



Wyndham City Council

2020 Annual Community Survey

February 2021



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Prepared by:

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Table of contents

EXECUTIVE SUMMARY	5
SUMMARY OF SATISFACTION WITH THE PERFORMANCE OF WYNDHAM CITY COUNCIL.....	11
INTRODUCTION.....	12
METHODOLOGY AND RESPONSE RATE	12
GOVERNING MELBOURNE	14
GLOSSARY OF TERMS	14
COUNCIL'S OVERALL PERFORMANCE.....	16
OVERALL PERFORMANCE BY RESPONDENT PROFILE.....	19
RELATIONSHIP BETWEEN ISSUES AND SATISFACTION WITH OVERALL PERFORMANCE	21
RELATIONSHIP BETWEEN SATISFACTION WITH SERVICES AND OVERALL SATISFACTION	23
REASONS FOR DISSATISFACTION WITH COUNCIL'S OVERALL PERFORMANCE.....	24
CHANGE IN COUNCIL'S OVERALL PERFORMANCE.....	25
REASONS FOR CHANGE IN COUNCIL'S OVERALL PERFORMANCE.....	27
<i>Improved</i>	27
<i>Deteriorated</i>	29
GOVERNANCE AND LEADERSHIP	33
COMMUNITY CONSULTATION AND ENGAGEMENT	36
REPRESENTATION, LOBBYING AND ADVOCACY.....	39
RESPONSIVENESS AND AGILITY OF COUNCIL IN MEETING COMMUNITY NEEDS	42
MAKING DECISIONS IN THE INTERESTS OF THE COMMUNITY	45
MAINTAINING TRUST AND CONFIDENCE OF THE LOCAL COMMUNITY	48
SUMMARY OF SATISFACTION WITH ASPECTS OF GOVERNANCE AND LEADERSHIP	51
COUNCIL PERFORMANCE	52
SATISFACTION WITH INDIVIDUAL ASPECTS OF COUNCIL PERFORMANCE	53
THE ACCOUNTABILITY OF COUNCIL TO THE COMMUNITY FOR LEADERSHIP AND GOOD GOVERNANCE	54
COUNCIL PRACTICES OPEN AND ACCESSIBLE GOVERNMENT	56
COUNCIL DOES THE BEST IT CAN WITH THE MONEY AVAILABLE	58
COUNCIL TAKES RESIDENTS' VIEWS INTO CONSIDERATION WHEN MAKING DECISIONS AFFECTING THEM.....	59
COUNCIL ENCOURAGES A HEALTHY AND ACTIVE LIFESTYLE THROUGH APPROPRIATE COUNCIL INFRASTRUCTURE AND AMENITY.....	61
COUNCIL FOSTERS LOCAL LEARNING OPPORTUNITIES FOR ALL THROUGH APPROPRIATE INFRASTRUCTURE AND SERVICES.	63
COUNCIL EMPOWERS THE COMMUNITY TO LEAD AND FORM SOCIAL CONNECTIONS	65
COUNCIL PROVIDES THE SERVICES RESPONDENTS' NEED	66
SUMMARY OF SATISFACTION WITH ASPECTS OF COUNCIL PERFORMANCE.....	68
ISSUES TO ADDRESS FOR THE CITY OF WYNDHAM "AT THE MOMENT"	69
ISSUES BY PRECINCT	72
ISSUES BY RESPONDENT PROFILE.....	75
STRATEGIC DELIVERY	78
WYNDHAM IS A WELCOMING, DIVERSE, AND INCLUSIVE CITY.....	80
RESIDENTS OF WYNDHAM ENJOY A GOOD STANDARD OF LIVING.....	82
WYNDHAM IS A PLACE FOR CREATIVITY, ARTS, AND CULTURAL CONNECTION	83
WYNDHAM IS A PLACE FOR LEARNING AND DEVELOPMENT FOR PEOPLE OF ALL AGES.....	85
WYNDHAM'S PUBLIC TRANSPORT, ROADS AND CONGESTION ARE IMPROVING	87
MY LOCAL NEIGHBOURHOOD IS SAFE AND FAMILY FRIENDLY	88
THE CULTURAL, SOCIAL, ECONOMIC, AND RECREATIONAL NEEDS OF THE COMMUNITY ARE MET IN WYNDHAM.....	90
THE NATURAL ENVIRONMENT OF WYNDHAM IS WELL MANAGED, HEALTHY, AND ACCESSIBLE	92
THERE ARE GOOD EDUCATION OPPORTUNITIES FOR ALL AGES AVAILABLE IN WYNDHAM	93
THERE ARE GOOD OPPORTUNITIES FOR LOCAL EMPLOYMENT AND BUSINESS DEVELOPMENT IN WYNDHAM CITY.....	95
THERE ARE GOOD OPPORTUNITIES TO CONNECT WITH PEOPLE WHO ARE DIFFERENT TO ME	96
SUMMARY OF AGREEMENT WITH STATEMENTS ABOUT STRATEGIC DELIVERY	98



SAFETY IN PUBLIC AREAS.....	99
SAFETY DURING THE DAY	102
SAFETY AT NIGHT	103
REASONS FOR FEELING LESS SAFE IN THE PUBLIC AREAS OF WYNDHAM.....	105
HEALTHY LIVING AND COMMUNITY	111
I FEEL THERE ARE ENOUGH OPPORTUNITIES TO CONNECT SOCIALLY WITH PEOPLE IN THE LOCAL AREA.....	113
THERE ARE ADEQUATE SUPPORT SERVICES FOR VULNERABLE COMMUNITY MEMBERS	115
COUNCIL ACTIVITIES AND PROGRAMS ARE ACCESSIBLE TO, AND INCLUSIVE OF THE COMMUNITY	116
I AM AWARE THAT COUNCIL PROVIDES FREE TRAINING FOR VOLUNTEERS AND COMMUNITY GROUPS.....	118
I KNOW WHERE TO FIND OUT ABOUT VOLUNTEERING IN MY COMMUNITY	119
LOCAL COMMUNITY INVOLVEMENT.....	121
<i>Clubs or community groups.....</i>	<i>121</i>
<i>Volunteering.....</i>	<i>123</i>
<i>Sit on a community group board / committee</i>	<i>125</i>
FOOD SECURITY	127
COMMUTING.....	129
METHOD OF TRAVEL	129
CHANGE OF METHOD OF TRAVEL IN RESPONSE TO COVID-19	131
<i>Ways in which travel has changed due to COVID-19</i>	<i>132</i>
AVERAGE (TWO-WAY) COMMUTING TIME.....	134
USE OF PUBLIC TRANSPORT BUS SERVICES	136
<i>Reasons for not using the bus service</i>	<i>138</i>
WALK OR CYCLE TO LOCAL DESTINATIONS.....	141
<i>Reasons for not walking or cycling to local destinations</i>	<i>142</i>
GAMBLING.....	143
POKER MACHINES	143
ONLINE AND SPORTS BETTING.....	146
CONTACT WITH COUNCIL	148
CONTACTED COUNCIL IN THE LAST 12 MONTHS.	148
METHOD OF CONTACTING COUNCIL	149
PREFERRED METHOD OF CONTACTING COUNCIL	150
SATISFACTION WITH OVERALL EXPERIENCE.....	152
<i>Reasons for dissatisfaction with overall experience.....</i>	<i>155</i>
IMPORTANCE OF AND SATISFACTION WITH COUNCIL SERVICES.....	157
IMPORTANCE OF COUNCIL SERVICES AND FACILITIES TO THE COMMUNITY	157
SATISFACTION WITH COUNCIL SERVICES AND FACILITIES	158
IMPORTANCE AND SATISFACTION CROSS TABULATION	160
IMPORTANCE AND SATISFACTION WITH INDIVIDUAL SERVICES AND FACILITIES	161
<i>Maintenance and repair of sealed local roads.....</i>	<i>161</i>
<i>Provision of parks and gardens</i>	<i>165</i>
<i>Arts and cultural services</i>	<i>168</i>
<i>Local library.....</i>	<i>170</i>
RESPONDENT PROFILE	172
GENDER	172
AGE STRUCTURE	173
HOUSEHOLD STRUCTURE	173
LANGUAGE	174
HOUSEHOLD MEMBER WITH A DISABILITY.....	175
HOUSING SITUATION	175
PERIOD OF RESIDENCE.....	175
GENERAL COMMENTS.....	177
APPENDIX ONE: SURVEY FORM	185



Executive summary

Introduction and methodology

Metropolis Research conducted this, Council's eight *Annual Community Satisfaction Survey*, as a telephone interview style survey of 1,200 respondents in January 2021.

The survey has traditionally been conducted as a door-to-door; face-to-face interview style survey conducted in October each year. Due to the local council elections in October 2020, the timing of the survey was delayed till January 2021.

As a result of the COVID-19 pandemic, the methodology was changed to ensure community confidence in the interaction by using a socially distanced methodology. It is our intention to return to the more effective, door-to-door methodology in the future because the telephone interview methodology does not engender the same level of confidence in the process by the community as the more interactive and personal face-to-face interview methodology.

The aim of the research is to measure community satisfaction with 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, following the review, additional questions are included in the survey that seek 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 continues to explore the top issues the community feel needs to be addressed in the City of Wyndham, as well the perception of safety in the public areas of the municipality.

The 95% confidence interval (margin of error) of these results is plus or minus 2.8% at the fifty percent level. In other words, if a yes / no question obtains a result of fifty percent yes, it is 95% certain that the true value of this result is within the range of 47.2% and 52.8%.

Satisfaction with Council's overall performance

Satisfaction with the [overall performance](#) of Wyndham City Council remained essentially stable this year at 6.92 (down from 6.93) out of a potential 10. This remains the third highest overall satisfaction score recorded for the City of Wyndham since the program commenced in 2013.

This result was identical to the 2021 metropolitan Melbourne (6.92) average, but marginally lower than the western region councils' (7.01) and growth area councils' (6.99) averages, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research.



Consistent with this high average satisfaction score, a little less than half (42.9% up from 37.6%) of respondents providing a score were “very satisfied” (i.e., rated satisfaction at eight or more), whilst 7.5% (up from 4.7%) were dissatisfied (rated satisfaction at less than five).

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

- **More satisfied than average** – includes Wyndham Vale / rural precinct and Tarneit respondents, adults (aged 35 to 44 years), rental household respondents, and respondents who had lived in the City of Wyndham for five to less than 10 years. Of these, only the variation for the last group was statistically significant.
- **Less satisfied than average** – includes Truganina respondents, middle-aged adults (aged 45 to 54 years) and respondents from two-parent families with youngest child aged 13 to 18 years. Whilst notable, none of these variations were statistically significant.

The most common reasons why a small number of respondents were dissatisfied with Council’s overall performance were a perceived lack of communication from Council, a perceived lack of consultation by Council with the community, and a perceived lack of Council acting in the interests of the community.

This is further borne out by the fact that the most common issue that appears to have a negative influence on overall satisfaction with Council relates to the perceived level of communication and consultation between Council and the community. The respondents who nominated communication and consultation issues as one of the top three issues to address for the City of Wyndham, on average, rated satisfaction with Council’s overall performance at just 4.59 out of 10, compared to the municipal average of 6.92.

Change in performance of Council over the last 12 months.

A little more than one-sixth (17.9% up significantly from 9.9%) of respondents considered that Council’s overall performance had improved in the last 12 months, whilst 6.8% (up from 4.8%) considered that performance had deteriorated.

The most common reasons why respondents considered that Council’s performance had improved in the last 12 months related to improvements in the roads and road network, Council’s COVID-19 response, and a perception that parks and gardens had improved.

The most common reasons why the 88 respondents considered that Council’s overall performance had deteriorated in the last 12 months related to Council’s responsiveness to the needs of the local community, including governance issues (13 responses), a perceived lack of maintenance of parks, gardens, and public spaces (11 responses), issues with roads and roadworks (10 responses), and cleanliness and maintenance (8 responses).

Satisfaction with Governance and leadership performance of Council

Despite the stable overall satisfaction score this year, the average satisfaction with the five included aspects of [governance and leadership](#) declined 2.1% this year, down from 7.03 to 6.88. although it remains at a “good” level.



Consistent with the results in relation to overall satisfaction, the two aspects of governance and leadership that declined by a statistically significant degree this year were “community consultation and engagement” (down 3.6% to 6.92) and “the responsiveness of Council to local community needs” (down 3.6% to 6.87).

Metropolis Research notes that, despite the small decline reported this year, satisfaction with all five aspects of governance and leadership remain marginally higher than the metropolitan Melbourne averages, as recorded in 2021 *Governing Melbourne*.

Satisfaction with aspects of Council performance

The survey 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 discussed above.

Satisfaction with seven of the eight aspects of Council performance decreased this year, with the average satisfaction declining by two percent to 6.74, although it remains “good”.

Satisfaction with six of these eight aspects of Council performance were rated as “good”, including how well Council provides services to meet respondents’ need (6.92), how well Council fosters local learning opportunities through appropriate infrastructure and services (6.92), how well Council encourages a healthy and active lifestyles through appropriate infrastructure and amenity (6.89), the degree to which Council empowers the community to lead and form social connections (6.77 down from 6.97), the accountability of Council for leadership and good governance (6.77 down from 7.17), and the degree to which Council practises open and accessible government (6.72 down from 6.90).

Satisfaction with how well Council does the best it can with the money available (6.48), and the degree to which Council takes residents’ views into consideration when making decisions (6.48) were both at “solid” levels of satisfaction.

Satisfaction with customer service

There was a significant increase this year, in the proportion of respondents who had contacted Council in the last 12 months, up from 24.8% last year to 40.3% this year. This increase has been observed in some other municipalities by Metropolis Research during the COVID-19 pandemic.

Consistent with this, many more respondents had contacted Council via the website (10.8% up from 3.7%), and significantly fewer had visited Council in person (3.5% down from 17.6%).

There was a measurable decline in overall satisfaction with the [customer service](#) experience recorded this year, down 6.8% from 7.62 “very good” to 7.10 “good”. The proportion of respondents dissatisfied with the overall customer service experience increased from 7.9% last year to 15.1%.



The most common reasons why 72 respondents were dissatisfied with the overall customer service experience were a perceived lack of response or follow up, a perceived failure to solve or address the underlying issue, or a perceived lack of care or attention by Council.

Satisfaction with Council services and facilities

The survey, again this year, only recorded the importance of and satisfaction with four Council provided services and facilities.

The importance of all four of these services and facilities increased measurably this year, with the increase most notable for “arts and cultural services”, the importance of which increased 11.3% this year to 8.85.

Satisfaction with the local library service (8.32 down from 8.53), arts and cultural services (7.63 down from 7.94), and the provision of parks and gardens (7.21 down from 7.33) all declined this year. The decline was statistically significant for arts and culture (down 3.9%) and the local library service (down 2.5%). Metropolis Research is of the view that these statistically significant declines were likely to be, at least in part, impacted by COVID-19.

Agreement with Councils’ strategic delivery

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 (7.94 up from 7.60), residents enjoy a good standard of living (7.48), is a good place for learning and development (7.41), the local neighbourhoods are safe and family friendly (7.32), is a place for creativity, arts and cultural connections (7.31), the natural environment is well managed, healthy and accessible (7.26), cultural, social, economic and recreational needs are met (7.24), there are good education opportunities for all ages (7.18), and there are good opportunities for all ages available in Wyndham (7.10).

All these statements received a “strong” level of agreement, with average agreement scores of more than seven, and less than nine percent of respondents disagreed with any statement.

Respondents reported a “moderate” rather than a “strong” level of agreement that there are good opportunities for local employment and business development (6.87 down from 7.05) and public transport, roads and congestion are improving (6.37 up from 6.31). A little more than one-third of respondents “strongly agreed” with these two statements, whilst 21.4% of respondents disagreed that public transport, roads, and congestion are improving.

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

There was significant change in the [top issues to address](#) reported this year, with a measurable and significant decline in the proportion of respondents nominating “traffic management” (10.5% down from 35.8%) and “parking” (4.3% down from 15.7%) related issues this year.



These declines were clearly related to the COVID-19 pandemic and its impact on travel and particularly commuting this year. Traffic management was the third most common issue raised this year, compared to previous years when it was far and away the most common.

The most common issue raised by respondents to address for the City of Wyndham “at the moment” was road maintenance and repairs, with 18.9% of respondents nominating these issues. This issue includes local road maintenance and repairs (e.g., potholes) as well as issues with roadworks. This result was more than double the metropolitan Melbourne average of seven percent, due largely to the significant number of responses relating to the number, timing, duration, and inconvenience of roadworks occurring across the municipality.

“Parks, gardens, and open space” related issues were the second most common issue raised nominated as an issue to address for the City of Wyndham “at the moment”, with 13.1% (up from 11.4%) of respondents nominating these issues.

Perception of safety in the public areas of the City of Wyndham

The [perception of safety](#) in the public areas of the City of Wyndham in the public areas of the municipality during the day remained relatively stable again this year at a strong result of 7.92. This result was, however, measurably lower than the metropolitan Melbourne average of 8.71, as recorded in the 2021 *Governing Melbourne* research. A total of 4.1% of respondents felt unsafe in the public areas during the day.

The perception of safety in the public areas of the City of Wyndham at night declined measurably and significantly this year, down 10.7% to 6.07, and 21.9% (up from 13.3%) of respondents felt unsafe. This result was measurably lower than the metropolitan Melbourne average of 6.98. Whilst the issue was not directly raised by respondents; Metropolis Research is of the view that COVID-19 is likely to have had a negative influence on the community’s perception of safety at night.

Healthy living and community

In relation to [healthy living and community](#), there was a measurable decline in agreement with the three statements included in previous years.

There was a decline in agreement that Council activities and programs are accessible to, and inclusive of the community (7.03 down from 7.35), there are enough opportunities to connect socially with people in the local area (6.94 down from 7.51), and there are adequate support services for vulnerable community members (6.87 down from 7.31).

Metropolis Research is of the view that these declines are likely to have been impacted by COVID-19 this year.

Two new statements were included for the first time; “I know where to find out about volunteering in my community” (5.52 out of 10 with 33.6% disagreeing) and “I am aware that Council provides free training for volunteers and community groups” (4.97 out of 10 with 41.5% disagreeing).



A new set of questions were also included in the survey this year around [community participation](#). A little less than one-quarter (23.5%) of respondents are an active member of a local club or community group, 23.1% volunteer either regularly or sometimes, and 6.9% sit on a community group board or committee.

Food security

A total of 39 respondents, or 3.2% of the total sample of 1,200 respondents reported that their household had [run out of food](#) at least once in the 12 months and not had money to buy more. This is an increase on the two percent recorded last year, and is the highest result recorded since the question was first asked in 2013 (4.7%).

Commuting and travel

The most common method of commuting to work or study remains the car (as driver or passenger), with 81.6% up from 79.5% commuting by this method.

The average two-way commute time changed a little this year, with 49.8% (down from 53.3%) taking less than one hour (two-way per day) to commute to and from work or study, and 50.2% (up from 46.7%) taking one hour or more.

A little more than one-third (36.5%) of respondents reported that the way they travel around Wyndham and beyond changed due to COVID-19, with 9.7% driving more (and 18.1% driving less), 1.7% using public transport more (and 12.0% using public transport less), 6.6% walking or cycling more (and 2.1% walking or cycling less), and one percent using taxis / ride sharing more (and six percent using taxis / ride sharing less).

A little less than half (47.2%) of respondents reported that they regularly use public transport bus services in the City of Wyndham. The most common reasons why respondents did not use public transport bus services were “personal preference” (77.0%), “bus routes don’t go where they need to go” (11.05), and “no bus routes are available near their home” (10.5%).

More than four-fifths (81.9%) of respondents reported that they regularly walk or cycle to local destinations like shops, schools, or parks. The most common reasons why respondents did not walk or cycle to local destinations were “personal preference” (49.5%), “too far to walk or cycle where they want to go” (22.1%), and “a lack of time to walk or cycle” (3.8%).

Gambling

On average, respondents rated the impact of poker machines gambling on their local community at 2.89, on a scale from zero (very negative) to 10 (very positive), where five is neutral. This is a significant perceived negative impact from poker machines in the local community.

On average, respondents rated the impact of online and sports betting on their local community at 3.0 out of 10 on the same scale. This is a similarly negative perceived impact of online and sports betting on the local community.



Summary of satisfaction with the performance of Wyndham City Council

The community continues to report a high level of satisfaction with the performance of Wyndham City Council across all areas of responsibility, despite some measurable declines in satisfaction with communication and consultation as well as the responsiveness of Council to local community needs this year.

There were also small declines in satisfaction with arts and cultural services, local library, and the provision of parks and gardens this year. There was also a measurable decline in overall satisfaction with the customer service experience this year.

Metropolis Research is of the view that the declines in satisfaction recorded this year may well have been influenced, at least in part, by the changes forced on the provision of Council services and communication by the COVID-19 pandemic.

Despite the small declines in satisfaction with some areas of performance this year, satisfaction with those aspects of Council performance against which Metropolis Research can provide comparison results from the *Governing Melbourne* research, remains similar to, or a little higher in the City of Wyndham than the metropolitan Melbourne average.

• Local library services	8.32	(down from 8.53)
• Arts and cultural services	7.63	(down from 7.94)
• Provision of parks and gardens	7.21	(down from 7.33)
• Overall satisfaction with customer service experience	7.10	(down from 7.62)
• Satisfaction with overall performance of Council	6.92	(down from 6.93)
• Council fosters local learning opportunities for all	6.92	(down from 7.02)
• Council provides the services respondents' need	6.92	(down from 6.98)
• Community consultation and engagement	6.92	(down from 7.18)
• Representation, lobbying and advocacy	6.90	(up from 6.84)
• Council encourages healthy and active lifestyle	6.89	(up from 6.87)
• Maintaining community trust and confidence	6.88	(down from 7.05)
• Responsiveness and agility meeting community needs	6.87	(down from 7.13)
• Making decisions in the interests of community	6.83	(down from 6.95)
• Council accountability for leadership, good governance	6.77	(down from 7.17)
• Council empowers community form social connections	6.77	(down from 6.97)
• Council practices open and accessible government	6.72	(down from 6.90)
• Maintenance and repair of sealed local roads	6.62	(up from 6.47)
• Council does the best with the money available	6.48	(down from 6.59)
• Council takes residents' views into consideration	6.48	(down from 6.56).



Introduction

Metropolis Research was commissioned by Wyndham City Council to undertake this, its eighth *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 2020 *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 2020 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 and response rate

The *Annual Community Survey* has traditionally been conducted as a door-to-door, interview style survey.



Due to the lockdowns and social distancing requirements in response to the COVID-19 pandemic, it was not possible to conduct the survey as a face-to-face, doorstep interview survey this year. Consequently, the survey was conducted as a telephone interview.

The surveying was all completed over three weeks in January 2021. In past years, the surveys have traditionally taken place in October, but was delayed in response to both the COVID-19 pandemic and the local government elections that took place in October 2020.

Surveys were conducted from 11am till 7pm weekdays, and 11am till 5pm on Saturdays and Sunday.

Several (up to approximately four) attempts were made to contact each randomly selected telephone number, to give the household multiple opportunities to participate in the research.

A total of 1,200 surveys were conducted from a random sample of 16,002 residential telephone numbers, including mostly mobile phone numbers but also including landlines where available.

The sample of residential telephone numbers was pre-weighted by precinct population, to ensure that each precinct contributed proportionally to the overall municipal results.

The final sample of surveys were then weighted by age and gender, to ensure that each age / gender group contributed proportionally to the overall municipal result. This was necessary given the limitations of the telephone survey methodology in obtaining a sample that reflects the age structure of the underlying population.

Of the 16,002 telephone numbers, the following results were obtained:

- No answer - 11,924.
- Refused - 2,206.
- Call back another time - 672.
- Completed - 1,200.

This provides a response rate of 29.4%, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated. This is down substantially on the 45.0% response rate achieved in 2019 using the superior door-to-door methodology. Metropolis Research notes, however, that the response rate is good for a telephone survey, a fact that reflects well on community engagement with Council.

The 95% confidence interval (margin of error) of these results is plus or minus 2.8% at the fifty percent level. In other words, if a yes / no question obtains a result of fifty percent yes, it is 95% certain that the true value of this result is within the range of 47.2% and 52.8%.

This is based on a total sample size of 1,200 respondents, and an underlying population of the City of Wyndham of 270,487.



Governing Melbourne

Governing Melbourne is a service provided by Metropolis Research since 2010. *Governing Melbourne* is a survey of typically 1,200 respondents, but this year 600 due to COVID-19, drawn in equal numbers from each of the 31 metropolitan Melbourne municipalities. *Governing Melbourne* provides an objective, consistent and reliable basis on which to compare the results of the *Wyndham City Council – 2020 Annual Community Satisfaction Survey*.

Governing Melbourne is not intended to provide a “league table” for local councils, rather to provide a context within which to understand the results.

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

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

The 2020 *Governing Melbourne* research was cancelled due to the COVID-19 pandemic, but the 2021 survey was completed in January 2021.

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 because survey results are subject to a margin of error or an area of uncertainty.

Significant result

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



Somewhat / notable / marginal

Metropolis Research will describe some results or changes in results as being marginally, somewhat, or notably higher or lower. These are not statistical terms rather they are interpretive.

They are used to draw attention to results that may be of interest or relevant to policy development and service delivery. These terms are often used for results that may not be statistically significant due to sample size or other factors but may nonetheless provide some insight.

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) remained essentially stable this year at 6.92 (down from 6.93).

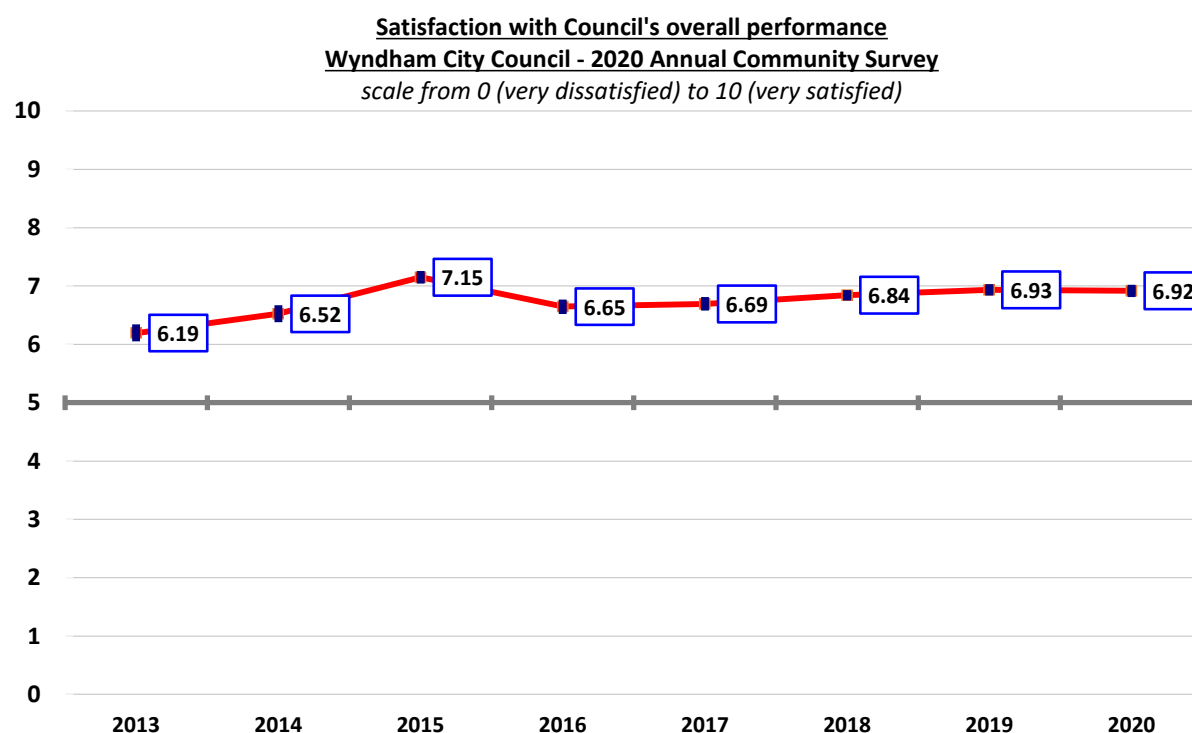
This is based on a satisfaction score provided by a total of 1,146 respondents, up marginally on the 1,088 who provided a satisfaction score in 2019.

This is a “good” level of performance, the same categorisation recorded for the City of Wyndham each year since 2014. The first result of 6.19 recorded in 2013 was “solid”.

Since the *Annual Community Satisfaction Survey* program commenced in 2014, overall satisfaction has increased 11.8% from 6.19 or “solid” to 6.92 or “good”.

By way of comparison, the 2021 *Governing Melbourne* research conducted independently by Metropolis Research across all 31 metropolitan Melbourne municipalities, recorded an average overall satisfaction across metropolitan Melbourne of 6.92, an identical result to the City of Wyndham result.

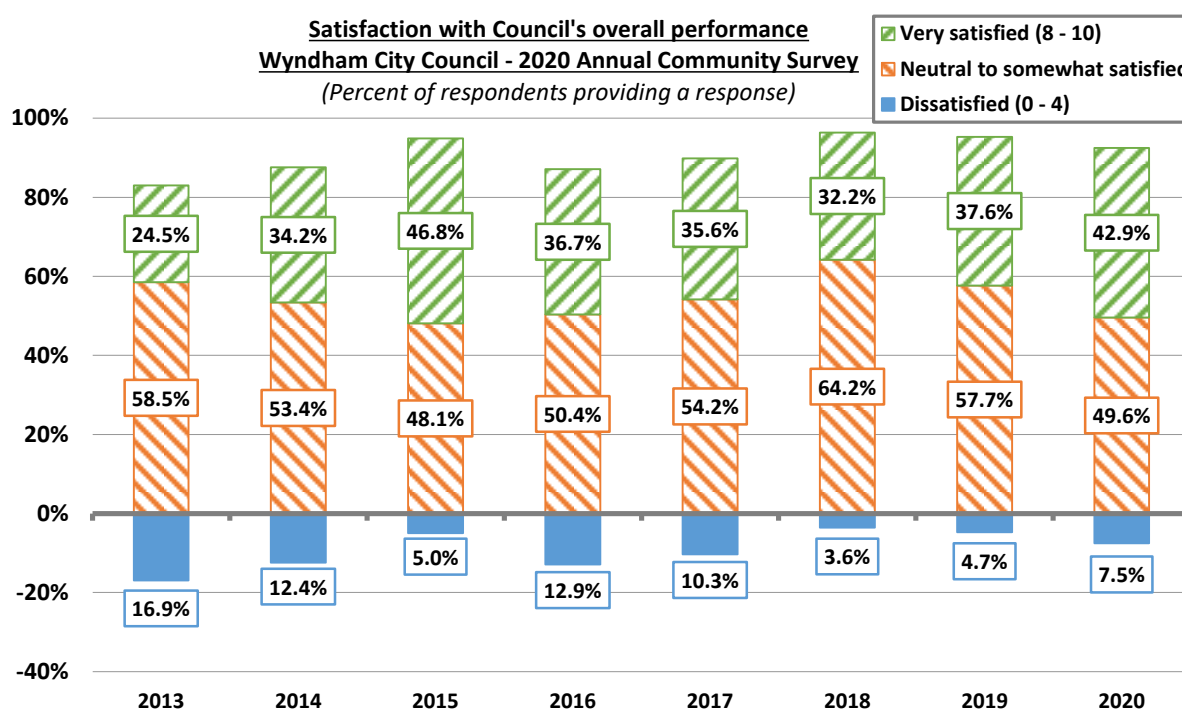
The averages from *Governing Melbourne* for the growth area councils (6.99) and the western region councils (7.01) were marginally but not measurably higher than the City of Wyndham result.



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

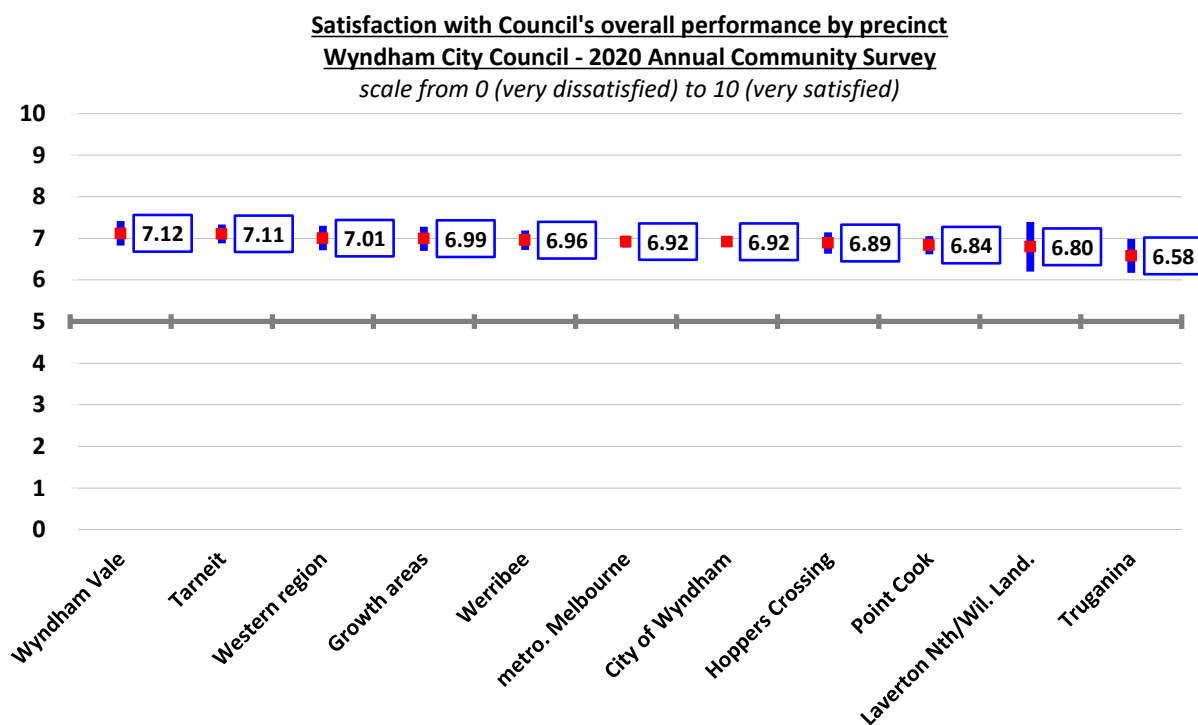
There was an increase this year in the proportion of respondents “very satisfied” with Council’s overall performance, up from 37.6% to 42.9%, which is the second highest proportion of “very satisfied” respondents recorded.

There was, however, also an increase this year in the proportion of respondents “dissatisfied” with Council’s overall performance, up from 4.7% in 2019 to 7.5% this year.

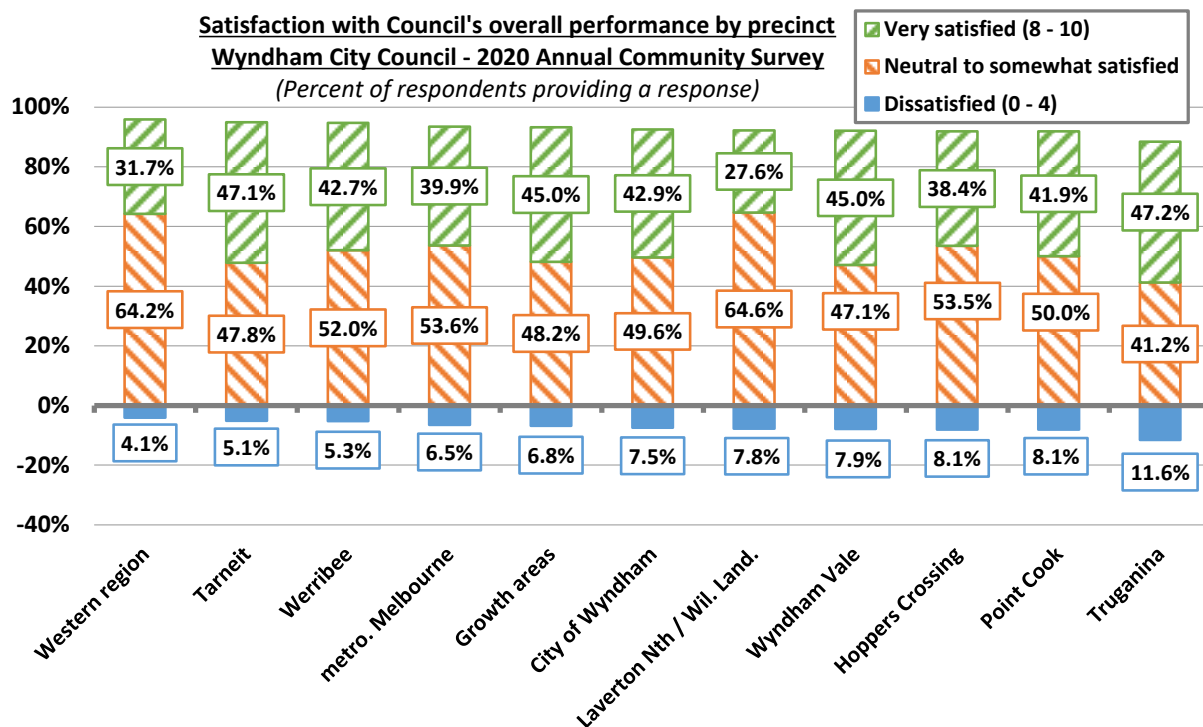


Consistent with the results recorded last year, there was no statistically significant variation in satisfaction with Council’s overall performance observed across the seven precincts comprising the municipality.

Attention is, however, drawn the substantial decline in overall satisfaction recorded by respondents from Truganina, where satisfaction declined 8.7%, down from 7.21 to 6.58. Despite this decline, satisfaction with Council’s overall performance remains “good” in Truganina.



Consistent with the lower average overall satisfaction score recorded in Truganina this year, attention is drawn to the fact that 11.6% of respondents in Truganina were dissatisfied with Council's overall performance. This is notably higher than the 7.5% of respondents across the City of Wyndham who were dissatisfied with Council's overall performance.



Satisfaction with Council's overall performance**Wyndham City Council - 2020 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%
	2020	1,146	6.92	7.5%	49.6%	42.9%

Overall performance by respondent profile

The following graphs provide a breakdown of satisfaction with Council's overall performance by respondent profile, including age structure, gender, language spoken at home, household disability status, household structure, housing situation, and the period of residency in the City of Wyndham.

Readers are reminded that the sample size is quite small for some of these sub-groups (as outlined in the [Respondent profile](#) section of this report). The sample size is one of the factors underpinning the size of the confidence interval around these average scores (i.e., the blue vertical bar).

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

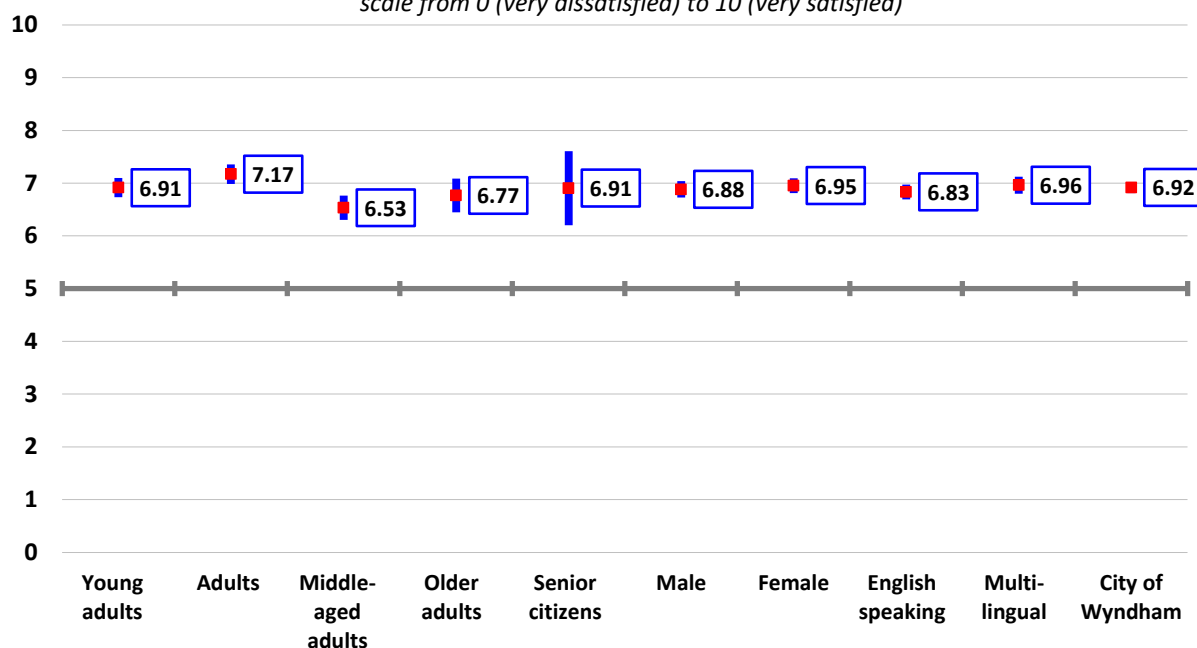
- **More satisfied than average** – includes adults (aged 35 to 44 years), rental household respondents, and respondents who had lived in the City of Wyndham for five to less than 10 years. Of these, only the variation for the last group was statistically significant.
- **Less satisfied than average** – includes middle-aged adults (aged 45 to 54 years) and respondents from two-parent families with youngest child aged 13 to 18 years. Whilst notable, neither of these results were statistically significant.



Satisfaction with Council's overall performance by respondent profile

Wyndham City Council - 2020 Annual Community Survey

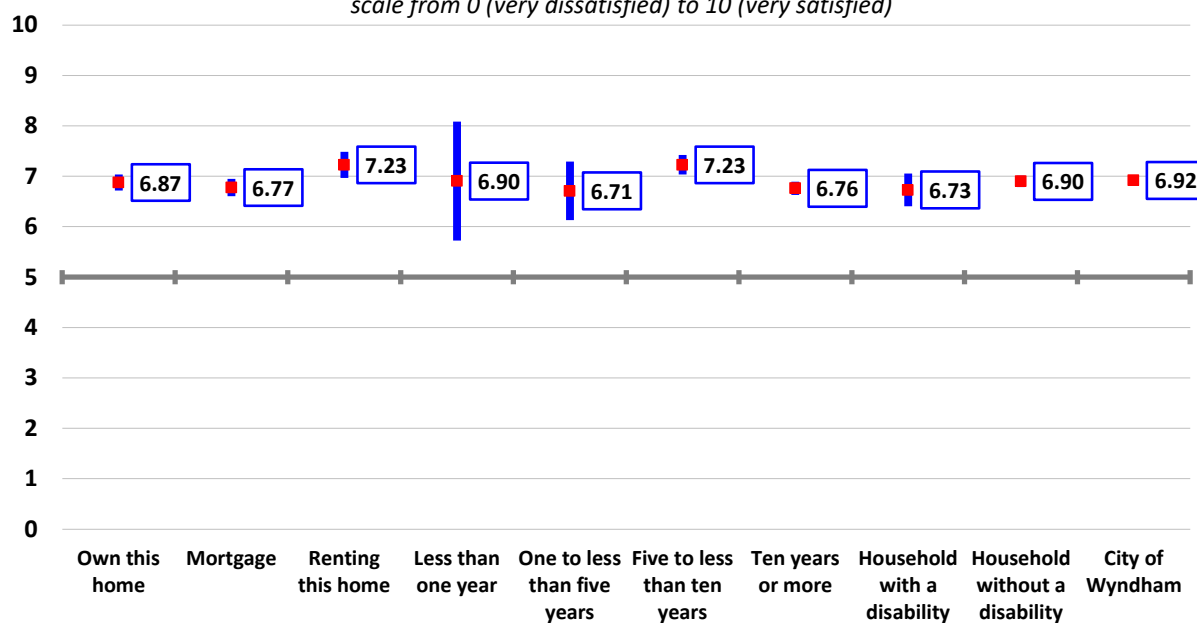
scale from 0 (very dissatisfied) to 10 (very satisfied)

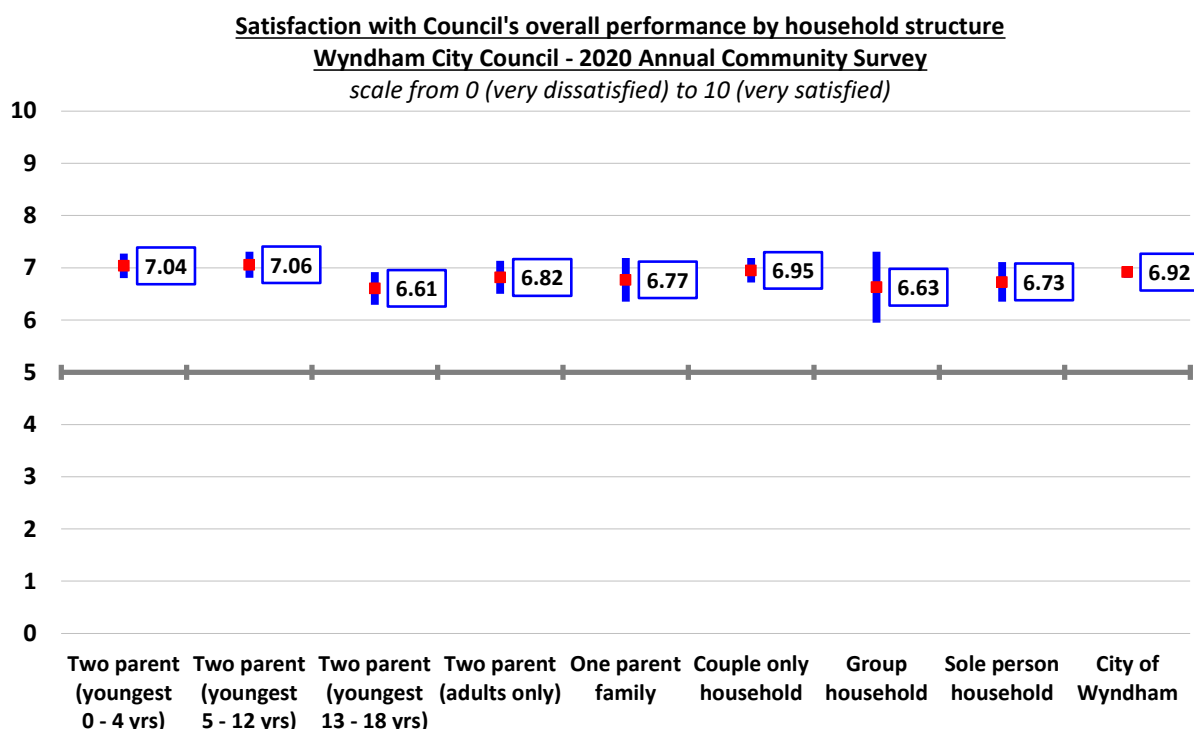


Satisfaction with Council's overall performance by housing situation, period of residence and disability

Wyndham City Council - 2020 Annual Community Survey

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





Relationship between issues and satisfaction with overall performance

The following graph shows the average satisfaction with Council's overall performance for respondents who raised the 11 most common issues to address for the City of Wyndham "at the moment".

It is important to bear in mind that many of these issues are not directly within the remit of local government and many are shared responsibilities with other levels of government.

Whilst these results do not show a causal link between the issue raised by respondents and their overall satisfaction with Council, it does provide some guidance as to whether these issues are exerting a negative influence on satisfaction with Council.

Respondents who raised issues of hard rubbish collection (7.51), public transport (7.23) and rubbish and waste (7.04) issues were, on average, somewhat more satisfied with Council's overall performance than the municipal average of all respondents (6.92).

It is unlikely that the respondents raising hard rubbish collection were more satisfied with Council's overall performance because of the hard rubbish service, however it is true that the issue of hard rubbish is unlikely to be exerting a significant negative influence on these respondents' satisfaction with Council's overall performance.

Respondents who raised the issues of road maintenance and repairs including roadworks (6.36), parks and gardens (6.22), the cleanliness and maintenance of the local area (6.07), Council rates (6.02), and consultation and communication (4.59) were all measurably less satisfied with Council's overall performance than the municipal average of all respondents (6.92).

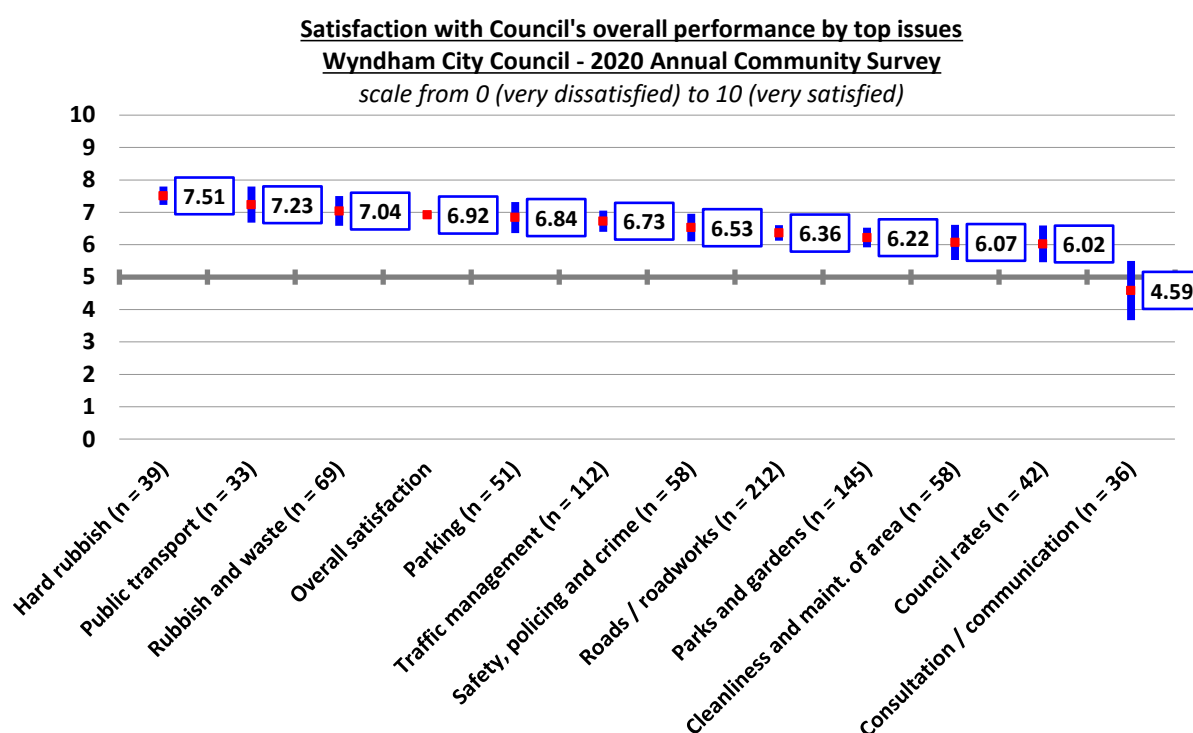
Metropolis Research notes that many of these issues (roads, communication, cleanliness, rates, and parks and gardens) are commonly negatively correlated with overall performance, which speaks to the importance of these issues and services to the community.

It is important to note, however, that the average satisfaction with parks and gardens in the City of Wyndham in previous years (when satisfaction with many more services were included in the survey) was relatively high and higher than overall satisfaction. What this highlights is the fact that respondents who are dissatisfied with some aspects of parks and gardens are measurably less satisfied with Council’s overall performance. In other words, for these respondents, the issues around parks and gardens are significant to how they form their view as to their level of satisfaction with the overall performance of Council.

Particular attention is drawn to the fact that respondents who raised issues around Council communication and consultation with the community were measurably and significantly less satisfied with Council’s overall performance than the municipal average. These respondents, on average, rated satisfaction with Council’s overall performance as “extremely poor”.

In the experience of Metropolis Research, it is often found that respondents who are dissatisfied with Council’s overall performance tend to feel that Council is not consulting or communicating effectively with them. This can often be based on their assumption that Council is not communicating with them because it has not addressed the underlying issue of concern to them. In other words, the dissatisfaction may influence their view about consultation and communication rather than communication and consultation being the driving force behind their dissatisfaction with Council.

The issues raised by respondents in relation to consultation and communication were, overall, relatively general in nature, many referring to a perceived lack of communication from Council. There were no comments raised that specifically referred COVID-19.

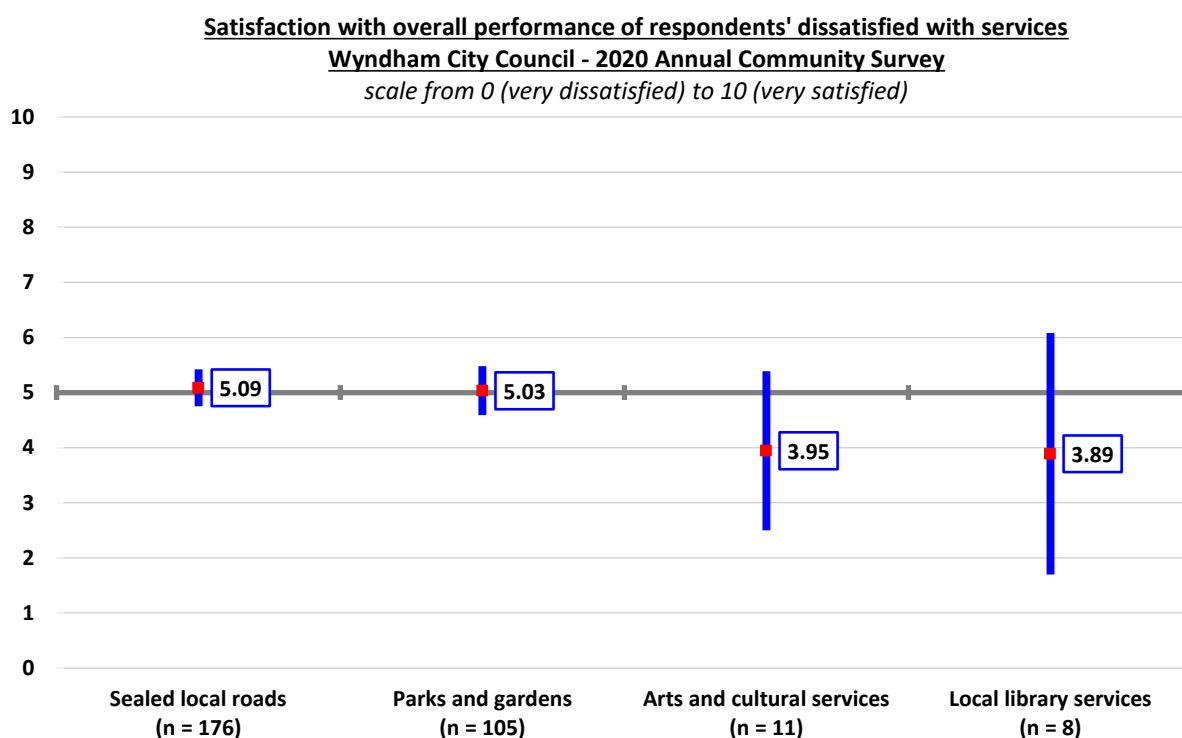


Relationship between satisfaction with services and overall satisfaction

The following graph provides a comparison of overall satisfaction with Council for the respondents dissatisfied with each of the four services and facilities included in the survey.

This graph shows that the small number of respondents who were dissatisfied with the arts and cultural services and the local library were extremely dissatisfied with Council's overall performance. This does not prove a causal link between their satisfaction with these services and overall satisfaction, but it does highlight the correlation for these respondents.

The same pattern is evident in relation to the respondents dissatisfied with sealed local roads and the provision of parks and gardens. Whilst respondents who were dissatisfied with these services were also very dissatisfied with Council's overall performance, it may well be that the dissatisfaction is caused by other factors and that the dissatisfaction flows through the respondents' satisfaction with the full range of services and facilities provided by Council.



Correlation between satisfaction with services and overall satisfaction
Wyndham City Council - 2020 Annual Community Survey
(Number and index score scale 0 - 10)

Service / facility	2020		Correlation*
	Number	Mean	
Maintenance and repair of sealed local roads	1,188	6.62	0.592
Arts and cultural services	304	7.63	0.586
Provision of parks and gardens	1,171	7.21	0.548
Local library services	504	8.32	0.453

Average satisfaction with selected services

7.45

Reasons for dissatisfaction with Council's overall performance

Respondents were asked:

"Why do you say that?"

The 86 respondents (representing 7.5% of the respondents rating satisfaction) dissatisfied with Council's overall performance provided a total of 54 responses as to the reasons why they were dissatisfied. These open-ended responses are outlined in the following table.

The most common reasons why this small number of respondents were dissatisfied with the overall performance of Council related to a perceived lack of communication and consultation, a perception that Council was not serving the community or doing very much for the community, and a lack of trust by some in the Council.

There were a few comments relating to specific issues including roadworks, cleaning and maintenance including of infrastructure, and street trees.

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

Wyndham City Council - 2020 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
No communication	7
Don't listen at all	3
No consultation	2
Not doing much for the residents	2
Several people mentioned Councils are not interested in serving the community, Councillors are not setting as an example	1
Below average	1
Council not active at all	1
Delay with getting things done	1
Disappointed	1
Do get some things right but take so long	1
Don't do any work	1
Don't feel that they are our voice anymore	1
Don't provide anything besides charging more	1
Have not been involved in any decisions and there was no communication	1
High rates and only one tip a year	1
Infrastructure services, high rates but not enough services	1
Kangaroos	1
Long way to get back up to standard	1
Maintenance of nature strips	1
Need to understand the community needs and act accordingly	1
No good at all	1
No proper infrastructure	1



No services	1
Not doing everything	1
Not doing well	1
Not having people with the right experience and expertise to solve problems in a timely manner	1
Not keeping city under control	1
Overall	1
Parks hopeless	1
People leave rubbish on nature strips and government does not fine them	1
Poor communication, the Council over communicates about irrelevant issues and avoids addressing the most important issues,	1
Poor compared to other Councils	1
Roads are bad	1
Selfish decision by the Councils	1
The Council lacks long term planning and vision	1
The expanding suburbs have bad infrastructure. Work is slow	1
There is lot of illegally dumping in the area and council is not taking the responsibility	1
They don't act proactively	1
They don't do anything	1
They need to get the peoples opinion and act according to community needs	1
Trust issues, no transparency	1
Unimpressed with people being reflected not future minded	1
Waste money	1
We are not getting nothing done regarding roads and other facilities	1
Total	54

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?”

There was a significant increase in 2020, in the proportion of respondents who believed that Council's overall performance had improved in the last 12 months, up from 9.9% in 2019 to approximately one-sixth (17.9%) this year. There was, however, also a small increase in the proportion who believed that performance had deteriorated (6.8% up from 4.8%).

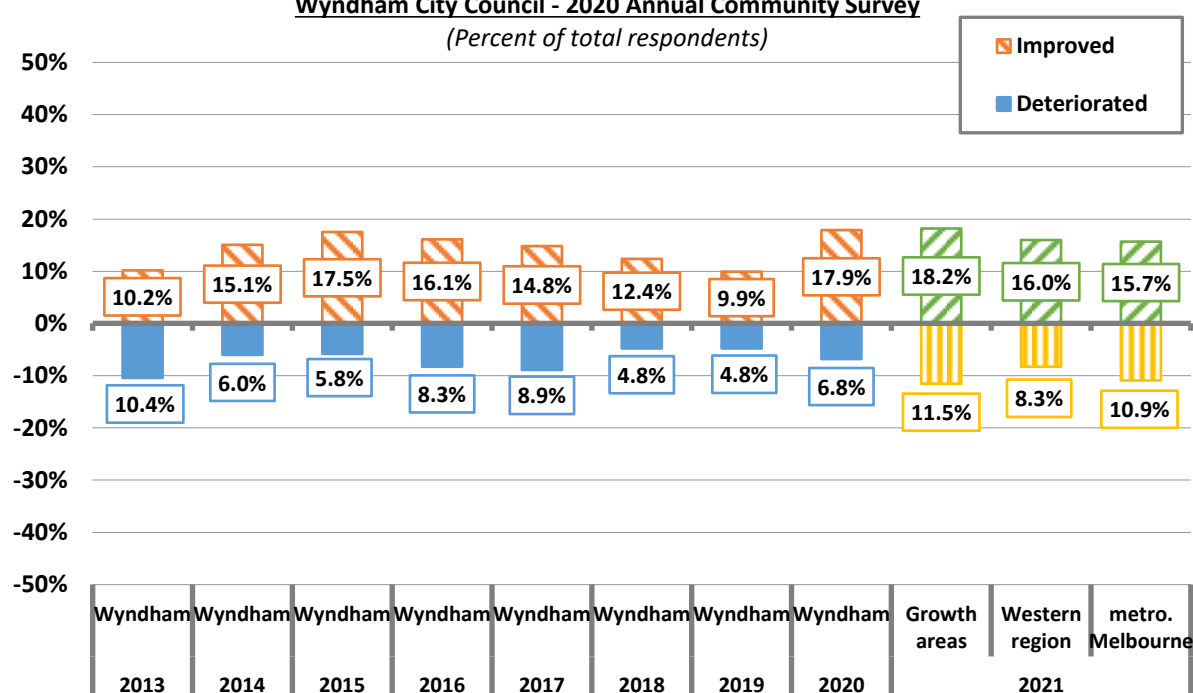
The proportion of respondents who considered that overall performance had improved was similar to the *Governing Melbourne* comparisons, although it is noted that respondents from the City of Wyndham were less likely to consider that overall performance had deteriorated than the western region, growth areas, and metropolitan Melbourne averages.



Change in Council's overall performance
Wyndham City Council - 2020 Annual Community Survey
(Number and percent of total respondents)

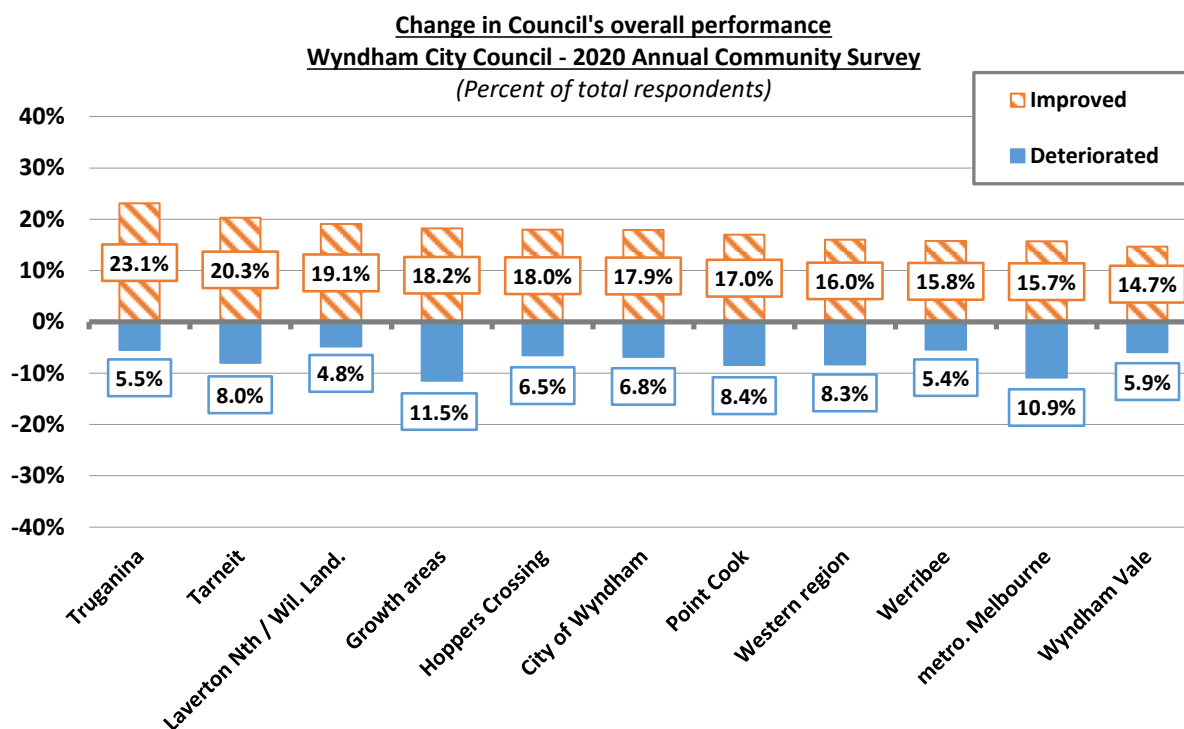
Response	2020		2019	2018	2017	2016
	Number	Percent				
Improved	215	17.9%	9.9%	12.4%	14.8%	16.1%
Stayed the same	716	59.7%	71.1%	63.3%	54.1%	54.5%
Deteriorated	81	6.8%	4.8%	4.8%	8.9%	8.3%
Can't say	188	15.7%	14.2%	19.6%	22.2%	21.1%
Total	1,200	100%	1,200	1,200	801	1,200

Change in Council's overall performance
Wyndham City Council - 2020 Annual Community Survey
(Percent of total respondents)



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Truganina were notably more likely than average to consider that Council's overall performance had improved in the last 12 months.

This is even though respondents from Truganina reported the lowest overall satisfaction score.



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?"

Improved

The 215 respondents who considered that Council's overall performance had improved in the last 12 months provided a total of 191 responses as to the reasons why they believed that performance had improved, as outlined in the following table.

The most common reason why respondents believe that Council's overall performance improved related to perceived improvements to the roads, including upgrades, repairs, and completed roadworks. More than one-quarter (28%) of the comments received related to improvements to roads.

It is important to note that road maintenance and repairs including roadworks were identified in this section of the report as the number one reason why respondents feel that Council's overall performance has improved. At the same time, however, road maintenance and repairs including roadworks related issues were the number one issue respondents nominated as the most important [issue to address for the City of Wyndham](#) "at the moment".

This has been discussed in last year's report by Metropolis Research, whereby many in the community acknowledge and reward (with high satisfaction) the performance of Council improving the local road network, yet at the same time, there are others in the community for whom roadworks are a continuing source of frustration with the performance of Council.

Another significant issue underpinning improved performance of Council include positive feedback on the performance of Council in responding to and managing the COVID-19 pandemic in the community, including the provision of information to the community.

Other issues that respondents nominate as reasons why Council's performance has improved were related to parks and gardens, better communication and engagement with the community, general infrastructure improvements, more or better services from Council, and maintenance in the area.

Reasons why Council's overall performance has improved

Wyndham City Council - 2020 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Roads upgrade / improvement	54
Good response / management to COVID incl. online information	25
Parks and gardens have improved	19
Better communication / interaction / engagement with community	10
Infrastructure improvements	9
Better / more services	4
Marketing the work and community engagement (small business supported)	3
Maintenance of area and investment	3
Trees / nature strips maintenance	2
Arts / actively engaging with arts community	2
Change of Council	2
Planning, housing, and development related	6
Accelerated performance	1
Acknowledging different cultures	1
Better infrastructure and new projects are being introduced	1
Better management, quicker than before	1
Can see a lot of new investments	1
Parking near Werribee River	1
Council works increased	1
Hopper Crossings development going on, very impressive, money spent on sports	1
Improvements in core facilities	1
Young families team very good	1
Breast cancer services	1
Kim McKay is a good council officer	1
More facilities	1
There are also more activities for kids	1
Railway	1
Really pleased with the maintenance of the library and the development of shopping centres and road works	1
Responsiveness	1
Walking paths around the area	1
Parking improvements	1
Environment	1



Safety in the area	1
See a lot of upgrade works happening	1
Slight improvement in bin services	1
Solving the issues	1
The bridge for the trains has improved traffic congestion problems	1
Recreational activities have improved	1
The facilities in the library	1
The local area plans have improved	1
Transparency	1

General positive

They have been continuously improving	4
They are trying hard	5
Lot more things coming up / getting done	3
A lot of good change is seen	2
Been good across all	2
Done the best under difficult circumstances	1
Considering how fast Werribee is growing, it's all going well	1
Things are as I expect them to be	1
Things are good around Wyndham right now	1
Very comfortable	1
Very satisfied	1
We can see in Council work	1
Total	191

Deteriorated

The 81 respondents who believed that Council's overall performance had deteriorated in the last 12 months provided a total of 88 responses as to why they believed performance had deteriorated.

These responses have been broadly categorised, as outlined in the following table.

The most common reasons why respondents believe that Council's overall performance has deteriorated related to issues with Council's responsiveness to the needs of the local community, including governance issues (13 responses), a perceived lack of maintenance of parks, gardens, and public spaces (11 responses), issues with roads and roadworks (10 responses), and cleanliness and maintenance (8 responses). A range of other issues were raised by a very small number of respondents.

It is important to bear in mind when exploring these results, that just 6.8% of the 1,200 respondents to the survey believed that performance had deteriorated in the last 12 months, and therefore these open-ended responses reflect the views of a small proportion of the community.



Reasons for why Council's overall performance has deteriorated**Wyndham City Council - 2020 Annual Community Survey***(Number of responses)*

<i>Response</i>	<i>Number</i>
<i>Council governance, management, and responsiveness</i>	
Not caring for the community and promotes selfish agendas	2
Barely been open	1
Can't take proper decisions	1
Dealing with Council is hopeless	1
Didn't manage very well	1
I did not see any new activities	1
I rang up the Council, and nothing happened, I am not happy with response, they waste our money on things they should not do	1
Inefficiency	1
Over complicates things	1
Responsiveness	1
Things take too long to get done	1
Too many fake candidates are assigned	1
Total	13
<i>Parks, gardens and open spaces maintenance</i>	
Maintenance of parks and gardens and open spaces	10
The public spaces are not being maintained	1
Total	11
<i>Roads, roadworks, and traffic management</i>	
Upkeep / maintenance of the roads / roadworks	8
Bad traffic on Palmers Road	1
Traffic lights needed in certain places, very accident prone, shown negligence by the Council	1
Total	10
<i>Cleanliness and maintenance</i>	
Cleanliness around the area, there is rubbish everywhere	2
Very poor / no maintenance	2
Areas need to be cleaned, masks everywhere	1
Dirty surroundings	1
Drive around Wyndham it's all s**t and dirty	1
Not maintained infrastructure	1
Total	8



Communication / interaction / engagement with community

No feedback no communication	3
No information provided about issues	2
Community awareness	1
Need more consultation with residents	1
Total	7

COVID related issues

Because of COVID and restrictions, they were not able to do maintenance	1
Closing the services in COVID was over reaction	1
COVID no maintenance	1
No development during COVID	1
No help with Council in COVID 19 pandemic	1
Not seen anything related to COVID	1
Poor management during COVID	1
Total	7

Trees / nature strips

Trees and nature strips maintenance and upkeep	3
No maintenance of trees	2
Overgrown trees	1
Total	6

Rubbish and waste management

Council services like garbage collection	1
Poor waste management	1
Rubbish is bad	1
Smaller bins	1
The people are restricted through their home they should collect the bins often	1
The rubbish bins have been reducing in the years, but the rates are going up	1
Total	6

Rates

Rates are getting high	5
Total	5



<i>Footpath maintenance</i>	
Footpath not maintained	2
Pathways need fixing	1
Total	3
<i>Planning, housing, and development</i>	
Council planning has gone a bit downhill	2
Town planning issues	1
Total	3
<i>Council services and facilities</i>	
Main building is shut down	1
They have pulled out aged care services	1
Total	2
<i>Safety, policing and crime</i>	
Safety, crimes, and violence	1
Total	1
<i>General negative</i>	
Deteriorated	2
Gone bad	1
Not improved at all	1
They are not doing well	1
They can do much better	1
Total	6
Total	88



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 declined marginally this year, down 2.1% to 6.88 (down from 7.03).

This decline was not statistically significant, and the average satisfaction with governance and leadership remained at a “good” level of satisfaction.

Consistent with the results recorded since 2015, the average satisfaction with governance and leadership performance of the City of Wyndham remained marginally, but not measurably, higher than the metropolitan Melbourne average.

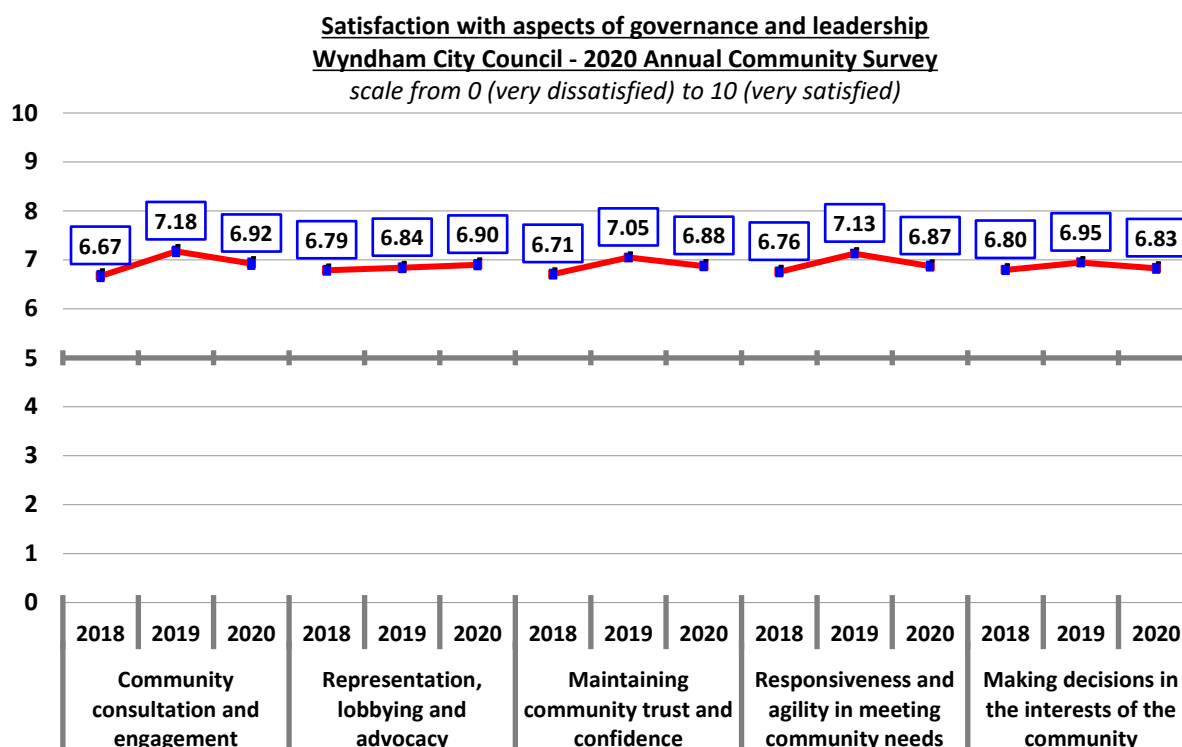
This comparison is sourced from the 2021 *Governing Melbourne* research conducted independently by Metropolis Research.

Satisfaction with four of the five aspects declined somewhat this year, with only satisfaction with “representation, lobbying and advocacy” increasing marginally.

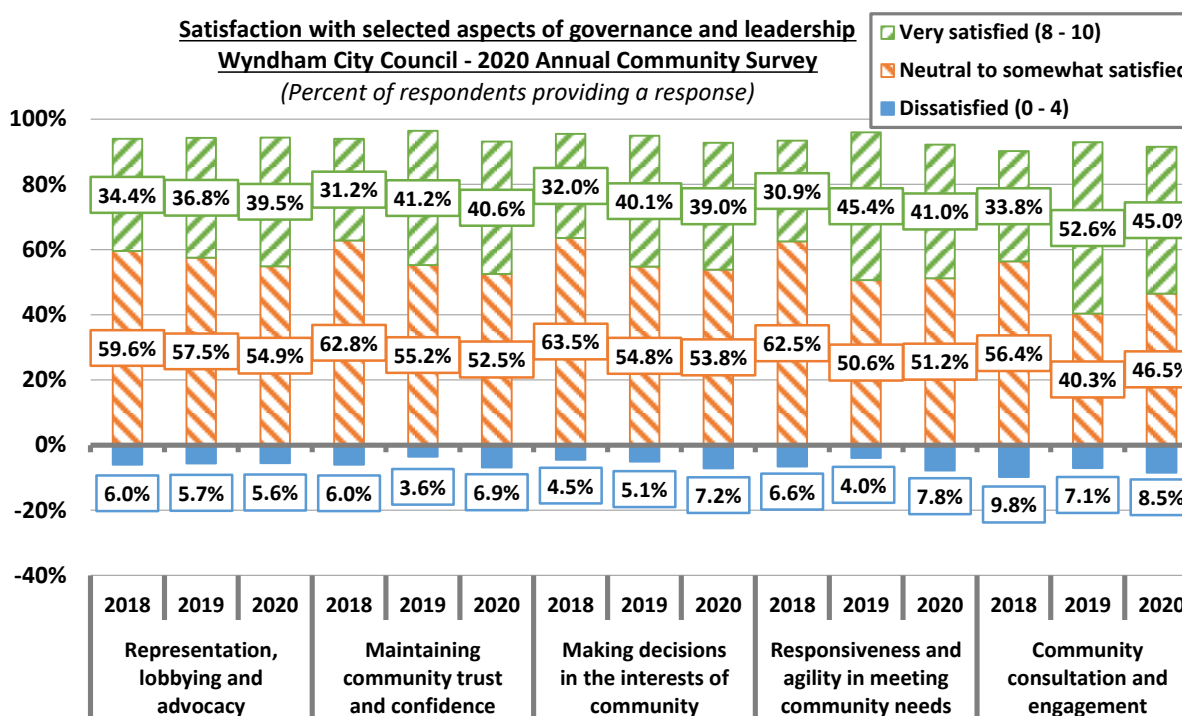
The decline in satisfaction with Council’s community consultation and engagement and the responsiveness of Council to local community needs were statistically significant at the 95% confidence level.

Satisfaction with all five aspects of governance and leadership remained at a “good” level of satisfaction, the same categorisation they have all maintained for the last three years.



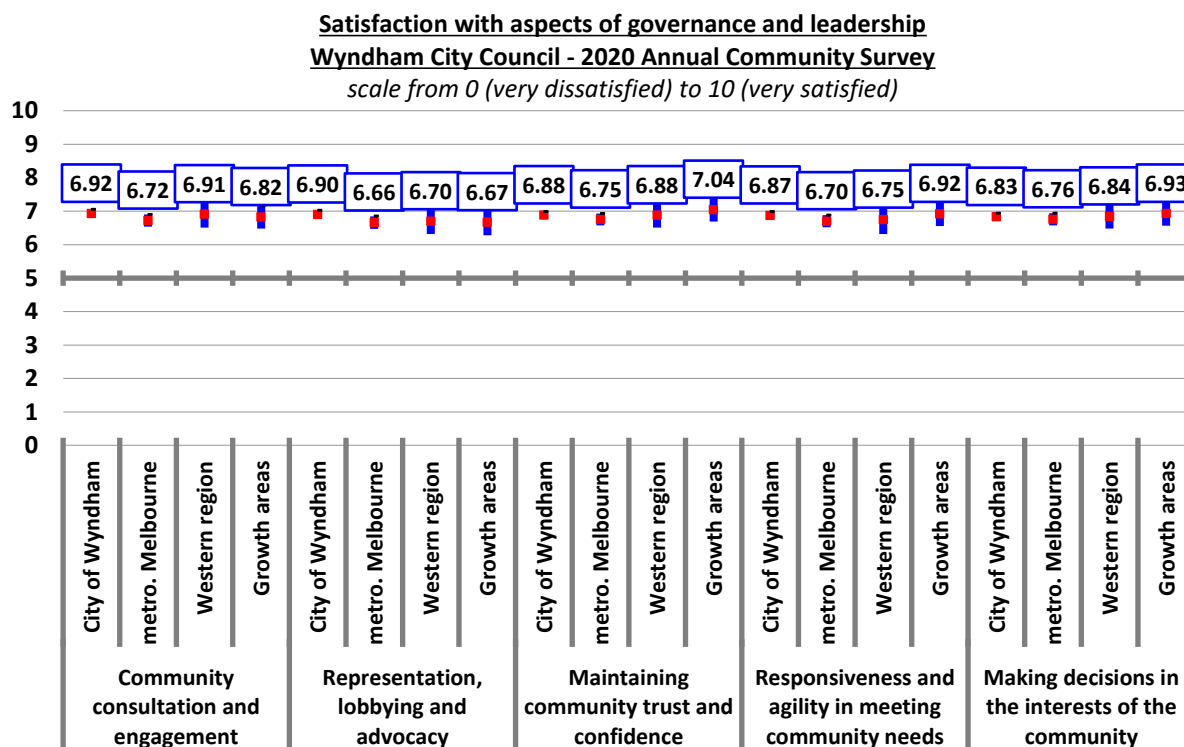


The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (rated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



The following graph provides a comparison of satisfaction with each of the five aspects of governance and leadership for the City of Wyndham, the western region councils, the growth area councils, and the metropolitan Melbourne average, as sourced from the 2021 *Governing Melbourne* research.

There was no statistically significant variation in these results observed, with the City of Wyndham typically recording a result very marginally higher than the metropolitan Melbourne average, similar to the western region, and similar to or a little lower than the growth area councils' average.



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:

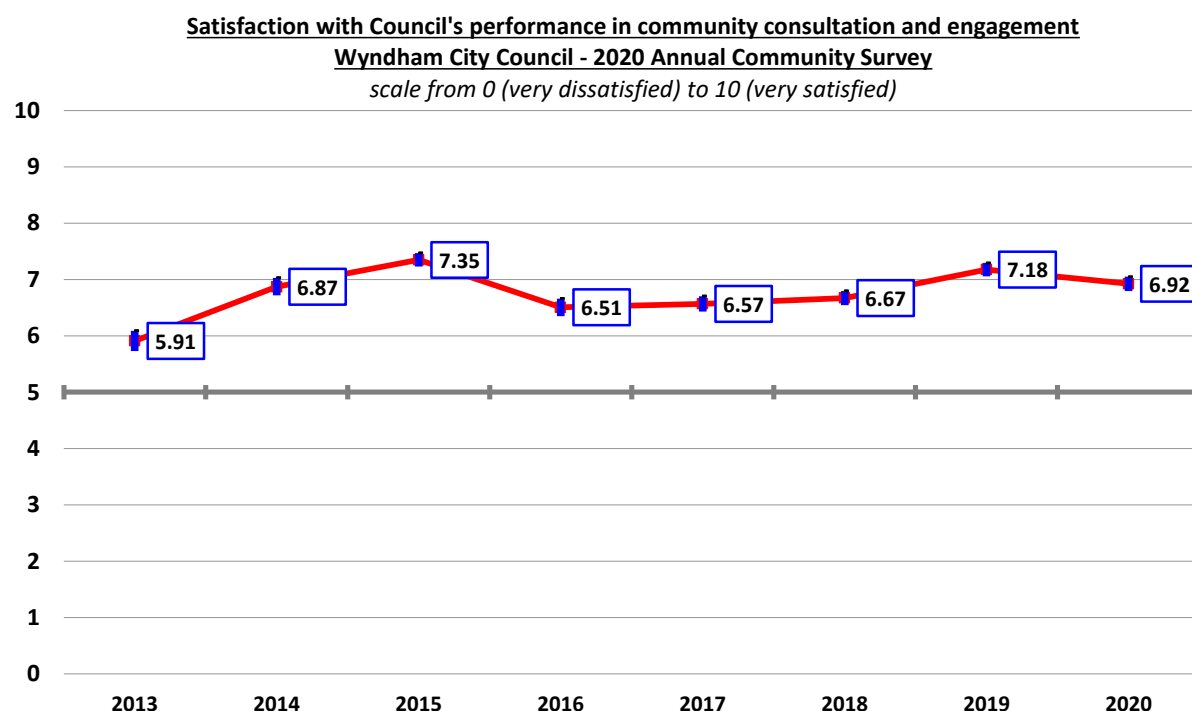
- **More satisfied than average** – it tends to be respondents from Point Cook and Wyndham Vale / Rural precinct, younger adults (aged 18 to 34 years) and senior citizens (aged 75 years and over), female respondents, and respondents from multi-lingual households who are marginally more likely to be satisfied with the various aspects of governance and leadership than the municipal average.
- **Less satisfied than average** – it tends to be respondents from Hoppers Crossing and Werribee, middle-aged (aged 45 to 59 years) and 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 performance declined a statistically significant 3.6% this year, down from 7.18 to 6.92. Despite this decline, satisfaction with community consultation and engagement remains at a “good” level of satisfaction.

Metropolis Research notes that the proportion of respondents nominating “consultation, communication and the provision of information” as one of the top three issues to address for the City of Wyndham “at the moment” increased this year, up from 1.2% to 3.2%.

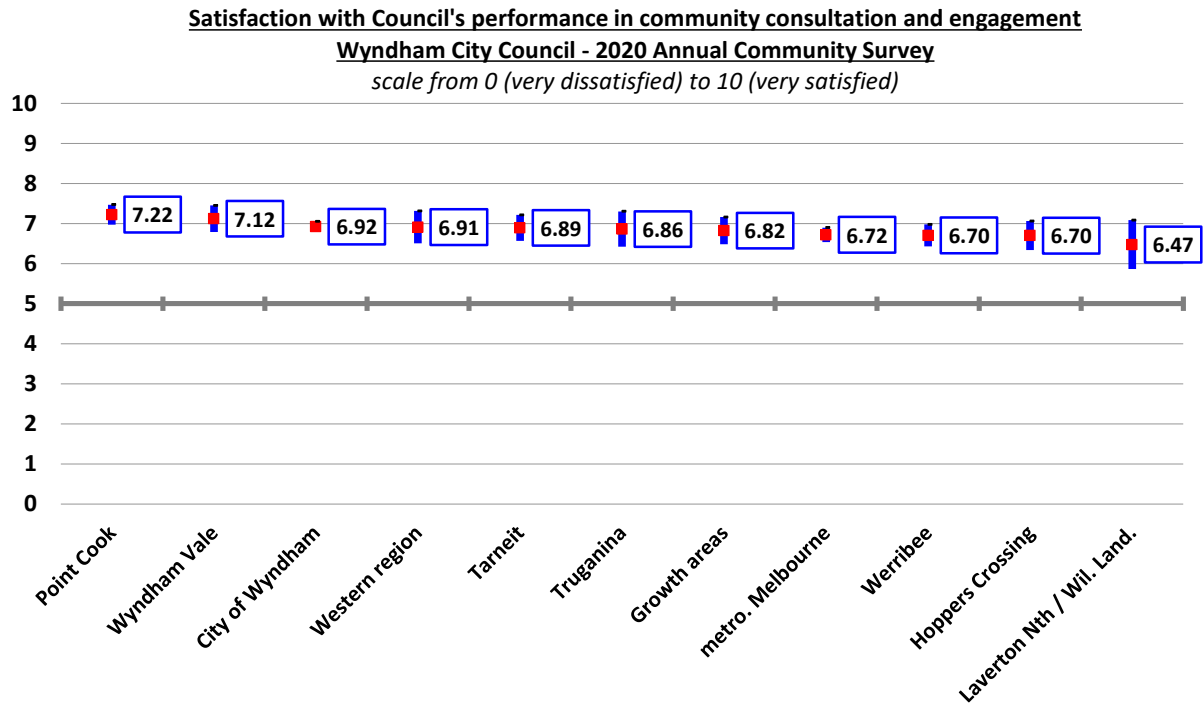
It is also noted that the 38 respondents nominating these issues were, on average, measurably and significantly less satisfied with Council’s overall performance than the municipal average (4.59 compared to 6.92).



There was no statistically significant variation in average satisfaction with Council’s performance in community consultation and engagement observed across the seven precincts comprising the City of Wyndham. It is noted however that:

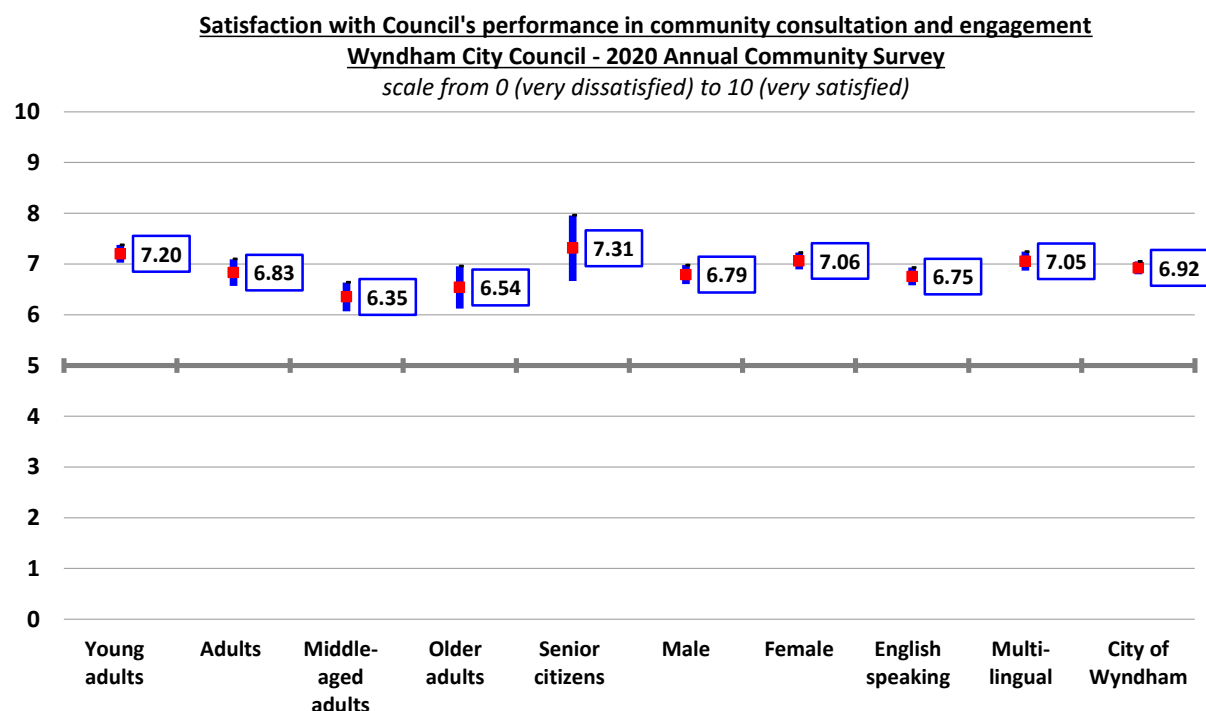
- **Point Cook** – respondents were notably, but not measurably more satisfied with Council’s performance than the municipal average, although still at a “good” level.
- **Laverton North / Williams Landing** – respondents were notably, but not measurably less satisfied than the municipal average and at a “solid” rather than a “good” level.





There was no statistically significant variation in satisfaction with this aspect of governance and leadership observed by respondent profile, although it is noted that:

- **Younger respondents (aged 18 to 34 years) and senior citizens (aged 75 years and over)** – respondents were notably, but not measurably more satisfied than other respondents.
- **Middle-aged and older adults (aged 45 to 74 years)** – respondents were notably, but not measurably less satisfied than the municipal average.
- **Gender** – female respondents were notably but not measurably more satisfied than male respondents.
- **Language spoken at home** – respondents from multi-lingual households were notably, but not measurably more satisfied than respondents from English speaking households.



The main reasons why the small number of respondents were dissatisfied with this aspect of governance and leadership related to a perceived lack of consultation or communication by Council with the community.

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

Wyndham City Council - 2020 Annual Community Survey

(Number of responses)

Response	Number
No consultation	16
No / very little communication	8
Poor communication	4
Don't listen to anything	2
Never hear anything from them	2
38 people at voting thing is unacceptable not enough	1
Community centres only organise for Indians and Blacks	1
Council doesn't have agenda at all	1
Don't get the local paper	1
Don't hear any announcement at all	1
Everything with the Council is abysmal	1
Feedback about public meetings	1
Have their own agenda	1
I don't see it very much	1
I have never got any calls or anything	1
I have never seen or heard anything about this	1



Instead of surveys give me what you're doing	1
Issues with traffic lights and streetlights nothing done	1
Just the newsletter and nothing else	1
Lot of kangaroos around my area. Council don't do anything for them	1
Never approached by anyone	1
No action taken even after ringing them	1
No communication about activities	1
No communication about future projects	1
No consultation about roadworks	1
No consultation at all with residents that are affected with improvement work	1
Only information is through social media	1
Only newsletters. Nothing else	1
Rates are too high	1
Really upset with Council	1
They do not care	1
They do not care about us because we live in Little River	1
They don't come out to speak to people	1
They don't engage with residents	1
Too hard to give feedback and don't telegraph what they're going to do	1
Too long to make a decision	1
Want to have more input into developments	1
We have been asking for public pool in Point Cook	1
Total	65

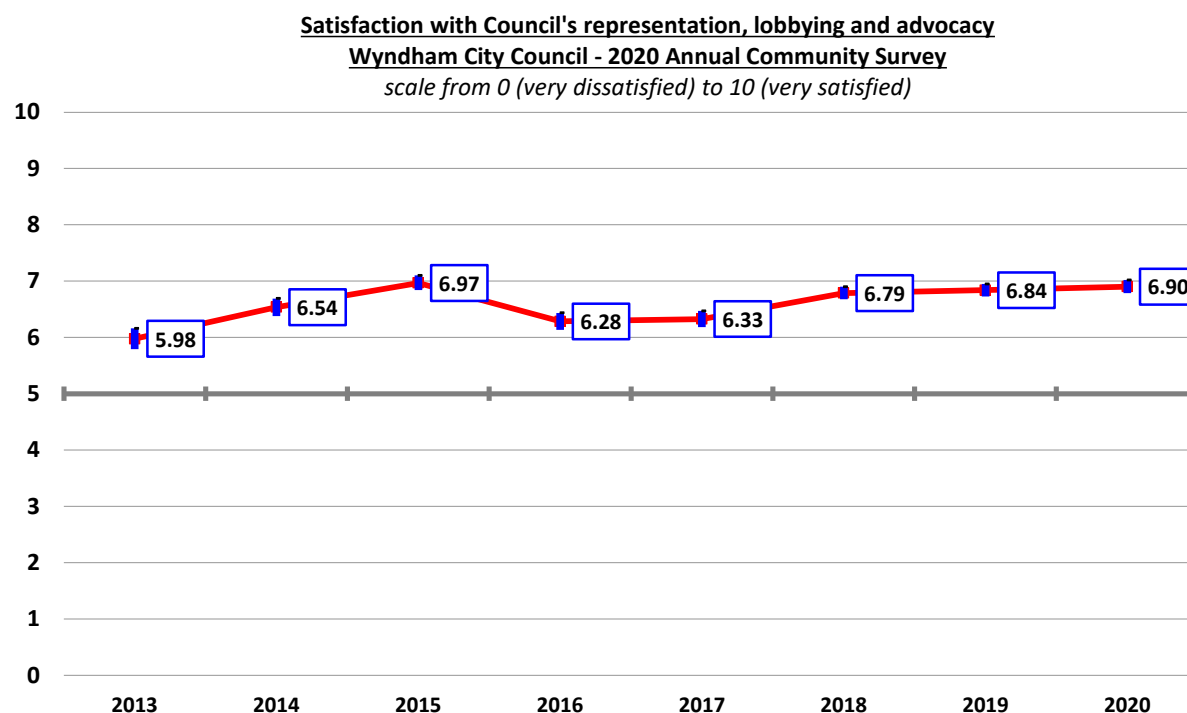
Representation, lobbying and advocacy

Satisfaction with Council's representation, lobbying and advocacy on behalf of the community with other levels of government and private organisations on key issues increased by less than one percent this year, up from 6.84 to 6.90 and remains at a "good" level of satisfaction.

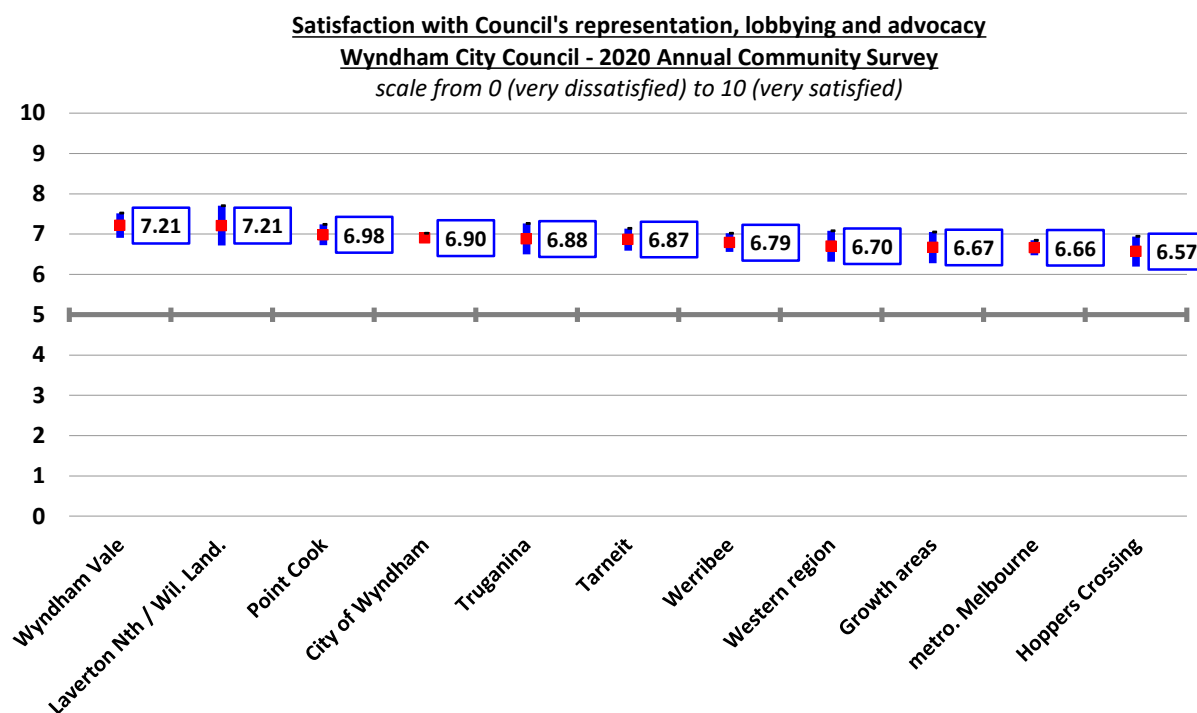
This is the second highest score recorded for this variable since it was first included in the survey program in 2013, and is the highest level recorded since the most recent low point of 6.28 recorded back in 2016.

By way of comparison, this result was marginally but not measurably higher than the western region councils' (6.70), the growth area councils' (6.67) and the metropolitan Melbourne (6.66) averages as recorded in the 2021 *Governing Melbourne* research.



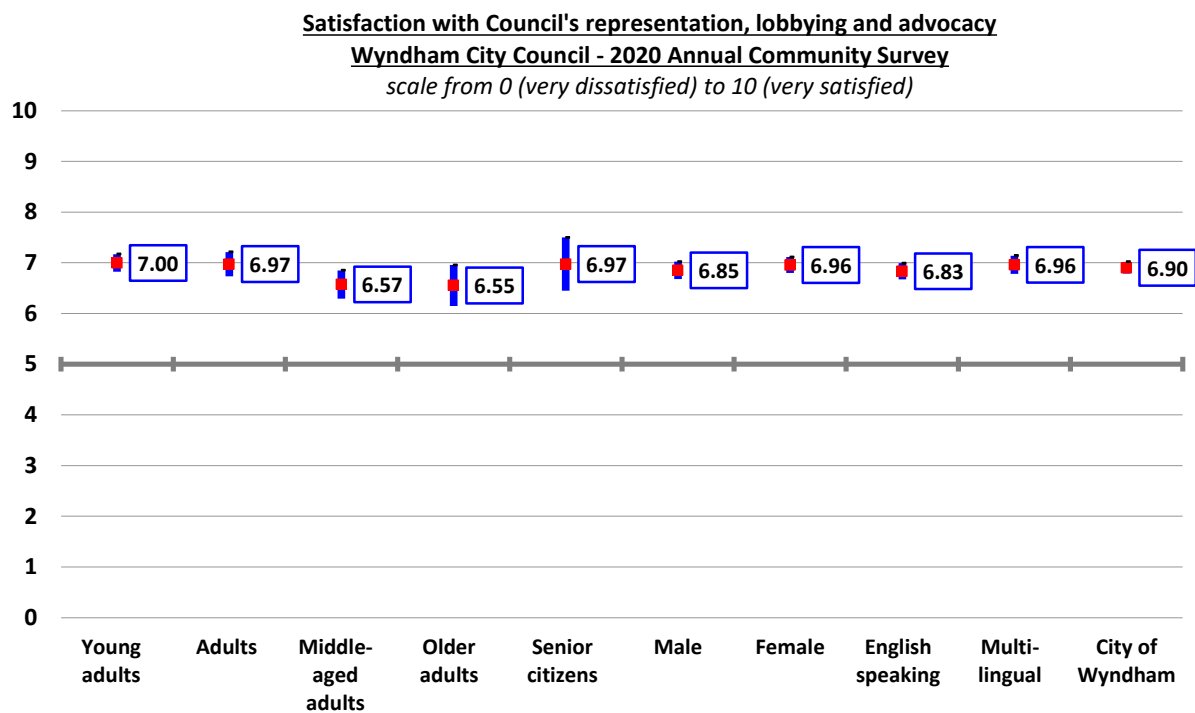


There was no statistically significant variation in the average agreement with this aspect of governance and leadership observed across the seven precincts comprising the City of Wyndham.



There was also relatively little meaningful variation in this result observed by respondent profile, although it is noted that:

- **Middle-aged and older adults (aged 45 to 74 years)** – respondents were somewhat, but not measurably less satisfied than the municipal average.



The main reasons for dissatisfied with this aspect of performance appears to be a lack of visibility of the activities of Council in advocating and lobbying for the community.

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

Wyndham City Council - 2020 Annual Community Survey

(Number of responses)

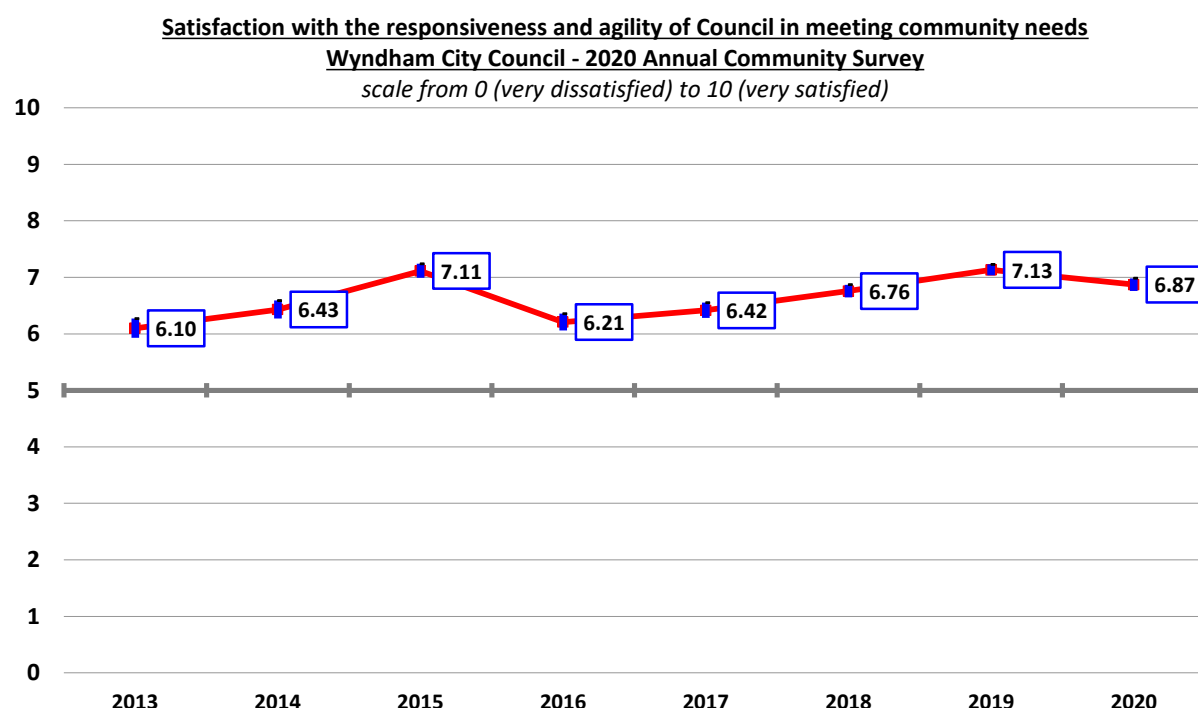
<i>Response</i>	<i>Number</i>
Not seen anything	2
Same reason	2
Battle with state government to be heard	1
Don't know what's going on	1
Inadequately resourced	1
Not enough consultation	1
Rates go up and Council isn't looking at it back it's overlaying with state government about grassland	1
Read lots of stuffs online, don't think so	1
There are no new roads	1
Things only happens around election time	1
Too many high-rise developments	1
Would know if it was a good job	1
Total	14

Responsiveness and agility of Council in meeting community needs

Satisfaction with the responsiveness and agility of Council in meeting community needs declined measurably this year, down 3.6% to 6.87, although it remains at a “good” level of satisfaction.

Despite the 3.6% decline this year, satisfaction with this aspect of governance and leadership remains above the long-term average for this question since 2013 of 6.63.

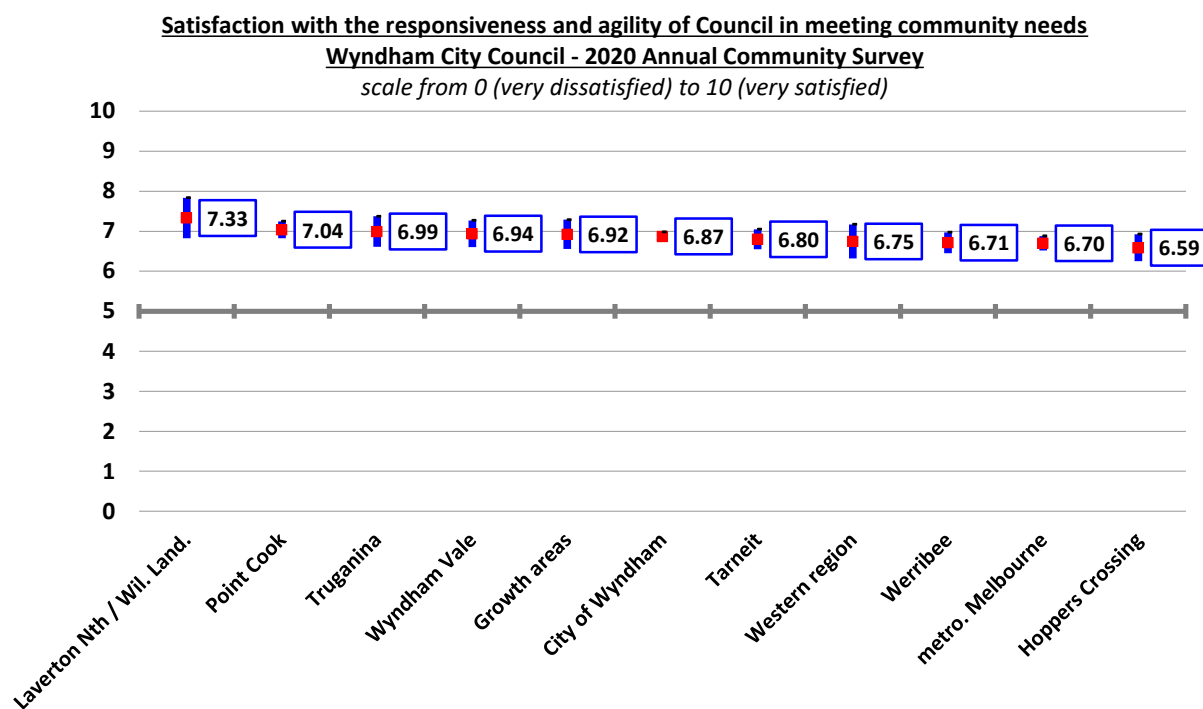
By way of comparison, this result was almost identical to the growth area councils’ average of 6.92, but marginally and not measurably higher than the western region councils’ (6.75) and metropolitan Melbourne (6.70) averages as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research.



Whilst there was no statistically significant variation in this result observed across the seven precincts comprising the City of Wyndham, it is noted that:

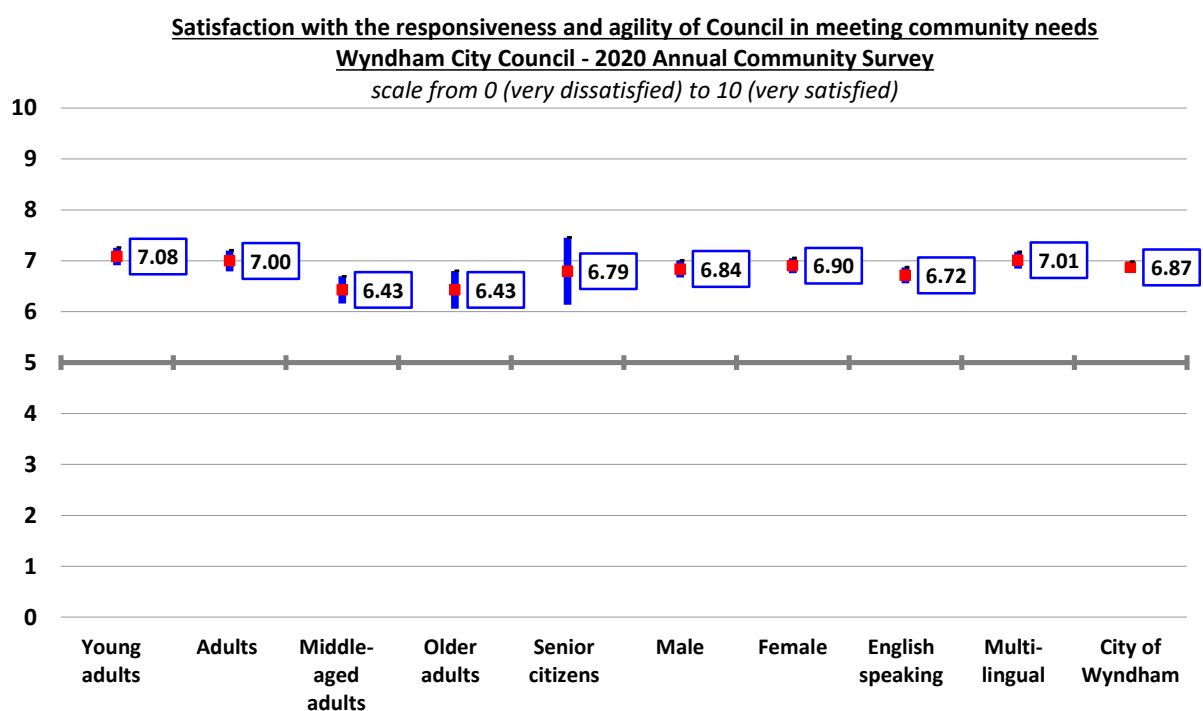
- **Laverton North / Williams Landing** – respondents were substantially but not measurably more satisfied than the municipal average and at a “very good” rather than “good” level.





Whilst there was no statistically significant variation in satisfaction with this aspect of governance and leadership observed by respondent profile, attention is drawn to the following:

- **Middle-aged and older adults (aged 45 to 74 years)** – respondents were somewhat, albeit not measurably less satisfied than other respondents.
- **Language spoken at home** – respondents from multi-lingual households were notably but not measurably more satisfied than respondents from English speaking households.



The main reasons why respondents were dissatisfied with this aspect of performance was a perception of slow or no response from Council.

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

Wyndham City Council - 2020 Annual Community Survey

(Number of responses)

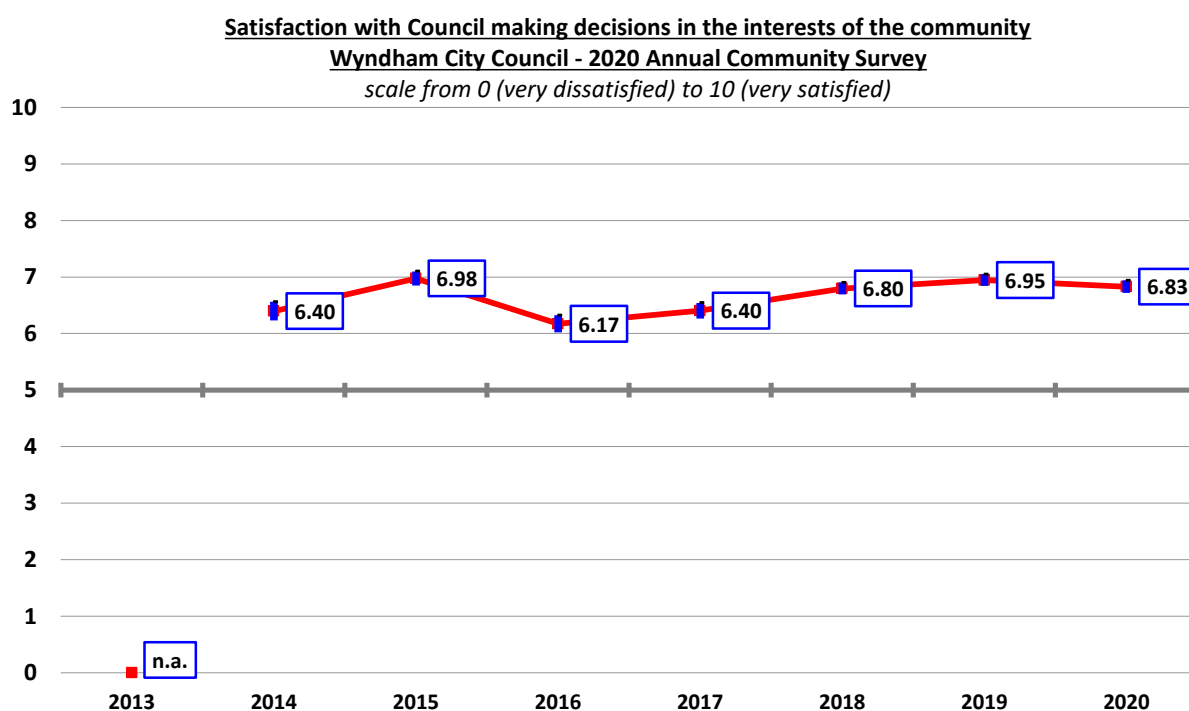
Response	Number
Slow action / service	6
No / slow responsiveness	3
Every time we ring, there's no response	2
Not hear from them very much	2
They just do what they want	2
A lot of needs to be done with gangs in Wyndham	1
Do not take the responsibility of improving Little River area	1
Don't quickly solve problems quickly	1
Drag out issues are obstructive	1
Focused on the wrong things, and not on people safety and care	1
Have not been included in any decisions	1
Must ring quite a few times	1
Haven't met my Councillor yet	1
I have complained about a few things such as people who park on the footpath, but nothing has been done about this	1
Just feel bad, just rates go up, not enough services	1
No consideration during the COVID with rates cut	1
No recycling facilities for shoppers crossing bypass and more for young people	1
Not enough improvements	1
Not enough infrastructure, roads schools	1
Not getting back regarding my issues	1
Not happy with response and outcome when contacting them	1
Not helping people	1
Not responding to our issues such as gutters cleaning and street tree maintenance	1
Not responsible regarding the repair of local roads	1
Nothing happens after calling 100 times	1
Only give information after the fact instead	1
Poor bin services, ignorance from Council	1
Rates are way too expensive for middle class families	1
Rates should not have been increased during pandemic should be lowered	1
Rubbish everywhere	1
Spent a lot of money on leisure centre, and don't attend to people's needs	1
The roads and parking in local area	1
They are not meeting the community needs	1
They are not meeting the needs of the people of Little River	1
They only care of only certain people	1
Very poor dealing with elderly people	1
Total	46



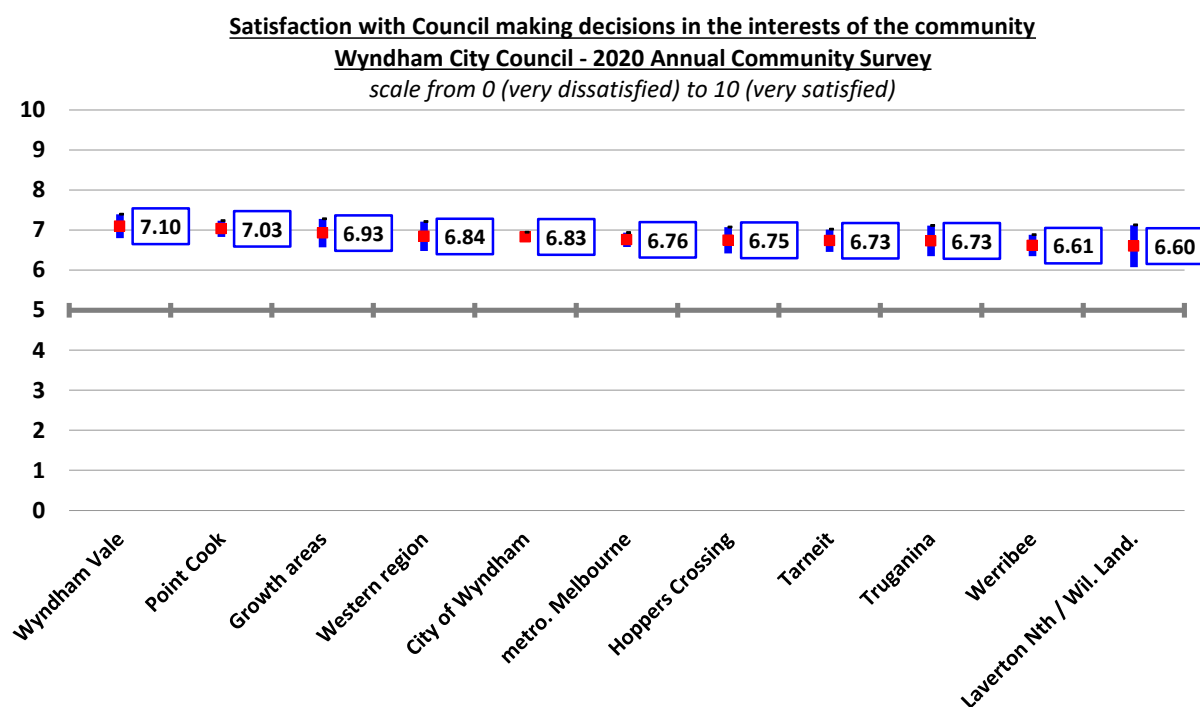
Making decisions in the interests of the community

Satisfaction with Council’s performance making decisions in the interests of the community declined marginally but not measurably this year, down 1.7% to 6.83, although it remains at a “good” level of satisfaction.

By way of comparison, this result was marginally lower than the growth area councils’ average (6.93), almost identical to the western region councils’ average (6.84), and marginally higher than the metropolitan Melbourne average (6.76), as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research.

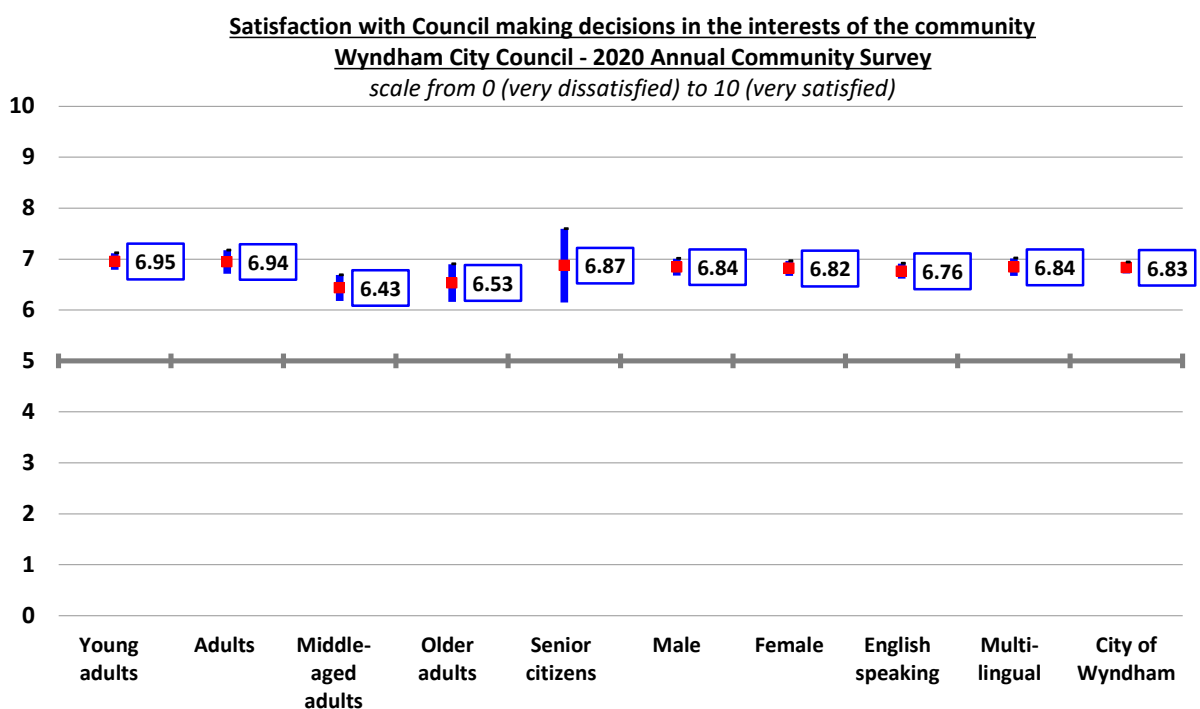


There was no statistically significant variation in satisfaction with Council’s performance making decisions in the interests of the community observed across the municipality.



Whilst there was no statistically significant variation in satisfaction with this aspect of governance and leadership observed by respondent profile, it is noted that:

- **Middle-aged and older adults (aged 45 to 74 years)** – respondents were somewhat, albeit not measurably less satisfied than other respondents.



The most common reasons for dissatisfaction with this aspect of Council performance appears to be a perceived lack of consultation with the community, and a perception by a small number that Council is either acting as a business or acting in its own interests rather than in the interests of the community.

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

Wyndham City Council - 2020 Annual Community Survey

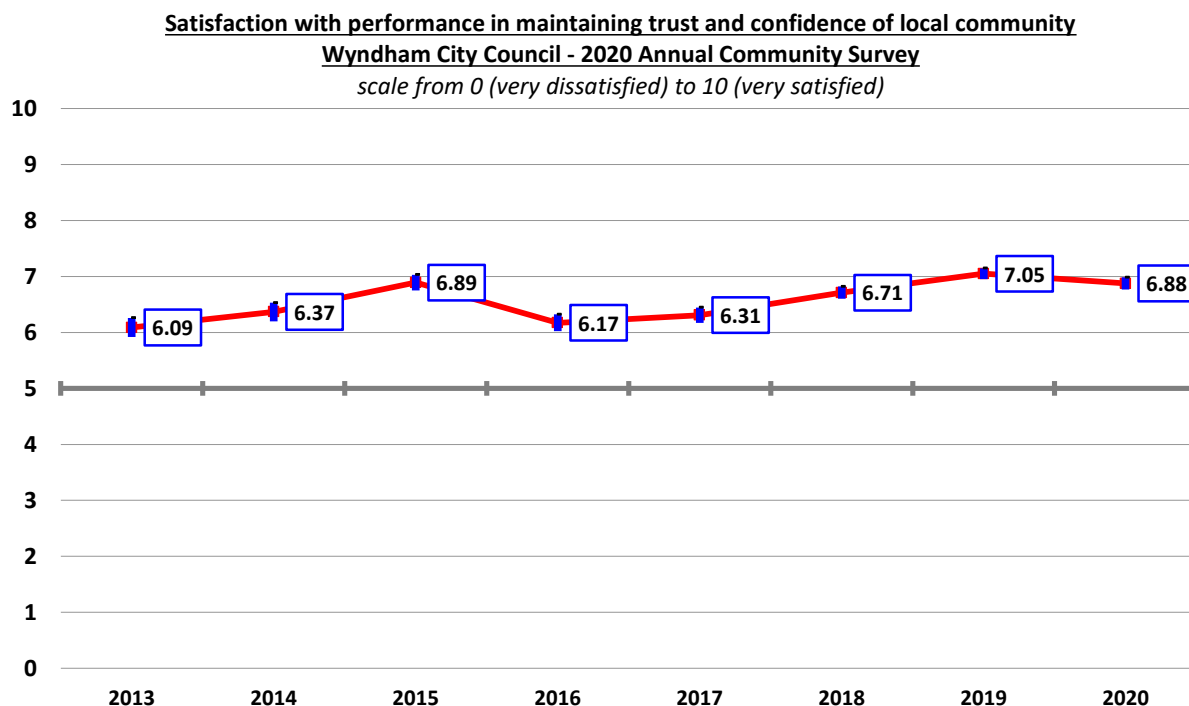
(Number of responses)

<i>Response</i>	<i>Number</i>
Not consulting residents	3
Council doesn't actively communicate with the community	2
Council has no explanations to my concerns	2
No consideration or communication	2
Self-interested involved a lot	2
Aiming only certain community	1
Been included in any decisions	1
Community services	1
Council being run as a business	1
Don't work for the Council	1
Must ring them up many times for the same reason	1
I moved to the new property this year, the planning in the local area is not as the Council claimed they would do, after 6 months still	1
Kangaroos	1
Little things that need to be done and they're not doing them	1
Lots of false claims by Council	1
My issue about the safety has not being solved and followed what is on the paper	1
Not cleaning drains	1
Not doing a good job	1
Number of issues	1
Only a certain group of peoples' decisions are considered	1
Only interested in fines	1
Out for money not people's interest	1
Rates are too high	1
Responsiveness is very slow	1
Spending money on things that I can't see	1
The Council has a country mentality	1
The living conditions is horrible	1
The roads decisions, the roundabouts I can't see what is coming	1
They don't do anything for the community	1
They don't listen to what we have to say	1
They don't make any decisions	1
They waste money	1
Too many rules	1
Unnecessary parking tickets	1
Total	40



Maintaining trust and confidence of the local community

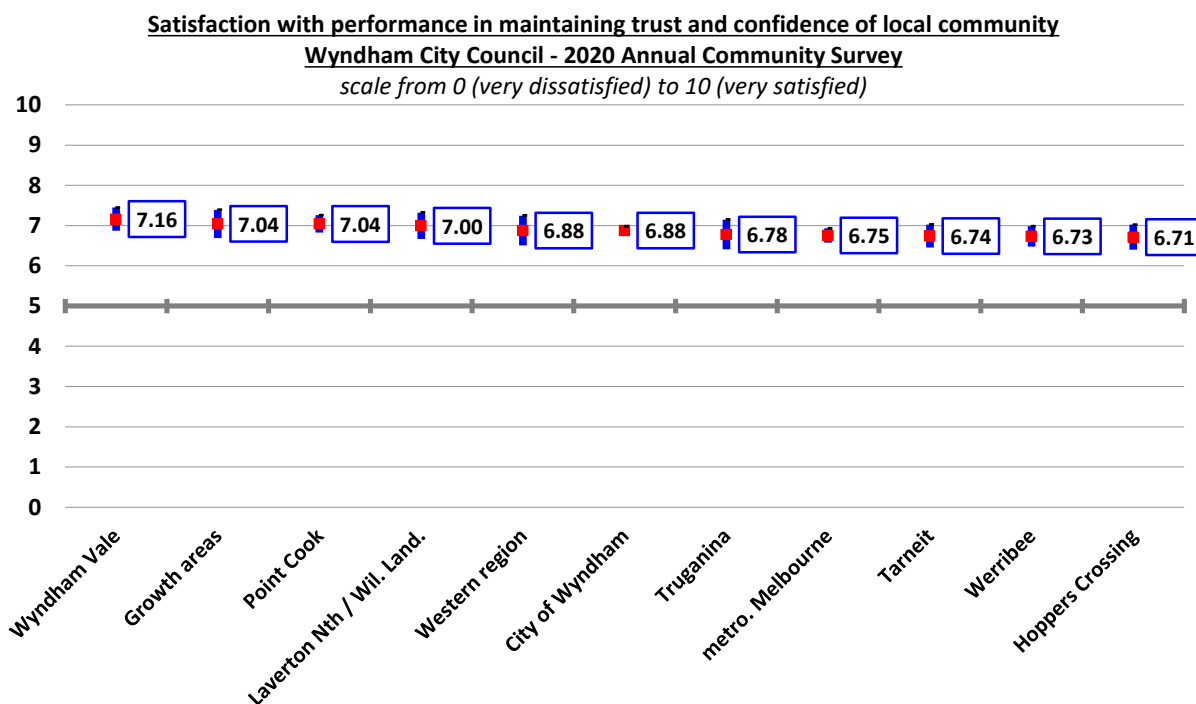
Satisfaction with Council's performance maintaining the trust and confidence of the local community declined marginally but not measurably this year, down 2.4% to 6.88, although it remains at a "good" level of satisfaction.



By way of comparison, this result was marginally lower than the growth area councils' average (7.04), identical to the western region councils' average (6.88), and marginally higher than the metropolitan Melbourne average (6.75), as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research.

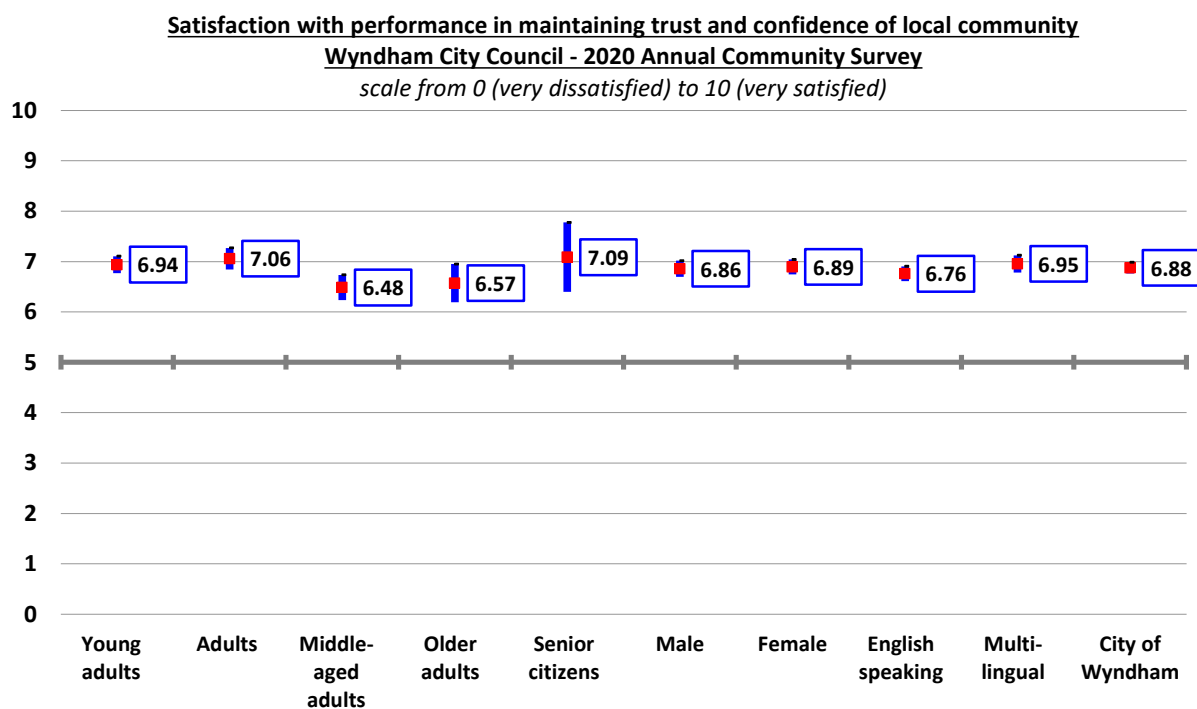
None of these variations were statistically significant.

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



Whilst there was no statistically significant variation in satisfaction with this aspect of governance and leadership observed by respondent profile, attention is drawn to the following:

- **Middle-aged and older adults (aged 45 to 74 years)** – respondents were somewhat, albeit not measurably less satisfied than other respondents.
- **Language spoken at home** – respondents from multi-lingual households were marginally but not measurably more satisfied than respondents from English speaking households.



The most common reasons why respondents are dissatisfied with this aspect of Council performance appears to a generalised lack of confidence or trust in Council, a perceived lack of action and too much talk, as well as the perception by a small number that Council is not acting in the best interests of the community.

Reasons for dissatisfaction with Council's performance in maintaining trust and confidence of community

Wyndham City Council - 2020 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
No confidence / trust / faith in Council	6
Too many people in election	2
Dodgy council	1
Don't do roads and sell off rubbish don't do anything	1
Even after you call don't do anything	1
Focus on stuff doesn't need, but focus on others doesn't need	1
Grass not maintained near Morris Road Bridge Creek, too many snakes	1
Have not seen or heard anything from the Council	1
Issues don't get resolved	1
Lot of infighting especially Mayor	1
Lots of false claims being made by Council	1
Lots of things haven't been sorted out. Everyone passing the buck	1
My issue about the safety has not being solved and followed what is on the paper	1
Never resolve issues	1
No communication with the residents	1
Do not care about	1
Rubbish problems, bins not good	1
Taken away good services	1
The latest elections revealed a lot of fraudulent people	1
The previous Council was not doing what was the best for the community	1
They are outdated	1
They don't do things. Hear a lot of talk and not much action	1
They organised trip for themselves	1
Too expensive	1
Werribee South beach needs a clean up	1
Total	31



Summary of satisfaction with aspects of governance and leadership

Satisfaction with selected aspects of governance and leadership

Wyndham City Council - 2020 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	2020	993	6.92	8.5%	46.5%	45.0%
	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%
Maintaining community trust and confidence	2019	927	6.84	5.7%	57.5%	36.8%
	2020	851	6.90	5.6%	54.9%	39.5%
	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%
Responsiveness and agility in meeting community needs	2018	982	6.71	6.0%	62.8%	31.2%
	2019	1,061	7.05	3.6%	55.2%	41.2%
	2020	1,036	6.88	6.9%	52.5%	40.6%
	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%
Making decions in the interests of the community	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%
	2020	1,028	6.87	7.8%	51.2%	41.0%
	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%
Making decions in the interests of the community	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%
	2020	1,040	6.83	7.2%	53.8%	39.0%



Council performance

Respondents were asked:

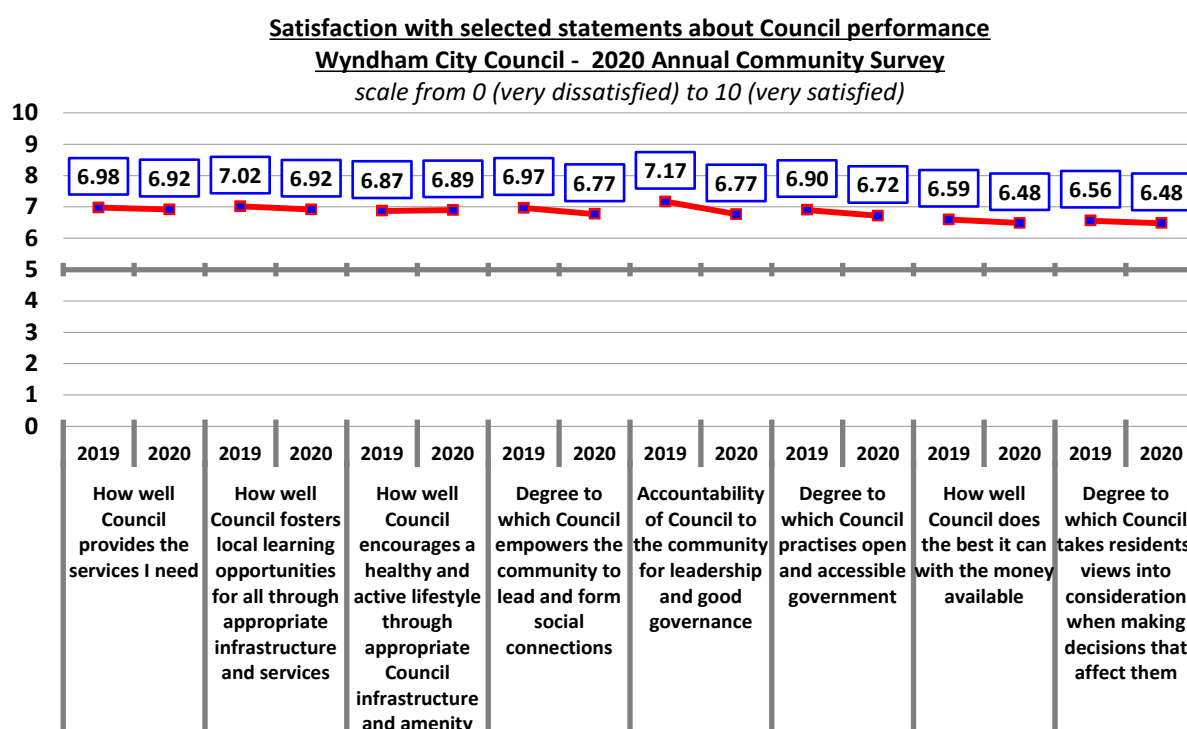
“On a scale of 0 (lowest) to 10 (highest), please rate your personal level of satisfaction with the following aspects of Council’s performance?”

This set of questions relating to respondents’ satisfaction with the performance of Council across eight aspects of performance were included for the first time in the survey in 2018. These statements were designed by officers of Wyndham City Council, with some minor input from Metropolis Research.

It is important to bear in mind that the underlying aspects of Council performance explored in this section are also explored in the [Governance and leadership](#) section of this report. It is in this section that comparisons to results observed elsewhere are available, as these questions have only been asked for the City of Wyndham.

Satisfaction with all seven of the eight aspects of Council performance declined marginally but not measurably this year, with the average satisfaction with all eight declining by two percent to 6.74 out of 10. Only one of these eight aspects of Council performance reported a statistically significant decline in satisfaction, that being the “accountability of Council to the community for leadership and good governance”, which declined 5.6% this year to 6.77.

Satisfaction with six of the eight statements remained at a “good” level of satisfaction, whilst satisfaction with “how well Council does the best it can with the money available” (6.48) and the “degree to which Council takes residents’ views into consideration when making decisions that affect them” (6.48) both declined from a “good” to a “solid” level of satisfaction this year.



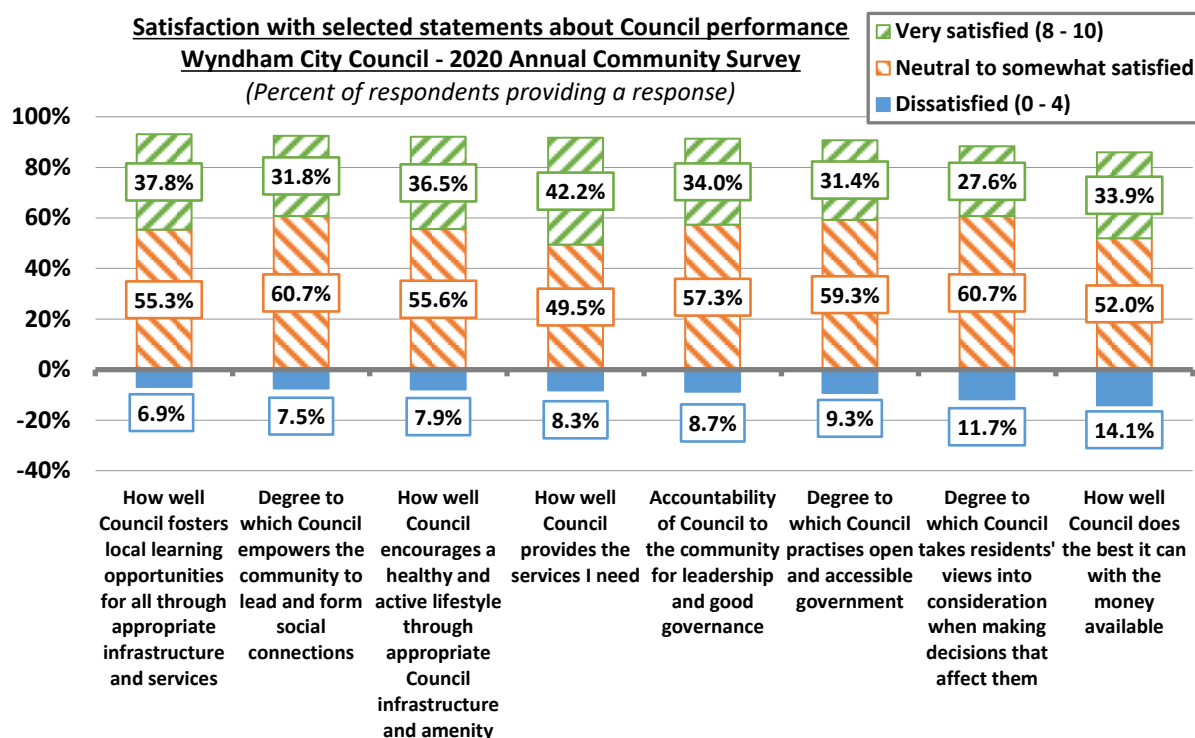
The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (rated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

Consistent with the results recorded in previous years, approximately one-third of respondents were “very satisfied” with each of these eight aspects of Council performance.

Particular attention is drawn to the fact that 42.2% of respondents were “very satisfied” with “how well Council provides the services I need”, whilst a little more than one-quarter (27.6%) were “very satisfied” with the “degree to which Council takes residents’ views into consideration when making decisions that affect them”.

Between 6.9% and 14.1% were dissatisfied with each of these eight aspects of Council performance.

It is noted that more than 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

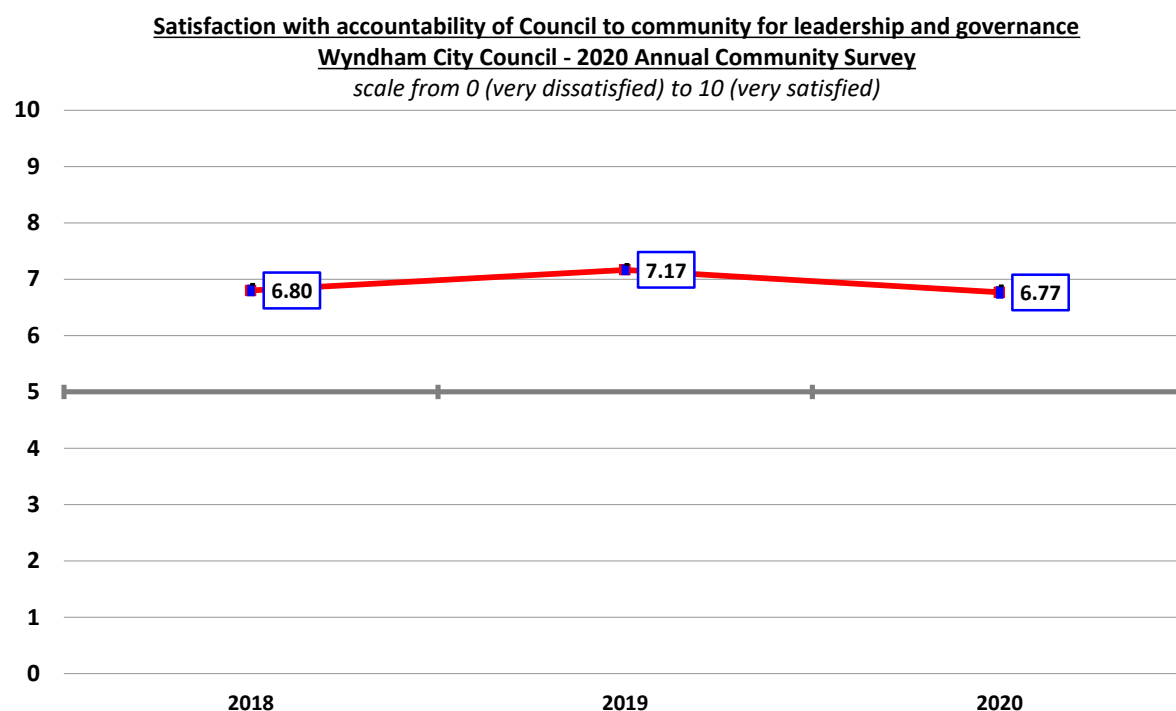
The following section provides a breakdown of satisfaction with the eight aspects of Council performance for each of the six precincts comprising the City of Wyndham, as well as by respondent profile (including age structure, gender, and language spoken at home).

In general terms, it is clear that:

- **More satisfied than average** – it tends to be respondents from Wyndham Vale / Rural precinct, younger respondents, female respondents, and respondents from multi-lingual households who are likely to be marginally more satisfied with some aspects of Council performance than the municipal average.
- **Less satisfied than average** – it tends to be the small sample of 42 respondents from Laverton North / Williams Landing, middle-aged and older adults (aged 45 to 74 years), male respondents, and respondents from English speaking households who are likely to be marginally more satisfied with the various aspects of governance and leadership.

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

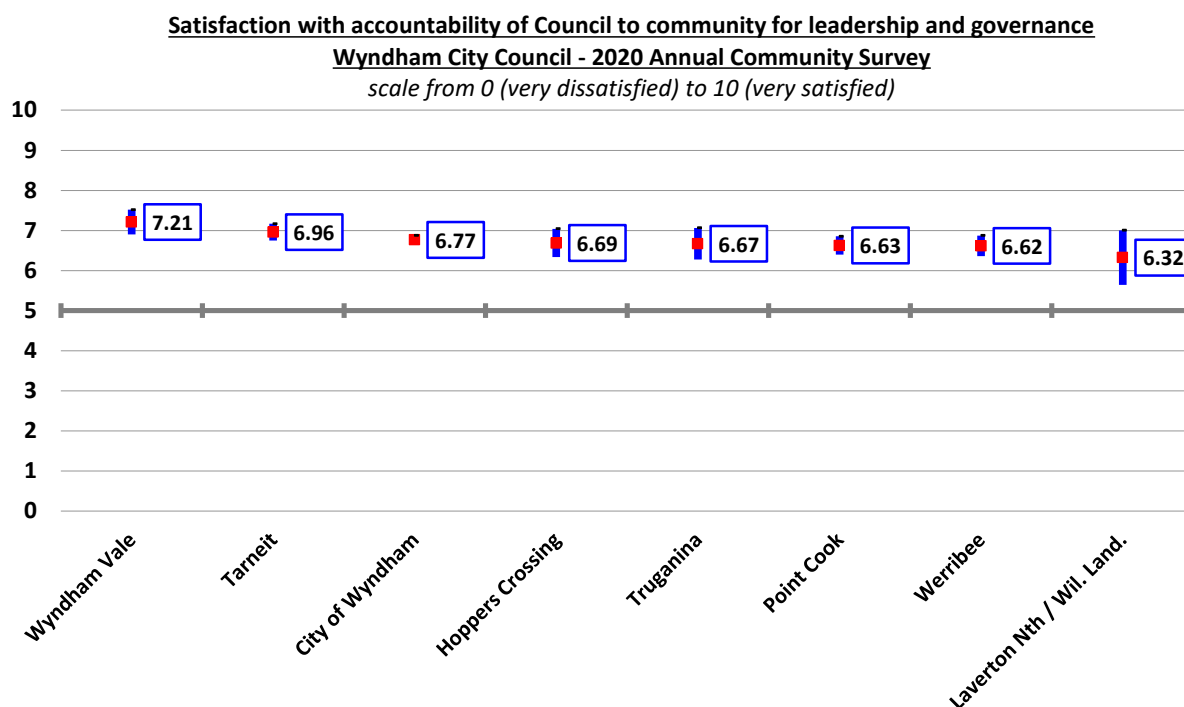
Satisfaction with the accountability of Council to the community for leadership and good governance declined measurably this year, down 5.6% to 6.77, although it remains at a “good” level of satisfaction.



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

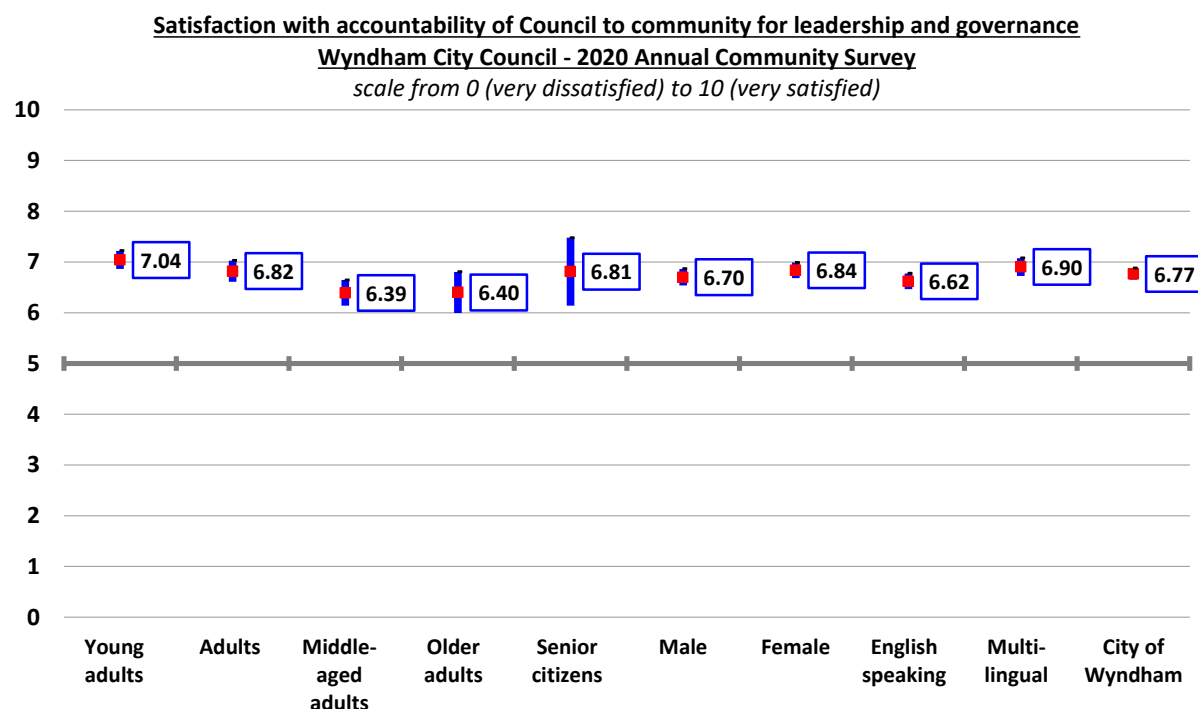
- **Wyndham Vale / Rural** – respondents were measurably more satisfied than the municipal average, although still at a “good” level of satisfaction.
- **Laverton North / Williams Landing** – respondents were notably, but not measurably less satisfied than the municipal average and at a “solid” rather than a “good” level.





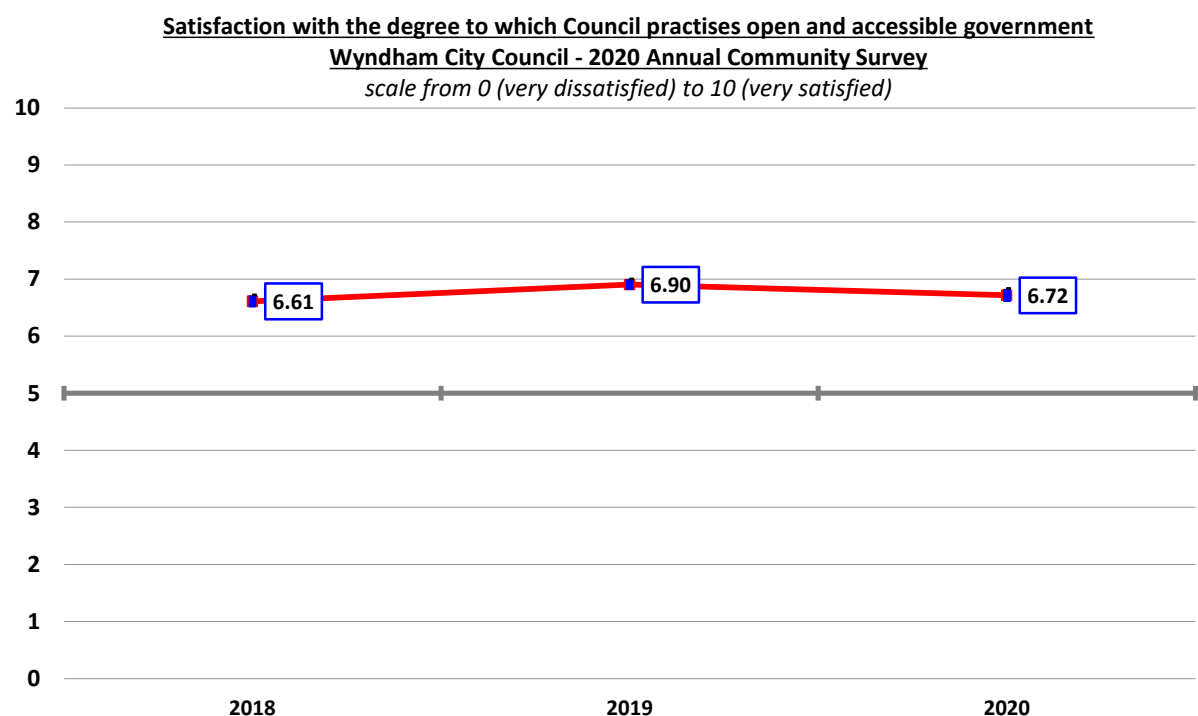
There was some statistically significant variation in this result observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were measurably more satisfied than the municipal average.
- **Middle-aged and older adults (aged 45 to 74 years)** – middle aged adult respondents were measurably less satisfied and older adults notably less satisfied than the municipal average and at “solid” rather than “good” levels of satisfaction.
- **Gender** – female respondents were somewhat, albeit not measurably more satisfied than male respondents.
- **Language spoken at home** – respondents from multi-lingual households were measurably more satisfied than respondents from English speaking households.



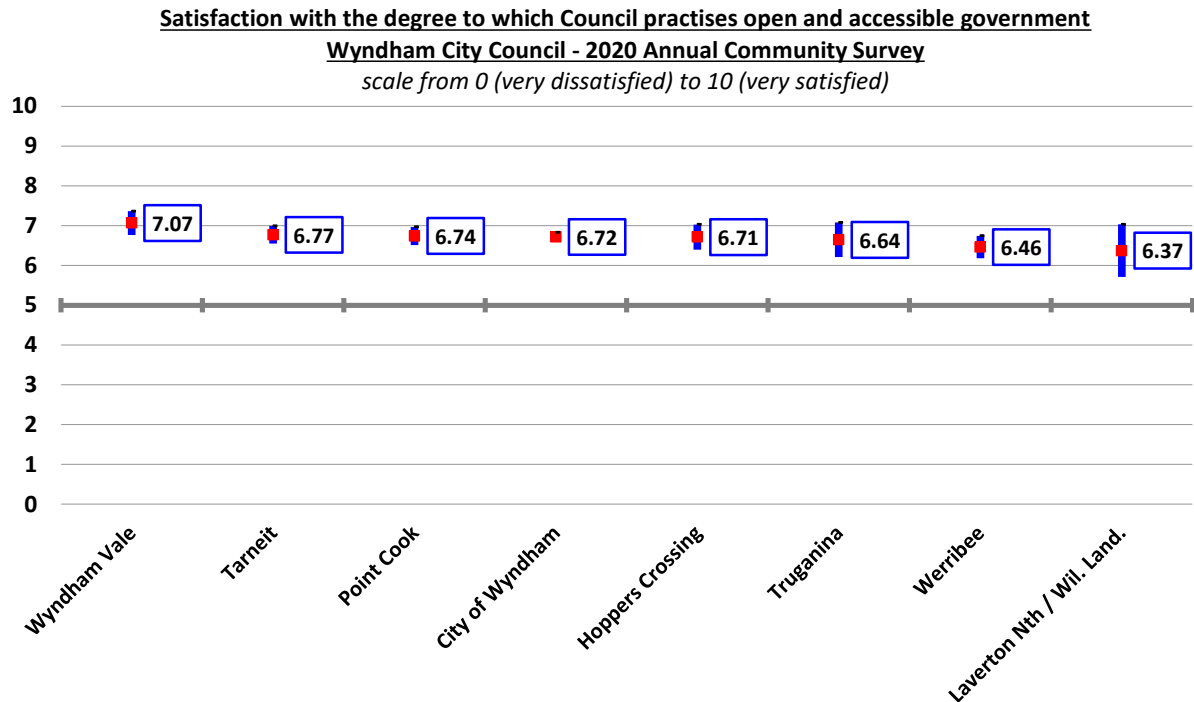
Council practices open and accessible government

Satisfaction with the degree to which Council practices open and accessible government declined substantially this year, down 2.6% to 6.72, although it remains at a “good” level.



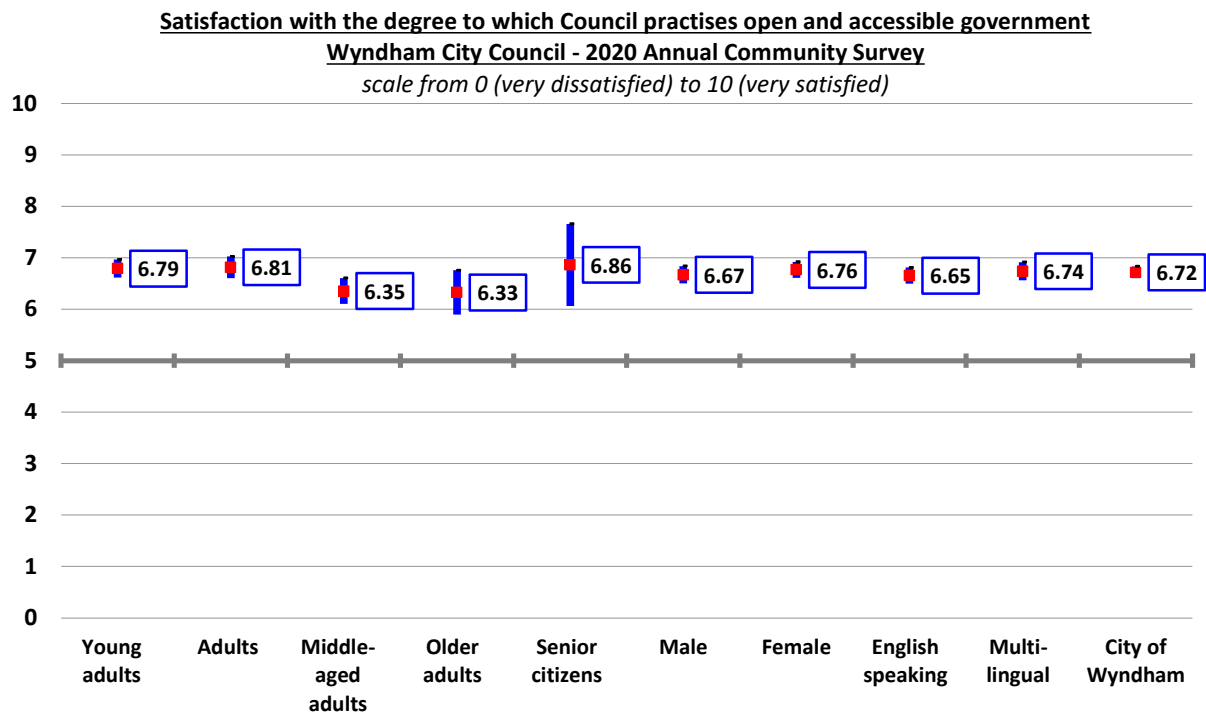
There was no statistically significant variation in this result observed across the seven precincts comprising the City of Wyndham.





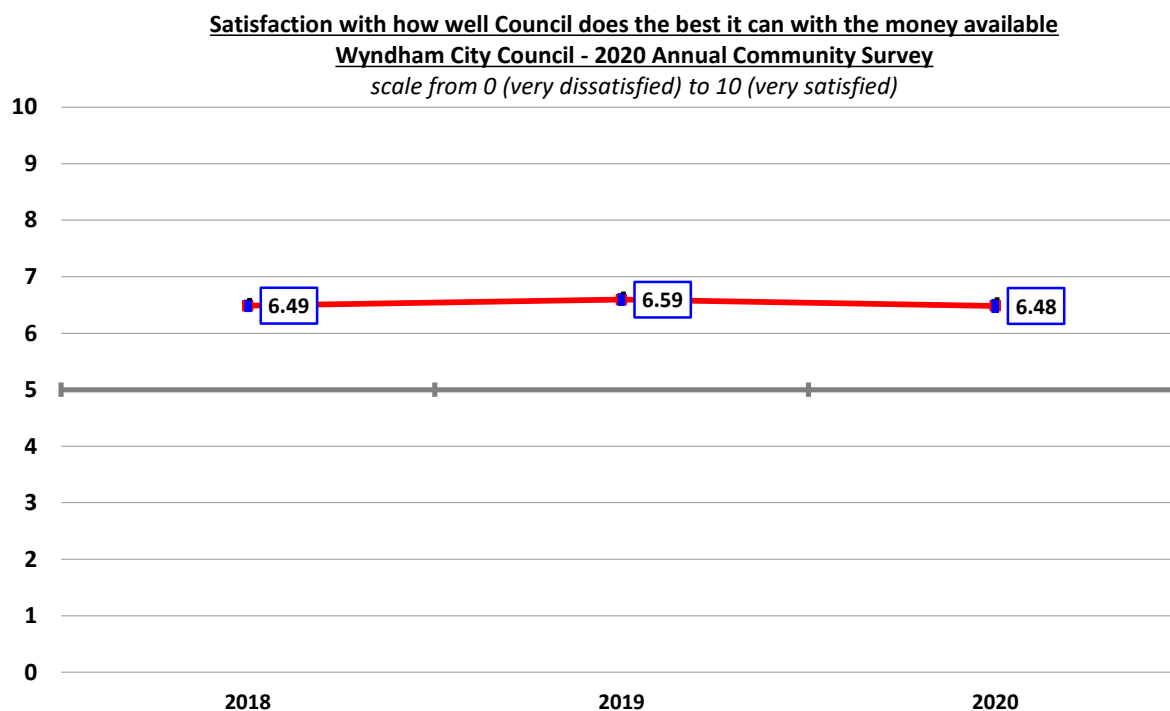
There was no statistically significant variation in this result observed by respondent profile, although it is noted that:

- **Middle-aged and older adults (aged 45 to 74 years)** – respondents were somewhat, albeit not measurably less satisfied than the municipal average.

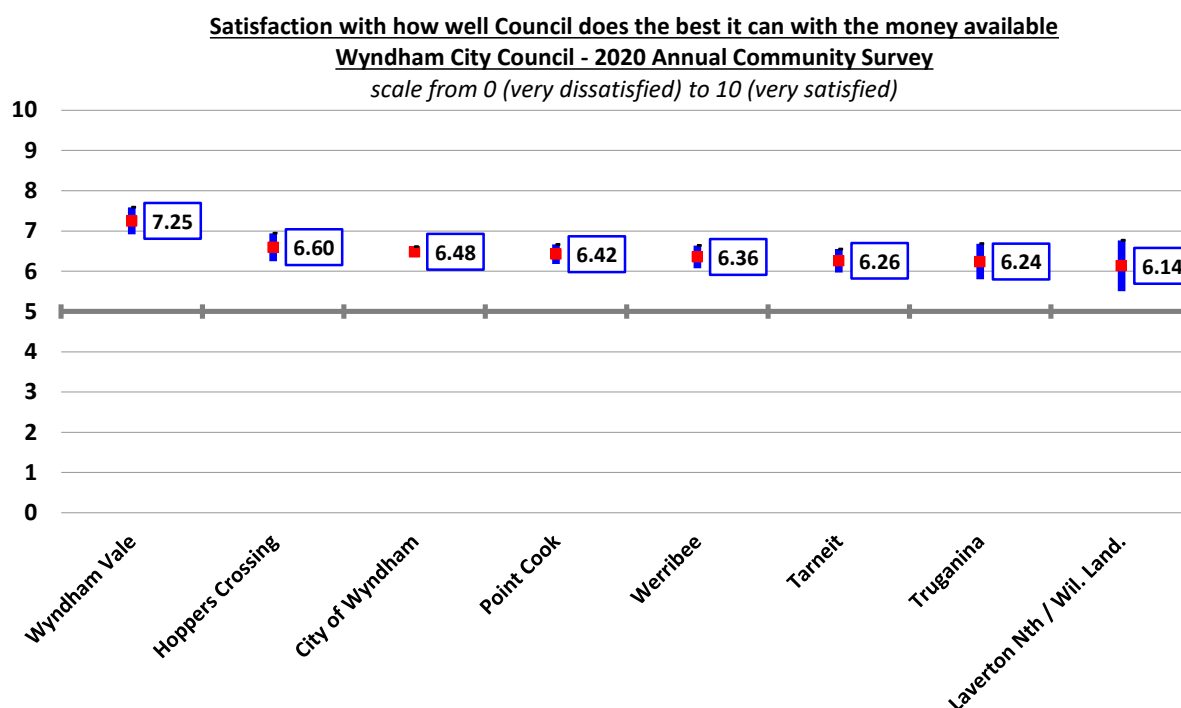


Council does the best it can with the money available

Satisfaction with how well Council does the best it can with the money available declined marginally but not measurably this year, down 1.7% to 6.48. This is a “solid” rather than a “good” level of satisfaction. Satisfaction with this aspect of governance and leadership has remained very stable over the course of the last three years.

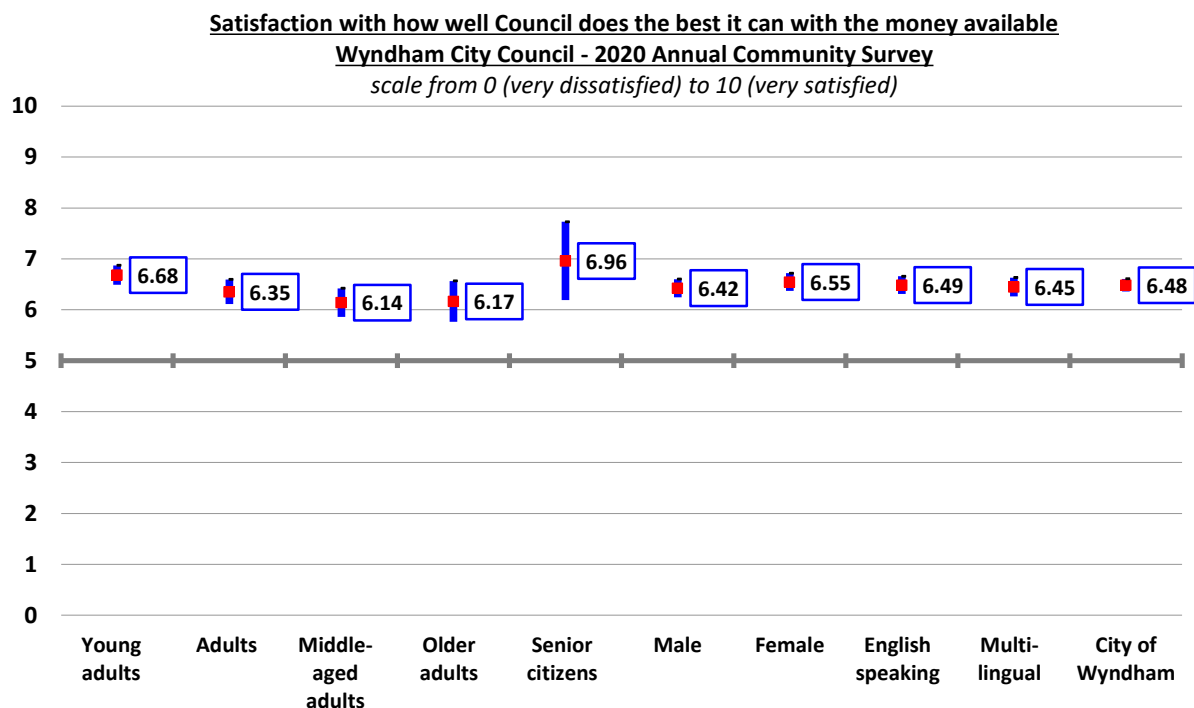


There was statistically significant variation in satisfaction with this aspect of governance and leadership observed across the municipality, with respondents from Wyndham Vale measurably more satisfied than the municipal average and at a “very good” level.



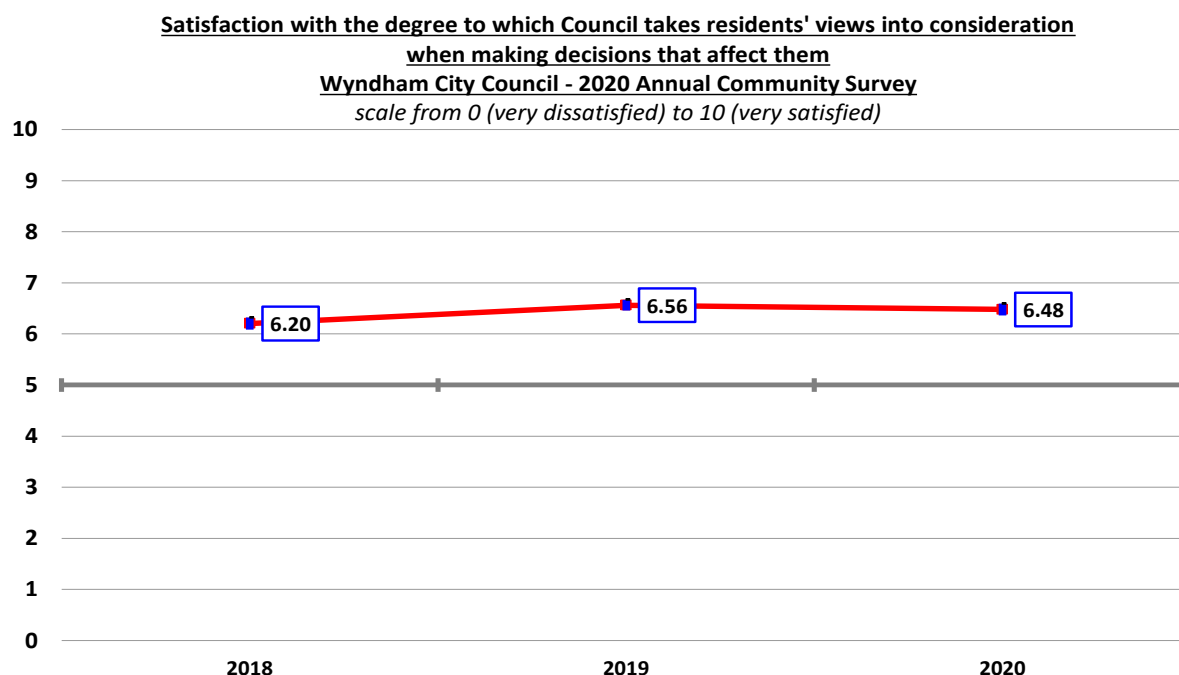
There was no statistically significant variation in this result observed by respondent profile, although it is noted that:

- **Middle-aged and older adults (aged 45 to 74 years)** – respondents were somewhat, albeit not measurably less satisfied than the municipal average.

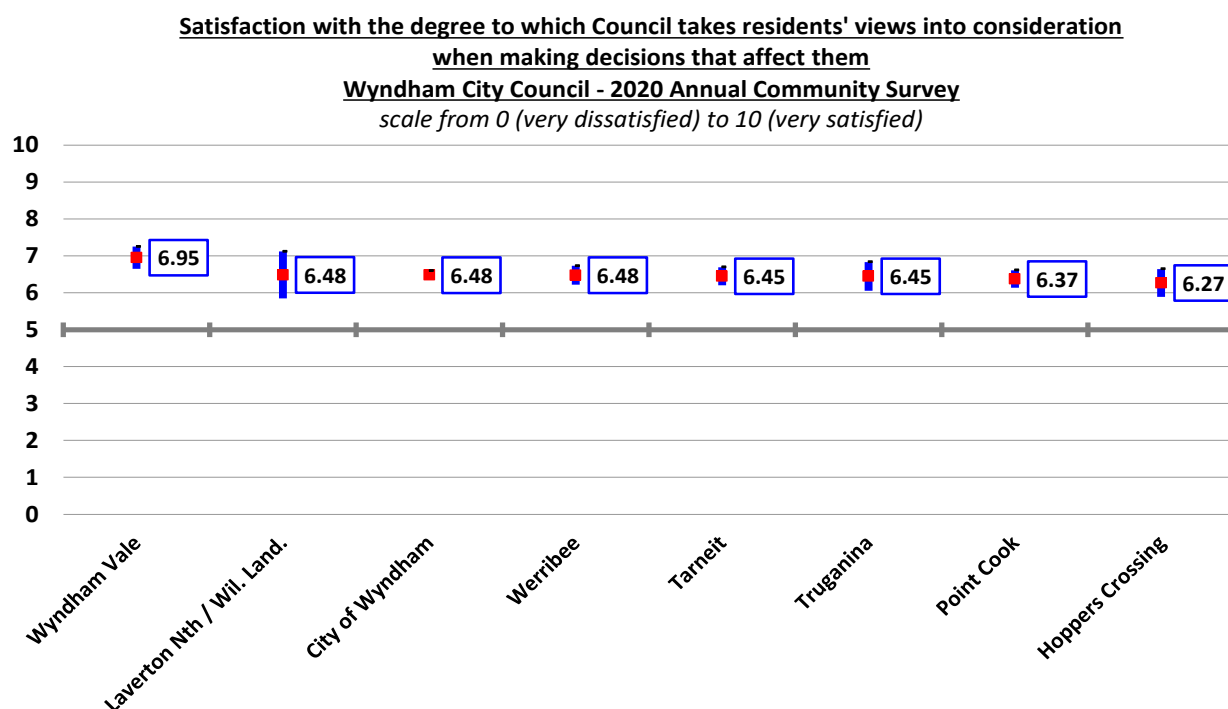


Council takes residents' views into consideration when making decisions affecting them

Satisfaction with the degree to which Council takes residents' views into consideration when making decisions affecting them declined marginally but not measurably this year, down 1.2% to 6.48. This is now a "solid" rather than a "good" level of satisfaction.



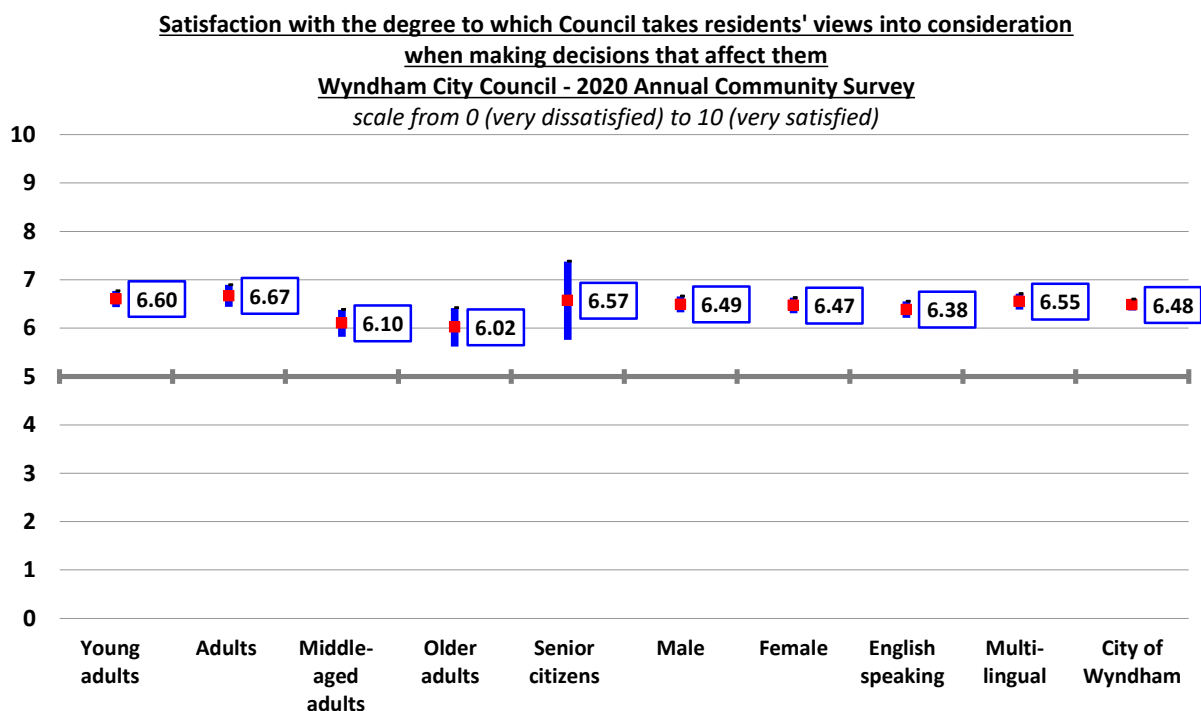
There was statistically significant variation in satisfaction with this aspect of governance and leadership observed across the municipality, with respondents from Wyndham Vale / Rural precinct measurably and significantly more satisfied than the municipal average and at a “very good” rather than “solid” level.



There was no statistically significant variation in this result observed by respondent profile, although it is noted that:

- **Middle-aged and older adults (aged 45 to 74 years)** – respondents were somewhat, albeit not measurably less satisfied than the municipal average.

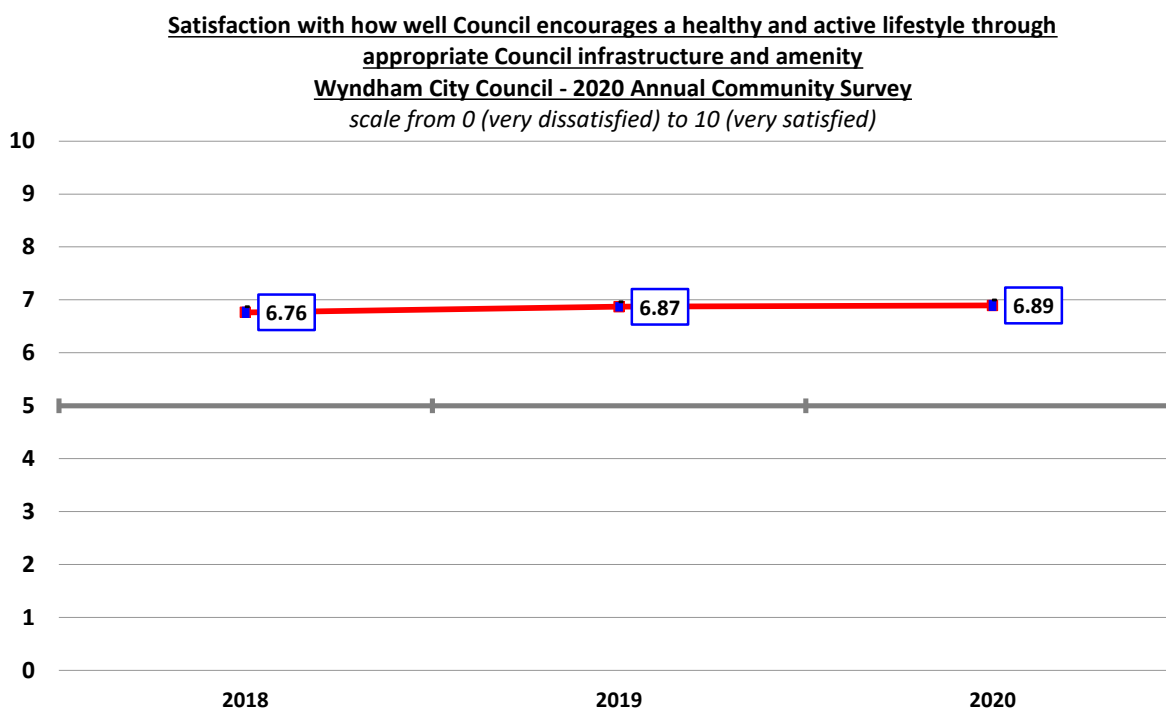




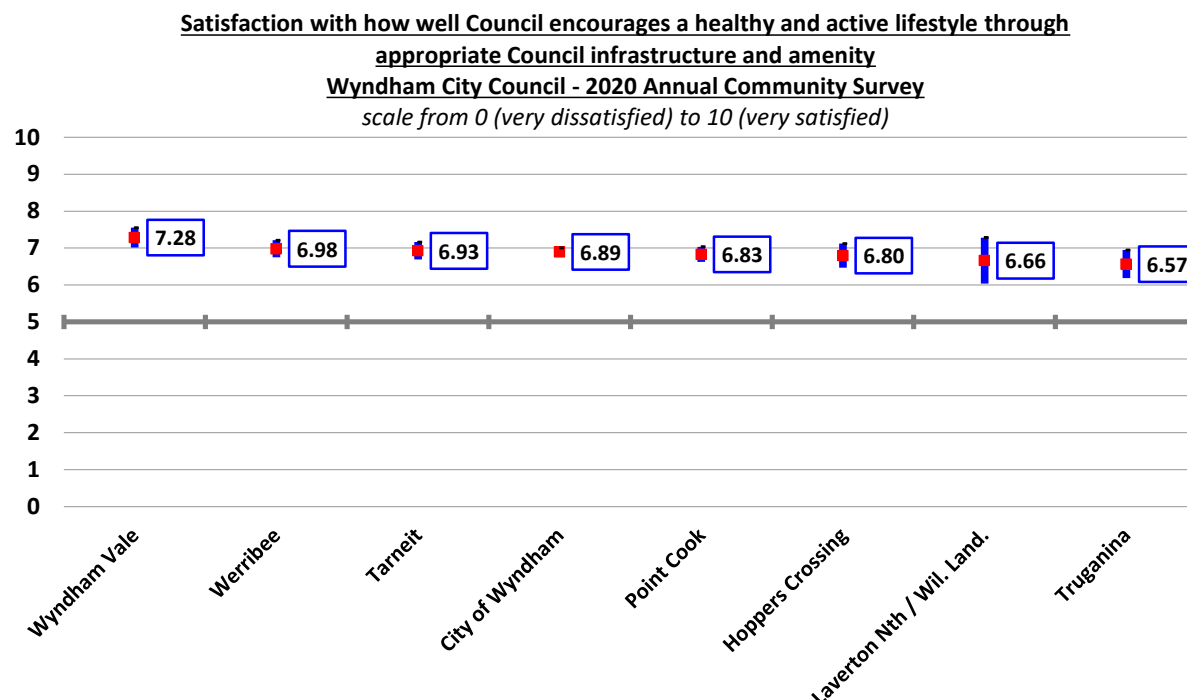
Council encourages a healthy and active lifestyle through appropriate Council infrastructure and amenity

Satisfaction with how well Council encourages a healthy and active lifestyle through appropriate Council infrastructure and amenity increased marginally for the second consecutive year, up less than one percent to 6.89.

This remains a “good” level of satisfaction.

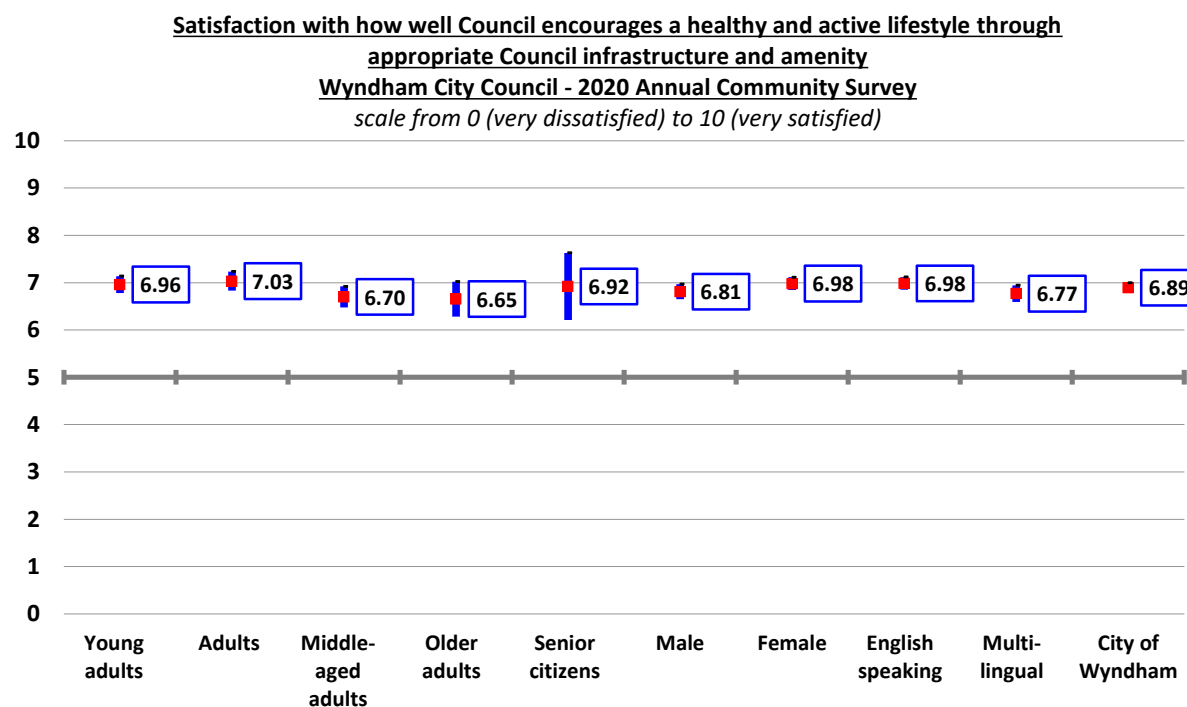


There was statistically significant variation in satisfaction with this aspect of governance and leadership observed across the municipality, with respondents from Wyndham Vale / Rural precinct measurably and significantly more satisfied than the municipal average and at a “very good” rather than “good” level.



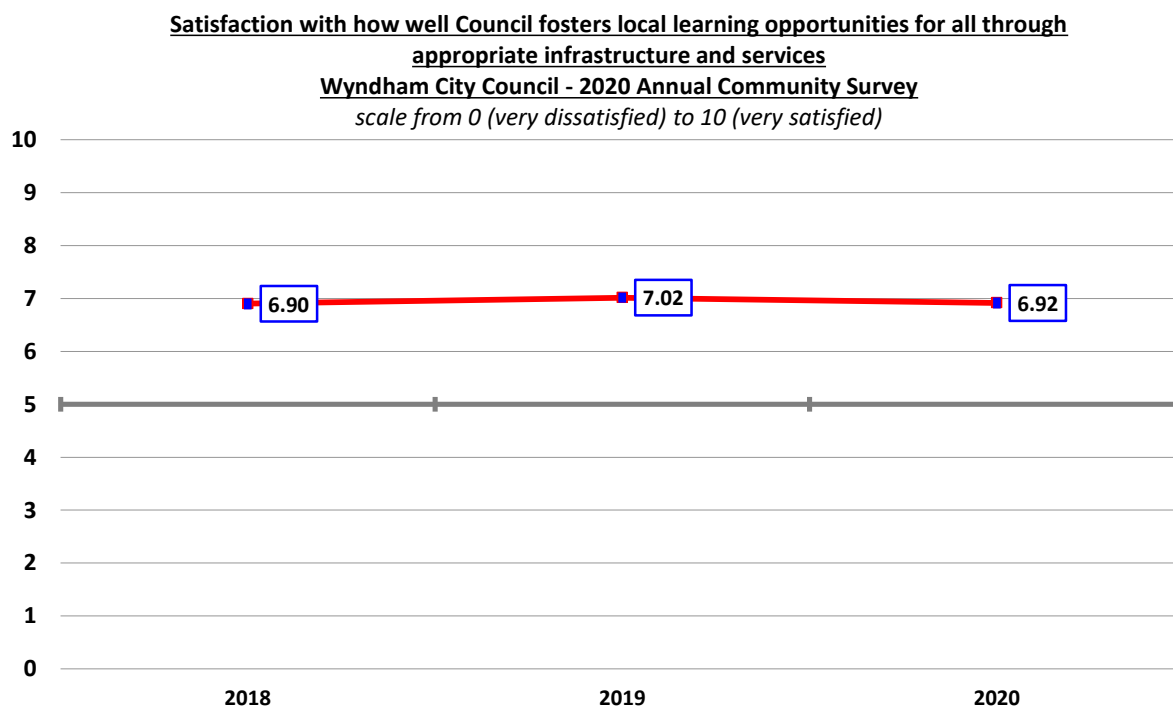
There was no statistically significant variation in this result observed by respondent profile, although it is noted that:

- **Language spoken at home** – respondents from English speaking households were notably, albeit not measurably more satisfied than respondents from multi-lingual households.



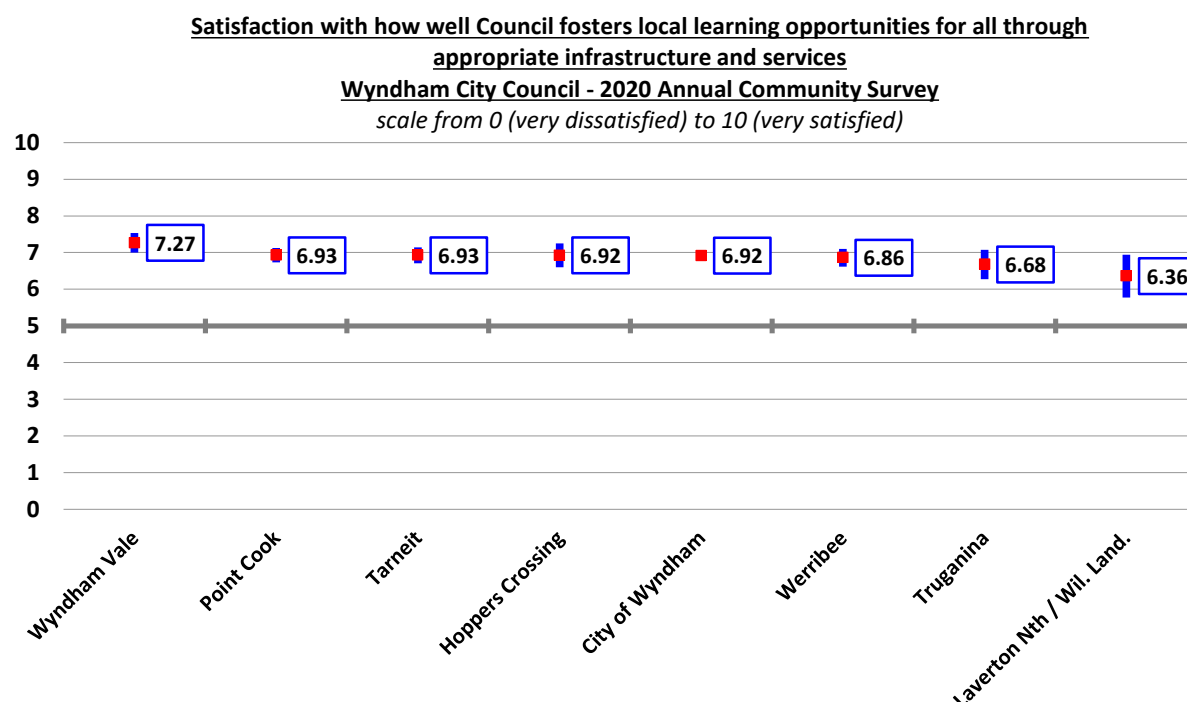
Council fosters local learning opportunities for all through appropriate infrastructure and services

Satisfaction with how well Council fosters local learning opportunities for all through appropriate infrastructure and services declined by less than one percent this year to 6.92 and it remains at a “good” level of satisfaction.



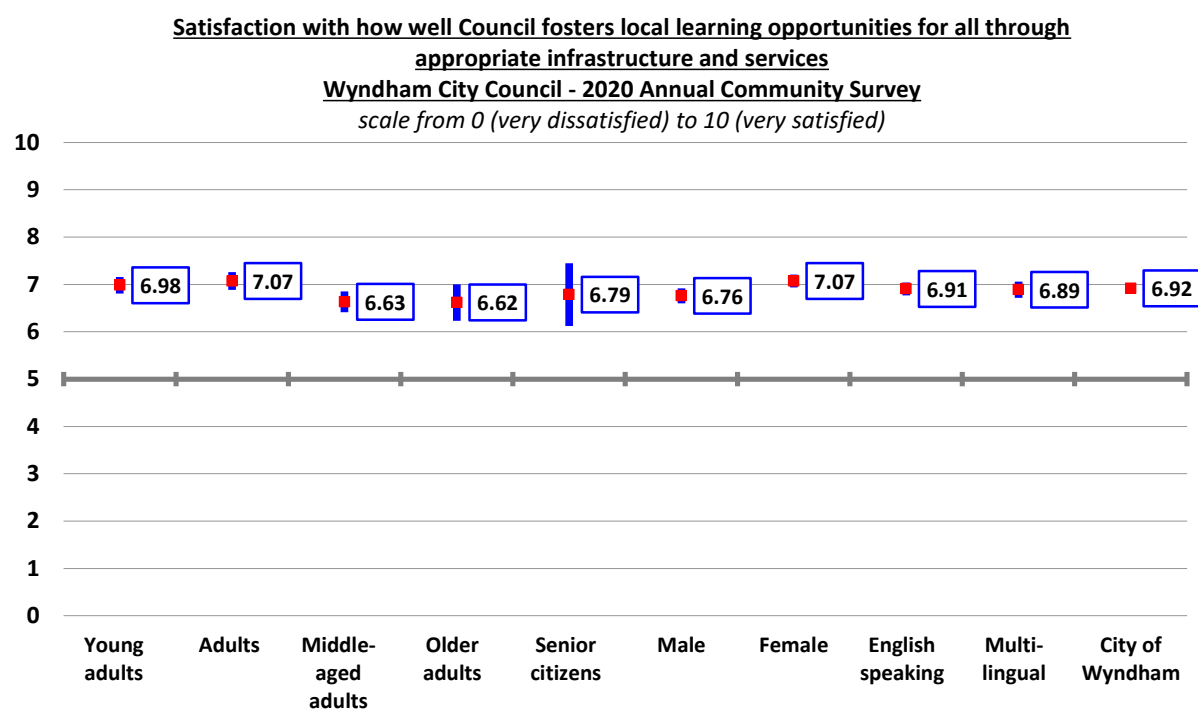
Whilst there was no statistically significant variation in satisfaction with this aspect of governance and leadership observed across the municipality, it is noted that:

- **Wyndham Vale / Rural precinct** – respondents were substantially but not measurably more satisfied than the municipal average and at a “very good” rather than “good” level.
- **Laverton North / Williams Landing** – respondents were significantly but not measurably less satisfied than the municipal average and at a “solid” rather than a “good” level.



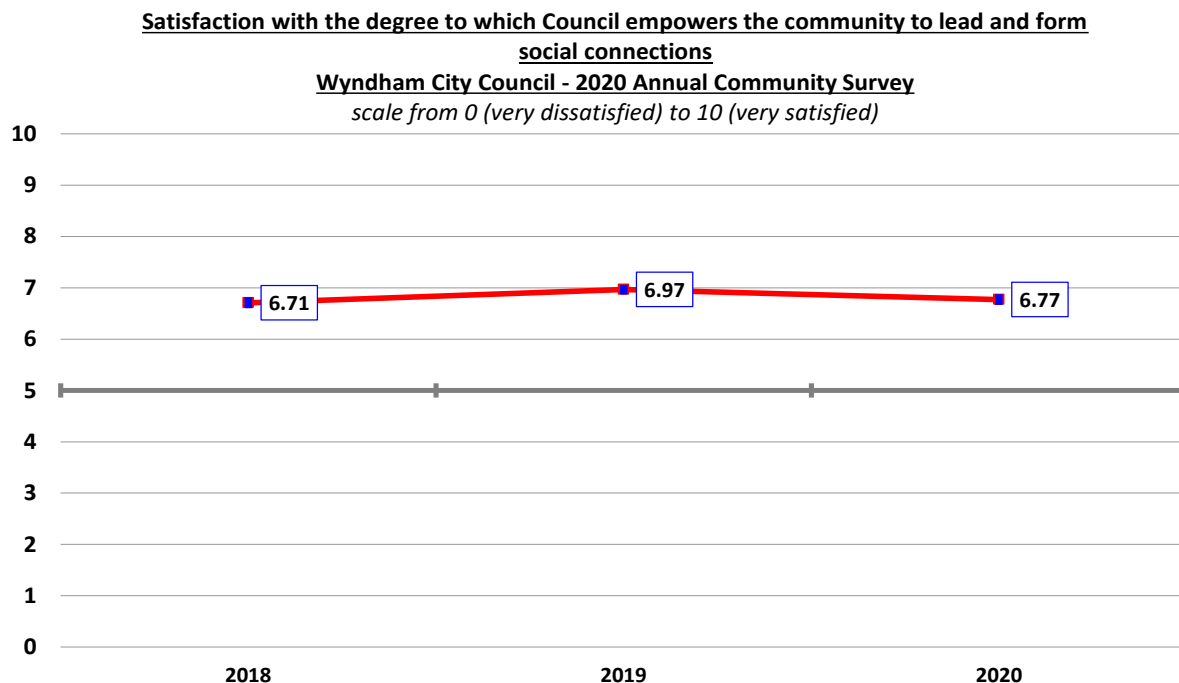
There was no statistically significant variation in this result observed by respondent profile, although it is noted that:

- **Middle-aged and older adults (aged 45 to 74 years)** – respondents were notably but not measurably less satisfied than the municipal average.
- **Gender** – female respondents were notably but not measurably more satisfied than male respondents.

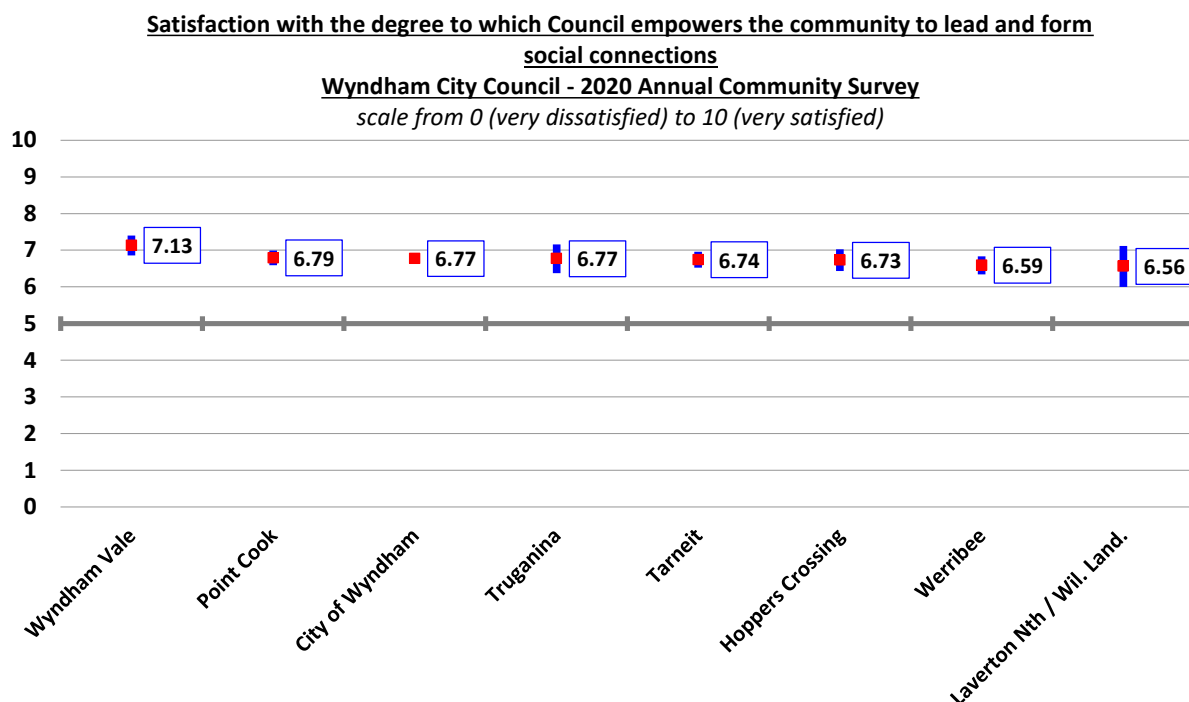


Council empowers the community to lead and form social connections

Satisfaction with the degree to which Council empowers the community to lead and form social connections declined measurably this year, down 2.9% to 6.77, although it remains at a “good” level of satisfaction.

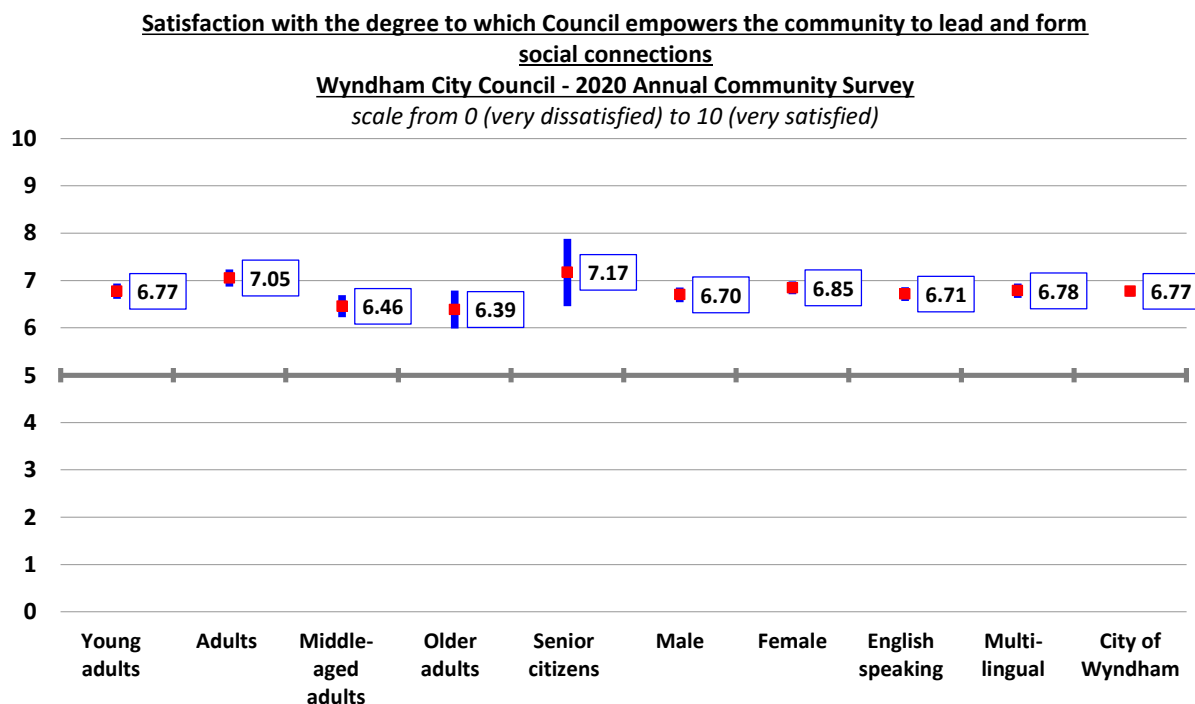


There was statistically significant variation in satisfaction with this aspect of governance and leadership observed across the municipality, with respondents from Wyndham Vale / Rural precinct measurably and significantly more satisfied than the municipal average, although still at a “good” level of satisfaction.



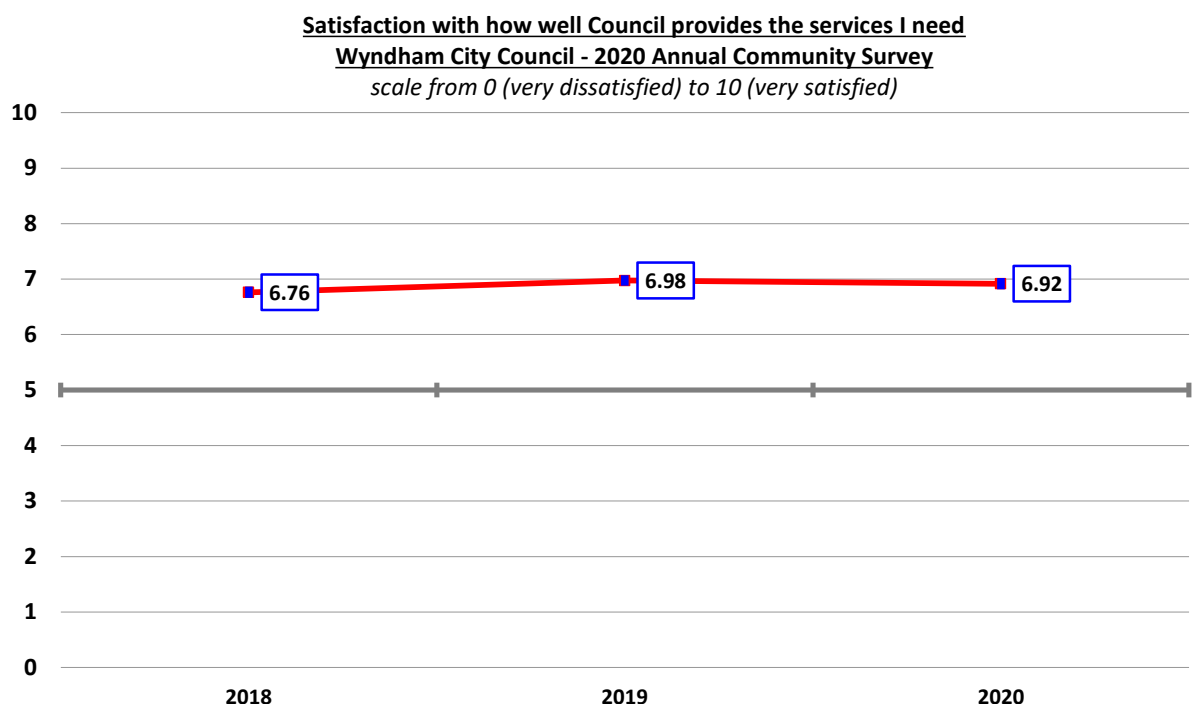
There was no statistically significant variation in this result observed by respondent profile, although it is noted that:

- **Middle-aged and older adults (aged 45 to 74 years)** – respondents were somewhat albeit not measurably less satisfied than the municipal average.

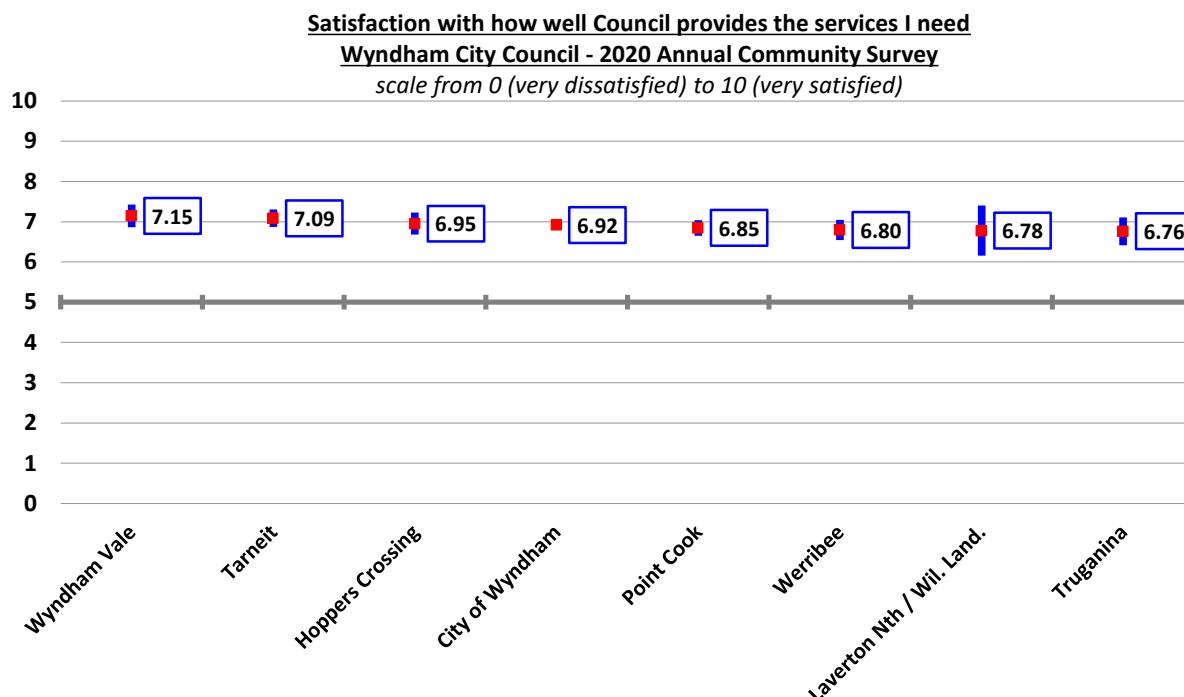


Council provides the services respondents' need

Satisfaction with how well Council provides the services the respondents' need declined by less than one percent this year to 6.92 and it remains at a "good" level of satisfaction.

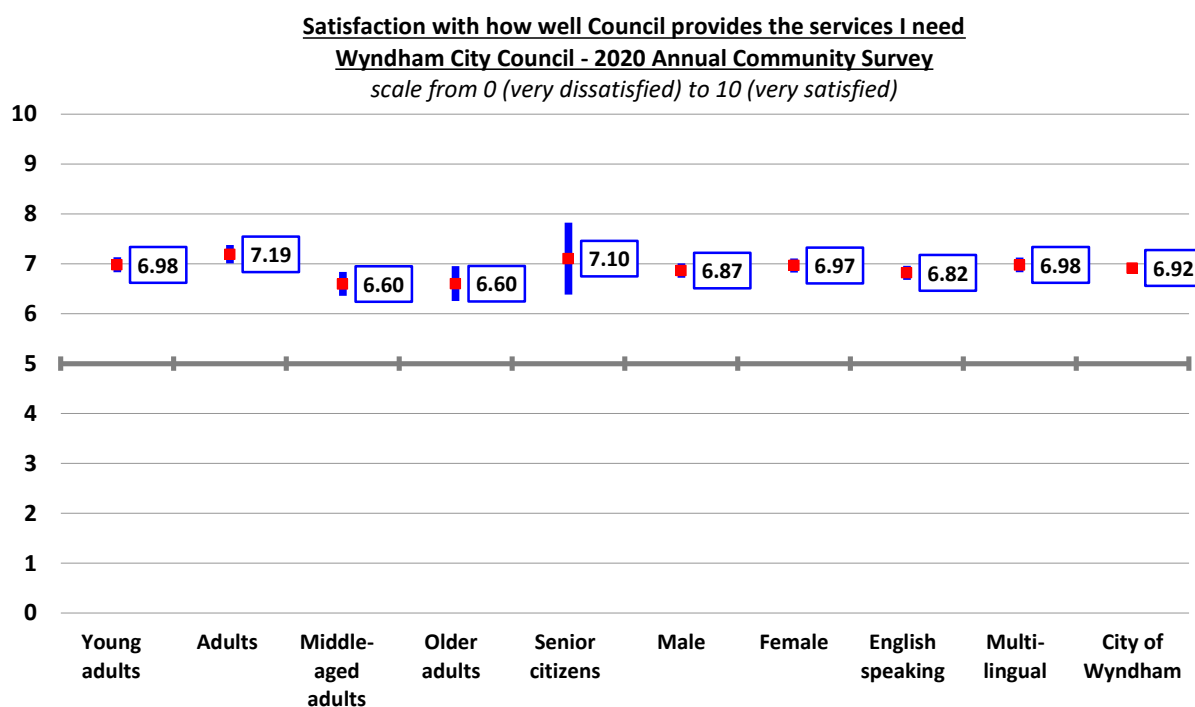


There was no statistically significant or meaningful variation in this result observed across the seven precincts comprising the City of Wyndham.



There was no statistically significant variation in this result observed by respondent profile, although it is noted that:

- **Adults (aged 35 to 44 years)** – respondents were measurably more satisfied than the municipal average.
- **Middle-aged and older adults (aged 45 to 74 years)** – respondents were notably but not measurably less satisfied than the municipal average.



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 - 2020 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%
	2020	971	6.77	8.7%	57.3%	34.0%
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%
	2020	937	6.72	9.3%	59.3%	31.4%
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%
	2020	958	6.48	14.1%	52.0%	33.9%
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%
	2020	1,023	6.48	11.7%	60.7%	27.6%
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%
	2020	1,063	6.89	7.9%	55.6%	36.5%
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%
	2020	1,025	6.92	6.9%	55.3%	37.8%
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%
	2020	1,020	6.77	7.5%	60.7%	31.8%
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%
	2020	1,129	6.92	8.3%	49.5%	42.2%



Issues to address for the City of Wyndham “at the moment”

Respondents were asked:

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

Respondents were again in 2020 asked to identify what they considered to be the top three issues for the City of Wyndham “at the moment”.

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

A little less than two-thirds (63.3% down from 72.7%) of respondents provided a total of 1,339 responses, at an average of a little less than two issues per respondent.

The decline in the proportion of respondents nominating at least one issue to address in Wyndham this year can likely be attributed to two factors.

Firstly, it is likely to be due, at least in part, to the change in methodology from the face-to-face interview used in previous years to a telephone interview this year. The telephone interview is inferior to in-person interviews in eliciting as much feedback from respondents for open-ended questions. Respondents can often be somewhat less engaged in the interview when it is conducted on the telephone and therefore be less likely to respond to wide-ranging questions such as this.

The other issue that is likely to have impacted on the lower proportion of respondents nominating issues this year compared to previous years is the COVID-19 pandemic’s direct impact on the activities of respondents. For example, only 10.5% of respondents (down from 35.8%) nominated traffic management issues this year. This issue has been the number one issue in the City of Wyndham since the program commenced in 2013, and its significant decline this year is clearly related to the reduced movement of people around Wyndham during the lockdowns.

This drop in the proportion of respondents nominating issues this year for the City of Wyndham is consistent with results recorded elsewhere by Metropolis Research through the COVID-19 period conducting interviews by telephone. It is also reflected in the 2021 *Governing Melbourne* results.

The open-ended responses received from respondents have been broadly categorised into a set of approximately 70 categories to facilitate analysis and time series, and other comparisons.

Discussion of the relationship between the issues nominated in this section and the respondents’ overall satisfaction with the performance of Council is included in the [Relationship between issues and overall satisfaction](#) section of this report.



Change in results from 2019 to 2020

With that in mind, the following variations from the results recorded in 2019 are noted:

- **More commonly nominated in 2020 than in 2019** – includes “cleanliness and maintenance of the area” (4.9% up from 1.3%) and “hard rubbish collection” (3.3% up from 0.3%).
- **Less commonly nominated in 2020 than in 2019** – includes “traffic management” (10.5% down from 35.8%), “parking” (4.3% down from 15.7%), “public transport” (3.2% down from 7.9%), “safety, policing, and crime” (5.3% down from 8.4%), and “footpath maintenance and repairs” (1.4% down from 4.1%).

Metropolis Research notes that many of the issues that declined this year were related to transport, including traffic management (mostly issues with traffic congestion and commuting times), parking, and public transport. It is noted, however, that “road maintenance and repairs” did not decline in importance as an issue. This reflects the fact that many of the responses categorised into “road maintenance and repairs” are issues with the perceived number, timing, and inconvenience resulting from road works and road construction occurring the in the City of Wyndham.

It is noted that the respondents nominating “road maintenance and repair” related issues, were on average, measurably less satisfied with Council’s overall performance than the average of all respondents strongly suggests that for these respondents, this issue of roads and particularly road works, are a negative influence on their overall satisfaction with Council.

Variation in results from the metropolitan Melbourne average

There was some notable variation in the issues nominated in the City of Wyndham compared to the metropolitan Melbourne averages as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.

Particular attention is drawn to the following variations:

- **More commonly nominated in the City of Wyndham than metropolitan Melbourne** – includes “road maintenance and repairs” (18.9% compared to 7.0%), “parks, gardens, and open spaces” (13.1% compared to 9.2%), “rubbish and waste issues” (6.0% compared to 3.3%), “public transport” (3.2% compared to 0.6%), “education and schools” (3.1% compared to 0.2%).
- **Less commonly nominated in the City of Wyndham than metropolitan Melbourne** – includes “footpath maintenance and repairs” (1.4% compared to 5.7%), “street lighting” (0.9% compared to 4.8%), “cycling / walking paths” (0.8% compared to 3.7%), and “other issues” (6.8% compared to 17.0%).

Particular attention is drawn to the significantly higher proportion of respondents in the City of Wyndham nominating road maintenance and repair issues, which includes issues with roadworks. This variation is the key issue raised by respondents this year and is an issue that is likely to have negatively influenced satisfaction with Council for the respondents nominating this issue.



Top issues for the City of Wyndham at the moment
Wyndham City Council - 2020 Annual Community Survey
(Number and percent of total respondents)

Issue	2020		2019	2018	2021 Metro*
	Number	Percent			
Roads maintenance, repairs, and roadworks	227	18.9%	18.0%	16.0%	7.0%
Parks, gardens, and open space	157	13.1%	11.4%	8.9%	9.2%
Traffic management	126	10.5%	35.8%	35.6%	13.4%
Rubbish and waste issues incl. garbage	72	6.0%	4.0%	2.1%	3.3%
Safety, policing and crime	64	5.3%	8.4%	8.7%	3.3%
Cleanliness and general maintenance of area	59	4.9%	1.3%	2.4%	2.9%
Parking	52	4.3%	15.7%	14.1%	7.2%
Council rates	43	3.6%	3.1%	4.3%	2.5%
Hard rubbish collection	39	3.3%	0.3%	0.5%	2.7%
Consultation, communication, and information	38	3.2%	1.2%	1.2%	3.0%
Public transport	38	3.2%	7.9%	7.2%	0.6%
Education and schools	37	3.1%	1.3%	5.1%	0.2%
Building, planning, housing and development	31	2.6%	5.3%	3.5%	4.1%
Provision and maintenance of street trees	31	2.6%	2.3%	2.3%	2.5%
Provision and maintenance of infrastructure	28	2.3%	5.0%	3.0%	1.1%
Sports and recreation facilities	26	2.2%	0.8%	1.4%	1.9%
Community activities, arts and culture	20	1.7%	0.8%	0.4%	2.2%
Footpath maintenance and repairs	17	1.4%	4.1%	4.4%	5.7%
Illegally dumped rubbish	14	1.2%	n.a.	n.a.	1.3%
Employment and job creation	12	1.0%	0.2%	0.6%	0.2%
Environment and conservation	11	0.9%	1.3%	0.4%	2.4%
Street lighting	11	0.9%	2.8%	2.2%	4.8%
Shops, restaurants and entertainment venues	10	0.8%	0.5%	1.8%	0.6%
Enforcement / update of local laws	10	0.8%	0.3%	0.7%	0.3%
Cycling / walking paths provision and maintenance	9	0.8%	0.5%	0.4%	3.7%
COVID-19 issues	9	0.8%	n.a.	n.a.	0.8%
Activities and facilities for children	8	0.7%	1.3%	1.6%	1.1%
Governance and accountability	8	0.7%	0.3%	1.8%	0.8%
Health and medical services	8	0.7%	0.6%	0.9%	0.3%
Multicultural issues / cultural diversity	8	0.7%	0.4%	0.6%	1.9%
Tip issues (including smell)	8	0.7%	0.3%	1.3%	n.a.
Financial issues and priorities for council	7	0.4%	0.4%	0.4%	0.3%
Recycling collection	7	1.8%	1.8%	0.1%	1.3%
Services and facilities for the elderly	7	0.8%	0.8%	0.3%	1.0%
Quality and provision of community services	6	0.5%	1.0%	1.5%	0.5%
All other issues (29 separately identified)	81	6.8%	4.0%	8.6%	17.0%
Total responses	1,339		1,770	1,751	699
<i>Respondents identifying at least one issue</i>	<i>760</i> <i>(63.3%)</i>		<i>72.7%</i>	<i>76.7%</i>	<i>62.9%</i>

(*) 2021 metropolitan Melbourne average from Governing Melbourne



Issues by precinct

There was some variation in the top issues for the City of Wyndham “at the moment” observed across the seven precincts comprising the City of Wyndham, as follows:

- **Hoppers Crossing** – respondents were marginally more likely than average to nominate COVID-19 issues and “other” issues.
- **Tarneit** – respondents were marginally more likely than average to nominate parking and hard rubbish issues.
- **Truganina** – respondents were somewhat more likely than average to nominate issues with parks, gardens, and open spaces.
- **Werribee** – respondents were somewhat more likely than average to nominate road maintenance and repair (including roadworks) and rubbish and waste issues.
- **Wyndham Vale / Rural precinct** – respondents were somewhat more likely than average to nominate road maintenance and repair (including roadworks) issues.
- **Laverton North / Williams Landing** – the small sample of 42 respondents were notably more likely than average to nominate cleanliness and maintenance of the area, rubbish and waste, street trees, and library service issues.

Metropolis Research notes that the variations discussed above were not statistically significant, however it does evidence some variation in the issues across the municipality.

Particular attention is drawn to the fact that road maintenance and repair related issues were more commonly raised in Werribee and Wyndham Vale precincts, and much less commonly raised in Hoppers Crossing and Point Cook.



Top three issues for the City of Wyndham at the moment by precinct**Wyndham City Council - 2020 Annual Community Survey***(Number and percent of total respondents)*

Hoppers Crossing		Point Cook	
Roads maintenance and repairs	14.9%	Parks, gardens and open space	15.3%
Traffic management	14.3%	Roads maintenance and repairs	15.3%
Parks, gardens and open space	12.5%	Traffic management	12.5%
Safety, policing and crime	8.3%	Safety, policing and crime	5.6%
Cleanliness and maintenance of area	6.5%	Council rates	4.2%
Parking	6.0%	Rubbish and waste issues inc garbage	4.2%
Consultation,communication,prov. of info.	5.4%	Education & schools	3.5%
Hard rubbish collection	4.8%	Cleanliness and maintenance of area	3.5%
Rubbish and waste issues inc garbage	3.6%	Public transport	3.5%
COVID-19 issues	3.6%	Provision and maintenance of street trees	3.5%
All other issues	50.6%	All other issues	30.9%
Respondents identifying an issue	123 (73.4%)	Respondents identifying an issue	165 (57.3%)

Tarneit		Truganina	
Roads maintenance and repairs	18.2%	Parks, gardens and open space	17.5%
Parks, gardens and open space	13.5%	Roads maintenance and repairs	16.8%
Traffic management	13.0%	Consultation,communication,prov. of info.	8.8%
Parking	8.3%	Traffic management	8.8%
Hard rubbish collection	7.8%	Public transport	5.8%
Safety, policing and crime	7.3%	Cleanliness and maintenance of area	5.1%
Cleanliness and maintenance of area	5.7%	Council rates	5.1%
Public transport	5.2%	Safety, policing and crime	5.1%
Education and schools	4.7%	Rubbish and waste issues inc garbage	4.4%
Rubbish and waste issues inc garbage	4.7%	Sports and recreation facilities	4.4%
All other issues	39.1%	All other issues	37.2%
Respondents identifying an issue	129 (67.5%)	Respondents identifying an issue	86 (62.6%)

Werribee		Wyndham Vale	
Roads maintenance and repairs	25.7%	Roads maintenance and repairs	23.7%
Rubbish and waste issues inc garbage	9.9%	Parks, gardens and open space	14.5%
Traffic management	8.6%	Cleanliness and maintenance of area	7.2%
Parks, gardens and open space	8.1%	Rubbish and waste issues inc garbage	7.2%
Parking	4.5%	Traffic management	6.6%
Council rates	4.5%	Education & schools	3.9%
Building, planning, housing, development	4.1%	Parking	3.9%
Safety, policing and crime	3.2%	Council rates	3.3%
Provision and maintenance of street trees	2.7%	Safety, policing and crime	3.3%
Community activities, events, arts, culture	2.7%	Provision and maint. of infrastructure	3.3%
All other issues	31.1%	All other issues	25.0%
Respondents identifying an issue	138 (62.1%)	Respondents identifying an issue	92 (60.4%)

Top three issues for the City of Wyndham at the moment by precinct**Wyndham City Council - 2020 Annual Community Survey***(Number and percent of total respondents)*

Laverton North / Williams Landing		City of Wyndham	
Cleanliness and maintenance of area	19.0%	Roads maintenance and repairs	18.9%
Roads maintenance and repairs	16.7%	Parks, gardens, and open space	13.1%
Rubbish and waste issues inc garbage	11.9%	Traffic management	10.5%
Provision and maintenance of street trees	9.5%	Rubbish and waste issues inc garbage	6.0%
Education and schools	7.1%	Safety, policing and crime	5.3%
Parking	4.8%	Cleanliness and maintenance of area	4.9%
Council rates	4.8%	Parking	4.3%
Library services	4.8%	Council rates	3.6%
Parks, gardens and open space	2.4%	Hard rubbish collection	3.3%
Building, planning, housing, development	2.4%	Consultation,communication,prov. of info.	3.2%
All other issues	31.0%	All other issues	39.7%
Respondents identifying an issue	27 (63.8%)	Respondents identifying an issue	760 (63.3%)

City of Wyndham		Growth area councils	
Roads maintenance, repairs, and roadwork	18.9%	Traffic management	16.9%
Parks, gardens, and open space	13.1%	Roads maintenance and repairs	8.8%
Traffic management	10.5%	Parks, gardens and open spaces	7.4%
Rubbish and waste issues incl. garbage	6.0%	Communication,consultation,prov. of info.	7.4%
Safety, policing and crime	5.3%	Multicultural services, diversity issues	7.4%
Cleanliness and maintenance of area	4.9%	Lighting	5.9%
Parking	4.3%	Parking	5.1%
Council rates	3.6%	Provision and maintenance of street trees	5.1%
Hard rubbish collection	3.3%	Footpath maintenance and repairs	4.4%
Consultation,communication,prov. of info.	3.2%	Cleanliness and maintenance of area	3.7%
All other issues	39.7%	All other issues	34.6%
Respondents identifying an issue	760 (63.3%)	Respondents identifying an issue	82 (60.6%)

Western region		metro. Melbourne	
Traffic management	14.4%	Traffic management	13.4%
Parks, gardens and open spaces	10.8%	Parks, gardens and open space	9.2%
Roads maintenance and repairs	8.1%	Car parking	7.2%
Footpath maintenance and repairs	7.2%	Roads maintenance and repairs	7.0%
Safety, policing and crime	7.2%	Footpath maintenance and repairs	5.7%
Lighting	6.3%	Lighting	4.8%
Parking	5.4%	Building, planning, housing, development	4.1%
Services and facilities for the disabled	4.5%	Bicycle, cycling / walking tracks	3.7%
Provision and maintenance of street trees	4.5%	Rubbish and waste issues	3.3%
Cleanliness and maintenance of area	3.6%	Safety, policing and crime	3.3%
All other issues	37.8%	All other issues	49.4%
Respondents identifying an issue	72 (64.8%)	Respondents identifying an issue	395 (62.9%)



Issues by respondent profile

There was some variation in the issues for the City of Wyndham “at the moment” observed by respondent profile, with attention drawn to the following:

- ***Adults (aged 35 to 44 years)*** – respondents were marginally more likely than average to nominate hard rubbish collection as well as education and schools related issues.
- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were somewhat more likely than average to nominate road maintenance and repairs (including roadworks), traffic management, safety, policing and crime, and “other” issues and marginally more likely to nominate building, housing, planning and development related issues.
- ***Older adults (aged 60 to 74 years)*** – respondents were somewhat more likely than average to nominate road maintenance and repairs (including roadworks) and traffic management” issues and marginally more likely to nominate building, housing, planning and development related issues.
- ***Senior citizens (aged 75 years and over)*** – the small sample of senior citizens were marginally more likely than average to nominate issues around services and facilities for the elderly.
- ***Male*** – respondents were marginally more likely than female respondents to nominate parking related issues.
- ***Female*** – respondents were marginally more likely than male respondents to nominate safety, policing, and crime related issues.
- ***English speaking household*** – respondents were marginally more likely than respondents from multi-lingual households to nominate safety, policing, and crime related issues.
- ***Multi-lingual household*** – respondents were somewhat more likely than respondents from English speaking households to nominate parks, gardens, and open spaces, cleanliness and maintenance, education and schools, consultation and communication, Council rates, and public transport related issues.



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

Wyndham City Council - 2020 Annual Community Survey

(Number and percent of total respondents)

Young adults (18 to 34 years)		Adults (35 to 44 years)	
Roads maintenance and repairs	21.0%	Roads maintenance and repairs	15.6%
Parks, gardens and open space	14.6%	Parks, gardens and open space	15.2%
Cleanliness and maintenance of area	7.6%	Traffic management	11.7%
Traffic management	7.4%	Hard rubbish collection	8.5%
Rubbish and waste issues inc garbage	5.7%	Education & schools	6.0%
Parking	4.5%	Rubbish and waste issues inc garbage	5.3%
Council rates	4.3%	Parking	4.6%
Safety, policing and crime	4.1%	Consultation,communication,prov. of info.	4.3%
Provision and maintenance of sports & re	3.8%	Provision and maint. of infrastructure	4.3%
Public transport	3.3%	Cleanliness and maintenance of area	3.5%
All other issues	32.9%	All other issues	39.7%
Respondents identifying an issue	270 (64.6%)	Respondents identifying an issue	187 (66.0%)
Middle aged adults (45 to 59 years)		Older adults (60 to 74 years)	
Roads maintenance and repairs	22.4%	Roads maintenance and repairs	22.4%
Traffic management	15.1%	Traffic management	14.0%
Parks, gardens and open space	14.0%	Parks, gardens and open space	10.5%
Safety, policing and crime	9.9%	Safety, policing and crime	6.3%
Rubbish and waste issues inc garbage	5.5%	Rubbish and waste issues inc garbage	5.6%
Building, planning, housing, development	5.1%	Parking	4.9%
Parking	4.8%	Building, planning, housing, development	4.9%
Council rates	4.8%	Consultation,communication,prov. of info.	3.5%
Cleanliness and maintenance of area	4.0%	Public transport	3.5%
Public transport	3.3%	Cleanliness and maintenance of area	2.8%
All other issues	45.2%	All other issues	38.5%
Respondents identifying an issue	190 (70.0%)	Respondents identifying an issue	92 (64.2%)
Senior citizens (75 years and over)		City of Wyndham	
Services and facilities for the elderly	6.7%	Roads maintenance and repairs	18.9%
Roads maintenance and repairs	4.4%	Parks, gardens, and open space	13.1%
Parking	2.2%	Traffic management	10.5%
Cleanliness and maintenance of area	2.2%	Rubbish and waste issues inc garbage	6.0%
Consultation,communication,prov. of info.	2.2%	Safety, policing and crime	5.3%
Environment and conservation	2.2%	Cleanliness and maintenance of area	4.9%
Activities and facilities for children	2.2%	Parking	4.3%
Safety, policing and crime	2.2%	Council rates	3.6%
Provision and maintenance of street trees	2.2%	Hard rubbish collection	3.3%
Traffic management	2.2%	Consultation,communication,prov. of info.	3.2%
All other issues	6.7%	All other issues	39.7%
Respondents identifying an issue	10 (21.8%)	Respondents identifying an issue	760 (63.3%)

Top three issues for the City of Wyndham at the moment by respondent profile**Wyndham City Council - 2020 Annual Community Survey***(Number and percent of total respondents)*

Male	
Roads maintenance and repairs	18.5%
Parks, gardens and open space	12.8%
Traffic management	10.8%
Rubbish and waste issues inc garbage	6.4%
Cleanliness and maintenance of area	5.4%
Council rates	4.5%
Parking	4.2%
Consultation,communication,prov. of info.	4.2%
Safety, policing and crime	4.2%
Education and schools	4.0%
All other issues	41.2%
<i>Respondents identifying an issue</i>	<i>388 (65.2%)</i>

Female	
Roads maintenance and repairs	19.3%
Parks, gardens and open space	13.4%
Traffic management	10.2%
Safety, policing and crime	6.4%
Rubbish and waste issues inc garbage	5.6%
Parking	4.6%
Cleanliness and maintenance of area	4.6%
Hard rubbish collection	4.1%
Council rates	2.6%
Provision and maintenance of street trees	2.6%
All other issues	34.7%
<i>Respondents identifying an issue</i>	<i>372 (61.4%)</i>

English speaking	
Roads maintenance and repairs	20.0%
Parks, gardens and open space	10.3%
Traffic management	10.1%
Safety, policing and crime	6.1%
Rubbish and waste issues inc garbage	4.9%
Parking	4.5%
Building, planning, housing, development	3.2%
Provision and maint. of infrastructure	3.2%
Council rates	2.6%
Cleanliness and maintenance of area	2.5%
All other issues	32.6%
<i>Respondents identifying an issue</i>	<i>377 (57.9%)</i>

Multi-lingual	
Roads maintenance and repairs	18.2%
Parks, gardens and open space	16.7%
Traffic management	11.6%
Cleanliness and maintenance of area	8.3%
Rubbish and waste issues inc garbage	5.8%
Education & schools	5.4%
Consultation,communication,prov. of info.	5.2%
Council rates	5.0%
Safety, policing and crime	4.7%
Public transport	4.5%
All other issues	43.4%
<i>Respondents identifying an issue</i>	<i>365 (70.8%)</i>



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 several 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).

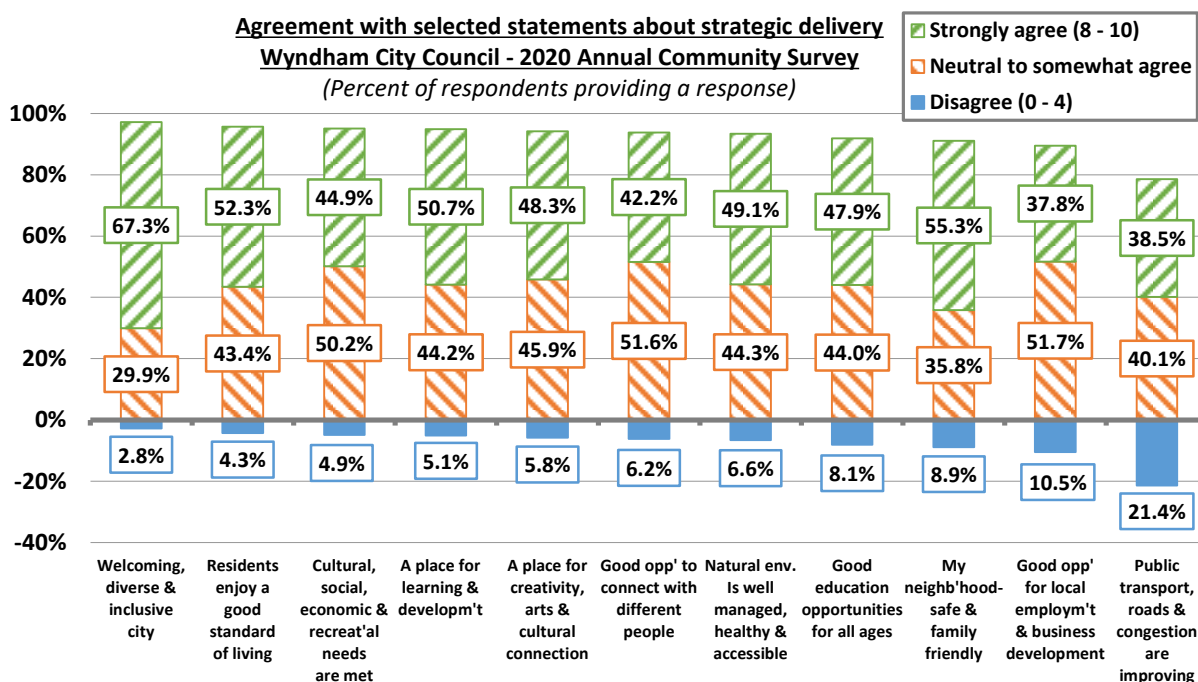
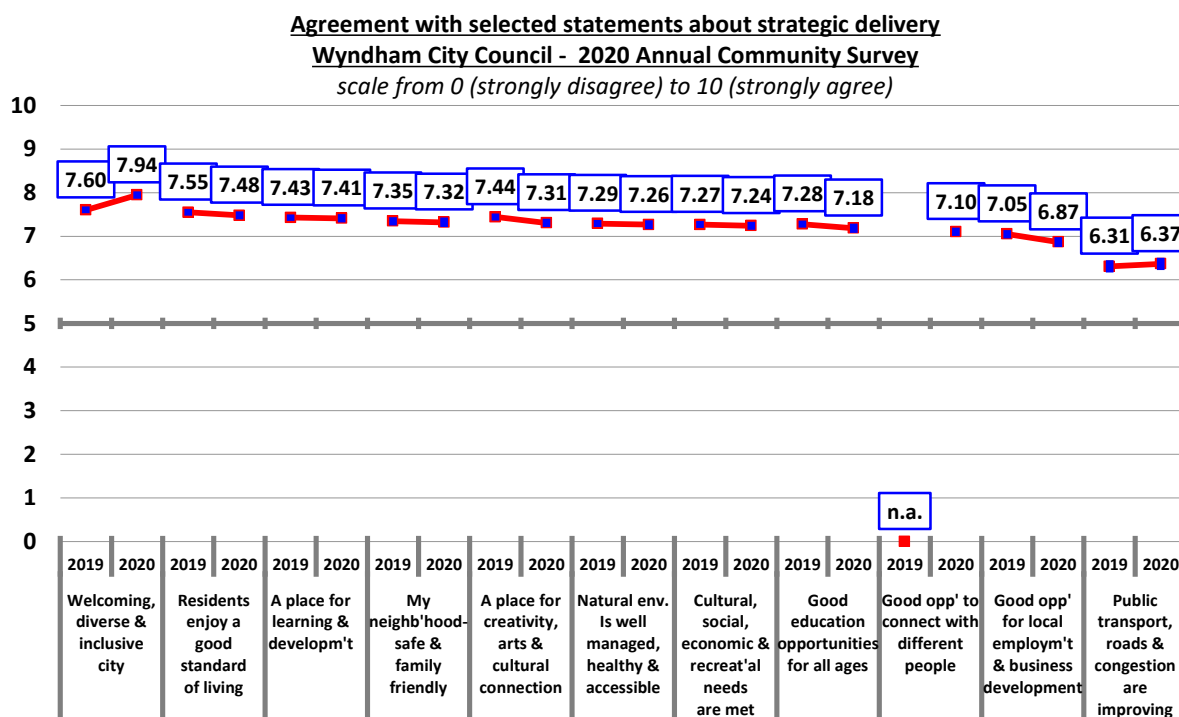
The overwhelming majority of respondents agreed that Wyndham is welcoming, diverse and inclusive (7.94), residents enjoy a good standard of living (7.48), is a good place for learning and development (7.41), local neighbourhoods are safe and family friendly (7.32), is a place for creativity, arts and cultural connections (7.31), the natural environment is well managed, healthy and accessible (7.26), cultural, social, economic and recreational needs are met (7.24), there are good education opportunities for all ages (7.18), and there are good opportunities to connect with people who are different to me (7.10). All these statements received a “strong” level of agreement, with average agreement scores of more than seven.

Only a small proportion (nine 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 “there are good opportunities for local employment and business development” (6.87) and “public transport, roads and congestion are improving” (6.37).

Metropolis Research notes that the average agreement with just two statements increased this year (welcoming, diverse, and inclusive city and public transport, roads, and congestion are improving). The average agreement with the remaining seven statements included in previous years declined, although none of these declines were statistically significant.



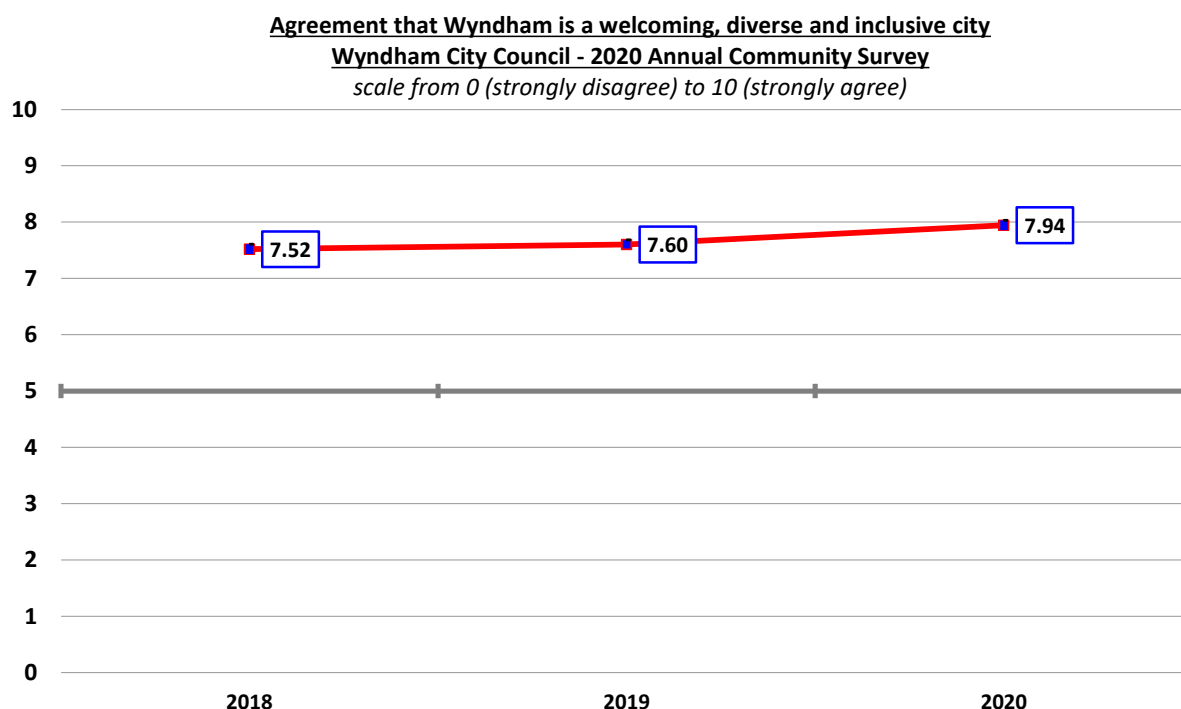
The following section of the report provides a more detailed examination of average agreement with these ten strategic delivery statements, broken down by precinct and by respondent profile (including age structure, gender, and language spoken at home).

In general terms, it is clear that:

- **Stronger Agreement than average** – it tends to be respondents from Point Cook, Laverton North / Williams Landing, Wyndham Vale / rural precinct, young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), 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, Truganina, and Werribee, middle-aged and older adults (aged 45 to 74 years), males, and respondents from English speaking households who tend to report marginally lower levels of agreement than other respondents.

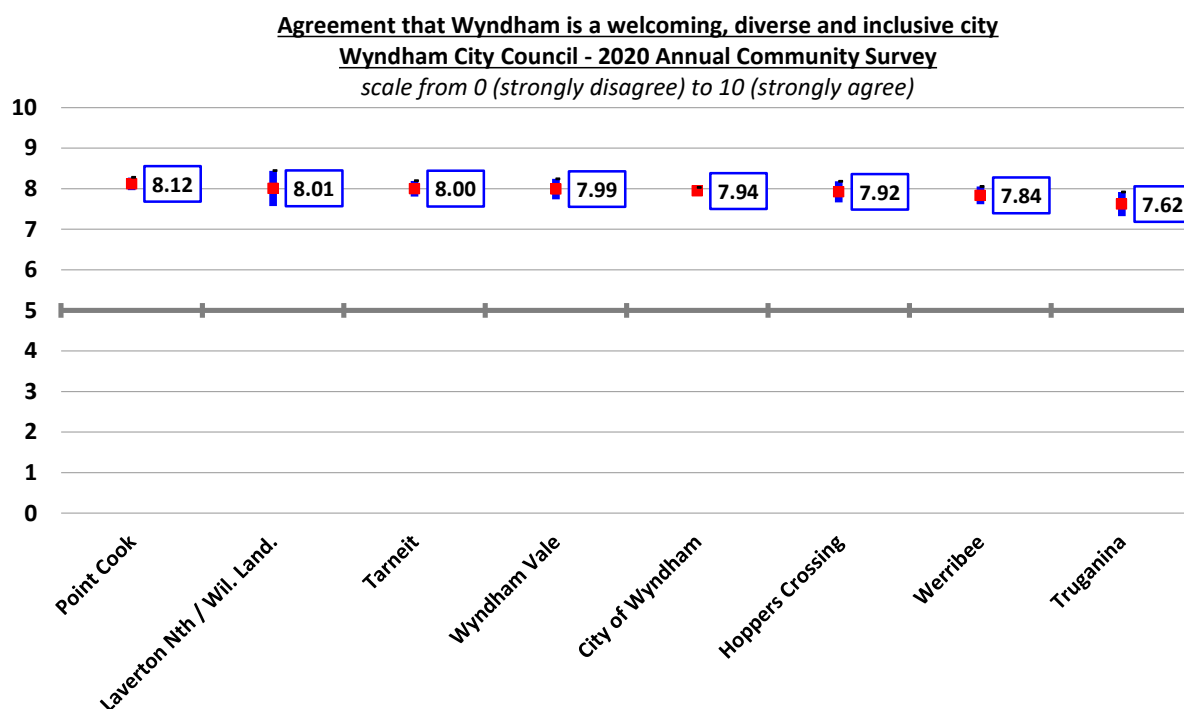
Wyndham is a welcoming, diverse, and inclusive city

The average agreement that “Wyndham is a welcoming, diverse, and inclusive city” increased somewhat, but not measurably this year, up 4.5% to 7.94, which remains at a “strong” level.

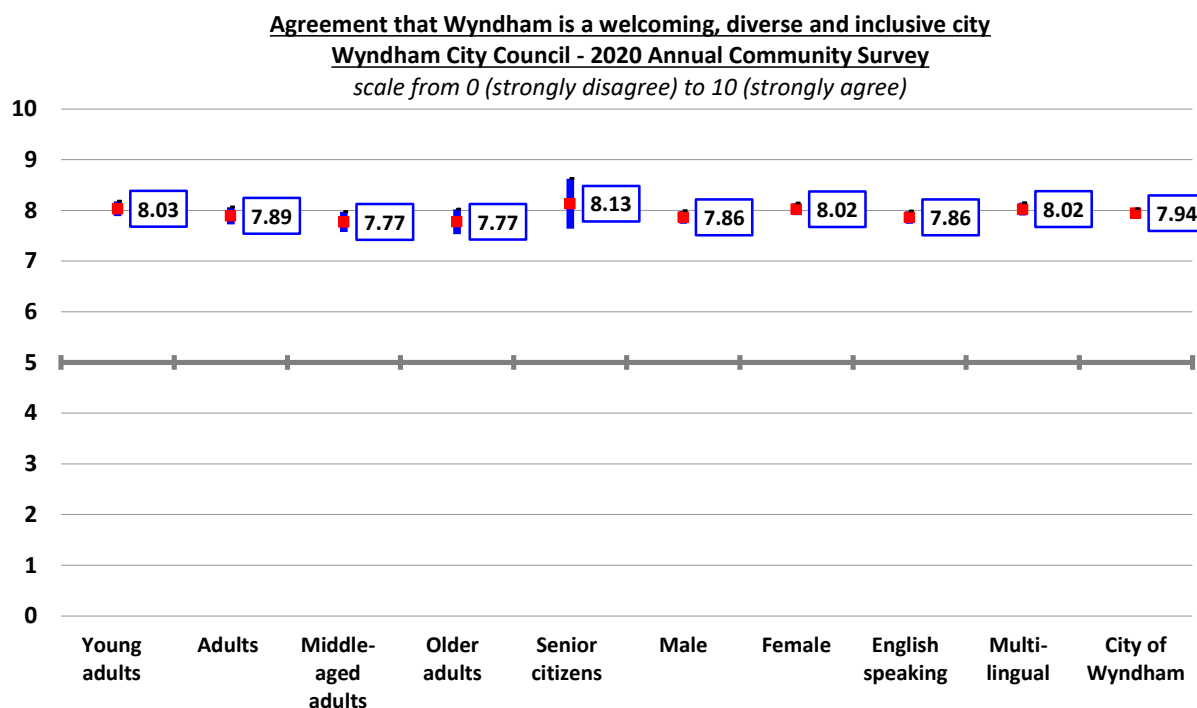


There was no statistically significant variation in average agreement with this statement observed across the seven precincts, although it is noted that respondents from Truganina rated agreement marginally but not measurably lower than the municipal average.



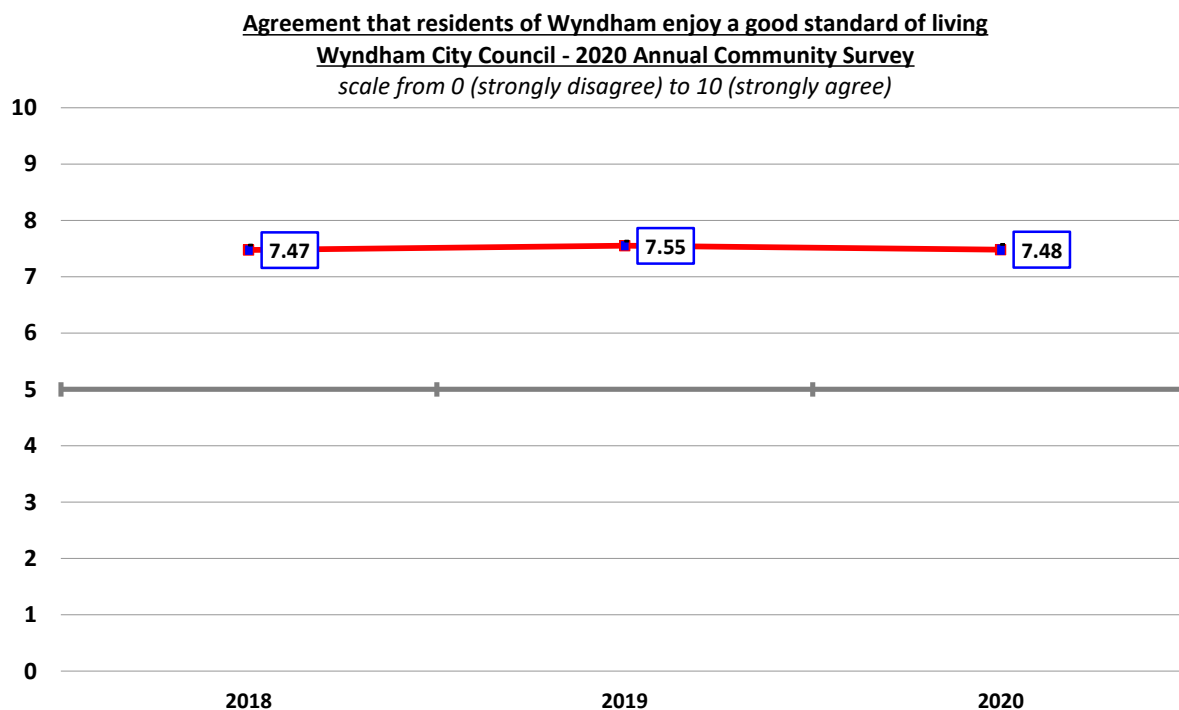


There was no statistically significant variation in average agreement with this statement observed by respondent profile. It is, however, noted that female respondents were marginally more in agreement than male respondents and respondents from multi-lingual households were marginally more in agreement than respondents from English speaking households.

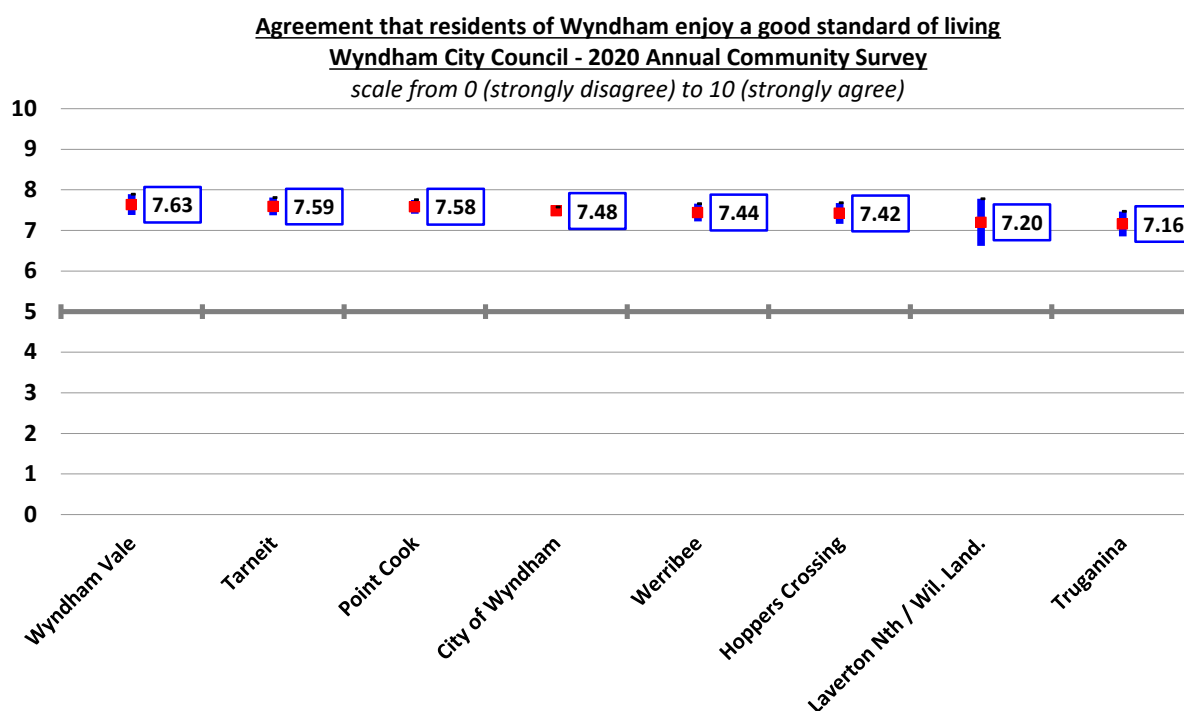


Residents of Wyndham enjoy a good standard of living

The average agreement that “the residents of Wyndham enjoy a good standard of living” declined by less than one percent this year to 7.48, although it remains at a “strong” level.

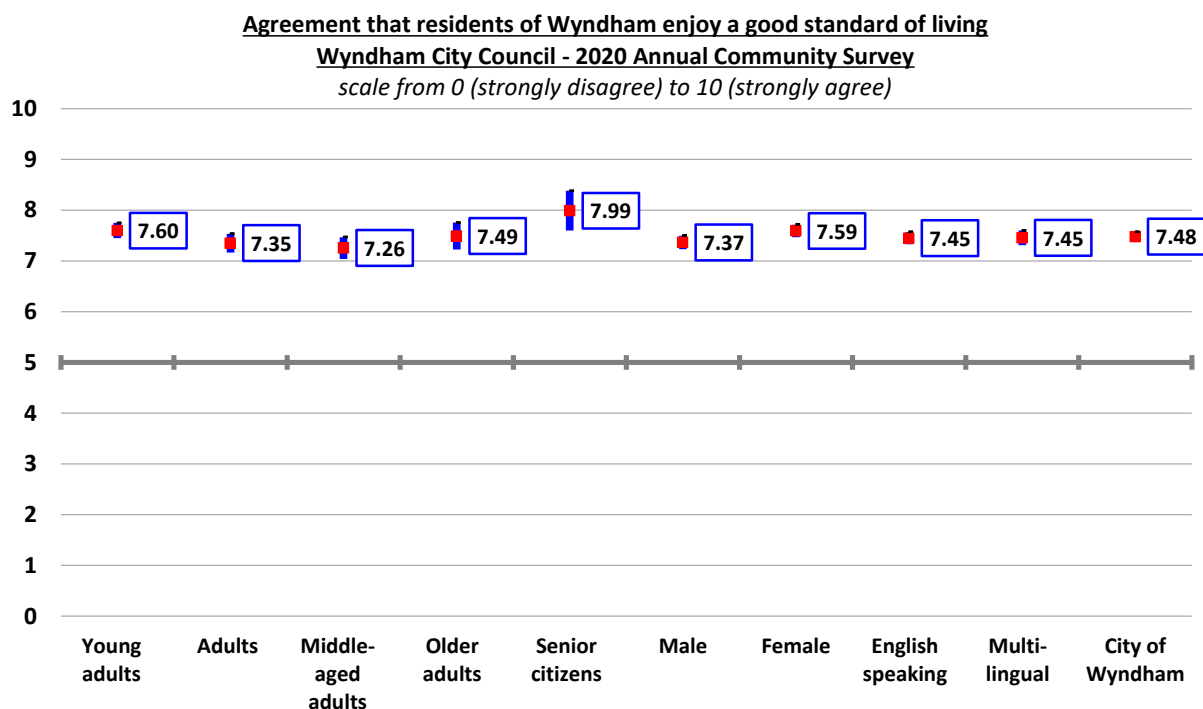


There was no statistically significant variation in average agreement with this statement observed across the seven precincts comprising the City of Wyndham.



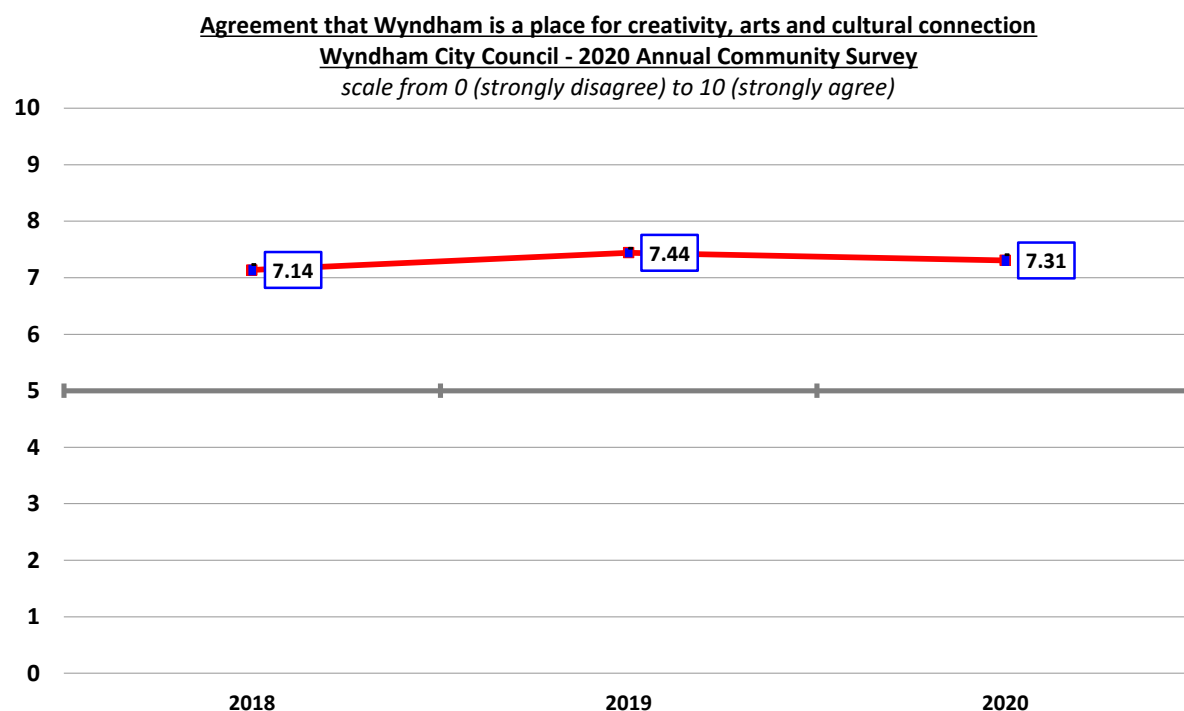
There was measurable variation in average agreement with this statement observed by respondent profile, as follows:

- **Senior citizens (aged 75 years and over)** – respondents were measurably more in agreement than the municipal average.
- **Gender** – female respondents were measurably more in agreement than male respondents.

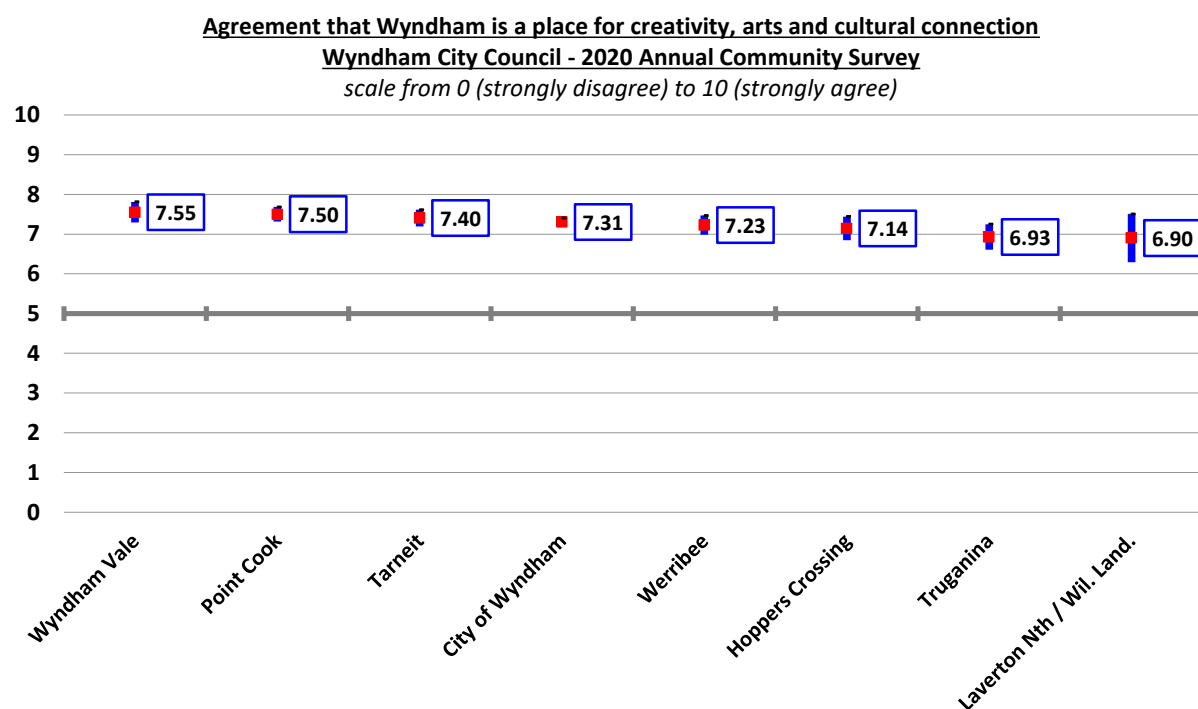


Wyndham is a place for creativity, arts, and cultural connection

The average agreement that “Wyndham is a place for creativity, arts, and cultural connection” declined marginally but not measurably this year, down 1.7% to 7.31, although it remains at a “strong” level of agreement.



There was no statistically significant variation in the average agreement with this statement observed across the seven precincts comprising the City of Wyndham.

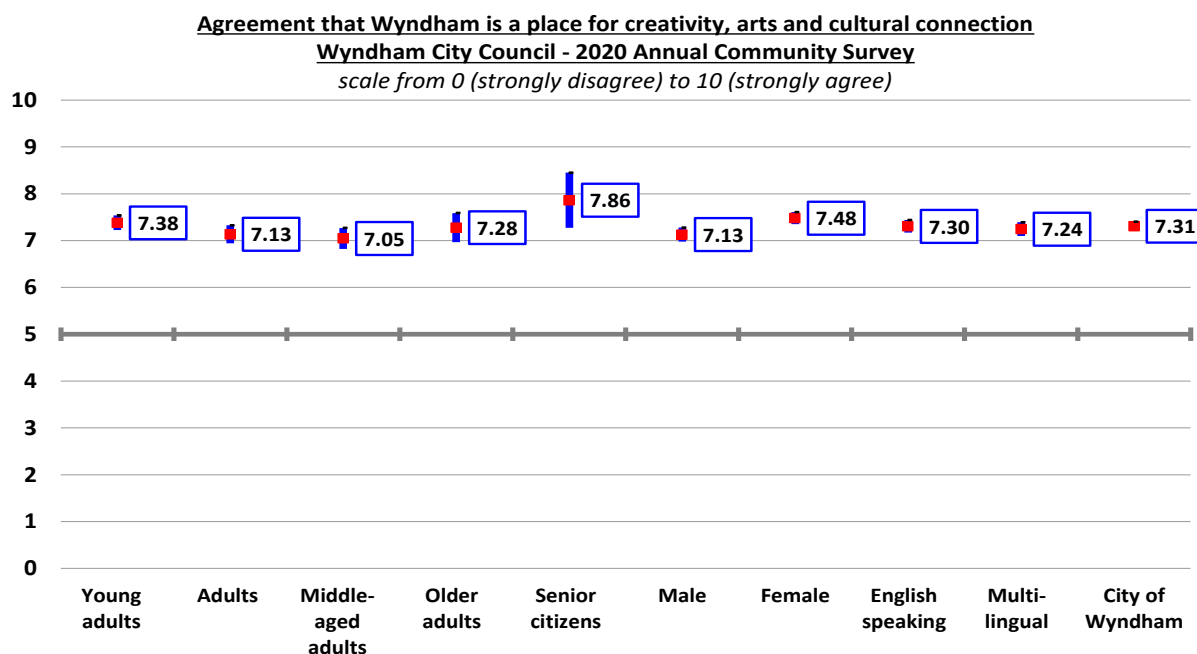


There was measurable variation in average agreement with this statement observed by respondent profile, as follows:

- **Senior citizens (aged 75 years and over)** – respondents were notably but not measurably more in agreement than the municipal average.

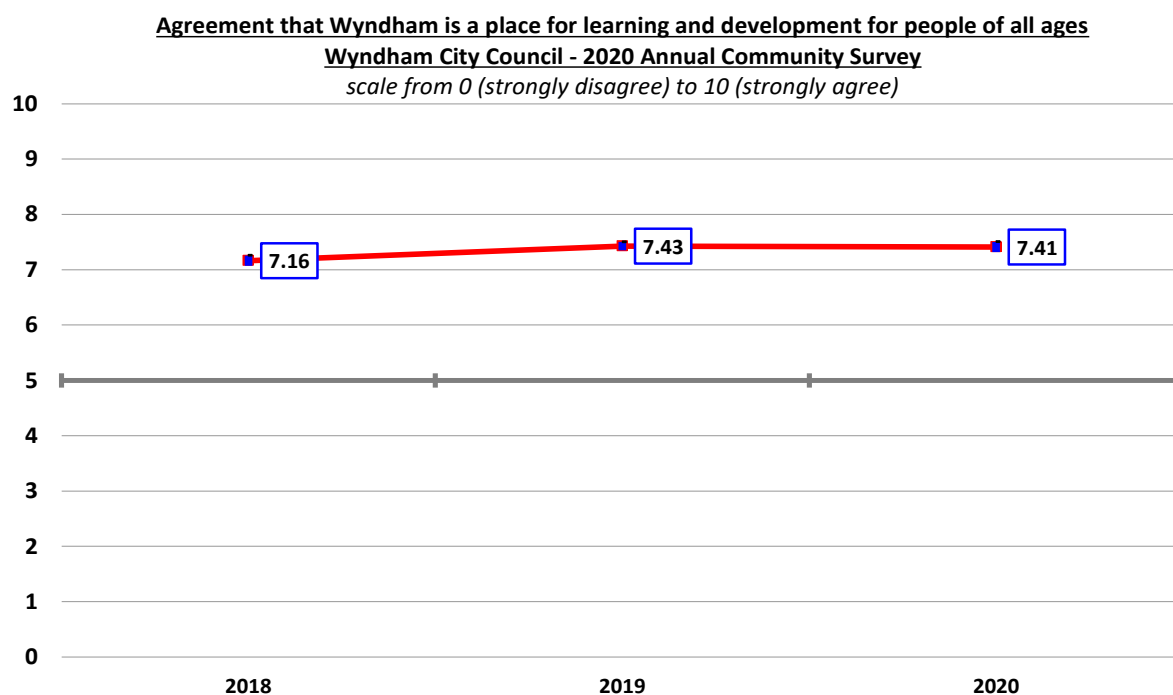


- **Gender** – female respondents were measurably more in agreement than male respondents.

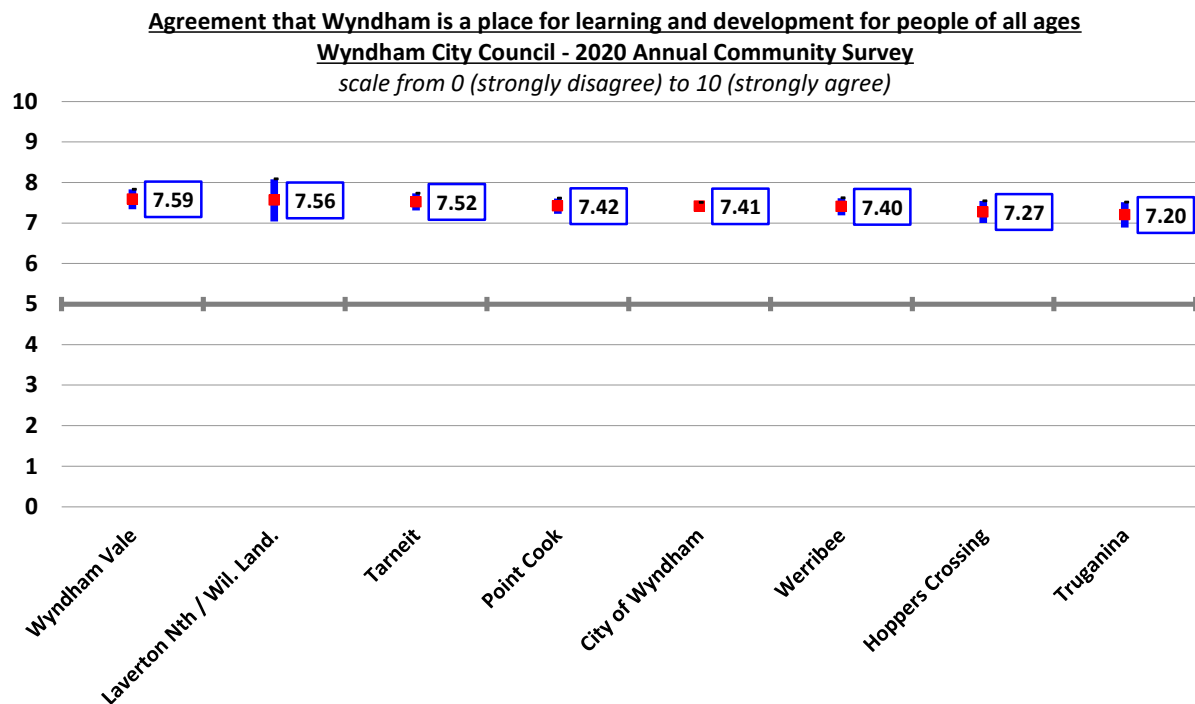


Wyndham is a place for learning and development for people of all ages

The average agreement that “Wyndham is a place for learning and development for people of all ages” declined marginally but not measurably this year, down less than one percent to 7.41, although it remains at a “strong” level of agreement.

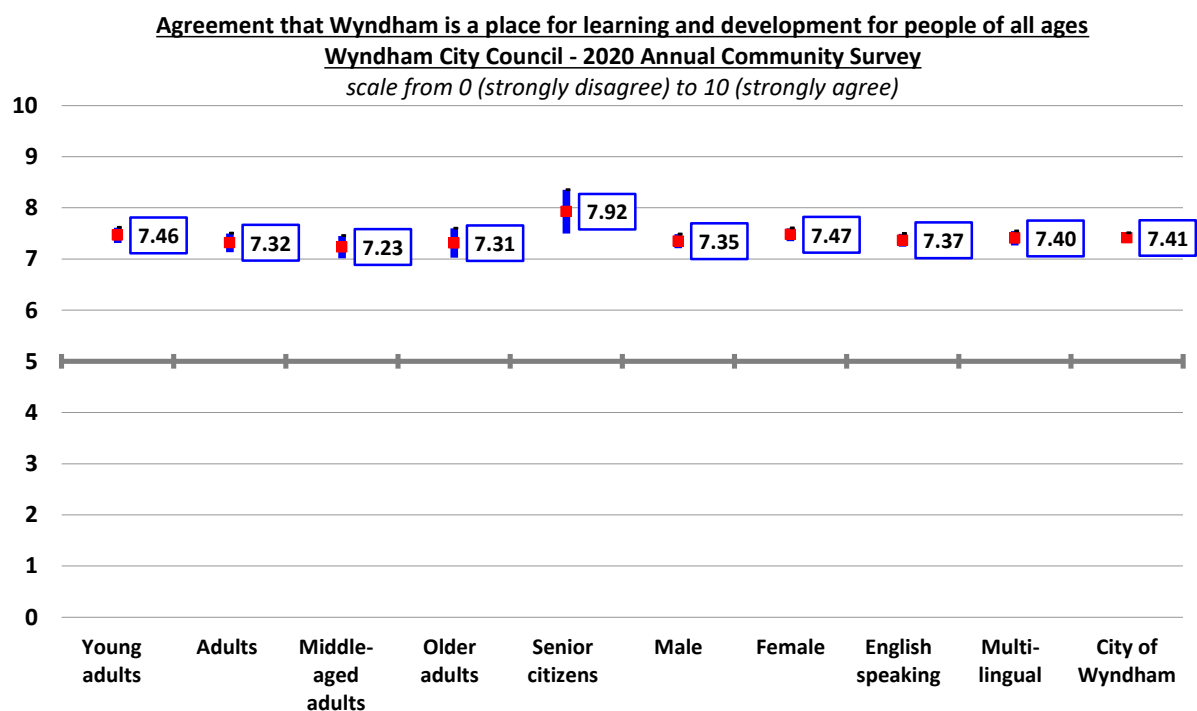


There was no statistically significant or meaningful variation in average agreement with this statement observed across the seven precincts comprising the City of Wyndham.



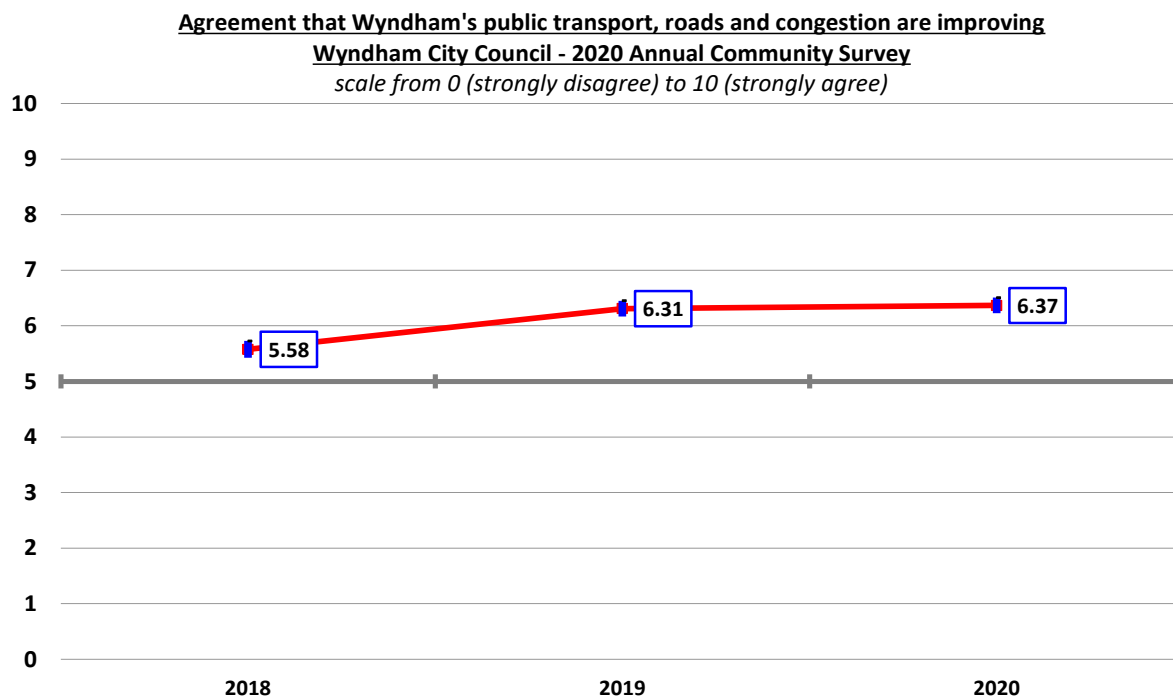
There was measurable variation in average agreement with this statement observed by respondent profile, as follows:

- **Senior citizens (aged 75 years and over)** – respondents were measurably more in agreement than the municipal average.



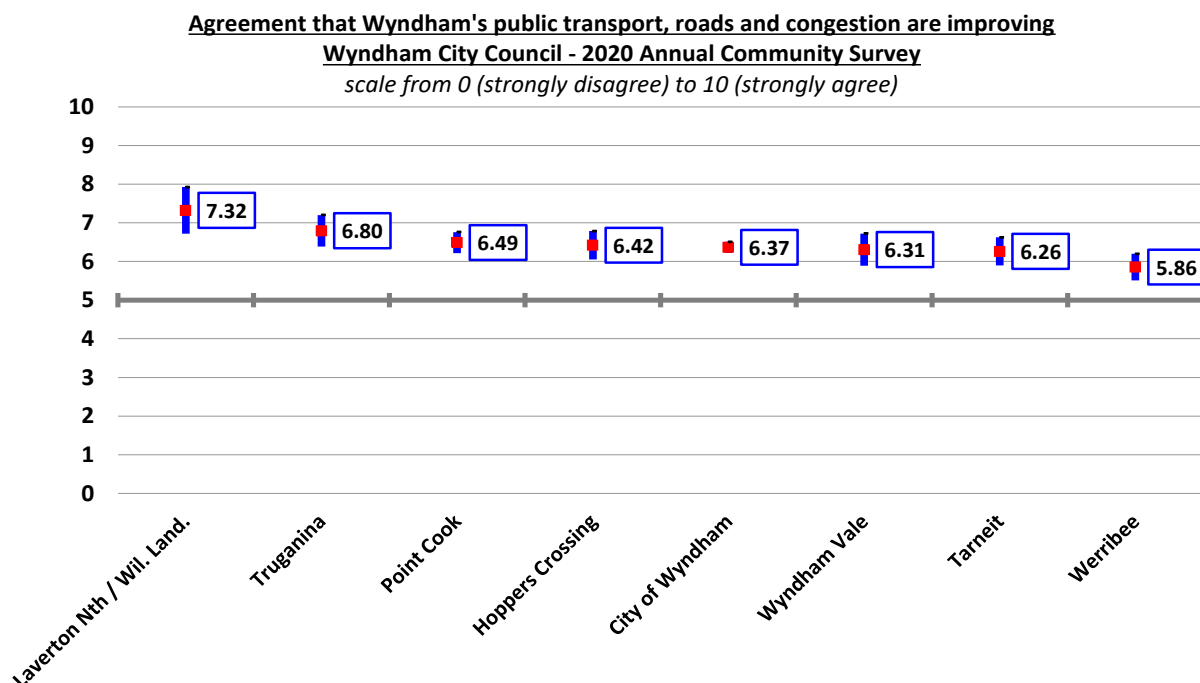
Wyndham's public transport, roads and congestion are improving

The average agreement that “Wyndham’s public transport, roads, and congestion are improving” increased by 0.6% this year to 6.37, although it remains at a “moderate” level.



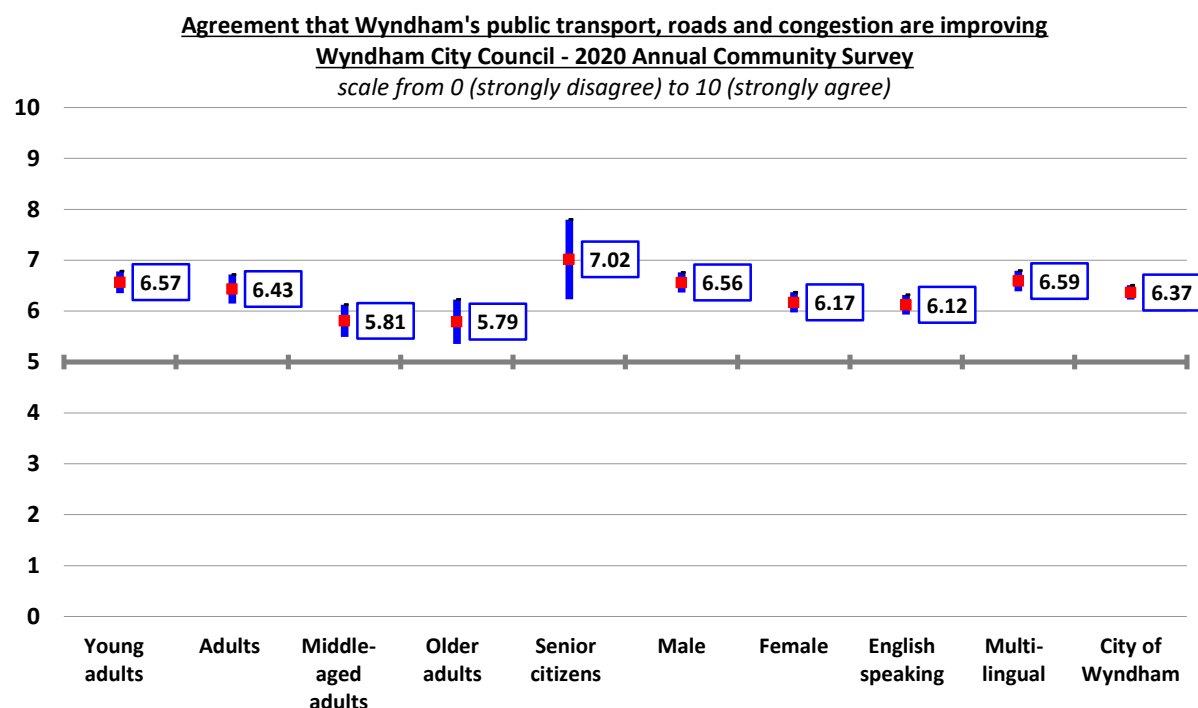
There was measurable variation in this result observed across the municipality, as follows:

- **Laverton North / Williams Landing** – the small sample of 42 respondents were measurably and significantly more in agreement than the municipal average.
- **Werribee** – respondents were measurably and significantly less in agreement than the municipal average.



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

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



My local neighbourhood is safe and family friendly

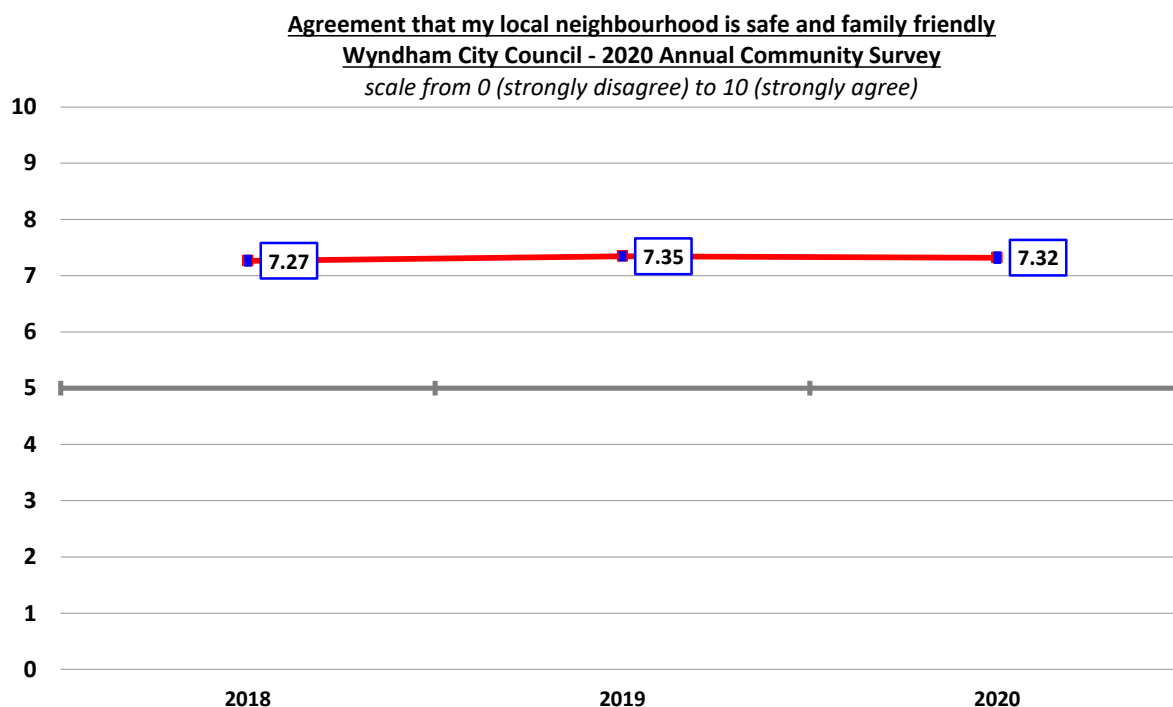
The average agreement that “my local neighbourhood is safe and family friendly” declined by less than one percent this year to 7.32, although it remains at a “strong” level of agreement.

Metropolis Research notes that whilst the average agreement that the local neighbourhood is safe and family friendly remained essentially stable this year, the perception of safety in the public areas of the City of Wyndham at night declined 10.7% this year.

This does suggest that whilst more than half (55.3%) of respondents strongly agreed that their neighbourhood is safe and family friendly, this does not necessarily imply that they all believe that the City of Wyndham is safe at night.

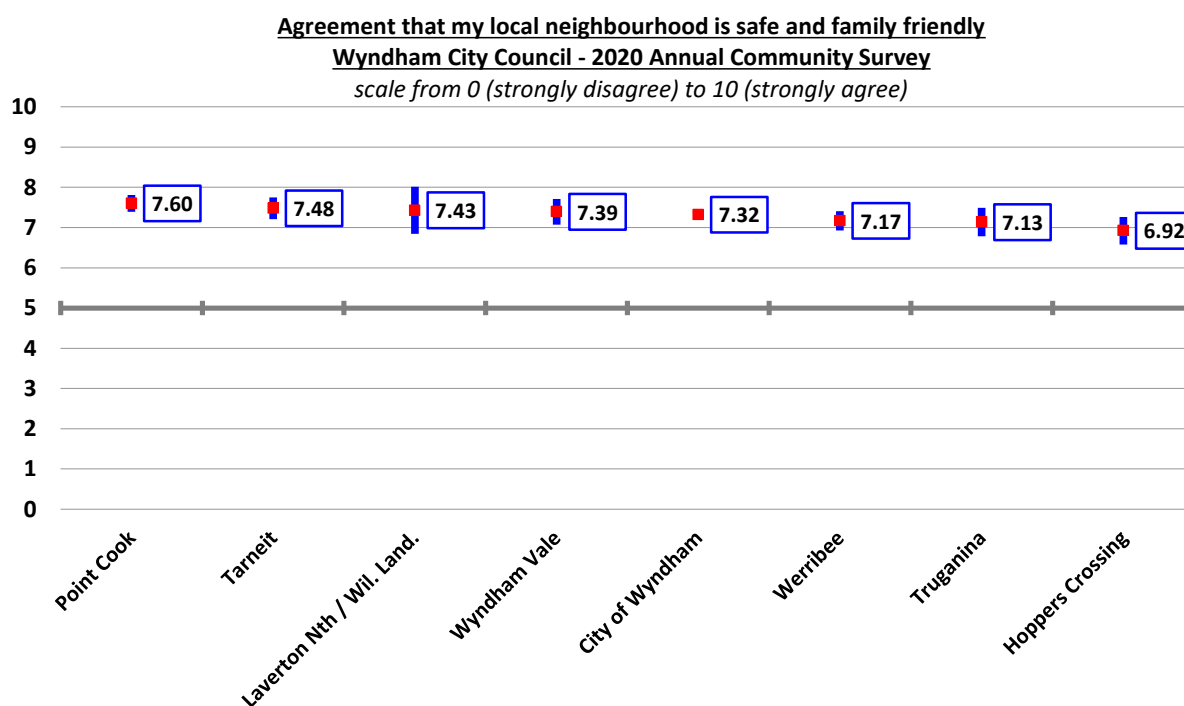
Metropolis Research notes that whilst 8.9% of respondents did not agree that their local neighbourhood is safe and family friendly, 21.9% did not feel safe in the public areas of the City of Wyndham at night.



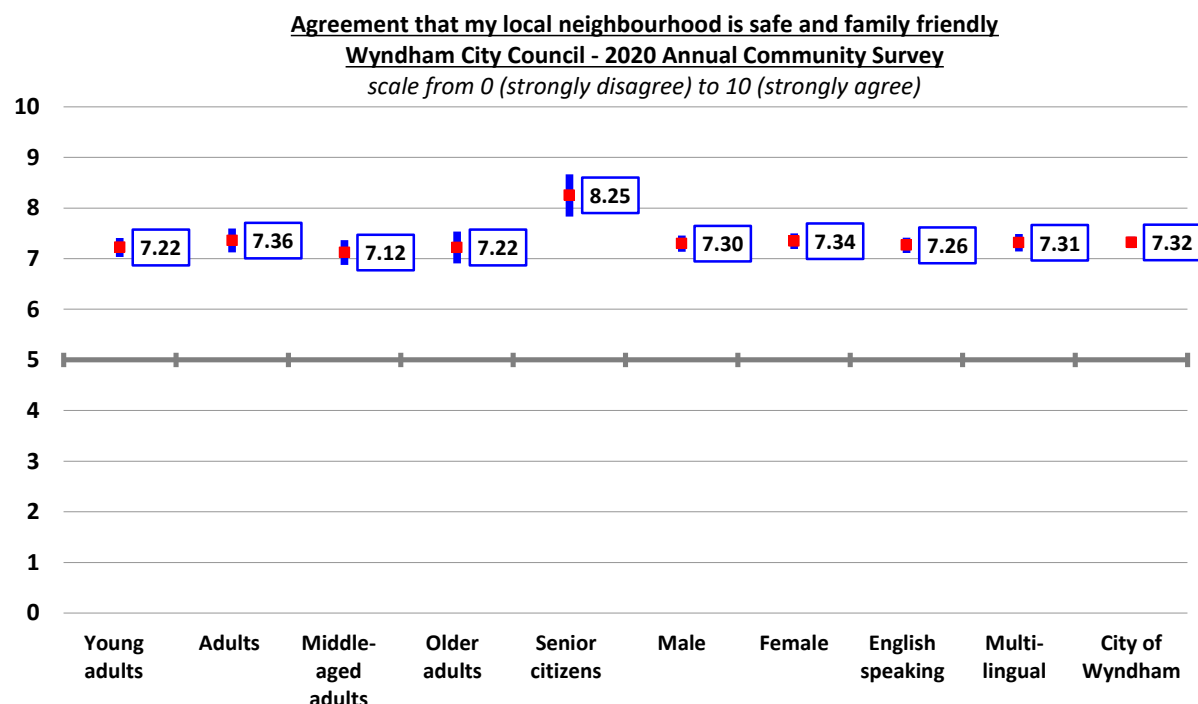


Whilst there was no statistically significant variation in the average agreement that the local neighbourhood is safe and family friendly, attention is drawn to the following:

- **Point Cook** – respondents were notably but not measurably more in agreement than the municipal average.
- **Hoppers Crossing** – respondents were notably but not measurably less in agreement than the municipal average and at a “moderate” rather than a “strong” level of agreement.

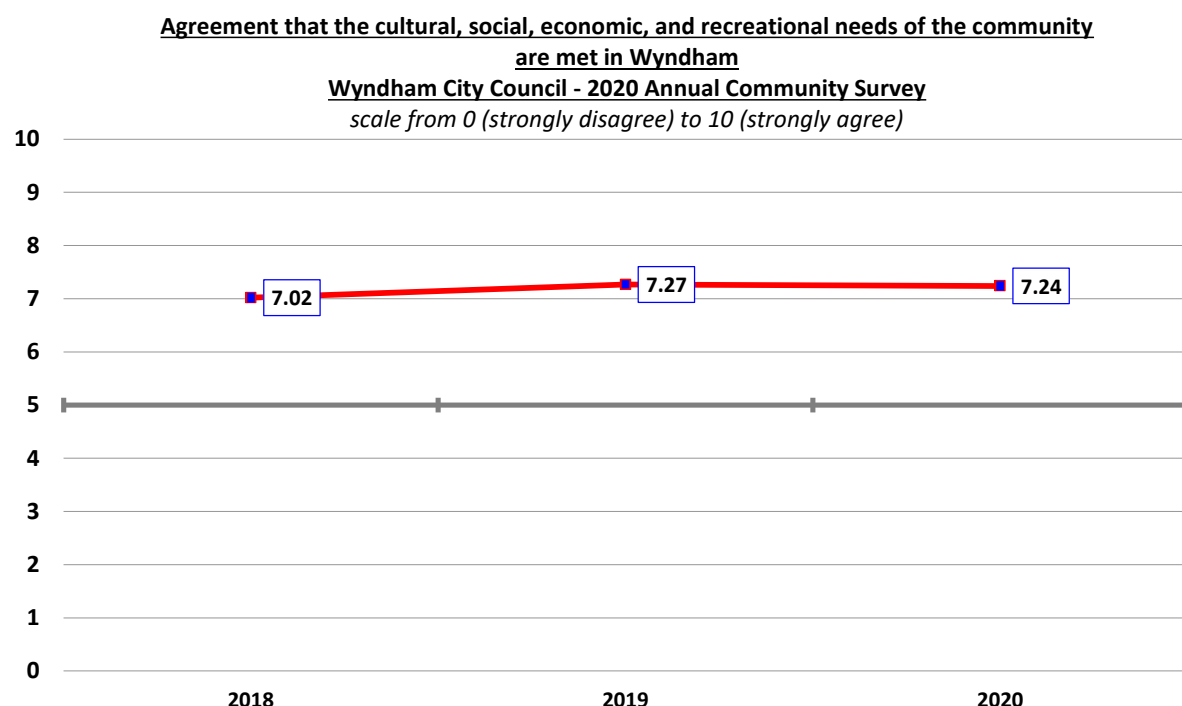


Apart from senior citizens (aged 75 years and over), who were measurably and significantly more in agreement with this statement than the municipal average, there was no other statistically significant or meaningful variation in these results observe by respondent profile.



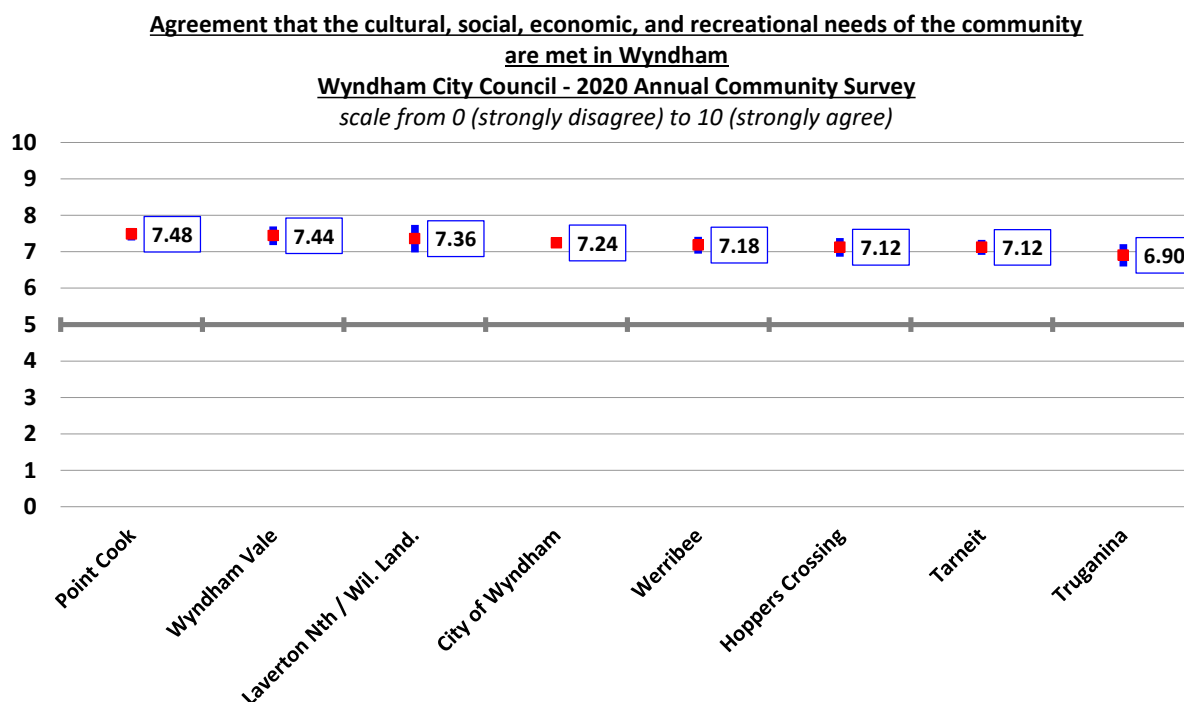
The cultural, social, economic, and recreational needs of the community are met in Wyndham

The average agreement that “the cultural, social, economic, and recreational needs of the community are met in Wyndham” declined by less than one percent this year and remains at a “strong” level of agreement.

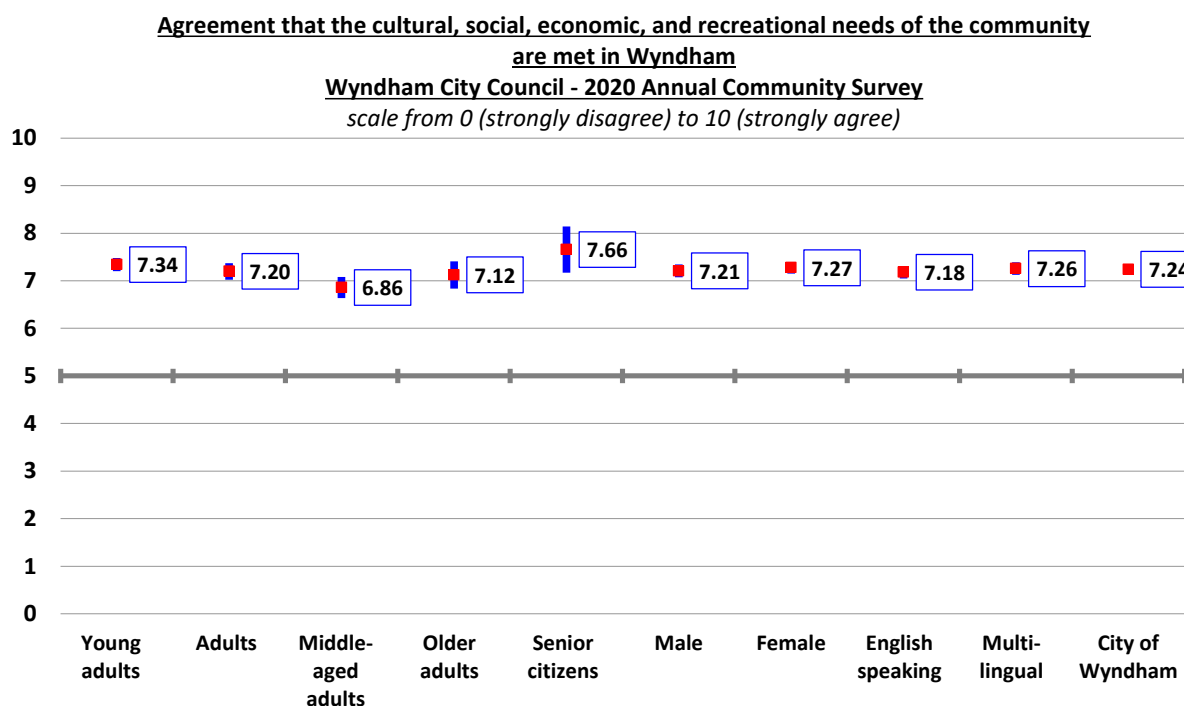


There was some measurable variation in the average agreement with this statement observed across the municipality, as follows:

- **Point Cook** – respondents were measurably more in agreement than the municipal average.
- **Truganina** – respondents were somewhat, but not measurably less in agreement than the municipal average.

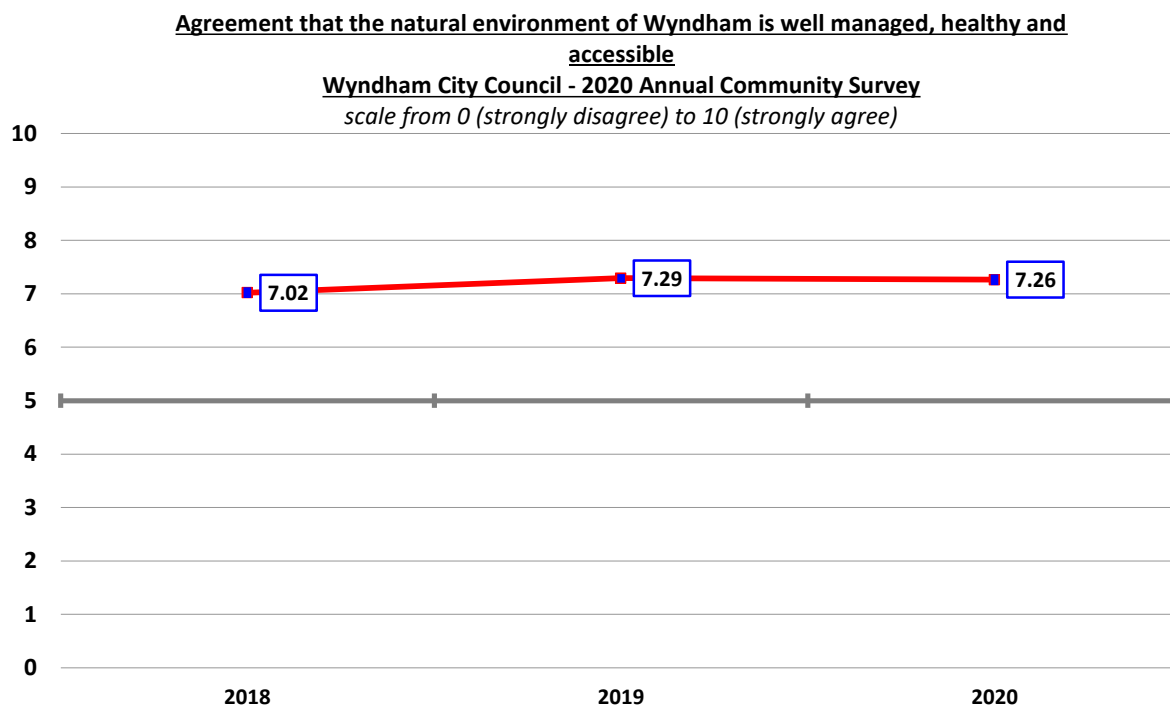


There was measurable variation in average agreement with this statement observed by respondent profile, with middle-aged adults (aged 45 to 59 years) measurably less in agreement than the municipal average.

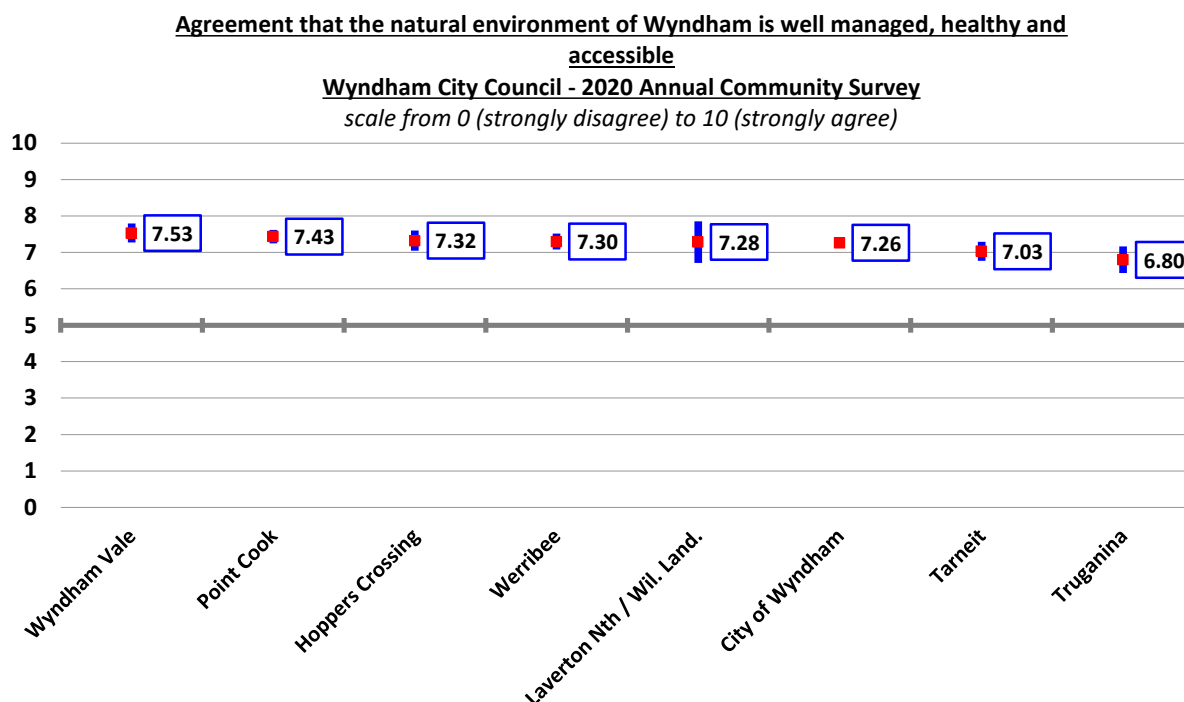


The natural environment of Wyndham is well managed, healthy, and accessible

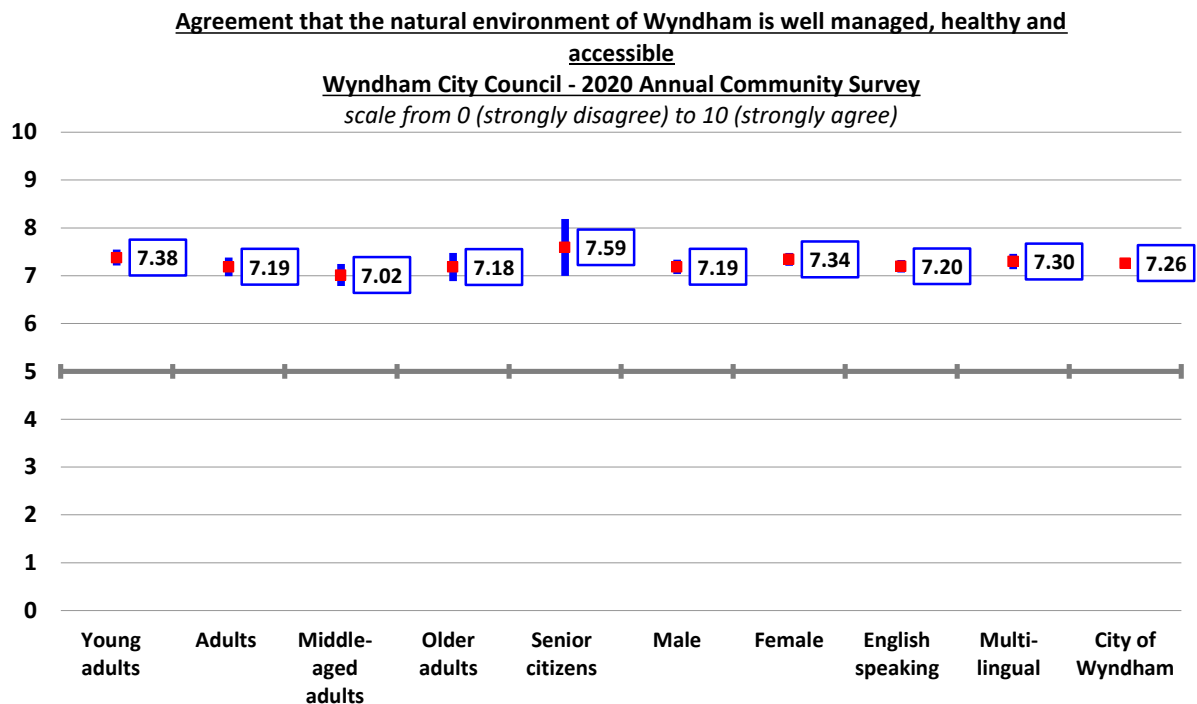
The average agreement that the “natural environment of Wyndham is well managed, healthy, and accessible” declined by less than one percent this year to 7.26 and remains at a “strong” level of agreement.



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

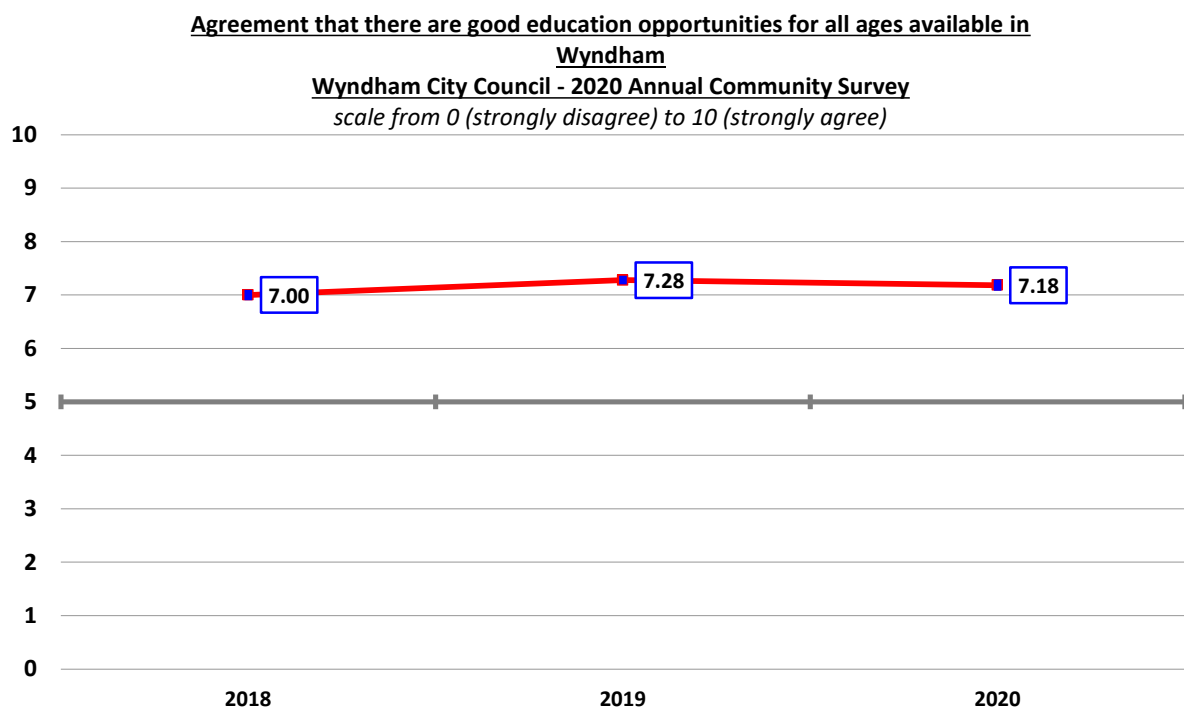


There was no statistically significant variation in average agreement with this statement observed by respondent profile, although it is noted that middle-aged adults (aged 45 to 59 years) were marginally but not measurably less satisfied than the municipal average.

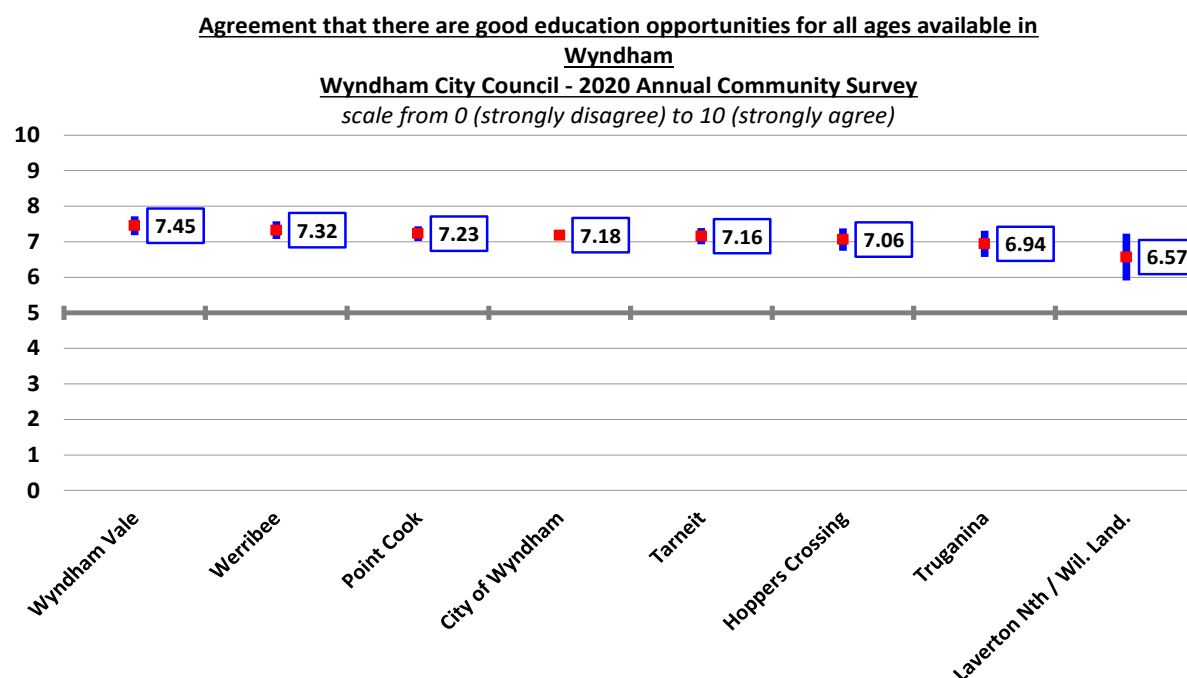


There are good education opportunities for all ages available in Wyndham

The average agreement that “there are good education opportunities for all ages available in Wyndham” decreased marginally but not measurably this year, down 1.4% to 7.18 and it remains at a “strong” level of agreement.

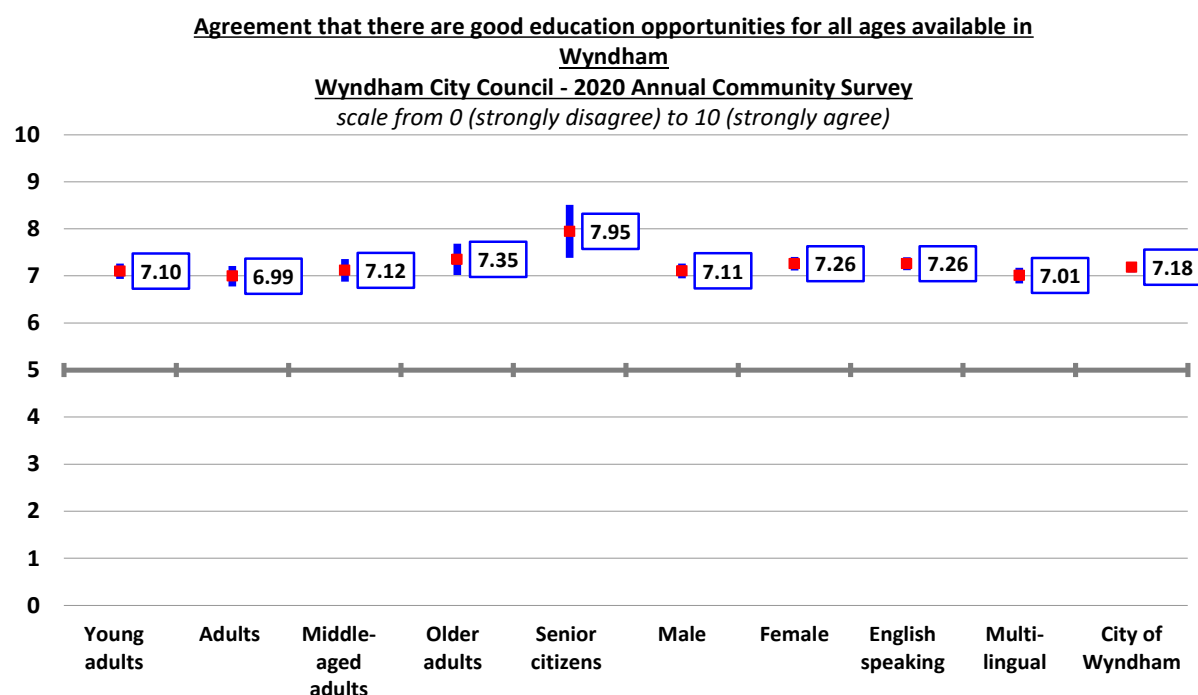


Whilst there was no statistically significant variation in average agreement with this statement observed across the municipality, it is noted that the 42 respondents from Laverton North / Williams Landing precinct were notably less in agreement than the average.



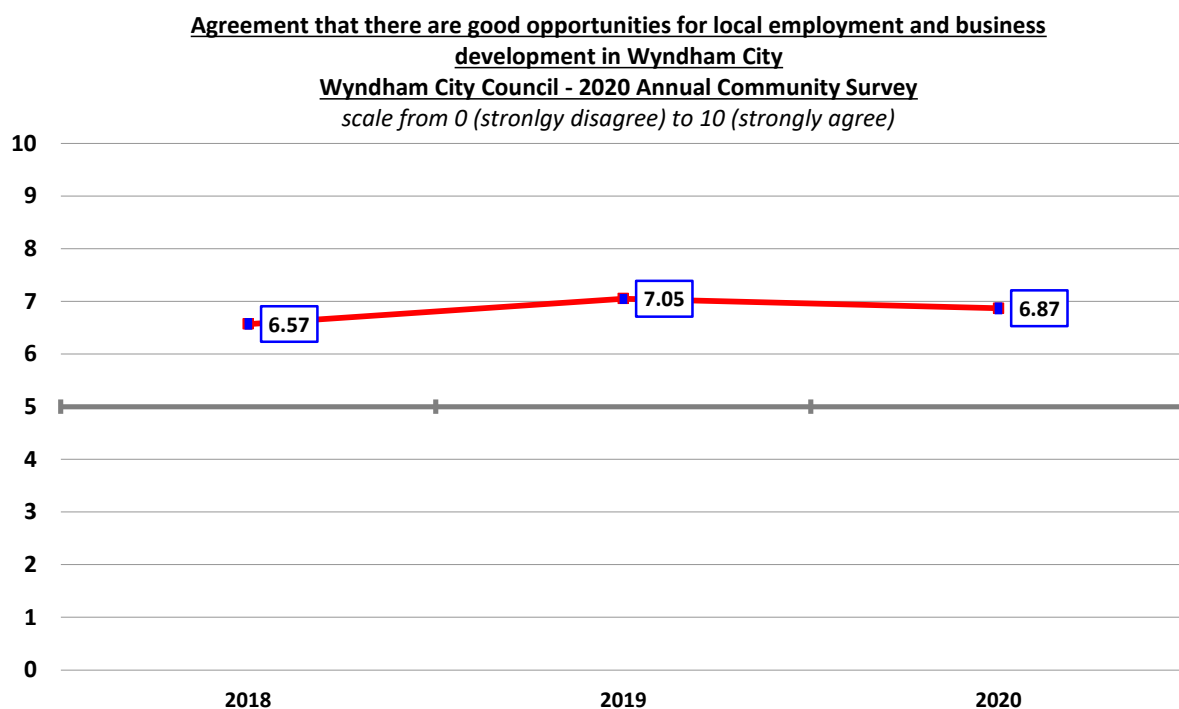
There was measurable variation in average agreement with this statement observed by respondent profile, as follows:

- **Senior citizens (aged 75 years and over)** – respondents were measurably and significantly more in agreement than the municipal average.
- **Language spoken at home** – respondents from English speaking households were marginally but not measurably more in agreement than respondents from multi-lingual households.

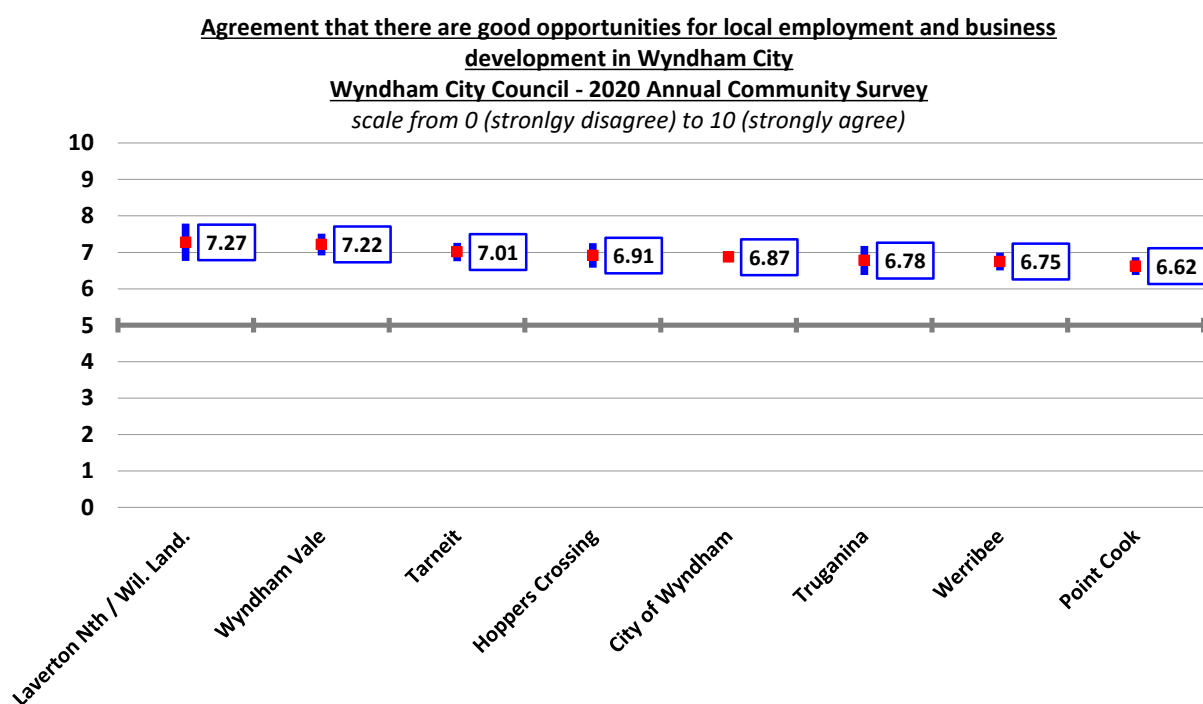


There are good opportunities for local employment and business development in Wyndham City

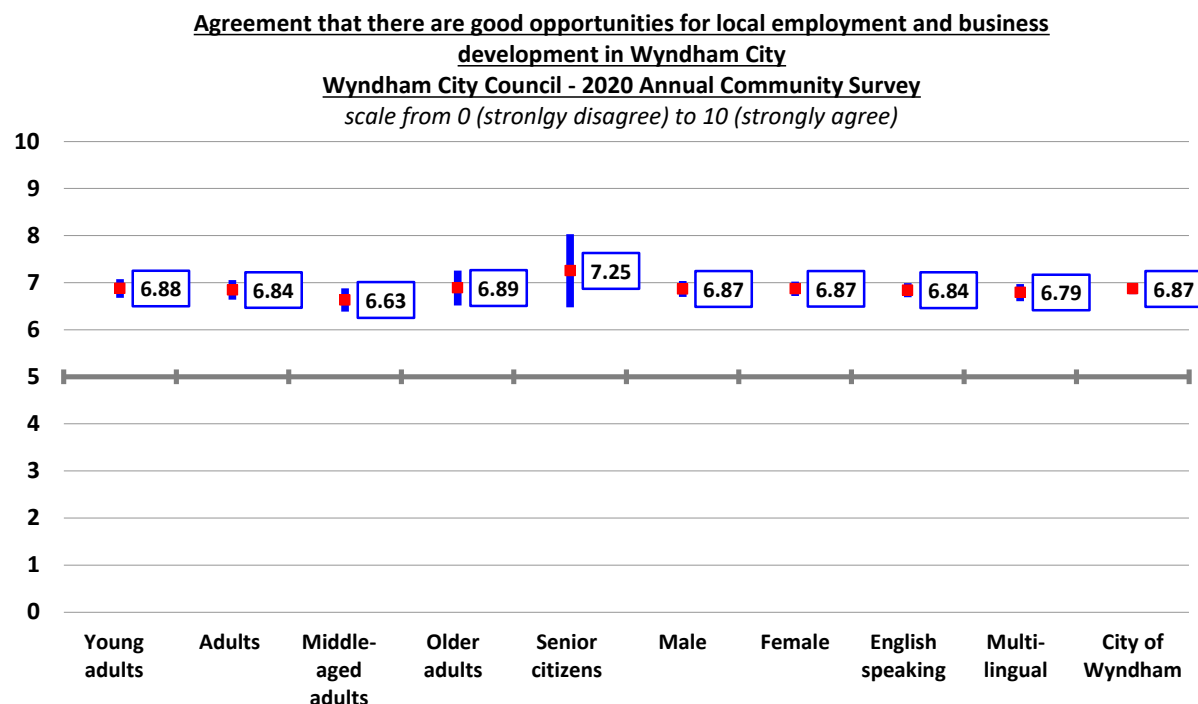
The average agreement that “there are good opportunities for local employment and business development in Wyndham City” declined 2.6% this year to 6.87, which is a “moderate” level of agreement.



There was no statistically significant variation in the average agreement with this statement observed across the seven precincts.

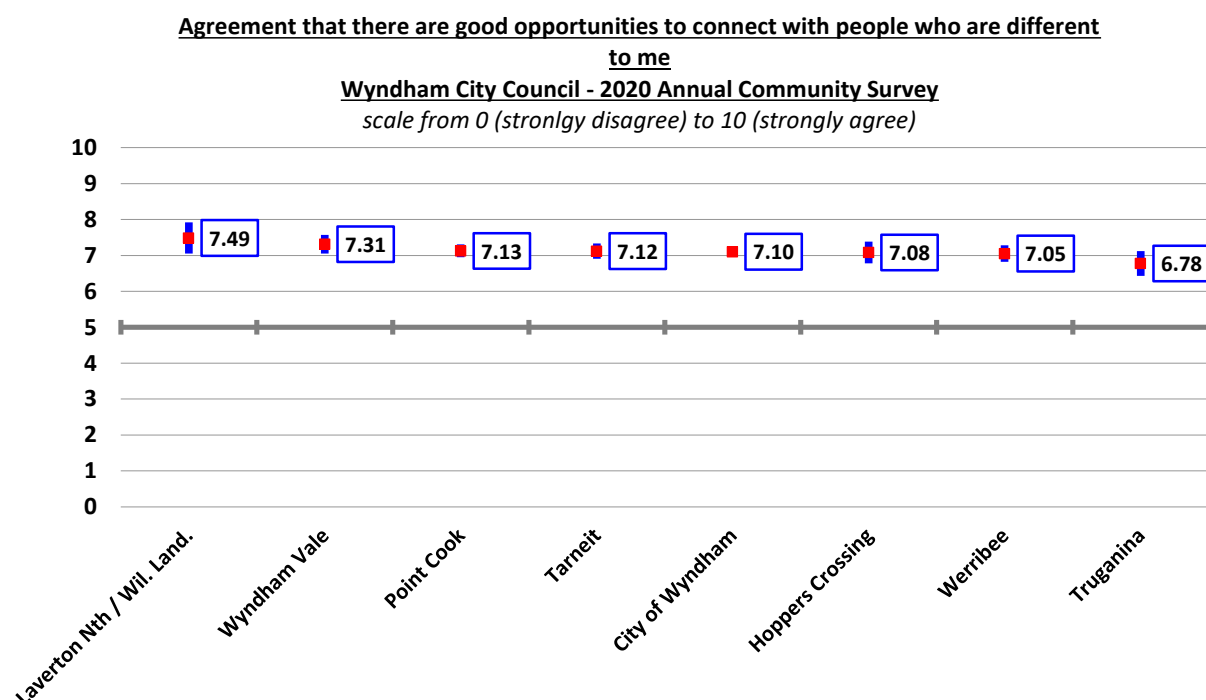


There was no statistically significant variation in average agreement with this statement observed by respondent profile.

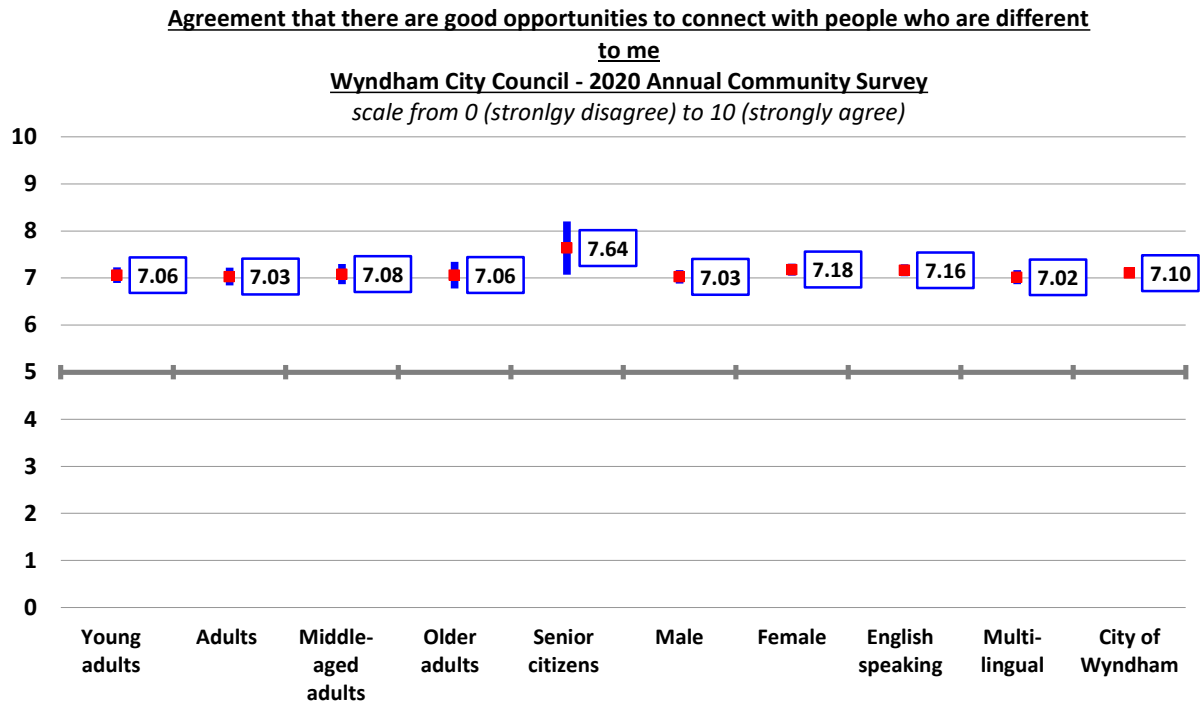


There are good opportunities to connect with people who are different to me

This statement about “good opportunities to connect with people who are different to me” was included for the first time in the survey this year. The average agreement of 7.10 is a “strong” level of agreement. There was no statistically significant variation in this result observed across the seven precincts comprising the City of Wyndham.



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



Summary of agreement with statements about strategic delivery

The following table provides the average and raw percentage results in relation to agreement with the 11 statements about strategic delivery of Council services and facilities.

Agreement with selected statements about strategic delivery
Wyndham City Council - 2020 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%
	2020	1,192	7.48	4.3%	43.4%	52.3%
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%
	2020	1,188	7.94	2.8%	29.9%	67.3%
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%
	2020	1,128	7.31	5.8%	45.9%	48.3%
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%
	2020	1,148	7.41	5.1%	44.2%	50.7%
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%
	2020	1,174	6.37	21.4%	40.1%	38.5%
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%
	2020	1,185	7.32	8.9%	35.8%	55.3%
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%
	2020	1,151	7.24	4.9%	50.2%	44.9%
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%
	2020	1,180	7.26	6.6%	44.3%	49.1%
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%
	2020	1,111	7.18	8.1%	44.0%	47.9%
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%
	2020	1,069	6.87	10.5%	51.7%	37.8%
There are good opportunities to connect with people who are different to me	2018	n.a.	n.a.	n.a.	n.a.	n.a.
	2019	n.a.	n.a.	n.a.	n.a.	n.a.
	2020	1,099	7.10	6.2%	51.6%	42.2%

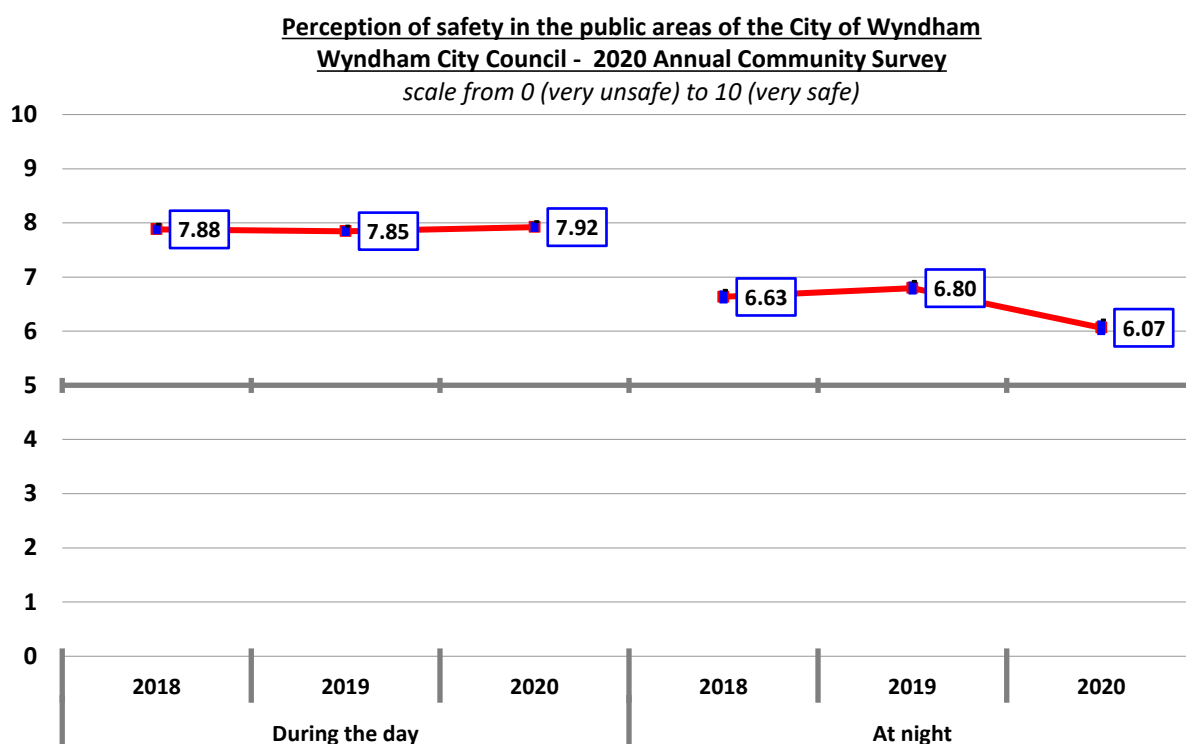


Safety in public areas

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 during the day remained essentially stable this year, whilst the perception of safety at night declined measurably and significantly.

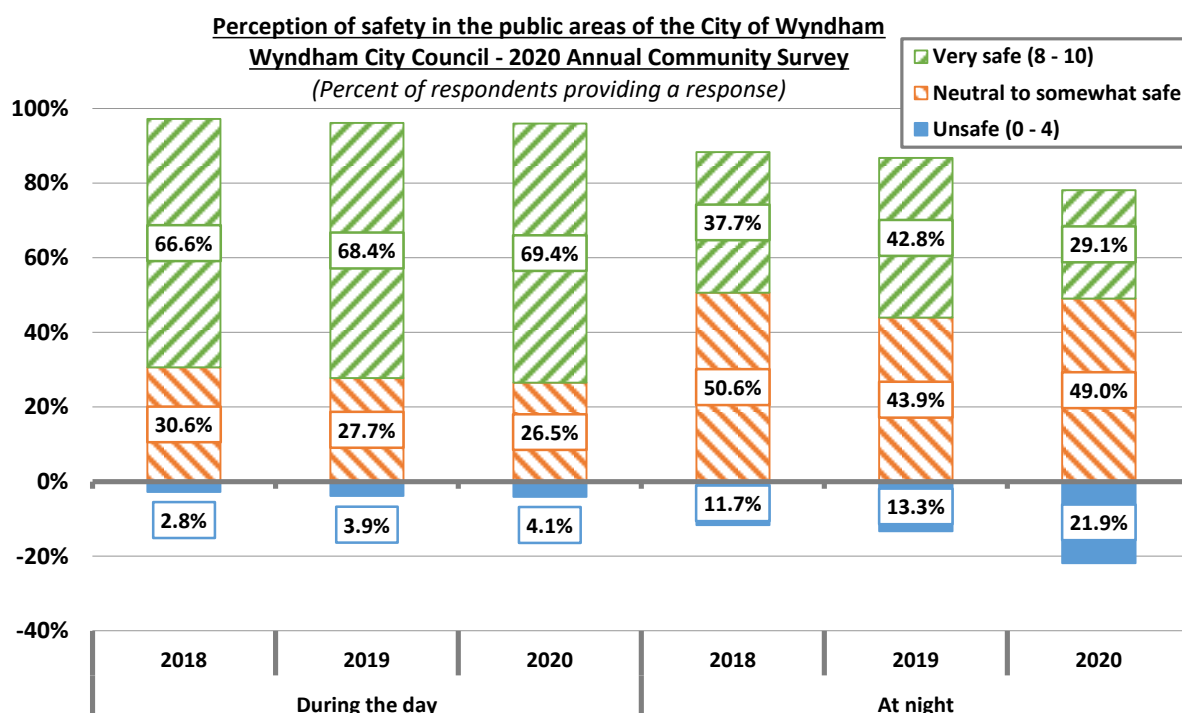


The following graph provides a breakdown of these results into the proportion of respondents who felt “very safe” (i.e., rated perception of safety at eight or more out of 10), those who felt “neutral to somewhat safe” (i.e., rated five to seven), and those who felt “unsafe” (i.e., rated from zero to four).

It is noted that two-thirds of respondents felt very safe in the public areas of the City of Wyndham during the day, a result that has been very consistent over time.

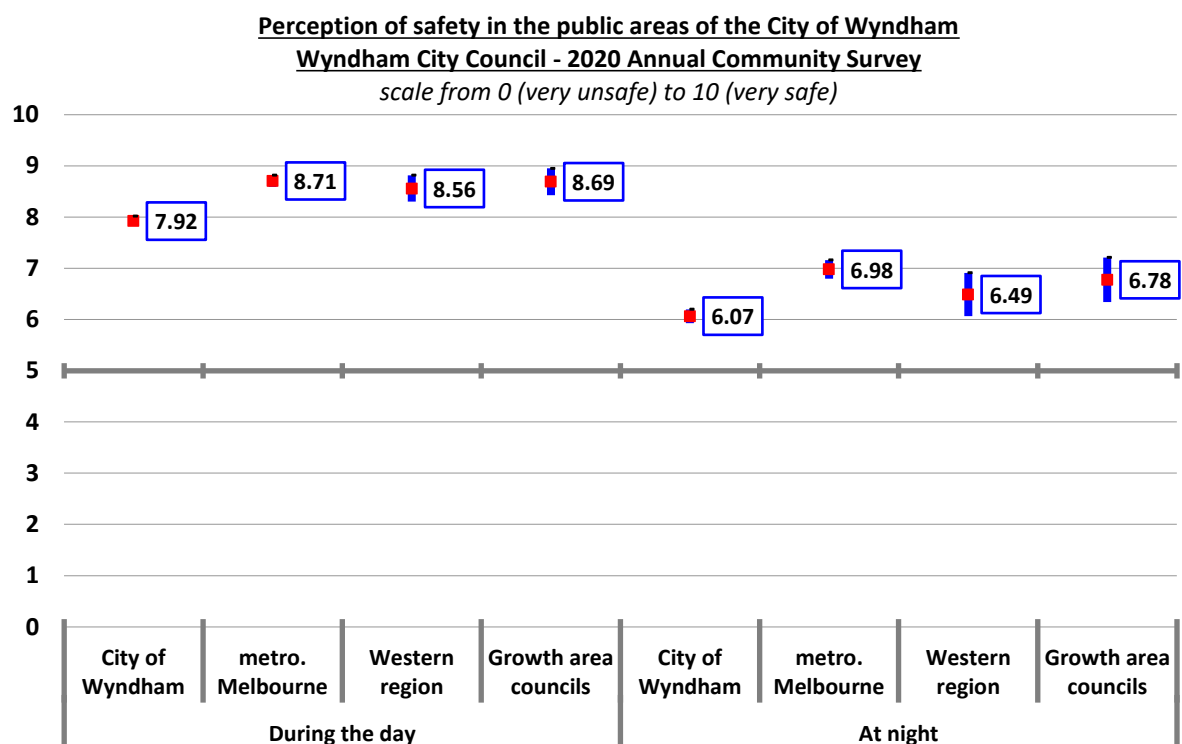
Respondents were considerably more variable, however, in their perception of safety in the public areas of the City of Wyndham at night, with 29.1% feeling “very safe” and 21.9% feeling “unsafe”.

The proportion of respondents who felt unsafe in the public areas of the City of Wyndham at night almost doubled this year from 13.3% in 2019 to 21.9% this year.

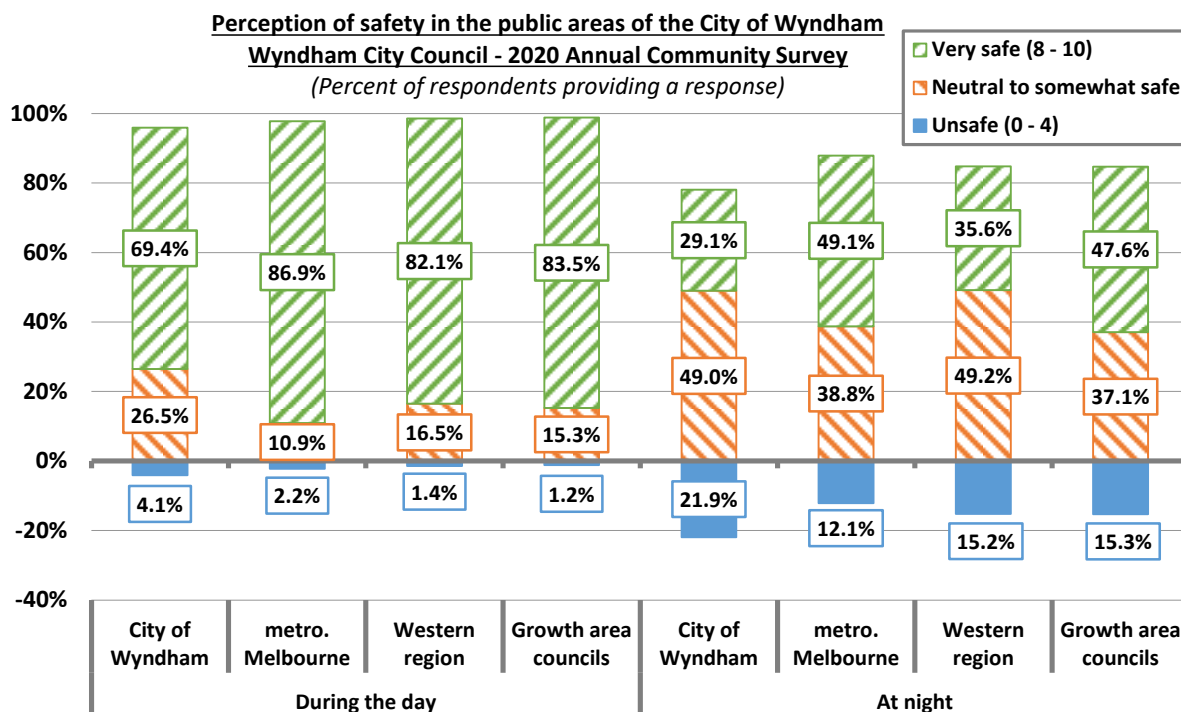


When compared to the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021, it is noted that respondents in the City of Wyndham felt measurably and significantly less safe both during the day and at night than all the comparison results (metropolitan Melbourne, growth area councils, and western region councils).

It does appear from an assessment of these results over time, that the Wyndham community often feels less safe than the average across metropolitan Melbourne, or indeed the local western region or the average for the growth area councils.



Particular attention is drawn to the fact that the proportion of respondents who felt “very safe” in the public areas of the municipality at night was significantly lower in the City of Wyndham than the metropolitan Melbourne average, and was marginally lower than the average for the western region councils.

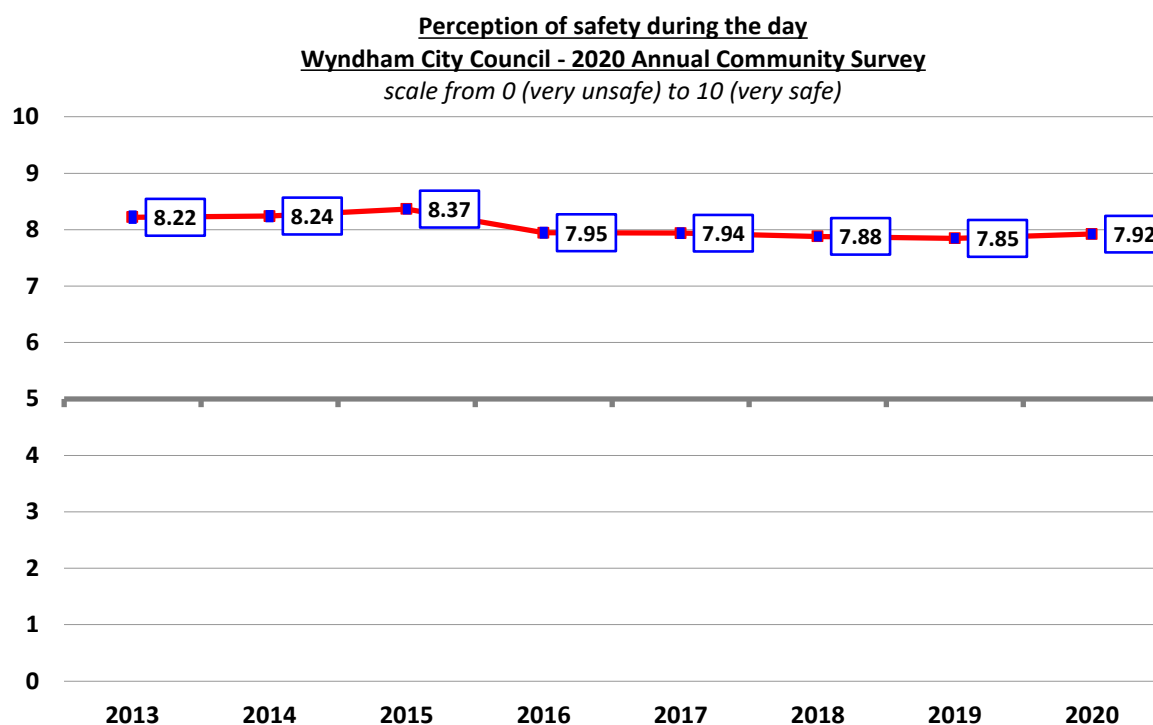


Perception of safety in the public areas of the City of Wyndham
Wyndham City Council - 2020 Annual Community Survey
 (Number, index score 0 - 10 and percent of respondents providing a response)

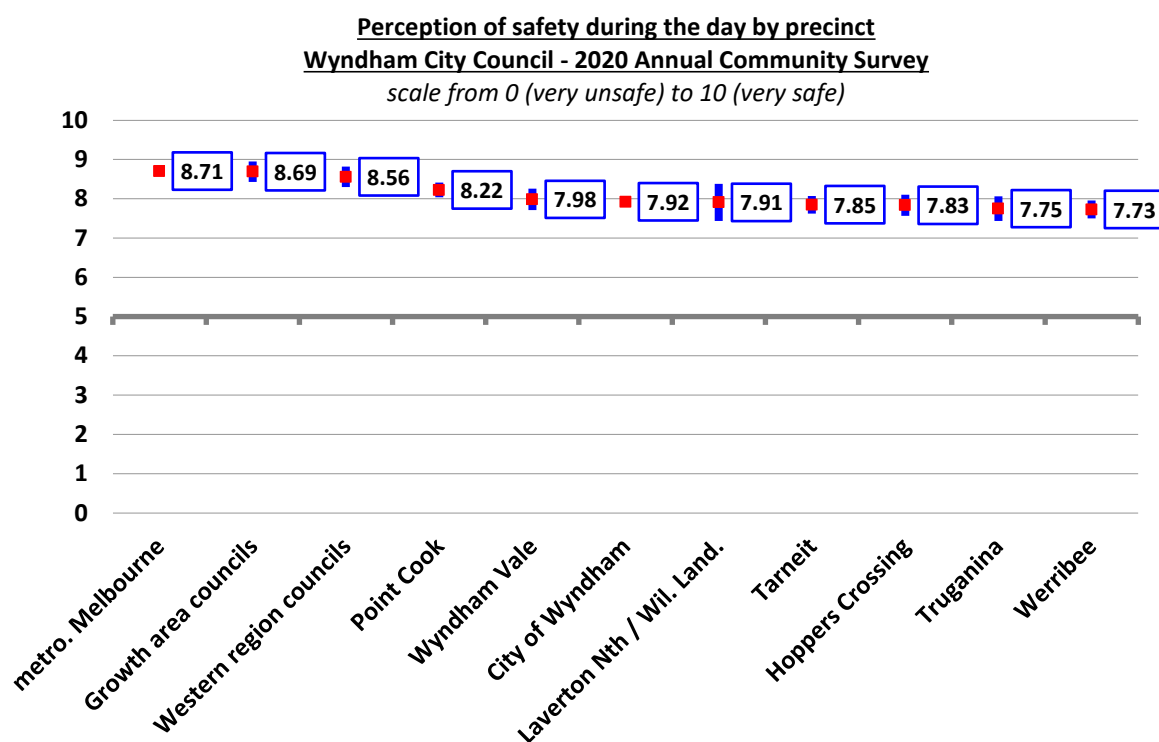
Response	Year	Number	Average mean	Unsafe (0 - 4)	Neutral to somewhat safe	Very safe (8 - 10)
During the day	2013	787	8.22	3.9%	19.0%	77.2%
	2014	781	8.24	2.3%	22.5%	75.2%
	2015	791	8.37	1.8%	15.7%	82.5%
	2016	1,158	7.95	4.5%	27.4%	68.1%
	2017	1,176	7.94	4.5%	25.9%	69.6%
	2018	1,191	7.88	2.8%	30.6%	66.6%
	2019	1,195	7.85	3.9%	27.7%	68.4%
	2020	1,195	7.92	4.1%	26.5%	69.4%
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%
	2020	1,151	6.07	21.9%	49.0%	29.1%

Safety during the day

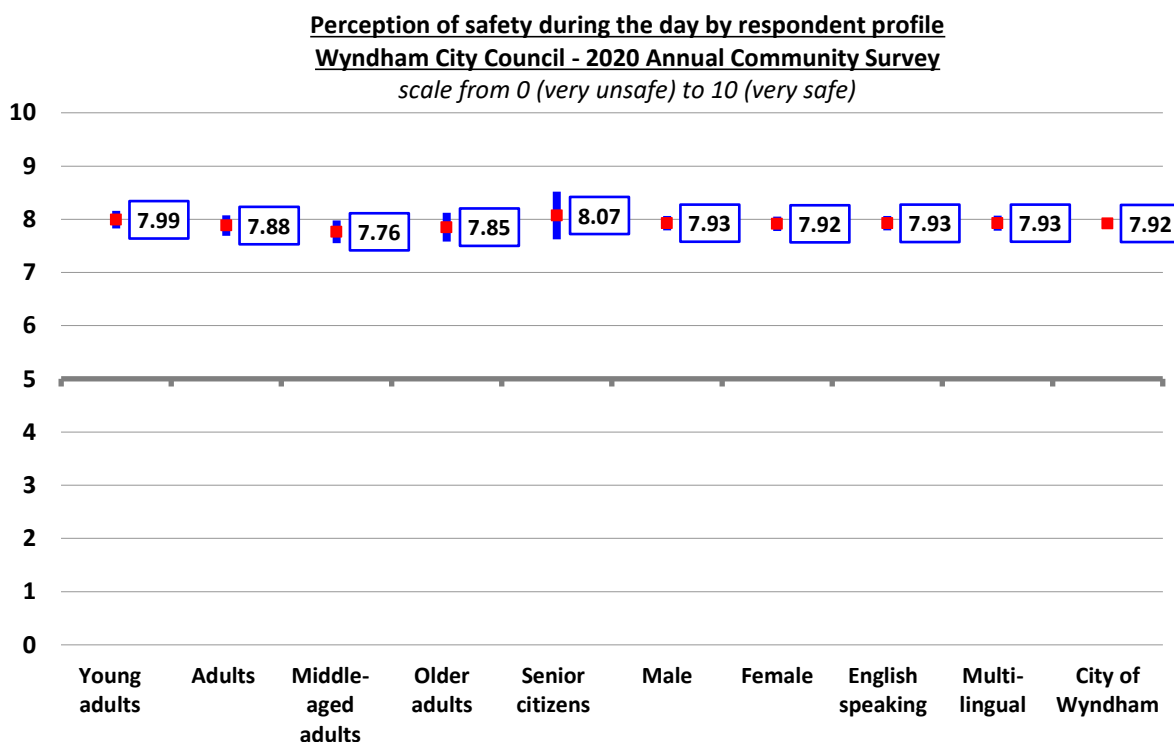
The perception of safety in the public areas of the City of Wyndham has remained relatively stable around a long-term average of 8.04, despite having fallen in 2016. This result remains below the metropolitan Melbourne, western region councils', and growth area councils' averages as recorded in the 2021 *Governing Melbourne* research.



There was measurable variation in this result observed across the municipality, with respondents from Point Cook feeling measurably safer than the municipal average.



There was no statistically significant or meaningful 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.



Safety at night

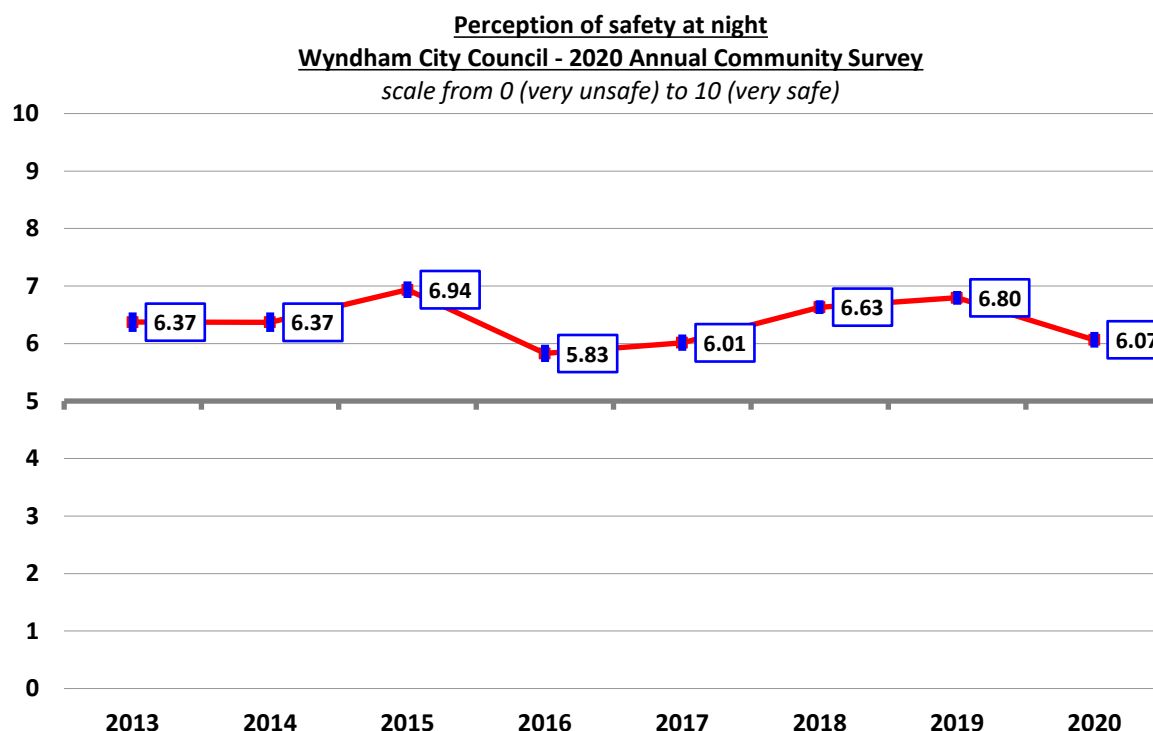
The perception of safety in the public areas of the City of Wyndham at night declined measurably and significantly this year, down 10.7% to 6.07.

This substantial decline this year reverses the steady increases in the perception of safety at night recorded for the City of Wyndham since the most recent low point back in 2017.

Metropolis Research is of the view that this result is likely to have been impacted, in part, by the COVID-19 pandemic. Other municipalities across metropolitan Melbourne surveyed in 2020 also recorded declines in the perception of safety at night, although this was not followed up by a decline in the metropolitan Melbourne average recorded in *Governing Melbourne* in January 2021.

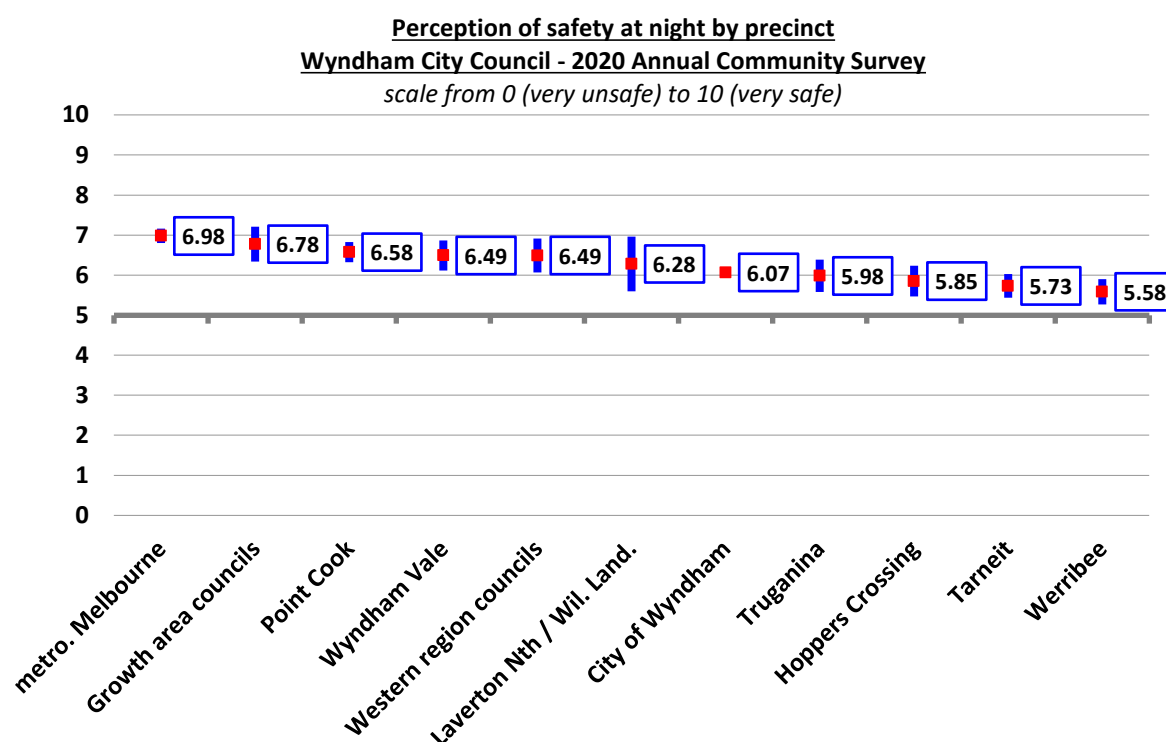
Given the extent of the COVID-19 pandemic outbreak in the City of Wyndham, it is not surprising that the perception of safety at night has fallen sharply, although it is important to note that COVID-19 was not specifically raised by respondents when asked why they felt unsafe in the public areas of the municipality. The most common reason why respondents felt unsafe at night related to perceptions about people and “gangs” in the area.

The perception of safety in the public areas of the City of Wyndham at night was measurably lower than the metropolitan Melbourne (6.98) and growth area councils’ (6.78) averages, and marginally but not measurably lower than the western region councils’ average of 6.49.



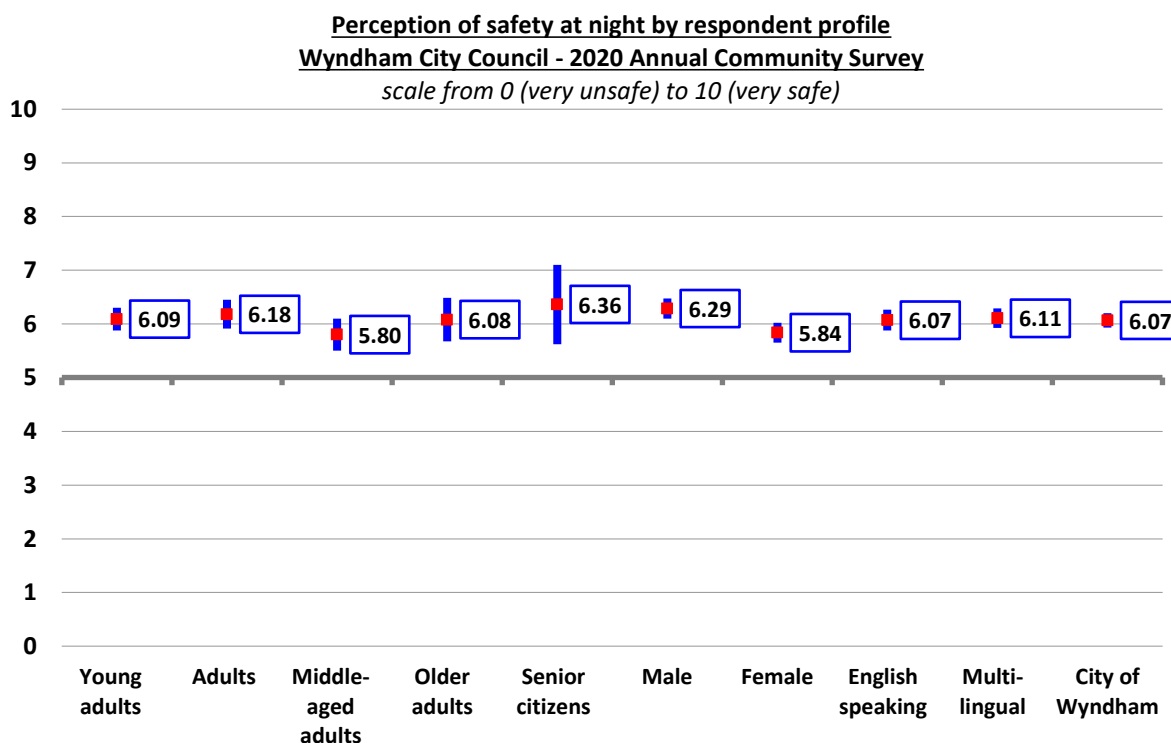
There was measurable variation in the perception of safety in the public areas of the City of Wyndham at night observed across the municipality, as follows:

- **Point Cook** – respondents felt measurably safer in the public areas at night than the municipal average. This is consistent with the results in previous years.
- **Werribee** – respondents felt measurably and significantly less safe in the public areas at night than the municipal average.



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

- **Middle-aged adults (aged 45 to 59 years)** – respondents felt somewhat, albeit not measurably less safe than the municipal average. This result has been consistently observed in the City of Wyndham over an extended period.
- **Gender** – female respondents felt measurably and significantly (7.2%) less safe in the public areas at night than male respondents.



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?”

Reasons for feeling unsafe in public areas of Wyndham during the day

The 49 respondents (representing 4.1% of the sample of respondents answering the question) who felt unsafe in the public areas of the City of Wyndham during the day provided a total of 39 responses outlining the reasons why they felt unsafe.

The most common reasons why respondents felt unsafe in the public areas of the City of Wyndham during the day were fear of robbery and break-ins, concerns about “gangs” and other groups of people, a perception of high crime rate, and a general perception that the area is not safe.

Reasons for feeling unsafe during the day
Wyndham City Council - 2020 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Robbery / break-ins	5
A lot of gangs	4
Bad crowd	4
So many crimes happening at broad day light	3
No security or cops	2
Certain ethnic kids are creating rampant	1
Crime is high	1
Dirty	1
Druggies	1
Experienced a car-jacking	1
Experienced many issues	1
Family with 5 girls. None of them go for a walk by themselves	1
Have heard kids being abducted	1
I am alone and don't feel safe	1
In general don't feel safe	1
It's like inching around a war zone, also in wheelchair	1
Loitering around	1
Lots of people doing the wrong things	1
People aggressive	1
The roads unsealed for a long time put me at risk	1
There is a lot of drug houses and gang violence	1
There is a lot of violence and don't feel safe walking around with kids	1
Too many cultures not following the rules regulation	1
Too much crime and age	1
Vandalism is observed	1
Youth people steal	1
Total	39

Reasons for feeling unsafe in public areas of Wyndham at night

A total of 252 respondents reported that they feel unsafe in the public areas of the City of Wyndham at night (i.e., rated perception of safety at less than five out of 10). These 252 respondents provided 235 responses outlining the reasons why they feel unsafe. These responses have been broadly categorised as follows:

- Concerns about people (including “gangs”, “youths”, and suspicious people – 76 responses.
- Concerns about crime – 62 responses.
- Concerns about lighting / safety at night – 33 responses.
- Concerns about perceived lack of Policing – 27 responses.
- Concerns about drug and drug affected people – 8 responses.



- General concerns about safety – 9 responses.

Metropolis Research notes that there were no responses that directly referenced COVID-19 as a reason why respondents felt unsafe.

Reasons for feeling unsafe at night
Wyndham City Council - 2020 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Issues with gangs, youth and suspicious people</i>	
Gangs	24
Bad crowd	11
African / Sudanese gangs	4
Lots of shady / bad / dodgy people	4
Far too many young adults wandering about unsupervised, roaming in cars	3
Gang activities / violence	3
Too many dangerous people	2
Bad neighbours	1
Because of young people. They run amok	1
Different groups of people hanging around make you uncomfortable	1
Don't know who is out there	1
Experience car jackings, people on motorbike very quick at night, people hang around	1
Gangs around shopping centres	1
Gangs hanging out at stations	1
Had some issues with some youth gangs	1
I am an aged pensioner, I don't feel safe on the streets with the young gangs hang out - stations and Werribee plaza	1
Lincoln Boulevard park lot of drifting there, speed breakers	1
Local youth not disciplined	1
Lots of hoons driving down the street	1
Neighbours are shouting every day and police is there always so do not feel safe	1
People doing the wrong thing out in public	1
People following when walking at night	1
People with knives	1
Racists people around	1
Teenage looter	1
Teenagers drunk and violent	1
Teenagers hanging out	1
There are a lot of Africans drinking and messing around the streets. They drive at high speed in the late nights	1
There are a lot of criminal people	1
There are few black people in the park that always cause trouble there	1
Too much problem with young people	1
Young kids causing nuisance in public areas	1
Total	76

<i>Crime / violence</i>	
Break ins / robberies / home invasion	11
Crime rate is high	10
Speeding cars	9
Incidents that have happened, like being robbed	3
The violence and crimes in the area	3
Trouble in area	3
Break-ins near Mossville Primary	1
Cars parked in the street at midnight	1
Cars stolen from the street at midnight	1
Crime at night	1
Gang violence	1
I saw many people of a specific community hooning around the area every night. It is very scary to go out . Many people got their phones snatched	1
Increase in burglaries in the past 2 years	1
Local shops have been attacked. People with knives, burglaries.	1
Lot of unsafe activities	1
Lot of vandalising	1
Lots of burglaries and crime in William's Landing	1
Lots of incidents in the media lately	1
My grandson has been stabbed and his mate also	1
Park road. Stabbings in the area	1
Someone got beaten up in the middle of the night	1
Street crimes. Mugging	1
The theft and gangsters attacking people	1
There is a lot of violence and don't feel safe walking around with kids	1
There is theft in the area	1
There was incident where a lady was almost kidnapped	1
Vandalism during night	1
Violence near the shops	1
We had issues because of young teenagers destroy my car broke my window and theft and got into my garage	1
Total	62

<i>Lack of police presence</i>	
Lack of police patrol / presence	13
Not enough / no police stations in the area	3
Call the police and they do not come	1
Police station is shut	1
The station areas need police presence	1
Higher protection services needed around public places	1
Total	20



<i>Drugs and alcohol</i>	
Druggies	1
Druggies in the area. As a mother I don't think my kids are safe	1
There a lot of drunk people around the streets	1
There is a lot of drug houses	1
There is a lot of gang culture drinking and drugs especially in Werribee and not enough security	1
There is too much drugs and people hanging around in groups	1
Too many drugs and drunkards around in the night	1
Too many junkies passing racial comments there is drug problems and	1
Total	8
<i>Perception of lack of safety</i>	
In general not safe environment	8
Not safe at all for women	3
Bad activities are going on	2
Bad experience	1
Because of past incidents	1
It's dangerous we have issues	1
Just perception	1
Not safe alone	1
Not safe due to some culture of people	1
People are scared	1
Unsafe areas such as train stations and places and travel as single female	1
Werribee Station unsafe	1
Wife and daughter not comfortable going to the shopping centre	1
Wouldn't walk around at night. Things you hear on tv	1
Total	24
<i>Safety at night / issues with lighting</i>	
Not enough / poor street lighting	24
Dark areas, too many attacks	2
I am just a very worried person in general as there are very dark streets not enough lighting	1
I just don't feel safe, low lit areas	1
Lack of street lighting it's very empty land area	1
Lights are not repaired even after ringing	1
Park is not safe as there is not much lighting I don't feel safe	1
Too dark, not many people around	1
Total	32



<i>General safety concerns n.e.i</i>	
In general don't feel safe	4
Access to shopping centres	1
Around the shopping centre	1
Danger	1
Depends where I am. The crime activity that happens in some streets scares me	1
Don't feel comfortable at night	1
Elderly	1
Noise and nuisance	1
Not comfortable walking to supermarket	1
Too loud outside on the streets	1
Total	13
Total responses	235



Healthy living and community

Respondents were asked:

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

Respondents were asked this year to rate their agreement with five statements about healthy living and community in the City of Wyndham.

This includes two new statements included for the first time this year; “I know where to find out about volunteering in my community” and “I am aware that Council provides free training for volunteers and community groups”.

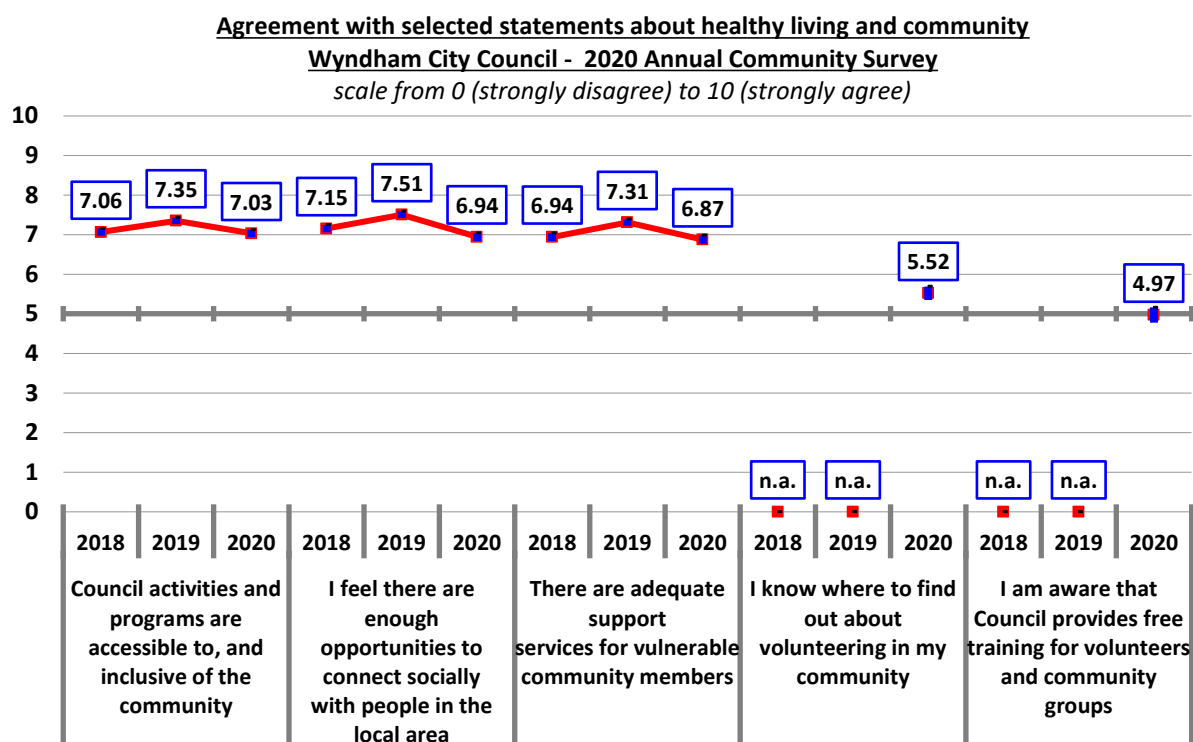
The average agreement with the three statements that were included in previous years all declined measurably this year, reversing the increases recorded in 2019.

Metropolis Research notes that it is likely that the COVID-19 pandemic may well have been a factor underpinning the decline in agreement with these healthy living and community statements this year.

Agreement with these five statements can best be summarised as follows:

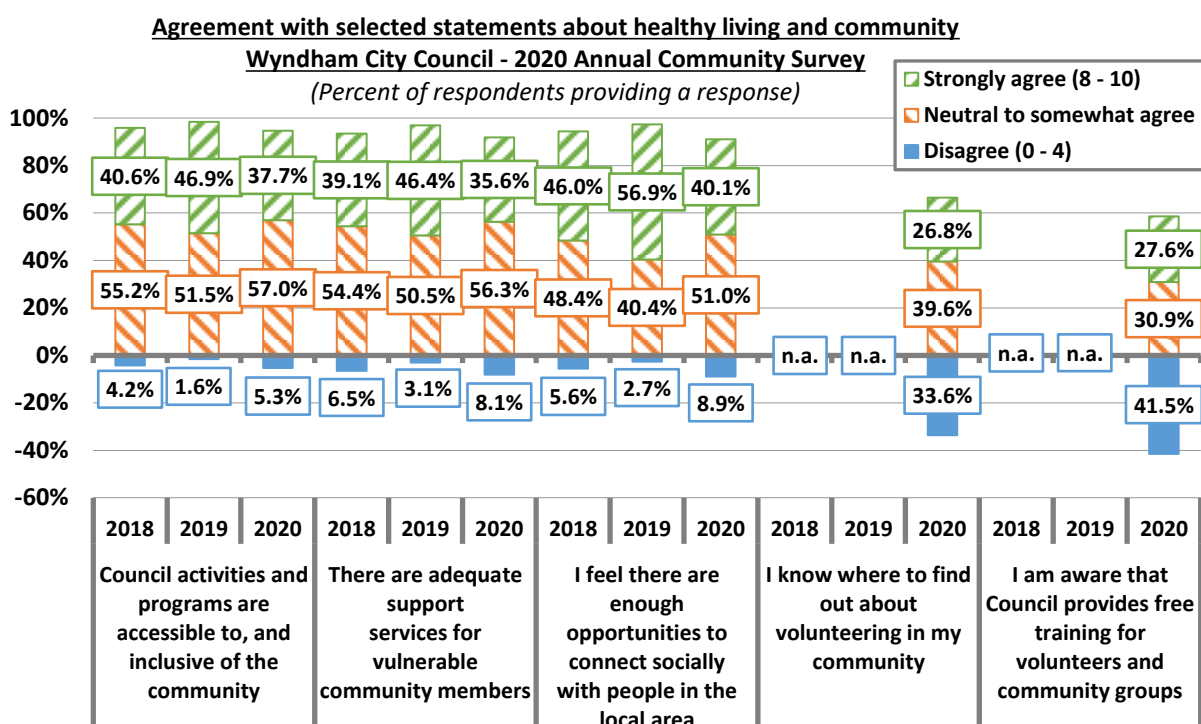
- **Strong Agreement** – that Council activities and programs are accessible to, and inclusive of the community. A little more than one-third of respondents strongly agreed with this statement, whilst 5.3% disagreed.
- **Moderate Agreement** – that respondents feel there are enough opportunities to connect socially with people in the local area and there are adequate support services for vulnerable community members. A little more than one-third of respondents strongly agreed with these statements, whilst a little less than ten percent disagreed.
- **Mild Agreement** – that respondents know where to find out about volunteering in their community. A little more than one-quarter of respondents strongly agreed with this statement, whilst one-third disagreed.
- **Neutral** – that respondents are aware that Council provides free training for volunteers and community groups. A little more than one-quarter of respondents strongly agreed with this statement, whilst a little less than half disagreed.





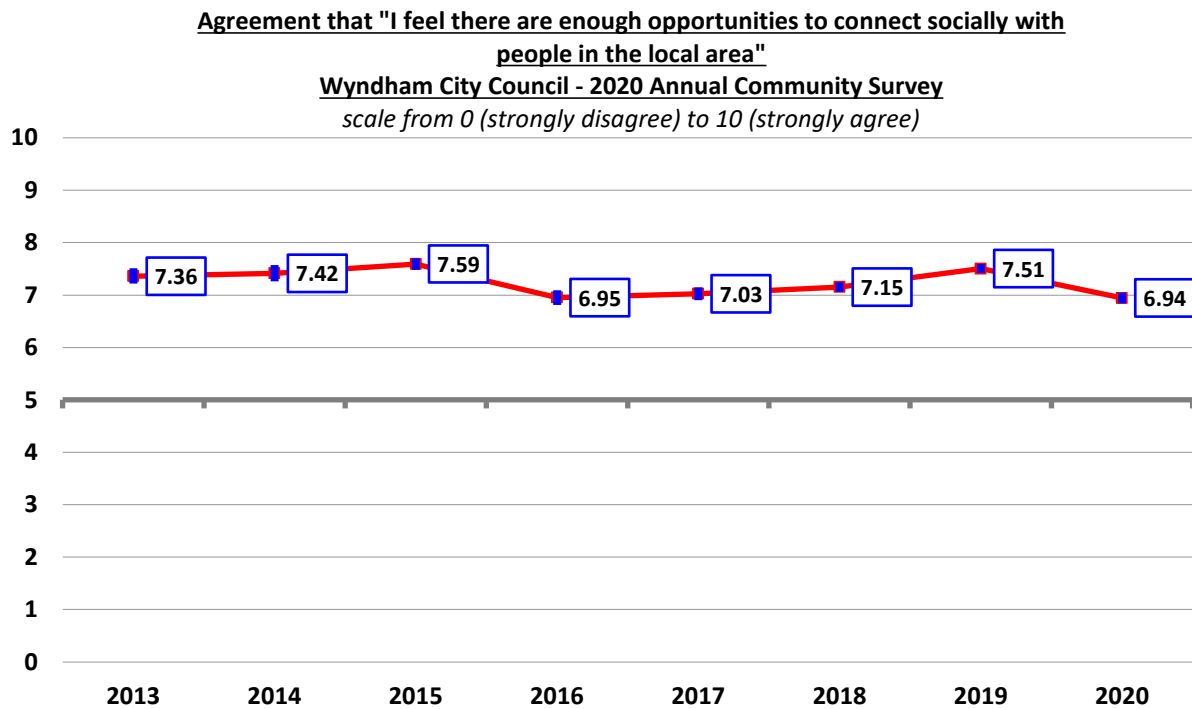
The following graph provides a breakdown of these results into the proportion of respondents who “strongly agreed” (i.e., rated agreement at eight or more out of 10), those who were “neutral to somewhat agreed” (rated agreement at five to seven), and those who “disagreed” (rated agreement at less than five).

Particular attention is drawn to the significant minority of respondents who disagreed that they know where to find out about volunteering in the community or were aware that Council provides free training for volunteers and community groups.



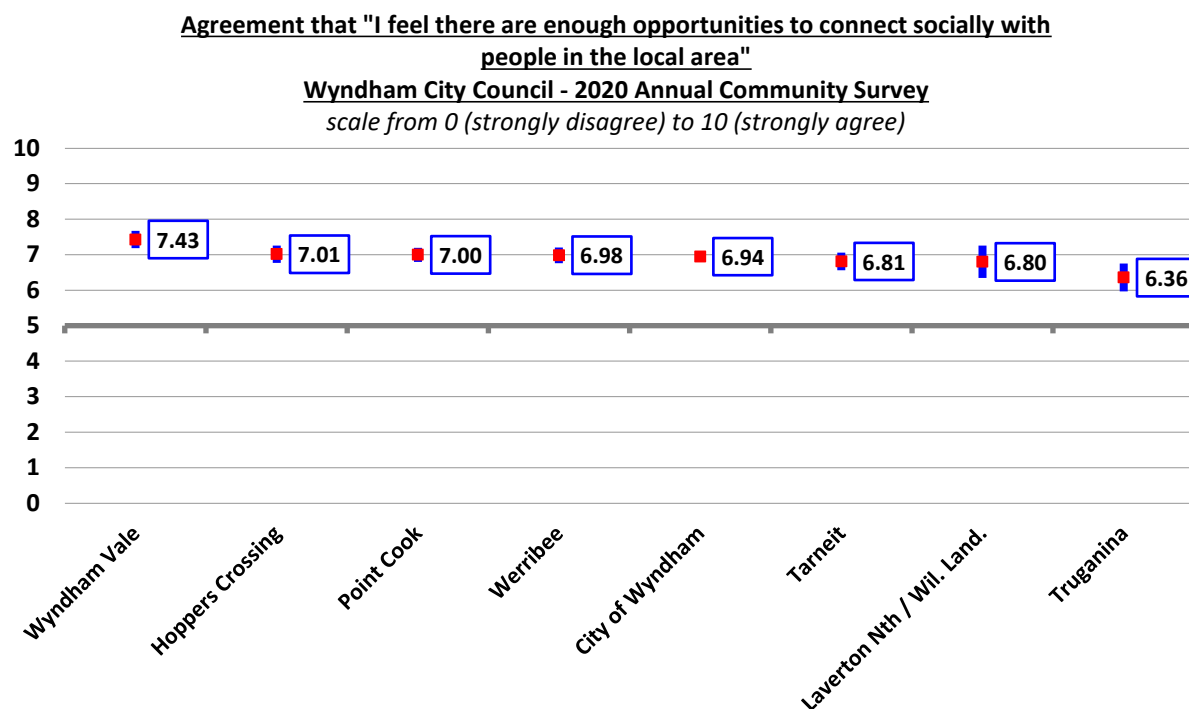
I feel there are enough opportunities to connect socially with people in the local area

The average agreement that “I feel there are enough opportunities to connect socially with people in the local area” declined measurably and significantly this year, down 7.6% to 6.94. This is the lowest average agreement recorded since this question was first included in the survey program in 2013.

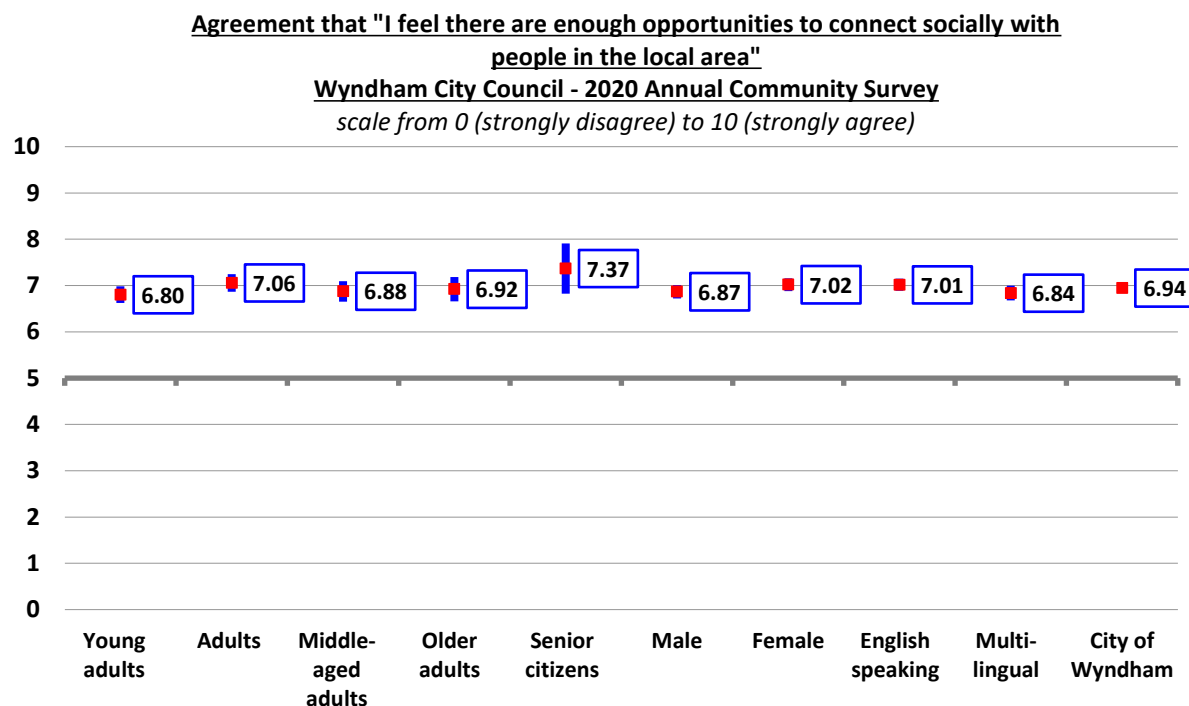


There was measurable variation in the average agreement with this statement observed across the municipality, as follows:

- **Wyndham Vale / Rural precinct** – respondents were measurably and significantly more in agreement than the municipal average.
- **Truganina** – respondents were measurably and significantly less in agreement than the municipal average.

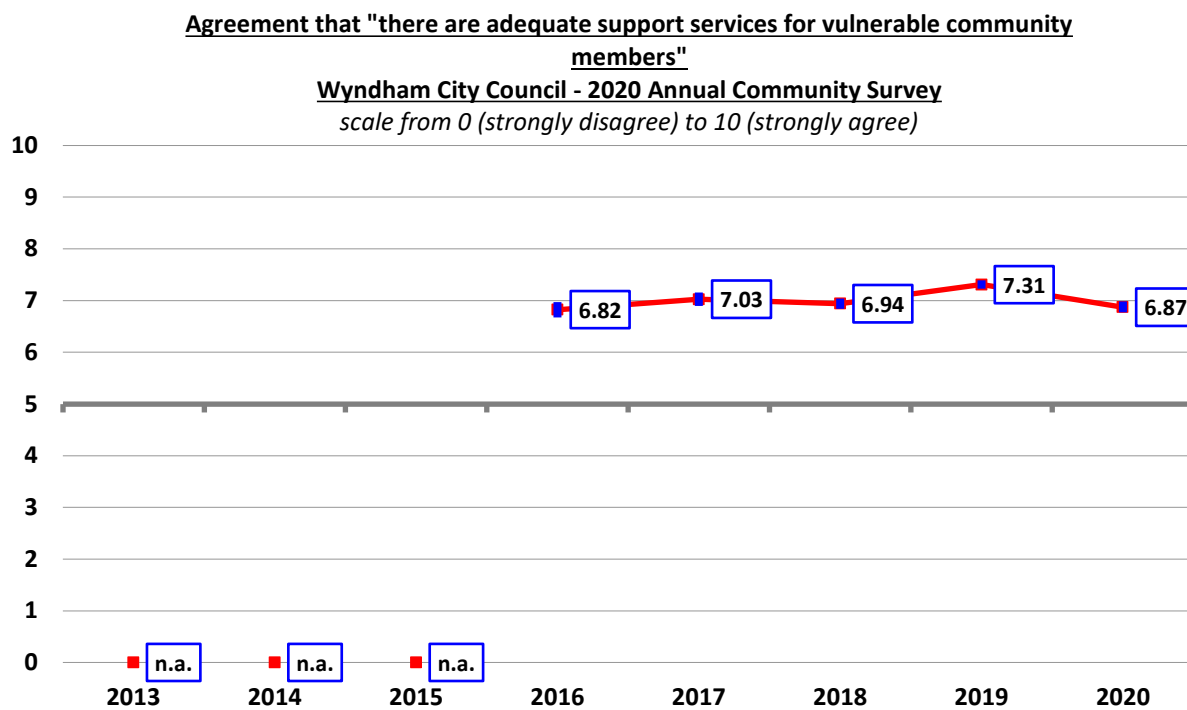


There was no statistically significant variation in average agreement with this statement observed by respondent profile, including age structure, gender, and language.

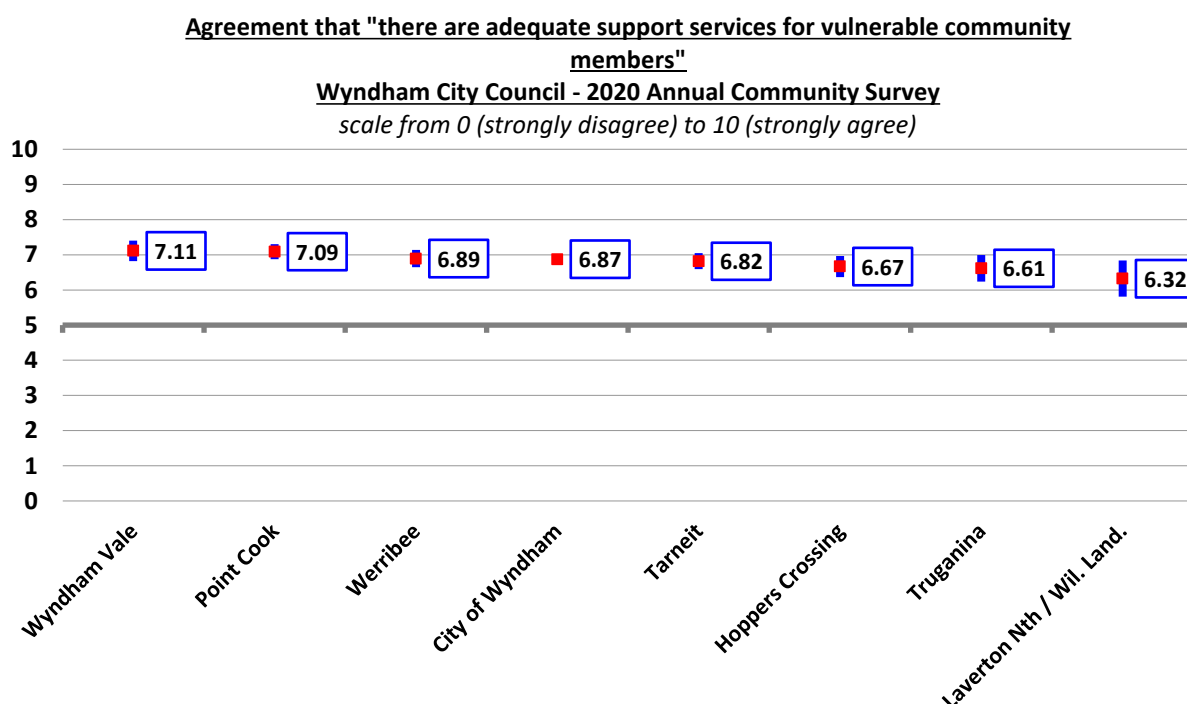


There are adequate support services for vulnerable community members

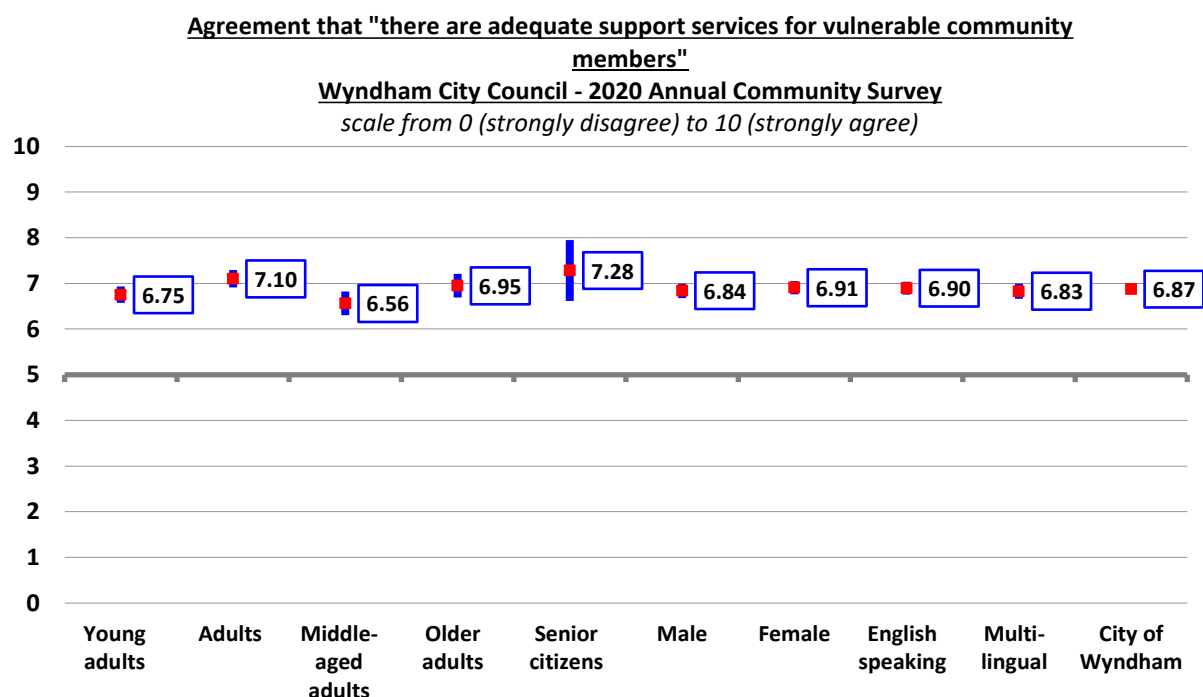
The average agreement that “there are adequate support services for vulnerable community members” declined measurably and significantly this year, down six percent to 6.87, which is a “moderate” rather than a “strong” level of agreement.



There was no statistically significant variation in the average agreement with this statement observed across the municipality. It is, however, noted that the small sample of 42 respondents from the new precinct of Laverton North / Williams Landing were somewhat less in agreement than the municipal average.

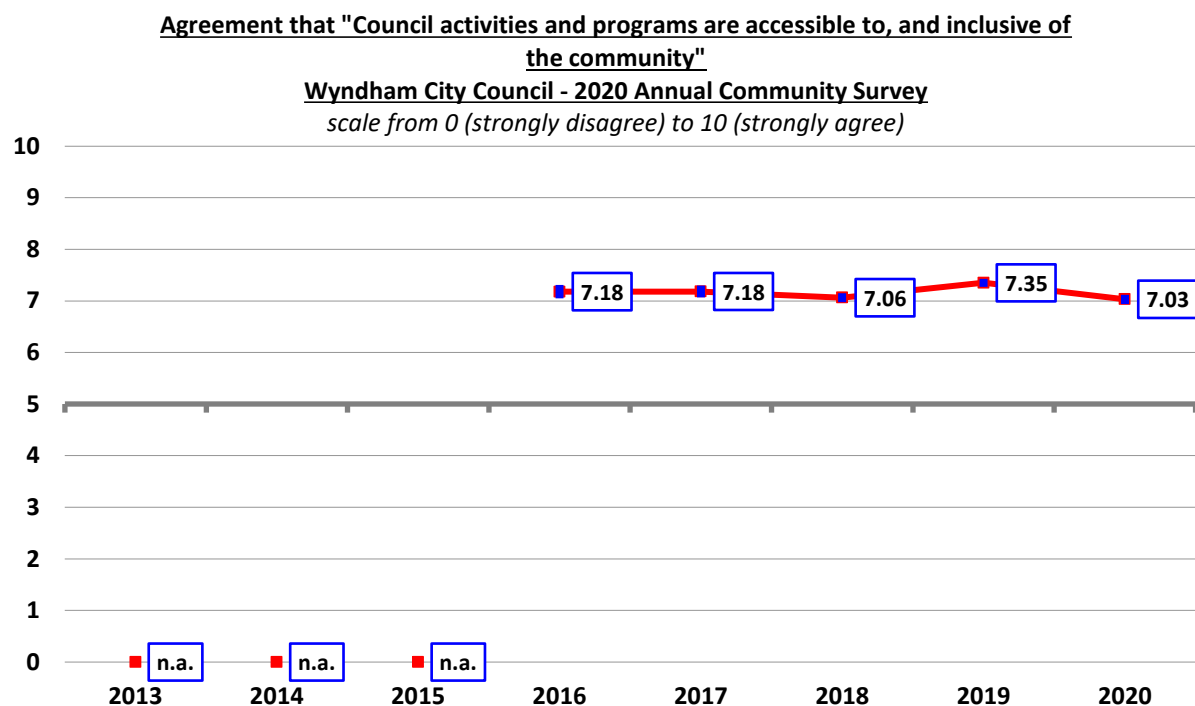


There was no statistically significant variation in average agreement with this statement observed by respondent profile. It is noted, however, that middle-aged adults (aged 45 to 59 years) were somewhat, but not measurably, less in agreement than other respondents.

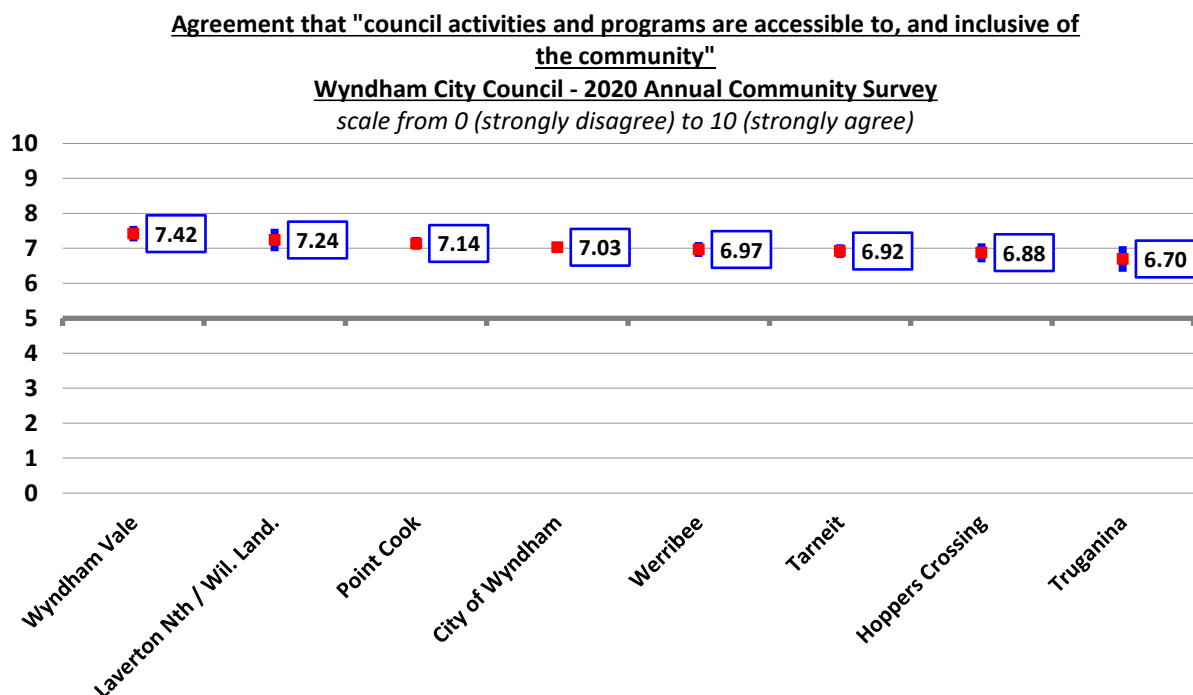


Council activities and programs are accessible to, and inclusive of the community

The average agreement that "Council activities and programs are accessible to, and inclusive of the community" declined measurably this year, down 4.4% to 7.03, although it remains at a "strong" level of agreement.

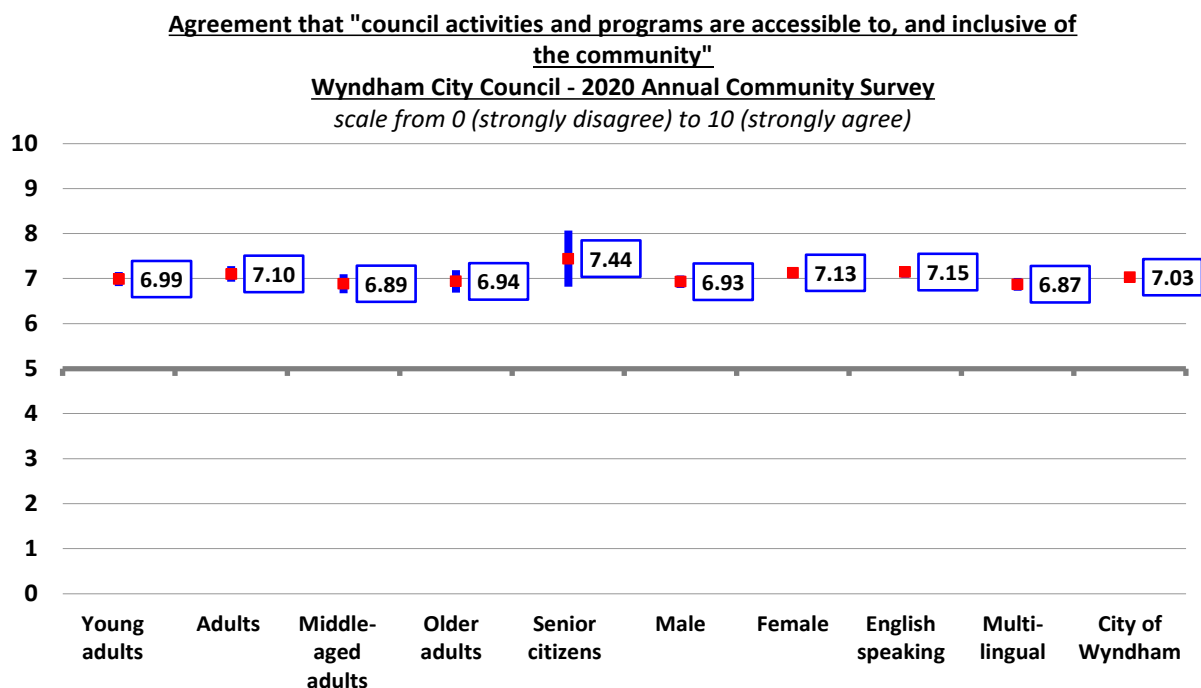


There was statistically significant variation in agreement with this statement observed across the municipality, with respondents from Wyndham Vale / Rural precinct measurably more in agreement than the municipal average.



Whilst there was no statistically significant variation in agreement with this statement observed by respondent profile, it is noted that:

- **Gender** – female respondents were notably but not measurably more in agreement than male respondents.
- **Language spoken at home** – respondents from English speaking households were notably but not measurably more in agreement than respondents from multi-lingual households.

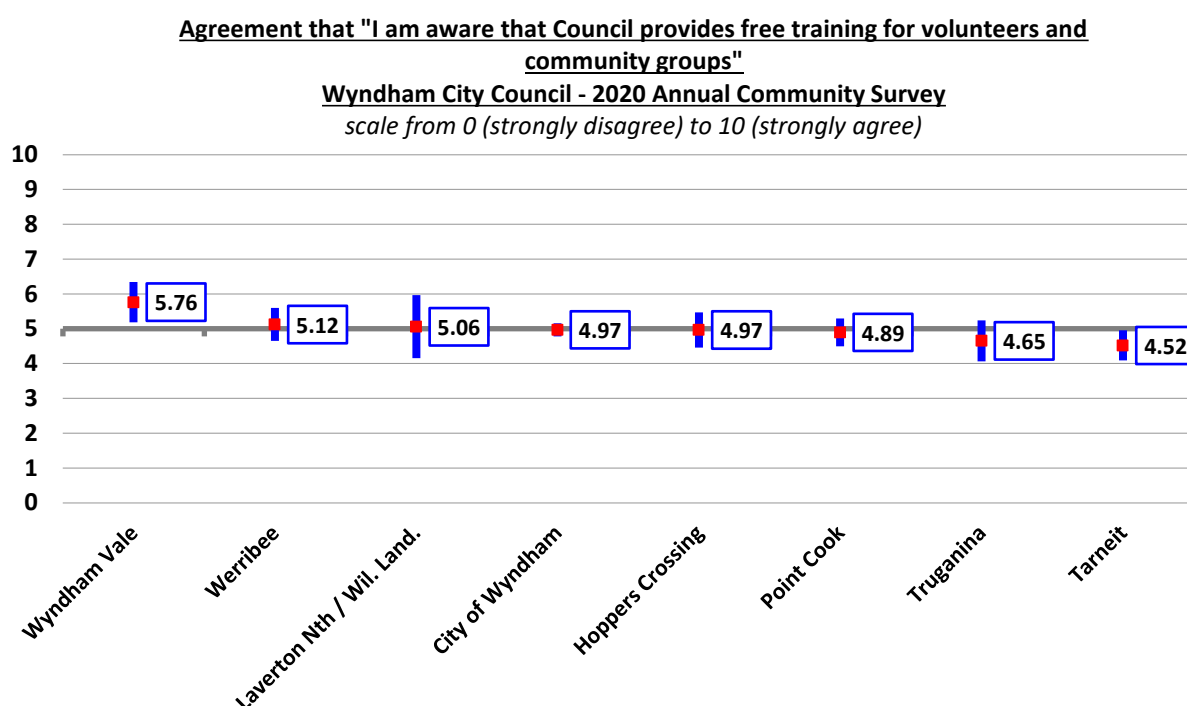


I am aware that Council provides free training for volunteers and community groups

The average agreement that “I am aware that Council provides free training for volunteers and community groups” was 4.97 out of a potential 10, or a neutral level of agreement.

A little more than one-quarter (26.8%) of respondents “strongly agreed” with this statement, whilst one-third (33.6%) “disagreed”.

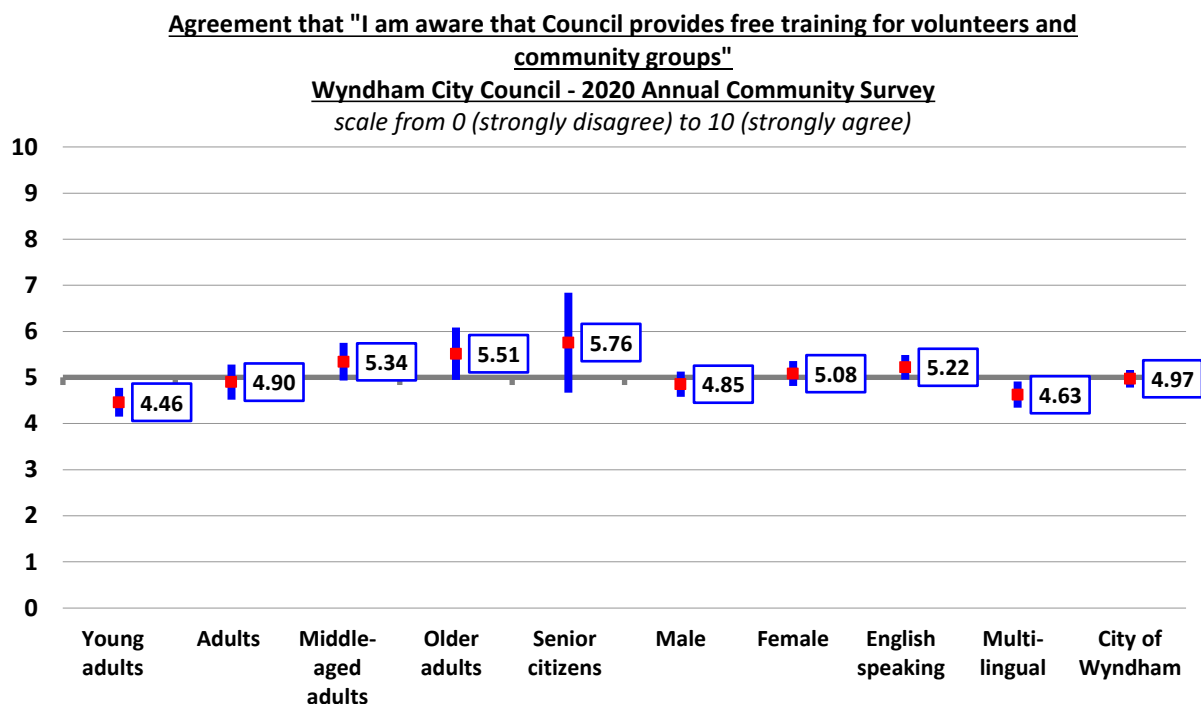
There was measurable variation in this result observed across the municipality, with respondents from Wyndham Vale / Rural precinct measurably more in agreement than the municipal average.



There was some variation in this result observed by respondent profile, as follows:

- **Age structure** – the average agreement with this statement increased substantially with the respondents age, with young adults (aged 18 to 34 years) measurably less in agreement than older adults (aged 60 to 74 years).
- **Gender** – female respondents were marginally but not measurably more in agreement than male respondents.
- **Language spoken at home** – respondents from English speaking households were measurably and significantly more in agreement than respondents from multi-lingual households.



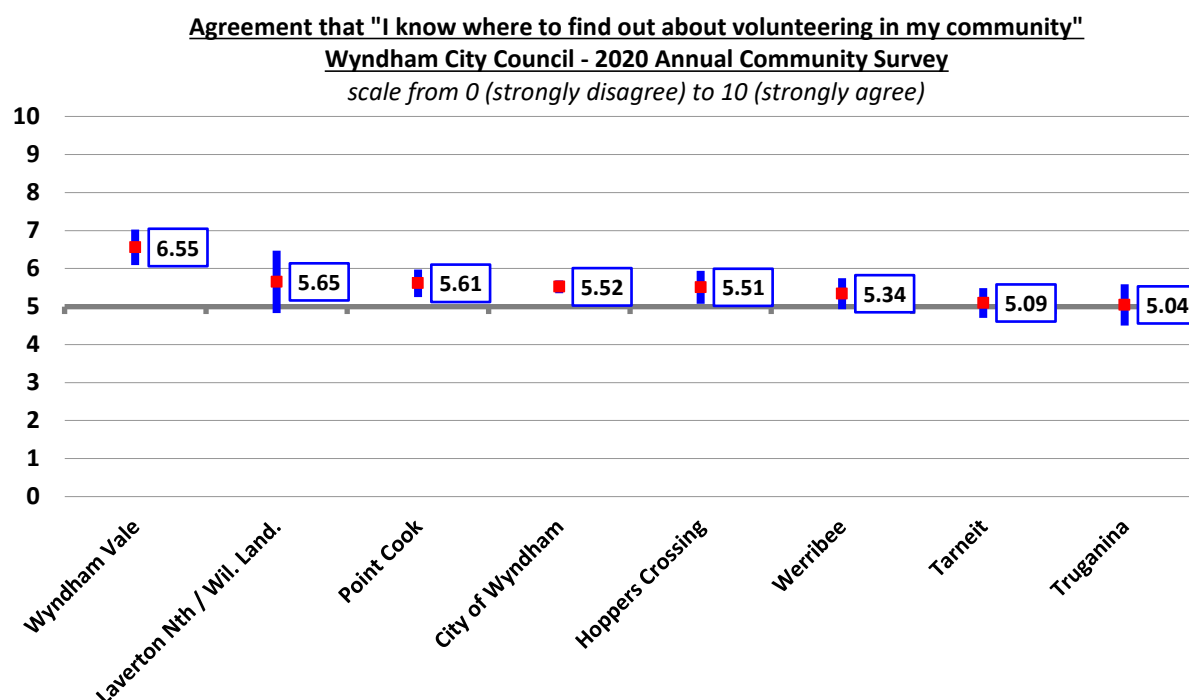


I know where to find out about volunteering in my community

The average agreement that "I know where to find out about volunteering in my community" was 5.52 out of a potential 10, or a "moderate" level of agreement.

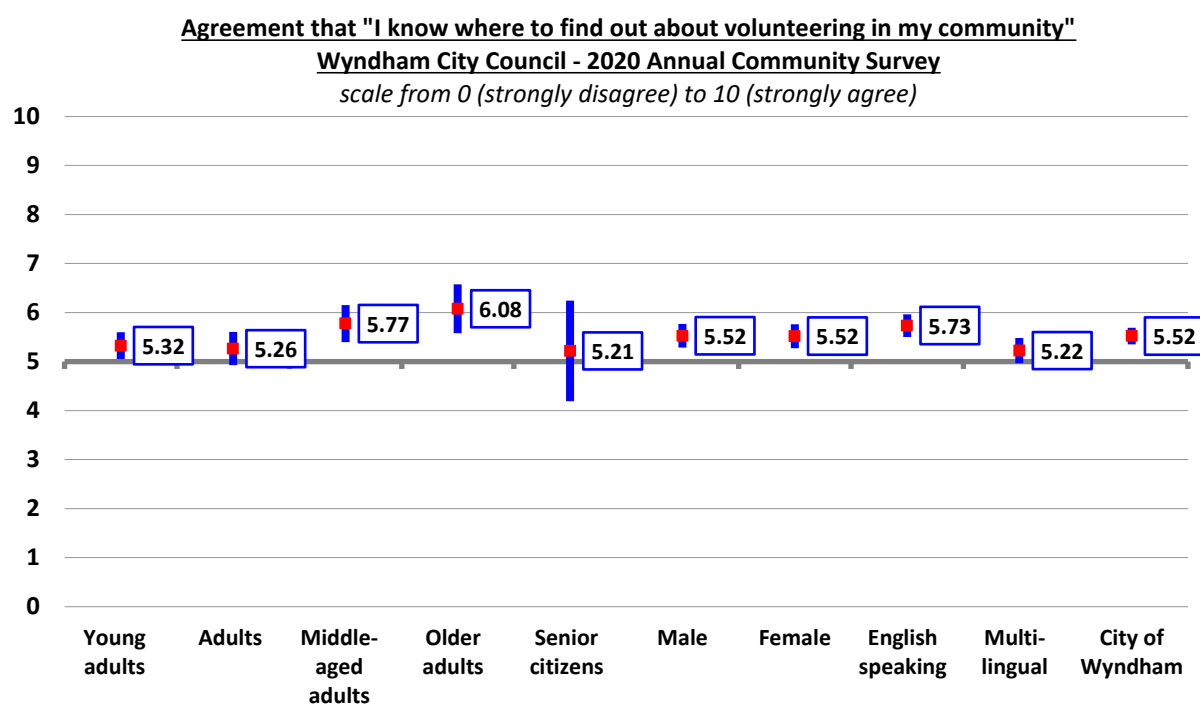
A little more than one-quarter (27.6%) of respondents "strongly agreed" with this statement, whilst a little less than half (41.5%) "disagreed".

There was measurable variation in this result observed across the municipality, with respondents from Wyndham Vale / Rural precinct measurably more in agreement than the municipal average.



There was some variation in this result observed by respondent profile, as follows:

- **Age structure** – the average agreement with this statement increased with the respondents age, with young adults (aged 18 to 34 years) measurably less in agreement than older adults (aged 60 to 74 years).
- **Language spoken at home** – respondents from English speaking households were measurably and significantly more in agreement than respondents from multi-lingual households.



Agreement with selected statements about healthy living and community**Wyndham City Council - 2020 Annual Community Survey***(Number, index score 0 - 10 and percent of respondents providing a response)*

<i>Statements</i>	<i>Year</i>	<i>Number</i>	<i>Average agreement</i>	<i>Disagree (0 - 4)</i>	<i>Neutral to somewhat agree</i>	<i>Strongly agree (8 - 10)</i>
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%
	2020	1,105	6.94	8.9%	51.0%	40.1%
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%
	2020	979	6.87	8.1%	56.3%	35.6%
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%
	2020	1,054	7.03	5.3%	57.0%	37.7%
I am aware that Council provides free training for volunteers and community groups	2016	n.a.	n.a.	n.a.	n.a.	n.a.
	2017	n.a.	n.a.	n.a.	n.a.	n.a.
	2018	n.a.	n.a.	n.a.	n.a.	n.a.
	2019	n.a.	n.a.	n.a.	n.a.	n.a.
	2020	1,034	4.97	41.5%	30.9%	27.6%
I know where to find out about volunteering in my community	2016	n.a.	n.a.	n.a.	n.a.	n.a.
	2017	n.a.	n.a.	n.a.	n.a.	n.a.
	2018	n.a.	n.a.	n.a.	n.a.	n.a.
	2019	n.a.	n.a.	n.a.	n.a.	n.a.
	2020	1,041	5.52	33.6%	39.6%	26.8%

Local community involvement

Respondents were asked:

“Are you actively involved in your local community in either of the following ways?”

Clubs or community groups

A little less than one-quarter (23.5%) of the respondents providing a response to this question reported that they were an active member of a club or community group. By way of comparison, in 2020 Metropolis Research recorded a result of 36.0% for the City of Kingston and 50.3% for the City of Bayside.

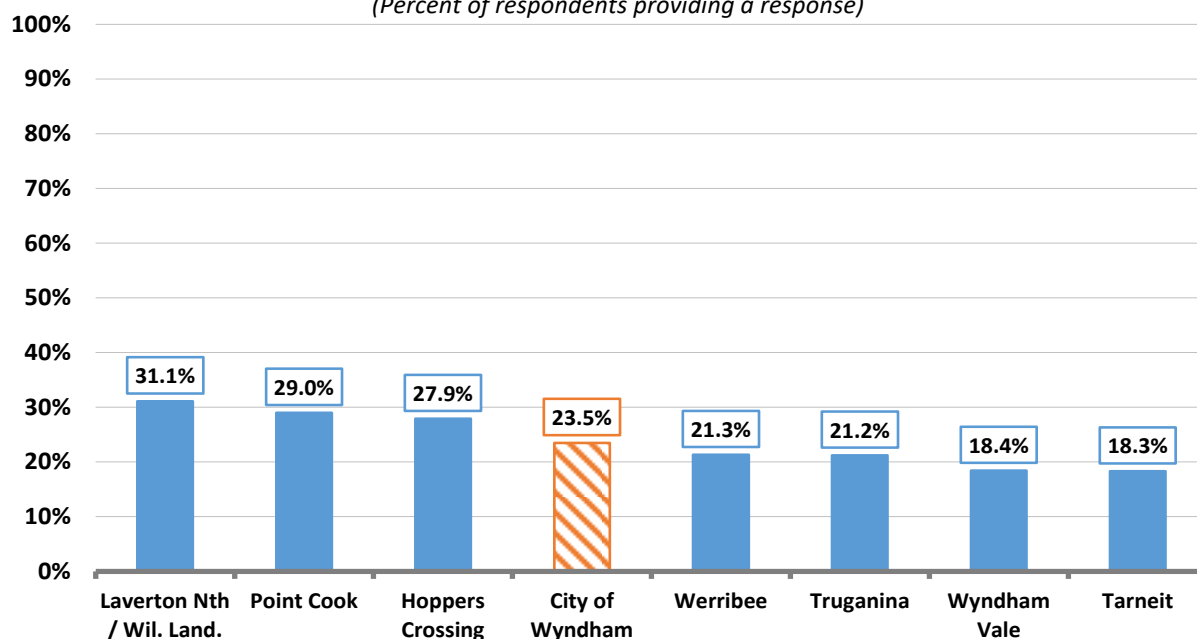


I am an active member of a club or community group
Wyndham City Council - 2020 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2020	
	Number	Percent
Yes	279	23.5%
No	907	76.5%
Can't say	14	
Total	1,200	100%

There was no statistically significant variation in this result observed across the municipality, although it is noted that the small sample of 42 respondents from the new precinct of Laverton North / Williams Landing were notably more likely than the municipal average.

I am an active member of a club or community group by precinct
Wyndham City Council - 2020 Annual Community Survey
(Percent of respondents providing a response)

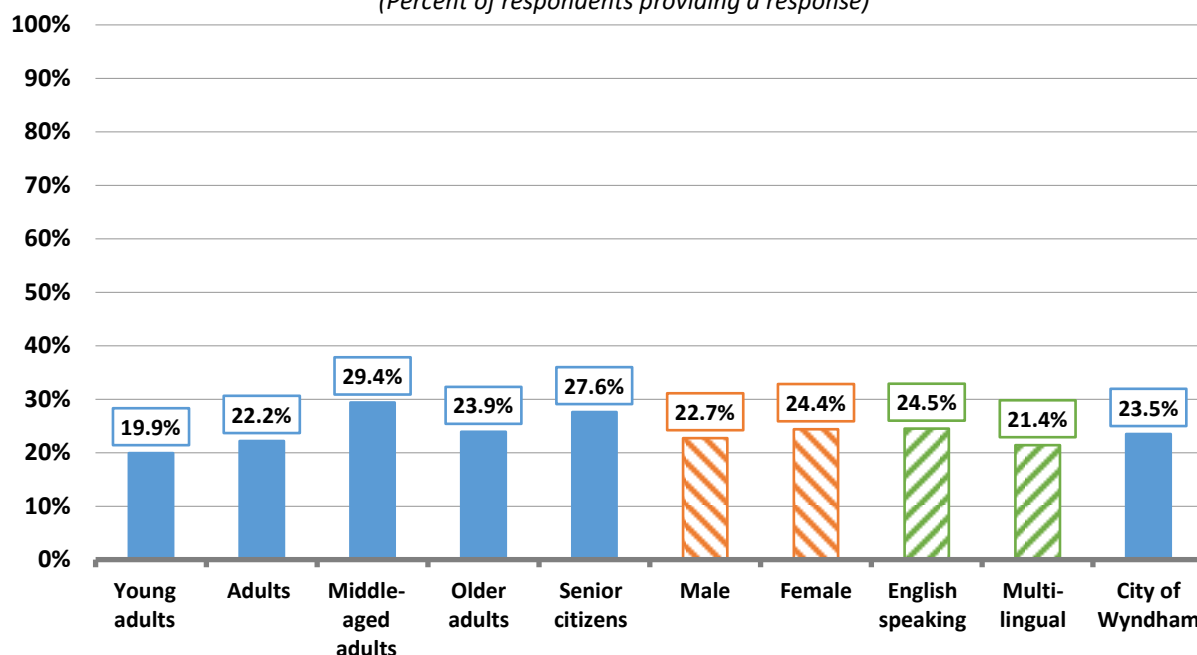


There was some variation in active participation in a local club or community group observed by respondent profile, with attention drawn to the following:

- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were measurably more likely than average to participate in a local club or community group.
- ***Language spoken at home*** – respondents from English speaking households were marginally but not measurably more likely than respondents from multi-lingual households to participate in a local club or community group.



I am an active member of a club or community group by respondent profile
Wyndham City Council - 2020 Annual Community Survey
 (Percent of respondents providing a response)



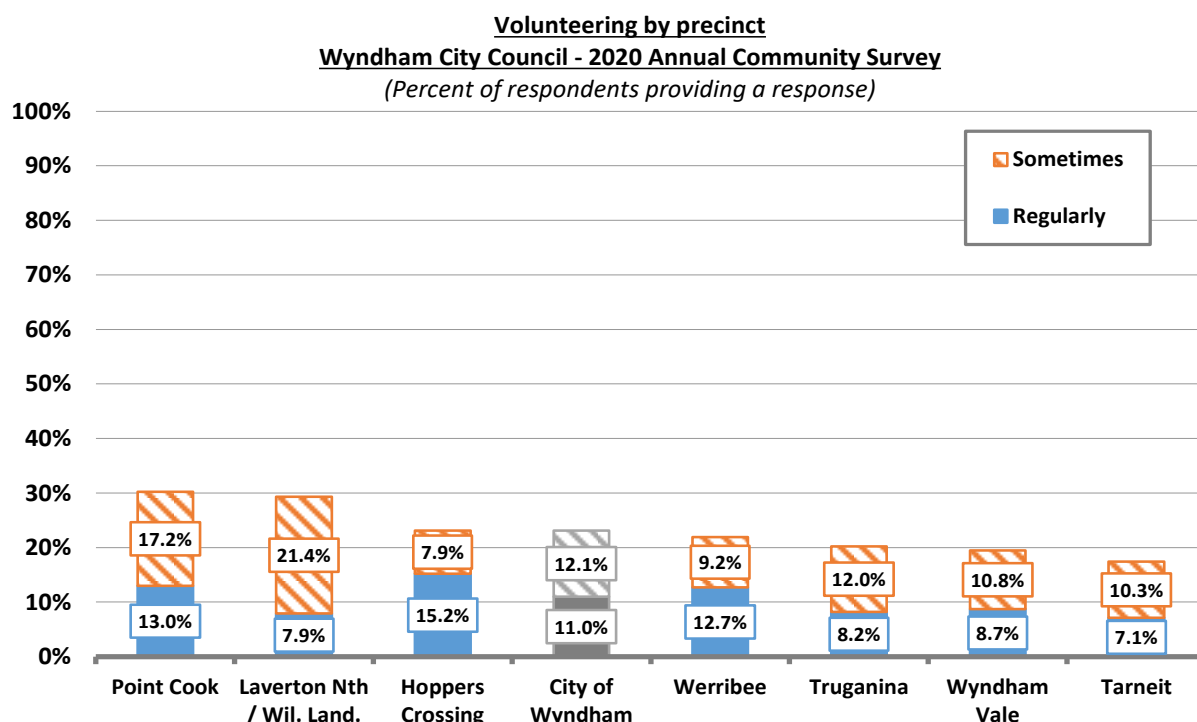
Volunteering

A little less than one-quarter (23.1%) of respondents reported that they currently volunteer, either regularly or sometimes. There was some overlap in the results with some respondents responding that they both regularly and sometimes volunteer. These respondents are presented in the following table and graphs as regularly volunteering.

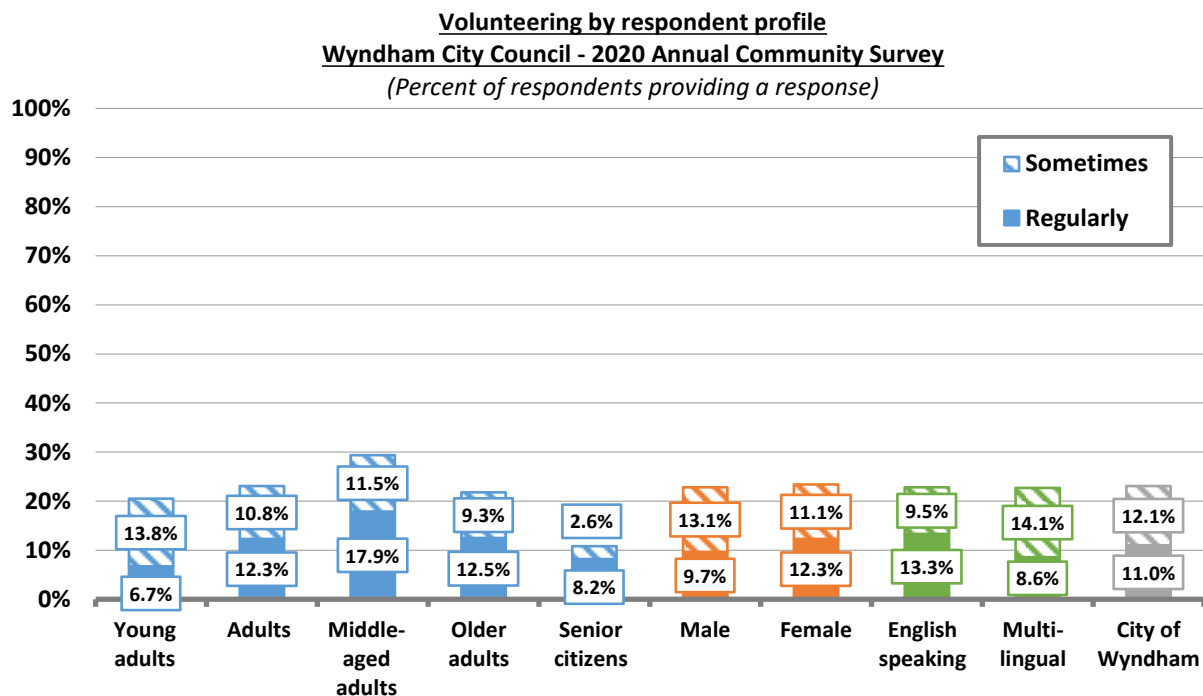
Volunteering
Wyndham City Council - 2020 Annual Community Survey
 (Number and percent of respondents providing a response)

Response	2020		Regularly	Sometimes
	Number	Percent		
Yes	275	23.1%	11.0%	15.4%
No	914	76.9%	89.0%	84.6%
Can't say	11		17	18
Total	1,200	100%	1,200	1,200

There was no statistically significant variation in the proportion of respondents who volunteer observed across the seven precincts comprising the City of Wyndham. It is, however, noted that respondents from Point Cook and small sample of 42 respondents from the new precinct of Laverton North / Williams Landing were somewhat more likely to “sometimes” than the municipal average.



There was relatively little meaningful variation in the proportion of respondents who volunteer observed by respondent profile. It is noted, however, that middle-aged adults (aged 45 to 59 years) were measurably more likely to regularly volunteer than the average.



Sit on a community group board / committee

A total of 81 respondents representing 6.9% of the respondents providing a response to this question reported that they currently sit on a community group board or committee.

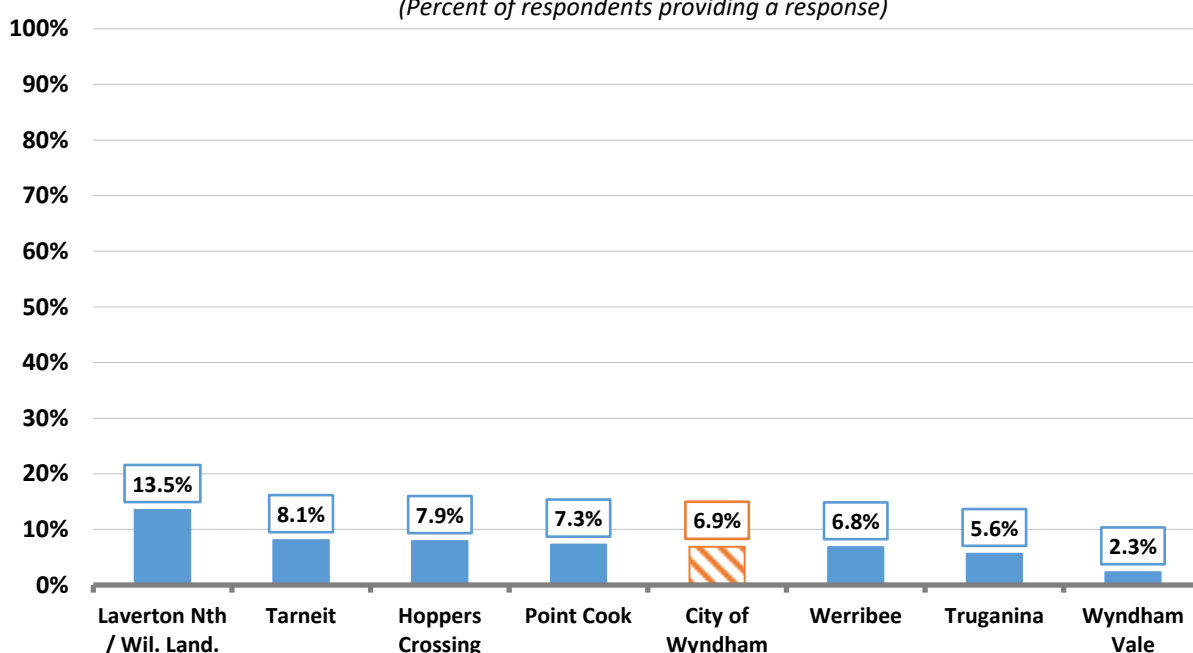
By way of comparison, in 2020 Metropolis Research recorded a result of 9% for the City of Kingston and 13.5% for the City of Bayside.

I currently sit on a community group board / committee
Wyndham City Council - 2020 Annual Community Survey
 (Number and percent of respondents providing a response)

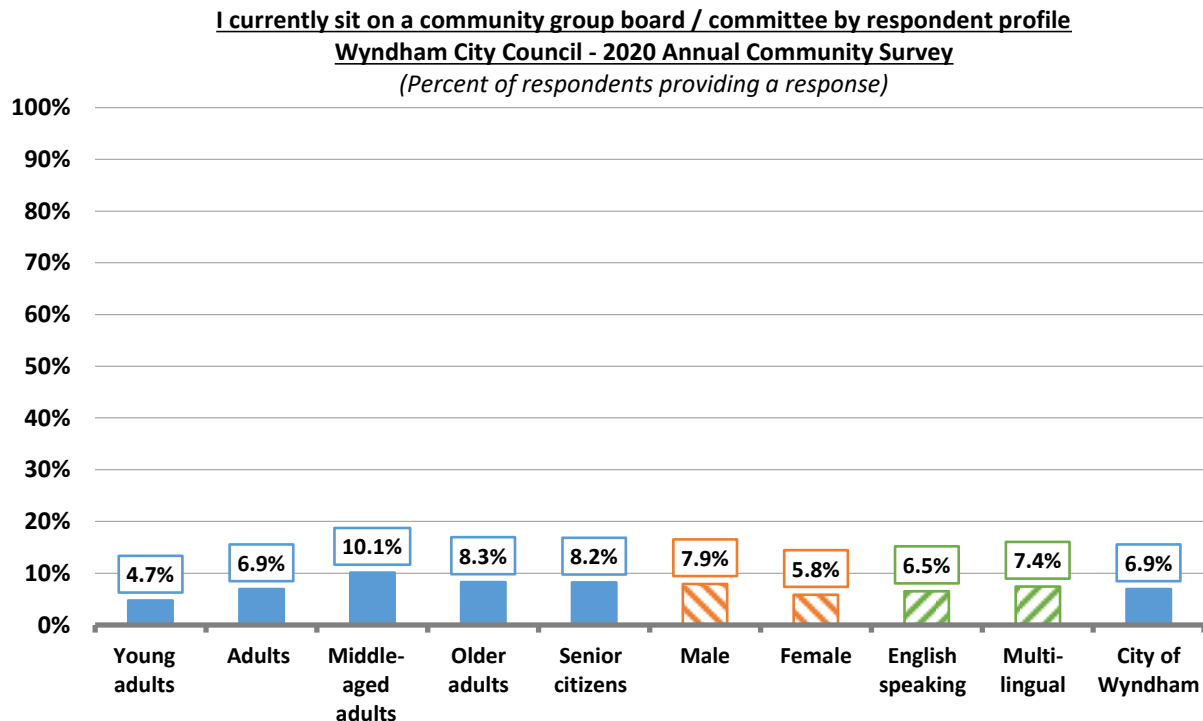
Response	2020	
	Number	Percent
Yes	81	6.9%
No	1,100	93.1%
Can't say	19	
Total	1,200	100%

There was no statistically significant variation in this result observed across the seven precincts comprising the City of Wyndham. It is, however, noted that the small sample of 42 respondents from the new precinct of Laverton North / Williams Landing were notably, but not measurably more likely to participate in this way than the municipal average.

I currently sit on a community group board / committee by precinct
Wyndham City Council - 2020 Annual Community Survey
 (Percent of respondents providing a response)



There was no statistically significant variation in the proportion of respondents who currently sit on a community group board or committee observed by respondent profile, although it is noted that young adults (aged 18 to 34 years) were somewhat less likely than average and middle-aged adults (aged 45 to 59 years) were somewhat more likely.



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, most respondents reported that there were no occasions in the last 12 months when their household ran out of food and couldn’t afford to buy more.

A total of 39 respondents, or 3.2% (up from 2.0%) of the total sample of 1,200 respondents reported that the household had run out of food at least once. This includes 26 respondents whose household had run out of food at least a couple of times in the last year and nine respondents whose household had run out of food at least monthly over the last year.

Whilst still only a relatively small number and proportion of respondents, this is the highest proportion of respondents reporting that their household had run out of food at least once in the last 12 months reported since this question was originally included in the survey program back in 2013. In each of 2017, 2018, and 2019, no more than 2.2% of respondents reported that their household had run out of food at least once in the last 12 months.

Metropolis Research is of the view that COVID-19 may have been a factor underpinning the increase in this result this year, although there is no additional information available from the survey as to the reasons why respondents had run out of food.

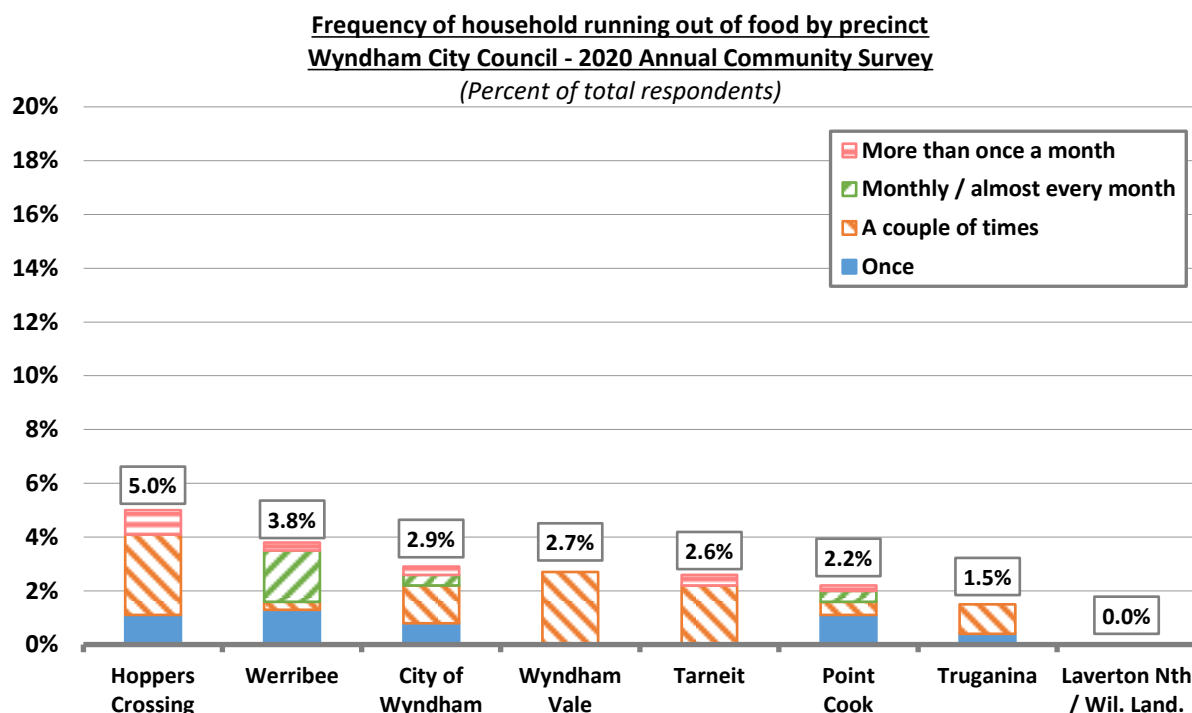
Household ran out of food / unable to buy more
Wyndham City Council - 2020 Annual Community Survey
 (Number and percent of total respondents)

Response	2020		2019	2018	2017	2013
	Number	Percent				
More than once a month	4	0.3%	0.2%	0.0%	0.0%	0.1%
Monthly or almost every month	5	0.4%	0.3%	0.1%	0.2%	0.1%
A couple of times	17	1.4%	0.7%	1.0%	1.5%	3.2%
Once	9	0.8%	0.8%	1.0%	0.5%	1.3%
Never	1,131	94.3%	96.9%	94.9%	94.4%	93.2%
Can't say	34	2.8%	1.2%	3.0%	3.4%	2.1%
Total	1,200	100%	1,200	1,200	1,200	801

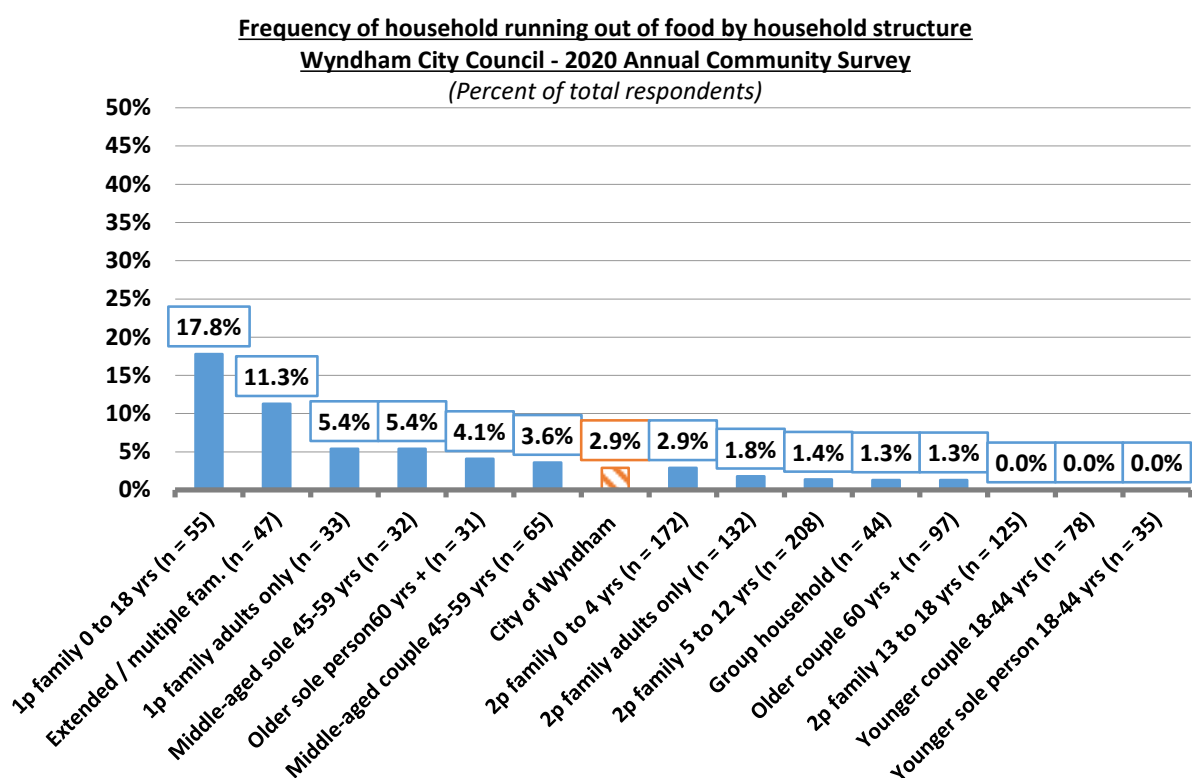
There was no statistically significant variation in these results observed across the municipality, with five percent or less of respondents in each precinct reporting that their household had run out of food at least once in the last 12 months.

Attention is drawn, however, to the fact that five percent of respondents in Hoppers Crossing reported that their household had run out of food at least once in the last 12 months. This is consistent with the result recorded in 2019, which also reported that Hoppers Crossing respondents were the most likely to have run out of food.

Metropolis Research also draws attention to the fact that none of the 42 respondents from the new precinct of Laverton North / Williams Landing reported that their household had run out of food in the last 12 months.



Cognisant of the relatively small sample size for some of the household structures, Metropolis Research notes that one-sixth (17.8%) of the respondents from the 55 one-parent families with children and 11.3% of the extended / multiple family households reported that they had run out of food at least once in the last 12 months.



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?”

More than four-fifths (81.6%) of respondents providing a response to this question reported that they commuted to work by car, either as a driver or passenger.

This is the second consecutive but small increase in the proportion of respondents commuting to work by car recorded since this question was first included in the survey in this format back in 2018 (76.9%).

There was a notable decline this year in the proportion of respondents commuting to work by public transport, down from 20.6% in 2018 and 18.3% last year to just 15.5% this year.

It is likely that the COVID-19 pandemic may well have influenced these results this year.

The proportion of respondents commuting to work by active transport methods (such as walking or cycling) increased by less than one percent and remains at less than two percent of the respondents who commute to work.

Method of travel to and from work or study
Wyndham City Council - 2020 Annual Community Survey
 (Number and percent of respondents providing a response)

Response	2020		2019	2018
	Number	Percent		
Car (driver or passenger)	855	81.6%	79.5%	76.9%
Public transport	162	15.5%	18.3%	20.6%
Active transport (e.g. walking, cycling)	20	1.9%	1.2%	1.7%
Motorbike / scooter	3	0.3%	0.6%	0.3%
Multiple	0	0.0%	0.2%	0.5%
Other	8	0.8%	0.2%	0.1%
Do not work or study outside the home	107		103	106
Not stated	45		6	15
Total	1,200	100%	1,200	1,200

There was some measurable variation in these results observed across the seven precincts comprising the City of Wyndham, as follows:

- **Laverton North / Williams Landing** - respondents from the new precinct were measurably and significantly less likely than average to commute to work by car and more likely to commute by public transport.



Method of travel to and from work or study by precinct
Wyndham City Council - 2020 Annual Community Survey
 (Number and percent of respondents providing a response)

Response	Hoppers Crossing	Point Cook	Tarneit	Truganina	Werribee	Wyndham Vale	Laverton Nth / Wil. Land.
Car (driver or passenger)	85.4%	82.7%	81.6%	82.2%	78.3%	86.1%	62.0%
Public transport	11.5%	15.8%	13.4%	16.6%	16.4%	12.6%	36.4%
Active transport (e.g. walking, cycling)	3.1%	1.0%	3.5%	0.5%	2.3%	1.3%	1.6%
Motorbike / scooter	0.0%	0.0%	0.8%	0.7%	0.4%	0.0%	0.0%
Multiple	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.5%	0.7%	0.0%	2.7%	0.0%	0.0%
Do not work or study outside the home	21	20	22	10	20	14	1
Not stated	3	15	4	5	14	4	0
Total	168	288	192	137	222	152	42

There was some variation in the method of commuting to work observed by the respondents' age and gender, with attention drawn to the following:

- **Age structure** - younger respondents (aged 18 to 44 years) were somewhat less likely than middle-aged and older adults (aged 45 years and over) to commute to work by car and more likely to commute to work by public transport.
- **Gender** – there was no meaningful variation in the method of commuting to work observed between male and female respondents.

Method of travel to and from work or study by age and gender
Wyndham City Council - 2020 Annual Community Survey
 (Number and percent of respondents providing a response)

Response	15 to 34 years	35 to 44 years	45 to 59 years	60 years and over	Male	Female
Car (driver or passenger)	79.4%	79.4%	86.5%	84.9%	81.2%	82.2%
Public transport	17.9%	19.3%	11.1%	7.5%	15.4%	15.5%
Active transport (e.g. walking, cycling)	1.9%	1.0%	1.7%	4.0%	1.8%	2.0%
Motorbike / scooter	0.0%	0.3%	0.2%	1.1%	0.5%	0.0%
Multiple	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.8%	0.0%	0.5%	2.4%	1.1%	0.4%
Do not work or study outside the home	8	14	24	61	39	68
Not stated	29	6	8	3	32	14
Total	457	282	272	188	595	605



Change of method of travel in response to COVID-19

Respondents were asked:

“Has the way you travel around Wyndham and beyond changed in response to COVID-19?”

This question relating to changing travel behaviour around Wyndham and beyond in response to COVID-19 was included for the first time in the survey this year.

A little more than one-third (36.5%) of the respondents providing a response to this question reported that they had changed their method of travel around Wyndham and beyond in response to COVID-19.

Change of travel around Wyndham and beyond in response to COVID-19

Wyndham City Council - 2020 Annual Community Survey

(Number and percent of respondents providing a response)

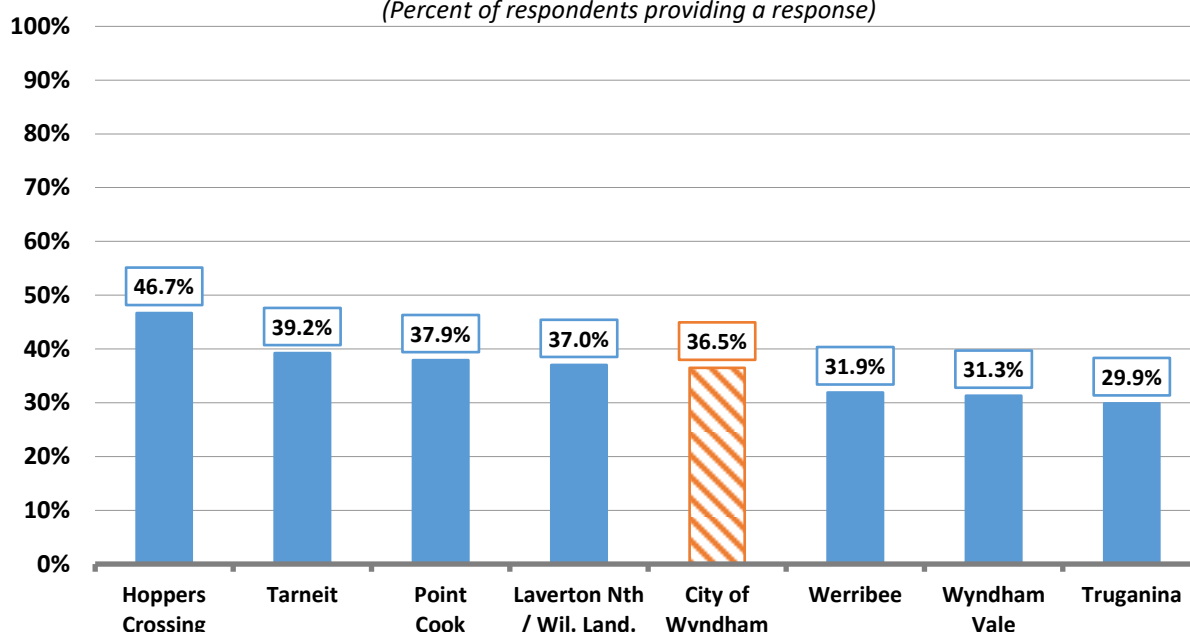
Response	2020	
	Number	Percent
Yes	421	36.5%
No	732	63.5%
Not stated	47	
Total	1,200	100%

There was some measurable variation in this result observed across the municipality, with respondents from Hoppers Crossing measurably and significantly more likely to have changed their travel behaviour than the municipal average.

Change of travel around Wyndham and beyond in response to COVID-19 by precinct

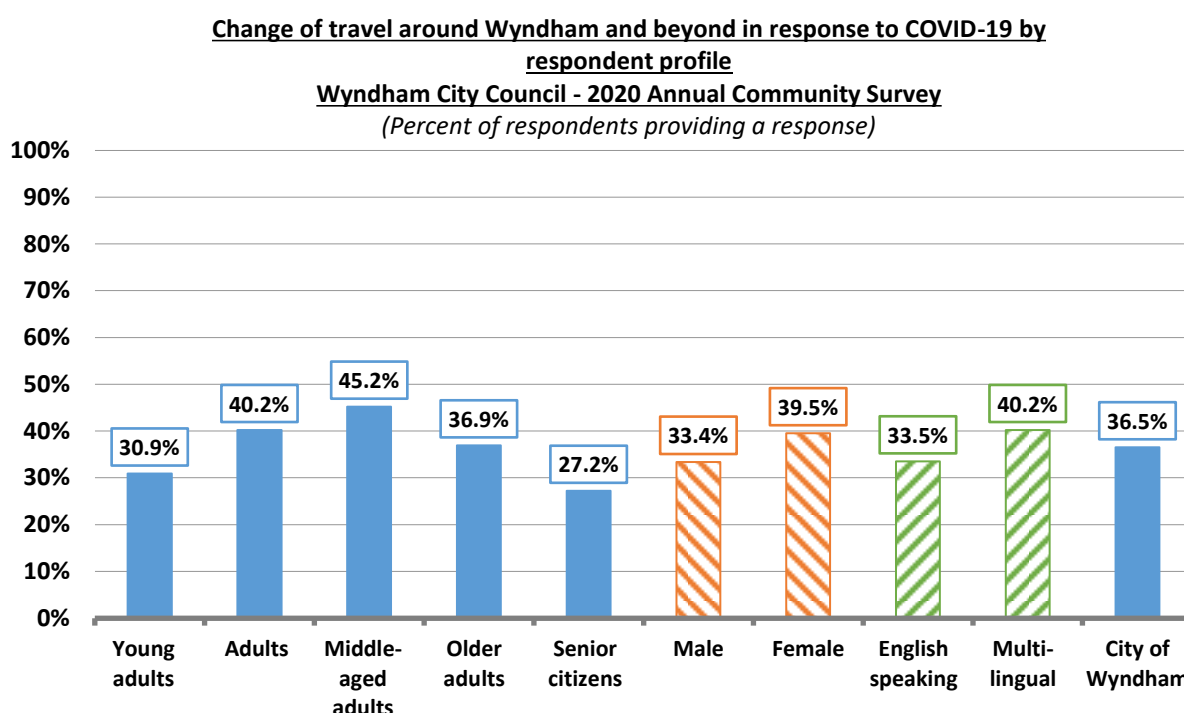
Wyndham City Council - 2020 Annual Community Survey

(Percent of respondents providing a response)



There was also notable variation in this result observed by respondent profile, as follows:

- **Adults and middle-aged adults (aged 35 to 59 years)** – respondents were measurably more likely to have changed their travel behaviour due to COVID-19 than the municipal average.
- **Gender** – female respondents were measurably more likely to have changed their travel behaviour than male respondents.
- **Language spoken at home** – respondents from multi-lingual households were measurably more likely to have changed their travel behaviour than respondents from English speaking households.



Ways in which travel has changed due to COVID-19

Respondents who had changed the way of travel were asked:

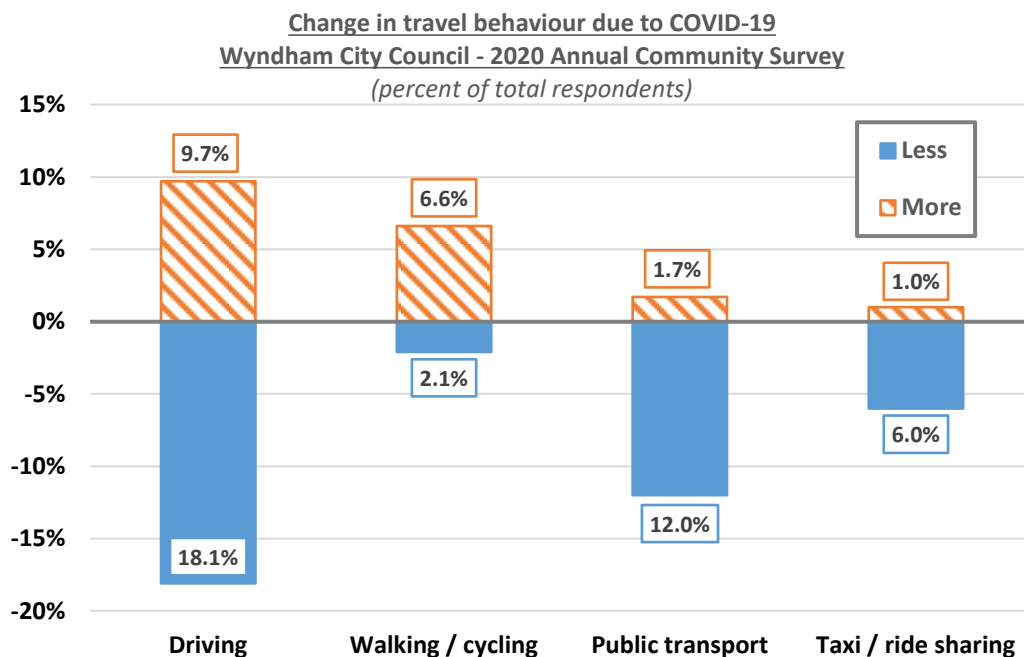
“What are all the ways it has changed?”

Almost all the 421 respondents who reported that they had changed their method of travel around Wyndham and beyond provided a response as to the way that their travel behaviour has changed.

These respondents provided an average of 1.5 responses each.

The percentages provided in the table and graph following provide the percentage of the total sample of 1,200 respondents. In other words, these results show that 18.1% of all respondents were driving less due to COVID-19, whilst 9.7% of all respondents were driving more.





These results clearly indicate that respondents were approximately twice as likely to be driving less than driving more, they were substantially less likely to be using public transport, and they were marginally more likely to be walking or cycling.

Ways of change of travel around Wyndham and beyond
Wyndham City Council - 2020 Annual Community Survey
 (Number and percent of total respondents)

Response	2020		15 to 34 years	35 to 59 years	60 years and over
	Number	Percent			
Less driving	217	18.1%	13.8%	21.3%	18.6%
Less public transport	144	12.0%	7.0%	15.0%	15.4%
More driving	116	9.7%	8.8%	11.4%	6.9%
More walking and / or cycling	79	6.6%	3.5%	8.6%	8.0%
Less walking and / or cycling	25	2.1%	0.0%	3.1%	4.8%
More public transport	20	1.7%	3.1%	0.9%	0.5%
Less taxi / ride sharing (e.g. Uber)	7	0.6%	0.7%	0.7%	0.0%
More taxi / ride sharing (e.g. Uber)	1	0.1%	0.0%	0.2%	0.0%
Other	2	0.2%	0.0%	0.2%	0.5%
Total responses	611		168	340	103
<i>Respondents whose travel behaviour changed in at least one way</i>	<i>412</i> <i>(36.0%)</i>		<i>122</i> <i>(26.7%)</i>	<i>227</i> <i>(41.0%)</i>	<i>63</i> <i>(33.6%)</i>

There was relatively little meaningful variation in these results observed by the respondents' age structure, although it is noted that younger respondents were less likely to reduce their public transport use than other respondents. They were, however, only marginally more likely to have increased their public transport use.

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)?”

There was some change in the average two-way commuting time of all respondents commuting to work or study in 2020 compared to 2019.

There was a small decrease in the proportion of respondents taking between 30 minutes and one hour (32.8% down from 36.3%), and a small increase in the proportion of respondents taking 90 minutes or more (24.2% up from 18.0%).

Average commuting time
Wyndham City Council - 2020 Annual Community Survey
 (Number and percent of respondents commuting to work or study)

Response	2020		2019	2018*
	Number	Percent		
Less than 30 minutes	158	17.0%	16.9%	15.0%
30 minutes to less than one hour	304	32.8%	36.3%	37.6%
One hour to less than 90 minutes	241	26.0%	28.7%	27.0%
90 minutes or more	225	24.2%	18.0%	20.4%
Can't say	120		103	77
Total	1,048	100%	1,091	1,074

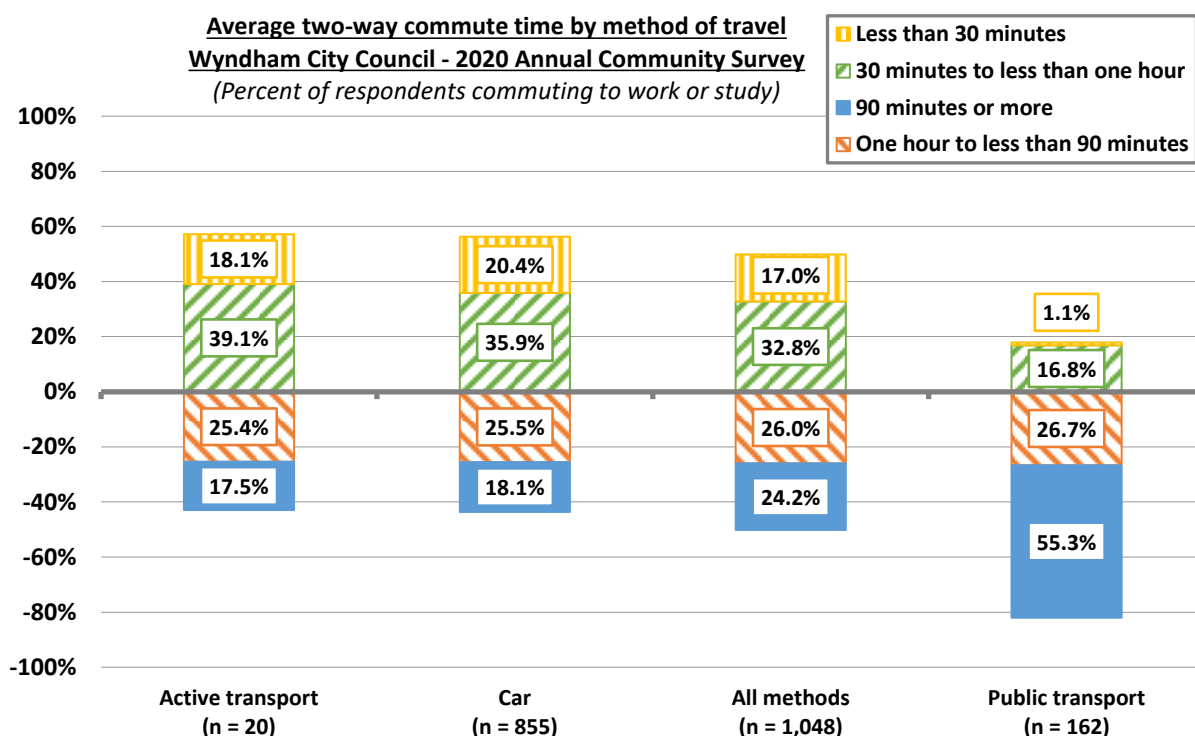
(*) previously asked only of car commuters

Consistent with the results presented in previous years, respondents commuting by public transport were the most likely to take 90 minutes or more to commute to work or study, with more than half (55.3% up from 33.4%) taking 90 minutes or more.

Metropolis Research notes that the small sample of respondents commuting to work or study by active transport methods were much less likely to take less than 30 minutes this year than in 2019, down from 75.6% to 18.1%.

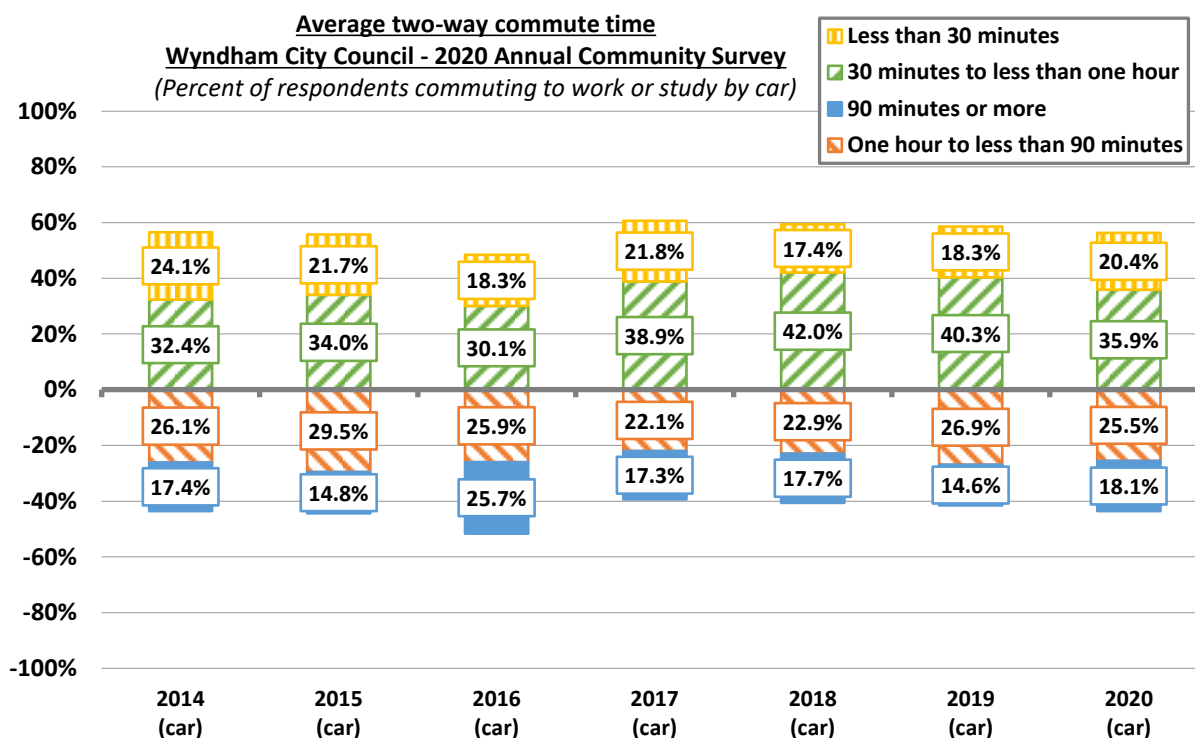
It is likely that this reflects the increased numbers of respondents commuting to work or study by active transport methods due to COVID-19 than in previous years, when this group of respondents were likely to be commuting only a small distance.





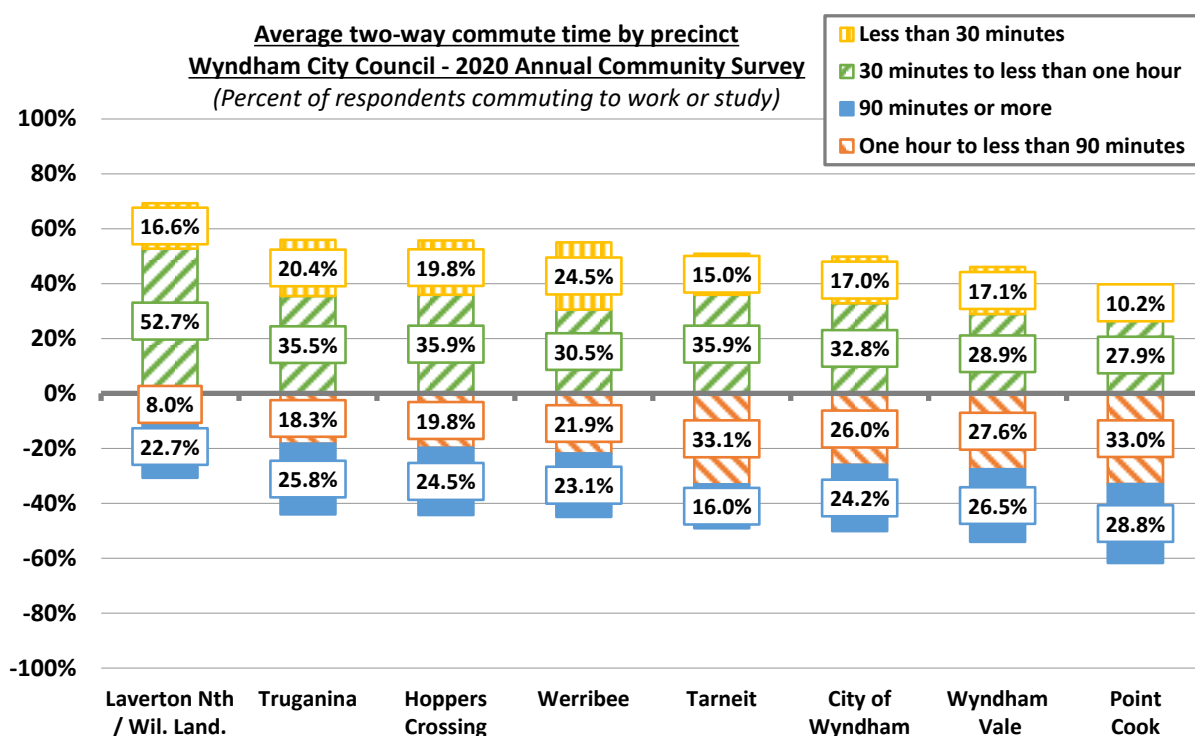
The following graph provides time series results since 2014 for the two-way commuting time to work or study for respondents commuting by car.

There was a small increase this year in the proportion of respondents commuting to work or study by car who reported that they took 90 minutes or more to commute to work or study, and a small decrease in the proportion who took between 30 minutes and one hour.



There was some variation in the average two-way commuting times observed across the seven precincts comprising the City of Wyndham, as follows:

- **Laverton North / Williams Landing** – the small sample of 42 respondents were more likely than average to take between 30 minutes and one hour to commute to work or study.
- **Werribee** – respondents were somewhat more likely than average to take less than 30 minutes to commute to work or study.
- **Tarneit and Point Cook** – respondents were somewhat more likely than average to take between one hour and 90 minutes to commute to work or study.



Use of public transport bus services

Respondents were asked:

“Prior to COVID-19, did you or your household regularly use public transport bus services in the City of Wyndham?”

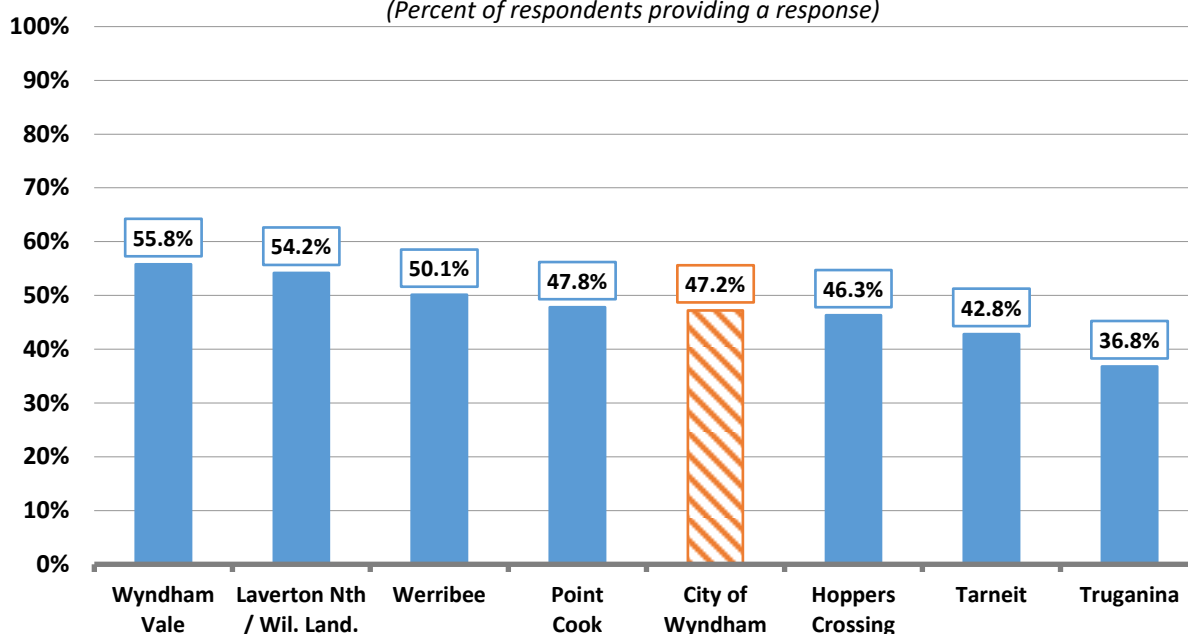
A little more than half (47.2%) of respondents providing a response to this question, reported that they regularly use public transport bus services in the City of Wyndham.

Regular use of public transport bus services in the City of Wyndham**Wyndham City Council - 2020 Annual Community Survey***(Number and percent of respondents providing a response)*

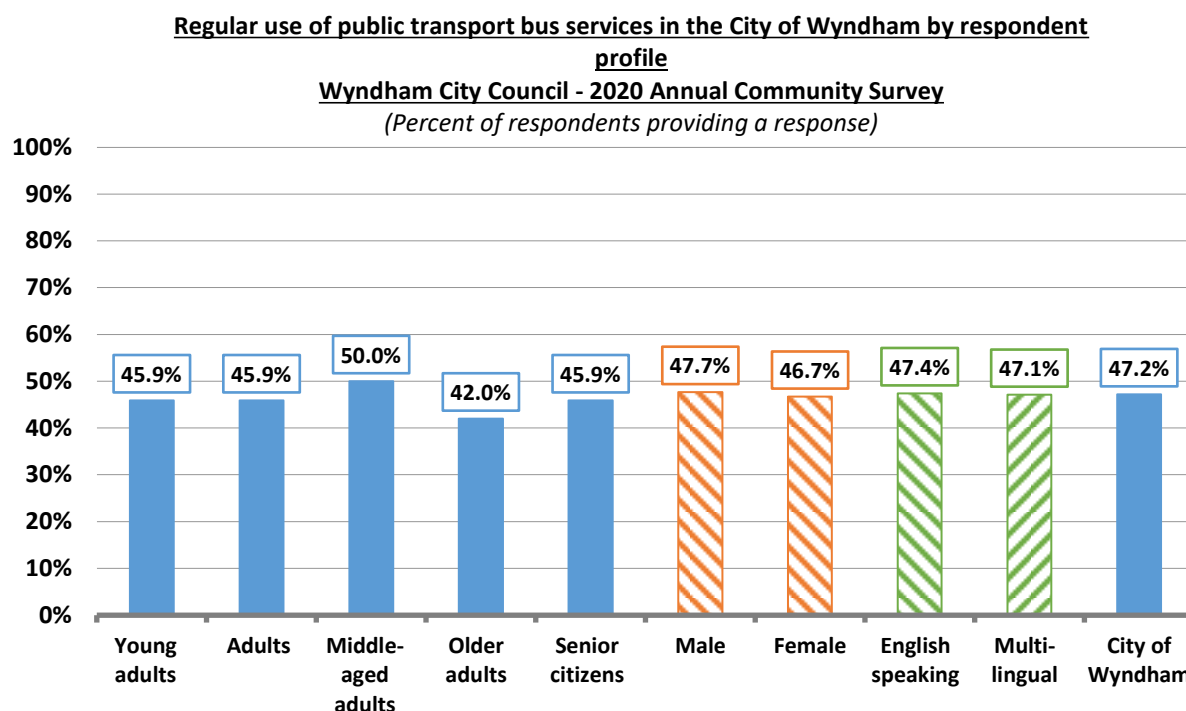
Response	2020	
	Number	Percent
Yes	544	47.2%
No	609	52.8%
Not stated	47	
Total	1,200	100%

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

- **Wyndham Vale / Rural and Laverton North / Williams Landing** – respondents were marginally more likely than average to use public transport bus services in the City of Wyndham.
- **Truganina** – respondents were measurably and significantly less likely than average to use public transport bus services in the City of Wyndham.

Regular use of public transport bus services in the City of Wyndham by precinct**Wyndham City Council - 2020 Annual Community Survey***(Percent of respondents providing a response)*

Except for older adults (aged 60 to 74 years) who were marginally less likely than average to use public transport bus services, there was no other statistically significant or meaningful variation in these results observed by respondent profile.



Reasons for not using the bus service

Respondents who didn't use bus services were asked:

"Why didn't you use the bus service?"

Almost all (97.9%) of respondents who do not currently use public transport bus services in the City of Wyndham provided a response as to the reasons why they don't use these services.

These respondents provided an average of a little more than one reason each.

Far and away, the most common reason why respondents do not use public transport bus services in the City of Wyndham was personal preference, with a little more than three-quarters (77.0%) of respondents nominating this reason.

This result does show a significant limiting factor underpinning the utilisation of bus services in the City of Wyndham. It may very well be the case that some of the respondents who reported that they do not use bus services due to personal preference may have other reasons, however, the choice to nominate personal preference as a reason suggests that the potential to encourage these respondents to use public transport may well be limited.

Of the practical reasons respondents do not use the bus services, the most common were that bus route don't go where they need to go (11.0%) and that no bus route is available near their home (10.5%).



Reasons for not using the bus service**Wyndham City Council - 2020 Annual Community Survey***(Number and percent of total respondents who didn't use the bus service)*

Response	2020	
	Number	Percent
Personal preference	469	77.0%
Bus routes don't go where I need to go	67	11.0%
No bus route available near my home	64	10.5%
Bus services are not frequent enough	54	8.9%
Total travel time using the bus	52	8.5%
Concerns about comfort	30	4.9%
Concerns about reliability of service	24	3.9%
Safety concerns	16	2.6%
Cost	3	0.5%
Other	6	1.0%
Total responses	785	
<i>Respondents identifying at least one reason</i>	<i>596</i>	<i>(97.9%)</i>

There was some variation in these results observed across the municipality by precinct and by respondent profile, as follows:

- **Point Cook** – respondents were somewhat more likely than average to nominate total travel time using the bus as a reason.
- **Truganina** – respondents were measurably more likely than average to nominate that no bus routes are available near their home as a reason.
- **Werribee** – respondents were somewhat more likely than average to nominate concerns about the reliability of service as a reason.
- **Laverton North / Williams Landing** – the small sample of 19 respondents from this precinct were more likely than average to nominate personal preference and that no bus routes are available near their home as reasons.
- **Younger respondents (aged 18 to 34 years)** – respondents were somewhat more likely than average to nominate total travel time by bus as a reason.
- **Male** – respondents were somewhat more likely than female respondents to nominate that no bus routes are available near their home and bus services are not frequent enough as reasons.
- **Female** – respondents were somewhat more likely than male respondents to nominate personal preference as a reason.
- **Language spoken at home** – respondents from multi-lingual households were somewhat more likely than respondents from English speaking households to nominate bus services are not frequent enough as a reason.



Reasons for not using the bus service by precinct**Wyndham City Council - 2020 Annual Community Survey***(Number and percent of total respondents who didn't use the bus service)*

<i>Response</i>	<i>Hoppers Crossing</i>	<i>Point Cook</i>	<i>Tarneit</i>	<i>Truganina</i>	<i>Werribee</i>	<i>Wyndham Vale</i>	<i>Laverton Nth / Wil. Land.</i>
Personal preference	80.9%	78.2%	79.4%	68.7%	76.0%	73.8%	89.5%
Bus routes don't go where I need to go	3.4%	12.7%	11.2%	15.7%	11.5%	13.8%	5.3%
No bus route available near my home	7.9%	4.9%	7.5%	24.1%	7.7%	12.3%	26.3%
Bus services are not frequent enough	4.5%	7.7%	11.2%	12.0%	9.6%	9.2%	5.3%
Total travel time using the bus	9.0%	14.1%	7.5%	6.0%	6.7%	3.1%	5.3%
Concerns about comfort	7.9%	3.5%	2.8%	4.8%	5.8%	4.6%	5.3%
Concerns about reliability of service	2.2%	1.4%	2.8%	2.4%	10.6%	3.1%	5.3%
Safety concerns	5.6%	3.5%	0.9%	2.4%	1.0%	3.1%	0.0%
Cost	1.1%	0.0%	0.0%	1.2%	0.0%	1.5%	0.0%
Other	2.2%	0.7%	0.0%	2.4%	1.0%	1.5%	0.0%
Total responses	110	180	133	116	133	83	27
<i>Respondents identifying at least one reason</i>	87 (98.2%)	138 (97.1%)	106 (98.9%)	79 (95.4%)	102 (98.9%)	64 (98.2%)	19 (100%)

Reasons for not using the bus service by respondent profile**Wyndham City Council - 2020 Annual Community Survey***(Number and percent of total respondents who didn't use the bus service)*

<i>Response</i>	<i>15 to 34 years</i>	<i>35 to 59 years</i>	<i>60 years and over</i>	<i>Male</i>	<i>Female</i>	<i>English speaking</i>	<i>Multi-lingual</i>
Personal preference	79.3%	74.4%	79.2%	73.8%	80.0%	78.0%	75.8%
Bus routes don't go where I need to go	11.3%	10.7%	11.3%	11.6%	10.5%	10.4%	11.9%
No bus route available near my home	8.6%	12.1%	10.4%	12.9%	8.3%	8.3%	13.4%
Bus services are not frequent enough	8.1%	10.0%	7.5%	11.6%	6.0%	8.6%	9.3%
Total travel time using the bus	12.6%	7.5%	2.8%	9.2%	7.9%	8.0%	9.7%
Concerns about comfort	3.6%	5.3%	5.7%	5.8%	4.1%	6.0%	3.7%
Concerns about reliability of service	3.6%	5.0%	0.9%	4.8%	2.9%	3.9%	4.1%
Safety concerns	0.9%	3.6%	2.8%	2.7%	2.5%	3.0%	2.2%
Cost	0.0%	0.7%	0.9%	1.0%	0.0%	0.6%	0.4%
Other	0.0%	1.1%	2.8%	1.0%	1.0%	1.2%	0.7%
Total responses	285	366	132	394	389	429	351
<i>Respondents identifying at least one reason</i>	220 (98.9%)	272 (96.9%)	104 (98.25)	289 (98.3%)	307 (97.5%)	331 (98.4%)	261 (97.1%)



Walk or cycle to local destinations

Respondents were asked:

“Prior to COVID-19, did you or your household regularly walk or cycle to local destinations like shops, schools, or parks?”

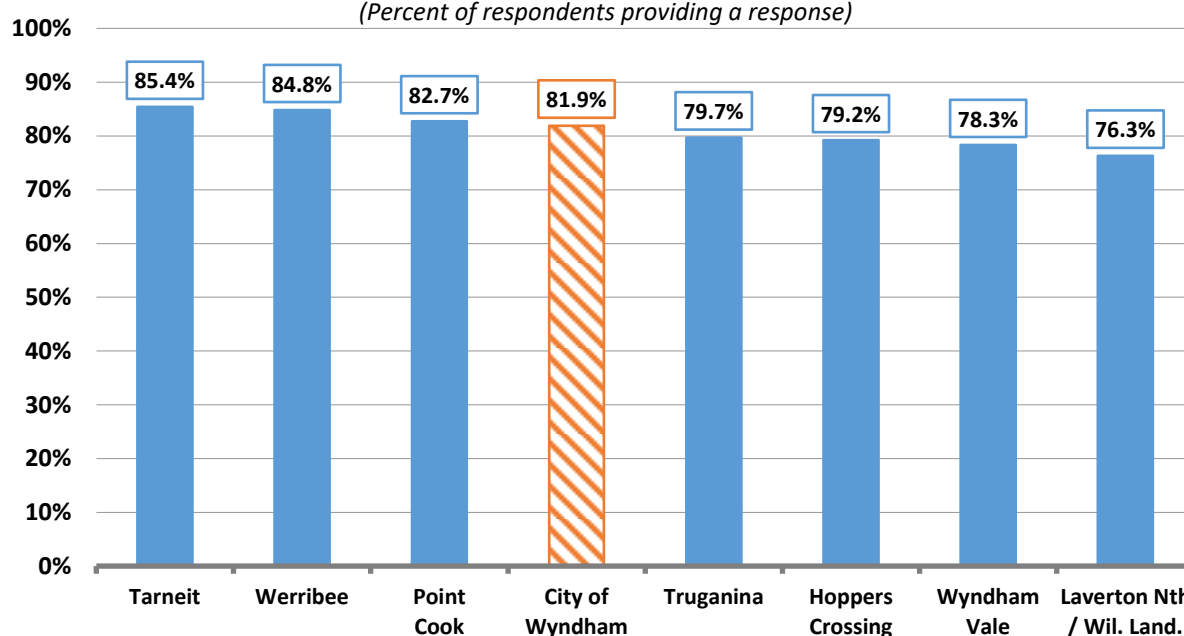
More than four-fifths (81.9%) of the respondents providing a response to this question reported that they or members of their household regularly walked or cycled to local destinations like shops, schools, or parks.

Regular walk or cycle to local destinations
Wyndham City Council - 2020 Annual Community Survey
 (Number and percent of respondents providing a response)

Response	2020	
	Number	Percent
Yes	940	81.9%
No	208	18.1%
Not stated	52	
Total	1,200	100%

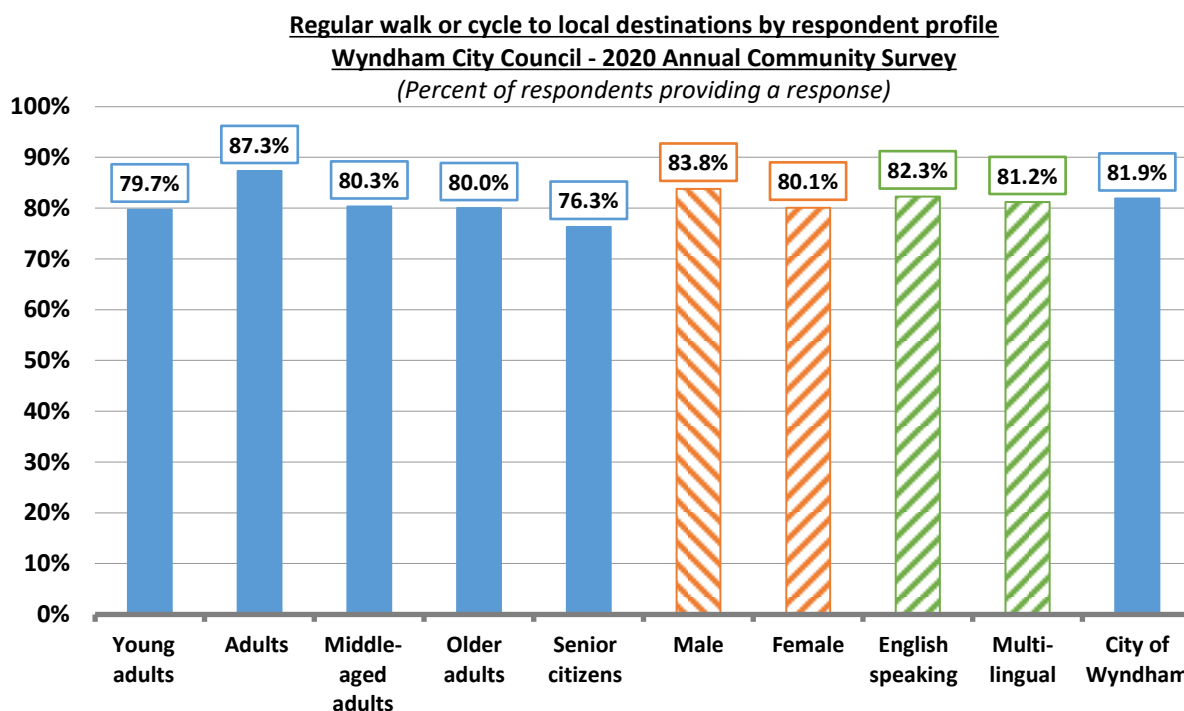
There was no statistically significant variation in this result observed across the seven precincts comprising the City of Wyndham.

Regular walk or cycle to local destinations by precinct
Wyndham City Council - 2020 Annual Community Survey
 (Percent of respondents providing a response)



There was relatively little meaningful variation in this result observed by respondent profile, although it is noted that:

- **Adults (aged 35 to 44 years)** – respondents were measurably more likely than average to walk or cycle to local shops or other local destinations.



Reasons for not walking or cycling to local destinations

Respondents who didn't use bus services were asked:

"Why didn't you walk or cycle to local destinations?"

A little less than three-quarters (71.5%) of the 208 respondents who do not regularly walk or cycle to the local destinations nominated at least one reason why they don't, at an average of a little more than one reason each.

The two most common reasons why these respondents do not regularly walk or cycle to local destinations is personal preference (49.5%) and the perception that it is too far to walk or cycle where they want to go (22.1%).

Less than four percent of respondents nominated any of the nine listed reasons (including "other").

Whilst the sample size is quite small for this question at the age group level, it is noted that:

- **Young adults (aged 18 to 34 years)** – respondents were somewhat less likely than average to nominate that it is too far for them to walk or cycle where they want to go as a reason.



- **Adults and middle-aged adults (aged 35 to 59 years)** – respondents were somewhat less likely than average to nominate personal preference as a reason and more likely to nominate that it is too far to walk or cycle where they want to go.

Reasons for not walking or cycling to local destinations

Wyndham City Council - 2020 Annual Community Survey

(Number and percent of total respondents who didn't walk or cycle)

Response	2020		15 to 34	35 to 59	60 years
	Number	Percent	years	years	and over
Personal preference	103	49.5%	56.6%	39.1%	56.4%
Too far to walk or cycle where I want to go	46	22.1%	10.8%	33.3%	20.5%
A lack of time to walk or cycle	8	3.8%	3.6%	3.4%	5.1%
Unsafe paths	4	1.9%	0.0%	3.4%	2.6%
Other safety concerns	4	1.9%	0.0%	2.3%	5.1%
No paths available to where I want to go	4	1.9%	0.0%	4.6%	0.0%
Lack of bicycle parking / infrastructure	1	0.5%	0.0%	1.1%	0.0%
Poor lighting	1	0.5%	0.0%	0.0%	0.0%
Lack of signage	1	0.5%	0.0%	1.1%	2.6%
No shading from the sun	0	0.0%	0.0%	0.0%	0.0%
Other	2	1.0%	0.0%	1.1%	2.6%
Total responses	174		60	78	37
<i>Respondents identifying at least one way</i>	<i>149</i> <i>(71.5%)</i>		<i>54</i> <i>(65.1%)</i>	<i>62</i> <i>(71.9%)</i>	<i>33</i> <i>(83.9%)</i>

Given the small sample of respondents who do not regularly walk or cycle to local shops and other local destinations, no precinct level results are provided for this question.

Gambling

Respondents were asked:

“On a scale of 0 (very negative) to 10 (very positive), what impact do you believe that the following have on the local community?”

Respondents were asked to rate the impact they believe that two forms of gambling have on their local community. The results were asked on a ten-point scale from zero (very negative impact) to 10 (very positive impact). Scores of less than five therefore represent a perceived negative impact on the community, whilst scores of more than five represent a perceived positive impact.

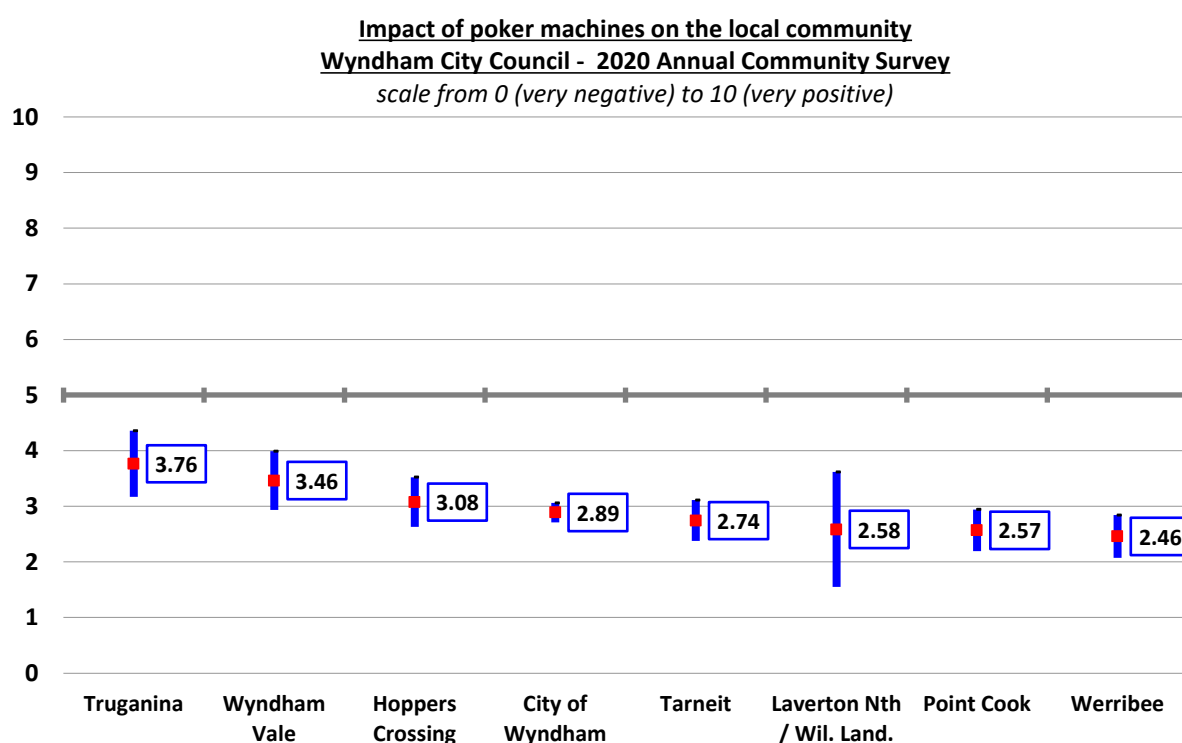
Poker machines

On average, respondents rated the impact of poker machine gambling on their local community at 2.89 out of a potential 10, or a strongly negative impact.



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

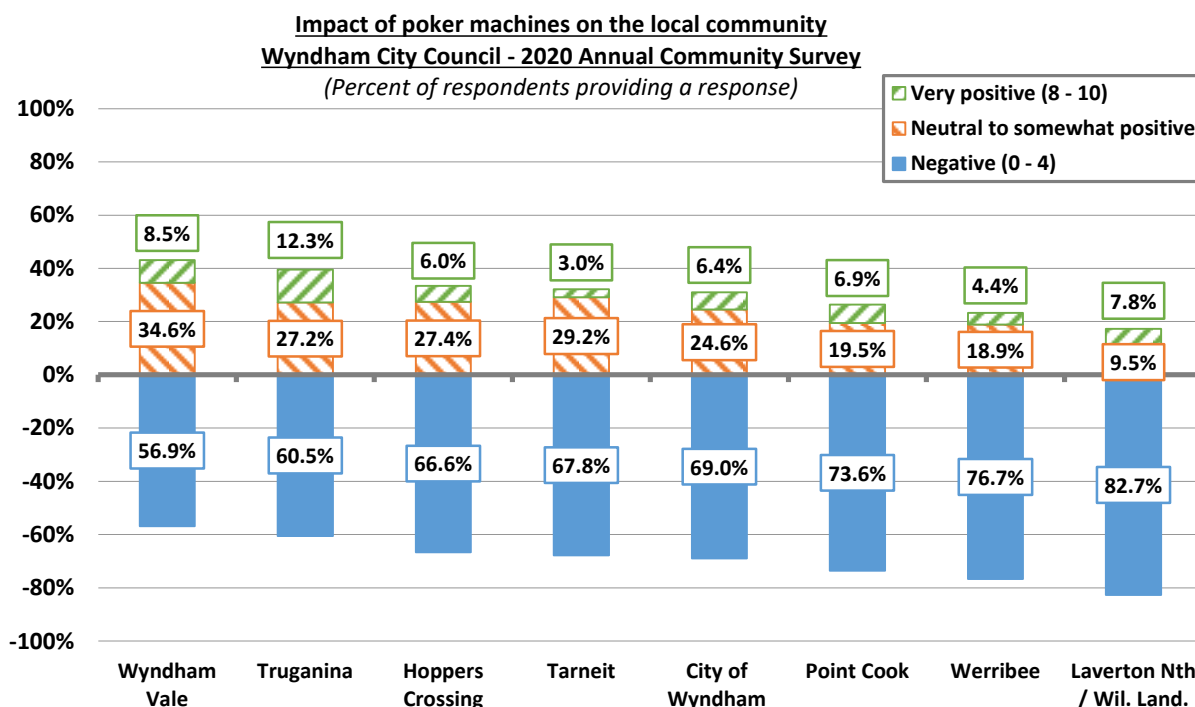
- **Truganina** – respondents rated the impact of poker machines on their local community measurably less negatively than the municipal average.
- **Wyndham Vale** – respondents rated the impact of poker machines notably but not measurably less negatively than the municipal average.
- **Point Cook and Werribee** – respondents rated the impact of poker machines marginally, but not measurably more negatively than the municipal average.



The following graph breaks this average result down into the proportion of respondents who rated the impact as being “very positive” (i.e., rated impact at eight or more out of 10), those who rated the impact as being “neutral to somewhat positive” (i.e., rated the impact at between five and seven), and those who rated the impact as being “negative” (i.e., rated the impact at less than five).

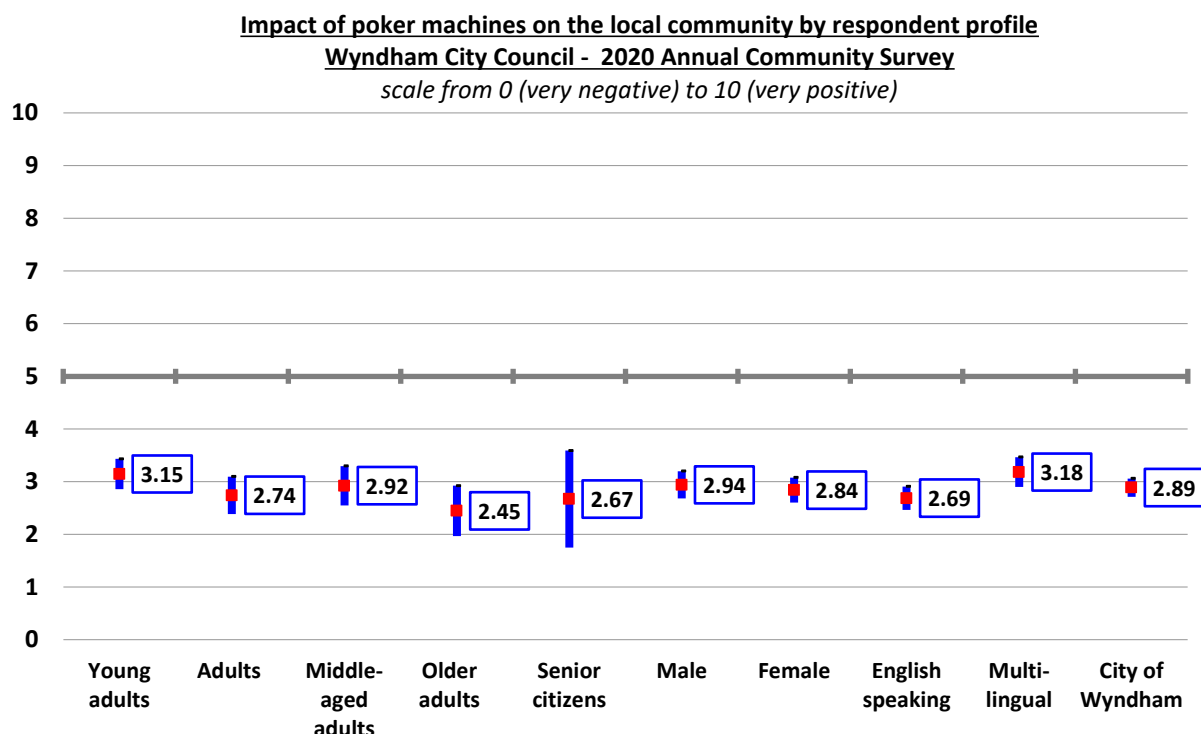
Attention is drawn to the fact that more than two-thirds (69.0%) of respondents rated the impact of poker machines on their local community as “negative”, whilst less than seven percent rated it as “very positive”.





Whilst there was no statistically significant variation in these results observed by the respondent profile (including age structure, gender, and language spoken at home), attention is drawn to the following:

- **Young adults (aged 20 to 34 years)** – respondents rated the impact of poker machines on their local community notably, but not measurably less negatively than the municipal average.
- **Older adults (aged 60 to 74 years)** – respondents rated the impact of poker machines on their local community somewhat, but not measurably more negatively than other respondents.
- **Gender** – there was no meaningful variation in these results observed between male and female respondents.
- **Language spoken at home** – respondents from English speaking households rated the impact of poker machines on their local community measurably more negatively than respondents from multi-lingual households.



Online and sports betting

On average, respondents rated the impact of online and sports betting on their local community at three out of a potential 10, or a moderately negative impact.

Whilst there was no statistically significant variation in this result observed across the municipality, it is noted:

- **Wyndham Vale and Truganina** – respondents rated the impact of online and sports betting on their local community notably, but not measurably less negatively than the average.
- **Werribee and Laverton North** – respondents rated the impact of online and sports betting on their local community somewhat, but not measurably more negatively than the average.

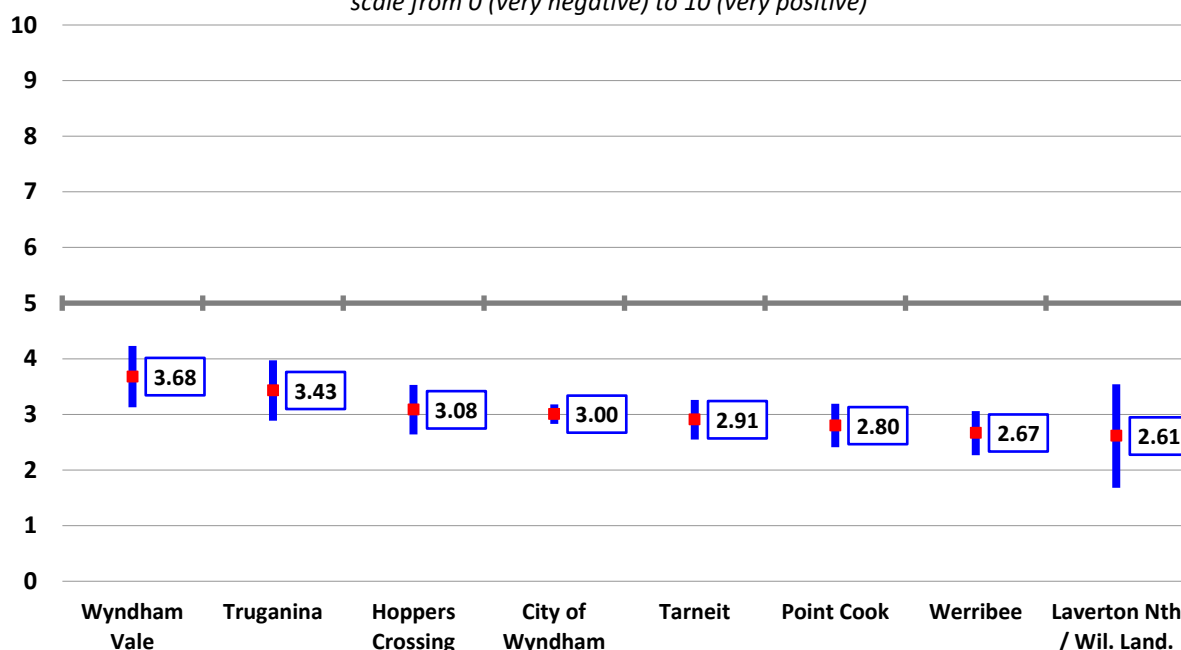
When broken down into percentage results, approximately two-thirds (66.3%) of respondents considered the impact of online and sports betting on their local community to be negative, whilst less than six percent considered it to be “very positive” (i.e., eight or more out of 10).

Consistent with the average impact scores discussed above, it is noted that respondents from Wyndham Vale and to a lesser extent Truganina were more likely than average to consider the impact to be “very positive”.

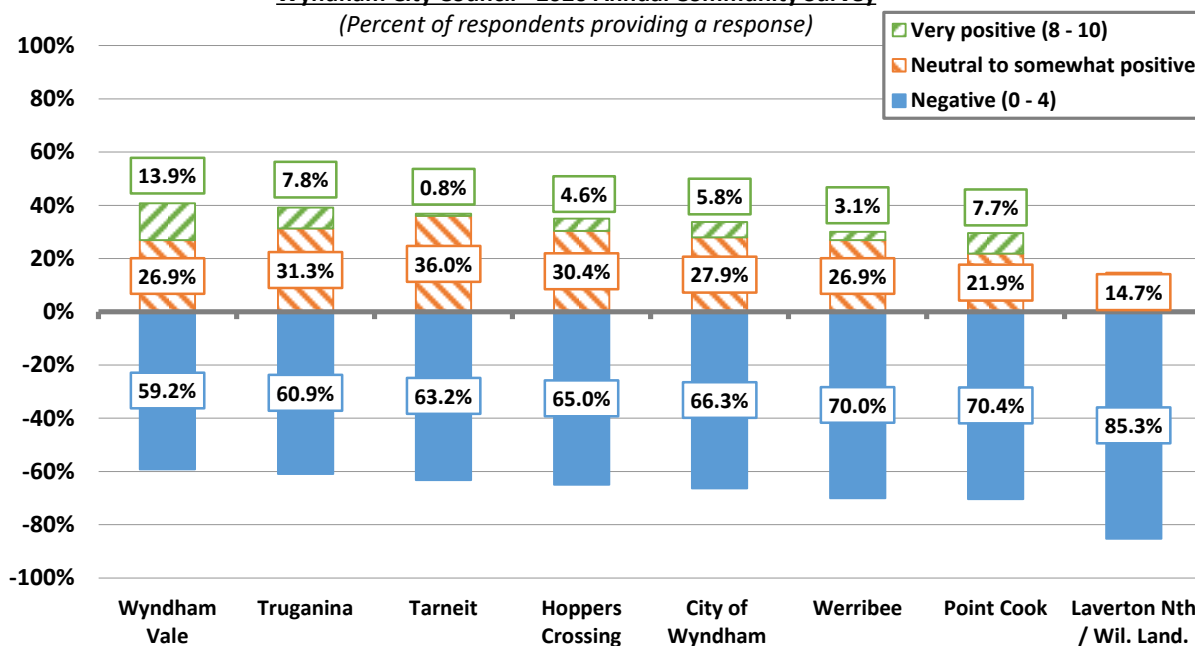
By contrast the small sample of 23 respondents from Laverton North were substantially more likely than average to consider the impact of online and sports betting on their local community to be negative, and none of these respondents considered the impact to be “very positive”.



Impact of online and sports betting on the local community
Wyndham City Council - 2020 Annual Community Survey
scale from 0 (very negative) to 10 (very positive)



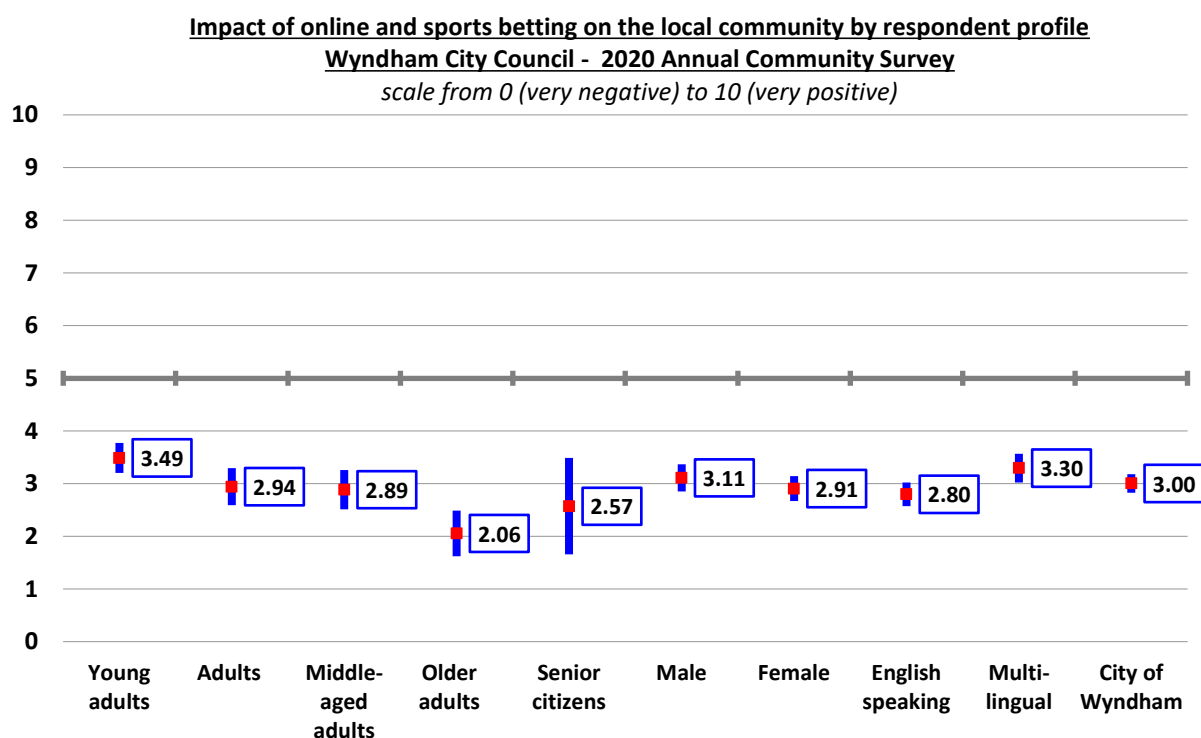
Impact of online and sports betting on the local community
Wyndham City Council - 2020 Annual Community Survey
(Percent of respondents providing a response)



There was measurable and significant variation in the perceived impact of online and sports betting on the local community observed by respondent profile, with attention drawn to the following:

- **Young adults (aged 20 to 34 years)** – respondents rated the impact of online and sports betting on their local community measurably less negatively than the municipal average.

- **Older adults (aged 60 to 74 years)** – respondents rated the impact of online and sports betting on their local community measurably and significantly more negatively than the municipal average.
- **Gender** – female respondents rated the impact of online and sports betting on their local community somewhat, but not measurably more negatively than male respondents.
- **Language spoken at home** – respondents from English speaking households rated the impact of online and sports betting on their local community measurably more negatively than respondents from multi-lingual households.



Contact with Council

Contacted Council in the last 12 months.

Respondents were asked:

“Have you contacted Wyndham City Council in the last 12 months?”

There was an increase this year in the proportion of respondents reporting that they had contacted Council in the last 12 months, up from 24.8% in 2019 to 40.3% this year.

Metropolis Research notes that an increase in this result was also observed recently in several other councils for which Metropolis Research conducts this survey. This suggests that there may have been an up-tick in contact with local government in response to issues arising from the COVID-19 pandemic.



Contacted Council in the last twelve months
Wyndham City Council - 2020 Annual Community Survey
(Number and percent respondents providing a response)

Response	2020		2019	2018	2017	2016	2015
	Number	Percent					
Yes	482	40.3%	24.8%	28.2%	31.9%	37.7%	33.6%
No	713	59.7%	75.3%	71.8%	68.1%	62.3%	66.4%
Not stated	5		0	1	17	0	0
Total	1,200	100%	1,200	1,200	1,200	1,200	800

Method of contacting Council

Respondents who had contacted Council were asked:

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

Whilst telephone remains the most common method of contacting Council, particular attention is drawn this year to the measurable and significant decline in the proportion of respondents visiting Council in person, down from 17.6% in 2019 to just 3.5% this year.

There was a substantial increase recorded this year, in the proportion of respondents who contacted Council by visiting the website, up from 3.7% last year to 10.8%.

These change in the method of contacting Council clearly reflect, at least in part, the impact of COVID-19 on the outward facing operations of Council.

Form of contact with Wyndham City Council
Wyndham City Council - 2020 Annual Community Survey
(Number and percent of respondents who contacted Council)

Response	2020		2019	2018	2017	2016	2015
	Number	Percent					
Telephone	324	67.2%	62.5%	61.7%	73.6%	64.9%	66.7%
E-mail	76	15.8%	14.5%	9.8%	7.7%	6.9%	5.7%
Website	52	10.8%	3.7%	7.7%	3.7%	3.6%	2.3%
Visit in person	17	3.5%	17.6%	17.2%	13.1%	19.9%	21.8%
Mail	7	1.5%	1.7%	2.7%	1.3%	1.1%	1.1%
The Loop	3	0.6%	n.a.	n.a.	n.a.	n.a.	n.a.
Social media	2	0.4%	n.a.	n.a.	n.a.	0.7%	0.0%
Other	1	0.2%	0.0%	0.9%	0.0%	0.0%	0.0%
Not stated	0		1	1	2	5	8
Total	482	100%	297	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?”

Consistent with the results recorded in previous years, approximately 95% of respondents reported that they contacted council by their preferred method.

This is an interesting result given the significant decline in in-person contacts and the substantial increase in website interactions this year.

This result does, on its face, suggest that respondents who may in past years have contacted Council in person and who this year visited the website or telephoned Council instead are not significantly concerned about the change in the method of interaction.

Using preferred method to connect with Council
Wyndham City Council - 2020 Annual Community Survey
 (Number and percent of respondents who contacted Council)

Response	2020		2019	2018	2017
	Number	Percent			
Yes	462	96.5%	98.0%	94.1%	93.7%
No	17	3.5%	2.0%	5.9%	6.3%
Not stated	3		2	1	10
Total	482	100%	297	338	377

Whilst the sample size is quite small for the individual methods of contacting Council, it does appear that the small number of respondents who visited Council in person were the least likely to believe that visiting in person was their preferred method.

It is also noted that 11.8% of the respondents who contacted Council via the website reported that this was not their preferred method.

Using preferred method to connect with Council
Wyndham City Council - 2020 Annual Community Survey
 (Number and percent of respondents who contacted Council)

Response	Tele- phone	Email	Website	In person	Mail	The Loop	Social media
Yes	97.9%	97.3%	88.2%	85.9%	100.0%	100.0%	100.0%
No	2.1%	2.7%	11.8%	14.1%	0.0%	0.0%	0.0%
Not stated	3	0	0	0	0	0	0
Total	324	76	52	17	7	3	2



Of the 17 respondents who reported that the last method by which they contacted Council was not their preferred method, six would have preferred to telephone Council and six would have preferred to email Council.

Preferred method to connect with Wyndham City Council

Wyndham City Council - 2020 Annual Community Survey

(Number and percent of respondents contacted Council and didn't use preferred method)

Response	2020		2019	2018	2017
	Number	Percent			
Telephone	6	40.0%	66.7%	30.0%	45.0%
E-mail	6	40.0%	0.0%	45.0%	20.0%
Visit in person	2	13.3%	16.7%	10.0%	15.0%
Website	1	6.7%	16.7%	15.0%	20.0%
Not stated	2		0	0	3
Total	17	100%	6	20	23

The following graph provides a breakdown of the preferred method of contacting Council for the small number of respondents who did not use their preferred method for their last contact, broken down by their last method of contact.

For example, this table shows that of the seven respondents who last contacted Council by telephone and for whom this was not their preferred method, four preferred to email, two preferred to visit the website, and one preferred to visit in person.

Preferred method to connect with Wyndham City Council

Wyndham City Council - 2020 Annual Community Survey

(Number and percent of respondents contacted Council and didn't use preferred method)

Preferred method	Method of last contact			
	Telephone	Email	Website	In person
Telephone	0.0%	100.0%	36.9%	100.0%
E-mail	55.7%	0.0%	42.1%	0.0%
Visit in person	19.8%	0.0%	21.1%	0.0%
Website	24.5%	0.0%	0.0%	0.0%
Total	7	2	6	2



Satisfaction with overall experience

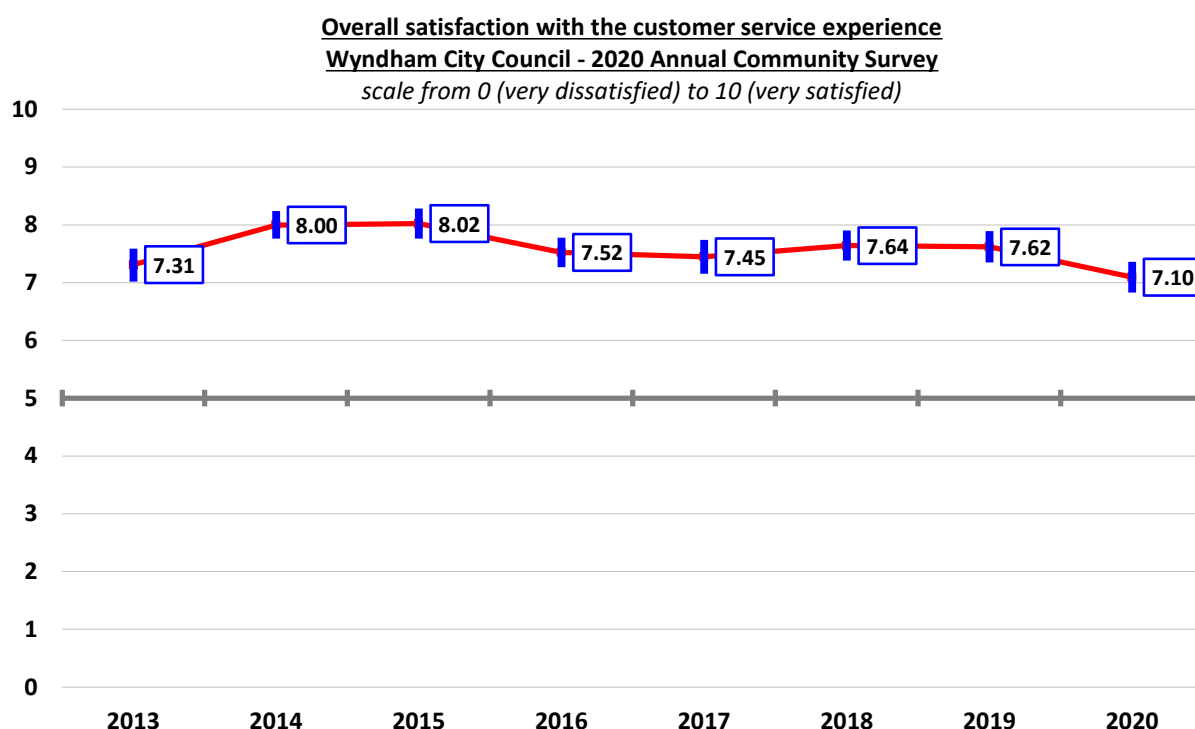
Respondents who had contacted Council were asked:

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

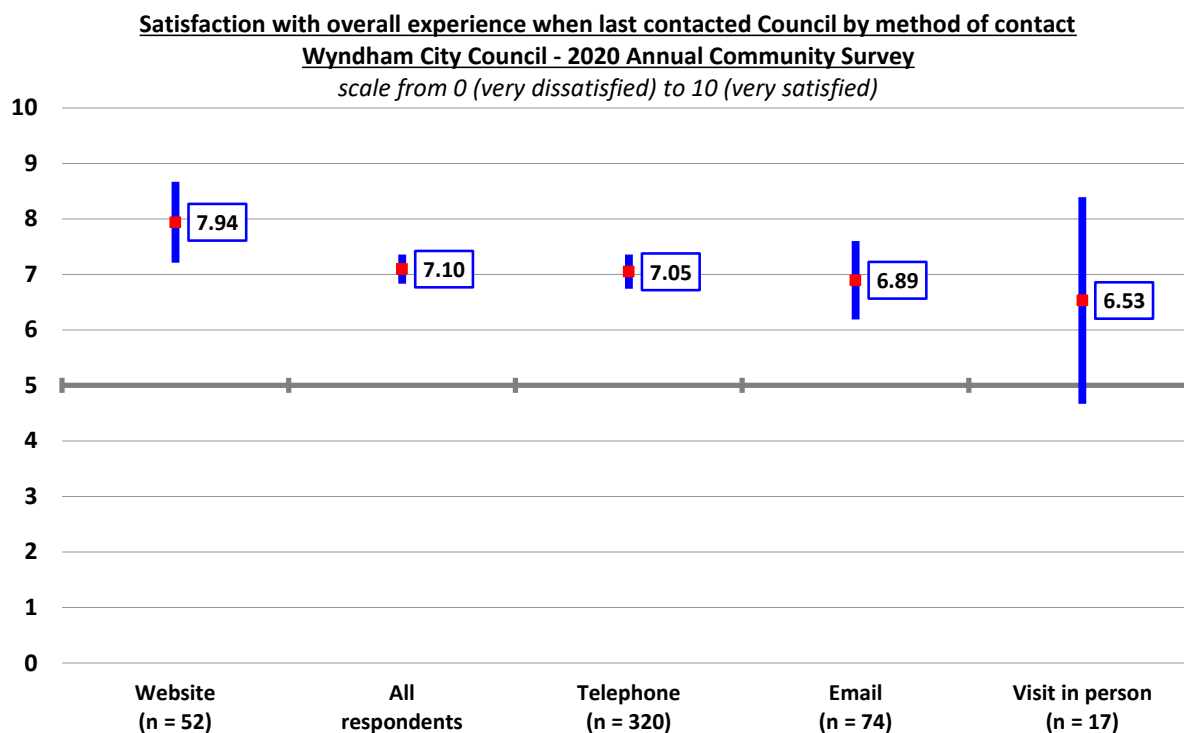
There was a measurable decline this year in the average satisfaction with the overall customer service experience, down a statistically significant 6.8% to 7.10.

This result is a “good” rather than a “very good” level of satisfaction.

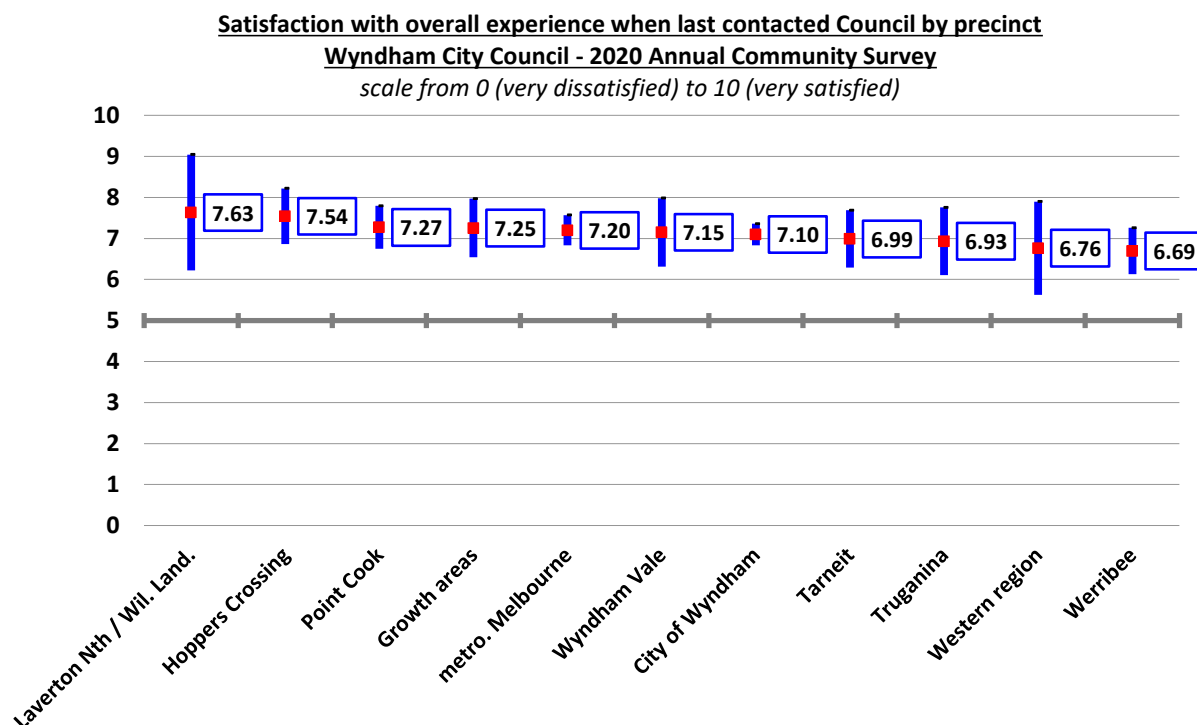
By way of comparison, the 2021 metropolitan Melbourne average result was 7.20, marginally but not measurably higher than this City of Wyndham result. The metropolitan Melbourne average increased in 2021 compared to 2019, up from 6.97 to 7.20.



Whilst the sample size is quite small at the individual method of contact level for this question, it is noted that respondents who contacted Council via the website were substantially, but not measurably more satisfied than the average.

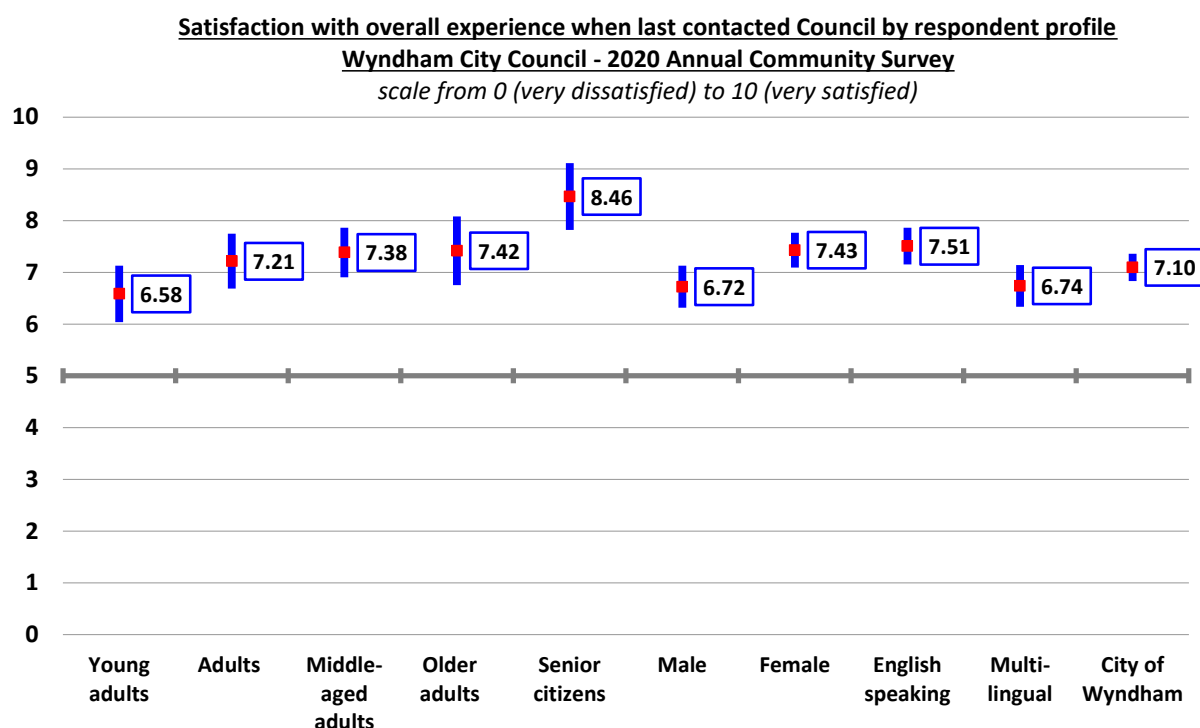


There was no statistically significant variation in the average overall satisfaction with the customer service experience observed across the seven precincts comprising the City of Wyndham.



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

- **Age structure** – overall satisfaction with the customer service experience increased with the respondents' age, although only the result for senior citizens was measurably higher than the municipal average.
- **Gender** – female respondents were notably but not measurably more satisfied with the overall customer service experience than male respondents.
- **Language spoken at home** – respondents from English speaking household were measurably and significantly more satisfied with the overall customer service experience than respondents from multi-lingual households.



Satisfaction with overall experience when last contacted Council**Wyndham City Council - 2020 Annual Community Survey***(Number, index score 0 - 10 and percent of respondents contacted Council providing a response)*

<i>Precint / profile</i>	<i>Number</i>	<i>Average satisfaction</i>	<i>Dissatisfied (0 - 4)</i>	<i>Neutral to somewhat satisfied</i>	<i>Very satisfied (8 - 10)</i>
Laverton North / Williams Landing	20	7.63	13.3%	19.1%	67.6%
Hoppers Crossing	55	7.54	9.8%	18.2%	72.0%
Point Cook	109	7.27	11.3%	28.6%	60.1%
Growth areas	44	7.25	6.0%	41.6%	52.4%
metro. Melbourne	216	7.20	14.9%	27.3%	57.8%
Wyndham Vale	54	7.15	18.4%	16.9%	64.7%
City of Wyndham	475	7.10	15.1%	25.1%	59.8%
Tarneit	84	6.99	19.5%	17.9%	62.6%
Truganina	58	6.93	19.0%	22.8%	58.2%
Western region	27	6.76	10.2%	42.7%	47.1%
Werribee	96	6.69	14.7%	38.9%	46.4%
Young adults	138	6.58	18.4%	34.5%	47.1%
Adults	113	7.21	16.3%	19.3%	64.4%
Middle-aged adults	135	7.38	14.9%	18.3%	66.8%
Older adults	65	7.42	12.1%	21.1%	66.8%
Senior citizens	14	8.46	0.0%	8.4%	91.6%
Male	224	6.72	19.2%	24.3%	56.5%
Female	251	7.43	11.4%	25.9%	62.7%
English speaking	244	7.51	13.6%	16.9%	69.5%
Multi-lingual	216	6.74	17.8%	29.2%	53.0%
City of Wyndham	475	7.10	15.1%	25.1%	59.8%

Reasons for dissatisfaction with overall experience

The 72 respondents who were dissatisfied with the overall customer service experience were asked the reasons why they were dissatisfied, as outlined in the following table.

The most common reasons why respondents were dissatisfied with the overall customer service experience was a perceived lack of response or follow up, a perceived failure to solve or address the underlying issue, or a perceived lack of care or attention by Council.



Reasons for dissatisfaction with overall experience when you last contacted Council**Wyndham City Council - 2020 Annual Community Survey***(Number of responses)*

<i>Response</i>	<i>Number</i>
No response received	6
No follow up on your query	5
Issue not solved or addressed	4
Cannot do anything	2
Nobody cares	2
The issue wasn't resolved, didn't hear back	2
Very slow	2
Council not fulfilling responsibilities	1
Didn't do anything	1
Didn't get a response to any of the online enquiries	1
Didn't help at all for almost year	1
False information provided	1
I called about a rubbish in the park and my son is little and he just picks it up. I got no response from the Council	1
I paid the fine that wasn't even mine	1
It was fine payment	1
It was to do with permits	1
Long time	1
Never did what they said they would	1
Never got back to me, regarding hard waste collection	1
No clarity in their response due to COVID 19	1
No footpaths	1
No proper response. Showed no interest	1
Parks / nature strips are dirty	1
Service good but issue not solved	1
The Bay View Park has not had any maintenance	1
The grass is dead. But they did not do anything. Rates not valuable	1
The issue was not solved and did not respond properly	1
They didn't take any action	1
Took 5 times	1
Very irresponsible and not solved the problem	1
Very less information and proper answer not given	1
Very poor and arrogant attitude, rudeness	1
Wasn't happy with the level of service	1
We didn't get the result properly	1
Worst Council. Hopeless	1
Total	51



Importance of and satisfaction with Council services

Respondents were asked:

“On a scale from 0 (lowest) to 10 (highest), please rate the importance of each of the following services to the community as a whole, and then your personal level of satisfaction with each of the services that you or members of your household have used in the last 12 months.”

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 a mandatory reporting measure.

Importance of Council services and facilities to the community

The average importance of these four key services and facilities increased somewhat this year, although the relative importance between the four services remained the same.

Metropolis Research notes the change in methodology this year in response to the COVID-19 pandemic, from a face-to-face interview to a telephone interview. This change does not appear to have impacted on other results in the survey and is unlikely to be a significant factor underpinning the increase in importance, but it should be borne in mind.

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 8.85 out of 10.

Metropolis Research notes that respondents in the City of Wyndham rated the importance of these four services at levels similar to the 2021 metropolitan Melbourne average as recorded in *Governing Melbourne*.

Importance of selected Council services and facilities
Wyndham City Council - 2020 Annual Community Survey
(Number and index score scale 0 to 10)

Service / facility	Number	2020			2019	2018	2017	2021 Metro.*
		Lower	Mean	Upper				
Maintenance and repair of sealed local roads	1,194	9.27	9.32	9.38	8.96	9.06	9.02	9.26
Provision of parks and gardens	1,195	9.22	9.27	9.33	8.83	8.93	8.95	9.19
Local library services	1,027	9.10	9.17	9.24	8.66	8.91	8.85	9.09
Arts and cultural services	958	8.76	8.85	8.94	7.95	7.98	7.92	8.99**

(*) 2021 metropolitan Melbourne average from *Governing Melbourne*

(**) is the average of "Council's festivals and events and the provision of public art"

Satisfaction with Council services and facilities

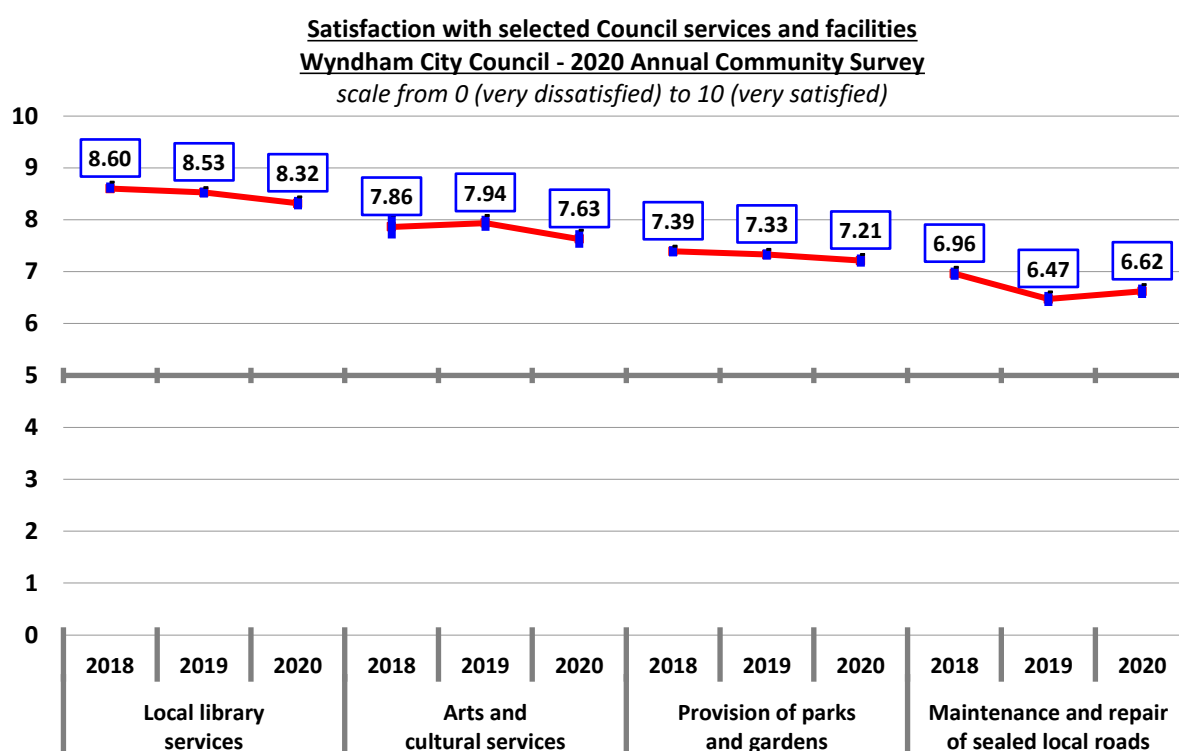
Satisfaction with three of the four included Council services and facilities declined this year.

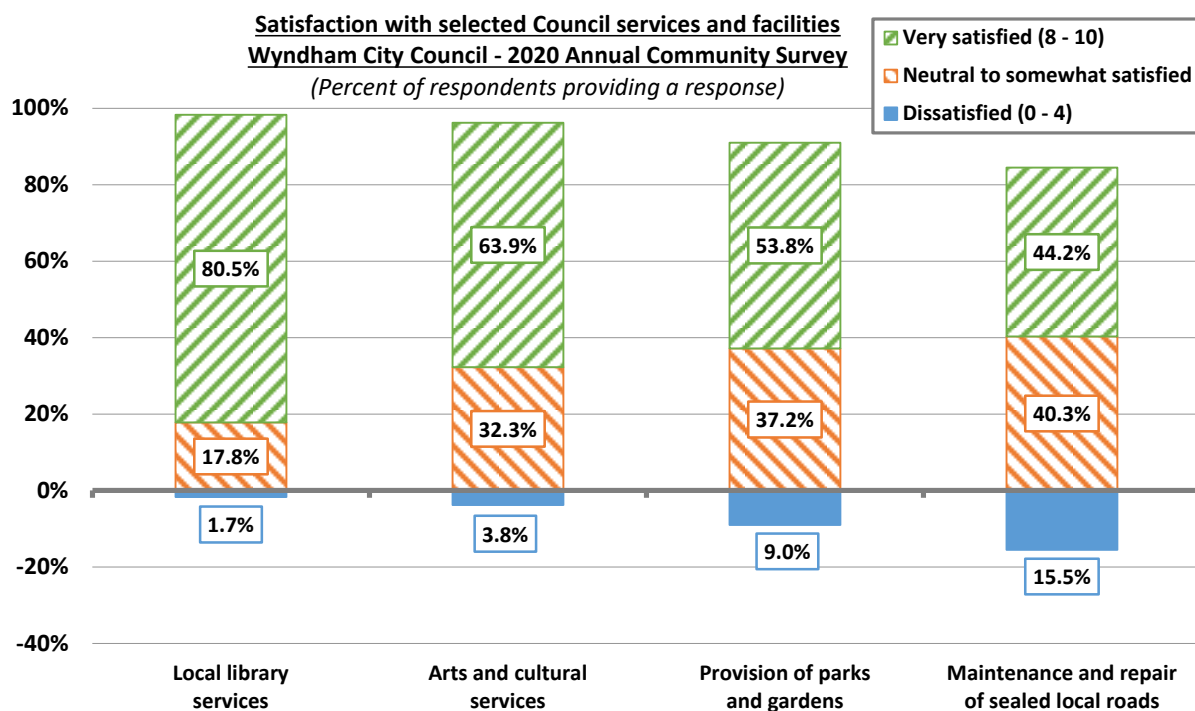
The decline for the local library services (down 2.5%) and arts and cultural services (down 3.9%) were both statistically significant at the 95% confidence interval. Metropolis Research notes that COVID-19 may well have been a factor underpinning the decline in satisfaction with these two services this year.

Metropolis Research notes that the 2021 *Governing Melbourne* research found that satisfaction with the local library service had remained relatively stable across metropolitan Melbourne at 8.58. *Governing Melbourne* did, however, report a measurable decline in satisfaction with both the “provision of public art” (7.19 down from 7.86) and “Council’s festivals and events” (7.68 down from 7.86) across metropolitan Melbourne in 2021.

Satisfaction with these four services can best be summarised as follows:

- **Excellent** – for the local library service. Four-fifths of respondents were “very satisfied” with the service, whilst just 1.7% were dissatisfied, despite the measurable decline in average satisfaction this year.
- **Very Good** – for arts and cultural services. A little less than two-thirds of respondents were very satisfied with these services, whilst 3.8% were dissatisfied, despite the measurable decline in average satisfaction this year.
- **Good** – for the provision of parks and gardens and the maintenance and repair of sealed local roads. Approximately half of the respondents were very satisfied with these two services, whilst nine percent were dissatisfied with parks and gardens and 15.5% were dissatisfied with local roads.





Satisfaction with selected Council services and facilities
Wyndham City Council - 2020 Annual Community Survey
 (Number and index score scale 0 to 10)

Service / facility	Number	Lower	2020 Mean	Upper	2019	2018	2021 Metro.*
Local library services	504	8.20	8.32	8.44	8.53	8.60	8.58
Arts and cultural services	304	7.46	7.63	7.80	7.94	7.86	7.68**
Provision of parks and gardens	1,171	7.10	7.21	7.33	7.33	7.39	8.01
Maintenance and repair of sealed local roads	1,188	6.49	6.62	6.75	6.47	6.96	7.05

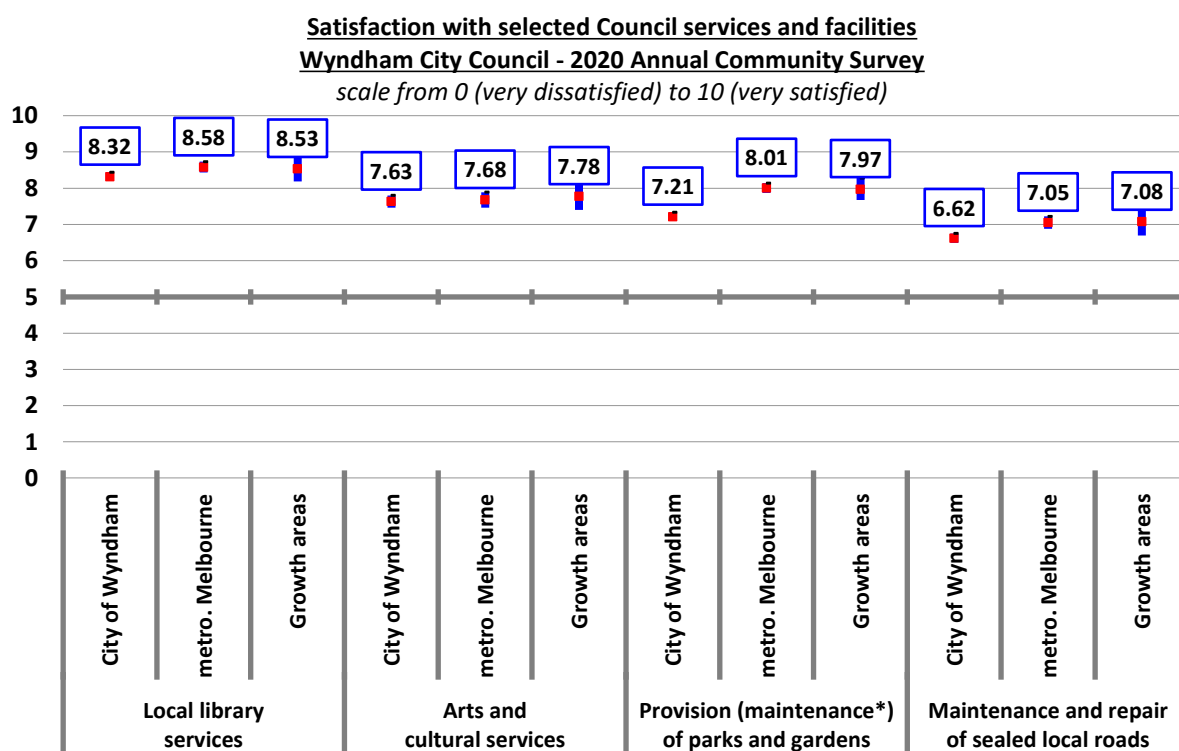
(*) 2021 metropolitan Melbourne average from *Governing Melbourne*

(**) is the average of "Council's festivals and events and the provision of public art"

The following graph provides a comparison of satisfaction with these four services against the growth area councils' and metropolitan Melbourne averages as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research.

It is noted that satisfaction with all four services was lower in the City of Wyndham than either the growth area councils' or metropolitan Melbourne averages.

This variation was statistically significant in relation to the provision of parks and gardens (included in *Governing Melbourne* as the provision and maintenance of parks and gardens), the local library service, and for the maintenance and repair of sealed local roads.



Importance and satisfaction cross tabulation

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

The grey crosshairs represent the average importance (9.09) and the average satisfaction (7.53) for all services and facilities as recorded in the 2021 *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.

Attention is drawn this year to the significant increases in the importance of each of these four services this year, a result that is particularly evident in relation to arts and cultural services.

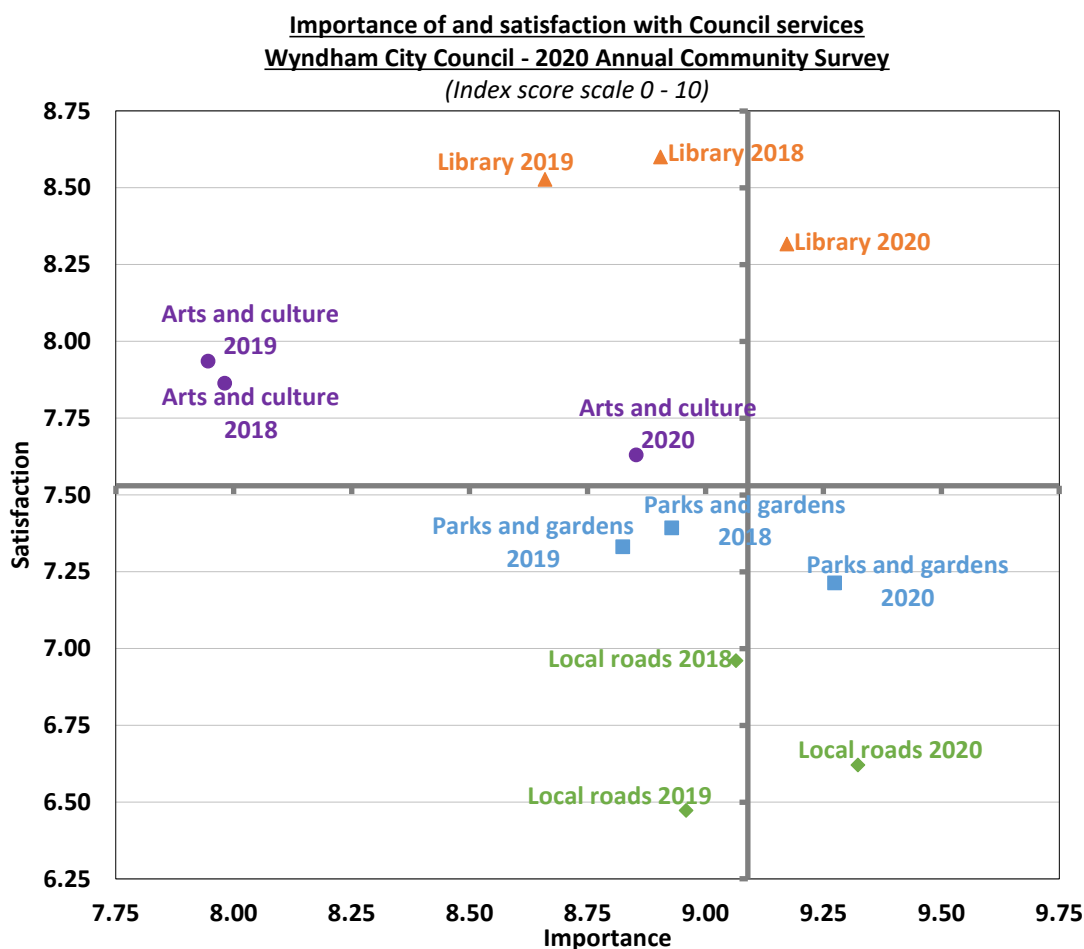
Consistent with previous years, the library services are of high importance and receives a higher-than-average satisfaction score.

Arts and cultural services also continue to record a higher-than-average satisfaction result. However, they have traditionally received lower than average importance. This is different to previous years, with the importance significantly higher than in past years.



The provision of parks and gardens remains of approximately average importance, and marginally lower than average satisfaction.

The condition of sealed local roads remains an issue in the City of Wyndham, with a slightly higher than average importance, but measurably lower than average satisfaction.



Importance and satisfaction with individual services and facilities

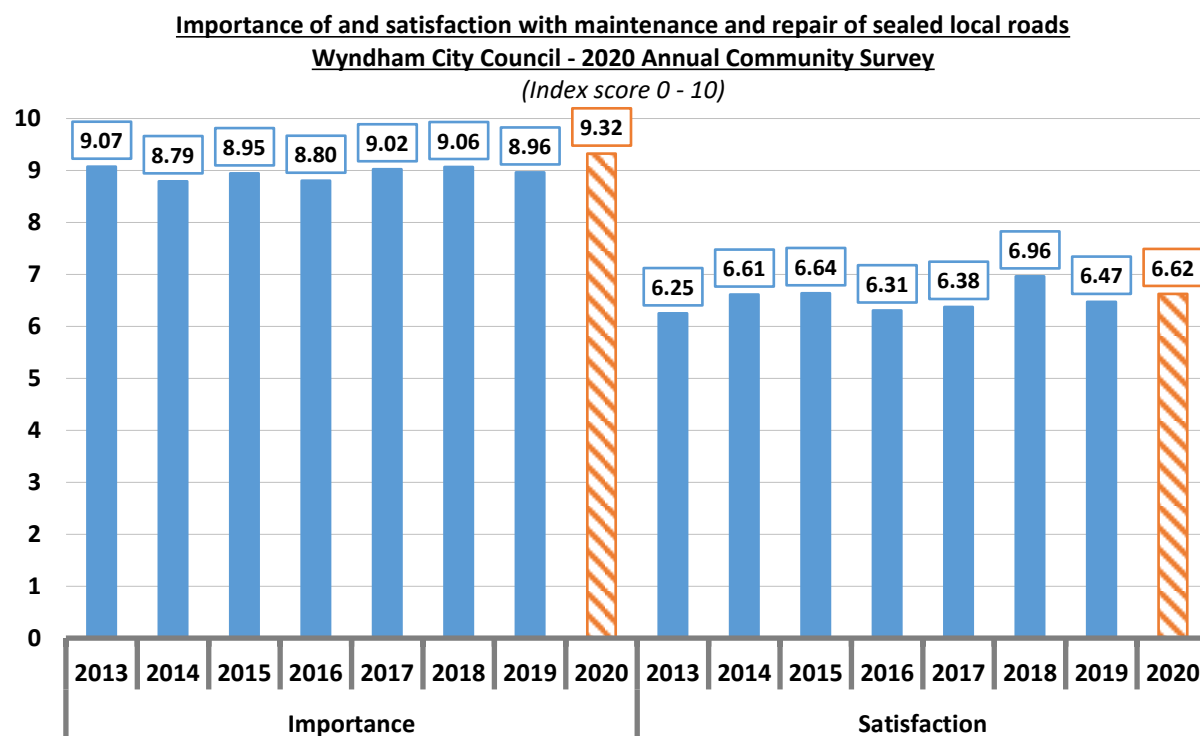
Maintenance and repair of sealed local roads

The importance of the maintenance and repair of sealed local roads increased measurably this year, up four percent to 9.32. The metropolitan Melbourne average importance for local roads from *Governing Melbourne* was 9.26, almost identical to this City of Wyndham result.

Satisfaction with the maintenance and repair of sealed local roads increased marginally but not measurably this year, up 2.3% to 6.62, which is a “good”, up from a “solid” level of satisfaction.

By way of comparison, this City of Wyndham result was measurably lower than the growth area councils’ (7.08), metropolitan Melbourne (7.05), and western region councils’ (7.02)

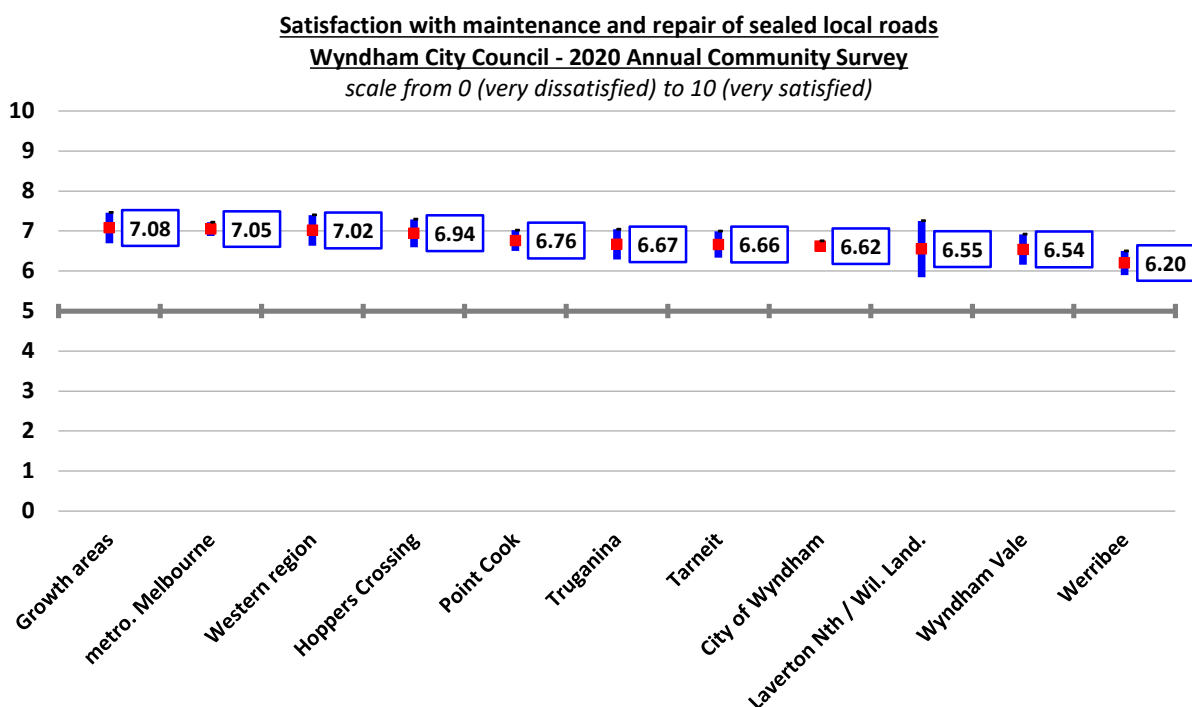
averages, as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.



Whilst there was no statistically significant variation in satisfaction with the maintenance and repair of sealed local roads observed across the seven precincts comprising the City of Wyndham. It is noted, however, that:

- **Hoppers Crossing** – respondents were marginally but not measurably more satisfied than the municipal average, although still at a “good” level of satisfaction.
- **Werribee** – respondents were measurably less satisfied than the municipal average, and at a “solid” rather than a “good” level of satisfaction.





The following table outlines the responses received from the 185 respondents dissatisfied with the maintenance and repair of sealed local roads.

The main issues appear to be a perception of poor quality of the roads (such as potholes, cracks, etc), as well as a perception of a lack of maintenance. There were also many comments relating to the extent of roadworks occurring in the municipality.

Reasons for dissatisfaction with the maintenance and repair of sealed local roads

Wyndham City Council - 2020 Annual Community Survey

(Number of responses)

Response	Number
Lots of potholes everywhere	27
No / poor maintenance	17
Lot of road works going on everywhere	14
A lot of traffic congestion	6
Roadworks taking too long	6
No repairs / upgrades	5
Unnecessary bumps and grass	5
Have not fixed any repairs	3
Roads are terrible, cracked, broken	3
Lot of holes on roads and weeds too overgrown to see	2
Potholes on Boulevard	2
They don't repair and take too long to complete repairs	2
Too many cracks and bumps	2
Very tiny roads	2
Breaks on footpaths	1
Child got run over because people park badly	1

Cleaning is very bad	1
Could be wider	1
Council doesn't care	1
Derrimut Road roadworks have been going on too long. Mismanagement	1
Detours for 10 kms. Too many road works. Keep changing routes very often	1
Dissatisfied with whole Council	1
Don't fix roads in time	1
Footpaths are cracked all over. Repairs are very poor quality	1
Have not fixed any of the repairs for 25 years	1
Heath Road near roundabout has potholes	1
Heaths Road terrible	1
Hoons every night	1
Infrastructure not meeting population	1
It is hard for Council to keep up	1
Lot of chaos	1
Lot of potholes in Wyndham Vale main roads	1
Lots of potholes on Duncan Road	1
Massive pothole Boardwalk Boulevard	1
My husband fell on the road and footpath is also bad	1
Nature strips not maintained near harbour	1
New Road developments lacks long term vision	1
No b****y good	1
No consultation with residents about work plans	1
No repairs for last 2 years	1
No streetlights	1
North Boulevard Sanctuary Lake surface substandard	1
Not enough roads to reach destinations, there should be more development of roads to connect Werribee Plaza and Tarneit	1
Not sweeping the streets	1
Not the greatest where I live	1
Old Geelong Road	1
Only 2 ways out of Point Cook, causing traffic congestion	1
Pathetic roads in the west	1
Point Cook Road and Synedes Road corner needs lights	1
Poor maintenance causing flooding	1
Poor management for road safety and safety	1
Poor road condition	1
Potholes and shoulders are terrible	1
Potholes are in large numbers and no replacements	1
Potholes near Snide Road	1
Potholes on Dunnings Road	1
Potholes on Sayers Road	1
Racecourse Road, Werribee unfinished for 20 years no road humps	1
Road works not being done properly	1
Roads are s**t and not fixing them	1
Roads haven't been repaired. They dug up grooves	1
Roads left unsealed over Christmas, so long, put me at risk	1
Roadworks terrible	1
Rubbish along the road	1



Synedes Road very poor and maintenance takes longer than it should	1
Some in appalling conditions	1
Some roads so bumpy	1
Some sections of the roads keep getting holes and cracks. They have been fixed multiple times but still they keep getting potholes that is very dangerous	1
Street trees only gum	1
Streets are pretty bad	1
Tarneit Road from Heath Road to station	1
Terrible	1
The roads are not upgraded and repaired only for short term and not long term	1
The roads are very congested especially near the schools	1
The roads have massive potholes full of water and we have to go through it. And we have no footpaths for my son to walk to and from school	1
The roads need resurfacing	1
The trees need trimming	1
There is a lot of rubbish around the streets on the roads	1
They are not in good condition anytime	1
They haven't done anything	1
They just bad	1
Too dangerous	1
Too many roadworks and litter (Poplar Road, Derrimut Road)	1
Too much traffic	1
Traffic congestion (Derrimut Road); because of fixing of roads	1
Traffic congestion (Forsythe Road); because of fixing of roads	1
Traffic congestion (Hogan Road); because of fixing of roads	1
Traffic lights on Synedes Street	1
Unnecessary bumps and slow roadworks	1
Very dirty	1
Very less signage on roads. Some signs turn around on the opposite direction due to wind	1
Very poor quality. Never fixed properly	1
Very reactive. Money gave to the Councils not valuable. No improvement	1
We pay a lot of rates, the roads are broken and not fixed	1
Werribee South, roads need attention	1
Worst roads in the country	1
Total	178

Provision of parks and gardens

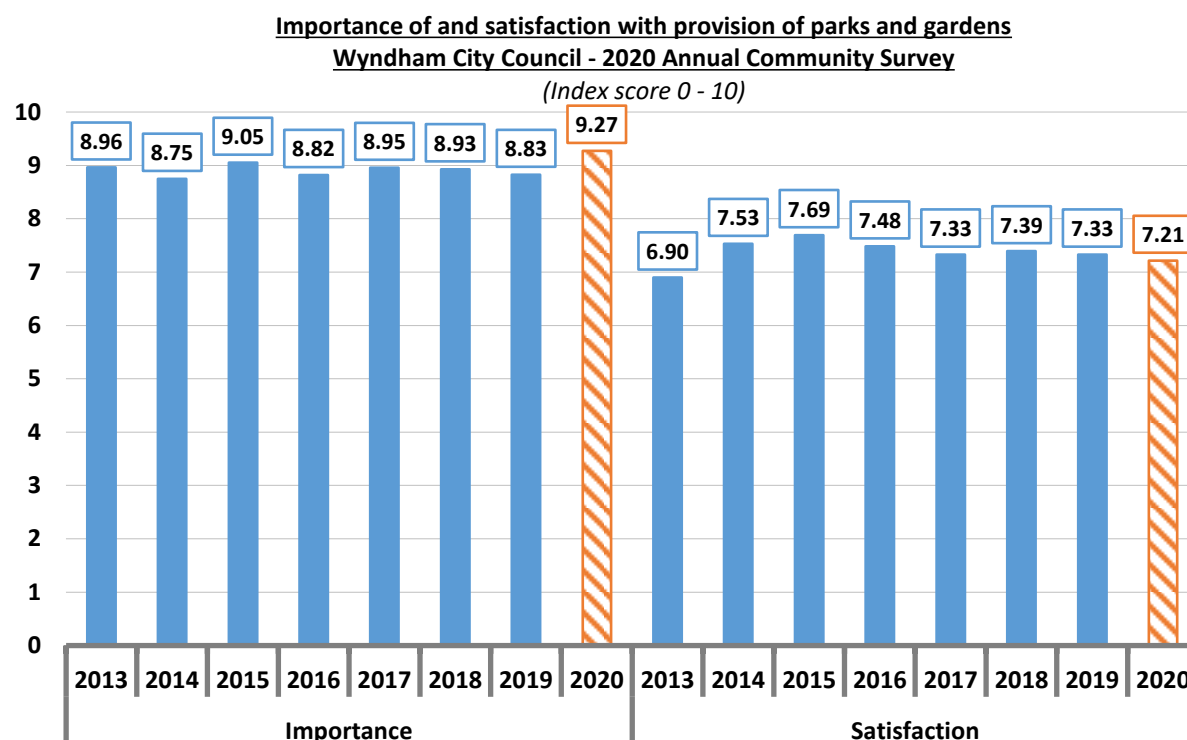
In previous years, this question asked about the provision and maintenance of parks and gardens but was modified in the review in 2018. The importance of parks and gardens increased measurably this year, up five percent to 9.27.

The 2021 metropolitan Melbourne average importance for the provision and maintenance of parks and gardens was 9.19.

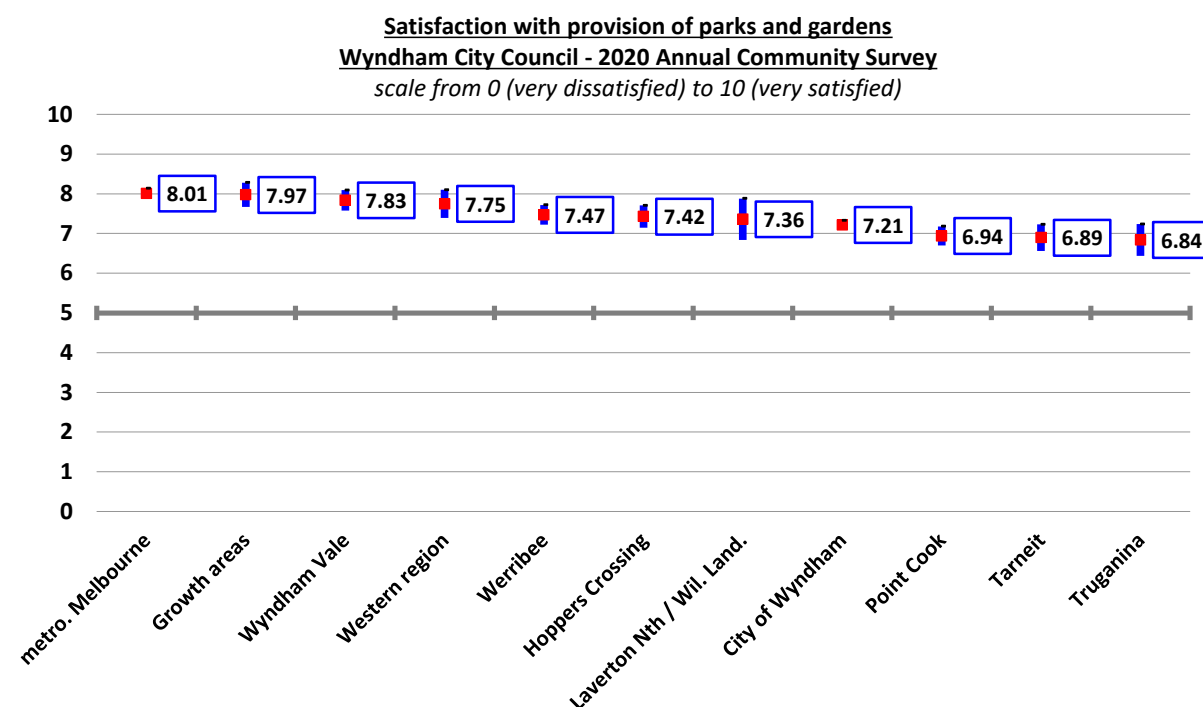
Satisfaction with the provision of parks and gardens declined marginally but not measurably this year, down 1.6% to 7.21, which is now a “good” rather than the “very good” level that has been recorded between 2014 and 2019.



By way of comparison, this result was measurably lower than the metropolitan Melbourne (8.01), growth area councils' (7.97), and western region councils' (7.75) averages as recorded in the 2021 *Governing Melbourne* research.



There was no measurable or significant variation in satisfaction with the provision of parks and gardens observed across the seven precincts comprising the City of Wyndham. It is noted, however, that respondents from Point Cook, Tarneit, and Truganina reported marginally but not measurably lower satisfaction than the municipal average this year.



The following table outlines the reasons why the 106 respondents were dissatisfied with the provision of parks and gardens.

Many of the comments provided by respondents reference a perceived lack of or poor maintenance, with a particular emphasis on overgrown grass.

Reasons for dissatisfaction with the provision of parks and gardens

Wyndham City Council - 2020 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Poor / lack of maintenance	14
Grass is always high / overgrown	9
Rubbish all over the parks	6
Very few / no parks	5
The grass is not trimmed regularly	4
Full of weeds	3
Nature strips are bad / disorganised	2
Not maintained. Lawns not mowed	2
Across the road from dog park who are overrun with people. Bins not emptied	1
Allura area: grass too long	1
Behind Cambridge tennis courts - not looked after at all, people camping, broken glass and bottles. Not safe for Children	1
Council doesn't care	1
Down Hogan's road, open green spaces are a grass fire hazard. Garbage issue too.	1
Farmers road is full of weeds, lakes around point cook full of rubbish, bins are full in the parks area	1
Footpaths not suitable for walking	1
Foreshore is disappointing	1
Grass too long (Brownlow park)	1
Grass too long (Wotton Park); gates broken	1
I don't access parks and gardens, and a lot of people can't as well	1
Lack of toilet facilities in public park	1
Litter not picked up	1
Lot of high grass and its a snake prone area	1
Lots of weeds in William's landing oval	1
More mowing is needed. Gardens look shabby	1
Need basketball court	1
No activity to improve	1
No maintenance and not green. Like a grassland	1
Not clean enough. Rubbish is not picked up	1
Not maintained enough ponds are filthy	1
Not maintained properly, the trees and grass are not trimmed	1
Not managed at all	1
Not very nice	1
Nothing for kids to play on. No swings, slides	1
Overgrown grass and too long to even walk	1



Overgrown trees, they need trim	1
Overgrowth	1
Parks	1
Parks are not mowed	1
Parks under construction for way too long, people drinking in parks, too much rubbish	1
Poor maintenance and no proper infrastructure	1
Promised something but delivered something very different and bad	1
Rubbish is not picked up, not cleaning the parks	1
Swamps here. No parks and gardens	1
Tarneit Road nature strips are not needed and waste of resource	1
The nature strips are not maintained	1
The structure of parks is old	1
The trash is flying from the bins and reaching the streets	1
There are no public toilets in the parks	1
There not toilets in the park, Heathdale Glen wetlands	1
They don't clean	1
Thorny plants	1
Very poorly maintained - not regularly cleaned and trimmed grass	1
Water provision for dogs is very bad	1
Water ways are very, very unpleasant, and dirty	1
Total	91

Arts and cultural services

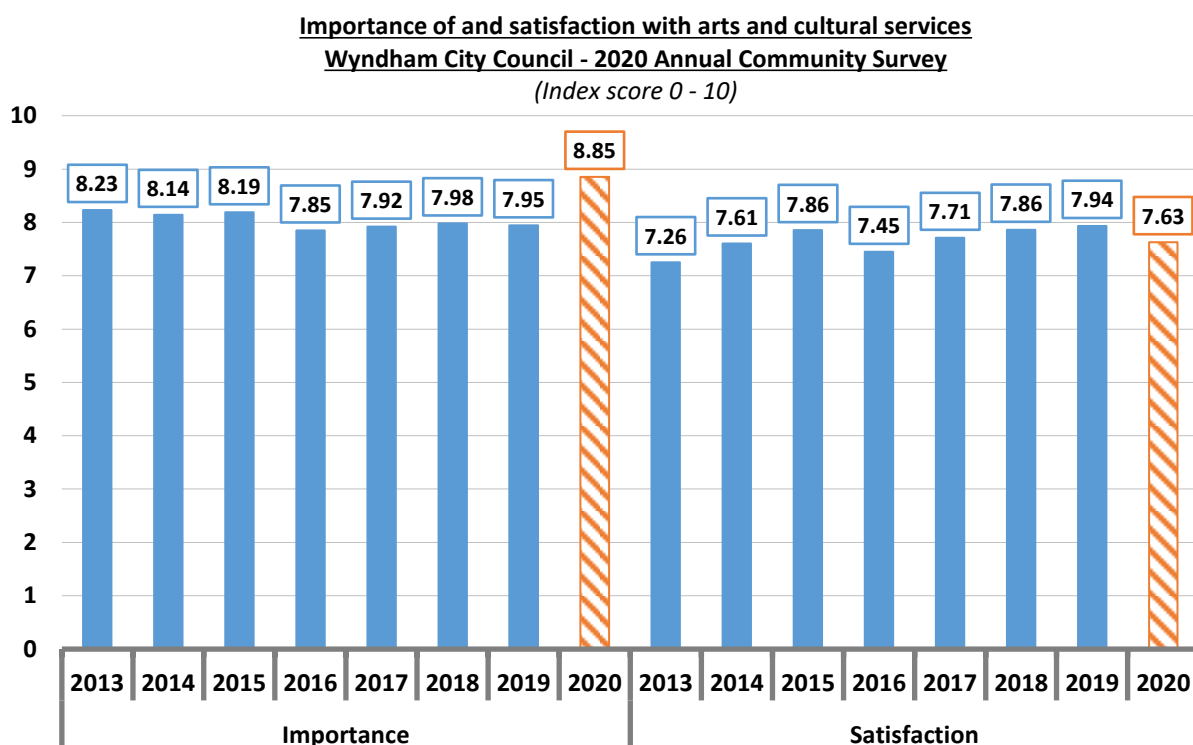
The importance of arts and cultural services increased measurably and significantly this year, up 11.3% to 8.85. This increase may well have been impacted by COVID-19 over the course of the last year, given the impact on the provision of arts and cultural services.

By way of comparison, the 2021 *Governing Melbourne* research reported average importance across metropolitan Melbourne for “the provision of public art” (8.85) and “Council’s festivals and events” (8.99).

Satisfaction with arts and cultural services also declined somewhat this year, down measurably by 3.9% to 7.63, which is a “very good” down from an “excellent” level of satisfaction.

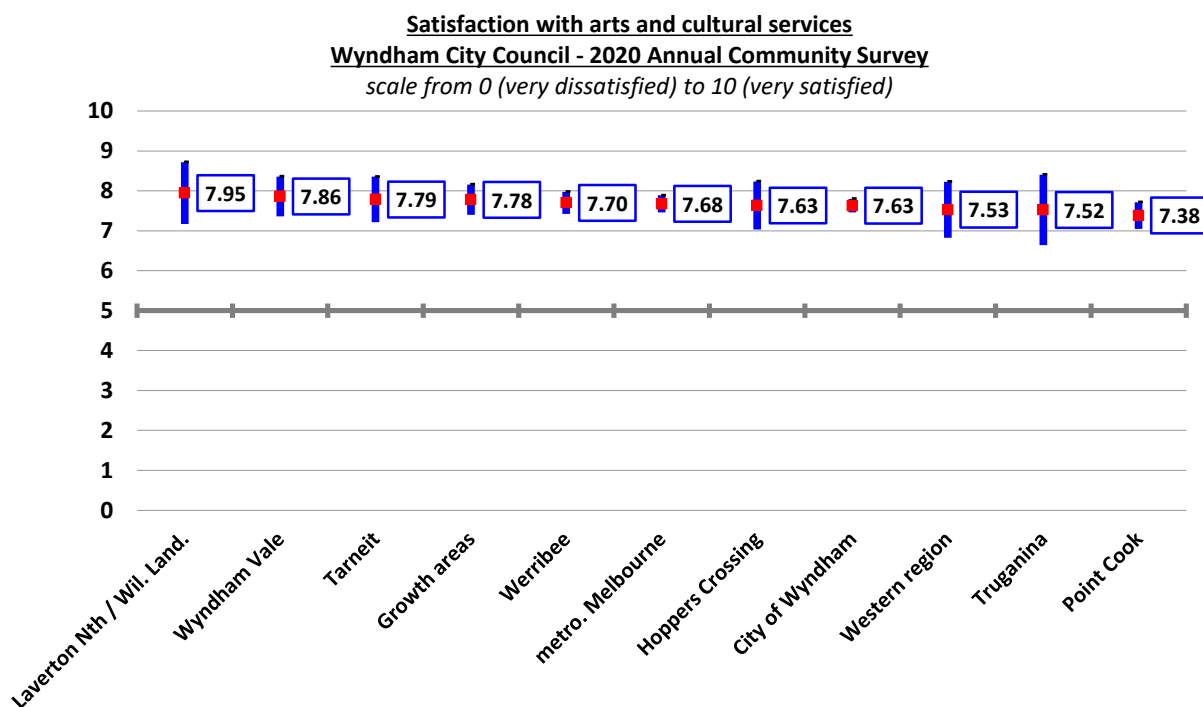
Metropolis Research notes that across metropolitan Melbourne, satisfaction with the “the provision of public art” (7.19 down from 7.86) and “Council’s festivals and events” (7.68 down from 7.86) also declined this year, most likely in response to the impact on these services of COVID-19.





There was not statistically significant or meaningful variation in satisfaction with arts and cultural services observed across the seven precincts comprising the City of Wyndham.

It is noted, however, that respondents from Laverton North / Williams Landing, Wyndham Vale, and Tarneit all rated satisfaction with these services at an “excellent” level, whilst the municipal average and the remaining precincts all rated satisfaction at a “very good” level.



There were only four comments received from the 12 respondents dissatisfied with arts and cultural services.

Reasons for dissatisfaction with arts and cultural services

Wyndham City Council - 2020 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Didn't find anything apart from library. Social media presence is weak	1
I don't see anything with arts	1
No idea what is going on, no maintenance. No one is running it, no one is seen	1
No information about them	1
Total	4

Local library

The importance of the local library service increased measurably this year, up 5.9% to 9.17, which is the highest average importance recorded for this service since the survey program commenced in 2013.

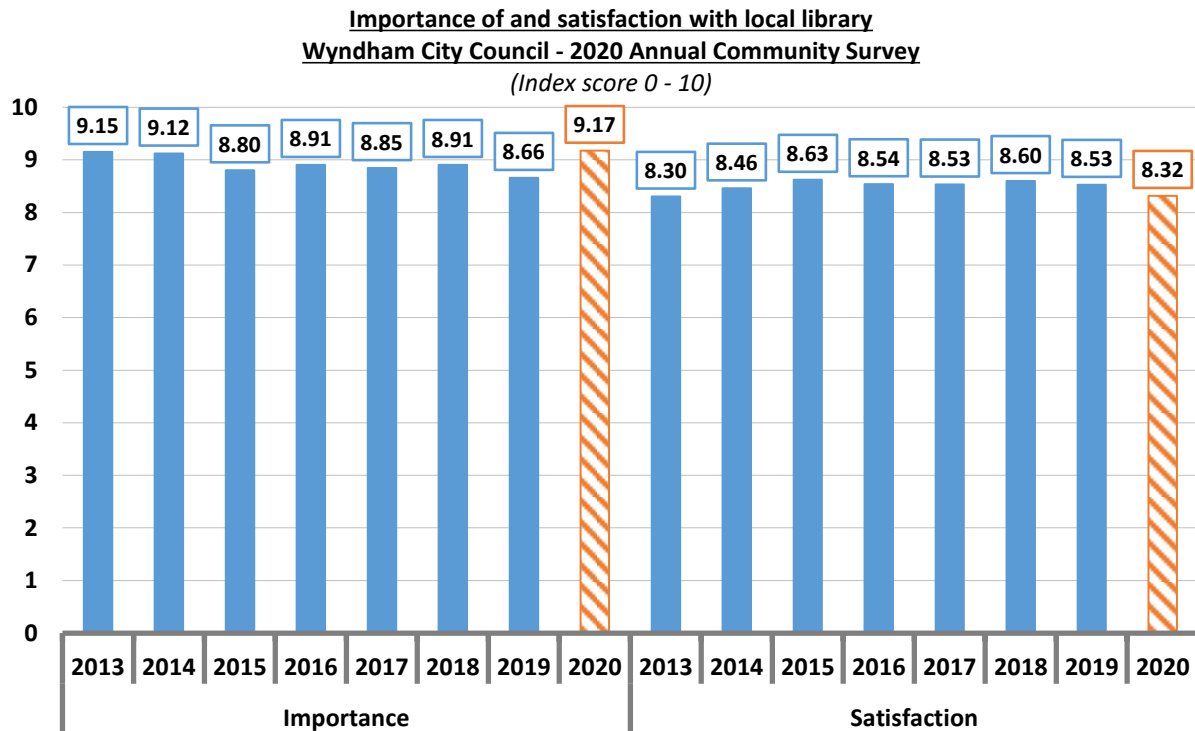
In the view of Metropolis Research, it is likely that the COVID-19 pandemic and its impact on the provision of these services may well be a significant factor underpinning the increase in the community's perception about the importance of the local library services.

By way of comparison, the 2021 *Governing Melbourne* research recorded an average importance of the local library services across metropolitan Melbourne of 9.09, almost identical to the City of Wyndham result. Metropolis Research has consistently found over an extended period and across metropolitan Melbourne, that the local library service is an extremely important service valued by the community.

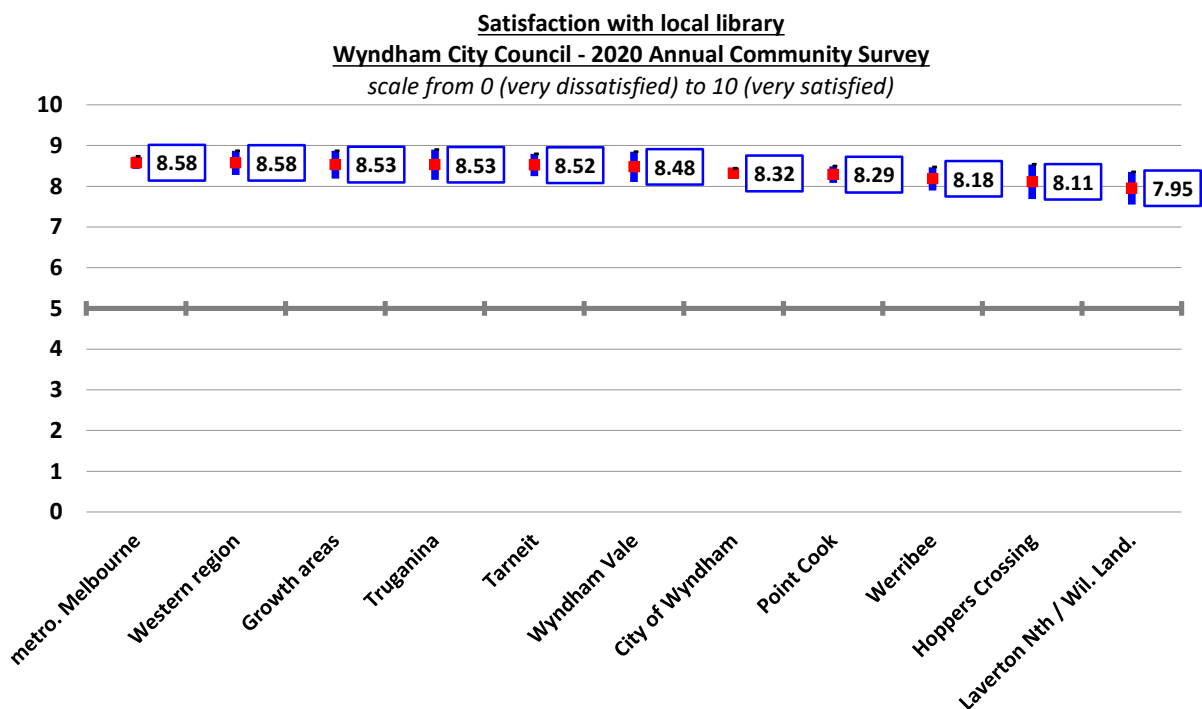
Satisfaction with the local library service also declined measurably this year, down 2.5% to 8.32, although it remains at an "excellent" level.

By way of comparison, this result for the City of Wyndham was measurably lower than the metropolitan Melbourne (8.58) average, as recorded in the 2021 *Governing Melbourne* research.





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



The following table outlines the reasons why the nine respondents were dissatisfied with the local library service.

Reasons for dissatisfaction with local library services
Wyndham City Council - 2020 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Hard to get books	1
It's closed	1
Opening hours should be extended.	1
Parking not available in the plaza library. The youth centre should be made the library	1
Very, very poor service	1
Total	5

Respondent profile

The following section provides the demographic profile of respondents to the *Wyndham City Council – 2020 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 survey questions.

Gender

The final sample has been weighted by age and gender groupings to conform with the 2016 *Census* results.

Gender
Wyndham City Council - 2020 Annual Community Survey
(Number and percent of respondents providing a response)

<i>Gender</i>	<i>2020</i>		<i>2019</i>	<i>2018</i>	<i>2017</i>	<i>2016</i>	<i>2015</i>
	<i>Number</i>	<i>Percent</i>					
Male	595	49.6%	57.7%	55.2%	52.3%	52.3%	51.1%
Female	605	50.4%	42.3%	44.8%	47.6%	47.6%	48.2%
Other or non-specific gender	0	0.0%	0.0%	0.0%	0.1%	0.1%	0.8%
Not stated	0		4	27	5	5	3
Total	1,200	100%	1,200	1,200	1,200	1,200	800



Age structure

Due to the limitations of the telephone methodology in obtaining a good sample of younger residents, the sample has been weighted by age and gender, to conform with the 2016 Census. Every effort was made to maximise the participation of younger residents, including over-sampling this group in the random sample of telephone numbers.

Age structure

Wyndham City Council - 2020 Annual Community Survey

(Number and percent of respondents providing a response)

Age cohort	2020 (unweighted)		2020 (weighted)	2019	2018	2017	2016
	Number	Percent					
Young adults (18 to 34 years)	154	12.8%	38.1%	26.7%	29.7%	32.4%	33.4%
Adults (35 to 44 years)	324	27.0%	23.5%	29.6%	32.7%	29.4%	24.8%
Middle-aged adults (45 to 59 years)	460	38.3%	22.7%	26.2%	21.5%	16.7%	15.8%
Older adults (60 - 74 years)	225	18.8%	12.0%	13.5%	13.8%	18.7%	22.4%
Senior citizens (75 years and over)	37	3.1%	3.7%	4.0%	2.3%	2.8%	3.7%
Not stated	0		0	7	2	2	1
Total	1,200	100%	1,200	1,200	1,200	1,200	1,200

Household structure

Household structure

Wyndham City Council - 2020 Annual Community Survey

(Number and percent of respondents providing a response)

Structure	2020		2019	2018	2017	2016	2015
	Number	Percent					
Two parent family total	637	55.2%	59.6%	60.5%	59.3%	55.4%	52.9%
youngest child 0 - 4 years	172	14.9%	17.0%	18.2%	18.8%	20.8%	17.5%
youngest child 5 - 12 years	208	18.0%	18.8%	18.2%	19.4%	16.9%	17.9%
youngest child 13 - 18 years	125	10.8%	9.8%	11.0%	7.6%	8.0%	8.3%
adult children only	132	11.4%	14.1%	13.1%	13.5%	9.7%	9.6%
One parent family total	88	7.6%	5.1%	5.1%	6.7%	7.0%	5.5%
youngest child 0 - 4 years	11	1.0%	0.9%	0.5%	0.5%	0.8%	1.0%
youngest child 5 - 12 years	18	1.6%	1.5%	1.3%	2.3%	2.1%	1.6%
youngest child 13 - 18 years	26	2.3%	0.3%	0.8%	0.8%	1.4%	0.5%
adult children only	33	2.9%	2.4%	2.5%	3.1%	2.8%	2.4%
Couple only household	240	20.0%	16.9%	18.7%	20.3%	20.3%	26.4%
Group household	44	3.7%	3.8%	4.5%	6.8%	7.7%	5.9%
Sole person household	98	8.2%	7.9%	5.4%	6.0%	7.3%	8.5%
Other	47	3.9%	5.4%	4.1%	0.9%	2.3%	0.1%
Not stated	46		43	62	4	3	6
Total	1,200	100%	1,200	1,200	1,200	1,200	803



Language

Language spoken at home

Wyndham City Council - 2020 Annual Community Survey

(Number and percent of respondents providing a response)

Response	2020		2019	2018	2017	2016	2015
	Number	Percent					
English	651	55.8%	56.7%	59.6%	58.1%	56.4%	69.7%
Hindi	115	9.9%	9.7%	7.1%	5.8%	5.6%	5.8%
Punjabi	38	3.3%	3.1%	2.8%	2.3%	2.7%	1.5%
Tagalog (Filipino)	33	2.8%	1.9%	1.3%	1.0%	2.5%	2.0%
Italian	31	2.7%	2.6%	2.0%	2.6%	3.3%	1.4%
Mandarin	21	1.8%	2.9%	2.4%	2.6%	3.6%	1.4%
Tamil	21	1.8%	0.7%	1.3%	0.9%	1.1%	0.9%
Urdu	18	1.5%	1.2%	2.1%	0.9%	1.0%	0.6%
Gujarati	17	1.5%	0.8%	0.5%	0.8%	0.8%	0.3%
Bengali	13	1.1%	0.8%	0.7%	0.6%	0.8%	0.3%
Arabic	12	1.0%	1.7%	1.7%	1.0%	1.6%	1.3%
Indonesian	11	1.0%	0.0%	0.9%	0.3%	0.6%	0.5%
Korean	11	0.9%	0.3%	0.3%	0.5%	0.5%	0.5%
Teluga	11	0.9%	0.7%	1.1%	0.3%	0.6%	0.0%
Spanish	10	0.9%	1.1%	0.4%	0.7%	1.1%	1.0%
Chinese, n.f.d	7	0.6%	0.8%	1.3%	0.3%	0.6%	1.5%
Maltese	7	0.6%	1.3%	0.7%	1.0%	0.5%	0.5%
Vietnamese	7	0.6%	0.4%	0.9%	0.9%	0.8%	0.4%
Bosnian	6	0.5%	0.0%	0.0%	0.1%	0.1%	0.0%
French	6	0.5%	0.7%	0.2%	0.4%	0.4%	0.8%
Greek	6	0.5%	0.9%	1.1%	1.2%	0.9%	1.0%
Malayalam	6	0.5%	0.4%	0.9%	0.5%	0.3%	0.4%
Sinhalese	6	0.5%	0.8%	0.5%	0.1%	0.5%	0.4%
Slovak	6	0.5%	0.2%	0.0%	0.1%	0.0%	0.0%
Thai	6	0.5%	0.2%	0.0%	0.6%	0.1%	0.1%
Cantonese	5	0.4%	0.5%	0.3%	0.2%	0.1%	0.9%
Marathi	5	0.4%	0.2%	0.2%	0.1%	0.4%	0.2%
Russian	5	0.4%	0.0%	0.0%	0.1%	0.8%	0.3%
Samoan	5	0.4%	0.6%	0.1%	0.5%	0.2%	0.2%
Croatian	4	0.3%	0.5%	0.3%	0.5%	0.2%	0.0%
Konkani	4	0.3%	0.1%	0.0%	0.1%	0.1%	0.0%
Macedonian	4	0.3%	0.3%	0.2%	0.9%	0.4%	0.4%
Afrikaans	3	0.3%	0.3%	0.1%	0.3%	0.5%	0.0%
Fijian	3	0.2%	0.0%	0.0%	0.0%	0.3%	0.0%
German	3	0.3%	0.5%	0.2%	0.3%	0.2%	0.6%
Albanian	2	0.2%	0.3%	0.3%	0.1%	0.0%	0.0%
Hungarian	2	0.2%	0.1%	0.1%	0.2%	0.0%	0.0%
Nepali	2	0.2%	0.3%	0.1%	0.5%	0.3%	0.0%
Persian	2	0.2%	0.4%	0.0%	0.2%	0.0%	0.4%
Polish	2	0.2%	0.3%	0.2%	0.7%	0.8%	0.3%
Serbian	2	0.2%	0.3%	0.2%	0.2%	0.4%	0.0%
Multiple	6	0.5%	1.3%	4.2%	5.3%	2.3%	0.0%
All other languages (32 languages)	32	2.7%	4.0%	3.9%	6.3%	6.7%	4.6%
Not stated	33		10	25	25	5	7
Total	1,200	100%	1,200	1,200	1,200	1,200	800



Household member with a disability**Household member with a disability****Wyndham City Council - 2020 Annual Community Survey***(Number and percent of respondents providing a response)*

Response	2020		2019	2018	2017	2016	2015
	Number	Percent					
Yes	134	11.6%	7.6%	7.5%	12.1%	15.0%	12.7%
No	1,026	88.4%	92.4%	92.5%	87.9%	85.0%	87.3%
Not stated	40		16	44	6	7	19
Total	1,200	100%	1,200	1,200	1,200	1,200	803

Housing situation**Housing situation****Wyndham City Council - 2020 Annual Community Survey***(Number and percent of respondents providing a response)*

Situation	2020		2019	2018	2017	2016	2015
	Number	Percent					
Own this home	458	39.8%	52.2%	46.2%	47.0%	41.8%	45.6%
Mortgage (paying-off this home)	475	41.3%	25.3%	29.0%	29.7%	32.8%	25.2%
Renting this home	199	17.3%	21.6%	24.2%	21.4%	24.1%	27.5%
Other arrangement	19	1.7%	1.0%	0.6%	1.9%	1.3%	1.8%
Not stated	49		56	80	15	6	17
Total	1,200	100%	1,200	1,200	1,200	1,200	800

Period of residence**Period of residence in Wyndham****Wyndham City Council - 2020 Annual Community Survey***(Number and percent of respondents providing a response)*

Period	2020		2019	2018	2017	2016	2015
	Number	Percent					
Less than one year	18	1.6%	5.1%	8.3%	7.1%	7.9%	7.3%
One to less than five years	54	4.7%	20.9%	21.1%	21.7%	23.3%	21.6%
Five to less than ten years	338	29.2%	25.9%	27.8%	21.8%	23.8%	24.4%
Ten years or more	749	64.6%	48.0%	42.8%	49.5%	45.0%	46.7%
Not stated	41		30	63	5	4	5
Total	1,200	100%	1,200	1,200	1,200	1,200	800



Previous municipality

Wyndham City Council - 2020 Annual Community Survey

(Number of respondents living in the City of Wyndham for less than 5 yrs)

Council	2020	
	Number	Percent
Melbourne	13	20.6%
Brimbank	7	11.1%
Interstate	7	11.1%
Greater Geelong	7	11.1%
Hobsons Bay	5	7.9%
International	5	7.9%
Glen Eira	4	6.3%
Moreland	3	4.8%
Greater Shepparton	2	3.2%
Hume	2	3.2%
Maroondah	2	3.2%
Bayside	1	1.6%
Greater Dandenong	1	1.6%
Melton	1	1.6%
Monash	1	1.6%
Moonee Valley	1	1.6%
Whittlesea	1	1.6%
Not stated	9	
Total	72	100%



General comments

The following general comments were received from respondents to the *Wyndham City Council – 2020 Annual Community Survey*.

A total of 223 respondents, representing 18.6% of the total sample of 1,200 respondents provided at least one general comment.

These verbatim comments have been broadly categorised as outlined in the following table, with the verbatim comments following in the main table.

Consistent with the comments received in previous years, comments around parks and gardens (13.5%), Council services and facilities (12.1%), roads (12.1%).

There were fewer comments this year on traffic management (6.75 down from 13.3%), most likely due to the reduced traffic due to COVID-19.

General comments summary
Wyndham City Council - 2020 Annual Community Survey
(Number and percent of total responses)

Response	2020		2019	2018	2017
	Number	Percent			
Parks, gardens and open spaces	30	13.5%	6.3%	8.7%	4.1%
Services / facilities	27	12.1%	22.4%	13.6%	16.6%
Roads	27	12.1%	11.9%	5.8%	10.4%
General positive	17	7.6%	4.2%	4.9%	7.3%
Communication	16	7.2%	6.3%	2.9%	3.1%
Traffic management	15	6.7%	13.3%	10.7%	6.2%
Public transport	12	5.4%	7.0%	5.8%	8.8%
Garbage / green waste collection / recycling	12	5.4%	2.1%	3.9%	4.1%
Safety, security and crime	11	4.9%	2.8%	14.6%	9.8%
Planning, housing and development	9	4.0%	4.2%	0.0%	3.6%
Parking	8	3.6%	6.3%	8.7%	6.2%
Council governance and management	8	3.6%	n.a.	n.a.	n.a.
Rates / other fees	7	3.1%	5.6%	2.9%	3.1%
General cleanliness	5	2.2%	0.0%	0.0%	1.6%
Infrastructure	5	2.2%	0.0%	0.0%	3.6%
General negative	4	1.8%	1.4%	0.0%	0.0%
Comments on survey	2	0.9%	2.1%	2.9%	2.6%
Footpath	1	0.4%	0.0%	0.0%	2.1%
Other comments	7	3.1%	4.2%	14.6%	6.7%
Total	223	100%	143	103	193



General comments**Wyndham City Council - 2020 Annual Community Survey***(Number of responses)*

<i>Response</i>	<i>Number</i>
<i>Parks, gardens, and open spaces</i>	
Maintain parks and garden	8
We need more plants (there is scope for more plantation, which also helps in improving area aesthetically)	2
Trees need maintenance	2
Clean the creek	1
Cut grass near Werribee River Park near Werribee Manor	1
More lakes, parks, driveways and bring in diversity of wildlife	1
More maintenance is needed on nature strips	1
More shelters in the park	1
Nature strips are uneven	1
Need more parks near harbour	1
Parks and public places	1
Plant trees that don't grow more the 7 feet and increase the lanes of road the traffic flow in Werribee is extremely slow it's really hard to get out drive	1
Please get the roundabout vegetation fixed, they are growing and its difficult as driver to see	1
Put more dog parks around the area	1
Put more rubbish bins in parks	1
Put more trees around the area	1
The Council should consider to improve maintenance especially at the wetlands to avoid snakes and bush fires	1
There are too many weeds and have seen snakes around Skeleton Creek	1
To be more family friendly there should be more barbecues in parks	1
We are very lucky that there are lots of beautiful parks and gardens in Wyndham city	1
Upgrade to parks are fantastic	1
Total	30
<i>Services / facilities</i>	
Need more school in Wyndham	2
Add more public toilets	1
Also helping senior citizens to learn more about modern technology	1
Arts facilities should be introduced more	1
Disability access	1
Education and medical facilities need to be more according to the population	1
Focus on aged group	1
Hope the Council can provide better services to the local area	1



More clinics as population is increasing	1
More dog friendly activities need to be conducted	1
More local markets required to support local businesses	1
More schools should be there in Williams Landing	1
More street lighting	1
More word on after hours aged care needed	1
Need basketball hoop in Yanga Avenue park, Tarneit	1
Need more communal facilities related to 3D arts	1
Need more sports facilities	1
Not enough for kids to do recreation wise	1
Not enough services and support for senior citizens	1
Pet facilities must improve	1
Please we need high school in this area	1
Public pool should be in Point Cook	1
There should be more private schools	1
There's a great responsibility for the Council to improve the sense of community that is needed by setting up more to let people connect more and give opportunities for more volunteering by setting up groups more than usual	1
They need another bridge to go to the other side of Werribee	1
We need more art and culture	1
Total	27

Roads

Roads need maintenance, repairs, and upgrades	8
We need better / more road infrastructure	3
Fixing of road takes way too much time	2
Roads	2
Fix up the roads so people can move freely and go to work	1
I hope the services for the roads improve	1
Make roads accessible so people can go work without any hesitation	1
Overgrown grass on the strip of the road	1
Road construction	1
Roads are not keeping up with the growing population	1
Roads are terrible	1
Still more work needs to be done near Sayer's Road	1
The Palmers Road redevelopment and the boardwalk has been good	1
They are reducing the road lanes to single from double instead of that they should duplicate the roads for smooth traffic flow	1
Unsealed roads maintenance is very poor, there's litter everywhere. Needs better management	1
We are highly dissatisfied with the conditions of the roads in Little River	1
Total	27



General positive

I like Wyndham, happy to live in Wyndham	4
The Council is doing a great job	2
Generally happy about Council services	1
In general, I am very happy living Wyndham the environment is well maintained	1
It's a new Council so there right now settling give some time they will show the results	1
Make sure they keep doing the great work	1
Peter Maynard is doing an exceptional job	1
The community here is also supportive	1
The Council is improving	1
There are doing great job given their limitations	1
Wyndham has much more to offer people of my age than Brimbank	1
Wyndham is doing very well, but it used to be better	1
You did a great job it was nice talking to you	1
Total	17

Communication

Council should listen and communicate more with community	2
Council doesn't provide many services doesn't communicate any services and is a self serving service that should be disbanded	1
Council needs to be more transparent and supportive during COVID	1
Do you have committee of local people to engage with community if not should	1
It would be great if they can get back at the complain that lodged	1
More communication from Council is needed about what is happening generally	1
More communication with the community about providing jobs	1
More community engagement should be encouraged regularly regarding the issues and improving them	1
More information on how to join activities group or clubs and how to contact them	1
More widespread ways of consulting and reaching people should be implemented	1
Mother is blind and 84 years old. Rang Council no response	1
Need to connect more with general community	1
Nice to have a contact that we can call to discuss and ask questions about Council	1
People should take people's complaints seriously	1
They can be more informative and educating people on environment	1
Total	16

Traffic management

Traffic congestion	2
Traffic management can also be improved	2
Large trucks going down Synnot and Watton Street instead of freeway	1
Lot of trucks are parked on the streets which is blocking the road and its very noisy in the morning	1



Main Point Cook Rd becomes hectic	1
More bike lanes in the area	1
Not enough exits	1
People drive too fast on Windsor Boulevard Derrimut, even though the speed limit is 50, people are driving 100	1
Take a realistic look at the traffic	1
The traffic is very irritating on Wyndham Roads	1
Things have improved a lot in terms of traffic	1
Too much traffic specially around Heaths Road	1
Traffic going into the city too bad	1

Total **15**

Public transport

Bus services frequency should be more / regular	3
More bus services required in Sanctuary Lake	1
More public transport on weekends	1
Need bus services in the region (need to walk to the Tarneit region)	1
Poor bus services for people with physical disability, not accessible	1
Poor bus services in Point Cook	1
Public transport needs maintenance	1
Start the ferry to city again (Like Sydney)	1
We don't have a close station. It's very difficult for me to go to work and I don't get parking at all. It just has 2 lanes of parking that's it	1
Work on public transport	1

Total **12**

Garbage / green waste collection / recycling

Absolutely love the hard rubbish collection	1
Battery that needs to be recycled needs to be taken to Council office	1
Better recycling waste management is needed	1
Bins should be put out on concrete surface instead of grass, so they don't tip over	1
Compost bins to give out to residents	1
Fine must be imposed for hard waste disposal on streets	1
More yellow bins would be appreciated	1
Need more bins	1
Rubbish	1
Rubbish collection needs to be more prompt	1
Rubbish collection should be more notified	1
Wyndham should make it more reasonable to dump things at tips	1

Total **12**



Safety, security, and crime

More police stations	3
Burglaries in the neighbourhood makes us feel unsafe; house just beside wetlands	1
Crime rate, gangs, burglaries are just way too high. Police don't do anything	1
Drug issues must be solved. They must go to jail or some strict action must be taken	1
Need more security for safety it's impossible in night to get out	1
Please keep an eye on the youth	1
Should be more patrolling due to high rates of burglaries	1
The cops are not being very responsive and not coming when called on emergency of theft and other incidents	1
We need more police protection for kids (near parks)	1
Total	11

Planning, housing, and development

Affordable houses should be available for buying	1
Concentrate on building sites	1
Concerned about population growing at a higher rate than improvements and facilities	1
Development plans not delivered (Town Planning issues)	1
Planning for population growth is bad	1
Quite disappointed with the rapid growth and urbanisation	1
The new housing should have bigger land size	1
What's the new plan for the site of previous Australian education city	1
What's the update for the Riverwalk town centre development	1
Total	9

Parking

More parking	2
More parking space in train stations	2
Car parking at train station is hectic	1
Carers should have special parking places	1
More parking in public transport	1
They should build a storeyed parking at Tarneit station	1
Total	8

Council governance and management

A little bit more focus on the community needs for the community, less politics	1
Can be a lot better Council but not seeing strong positive leadership to do that	1
Dodgy election	1
Don't do everything at once	1



Like to meet my Councillor	1
The voting for Council was disgraceful I hope it doesn't happen again	1
There should limit to people contesting election in Wyndham. There were 37 candidates that was awful. I think the Council elections were rigged so I absolutely have no faith in them	1
Would prefer more transparency from Council	1
Total	8

Rates / other fees

Rates are too high and should be reduced	2
Animal rates should be dropped in COVID	1
Rates are going on increasing. Not good	1
Refund for rates during COVID-19	1
There rates are higher than neighbouring Councils	1
Worried about bills going high	1
Total	7

Other

Fine people who are not maintaining their front lawn	2
Change family support law	1
Food prices are going up	1
Our responses are unique to our experiences in Little River and not the entire Wyndham area	1
Tell people to cut and maintain their nature strip and lawn	1
The local laws don't have justice	1
Total	7

General cleanliness

Cleaning is most important, need more	2
Keep the streets clean	1
Skate parks needs to be cleaned	1
Tidy the area	1
Total	5

Infrastructure

Infrastructure should improve	3
Infrastructure should be better with the growing population	2
Total	5



<i>General negative</i>	
Not happy with the Council	1
Planning to move out after living here for 62 years because very poor standard of living lately.	1
We are moving out of Wyndham City because it has become too populated	1
Wyndham Vale areas needs rejuvenation	1
Total	4
<i>Comments on survey</i>	
Should be online	1
I think Council is doing good by taking this survey they should take survey more often like this	1
Total	2
<i>Footpath</i>	
Fix the footpaths	1
Total	1
Total	223



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 practices 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 and cultural backgrounds	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
11. There are enough opportunities to connect with people who are different to me	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

Are you actively involved in your local community in either of the following ways?

	Yes	No	Can't say
I am an active member of a club or community group	1	2	9
I regularly volunteer (<i>approximately monthly or more often</i>)	1	2	9
I sometimes volunteer (<i>less often than approximately monthly</i>)	1	2	9
I currently sit on a community group board / committee	1	2	9

14

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
4. I am aware that Council provides free training for volunteers and community groups	0	1	2	3	4	5	6	7	8	9	10	99
5. I know where to find out about volunteering in my community	0	1	2	3	4	5	6	7	8	9	10	99

15

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

16

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

17

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

18

Has the way you travel around Wyndham and beyond changed in response to COVID-19?

Yes	1	No (<i>go to Q.20</i>)	2
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19

What are all the ways that it has changed?

(please select as many as appropriate)

More walking and / or cycling	1	Less public transport	6
Less walking and / or cycling	2	More taxi / ride sharing (<i>e.g. Uber</i>)	7
More driving	3	Less taxi / ride sharing (<i>e.g. Uber</i>)	8
Less driving	4	Other (<i>specify</i>): _____	9
More public transport	5	_____	

20

Prior to COVID-19, did you or your household regularly use public transport bus services in the City of Wyndham?

Yes (<i>go to Q.22</i>)	1	No	2
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21

Why didn't you use the bus service?

(please select as many as appropriate)

No bus route available near my home	1	Concerns about comfort	6
Bus services are not frequent enough	2	Cost	7
Bus routes don't go where I need to go	3	Concerns about reliability of service	8
Safety concerns	4	Personal preference	9
Total travel time using the bus	5	Other (<i>specify</i>): _____	10

22

Prior to COVID-19, did you or your household regularly walk or cycle to local destinations like shops, schools, or parks?

Yes (<i>go to Q.24</i>)	1	No	2
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23

Why didn't you walk or cycle to local destinations?

(please select as many as appropriate)

Too far to walk or cycle where I want to go	1	Lack of signage	7
Unsafe paths	2	No shading from the sun	8
Other safety concerns	3	A lack of time to walk or cycle	9
No paths available to where I want to go	4	Personal preference	10
Lack of bicycle parking / infrastructure	5	Other (<i>specify</i>): _____	11
Poor lighting	6	_____	

24

On a scale of 0 (very negative) to 10 (very positive), what impact do you believe that the following have on the local community?

1. Poker machines	0	1	2	3	4	5	6	7	8	9	10	99
2. Online and sports betting	0	1	2	3	4	5	6	7	8	9	10	99

25

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

26

With which gender do you identify?

Male	1	Non-binary	2
Female	2	Prefer not to say	9

27

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

English only	1	Other (<i>please specify</i>)	2
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28

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 flat mates)	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

29

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

Yes	1	No	2
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30

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

31

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

32

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