



Wyndham City Council

2019 Annual Community Survey

November 2019



Prepared for:

Wyndham City Council

Prepared by:

Metropolis Research
ABN 39 083 090 993

© Wyndham City Council, 2019

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, 2019

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



Kate Daglish
Senior Organisational Planner
Strategy & Stakeholder Engagement
City of Wyndham

45 Princes Hwy
Werribee Vic 3030

(03) 8734 5488
Kate.Daglish@wyndham.vic.gov.au



Table of contents

EXECUTIVE SUMMARY	5
SUMMARY	8
INTRODUCTION.....	10
METHODOLOGY.....	10
RESPONSE RATE	11
GOVERNING MELBOURNE	11
GLOSSARY OF TERMS	12
COUNCIL'S OVERALL PERFORMANCE.....	13
OVERALL PERFORMANCE BY RESPONDENT PROFILE.....	16
REASONS FOR DISSATISFACTION WITH COUNCIL'S OVERALL PERFORMANCE.....	18
CHANGE IN COUNCIL'S OVERALL PERFORMANCE.....	19
REASONS FOR CHANGE IN COUNCIL'S OVERALL PERFORMANCE.....	21
Improved	22
Deteriorated	23
GOVERNANCE AND LEADERSHIP	24
SATISFACTION WITH INDIVIDUAL ASPECTS OF GOVERNANCE AND LEADERSHIP	26
Community consultation and engagement.....	26
Representation, lobbying and advocacy	30
Responsiveness and agility of Council in meeting community needs.....	32
Making decisions in the interests of the community.....	35
Maintaining trust and confidence of the local community	38
SUMMARY OF SATISFACTION WITH ASPECTS OF GOVERNANCE AND LEADERSHIP	42
COUNCIL PERFORMANCE	43
SATISFACTION WITH INDIVIDUAL ASPECTS OF COUNCIL PERFORMANCE	44
The accountability of Council to the community for leadership and good governance	45
Council practices open and accessible government	46
Council does the best it can with the money available	47
Council takes residents' views into consideration when making decisions affecting them	48
Council encourages a healthy & active lifestyle through appropriate Council infrastructure, amenity.....	50
Council fosters local learning opportunities for all through appropriate infrastructure and services	51
Council empowers the community to lead and form social connections	52
Council provides the services respondents' need	53
SUMMARY OF SATISFACTION WITH ASPECTS OF COUNCIL PERFORMANCE.....	55
ISSUES TO ADDRESS IN WYNDHAM AT THE MOMENT	56
COMPARISON TO THE METROPOLITAN MELBOURNE AVERAGE.....	56
ISSUES BY PRECINCT	60
ISSUES BY RESPONDENT PROFILE.....	63
CORRELATION BETWEEN ISSUES AND SATISFACTION WITH OVERALL PERFORMANCE	66
STRATEGIC DELIVERY	67
AGREEMENT WITH INDIVIDUAL STRATEGIC DELIVERY STATEMENTS	69
Residents of Wyndham enjoy a good standard of living.....	69
Wyndham is a welcoming, diverse and inclusive city.....	70
Wyndham is a place for creativity, arts and cultural connection.....	71
Wyndham is a place for learning and development for people of all ages	72
Wyndham's public transport, roads and congestion are improving	73
My local neighbourhood is safe and family friendly	74
The cultural, social, economic, and recreational needs of the community are met in Wyndham	75
The natural environment of Wyndham is well managed, healthy, and accessible	76
There are good education opportunities for all ages available in Wyndham	77
There are good opportunities for local employment and business development in Wyndham City.....	78
SUMMARY OF AGREEMENT WITH STATEMENTS ABOUT STRATEGIC DELIVERY	80



SAFETY IN PUBLIC AREAS.....	81
SAFETY DURING THE DAY	82
SAFETY AT NIGHT	84
REASONS FOR FEELING LESS SAFE IN THE PUBLIC AREAS OF WYNDHAM.....	86
HEALTHY LIVING AND COMMUNITY	90
I FEEL THERE ARE ENOUGH OPPORTUNITIES TO CONNECT SOCIALLY WITH PEOPLE IN THE LOCAL AREA.....	91
THERE ARE ADEQUATE SUPPORT SERVICES FOR VULNERABLE COMMUNITY MEMBERS	93
COUNCIL ACTIVITIES AND PROGRAMS ARE ACCESSIBLE TO, AND INCLUSIVE OF THE COMMUNITY.	95
FOOD SECURITY	97
COMMUTING.....	98
METHOD OF TRAVEL	98
AVERAGE (TWO-WAY) COMMUTING TIME.....	99
CONTACT WITH COUNCIL	102
CONTACTED COUNCIL IN THE LAST 12 MONTHS	102
METHOD OF CONTACTING COUNCIL	102
PREFERRED METHOD OF CONTACTING COUNCIL	103
SATISFACTION WITH OVERALL EXPERIENCE.....	105
<i>Reasons for dissatisfaction with overall experience.....</i>	<i>108</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	110
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>114</i>
<i>Local library.....</i>	<i>116</i>
RESPONDENT PROFILE	117
AGE STRUCTURE	117
GENDER	118
HOUSEHOLD STRUCTURE	118
LANGUAGE	119
HOUSEHOLD MEMBER WITH A DISABILITY.....	120
HOUSING SITUATION	120
PERIOD OF RESIDENCE.....	120
GENERAL COMMENTS.....	122
APPENDIX ONE: SURVEY FORM	127



Executive summary

Metropolis Research conducted this, Council's seventh *Annual Community Satisfaction Survey*, as a door-to-door, interview style survey of 1,200 respondents in October 2019. 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 in 2018 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 last year 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 1.3% this year to 6.93 (up from 6.84) and 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 lower than the growth areas councils' average of 7.05, identical to the metropolitan Melbourne average of 6.93, and is marginally higher than the western region councils' average of 6.76. These comparative results are sourced from the 2019 *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.

More than one-third (37.6%) of respondents were very satisfied with Council's overall performance (rating eight or more), whilst 4.7% were dissatisfied (rating zero to four).



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

- **More satisfied than average** – includes younger respondents (aged 15 to 34 years), female respondents, respondents from multi-lingual households, rental households, newer residents (less than five years in the City of Wyndham), younger two-parent families, and group household respondents.
- **Less satisfied than average** – includes middle-aged (aged 45 to 59 years) and particularly older adults (aged 60 to 74 years), home owner and mortgagee households, long-term residents (10 years or more in the City of Wyndham), households with a member with a disability, two-parent families with adult children only, and sole person households.

The most common reasons why respondents considered that Council's performance had improved in the last year related to respondents' seeing road works and construction occurring, improvements in parks and gardens, more community consultation and engagement, and a general perception of improvements being made.

The most common reasons why respondents considered that Council's overall performance had deteriorated in the last year related to a perception that nothing was being done, as well as a range of other specific issues raised by a very small number of respondents.

Consistent with the high level of overall satisfaction, satisfaction with the six included aspects of [governance and leadership](#) also increased measurably to 7.03, up by 4.3% this year building on the 5.3% increase recorded last year. This includes measurable and significant increases with Council's community consultation and engagement, the responsiveness and agility of Council in meeting community needs, and Council's performance maintaining the trust and confidence of the local community.

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

The survey also included a set of eight 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 all eight of these aspects of Council performance increased this year, by an average of 3.5%.

Satisfaction with all eight of these aspects of Council performance were rated as "good", including the accountability of Council for leadership and good governance (7.17), how well Council fosters local learning opportunities through appropriate infrastructure and services (7.02), how well Council provides services to meet respondents' need (6.98), the degree to which Council empowers the community to lead and form social connections (6.97), the degree to which Council practises open and accessible government (6.90), how well Council encourages a healthy and active lifestyles through appropriate infrastructure and amenity (6.76), how well Council does the best it can with the money available (6.59), and the degree to which Council takes residents' views into consideration when making decisions (6.56).



Satisfaction with [Council's customer service](#) remained stable this year to 7.62 and remains at a "very good" level of satisfaction. Satisfaction with Council's customer service appears to be both consistently high and measurably higher than the metropolitan Melbourne average.

Satisfaction with only four [services and facilities](#) were included in the survey again this year, local library (8.53 down from 8.60), arts and cultural services (7.94 up from 7.86), provision of parks and gardens (7.33 down from 7.39), and maintenance and repair of sealed local roads (6.47 down measurably from the unusually high 6.96 recorded last year).

The survey also included 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 (7.60), residents enjoy a good standard of living (7.55), is a place for creativity, arts and cultural connections (7.44), is a good place for learning and development (7.43), local neighbourhoods are safe and family friendly (7.35), the natural environment is well managed, healthy and accessible (7.29), cultural, social, economic and recreational needs are met (7.27), there are good education opportunities for all ages (7.28), and there are good opportunities for local employment and business development (7.05). All of these statements received a "strong" level of agreement, with average agreement scores of more than seven.

Only a small proportion (seven percent or less) of respondents providing a response to these questions disagreed with any of these nine statements.

Respondents were measurably less in agreement and at a "moderate" rather than a "strong" level of agreement that "public transport, roads and congestion are improving", with an average agreement score of 6.42 out of 10. It is important to note however that this is a measurable and significant increase on the 5.58 recorded last year.

Respondents were again this year asked to nominate what they considered to be the [three most important issues to address in the City of Wyndham](#) "at the moment".

Traffic management issues remain the most significant issues in the City of Wyndham. More than one-third (35.8%) 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 significantly higher than the metropolitan Melbourne average of 20.3%, and the growth area councils' average of 23.3%.

The second most commonly raised issue for the City of Wyndham was road maintenance and repairs, with 18.0% of respondents raising these issues this year. This is also more than double the metropolitan Melbourne average of 7.0%.

It is noted again this year that some 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. Many comments were received elsewhere in the survey noting the perception of increased road infrastructure works in the municipality.



Average [commuting times](#) appear to have remained relatively stable this year, with a little more than half (53.2%) of respondents taking less than one hour per day to commute to and from work, and 46.7% 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 (7.51 up from 7.15), that Council activities and programs are accessible to, and inclusive of the community (7.35 up from 7.06), and there are adequate support services for vulnerable community members (7.31 up from 6.94).

Consistent with previous years, in relation to [food security](#) just two percent 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 continued to improve slightly this year, and has increased 16.6% since the low-point recorded back in 2016. In 2019, 13.3% of respondents felt unsafe in the public areas of the City of Wyndham at night, down from the 24.9% recorded back in 2016.

These improved perception of safety in the public areas of the City of Wyndham results are consistent with the decline in the proportion of respondents nominating “safety, policing and crime” related issues as one of the top three issues to address in the municipality at the moment. In 2016, 17.2% of respondents nominated this as one of the top three issues, whilst in 2019, this had dropped to just 8.4%.

This trend towards a higher perception of safety has been replicated across both the western region and the growth areas councils, as recorded in the 2019 Governing Melbourne research. It does appear that community concern around these issues have dissipated from the very significant concerns that were evident in 2016 and to a lesser extent in 2017.

Summary

In summary, the 2019 *Community Satisfaction Survey* has found that the Wyndham community continues to show an improved level of satisfaction with the overall performance of Council, and satisfaction remains comfortably at a “good” level of satisfaction and is similar to the metropolitan Melbourne average.

This positive and improving result is evident in relation to overall satisfaction (up 1.3%), the six aspects of governance and leadership (up 4.3%), the expanded eight aspects of Council performance (up 3.5%), and the ten aspects of Council’s strategic delivery (up 4.1%).

The perception of safety and the level of community concern about the perception of crime has continued to improve in recent years and is not having a negative impact on community satisfaction with the performance of Council.

The issues of most importance to the community in the municipality at the moment continue to be focused on traffic management and roads. More than half of the respondents again this year nominated one of these two issues. These issues do continue to exert a mildly negative influence on community satisfaction with Council.



The following list includes the average satisfaction with each satisfaction question included in the survey this year.

Local library services	8.53	(down from 8.60)	<i>"Excellent"</i>
Arts and cultural services	7.94	(up from 7.86)	<i>"Excellent"</i>
Customer service experience	7.62	(down from 7.64)	<i>"Very good"</i>
Provision of parks and gardens	7.33	(down from 7.39)	<i>"Very good"</i>
Community consultation and engagement	7.18	(up from 6.67)	<i>"Good"</i>
Council accountability for leadership & governance	7.17	(up from 6.80)	<i>"Good"</i>
Responsiveness and agility in community needs	7.13	(up from 6.76)	<i>"Good"</i>
Maintaining community trust and confidence	7.05	(up from 6.71)	<i>"Good"</i>
Council fosters local learning opportunities for all	7.02	(up from 6.90)	<i>"Good"</i>
Council provides the services respondents' need	6.98	(up from 6.76)	<i>"Good"</i>
Council empowers community in social connections	6.97	(up from 6.71)	<i>"Good"</i>
Making decisions in the interests of community	6.95	(up from 6.80)	<i>"Good"</i>
Overall satisfaction	6.93	(up from 6.84)	<i>"Good"</i>
Council practices open and accessible government	6.90	(up from 6.61)	<i>"Good"</i>
Council encourages healthy and active lifestyle	6.87	(up from 6.76)	<i>"Good"</i>
Representation, lobbying and advocacy	6.84	(up from 6.79)	<i>"Good"</i>
Council does the best with the money available	6.59	(up from 6.49)	<i>"Good"</i>
Council takes residents' views into consideration	6.56	(up from 6.20)	<i>"Good"</i>
Maintenance and repair of sealed local roads	6.47	(down from 6.96)	<i>"Solid"</i>



Introduction

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

A review of the survey program was undertaken by officers of Wyndham City Council in 2018, and the survey was 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 2019 *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 2019 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 – 2019 Annual Community Survey* was conducted as a door-to-door interview style survey of 1,200 households approached at random from across the municipality across five weekends in October and November 2019. 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 underrepresent residents who speak a language other than English.

Response rate

A total of 5,822 households were approached to participate in the *Wyndham City Council – 2019 Annual Community Survey*. Of these 3,160 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, 1,465 refused to participate in the research and 1,200 completed surveys. This provides a response rate of 45.0%, which is slightly lower than the 48.4% recorded in 2018.

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 – 2019 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.



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 marginally but not measurably this year, up 1.3% to 6.93.

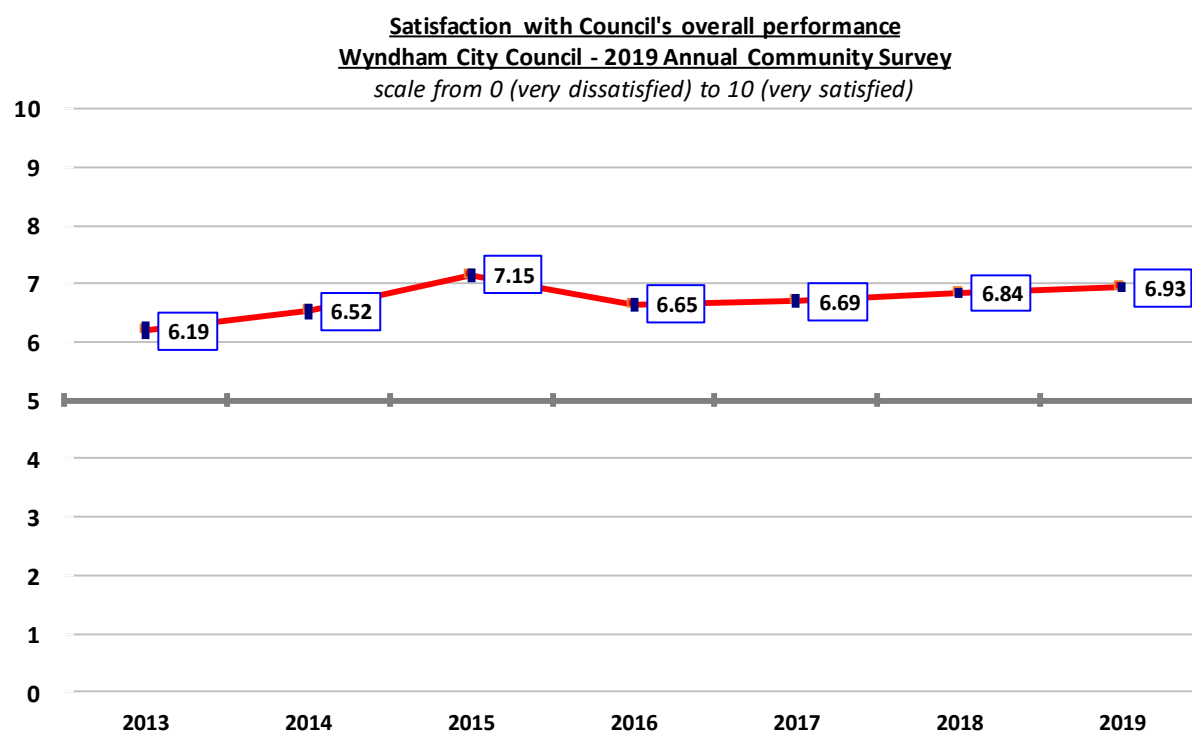
This remains a "good" level of satisfaction, which the City of Wyndham has maintained in six of the seven years of the survey program.

This is the second highest overall satisfaction score recorded for the City of Wyndham, having recovered most of the decline recorded in 2016, and increasing 4.2% since the last low-point of 2016.

By way of comparison, the independent Metropolis Research *Governing Melbourne* survey of community satisfaction with local government across all 31 metropolitan councils recorded an identical average satisfaction of 6.93.

This City of Wyndham result was however somewhat higher than the average for the six western region councils of 6.76, but marginally lower than the average of the growth area councils (7.05).

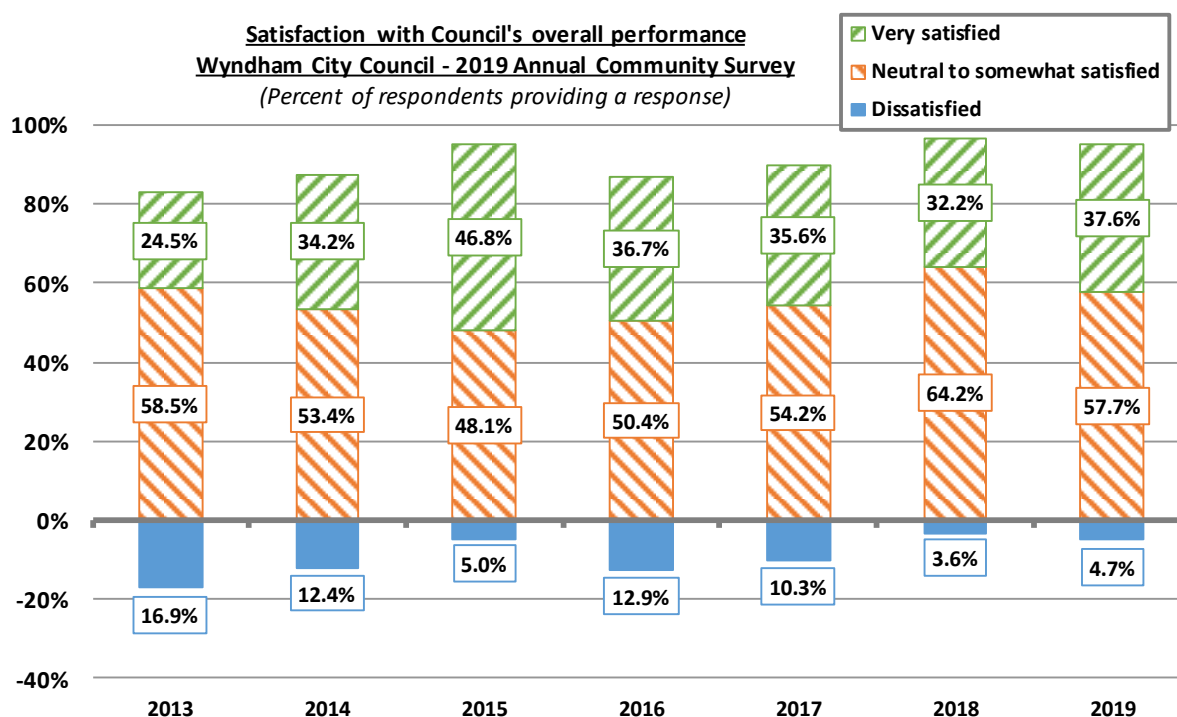
A total of 1,088 of the 1,200 respondents were able or willing to provide an overall satisfaction score for Council.



The following graph provides a breakdown of these results into respondents who were “very satisfied” (rating satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (rating five to seven), and those who were dissatisfied (rating satisfaction at less than five out of 10).

Consistent with the relatively high average overall satisfaction score, just 4.7% of respondents in 2019 were dissatisfied with Council’s overall performance. This is the second lowest percentage of dissatisfied respondents recorded for the City of Wyndham, and is somewhat lower than the 6.8% average of dissatisfied respondents across metropolitan Melbourne.

A little more than one-third (37.6%) of respondents were very satisfied with Council’s overall performance, an increase on the 32.2% recorded last year.



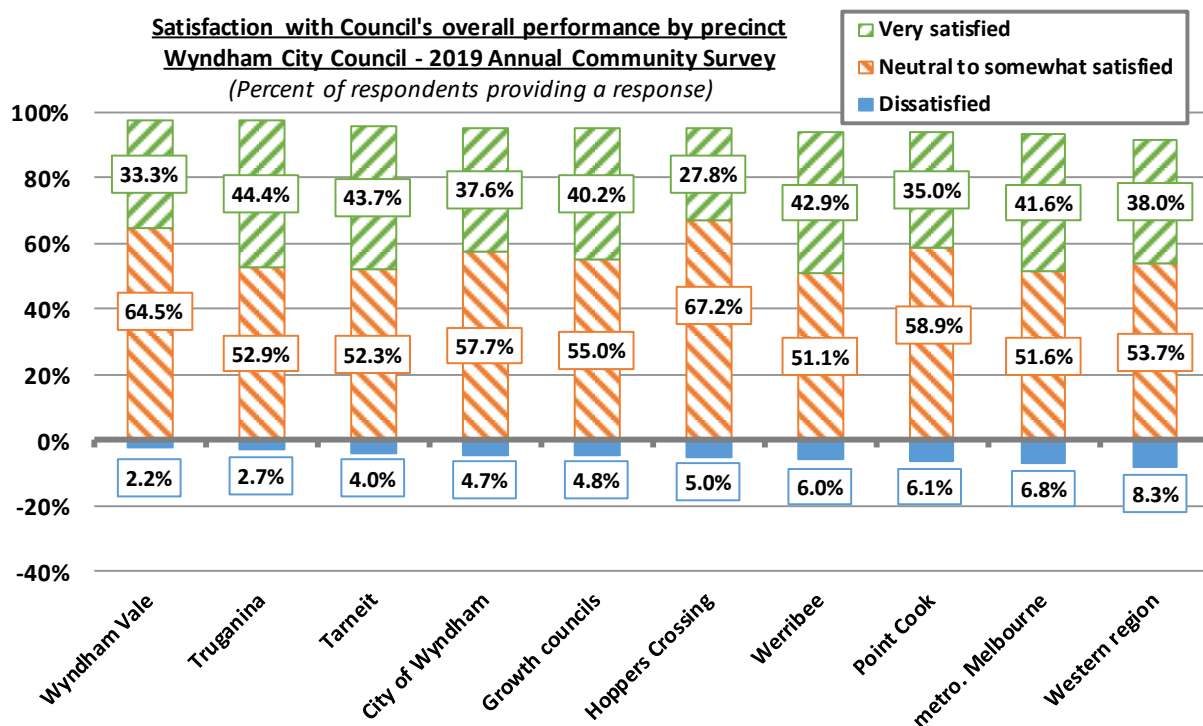
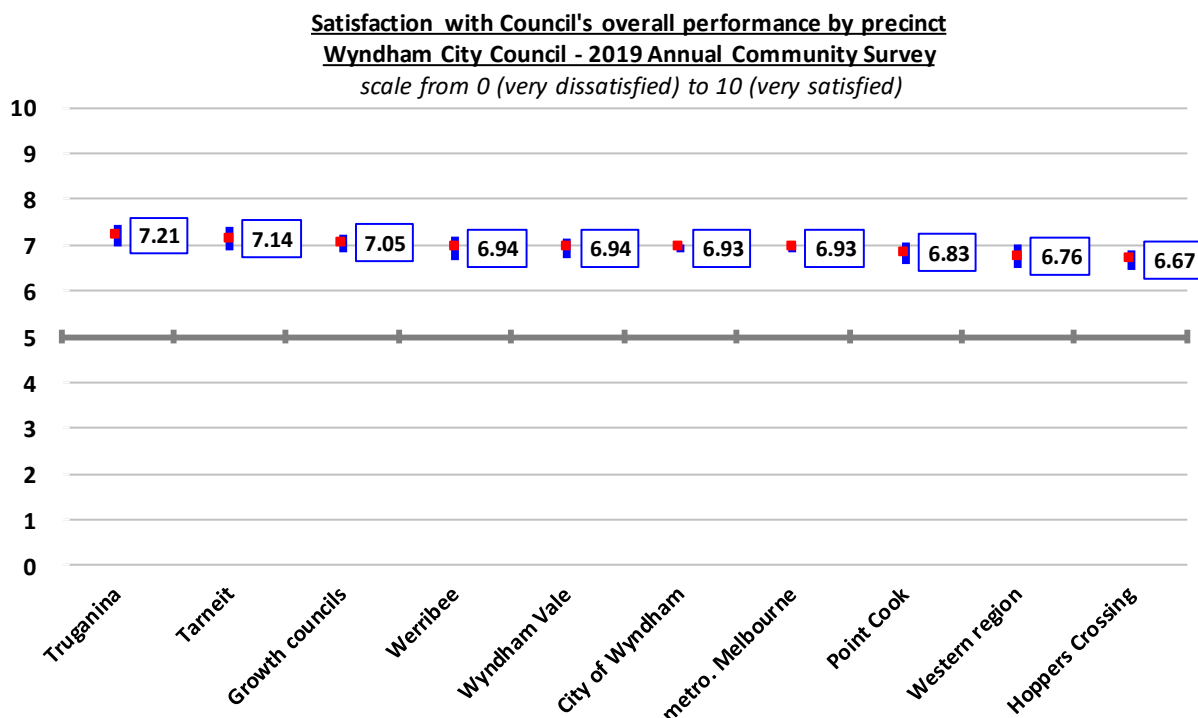
Satisfaction with Council's overall performance
Wyndham City Council - 2019 Annual Community Survey
(Number, index score 0 - 10 and percent of respondents providing a response)

Aspect	Year	Number	Average satisfaction	Dissatisfied (0 - 4)	Neutral to somewhat satisfied	Very satisfied (8 - 10)
Overall performance	2013	751	6.19	16.9%	58.5%	24.5%
	2014	669	6.52	12.4%	53.4%	34.2%
	2015	746	7.15	5.0%	48.1%	46.8%
	2016	1,100	6.65	12.9%	50.4%	36.7%
	2017	1,063	6.69	10.3%	54.2%	35.6%
	2018	1,055	6.84	3.6%	64.2%	32.2%
	2019	1,088	6.93	4.7%	57.7%	37.6%



There was no statistically significant (at the 95% confidence level) variation in overall satisfaction with Council observed across the six precincts comprising the City of Wyndham, and satisfaction was at a “good” level in each precinct.

It is noted however that respondents from Truganina and Tarneit were marginally more satisfied than the municipal average, whilst respondents from Hoppers Crossing were marginally less satisfied than average.



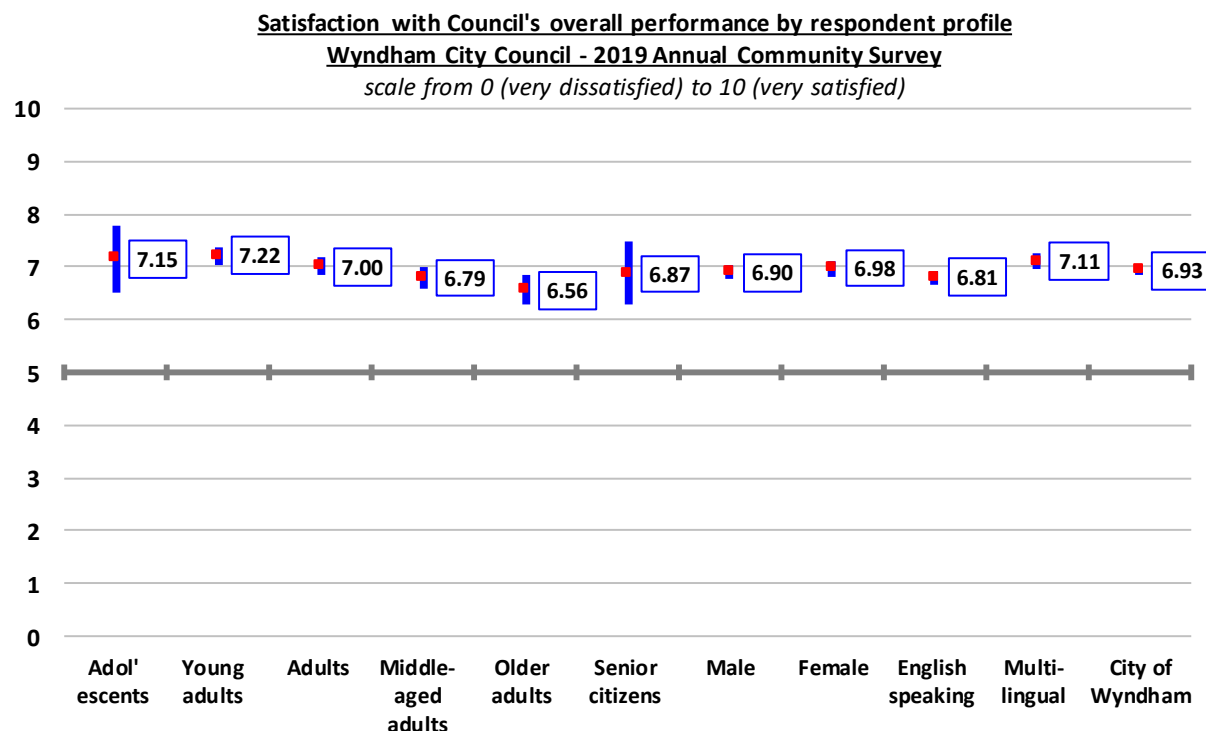
Overall performance by respondent profile

There was relatively little significant variation in overall satisfaction with Council observed by respondent profile, although attention is drawn to the following:

- **More satisfied than average** – includes younger respondents (aged 15 to 34 years), female respondents, respondents from multi-lingual households, rental households, newer residents (less than five years in the City of Wyndham), younger two-parent families, and group household respondents.
- **Less satisfied than average** – includes middle-aged (aged 45 to 59 years) and particularly older adults (aged 60 to 74 years), home owner and mortgagee households, long-term residents (10 years or more in the City of Wyndham), households with a member with a disability, two-parent families with adult children only, and sole person households.

Metropolis Research notes that this basic pattern of overall satisfaction has remained relatively stable both in the City of Wyndham as well as more broadly across metropolitan Melbourne for some time.

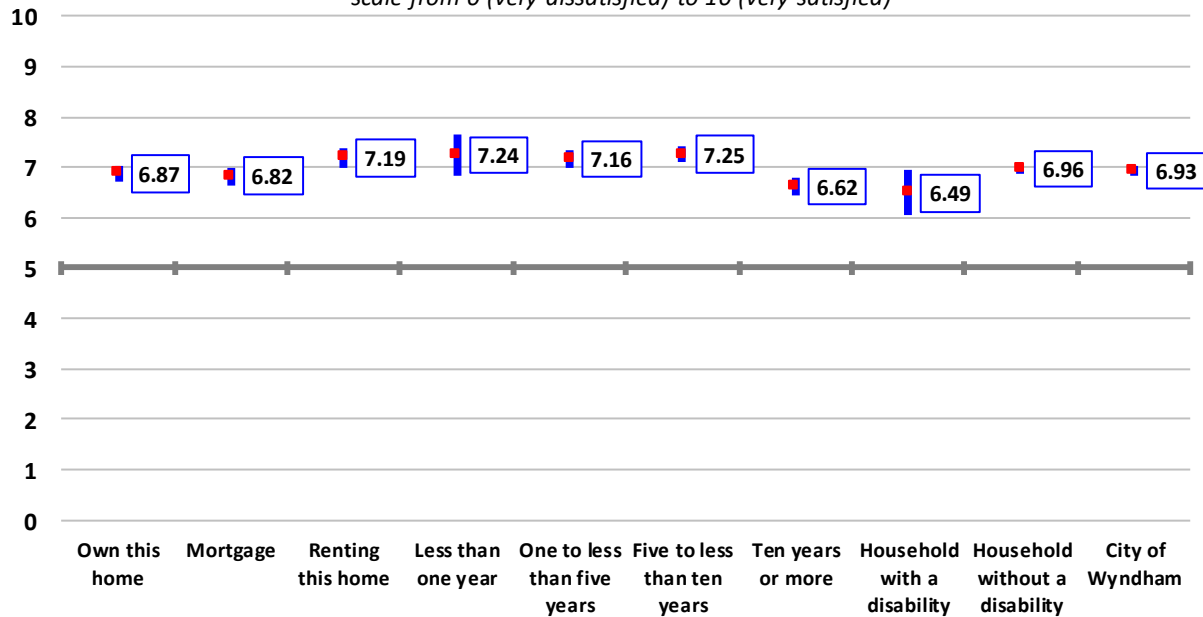
It tends to be younger people, who are more likely to be newer residents and more likely to be renting, as well as multi-lingual communities who are more satisfied with their local council. Conversely, it tends to be middle-aged and older (often males), who own or are purchasing their home and who have lived in the municipality for a longer period of time who tend to be less satisfied.



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

Wyndham City Council - 2019 Annual Community Survey

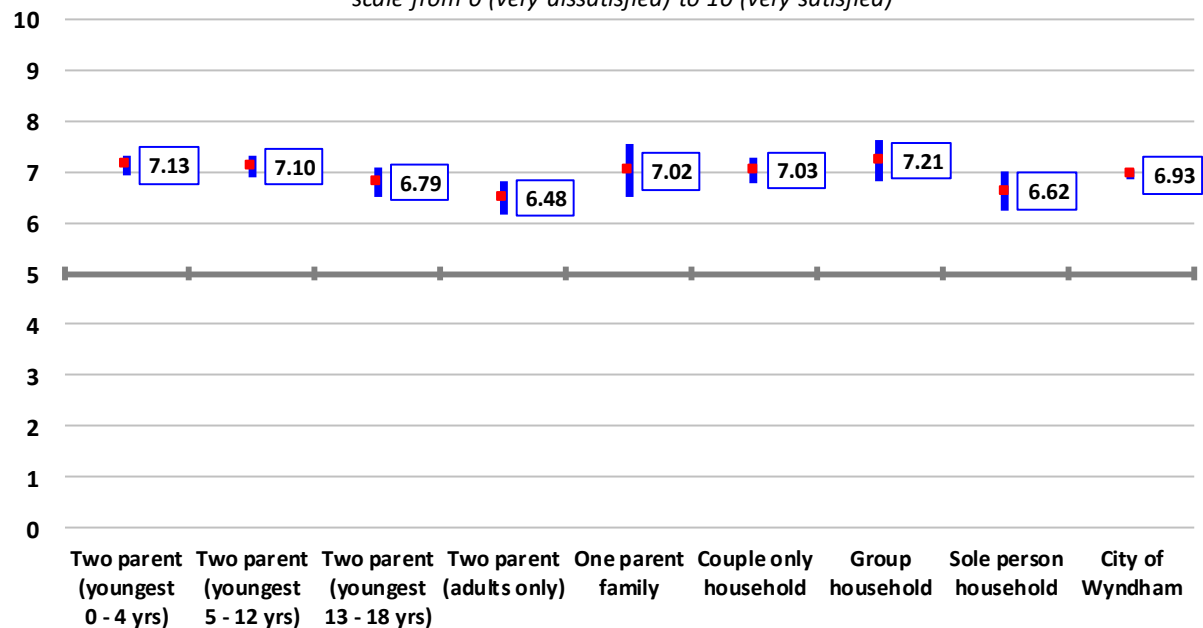
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with Council's overall performance by household structure

Wyndham City Council - 2019 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?"

There was a total of just 34 responses received from respondents who were dissatisfied with Council's overall performance, as outlined in the following table.

Whilst many of these responses were relatively general in nature, referring to a perceived lack of effort and the need to achieve more, there were also a number of comments specifically raising issues around roads and transport, as well as planning and development.

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

Wyndham City Council - 2019 Annual Community Survey

(Number of responses)

Response	Number
Not much effort, should do more	4
Need to improve in all aspects	3
Not good, performing very bad	3
Just want money, waste money on nothing	2
Lack of infrastructure	2
Paying more rates, too expensive	2
Roads need work	2
They need to look out for amenities for the residents	2
Certain roads that need urgent attention due to enormous traffic congestion, i.e. Synedes and Point Cook intersection is not being given urgent attention	1
Decisions should be made by proper planning and discussion before implementing it	1
Delayed decisions without consultation	1
Not happy with the promise	1
Lack of development	1
More services and roads	1
Need a change	1
Not enough decisions on the population growth	1
Not that many consultations	1
Outrageous	1
There are some areas that need more attention	1
They don't take responsibility or accountable for what they do	1
Things promised to the community aren't being done	1
Traffic congestion needs to be solved	1
Unworthy	1
When asked for a permit, it wasn't given to me	1
Total	34



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?”

Since the last low point of overall satisfaction (2016), the proportion of respondents who considered that Council’s overall performance had improved has steadily declined.

Metropolis Research notes that this result is likely to reflect the fact that community sentiment about the performance has improved over time. Respondents increasingly do not perceive a significant improvement in performance, as they are satisfied with what they perceive to be a relatively consistent level of performance by Council.

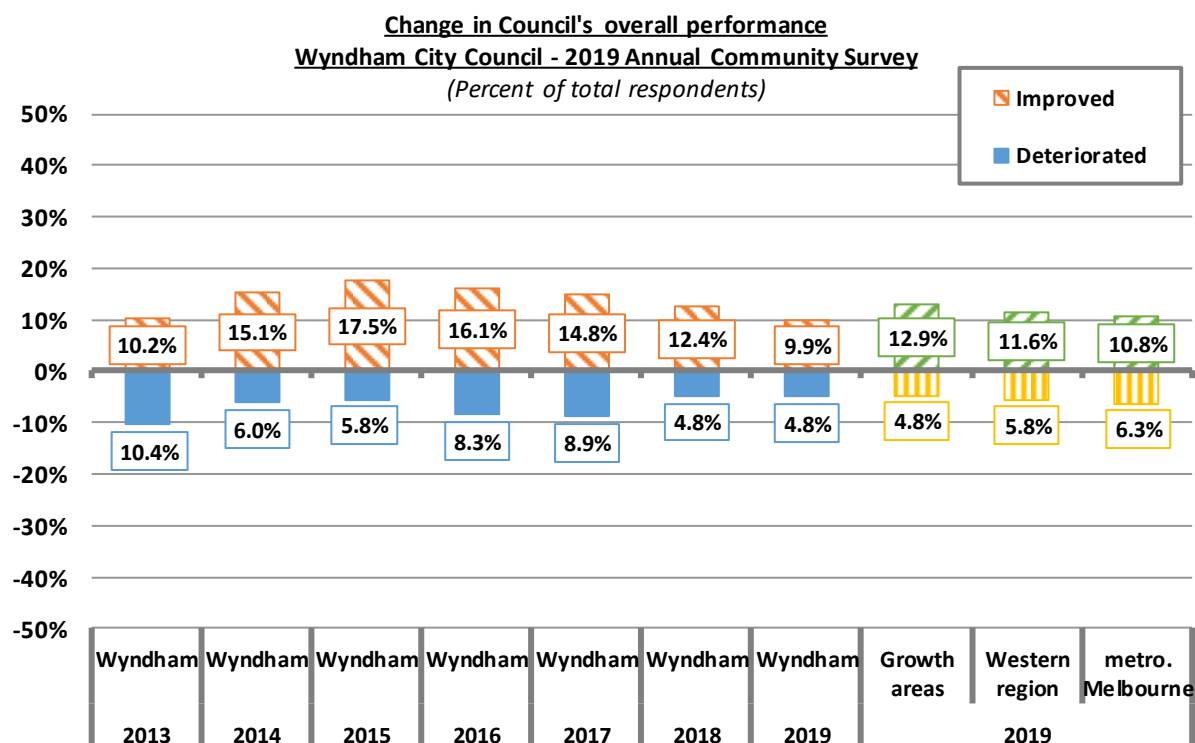
The proportion of respondents dissatisfied with Council’s overall performance has remained stable over the last two year at approximately five percent of respondents. This result is now in line with the results recorded prior to the low-point score year of 2016.

Change in Council's overall performance
Wyndham City Council - 2019 Annual Community Survey
 (Number and percent of total respondents)

Response	2019		2018	2017	2016	2015
	Number	Percent				
Improved	119	9.9%	12.4%	14.8%	16.1%	17.5%
Stayed the same	853	71.1%	63.3%	54.1%	54.5%	63.0%
Deteriorated	58	4.8%	4.8%	8.9%	8.3%	5.8%
Can't say	170	14.2%	19.6%	22.2%	21.1%	13.8%
Total	1,200	100%	1,200	801	1,200	800

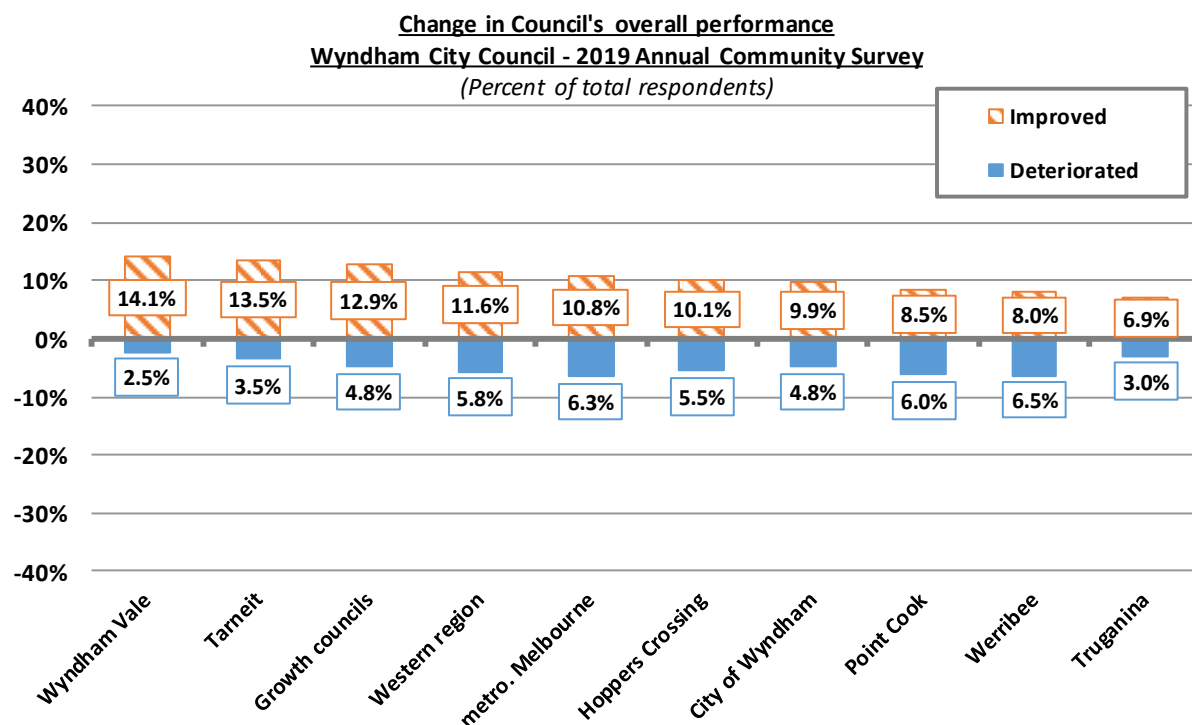
As is clearly outlined in the following graph, the proportion of respondents who considered that Council’s overall performance had improved or deteriorated was consistent with the metropolitan Melbourne averages, as recorded in *Governing Melbourne*.





There was no statistically significant variation in these results observed across the municipality.

It is noted however that respondents from Wyndham Vale and Tarneit were marginally more likely than average to consider that Council's overall performance had improved in the last 12 months, whilst respondents from Truganina were somewhat less likely.



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 (112 responses) or deteriorated (48 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, a general perceived lack of real action, 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 - 2019 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Can see construction on roads or roadworks going on	22
Improvements in parks and gardens	10
Improvements have been done	10
More community consultation and engagement	9
Infrastructure	7
Cleanliness has improved	7
Developing, lot of development	6
Feel safer than previously, less crime	5
The library is updated	4
Everything, happy in all	3
More houses have come up	3
Taking initiative, proactive	3
Going out to provide services and programs for the public	2
Added new footpaths	2
Planning greens, planting trees	2
Just the Council service is good and quicker	2
They are doing their job or doing well	2
Better buses	1
Change of bin	1
Doing some improvements, notifications being sent regularly	1
Improvements in laws	1
Local park being build and they send letters to ask for the involvement	1
More attention to youth services like free workshops	1
New facilities	1
New initiatives taken to help with public transport	1
New services like schools	1
Recent Council news that highlights the annual report	1
Solving problems	1
They give fast response and their future planning	1
There is more social media they are engaging to broadcast their message	1
Total	112



Deteriorated**Reasons for why Council's overall performance has deteriorated****Wyndham City Council - 2019 Annual Community Survey***(Number of responses)*

<i>Response</i>	<i>Number</i>
No real action, not doing anything	6
Infrastructure has declined	2
Lack of consultation	2
Planning for infrastructure is poor	2
They are not involving community	2
Become more greedy	1
Did not listen to the complaints	1
Everything about the Council is bad	1
Gets worse every year and doesn't respond to problems	1
Hard rubbish collection has become annual	1
In our place, Council newsletters are not received and there are no updated information	1
It gets worse every year	1
It used to be more better, now it's all about rates and money	1
Lack interest and involvement	1
Lack of commitment to projects	1
Lack of planning for road construction	1
Maintenance of nature strips have declined	1
Never heard from Council	1
News is not good	1
No actual action for resident's requirement	1
No change by the Council	1
No good infrastructure	1
No investment in time and money	1
Not catching up with the development	1
Planning is poor with population growth	1
Population growth	1
Road congestion	1
Road work	1
Roads are getting worse	1
Slow progress on upgrade works	1
Tarneit will become a modern slum of Australia	1
Terrible services	1
The Council has not done too much over the past one year	1
They are worthless	1
They seem to be losing foresight	1
Tip vouchers have reduced to 1	1
Too much cover up of corruption and they need to be more transparent	1
Too much expense, and no results	1
Too much rate paid been overpaid for Council officers	1

Total**48**

Governance and leadership

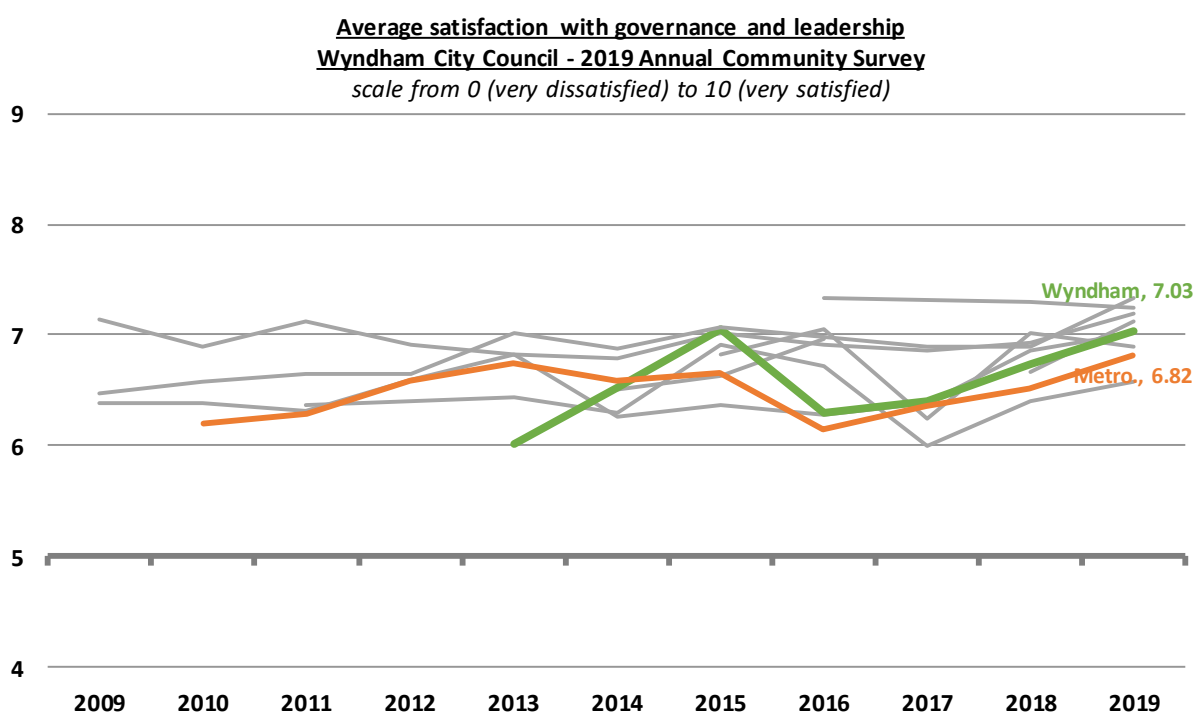
Respondents were asked:

“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 five included aspects of governance and leadership increased 4.3% this year, up from 6.74 to 7.03, and it remains at a “good” level.

This result is somewhat higher than the metropolitan Melbourne (6.82) and growth area councils’ (6.80) average, but measurably higher than the western region councils’ average of 6.59.

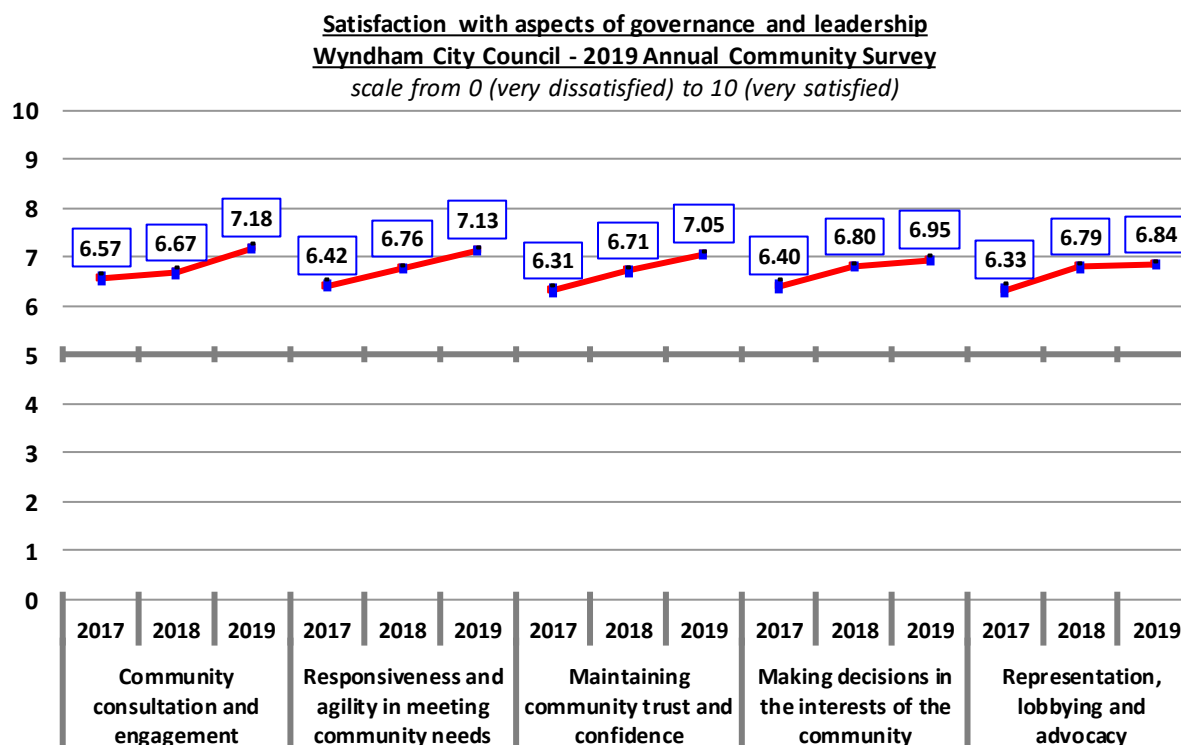
The following graph provides the average satisfaction with governance and leadership with a comparison to the metropolitan Melbourne average. The other grey lines on the graph represent the average satisfaction of the seven other councils for which Metropolis Research conducts this research.



Satisfaction with all five aspects of governance and leadership was at a “good” level of satisfaction.

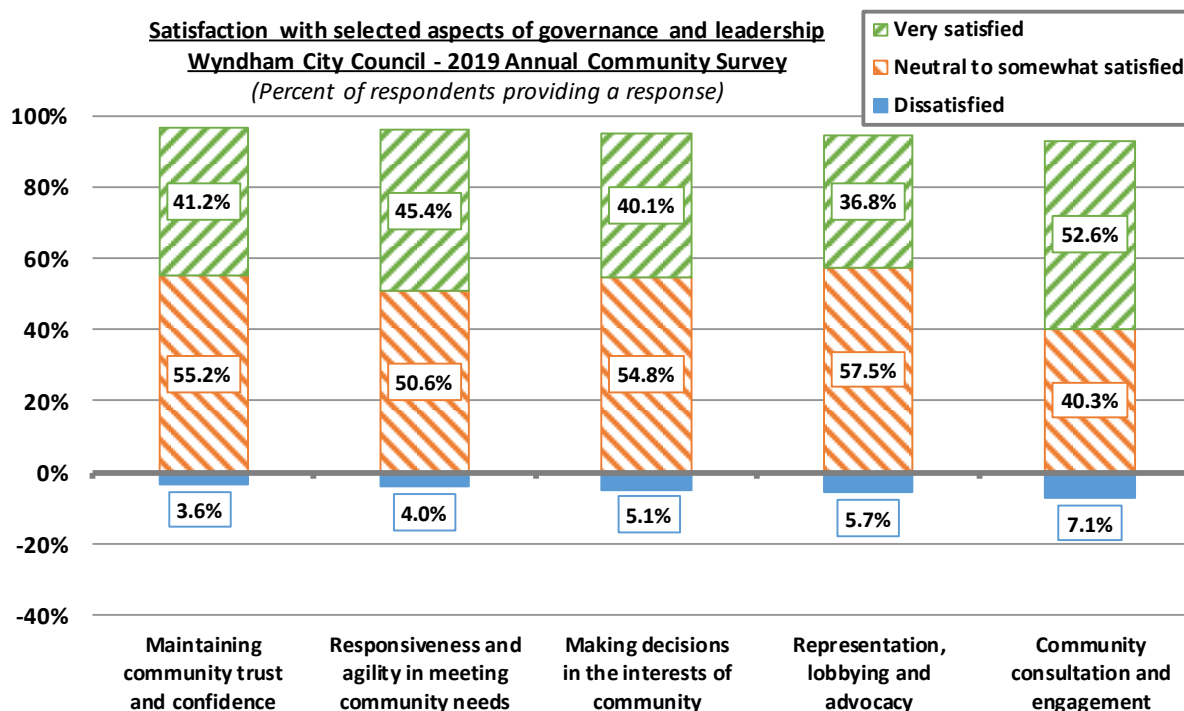
It is noted that satisfaction with Council’s representation, lobbying and advocacy with other levels of government was marginally lower than satisfaction with Council’s community consultation and engagement and the responsiveness of Council to local community needs. This may reflect, at least in part, the fact that many of the most important issues of concern to the Wyndham community are at least in part, state government issues rather than issues within the remit of Council. More details of this are provided in the *Issues to Address in Wyndham at the moment* section of this report.

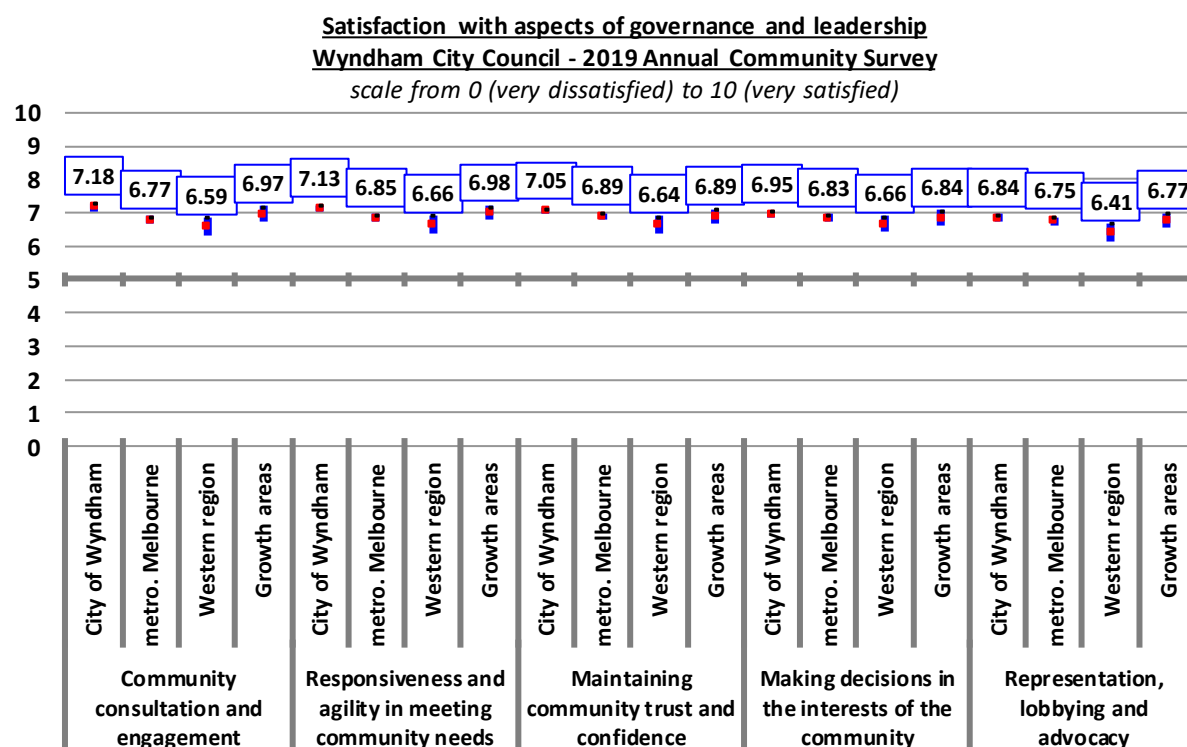




The following graph provides a breakdown of these results into respondents who were “very satisfied” (rating satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (rating five to seven), and those who were dissatisfied (rating satisfaction at less than five out of 10).

Particular attention is drawn to the fact that more than half (52.6%) of the respondents were “very satisfied” with Council’s community consultation and engagement performance. It is also noted that less than eight percent were dissatisfied with any of the five aspects.





Satisfaction with individual aspects of governance and leadership

The following section of the report provides a more detailed examination of satisfaction with the five aspects of governance and leadership, including time series results, satisfaction by precinct and satisfaction by respondent profile.

In general terms, it is clear that:

- **More satisfied than average** – it tends to be respondents from Point Cook and Werribee, younger respondents, female respondents, and respondents from multi-lingual households who are somewhat more likely to be satisfied with the various aspects of governance and leadership than the municipal average.
- **Less satisfied than average** – it tends to be respondents from Hoppers Crossing, middle-aged (aged 45 to 59 years) and particularly older adults (aged 60 to 74 years), males, and respondents from English speaking households who are somewhat more likely to be less satisfied with the various aspects of governance and leadership.

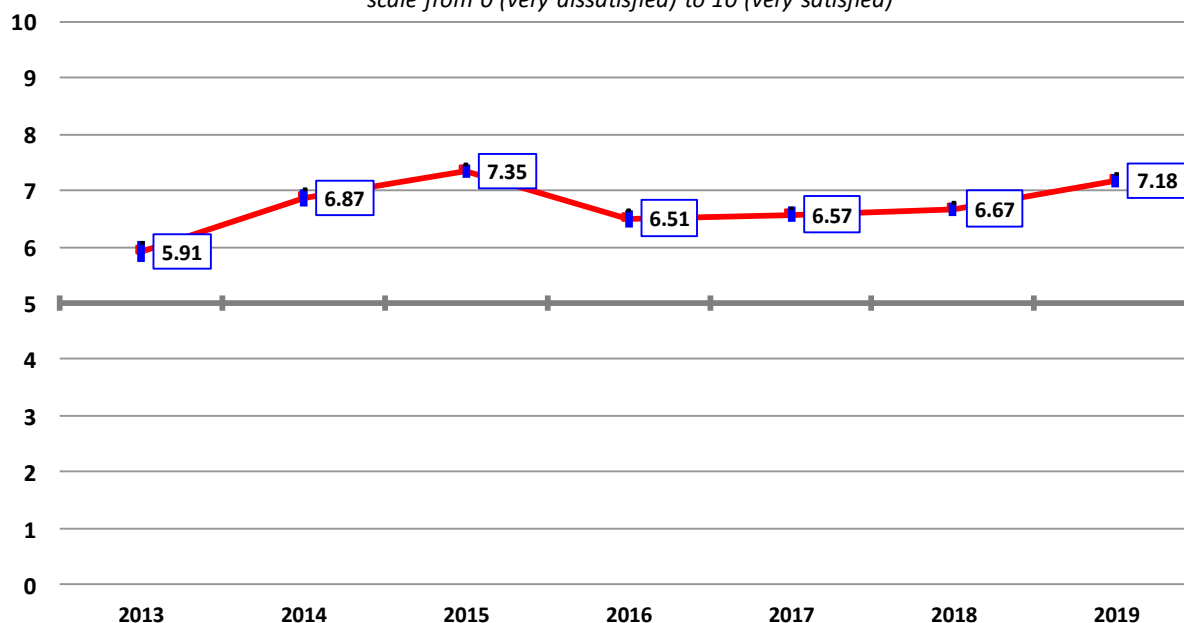
Community consultation and engagement

Satisfaction with Council’s community consultation and engagement increased measurably and significantly this year, up 7.6% to 7.18, although it remains at a “good” level of satisfaction.



Satisfaction with Council's performance in community consultation and engagement**Wyndham City Council - 2019 Annual Community Survey**

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

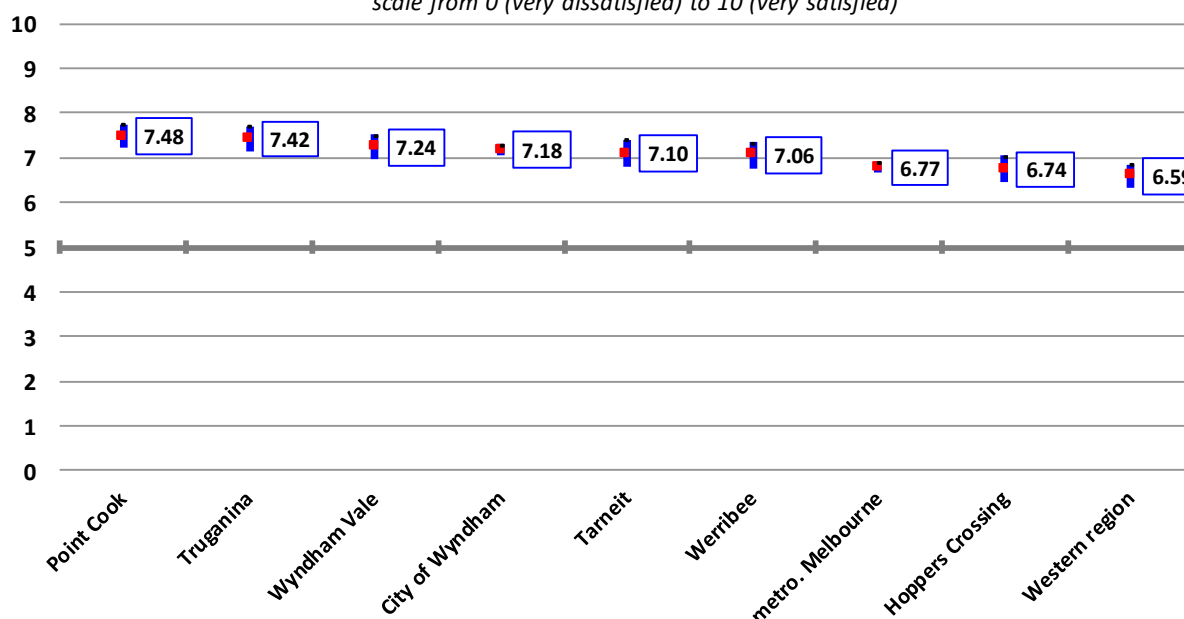


There was measurable variation in satisfaction with Council's community consultation and engagement observed across the municipality, with attention drawn to the following:

- **Point Cook and Truganina** – respondents were somewhat, albeit not measurably more satisfied than average and at “very good” levels.
- **Hoppers Crossing** – respondents were measurably less satisfied than average, although still at a “good” level.

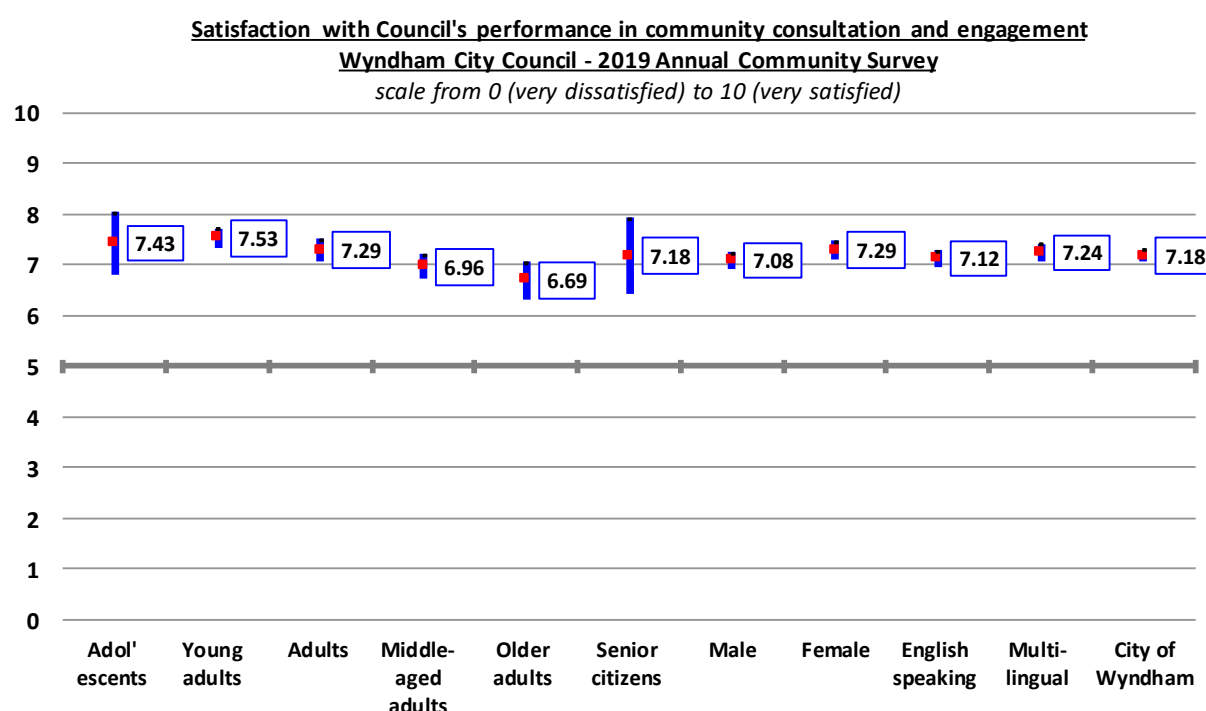
Satisfaction with Council's performance in community consultation and engagement**Wyndham City Council - 2019 Annual Community Survey**

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



There was also notable variation in satisfaction with Council’s community consultation and engagement observed by respondent profile, with attention drawn to the following:

- **Age structure** – satisfaction tends to decline with the respondents’ age, with younger respondents (aged 15 to 34 years) somewhat more satisfied than average, whilst older adults (aged 60 to 74 years) were measurably less satisfied than average.
- **Gender** – female respondents were marginally but not measurably more satisfied than male respondents.
- **Language spoken at home** – respondents from non-English speaking households were marginally but not measurably more satisfied than respondents from English speaking households.



Of the 63 responses received from respondents dissatisfied with Council’s community consultation and engagement performance, the majority related to a perception that Council isn’t doing a lot of communication, or that there needs to be more communication.

Metropolis Research notes that there were a range of other issues raised by respondents in answering this question (including rates, cultural diversity, and fines). This is commonly observed, as it highlights the fact that for some in the community, dissatisfaction about specific issues of concern to the respondent will flow through into dissatisfaction with their perception of how well Council is consulting or engaging with them.



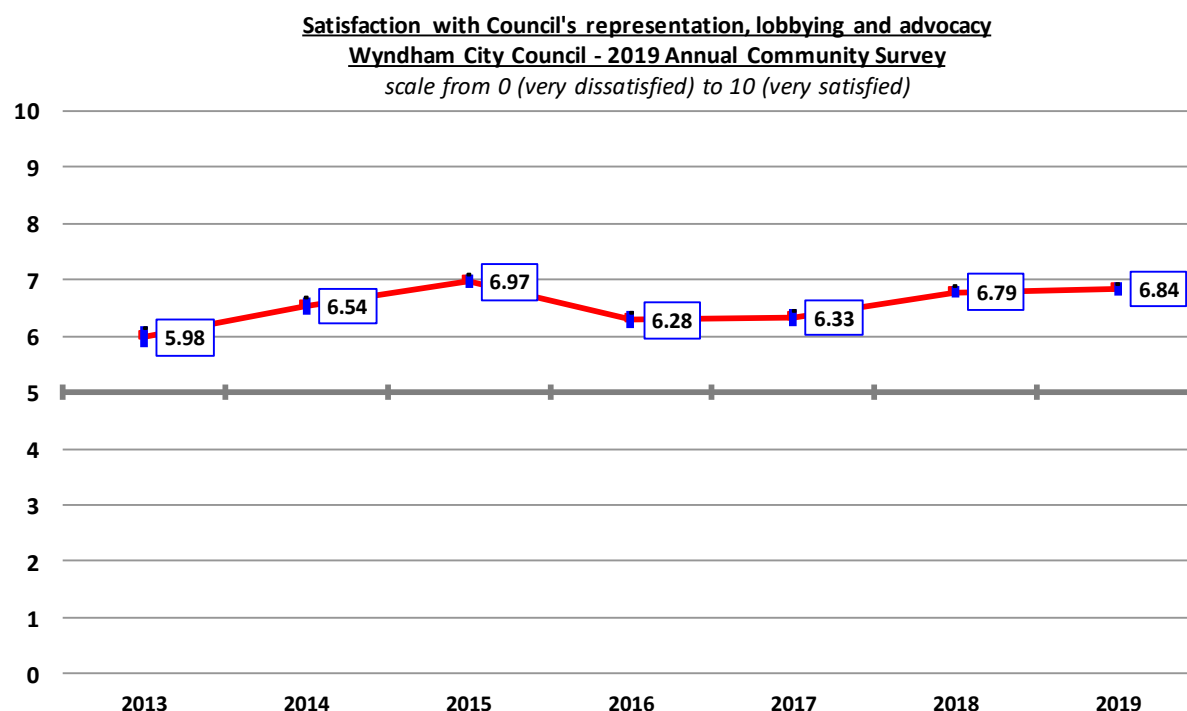
Reasons for dissatisfaction with Council's performance in community consultation and engagement**Wyndham City Council - 2019 Annual Community Survey***(Number of responses)*

<i>Response</i>	<i>Number</i>
Council doesn't do much, needs more communication	41
Follow up again and again	2
Never really fixed problems	2
No one cares about the issues	2
They don't want the community, not involve residents	2
Because of the level of rates	1
Been here for 30 years and never been asked to complete this type of surveys	1
Don't know any channels to get in touch with them	1
Don't know enough about the Council	1
Worry about the ethical group	1
Never been surveyed	1
Not helpful	1
There is never enough consultation, public is not been properly informed	1
They do what they want the don't listen to community opinion	1
They don't consider the rates payer	1
They don't do it they make decisions themselves	1
They need to think for people more especially the fines	1
They send only newsletter	1
Try to contact but no response	1
Total	63

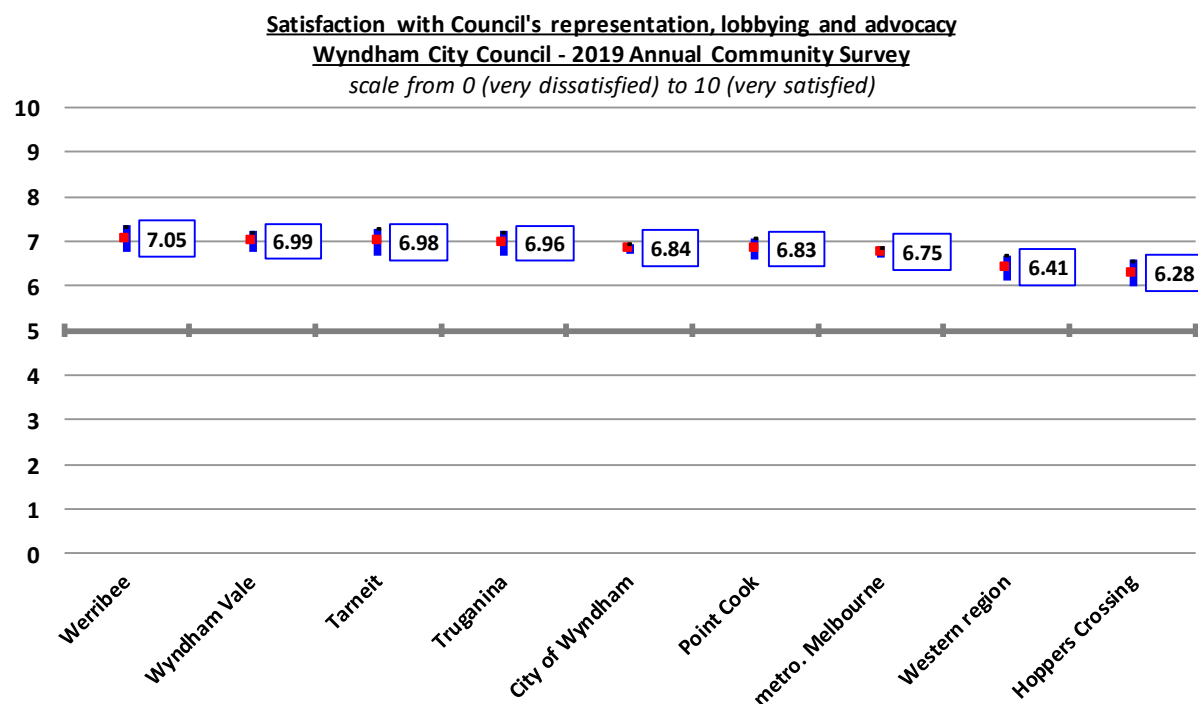


Representation, lobbying and advocacy

Satisfaction with Council’s representation, lobbying and advocacy with other levels of government remained essentially stable this year at 6.84. This result remains at a “good” level.

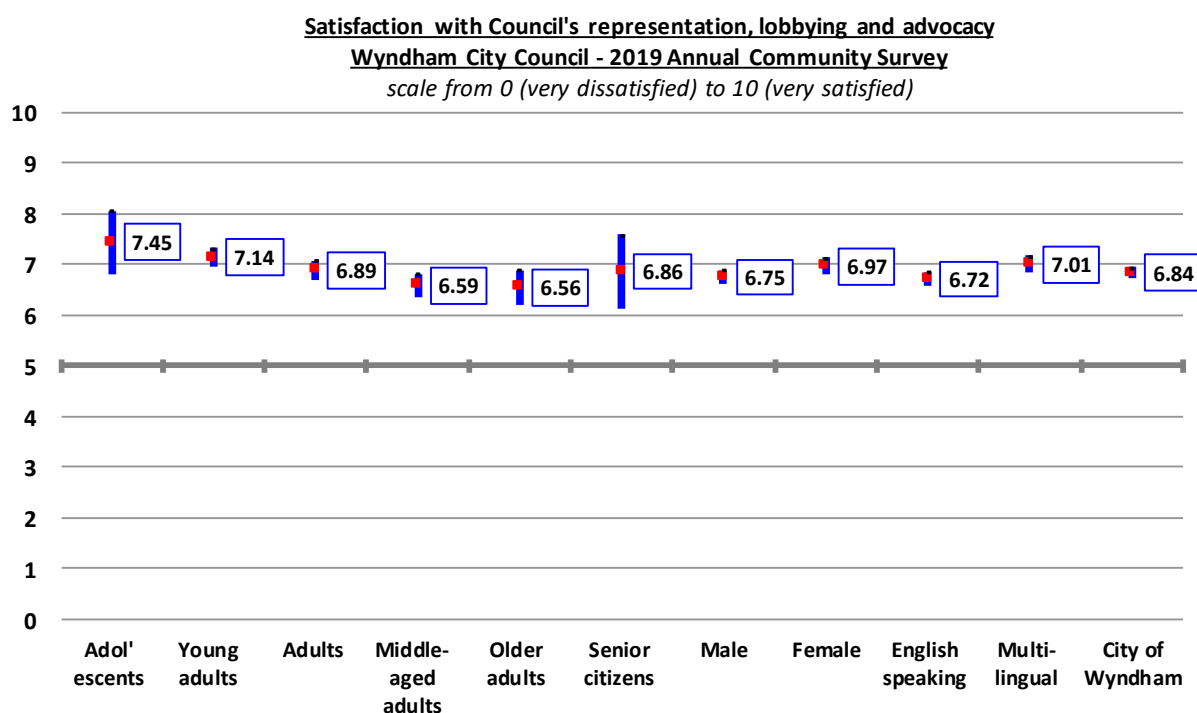


There was measurable variation in satisfaction with Council’s representation, lobbying and advocacy observed across the municipality, with respondents from Hoppers Crossing measurably less satisfied than the municipal average and at a “solid” level.



There was also notable variation in satisfaction with Council's representation, lobbying and advocacy observed by respondent profile, with attention drawn to the following:

- **Age structure** – satisfaction tends to decline with the respondents' age, with younger respondents (aged 15 to 34 years) somewhat more satisfied than average, whilst middle-aged and older adults (aged 45 to 74 years) notably but not measurably less satisfied than average.
- **Gender** – female respondents were notably but not measurably more satisfied than male respondents.
- **Language spoken at home** – respondents from non-English speaking households were measurably more satisfied than respondents from English speaking households.



There were only a small number of responses received from respondents who were dissatisfied with Council's representation, lobbying and advocacy on behalf of the community with other levels of government.

The majority of comments received related to a perception that Council was not doing enough lobbying and advocacy on behalf of the community.

It is noted that a number of comments received from respondents dissatisfied with Council's lobbying and advocacy that do not appear to be directly related to this activity, and relate more generally to the perception of Council performance, engagement with and responding to the needs of the community.

This is often found to be the case, as some respondents can often find it difficult to have a detailed knowledge of the nature of Council advocacy activities undertaken on behalf of the community.

Respondents can be confused about this activity, and respond in line with their more general dissatisfaction with specific issues. In the City of Wyndham, this often relates to a perceived lack of infrastructure, with a particular focus on transport infrastructure.

Reasons for dissatisfaction with Council's representation, lobbying and advocacy on key issues

Wyndham City Council - 2019 Annual Community Survey

(Number of responses)

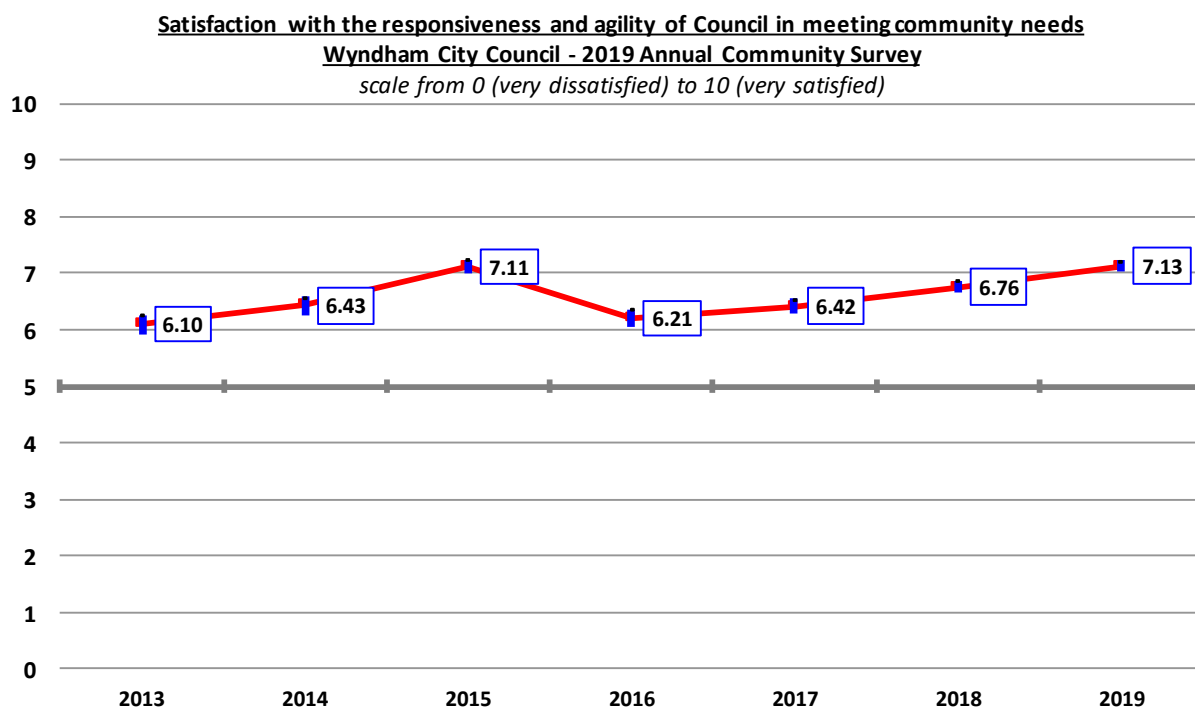
Response	Number
Do nothing	9
No consultation with the community	4
Council is corrupt and self-interested	3
Council is not active	2
Don't know what they are representing us for	2
No infrastructure	2
Have no news	1
Hear from them only during campaign period	1
Need more response	1
Never been involved	1
No funding for new schools	1
No idea about it	1
No information	1
No real fight for community	1
Not all Council members are looking after the residents	1
Not enough support provided by the Council	1
Recently regarding railway crossing Council has done nothing	1
There is no engagement no knowledge of the local government	1
They don't fix things	1
They need to work more on it	1
Too much speeding and Council doesn't care to take action	1
Total	37

Responsiveness and agility of Council in meeting community needs

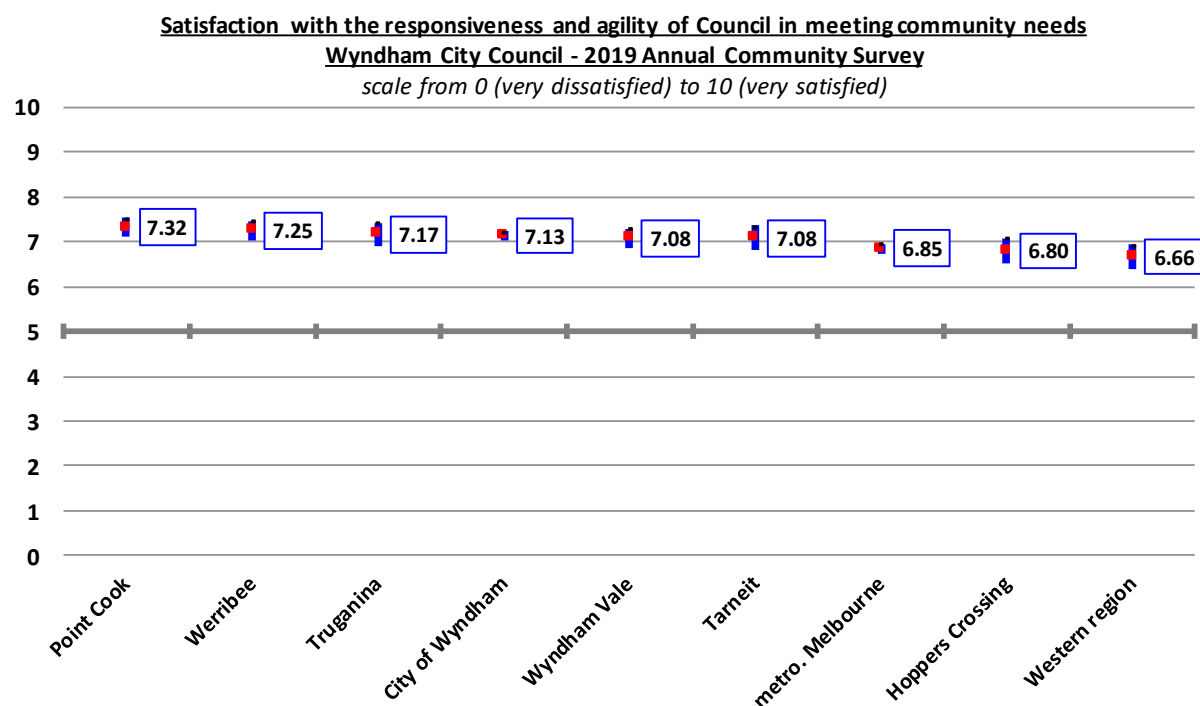
Satisfaction with the responsiveness and agility of Council in meeting community needs increased measurably and significantly for the third consecutive year, having increased 5.5% this year, and a total of 14.8% since the last low point of 6.21 recorded in 2016.

Despite this increase, satisfaction remains at a “good” level.



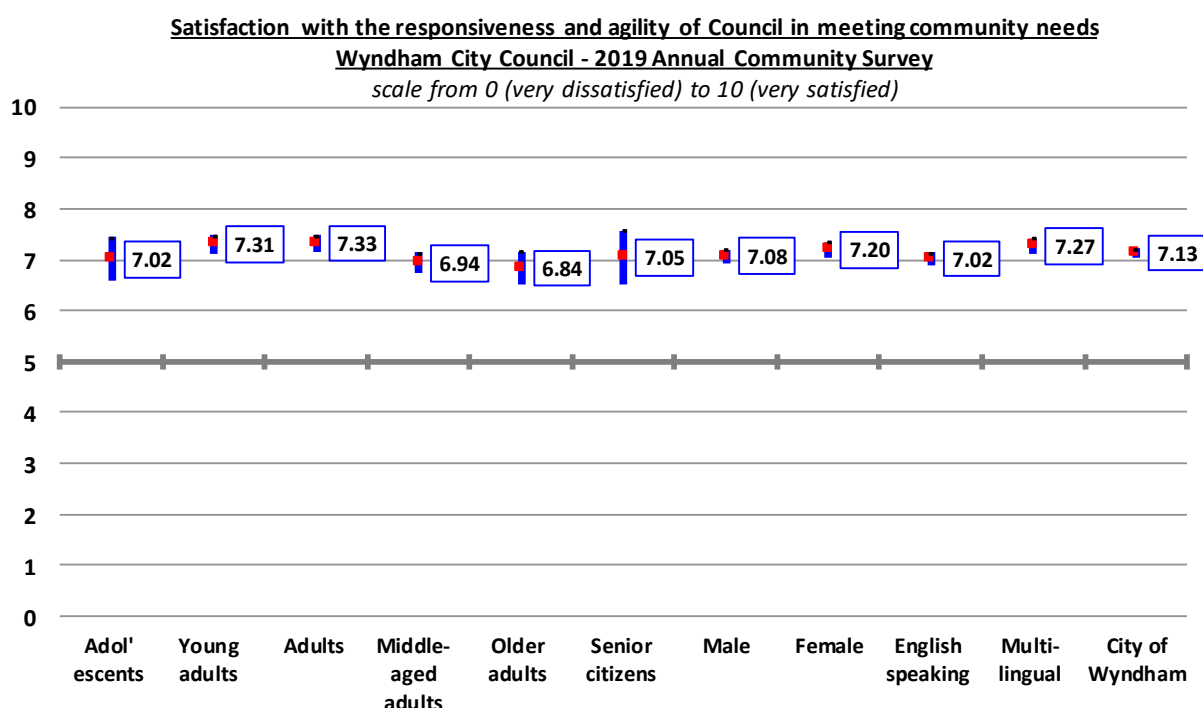


There was no statistically significant variation in this result observed across the municipality. It is noted that respondents from Point Cook were somewhat more satisfied than average and at a “very good” level, whilst respondents from Hoppers Crossing were somewhat less satisfied than average.



There was relatively little variation in satisfaction with the responsiveness and agility of Council in meeting community needs observed by respondent profile, with attention drawn to the following:

- **Age structure** – younger respondents (aged 15 to 44 years) were somewhat more satisfied than average, whilst middle-aged and older adults (aged 45 to 74 years) were marginally but not measurably less satisfied than average.
- **Gender** – female respondents were marginally but not measurably more satisfied than male respondents.
- **Language spoken at home** – respondents from non-English speaking households were measurably more satisfied than respondents from English speaking households.



There was a total of just 29 responses received from respondents dissatisfied with the responsiveness and agility of Council in meeting community needs.

The majority of these comments were relatively general in nature and referred to perceived general lack of responsiveness of Council to local community needs.

There were a range of specific issues raised by a handful of respondents, including parking, roads and traffic, rubbish bins, and rates. The majority of these comments related to traffic and road related issues.



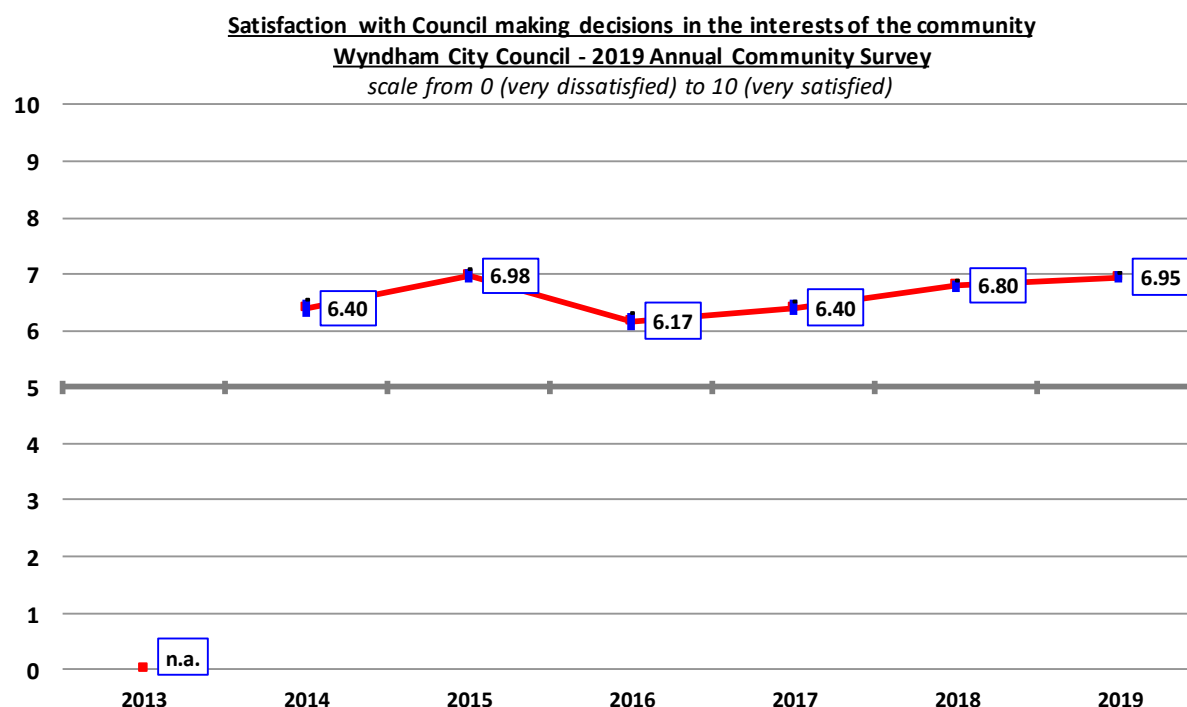
Reasons for dissatisfaction with the responsiveness and agility of Council in meeting community needs**Wyndham City Council - 2019 Annual Community Survey***(Number of responses)*

<i>Response</i>	<i>Number</i>
Council doesn't respond to the community	4
The Council needs to respond better	2
They don't listen or answer	2
Very slow response from the Council	2
Because the roads, and traffic is very bad	1
Community needs also includes road service but that is the job of the Council to take care of such issues	1
Done nothing	1
Lack of public transport in Tarneit. A lot of development with only two roads	1
Never had those meetings	1
Not able to manage	1
Not enough bin space	1
Not fixing	1
Not satisfied and not enough help provided by the Council	1
Not sure they deliver what they say	1
Station parking must be improved and no action	1
The roads are getting long to build and slow progress of upgrades	1
The roads parking in the train station needs to be improved, new houses getting built, there should be a limit on the houses built	1
They don't provide off street parking	1
They have been saying for many years that they will fix the roads, but they have not	1
They have their own agenda	1
Traffic needs are not met by the Council	1
What do they do with our massive rates	1
Total	29

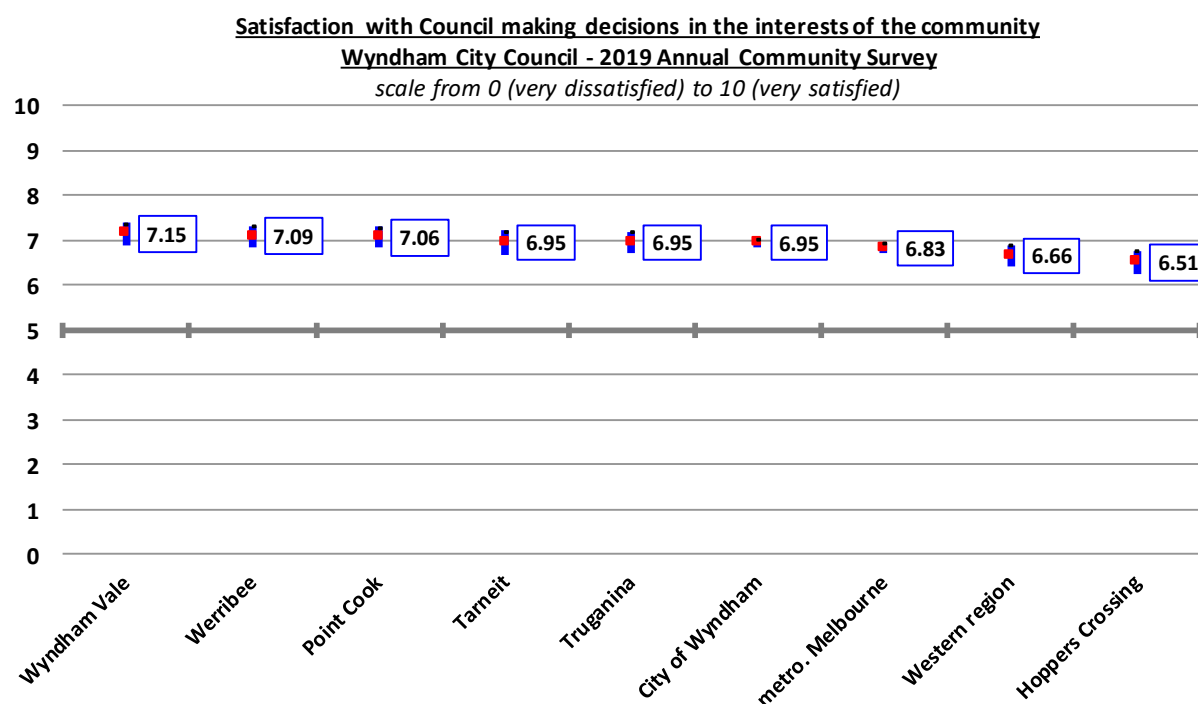
Making decisions in the interests of the community

Satisfaction with Council's performance making decisions in the interests of the community increased marginally but not measurably this year, up 2.2% to 6.95. This remains a "good" level of satisfaction.



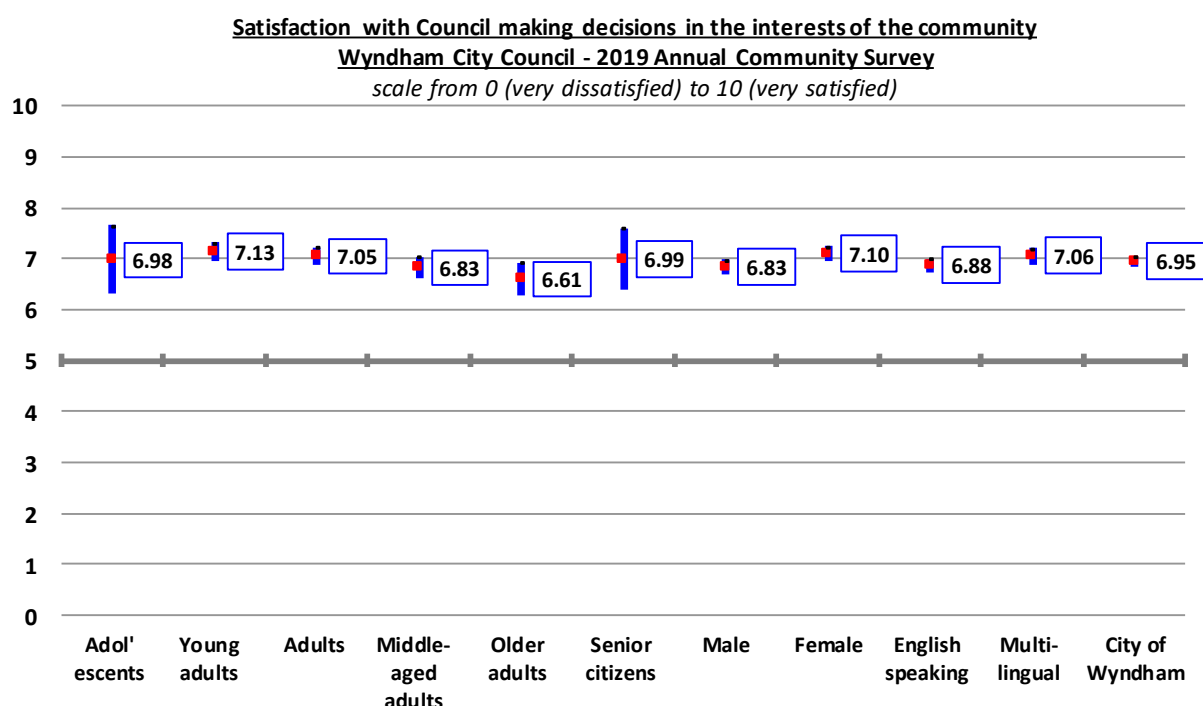


There was measurable variation in satisfaction with this aspect of governance and leadership observed across the municipality, with respondents from Hoppers Crossing measurably less satisfied than average, although still at a “good” level.



There was relatively little variation in satisfaction with Council's performance making decisions in the interests of the community observed by respondent profile, with attention drawn to the following:

- **Age structure** – older adults (aged 60 to 74 years) were notably but not measurably less satisfied than average.
- **Gender** – female respondents were marginally but not measurably more satisfied than male respondents.
- **Language spoken at home** – respondents from non-English speaking households were marginally but not measurably more satisfied than respondents from English speaking households.



There was a total of 36 comments received from respondents dissatisfied with Council's performance in making decisions in the interests of the community.

Most of these responses were general in nature, often referring to a perceived lack of listening to the community, lack of keeping the community informed of decision making, and a general perception that decisions are not being made in the public interest.

There were a range of specific issues raised by a small number of respondents, including roads and traffic, public transport, schools, and cultural activities.

As with many of these other aspects of governance and leadership, many responses from respondents dissatisfied with the aspect reference a general negative perception, with some focusing on specific issues.

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

Wyndham City Council - 2019 Annual Community Survey

(Number of responses)

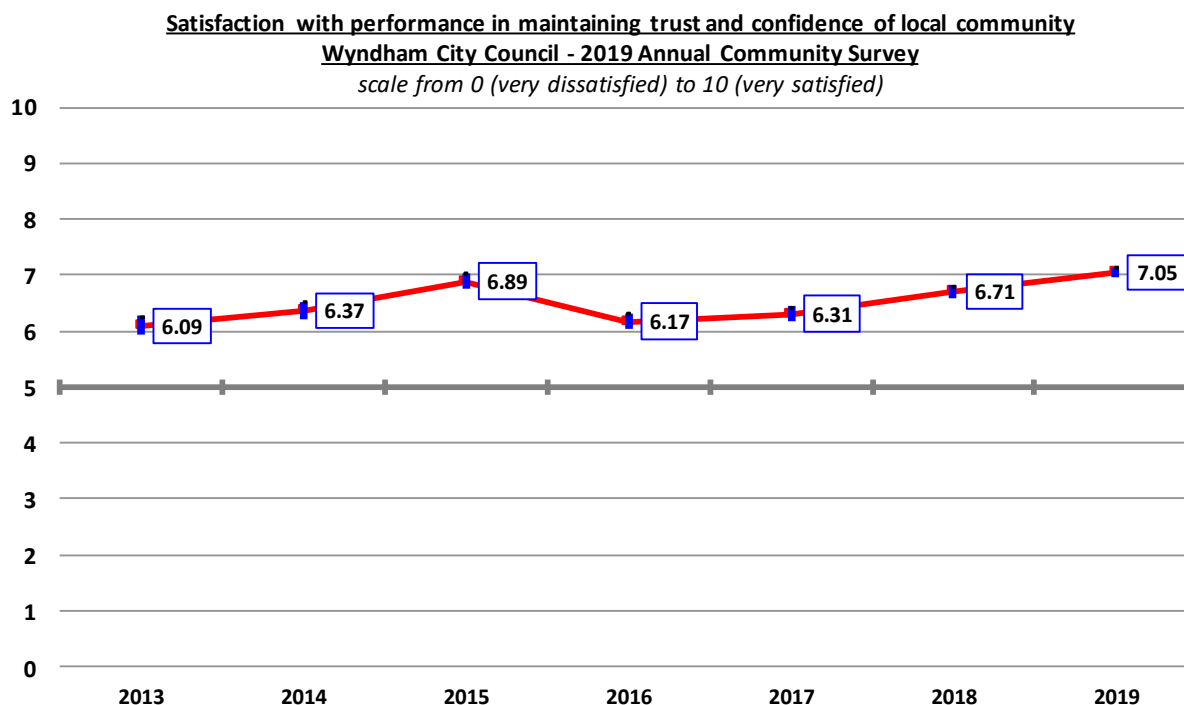
<i>Response</i>	<i>Number</i>
Not listening to the community	5
Don't know the decisions	3
Needs to improve in decision making	3
Council is selfish, don't really care	2
Doesn't have any	2
No response, no communication	2
The Council made the flyover which is very badly designed	2
They are only bothered about getting money	2
Do nothing	1
Don't believe	1
I think the Council does not do enough in considering how fast the community grows	1
Lack of public transport, schools	1
More cultural events and activities for kids. e.g. open air cinema	1
Need better financial planning	1
Need more change for children	1
Need to focus on specific area	1
No responsibility from the Council to inform residents regarding any issue	1
Not very happy	1
Regulate the infrastructure rather than allowing developers to roll out houses	1
Roadworks - no proper communication	1
The roads are not improved	1
There are not doing enough for people	1
Waste money on roads	1
Total	36

Maintaining trust and confidence of the local community

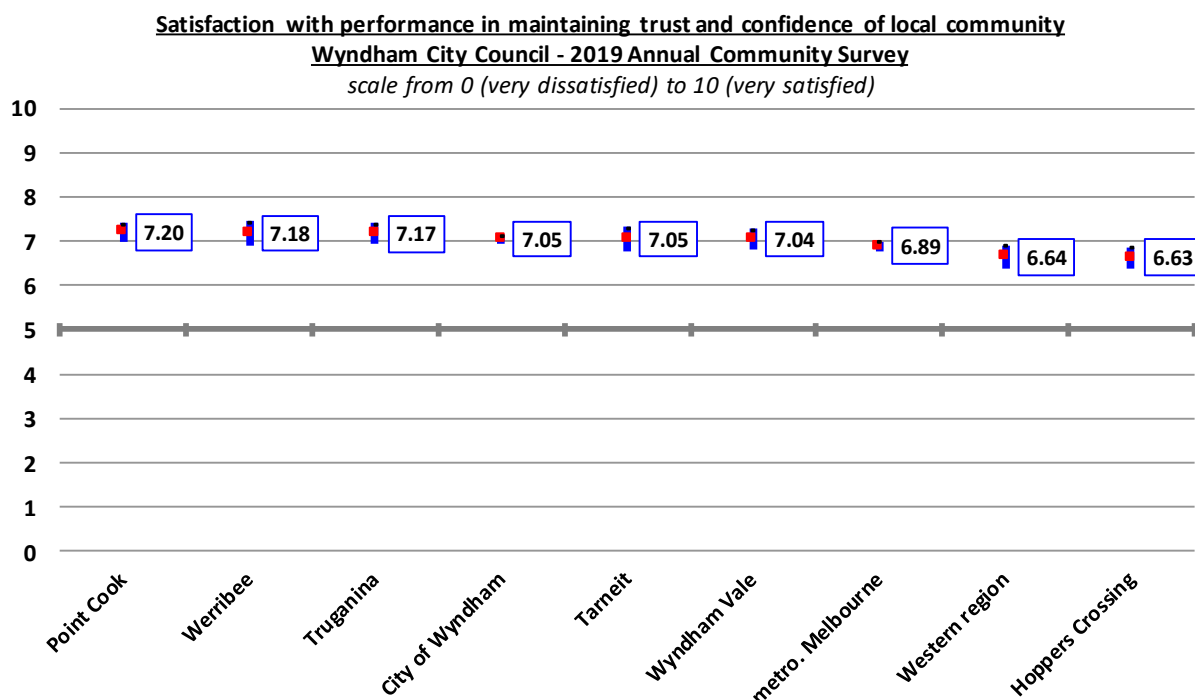
Satisfaction with Council's performance maintaining the trust and confidence of the local community increased measurably and significantly for the third consecutive year, having increased 5.1% this year, a total of 14.2% since the last low point of 6.17 recorded in 2016.

Despite this increase, satisfaction remains at a "good" level.



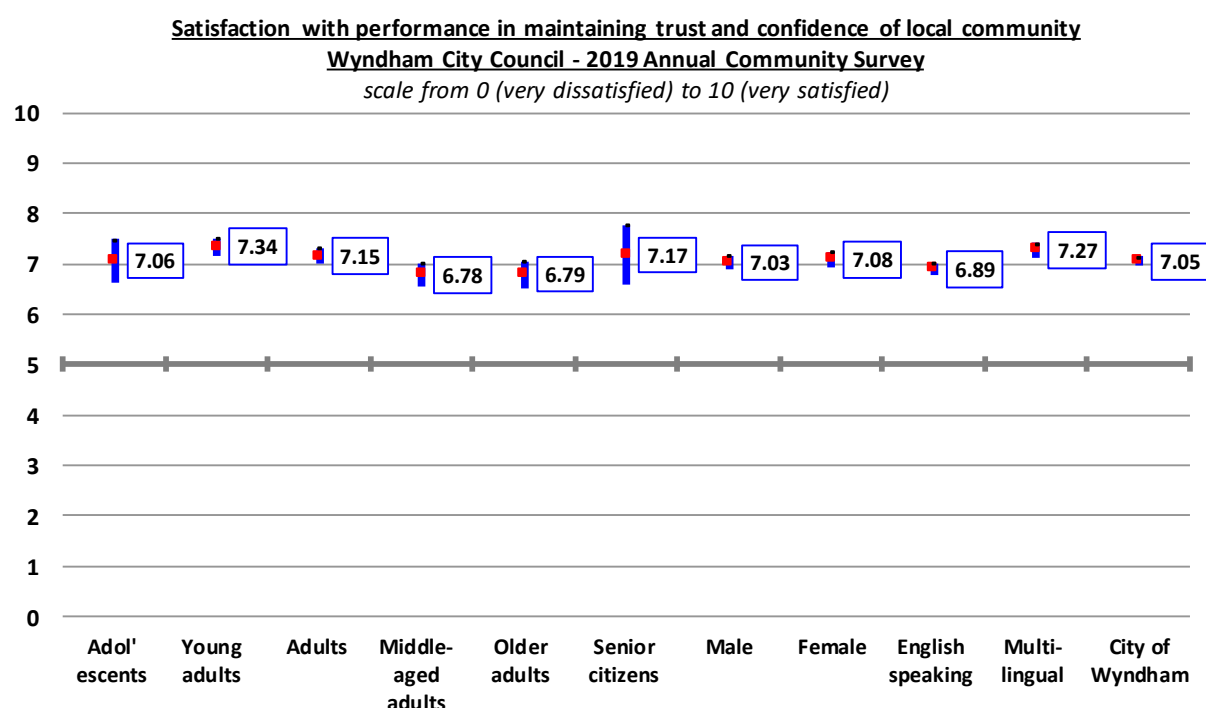


There was measurable variation in satisfaction with this aspect of governance and leadership observed across the municipality, with respondents from Hoppers Crossing measurably less satisfied than average, although still at a “good” level.



There was some variation in satisfaction with Council’s performance maintaining the trust and confidence of the local community observed by respondent profile, with attention drawn to the following:

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



There were only 19 responses received from respondents dissatisfied with Council’s performance maintaining the trust and confidence of the local community.

Most of these responses were relatively general in nature, reflecting a perception by this small number of respondents that Council is not meeting their promises and not acting in a trustworthy manner.

It is important to bear in mind that there were only 19 responses received from the total sample of 1,200 respondents, and that satisfaction with this aspect of governance and leadership increased measurably and significantly this year (up by 5.1% this year).



Reasons for dissatisfaction with Council's performance in maintaining trust and confidence of community**Wyndham City Council - 2019 Annual Community Survey***(Number of responses)*

<i>Response</i>	<i>Number</i>
No trust from the Council	3
They don't do anything for us	3
Not good	2
Because the promises are not being met. Like the road and parking	1
I don't think the Council is trying	1
No engagement	1
No good news about Council	1
Not proper development	1
Some Councillors take overseas trips payed by the developers	1
Starting to lose confidence in the Council	1
They don't do enough for community, they are wasting money	1
They don't listen to me	1
They don't really consult people who live here	1
They only worry about money	1
Total	19



Summary of satisfaction with aspects of governance and leadership

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 - 2019 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%
	2019	1,050	7.18	7.1%	40.3%	52.6%
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%
	2019	927	6.84	5.7%	57.5%	36.8%
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	1,013	6.42	14.4%	53.3%	32.3%
	2018	974	6.76	6.6%	62.5%	30.9%
	2019	1,037	7.13	4.0%	50.6%	45.4%
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%
	2019	1,046	6.95	5.1%	54.8%	40.1%
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%
	2019	1,061	7.05	3.6%	55.2%	41.2%



Council performance

Respondents were asked:

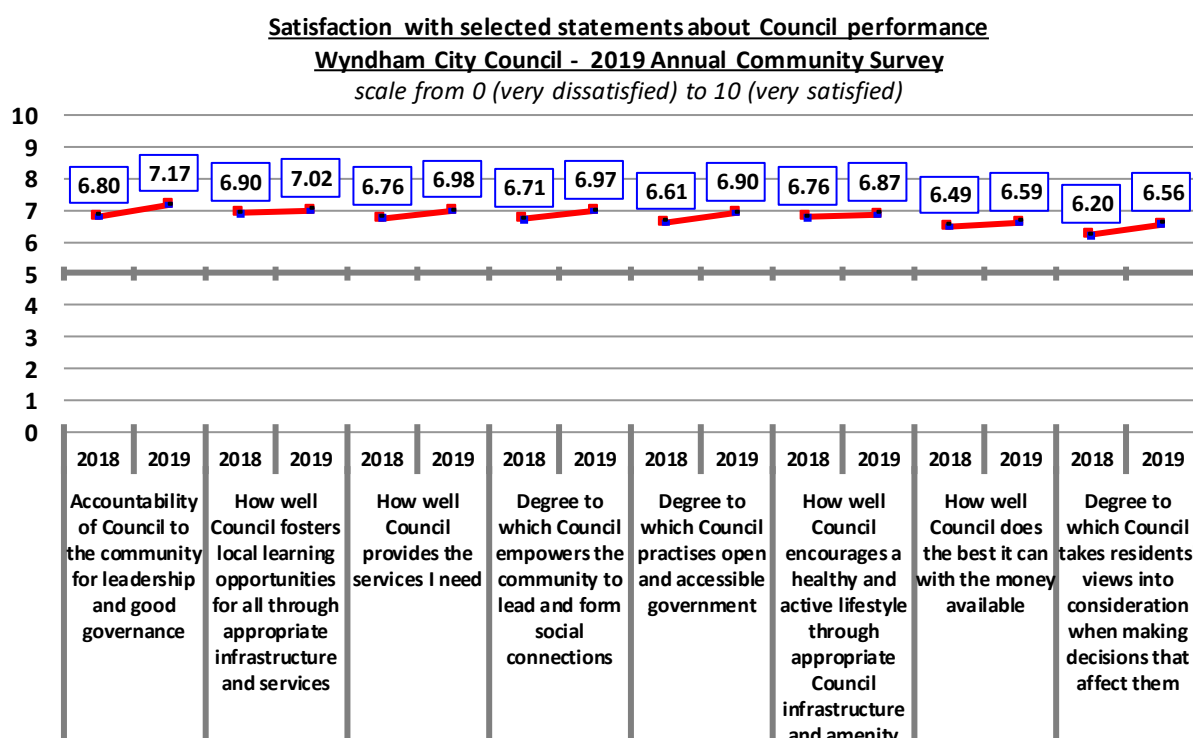
“On a scale of 0 (lowest) to 10 (highest), please rate your personal level of satisfaction with the following aspects of Council’s performance?”

This set of questions relating to respondents’ satisfaction with the performance of Council across eight aspects of performance was included for the first time in the survey in 2018.

These questions were effectively designed by officers of Wyndham City Council, with some advisory 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 this report.

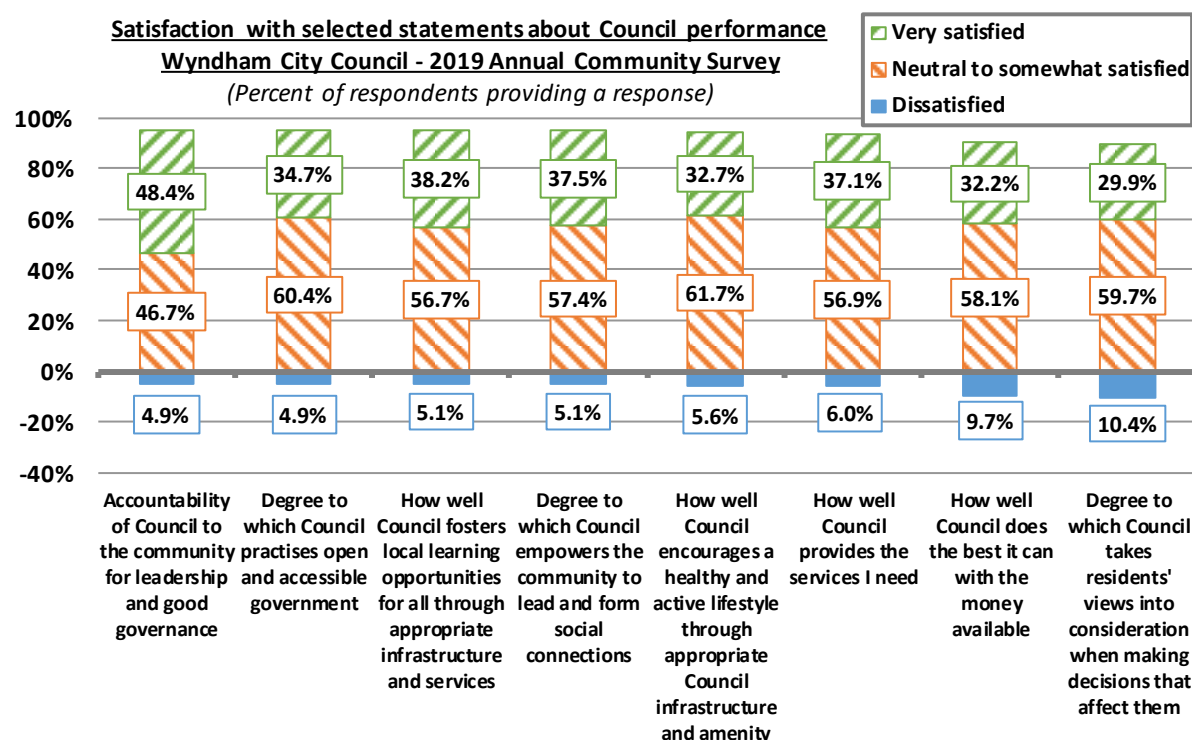
In 2019, satisfaction with all eight aspects of Council performance was rated at levels best categorised as “good”. Satisfaction with all eight improved marginally this year, with the increase being statistically significant for five aspects (accountability, providing services, empowering the community, practises open and accessible government, and taking residents’ views into consideration).



Consistent with the “good” levels of average satisfaction, the overwhelming majority of respondents were satisfied with each of the eight aspects of Council performance.

It is noted that approximately one-third or more of respondents were “very satisfied” (i.e. rated satisfaction at eight or more out of 10) with each aspect.

Attention is drawn to the fact that approximately ten percent of respondents were dissatisfied with “how well Council does the best it can with the money available” and the “degree to which Council takes residents’ views into consideration when making decisions that affect them”.



Satisfaction with individual aspects of Council performance

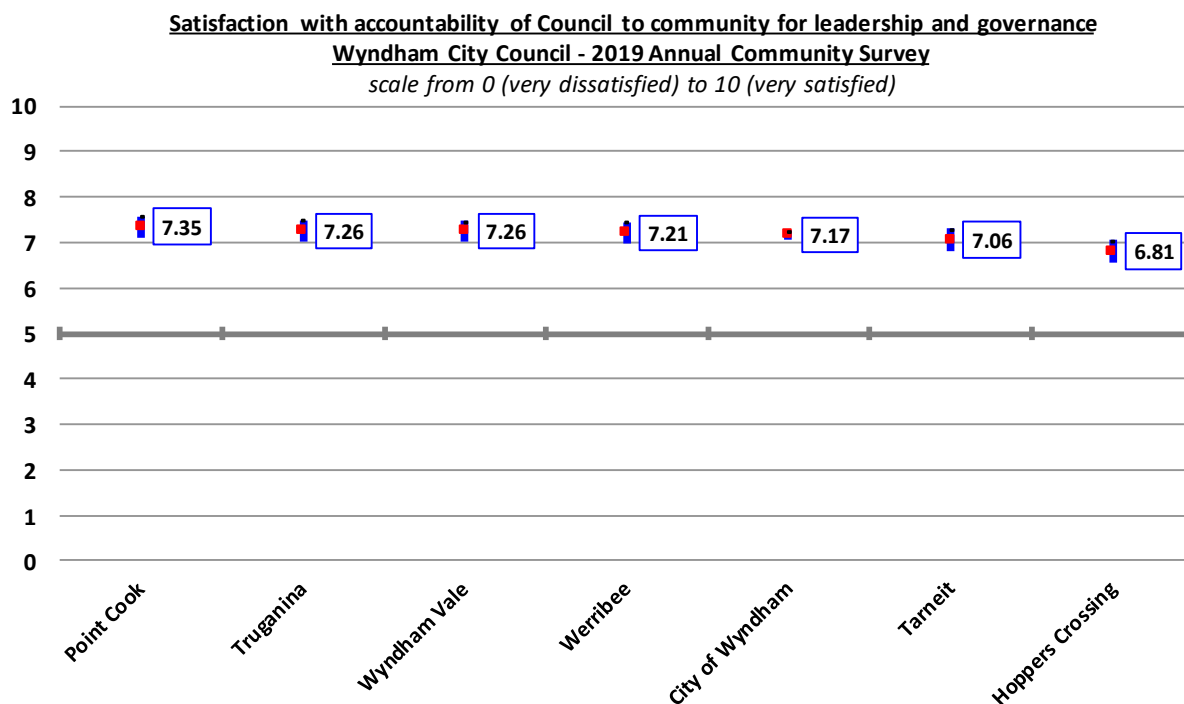
The following section provides a breakdown of satisfaction with the eight aspects of Council performance for each of the six precincts comprising the City of Wyndham, as well as by respondent profile (including age structure, gender, and language spoken at home).

In general terms, it is clear that:

- **More satisfied than average** – it tends to be respondents from Point Cook, younger respondents, female respondents, and respondents from multi-lingual households who are somewhat more likely to be satisfied with the various aspects of governance and leadership than the municipal average.
- **Less satisfied than average** – it tends to be respondents from Hoppers Crossing, middle-aged (aged 45 to 59 years) and particularly older adults (aged 60 to 74 years), males, and respondents from English speaking households who are somewhat more likely to less satisfied with the various aspects of governance and leadership.

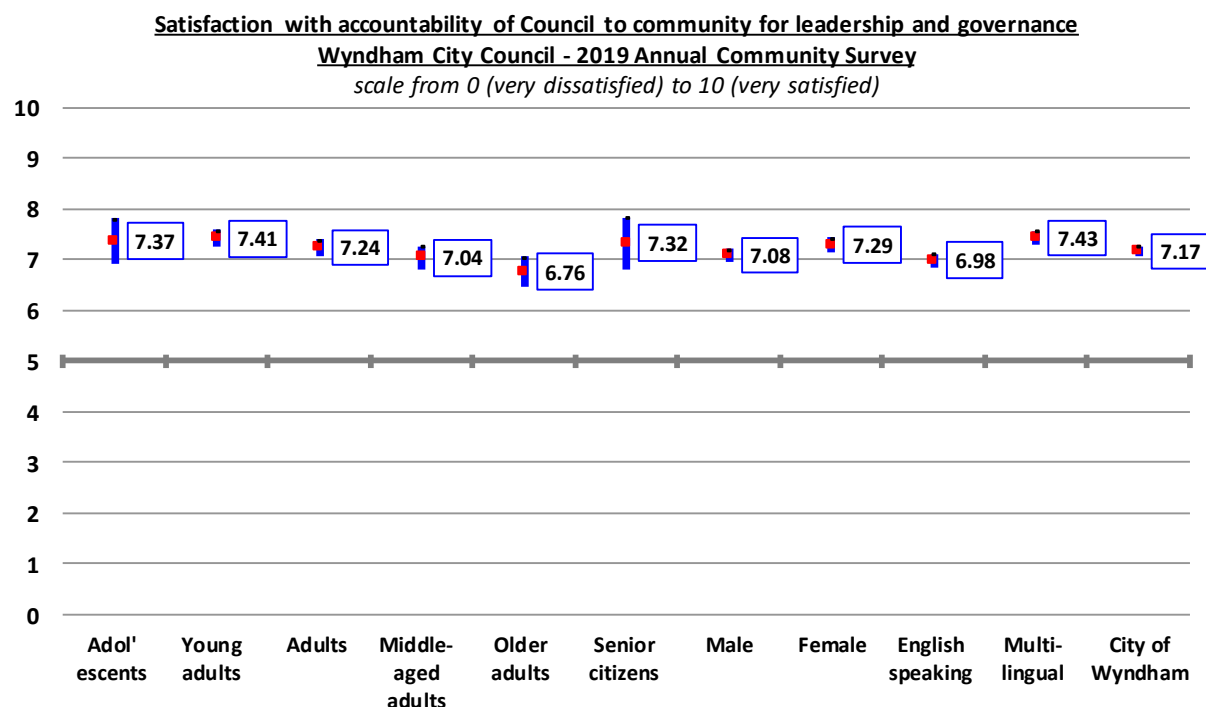
The accountability of Council to the community for leadership and good governance

With the exception of respondents from Hoppers Crossing who were measurably less satisfied than the municipal average (although still at a “good” level), there was no other statistically significant variation observed in relation to satisfaction with the “accountability of Council to the community for leadership and good governance”.



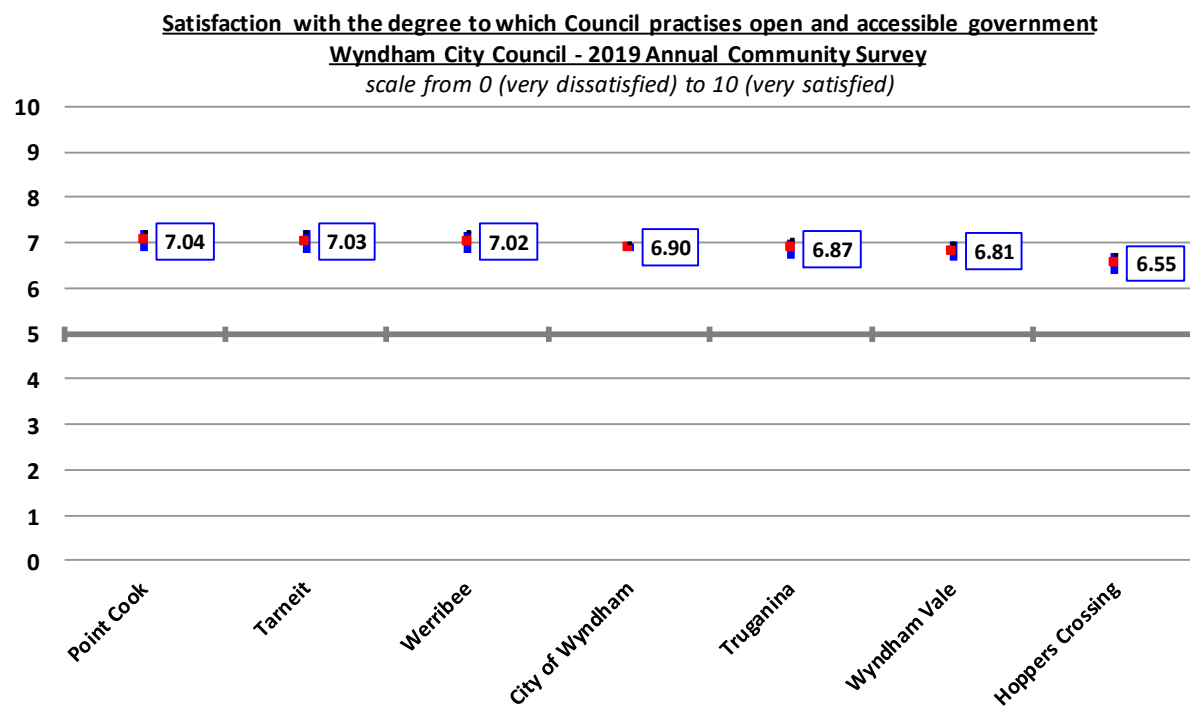
There was measurable variation in satisfaction with this aspect of Council performance observed by respondent profile:

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



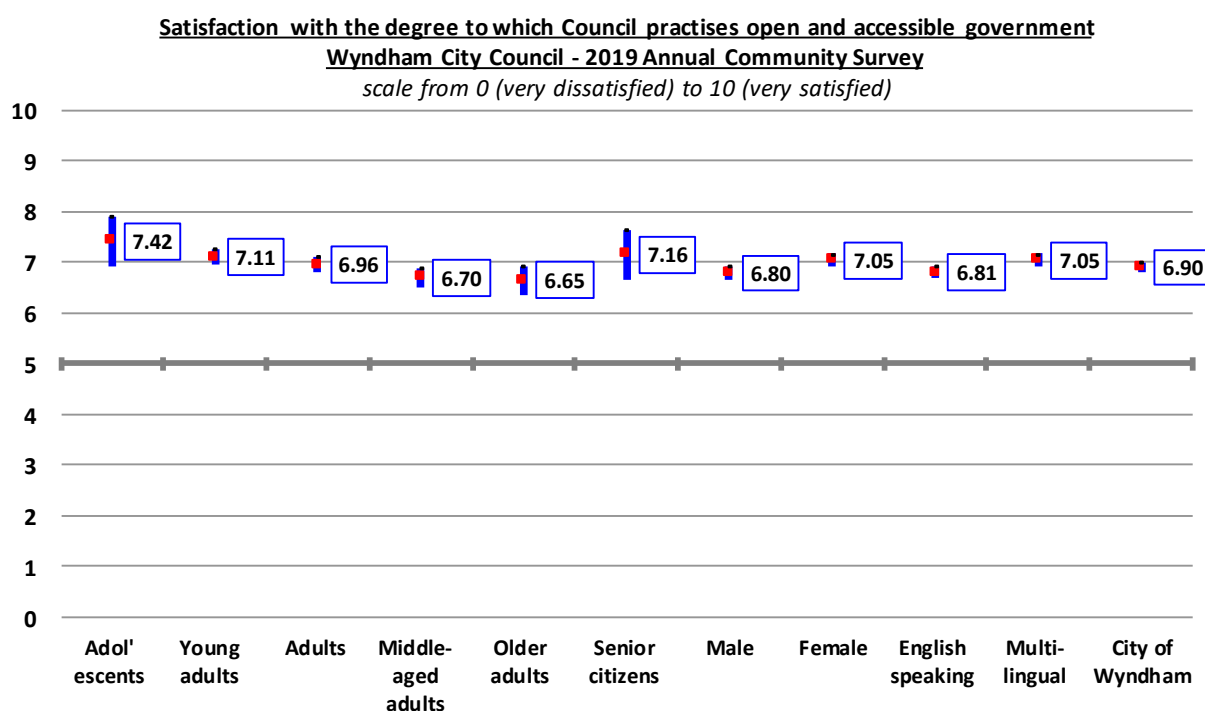
Council practices open and accessible government

With the exception of respondents from Hoppers Crossing who were measurably less satisfied than the municipal average (although still at a “good” level), there was no other statistically significant variation observed in relation to satisfaction with the “the degree to which Council practises open and accessible government”.



There was some variation in satisfaction with this aspect of Council performance observed by respondent profile:

- **Age structure** – middle-aged and older adults (aged 45 to 74 years) were somewhat less satisfied than the municipal average.
- **Gender** – female respondents were 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.

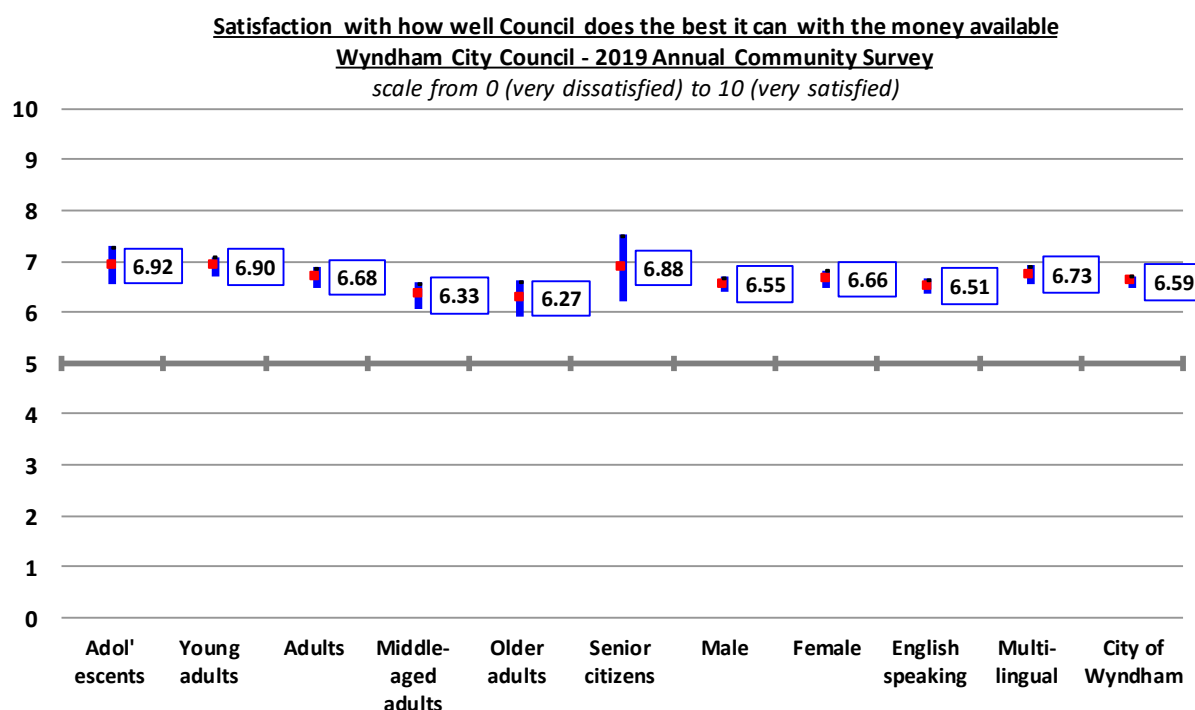
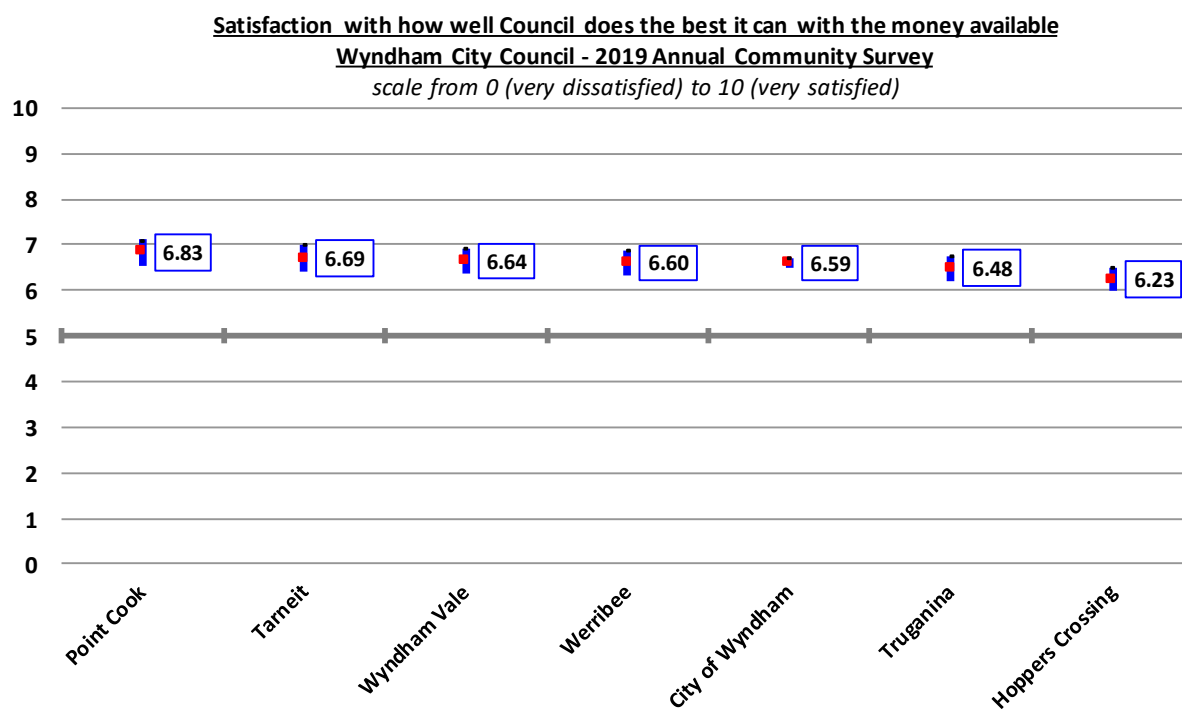


Council does the best it can with the money available

With the exception of respondents from Hoppers Crossing who were measurably less satisfied than the municipal average (and at a “solid” level), there was no other statistically significant variation observed in relation to satisfaction with how well “Council does the best it can with the money available”.

There was some variation in satisfaction with this aspect of Council performance observed by respondent profile:

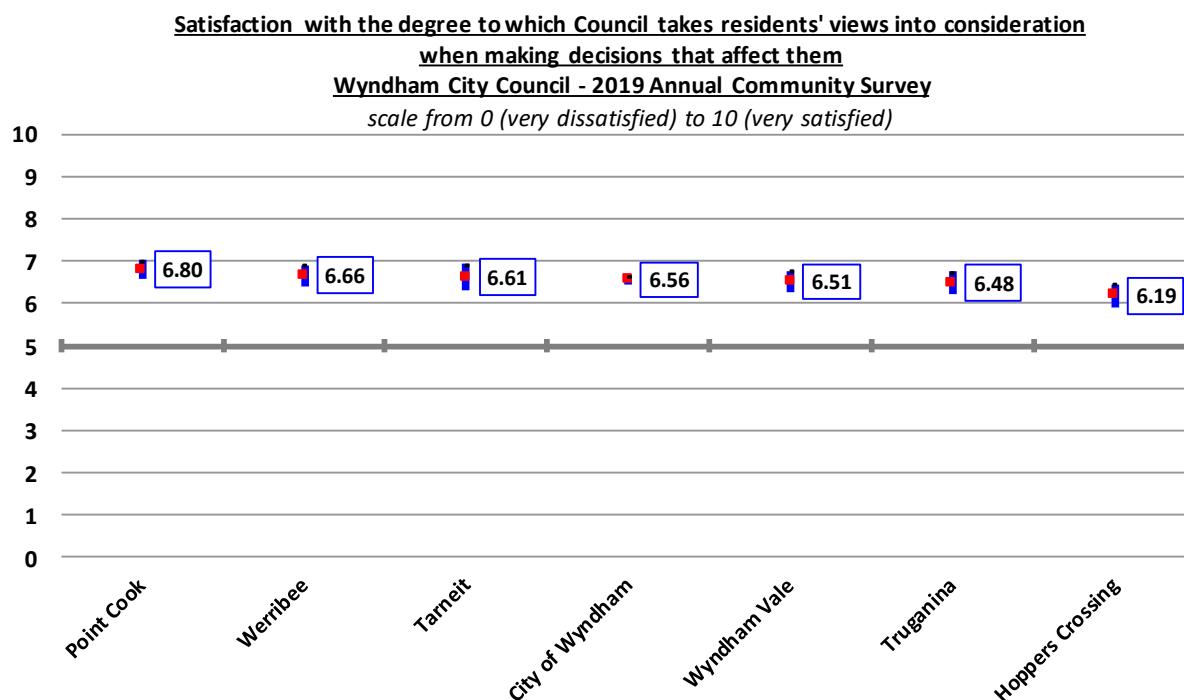
- **Age structure** – middle-aged and older adults (aged 45 to 74 years) were somewhat less satisfied than the municipal average.
- **Gender** – female respondents were marginally more satisfied than male respondents.
- **Language spoken at home** – respondents from multi-lingual households were marginally more satisfied than respondents from English speaking households.



Council takes residents' views into consideration when making decisions affecting them

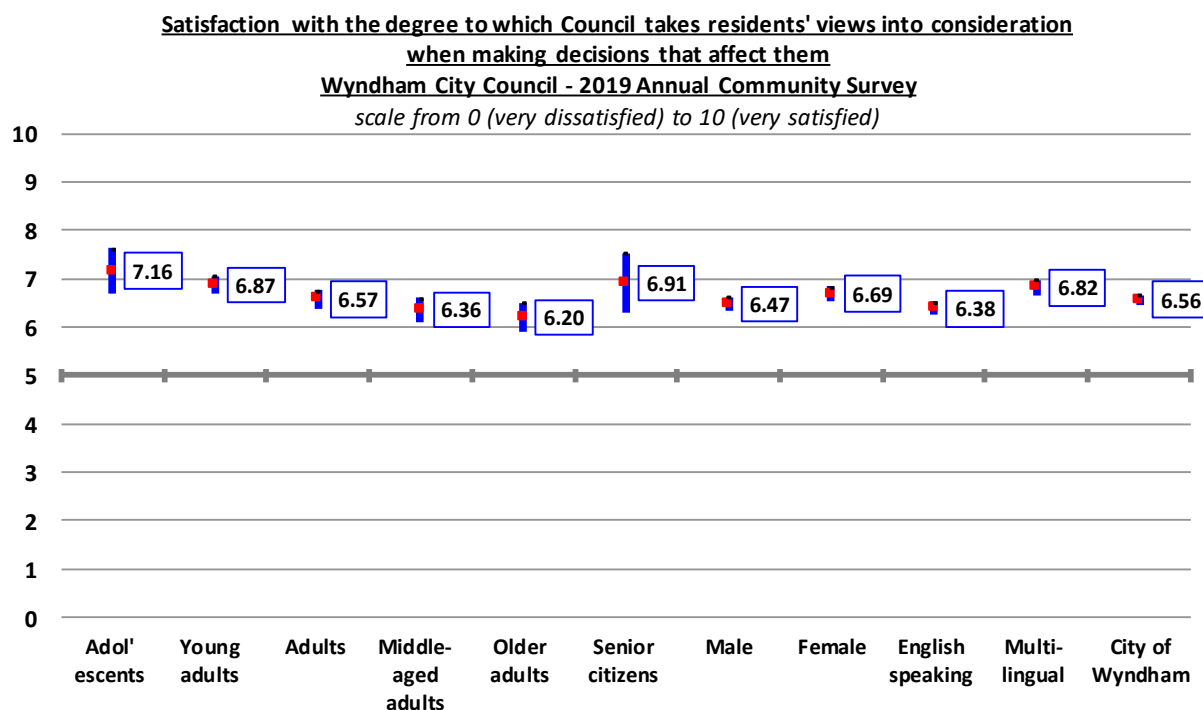
With the exception of respondents from Hoppers Crossing who were measurably less satisfied than the municipal average (and at a “solid” level), there was no other statistically significant variation observed in relation to satisfaction with the extent to which “Council takes residents' views into consideration when making decisions affecting them”.





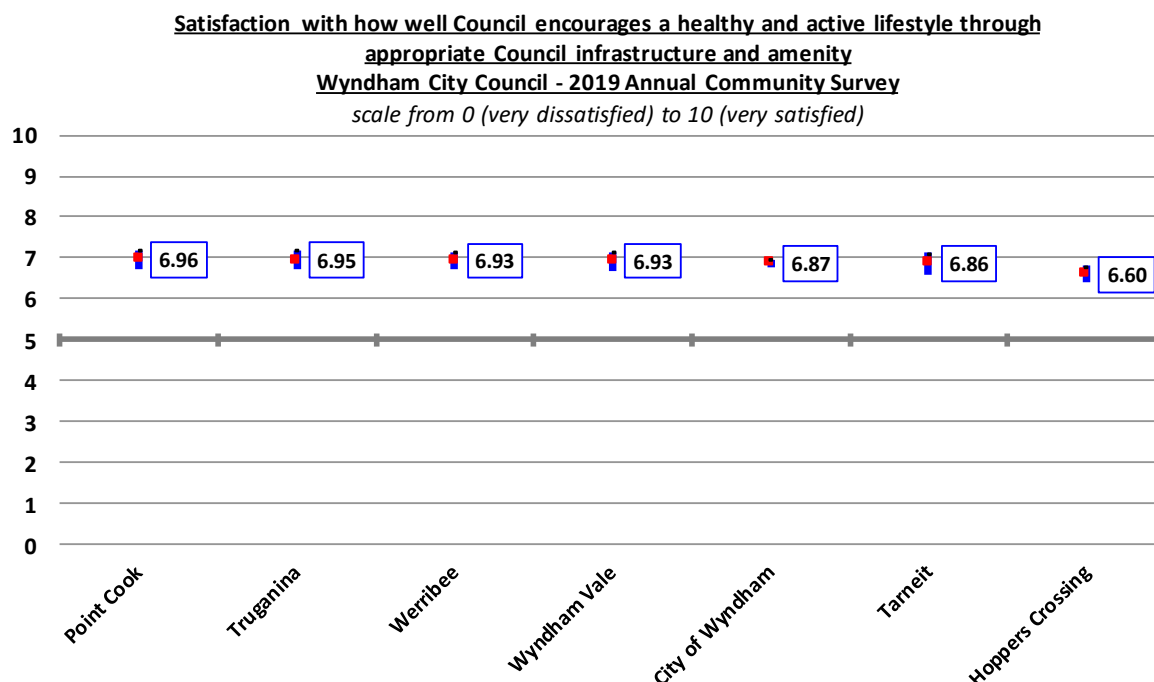
There was some variation in satisfaction with this aspect of Council performance observed by respondent profile:

- **Age structure** – middle-aged and older adults (aged 45 to 74 years) were somewhat less satisfied than the municipal average.
- **Gender** – female respondents were somewhat more satisfied than male respondents.
- **Language spoken at home** – respondents from multi-lingual households were measurably more satisfied than respondents from English speaking households.

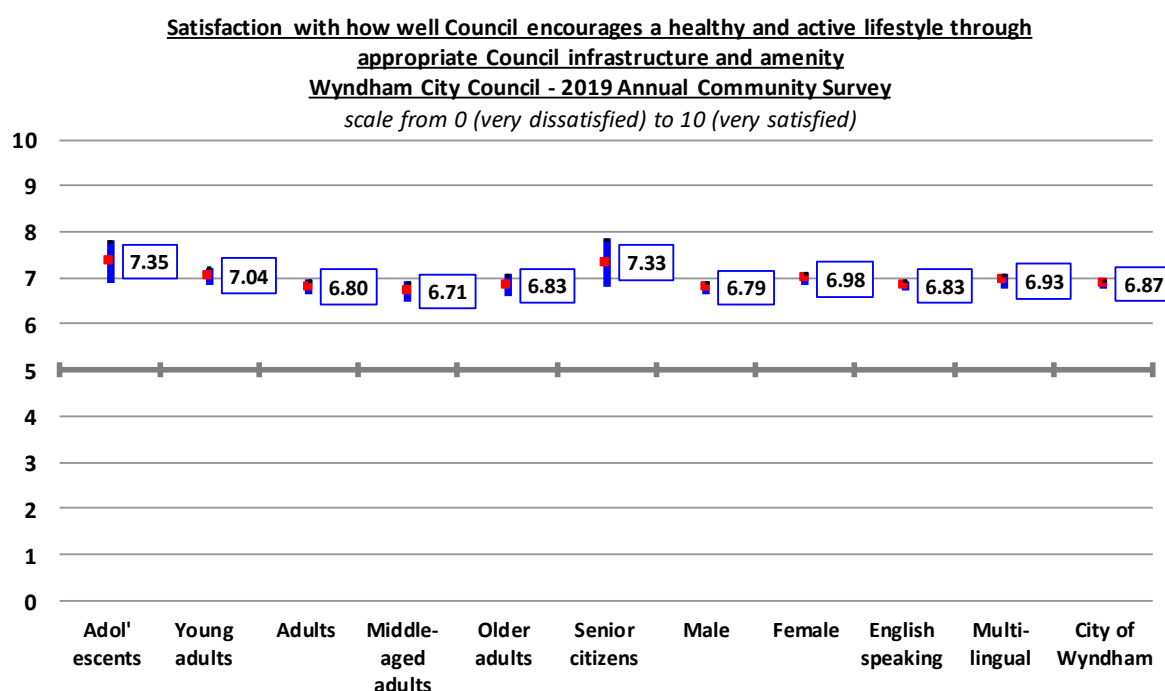


Council encourages a healthy & active lifestyle through appropriate Council infrastructure, amenity

With the exception of respondents from Hoppers Crossing who were measurably less satisfied than the municipal average (although still at a “good” level), there was no other statistically significant variation observed in relation to satisfaction with how well “Council encourages a healthy and active lifestyle through appropriate Council infrastructure and amenity”.

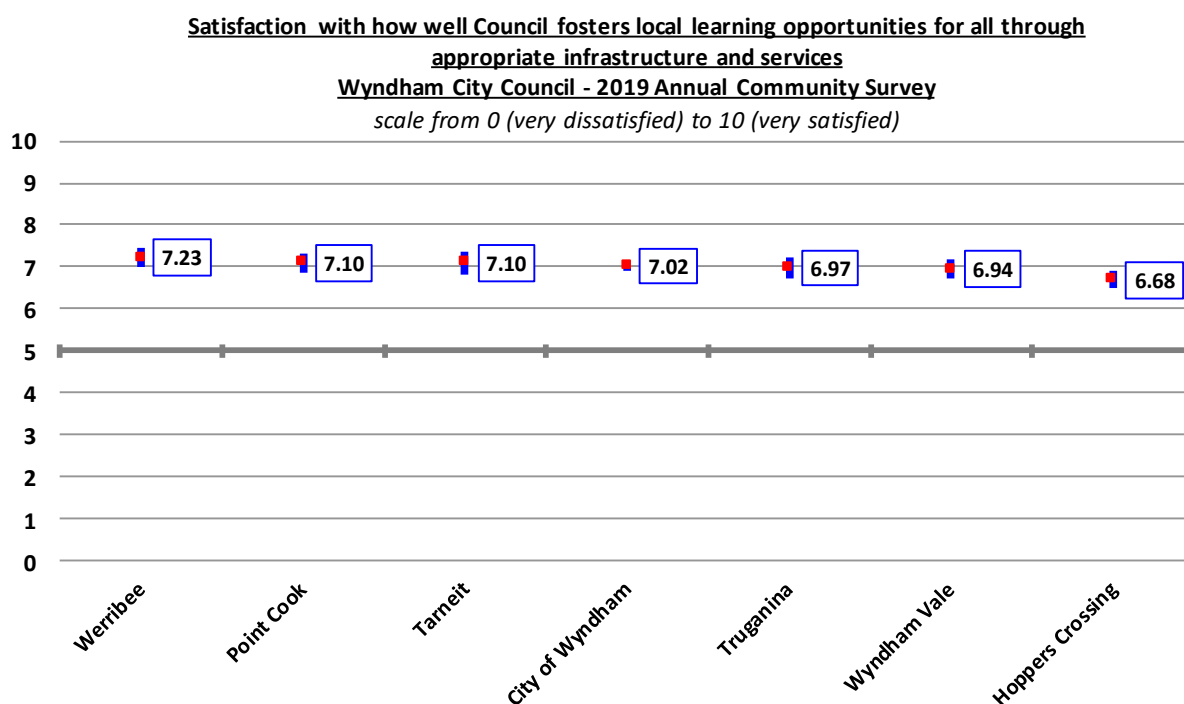


With the exception of the small sample of adolescents (aged 15 to 19 years) and senior citizens (aged 75 years and over), there was no other meaningful variation in satisfaction with this aspect of Council performance observed by respondent profile.



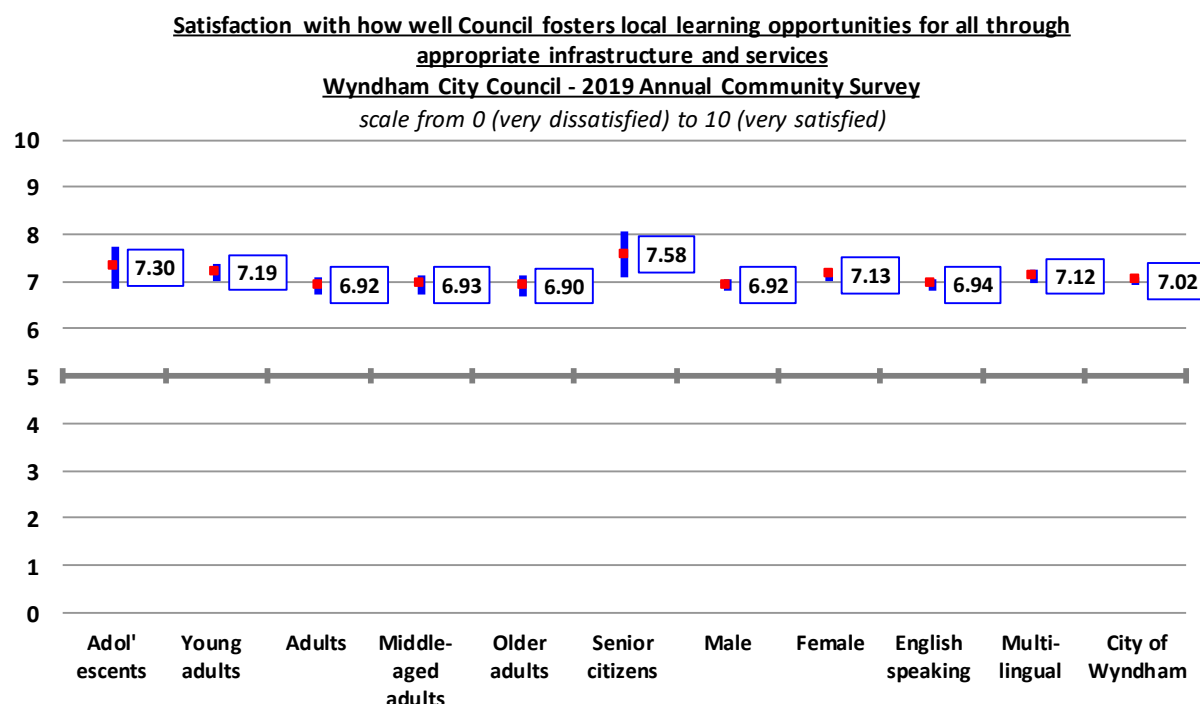
Council fosters local learning opportunities for all through appropriate infrastructure and services

With the exception of respondents from Hoppers Crossing who were measurably less satisfied than the municipal average (although still at a “good” level), there was no other statistically significant variation observed in relation to satisfaction with how well “Council fosters local learning opportunities for all ages through appropriate infrastructure and services”.



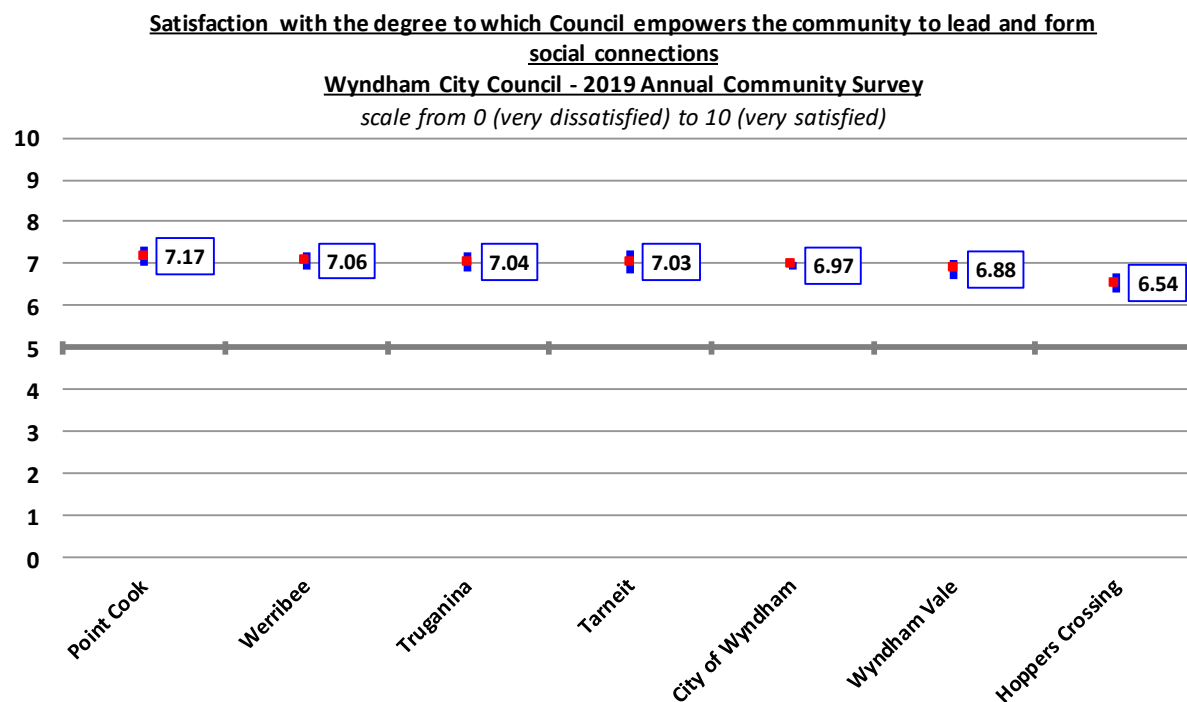
There was some variation in satisfaction with this aspect of Council performance observed by respondent profile:

- **Age structure** – younger respondents (aged 15 to 34 years) and senior citizens (aged 75 years and over) tended to be somewhat more satisfied than the municipal average.
- **Gender** – female respondents were marginally more satisfied than male respondents.
- **Language spoken at home** – respondents from multi-lingual households were marginally more satisfied than respondents from English speaking households.



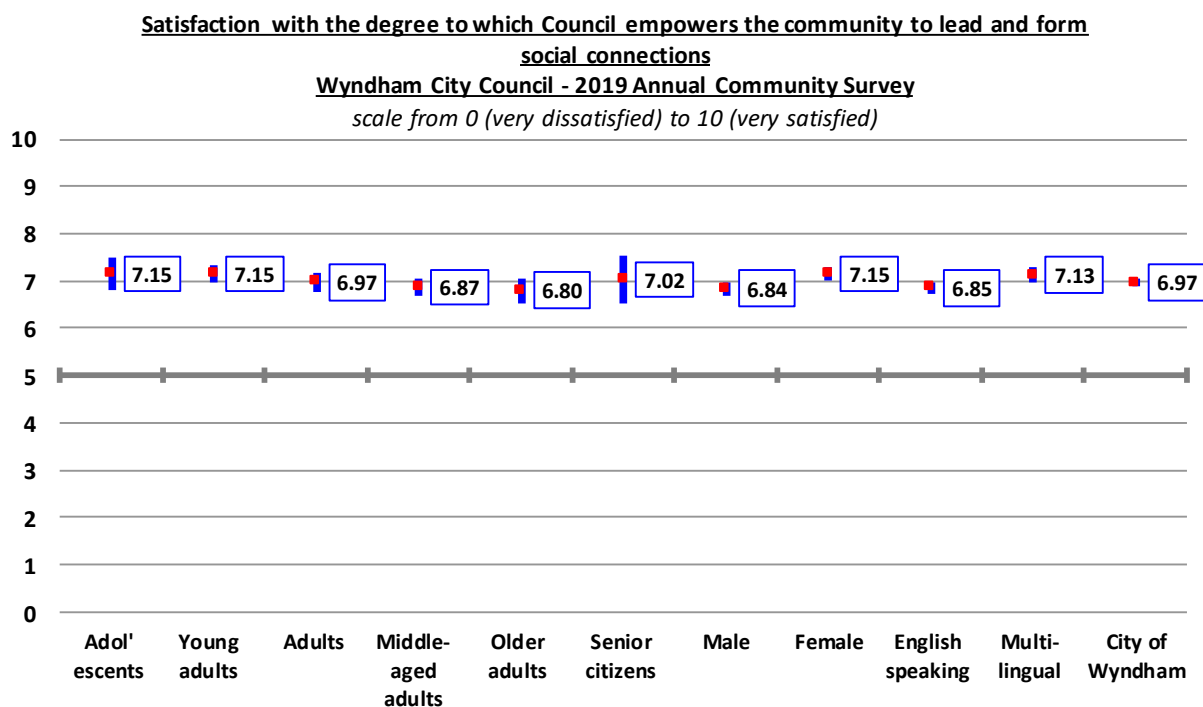
Council empowers the community to lead and form social connections

With the exception of respondents from Hoppers Crossing who were measurably less satisfied than the municipal average (although still at a “good” level), there was no other statistically significant variation observed in relation to satisfaction with the degree to which “Council empowers the community to lead and form social connections”.



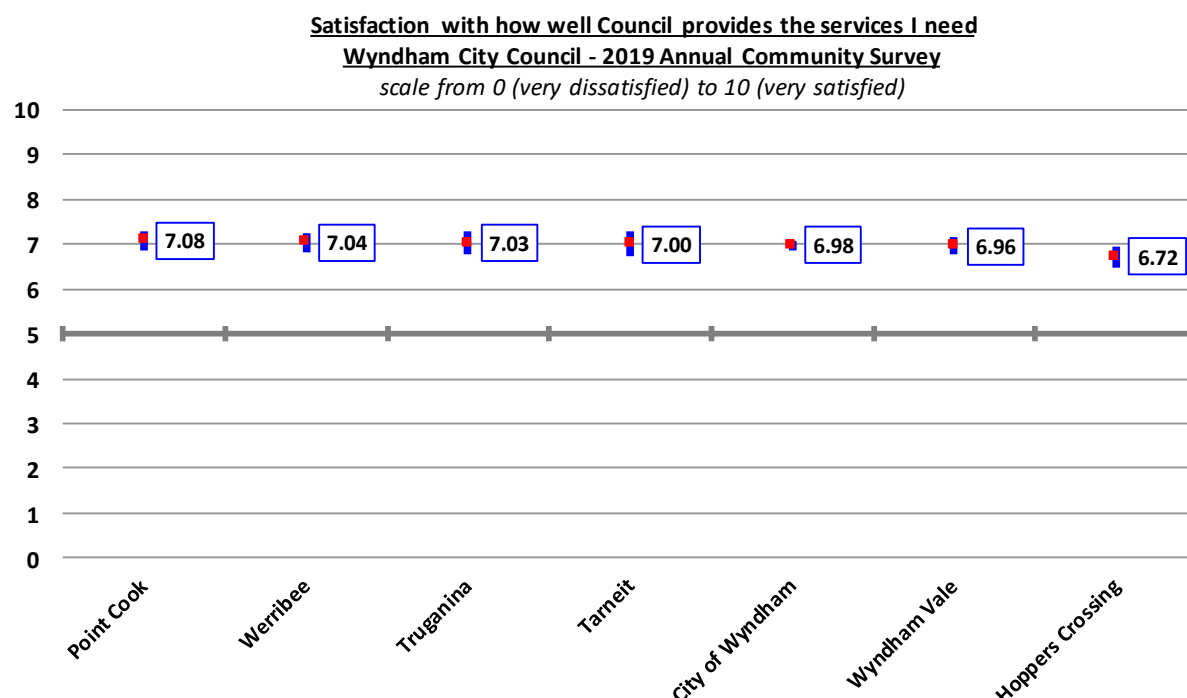
There was some variation in satisfaction with this aspect of Council performance observed by respondent profile:

- **Age structure** – there was no significant variation observed by age structure.
- **Gender** – female respondents were 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.



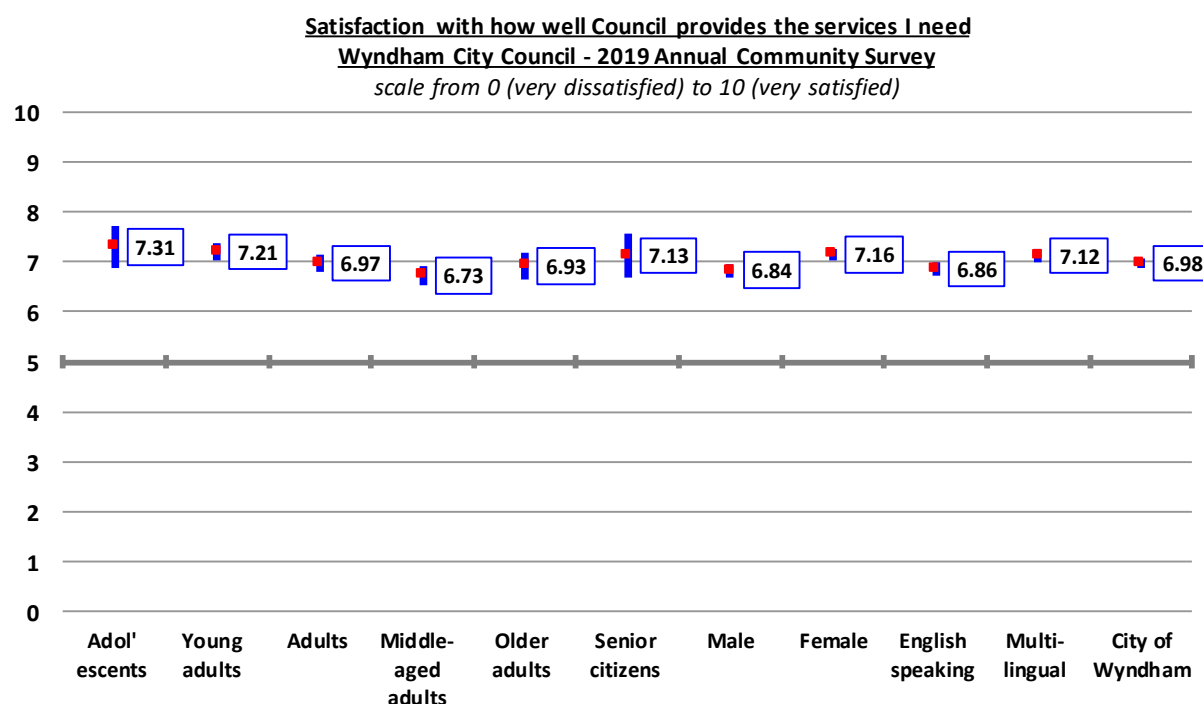
Council provides the services respondents' need

With the exception of respondents from Hoppers Crossing who were measurably less satisfied than the municipal average (although still at a “good” level), there was no other statistically significant variation observed in relation to satisfaction with the degree to which “Council provides the services I need”.



There was some variation in satisfaction with this aspect of Council performance observed by respondent profile:

- **Age structure** – middle-aged adults (aged 35 to 59 years) were somewhat less satisfied than the municipal average.
- **Gender** – female respondents were measurably more satisfied than male respondents.
- **Language spoken at home** – respondents from multi-lingual households were marginally more satisfied than respondents from English speaking households.



Summary of satisfaction with aspects of Council performance

The following table provides the summary of results for satisfaction with the eight aspects of Council performance.

Satisfaction with selected statements about Council performance
Wyndham City Council - 2019 Annual Community Survey
 (Number, index score 0 - 10 and percent of respondents providing a response)

Statements	Year	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	2018	1,013	6.80	6.9%	58.6%	34.5%
	2019	1,058	7.17	4.9%	46.7%	48.4%
The degree to which Council practises open and accessible government	2018	977	6.61	9.0%	62.6%	28.4%
	2019	1,048	6.90	4.9%	60.4%	34.7%
How well Council does the best it can with the money available	2018	975	6.49	10.7%	60.6%	28.7%
	2019	1,008	6.59	9.7%	58.1%	32.2%
The degree to which Council takes residents' views into consideration when making decisions that affect them	2018	1,015	6.20	15.1%	62.7%	22.2%
	2019	1,052	6.56	10.4%	59.7%	29.9%
How well Council encourages a healthy and active lifestyle through appropriate Council infrastructure and amenity	2018	1,079	6.76	8.5%	56.3%	35.2%
	2019	1,082	6.87	5.6%	61.7%	32.7%
How well Council fosters local learning opportunities for all through appropriate infrastructure and services	2018	1,033	6.90	7.8%	53.3%	38.9%
	2019	1,067	7.02	5.1%	56.7%	38.2%
The degree to which Council empowers the community to lead and form social connections	2018	1,026	6.71	8.7%	57.9%	33.4%
	2019	1,052	6.97	5.1%	57.4%	37.5%
How well Council provides the services I need	2018	1,122	6.76	7.4%	58.6%	34.0%
	2019	1,127	6.98	6.0%	56.9%	37.1%



Issues to address in Wyndham at the moment

Respondents were again in 2019 asked to identify what they considered to be the top three issues to address in the City of Wyndham at the moment. A little less than three-quarters (72.7% down from 76.7%) of respondents provided a total of 1,770 responses, at an average of two 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 five 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 (35.8% compared to 20.3%), road maintenance and repairs (18.0% compared to 7.0%), parks, gardens and open spaces (11.4% compared to 6.0%), public transport (7.9% compared to 5.1%), and the provision and maintenance of general infrastructure (5.0% compared to 1.3%).

There were four issues less commonly raised in the City of Wyndham than the metropolitan Melbourne average. These were street lighting (2.8% compared to 6.6%), the provision and maintenance of street trees (2.3% compared to 6.7%), recycling collection (1.8% compared to 3.6%), and animal management (0.8% compared to 3.0%).

The most significant issues in the City of Wyndham were 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 2019 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 again in 2019, 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 (53.8% up from 51.6%) of the respondents in 2019. 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 53.8% this year.

It is noted that the proportion of respondents identifying traffic management remained high this year at 35.8%, almost identical to the 35.6% recorded last year and 35.9% in 2017.

The proportion of respondents identifying traffic management (35.8%) in 2019 was significantly higher than the growth area councils’ average of 23.3%, the western region councils’ average of 23.2%, and the metropolitan Melbourne average of 20.3%.

Respondents in the City of Wyndham (18.0%) were also significantly more likely than respondents in the growth area councils (10.0%), western region councils (5.8%), or metropolitan Melbourne (7.0%) 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 characteristic of the Wyndham results since the survey commenced in 2013.

Respondents raising both of these issues were measurably less satisfied with Council’s overall performance than the municipal average. This has consistently been the case in relation to road maintenance and repairs, and in 2019 is also the case for traffic management.

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), and to a lesser extent traffic management 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 one-sixth again this year (15.7% up from 14.1%). This result is marginally higher than the growth area councils’ average of 10.4%, the western region councils average of 10.7%, but is similar to the metropolitan Melbourne average of 14.6%.

The 188 respondents raising car parking issues as one of the top three issues to address in the City of Wyndham at the moment on average rated satisfaction with Council’s overall performance at the same level as the municipal average. This is an unusually positive result, as it suggests that car parking was not exerting a significant negative influence on overall satisfaction with Council in 2019.



Safety policing and crime

The proportion of respondents identifying safety, policing and crime related issues declined substantially in 2018, down from 16.9% to 8.7% and has remained stable this year at that level (8.4%). 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 2.6% this year, following on from the significant increase of 10.3% recorded last year. These results confirm that whilst there is still a significant number of residents in the City of Wyndham who have serious concerns about their perception of safety, and nominate this as one of the top three issues, the extent of these concerns in the community has certainly dissipated from the very high levels of concern reported back in 2016 and to a lesser extent in 2017.

This result of 8.4% nominating safety, policing and crime issues as one of the top three issues to address in the City of Wyndham was marginally but not measurably higher than the growth area councils' average of 6.8%, the western region councils average of 6.3%, and the metropolitan Melbourne average of 6.3%.

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.

Other issues

Metropolis Research notes that the issues of education and schools declined somewhat this year, down from a high of 5.1% recorded last year to just 1.3% this year.

Council rates were raised by just 3.1% of respondents this year, down from the 4.3% recorded last year, however this is consistent with the 3.2% average for metropolitan Melbourne.



Top issues for the City of Wyndham at the moment
Wyndham City Council - 2019 Annual Community Survey
(Number and percent of total respondents)

Issue	2019		2018	2017	2016	2015	2019 Metro.*
	Number	Percent					
Traffic management	430	35.8%	35.6%	35.9%	26.0%	42.3%	20.3%
Roads maintenance and repairs	216	18.0%	16.0%	17.4%	19.8%	10.2%	7.0%
Parking	188	15.7%	14.1%	10.8%	12.8%	7.7%	14.6%
Parks, gardens, and open space	137	11.4%	8.9%	9.4%	13.2%	9.9%	6.0%
Safety, policing and crime	101	8.4%	8.7%	16.9%	17.2%	4.7%	6.3%
Public transport	95	7.9%	7.2%	6.9%	7.4%	9.1%	5.1%
Building, planning, housing and development	64	5.3%	3.5%	5.3%	3.5%	2.9%	7.3%
Provision and maintenance of infrastructure	60	5.0%	3.0%	2.9%	4.4%	3.4%	1.3%
Footpath maintenance and repairs	49	4.1%	4.4%	4.5%	3.9%	4.1%	6.5%
Rubbish and waste issues incl. garbage	48	4.0%	2.1%	2.8%	3.3%	1.7%	3.9%
Council rates	37	3.1%	4.3%	2.0%	2.1%	2.2%	3.2%
Street lighting	34	2.8%	2.2%	4.7%	4.4%	1.9%	6.6%
Provision and maintenance of street trees	27	2.3%	2.3%	5.1%	3.9%	3.0%	6.5%
Recycling collection	21	1.8%	0.1%	0.7%	1.1%	0.0%	3.6%
Street cleaning and maintenance	20	1.7%	0.6%	0.6%	0.4%	1.5%	2.9%
Activities and facilities for children	16	1.3%	1.6%	1.2%	1.5%	1.2%	0.7%
Cleanliness and general maintenance of area	16	1.3%	2.4%	6.3%	5.4%	2.9%	3.1%
Education and schools	16	1.3%	5.1%	2.8%	4.4%	2.9%	0.6%
Environment and conservation	15	1.3%	0.4%	1.3%	1.1%	1.2%	3.0%
Consultation, communication & prov. of info	14	1.2%	1.2%	3.0%	3.3%	1.6%	1.5%
Quality and provision of community service	12	1.0%	1.5%	0.6%	0.2%	0.0%	0.2%
Prov. & maint. of sports & recreation facility	10	0.8%	1.4%	2.4%	3.0%	1.9%	1.5%
Animal management	10	0.8%	0.8%	1.8%	1.9%	0.6%	3.0%
Community activities, arts and culture	9	0.8%	0.4%	0.8%	1.8%	0.7%	1.0%
Provision and maint. of community facilities	9	0.8%	0.6%	0.7%	1.0%	0.0%	0.3%
Services and facilities for the elderly	9	0.8%	0.3%	1.0%	0.5%	0.0%	0.7%
Health and medical services	7	0.6%	0.9%	1.0%	1.0%	0.6%	0.3%
Promote or improve community atmosphere	7	0.6%	0.3%	1.1%	0.3%	0.6%	0.5%
Activities, services and facilities for youth	6	0.5%	0.6%	0.9%	2.9%	0.0%	0.3%
Prov. and maint. of cycling / walking paths	6	0.5%	0.4%	1.0%	1.8%	1.0%	2.5%
Shops, restaurants & entertainment venues	6	0.5%	1.8%	0.3%	1.8%	1.4%	1.0%
Financial issues and priorities for council	5	0.4%	0.4%	0.3%	0.6%	0.9%	0.3%
Housing availability/affordability	5	0.4%	0.3%	0.4%	0.1%	0.0%	0.2%
Multicultural issues / cultural diversity	5	0.4%	0.6%	0.4%	0.9%	1.0%	0.1%
Governance and accountability	4	0.3%	1.8%	0.4%	1.7%	0.7%	0.3%
Hard rubbish collection	4	0.3%	0.5%	1.8%	1.6%	1.4%	1.9%
Tip / smell / pollution	4	0.3%	1.3%	0.4%	0.8%	0.6%	n.a.
All other issues (27 separately identified)	48	4.0%	8.6%	13.0%	14.9%	13.0%	13.3%
Total responses	1,770		1,751	2,022	2,112	1,115	1,682
<i>Respondents identifying at least one issue</i>	<i>872</i> <i>(72.7%)</i>		<i>76.7%</i>	<i>79.5%</i>	<i>78.1%</i>	<i>68.0%</i>	<i>69.4%</i>

(*) 2019 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:

- **Hoppers Crossing** – respondents were measurably more likely than average to raise traffic management issues.
- **Point Cook** – respondents were measurably less likely than average to raise parking issues.
- **Tarneit** – respondents were measurably less likely than average to raise traffic management issues.
- **Truganina** – respondents were measurably more likely than average to raise parks, gardens and open space issues and less likely than average to raise traffic management issues.
- **Werribee** – respondents were measurably more likely than average to raise parking issues.
- **Wyndham Vale** – respondents were measurably more likely than average to raise roads maintenance and repairs issues.



Top three issues for the City of Wyndham at the moment by precinct**Wyndham City Council - 2019 Annual Community Survey***(Number and percent of total respondents)*

Hoppers Crossing		Point Cook	
Traffic management	49.7%	Traffic management	32.5%
Roads maintenance and repairs	17.1%	Roads maintenance and repairs	14.5%
Parking	15.1%	Parks, gardens and open space	13.0%
Parks, gardens and open space	8.0%	Public transport	8.0%
Provision & maintenance of infrastructure	7.0%	Safety, policing and crime	7.5%
Building, planning, housing, development	6.5%	Building, planning, housing, development	6.5%
Public transport	6.5%	Parking	6.0%
Safety, policing and crime	5.5%	Council rates	4.5%
Council rates	4.5%	Provision and maintenance of street trees	3.5%
Recycling collection	4.5%	Provision & maintenance of infrastructure	3.5%
All other issues	35.2%	All other issues	24.0%
Respondents identifying an issue	141 (70.9%)	Respondents identifying an issue	132 (66.0%)

Tarneit		Truganina	
Traffic management	25.5%	Traffic management	28.1%
Parking	18.5%	Parks, gardens and open space	18.2%
Roads maintenance and repairs	18.0%	Parking	17.2%
Public transport	11.5%	Roads maintenance and repairs	13.3%
Safety, policing and crime	11.0%	Safety, policing and crime	10.8%
Parks, gardens and open space	10.5%	Public transport	7.4%
Footpath maintenance and repairs	7.5%	Rubbish and waste issues inc garbage	4.9%
Building, planning, housing, development	5.5%	Council rates	3.9%
Street lighting	2.5%	Cleanliness and maintenance of area	3.9%
Rubbish and waste issues inc garbage	2.5%	Street lighting	3.4%
All other issues	24.5%	All other issues	31.0%
Respondents identifying an issue	143 (71.5%)	Respondents identifying an issue	149 (73.4%)

Werribee		Wyndham Vale	
Traffic management	38.5%	Traffic management	39.9%
Parking	24.5%	Roads maintenance and repairs	26.8%
Roads maintenance and repairs	21.5%	Parking	16.2%
Parks, gardens and open space	10.5%	Public transport	11.6%
Safety, policing and crime	8.5%	Safety, policing and crime	8.6%
Provision & maintenance of infrastructure	8.0%	Parks, gardens and open space	8.1%
Rubbish and waste issues inc garbage	7.5%	Provision & maintenance of infrastructure	7.1%
Building, planning, housing, development	6.0%	Footpath maintenance and repairs	6.6%
Public transport	4.5%	Street lighting	5.6%
Footpath maintenance and repairs	4.5%	Prov. & maint. of community facilities	3.5%
All other issues	32.0%	All other issues	34.3%
Respondents identifying an issue	153 (76.5%)	Respondents identifying an issue	167 (84.3%)



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

Wyndham City Council - 2019 Annual Community Survey

(Number and percent of total respondents)

City of Wyndham	
Traffic management	35.8%
Roads maintenance and repairs	18.0%
Parking	15.7%
Parks, gardens, and open space	11.4%
Safety, policing and crime	8.4%
Public transport	7.9%
Building, planning, housing, development	5.3%
Provision & maintenance of infrastructure	5.0%
Footpath maintenance and repairs	4.1%
Rubbish and waste issues incl. garbage	4.0%
All other issues	31.8%
Respondents identifying an issue	872 (72.7%)

Growth area councils	
Traffic management	23.3%
Parking	10.4%
Roads maintenance and repairs	10.0%
Provision and maintenance of street trees	9.3%
Safety, policing and crime	6.8%
Parks, gardens and open spaces	6.1%
Lighting	5.4%
Public transport	5.0%
Footpath maintenance and repairs	5.0%
Council rates	3.9%
All other issues	28.3%
Respondents identifying an issue	175 (62.9%)

Western region	
Traffic management	23.2%
Parking	10.7%
Parks, gardens and open spaces	8.5%
Provision and maintenance of street trees	7.1%
Safety, policing and crime	6.3%
Roads maintenance and repairs	5.8%
Council rates	5.4%
Building, housing, planning, development	5.4%
Rubbish and waste issues incl. garbage	5.4%
Footpath maintenance and repairs	4.5%
All other issues	44.6%
Respondents identifying an issue	138 (61.6%)

metro. Melbourne	
Traffic management	20.3%
Car parking	14.6%
Building, housing, planning, development	7.3%
Roads maintenance and repairs	7.0%
Lighting	6.6%
Street trees / nature strips	6.5%
Footpath maintenance and repairs	6.5%
Safety, policing and crime	6.3%
Parks, gardens and open space	6.0%
Public transport	5.1%
All other issues	51.1%
Respondents identifying an issue	849 (69.4%)



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)*** – the small sample of adolescents were somewhat less likely than average to raise traffic management, roads maintenance and repairs and parking issues.
- ***Young adults (aged 20 to 34 years)*** – respondents were measurably less likely than average to raise traffic management issues.
- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were measurably more likely than average to raise traffic management issues.
- ***Older adults (aged 60 to 74 years)*** – respondents were measurably more likely than average to raise traffic management issues.
- ***Senior citizens (aged 75 years and over)*** – respondents were measurably more likely than average to raise footpath maintenance and repairs and rubbish and waste including garbage issues.
- ***Gender*** – there was no measurable variation between males and females.
- ***Language spoken at home*** – there was no measurable variation between English speaking and multi-lingual respondents.



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

Wyndham City Council - 2019 Annual Community Survey

(Number and percent of total respondents)

Adolescents (15 to 19 years)		Young adults (20 to 34 years)	
Traffic management	18.5%	Traffic management	29.8%
Parks, gardens and open space	14.8%	Parking	19.5%
Public transport	11.1%	Roads maintenance and repairs	16.8%
Roads maintenance and repairs	11.1%	Parks, gardens and open space	9.9%
Parking	7.4%	Public transport	8.6%
Footpath maintenance and repairs	7.4%	Safety, policing and crime	8.6%
Rubbish and waste issues inc garbage	7.4%	Building, planning, housing, development	4.8%
Consultation, communication, prov. of info.	3.7%	Rubbish and waste issues inc garbage	3.8%
Building, planning, housing, development	3.7%	Street lighting	3.4%
Street lighting	3.7%	Provision & maintenance of infrastructure	2.7%
All other issues	22.2%	All other issues	20.9%
Respondents identifying an issue	15 (55.9%)	Respondents identifying an issue	197 (67.7%)
Adults (35 to 44 years)		Middle aged adults (45 to 59 years)	
Traffic management	31.2%	Traffic management	43.3%
Roads maintenance and repairs	17.0%	Roads maintenance and repairs	19.2%
Parking	15.0%	Parking	13.8%
Parks, gardens and open space	12.5%	Parks, gardens and open space	11.9%
Safety, policing and crime	10.8%	Public transport	9.6%
Public transport	6.8%	Building, planning, housing, development	7.7%
Provision & maintenance of infrastructure	6.2%	Safety, policing and crime	6.4%
Building, planning, housing, development	4.8%	Provision & maintenance of infrastructure	5.4%
Street lighting	4.2%	Footpath maintenance and repairs	5.1%
Rubbish and waste issues inc garbage	3.4%	Council rates	5.1%
All other issues	30.9%	All other issues	31.4%
Respondents identifying an issue	255 (72.2%)	Respondents identifying an issue	232 (74.3%)
Older adults (60 to 74 years)		Senior citizens (75 years and over)	
Traffic management	46.0%	Traffic management	37.5%
Roads maintenance and repairs	19.9%	Roads maintenance and repairs	20.8%
Parking	16.1%	Parking	12.5%
Parks, gardens and open space	10.6%	Footpath maintenance and repairs	12.5%
Safety, policing and crime	9.9%	Rubbish and waste issues inc garbage	12.5%
Public transport	6.8%	Parks, gardens & open space	8.3%
Provision & maintenance of infrastructure	6.8%	Building, planning, housing, development	4.2%
Footpath maintenance and repairs	6.2%	Street lighting	4.2%
Provision and maintenance of street trees	6.2%	Safety, policing and crime	4.2%
Recycling collection	4.3%	Services & facilities for the disabled	4.2%
All other issues	38.5%	All other issues	39.6%
Respondents identifying an issue	130 (80.9%)	Respondents identifying an issue	38 (77.7%)

Top three issues for the City of Wyndham at the moment by respondent profile**Wyndham City Council - 2019 Annual Community Survey***(Number and percent of total respondents)*

Male		Female	
Traffic management	36.4%	Traffic management	35.4%
Roads maintenance and repairs	19.3%	Parking	16.8%
Parking	15.1%	Roads maintenance and repairs	16.4%
Parks, gardens, and open space	11.7%	Parks, gardens, and open space	10.9%
Safety, policing and crime	9.1%	Public transport	7.9%
Public transport	7.7%	Safety, policing and crime	7.5%
Provision & maintenance of infrastructure	6.1%	Building, housing, planning, development	5.9%
Building, housing, planning, development	4.9%	Footpath maintenance and repairs	5.1%
Council rates	4.1%	Rubbish and waste issues incl. garbage	4.2%
Rubbish and waste issues incl. garbage	3.8%	Provision & maintenance of infrastructure	3.6%
All other issues	30.6%	All other issues	32.6%
<i>Respondents identifying an issue</i>	<i>506</i>	<i>Respondents identifying an issue</i>	<i>363</i>
	<i>(73.4%)</i>		<i>(71.7%)</i>

English speaking		Multi-lingual	
Traffic management	38.8%	Traffic management	32.4%
Roads maintenance and repairs	21.6%	Parking	18.4%
Parking	13.8%	Parks, gardens, and open space	14.2%
Parks, gardens, and open space	9.2%	Roads maintenance and repairs	13.6%
Safety, policing and crime	7.6%	Safety, policing and crime	9.9%
Public transport	7.1%	Public transport	8.9%
Building, housing, planning, development	7.0%	Provision & maintenance of infrastructure	4.5%
Provision & maintenance of infrastructure	5.5%	Street lighting	4.3%
Footpath maintenance and repairs	4.6%	Rubbish and waste issues incl. garbage	3.7%
Rubbish and waste issues incl. garbage	4.3%	Footpath maintenance and repairs	3.5%
All other issues	32.6%	All other issues	30.5%
<i>Respondents identifying an issue</i>	<i>496</i>	<i>Respondents identifying an issue</i>	<i>371</i>
	<i>(73.6%)</i>		<i>(72.1%)</i>



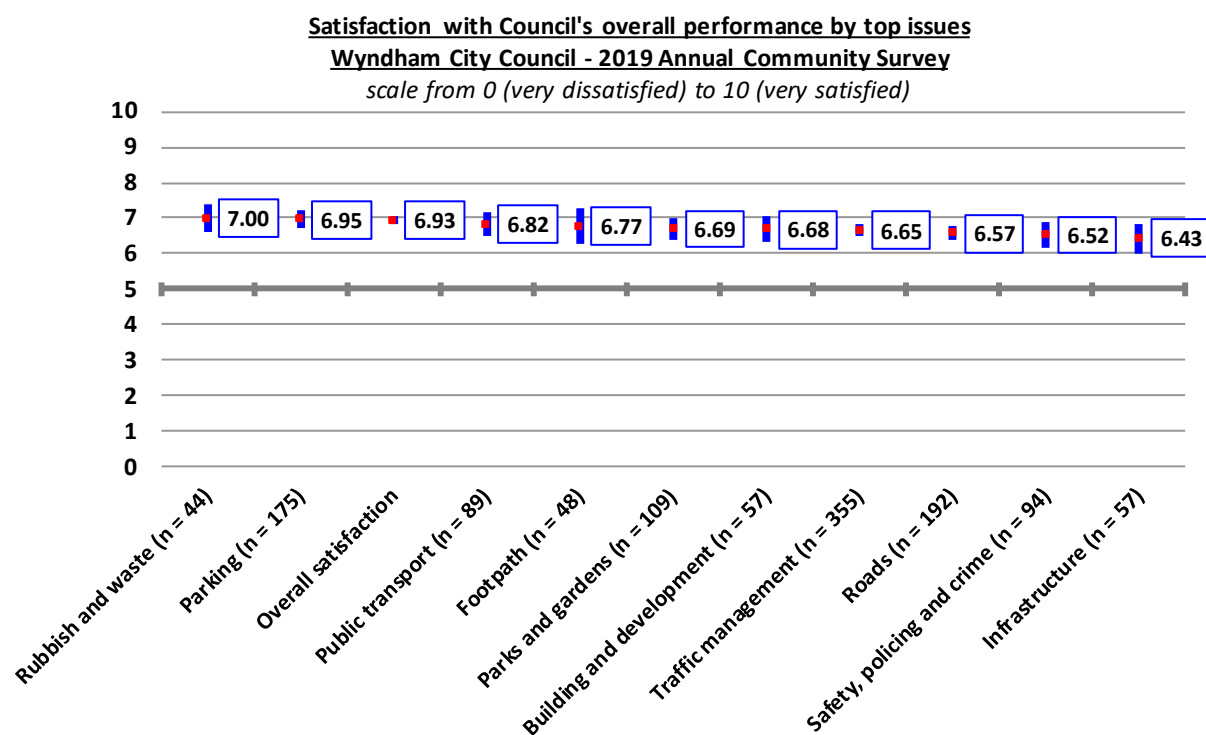
Correlation between issues and satisfaction with overall performance

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 6.93, respondents that identified rubbish and waste issues (7.00) and parking (6.95) on average were marginally, but not measurably more satisfied than the municipal average. These results suggests that these two issues were not a negative influence on respondents' satisfaction with the performance of Council.

Respondents raising the issues of traffic management (6.65), road maintenance and repairs (6.57), safety, policing and crime issues (6.52) and infrastructure issues (6.43), on average rated satisfaction with Council's overall performance notably, albeit not measurably lower than the average of all respondents. This does suggest that these three issues are likely to exert a mildly negative influence on these respondents satisfaction with the overall performance of Council.

Attention is drawn this year to the fact that respondents that raised "building, housing, planning and development" related issues (6.68) were only marginally less satisfied with Council's overall performance than the municipal average (6.93). This is a significant improvement on the results recorded in 2018, where respondents that raised these issues were measurably and significantly less satisfied with Council's overall performance than the municipal average (5.77 compared to 6.84).



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).

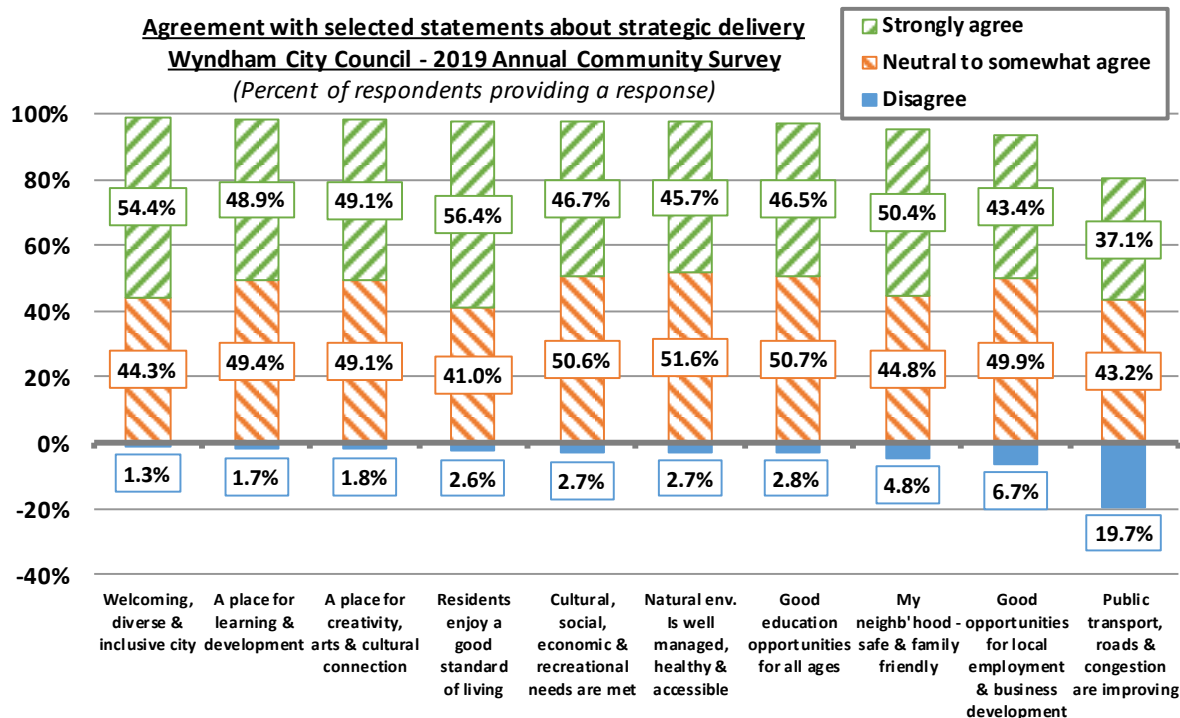
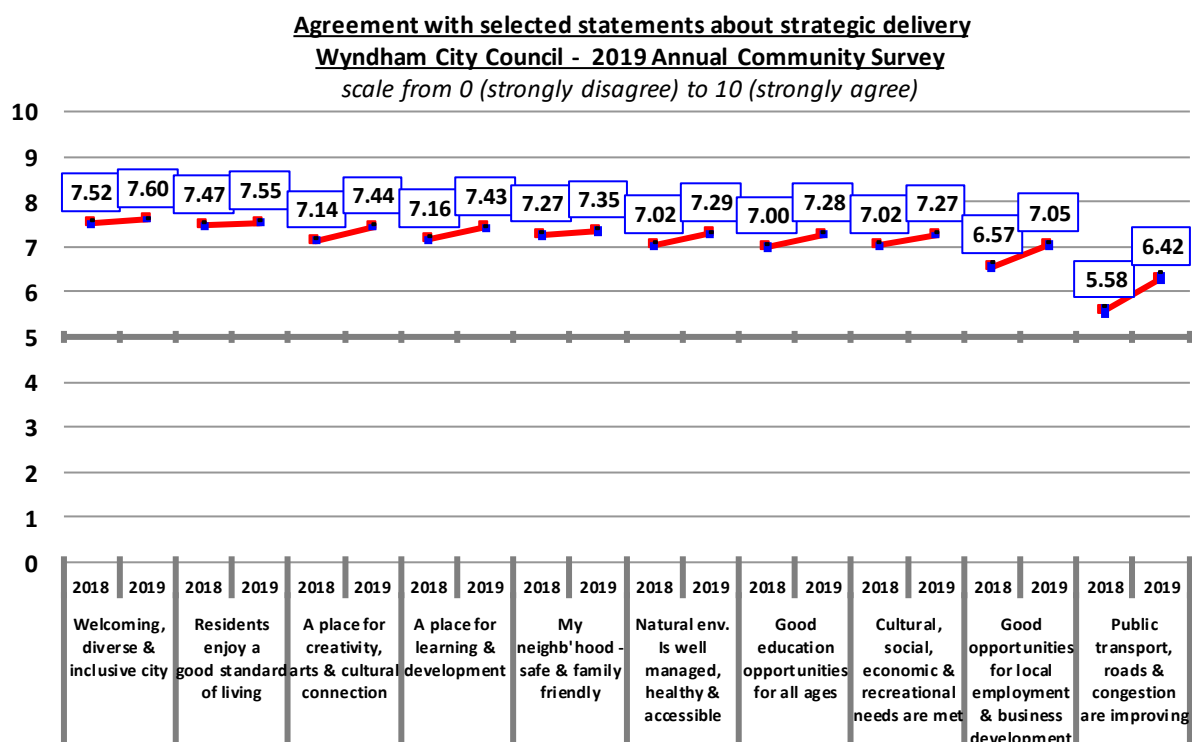
The overwhelming majority of respondents agreed that Wyndham is welcoming, diverse and inclusive (7.60), residents enjoy a good standard of living (7.55), is a place for creativity, arts and cultural connections (7.44), is a good place for learning and development (7.43), local neighbourhoods are safe and family friendly (7.35), the natural environment is well managed, healthy and accessible (7.29), cultural, social, economic and recreational needs are met (7.27), there are good education opportunities for all ages (7.28), and there are good opportunities for local employment and business development (7.05). All of these statements received a “strong” level of agreement, with average agreement scores of more than seven.

Only a small proportion (seven percent or less) of respondents providing a response to these questions disagreed with any of these nine statements.



Respondents were measurably less in agreement and at a “moderate” rather than a “strong” level of agreement that “public transport, roads and congestion are improving”, with an average agreement score of 6.42 out of 10. It is important to note however that this is a measurable and significant increase on the 5.58 recorded last year.

Metropolis Research notes that there was a statistically significant increase in average agreement with six of the eight statements. The four statements that did not increase measurably this year were those relating to “diverse and inclusive city”, “good standard of living”, “a place for learning and development”, and “safe and family friendly”.



Agreement with individual strategic delivery statements

The following section of the report provides a more detailed examination of average agreement with these ten strategic delivery statements, broken down by precinct and by respondent profile (including age structure, gender, and language spoken at home).

In general terms, it is clear that:

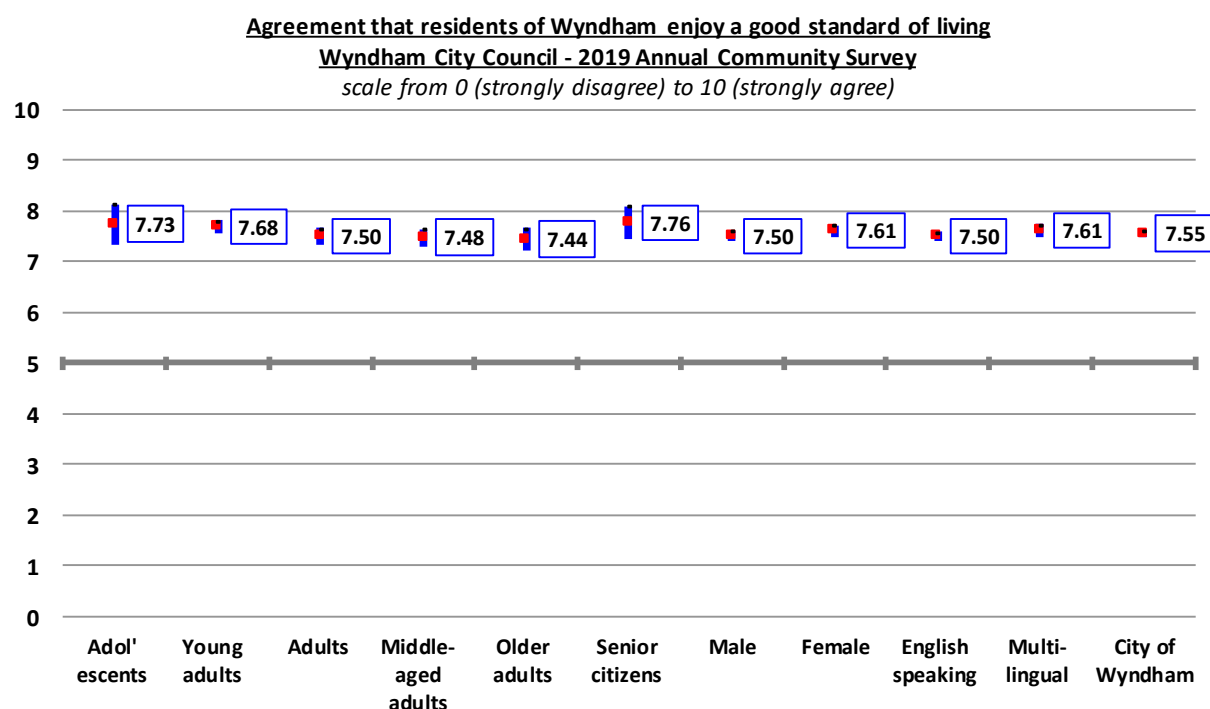
- **Stronger Agreement than average** – it tends to be respondents from Point Cook and Werribee, younger respondents, female respondents, and respondents from multi-lingual households who tend to report marginally higher levels of agreement than other respondents.
- **Weaker Agreement than average** – it tends to be respondents from Hoppers Crossing, middle-aged and older adults (aged 45 to 74 years), males, and respondents from English speaking households who tend to report marginally higher levels of agreement than other respondents.

Residents of Wyndham enjoy a good standard of living

There was no statistically significant variation in agreement that “residents of Wyndham enjoy a good standard of living” observed across the six precincts.

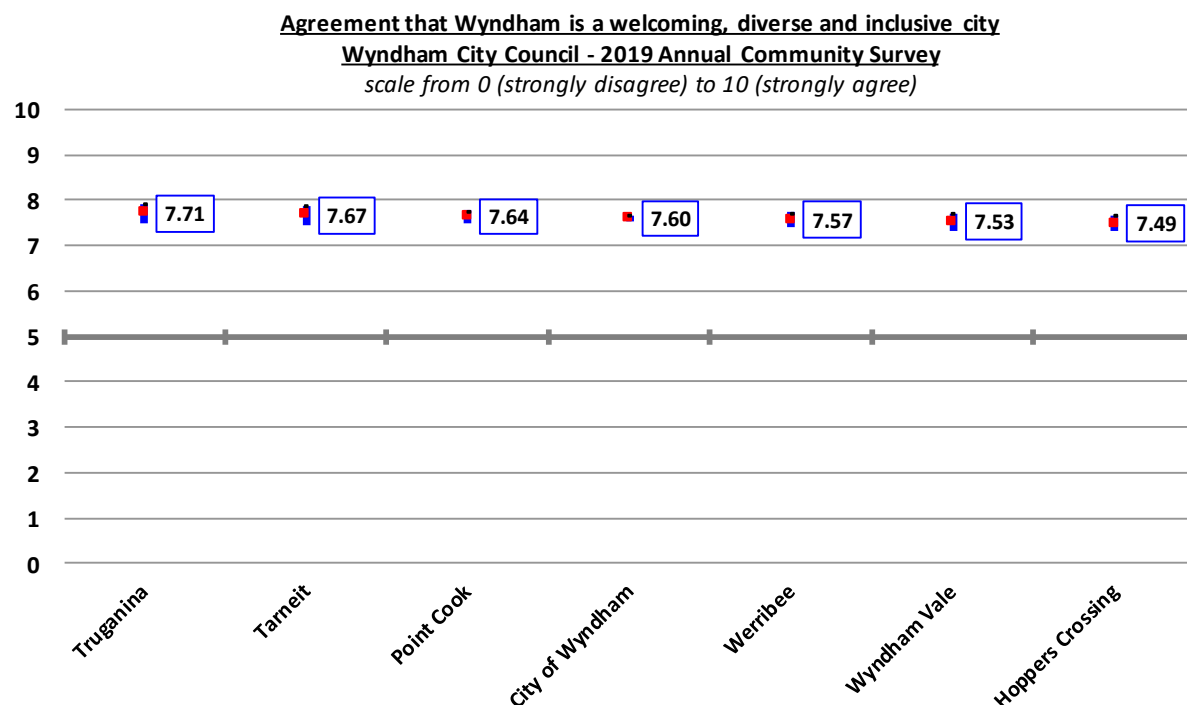


There was no statistically significant variation in agreement with this statement observed by respondent profile.



Wyndham is a welcoming, diverse and inclusive city

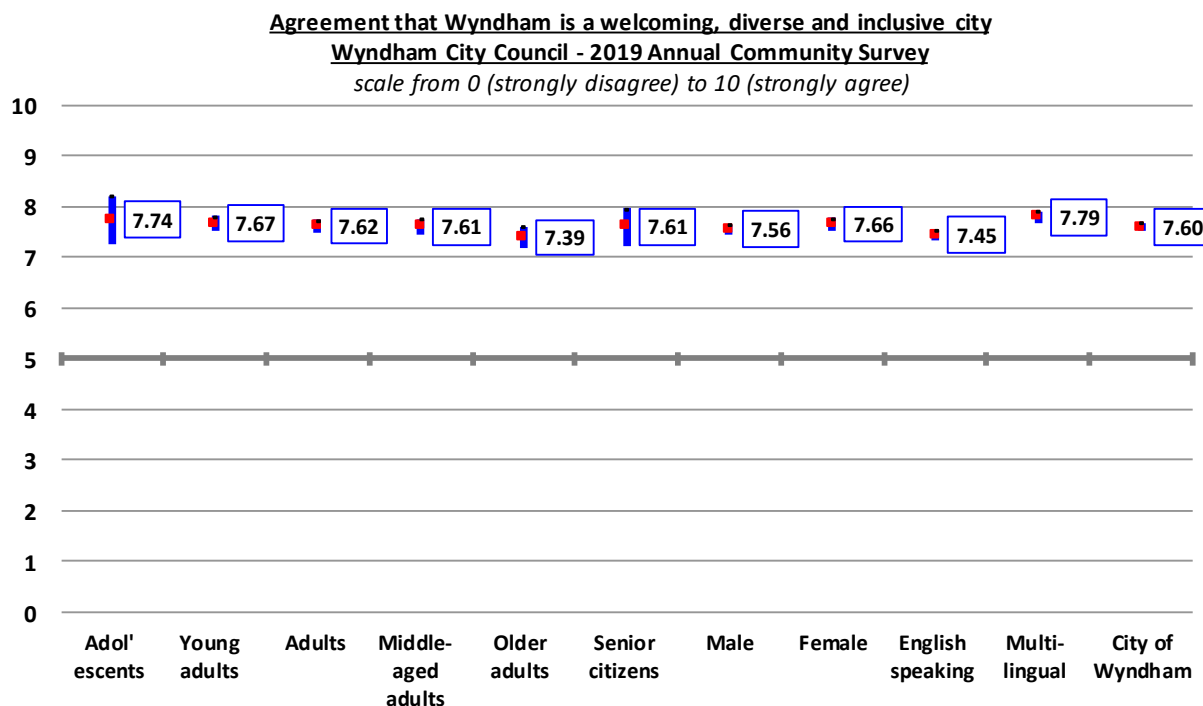
There was no statistically significant variation in agreement that “Wyndham is a welcoming, diverse and inclusive city” observed across the six precincts.



With the exception of respondents from multi-lingual households, who were measurably more in agreement than the municipal average, there was no other measurable variation in

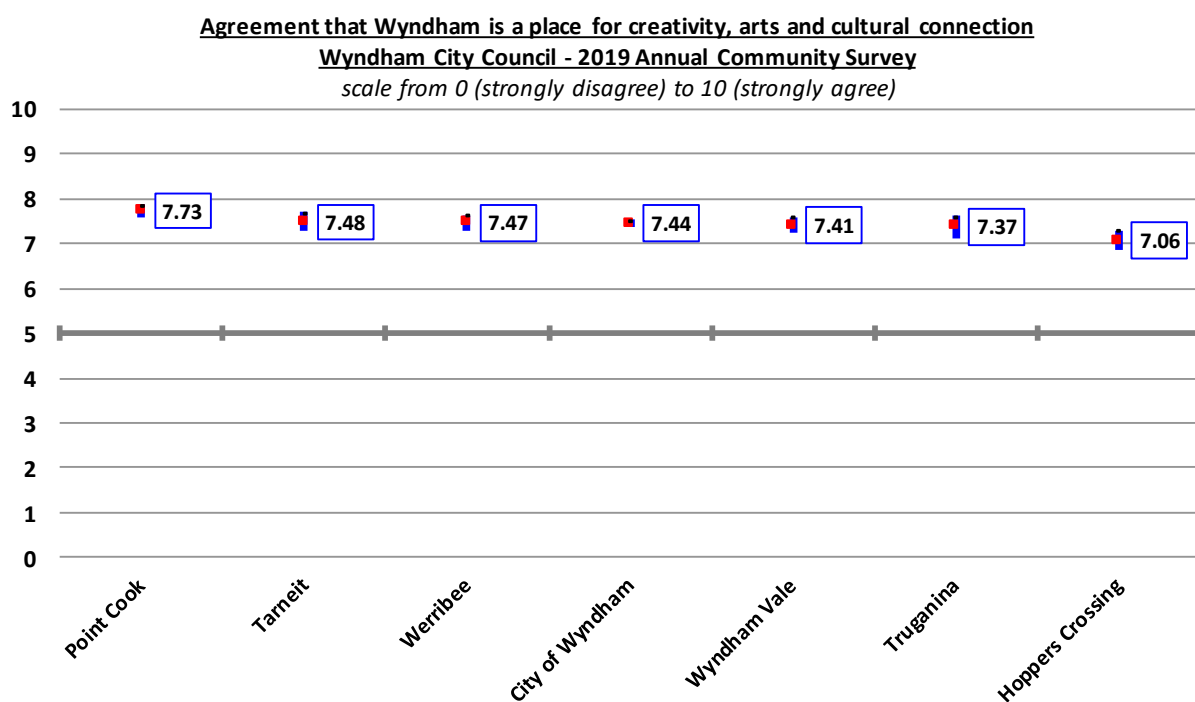


agreement observed by respondent profile. It is noted that older adults (aged 60 to 74 years) were marginally less in agreement than the municipal average.

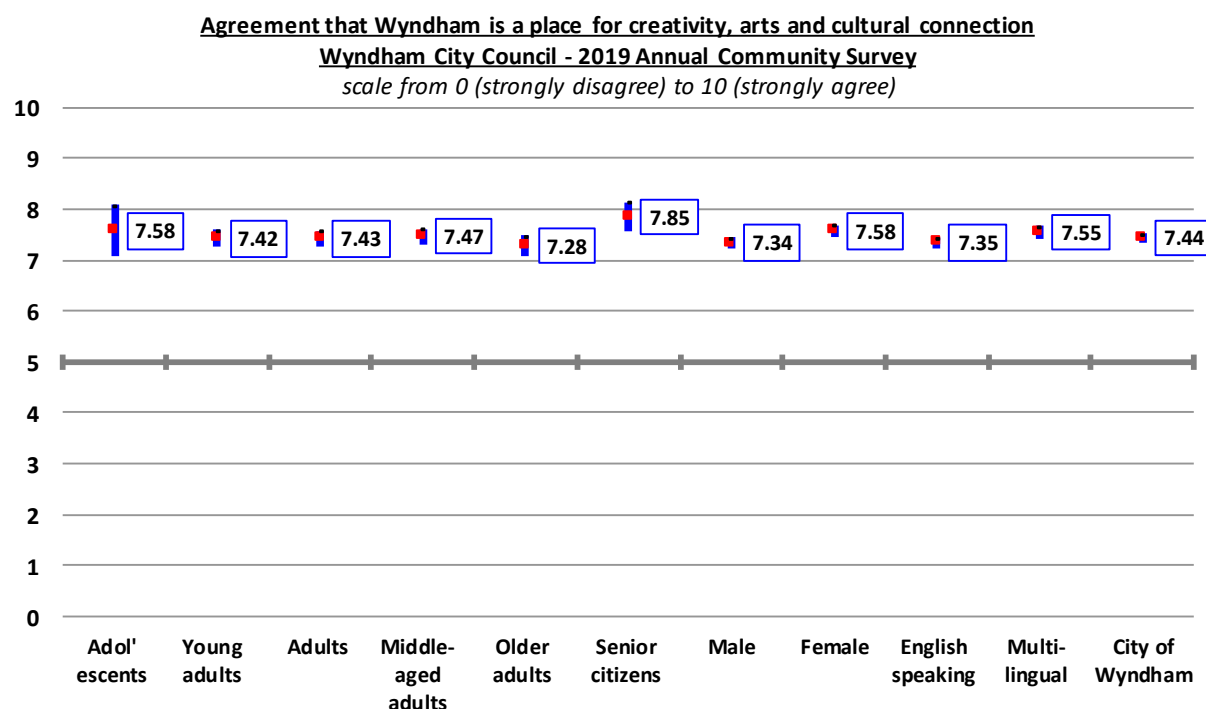


Wyndham is a place for creativity, arts and cultural connection

There was measurable variation in agreement that “Wyndham is a place for creativity, arts and cultural connection” observed by precinct, with respondents from Point Cook measurably more in agreement and respondents from Hoppers Crossing measurably less in agreement.



There was some variation in agreement with this statement observed by respondent profile, with senior citizens (aged 75 years and over), female respondents and respondents from multi-lingual households measurably more in agreement than other respondents.

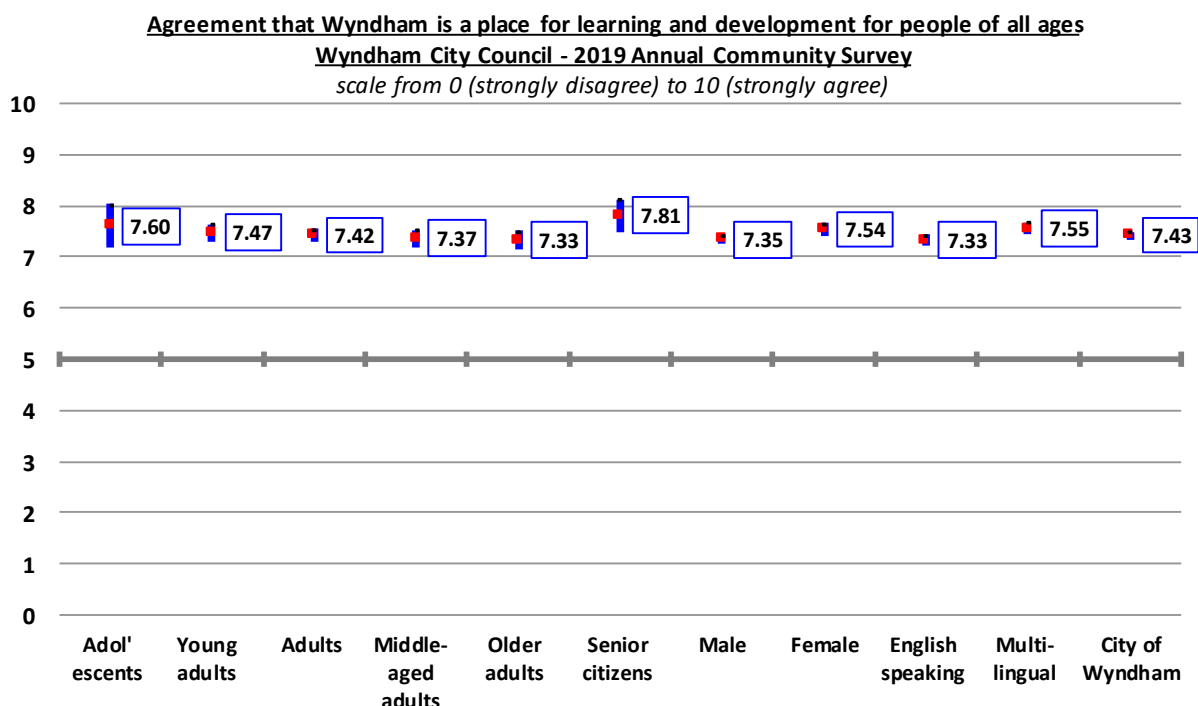


Wyndham is a place for learning and development for people of all ages

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 six precincts.

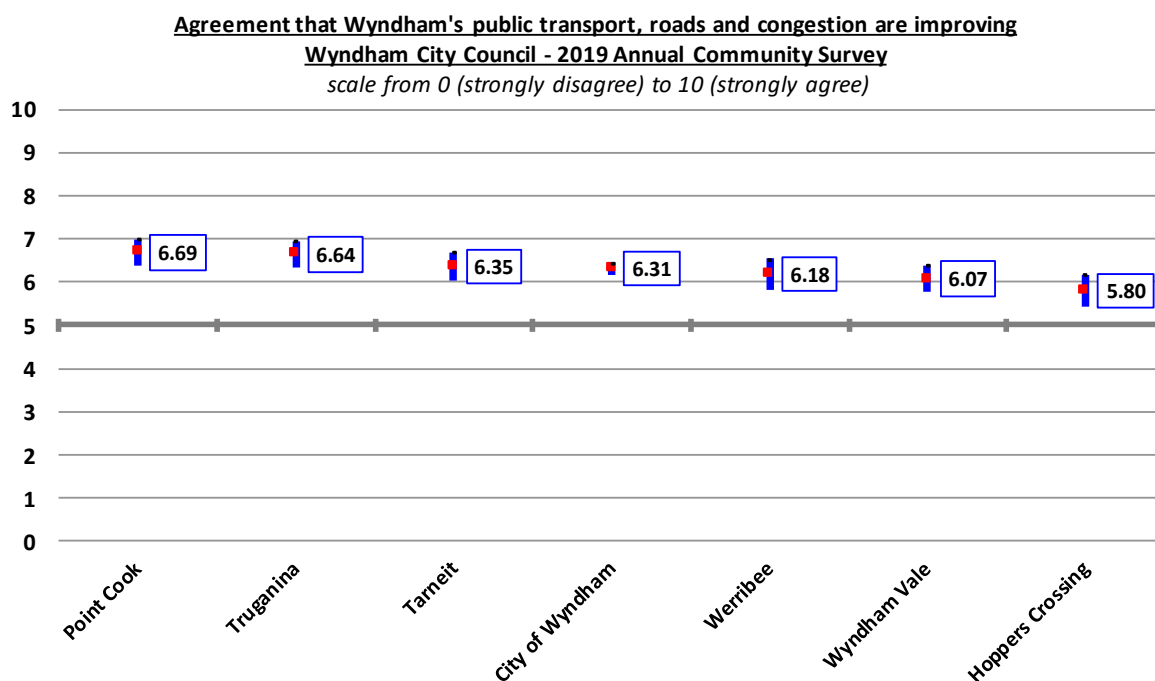


There was some variation in agreement with this statement observed by respondent profile, with senior citizens (aged 75 years and over), female respondents and respondents from multi-lingual households measurably more in agreement than other respondents.

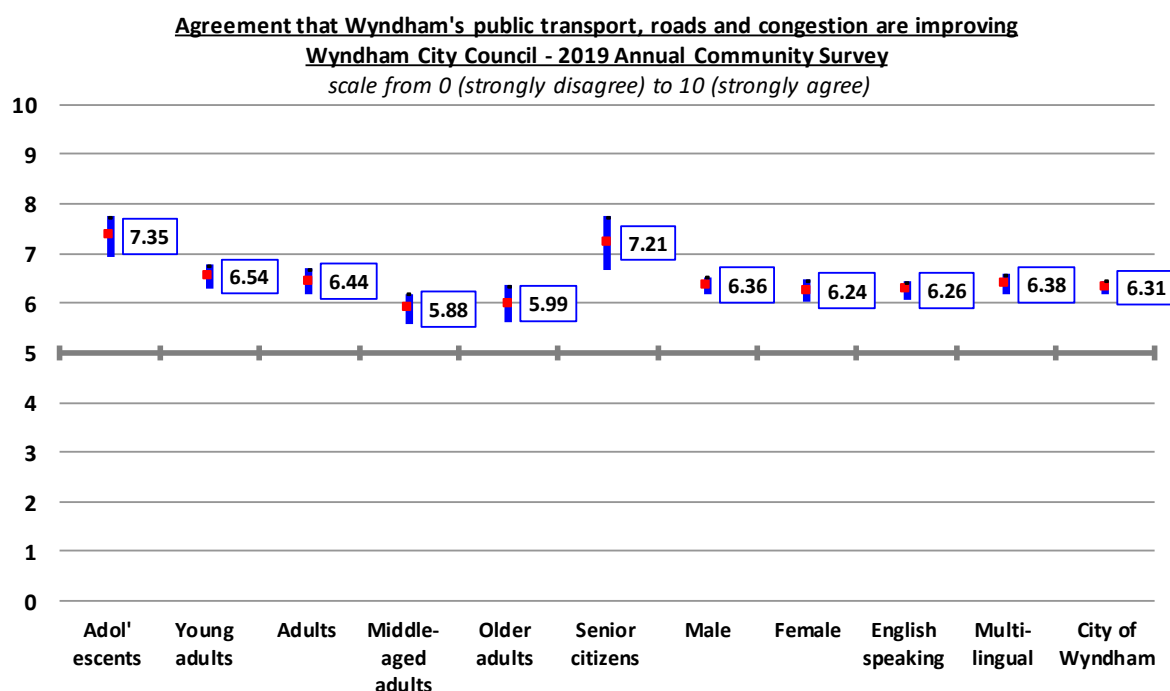


Wyndham's public transport, roads and congestion are improving

There was measurable variation in agreement that "Wyndham's public transport, roads and congestion are improving" observed by precinct, with respondents from Point Cook measurably more in agreement and respondents from Hoppers Crossing measurably less so.

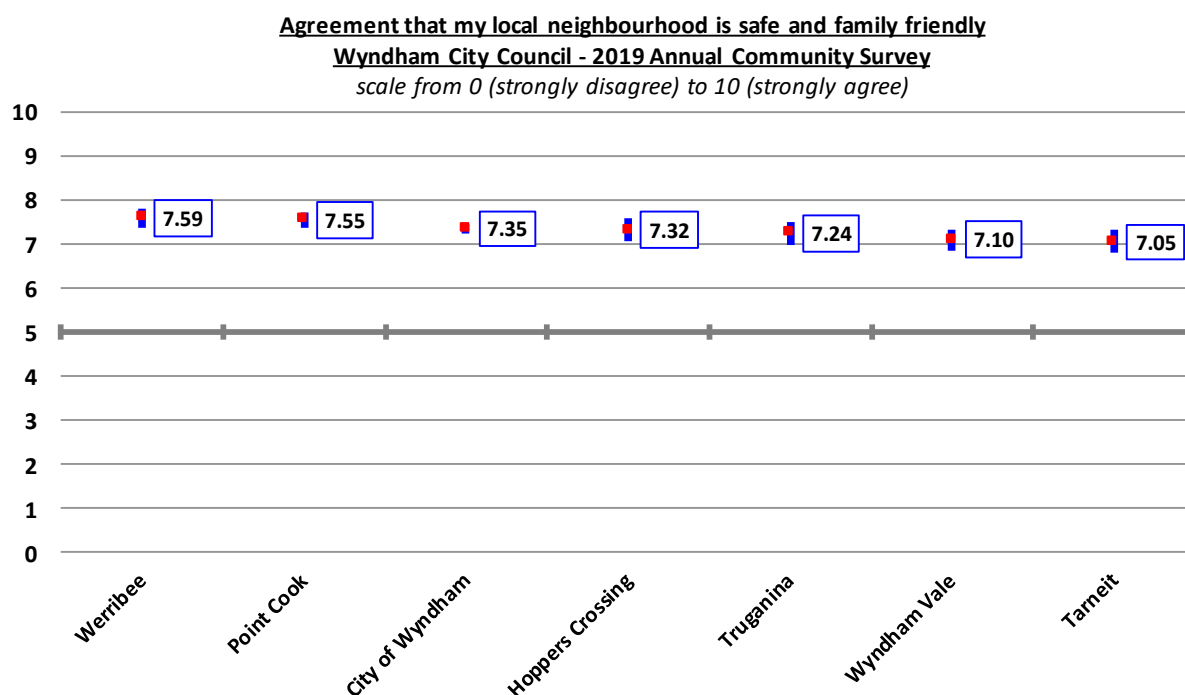


There was some variation in agreement with this statement observed by respondent profile. Adolescents (aged 15 to 19 years) measurably more in agreement than other respondents, whilst middle-aged and older adults (aged 45 to 74 years) were substantially less in agreement than other respondents.

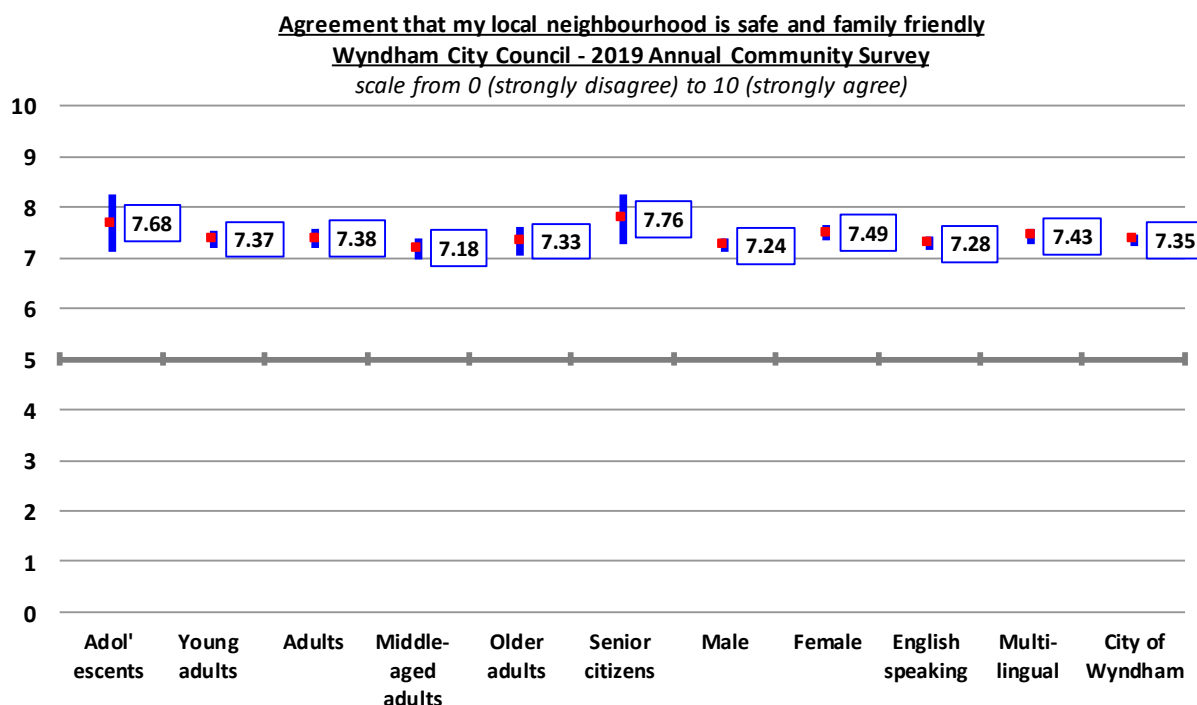


My local neighbourhood is safe and family friendly

There was no statistically significant variation in agreement that “my local neighbourhood is safe and family friendly” observed across the six precincts.

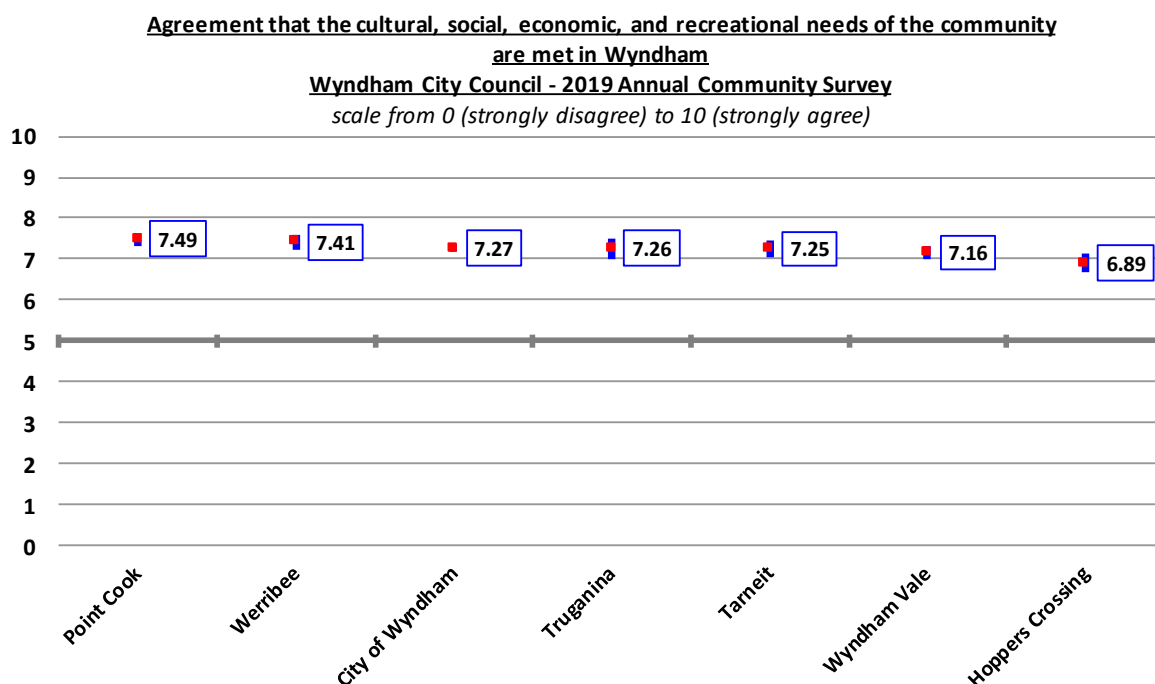


There was some variation in agreement with this statement observed by respondent profile, with adolescents (aged 15 to 19 years), senior citizens (aged 75 years and over), female respondents and respondents from multi-lingual households somewhat more in agreement than other respondents.

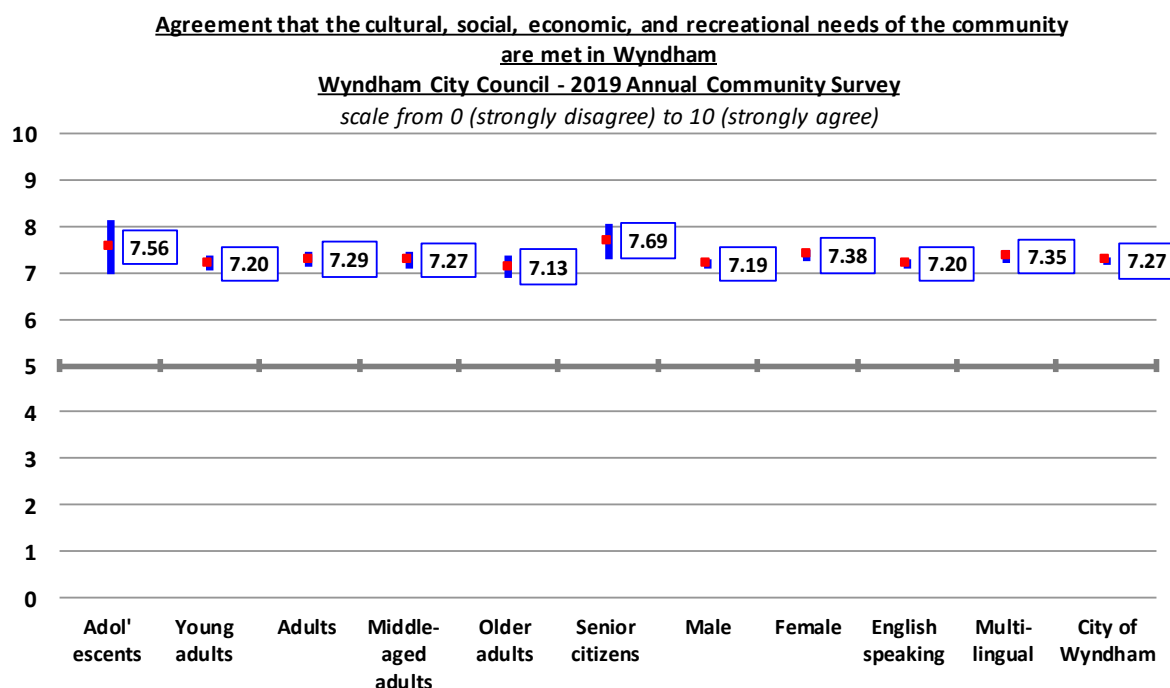


The cultural, social, economic, and recreational needs of the community are met in Wyndham

There was measurable variation in agreement that “the cultural, social, economic and recreational needs of the community are met in Wyndham” observed by precinct, with respondents from Point Cook measurably more in agreement and respondents from Hoppers Crossing measurably less so.

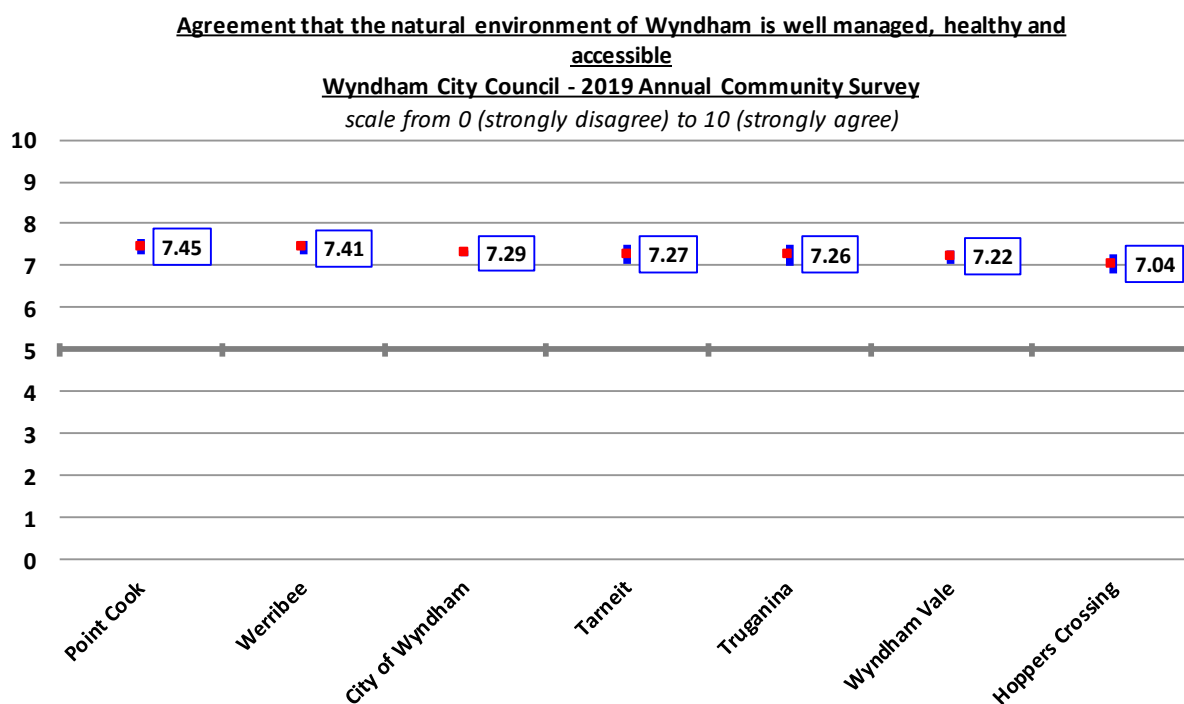


There was some variation in agreement with this statement observed by respondent profile, with adolescents (aged 15 to 19 years), senior citizens (aged 75 years and over), female respondents and respondents from multi-lingual households somewhat more in agreement.

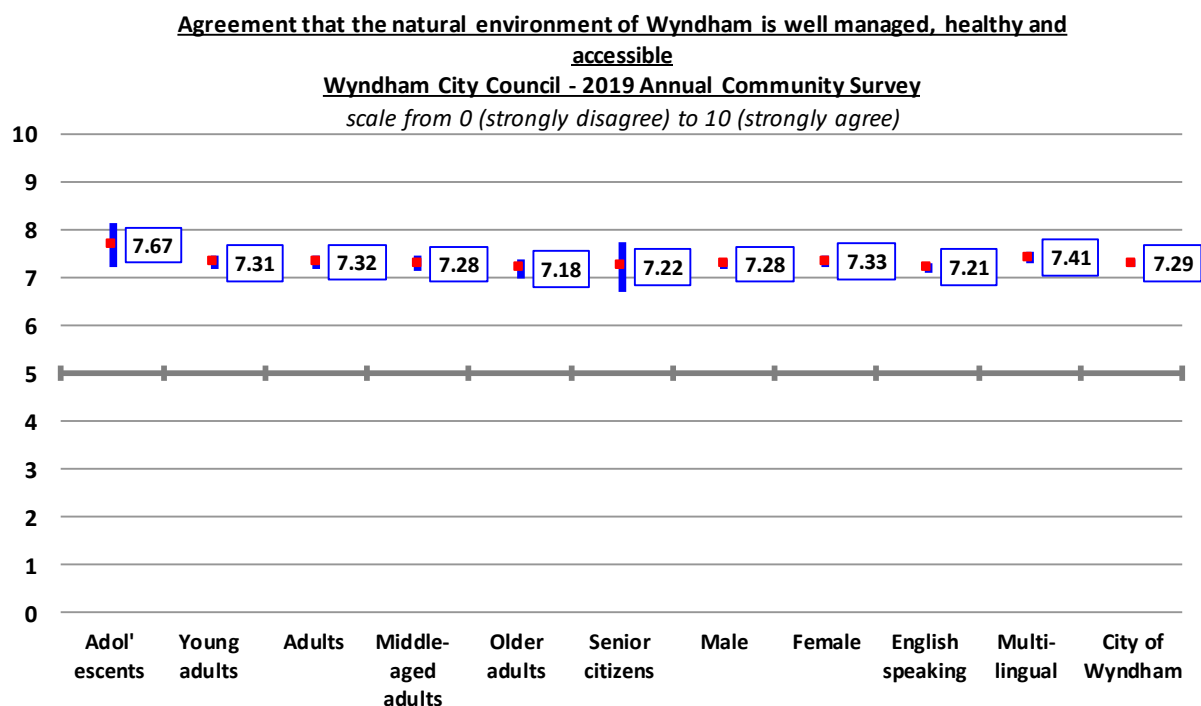


The natural environment of Wyndham is well managed, healthy, and accessible

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

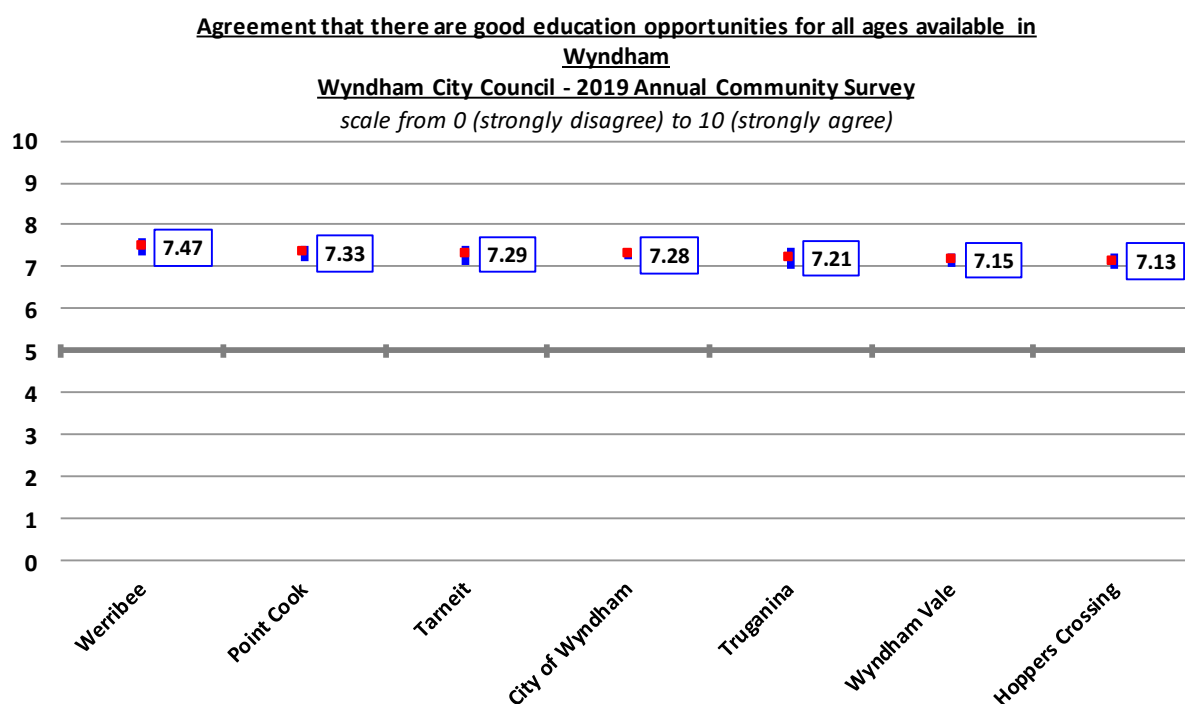


There was no statistically significant variation in this result observed by respondent profile, although it is noted that adolescents (aged 15 to 19 years) and respondents from multilingual households were somewhat more in agreement than other respondents.

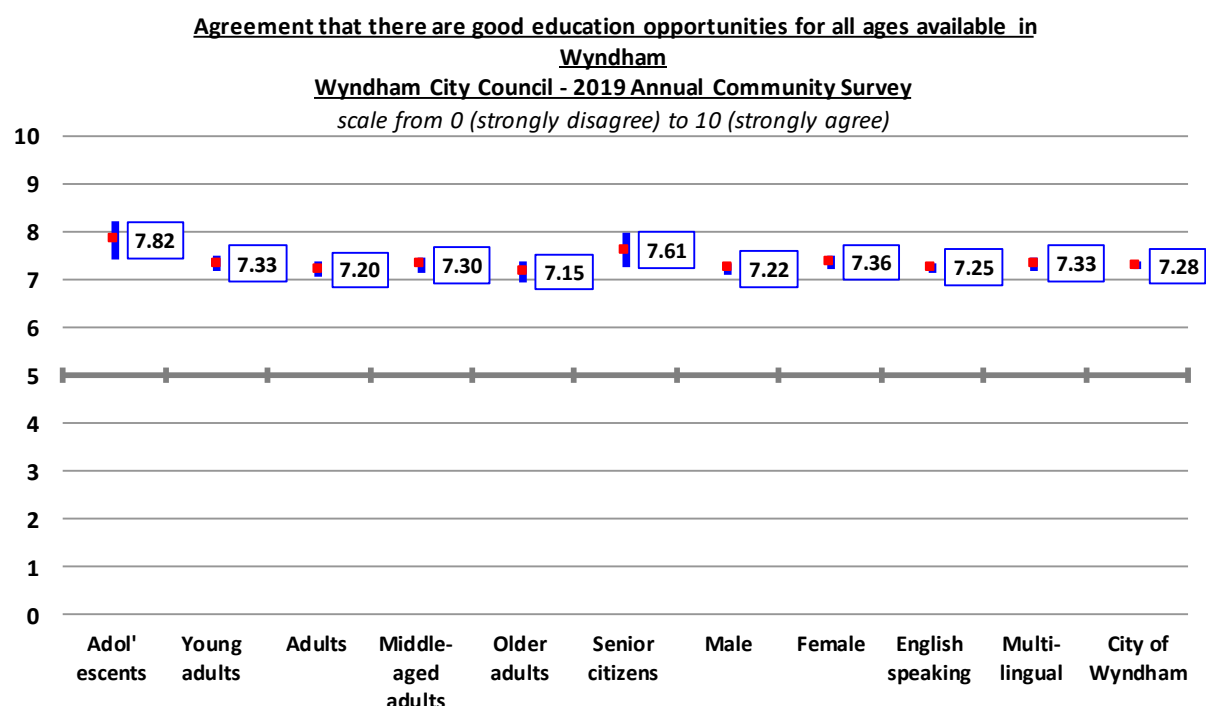


There are good education opportunities for all ages available in Wyndham

There was no statistically significant variation in agreement that “there are good education opportunities for all ages available in Wyndham” observed across the six precincts.

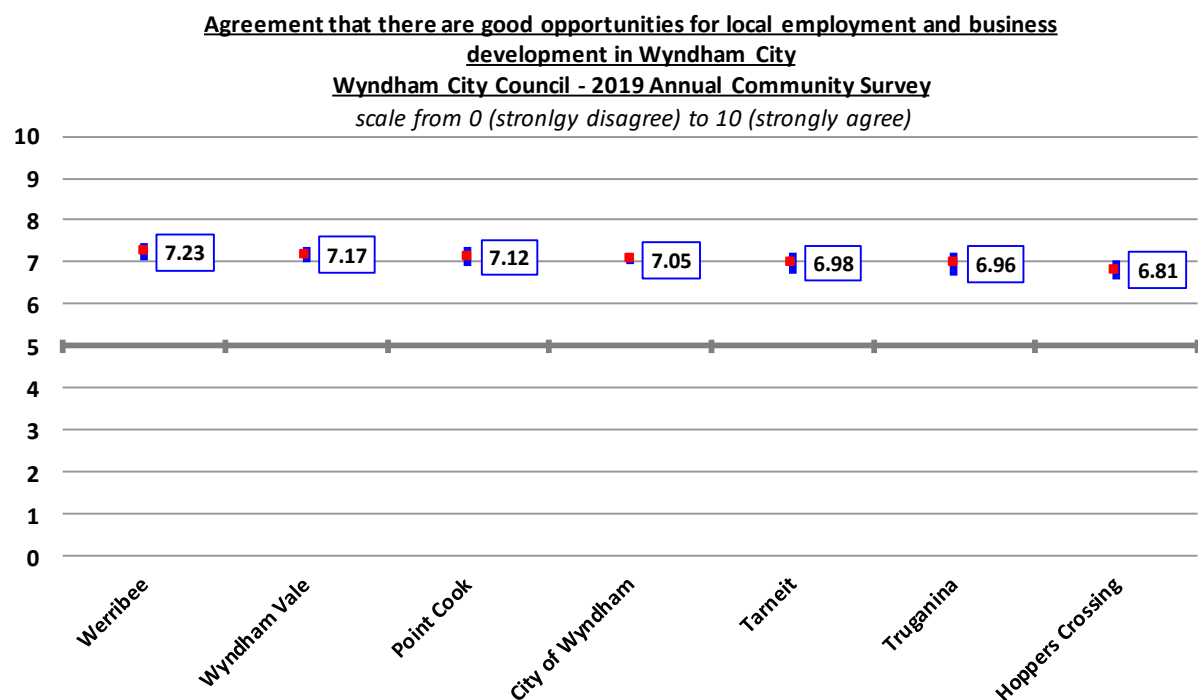


There was some variation in agreement with this statement observed by respondent profile, with adolescents (aged 15 to 19 years) and senior citizens (aged 75 years and over) somewhat more in agreement than other respondents.



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

There was no statistically significant variation in agreement that “there are good opportunities for local employment and business development in the City of Wyndham” observed across the six precincts.



There was some variation in agreement with this statement observed by respondent profile, with senior citizens (aged 75 years and over) measurably more in agreement than average.



Summary of agreement with statements about strategic delivery

The following table provides the average and raw percentage results in relation to agreement with the 10 statements about strategic delivery of Council services and facilities.

Agreement with selected statements about strategic delivery

Wyndham City Council - 2019 Annual Community Survey

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

Statements	Year	Number	Average agreement	Disagree (0 - 4)	Neutral to somewhat agree	Strongly agree (8 - 10)
Residents of Wyndham enjoy a good standard of living	2018	1,175	7.47	3.1%	42.7%	54.2%
	2019	1,186	7.55	2.6%	41.0%	56.4%
Wyndham is a welcoming, diverse and inclusive city	2018	1,167	7.52	3.3%	42.3%	54.4%
	2019	1,185	7.60	1.3%	44.3%	54.4%
Wyndham is a place for creativity, arts and cultural connection	2018	1,092	7.14	5.1%	49.6%	45.3%
	2019	1,130	7.44	1.8%	49.1%	49.1%
Wyndham is a place for learning and development for people of all ages	2018	1,128	7.16	5.2%	50.4%	44.4%
	2019	1,146	7.43	1.7%	49.4%	48.9%
Wyndham's public transport, roads and congestion are improving	2018	1,160	5.58	31.0%	42.4%	26.6%
	2019	1,156	6.31	19.7%	43.2%	37.1%
My local neighbourhood is safe and family friendly	2018	1,185	7.27	7.0%	43.0%	50.0%
	2019	1,188	7.35	4.8%	44.8%	50.4%
The cultural, social, economic, and recreational needs of the community are met in Wyndham	2018	1,114	7.02	4.5%	56.9%	38.6%
	2019	1,160	7.27	2.7%	50.6%	46.7%
The natural environment of Wyndham is well managed, healthy, and accessible	2018	1,165	7.02	6.3%	51.5%	42.2%
	2019	1,185	7.29	2.7%	51.6%	45.7%
There are good education opportunities for all ages available in Wyndham	2018	1,118	7.00	6.8%	52.7%	40.5%
	2019	1,158	7.28	2.8%	50.7%	46.5%
There are good opportunities for local employment and business development in Wyndham City	2018	1,074	6.57	12.5%	55.7%	31.8%
	2019	1,100	7.05	6.7%	49.9%	43.4%



Safety in public areas

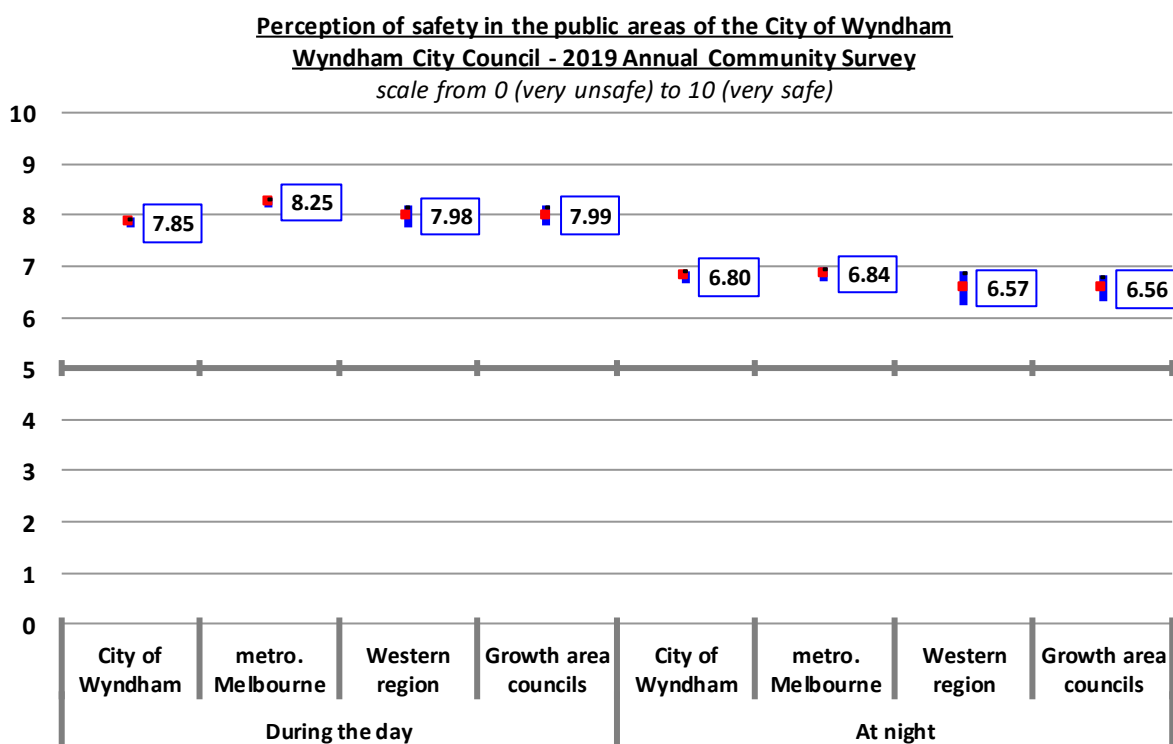
Respondents were asked:

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 strong, with the perception of safety during the day remaining the same and perception at night improving marginally again this year.

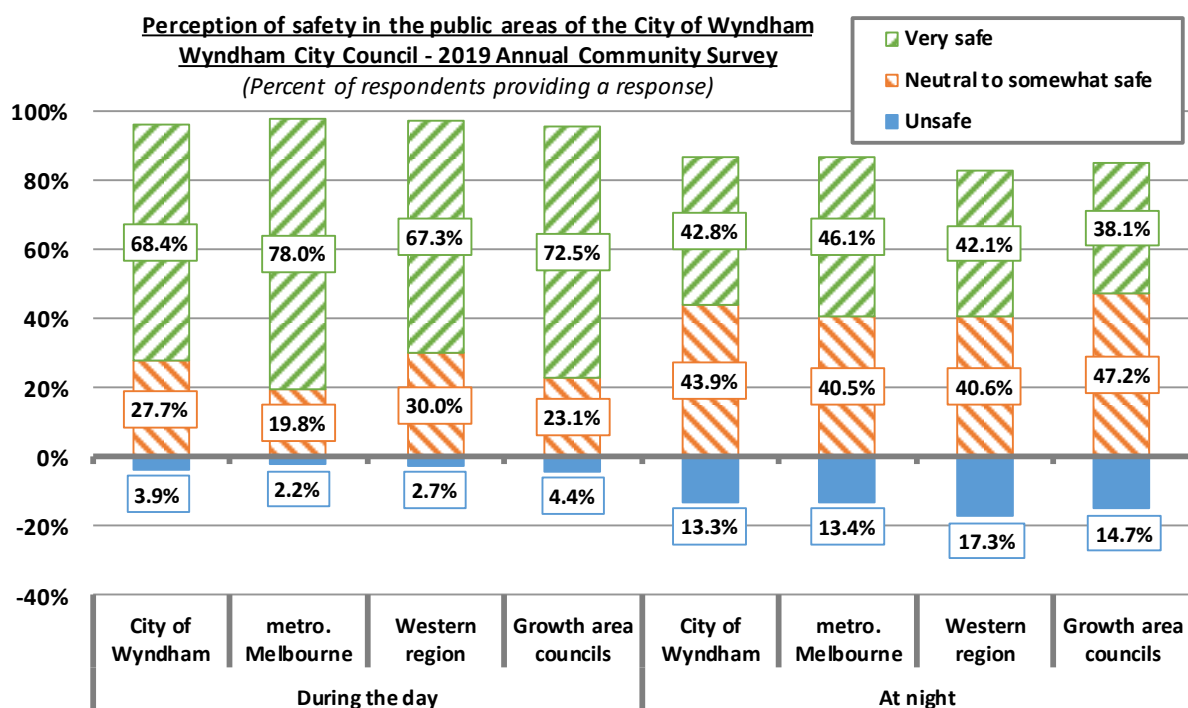
The perception of safety in the public areas of the municipality during the day is measurably but not significantly lower than the 2019 metropolitan Melbourne average, although similar to the average of both the western region councils and the growth area councils.

The perception of safety at night in the City of Wyndham is almost identical to the metropolitan Melbourne average, and is marginally but measurably higher than the average of both the western region councils and the growth area councils.



Consistent with the relatively high perception of safety during the day, approximately two-thirds (68.4%) of respondents felt “very safe” (i.e. rated safety at eight or more out of 10), whilst just 3.9% felt unsafe.

More than forty percent (42.8%) of respondents felt “very safe” in the public areas of the City of Wyndham at night, whilst 13.3% (up from 11.7%) felt unsafe.

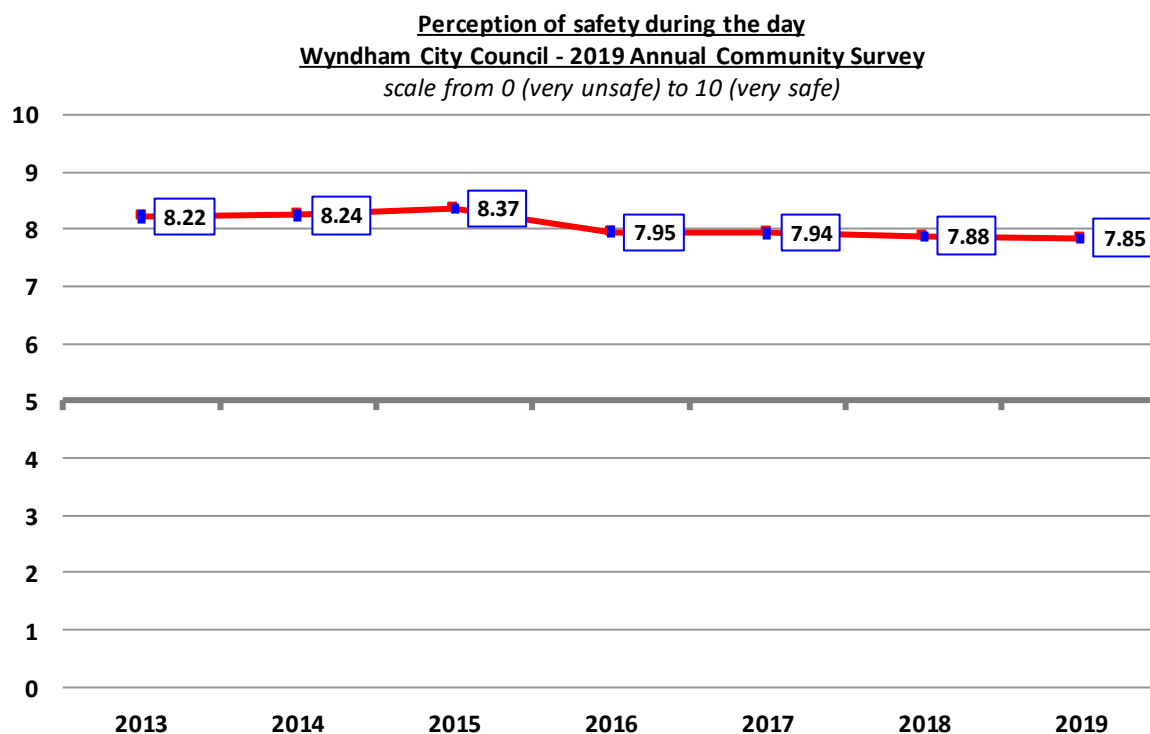


Perception of safety in the public areas of the City of Wyndham
Wyndham City Council - 2019 Annual Community Survey
(Number, index score 0 - 10 and percent of respondents providing a response)

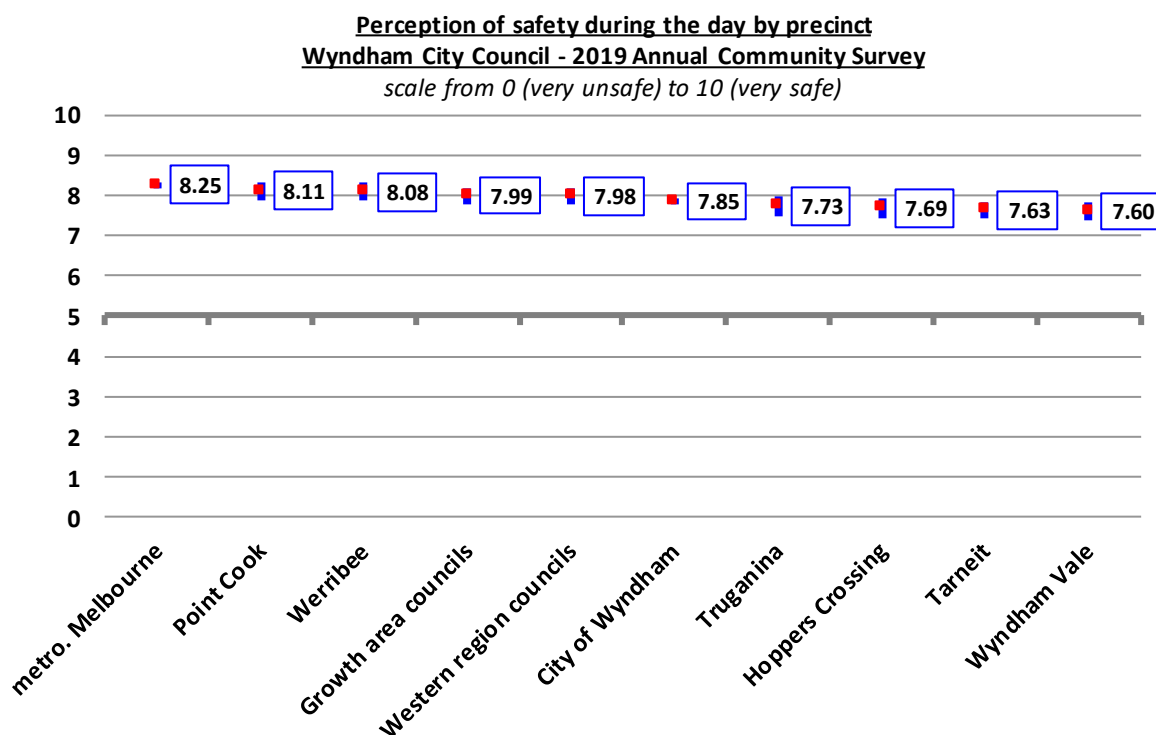
Response	Year	Number	Average mean	Unsafe (0 - 4)	Neutral to somewhat safe	Very safe (8 - 10)
During the day	2013	787	8.22	3.9%	19.0%	77.2%
	2014	781	8.24	2.3%	22.5%	75.2%
	2015	791	8.37	1.8%	15.7%	82.5%
	2016	1,158	7.95	4.5%	27.4%	68.1%
	2017	1,176	7.94	4.5%	25.9%	69.6%
	2018	1,191	7.88	2.8%	30.6%	66.6%
	2019	1,195	7.85	3.9%	27.7%	68.4%
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%
	2019	1,165	6.80	13.3%	43.9%	42.8%

Safety during the day

The perception of safety in the public areas of the municipality during the day remained essentially stable at 7.85 out of 10 this year.

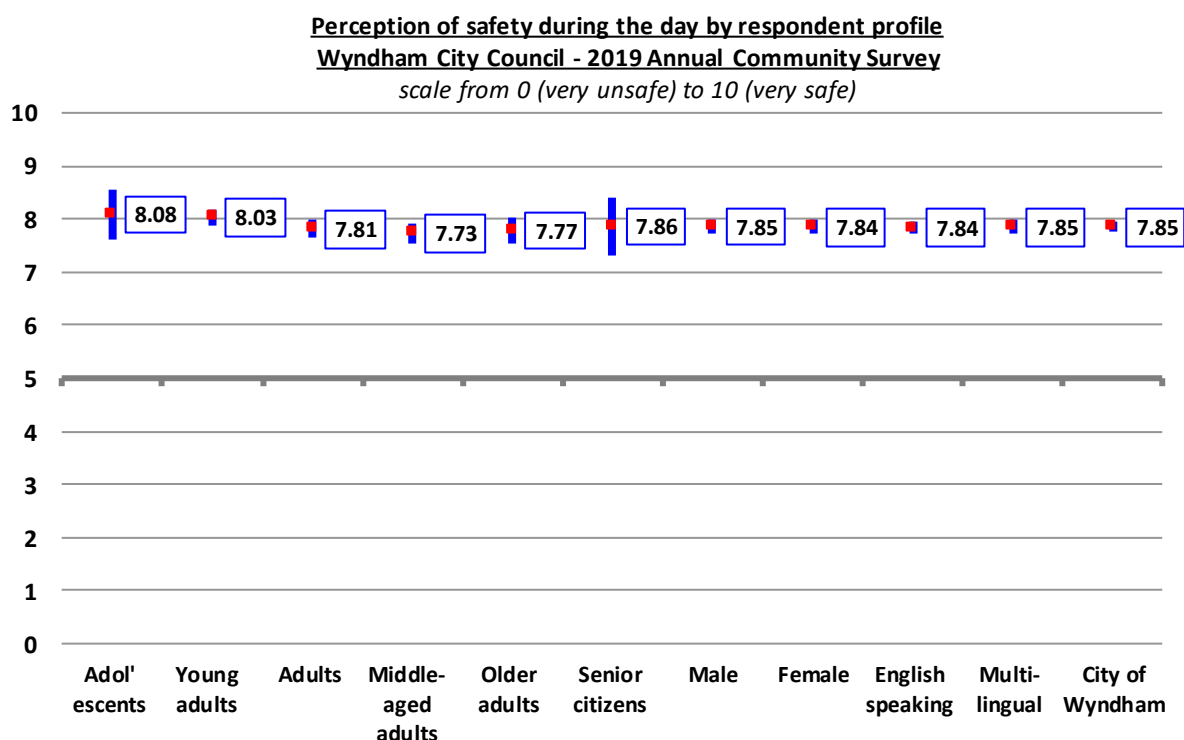


There was no statistically significant variation in this result observed across the six precincts comprising the City of Wyndham. The result is however measurably lower than the metropolitan Melbourne average, but similar to the average of the western region and growth area councils.



There was no statistically significant variation in the perception of safety in the public areas of the City of Wyndham during the day observed by respondent profile, including age structure, gender, and language spoken at home.

It is noted however that it was middle-aged and older adults (aged 45 to 74 years) who felt the least safe, although clearly still at very high levels.



Safety at night

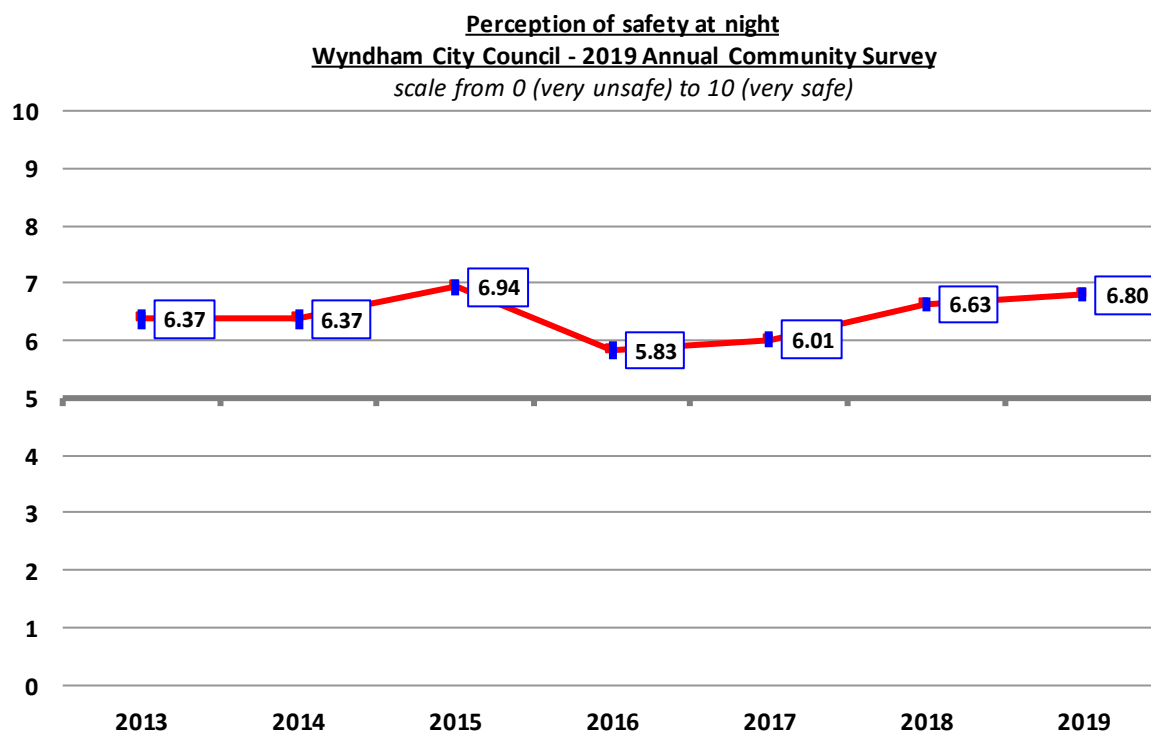
The perception of safety in the public areas of the City of Wyndham at night continues to rise again in 2019, from the recent low point of 5.83 recorded back in 2016 to 6.80 this year.

This is the second highest perception of safety in the public areas of the municipality at night recorded for the City of Wyndham, the highest being 6.94 recorded back in 2015.

There was significant community concern expressed in 2016 in relation to the perception of safety. This was evident in relation to this perception of safety at night score, but was also found in relation to the top issues to address in the municipality. In 2016 and 2017, approximately one-sixth of respondents nominated “safety, policing and crime” related issues. This has fallen in 2018 and 2019 to less than nine percent.

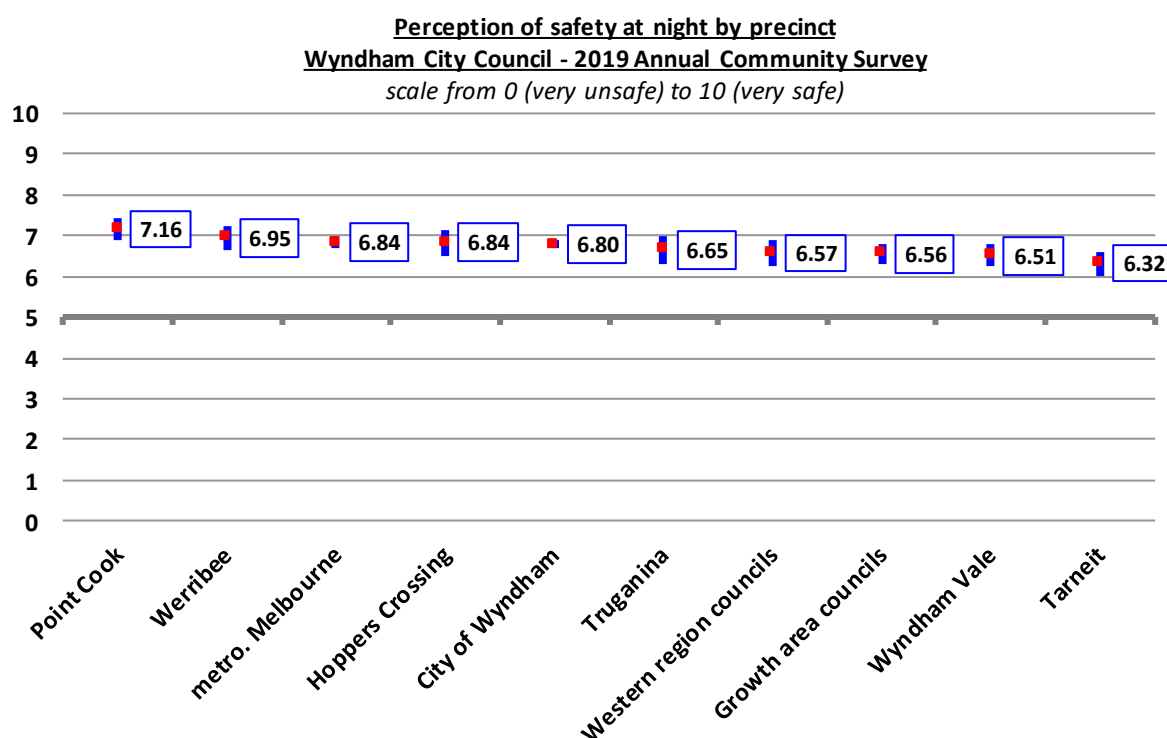
In 2016 and 2017, approximately one-quarter of respondents felt unsafe in the public areas of the municipality at night (i.e. rated perception of safety at less than five out of 10). In 2018 this fell to 11.7% and this year it crept marginally higher to 13.3%.





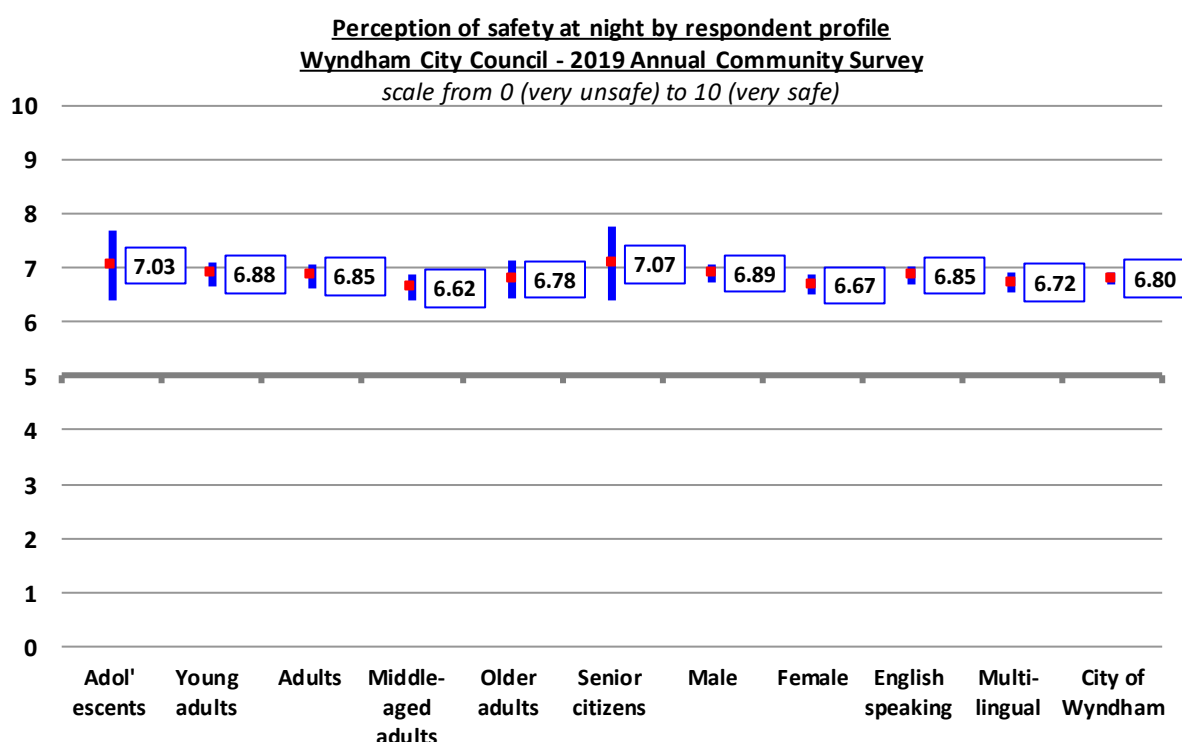
There was measurable and significant variation in the perception of safety in the public areas of the municipality at night observed across the six precincts comprising the City of Wyndham:

- **Point Cook** – respondents felt measurably more safe than the municipal average.
- **Wyndham Vale and Tarneit** – respondents felt measurably less safe than the municipal average. It is important to note that Wyndham Vale includes the rural areas of the municipality such as Little River.



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

- **Age structure** – it is middle-aged adults (aged 45 to 59 years) who felt the least safe, although the variation was not statistically significant.
- **Gender** – female respondents felt on average 3.2% less safe than male respondents, although this variation was not statistically significant this year.
- **Language spoken at home** – respondents from multi-lingual households felt marginally but not measurably less safe than respondents from English speaking 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 who felt unsafe in the public areas of the municipality either during the day or at night. The comments outline the reasons why these respondents felt unsafe.

There were 51 responses received from respondents as to the reasons why respondents felt unsafe in the public areas of the municipality during the day. The most common reasons referred to the perceived level of crime and a lack of police presence.



A number of comments related specifically to a perception of different groups such as teenagers, ethnic groups, and drug addicts, whilst a number also referred specifically to robberies.

Reasons for feeling unsafe during the day

Wyndham City Council - 2019 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Crime	6
Not enough police presence	6
A lot of teenagers hanging around	4
Gang violence	4
Too many robberies	3
Too much violence	3
Car speeding / hoons	2
Drug addicts	2
Home invasion / break ins	2
Lack of street lighting	2
Need more law enforcement	2
Bad troublemakers	1
Bashing of kids near the stations	1
Black kids causing trouble	1
Couple of incidents happen related to burglaries	1
Don't feel like going out alone	1
Few streets known for incidents	1
I don't feel safe at all	1
Lack of services for community	1
No community policing	1
No proper security of people to feel safe	1
That's not Council problem	1
Too much noise and too many strangers	1
Traffic is dangerous	1
Vandalism	1
Young people cause trouble	1
Total	51

There were 153 responses received from respondents who felt unsafe in the public areas of the municipality at night. These responses have been broadly categorised to aid in understanding.

The main issues raised by respondents who felt unsafe in the public areas of the municipality at night were comments around fear or experience of crime and violence (49 responses), issues with “gangs, youths, suspicious people” (34 responses), lack of police presence (20 responses), lighting and safety at night (19 responses), drugs and alcohol related (15 responses), a general perception of a lack of safety (9 responses), and general safety concerns (7 responses).



Reasons for feeling unsafe at night
Wyndham City Council - 2019 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Issues with gangs, youth and suspicious people</i>	
A lots of teenagers / young people hanging around	9
Gangs	7
Type of people out at night	4
Teenagers hanging around, especially in train station area	2
Because there are bad people around	1
Because there are not enough people around	1
Confronted by gangs	1
Criminal elements around here	1
Due to increase in population	1
Hoons at the parks and railway station	1
In the park teenagers come and not safe in park and street	1
Lot of crime activities by Sudanese teenagers	1
Lot of people on roads and parks	1
Mainly near the station, a lot of gangs	1
People have no patience and ready to fight. They are rude	1
People staring and commenting	1
<i>Crime / violence</i>	
A lot of break ins / robberies	16
Lot of crime and robberies	5
Too much violence	5
Home invasions taking place in the neighbourhood	4
Crime, car breakdown	2
Theft and robbery from residential and business areas, no police around	2
Burglaries and crimes have increased	1
Family members / people have been attacked, robbed	1
High crime rates, police arrested people yesterday	1
My car got broken into	1
Neighbours cars broken into	1
Rear car lights stolen	1
Teenagers hanging around and break the car	1
The change in the break in when people are home and car is jacked	1
There was a firing few weeks before	1
There was sexual assault	1
They stole my tools from van	1
Too many fights in neighbours	1
Too many thugs and feel unsafe	1
Van was slashed	1
Vandalism	1



Reasons for feeling unsafe at night
Wyndham City Council - 2019 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Lack of police presence</i>	
Lack of police	6
Crime and gangs, need more police presence	5
Need more police presence	5
Unsafe for us more law enforcement required	2
Lack of visibility of policing and they need neighbourhood watch	1
Road rage are prominent and we need more police protection	1
<i>Drugs and alcohol</i>	
Drug addicts at shopping areas, roads	4
A lot of drugs, fighting	3
Too many people being bashed at shopping centre and train station, people get attacked	2
Cars parked for hours during the night. Maybe a drug pick up. Harassing sometimes	1
Drunk people on the streets	1
Junkies and teenagers causing ruckus in the community and they try to scare us, they come from creek area	1
Meth addicts going crazy	1
Safety due to drug related dealers	1
Teenagers taking drugs	1
<i>Perception of lack of safety</i>	
Unsafe	3
Many events happen here that scare me	2
Bad things can happen	1
Heard from neighbours about all the bad stuff happening	1
Need more safety	1
Too many issues are being heard	1
<i>Safety at night / issues with lighting</i>	
More street lighting please	16
Can't even walk at night on my own	2
A woman cannot walk by themselves, need more police patrolling at night	1
<i>General safety concerns n.e.i</i>	
Hoons driving	3
General safety concerns	2
Because I am old and less capable of defending myself	1
Traffic is dangerous	1

Total

153



Healthy living and community

Respondents were asked:

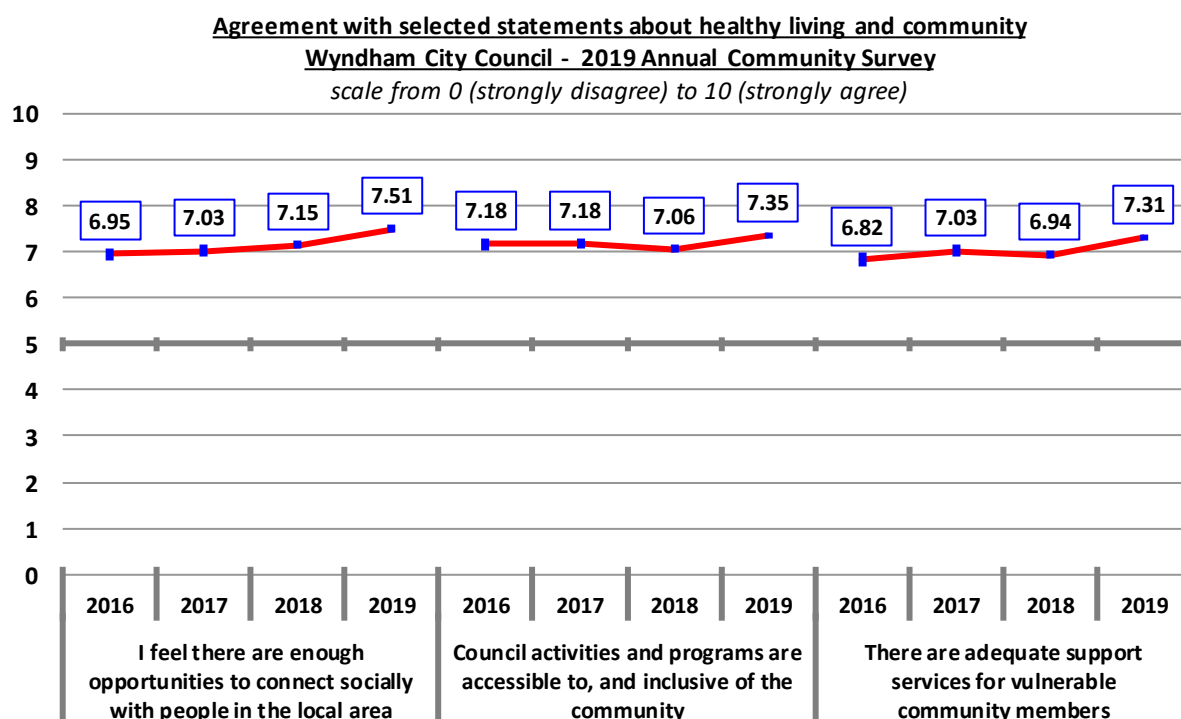
“On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements regarding healthy living and community?”

The survey again in 2019 included a question asking respondents to rate their agreement with three statements pertaining to the healthy living and community in the City of Wyndham.

The average agreement with these three statements remains moderate to strong, and all increased measurably this year.

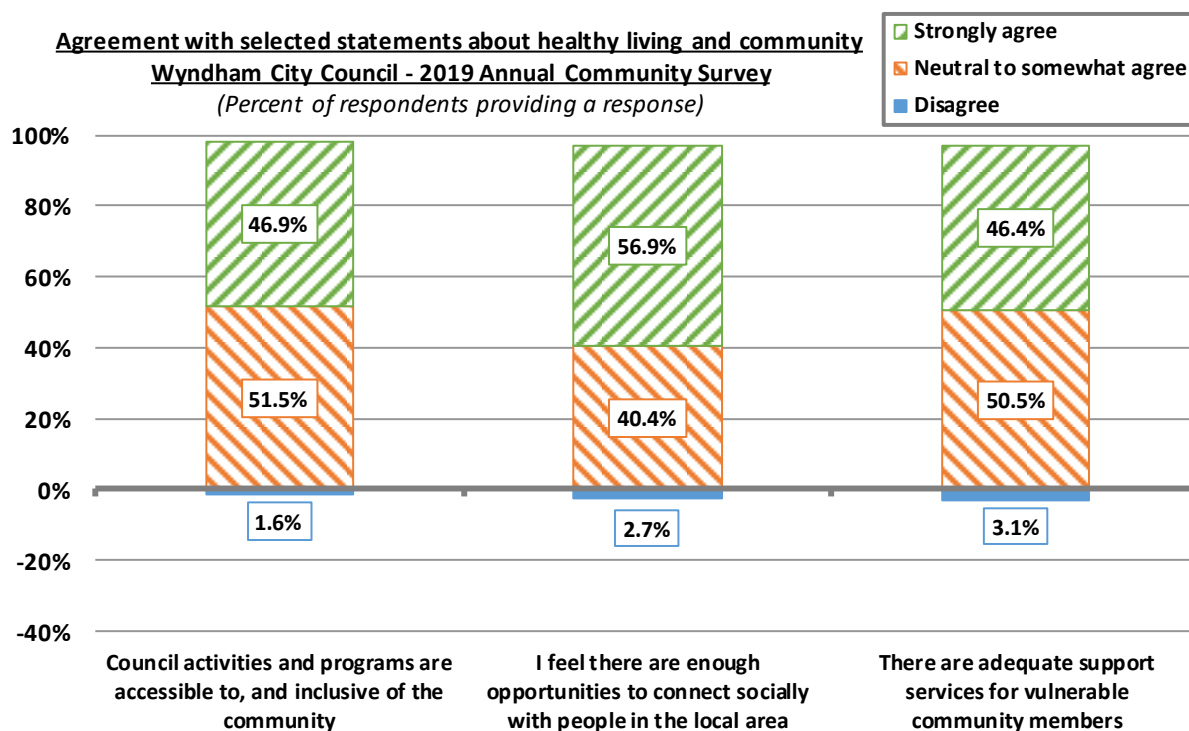
Agreement with all three statements was strong, with scores of approximately 7.5 out of 10.

These results do appear to have improved somewhat this year, in line with the increasing satisfaction with Council’s overall performance and other measures included in the survey. This may reflect an improving level of community satisfaction more broadly, which flows through into a range of other questions in the survey, including these questions.



Particular attention is drawn to the fact that the overwhelming majority of respondents were at least neutral (i.e. rated agreement at five or more out of 10) in their level of agreement with all three statements.





Agreement with selected statements about healthy living and community

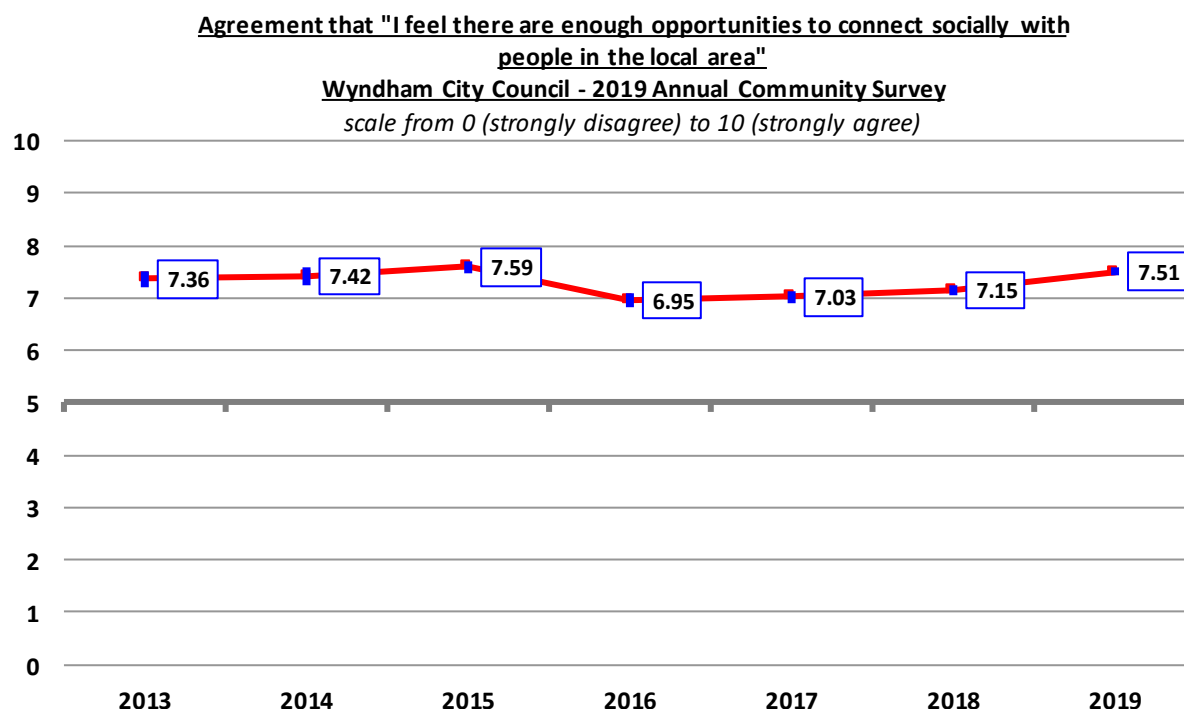
Wyndham City Council - 2019 Annual Community Survey

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

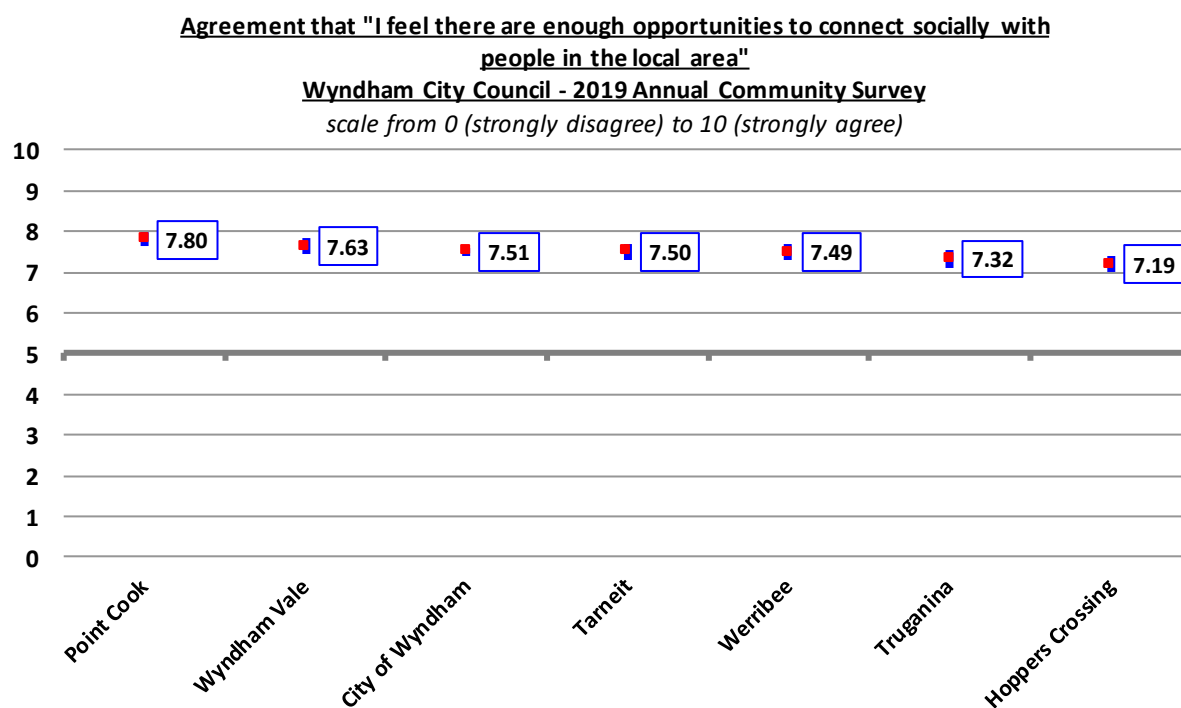
Statements	Year	Number	Average agreement	Disagree (0 - 4)	Neutral to somewhat agree	Strongly agree (8 - 10)
I feel there are enough opportunities to connect socially with people in the local area	2016	1,104	6.95	12.2%	44.0%	43.8%
	2017	1,116	7.40	7.3%	38.9%	53.8%
	2018	1,111	7.15	5.6%	48.4%	46.0%
	2019	1,148	7.51	2.7%	40.4%	56.9%
There are adequate support services for vulnerable community members	2016	859	6.82	11.3%	49.6%	39.1%
	2017	868	7.03	7.9%	49.6%	42.5%
	2018	977	6.94	6.5%	54.4%	39.1%
	2019	1,082	7.31	3.1%	50.5%	46.4%
Council activities and programs are accessible to, and inclusive of the community	2016	964	7.18	8.0%	46.3%	45.7%
	2017	987	7.18	5.3%	48.6%	46.1%
	2018	1,066	7.06	4.2%	55.2%	40.6%
	2019	1,122	7.35	1.6%	51.5%	46.9%

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

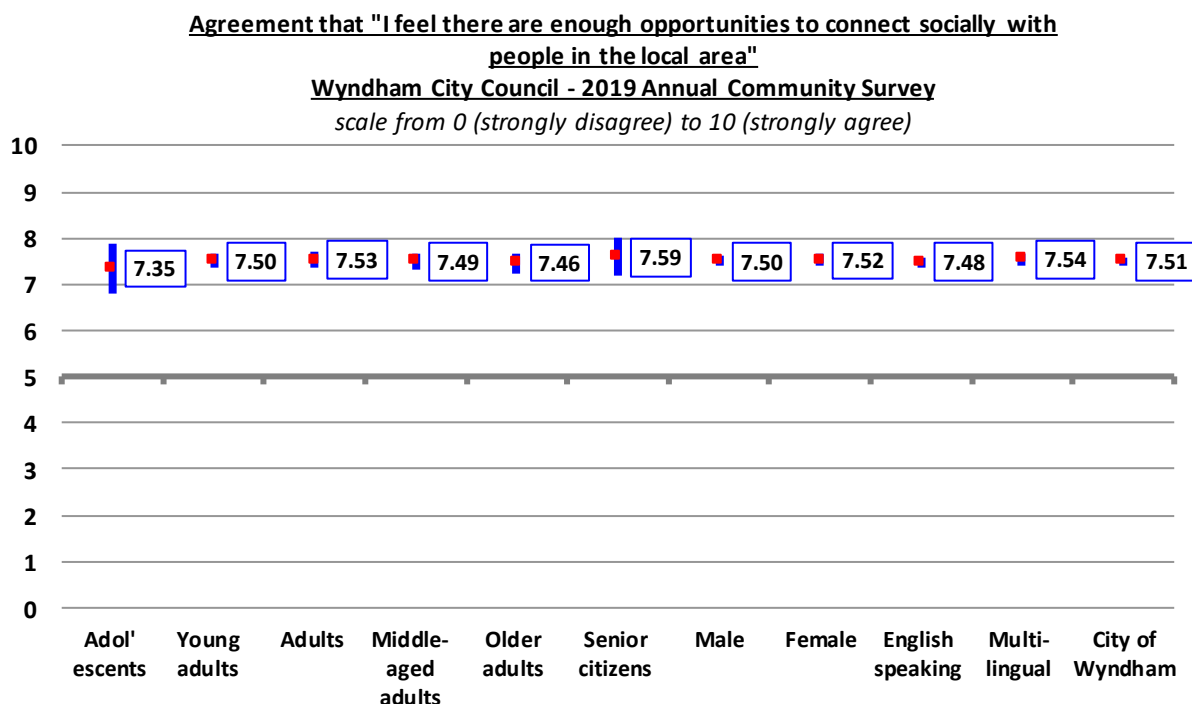
The average agreement with this statement has trended higher in recent years, increasing by five percent this year to 7.51. This increasing agreement with this statement may reflect a general increase in community satisfaction with Council, which flows through into other variables such as this.



There was some variation in agreement with this statement observed across the municipality, with respondents from Point Cook measurably more in agreement and respondents from Hoppers Crossing measurably less in agreement. Whilst statistically significant, these variations are relatively minor and unlikely to reflect significant variations in attitude across the municipality.

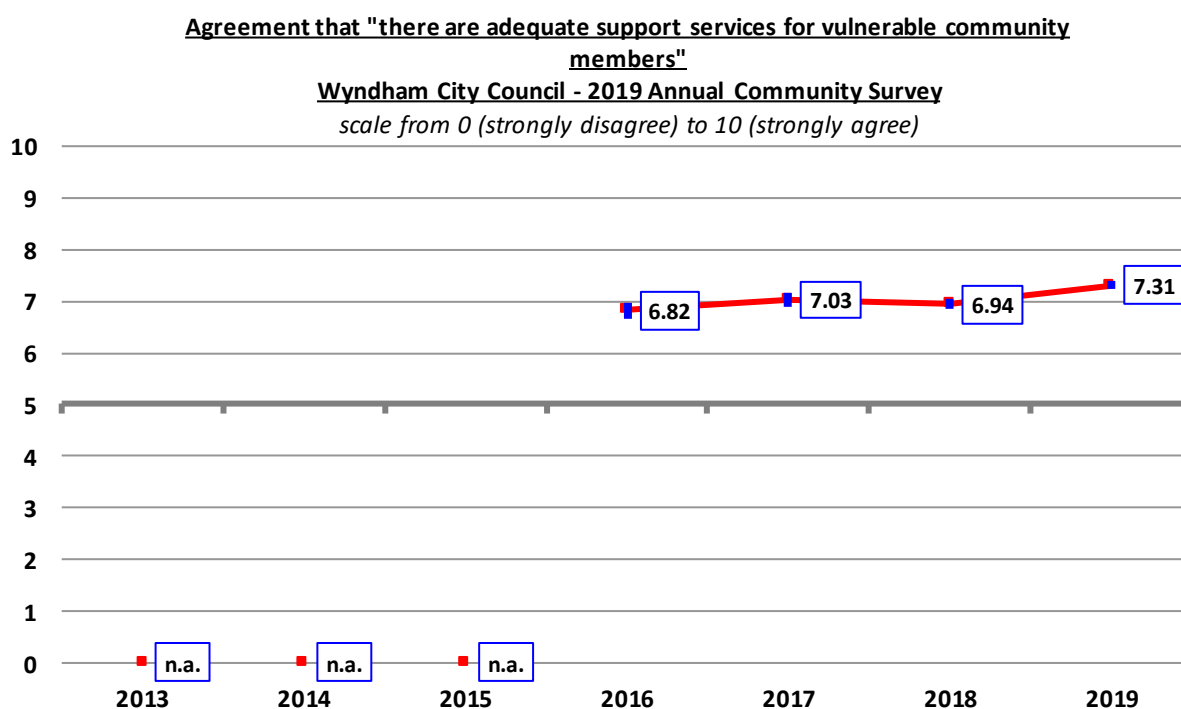


There was no statistically significant variation in these results observed by respondent profile, including age structure, gender or language spoken at home.

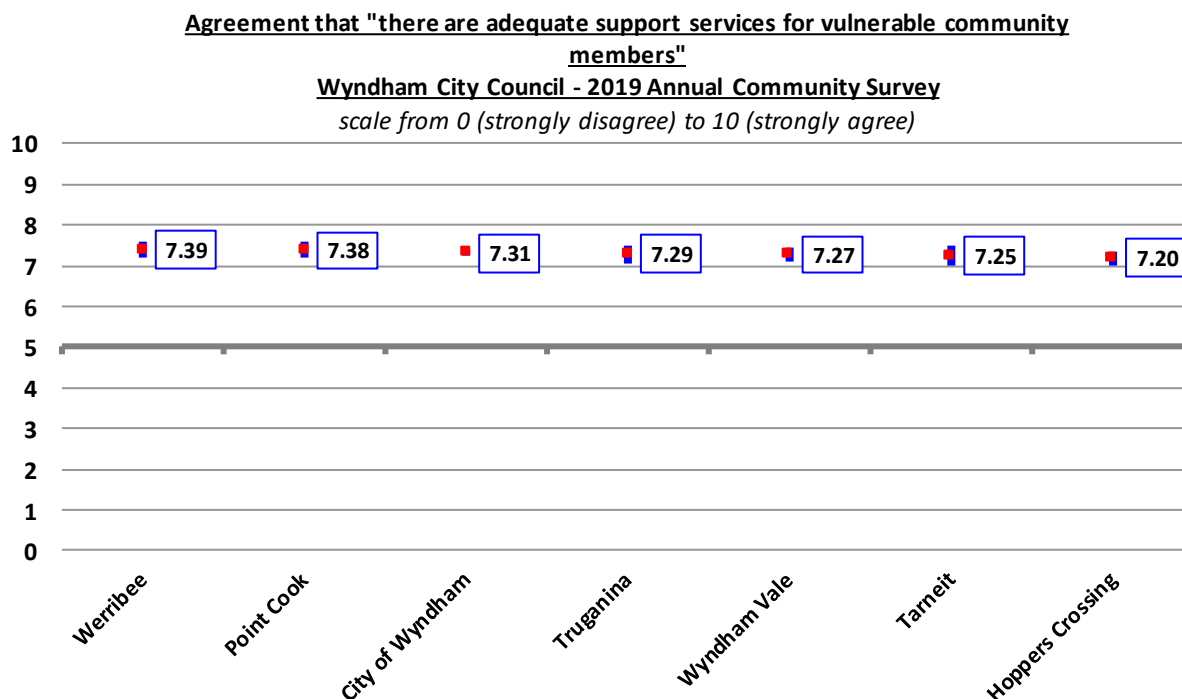


There are adequate support services for vulnerable community members

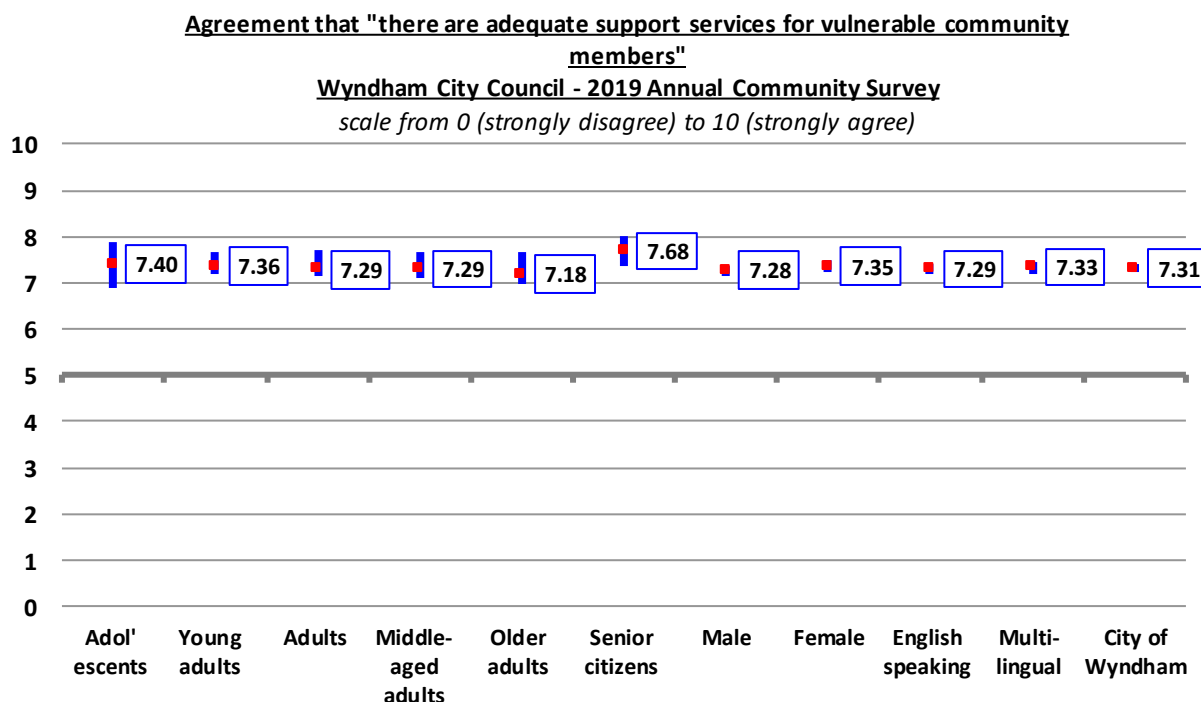
Average agreement that there are adequate support services for vulnerable community members increased measurably this year, up 5.3% to 7.31.



There was no statistically significant variation in this result observed across the six precincts comprising the City of Wyndham.

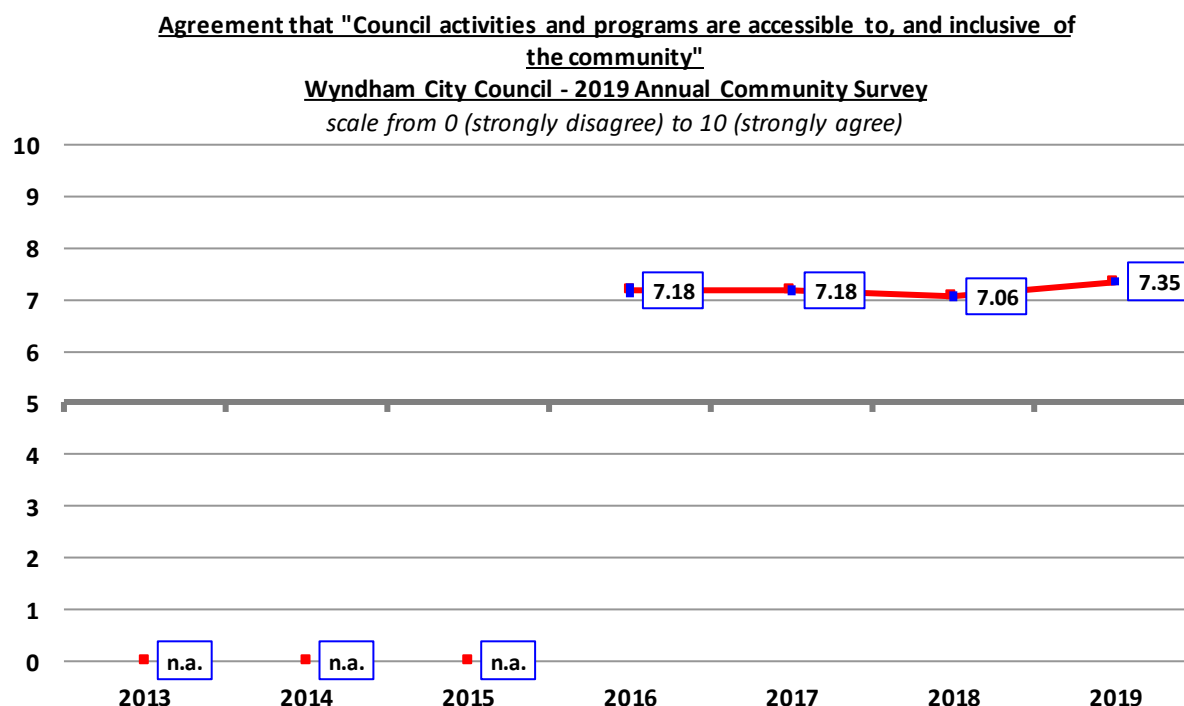


With the exception of the small sample of senior citizens (aged 75 years and over) who were measurably more in agreement than the municipal average, there was no other statistically significant variation in this result observed by respondent profile, including age structure, gender, or language spoken at home.

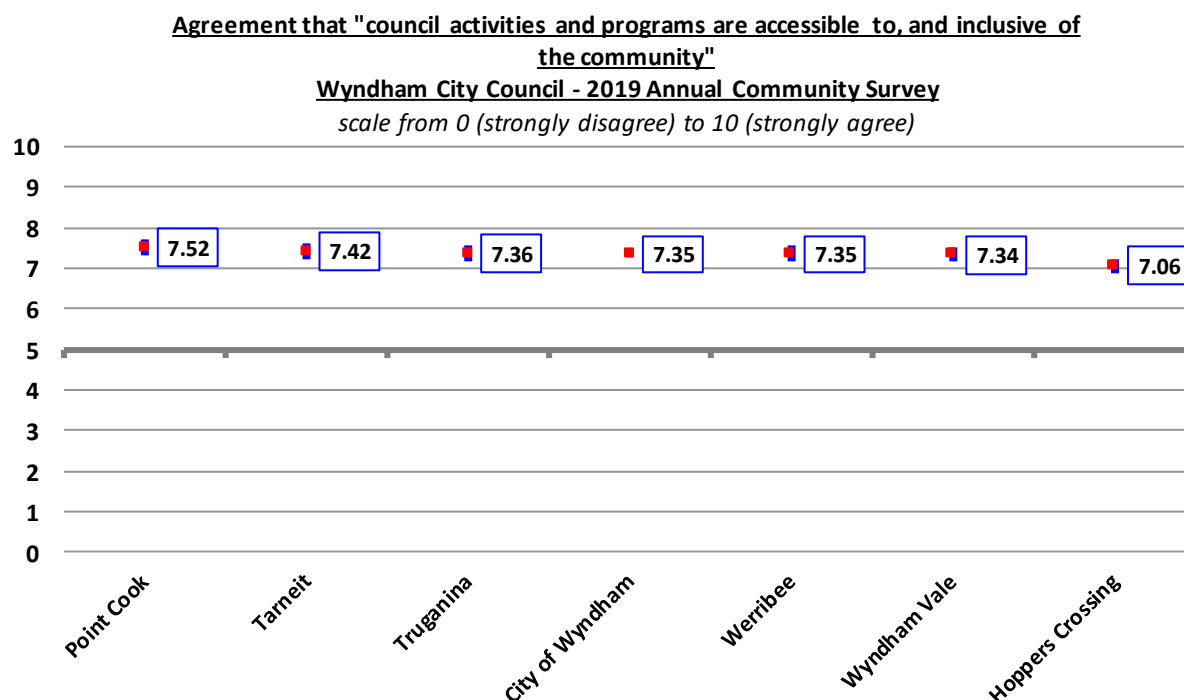


Council activities and programs are accessible to, and inclusive of the community.

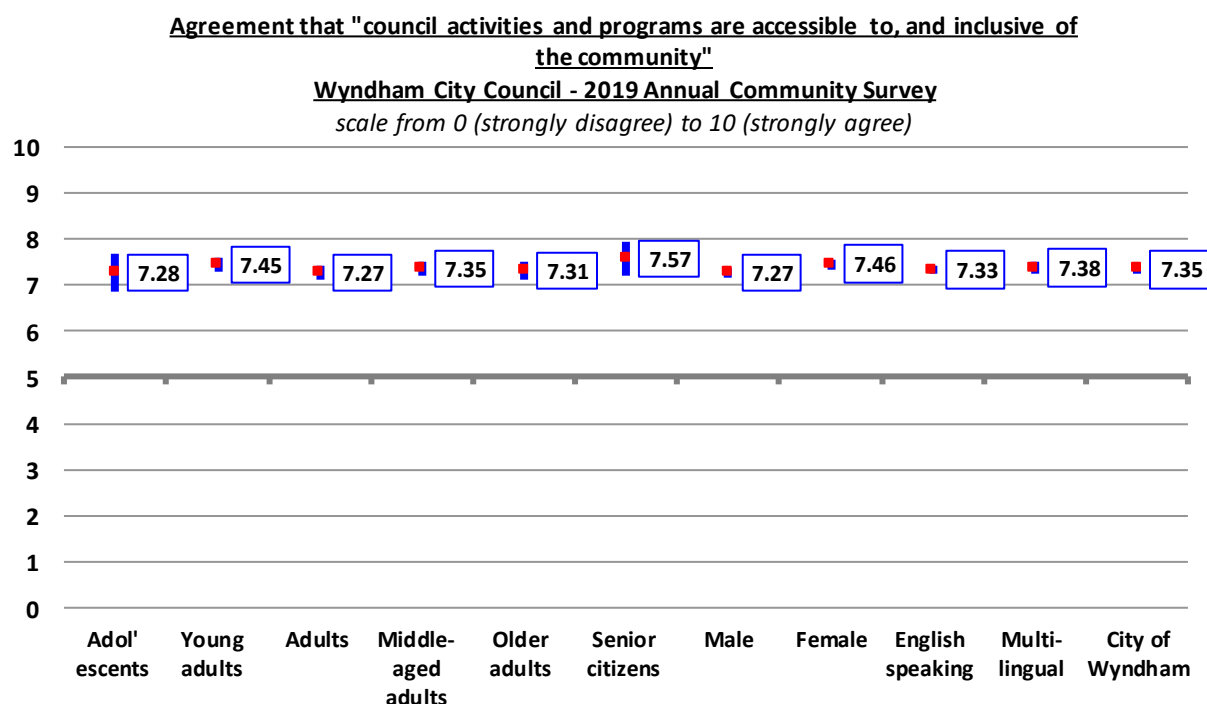
Average agreement that Council activities and programs are accessible to and inclusive of the community increased measurably this year, up four percent to 7.35. This increase is in line with the other healthy living and community statements discussed in this section.



There was some measurable variation in agreement with this statement observed across the municipality, with respondents from Hoppers Crossing measurably less in agreement than the municipal average. Despite this, respondents from Hoppings Crossing still reported a strong average agreement score.



There was no meaningful variation observed by age structure or the language spoken at home, however female respondents were measurably more in agreement than male respondents.



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?”

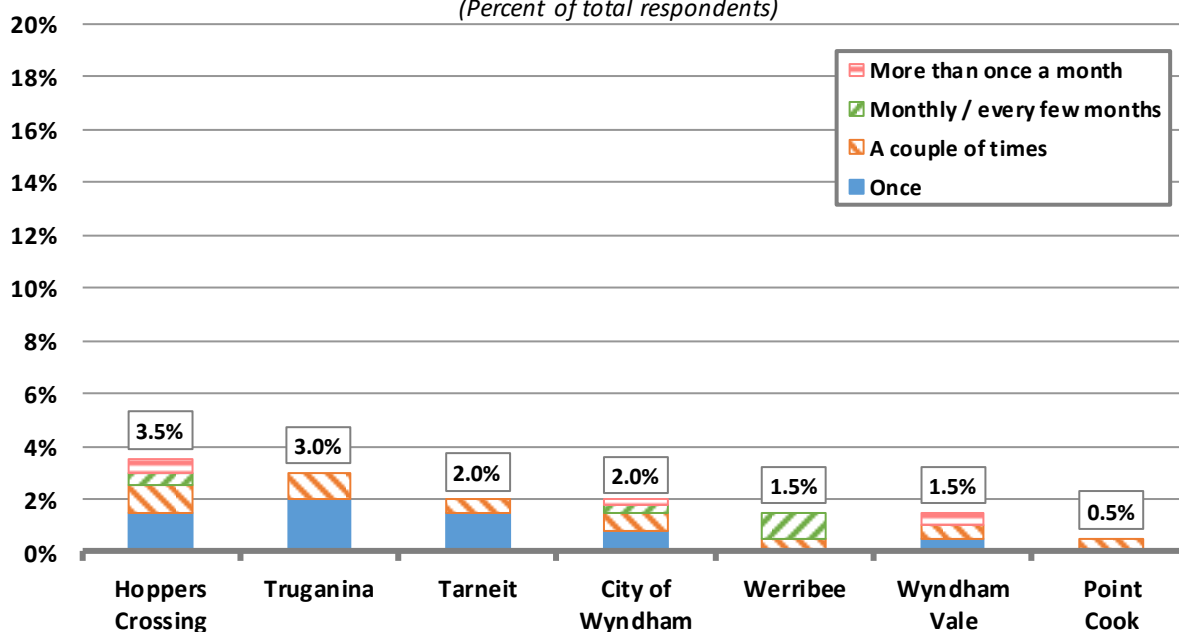
Consistent with the results recorded in previous years, only a relatively small proportion (2.0% down from 2.1%) of respondent households in the City of Wyndham reported that they had run out of food at least once in the last twelve months.

Household ran out of food / unable to buy more
Wyndham City Council - 2019 Annual Community Survey
 (Number and percent of total respondents)

Response	2019		2018	2017	2013
	Number	Percent			
Never	1,163	96.9%	94.9%	94.4%	93.2%
Once	10	0.8%	1.0%	0.5%	1.3%
A couple of times	8	0.7%	1.0%	1.5%	3.2%
Monthly or almost every month	3	0.3%	0.1%	0.2%	0.1%
More than once a month	2	0.2%	0.0%	0.0%	0.1%
Can't say	14	1.2%	3.0%	3.4%	2.1%
Total	1,200	100%	1,200	1,200	801

There was no statistically significant variation in this result observed across the six precincts comprising the City of Wyndham.

Frequency of household running out of food by precinct
Wyndham City Council - 2019 Annual Community Survey
 (Percent of total respondents)



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?”

Consistent with the results recorded in 2018, the most common method of travel to work or study was car (both as driver or passenger), with 79.5% (up from 76.9%) using this method. Approximately one-sixth (18.3% down from 20.6%) of respondents reported that they travelled to work or study by public transport.

The variation in these results between 2018 and 2019 was not statistically significant.

Method of travel to and from work or study
Wyndham City Council - 2019 Annual Community Survey
 (Number and percent of respondents providing a response)

Response	2019		2018
	Number	Percent	
Car (driver or passenger)	867	79.5%	76.9%
Public transport	200	18.3%	20.6%
Active transport (e.g. walking, cycling)	13	1.2%	1.7%
Motorbike / scooter	7	0.6%	0.3%
Multiple	2	0.2%	0.5%
Other	2	0.2%	0.1%
Do not work or study outside the home	103		106
Not stated	6		15
Total	1,200	100%	1,200

There was no statistically significant variation in these results observed at the precinct level.

Method of travel to and from work or study by precinct
Wyndham City Council - 2019 Annual Community Survey
 (Number and percent of respondents providing a response)

Response	Hoppers Crossing	Truganina	Point Cook	Tarneit	Wyndham Vale	Werribee
Car (driver or passenger)	82.9%	80.5%	80.2%	77.9%	77.2%	77.0%
Public transport	12.9%	17.4%	17.7%	21.6%	21.6%	20.1%
Active transport (e.g. walking, cycling)	3.5%	0.5%	0.5%	0.5%	0.0%	1.7%
Motorbike / scooter	0.0%	1.1%	1.6%	0.0%	0.0%	0.6%
Multiple	0.7%	0.0%	0.0%	0.0%	1.2%	0.0%
Other	0.0%	0.5%	0.0%	0.0%	0.0%	0.6%
Do not work or study outside the home	27	12	7	14	27	21
Not stated	2	1	1	1	0	0
Total	199	203	200	200	198	200



There was no meaningful variation in these results observed between male and female respondents, however there was variation observed by age structure.

Younger respondents (aged 15 to 34 years) were measurably more likely than average to commute to work or study by public transport, and less likely to commute by car (either as driver or passenger).

It is noted that there was no statistically significant variation in these results observed between male and female respondents.

Method of travel to and from work or study by age and gender

Wyndham City Council - 2019 Annual Community Survey

(Number and percent of respondents providing a response)

<i>Response</i>	<i>15 to 34 years</i>	<i>35 to 44 years</i>	<i>45 to 59 years</i>	<i>60 to 74 years</i>	<i>Male</i>	<i>Female</i>
Car (driver or passenger)	69.3%	80.6%	85.4%	87.1%	80.6%	78.1%
Public transport	27.6%	18.7%	11.8%	10.9%	17.2%	19.8%
Active transport (e.g. walking, cycling)	1.8%	0.7%	1.1%	0.9%	0.6%	1.8%
Motorbike / scooter	0.5%	0.0%	1.4%	1.1%	1.1%	0.0%
Multiple	0.8%	0.0%	0.0%	0.0%	0.4%	0.0%
Other	0.0%	0.0%	0.3%	0.0%	0.1%	0.3%
Do not work or study outside the home	7	6	14	52	44	59
Not stated	1	1	2	1	1	4
Total	318	353	312	161	690	506

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, since 2018 it includes all respondents commuting to work or study by any mode of transport.

To provide some time series comparison results, the results for 2018 and 2019 are presented separately for all respondents (2018 and 2019), and then with a graph showing the results for those commuting to work by car only (2014 to 2019).

There was no statistically significant variation in the commuting times for all respondents observed between 2018 and 2019, as outlined in the following table.

Approximately half (53.2% up from 52.6%) reported that the average daily two-way commute took less than one hour, whilst approximately half (46.7% down from 47.4%) took one hour or more per day.



Average commuting time
Wyndham City Council - 2019 Annual Community Survey
(Number and percent of respondents commuting to work or study)

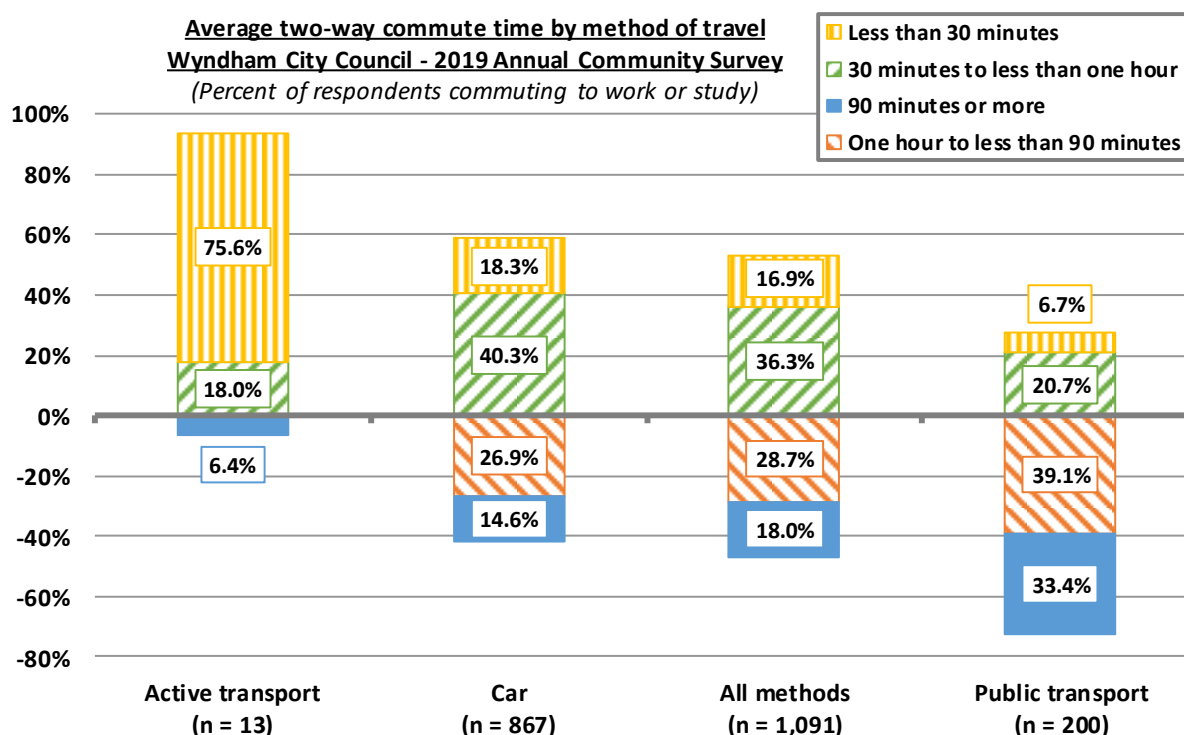
Response	2019		2018
	Number	Percent	(all)
Less than 30 minutes	167	16.9%	15.0%
30 minutes to less than one hour	359	36.3%	37.6%
One hour to less than 90 minutes	284	28.7%	27.0%
90 minutes or more	178	18.0%	20.4%
Can't say	103		
Total	1,091	100%	1,074

(*) previously asked only of car commuters

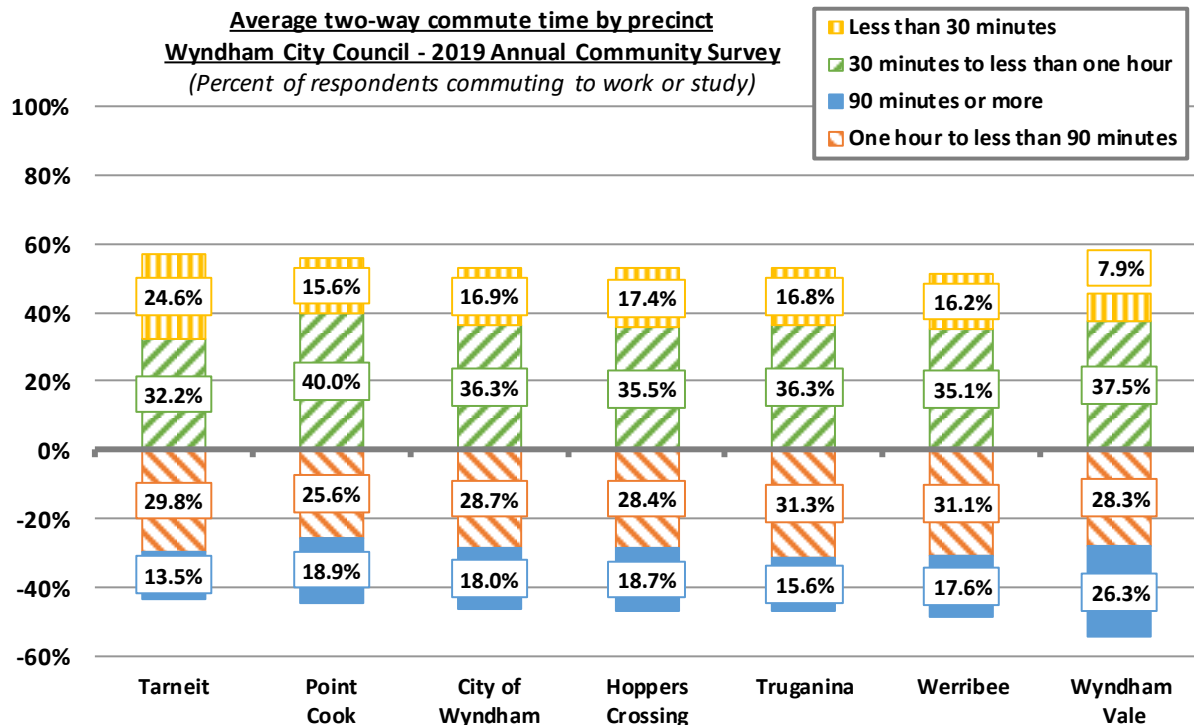
There was significant variation in the commuting times of respondents based on the method of travel to work or study, as outlined in the following graph.

Respondents commuting to work or study by active transport were significantly more likely to take less than thirty minutes per day to commute. This 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.

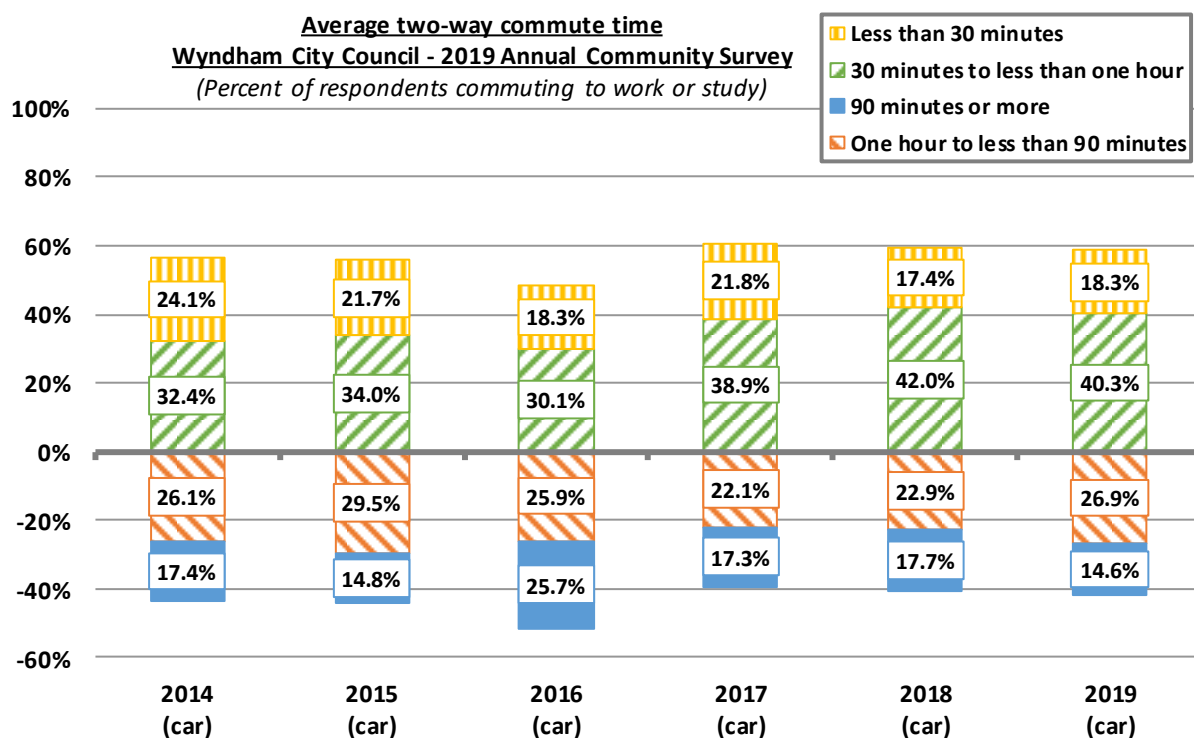
It is noted that respondents commuting to work by car (either as driver or passenger) were measurably and significantly more likely than those commuting by public transport to take less than one hour per day to commute to and from work or study.



There was some variation in these results observed across the six precincts, as outlined in the following graph. Particular attention is drawn to the fact that respondents from Tarneit are more likely than average to take less than 30 minutes, whilst respondents from Wyndham Vale are more likely than average to take 90 minutes or more.



In relation to those commuting to work by car (either as driver or passenger), the results have proven remarkably stable over the course of the last six years, with the exception of 2016 which reported more respondents taking 90 minutes or more to commute to and from work by car in that year.



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 reporting that they had contacted Council in the last 12 months continued to decline this year, down from a high of 42.1% back in 2014 to 24.8% this year.

This remains a slightly unusual result, with the long-term average across metropolitan Melbourne being that in the order of one-third of respondents will have contacted their local council in the last 12 months.

Contacted Council in the last twelve months
Wyndham City Council - 2019 Annual Community Survey
 (Number and percent respondents providing a response)

Response	2019		2018	2017	2016	2015
	Number	Percent				
Yes	297	24.8%	28.2%	31.9%	37.7%	33.6%
No	903	75.3%	71.8%	68.1%	62.3%	66.4%
Not stated	0		1	17	0	0
Total	1,200	100%	1200	1200	1,200	800

Method of contacting Council

Respondents who had contacted Council were asked:

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

Consistent with the results reported in previous years, the most common forms of contacting Council in 2019 remain telephone (62.5%) and visits in person (17.6%). These results have remained relatively stable over the life of the survey program.

In 2019, a little more than one-sixth (18.3%) of respondents contacting Council did so via electronic means such as email and the website.

Metropolis Research continues to note 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 commonly interpreted as “contact”.



These results are not designed to measure the proportion of respondents who had visited the Council website or engaged in some other 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 across metropolitan Melbourne will have visited their local council's website.

Form of contact with Wyndham City Council

Wyndham City Council - 2019 Annual Community Survey
(Number and percent of respondents who contacted Council)

Response	2019		2018	2017	2016	2015
	Number	Percent				
Telephone	185	62.5%	61.7%	73.6%	64.9%	66.7%
Visit in person	52	17.6%	17.2%	13.1%	19.9%	21.8%
E-mail	43	14.5%	9.8%	7.7%	6.9%	5.7%
Website	11	3.7%	7.7%	3.7%	3.6%	2.3%
Mail	5	1.7%	2.7%	1.3%	1.1%	1.1%
Other	0	0.0%	0.9%	0.0%	0.0%	0.0%
Not stated	1		1	2	5	8
Total	297	100%	338	377	452	269

Preferred method of contacting Council

Respondents who had contacted Council were asked:

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

Almost all of the 297 respondents who had contacted Council in the last twelve months reported that the method by which they contacted Council was their preferred method. This result is higher than the results recorded in the previous two years.

Using preferred method to connect with Council

Wyndham City Council - 2019 Annual Community Survey
(Number and percent of respondents who contacted Council)

Response	2019		2018	2017
	Number	Percent		
Yes	289	98.0%	94.1%	93.7%
No	6	2.0%	5.9%	6.3%
Not stated	2		1	10
Total	297	100%	338	377

This result is consistent regardless of the method by which the respondents contacted Council.



Using preferred method to connect with Council
Wyndham City Council - 2019 Annual Community Survey
(Number and percent of respondents who contacted Council)

<i>Response</i>	<i>Tele- phone</i>	<i>In person</i>	<i>Email</i>	<i>Website</i>
Yes	99.5%	94.3%	95.1%	100.0%
No	0.5%	5.7%	4.9%	0.0%
Not stated	1	0	0	0
Total	185	52	43	11

The following table displays the preferred method of contacting Council for the six respondents who reported that they method they last used was not their preferred method.

Preferred method to connect with Wyndham City Council
Wyndham City Council - 2019 Annual Community Survey
(Number and percent of respondents contacted Council and didn't use preferred method)

<i>Response</i>	<i>2019</i>		<i>2018</i>	<i>2017</i>
	<i>Number</i>	<i>Percent</i>		
Telephone	4	66.7%	30.0%	45.0%
Website	1	16.7%	15.0%	20.0%
Visit in person	1	16.7%	10.0%	15.0%
E-mail	0	0.0%	45.0%	20.0%
Not stated	0		0	3
Total	6	100%	20	23

The following table displays the preferred method of contacting Council for the six respondents who did not contact Council using their preferred method, broken down by the method the last used.

Preferred method to connect with Wyndham City Council
Wyndham City Council - 2019 Annual Community Survey
(Number and 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>
Telephone	0.0%	100.0%	45.8%
Website	100.0%	0.0%	0.0%
Visit in person	0.0%	0.0%	54.2%
E-mail	0.0%	0.0%	0.0%
Total	1	3	2



Satisfaction with overall experience

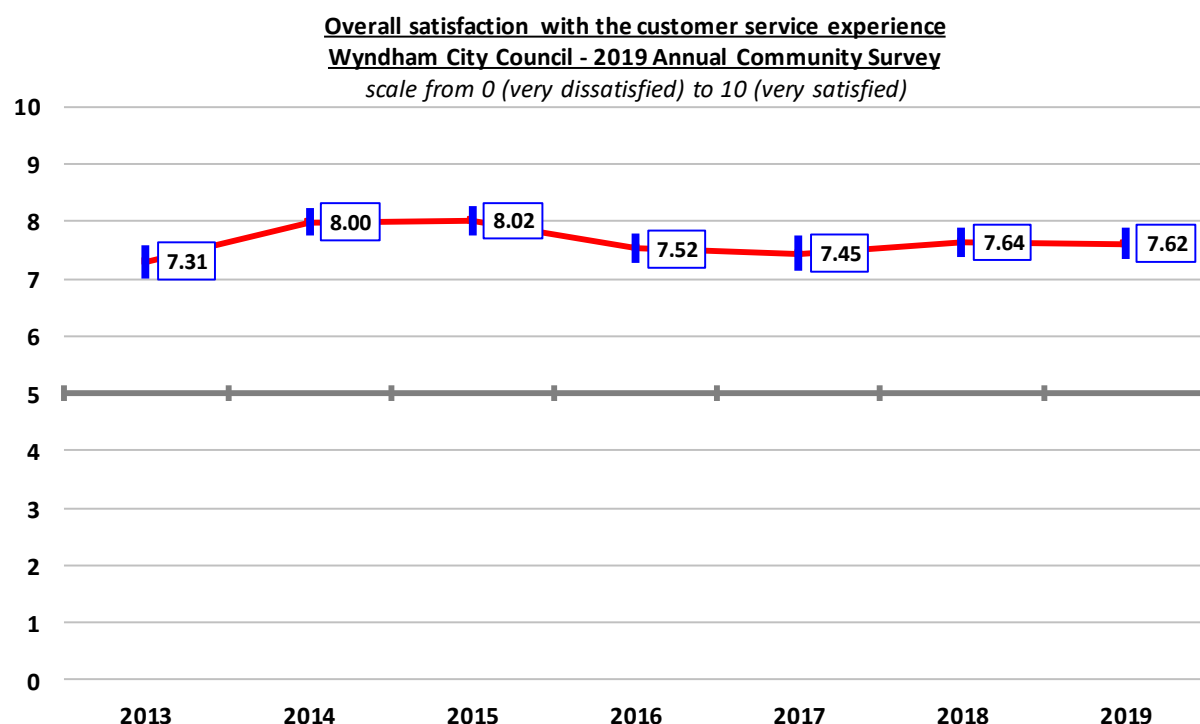
Respondents who had contacted Council were asked:

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

Satisfaction with the “overall experience when you last contacted Council” remained stable this year at 7.62, or a “very good” level of satisfaction.

This result is consistent with results recorded in previous years, although it is noted that overall customer service satisfaction has not quite returned the levels recorded in 2014 and 2015.

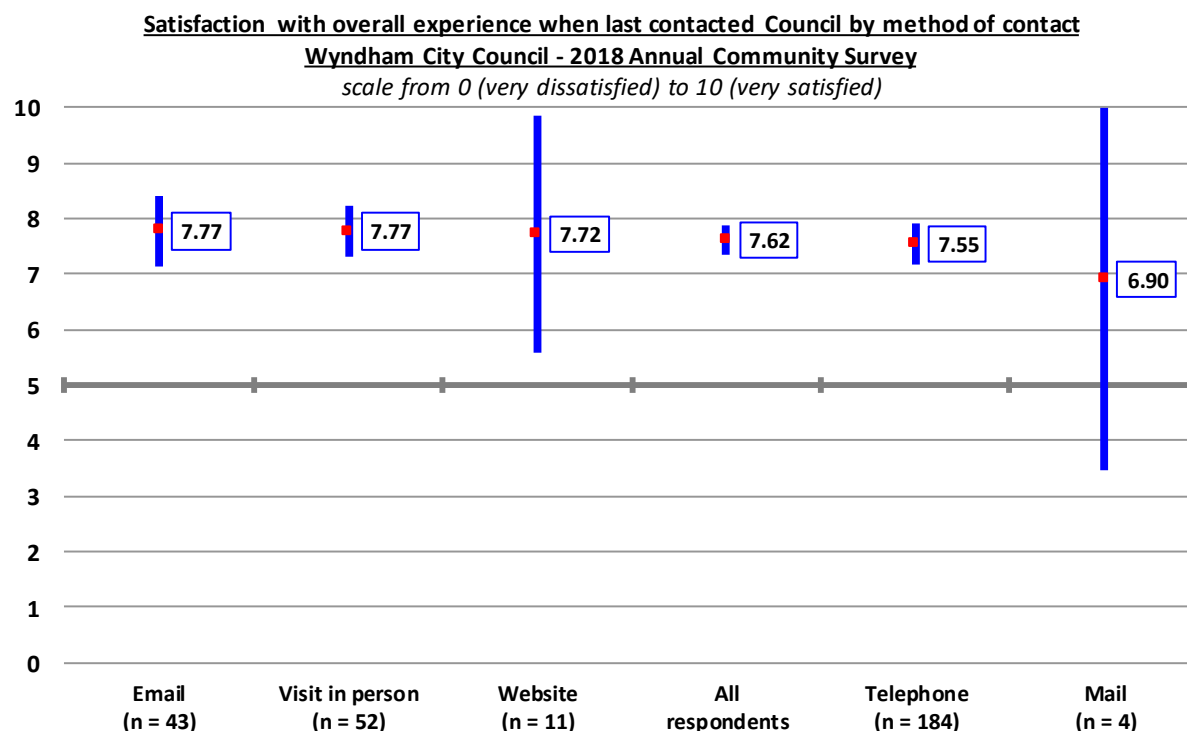
By way of comparison, the 2019 metropolitan Melbourne overall satisfaction with customer service was 6.97, measurably and significantly lower than this City of Wyndham result.



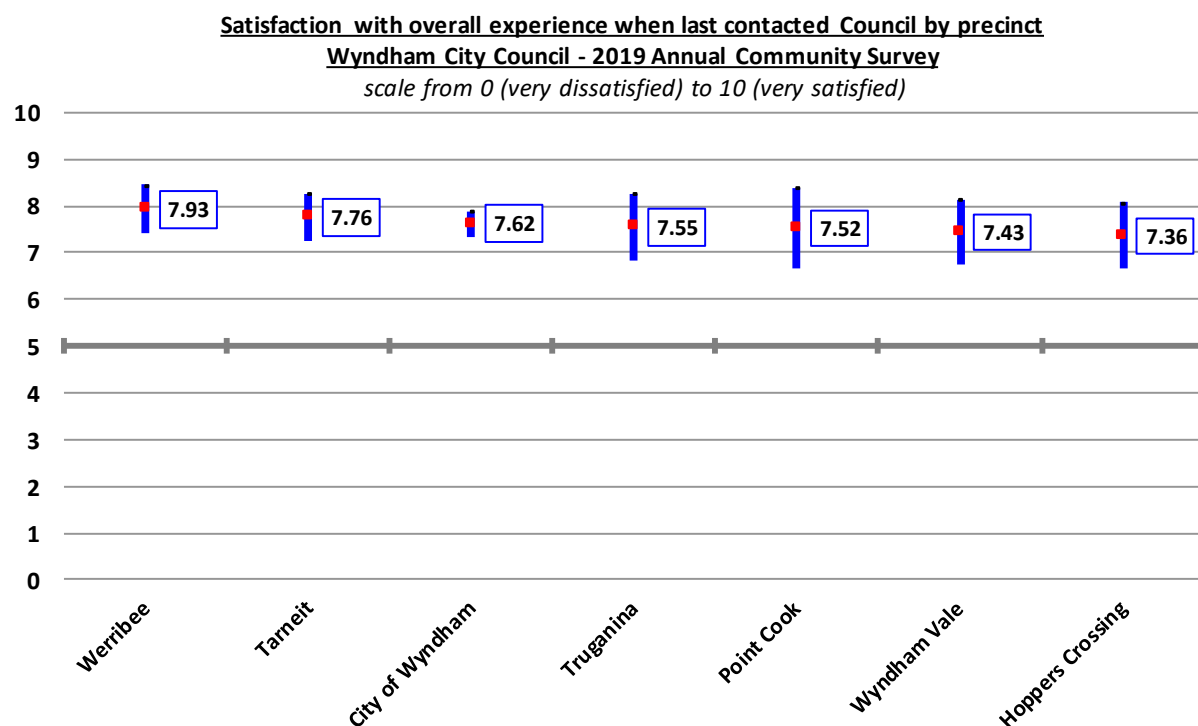
The following graph provides a breakdown of overall satisfaction with the customer service experience by method of contacting Council.

There was no statistically significant variation in this result observed by method of contacting Council.

Readers are reminded to bear in mind the very small sample size for some methods, such as website (11 respondents) and mail (four respondents).



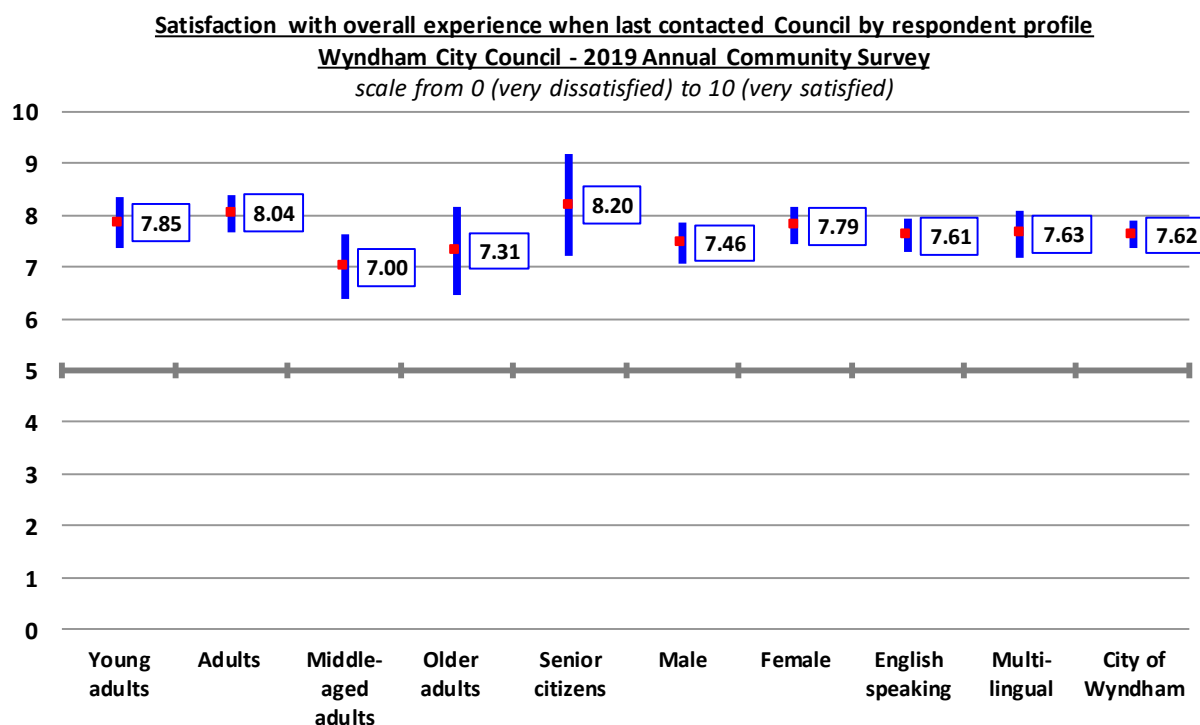
There was no meaningful variation in satisfaction with the overall customer service experience observed by respondents from across the six precincts comprising the City of Wyndham. It would be unusual for a measurable variation in satisfaction with customer service to be observed geographically across the municipality.



There was no statistically significant (at the 95% confidence level) variation in satisfaction with the overall customer service experience observed by respondent profile.



It is however noted that middle-aged (aged 45 to 59 years) and to a lesser extent older adults (aged 60 to 74 years) were somewhat less satisfied than the municipal average. Importantly, there was no meaningful variation observed either by gender or by language spoken at home.



Satisfaction with overall experience when last contacted Council
Wyndham City Council - 2019 Annual Community Survey
(Number, index score 0 - 10 and percent of respondents contacted Council providing a response)

Precinct / profile	Number	Average satisfaction	Dissatisfied (0 - 4)	Neutral to somewhat satisfied	Very satisfied (8 - 10)
Hoppers Crossing	42	7.36	9.5%	23.8%	66.7%
Point Cook	48	7.52	14.6%	16.7%	68.7%
Tarneit	54	7.76	1.9%	42.5%	55.6%
Truganina	44	7.55	4.5%	41.0%	54.5%
Werribee	55	7.93	5.5%	20.0%	74.5%
Wyndham Vale	51	7.43	9.8%	27.5%	62.7%
City of Wyndham	294	7.62	7.9%	27.1%	65.0%

Young adults	55	7.85	2.6%	37.1%	60.3%
Adults	95	8.04	4.6%	25.3%	70.1%
Middle-aged adults	85	7.00	14.9%	31.6%	53.5%
Older adults	40	7.31	10.5%	14.0%	75.5%
Senior citizens	17	8.20	3.7%	11.1%	85.2%
Male	154	7.46	9.2%	30.9%	59.9%
Female	140	7.79	6.5%	22.9%	70.6%
English speaking	168	7.61	6.7%	31.1%	62.2%
Multi-lingual	127	7.63	9.5%	21.7%	68.8%
City of Wyndham	294	7.62	7.9%	27.1%	65.0%

Reasons for dissatisfaction with overall experience

A total of just 21 responses were received from respondents dissatisfied with the overall customer service experience.

Many of the responses received related in some way to a perceived lack of adequate response from Council in relation to their issue or request.

Reasons for dissatisfaction with overall experience when you last contacted Council

Wyndham City Council - 2019 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
No response	3
They didn't do the job	3
The issue was not resolved	2
Because I asked them to clean the area but they didn't do it	1
Call cut off and no one got back to me	1
Cars were blocking the road. Council came next day	1
Complained about the plot, but no response	1
Couldn't resolve my issue with my neighbour	1
Council didn't call back as promised	1
I have contacted them 3 different times, they didn't get back to me	1
Issue is still not been addressed	1
No respect while speaking	1
Nothing was done, complained about the traffic congestion at school time	1
They didn't have any information about the condition of the road	1
Wasted our money and didn't do anything	1
We have called them twice still no response	1
Total	21



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 in 2018 in relation to this section of the survey. In previous years the survey included an extensive list of 42 services and facilities.

In 2018, this was reduced to include just four core services and facilities that Council considered important to measure, including one that is mandatory for the *Performance Reporting Framework*.

Importance of Council services and facilities to the community

The average importance of these four key services and facilities remained relatively stable this year. As in previous years, it is noted that roads, parks and gardens, and the local library services were all measurably and significantly more important to respondents than arts and cultural services.

That said, it is important to bear in mind that arts and cultural services were still rated as “very important” by respondents, with an average importance of almost eight out of ten.

Metropolis Research also notes that respondents in the City of Wyndham rated the importance of the local library service marginally lower than the metropolitan Melbourne average, and the importance of arts and cultural services measurably lower than the metropolitan Melbourne average. This result in relation to arts and cultural activities was also noted in the 2018 report.

Importance of selected Council services and facilities
Wyndham City Council - 2019 Annual Community Survey
 (Number and index score scale 0 to 10)

Service / facility	Number	2019 Lower	2019 Mean	2019 Upper	2018	2017	2016	2019 Metro.*
Maintenance and repair of sealed local roads	1,194	8.89	8.96	9.03	9.06	9.02	8.80	9.00
Provision of parks and gardens	1,176	8.75	8.83	8.90	8.93	8.95	8.82	8.93
Local library services	1,133	8.57	8.66	8.75	8.91	8.85	8.91	8.99
Arts and cultural services	1,094	7.83	7.95	8.06	7.98	7.92	7.85	8.42

(*) 2019 metropolitan Melbourne average from Governing Melbourne

Satisfaction with Council services and facilities

Satisfaction with the four included services and facilities can best be summarised as follows:

- **Excellent** – for the local library services and arts and cultural services.
- **Very Good** – for the provision of parks and gardens.
- **Solid** – for the maintenance and repair of sealed local roads.

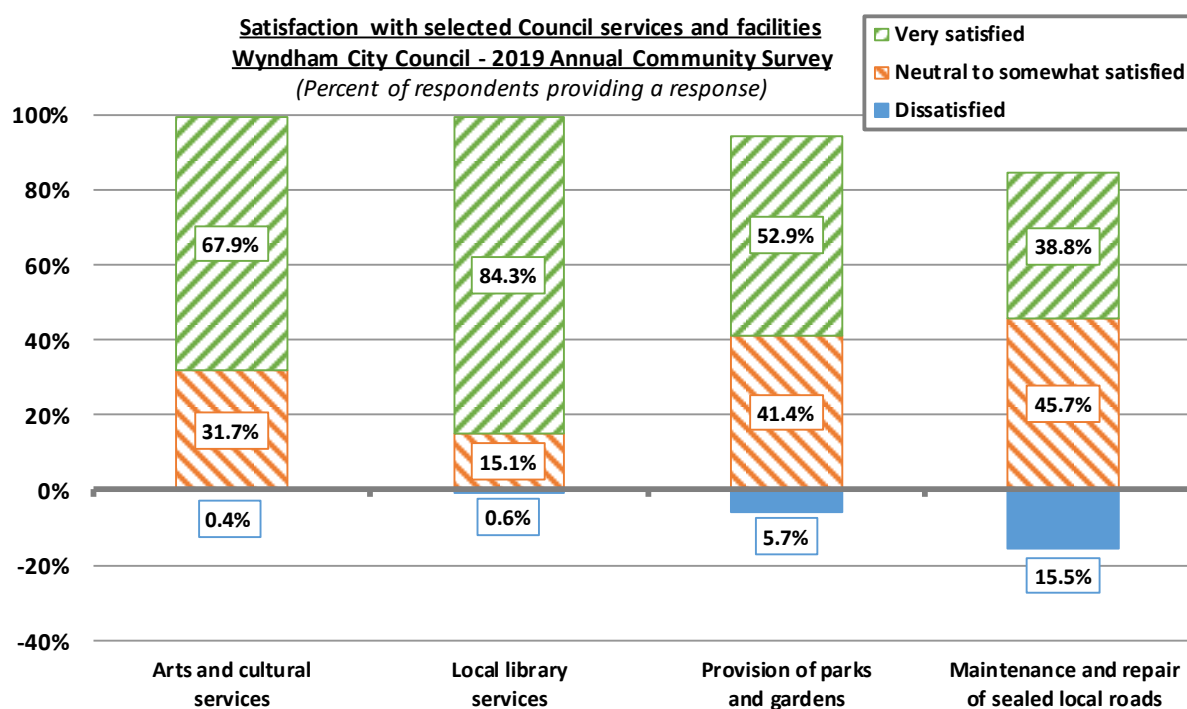
Satisfaction with three of the four services remained essentially stable this year, however satisfaction with the maintenance and repair of sealed local roads declined seven percent.

Satisfaction with the maintenance and repair of sealed local roads was also measurably and significantly lower than the 2019 metropolitan Melbourne average of 7.27. Particular attention is drawn to the fact that almost one-sixth (15.5%) of respondents were dissatisfied with this service.

Satisfaction with selected Council services and facilities
Wyndham City Council - 2019 Annual Community Survey
 (Number and index score scale 0 to 10)

Service / facility	Number	Lower	2019 Mean	Upper	2018	2017	2016	2019 Metro.*
Local library services	581	8.43	8.53	8.62	8.60	8.53	8.54	8.56
Arts and cultural services	236	7.79	7.94	8.08	7.86	7.71	7.45	7.86
Provision of parks and gardens	1,157	7.23	7.33	7.43	7.39	7.33	7.48	7.74
Maintenance and repair of sealed local roads	1,194	6.34	6.47	6.61	6.96	6.38	6.31	7.27

(*) 2019 metropolitan Melbourne average from Governing Melbourne



Importance and satisfaction cross tabulation

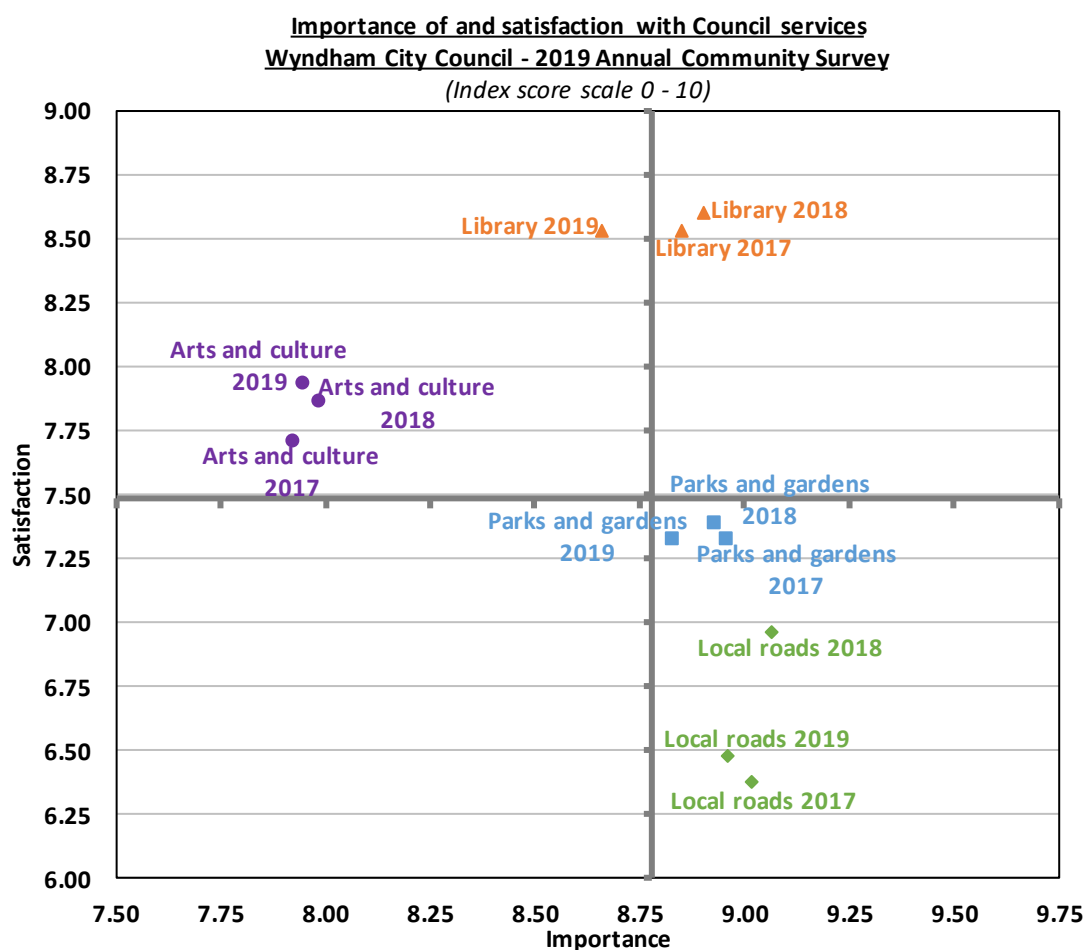
The following graph provides a cross-tabulation of the average importance of each of the four included Council services and facilities against the average satisfaction with each service.

The grey cross-hairs represent the average importance (8.78) and the average satisfaction (7.48) for all services and facilities as recorded in the 2019 *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.

As is clearly evident in the graph, the importance and satisfaction with libraries, arts and culture, and the provision of parks and gardens have all remained relatively stable over the last three years.

There has been more movement in satisfaction with the maintenance and repair of sealed local roads, with the 2018 satisfaction of 6.96 being unusually high for this service in the City of Wyndham.



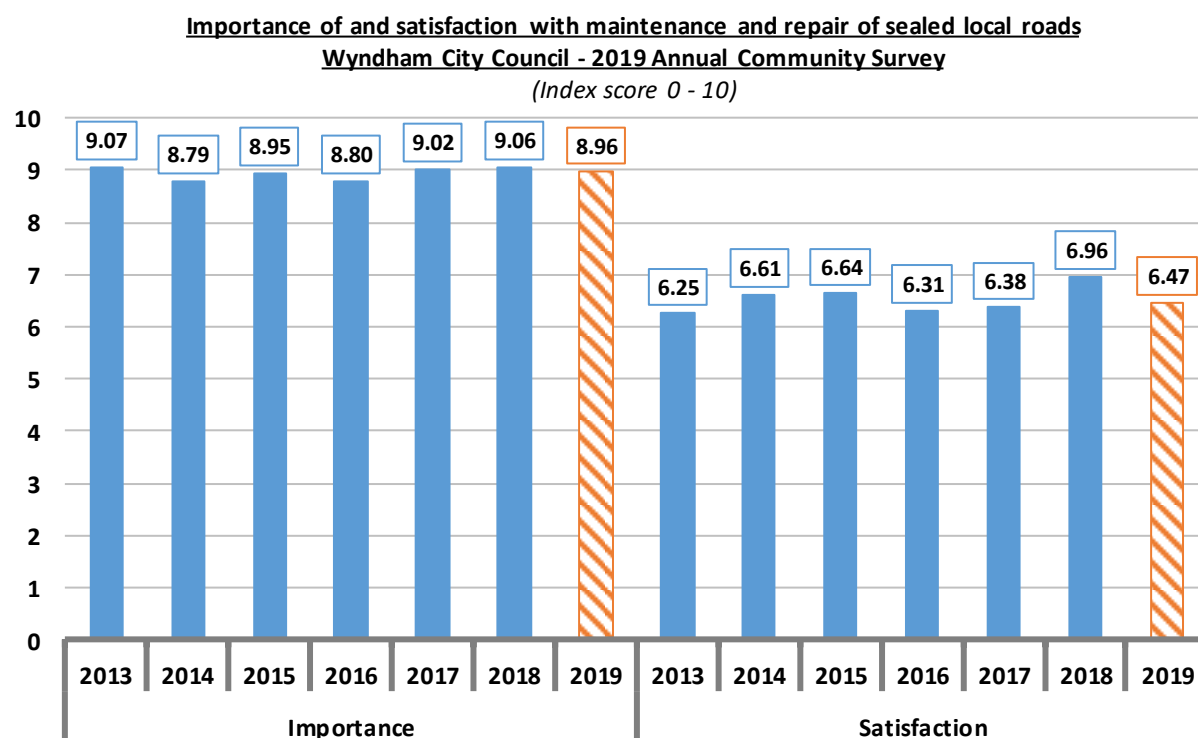
Importance and satisfaction with individual services and facilities

Maintenance and repair of sealed local roads

The importance of the maintenance and repair of sealed local roads declined by just one percent this year (within the margin of error), and remains at a very high average importance of almost nine out of 10.

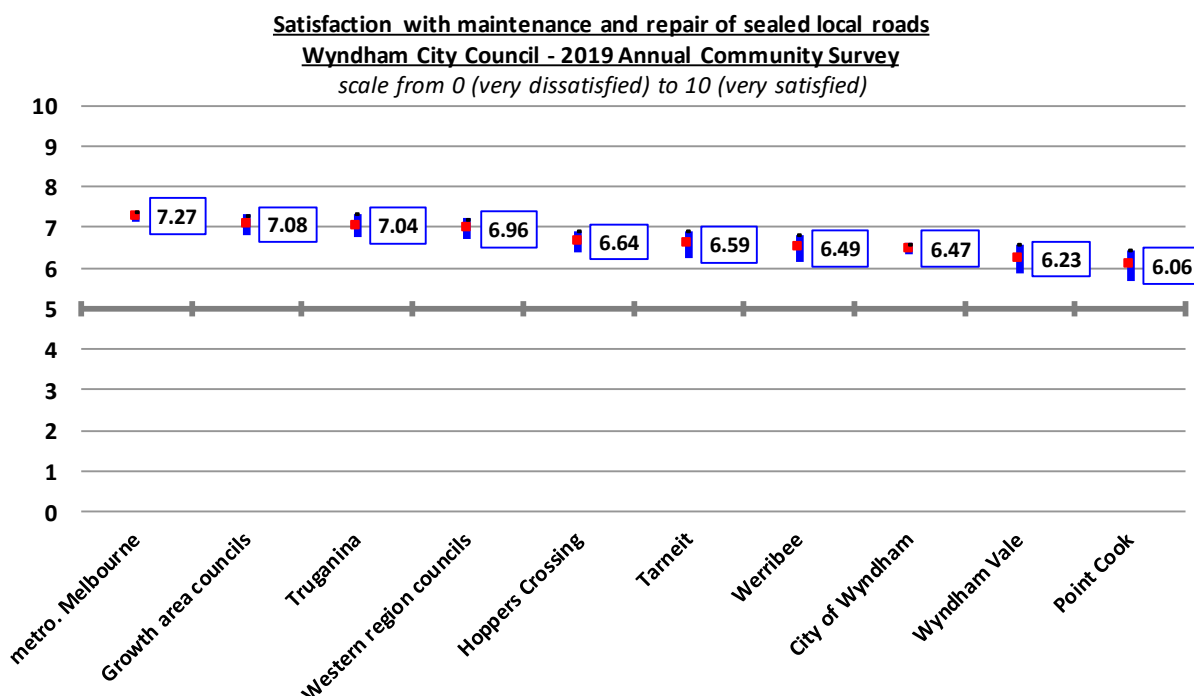
Satisfaction with the maintenance and repair of sealed local roads declined by seven percent this year, down from the unusually high result of 6.96 recorded last year to 6.47 this year.

This is a “solid” level of satisfaction, and consistent with the long-term average satisfaction over the last seven years of 6.52.



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

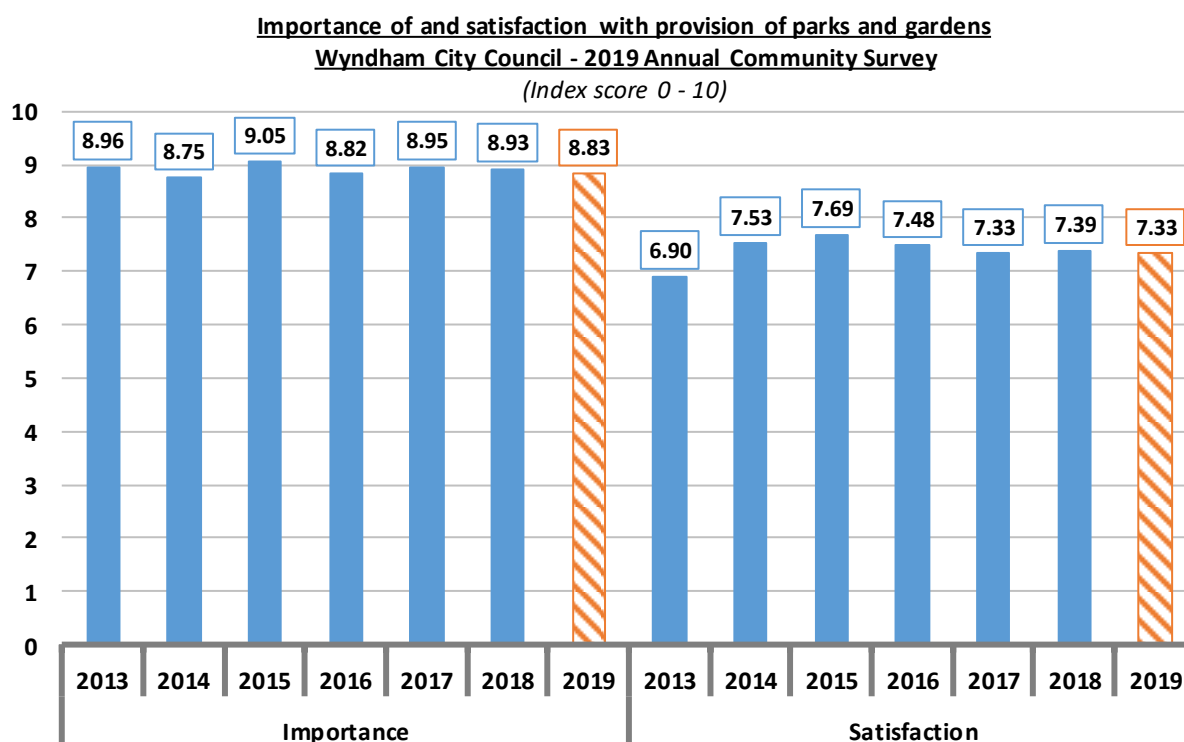
- **Truganina** – respondents were measurably and significantly more satisfied than the municipal average.
- **City of Wyndham** – respondents were measurably and significantly less satisfied than the metropolitan Melbourne, western region, and growth area councils' average.



Provision of parks and gardens

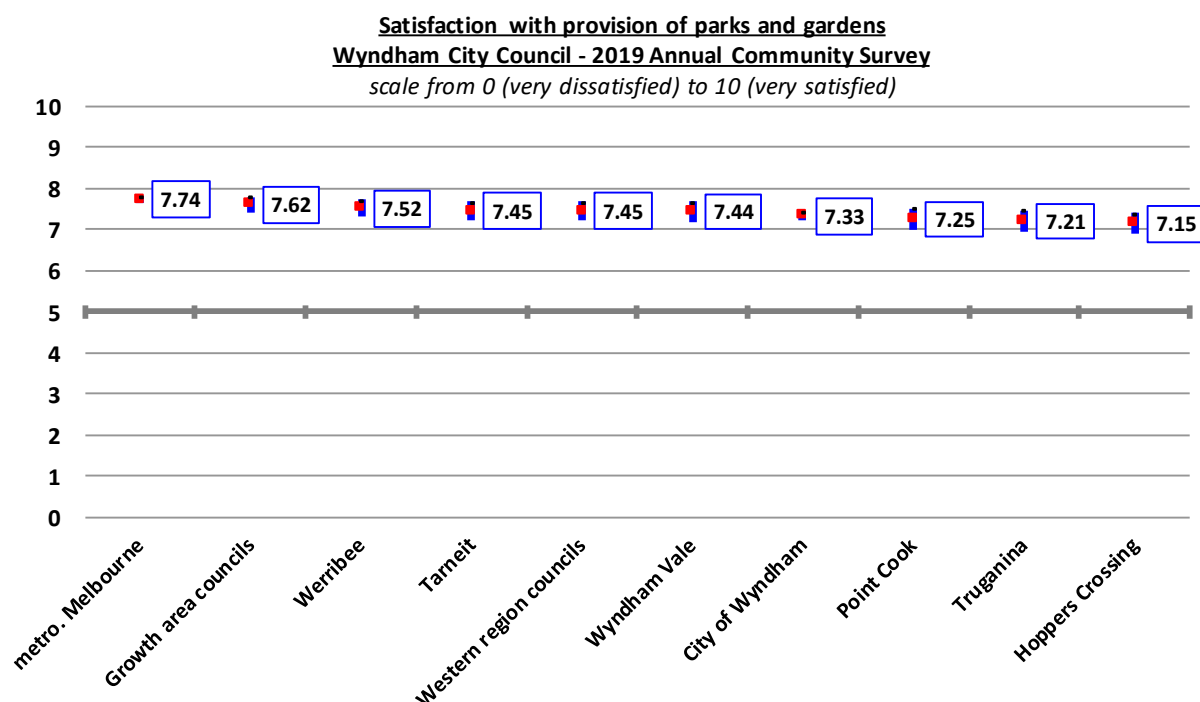
The importance of the provision and maintenance of parks and gardens remains very high at a little less than nine out of 10. This result has been very consistent over the last seven years of the survey program.

Satisfaction with the provision of parks and gardens remains at a “very good” level, despite declining marginally this year by less than one percent (well within the margin of error).



There was no statistically significant variation in satisfaction with the provision of parks and gardens observed across the six precincts comprising the City of Wyndham.

It is noted however that satisfaction with this service in the City of Wyndham was measurably but not significantly lower than the metropolitan Melbourne and growth area councils' average, but similar to the average of the western region councils.



Arts and cultural services

The importance of arts and cultural services remained essentially stable this year at almost eight out of 10. This is a high level of importance, however it is measurably less important than the other three included services and facilities (roads, libraries, and parks and gardens).

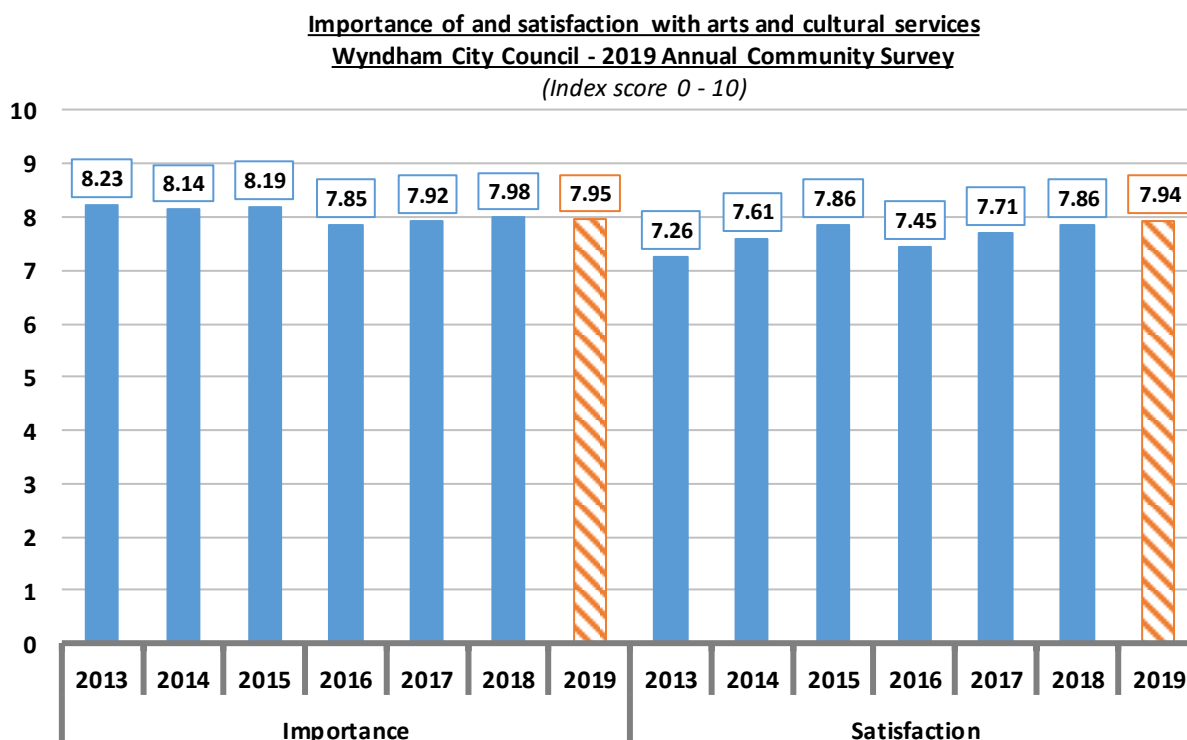
The importance of arts and cultural services has remained stable over the last seven at a long-term average of 8.04 out of 10.

Satisfaction with arts and cultural services in the City of Wyndham increased marginally this year, up 1.1% to 7.94, and remains at an “excellent” level.

Satisfaction with this service has trended higher over the seven years of the survey program, up 9.3% since 2013.

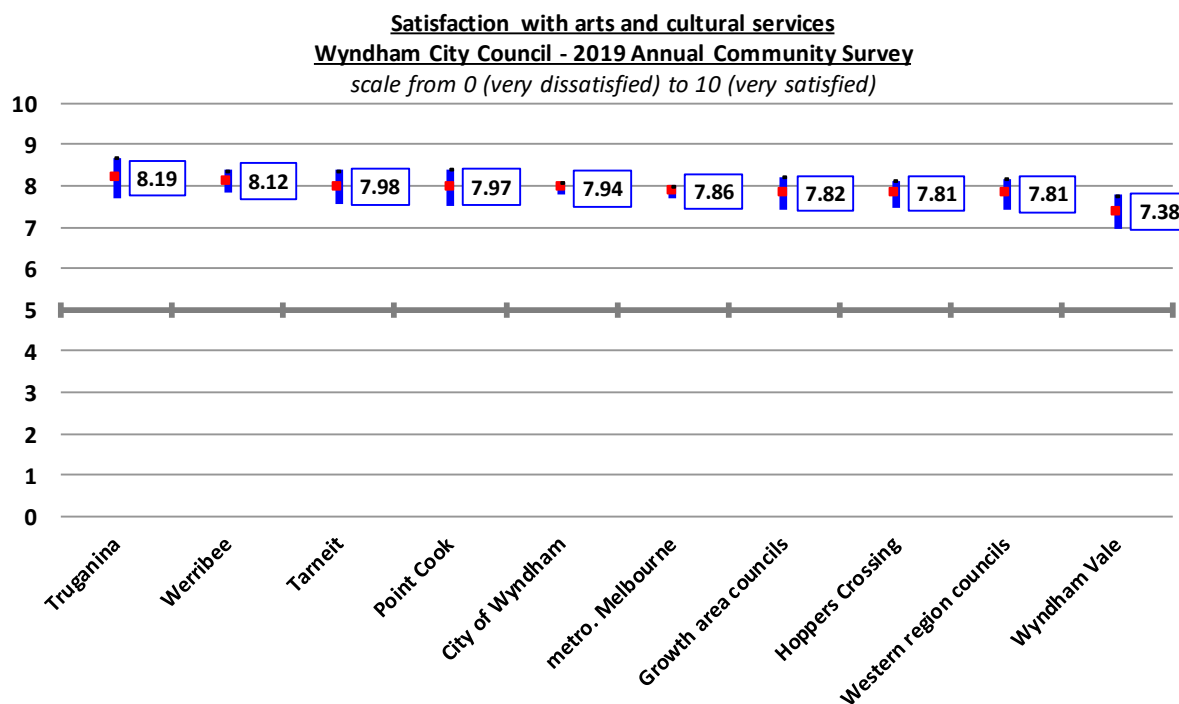
By way of comparison, satisfaction with arts and cultural activities in the City of Wyndham was almost identical to the metropolitan Melbourne, growth area councils and western region councils' average satisfaction as measured in the 2019 *Governing Melbourne* research.





With the exception of respondents from Wyndham Vale (which includes the rural townships such as Little River), there was no statistically significant variation in satisfaction with arts and cultural services observed across the six precincts comprising the City of Wyndham.

Respondents from Wyndham Vale were measurably and significantly less satisfied than the municipal average, with an average satisfaction score best categorised as “very good” compared to the municipal “excellent” result.

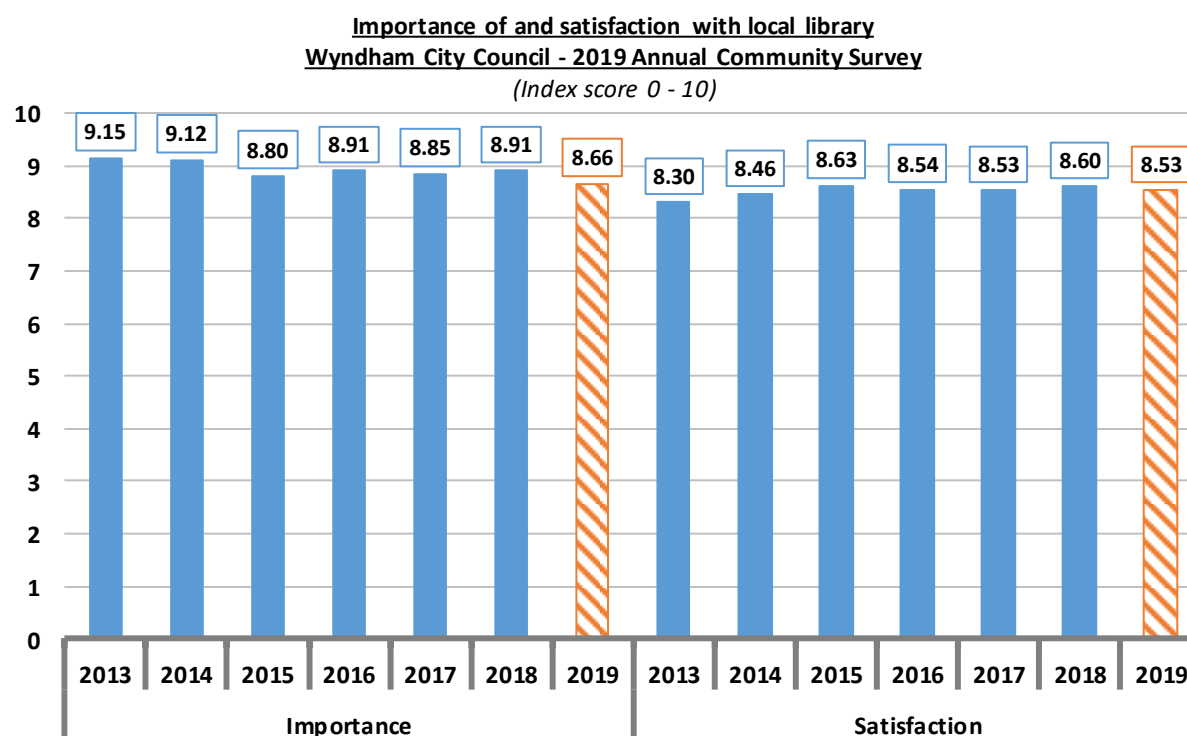


Local library

The importance of the local library service declined marginally but not measurably this year, down 2.8% to 8.66, although it remains at a very high level of importance.

Satisfaction with the local library service was also very high, with a satisfaction score of 8.53 out of 10. This result is almost identical to the long-term average over the last seven years of 8.51. This is important as it highlights the fact that the City of Wyndham community has maintained an “excellent” level of satisfaction with this service over an extended period of time.

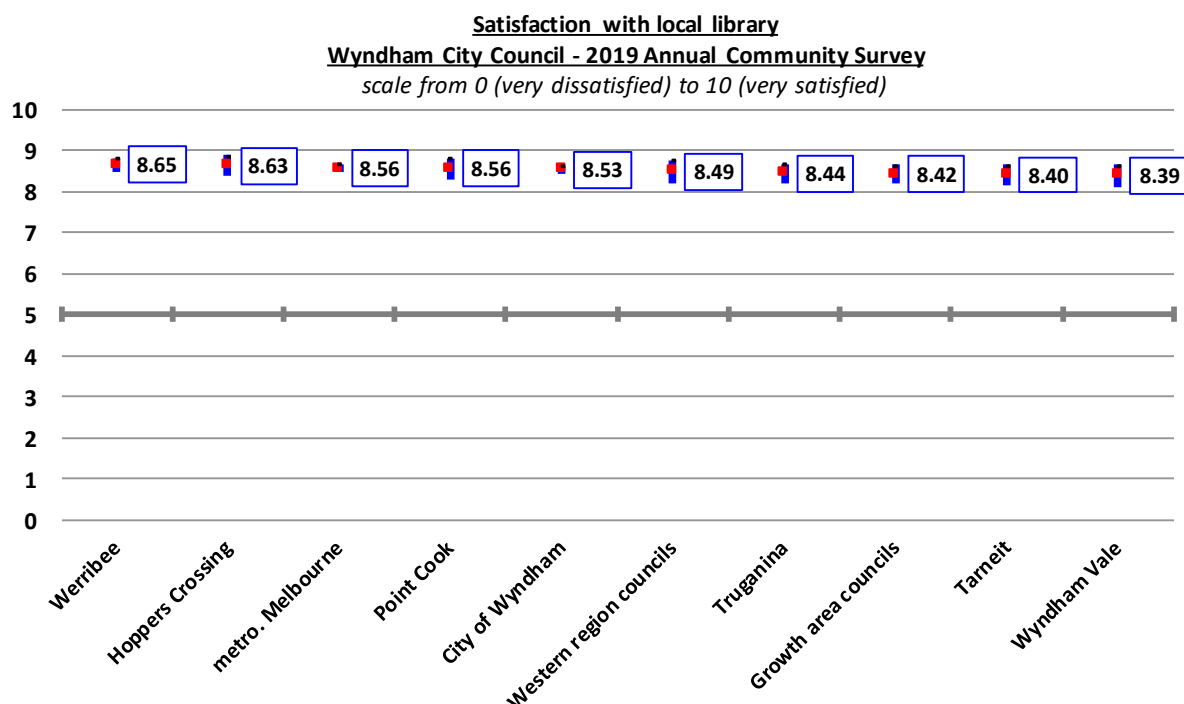
This “excellent” level of satisfaction was measurably higher than satisfaction with the other three services included in this survey, as well as higher than overall satisfaction with the City of Wyndham.



There was no statistically significant variation in satisfaction with the local library service observed across the six precincts comprising the City of Wyndham.

By way of comparison, Metropolis Research notes that this City of Wyndham result was almost identical to the metropolitan Melbourne and western region councils’ average, and marginally but not measurably higher than the growth area councils’ average.





Respondent profile

The following section provides the demographic profile of respondents to the *Wyndham City Council – 2019 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 structure
Wyndham City Council - 2019 Annual Community Survey
 (Number and percent of respondents providing a response)

Age cohort	2019		2018	2017	2016	2015
	Number	Percent				
Adolescents (15 to 19 years)	27	2.3%	3.9%	2.9%	3.8%	2.5%
Young adults (20 to 34 years)	292	24.5%	25.8%	29.5%	29.6%	26.4%
Adults (35 to 44 years)	353	29.6%	32.7%	29.4%	24.8%	25.6%
Middle aged adults (45 to 59 years)	312	26.2%	21.5%	16.7%	15.8%	16.7%
Older adults (60 - 74 years)	161	13.5%	13.8%	18.7%	22.4%	24.1%
Senior citizens (75 years and over)	48	4.0%	2.3%	2.8%	3.7%	4.6%
Not stated	7		2	2	1	4
Total	1,200	100%	1,200	1,200	1,200	800

Gender**Gender****Wyndham City Council - 2019 Annual Community Survey***(Number and percent of respondents providing a response)*

Gender	2019		2018	2017	2016	2015
	Number	Percent				
Male	690	57.7%	55.2%	52.3%	52.3%	51.1%
Female	506	42.3%	44.8%	47.6%	47.6%	48.2%
Other or non-specific gender	0	0.0%	0.0%	0.1%	0.1%	0.8%
Not stated	4		27	5	5	3
Total	1,200	100%	1,200	1,200	1,200	800

Household structure**Household structure****Wyndham City Council - 2019 Annual Community Survey***(Number and percent of respondents providing a response)*

Structure	2019		2018	2017	2016	2015
	Number	Percent				
Two parent family total	690	59.6%	60.5%	59.3%	55.4%	52.9%
<i>youngest child 0 - 4 years</i>	197	17.0%	18.2%	18.8%	20.8%	17.5%
<i>youngest child 5 - 12 years</i>	217	18.8%	18.2%	19.4%	16.9%	17.9%
<i>youngest child 13 - 18 years</i>	113	9.8%	11.0%	7.6%	8.0%	8.3%
<i>adult children only</i>	163	14.1%	13.1%	13.5%	9.7%	9.6%
One parent family total	59	5.1%	5.1%	6.7%	7.0%	5.5%
<i>youngest child 0 - 4 years</i>	10	0.9%	0.5%	0.5%	0.8%	1.0%
<i>youngest child 5 - 12 years</i>	17	1.5%	1.3%	2.3%	2.1%	1.6%
<i>youngest child 13 - 18 years</i>	4	0.3%	0.8%	0.8%	1.4%	0.5%
<i>adult children only</i>	28	2.4%	2.5%	3.1%	2.8%	2.4%
Couple only household	203	16.9%	18.7%	20.3%	20.3%	26.4%
Group household	45	3.8%	4.5%	6.8%	7.7%	5.9%
Sole person household	95	7.9%	5.4%	6.0%	7.3%	8.5%
Other	65	5.4%	4.1%	0.9%	2.3%	0.1%
Not stated	43		62	4	3	6
Total	1,200	100%	1,200	1,200	1,200	803



Language

Language spoken at home

Wyndham City Council - 2019 Annual Community Survey

(Number and percent of respondents providing a response)

Response	2019		2018	2017	2016	2015
	Number	Percent				
English	675	56.7%	59.6%	58.1%	56.4%	69.7%
Hindi	115	9.7%	7.1%	5.8%	5.6%	5.8%
Punjabi	37	3.1%	2.8%	2.3%	2.7%	1.5%
Mandarin	34	2.9%	2.4%	2.6%	3.6%	1.4%
Italian	31	2.6%	2.0%	2.6%	3.3%	1.4%
Tagalog (Filipino)	23	1.9%	1.3%	1.0%	2.5%	2.0%
Arabic	20	1.7%	1.7%	1.0%	1.6%	1.3%
Maltese	15	1.3%	0.7%	1.0%	0.5%	0.5%
Urdu	14	1.2%	2.1%	0.9%	1.0%	0.6%
Spanish	13	1.1%	0.4%	0.7%	1.1%	1.0%
Greek	11	0.9%	1.1%	1.2%	0.9%	1.0%
Chinese, n.f.d	10	0.8%	1.3%	0.3%	0.6%	1.5%
Bengali	10	0.8%	0.7%	0.6%	0.8%	0.3%
Gujarati	9	0.8%	0.5%	0.8%	0.8%	0.3%
Sinhalese	9	0.8%	0.5%	0.1%	0.5%	0.4%
French	8	0.7%	0.2%	0.4%	0.4%	0.8%
Tamil	8	0.7%	1.3%	0.9%	1.1%	0.9%
Teluga	8	0.7%	1.1%	0.3%	0.6%	0.0%
Samoan	7	0.6%	0.1%	0.5%	0.2%	0.2%
Cantonese	6	0.5%	0.3%	0.2%	0.1%	0.9%
Croatian	6	0.5%	0.3%	0.5%	0.2%	0.0%
German	6	0.5%	0.2%	0.3%	0.2%	0.6%
Malayalam	5	0.4%	0.9%	0.5%	0.3%	0.4%
Persian	5	0.4%	0.0%	0.2%	0.0%	0.4%
Vietnamese	5	0.4%	0.9%	0.9%	0.8%	0.4%
Afrikaans	4	0.3%	0.1%	0.3%	0.5%	0.0%
Albanian	4	0.3%	0.3%	0.1%	0.0%	0.0%
Korean	4	0.3%	0.3%	0.5%	0.5%	0.5%
Macedonian	4	0.3%	0.2%	0.9%	0.4%	0.4%
Nepali	4	0.3%	0.1%	0.5%	0.3%	0.0%
Serbian	4	0.3%	0.2%	0.2%	0.4%	0.0%
Somali	4	0.4%	0.0%	0.5%	0.5%	0.0%
Amharic	3	0.3%	0.2%	0.2%	0.8%	0.4%
Malay	3	0.3%	0.2%	0.1%	0.4%	0.0%
Polish	3	0.3%	0.2%	0.7%	0.8%	0.3%
Romanian	3	0.3%	0.1%	0.1%	0.0%	0.0%
Swahili	3	0.2%	0.0%	0.0%	0.2%	0.0%
Thai	3	0.2%	0.0%	0.6%	0.1%	0.1%
Multiple	16	1.3%	4.2%	5.3%	2.3%	0.0%
All other languages (32 languages)	38	3.2%	4.6%	6.4%	7.1%	5.3%
Not stated	10		25	25	5	7
Total	1,200	100%	1,200	1,200	1,200	800



Household member with a disability

Household member with a disability
Wyndham City Council - 2019 Annual Community Survey
 (Number and percent of respondents providing a response)

Response	2019		2018	2017	2016	2015
	Number	Percent				
Yes	90	7.6%	7.5%	12.1%	15.0%	12.7%
No	1,094	92.4%	92.5%	87.9%	85.0%	87.3%
Not stated	16		44	6	7	19
Total	1,200	100%	1,200	1,200	1,200	803

Housing situation

Housing situation
Wyndham City Council - 2019 Annual Community Survey
 (Number and percent of respondents providing a response)

Situation	2019		2018	2017	2016	2015
	Number	Percent				
Fully own home	597	52.2%	46.2%	47.0%	41.8%	45.6%
Purchasing home	289	25.3%	29.0%	29.7%	32.8%	25.2%
Renting home	247	21.6%	24.2%	21.4%	24.1%	27.5%
Other arrangement	11	1.0%	0.6%	1.9%	1.3%	1.8%
Not stated	56		80	15	6	17
Total	1,200	100%	1,200	1,200	1,200	800

Period of residence

Period of residence in Wyndham
Wyndham City Council - 2019 Annual Community Survey
 (Number and percent of respondents providing a response)

Period	2019		2018	2017	2016	2015
	Number	Percent				
Less than one year	60	5.1%	8.3%	7.1%	7.9%	7.3%
One to less than five years	245	20.9%	21.1%	21.7%	23.3%	21.6%
Five to less than ten years	303	25.9%	27.8%	21.8%	23.8%	24.4%
Ten years or more	562	48.0%	42.8%	49.5%	45.0%	46.7%
Not stated	30		63	5	4	5
Total	1,200	100%	1,200	1,200	1,200	800



Previous municipality**Wyndham City Council - 2019 Annual Community Survey***(Number of respondents living in the City of Wyndham for less than 5 yrs)*

Council	2019	
	Number	Percent
Interstate	24	14.0%
Hobsons Bay City Council	19	11.1%
Melbourne City Council	18	10.5%
Brimbank City Council	14	8.2%
Maribyrnong City Council	13	7.6%
International	11	6.4%
Port Phillip City Council	8	4.7%
Monash City Council	8	4.7%
Darebin City Council	7	4.1%
Melton City Council	6	3.5%
Moreland City Council	5	2.9%
Hume City Council	4	2.3%
Greater Geelong City Council	4	2.3%
Glen Eira City Council	4	2.3%
Whitehorse City Council	3	1.8%
Boroondara City Council	2	1.2%
Casey City Council	2	1.2%
Greater Dandenong City Council	2	1.2%
Manningham City Council	2	1.2%
Mildura Rural City Council	2	1.2%
Moonee Valley City Council	2	1.2%
Ballarat City Council	1	0.6%
Cardinia Shire Council	1	0.6%
Glenelg Shire Council	1	0.6%
Kingston City Council	1	0.6%
Maroondah City Council	1	0.6%
Mitchell Shire Council	1	0.6%
Stonnington City Council	1	0.6%
West Wimmera Shire Council	1	0.6%
Whittlesea City Council	1	0.6%
Yarra City Council	1	0.6%
Yarra Ranges Council	1	0.6%
Not stated	134	
Total	305	100%



General comments

The following general comments were received from respondents to the *Wyndham City Council – 2019 Annual Community Survey*.

Consistent with the themes developed throughout this report, the most common general comments received from respondents related to infrastructure issues (such as schools, general infrastructure, services for children), as well as traffic management, roads, and public transport.

General comments summary
Wyndham City Council - 2019 Annual Community Survey
(Number and percent of total responses)

Response	2019	
	Number	Percent
Services / facilities	32	22.4%
Traffic management	19	13.3%
Roads	17	11.9%
Public transport	10	7.0%
Parks, gardens and open spaces	9	6.3%
Parking	9	6.3%
Communication	9	6.3%
Rates / other fees	8	5.6%
Planning, housing and development	6	4.2%
General positive	6	4.2%
Safety, security and crime	4	2.8%
Garbage / green waste collection / recycling	3	2.1%
Comments on survey	3	2.1%
General negative	2	1.4%
Other comments	6	4.2%
Total	143	100%



General comments**Wyndham City Council - 2019 Annual Community Survey***(Number of responses)*

<i>Response</i>	<i>Number</i>
<i>Services / facilities</i>	
More schools	3
Don't cater well for children with disabilities. More activities needed	2
Inadequate street lights	2
Infrastructure issues	2
2-27 Deborah street needs help with taxi, home help and Council isn't helping	1
Can the Council provide doggy poop bags	1
Cleaning the streets	1
Create more job opportunities and make the areas safer	1
Engaging in streets cleaning regularly	1
Fix trees on Alexander Avenue	1
Fix the mobile network	1
I would love to see more voluntary community work	1
Landscape management	1
Local events to socialize	1
Make sure we have the lights in the parks at night	1
More shops	1
More carnivals that connect people, more events to connect different ethnicity more multicultural festivals	1
More kindergartens here	1
More programs for children with brain injury	1
More recreational facilities in Point Cook	1
More street lights in Mimosa Way	1
Need more equipment in the playground	1
Need more senior services	1
Please provide adequate facilities in line with the eastern suburbs	1
Recreation centres like pools since this area is growing tremendously	1
Schools are over prescribed. Too full	1
Williams Landing needs an own library	1
<i>Parks, gardens and open spaces</i>	
Fix up the parks	1
Manor lake	1
More dogs in community but no more bins around park	1
More trees maintenance as the leaves block the drainage	1
Need water in all parks	1
Please fix the lighting issue in the park	1
Some ornamental tree instead of gumtree	1
Tree maintenance in Hayden Street in Hoppers Crossing	1
Vegetables management	1



General comments**Wyndham City Council - 2019 Annual Community Survey***(Number of responses)*

<i>Response</i>	<i>Number</i>
<i>Parking</i>	
Make more car parking spaces in stations	3
Car parking is the major issue	2
Car parking in front of my house, called the Council but they didn't do anything	1
More parking space needed	1
Parking in railway stations can be improved	1
Parking in Gerald Street	1
<i>Communication</i>	
Need to listen to the residents	2
I'm blocked from Council's email (why?)	1
Attend when issues are reported please don't ignore us	1
Consultation could be more	1
Need more communication between the residents and Council	1
Need to understand the residents language and listen to their need	1
Relation between Council engineers and community needs to improve	1
Would like to be informed about the local community events, website can be improved	1
<i>Public transport</i>	
Public transport could be better	3
Transport frequencies in bus is needed	3
Have more buses services in Bellbridge Road in Hoppers Crossing	1
Improve public transport, train services	1
The Vline in Tarneit station is always delayed, sometimes an hour delay. Need more night bus	1
Transport needs to be frequent. Or reschedule the bus timings to match with the train schedule	1
<i>Roads</i>	
Fix the roads	5
Roads	3
Infrastructure for roads need to be planned better	2
Build better roads	1
Fix the main roads. The State Government must do something about it	1
Morris Road improvement works are going too slow and lot of congestion	1
My main view is Council needs to focus on improving road infrastructure	1
Princes Highway work	1
Road construction needs to be quicker and more efficient, especially fixing pot holes in the road	1
Roads are horrible	1



General commentsWyndham City Council - 2019 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Safety, security and crime</i>	
Improvements on the safety of Wyndham near shopping centres and train station, especially at night would be great	1
More security, police, CCTV in Bayview Cres	1
Please ensure the safety, need more police around station areas	1
Safety should be a must	1
<i>Garbage / green waste collection / recycling</i>	
Green bin collection not regular	1
More rubbish bins at the parks please	1
Rubbish pick up times need to be earlier	1
<i>Traffic management</i>	
Fix the traffic congestion	2
Traffic management	2
Better traffic	1
David John Drive and Morris Road needs better signage	1
Double Ballan Road	1
Fix the rail crossing	1
Go to fix the traffic congestion, the place is falling apart	1
Less traffic and safer	1
More money to be spent on road congestion and less on grand event facility	1
More traffic management and information	1
Need speed cameras on Jupiter Drive	1
Need speed humps, road safety	1
Please control traffic around station create diversion	1
Speed humps for safety	1
Traffic congestion in Palmers Road	1
Traffic congestion, please deal with it. Wider roads	1
Traffic in Gerald Street	1
<i>Rates / other fees</i>	
Cost of Wyndham's Council fee is too much	2
Council charges a lot for watering	1
Council needs to spend rate payers money more prudently. Presently it is being spent lavishly	1
Council tip is expensive. Maybe discount for others	1
Fee rate of Council is too much and there is no work done and they pay too many employees too much money	1
I'm parking in front of my house and get fine for that, why?	1
Reduce the rates	1



General comments**Wyndham City Council - 2019 Annual Community Survey***(Number of responses)*

<i>Response</i>	<i>Number</i>
<i>Planning, housing and development</i>	
Housing affordability	1
Not overdevelopment, too many people	1
Population planning	1
Too much development but not enough infrastructure	1
Wyndham area is underdeveloped	1
Wyndham needs to control the influx of the people	1
<i>Comments on survey</i>	
Good to see the Council is surveying residents, I recognize that the Council cannot meet needs of all residents but they seem to try to relieve themselves of necessary level of responsibility to ageing and vulnerable members of the community	1
More surveys like this should happen	1
Safety question is irrelevant to the Council	1
<i>General positive</i>	
I like the Council	1
Keep doing what they doing	1
Thank you for your advice	1
Thank you to the Council you do a great job	1
The parks are improving well	1
We are seeing infrastructure improve which is exactly what Wyndham needs. Thank you	1
<i>General negative</i>	
Look for themselves	1
Tell the Council to fire or resign and get competent people	1
<i>Other</i>	
Do better	1
Free cheeseburgers	1
More job opportunities to be created	1
Nothing as such	1
Pay rate should be improved for outdoor staffs	1
Reduce the number of contract management	1
Total	143



Appendix One: survey form



1

On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community a whole, and your personal level of satisfaction with each of the following services.

1. Maintenance and repair of sealed local roads	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
Reason for rating satisfaction less than 5													
2. Provision of parks and gardens	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
Reason for rating satisfaction less than 5													

2

On a scale of 0 (lowest) to 10 (highest), please rate the importance of the following services to the community as whole, and then your personal level of satisfaction with only the services you or members of your household have used in the last twelve months?

(Survey note: Ask importance, then use, then satisfaction only if service has been used in last twelve months)

1. Arts and cultural services (e.g. the Wyndham Cultural Centre)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
Reason for rating satisfaction less than 5													
2. Local library services	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
Reason for rating satisfaction less than 5													

3

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

1. Council's performance in community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	99	
Reason for rating less than 5													
2. Council's representation, lobbying and advocacy on behalf of the community with other levels of government and private organisations on key issues	0	1	2	3	4	5	6	7	8	9	10	99	
Reason for rating less than 5													
3. The responsiveness and agility of Council in meeting the needs of the community	0	1	2	3	4	5	6	7	8	9	10	99	
Reason for rating less than 5													
4. Council's performance making decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	99	
Reason for rating less than 5													
5. Council's performance in maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	99	
Reason for rating less than 5													
6. Performance of Council across all areas of responsibility	0	1	2	3	4	5	6	7	8	9	10	99	
Reason for rating less than 5													

4

Over the past twelve months, do you think Wyndham City Council's overall performance has?

Improved	1	Deteriorated	3
Stayed the same	2	Don't know, can't say	9

If answered improved or deteriorated, what was the most important factor influencing your answer?

5

On a scale of 0 (lowest) to 10 (highest), please rate your personal level of satisfaction with the following.

(Please circle one number only for each aspect)

1. The accountability of Council to the community for leadership and good governance	0	1	2	3	4	5	6	7	8	9	10	99
2. The degree to which Council practises open and accessible government	0	1	2	3	4	5	6	7	8	9	10	99
3. How well Council does the best it can with the money available	0	1	2	3	4	5	6	7	8	9	10	99
4. The degree to which Council takes residents' views into consideration when making decisions that affect them	0	1	2	3	4	5	6	7	8	9	10	99
5. How well Council encourages a healthy and active lifestyle through appropriate Council infrastructure and amenity	0	1	2	3	4	5	6	7	8	9	10	99
6. How well Council fosters local learning opportunities for all through appropriate infrastructure and services	0	1	2	3	4	5	6	7	8	9	10	99
7. The degree to which Council empowers the community to lead and form social connections	0	1	2	3	4	5	6	7	8	9	10	99
8. How well Council provides the services I need	0	1	2	3	4	5	6	7	8	9	10	99

6

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

Issue One:	
Issue Two:	
Issue Three:	

7

Have you contacted Council in the last twelve months? *(This could be to ask for information)*

Yes *(continue)*

1

No *(go to Q.11)*

2

8

When you last contacted Council, was it? *(Please circle one only)*

Visit in person

1

The Loop

5

Telephone

2

E-mail

6

Mail

3

Website

7

Social media

4

Other

9

9

Was this your preferred method of contact with Council?

Yes

1

No

2

If No, what was your preferred method?

10

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

Overall experience

0

1

2

3

4

5

6

7

8

9

10

99

Reason for rating satisfaction less than 5

11

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

(Please circle one number only for each aspect)

1. Residents of Wyndham enjoy a good standard of living	0	1	2	3	4	5	6	7	8	9	10	99
2. Wyndham is a welcoming, diverse and inclusive city	0	1	2	3	4	5	6	7	8	9	10	99
3. Wyndham is a place for creativity, arts and cultural connection	0	1	2	3	4	5	6	7	8	9	10	99
4. Wyndham is a place for learning and development for people of all ages	0	1	2	3	4	5	6	7	8	9	10	99
5. Wyndham's public transport, roads and congestion are improving	0	1	2	3	4	5	6	7	8	9	10	99
6. My local neighbourhood is safe and family friendly	0	1	2	3	4	5	6	7	8	9	10	99
7. The cultural, social, economic, and recreational needs of the community are met in Wyndham	0	1	2	3	4	5	6	7	8	9	10	99
8. The natural environment of Wyndham is well managed, healthy, and accessible	0	1	2	3	4	5	6	7	8	9	10	99
9. There are good education opportunities for all ages available in Wyndham	0	1	2	3	4	5	6	7	8	9	10	99
10. There are good opportunities for local employment and business development in Wyndham City	0	1	2	3	4	5	6	7	8	9	10	99

12

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

1. During the day	0	1	2	3	4	5	6	7	8	9	10	99
2. At night	0	1	2	3	4	5	6	7	8	9	10	99

If rated less than 5, why do you feel unsafe during the day?

If rated less than 5, why do you feel unsafe at night?

13

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

1. I feel there are enough opportunities to connect socially with people in the local area	0	1	2	3	4	5	6	7	8	9	10	99
2. There are adequate support services for vulnerable community members	0	1	2	3	4	5	6	7	8	9	10	99
3. Council activities and programs are accessible to, and inclusive of the community	0	1	2	3	4	5	6	7	8	9	10	99

14

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

Never	1	Monthly or almost every month	4
Once	2	More than once a month	5
A couple of times	3	Can't say / prefer not to say	9

15

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

Car (driver or passenger)	1	Motorbike / scooter	4
Active transport (e.g. walking, cycling)	2	Do not work or study outside the home	5
Public transport	3	Other (please specify)	9

16

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)?

Less than 30 minutes	1	One hour to less than 90 minutes	3
30 minutes to less than one hour	2	90 minutes or more	4

17

Please indicate which of the following best describes you.

15 - 19 Years	1	45 - 59 Years	4
20 - 34 Years	2	60 - 74 Years	5
35 - 44 Years	3	75 Years and over	6

18

With which gender do you identify?

Male	1	Other / not specific gender	2
Female	2	Prefer not to say	9

19

Do any members of this household speak a language other than English at home?

English only	1	Other (<i>please specify</i>)	2
--------------	---	---------------------------------	---

20

What is the structure of this household?

(Please circle one only)

Two parent family (<i>youngest 0 - 4 years</i>)	1	One parent family (<i>youngest 13-18 years</i>)	7
Two parent family (<i>youngest 5 – 12 years</i>)	2	One parent family (<i>adult child only</i>)	8
Two parent family (<i>youngest 13 - 18 years</i>)	3	Group household (unrelated flatmates)	9
Two parent family (<i>adult child only</i>)	4	Sole person household	10
One parent family (<i>youngest 0 - 4 years</i>)	5	Couple only household	11
One parent family (<i>youngest 5 – 12 years</i>)	6	Extended or multiple family household	12

21

Do any members of this household have a permanent or long-term disability?

Yes	1	No	2
-----	---	----	---

22

Which of the following best describes the current housing situation of this household?

Own this home	1	Renting this home	3
Mortgage (paying-off this home)	2	Other arrangement	4

23

How long have you lived in the City of Wyndham?

Less than 1 year	1	5 to less than 10 years	3
1 to less than 5 years	2	10 years or more	4

If less than 5 years, what was your previous Council

24

Do you have any further comments you would like to make?