
IMPORTANCE OF AND SATISFACTION WITH COUNCIL SERVICES	109
IMPORTANCE OF COUNCIL SERVICES AND FACILITIES TO THE COMMUNITY	109
SATISFACTION WITH COUNCIL SERVICES AND FACILITIES	109
IMPORTANCE AND SATISFACTION CROSS TABULATION	111
IMPORTANCE AND SATISFACTION WITH INDIVIDUAL SERVICES AND FACILITIES	112
<i>Maintenance and repair of sealed local roads.....</i>	<i>112</i>
<i>Provision of parks and gardens</i>	<i>113</i>
<i>Arts and cultural services</i>	<i>115</i>
<i>Local library.....</i>	<i>116</i>
FOLLOW-UP FOCUS GROUPS	118
RESPONDENT PROFILE	118
AGE STRUCTURE	120
GENDER.....	120
HOUSEHOLD STRUCTURE	121
LANGUAGE	122
HOUSEHOLD MEMBER WITH A DISABILITY.....	123
HOUSING SITUATION	123
PERIOD OF RESIDENCE.....	123
GENERAL COMMENTS.....	124
APPENDIX ONE: SURVEY FORM	128



Introduction

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

A review of the survey program was undertaken by officers of Wyndham City Council this year, and the survey has been significantly restructured to fit with Council's current information requirements around community satisfaction with the performance of Council across a range of issues. The revised survey introduces additional questions relating to the strategic delivery of broader social, economic, cultural, and environmental outcomes.

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 2018 *Annual Community Survey* comprises the following core components:

- ⊗ Satisfaction with Council's overall performance and change in performance.
- ⊗ Satisfaction with aspects of governance and leadership.
- ⊗ Satisfaction with a range of broader aspects of Council performance.
- ⊗ Identifying issues of importance for Council to address in the coming year.
- ⊗ Agreement with statements about strategic delivery goals of Council.
- ⊗ Community perception of safety in public areas of Wyndham.
- ⊗ Method of contacting Council and satisfaction with the customer service experience.
- ⊗ Importance of and satisfaction with four core Council services and facilities.
- ⊗ Respondent profile.

In addition to these core components that are to be included every year, the 2018 survey includes questions exploring the following issues of importance that reflect Council's current requirements.

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

Methodology

The *Wyndham City Council – 2018 Annual Community Survey* was conducted as a door-to-door interview style survey of twelve hundred households drawn randomly from across the municipality across four weekends in October 2018. Surveys were all conducted daylight hours on weekends to ensure the most representative sample was obtained.



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 estimates; 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 6,355 households were approached to participate in the *Wyndham City Council – 2018 Annual Community Survey*. Of these 3,879 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, 1,281 refused to participate in the research and 1,200 completed surveys. This provides a response rate of 48.4%, which is significantly higher than the 35.1% recorded in 2017.

The 95% confidence interval of these results is plus or minus 2.8%, at the fifty percent level. In other words, if a yes / no question obtains a result of fifty percent yes, it is 95% certain that the true value of this result is within the range of 47.2% and 52.8%. This is based on a total sample size of 1,200 respondents, and an underlying population of the City of Wyndham of approximately 200,000.

Governing Melbourne

Governing Melbourne is a service provided by Metropolis Research since 2010. *Governing Melbourne* is a survey of 1,058 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 the *Wyndham City Council – 2018 Annual Community Satisfaction Survey*. It is not intended to provide a "league table" for local councils, rather to provide a context within which to understand the results.

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

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



Glossary of terms

Precinct

The term precinct is used by Metropolis Research to describe the small areas utilised by Council in the *Community Profile*. Readers seeking to use precinct results should seek clarification of specific precinct boundaries if necessary.

Measurable and statistically significant

A measurable difference is one where the difference between or change in results is sufficiently large to ensure that they are in fact different results, i.e. the difference is statistically significant. This is due to the fact that survey results are subject to a margin of error or an area of uncertainty.

Significant result

Metropolis Research uses the term *significant result* to describe a change or difference between results that Metropolis Research believes to be of sufficient magnitude that they may impact on relevant aspects of policy development, service delivery and the evaluation of performance and are therefore identified and noted as significant or important.

Somewhat / notable / marginal

Metropolis Research will describe some results or changes in results as being marginally, somewhat, or notably higher or lower. These are not statistical terms rather they are interpretive. They are used to draw attention to results that may be of interest or relevant to policy development and service delivery. These terms are often used for results that may not be statistically significant due to sample size or other factors but may nonetheless provide some insight.

Satisfaction categories

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

- ⊗ **Excellent** - scores of 7.75 and above are categorised as excellent
- ⊗ **Very good** - scores of 7.25 to less than 7.75 are categorised as very good
- ⊗ **Good** - scores of 6.5 to less than 7.25 are categorised as good
- ⊗ **Solid** - scores of 6 to less than 6.5 are categorised as solid
- ⊗ **Poor** - scores of 5.5 to less than 6 are categorised as poor
- ⊗ **Very Poor** - scores of 5 to less than 5.5 are categorised as very poor
- ⊗ **Extremely Poor** – scores of less than 5 are categorised as extremely poor.



Executive summary

Metropolis Research conducted this, Council's sixth *Annual Community Satisfaction Survey*, as a door-to-door, interview style survey of 1,200 respondents in October 2018. This large sample size provides a high degree of statistical reliability for these results, particularly given how well the sample reflects the demographic profile of the underlying population. The 95% confidence interval of these results is plus or minus 2.8%.

A substantial revision of the survey was undertaken by Council officers this year to ensure the survey continued to meet the current requirements of Council.

The aim of the research this year was to measure community satisfaction with a small number of core Council provided services and facilities, aspects of governance and leadership, broader aspects of Council performance, customer service, and the performance of Council across all areas of responsibility.

In addition, new questions were included in the survey that sought to understand the level of community agreement with statements canvassing an extensive range of strategic delivery aims of Council. These include economic, social, cultural, environmental, and educational aims.

The survey also explored the top issues the community feel need to be addressed in the municipality at the moment, as well as the perception of safety in Wyndham's public areas. The survey also continues to explore methods of commuting and commuting times, as well as aspects of healthy living and communities and food security.

Satisfaction with the **overall performance** of Wyndham City Council increased by 2.2% this year to 6.84 (up from 6.69) although it remains categorised as "good". This is the second highest satisfaction recorded for the City of Wyndham since the survey commenced in 2013, and reflects the fact that Council has recovered much of the decline in satisfaction recorded in 2016.

This result is marginally higher than the growth areas councils' average of 6.75 and the metropolitan Melbourne average of 6.74, and is measurably higher than the western region councils' average of 6.52. These comparative results are sourced from the 2018 *Governing Melbourne* research conducted independently by Metropolis Research.

In the experience of Metropolis Research, particularly in the western region of metropolitan Melbourne, it is unusual for overall satisfaction to be recorded at more than seven out of ten, and this Wyndham result reflects well on how the community views the performance of the Wyndham City Council.

Almost one-third (32.2%) of respondents were very satisfied with Council's overall performance (rating eight or more), whilst 3.6% were dissatisfied (rating zero to four).



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

- **Higher than average satisfaction** – young adults and adults (aged 20 to 45 years), females, multi-lingual households, rental households, newer residents (less than five years in the municipality), and group households.
- **Lower than average satisfaction** - middle aged and older adults (aged 46 to 75 years), long-term residents (ten years or more in the municipality), households with a member with a disability, one-parent families, couple households without children, and sole person households.

Consistent with the high level of overall satisfaction, satisfaction with the six included aspects of **governance and leadership** also increased measurably this year to 6.74, up 5.3% and is now rated as “good”, up on the previous “solid”. This includes measurable and significant increases with Council's representation, lobbying and advocacy efforts, the responsiveness and agility of Council in meeting community needs, the performance of Council making decisions in the interests of the community, and maintaining the trust and confidence of the local community.

Metropolis Research notes that satisfaction with aspects of governance and leadership were all measurably higher in the City of Wyndham than the metropolitan Melbourne average.

Satisfaction with **Council's customer service** increased 2.6% this year to 7.64 and remains at a “very good” level of satisfaction. Satisfaction with Council's customer service appears to be both consistently high and higher than the metropolitan Melbourne average.

Satisfaction with only four **services and facilities** were included in the survey this year, local library (8.60 up from 8.53), arts and cultural services (7.86 up from 7.71), provision of parks and gardens (7.39 up from 7.33), and maintenance and repair of sealed local roads (6.96 up measurably from 6.38).

The 2018 survey included a new set of questions exploring satisfaction with **Council performance across a range of areas of Council responsibility**. There was significant overlap in this set of questions with the governance and leadership questions.

Satisfaction with six of these eight aspects of Council performance were rated as “good”, including Council fostering local learning (6.90), the accountability of Council for leadership and good governance (6.80), Council encouraging healthy and active lifestyles through appropriate infrastructure and amenity (6.76), how well Council provides services respondents' need (6.76), the degree to which Council empowers the community to lead and form social connections (6.71), and the degree to which Council practises open and accessible government (6.61).

Respondents rated as “solid”, how well Council does the best it can with the money available (6.49), and the degree to which Council takes residents' views into consideration when making decisions (6.20).



The 2018 survey also included for the first time a set of questions asking respondents the degree to which they agreed or disagreed with ten statements about the **strategic delivery** of Council. The overwhelming majority of respondents agreed that Wyndham is welcoming, diverse and inclusive (7.52), residents enjoy a good standard of living (7.47), local neighbourhoods are safe and family friendly (7.27), Wyndham is a good place for learning and development (7.16), is a place for creativity, arts and cultural connections (7.14), the natural environment is well managed, healthy and accessible (7.02), cultural, social, economic and recreational needs are met (7.02), and there are good education opportunities for all ages (7.00). Only a small proportion (seven percent or less) of respondents disagreed with any of these eight statements.

Respondents were on average, moderately in agreement that there are good opportunities for local employment and business development in the City of Wyndham (6.57). Whilst almost one-third of respondents strongly agreed with this statement, 12.5% disagreed. Respondents were on average, only mildly in agreement that public transport, roads, and congestion are improving (5.58). Whilst 26.6% of respondents strongly agreed with this statement, almost one-third (31.1%) disagreed.

Traffic management issues remain the most significant issues in the City of Wyndham. More than one-third (35.6%) of respondents raised these mainly congestion and commuting related issues as the top issues to address in the municipality at the moment. This result is close to double the metropolitan Melbourne average of 19.8%, and the growth area councils' average of 18.1%. The second most commonly raised issue for the City of Wyndham was road maintenance and repairs, with 16.0% of respondents raising these issues this year. This is also more than double the metropolitan Melbourne average of 7.6%. It is noted this year that many respondents were commenting on the perception that road works are constantly being undertaken and seem to take a long time to complete. This does suggest that the community acknowledges the efforts in relation to roads, even if they are inconvenienced in the short term by the construction works.

Average **commuting times** appear to have remained relatively stable this year, with a little more than half (52.6%) of respondents taking less than one hour per day to commute to and from work, and 47.4% taking one hour or more.

In relation to **healthy living and community**, respondents again this year strongly agreed that there are enough opportunities to connect socially with people in the local area (7.15), that Council activities and programs are accessible to, and inclusive of the community (7.06), and there are adequate support services for vulnerable community members (6.94). Consistent with previous years, in relation to **food security** just 2.5% of respondents reported that their household had run out of food at least once in the last twelve months.

The **perception of safety in the public areas** of the City of Wyndham in the public areas of the municipality improved this year, particularly the perception of safety at night which increased 10.3% this year to 6.63. This increase has been replicated across both the western region and the growth areas councils, as recorded in the 2018 *Governing Melbourne* research. It does appear that community concern around these issues has dissipated from the very significant concerns that were evident in 2016 and to a lesser extent in 2017.



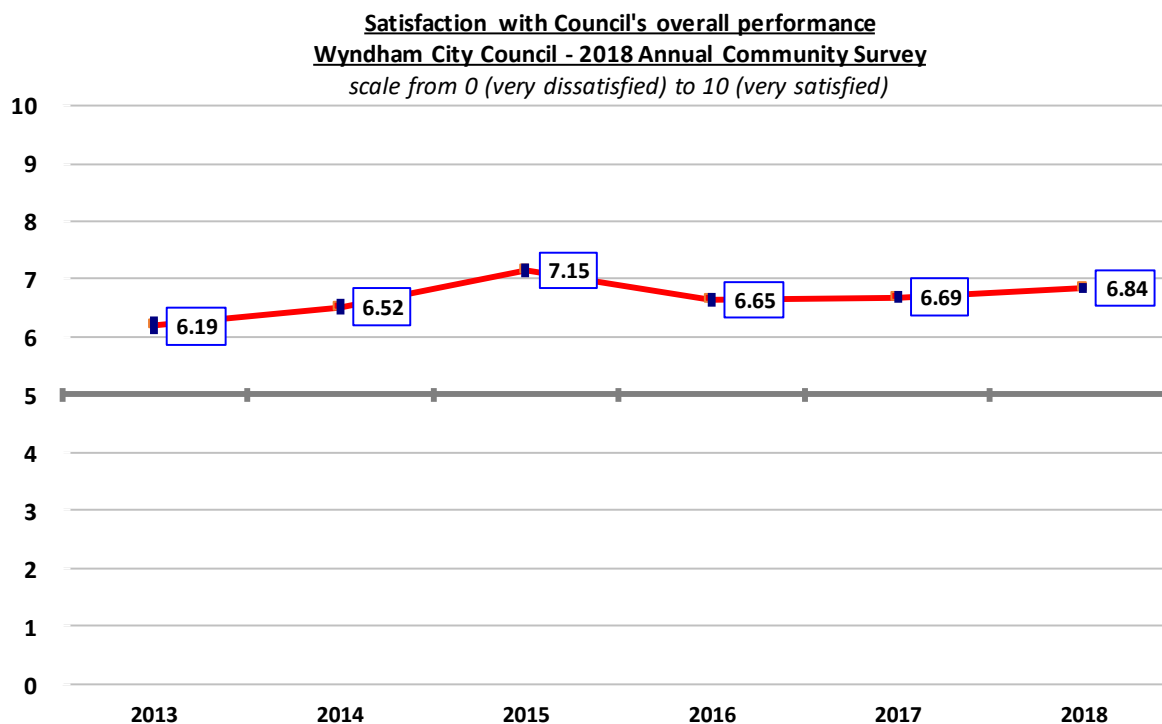
Council's overall performance

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 Council across all areas of responsibility (overall performance), increased for the second consecutive year, up 2.2% to 6.84, although it remains at a level categorised as "good". This is the second highest result recorded for the City of Wyndham since the program commenced in 2013.

This increase was not statistically significant at the 95% confidence level. This result is based on a total of 1,055 of the 1,200 respondents providing a response to this question.

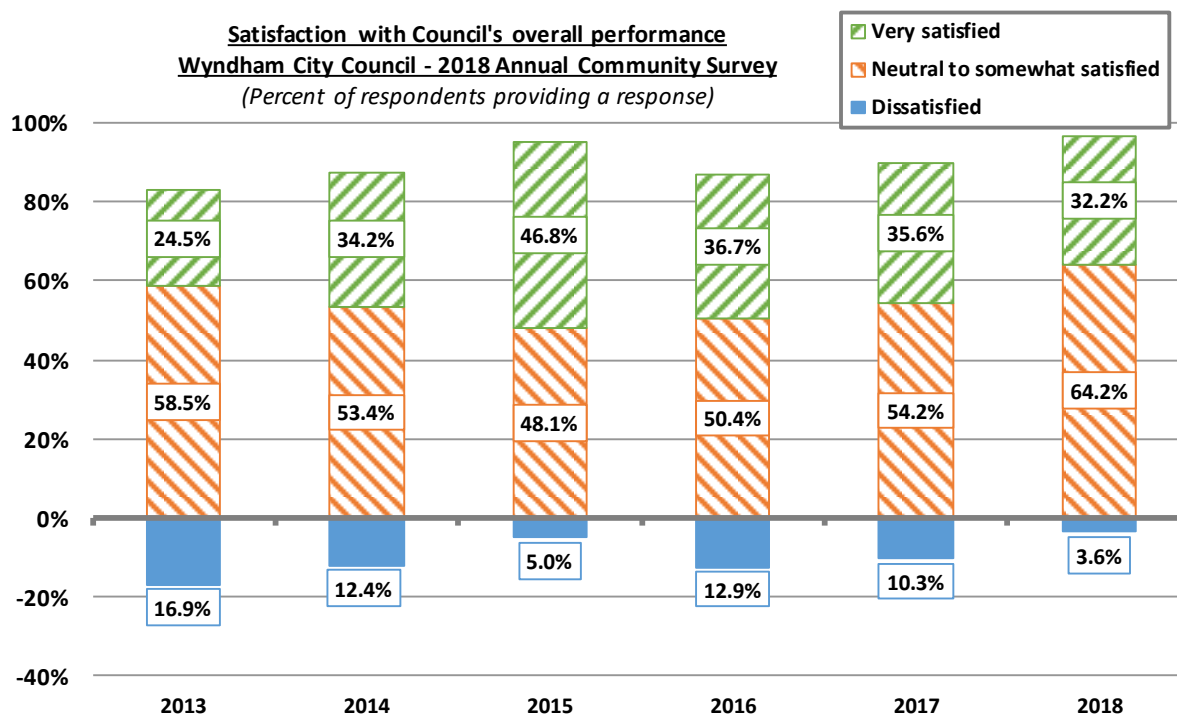


It is important to bear in mind when interpreting this result, that the *Annual Community Satisfaction Survey* changed substantially this year compared to last year, and that it cannot be discounted that the changes have not impacted on the satisfaction score. The most relevant change is that in previous years the survey included questions relating to the importance and satisfaction with forty-two Council services and facilities, only eight of which recorded satisfaction scores lower than the overall satisfaction score.

It is distinctly possible that satisfaction with the overall performance of Wyndham City Council this year may well have been recorded at a higher level than the result published here, if respondents had first been reminded of the broad range of Council services and facilities prior to being asked to rate their satisfaction with the performance of Council across all areas of responsibility.

Consistent with this good level of overall satisfaction, approximately one-third (32.2%) of respondents were very satisfied with Council's overall performance (rating satisfaction at eight or more out of ten). It is noted however that this result has declined marginally in each of the last three years, from a high of 46.8% in the peak satisfaction year of 2015.

Particular attention is drawn to the fact that the proportion of respondents dissatisfied with Council's overall performance has declined for the second consecutive year, down from 12.9% to just 3.6% this year. This is the smallest proportion of dissatisfied respondents recorded since the program commenced in 2013.



Satisfaction with Council's overall performance
Wyndham City Council - 2018 Annual Community Survey
(Number, index score 0 - 10 and percent of respondents providing a response)

Aspect	Number	Average satisfaction	Dissatisfied (0 - 4)	Neutral to somewhat satisfied	Very satisfied (8 - 10)
Overall performance	1,055	6.84	3.6%	64.2%	32.2%

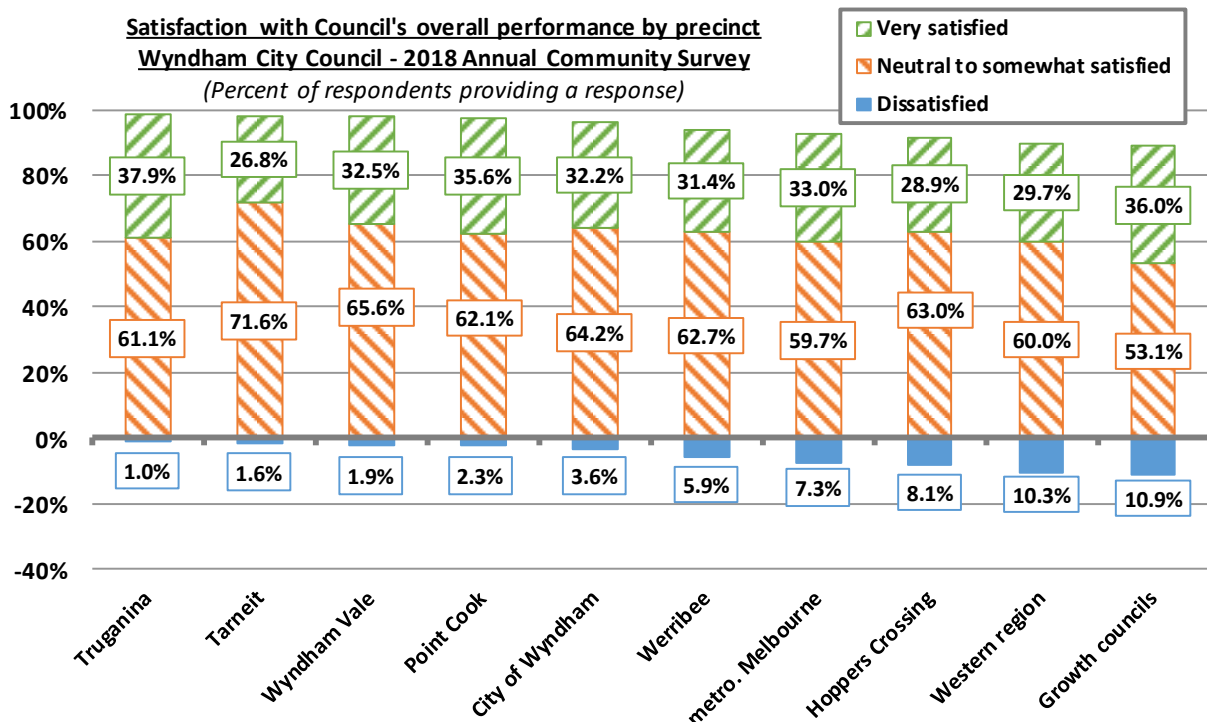
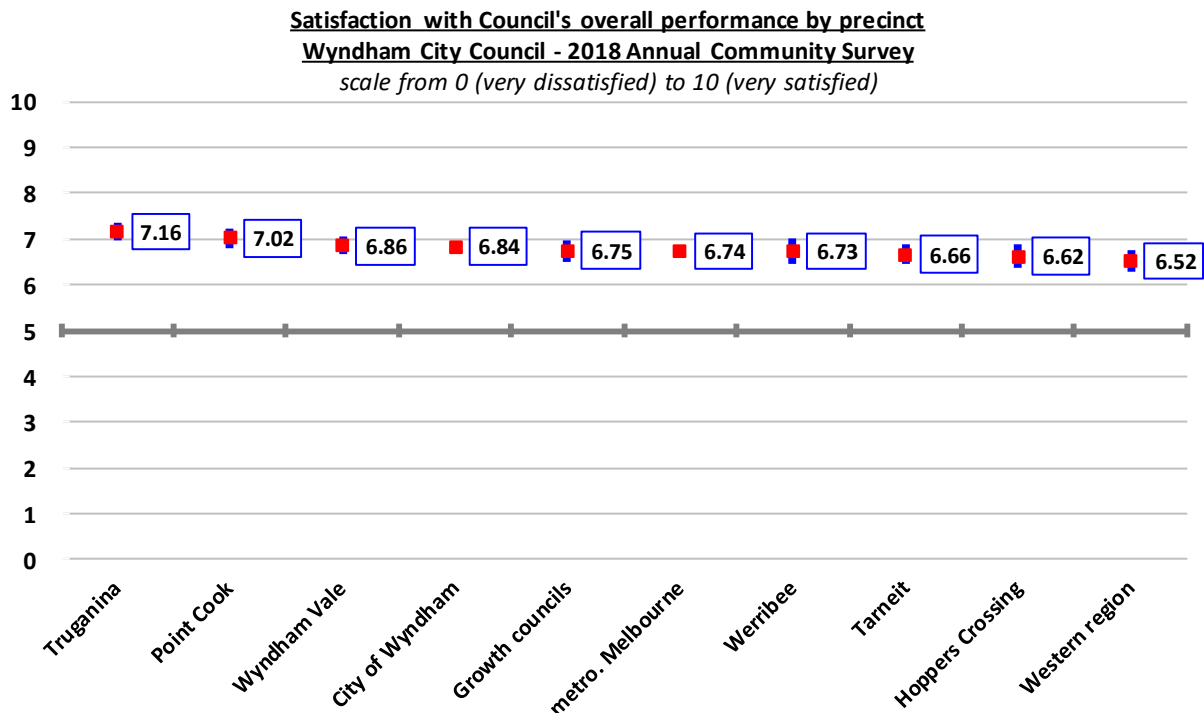
The following graph provides a breakdown of this result for each of the six precincts comprising the City of Wyndham, as well as a comparison against the metropolitan Melbourne, western region councils' and growth area councils' results.

These comparative results were recorded in the 2018 *Governing Melbourne* survey, conducted independently by Metropolis Research.



There was some variation in this result observed across the municipality and in wider comparison, with attention drawn to the following:

- **Truganina** – respondents were measurably more satisfied with Council’s overall performance than the municipal average.
- **City of Wyndham** – respondents were marginally, albeit not measurably more satisfied than the growth area councils’ and metropolitan Melbourne average satisfaction, but measurably higher than the western region council’s average.



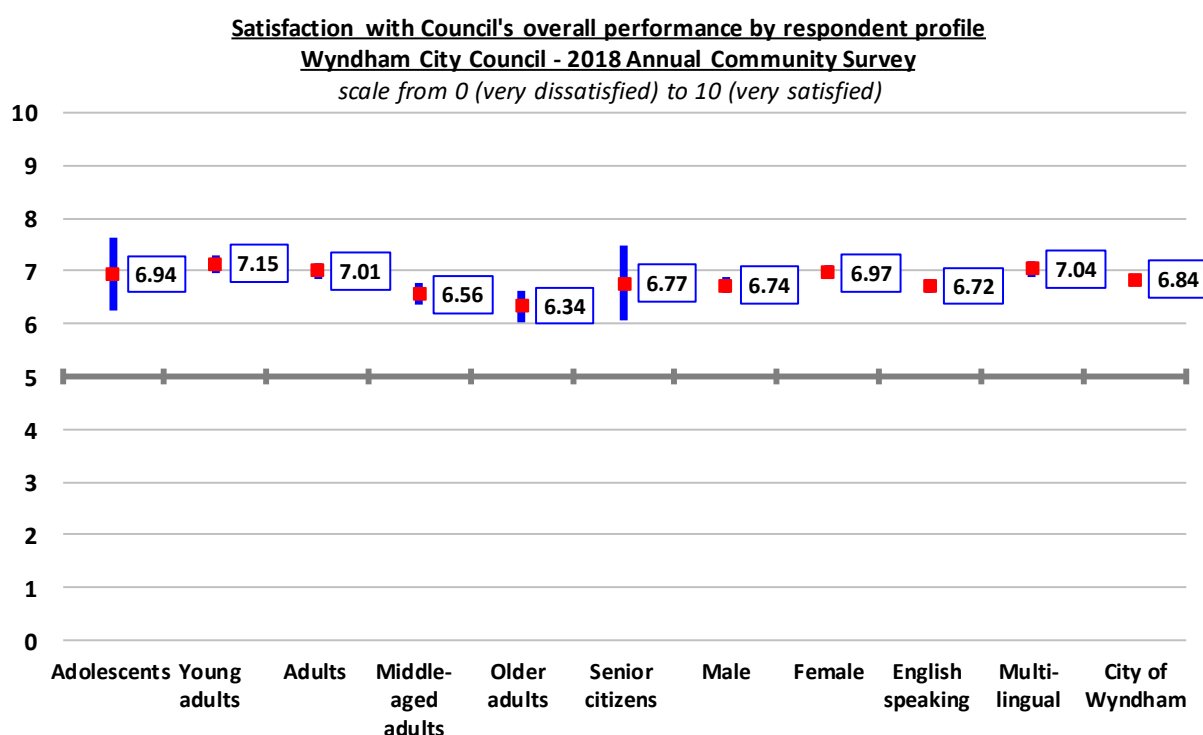
Overall performance by respondent profile

This section of the report provides a breakdown of satisfaction with Council's overall performance by the various aspects of the respondent profile including; age structure, gender, language spoken at home, household disability status, household structure, housing situation, and the period of residence in the City of Wyndham.

There was some variation in satisfaction with Council's overall performance observed by respondent profile, as follows:

- **Higher than average satisfaction** – young adults and adults (aged 20 to 45 years), females, multi-lingual households, rental households, newer residents (less than five years in the municipality), and group households.
- **Lower than average satisfaction** - middle aged and older adults (aged 46 to 75 years), long-term residents (ten years or more in the municipality), households with a member with a disability, one-parent families, couple households without children, and sole person households.

Metropolis Research notes that this pattern of satisfaction is generally consistent with results recorded previously in the City of Wyndham, as well as results generally observed elsewhere across metropolitan Melbourne over an extended period of time.



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

Wyndham City Council - 2018 Annual Community Survey

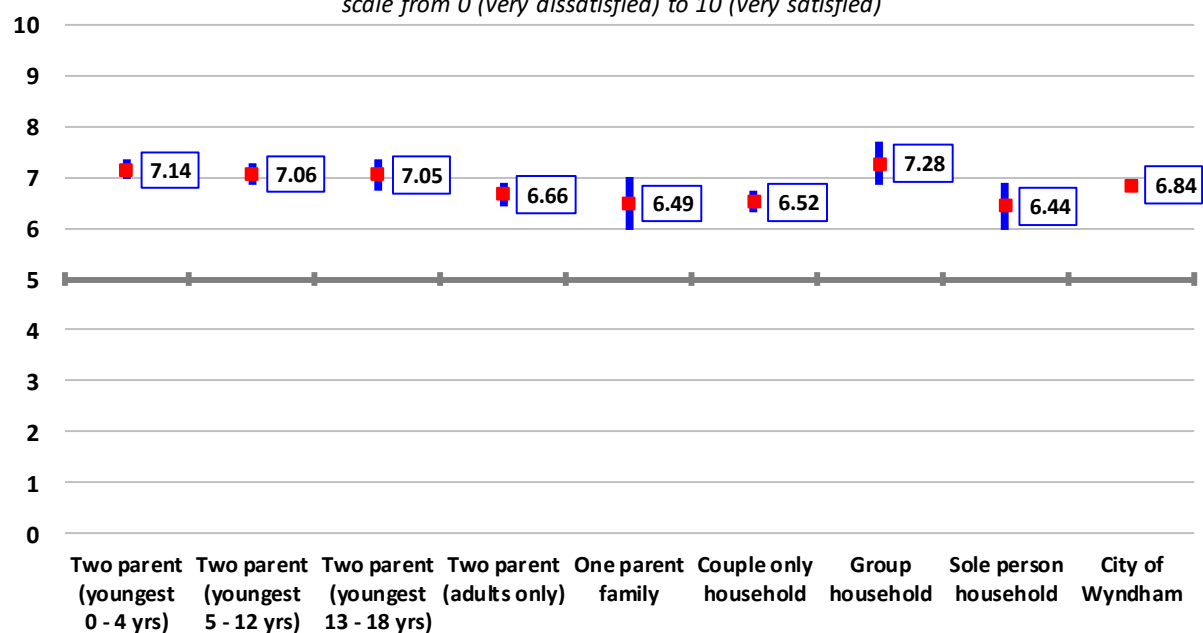
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with Council's overall performance by household structure

Wyndham City Council - 2018 Annual Community Survey

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



Reasons for dissatisfaction with Council's overall performance

Respondents were asked:

"Why do you say that?"

Of the thirty-eight respondents dissatisfied with Council's overall performance, a total of twenty-six provided a response as to why they were dissatisfied. These results have been summarised as outlined in the following table.

The responses provided by dissatisfied respondents cover a wide variety of issues and topics, with issues such as roads, lighting, parking, and street cleaning identified by a small number of respondents. A number of responses were broader in nature and related to issues such as a perception that Council isn't listening or responding to local community needs.

It is important to bear in mind that these comments reflect only the views of the small proportion of respondents who were dissatisfied with Council's overall performance.

Reasons for dissatisfaction with the performance of Council across all areas of responsibility

Wyndham City Council - 2018 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Council is self interest, don't care about the people, only making money	3
Because issues like public transport, traffic street, lighting are really poor	2
Don't think they've done a very good job at all	2
They don't take the responsibility	2
They don't listen to the people	2
I'm not happy at all	1
I don't have any idea of what they are doing, except through newsletter	1
Long wait of hard rubbish pick up, used to be bi annually, makes it a little bit difficult	1
No concern and no services	1
No trust	1
Parking issues	1
Roads and parks are not maintained	1
Roads lights around and bottle and neck should be addressed	1
Roads need to be a higher priority	1
Same as before, no ideas of what they did, not like their Facebook page so I see stuff when it happens in Wyndham	1
Street cleaning is bad and sometimes the bins don't get picked up because of a dumb reason like the bin being close to a pole	1
There needs to be a police station in this area	1
They are not meeting my expectations	1
They only care about revenue generation	1
They only do take the bin and maintain the library, other than that it's useless	1

Total

26



Change in Council's overall performance

Respondents were asked:

"Over the past twelve months, do you think Council's overall performance has improved, stayed the same or deteriorated?"

Consistent with the small increase in overall satisfaction and the decline in the proportion of respondents dissatisfied with Council's overall performance, there was a notable decline in the proportion of respondents who considered that Council's overall performance had deteriorated over the last twelve months. This is the best result recorded for this variable since it was first included in the survey in 2014.

Approximately two-thirds (63.3%) of respondents considered that Council's overall performance had stayed the same over the last twelve months, whilst 12.4% considered that performance had improved.

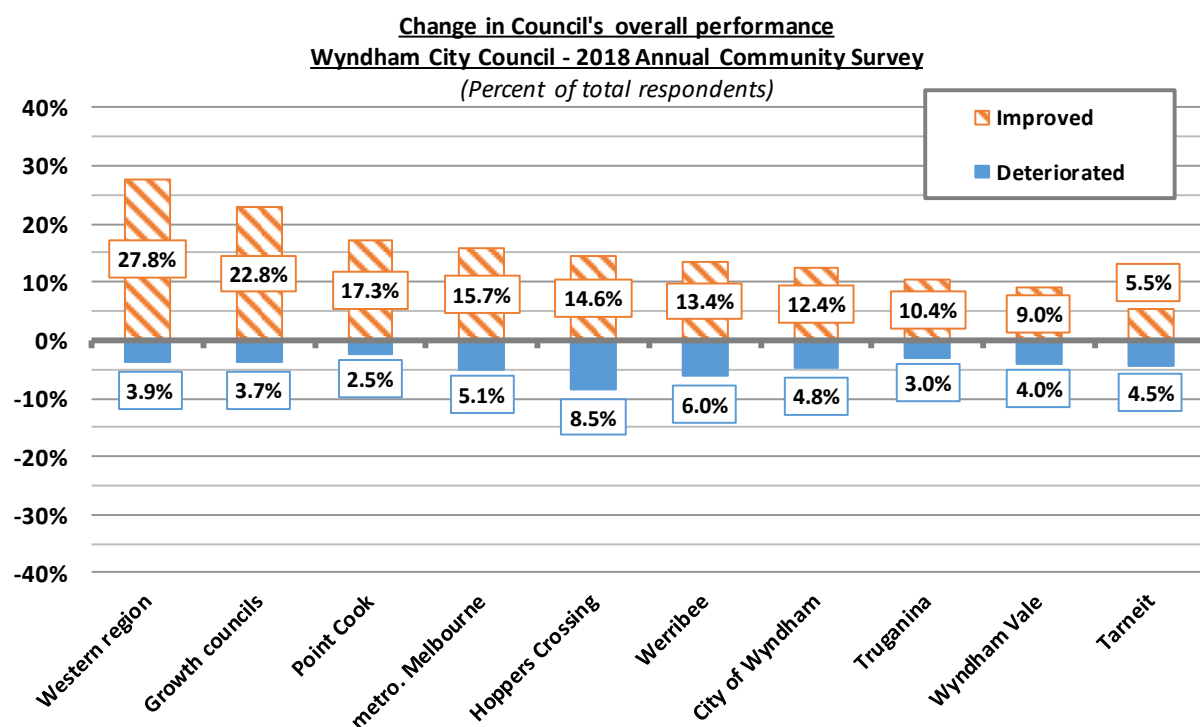
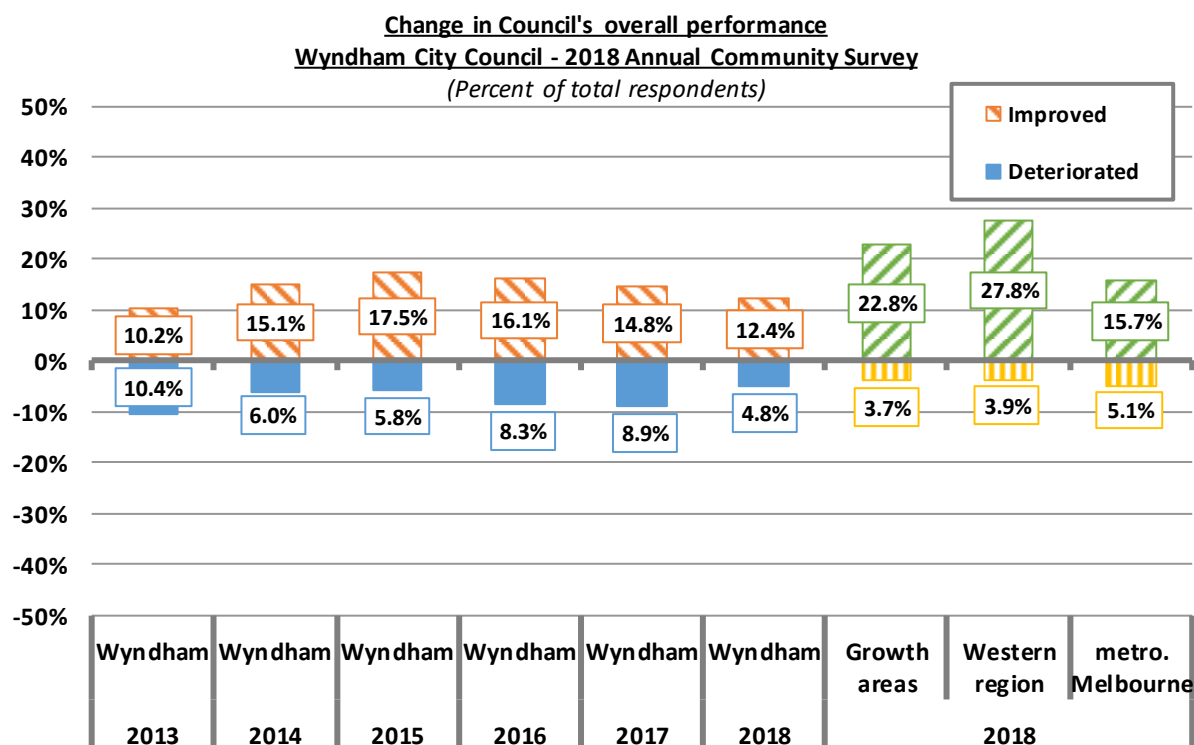
Change in Council's overall performance
Wyndham City Council - 2018 Annual Community Survey
 (Number and percent of total respondents)

Response	2018		2017	2016	2015	2014
	Number	Percent				
Improved	149	12.4%	14.8%	16.1%	17.5%	15.1%
Stayed the same	759	63.3%	54.1%	54.5%	63.0%	60.4%
Deteriorated	57	4.8%	8.9%	8.3%	5.8%	6.0%
Can't say	235	19.6%	22.2%	21.1%	13.8%	18.6%
Total	1,200	100%	801	1,200	800	803

There was some variation in this result observed across the municipality, and with wider comparisons, with attention drawn to the following:

- **City of Wyndham** – there was a significantly larger proportion of respondents from the western region and growth area councils' than the City of Wyndham who considered that the performance of their local council had improved in the last twelve months.
- **Point Cook** – respondents were somewhat more likely than the municipal average to consider that Council's overall performance had improved in the last twelve months.
- **Tarneit** – respondents were somewhat less likely than the municipal average to consider that Council's overall performance had improved in the last twelve months.
- **Hoppers Crossing** – respondents were somewhat more likely than the municipal average to consider that Council's overall performance had deteriorated in the last twelve months.





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 tables provides verbatim comments received from respondents as to why they considered that Council's overall performance had improved (141 responses) or deteriorated (56 responses).

Many of the comments relating to improving Council performance relate to improvements to road maintenance and repairs, and improvements in infrastructure.

The small number of comments from respondents who considered that performance had deteriorated covered a variety of issues, with traffic congestion, rubbish and waste issues, rates, communication, crime and safety, and parking evident in small numbers.



Improved

Reasons why Council's overall performance has improved**Wyndham City Council - 2018 Annual Community Survey***(Number of responses)*

<i>Response</i>	<i>Number</i>
Improvement of roads maintenance	29
Improving infrastructure or planning	12
Parks and gardens are improved	9
Better or improved services and facilities	9
Good or doing well	8
Better cleanliness	6
Better roads infrastructure or road widening is done	6
Advance development or new development	5
General improvement	5
Better garbage services or hard rubbish collection	4
Better or improved traffic	3
Customer services has become a little better	3
They improve the communities, working for us now	3
Can see road marking and bicycle tracks	2
Car parking has improved	2
Communication with residents, ease of contact	2
Improved the transport	2
It is improved on cutting the trees	2
New community centre	2
Plenty of cultural activities around, improved multiculturalism	2
Responsiveness is very good, visible progress	2
They are more proactive	2
Trails or walking tracks improvement	2
Trying harder to communicate to the community, more community engagement	2
Cut the prices of the tip dumps	1
Duncan's roads overpass has been done	1
Improving public spaces	1
Investment of open spaces which is positive, better allocation of budget	1
Library has been improved	1
More bus stops	1
More dog parks than before	1
More presence of council in the area	1
Mossfiel drive parks upgrade	1
New housing and facilities for young families are very good	1
Parking improvements on Westmeadows Lane	1
Public big event organise	1
Railway parking was the issue but they have built enough parking space now	1
Register online services improved	1
Started to improve the road in local area and infrastructure is getting better	1
These council people become gently and do not discriminate, earlier they discriminate like I am not good in english	1
We got our street trees	1

Total**141**

Deteriorated**Reasons for why Council's overall performance has deteriorated****Wyndham City Council - 2018 Annual Community Survey***(Number of responses)*

<i>Response</i>	<i>Number</i>
Traffic congestion is getting worse	5
Empty block has rubbish and bins are not clean	3
Very poor in every aspect	3
Council rates have increased	3
Don't see them doing anything or anything different	3
Communication is getting worse	2
Crime rates have increased considerably	2
Don't look into the community's interests	2
Don't take things into consideration, take money only	2
Parking issues, parking cars all over the road	2
Parks, roads, services	2
Public transport has degraded	2
Road conditions have worsened	2
The council cares about themselves. They are corrupt and just care about being elected.	2
They lack of understanding of the population growth and how it affects the school intake	2
They spend money more on buildings rather than infrastructure	2
Changing the tip tickets	1
Council rates have increased for no reason, not able to cope up with the growing demand	1
Don't see any actions as in Wyndham Vale	1
Footpaths are damaged	1
Got worse	1
Home care services is deteriorated	1
It's a group of individuals not a proper Council	1
Medical, safety	1
Not enough infrastructures prior to housing development	1
Roads and transports are not up to the mark	1
Roads are worse and infrastructures are not in place	1
Sell of cheap housing	1
The appearance of councillors being corrupt and misusing the money of residents	1
The election process was undermined and inappropriate	1
Time to respond my request customer services is not good comparing with the past	1
Too much emphasis on Indian community and other cultures	1
Too much self interest from the councillors	1
Trucks everywhere	1
We have a few problem but have not resolved	1
Total	56



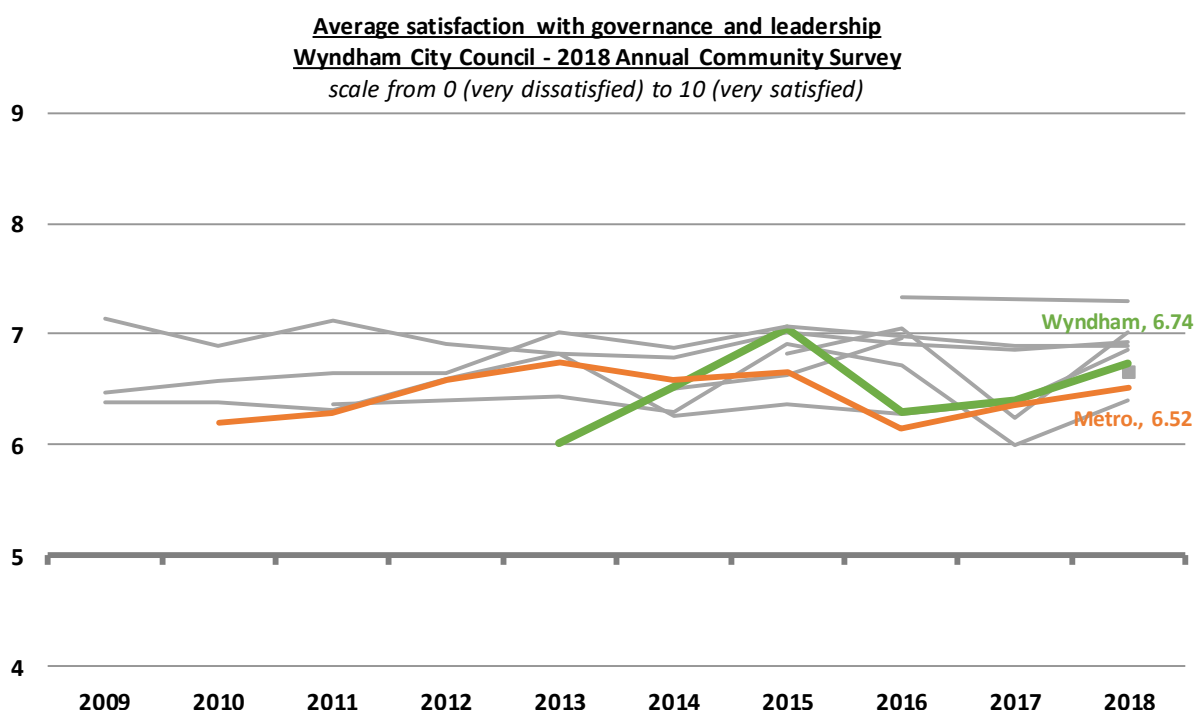
Governance and leadership

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?”

The average satisfaction with the six included aspects of governance and leadership increased measurably this year, up 5.3% to 6.74 and is now at a “good” level of satisfaction.

This result is somewhat higher than the metropolitan Melbourne average of 6.52, as recorded in the 2018 *Governing Melbourne* research conducted independently by Metropolis Research.

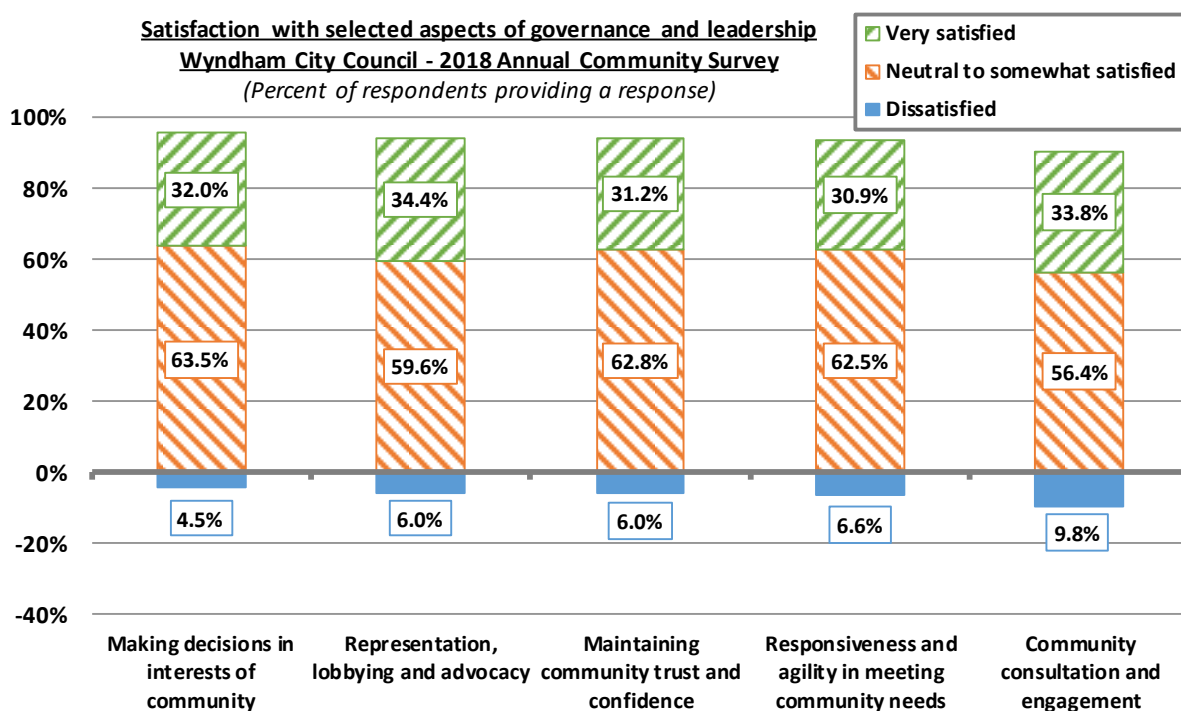
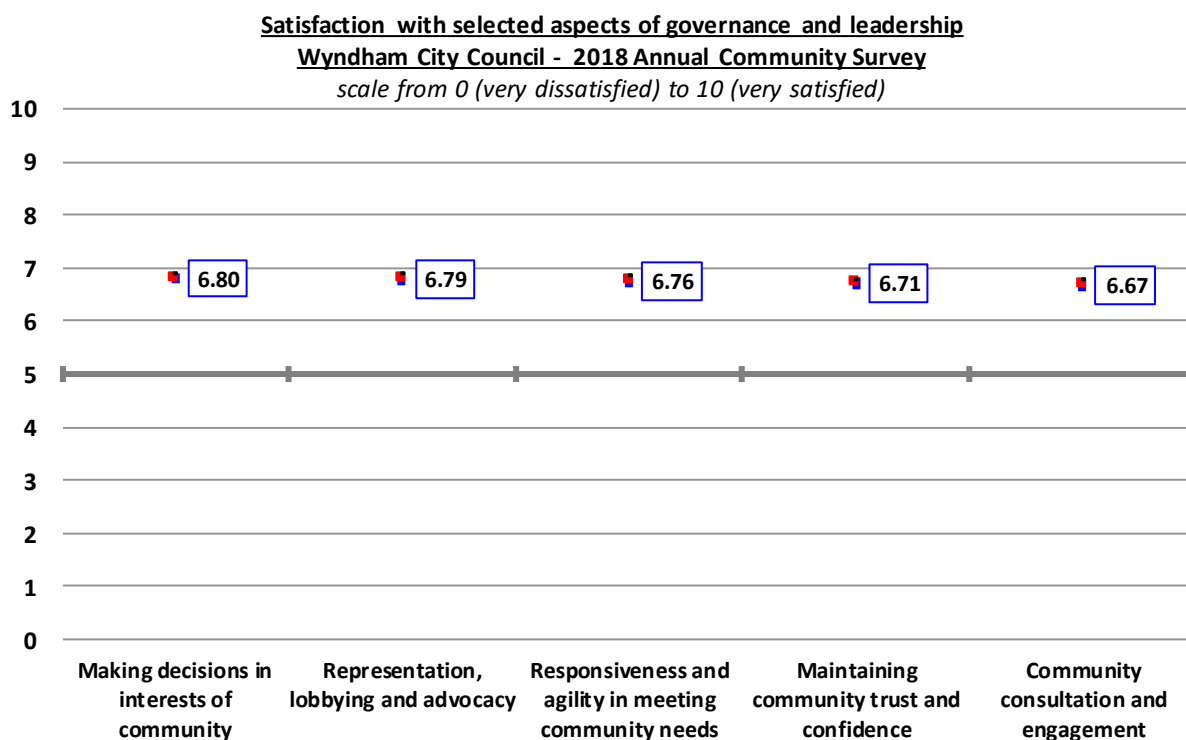


Satisfaction with all five of these aspects of governance and leadership was rated at levels best categorised as “good”.

Attention is drawn to the fact that approximately one-third of respondents were very satisfied with each of these five aspects, rating satisfaction at eight or more out of ten.

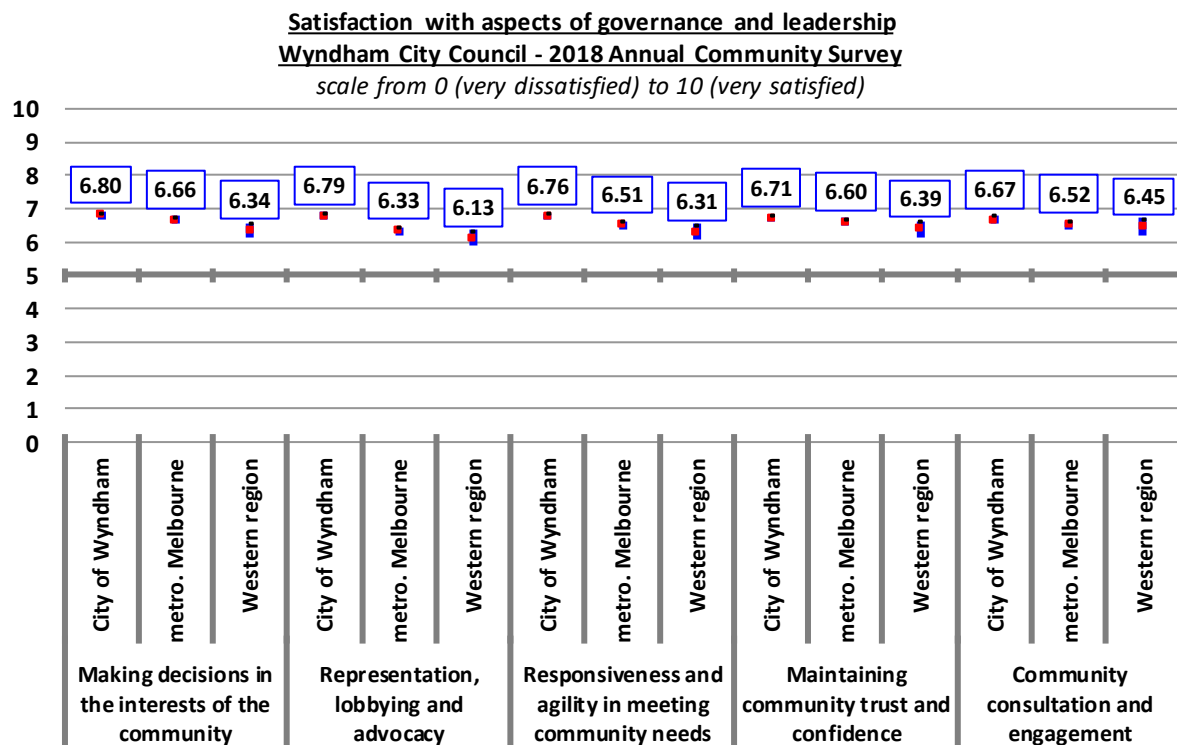
Less than ten percent of respondents were dissatisfied with any of these five aspect of governance and leadership, although it is noted that 9.8% of respondents were dissatisfied with Council’s community consultation and engagement, which is somewhat higher than recorded for the other four aspects.





When compared to the western region councils' and metropolitan Melbourne averages from *Governing Melbourne*, it is noted that satisfaction with these five aspects was higher in the City of Wyndham than either the metropolitan Melbourne or western region councils'.

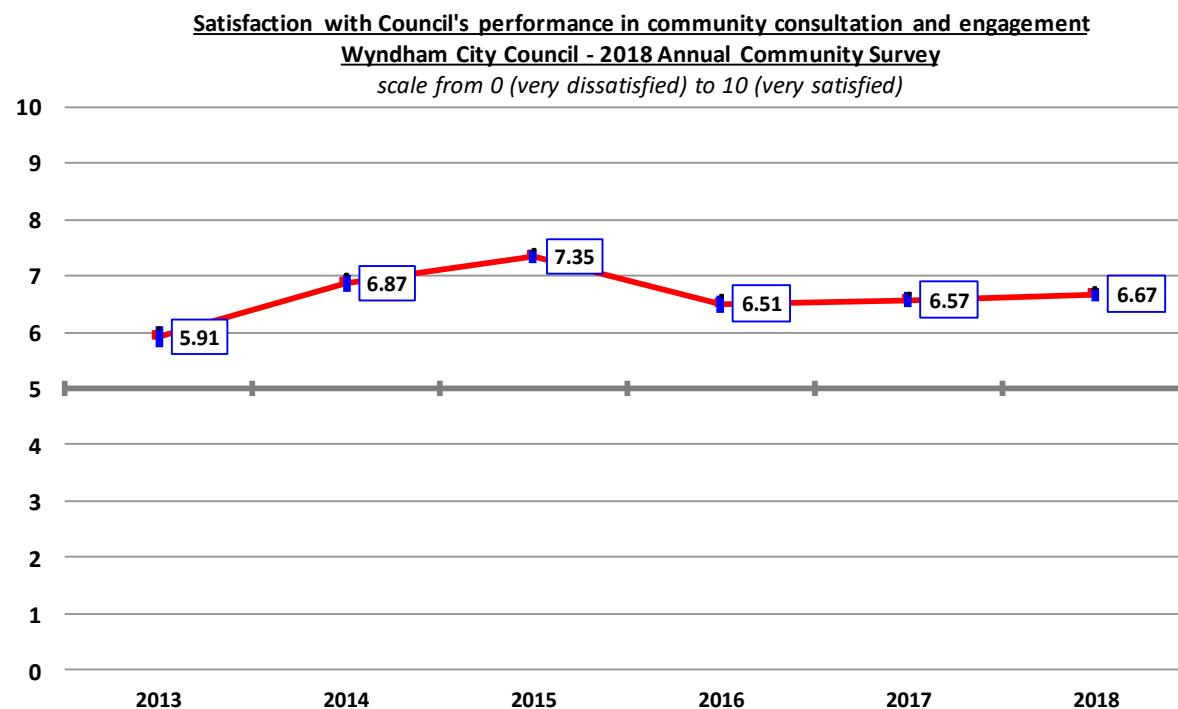
This is particularly true in relation to Council's representation, lobbying and advocacy and the responsiveness and agility of Council in meeting community needs. Satisfaction with both of these aspects was measurably higher in the City of Wyndham than either the western region councils' or metropolitan Melbourne averages.



Satisfaction with individual aspects of governance and leadership

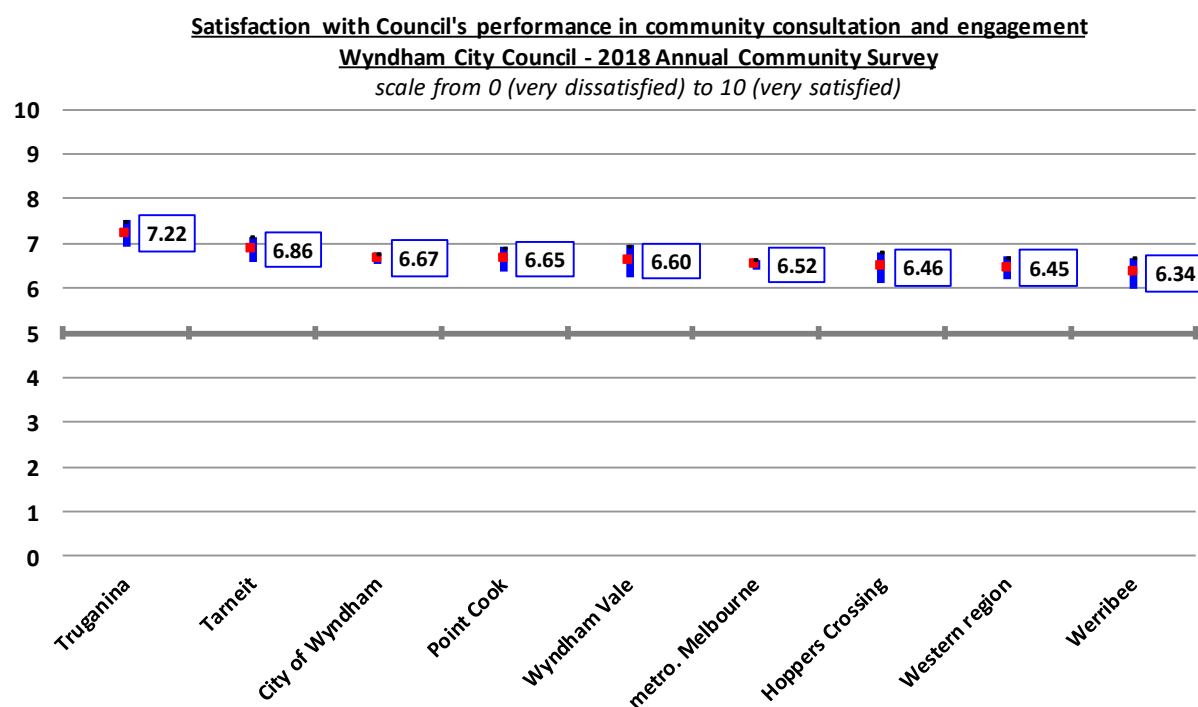
Community consultation and engagement

Satisfaction with Council's community consultation and engagement increased marginally but not measurably, up 1.5% to 6.67 although it remains "good".



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

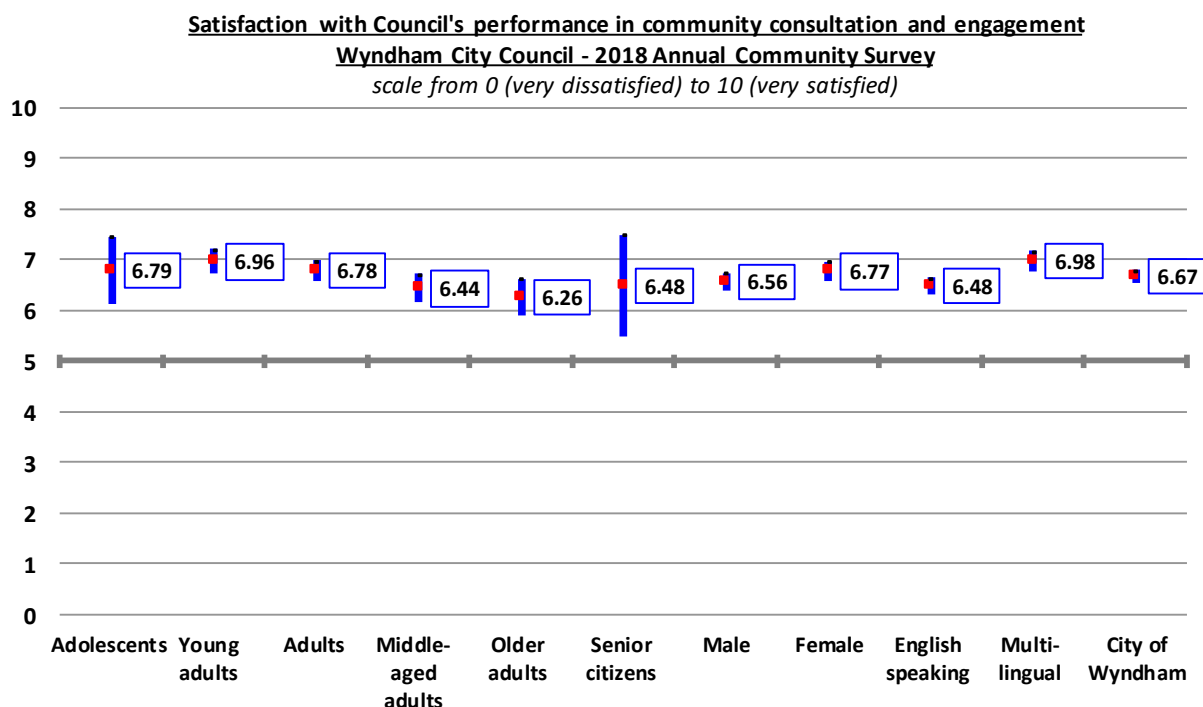
- **Truganina** – respondents were measurably more satisfied than the municipal average, although still at a "good" level.
- **City of Wyndham** – respondents were marginally, albeit not measurably more satisfied than the metropolitan Melbourne or western region councils' average.
- **Werribee** – respondents were marginally, albeit not measurably less satisfied than the municipal average, and at a "solid" level.



There was significant variation in satisfaction with Council's community consultation and engagement observed by respondent profile, as follows:

- **Older adults (aged 60 to 74 years)** – respondents were somewhat, albeit not measurably less satisfied than average and at a “solid” level of performance.
- **Gender** – female respondents were marginally, albeit not measurably (3.2%) more satisfied than male respondents.
- **Language spoken at home** – respondents from multi-lingual households were measurably and significantly (7.7%) more satisfied than respondents from English speaking households.





There were 83 comments received from respondents as to reasons for dissatisfaction with Council's community consultation and engagement.

The vast majority of these comments were highlighting a perception by these respondents that Council does things without consultation and that the residents do not hear from Council.

It is important to bear in mind when examining these results, that they reflect the views of only the small proportion of respondents who were dissatisfied with this aspect of governance and leadership, and they do not reflect the views of the vast majority of respondents who were satisfied with Council's performance.

Reasons for dissatisfaction with Council's performance in community consultation and engagement

Wyndham City Council - 2018 Annual Community Survey

(Number of responses)

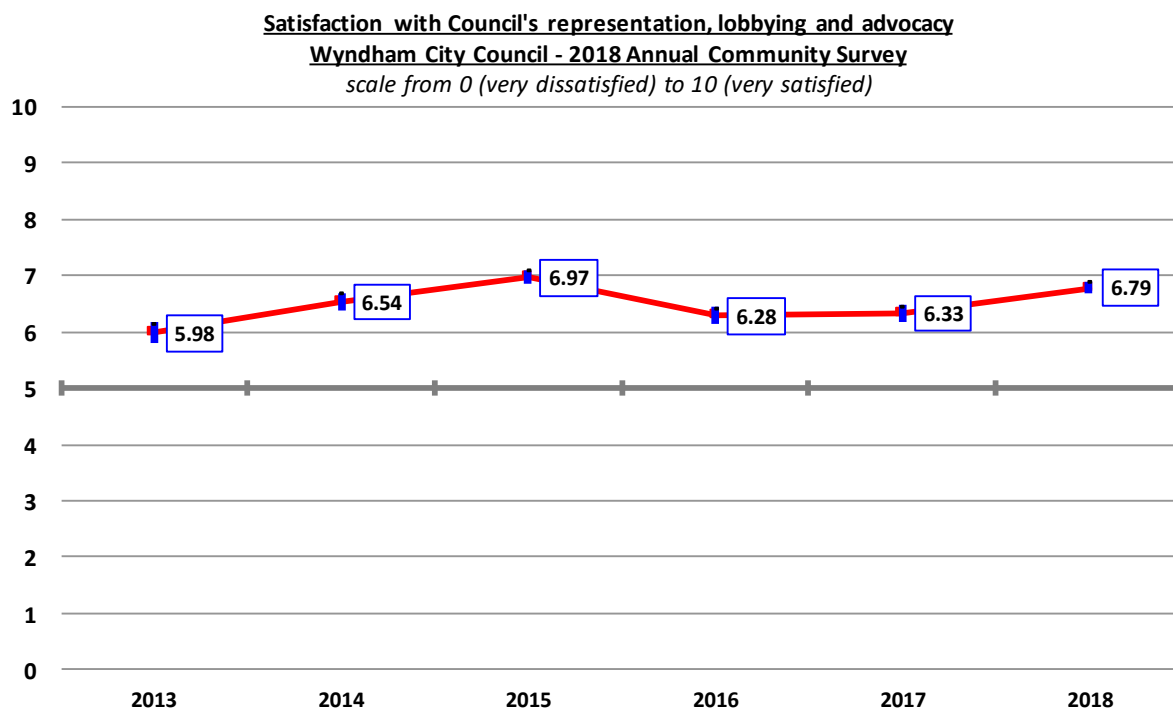
<i>Response</i>	<i>Number</i>
Do things without consultation / never hear from them	52
Don't listen to what the community wants	3
I don't think they have leadership	3
Less responsive / slow response	3
Council does what they like, waste money	2
I don't think they performed appropriate	2
14 stages building is going to be built	1
Because they never contacted me	1
Building permits, it takes forever, could be more faster	1
I don't feel like they're using effective means to contact residence	1
I don't know about anything they do for the local community	1
Lots of violence issues in the area. Nobody bats an eye	1
Need for diversity. Need for inclusion and people in council we can consult if we face issues	1
No one come to ask the resident e.g. the bins and the tree cuts off	1
No school, no art and cultures, high rates, no provision for young families	1
None of the issues are addressed. The council rates are really high. Transport is pathetic	1
People are driving on my drive way and council don't do anything	1
Recycling changes were not properly sent out to the residents which is why a lot of people didn't know about it	1
Should be informed earlier about the public affair	1
The council highly ineffective	1
The newsletter is more PR activities instead of engagement activities	1
They are not managing the parking very well especially near the library and the station	1
They build more houses and there are not sufficient resources	1
Trees on my shed	1
Total	83

Representation, lobbying and advocacy

Satisfaction with Council's representation, lobbying and advocacy on behalf of the community increased measurably and significantly this year, up 7.3% to 6.79 and is now at a "good" level of performance.

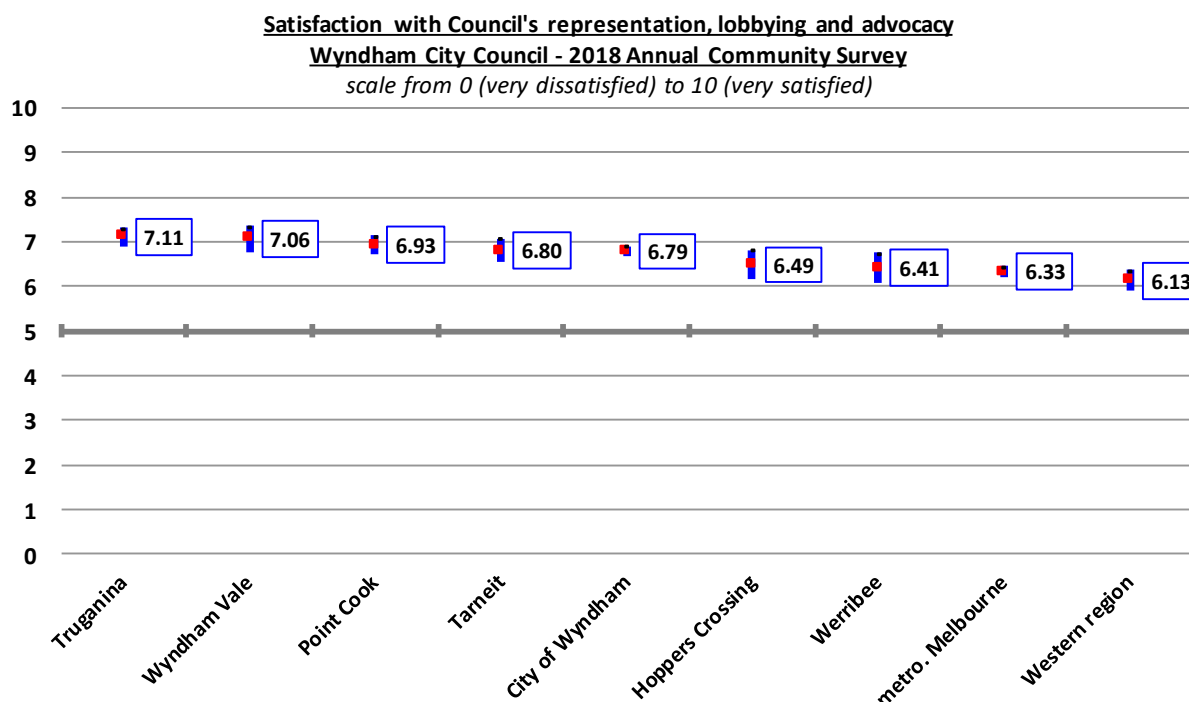
This is the second highest result recorded for this aspect of governance and leadership since the program commenced in 2013.





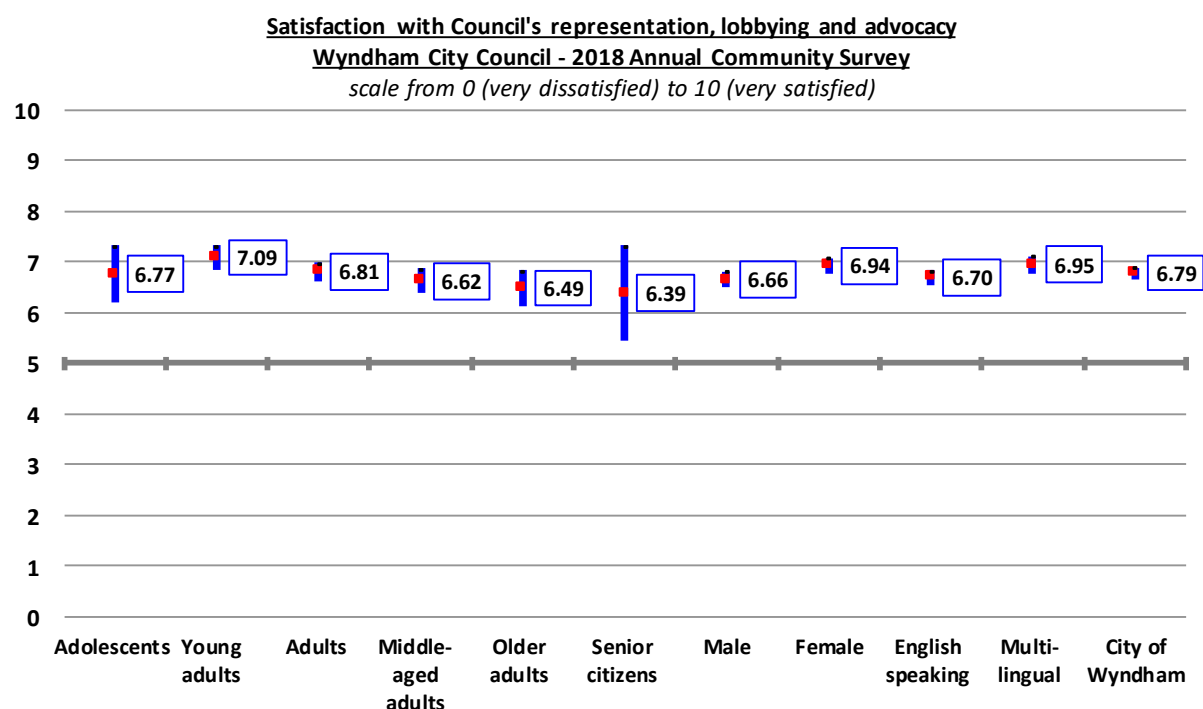
There was measurable variation in this result observed across the municipality, as follows:

- **Truganina** – respondents were measurably more satisfied than the municipal average, although still at a “good” level.
- **City of Wyndham** – respondents were measurably more satisfied than the metropolitan Melbourne and western region councils’ average.
- **Werribee** – respondents were somewhat, albeit not measurably less satisfied than the municipal average, and at a “solid” level.



There was significant variation in satisfaction with Council’s representation, lobbying and advocacy observed by respondent profile, as follows:

- **Age structure** – satisfaction with this aspect declined with the respondents’ age, from a high of 7.09 for adolescents to a low of 6.39 for senior citizens. Young adults (aged 20 to 35 years) were measurably more satisfied than the municipal average.
- **Gender** – female respondents were measurably (4.2%) more satisfied than male respondents.
- **Language spoken at home** – respondents from multi-lingual households were somewhat, albeit not measurably more satisfied than respondents from English speaking households.



The following table outlines the verbatim comments received from respondents dissatisfied with Council’s representation, lobbying and advocacy.

Whilst some of these comments relate to a perception by these respondents that Council is not being seen to do anything in this area, a number of the comments were more focused on specific issues such as traffic, crime, and public transport.

It is important to bear in mind when examining these results, that they reflect the views of only the small proportion of respondents who were dissatisfied with this aspect of governance and leadership, and they do not reflect the views of the vast majority of respondents who were satisfied with Council’s performance.



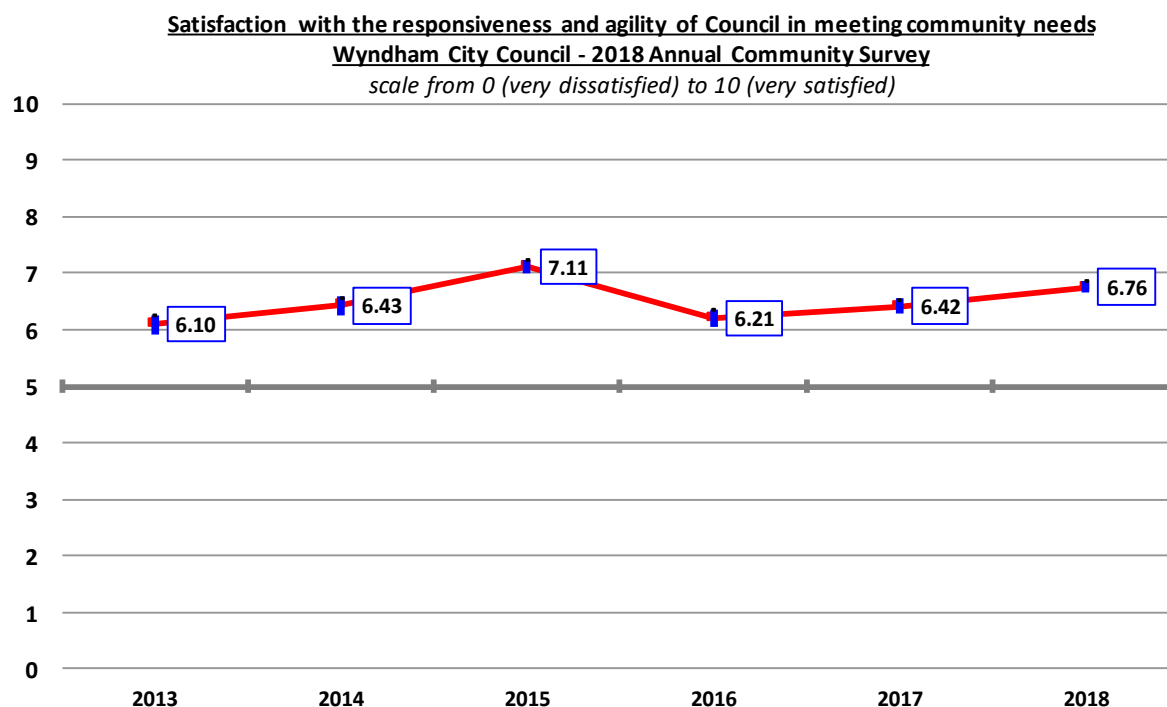
Reasons for dissatisfaction with Council's representation, lobbying and advocacy on key issues**Wyndham City Council - 2018 Annual Community Survey***(Number of responses)*

<i>Response</i>	<i>Number</i>
Not seen doing anything	7
I don't know the process / what they are lobbying on	3
Poor traffic and infrastructure	2
Because they don't always follow through what they say	1
Council self interest	1
Crime rate is high. Not enough action is taken by council	1
Diversity. Need to provide information in inclusive ways	1
Everything about money	1
I had lots of problems in this area, try to get a solution of the problem is too hard	1
I have not any experience with them	1
It's very important topic and don't get any result	1
Lack of infrastructure such as roads, hospital, police station is poor	1
New train line were not going to see any train line or station	1
No consultation for leadership	1
No much evidence	1
Not a very good job	1
Not enough communication with the residents. Need a social media presence	1
Not worth to the money	1
Nothing they do whatever they said	1
Poor decisions being made. Their voice is nothing in the state arena	1
Putting their own agenda, not doing the best for the rates payers	1
States done most jobs	1
The parking is really bad in this area because people park here to get to the station	1
They are not caring for senior people	1
They are not working with higher levels of government	1
They are operating as they used to 20 years ago	1
They do when it suits the council	1
They need to talk to Vic government for infrastructure	1
They were proposing a prison nearby, that was ridiculous, there should have been a letter	1
Too labour oriented , they should be neutral	1
Youth detention facility in Wyndham but no one wants that here	1
Total	40

Responsiveness and agility of Council in meeting community needs

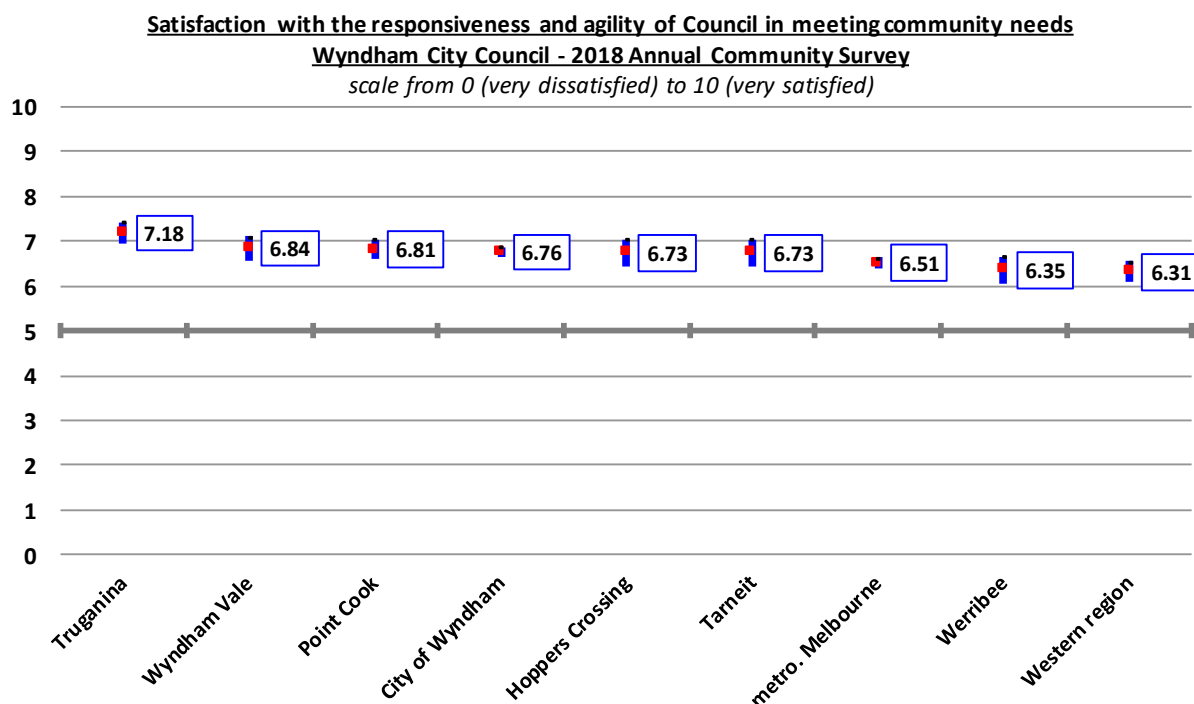
Satisfaction with the responsiveness and agility of Council in meeting community needs increased measurably this year, up 5.3% to 6.76 and is now at a “good” level of performance. The question was modified slightly this year to include the term “agility” which was not previously included in the question.





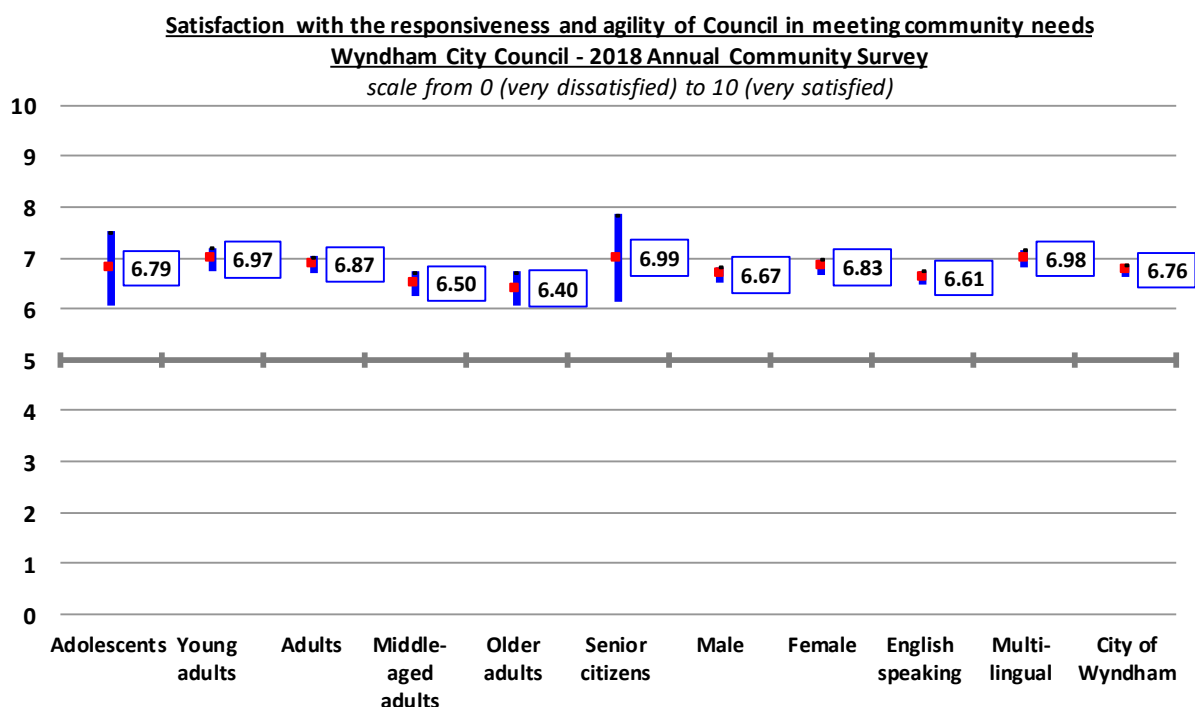
There was measurable variation in this result observed across the municipality, as follows:

- **Truganina** – respondents were measurably more satisfied than the municipal average, although still at a “good” level.
- **City of Wyndham** – respondents were measurably more satisfied than the metropolitan Melbourne and western region councils’ average.
- **Werribee** – respondents were measurably less satisfied than the municipal average, and at a “solid” level.



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

- **Age structure** – young adults and adults (aged 20 to 44 years) were somewhat, albeit not measurably more satisfied than average, whilst middle-aged and older adults (aged 45 to 74 years) were somewhat less satisfied than average.
- **Gender** – female respondents were marginally, albeit not measurably more satisfied than male respondents.
- **Language spoken at home** – respondents from multi-lingual households were measurably more satisfied than respondents from English speaking households.



The following table outlines the verbatim comments received from respondents dissatisfied with the responsiveness and agility of Council to meet community needs.

Many of these comments relate to a perception that Council is slow in responding to community needs, or that Council is perceived as not listening to the needs of the community.

It is important to bear in mind when examining these results, that they reflect the views of only the small proportion of respondents who were dissatisfied with this aspect of governance and leadership, and they do not reflect the views of the vast majority of respondents who were satisfied with Council's performance.

Reasons for dissatisfaction with the responsiveness and agility of Council in meeting community needs

Wyndham City Council - 2018 Annual Community Survey

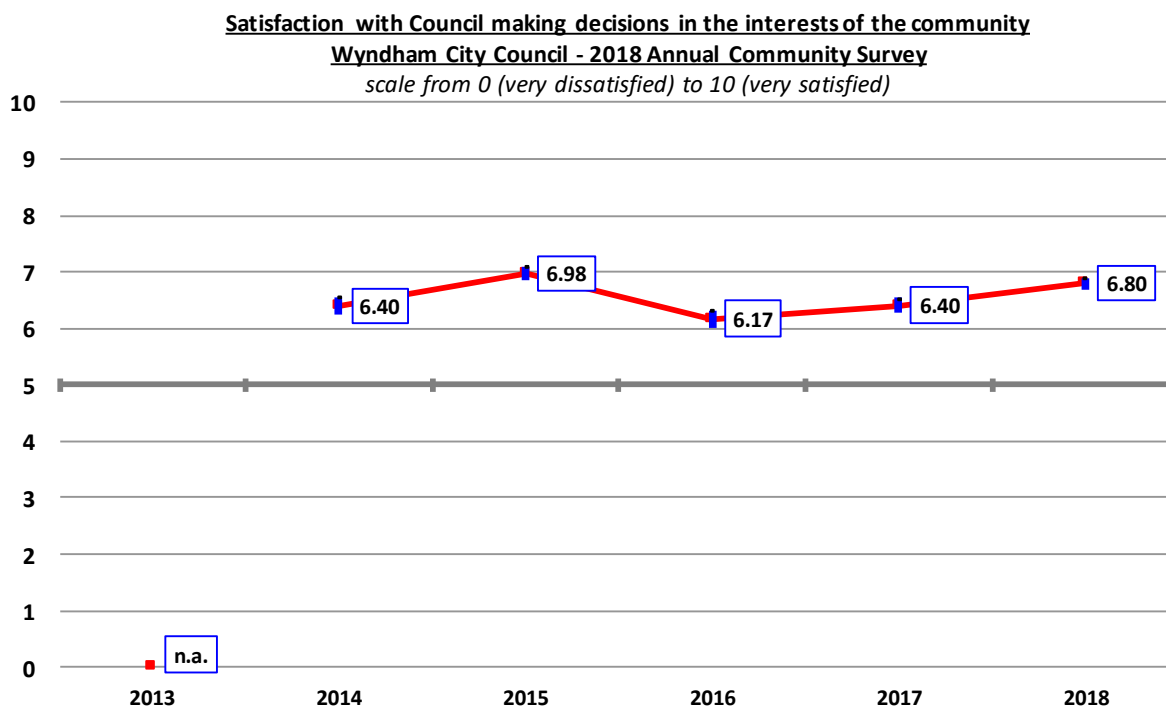
(Number of responses)

Response	Number
Slow or delayed response, not effective	7
Don't care about us	3
Haven't seen anyone from council	3
They fail to maintain community needs	3
Council don't manage the trees very well	1
Council self interest	1
Don't think they have enough staff	1
Getting permit for community buildings takes too long	1
Infrastructure is not sufficient	1
It takes over a month to get a new rubbish bin when I need one	1
Lunch fees at ramp should be free for residents	1
More consultation with the community in relation to what residents need	1
Need to have a vision and follow it through so the community knows what it is	1
Not enough police	1
Not happy with the response from council	1
Not satisfied with the new unit houses developed	1
Not user friendly, not care	1
Parks and footpath could be better	1
Sometimes I feel like I can see rubbish in front of my house which should be cleaned by council	1
The Council can't keep up because this areas is expanding quickly - interested more in money than doing something	1
The council is not doing their job very well	1
The council is too greedy	1
The council let people to build whatever they like	1
They are allowing people to do what they want without consideration for others	1
They are very slacking	1
They do nothing around the Valewood drive	1
They don't care, this all about money, rates, the more people more money they work on this quote	1
They don't do something about the parking	1
They don't listen to the community	1
They need do more, insufficient facility here and public transport	1
They put layout on the road which break the road and they just try to waste money	1
Too long to resolve issues	1
Too slow the plan, high growth in this area	1
Traffic delay they didn't do enough job	1
Train station is an issue	1
We are never consulted	1
When will the netball court be completed	1
Total	49



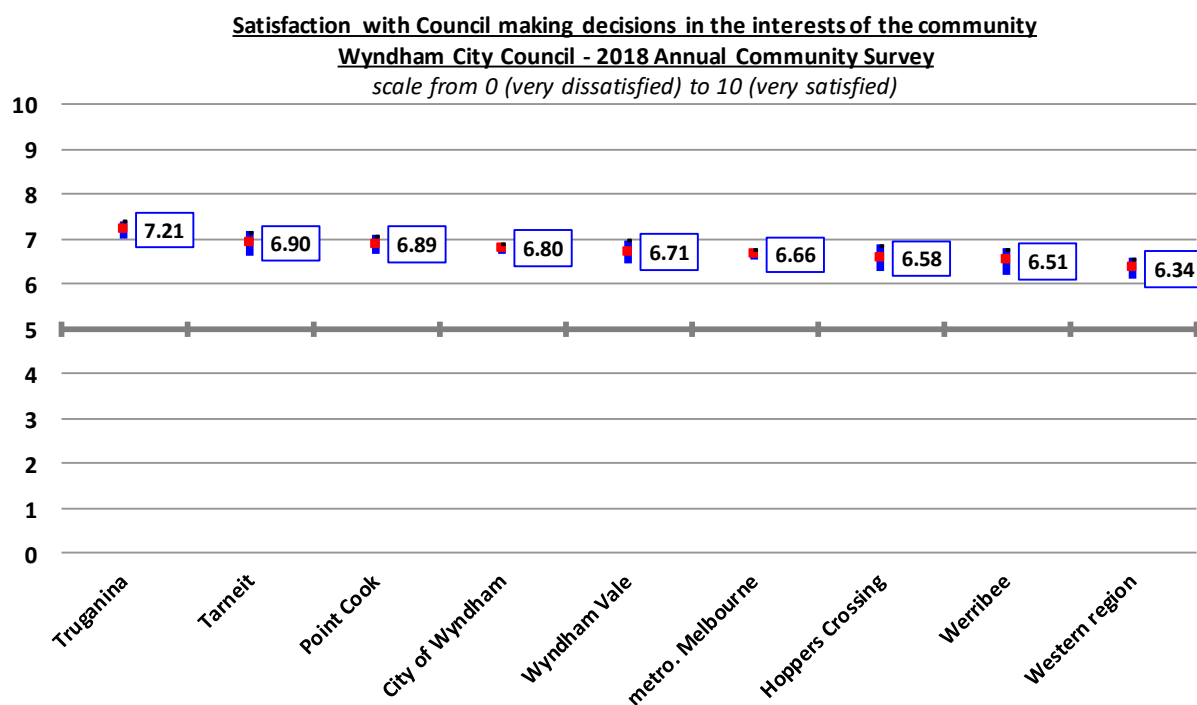
Making decisions in the interests of the community

Satisfaction with the performance of Council making decisions in the interests of the community increased measurably and significantly this year, up 6.3% to 6.80 and is now at a “good” level of performance.



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

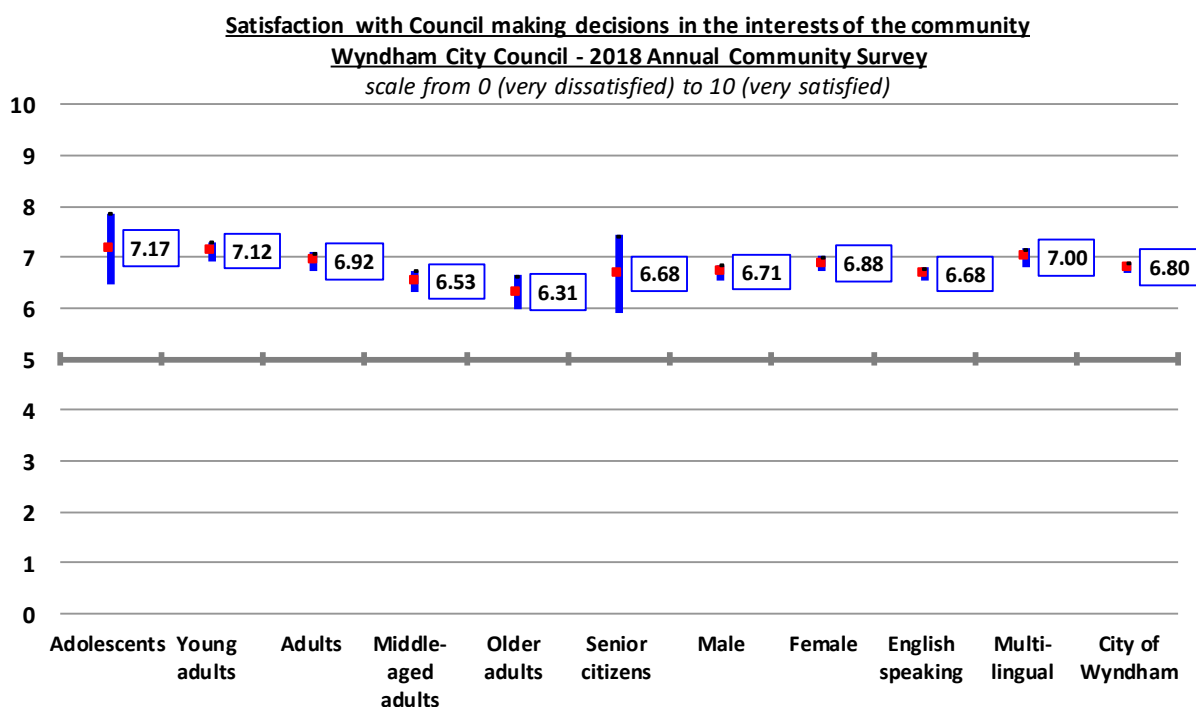
- **Truganina** – respondents were measurably more satisfied than the municipal average, although still at a “good” level.
- **City of Wyndham** – respondents were marginally but not measurably more satisfied than the metropolitan Melbourne average and measurably more satisfied than the western region councils’ average.
- **Werribee** – respondents were somewhat, albeit not measurably less satisfied than the municipal average, although still at a “good” level.



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

- **Age structure** – with the exception of senior citizens, satisfaction with this aspect declined with the respondents' age, from a high of 7.17 for adolescents to a low of 6.31 for older adults. Older adults (aged 60 to 74 years) were measurably less satisfied than the municipal average.
- **Gender** – female respondents were marginally, albeit not measurably more satisfied than male respondents.
- **Language spoken at home** – respondents from multi-lingual households were measurably more satisfied than respondents from English speaking households.





The following table outlines the verbatim comments received from respondents dissatisfied with Council's performance in making decisions in the interests of the community.

Many of the comments received reflect the perception by this small proportion of respondents that Council is not meeting the needs of the local community.

It is important to bear in mind when examining these results, that they reflect the views of only the small proportion of respondents who were dissatisfied with this aspect of governance and leadership, and they do not reflect the views of the vast majority of respondents who were satisfied with Council's performance.

Reasons for dissatisfaction with Council's performance in making decisions in community interests

Wyndham City Council - 2018 Annual Community Survey

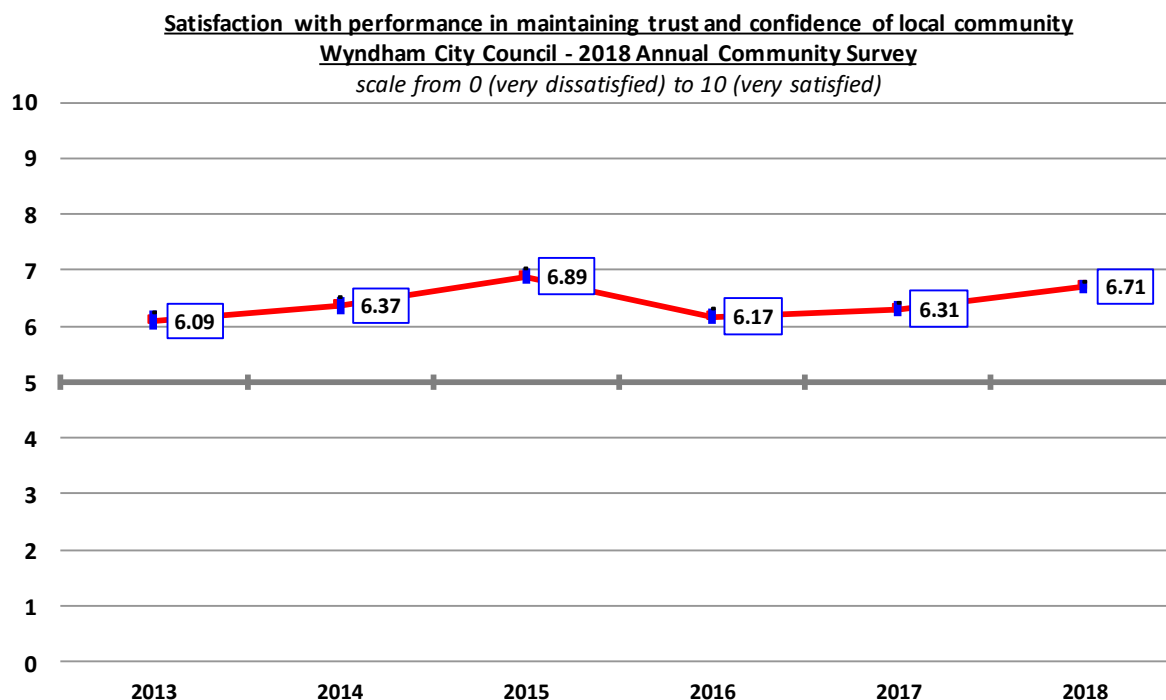
(Number of responses)

<i>Response</i>	<i>Number</i>
I don't see Council doing much or look after people, not based on the community interest	5
No response or slow response or take too long to get things done	4
I don't think they did good job, not satisfied with them	3
They should be work on the interests of the residents more	3
Not representing the people	2
They are looking at money for rates and greed rather than working for community	2
They never consult the community, they have their own agenda	2
Additional entry into Sanctuary Lakes despite high rates to ensure security. Car was broken in the area that we pay additional council rates in order to have security	1
Comparing with other areas like Point Cook and Werribee, here is really poor	1
Council uses taxpayer funds to travel interstate, overseas for meetings, is this valuable to residents?	1
Sanctuary Lakes was not recognised as a separate suburb	1
Ten days before saw windows were broken, 15 to 20 glass pieces wasn't clean and students pass this way dangerous	1
The park here that was burned down it took a year for them to fix it	1
The tree needs to be removed out side my property it is dangerous	1
There's discordance amongst the elected officials	1
There are some kind of decision they making are not well timed	1
They are too political	1
They are useless	1
They don't understand the need of the community and the expense is very expensive, limited hospital and school not enough facilities	1
We need new road here but nothing is done	1
Total	34

Maintaining trust and confidence of the local community

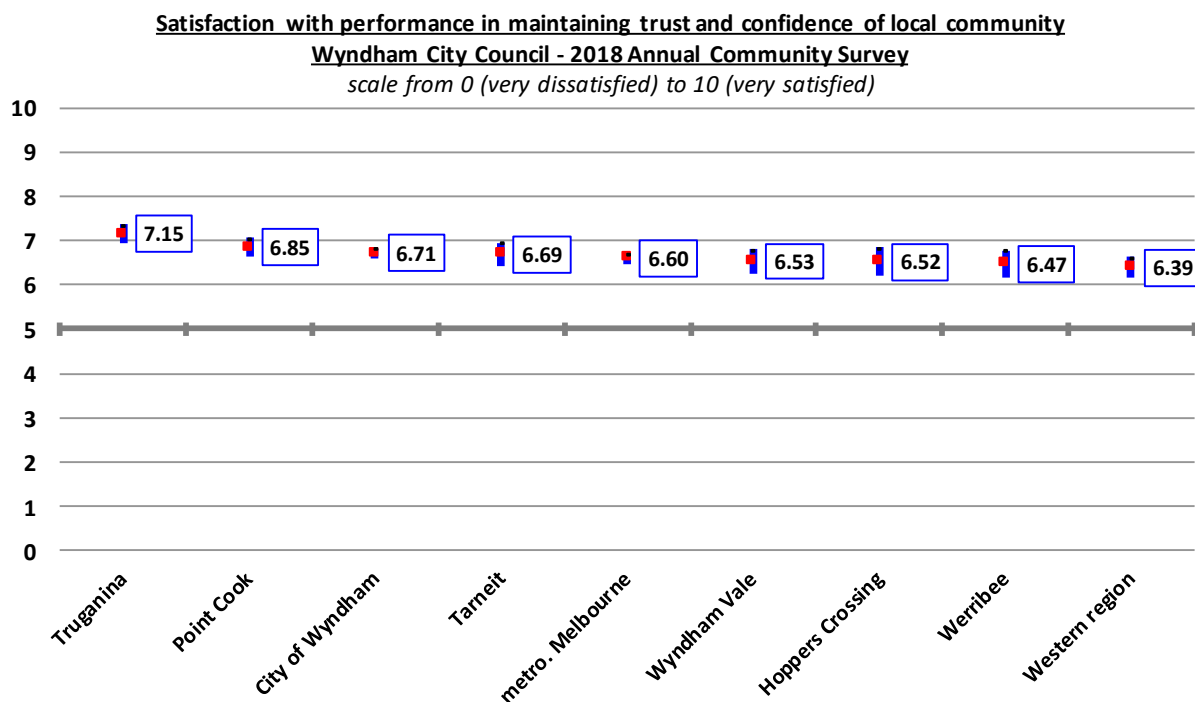
Satisfaction with the performance of Council maintaining the trust and confidence of the local community increased measurably and significantly this year, up 6.4% to 6.71 and is now at a "good" level of performance.





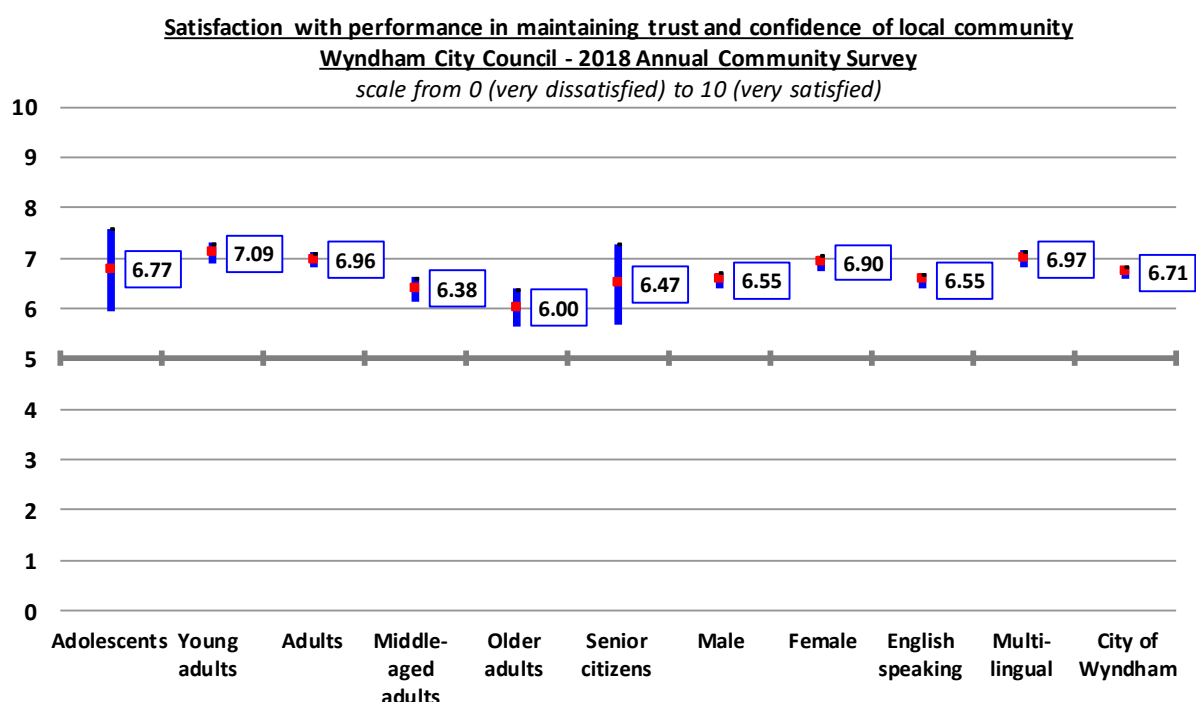
There was measurable variation in this result observed across the municipality, as follows:

- **Truganina** – respondents were measurably more satisfied than the municipal average, although still at a “good” level.
- **City of Wyndham** – respondents were marginally but not measurably more satisfied than the metropolitan Melbourne average and somewhat more satisfied than the western region councils’ average.
- **Werribee** – respondents were somewhat, albeit not measurably less satisfied than the municipal average and at a “solid” level.



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

- **Age structure** – young adults and adults (aged 20 to 44 years) were measurably more satisfied than average, whilst middle-aged (aged 45 to 59 years) were somewhat less satisfied and older adults (aged 60 to 74 years) were measurably less satisfied than average.
- **Gender** – female respondents were measurably (5.3%) more satisfied than male respondents.
- **Language spoken at home** – respondents from multi-lingual households were measurably (6.4%) more satisfied than respondents from English speaking households.



The following table outlines the verbatim comments received from respondents dissatisfied with Council's performance in maintaining the trust and confidence of the local community.

Many of these comments reflect a perception by this small proportion of respondents that Council is untrustworthy, and that they are not making decisions in the interests of the community.

It is important to bear in mind when examining these results, that they reflect the views of only the small proportion of respondents who were dissatisfied with this aspect of governance and leadership, and they do not reflect the views of the vast majority of respondents who were satisfied with Council's performance.



Reasons for dissatisfaction with Council's performance in maintaining trust and confidence of community**Wyndham City Council - 2018 Annual Community Survey***(Number of responses)*

<i>Response</i>	<i>Number</i>
Do not trust them	7
They don't care about the people, don't do anything or do what the community wants	7
They look after their self interest or own agenda	5
Lack of communication with residents	3
Rates are too high	2
They spend on concord services	2
What are they doing about all the souvenirs problems	2
I think the main objective for them is to make money	2
14 stages building and parking issues	1
Absolutely not trusting my own Council	1
Because they are doing what they want without consulting	1
Do what you say, just do it before the election, be consistent throughout the term	1
Don't have enough councillors who can work for resident	1
I don't know anything about them at all	1
I have heard something about Council - didn't sound it is a good thing	1
If they make a mistake it will take time for that trust to be regained	1
Improve leadership and listen to the people and don't notice people after you have already made them	1
Local paper even says how bad it has been	1
Lots of thing haven't done here, e.g. roads school, they didn't do it on time	1
Making up excuses for things that aren't followed up on	1
Only certain area they fixed and other area they ignored	1
Still need to do more development, better services and facilities with growing population	1
There are several issues regarding this problem	1
There is many development in this area but very small growth of infrastructure	1
They are different as my previous council, more interactive with the residents	1
Too much politics	1
Unfair elections in Wyndham	1
Total	49

Summary of governance and leadership results

The following table provides a summary of the governance and leadership results (both average satisfaction and breakdown of satisfaction) for each year of the survey program.



Satisfaction with selected aspects of governance and leadership**Wyndham City Council - 2018 Annual Community Survey***(Number, index score 0 - 10 and percent of respondents providing a response)*

Aspect	Year	Number	Average satisfaction	Dissatisfied (0 - 4)	Neutral to somewhat satisfied	Very satisfied (8 - 10)
Community consultation and engagement	2013	718	5.91	22.9%	52.8%	24.4%
	2014	601	6.87	8.3%	52.5%	39.3%
	2015	704	7.35	5.0%	39.1%	55.8%
	2016	946	6.51	16.3%	41.6%	42.1%
	2017	985	6.57	12.6%	51.3%	36.1%
	2018	975	6.67	9.8%	56.4%	33.8%
Representation, lobbying and advocacy	2013	589	5.98	19.7%	55.5%	24.9%
	2014	575	6.54	10.9%	57.1%	31.8%
	2015	611	6.97	7.0%	53.1%	39.9%
	2016	825	6.28	15.8%	54.2%	30.0%
	2017	879	6.33	14.3%	56.1%	29.6%
	2018	892	6.79	6.0%	59.6%	34.4%
Responsiveness and agility in meeting community needs	2013	693	6.10	20.8%	52.6%	26.4%
	2014	651	6.43	14.3%	54.8%	30.9%
	2015	715	7.11	7.9%	43.5%	48.5%
	2016	990	6.21	18.6%	48.9%	32.5%
	2017	1013	6.42	14.4%	53.3%	32.3%
	2018	974	6.76	6.6%	62.5%	30.9%
Making decions in the interests of the community	2013	n.a.	n.a.	n.a.	n.a.	n.a.
	2014	626	6.40	14.6%	52.5%	32.8%
	2015	688	6.98	7.2%	49.7%	43.1%
	2016	953	6.17	19.3%	48.9%	31.8%
	2017	987	6.40	15.1%	52.1%	32.8%
	2018	984	6.80	4.5%	63.5%	32.0%
Maintaining community trust and confidence	2013	710	6.09	21.5%	51.9%	26.5%
	2014	640	6.37	15.0%	53.1%	31.8%
	2015	679	6.89	8.7%	50.7%	40.6%
	2016	991	6.27	18.1%	49.9%	32.0%
	2017	992	6.31	15.1%	55.1%	29.8%
	2018	982	6.71	6.0%	62.8%	31.2%

Council performance

Respondents were asked:

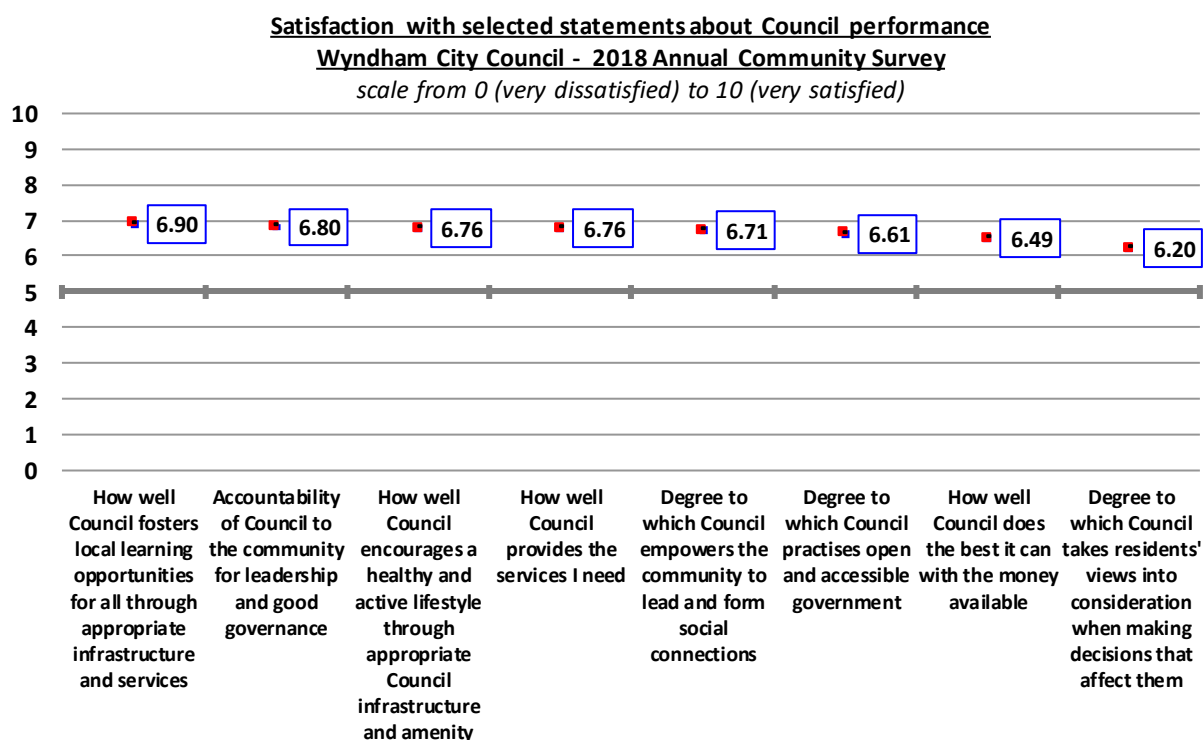
“On a scale of 0 (lowest) to 10 (highest), please rate your personal level of satisfaction with the following aspects of Council’s performance?”

This set of questions relating to respondents’ satisfaction with the performance of Council across eight aspects of performance were included for the first time in the survey this year. These questions were effectively designed by officers of Wyndham City Council with some input from Metropolis Research.



It is important to bear in mind that many of the underlying aspects of Council performance measured in this set of questions are also measured in the governance and leadership section of the survey, the results of which are discussed earlier in this report.

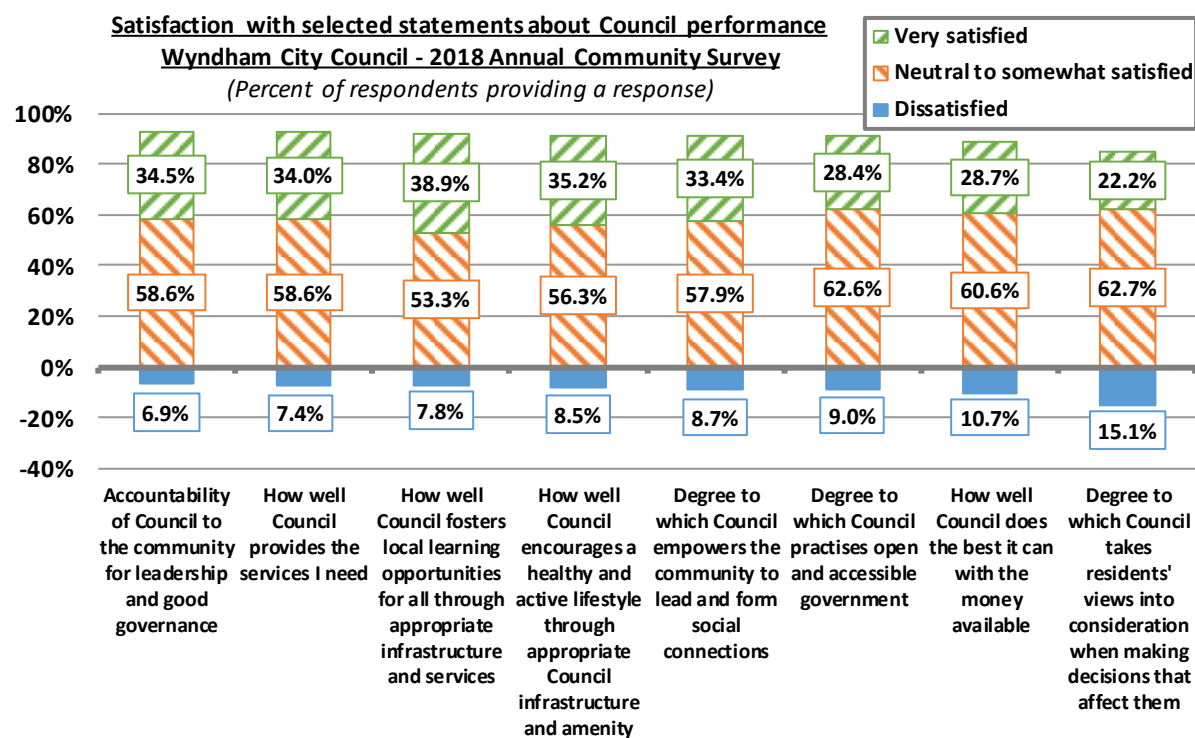
Satisfaction with six of these aspects were at levels categorised as “good”, whilst satisfaction with “how well Council does the best it can with the money available” (6.49) and “the degree to which Council takes residents’ views into consideration when making decisions that affect them” (6.20) were both at “solid” levels.



The following graph and table provide a breakdown of these results into those very satisfied (rating eight to ten), neutral to somewhat satisfied (rating five to seven), and dissatisfied (rating zero to four).

It is noted that significantly more respondents were very satisfied with each aspect than were dissatisfied.

Particular attention is however drawn to the fact that 15.1% of respondents were dissatisfied with the degree to which Council takes residents’ views into consideration when making decisions that affect them. This is much higher than the 4.5% of respondents who were dissatisfied with “Council’s performance decisions in the interests of the community” in the governance and leadership section of the report.



Satisfaction with selected statements about Council performance
Wyndham City Council - 2018 Annual Community Survey
 (Number, index score 0 - 10 and percent of respondents providing a response)

Statements	Number	Average satisfaction	Dissatisfied (0 - 4)	Neutral to somewhat satisfied	Very satisfied (8 - 10)
The accountability of Council to the community for leadership and good governance	1,013	6.80	6.9%	58.6%	34.5%
The degree to which Council practises open and accessible government	977	6.61	9.0%	62.6%	28.4%
How well Council does the best it can with the money available	975	6.49	10.7%	60.6%	28.7%
The degree to which Council takes residents' views into consideration when making decisions that affect them	1,015	6.20	15.1%	62.7%	22.2%
How well Council encourages a healthy and active lifestyle through appropriate Council infrastructure and amenity	1,079	6.76	8.5%	56.3%	35.2%
How well Council fosters local learning opportunities for all through appropriate infrastructure and services	1,033	6.90	7.8%	53.3%	38.9%
The degree to which Council empowers the community to lead and form social connections	1,026	6.71	8.7%	57.9%	33.4%
How well Council provides the services I need	1,122	6.76	7.4%	58.6%	34.0%

Satisfaction with individual aspects of Council performance

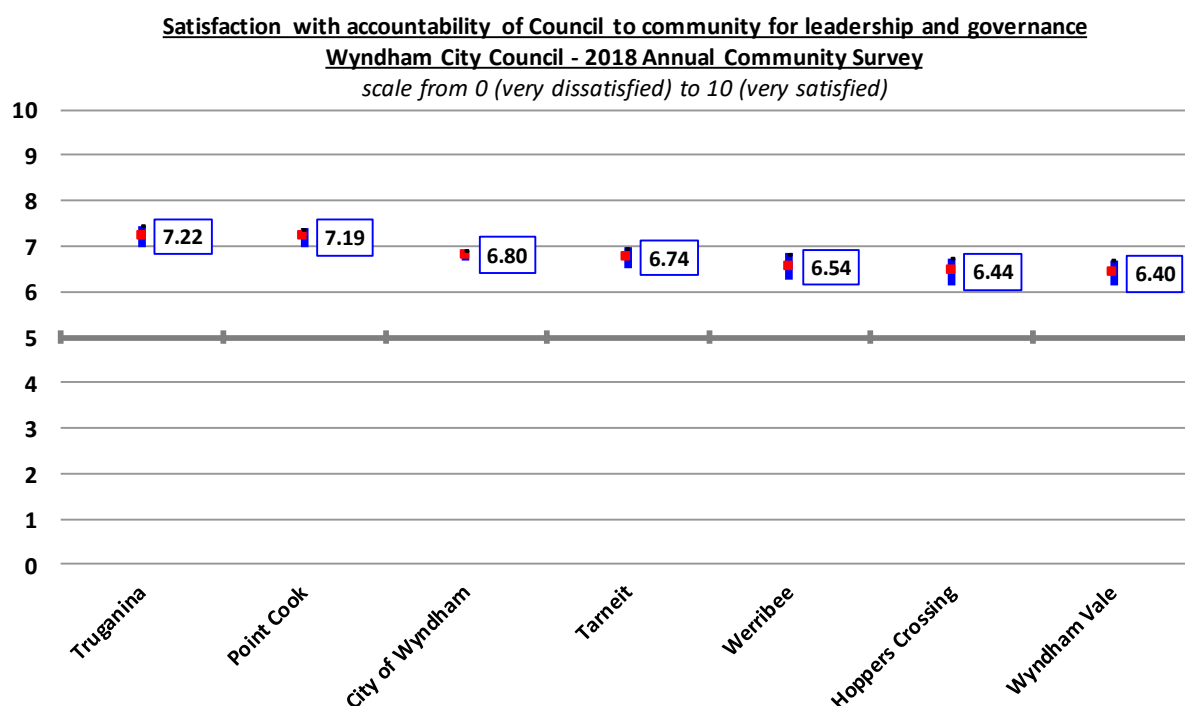
The following section provides a breakdown of satisfaction with each of these eight aspects of Council performance by precinct and by respondent profile (including age structure, gender, and language spoken at home).

It is noted that in general terms, respondents from Truganina and Point Cook tended to be somewhat more satisfied than average with many aspects. Younger respondents tended to be more satisfied with many of these aspects of Council performance than older respondents, females tended to be a little more satisfied than males, and respondents from multi-lingual households tended to be measurably more satisfied than those from English speaking households.

The accountability of Council to the community for leadership and good governance

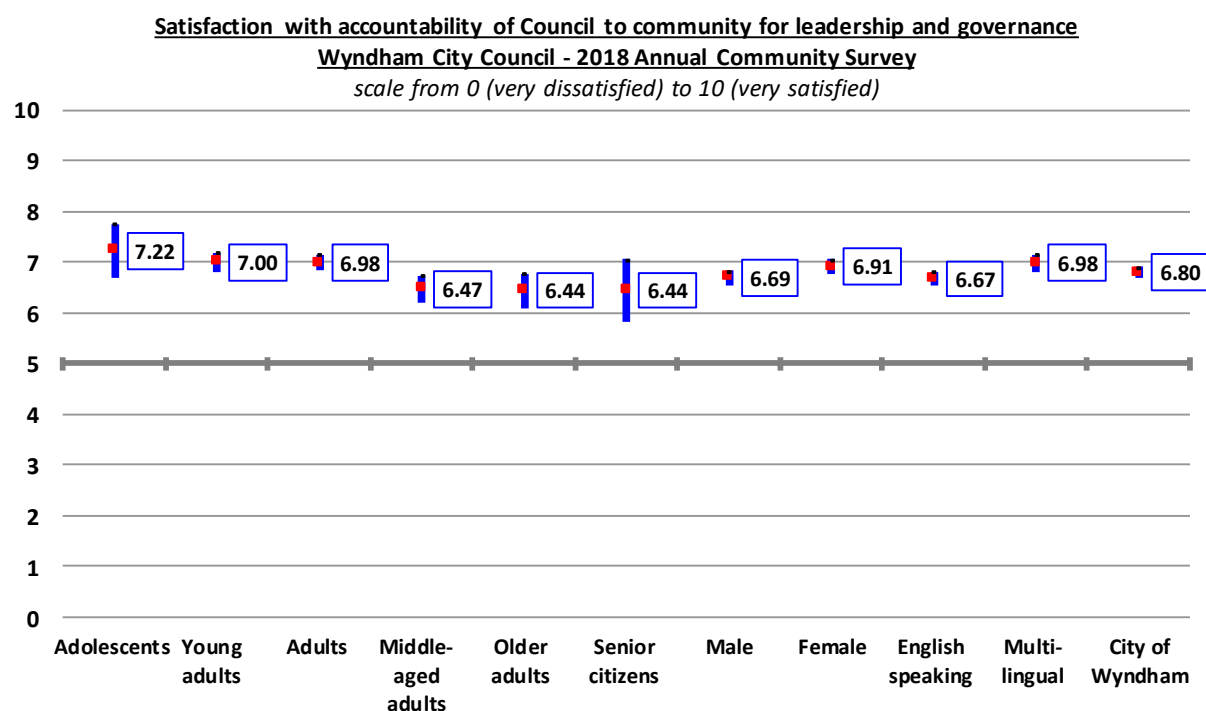
Satisfaction with “the accountability of Council to the community for leadership and good governance” was 6.80 out of ten, or a “good” level of satisfaction. There was some variation in this result observed across the municipality, with attention drawn to the following:

- **Truganina and Point Cook** – respondents were measurably more satisfied than average, although still at “good” levels.
- **Wyndham Vale** – respondents were measurably less satisfied than average, and at a “solid” level.



There was also variation in satisfaction with this aspect of Council performance observed by respondent profile, as follows:

- **Age structure** – younger respondents (aged 15 to 44 years) were measurably more satisfied than middle-aged, older adults and senior citizens (aged 45 years and over).
- **Gender** – female respondents were measurably (3.3%) more satisfied than male respondents.
- **Language spoken at home** – respondents from multi-lingual households were measurably (4.6%) more satisfied than respondents from English speaking households.

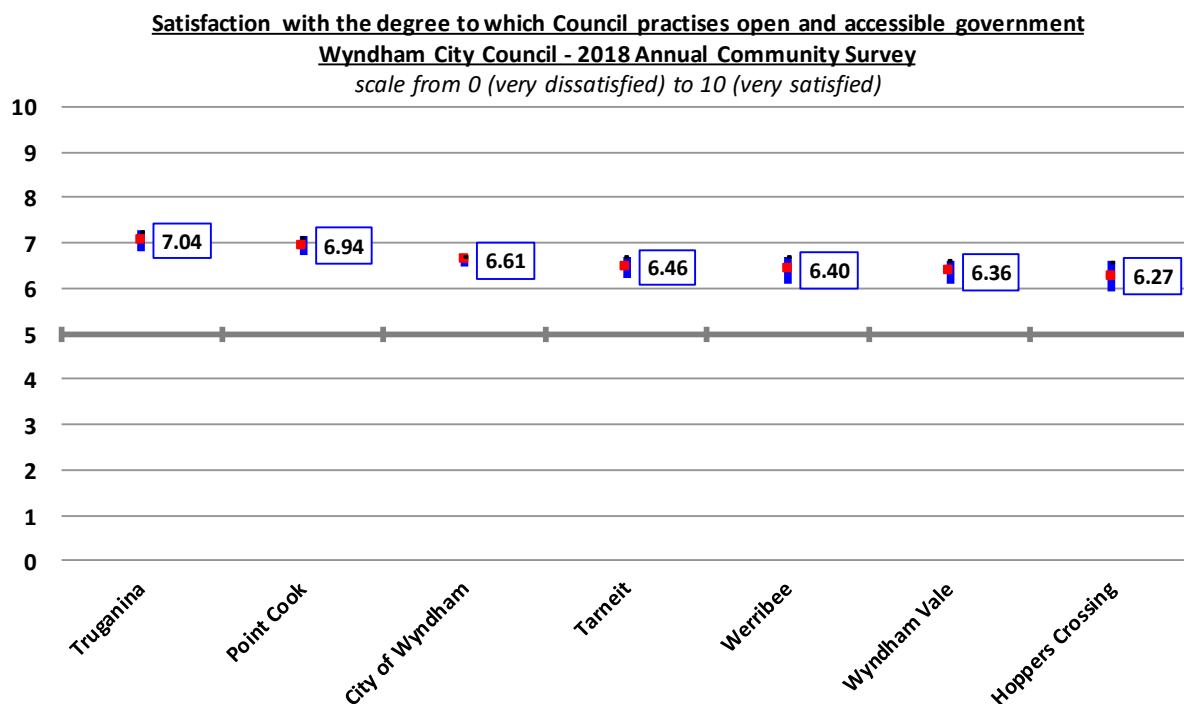


The degree to which Council practices open and accessible government

Satisfaction with “the degree to which Council practices open and accessible government” was 6.61 out of ten, or a “good” level of satisfaction. There was some variation in this result observed across the municipality, with attention drawn to the following:

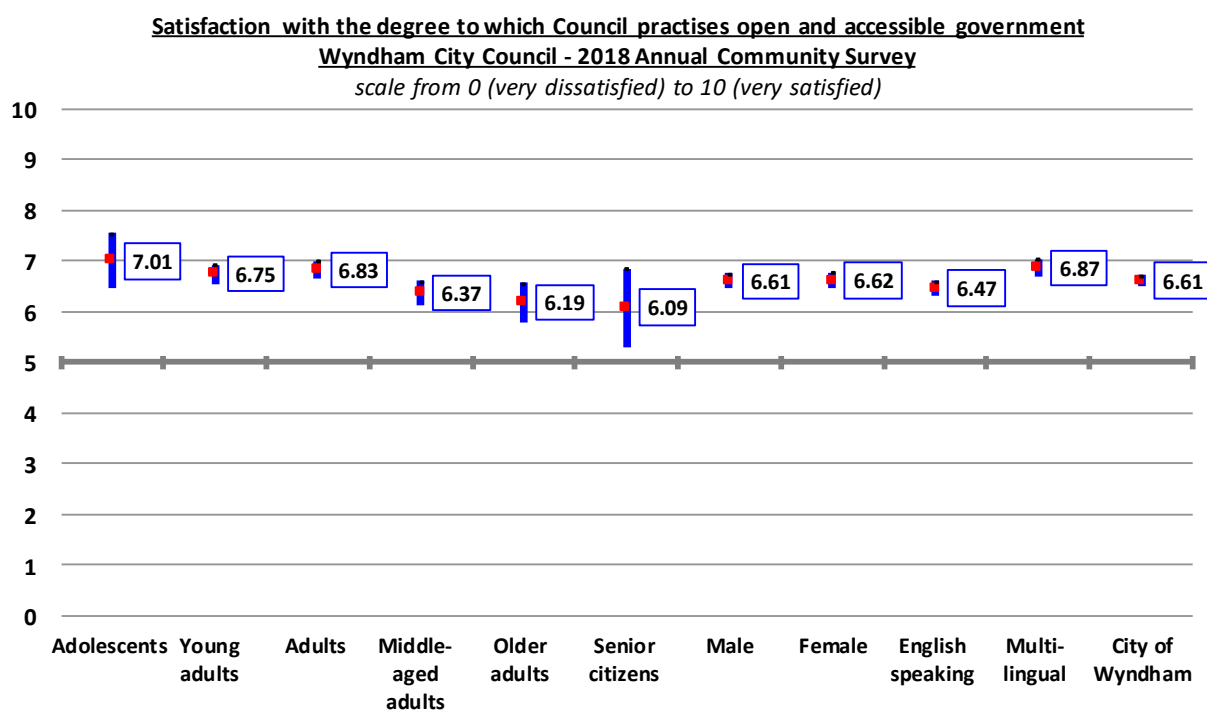
- **Truganina and Point Cook** – respondents were measurably more satisfied than average, although still at “good” levels.





There was also variation in satisfaction with this aspect of Council performance observed by respondent profile, as follows:

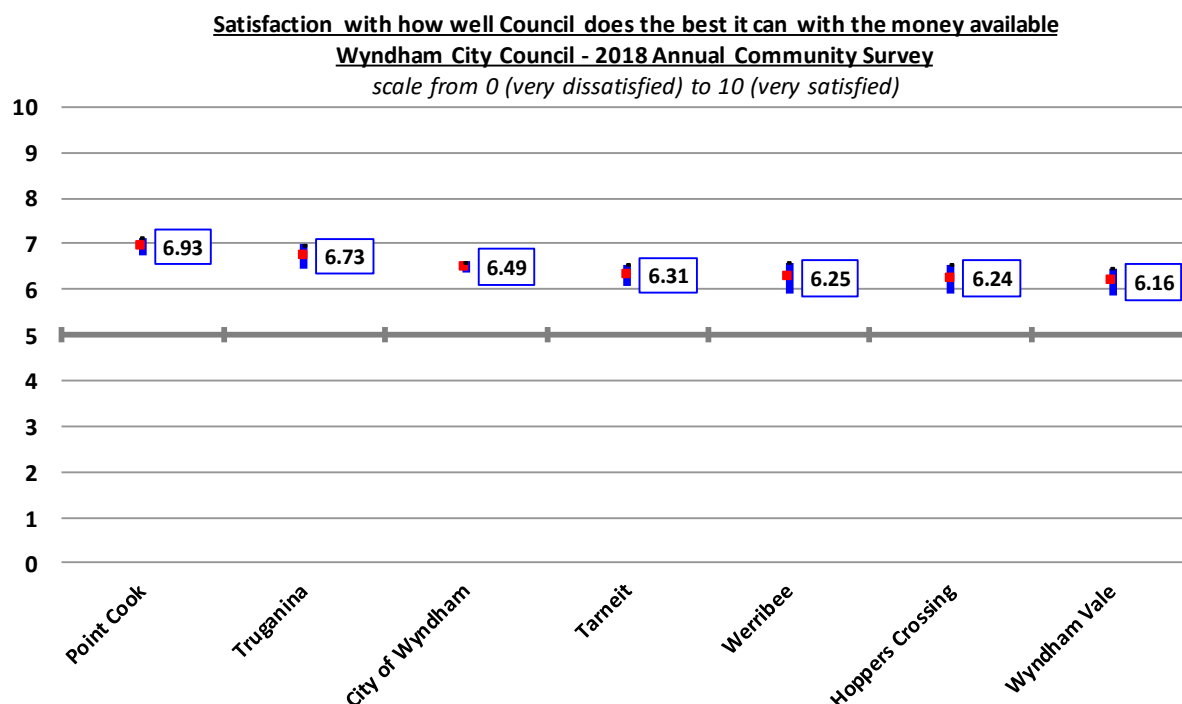
- **Age structure** – younger respondents (aged 15 to 44 years) were measurably more satisfied than middle-aged and older adults (aged 45 to 74 years).
- **Language spoken at home** – respondents from multi-lingual households were measurably (6.2%) more satisfied than respondents from English speaking households.



How well Council does the best it can with the money available

Satisfaction with “how well Council does the best it can with the money available” was 6.49 out of ten, or a “solid” level of satisfaction. There was some variation in this result observed across the municipality, with attention drawn to the following:

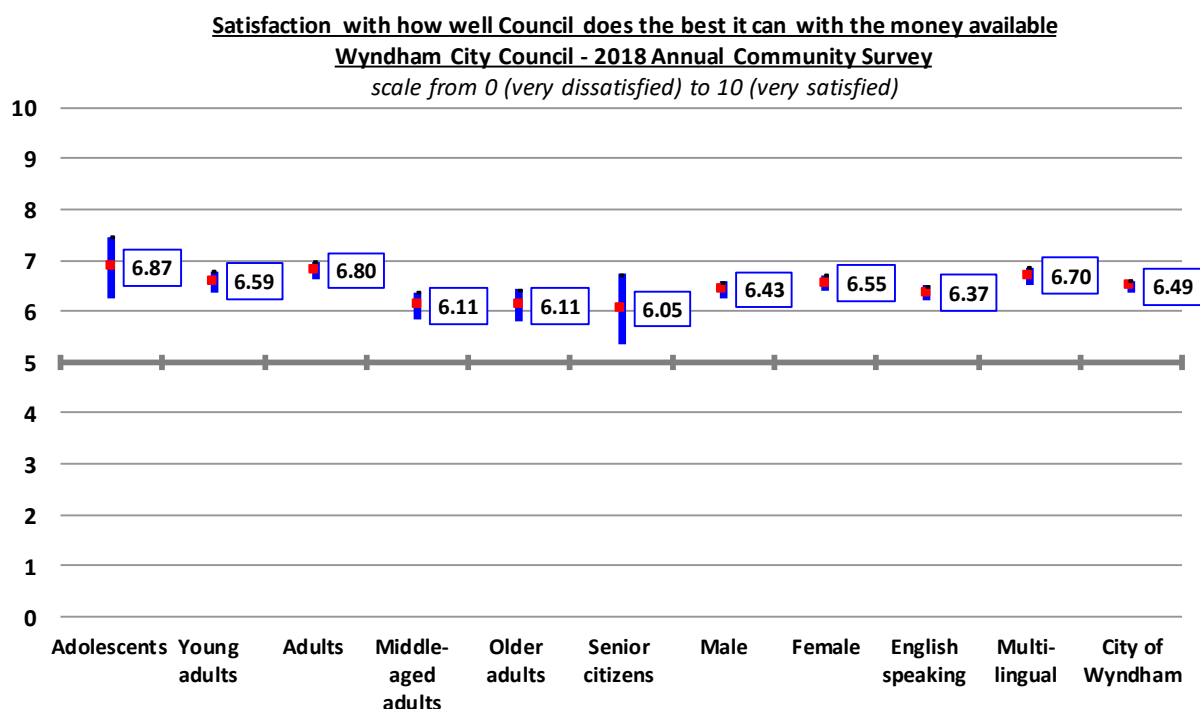
- **Point Cook** – respondents were measurably and significantly more satisfied than average and at a “good” level of satisfaction.



There was also variation in satisfaction with this aspect of Council performance observed by respondent profile, as follows:

- **Age structure** – younger respondents (aged 15 to 44 years) were measurably more satisfied than middle-aged, older adults and senior citizens (aged 45 years and over). Middle-aged and older adults were measurably less satisfied than the municipal average
- **Gender** – female respondents were marginally (1.9%) more satisfied than male respondents.
- **Language spoken at home** – respondents from multi-lingual households were measurably (5.2%) more satisfied than respondents from English speaking households.



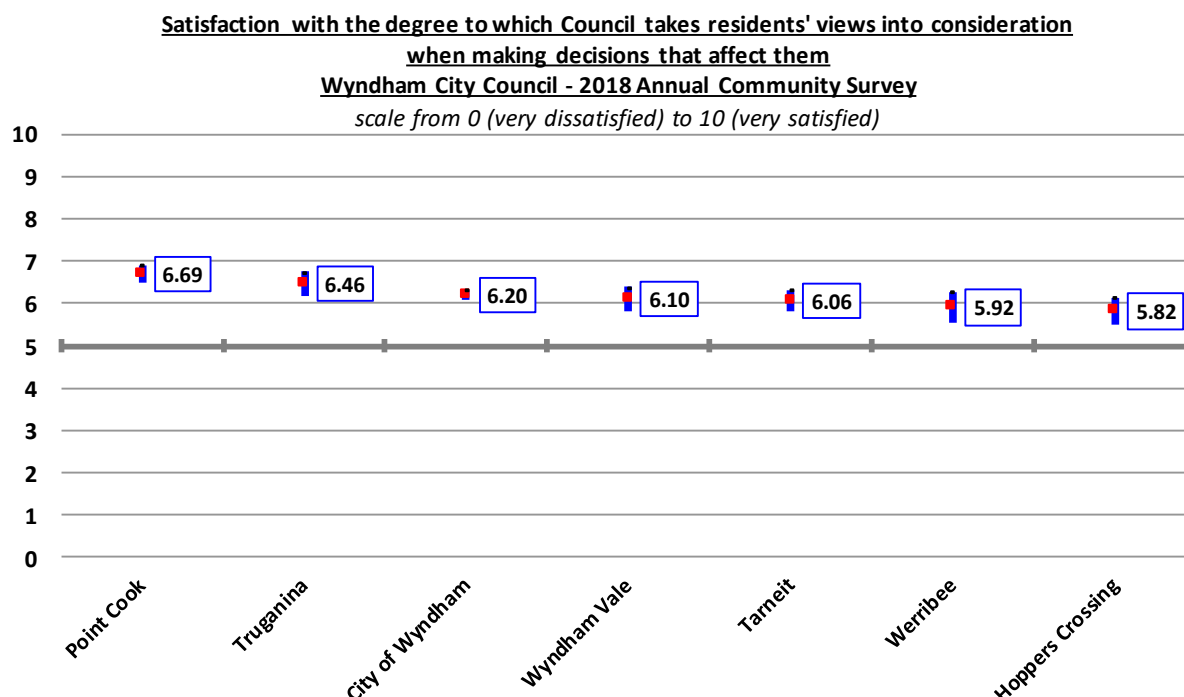


The degree to which Council takes residents' views into consideration when making decisions that affect them

Satisfaction with “the degree to which Council takes residents’ views into consideration when making decisions that affect them” was 6.20 out of ten, or a “solid” level of satisfaction.

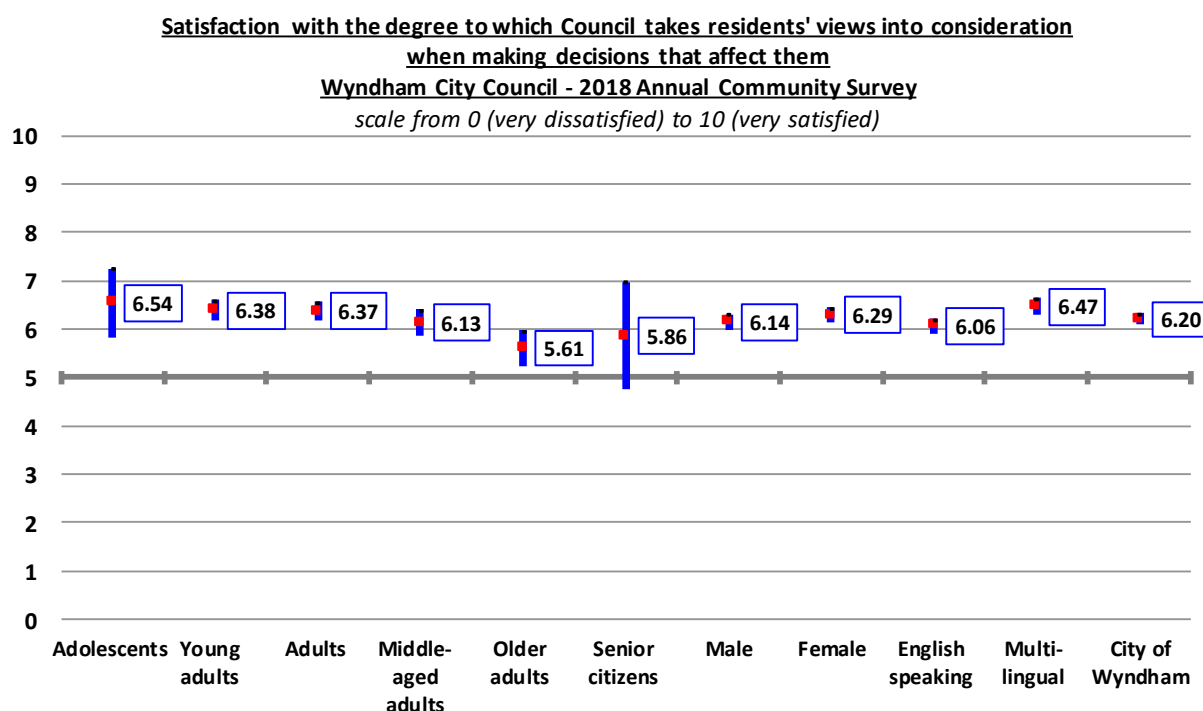
There was some variation in this result observed across the municipality, with attention drawn to the following:

- **Point Cook** – respondents were measurably more satisfied than average and at a “good” level of satisfaction.
- **Hoppers Crossing** – respondents were measurably less satisfied than average, and at a “poor” level.



There was also variation in satisfaction with this aspect of Council performance observed by respondent profile, as follows:

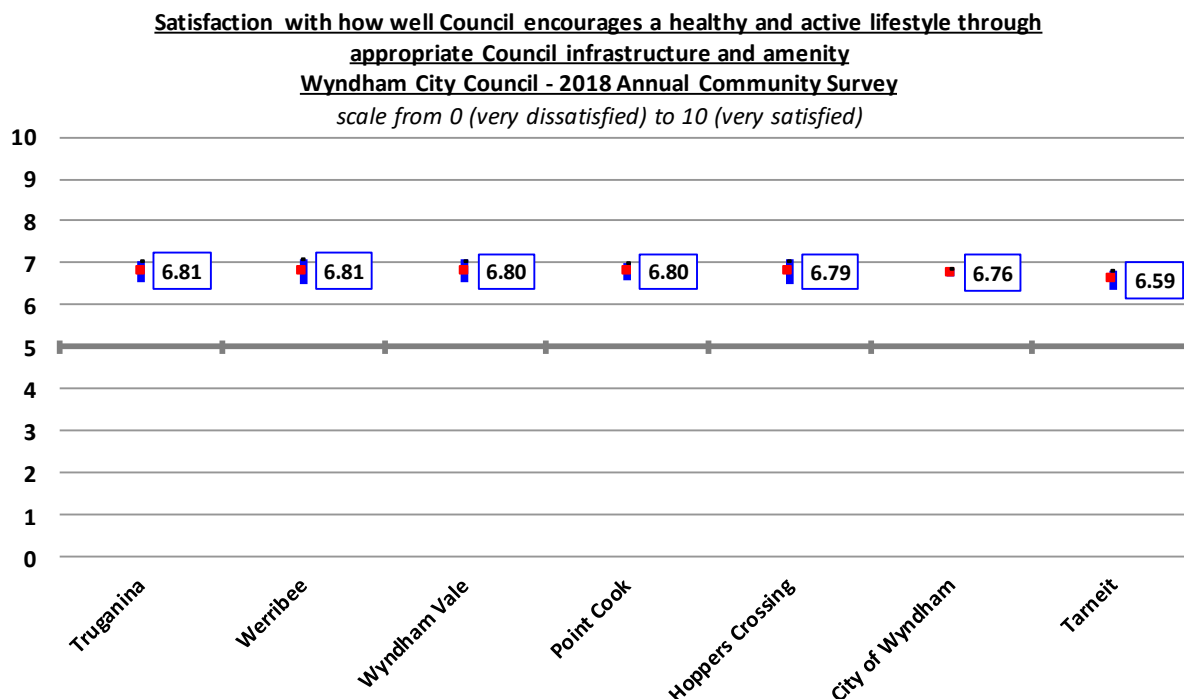
- **Age structure** – older adults (aged 60 to 74 years) were measurably less satisfied than the municipal average
- **Gender** – female respondents were marginally (2.4%) more satisfied than male respondents.
- **Language spoken at home** – respondents from multi-lingual households were measurably (6.7%) more satisfied than respondents from English speaking households.



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

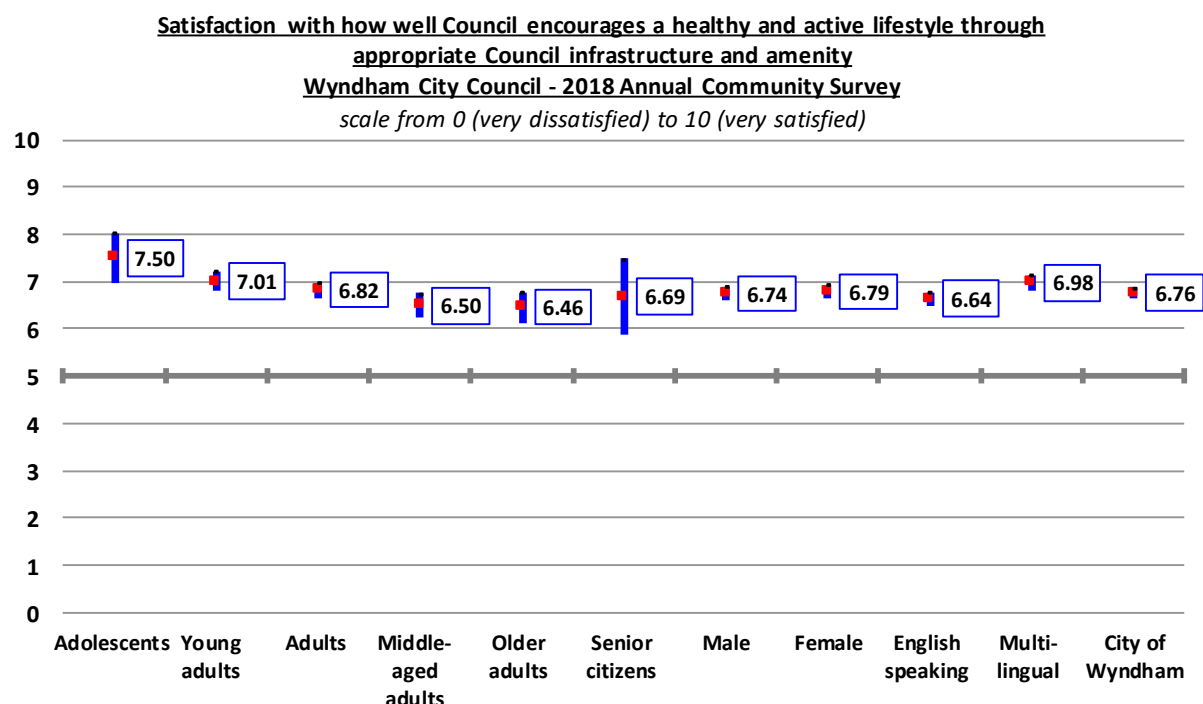
Satisfaction with “how well Council encourages a healthy and active lifestyle through appropriate Council infrastructure and amenity” was 6.76 out of ten, or a “good” level of satisfaction.

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



There was also variation in satisfaction with this aspect of Council performance observed by respondent profile, as follows:

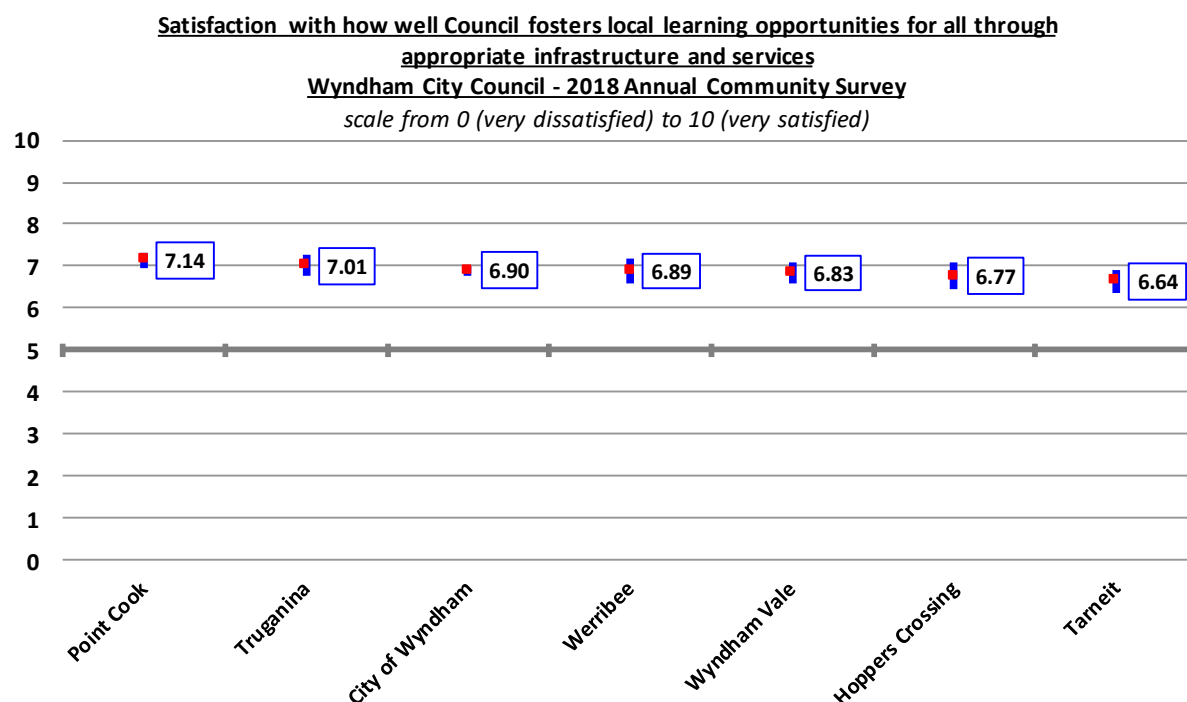
- **Age structure** – younger respondents (aged 15 to 44 years) were measurably more satisfied than middle-aged and older adults (aged 45 to 74 years).
- **Language spoken at home** – respondents from multi-lingual households were measurably (5.1%) more satisfied than respondents from English speaking households.



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

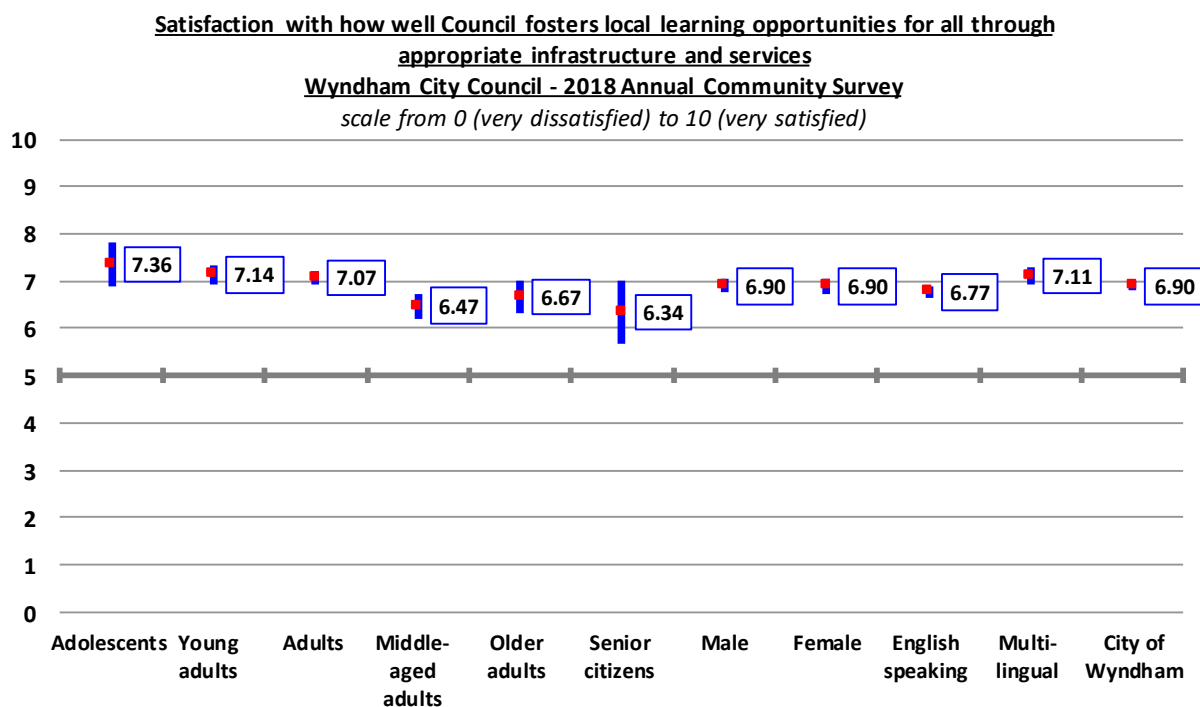
Satisfaction with “how well Council fosters local learning opportunities for all through appropriate infrastructure and services” was 6.90 out of ten, or a “good” level of satisfaction.

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



There was also variation in satisfaction with this aspect of Council performance observed by respondent profile, as follows:

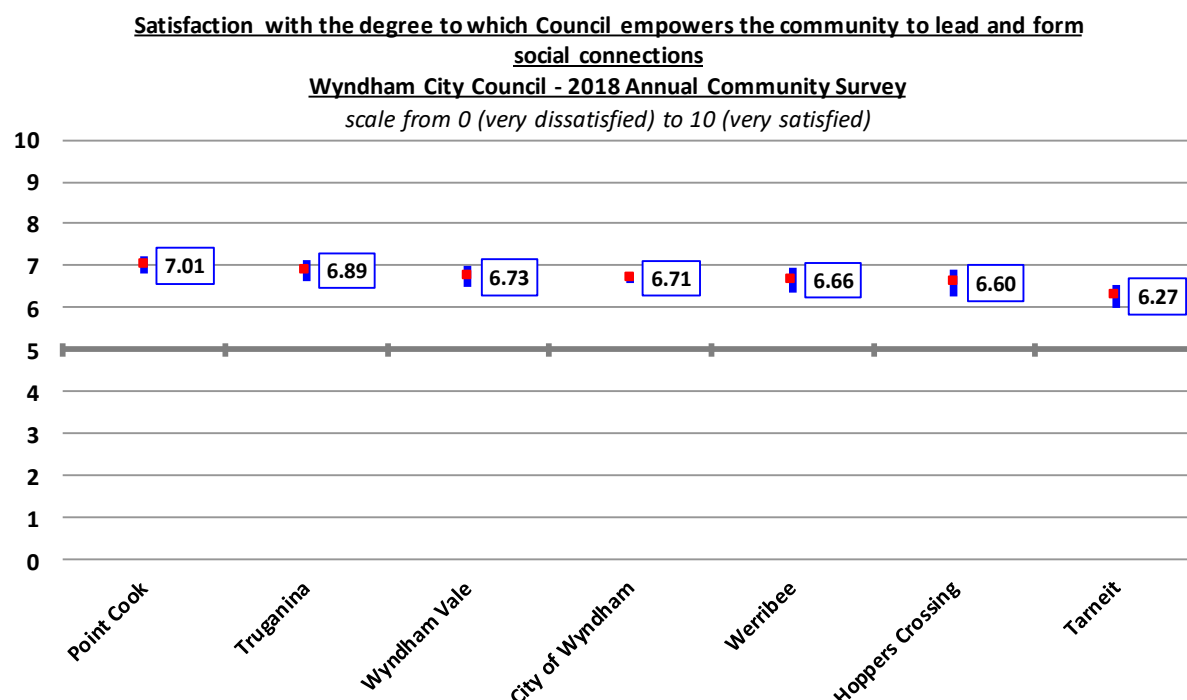
- **Age structure** – younger respondents (aged 15 to 44 years) were measurably more satisfied than middle-aged, older adults and senior citizens (aged 45 years and over).
- **Language spoken at home** – respondents from multi-lingual households were measurably (5.0%) more satisfied than respondents from English speaking households.



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

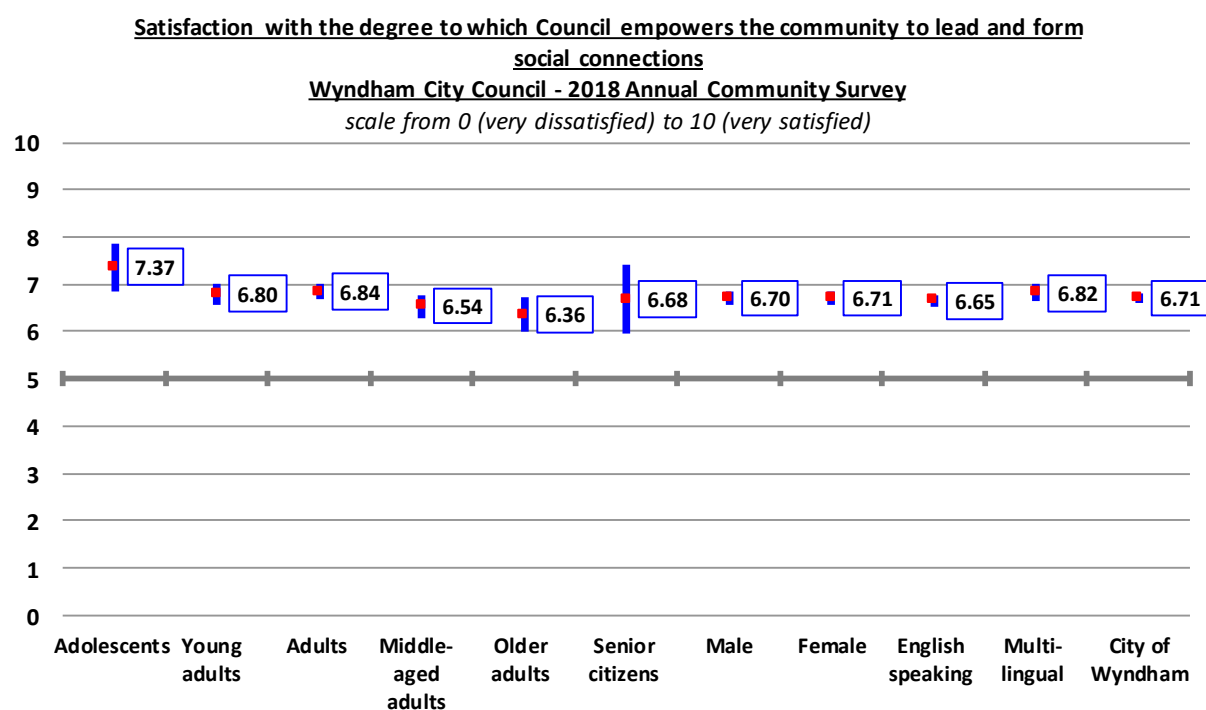
Satisfaction with “the degree to which Council empowers the community to lead and form social connections” was 6.71 out of ten, or a “good” level of satisfaction.

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



There was also variation in satisfaction with this aspect of Council performance observed by respondent profile, as follows:

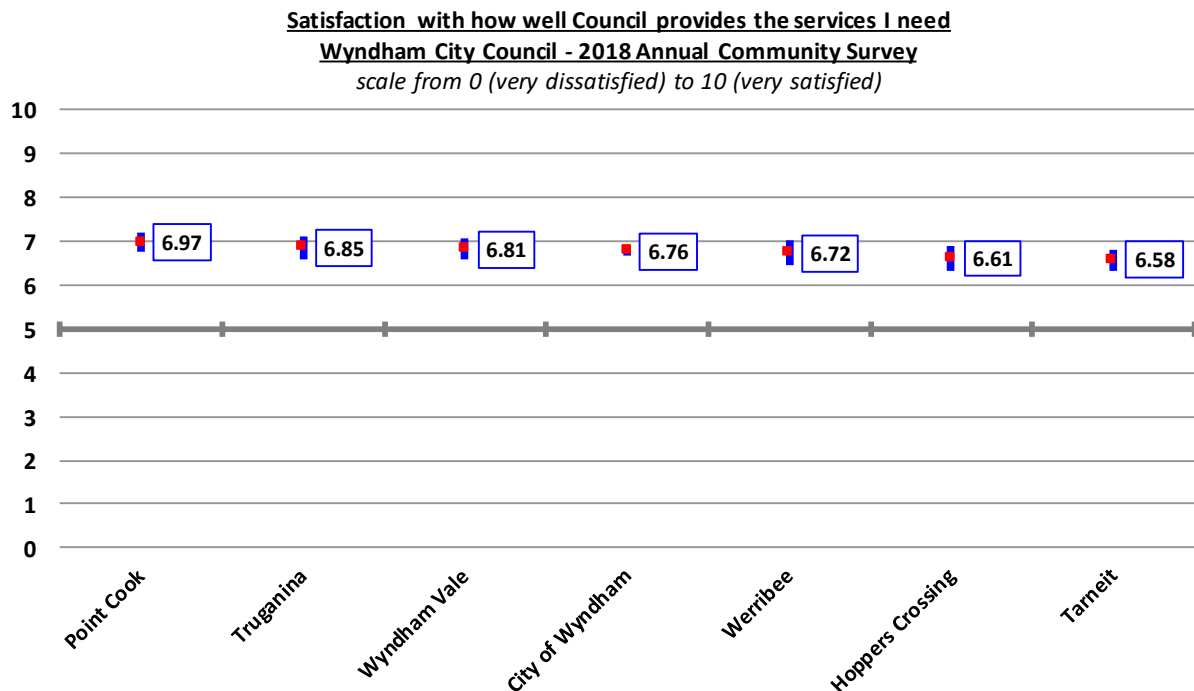
- **Age structure** – younger respondents (aged 15 to 44 years) were measurably more satisfied than middle-aged and older adults (aged 45 to 74 years).
- **Language spoken at home** – respondents from multi-lingual households were marginally (2.5%) more satisfied than respondents from English speaking households.



How well Council provides the services respondents' need

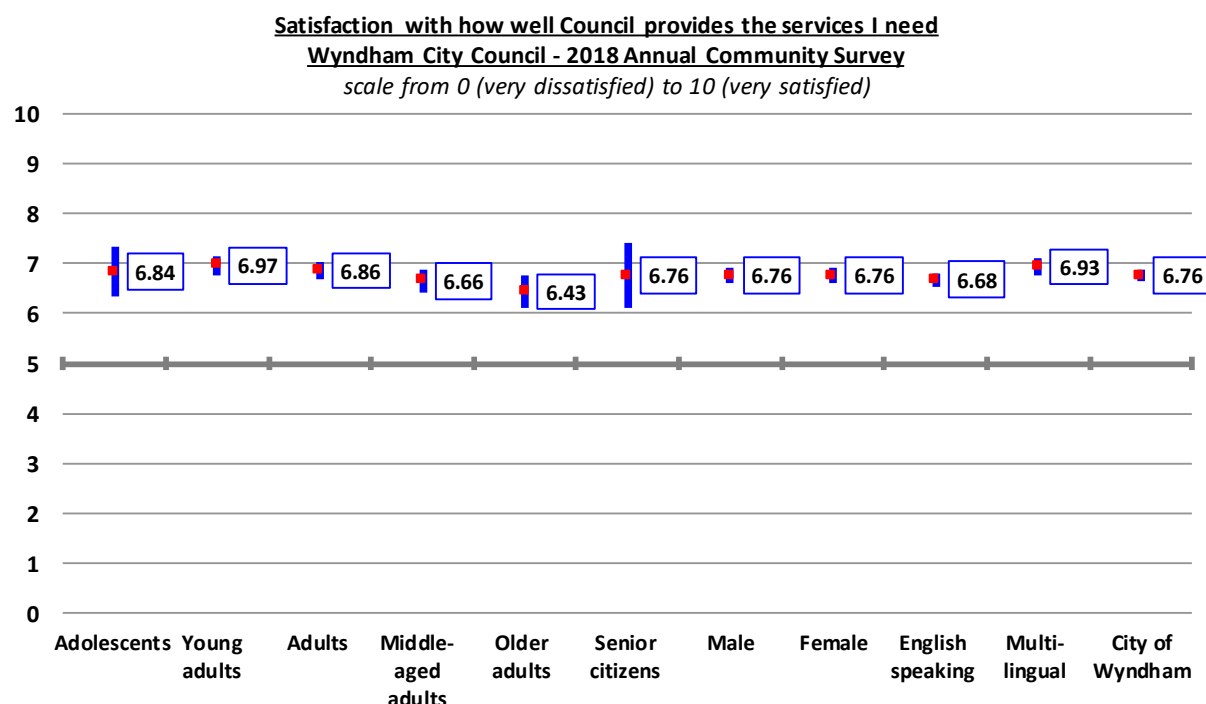
Satisfaction with “how well Council provides the services I need” was 6.76 out of ten, or a “good” level of satisfaction.

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



There was also variation in satisfaction with this aspect of Council performance observed by respondent profile, as follows:

- **Age structure** – older adults (aged 60 to 74 years) were somewhat, albeit not measurably less satisfied than other respondents.
- **Language spoken at home** – respondents from multi-lingual households were marginally (3.7%) more satisfied than respondents from English speaking households.



Issues to address in Wyndham in the next 12 months

Respondents were again in 2018 asked to identify what they considered to be the top three issues for the City of Wyndham at the moment. A little more than three-quarters (76.7% down from 79.5%) of respondents provided a total of 1,751 responses, at an average of 1.9 issues per respondent.

The open-ended responses received from respondents have been broadly categorised into a set of approximately seventy categories to facilitate analysis and time series, and other comparisons.

It is important to bear in mind that these responses are not technically complaints about the performance of Council, nor do they only reflect services, facilities and issues within the specific remit of the Wyndham City Council. Many of the issues respondents identify in the municipality are within the general remit of other levels of government.

Comparison to the metropolitan Melbourne average

There were four issues that were more commonly raised in the City of Wyndham this year than the metropolitan Melbourne average as recorded in the recently completed *Governing Melbourne* survey.

The issues more commonly raised in the City of Wyndham were traffic management (35.6% compared to 19.8%), road maintenance and repairs (16.0% compared to 7.6%), public transport (7.2% compared to 4.9%), and education and schools (5.1% compared to 0.6%).



There were three issues less commonly raised in the City of Wyndham than the metropolitan Melbourne average. These were footpath maintenance and repairs (4.4% compared to 7.5%), the provision and maintenance of street trees (2.3% compared to 7.6%), and street lighting (2.2% compared to 9.3%).

The most significant issues in the City of Wyndham area as follows:

Traffic management and road maintenance and repairs

Consistent with the results recorded in the previous surveys, the most commonly identified issues in the City of Wyndham in 2018 relate to traffic management, followed by issues with road maintenance and repairs. Naturally there is some overlap in these two groups of issues, with issues focused on traffic and congestion typically categorised into traffic management, whilst issues focused on the condition of roads are typically categorised into road maintenance and repairs.

Metropolis Research notes that in 2018, a significant number of respondents raised an issue with road maintenance and repairs around the perception that the road works are “never-ending”. These have been categorised into road maintenance and repairs.

Taken together, these two issues were identified by a little more than half (51.6%) of the respondents in 2018. Metropolis Research does draw attention to the fact that the proportion of respondents identifying these two issues did decline from a high of 71.4% in 2013 and 65.1% in 2014, to be 51.6% this year.

It is noted that the proportion of respondents identifying traffic management remained high this year at 35.6%, almost identical to the 35.9% recorded last year.

The proportion of respondents identifying traffic management (35.6%) in 2018 was significantly higher than both the growth area councils’ average of 18.1% and the metropolitan Melbourne average of 19.8%.

Respondents in the City of Wyndham (16.0%) were also significantly more likely than respondents in the growth area councils (12.6%) or metropolitan Melbourne (7.6%) to identify road maintenance and repair.

Clearly these two issues dominate the issues of importance to residents in the City of Wyndham, a result that has been a defining characteristics of the Wyndham results since the survey commenced in 2013. It is important to note however, that respondents that raised the issue of traffic management reported overall satisfaction with Council scores similar to the municipal average. In other words, it does appear that traffic management as an issue is not a significant negative influence on community satisfaction with the performance of the Wyndham City Council.

Respondents raising the issue of road maintenance and repairs however were on average mildly less satisfied with Council’s overall performance than the municipal average.



It is likely, in the opinion of Metropolis Research, that the issues around road maintenance and repairs (including the negative impacts of road works as they are rolled out) does exert a mildly negative influence on community satisfaction with the performance of Council.

Parking

The proportion of respondents identifying parking related issues has remained relatively stable at an average of a little less than ten percent again this year. This result is marginally lower than both the growth area councils' average of 11.4% and the metropolitan Melbourne average of 14.3%.

Safety policing and crime

The proportion of respondents identifying safety, policing and crime related issues declined substantially this year, down from 16.9% to 8.7%. This is a very significant result and one that reflects the perception of safety in the public areas of the City of Wyndham results discussed elsewhere in this report. The perception of safety at night increased significantly this year, up 10.3%.

This result is lower than growth area councils' average of 6.3%, the western region councils average of 5.0%, and the metropolitan Melbourne average of 7.0%.

This result strongly suggests that in general terms, the Wyndham community has re-evaluated its perception of safety following two years of significant community concern around the perception of crime and safety related issues.

This trend of increasing perception of safety and declining prominence of safety, policing and crime issues in these results is a trend that has been observed by Metropolis Research this year not only in the City of Wyndham, but also more broadly across the western region councils and the growth area councils of metropolitan Melbourne. Metropolis Research suggests that this trend may be the result, at least in part, of the nature of the political discussion around crime and policing issues in the lead up to the recent State Government election.

Other issues

Metropolis Research notes that the issues of education and schools was more commonly raised in the City of Wyndham than the metropolitan Melbourne average, although still only by 5.1% of respondents.

Council rates were also raised by 4.3% of respondents this year, up on the two percent recorded last year, however this is consistent with the three percent average for metropolitan Melbourne.



Top issues for the City of Wyndham at the moment
Wyndham City Council - 2018 Annual Community Survey
(Number and percent of total respondents)

Issue	2018		2017	2016	2015	2014	2018 Metro. *
	Number	Percent					
Traffic management	427	35.6%	35.9%	26.0%	42.3%	48.5%	19.8%
Roads maintenance and repairs	192	16.0%	17.4%	19.8%	10.2%	16.6%	7.6%
Parking	169	14.1%	10.8%	12.8%	7.7%	12.5%	14.3%
Parks, gardens, and open space	107	8.9%	9.4%	13.2%	9.9%	10.3%	6.9%
Safety, policing and crime	104	8.7%	16.9%	17.2%	4.7%	7.2%	7.0%
Public transport	86	7.2%	6.9%	7.4%	9.1%	13.8%	4.9%
Education and schools	61	5.1%	2.8%	4.4%	2.9%	5.0%	0.6%
Footpath maintenance and repairs	53	4.4%	4.5%	3.9%	4.1%	2.5%	7.5%
Council rates	52	4.3%	2.0%	2.1%	2.2%	1.9%	3.0%
Building, planning, housing and development	42	3.5%	5.3%	3.5%	2.9%	5.5%	5.8%
Provision and maintenance of infrastructure	36	3.0%	2.9%	4.4%	3.4%	6.2%	1.6%
Cleanliness and general maintenance of area	29	2.4%	6.3%	5.4%	2.9%	3.6%	3.1%
Provision and maintenance of street trees	27	2.3%	5.1%	3.9%	3.0%	2.0%	7.6%
Street lighting	26	2.2%	4.7%	4.4%	1.9%	2.1%	9.3%
Rubbish and waste issues incl. garbage	25	2.1%	2.8%	3.3%	1.7%	4.0%	4.0%
Governance and accountability	21	1.8%	0.4%	1.7%	0.7%	0.5%	0.4%
Shops, restaurants & entertainment venues	21	1.8%	0.3%	1.8%	1.4%	1.1%	1.2%
Activities and facilities for children	19	1.6%	1.2%	1.5%	1.2%	1.0%	0.3%
Quality and provision of community service	18	1.5%	0.6%	0.2%	0.0%	0.7%	0.5%
Prov. & maint. of sports & recreation facility	17	1.4%	2.4%	3.0%	1.9%	2.0%	0.9%
Tip / smell / pollution	16	1.3%	0.4%	0.8%	0.6%	1.0%	0.0%
Consultation, communication & prov. of info	14	1.2%	3.0%	3.3%	1.6%	2.2%	0.8%
Library services	14	1.2%	0.4%	0.5%	0.0%	0.0%	0.4%
Health and medical services	11	0.9%	1.0%	1.0%	0.6%	2.2%	0.7%
Animal management	9	0.8%	1.8%	1.9%	0.6%	2.1%	1.4%
Graffiti and vandalism	8	0.7%	1.2%	1.3%	0.6%	2.0%	1.0%
Public toilets	8	0.7%	0.6%	1.6%	1.1%	0.5%	0.2%
Enforcement / update of local laws	8	0.7%	0.4%	0.7%	0.0%	0.0%	1.1%
Activities, services & facilities for youth	7	0.6%	0.9%	2.9%	0.0%	1.2%	0.0%
Employment and job creation	7	0.6%	0.9%	1.1%	1.6%	2.0%	0.0%
Provision and maint. of community facilities	7	0.6%	0.7%	1.0%	0.0%	0.9%	0.0%
Street cleaning and maintenance	7	0.6%	0.6%	0.4%	1.5%	0.1%	3.2%
Multicultural issues / cultural diversity	7	0.6%	0.4%	0.9%	1.0%	0.5%	0.0%
Hard rubbish collection	6	0.5%	1.8%	1.6%	1.4%	0.5%	1.0%
Noise	5	0.4%	1.5%	0.1%	0.6%	0.9%	1.9%
Environment and conservation	5	0.4%	1.3%	1.1%	1.2%	1.1%	1.5%
Prov. and maint. of cycling / walking paths	5	0.4%	1.0%	1.8%	1.0%	0.7%	2.0%
Community activities, arts and culture	5	0.4%	0.8%	1.8%	0.7%	1.2%	0.1%
All other issues (36 separately identified)	70	5.8%	3.3%	12.3%	10.6%	10.6%	10.4%
Total responses	1,751		2,022	2,112	1,115	1,420	1,397
<i>Respondents identifying at least one issue</i>	921 (76.7%)		79.5%	78.1%	68.0%	79.9%	77.3%

(*) 2018 metropolitan Melbourne average from Governing Melbourne



Issues by precinct

The following tables outline the top ten issues raised by respondents from each of the six precincts comprising the City of Wyndham.

There was some measurable variation in these precinct level results observed, with attention drawn to the following:

- **Point Cook** – respondents were more likely than average to raise traffic management issues.
- **Tarneit** – respondents were more likely than average to raise parking issues, and were also somewhat more likely to raise cleanliness and general maintenance issues, although still only by five percent of respondents.
- **Truganina** – respondents were more likely than average to raise public transport and education and schools issues.
- **Wyndham Vale** – respondents were more likely than average to raise traffic management, infrastructure, and cleanliness and maintenance issues.



Top three issues for the City of Wyndham at the moment by precinct**Wyndham City Council - 2018 Annual Community Survey***(Number and percent of total respondents)*

Hoppers Crossing		Point Cook	
Traffic management	34.2%	Traffic management	44.2%
Parking	17.6%	Roads maintenance and repairs	15.2%
Roads maintenance and repairs	12.1%	Public transport	9.1%
Safety, policing and crime	11.6%	Parks, gardens and open space	8.6%
Parks, gardens and open space	7.0%	Education and schools	7.6%
Footpath maintenance and repairs	7.0%	Footpath maintenance and repairs	6.6%
Building, planning, housing, development	6.0%	Parking	5.6%
Public transport	5.0%	Safety, policing and crime	5.6%
Council rates	4.0%	Council rates	4.6%
Street lighting	3.5%	Building, planning, housing, development	3.0%
All other issues	34.2%	All other issues	34.5%
Respondents identifying an issue	155 (77.9%)	Respondents identifying an issue	155 (78.7%)

Tarneit		Truganina	
Parking	23.4%	Traffic management	39.3%
Traffic management	20.4%	Parking	15.4%
Roads maintenance and repairs	18.4%	Public transport	12.9%
Parks, gardens and open space	9.0%	Roads maintenance and repairs	11.9%
Safety, policing and crime	9.0%	Parks, gardens and open space	10.9%
Public transport	7.0%	Education and schools	10.0%
Council rates	5.5%	Safety, policing and crime	7.0%
Cleanliness and general maint. of areas	5.0%	Council rates	5.5%
Street lighting	4.5%	Footpath maintenance and repairs	4.0%
Provision and maint. of infrastructure	3.0%	Cleanliness and general maint. of areas	3.0%
All other issues	23.9%	All other issues	34.3%
Respondents identifying an issue	149 (74.1%)	Respondents identifying an issue	168 (83.6%)

Werribee		Wyndham Vale	
Traffic management	30.3%	Traffic management	47.3%
Roads maintenance and repairs	19.9%	Roads maintenance and repairs	18.4%
Parking	15.4%	Parks, gardens and open space	12.4%
Safety, policing and crime	11.4%	Education and schools	8.5%
Parks, gardens and open space	7.5%	Parking	8.5%
Building, planning, housing, development	5.5%	Provision and maint. of infrastructure	8.0%
Council rates	5.0%	Safety, policing and crime	7.0%
Education and schools	3.5%	Public transport	6.0%
Public transport	3.5%	Footpath maintenance and repairs	5.5%
Rubbish and waste issues inc garbage	3.0%	Cleanliness and general maint. of areas	4.5%
All other issues	37.8%	All other issues	43.8%
Respondents identifying an issue	135 (67.2%)	Respondents identifying an issue	167 (83.1%)



Top three issues for the City of Wyndham at the moment by precinct

Wyndham City Council - 2018 Annual Community Survey

(Number and percent of total respondents)

City of Wyndham		Growth area councils	
Traffic management	35.6%	Traffic management	18.1%
Roads maintenance and repairs	16.0%	Roads maintenance and repairs	12.6%
Parking	14.1%	Parking	11.4%
Parks, gardens, and open space	8.9%	Lighting	11.0%
Safety, policing and crime	8.7%	Provision and maintenance of street trees	8.7%
Public transport	7.2%	Parks, gardens and open space	7.9%
Education and schools	5.1%	Footpath maintenance and repairs	7.9%
Footpath maintenance and repairs	4.4%	Safety, policing, crime and policing	6.3%
Council rates	4.3%	Cleanliness and maintenance of area	4.7%
Building, planning, housing , development	3.5%	Public transport	4.7%
All other issues	38.2%	All other issues	37.8%
Respondents identifying an issue	921 (76.7%)	Respondents identifying an issue	189 (74.6%)

Western region		metro. Melbourne	
Traffic management	22.2%	Traffic management	19.8%
Parking	9.4%	Car parking	14.3%
Roads maintenance and repairs	8.3%	Lighting	9.3%
Provision and maintenance of street trees	6.7%	Roads maintenance and repairs	7.6%
Parks, gardens and open space	6.1%	Street trees / nature strips	7.6%
Footpath maintenance and repairs	6.1%	Footpath maintenance and repairs	7.5%
Safety, policing, crime and policing	5.0%	Safety, policing, crime and vandalism	7.0%
Council rates	4.4%	Parks, gardens and open space	6.9%
Public transport	4.4%	Building, planning, housing, development	5.8%
Lighting	3.9%	Public transport	4.9%
All other issues	29.4%	All other issues	41.5%
Respondents identifying an issue	114 (63.3%)	Respondents identifying an issue	775 (77.3%)

Issues by respondent profile

There was some variation in the top issues to address in the municipality observed by respondent profile, with attention drawn to the following:

- **Adolescents (aged 15 to 19 years)** – respondents were more likely than average to raise public transport issues.
- **Adults (aged 35 to 44 years)** – respondents were more likely than average to raise traffic management issues.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were more likely than average to raise road maintenance and repair issues.



- **Older adults (aged 60 to 74 years)** – respondents were more likely than average to raise road maintenance and repair and building, housing, planning and development issues.
- **Senior citizens (aged 75 years and over)** – respondents were more likely than average to raise graffiti and vandalism issues.
- **Gender** – female respondents were more likely than male respondents to raise education and school issues.
- **Language spoken at home** – respondents from English speaking households were more likely than respondents from multi-lingual households to raise traffic management issues.

Top three issues for the City of Wyndham at the moment by respondent profile

Wyndham City Council - 2018 Annual Community Survey

(Number and percent of total respondents)

Male		Female	
Traffic management	35.0%	Traffic management	36.8%
Roads maintenance and repairs	16.2%	Parking	16.2%
Parking	12.5%	Roads maintenance and repairs	16.2%
Parks, gardens and open space	9.6%	Parks, gardens and open space	8.4%
Safety, policing and crime	9.6%	Education and schools	7.4%
Public transport	8.0%	Safety, policing and crime	7.4%
Council rates	5.1%	Public transport	6.3%
Building, planning, housing, development	4.2%	Footpath maintenance and repairs	5.3%
Education and schools	3.4%	Cleanliness and general maint. of area	3.4%
Footpath maintenance and repairs	3.4%	Council rates	3.4%
All other issues	39.0%	All other issues	35.8%
Respondents identifying an issue	502 (77.5%)	Respondents identifying an issue	404 (77.0%)

English speaking		Multi-lingual	
Traffic management	37.8%	Traffic management	33.3%
Roads maintenance and repairs	17.6%	Roads maintenance and repairs	14.1%
Parking	15.7%	Parking	12.2%
Safety, policing and crime	9.1%	Parks, gardens and open space	9.8%
Parks, gardens and open space	8.8%	Safety, policing and crime	8.1%
Public transport	6.8%	Public transport	7.9%
Footpath maintenance and repairs	5.5%	Education and schools	6.0%
Education and schools	4.6%	Council rates	4.1%
Council rates	4.3%	Cleanliness and general maint. of area	2.8%
Building, planning, housing, development	3.9%	Building, planning, housing, development	2.8%
All other issues	37.2%	All other issues	37.7%
Respondents identifying an issue	547 (79.0%)	Respondents identifying an issue	352 (75.1%)

Top three issues for the City of Wyndham at the moment by respondent profile

Wyndham City Council - 2018 Annual Community Survey

(Number and percent of total respondents)

Adolescents (15 to 19 years)		Young adults (20 to 34 years)	
Traffic management	28.3%	Traffic management	28.7%
Roads maintenance and repairs	21.7%	Parking	15.0%
Parking	17.4%	Roads maintenance and repairs	13.7%
Public transport	17.4%	Parks, gardens and open space	9.3%
Street lighting	6.5%	Safety, policing and crime	9.0%
Provision and maint. of infrastructure	4.3%	Public transport	7.3%
Other issues	2.2%	Footpath maintenance and repairs	4.3%
Services and facilities for the elderly	2.2%	Education and schools	4.3%
Parks, gardens and open space	2.2%	Council rates	3.0%
Cleanliness and general maint. of area	2.2%	Provision and maintenance of street trees	2.7%
All other issues	26.1%	All other issues	30.3%
Respondents identifying an issue	34 (75.6%)	Respondents identifying an issue	214 (71.4%)
Adults (35 to 44 years)		Middle aged adults (45 to 59 years)	
Traffic management	40.7%	Traffic management	40.0%
Parking	13.4%	Roads maintenance and repairs	21.2%
Roads maintenance and repairs	12.3%	Parking	13.6%
Parks, gardens and open space	8.7%	Parks, gardens and open space	12.0%
Safety, policing and crime	8.7%	Safety, policing and crime	9.6%
Education and schools	7.6%	Council rates	7.6%
Public transport	7.1%	Public transport	6.0%
Footpath maintenance and repairs	4.5%	Education and schools	6.0%
Council rates	3.7%	Cleanliness and general maint. of area	4.0%
Provision and maint. of infrastructure	2.9%	Provision and maint. of infrastructure	4.0%
All other issues	37.5%	All other issues	44.8%
Respondents identifying an issue	296 (77.8%)	Respondents identifying an issue	204 (81.5%)
Older adults (60 to 74 years)		Senior citizens (75 years and over)	
Traffic management	35.4%	Traffic management	25.9%
Roads maintenance and repairs	21.7%	Roads maintenance and repairs	18.5%
Parking	13.0%	Parking	11.1%
Building, planning, housing, development	10.6%	Safety, policing and crime	11.1%
Parks, gardens and open space	8.7%	Education and schools	7.4%
Safety, policing and crime	8.1%	Graffiti and vandalism	7.4%
Public transport	6.2%	Cleanliness and general maint. of area	3.7%
Footpath maintenance and repairs	6.2%	Consultation, commun. and prov. of info.	3.7%
Council rates	4.3%	Council rates	3.7%
Provision and maintenance of street trees	4.3%	Footpath maintenance and repairs	3.7%
All other issues	41.0%	All other issues	14.8%
Respondents identifying an issue	136 (84.2%)	Respondents identifying an issue	17 (64.9%)



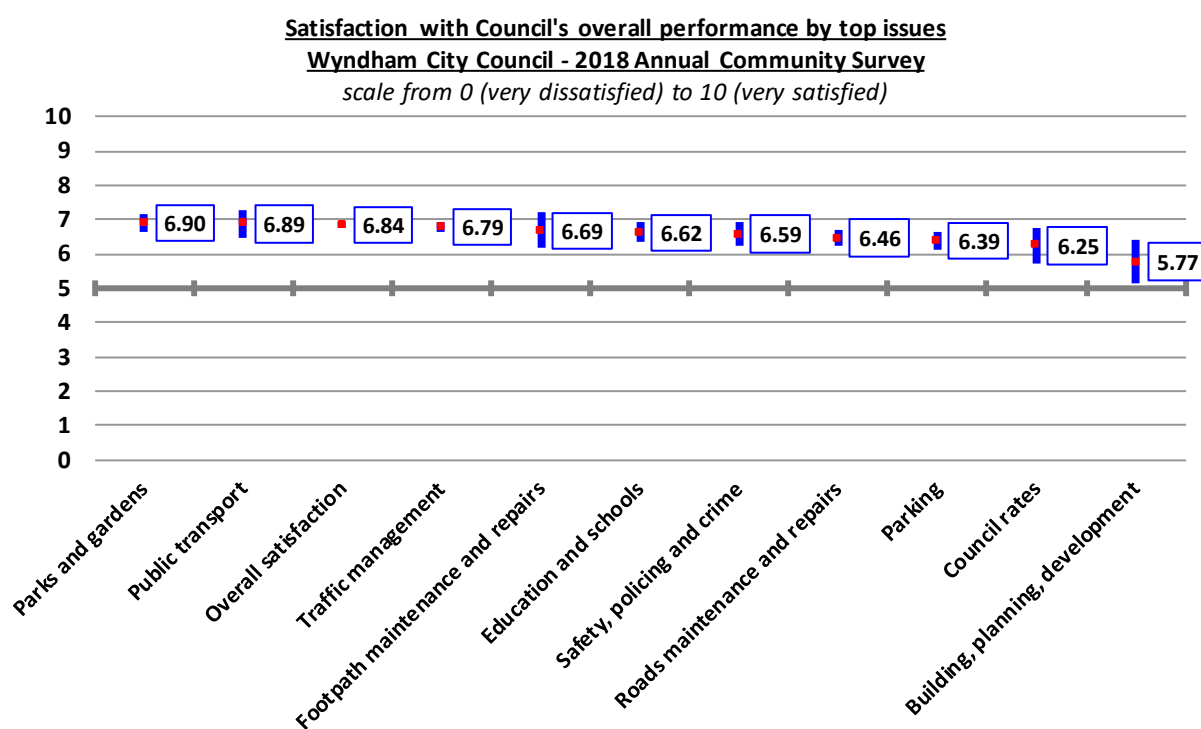
Correlation between issues and satisfaction with overall performance

The following graph shows the average satisfaction with Council's overall performance of respondents who raised the six most commonly identified issues to address in the City of Wyndham in the next twelve months.

Whilst overall satisfaction with Council was 6.84, respondents that identified parks and gardens (6.90) and public transport (6.89) on average satisfaction marginally, but not measurably higher than the municipal average. This result suggests that these two issues were not a negative influence on respondents' satisfaction with the performance of Council.

Respondents raising the issues of road maintenance and repairs (6.46), parking (6.39) and Council rates (6.25), on average rated satisfaction with Council's overall performance measurably lower than the average of all respondents. This does suggest that these three issues exert a mildly negative influence on these respondents satisfaction with the overall performance of Council.

It is noted that the forty-two respondents that identified building, housing, planning and development related issues were on average measurably and significantly (15.6%) less satisfied with Council's overall performance than the municipal average, at 5.77 compared to 6.84. This small group of respondents rated their satisfaction with Council's overall performance at a level categorised as "poor". This result does suggest that for this small group of respondents, these issues exert a significantly negative influence on their satisfaction with Council's overall performance.



Strategic delivery

Respondents were asked:

“On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your level of agreement or disagreement with each of the following statements about Wyndham?”

This set of agreement statements were included for the first time in the 2018 survey. These statements were written by officers of Wyndham City Council, with the aim of exploring the level of community agreement about strategic outcomes across a range of issues within the City of Wyndham.

Measuring agreement with these statements over time will help provide some insight into how well Council is meeting some of its strategic aims across a wide range of policy areas, including community building, social and cultural life, recreation, education, employment and economy, environment, and transport.

It is important to bear in mind that many of these areas of strategic importance are not solely within the capacity of Council to control, as many are impacted significantly by other levels of government, most notably the State Government. As a result of this, the level of agreement with these statements cannot be directly read as a reflection of levels of satisfaction with the performance of the Wyndham City Council.

Metropolis Research also notes that many of these statements are quite broad in nature, and often include a number of specific aspects as part of a single statement. In our experience, statements of this type do tend to receive mildly positive and relatively consistent results across precincts and different groups in the community (age, gender, language). This appears to be the case in relation to some of these statements, and this reflects the fact that respondents are generally positive about the broad concept, but some of the insight into the detail of the statement can be muted.

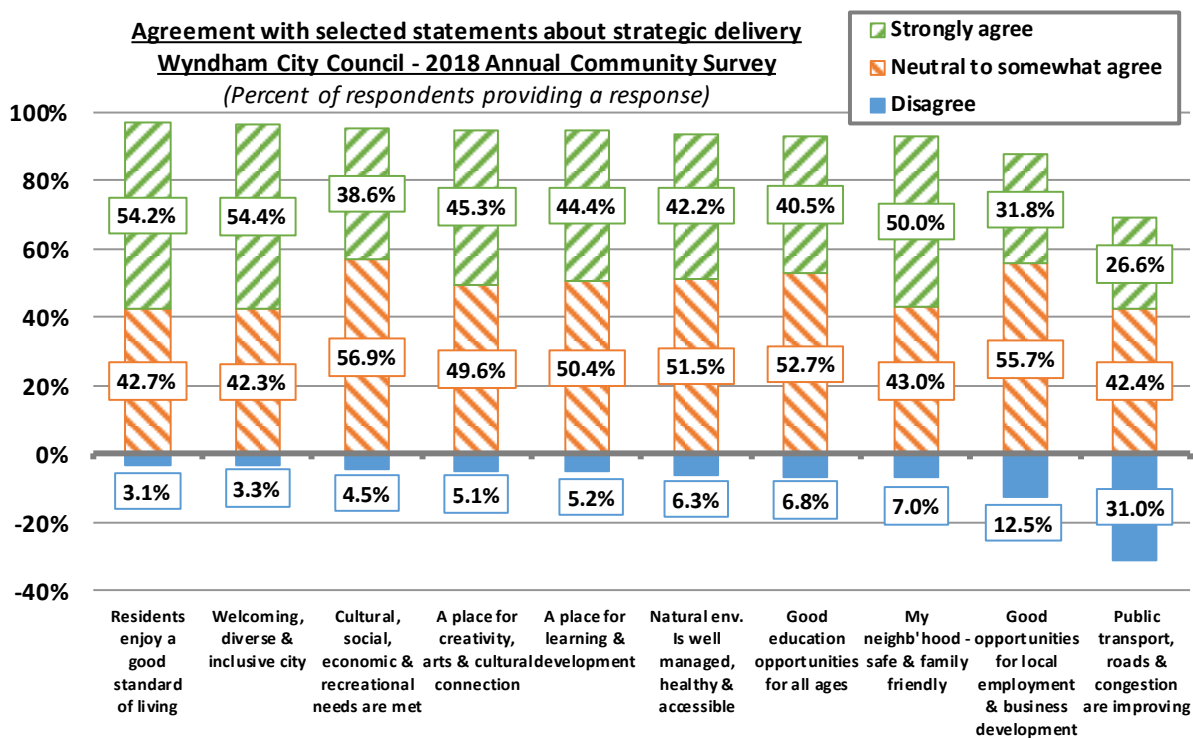
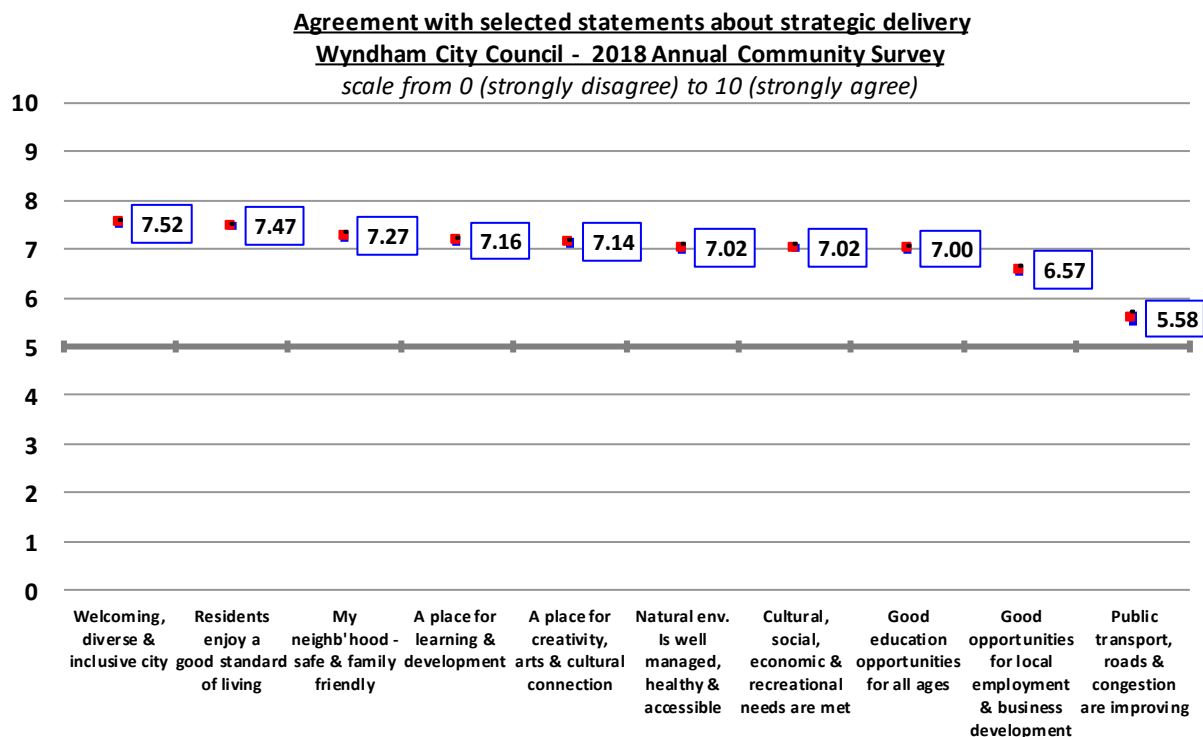
Respondents were asked to rate their level of agreement or disagreement with each of ten statements about a variety of issues, with the results presented in the form of an average agreement score out of ten, and then a breakdown into respondents that strongly agreed (rating eight or more out of ten), neutral to somewhat agreed (rating five to seven), and disagreed (rating zero to four).

The overwhelming majority of respondents agreed that Wyndham is welcoming, diverse and inclusive (7.52), residents enjoy a good standard of living (7.47), local neighbourhoods are safe and family friendly (7.27), is a good place for learning and development (7.16), is a place for creativity, arts and cultural connections (7.14), the natural environment is well managed, healthy and accessible (7.02), cultural, social, economic and recreational needs are met (7.02), and there are good education opportunities for all ages (7.00). Only a small proportion (seven percent or less) of respondents providing a response to these questions disagreed with any of these eight statements.

Respondents were on average, moderately in agreement that there are good opportunities for local employment and business development in the City of Wyndham (6.57). Whilst almost one-third of respondents strongly agreed with this statement, 12.5% disagreed.



Respondents were on average, mildly in agreement that public transport, roads, and congestion are improving in the City of Wyndham (5.58). Whilst a little more than one-quarter (26.6%) of respondents strongly agreed with this statement, attention is drawn to the fact that almost one-third (31.0%) disagreed.



Agreement with selected statements about strategic delivery
Wyndham City Council - 2018 Annual Community Survey
(Number, index score 0 - 10 and percent of respondents providing a response)

<i>Statements</i>	<i>Number</i>	<i>Average satisfaction</i>	<i>Dissatisfied (0 - 4)</i>	<i>Neutral to somewhat satisfied</i>	<i>Very satisfied (8 - 10)</i>
Residents of Wyndham enjoy a good standard of living	1,175	7.47	3.1%	42.7%	54.2%
Wyndham is a welcoming, diverse and inclusive city	1,167	7.52	3.3%	42.3%	54.4%
Wyndham is a place for creativity, arts and cultural connection	1,092	7.14	5.1%	49.6%	45.3%
Wyndham is a place for learning and development for people of all ages	1,128	7.16	5.2%	50.4%	44.4%
Wyndham's public transport, roads and congestion are improving	1,160	5.58	31.0%	42.4%	26.6%
My local neighbourhood is safe and family friendly	1,185	7.27	7.0%	43.0%	50.0%
The cultural, social, economic, and recreational needs of the community are met in Wyndham	1,114	7.02	4.5%	56.9%	38.6%
The natural environment of Wyndham is well managed, healthy, and accessible	1,165	7.02	6.3%	51.5%	42.2%
There are good education opportunities for all ages available in Wyndham	1,118	7.00	6.8%	52.7%	40.5%
There are good opportunities for local employment and business development in Wyndham City	1,074	6.57	12.5%	55.7%	31.8%



Agreement with individual strategic delivery statements

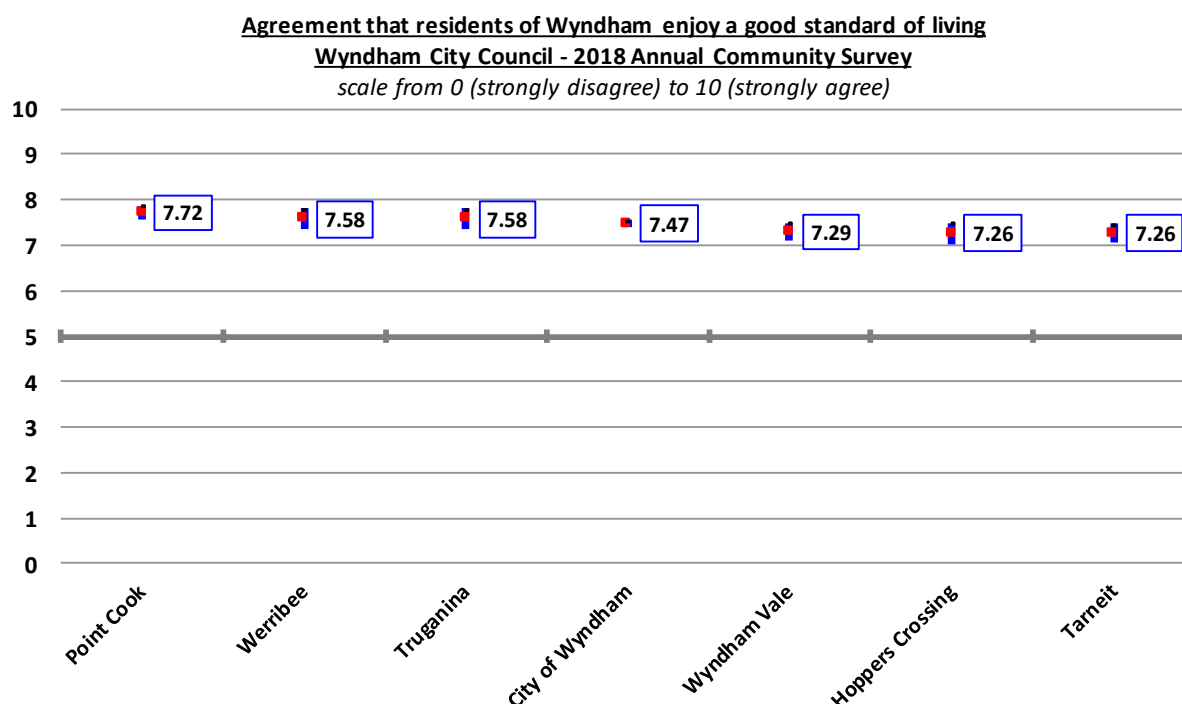
The following section provides a breakdown of average agreement with each of these ten strategic delivery statements for respondents from each of the six precincts comprising the City of Wyndham, as well as by respondent profile (age structure, gender, and language spoken at home).

Metropolis Research notes that in general terms there was relatively little measurable variation in agreement with these statements observed across the municipality, both geographically (by precinct) or demographically (by respondent profile). There are some exceptions to this, which are highlighted below.

Residents of Wyndham enjoy a good standard of living

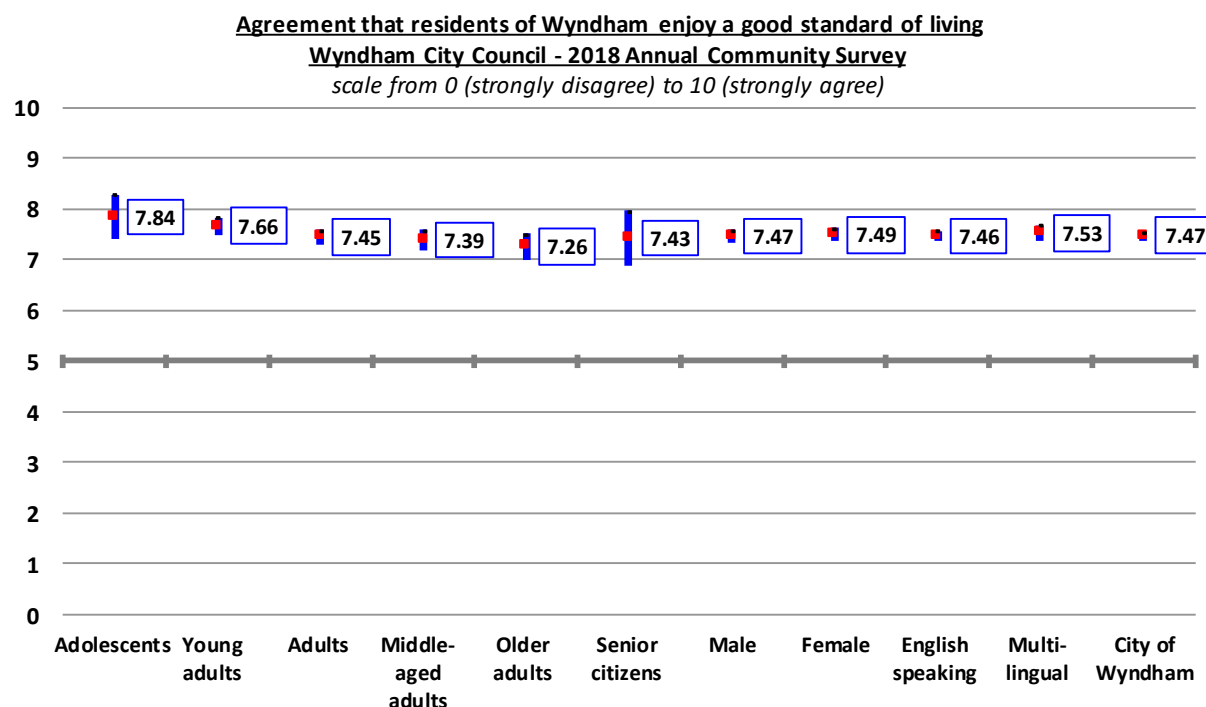
There was some variation in agreement that “residents of Wyndham enjoy a good standard of living” observed across the municipality, as follows:

- **Point Cook** – respondents were measurably more in agreement than the municipal average.



There was no statistically significant variation in this result observed by respondent profile, as outlined in the following graph, although attention is drawn to the following:

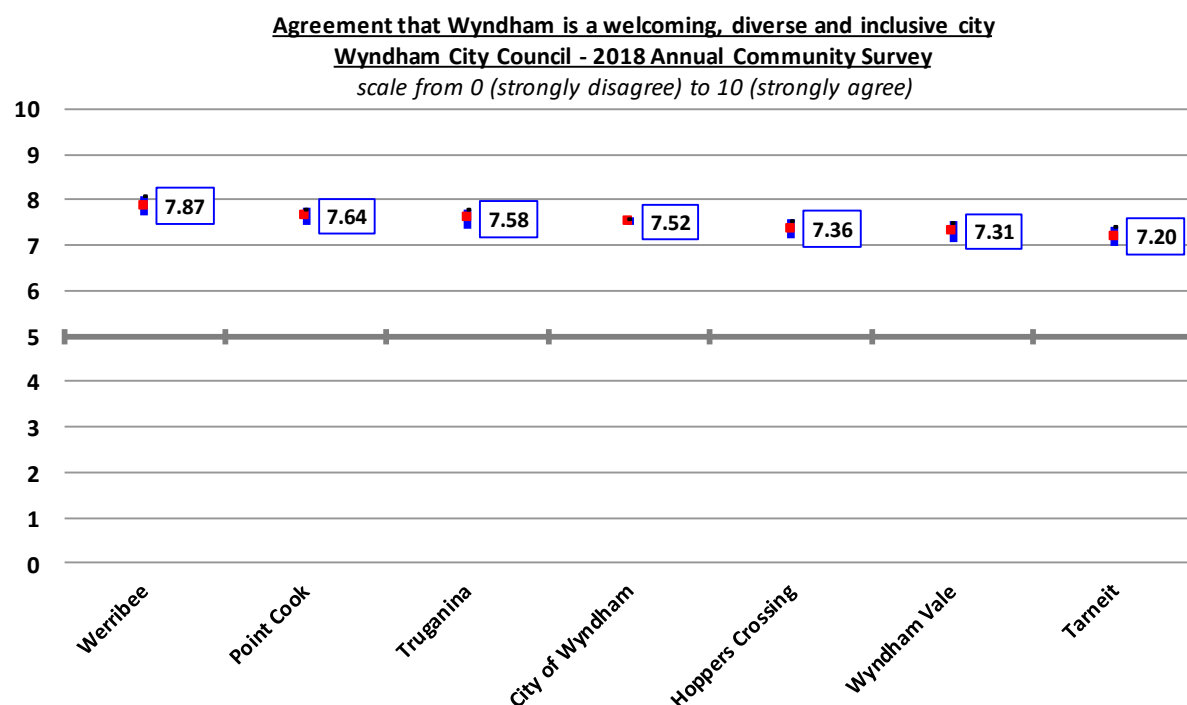
- **Age structure** – whilst the variation was not statistically significant, it is noted that agreement declined with the respondents' age structure, from adolescents through to older adults, and then rose marginally for senior citizens.



Wyndham is a welcoming, diverse and inclusive city

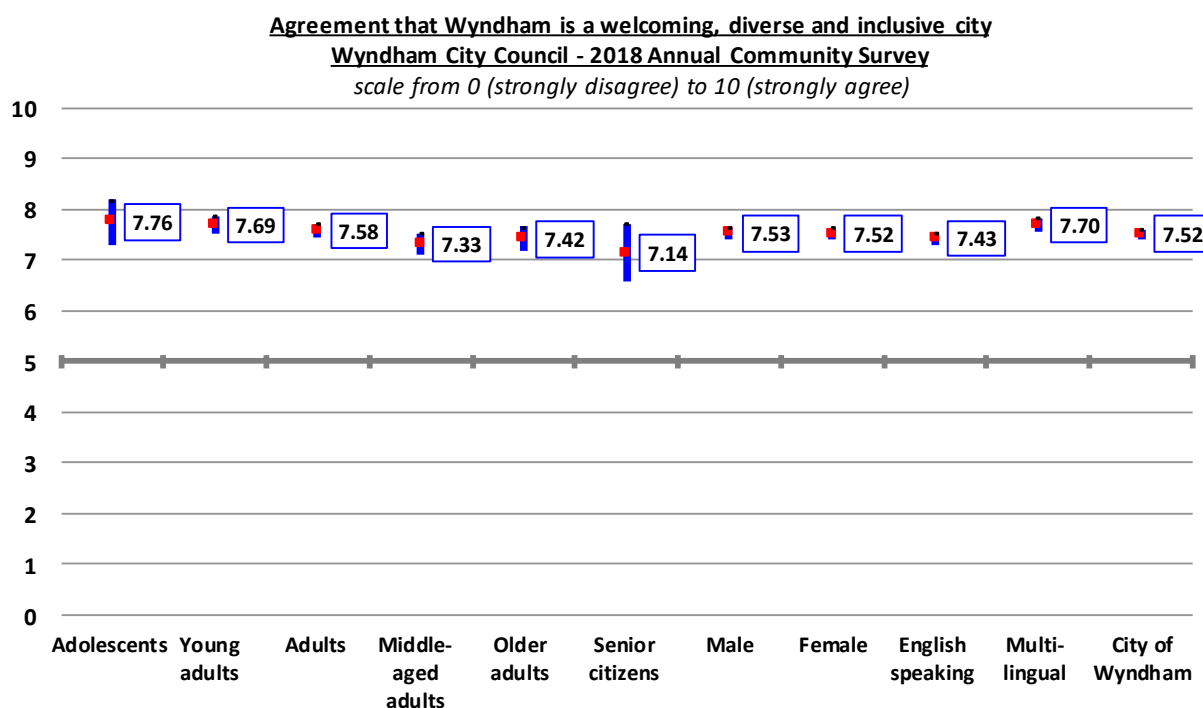
There was some variation in agreement that “Wyndham is a welcoming, diverse and inclusive city” observed across the municipality, as follows:

- **Werribee** – respondents were measurably more in agreement than the municipal average.
- **Tarneit** – respondents were measurably less in agreement than the municipal average.



There was some variation in agreement with this statement observed by respondent profile, as follows:

- **Age structure** – whilst the variation was not statistically significant, it is noted that agreement declined with the respondents' age structure.
- **Language spoken at home** – respondents from multi-lingual households were measurably more in agreement than respondents from English speaking households.

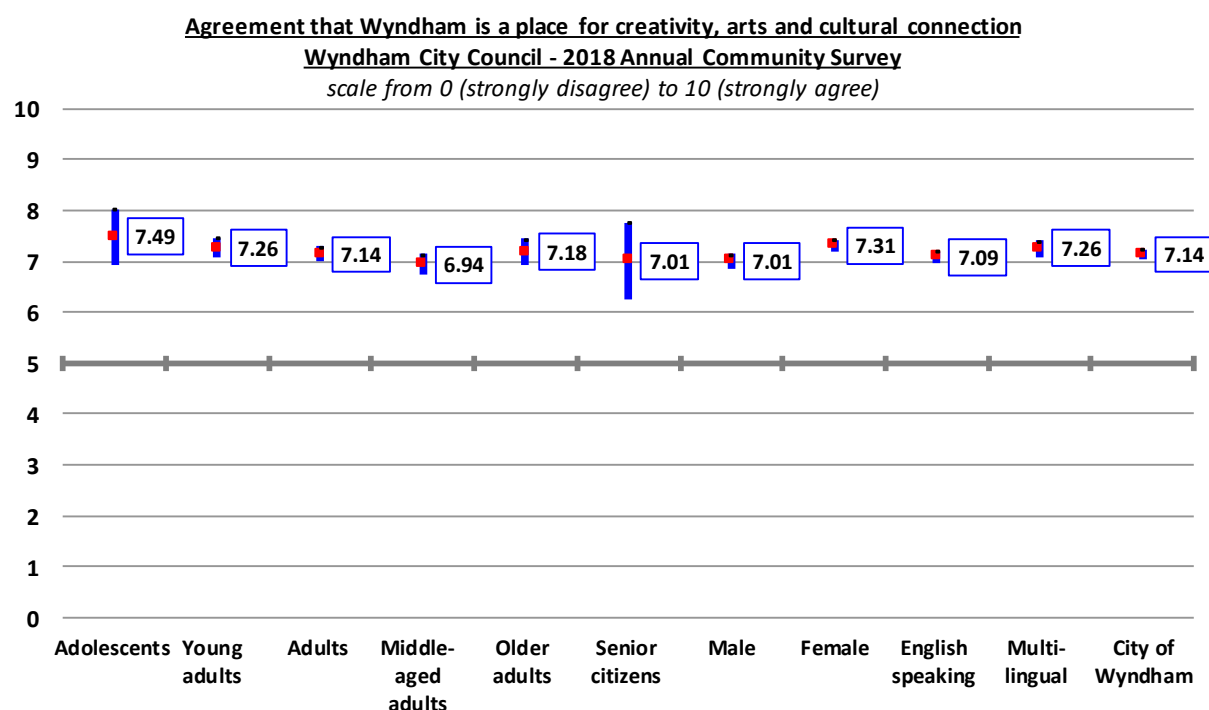
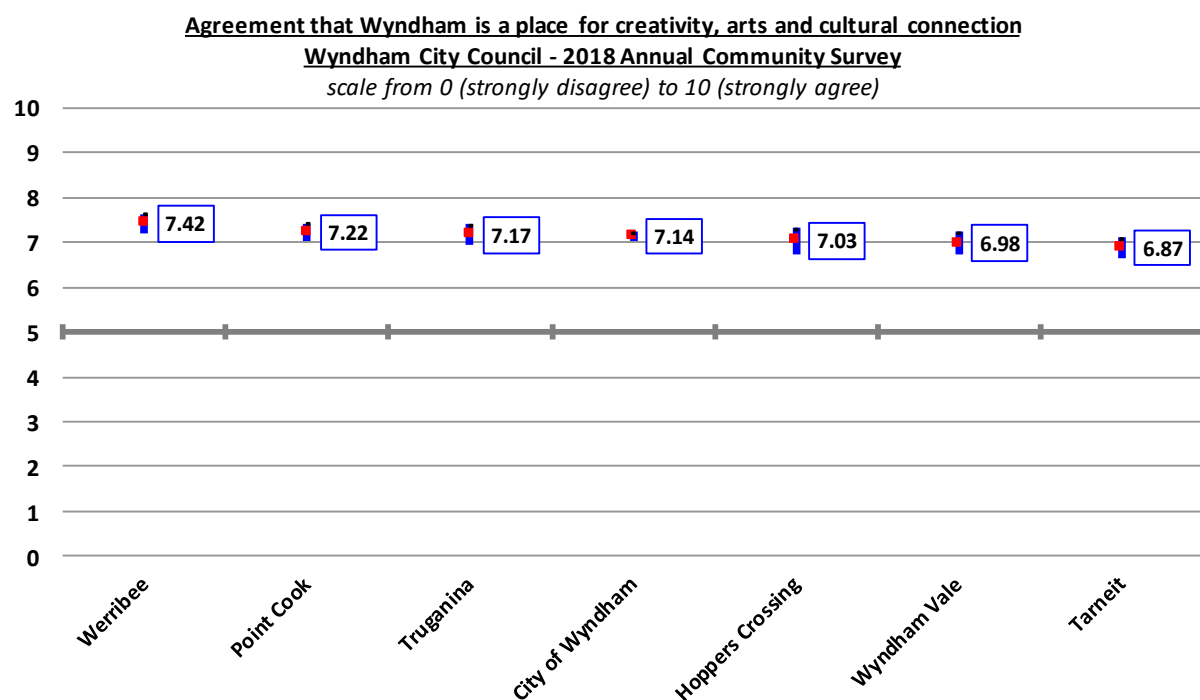


Wyndham is a place for creativity, arts and cultural connection

There was no statistically significant variation in agreement that “Wyndham is a place for creativity, arts and cultural connections” observed across the six precincts comprising the City of Wyndham.

There was however some variation in agreement with this statement observed by respondent profile, as follows:

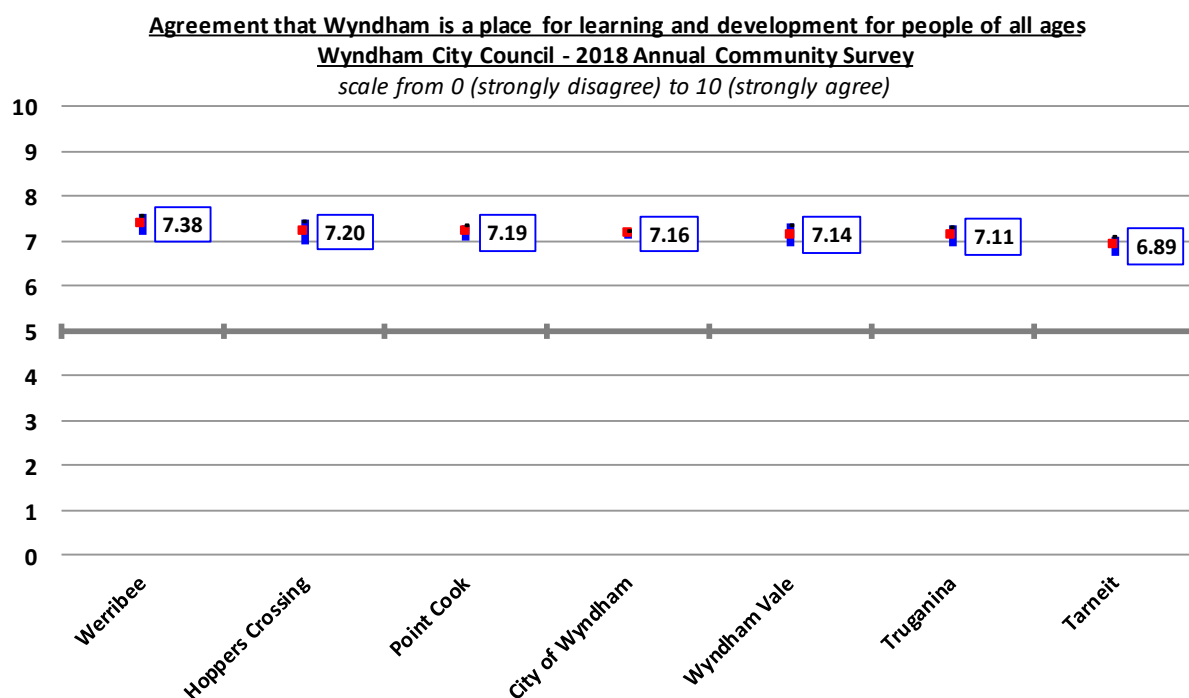
- **Age structure** – whilst the variation was not statistically significant, it is noted that agreement declined with the respondents' age structure from adolescents to middle-aged adults and then rose again for older adults.
- **Gender** – female respondents were measurably more in agreement than male respondents.
- **Language spoken at home** – respondents from multi-lingual households were marginally more in agreement than respondents from English speaking households.



Wyndham is a place for learning and development for people of all ages

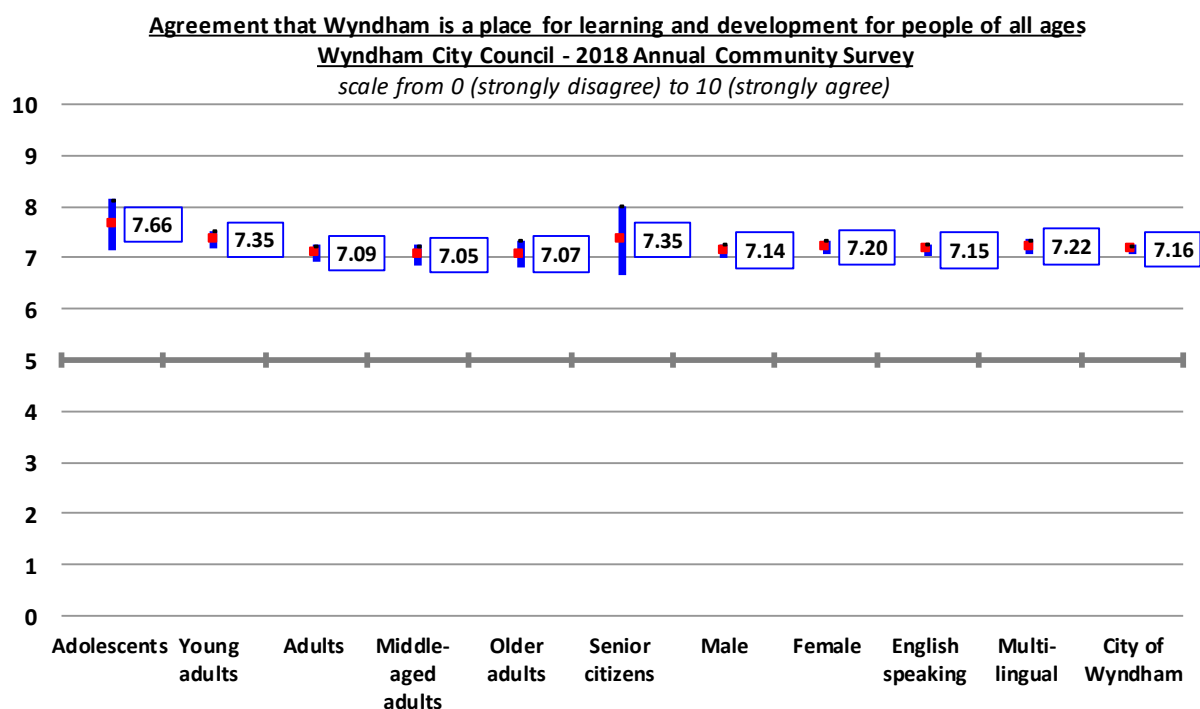
There was no statistically significant variation in agreement that “Wyndham is a place for learning and development for people of all ages” observed across the municipality.





There was no statistically significant variation in this result observed by respondent profile, as outlined in the following graph, although attention is drawn to the following:

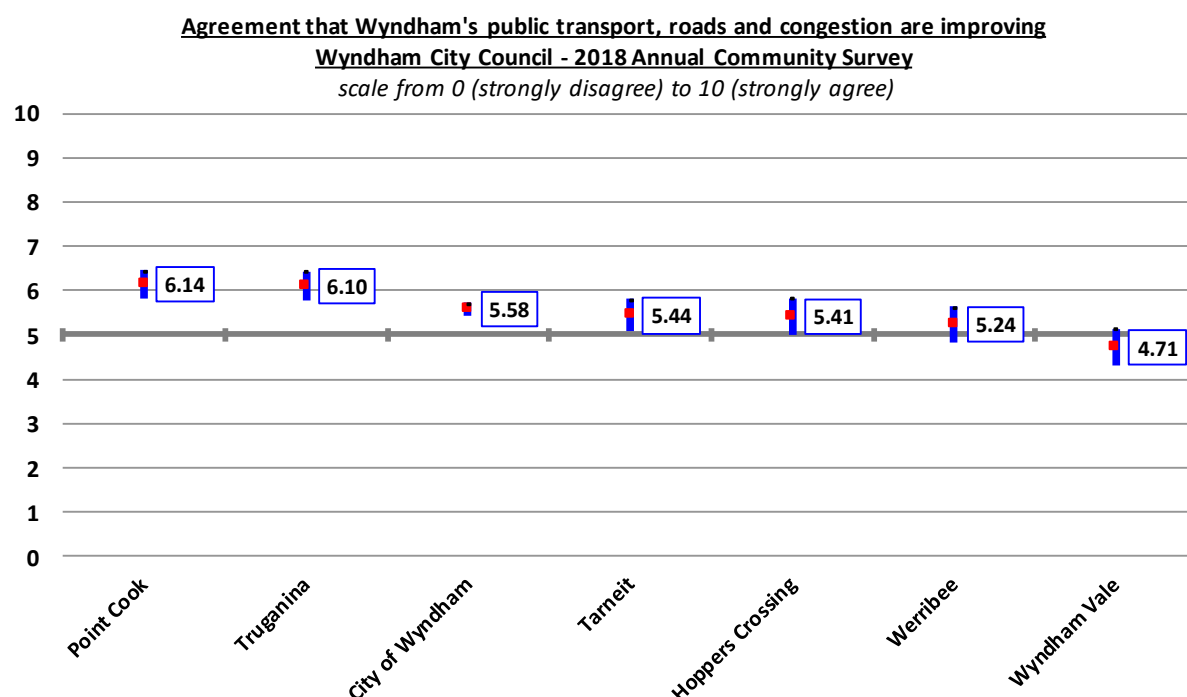
- **Age structure** – whilst the variation was not statistically significant, it is noted that agreement declined with the respondents' age structure, from adolescents through to older adults, and then rose marginally for senior citizens.



Wyndham's public transport, roads and congestion are improving

There was measurable and significant variation in agreement that “Wyndham’s public transport, roads and congestion are improving” observed across the municipality, as follows:

- **Point Cook and Truganina** – respondents were measurably and significantly more in agreement than the municipal average, and at moderate levels of agreement.
- **Wyndham Vale** – respondents were measurably and significantly less in agreement than the municipal average, and at a mild level of disagreement.



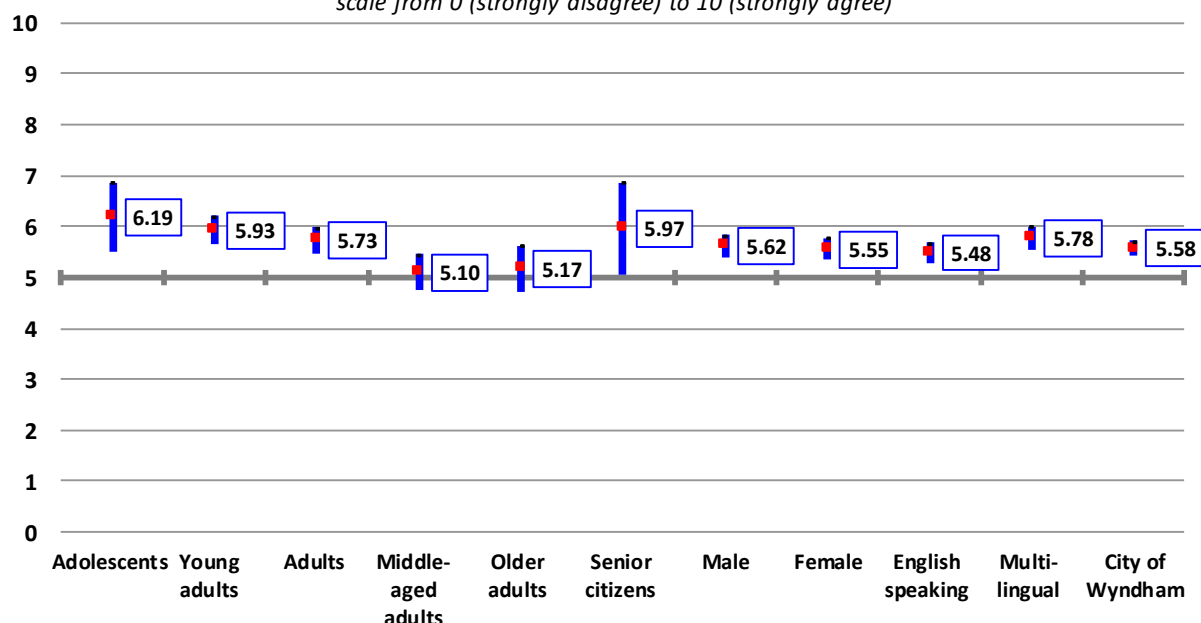
There was also measurable and significant variation in agreement with this statement observed by respondent profile, as follows:

- **Age structure** – agreement declined significantly with the respondents’ age structure from adolescents to middle-aged adults and then rose again for senior citizens. Middle-aged adults were measurably and significantly less in agreement than the municipal average.
- **Language spoken at home** – respondents from multi-lingual households were measurably more in agreement than respondents from English speaking households.



Agreement that Wyndham's public transport, roads and congestion are improving**Wyndham City Council - 2018 Annual Community Survey**

scale from 0 (strongly disagree) to 10 (strongly agree)

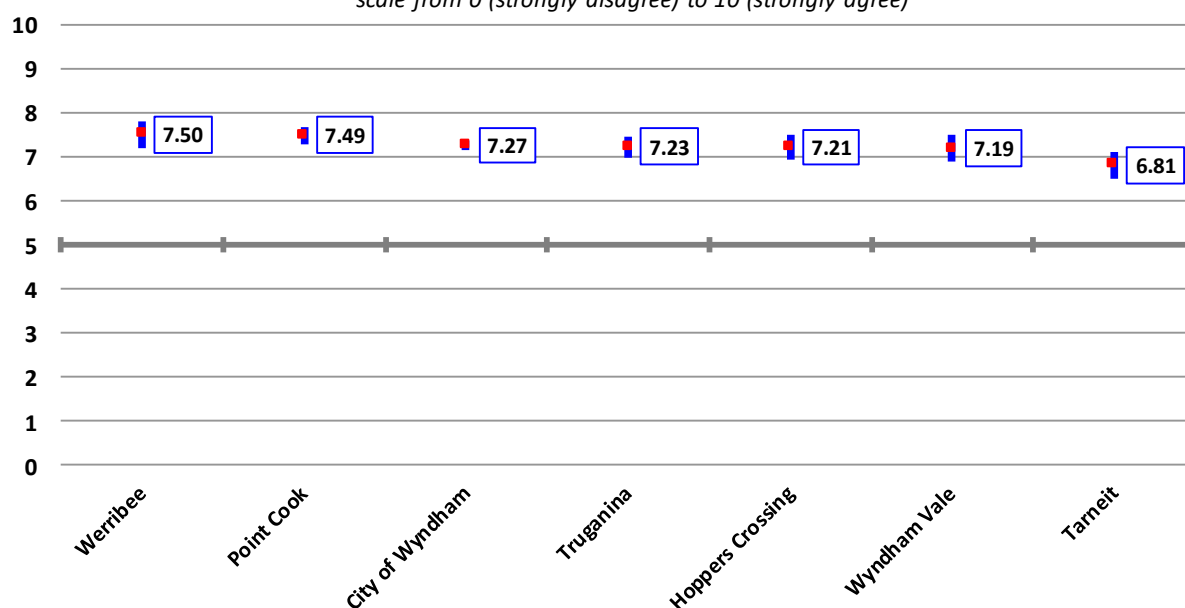
**My local neighbourhood is safe and family friendly**

There was some measurable variation in agreement that “my local neighbourhood is safe and family friendly” observed across the municipality, as follows:

- **Tarneit** – respondents were measurably less in agreement than the municipal average and at a moderate level of agreement. This result is consistent with the lower perception of safety in the public areas of the City of Wyndham recorded for Tarneit.

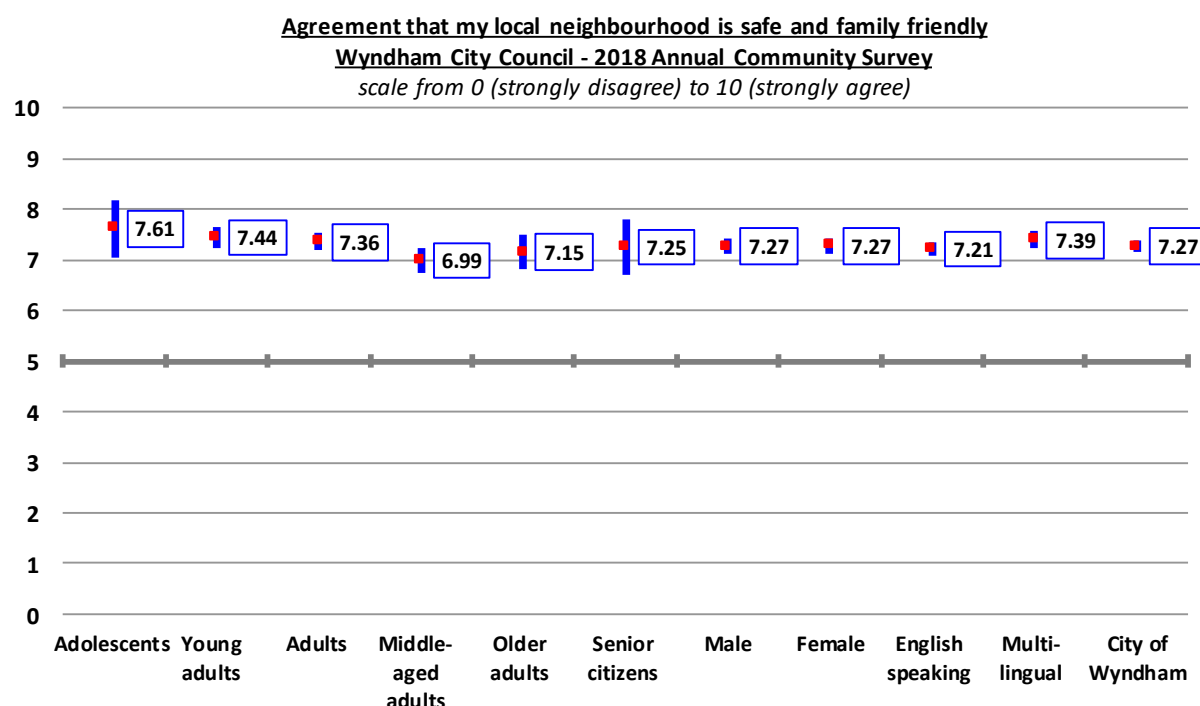
Agreement that my local neighbourhood is safe and family friendly**Wyndham City Council - 2018 Annual Community Survey**

scale from 0 (strongly disagree) to 10 (strongly agree)



There was also measurable and significant variation in agreement with this statement observed by respondent profile, as follows:

- **Age structure** – agreement declined measurably with the respondents’ age structure from adolescents to middle-aged adults and then rose again for older adults and senior citizens. Middle-aged adults were measurably less in agreement than the municipal average.
- **Language spoken at home** – respondents from multi-lingual households were marginally but not measurably more in agreement than respondents from English speaking households.



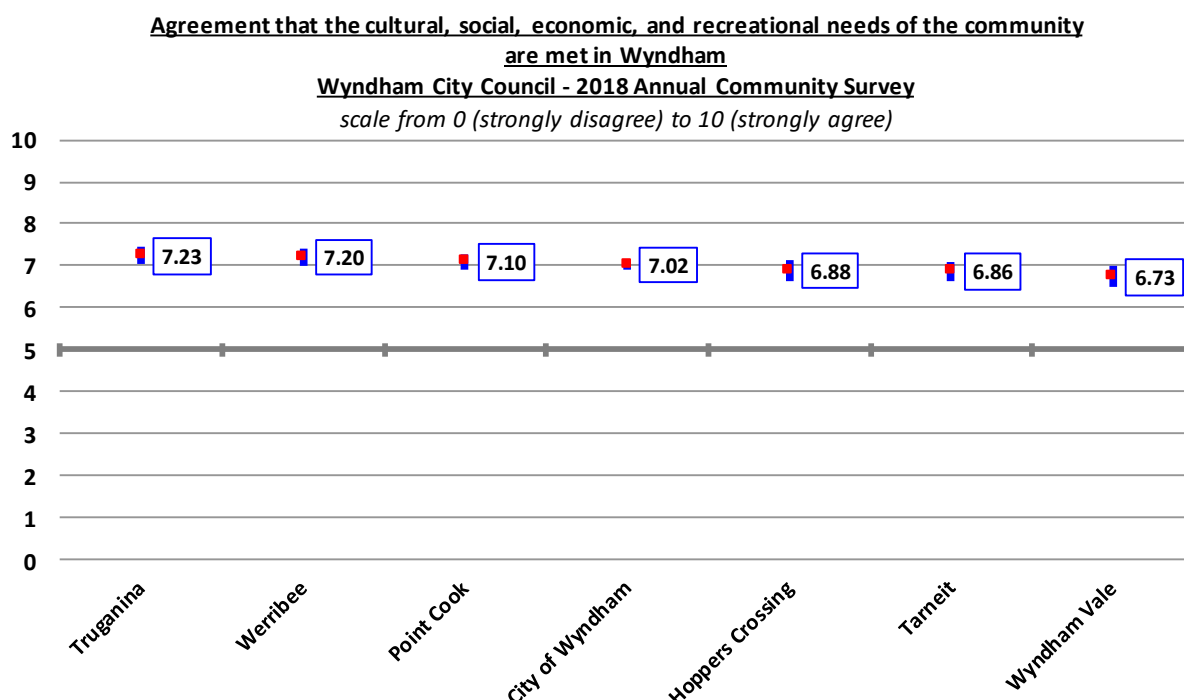
The cultural, social, economic, and recreational needs of the community are met in Wyndham

Metropolis Research makes the point that this is a very broad statement, and is one that appears to have garnered a strong level of agreement, at 7.02 out of ten.

It is important to bear in mind when interpreting this result, that whilst respondents on average were in agreement, the subtlety of the individual components will be lost in the answer.

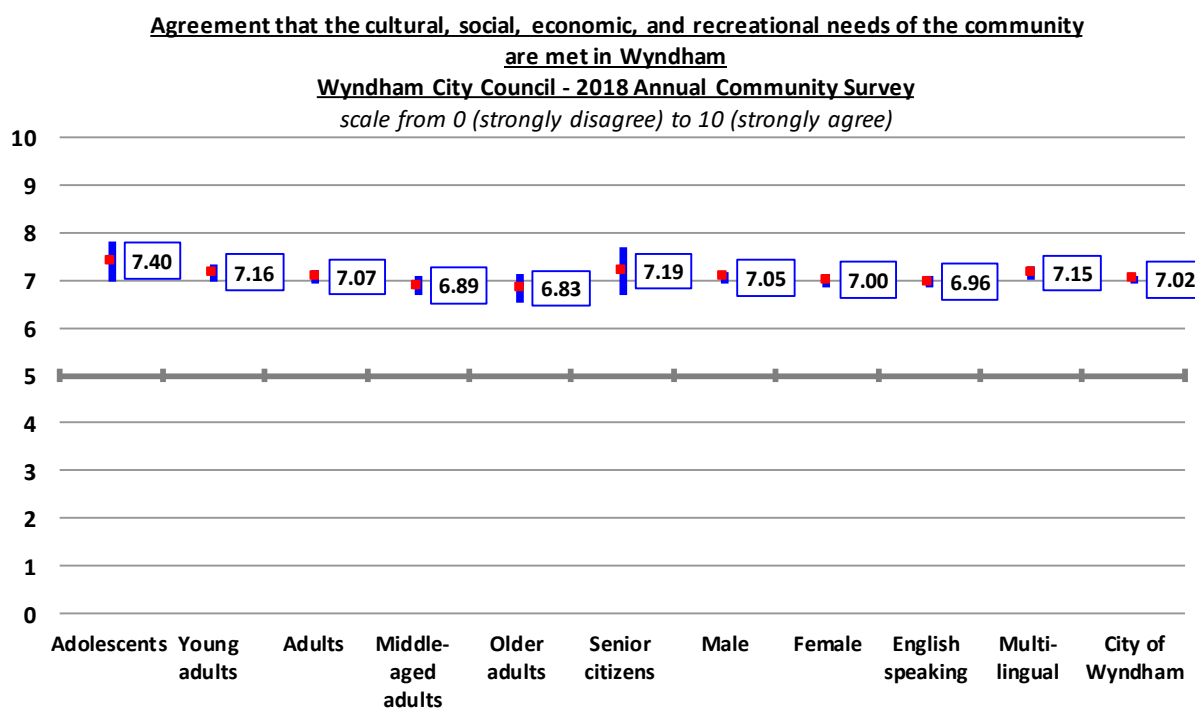
There was no statistically significant variation in agreement that “the cultural, social, economic and recreational needs of the community are met in Wyndham” observed across the municipality.





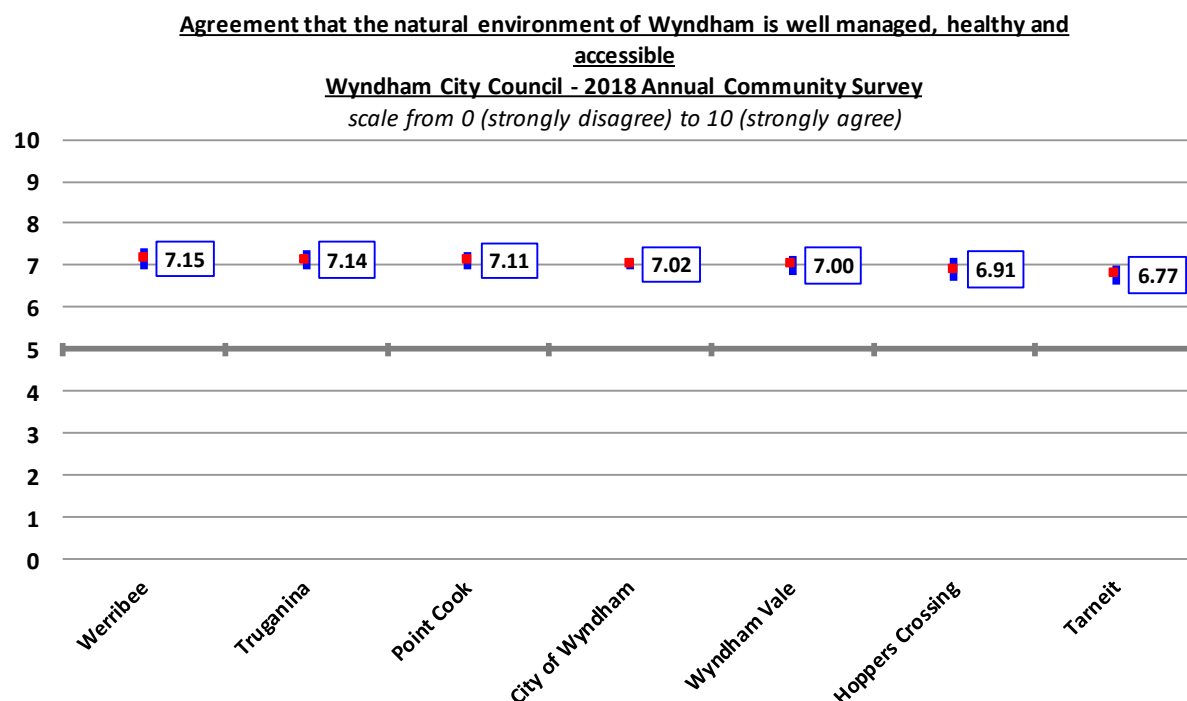
There was however some variation in agreement with this statement observed by respondent profile, as follows:

- **Age structure** – whilst the variation was not statistically significant, it is noted that agreement declined with the respondents' age structure from adolescents to older adults and then rose again substantially for senior citizens.
- **Language spoken at home** – respondents from multi-lingual households were marginally more in agreement than respondents from English speaking households.



The natural environment of Wyndham is well managed, healthy, and accessible

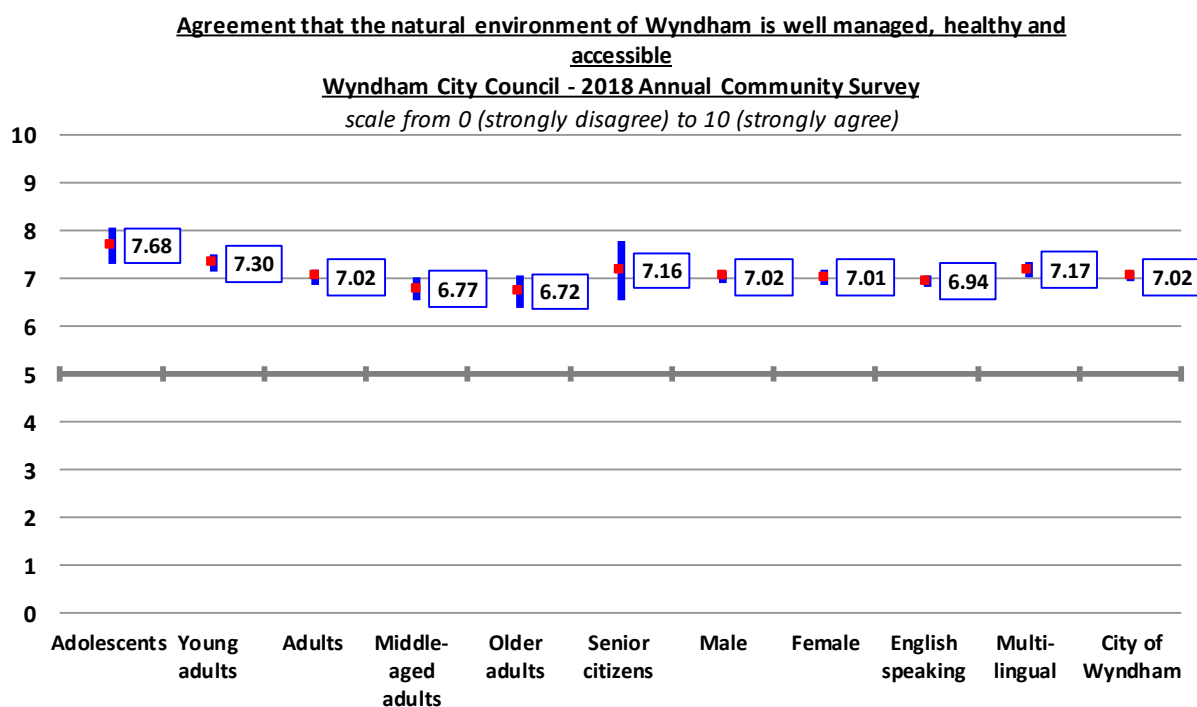
There was no statistically significant variation in agreement that “the natural environment of Wyndham is well managed, healthy and accessible” observed across the municipality.



There was however some variation in agreement with this statement observed by respondent profile, as follows:

- **Age structure** – agreement declined measurably with the respondents’ age structure from adolescents to older adults and then rose again substantially for senior citizens. Adolescents and young adults were measurably more in agreement than the municipal average.
- **Language spoken at home** – respondents from multi-lingual households were marginally more in agreement than respondents from English speaking households.

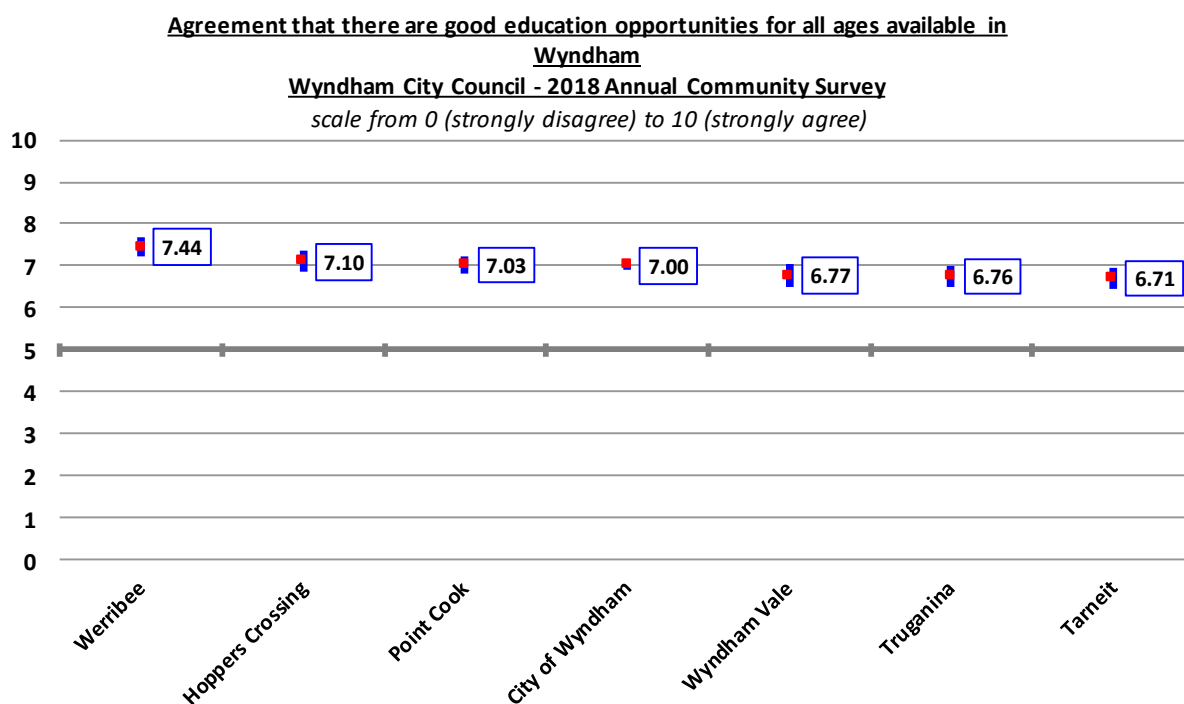




There are good education opportunities for all ages available in Wyndham

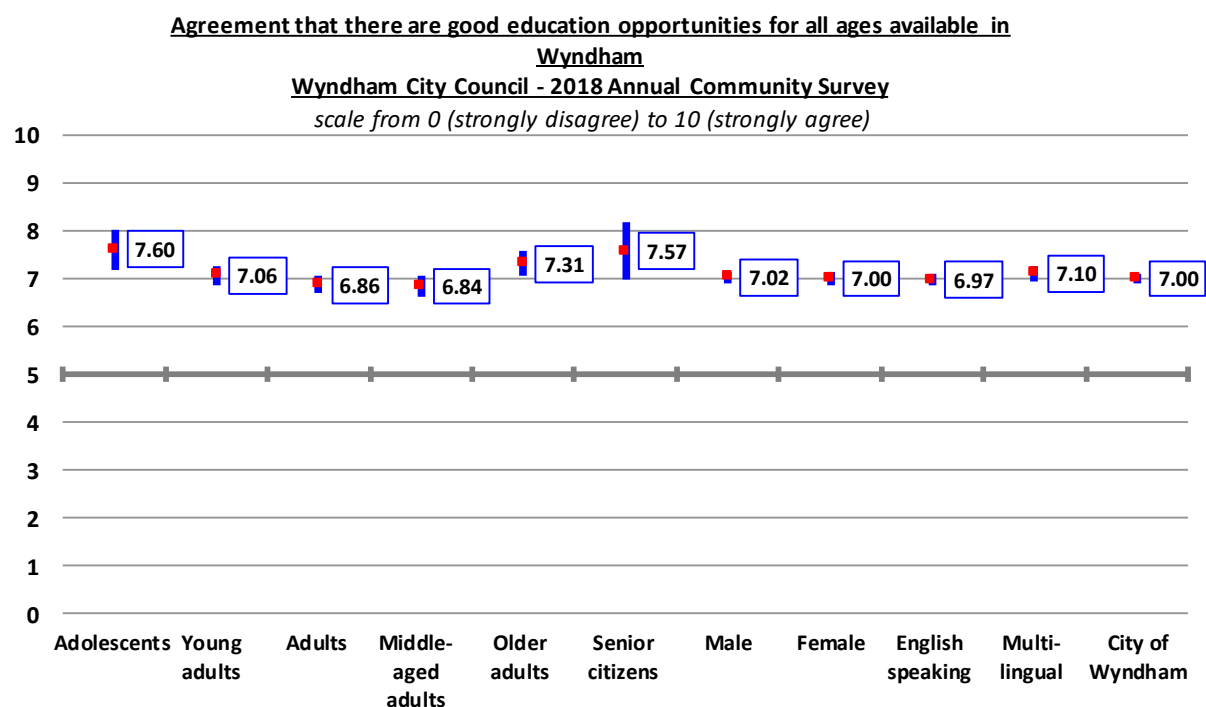
There was measurable variation in agreement that “there are good education opportunities for all ages available in Wyndham” observed across the municipality, as follows:

- **Werribee** – respondents were measurably more in agreement than the municipal average and at a strong level of agreement.



There was some variation in agreement with this statement observed by respondent profile, as follows:

- **Age structure** – agreement declined with the respondents’ age structure from adolescents to middle-aged adults and then rose again substantially for older adults and senior citizens. Adolescents were measurably more in agreement than the municipal average.

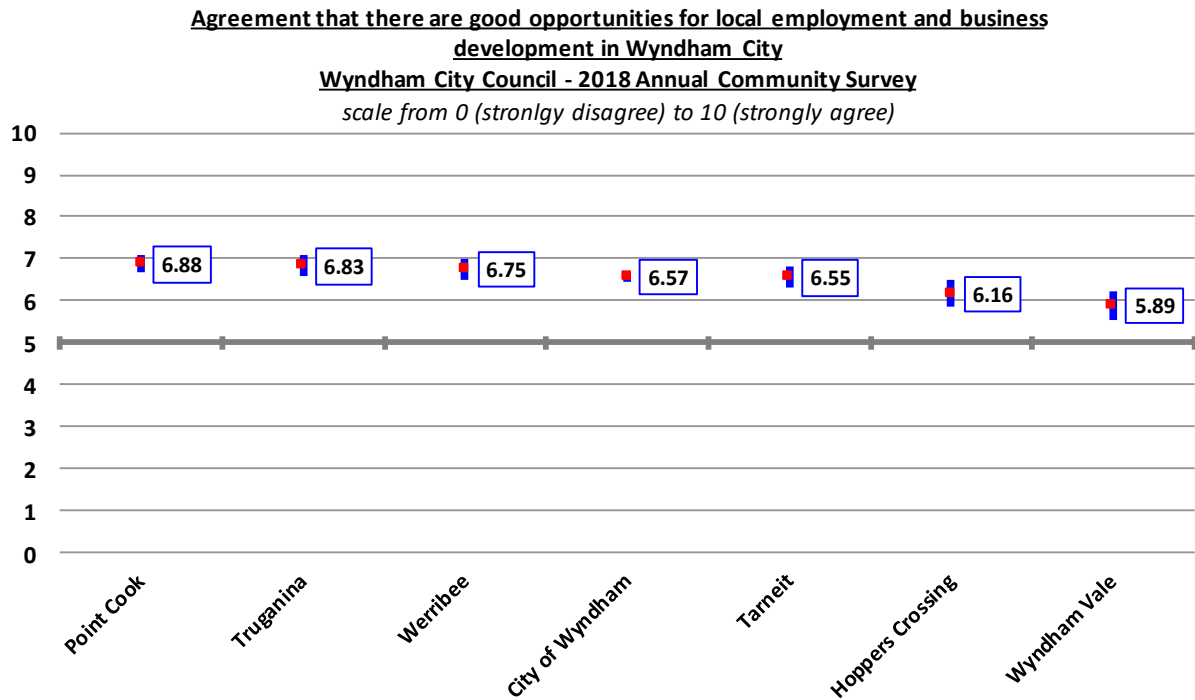


There are good opportunities for local employment and business development in Wyndham City

There was measurable variation in agreement that “there are good opportunities for local employment and business development in Wyndham City” observed across the municipality, as follows:

- **Point Cook** – respondents were measurably more in agreement than the municipal average.
- **Wyndham Vale** – respondents were measurably less in agreement than the municipal average and at a mild level of agreement.





There was some variation in agreement with this statement observed by respondent profile, as follows:

- **Age structure** – agreement declined with the respondents' age structure from adolescents to middle-aged, older adults and senior citizens. Adolescents were measurably more in agreement than the municipal average.



Safety in public areas

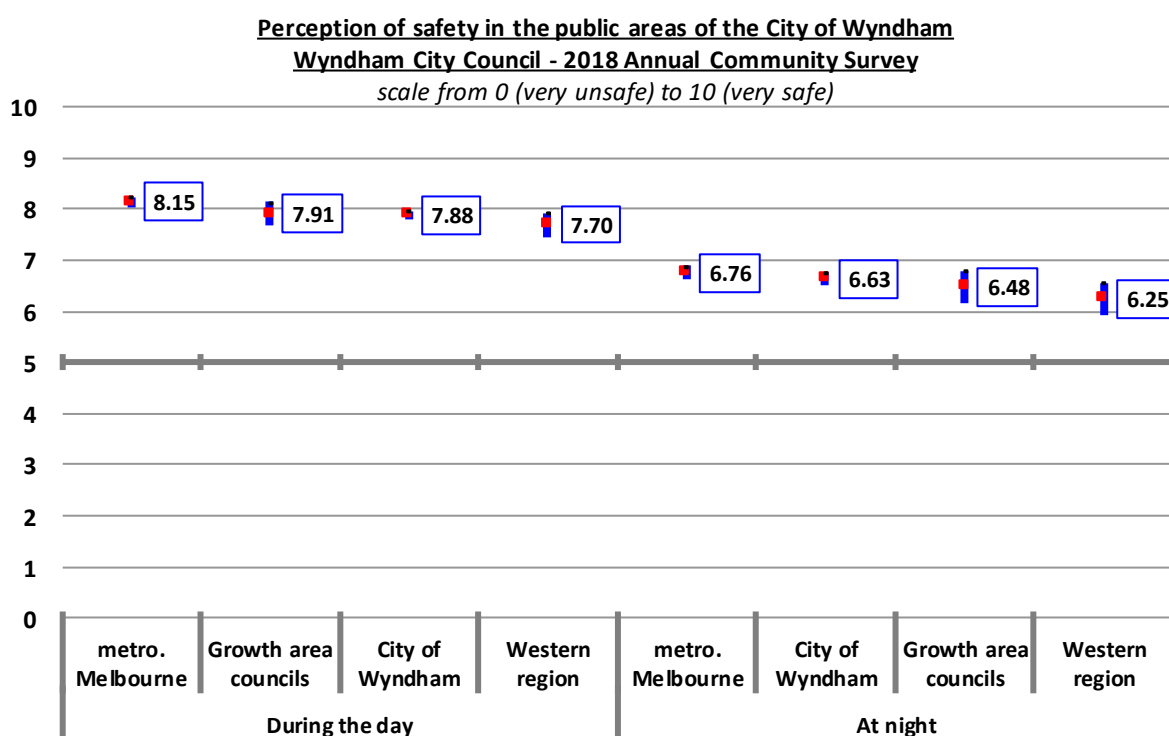
Respondents were asked:

On a scale of 0 (lowest) to 10 (highest), how safe do you feel in the public areas in the City of Wyndham?"

The perception of safety in the public areas of the City of Wyndham both during the day and at night remains relatively positive.

The perception of safety during the day remains at levels marginally lower than the metropolitan Melbourne average, but similar to both the growth area and western region councils averages, as recorded in *Governing Melbourne*.

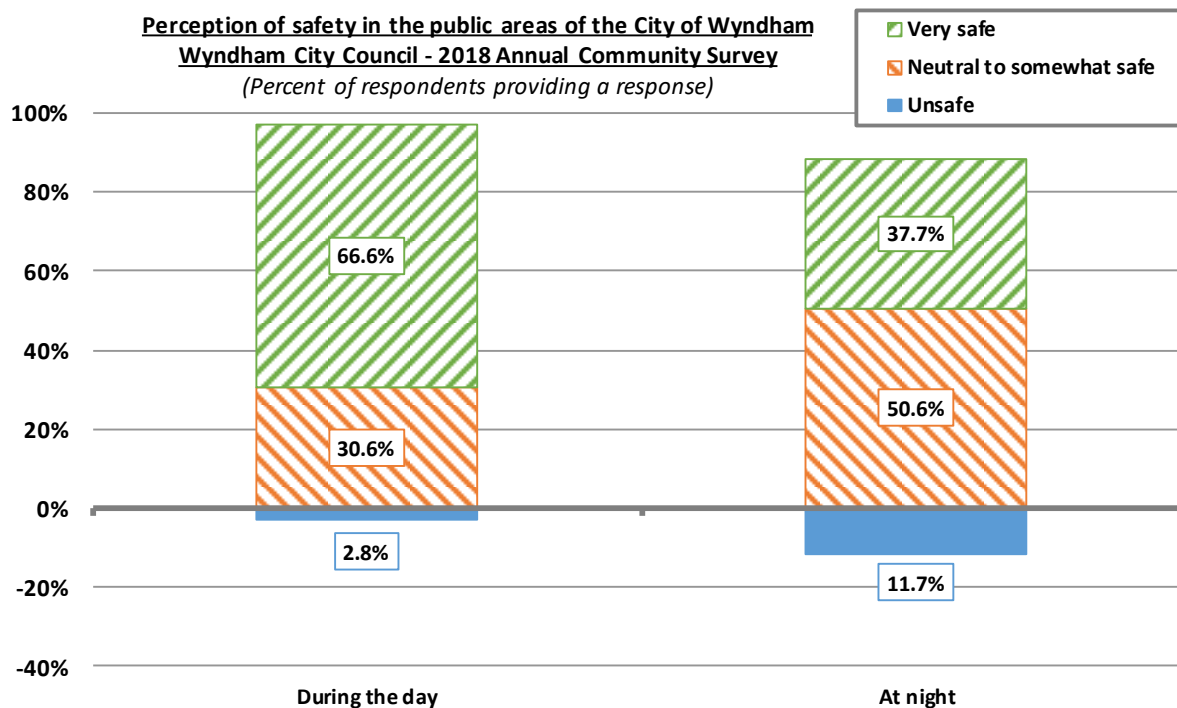
The perception of safety in the public areas of the municipality at night increased substantially this year, however it does remain lower than the metropolitan Melbourne average.



Consistent with the high average perception of safety during the day, two-thirds (66.6%) of respondents felt “very safe” (i.e. rated safety at eight or more out of ten), whilst just 2.8% of respondents felt unsafe.

A little more than one-third (37.7%) felt very safe in the public areas of the City of Wyndham at night, whilst 11.7% felt unsafe.



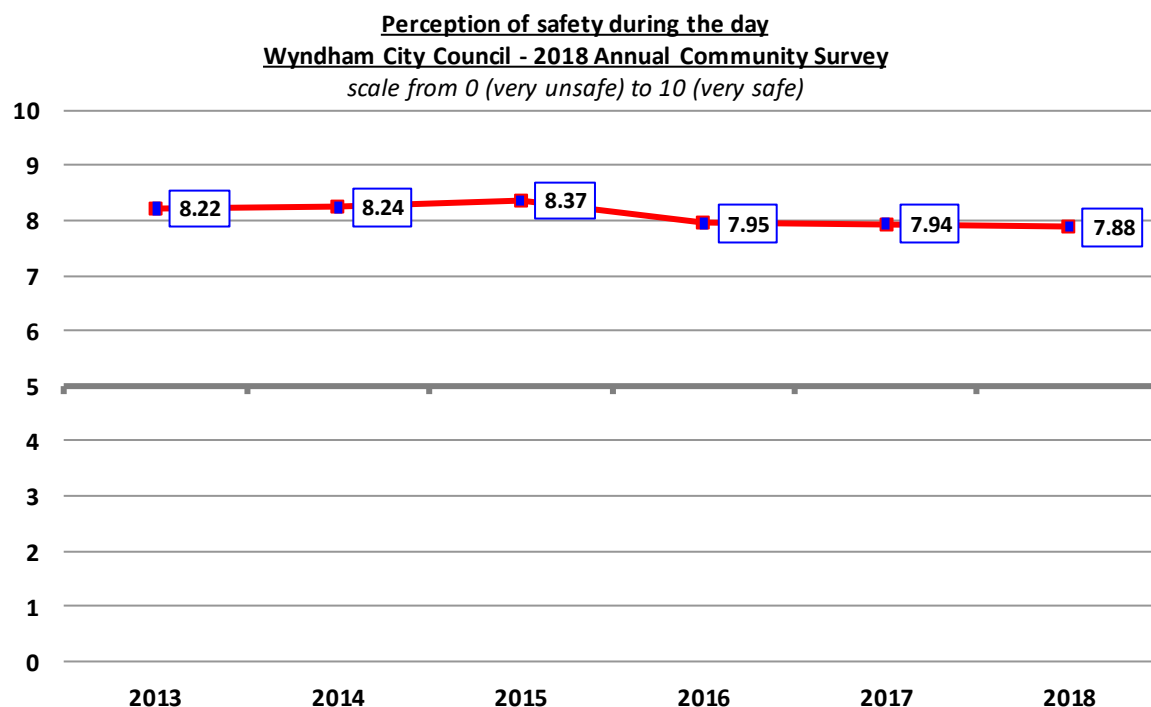


Perception of safety in the public areas of the City of Wyndham
Wyndham City Council - 2018 Annual Community Survey
 (Number, index score 0 - 10 and percent of respondents providing a response)

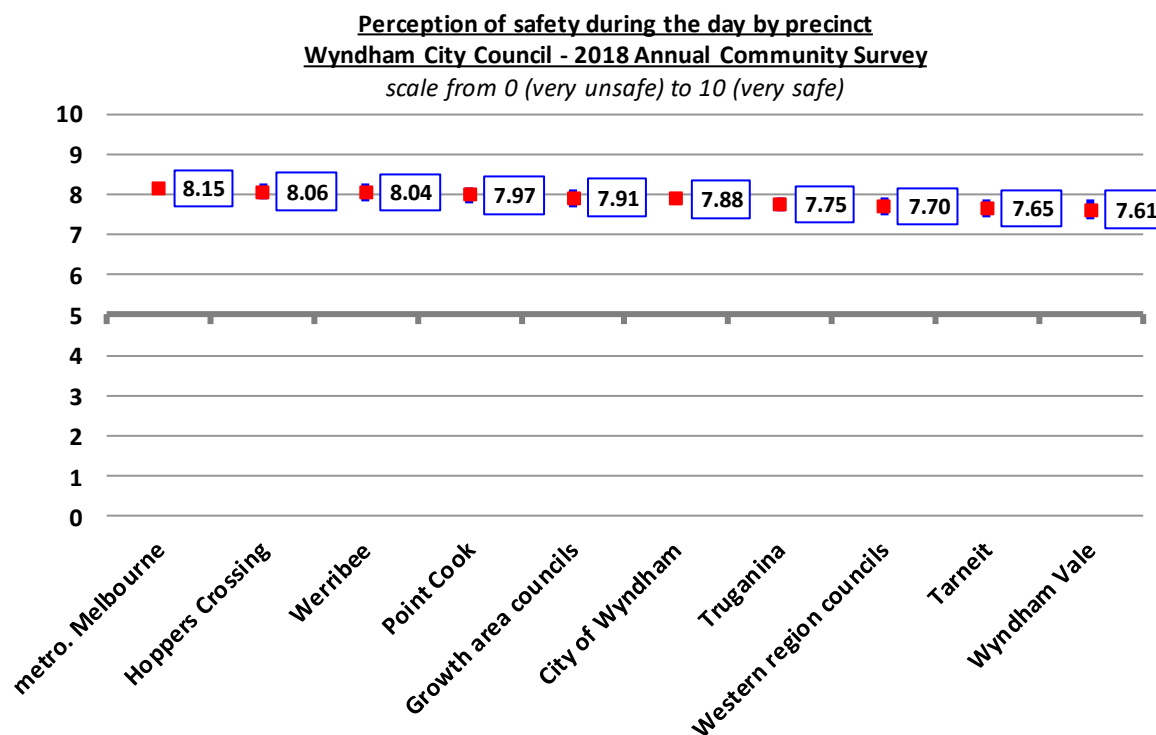
Response	Year	Number	Average satisfaction	Dissatisfied (0 - 4)	Neutral to somewhat satisfied	Very satisfied (8 - 10)
During the day	2013	787	8.22	3.9%	19.0%	77.2%
	2014	781	8.24	2.3%	22.5%	75.2%
	2015	791	8.37	1.8%	15.7%	82.5%
	2016	1,158	7.95	4.5%	27.4%	68.1%
	2017	1,176	7.94	4.5%	25.9%	69.6%
	2018	1,191	7.88	2.8%	30.6%	66.6%
At night	2013	748	6.37	19.8%	43.4%	36.8%
	2014	746	6.37	17.5%	48.6%	33.9%
	2015	766	6.94	12.0%	40.9%	47.2%
	2016	1,080	5.83	24.9%	48.9%	26.2%
	2017	1,150	6.01	26.0%	43.0%	31.0%
	2018	1,167	6.63	11.7%	50.6%	37.7%

Safety during the day

The perception of safety in the public areas of the City of Wyndham during the day declined by less than one percent this year, down from 7.94 to 7.88.

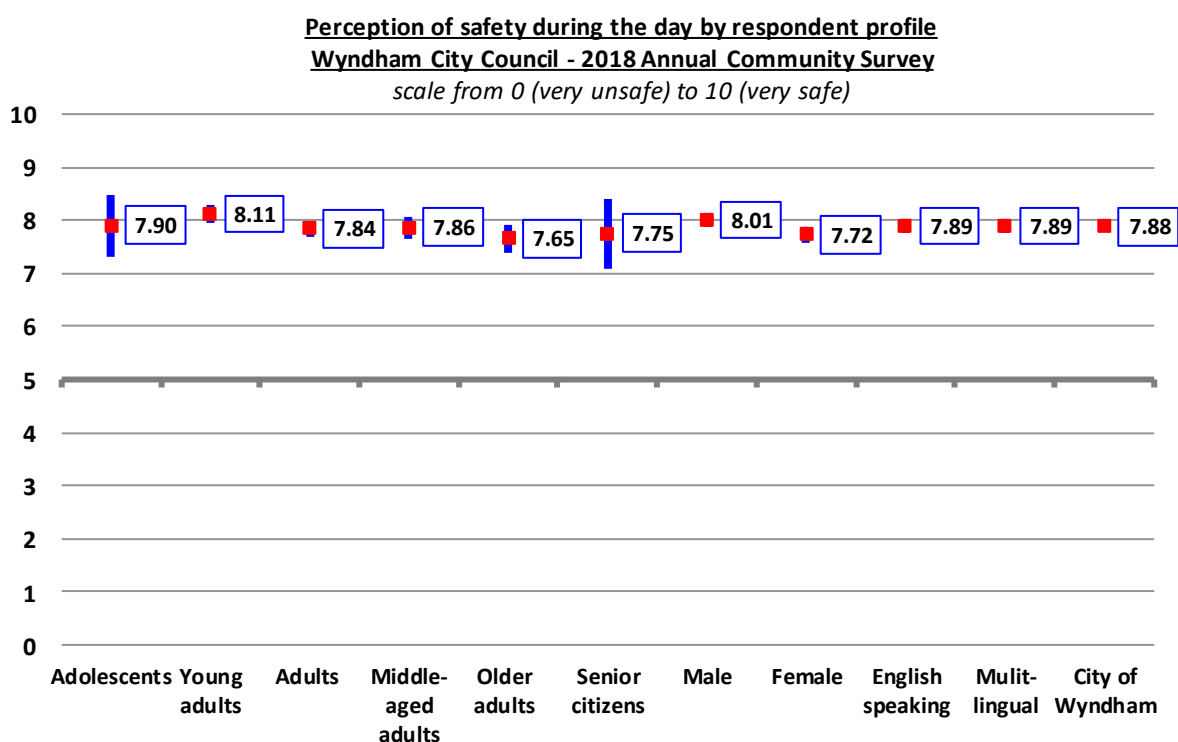


There was no statistically significant variation in this result observed across the municipality, although it is noted that respondents from Tarneit and Wyndham Vale rated their perception of safety during the day marginally, but not measurably lower than the municipal average.



There was some variation in the perception of safety in the public areas of the municipality during the day observed by respondent profile, as follows:

- **Age structure** – older adults (aged 60 to 74 years) tended to feel marginally, but not measurably less safe than the municipal average.
- **Gender** – female respondents felt measurably and significantly (3.6%) less safe than male respondents.
- **Language spoken at home** – there was no variation in the perception of safety during the day observed between respondents from English speaking and respondents from multi-lingual households.



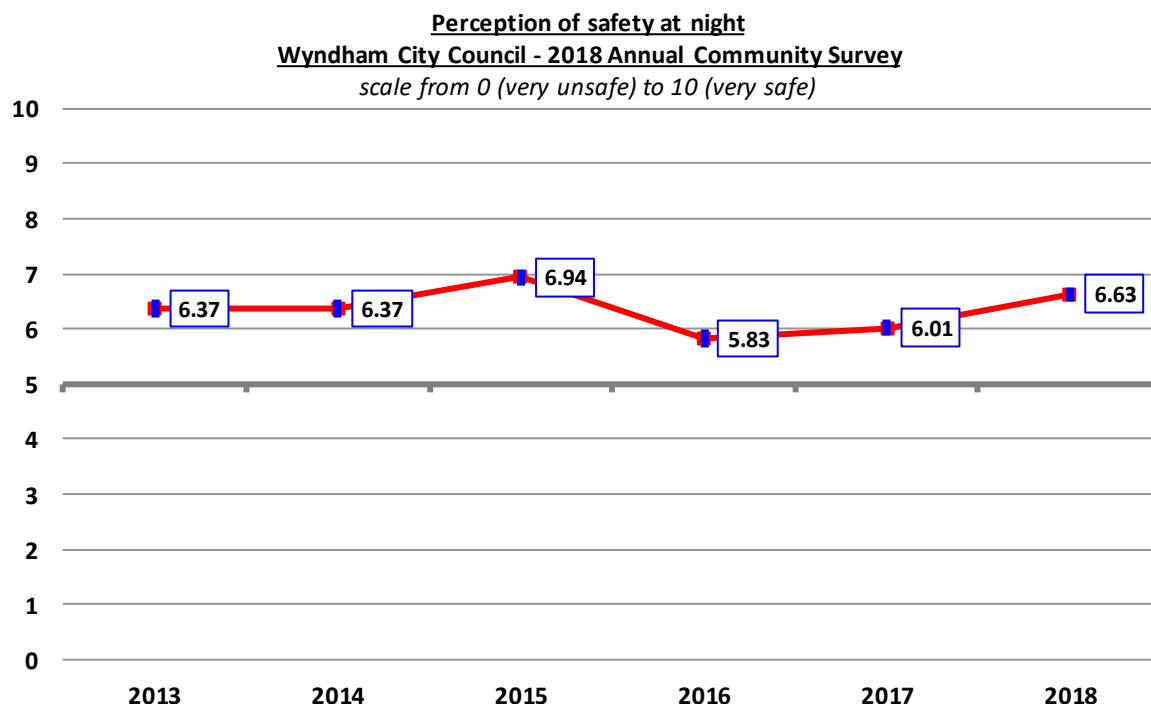
Safety at night

The perception of safety in the public areas of the City of Wyndham at night increased measurably and significantly this year, up 10.3% to 6.63. This increase reverses approximately two-thirds of the decline reported in 2016.

Metropolis Research notes that the perception of safety in the public areas of the growth area councils has also increased substantially this year, up 10.2% from 5.88 to 6.48. It does appear that the widespread and significant community concern in the outer growth areas of metropolitan Melbourne observed in recent years appears to have diminished significantly.

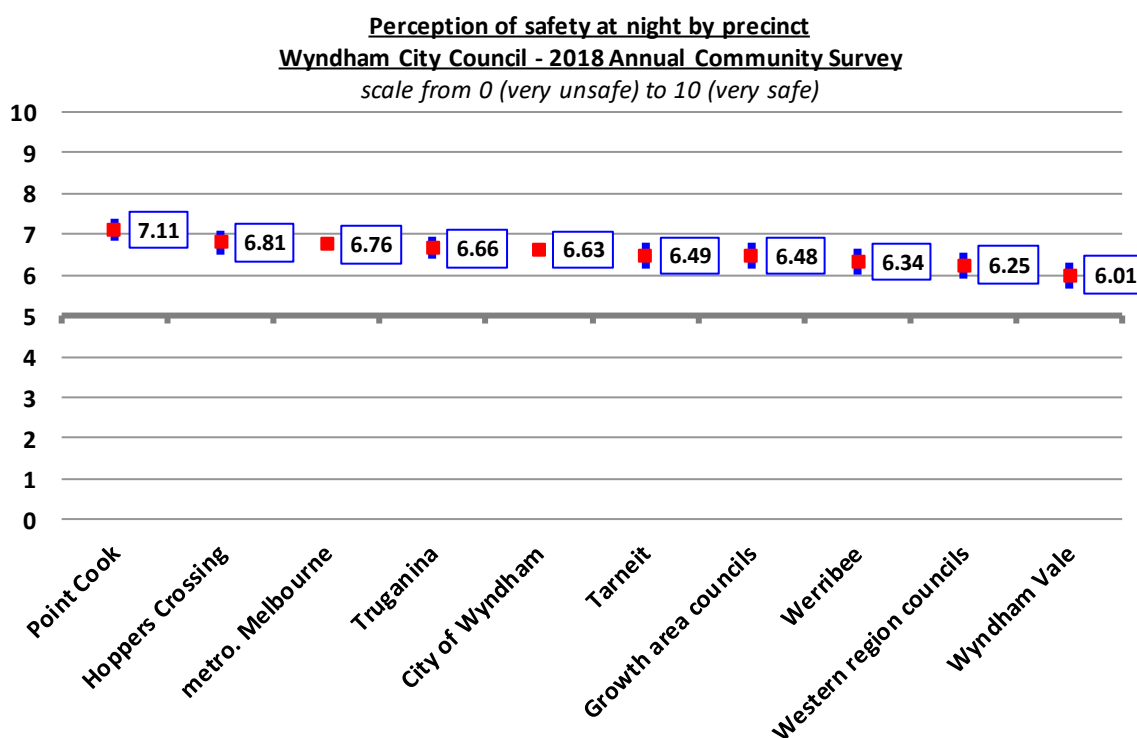
There are a range of factors that may have impacted on this, and Metropolis Research suggests that the impact of the State Government elections may well have played a part in this increase this year. It is possible that the increased attention placed on law and order issues may well have impacted on the community's perception of safety.

It is also possible that the community has reevaluated its perception of safety over time, and that the significant levels of concern observed in recent years have naturally dissipated.



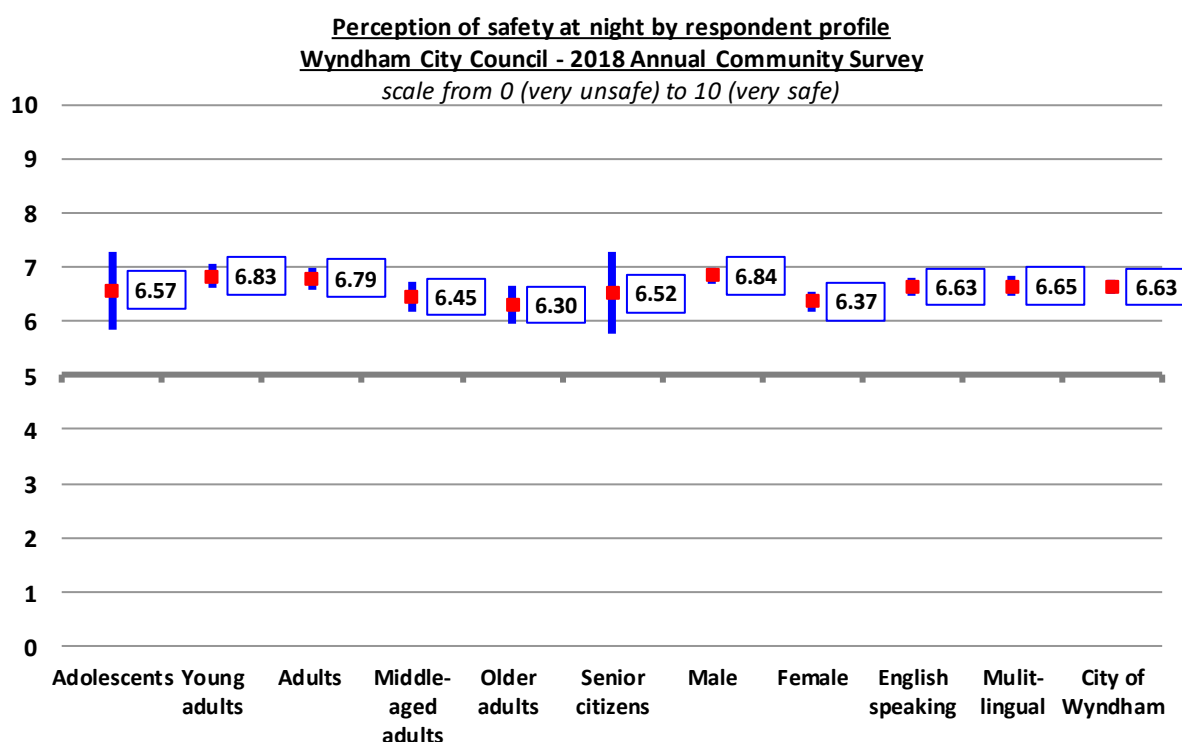
There was measurable variation in the perception of safety in the public areas of the City of Wyndham at night observed across the municipality, as follows:

- **Point Cook** - respondents felt measurably more safe than the municipal average.
- **Wyndham Vale** – respondents felt measurably less safe than the municipal average.



There was some variation in the perception of safety in the public areas of the municipality at night observed by respondent profile, as follows:

- **Age structure** – middle-aged and older adults (aged 45 to 74 years) felt somewhat, albeit not measurably less safe than other respondents.
- **Gender** – female respondents felt measurably and significantly (6.9%) less safe than male respondents.
- **Language spoken at home** – there was no variation in the perception of at night observed between respondents from English speaking and respondents from multi-lingual households.



Reasons for feeling less safe in the public areas of Wyndham

Respondents who felt unsafe in Wyndham were asked:

“If rated less than five, why do you feel unsafe during the day / at night?”

The following tables outline the verbatim comments received from respondents as to the reasons why they feel unsafe in the public areas of the municipality during the day and at night.

In relation to the perception of safety during the day, the comments relate primarily to the crime rate, the perception of a lack of Police presence, and a lack of security.

Reasons for feeling unsafe during the day
Wyndham City Council - 2018 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Crime rate here is very high	3
Groups of teenagers and gangs	3
Because of the break ins	2
Home invasions	2
Incidents in our areas not safe	2
Lot of junkies or drunk people	2
African kids misbehaving in these area	1
Aggressive drivers, druggies, uncontrollable youth, aggressive idiots	1
Because people speeding kids use to play on the street	1
Black gangs	1
Bulgary happened	1
I've heard some robbery from my friends	1
I can't leave the door opening because a lot of other people I don't know	1
Lack of security	1
More to do with the birds	1
My house got robbed before	1
Near any public transport area, there are many people standing there	1
No police presence	1
Occurrence of criminal activities	1
Some people throw balls on my car in Bawan Road	1
Someone threw bottle on the wall	1
The children are knocking at my door and run away	1
There are few incidents happens on this area	1
Too many drug addicts	1
Vandalism, people living in garages	1
Total	33

In relation to the perception of safety at night, there were a significant number of comments relating to the perception that there are gangs and groups of people around the area at night. Other comments related to the perceived lack of Police presence in the community, fear of home invasions, burglary and break-ins, a perceived lack of lighting, issues with drugs including drug users and dealers, and the perception of the crime rate.

These results reflect those identified in the issues to address in the municipality section of this report, that found that almost ten percent of respondents in the City of Wyndham nominated “safety, policing, and crime issues” as one of the top three issues to address in the municipality in the next 12 months.

Metropolis Research notes again however that these concerns in the community appear to have diminished substantially this year from the low point recorded back in 2016. This trend of improving perception of safety has been observed not only in the City of Wyndham, but also across the western region and the growth area councils.



Reasons for feeling unsafe at night**Wyndham City Council - 2018 Annual Community Survey***(Number of responses)*

<i>Response</i>	<i>Number</i>
Gangs and group of people around this area	26
No police presence / lack of security / need a police station	15
Home invasions, burglary, breakins, theft	14
A lot of junkies and drug dealers	13
Not enough / not good lighting	14
The news and the residents nearby and local incidents	6
Just doesn't feel safe	5
Crime rate is high in this area	3
Car jacking things	2
Lots of unusual noise	2
Speeding of cars and bikes	2
There is a great deal of distrust amongst the other ethnic cultures	2
A large group of kids gathering at the park	1
A lot of doggy character around here	1
A lot of young intoxicated and reckless drivers	1
African gang of kids doing crazy stuff	1
African kids misbehaving in these area	1
Crowd is a bit more aggressive	1
Ethnic groups becoming too strong in Werribee	1
Helicopters are here all the time and people are doing burn outs on the corner	1
Homeless and gangs doing their drug deals at night near station	1
Homelessness and youth and violence	1
I got a lady who scream at my door on one midnight	1
If I go to the shops I am approached by Sudanese and my sister's house was broken into by Sudanese	1
Media representation of certain areas, including Wyndham does not make anyone feel comfortable with being at a train station at night	1
More people at night	1
Not safe for women	1
People with mental illness who are living on the street	1
So many homelessness, so many muggings, I don't feel safe as a woman at Werribee station	1
Sometimes many geeks are around	1
Spray paints by kids on the car	1
There a lot of youth people roaming the street Tarneit Road	1
They threw rubbish outside the house	1
Too many trouble going around	1
Train station in Tarneit is not safe	1
We feel the black people are shouting and scared	1
Total	128



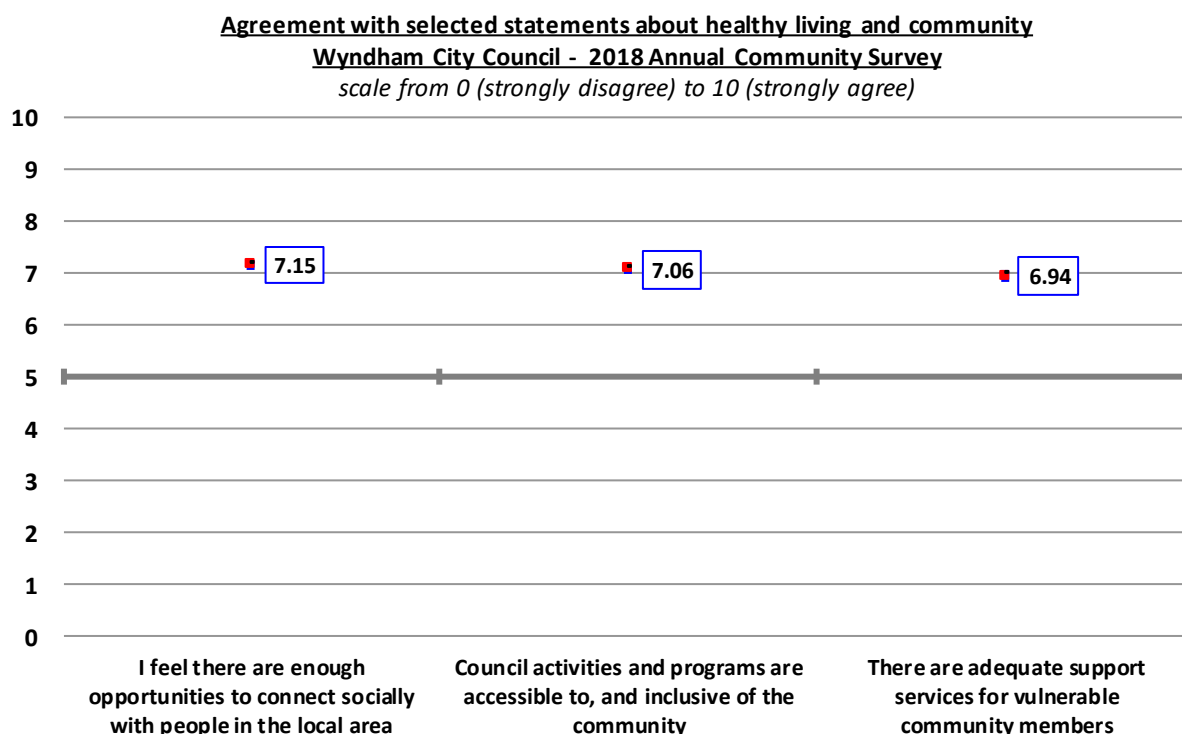
Healthy living and community

Respondents were asked:

“On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements regarding healthy living and community?”

Respondents were again this year asked to rate their agreement with three statements about healthy living and community.

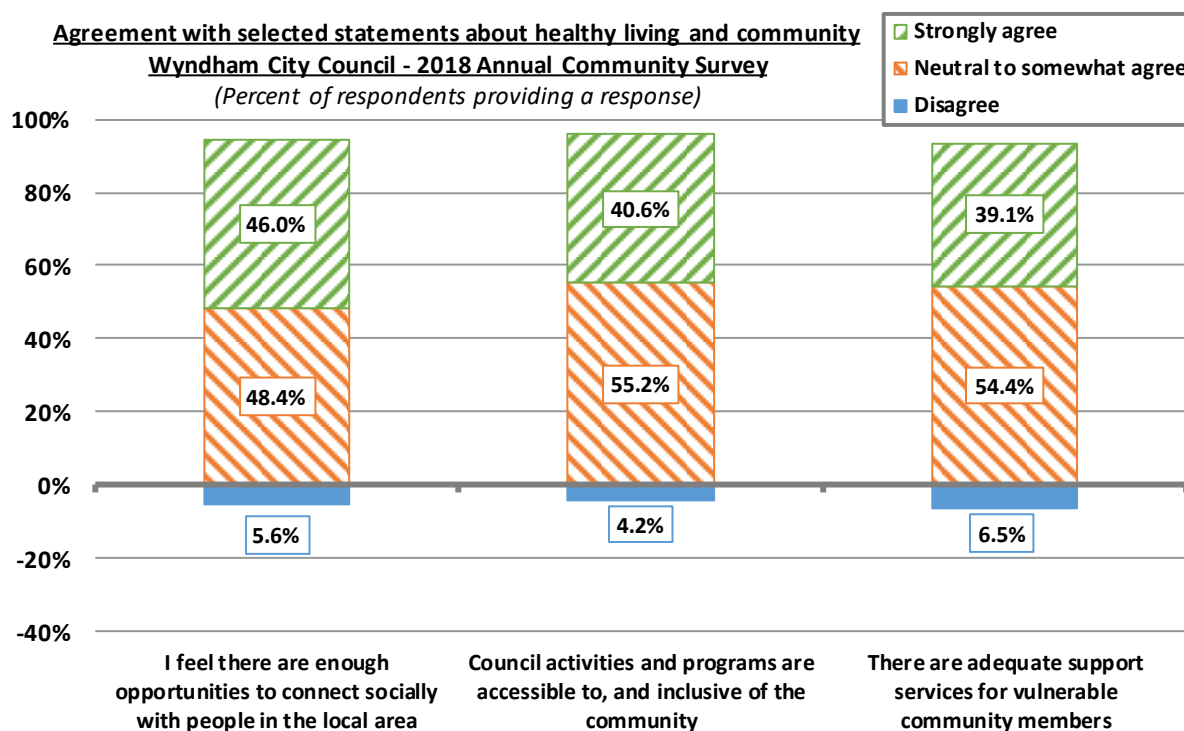
The average agreement with these three statements remains moderate to strong, with average scores of around seven out of ten. Whilst a little less than half of the respondents strongly agreed (rating eight or more) with each of these three statements, approximately five percent of respondents disagreed.



Agreement with selected statements about strategic delivery
Wyndham City Council - 2018 Annual Community Survey
(Number, index score 0 - 10 and percent of respondents providing a response)

Statements	Number	Average satisfaction	Dissatisfied (0 - 4)	Neutral to somewhat satisfied	Very satisfied (8 - 10)
I feel there are enough opportunities to connect socially with people in the local area	1,111	7.15	5.6%	48.4%	46.0%
There are adequate support services for vulnerable community members	977	6.94	6.5%	54.4%	39.1%
Council activities and programs are accessible to, and inclusive of the community	1,066	7.06	4.2%	55.2%	40.6%



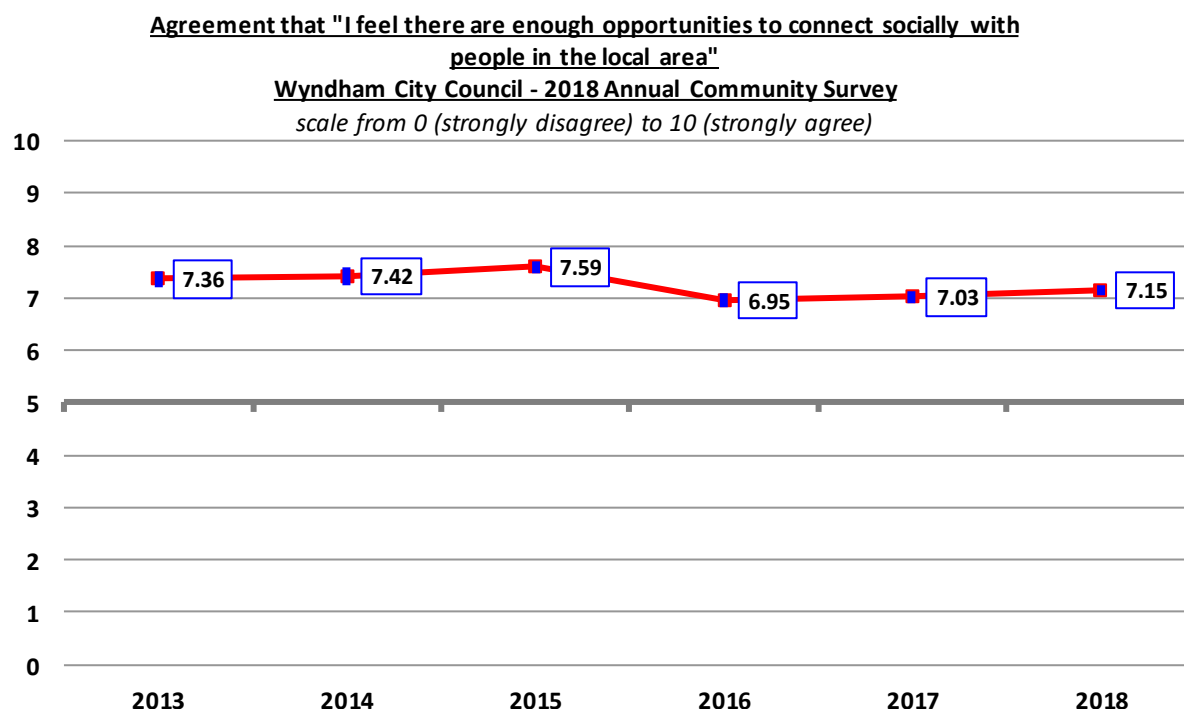


Agreement with individual healthy living and community statements

The following section of this report provides a breakdown of agreement with these three statements for respondents from each of the municipalities six precincts as well as by respondent profile (including age structure, gender, and language spoken at home).

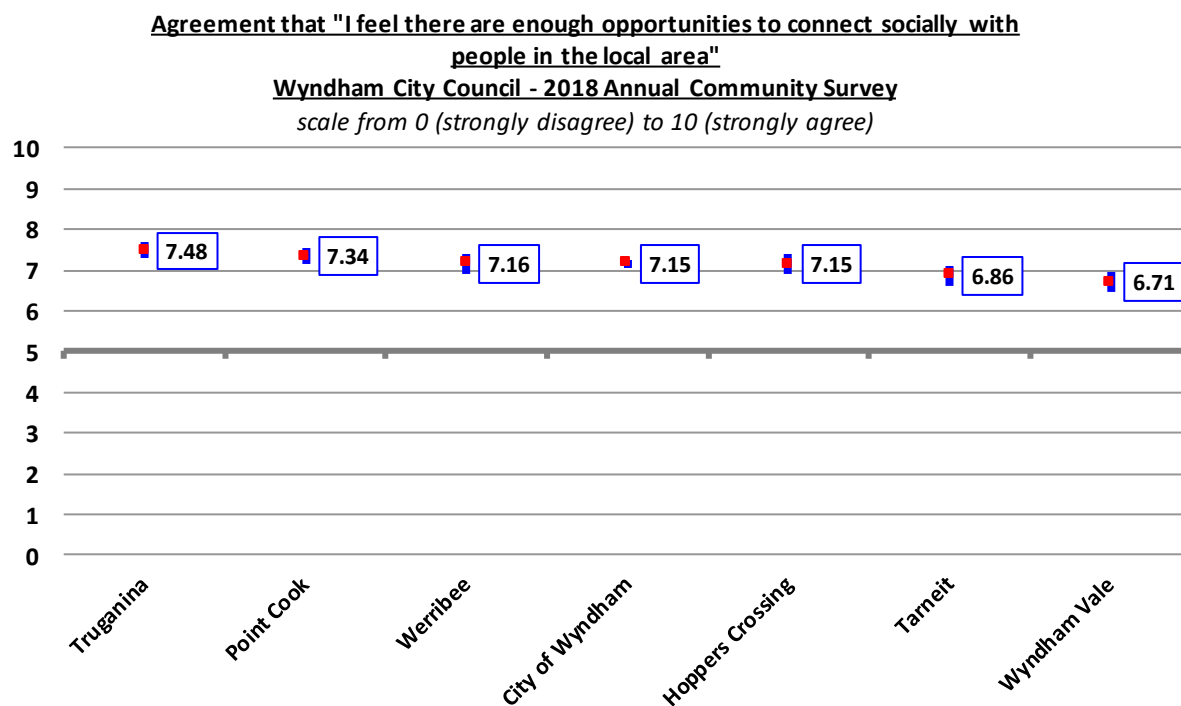
I feel there are enough opportunities to connect socially with people in the local area

Agreement that “I feel there are enough opportunities to connect socially with people in the local area” increased for the second consecutive year, up from 6.95 in 2016 to 7.15 this year.

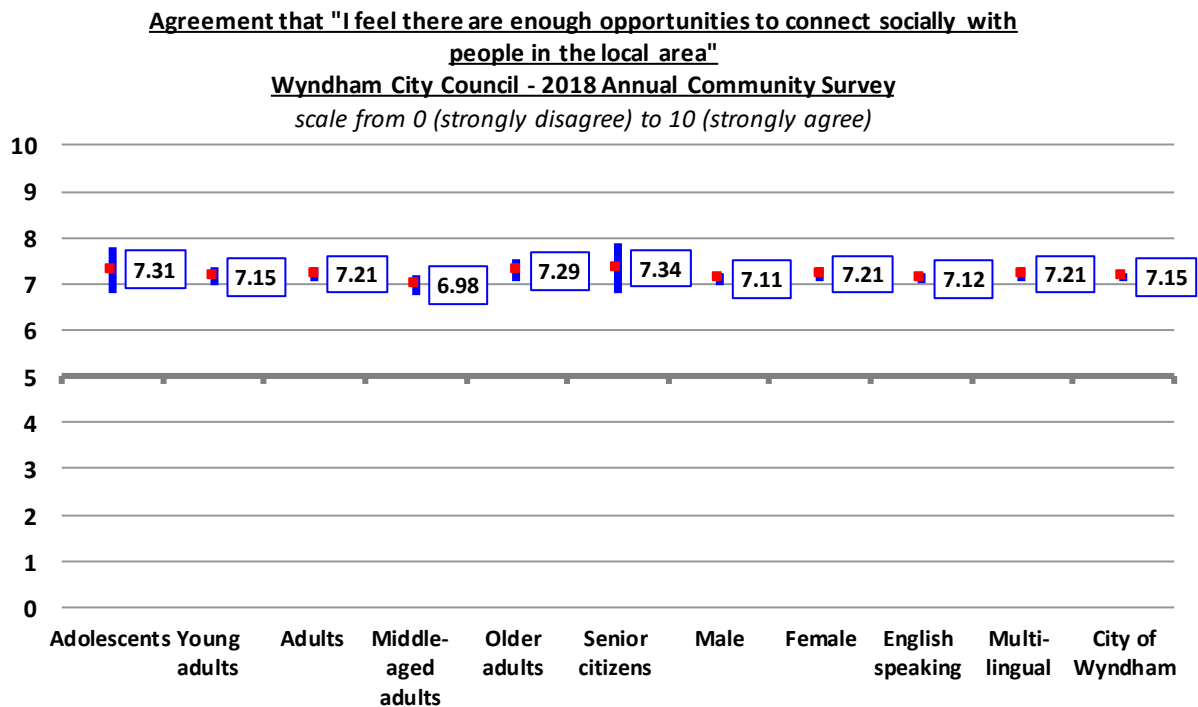


There was measurable variation in this result observed across the municipality, as follows:

- **Truganina** – respondents were measurably more in agreement than average with this statement.
- **Tarneit and Wyndham Vale** – respondents were measurably less in agreement than average with this statement.

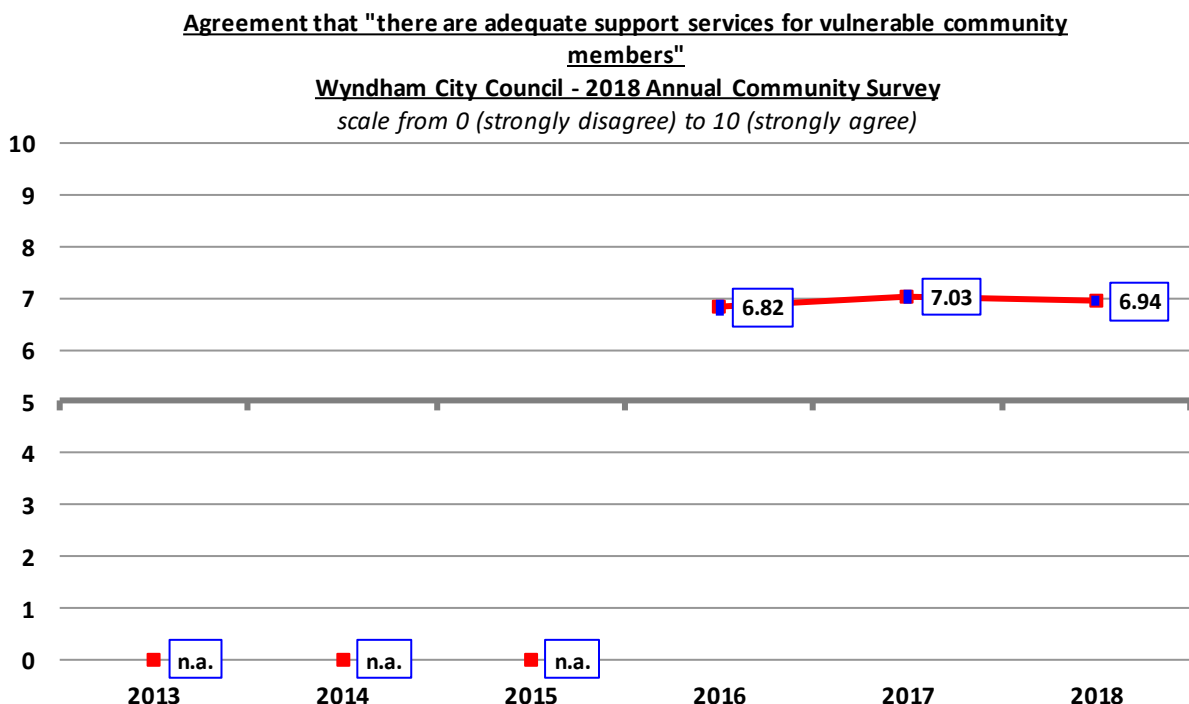


There was no statistically significant variation in agreement with this statement observed by respondent profile. That said, it is noted that middle-aged adults (aged 45 to 59 years) rated agreement marginally, but not measurably lower than the municipal average.

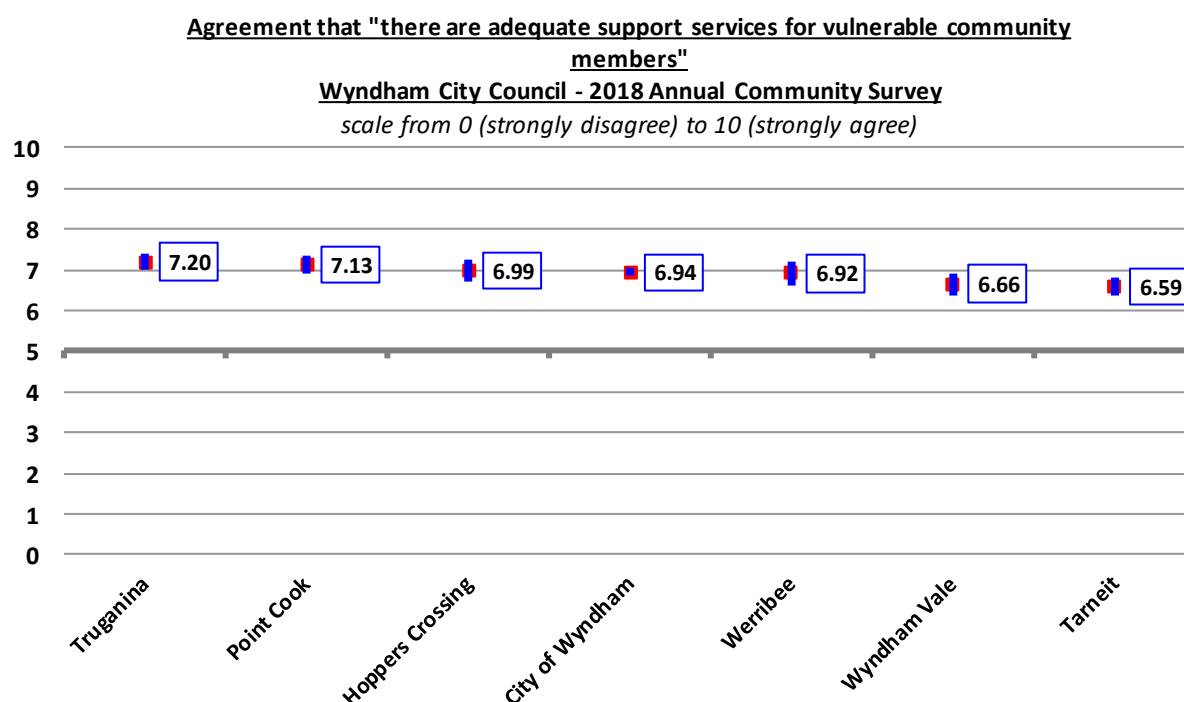


There are adequate support services for vulnerable community members

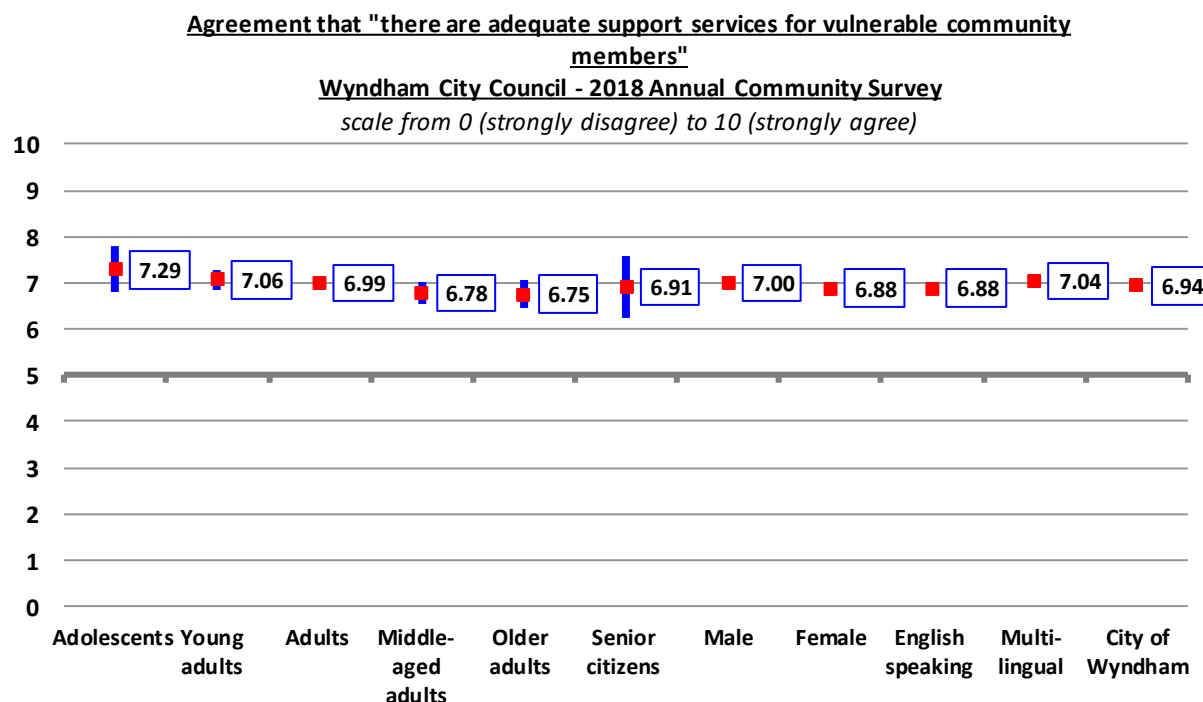
Average agreement that "there are adequate support services for vulnerable community members" declined marginally but not measurably this year, down 1.3% to 6.94, although it remains strong.



There was some measurable variation in agreement with this statement observed across the municipality, with respondents from Tarneit measurably less in agreement than the municipal average.

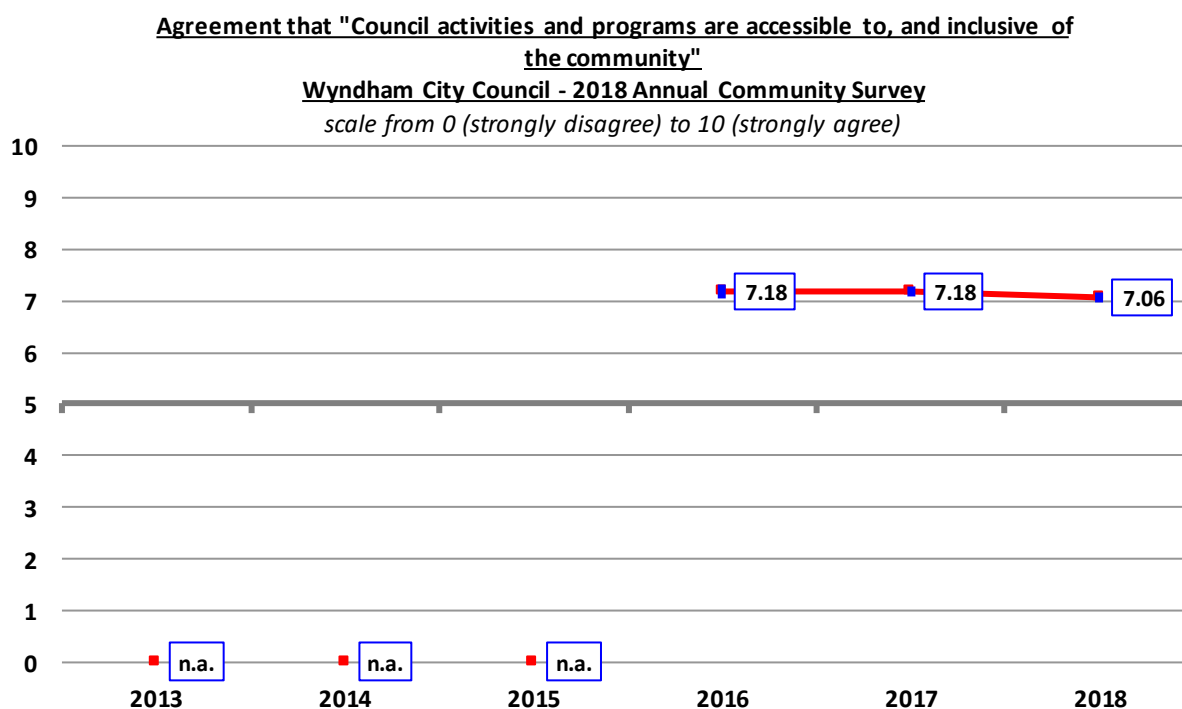


There was no statistically significant variation in agreement with this statement observed by respondent profile. That said, it is noted that middle-aged and older adults (aged 45 to 74 years) rated agreement marginally, but not measurably lower than the municipal average.

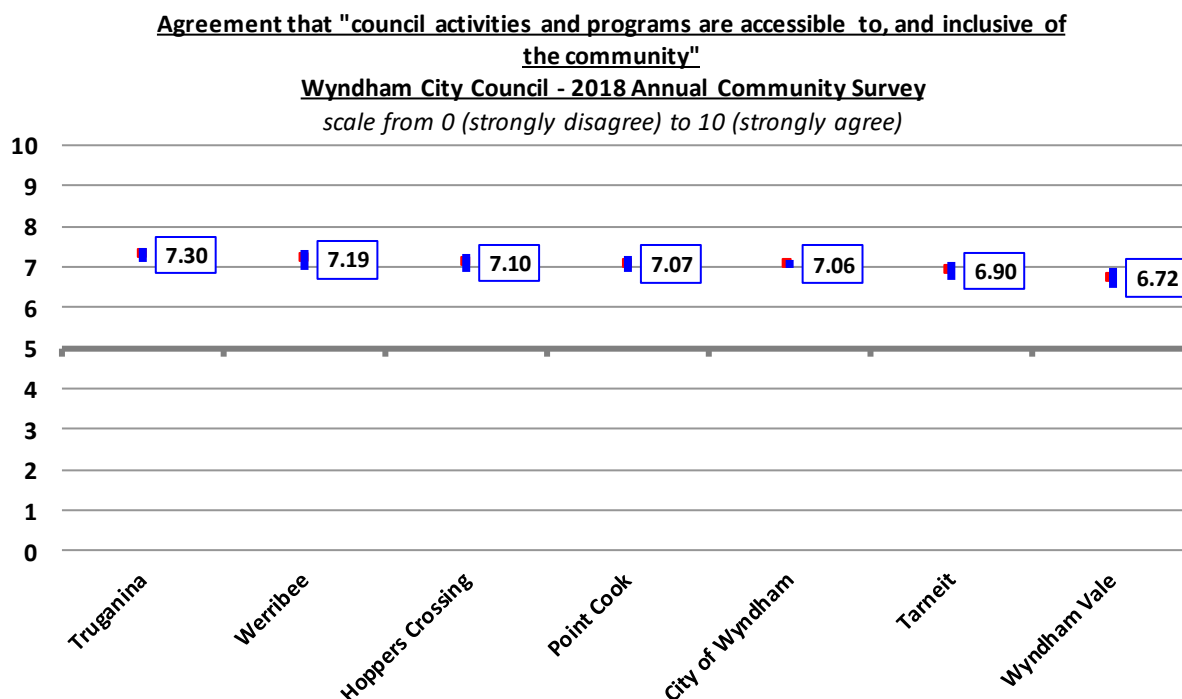


Council activities and programs are accessible to, and inclusive of the community.

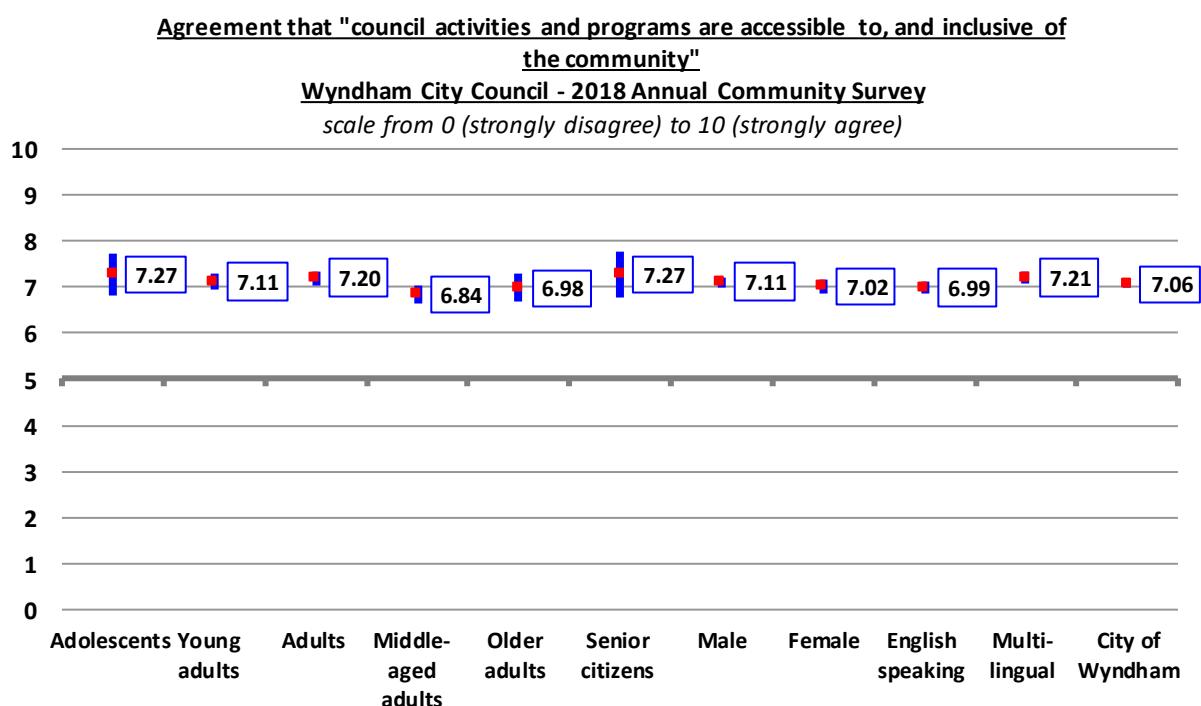
Average agreement that “Council activities and programs are accessible to, and inclusive of the community” declined marginally but not measurably this year, down 1.7% to 7.06, although it remains strong.



There was some measurable variation in agreement with this statement observed across the municipality, with respondents from Wyndham Vale measurably less in agreement than the municipal average.



There was no statistically significant variation in agreement with this statement observed by respondent profile. That said, it is noted that middle-aged adults (aged 45 to 59 years) rated agreement marginally, but not measurably lower than the municipal average.



Food security

Respondents were asked:

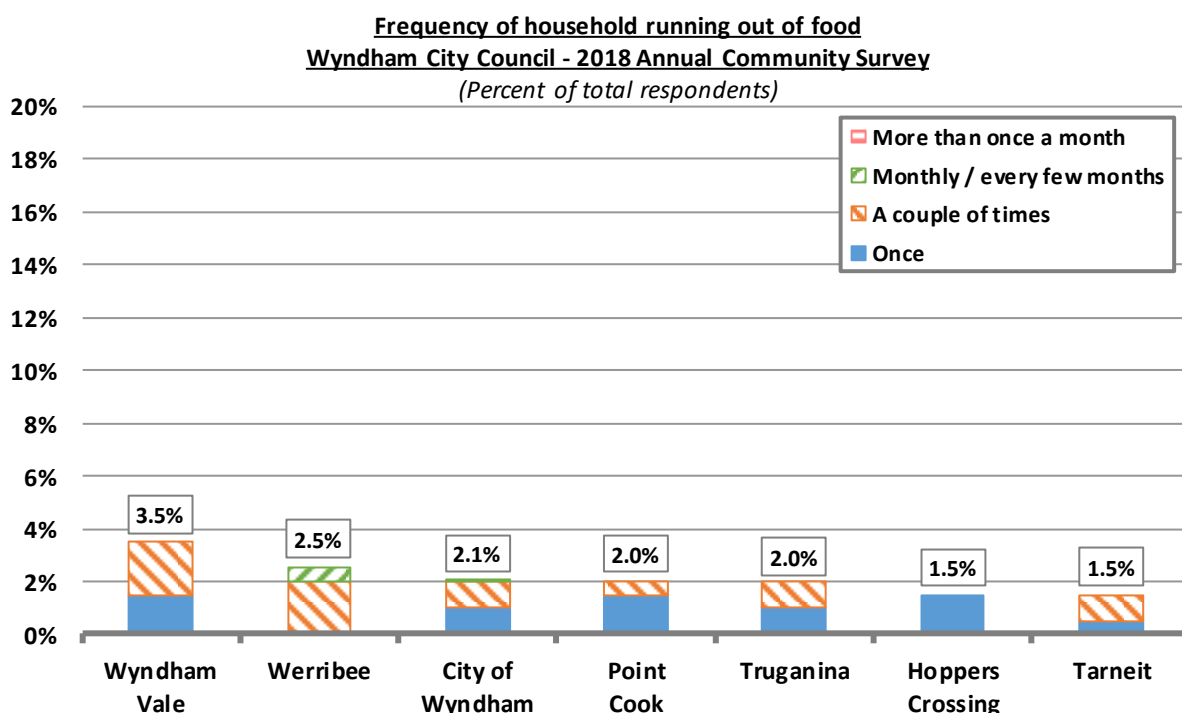
"In the past 12 months, were there any times that your household ran out of food and couldn't afford to buy more?"

Consistent with the results recorded in previous years, the overwhelming majority (94.9%) of respondents reported that there were no instances in the last twelve months in which their household had run out of food and not been able to afford to buy more. A total of 25 of the 1,200 respondent households reported that they had run out of food at least once.

Household ran out of food / unable to buy more
Wyndham City Council - 2018 Annual Community Survey
(Number and percent of total respondents)

Response	2018		2017	2013
	Number	Percent		
Never	1,139	94.9%	94.4%	93.2%
Once	12	1.0%	0.5%	1.3%
A couple of times	12	1.0%	1.5%	3.2%
Monthly or almost every month	1	0.1%	0.2%	0.1%
More than once a month	0	0.0%	0.0%	0.1%
Can't say	36	3.0%	3.4%	2.1%
Total	1,200	100%	1,200	801

There was no statistically significant variation in this result observed across the municipality, although it is noted that respondents in Wyndham Vale this year were marginally, but not measurably more likely than average to have run out of food at least once in the last year.



Commuting

Method of travel

Respondents were asked:

“What method of travel do you use to commute to and from work or study most often, on a day to day basis?”

In previous surveys, this question was asked only in relation to commuting to work by car whereas this year it asked all respondents the method by which they commute to and from work or study most often.

The most common method of commuting to work or study in 2018 was car (as driver or passenger) with a little more than three-quarters (76.9%) of respondents using this method. By way of comparison, in 2017 the survey asked if there was a household member commuting to work regularly by car, and three-quarters (75.0%) reported yes there was.

Approximately one-fifth (20.6%) of respondents commuting to work or study do so by public transport.

Only a small proportion (1.7%) of respondents commuting to work or study reported that they do so by active transport (such as walking or cycling), and just a handful nominated other methods.

It is noted that a total of 8.8% of respondents reported that they do not work or study outside the home. They have been excluded from the commuting results presented in this table and the following section.

Method of travel to and from work or study
Wyndham City Council - 2018 Annual Community Survey
(Number and percent of total respondents)

Response	2018	
	Number	Percent
Car (driver or passenger)	830	76.9%
Public transport	222	20.6%
Active transport (e.g. walking, cycling)	18	1.7%
Motorbike / scooter	3	0.3%
Multiple	5	0.5%
Other	1	0.1%
Do not work or study outside the home	106	
Not stated	15	
Total	1,200	100%

There was relatively little significant variation in the method of travel to and from work or study observed across the municipality, although attention is drawn to the following:

- **Werribee** – respondents were somewhat more likely than average to commute to and from work or study by car.
- **Truganina** – respondents were somewhat more likely than average to commute to and from work or study by public transport.



Method of travel to and from work or study by precinct
Wyndham City Council - 2018 Annual Community Survey
(Number and percent of total respondents)

<i>Response</i>	<i>Hoppers Crossing</i>	<i>Point Cook</i>	<i>Tarneit</i>
Car (driver or passenger)	76.0%	74.3%	78.9%
Public transport	19.6%	23.5%	20.6%
Active transport (e.g. walking, cycling)	2.8%	1.7%	0.6%
Motorbike / scooter	1.7%	0.0%	0.0%
Multiple	0.0%	0.0%	0.0%
Other	0.0%	0.6%	0.0%
Do not work or study outside the home	17	15	25
Not stated	1	3	0
Total	199	197	201

<i>Response</i>	<i>Truganina</i>	<i>Werribee</i>	<i>Wyndham Vale</i>
Car (driver or passenger)	72.6%	84.0%	77.1%
Public transport	26.8%	13.8%	20.5%
Active transport (e.g. walking, cycling)	0.5%	2.2%	2.4%
Motorbike / scooter	0.0%	0.0%	0.0%
Multiple	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%
Do not work or study outside the home	10	16	25
Not stated	1	3	9
Total	201	201	201

Average (two-way) commuting time

Respondents were asked:

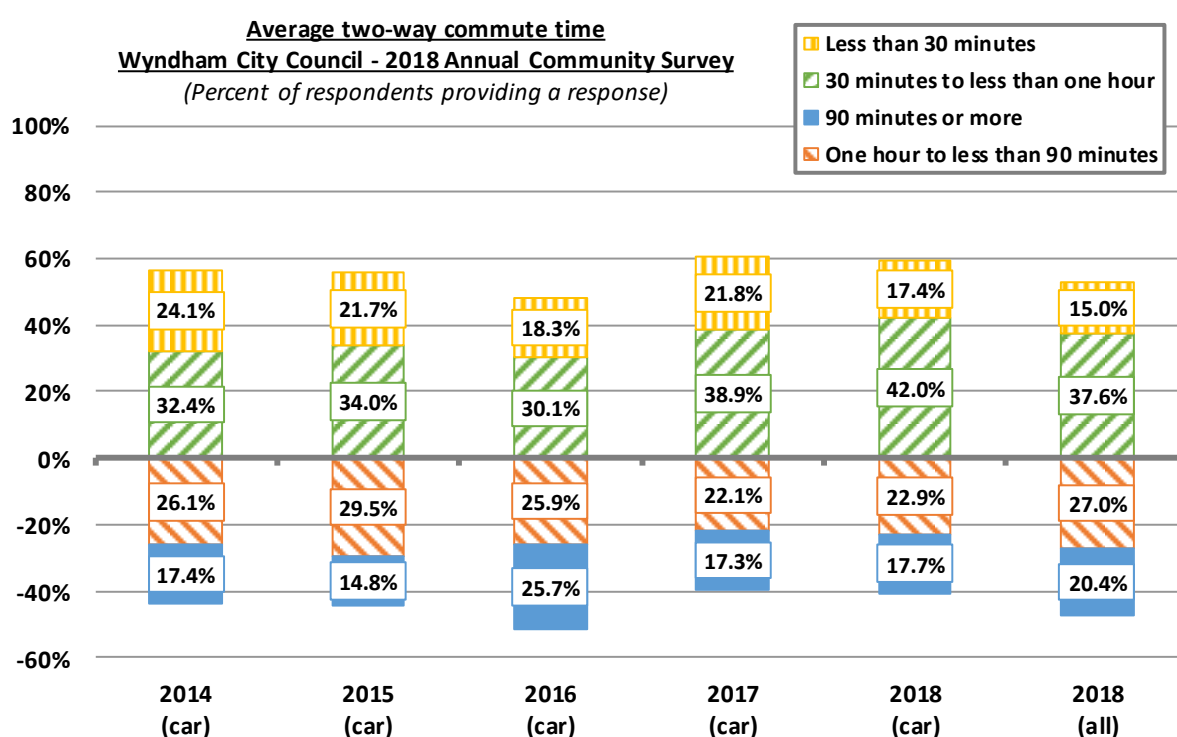
“If you are employed, on average how long does it take in total to travel both to and from work each day (combined total two-way)?”

Whilst in past years these results were calculated only for respondents commuting to work by car, this year they include all respondents commuting to work or study by any mode of transport. To provide some time series comparison results, the results this year are provided both for all methods of commuting, as well as for those commuting by car.

The results for respondents commuting to work or study by car are generally consistent with those recorded last year, with 59.4% (60.7% in 2017) taking less than one hour to commute to and from work and 40.6% (39.4% in 2017) taking one hour or more per day.

Average commuting time
Wyndham City Council - 2018 Annual Community Survey
 (Number and percent of respondents commuting to work or study)

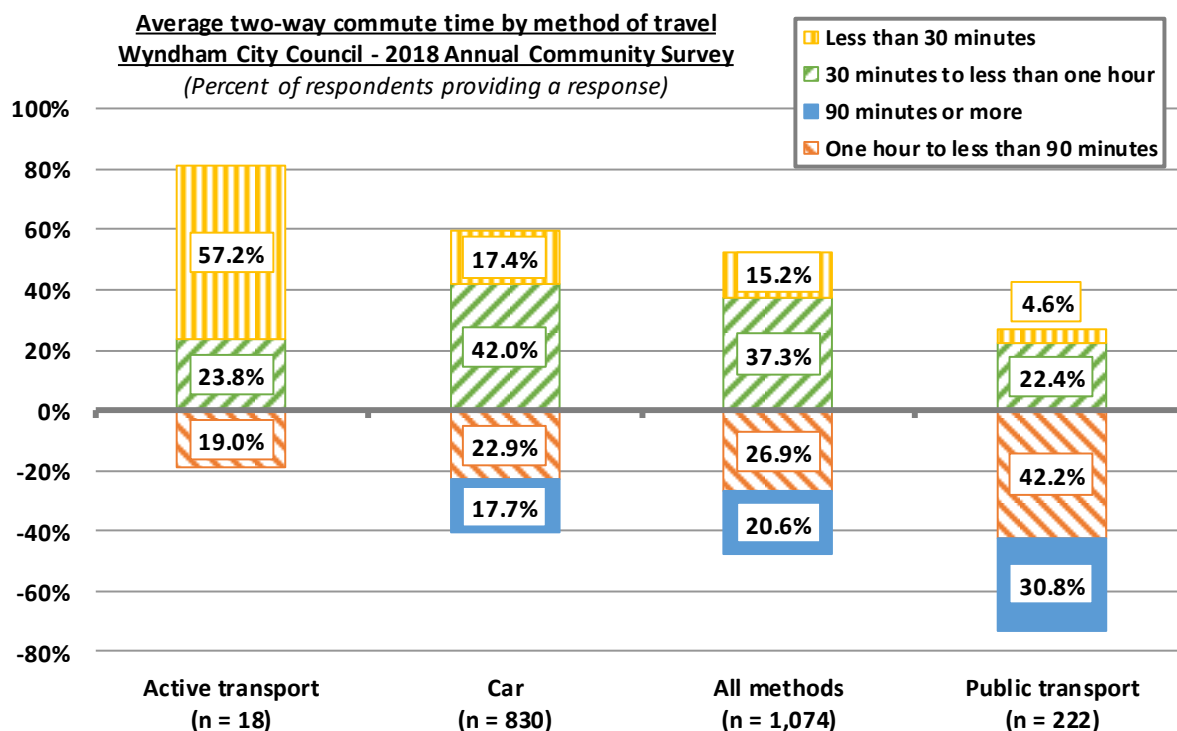
Response	2018		2018	2017	2016	2015	2014
	Number	Percent	(car only)	(car only)	(car only)	(car only)	(car only)
Less than 30 minutes	150	15.0%	17.4%	21.8%	18.3%	21.7%	24.1%
30 minutes to less than one hour	375	37.6%	42.0%	38.9%	30.1%	34.0%	32.4%
One hour to less than 90 minutes	269	27.0%	22.9%	22.1%	25.9%	29.5%	26.1%
90 minutes or more	203	20.4%	17.7%	17.3%	25.7%	14.8%	17.4%
Can't say	77		66	6	5	7	4
Total	1,074	100%	830	881	776	542	544



There was significant variation in the commuting times of respondents observed based on the method of travel to work or study, as outlined in the following graph.

Respondents commuting to work or study by active transport were significantly more likely to take less than thirty minutes per day to commute. This makes sense as it reflects the fact that most (but not all) respondents commuting to work or study by active transport modes are travelling relatively small distances. It is however important to note the relatively small sample size for those travelling by active transport modes.

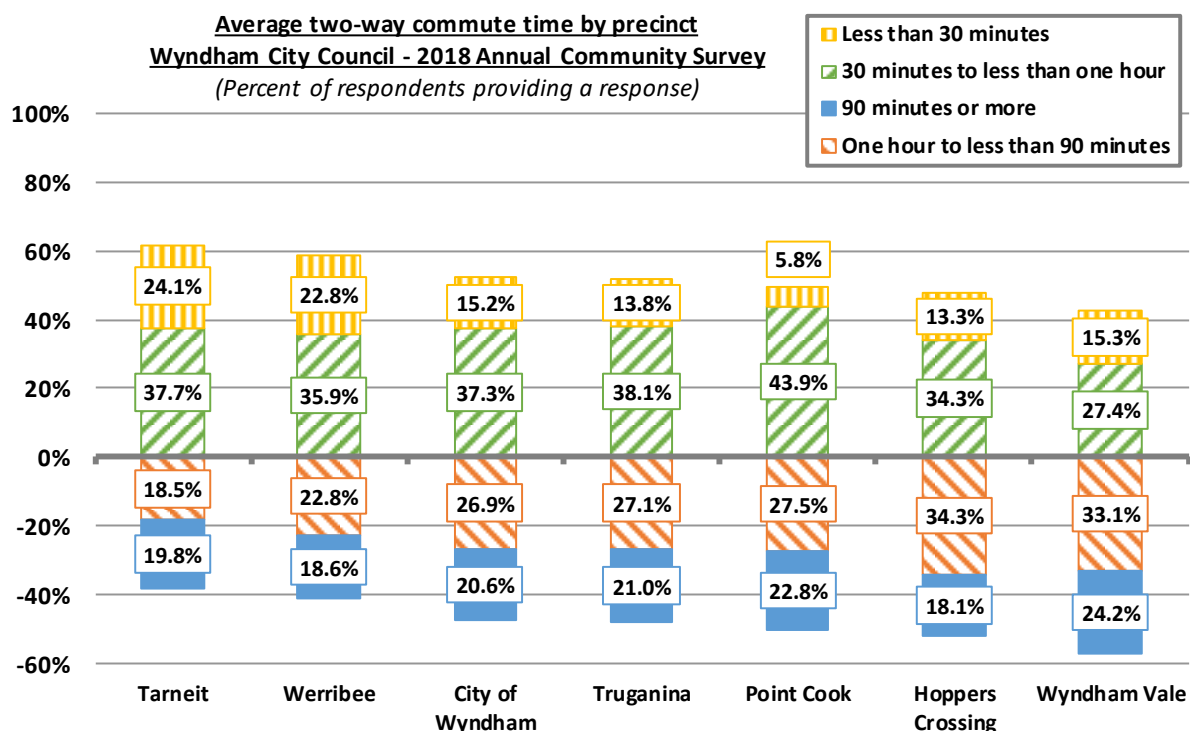
It is noted that respondents commuting to work by car (either as driver or passenger) were measurably and significantly more likely than those commuting by public transport to take less than one hour per day to commute to and from work or study.



The following graph provides a breakdown of the commuting times (for all modes of transport) for respondents from each of the municipality's six precincts.

There was some variation in these results observed at the precinct level, with attention drawn to the following:

- **Tarneit and Werribee** – respondents were somewhat more likely than average to take less than thirty minutes per day to commute to and from work or study.
- **Point Cook** – respondents were somewhat more likely than average to take between thirty minutes and less than one hour per day to commute to and from work or study.
- **Hoppers Crossing and Wyndham Vale** – respondents were somewhat more likely than average to take between one hour and ninety minutes per day to commute to and from work or study.
- **Wyndham Vale** – respondents were somewhat more likely than average to take ninety minutes or more per day to commute to and from work or study.



Contact with Council

Contacted Council in the last 12 months

Respondents were asked:

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

The proportion of respondents that had contacted Council in the last 12 months continued to decline this year, down from a high of 42.1% in 2014 to 28.2% this year. This is somewhat unusual, as typically between approximately thirty and forty percent of respondents in most councils in most years will have contacted Council.

Contacted Council in the last twelve months
Wyndham City Council - 2018 Annual Community Survey
 (Number and percent respondents providing a response)

Response	2018		2017	2016	2015	2014
	Number	Percent				
Yes	338	28.2%	31.9%	37.7%	33.6%	42.1%
No	861	71.8%	68.1%	62.3%	66.4%	57.9%
Not stated	1		17	0	0	0
Total	1,200	100%	1200	1,200	800	803

Method of contacting Council

Respondents who had contacted Council were asked:

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

The most common forms of contacting Council in 2018 remain consistent with those recorded in previous years. A little less than two-thirds (61.7% down from 73.6%) of respondents contacted Council by telephone, and approximately one-sixth (17.2% up from 13.1%) visited Council in person.

The aim of this set of questions is to measure community satisfaction with the traditional aspects of customer service.

Metropolis Research notes that many residents, when asked if they had contacted Council, consider visiting in person, writing a letter, emailing or personally telephoning Council to be what is still commonly interpreted as “contact”.

The results do not and are not designed to measure the proportion of respondents that have visited the Council website or engaged in some way with Council on social media. In the experience of Metropolis Research in the order of one-third to half of the respondents in municipalities around metropolitan Melbourne will have visited their council website.

Form of contact with Wyndham City Council
Wyndham City Council - 2018 Annual Community Survey
 (Number and percent of respondents who contacted Council)

Response	2018		2017	2016	2015	2014
	Number	Percent				
Telephone	208	61.7%	73.6%	64.9%	66.7%	61.3%
Visit in person	58	17.2%	13.1%	19.9%	21.8%	25.0%
E-mail	33	9.8%	7.7%	6.9%	5.7%	2.4%
Website	26	7.7%	3.7%	3.6%	2.3%	2.1%
Mail	9	2.7%	1.3%	1.1%	1.1%	0.9%
Other	3	0.9%	0.0%	0.0%	0.0%	0.0%
Not stated	1		2	5	8	2
Total	338	100%	377	452	269	338

Preferred method of contacting Council

Respondents who had contacted Council were asked:

“Was this your preferred method of contact with Council?”

Consistent with the result recorded in 2017, more than ninety percent of respondents who had contacted Council in the last twelve months reported that the method they used to contact Council was their preferred method.

When broken down by the different methods of contact, attention is drawn to the fact that one-fifth (20.7%) of the fifty-eight respondents that visited Council in person reported that this was not their preferred method.

Using preferred method to connect with Council
Wyndham City Council - 2018 Annual Community Survey
 (Number and percent of respondents who contacted Council)

Response	2018		2017	Tele- phone	In person	Email	Website
	Number	Percent					
Yes	317	93.8%	91.2%	98.8%	79.3%	93.3%	92.0%
No	20	5.9%	6.1%	1.2%	20.7%	6.7%	8.0%
Not stated	1	0.3%	2.7%	0.0%	0.0%	0.0%	0.0%
Total	338	100%	377	208	58	33	26

The most common method by which these respondents would prefer to have contacted Council was via email (45.0%), with a small number preferring telephone (30.0%) or the website (15.0%).

Preferred method to connect with Wyndham City Council
Wyndham City Council - 2018 Annual Community Survey
 (Number & percent of respondents contacted Council & didn't use preferred method)

Response	2018		2017
	Number	Percent	
E-mail	9	45.0%	20.0%
Telephone	6	30.0%	45.0%
Website	3	15.0%	20.0%
Visit in person	2	10.0%	15.0%
Not stated	0		3
Total	20	100%	23

The following table provides a breakdown of these results for each of the main methods of contacting Council. It is clear from these results that a large proportion of the small number of respondents who did not contact Council via their preferred method, preferred to contact Council via email or via the website.



Preferred method to connect with Wyndham City Council**Wyndham City Council - 2018 Annual Community Survey***(Percent of respondents contacted Council & didn't use preferred method)*

<i>Preferred method</i>	<i>Tele- phone</i>	<i>In person</i>	<i>Email</i>	<i>Website</i>
Email	55.5%	51.5%	0.0%	68.9%
Telephone	0.0%	33.1%	48.6%	31.1%
Website	44.5%	15.4%	51.4%	0.0%
Visit in person	0.0%	0.0%	0.0%	0.0%
Total	3	12	2	2

Satisfaction with overall experience

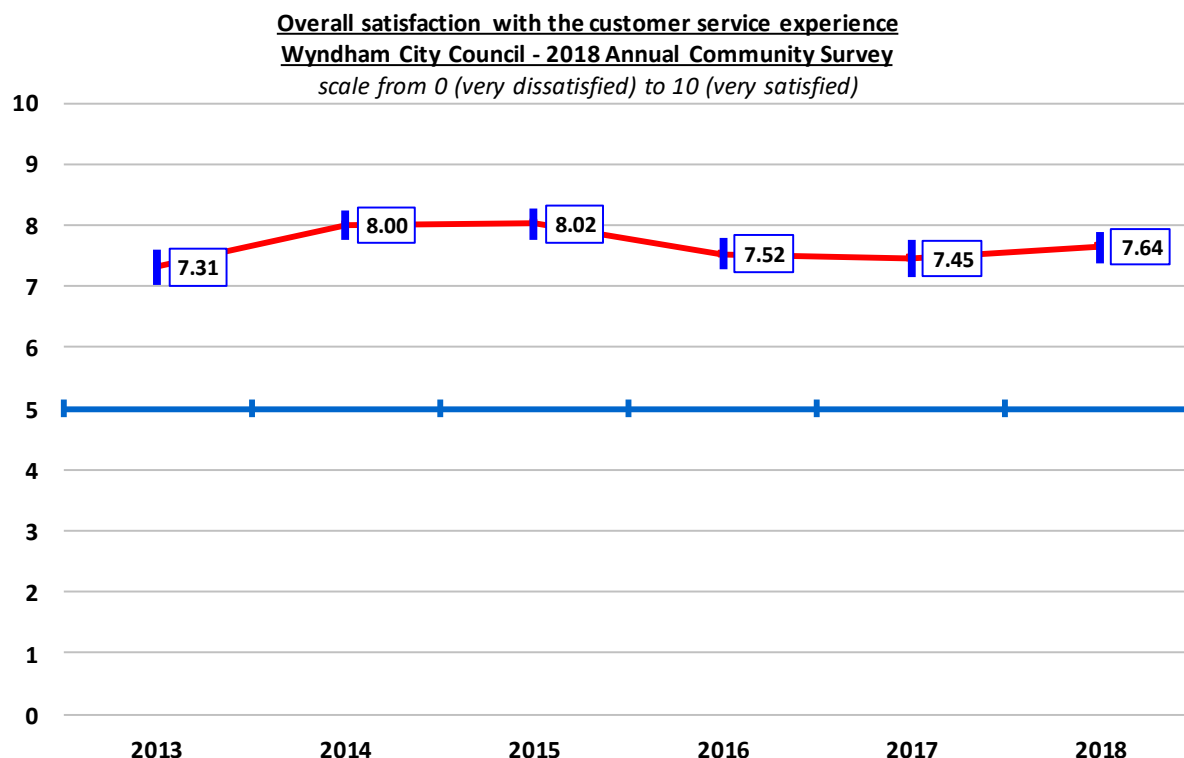
Respondents who had contacted Council were asked:

“On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the overall experience when you last contacted Council?”

There was substantial variation made to this section of the survey this year. In previous years, respondents were asked to rate their satisfaction with a range of aspects of customer service, including for example the speed of service and the courtesy and politeness of staff, as well as their satisfaction with the overall experience. This year respondents were asked to rate only their satisfaction with the overall experience they had when they last contacted Council.

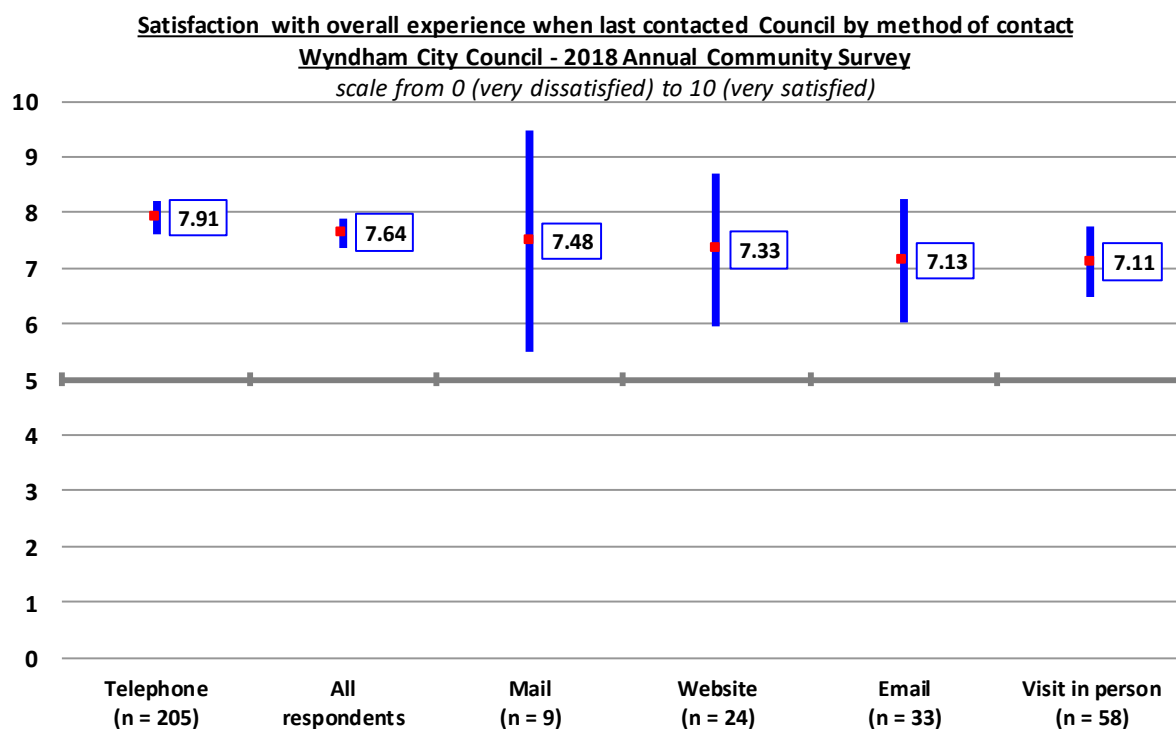
Satisfaction with the overall customer service experience was 7.64 out of ten, a level of satisfaction best categorised as “very good”, which represents an increase of 2.6% on the 7.45 recorded last year.





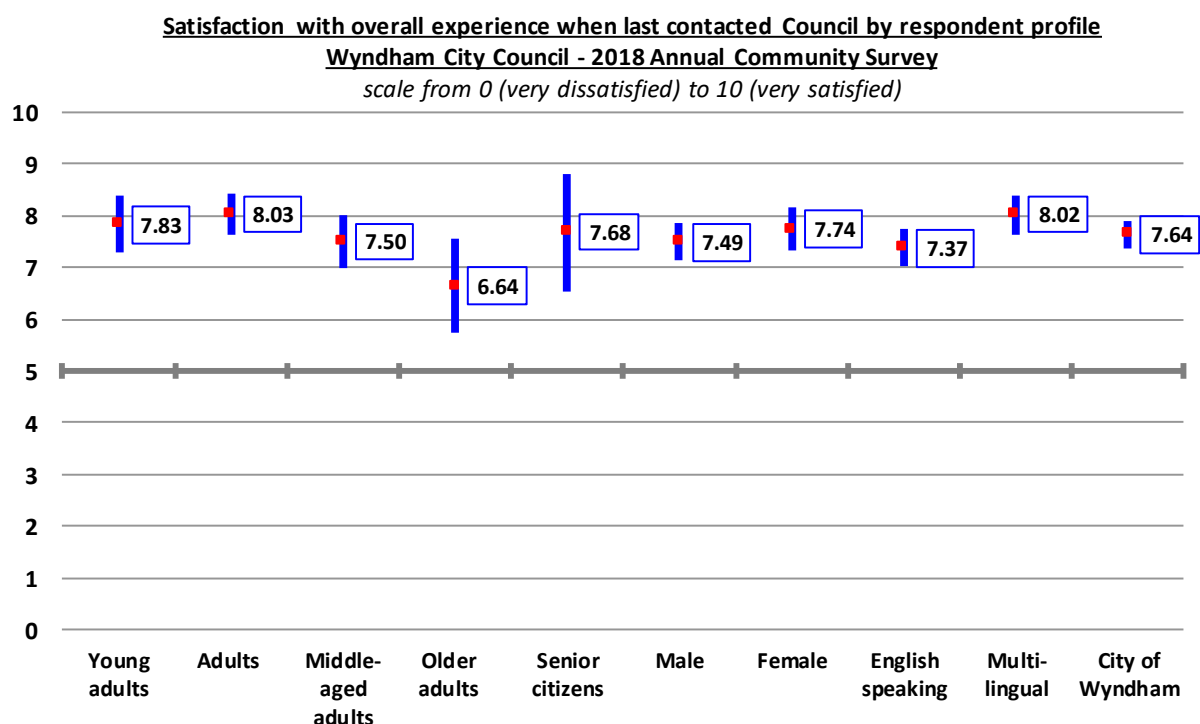
When examined by the method of contacting Council, it is clear that respondents that telephoned Council were significantly (11.2%) more satisfied with the overall customer service experience, than were respondents that visited Council in person.

This is a somewhat unusual result, as typically, but not always, respondents that visit a council in person tend to be slightly more satisfied than respondents that telephone council.



There was some variation in satisfaction with the overall customer service experience observed by respondent profile. Attention is drawn to the following:

- **Older adults (aged 56 to 75 years)** – respondents were substantially less satisfied than the municipal average.
- **Language spoken at home** – respondents from multi-lingual households were measurably and significantly more satisfied than respondents from English speaking households.



Reasons for dissatisfaction with overall experience

The following table outlines the reasons for dissatisfaction with the overall customer service experience.

It is important to bear in mind when interpreting these results that they reflect the views of the small proportion of respondents who were dissatisfied with their customer service experience and are not reflective of the views of the majority of respondents who had contacted Council in the last twelve months.

The most common comments related to the speed of handling enquires and the perception by some that Council had not got back to them about their enquiry in an expeditious manner.

Reasons for dissatisfaction with overall experience when you last contacted Council

Wyndham City Council - 2018 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Got no response / haven't heard back	3
My problem was not solved	3
Because they were slow to response	2
They do not work on my complain	2
Because of the poor outcome	1
Because they cost lot of money and lack of knowledge as well	1
Because they don't wave off the fine even after the valid reason	1
Booked hard rubbish collection but came in the wrong date	1
Did not get any actions coming from the council	1
Didn't respond to your request to take off the tree	1
Every department was saying different things so I couldn't get the straight answer	1
Waited 2 years for following up	1
Footpaths are uneven, and you complain and seems it take forever to act	1
I got two time robberies and council did not do any thing because cars parked behind my h	1
Parking issue never fixed	1
Passed on the problems to someone else and not resolved the issues	1
Rates are too high	1
They are very dismissive about my issue	1
They charge full price for people with disabilities	1
They couldn't follow through with 10 cars in one house parking on the nature strips	1
They did not respond in the meaning full way	1
You booked the bin repair for the 24th Oct however no people came to repair	1
Total	28



Importance of and satisfaction with Council services

Respondents were asked:

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

There was substantial change to the survey this year in relation to this section of the survey. In previous years the survey included an extensive list of forty-two services and facilities. This year, this has been reduced to include four services and facilities.

Importance of Council services and facilities to the community

There was no significant variation in the importance respondents’ place on the provision of the four included services and facilities this year compared to the results from last year.

It is noted that respondents in the City of Wyndham rated the importance of arts and cultural services somewhat lower than the 2018 metropolitan Melbourne average as recorded in *Governing Melbourne*. Conversely, respondents in the City of Wyndham rated the importance of the maintenance and repair of sealed local roads somewhat, albeit not measurably higher than the metropolitan Melbourne average.

The importance of the provision of parks and gardens and local library services were relatively similar to the metropolitan Melbourne average.

Importance of selected Council services and facilities
Wyndham City Council - 2018 Annual Community Survey
 (Index score scale 0 to 10)

Service / facility	Number	2018 Lower	2018 Mean	2018 Upper	2017	2016	2015	2018 Metro.*
Maintenance and repair of sealed local roads	1,192	8.98	9.06	9.15	9.02	8.80	8.95	8.80
Provision of parks and gardens	1,174	8.85	8.93	9.01	8.95	8.82	9.05	8.82
Local library services	1,134	8.81	8.91	9.00	8.85	8.91	8.80	8.99
Arts and cultural services	1,058	7.87	7.98	8.09	7.92	7.85	8.19	8.47

(*) 2018 metropolitan Melbourne average from *Governing Melbourne*

Satisfaction with Council services and facilities

The average satisfaction with the four included Council services and facilities are outlined in the following table.

In 2018, satisfaction with all four services and facilities increased marginally, although only the increase in satisfaction with the maintenance and repair of sealed local roads was statistically significant (at the 95% confidence level).

Satisfaction with these four Council services and facilities can best be summarised as:

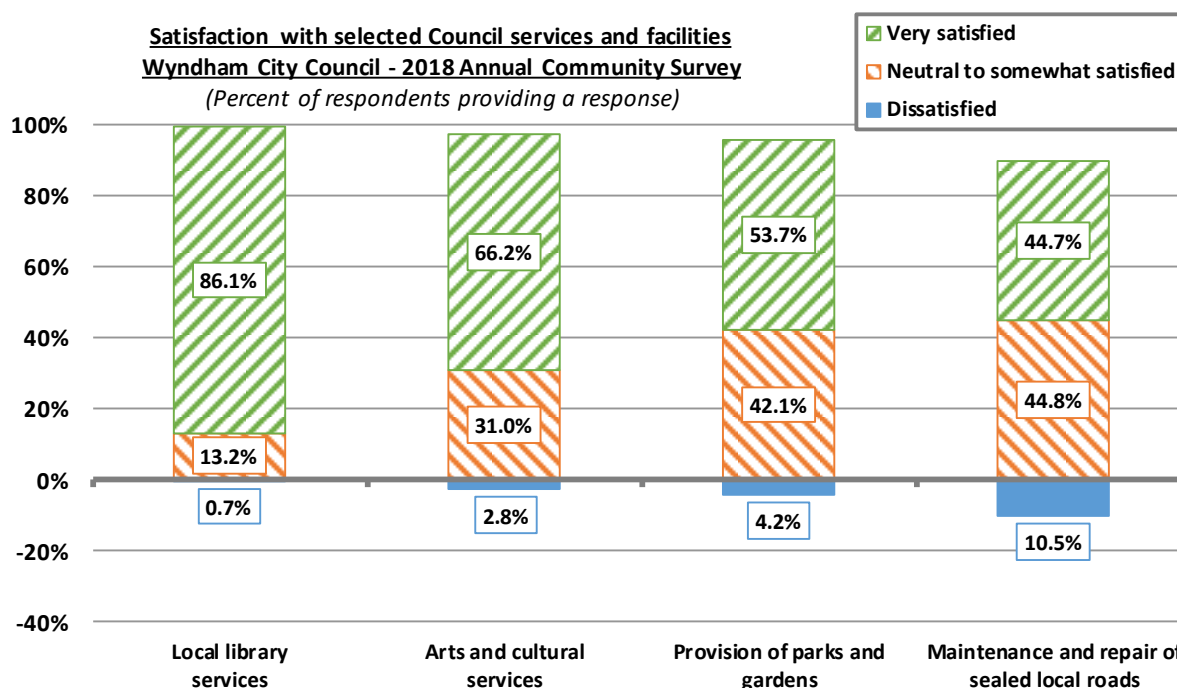
- **Excellent** – for the local library services and arts and cultural services. More than four-fifths were very satisfied with the local library, whilst two-thirds were very satisfied with arts and cultural services. Less than three percent were dissatisfied with these two services.
- **Very Good** – for the provision of parks and gardens. More than half were very satisfied with this service, whilst 4.2% were dissatisfied.
- **Good** – for the maintenance and repair of sealed local roads. A little less than half were very satisfied with this service, whilst 10.5% were dissatisfied.

When compared to the 2018 metropolitan Melbourne averages, as recorded in *Governing Melbourne*, respondents in the City of Wyndham were somewhat, albeit not measurably more satisfied with local library services and arts and cultural activities. Conversely they were somewhat, albeit not measurably less satisfied with the provision of parks and gardens and the maintenance and repair of sealed local roads.

Satisfaction with selected Council services and facilities
Wyndham City Council - 2018 Annual Community Survey
(Index score scale 0 to 10)

Service / facility	Number	Lower	2018 Mean	Upper	2017	2016	2015	2018 Metro.*
Local library services	643	8.52	8.60	8.72	8.53	8.54	8.63	8.28
Arts and cultural services	205	7.64	7.86	8.09	7.71	7.45	7.86	7.76
Provision of parks and gardens	1,153	7.30	7.39	7.49	7.33	7.48	7.69	7.67
Maintenance and repair of sealed local roads	1,186	6.84	6.96	7.08	6.38	6.31	6.64	7.24

(*) 2018 metropolitan Melbourne average from *Governing Melbourne*

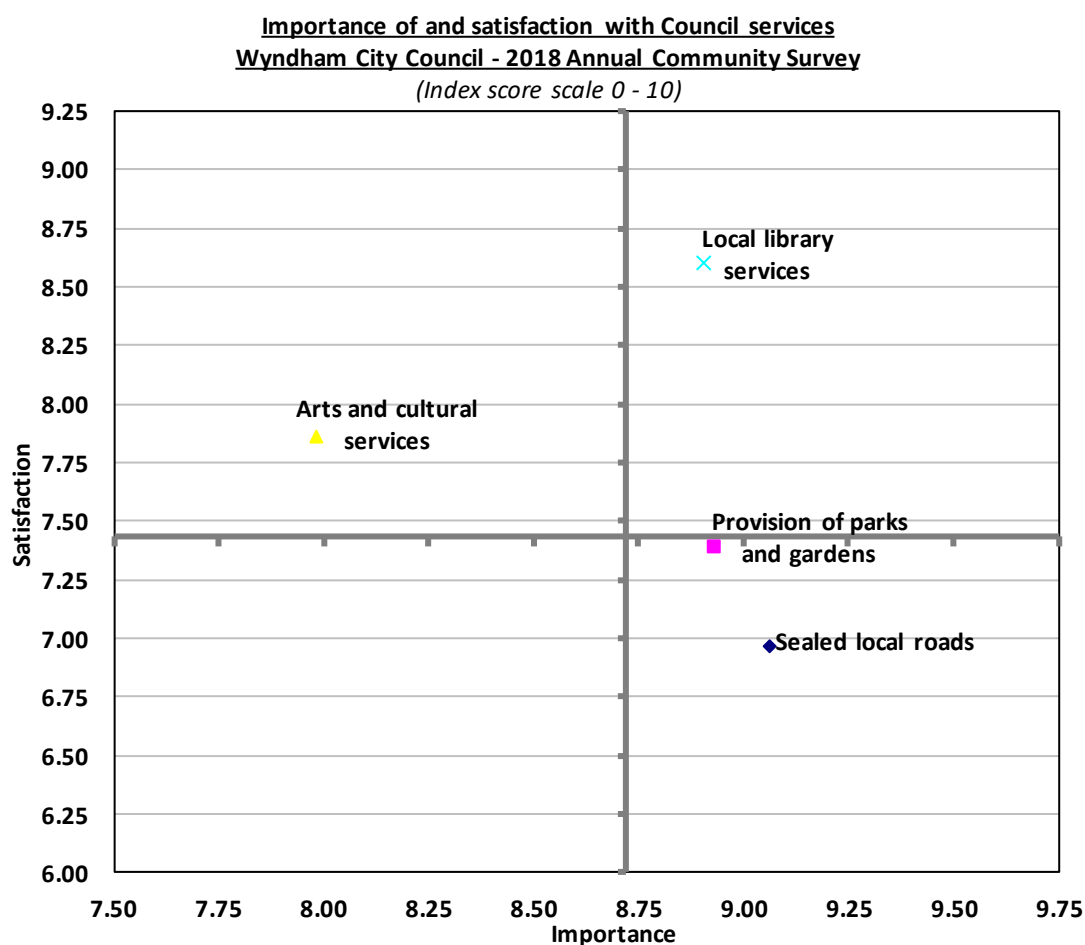


Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of the average importance of each of the four included Council services and facilities against the average satisfaction with each service and facility. The grey cross-hairs represent the average importance (8.72) and the average satisfaction (7.43) for all services and facilities as recorded in the 2018 *Governing Melbourne* research.

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

Consistent with the results recorded in previous years, the local library services is of above average importance and received above average satisfaction. This service has always been one of the most important to the Wyndham community, and is a service with which the community is very satisfied. Arts and cultural services are of above average satisfaction and below average importance. The provision of parks and gardens is of relatively average importance and satisfaction. The provision of parks and gardens is of relatively average importance and satisfaction. The maintenance and repair of sealed local roads is the service of most concern, as it is of higher than average importance, but received lower than average satisfaction.



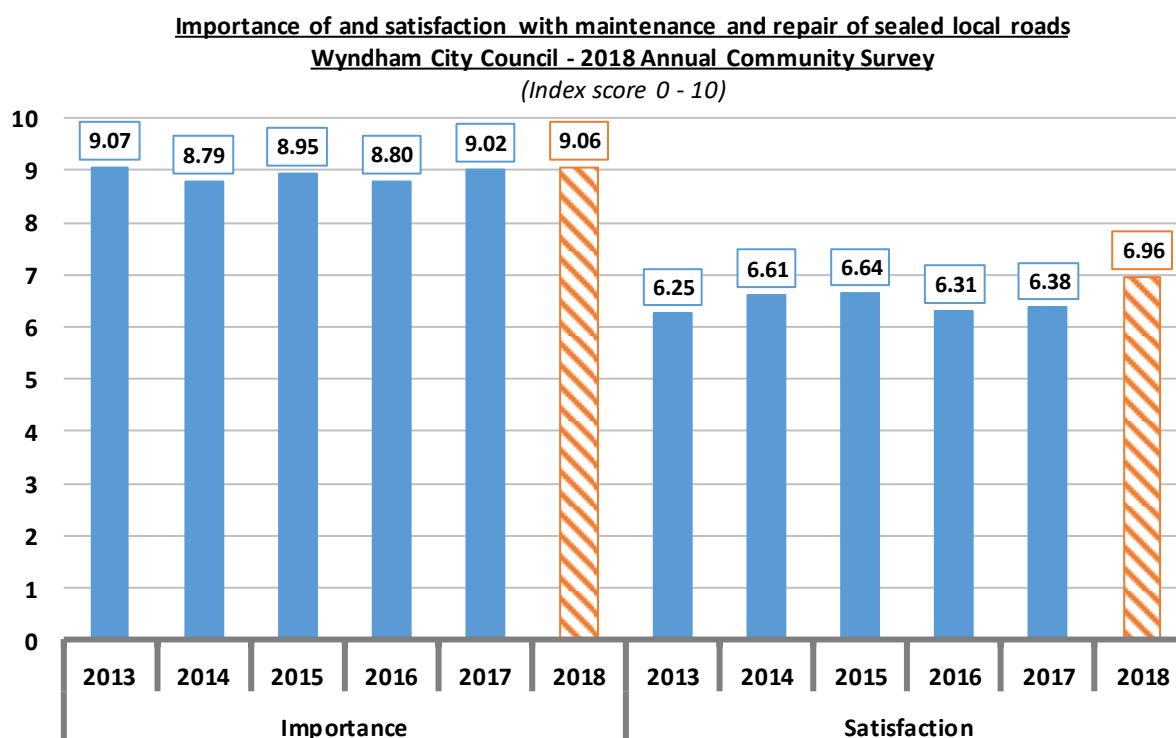
Importance and satisfaction with individual services and facilities

Maintenance and repair of sealed local roads

The importance of the maintenance and repair of sealed local roads remained very high in 2018 at more than nine out of ten. This service has traditionally been viewed by the community as one of the most important services provided by Council.

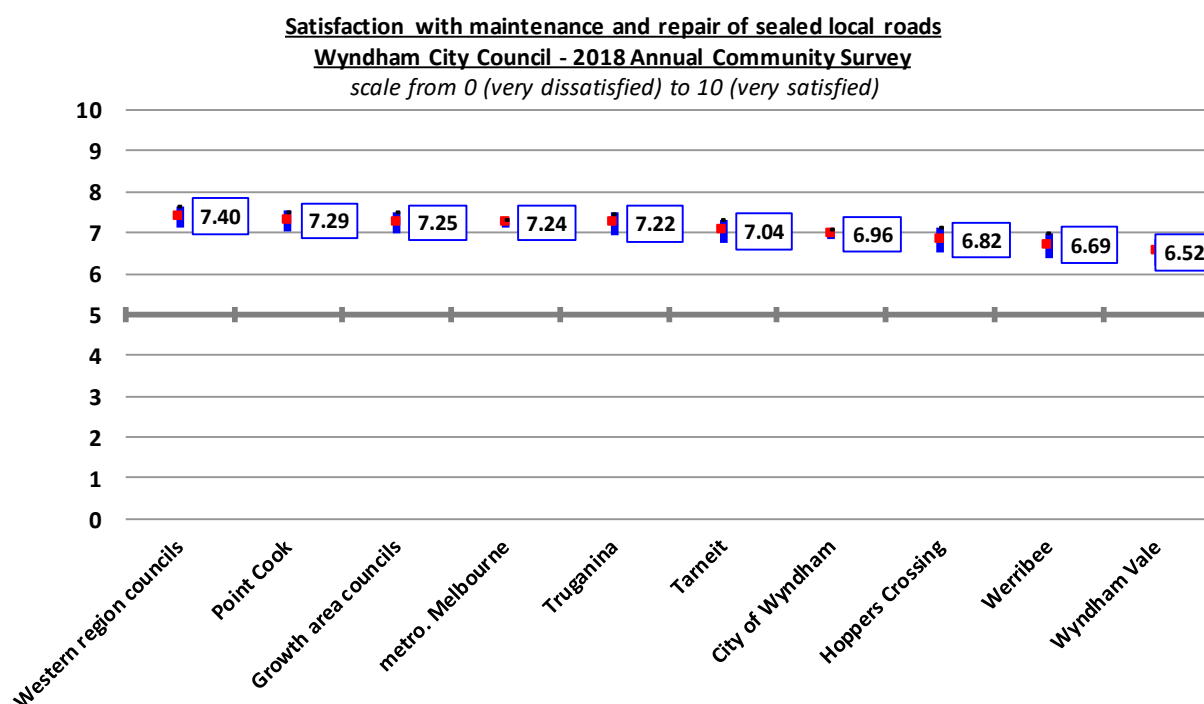
This level of importance is higher than the metropolitan Melbourne average of 8.80, but is almost identical to the growth area council's average of 9.05.

Satisfaction with the maintenance and repairs of sealed local roads increased measurably and significantly this year, up 9.1% to 6.96 and is now categorised as “good”. This is by far the highest level of satisfaction recorded for this service since the survey commenced in 2013.



There was some variation in satisfaction with the maintenance and repair of sealed local roads observed across the municipality, with attention drawn to the following:

- **City of Wyndham** – respondents were measurably less satisfied with this service than the metropolitan Melbourne or growth area councils' average.
- **Wyndham Vale** – respondents were measurably less satisfied than average with this service.



Provision of parks and gardens

The importance of the provision of parks and gardens remained very high in 2018 at almost nine out of ten. This service has traditionally been viewed by the community as one of the most important services provided by Council.

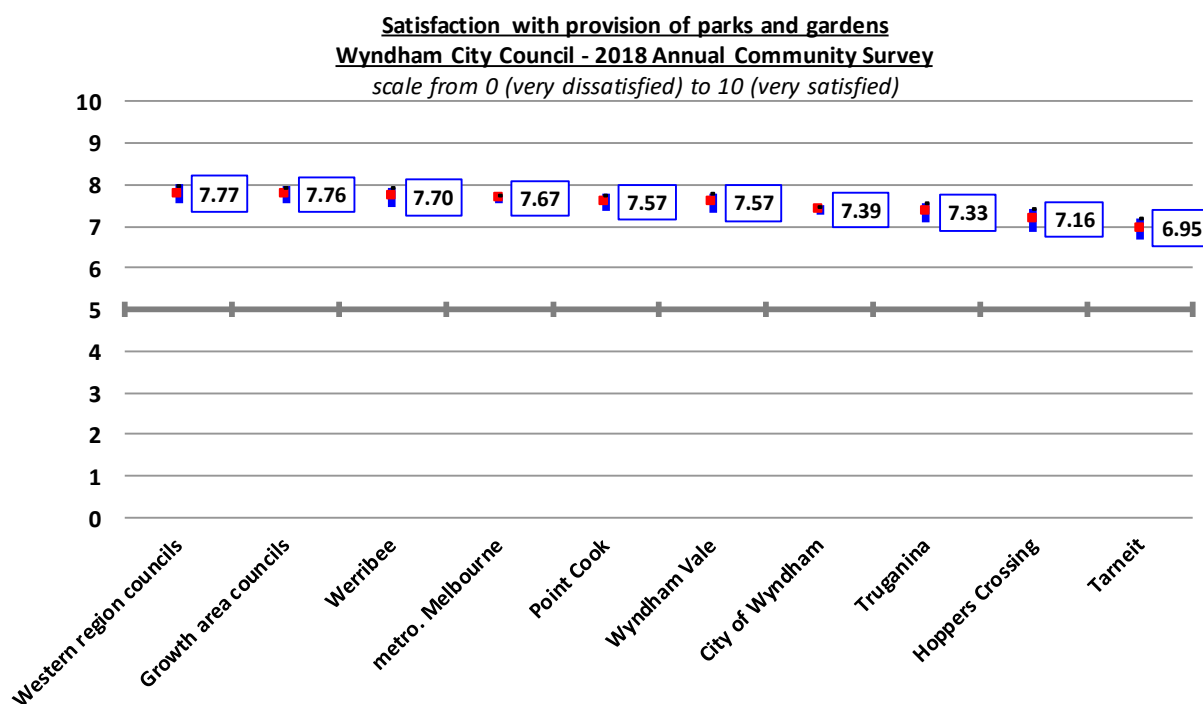
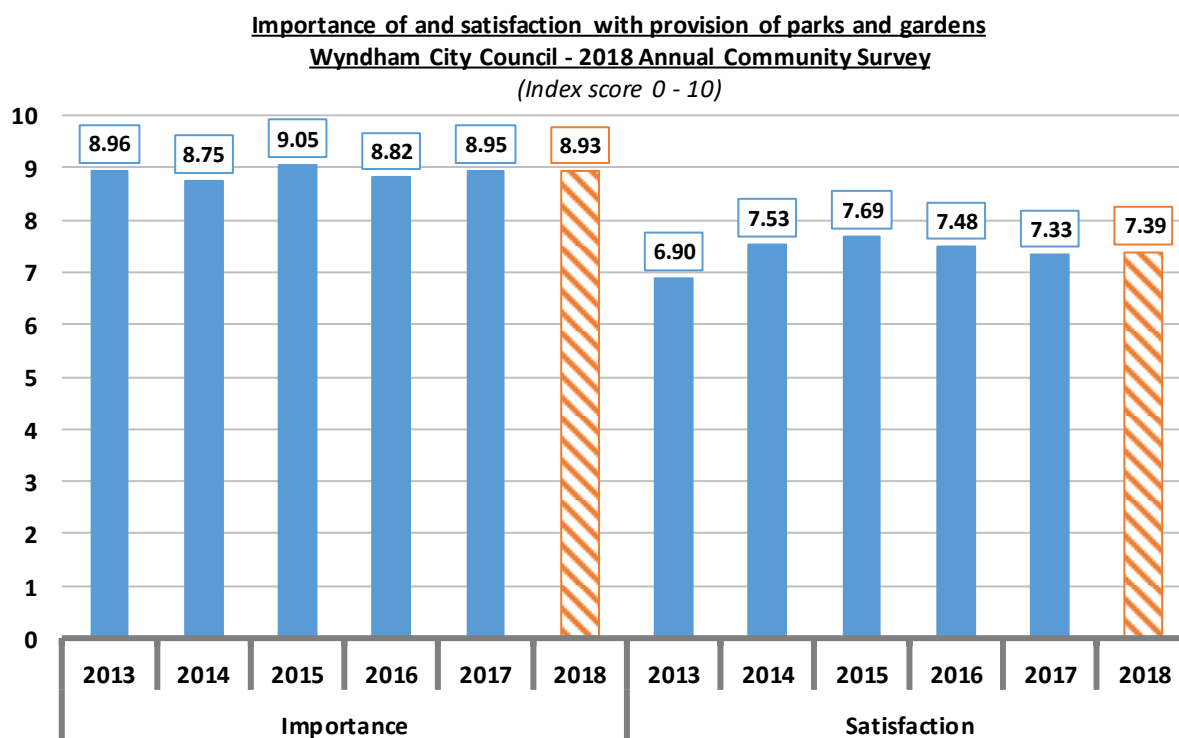
This result is similar to both the metropolitan Melbourne (8.82) and the growth area council's (9.03) averages as recorded in *Governing Melbourne*.

It is important to bear in mind however that *Governing Melbourne* includes both the provision and maintenance of parks and gardens, rather than being limited to just the provision. In general terms, satisfaction with the provision of parks and gardens is typically marginally but not measurably higher than satisfaction with the maintenance of parks and gardens.

Satisfaction with the provision of parks and gardens increased by less than one percent this year, up from 7.33 to 7.39, although it remains categorised as "very good".

There was some variation in this result across the municipality, as follows:

- **City of Wyndham** – respondents were measurably less satisfied than the metropolitan Melbourne, western region councils, and growth area councils averages.
- **Tarneit** – respondents were measurably less satisfied than the municipal average.

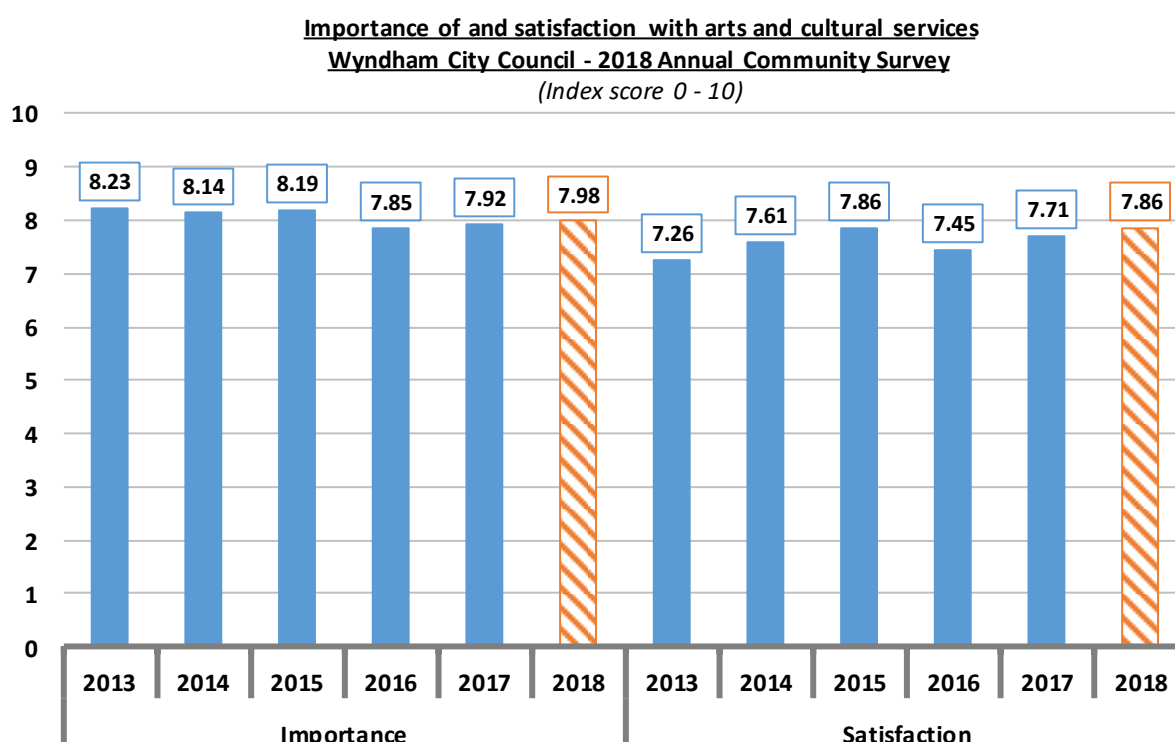


Arts and cultural services

The importance of arts and cultural services remained relatively stable again in 2018 at a little less than eight out of ten. This result typically places the service as marginally more important than average.

This result is somewhat lower than the metropolitan Melbourne (8.47) and growth area councils (8.55) averages, as recorded in *Governing Melbourne*.

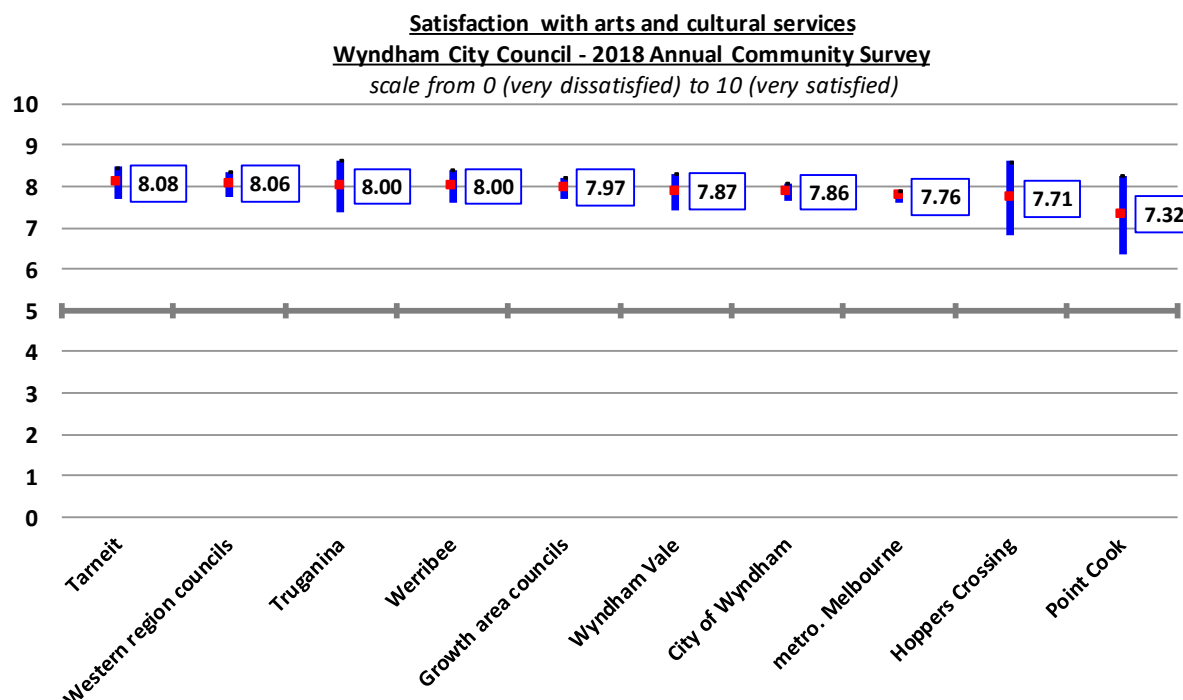
Satisfaction with arts and cultural activities increased again this year, up 1.9% to 7.86 and is now at a level categorised as “excellent”. This is the equal highest level of satisfaction with this service recorded since the survey commenced in 2013.



There was no statistically significant variation in this result observed across the municipality, although it is noted that respondents in Point Cook were somewhat, albeit not measurably less satisfied.

Respondents from Point Cook and Hoppers Crossing both rated satisfaction at levels categorised as “very good”, rather than the “excellent” recorded for the municipality as a whole.

Satisfaction with this service in the City of Wyndham was marginally, albeit not measurably lower than both the growth area and western region councils’ averages, and marginally, but not measurably higher than the metropolitan Melbourne average. These comparisons are sourced from *Governing Melbourne*.



Local library

The importance of the local library service remained high again this year, up marginally to 8.91. The local library service has traditionally been rated as one of the most important services provided by Council, a result that is typically observed in most councils in most years.

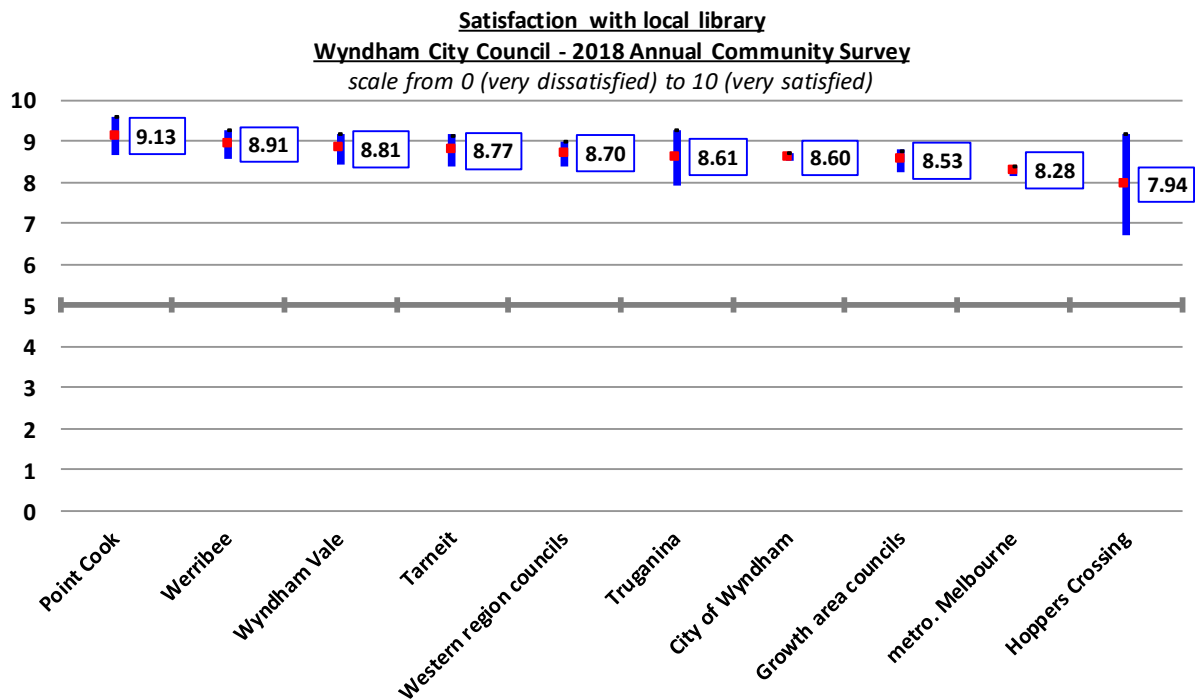
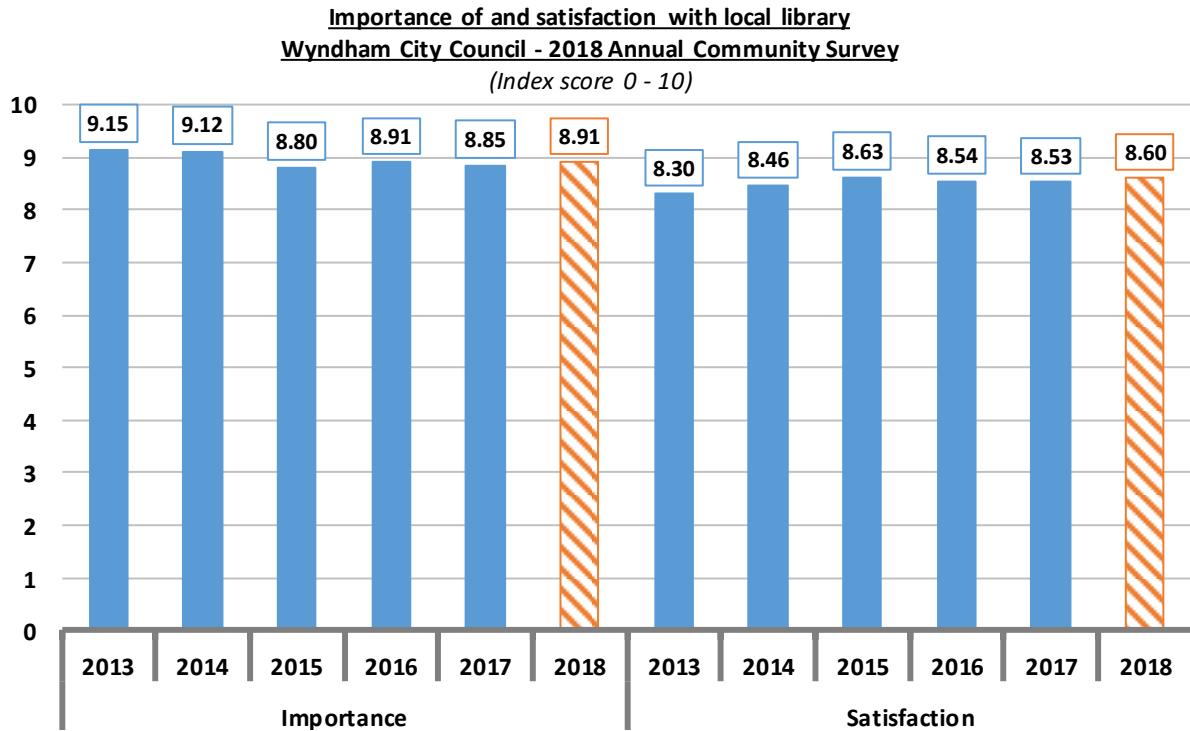
This result is almost identical to the metropolitan Melbourne (8.99) and growth area councils' (9.15) average, as recorded in *Governing Melbourne*.

Satisfaction with the local library service increased by less than one percent this year, up from 8.53 to 8.60. This is the highest level of satisfaction with the local library service recorded since the program commenced in 2013.

This result was measurably higher than the metropolitan Melbourne average of 8.28, marginally higher than the growth area councils' average (8.53) and marginally lower than the western region councils' average (8.70).

There was no statistically significant variation in satisfaction with the local library observed across the municipality, although it is noted that respondents from Point Cook were marginally, but not measurably more satisfied than average.





Follow-up Focus Groups

Metropolis conducted five focus groups with a random selection of interested community members. The purpose of these focus groups was to take a deep dive on what matters to the community, current issues and roles and expectations of Council.

The five focus groups were undertaken as follows:

1. **Roads and Congestion** – Tuesday 5th of March 6pm, at the Civic Centre – 7 participants
2. **Crime and Community Safety** – Wednesday 6th of March 6pm, at the Civic Centre – 11 participants
3. **Education Provision and Access / Advocacy** – Thursday 7th of March 6pm, at the Civic Centre - 6 participants
4. **Wyndham Vale Deep-dive** – Wednesday 13th of March 6pm, at Manor Lakes Community Centre - 5 participants
5. **Hoppers Crossing Deep-dive** – Thursday 14th of March 6pm, at Wyndham Park Community Centre – 4 participants

The key issues arising out of each of the focus groups are included in the ACSS Report. Some key highlights are included here:

- In line with the survey findings, focus group participants were also dissatisfied with roads and traffic and discussed issues with several roads including the Point Cook Road / Synedes Road intersection, Point Cook Road, Palmers Road intersection, the Hogans Road / Tarneit Road roundabout, the Market Road and Manly Street intersection, and the Princes Highway. Participants would like Council to undertake more lobbying and advocacy for better road solutions
- Lighting was identified as a critical issue and one that needs to be improved. There were other suggestions around public signage in specific locations, neighbourhood watch activities, monitoring of high-risk locations.
- Participants agreed that there was a lack of facilities at new schools with the new schools being opened in the area often not having the same facilities as schools in more established areas. In general, participants were of the view that Council should continue to undertake advocacy campaigns in relation to education and that these should be promoted.
- Wyndham Vale and Hoppers Crossing focus group participants appeared to be relatively satisfied with Council. Issues were raised in relation to roads and traffic, parking, crime and safety, waste management and parks and gardens. Participants nominated several services and facilities provided by Council with which they were satisfied or very



satisfied. These included MCH services, kindergartens, childcare and library services. This is consistent with survey findings more broadly.

The findings of these focus groups will be used to inform planning, reporting and continuous improvement across the organisation.



Respondent profile

The following section provides the demographic profile of respondents to the *Wyndham City Council – 2018 Annual Community Survey*.

These questions have been included in the survey for two purposes; firstly to allow checking that the sample adequately reflects the underlying population of the municipality and secondly to allow for more detailed examination of the results of other questions in the survey.

Age structure

Age group
Wyndham City Council - 2018 Annual Community Survey
 (Number and percent of respondents providing a response)

Age cohort	2018		2017	2016	2015	2014
	Number	Percent				
Adolescents (15 to 19 years)	46	3.9%	2.9%	3.8%	2.5%	3.9%
Young adults (20 to 34 years)	300	25.8%	29.5%	29.6%	26.4%	29.4%
Adults (35 to 44 years)	381	32.7%	29.4%	24.8%	25.6%	24.8%
Middle aged adults (45 to 59 years)	250	21.5%	16.7%	15.8%	16.7%	19.7%
Older adults (60 - 74 years)	161	13.8%	18.7%	22.4%	24.1%	18.2%
Senior citizens (75 years and over)	27	2.3%	2.8%	3.7%	4.6%	4.0%
Not stated	35		2	1	4	0
Total	1,200	100%	1,200	1,200	800	803

Gender

Gender
Wyndham City Council - 2018 Annual Community Survey
 (Number and percent of respondents providing a response)

Gender	2018		2017	2016	2015	2014
	Number	Percent				
Male	648	55.2%	52.3%	52.3%	51.1%	53.1%
Female	525	44.8%	47.6%	47.6%	48.2%	46.9%
Other or non-specific gender	0	0.0%	0.1%	0.1%	0.8%	0.0%
Not stated	27		5	5	3	2
Total	1,200	100%	1,200	1,200	800	803



Household structure**Household structure****Wyndham City Council - 2018 Annual Community Survey***(Number and percent of respondents providing a response)*

Structure	2018		2017	2016	2015	2014
	Number	Percent				
Two parent family total	688	60.5%	59.3%	55.4%	52.9%	59.2%
youngest child 0 - 4 years	207	18.2%	18.8%	20.8%	17.5%	20.9%
youngest child 5 - 12 years	207	18.2%	19.4%	16.9%	17.9%	17.5%
youngest child 13 - 18 years	125	11.0%	7.6%	8.0%	8.3%	8.0%
adult children only	149	13.1%	13.5%	9.7%	9.6%	13.3%
One parent family total	58	5.1%	6.7%	7.0%	5.5%	5.7%
youngest child 0 - 4 years	6	0.5%	0.5%	0.8%	1.0%	0.9%
youngest child 5 - 12 years	15	1.3%	2.3%	2.1%	1.6%	1.4%
youngest child 13 - 18 years	9	0.8%	0.8%	1.4%	0.5%	1.1%
adult children only	28	2.5%	3.1%	2.8%	2.4%	2.4%
Couple only household	224	18.7%	20.3%	20.3%	26.4%	20.2%
Group household	54	4.5%	6.8%	7.7%	5.9%	6.4%
Sole person household	65	5.4%	6.0%	7.3%	8.5%	7.2%
Other	49	4.1%	0.9%	2.3%	0.1%	0.5%
Not stated	62		4	3	6	7
Total	1,200	100%	1,200	1,200	803	803



Language

Language spoken at home
Wyndham City Council - 2018 Annual Community Survey
 (Number and percent of respondents providing a response)

Response	2018		2017	2016	2015	2014
	Number	Percent				
English	693	59.6%	58.1%	56.4%	69.7%	64.9%
Hindi	83	7.1%	5.8%	5.6%	5.8%	5.0%
Punjabi	32	2.8%	2.3%	2.7%	1.5%	2.0%
Mandarin	28	2.4%	2.6%	3.6%	1.4%	3.4%
Urdu	24	2.1%	0.9%	1.0%	0.6%	0.9%
Italian	23	2.0%	2.6%	3.3%	1.4%	2.2%
Arabic	20	1.7%	1.0%	1.6%	1.3%	1.3%
Chinese, n.f.d	15	1.3%	0.3%	0.6%	1.5%	0.9%
Tagalog (Filipino)	15	1.3%	1.0%	2.5%	2.0%	2.3%
Tamil	15	1.3%	0.9%	1.1%	0.9%	0.5%
Greek	13	1.1%	1.2%	0.9%	1.0%	0.8%
Teluga	13	1.1%	0.3%	0.6%	0.0%	1.0%
Vietnamese	11	0.9%	0.9%	0.8%	0.4%	0.9%
Indonesian	10	0.9%	0.3%	0.6%	0.5%	0.1%
Malayalam	10	0.9%	0.5%	0.3%	0.4%	0.3%
Bengali	8	0.7%	0.6%	0.8%	0.3%	0.3%
Maltese	8	0.7%	1.0%	0.5%	0.5%	0.6%
Gujarati	6	0.5%	0.8%	0.8%	0.3%	0.6%
Sinhalese	6	0.5%	0.1%	0.5%	0.4%	0.5%
Spanish	5	0.4%	0.7%	1.1%	1.0%	0.6%
Burmese	4	0.3%	0.0%	0.2%	0.0%	0.0%
Cantonese	4	0.3%	0.2%	0.1%	0.9%	0.3%
Croatian	4	0.3%	0.5%	0.2%	0.0%	0.5%
Albanian	3	0.3%	0.1%	0.0%	0.0%	0.0%
Japanese	3	0.3%	0.2%	0.1%	0.0%	0.0%
Korean	3	0.3%	0.5%	0.5%	0.5%	0.5%
Amharic	2	0.2%	0.2%	0.8%	0.4%	0.8%
French	2	0.2%	0.4%	0.4%	0.8%	0.6%
German	2	0.2%	0.3%	0.2%	0.6%	0.3%
Macedonian	2	0.2%	0.9%	0.4%	0.4%	0.8%
Malay	2	0.2%	0.1%	0.4%	0.0%	0.6%
Maori (Cook Island)	2	0.2%	0.0%	0.8%	0.0%	0.1%
Marathi	2	0.2%	0.1%	0.4%	0.2%	0.0%
Polish	2	0.2%	0.7%	0.8%	0.3%	0.5%
Portugese	2	0.2%	0.3%	0.7%	0.3%	0.2%
Serbian	2	0.2%	0.2%	0.4%	0.0%	0.2%
Tongan	2	0.2%	0.3%	0.5%	0.0%	0.1%
Multiple	49	4.2%	5.3%	2.3%	0.0%	0.9%
All other languages (33 languages)	33	2.8%	6.0%	7.4%	5.5%	5.8%
Not stated	37		25	5	7	19
Total	1,200	100%	1,200	1,200	800	803



Household member with a disability

Household member with a disability
Wyndham City Council - 2018 Annual Community Survey
 (Number and percent of respondents providing a response)

Response	2018		2017	2016	2015	2014
	Number	Percent				
Yes	87	7.5%	12.1%	15.0%	12.7%	10.6%
No	1,069	92.5%	87.9%	85.0%	87.3%	89.4%
Not stated	44		6	7	19	7
Total	1,200	100%	1,200	1,200	803	803

Housing situation

Housing situation
Wyndham City Council - 2018 Annual Community Survey
 (Number and percent of respondents providing a response)

Situation	2018		2017	2016	2015	2014
	Number	Percent				
Fully own home	517	46.2%	47.0%	41.8%	45.6%	38.2%
Purchasing home	325	29.0%	29.7%	32.8%	25.2%	38.6%
Renting home	271	24.2%	21.4%	24.1%	27.5%	22.3%
Other arrangement	7	0.6%	1.9%	1.3%	1.8%	0.9%
Not stated	80		15	6	17	15
Total	1,200	100%	1,200	1,200	800	803

Period of residence

Period of residence in Wyndham
Wyndham City Council - 2018 Annual Community Survey
 (Number and percent of respondents providing a response)

Period	2018		2017	2016	2015	2014
	Number	Percent				
Less than one year	94	8.3%	7.1%	7.9%	7.3%	10.3%
One to less than five years	240	21.1%	21.7%	23.3%	21.6%	21.9%
Five to less than ten years	316	27.8%	21.8%	23.8%	24.4%	25.0%
Ten years or more	487	42.8%	49.5%	45.0%	46.7%	42.8%
Not stated	63		5	4	5	4
Total	1,200	100%	1,200	1,200	800	803



General comments

The following general comments were received from respondents to the *Wyndham City Council – 2018 Annual Community Survey*.

<u>General comments</u> <u>Wyndham City Council - 2018 Annual Community Survey</u> (Number of responses)	
Response	Number
<i>Services / facilities</i>	
More funding for hospitals required, more government hospitals	2
We need a post office around here - perhaps near the supermarket	2
Be more responsive to green initiatives for local people	1
City waste water services need to at least come out to see what we talking about and not just dismiss	1
Focus on pushing for schools	1
I also need a high quality secondary school	1
I do believe that homelessness is on the increase and more needs to be done for them	1
More cleanliness	1
Need schools in Williams Landing	1
The Council to visit schools every year or each month	1
They should concentrate more on schools	1
To have university is most important	1
Total	14
<i>Parks, gardens and open spaces</i>	
We need more parks and gardens	3
Planting of trees	2
I have a beautiful garden and did lots of work to make it beautiful, but Council blames me	1
Maintenance of nature strips should be better and residents should be informed to clean their own gardens	1
People should take care of their own rubbish and not throw here and there	1
The park area along the road should be monitored	1
Total	9



Parking

Need more parking on the train station	4
Car parking in the Williams Landing station is not enough	1
Car parking should be improved	1
Cars parked	1
More car parking at railway station so people commuting after 7.45 am because public transport is not available	1
The train parking at the railways is horrible, particularly for parents who can't get there before the peak hour	1
Total	9

Communication

Please have an info night to tell the community what services are available. And have a communication	1
Social events information should inclusive	1
The Council point of contact is automated rather than personal	1
Total	3

Public transport

Improve bus services to community places	2
Better public transport because I use car to work Port Melbourne and takes too long to travel	1
More public transport	1
Need train station in Point Cook	1
There should be another train station	1
Total	6

Roads

The Council needs to fix the roads, urgent need for roads upgrade	4
Roads infrastructure needs to be looked after	1
They need to concentrate to make roads bigger. They should add roads rather than replace	1
Total	6



Safety, security and crime

Safety should be improve by adding more police patrol	2
Should have extra attention to the safety	2
Ambulance services needed in Point Cook	1
Crime rates increased	1
Focus on pushing for a police station	1
I think there's a lot the Council can do to reduce crimes like changing the laws	1
Improve safety in this area	1
Improve the security of the residents property	1
More security cameras	1
Police station needed in Point Cook	1
Supply more police	1
The security could be improved. There are a lot of cases of theft in this area	1
We need a police station in Wyndham City	1
Total	15

Garbage / green waste collection / recycling

Rubbish bins kept on road of McIntosh Ave near Heaths Road is unsafe and unhealthy	1
Rubbish lying around the road reserves and rail reserves should be cleaned	1
Someone in the neighbourhood keeps on dumping their rubbish into our as well as other's bins	1
Black Forest Road - the speed limit is too low, it is 50 zone but it has lots of traffic	1
Total	4

Traffic management

Need to upgrade traffic system in this area	2
Focus on pushing for traffic	1
Improve the roads and road safety because of congestion	1
Install speed cameras to stop hoons	1
More sign posts, and strict speed regulations	1
Please put a speed hump in Millewa Way	1
Reduce traffic and congestion	1
Speeding on road	1
The traffic and congestion is a big issue, needs to improve	1
Traffic conversation should be improved	1
Total	11



<i>Rates / other fees</i>	
Wyndham Council stop wasting your money and carry your duties, enforce permits	1
The water rates are too high	1
Not be too creative with the funding	1
Total	3
<i>Other</i>	
Council should plan ahead	2
Spend more on infrastructure	2
If Council can keep up with the infrastructure to the requirement	1
Improve	1
Many people like to live here but cannot afford	1
Shouldn't have allowed any specific cultural group to organise an event in the public park	1
Take care of community	1
The Council needs to look at being proactive with the whole community not just newcomers	1
They should fix the fire space bowl in front of property	1
To be the entertainment Council of Victoria	1
Too much sound pollution	1
We need a swimming pool and recreational centre for kids	1
We need to have a place where elderly can learn more about different languages	1
Total	15
<i>Comments on survey</i>	
Make the survey online to make more people do the survey	1
Questions don't make sense	1
The questions could be worded better, they cater to people with higher education	1
Total	3
<i>General positive</i>	
All good and safe	1
Continue the good work	1
Everything is good so far	1
Thanks for my feedback. Hope it helps for improving community	1
Wyndham Vale is very peaceful	1
Total	5
Total	103



Appendix One: survey form

