



Wyndham City Council

2024/25 Annual Community Satisfaction Survey



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Executive summary

Introduction and methodology

Metropolis Research conducted this, Council's 12th *Annual Community Satisfaction Survey*, as a door-to-door, in-person style survey of 1,204 respondents from November 2024 till the end of January 2025. No surveying was conducted over the two-week Christmas period.

The aim of the research was to measure community satisfaction with an extensive list of 46 individual Council provided services and facilities, 10 aspects of Council's governance and leadership performance, eight aspects of Council's leadership performance, overall satisfaction with the customer service experience, and the performance of Council across all areas of responsibility.

The survey also continues to explore the top issues the community feel needs to be addressed in the City of Wyndham, and how these issues may impact on community satisfaction with the overall performance of Council.

The 95% confidence interval (margin of error) of these results is plus or minus 2.8% at the 50% 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%.

Summary of satisfaction with Wyndham City Council

The key finding of the survey this year was that satisfaction with the performance of Wyndham City Council increased measurably again this year.

This increase was broad-based, across the range of Council activities, including:

- Average satisfaction with 46 services and facilities 7.8, up 2% (record)
- Satisfaction with aspects of Council's community communication 7.7, up 2% (record)
- Overall satisfaction with the customer service experience 7.6, stable
- Satisfaction with aspects of Council's leadership 7.4, up 2% (record)
- Satisfaction with Council's overall performance 7.3, up 2% (record)
- Satisfaction with core aspects of governance and leadership 7.3, up 2% (record)
- Satisfaction with alternative measures of governance and leadership 7.1, up 1% (record).

Satisfaction with Wyndham City Council has clearly returned to the trend of increasing satisfaction over time, following the lower-than-average scores recorded through the pandemic, with many aspects of Council performance recording record or near-record satisfaction scores.



This increase in satisfaction appears to be reflecting a general improvement in community sentiment moving further away from the pandemic, as well as underlying improvement in sentiment towards Council.

The significant decline in community concern around traffic management and road related issues, along with the sustained increase in satisfaction with traffic management and road maintenance and repairs, were likely to be substantial factors underpinning the trend of increasing satisfaction with Wyndham City Council's overall performance over the last decade.

Metropolis Research also notes that satisfaction with Wyndham City Council's representation, lobbying and advocacy performance was notably (3%) higher than the metropolitan Melbourne average and suggests that this is an important result given the significant role of other levels of government in both the traffic management as well as road maintenance and repair related issues in the western growth area of metropolitan Melbourne.

Whilst satisfaction with Council's communication and customer service were "very good", there remains a small group in the community who feel that Council was not adequately or effectively listening to or responding to the needs of the community.

There were also a small number of respondents who raised concerns around roads, traffic, parking, and footpaths, as well as Council's management and governance performance, and a small number raising concerns around rates, fees, and charges.

The best performing areas of Council remain the four kerbside collection services, and library services, along with sports ovals and other local sporting and outdoor recreation facilities, some of the community services (particularly those for children), and public art, exhibitions, events, arts and cultural activities.

Metroopolis Research notes that satisfaction with sleep and settling programs, whilst only used by a very small proportion of respondents, recovered significantly from two years of lower-than-average satisfaction, with 71 respondents rating satisfaction at an "excellent" 8.0 out of 10 (up 18% since 2022/23).

The Council services and facilities of most concern remain transport related including roads, traffic management, and parking, as well as town planning, and infrastructure (notably public toilets, footpaths, shared trails, bike paths, and street trees).

The most common issues nominated by respondents for the City of Wyndham to address remain traffic management (19%), parking both enforcement and availability (9%), safety, policing, and crime issues (8%), road maintenance and repairs including roadworks (7%), parks, gardens, and open spaces (6%), and street trees (5%). All these issues appear to exert a somewhat negative influence on the satisfaction of the respondents raising the issues.



Satisfaction with Council's overall performance

Satisfaction with the [overall performance](#) of Wyndham City Council measurably again this year, up two percent to 7.3 out of 10 (up from 7.1 last year).

This result was measurably above the long-term average satisfaction since 2013/14 of 6.8 and was the highest overall satisfaction recorded for the City of Wyndham.

This result was notably (2%) higher than the 2025 metropolitan Melbourne (7.1) and western region councils' (7.1), but identical to the growth area councils' (7.3) averages, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research, using the same door-to-door methodology.

This increase in satisfaction was reflected in the percentage results, with almost half (49% up from 44%) of respondents providing a score "very satisfied" (i.e., rated satisfaction at eight or more), whilst four percent (down from 5%) were dissatisfied (rated satisfaction at less than five).

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

- ***Somewhat more satisfied than average*** – included respondents from Laverton North / Williams Landing, young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), respondents from multilingual households, Aboriginal and / or Torres Strait Islander respondents, rental households, new and newer residents (less than five years in the municipality), and respondents from group households.
- ***Somewhat less satisfied than average*** – included respondents from Point Cook, middle-aged and older adults (aged 45 to 74 years), mortgagor households, long-term residents (10 years or more in the municipality), and respondents from households with a member with disability.

The most common reasons why the 48 respondents were dissatisfied with Council's overall performance were related to: roads, traffic, footpaths, and parking (14 comments), communication, consultation, and the provision of information (12 comments), Council management, performance, and governance (11 comments), various Council services and facilities (10 comments), and rates and financial management (10 comments).

The issues that appear to be most negatively associated with satisfaction with Council's overall performance for the respondents who nominate the issues remain focused around:

- ***Transport related*** – including most notably roads and roadworks, as well as traffic management such as commuting times and congestion, and to a lesser extent parking.
- ***Council management and performance*** – including rates, fees, and charges.
- ***Council services related*** – including street lighting, parks and gardens, street trees, rubbish and waste issues, and footpaths. The small number of respondents who raised these issues were all less satisfied with Council overall.



- **Safety, policing, and crime issues** – these increased slightly as an issue again this year, consistent with increasing safety and policing and crime issues observed by Metropolis Research across metropolitan Melbourne through 2024 and into 2025.

Satisfaction with core measures of Councils governance and leadership performance

The average satisfaction with the five core measures of [governance and leadership](#) increased measurably and significantly this year, up by an average of two percent.

These measures include maintaining community trust and confidence (up 2%), community consultation and engagement (up 2%), representation, lobbying, and advocacy (up 1%), the responsiveness and agility of Council in meeting community needs (up 2%) and making decisions in the interests of the community (up 2%).

Metropolis Research notes that satisfaction with Wyndham Council's representation, lobbying, and advocacy performance was notably (2%) higher than the metropolitan Melbourne average.

Satisfaction with alternative measures of Council's governance and leadership performance

The survey also included five [alternative measures of Council's governance and leadership performance](#).

These measures were included to meet the specific internal reporting requirements of the Wyndham City Council. There is significant overlap between these five measures and the five core comparison measures discussed above.

Satisfaction with all five measures increased again this year, with many at record levels as follows:

- Provision of opportunities for your voice to be heard on issues that are important to you (7.3, up 3%).
- The degree to which Council practices open and accessible government (7.2, up 1%).
- Council's accountability to the community for leadership and good governance (7.1, up 1%).
- Ability to take residents' views into account when making decisions that affect them (7.1, up 2%).
- How well Council does with the money it has available (6.9, up 1%).



Satisfaction with measures of Council's leadership performance

The survey also included community satisfaction with eight measures of [Council's leadership performance](#).

Satisfaction with all eight of these measures increased again this year, with the average satisfaction with these eight measures increasing by two percent to 7.4 out of 10.

These measures cover aspect of how Council encourages a healthy, active, engaged, diverse, and inclusive community, including the following:

- Council's work to protect and promote our unique built and cultural heritage (7.5, up 3%).
- How well Council fosters local learning opportunities for all through appropriate infrastructure, services, and advocacy (7.4, up 2%).
- Promotion and support of local activity centres (7.4, up 2%).
- How well Council encourages a healthy and active lifestyle through appropriate infrastructure, services, and advocacy (7.4, up 3%).
- Provision of activities that are accessible to and inclusive of all members of the community (7.4, up 2%).
- The degree to which Council empowers the community to lead and form social connections (7.3, up 2%).
- Council assistance to get the support services you and your household need (7.3, up 1%).
- How well Council provides the services I need (7.3, up 2%).

Satisfaction with customer service

This year, 29% of respondents reported that they had contacted Council in the last 12 months, consistent with last year, but down from more than 40% through the pandemic.

Metropolis Research has found that the proportion of the community contacting their local council has tended to decline post-pandemic. This appears to be the case for the City of Wyndham.

Overall satisfaction with the [customer service](#) experience remained stable this year, at 7.6, out of 10, which remains "very good".

This result was marginally (1%) lower than the metropolitan Melbourne average of 7.7 out of 10, or "very good", recorded in *Governing Melbourne*.

The proportion of respondents who were "very satisfied" (i.e., rated satisfaction at eight or more) remained essentially stable at almost two-thirds (69% up from 65%).



Satisfaction with Council's performance communicating with the community

The survey again included satisfaction with five measures around [Council communicating with the community](#).

Consistent with the general increase in satisfaction recorded this year, the average satisfaction with these five measures increased by an average of two percent to 7.7 out of 10, which is a “very good” level of satisfaction. These five measures were as follows:

- How easy Council information is to access and understand (7.9, up 3%).
- Council's efforts to keep the community informed about its work, services, activities, and programs (7.7, up 2%).
- Council's community engagement platform The Loop (7.7, up 2%).
- Wyndham Council's website (7.6, up 1%).
- Council's efforts to keep the community informed through its social media platforms (7.6, up 2%).

More than half of the respondents were “very satisfied” with each of these five measures, whilst no more than four percent were dissatisfied.

These results do suggest that most respondents were well satisfied with how well Council communicates and engages with the community, although there remains a small group of “dissatisfied” respondents in this area.

Satisfaction with Council services and facilities

The survey this year included measures of the importance to the community, and then satisfaction with 46 Council provided services and facilities.

Importance of Council services and facilities

All 46 [services and facilities were considered important](#) by respondents, although four were measurably more important than the average, and nine were measurably less important:

- ***Measurably more important than the average*** – includes the weekly garbage collection, green waste collection, regular recycling collection, and the hard waste collection.
- ***Measurably less important than the average*** – includes Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change, enforcement of parking, provision of sleep and settling programs, provision and maintenance of community centres and neighbourhood hubs, provision of public art, exhibitions, events, arts and cultural activities, provision of first-time parent groups, and provision of Council's major events.



Satisfaction with services and facilities

The average [satisfaction with these 46 included services and facilities](#) increased notably this year, up two percent to 7.8 out of 10, which was an “excellent”, up from a “very good” level.

Of most interest in these results this year was the increase in satisfaction with sleep settling programs (up 9% from 71 respondents), emergency management and response (up 5%), and community infrastructure (up 5%).

There were no services or facilities to record a significant decline in satisfaction this year, although satisfaction with youth services declined four percent from a sample of 118 respondents.

When compared to the 28 services and facilities included in *Governing Melbourne*, the average satisfaction was 7.6, just one percent lower than the metropolitan Melbourne average of 7.7.

Of these, satisfaction with 13 (up from 11) was higher in the City of Wyndham, satisfaction with four was identical to the metropolitan average, and satisfaction with 12 (down from 14) was lower in the City of Wyndham.

The only service to measurably outperform the metropolitan average this year was public toilets, which recorded satisfaction five percent higher than the metropolitan average.

Of most note in these results was the seven percent lower satisfaction with local traffic management in the City of Wyndham compared to the metropolitan average.

This was consistent with the 19% of Wyndham respondents who nominated traffic management as a [top three issue](#), compared to the metropolitan average of nine percent.

Other services and facilities that under-performed the metropolitan average included parks and gardens (6% lower), enforcement of local laws (6% lower), playgrounds (5% lower), and parking enforcement (5% lower).

In summary, exploring the average importance and average satisfaction with the 46 Council services and facilities, the following key points were noted:

- **Waste and recycling** – the four kerbside collection services were all higher-than-average importance and were among the top ranked services in terms of satisfaction.
- **Library services** – the provision of local libraries was of significantly higher than average importance and was ranked fifth in terms of satisfaction.
- **Community support services** – most of these services were of average or higher-than-average importance, although Metropolis Research notes that they tended to be of lower importance than the metropolitan average, which is somewhat unusual and may reflect the more detailed nature of the description of these services in this survey than the comparison surveys. All of these services and facilities received higher than average satisfaction.



- **Sports and recreation facilities** – most of the sports and recreation facilities were of somewhat lower than average importance, and these services and facilities mostly reported average or higher than average satisfaction scores.
- **Parking enforcement** – was of somewhat lower than average importance this year, and it continued to report a lower-than-average satisfaction score. The lower importance score reflects the large number of respondents dissatisfied with parking enforcement; some of whom believe Council should be doing less enforcement.
- **Services and facilities of most concern** – there were no services or facilities to record a “solid”, “poor” or lower categorisation of satisfaction, although it is noted that traffic management, parking enforcement, town planning, local laws, public toilets, footpaths, street trees, bike and shared paths, and sustainability, and roads reported notably lower-than-average satisfaction scores.

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

A little more than half (60% up from 56%) of respondents nominated at least one issue to address “for the City of Wyndham at the moment”.

There have traditionally been four issues that have dominated the issues to address results since the survey was commenced back in 2013.

These issues have been traffic management (e.g., commuting times, congestion, related issues), road maintenance and repairs including roadworks (e.g., potholes, road condition, and road work related issues), parks, gardens, and open space related issues, and parking (both availability and enforcement).

These four issues were again in 2024/25 prominent in these results.

Importantly, all four of these issues appear to exert a negative influence on satisfaction with Council’s overall performance, for those respondents who raised the issues.

Metropolis Research notes that the two critical issues of traffic management (19% down from a high of 49% in 2014/15) and road maintenance and repairs including roadworks (7% down from a high of 31% in 2013/14) have diminished substantially over the last decade.

The decline in these two issues will have been a contributing factor in the trend of increasing satisfaction with Wyndham City Council over the last decade.

Metropolis Research also notes the prominence of safety, policing, and crime related issues, as the third most common issue to address nominated by respondents this year.

Metropolis Research has noted a decline in community satisfaction with the perception of safety in public areas of the municipality, in many municipalities across metropolitan Melbourne through 2024 and into 2025. From these results, it does appear likely that this trend has also occurred in the City of Wyndham, although specific perception of safety questions were not included in the survey in recent years to confirm this view.



Introduction

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

The survey has been designed to measure community satisfaction with a range of Council services and facilities as well as to measure community sentiment across a range of additional issues of concern in the municipality.

The 2024/25 *Annual Community Survey* comprises the following core components:

- ⊗ Satisfaction with Council's overall performance and change in performance.
- ⊗ Satisfaction with aspects of Council's governance and leadership performance.
- ⊗ Satisfaction with the customer service experience.
- ⊗ Satisfaction with aspects of communicating with the community.
- ⊗ Importance of and satisfaction with forty-six core Council services and facilities.
- ⊗ Identifying issues of importance for Council to address in the coming year.
- ⊗ Respondent profile.

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 surveys in 2020/21, 2021/22, and 2022/23.

The survey returned to the door-to-door, in-person methodology last year, which brought it back into line with the *Governing Melbourne* research conducted independently by Metropolis Research in January 2025.

The surveying was all completed from the 16th of November 2024 till the 17th of January 2025.

Prior to 2021, the surveys have traditionally taken place in October but were delayed in 2020 in response to both the COVID-19 pandemic and the local government elections that took place in October 2020.

The timeframe for fieldwork was extended back to 2023 to cover the 2023/24 period more fully and to help include residents who may have been unavailable during the January holiday period.



Surveys were all conducted during daylight hours at weekends over the survey period.

Response rate

A total of 5,765 households were approached to participate in the research, from which 1,204 surveys were conducted.

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 undertaken to ensure compatibility with the approach taken in previous years.

A total of 5,765 households were approached to participate in the research, with the following results obtained:

- No answer - 3,001.
- Refused - 1,560.
- Completed - 1,204.

This provides a response rate of 44%, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated.

This was consistent with the 45% recorded last year, and up on the response rate of 33% recorded in 2022/23 and the 29% recorded in 2021/22.

The increase in response rate reflects the return to the door-to-door methodology, which brings a sample that was significantly more reflective of the underlying Wyndham community than was obtained via the telephone methodology.

This strong response rate reflects well on the methodology and the level of engagement of the Wyndham community in the performance of Council, which is consistent with the relatively strong levels of overall satisfaction with Council's performance.

Statistical strength

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.



Small area results

The results of this research are provided at both the municipal and precinct level.

The precincts are custom made areas for the *Annual Community Satisfaction Survey*.

The precinct results align with Council's areas as used in the *Community Profile* and were used by agreement with Council. This ensures that the data is consistent with the community profile groupings, which facilitates additional analysis of variation across the municipality.

The Wyndham localities in the *Community Profile* are based off the Australian Bureau of Statistics suburb boundaries and to best reflect Wyndham population growth.

Alignment of ACSS Precincts with Wards and Wyndham localities

| Ward | ACSS Precincts (2020 - 2025) | Wyndham Localities (Community Profile) |
|----------|---------------------------------|---|
| Iramoo | Werribee | Werribee |
| | | Werribee South / Cocoroc |
| | Wyndham Vale | Wyndham Vale |
| | | Manor Lakes |
| | | Little River / Rural West |
| Chaffey | Hoppers Crossing | Hoppers Crossing |
| | | |
| | Tarneit | Tarneit |
| Harrison | Point Cook | Point Cook |
| | | |
| | Truganina | Truganina |
| | | |
| | Laverton North | Williams Landing / Laverton North |

Governing Melbourne

Governing Melbourne is a service provided by Metropolis Research since 2010.

The 2025 *Governing Melbourne* survey was conducted using the door-to-door methodology, including a total sample of 800 respondents.

The sample is drawn in equal numbers from every municipality in metropolitan Melbourne.

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of the *Wyndham City Council – 2024/25 Annual Community Satisfaction Survey*.



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

This report provides some comparisons against the metropolitan Melbourne average, which includes all municipalities located within the 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.

Glossary of terms

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.

Marginal / somewhat / notable

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.

In order of significance, “marginal” is the least significant, followed by “somewhat”, and with “notable” the most significant of the subjective terms used to describe variations that were not statistically significant.

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 into the variation in community sentiment across the municipality or between groups within the community, or in changes in results over time.



95% confidence interval

Average satisfaction results are presented in this report with a 95% confidence interval included. These figures reflect the range of values within which it is 95% certain that the true average satisfaction falls.

The 95% confidence interval based on a one-sample t-test is used for the mean scores presented in this report. The margin of error around the other results in this report at the municipal level is plus or minus 2.8%.

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.



Satisfaction with Council's overall performance

Respondents were asked:

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

Satisfaction with the performance of Council ‘across all areas of responsibility’ increased somewhat again this year, up two percent to 7.3 out of 10.

This was a “very good”, up from a “good” level of satisfaction.

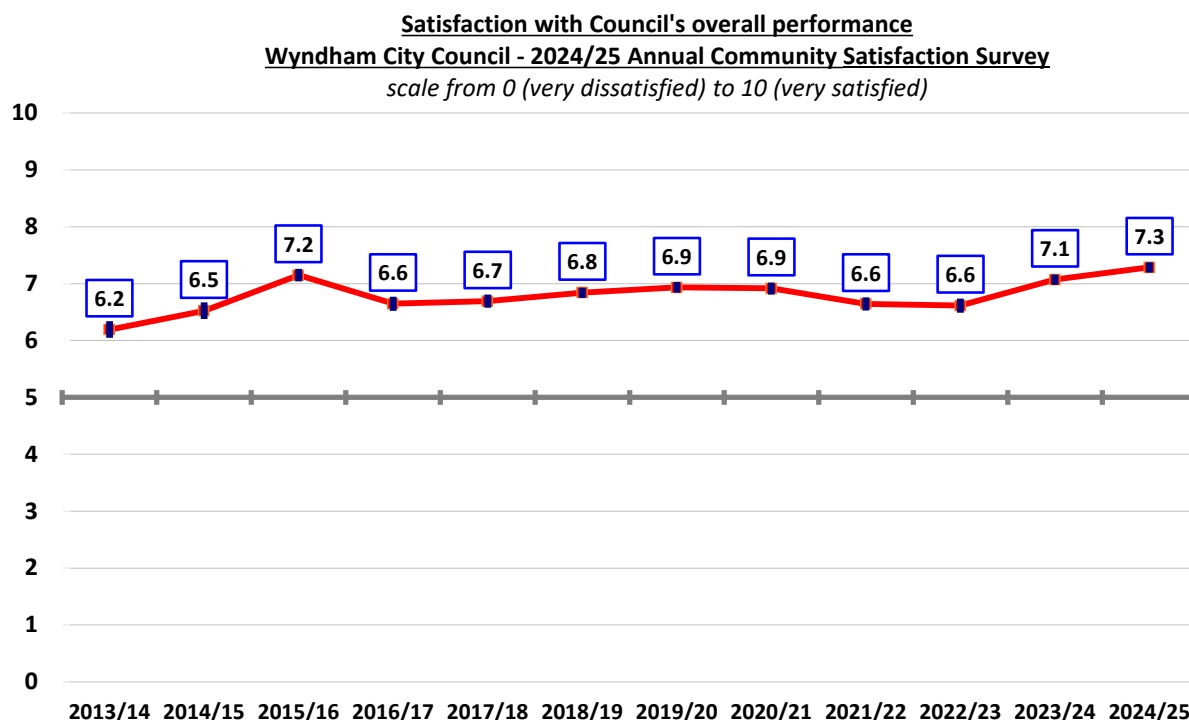
This was the highest overall satisfaction score recorded for the City of Wyndham since Metropolis Research commenced the program in 2013/14.

This result was measurably (5%) above the long-term average satisfaction since 2013/14 of 6.8 out of 10.

By way of comparison, this result was marginally, but not measurably (2%) higher than the metropolitan Melbourne and western region councils’ average of 7.1 out of 10, but identical to the growth area councils’ average, as recorded in the 2025 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2025, using the same door-to-door, in-person methodology.

This result clearly indicates a significant improvement in satisfaction with the performance of Wyndham City Council recovering from the most recent low point of 6.6 out of 10, recorded through the pandemic.

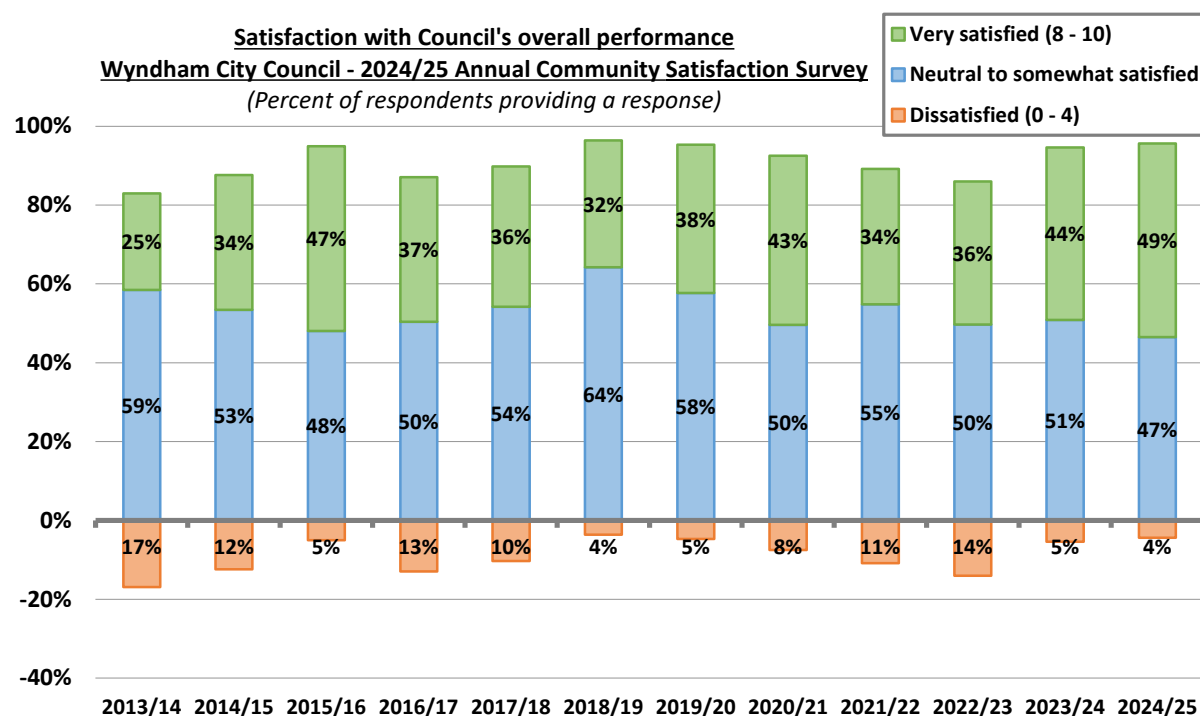


The following graph provides a breakdown of these results into the proportion of respondents (who provided a satisfaction score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven),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

It is noted that there was a substantial increase in the proportion of respondents who were “very satisfied” with Council’s overall performance, up from 34% back in 2021/22 to 49% this year, and a continued decline in the proportion of “dissatisfied” respondents, down from 14% in 2022/23 to just four percent this year.

Metropolis Research notes that it is unusual to record a result with less than five percent of respondents “dissatisfied” with the overall performance of their local council.

This 2024/25 result for the City of Wyndham is a very positive result, that shows that almost half of the Wyndham community were “very satisfied” satisfied with the overall performance of Council.



Satisfaction with Council's overall performance**Wyndham City Council - 2024/25 Annual Community Satisfaction Survey**

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

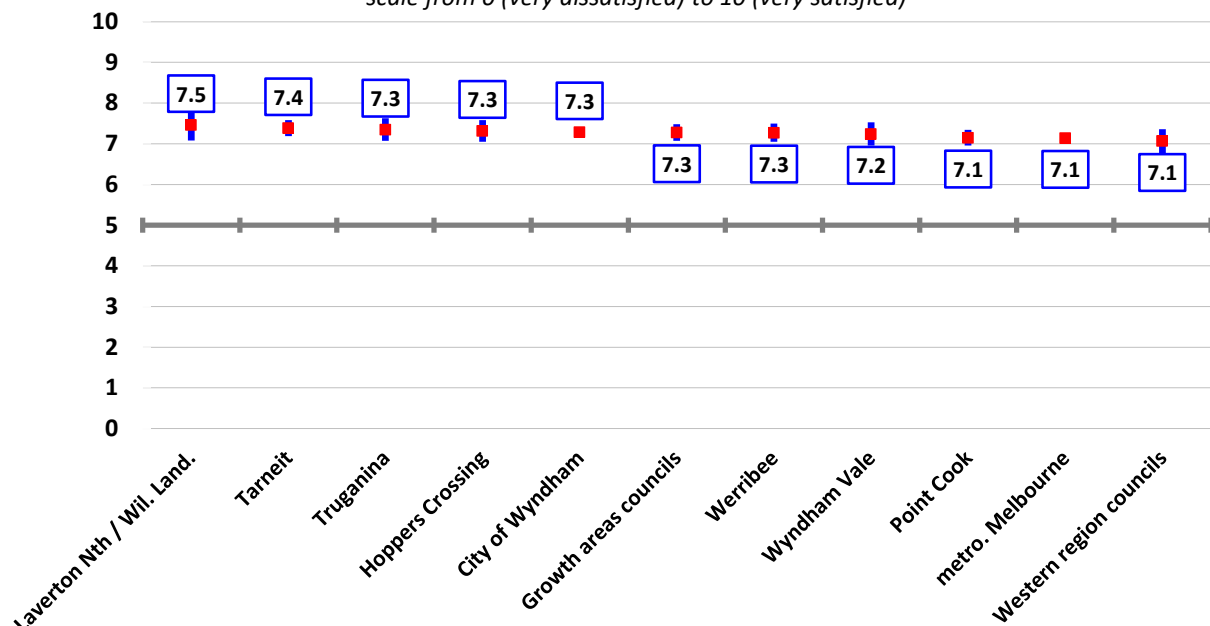
| Aspect | Year | Number | Average satisfaction | Dissatisfied (0 - 4) | Neutral to somewhat satisfied | Very satisfied (8 - 10) |
|---------------------|---------|--------|----------------------|----------------------|-------------------------------|-------------------------|
| Overall performance | 2013/14 | 751 | 6.2 | 17% | 59% | 25% |
| | 2014/15 | 669 | 6.5 | 12% | 53% | 34% |
| | 2015/16 | 746 | 7.2 | 5% | 48% | 47% |
| | 2016/17 | 1,100 | 6.6 | 13% | 50% | 37% |
| | 2017/18 | 1,063 | 6.7 | 10% | 54% | 36% |
| | 2018/19 | 1,055 | 6.8 | 4% | 64% | 32% |
| | 2019/20 | 1,088 | 6.9 | 5% | 58% | 38% |
| | 2020/21 | 1,146 | 6.9 | 8% | 50% | 43% |
| | 2021/22 | 1,126 | 6.6 | 11% | 55% | 34% |
| | 2022/23 | 1,125 | 6.6 | 14% | 50% | 36% |
| | 2023/24 | 1,176 | 7.1 | 5% | 51% | 44% |
| | 2024/25 | 1,197 | 7.3 | 4% | 47% | 49% |

Whilst there was no statistically significant variation in overall satisfaction with the performance of Wyndham City Council observed across the municipality, it is noted that:

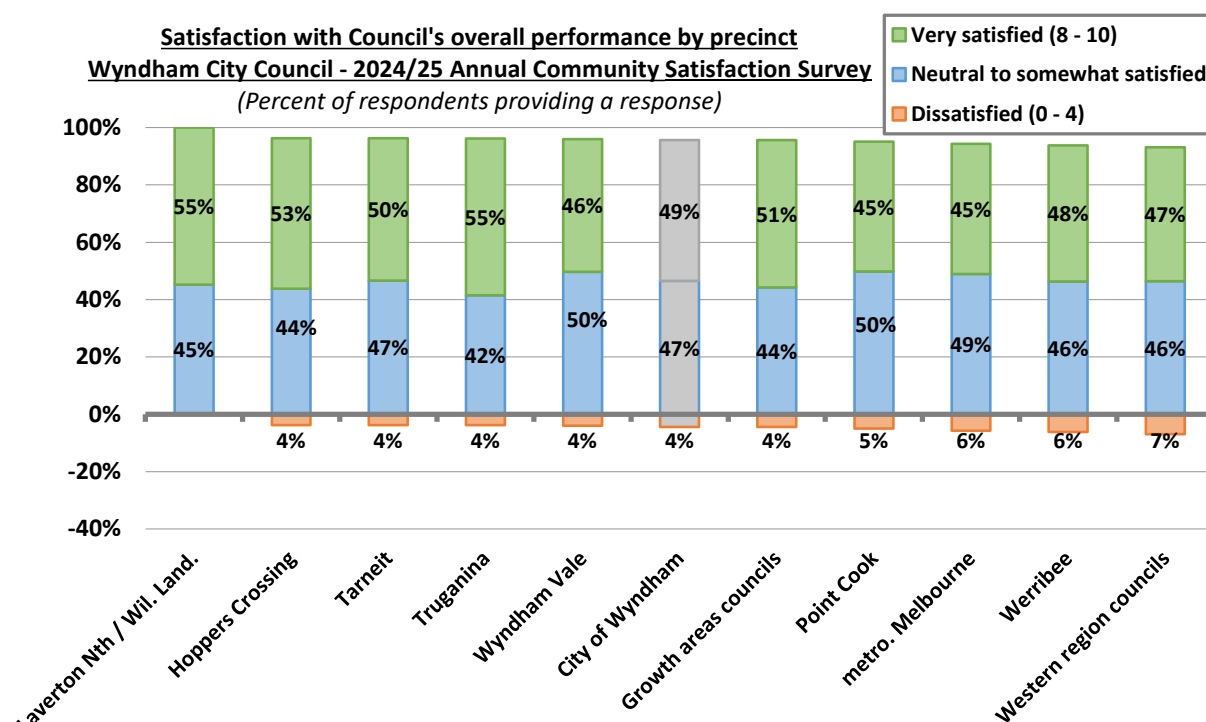
- **Laverton North / Williams Landing** – respondents were somewhat more satisfied than average, and at a “very good” level of satisfaction, which was consistent with Laverton North / Williams Landing recording higher-than-average satisfaction last year.
- **Pook Creek** – respondents were somewhat (2%) less satisfied than average, although still at a “good” level of satisfaction.

Satisfaction with Council's overall performance by precinct**Wyndham City Council - 2024/25 Annual Community Satisfaction Survey**

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



Metropolis Research notes that at least half of the respondents (who provided a score) from Laverton North / Williams Landing (55%), Truganina (55%), Hoppers Crossing (53%), and Tarneit (50%) were “very satisfied” with Council’s overall performance.



Satisfaction with overall performance by respondent profile

The following section provides a breakdown of satisfaction with Council’s overall performance by respondent profile, including age structure, gender, language spoken at home, household disability status, Aboriginal and or Torres Strait Islander status, whether respondents had or had not contacted Council in the last 12 months, household structure, housing, situation, and period of residence in the municipality.

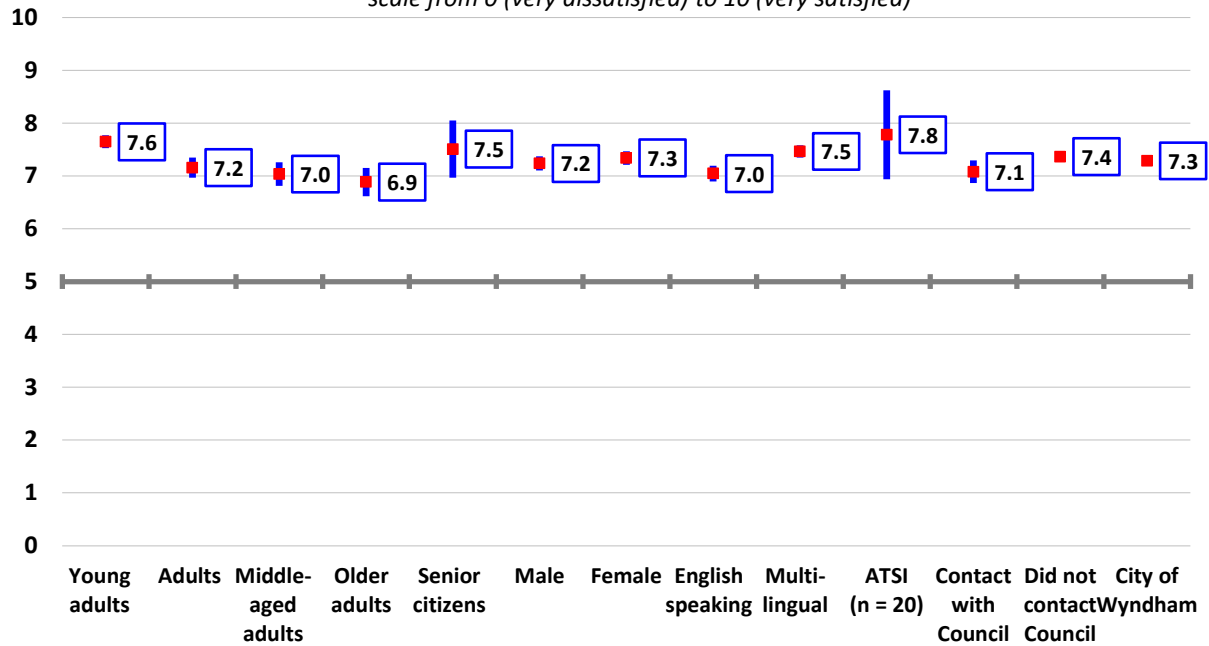
It is noted that respondents from all respondent profile groups rated satisfaction at “good” or higher levels of satisfaction, which highlights that no individual sub-group within the community were, on average, “dissatisfied” with Council’s overall performance.

Attention is drawn to the following variations of note:

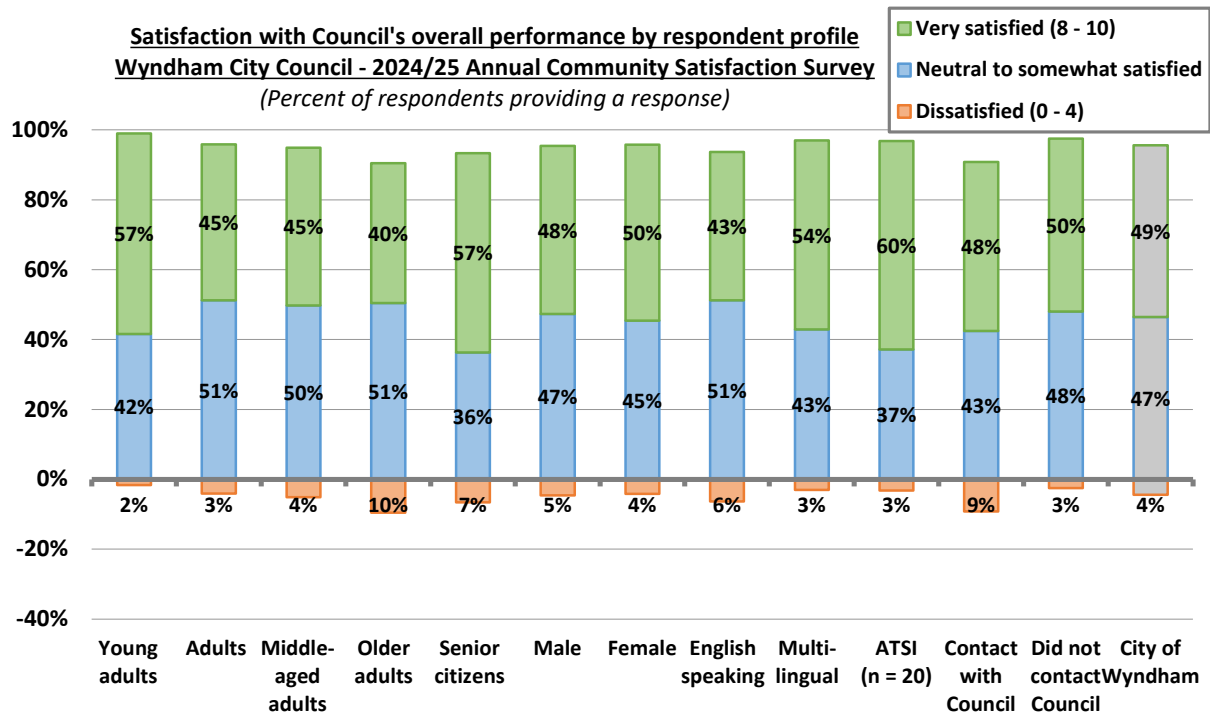
- **Somewhat more satisfied than average** – included young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), respondents from multilingual households, Aboriginal and / or Torres Strait Islander respondents, rental households, new and newer residents (less than five years in the municipality), and respondents from group households.
- **Somewhat less satisfied than average** – included middle-aged and older adults (aged 45 to 74 years), mortgagor households, long-term residents (10 years or more in the municipality), and respondents from households with a member with disability.

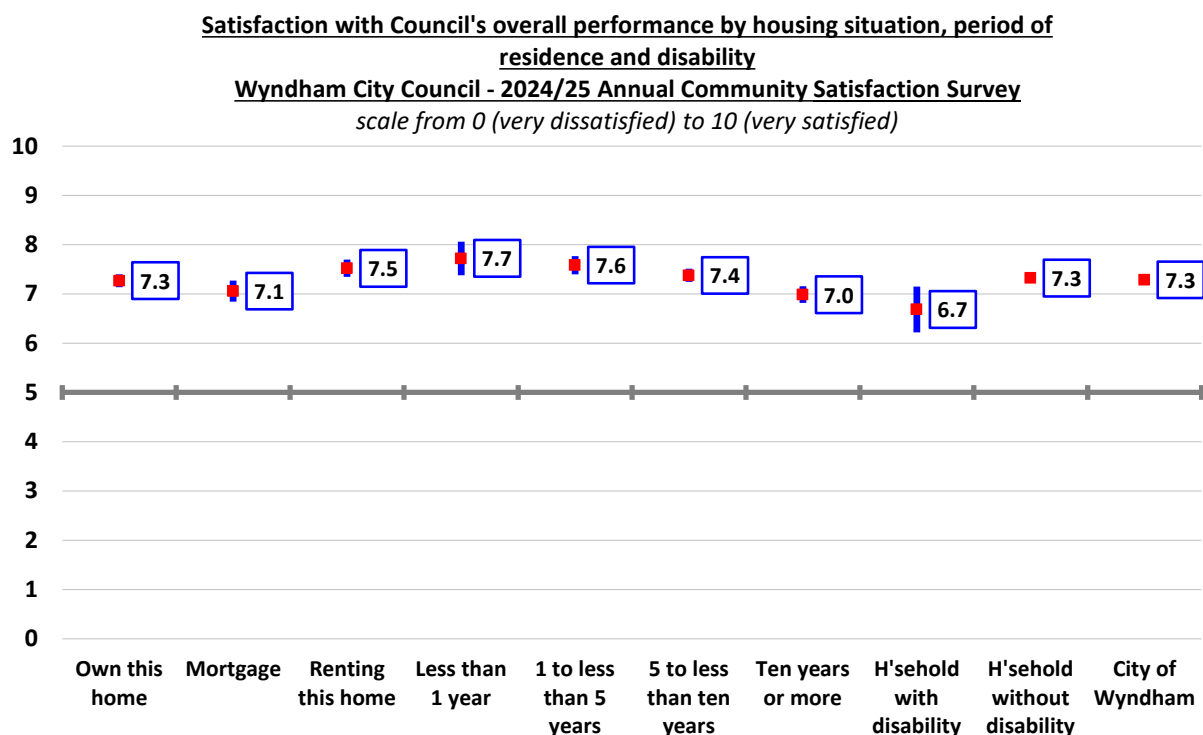


Satisfaction with Council's overall performance by respondent profile
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)

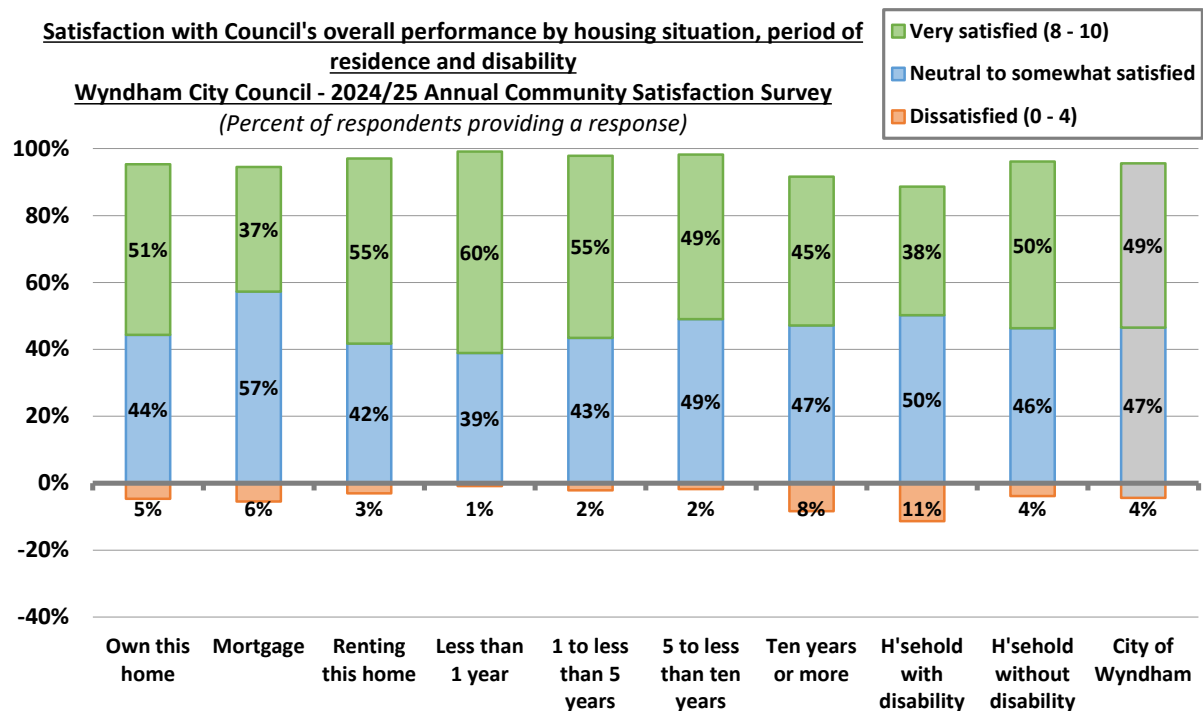


It is noted that more than half of the young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), Aboriginal and / or Torres Strait Islander respondents (20 respondents), and half of the female respondents were “very satisfied”, whilst 10% of older adults (aged 55 to 74 years) and nine percent of respondents who contacted Council in the last 12 months were “dissatisfied” with Council’s overall performance.

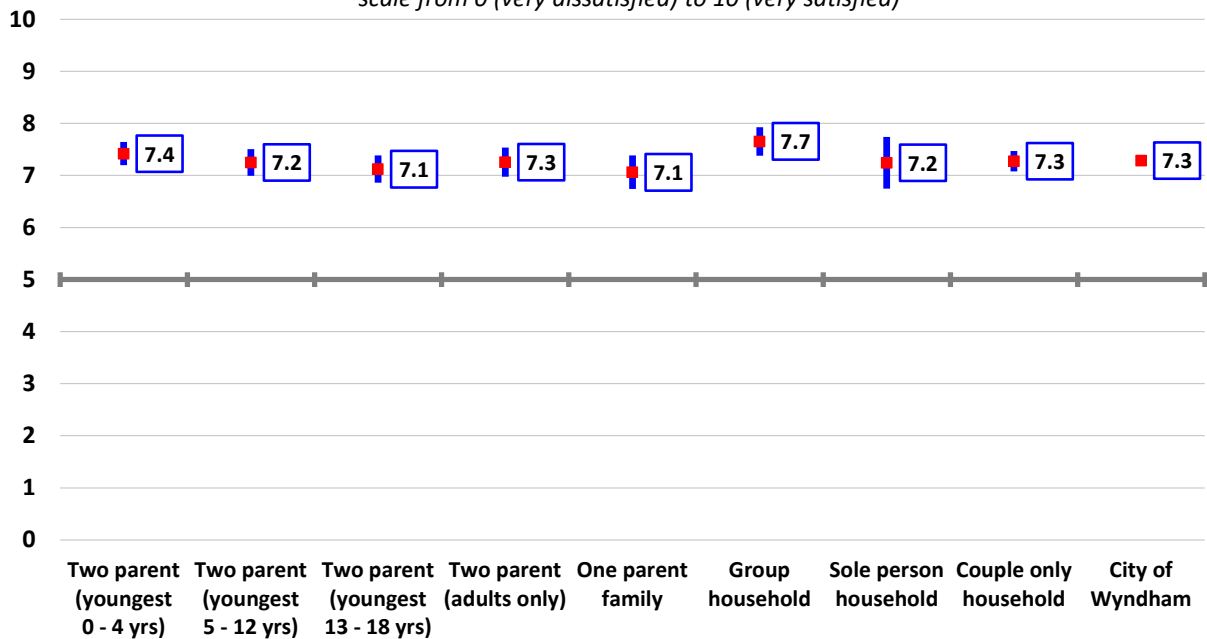




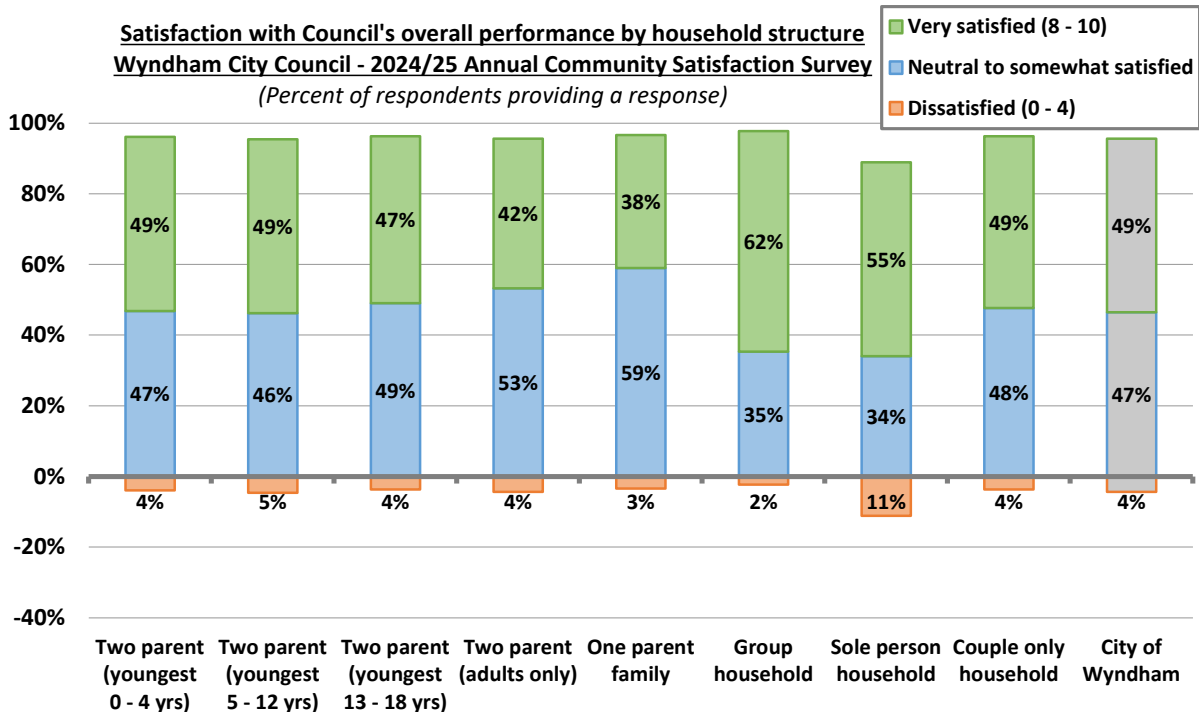
It is noted that more than half of the new and new residents (less than five years in Wyndham), homeowners, rental households were “very satisfied”, whilst 11% of respondents from households with a member with disability were “dissatisfied” with Council’s overall performance.



Satisfaction with Council's overall performance by household structure
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



It is noted that more than half of the respondents from sole person and group households, and almost half of those from two-parent families with children aged under 18 years were “very satisfied”, whilst 11% of respondents from sole person households were “dissatisfied” with Council’s overall performance.



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 12 most common [issues to address](#) for the City of Wyndham “at the moment”.

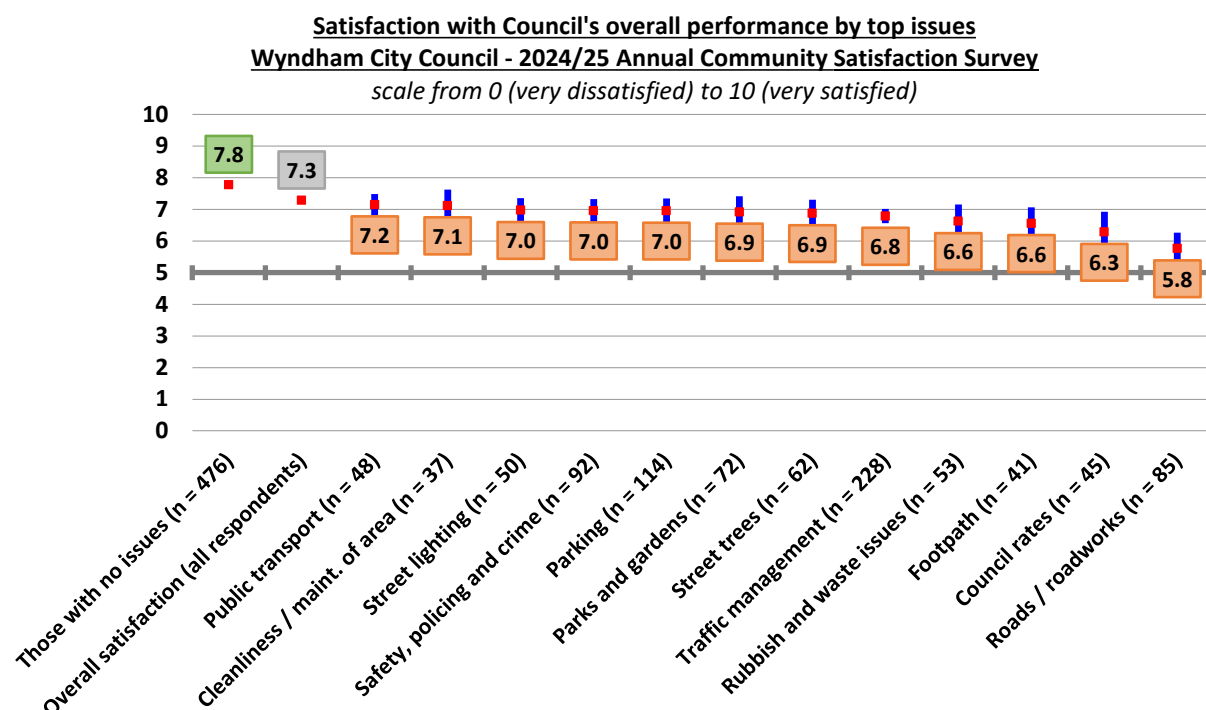
It is important to bear in mind that many of these issues are not directly within the remit of local government and many are shared responsibilities with other levels of government.

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

Attention is drawn to the “excellent” average satisfaction 7.8 out of 10 for the 476 respondents who did not nominate any issues to address for the City of Wyndham ‘at the moment’. This was an improvement in the “underlying” satisfaction with Council from 7.4 last year.

Metropolis Research notes that this is a significant proportion of respondents who did not feel compelled to provide an issue that they believed needed to be addressed in the municipality.

This is an important result, as it does suggest that there was a significant proportion of the community (stable at approximately one-third) who were “very satisfied” with Council’s overall performance and who do not feel compelled to nominate specific to address.



Metropolis Research notes the fact that the 228 respondents who nominated traffic management related issues rated satisfaction five percent (down from 7%) lower than the municipal average.

This was consistent with the two percent increase in satisfaction with local traffic management (6.8 up from 6.6) discussed in the [satisfaction with traffic management](#) section of this report.

Given both the number of respondents who nominated traffic management related issues, as well as the fact that they were, on average, five percent less satisfied with Council's overall performance than the municipal average, it suggests that traffic management issues continue to exert a substantial negative influence on the Wyndham community's overall satisfaction with the performance of Wyndham City Council, although this appears to have improved a little this year.

The related issue of roads (including roadworks) was nominated by 85 (down from 101) respondents, and these respondents, on average, were 15% (up from 10%) less satisfied with Council's overall performance than the municipal average.

This strongly suggests that road maintenance and condition issues (including roadworks) exert a significantly negative influence on overall satisfaction for those who raise these issues. This has been observed elsewhere across metropolitan Melbourne, particularly in some other interface municipalities, and it reflects the importance of local roads (including those managed by both Council and VicRoads) in satisfaction with the performance of Council.

There were a range of other issues that appear to exert a substantially negative influence on overall satisfaction for the respondents nominating the issues.

These issues include most notably, council rates, parks and gardens, footpaths, and rubbish and waste issues. It is likely that each of these issues were exerting a notably negative influence on satisfaction with Council's overall performance for those respondents who raised these issues as a top three issue to address for the municipality at the moment.

Other issues that may be exerting a negative influence on overall satisfaction include street trees, parks and gardens, parking, safety, policing and crime issues, street lighting, and cleanliness and maintenance of the local area.

Metropolis Research notes that many of these are commonly observed to have a negative influence on satisfaction with the performance of local government, both in Wyndham as well as elsewhere across Victoria.

The following table provides an alternative method of exploring the relationship between overall satisfaction and the issues to address for the City of Wyndham.

The table compares the proportion of the 53 (down from 63) "dissatisfied" respondents (i.e., rated satisfaction at less than five) who nominated each of the most nominated issues to address, compared to the proportion of the total sample who nominated these issues.



The key finding from this table is consistent with the previously discussed average satisfaction results and highlight the significance of road maintenance, repairs, and roadworks, as well as traffic management related issues to respondents who were “dissatisfied” with Council’s overall performance.

Almost half (42%) of the “dissatisfied” respondents nominated road maintenance and repairs, compared to just seven percent of all respondents, and 33% of “dissatisfied” respondents nominated traffic management related issues, compared to 19% of all respondents.

These results again reinforce the view that roads and traffic are significant issues underpinning community dissatisfaction with the overall performance of Wyndham City Council.

Other issues that were over-represented among “dissatisfied” respondents included parking, parks and gardens, and Council rates, fees and charges.

Top three issues for the City of Wyndham of respondents' dissatisfied with overall performance

Wyndham City Council - 2024/25 Annual Community Satisfaction Survey

(Number and percent of total respondents who dissatisfied with overall performance)

| Issue | Dissatisfied respondents | | All respondents |
|--|--------------------------|---------|-----------------|
| | Number | Percent | |
| Road maintenance, repairs, and roadworks | 22 | 42% | 7% |
| Traffic management | 17 | 33% | 19% |
| Parking | 10 | 19% | 9% |
| Parks, gardens, and open space | 7 | 13% | 6% |
| Council rates, fees and charges | 7 | 13% | 4% |
| Safety, policing and crime | 5 | 10% | 8% |
| Nature strip issues | 4 | 8% | 3% |
| Consultation, communication, and information | 4 | 8% | 2% |
| Education and schools | 3 | 6% | 2% |
| Public transport | 3 | 6% | 4% |
| Rubbish and waste issues inc garbage | 3 | 6% | 4% |
| Provision and maintenance of street trees | 3 | 6% | 5% |
| Council customer service and responsiveness | 3 | 6% | 0% |
| Footpath maintenance and repairs | 2 | 4% | 3% |
| Green waste collection | 2 | 4% | 1% |
| All other issues (21 separately identified issues) | 24 | 46% | 33% |
| Total responses | 119 | | 1,339 |
| <i>Respondents identifying at least one issue</i> | <i>46</i> | | <i>722</i> |
| <i>(percent of total respondents)</i> | <i>(87%)</i> | | <i>(60%)</i> |

Relationship between satisfaction with services and overall satisfaction

The following graph provides the average satisfaction with Council's overall performance of respondents dissatisfied with individual services and facilities. Services and facilities with which fewer than 10 respondents were dissatisfied have been excluded from these results.

Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably and significantly less satisfied with Council's overall performance than the municipal average of all respondents (7.3).

It is also acknowledged that a relatively small sample of respondents were dissatisfied with most Council services and facilities, with a significant degree of overlap between services. In other words, respondents who were dissatisfied with one Council service and facility were likely to be dissatisfied with a number of these services and facilities.

This reflects the fact that many of the 53 respondents who were dissatisfied with Council's overall performance tended to also be "dissatisfied" with a variety of services and facilities.

The opposite is also true for some respondents who tended to provide the same higher satisfaction rating for many, if not all, services, and facilities. This again reflects the fact that these respondents tended to see Council performance as being generally consistent across the range of services and facilities that Council provides.

The services and facilities that appear to be most strongly associated with lower overall satisfaction scores were: Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change; Council response to dumped rubbish; green waste collection; application, enforcement and compliance of environmental and planning regulations; economic development activities supporting local businesses; maintenance and cleaning of public areas; weekly garbage collection; activities promoting economic investment in the local area; planning for community infrastructure to meet community need; town planning (Statutory Planning Process); regular recycling collection; provision of sports ovals and other local sporting and outdoor recreation facilities.

Metropolis Research notes that the kerbside collection services were included in this list, reinforcing the importance of kerbside collection services to the Wyndham community.

Whilst average satisfaction with these kerbside collection services was recorded at "excellent" levels, the small number of respondents who were "dissatisfied" with these services were extremely dissatisfied with Council's overall performance.



Satisfaction with overall performance of respondents' dissatisfied with services
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
 (Number and index score scale 0 to 10)

| Service / facility | Number | 2024/25 | | |
|--|--------|---------|------------|-------|
| | | Lower | Mean | Upper |
| Provision of Council managed kindergarten services | 6 | 5.7 | 6.9 | 8.0 |
| Provision of maternal and child health services | 5 | 3.3 | 6.1 | 9.0 |
| Traffic management | 148 | 5.4 | 5.7 | 6.1 |
| Provision and maintenance of street trees | 98 | 5.2 | 5.6 | 6.1 |
| Graffiti removal | 37 | 4.9 | 5.6 | 6.4 |
| Public health services | 18 | 4.4 | 5.6 | 6.9 |
| Economic development activities supporting tourism operators | 37 | 4.9 | 5.5 | 6.2 |
| Enforcement of parking | 117 | 5.1 | 5.5 | 6.0 |
| Emergency management preparedness and response | 20 | 4.5 | 5.4 | 6.4 |
| Provision of shared trails | 43 | 4.9 | 5.4 | 5.9 |
| Provision and maintenance of community centres and neighbourhood hubs | 8 | 3.4 | 5.4 | 7.3 |
| Provision of on or off-road / separated bike paths | 63 | 4.8 | 5.3 | 5.8 |
| Enforcement of local laws | 76 | 4.7 | 5.3 | 5.9 |
| Provision and maintenance of public toilets | 68 | 4.7 | 5.3 | 5.8 |
| Provision, maintenance and repair of footpaths and shared trails | 80 | 4.8 | 5.3 | 5.8 |
| Provision of Council's major events | 6 | 1.9 | 5.2 | 8.6 |
| Building control and compliance enforcement | 23 | 4.4 | 5.2 | 6.1 |
| Maintenance and repair of sealed local roads | 103 | 4.8 | 5.2 | 5.7 |
| Maintenance of parks, gardens and open spaces | 73 | 4.7 | 5.2 | 5.7 |
| Control and regulation of pets and domestic animals | 44 | 4.6 | 5.2 | 5.8 |
| Maintenance of playgrounds | 49 | 4.4 | 5.1 | 5.8 |
| Hard waste collection | 19 | 3.8 | 5.0 | 6.2 |
| Protection and conservation of the natural environment and coastal areas | 36 | 4.2 | 5.0 | 5.9 |
| Provision of youth services | 8 | 2.6 | 5.0 | 7.4 |
| Provision of immunisation services | 7 | 2.6 | 5.0 | 7.3 |
| Maintenance and repair of drains | 55 | 4.4 | 5.0 | 5.6 |
| Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change | 47 | 4.2 | 4.9 | 5.6 |
| Council response to dumped rubbish | 59 | 4.2 | 4.9 | 5.6 |
| Green waste collection | 14 | 3.2 | 4.9 | 6.6 |
| Application, enforcement and compliance of environmental and planning regulations | 27 | 4.1 | 4.8 | 5.6 |
| Economic development activities supporting local businesses | 24 | 4.0 | 4.8 | 5.6 |
| Maintenance and cleaning of public areas | 50 | 3.9 | 4.6 | 5.4 |
| Weekly garbage collection | 12 | 2.9 | 4.6 | 6.2 |
| Activities promoting economic investment in the local area | 33 | 3.8 | 4.4 | 5.1 |
| Planning for community infrastructure to meet community need | 7 | 2.3 | 4.4 | 6.5 |
| Town Planning (Statutory Planning Process) | 6 | 1.9 | 4.3 | 6.7 |
| Regular recycling collection | 13 | 2.6 | 4.2 | 5.8 |
| Provision of sports ovals and other local sporting and outdoor recreation facilities | 5 | 0.2 | 3.8 | 7.3 |



Reasons for dissatisfaction with Council's overall performance

Respondents were asked:

"Why do you say that?"

A total of 78 responses were provided as to why respondents were dissatisfied with Council's overall performance.

This represents approximately six percent of the total sample of 1,204 respondents, similar to the 2023/24 result, but down significantly on the 18% in 2022/23 and 11% in 2021/22.

These 78 responses have been broadly categorised, as outlined in the following table.

The most common reasons why respondents were dissatisfied with Council's overall performance related to roads, traffic, footpaths, and parking (14 comments), communication and consultation (12 comments), Council management and governance (11 comments), various Council services and facilities (10 comments), and comments on rates and financial management (10 comments).

Metropolis Research notes that many of the communication and consultation related comments were relatively broad in nature, with many reflecting the view that Council does not sufficiently engage with the community.

Reasons for dissatisfaction with Council's overall performance
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
 (Number of responses)

| Response | Number | Percent of responses | Percent of respondents | 2023/24 | 2022/23 | 2021/22 |
|---|-----------|----------------------|------------------------|-----------|------------|-----------|
| Roads, traffic, footpaths and parking | 14 | 18% | 1% | 1% | 2% | 1% |
| Communication / consultation / engagement | 12 | 15% | 1% | 1% | 4% | 2% |
| Council management and governance | 11 | 14% | 1% | 1% | 2% | 0% |
| Council services | 10 | 13% | 1% | 1% | 2% | 1% |
| Rates and financial management | 10 | 13% | 1% | 1% | 2% | 1% |
| Responsiveness | 7 | 9% | 1% | 0% | 2% | 1% |
| Planning and development | 5 | 6% | 0% | 0% | 0% | 0% |
| General negative | 3 | 4% | 0% | 0% | 1% | 1% |
| Parks / gardens / trees | 2 | 3% | 0% | 0% | 0% | 0% |
| Safety, security, crime | 2 | 3% | 0% | 1% | 0% | 0% |
| General maintenance | 1 | 1% | 0% | 0% | 0% | 0% |
| Infrastructure | 1 | 1% | 0% | 0% | 0% | 1% |
| Total | 78 | 100% | 7% | 6% | 15% | 9% |

The following table outlines the verbatim comments underpinning the summary table discussed above.



Reasons for dissatisfaction with Council's overall performance
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
(Number of responses)

| <i>Response</i> | <i>Number</i> |
|--|---------------|
| <i>Roads, traffic, footpaths and parking</i> | |
| The roads are terrible | 2 |
| Council behaviour is inhuman when it comes to putting traffic areas, Wedgewood Blvd and Creek Stone | 1 |
| Footpaths with bushes which are not being cut | 1 |
| Heavy traffic in Balkan Rd and Heath Rd | 1 |
| Housing that's being built up around the area and yet the roads are absolutely atrocious coming from the Plaza into where we you have one road and as of three o'clock everyday it gets blocked, I just finished work, and it takes me over an hour to get to my house | 1 |
| Insufficient road capacity - travel time could be halved with suitable roads | 1 |
| It takes us a long time to go out of Werribee, we avoid going out because of the congestion, that's not good | 1 |
| No standing zone in station drop off place | 1 |
| Roads are not maintained properly | 1 |
| Still needs more improvement in roads | 1 |
| Still needs more improvement in traffic management | 1 |
| Street signs are broken | 1 |
| They have to fix the footpath in front of my house, but they asked me to fix it within 14 days with my own money until I proved that I'm not the wrong person. Still the footpath is not properly built by them. He showed me the footpath of his house to me | 1 |
| Total | 14 |
| <i>Communication / consultation / engagement</i> | |
| Don't listen to residents / my complaints | 2 |
| Communication needs to be improved | 1 |
| Council behaviour is inhuman when it comes to consultation | 1 |
| Council don't have an open data portal | 1 |
| Council needs to be more communicative. Promote things | 1 |
| Decisions get made with not enough consultation with community | 1 |
| Didn't consider our views when making decisions that affect our lives | 1 |
| Never enough community consultation | 1 |
| No idea about what they do | 1 |
| The Council needs to ensure the voice is heard from local residents | 1 |
| They don't consider the thoughts and opinions of the community | 1 |
| Total | 12 |
| <i>Council management and governance</i> | |
| The Council needs to be accountable for residents needs | 1 |
| Council don't do what they promised | 1 |



| | |
|---|---|
| Focus on local needs, e.g. Palestine issue is not local | 1 |
| I want the Council to go back to what they were elected to do for the community | 1 |
| It is poorly managed in many aspects | 1 |
| Just give fines, not doing work | 1 |
| They can improve by eliminating red tape and politics in place | 1 |
| They can get active and prioritise community needs | 1 |
| They have been issues in the past that was brought up and the outcome was not what the community wanted | 1 |
| Council doesn't care about us | 1 |
| Council is s**t | 1 |

Total **11**

Council services

| | |
|--|---|
| Clean the public toilets. They are a disgrace | 1 |
| Customer service is so bad | 1 |
| Have more events multicultural events | 1 |
| Services need to encourage keeping families together | 1 |
| Provision of mental health services and services for older people are non-existent | 1 |
| Make sure we provide services for single fathers and mothers | 1 |
| Still needs more improvement in grass maintenance | 1 |
| The Council needs to strengthen local laws | 1 |
| They really don't do much to the community | 1 |
| There should be more support for troubled young adults | 1 |

Total **10**

Rates and financial management

| | |
|--|---|
| Council rates are too high for the services we get | 4 |
| Rates just go up | 1 |
| Spending too much money on cultures and programs | 1 |
| Stop buying hotels with ratepayers' money | 1 |
| Stop crying and saying they want to raise rates | 1 |
| They are making so much money still they don't do anything | 1 |
| They waste money | 1 |

Total **10**

Responsiveness

| | |
|---|---|
| Don't respond / get back to people quickly | 2 |
| I have never had the support from the Council as in matters for youth handling, parking issues, traffic crossing issues, tree maintenance and so on. And they always move issues to other sectors | 1 |
| I have raised several issues, but I have not received any response from the Council | 1 |
| Impossible to get access through to them | 1 |
| Took them 2 weeks to get to me | 1 |
| Worst customer service | 1 |

Total **7**



| <i>Planning and development</i> | |
|---|-----------|
| Planning needed, they should cater for a household unit and not broken families | 1 |
| Property sizes need to keep a family together | 1 |
| The Council needs to take some serious steps for the future as the biggest and growing Council | 1 |
| The whole new development on Dohertys Rd Creek Stone area don't have traffic lights | 1 |
| Years and years go by, same problem no solution with housing | 1 |
| Total | 5 |
| <i>General negative</i> | |
| Can always do better | 1 |
| They did nothing | 1 |
| They don't really do much in any sense | 1 |
| Total | 3 |
| <i>Parks, gardens, street trees</i> | |
| Trees are not cut properly | 1 |
| Trees are not maintained properly | 1 |
| Total | 2 |
| <i>Safety, security, crime</i> | |
| Lot of break-ins | 1 |
| Years and years go by, crime just goes up | 1 |
| Total | 2 |
| <i>General maintenance</i> | |
| Overall maintenance is poor | 1 |
| Total | 1 |
| <i>Infrastructure</i> | |
| Council needs to take a look down here themselves and see the lack of infrastructure available for visitors | 1 |
| Total | 1 |
| Total responses | 78 |



Satisfaction with aspects of Council performance

Respondents were asked:

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

There were 18 aspects of Council’s performance included in the survey this year, with the following table outlining the average and percentage satisfaction results for each.

For ease of analysis and comparison, Metropolis Research has split these 18 aspects of Council performance into:

- Five **core measures of governance and leadership** - against which metropolitan Melbourne comparisons can be provided against the 2025 *Governing Melbourne* research. These measures cover how well Council is communicating with / listening to the community, responding to the needs of the community, making decisions in the interests of the community, advocating on behalf of the community, and maintaining the trust and confidence of the community.
- Five **alternative measures of governance and leadership** – these measures are unique to the City of Wyndham survey program and are included to meet the specific reporting requirements of the City of Wyndham Council.
- Eight **measures of Council’s leadership performance** – these measures cover aspects of Council’s leadership of the community, including service delivery.



Satisfaction with selected aspects of Council performance
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
(Number, index score 0 - 10 and percent of respondents providing a response)

| Aspect | Number | Average satisfaction | Dissatisfied (0 - 4) | Neutral to somewhat satisfied | Very satisfied (8 - 10) |
|---|--------|----------------------|----------------------|-------------------------------|-------------------------|
| Council's work to protect and promote our unique built and cultural heritage | 1,035 | 7.5 | 4% | 41% | 55% |
| Community consultation and engagement | 1,106 | 7.5 | 5% | 38% | 57% |
| Foster local learning opportunities for all through appropriate infrastructure, | 998 | 7.4 | 4% | 45% | 52% |
| Promotion and support of local activity centres | 992 | 7.4 | 4% | 45% | 51% |
| How well Council encourages a healthy and active lifestyle through appropriate | 1,087 | 7.4 | 4% | 44% | 51% |
| Provision of activities that are accessible to and inclusive of all members of the | 1,066 | 7.4 | 4% | 47% | 49% |
| The degree to which Council empowers the community to | 1,010 | 7.3 | 3% | 47% | 50% |
| Council assistance to get the support service you and your household need | 1,071 | 7.3 | 6% | 41% | 53% |
| Provision of opportunities for your voice to be heard on issues that are important to you | 990 | 7.3 | 5% | 44% | 51% |
| Maintaining community trust and confidence | 1,099 | 7.3 | 6% | 42% | 53% |
| How well Council provides the services I need | 1,109 | 7.3 | 5% | 44% | 51% |
| The degree to which Council practises open and accessible government | 1,046 | 7.2 | 5% | 47% | 48% |
| Responsiveness and agility in meeting community needs | 1,096 | 7.2 | 7% | 46% | 48% |
| Representation, lobbying and advocacy | 1,001 | 7.2 | 6% | 47% | 47% |
| Council's accountability to the community for leadership and good | 1,063 | 7.1 | 6% | 49% | 45% |
| Council's making decisions in the interests of the community | 1,107 | 7.1 | 7% | 48% | 45% |
| Ability to take residents views into account when making decisions that affect them | 1,056 | 7.1 | 6% | 51% | 43% |
| How well Council does with the money it has available | 984 | 6.9 | 9% | 48% | 43% |

Satisfaction with core aspects of governance and leadership

Metropolis Research includes five aspects of leadership and governance performance in the *Governing Melbourne* research.

Governing Melbourne is conducted independently by Metropolis Research each year, including a sample from all 31 metropolitan Melbourne municipalities.



Governing Melbourne provides a consistent, objective basis against which to compare Wyndham Council’s performance across broad areas of Council performance.

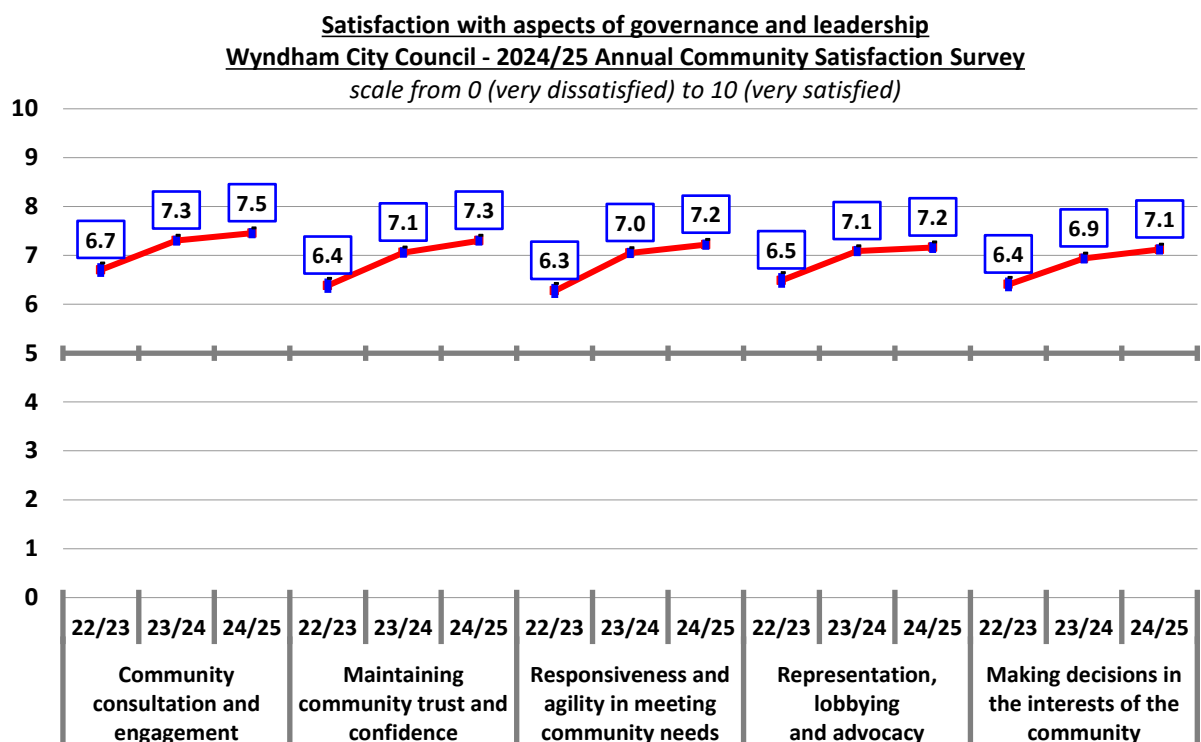
Governing Melbourne was conducted in January 2025, using the door-to-door, in-person methodology.

These five measures cover the core aspects of the leadership and governance performance of local government, including listening to the community, responding to the needs of the community, making decisions in the interests of the community, advocating on behalf of the community, and maintaining the community’s trust and confidence.

Satisfaction with all five core aspects of governance and leadership increased somewhat again this year, up one or two percent.

This result builds on the significant (average of 10%) increase in satisfaction with aspects of governance and leadership recorded last year, reflecting the continued increase in satisfaction with Council’s overall performance recovering from the lower-than-average satisfaction recorded for the City of Wyndham recorded during the pandemic.

It is noted that the survey was conducted by telephone during the pandemic (2021/22 and 2022/23), which will have been a factor in the lower-than-average satisfaction recorded over this period.



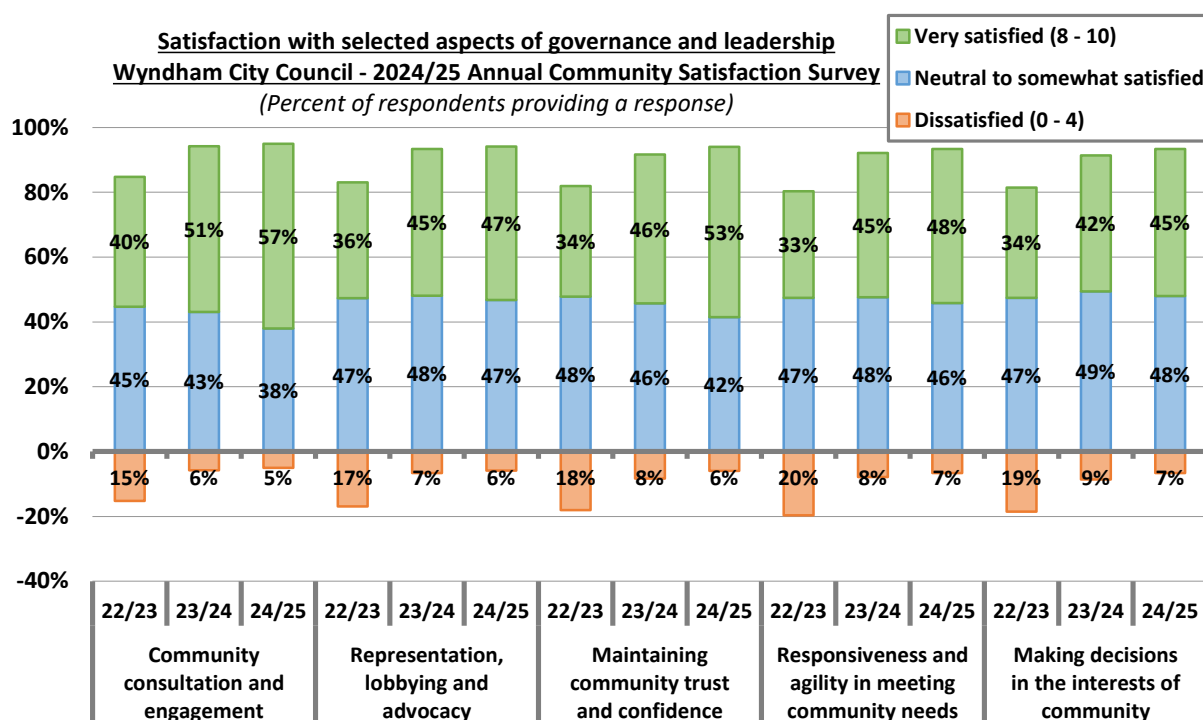
The following graph provides a breakdown of these results into the proportion of respondents (who provided a satisfaction score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven),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



Attention is drawn to the fact that more than half (57% up from 51%) of respondents providing a score were “very satisfied” with Council’s community consultation and engagement performance. This represents a 17% increase from the low point of 40% “very satisfied” respondents recorded back in 2022/23.

It is also noted that more than half of the respondents who provided a score were “very satisfied” with Council’s performance maintaining the trust and confidence of the local community. This represents a 19% increase over the last two years.

Metropolis Research also notes that was a small decline in the proportion of respondents “dissatisfied” with each of these aspects of governance and leadership, building on the significant decline in “dissatisfied” respondents recorded last year.



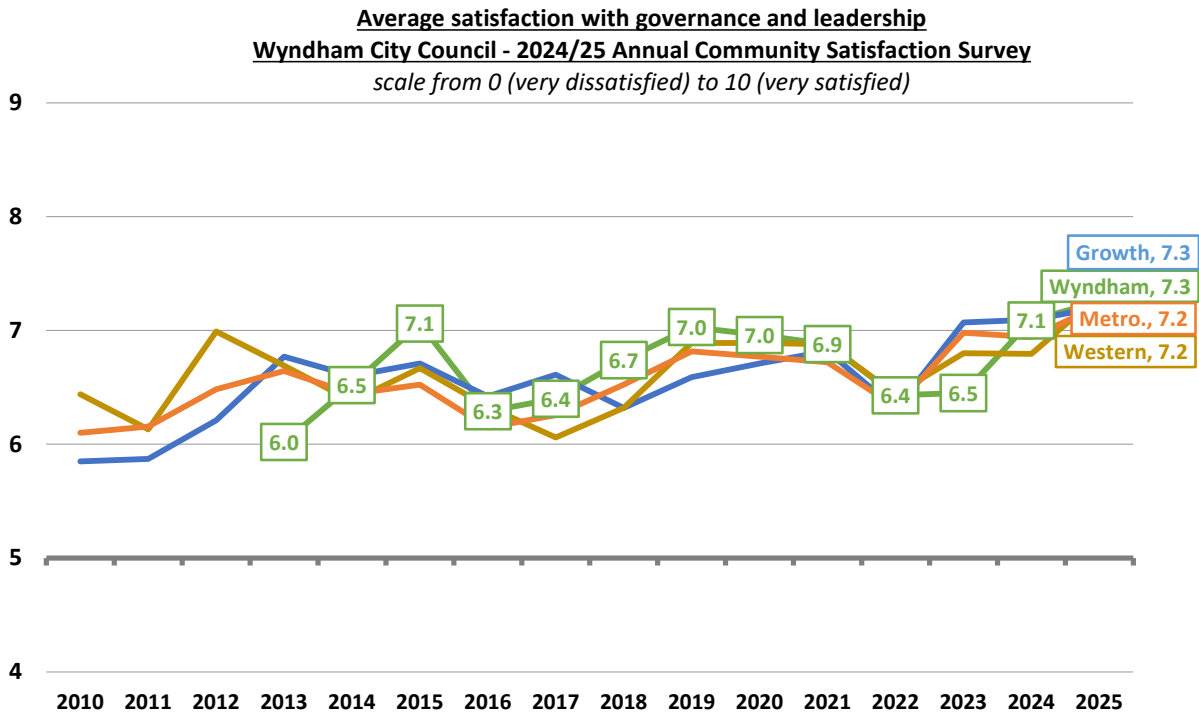
The following graph provides a comparison of the average satisfaction with the five core aspects of governance and leadership against the comparison results from *Governing Melbourne*. This includes the metropolitan Melbourne, western region councils, and growth area councils’ results.

Metropolis Research notes that satisfaction with the core aspects of governance and leadership has been somewhat variable from year to year for the City of Wyndham, with the 2013 year significantly under-performing the metropolitan average, and 2015 significantly over-performing the metropolitan average.

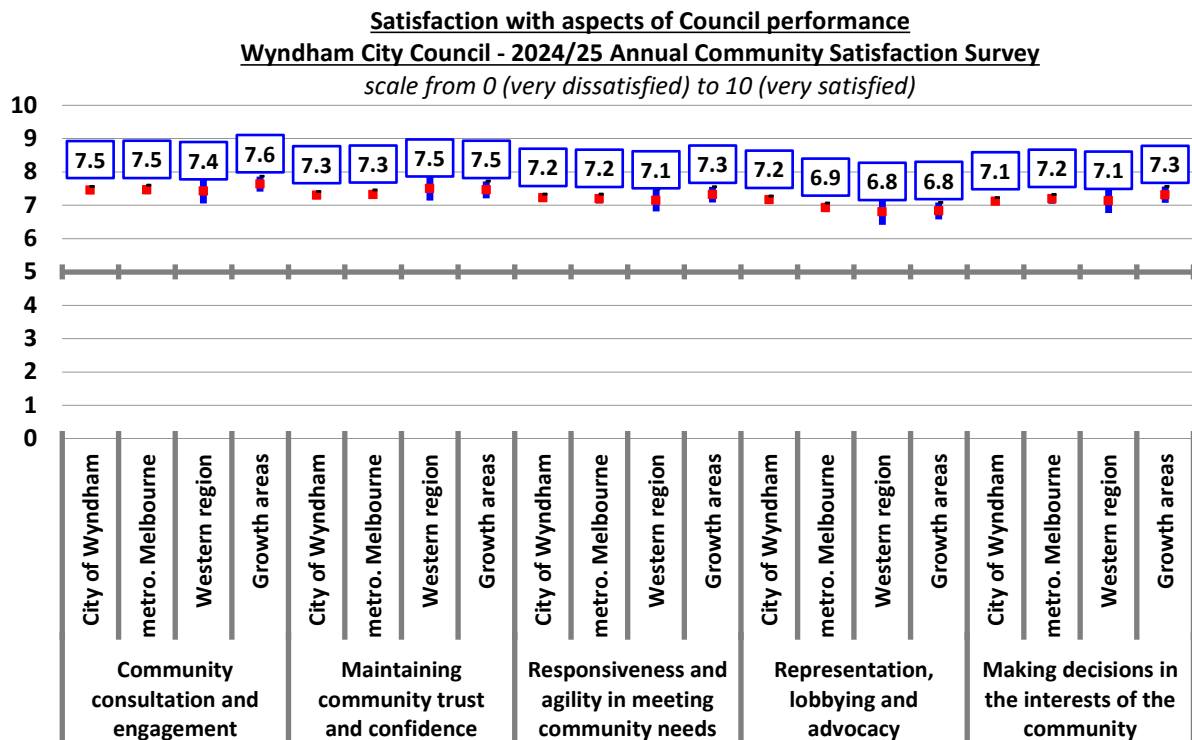
It is noted that in 2024/25, satisfaction with the five core aspects of governance and leadership for the City of Wyndham was identical to the growth area councils’ average, and marginally (1%) higher than the metropolitan Melbourne and western region council’s results.



Metropolis Research draws attention to the fact that average satisfaction with the five core aspects of governance and leadership was at record levels for the City of Wyndham, two percent higher than the most recent high point of 7.1 recorded last year (and in 2015).



It is noted that satisfaction with Council's representation, lobbying, and advocacy performance was notably (3%) higher in the City of Wyndham than the metropolitan average.



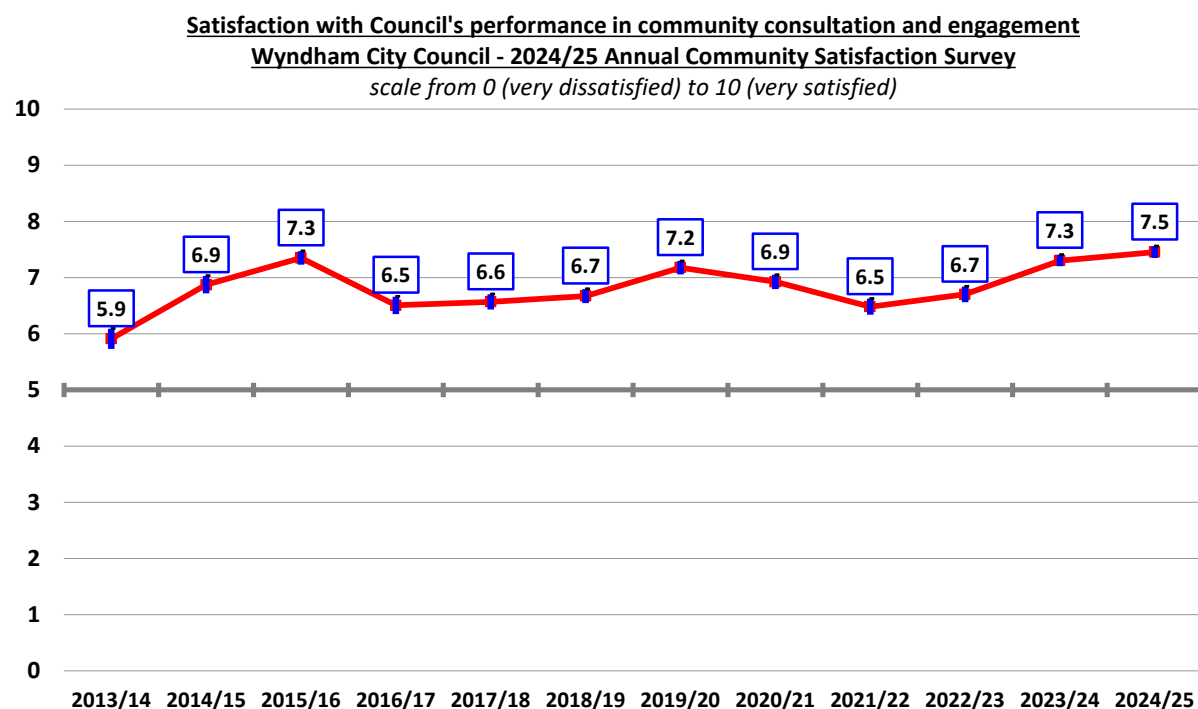
Community consultation and engagement

Satisfaction with Council’s community consultation and engagement increased measurably this year, up two percent to 7.5 out of 10, which remained a “very good” level of satisfaction.

This result was identical to the metropolitan average of 7.5 out of 10, as recorded in the 2025 *Governing Melbourne* survey.

This was the highest satisfaction for community consultation and engagement recorded for the City of Wyndham and was measurably and significantly (7%) above the long-term average satisfaction since 2013/14 of 6.8 out of 10, or “good”.

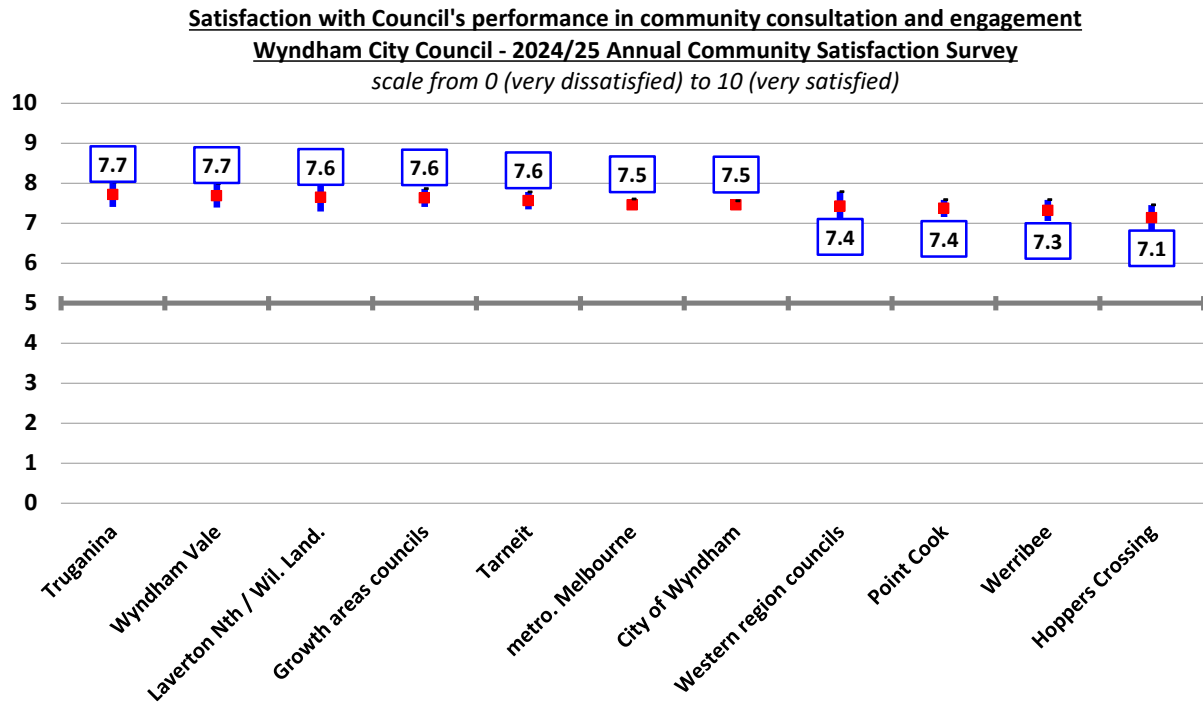
This result comprised 57% (up from 51%) “very satisfied” respondents and five percent (down from 6%) “dissatisfied”.



There was no significant variation in satisfaction with community consultation and engagement recorded across the City of Wyndham.

It is noted, however, that respondents from Hoppers Crossing were notably (4%) less satisfied than the municipal average, and at a “good” rather than a “very good” level of satisfaction.

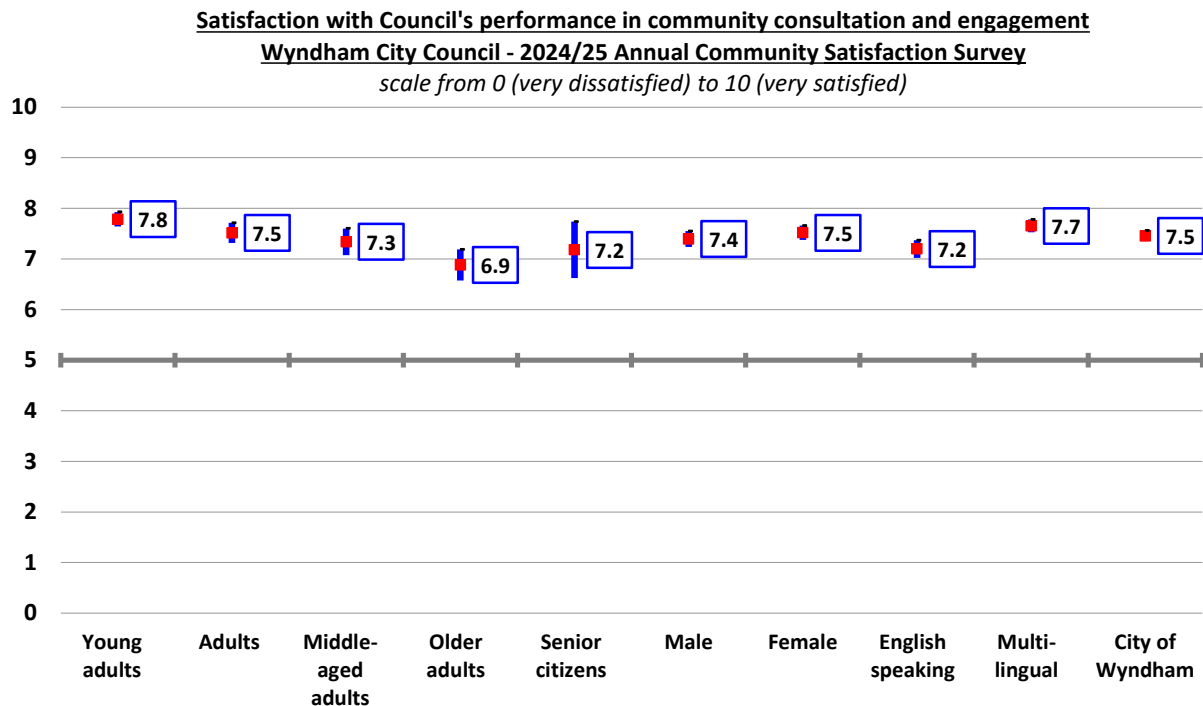




There was measurable variation in satisfaction with Council's community consultation and engagement observed by respondent profile.

Young adults (aged 18 to 34 years) were measurably more satisfied than average, and at an "excellent" level, whilst older adults (aged 55 to 74 years) were measurably less satisfied, and at a "good" level.

Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.



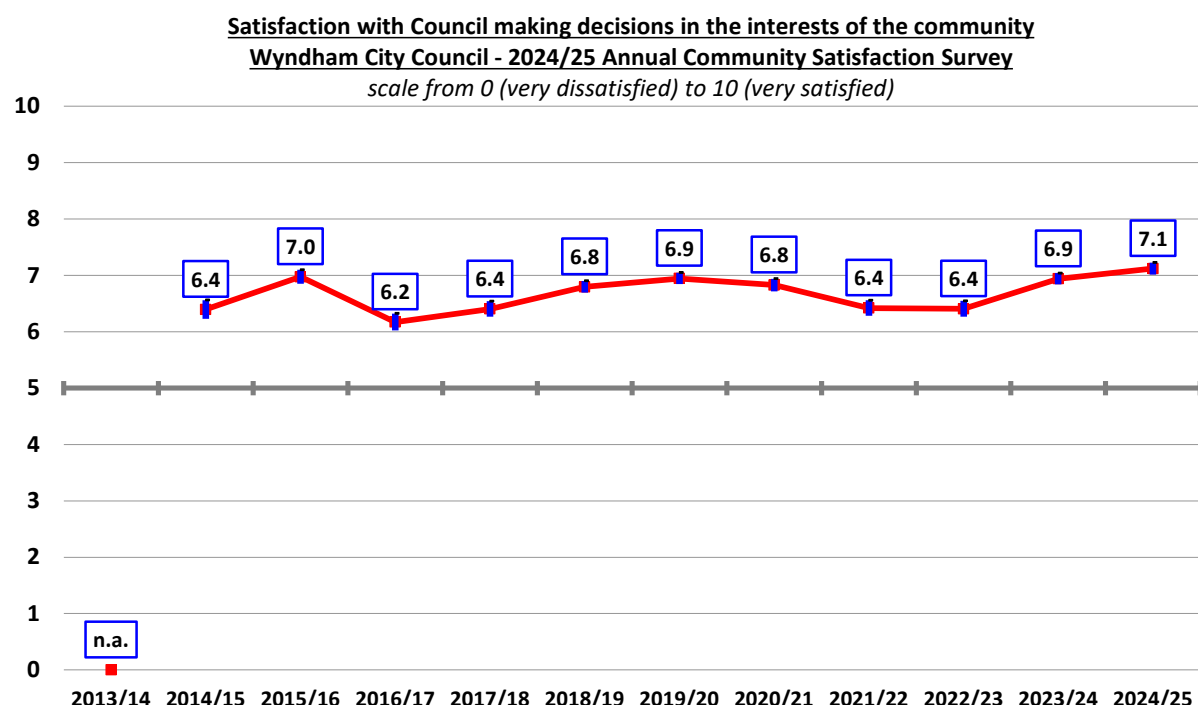
Making decisions in the interests of the community

Satisfaction with Council’s performance making decisions in the interests of the community increased measurably this year, up two percent to 7.1 out of 10, although it remained at a “good” level.

This result was similar (1% lower) to the metropolitan average of 7.2 out of 10, as recorded in the 2025 *Governing Melbourne* survey.

This was the highest satisfaction with aspect of performance recorded for the City of Wyndham and was measurably (4%) higher than the long-term average since 2014/15 of 6.7.

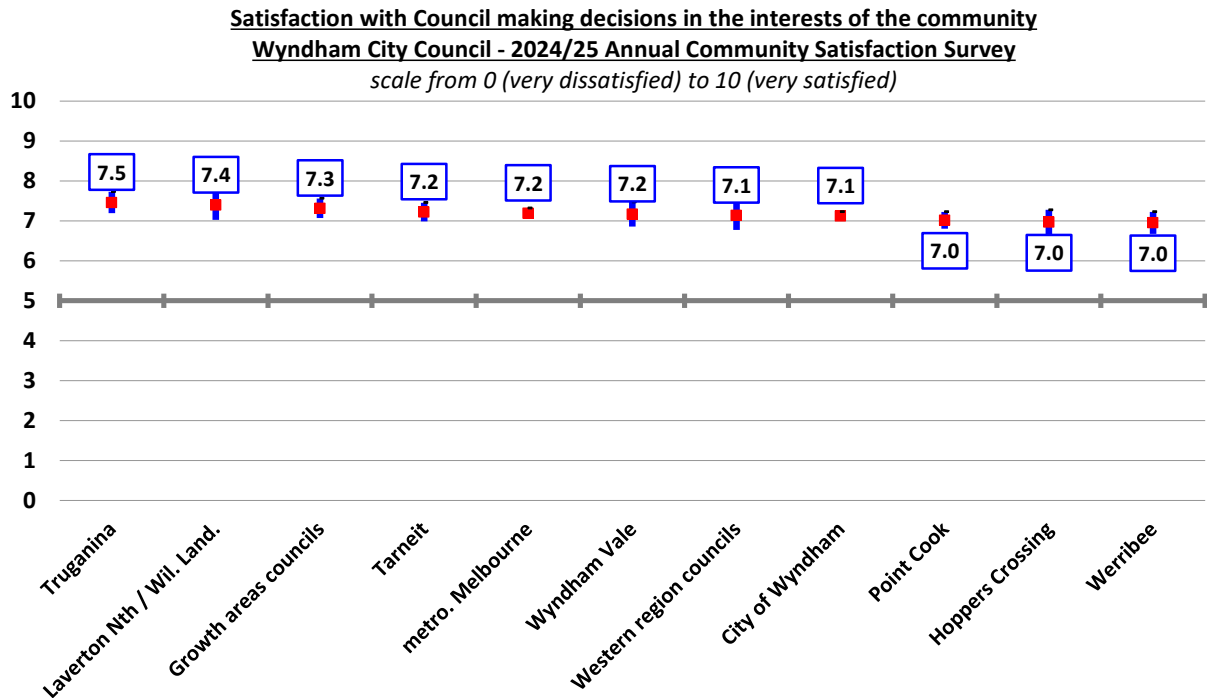
This result comprised 45% (up from 42%) “very satisfied” respondents and seven percent (down from 9%) “dissatisfied”.



There was measurable and notable variation in satisfaction with this aspect of performance observed across the municipality.

Respondents from Truganina were measurably (4%) and respondents from Laverton North / Williams Landing were notably (3%) more satisfied than average, and at “very good” levels of satisfaction.

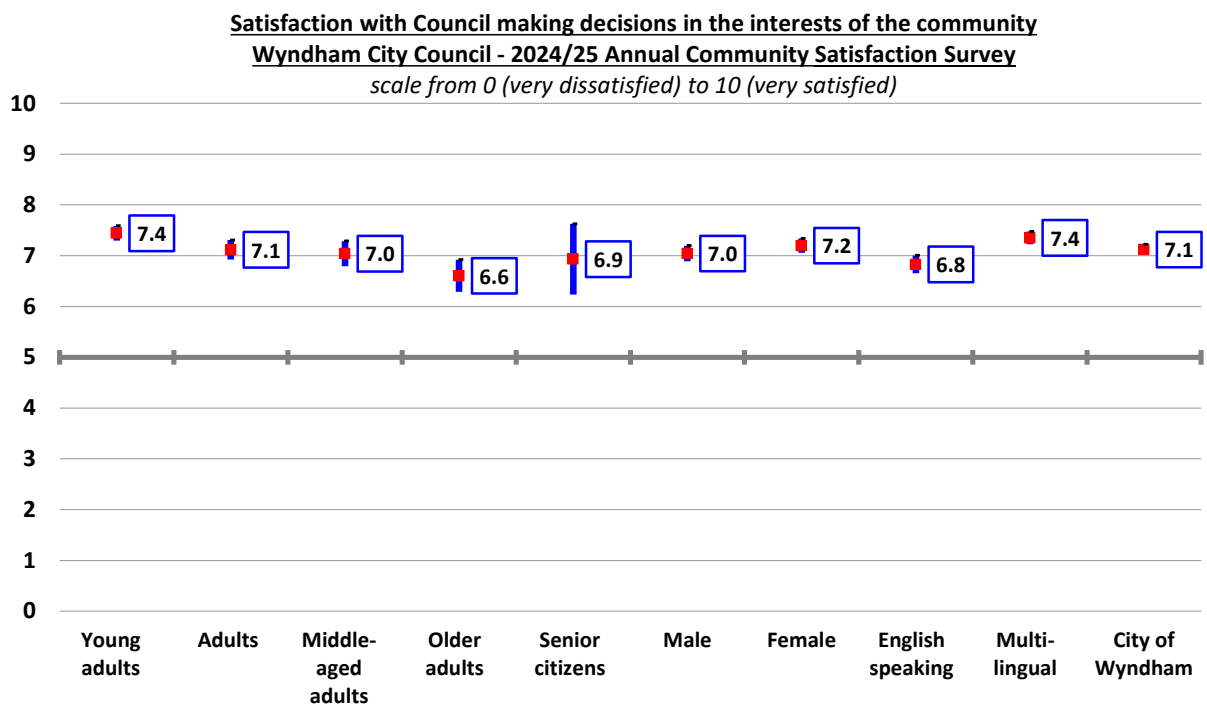




There was measurable variation in satisfaction with Council’s community consultation and engagement observed by respondent profile.

Young adults (aged 18 to 34 years) were measurably more satisfied than average, and at a “very good” level, whilst older adults (aged 55 to 74 years) were measurably less satisfied, although still at a “good” level.

Respondents from multilingual households were measurably and significantly (6%) more satisfied than respondents from English speaking households.



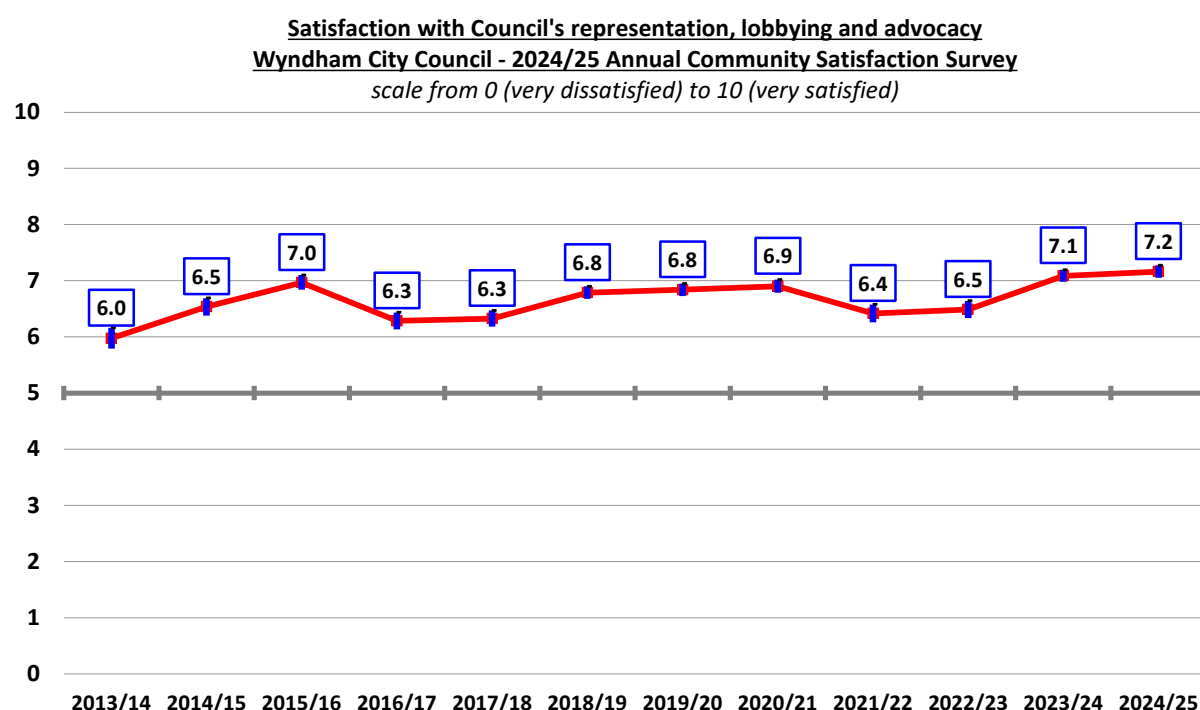
Representation, lobbying and advocacy

Satisfaction with Council’s representation, lobbying, and advocacy remained essentially stable this year, up one percent to 7.2 out of 10. This remained a “good” level of satisfaction.

This was the highest satisfaction with this aspect of performance recorded for the City of Wyndham and was measurably (6%) higher than the long-term average since 2013/14 of 6.6.

This result was notably (3%) higher than the 2025 metropolitan average of 6.9 out of 10.

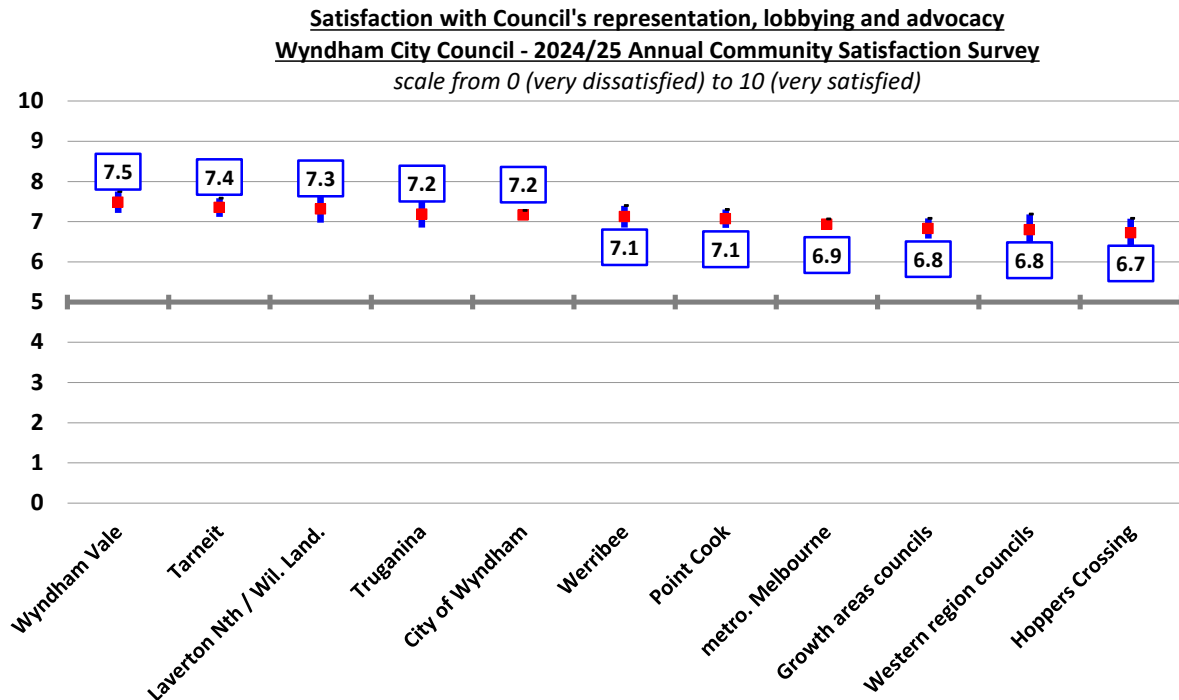
This result comprised 47% (up from 45%) “very satisfied” and six percent (down from 7%) “dissatisfied” respondents.



There was measurable variation in satisfaction with this aspect of performance observed across the municipality.

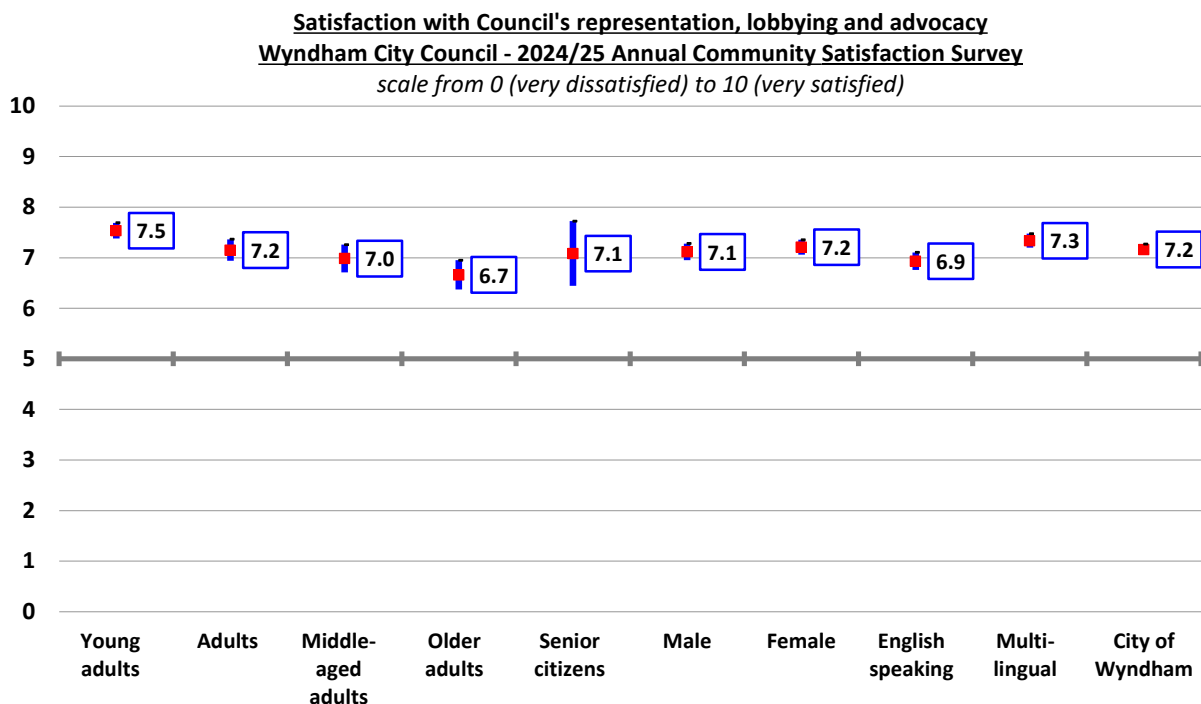
Respondents from Wyndham Vale were somewhat (3%) more satisfied than average and at a “very good” level, whilst respondents from Hoppers Crossing were measurably (5%) less satisfied, although still at a “good” level of satisfaction.





There was measurable variation in satisfaction with Council's representation, lobbying, and advocacy performance observed by respondent profile.

Young adults (aged 18 to 34 years) were measurably more satisfied than average, and at a "very good" level, whilst older adults (aged 45 to 54 years) were measurably less satisfied. Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

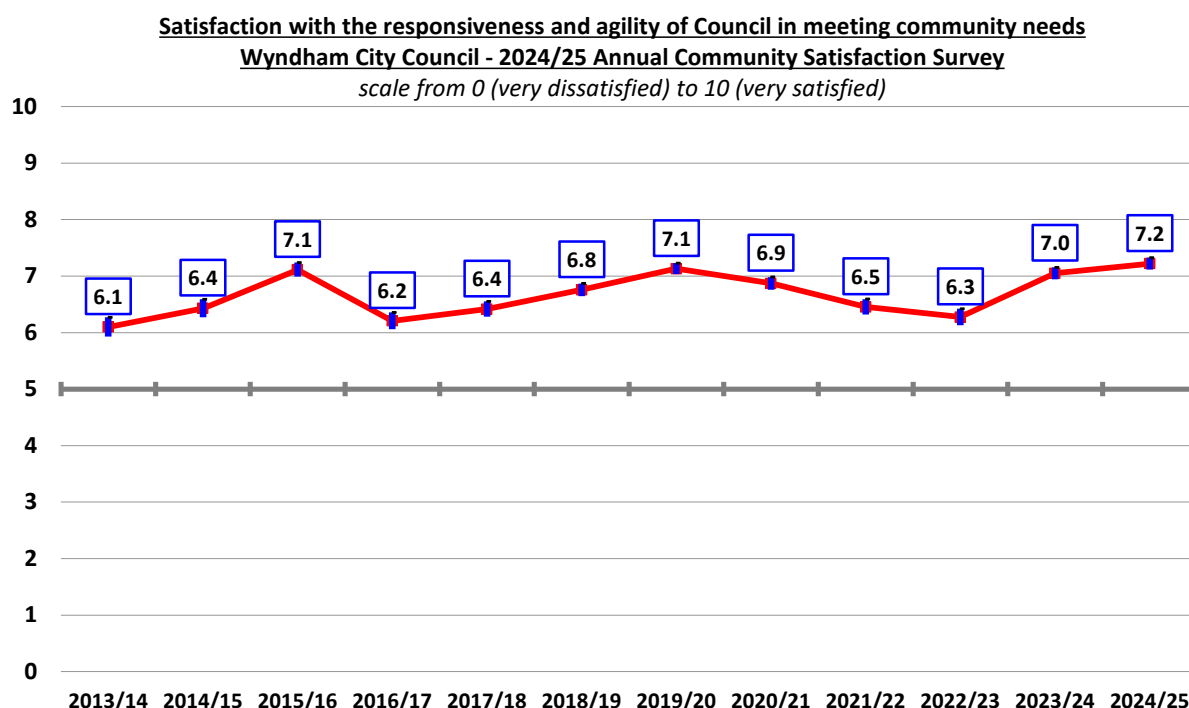


Responsiveness and agility of Council in meeting community needs

Satisfaction with the responsiveness and agility of Council in meeting community needs increased somewhat again this year, up two percent to 7.2 out of 10, although it remains at a “good” level of satisfaction.

This was the highest satisfaction for this aspect of performance recorded for the City of Wyndham and was measurably (5%) higher than the long-term average satisfaction since 2013/14 of 6.7 out of 10, or “good”.

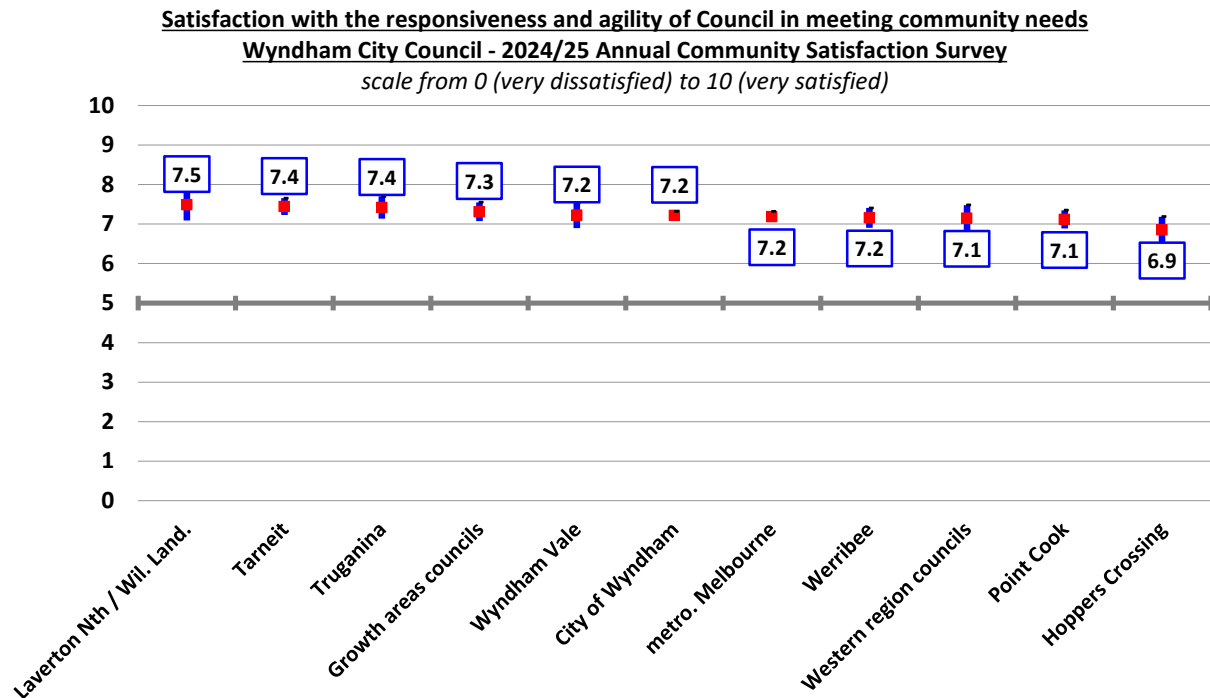
This result was identical to the metropolitan Melbourne average satisfaction with the “responsiveness of Council to local community needs”, as recorded in *Governing Melbourne*.



There was no statistically significant variation in satisfaction with the responsiveness and agility of Council in meeting community needs observed across the municipality, although it is noted that respondents from Laverton North / Williams Landing were notably (3%) more satisfied than average, and at a “very good” level.

By contrast, respondents from Hoppers Crossing were notably (3%) less satisfied, although still at a “good” level of satisfaction.

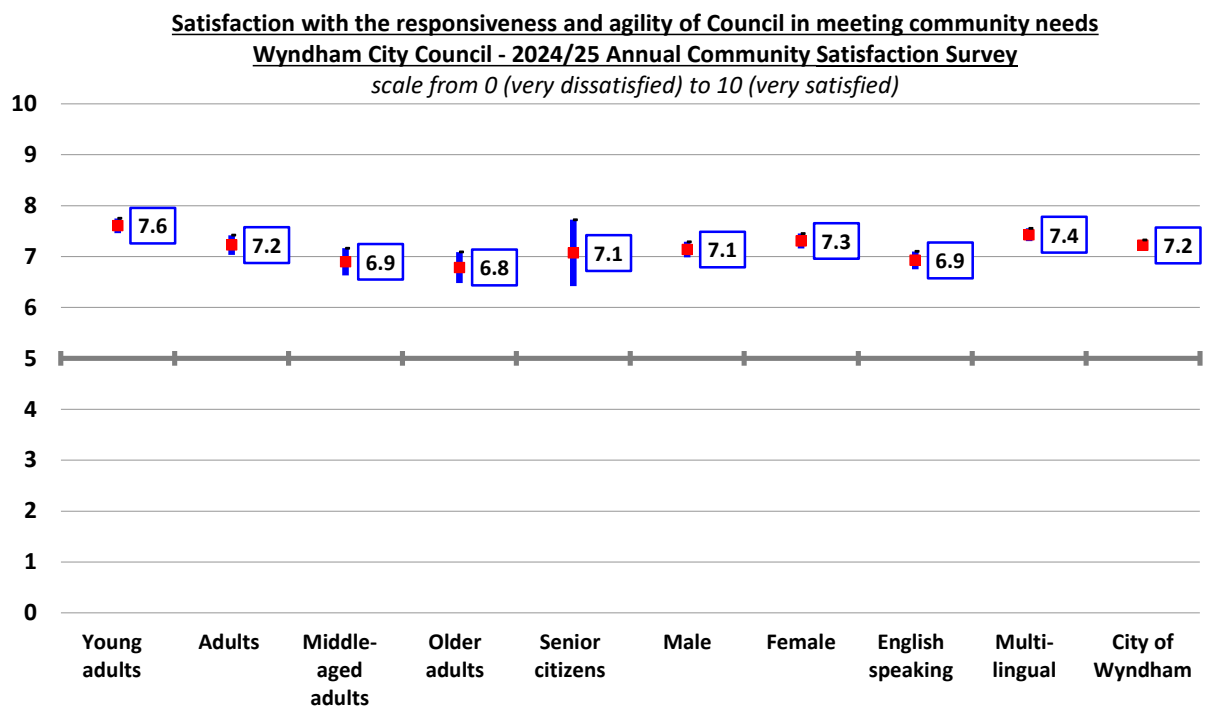




There was measurable variation in satisfaction with this aspect of performance observed by respondent profile.

Young adults (aged 18 to 34 years) were measurably more satisfied than average, and at a “very good” level, whilst older adults (aged 45 to 54 years) were measurably, and middle-aged adults (aged 45 to 54 years) were notably less satisfied.

Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

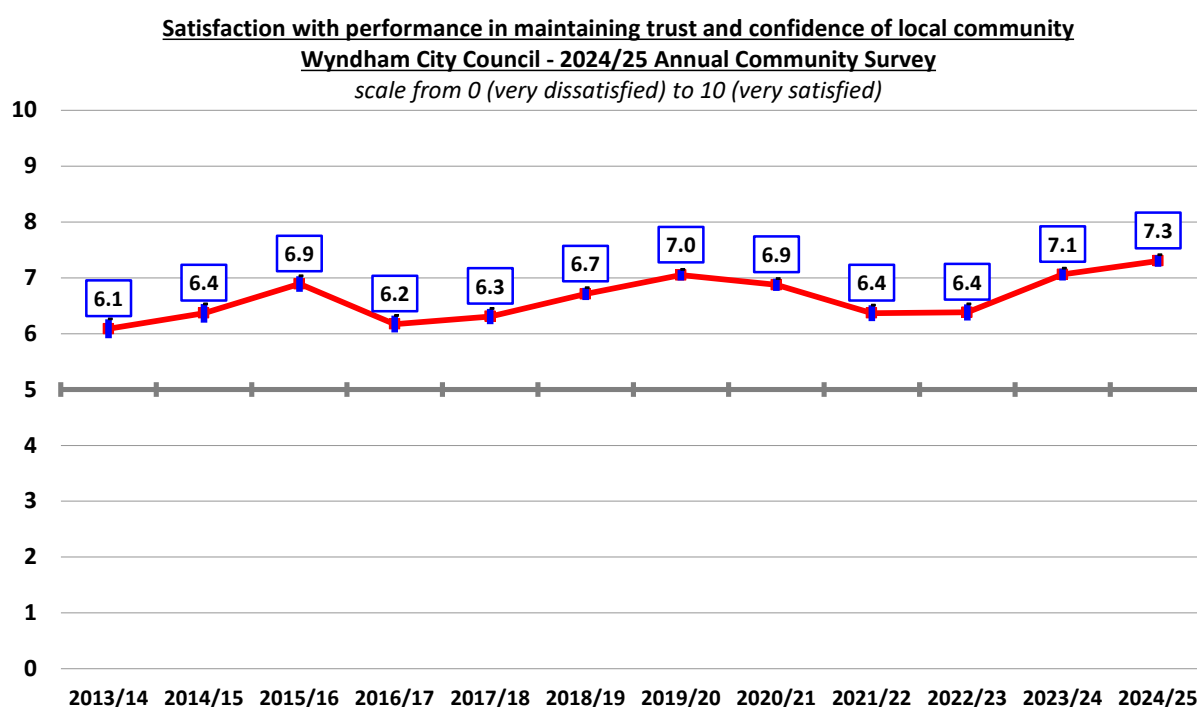


Maintaining trust and confidence of the local community

Satisfaction with the performance of Council maintaining the trust and confidence of the local community increased measurably again this year, up two percent to 7.3 out of 10, which was a “very good”, up from a “good” level of satisfaction.

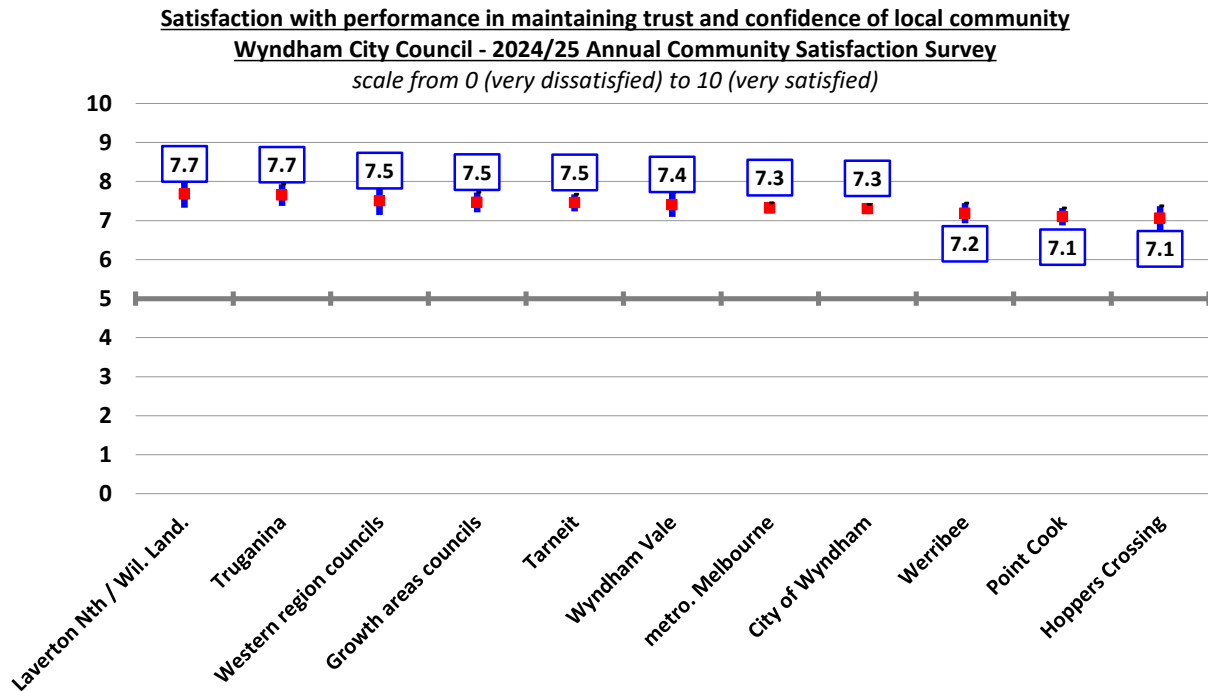
This was the highest satisfaction with this aspect of performance recorded for the City of Wyndham and was measurably and significantly (7%) higher than the long-term average satisfaction since 2013/14 of 6.6 out of 10, or “good”.

This result was identical to the 2025 metropolitan average satisfaction, as recorded in *Governing Melbourne*.



There was measurable variation in satisfaction with this aspect of performance observed across the municipality.

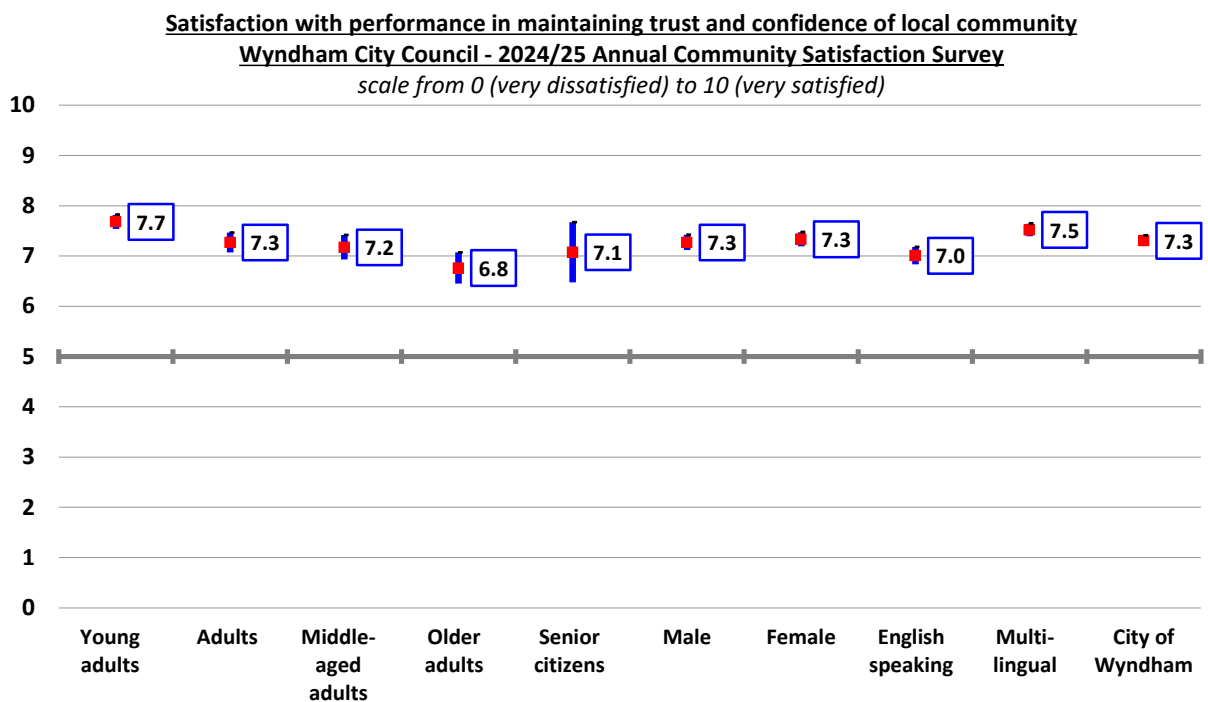
Respondents from Laverton North / Williams Landing were notably (4%) and respondents from Truganina were measurably (4%) more satisfied than average and at “very good” levels.



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

Young adults (aged 18 to 34 years) were measurably more satisfied than average, and at a “very good” level, whilst older adults (aged 45 to 54 years) were measurably less satisfied.

Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.



Satisfaction with alternative measures of governance and leadership

The survey also included five additional or alternative measures of Council’s governance and leadership performance. These measures were included at the request of Council officers to align with *Council Plan* reporting requirements.

These five alternative measures of satisfaction with governance and leadership were not included in *Governing Melbourne* and Metropolis Research cannot provide any comparisons.

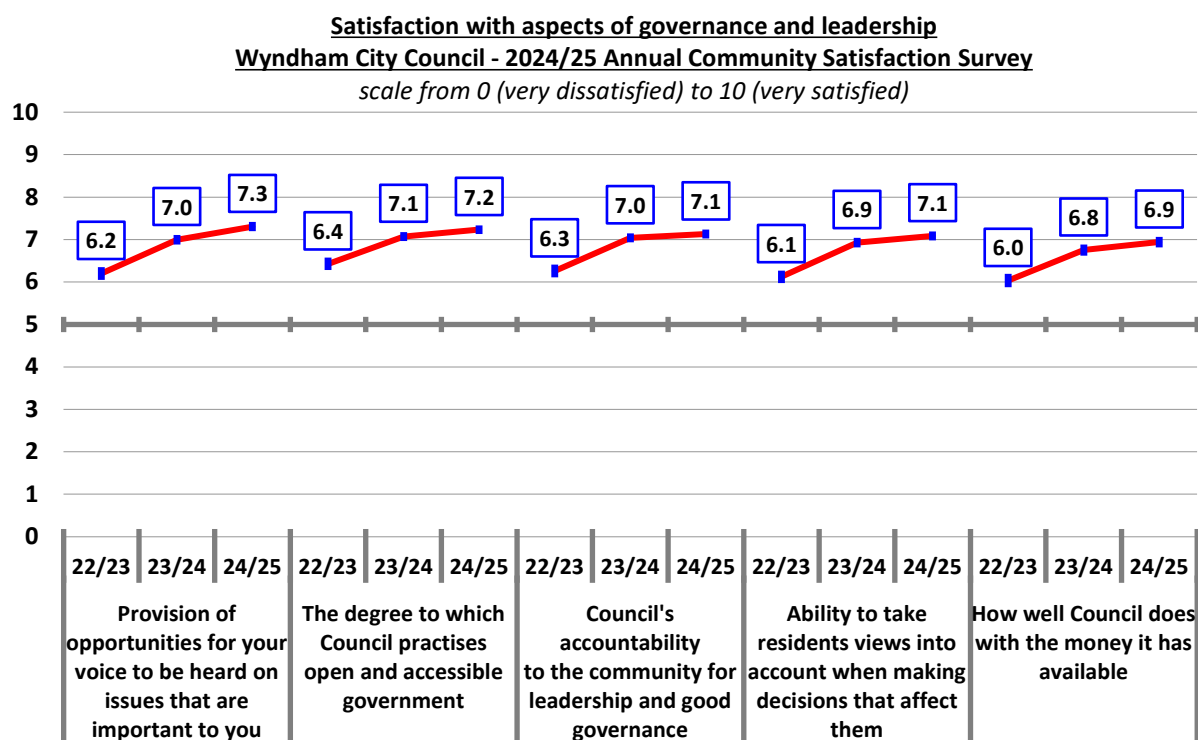
Consistent with the marginal increase in satisfaction with the five core aspects of governance and leadership, satisfaction with these five alternative measures of governance and leadership also increased marginally this year, building on the measurable and significant improvements recorded last year.

Satisfaction with these five measures increased by an average of one percent this year, up from an average of 7.0 out of 10 to 7.1.

These results reflect a continued trend of increasing levels of satisfaction, following the lower-than-trend results recorded through the pandemic in 2021/22 and 2022/23.

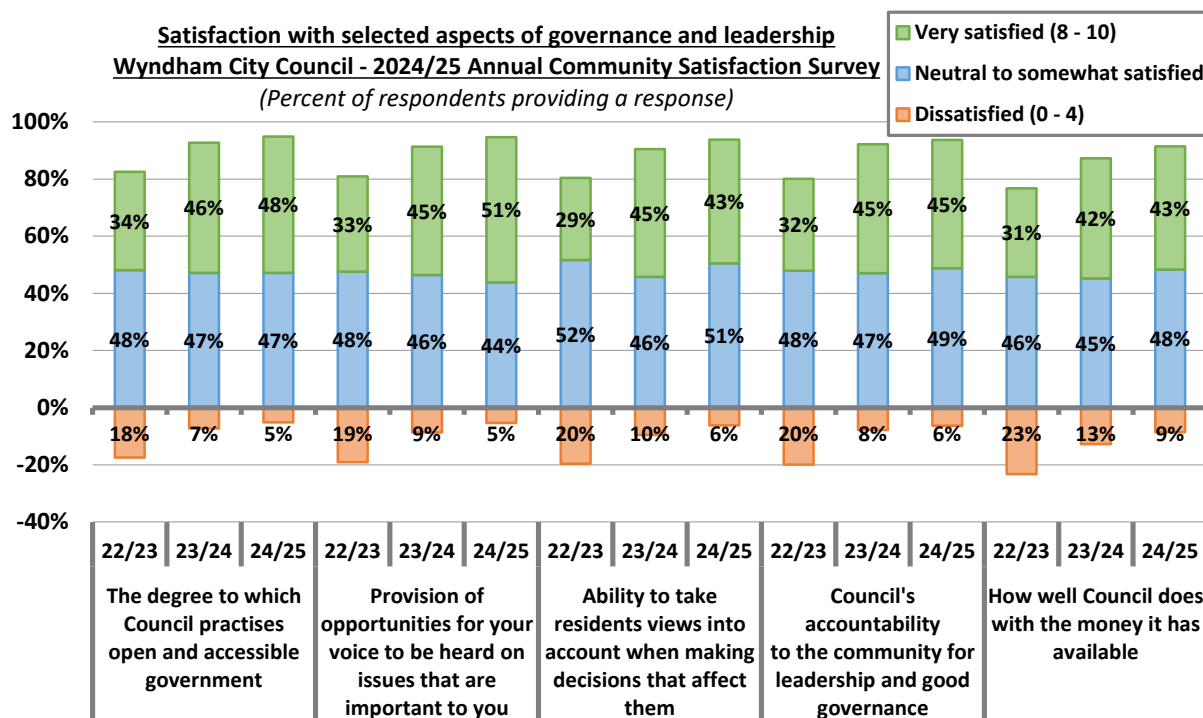
These results build on the theme developed in relation to the core aspects of governance and leadership, reflecting improving satisfaction with the performance of Wyndham City Council.

This is reflected in the fact that satisfaction with all five of these additional measures of governance and leadership were recorded at record high levels this year.



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

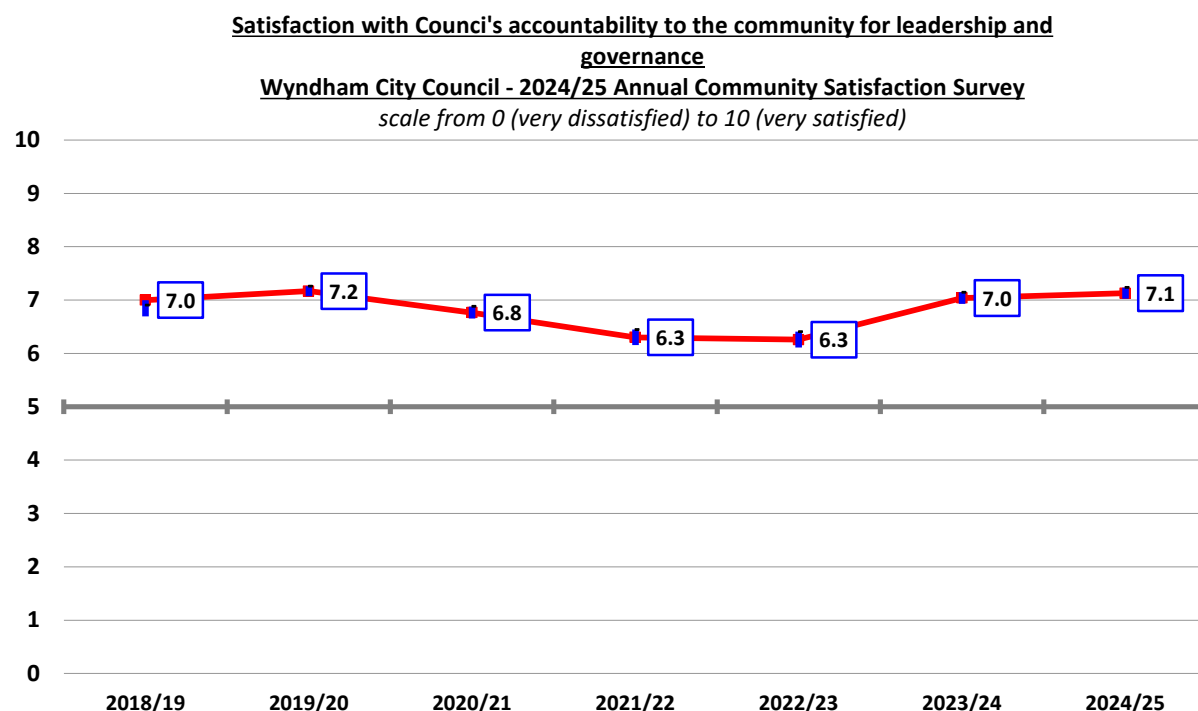
Metropolis Research draws attention to the almost half (48%) of respondents (who provided a score) who were “very satisfied” with the degree to which Council practices open and accessible government, with the proportion “dissatisfied” with this aspect of performance declining 13% from the unusually low results back in 2022/23 to five percent this year.



Council's accountability to the community for leadership and good governance

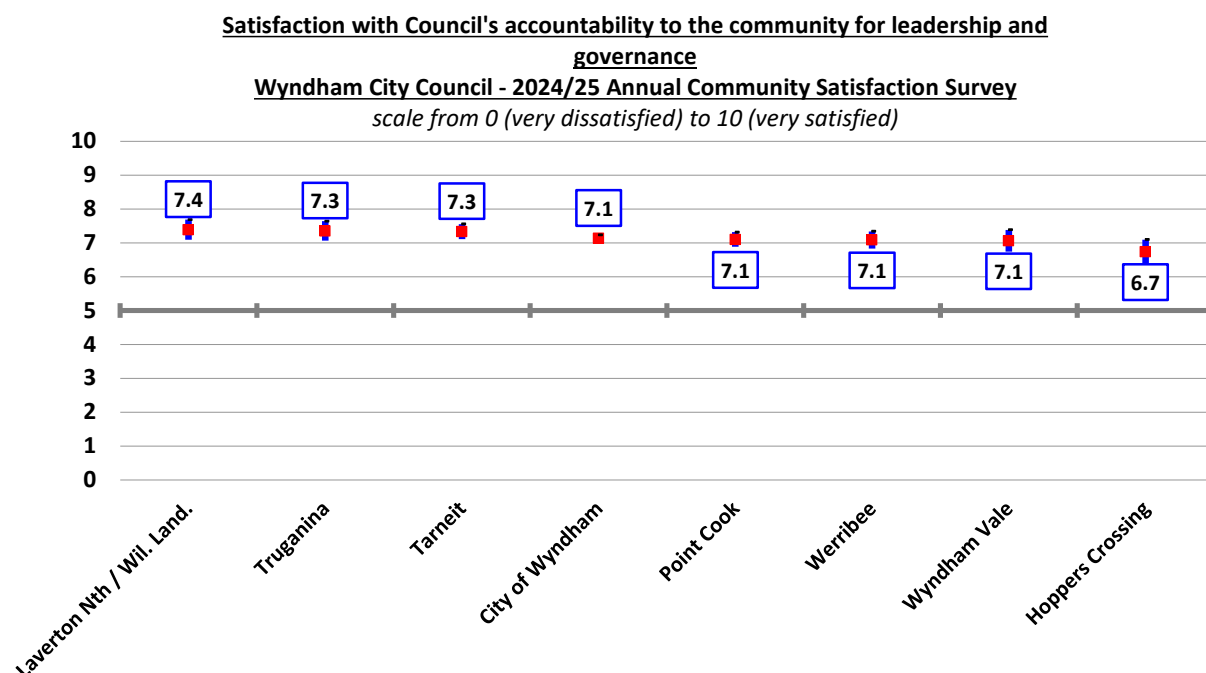
Satisfaction with Council's accountability to the community for leadership and good governance remained essentially stable this year, up one percent to 7.1 out of 10, which remained a “good” level of satisfaction.

This result was notably (3%) higher than the long-term average satisfaction since 2018/19 of 6.8 out of 10 or “good”.



Whilst there was no statistically significant variation in satisfaction with this aspect of performance observed across the municipality, it is noted that respondents from Laverton North / Williams Landing were notably (3%) more satisfied than average and at a “very good” level.

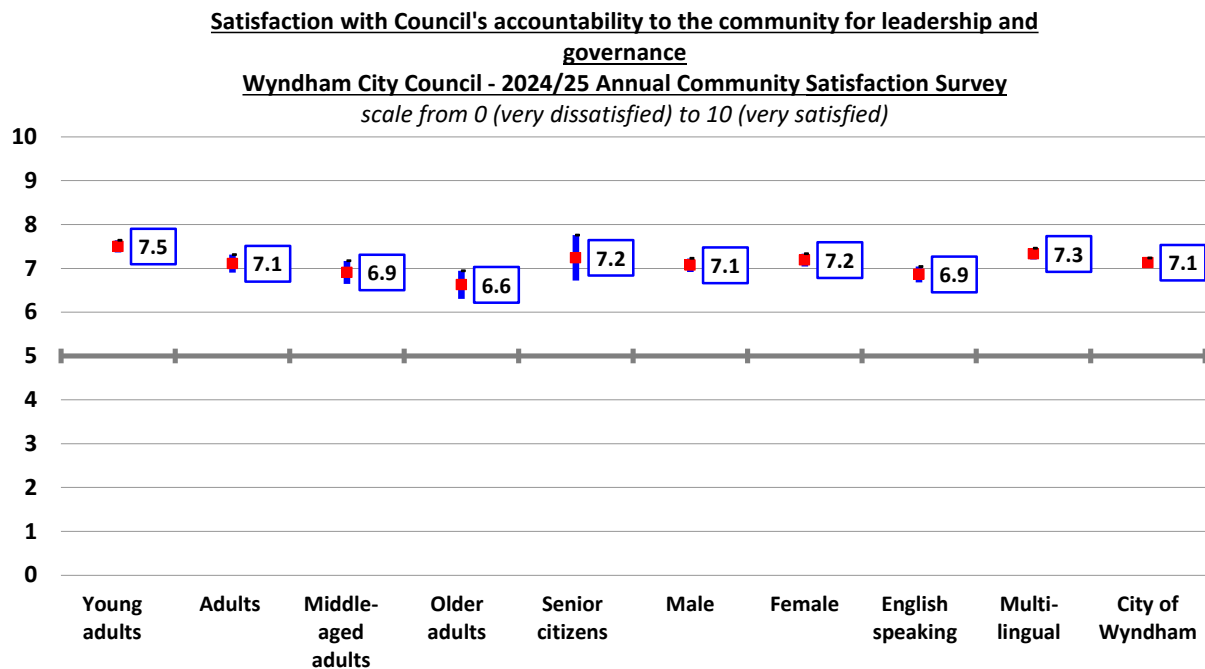
By contrast, respondents from Hoppers Crossing were notably (4%) less satisfied than average, although still at a “good” level of satisfaction.



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

Young adults (aged 18 to 34 years) were measurably more satisfied than average, and at a “very good” level, whilst older adults (aged 45 to 54 years) were measurably less satisfied, but still at a “good” level.

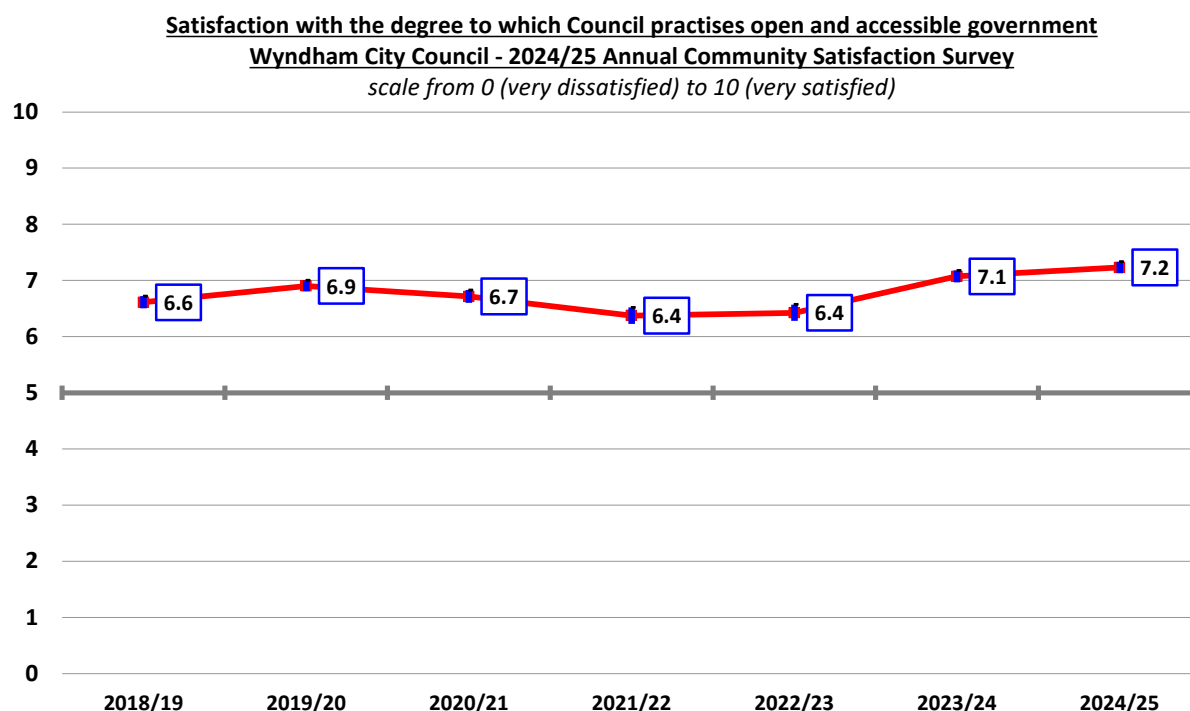
Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.



Council practices open and accessible government

Satisfaction with how well Council practices open and accessible government remained essentially stable this year, up one percent to 7.2 out of 10, which remained a “good” level of satisfaction.

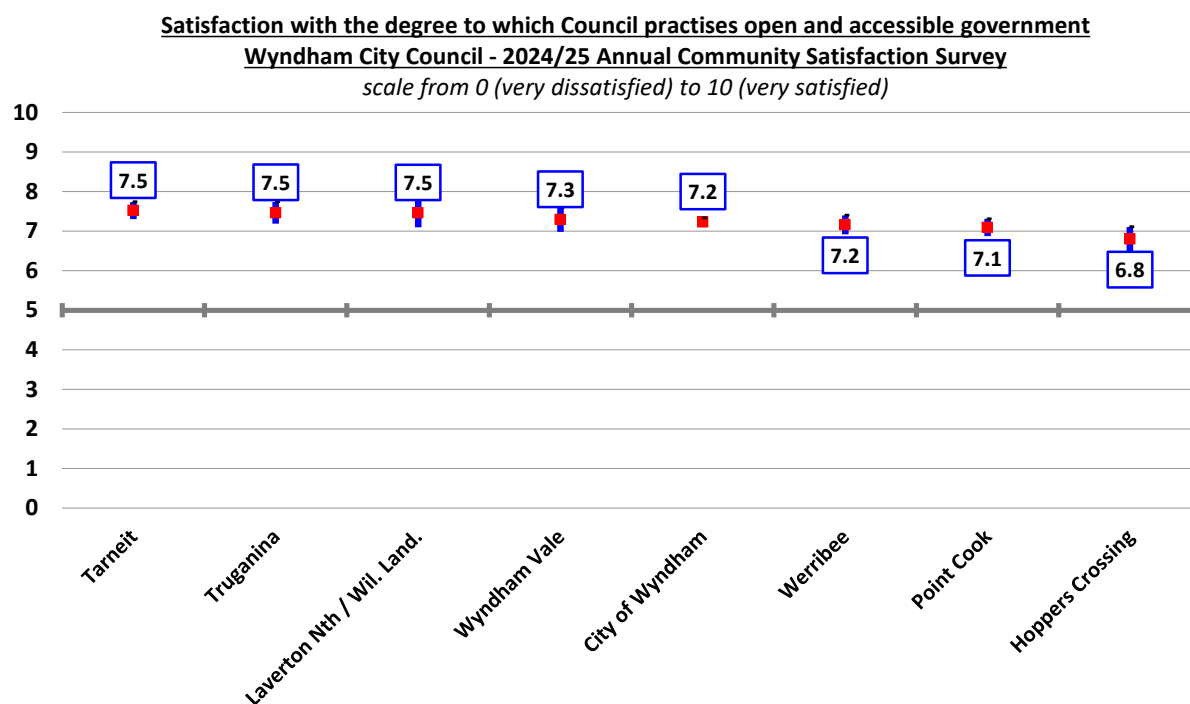
This was the highest score recorded for this aspect of performance for the City of Wyndham and was measurably (4%) higher than the long-term average satisfaction since 2018/19 of 6.8 out of 10 or “good”.



There was measurable variation in satisfaction with this aspect of performance observed across the municipality.

Respondents from Tarneit were measurably (3%) and respondents from Truganina and Laverton North / Williams Landing were notably (3%) more satisfied than average, and at “very good” levels of satisfaction.

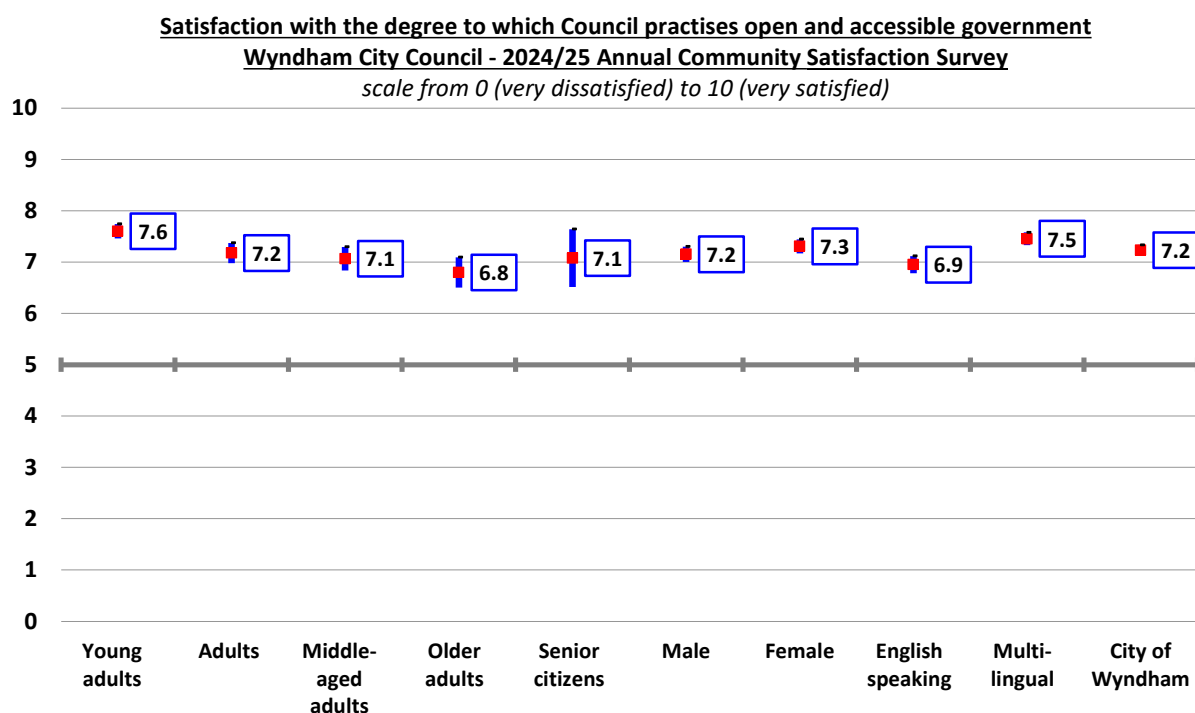
By contrast, respondents from Hoppers Crossing were measurably (4%) less satisfied than average, although still at a “good” level of satisfaction.



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

Young adults (aged 18 to 34 years) were measurably more satisfied than average, and at a “very good” level, whilst older adults (aged 45 to 54 years) were measurably less satisfied.

Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

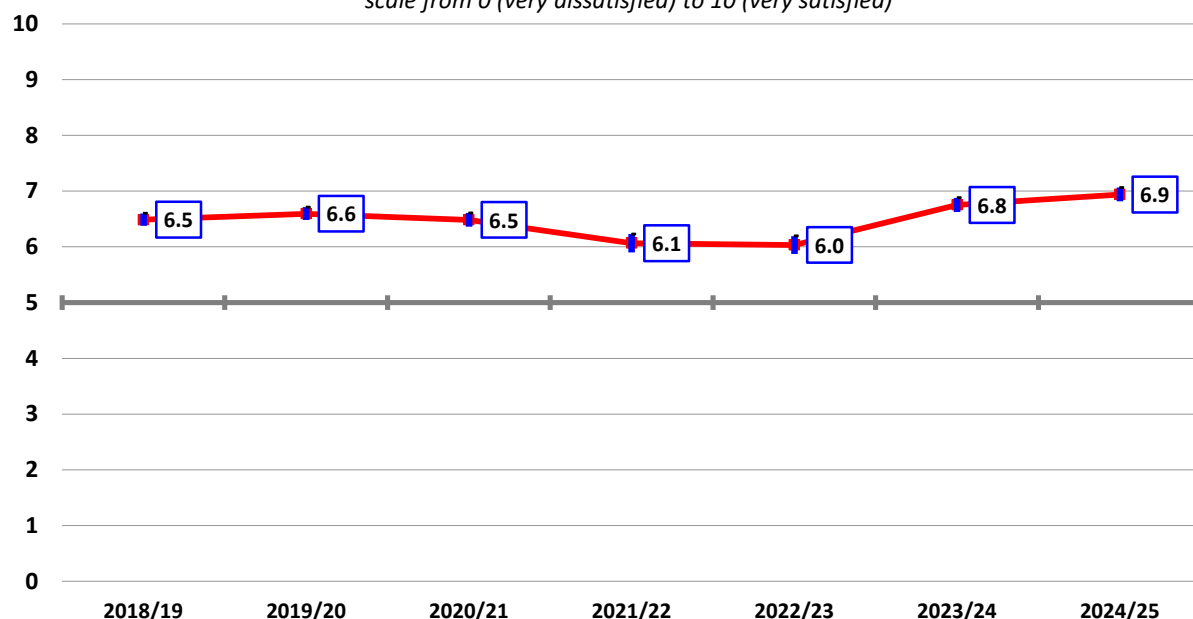


How well Council does with the money it has available

Satisfaction with how well Council does with the money it has available remained essentially stable this year, up one percent to 6.9 out of 10, which remained a “good” level of satisfaction.

This was the highest score recorded for this aspect of performance for the City of Wyndham and was measurably (4%) higher than the long-term average satisfaction since 2018/19 of 6.5 out of 10 or “good”.

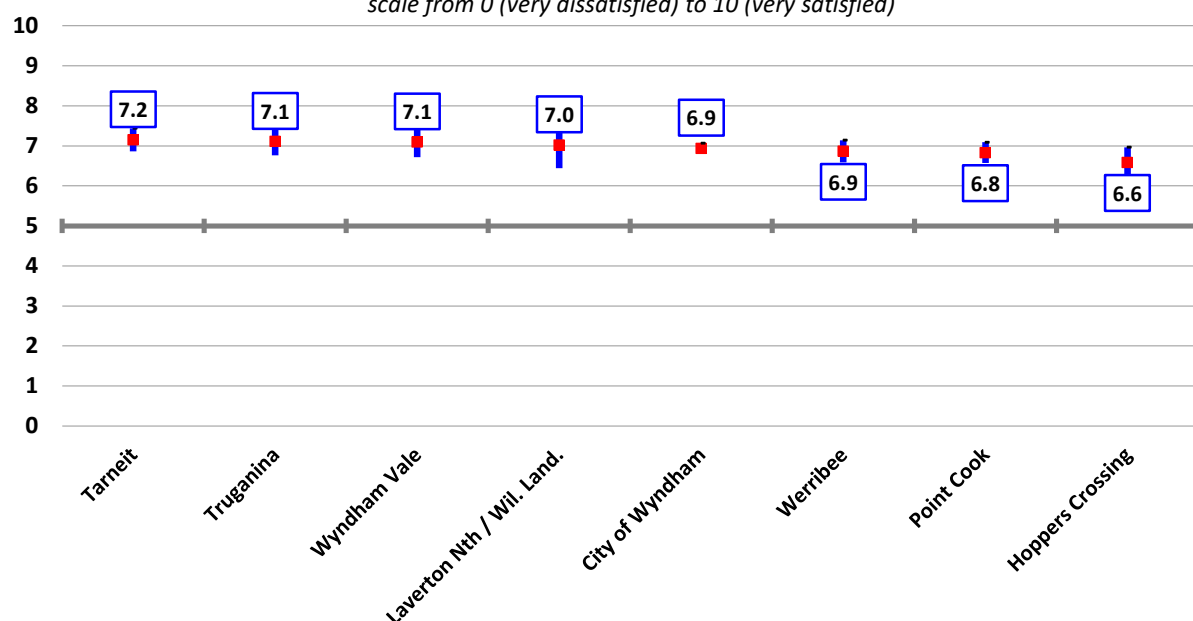
Satisfaction with how well Council does with the money it has available
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no substantial variation in satisfaction with this aspect of performance observed across the municipality, with respondents from all precincts rating satisfaction at “good” levels.

It is noted, however, that respondents from Tarneit were somewhat (3%) more satisfied than average, whilst respondents from Hoppers Crossing were three percent less satisfied.

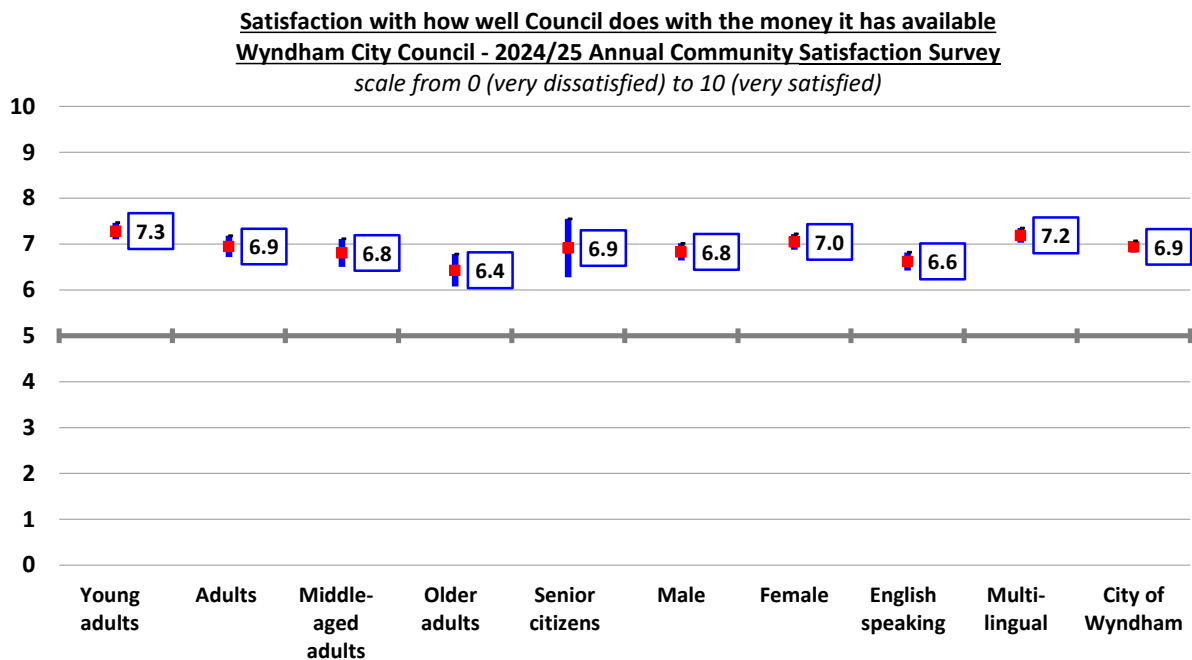
Satisfaction with how well Council does with the money it has available
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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

Young adults (aged 18 to 34 years) were measurably more satisfied than average, and at a “very good” level, whilst older adults (aged 45 to 54 years) were measurably less satisfied, and at a “solid” rather than “good” level of satisfaction.

Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

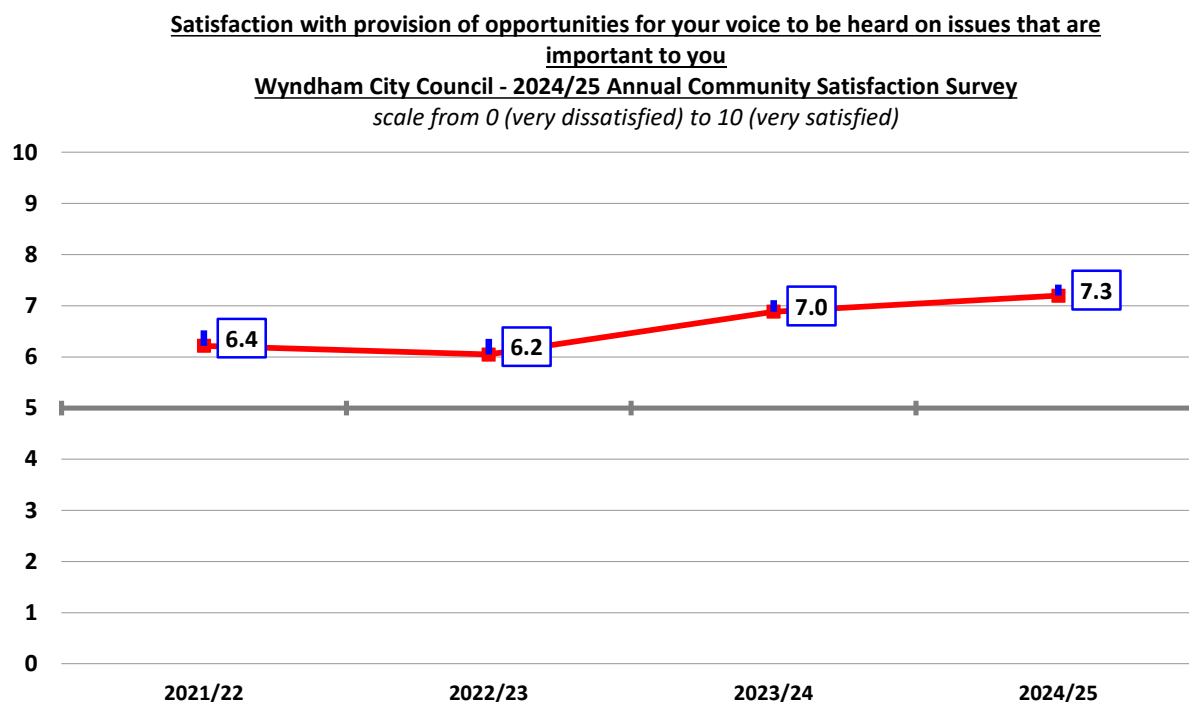


Provision of opportunities for voice to be heard on issues that are important to you

Satisfaction with the provision of opportunities for the respondents’ voice to be heard on issues that are important to them increased measurably this year, up three percent to 7.3 out of 10, which was a “very good”, up from a “good” level of satisfaction.

This was the highest score recorded for this aspect of performance for the City of Wyndham and was measurably (6%) higher than the long-term average satisfaction since 2021/22 of 6.7 out of 10 or “good”.

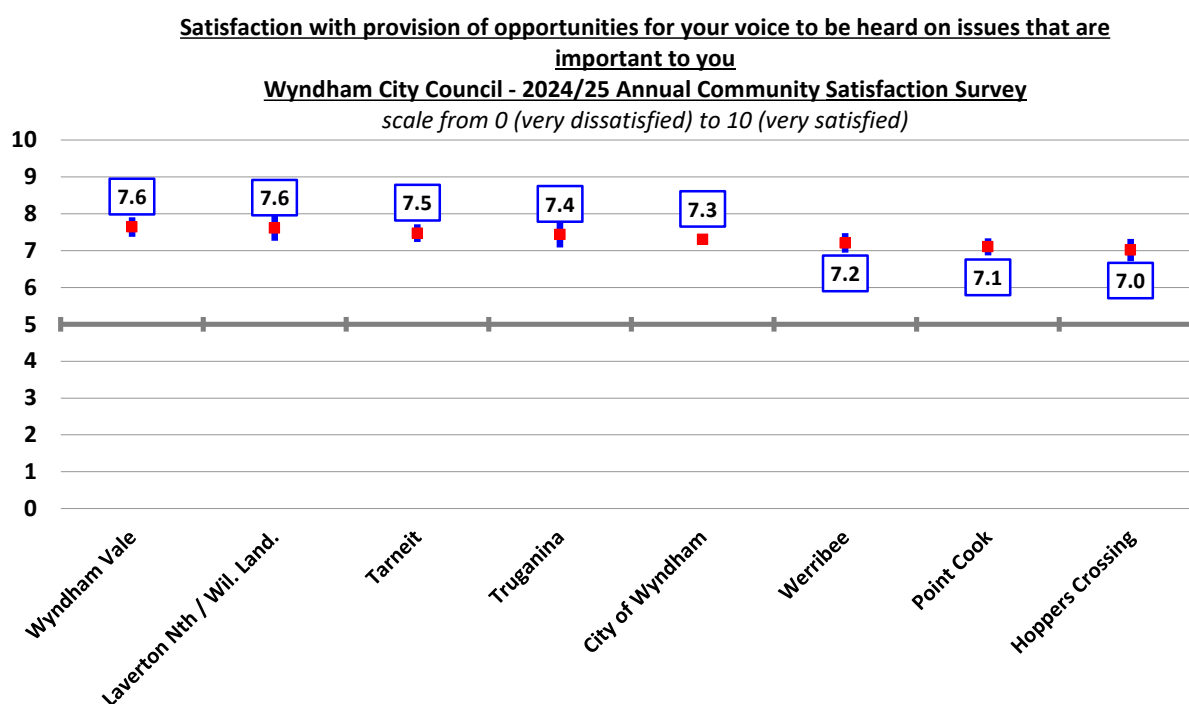
Metropolis Research notes that this increase in satisfaction with this aspect of performance was consistent with the record high satisfaction with Council’s communication and consultation performance (up 2% this year to 7.5 out of 10 or “very good”).



There was measurable variation in satisfaction with this aspect of performance observed across the municipality.

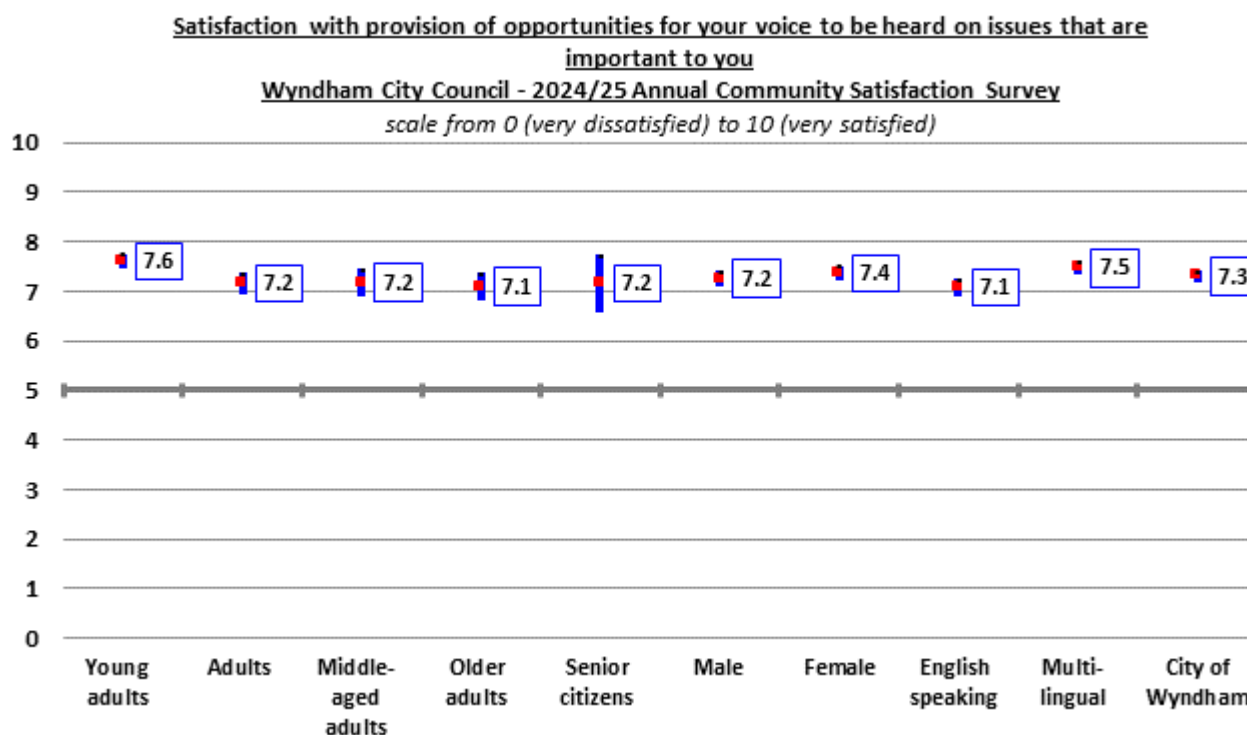
Respondents from Wyndham Vale were measurably (3%) and respondents from Laverton North / Williams Landing were notably (3%) more satisfied than average and at “very good” levels.

By contrast, respondents from Hoppers Crossing were notably (3%) less satisfied than average, although still at a “good” level of satisfaction.



There was measurable variation in satisfaction with this aspect of performance observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than average, and at a “very good” level of satisfaction.

Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

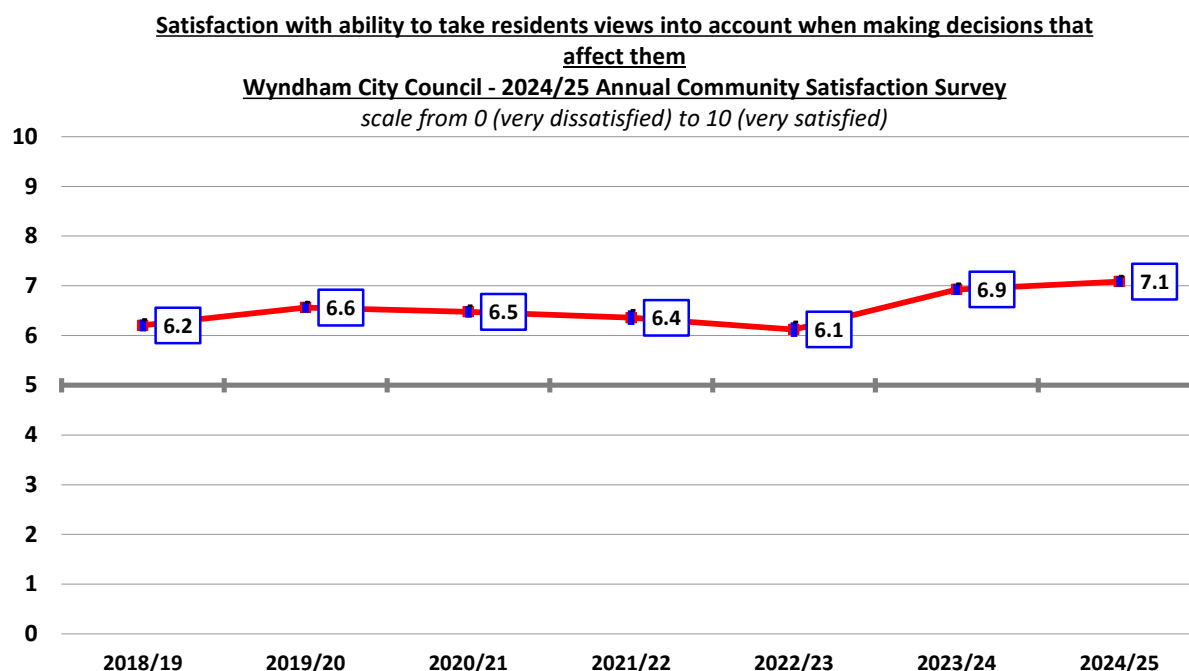


Ability to take residents' views into account when making decisions that affect them

Satisfaction with Council's ability to take residents' views into account when making decisions that affect them increased measurably this year, up two percent to 7.1 out of 10, although it remained a “good” level of satisfaction.

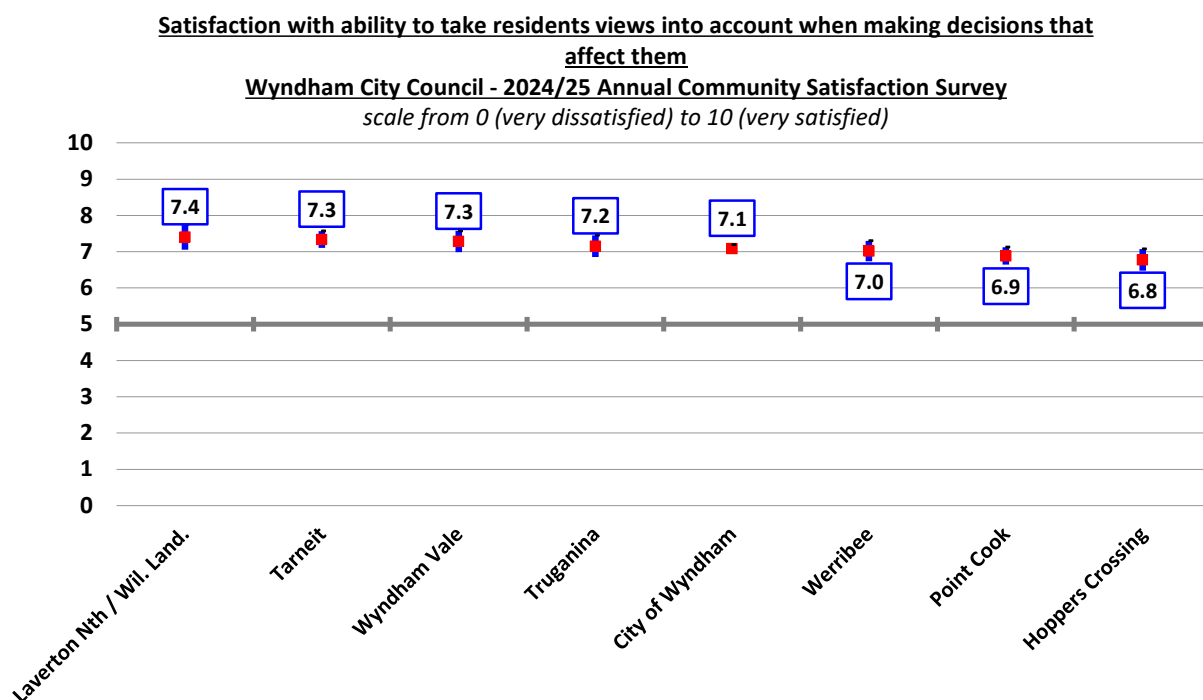
This was the highest score recorded for this aspect of performance for the City of Wyndham and was measurably (6%) higher than the long-term average satisfaction since 2018/19 of 6.5 out of 10 or “good”.

Metropolis Research notes that this increase in satisfaction with this aspect of performance was consistent with the record high satisfaction with Council's performance making decisions in the interests of the community (up 2% this year to 7.1 out of 10 or “good”).



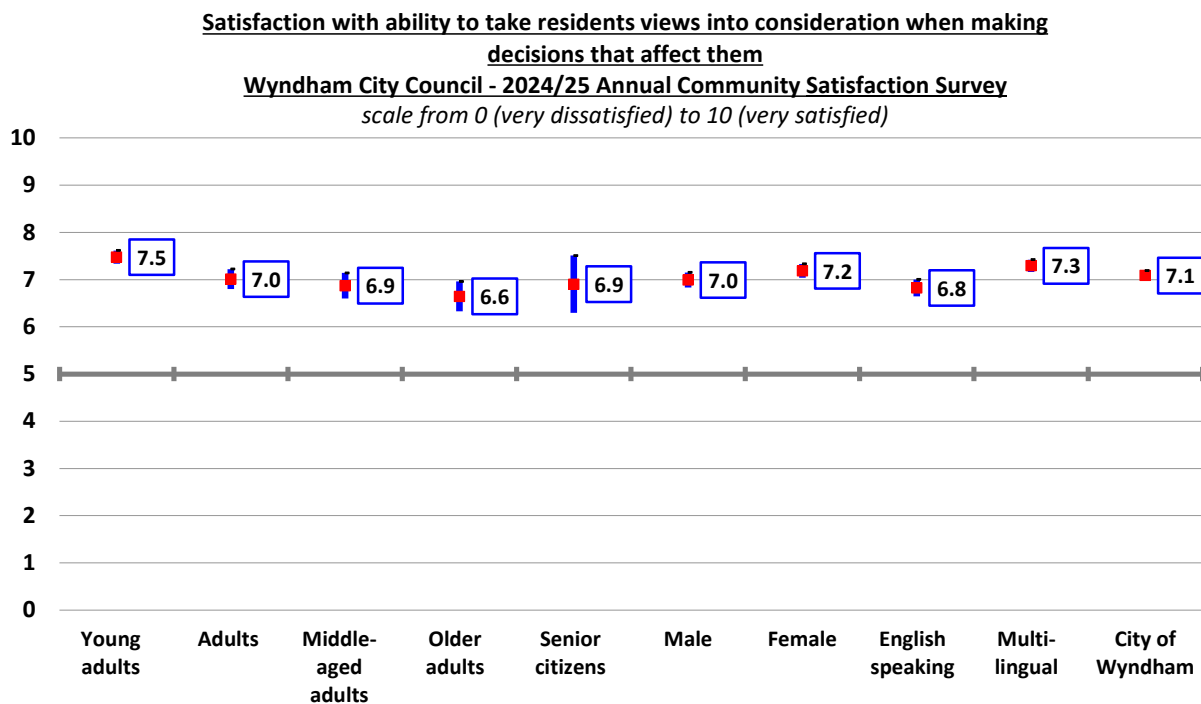
Whilst there was no statistically significant variation in satisfaction with this aspect of performance observed across the municipality, it is noted that respondents from Laverton North / Williams Landing were somewhat (3%) more satisfied than average and at a “very good” level.

By contrast, respondents from Hoppers Crossing were somewhat (3%) less satisfied than average, although still at a “good” level.



There was measurable variation in satisfaction with this aspect of performance observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than average, and at a “very good” level of satisfaction, whilst older adults (aged 55 to 74 years) were measurably less satisfied, although still at a “good” level of satisfaction.

Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.



Satisfaction with aspect of Council leadership

In addition to the 11 aspects of Council’s governance and leadership performance discussed in the previous two sections, the survey included satisfaction with eight aspects of Council performance related to Council leadership across a range of policy and community areas.

These eight aspects of Council’s leadership performance cover accessibility and inclusiveness, local activity centres, healthy and active lifestyle, local learning opportunities, providing support services, providing the services required by residents, and empowering the community to lead and form social connections.

These questions relating to satisfaction with aspects of Council leadership are unique to the City of Wyndham, and Metropolis Research does not have comparison results from the *Governing Melbourne* research available.

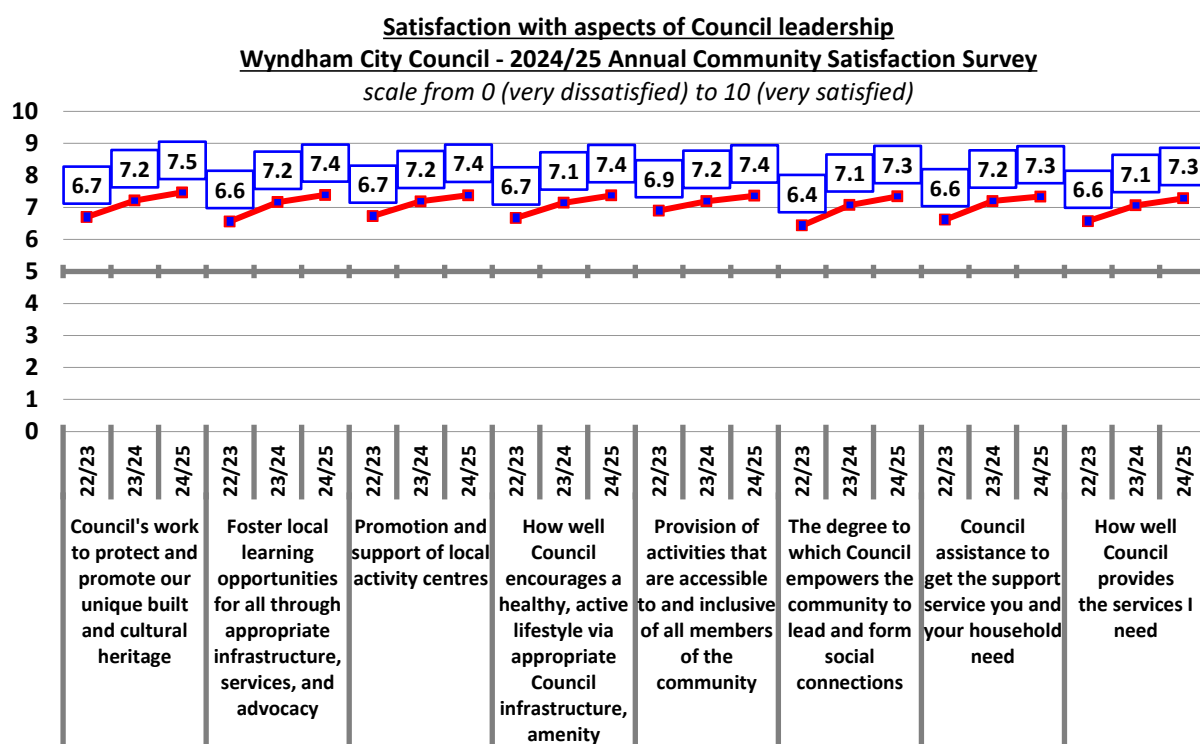
Consistent with the broad-ranging increase in satisfaction with the performance of Wyndham City Council this year, satisfaction with Council’s performance across these eight aspects of Council leadership also increased again this year.

The average satisfaction with these aspects increased two percent this year, up from 7.2 out of 10 to 7.4, which was a “very good” level of satisfaction.

Metropolis Research notes that several of these aspects of performance are relatively complex aspects of performance, and it can be difficult for respondents to make an informed judgement about the detailed activities that may be part of Council’s performance in these areas.

In situations where the aspect of performance can be somewhat difficult for respondents to judge in the absence of significant unique factors in the local community, these aspects will tend to be rated at a similar level to satisfaction with overall performance.

It is also important to bear in mind that respondents tend to make judgements about these aspects of performance based on the key words in the question, such as ‘heritage’, ‘infrastructure’, and ‘social connections’, and can sometimes tend to rate performance based on how satisfied they are with these broader concepts rather than reflecting detailed knowledge of Council’s specific activities in these areas.

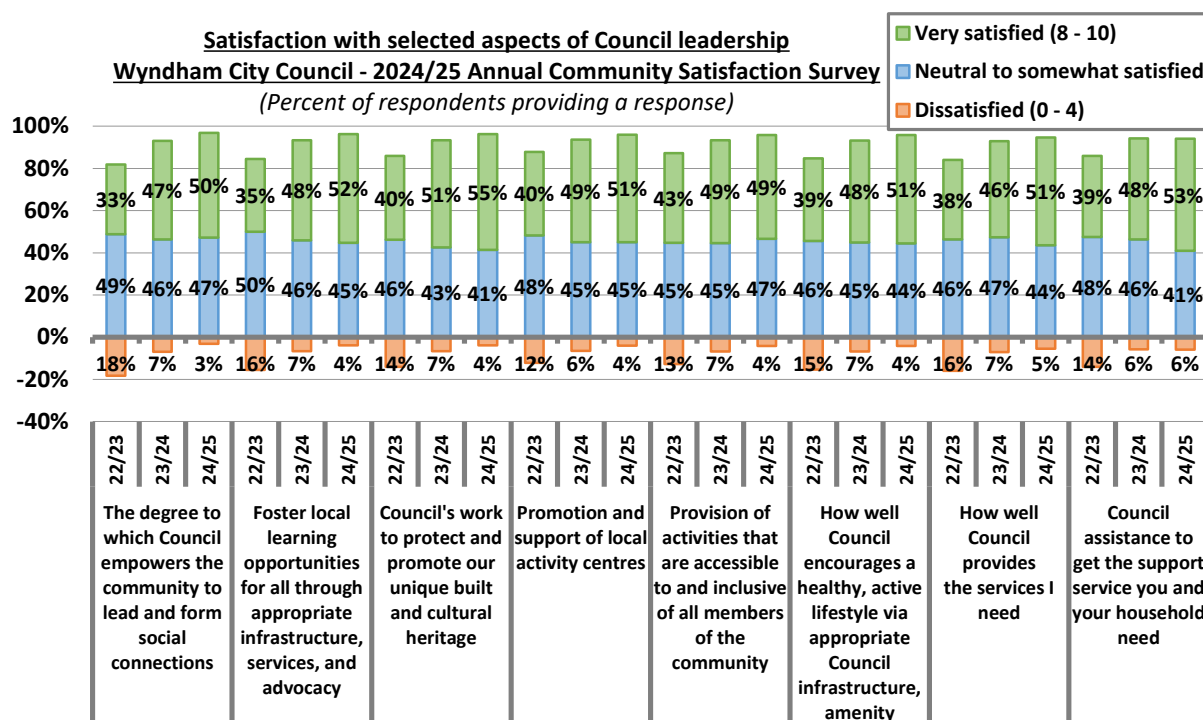


The following graph provides a breakdown of these results into the proportion of respondents (who provided a satisfaction score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven),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

Metropolis Research notes that there was an increase in the proportion of respondents who were “very satisfied” with seven of the eight aspects, with a consistent 49% “very satisfied” with the provision of activities that are accessible to and inclusive of all members of the community.



The proportion of respondents who were “dissatisfied” with these eight aspects continued to decline this year, with no more than six percent of respondents “dissatisfied” with any of the eight aspects.

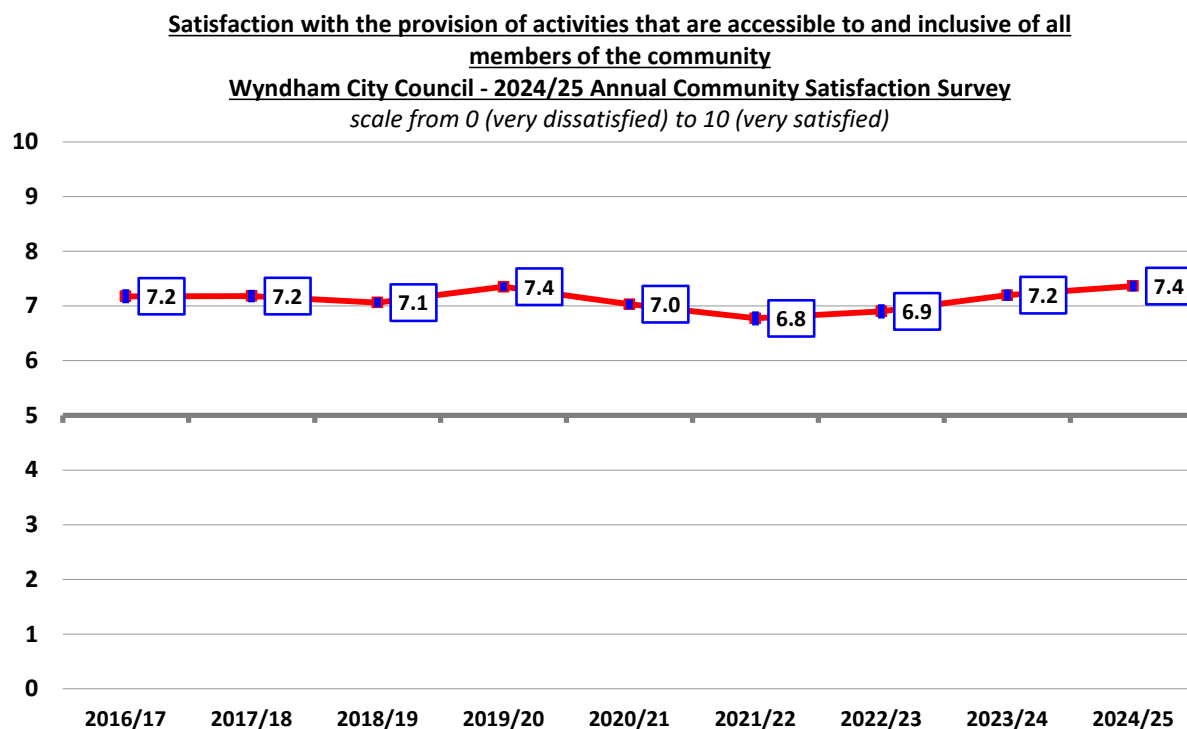


The provision of activities that are accessible to and inclusive of all members of the community

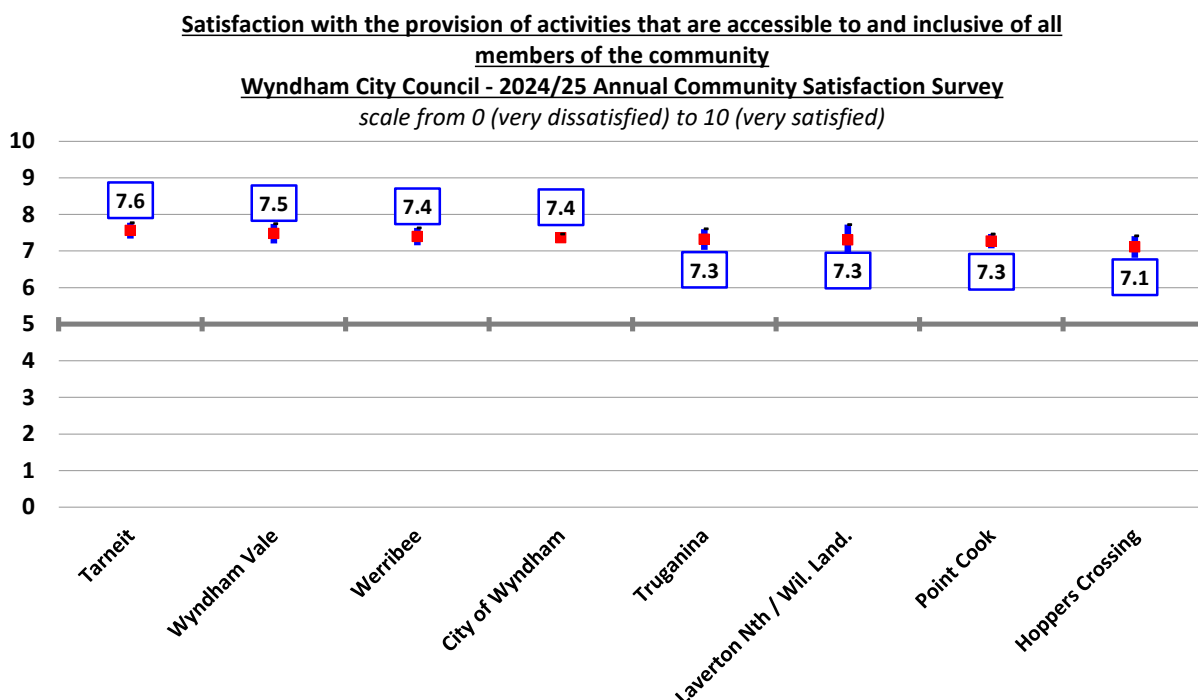
Satisfaction with the provision of activities that are accessible to and inclusive of all members of the community increased measurably this year, up two percent to 7.4 out of 10, which was a “very good”, up from a “good” level of satisfaction.

This was the equal highest satisfaction with this aspect of performance, now having returned to the pre-pandemic level of 7.4 recorded back in 2019/20.

This result was measurably higher than the long-term average satisfaction since 2016/17 of 7.1 out of 10, or “good”.



There was measurable variation in satisfaction with this aspect of performance observed across the municipality, with respondents from Hoppers Crossing measurably (3%) less satisfied than average, and at a “good” rather than a “very good” level of satisfaction.

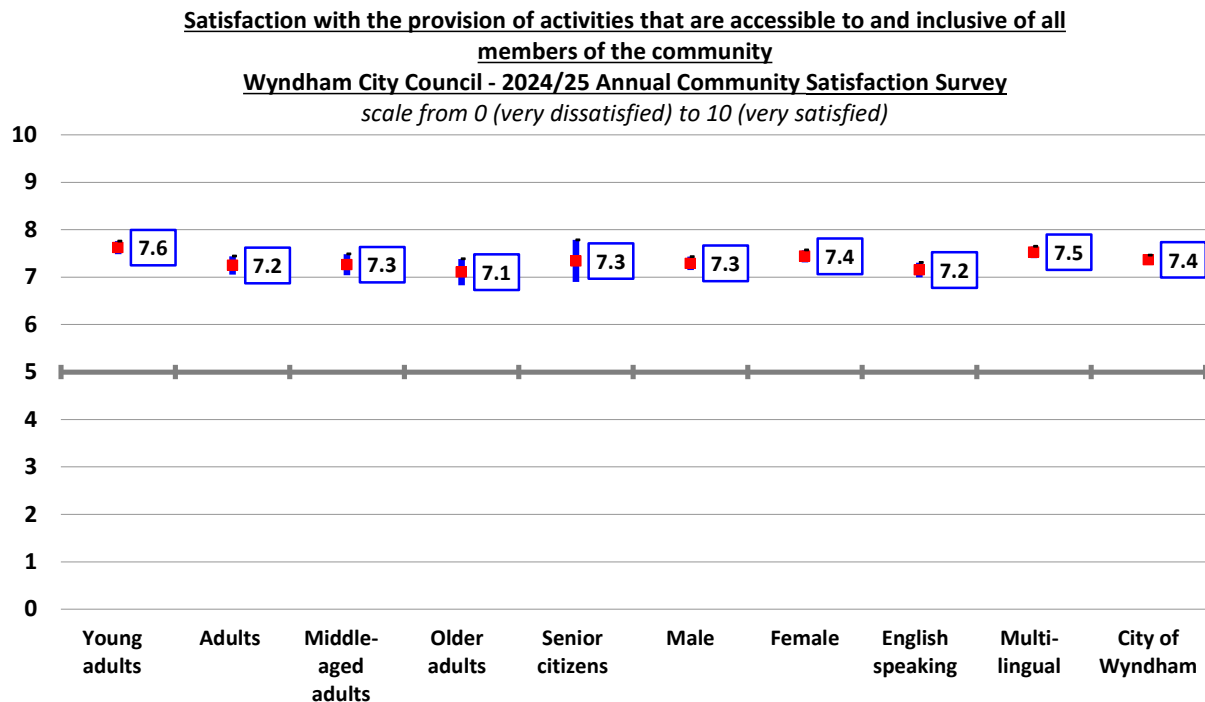


There was measurable variation in satisfaction with this aspect of performance observed by respondent profile.



Young adults (aged 18 to 34 years) were measurably (2%) more satisfied than average, whilst older adults (aged 55 to 74 years) were somewhat (3%) less satisfied, and at a “good” rather than a “very good” level.

Respondents from multilingual households were measurably (3%) more satisfied than respondents from English speaking households.



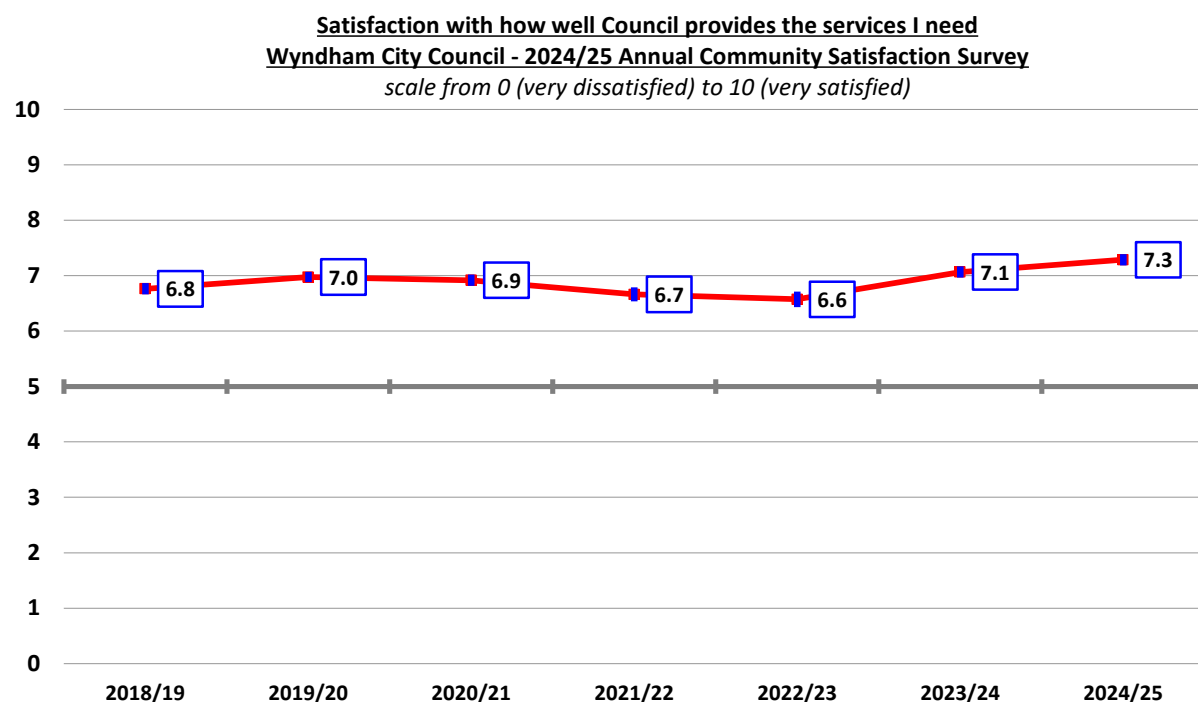
How well Council provides the services respondents need

Satisfaction with how well Council provides the services that the respondents' need increased measurably this year, up two percent to 7.3 out of 10, which was a “very good”, up from a “good” level of satisfaction.

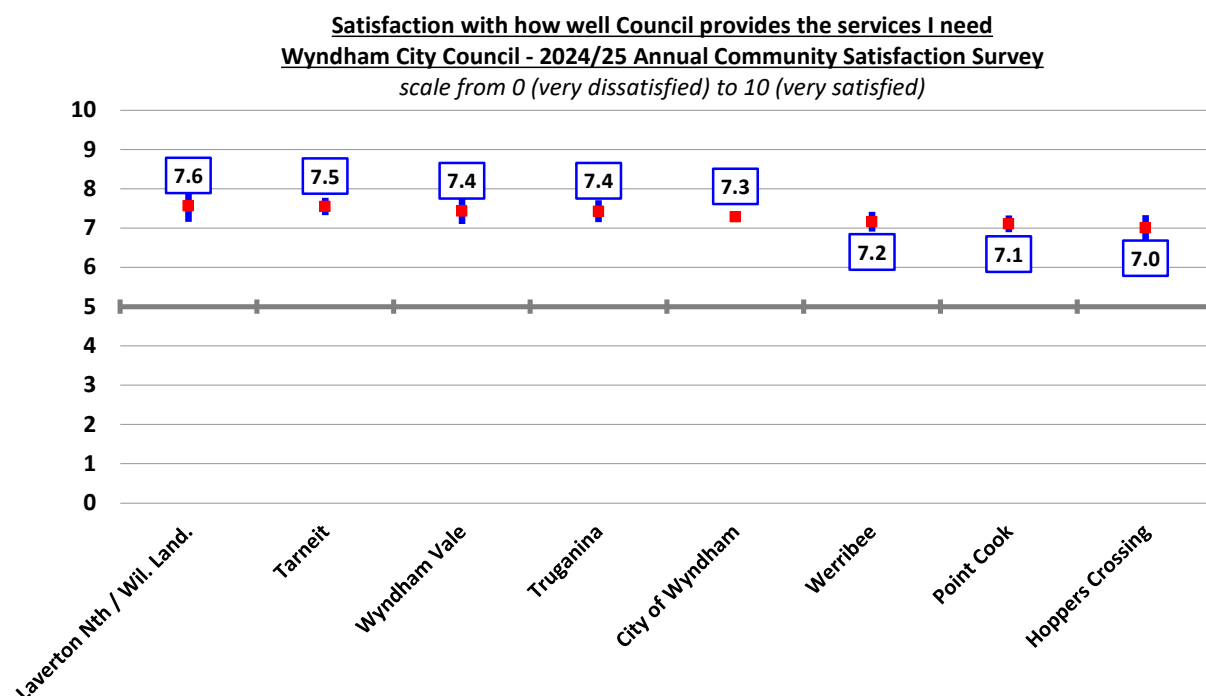
This result was identical to the satisfaction with Council's overall performance, reflecting the general increase in satisfaction with Council.

Metropolis Research notes, however, that satisfaction with how well Council provides the services that respondents need remained notably (5%) lower than the average satisfaction with the 46 Council services and facilities included in the [satisfaction with Council services and facilities](#) section of this report.

This was the highest satisfaction recorded for this aspect of performance for the City of Wyndham and was measurably higher than the long-term average satisfaction since 2018/19 of 6.9 out of 10, or “good”.



Whilst there was no measurable variation in satisfaction with this aspect of performance observed across the municipality, it is noted that respondents from Hoppers Crossing were notably (3%) less satisfied than average, and at a “good” rather than a “very good” level of satisfaction.

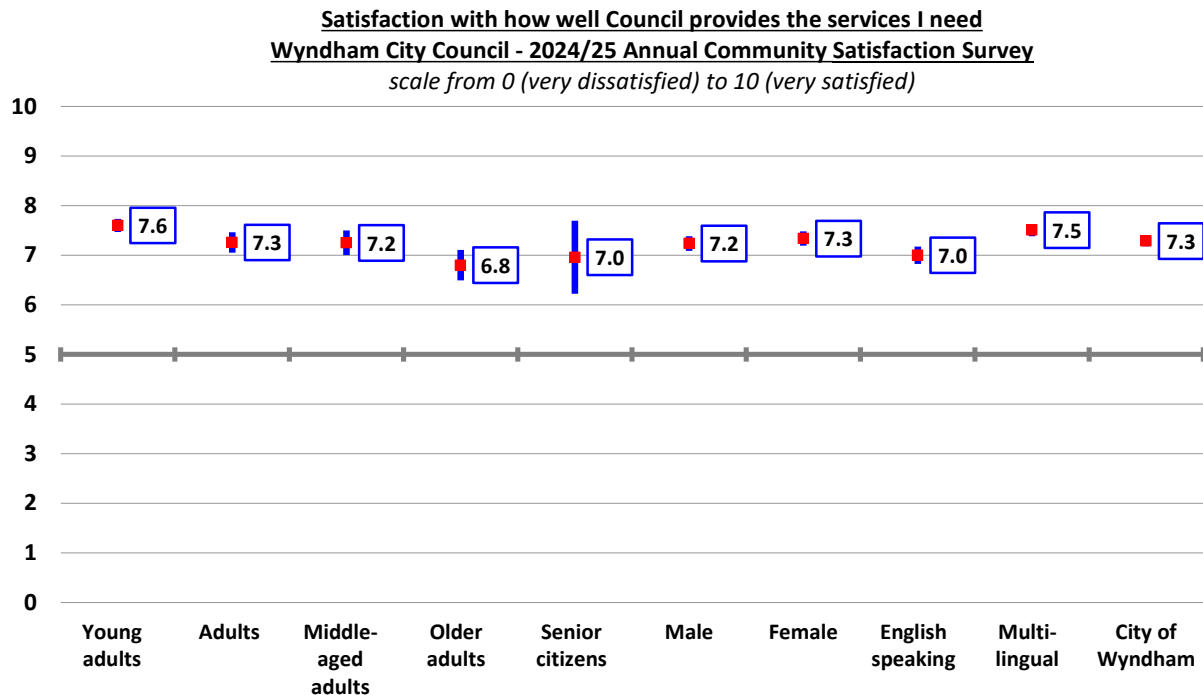


There was measurable variation in satisfaction with this aspect of performance observed by respondent profile.



Young adults (aged 18 to 34 years) were measurably (3%) more satisfied than average, whilst older adults (aged 55 to 74 years) were measurably (5%) less satisfied, and at a “good” rather than a “very good” level.

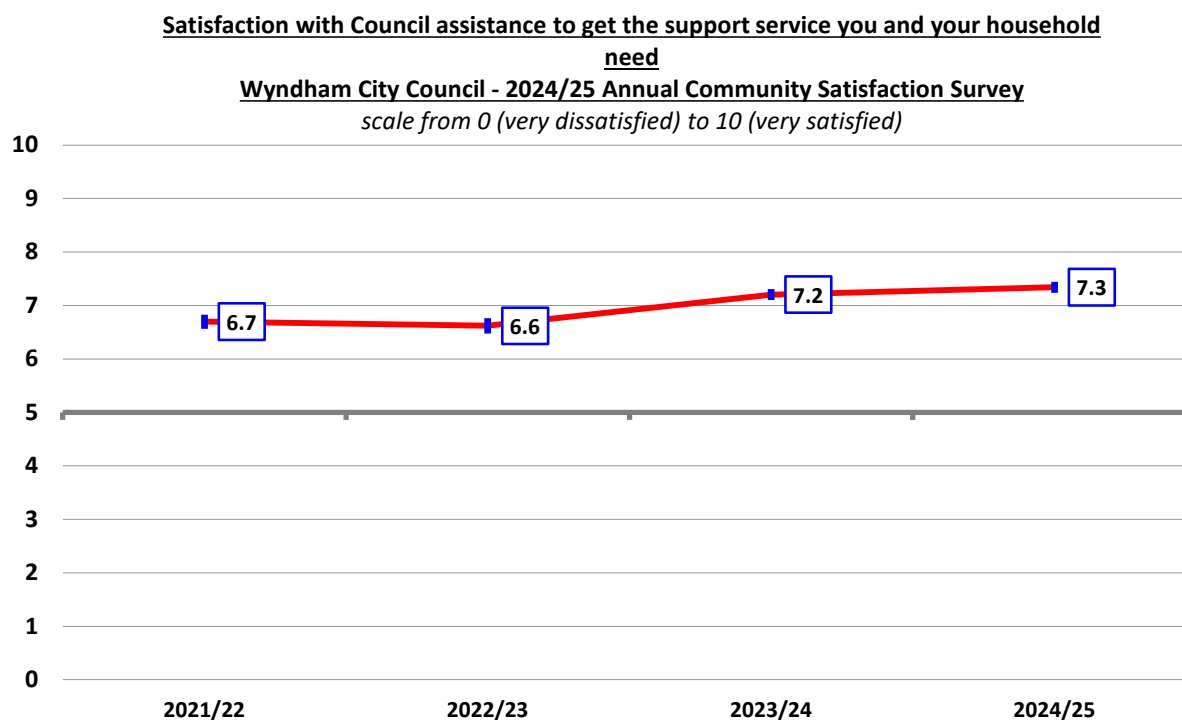
Respondents from multilingual households were measurably (5%) more satisfied than respondents from English speaking households.



Council assistance to get the support service you and your household need

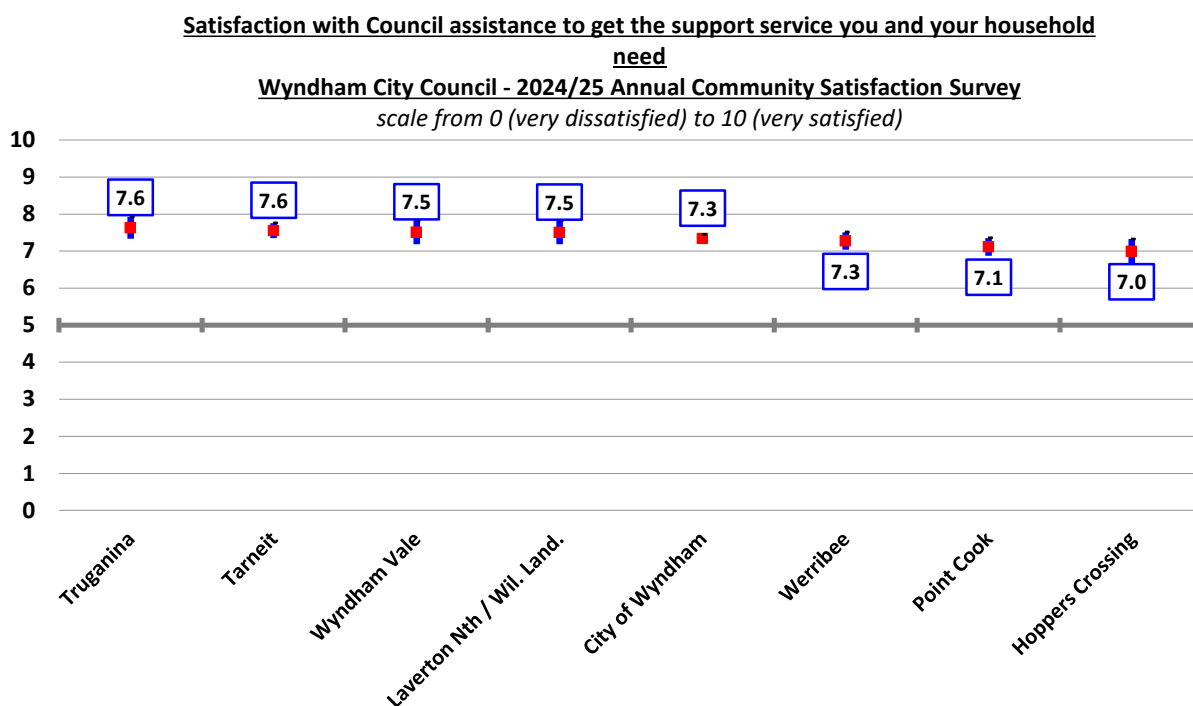
Satisfaction with Council assistance to get the support services respondents and their households need remained essentially stable this year, up one percent to 7.3 out of 10, which was a “very good”, up from a “good” level of satisfaction.

This was the highest satisfaction with this aspect of performance recorded for the City of Wyndham and was measurably higher than the long-term average satisfaction since 2021/22 of 7.0 out of 10, or “good”.



Whilst there was no measurable variation in satisfaction with this aspect of performance observed across the municipality, it is noted that respondents from Truganina and Tarneit were notably (3%) more satisfied than average.

By contrast, respondents from Hoppers Crossing were notably (3%) less satisfied than average, and at a “good” rather than a “very good” level of satisfaction.

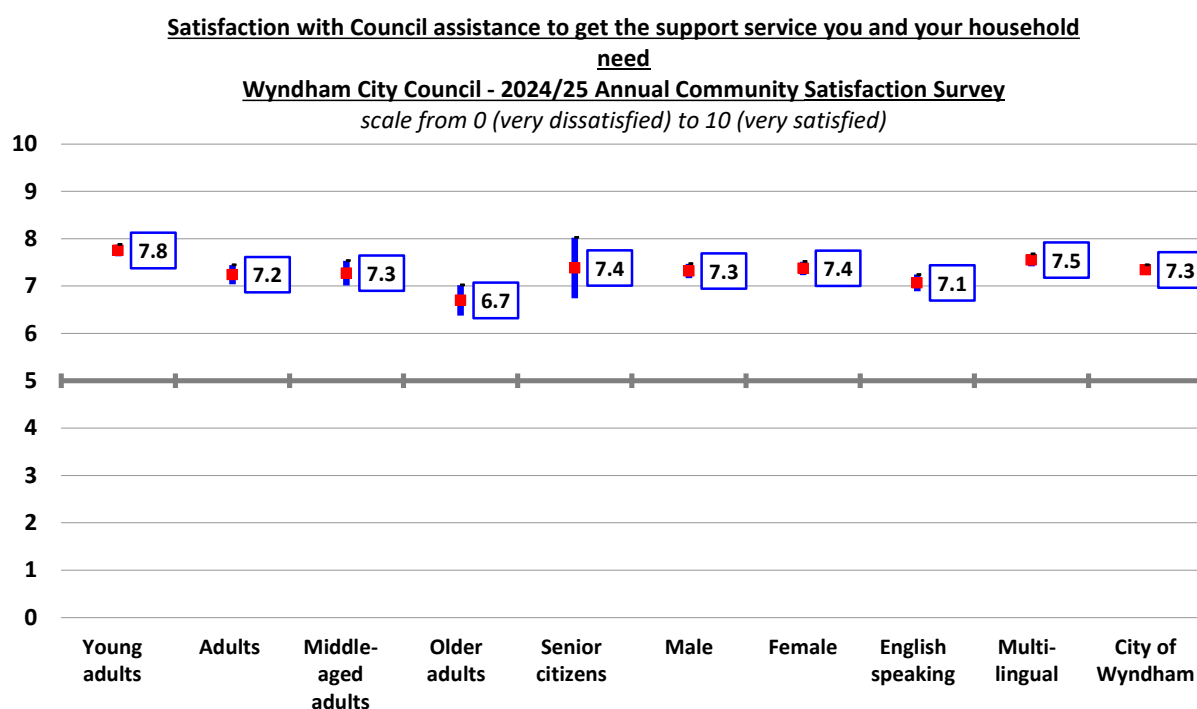


There was measurable variation in satisfaction with this aspect of performance observed by respondent profile.

Young adults (aged 18 to 34 years) were measurably (5%) more satisfied than average, and at an “excellent” level of satisfaction.

By contrast, older adults (aged 55 to 74 years) were measurably (5%) less satisfied, and at a “good” rather than a “very good” level.

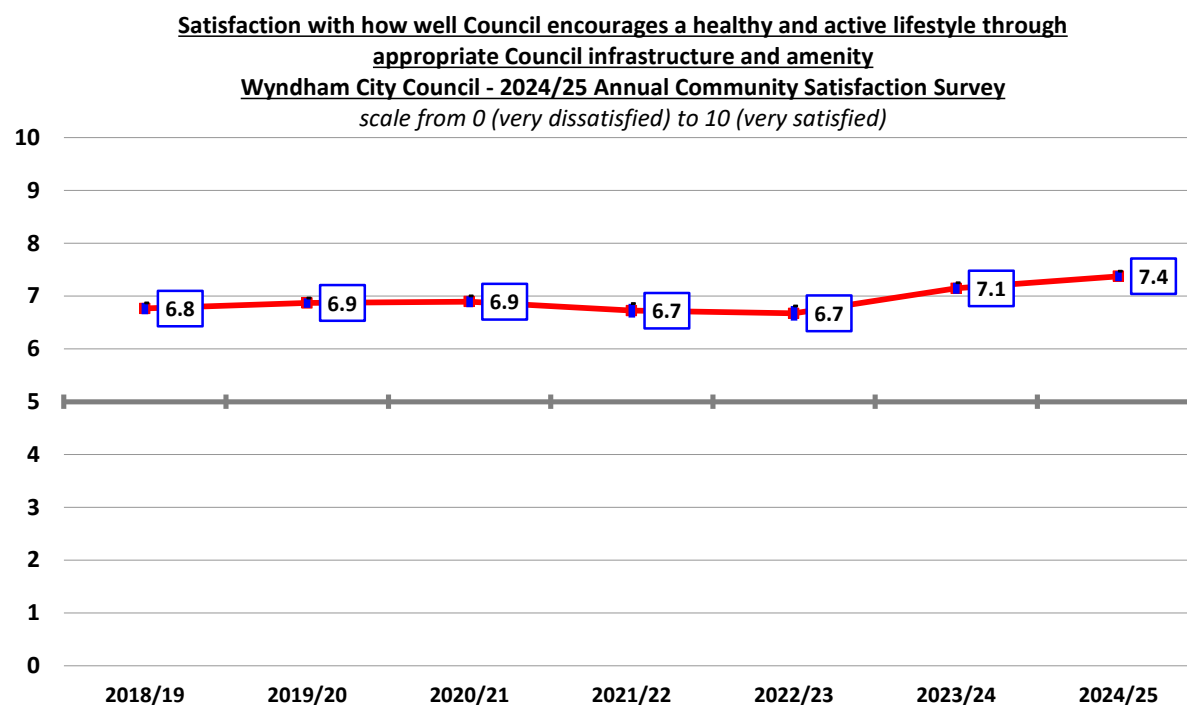
Respondents from multilingual households were measurably (4%) more satisfied than respondents from English speaking households.



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

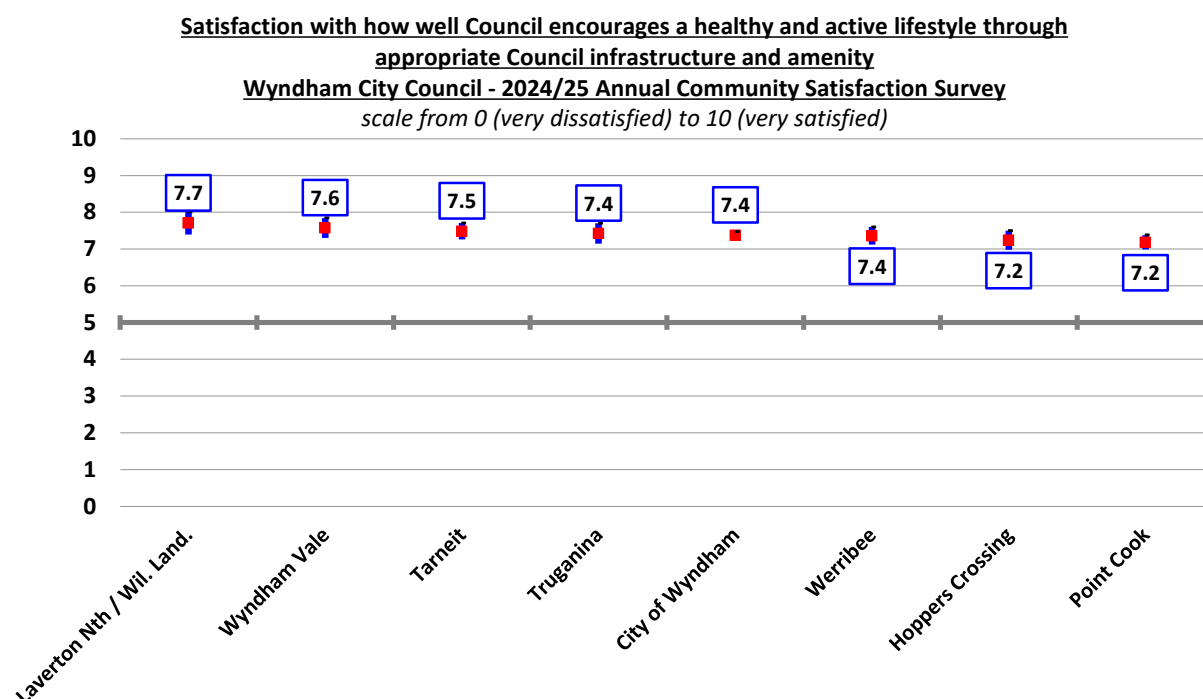
Satisfaction with how well Council encourages a healthy and active lifestyle through appropriate Council infrastructure and amenity increased measurably this year, up three percent to 7.4 out of 10, which was a “very good”, up from a “good” level of satisfaction.

This was the highest satisfaction with this aspect of performance recorded for the City of Wyndham and was measurably (5%) higher than the long-term average satisfaction since 2018/19 of 6.9 out of 10, or “good”.



Whilst there was no measurable variation in satisfaction with this aspect of performance observed across the municipality, it is noted that 36 respondents from Laverton North / Williams Landing were somewhat (3%) more satisfied than average.

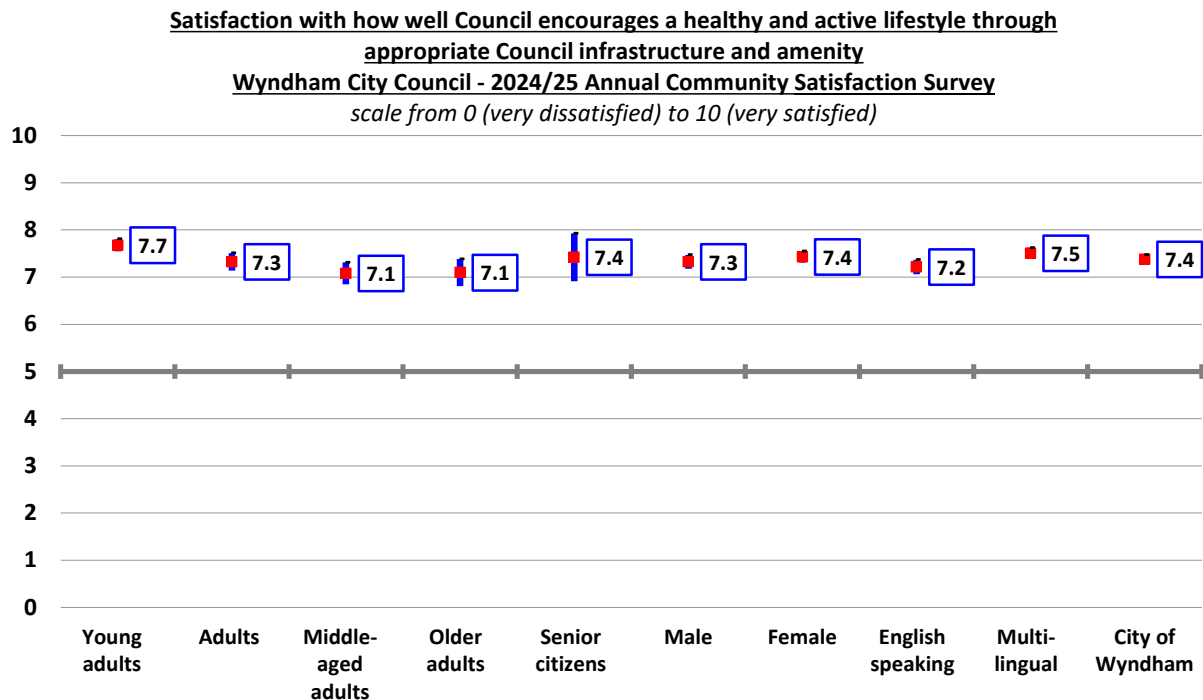
By contrast, respondents from Hoppers Crossing and Point Cook were somewhat (2%) less satisfied than average, and at a “good” rather than a “very good” level of satisfaction.



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

Young adults (aged 18 to 34 years) were measurably (3%) more satisfied than average, whilst middle-aged adults (aged 45 to 54 years) were measurably (3%) and older adults (aged 55 to 74 years) were notably (3%) less satisfied, and both at “good” rather than “very good” levels.

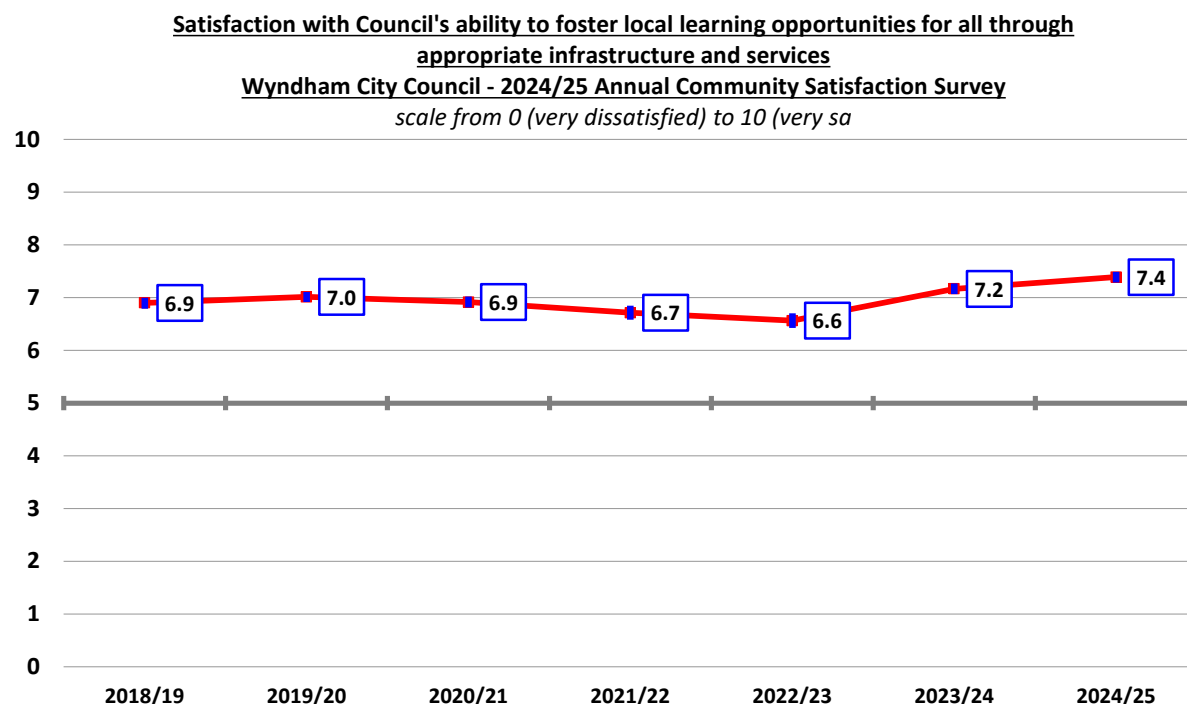
Respondents from multilingual households were measurably (3%) more satisfied than respondents from English speaking households.



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

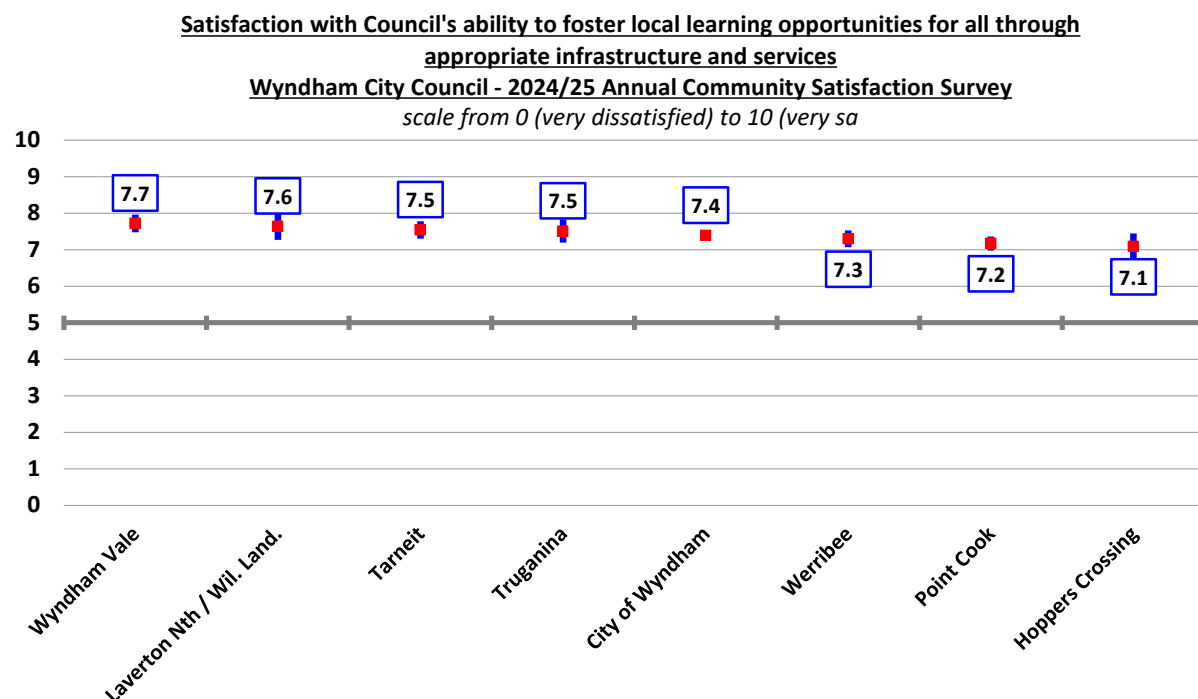
Satisfaction with how well Council fosters local learning opportunities for all through appropriate infrastructure and services increased measurably this year, up two percent to 7.4 out of 10, which was a “very good”, up from a “good” level of satisfaction.

This was the highest satisfaction with this aspect of performance recorded for the City of Wyndham and was measurably higher than the long-term average satisfaction since 2018/19 of 7.0 out of 10, or “good”.



There was measurable variation in satisfaction with this aspect of performance observed across the municipality.

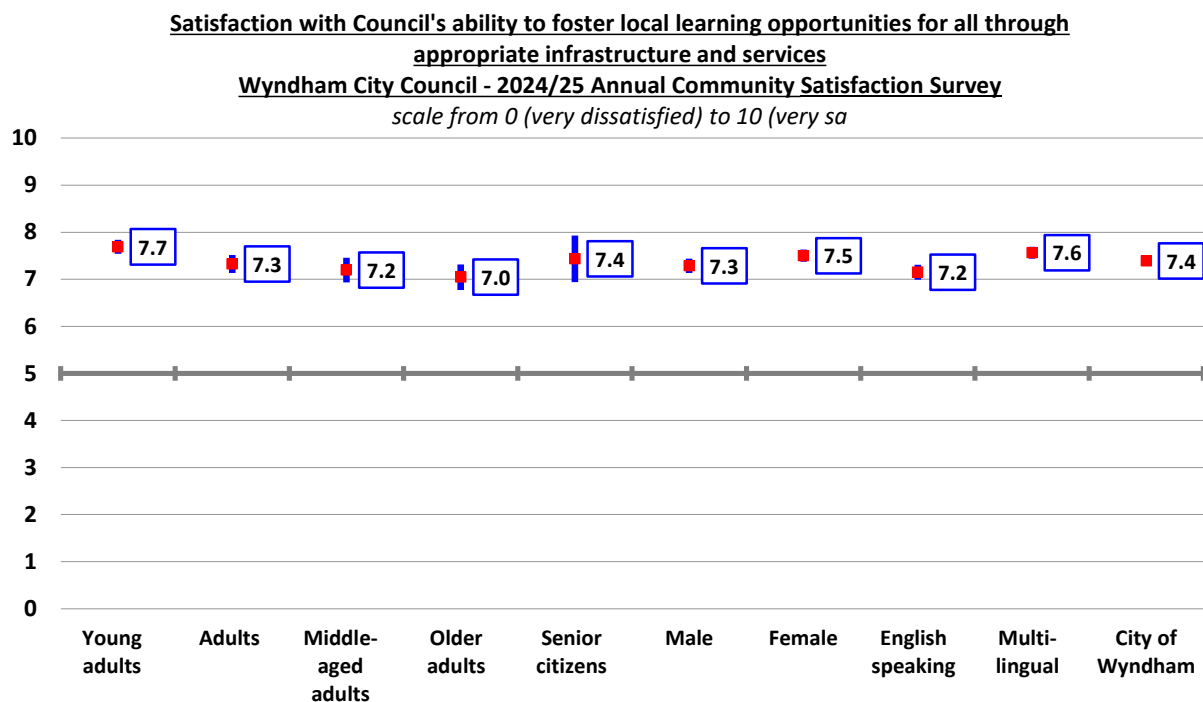
Respondents from Wyndham Vale were measurably (3%) more satisfied than average, whilst respondents from Hoppers Crossing were notably (3%) less satisfied, and at a “good” rather than a “very good” level of satisfaction.



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

Young adults (aged 18 to 34 years) were measurably (3%) more satisfied than average, whilst older adults (aged 55 to 74 years) were measurably (4%) less satisfied, and at a “good” rather than “very good” level.

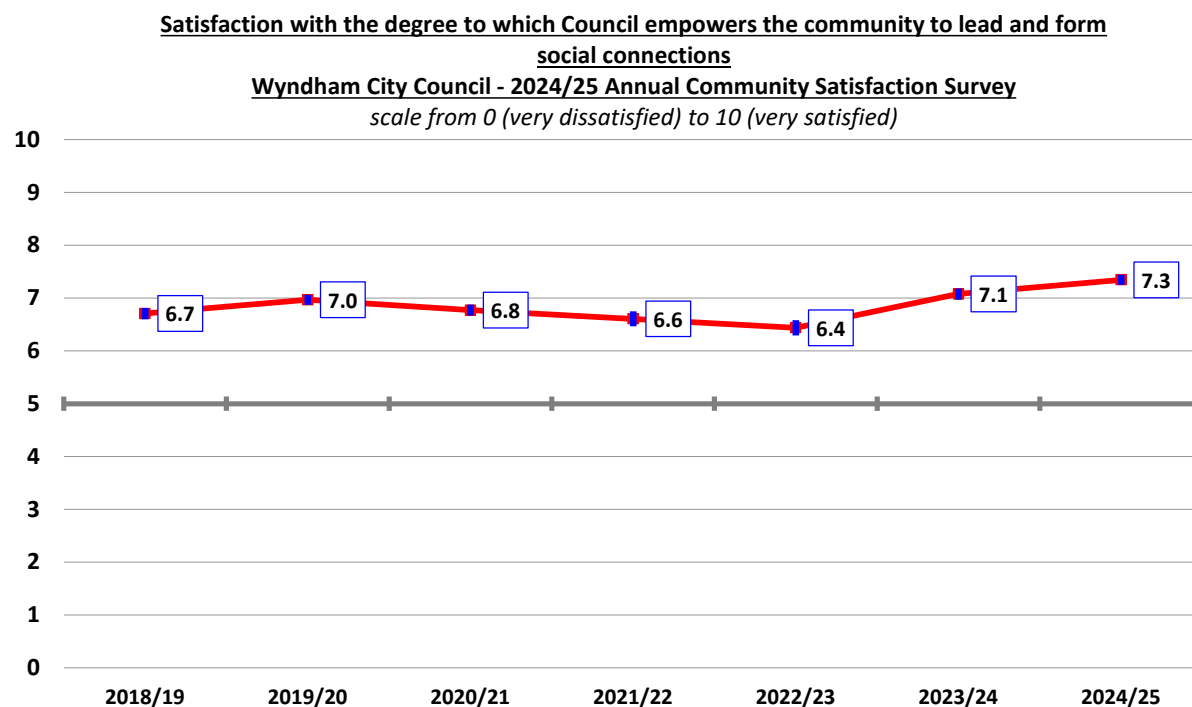
Female respondents were measurably (2%) more satisfied than male respondents, and respondents from multilingual households were measurably (3%) more satisfied than respondents from English speaking households.



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

Satisfaction with the degree to which Council empowers the community lead and form social connections increased measurably this year, up two percent to 7.3 out of 10, which was a “very good”, up from a “good” level of satisfaction.

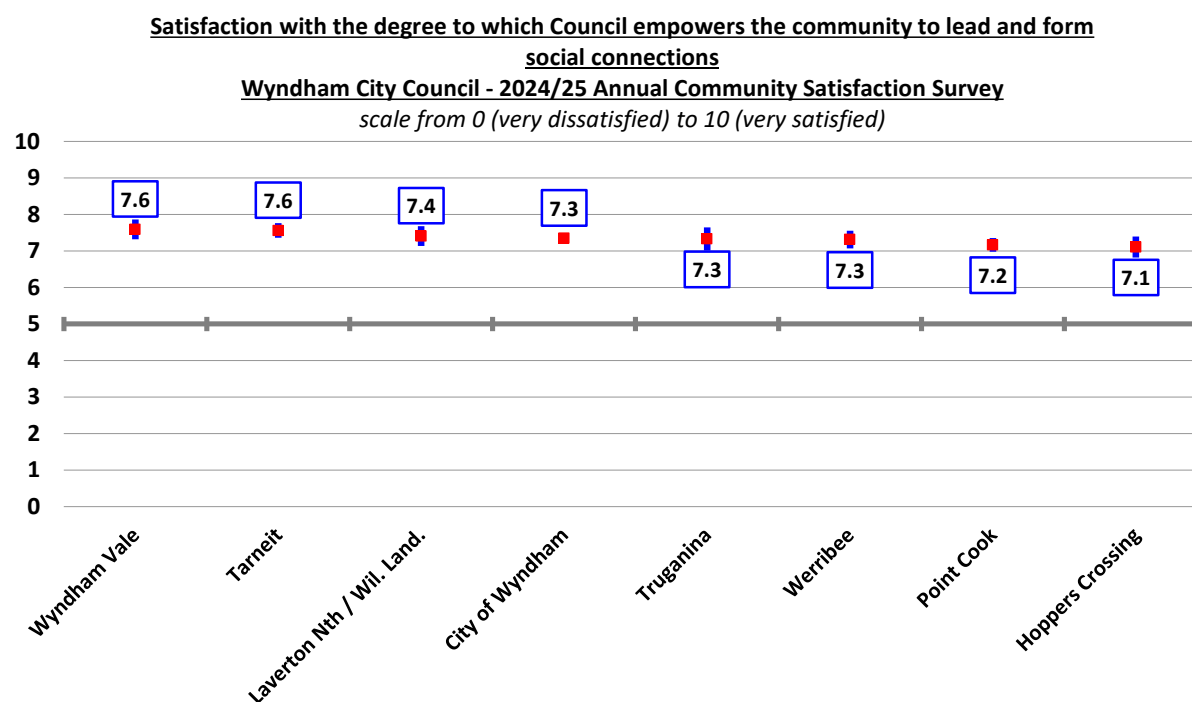
This was the highest satisfaction recorded for this aspect of performance for the City of Wyndham and was measurably (5%) higher than the long-term average satisfaction since 2018/19 of 6.8 out of 10, or “good”.



There was measurable variation in satisfaction with this aspect of performance observed across the municipality.

Respondents from Wyndham Vale were measurably (3%) and respondents from Tarneit were notably (3%) more satisfied than average.

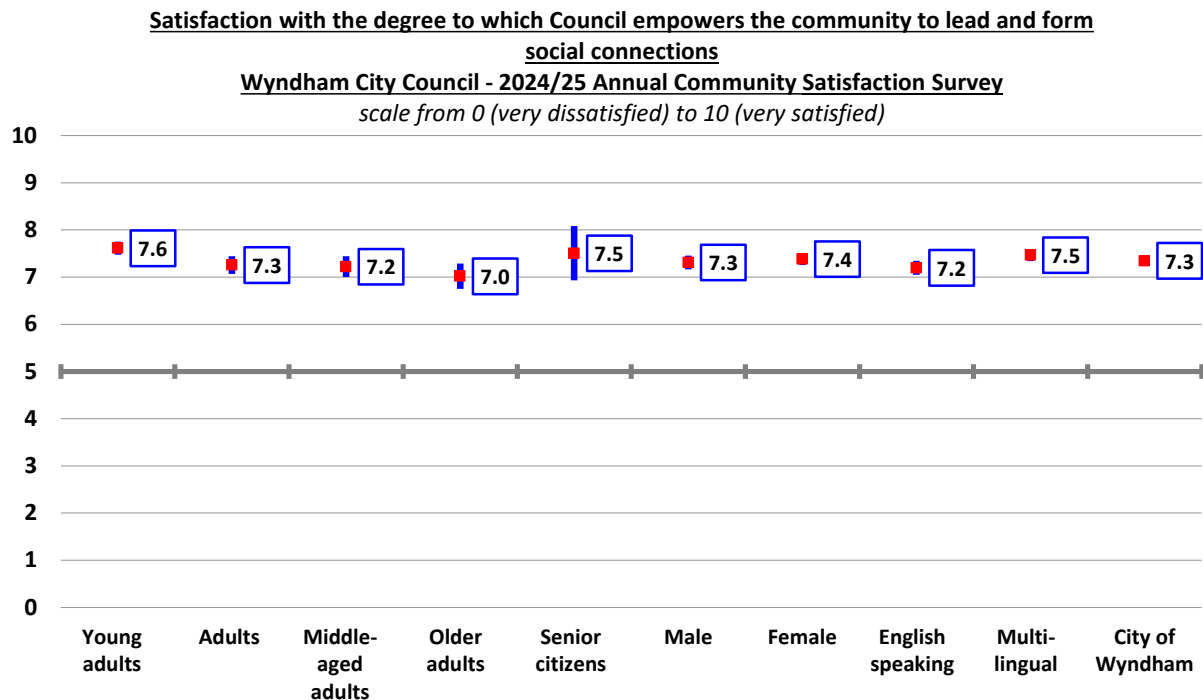
By contrast, respondents from Hoppers Crossing were measurably (3%) less satisfied than average, and at a “good” rather than a “very good” level of satisfaction.



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

Young adults (aged 18 to 34 years) were measurably (3%) more satisfied than average, whilst older adults (aged 55 to 74 years) were measurably (3%) less satisfied, and at a “good” rather than a “very good” level.

Respondents from multilingual households were measurably (3%) more satisfied than respondents from English speaking households.

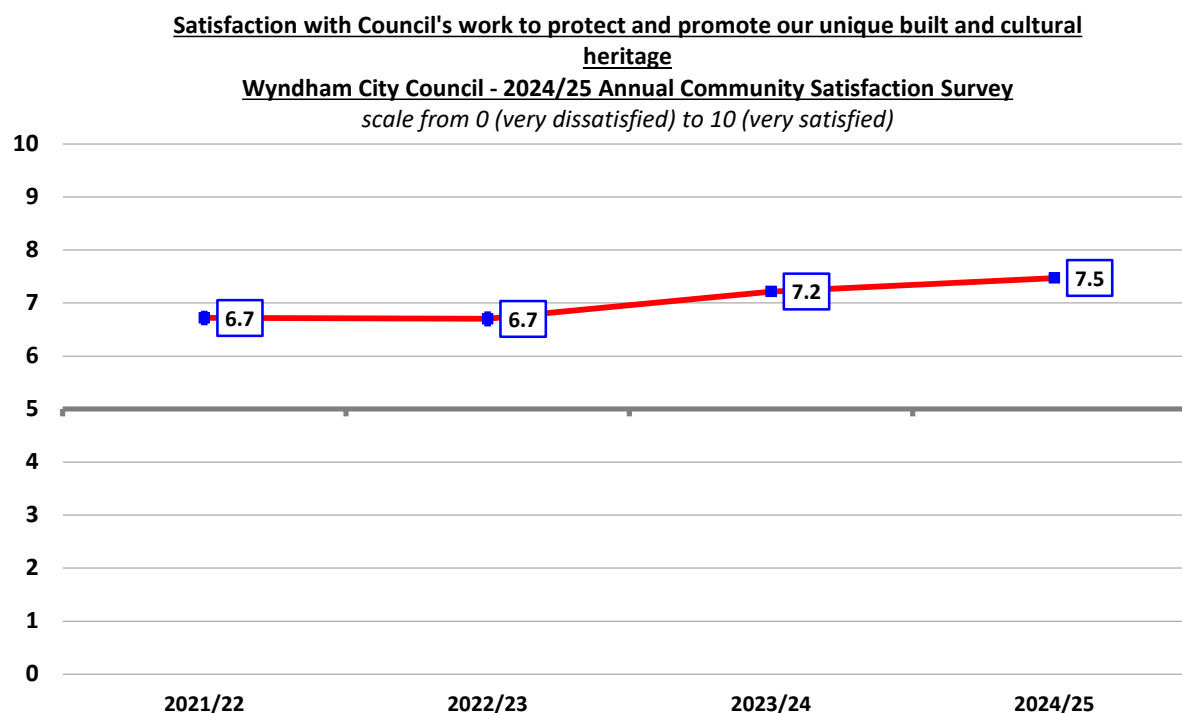


Council’s work to protect and promote our unique built and cultural heritage

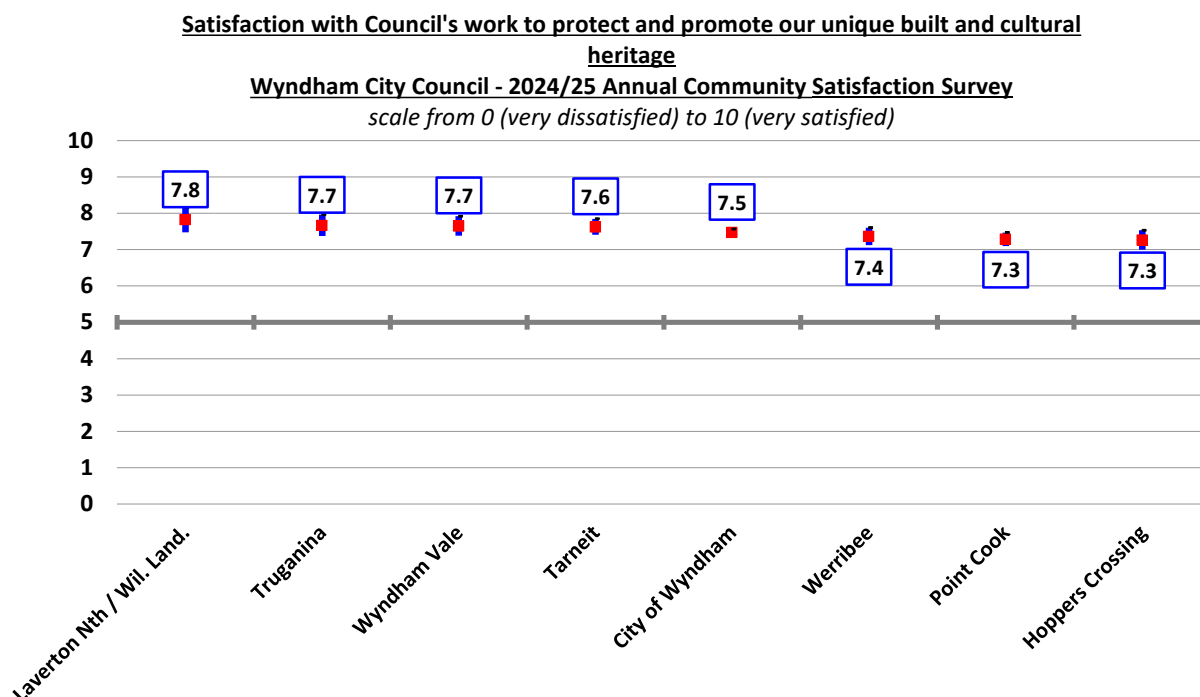
Satisfaction with Council’s work to protect and promote our unique built and cultural heritage increased measurably this year, up three percent to 7.5 out of 10, which remained a “very good” level of satisfaction.

This was the highest satisfaction recorded for this aspect of performance for the City of Wyndham and was measurably (5%) higher than the long-term average satisfaction since 2021/22 of 7.0 out of 10, or “good”.





Whilst there was no measurable variation in satisfaction with this aspect of performance observed across the municipality, it is noted that 30 respondents from Laverton North / Williams Landing were somewhat (3%) more satisfied than average, and at an “excellent” level.

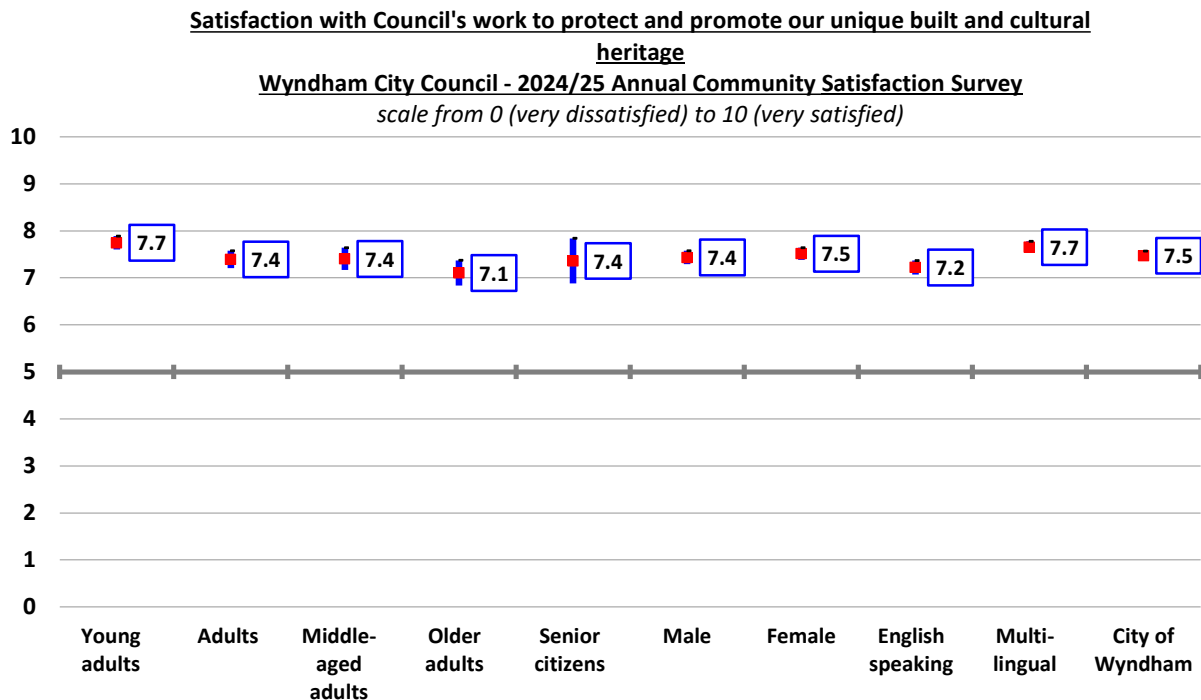


There was measurable variation in satisfaction with this aspect of performance observed by respondent profile.



Young adults (aged 18 to 34 years) were measurably (2%) more satisfied than average, whilst older adults (aged 55 to 74 years) were measurably (4%) less satisfied, and at a “good” rather than a “very good” level.

Respondents from multilingual households were measurably (5%) more satisfied than respondents from English speaking households.

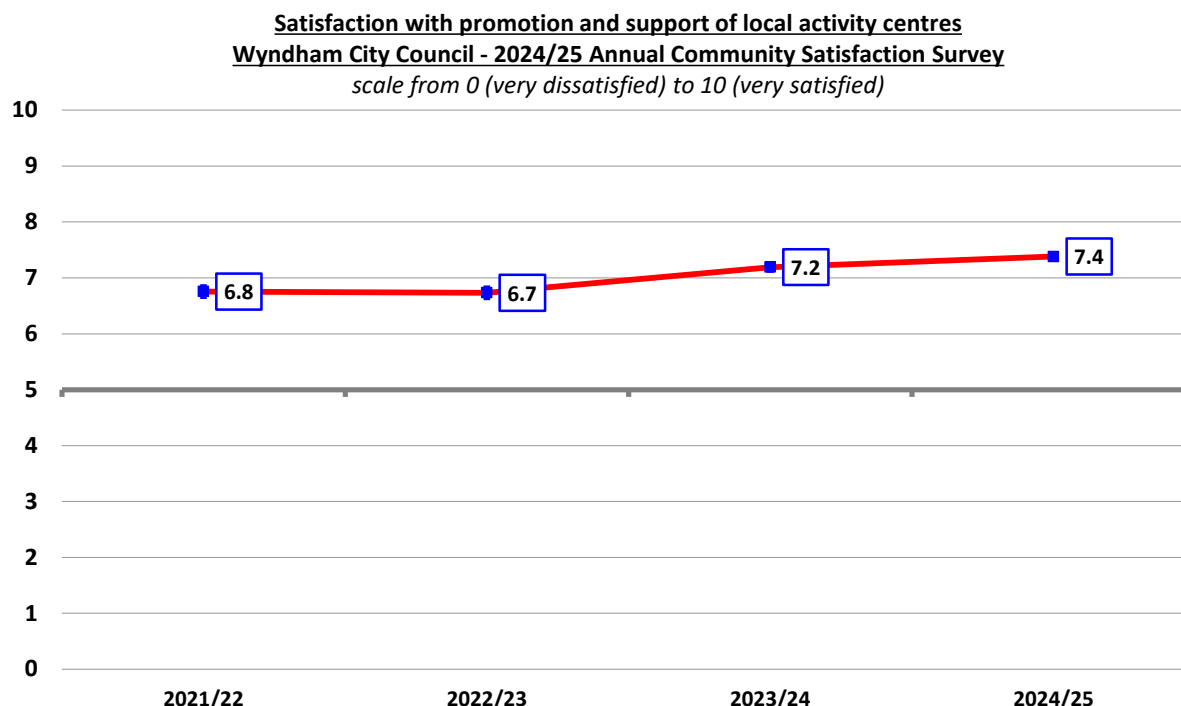


Promotion and support of local activity centres

Satisfaction with Council’s promotion and support of local activity centres increased measurably this year, up two percent to 7.4 out of 10, which was a “very good”, up from a “good” level of satisfaction.

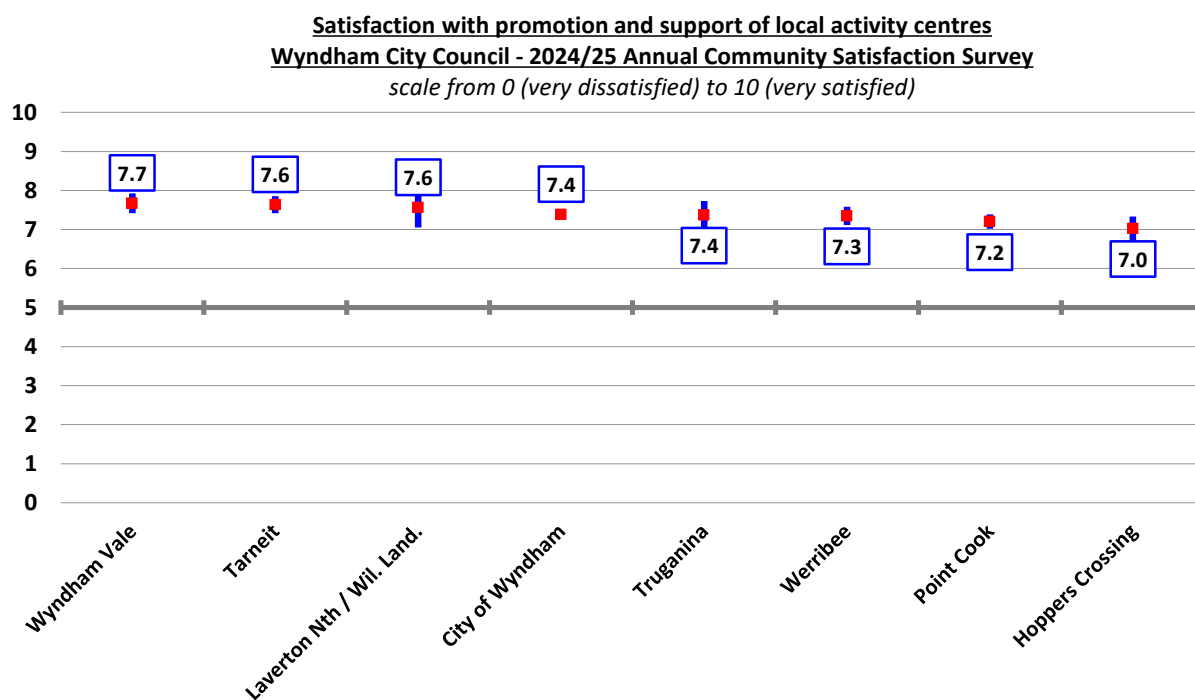
This was the highest satisfaction recorded for this aspect of performance for the City of Wyndham and was measurably (4%) higher than the long-term average satisfaction since 2021/22 of 7.0 out of 10, or “good”.





There was measurable variation in satisfaction with this aspect of performance observed across the municipality.

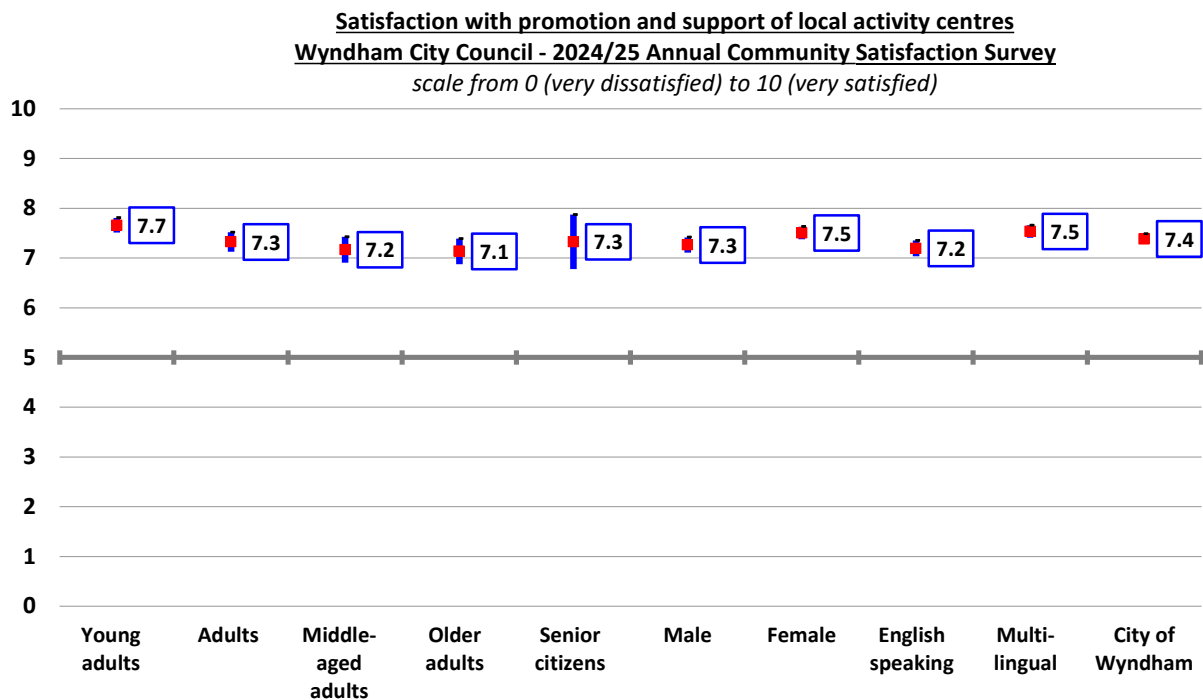
Respondents from Wyndham Vale were notably (3%) more satisfied than average, whilst respondent from Hoppers Crossing were measurably (4%) less satisfied than average, and at a “good”, rather than a “very good” level of satisfaction.



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

Young adults (aged 18 to 34 years) were measurably (3%) more satisfied than average, whilst older adults (aged 55 to 74 years) were notably (3%) less satisfied, and at a “good” rather than a “very good” level.

Female respondents were measurably (2%) more satisfied than male respondents, and respondents from multilingual households were measurably (3%) more satisfied than respondents from English speaking 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?”

A total of 29% of respondents (who provided a response to the question) reported that they had contacted Council in the last 12 months.

This was consistent with the 2023/24 result, which remains a substantial decline on the 40% to 43% recorded over the preceding three years.

Metropolis Research notes that a larger than average proportion of respondents reported that they had contacted their local council during the pandemic than was typically observed.

These results do suggest a return to more typical levels of community contact with Council, which is a result that has been observed by Metropolis Research in several municipalities across metropolitan Melbourne through 2024.

Contacted Council in the last 12 months
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
(Number and percent respondents providing a response)

| Response | 2024/25 | | 2023/24 | 2022/23 | 2021/22 | 2020/21 | 2019/20 |
|--------------|--------------|-------------|--------------|--------------|--------------|--------------|--------------|
| | Number | Percent | | | | | |
| Yes | 341 | 29% | 29% | 43% | 43% | 40% | 25% |
| No | 850 | 71% | 71% | 57% | 57% | 60% | 75% |
| Not stated | 13 | | 18 | 7 | 3 | 5 | 0 |
| Total | 1,204 | 100% | 1,200 | 1,203 | 1,205 | 1,200 | 1,200 |

Metropolis Research notes that respondents were not further asked to nominate the method by which they last contacted Council, which diminishes the usefulness of the satisfaction results, as Metropolis Research cannot provide a breakdown of satisfaction by the method of contacting Council.

Across metropolitan Melbourne, it has been consistently observed that there can be significant variation in satisfaction with customer service based on the method of contact.

Through the pandemic, there were also observed to be significant variations in how the community chooses to engage with Council, for example, many municipalities have recorded a significant increase in the proportion of respondents contacting Council by email. Those using email to contact Council have also typically recorded measurably lower levels of satisfaction.



Satisfaction with customer service experience

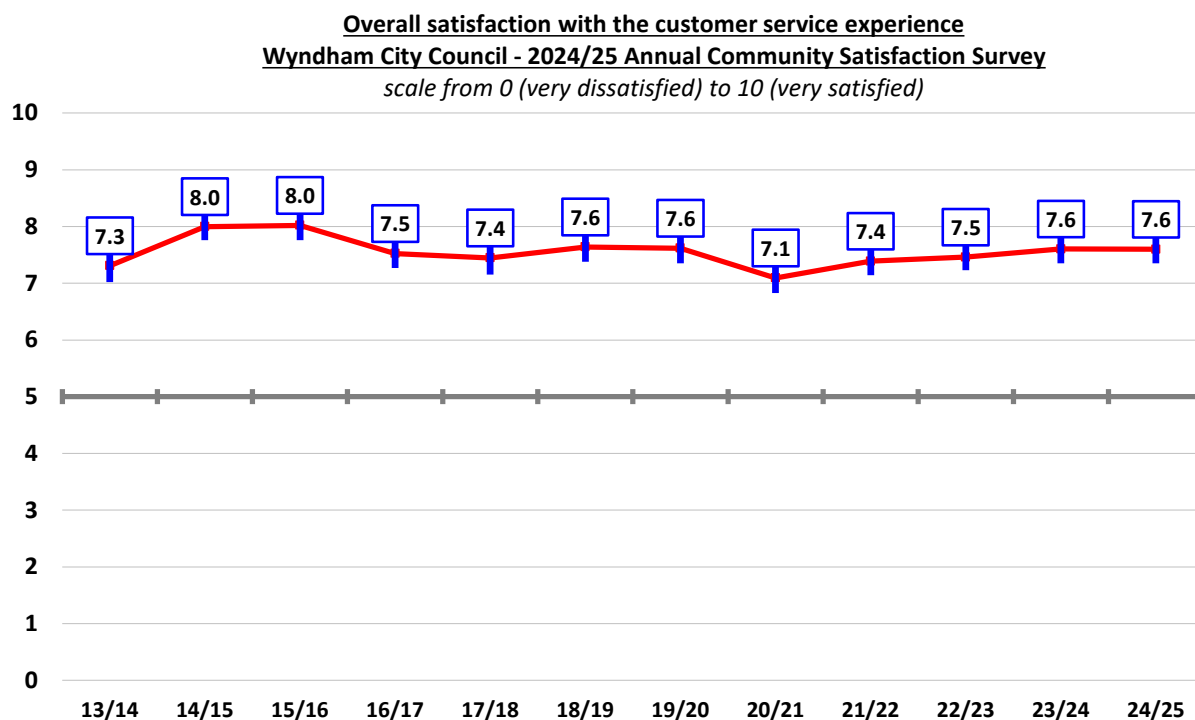
Respondents who had contacted Council were asked:

“On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of how you were served when you last interacted with Wyndham City Council?”

Consistent with recent years, the 341 respondents who had contacted Council in the last 12 months were asked to rate their overall satisfaction with the customer service experience.

Overall satisfaction with the customer service experience remained stable this year at 7.6 out of 10, which remains a “very good” level of satisfaction.

This was consistent with the long-term average satisfaction since 2013/14 of 7.6 out of 10.

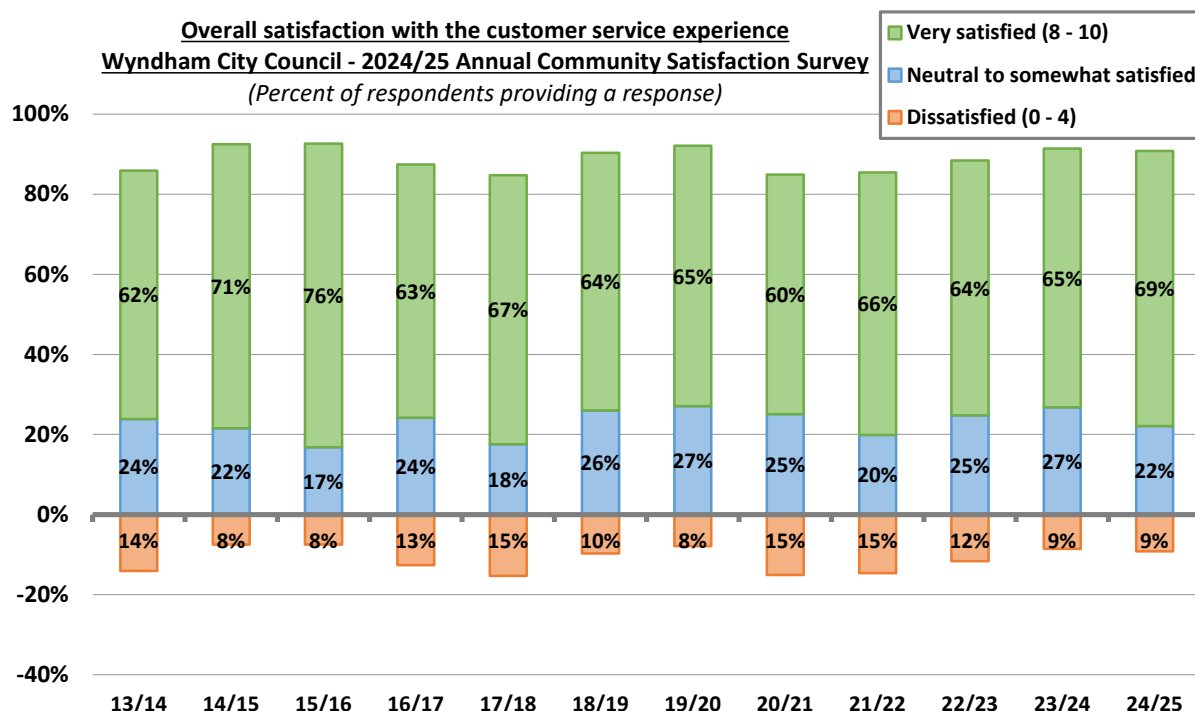


The following graph provides a breakdown of these results into the proportion of respondents (who provided a satisfaction score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven),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

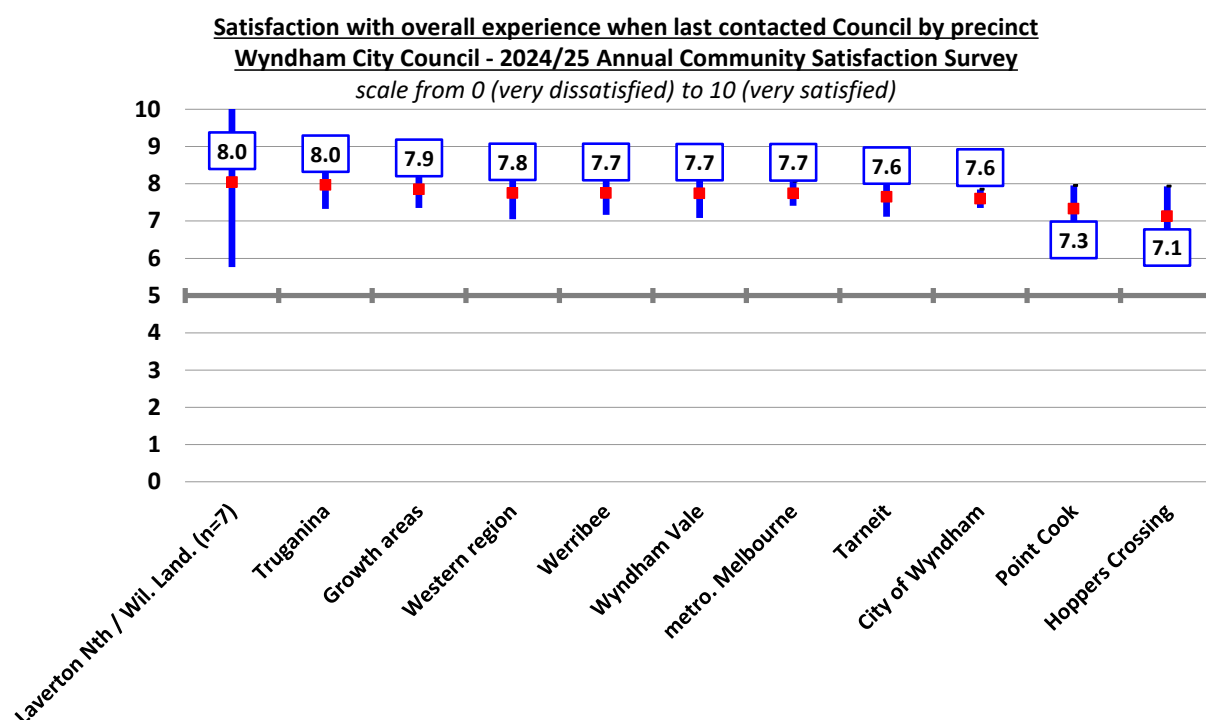
Consistent with the historical results, approximately two-thirds (69% up from 65%) of respondents who provided a satisfaction score were “very satisfied” overall with the customer service experience.

Metropolis Research notes that the proportion of respondents who were “dissatisfied” with the customer service experience remained stable at nine percent, which was two percent lower than the long-term average since 2013/14 of 11%.

Metropolis Research notes that the lack of information on the method of contacting Council does make stronger statements about community satisfaction with customer service difficult.



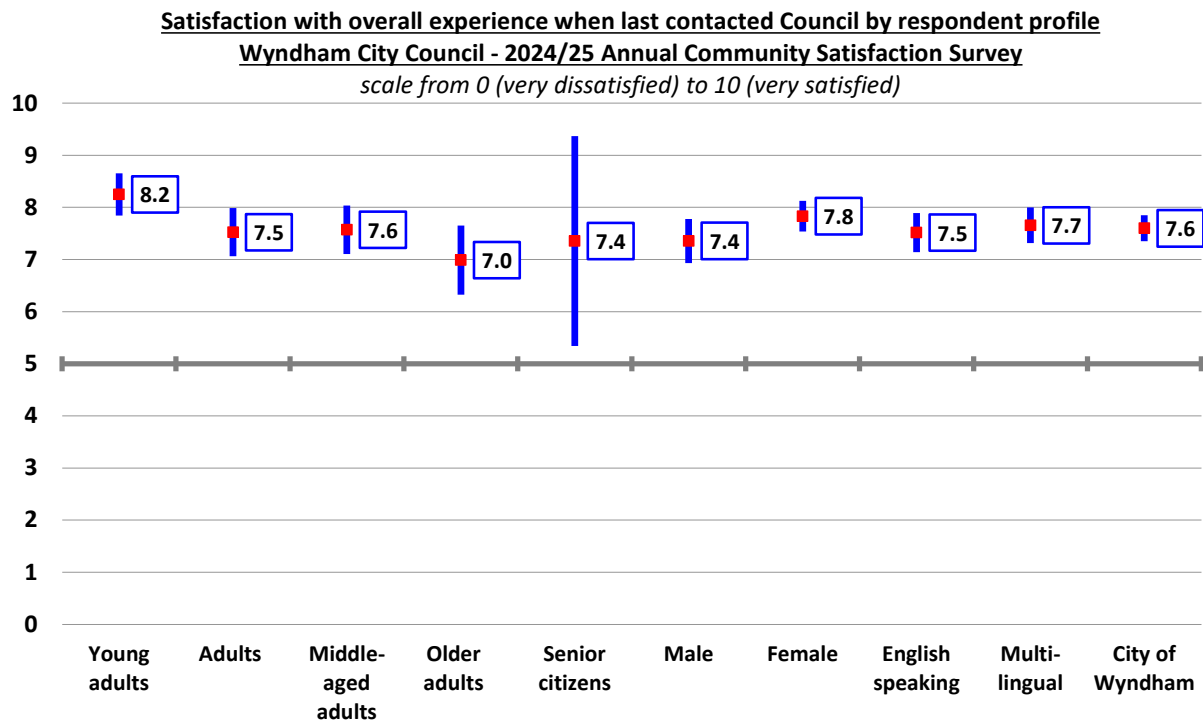
Whilst there was no statistically significant variation in overall satisfaction with the customer service experience observed across the municipality, it is noted that seven respondents from Laverton North / Williams Landing and 41 respondents from Truganina rated satisfaction at “excellent” levels. By contrast, 47 respondents from Hoppers Crossing rated satisfaction at a “good” level.



Despite the smaller sample size for this question, there was still some measurable variation in overall satisfaction with the customer service experience observed by respondent profile.

Young adults (aged 18 to 34 years) were measurably (6%) more satisfied than average and at an “excellent” level, whilst older adults (aged 55 to 74 years) were notably (6%) less satisfied.

Female respondents were notably (4%) more satisfied with the customer service experience than male respondents.



The following table displays the raw percentage results for overall satisfaction with the customer service experience.

It is noted that more than half of the respondents who had contacted Council in the last 12 months, and provided a satisfaction score, were “very satisfied” with the overall customer service experience.

Of particular note was the 81% of young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over), and the 79% of respondents from Laverton North / Williams Landing and Truganina who were “very satisfied”.

By contrast, it is noted that 18% of older adults (aged 55 to 74 years), 14% of senior citizens, 14% of respondents from Hoppers Crossing, 13% of respondents from Point Cook, and 12% of male respondents were dissatisfied with the overall customer service experience.

Satisfaction with overall experience when last contacted Council

Wyndham City Council - 2024/25 Annual Community Satisfaction Survey

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

| Precinct / profile | Number | Average satisfaction | Dissatisfied (0 - 4) | Neutral to somewhat satisfied | Very satisfied (8 - 10) |
|-----------------------------------|--------|----------------------|----------------------|-------------------------------|-------------------------|
| Laverton North / Williams Landing | 7 | 8.0 | 10% | 10% | 79% |
| Truganina | 41 | 8.0 | 6% | 15% | 79% |
| Growth areas councils | 39 | 7.9 | 5% | 26% | 69% |
| Western region councils | 28 | 7.8 | 9% | 33% | 59% |
| Werribee | 74 | 7.7 | 9% | 18% | 73% |
| Wyndham Vale | 37 | 7.7 | 4% | 30% | 67% |
| metro. Melbourne | 167 | 7.7 | 8% | 27% | 65% |
| Tarneit | 69 | 7.6 | 8% | 31% | 61% |
| City of Wyndham | 339 | 7.6 | 9% | 22% | 69% |
| Point Cook | 63 | 7.3 | 13% | 21% | 66% |
| Hoppers Crossing | 47 | 7.1 | 14% | 20% | 67% |
| Young adults | 94 | 8.2 | 5% | 14% | 81% |
| Adults | 87 | 7.5 | 7% | 29% | 64% |
| Middle-aged adults | 65 | 7.6 | 6% | 29% | 65% |
| Older adults | 80 | 7.0 | 18% | 20% | 62% |
| Senior citizens | 12 | 7.4 | 14% | 5% | 81% |
| Male | 163 | 7.4 | 12% | 24% | 64% |
| Female | 173 | 7.8 | 7% | 20% | 74% |
| English speaking | 138 | 7.5 | 9% | 22% | 69% |
| Multi-lingual | 201 | 7.7 | 9% | 22% | 68% |
| City of Wyndham | 339 | 7.6 | 9% | 22% | 69% |

Satisfaction with Council communicating with the community:

Respondents who had contacted Council were asked:

“On a scale of 0 (lowest) to 10 (highest), how satisfied are you with the following aspects of Council communicating with the community?”

Respondents were again in 2024/25, asked to rate their satisfaction with five aspects of how Council communicates with the community.

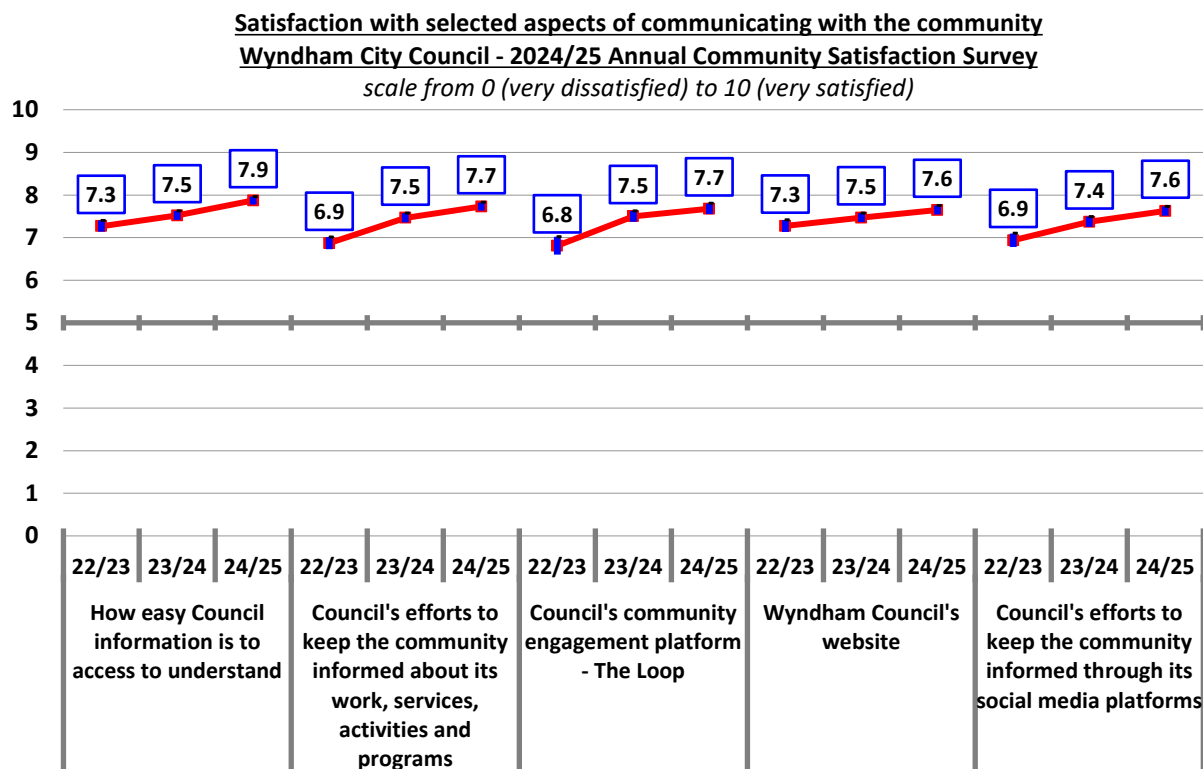
The average satisfaction with these five aspects of Council’s communication performance increased notably again this year, up by an average of two percent to 7.7 out of 10, which remained a “very good” level of satisfaction.

This increase builds on the measurable (5%) increase in average satisfaction with these aspects of Council communicating with the community, with satisfaction with all five aspects at record high levels.



Metropolis Research notes that this increase in satisfaction with aspects of Council’s communication performance was consistent with the increase in satisfaction with Council’s overall performance and increase in satisfaction with Council’s governance and leadership performance.

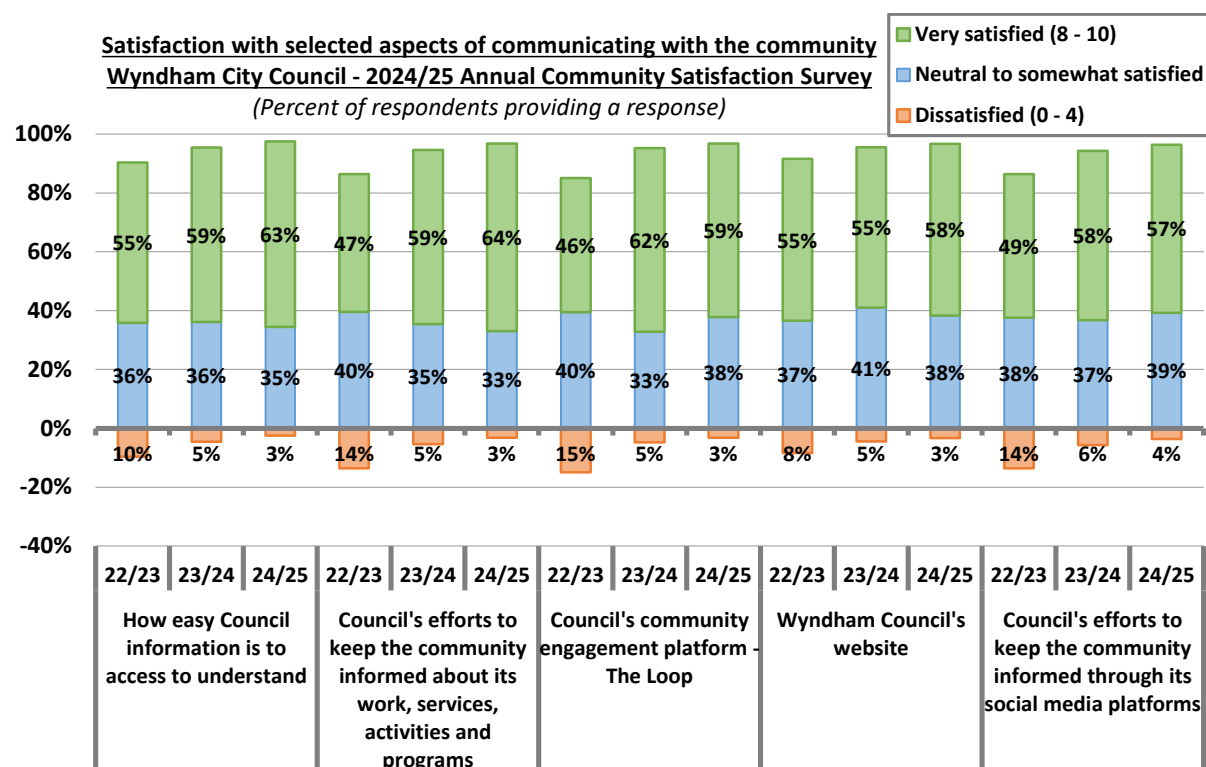
These results reflect sustained improvement in community satisfaction with the performance of Council, including how well the Council communicates with the community.



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

There was an increase in the proportion of respondents who were “very satisfied” with four of the five communication aspects of performance, and an essentially stable 57% (down from 58%) proportion “dissatisfied” with Council’s efforts to keep the community informed through its social media platforms.

Metropolis Research draws attention to the continued decline in the proportion of respondents who were “dissatisfied” with each of the aspects of Council communicating with the community, with no more than four percent of respondents “dissatisfied” with any of the five aspects.



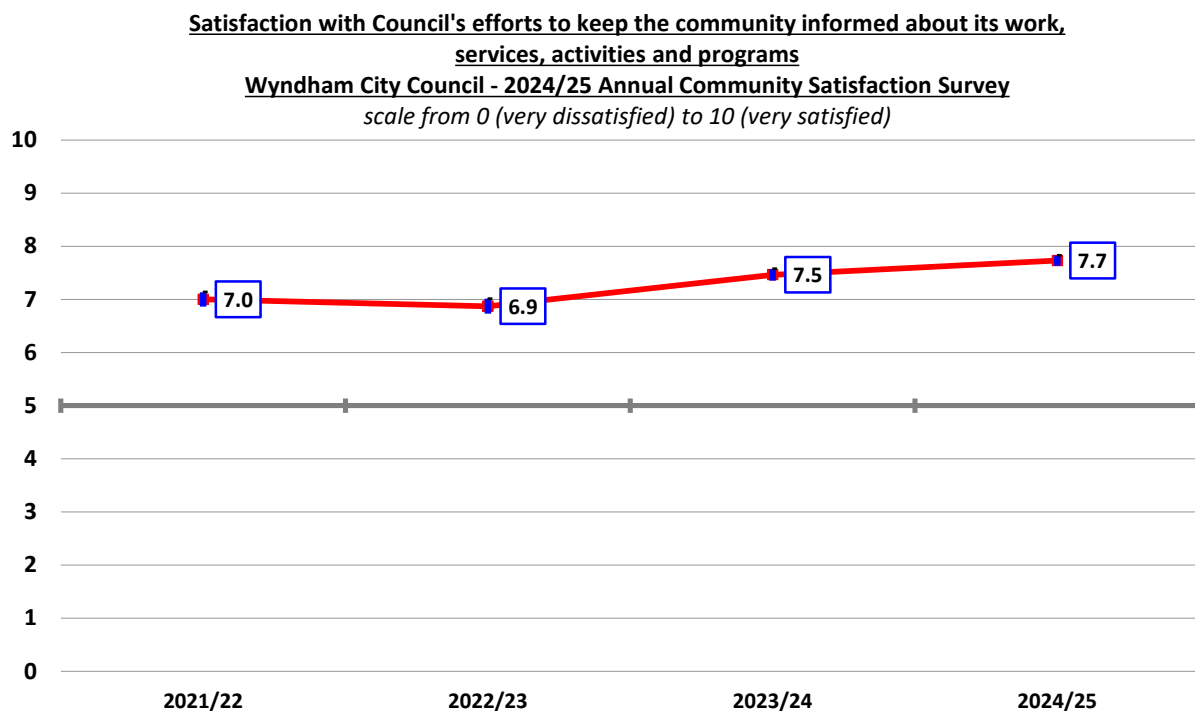
Satisfaction with selected aspects of communicating with the community
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
(Number, index score 0 - 10 and percent of respondents providing a response)

| Aspect | Number | Average satisfaction | Dissatisfied (0 - 4) | Neutral to somewhat satisfied | Very satisfied (8 - 10) |
|---|--------|----------------------|----------------------|-------------------------------|-------------------------|
| How easy Council information is to access to understand | 1,085 | 7.9 | 3% | 35% | 63% |
| Council's efforts to keep the community informed about its work, services, activities | 1,104 | 7.7 | 3% | 33% | 64% |
| Council's community engagement platform - The Loop | 573 | 7.7 | 3% | 38% | 59% |
| Wyndham Council's website | 901 | 7.6 | 3% | 38% | 58% |
| Council's efforts to keep the community informed through its social media platforms | 854 | 7.6 | 4% | 39% | 57% |

Council's efforts to keep the community informed about its work, services, activities, and programs:

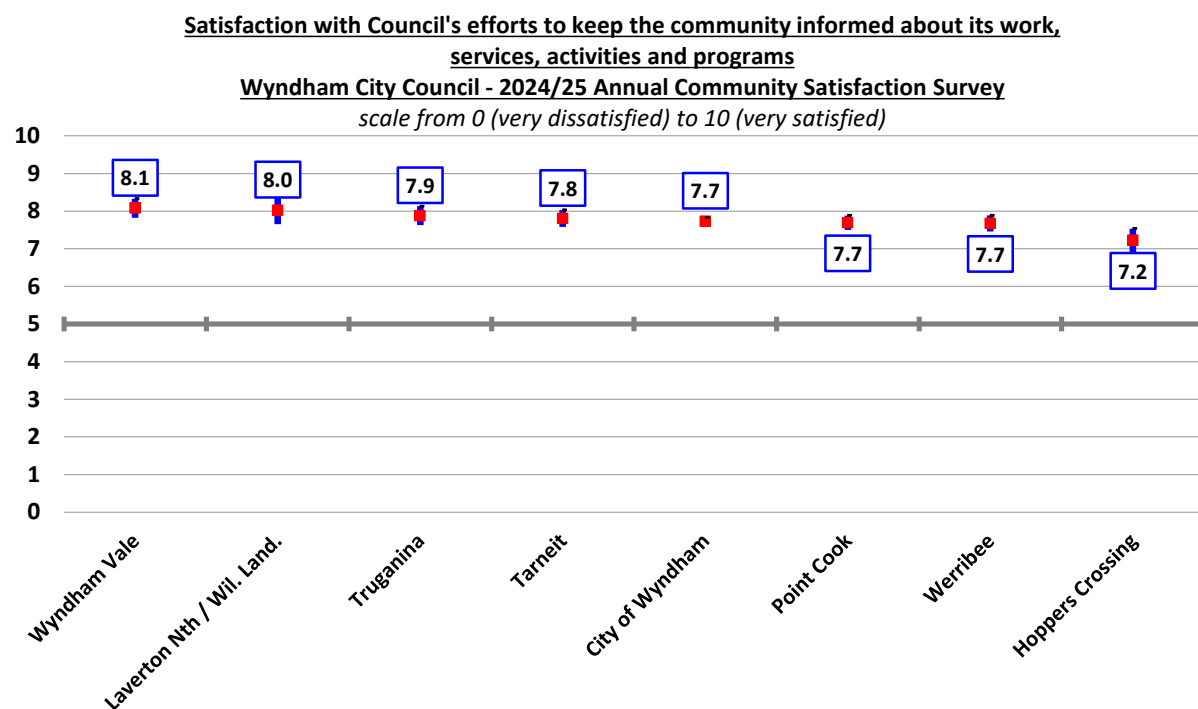
Satisfaction with Council's efforts to keep the community informed about its work, services, activities, and programs increased measurably again this year, up two percent to 7.7 out of 10, although it remains at a "very good" level.

This was the highest satisfaction with this aspect of performance recorded for the City of Wyndham and was measurably (4%) higher than the long-term average satisfaction from 2021/22 of 7.3 out of 10.



There was measurable variation in satisfaction with this aspect of performance observed across the municipality, with respondents from Wyndham Vale measurably (4%) more satisfied than average.

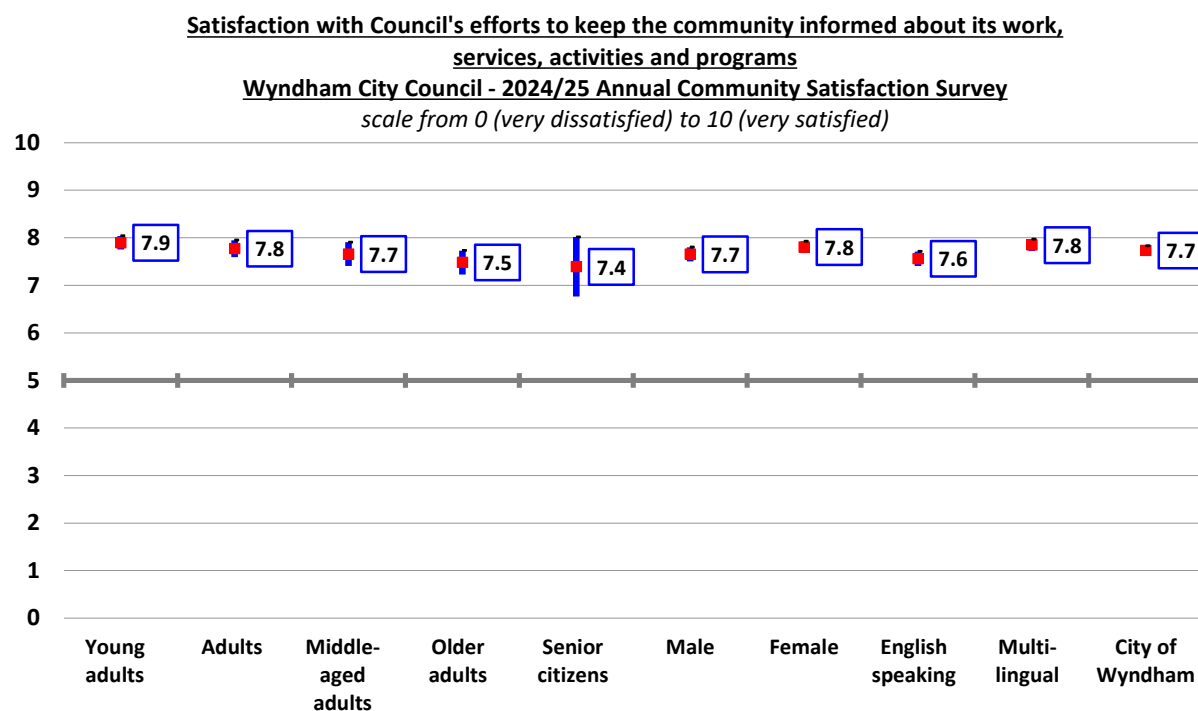
By contrast, respondents from Hoppers Crossing were measurably (5%) less satisfied than average, and at a "good", rather than a "very good" level of satisfaction.



Whilst each profile group rated satisfaction with Council's efforts to keep the community informed at "very good" or "excellent" levels, there was measurable variation in satisfaction observed by respondent profile.

Young adults (aged 18 to 34 years) were measurably (3%) more satisfied than average and at an "excellent" level, whilst senior citizens (aged 75 years and over) were somewhat (3%) less satisfied.

Respondents from multilingual households were measurably (2%) more satisfied than respondents from English speaking households.

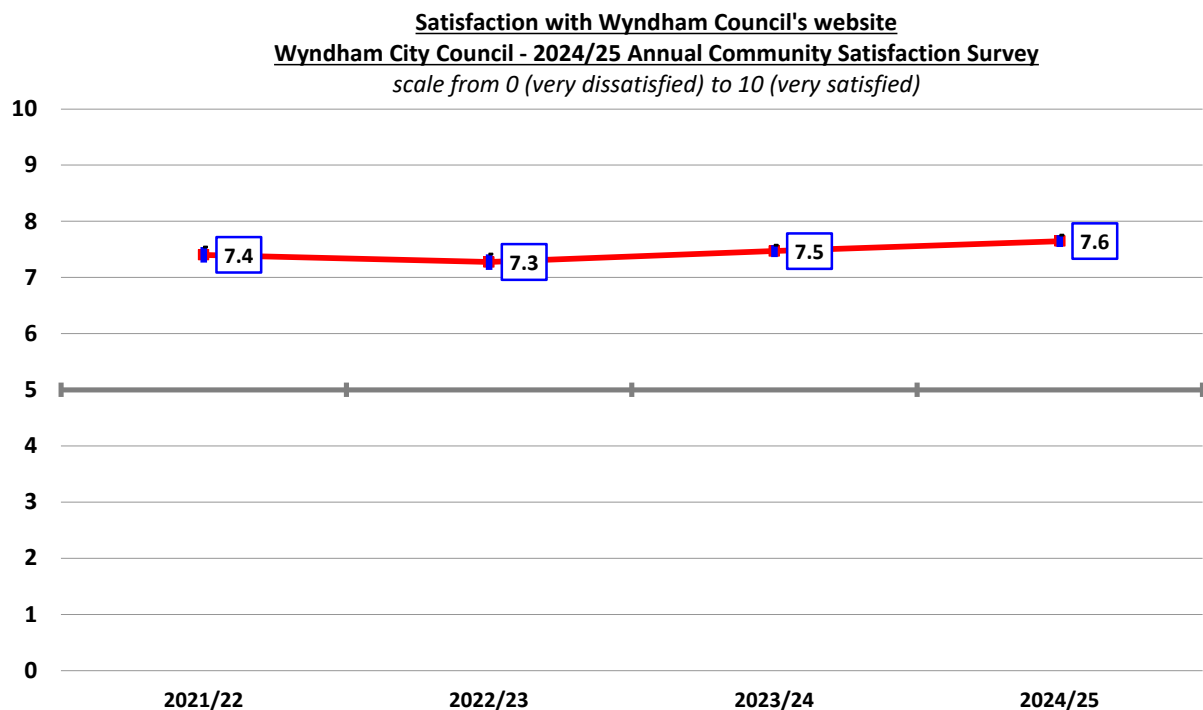


Wyndham Council's website

Satisfaction with Council's website increased somewhat this year, up one percent to 7.6 out of 10, although it remains at a "very good" level.

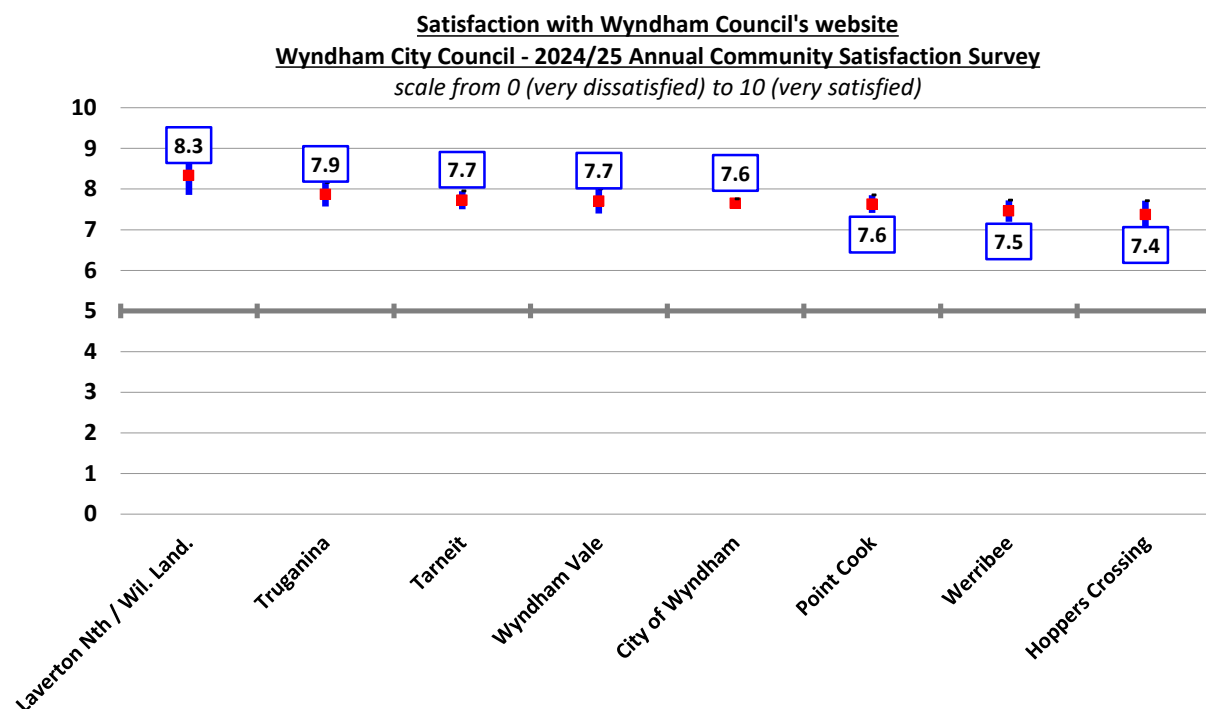
Metropolis Research notes that a total of 901 of the 1,204 respondents (75%) provided a satisfaction score for the website, which is likely to be a larger proportion than actually visited the website over the last 12 months.

This was the highest satisfaction for the Council website recorded for the City of Wyndham and was somewhat (2%) higher than the long-term average satisfaction since 2021/22 of 7.4 out of 10, or "very good".

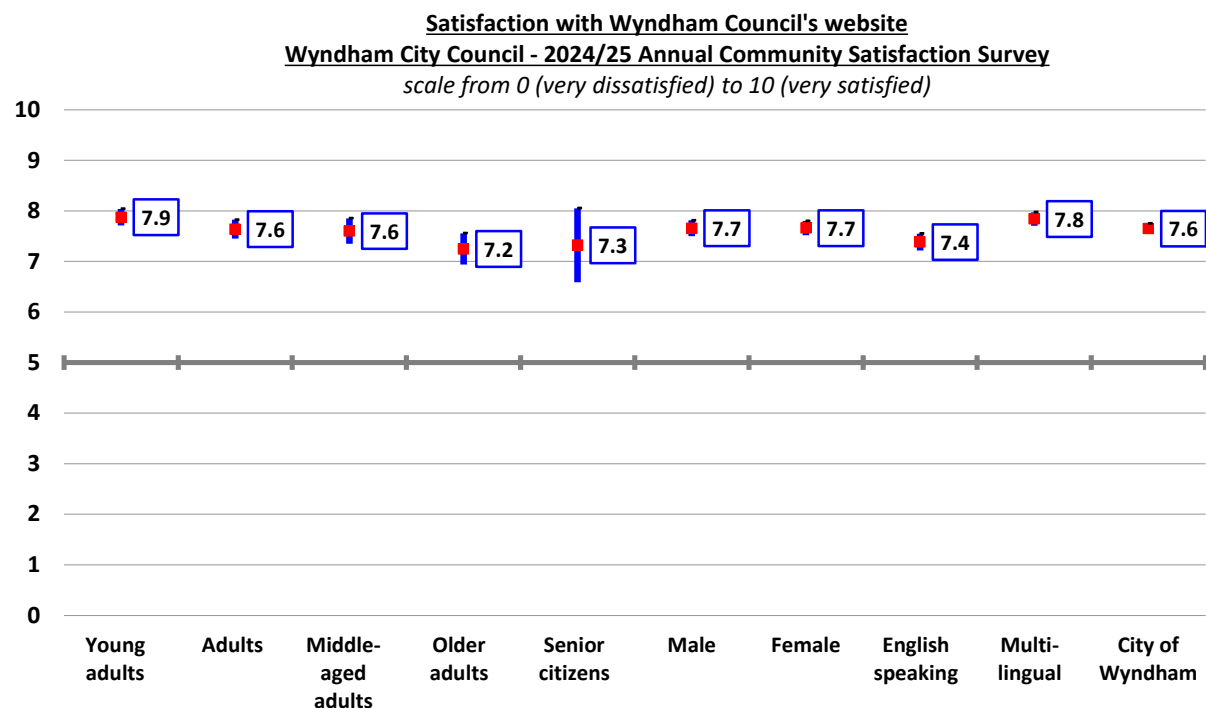


There was measurable variation in this result observed across the municipality, with 26 respondents from Laverton North / Williams Landing measurably (7%) more satisfied than average, and at an "excellent" level.

By contrast, respondents from Hoppers Crossing were somewhat (2%) less satisfied than average, although still at a "very good" level of satisfaction.



There was measurable variation in satisfaction with Council's website observed by respondent profile, with older adults (aged 55 to 74 years) notably (4%) less satisfied than average. Respondents from multilingual households were measurably (4%) more satisfied than respondents from English speaking households.

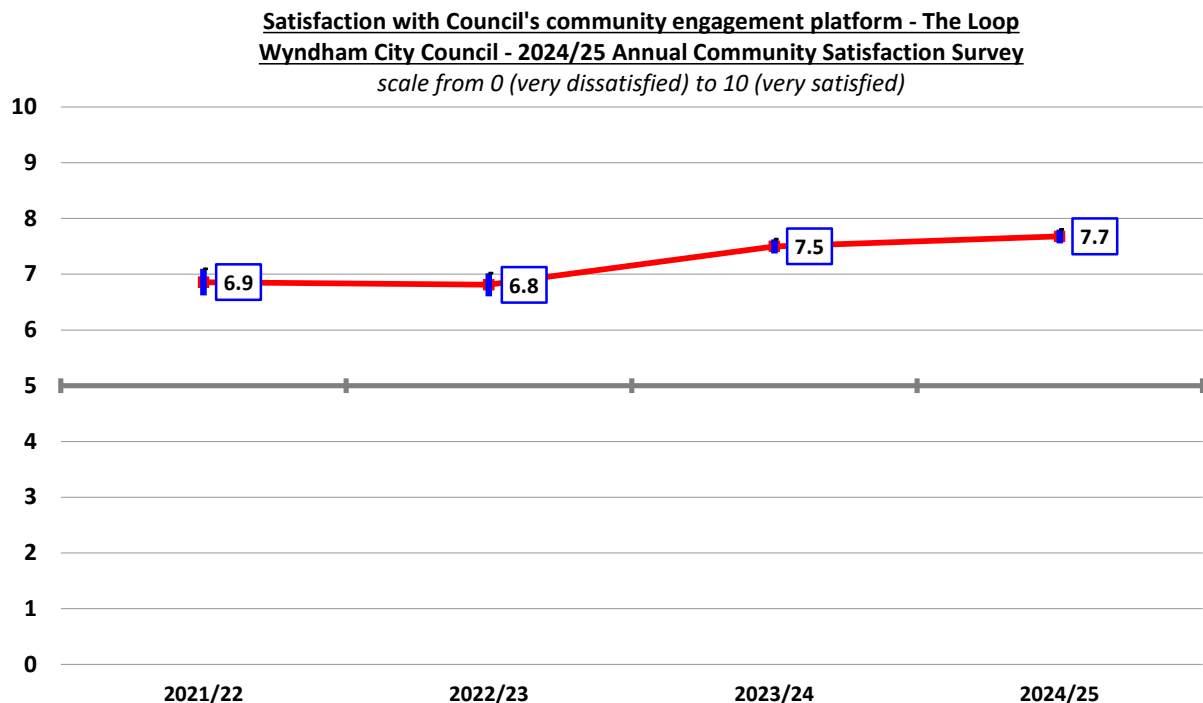


Council's community engagement platform – The Loop:

Satisfaction with Council's community engagement platform *The Loop*, increased measurably again this year, up two percent to 7.7 out of 10, which remained a "very good" level of satisfaction.

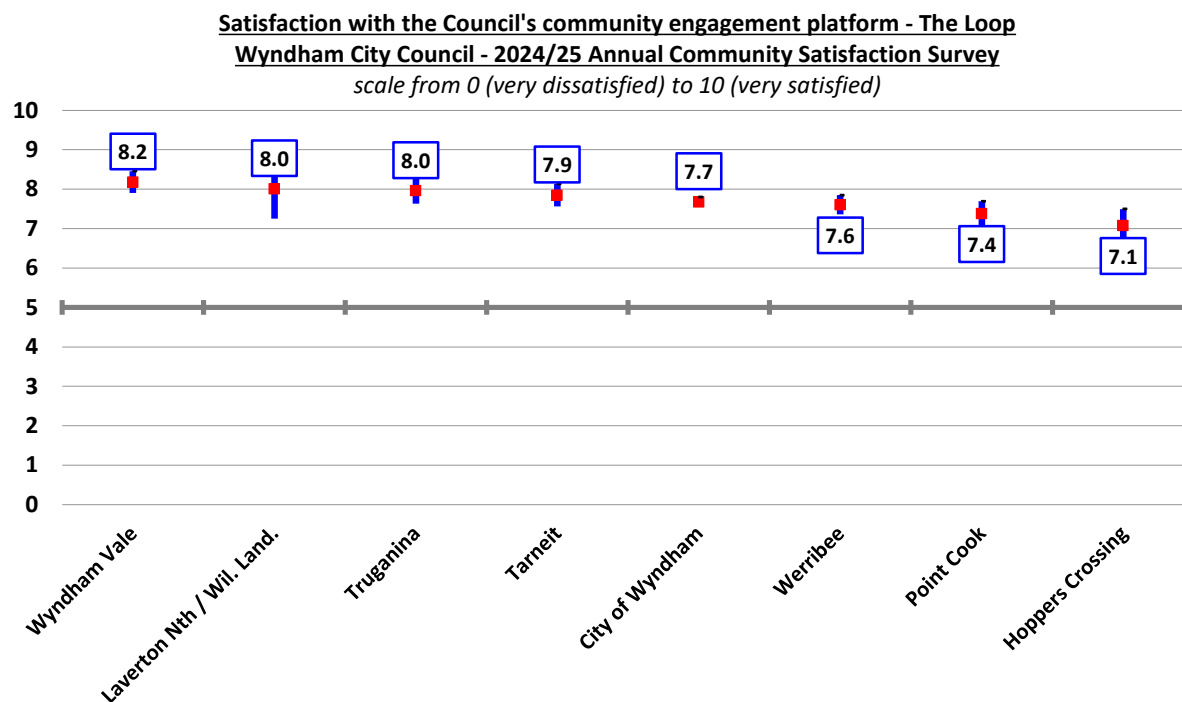
This was the highest satisfaction with the Loop recorded for the City of Wyndham and was measurably (5%) higher than the long-term average satisfaction since 2021/22 of 7.2 out of 10 or "good".

Metropolis Research notes that a total of 573 of the 1,204 respondents (48% down from 64% last year) provided a satisfaction score for the website, which may still be a larger proportion than actually used the platform in the last 12 months.



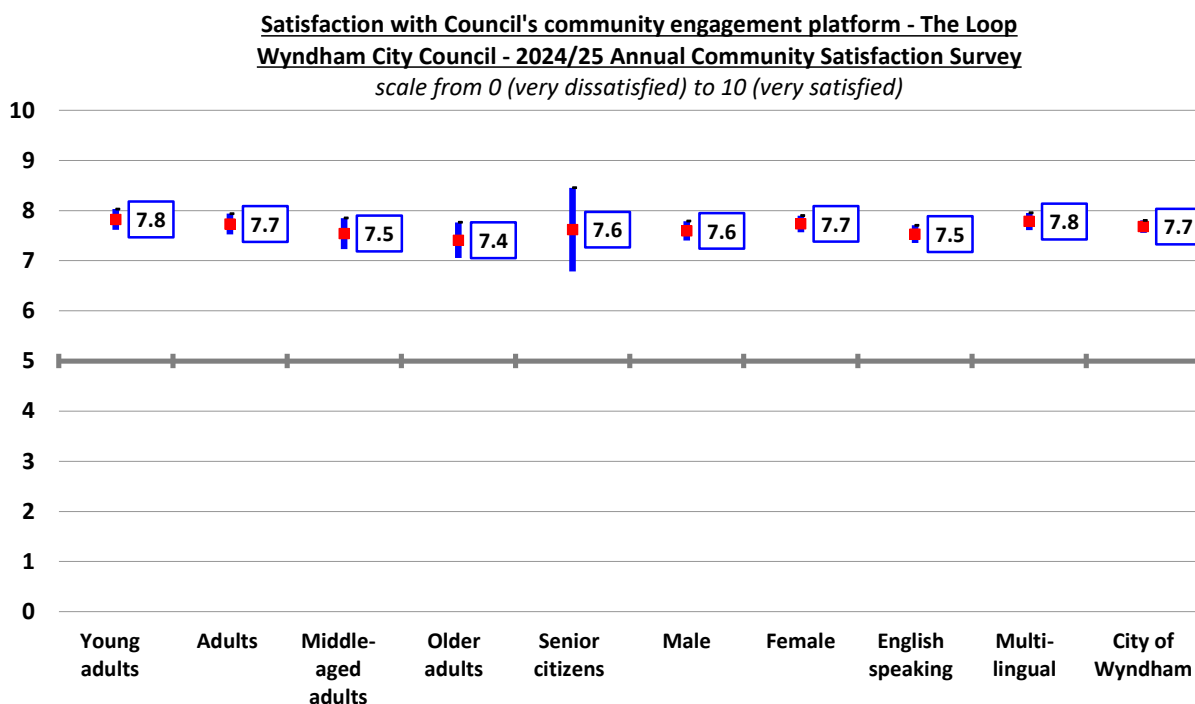
There was measurable variation in satisfaction with the Loop observed across the municipality, with respondents from Wyndham Vale measurably (5%) more satisfied than average and at an excellent level.

By contrast, respondents from Hoppers Crossing were measurably (6%) less satisfied than average, and at a "good", rather than a "very good" level of satisfaction.



Whilst each profile group rated satisfaction with the Loop at “very good” or “excellent” levels, there was some minor variation in satisfaction observed by respondent profile, with older adults (aged 55 to 74 years) somewhat (3%) less satisfied than average.

Respondents from multilingual households were somewhat (3%) less satisfied than respondents from English speaking households.

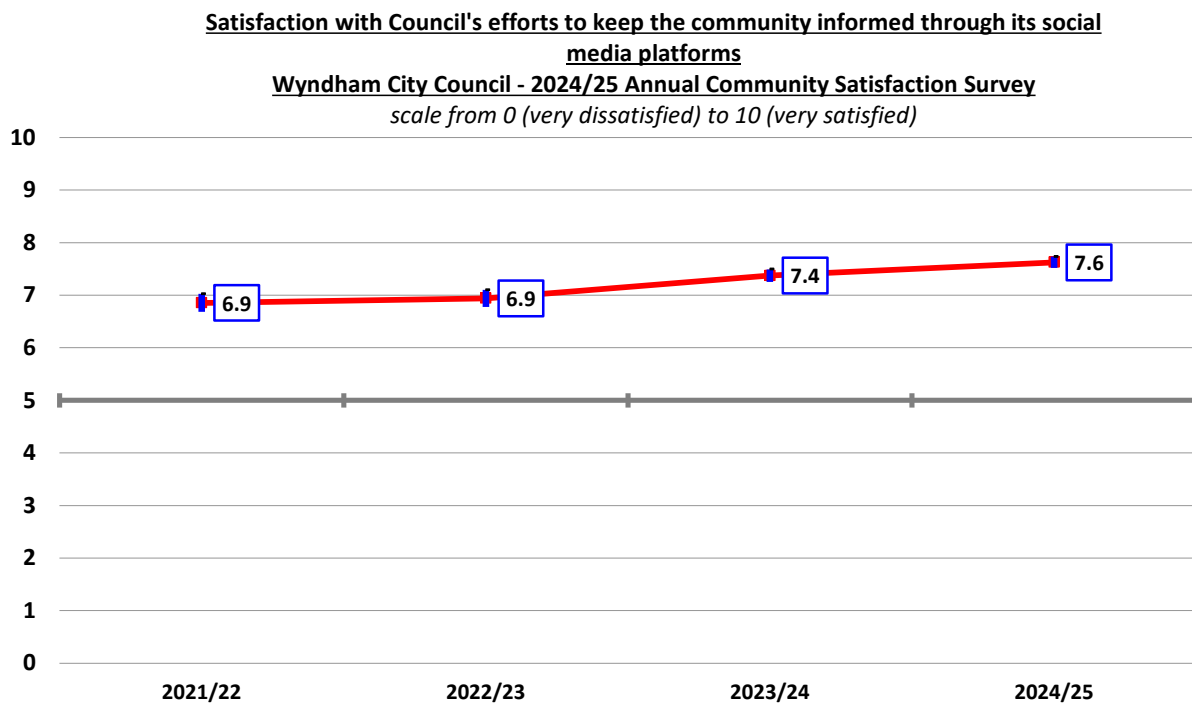


Council's efforts to keep community informed through social media platforms:

Satisfaction with Council's efforts to keep the community informed through social media platforms increased measurably again this year, up two percent to 7.6 out of 10, which remained a "very good" level of satisfaction.

This was the highest satisfaction with this aspect of performance recorded for the City of Wyndham and was measurably (4%) higher than the long-term average satisfaction since 2021/22 of 7.2 out of 10 or "good".

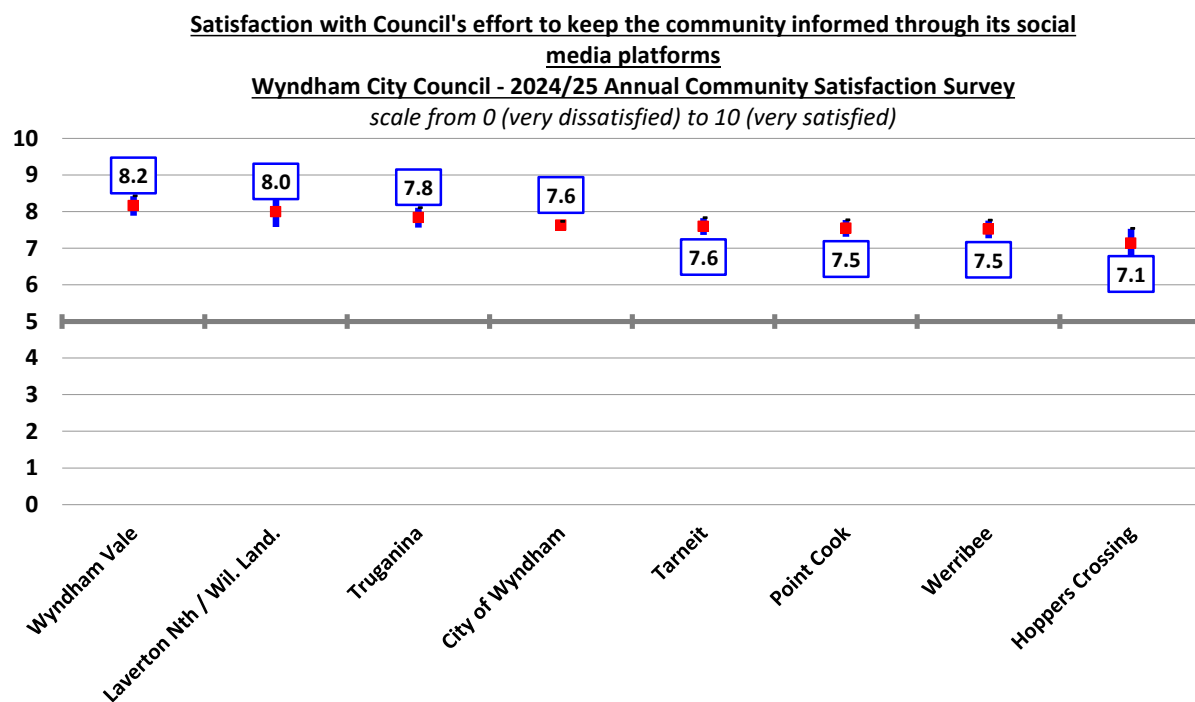
Metropolis Research notes that a total of 854 of the 1,204 respondents (71%) provided a satisfaction score for Council's social media performance, which may still be a larger proportion than actually engaged with Council via social media in the last 12 months.



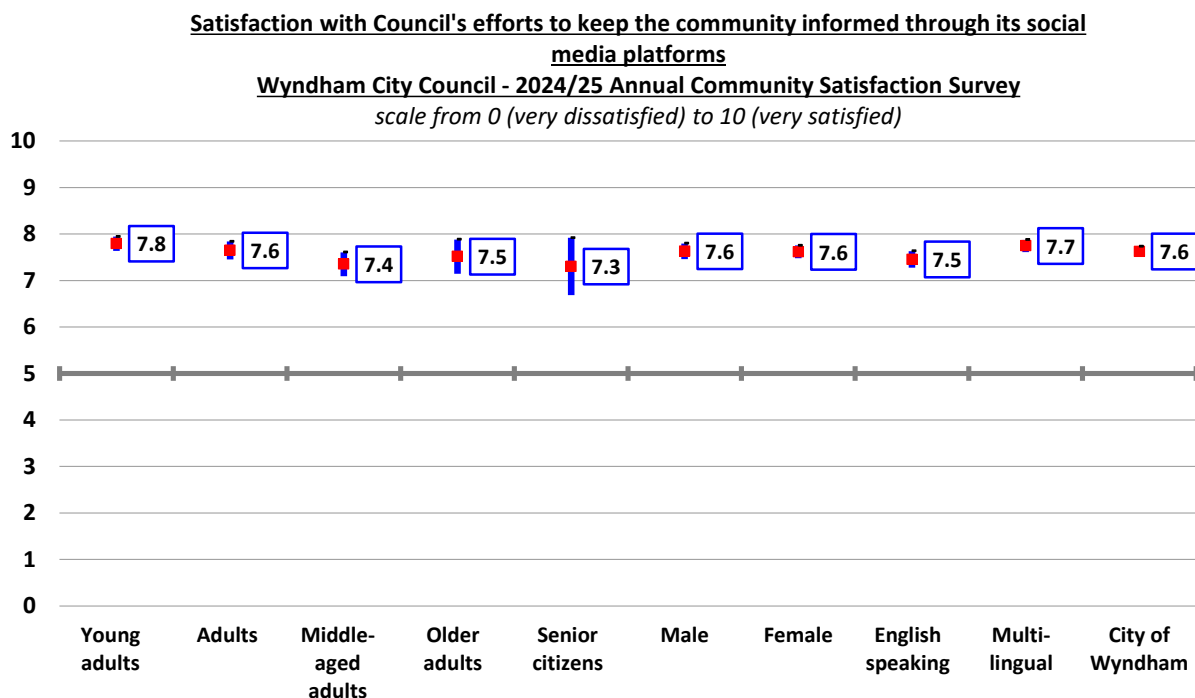
There was measurable variation in satisfaction with Council's social media performance observed across the municipality.

Respondents from Wyndham Vale were measurably (6%) more satisfied than average and at an "excellent level". Respondents from Laverton North / Williams Landing and Truganina also rated satisfaction at "excellent" levels.

By contrast, respondents from Hoppers Crossing were measurably (5%) less satisfied than average, and at a "good", rather than a "very good" level of satisfaction.



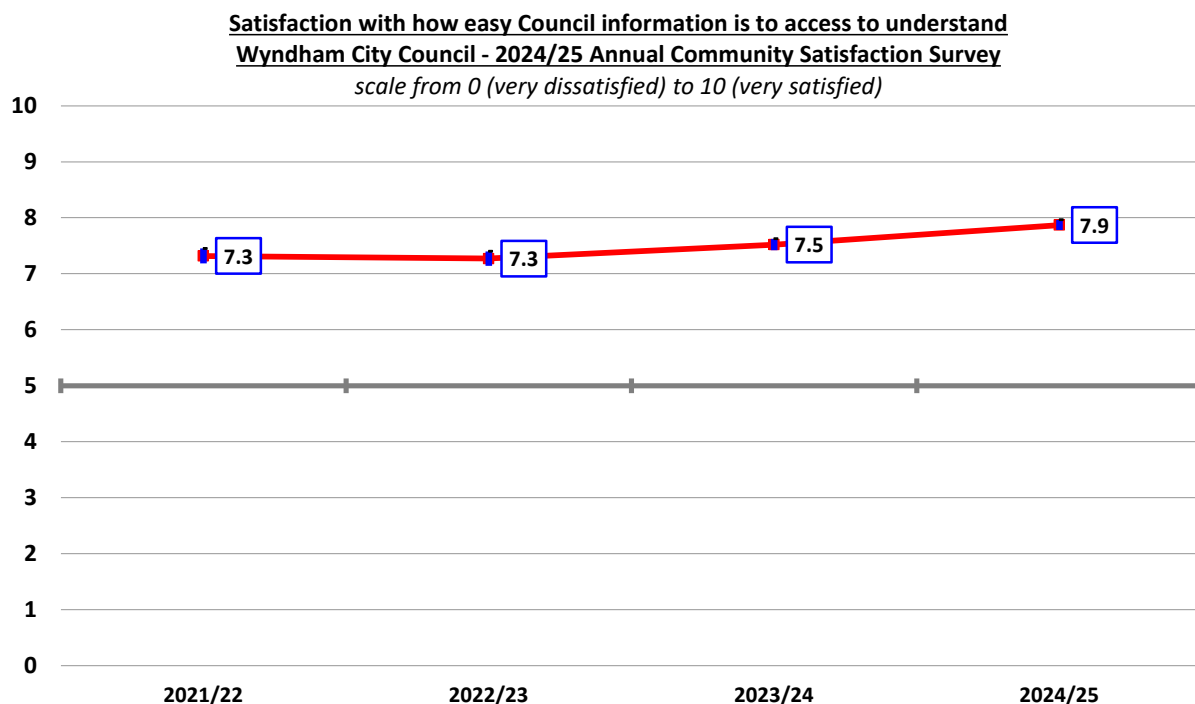
Whilst each profile group rated satisfaction with Council’s social media performance at “very good” or “excellent” levels, there was some minor variation in satisfaction observed by respondent profile, with senior citizens (aged 75 years and over) somewhat (3%) less satisfied than average.



How easy Council information is to access and to understand:

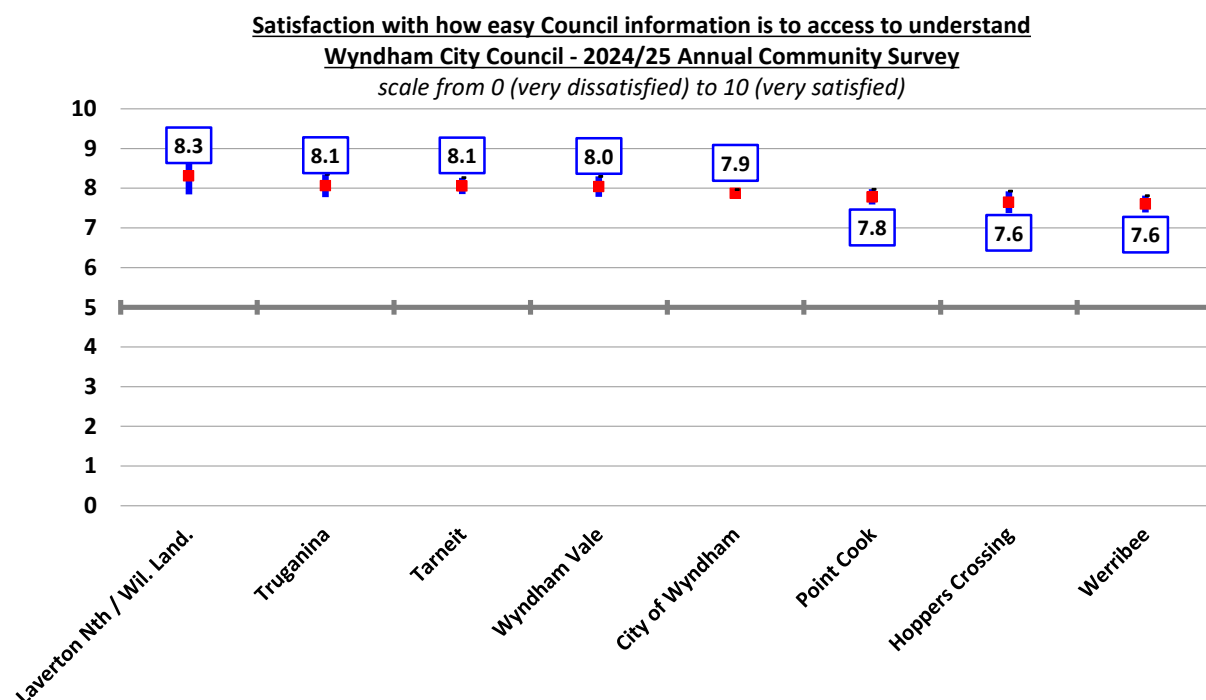
Satisfaction with how easy Council information is to access and to understand increased measurably again this year, up four percent to 7.9 out of 10, which was an “excellent”, up from a “very good” level of satisfaction.

This was the highest satisfaction with this aspect of performance recorded for the City of Wyndham and was measurably (4%) higher than the long-term average satisfaction since 2021/22 of 7.5 out of 10 or “very good”.



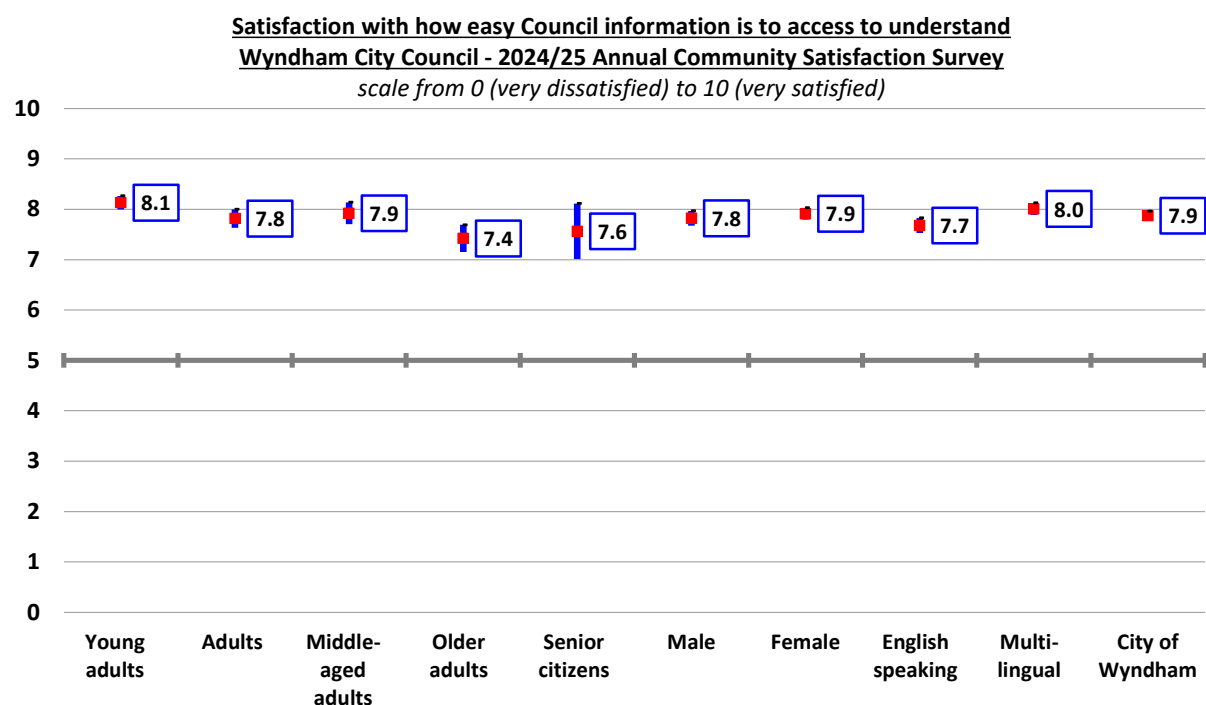
Respondents from all precincts across the City of Wyndham rated satisfaction with how easy Council information is to access and to understand at “very good” to “excellent” levels, reflecting well on Council’s performance.

It is noted, however, that respondents from Laverton North / Williams Landing were measurably (4%) more satisfied than average, whilst respondents from Hoppers Crossing were notably (3%) and respondents from Werribee were measurably (3%) less satisfied than average, and at “very good” rather than “excellent” levels of satisfaction.



Whilst each profile group rated satisfaction with how easy Council information is to access and to understand at “very good” or “excellent” levels, there was measurable variation in satisfaction observed by respondent profile.

Young adults (aged 18 to 34 years) were measurably (2%) more satisfied than average, whilst older adults (aged 55 to 74 years) were measurably less satisfied, and at a “very good” rather than an “excellent” level.



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.”

A total of 46 Council provided services and facilities were included in the 2024/25 survey.

Importance of Council services and facilities to the community

The average importance of the 46 included Council provided services and facilities in 2024/25 was 9.0 out of 10, up on the 2023/24 average importance of 8.5 out of 10.

It is important to note that all 46 services and facilities were considered important by most respondents, and all recorded an average importance score of at least eight out of 10.

As outlined at the right-hand side of the following table, it is noted that four (down from nine) services and facilities were measurably (statistically significantly) more important than the average of all services and facilities, whilst seven (down from nine) were measurably less important than the average, as follows:

- ***Measurably more important than the average*** – includes the weekly garbage collection, green waste collection, regular recycling collection, and the hard waste collection.
- ***Measurably less important than the average*** – includes Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change, enforcement of parking, provision of sleep and settling programs, provision and maintenance of community centres and neighbourhood hubs, provision of public art, exhibitions, events, arts and cultural activities, provision of first-time parent groups, and provision of Council’s major events.

The importance of all 46 services and facilities increased this year, up by an average of five percent, with the largest increases being for the importance of sleep and settling programs (up 8%), provision of supported playgroups (up 8%), provision of Council’s major events (up 8%), and the provision and maintenance of community facilities and venues for hire (up 8%).

This result reverses the unusual decline in importance with 39 of the 46 services and facilities recorded in the survey in 2023/24.

Of the 46 included services and facilities, a total of 28 were also included in the *Governing Melbourne* research conducted independently by Metropolis Research across all 31 metropolitan Melbourne municipalities in January 2025.



The exact wording for some of these services was somewhat different in *Governing Melbourne* than in this City of Wyndham survey, but they are considered sufficiently similar to facilitate comparison.

There was some variation observed in the average importance of these 28 (of the 46) services and facilities between the City of Wyndham and the metropolitan Melbourne average, with 10 somewhat more important in the City of Wyndham, four recorded identical importance, and 14 were somewhat less important in the City of Wyndham.

The average importance of none of these 28 services and facilities was more than two percent higher or lower than the metropolitan average.

Importance of selected Council services and facilities
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
(Number and index score scale 0 to 10)

| | Service / facility | Number | 2024/25 | | | 23/24 | 22/23 | 2025 Metro.* |
|--------------------|---|--------|---------|------------|-------|-------|-------|-----------------|
| | | | Lower | Mean | Upper | | | |
| Higher | Weekly garbage collection | 1,181 | 9.3 | 9.4 | 9.4 | 9.2 | 9.4 | 9.5 |
| | Green waste collection | 1,166 | 9.3 | 9.4 | 9.4 | 9.1 | 9.3 | 9.2 |
| | Regular recycling collection | 1,183 | 9.3 | 9.4 | 9.4 | 9.2 | 9.4 | 9.5 |
| | Hard waste collection | 1,159 | 9.3 | 9.3 | 9.4 | 9.0 | 9.2 | 9.2 |
| Average importance | Council response to dumped rubbish ³ | 1,167 | 9.1 | 9.2 | 9.2 | 8.9 | 9.1 | 9.2 |
| | Emergency management preparedness and response | 1,141 | 9.1 | 9.2 | 9.2 | 8.8 | 9.1 | 9.0 |
| | Provision of local libraries ⁵ | 1,171 | 9.1 | 9.2 | 9.2 | 8.6 | 8.8 | 9.1 |
| | Maintenance and cleaning of public areas | 1,178 | 9.1 | 9.2 | 9.2 | 8.8 | 9.0 | 9.2 |
| | Maintenance and repair of sealed local roads | 1,181 | 9.0 | 9.1 | 9.2 | 8.7 | 9.0 | 9.3 |
| | Public health services | 1,152 | 9.0 | 9.1 | 9.2 | 8.8 | 9.2 | n.a. |
| | Provision of immunisation services | 1,137 | 9.0 | 9.1 | 9.2 | 8.5 | 9.2 | n.a. |
| | Provision, maintenance and repair of footpaths and shared trails | 1,183 | 9.0 | 9.1 | 9.2 | 8.6 | 8.9 | 9.2 |
| | Provision and maintenance of public toilets | 1,151 | 9.0 | 9.1 | 9.2 | 8.6 | 8.8 | 9.1 |
| | Provision of the school crossing service | 1,115 | 9.0 | 9.1 | 9.1 | 8.4 | 9.2 | n.a. |
| | Control and regulation of pets and domestic animals ⁴ | 1,116 | 9.0 | 9.1 | 9.1 | 8.6 | 8.6 | 9.2 |
| | Maintenance and repair of drains | 1,178 | 9.0 | 9.1 | 9.1 | 8.6 | 8.9 | 9.3 |
| | Maintenance of parks, gardens and open spaces | 1,179 | 9.0 | 9.1 | 9.1 | 8.7 | 8.9 | 9.3 |
| | Maintenance of playgrounds | 1,173 | 9.0 | 9.1 | 9.1 | 8.7 | 8.8 | 9.0 |
| | Activities promoting economic investment in the local area | 1,102 | 9.0 | 9.1 | 9.1 | 8.5 | 8.6 | 8.9 |
| | Provision of maternal and child health services ⁶ | 1,113 | 9.0 | 9.0 | 9.1 | 8.5 | 9.0 | 9.1 |
| | Provision of Council managed kindergarten services | 1,129 | 9.0 | 9.0 | 9.1 | 8.4 | 9.0 | n.a. |
| | Building control and compliance enforcement | 1,096 | 9.0 | 9.0 | 9.1 | 8.5 | 8.7 | n.a. |
| | Economic development activities supporting local businesses | 1,103 | 9.0 | 9.0 | 9.1 | 8.5 | 8.7 | 8.9 |
| | Protection and conservation of the natural environment and coastal areas ² | 1,159 | 9.0 | 9.0 | 9.1 | 8.6 | 8.9 | n.a. |
| | Provision of sports ovals and other local sporting and outdoor recreation facilities | 1,128 | 9.0 | 9.0 | 9.1 | 8.4 | 9.0 | 9.0 |



| | | | | | | | | |
|-------------------------------|---|-------|-----|------------|-----|-----|-----|------|
| | Council support to access the child and family services you need and any other services you might need | 1,093 | 8.9 | 9.0 | 9.1 | 8.3 | 9.0 | n.a. |
| | Provision of youth services | 1,100 | 8.9 | 9.0 | 9.1 | 8.3 | 9.0 | 9.1 |
| | Economic development activities supporting tourism operators | 1,083 | 8.9 | 9.0 | 9.1 | 8.3 | 8.5 | n.a. |
| | Provision and maintenance of street trees | 1,187 | 8.9 | 9.0 | 9.1 | 8.6 | 8.6 | 9.2 |
| | Town Planning (Statutory Planning Process) | 1,088 | 8.9 | 9.0 | 9.0 | 8.2 | 8.9 | n.a. |
| | Provision and maintenance of community facilities and venues for hire | 1,074 | 8.9 | 9.0 | 9.0 | 8.2 | 8.7 | n.a. |
| | Traffic management | 1,180 | 8.9 | 9.0 | 9.1 | 8.7 | 8.8 | 9.2 |
| | Application, enforcement and compliance of environmental and planning regulations | 1,063 | 8.9 | 9.0 | 9.1 | 8.5 | 8.7 | n.a. |
| | Planning for community infrastructure to meet community need | 1,109 | 8.9 | 8.9 | 9.0 | 8.2 | 8.9 | n.a. |
| | Enforcement of local laws | 1,162 | 8.9 | 8.9 | 9.0 | 8.5 | 8.7 | 9.1 |
| | Graffiti removal | 1,090 | 8.8 | 8.9 | 9.0 | 8.4 | 8.6 | n.a. |
| | Provision of supported playgroups | 1,044 | 8.8 | 8.9 | 9.0 | 8.1 | 8.6 | n.a. |
| | Provision of on or off-road / separated bike paths | 1,153 | 8.8 | 8.9 | 9.0 | 8.5 | 8.2 | 8.9 |
| | Provision of shared trails | 1,157 | 8.8 | 8.9 | 9.0 | 8.4 | 8.3 | n.a. |
| Lower than average importance | Provision of Council's major events | 1,095 | 8.8 | 8.9 | 8.9 | 8.1 | 8.6 | 8.7 |
| | Provision of first-time parent groups | 1,050 | 8.8 | 8.9 | 8.9 | 8.2 | 8.6 | n.a. |
| | Provision of public art, exhibitions, events, arts and cultural activities ⁷ | 1,119 | 8.8 | 8.8 | 8.9 | 8.2 | 8.2 | 8.7 |
| | Provision and maintenance of community centres and neighbourhood hubs | 1,141 | 8.8 | 8.8 | 8.9 | 8.2 | 8.7 | 8.7 |
| | Provision of sleep and settling programs | 1,000 | 8.7 | 8.8 | 8.9 | 8.0 | 8.5 | n.a. |
| | Enforcement of parking | 1,180 | 8.7 | 8.8 | 8.9 | 8.4 | 8.1 | 9.0 |
| | Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change ¹ | 1,141 | 8.7 | 8.8 | 8.9 | 8.3 | 8.3 | 9.0 |

Average importance of services / facilities

9.0 **9.0** 9.1 8.5 8.8 9.1

(*) 2025 metropolitan Melbourne average from Governing Melbourne

(1) previously named Council activities promoting environment and sustainability

(2) previously named protecting the natural environment

(3) previously named management of illegal dumping of rubbish

(4) previously named animal management

(5) previously named local library services

(6) previously named services for children from birth to 5 yrs of age

(7) the average of "public art", "provision of Council events", "art exhibitions and experiences" and "arts and cultural services"



Satisfaction with Council services and facilities

The average satisfaction with the 46 included Council provided services and facilities increased notably this year, up two percent to 7.8 out of 10, which was an “excellent”, up from a “very good” level of satisfaction.

Within this average satisfaction, however, there was measurable and significant variation, from a high of 8.6 (“excellent”) for the weekly garbage and regular recycling services to a low of 6.8 (“good”) for traffic management.

As outlined on the right-hand side of the following table, eight (down from 11) services and facilities recorded a satisfaction score that was measurably (statistically significantly) higher than the average of all services and facilities (7.8), and 10 (down from 14) recorded a satisfaction score that was measurably lower than the average of all services and facilities:

- **Measurably higher than average satisfaction** – included the weekly garbage collection, regular recycling collection, green waste collection, hard waste collection, provision of local libraries, provision of the school crossing service, provision of immunisation services, provision of sports ovals and other local sporting and outdoor recreation facilities.
- **Measurably lower than average satisfaction** – included traffic management, enforcement of parking, town planning statutory planning process, enforcement of local laws, provision and maintenance of street trees, provision and maintenance of public toilets, maintenance and repair of sealed local roads, Council programs, events, and policy development to encourage sustainability, provision of on and off-road / separated bike paths, and the provision, maintenance, and repair of footpaths and shared trails.

Metropolis Research notes that these results were consistent with those recorded last year, reflecting a relatively stable variation in satisfaction with service delivery across the 46 included services and facilities.

Satisfaction with selected Council services and facilities
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
 (Number and index score scale 0 to 10)

| Service / facility | | Number | 2024/25 | | | 23/24 | 22/23 | 2025 Metro.* |
|----------------------------------|--|--------|---------|------|-------|-------|-------|-----------------|
| | | | Lower | Mean | Upper | | | |
| Higher than average satisfaction | Weekly garbage collection | 1,182 | 8.5 | 8.6 | 8.7 | 8.4 | 8.2 | 8.5 |
| | Regular recycling collection | 1,167 | 8.5 | 8.6 | 8.6 | 8.4 | 8.2 | 8.5 |
| | Green waste collection | 1,125 | 8.4 | 8.5 | 8.6 | 8.3 | 8.1 | 8.5 |
| | Hard waste collection | 1,077 | 8.3 | 8.4 | 8.5 | 8.1 | 7.8 | 8.4 |
| | Provision of local libraries ⁵ | 548 | 8.2 | 8.3 | 8.4 | 8.2 | 8.4 | 8.4 |
| | Provision of the school crossing service | 310 | 8.1 | 8.2 | 8.4 | 8.2 | 8.1 | n.a. |
| | Provision of immunisation services | 322 | 8.0 | 8.1 | 8.3 | 8.3 | 8.4 | n.a. |
| | Provision of sports ovals and other local sporting and outdoor recreation facilities | 371 | 8.0 | 8.1 | 8.3 | 7.8 | 7.9 | 8.2 |
| Average | Council support to access the child and family services you need and any other services you might need | 149 | 7.9 | 8.1 | 8.3 | 7.7 | 7.1 | n.a. |
| | Provision of Council managed kindergarten services | 207 | 7.9 | 8.1 | 8.3 | 8.1 | 7.9 | n.a. |



| | | | | | | | | |
|---------------------------------|---|-------|-----|------------|-----|-----|-----|------|
| | Provision of first-time parent groups | 80 | 7.8 | 8.1 | 8.4 | 7.7 | 7.3 | n.a. |
| | Provision of public art, exhibitions, events, arts and cultural activities ⁷ | 170 | 7.8 | 8.1 | 8.3 | 7.7 | 7.4 | 7.8 |
| | Provision of supported playgroups | 112 | 7.8 | 8.0 | 8.3 | 7.9 | 7.5 | n.a. |
| | Provision of sleep and settling programs | 71 | 7.6 | 8.0 | 8.3 | 7.1 | 6.2 | n.a. |
| | Provision and maintenance of community centres and neighbourhood hubs | 248 | 7.8 | 8.0 | 8.1 | 8.0 | 7.9 | 7.8 |
| | Emergency management preparedness and response | 931 | 7.8 | 7.9 | 8.0 | 7.4 | 7.4 | 7.9 |
| | Provision of maternal and child health services ⁶ | 196 | 7.7 | 7.9 | 8.1 | 8.1 | 7.5 | 7.8 |
| | Public health services | 1,060 | 7.8 | 7.9 | 8.0 | 7.6 | 7.3 | n.a. |
| | Provision and maintenance of community facilities and venues for hire | 127 | 7.6 | 7.9 | 8.1 | 7.9 | 7.4 | n.a. |
| | Control and regulation of pets and domestic animals ⁴ | 1,030 | 7.8 | 7.9 | 8.0 | 7.5 | 7.3 | 7.8 |
| | Building control and compliance enforcement | 902 | 7.8 | 7.9 | 8.0 | 7.4 | 7.2 | n.a. |
| | Provision of Council's major events | 178 | 7.6 | 7.8 | 8.0 | 7.8 | 7.6 | 7.9 |
| | Graffiti removal | 952 | 7.7 | 7.8 | 7.9 | 7.5 | 7.1 | n.a. |
| | Economic development activities supporting local businesses | 893 | 7.6 | 7.7 | 7.8 | 7.3 | 6.9 | 7.6 |
| | Maintenance and repair of drains | 1,150 | 7.6 | 7.7 | 7.8 | 7.5 | 7.0 | 7.6 |
| | Application, enforcement and compliance of environmental and planning regulations | 855 | 7.6 | 7.7 | 7.8 | 7.3 | 7.0 | n.a. |
| | Economic development activities supporting tourism operators | 852 | 7.6 | 7.7 | 7.8 | 7.3 | 6.8 | n.a. |
| | Activities promoting economic investment in the local area | 985 | 7.6 | 7.7 | 7.8 | 7.3 | 6.8 | 7.6 |
| | Maintenance and cleaning of public areas | 1,165 | 7.5 | 7.6 | 7.7 | 7.5 | 6.9 | 7.6 |
| | Council response to dumped rubbish ³ | 1,080 | 7.5 | 7.6 | 7.8 | 7.5 | 6.6 | 7.5 |
| | Maintenance of playgrounds | 1,125 | 7.5 | 7.6 | 7.7 | 7.6 | 7.2 | 8.2 |
| | Protection and conservation of the natural environment and coastal areas ² | 1,069 | 7.5 | 7.6 | 7.7 | 7.5 | 7.1 | n.a. |
| | Provision of shared trails | 1,098 | 7.5 | 7.6 | 7.7 | 7.2 | 6.9 | n.a. |
| | Provision of youth services | 118 | 7.3 | 7.6 | 7.9 | 7.9 | 7.4 | 8.0 |
| | Maintenance of parks, gardens and open spaces | 1,175 | 7.4 | 7.5 | 7.6 | 7.5 | 7.1 | 8.1 |
| | Planning for community infrastructure to meet community need | 192 | 7.3 | 7.5 | 7.7 | 7.0 | 6.8 | n.a. |
| Lower than average satisfaction | Provision, maintenance and repair of footpaths and shared trails | 1,182 | 7.3 | 7.4 | 7.5 | 7.2 | 6.5 | 7.5 |
| | Provision of on or off-road / separated bike paths | 1,066 | 7.3 | 7.4 | 7.5 | 7.1 | 6.5 | 7.8 |
| | Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change ¹ | 1,016 | 7.2 | 7.3 | 7.4 | 7.1 | 6.4 | 7.7 |
| | Maintenance and repair of sealed local roads | 1,178 | 7.2 | 7.3 | 7.5 | 7.2 | 6.1 | 7.3 |
| | Provision and maintenance of public toilets | 1,000 | 7.2 | 7.3 | 7.4 | 7.0 | 6.2 | 6.8 |
| | Provision and maintenance of street trees | 1,189 | 7.2 | 7.3 | 7.4 | 7.2 | 6.6 | 7.6 |
| | Enforcement of local laws | 1,093 | 7.2 | 7.3 | 7.4 | 7.0 | 6.6 | 7.9 |
| | Town Planning (Statutory Planning Process) | 79 | 6.8 | 7.2 | 7.7 | 6.9 | 6.4 | n.a. |
| | Enforcement of parking | 1,164 | 6.9 | 7.1 | 7.2 | 6.9 | 6.2 | 7.5 |
| | Traffic management | 1,179 | 6.6 | 6.8 | 6.9 | 6.6 | 6.1 | 7.4 |

Average satisfaction with services / facilities

7.6 **7.8** 7.9 7.6 7.2 7.6

(*) 2025 metropolitan Melbourne average from Governing Melbourne

(1) previously named Council activities promoting environment and sustainability

(2) previously named protecting the natural environment

(3) previously named management of illegal dumping of rubbish

(4) previously named animal management

(5) previously named local library services

(6) previously named services for children from birth to 5 yrs of age

(7) the average of "public art", "provision of Council events", "art exhibitions and experiences" and "arts and cultural services"

Percent satisfied / dissatisfied with Council services and facilities

The following table provides a breakdown of these results into the proportion of respondents (who provided a satisfaction score) who were "very satisfied" (i.e., rated satisfaction at eight or more), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction at between five and seven), and those who were "dissatisfied" (i.e., rated satisfaction at less than five).

It is noted that more than half of the respondents who provided a score were "very satisfied" with 44 of the 46 services and facilities, with more than four-fifths "very satisfied" with the regular recycling, weekly garbage collection, green waste collection, and provision of school crossing service.

Metropolis Research notes that 10% or more of respondents who provided a satisfaction score were "dissatisfied" with traffic management (13%) and the enforcement of parking (10%).

Satisfaction with selected Council services and facilities
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

| Service / facility | Dissatisfied (0 - 4) | Neutral to somewhat satisfied | Very satisfied (8 - 10) | Can't say | Total |
|--|-------------------------|-------------------------------------|-------------------------------|--------------|-------|
| Regular recycling collection | 1% | 17% | 82% | 37 | 1,204 |
| Weekly garbage collection | 1% | 18% | 82% | 22 | 1,204 |
| Green waste collection | 1% | 18% | 81% | 79 | 1,204 |
| Provision of the school crossing service | 2% | 19% | 80% | 12 | 321 |
| Provision of local libraries ⁵ | 1% | 21% | 79% | 10 | 558 |
| Hard waste collection | 2% | 21% | 78% | 127 | 1,204 |
| Council support to access the child and family services you need and any other services you might need | 2% | 21% | 77% | 6 | 156 |
| Provision of sports ovals and other local sporting and outdoor recreation facilities | 1% | 24% | 75% | 9 | 380 |
| Provision of first-time parent groups | 0% | 27% | 73% | 7 | 87 |
| Provision of immunisation services | 2% | 25% | 73% | 14 | 336 |

| | | | | | |
|---|-----|-----|-----|-----|--------------|
| Provision of supported playgroups | 3% | 27% | 70% | 1 | 113 |
| Provision and maintenance of community centres and neighbourhood hubs | 3% | 28% | 69% | 5 | 253 |
| Provision of Council managed kindergarten services | 3% | 28% | 69% | 8 | 216 |
| Provision of maternal and child health services ⁶ | 3% | 29% | 69% | 4 | 200 |
| Provision of public art, exhibitions, events, arts and cultural activities ⁷ | 2% | 29% | 69% | 9 | 179 |
| Emergency management preparedness and response | 2% | 30% | 68% | 273 | 1,204 |
| Control and regulation of pets and domestic animals ⁴ | 4% | 30% | 66% | 174 | 1,204 |
| Provision and maintenance of community facilities and venues for hire | 2% | 32% | 66% | 5 | 132 |
| Building control and compliance enforcement | 3% | 32% | 65% | 302 | 1,204 |
| Public health services | 2% | 34% | 65% | 144 | 1,204 |
| Graffiti removal | 4% | 32% | 65% | 252 | 1,204 |
| Economic development activities supporting tourism operators | 4% | 34% | 62% | 352 | 1,204 |
| Provision of sleep and settling programs | 0% | 38% | 62% | 3 | 74 |
| Maintenance and repair of drains | 5% | 34% | 62% | 54 | 1,204 |
| Activities promoting economic investment in the local area | 3% | 35% | 61% | 219 | 1,204 |
| Council response to dumped rubbish ³ | 6% | 33% | 61% | 124 | 1,204 |
| Maintenance and cleaning of public areas | 4% | 35% | 61% | 39 | 1,204 |
| Provision of Council's major events | 3% | 37% | 60% | 7 | 185 |
| Application, enforcement and compliance of environmental and planning regulations | 3% | 37% | 60% | 349 | 1,204 |
| Provision of shared trails | 4% | 36% | 60% | 106 | 1,204 |
| Economic development activities supporting local businesses | 3% | 38% | 60% | 311 | 1,204 |
| Provision of youth services | 7% | 34% | 59% | 9 | 127 |
| Maintenance of playgrounds | 5% | 38% | 57% | 79 | 1,204 |
| Provision, maintenance and repair of footpaths and shared trails | 7% | 37% | 56% | 22 | 1,204 |
| Protection and conservation of the natural environment and coastal areas ² | 4% | 41% | 56% | 135 | 1,204 |
| Maintenance of parks, gardens and open spaces | 6% | 38% | 56% | 29 | 1,204 |
| Provision and maintenance of street trees | 8% | 37% | 55% | 15 | 1,204 |
| Provision of on or off-road / separated bike paths | 6% | 39% | 55% | 138 | 1,204 |
| Town Planning (Statutory Planning Process) | 8% | 39% | 54% | 6 | 86 |
| Maintenance and repair of sealed local roads | 9% | 38% | 54% | 26 | 1,204 |
| Planning for community infrastructure to meet community need | 4% | 44% | 53% | 10 | 202 |
| Enforcement of local laws | 7% | 40% | 53% | 111 | 1,204 |
| Enforcement of parking | 10% | 40% | 50% | 40 | 1,204 |
| Provision and maintenance of public toilets | 7% | 44% | 50% | 204 | 1,204 |
| Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change ¹ | 5% | 46% | 49% | 188 | 1,204 |
| Traffic management | 13% | 46% | 42% | 25 | 1,204 |



Comparison to metropolitan Melbourne average

Of the 46 included services and facilities, 28 were included in *Governing Melbourne* in a form that allows for a meaningful comparison of the results.

The average satisfaction of these 28 services and facilities was 7.7 (up from 7.6) or “very good” in the City of Wyndham, just one percent lower than the 2025 metropolitan Melbourne average satisfaction of 7.8 (up from 7.6) or “excellent”.

This remains a substantial improvement over the 2022/23 result, which reported that the average satisfaction with services and facilities in the City of Wyndham was five percent lower than the metropolitan Melbourne average.

Of these, satisfaction with 13 (up from 11) was higher in the City of Wyndham, satisfaction with four was identical to the metropolitan average, and satisfaction with 12 (down from 14) was lower in the City of Wyndham, as outlined in the following graph.

The only service to measurably outperform the metropolitan average this year was public toilets, which recorded satisfaction five percent higher than the metropolitan average.

Of most note in these results was the seven percent lower satisfaction with local traffic management in the City of Wyndham compared to the metropolitan average.

This was consistent with the 19% of Wyndham respondents who nominated traffic management as a [top three issue](#), compared to the metropolitan average of nine percent.

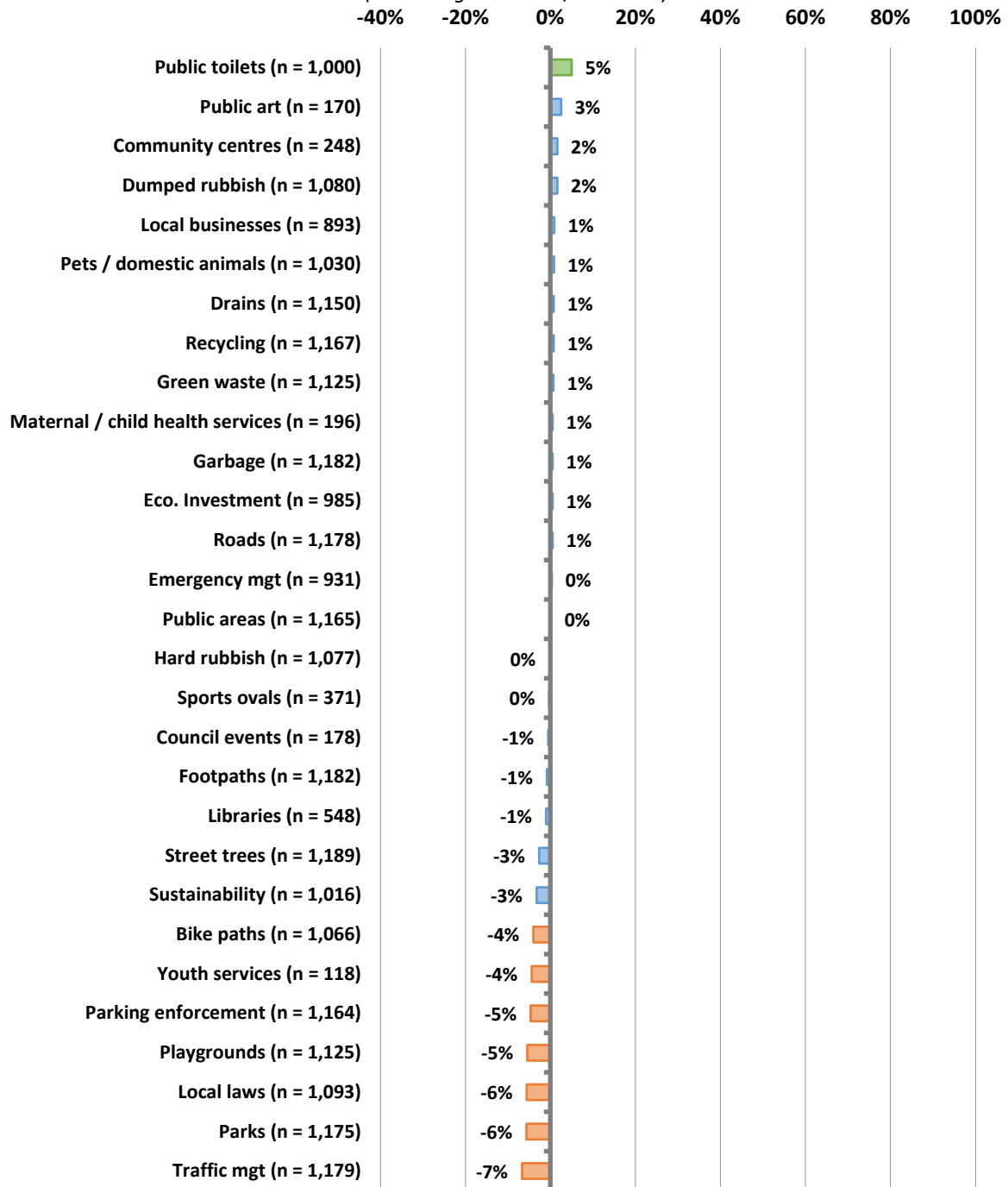
Other services and facilities that under-performed the metropolitan average included parks and gardens (6% lower), enforcement of local laws (6% lower), playgrounds (5% lower), and parking enforcement (5% lower).



Percentage difference between Wyndham and metropolitan Melbourne average

Wyndham City Council - 2024/25 Annual Community Satisfaction Survey

(Percentage increase / decrease)



Comparison of satisfaction with services and facilities from 2023/24 to 2024/25

The following graph provides the percentage change this year in satisfaction with the 46 included Council services and facilities.

As is observed in the graph, satisfaction with 38 of the 46 services and facilities increased at least marginally this year, satisfaction with five remained the same, and satisfaction with just three declined marginally.

This result was consistent with the 2023/24 result, reflecting a broad-ranging improvement in community satisfaction with Council's service delivery, which was also consistent with the general improvement in satisfaction with Council's overall performance over the last two years.

It is noted that the significant increases recorded last year with the maintenance and repair of sealed local roads (18%), parking enforcement (up 11%), and traffic management (up 10%) were not replicated again this year, although all three of these services recorded a small increase in satisfaction again this year.

There was a continued increase in satisfaction with sleep settling programs, up nine percent this year, building on the 16% increase recorded last year, although the small sample of 73 respondents last year and 71 respondents this year should be borne in mind.

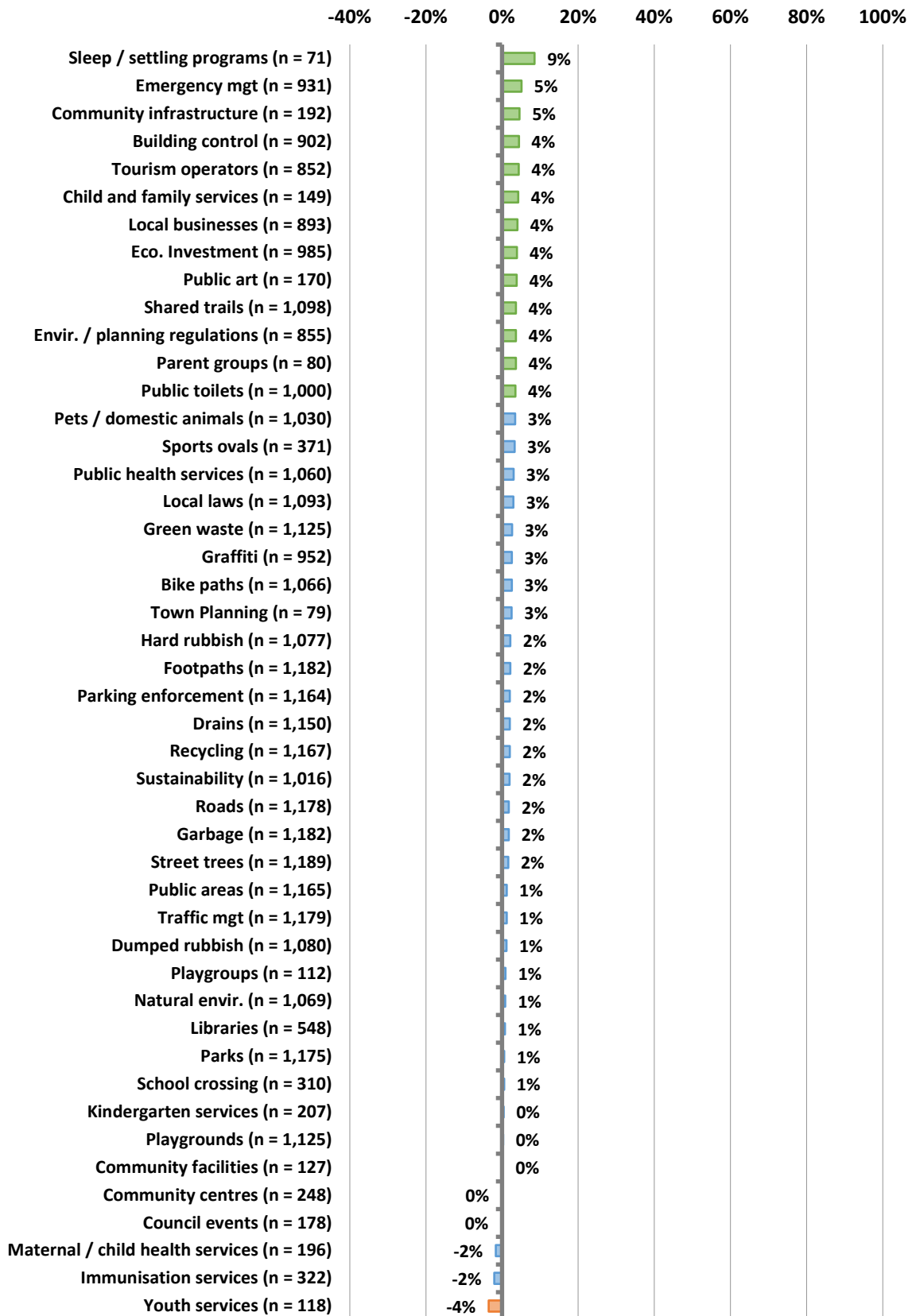
Metropolis Research notes that the change in methodology back from the telephone method used through the pandemic to the traditional door-to-door, in-person methodology will have had an impact on the increase in satisfaction recorded last year.

This is because the door-to-door methodology garners participation from a significantly broader cross-section of the community than is obtained from the telephone methodology.

This higher response rate tends to result in a somewhat higher satisfaction score, as more residents who are generally satisfied with Council will take the opportunity to participate when invited in-person, compared to the telephone methodology which tends to be skewed towards those who are less satisfied with Council.

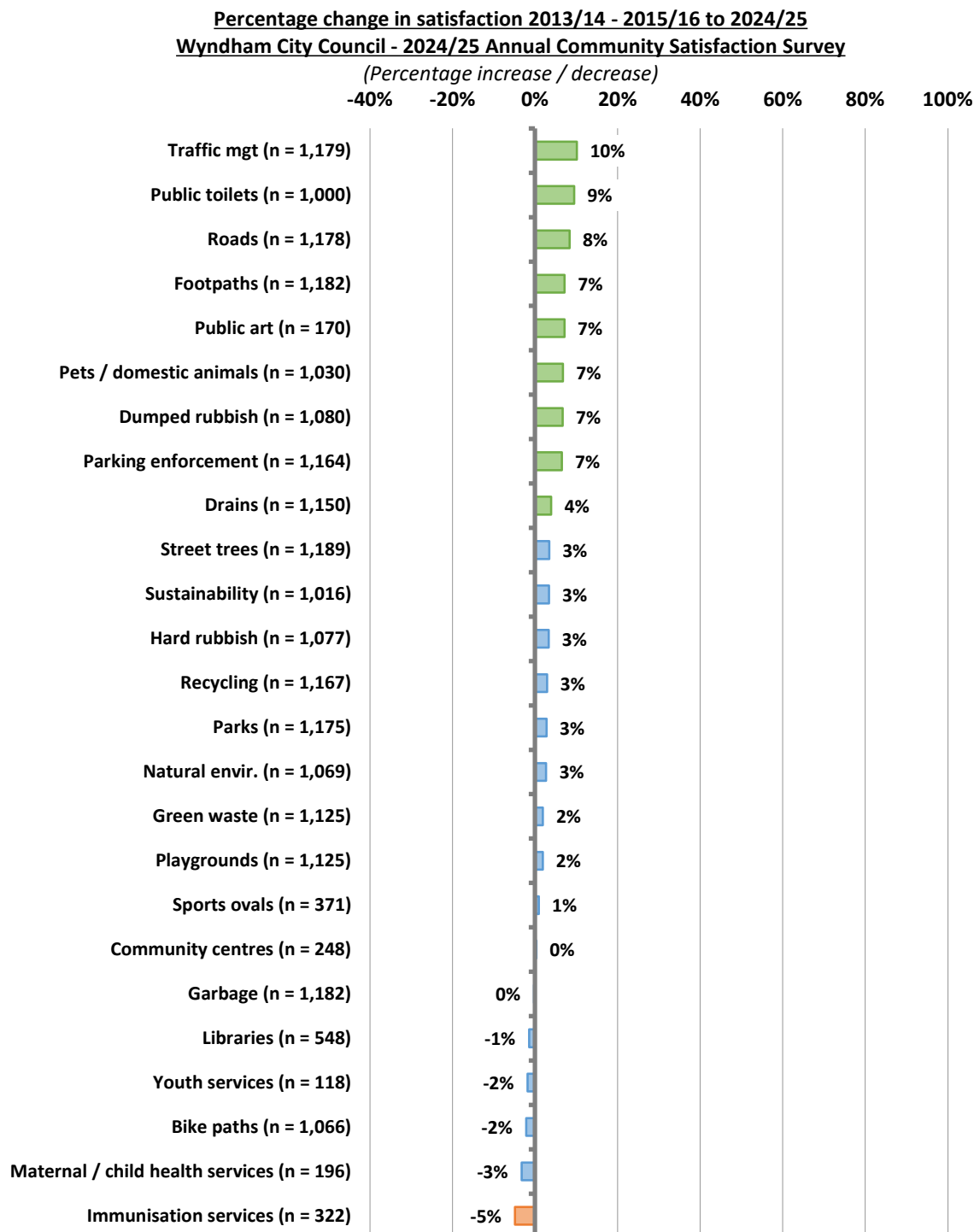


Percentage change in satisfaction 2023/24 to 2024/25
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
 (Percentage increase / decrease)



Change in satisfaction with services and facilities over the last 10 years

The following graph displays the change in satisfaction with services and facilities over the last decade, from the three-year average (2013/14 to 2015/16) to 2024/25.



Metropolis Research draws attention to the 10% increase in satisfaction with traffic management, with this sustained improvement in satisfaction over the last decade being a very positive result given the continued strength of community concern around traffic management in the City of Wyndham.



Metropolis Research also notes that there were notable improvements in satisfaction with a broad range of Council services and facilities, including some key infrastructure like roads, footpaths, and drains, but also in relation to parks and gardens, the environment, and sustainability.

With the exception of immunisation services, satisfaction with which declined five percent over the last decade, no other services and facilities recorded a significant decline in satisfaction.

Satisfaction by respondent profile

The following table provides a comparison of satisfaction with each of the 46 services and facilities by respondent profile, including age structure, gender, and language spoken at home.

Whilst there was some variation in satisfaction with individual services and facilities observed by respondent profile, in general terms it is noted that:

- **Age structure** – young adults (aged 18 to 34 years) tended to be more satisfied than average, whilst older adults (aged 55 to 74 years) tended to be less satisfied.
- **Gender** – female respondents tended to be more satisfied than male respondents.
- **Language spoken at home** – respondents from multilingual households tended to be more satisfied than respondents from English speaking households.

Average satisfaction with selected Council services and facilities
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

| <i>Service/facility</i> | <i>Young adults</i> | <i>Adults</i> | <i>Middle-aged adults</i> | <i>Older adults</i> | <i>Senior citizens</i> | <i>Male</i> | <i>Female</i> | <i>English speaking</i> | <i>Multi-lingual</i> |
|--|---------------------|---------------|---------------------------|---------------------|------------------------|-------------|---------------|-------------------------|----------------------|
| Provision of on or off-road / separated bike paths | 7.6 | 7.4 | 7.2 | 6.9 | 7.4 | 7.4 | 7.4 | 7.1 | 7.6 |
| Provision of shared trails | 7.9 | 7.7 | 7.5 | 7.0 | 7.3 | 7.6 | 7.6 | 7.3 | 7.8 |
| Enforcement of parking | 7.6 | 7.1 | 6.8 | 6.1 | 6.8 | 7.1 | 7.1 | 6.6 | 7.4 |
| Enforcement of local laws | 7.7 | 7.4 | 7.1 | 6.7 | 7.1 | 7.3 | 7.3 | 7.0 | 7.5 |
| Traffic management | 7.2 | 6.7 | 6.7 | 6.0 | 6.7 | 6.7 | 6.8 | 6.3 | 7.1 |
| Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change | 7.5 | 7.5 | 7.3 | 6.9 | 7.1 | 7.3 | 7.4 | 7.0 | 7.6 |
| Provision and maintenance of street trees | 7.7 | 7.3 | 7.0 | 6.9 | 6.7 | 7.3 | 7.3 | 7.1 | 7.5 |
| Maintenance of parks, gardens and open spaces | 7.8 | 7.4 | 7.4 | 7.2 | 7.6 | 7.5 | 7.5 | 7.4 | 7.7 |
| Maintenance of playgrounds | 7.9 | 7.5 | 7.5 | 7.3 | 7.8 | 7.6 | 7.6 | 7.4 | 7.8 |
| Protection and conservation of the natural environment and coastal areas | 7.9 | 7.4 | 7.6 | 7.3 | 7.7 | 7.6 | 7.7 | 7.5 | 7.7 |
| Maintenance and repair of sealed local roads | 7.8 | 7.4 | 7.1 | 6.5 | 7.0 | 7.3 | 7.4 | 7.0 | 7.6 |
| Provision, maintenance and repair of footpaths and shared trails | 7.9 | 7.5 | 7.2 | 6.7 | 7.2 | 7.4 | 7.4 | 7.2 | 7.6 |



Wyndham City Council – 2024/25 Annual Community Satisfaction Survey

| | | | | | | | | | |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Maintenance and repair of drains | 8.1 | 7.7 | 7.6 | 7.2 | 7.6 | 7.7 | 7.7 | 7.4 | 7.9 |
| Provision and maintenance of public toilets | 7.6 | 7.2 | 7.2 | 7.0 | 7.3 | 7.1 | 7.5 | 7.1 | 7.5 |
| Weekly garbage collection | 8.7 | 8.5 | 8.5 | 8.5 | 8.8 | 8.6 | 8.6 | 8.4 | 8.7 |
| Regular recycling collection | 8.7 | 8.5 | 8.4 | 8.5 | 8.9 | 8.6 | 8.5 | 8.4 | 8.7 |
| Green waste collection | 8.7 | 8.4 | 8.3 | 8.5 | 8.7 | 8.6 | 8.5 | 8.4 | 8.7 |
| Hard waste collection | 8.5 | 8.3 | 8.4 | 8.2 | 8.6 | 8.4 | 8.3 | 8.2 | 8.5 |
| Council response to dumped rubbish | 7.9 | 7.7 | 7.3 | 7.3 | 7.8 | 7.7 | 7.6 | 7.4 | 7.8 |
| Maintenance and cleaning of public areas | 7.9 | 7.7 | 7.3 | 7.3 | 7.6 | 7.7 | 7.7 | 7.4 | 7.8 |
| Graffiti removal | 8.0 | 7.8 | 7.8 | 7.4 | 7.6 | 7.7 | 7.8 | 7.5 | 8.0 |
| Public health services | 8.1 | 7.8 | 7.8 | 7.7 | 8.0 | 7.9 | 7.9 | 7.7 | 8.0 |
| Emergency management preparedness and response | 8.1 | 7.8 | 7.8 | 7.8 | 7.8 | 7.8 | 8.0 | 7.6 | 8.2 |
| Building control and compliance enforcement | 8.0 | 7.8 | 7.7 | 7.7 | 8.0 | 7.8 | 7.9 | 7.6 | 8.1 |
| Control and regulation of pets and domestic animals | 8.2 | 7.8 | 7.6 | 7.5 | 8.0 | 7.9 | 7.8 | 7.7 | 8.0 |
| Activities promoting economic investment in the local area | 7.8 | 7.6 | 7.6 | 7.5 | 7.9 | 7.6 | 7.7 | 7.5 | 7.8 |
| Economic development activities supporting local businesses | 7.9 | 7.7 | 7.6 | 7.4 | 7.8 | 7.6 | 7.8 | 7.4 | 7.9 |
| Economic development activities supporting tourism operators | 7.9 | 7.7 | 7.5 | 7.3 | 7.8 | 7.6 | 7.8 | 7.5 | 7.9 |
| Application, enforcement and compliance of environmental and planning regulations | 8.0 | 7.6 | 7.5 | 7.5 | 7.9 | 7.6 | 7.8 | 7.4 | 7.9 |
| Provision of local libraries | 8.4 | 8.3 | 8.3 | 8.3 | 8.1 | 8.3 | 8.3 | 8.2 | 8.4 |
| Provision and maintenance of community centres and neighbourhood hubs | 8.1 | 8.1 | 8.1 | 7.4 | 7.8 | 7.9 | 8.0 | 8.0 | 7.9 |
| Provision of Council managed kindergarten services | 8.3 | 8.1 | 8.2 | 7.3 | 7.2 | 8.0 | 8.1 | 8.1 | 8.1 |
| Provision of maternal and child health services | 7.8 | 8.2 | 7.8 | 7.2 | 8.0 | 7.9 | 7.9 | 7.6 | 8.0 |
| Provision of immunisation services | 8.2 | 8.1 | 8.2 | 8.0 | 8.6 | 8.0 | 8.3 | 8.1 | 8.2 |
| Provision of youth services | 7.8 | 7.6 | 7.9 | 6.8 | 9.0 | 7.5 | 7.7 | 7.5 | 7.6 |
| Provision and maintenance of community facilities and venues for hire | 7.7 | 8.0 | 8.0 | 8.1 | 5.7 | 7.8 | 8.0 | 7.9 | 7.9 |
| Provision of public art, exhibitions, events, arts and cultural activities | 8.2 | 8.0 | 7.9 | 8.0 | 9.1 | 8.1 | 8.0 | 7.9 | 8.2 |
| Provision of first-time parent groups | 7.7 | 8.0 | 8.9 | 9.4 | 8.0 | 8.2 | 8.0 | 7.9 | 8.2 |
| Provision of sleep and settling programs | 8.1 | 7.9 | 8.1 | 7.6 | 9.0 | 7.9 | 8.1 | 7.7 | 8.1 |
| Provision of supported playgroups | 8.1 | 8.2 | 8.1 | 7.6 | 7.8 | 8.1 | 8.0 | 8.1 | 8.0 |
| Provision of Council's major events | 7.9 | 7.9 | 8.0 | 7.1 | 8.4 | 7.7 | 7.9 | 7.7 | 7.9 |
| Town Planning (Statutory Planning Process) | 7.1 | 7.2 | 7.9 | 6.7 | 6.9 | 6.8 | 7.7 | 6.9 | 7.3 |
| Provision of the school crossing service | 8.2 | 8.3 | 8.2 | 8.2 | 7.7 | 8.2 | 8.2 | 8.4 | 8.1 |
| Provision of sports ovals and other local sporting and outdoor recreation facilities | 8.3 | 8.0 | 7.8 | 8.4 | 7.7 | 8.0 | 8.3 | 8.1 | 8.1 |
| Council support to access the child and family services you need and any other services you might need | 8.3 | 8.1 | 8.2 | 7.2 | 6.1 | 8.1 | 8.1 | 7.9 | 8.2 |
| Planning for community infrastructure to meet community need | 7.7 | 7.5 | 7.6 | 7.2 | 5.8 | 7.3 | 7.7 | 7.3 | 7.6 |
| <i>Average satisfaction</i> | <i>8.0</i> | <i>7.8</i> | <i>7.7</i> | <i>7.4</i> | <i>7.7</i> | <i>7.7</i> | <i>7.8</i> | <i>7.6</i> | <i>7.9</i> |
| Total respondents | 457 | 285 | 197 | 218 | 45 | 593 | 603 | 497 | 701 |



Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of the average importance of each of the 46 included Council services and facilities against the average satisfaction with each service.

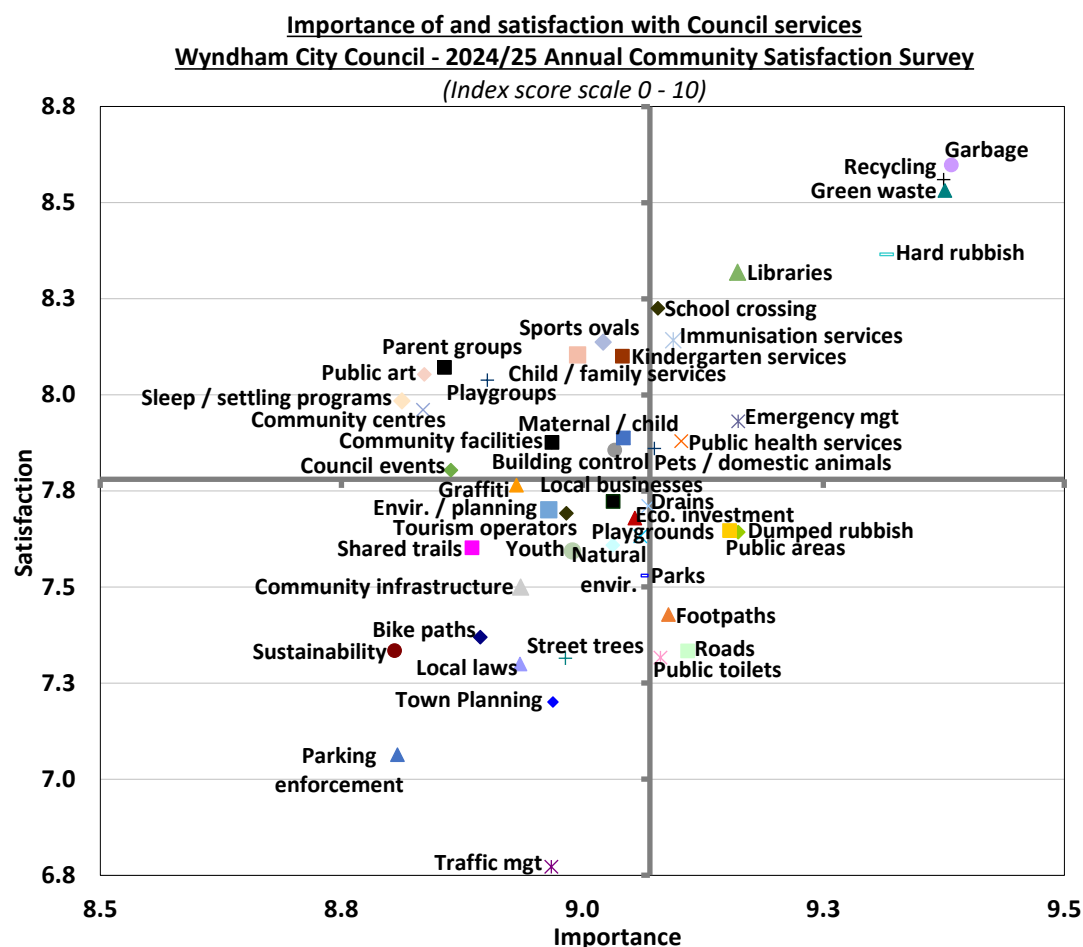
Services and facilities located in the top right-hand quadrant are therefore more important than average and have obtained higher than average satisfaction.

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 to the following key findings:

- ***Waste and recycling*** – the four kerbside collection services were all higher-than-average importance and were among the top ranked services in terms of satisfaction.
- ***Library services*** – the provision of local libraries was of significantly higher than average importance and was ranked fifth in terms of satisfaction.
- ***Community support services*** – most of these services were of average or higher-than-average importance, although Metropolis Research notes that they tended to be of lower importance than the metropolitan average, which is somewhat unusual and may reflect the more detailed nature of the description of these services in this survey than the comparison surveys. All of these services and facilities received higher than average satisfaction.
- ***Sports and recreation facilities*** – most of the sports and recreation facilities were of somewhat lower than average importance, and these services and facilities mostly reported average or higher than average satisfaction scores.
- ***Parking enforcement*** – was of somewhat lower than average importance this year, and it continued to report a lower-than-average satisfaction score. The lower importance score reflects the large number of respondents dissatisfied with parking enforcement; some of whom believe Council should be doing less enforcement.
- ***Services and facilities of most concern*** – there were no services or facilities to record a “solid”, “poor” or lower categorisation of satisfaction, although it is noted that traffic management, parking enforcement, town planning, local laws, public toilets, footpaths, street trees, bike and shared paths, and sustainability, and roads reported notably lower-than-average satisfaction scores.





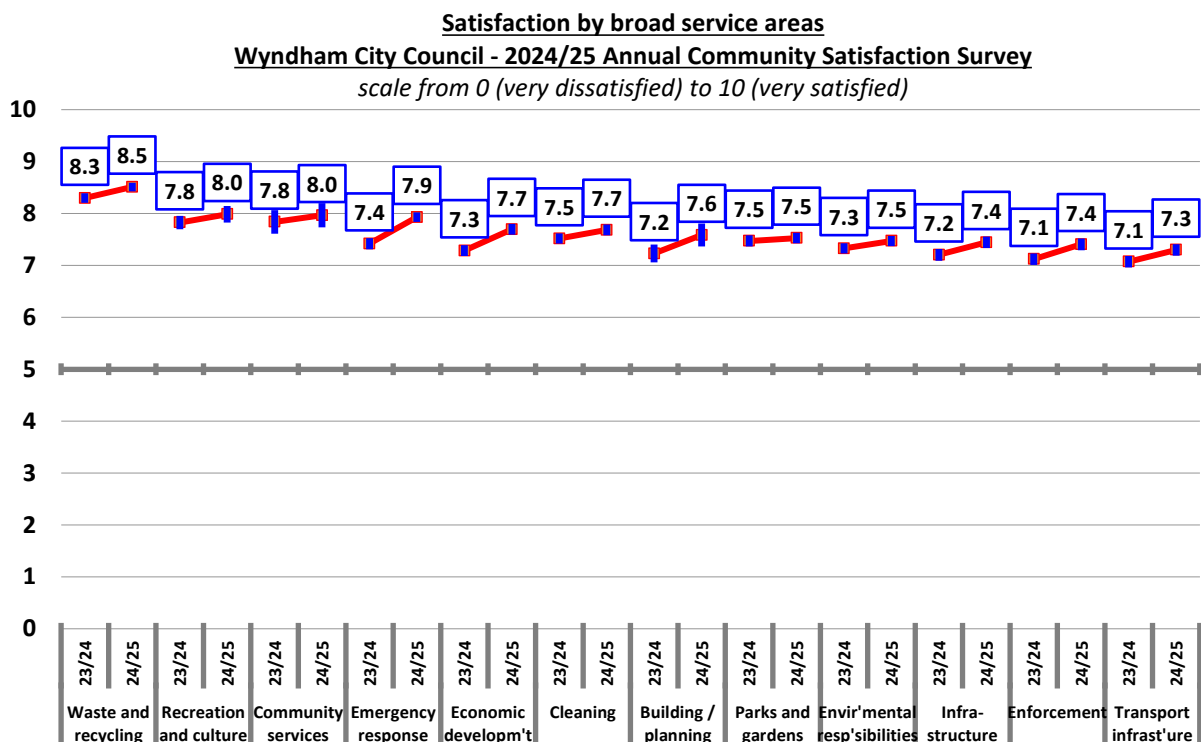
Satisfaction by broad service area

The following section of the report provides a summary of satisfaction with the 46 included Council services and facilities, grouped into 12 broad services areas, as follows:

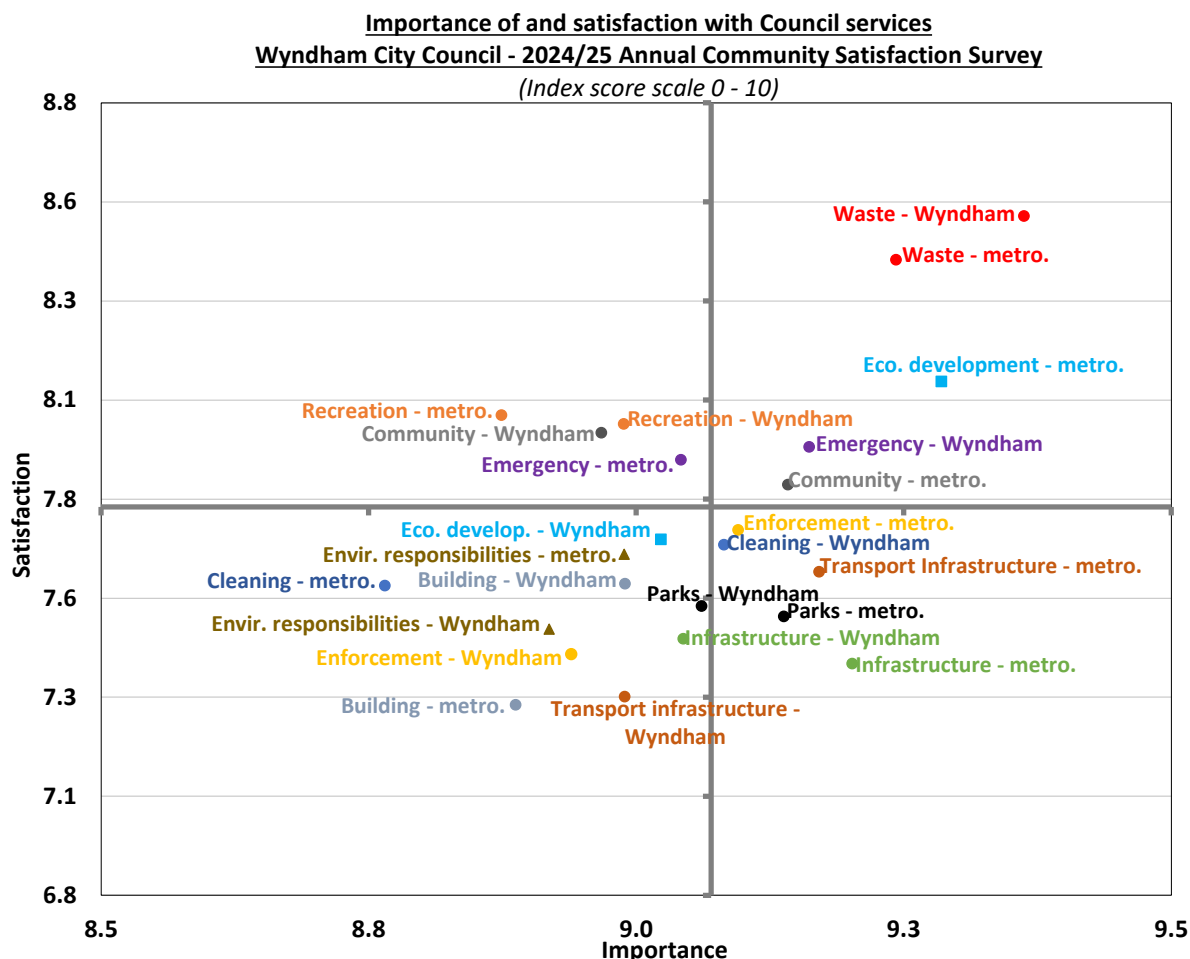
- **Infrastructure** – includes the provision and maintenance of street trees; maintenance and repair of drains; and the provision and maintenance of public toilets.
- **Waste and recycling** - including the weekly garbage collection; regular recycling collection; green waste collection; and hard waste collection.
- **Recreation and culture** – including the maintenance of playgrounds; provision of local libraries; provision of public art, exhibitions, events, arts and cultural activities; provision of Council's major events; and the provision of sports ovals, other local sporting, outdoor recreation facilities.
- **Community services** – includes public health services; provision and maintenance of community centres and neighbourhood hubs; provision of Council managed kindergarten services; provision of maternal and child health services; provision of immunisation services; provision of youth services; provision and maintenance of community facilities and venues for hire; provision of first-time parent groups; provision of sleep and settling programs; provision of supported playgroups; and Council support to access the child and family services you need and any other services you might need.

- **Enforcement (local laws / parking)** – including the enforcement of parking; enforcement of local laws; and the control and regulation of pets and domestic animals.
- **Cleaning** – including the Council response to dumped rubbish; maintenance and cleaning of public areas; and graffiti removal.
- **Transport infrastructure** – including the provision of on or off-road / separated bike paths; provision of shared trails; traffic management; maintenance and repair of sealed local roads; provision, maintenance and repair of footpaths; and shared trails,
- **Parks and gardens** – including the maintenance of parks, gardens, and open spaces.
- **Economic development** – including activities promoting economic investment in the local area; economic development activities supporting local businesses; and economic development activities supporting tourism operators.
- **Environmental responsibilities** – including Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change, and the protection and conservation of the natural environment and coastal areas.
- **Building and planning services** – including building control and compliance enforcement; application, enforcement, compliance environmental, planning regulations; Town Planning (Statutory Planning Process).
- **Emergency management and response** – including emergency management preparedness and response.

Metropolis Research notes that the increase in satisfaction with Council services and facilities was broad ranging, with average satisfaction with each of the 12 broad service areas increasing this year.



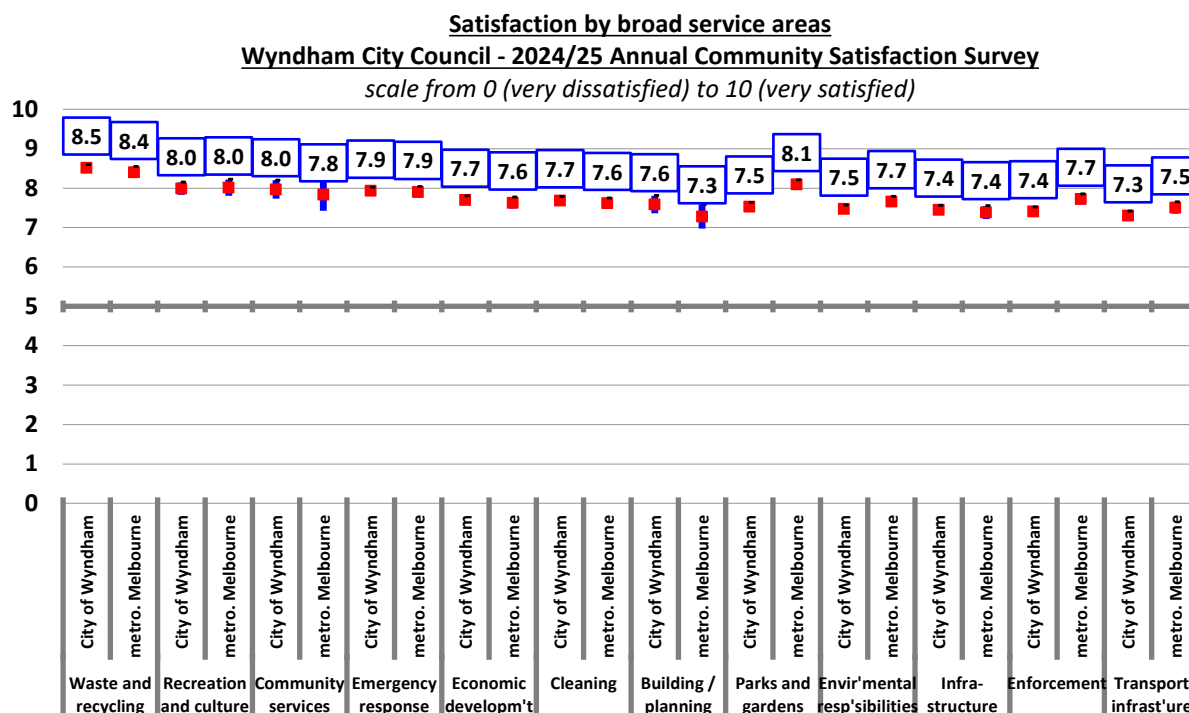
It is noted that waste services (2% higher), recreation (1% higher), and building services (1% higher) were somewhat more important in the City of Wyndham, whilst economic development (3% lower), transport infrastructure (2% lower), and infrastructure (2% lower) were all somewhat less important in the City of Wyndham.



When compared to the metropolitan average, satisfaction with five broad service areas was somewhat higher in the City of Wyndham, satisfaction with three was identical to the metropolitan average, and satisfaction with four was somewhat lower.

Attention is drawn to parks and gardens (6% lower in Wyndham), environmental responsibility (2% lower), and transport infrastructure (2% lower).





Importance and satisfaction by Council department

The 46 Council services and facilities included in the survey are grouped by Council department in the following section of the report.

It is noted that some of the 46 individual services and facilities were included in more than one department, reflecting the shared responsibility of these services and facilities. This breakdown of services into departments were provided by Council.

The breakdown of the 46 individual services and facilities by department was as follows:

- **Arts Events and Cultural Venues** – includes provision and maintenance of community facilities and venues for hire; provision of public art, exhibitions, events, arts and cultural activities; and Council's major community events.
- **City Amenity and Safety** – includes enforcement of parking; enforcement of local laws; emergency management preparedness and response; control and regulation of pets and domestic animals; application, enforcement, and compliance of environmental and planning regulations; and provision of school crossing service.
- **Community Development** – includes provision and maintenance of community centres and neighbourhood hubs.
- **Community Planning** – includes planning for community infrastructure to meet community needs.

- **Community Support** – includes provision of Council managed kindergarten services; provision of maternal and child health services; provision of immunisation services; provision of youth services; provision of first-time parent groups; provision of sleep and settling programs; provision of supported playgroups; and Council support to access the child and family services you need and any other services you might need.
- **Corporate Affairs** – includes economic development activities supporting tourism operators.
- **Economy, Design and Place** – includes activities promoting economic investment in the local area; and economic development activities supporting local businesses.
- **Facilities and Projects** – includes provision and maintenance of community centres and neighbourhood hubs; and includes provision and maintenance of community facilities and venues for hire.
- **Libraries and Learning** – includes the provision of local libraries.
- **Open Space** – includes provision and maintenance of street trees; maintenance of parks, gardens, and open spaces; maintenance of playgrounds; protection and conservation of the natural environment and coastal areas; and graffiti removal.
- **Planning, Building and Health** – includes public health services including maintenance of food safety; building control and compliance enforcement; application, enforcement, and compliance of environmental and planning regulations; and town planning (statutory planning process).
- **Roads and Maintenance** – includes maintenance and repair of sealed local roads; maintenance and repair of drains; maintenance of public toilets; Council's response to dumped rubbish; and maintenance and cleaning of public areas.
- **Sports and Recreation** – includes provision of sports ovals and other local sporting and recreation facilities.
- **Transport and sustainability** – includes provision of on-road and off-road / separated bike lanes; provision of shared trails; provision and maintenance of footpaths and shared trails; traffic management; and Council's programs, events, and policy development to encourage sustainability, increase resilience, and climate change.
- **Waste Collections** – includes garbage collection; recycling collection; green waste collection; and hard waste collection.

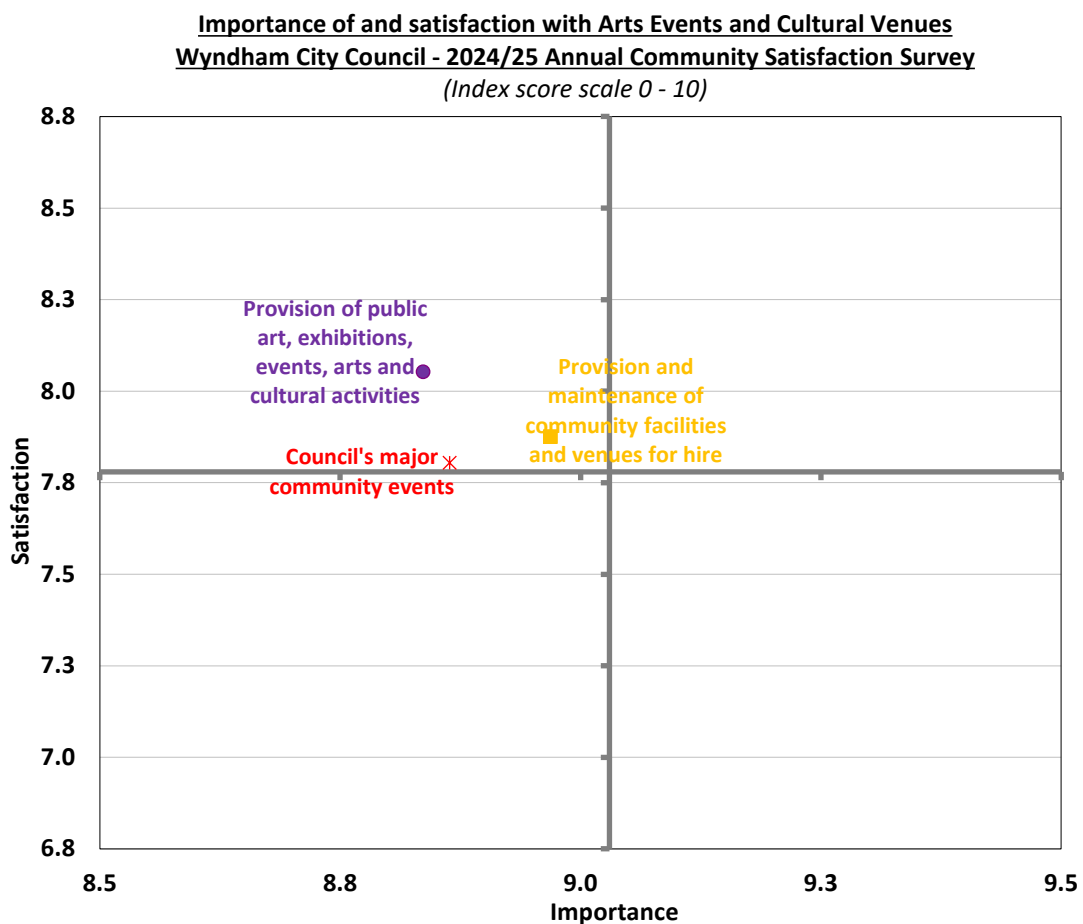


Arts Events and Cultural Venues

There were three services and facilities from the Arts Events and Cultural Venues department of Council included in the 2024/25 survey.

Respondents rated all three of these services and facilities as being of lower-than-average importance, but satisfaction with all three was higher-than-average.

This was consistent with past results and results observed elsewhere, whereby arts and cultural services and facilities tend to be of lower-than-average importance, although it is important to bear in mind that these services and facilities were very important nonetheless, with scores of almost nine out of 10.



Provision and maintenance of community facilities and venues for hire

The provision and maintenance of community facilities and venues for hire was the 31st most important of the 46 services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with the provision and maintenance of community facilities and venues for hire remained stable in 2024/25, at 7.9 out of 10, which remained an “excellent” level of satisfaction.

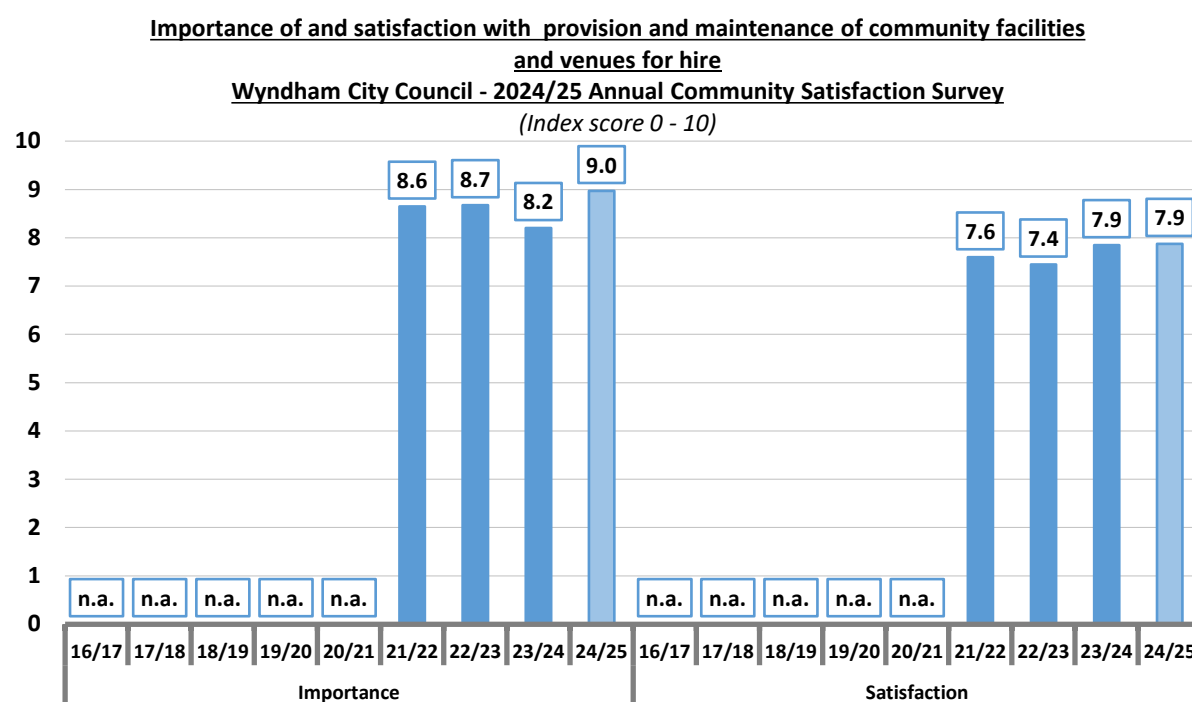
This result ranks satisfaction with these facilities 19th of the 46 included services and facilities this year.

This maintains the highest satisfaction score recorded for this service since the question was first included in the survey program in 2021/22, and notably (2%) higher than the long-term average satisfaction since 2021/22 of 7.7 out of 10, or “very good”.

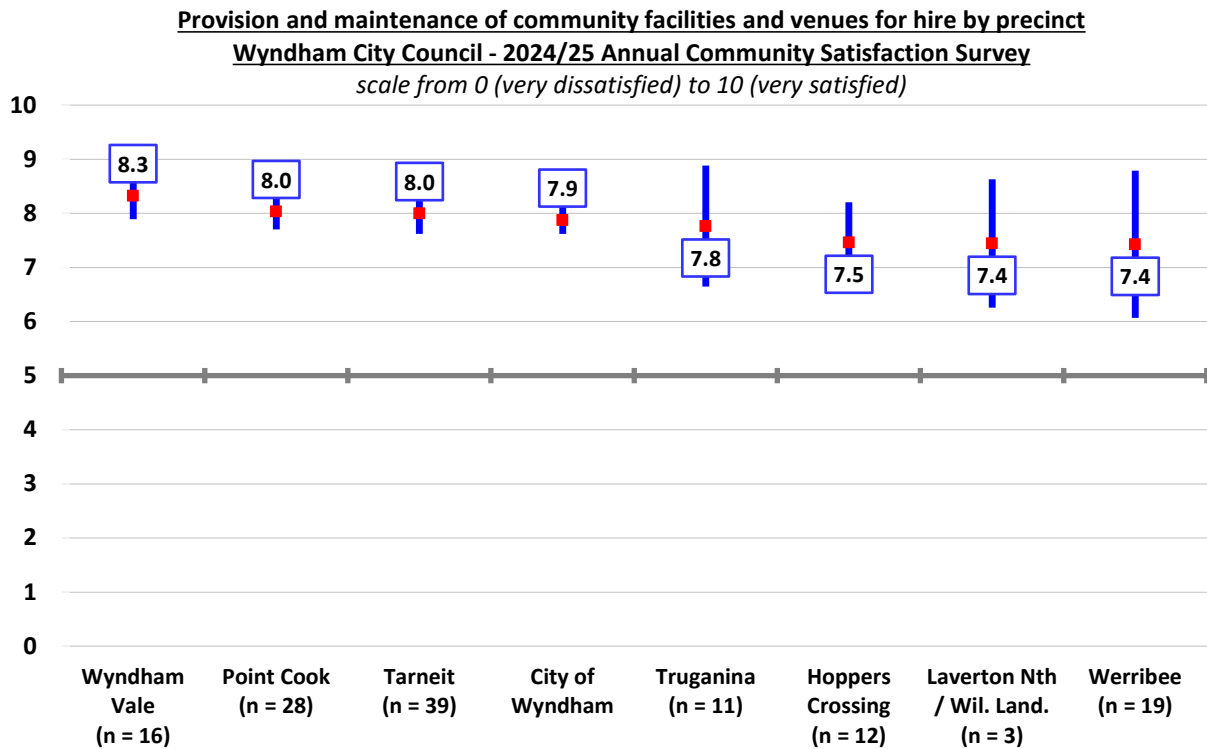
This result comprised 66% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 127 of the 132 respondents (11%) from households who had used these facilities in the last 12 months.

There was some variation in satisfaction with these facilities by respondent profile, with young adults (aged 18 to 34 years) somewhat, and senior citizens (aged 75 years and over) notably, less satisfied than average. Female respondents were somewhat less satisfied than male respondents.

These facilities were not included in *Governing Melbourne* in a format that would enable comparison, and therefore no comparison results are published.



There was no statistically significant variation in satisfaction with the provision and maintenance of community facilities and venues for hire observed across the municipality, although it is noted that 12 respondents from Hoppers Crossing, three from Laverton North / Williams Landing, and 19 from Werribee were somewhat less satisfied than average.



Provision of public art, exhibitions, events, arts, and cultural activities

The provision of public art, exhibitions, events, arts, and cultural activities was the 42nd most important of the 46 included services and facilities, with an average importance of 8.8 out of 10.

These services and facilities were one of seven that were measurably less important than the average of all services and facilities (9.0).

Satisfaction with the provision of public art, exhibitions, events, arts, and cultural activities increased measurably this year, up four percent to 8.1 out of 10, which was an “excellent” level of satisfaction.

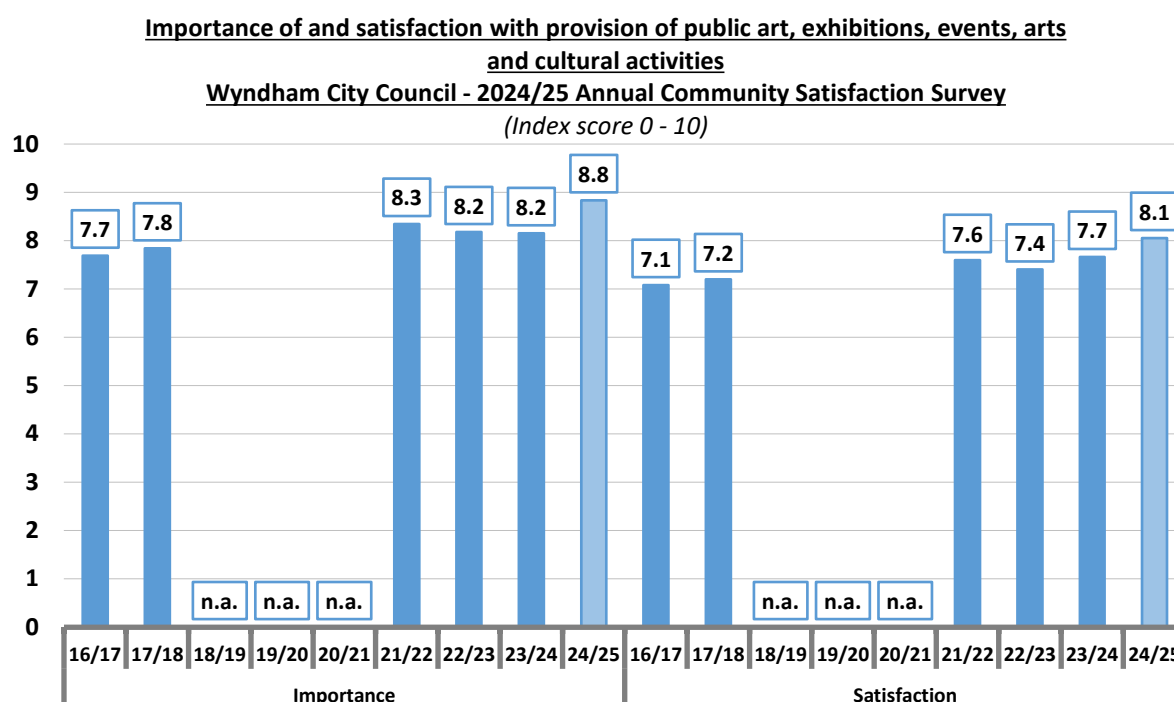
This result ranks these services and facilities 12th in terms of satisfaction this year.

This was the highest satisfaction score ever recorded for these services and facilities for the City of Wyndham, and measurably higher than the long-term average satisfaction since 2013/14 of 7.4 out of 10 or “very good”.

This result comprised 69% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 170 of the 179 respondents (15%) from households who had used these services and facilities in the last 12 months.

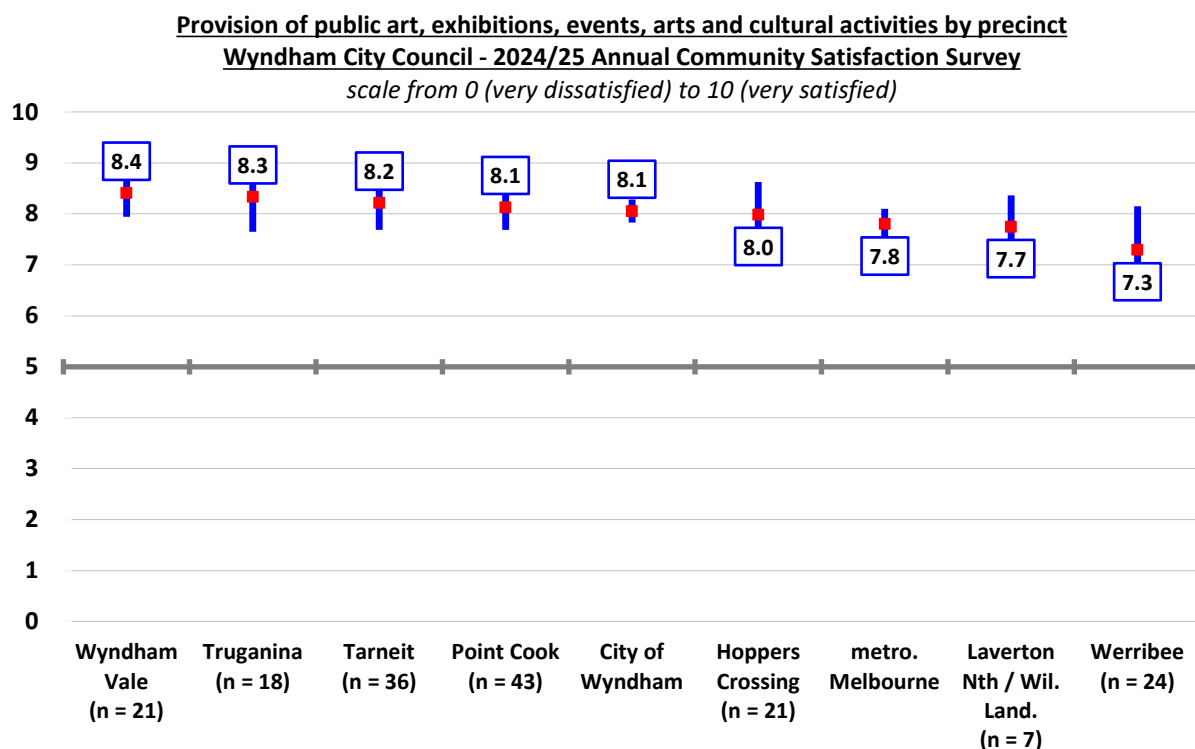
There was some variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) notably more satisfied than average.

By way of comparison, satisfaction with these services and facilities in the City of Wyndham was somewhat higher than the metropolitan Melbourne score, with the average satisfaction with “provision of public art” and “Council’s festivals and events” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was no measurable variation in satisfaction with this service observed across the municipality, although it is noted that seven respondents from Laverton North / Williams Landing were somewhat (4%) and 24 respondents from Werribee were notably (8%) less satisfied than average.





Provision of Council's major events

The provision of Council's major events was the 40th most important of the 46 included services and facilities, with an average importance of 8.9 out of 10.

These facilities and services were one of seven that were measurably less important than the average of all (9.0).

Satisfaction with the provision of Council's major events remained stable at 7.8 out of 10, an "excellent" level of satisfaction.

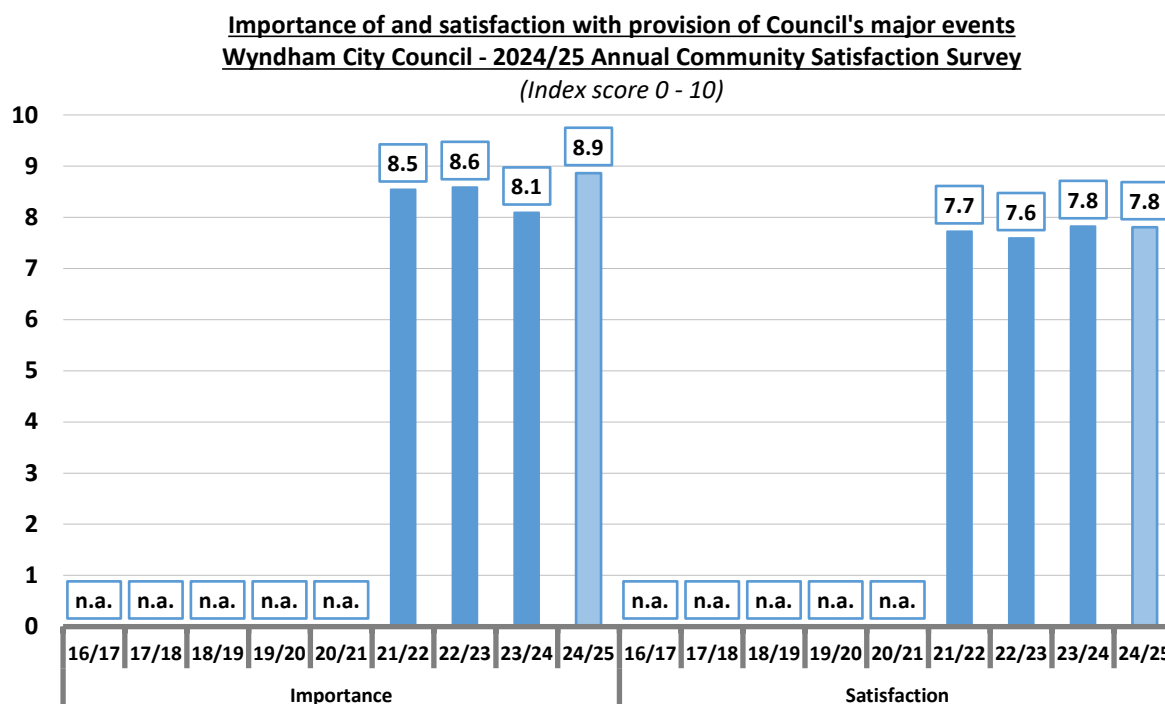
This result ranks these services and facilities 22nd in terms of satisfaction this year.

This remained the highest recorded level of satisfaction with these services and facilities since the question was first included in the survey program in 2021/22.

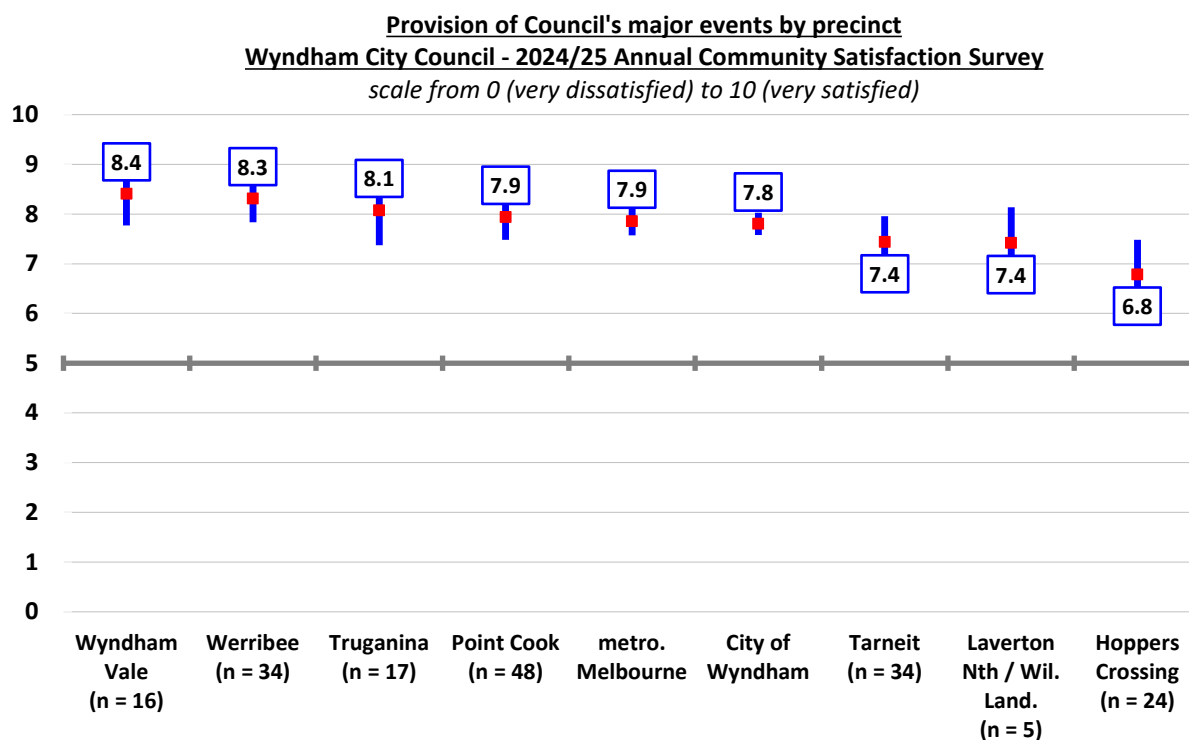
This result comprised 60% "very satisfied" and three percent "dissatisfied" respondents, based on a total sample of 178 of the 185 respondents (15%) from households who had used these services and facilities in the last 12 months.

There was some variation in satisfaction observed by respondent profile, with senior citizens notably more satisfied than average, and female respondents were marginally more satisfied than male respondents.

By way of comparison, satisfaction with these services and facilities in the City of Wyndham was only marginally (1%) lower than the metropolitan Melbourne average satisfaction with “Council’s festivals and events” of 7.9 out of 10 in the 2025 *Governing Melbourne* research.



There was measurable variation in satisfaction with Council’s major events observed across the municipality, with 24 respondents from Hoppers Crossing measurably (10%) less satisfied than average, at a “good”, rather than an “excellent” level of satisfaction.

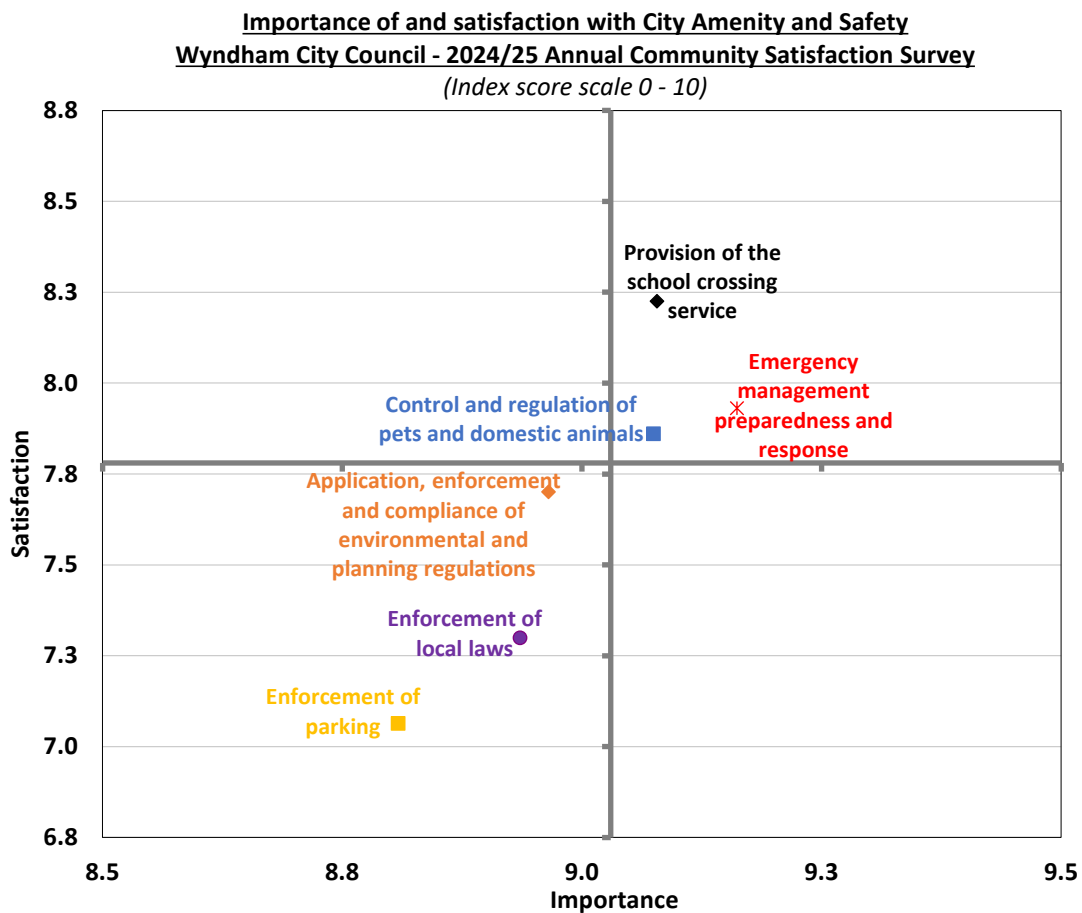


City Amenity and Safety

There were six services and facilities from the City Amenity and Safety department of Council included in the 2024/25 survey.

There was considerable variation in the average importance of, and satisfaction with, these six services and facilities, as shown in the following graph.

Of note is the lower-than-average satisfaction with the enforcement of parking and the enforcement of local laws, both of which were rated at “good” levels of satisfaction.



Enforcement of parking

The enforcement of parking was the 45th most important of the 46 included services and facilities, with an average importance of 8.8 out of 10.

Although this was measurably higher than last year, the enforcement of parking remains one of seven services and facilities that were measurably less important than the average of all 46 (9.0).

Satisfaction with the enforcement of parking increased two percent this year to 7.1 out of 10, although it remained at a “good” level of satisfaction.

This was the highest satisfaction score for this service recorded, and measurably (7%) higher than the long-term average satisfaction since 2014/15 of 6.4 out of 10.

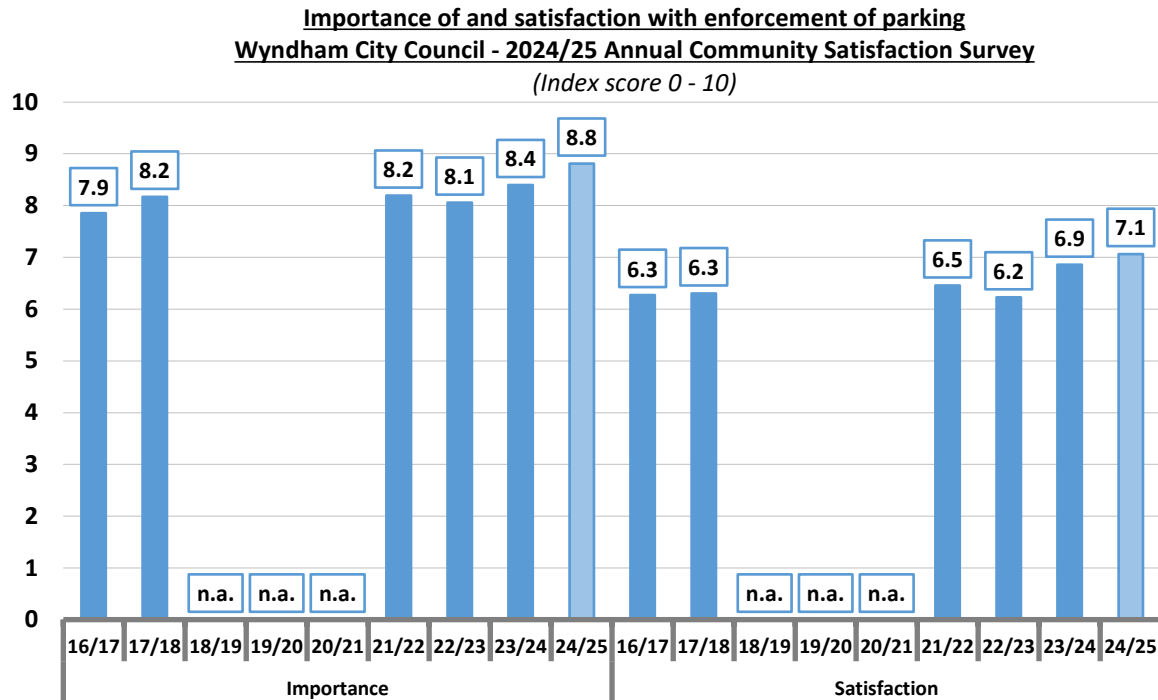
Despite the continued increase in satisfaction this year, this result ranks the enforcement of parking 45th in terms of satisfaction, one of 10 services and facilities that received a satisfaction score measurably lower than the average of all 46 services and facilities (7.8).

This result comprised 50% “very satisfied” and 10% “dissatisfied” respondents, based on a total sample of 1,164 of the 1,204 respondents who provided a satisfaction score this year.

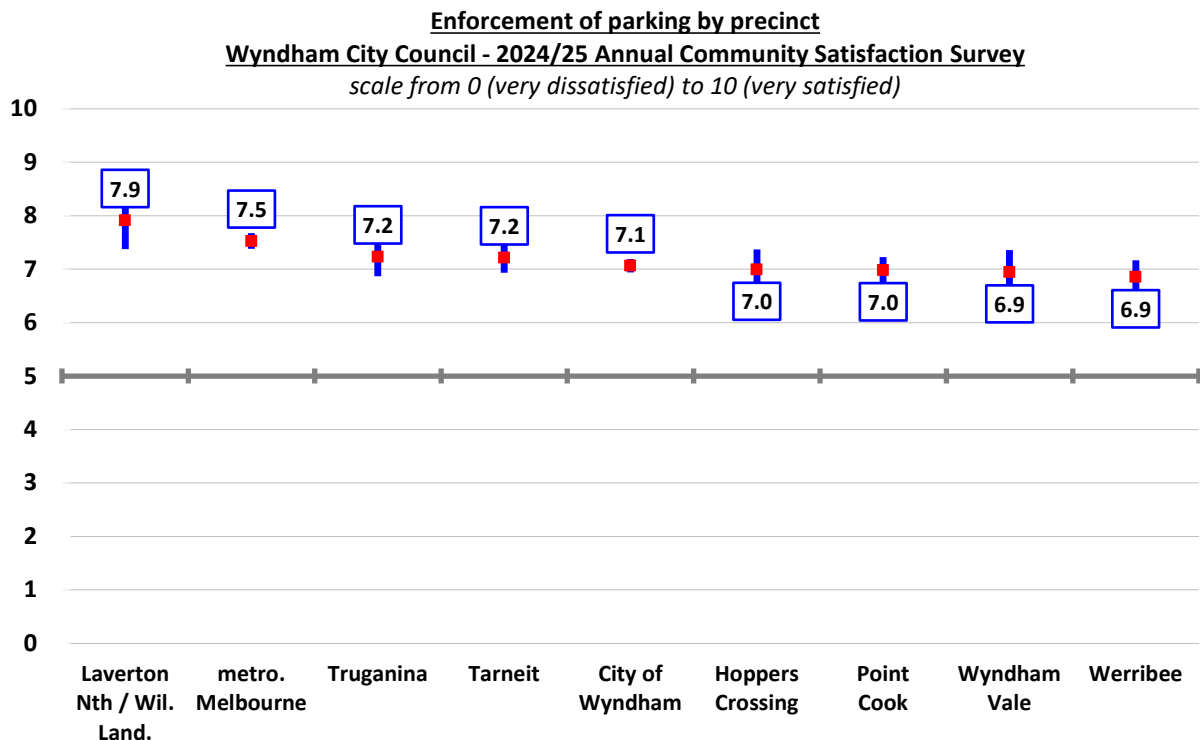
There was some variation observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average. Respondents from multilingual households were also notably more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with the enforcement of parking was measurably lower than the metropolitan Melbourne satisfaction with “parking enforcement” of 7.5, as recorded in the 2025 *Governing Melbourne* research.





There was measurable variation in satisfaction with parking enforcement observed across the municipality, with respondents from Laverton North / Williams Landing measurably (8%) more satisfied than average, and at an “excellent” level.



Enforcement of local laws

The enforcement of local laws was the 35th most important of the 46 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with the enforcement of local laws increased measurably this year, up three percent to 7.3 out of 10, which was a “very good”, up from a “good” level of satisfaction.

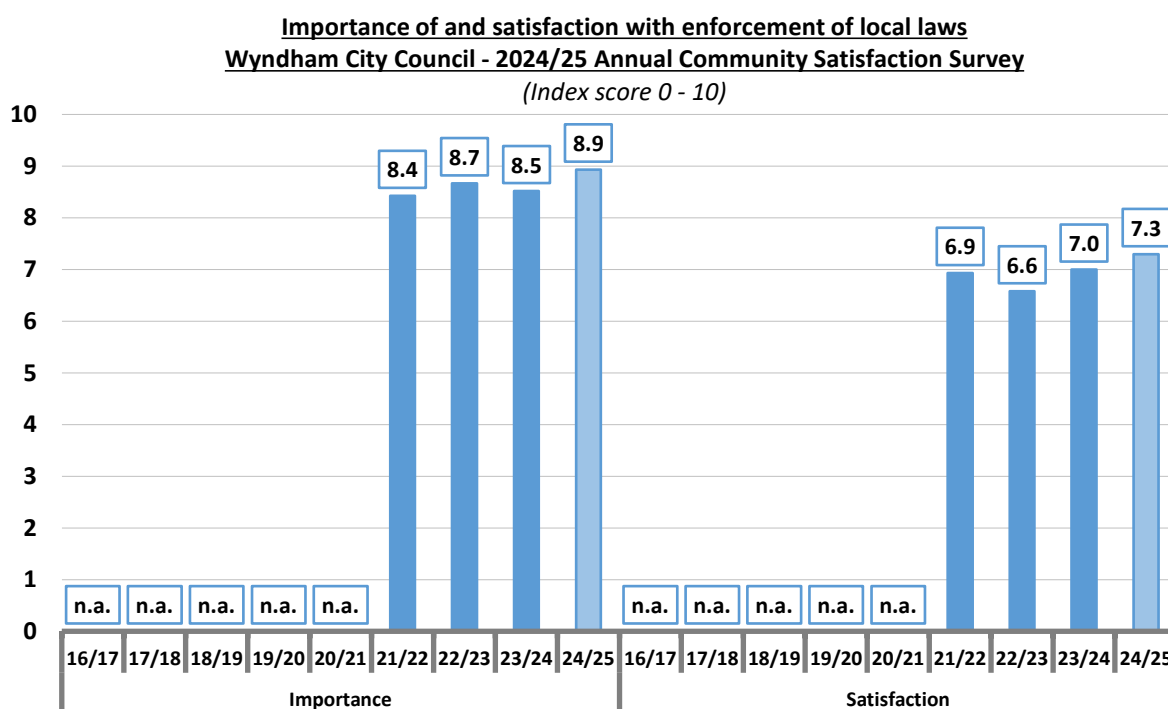
Despite the increase in satisfaction this year, this result ranks the enforcement of local laws 43rd in terms of satisfaction this year, and one of 10 services and facilities that received a satisfaction score measurably lower than the average of all 46 services and facilities (7.8).

This was the highest satisfaction score recorded for the enforcement of local laws in the City of Wyndham since its inclusion in the survey program back in 2021/22 and was measurably above the long-term average since 2021/22 of 7.0 out of 10 or “good”.

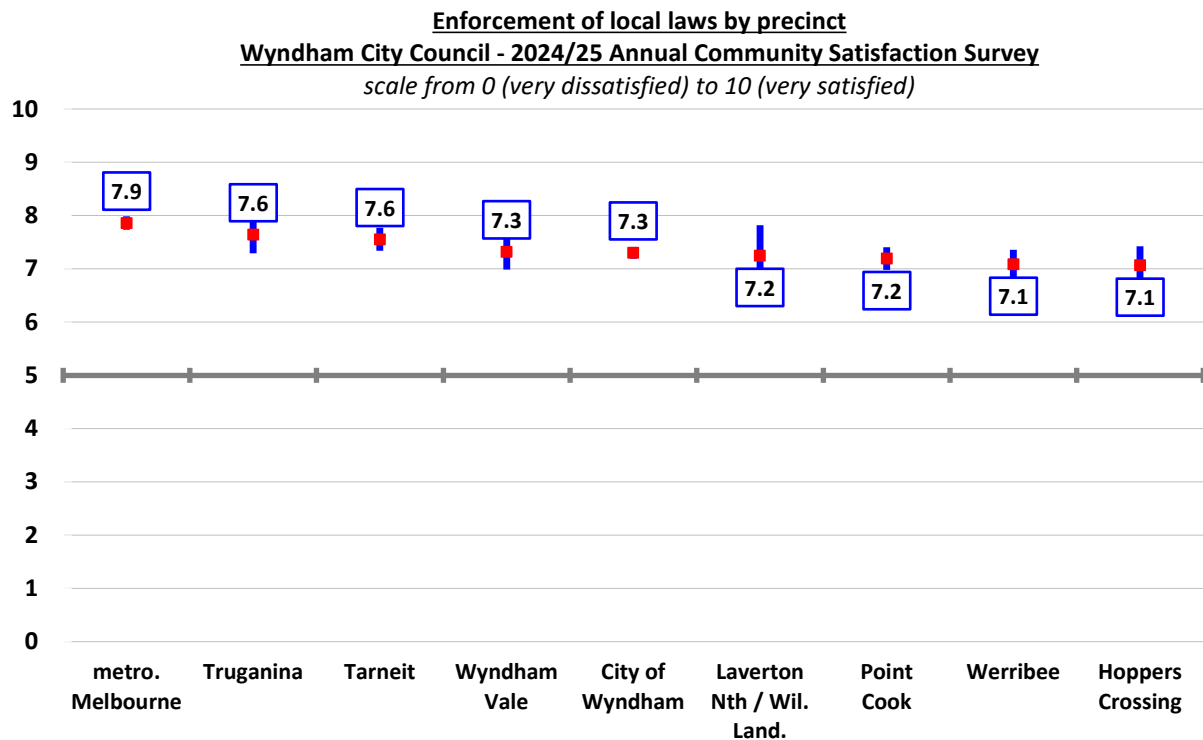
This result comprised 53% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 1,093 of the 1,204 respondents who provided a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and older adults (aged 55 to 74 years) notably less satisfied than average.

By way of comparison, this result was measurably (6%) lower than the metropolitan Melbourne satisfaction with “enforcement of local laws” of 7.9 out of 10, as recorded in the 2025 *Governing Melbourne* research.



Whilst there was no measurable variation in satisfaction observed across the municipality, it is noted that respondents from Truganina and Tarneit were notably (3%) more satisfied with the enforcement of local laws than the municipal average.



Emergency management preparedness and response

Council's emergency management preparedness and response was the 6th most important of the 46 included services and facilities, with an average importance of 9.2 out of 10.

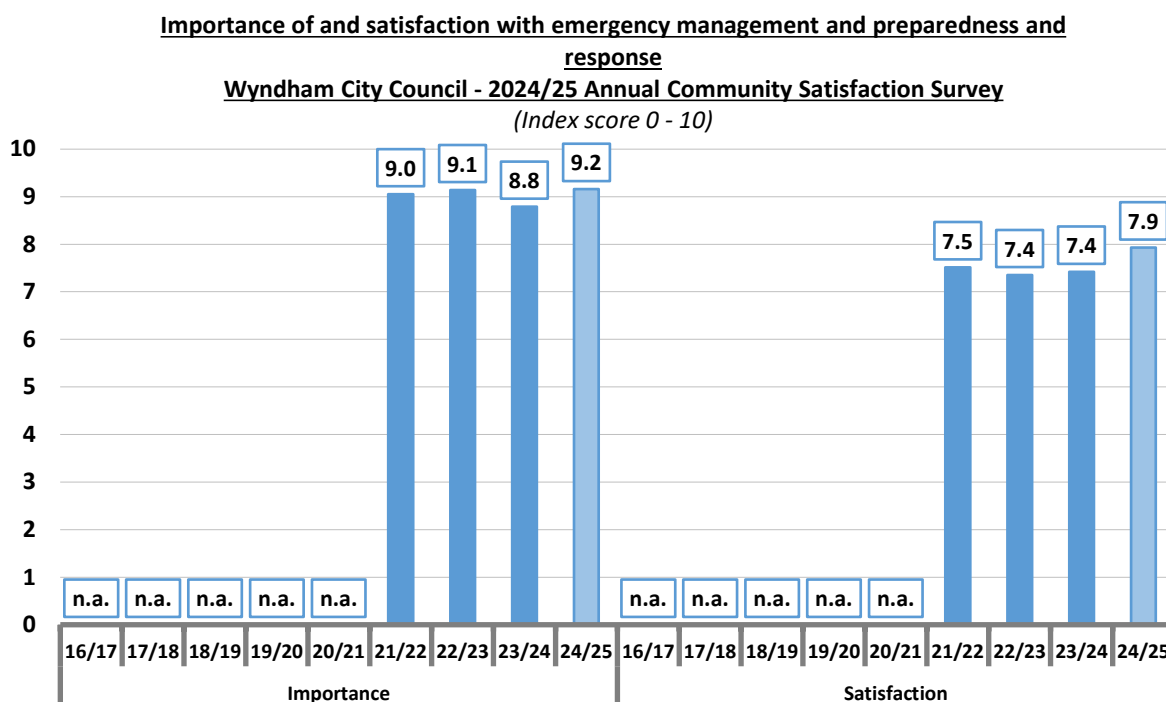
Satisfaction with emergency management preparedness and response increased measurably this year, up five percent to 7.9 out of 10, which was an "excellent", up from a "very good" level of satisfaction.

This was the highest satisfaction score recorded for these services since their inclusion in the survey program in 2021/22, and measurably (3%) above the long-term average of 7.6.

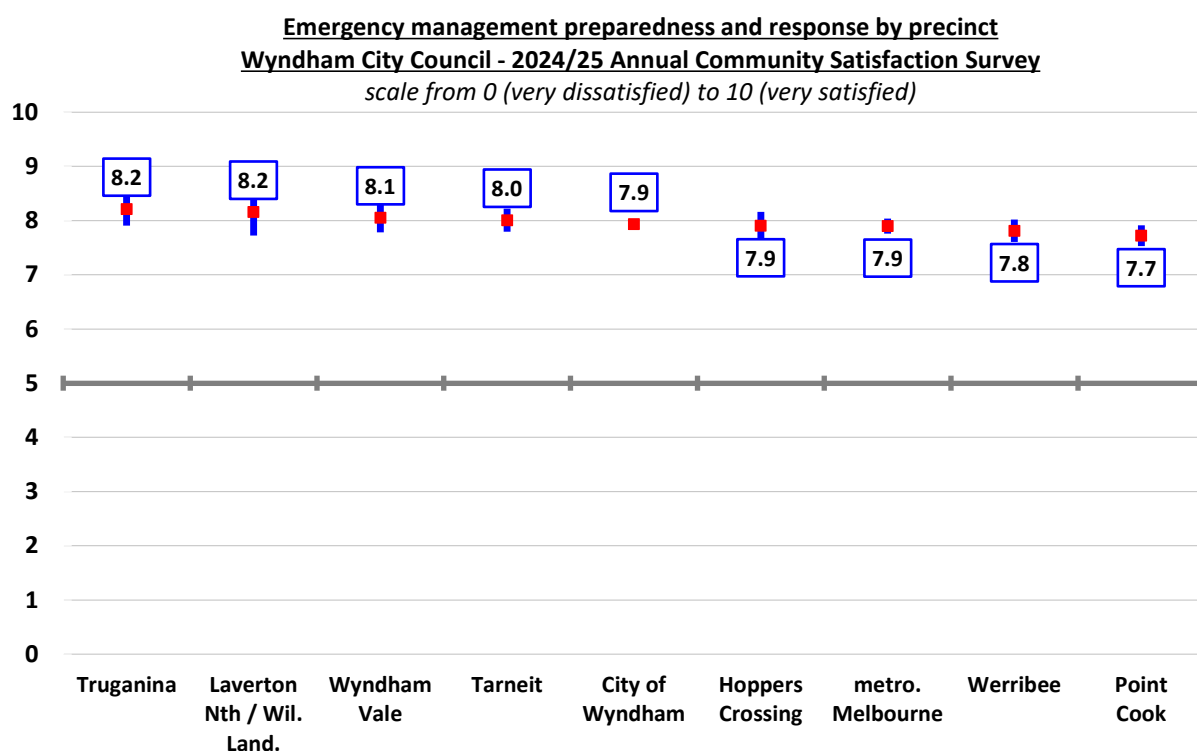
This result ranks satisfaction with emergency management preparedness and response 16th in terms of satisfaction this year.

This result comprised 68% "very satisfied" and two percent "dissatisfied" respondents, based on a total sample of 931 of the 1,204 respondents who provided a satisfaction score this year.

By way of comparison, this result was identical to the metropolitan Melbourne satisfaction with “emergency preparedness and response” of 7.9 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with this service observed across the municipality, although respondents from Point Cook rated satisfaction marginally (2%) lower than average, and at a “very good” rather than an “excellent” level of satisfaction.



Control and regulation of pets and domestic animals

The control and regulation of pets and domestic animals was the 15th most important of the 46 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with these services increased measurably this year, up four percent to 7.9 out of 10, which was an “excellent”, up from a “very good” level of satisfaction.

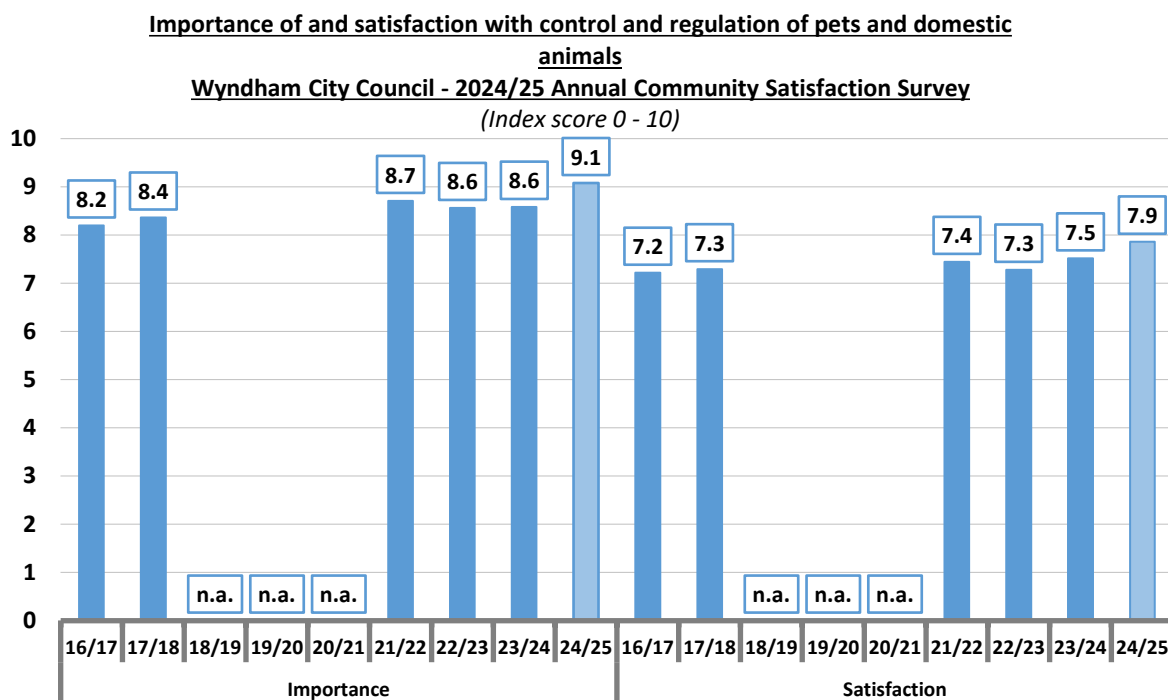
This result ranks these services 20th in terms of satisfaction this year and was the highest satisfaction score recorded for this service for the City of Wyndham.

This result was measurably (5%) higher than the long-term average satisfaction of 7.4.

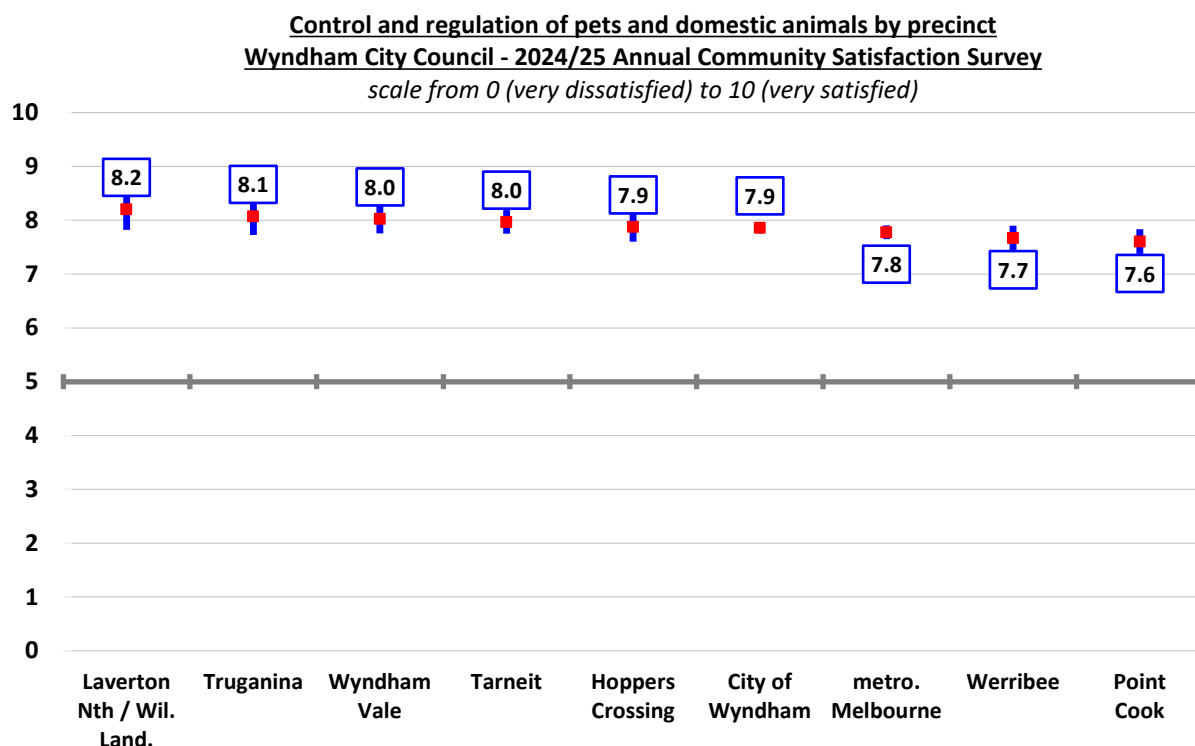
This result comprised 66% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 1,030 of the 1,204 respondents who provided a satisfaction score this year.

There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more satisfied, and older adults (aged 55 to 74 years) notably less satisfied than average.

By way of comparison, satisfaction with these services was marginally (1%) higher than the metropolitan Melbourne average satisfaction with “animal management” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was some variation in satisfaction observed across the municipality, with respondents from Point Cook measurably (3%) less satisfied than average and at a “very good” rather than an “excellent” level of satisfaction.



Application, enforcement, and compliance of environmental and planning regulations

The application, enforcement, and compliance of environmental and planning regulations was the 33rd most important of the 46 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with these services increased measurably this year, up four percent to 7.7 out of 10, which remained a “very good” level of satisfaction.

This result ranks these services 26th in terms of satisfaction this year, and was the highest score recorded since these services were first included in the survey program in 2021/22.

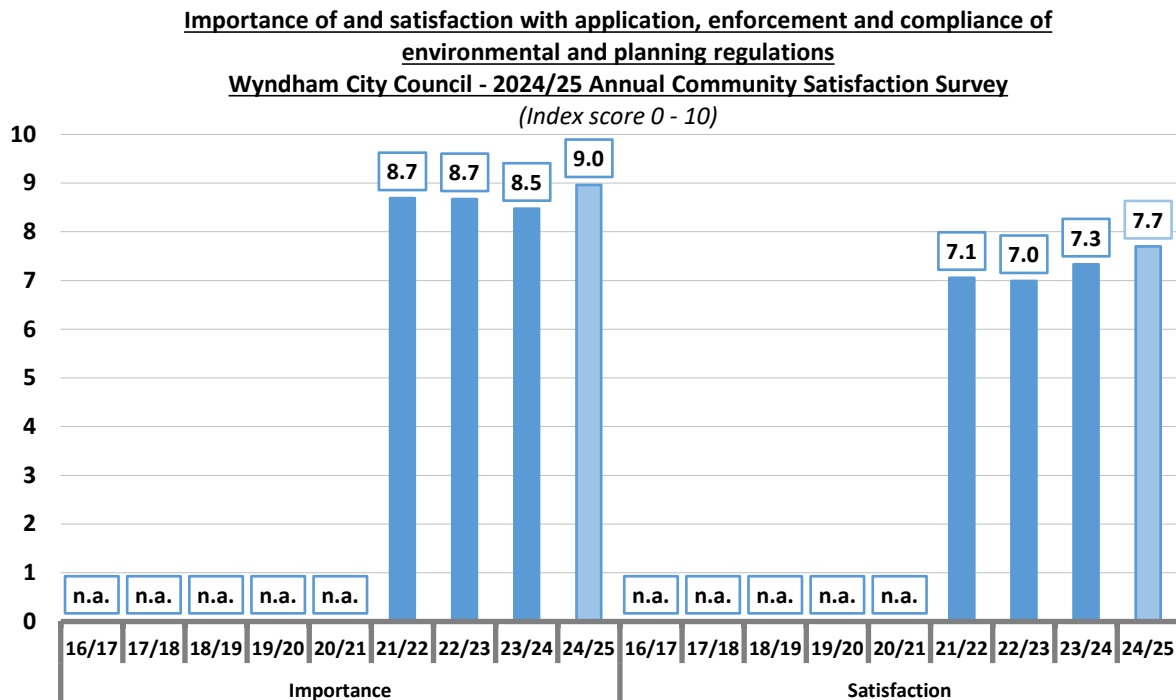
This result was measurably (4%) higher than the long-term average satisfaction since 2021/23 of 7.3 out of 10, or “very good”.

This result comprised 60% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 855 of the 1,204 respondents who provided a satisfaction score this year.

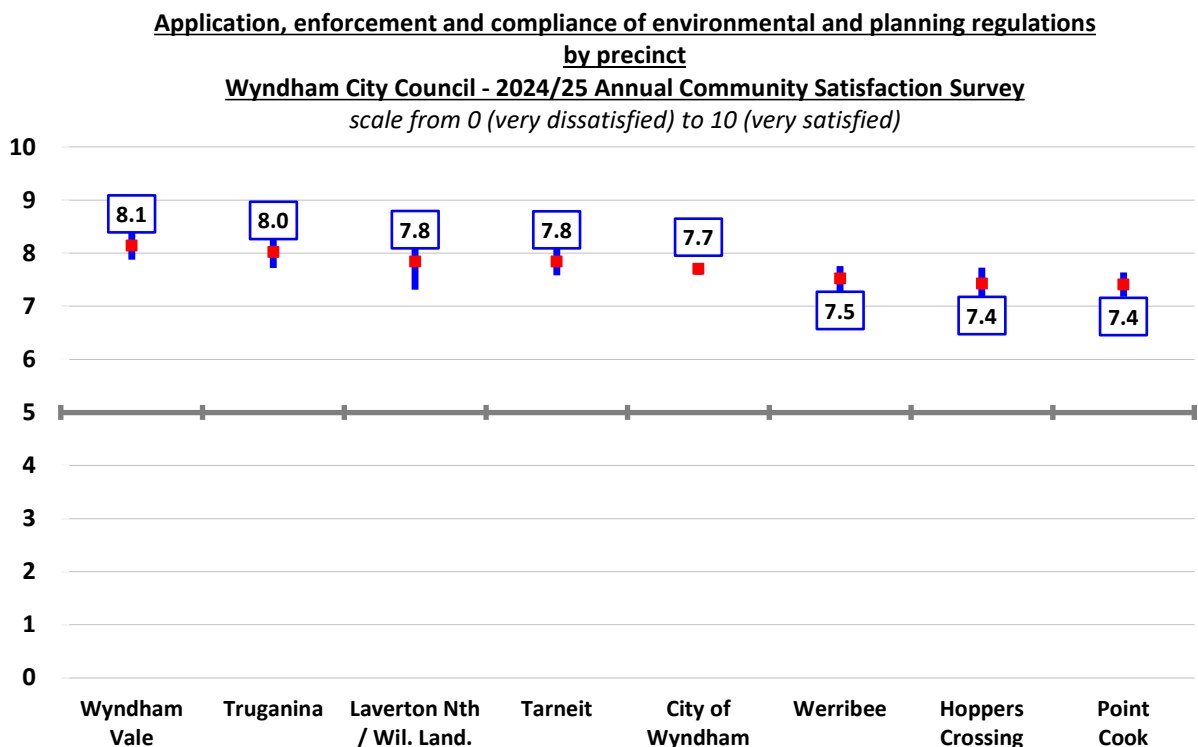
There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and respondents from multilingual households notably more satisfied than respondents from English speaking households.



These services were not included in the 2025 *Governing Melbourne* research in a comparable format, and therefore no comparison results have been published.



There was measurable variation in satisfaction observed across the municipality, with respondents from Wyndham Vale measurably (4%) more satisfied than average and at an “excellent” level. By contrast, respondents from Hoppers Crossing were notably (4%) and respondents from Point Cook were measurably (4%) less satisfied than average.



Provision of the school crossing service

The provision of the school crossing services was the 14th most important of the 46 included services and facilities, with an average importance of 9.1 out of 10, recovering the drop in importance recorded last year.

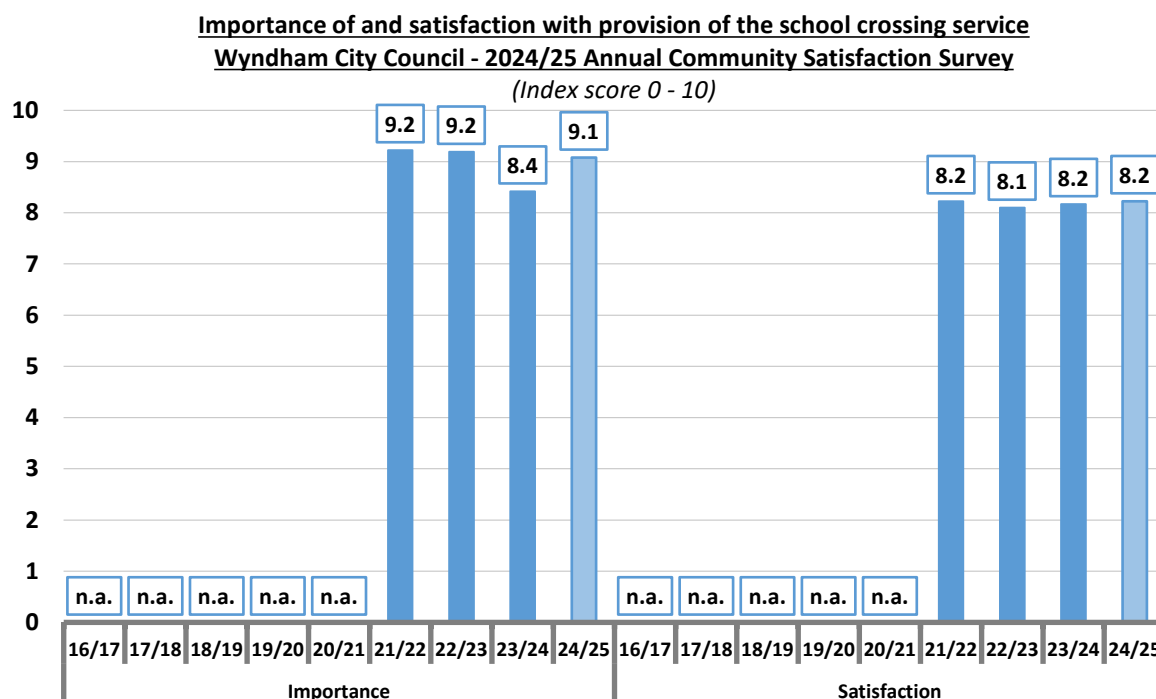
Satisfaction with the provision of school crossing services remained stable this year at 8.2 out of 10, which remains an “excellent” level of satisfaction.

This result ranks this service 6th in terms of satisfaction this year, one of eight services and facilities to record a satisfaction score measurably higher than the average of all 46 (7.8).

This result comprised 80% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 309 respondents from the 321 households (27%) who reported using these services in the past 12 months.

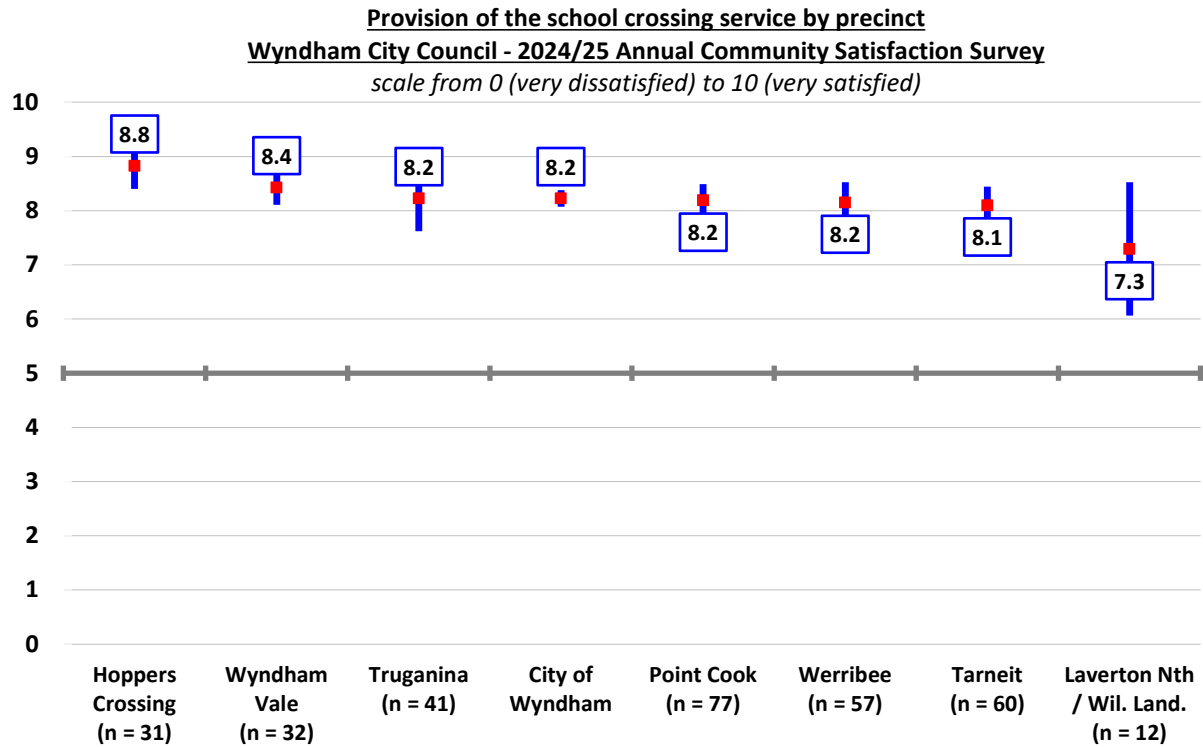
There was some variation in satisfaction observed by respondent profile, with senior citizens (75 years and over) notably less satisfied than average.

These services were not included in the 2025 *Governing Melbourne* research in a comparable format, and therefore no comparison results have been published.



There was measurable variation in satisfaction observed across the municipality, with respondents from Hoppers Crossing measurably (6%) more satisfied the average. By contrast, 12 respondents from Laverton North / Williams Landing were notably (9%) less satisfied than average, and at a “very good” rather than an “excellent” level of satisfaction.

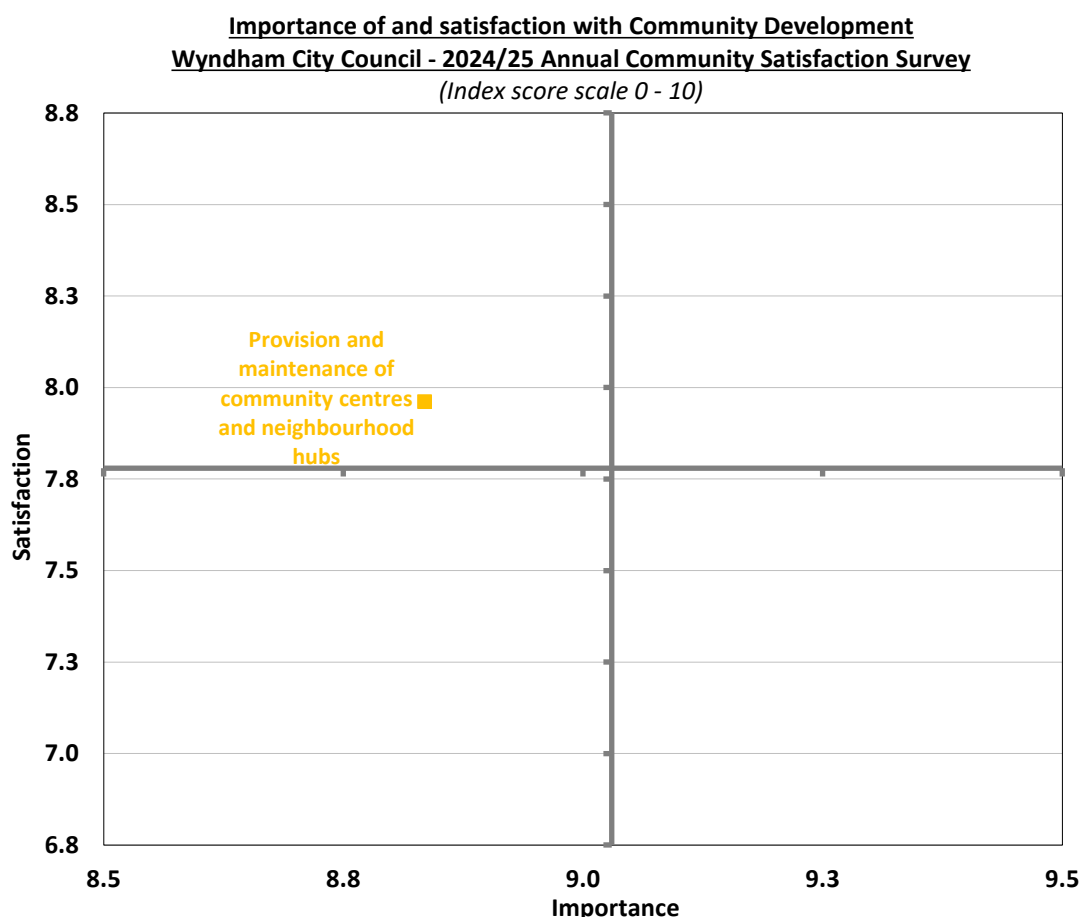




Community Development

There was only one service and facility from the Community Development department of Council included in the 2024/25 survey.

Consistent with previous result for the City of Wyndham, as well as elsewhere across metropolitan Melbourne, the provision of community centres and neighbourhood hubs was rated as significantly less important than the average of all included services and facilities, although it received a higher-than-average satisfaction score.



Provision and maintenance of community centres and neighbourhood hubs

The provision and maintenance of community centres and neighbourhood hubs was the 43rd most important of the 46 included services and facilities, with an average importance of 8.8 out of 10, and one of seven services and facilities which were measurably less important than the average of all 46 (9.0).

Satisfaction with these services remained stable this year, at 8.0 out of 10, which remains an “excellent” level of satisfaction.

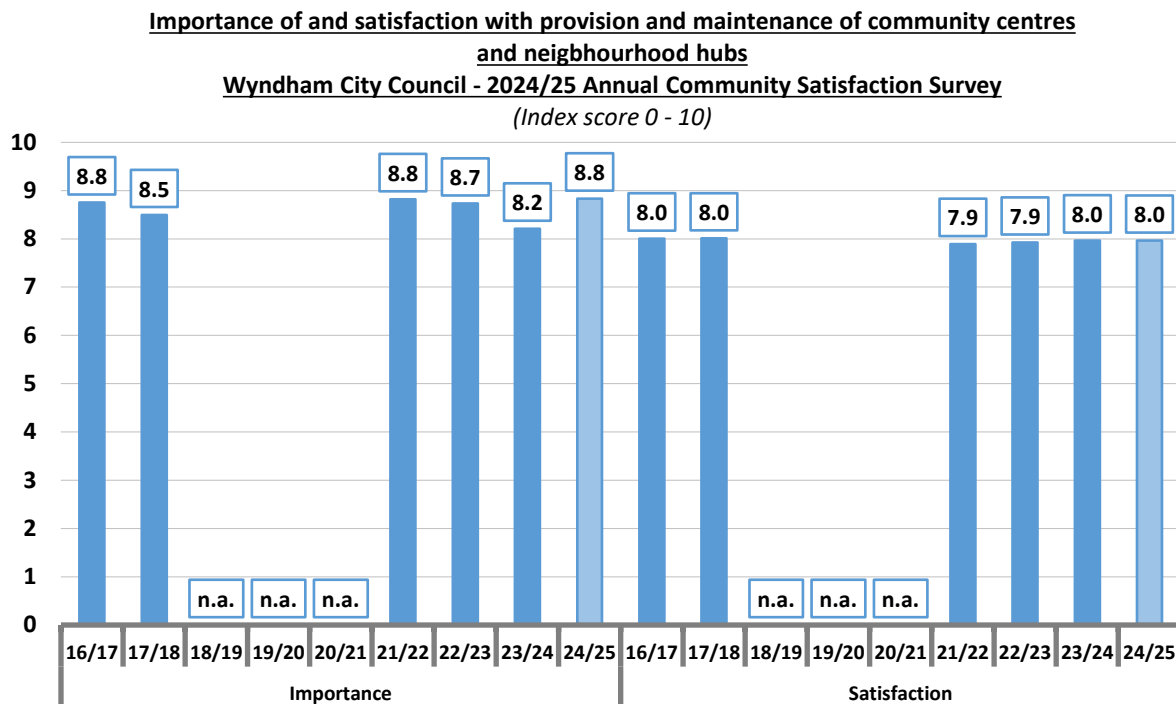
This result ranks these services 15th in terms of satisfaction this year, and up marginally (1%) on the long-term average since 2015/16 of 7.9 out of 10.

This result comprised 69% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 248 of the 253 respondents (21%) from households who reported used these services in the past 12 months.

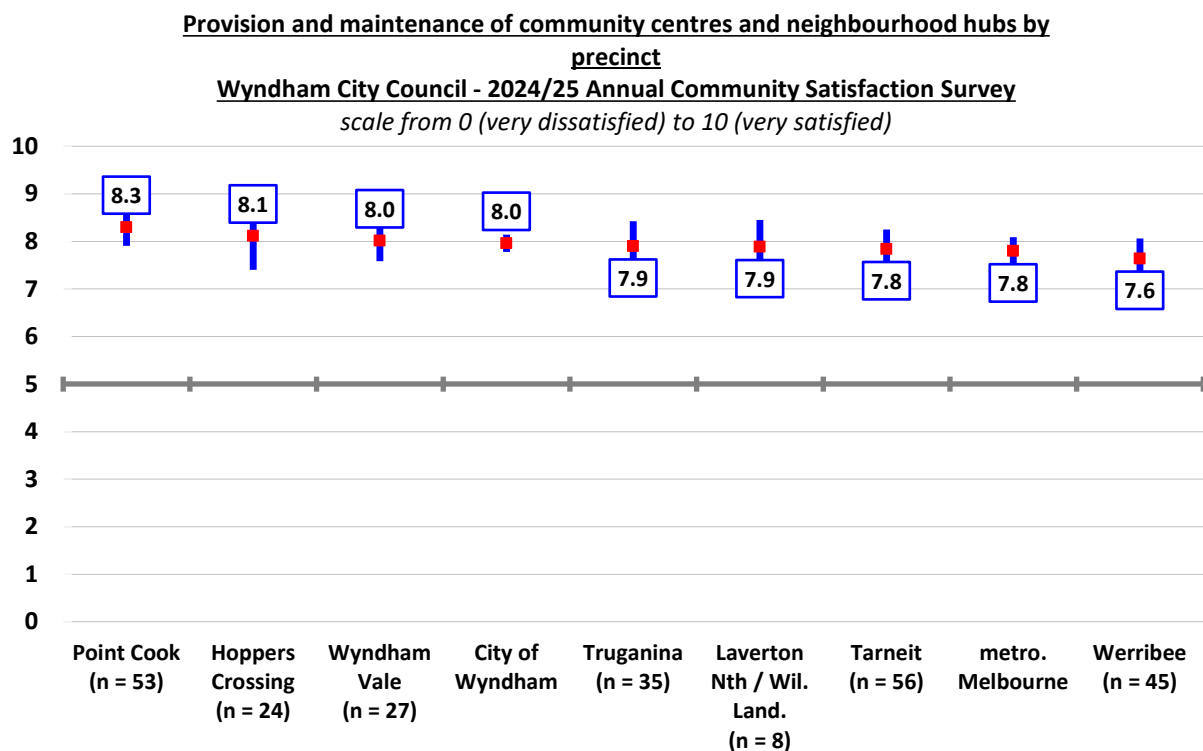
There was some variation in satisfaction observed by respondent profile, with older adults (aged 55 to 74 years) notably less satisfied than average.



By way of comparison, satisfaction with these services was marginally (2%) higher than the metropolitan Melbourne satisfaction with “community centres and neighborhood houses” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.

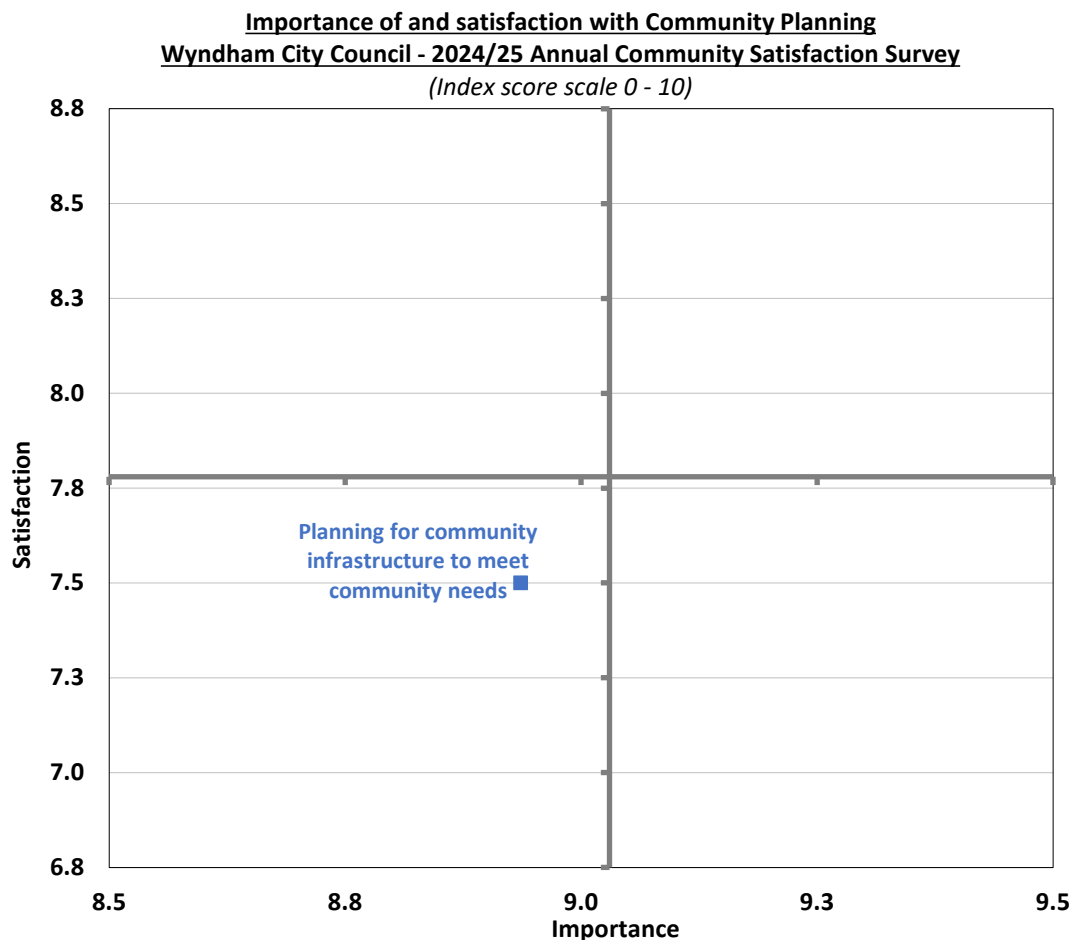


Whilst there was no statistically significant variation in satisfaction with these services observed across the municipality, it is noted that the 45 respondents from Werribee were somewhat (4%) less satisfied than average, and at a “very good”, rather than an “excellent” level of satisfaction.



Community Planning

There was only one service and facility from the Community Planning department of Council included in the 2024/25 survey.



Planning for community infrastructure to meet community need

Planning for community infrastructure to meet community needs was the 35th most important of the 46 included services and facilities in terms of importance, with an average importance of 8.9 out of 10, recovering the unusual decline in importance recorded last year.

Satisfaction with these services increased notably this year, up five percent to 7.5 out of 10, which was a “very good”, up from a “good” level of satisfaction.

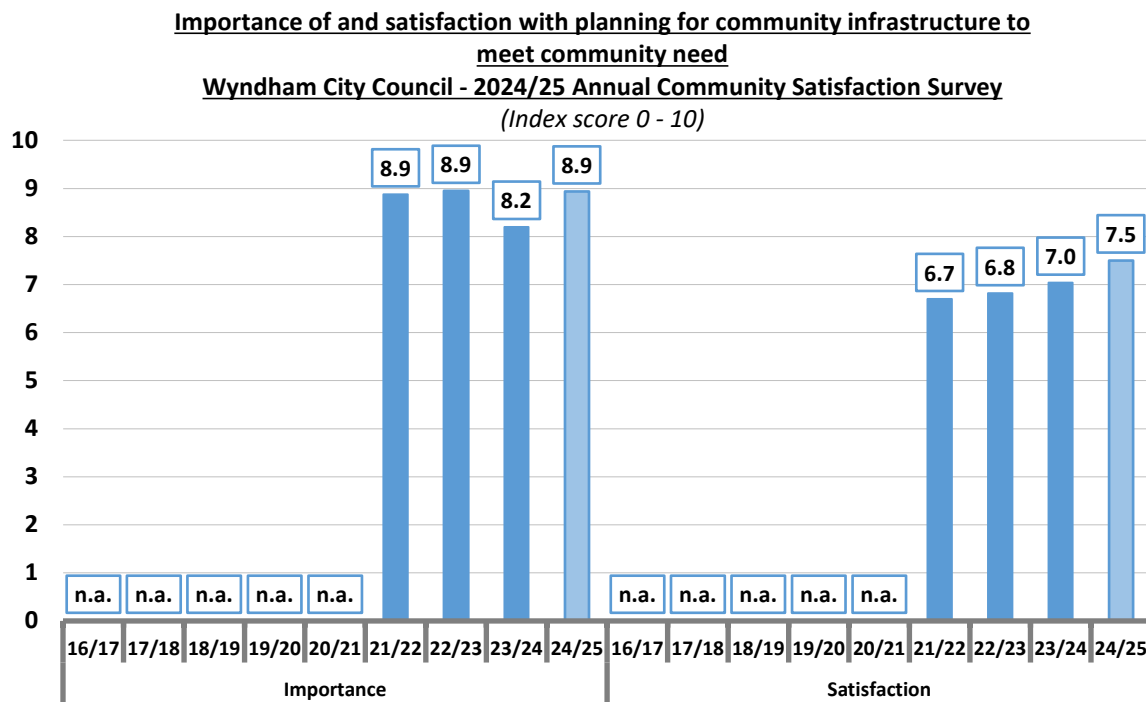
This result ranks these services 36th in terms of satisfaction this year, and notably (5%) above the long-term average satisfaction since 2021/22 of 7.0 out of 10, or “good”.

This result comprised 53% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 192 of the 202 respondents (16.7%) from households who reported using these services in the past 12 months.



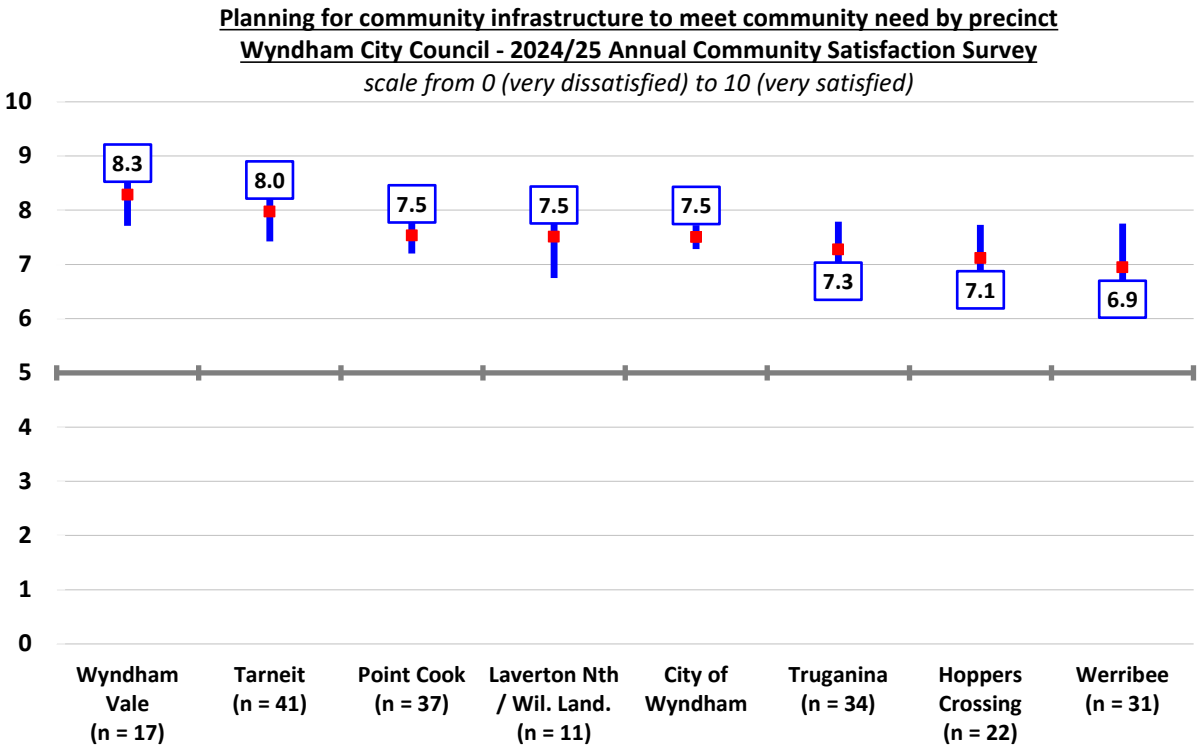
There was some variation in satisfaction observed by respondent profile, with senior citizens (aged 75 years and over) notably less satisfied than average, female respondents notably less satisfied than male respondent, and respondents from multilingual households notably less satisfied than respondents from English speaking households.

There services were not included in the 2025 *Governing Melbourne* research, and so no comparison results were included.



There was measurable variation in satisfaction observed across the municipality, with respondents from 17 respondents from Wyndham Vale measurably (8%) and 41 respondents from Tarneit were notably (5%) more satisfied than average.

By contrast, 31 respondents from Werribee (6.9) were notably (6%) less satisfied than average, and at a “good” rather than a “very good” level of satisfaction.

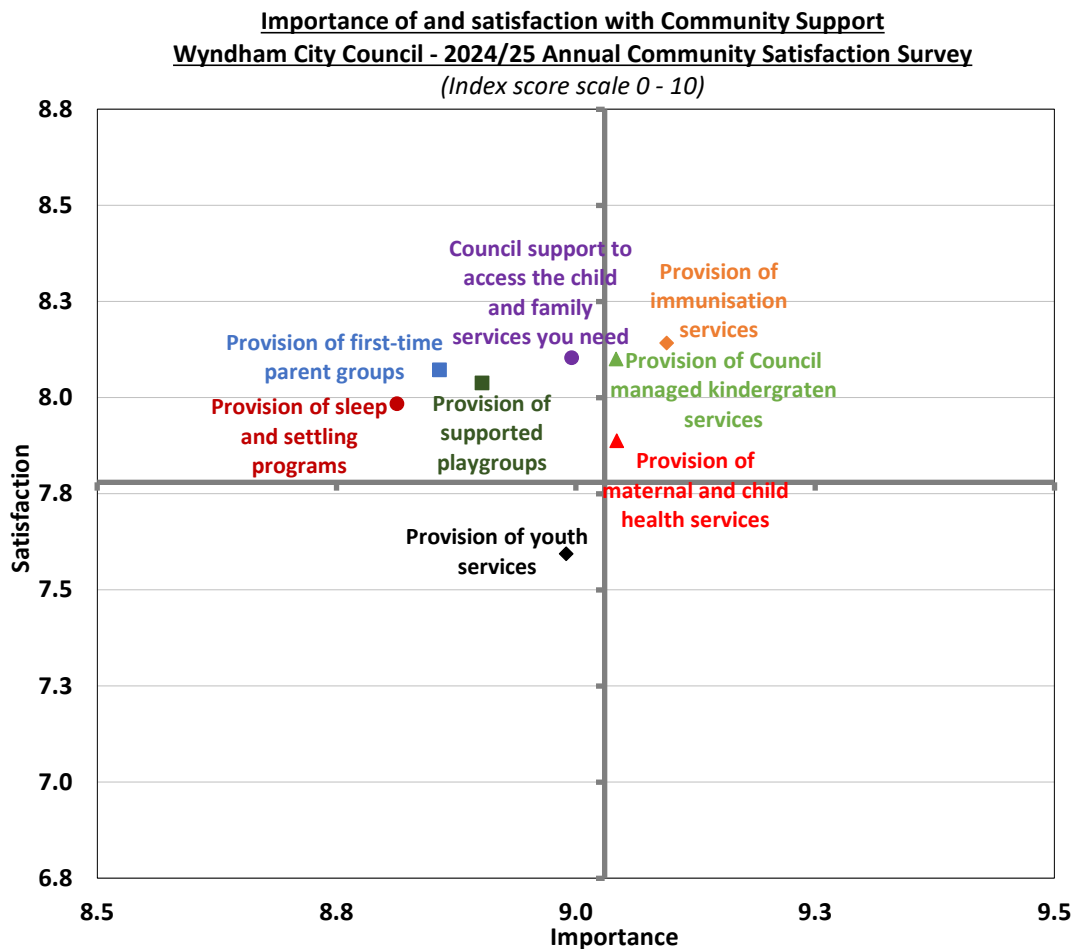


Community Support

There were eight services and facilities from the Community Support department of Council included in the 2024/25 survey, as outlined in the following graph.

Most of these services were of slightly lower-than-average importance, potentially reflecting the detailed nature of each of these services.

With the exception of the provision of youth services, satisfaction with the remaining seven services and facilities was higher-than-average.



Provision of Council managed kindergarten services

The provision of Council managed kindergarten services was the 21st most important of the 46 included services and facilities this year, with an average importance of 9.0 out of 10, recovering the unusual decline in importance recorded last year.

Satisfaction with these services remained stable this year at 8.1 out of 10, an “excellent” level of satisfaction.

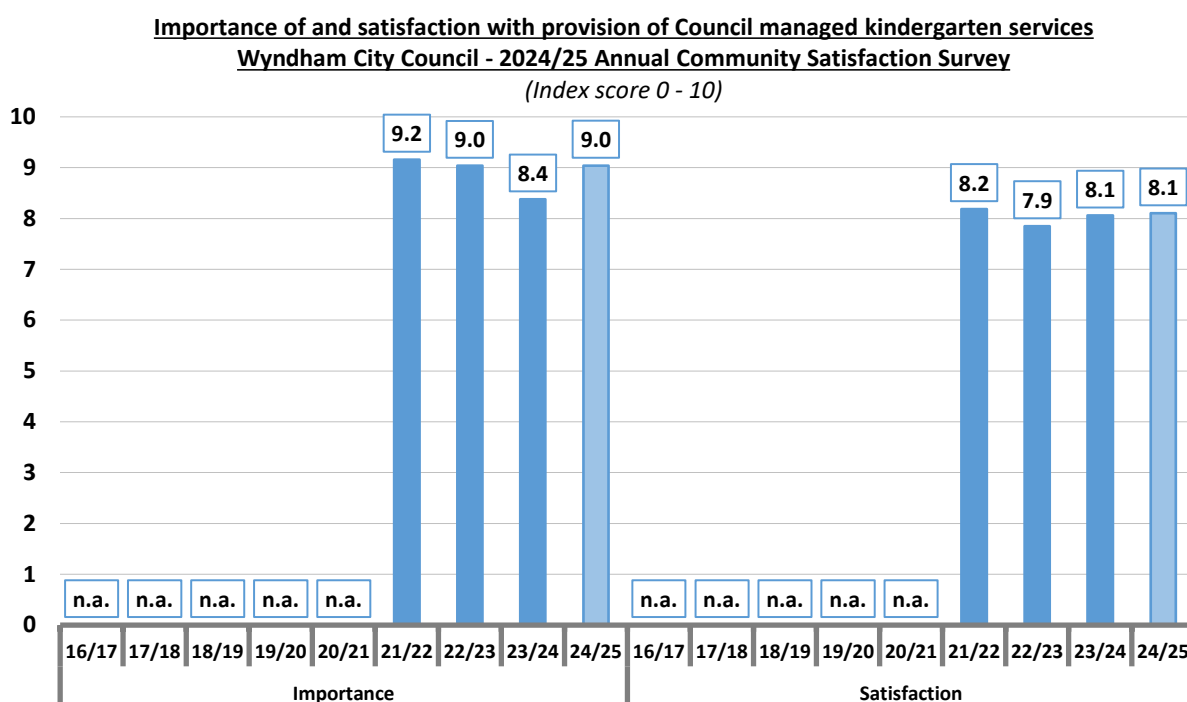
This result ranks the provision of Council managed kindergarten services 10th in terms of satisfaction.

This result was consistent (1% above) with the long-term average satisfaction since 2021/22 of 8.0 out of 10, or “excellent”.

There was some variation in satisfaction observed by respondent profile, with older adults and senior citizens (aged 55 years and over) notably less satisfied than average.

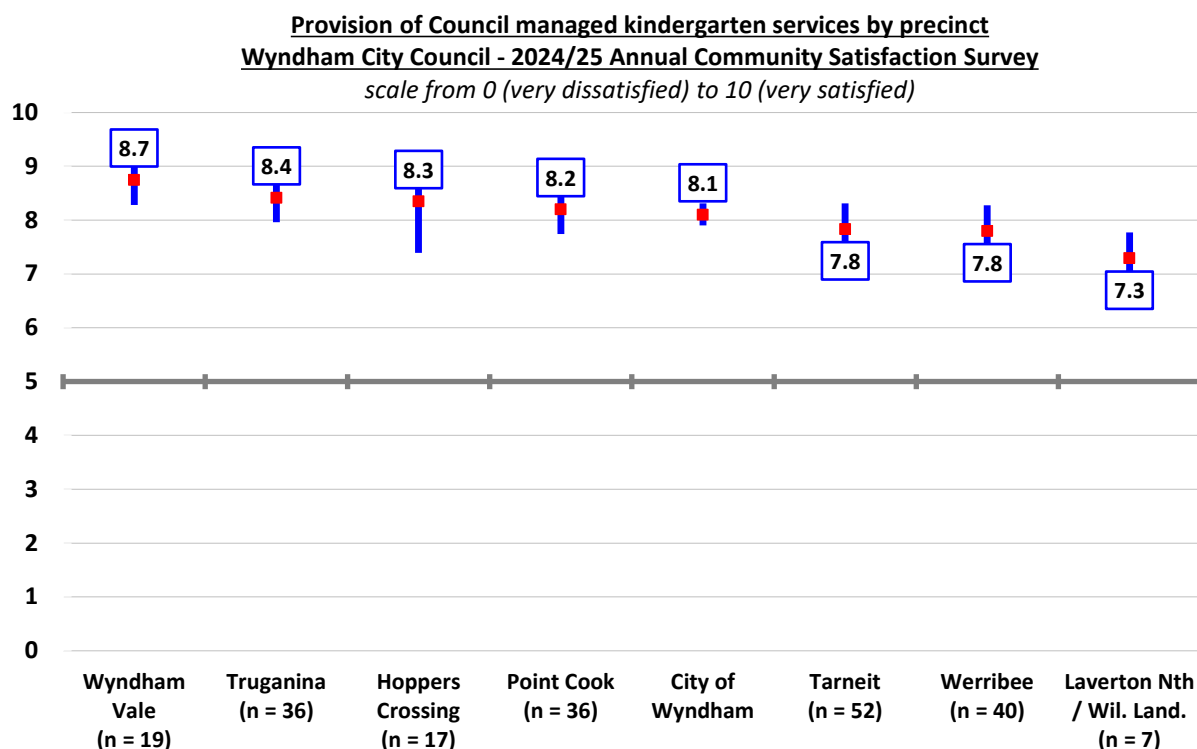
This result comprised 69% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 208 of the 216 respondents (18%) from households who reported having used these services in the past 12 months.

By way of comparison, these services were not included in the 2025 *Governing Melbourne* research, and therefore no comparison results have been published.



Despite the small sample size, there was measurable variation in satisfaction observed across the municipality, with 19 respondents from Wyndham Vale measurably more satisfied than average, whilst seven respondents from Laverton North / Williams Landing were measurably less satisfied, and at a “very good” rather than an “excellent” level of satisfaction.





Provision of maternal and child health services

The provision of maternal and child health services was the 20th most important of the 46 included services and facilities, with an average importance of 9.0 out of 10, recovering from the unusual decline in importance recorded last year.

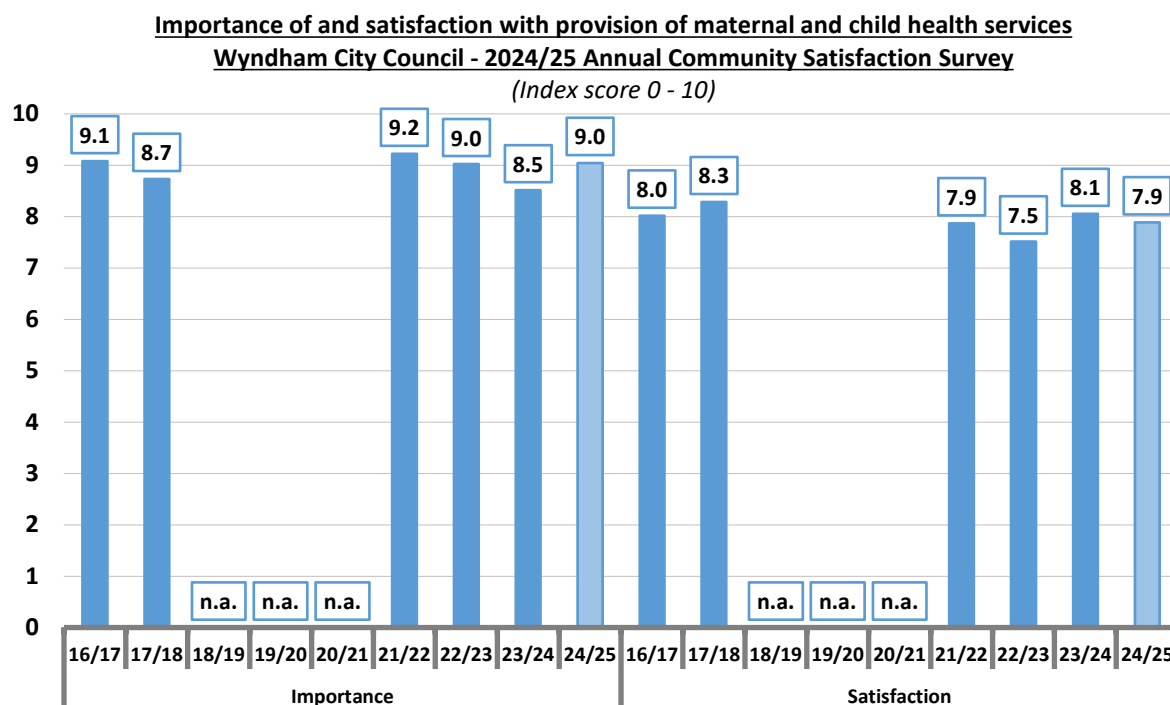
Satisfaction with this service declined marginally this year, down two percent to 7.9 out of 10, although it remained at an “excellent” level of satisfaction.

This result ranks these services 17th in terms of satisfaction this year, and marginally (1%) below the long-term average satisfaction since 2013/14 of 8.0 out of 10, or “excellent”.

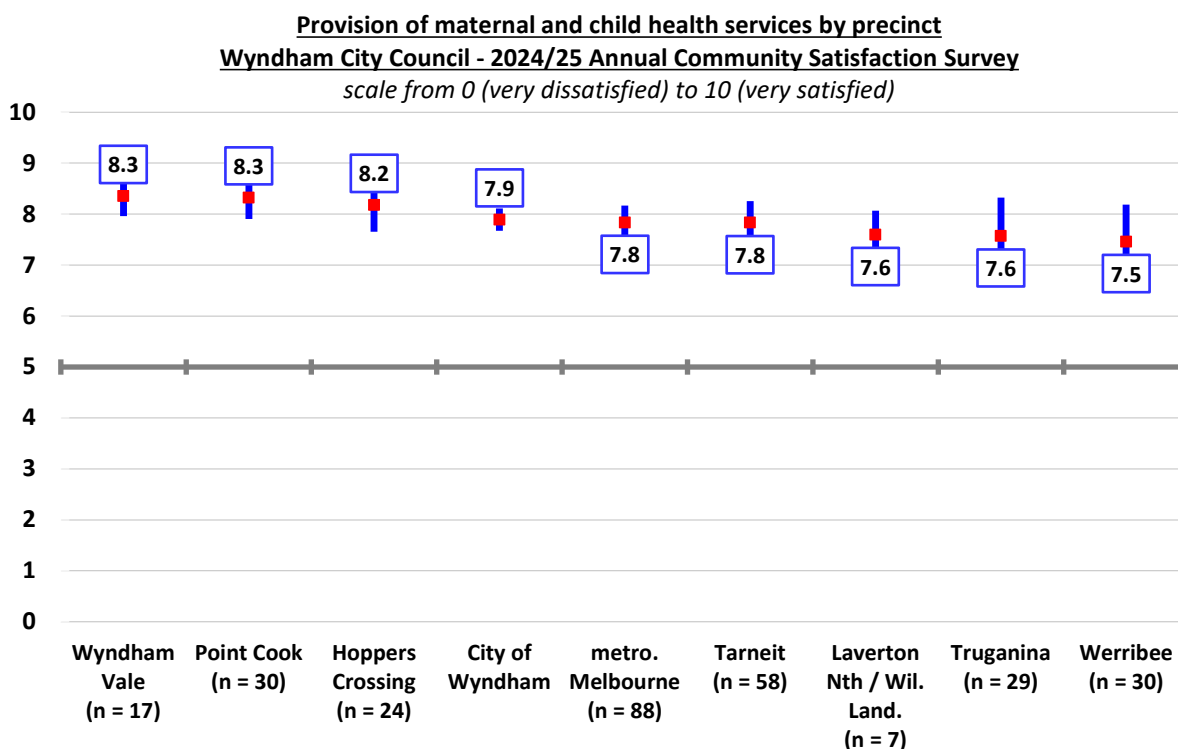
Some variation in satisfaction was observed by respondent profile, with older adults (aged 55 to 74 years) notably less satisfied than average. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

This result comprised 69% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 196 of the 200 respondents (17%) from households who reported having used this service in the past 12 months.

By way of comparison, satisfaction with these services was marginally (1%) lower than the metropolitan Melbourne satisfaction with “services for children aged from birth to four years of age” of 7.8, as recorded in the 2025 *Governing Melbourne* research.



There was no statistically significant variation observed across the municipality, although it is noted that 30 respondents from Werribee, 29 from Truganina, and seven from Laverton North / Williams Landing were somewhat less satisfied than average, and at “very good” rather than “excellent” levels of satisfaction.



Provision of immunisation services

The provision of immunisation services was the 11th most important of the 46 included services and facilities, with an average importance of 9.1 out of 10, recovering from the unusual decline in importance recorded last year.

Satisfaction with these services declined somewhat again this year, down two percent to 8.1 out of 10, although it remains at an “excellent” level of satisfaction.

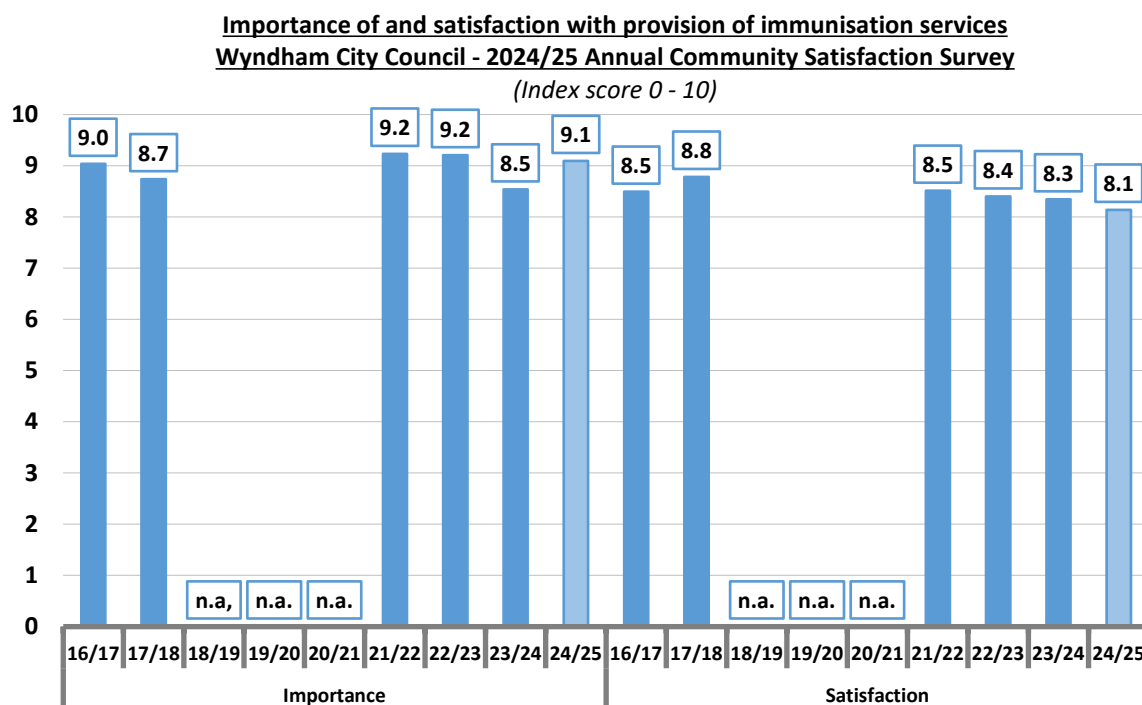
This was the third consecutive marginal decline in satisfaction with this service recorded, and this result was somewhat (4%) below the long-term average satisfaction since 2015/16 of 8.5.

This result ranks these services 7th in terms of satisfaction this year, one of eight services and facilities to record a measurably higher satisfaction score than the average of all 46 services and facilities (7.9).

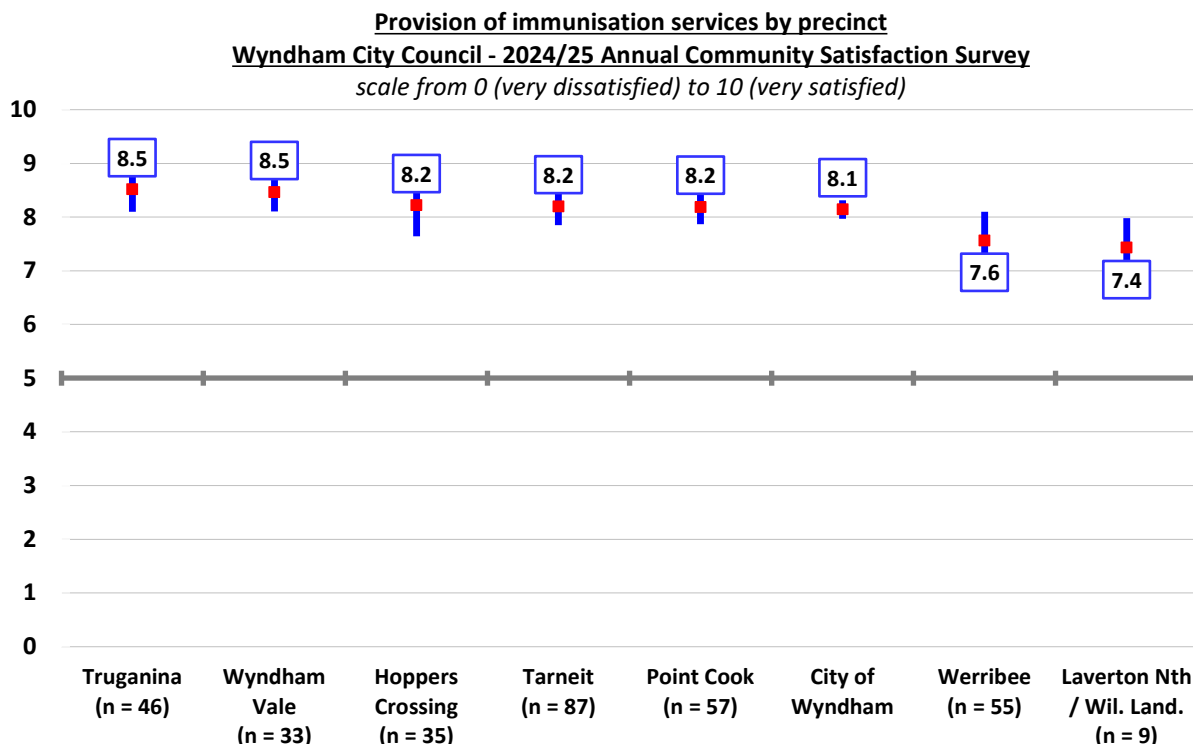
There was some variation in satisfaction observed, with senior citizens (aged 75 years and over) notably more satisfied than average. Female respondents were somewhat more satisfied than male respondent.

This result comprised 73% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 322 of 336 respondents (28%) of households who reported having used these services in the past 12 months.

By way of comparison, these services were not included in the 2025 *Governing Melbourne* research, and therefore no comparison results were published.



There was some variation in satisfaction observed across the municipality, with nine respondents from Laverton North / Williams Landing measurably (7%) and 55 respondents from Werribee notably (5%) less satisfied than average, and at “very good”, rather than “excellent” levels of satisfaction.



Provision of youth services

The provision of youth services was the 27th most important of the 46 included services and facilities, with an average importance of 9.0 out of 10, recovering the unusual decline in importance recorded last year.

Satisfaction with these services declined somewhat this year, down three percent to 7.6 out of 10, which was a “very good”, down from an “excellent” level of satisfaction.

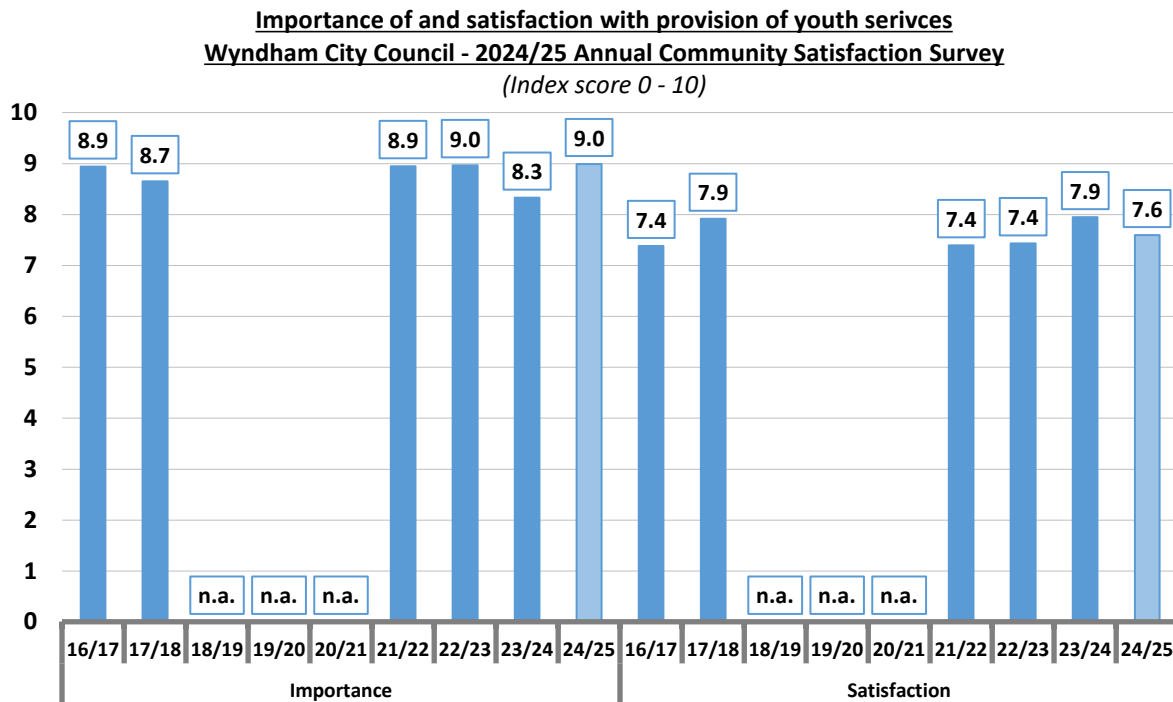
This result ranks these services 34th in terms of satisfaction this year, and marginally (1%) lower than the long-term average satisfaction since 2015/16 of 7.7 out of 10.

There was some variation in satisfaction observed by age structure, with older adults notably less satisfied than average, while senior citizens (aged 75 years and over) were notably more satisfied.

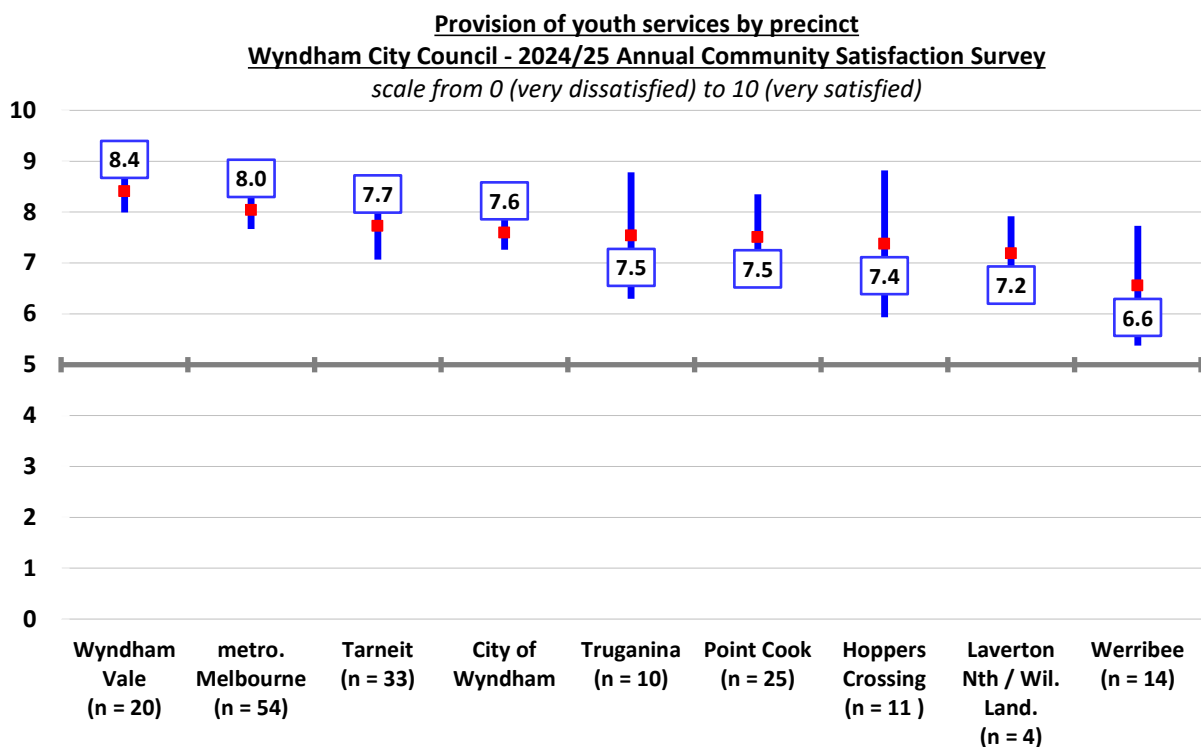
This result comprised 59% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 118 out of the 127 respondents (11%) from households who reported having used these services in the past 12 months.



By way of comparison, satisfaction with these services was notably (4%) lower than the metropolitan Melbourne satisfaction with “services for youth” of 8.0, as recorded in the 2025 *Governing Melbourne* research.



There was measurable variation in satisfaction observed across the municipality, with 20 respondents from Wyndham Vale measurably (8%) more satisfied than average and at an “excellent” level. By contrast, 14 respondents from Werribee were notably (10%) less satisfied than average, and at a “good” rather than a “very good” level of satisfaction.



Provision of first-time parent groups

The provision of first-time parent groups was the 41st most important of the 46 included services and facilities, with an average importance of 8.9 out of 10, and one of seven that were measurably less important than the average of all 46 services and facilities (9.0).

Satisfaction with these services increased measurably this year, up four percent to 8.1 out of 10, which was an “excellent”, up from a “very good” level of satisfaction.

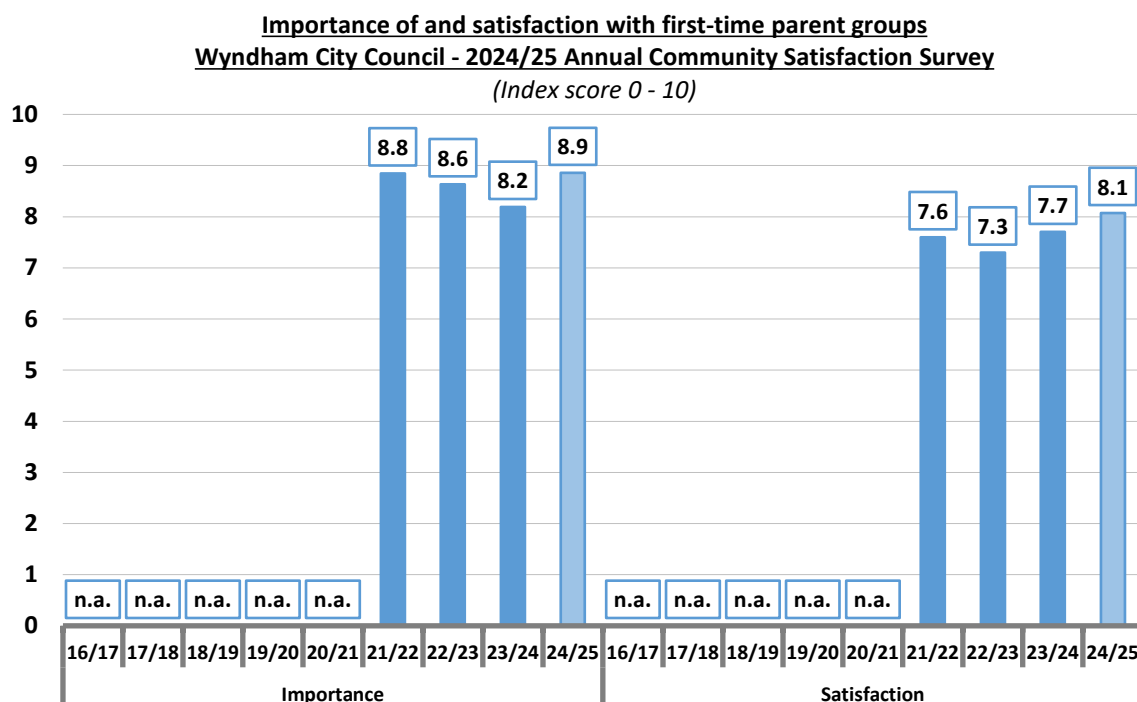
This result ranks these services 11th in terms of satisfaction this year.

Satisfaction with this service has increased over time and was notably (4%) above the long-term average satisfaction since 2021/22 of 7.7 out of 10, or “very good”.

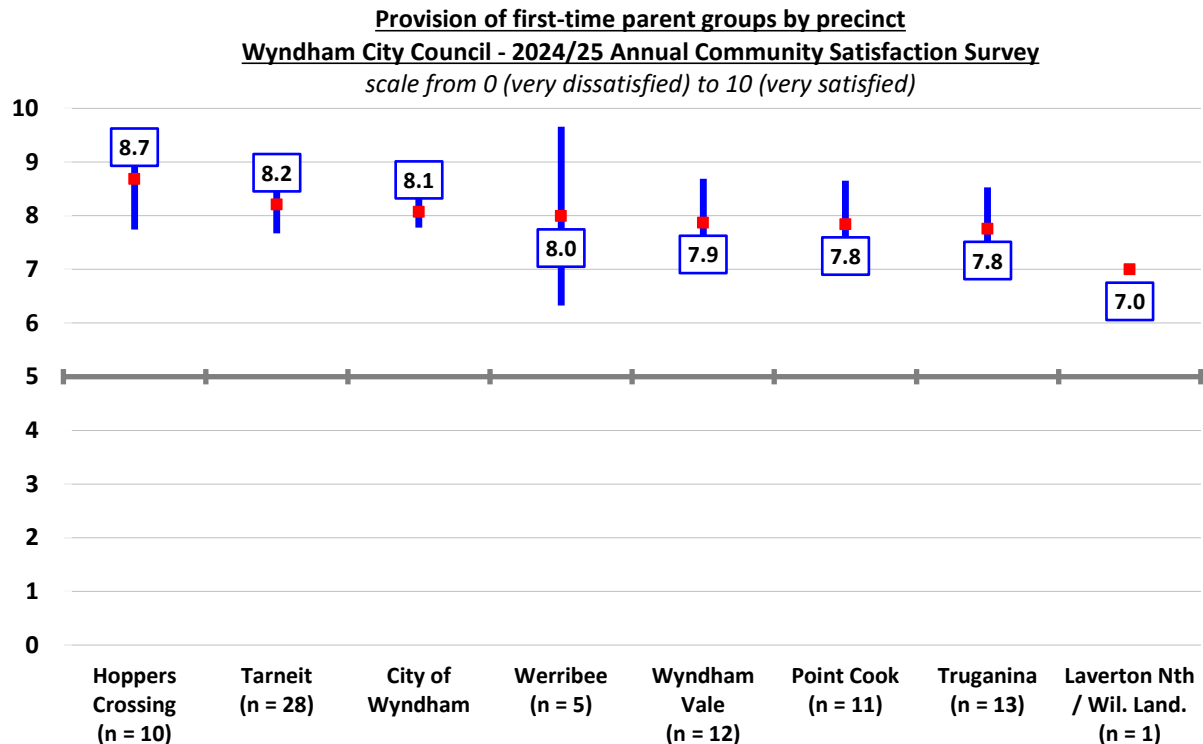
There was some variation in satisfaction by respondent profile, with young adults (aged 18 to 34 years) somewhat less satisfied than average, while middle-aged and older adults (aged 45 to 74 years) were somewhat more satisfied. Respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

This result comprised 73% “very satisfied” and no “dissatisfied” respondents, based on a total sample of 80 of the 87 respondents (7%) from households who reported having used these services in the past 12 months.

By way of comparison, these services were not included in the 2025 *Governing Melbourne* research in a comparable format, and therefore no comparison results have been published.



Given the very small sample size, no meaningful variation in satisfaction was observed across the municipality.



Provision of sleep and settling programs

The provision of sleep and settling programs was the 44th most important of the 46 included services and facilities, with an average importance of 8.8 out of 10, recovering the unusual decline in importance recorded last year.

These services remained one of seven that were measurably less important than the average of all 46 services and facilities (9.0).

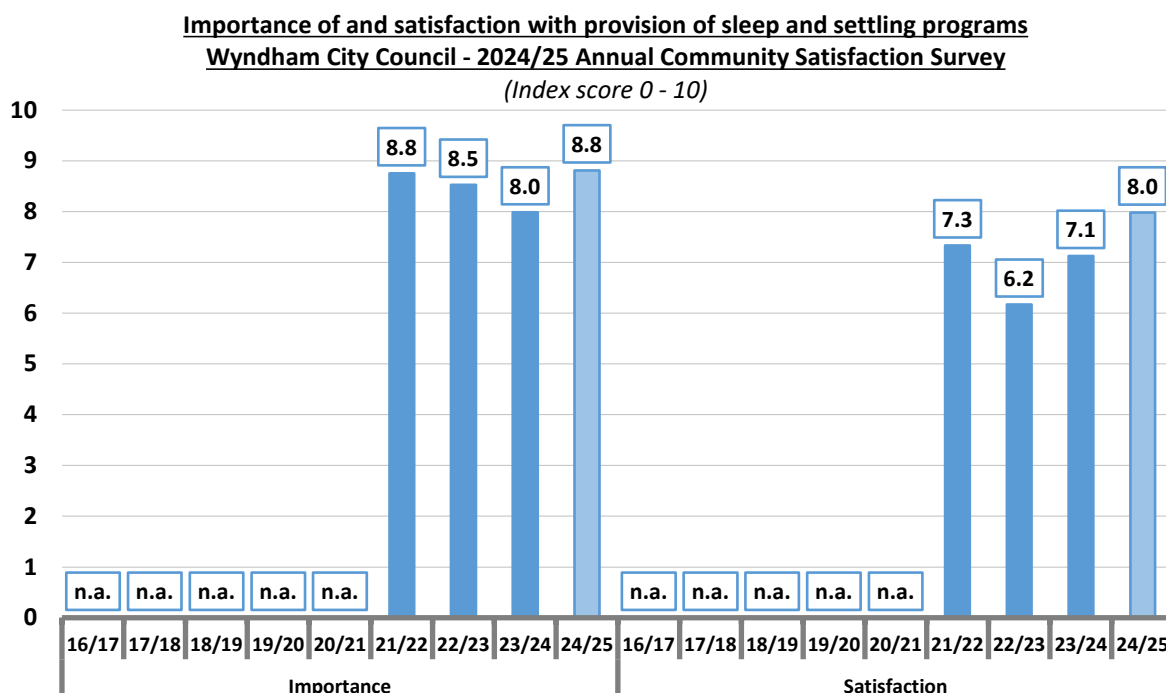
Satisfaction with the provision of sleep and settling programs increased measurably this year, up nine percent to 8.0 out of 10, which was an “excellent”, up from a “good” level of satisfaction.

Satisfaction with this service has increased substantially in recent years and was notably (8%) above the long-term average satisfaction since 2021/22 of 7.2 out of 10, or “good”.

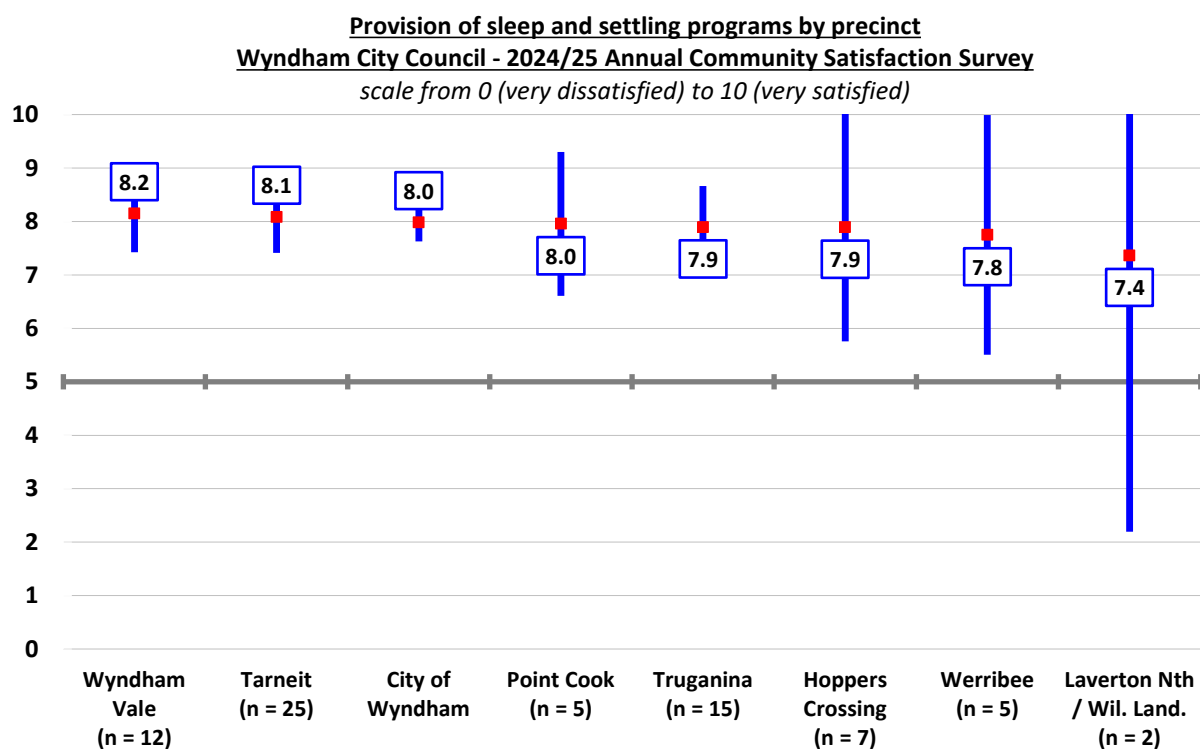
Given the small sample size, no meaningful variation in satisfaction by respondent profile was observed.

This result comprised 62% “very satisfied” and no “dissatisfied” respondents, based on a total sample of 71 of 74 respondents (6%) from households who reported having used these services in the past 12 months.

By way of comparison, these services were not included in the 2025 *Governing Melbourne* research, and so no comparison results have been provided.



Given the small sample size, there was no meaningful variation in satisfaction observed across the municipality.



Provision of supported playgroups

The provision of supported playgroups was the 37th most important of the 46 included services and facilities, with an average importance of 8.9 out of 10, recovering the unusual decline in importance recorded last year.

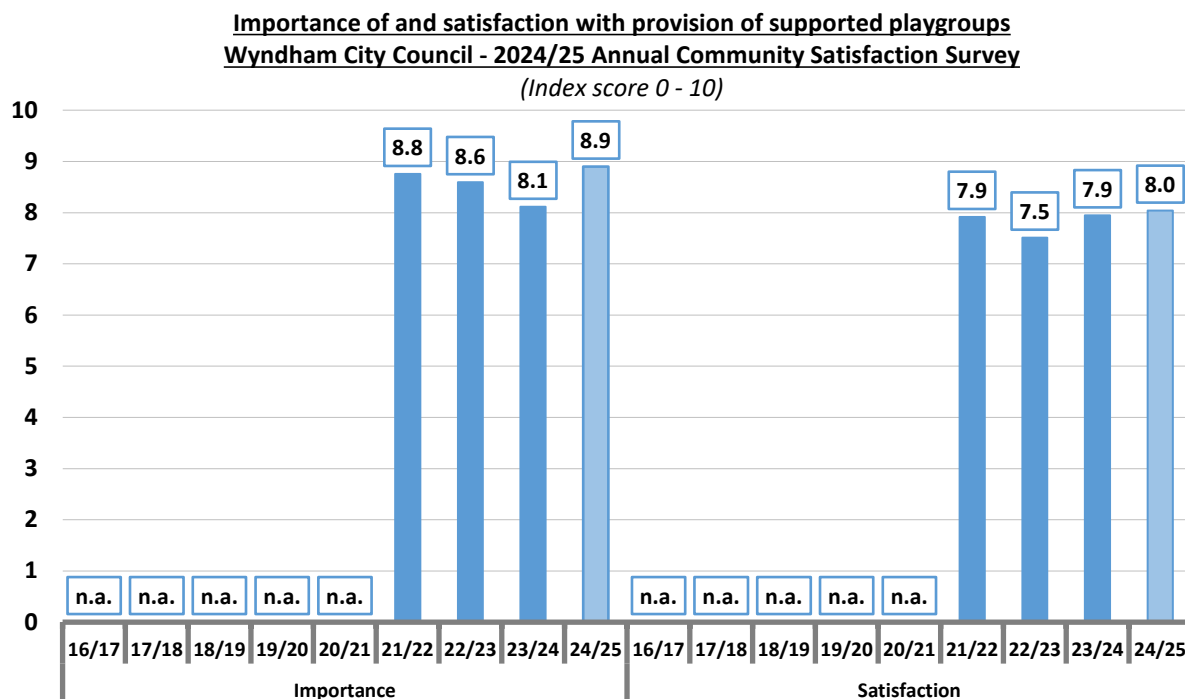
Satisfaction with the provision of supported playgroups was essentially stable this year, up one percent to 8.0 out of 10, which remained an “excellent” level of satisfaction.

This result ranks these services 13th in terms of satisfaction this year, and above the long-term average satisfaction since 2021/22 of 7.9 out of 10, or “excellent”.

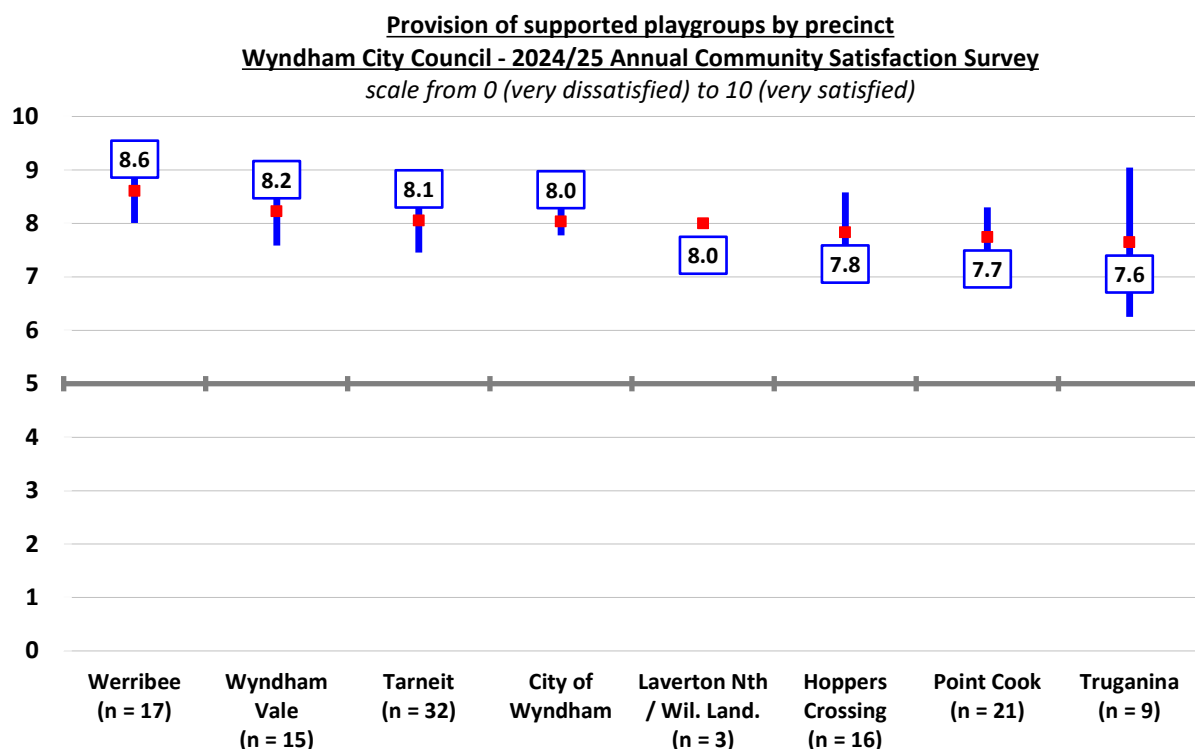
Given the small sample size, no meaningful variation in satisfaction by respondent profile was observed.

This result comprised 70% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 112 of 113 respondents (9%) from households who reported having used these services in the past 12 months.

By way of comparison, these services were not included in the 2025 *Governing Melbourne* research, and therefore no comparisons have been published.



Given the small sample size, there was no meaningful variation in satisfaction observed across the municipality, although 21 respondents from Point Cook and nine from Truganina rated satisfaction at “very good”, rather than “excellent” levels of satisfaction.



Council support to access the child and family services you need and any other services you might need

“Council support to access the child and family services you need and any other services you might need” was the 26th most important of the 46 included services and facilities, with an average importance of 9.0 out of 10, recovering the unusual decline in importance recorded last year.

Satisfaction with these services increased notably this year, up four percent to 8.1 out of 10, which was an “excellent”, up from a “very good” level of satisfaction.

This result ranks these services 9th in terms of satisfaction this year.

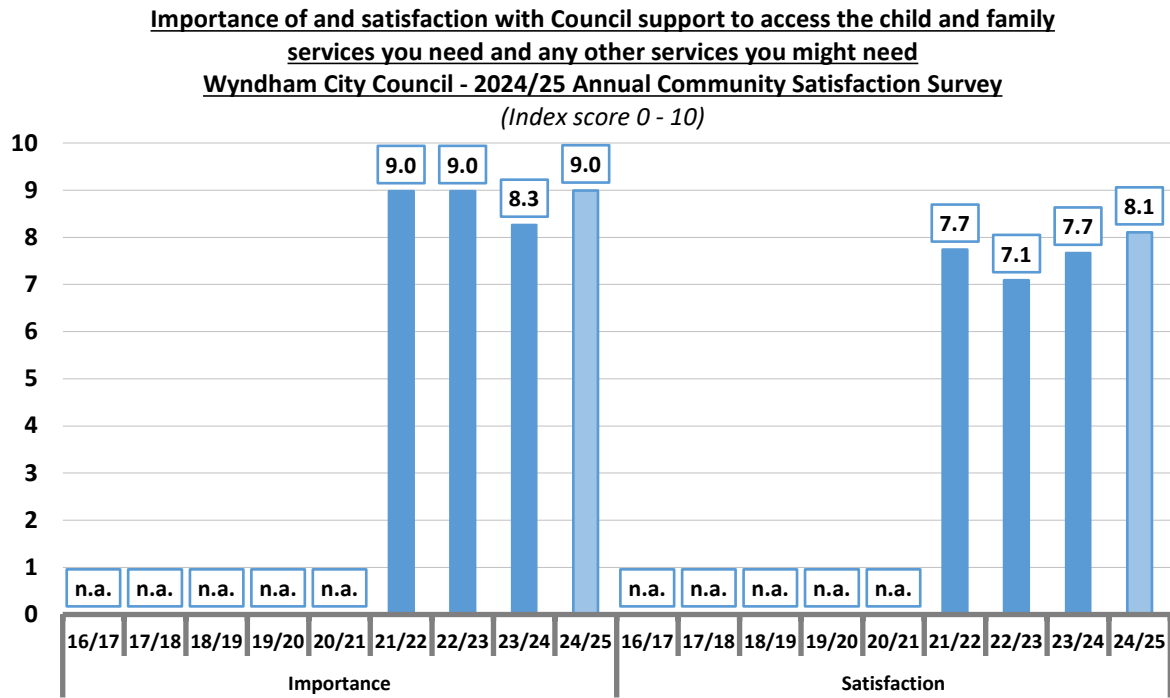
This result was notably (4%) higher than the long-term average satisfaction since 2021/22 of 7.7 out of 10, or “very good”.

Whilst noting the small sample size, it is noted that older adults and senior citizens (aged 55 years and over) were notably less satisfied than average.

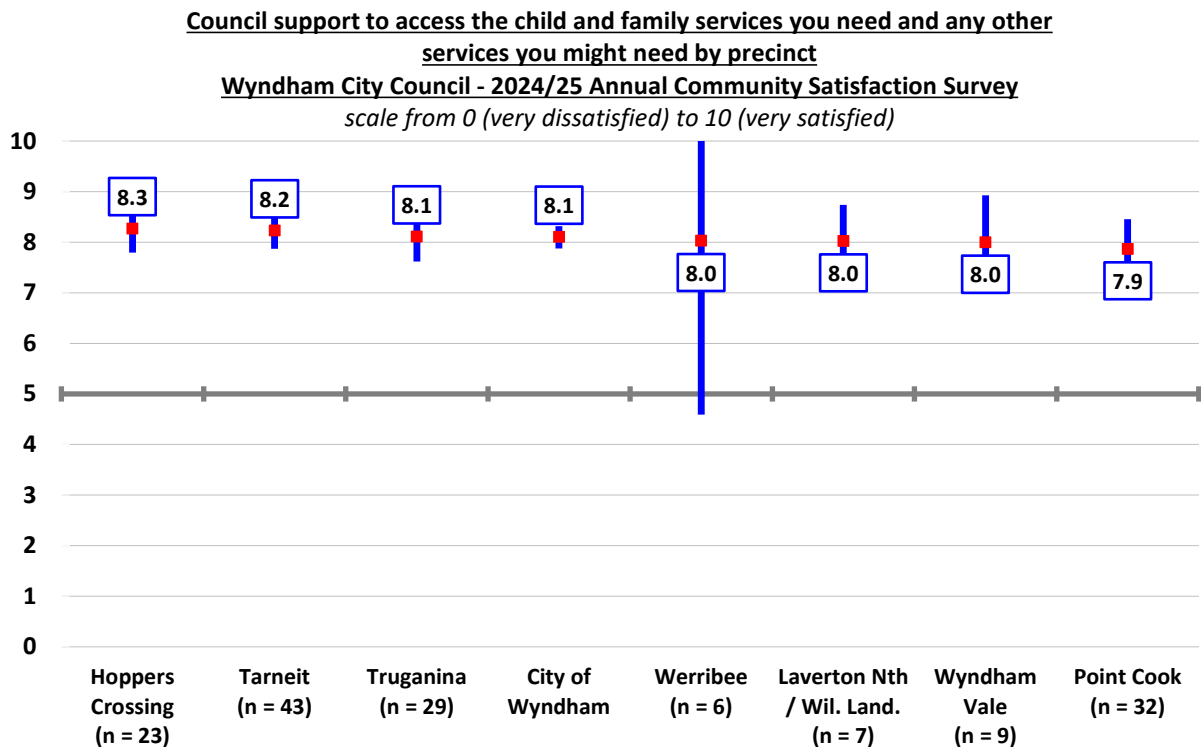
This result comprised 77% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 150 of 156 respondents (13%) from households who reported having used these services in the past 12 months.

By way of comparison, these services were not included in the 2025 *Governing Melbourne* research, and so no comparisons have been published.





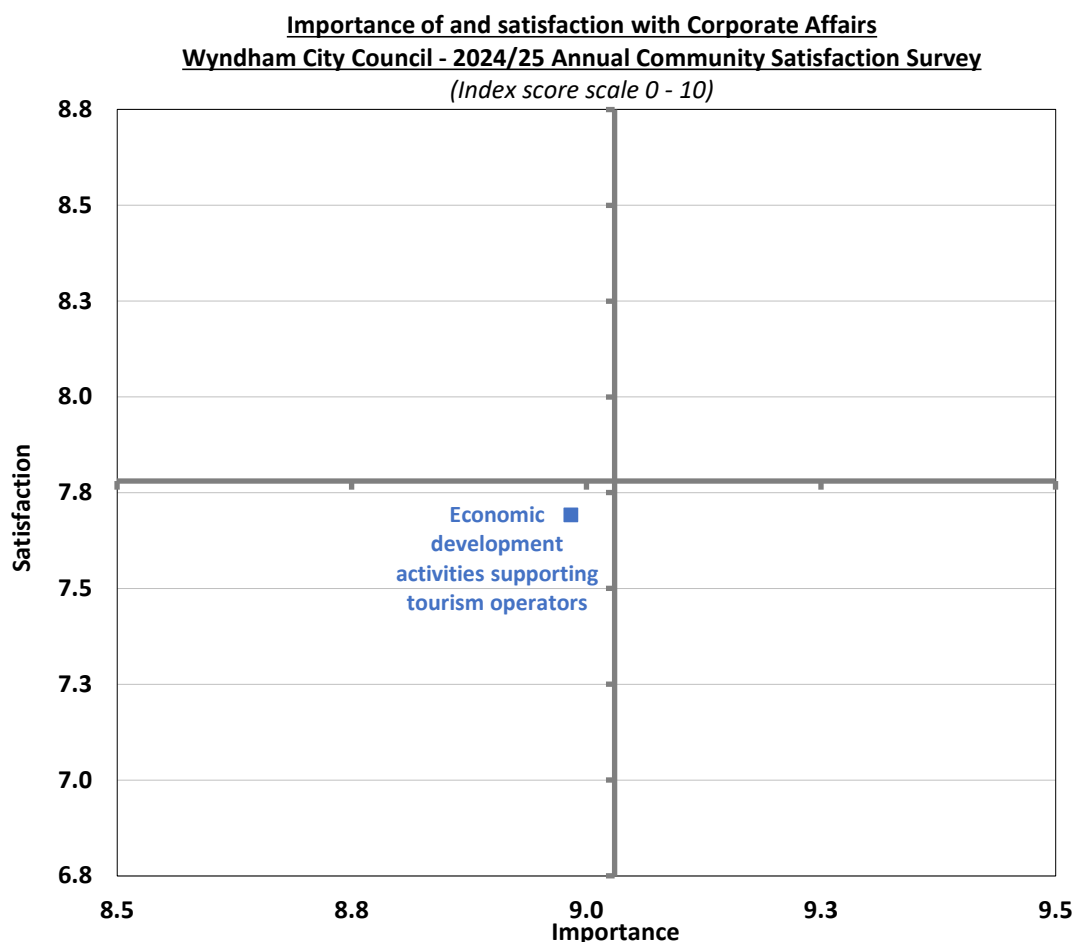
There was no statistically significant variation in satisfaction observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.



Corporate Affairs

There was one service from the Corporate Affairs department of Council included in the 2024/25 survey, as outlined in the following graph.

Consistent with previously recorded results, economic development activities supporting tourism operators were rated as lower-than-average importance and received a lower-than-average satisfaction score.



Economic development activities supporting tourism operators

Economic development activities supporting tourism operators was rated the 28th most important of the 46 included services and facilities, with an average importance of 9.0 out of 10, which was a measurable increase in importance on previous years.

Satisfaction with these services continued to increase this year, up four percent to 7.7 out of 10, although it remained at a “very good” level of satisfaction.

This was the highest satisfaction score recorded for these services since their inclusion in the survey program in 2021/22.

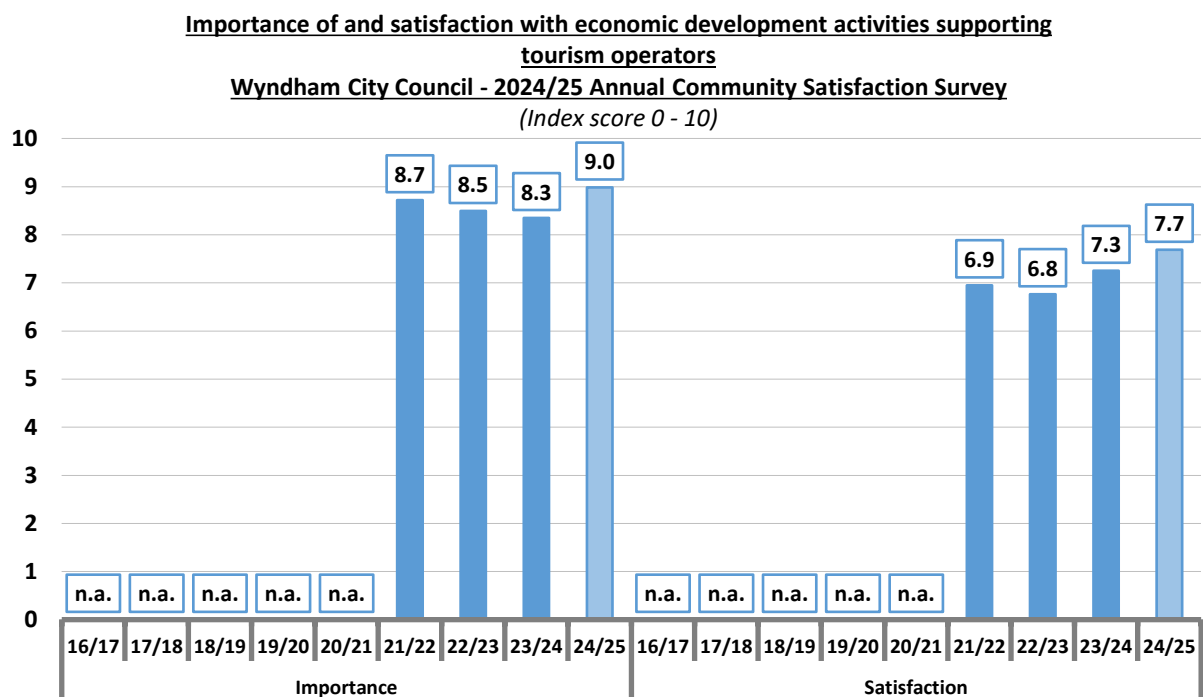


This result ranks these services 24th in terms of satisfaction this year, and measurably (5%) above the long-term average satisfaction since 2021/22 of 7.2 out of 10, or “good”.

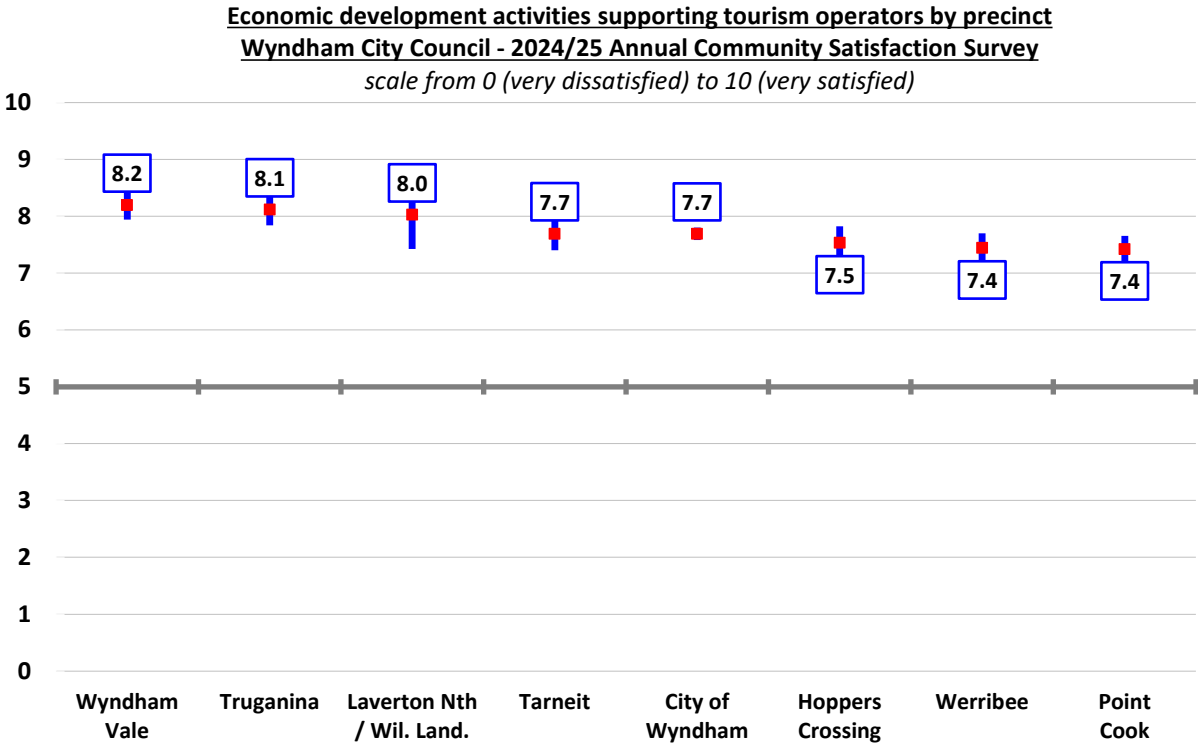
There was some variation in satisfaction observed by respondent profile, with older adults notably less satisfied than average. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

This result comprised 62% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 852 respondents who provided a satisfaction score this year.

By way of comparison, these services were not included in the 2025 *Governing Melbourne* research, and so no comparisons have been published.



There was measurable variation in satisfaction observed across the municipality, with respondents from Wyndham Vale and Truganina measurably (5% and 4% respectively) more satisfied than average.

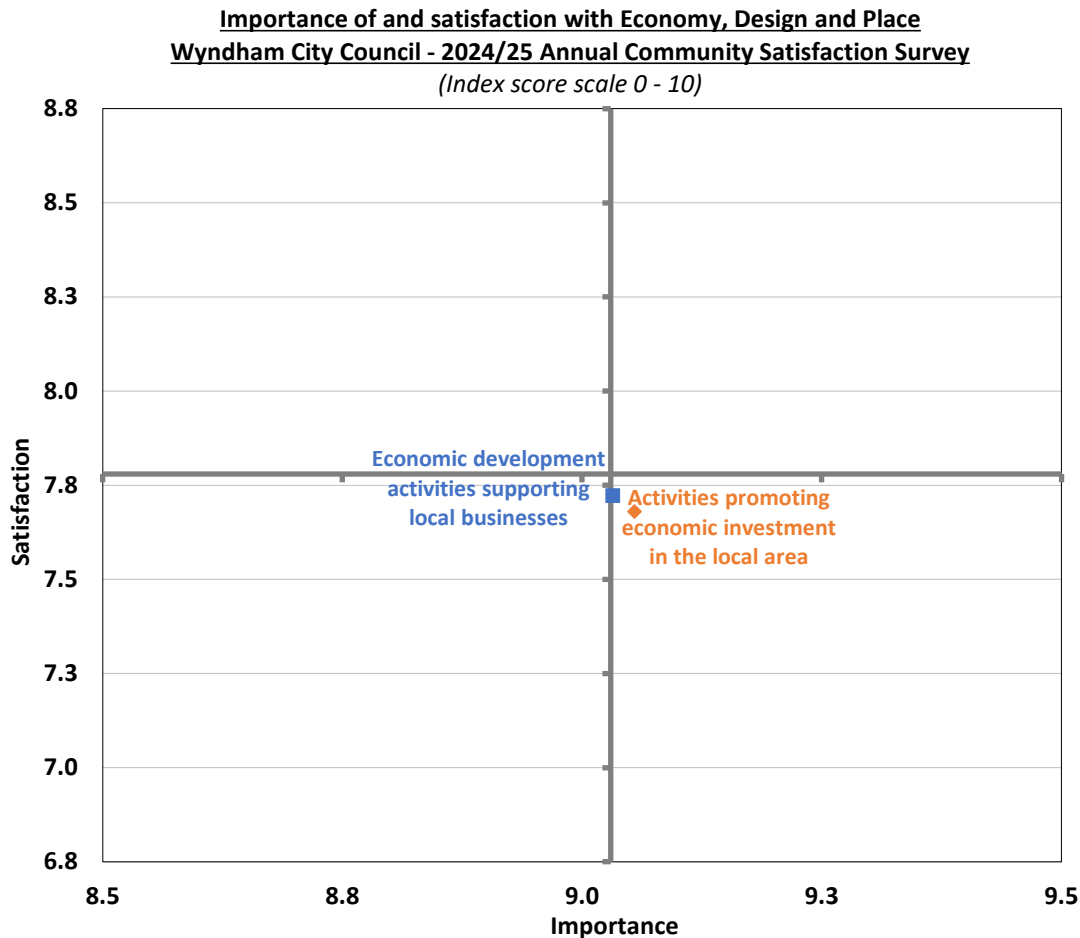


Economy, Design and Place

There were two services from the Economy, Design and Place department of Council included in the 2024/25 survey, as outlined in the following graph.

Both of these services were of approximately average importance and received approximately average satisfaction scores.





Activities promoting economic investment in the local area

Activities promoting economic investment in the local area were the 19th most important of the 46 included services and facilities, with an average importance of 9.1 out of 10, up measurably on the importance last year.

Satisfaction with these services continued to increase again this year, up four percent to 7.7 out of 10, which remained a “very good” level of satisfaction.

This was the highest satisfaction score recorded for these services in the City of Wyndham and was measurably higher than the long-term average satisfaction since 2021/22 of 7.2 out of 10 or “good”.

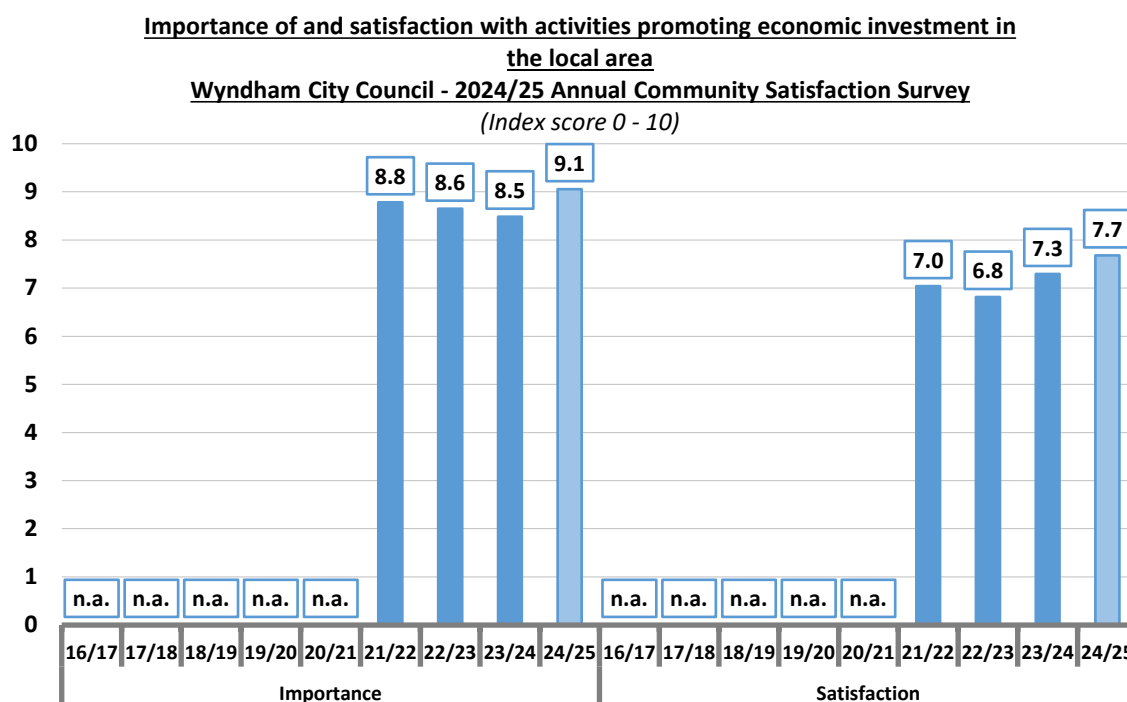
This result ranks these services 28th in terms of satisfaction this year.

There was no substantial variation in satisfaction observed by respondent profile, although respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

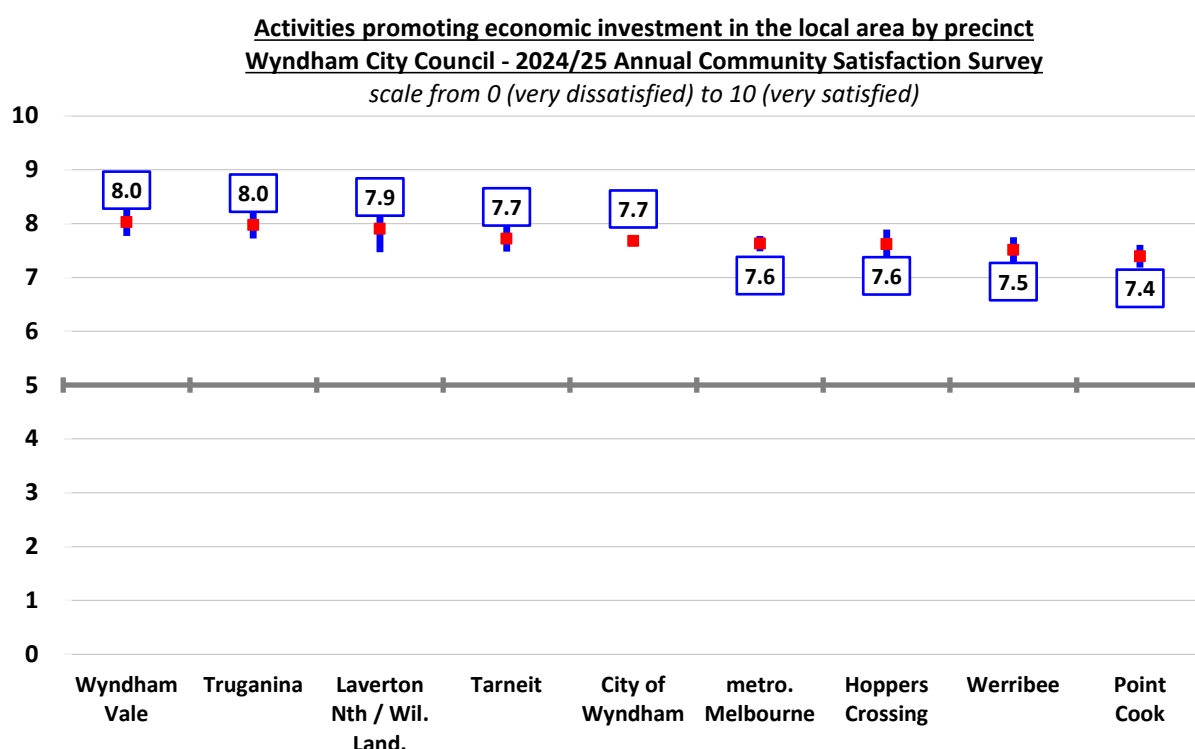
This result comprised 61% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 985 respondents who provided a satisfaction score this year.



By way of comparison, satisfaction with these services was marginally (1%) lower than the metropolitan Melbourne satisfaction with “Council activities promoting local economic development” of 7.8 out of 10.



There was measurable variation in satisfaction observed across the municipality, with respondents from Wyndham Vale measurably (3%) and respondents from Truganina notably (3%) more satisfied than average and at “excellent” levels. By contrast, respondents from Point Cook were measurably (3%) less satisfied than average.



Economic development activities supporting local businesses

Economic development activities supporting local businesses were the 23rd most important of the 46 included services and facilities, with an average importance rating of 9.0 out of 10, which was a measurable (5%) increase in importance from last year.

Satisfaction with these services increased measurably again this year, up four percent to 7.7 out of 10, although it remained at a “very good” satisfaction score.

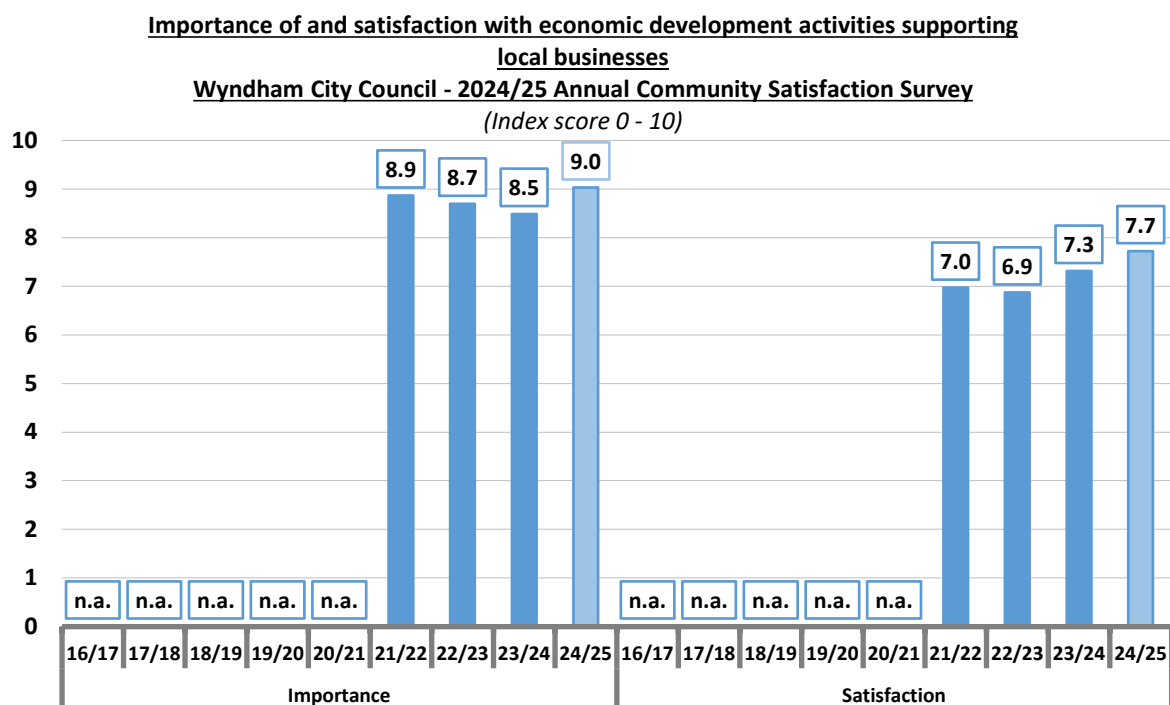
This was the highest recorded satisfaction score for these services for the City of Wyndham and was measurably higher than the long-term average satisfaction since 2021/22 of 7.2 out of 10, or “good”.

This result ranks these services 24th in terms of satisfaction this year.

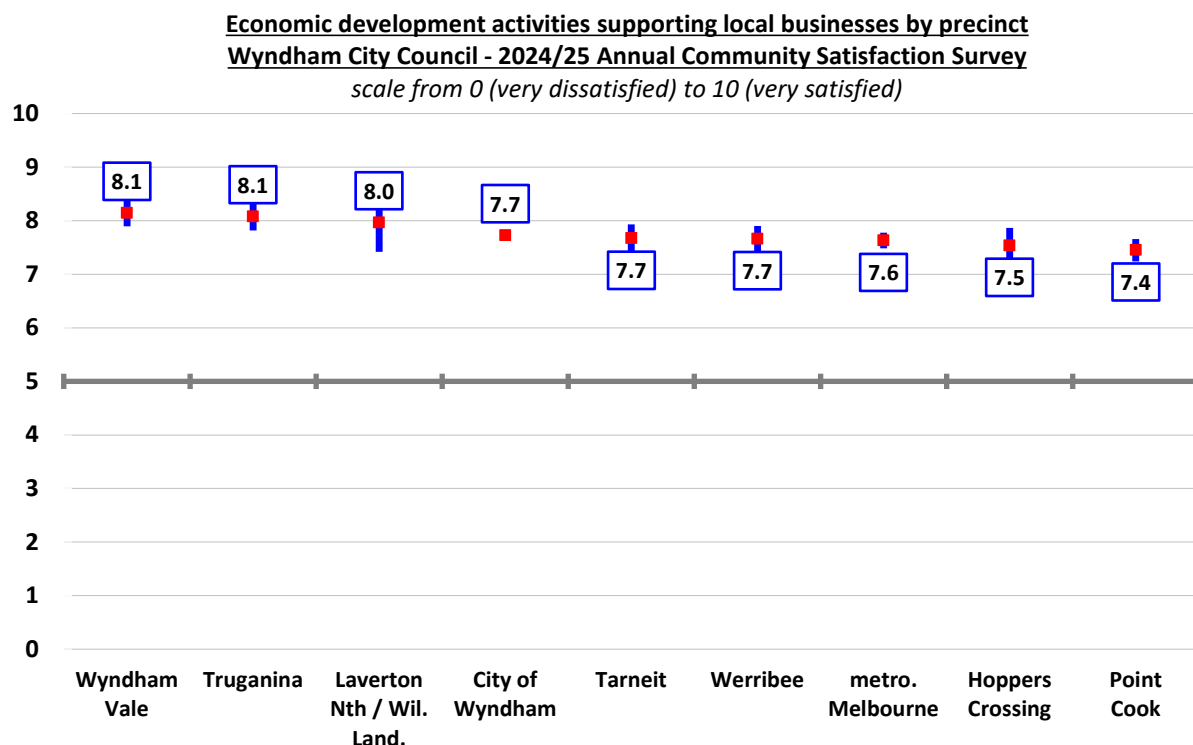
There was some variation in satisfaction observed by respondent profile, with older adults (aged 55 to 74 years) somewhat less satisfied than average. Respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

This result comprised 60% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 893 respondents who provided a satisfaction score.

By way of comparison, this result was marginally (1%) lower than the metropolitan Melbourne satisfaction with “Council activities promoting local economic development” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was measurable variation in satisfaction observed across the municipality, with respondents from Wyndham Vale and Truganina were measurably (4%) more satisfied than average and at “excellent” levels. By contrast, respondents from Point Cook were notably (3%) less satisfied than average.

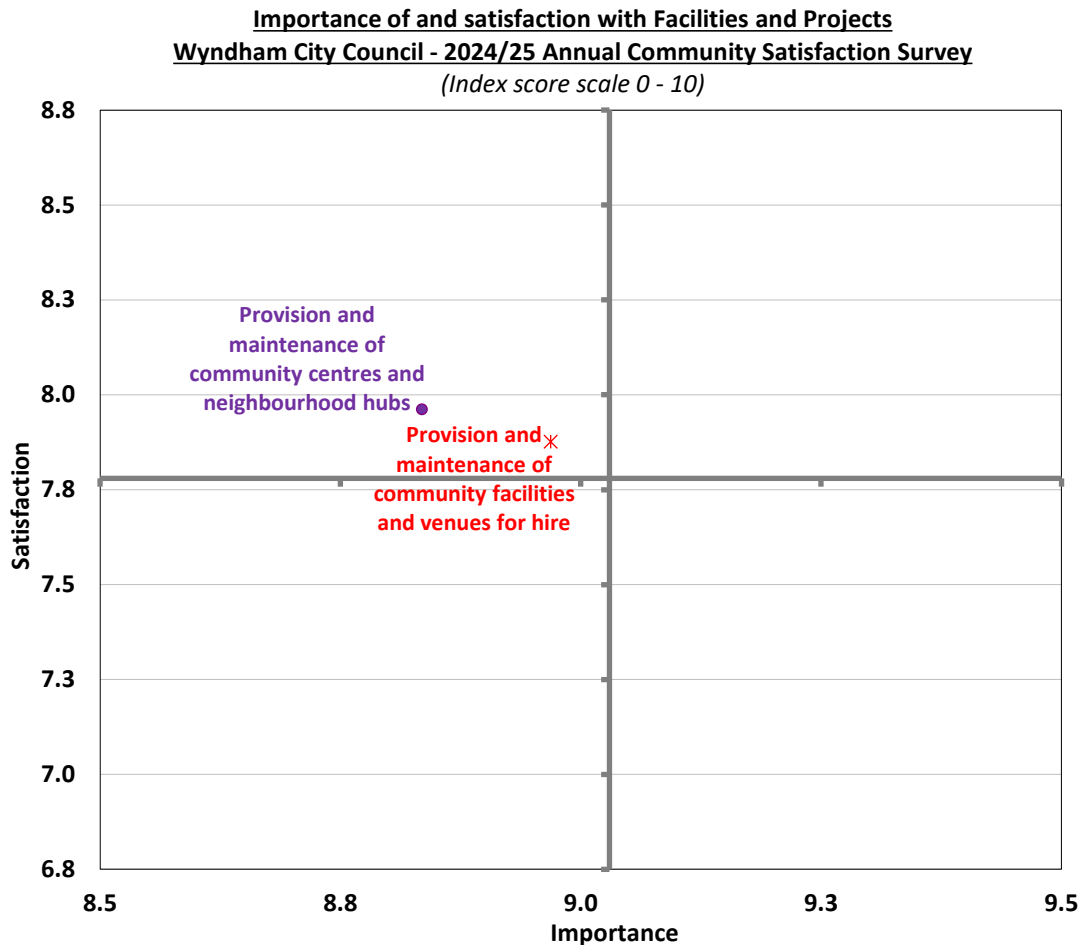


Facilities and Projects

There were two services and facilities from the Facilities and Projects department of Council included in the 2024/25 survey.

Both services and facilities were somewhat less important than the average of all services and facilities, but both recorded somewhat higher than average satisfaction scores.





Provision and maintenance of community centres and neighbourhood hubs

The provision and maintenance of community centres and neighbourhood hubs was the 43rd most important of the 46 included services and facilities, with an average importance of 8.8 out of 10. This result reversed the unusual decline in importance recorded last year.

Satisfaction with these services remained stable this year at 8.0 out of 10, which remained an “excellent” level of satisfaction.

This result ranks these services 15th in terms of satisfaction this year.

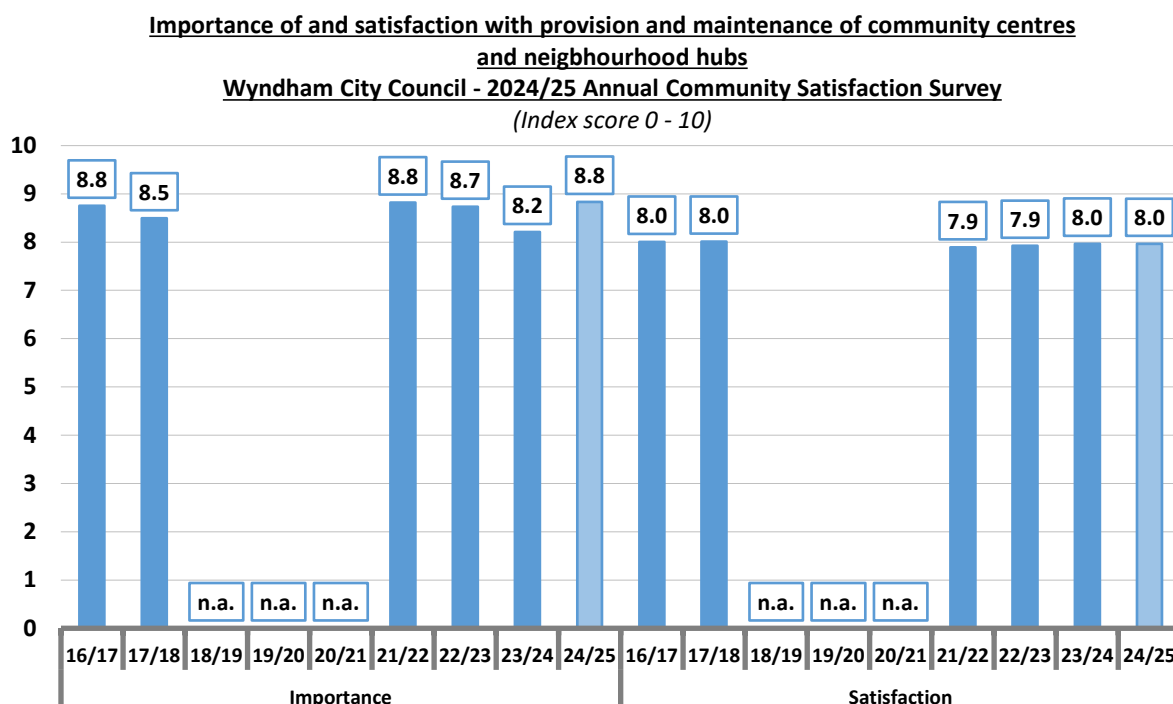
Satisfaction with these facilities has remained very stable at or around the long-term average satisfaction since 2013/14 of 7.9 out of 10, or “excellent”.

There was some variation in satisfaction observed by respondent profile, with older adults (aged 55 to 74 years) somewhat less satisfied than average.

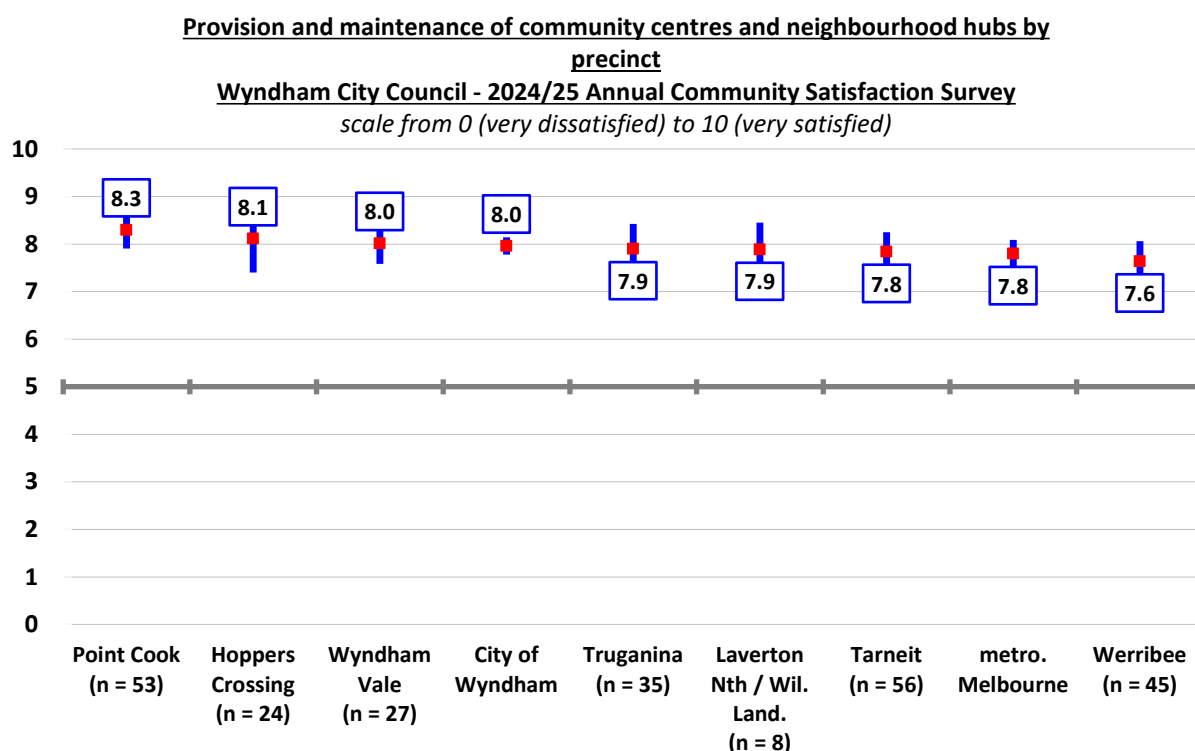
This result comprised 69% “very satisfied” and three percent “dissatisfied” respondents, based on 250 of 253 respondents (21%) from households who reported having used these services in the past 12 months.



By way of comparison, satisfaction with these services was somewhat higher than the metropolitan Melbourne satisfaction with “community centres and neighbourhood houses” of 7.8, as recorded in the 2025 *Governing Melbourne* research.



Whilst there was no statistically significant variation in satisfaction observed across the municipality, it is noted that the 45 respondents from Werribee were notably (4%) less satisfied than average, and at a “very good” rather than an “excellent” level of satisfaction.



Provision and maintenance of community facilities and venues for hire

The provision and maintenance of community facilities and venues for hire was the 31st most important of the 46 included services and facilities, with an average importance of 9.0 out of 10. This result recovered the unusually low importance score recorded last year.

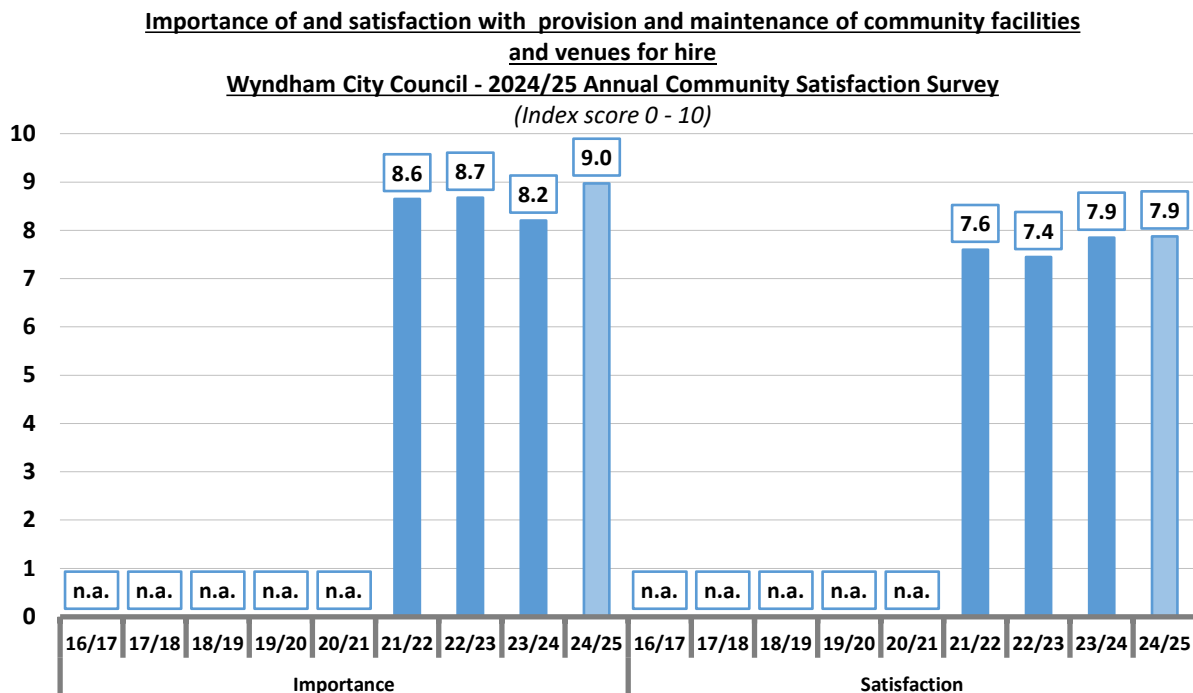
Satisfaction with these facilities remained stable this year at 7.9 out of 10, which remained an “excellent” level of satisfaction, and somewhat (2%) higher than the long-term average satisfaction since 2021/22 of 7.7 out of 10, or “very good”.

This result ranks these services 19th in terms of satisfaction this year.

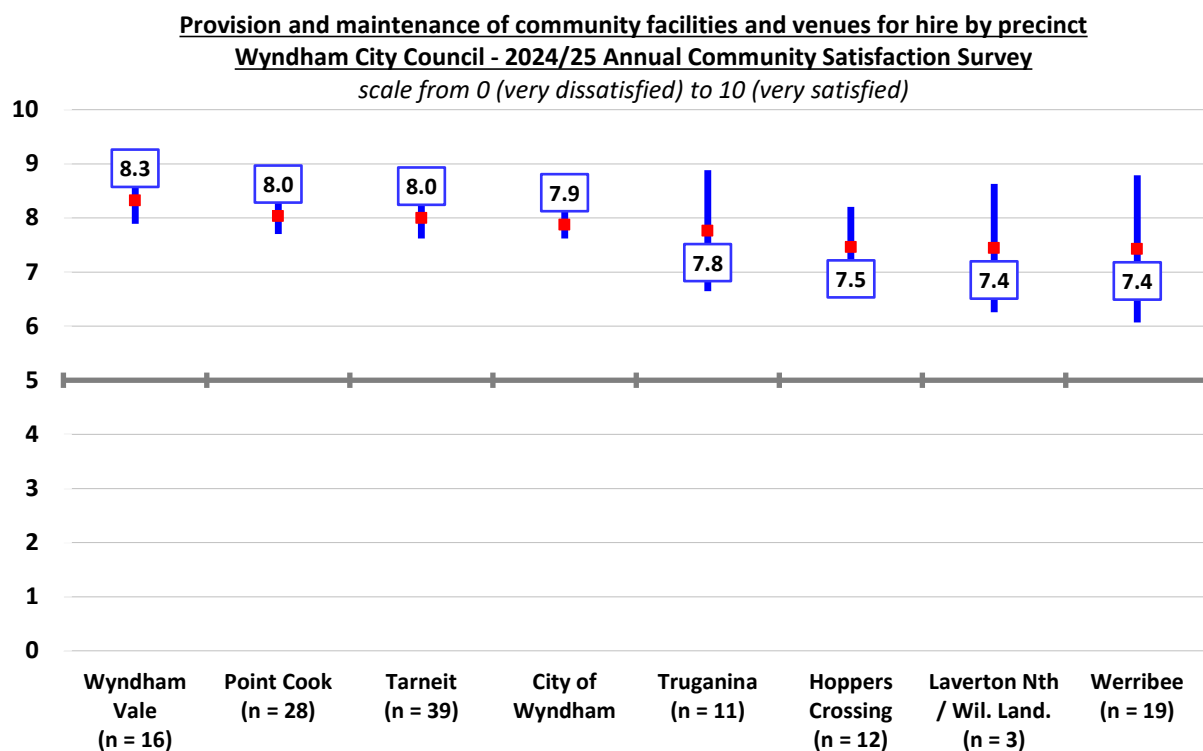
There was variation in satisfaction observed by respondent profile, with senior citizens (aged 75 years and over) notably less satisfied than average.

This result comprised 66% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 127 of 132 respondents (11%) from households who reported having used these facilities in the past 12 months.

By way of comparison, these facilities were not included in the 2025 *Governing Melbourne* research in a comparable format, and so no comparison results have been provided.



There was no statistically significant variation in satisfaction observed across the municipality, however it is noted that three respondents from Laverton North / Williams Landing and 19 respondents from Werribee rated satisfaction at “very good” rather than “excellent” levels.

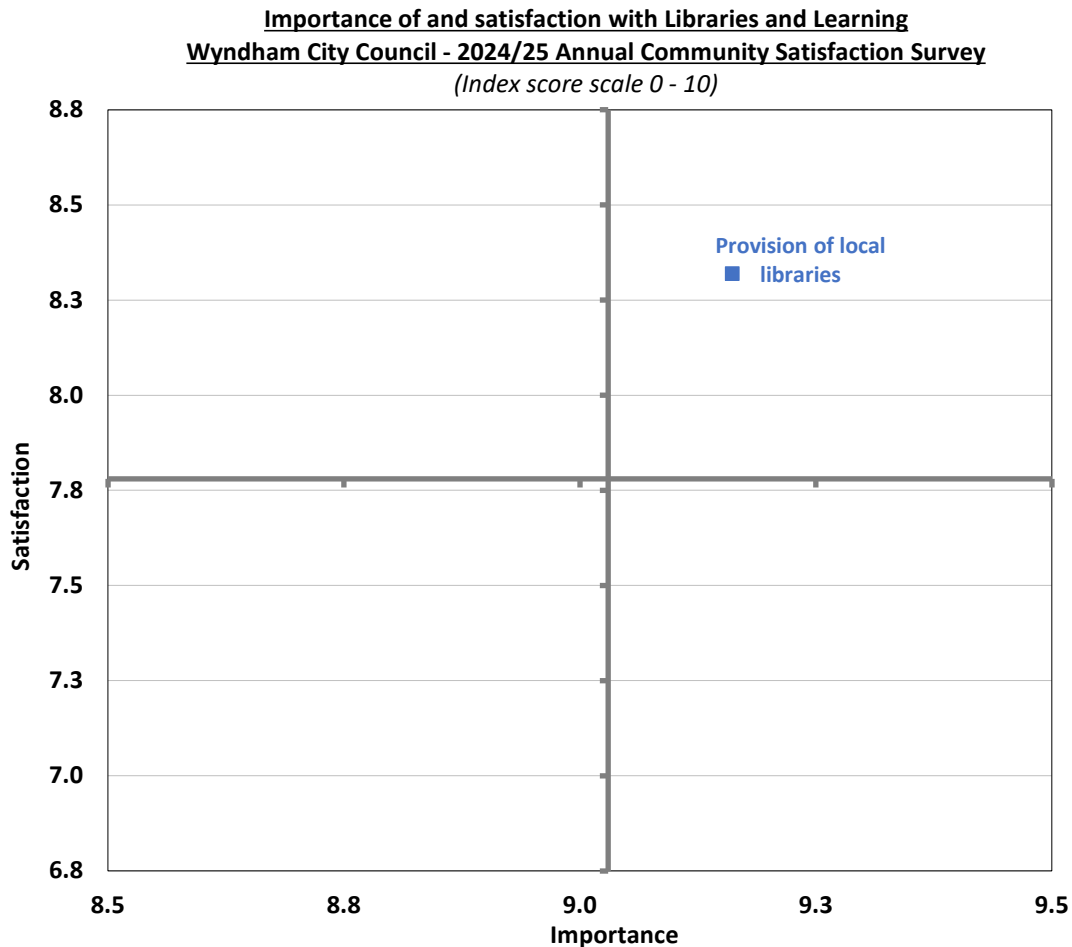


Libraries and Learning

There was one service from the Libraries and Learning department of Council included in the survey this year, as outlined in the following graph.

Consistent with results recorded previously, satisfaction with local libraries was higher than average. In the 2024/25 survey, the importance rating increased.





Provision of local libraries

The provision of local libraries was the 7th most important of the 46 included services and facilities, with an average importance rating of 9.2 out of 10.

Satisfaction with the provision of local libraries remained essentially stable this year, up one percent to 8.3 out of 10, which remained an “excellent” level of satisfaction.

This result ranks these services 5th in terms of satisfaction this year, one of eight services to receive a measurably higher satisfaction score than the average of all 46 (7.8).

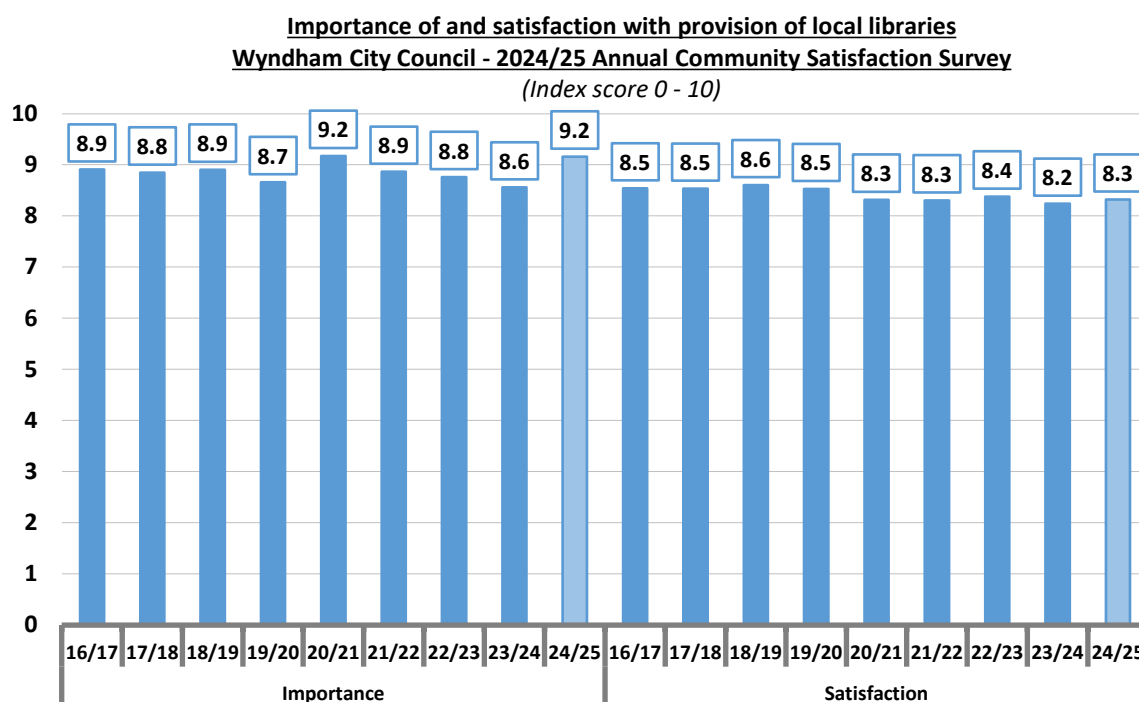
Satisfaction with the provision of local libraries has remained very consistent around the long-term average satisfaction since 2015/16 of 8.4.

This result comprised 79% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 548 of 558 respondents (46%) from households who reported having used these services in the past 12 months.

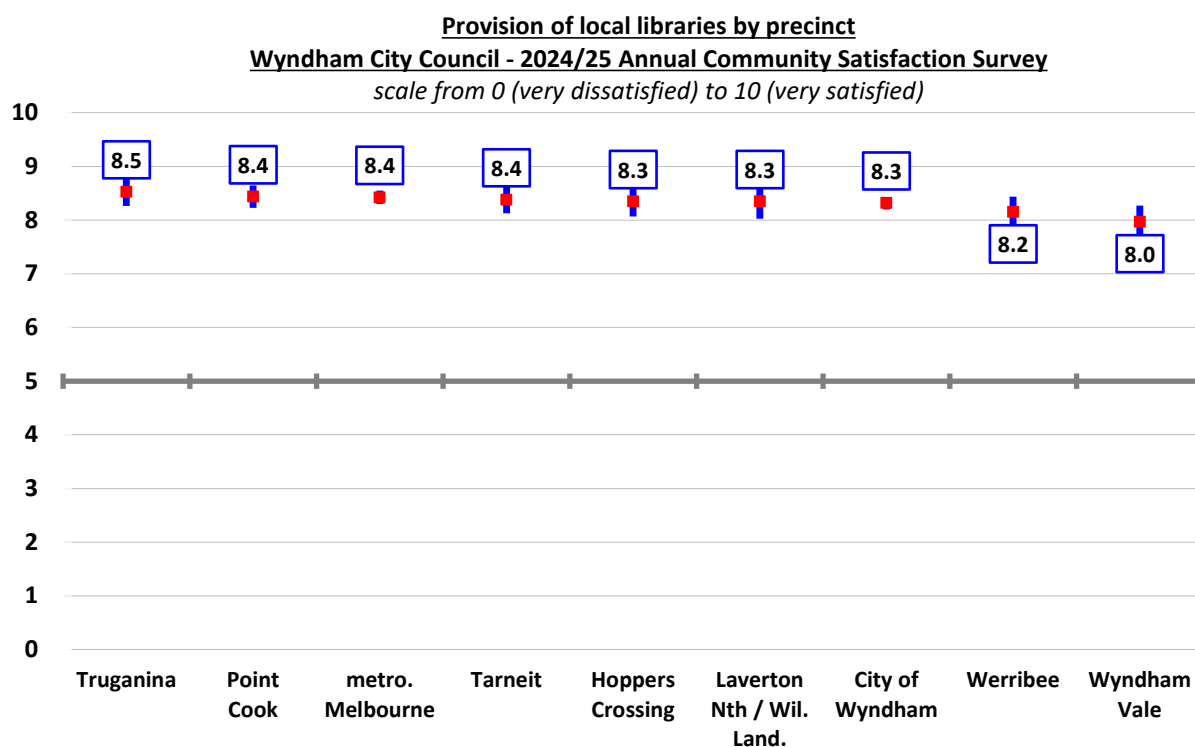
There was no variation in satisfaction with these services observed by respondent profile.



By way of comparison, satisfaction with these services was marginally (1%) below the metropolitan Melbourne satisfaction with “local libraries” of 8.4, as recorded in the 2025 *Governing Melbourne* research.



Whilst respondents from all precincts rated satisfaction at “excellent” levels, it is noted that respondents from Wyndham Vale were somewhat less satisfied with the provision of local libraries than the municipal average.

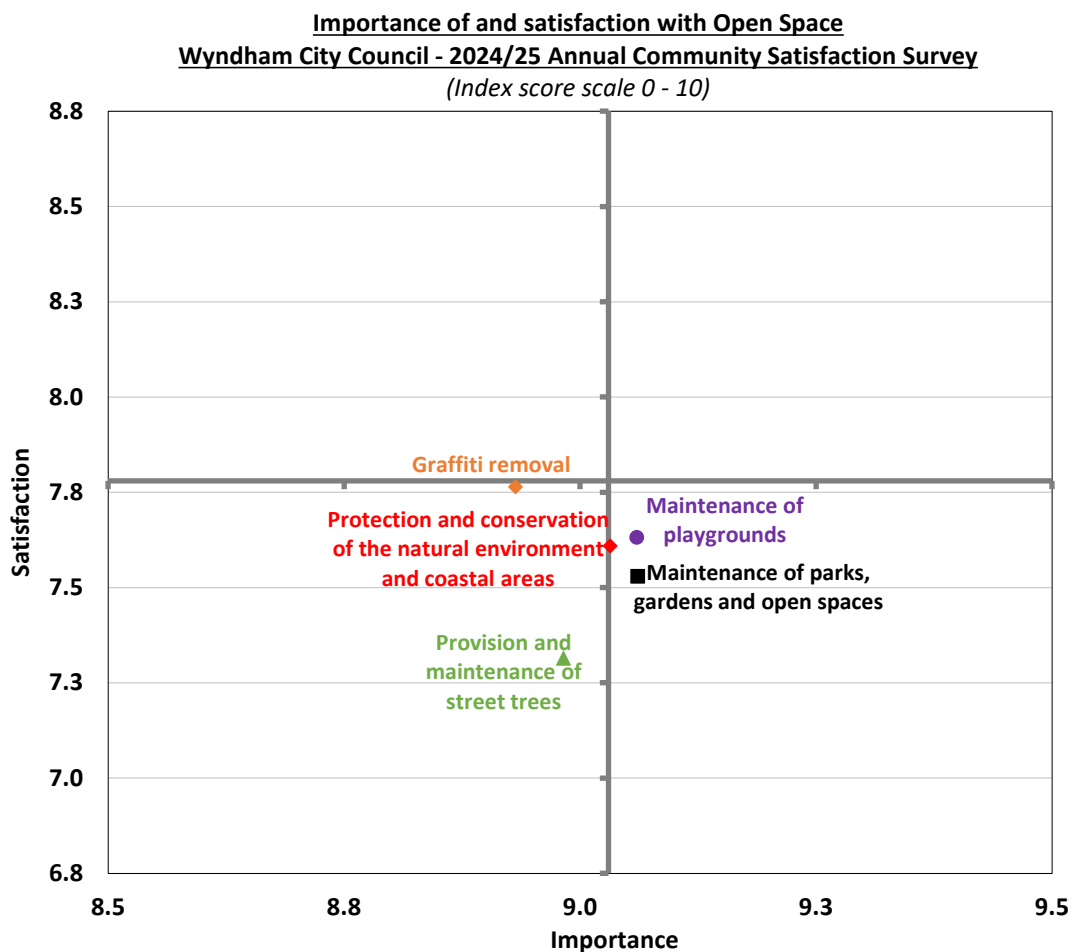


Open Space

There were five services and facilities from the Facilities and Open Space department of Council included in the 2024/25 survey, as outlined in the following graph.

All of these five open space services and facilities were of approximately average, or slightly lower-than-average importance.

While all five services recorded lower than average satisfaction scores, satisfaction with all five remained at “very good” levels.



Provision and maintenance of street trees

The provision and maintenance of street trees was the 29th most important of the 46 included services and facilities, with an average importance of 9.0 out of 10. This was the highest importance rating recorded for these services since their inclusion in the survey program.

Satisfaction with the provision and maintenance of street trees continued to increase again this year, up one percent to 7.3 out of 10, which was a “very good”, up from a “good” level of satisfaction.

This was the highest satisfaction score recorded street trees over the life of the survey program from 2013/14.

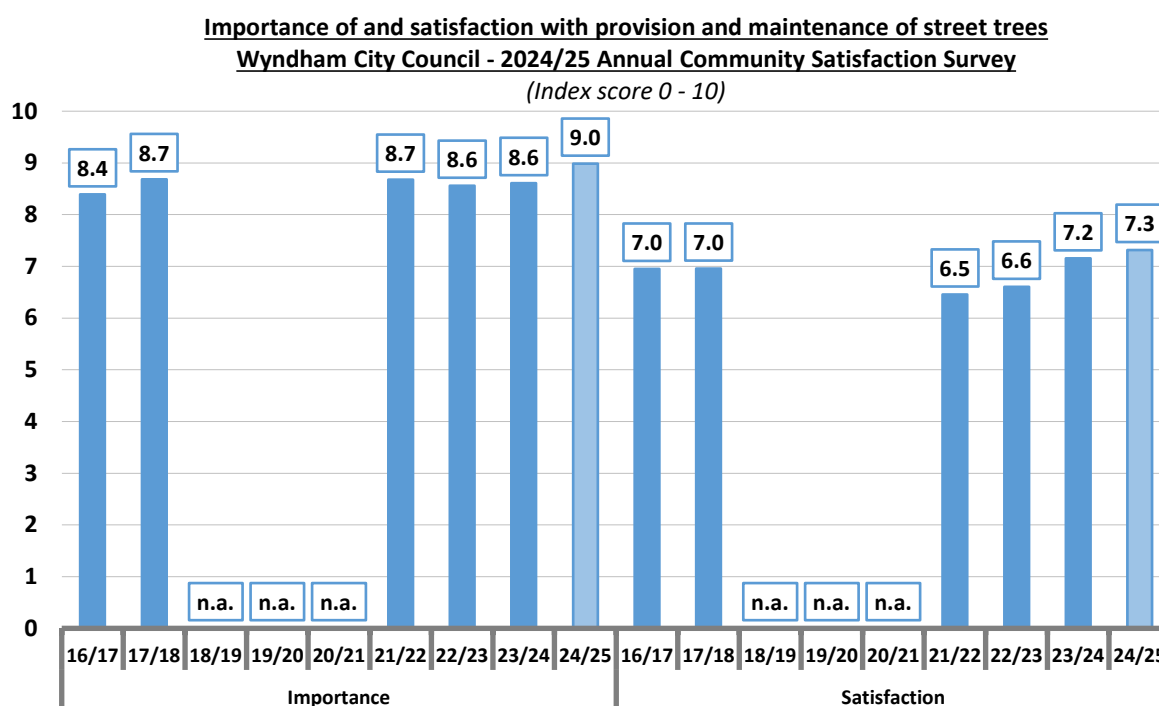
This result ranks these services 42nd in terms of satisfaction this year.

Although this was the highest satisfaction score recorded for this service, it remained one of 10 services and facilities to record a measurably lower satisfaction score than the average of all 46 services and facilities (7.8).

This result comprised 55% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 1,189 respondents who provided a satisfaction score this year.

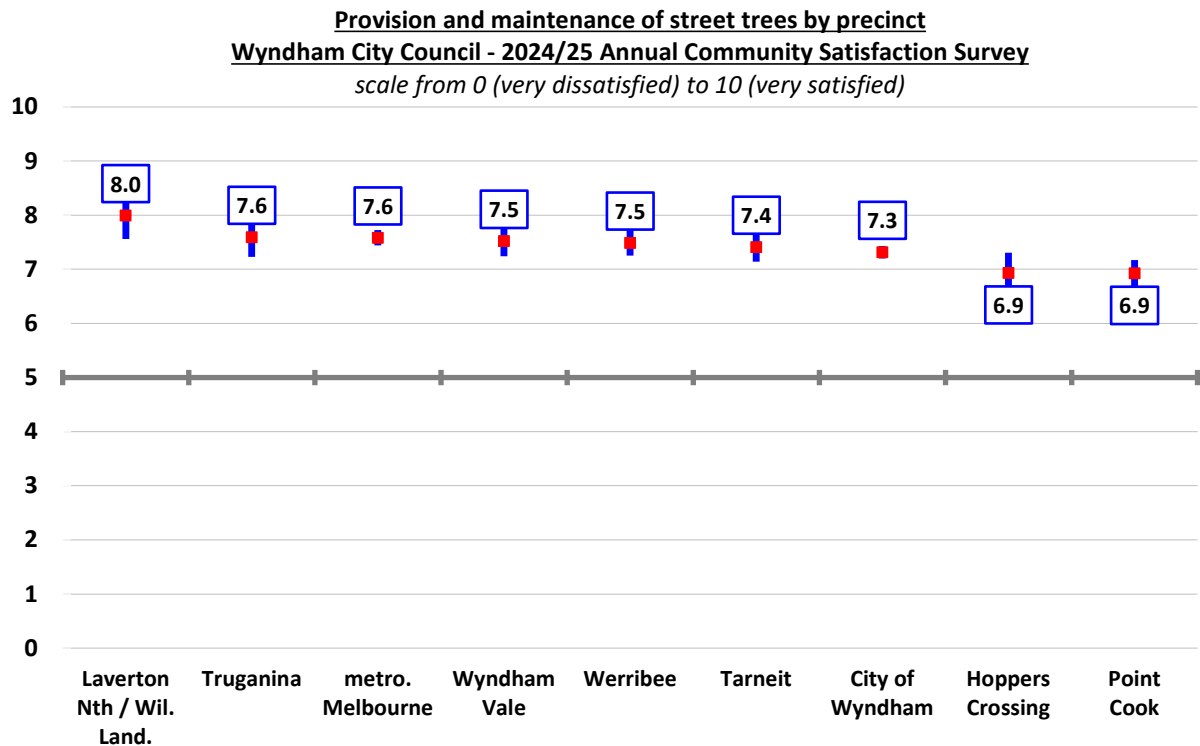
There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more satisfied, and older adults and senior citizens (aged 55 years and over) notably less satisfied than average. Respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

By way of comparison, this result notably (3%) lower than the metropolitan Melbourne satisfaction with the “provision and maintenance of street trees” of 7.6, as recorded in the 2025 *Governing Melbourne* research.



There was measurable variation in satisfaction with street trees observed across the municipality, with respondents from Laverton North / Williams Landing measurably (7%) more satisfied than average and at an “excellent” level of satisfaction.

By contrast, respondents from Hoppers Crossing were notably (4%) and respondents from Point Cook were measurably (4%) less satisfied than average and at “good” rather than “very good” levels of satisfaction.



Maintenance of parks, gardens, and open spaces

The maintenance of parks, gardens, and open spaces was the 17th most important of the 46 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with the maintenance of parks, gardens, and open spaces remained stable this year at 7.5 out of 10, which remained a “very good” level of satisfaction.

This was the highest satisfaction with these services and was measurably (3%) higher than the long-term average satisfaction since 2013/14 of 7.2 out of 10, or “good”.

This result ranks these services 35th in terms of satisfaction this year.

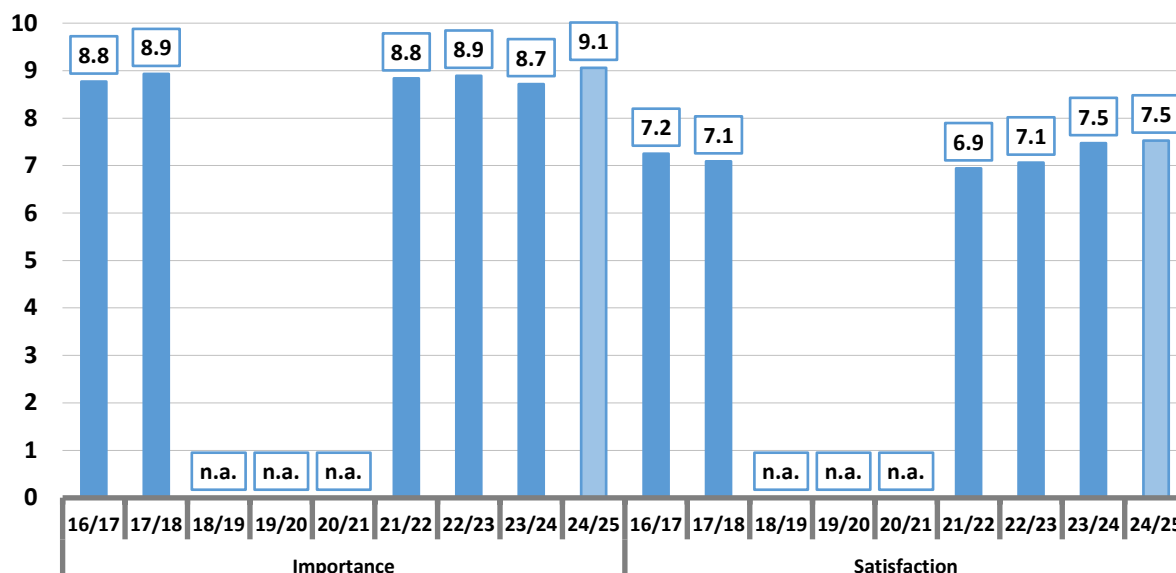
This result comprised 56% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 1,175 respondents who gave a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more satisfied, and older adults (aged 55 to 74 years) somewhat less satisfied than average. Respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.



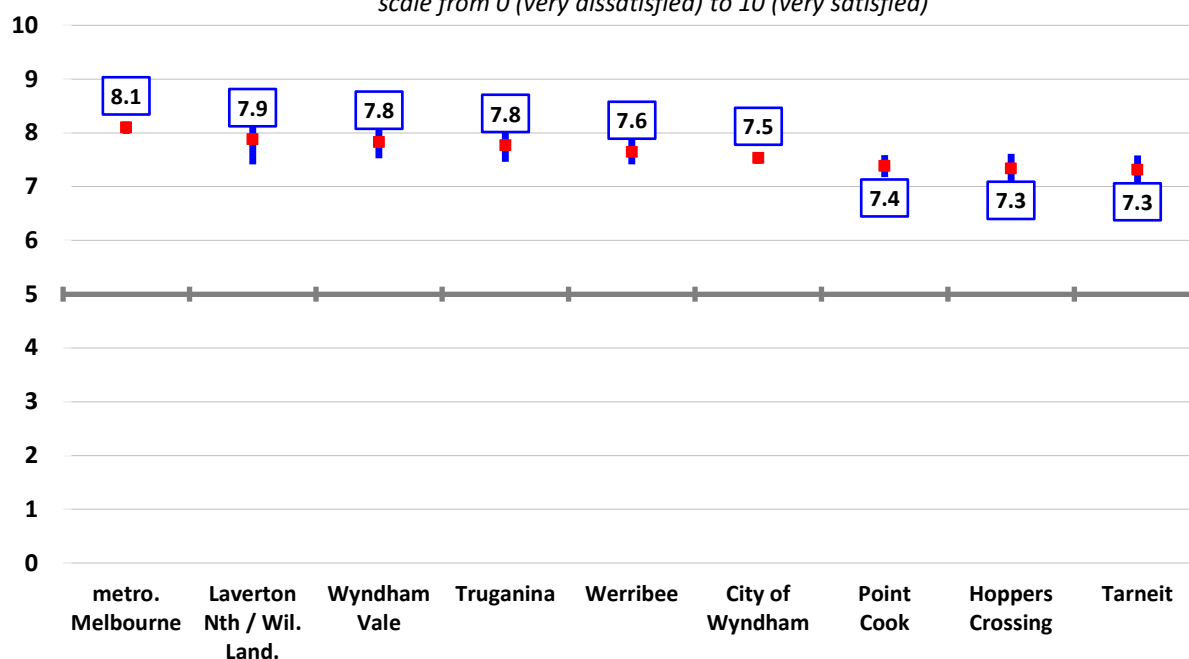
By way of comparison, this result was measurably (6%) lower than the metropolitan Melbourne satisfaction with the “provision and maintenance of parks, gardens, and open spaces” of 8.1 out of 10, as recorded in the 2025 *Governing Melbourne* research.

Importance of and satisfaction with maintenance of parks, gardens, and open spaces
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
(Index score 0 - 10)



While there was no statistically significant variation in satisfaction observed across the municipality, it is noted that respondents from Laverton North / Williams Landing, Wyndham Vale, and Truganina were somewhat more satisfied than average, and at “excellent” levels.

Maintenance of parks, gardens and open spaces by precinct
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Maintenance of playgrounds

Maintenance of playgrounds was the 18th most important of the 46 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with these services remained stable this year at 7.6 out of 10, which was a “very good” level of satisfaction.

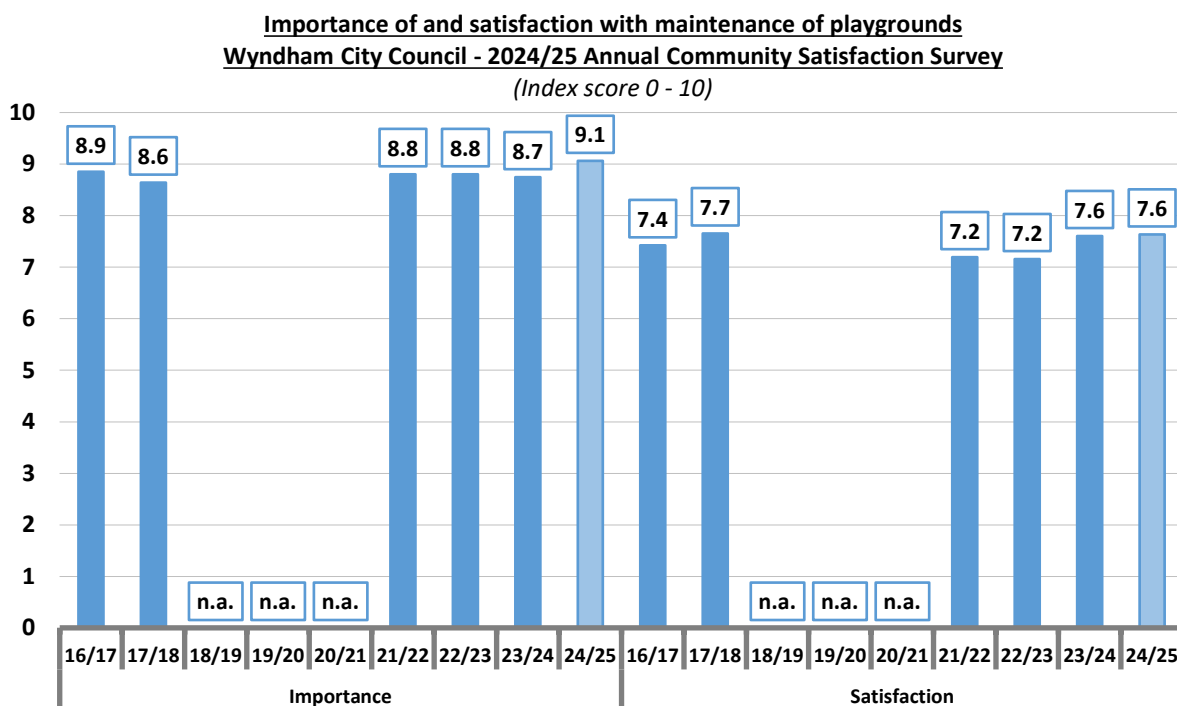
This result ranks these services 31st in terms of satisfaction this year.

This result was somewhat (2%) higher than the long-term average satisfaction since 2013/14 of 7.4 out of 10, or “very good”.

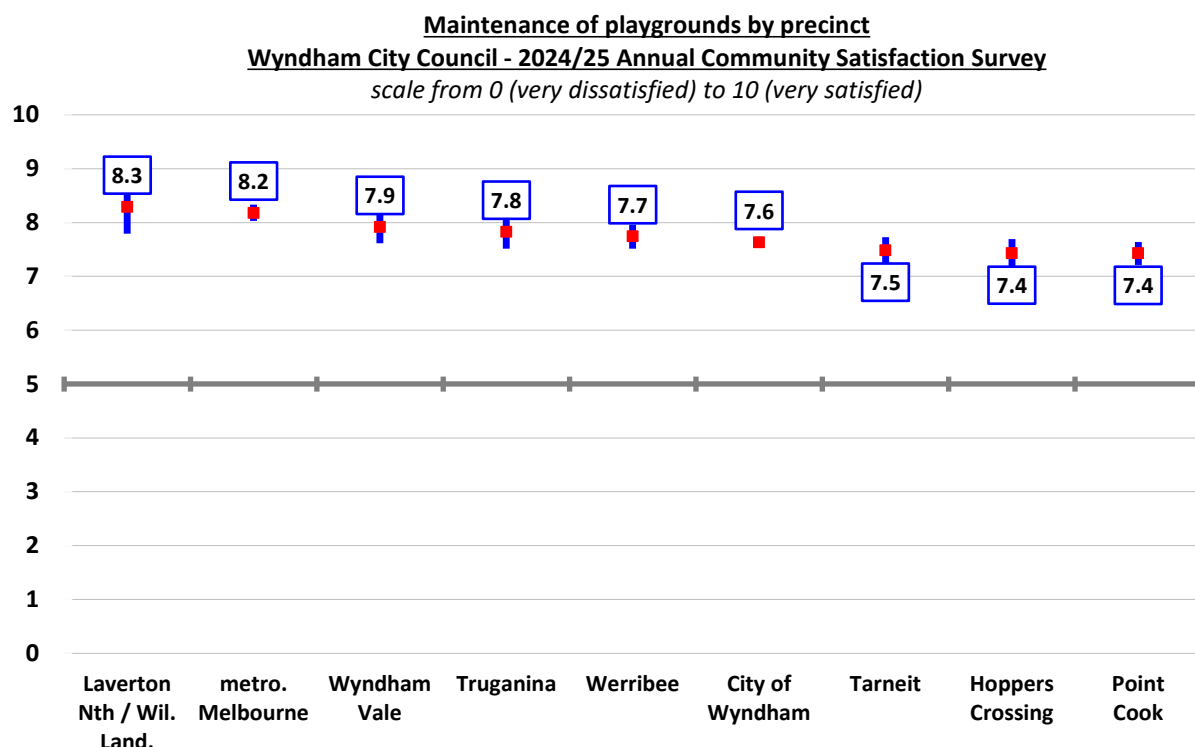
This result comprised 57% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 1,125 respondents who gave a satisfaction score this year.

There was some variation observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more satisfied, and older adults (aged 55 to 74 years) somewhat less satisfied than average. Respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

By way of comparison, this result was measurably (6%) lower than the metropolitan Melbourne satisfaction with the “provision and maintenance of playgrounds” of 8.2, as recorded in the 2025 *Governing Melbourne* research.



There was measurable variation in satisfaction observed across the municipality, with respondents from Laverton North / Williams Landing measurably more satisfied than average and at an “excellent” level.



Protection and conservation of the natural environment and coastal areas

The protection and conservation of the natural environment and coastal areas was the 24th most important of the 46 included services and facilities, with an average importance of 9.0 out of 10.

This was the highest importance for this service over the 10 years it has been included in the survey program.

Satisfaction with these services was essentially stable this year, up one percent to 7.6 out of 10, which remained a “very good” level of satisfaction.

This was the highest satisfaction with this service recorded for the City of Wyndham and was measurably higher than the long-term average satisfaction since 2014/15 of 7.3 out of 10, or “very good”.

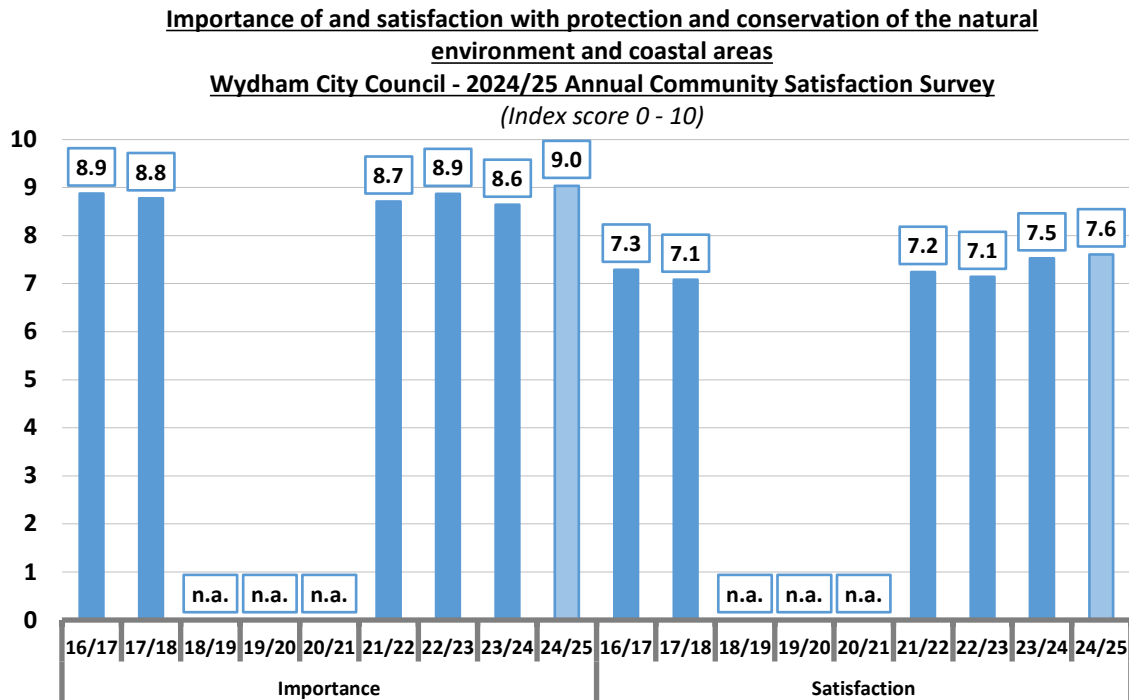
This result ranks these services 32nd in terms of satisfaction this year.

This result comprised 56% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 1,069 respondents who gave a satisfaction score.

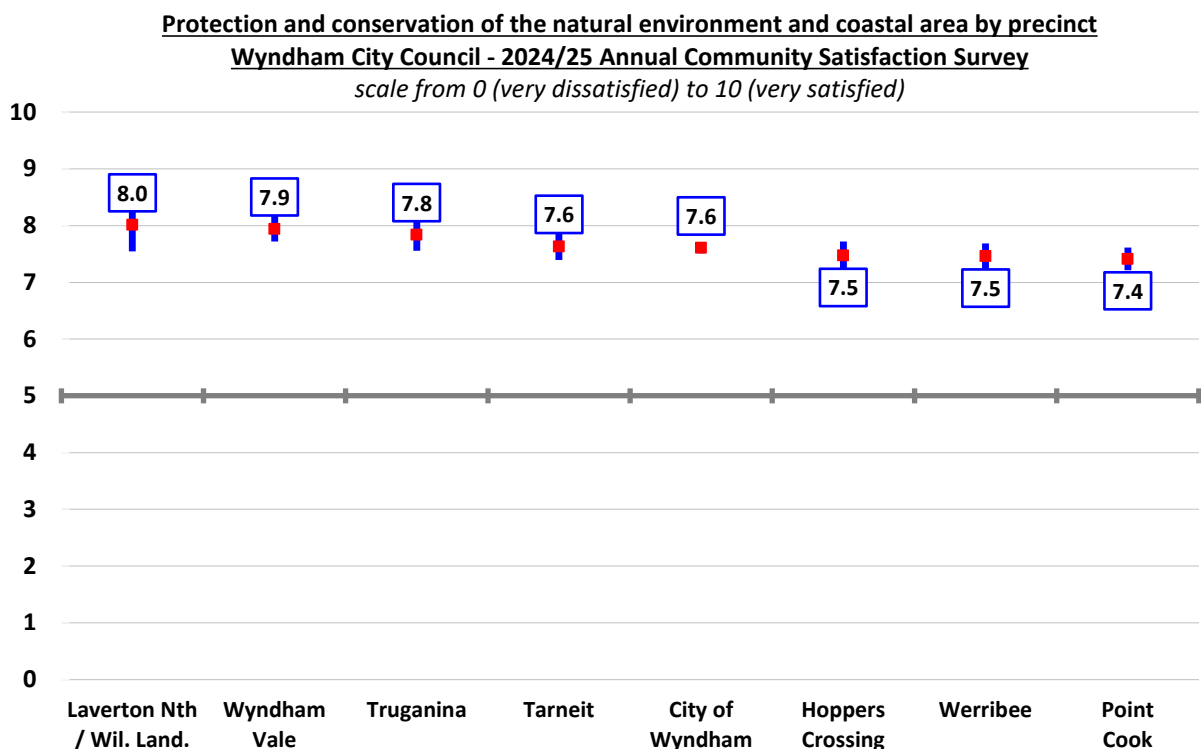
There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more satisfied than average, and older adults (aged 55 to 74 years) somewhat less satisfied.



By way of comparison, these services were not included in the 2025 *Governing Melbourne* research, and so no comparison results have been provided.



There was variation in satisfaction observed across the municipality, with 32 respondents from Laverton North / Williams Landing notably (4%) and respondents from Wyndham Vale were measurably (3%) more satisfied than average, and at “excellent” rather than “very good” levels of satisfaction.



Graffiti removal

Graffiti removal was the 36th most important of the 46 included services and facilities, with an average importance of 8.9 out of 10.

This was the highest recorded importance score recorded for this service since it was included in the survey program in 2021/22.

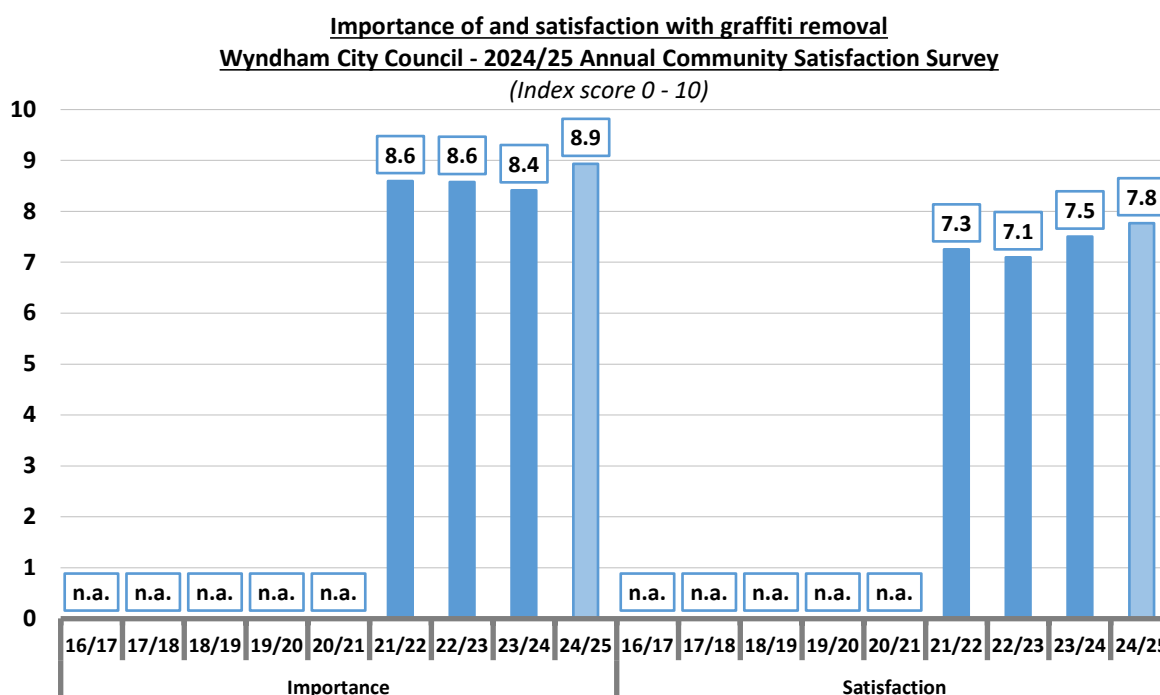
Satisfaction with graffiti removal continued to increase measurably this year, up three percent to 7.8 out of 10, which was an “excellent”, up from a “very good” level of satisfaction.

This result ranks these services 23rd in terms of satisfaction this year and was the highest satisfaction score since the inclusion of graffiti removal in the survey program in 2021/22.

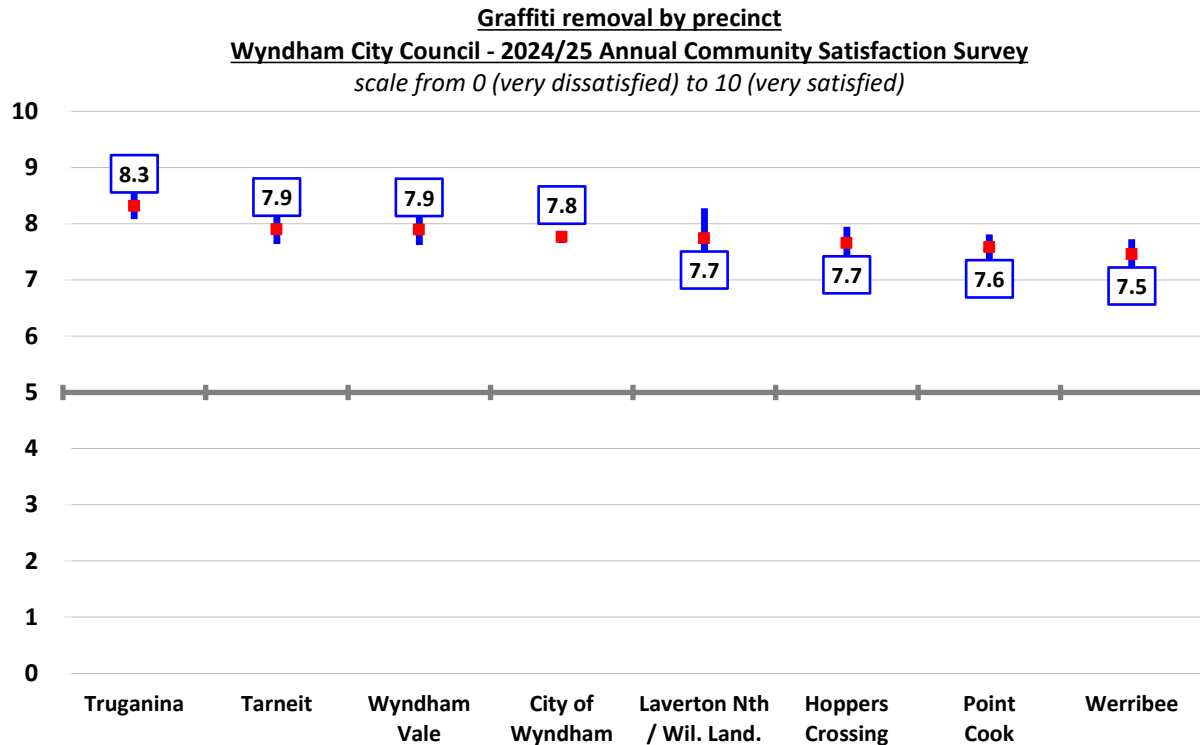
This result comprised 65% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 952 respondents who gave a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with older adults (aged 55 to 74 years) somewhat less satisfied than average. Respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

By way of comparison, these services were not included in the 2025 *Governing Melbourne* research, and so no comparison results have been provided.



There was measurable variation in satisfaction observed across the municipality, with respondents from Truganina measurably (5%) more satisfied than average, and at an “excellent” level. By contrast, respondents from Werribee were measurably (3%) less satisfied than average, and at a “very good” rather than an “excellent” level.



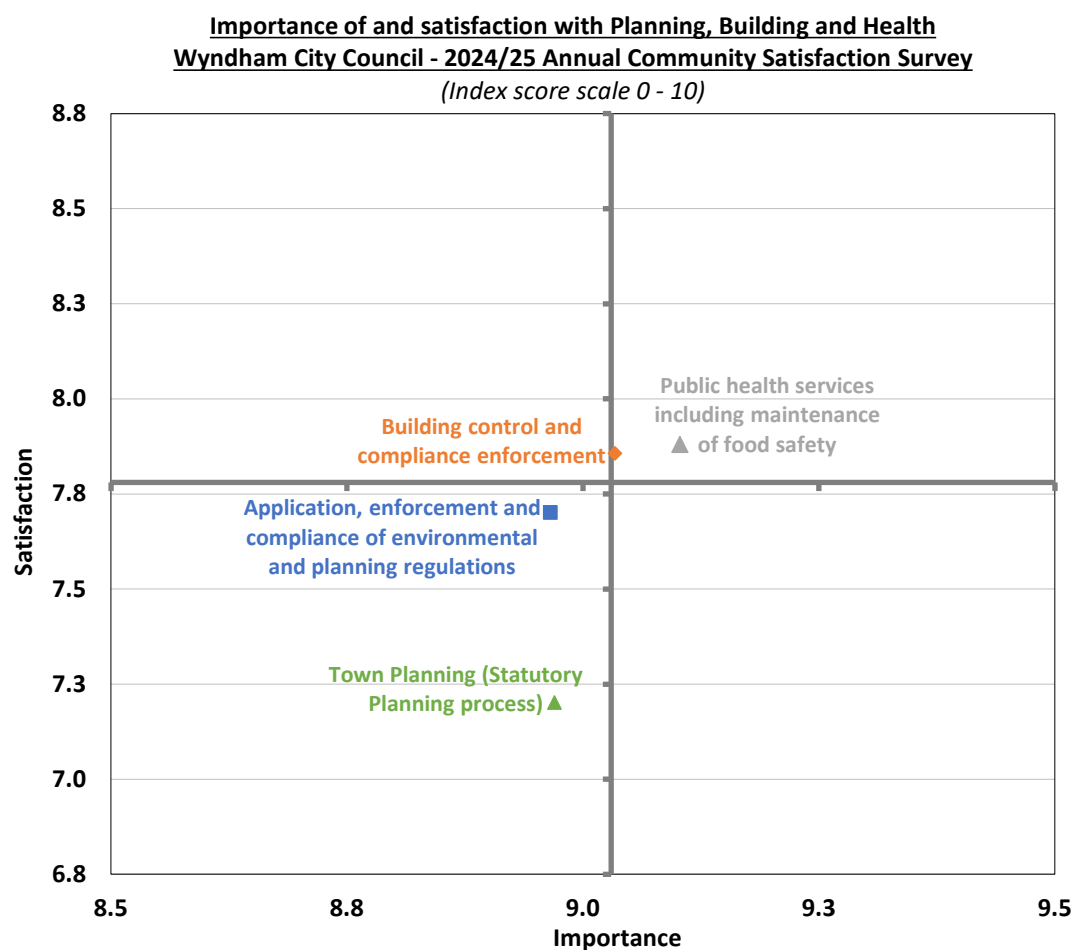
Planning, Building and Health

There were four services from the Planning, Building and Health department of Council included in the survey this year, as outlined in the following graph.

Three of the four services were of approximately average importance and received an approximately average satisfaction score.

It is noted that town planning (statutory planning process) was of approximately average importance but received a notably lower than average satisfaction score.





Public health services including maintenance of food safety

Public health services including maintenance of food safety was the 10th most important of the 46 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with public health services increased measurably this year, up three percent to 7.9 out of 10, which was an “excellent”, up from a “very good” level of satisfaction.

This was the highest satisfaction score recorded for these services for the City of Wyndham and was measurably (3%) higher than the long-term average satisfaction since 2021/22 of 7.6 out of 10, or “very good”.

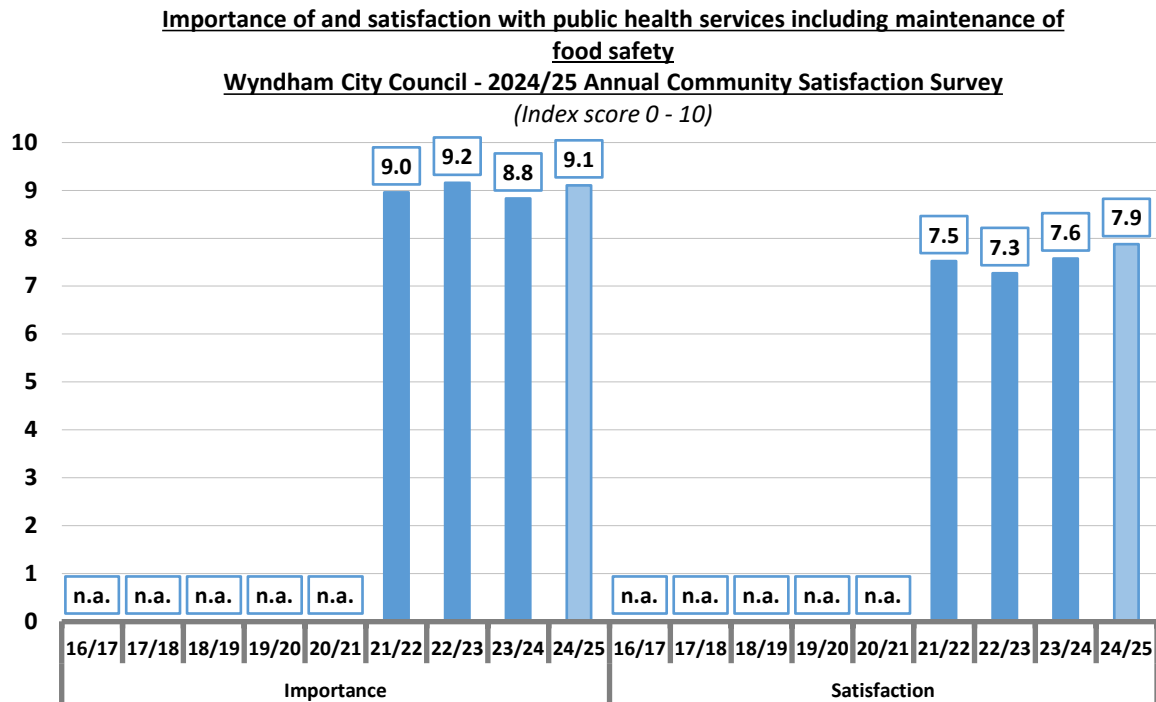
This result ranks these services 18th in terms of satisfaction this year.

This result comprised 65% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 1,060 respondents who provided a satisfaction score.

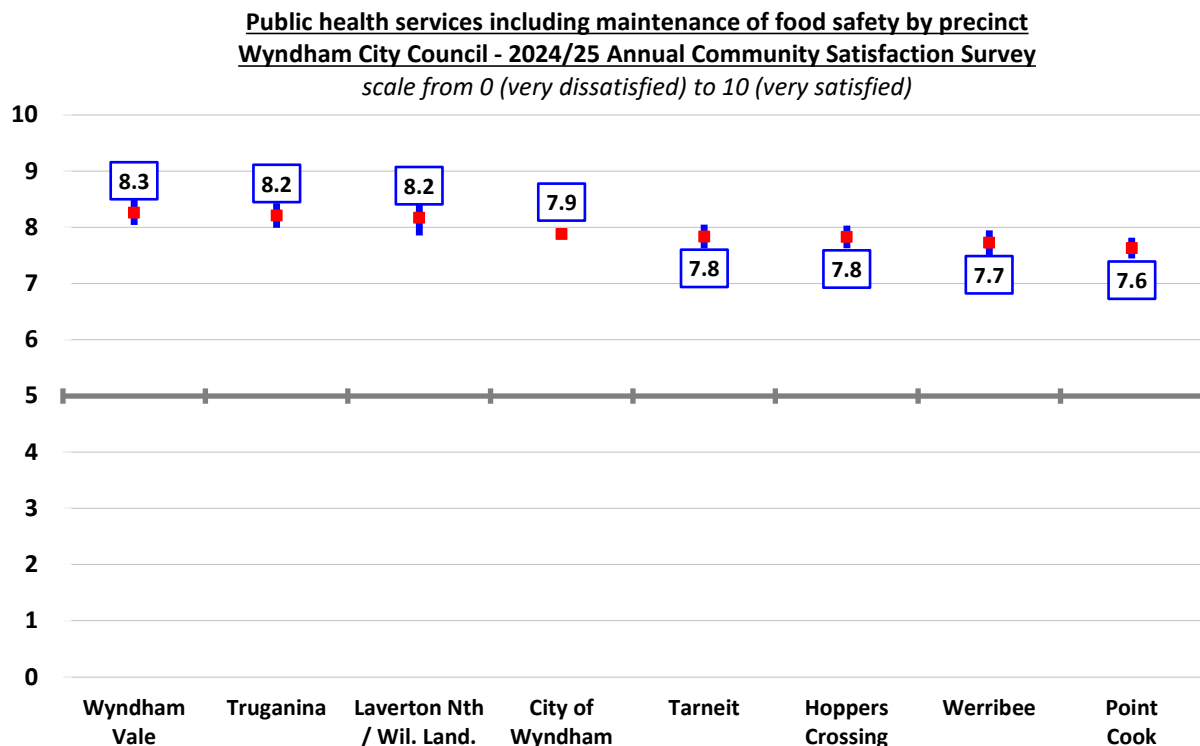
There was some variation in satisfaction observed by respondent profile, with respondents from multilingual households notably more satisfied than respondents from English speaking households.



By way of comparison, these services were not included in the 2025 *Governing Melbourne* research and so no comparisons have been provided.



There was measurable variation in satisfaction observed across the municipality, with respondents from Wyndham Vale measurably (4%) more satisfied than average. By contrast, respondents from Point Cook were measurably 3%) less satisfied than average, and at a “very good” rather than an “excellent” level.



Building control and compliance enforcement

Building control and compliance enforcement was the 22nd most important of the 46 included services and facilities, with an importance score of 9.0 out of 10. This was a measurable increase in importance from the results in previous years.

Satisfaction with building control and compliance enforcement increased measurably this year, up five percent to 7.9 out of 10, which was an “excellent”, up from a “very good” level of satisfaction.

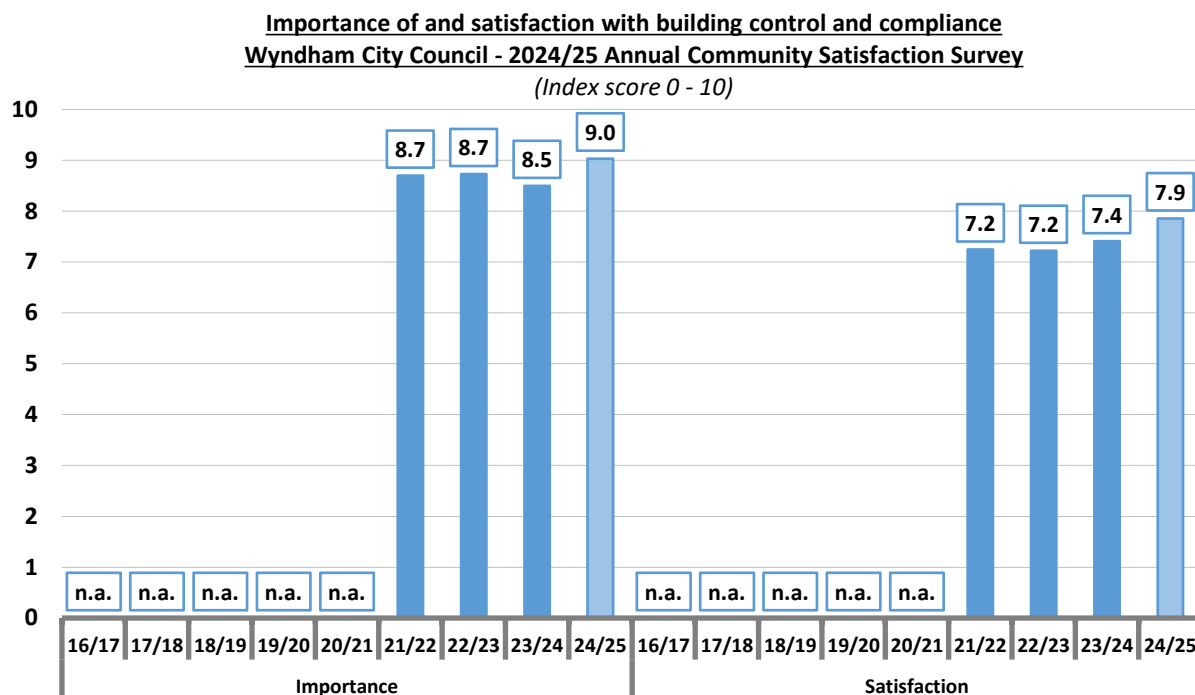
This was the highest satisfaction score recorded for this service for the City of Wyndham and was measurably higher than the long-term average satisfaction since 2021/22 of 7.4 out of 10.

This result ranks these services 21st in terms of satisfaction this year.

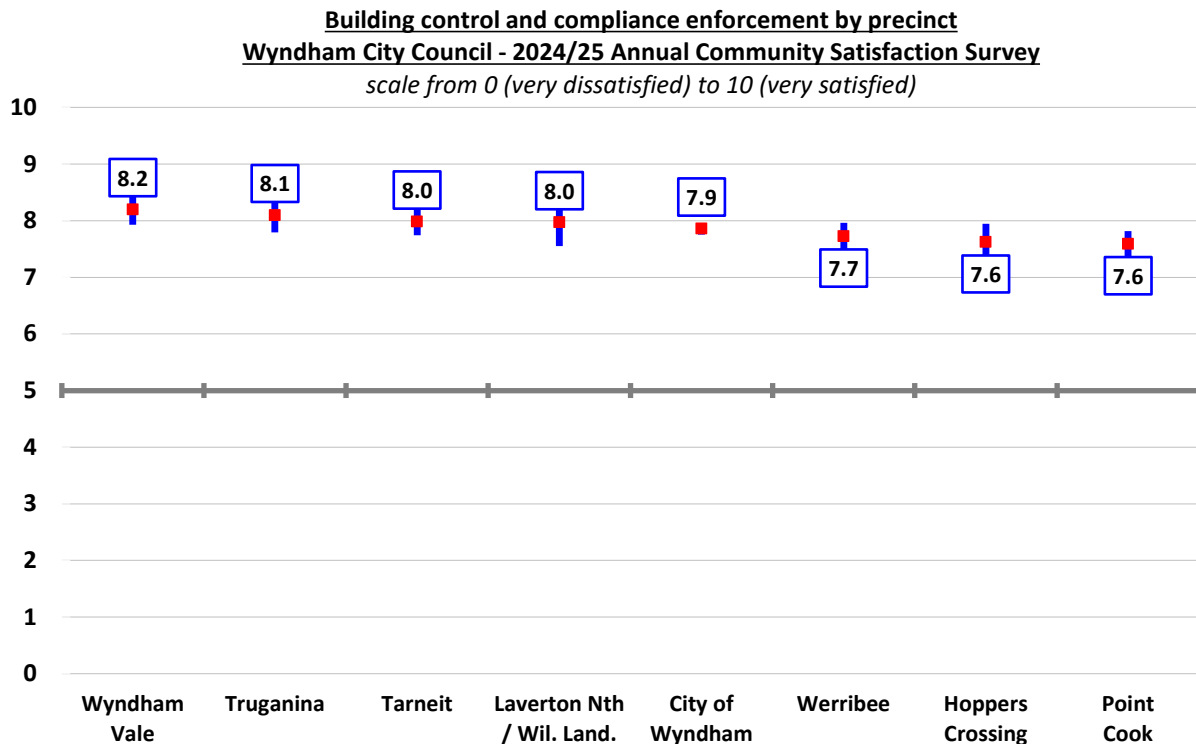
This result comprised 65% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 902 respondents who provided a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with respondents from multilingual households notably more satisfied than respondents from English speaking households.

By way of comparison, these services were not included in the 2025 *Governing Melbourne* research and so no comparisons have been provided.



There was measurable variation in satisfaction observed across the municipality, with respondents from Hoppers Crossing notably (3%) and respondents from Point Cook measurably (3%) less satisfied than average, and at “very good”, rather than “excellent” levels.



Application, enforcement, and compliance of environmental and planning regulations

The application, enforcement, and compliance of environmental and planning regulations was the 33rd most important of the 46 included services and facilities, with an average importance of 9.0 out of 10. This was a measurable increase in importance from last year.

Satisfaction with these services increased measurably this year, up four percent to 7.7 out of 10, which remained a “very good” level of satisfaction.

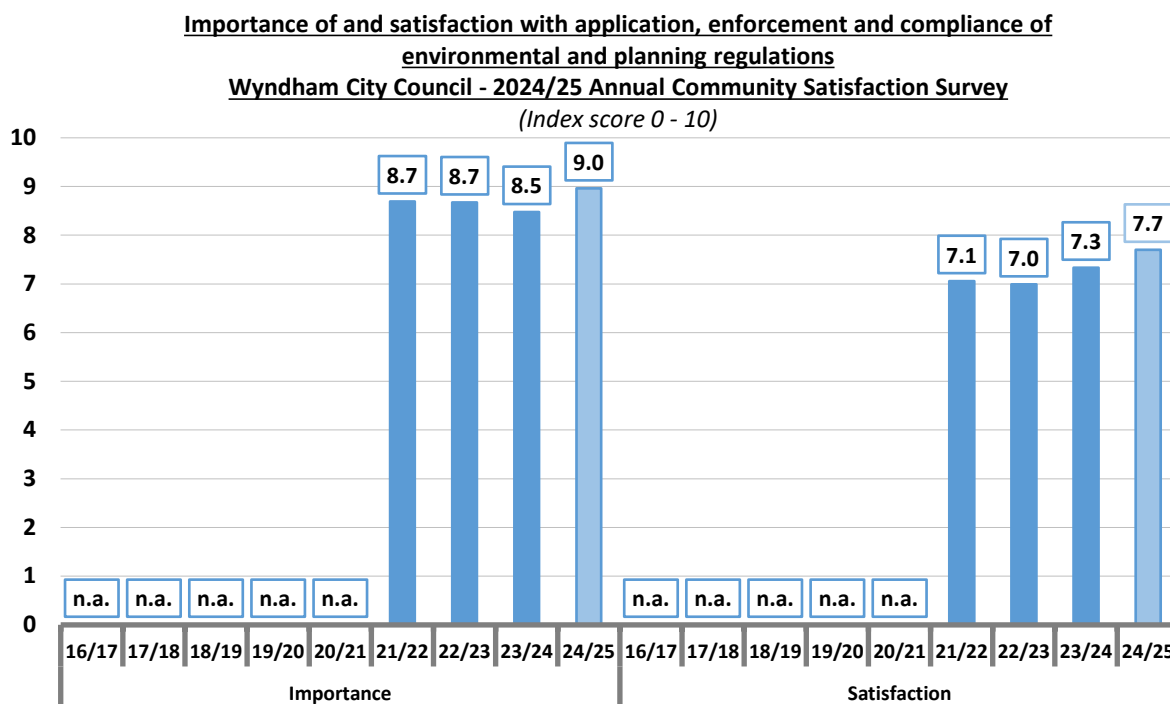
This was the highest satisfaction for these services recorded for the City of Wyndham and was measurably (4%) higher than the long-term average satisfaction since 2021/22 of 7.3 out of 10.

This result ranks these services 26th in terms of satisfaction this year.

This result comprised 60% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 855 respondents who provided a satisfaction score this year.

There was variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more satisfied than average. Respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

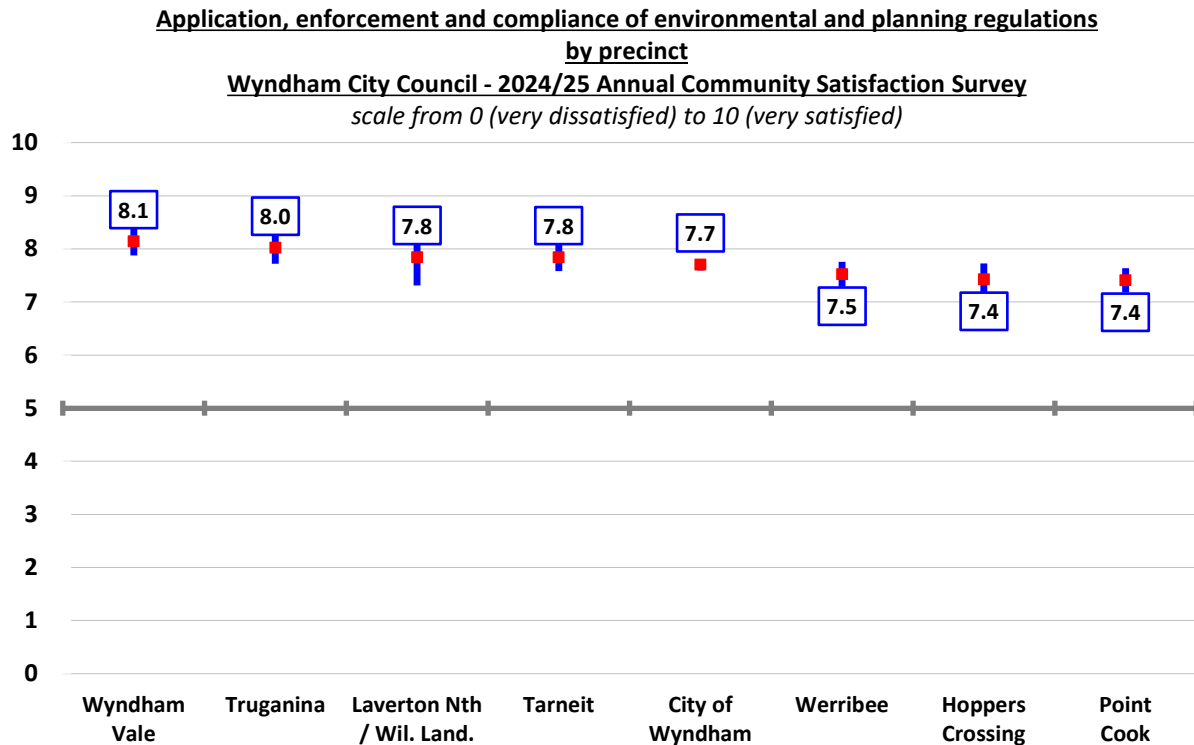
By way of comparison, these services were not included in the 2025 *Governing Melbourne* research and so no comparisons have been provided.



There was measurable variation in satisfaction observed across the municipality, with respondents from Wyndham Vale measurably (4%) and respondents from Truganina notably (3%) more satisfied than average, and at “excellent” rather than “very good” levels of satisfaction.

By contrast, respondents from Hoppers Crossing and Point Cook were measurably (3%) less satisfied than average, and at “good”, rather than “very good” levels.





Town Planning (Statutory Planning Process)

The Town Planning (Statutory Planning Process) was the 30th most important of the 46 included services and facilities, with an average importance of 9.0 out of 10, reversing the unusual decline in importance recorded last year.

Satisfaction with this service increased for the third consecutive year, up three percent to 7.2 out of 10, which remained a “good” level of satisfaction.

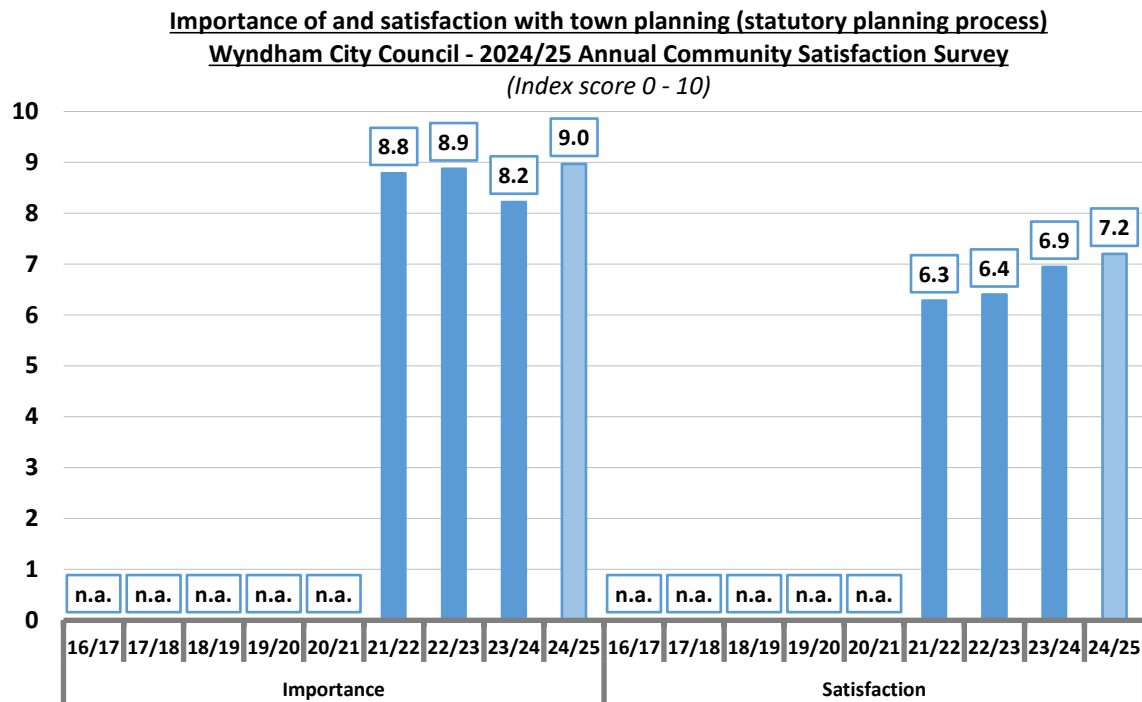
This was the highest satisfaction score for this service recorded for the City of Wyndham and was measurably (5%) higher than the long-term average satisfaction since 2021/22 of 6.7 out of 10.

Despite the nine percent increase in satisfaction over the last four years, this result ranks this service 44th in terms of satisfaction this year.

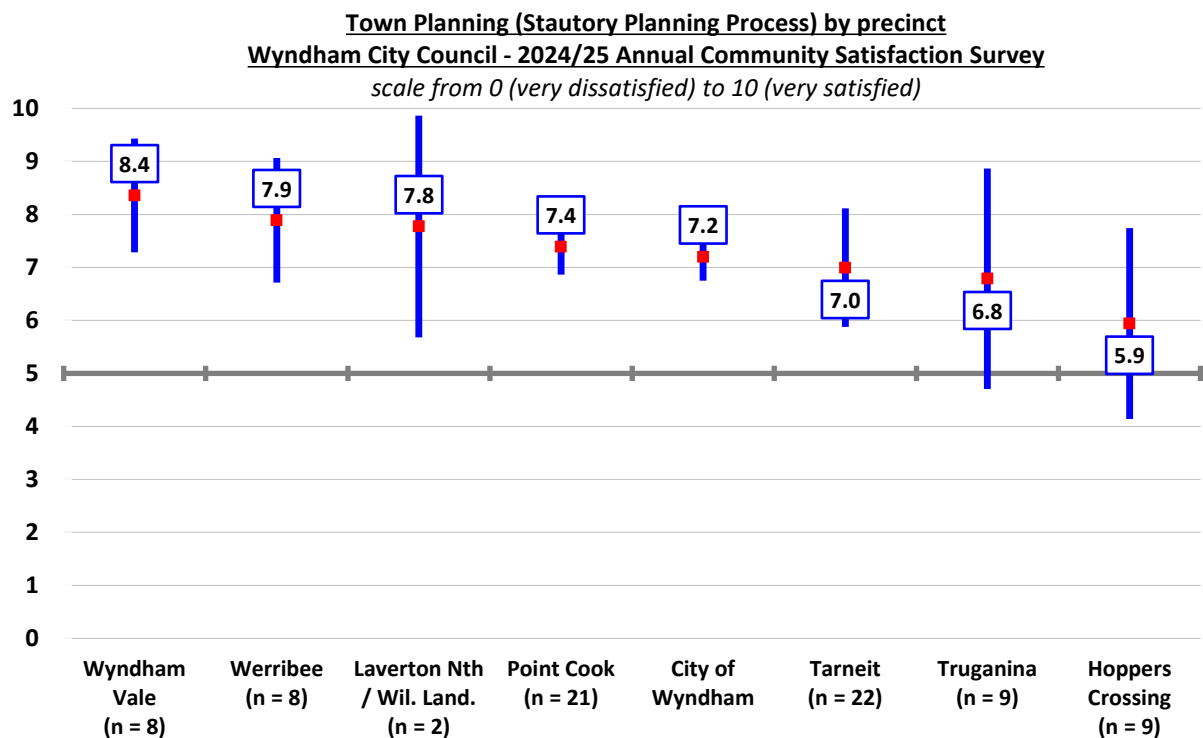
This result comprised 54% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 80 of the 86 respondents (7%) from households who reported having used this service in the past 12 months.

Given the small sample size of just 80 respondents, there was no substantial variation in satisfaction observed by respondent profile.

By way of comparison, these services were not included in the 2025 *Governing Melbourne* research and so no comparisons have been provided.



Given the very small sample size of just 80 respondents, there was no substantial variation in satisfaction observed across the municipality.

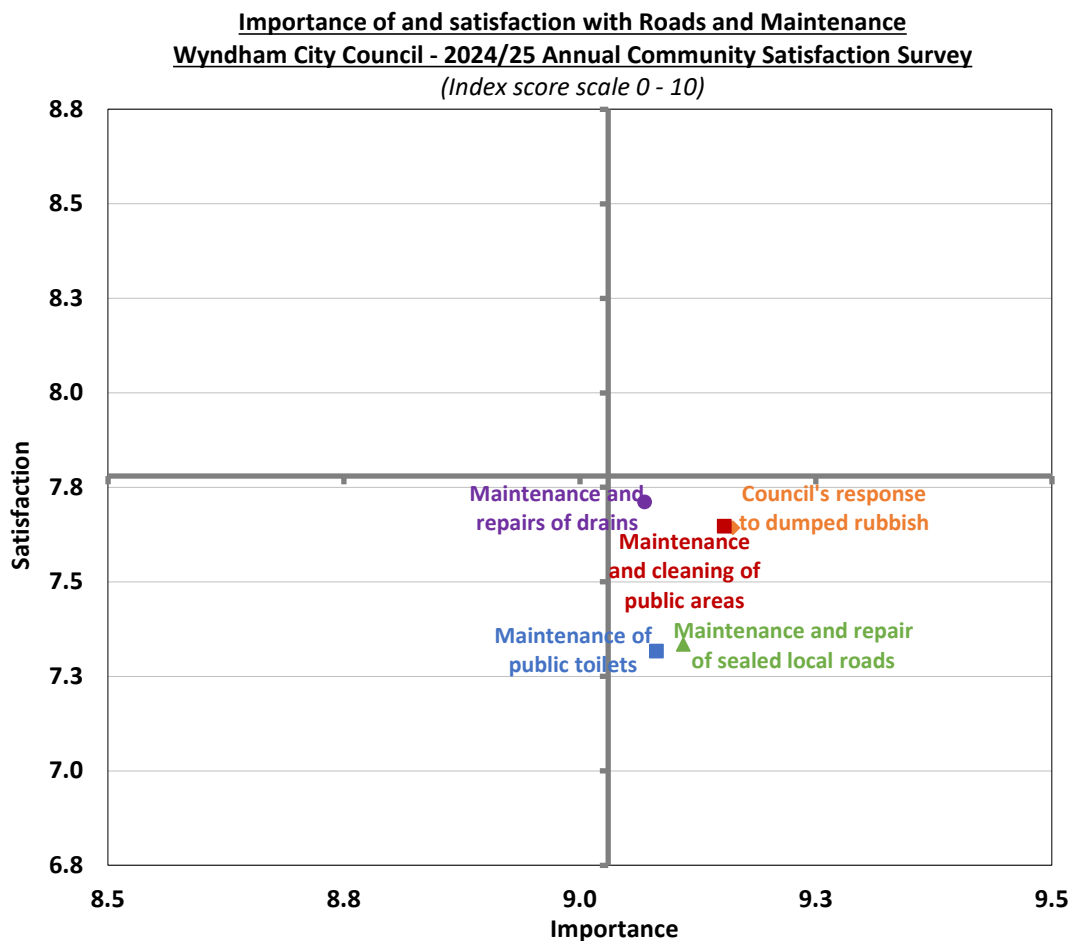


Roads and Maintenance

There were five services and facilities from the Roads and Maintenance department of Council included in the 2024/25 survey, as outlined in the following graph.

Consistent with previous surveys, all five of these services were of higher-than-average importance. However, all five again this year, received average or lower-than-average satisfaction scores.

These results are consistent with both previous results for the City of Wyndham, and results observed elsewhere across metropolitan Melbourne.



Maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was the 9th most important of the 46 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with these services remained essentially the same this year, up one percent to 7.3 out of 10, which was a “very good”, up from a “good” level of satisfaction.

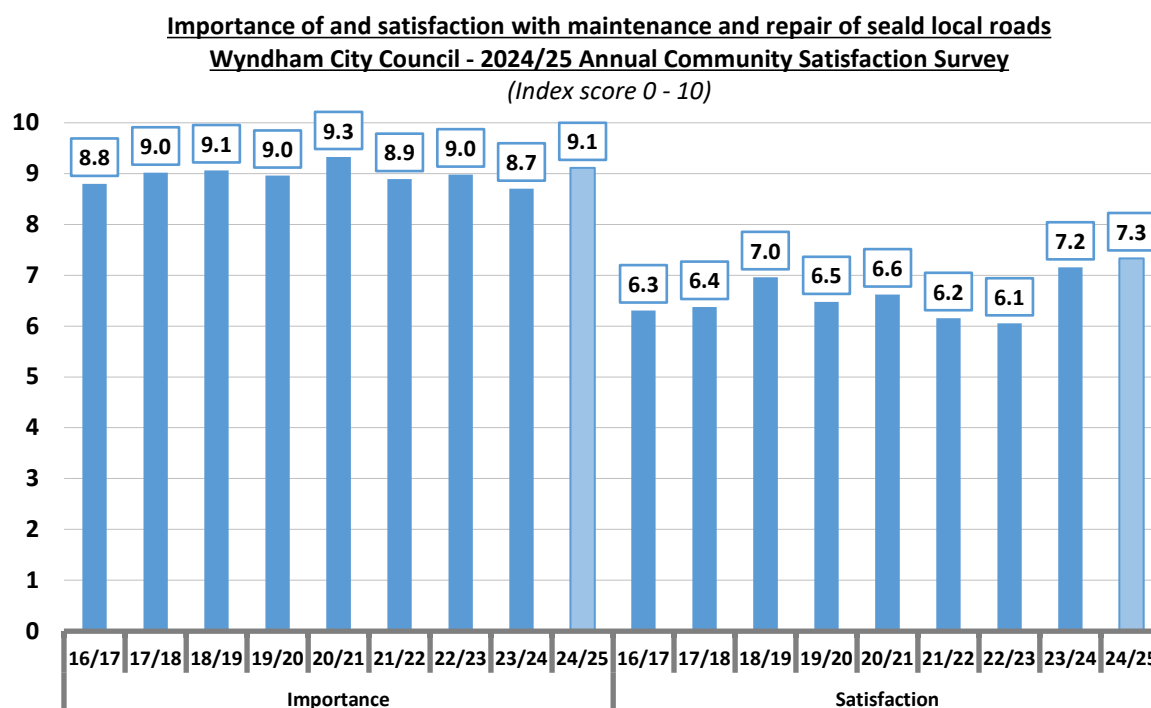
This was the highest satisfaction score for sealed local roads recorded for the City of Wyndham over the 10 years of the survey program.

This result ranks these services 40th in terms of satisfaction this year, and one of 10 services and facilities to receive a satisfaction score measurably lower than the average of all 46 (7.8).

This result comprised 54% “very satisfied” and nine percent “dissatisfied” respondents, based on a total sample of 1,178 respondents who gave a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied, and older adults (aged 55 to 74 years) notably less satisfied than average. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

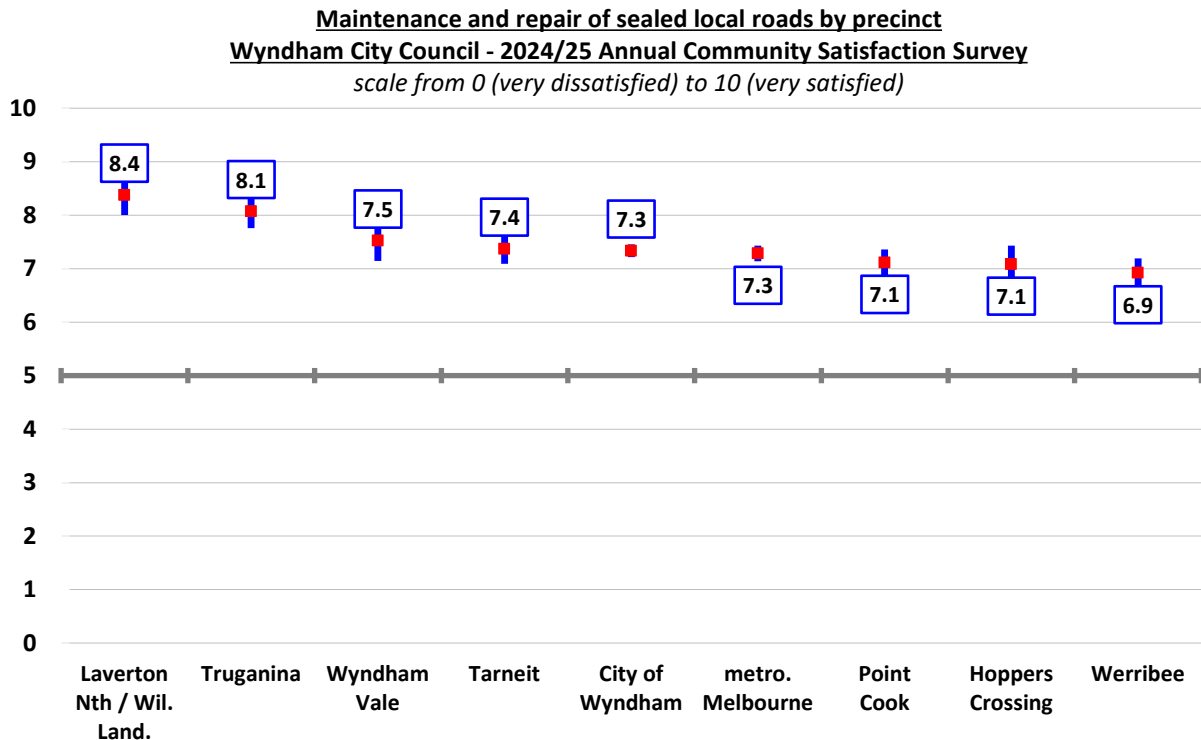
By way of comparison, this result was identical to the metropolitan Melbourne satisfaction with the “maintenance and repair of sealed local roads” of 7.3, as recorded in the 2025 *Governing Melbourne* research.



There was measurable variation in satisfaction with sealed local roads observed across the municipality. Respondents from Laverton North / Williams Landing and Truganina were measurably (11% and 8% respectively) more satisfied than average, and at “excellent” levels of satisfaction.

By contrast, respondents from Werribee were measurably (4%) less satisfied, and at a “good” rather than a “very good” level of satisfaction.





Maintenance and repair of drains

The maintenance and repair of drains was the 16th most important of the 46 included services and facilities, with an average importance of 9.1 out of 10. This was a measurable increase in importance from last year.

Satisfaction with these services increased somewhat this year, up two percent to 7.7 out of 10, which remained at a “very good” level of satisfaction.

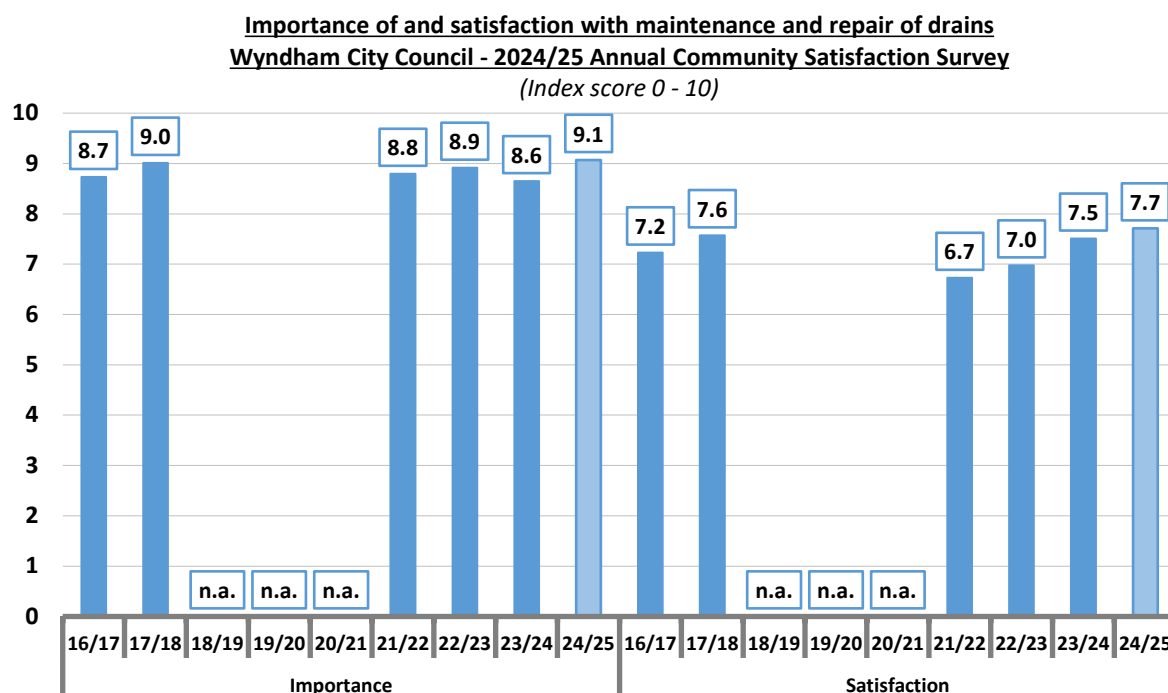
This result was measurably (4%) higher than the long-term average satisfaction since 2013/14 of 7.3 out of 10, or “very good”.

This result ranks these services 25th in terms of satisfaction this year.

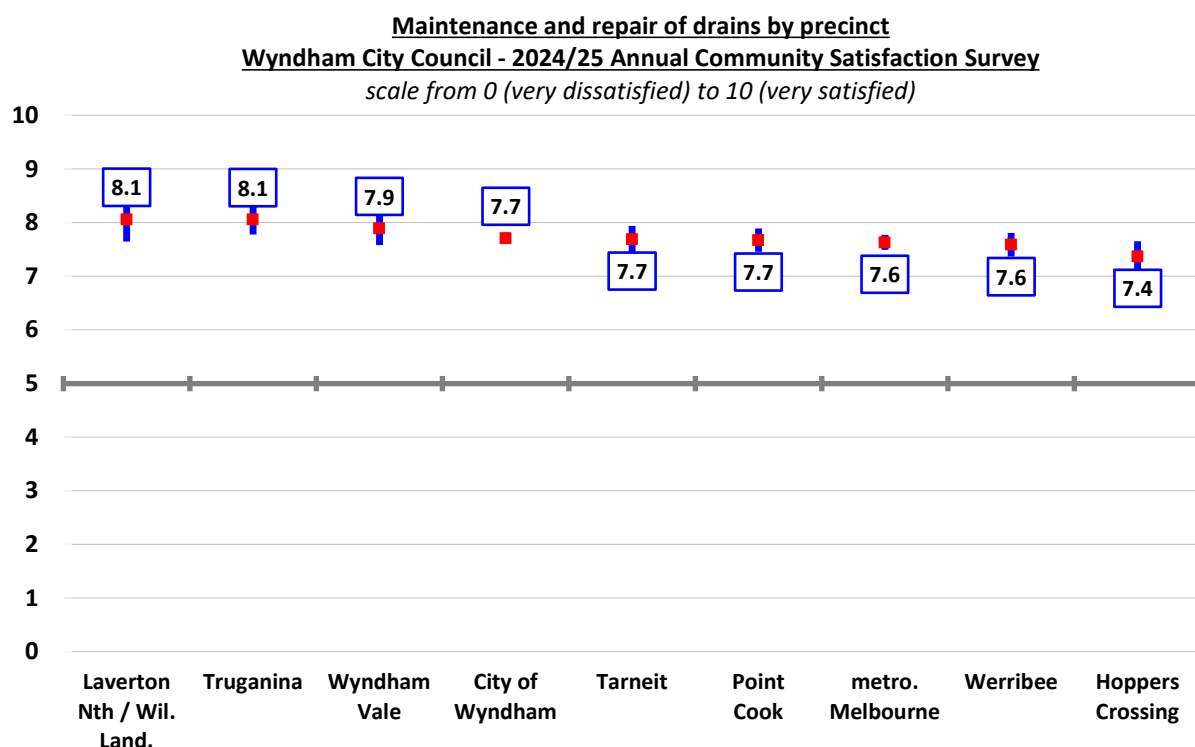
This result comprised 62% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 1,150 respondents who provided a satisfaction score this year.

There was variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied, and older adults (aged 55 to 74 years) notably less satisfied. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

By way of comparison, this result was marginally (1%) higher than the metropolitan Melbourne satisfaction with “drains maintenance and repair” of 7.6, as recorded in the 2025 *Governing Melbourne* research.



There was measurable variation in satisfaction observed across the municipality, with 36 respondents from Laverton North / Williams Landing notably (4%) and respondents from Truganina measurably (4%) more satisfied than average, and at “excellent” levels. By contrast, respondents from Hoppers Crossing were somewhat (3%) less satisfied than average, although still at a “very good” level.



Provision and maintenance of public toilets

The provision and maintenance of public toilets was the 13th most important of the 46 included services and facilities, with an average importance of 9.1 out of 10. This was the highest importance recorded for public toilets in the City of Wyndham.

Satisfaction with these services increased measurably this year, up three percent to 7.3 out of 10, which was a “very good”, up from a “good” level of satisfaction.

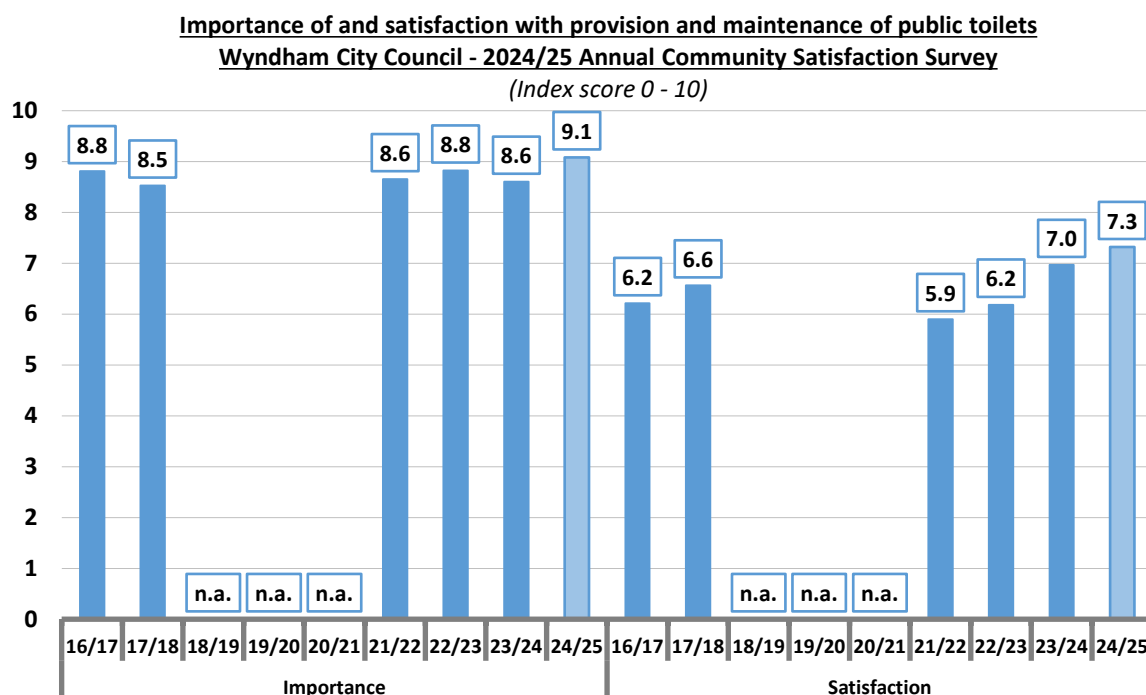
This was the highest satisfaction score for public toilets recorded for the City of Wyndham and was measurably (8%) higher than the long-term average satisfaction since 2013/14 of 6.5 out of 10, or “good”.

Despite the increase in satisfaction this year, these services ranked 41st in terms of satisfaction and were one of 10 services and facilities to receive a satisfaction score measurably lower than the average of all 46 services and facilities (7.8).

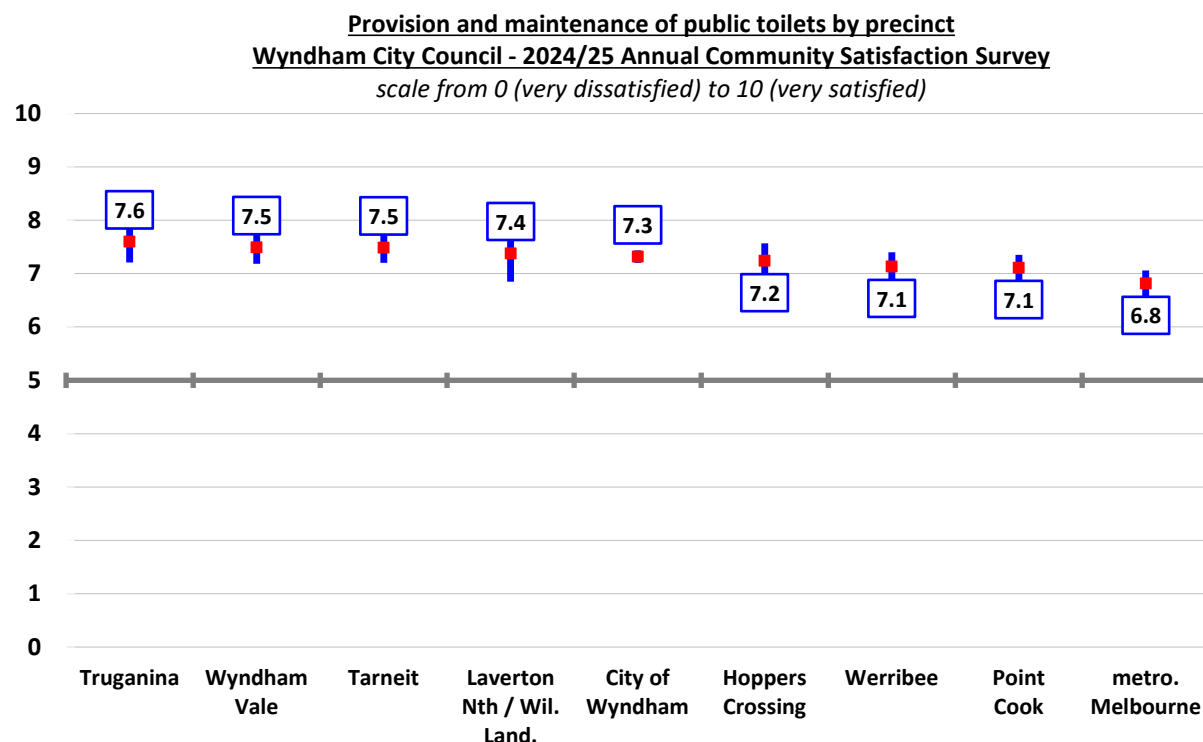
This result comprised 50% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 1,000 respondents who gave a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more satisfied than average, and older adults (aged 55 to 74 years) somewhat less satisfied. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

By way of comparison, this result was measurably (5%) higher than the metropolitan Melbourne satisfaction with “provision and maintenance of public toilets” of 6.8, as recorded in the 2025 *Governing Melbourne* research.



Whilst there was no measurable variation in satisfaction observed across the municipality, it is noted that respondents in Truganina were somewhat (3%) more satisfied than average.



Council response to dumped rubbish

Council response to dumped rubbish was the 5th most important of the 46 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with these services remained essentially stable this year, up one percent to 7.6 out of 10, which remained a “very good” level of satisfaction.

This was the highest satisfaction score recorded for the City of Wyndham for this service and was measurably higher than the long-term average satisfaction since 2014/15 of 7.0 out of 10, or “good”.

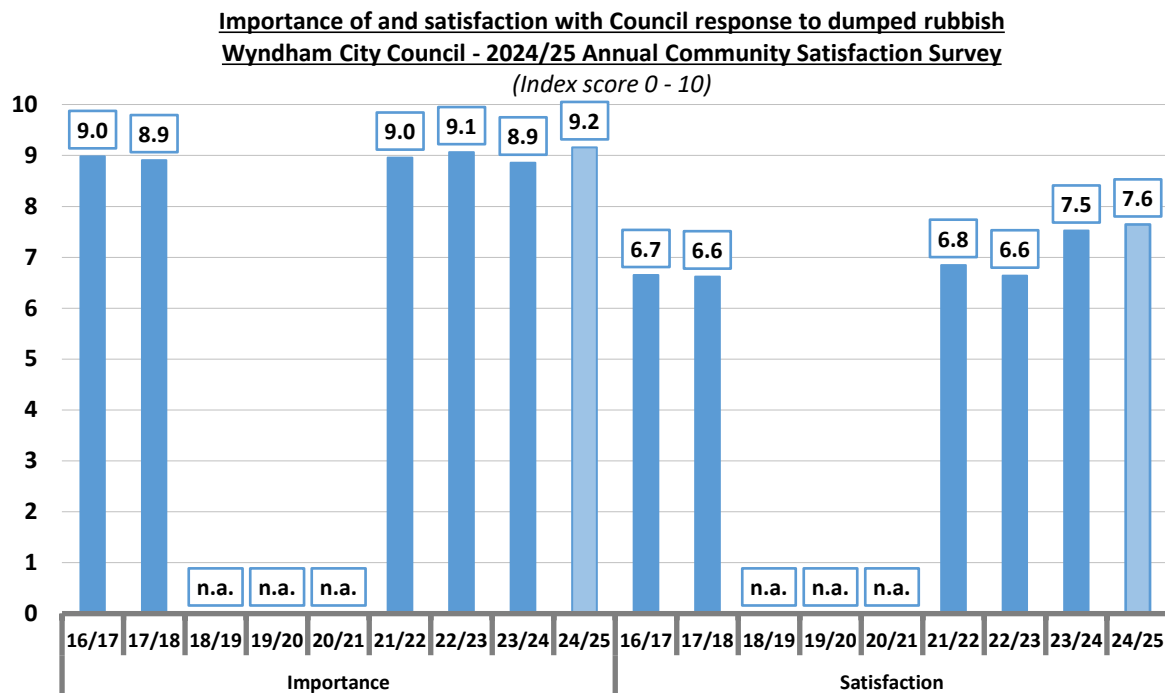
This result ranks Council response to dumped rubbish 30th in terms of satisfaction this year.

This result comprised 61% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 1,080 respondents who gave a satisfaction score this year.

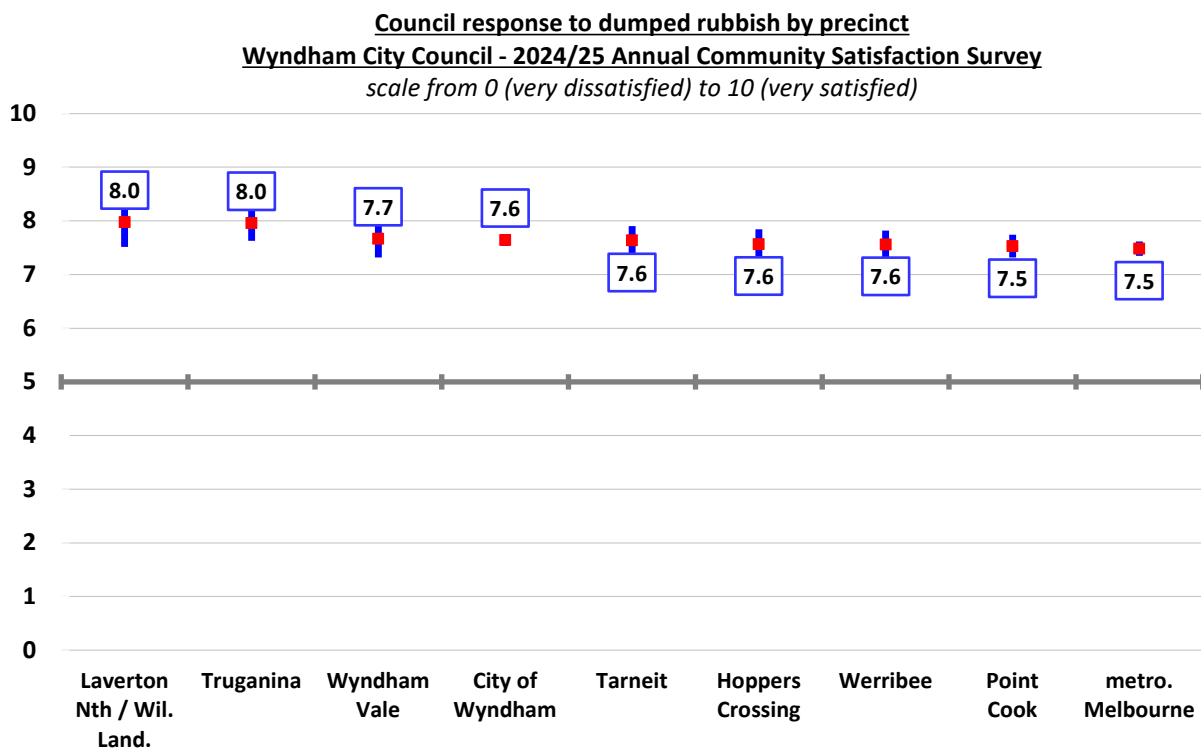
There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more satisfied, while middle aged adults and older adults were somewhat less satisfied. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.



By way of comparison, this result was marginally (1%) higher than the metropolitan Melbourne satisfaction with “Council’s response to dumped rubbish” of 7.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.



Whilst there was no measurable variation in satisfaction observed across the municipality, it is noted that respondents from Laverton North / Williams Landing and Truganina were notably (4%) more satisfied than average, and at “excellent” rather than “very good” levels.



Maintenance and cleaning of public areas

Maintenance and cleaning of public areas was the 8th most important of the 46 included services and facilities, with an average importance of 9.2 out of 10. This was the highest importance for this service recorded for this service for the City of Wyndham.

Satisfaction with these services remained essentially stable this year, up one percent to 7.6 out of 10, which remained a “very good” level of satisfaction.

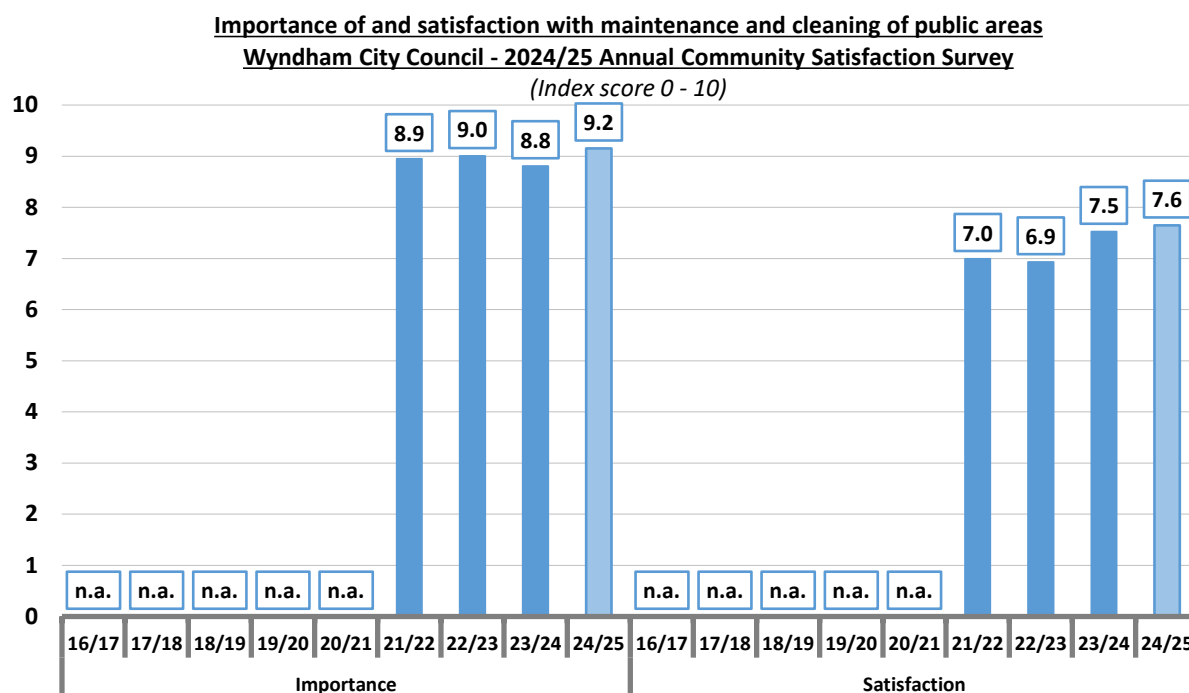
This was the highest satisfaction score recorded for this service for the City of Wyndham and was measurably (3%) higher than the long-term average satisfaction since 2021/22.

This result ranks these services 29th in terms of satisfaction.

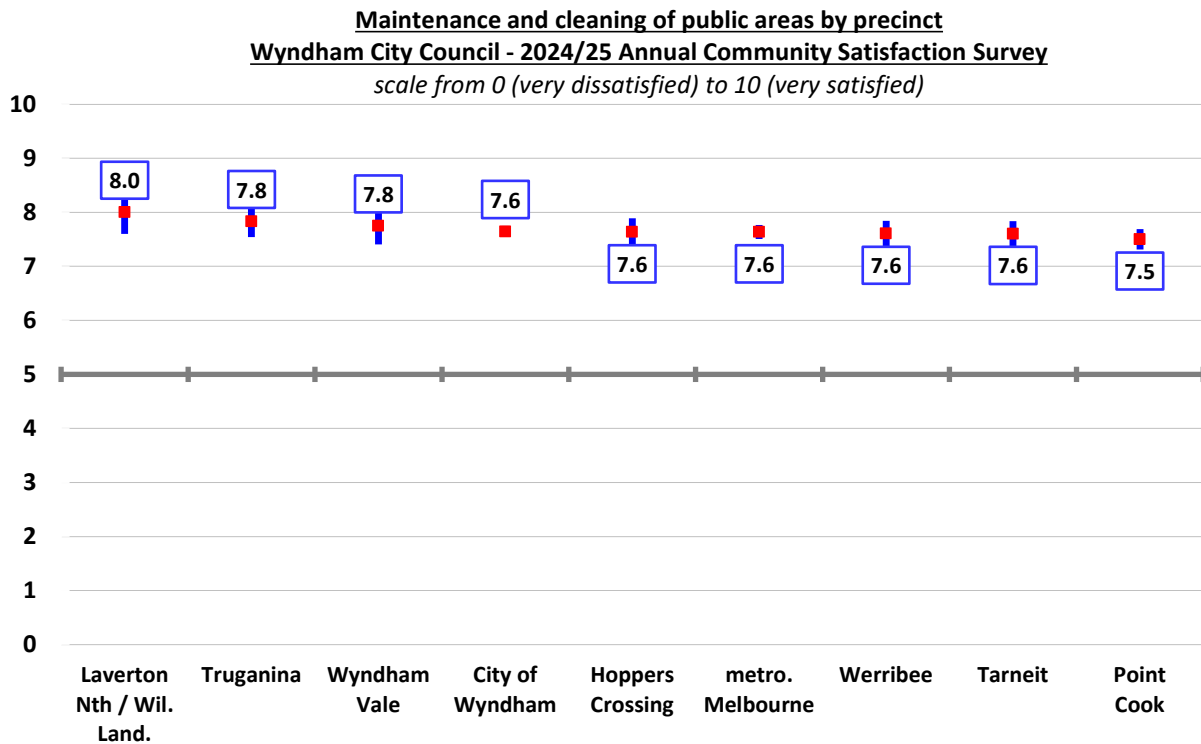
This result comprised 61% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 1,165 respondents who gave a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more satisfied, and middle aged and older adults (aged 45 to 74 years) somewhat less satisfied than average. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

By way of comparison, this result was identical to the metropolitan Melbourne satisfaction with the “maintenance and cleaning of public areas” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.

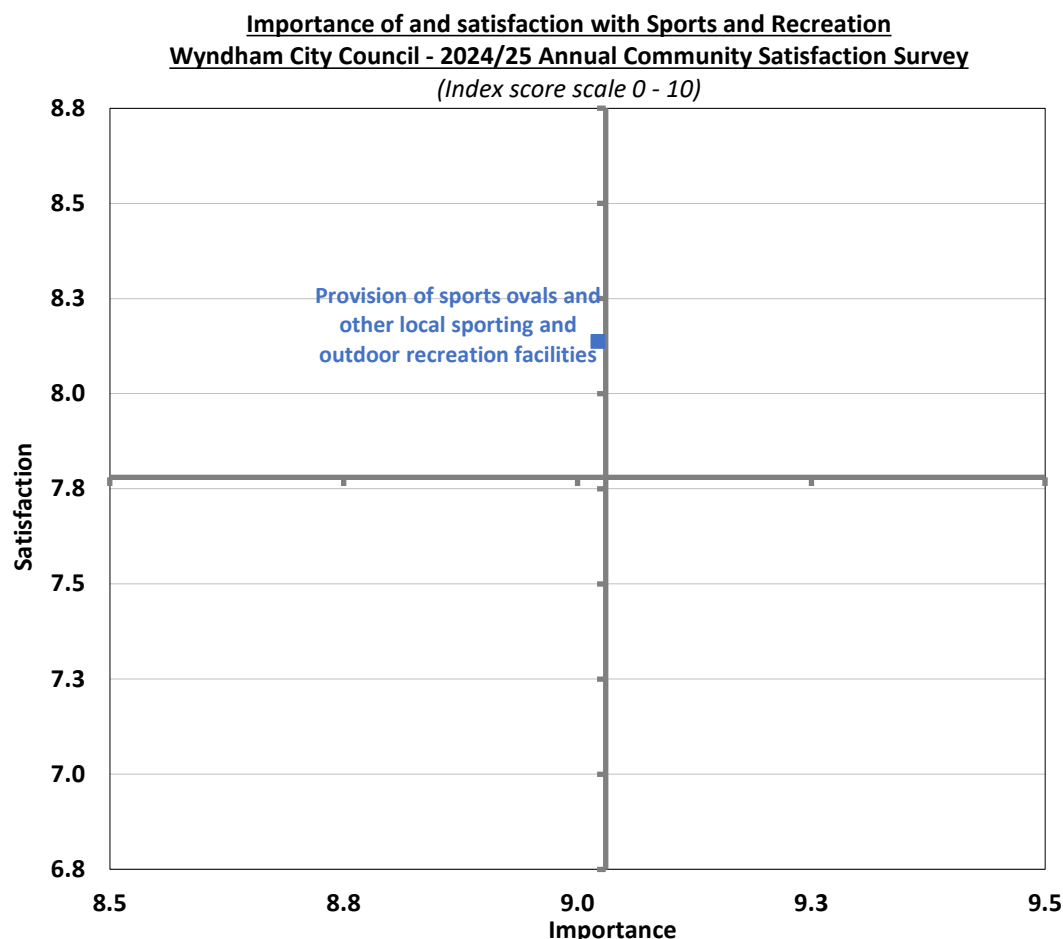


There was no measurable variation in satisfaction observed across the municipality, although it is noted that 36 respondents from Laverton North / Williams Landing were notably (4%) more satisfied than average, and at an “excellent” level of satisfaction.



Sports and Recreation

There was one service from the Sports and Recreation department of Council included in the 2024/25 survey, as outlined in the following graph.



Provision of sports ovals and other local sporting and outdoor recreation facilities

The provision of sports ovals and other local sporting and outdoor recreation facilities was the 25th most important of the 46 included services and facilities, with an average importance of 9.0 out of 10, which recovered from the unusual decline in importance recorded last year.

Satisfaction with these services increased measurably this year, up three percent to 8.1 out of 10, remaining at an “excellent” level of satisfaction. This result was marginally (1%) higher than the long-term average satisfaction since 2013/14 of 8.0 out of 10.

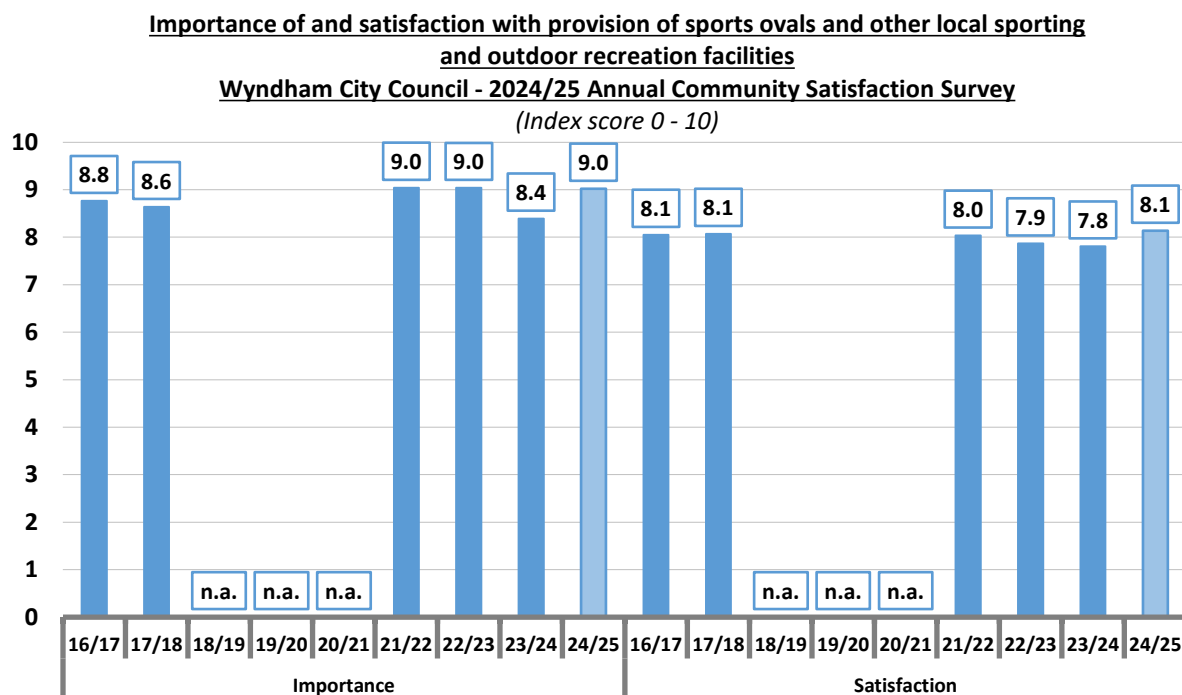
This result ranks these services 8th in terms of satisfaction this year, and one of eight services and facilities to receive a satisfaction score measurably higher than the average of all 46 (7.8).



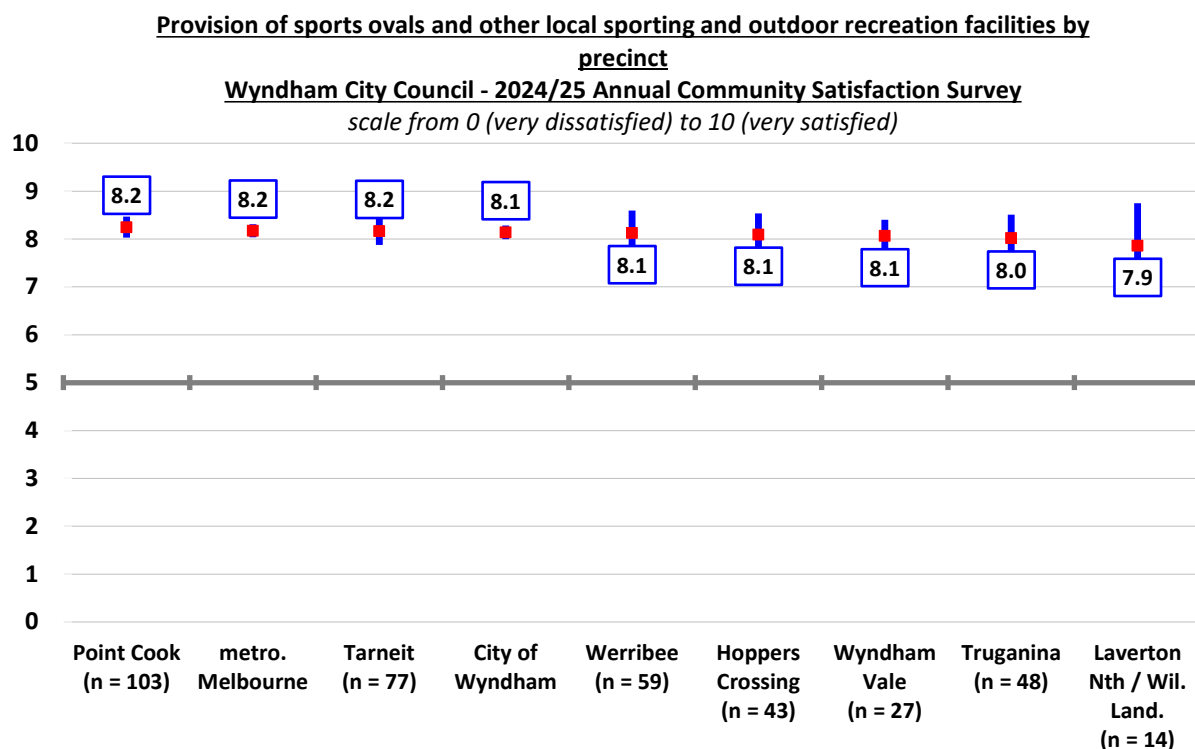
This result comprised 75% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 371 of 380 respondents (32%) from households who reported having used these services in the past 12 months.

There was some variation in satisfaction observed by respondent profile, with middle aged adults (aged 45 to 54 years) and senior citizens (aged 75 years and over) somewhat less satisfied than average. Female respondents were somewhat more satisfied than male respondents.

By way of comparison, this result was marginally (1%) lower than the metropolitan Melbourne satisfaction with “sports ovals and other local sporting facilities” of 8.2 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was no measurable variation in satisfaction observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.



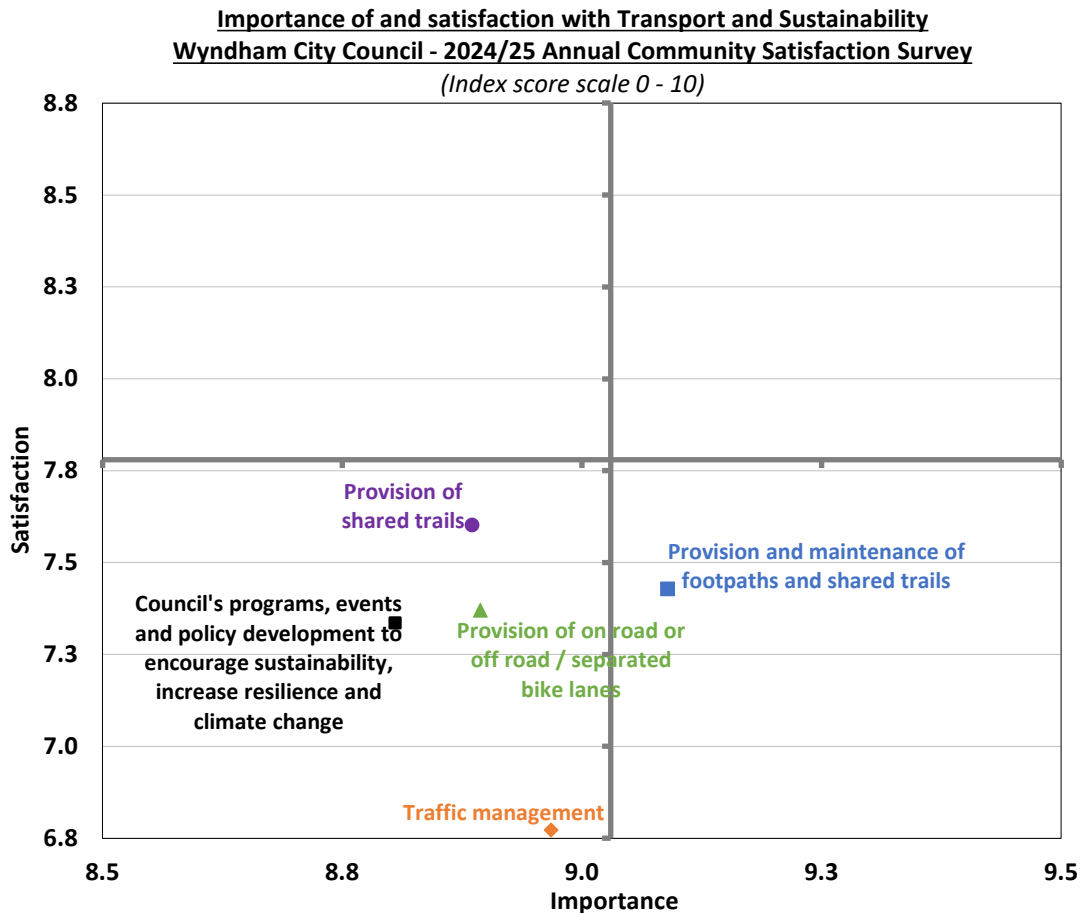
Transport and Sustainability

There were five Transport and Sustainability services and facilities included in the survey again this year.

Four of the five services and facilities were of lower-than-average importance, albeit very important, nonetheless.

Satisfaction with these Transport and Sustainability services received lower-than-average satisfaction scores, with traffic management receiving the lowest satisfaction score of all 46 services and facilities this year.





Provision of on or off-road / separated bike paths

The provision of on or off-road / separated bike paths was the 38th most important of the 46 included services and facilities, with an average importance of 8.9 out of 10. This was a measurable increase in importance this year.

Satisfaction with these services increased measurably this year, up three percent to 7.4 out of 10, which was a “very good”, up from a “good” level of satisfaction.

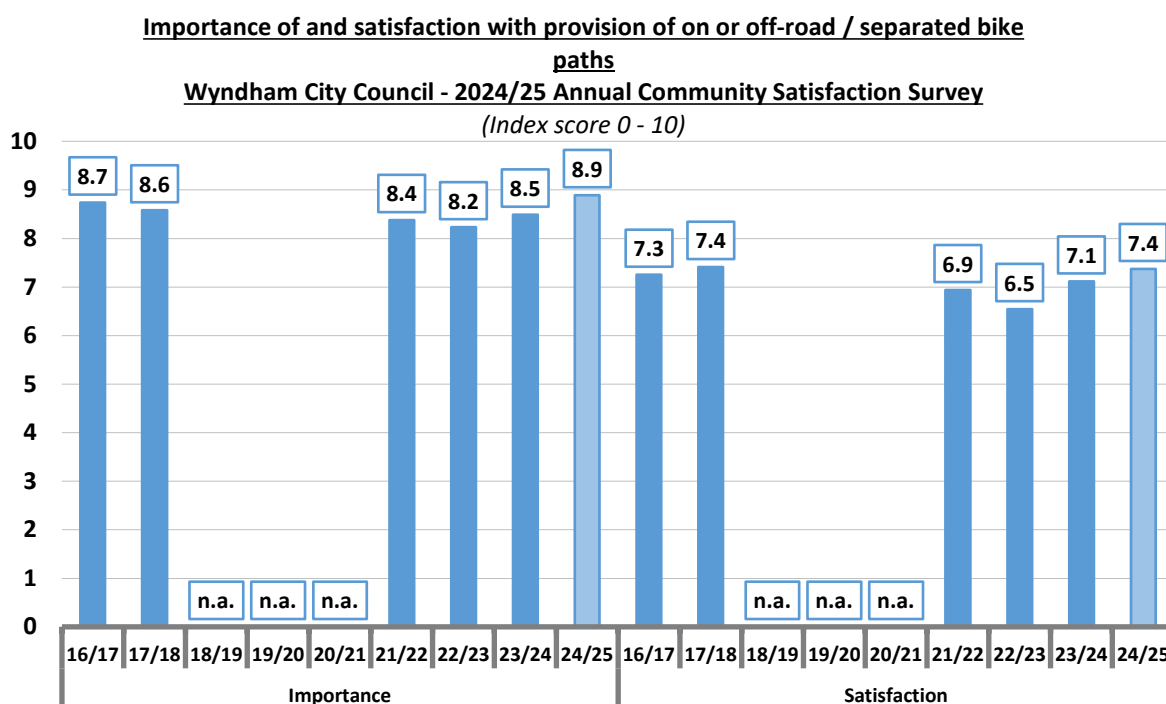
This was the equal highest satisfaction score for this service with 2017/18, but only marginally (1%) higher than the long-term average satisfaction since 2013/14 of 7.3 out of 10.

This result ranks these services 38th in terms of satisfaction this year, and one of 10 services and facilities to receive a satisfaction score measurably lower than the average of all 46 services and facilities (7.8).

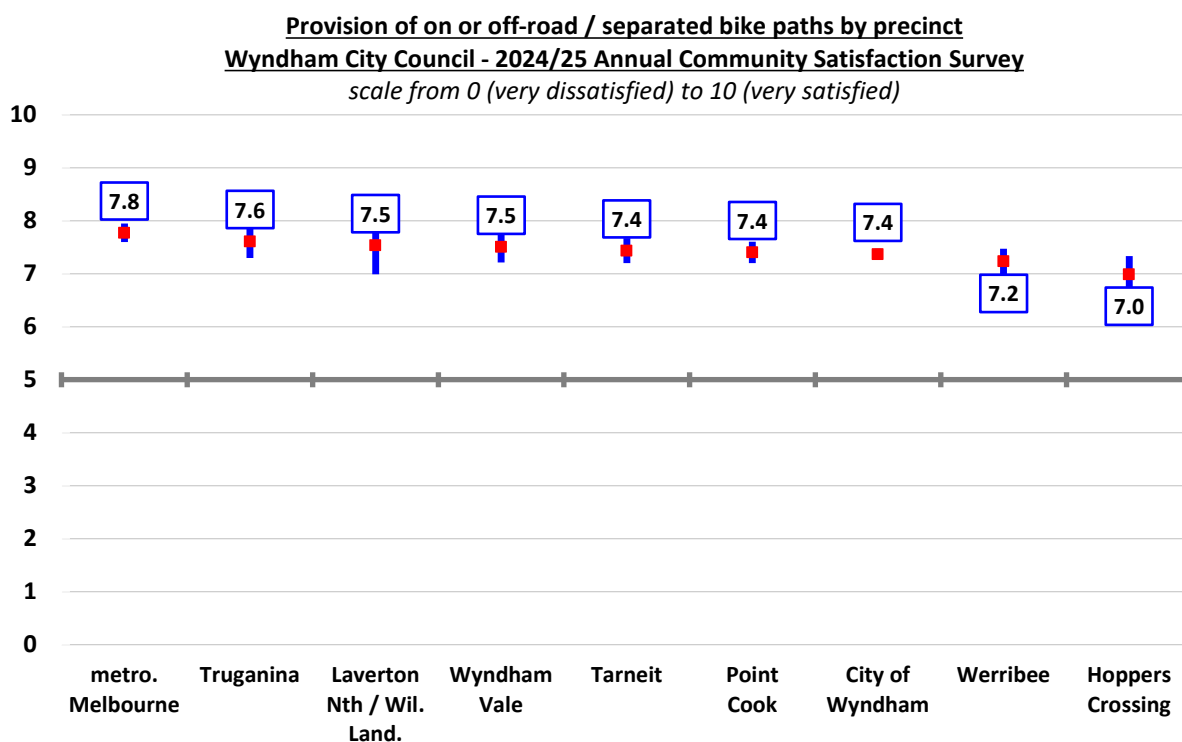
This result comprised 55% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 1,066 respondents who gave a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with older adults (aged 55 to 74 years) somewhat less satisfied than average. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

By way of comparison, this result was notably (4%) lower than the metropolitan Melbourne satisfaction with “bike and shared paths (both on-road and off-road and including shared paths)” of 7.8, as recorded in the 2025 *Governing Melbourne* research.



There was measurable variation in satisfaction observed across the municipality, with respondents from Hoppers Cross measurably (4%) less satisfied than average, and at a “good” rather than a “very good” level of satisfaction.



Provision of shared trails

The provision of shared trails was the 39th most important of the 46 included services and facilities, with an average importance of 8.9 out of 10, and a measurable increase on the importance in previous years.

Satisfaction with these facilities increased measurably this year, up four percent to 7.6 out of 10, which was a “very good”, up from a “good” level of satisfaction.

This was the highest satisfaction score recorded for these facilities for the City of Wyndham and was measurably (6%) higher than the long-term average satisfaction since 2021/22 of 7.2 out of 10, or “good”.

This result ranks these facilities 33rd in terms of satisfaction this year.

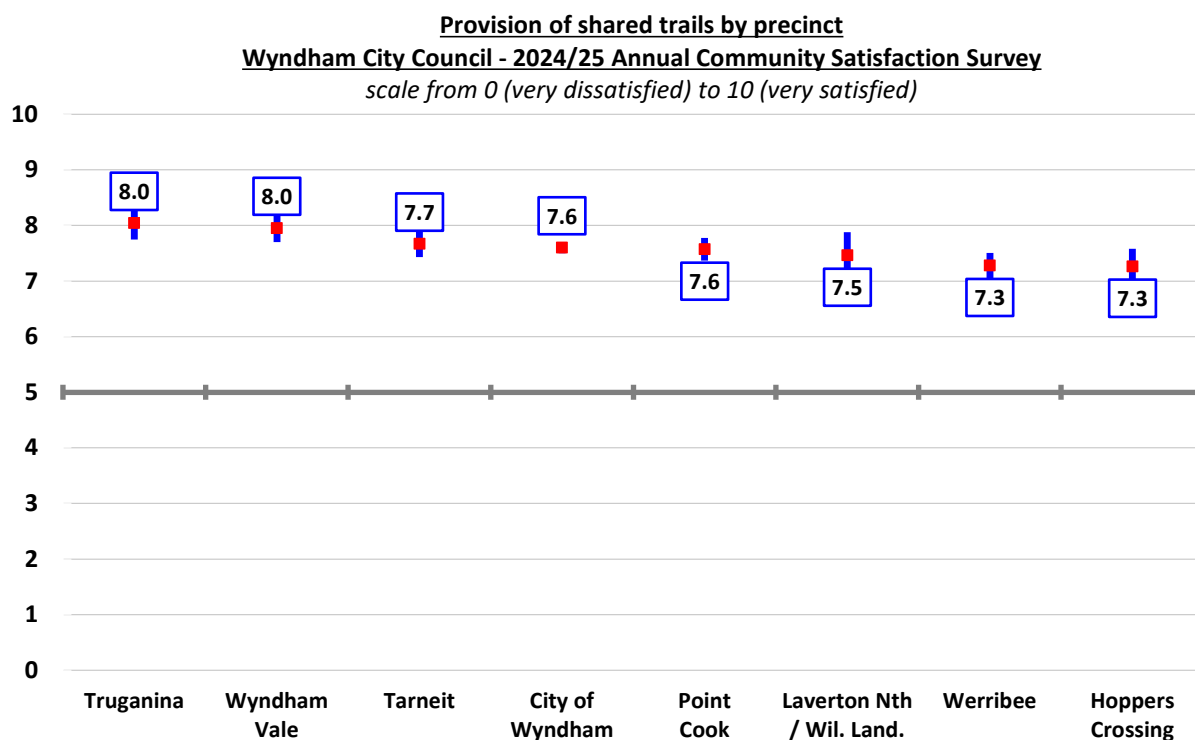
This result comprised 60% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 1,098 respondents who provided a satisfaction score this year.

There was some variation in satisfaction by respondent profile, with young adults (aged 18 to 34 years) somewhat more satisfied and older adults and senior citizens (aged 55 years and over) somewhat to notably less satisfied. Respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

By way of comparison, this result was somewhat (2%) lower than the metropolitan Melbourne satisfaction with “bike and shared paths (both on-road and off-road and including shared paths)” of 7.8, as recorded in the 2025 *Governing Melbourne* research.



There was measurable variation in satisfaction observed across the municipality, with respondents from Truganina and Wyndham Vale measurably (4%) more satisfied than average, and at “excellent” rather than “very good” levels. By contrast, respondents from Werribee and Hoppers Crossing were somewhat less satisfied than average, although still at “very good” levels.



Provision, maintenance and repair of footpaths and shared trails

The provision, maintenance and repair of footpaths and shared trails was the 12th most important of the 46 included services and facilities, with an average importance of 9.1 out of 10. This was the highest importance for these facilities recorded for the City of Wyndham and was measurably higher than the importance recorded last year.

Satisfaction with these facilities increased somewhat this year, up two percent to 7.4 out of 10, which was a “very good”, up from a “good” level of satisfaction.

This was the highest recorded satisfaction score recorded for these facilities for the City of Wyndham and was measurably higher than the long-term average satisfaction since 2013/14 of 6.8 out of 10, or “good”.

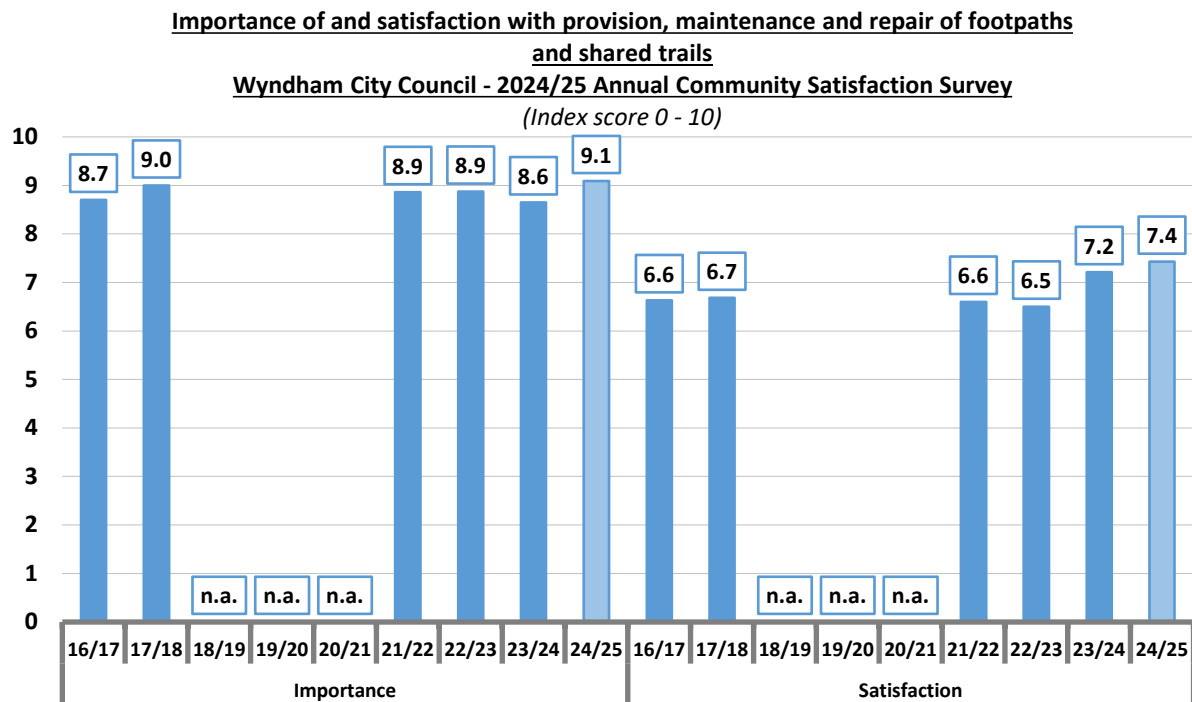
This result ranks these facilities 37th in terms of satisfaction, and one of 10 services and facilities that recorded a satisfaction score measurably lower than the average of all 46 (7.8).

This result comprised 56% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 1,182 respondents who gave a satisfaction score this year.

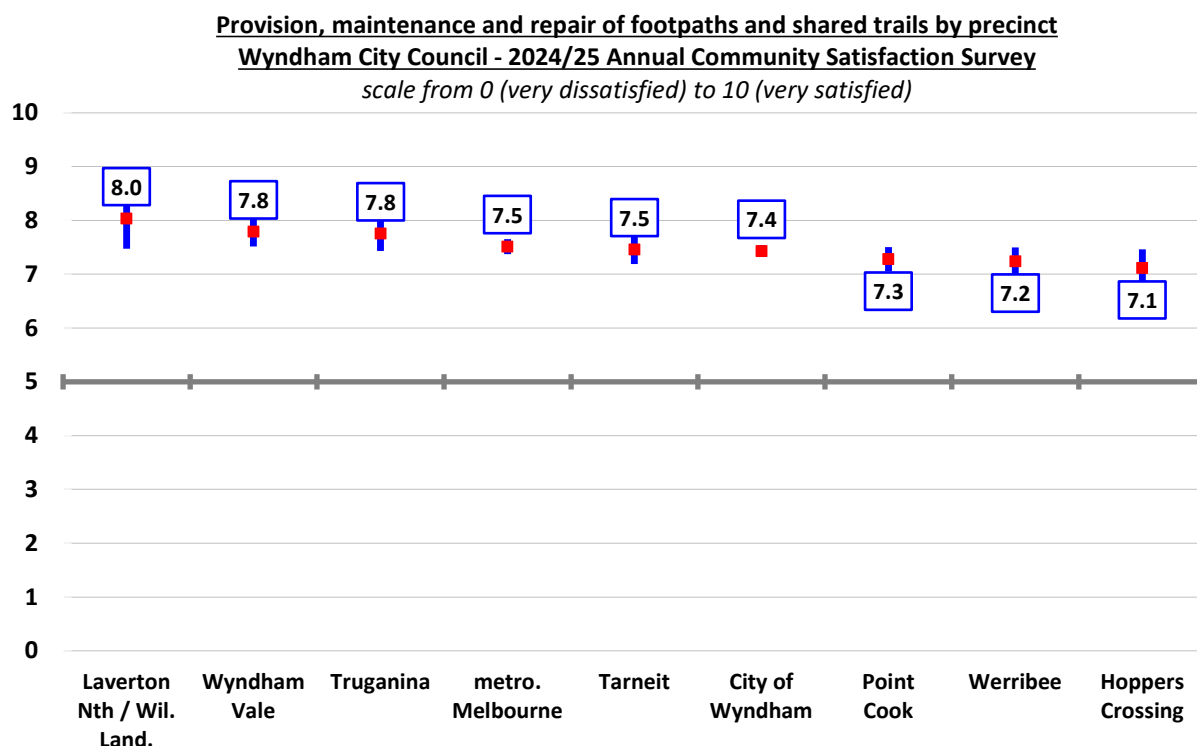


There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and older adults (aged 55 to 74 years) notably less satisfied. Respondents from multilingual households were notably more satisfied than English speaking households.

By way of comparison, this result was marginally (1%) lower than the metropolitan Melbourne satisfaction with “footpath maintenance and repairs” of 7.5, as recorded in the 2025 *Governing Melbourne* research.



There was measurable variation in satisfaction observed across the municipality, with respondents from Truganina measurably (6%) and respondents from Wyndham Vale and Truganina were notably (4%) more satisfied than average, and at “excellent” rather than “very good” levels of satisfaction.



Traffic management

Traffic management was the 32nd most important of the 46 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with traffic management increased notably this year, up two percent to 6.8.

This was the highest recorded satisfaction score for traffic management recorded for the City of Wyndham and was measurably higher than the long-term average satisfaction since 2013/14 of 6.1 out of 10, or “good”.

Despite the increase in satisfaction, traffic management was rated last (46th) in terms of satisfaction this year, and one of 10 that recorded a satisfaction score measurably lower than the average of all 46 services and facilities (7.8).

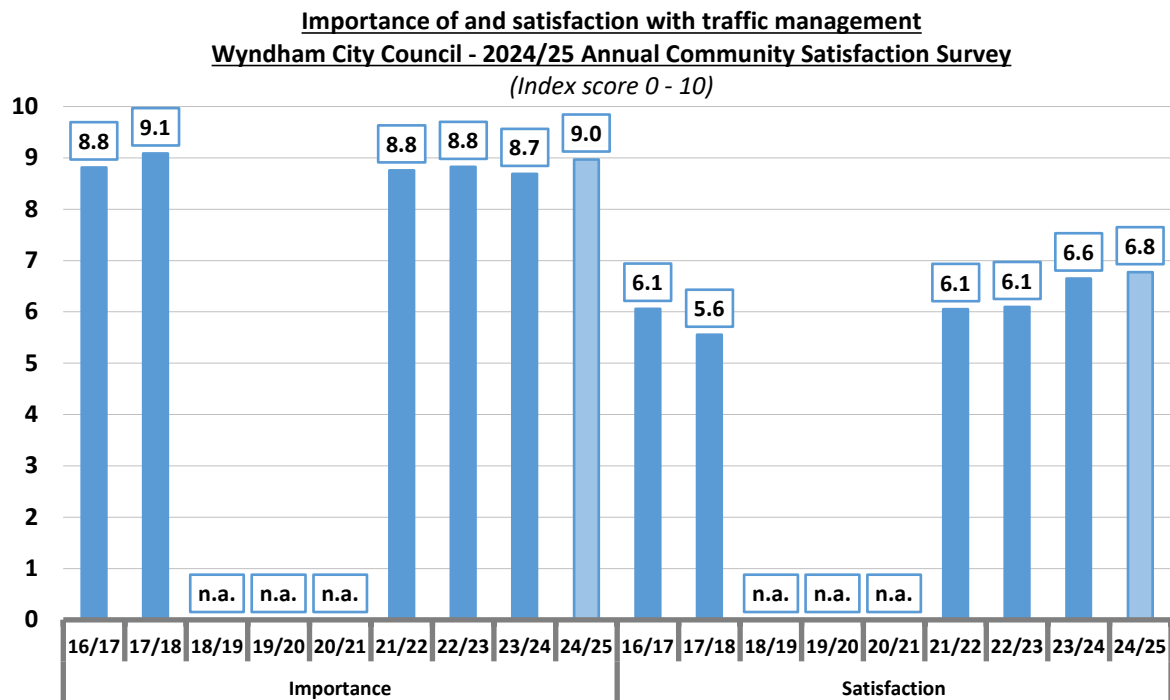
This lower than average satisfaction score was reflective of the fact that traffic management remained the most nominated issue for the City of Wyndham to address this year, with 19% of respondents nominating it as one of the top three [issues to address](#).

This result comprised 42% “very satisfied” and 13% “dissatisfied” respondents, based on a total sample of 1,179 respondents who gave a satisfaction score this year.

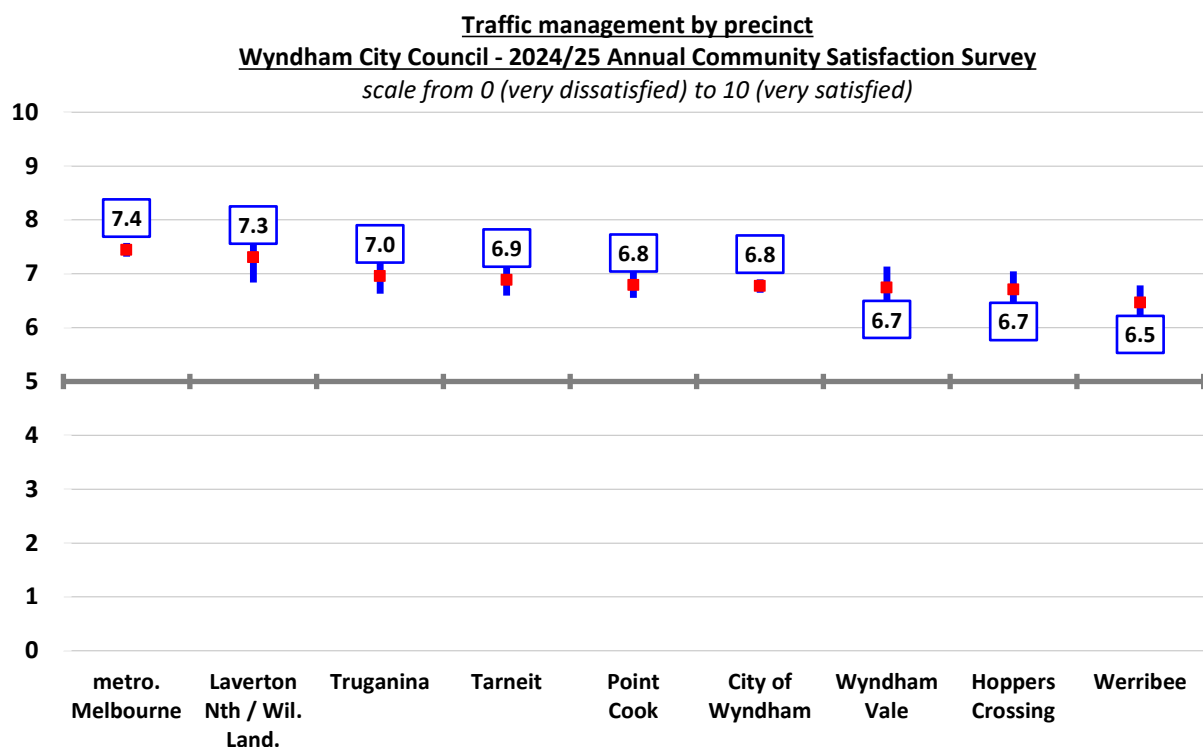
There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied and older adults (aged 55 to 74 years) notably less satisfied than average. Respondents from multilingual households notably more satisfied than respondents from English speaking households.



By way of comparison, this result was measurably (6%) lower than the metropolitan Melbourne satisfaction with “local traffic management” of 7.4 out of 10, as recorded in the 2025 *Governing Melbourne* research.



Whilst there was no measurable variation in satisfaction observed across the municipality, it is noted that 36 respondents from Laverton North / Williams Landing were notably (5%) more satisfied than average, and at a “very good” rather than “good” level of satisfaction.



Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change

Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change was the least (46th) most important of the 46 included services and facilities, with an average importance of 8.8 out of 10, although it was measurably more important than in recent years.

Satisfaction with these services increased notably this year, up two percent to 7.3 out of 10, which was a “very good”, up from a “good” level of satisfaction.

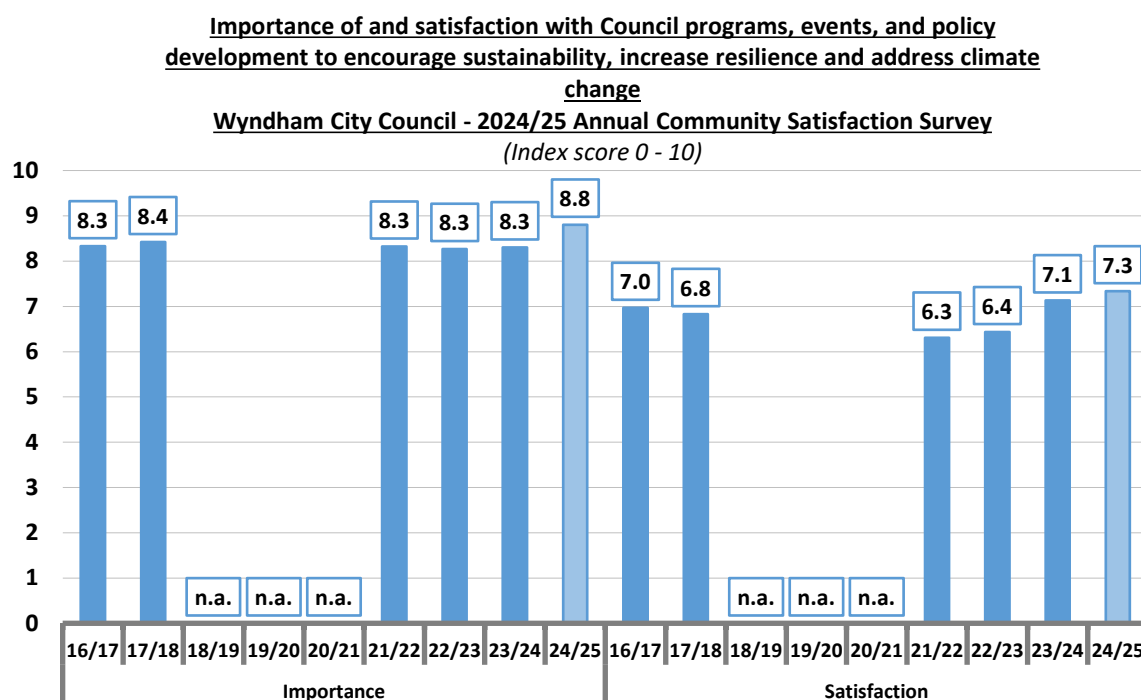
This was the highest satisfaction recorded for these services for the City of Wyndham and was measurably higher than the long-term average satisfaction since 2013/14 of 6.9 out of 10.

Despite the increase in satisfaction, this result ranks these services 39th in terms of satisfaction this year, and one of 10 services and facilities to receive a satisfaction score that was measurably lower than the average of all 46 services and facilities (7.8).

This result comprised 49% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 1,016 respondents who provided a satisfaction score this year.

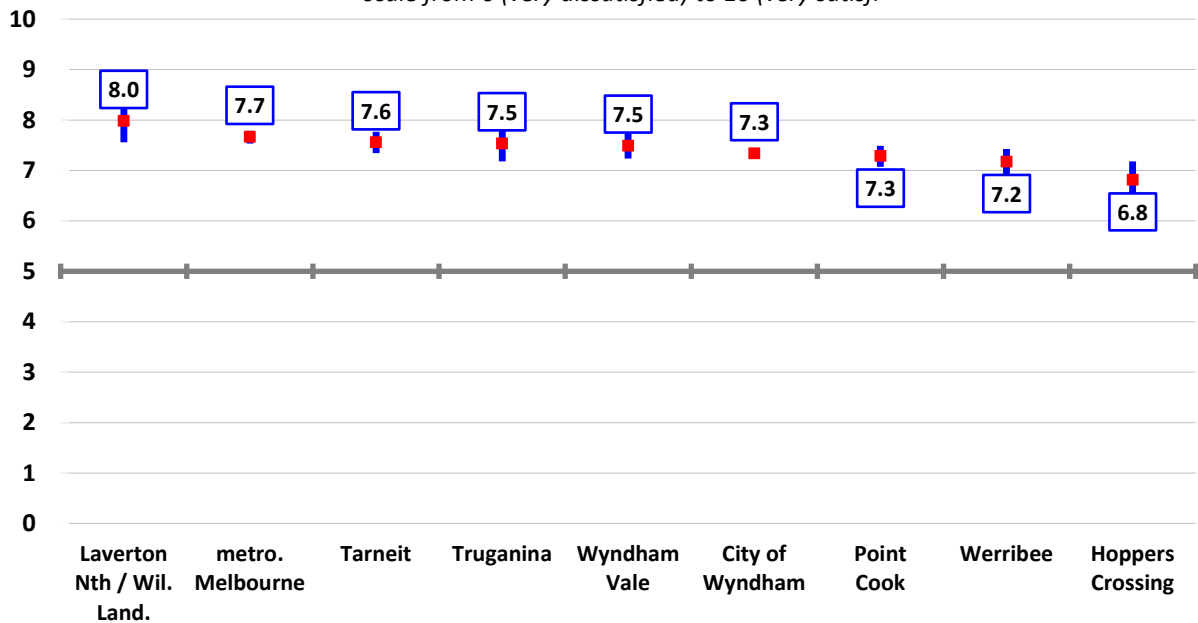
There was some variation in satisfaction observed by respondent profile, with older adults (aged 55 to 74 years) somewhat less satisfied than average. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

By way of comparison, this result was notably (4%) lower than the metropolitan Melbourne satisfaction with “Council meeting its responsibilities towards the environment” of 7.7, as recorded in the 2025 *Governing Melbourne* research.



There was measurable variation in satisfaction observed across the municipality, with respondents Laverton North / Williams Landing measurably (7%) higher than the municipal average, and at an “excellent” level. By contrast, respondents from Hoppers Crossing were measurably (5%) less satisfied than average, and at a “good” rather than a “very good” level.

Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change by precinct
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

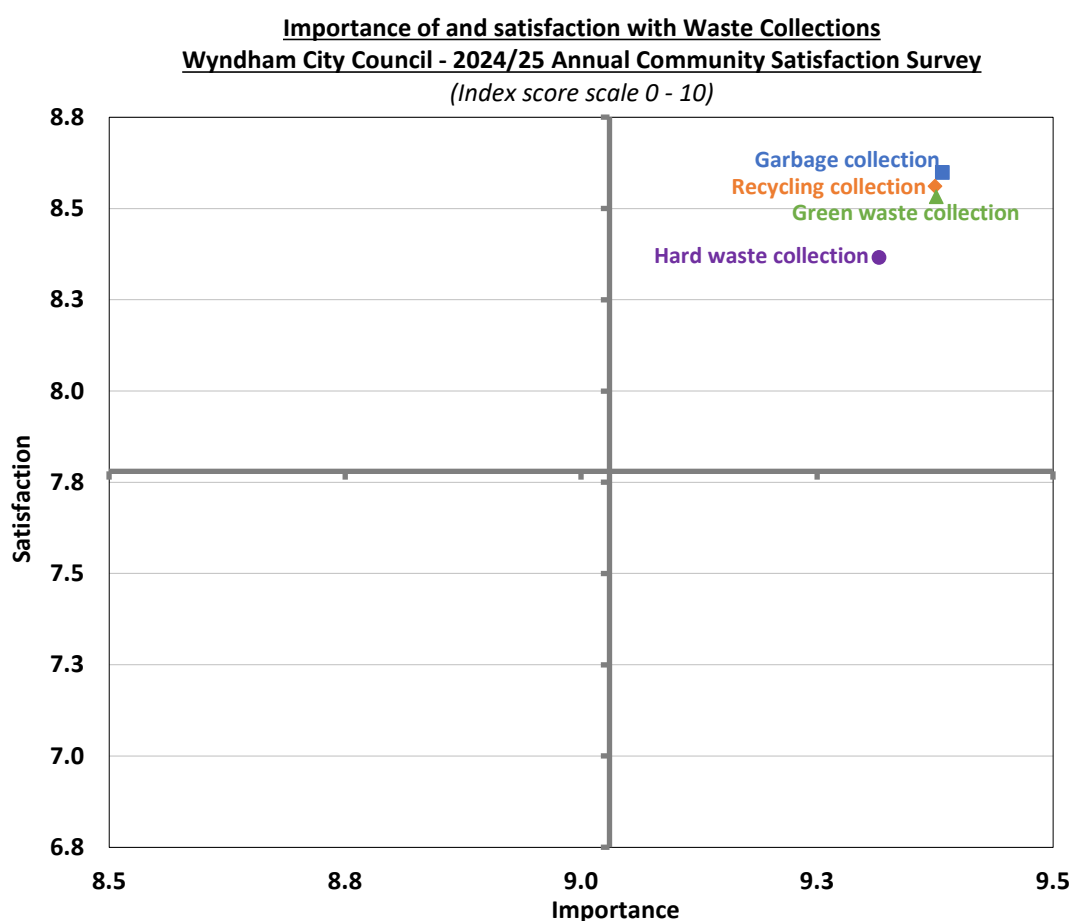


Waste Collections

There were four services from the Waste Collections department included in the 2024/25 survey, as outlined in the following graph.

Consistent with previous results for the City of Wyndham, as well as results observed elsewhere across metropolitan Melbourne over many years, the kerbside collection services reported significantly higher-than-average importance and received measurably and significantly higher than average satisfaction scores.

These are important findings, as they highlight the fact that the four most important services and facilities for Council also received the four highest satisfaction scores.



Weekly garbage collection

The weekly garbage collection was the most important of the 46 included services and facilities, with an average importance of 9.4 out of 10, and one of four that were measurably more important than the average of all 46 (9.0).

Satisfaction with these services increased notably this year, up two percent to 8.6 out of 10, which remained an “excellent” level of satisfaction.

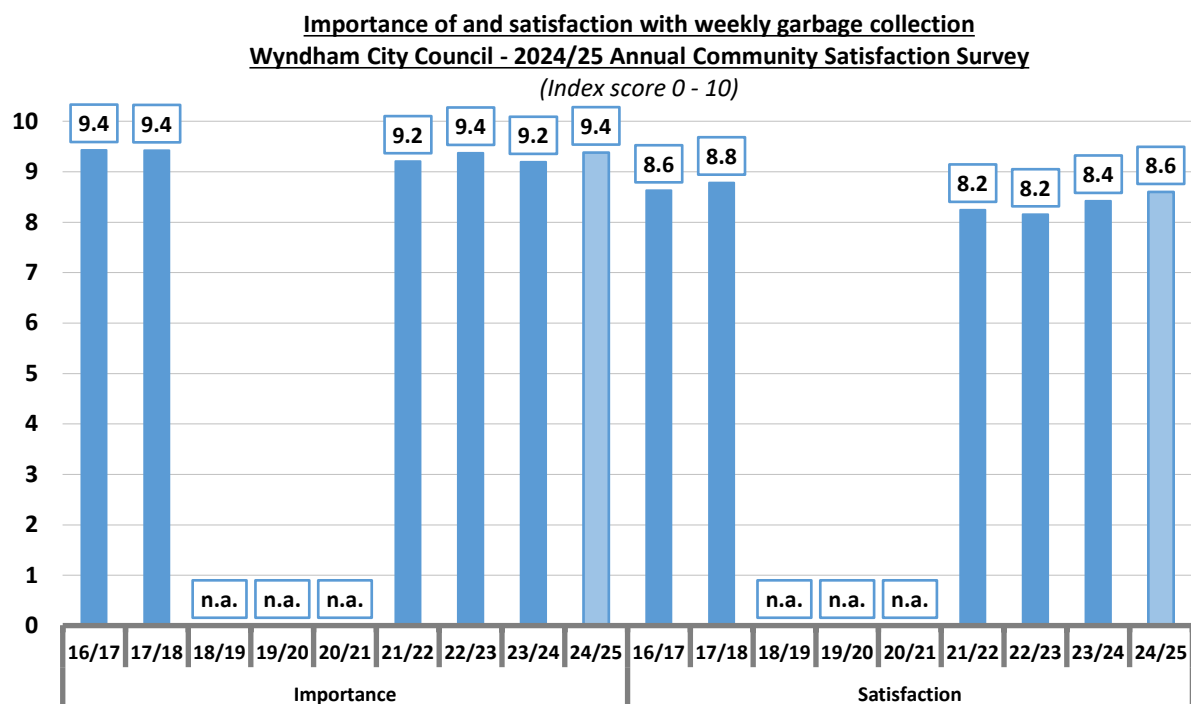
This result ranks these services 1st in terms of satisfaction this year, and one of eight services and facilities to receive a satisfaction score that was measurably higher than the average of all 46 (7.8).

This result was marginally (1%) higher than the long-term average satisfaction since 2013/14 of 8.5 out of 10.

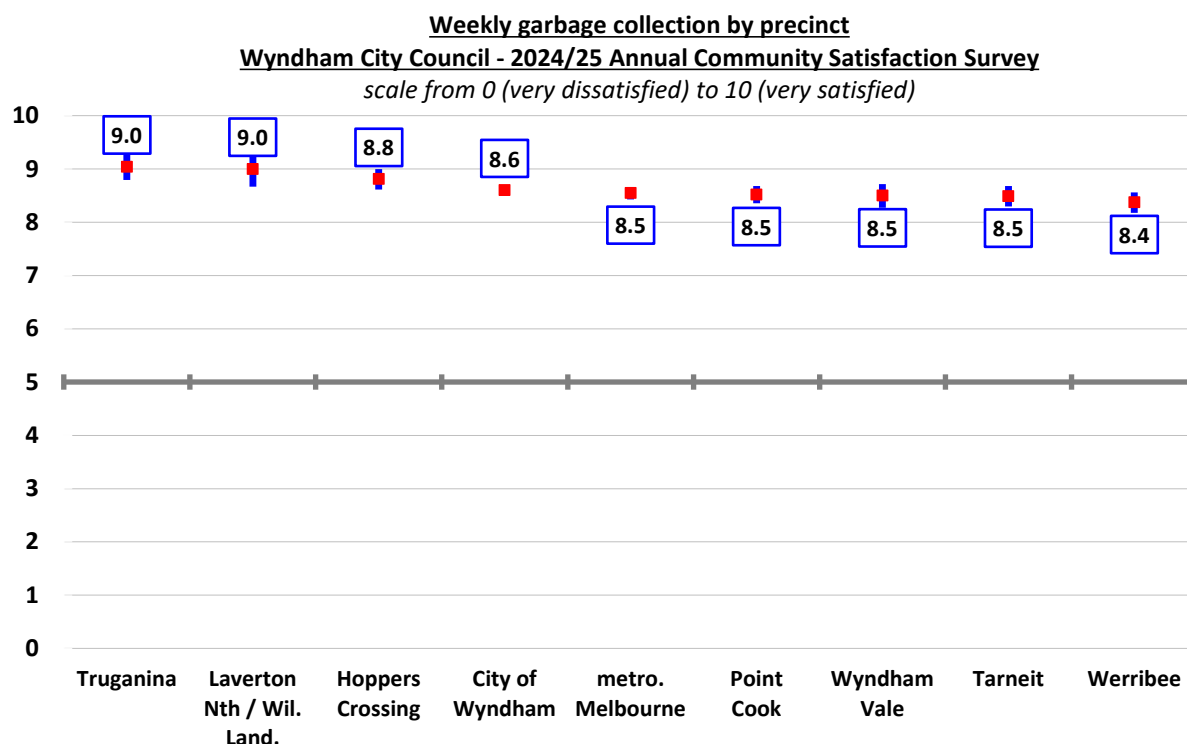
This result comprised 82% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 1,182 respondents who gave a satisfaction score this year.

There was no substantial variation in satisfaction observed by respondent profile, with respondents from all age groups, gender, and language spoken at home rating satisfaction at “excellent” levels.

By way of comparison, this result was marginally (1%) higher than the metropolitan Melbourne satisfaction with “regular garbage collection” of 8.5, as recorded in the 2025 *Governing Melbourne* research.



Metropolis Research notes that respondents from all precincts rated satisfaction at “excellent” levels, although it is noted that respondents from Truganina and Laverton North / Williams Landing were measurably (4%) more satisfied than average.



Regular recycling collection

The regular recycling collection was the 3rd most important of the 46 included services and facilities, with an average importance of 9.4 out of 10.

Satisfaction with these services increased notably this year, up two percent to 8.6, which remained an “excellent” level of satisfaction.

This was the highest satisfaction with the recycling collection recorded for the City of Wyndham and was measurably (2%) higher than the long-term average satisfaction since 2013/14 of 8.3 out of 10.

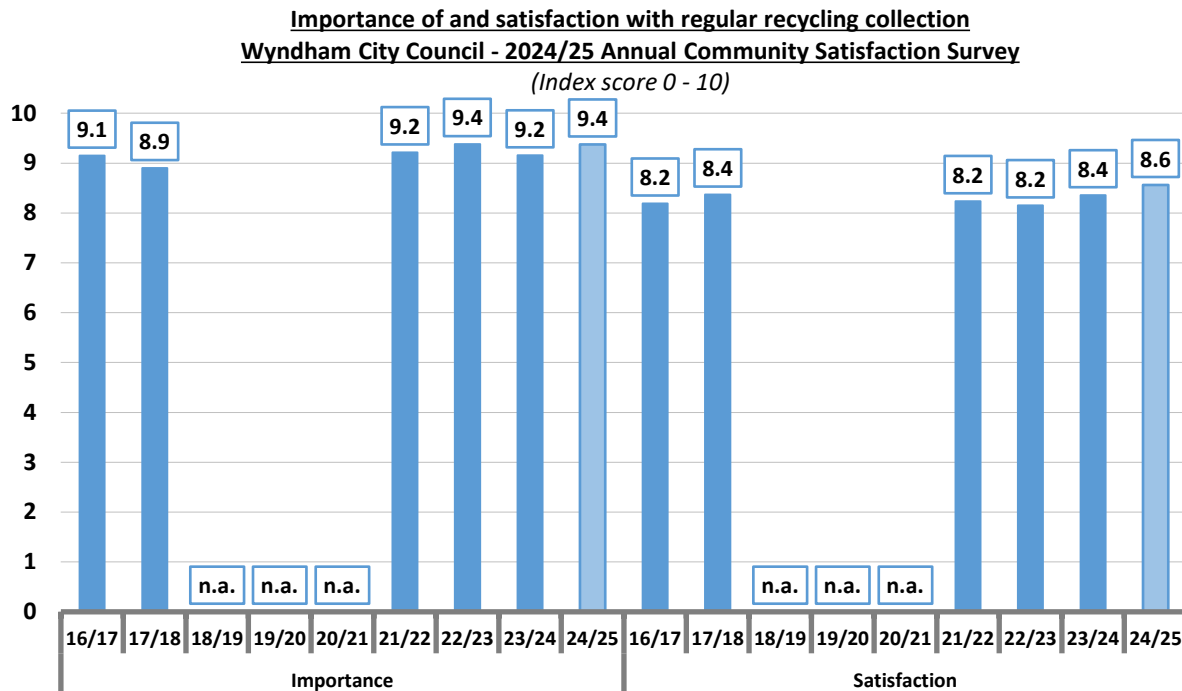
This result ranks these services 2nd in terms of satisfaction this year, and one of eight services and facilities to receive a satisfaction score that was measurably higher than the average of all 46 services and facilities (7.8).

This result comprised 82% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 1,167 respondents who provided a satisfaction score this year.

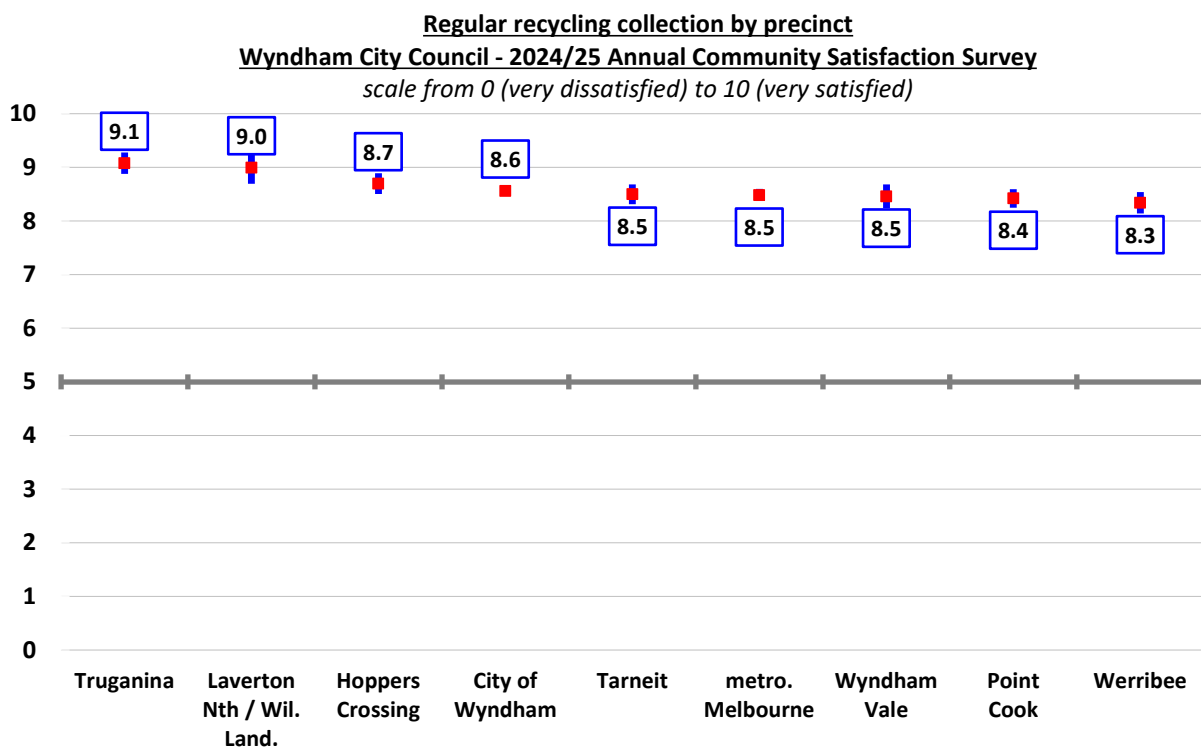
There was no substantial variation in satisfaction observed by respondent profile, with respondents from all age groups, gender, and language spoken at home rating satisfaction at “excellent” levels.



By way of comparison, this result was marginally (1%) higher than the metropolitan Melbourne satisfaction with “regular recycling collection” of 8.5, as recorded in the 2025 *Governing Melbourne* research.



Metropolis Research notes that respondents from all precincts rated satisfaction at “excellent” levels, although it is noted that respondents from Truganina and Laverton North / Williams Landing were measurably (5% and 4% respectively) more satisfied than average.



Green waste collection

The green waste collection was the 2nd most important of the 46 included services and facilities, with an average importance of 9.4 out of 10.

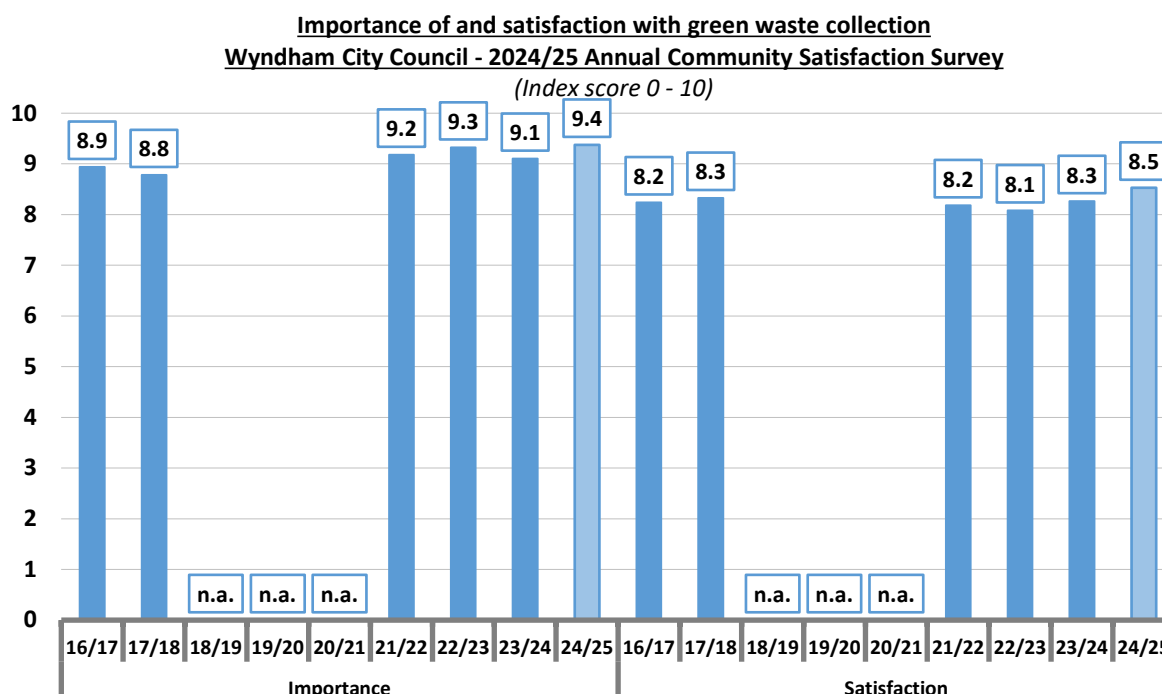
Satisfaction with green waste collection increased notably this year, up two percent to 8.5 out of 10, which remained an “excellent” level of satisfaction, and one of eight services and facilities to receive a satisfaction score that was measurably higher than the average of all 46 (7.8).

This was the highest satisfaction score recorded for the green waste collection for the City of Wyndham and was measurably (2%) higher than the long-term average satisfaction since 2013/14 of 8.3 out of 10.

This result comprised 81% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 1,125 respondents who gave a satisfaction score this year.

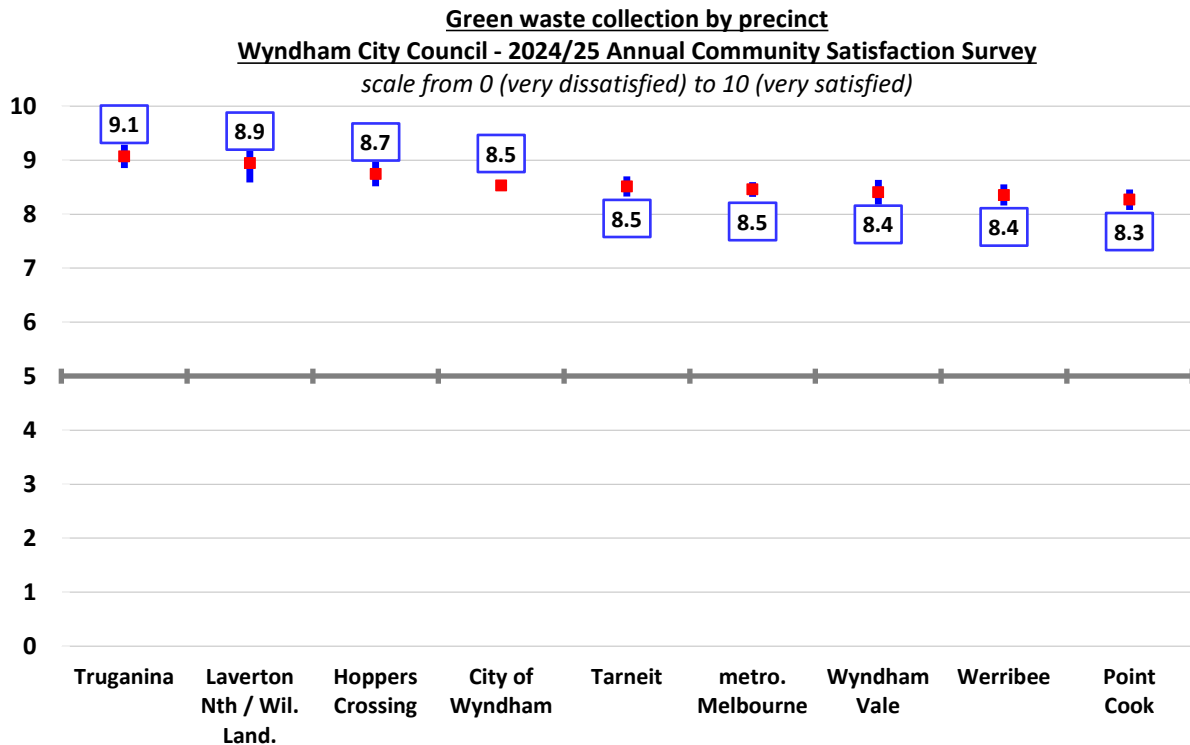
There was no substantial variation in satisfaction observed by respondent profile, with respondents from all age groups, gender, and language spoken at home rating satisfaction at “excellent” levels.

By way of comparison, this result was identical with the metropolitan Melbourne satisfaction with “green waste collection” of 8.5, as recorded in the 2025 *Governing Melbourne* research.



Metropolis Research notes that respondents from all precincts rated satisfaction at “excellent” levels, although it is noted that respondents from Truganina and Laverton North / Williams Landing were measurably (6% and 4% respectively) more satisfied than average.





Hard waste collection

The hard waste collection was the 4th most important of the 46 included services and facilities, with an average importance of 9.3 out of 10.

Satisfaction with the hard waste collection increased measurably this year, up three percent to 8.4 out of 10, which remained an “excellent” level of satisfaction.

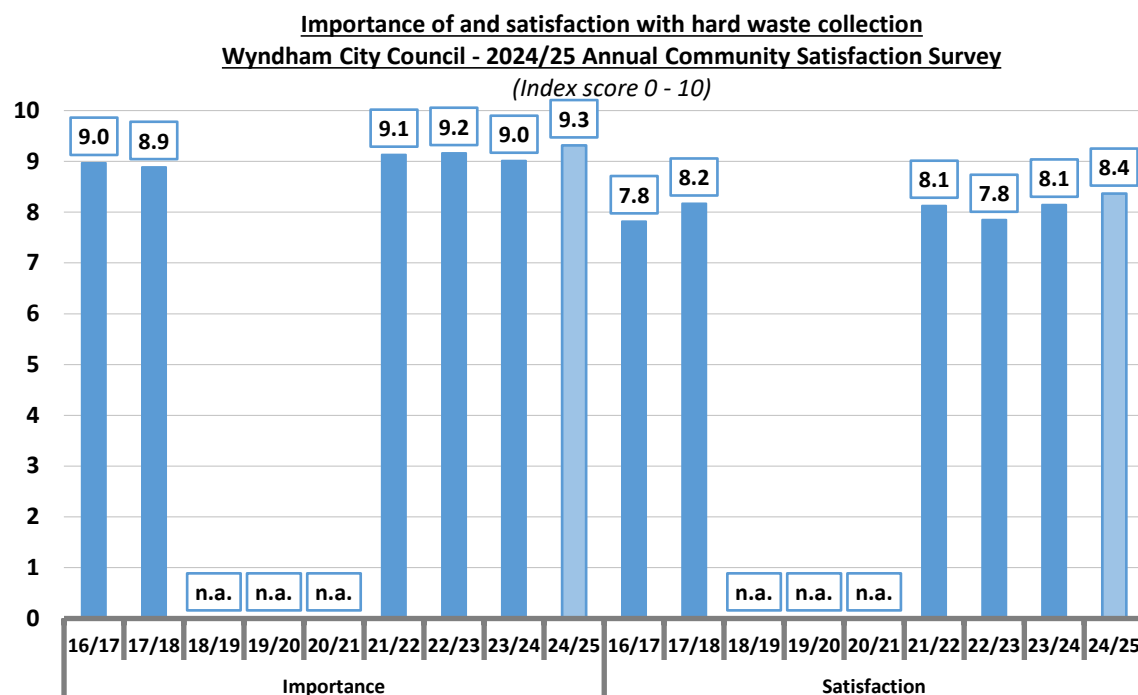
This was the highest satisfaction score recorded for the hard waste collection and was measurably higher than the long-term average satisfaction since 2013/14 of 8.1 out of 10.

This result ranks the hard rubbish collection 4th in terms of satisfaction this year, and one of eight services and facilities to receive a satisfaction score that was measurably higher than the average of all 46 (7.8).

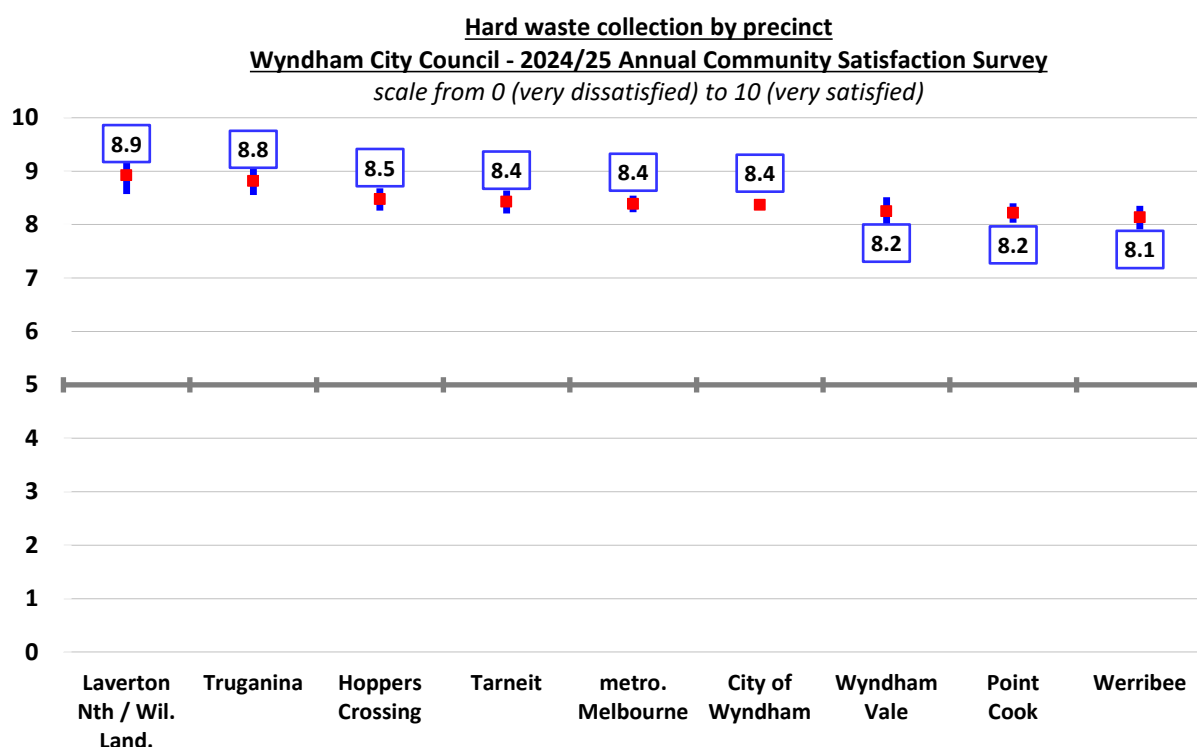
This result comprised 78% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 1,077 respondents who provided a satisfaction score this year.

There was no substantial variation in satisfaction observed by respondent profile, with respondents from all age groups, gender, and language spoken at home rating satisfaction at “excellent” levels.

By way of comparison, this result was identical with the metropolitan Melbourne satisfaction with “hard rubbish collection” of 8.4, as recorded in the 2025 *Governing Melbourne* research.



Metropolis Research notes that respondents from all precincts rated satisfaction at “excellent” levels, although it is noted that respondents from Truganina and Laverton North / Williams Landing were measurably (6% and 4% respectively) more satisfied than average.



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 2024/25 asked to identify what they considered to be the top three issues for the City of Wyndham “at the moment”.

This question is considered one of the critical components of the *Annual Community Survey* program, as it provides a meaningful insight into the range of issues that are currently on the mind of the community.

These can include a wide range of issues, some relating to the activities of Council, and some relating to other areas. They all, however, have the capacity to impact on the community’s satisfaction with, and expectations of the local council.

It is important to bear in mind that these responses are not necessarily all 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 raised by respondents are generally considered to be at least partly within the remit of other levels of government.

More than half (60% up from 56%) of respondents provided a total of 1,339 responses, at an average of a little less than two issues per respondent.

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

There have traditional been four issues that have dominated the issues to address results since the survey was commenced back in 2013.

These issues have been traffic management (e.g., commuting times, congestion, related issues), road maintenance and repairs including roadworks (e.g., potholes, road condition, and road work related issues), parks, gardens, and open space related issues, and parking (both availability and enforcement).

These four issues were again in 2024/25 prominent in these results.

Importantly, all four of these issues appear to exert a negative influence on satisfaction with Council’s overall performance, for those respondents who raised the issues.

Further 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.



Metropolis Research also draws attention to a range of issues associated with population growth and accompanying increased demand for infrastructure, services, and facilities to support a growing population.

The impact of population growth on infrastructure is most evident in relation to traffic management as well as roads and roadworks related issues.

Other population growth related issues were also evident in the results including the provision and maintenance of infrastructure, health and medical services including hospitals, education and schools, all nominated by a small number of respondents.

Many of these issues associated with population growth are typically observed in outer growth municipalities, although Metropolis Research notes that these issues (excluding roads and traffic) are less evident in the results this year than they were back in 2022/23, when overall satisfaction was measurably (5%) lower than this year.

It does appear that these issues may have receded in the minds of the local community when considering their views on Council's performance.

Change in results from 2023/24 to 2024/25

There was no significant change in the issues to address for the City of Wyndham this year over the results from 2023/24.

There was some minor variation observed, however, as follows:

- ***Somewhat more commonly nominated in 2024/25 than in 2023/24*** – included parking (9% up from 7%), safety, policing, and crime issues (8% up from 6%), street lighting (4% up from 1%), and public transport (4% up from 1%).
- ***Somewhat less commonly nominated in 2024/25 than in 2023/24*** – consultation and communication related issues declined somewhat (2% down from 4%) this year, consistent with the historically high levels of [satisfaction with Council communicating with the community](#).

It is noted that traffic management has remained stable in recent years at approximately one-fifth of respondents, from the unusually low result of just 11% recorded early in the pandemic, clearly reflecting increasing traffic volumes as the community moves back towards a new COVID-normal.

Metropolis Research notes, however, that traffic management, whilst clearly the most common issue raised by respondents again this year, remains significantly lower than the 36% of respondents who raised traffic management issues back in 2019/20, in the year prior to the pandemic.



This is an interesting result, posing questions as to the longer-term impact of the pandemic on commuting related issues, and / or the impact of road infrastructure improvements in recent years on reducing congestion and reducing commuting times.

Road maintenance and repairs (including roadworks) related issues remained essentially stable this year at seven percent, again remaining well below the pandemic period results of 14% and 12% and well below the pre-pandemic level of 19%.

These results may well suggest some decline in community concern around road maintenance and repair related issues in the City of Wyndham.

Having noted that, it remains the case that respondents who raised both traffic management (5% lower) and particularly road maintenance and repairs (15% lower) related issues were significantly less satisfied with Council's overall performance than the average of all respondents.

This highlights the importance of roads and traffic related issues to community satisfaction with the performance of Wyndham City Council.

Metropolis Research also notes that parking issues remain notable in the City of Wyndham this year, three percent higher than the metropolitan average, but still down substantially from the pre-pandemic level of approximately 15%.

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 2025 *Governing Melbourne* research conducted independently by Metropolis Research in January 2025 using the door-to-door interview style methodology.

Most, but not all the variation between the City of Wyndham and the metropolitan Melbourne average was relatively minor, although attention is drawn to the following:

- ***Somewhat to notably more commonly nominated in the City of Wyndham than metropolitan Melbourne*** – includes notably traffic management (19% compared to 9%), parking (9% compared to 6%), nature strip issues (3% compared to <1%), activities and facilities for children (2% compared to <1%), and education and schools (2% compared to <1%).
- ***Somewhat less commonly nominated in the City of Wyndham than metropolitan Melbourne*** – includes road maintenance and repairs (7% compared to 9%), street trees (5% compared to 7%), rubbish and waste issues (4% compared to 7%), street lighting (4% compared to 7%), planning and development (1% compared to 4%), drains (1% compared to 3%), and street cleaning and maintenance (1% compared to 3%).



Top issues for the City of Wyndham at the moment
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
(Number and percent of total respondents)

| Issue | 2024/25 | | 2023/24 | 2022/23 | 2021/22 | 2025 Metro* |
|---|----------------------------|---------|----------------------------|----------------------------|----------------------------|----------------------------|
| | Number | Percent | | | | |
| Traffic management | 228 | 19% | 20% | 22% | 17% | 9% |
| Parking | 114 | 9% | 7% | 6% | 5% | 6% |
| Safety, policing and crime | 92 | 8% | 6% | 6% | 6% | 7% |
| Road maintenance, repairs, and roadworks | 85 | 7% | 8% | 14% | 12% | 9% |
| Parks, gardens, and open space | 72 | 6% | 7% | 6% | 8% | 5% |
| Provision and maintenance of street trees | 62 | 5% | 5% | 3% | 6% | 7% |
| Rubbish and waste issues incl. garbage | 53 | 4% | 4% | 3% | 3% | 7% |
| Street lighting | 50 | 4% | 1% | 0% | 1% | 7% |
| Public transport | 48 | 4% | 1% | 3% | 2% | 3% |
| Council rates, fees and charges | 45 | 4% | 3% | 3% | 2% | 4% |
| Footpath maintenance and repairs | 41 | 3% | 3% | 2% | 3% | 3% |
| Cleanliness and general maintenance of area | 37 | 3% | 3% | 4% | 3% | 2% |
| Animal management | 34 | 3% | 2% | 1% | 2% | 1% |
| Nature strip issues | 34 | 3% | 2% | 2% | 2% | 0% |
| Consultation, communication, and information | 30 | 2% | 4% | 5% | 3% | 1% |
| Public toilets | 20 | 2% | 1% | 1% | 2% | 2% |
| Activities and facilities for children | 19 | 2% | 1% | 2% | 1% | 0% |
| Education and schools | 19 | 2% | 2% | 4% | 3% | 0% |
| Sports and recreation facilities | 18 | 1% | 1% | 4% | 2% | 2% |
| Health and medical services | 17 | 1% | 2% | 3% | 2% | 0% |
| Illegally dumped rubbish | 17 | 1% | 1% | 2% | 3% | 1% |
| Building, planning, housing and development | 12 | 1% | 2% | 3% | 4% | 4% |
| Drains maintenance and repairs | 12 | 1% | 2% | 2% | 3% | 3% |
| Street cleaning and maintenance | 12 | 1% | 1% | 1% | 1% | 3% |
| Green waste collection | 11 | 1% | 1% | 2% | 0% | 1% |
| Cycling / walking paths provision / maintenance | 10 | 1% | 1% | 2% | 1% | 1% |
| Shops, restaurants and entertainment venues | 10 | 1% | 1% | 1% | 0% | 0% |
| Dog off-leash parks and facilities | 9 | 1% | 1% | 0% | 1% | 2% |
| Noise | 9 | 1% | 1% | 0% | 0% | 1% |
| Community activities, arts and culture | 8 | 1% | 1% | 1% | 1% | 0% |
| Recycling collection | 8 | 1% | 1% | 1% | 0% | 1% |
| Waterways maintenance and management | 8 | 1% | 1% | 0% | 0% | 0% |
| Provision and maintenance of infrastructure | 7 | 1% | 2% | 4% | 3% | 1% |
| Council customer service and responsiveness | 6 | 0% | 0% | 2% | 2% | 0% |
| Library services | 6 | 0% | 1% | 0% | 0% | 0% |
| Enforcement / update of local laws | 5 | 0% | 1% | 1% | 1% | 0% |
| Graffiti and vandalism | 5 | 0% | 0% | 1% | 0% | 1% |
| All other issues (27 separately identified) | 66 | 5% | 10% | 13% | 7% | 12% |
| Total responses | 1,339 | | 1,342 | 1,691 | 1,411 | 833 |
| <i>Respondents identifying at least one issue</i> | <i>722</i> <i>(60%)</i> | | <i>674</i> <i>(56%)</i> | <i>842</i> <i>(70%)</i> | <i>727</i> <i>(60%)</i> | <i>468</i> <i>(59%)</i> |

(*) 2025 metropolitan Melbourne average from Governing Melbourne

Issues by precinct

There was only a relatively limited degree of variation in the top issues to address observed across the municipality, with attention drawn to the following:

- **Tarneit** – respondents were somewhat more likely than average to nominate street lighting.
- **Truganina** – respondents were somewhat more likely than average to nominate parking, parks, gardens, and open spaces, animal management, and rubbish and waste issues.
- **Werribee** – respondents were somewhat more likely than average to nominate traffic management, and road maintenance and repair related issues.
- **Wyndham Vale** – respondents were somewhat more likely than average to nominate traffic management, and Council rates, fees, and charges.
- **Laverton North / Williams Landing** – respondents were somewhat more likely than average to nominate footpaths, street lighting, and public transport related issues.

Top three issues for the City of Wyndham at the moment by precinct
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
(Number and percent of total respondents)

| Hoppers Crossing | |
|---|-------------|
| Traffic management | 18% |
| Parking | 8% |
| Road maintenance and repairs | 8% |
| Footpath maintenance and repairs | 5% |
| Cleanliness and maintenance of area | 5% |
| Safety, policing and crime | 5% |
| Provision and maintenance of street trees | 5% |
| Rubbish and waste issues inc garbage | 3% |
| Parks, gardens and open space | 3% |
| Animal management | 3% |
| All other issues | 25% |
| Respondents identifying an issue | 77 (50%) |

| Point Cook | |
|---|--------------|
| Traffic management | 16% |
| Parking | 11% |
| Safety, policing and crime | 10% |
| Parks, gardens and open spaces | 7% |
| Provision and maintenance of street trees | 7% |
| Nature strip issues | 5% |
| Rubbish and waste issues inc garbage | 5% |
| Cleanliness and maintenance of area | 5% |
| Council rates, fees and charges | 5% |
| Road maintenance and repairs | 5% |
| All other issues | 38% |
| Respondents identifying an issue | 155 (61%) |

| Tarneit | |
|---|--------------|
| Traffic management | 19% |
| Parking | 9% |
| Street lighting | 8% |
| Safety, policing and crime | 8% |
| Road maintenance and repairs | 7% |
| Parks, gardens and open spaces | 6% |
| Provision and maintenance of street trees | 6% |
| Nature strip issues | 5% |
| Animal management | 5% |
| Rubbish and waste issues inc garbage | 4% |
| All other issues | 40% |
| Respondents identifying an issue | 148 (63%) |

| Truganina | |
|---|-------------|
| Parking | 14% |
| Traffic management | 10% |
| Parks, gardens and open spaces | 9% |
| Animal management | 9% |
| Rubbish and waste issues inc garbage | 8% |
| Safety, policing and crime | 5% |
| Illegally dumped rubbish | 4% |
| Consultation, communication, prov of info | 4% |
| Council rates, fees and charges | 3% |
| Road maintenance and repairs | 3% |
| All other issues | 34% |
| Respondents identifying an issue | 81 (55%) |

Top three issues for the City of Wyndham at the moment by precinct
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
(Number and percent of total respondents)

| Werribee | |
|---|----------------------|
| Traffic management | 24% |
| Road maintenance and repairs | 11% |
| Parking | 9% |
| Safety, policing and crime | 9% |
| Public transport | 8% |
| Provision and maintenance of street trees | 5% |
| Council rates, fees and charges | 4% |
| Parks, gardens and open spaces | 3% |
| Street lighting | 3% |
| Footpath maintenance and repairs | 3% |
| All other issues | 47% |
| <i>Respondents identifying an issue</i> | <i>149 (65%)</i> |

| Wyndham Vale | |
|---|---------------------|
| Traffic management | 28% |
| Road maintenance and repairs | 9% |
| Safety, policing and crime | 8% |
| Parks, gardens and open spaces | 8% |
| Council rates, fees and charges | 7% |
| Parking | 5% |
| Nature strip issues | 4% |
| Street lighting | 4% |
| Public transport | 4% |
| Rubbish and waste issues inc garbage | 4% |
| All other issues | 28% |
| <i>Respondents identifying an issue</i> | <i>85 (60%)</i> |

| Laverton North / Williams Landing | |
|---|---------------------|
| Footpath maintenance and repairs | 13% |
| Traffic management | 13% |
| Parking | 10% |
| Street lighting | 10% |
| Public transport | 8% |
| Safety, policing and crime | 8% |
| Provision and maintenance of street trees | 8% |
| Education and schools | 8% |
| Dog off-leash parks and facilities | 8% |
| Parks, gardens & open space | 5% |
| All other issues | 38% |
| <i>Respondents identifying an issue</i> | <i>27 (68%)</i> |

| City of Wyndham | |
|---|----------------------|
| Traffic management | 19% |
| Parking | 9% |
| Safety, policing and crime | 8% |
| Road maintenance and repairs | 7% |
| Parks, gardens, and open space | 6% |
| Provision and maintenance of street trees | 5% |
| Rubbish and waste issues incl. garbage | 4% |
| Street lighting | 4% |
| Public transport | 4% |
| Council rates, fees and charges | 4% |
| All other issues | 41% |
| <i>Respondents identifying an issue</i> | <i>722 (60%)</i> |

| Western region Councils | |
|---|---------------------|
| Traffic management | 14% |
| Roads maintenance and repairs | 9% |
| Rubbish and waste issues incl. garbage | 8% |
| Provision and maintenance of street trees | 8% |
| Building, planning, housing, development | 7% |
| Parks, gardens and open spaces | 4% |
| Parking | 4% |
| Footpath maintenance and repairs | 4% |
| Safety, policing and crime | 3% |
| Pollution | 3% |
| All other issues | 31% |
| <i>Respondents identifying an issue</i> | <i>87 (55%)</i> |

| Growth area Councils | |
|---|---------------------|
| Traffic management | 11% |
| Roads maintenance and repairs | 9% |
| Provision and maintenance of street trees | 8% |
| Parks, gardens and open spaces | 7% |
| Council rates | 6% |
| Lighting | 6% |
| Rubbish and waste issues incl. garbage | 6% |
| Safety, policing and crime | 3% |
| Animal management | 3% |
| Sports, leisure and recreation facilities | 3% |
| All other issues | 38% |
| <i>Respondents identifying an issue</i> | <i>98 (55%)</i> |



Issues by respondent profile

There was some minor variation in the top issues to address nominated by respondent profile, as follows:

- ***Adults (aged 35 to 44 years)*** – respondents were somewhat more likely than average to nominate safety, policing, and crime, parks and gardens, and rubbish and waste issues.
- ***Middle-aged adults (aged 45 to 54 years)*** – respondents were somewhat more likely than average to nominate traffic management, parking, roads, safety, policing, and crime issues, and street trees.
- ***Older adults (aged 55 to 74 years)*** – respondents were somewhat more likely than average to nominate road maintenance and repairs, street trees, nature strip issues, and cleanliness and maintenance of the local area related issues.
- ***Senior citizens (aged 75 years and over)*** – respondents were somewhat more likely than average to nominate road maintenance and repair related issues.
- ***Male*** – respondents were somewhat more likely than female respondents to nominate road maintenance and repair related issues.
- ***Female*** – respondents were somewhat more likely than male respondents to nominate public transport related issues.
- ***English speaking household*** – respondents were somewhat more likely than respondents from multilingual households to nominate road maintenance and repair related issues.
- ***Multilingual household*** – respondents were somewhat more likely than respondents from English speaking households to nominate parking, and parks, gardens, and open space related issues.



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

Wyndham City Council - 2024/25 Annual Community Satisfaction Survey

(Number and percent of total respondents)

| Male | | Female | |
|---|--------------|---|--------------|
| Traffic management | 20% | Traffic management | 18% |
| Parking | 9% | Parking | 10% |
| Road maintenance and repairs | 9% | Safety, policing and crime | 8% |
| Safety, policing and crime | 7% | Parks, gardens and open space | 6% |
| Provision and maintenance of street trees | 6% | Road maintenance and repairs | 5% |
| Parks, gardens and open space | 6% | Public transport | 5% |
| Rubbish and waste issues inc garbage | 4% | Street lighting | 5% |
| Consultation, communication, prov of info | 4% | Rubbish and waste issues inc garbage | 4% |
| Cleanliness and maintenance of area | 4% | Provision and maintenance of street trees | 4% |
| Footpath maintenance and repairs | 4% | Council rates, fees and charges | 4% |
| All other issues | 42% | All other issues | 40% |
| Respondents identifying an issue | 363 (61%) | Respondents identifying an issue | 354 (59%) |

| English speaking | | Multi-lingual | |
|---|--------------|---|--------------|
| Traffic management | 19% | Traffic management | 19% |
| Road maintenance and repairs | 11% | Parking | 10% |
| Parking | 8% | Safety, policing and crime | 10% |
| Provision and maintenance of street trees | 6% | Parks, gardens and open space | 6% |
| Parks, gardens and open space | 5% | Street lighting | 6% |
| Safety, policing and crime | 5% | Public transport | 5% |
| Council rates, fees and charges | 4% | Rubbish and waste issues inc garbage | 5% |
| Rubbish and waste issues inc garbage | 4% | Provision and maintenance of street trees | 5% |
| Footpath maintenance and repairs | 3% | Road maintenance and repairs | 4% |
| Cleanliness and maintenance of area | 3% | Nature strip issues | 4% |
| All other issues | 33% | All other issues | 45% |
| Respondents identifying an issue | 280 (56%) | Respondents identifying an issue | 440 (63%) |



Top three issues for the City of Wyndham at the moment by respondent profile**Wyndham City Council - 2024/25 Annual Community Satisfaction Survey***(Number and percent of total respondents)*

| Young adults (18 to 34 years) | | Adults (35 to 44 years) | |
|---|--------------|---|--------------|
| Traffic management | 16% | Traffic management | 20% |
| Parking | 7% | Safety, policing and crime | 11% |
| Safety, policing and crime | 7% | Parking | 9% |
| Public transport | 6% | Parks, gardens and open space | 9% |
| Parks, gardens and open space | 5% | Rubbish and waste issues inc garbage | 8% |
| Road maintenance and repairs | 3% | Road maintenance and repairs | 6% |
| Street lighting | 3% | Street lighting | 6% |
| Rubbish and waste issues inc garbage | 3% | Provision and maintenance of street trees | 5% |
| Animal management | 3% | Council rates, fees and charges | 5% |
| Consultation, communication, prov of info | 3% | Cleanliness and maintenance of area | 4% |
| All other issues | 34% | All other issues | 42% |
| Respondents identifying an issue | 248 (54%) | Respondents identifying an issue | 187 (67%) |
| Middle aged adults (45 to 54 years) | | Older adults (55 to 74 years) | |
| Traffic management | 23% | Traffic management | 22% |
| Parking | 14% | Road maintenance and repairs | 13% |
| Road maintenance and repairs | 10% | Parking | 11% |
| Safety, policing and crime | 10% | Provision and maintenance of street trees | 8% |
| Provision and maintenance of street trees | 8% | Nature strip issues | 8% |
| Council rates, fees and charges | 6% | Cleanliness and maintenance of area | 6% |
| Footpath maintenance and repairs | 6% | Parks, gardens and open space | 6% |
| Street lighting | 6% | Footpath maintenance and repairs | 6% |
| Parks, gardens and open space | 6% | Council rates, fees and charges | 4% |
| Rubbish and waste issues inc garbage | 5% | Safety, policing and crime | 4% |
| All other issues | 39% | All other issues | 36% |
| Respondents identifying an issue | 130 (66%) | Respondents identifying an issue | 133 (61%) |
| Senior citizens (75 years and over) | | City of Wyndham | |
| Provision and maintenance of street trees | 13% | Traffic management | 19% |
| Road maintenance and repairs | 11% | Parking | 9% |
| Traffic management | 11% | Safety, policing and crime | 8% |
| Parking | 7% | Road maintenance and repairs | 7% |
| Parks, gardens and open space | 4% | Parks, gardens, and open space | 6% |
| Drains maintenance and repairs | 2% | Provision and maintenance of street trees | 5% |
| Nature strip issues | 2% | Rubbish and waste issues incl. garbage | 4% |
| Cleanliness and maintenance of area | 2% | Street lighting | 4% |
| Consultation, communication, prov of info | 2% | Public transport | 4% |
| Council rates, fees and charges | 2% | Council rates, fees and charges | 4% |
| All other issues | 36% | All other issues | 41% |
| Respondents identifying an issue | 22 (49%) | Respondents identifying an issue | 722 (60%) |



Verbatim comments

The following section provides the verbatim comments that were categorised as road maintenance and repairs including roadworks; parks, gardens, and open spaces; safety, policing and crime issues; and parking related issues.

Safety, policing, and crime issues

There were 123 comments categorised as “safety, policing, and crime related issues” this year, as outlined in the following table.

The most common issues raised in relation to safety, policing, and crime issues included incidents / thefts / break-ins (31 comments), perceived lack of police presence (28 comments), general safety and security concerns (18 comments), and crime (11 comments).

Issues regarding "safety, policing and crime"
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
(Number of responses)

| <i>Response</i> | <i>Number</i> |
|---|---------------|
| <i>Incidents / thefts / break-ins</i> | |
| Safety - too many burglaries / break-ins | 4 |
| Theft activities are high in this area | 4 |
| Just the security is the biggest concern, lot of break-ins happening in the area everyday so Council to do something about it, more security needed | 3 |
| Carjacking and theft | 2 |
| Council needs to work on security. A lot of break-ins happening on the street, one of our neighbours' car was stolen | 2 |
| Crime like break-ins | 2 |
| Safety and security - burglary, theft, property damage | 2 |
| Attempt to car theft, need more police more involvement | 1 |
| Break-ins happening these days, Council should do more police patrolling in the area | 1 |
| General theft and violence, policing needed in Wyndham | 1 |
| Lot of insecurities due to the incidents need to improve security | 1 |
| Security is something which getting worse day by day a lot of car break-ins happening around the neighbourhood | 1 |
| Security is the biggest concern, break-ins happening almost every month. I know it has nothing to do with Council but if they can do something about it they should take some action against it | 1 |
| Security is the biggest issue of a Council. A couple of months ago my car got stolen in front of my eyes and I was incomplete shock | 1 |
| Security issues are there, some reports that some people knocking to the houses at night after 11 pm and try to open the doors at night | 1 |
| Some unknown people try to open the cars parked at the in front of the houses | 1 |



| | |
|---|-----------|
| Stolen cars | 1 |
| The thefts that are happening, I think it's due to lack of police | 1 |
| Theft and vandalism | 1 |
| Total | 31 |

Lack of police presence

| | |
|--|-----------|
| Council needs need to increase police patrolling | 4 |
| Council should provide police patrolling at nighttime | 4 |
| Lack of police presence | 3 |
| Council should try to maintain the overall security of the area | 2 |
| Violence. Police don't respond immediately | 2 |
| Council should install / increase CCTV cameras | 1 |
| Crime in this area has spiked. We need a police station in our community | 1 |
| Heard about some break-ins so we need more police patrolling and look for more safety | 1 |
| Juvenile crime also needs policing | 1 |
| Law enforcement is not good | 1 |
| More police around Wyndham would be good in Wyndham | 1 |
| More surveillance needed like CCTV, lot of break-ins happening these days | 1 |
| Need a neighbourhood watch | 1 |
| Police patrol in that's the biggest concern for me, a lot of break-ins happening in the area one of my friends got robbed recently at night so Council should really focus on the security of Point Cook | 1 |
| Safety is a main issue, need more policing, people I talk to all say they don't feel safe walking around | 1 |
| Security on Werribee station should be increased with police patrolling and CCTV cameras | 1 |
| Teenagers commit most of the crime and no action taken against them | 1 |
| We need more safety cameras in the streets | 1 |
| Total | 28 |

General safety and security concerns

| | |
|--|-----------|
| Safety / security concerns and issues | 7 |
| Just safety and security around the neighbourhood / area | 4 |
| Community / public safety | 3 |
| Ensure the overall safety / security in this area | 3 |
| Safety of houses should be priority | 1 |
| Total | 18 |

Crime

| | |
|---|-----------|
| Crime rate is increasing | 8 |
| Crime should be taken care of | 1 |
| Knife crime | 1 |
| There are a lot of crimes happening in this area, and it's becoming a concern for the community | 1 |
| Total | 11 |



| <i>Problems with specific locations</i> | |
|--|----------|
| Car theft is common in Point Cook, my car was stolen too, and police is too slow to respond | 1 |
| I've been noticing a lot of shady teens come in front of my house 23 Holly Green Court and do weird stuff in their car. Need more street lighting on the street so that it can be avoided | 1 |
| More police patrols on Centurion Ave | 1 |
| Robberies and break-ins in Point Cook | 1 |
| Security is the biggest concern a lot of break-ins happening every day in Point Cook | 1 |
| Security is the biggest issue right now in Tarneit. There was a break-in recently in one of my friend's house. Seven to eight people got in his house during evening time and took everything, cars and whatever expensive things they could | 1 |
| Teenagers going around at night and trying open the doors of house in Shelduck Gr | 1 |
| The crime rate in Point Cook is increasing like in terms of house invasion and cars getting stolen. This area should be needed to work in priority | 1 |
| Theft in Hoppers Crossing | 1 |
| Total | 9 |
| <i>Issues with people</i> | |
| Youth crime | 2 |
| I feel unsafe because of youth crime | 1 |
| Teenagers making nuisance | 1 |
| There were no crimes 6 months ago, but now African families moved in, and crime rates are up | 1 |
| Youth behaviour should be policed | 1 |
| Youth crime should be reduced in the City of Wyndham like street crime, carjacking etc. | 1 |
| Security in general needed during school holidays as a lot of kid crimes happen | 1 |
| Total | 8 |
| <i>Safety on / around public transport</i> | |
| Council should really focus on security around the Werribee Station especially the lighting conditions, I don't feel safe around the station | 1 |
| Council should maintain overall security around Werribee station | 1 |
| Safety around the train station is the big concern | 1 |
| Train | 1 |
| Total | 4 |
| <i>Perception of safety at night and lighting</i> | |
| Council should increase the street lighting and visibility during the night time | 1 |
| Feeling unsafe specially at night people coming and knocking on doors | 1 |
| Security is the biggest issue. I feel like there should be more visibility doing the night time and number of street lighting should be increased around the neighbourhood | 1 |
| Total | 3 |



| <i>Violence and anti-social behaviour</i> | |
|---|------------|
| Lots of violence | 2 |
| Violence in area | 1 |
| Total | 3 |
| <i>Drugs and alcohol</i> | |
| I feel unsafe because of drug issues | 1 |
| Total | 1 |
| <i>Other comments n.e.i</i> | |
| Doing the basic stuff right; road and parks maintenance and proper bin collection | 1 |
| Heavy charges for services that Council provides | 1 |
| Illegal dumping in parks should be regulated more | 1 |
| Local schools and more such infrastructure | 1 |
| Parking in wrong spots | 1 |
| The public toilets are not maintained properly | 1 |
| Truck parking lot of them in residential areas | 1 |
| Total | 7 |
| Total responses | 123 |

Road maintenance and repairs (including roadworks)

There were 118 issues categorised as “road maintenance and repairs, including roadworks”, as outlined in the following table.

Many of these comments related to the condition of roads (e.g., potholes), as well as a perceived lack of maintenance.

It is important to bear in mind that these comments relate to both Council and VicRoads managed roads, with some insight into the split between local and state roads evidenced by the specific roads and streets that are outlined in the table.

Issues regarding "roads maintenance and repairs"
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
(Number of responses)

| <i>Response</i> | <i>Number</i> |
|----------------------|---------------|
| Maintenance of roads | 9 |
| Potholes on road | 9 |
| Fix the roads | 5 |
| Roads | 4 |



| | |
|--|-----------|
| Roads and infrastructure should be improved / upgraded | 4 |
| Council should be really focusing on basics like roads maintenance | 2 |
| Road repairs needed in lots of areas | 2 |
| Roads are not good in this area | 2 |
| Roads are not good in whole Council | 2 |
| The roads are in poor / bad condition | 2 |
| Broken roads | 1 |
| Fixing no roads in and out | 1 |
| Freeway has potholes | 1 |
| Getting state government on to invest on road | 1 |
| Just the mud on the roads | 1 |
| Maintenance of the roads, such as sealing potholes and leveling uneven surfaces, is required | 1 |
| Narrow roads | 1 |
| Poor road maintenance | 1 |
| Potholes and bumpy roads in general | 1 |
| Potholes in roads. They are bumpy. | 1 |
| Proper maintenance of roads, mowing and cleaning of uncut grasses | 1 |
| Road construction should be done fast | 1 |
| Road management | 1 |
| Road quality needs to be improved | 1 |
| Roads should be the number one priority for the Council | 1 |
| The maintenance of roads is essential for ensuring safe and smooth transportation | 1 |
| The roads are bad in general and need more lanes | 1 |
| There's a ditch in the road here just in front our place it will be nice for it to be filled | 1 |
| They need to put bitumen on this lane | 1 |
| Too much road work is happening | 1 |
| Total | 61 |

Other

| | |
|---|-----------|
| Traffic is too heavy | 2 |
| Congestion on roads in Werribee | 1 |
| Council should be really focusing on basics like bins maintenance | 1 |
| Council should be really focusing on basics like parks maintenance | 1 |
| Council should focus on doing basic maintenance of trees on the nature strip | 1 |
| Footpaths and parks need to be clean | 1 |
| Maintenance of traffic | 1 |
| Parking slot for disabled people is always occupied by some others and no way to park our vehicles finding it too difficult | 1 |
| Stop planting ugly plants here, plant things that actually flower here it's weird | 1 |
| Traffic conditions need to be improved | 1 |
| Traffic management can be good | 1 |
| Total | 12 |

Specific locations

| | |
|--|---|
| Ballan Rd has potholes | 1 |
| Black Forest Rd needs fixing | 1 |
| Boundary Rd should be maintained. There are many pot holes | 1 |
| Derrimut Rd not made up properly | 1 |



| | |
|--|------------|
| Doherty's Rd should be maintained. There are many potholes | 1 |
| Fixing Heaths Rd | 1 |
| Heather Rd | 1 |
| Heaths Rd from Werribee to Wyndham Vale is very bad | 1 |
| Heaths Rd needs an upgrade, the surface is pretty bad and the roundabout needs attention | 1 |
| Hoppers Lane is all gravel we need it fixed with bitumen | 1 |
| It took them 3 weeks to fix potholes on Boardwalk Blvd but needed to be done ASAP | 1 |
| Leakes Rd needs to be maintained properly | 1 |
| Local roads especially Hope St needs to be redone | 1 |
| Many holes on Geelong Rd | 1 |
| Palmers Rd is a disaster | 1 |
| Point Cook Rd is bad and needs improvement | 1 |
| Potholes and bumpy roads on Chadway Ave | 1 |
| Potholes on Greens Rd needed to be fixed | 1 |
| Road and infrastructure should be improved like Armstrong Rd | 1 |
| Road and infrastructure should be improved like Ison Rd | 1 |
| Road conditions are shocking in Wyndham Vale Council | 1 |
| Road maintenance in Garvan St is ruined because of trucks | 1 |
| Roads like Tarneit Rd is terrible | 1 |
| Roadwork is getting constantly delayed from the last couple of years | 1 |
| Shaws Rd needs an upgrade, the surface is pretty bad and the roundabout needs attention | 1 |
| Shipwright Pde needs fixing | 1 |
| Some road works are annoying | 1 |
| Some roads connecting to Melton the inland roads, they need to be paved more | 1 |
| Tarneit Rd | 1 |
| Tarneit Rd is a shocker | 1 |
| Tarneit Rd need to be fixed | 1 |
| Tarneit Rd has a lot of potholes near New Haven | 1 |
| The Council came to fix Oneill Ave, but it became worse | 1 |
| The Galvin Rd over train line needs to get attention as there are potholes | 1 |
| The road conditions on the Boundary Rd are very bad. This should be maintained | 1 |
| The roads are shit mainly in Tarneit Rd | 1 |
| The roads in Tarneit are narrow and less | 1 |
| The roads to Werribee South are deteriorating. Have lots of potholes | 1 |
| There are many potholes in roads in Morris Rd. Needs to be looked after | 1 |
| There is some road maintenance at the end of the Alfred Rd | 1 |
| Took 2 years to repair Strathmore Cress Rd | 1 |
| Western side of Werribee roads have bad potholes | 1 |
| Total | 42 |
| <hr/> <i>Other</i> <hr/> | |
| The level crossing is terrible | 1 |
| There is rubbish everywhere on the side walking trail | 1 |
| Traffic conditions are shocking in Wyndham Vale Council | 1 |
| Total | 3 |
| Total responses | 118 |



Parking

There were 113 comments categorised as “car parking” this year, as outlined in the following table.

The most common issues raised included parking at train stations (15 comments), parking safety / improper parking (11 comments), provision of better / more parking facilities (11 comments), and parking around schools (10 comments).

Issues regarding "car parking"
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
(Number of responses)

| <i>Response</i> | <i>Number</i> |
|---|---------------|
| Parking is a very big concern here | 5 |
| We need more parking facilities in the streets | 4 |
| Few parking slots in Werribee station / need more | 3 |
| Parking enforcement should be more / better | 3 |
| We need more parking in Tarneit station | 3 |
| Need more parking spaces | 2 |
| Not enough parking | 2 |
| Parking around school times and near schools is the only big issue | 2 |
| Parking in Williams Landing train station is an issue in my opinion | 2 |
| The parking is very bad in the station | 2 |
| We need more parking facilities near the station | 2 |
| Better enforcement of parking rules misusing of handicap parking | 1 |
| Big trucks are parked in residents' areas, not regulated properly by the Council | 1 |
| Cars parking on both lanes because of the school and parking on driveways | 1 |
| Council should really enforce fine on people who park at the corner of the road it really makes driving hard and dangerous | 1 |
| Fines for parking violations to be imposed to discourage illegal parking and maintain order in the area | 1 |
| Fining people for parking on nature strips, it's unfair for them to fine the people on nature strips and just taking a picture when they are getting out of the way | 1 |
| Have issues with cars parked both sides of the road near the school and in my driveway | 1 |
| Hoppers Crossing Station parking | 1 |
| Issuing of parking fines in local neighbourhood street is not good | 1 |
| Just the caravan parked in the area, it's been there for quite a while, probably needs checking | 1 |
| Lack of parking in and around streets in general should be addressed | 1 |
| Limited parking around schools | 1 |
| Local shops parking is difficult | 1 |
| Lots of cars parked at the entrance of the street | 1 |
| More parking near shopping centres | 1 |
| Next to my house, there are some boys living and they have 6 cars and they park those 6 cars here and there, that's annoying and we need more parking | 1 |
| No parking in Williams Landing railway station after 8 am | 1 |
| Parking | 1 |
| Parking - cars are not parked properly or parked upon the corners, it should be regulated more | 1 |



| | |
|--|---|
| Parking access in local streets, growing children becoming young drivers with nowhere to park near their house | 1 |
| Parking enforcement | 1 |
| Parking enforcement and addressing related issues | 1 |
| Parking enforcement creates havoc during school time | 1 |
| Parking facilities are not proper around the streets | 1 |
| Parking facilities need to be increased Werribee station during the weekdays the car park is completely full you cannot park anywhere nearby | 1 |
| Parking fines are too high | 1 |
| Parking in Westfield Grammer during school time. So difficult to ride bikes. Lot off street parking | 1 |
| Parking is an issue here. People park everywhere, even in front of my house because there are 2 schools here | 1 |
| Parking is not good; vehicles are parking at the corner of the road | 1 |
| Parking is not proper, with no traffic lights in some areas | 1 |
| Parking is so congested, people park on the house parking, school nearby need to arrange parking | 1 |
| Parking issues | 1 |
| Parking issues near Westbourne Grammer. Lot of traffic in the intersection. May need traffic lights to control traffic | 1 |
| Parking of cars on the streets causing blind spots and traffic congestion | 1 |
| Parking on corner as street here are very narrow makes it harder to drive. Council should fine people who park in corner | 1 |
| Parking on roads should not be allowed for trucks in some places | 1 |
| Parking over the street is congested, roads are narrow | 1 |
| People are parking on the street, really bad | 1 |
| People are parking vehicles on the nature strips | 1 |
| People park in street here and there | 1 |
| People parking in front of houses, it's very hard to drive | 1 |
| Poor enforcement of parking in this area, too many cars make road very narrow | 1 |
| So many people parking on street that blocks the way | 1 |
| Street parking is congested | 1 |
| The Council gave me ridiculous fines for parking in front of my house | 1 |
| The parking should be angle parking | 1 |
| There is no parking for disabled people on Plaza, as people are parking there unnecessarily | 1 |
| Theres no parking enforcement around here | 1 |
| Too hard to reverse my cars when many teachers park their cars around my house | 1 |
| Too many cars parked on the narrow streets | 1 |
| Unnecessary vehicles like trucks are parking in narrow streets | 1 |
| Unrealistic parking fines on Wyndham station during peak hours for pickups | 1 |
| Vehicles are being parked at the footpaths finding it difficult for the pedestrians to walk. Vehicles are also parked at the corner blocking the roads | 1 |
| We need designated common parking spaces on each street, ensuring full safety and security for all vehicles | 1 |
| We need more car parking areas to accommodate the growing demand | 1 |
| Why Council allows two trucks parking on the Council land and footpath. 16 Jenni Court Hoppers Crossing | 1 |
| Why our voice about the truck and footpath has been raised many years but not being heard | 1 |

Total

87



| <i>Other</i> | |
|--|------------|
| Lot of the cars on the road makes it hard to drive | 1 |
| Lot of traffic jams happening and many maintenances happening and taking more time | 1 |
| People putting bins on the parking lots in Wakefield St | 1 |
| We can't park our vehicle because of the bus stop | 1 |
| Total | 4 |
| <i>Specific locations</i> | |
| Can get a parking in front of house Synnot St | 1 |
| Council needs to send people occasionally to the bus stop at the end of Dargy Amble because people park everywhere but there are no parking signs, and they ignore it | 1 |
| Emerald Park area parking is very less and need more free parking slots | 1 |
| I got parking fine for parking my vehicle for parking on nature strip I don't understand why have created such a narrow road it's so bad on Botanical Dr | 1 |
| In the local Dohertys school, people are undisciplined with the car parking and dropping off. They get away with unsafe practices while dropping off, it is dangerous and a major annoyance for me | 1 |
| Less parking in Waterfront St and Main St | 1 |
| Main street parking Watton St | 1 |
| More car parking for the Beach Rd | 1 |
| Need more parking areas in Tarneit and Point Cook area | 1 |
| No room for parking on Dabinett St | 1 |
| Not enough parking on streets Centurion Ave | 1 |
| One truck is always parked on the Napier Street | 1 |
| Parking in streets is very annoying in Harry Ct | 1 |
| Parking in Werribee city | 1 |
| Parking issues in Fiona Ct should be addressed | 1 |
| Parking spaces in Black Forest Rd | 1 |
| Policing parking in Watton St | 1 |
| Sneydes Rd - Boardwalk Blvd - Ponsford Dr corner, there is a White Mazda parked there for 4 months, blocking view of traffic | 1 |
| The cars are parked in roads in Manor Lake, Council should impose fines for that | 1 |
| The parking issue should be improved in Imatra Loop | 1 |
| The parking of cars in Harry Ct in roads is dangerous | 1 |
| Trucks parking across streets in St James Wood Dr | 1 |
| Total | 22 |
| Total responses | 113 |

Parks, gardens, and open spaces

There were 86 comments categorised as “parks, gardens, and open spaces” this year, as outlined in the following table.



The most common issues raised in relation to parks, gardens, and open spaces related to cleanliness including rubbish and litter (16 comments), maintenance (16 comments), maintenance of grass on nature strips, streets, and footpaths (10 comments), and grass and weed maintenance (8 comments)

Issues regarding "parks and gardens"

Wyndham City Council - 2024/25 Annual Community Satisfaction Survey

(Number of responses)

| <i>Response</i> | <i>Number</i> |
|---|---------------|
| Parks need to be maintained regularly | 4 |
| Cleaning of parks | 2 |
| More bins in parks because lot of children are in the area | 2 |
| More parks needed in this suburb | 2 |
| More toilets in parks because lot of children are in the area | 2 |
| Need to build more / better parks and gardens for kids and community | 2 |
| Parks and reserves should be well maintained and cleaned properly | 2 |
| Parks bins are not cleaned properly, always full | 2 |
| The parks are not clean, it's dirty | 2 |
| Bolivar Esplanade park needs light for kids at evening time | 1 |
| Bushes are growing till foot length, and they are not cutting it down | 1 |
| Cleanliness of parks is bad, Council is not doing anything, rubbish is everywhere, Council should fine people who throw | 1 |
| Council needs to maintain the parks and reserves as they have long weeds grown in the parks | 1 |
| Council should provide more bins in Saltwater Reserve | 1 |
| Do not maintain the grass or clean properly | 1 |
| Fixing up park | 1 |
| Grass in Presidents Park is a bit long | 1 |
| Grass is overgrown on Boardwalk Blvd | 1 |
| Grass maintenance in Point Cook should be more to make it look cleaner | 1 |
| Hunter Ave playground has no waste bins | 1 |
| Improve greenery | 1 |
| In roundabouts, they plant those pretty plants and that blocks view of small cars, they should maintain it properly | 1 |
| Kingsbridge Blvd grasses and shrubs should be brushed more often | 1 |
| Lack of public spaces | 1 |
| Maintenance of all gardens should be done more often and properly | 1 |
| Maintenance of local parks, keep the nature nice and trimmed. Snakes cannot be seen in big grass | 1 |
| Maintenance of parks and gardens | 1 |
| Maintenance of public areas | 1 |
| Maintenance of public lawn is very bad | 1 |
| Maintenance of side strips of all roads should be done more often and properly | 1 |
| Maintenance of street trees | 1 |
| More amenities in the Talliver Terrace Park | 1 |
| More maintenance of parks and sports facilities | 1 |
| More playgrounds for children | 1 |
| More trees in parks | 1 |
| My biggest concern is uncut grasses in roundabouts really makes driving dangerous. Council should trim them regularly | 1 |



| | |
|--|-----------|
| Need to move the overgrown grass in parks | 1 |
| Neighbourhood grass need to be mowed | 1 |
| No grass on parks just weed, not well maintained | 1 |
| No leisure parks | 1 |
| Overgrown grass in parks | 1 |
| Overgrown weed everywhere, mostly over 1 metre tall | 1 |
| Park near Rainbow Way needs maintenance | 1 |
| Parks are not maintained well; waste is scattered everywhere | 1 |
| Parks don't have many facilities for kids | 1 |
| Parks need shades over the playground equipment | 1 |
| People litter in the park | 1 |
| Pond is never being cleaned | 1 |
| Rainbow Way street lighting should be improved | 1 |
| Roadside garden maintenance is inconsistent. Improve public areas | 1 |
| Saltwater Reserve needs a bit of more landscaping | 1 |
| Some areas of public space need more cleanliness | 1 |
| The Council should maintain the growing grasses on Basinview Dr it really attracts insects | 1 |
| The landscape grass needs to be maintained in Rhonda Cres | 1 |
| The open parks are not monitored for unwanted activities like the barbecue facility where children cause trouble near Brightvale Blvd | 1 |
| The park close to the Point Cook Shopping Centre is dirty | 1 |
| The park doesn't get maintained enough right in the area | 1 |
| The park near Roswater St has no public toilets | 1 |
| The park nearby needs better facilities | 1 |
| The plants and grass in the nature strips should be replaced with flowering plants in this area to enhance its aesthetic appeal and biodiversity | 1 |
| The reserve next to Rivulet Drive / Broadstone Way is always smelly and not cleaned and the water should be flowing stagnant | 1 |
| There is a lot of uncut grass on sides of Princes Hwy, Council needs to do something about it (At back of Jean St, Princes Hwy) | 1 |
| There is large grass field near Dianella St, and it flies in front of our houses, and we have to clean it regularly | 1 |
| They mow grass randomly at late night on Dunnings Rd Service Rd | 1 |
| Waste is not being cleared from the paths | 1 |
| We need more drinking water taps installed across the parks and playgrounds | 1 |
| We need more exercise equipment in the parks and recreational areas to encourage physical activity and promote a healthy lifestyle for the community | 1 |
| We need more parks here. We only have one park (Sahara Way Playground) and it gets so crowded | 1 |
| Weeds are not cleaned properly, when I reported to Council, they sent workers after many months | 1 |
| When they cut the grass, they leave it on the side and let the wind blow. Didn't seem to care less | 1 |
| Total | 81 |



| <i>Other</i> | |
|---|-----------|
| Ants in the parks | 1 |
| Flooding in Lollipop Creek | 1 |
| Kelly Park Centre should be kept | 1 |
| Some people don't mow their lawns properly | 1 |
| While cutting public lawn's grass they told me to move my car and I did it, after they went, I found many scratches on my car | 1 |
| Total | 5 |
| Total responses | 86 |



Respondent profile

The following section provides the demographic profile of respondents to the *Wyndham City Council – 2024/25 Annual Community Satisfaction 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.

Age structure

The sample was weighted by age and gender to reflect the 2021 *Census* profile. It is noted, however, that the unweighted sample was a fair reflection of the age structure of the underlying Wyndham community, which speaks to the effectiveness of the methodology.

Age structure
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Age cohort | 2024/25 (unweighted) | | 2024/25 | 2023/24 | 2022/23 | 2021/22 | 2020/21 |
|-------------------------------------|----------------------|-------------|--------------|--------------|--------------|--------------|--------------|
| | Number | Percent | (weighted) | | | | |
| Young adults (18 to 34 years) | 339 | 28% | 38% | 38% | 38% | 38% | 38% |
| Adults (35 to 44 years) | 444 | 37% | 24% | 24% | 24% | 24% | 24% |
| Middle-aged adults (45 to 54 years) | 204 | 17% | 16% | 16% | 17% | 16% | 23% |
| Older adults (55 - 74 years) | 160 | 13% | 18% | 18% | 18% | 18% | 12% |
| Senior citizens (75 yrs and over) | 55 | 5% | 4% | 4% | 4% | 4% | 4% |
| Not stated | 2 | | 2 | 8 | 5 | 0 | 0 |
| Total | 1,204 | 100% | 1,204 | 1,200 | 1,203 | 1,205 | 1,200 |

Gender

The sample was weighted by age and gender to reflect the 2021 *Census* profile.

Gender
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Gender | 2024/25 (unweighted) | | 2024/25 | 2023/24 | 2022/23 | 2021/22 | 2020/21 |
|---------------------|----------------------|-------------|--------------|--------------|--------------|--------------|--------------|
| | Number | Percent | (weighted) | | | | |
| Male | 706 | 59% | 49% | 49% | 49% | 49% | 50% |
| Female | 490 | 41% | 50% | 50% | 50% | 50% | 50% |
| Non-binary | 5 | 0% | 0% | 0% | 1% | 0% | 0% |
| Prefer another term | 2 | 0% | 0% | 0% | 0% | 0% | 0% |
| Not stated | 1 | | 1 | 4 | 6 | 8 | 0 |
| Total | 1,204 | 100% | 1,204 | 1,200 | 1,203 | 1,205 | 1,200 |



Language spoken at home

In 2024/25, more than half (59% up from 57%) of the 1,204 respondents were from households that spoke a language other than English at home.

This was a significant increase on the 44% recorded in 2022/23.

This result speaks well to the effectiveness of the in-person methodology at engaging with the diverse Wyndham community.

Language spoken at home
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Response | 2024/25 | | 2023/24 | 2022/23 | 2021/22 | 2020/21 | 2019/20 |
|------------------------------------|--------------|-------------|--------------|--------------|--------------|--------------|--------------|
| | Number | Percent | | | | | |
| English | 497 | 41% | 43% | 56% | 53% | 56% | 57% |
| Hindi | 171 | 14% | 12% | 7% | 9% | 10% | 10% |
| Punjabi | 76 | 6% | 8% | 3% | 4% | 3% | 3% |
| Urdu | 36 | 3% | 3% | 2% | 2% | 2% | 1% |
| Teluga | 33 | 3% | 3% | 1% | 2% | 1% | 1% |
| Mandarin | 30 | 3% | 2% | 3% | 3% | 2% | 3% |
| Tagalog (Filipino) | 29 | 2% | 2% | 2% | 2% | 3% | 2% |
| Tamil | 27 | 2% | 3% | 1% | 2% | 2% | 1% |
| Arabic | 22 | 2% | 2% | 2% | 3% | 1% | 2% |
| Gujarati | 17 | 1% | 3% | 1% | 1% | 1% | 1% |
| Malayalam | 16 | 1% | 1% | 0% | 0% | 1% | 0% |
| Bengali | 13 | 1% | 1% | 1% | 1% | 1% | 1% |
| Italian | 11 | 1% | 1% | 2% | 3% | 3% | 3% |
| Chinese, n.f.d | 10 | 1% | 1% | 1% | 0% | 1% | 1% |
| Greek | 10 | 1% | 1% | 1% | 1% | 1% | 1% |
| Nepali | 10 | 1% | 1% | 0% | 0% | 0% | 0% |
| Sinhalese | 10 | 1% | 1% | 1% | 1% | 1% | 1% |
| Spanish | 10 | 1% | 1% | 1% | 1% | 1% | 1% |
| Vietnamese | 9 | 1% | 1% | 1% | 1% | 1% | 0% |
| Amharic | 8 | 1% | 0% | 0% | 1% | 0% | 0% |
| Burmese | 8 | 1% | 0% | 0% | 0% | 0% | 0% |
| Persian | 8 | 1% | 0% | 1% | 0% | 0% | 0% |
| Macedonian | 7 | 1% | 0% | 1% | 1% | 0% | 0% |
| Maltese | 6 | 1% | 1% | 1% | 1% | 1% | 1% |
| Marathi | 6 | 1% | 1% | 0% | 0% | 0% | 0% |
| Thai | 6 | 1% | 0% | 0% | 0% | 1% | 0% |
| Cantonese | 5 | 0% | 0% | 1% | 1% | 0% | 1% |
| Indonesian | 5 | 0% | 0% | 1% | 1% | 1% | 0% |
| Tigrinya | 5 | 0% | 0% | 0% | 0% | 0% | 0% |
| French | 4 | 0% | 0% | 1% | 1% | 1% | 1% |
| Samoan | 4 | 0% | 1% | 1% | 0% | 0% | 1% |
| Somali | 4 | 0% | 0% | 0% | 0% | 0% | 0% |
| All other languages (51 languages) | 85 | 7% | 4% | 6% | 5% | 6% | 5% |
| Not stated | 6 | | 12 | 5 | 12 | 33 | 10 |
| Total | 1,204 | 100% | 1,200 | 1,203 | 1,205 | 1,200 | 1,200 |

Aboriginal and / or Torres Strait Islander

Consistent with previous results, there were 20 (up from eight) respondents identifying as Aboriginal and / or Torres Strait Islander.

Identify as Aboriginal and / or Torres Strait Islander
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Response | 2024/25 | | 2023/24 | 2022/23 | 2021/22 |
|--|--------------|-------------|--------------|--------------|--------------|
| | Number | Percent | | | |
| Yes - Aboriginal | 15 | 1% | 1% | 2% | 1% |
| Yes - Torres Strait Islander | 5 | 0% | 0% | 0% | 0% |
| Yes - both Aboriginal and Torres Strait Islander | 0 | 0% | 0% | 0% | 0% |
| No | 1,161 | 98% | 99% | 98% | 99% |
| Prefer not to say | 23 | | 33 | 26 | 32 |
| Total | 1,204 | 100% | 1,200 | 1,203 | 1,205 |

Household structure

The household structure of respondent households has remained relatively stable over time, with a little more than half being two-parent families, one-fifth couple households without children, 11% group households, and less than 10% sole person or one-parent families.

Household structure
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Structure | 2024/25 | | 2023/24 | 2022/23 | 2021/22 | 2020/21 | 2019/20 |
|--------------------------------|--------------|-------------|--------------|--------------|--------------|--------------|--------------|
| | Number | Percent | | | | | |
| Two parent family total | 613 | 52% | 51% | 45% | 55% | 55% | 60% |
| youngest child 0 - 4 years | 179 | 15% | 16% | 14% | 15% | 15% | 17% |
| youngest child 5 - 12 years | 176 | 15% | 17% | 15% | 20% | 18% | 19% |
| youngest child 13 - 18 years | 117 | 10% | 9% | 6% | 8% | 11% | 10% |
| adult children only | 141 | 12% | 8% | 10% | 12% | 11% | 14% |
| One parent family total | 91 | 8% | 6% | 8% | 10% | 8% | 5% |
| youngest child 0 - 4 years | 9 | 1% | 1% | 1% | 1% | 1% | 1% |
| youngest child 5 - 12 years | 12 | 1% | 1% | 2% | 2% | 2% | 1% |
| youngest child 13 - 18 years | 25 | 2% | 1% | 1% | 2% | 2% | 0% |
| adult children only | 45 | 4% | 3% | 4% | 5% | 3% | 2% |
| Group household | 129 | 11% | 14% | 11% | 8% | 4% | 4% |
| Sole person household | 71 | 6% | 7% | 12% | 7% | 8% | 8% |
| Couple only household | 247 | 21% | 20% | 23% | 18% | 20% | 17% |
| Other | 21 | 2% | 1% | 1% | 1% | 4% | 5% |
| Not stated | 31 | | 18 | 24 | 37 | 46 | 43 |
| Total | 1,203 | 100% | 1,200 | 1,203 | 1,205 | 1,200 | 1,200 |



Household member with disability

The proportion of respondents from households with a member with disability remained at a modest seven percent this year, which remains a little lower than the long-term average since 2016/17 of 11%.

Household member with disability
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Response | 2024/25 | | 2023/24 | 2022/23 | 2021/22 | 2020/21 | 2019/20 |
|--------------|--------------|-------------|--------------|--------------|--------------|--------------|--------------|
| | Number | Percent | | | | | |
| Yes | 83 | 7% | 7% | 15% | 12% | 12% | 8% |
| No | 1,094 | 93% | 93% | 85% | 88% | 88% | 92% |
| Not stated | 27 | | 23 | 20 | 36 | 40 | 16 |
| Total | 1,204 | 100% | 1,200 | 1,203 | 1,205 | 1,200 | 1,200 |

Housing situation

A little more than half (55% up from 50%) of the respondent households owned their home outright.

This result, with more than half homeowners and 16% mortgagor households, may well reflect some confusion or reticence of some respondents as to the difference between homeowners and mortgagor households.

There were 27% (down from 31%) respondents from rental households, which was up on the long-term average of 23%.

Housing situation
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Situation | 2024/25 | | 2023/24 | 2022/23 | 2021/22 | 2020/21 | 2019/20 |
|---------------------------------|--------------|-------------|--------------|--------------|--------------|--------------|--------------|
| | Number | Percent | | | | | |
| Own this home | 646 | 55% | 50% | 35% | 46% | 40% | 52% |
| Mortgage (paying-off this home) | 189 | 16% | 16% | 40% | 33% | 41% | 25% |
| Renting this home | 319 | 27% | 31% | 22% | 20% | 17% | 22% |
| Other arrangement | 28 | 2% | 2% | 3% | 2% | 2% | 1% |
| Not stated | 22 | | 14 | 19 | 38 | 49 | 56 |
| Total | 1,204 | 100% | 1,200 | 1,203 | 1,205 | 1,200 | 1,200 |



Period of residence

The proportion of new residents who had lived in the municipality for less than one year remained stable this year at seven percent, with a further 20% having lived in the municipality for less than five years.

This reflects a return to pre-pandemic levels.

Period of residence in Wyndham
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

| Period | 2024/25 | | 2023/24 | 2022/23 | 2021/22 | 2020/21 | 2019/20 |
|-------------------------|--------------|-------------|--------------|--------------|--------------|--------------|--------------|
| | Number | Percent | | | | | |
| Less than 1 year | 82 | 7% | 7% | 2% | 2% | 2% | 5% |
| 1 to less than 5 years | 242 | 20% | 17% | 5% | 4% | 5% | 21% |
| 5 to less than 10 years | 415 | 34% | 35% | 22% | 25% | 29% | 26% |
| 10 years or more | 464 | 39% | 42% | 71% | 69% | 65% | 48% |
| Not stated | 1 | | 11 | 17 | 20 | 4 | 30 |
| Total | 1,204 | 100% | 1,200 | 1,203 | 1,205 | 1,200 | 1,200 |

The following table outlines the previous municipalities of residence for the 324 respondents who had lived in the municipality for less than five years.

Metropolis Research draws attention to the fact that the most common previous locations of residence of new and newer residents were overseas (20%) and interstate (12%).

The majority of the respondents moving into the City of Wyndham from elsewhere in Victoria were moving from the western suburbs of Melbourne and the City of Melbourne.



Previous municipality**Wyndham City Council - 2024/25 Annual Community Satisfaction Survey***(Number of respondents living in the City of Wyndham for less than 5 yrs)*

| Council | 2024/25 | |
|--------------------|------------|-------------|
| | Number | Percent |
| International | 54 | 20% |
| Interstate | 31 | 12% |
| Hobsons Bay | 23 | 9% |
| Melbourne | 23 | 9% |
| Brimbank | 16 | 6% |
| Hume | 10 | 4% |
| Greater Geelong | 9 | 3% |
| Inerstate | 8 | 3% |
| Melton | 8 | 3% |
| Glen Eira | 7 | 3% |
| Monash | 7 | 3% |
| Whittlesea | 7 | 3% |
| Darebin | 5 | 2% |
| Greater Dandenong | 5 | 2% |
| Maribyrnong | 5 | 2% |
| Yarra | 5 | 2% |
| Knox | 4 | 2% |
| Marribynong | 4 | 2% |
| Banyule | 3 | 1% |
| Boroondara | 3 | 1% |
| Moonee Valley | 3 | 1% |
| Whitehorse | 3 | 1% |
| Cardinia | 2 | 1% |
| Frankston | 2 | 1% |
| Greater Shepparton | 2 | 1% |
| Internation | 2 | 1% |
| Merri-bek | 2 | 1% |
| Mitchell | 2 | 1% |
| Port Phillip | 2 | 1% |
| Stonnington | 2 | 1% |
| Ballarat | 1 | 0% |
| Casey | 1 | 0% |
| Chadstone | 1 | 0% |
| Manningham | 1 | 0% |
| Maroondah | 1 | 0% |
| Moorabool | 1 | 0% |
| Yarra Ranges | 1 | 0% |
| Not stated | 58 | |
| Total | 324 | 100% |



General comments

The following general comments were received from respondents to the *Wyndham City Council – 2024/25 Annual Community Satisfaction Survey*.

There were 165 (up from 74) general comments received from respondents this year, which is more consistent with the historical number of general comments received via the survey.

The most common issues raised related to specific Council services and facilities (26 comments), traffic management related issues (21 comments), comments on parks, gardens, and open spaces (18 comments), comments on safety, policing and crime related issues (14 comments), comments on cleanliness of the local area (12 comments), and generally positive statements about Council (12 comments).

Consistent with the improvements in satisfaction with Council's communication performance this year, there were just eight comments received in relation to Council's communication.

General comments summary
Wyndham City Council - 2024/25 Annual Community Satisfaction Survey
(Number and percent of total responses)

| Response | 2024/25 | | 2023/24 | 2022/23 | 2021/22 |
|--|------------|-------------|-----------|------------|------------|
| | Number | Percent | | | |
| Services / facilities | 26 | 16% | 15% | 16% | 18% |
| Traffic management | 21 | 13% | 5% | 5% | 5% |
| Parks, gardens and open spaces | 18 | 11% | 4% | 8% | 4% |
| Safety, security and crime | 14 | 8% | 5% | 3% | 0% |
| General cleanliness | 12 | 7% | 5% | 6% | 6% |
| General positive | 12 | 7% | 15% | 11% | 12% |
| Animal management | 8 | 5% | 0% | 0% | 0% |
| Communication | 8 | 5% | 12% | 9% | 7% |
| Rates / other fees | 8 | 5% | 3% | 1% | 1% |
| Council governance and management | 6 | 4% | 3% | 7% | 9% |
| Footpath | 4 | 2% | 5% | 1% | 1% |
| Planning, housing and development | 4 | 2% | 3% | 3% | 6% |
| Roads | 4 | 2% | 1% | 5% | 3% |
| Infrastructure | 3 | 2% | 4% | 0% | 1% |
| Parking | 3 | 2% | 1% | 2% | 6% |
| Public transport | 3 | 2% | 1% | 1% | 2% |
| Garbage / green waste collection / recycling | 2 | 1% | 3% | 6% | 4% |
| General negative | 2 | 1% | 1% | 2% | 4% |
| Comments on survey | 1 | 1% | 5% | 7% | 13% |
| Other comments | 6 | 4% | 7% | 7% | 0% |
| Total | 165 | 100% | 74 | 211 | 111 |

The following table outlines the verbatim comments received by respondents, broken down by issue as outlined in the previous table.



General comments**Wyndham City Council - 2024/25 Annual Community Satisfaction Survey***(Number of responses)*

| <i>Response</i> | <i>Number</i> |
|---|---------------|
| <i>Services / facilities</i> | |
| Activity centres and kindergarten should be a priority | 1 |
| Aquatic pool or leisure centre in William's Landing | 1 |
| Bring back the good old Weerama festival | 1 |
| Community events are a waste of money | 1 |
| Embracing the higher education sector and engaging with primary secondary school more is needed | 1 |
| If possible, build a community centre in Truganina | 1 |
| If we have events like candles by candlelight, they should be for free or gold coin donation not costing \$18.90 per adult and children over 12 | 1 |
| Less services overall | 1 |
| Library is so small can't accommodate lot of people | 1 |
| Lots can be done for the youth, but nobody cares or throw them under the bus | 1 |
| Medical centres are always crowded in Tarneit, better facilities needed | 1 |
| More bike paths in Thomas Carr Dr, the area is bit narrow, and we have to share the road with cars in that area | 1 |
| More facilities for the park | 1 |
| Need toilet at the park | 1 |
| New facilities need to be provided rather than just maintaining existing facilities | 1 |
| No good public schools especially in Point Cook | 1 |
| Not enough lights on Bayliss St and the park on Fraser St, making me feel unsafe | 1 |
| Prioritize education | 1 |
| Public schools need to be improved | 1 |
| School needed in William's Landing | 1 |
| Streetlights | 1 |
| The gardens spaces should be improved | 1 |
| The public toilet at Werribee, across the road from KFC is disgusting | 1 |
| The swimming pool at Werribee is too crowded and more expensive than the one at Maribyrnong so I have been going to the one at Maribyrnong | 1 |
| They have very poor customer service | 1 |
| We also need more mobile eateries and food places for visitors | 1 |
| Total | 26 |
| <i>Traffic management</i> | |
| Harsh driving in Dowling Ave, if Council could look through it | 1 |
| Heaths Rd needs widening when it towards Wyndham Vale | 1 |
| Intersection between Waterhaven and roads are dangerous. There should be proper traffic sign | 1 |
| Lots of trucks on roads | 1 |
| Need speed humps in Glastonbury Cct | 1 |
| Need strict rule for truck parking on Council land | 1 |
| Not enough police to control the traffic | 1 |
| Reduce speed limits in residential areas | 1 |



| | |
|---|-----------|
| Reduce the traffic | 1 |
| Road safety | 1 |
| Speed limits are ridiculous in some roads | 1 |
| The intersection of Tarneit Rd and Leakes Rd is supposed to have a speed limit | 1 |
| The Old Geelong Rd is not planned properly. It has bottleneck, can be chaotic during peak hours | 1 |
| There will be too many cars on school days on Spring Dr, so parking is a problem | 1 |
| There are uncontrolled scooters in the way | 1 |
| They should broaden the Sayers Rd and increase the lane and have more lights | 1 |
| They should have an underpass under the Werribee and Hoppers Crossing station to go around as they have hospitals near by | 1 |
| Traffic in general in the streets can be hazardous for children, especially in school zones | 1 |
| Traffic lights at roundabouts | 1 |
| Traffic lights need to be synchronised | 1 |
| Traffic lights on Sayers Rd, Forsyth Rd should be better coordinated so that there will be less traffic | 1 |
| Total | 21 |

Parks, gardens and open spaces

| | |
|--|-----------|
| More trees to be planted | 2 |
| Ask people to mow the weeds, nature strips because they are getting to my knees | 1 |
| Council should work to ensure everyone maintain their front house area like nature strips | 1 |
| Dissatisfied with project about trees | 1 |
| Gardens are kept well | 1 |
| I would like to get trees planted and Council workers to inspect monthly and cut and clean, bark of trees to be picked up | 1 |
| More playgrounds in Werribee needed | 1 |
| More shared areas for children and parks are needed | 1 |
| Need mowing in the reserves more, we're getting snakes now with taller grass | 1 |
| Park down here has a electricity box and it gets in water during heavy rain. Need to check that | 1 |
| Regular maintenance of grass | 1 |
| Sometimes grass cutting is not on time and a lot of dry leaves fall into my house | 1 |
| Street trees maintenance | 1 |
| The Council came and cut the trees at my house as per my request, but they did not do it properly. They only cut half. This is dangerous because it could topple over my roof (Pearce Crt) | 1 |
| The Council should clean the creeks more often and trim the bushes, as this area is prone to snakes | 1 |
| Trees maintenance in little John Ct and John St | 1 |
| We need a park in this area | 1 |
| Total | 18 |

Safety, security and crime

| | |
|---|---|
| Crime / increase in crime | 2 |
| More patrolling at night needed | 2 |
| More security surveillance during the nighttime | 2 |
| Consider the safety of the people | 1 |



| | |
|--|-----------|
| Don't see a lot of police and it worries me a lot, I drive a lot and not see much of them. It gives people who are criminal or people going through hard times opportunity to do dumber things | 1 |
| Need more beach and water patrols | 1 |
| Robbery happening a lot in Werribee and in Fiona Ct of cars | 1 |
| Safety issue should be taken seriously, and perpetrators should not be out on bail! | 1 |
| Safety is the main issue, other than that all good | 1 |
| The crimes are a major issue, everyone is scared in the area | 1 |
| They should really work on their security, there is no record of it | 1 |
| Total | 14 |

General cleanliness

| | |
|---|-----------|
| Bongs rubbish, drug bags on nature strips don't get cleaned | 1 |
| Clean the river up which will help and facilitate the development of restaurants and cafes and business | 1 |
| Cleanliness in neighbouring houses | 1 |
| Dumping rubbish on alleyways, Council should clean these up | 1 |
| Green Park toilets need to be cleaned properly | 1 |
| Have someone check for litter every 3-4 days | 1 |
| More bins in public areas | 1 |
| Nature strips to be kept clean | 1 |
| Not satisfied with the cleanliness | 1 |
| Roads need to be kept clean | 1 |
| Streets to be swept regularly | 1 |
| Trash sitting on Boardwalk Blvd for weeks | 1 |
| Total | 12 |

General positive

| | |
|--|-----------|
| Council is doing a great / good / perfect job | 7 |
| Community is good and the overall I'm satisfied with everything | 1 |
| Nothing special to say, all good facilities than my mother country | 1 |
| Overall, the performance is good but haven't had a chance to get their support | 1 |
| We like Wyndham a lot | 1 |
| We would love to thank the Council for helping us with setting up our business | 1 |
| Total | 12 |

Animal management

| | |
|--|----------|
| Lot of stray cats on roads | 2 |
| Lots of stray cats in the area. When reported the Council says there are not enough cages for the cats | 1 |
| People feeding birds in the area causes a lot of birds to poop all over the place | 1 |
| Some laws should be there for pets. Some animals bark all the night | 1 |
| Some neighbours saw a snake in Forsyth Park, this is very risky | 1 |
| There are numerous rats in the Moorgate streets especially in summers. So, Council should give awareness to residents to not throw away frozen or rotten food openly | 1 |
| There are wild dogs wandering around here | 1 |
| Total | 8 |



Communication

| | |
|--|----------|
| Council needs to have quick responses for residents' queries. Not emails, may be quick call line | 1 |
| Don't know what is going on even though we have newsletters | 1 |
| Follow up better on complaints and make sure to resolve | 1 |
| Make sure to have news rather than social media to inform people | 1 |
| More community engagement would be better | 1 |
| Need more marketing to be done to promote what you do, to people | 1 |
| Need to listen to the people. Not just visiting during elections | 1 |
| They are sitting in their office too much; they should get out more and engage more with people which they are not doing except when they want votes | 1 |
| Total | 8 |

Rates / other fees

| | |
|--|----------|
| Cheaper rates | 2 |
| Budget resources need to be improved | 1 |
| Make use of our rates | 1 |
| No fines when cars are parked anywhere | 1 |
| They do not use the money properly | 1 |
| They should not spend much money on arts | 1 |
| They should use their money to put public toilets in playgrounds | 1 |
| Total | 8 |

Council governance and management

| | |
|--|----------|
| Council is too big | 1 |
| Just stay focused on core stuff so have more money to build things and reduce rates | 1 |
| Keep focusing on core Council services to high standards, e.g. lawn mowing, roads, amenities of the city | 1 |
| Need to review the Council. They are not listening to our residents | 1 |
| Residents needs | 1 |
| They should follow through with projects | 1 |
| Total | 6 |

Footpaths

| | |
|--|----------|
| Footpaths should be improved in Werribee | 1 |
| Need footpaths on both sides of Geelong Rd | 1 |
| Need more footpath to access to the local park at Jenni Ct, Hoppers Crossing | 1 |
| We need footpath on Sayers Rd for kids to go to Laverton to connect the school to the houses | 1 |
| Total | 4 |

Planning, housing and development

| | |
|--|---|
| High density housing and small housing blocks will eventually become disadvantaged | 1 |
| Stop building f**king commission style development | 1 |



| | |
|---|----------|
| Stop building houses in Wyndham | 1 |
| They put enough ways to get out of Wyndham and Werribee, but they put too many houses | 1 |
| Total | 4 |

Roads

| | |
|---|----------|
| Don't make roads too often when it's not necessary | 1 |
| Roads need more work | 1 |
| Tarneit Rd is really really bumpy | 1 |
| There is a hump on Shipwright Pde before Attunga Gr, damaged my car badly | 1 |
| Total | 4 |

Infrastructure

| | |
|--|----------|
| Develop the infrastructure first | 1 |
| The facilities and infrastructure should be improved | 1 |
| They should have proper infrastructure for too many houses | 1 |
| Total | 3 |

Parking

| | |
|---|----------|
| People double parking is such a nuisance | 1 |
| Schools need to move down their parking because my street is squashed with their cars | 1 |
| There are a few white vans who's its owners live in Tarneit but park here, Council should better enforce parking to ensure residents get priority | 1 |
| Total | 3 |

Public transport

| | |
|---|----------|
| Better bus and train frequency for route 191, 192 and Wyndham Vale V Line | 1 |
| Bus service should go from Palmer St to inside the streets for the kids | 1 |
| Bus shelters for buses 191 and 192 would be great | 1 |
| Total | 3 |

Garbage / green waste collection / recycling

| | |
|---|----------|
| Sometimes the bin has not been emptied properly | 1 |
| There is an extra bin in my front yard which isn't mine. What will be the procedure for that? | 1 |
| Total | 2 |

General negative

| | |
|--|----------|
| Council is rubbish | 1 |
| Pick your act up and work for your citizens and not for other citizens | 1 |
| Total | 2 |



| <i>Comments on survey</i> | |
|--|------------|
| Stop doing stupid surveys if you don't care what the people think | 1 |
| Total | 1 |
| <i>Other</i> | |
| Facilitate the development of restaurants and cafes and business | 1 |
| I'm planning to move from this area soon and not going to comment about anything | 1 |
| Less immigration from violent countries | 1 |
| Make Werribee a hotspot for tourism because it is | 1 |
| To save the life of community members | 1 |
| We just moved to this place from another location in Werribee but don't know much regarding the Council or the stuff they do | 1 |
| Total | 6 |
| Total responses | 165 |

Appendix One: survey form



Wyndham City Council - 2025 Annual Community Satisfaction Survey



Hi my name is _____ from Metropolis Research and I am here on behalf of Wyndham City Council.

Council is required, under government regulations to conduct a community satisfaction survey every year, and we would welcome your feedback on the performance of Council.

We would like to invite someone in your household to participate in the survey.

The survey will take approximately 15 mins to complete, is completely confidential and voluntary.

We are hoping to speak to people aged between 15-34 to ensure we have good representation of all age groups within our community, but are happy to speak to anyone in the household.

1

Have you contacted Wyndham Council in the last 12 months?

Yes (*continue*)

1

No (*go to Q.3*)

2

2

On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of how you were served when you last interacted with Wyndham City Council?

1. Overall satisfaction with the customer service experience

0

1

2

3

4

5

6

7

8

9

10

99

3

On a scale of 0 (lowest) to 10 (highest), how satisfied are you with the following aspects of Council communicating with the community?

1. Council's efforts to keep the community informed about its work, services, activities and programs

0

1

2

3

4

5

6

7

8

9

10

99

2. Wyndham Council's website
www.wyndham.vic.gov.au

0

1

2

3

4

5

6

7

8

9

10

99

3. Council's community engagement platform - The Loop

0

1

2

3

4

5

6

7

8

9

10

99

4. Council's efforts to keep the community informed through its social media platforms

0

1

2

3

4

5

6

7

8

9

10

99

5. How easy Council information is to access to understand

0

1

2

3

4

5

6

7

8

9

10

99

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

| | | | | | | | | | | | | | |
|---|--------------|---|---|---|---|---|---|---|---|---|---|----|----|
| 1. Provision of on or off-road / separated bike paths | 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 |
| 2. Provision of shared trails | 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 |
| 3. Enforcement of parking | 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 |
| 4. Enforcement of local laws | 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 |
| 5. Traffic management (e.g., speeding issues and road safety) on Council 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 |
| 6. Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change | 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 |
| 7. Provision and maintenance of street trees | 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 |
| 8. Maintenance of parks, gardens, and open spaces | 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 |
| 9. Maintenance of playgrounds | 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 |
| 10. Protection and conservation of the natural environment and coastal areas | 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 |
| 11. 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 |
| 12. Provision, maintenance and repair of footpaths and shared trails | 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 |
| 13. Maintenance and repair of drains | 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 |
| 14. Provision and maintenance of public toilets | 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 |
| 15. Weekly garbage collection | 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 |

| | | | | | | | | | | | | | |
|---|--------------|---|---|---|---|---|---|---|---|---|---|----|----|
| 16. Regular recycling collection | 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 |
| 17. Green waste collection | 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 |
| 18. Hard waste collection | 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 |
| 19. Council response to dumped rubbish | 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 |
| 20. Maintenance and cleaning of public areas (including litter collection) | 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 |
| 21. Graffiti removal | 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 |
| 22. Public health services including maintenance of food safety | 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 |
| 23. Emergency management preparedness and response | 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 |
| 24. Building control and compliance enforcement | 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 |
| 25. Control and regulation of pets and domestic animals | 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 |
| 26. Activities promoting economic investment in the local area | 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 |
| 27. Economic development activities supporting local businesses | 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 |
| 28. Economic development activities supporting tourism operators | 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 |
| 29. Application, enforcement and compliance of environmental and planning regulations | 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 |

On a scale of 0 (lowest) to 10 (highest), please rate the importance of the following services to the community, followed by your personal level of satisfaction with only the services you or a family member has used in the past 12 months?

(Survey note: Ask importance, then use, then satisfaction only if service has been used in last 12 months)

| | | | | | | | | | | | | | | |
|--|--------------|-----|---|---|---|---|----|---|---|---|---|----|----|--|
| 1. Provision of local libraries | 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 | |
| 2. Provision and maintenance of community centres and neighbourhood hubs | 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 | |
| 3 Provision of Council managed kindergarten 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 | |
| 4. Provision of maternal and child health services (<i>e.g., key ages and stage checks</i>) | 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 | |
| 5. Provision of immunisation 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 | |
| 6. Provision of youth services (<i>e.g. school holiday programs, Youth Resource Centre, street surfer bus, youth programs, drop-ins</i>) | 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 | |
| 7. Provision and maintenance of community facilities and venues for hire (including Wyndham Cultural Centre, Civic Centre function space, Community Hall and Encore Events 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 | |
| 8. Provision of public art, exhibitions, events, arts and cultural activities | 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 | |
| 9. Provision of first-time parent groups | 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 | |

| | | | | | | | | | | | | | | |
|--|--------------|-----|-----|---|---|---|---|----|----|---|---|----|----|--|
| 10. Provision of sleep and settling programs | 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 | |
| 11. Provision of supported playgroups | 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 | |
| 12. Provision of Council's major events | 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 | |
| 13. Town Planning (Statutory Planning Process) | 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 | |
| 14. Provision of the school crossing service | 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 | |
| 15. Provision of sports ovals and other local sporting and outdoor recreation facilities | 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 | |
| 16. Council support to access the child and family services you need and any other services you might need | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 | |
| | Used | Yes | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 | |
| 17. Planning for community infrastructure to meet community need | 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 | |

On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with each of the following aspects of Council performance?

(please circle one number for each aspect)

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|----|----|
| 1. Council's performance in community consultation and engagement | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 2. Council making decisions in the interests of the community | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 3. 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 |
| 4. Council's accountability to the community for leadership and good governance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|----|----|
| 5. Council's responsiveness and agility in meeting the needs of the community | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 6. The degree to which Council practices open and accessible government | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 7. 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 |
| 8. The provision of activities that are accessible to and inclusive of all members of the community | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 9. How well Council does with the money it has available | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 10. How well Council provides the services I need | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 11. Council assistance to get the support service you and your household need | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 12. 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 |
| 13. Council's ability to foster local learning opportunities for all through appropriate infrastructure, services, and advocacy | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 14. 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 |
| 15. Council's work to protect and promote our unique built and cultural heritage | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 16. Promotion and support of local activity centres | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 17. Provision of opportunities for your voice to be heard on issues that are important to you | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 18. Ability to take residents views into account when making decisions that affect them | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

And finally, on the same scale, please rate your satisfaction with the performance of Council across all areas of responsibility.

| | | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|---|---|----|----|
| 1. Overall performance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| If satisfaction rated less than 5, why do you say that? | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |

8

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: | |

9

Please indicate which of the following best describes you.

| | | | |
|---------------|---|------------------|---|
| 15 - 19 Years | 1 | 45 - 54 Years | 4 |
| 20 - 34 Years | 2 | 55 - 74 Years | 5 |
| 35- 44 Years | 3 | 75 Years or Over | 6 |

10

With which gender do you identify?

| | | | |
|------------|---|----------------------|---|
| Male | 1 | Prefer another term: | 4 |
| Female | 2 | _____ | |
| Non-binary | 3 | Prefer not to say | 9 |

11

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

| | | | |
|--------------|---|-------------|---|
| English only | 1 | Other _____ | 2 |
|--------------|---|-------------|---|

12

Do any members of this household identify as Aboriginal and / or Torres Strait Islander?

| | | | |
|--|---|-------------------|---|
| Yes - Aboriginal | 1 | No | 4 |
| Yes - Torres Strait Islander | 2 | Prefer not to say | 9 |
| Yes - both Aboriginal and Torres Strait Islander | 3 | | |

13

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

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

14

What is the structure of this household?

| | | | |
|---|---|---|----|
| Two parent family (<i>youngest 0 - 4 yrs</i>) | 1 | One parent family (<i>youngest 13-18</i>) | 7 |
| Two parent family (<i>youngest 5 – 12 yrs</i>) | 2 | One parent family (<i>adult child only</i>) | 8 |
| Two parent family (<i>youngest 13 - 18 yrs</i>) | 3 | Group household | 9 |
| Two parent family (<i>adult child only</i>) | 4 | Sole person household | 10 |
| One parent family (<i>youngest 0 - 4 yrs</i>) | 5 | Couple only household | 11 |
| One parent family (<i>youngest 5 – 12 yrs</i>) | 6 | Other (<i>specify</i>): _____ | 12 |

15

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 |

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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

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

| |
|--|
| |
| |

**Thank you for your time
Your feedback is most appreciated**