



Greater Dandenong Council

2025 Annual Community Satisfaction Survey

June 2025



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Executive summary

This executive summary provides an overview of the results from the *2025 Annual Community Satisfaction Survey*.

Survey aims and methodology:

Metropolis Research conducted this, Council's independent *Annual Community Satisfaction Survey* as a door-to-door, approximately 15-minute interview survey of 402 respondents conducted from the 12th of April to the 4th of May 2025.

The survey was conducted as a random sample, door-to-door, in-person interview style survey, after being conducted by telephone in recent years by a different service provider.

This in-person method provides a richer interaction with the community, includes a more representative sample of the community, and importantly, recorded a strong response rate of 46%, which reflects well on the strength of the methodology at engaging with the community.

It is important to bear in mind that the survey was conducted by a different service provider in recent years, using a different methodology, using a different survey form, and employing a different scaling approach.

Metropolis Research advises that, in our experience, conducting the survey by telephone will tend to under-represent underlying community satisfaction by approximately two to three percent.

This variation being due in large part to the significantly lower response rate obtained by telephone surveys but is also impacted by the scaling method used for the telephone survey.

The aim of the research was to measure community satisfaction with the broad range of Council provided services and facilities, aspects of governance and leadership, planning and development, customer service, and the performance of Council across all areas of responsibility.

The survey also measured the importance to the community of 46 individual services and facilities and explored the top issues the community feel needs to be addressed in the municipality 'at the moment'.

There were also questions about the preferred methods of Council communicating with the community, the importance of climate change and Council's engagement with climate change, the local sense of community, the perception of safety in public areas of Greater Dandenong, and the extent of housing related financial stress in the community.



Key finding

The key finding from the survey this year was that satisfaction with the overall performance of Greater Dandenong City Council was “very good”, with a score of 7.5 out of 10.

This result was measurably (4%) higher than the 2025 metropolitan Melbourne average satisfaction, as recorded in *Governing Melbourne*, and somewhat (3%) higher than the southeastern region councils’ average.

This was (at the time of publication) the highest satisfaction score recorded across metropolitan Melbourne in 2025.

This was also the equal highest overall satisfaction score recorded by Metropolis Research since it began measuring community satisfaction in Victoria in 2001.

This result was measurably (8%) higher than the long-term average satisfaction since 2015 of 6.4 or “solid”, and was the equal highest score recorded by Metropolis Research since 2001.

Satisfaction with most broad areas of Council performance was notably to measurably higher than the metropolitan average, including overall satisfaction with the customer service experience (6% higher in Greater Dandenong), planning and development (5% higher), overall performance (4% higher), governance and leadership (4% higher), and services and facilities (3% higher).

These results reflect a very strong level of community satisfaction with the performance of the Greater Dandenong City Council.

Some of the stand-out positive individual services and facilities results including services for older people (9% higher in the City of Greater Dandenong), arts and cultural events, programs, and activities (8% higher), services for children (7% higher), community centres / neighbourhood houses (5% higher), Council festivals and events (5% higher), and Council’s website (5% higher).

Public toilets was the key service or facility of concern, recording a satisfaction score of 6.6 out of 10, or “good”, which was somewhat (2%) lower than the metropolitan average.

Metropolis Research identified safety, policing, and crime as the key area of concern to the Greater Dandenong community this year, with 23% raising these as a top three issue, and these respondents were, on average, four percent less satisfied with Council than average.

Other issues that appeared to exert a negative influence on overall satisfaction (for those raising them), included traffic management (31 respondents at 8% less satisfied), general infrastructure (17 at 8% less), cleanliness (17 at 6% less), Council rates, fees, and charges (17 at 5% less), street lighting (22 at 3% less), and road maintenance and repairs (22 at 1% less).



Satisfaction with the performance of Council

Satisfaction with the [overall performance](#) of Greater Dandenong City Council increased measurably and significantly this year, up 13% to 7.5 out of a potential 10, or “very good”.

This result was measurably (8%) higher than the long-term average satisfaction since 2015 of 6.4 or “solid”, and was the equal highest score recorded by Metropolis Research since 2001.

This result was measurably (4%) higher than the metropolitan Melbourne and somewhat (3%) higher than the southeastern region councils’ averages, as recorded in the 2025 *Governing Melbourne* research.

One-third (52%) of respondents (who provided a score) were “very satisfied” with Council’s overall performance (rating satisfaction at eight or more out of 10), whilst four percent were dissatisfied (rating zero to four).

There was some variation in satisfaction with Council’s overall performance observed this year, although most of this variation was not statistically significant, as follows:

- ***Marginal to somewhat HIGHER than average satisfaction*** – included respondents from Springvale / Springvale South, young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), female respondents, respondents from multilingual households, rental households, culturally and linguistically diverse respondents, and seven respondents experiencing financial hardship.
- ***Marginal to somewhat LOWER than average satisfaction*** – included respondents from Dandenong North, middle-aged adults and older adults (aged 45 to 74 years), male respondents, respondents from English speaking households, respondents who had contacted Council in the last 12 months, mortgagor household respondents, respondents from households with a member with disability, six Aboriginal and / or Torres Strait Islander respondents, and four respondents identifying as LGBTIQ+.

The most common reasons why respondents were dissatisfied with Council’s overall performance related to perceived lack of communication, consultation, and engagement. Metropolis Research notes, however, that these concerns can often result from lower satisfaction, rather than be the driver of the lower satisfaction.

Impact of issues on overall satisfaction

The most significant [issues that were negatively related to overall satisfaction](#) (for the respondents who raised the issues) this year included most notably, safety, policing, and crime issues (92 respondents who were an average of 5% less satisfied than average).

Other issues that appear to exert a negative influence on overall satisfaction for the smaller proportion of respondents who raised them included traffic management (31 respondents at 8% less satisfied), general infrastructure (17 at 8% less), cleanliness (17 at 6% less), Council rates, fees, and charges (17 at 5% less), street lighting (22 at 3% less), and road maintenance and repairs (22 at 1% less).



Governance and leadership

Satisfaction with the 10 included aspects of [governance and leadership](#) was 7.5 out of 10, which was identical to the satisfaction with Council's overall performance score.

This is a positive result, which strongly suggests that the performance of the elected Council and senior management in providing quality management and governance was a positive rather than a negative influence on community satisfaction with Council's performance.

Of the 10 aspects of governance and leadership included in the survey, seven were considered the core aspects of governance and leadership, against which a comparison can be made to the metropolitan and southeastern region councils (from *Governing Melbourne*).

The average satisfaction with these seven aspects was 7.5 out of 10, which was somewhat (3%) higher than the southeastern region councils' average (7.2), but measurably (4%) higher than the metropolitan average of 7.1.

Satisfaction with nine of the 10 aspects of governance and leadership were recorded at "very good" levels, including Council's community consultation and engagement (7.7), Council's representation, lobbying and advocacy (7.6), performance meeting its responsibilities towards the environment (7.5), performance maintaining the trust and confidence of the local community (7.5), performance making decisions in the interests of the community (7.5), that Council has a sound direction for the future (7.5), the responsiveness of Council to local community needs (7.5), performance informing the community (7.5), and opportunities by Council to engage / be consulted with on Council decisions (7.3).

Satisfaction with Council's performance providing value for rates was 7.1 out of 10, or a "good" level of satisfaction, and also measurably (4%) higher than the metropolitan average.

Metropolis Research was of the view that governance and leadership issues did not appear as substantive issues to address in the City of Greater Dandenong this year, nor were there more than a handful of comments provided by respondents who were dissatisfied with Council's overall performance that related to concern around Council's governance performance.

Customer service

In 2025, 23% of respondents reported that they had [contacted Council in the last 12 months](#), with the most common methods being by telephone (70%), email (10%), Snap Send Solve (6%), and visits in person (4%), with 95% reporting that this was their preferred method.

The most common [reasons for contacting Council](#) related to rubbish and waste issues (45%), parking (8%), animal and / or pest management (55%), cleanliness and maintenance of the area (5%), Council rates, fees, and charges (5%), and issues with roads and traffic (5%).



The average satisfaction with the five aspects Council's [customer service](#) was 8.3 out of 10, or an "excellent" level, with satisfaction with each individual aspect categorised as "excellent", with scores of more than eight out of 10.

Overall satisfaction with the customer service experience was 8.3 out of 10, which was notably (6%) higher than the metropolitan average of 7.7 or "very good".

Customer service was identified as an over-performing area of Council performance, with satisfaction scores at the upper end of results ever recorded by Metropolis Research.

Services and facilities

The average satisfaction with the 45 Council provided [services and facilities](#) included in the survey was 8.1 out of 10, or an "excellent" level of satisfaction, which was notably (3%) higher than the metropolitan average (7.8).

There were nine services that recorded a satisfaction score measurably higher than the average of all 39 (7.6), and 10 that recorded a satisfaction score measurably lower than the average, as follows:

- **Measurably HIGHER than average satisfaction** – included regular weekly garbage collection (8% higher), regular fortnightly recycling (7%), local library services (7%), support services for people experiencing disadvantage (7%), and fortnightly food and green waste collection (7%).
- **Measurably LOWER than average satisfaction** – included public toilets (15% lower), management of illegally dumped rubbish (6%), major arterial roads and highways managed by VicRoads (6%), planning and / or building permits (6%), sealed local roads managed by Council (5%), and the provision of parking facilities / spaces (5%).

Of the 46 services and facilities included in the survey this year, 40 were also included in *Governing Melbourne* in a format that allowed for direct comparison.

Of these 40 services and facilities, 34 recorded a higher satisfaction score in the City of Greater Dandenong, three recorded identical satisfaction, and three recorded somewhat lower score.

The largest variations in satisfaction [between the City of Greater Dandenong and the metropolitan average](#) were observed for services for older people (9% higher in the City of Greater Dandenong), arts and cultural events, programs, and activities (8% higher), services for children (7% higher), community centres / neighbourhood houses (5%), Council festivals and events (5% higher), Council's website (5% higher), and major arterial roads and highways managed by VicRoads (5% higher).

It is noted that satisfaction with public toilets (2% lower in Greater Dandenong), the enforcement of local laws (1% lower), and the management of illegally dumped rubbish (1% lower) were the only services to record lower satisfaction in the City of Greater Dandenong.



Satisfaction with all but one service recorded scores higher than the overall satisfaction with Council this year (7.5), suggesting most services and facilities were a generally positive influence on satisfaction with Council’s overall performance. Public toilets was the only service to record a lower satisfaction score than overall satisfaction with Council (6.6 compared to 7.5).

None of the 39 services and facilities included in the survey this year received “solid”, “poor”, “very poor”, or “extremely poor” categorised scores, with all being categorised as “good” or better levels of satisfaction.

Planning and development outcomes

Respondents were asked to rate their satisfaction with four [planning and development outcomes](#), including the design of public spaces (8.0), the protection of local heritage (8.0), the appearance and quality of new developments (7.8), and the size, height, and setbacks of buildings being developed (7.6).

Satisfaction with all four of these planning and development outcomes were measurably higher than the metropolitan average, as recorded in *Governing Melbourne*.

It is noted that planning issues were not prominent in the survey this year, with just three percent raising planning and development related issues as a [top three issue](#).

Issues to address for the City of Greater Dandenong

The most common [issues to address in the City of Greater Dandenong ‘at the moment’](#) included safety, policing, and crime issues (23%), traffic management (8%), car parking and enforcement (7%), the provision and maintenance of street trees (5%), road maintenance and repairs (5%), and street lighting (5%) related issues.

When compared to the metropolitan average, as recorded in the 2025 *Governing Melbourne* research, the following variations were noted:

- **MORE commonly raised in the City of Greater Dandenong** – included safety, policing, and crime issues (23% compared to 7%), homelessness issues (4% compared to 1%), cleaning and maintenance of the local area (4% compared to 2%), and general infrastructure (4% compared to 1%).
- **LESS commonly raised in the City of Greater Dandenong** – included road maintenance and repairs (5% compared to 9%), rubbish and waste issues including kerbside collections (3% compared to 7%), and issues with parks, gardens, and open spaces (1% compared to 5%).

These issue results were consistent with other key findings in the research this year, including:



- **Perception of safety** – the significance of this issue was consistent with the significantly lower [perception of safety in the public areas](#) of the City of Greater Dandenong [at night](#) (12% lower than the metropolitan average), in public areas [during the day](#) (6% lower), [in and around local activity centres](#) (4% lower).
- **Roads and traffic management** – including satisfaction with major arterial roads and highways managed by VicRoads, sealed local roads managed by Council, and local traffic management recorded higher satisfaction than the metropolitan average. Roads and traffic management were, however, among the services with the lowest satisfaction scores in Greater Dandenong this year, reinforcing they remain issues of concern in the community.
- **Kerbside collection services** – satisfaction with the kerbside collection services were all higher than the metropolitan average, and among the services recording the highest satisfaction scores this year, consistent with the lower-than-average proportion raising it as an issue.
- **Parking issues** – satisfaction with parking enforcement (1% higher in Greater Dandenong) was higher than the metropolitan average, but still among the services recording the lowest satisfaction scores this year.

Perception of safety

Respondents were asked to rate their [perception of safety in the public areas of the municipality](#) during the day (7.9 out of 10, with four percent feeling unsafe), in and around the local shopping district / centre (7.5 with three percent feeling unsafe), waiting for / travelling on public transport (7.3 out of 10, with five percent feeling unsafe), and in the public areas at night (6.1, with 20% feeling unsafe).

These results were all measurably lower than the metropolitan Melbourne average perception of safety results, as recorded in Governing Melbourne. Of these, the largest gap was recorded for the perception of safety in public areas at night, which was 12% lower in the City of Greater Dandenong than the metropolitan average.

The most common reasons why respondents felt unsafe related to concerns around various types of people (31 comments), concerns around drugs and alcohol (24 comments), incidents of crime and break-ins (16 comments), violence and anti-social behaviour (10 comments), concerns around crime and perceived lack of policing (10 comments), and the perception of safety at night and lighting issues (7 comments).

It is noted that 23% of respondents nominated safety, policing, and crime related issues as one of the top three issues to address, more than three times the metropolitan average of seven percent.

The respondents who raised safety, policing, and crime issues were, on average, five percent less satisfied with Council's overall performance than the average, which implies the issues appear to exert a negative influence on respondents' satisfaction with Council's overall performance.



Preferred methods of communication

The two most common methods by which respondents would [prefer Council to communicate with them about news, information, and events](#) were via the Council newsletter delivered to their letterbox (63%) and emailed to them (50%).

Other methods which respondents preferred included the website (26%), a text message (23%), social media (19%), and advertising in the local newspaper (17%).

These results, whilst highlighting the importance of the Council newsletter, also reinforce that the community prefers that Council communicate with them via a variety of methods, with the choice of method often related to the nature of the information.

There was also substantial variation in these results observed by respondent profile, particularly age structure and language spoken at home.

Climate change

On average, respondents rated their [concern about climate change](#) at 7.8 out of 10, with 68% feeling “very concerned” (i.e., rated concern at eight or more) and five percent “unconcerned” (i.e., rated concern at less than five).

The importance of [Council’s responsibility to respond to climate change](#) at 7.8 out of 10, with 62% considering it “very important”, and three percent “unimportant”.

Housing related financial stress

A total of 108 of the 181 (59%) of mortgagor and rental household respondents reported that their housing costs placed some [stress on the household’s finances](#), with rental households more likely to report no housing related financial stress than mortgagor households.

Sense of community

Respondents were asked to rate their agreement with eight statements about the local [sense of community](#).

The average agreement with these statements varied from strong to very strong levels of agreement. Scores ranged from 7.7 for respondents agreeing that they could turn to the neighbours for help, to a high of 8.2 for agreement that the Greater Dandenong community is welcoming of people from diverse cultures and backgrounds.



Introduction

Metropolis Research Pty Ltd was commissioned by Greater Dandenong City Council to undertake this, its first independent *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 on a range of additional issues of concern in the municipality.

The survey explored the following:

- Satisfaction with Council's *overall performance*.
- Satisfaction with aspects of Council's *governance and leadership performance*.
- Importance of and satisfaction with 46 *Council services and facilities*.
- Satisfaction with aspects of *planning and development*.
- Satisfaction with aspects of Council's *customer service performance*.
- *Issues of importance* to address in the coming year and the relationship between these issues and satisfaction with Council's overall performance.
- *Method of communication*.
- Concern about *climate change*, and importance of *Council's responsibility to response to climate change*.
- *Housing related financial stress*.
- *Perception of safety* in the public areas of the municipality.
- Aspects of the local *sense of community*.
- Respondent profile.

Rationale

The *Annual Community Satisfaction Survey* has been designed to provide Council with a wide range of information covering community satisfaction, community sentiment and involvement.

The survey meets the requirements of the Local Government Victoria (LGV) annual satisfaction survey by providing importance and satisfaction ratings for the major Council services and facilities as well as scores for satisfaction with Council overall.

The *Annual Community Satisfaction Survey* provides in-depth coverage of Council services and facilities as well as additional community issues and expectations.



This information is critical to informing Council of the attitudes, levels of satisfaction and issues facing the community in the City of Greater Dandenong.

A particular strength of this survey program is identifying the issues of importance to the community and how these issues may be impacting on community satisfaction with the performance of Council.

In addition, the *Annual Community Satisfaction Survey* includes a range of demographic and socio-economic variables against which the results can be analysed.

For example, the survey includes data on age structure, gender, language spoken at home, disability, period of residence, and household structure.

By including these variables, satisfaction scores can be analysed against these variables and issues that sub-groups in the community have with Council's performance or services can be identified.

Methodology and response rate

The *Annual Community Survey* was conducted as a door-to-door, in-person, interview style survey of approximately 15 minutes duration.

The survey was conducted of a randomly approached sample of households (of all dwelling types) drawn proportionally from across each of the suburbs and localities comprising the City of Greater Dandenong.

The door-to-door, face-to-face interview style survey methodology was employed for this project, as it provides the richest interaction with residents, encourages their thoughtful participation in the research, records a substantially higher response rate, and provides a sample that is more representative of the underlying Greater Dandenong community than can be obtained via other methods.

The surveying was completed from the 12th of April till the 4th of May 2025.

Most surveys were completed on Saturdays and Sundays from 11am till 5pm, as this is the best time to ensure that the sample is most randomly selected and therefore representative of the underlying population, with no more than 15% completed daylight hours weekdays.

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

The final sample of surveys were then weighted by age and gender, to ensure that each age / gender group contributed proportionally to the overall municipal result.



A total of 1,810 households were approached with a view to inviting them to participate in the research. Of these:

- No answer - 942
- Refused – 466
- Completed - 402

This provides a response rate of 46%, which represents the proportion of households personally invited to participate in the research who participated.

This very strong response rate reflects well on the door-to-door methodology, as well as the level of engagement of the Greater Dandenong community with their local council.

The 95% confidence interval (margin of error) of these results is plus or minus 4.4% at the 50% level. In other words, if a yes / no question obtains a result of 50% yes, it is 95% certain that the true value of this result is within the range of 46% and 54%.

This is based on a total sample size of 402 respondents, and an underlying population of the City of Greater Dandenong of approximately 158,500.

The 95% confidence level around the precinct level results is approximately plus or minus 11%, based on an average sample size of approximately 80 respondents, but varies from eight percent (Noble Park / Noble Park North) to 12% (Dandenong North).

The 95% confidence level around the gender-based results is approximately plus or minus seven percent, and for the age groups averages around plus or minus 10%.

Governing Melbourne

Governing Melbourne is a service provided by Metropolis Research since 2010. *Governing Melbourne* included a sample of 800 respondents in 2025.

The sample is drawn in equal numbers from every municipality in the metropolitan area and then weighted by age and gender to reflect the profile of the metropolitan community.

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of the survey *Greater Dandenong City Council – 2025 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 comparisons against the metropolitan Melbourne average, which includes all municipalities located within the Melbourne Greater Capital City Statistical Area as well as the Southeastern region (which includes Cardinia, Casey, Frankston, Greater Dandenong, Kingston, and the Mornington Peninsula).



Glossary of terms

Precinct

The results of this report are presented at both the municipal and precinct level. The term precinct is used by Metropolis Research to describe the sub-municipal areas for which results are presented, as agreed with officers of Council. The precinct boundaries are most often the sub-municipal areas as presented in Council's *Community Profile*.

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.

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 3.3%.



In other words, if a yes / no question was to obtain a 50% yes result, it is 95% certain that the true value is between 46.7% and 53.3%.

Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results.

Metropolis Research has worked primarily with local government and developed these categories as a guide to satisfaction with the performance of local government across a wide range of service delivery and policy related areas of Council responsibility.

The scores presented in the report and are designed to give a general context about satisfaction with variables in this report, 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.

Precinct

The results of the survey are presented in this report at the precinct level, as outlined in the following table. The underlying data was collected at the SAL1 level, so results can be extracted for bespoke areas on request.

Precinct
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

<i>Suburb</i>	<i>Sample size (weighted)</i>	
	<i>Number</i>	<i>Percent</i>
Noble Park / Noble Park North	103	26%
Springvale / Springvale South	93	23%
Dandenong	77	19%
Keysborough	71	18%
Dandenong North	58	14%
Total	402	100%



Council's overall performance

Respondents were asked:

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

Satisfaction with the performance of Greater Dandenong City Council ‘across all areas of responsibility’ or overall performance was 7.5 out of a potential 10 this year.

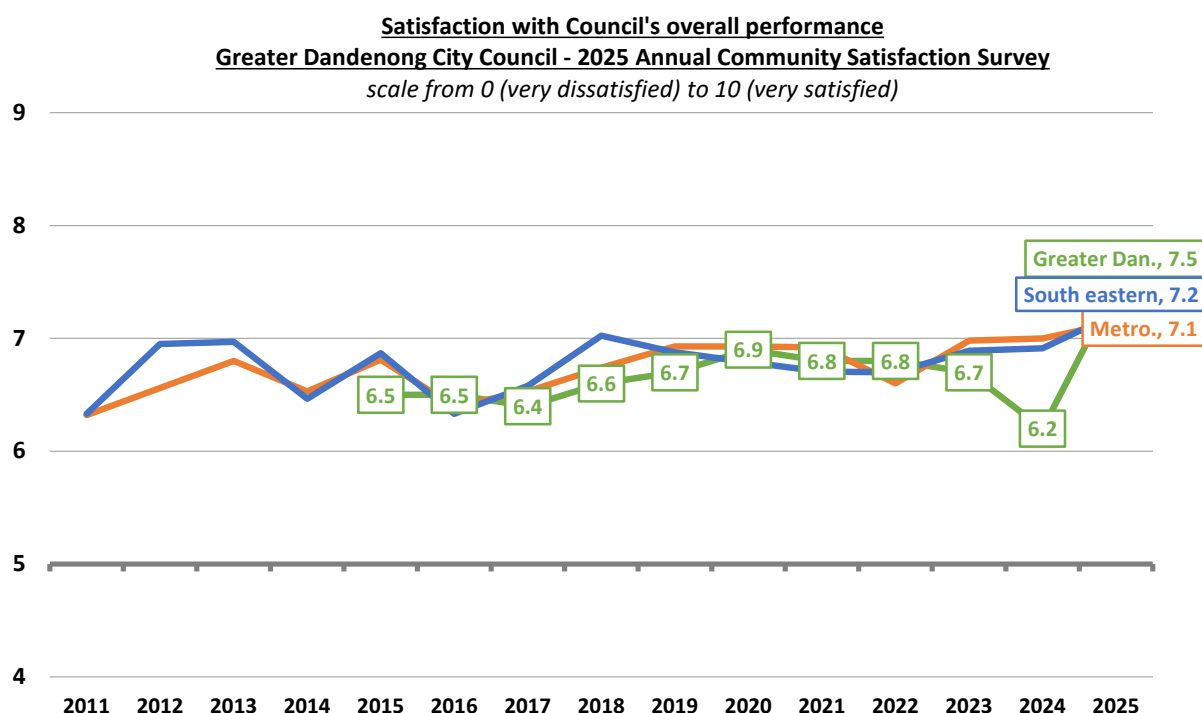
This was a “very good” level of satisfaction, and measurably (8%) higher than the long-term average satisfaction with Greater Dandenong City Council since 2015 (6.7).

This was the highest satisfaction score recorded for the City of Greater Dandenong and was the equal highest satisfaction score recorded by Metropolis Research since it began measuring community satisfaction with local government in metropolitan Melbourne in 2001.

This result was a measurable and significant (13%) or statistically significant increase in satisfaction from the unusually low 6.2 recorded in 2024, which was “solid” level of satisfaction. This 2024 result was measurably (5%) lower than the long-term average satisfaction since 2015 of 6.7 out of 10, or a “good” level of satisfaction.

By way of comparison, this result was measurably (4%) higher than the metropolitan average (7.1), and notably (3%) higher than the southeastern region councils’ average of 7.2, both categorised as “good”.

These comparison results were sourced from the 2025 *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same, door-to-door, in-person methodology.



Commentary on change in methodology

It is important to bear in mind that the previous results were conducted by a different service provider, using a different methodology (telephone compared to door-to-door), and using a different survey form and approach to the scaling of results.

Metropolis Research notes that the telephone methodology will tend to under-report satisfaction scores in the order of two to three percent compared to door-to-door, in-person surveys. This variation reflects a range of factors, including most importantly, the substantially lower response rate typically obtained by telephone surveys.

Telephone surveys will typically record response rates of 15% to 25%, whilst the in-person, door-to-door methodology employed by Metropolis Research typically records a response rate between 35% and 50%.

This higher response rate ensures participation from a greater cross-section of the community, and therefore more residents who are more positively disposed to Council than the lower response recorded by telephone.

It is also noted that the indexing of a five-point scale question will accentuate variation in satisfaction. This is because respondents only have five points against which to rate satisfaction (from very poor to very good). When this result is then indexed onto a 100-point scale (as reported in the state government reporting) or on the 10-point scale (used in this report), the difference between each of the five points on the scale is 25%.

In other words, a score of three out of five is an index score of five out of 10, or 50 out of 100. A score of four out of five is an index score of 7.5 out of 10, or 75 out of 100, which is a difference of 25%.

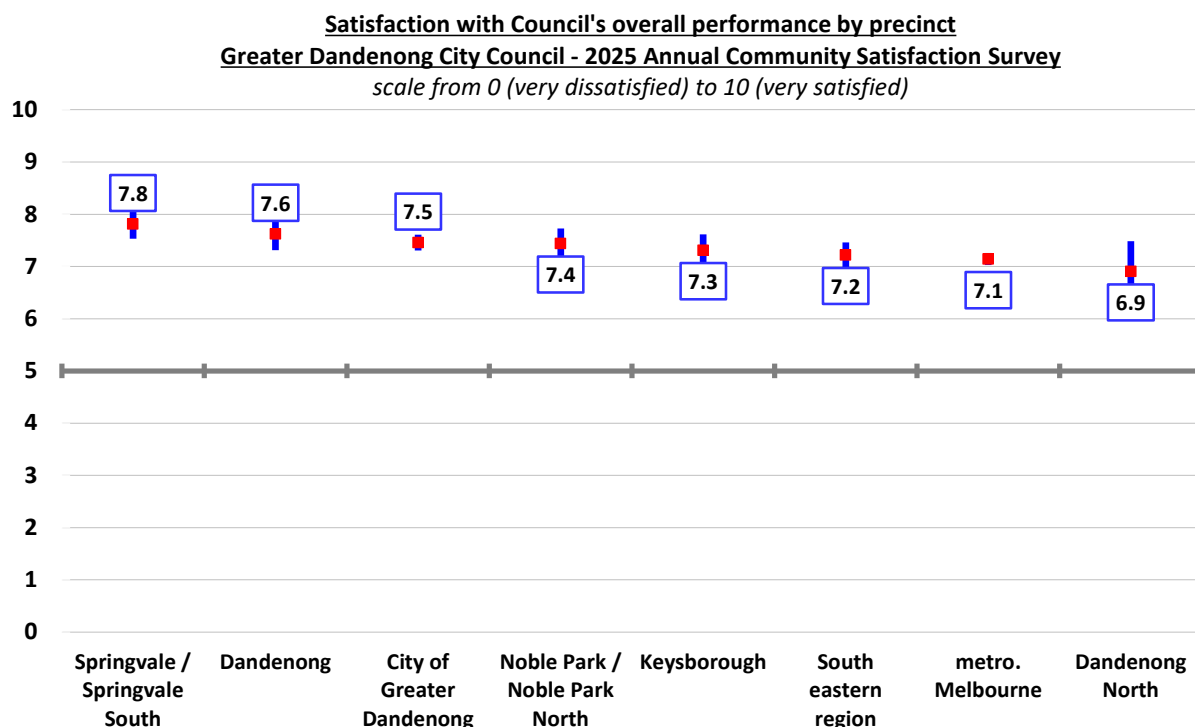
The 11-point decimal scale used by Metropolis Research has a 10% difference between each of the 11 points on the scale. This provides for a more nuanced satisfaction score by respondents, whereas the indexing of a five-point scale can over-emphasise variation in satisfaction.

Satisfaction by precinct

Whilst there was no measurable (statistically significant) variation in satisfaction with Council's overall performance observed across the municipality, it is noted that respondents from Springvale / Springvale South were somewhat (3%) more satisfied than average, and at an "excellent" level.

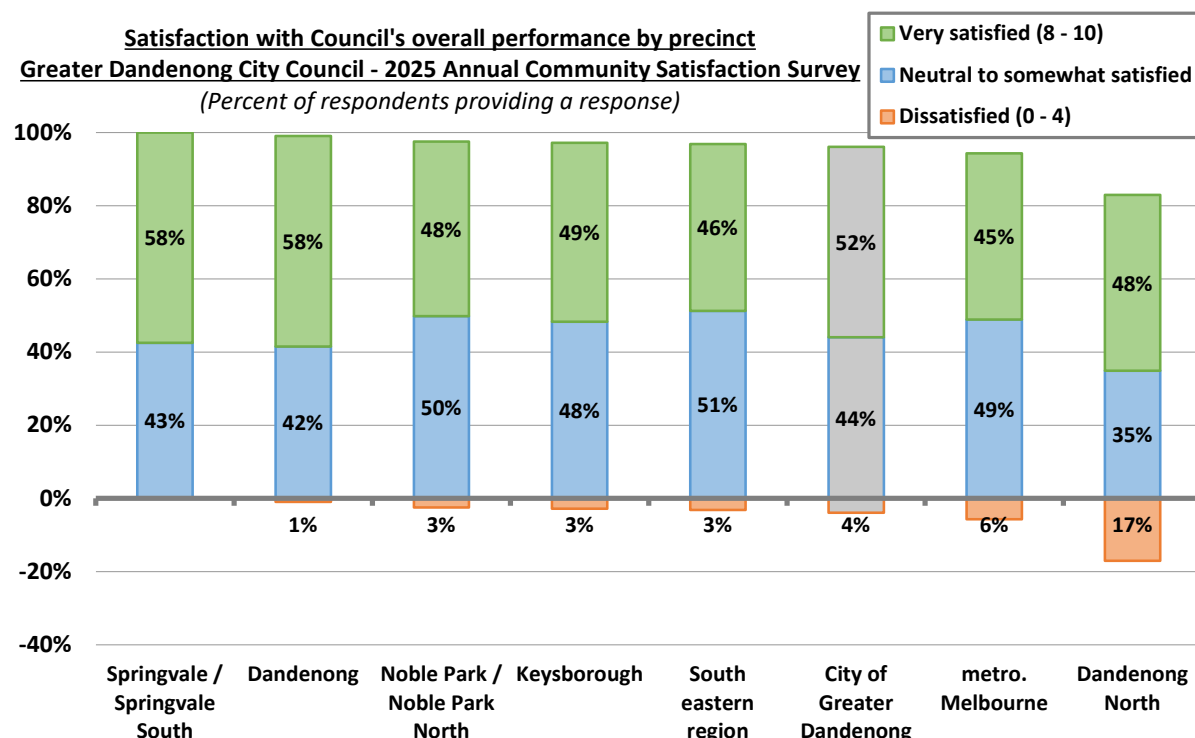
By contrast, respondents from Dandenong North were somewhat (3%) less satisfied than average, and at a "good", rather than a "very good" level.





The following graph provides a breakdown of these results into the proportion of respondents (who provided a 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 out of 10).

More than half (58%) of the respondents from Springvale / Springvale South and Dandenong were “very satisfied” with Council’s overall performance. By contrast, 17% of respondents from Dandenong North were “dissatisfied”.



Satisfaction by respondent profile

The following section provides a comparison of satisfaction with Council's overall performance by respondent profile, including age structure, gender, language spoken at home, contact with Council, household disability status, housing situation, and diverse population groups.

There was some variation in satisfaction observed by respondent profile, with attention drawn to the following:

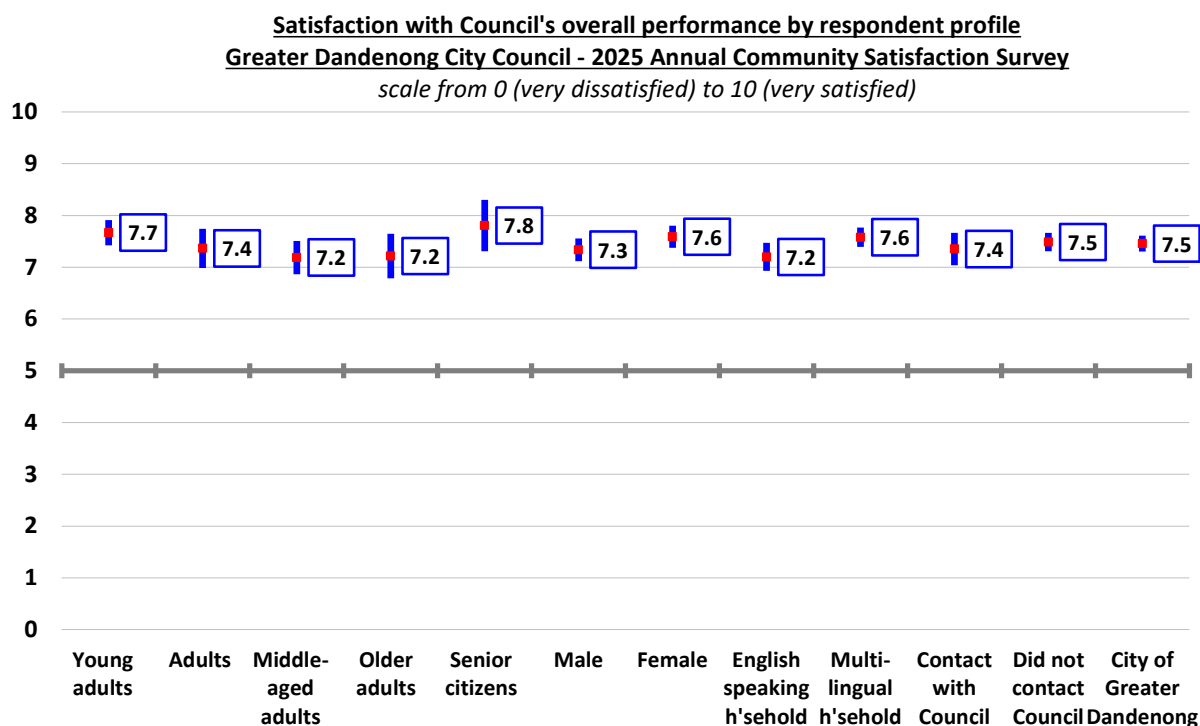
- ***Marginal to somewhat HIGHER than average satisfaction*** – included young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), female respondents, respondents from multilingual households, rental households, culturally and linguistically diverse respondents, and seven respondents experiencing financial hardship.
- ***Marginal to somewhat LOWER than average satisfaction*** – included middle-aged adults and older adults (aged 45 to 74 years), male respondents, respondents from English speaking households, respondents who had contacted Council in the last 12 months, mortgagor household respondents, respondents from households with a member with disability, six Aboriginal and / or Torres Strait Islander respondents, and four respondents identifying as LGBTIQ+.

This pattern of satisfaction by respondent profile was broadly consistent with results observed elsewhere by Metropolis Research over many years, particularly the variation by age structure.

It is also commonly observed that respondents who had contacted Council in the last 12 months were almost always less satisfied than respondents who had not contacted Council.

Metropolis Research notes, however, that the difference in satisfaction between those who had contacted Council and those who had not, was unusually small. This is a very positive result reflecting well on the performance of Council providing quality customer service.

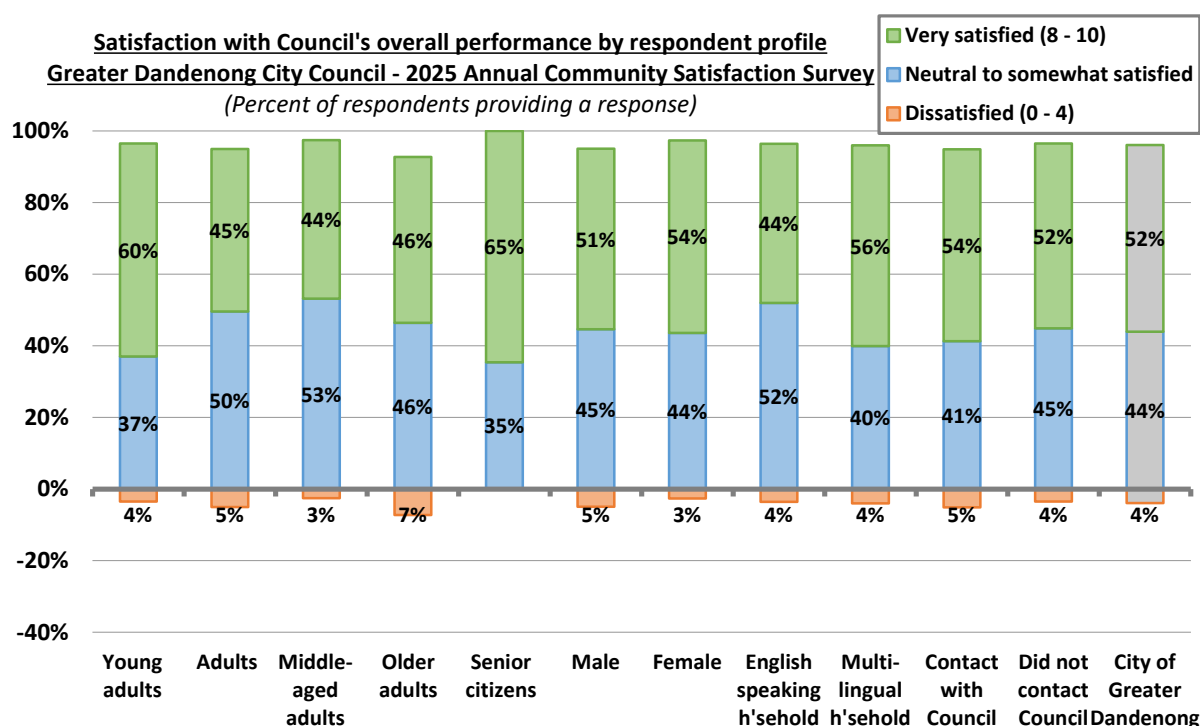


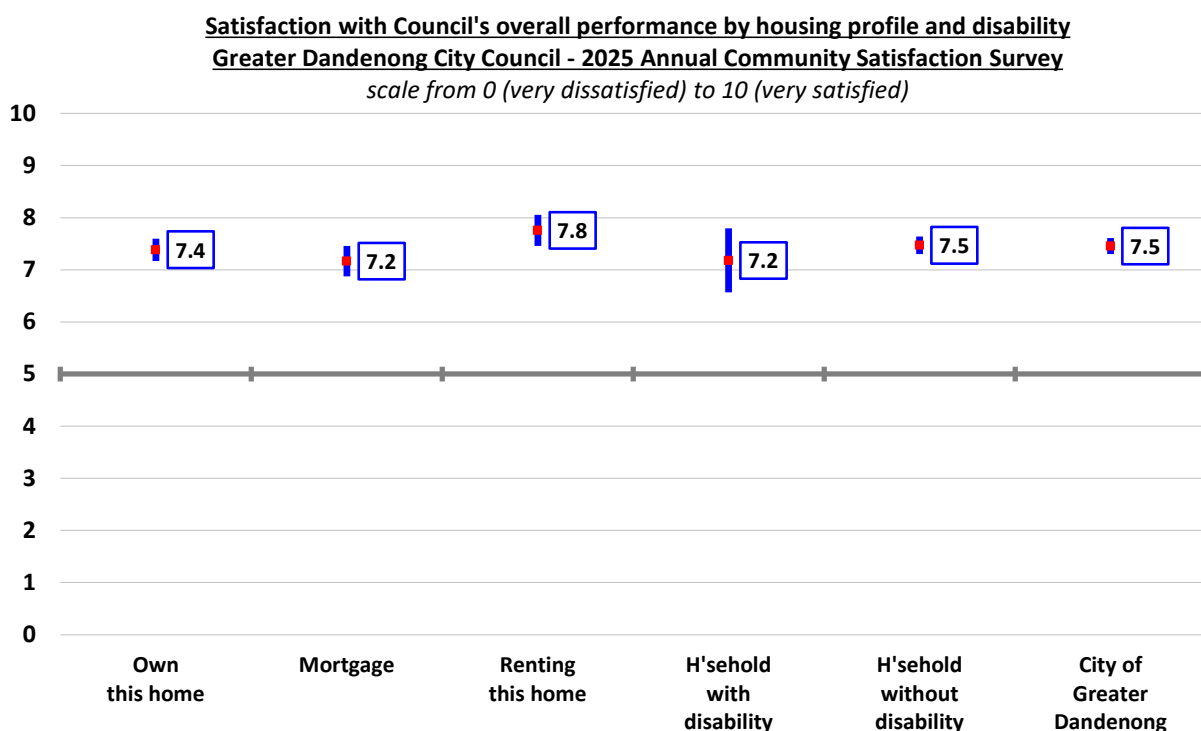


Approximately two-thirds of the young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) were “very satisfied” with Council’s overall performance.

By contrast, it is noted that seven percent of older adults (aged 60 to 74 years) were “dissatisfied”.

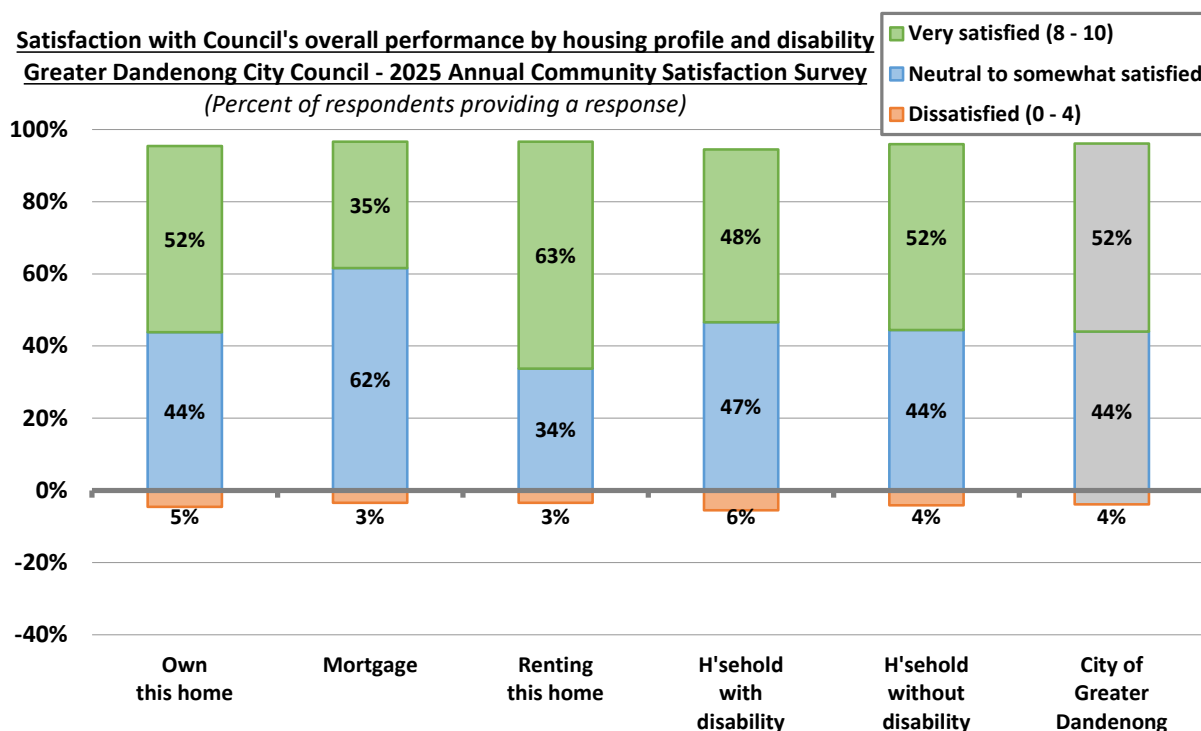
These are very positive results, reflecting high levels of satisfaction with Council, with very few respondents reporting dissatisfaction

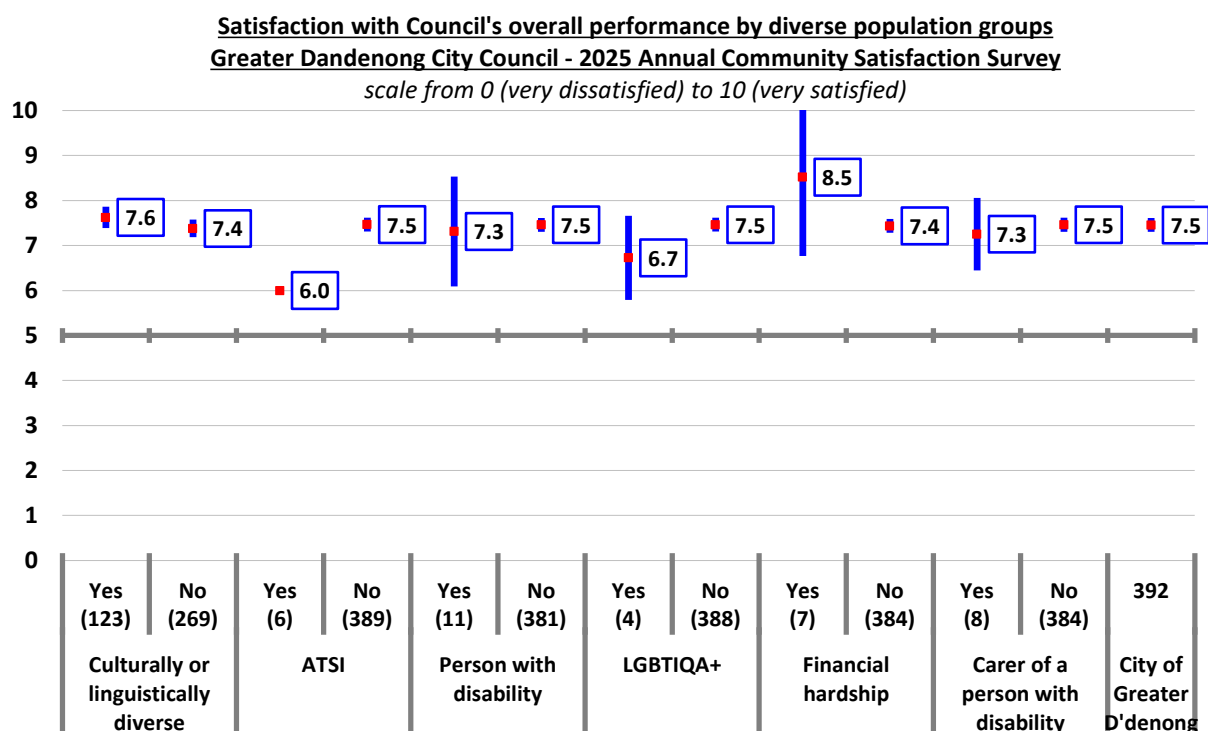




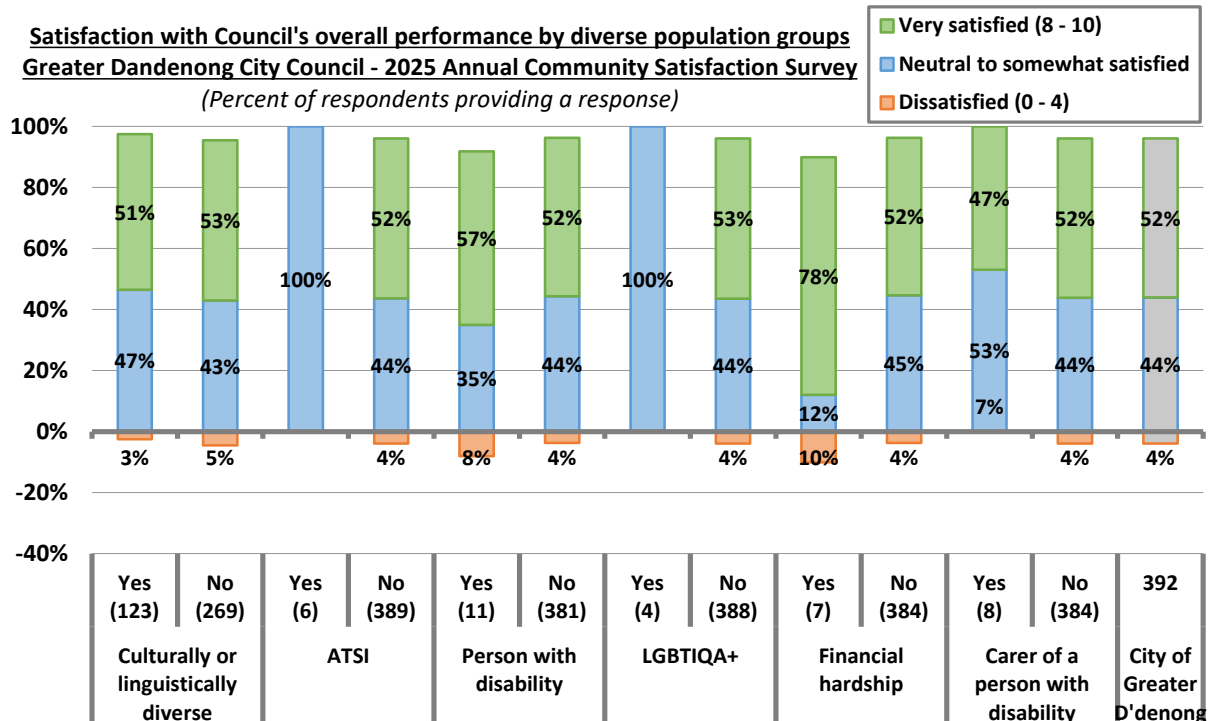
Approximately two-thirds of the rental household respondents were “very satisfied” with Council’s overall performance, whilst just 35% of the mortgagor household respondents were “very satisfied”.

The fact that no more than six percent of respondents from any of these sub-groups were “dissatisfied” with Council’s overall performance (including respondents from households with a member with disability) reflect well on the performance of Council.





It is noted that all of the small sample of respondents identifying as Aboriginal and / or Torres Strait Islander and LGBTIQ+ were “neutral to somewhat satisfied” with Council’s overall performance.



Satisfaction by top issues for the City of Greater Dandenong

The following graph shows the average overall satisfaction score for respondents nominating each of the top 11 issues to address for the City of Greater Dandenong ‘at the moment’, with a comparison to the overall satisfaction score of all respondents (7.5), as well as a comparison to the 267 respondents who did not nominate any issues to address (7.8).

The detailed analysis of the top issues is discussed in the [Current Issues for people living in Greater Dandenong](#) section of this report.

This data explores the relationship between the issues raised by respondents and their satisfaction with the Council’s overall performance.

The data does not prove a causal relationship between the issue and satisfaction with Council’s overall performance but does provide meaningful insight into whether these issues were likely to be exerting a positive or negative influence on these respondents’ satisfaction with Council’s overall performance.

Clearly the number of respondents nominating each of these 11 issues varied substantially, which is reflected in the size of the blue vertical bars (the 95% confidence interval).

A total of 151 respondents (38% of the total sample) did not have any issues they felt needed to be addressed ‘at the moment’ for the City of Greater Dandenong.

Naturally, these respondents were significantly more satisfied than respondents who did nominate issues to address, and they rated satisfaction with Council’s overall performance three percent higher than the municipal average at 7.8 out of 10, an “excellent” level of satisfaction.

Metropolis Research does note the 37% of respondents who did not raise any issues to address, suggesting that this result reflects a strong degree of underlying satisfaction with the performance of Council.

The most prominent issue for the City of Greater Dandenong at the moment was clearly safety, policing, and crime related issues (92 respondents).

The respondents who raised safety, policing, and crime issues were, on average, five percent less satisfied with Council’s overall performance than the municipal average, suggesting that this issue did exert a negative influence on overall satisfaction for the respondents who raised the issue.

The significance of this issue was consistent with the significantly lower [perception of safety in the public areas](#) of the City of Greater Dandenong [at night](#) (12% lower than the metropolitan average), in public areas [during the day](#) (6% lower), [in and around local activity centres](#) (4% lower).

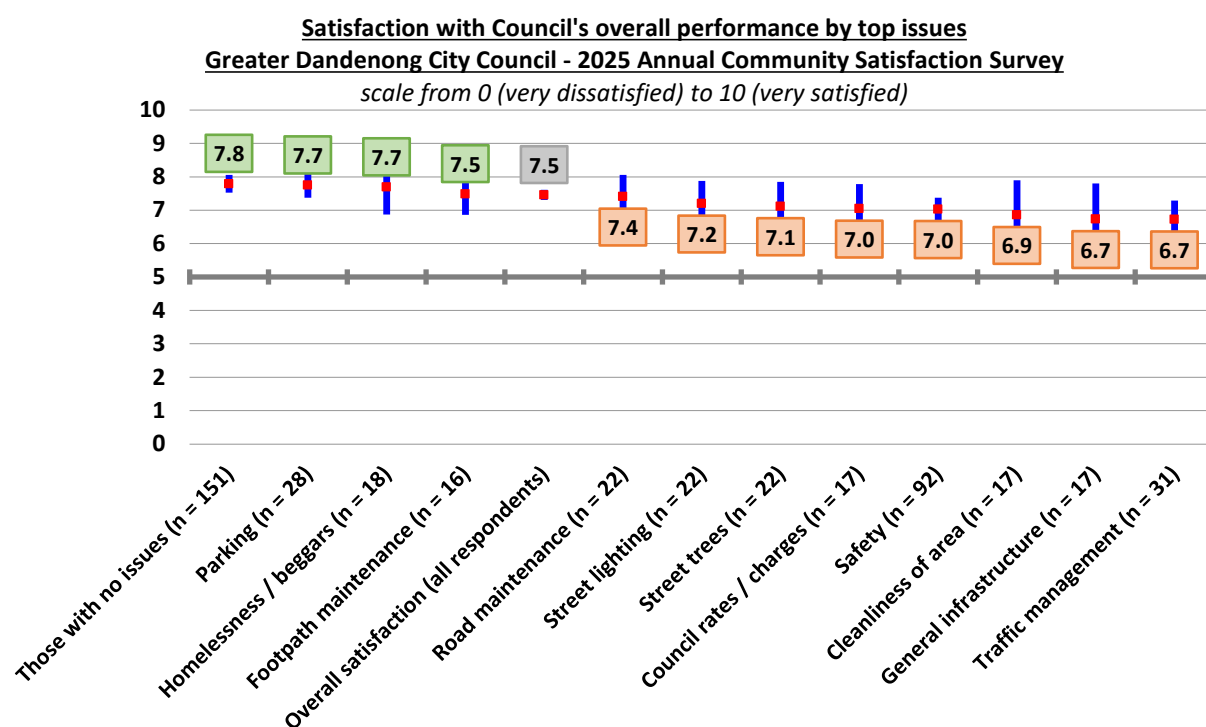


These results reinforce the importance of safety, policing and crime issues to the Greater Dandenong community at the moment, and that this concern may well be negatively impacting on the overall satisfaction with the Greater Dandenong City Council.

This does not necessarily imply community dissatisfaction with Council’s efforts in relation to community safety, as it may also, to some extent, be reflecting lower general sentiment in response to heightened sense of concern or fear in the community about crime and policing.

As outlined in the following graph there were a range of other issues that were also likely to be exerting a negative influence on overall satisfaction with Council, albeit with a smaller number of respondents raising several of these issues.

These issues include traffic management (31 respondents at 8% less satisfied), general infrastructure (17 at 8% less), cleanliness (17 at 6% less), Council rates, fees, and charges (17 at 5% less), street lighting (22 at 3% less), and road maintenance and repairs (22 at 1% less).



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

The table displays the proportion of respondents who were “dissatisfied” with Council’s overall performance who nominated each of the top 14 issues, compared to the proportion of all respondents who nominated each issue.

This table shows that respondents who were “dissatisfied” with Council’s overall performance were notably more likely to raise each of the most common issues than the average of all respondents.



Metropolis Research advises, however, that it is important to bear in mind the small sample of just 15 respondents who were “dissatisfied” with Council’s overall performance.

Top issues for Greater Dandenong of respondents' dissatisfied with overall performance

Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey

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

Issue	Dissatisfied respondents		All respondents
	Number	Percent	
Safety, policing and crime	6	40%	23%
Traffic management	3	20%	8%
Cleanliness and maintenance of area	2	13%	4%
Drains maintenance and repairs	2	13%	0%
General infrastructure provision and maintenance	2	13%	4%
Homelessness / beggars	2	13%	4%
Provision and maintenance of street trees	2	13%	5%
Street lighting	2	13%	5%
Building, housing, planning and development	1	7%	3%
Children activities and facilities	1	7%	1%
Council rates / charges	1	7%	4%
Hard rubbish collection	1	7%	1%
Housing availability / affordability	1	7%	2%
Road maintenance and repairs	1	7%	5%
Youth activities, services and facilities	1	7%	1%
All other issues (30 separately identified issues)	0	0%	47%
Total responses	28		480
<i>Respondents identifying at least one issue (percent of total respondents)</i>	<i>11 (70%)</i>		<i>248 (62%)</i>

Reasons for level of satisfaction with Council’s overall performance

Respondents were asked:

“Why did you rate Council’s overall performance at that level?”

The following table outlines the reasons why respondents rated their satisfaction with Council’s overall performance at the level they did.

These comments have been broadly categorised, as outlined in the following table, and then split between respondents who were satisfied, neutral, or dissatisfied with Council’s overall performance. Ther verbatim comments are included as an appendix to this report.

It is noted that the majority of the comments received were general in nature, either generally positive (74 comments), generally neutral (47), or generally negative (32).



The most common reasons for the satisfaction rating related to Council's communication, consultation, and engagement performance, with 10% of the comments.

Many of these comments were relatively general in nature referencing the perception that Council was not effectively communicating with / listening to the community, although there were also some comments around perceived slow response times when contacting Council.

There were also some positive comments made in relation to Council's communication and consultation.

There were also comments received in relation to various Council services and facilities (33 comments), roads, traffic, and parking (23), and rates and financial management (14).

Metropolis Research draws attention to the fact that just four percent of comments regarding why respondents rated overall satisfaction with Council at the level they did, related to issues around Council's governance, management, and performance. This was a positive result for Council, which reinforces the higher satisfaction with governance and leadership in the City of Greater Dandenong.

Reasons for rating of satisfaction with Council's overall performance
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of responses)

Reason for satisfaction rating	Total comments		Respondents		
	Number	Percent	Satisfied (6 to 10)	Neutral (5)	Dissatisfied (0 to 4)
Generally positive statements	74	22%	74	0	0
Generally neutral statements	47	14%	44	3	0
Communication, consultation, engagement	34	10%	20	4	10
Council services and facilities	33	10%	28	4	1
Generally negative statements	32	10%	28	4	0
Roads / traffic / parking	23	7%	20	2	1
Rates and financial management	17	5%	12	3	2
Safety / security / crime	14	4%	12	2	0
Council governance, management, performance	12	4%	10	0	2
Responsiveness	12	4%	12	0	0
Cleanliness and maintenance of the area	11	3%	10	1	0
Parks, gardens, open spaces and trees	7	2%	7	0	0
Waste management	3	1%	3	0	0
Environment and climate change	2	1%	2	0	0
Infrastructure	2	1%	2	0	0
Planning, housing, development	1	0%	1	0	0
Public transport	1	0%	1	0	0
Other	4	1%	4	0	0
Total responses	329	100%	290	23	16



Governance and leadership

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?”

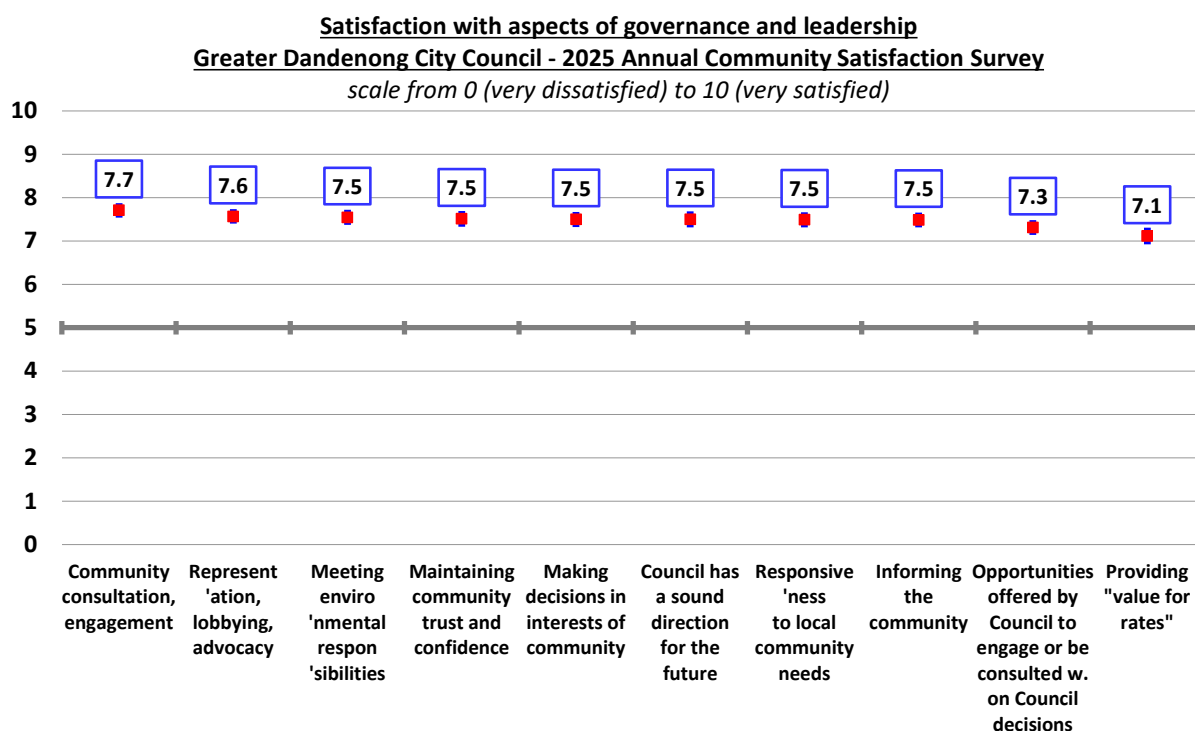
The following graphs outline satisfaction with 10 aspects of Council’s governance and leadership performance.

The average satisfaction with these 10 aspects of governance and leadership was 7.5 out of 10, or a “very good” level of satisfaction.

This result was identical to the satisfaction with Council’s overall performance.

Satisfaction with nine of these 10 aspects were also categorised as “very good”, with scores of between 7.3 and 7.7 out of 10.

Satisfaction with Council’s performance providing value for rates, was, however, measurably (4%) lower than this average, at 7.1 out of 10 or a “good” level of satisfaction.



The following graph provides a breakdown of these results into the proportion of respondents (who provided a 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 out of 10).

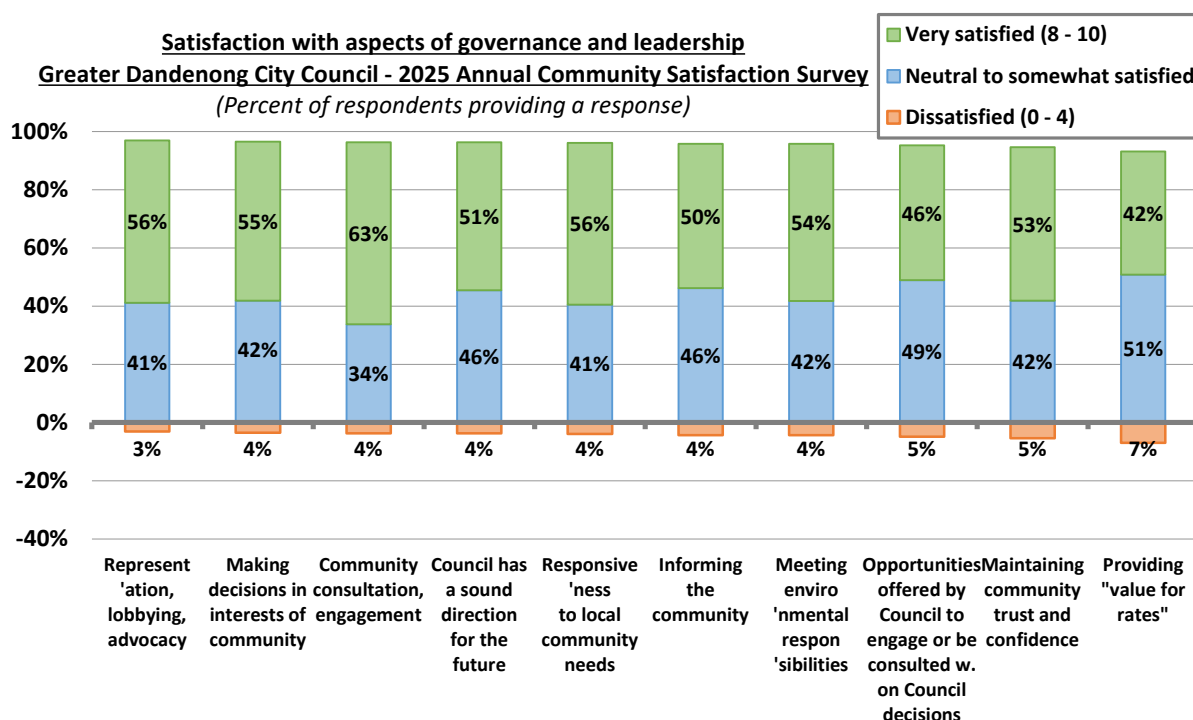


It is noted that at least half of the respondents (who provided a score) were “very satisfied” with eight of the 10 aspects of governance and leadership.

A little less than half of respondents were “very satisfied” with the opportunities offered by Council to engage or be consulted with on Council decisions (46%), and the performance of Council providing value for rates (42%).

Metropolis Research notes that seven percent of respondents were “dissatisfied” with Council’s performance providing value for rates.

By way of comparison, the 2025 metropolitan average proportion of respondents dissatisfied with performance providing value for rates was 10%.



Seven of these 10 aspects are considered the core aspects of governance and leadership, against which a comparison can be provided to the *Governing Melbourne* results.

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

The seven core aspects of governance and leadership included Council’s performance providing community consultation and engagement (7.7), representation, lobbying, and advocacy (7.6), that Council has a sound direction for the future (7.5), performance maintaining trust and confidence (7.5), performance making decisions in the interests of the community (7.5), the responsiveness of Council to local community needs (7.5), and providing value for rates (7.1).

The average satisfaction with these seven core aspects of governance and leadership was 7.5 out of 10 for the Greater Dandenong City Council this year.

This result was measurably (4%) higher than the metropolitan average, but only somewhat (3%) higher than the southeastern region councils' averages (7.1).

Metropolis Research notes that satisfaction with most aspects of governance and leadership was highly correlated with satisfaction with overall performance.

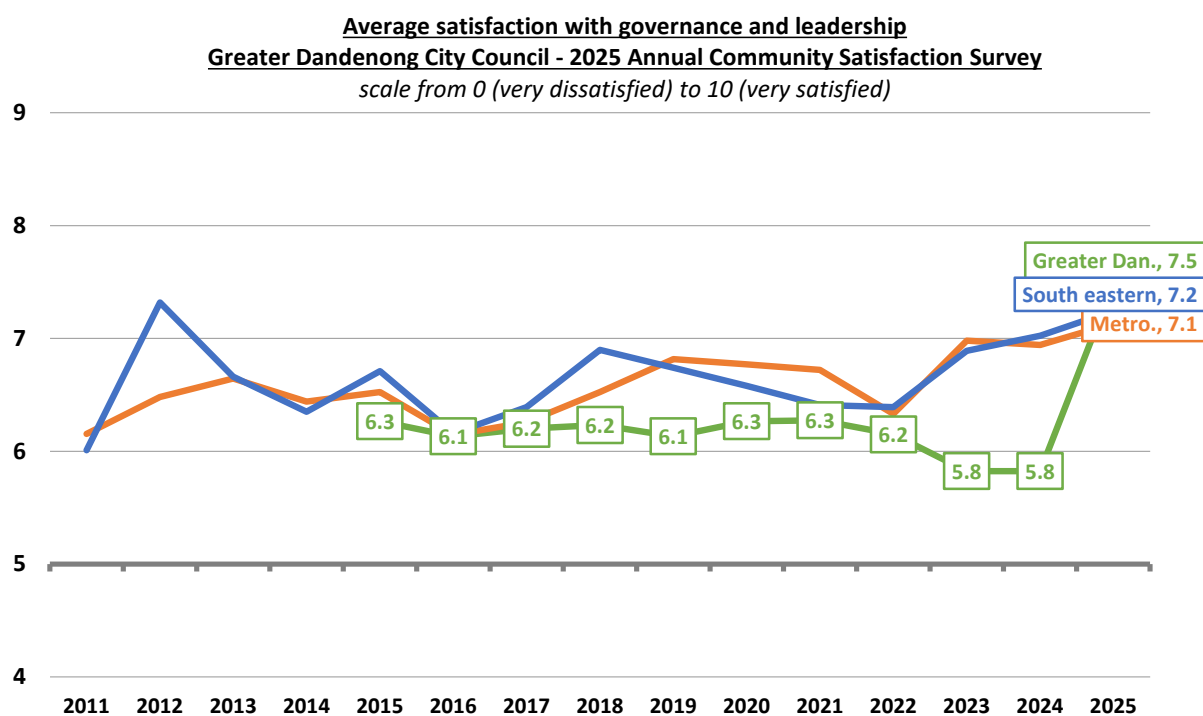
This reflects the fact that those who feel that Council was doing (or not doing) a good job overall were also likely to feel that Council was doing or not doing a good job in meeting the needs of the community in terms of trust, having a sound direction, value for money, communication and consultation, representation, and similar measures.

Metropolis Research notes that the average satisfaction with these aspects of governance and leadership increased measurably and significantly this year, up 17% from a “poor” 5.8 out of 10 last year to 7.5 or “very good” this year.

It is important to bear in mind, however, that the historical results were provided by a different service provider, using a different survey form, a different survey methodology (telephone rather than in-person interviews), and using a different scale and indexing.

The historical results also only include complete time series for three of the seven measures, and incomplete time series for one measure, and 2025 results only for the other three measures. Consequently, the time series results should be considered indicative only.

As discussed in the overall performance section of this report, Metropolis Research is of the view that the historical results, particularly those from 2023 and 2024 were likely to be significant under-representations of the underlying satisfaction of the Greater Dandenong community with the performance of Council.



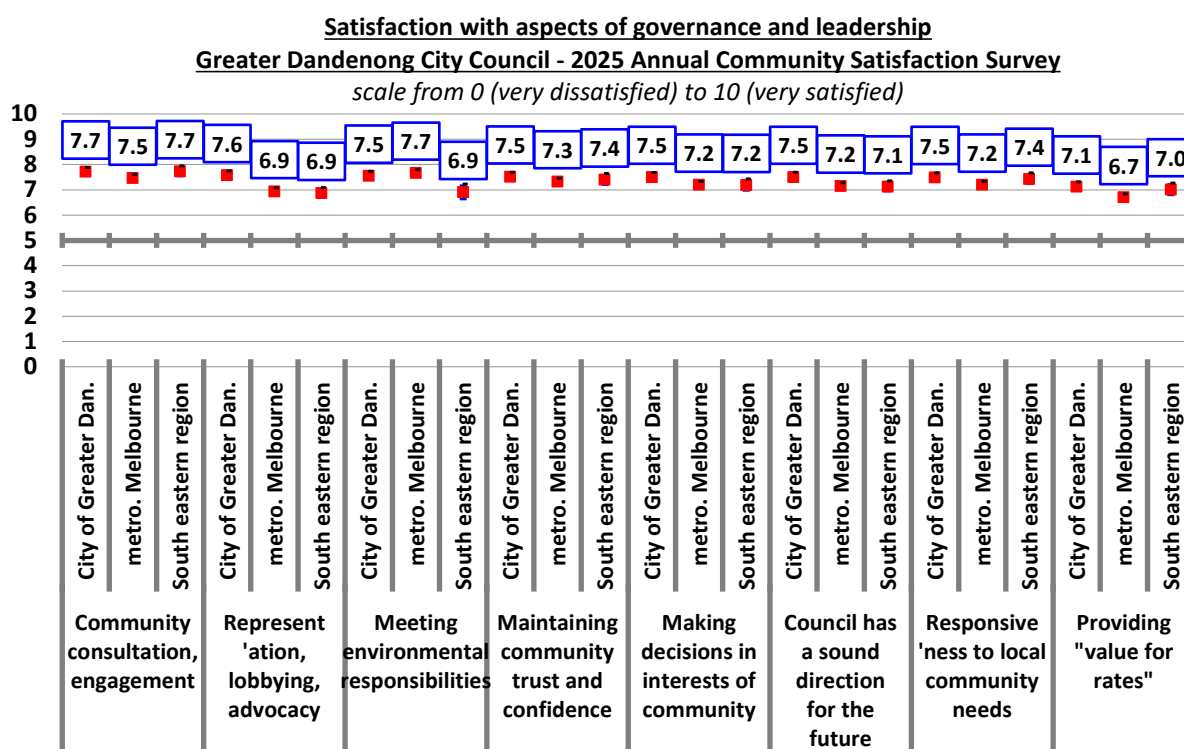
The following graph provides a comparison of satisfaction with the eight aspects of governance and leadership for Greater Dandenong against the metropolitan and southeastern region councils' results, as recorded in the 2025 *Governing Melbourne*.

Satisfaction with seven of the eight of these measures of governance and leadership was higher in the City of Greater Dandenong than the metropolitan average.

Satisfaction with Council meeting its responsibilities towards the environment was marginally (2%) lower in the City of Greater Dandenong than the metropolitan average.

The higher-than-metropolitan average satisfaction with the remaining six measures was statistically significant for five of the seven measures, with the largest gap recorded for representation, lobbying, and advocacy (7% higher in Greater Dandenong), and providing value for rates (4% higher).

When compared, however, to southeastern region councils' average satisfaction with all eight measures was higher in the City of Greater Dandenong, with the largest over-performance recorded for representation, lobbying and advocacy (7% higher in Greater Dandenong), and meeting environmental responsibilities (6% higher).



The following section provides a more detailed examination of satisfaction with each of the nine aspects of governance and leadership.

This includes time series results for those aspects that were also included in the previous surveys, as well as a comparison of satisfaction by precinct and by respondent profile.



Whilst there was variation in these results between individual aspects, in general terms it was observed that:

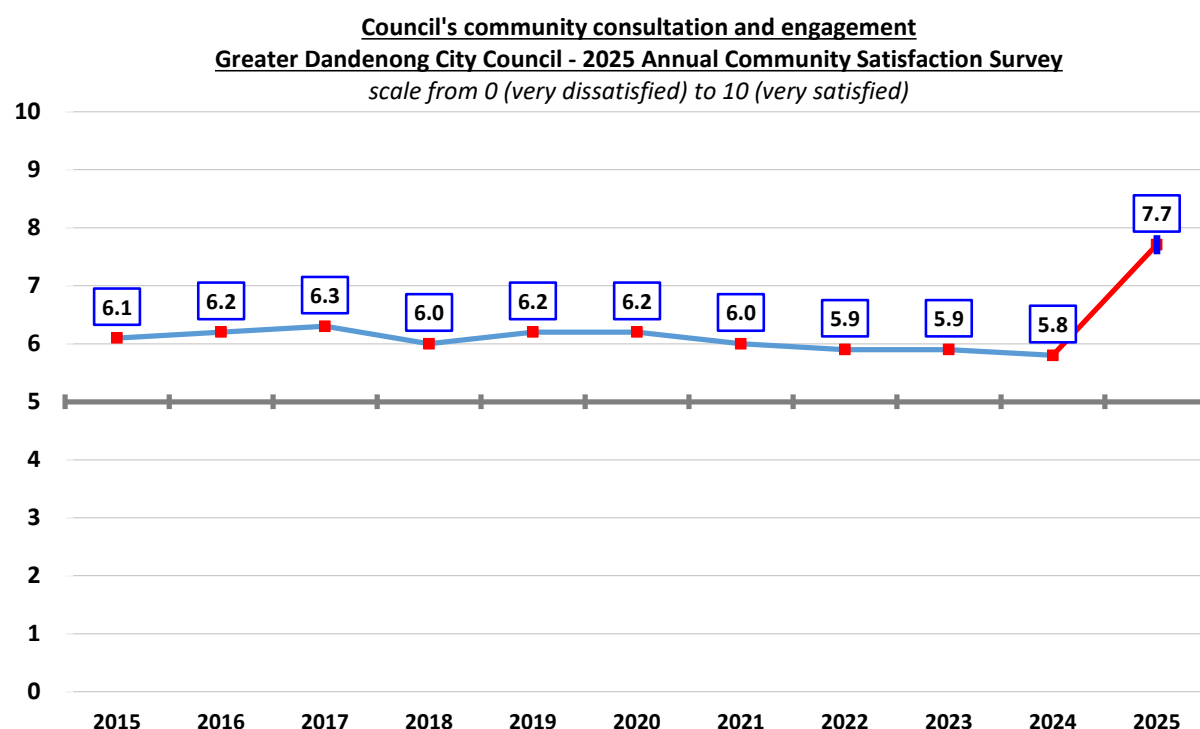
- **Tended to be MORE satisfied than average** – respondents from Springvale / Springvale South, Dandenong, and to a lesser extent Noble Park / Noble Park North, young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), and respondents from multilingual households.
- **Tended to be LESS satisfied than average** – respondents from Dandenong North, Keysborough, middle-aged and older adults (aged 45 to 74 years), and respondents from English speaking households.

Community consultation and engagement

Satisfaction with Council’s community consultation and engagement increased measurably and significantly this year, up 19% to 7.7 out of 10, which was a “very good”, up from a “poor” level of satisfaction.

It is important to bear in mind that the historical results were sourced from a different service provider, using a different survey form, a different methodology, and a different scaling approach.

This result was measurably and significantly above the long-term average since 2015 of 6.2 out of 10, or “solid”.

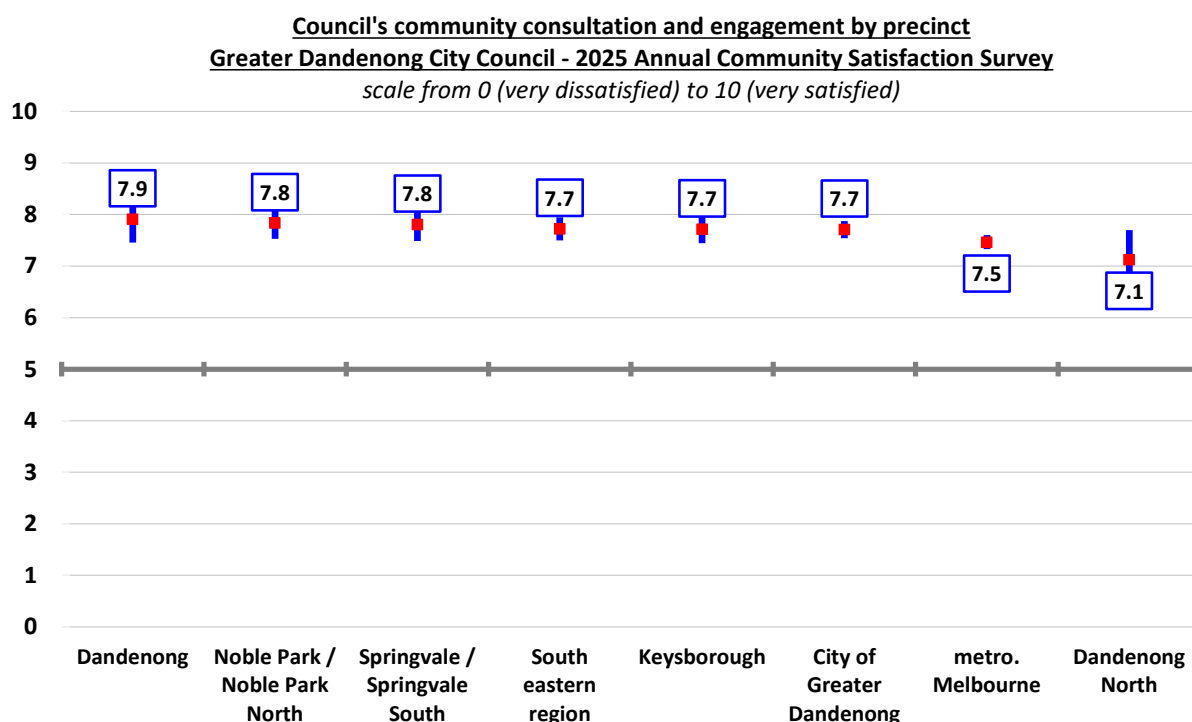


There was no measurable variation in satisfaction with Council’s community consultation and engagement performance observed across the municipality.



It is noted, however, that respondents from Dandenong, Noble Park / Noble Park North, and Springvale / Springvale South all rated satisfaction at “excellent” levels.

By contrast, respondents from Dandenong North were notably (6%) less satisfied than average, and at a “good” rather than a “very good” level.

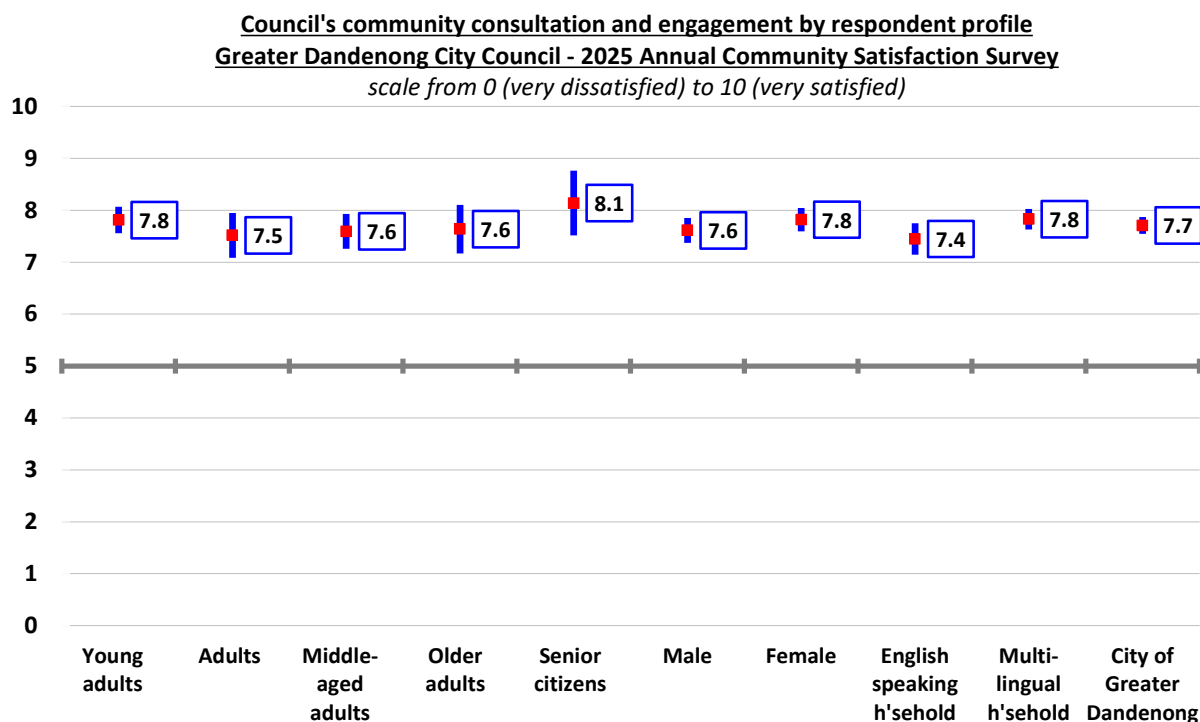


There was no measurable variation in satisfaction with this aspect of performance observed by respondent profile.

It is noted, however, that senior citizens (aged 75 years and over) were somewhat more satisfied than average and at an “excellent” level.

Female respondents were marginally (2%) more satisfied than male respondents, and respondents from multilingual households were notably (4%) more satisfied than respondents from English speaking households.





Opportunities offered by Council to engage or be consulted with on Council decisions

This question relating to satisfaction with the opportunities offered by Council to engage or be consulted with on Council decisions was included in the survey as a compulsory Local Government Performance Reporting Framework (LGPRF) measure.

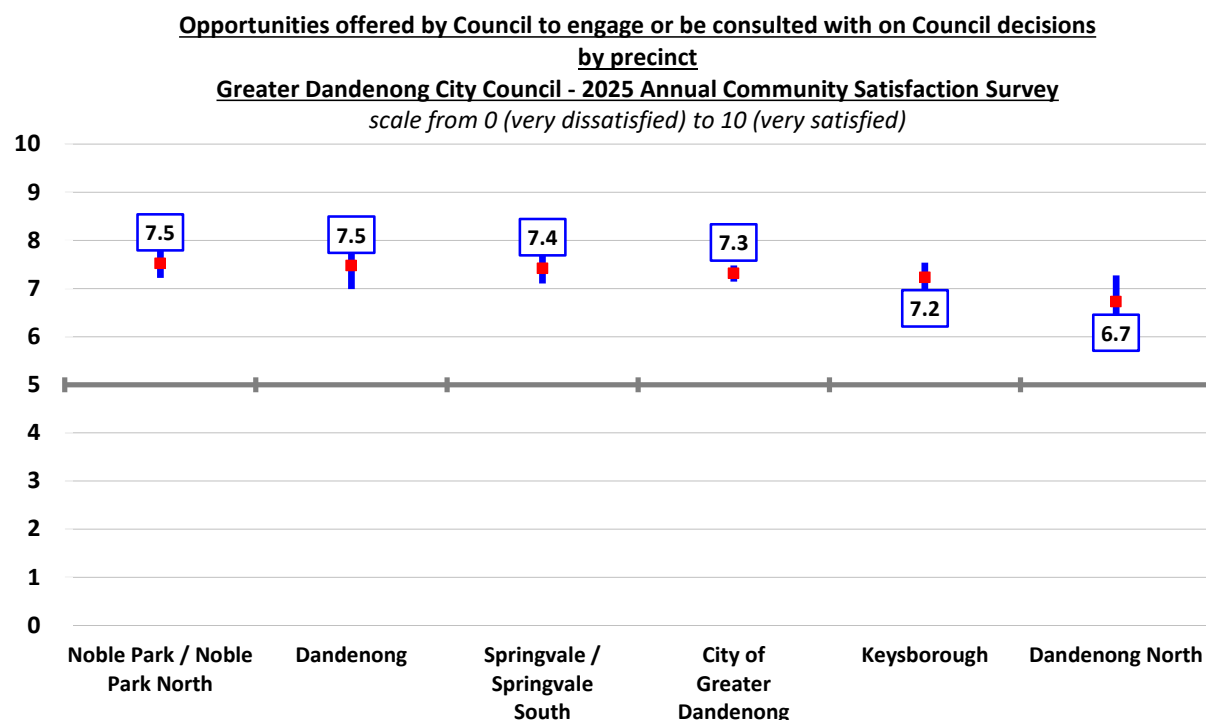
This will replace the old measure around community consultation and engagement.

Metropolis Research notes that satisfaction with this new measure was measurably (2%) lower than satisfaction with community consultation and engagement.

In the view of Metropolis Research, the lower score for this new measure reflects the more action-orientated nature of the question, which implies Council taking active steps to engage with residents.

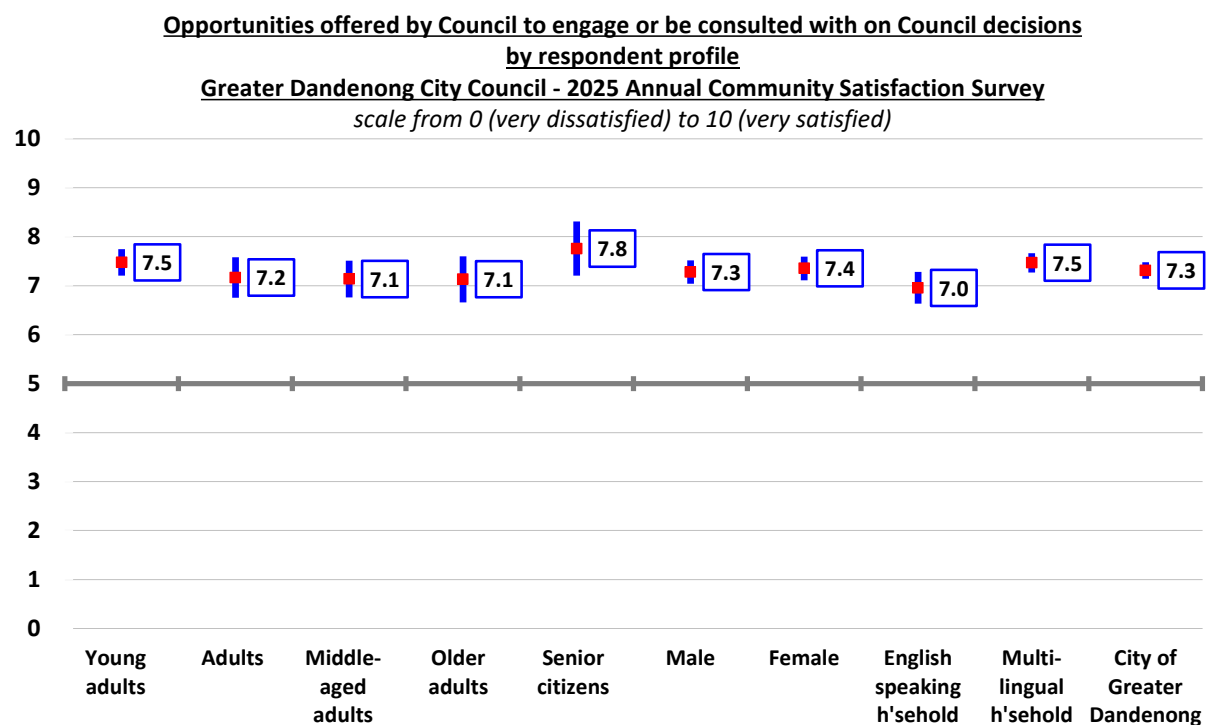
Whilst there was no measurable variation in this result observed across the municipality, it is noted that respondents from Dandenong North were notably (6%) less satisfied than average, and at a “good” rather than a “very good” level.





There was measurable variation in satisfaction with this aspect of performance observed by respondent profile, with respondents from multilingual households measurably (5%) more satisfied than respondents from English speaking households.

Senior citizens (aged 75 years and over) were notably (5%) more satisfied than average and at an “excellent” level.



Representation, lobbying and advocacy

Satisfaction with Council’s representation, lobbying, and advocacy was 7.6 out of 10, or a “very good” level of satisfaction.

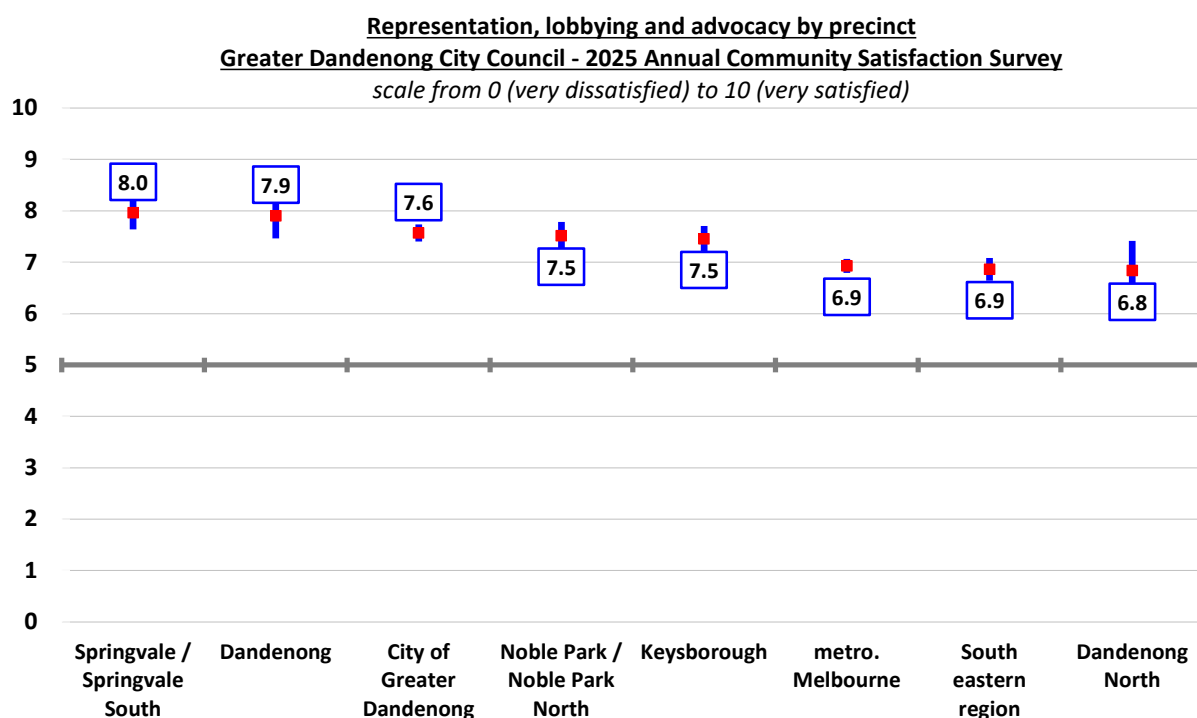
This result was measurably and significantly (7%) higher than the metropolitan and southeastern region councils’ average of 6.9 out of 10, or “good”.

Metropolis Research suggests that this is a significant result reflecting very well on the performance of Greater Dandenong City Council representing the interests of the local community with other levels of government.

There was measurable variation in satisfaction with representation, lobbying, and advocacy observed across the municipality.

Respondents from Springvale / Springvale South and Dandenong were somewhat (4% and 3% respectively) more satisfied than average and at “excellent” levels.

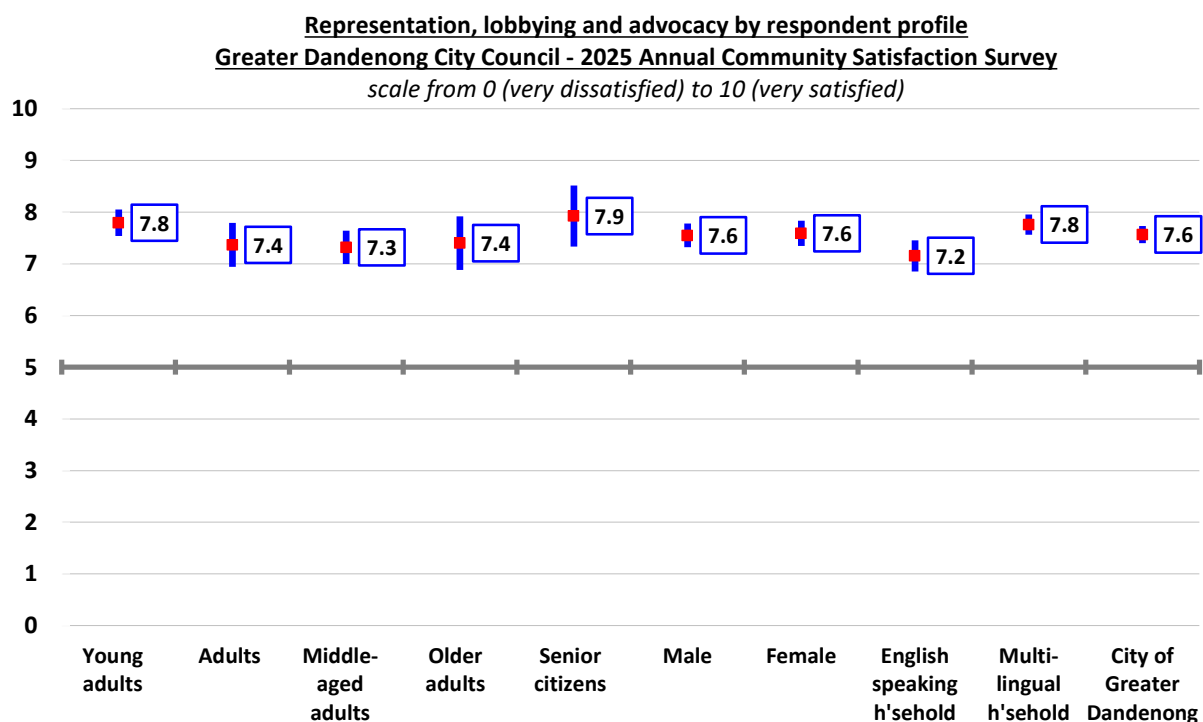
By contrast, respondents from Dandenong North were measurably (8%) less satisfied than average, and at a “good” rather than a “very good” level.



There was measurable variation in satisfaction with this aspect of performance observed by respondent profile, with respondents from multilingual households measurably (6%) more satisfied than respondents from English speaking households.



Senior citizens (aged 75 years and over) were somewhat (3%) more satisfied than average and at an “excellent” level. By contrast, middle-aged adults (aged 45 to 59 years) were somewhat (3%) less satisfied, although still at a “very good” level.



Responsiveness of Council to local community needs

Satisfaction with the responsiveness of Council to local community needs was 7.5 out of 10, or a “very good” level of satisfaction.

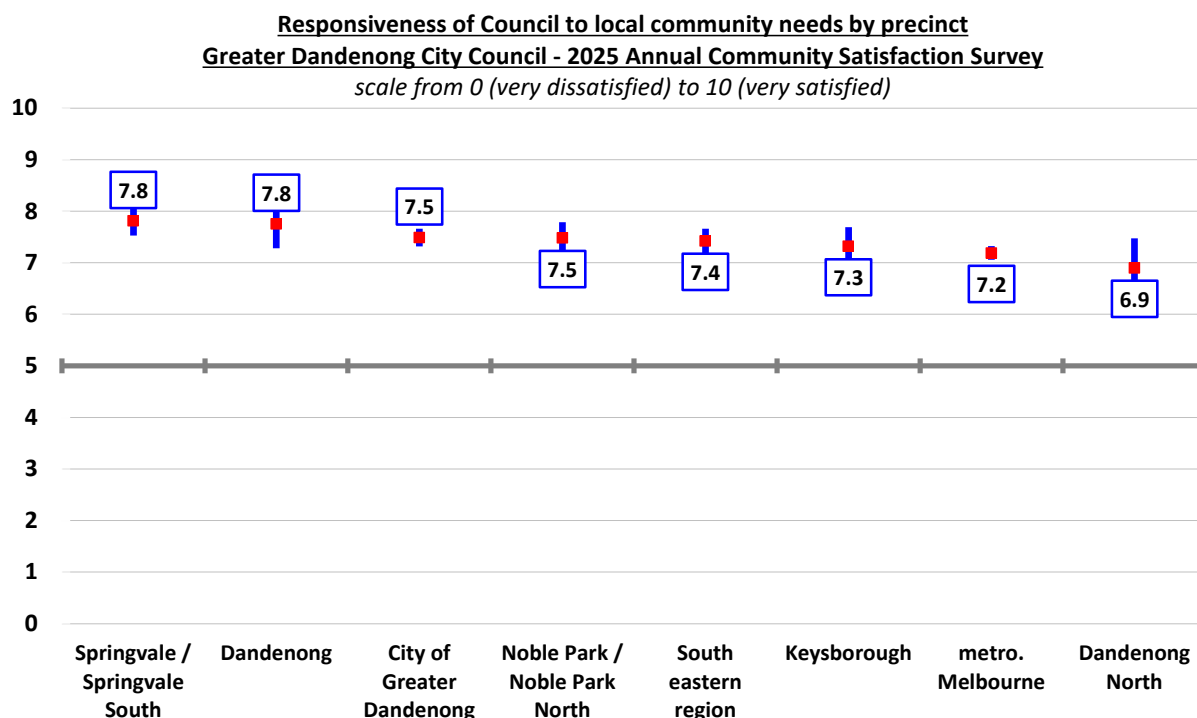
This result was measurably (3%) higher than the metropolitan average, and marginally (1%) higher than the southeastern region councils’ average.

There was no measurable variation in satisfaction with this aspect of performance observed across the municipality.

It is noted, however, that respondents from Springvale / Springvale South and Dandenong were somewhat (3%) more satisfied than average and at “excellent” levels.

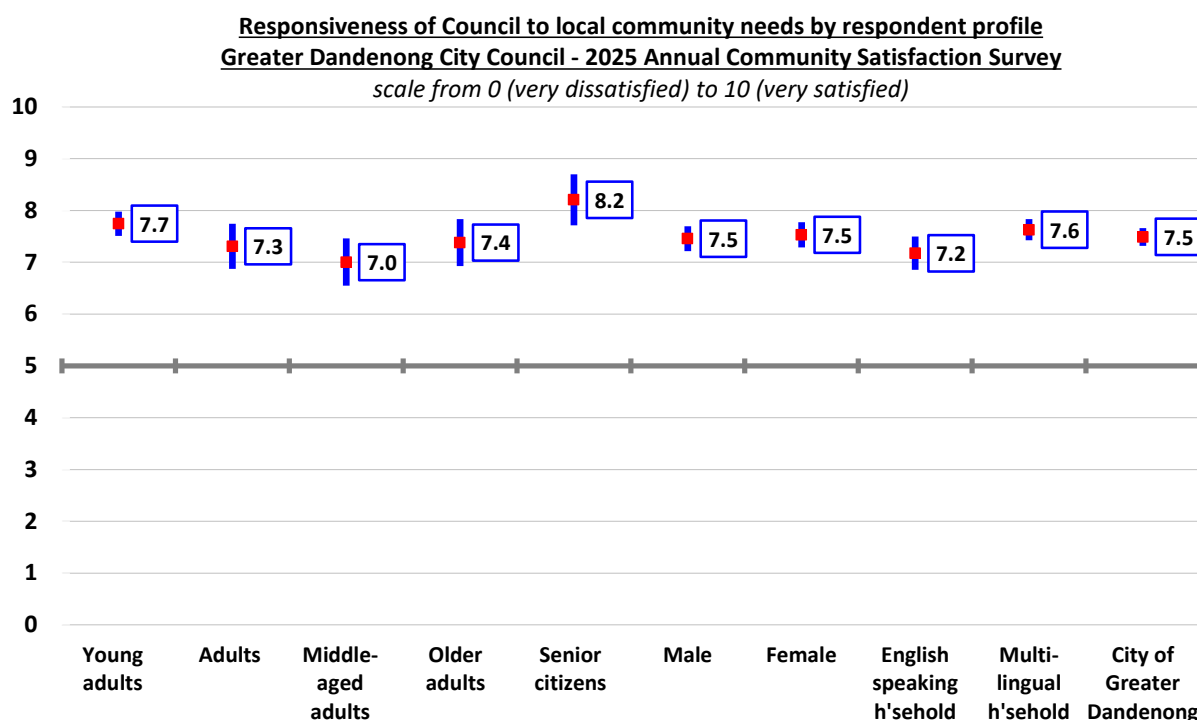
By contrast, respondents from Dandenong North were notably (6%) less satisfied than average, and at a “good” rather than a “very good” level.





There was measurable variation in satisfaction with this aspect of performance observed by respondent profile, with senior citizens (aged 75 years and over) measurably (4%) more satisfied than average and at an “excellent” level.

By contrast, middle-aged adults (aged 45 to 59 years) were notably (5%) less satisfied than average, and at a “good” rather than a “very good” level. Respondents from multilingual households were notably (4%) more satisfied than respondents from English speaking households.



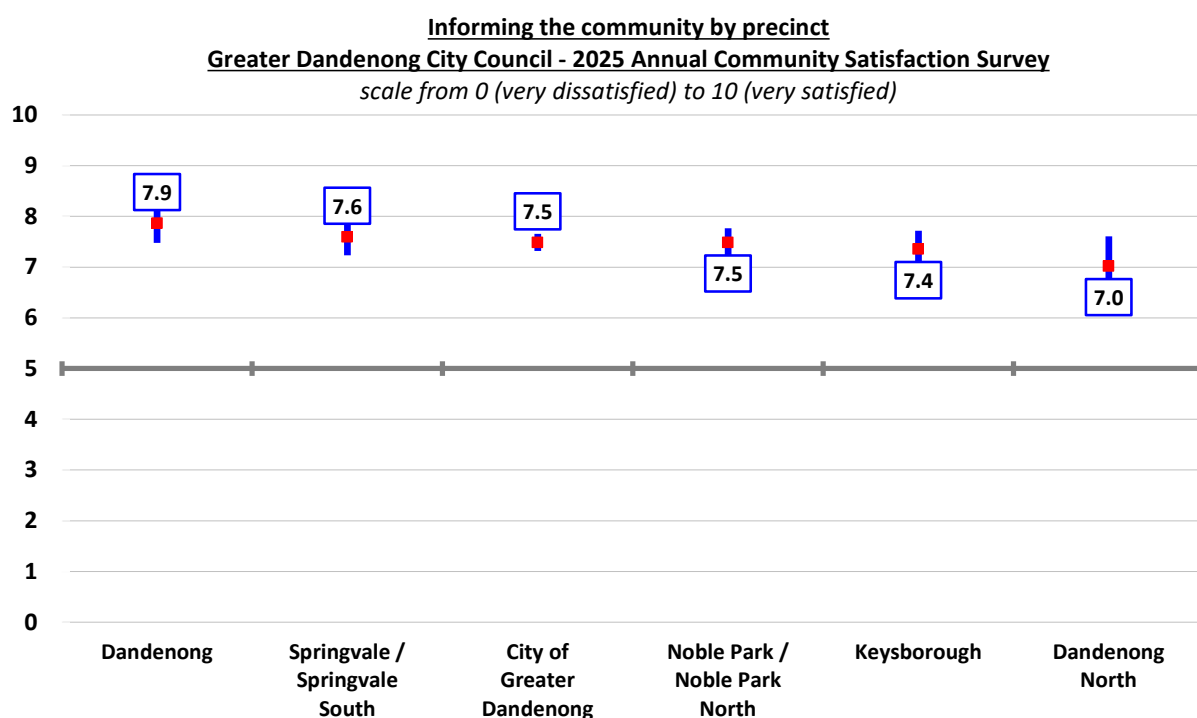
Informing the community

Satisfaction with Council’s performance informing the community was 7.5 out of 10, or a “very good” level of satisfaction.

This measure was not included in *Governing Melbourne* and therefore no comparison results were available for publication.

Whilst there was no measurable variation in this result observed across the municipality, it is noted that respondents from Dandenong were notably (4%) more satisfied than average and at an “excellent” level.

By contrast, respondents from Dandenong North were notably (5%) less satisfied than average, and at a “good” rather than a “very good” level.

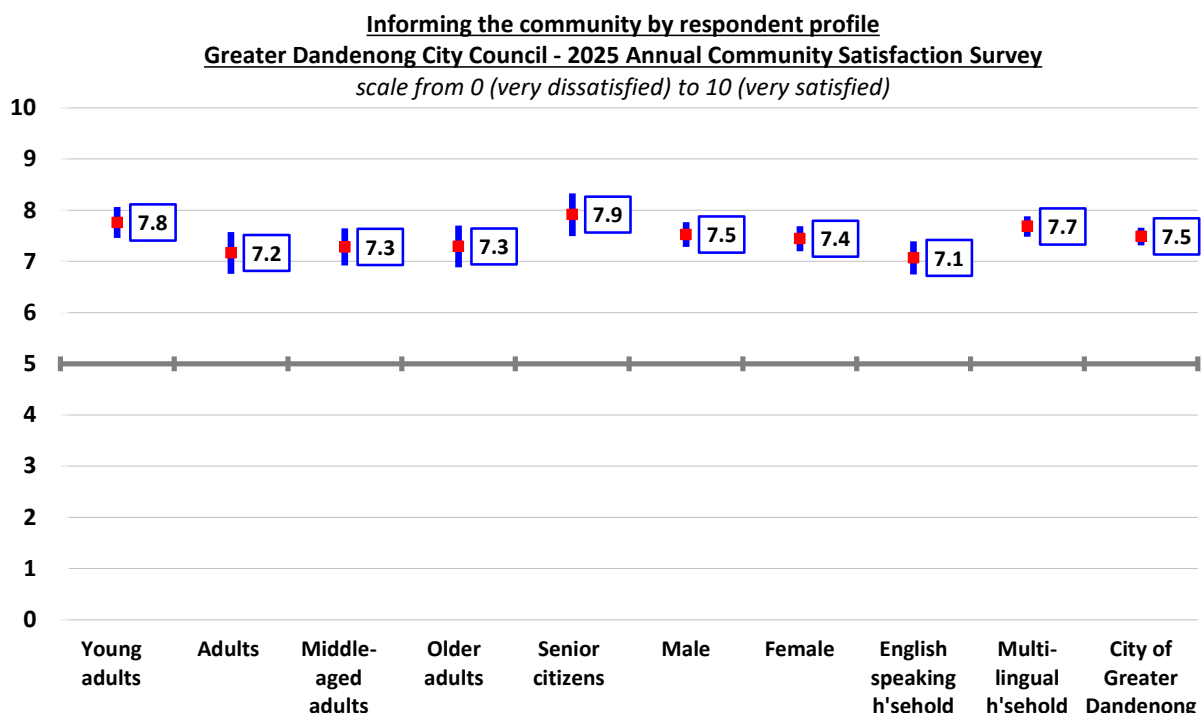


There was measurable variation in satisfaction with this aspect of performance observed by respondent profile, with respondents from multilingual households measurably (6%) more satisfied than respondents from English speaking households.

Young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) were notably (3% and 4% respectively) more satisfied than average and at “excellent” levels.

By contrast, adults (aged 35 to 44 years) were somewhat (3%) less satisfied than average, and at a “good” rather than a “very good” level.





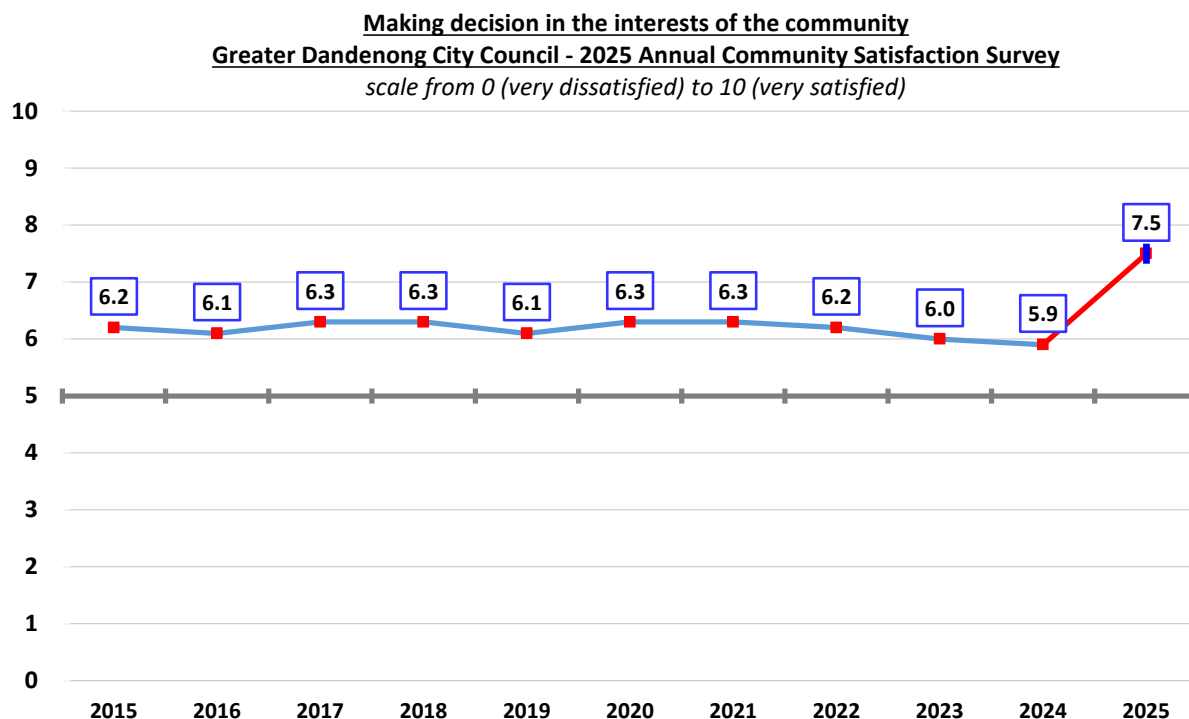
Making decisions in the interests of the community

Satisfaction with Council’s performance making decisions in the interests of the community increased measurably and significantly this year, up 16% to 7.5 out of 10, which was a “very good”, up from a “poor” level of satisfaction.

This result was measurably and significantly above the long-term average since 2015 of 6.3 out of 10, or “solid”.

It is important to bear in mind that the historical results were sourced from a different service provider, using a different survey form, a different methodology, and a different scaling approach.

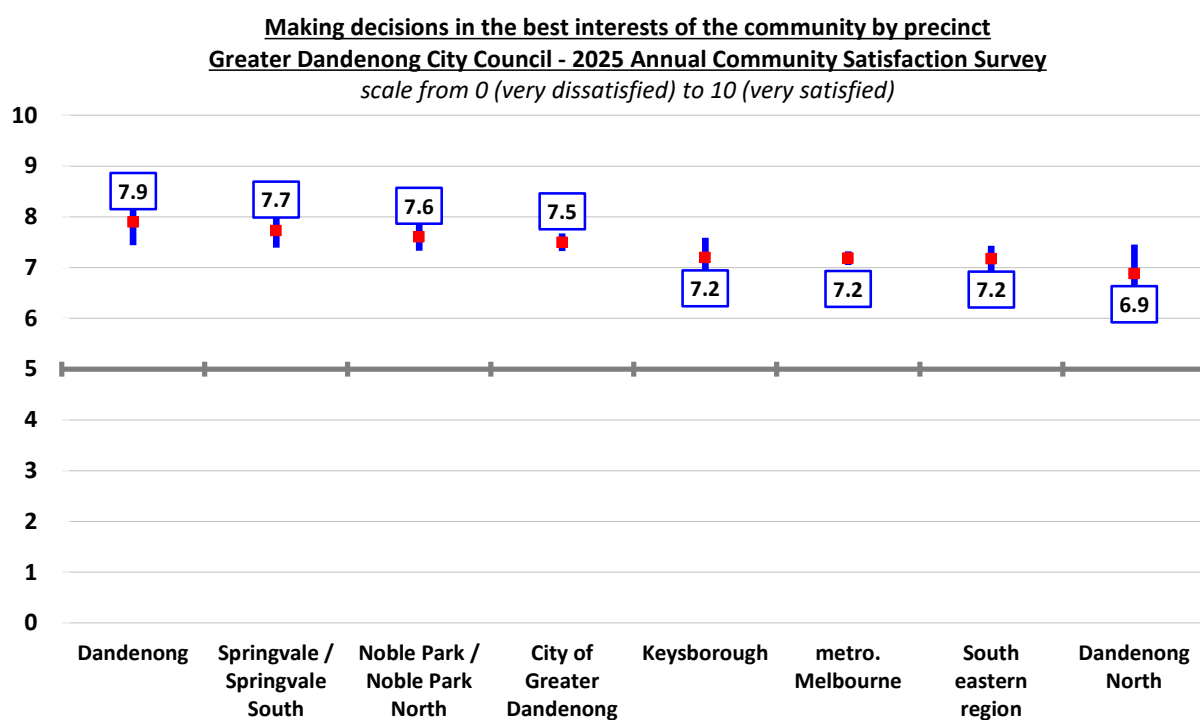




There was no measurable variation in this result observed across the municipality.

Respondents from Dandenong, however, were notably (4%) more satisfied than average and at an “excellent” level.

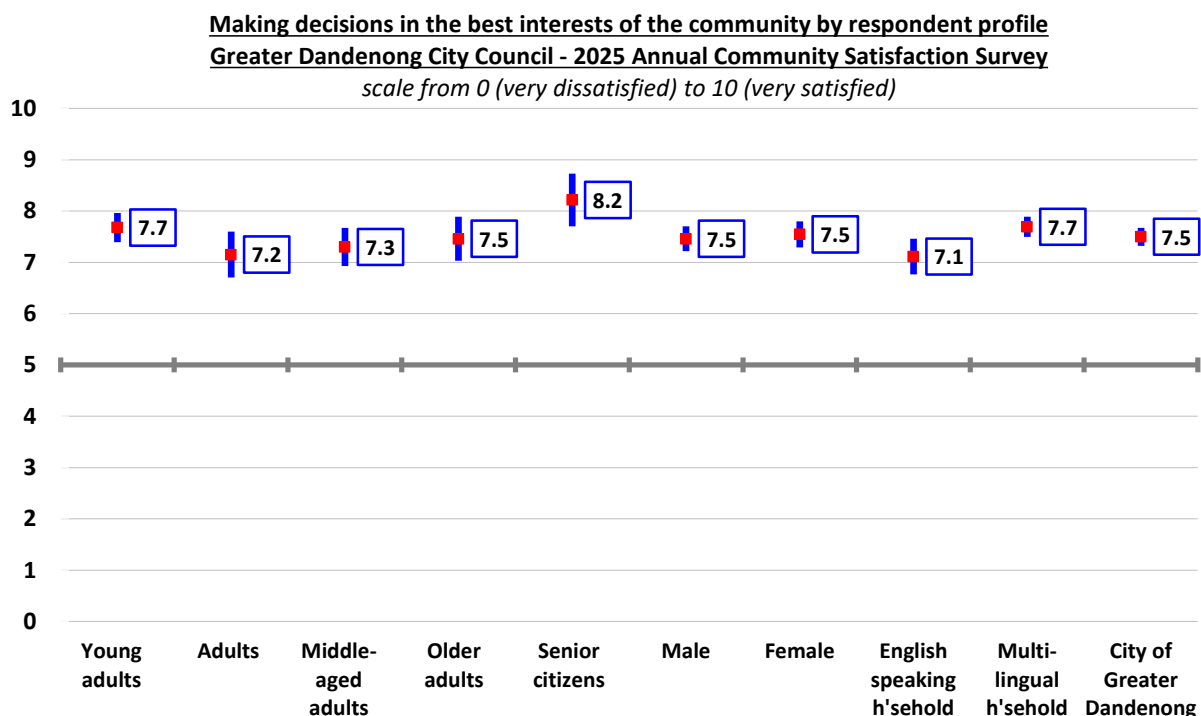
By contrast, respondents from Dandenong North were notably (6%) less satisfied than average and at a “good” rather than a “very good” level.



There was measurable variation in satisfaction with this aspect of performance observed by respondent profile, with respondents from multilingual households measurably (6%) more satisfied than respondents from English speaking households.

Senior citizens (aged 75 years and over) were measurably (7%) more satisfied than average and at an “excellent” level.

By contrast, adults (aged 35 to 44 years) were somewhat (3%) less satisfied than average, and at a “good” rather than a “very good” level.



Maintaining trust and confidence of the local community

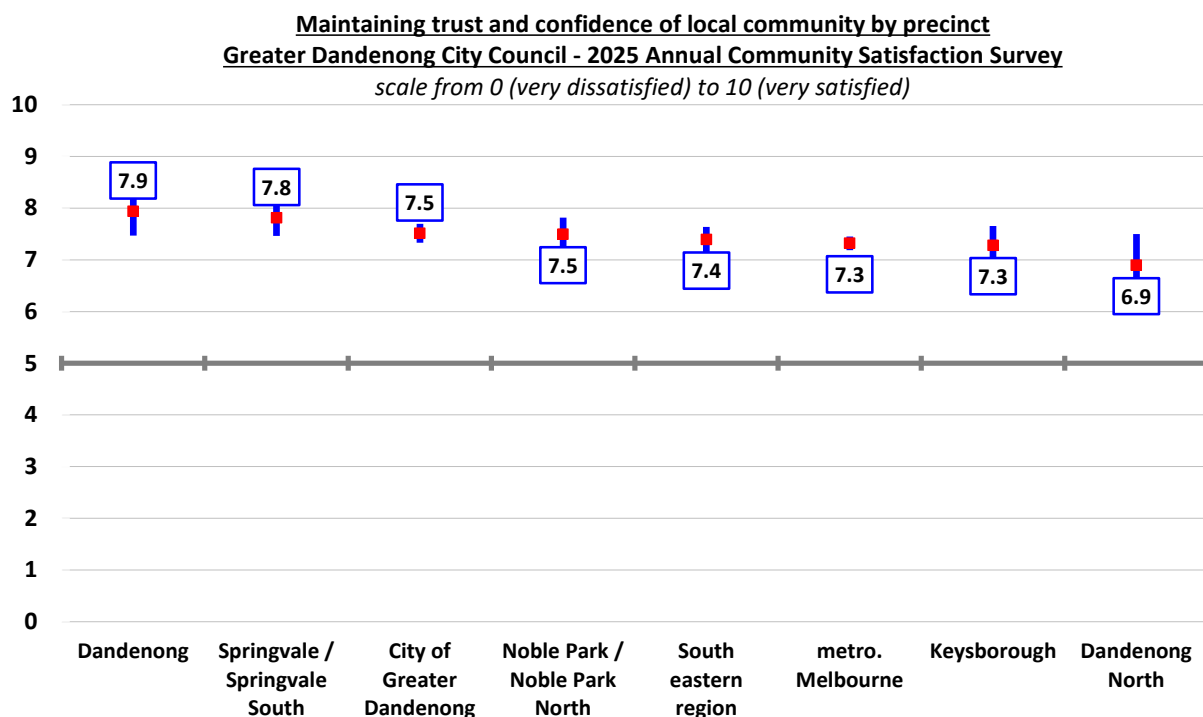
Satisfaction with Council’s performance maintaining the trust and confidence of the local community was 7.5 out of 10, or a “very good” level of satisfaction.

This result was somewhat (2%) higher than the metropolitan average of 7.3 out of 10, and marginally (1%) higher than the southeastern region councils’ average of 7.2.

Whilst there was no measurable variation in this result observed across the municipality, it is noted that respondents from Dandenong and Springvale / Springvale South were notably (4% and 3% respectively) more satisfied than average and at “excellent” levels.

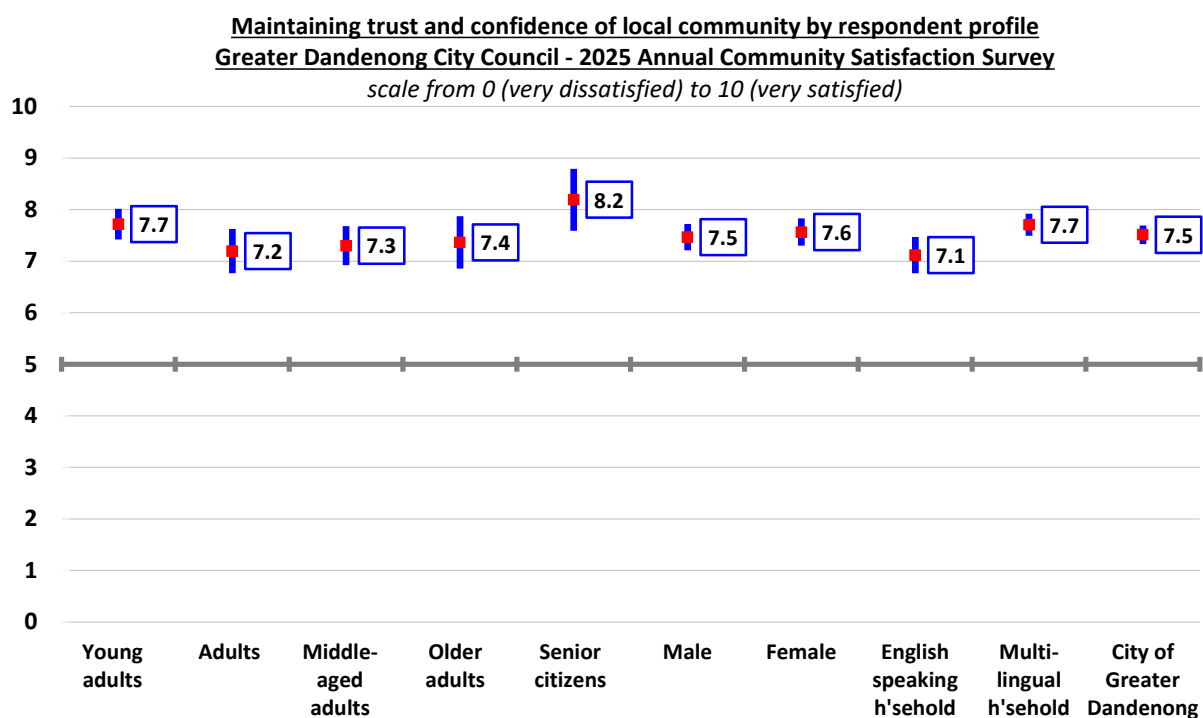
By contrast, respondents from Dandenong North were notably (5%) less satisfied than average, and at a “good” rather than a “very good” level.





There was measurable variation in satisfaction with this aspect of performance observed by respondent profile, with respondents from multilingual households measurably (6%) more satisfied than respondents from English speaking households.

Senior citizens (aged 75 years and over) were notably (7%) more satisfied than average and at an “excellent” level. By contrast, adults (aged 35 to 44 years) were somewhat (3%) less satisfied than average, and at a “good” rather than a “very good” level.

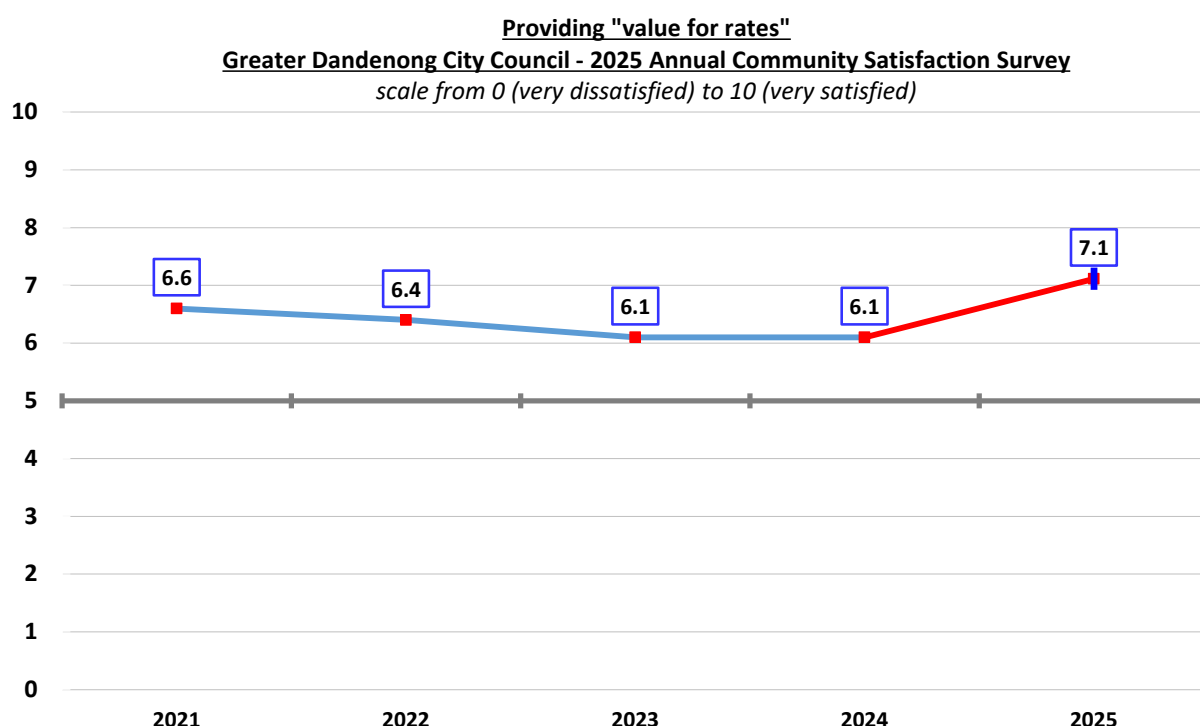


Providing “value for rates”

Satisfaction with Council’s performance providing value for rates increased measurably and significantly this year, up 10% to 7.1 out of 10, which was a “good”, up from a “solid” level of satisfaction.

This result was measurably and significantly above the long-term average since 2015 of 6.5 out of 10, or “good”.

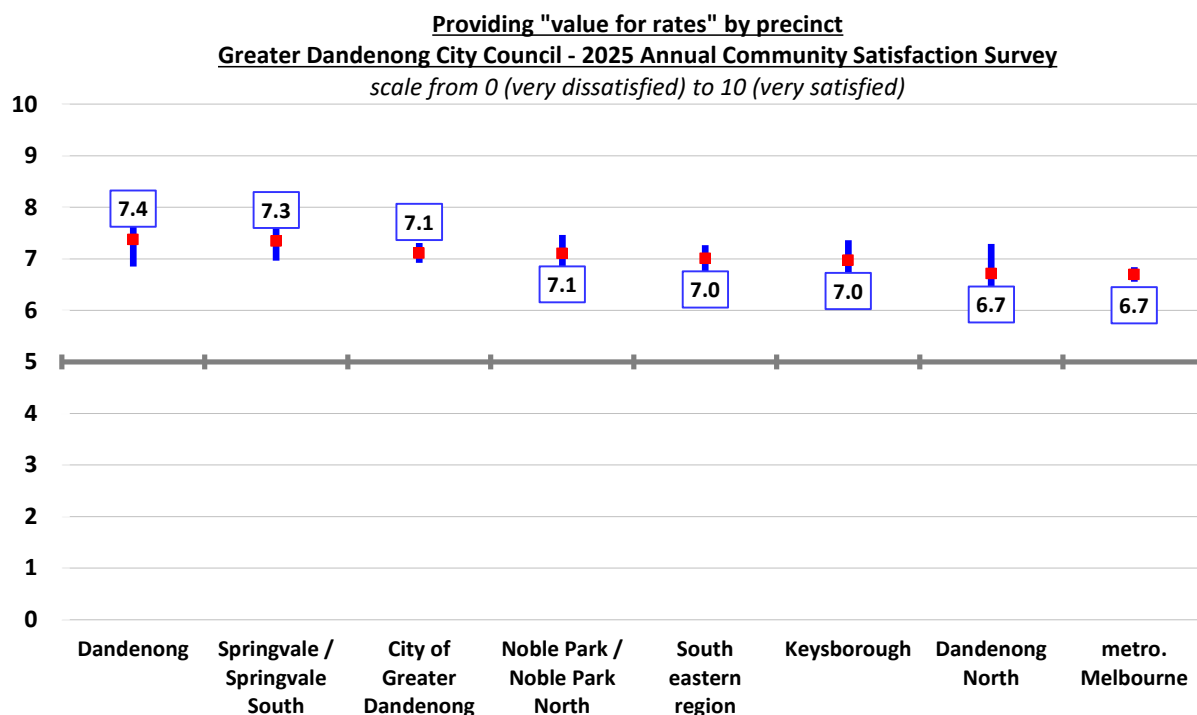
It is important to bear in mind that the historical results were sourced from a different service provider, using a different survey form, a different methodology, and a different scaling approach.



Satisfaction with this aspect of performance was measurably (4%) higher than the metropolitan average, and marginally (1%) higher than the southeastern region councils’ average.

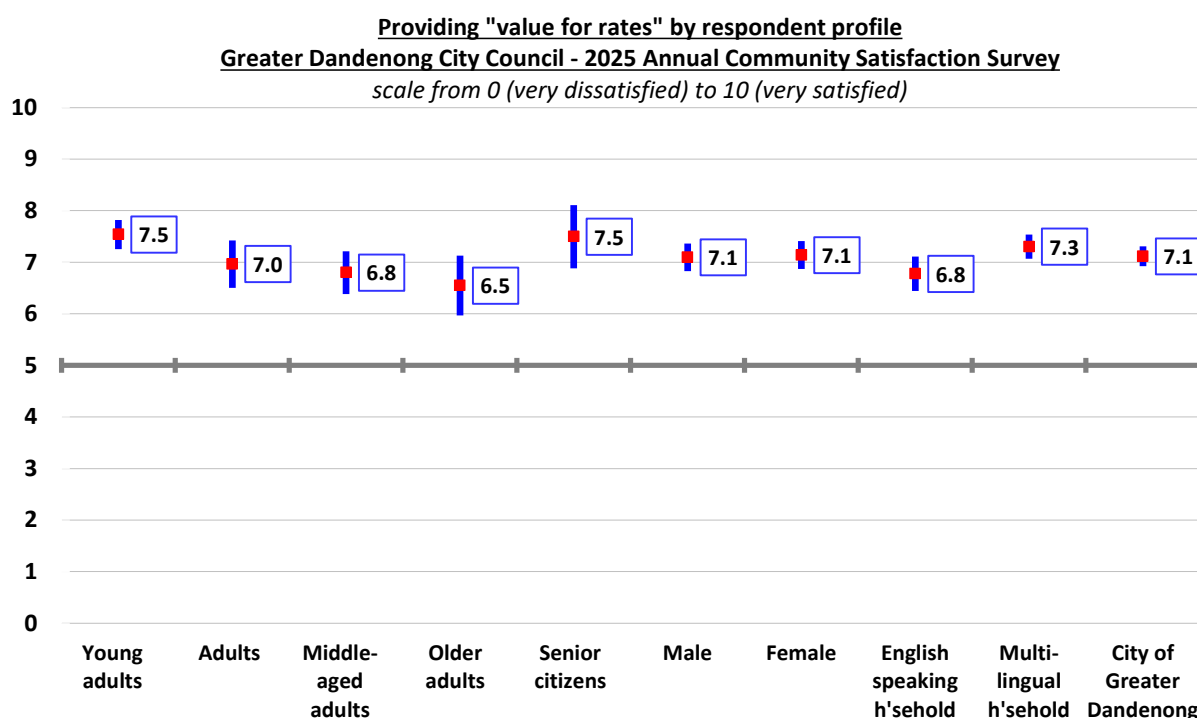
Whilst there was no measurable variation in this result observed across the municipality, it is noted that respondents from Dandenong were notably (3%) more satisfied than average and at a “very good” level.

By contrast, respondents from Dandenong North were notably (4%) 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 respondents from multilingual households measurably (5%) more satisfied than respondents from English speaking households.

Young adults (aged 18 to 34 years) were measurably (4%) and senior citizens (aged 75 years and over) were notably (4%) more satisfied than average and at “very good” levels. By contrast, middle-aged adults (aged 45 to 59 years) were measurably (6%) less satisfied than average, although still at a “good” level.

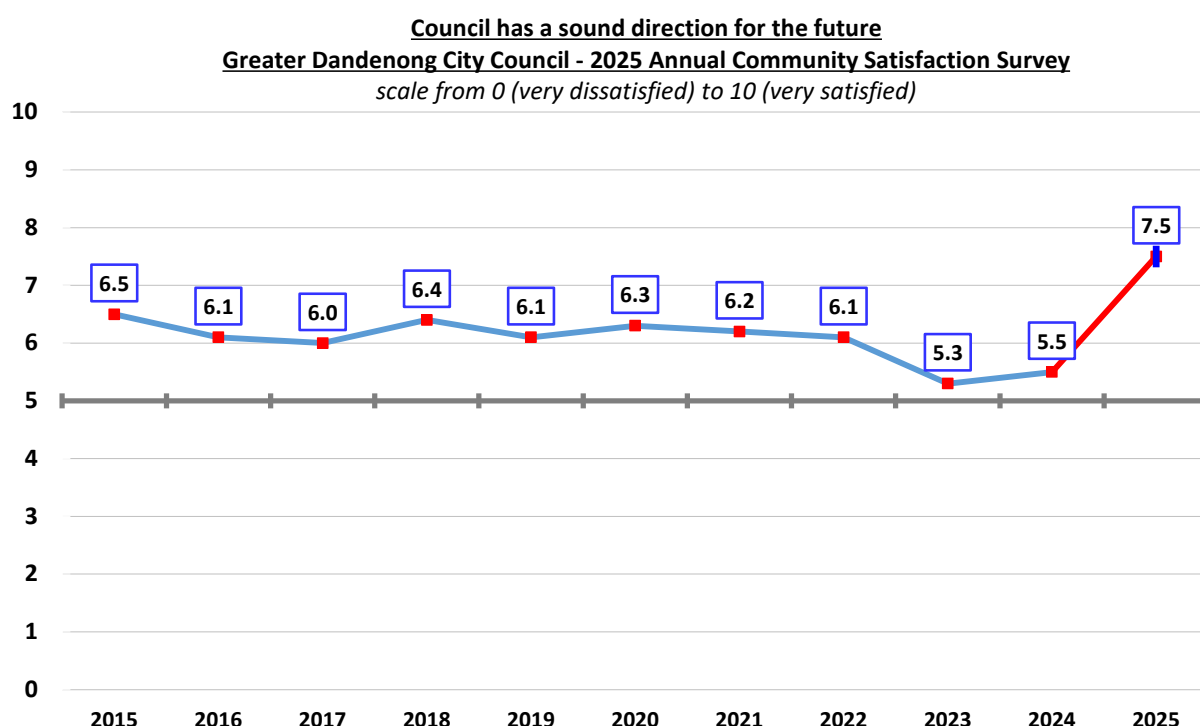


Council has a sound direction for the future

Satisfaction that Council has a sound direction for the future increased measurably and significantly this year, up 20% to 7.5 out of 10, which was a “very good”, up from a “poor” level of satisfaction.

This result was measurably and significantly (13%) above the long-term average since 2015 of 6.2 out of 10, or “good”.

It is important to bear in mind that the historical results were sourced from a different service provider, using a different survey form, a different methodology, and a different scaling approach.

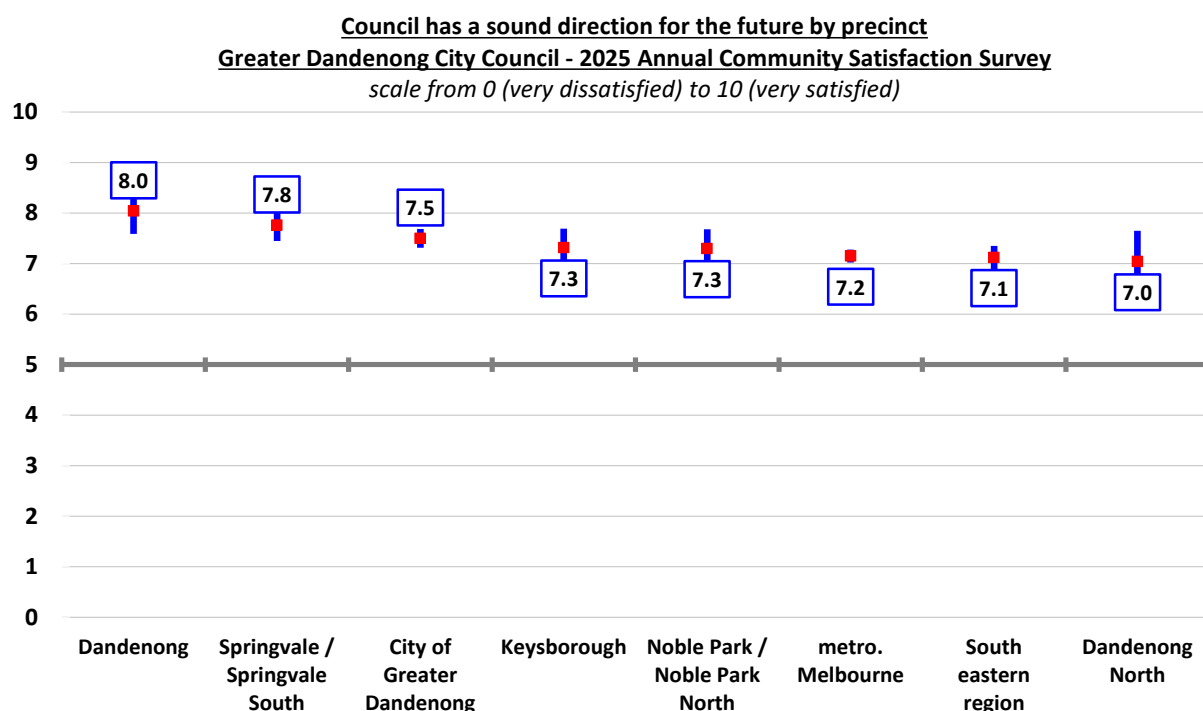


Satisfaction with this aspect of performance was measurably (3%) higher than the metropolitan average, and notably (4%) higher than the southeastern region councils' average.

There was measurable variation in this result observed across the municipality, with respondents from Dandenong measurably (5%) and respondents from Springvale / Springvale South notably (3%) more satisfied than average and at “excellent” levels.

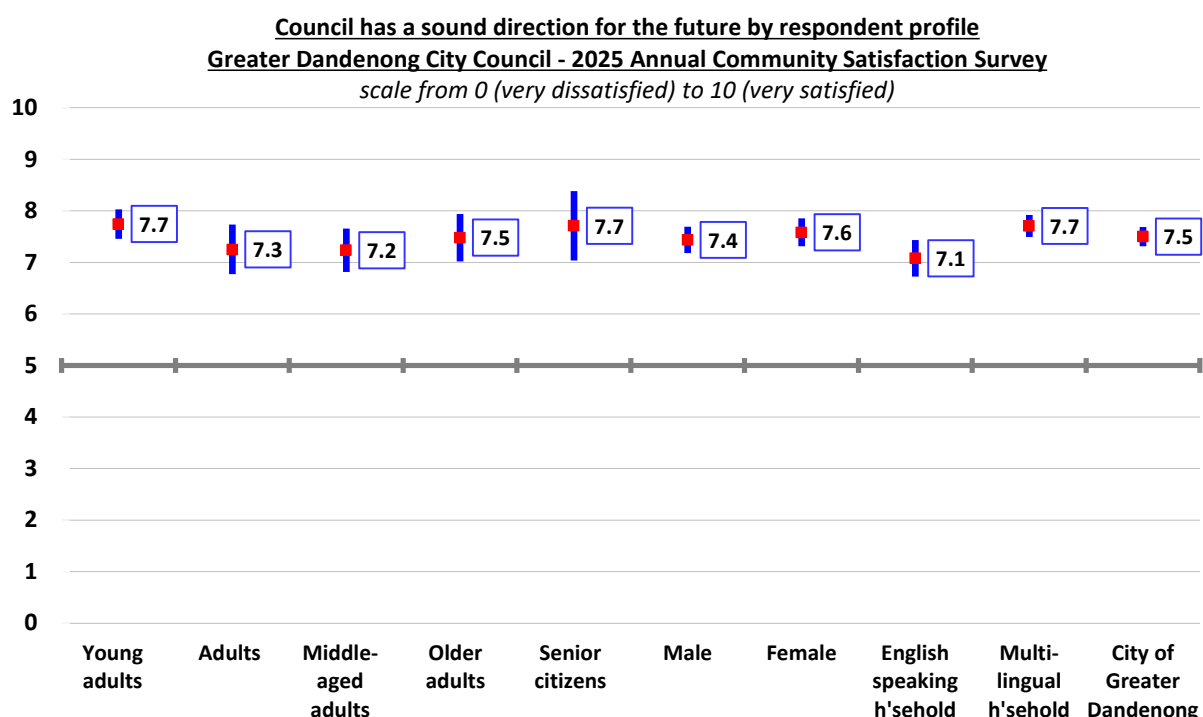
By contrast, respondents from Dandenong North were notably (4%) less satisfied than average, and at a “good” rather than a “very good” level.





There was measurable variation in satisfaction with this aspect of performance observed by respondent profile, with respondents from multilingual households measurably (6%) more satisfied than respondents from English speaking households.

Young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) were marginally (2%) more satisfied than average. By contrast, middle-aged adults (aged 45 to 59 years) were somewhat (3%) less satisfied than average, and at a “good” rather than a “very good” level.



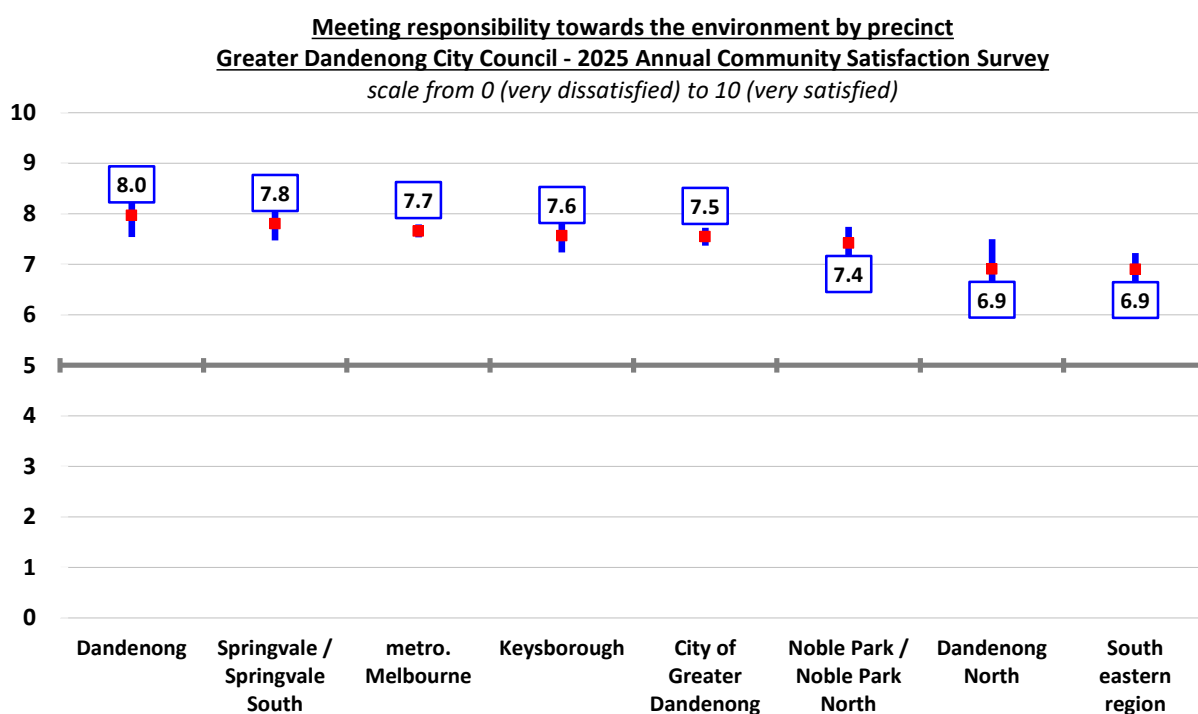
Meeting responsibilities towards the environment

Satisfaction with Council’s performance meeting its responsibilities towards the environment was 7.5 out of 10, or a “very good” level of satisfaction.

This result was somewhat (2%) lower than the metropolitan average of 7.7 out of 10, but measurably (6%)) higher than the southeastern region councils’ average of 6.9.

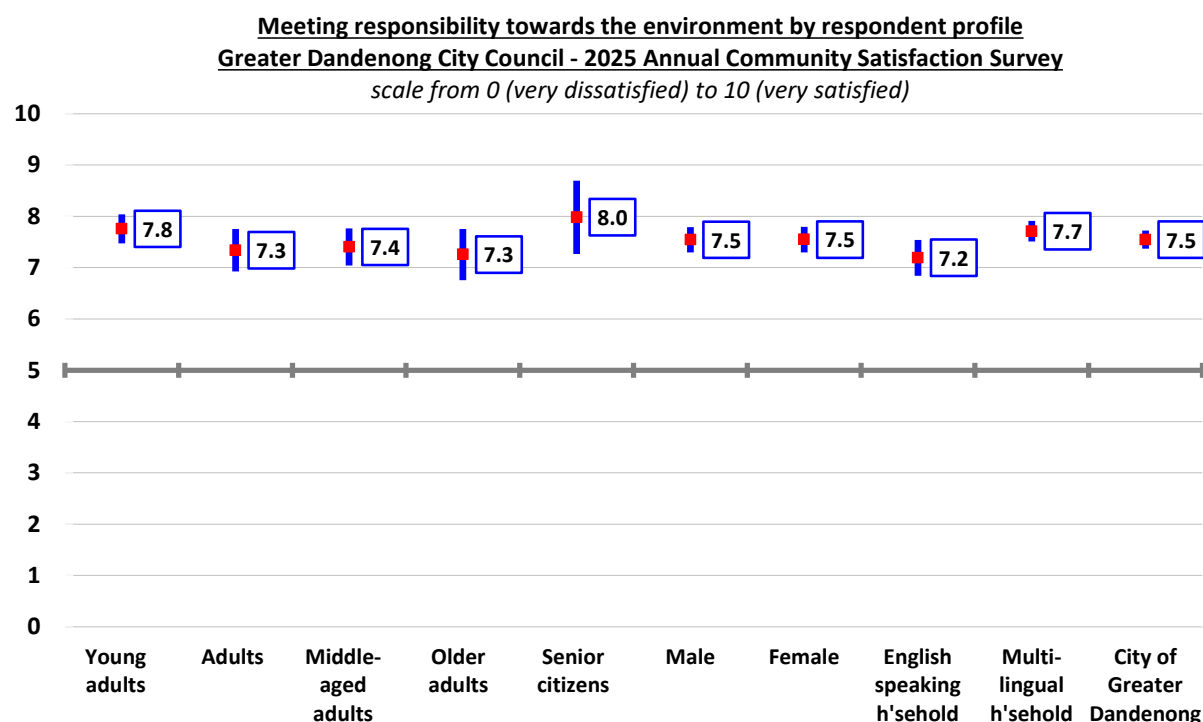
Whilst there was no measurable variation in this result observed across the municipality, it is noted that respondents from Dandenong and Springvale / Springvale South were notably (5% and 4% respectively) more satisfied than average and at “excellent” levels.

By contrast, respondents from Dandenong North were notably (6%) less satisfied than average, and at a “good” rather than a “very good” level.



There was measurable variation in satisfaction with this aspect of performance observed by respondent profile, with respondents from multilingual households measurably (5%) more satisfied than respondents from English speaking households.

Young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) were somewhat (3% and 5% respectively) more satisfied than average and at “excellent” levels.



Contact with Council

Contact with Council in the past 12 months

Respondents were asked:

“Have you contacted Greater Dandenong City Council in the past 12 months?”

In 2025, a total of 90 of the 402 respondents (23%) who provided a response to this question reported that they had contacted Council in the last 12 months.

Metropolis Research notes that this was a smaller proportion of respondents contacting Council in the last 12 months than has typically been observed elsewhere across metropolitan Melbourne in the post-pandemic period.

Contacted Council in the past 12 months
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2025	
	Number	Percent
Yes	90	23%
No	309	77%
Not stated	3	
Total	402	100%



Reasons for contacting Council

Respondents who had contacted Council were asked:

“If yes, what was the reason for contacting Council?”

The 90 respondents who contacted Council in the last 12 months were asked the reason why they contacted Council.

This question was included in order to provide some context around the satisfaction scores, as it is clear that the reason why respondents contact Council can often impact on their satisfaction with aspects of customer service. This can be the result of dealing with a different part of Greater Dandenong City Council but also may be the result of differing outcomes that respondents might receive, depending on why they contacted Council.

The most common reasons why respondents contacted Council related to rubbish and waste issues including recycling (45%) and car parking (8%). Reflecting the broad range of Council responsibilities, a range of other reasons for contacting Council were also evident in the table.

Reasons for contacting Council in the past 12 months
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
 (Number and percent of respondents contacting Council providing a response)

Reason	2025	
	Number	Percent
Waste including garbage, recycling and hard rubbish	39	45%
Parking	7	8%
Animal / pest management	4	5%
Cleanliness and maintenance of area	4	5%
Council rates / charges	4	5%
Roads and traffic	4	5%
Services for elderly and people with disability	3	3%
Business issues	2	2%
Health and medical issues / services	2	2%
Illegal dumping of rubbish	2	2%
Building, planning, housing and development issues	2	2%
Provision and maintenance of street trees	2	2%
Registration	2	2%
Childcare	1	1%
Drains maintenance and repairs	1	1%
Footpath maintenance and repairs	1	1%
Homelessness / beggars	1	1%
Noise	1	1%
Provision and maintenance of infrastructure	1	1%
Quality and provision of community services	1	1%
Traffic management	1	1%
Waste transfer / tip	1	1%
Reason not stated	4	
Total	90	100%

Forms of contact

Respondents who had contacted Council were asked:

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

The 90 respondents who reported that they had contacted Council in the last 12 months were asked for the method by which they last contacted Council.

This question was included in order to provide more context around the satisfaction with aspects of customer service.

Metropolis Research has consistently found over many years that satisfaction with customer service can vary depending on the method by which respondents had contacted Council.

The most common methods by which respondents last contacted Council was by telephone during office hours (70%), by email (10%), and Snap Send Solve (6%).

It is noted that just four percent of respondents reported visiting Council in person.

The proportion of respondents who telephoned Council was significantly higher than has been observed by Metropolis Research across metropolitan Melbourne in recent years.

Method of contact with Council
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents contacting Council providing a response)

Method	2025	
	Number	Percent
Telephone (during office hours)	63	70%
Email	9	10%
Snap Send Solve App	5	6%
Visit in person	4	4%
Submitted form via the website	4	4%
Mail	2	2%
Telephone (after hours service)	1	1%
Directly with a Councillor	1	1%
Social media (e.g. Facebook)	0	0.0%
Live chat	0	0%
Other	1	1%
Not stated	0	
Total	90	100%



Preferred method of contacting Council

Respondents who had contacted Council were asked:

“Was this your preferred method of contacting Council? If no, why did you use that method?”

The overwhelming majority (95%) of the 86 respondents who provided a response to this question reported that the method by which they last contacted Council was their preferred method.

Preferred method of contacting Council
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
 (Number and percent of respondents contacting Council providing a response)

Response	2025	
	Number	Percent
Yes	82	95%
No	4	5%
preferred to check online myself	2	
preferred method not stated	2	
Not stated	4	
Total	90	100%

Satisfaction with Council's customer service

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 Council?”

The 90 respondents who reported that they had contacted Council in the last 12 months were asked to rate their satisfaction with five aspects of customer service, including the ‘overall satisfaction with the customer service experience’.

The average satisfaction with these five aspects of customer service was 8.3 out of 10, or an “excellent” level of satisfaction.

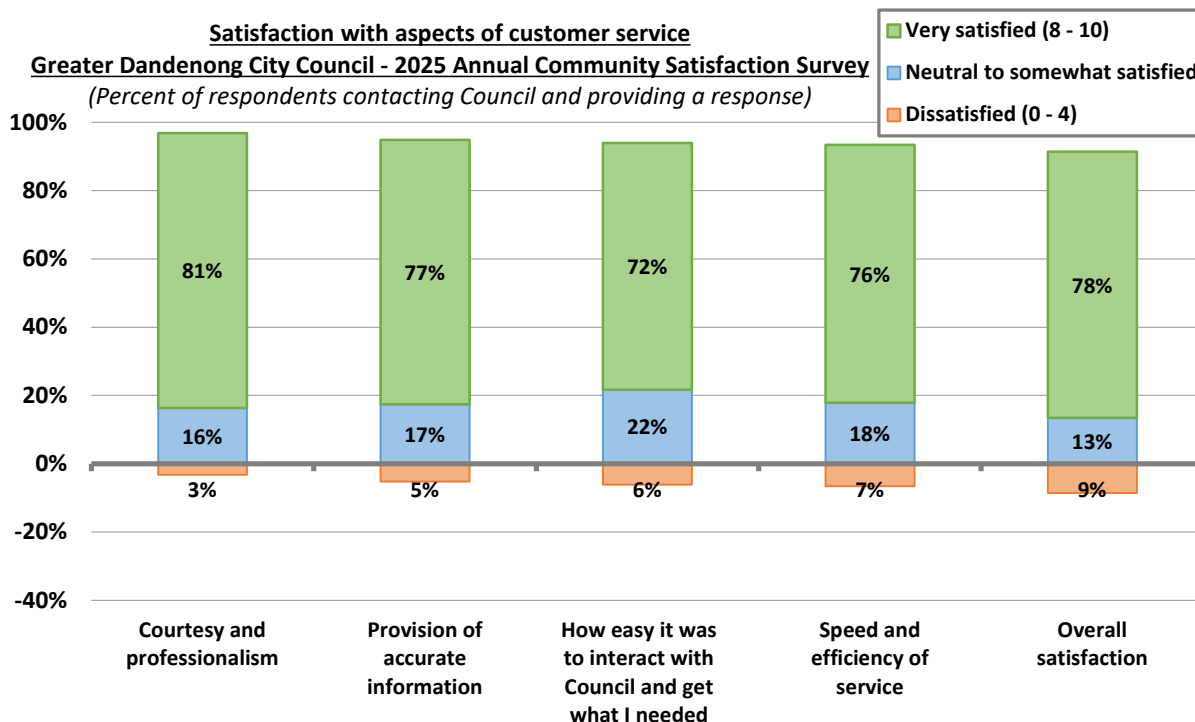
Satisfaction with all five aspects of customer service were recorded at “excellent” levels, which is, in the experience of Metropolis Research, a highly unusual result.





The following graph provides a breakdown of these results into the proportion of respondents (who provided a 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 out of 10).

It is noted that approximately three-quarters of the respondents who provided a score were “very satisfied” with each of the five aspects, with nine percent “dissatisfied” with the overall customer service experience.

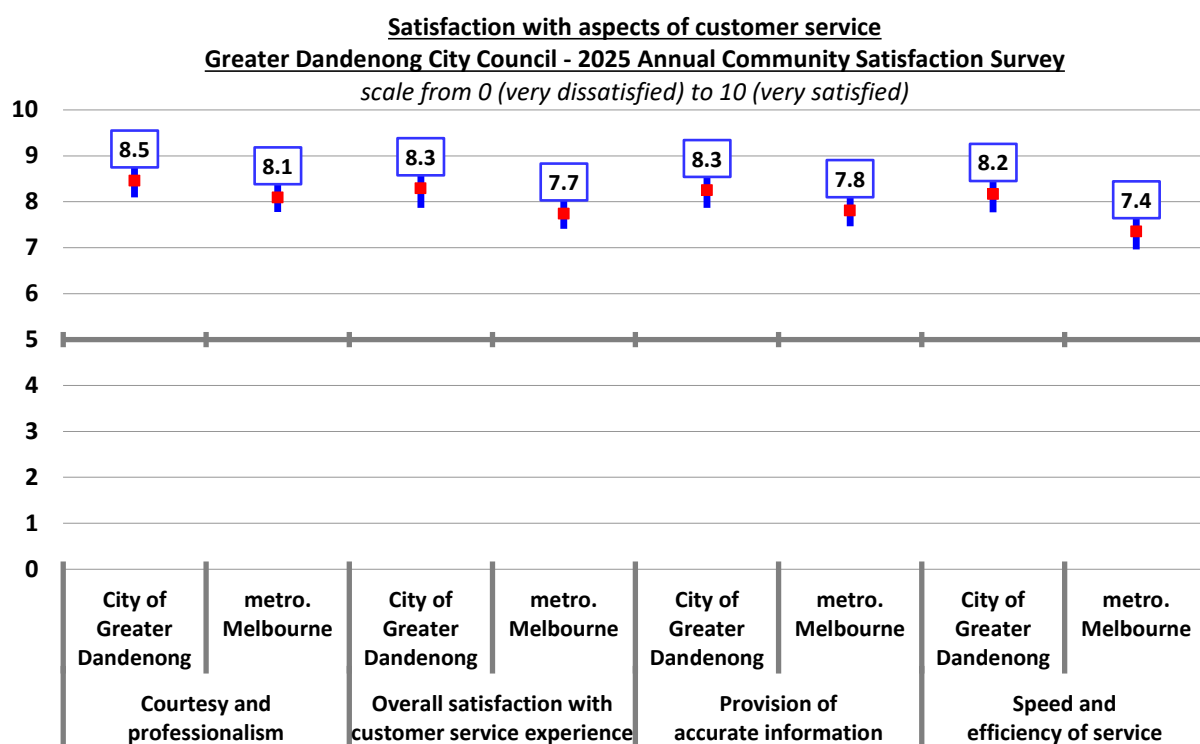


Four of the five aspects of customer service (excluding how easy it was to interact with Council and get what respondents needed) were also included in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same door-to-door, in-person survey methodology.

Satisfaction with all four of these aspects was notably higher for Greater Dandenong City Council than the metropolitan average, with the average satisfaction for these four aspects notably (5%) higher than the metropolitan average.

The variation was largest in relation to the overall satisfaction with the customer service experience which was notably (8%) higher for Greater Dandenong, and at an “excellent” rather than the “very good” level recorded for the metropolitan average.

These results clearly suggest that the Greater Dandenong community was notably more satisfied with customer service than the average across metropolitan Melbourne.



The following graph provides a comparison of satisfaction with the five aspects of customer service by the method of contacting Council.

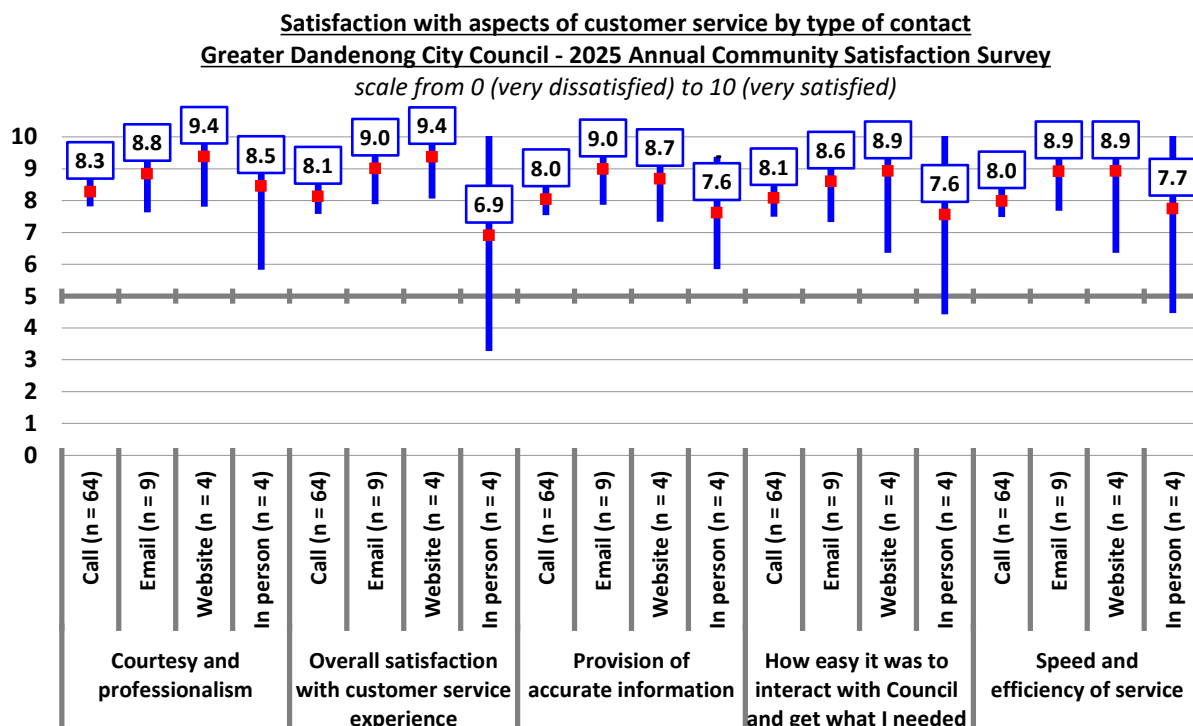
Caution should be exercised in the interpretation of these results given the extremely small sample size for these results

It is noted that the small number of respondents who emailed Council or visited the website were, on average, more satisfied than those who telephoned Council.

By contrast, the four respondents who visited Council in person were the least satisfied, although still at very high levels of satisfaction.



These results will be heavily influenced by the individual circumstances of the small number of respondents.



Overall satisfaction with the customer service experience

Overall satisfaction with the customer service experience of respondents who contacted Greater Dandenong City Council was 8.3 out of 10 this year.

This result was measurably higher than the metropolitan (6%) the southeastern region councils' (7%) averages, as recorded in *Governing Melbourne*.

Metropolis Research notes that this was an extremely positive result for the Greater Dandenong City Council, reflecting extremely well on its performance providing high quality customer service to the local community.

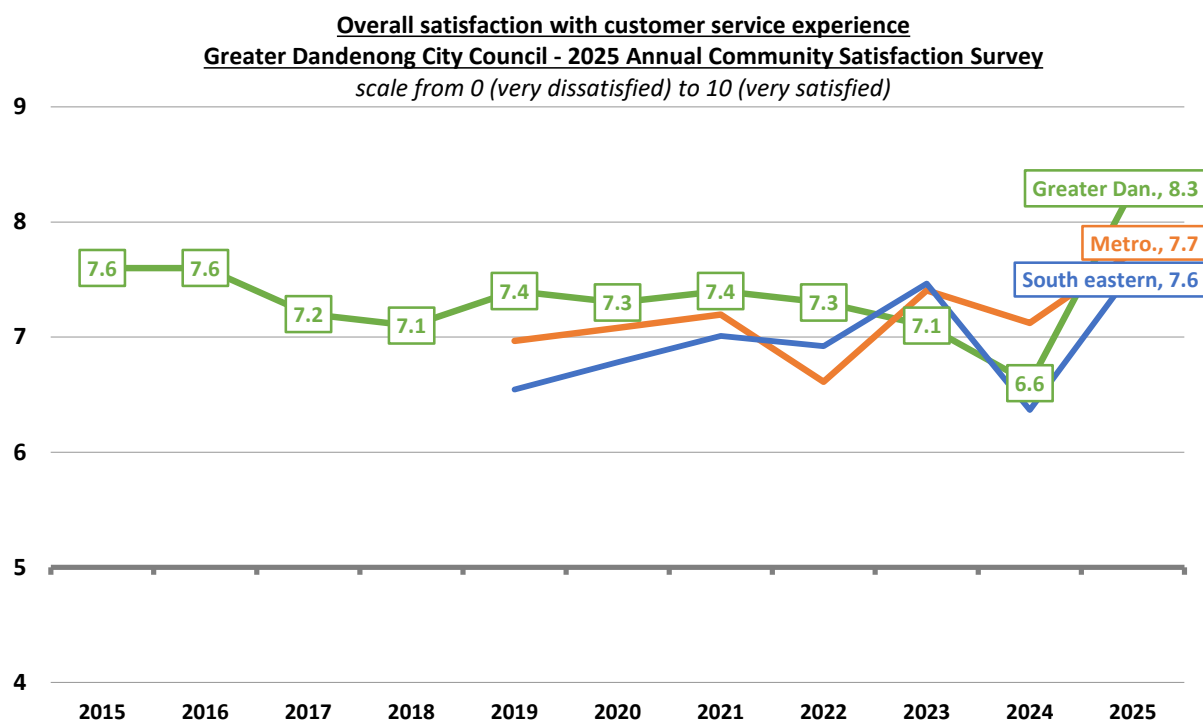
By way of comparison, Metropolis Research notes that this was the highest overall satisfaction with the customer service experience recorded by Metropolis Research in any municipality across metropolitan Melbourne over the last decade.

This was a measurable and significant (17%) increase on the unusually low 6.6 out of 10 recorded last year.

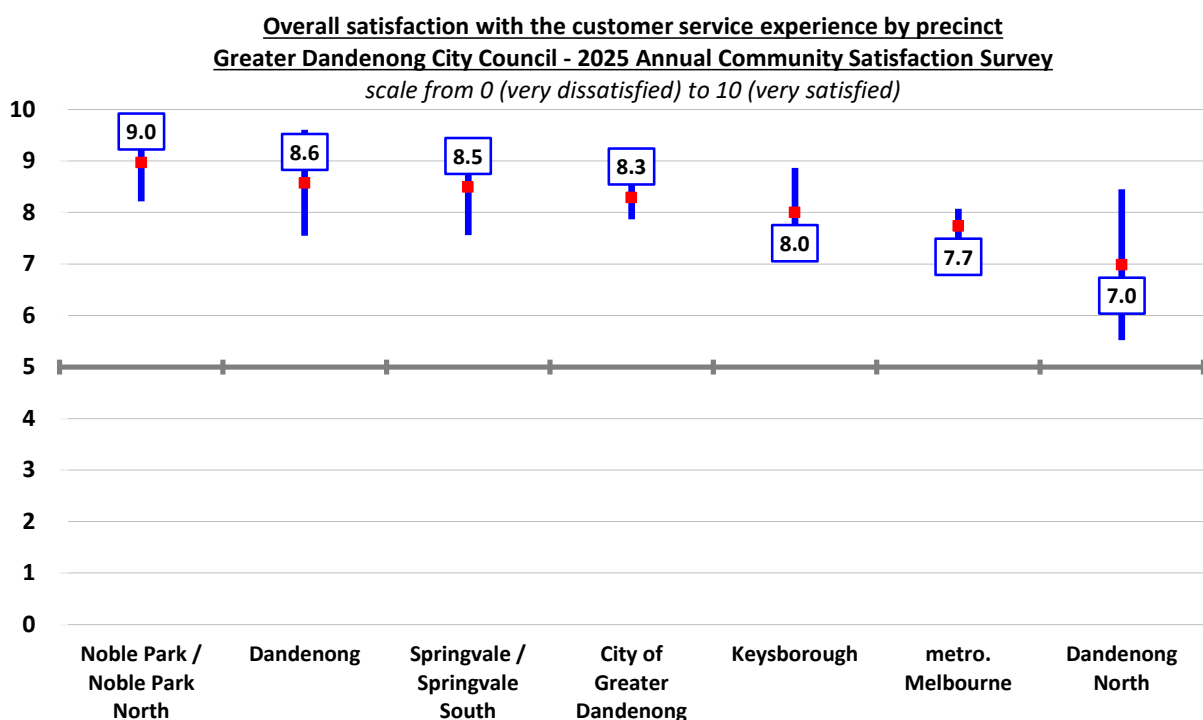
This result was also measurably (9%) higher than the long-term average overall satisfaction with the customer service experience since 2015 of 7.4 out of 10, or "very good".



It is important to bear in mind that the historical results were sourced from a different service provider, using a different methodology (telephone rather than door-to-door), using a different survey form, and using a different scaling approach to results.



Given the small sample size, there was no measurable variation in satisfaction with the customer service experience observed across the municipality. It was noted, however, that the 14 respondents from Dandenong North were notably (13%) less satisfied than average, and at a “good” rather than an “excellent” level.

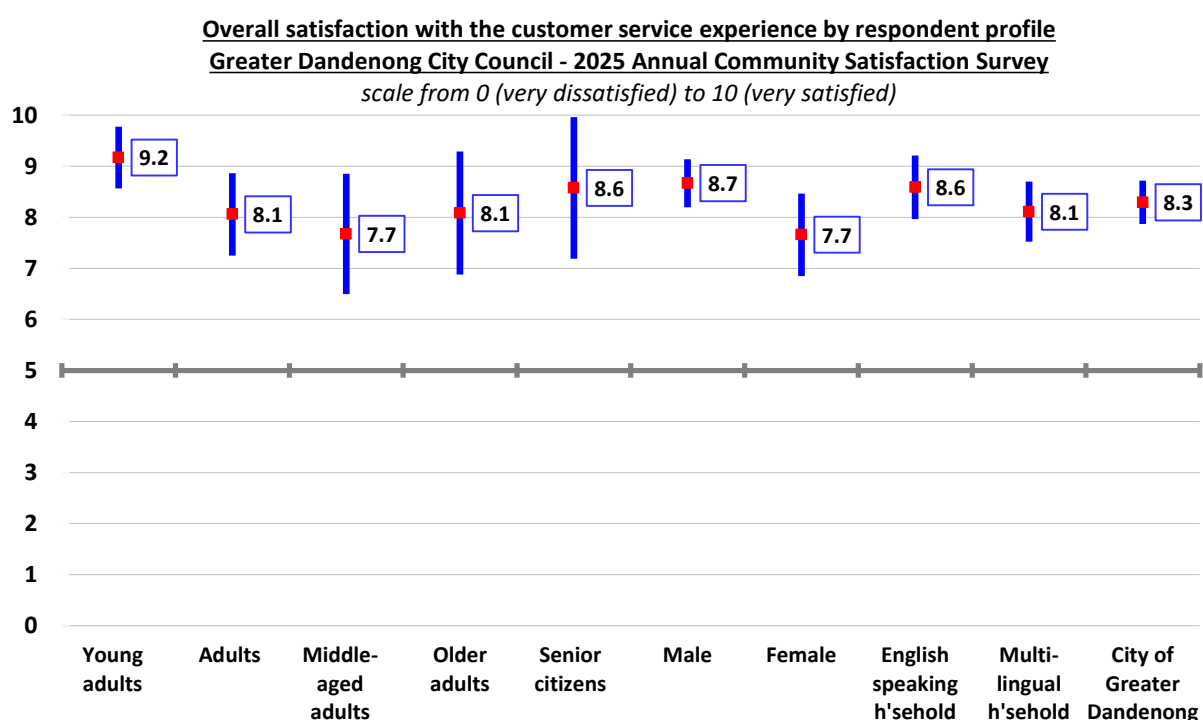


Whilst there was no measurable variation in overall satisfaction with the customer service experience observed by respondent profile, there was some variation of note.

The 21 young adults (aged 18 to 34 years) were notably (9%) more satisfied than average, whilst the 20 middle-aged adults (aged 45 to 59 years) were notably (6%) less satisfied, and at a “very good” rather than an “excellent” level.

The 33 female respondents were notably (10%) less satisfied than the 56 male respondents, and at a “very good” rather than “excellent” level.

The 34 respondents from English speaking households were also somewhat (5%) more satisfied than the 55 respondents from multilingual households.



Improvements to customer service

Given the “excellent” satisfaction with aspects of customer service recorded this year, there were just 10 comments made by respondents outlining potential improvements to customer service for Greater Dandenong City Council.



Improvements for Greater Dandenong City Council's customer service
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Homeless people live in front of my house	1
I followed up and didn't get a good response	1
I have not resolved my issues	1
I never got the drainage water flood service done and I has to call friends to solve the issue	1
I was fined for wrong reasons and there is no parking space in the driveway	1
Issue not yet solved, no alternative advice	1
No resolution at the end	1
There is rubbish on the road all the time and it makes it unsafe for cars and thereby pedestrians and the council needs to take a permanent action on this situation	1
They don't come at the right time. Come after hours	1
They don't help me out and only referred me to go to the website	1
Total	10

Planning and housing development

Satisfaction with aspects of planning and housing development

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of the planning and development in your local area?”

The following graphs outline satisfaction with three planning and development outcomes in the City of Greater Dandenong.

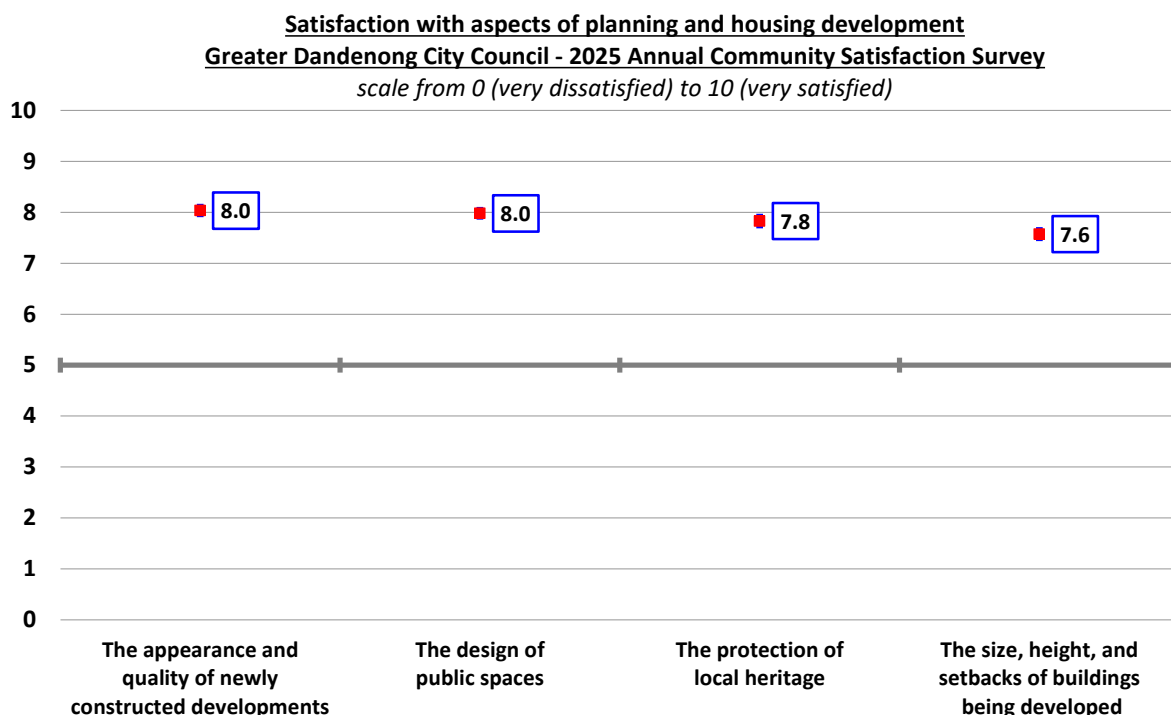
The average satisfaction with the appearance and quality of newly constructed developments (8.0), the design of public spaces (8.0), and the protection of local heritage (7.8) were all categorised as “excellent”.

Satisfaction with the size, height, and setback distances of buildings being developed was 7.6 out of 10, or a “very good” level of satisfaction.

None of these questions were included in the previous survey and therefore no time series comparisons can be made.

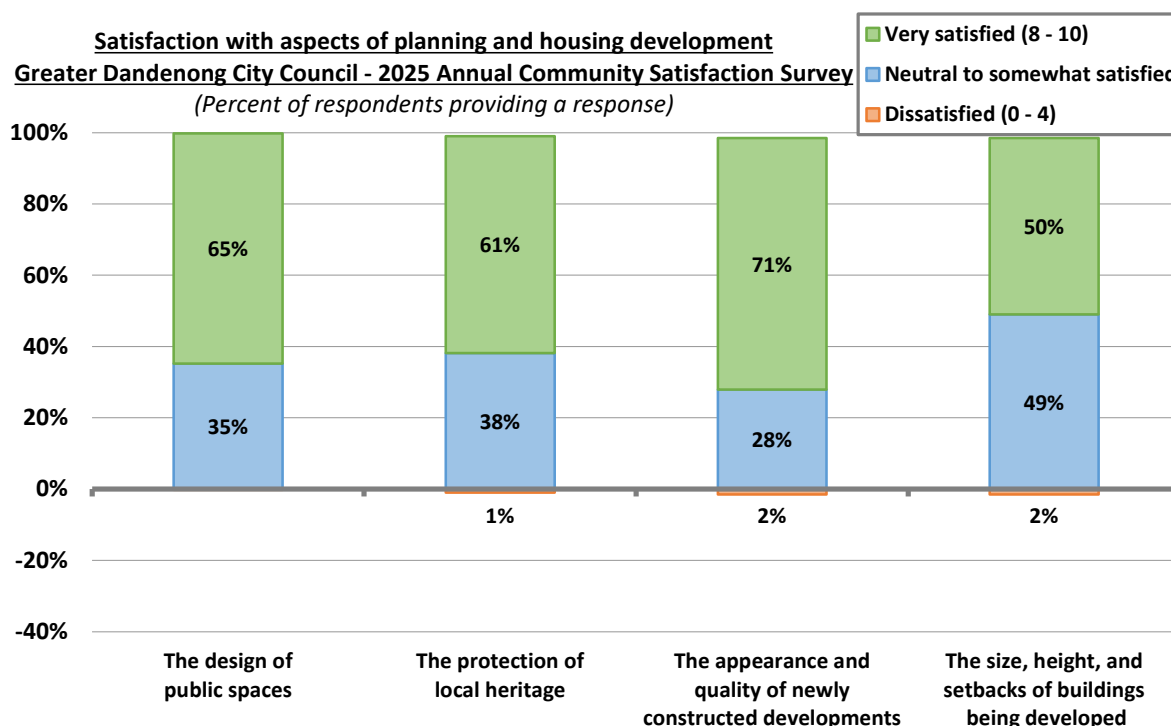
These results reflect extremely high levels of community satisfaction with the development outcomes ‘on the ground’.





The following graph provides a breakdown of these results into the proportion of respondents (who provided a 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 out of 10).

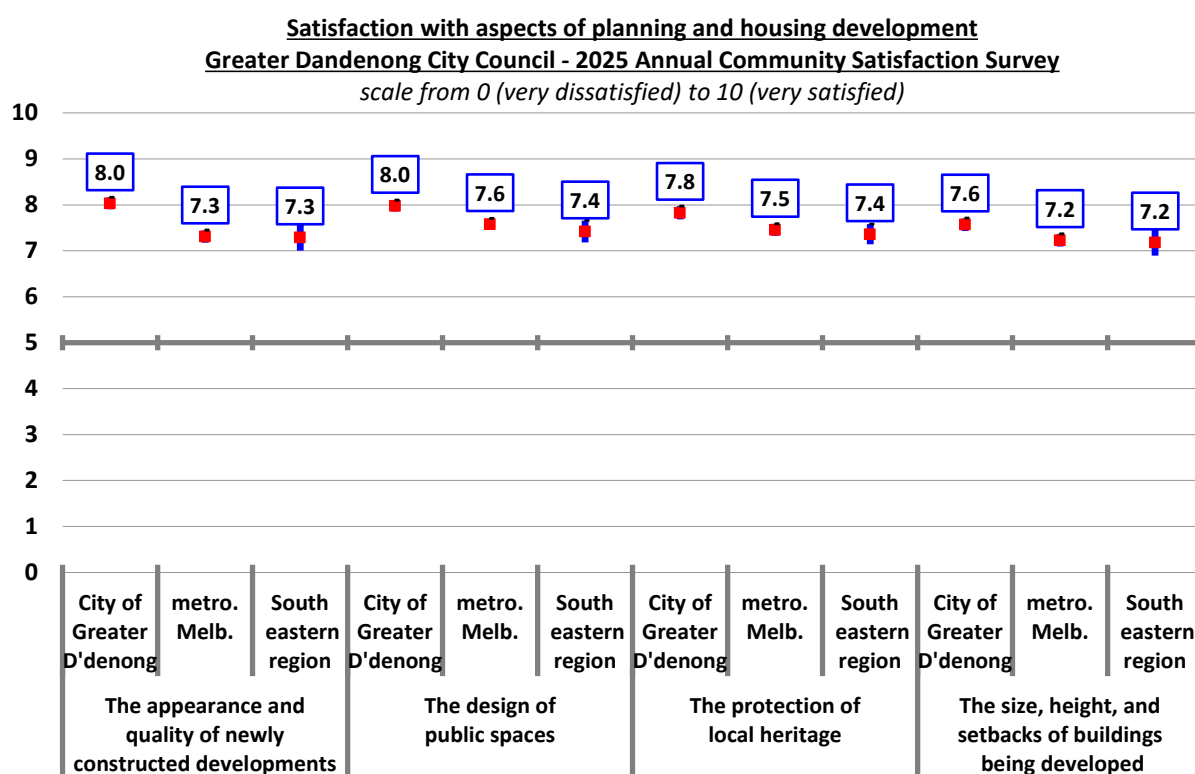
It is noted that at least half of the respondents who provided a score were “very satisfied” with all four planning and development outcomes. Just two percent of respondents were “dissatisfied” with the appearance and quality of newly constructed developments, and the size, height, and setback of buildings being developed.



The following graph provides a comparison of satisfaction with these four outcomes against the metropolitan and southeastern region councils' averages, as recorded in the 2025 *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same door-to-door, in-person methodology.

Satisfaction with all four of these developments outcomes was measurably higher in the City of Greater Dandenong than the metropolitan average.

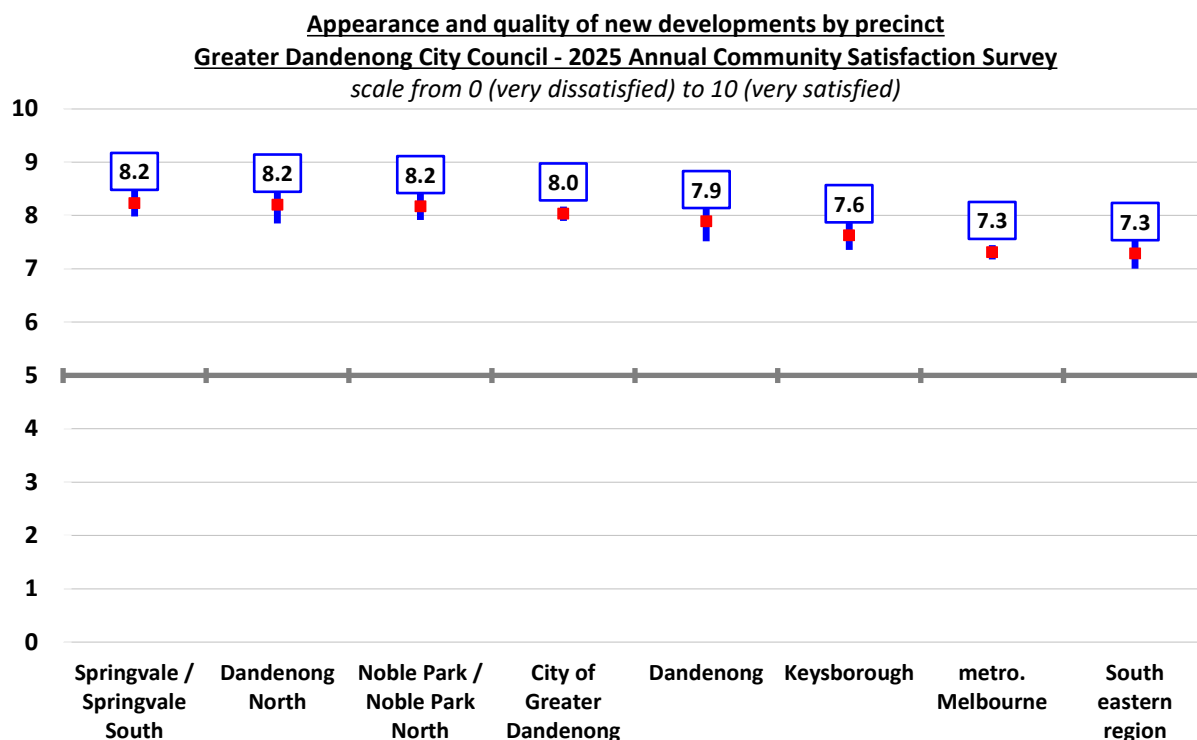
This over-performance against the metropolitan average was largest in relation to the appearance and quality of newly constructed developments (7% higher in Greater Dandenong), and smallest in relation to the protection of local heritage (3% higher).



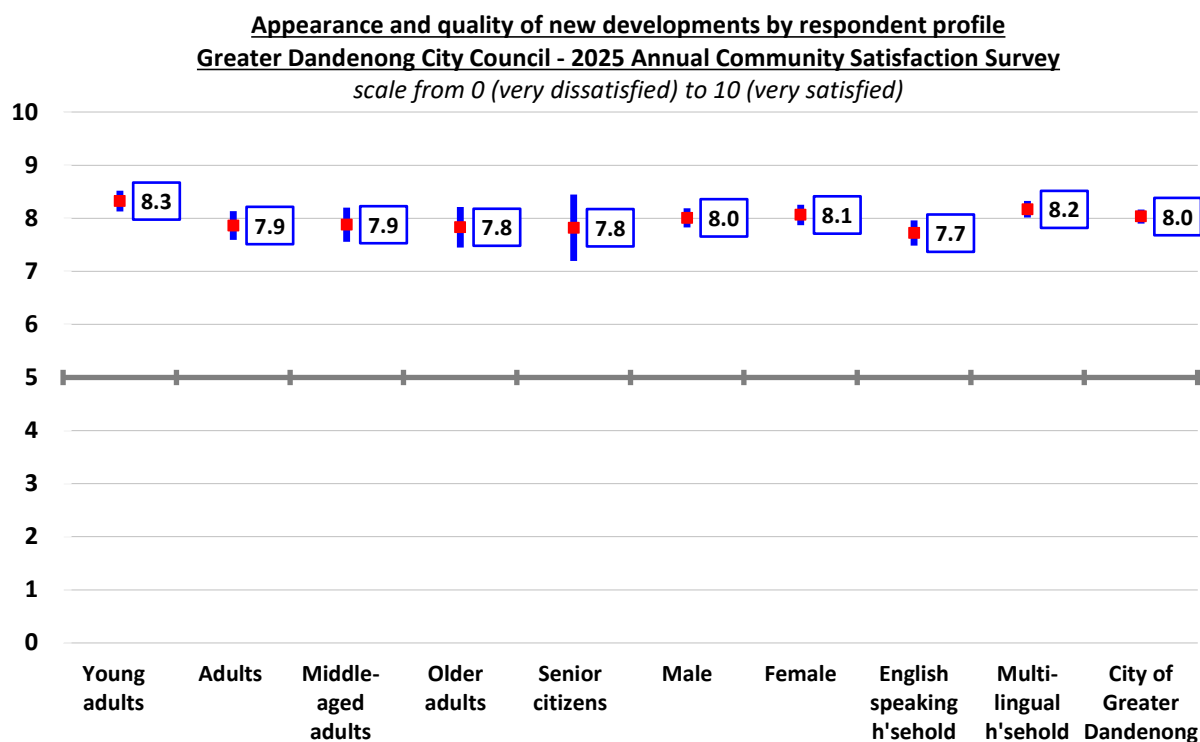
The appearance and quality of newly constructed developments

There was measurable variation in satisfaction with the appearance and quality of newly constructed developments observed across the municipality, with respondents from Keysborough measurably (4%) less satisfied than average and at a “very good” level.





There was also measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than average. Respondents from multilingual households were measurably (5%) more satisfied than respondents from English speaking households.



Respondents from rental households were measurably (4%) more satisfied than average, and seven percent more satisfied than respondents from mortgagor households.





The size, height, and setbacks of buildings being developed

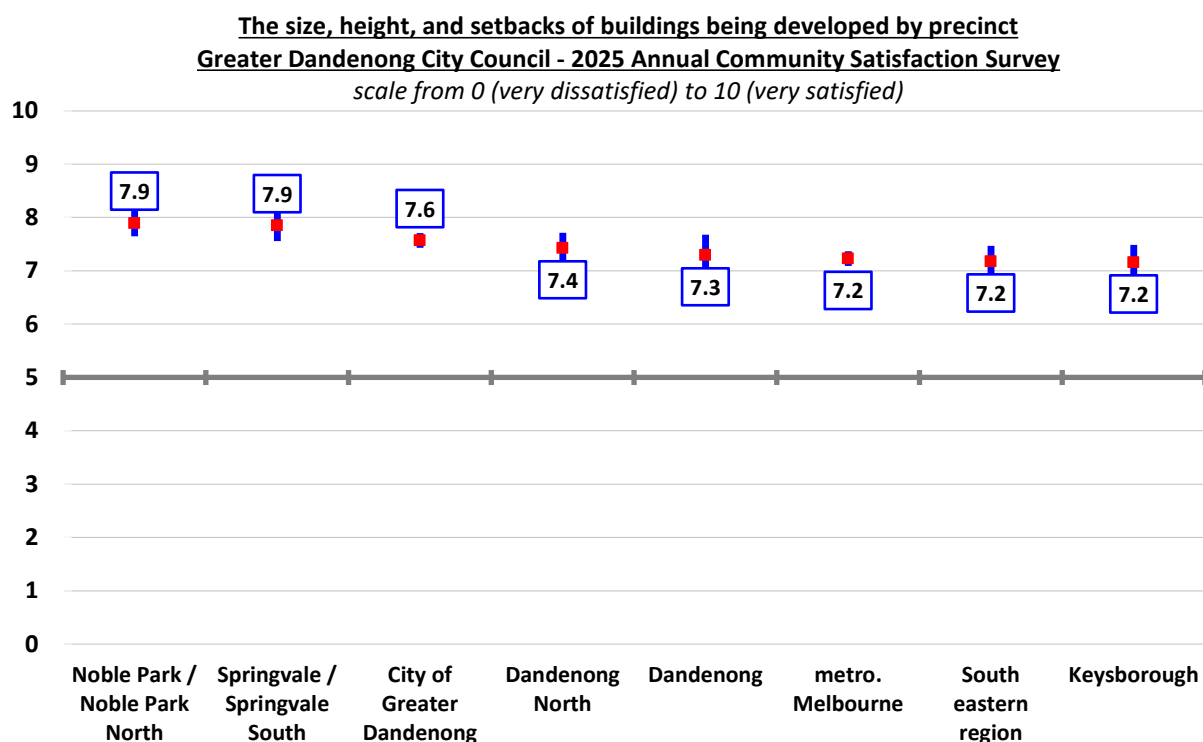
Satisfaction with the size, height, and set back distances of buildings being developed was 7.6 out of 10, or a “very good” level of satisfaction.

This result was measurably (4%) higher than the metropolitan and southeastern region councils’ average of 7.2 out of 10, or “good”.

There was no measurable variation in this result observed across the municipality. It is noted, however, that respondents from Noble Park / Noble Park North and Springvale / Springvale South were notably (3%) more satisfied than average, and at “excellent” levels.

By contrast, respondents from Keysborough were notably (4%) less satisfied than average, and at a “good” rather than a “very good” level.





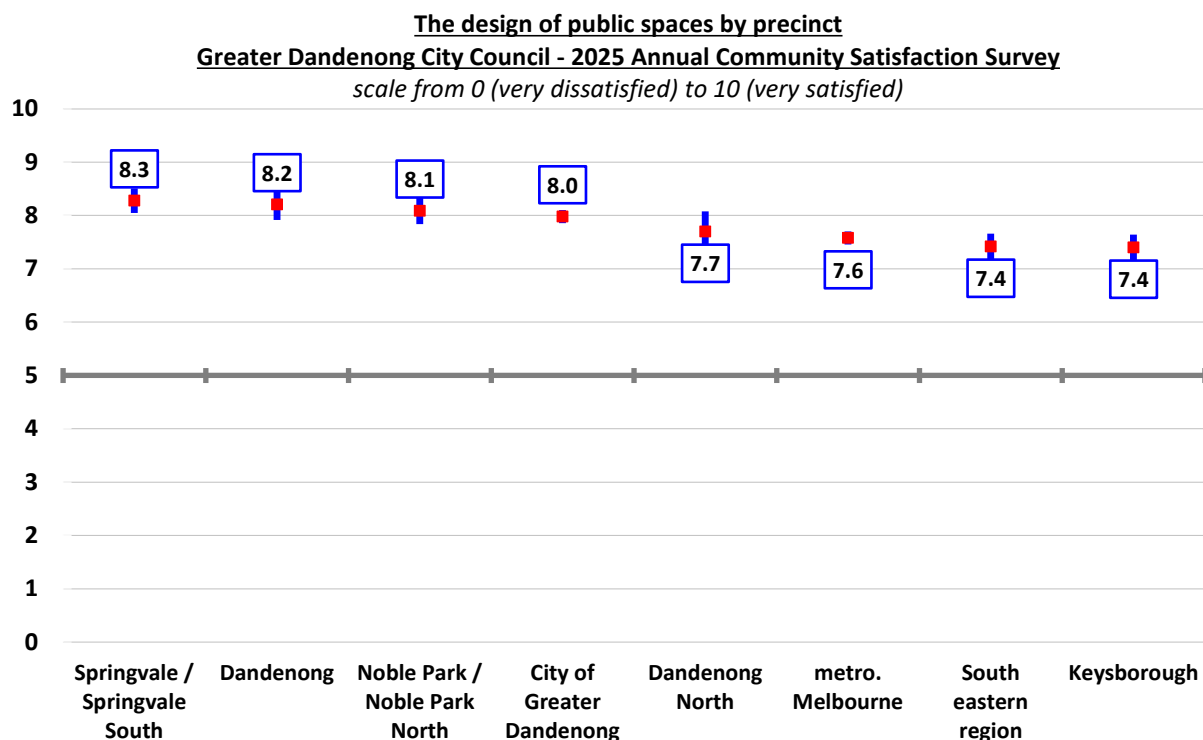
The design of public spaces

Satisfaction with the design of public spaces was 8.0 out of 10, or an “excellent” level of satisfaction.

This result was measurably higher than the metropolitan (4%) and southeastern region councils’ (6%) averages.

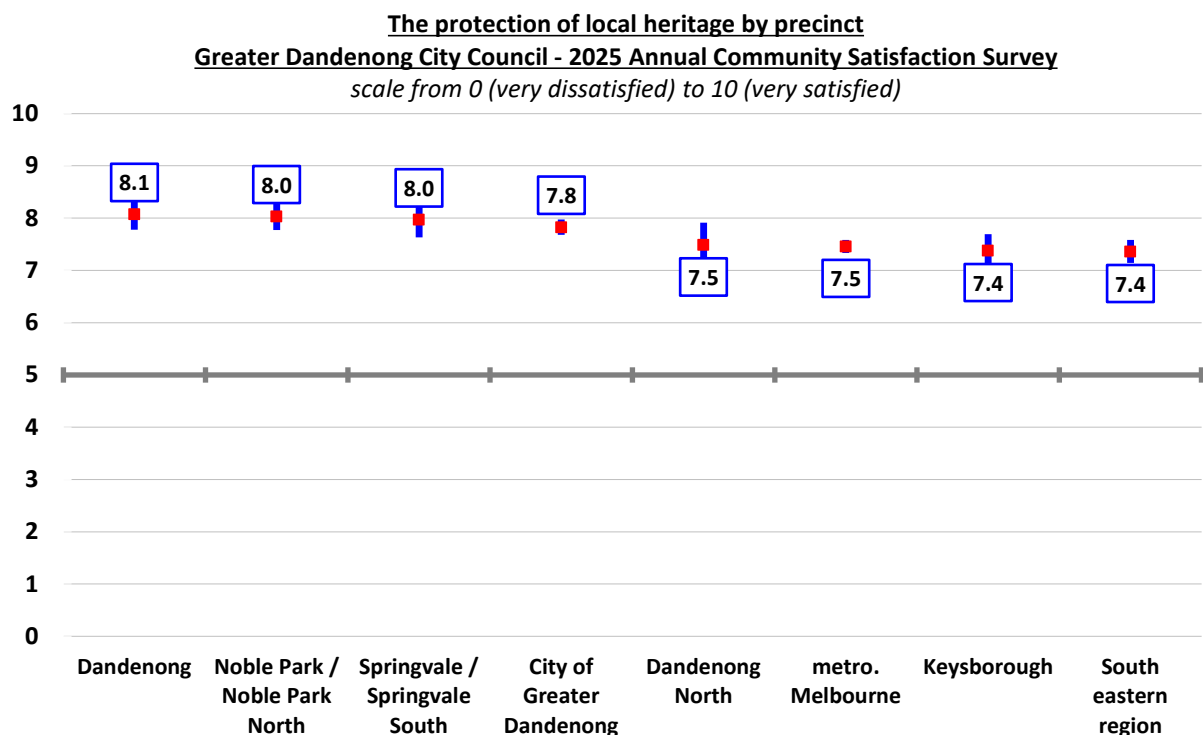
There was no measurable variation in this result observed across the municipality. It is noted, however, that respondents from Keysborough were notably (6%) less satisfied than average, and at a “very good” rather than an “excellent” level.





The protection of local heritage

Satisfaction with the protection of local heritage was 7.8 out of 10, or an “excellent” level of satisfaction.



This result was measurably higher than the metropolitan (3%) and southeastern region councils' (4%) averages, both of which were recorded at "very good" levels.

There was measurable variation in this result observed across the municipality with respondents from Keysborough measurably (4%) less satisfied than average, and at a "very good" rather than an "excellent" level.

Reasons for dissatisfaction with aspects of planning and development

The following table outlines the 23 comments received from respondents in relation to dissatisfaction with aspects of planning and development.

Reason for dissatisfaction with aspects of planning and development
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Too big for the amount of parking	2
Bike accessibility in the local area	1
Can't build new thousands of properties with no infrastructure	1
Have not seen many heritage areas which are advertised	1
I really have no clue about what local heritage they are preserving	1
Low quality units, they're approving things too easily. Issues with doors and windows, they just give away permits	1
Mice and rats coming through from ceiling, poor construction	1
No communal spaces e.g. families	1
No inspiration so no art and no activity for years	1
Non-existent infrastructure	1
Not too many townhouses	1
Overall, the areas are not well maintained	1
Poor quality construction for private units	1
Safety issue all over	1
The public spaces are poorly lit	1
The whole land is used for building, no backyards	1
There is rubbish all over	1
They tried to do a four-storey building on our street	1
Too high, should not be this tall out of the city	1
Too many small houses	1
Too much development	1
Too small area they build a school and had to expand it twice over the years	1
Total	23



Importance of and satisfaction with Council services and facilities

Respondents were asked to rate the importance to the community of 46 Council provided services and facilities.

They were then their personal level of satisfaction with each of 26 services and facilities that all in the community will have used.

The were then asked their personal level of satisfaction with each of 20 other services and facilities that they or members of their household had used in the last 12 months.

Importance of Council services and facilities

Respondents were asked:

“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.”

The average importance of the 46 included services and facilities was 9.0 out of 10.

Of these 46 services and facilities, 40 were included in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same door-to-door methodology.

The average importance of services and facilities was essentially the same in the City of Greater Dandenong as the metropolitan average (9.0 compared to 9.1).

The importance for each of the included services and facilities ranged from an “extremely high” 8.4 for the management of graffiti, to an “extremely high” 9.5 for the regular weekly garbage collection, indicating that respondents considered each Council service to be very important.

As outlined at the left-hand side of the following table, there were three services that were measurably more important than the average of all 40 (9.0), and six that were measurably less important, as follows:

- ***Measurably MORE important than average*** – included weekly garbage collection (5% more important), fortnightly recycling (3% more), and fortnightly food and green waste collection (3% more).
- ***Measurably LESS important than average*** – included the management of graffiti (6% less important), activities promoting / supporting tourism (5% less), *Greater Dandenong Council News* (5% less), parking enforcement (5% less), provision of arts, cultural events, programs, and activities (4% less), provision of arts and cultural venues, spaces, and facilities (4% less).

Respondents in the City of Greater Dandenong considered parking enforcement (4% less), the maintenance and cleaning of strip shopping areas (4% less), and street sweeping (4% less) measurably less important than the metropolitan average.



Importance of selected Council services and facilities
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2025			2025 Metro.*
			Lower	Mean	Upper	
Higher	Regular weekly garbage collection	396	9.4	9.5	9.6	9.5
	Regular fortnightly recycling	395	9.3	9.3	9.4	9.5
	Fortnightly food and green waste collection	396	9.2	9.3	9.4	9.2
Average importance	Services for people with disability	359	9.1	9.2	9.3	9.1
	Services for older people	372	9.1	9.2	9.3	9.2
	Services for children from birth to 5 years of age	383	9.1	9.2	9.3	9.1
	Services for youth	377	9.1	9.2	9.3	9.1
	Bookable hard rubbish service	392	9.1	9.2	9.3	9.2
	Maintenance and repairs of sealed local roads	395	9.1	9.2	9.3	9.3
	Maintenance and repair of major arterial roads	399	9.1	9.2	9.3	9.3
	Local library services	376	9.1	9.2	9.3	9.1
	Support services for people experiencing disadvantage	358	9.0	9.2	9.3	n.a.
	Family support services	375	9.0	9.1	9.2	n.a.
	Council's emergency management and response	369	9.0	9.1	9.2	9.0
	Public toilets	381	9.0	9.1	9.2	9.1
	Street lighting	395	9.0	9.1	9.2	9.3
	Sports ovals and other local sporting facilities	387	9.0	9.1	9.2	9.0
	Drains maintenance and repairs	398	8.9	9.0	9.2	9.3
	Provision and maintenance of parks and gardens	396	8.9	9.0	9.1	9.3
	Local traffic management	395	8.9	9.0	9.1	9.2
	Footpath maintenance and repairs	400	8.9	9.0	9.1	9.2
	Town Planning policies	377	8.9	9.0	9.1	8.9
	Management of illegally dumped rubbish	396	8.8	8.9	9.1	9.2
	Enforcement of local laws	386	8.8	8.9	9.0	9.1
	Provision and maintenance of playgrounds	393	8.8	8.9	9.0	9.0
	Provision and maintenance of street trees	394	8.8	8.9	9.0	9.2
	Waste Recovery Centre (the Tip)	375	8.8	8.9	9.0	8.8
	Recreation Centres and / or Aquatic Centres	385	8.8	8.9	9.0	9.0
	Maintenance and cleaning of public areas	398	8.8	8.9	9.0	9.2
	Provision of parking facilities / spaces	393	8.8	8.9	9.0	n.a.
	Litter collection in public areas	396	8.8	8.9	9.0	9.2
	Planning and / or building permits	364	8.8	8.9	9.0	8.8
	Animal management	365	8.7	8.9	9.0	9.2
	Council's website	371	8.7	8.9	9.0	9.0
	Bike and shared paths	390	8.7	8.8	8.9	8.9
	Community centres and halls	384	8.7	8.8	8.9	8.7
	Council's activities promoting economic development	360	8.7	8.8	8.9	8.9
	Street sweeping	394	8.7	8.8	8.9	9.2
	Council festivals and events	390	8.6	8.7	8.8	8.7
	Maintenance and cleaning of strip shopping areas	397	8.6	8.7	8.8	9.1
Lower than average	Provision of arts and cultural venues, spaces, and facilities	384	8.5	8.6	8.7	n.a.
	Provision of arts, cultural events, programs and activities	383	8.4	8.6	8.7	8.6
	Parking enforcement	394	8.4	8.5	8.7	9.0
	Council's regular magazine <i>Greater Dandenong Council News</i>	365	8.3	8.5	8.7	8.6
	Council activities promoting / supporting tourism	361	8.3	8.5	8.7	n.a.
	Management of graffiti	390	8.3	8.4	8.6	n.a.
Average importance of Council services			8.8	9.0	9.1	9.1

(*) 2025 metropolitan Melbourne average from Governing Melbourne



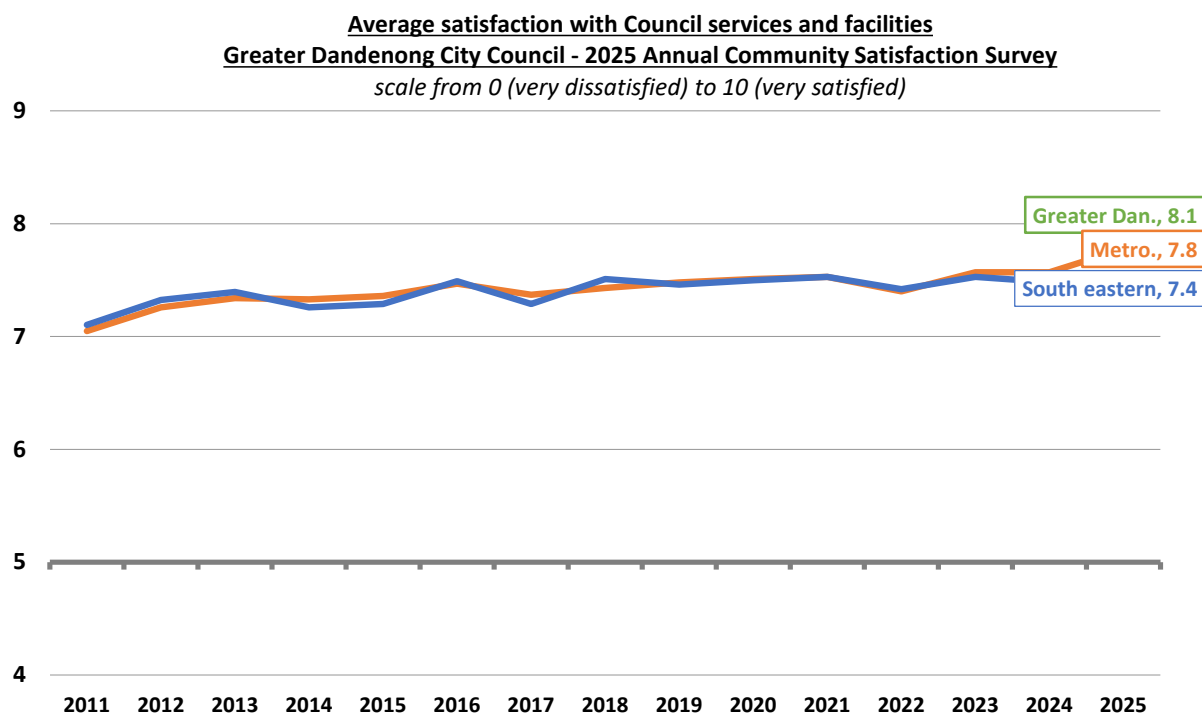
Satisfaction with Council services and facilities

The average satisfaction with the 46 included services and facilities was 8.1 out of 10 this year, or an “excellent” level of satisfaction.

This average satisfaction was measurably higher than the metropolitan average of 7.8, and also the southeastern region councils’ average of 7.4, with all services recording a “good” (1 service), “very good” (13 services), or “excellent” (32 services) score.

These results represent an excellent level of satisfaction with the performance of Greater Dandenong City Council providing services and facilities to the community in all areas of Council activity.

Metropolis Research advises that this average satisfaction with services and facilities was the highest average satisfaction recorded by Metropolis Research since it commenced conducting community satisfaction research for local government in Victoria in 2001.



Of the 46 included services and facilities, as outlined at the left-hand side of the following table, there were five services and facilities that recorded a satisfaction score measurably higher than the average of all 46 (8.1), and six that recorded a measurably lower score:

- **Measurably HIGHER than average satisfaction** – included regular weekly garbage collection (8% higher), regular fortnightly recycling (7%), local library services (7%), support services for people experiencing disadvantage (7%), and fortnightly food and green waste collection (7%).
- **Measurably LOWER than average satisfaction** – included public toilets (15% lower), management of illegally dumped rubbish (6%), major arterial roads and highways managed by VicRoads (6%), planning and / or building permits (6%), sealed local roads managed by Council (5%), and the provision of parking facilities / spaces (5%).

Satisfaction with selected Council services and facilities
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	Lower	2025 Mean	Upper	2025 Metro.*
Higher	Regular weekly garbage collection	398	8.8	8.9	9.0	8.5
	Regular fortnightly recycling	391	8.7	8.8	8.9	8.5
	Local library services	170	8.7	8.8	9.0	8.4
	Support services for people experiencing disadvantage	13	7.9	8.8	9.8	n.a.
	Fortnightly food and green waste collection	393	8.6	8.8	8.9	8.5
Average satisfaction	Provision of arts and cultural venues, spaces, and facilities	58	8.3	8.7	9.0	n.a.
	Services for older people	34	8.2	8.6	9.0	7.8
	Provision of arts, cultural events, programs and activities	56	8.2	8.6	9.0	7.8
	Services for children from birth to 5 years of age	51	8.2	8.6	8.9	7.8
	Bookable hard rubbish service	207	8.3	8.5	8.7	8.4
	Sports ovals and other local sporting facilities	145	8.2	8.4	8.6	8.2
	Council festivals and events	98	8.1	8.4	8.6	7.9
	Provision and maintenance of playgrounds	129	8.2	8.4	8.6	8.2
	Family support services	21	7.6	8.4	9.1	n.a.
	Waste Recovery Centre (the Tip)	71	8.0	8.4	8.7	8.1
	Community centres and halls	51	8.0	8.3	8.7	7.8
	Services for youth	31	7.8	8.3	8.8	8.0
	Council's website	165	8.0	8.3	8.5	7.7
	Provision and maintenance of parks and gardens	384	8.1	8.2	8.3	8.1
	Council's emergency management and response	311	7.9	8.1	8.2	7.9
	Recreation Centres and / or Aquatic Centres	118	7.7	8.0	8.2	7.9
	Street sweeping	385	7.8	7.9	8.1	7.6
	Council's regular magazine <i>Greater Dandenong Council News</i>	344	7.8	7.9	8.1	7.5
	Drains maintenance and repairs	389	7.7	7.9	8.0	7.6
	Maintenance and cleaning of public areas	393	7.7	7.9	8.0	7.6
	Animal management	335	7.7	7.9	8.0	7.8
	Town Planning policies	324	7.7	7.8	8.0	7.4
	Council's activities promoting eco. development	320	7.7	7.8	8.0	7.6
	Provision and maintenance of street trees	392	7.6	7.8	8.0	7.6
	Bike and shared paths	123	7.5	7.8	8.1	7.8
	Council activities promoting / supporting tourism	293	7.6	7.8	8.0	n.a.
	Services for people with disability	21	6.9	7.8	8.6	7.7
	Enforcement of local laws	366	7.6	7.7	7.9	7.9
	Management of graffiti	370	7.6	7.7	7.9	n.a.
	Litter collection in public areas	391	7.5	7.7	7.8	7.6
	Maintenance and cleaning of strip shopping areas	391	7.5	7.7	7.8	7.7
	Footpath maintenance and repairs	400	7.5	7.7	7.8	7.5
	Street lighting	396	7.5	7.6	7.8	7.5
	Local traffic management	388	7.5	7.6	7.8	7.4
	Parking enforcement	380	7.4	7.6	7.8	7.5
Lower than average	Provision of parking facilities / spaces	388	7.4	7.6	7.7	n.a.
	Maintenance and repairs of sealed local roads	392	7.4	7.6	7.7	7.3
	Planning and / or building permits	23	6.9	7.5	8.2	7.2
	Maintenance and repair of major arterial roads	396	7.3	7.5	7.7	7.0
	Management of illegally dumped rubbish	389	7.3	7.5	7.6	7.5
	Public toilets	157	6.3	6.6	7.0	6.8
Average satisfaction of Council services			7.8	8.1	8.3	7.8

(*) 2025 metropolitan Melbourne average from Governing Melbourne



Comparison to the metropolitan Melbourne average

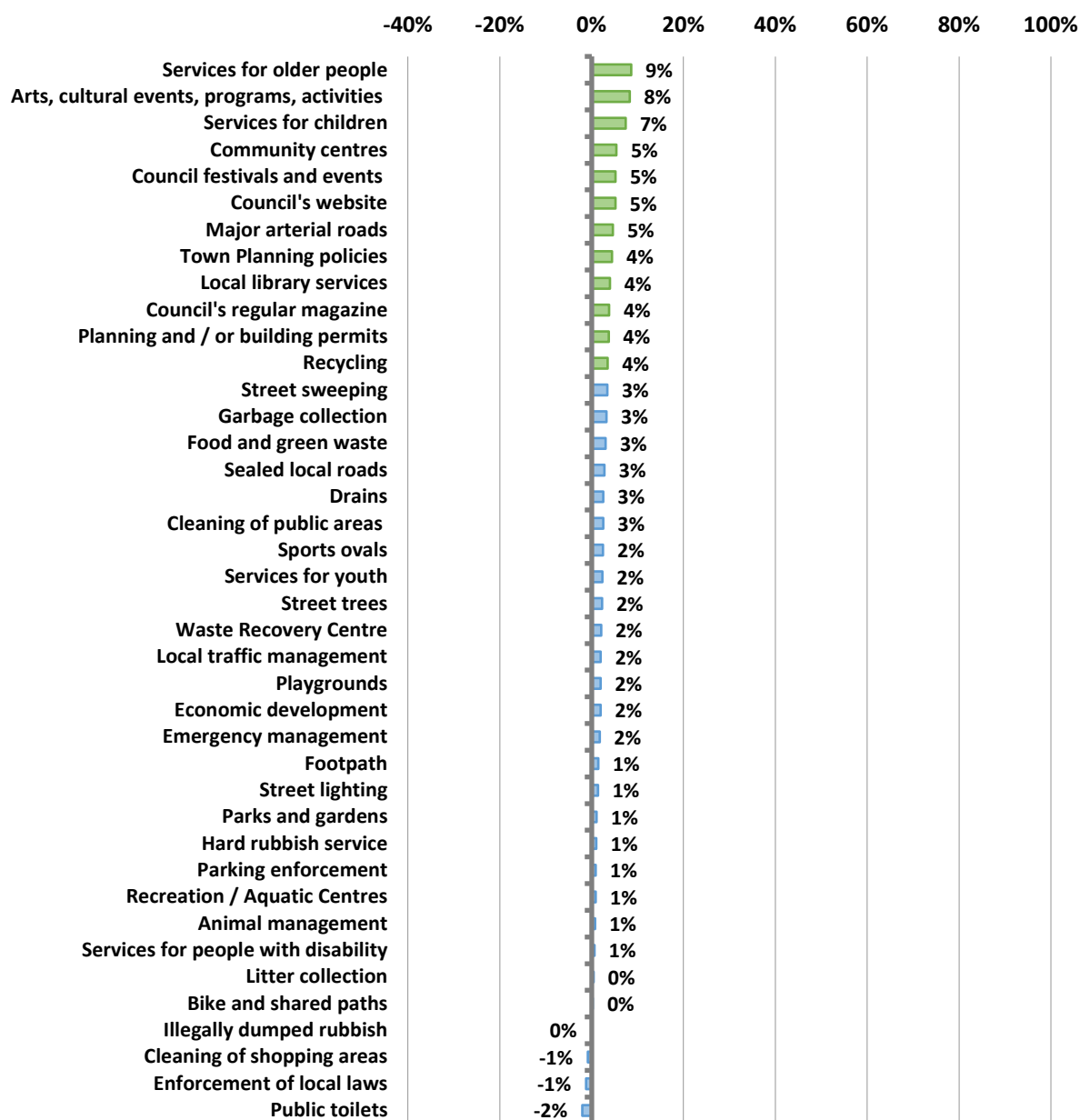
Of the 46 services and facilities included in the survey this year, 40 were also included in *Governing Melbourne* in a comparable format.

Of these 40 services and facilities, 34 recorded a higher satisfaction score in the City of Greater Dandenong, three recorded identical satisfaction, and three recorded a marginally lower score. Services which recorded notably higher satisfaction scores in the City of Greater Dandenong included services for older people (9% higher), arts and cultural events, programs, and activities (8% higher), services for children (7% higher), community centres (5% higher), Council festivals and events (5% higher), and Council's website (5% higher).

Percentage difference between Greater Dandenong and metro. Melbourne average

Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey

(Percentage increase / decrease)



Percentage satisfied / dissatisfied with services and facilities:

The following table provides a breakdown of satisfaction scores into the proportion of respondents 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).

Of the 46 services and facilities, half (50%) or more of the respondents providing a score were “very satisfied” with 45.

Public toilets were the only facility for which 10% or more were “dissatisfied”, with 15% of respondents rating these facilities at less than five. In addition, seven percent of respondents indicated that they were “dissatisfied” with street lighting.



Satisfaction with selected Council services and facilities
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Service/facility	Dissatisfied	Neutral to somewhat satisfied	Very satisfied	Can't say	Total
Local library services	1%	7%	92%	2	171
Regular weekly garbage collection	0%	11%	88%	4	402
Regular fortnightly recycling	0%	12%	88%	11	402
Community centres and halls	2%	11%	87%	1	52
Services for children from birth to 5 years of age	2%	12%	87%	1	51
Fortnightly food and green waste collection	0%	14%	86%	9	402
Provision of arts and cultural venues, spaces, and facilities	2%	13%	86%	0	58
Bookable hard rubbish service	2%	14%	85%	4	211
Waste Recovery Centre (the Tip)	3%	13%	84%	2	72
Sports ovals and other local sporting facilities	1%	19%	81%	2	147
Support services for people experiencing disadvantage	0%	20%	80%	2	15
Provision of arts, cultural events, programs and activities	2%	19%	79%	1	57
Services for older people	0%	21%	79%	2	36
Services for youth	0%	22%	78%	2	33
Provision and maintenance of playgrounds	0%	23%	77%	0	129
Council's website	1%	23%	76%	3	168
Family support services	0%	26%	75%	1	22
Council festivals and events	0%	26%	74%	0	98
Recreation Centres and / or Aquatic Centres	3%	24%	73%	1	119
Provision and maintenance of parks and gardens	0%	27%	73%	18	402
Council's emergency management and response	1%	28%	71%	91	402
Services for people with disability	4%	31%	66%	1	22
Bike and shared paths	3%	32%	65%	1	124
Town Planning policies	4%	31%	65%	78	402
Council's regular magazine Greater Dandenong Council News	3%	33%	65%	58	402
Street sweeping	2%	35%	63%	17	402
Animal management	4%	33%	63%	67	402
Maintenance and cleaning of public areas	2%	35%	63%	9	402
Drains maintenance and repairs	3%	34%	62%	13	402
Provision and maintenance of street trees	4%	35%	62%	10	402
Council activities promoting / supporting tourism	3%	36%	62%	109	402
Street lighting	7%	32%	61%	6	402
Council's activities promoting economic development	2%	38%	61%	82	402
Local traffic management	4%	36%	60%	14	402
Maintenance and cleaning of strip shopping areas	3%	37%	60%	11	402
Planning and / or building permits	4%	37%	59%	0	23
Enforcement of local laws	3%	38%	59%	36	402
Management of graffiti	3%	39%	58%	32	402
Provision of parking facilities / spaces	5%	37%	58%	14	402
Parking enforcement	5%	37%	58%	22	402
Litter collection in public areas	2%	41%	57%	11	402
Maintenance and repairs of sealed local roads	3%	40%	57%	10	402
Footpath maintenance and repairs	3%	41%	56%	2	402
Management of illegally dumped rubbish	5%	43%	52%	13	402
Maintenance and repair of major arterial roads	4%	45%	51%	6	402
Public toilets	15%	46%	39%	1	158



Average satisfaction with services and facilities by respondent profile

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

Whilst the total number of respondents in each of these profile groups has been included at the bottom of the table, it is important to bear in mind that not all respondents will have been asked to provide or provided a satisfaction score for each service and facility.

Some services and facilities were used by only a sub-set of the community, and therefore the number of respondents varies for each service and facility.

Looking at the average satisfaction with all 46 services and facilities by respondent profile, it was noted that middle-aged and older adults (aged 45 to 74 years) were somewhat (2%) less satisfied with Council services and facilities than the municipal average. Respondents from multilingual households were somewhat (2%) more satisfied than respondents from English speaking households.

A more detailed discussion of satisfaction with Council services and facilities is provided in the following section outlining the results for each individual service and facility.



Average satisfaction with selected Council services and facilities by respondent profile

Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

Service/facility	Young adults	Adults	Middle-aged adults	Older adults	Senior citizens	Male	Female	English speaking	Multi-lingual
Maintenance and repair of major arterial roads	7.8	7.5	7.3	7.1	7.1	7.6	7.4	7.2	7.6
Maintenance and repairs of sealed local roads	7.9	7.5	7.4	7.4	7.0	7.6	7.5	7.4	7.6
Drains maintenance and repairs	8.2	7.8	7.8	7.6	7.5	7.9	7.8	7.5	8.1
Footpath maintenance and repairs	8.1	7.4	7.3	7.6	7.4	7.6	7.7	7.4	7.8
Maintenance and cleaning of public areas	8.1	7.7	7.5	7.8	8.2	7.8	7.9	7.8	7.9
Litter collection in public areas	8.0	7.4	7.3	7.7	7.8	7.7	7.7	7.7	7.7
Maintenance / cleaning of strip shopping areas	7.8	7.4	7.6	7.7	7.7	7.6	7.8	7.6	7.7
Management of illegally dumped rubbish	7.8	7.5	7.0	7.3	7.6	7.5	7.5	7.4	7.5
Management of graffiti	7.8	7.7	7.6	7.6	7.8	7.7	7.7	7.6	7.8
Provision and maintenance of street trees	8.2	7.8	7.6	7.5	7.2	7.9	7.8	7.6	7.9
Street lighting	7.9	7.5	7.2	7.5	8.2	7.7	7.5	7.8	7.6
Street sweeping	8.2	7.9	7.9	7.6	7.8	8.0	7.9	7.9	8.0
Regular weekly garbage collection	8.9	8.9	8.9	8.7	8.9	8.9	8.9	9.0	8.8
Regular fortnightly recycling	8.9	8.9	8.7	8.8	8.9	8.9	8.7	9.1	8.7
Fortnightly food / green waste collection service	8.8	8.9	8.6	8.5	8.8	8.8	8.7	9.0	8.7
Provision / maintenance of parks and gardens	8.3	8.2	7.9	8.4	8.4	8.2	8.2	8.3	8.2
Town Planning policies	8.0	7.8	7.6	7.7	7.9	7.9	7.8	7.5	8.0
Animal management	8.1	8.0	7.5	7.7	7.5	7.9	7.9	7.6	8.0
Local traffic management	7.9	7.7	7.3	7.5	7.6	7.6	7.7	7.5	7.7
Parking enforcement	7.9	7.5	7.2	7.4	7.9	7.6	7.7	7.7	7.6
Provision of parking facilities / spaces	7.8	7.6	7.3	7.5	7.6	7.6	7.5	7.6	7.6
Enforcement of local laws	8.0	7.7	7.3	7.9	7.7	7.6	7.8	7.8	7.7
Council's magazine <i>Greater Dandenong Council News</i>	7.8	8.0	7.9	8.1	8.2	7.8	8.1	8.0	7.9
Council's activities promoting eco. development	7.9	7.8	7.7	7.8	7.8	7.8	7.8	7.9	7.8
Council activities promoting / supporting tourism	7.9	7.8	7.7	7.5	8.0	7.9	7.7	7.5	7.9
Council's emergency management and response	8.2	8.2	7.7	8.0	8.4	8.1	8.1	8.2	8.0
Bookable hard rubbish service	8.6	8.3	8.6	8.4	8.3	8.5	8.4	8.7	8.4
Local library services	8.8	8.8	8.9	8.8	9.0	8.9	8.8	8.7	8.9
Council's website	8.2	8.6	8.1	8.1	8.0	8.3	8.2	8.2	8.3
Public toilets	6.3	6.8	6.8	7.0	6.7	6.5	6.8	6.6	6.6
Sports ovals and other local sporting facilities	8.6	8.2	8.3	8.0	9.0	8.4	8.4	8.2	8.5
Recreation Centres and / or Aquatic Centres	8.3	7.5	7.9	7.7	8.9	7.9	8.1	8.1	7.9
Bike and shared paths	7.9	7.9	7.6	7.6	7.5	8.0	7.5	7.6	7.9
Provision and maintenance of playgrounds	8.3	8.3	8.4	8.7	8.7	8.5	8.2	8.5	8.3
Waste Recovery Centre (the Tip)	8.3	8.7	8.3	7.7	8.3	8.6	7.9	8.3	8.4
Services for children from birth to 5 years of age	8.7	8.2	8.9	9.0	n.a.	8.7	8.5	8.1	8.8
Services for youth	8.2	8.3	8.3	9.0	n.a.	8.1	8.4	8.2	8.3
Family support services	7.7	9.0	8.6	8.6	n.a.	8.7	8.0	8.0	8.5
Services for people with disability	8.5	8.6	8.3	6.0	6.6	8.1	7.6	7.3	8.1
Services for people experiencing disadvantage	8.1	9.3	9.2	10.0	n.a.	8.7	8.9	8.5	9.0
Services for older people	9.4	8.5	8.5	8.9	7.8	8.6	8.6	8.4	8.9
Community centres and halls	8.4	8.2	8.7	7.4	9.2	8.4	8.3	8.4	8.3
Council festivals and events	8.6	8.2	8.3	8.0	8.1	8.5	8.2	8.1	8.5
Provision of arts, cultural venues, spaces, facilities	9.0	8.5	8.8	7.8	n.a.	9.2	8.0	8.1	8.9
Provision of arts, cultural events, programs, activities	8.7	8.9	8.8	7.9	n.a.	9.0	8.0	7.9	8.8
Planning and / or building permits	7.7	7.7	7.3	7.8	n.a.	7.5	7.7	6.5	7.9
Average satisfaction	8.2	8.1	7.9	7.9	8.0	8.1	8.0	7.9	8.1
Total respondents	154	81	78	56	32	214	188	121	278



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.

The grey crosshairs represent the metropolitan Melbourne average importance (9.1) and satisfaction (7.8) with Council services and facilities as recorded in the 2025 *Governing Melbourne* research conducted independently by Metropolis Research in January 2025 using the same door-to-door, in-person methodology.

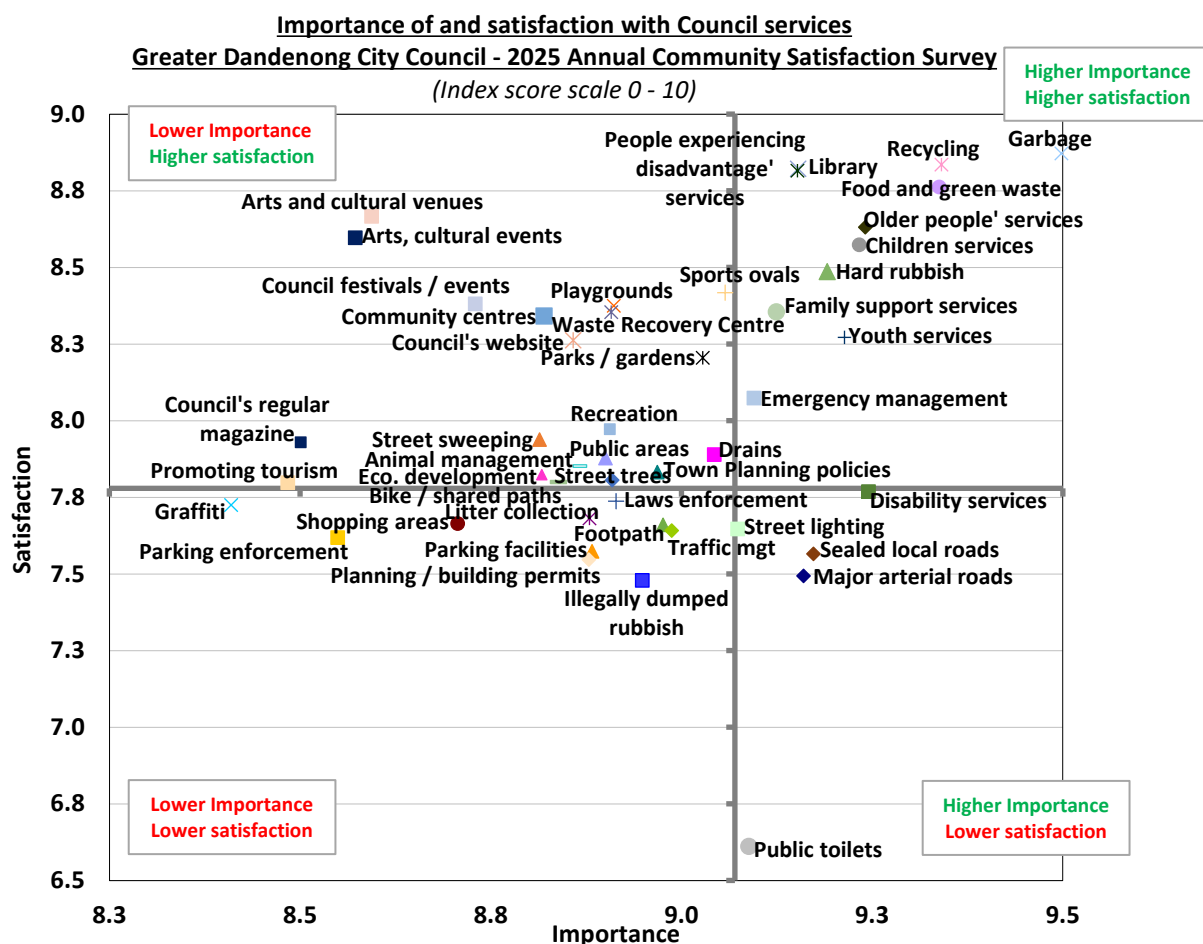
Services and facilities located in the top right-hand quadrant are therefore more important than average and received higher-than-average satisfaction. Conversely services in the bottom right-hand quadrant are those of most concern as they are of higher-than-average importance but received lower than average satisfaction scores.

Some points to note from these results:

- **Waste and recycling services** – services associated with waste collection and recycling were among the services and facilities with which respondents were most satisfied and were of higher than average importance and recorded higher than average satisfaction scores. The exception to this was the Waste Recovery Centre, which was of lower than average importance.
- **Infrastructure** – services associated with infrastructure, including street trees, street lighting, drains, footpaths, all recorded lower than average importance scores. However, they recorded higher than average satisfaction scores, with the exceptions of street lighting and footpaths.
- **Cleaning services** – services associated with cleaning, including street sweeping, litter collection, graffiti management, and the management of illegally dumped rubbish, were of lower-than-average importance, and recorded lower than average satisfaction scores. The exception to this was street sweeping, which was of above average satisfaction.
- **Recreation and culture** – services associated with sports and recreation and culture, including sports ovals, bike paths, recreation facilities, playgrounds, and arts and cultural venues and activities, were of lower than average importance, but all received higher than average satisfaction scores.
- **Communication** – Council’s regular newsletter and website were of lower-than-average importance but received higher than average satisfaction scores.
- **Parking** – parking enforcement and parking facilities were of lower-than-average importance and received lower than average satisfaction scores. This is a typical result, with the lower than average importance reflecting some respondents view that there was too much enforcement.
- **Community services** – services for children, seniors, and youth were all of higher than average importance, and all received higher than average satisfaction scores. However, services for people with disability received a slightly lower than average satisfaction score, despite also being of higher than average importance.



- **Services and facilities of most concern** – the services of most concern were public toilets, which was the only service or facility to record a “good” rather than “very good” or “excellent” level of satisfaction. The management of illegally dumped rubbish was also of some concern, although it recorded a “very good” level of satisfaction.



Satisfaction by broad service areas

The 46 included services and facilities have been broken down into 12 broad service areas. The breakdown of services and facilities into these 12 broad service areas is as follows:

- **Infrastructure** – includes drains maintenance and repairs, provision and maintenance of street trees, street lighting, and public toilets.
- **Waste and recycling services** – includes regular weekly garbage collection, regular fortnightly recycling, fortnightly food and green waste collection, bookable hard rubbish service, and waste recovery centre (the Tip).
- **Recreation and culture** – include local library services, sports ovals and other local sporting facilities, recreation centres and / or aquatic centres, provision and maintenance of playgrounds, community centres and halls, Council festivals and events, provision of arts and cultural venues, spaces, and facilities, and provision of arts, cultural events, programs and activities.

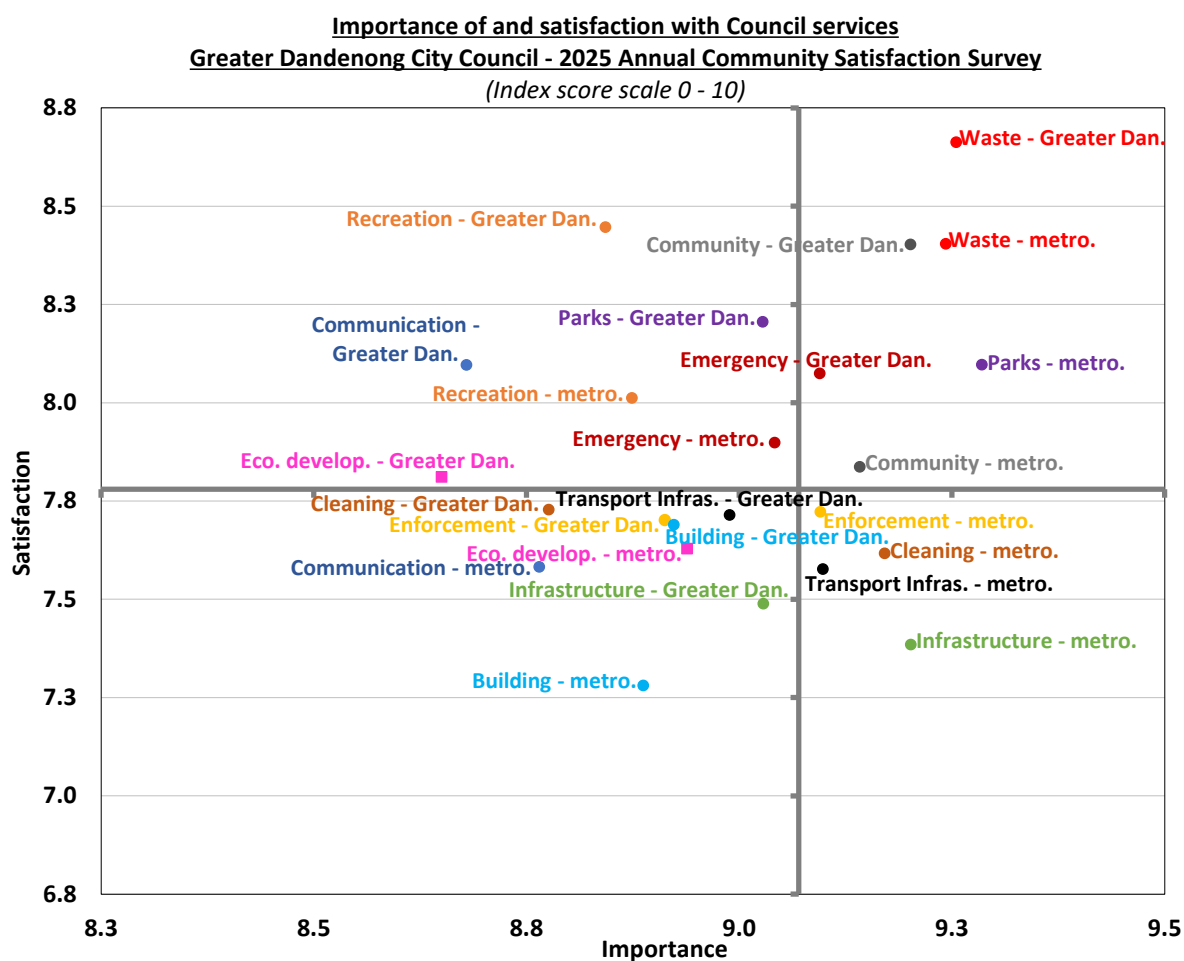
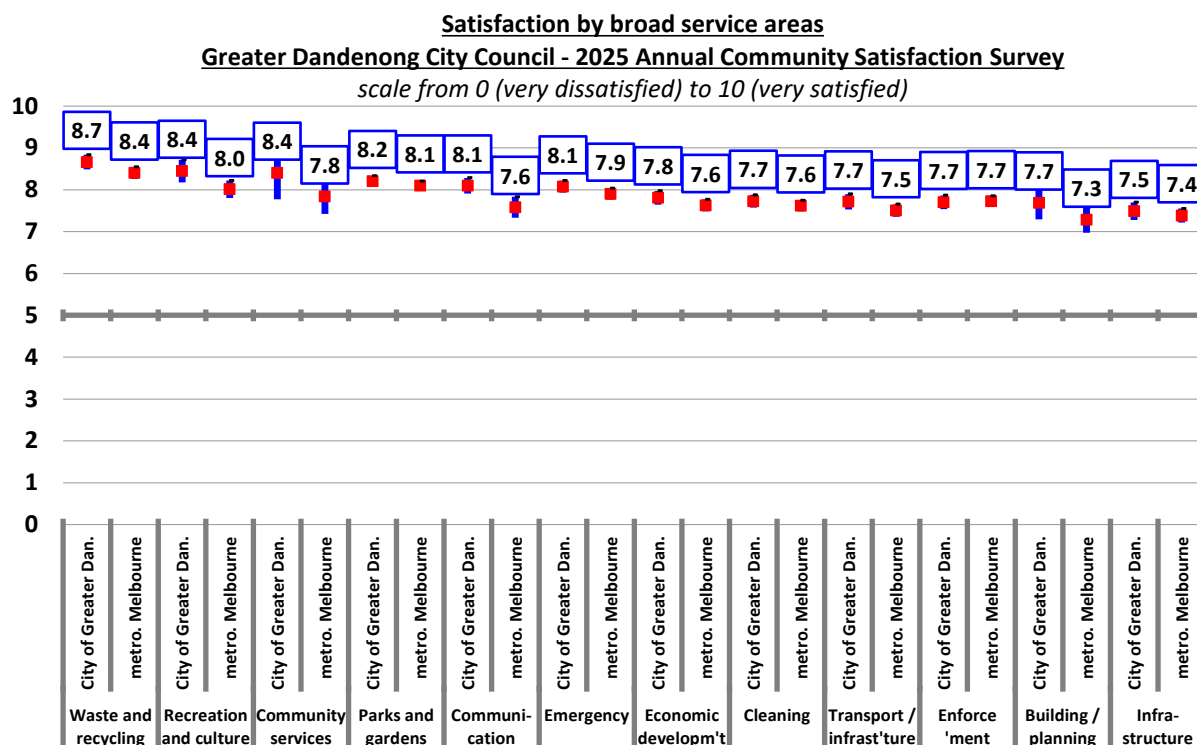
- **Community services** – includes services for children from birth to 5 years of age, services for youth, family support services, services for people with disability, support services for people experiencing disadvantage, and services for older people.
- **Enforcement** – includes animal management, parking enforcement, provision of parking facilities / spaces, and enforcement of local laws.
- **Communication** – includes Council’s regular magazine *Greater Dandenong Council News*, and Council’s website.
- **Cleaning** – includes maintenance and cleaning of public areas, litter collection in public areas, maintenance and cleaning of strips shopping areas, management of illegally dumped rubbish, management of graffiti, and street sweeping.
- **Transport infrastructure** – includes maintenance and repair of sealed local roads, footpath maintenance and repairs, local traffic management, and bike and shared paths.
- **Parks and gardens** – include the provision and maintenance of parks and gardens.
- **Economic development** – includes Council’s activities promoting economic development, and Council activities promoting / supporting tourism.
- **Building and planning services** – includes town planning policies, and planning and / or building permits.
- **Emergency management and response** – includes Council’s emergency management and response.

The following graphs provide a comparison of satisfaction with these 12 broad service areas against the metropolitan average, as recorded in the 2025 *Governing Melbourne* research conducted independently by Metropolis Research in January 2025.

When compared to the metropolitan average, the following variations were noted:

- **HIGHER satisfaction in Greater Dandenong** – included community services (6% higher in Greater Dandenong), communication (5% higher), recreation and culture (4% higher), building / planning (4% higher), waste and recycling (3% higher), emergency management and response (2% higher), economic development (2% higher), transport (2% higher), infrastructure (1% higher), cleaning (1% higher), and parks and gardens (1% higher).
- **LOWER satisfaction in Greater Dandenong** – none of the broad service areas recorded lower satisfaction compared to the metropolitan average.





Satisfaction by Council division

The following section of the report provides detailed results for each of the 46 included services and facilities, grouped by Council division.

- ***Arts, Events and Cultural / Community Venues*** – includes local library services, community centres and halls, Council festivals and events, provision of arts and cultural venues, spaces, and facilities, and provision of arts, cultural events, programs and activities.
- ***Community Safety*** – includes street lighting, animal management, parking enforcement, enforcement of local laws, and Council’s emergency management and response.
- ***Community Wellbeing*** – includes services for children from birth to 5 years of age, services for youth, family support services, services for people with disability, support services for people experiencing disadvantage, and services for older people.
- ***Economic and Place*** – includes Council’s activities promoting economic development, and Council activities promoting / supporting tourism.
- ***Open Space*** – includes provision and maintenance of street trees, the provision and maintenance of parks and gardens, and provision and maintenance of playgrounds.
- ***Planning, Building and Health*** – includes town planning policies, and planning and / or building permits.
- ***Transport infrastructure*** – includes maintenance and repair of major arterial roads and highways, maintenance and repair of sealed local roads, and drains maintenance and repairs.
- ***Public Amenity*** – includes maintenance and cleaning of public areas, litter collection in public areas, maintenance and cleaning of strips shopping areas, management of illegally dumped rubbish, management of graffiti, and street sweeping, and public toilets.
- ***Sports and Recreation*** – includes sports ovals and other local sporting facilities, and recreation centres and / or aquatic centres.
- ***Transport*** – includes footpath maintenance and repairs, local traffic management, provision of parking facilities / spaces, and bike and shared paths.
- ***Waste Collections*** – includes regular weekly garbage collection, regular fortnightly recycling, fortnightly food and green waste collection, bookable hard rubbish service, and waste recovery centre (the Tip).
- ***Communication and Customer Experience*** – includes Council’s regular magazine *Greater Dandenong Council News*, and Council’s website.



Arts, Events and Cultural / Community Venues Division

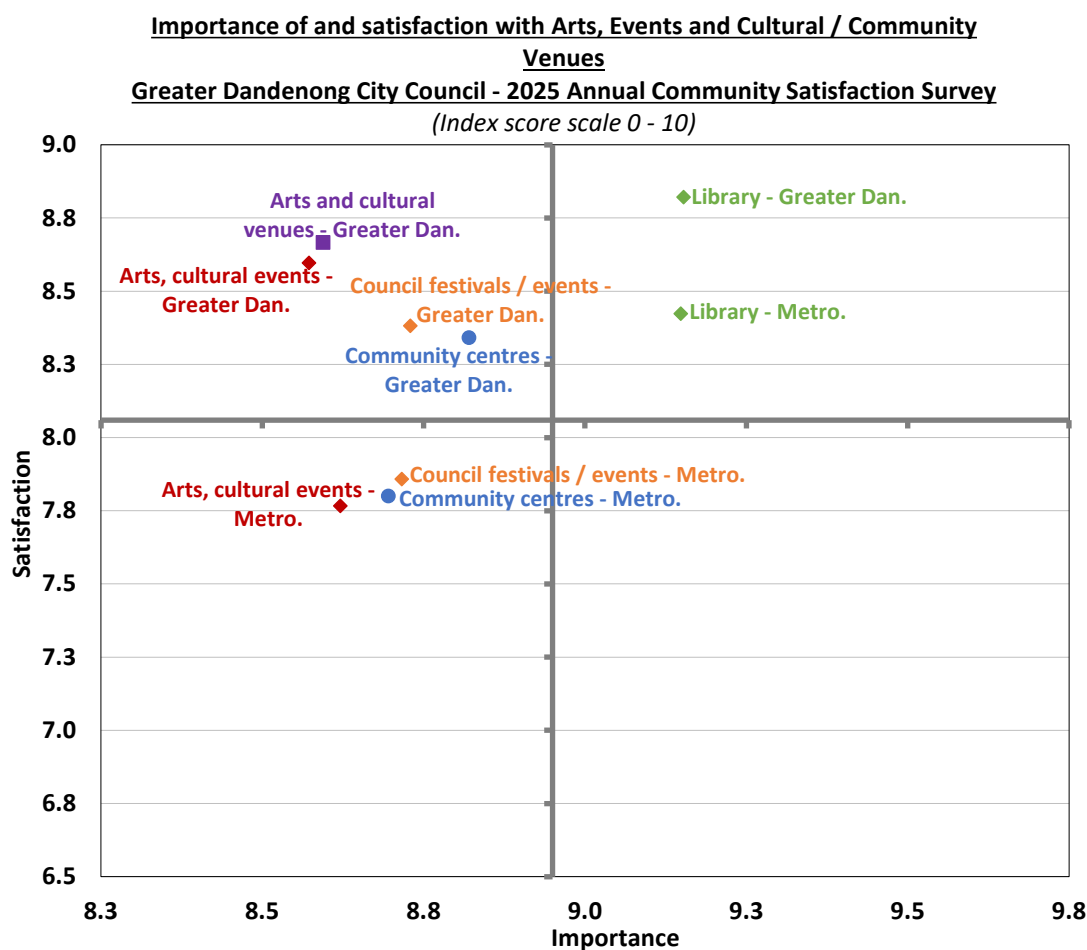
There were five services and facilities from the Arts, Events and Cultural / Community Venues division included in the survey this year, as outlined in the following graph.

The following graph provides a crosstabulation of the average importance of and satisfaction with these five services. Crosshairs represent the average importance and satisfaction of all 46 services and facilities.

The graph also provides the average importance of and satisfaction with these services from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same door-to-door methodology. Four of the five services and facilities in this division were also included in *Governing Melbourne*.

All five of these services and facilities received satisfaction scores that were higher than the average of all 46 services and facilities and were among the facilities with which respondents were most satisfied. However, library services were also the only one of the five services and facilities to be more important than the average of all 46 services and facilities.

All four of the services and facilities which were included in *Governing Melbourne* received satisfaction scores which were higher than the metropolitan averages.



Local library services

Local library services were the 11th most important of the 46 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with library services was 8.8 out of 10, which was an “excellent” level of satisfaction.

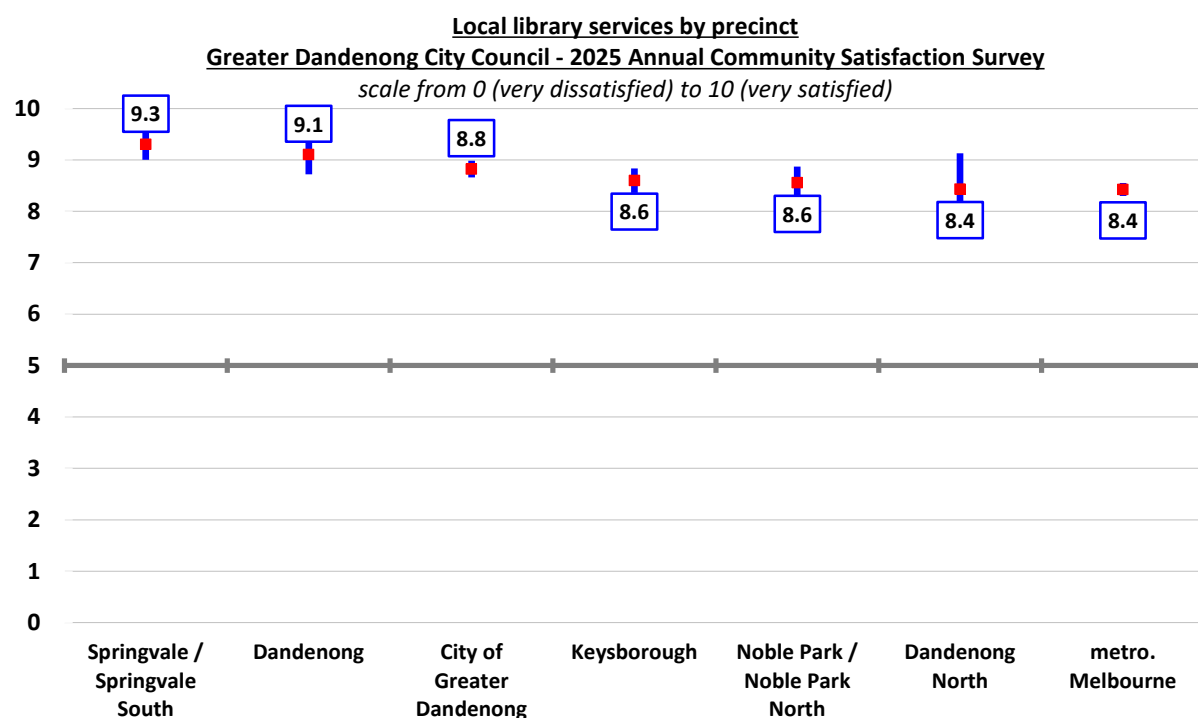
This result ranks these services 3rd in terms of satisfaction this year, and one of five that received a satisfaction score measurably higher than the average of all 46 (8.1).

This result comprised 92% “very satisfied” and one percent dissatisfied respondents, based on a total sample of 169 of the 171 respondents (43%) from households who had used these facilities in the last 12 months.

There was no substantive variation in satisfaction with library services observed by respondent profile, with all respondent groups recording satisfaction at “excellent” levels.

By way of comparison, satisfaction with local library services was measurably (4%) higher than the metropolitan average satisfaction with the “local library” of 8.4 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with local library services observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.



There was just one comment received in relation to the local library services, as outlined in the following table.



Reasons for dissatisfaction with local library services
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Demographic hanging around the area does not feel safe to visit the library	1
Total	1

Community centres and halls

Community centres and halls were the 36th most important of the 46 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with these facilities was 8.3 out of 10, which was an “excellent” level of satisfaction.

This result ranks these facilities 16th in terms of satisfaction this year.

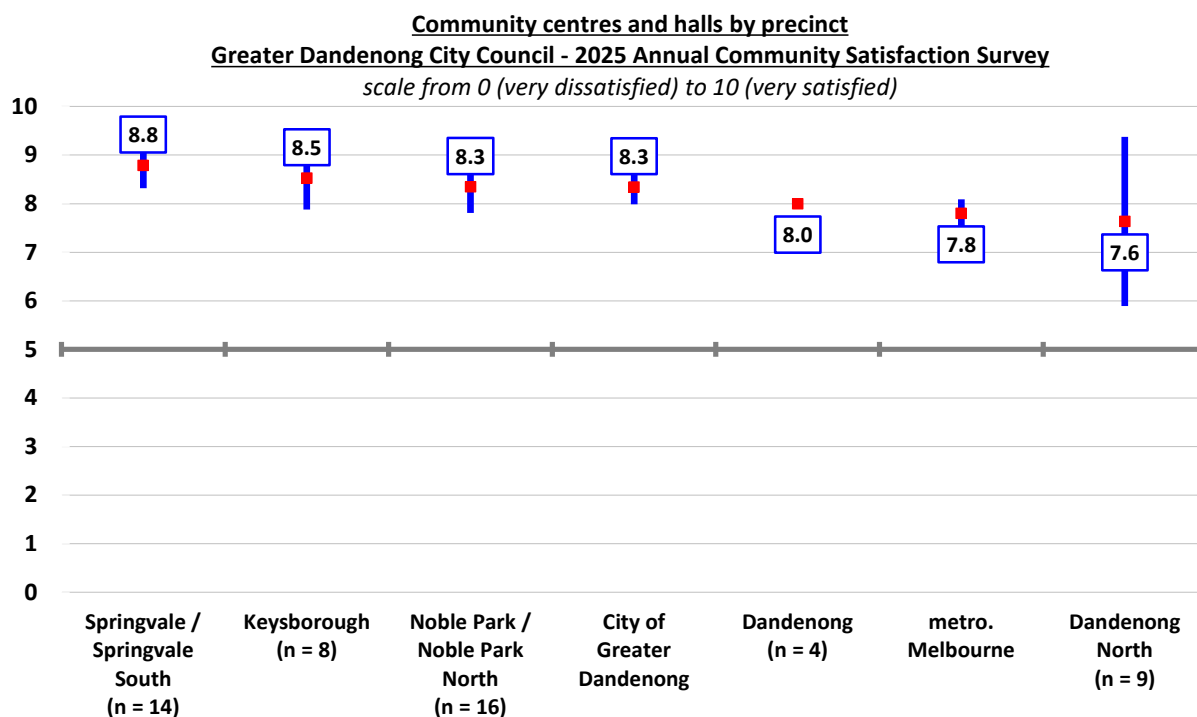
This result comprised 87% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 51 of the 52 respondents (13%) from households who had used these facilities in the last 12 months.

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

By way of comparison, satisfaction with these facilities was somewhat (4%) higher than the metropolitan average satisfaction with “community centres / neighbourhood houses” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with these facilities observed across the municipality, attention is drawn to the 14 respondents in Springvale / Springvale South, who were notably (5%) more satisfied than the municipal average. Conversely, the nine respondents in Dandenong North were notably (7%) less satisfied.





There was just one comment received in relation to community centres and halls as outlined in the following table.

Reasons for dissatisfaction with community centres and halls
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Not many centres compared to population and other councils	1
Total	1

Council festivals and events

Council festivals and events were the 39th most important of the 46 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with festivals and events was 8.4 out of 10, which was an “excellent” level of satisfaction.

This result ranks Council festivals and events 12th in terms of satisfaction this year.

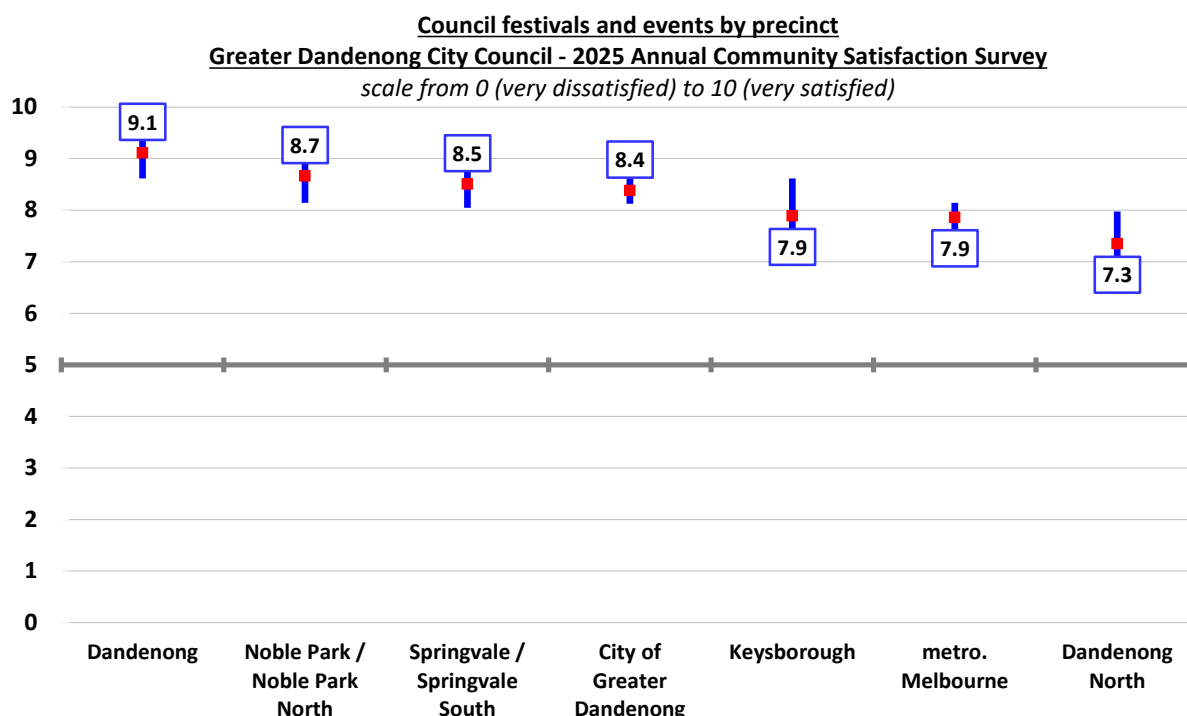


This result comprised 74% “very satisfied” and no dissatisfied respondents, based on a total sample of 98 of the 98 respondents (24%) from households who had used these facilities in the last 12 months.

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

By way of comparison, satisfaction with these facilities was measurably (5%) higher than the metropolitan average satisfaction with “Council’s festivals and events” of 7.9 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was some measurable variation in satisfaction with Council festivals and events observed across the municipality, with 17 respondents from Dandenong measurably (7%) more satisfied than the municipal average, and 17 respondents from Dandenong North measurably (6%) less satisfied, and at a “very good” rather than an “excellent” level.



The following table outlines the two comments received in relation to Council festivals and events.

Reasons for dissatisfaction with Council festivals and events
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Need more events (always go to Knox to participate)	1
Too many fireworks	1

Provision of arts and cultural venues, spaces, and facilities

The provision of arts and cultural venues, spaces, and facilities was the 41st most important of the 46 included services and facilities, with an average importance of 8.6 out of 10, and one of six services and facilities to be measurably less important than the average of all 46 (9.0).

Satisfaction with these facilities was 8.7 out of 10, which was an “excellent” level of satisfaction.

This result ranks these facilities 6th in terms of satisfaction this year.

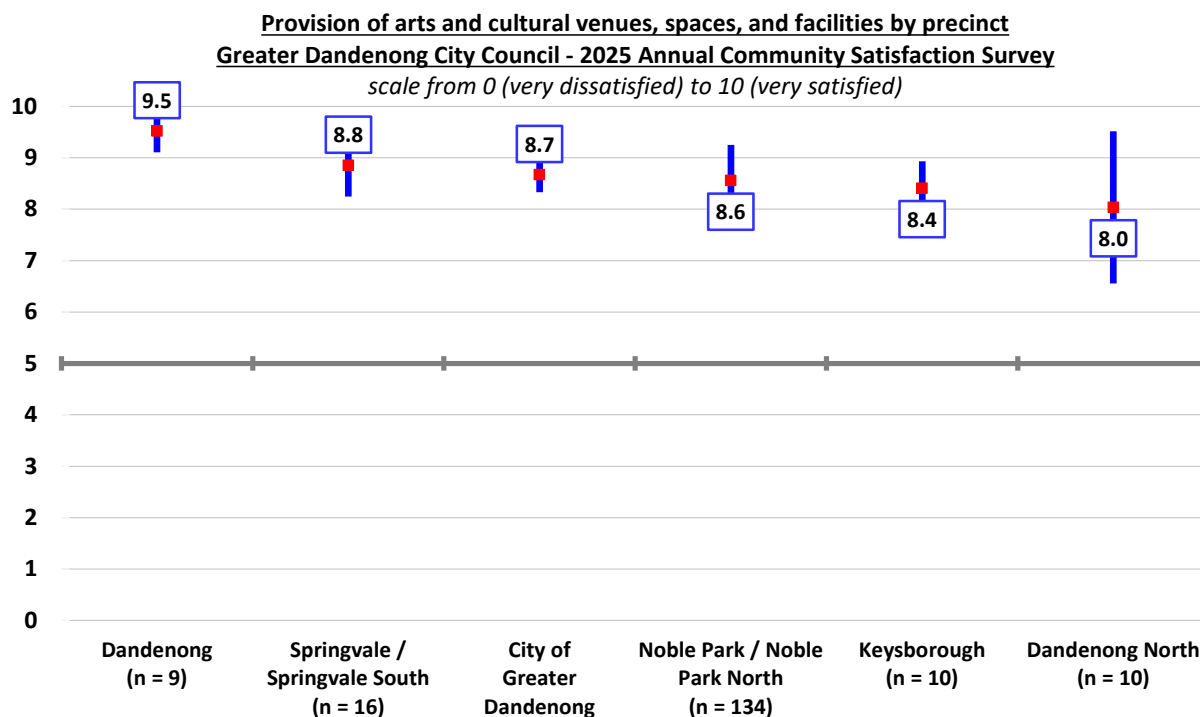
This result comprised 86% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 58 of the 58 respondents (14%) from households who had used these facilities in the last 12 months.

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

These facilities were not included in the 2025 *Governing Melbourne* research, so no comparison results have been provided.

There was some measurable variation in satisfaction with these facilities observed across the municipality, with nine respondents from Dandenong measurably (8%) more satisfied than the municipal average.





There was just one comment received in relation to the provision of arts and cultural venues, spaces, and facilities as outlined in the following table.

Reasons for dissatisfaction with provision of arts and cultural venues, spaces, and facilities
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Not enough, need more	1
Total	1

Provision of arts and cultural events, programs and activities

The provision of arts and cultural events, programs, and activities was the 42nd most important of the 46 included services and facilities, with an average importance of 8.6 out of 10, and one of six services and facilities to be measurably less important than the average of all 46 (9.0).

Satisfaction with these facilities was 8.6 out of 10, which was an “excellent” level of satisfaction.

This result ranks community events 8th in terms of satisfaction this year.

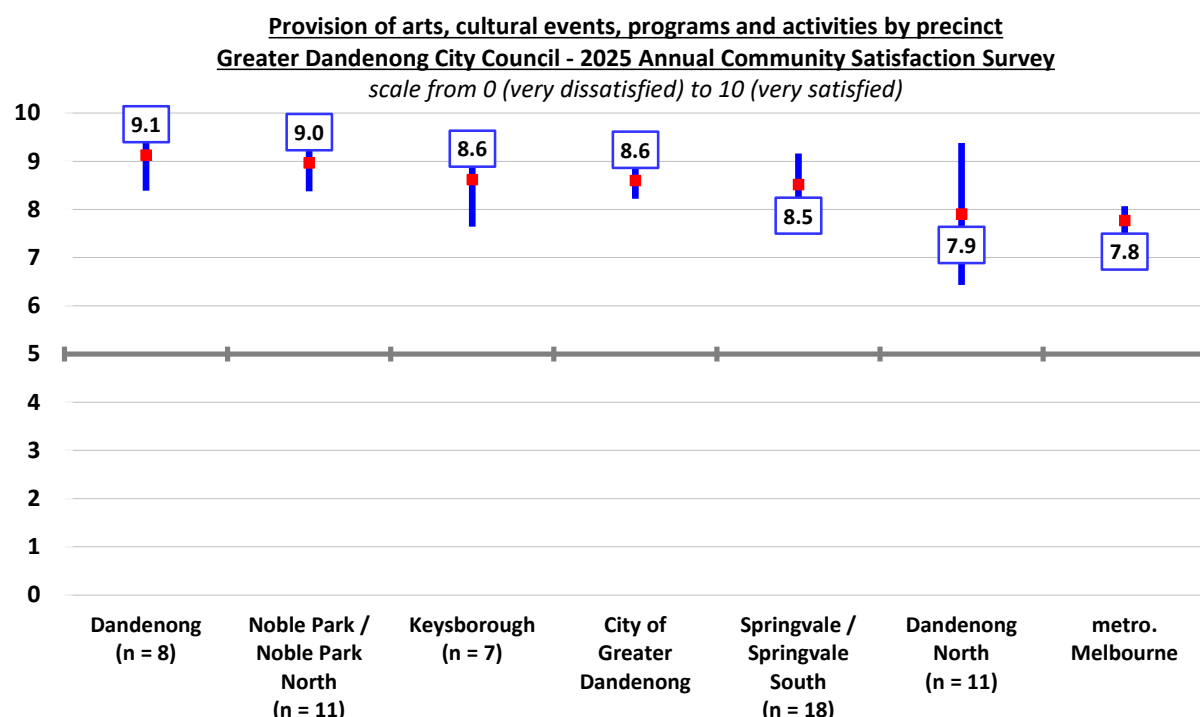


This result comprised 79% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 56 of the 57 respondents (14%) from households who had used these facilities in the last 12 months.

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

By way of comparison, satisfaction with these facilities was measurably (8%) higher than satisfaction with “Council festivals and events” as recorded in the 2025 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with these services observed across the municipality, attention is drawn to the 11 respondents from Dandenong North who were notably (8%) less satisfied than the municipal average.



The following table outlines the two comments received in relation to Council festivals and events.

Reasons for dissatisfaction with provision of arts and cultural events, programs and activities

Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
Need more events (always go to Knox to participate)	1
Not enough advance promotion of events. Events lacklustre	1
Total	2



Community Safety Division

There were five services and facilities from the Community Safety division included in the survey this year, as outlined in the following graph.

The following graph provides a crosstabulation of the average importance of and satisfaction with these five services. Crosshairs represent the average importance and satisfaction of all 46 services and facilities.

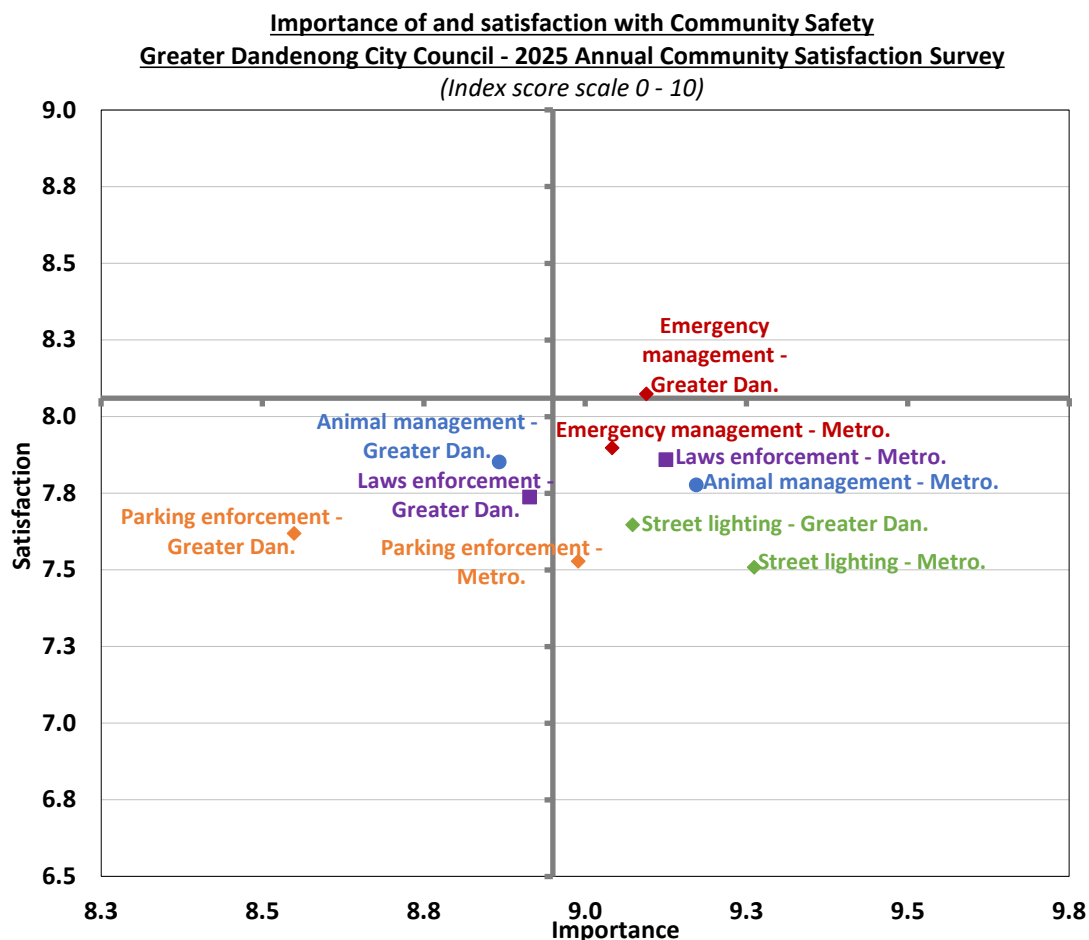
The graph also provides the average importance of and satisfaction with these services from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same door-to-door methodology.

Four of the services and facilities which were also included in *Governing Melbourne* received satisfaction scores which were higher than the metropolitan averages, with the exception of this being the enforcement of local laws.

However, emergency management was the only one of these five services to receive an average satisfaction score, with the other four receiving scores which were lower than the average of all 46 services and facilities.

Street lighting fell into the quadrant of most concern, being of higher than average importance, but lower than average satisfaction.





Street lighting

The provision and maintenance of street lighting was the 16th most important of the 46 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with street lighting was 7.6 out of 10, which was a “very good” level of satisfaction.

This result ranks street lighting 38th in terms of satisfaction this year.

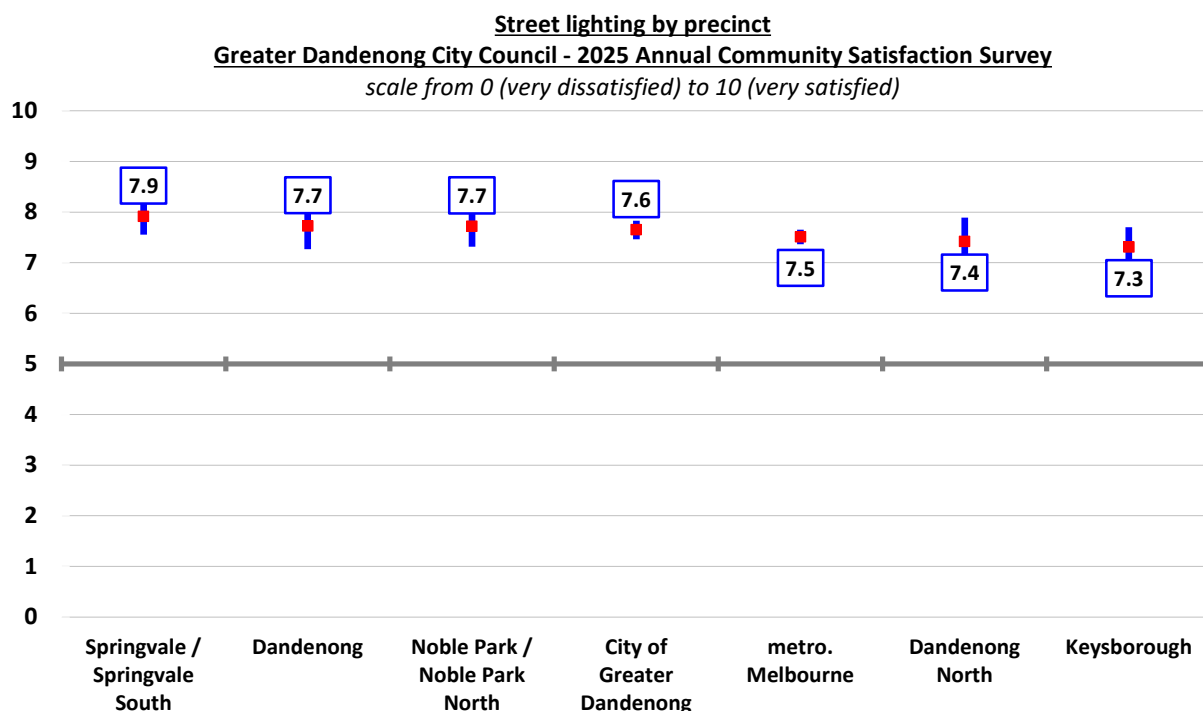
This result comprised 61% “very satisfied” and seven percent dissatisfied respondents, based on a total sample of 396 of the 402 respondents who provided a score this year.

There was some substantive variation in satisfaction with street lighting observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average.

By way of comparison, satisfaction with street lighting was essentially the same (1% higher) as the metropolitan average satisfaction with the “provision and maintenance of street lighting” of 7.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was no measurable variation in satisfaction with street lighting observed across the municipality, although respondents from Springvale / Springvale South rated satisfaction at an “excellent” level.



The following table outlines the 27 comments, and 11 locations of concern received from respondents dissatisfied with street lighting.

The most common concerns related to the perception of inadequate lighting.

Reasons for dissatisfaction with street lighting
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
More streetlights required	6
Many dark areas	3
Mostly dark at night around parks and toilets which leads to crimes like break-ins, stealing cars and other activities	3
Not enough streetlight	3
Not working	3
Streetlights are not bright enough at night	2
I've been calling the labour representative about the streets being too dark at night	1
Need lights changed regularly to make sure it is not fused	1
Recreation centres have no light the play areas which creates crime	1
Should be pointing down, not up because that causes too much light pollution	1
Streetlights are at an unreasonable distance	1
Taller trees blocking the lights	1

Visibility is very low at night especially when outside walking	1
Total	27
<i>Specific locations identified by respondents</i>	
Broken bulbs on Foster St	1
2 streetlights on Robinson St are too far from each other, We need more street lighting i.e., one around every 5 to 9 housing	1
Dull lighting over Yaralla Ct	1
More lighting on Bryants Rd	1
Needs improvement on Callander Rd and around that neighbourhood	1
No streetlights in Morris Ct	1
Noble park is a bit dark in general	1
Not bright enough on Railway parade	1
Temple Ct has no street lighting	1
Too dark in Wilma Ave	1
Too dark on Hume Rd	1
Total	11
Total responses	38

Animal management

Animal management was the 33rd most important of the 46 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with animal management was 7.9 out of 10, which was an “excellent” level of satisfaction.

This result ranks animal management 26th in terms of satisfaction this year.

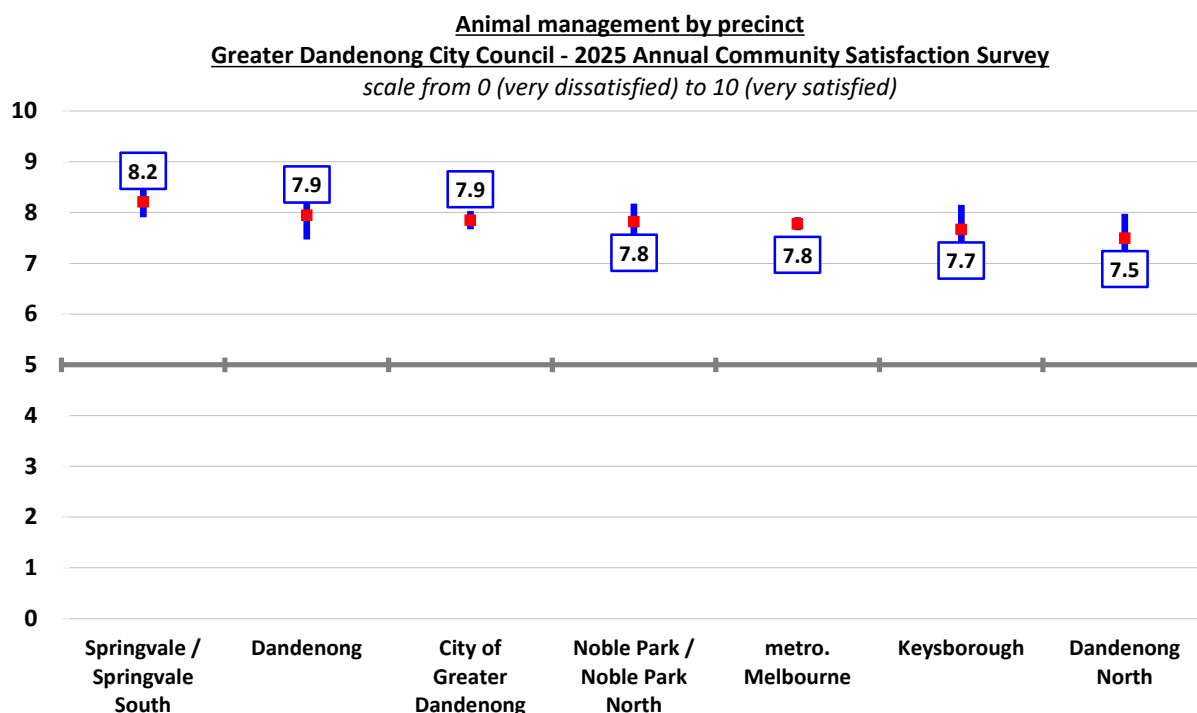
This result comprised 63% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 335 of the 402 respondents who provided a score this year.

There was no substantive variation in satisfaction with animal management observed by respondent profile.

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

There was some measurable variation in satisfaction with animal management observed across the municipality, with respondents from Springvale / Springvale South measurably (3%) more satisfied than the municipal average.





The following table outlines the 21 comments received from respondents in relation to animal management.

Reasons for dissatisfaction with animal management
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Lots of wild cats	4
Cats roaming in the area especially at night	2
Many foxes walking around in the area	2
Cats come and poo everywhere including the nature strip	1
Lots of dogs	1
Many animal management issues due to the area being so close to the highway	1
Many rodents in the area which is not taken care of	1
More possum control needed	1
People do not pick up their dogs poo	1
Registration fee for animals is too high	1
There is a smell of poop at night	1
They do not seem to do anything	1
Unhelpful with the residents' issues regarding stray animals	1
We contacted the Council for cat management because there is cat wandering around	1
We have many foxes are coming in and they are eating or killing the possums due to the nearby highway	1
We still have not gotten cats restricted	1
Total	21

Parking enforcement

Parking enforcement was the 43rd most important of the 46 included services and facilities, with an average importance of 8.5 out of 10, and one of six services and facilities which were measurably less important than the average of all 46 (9.0).

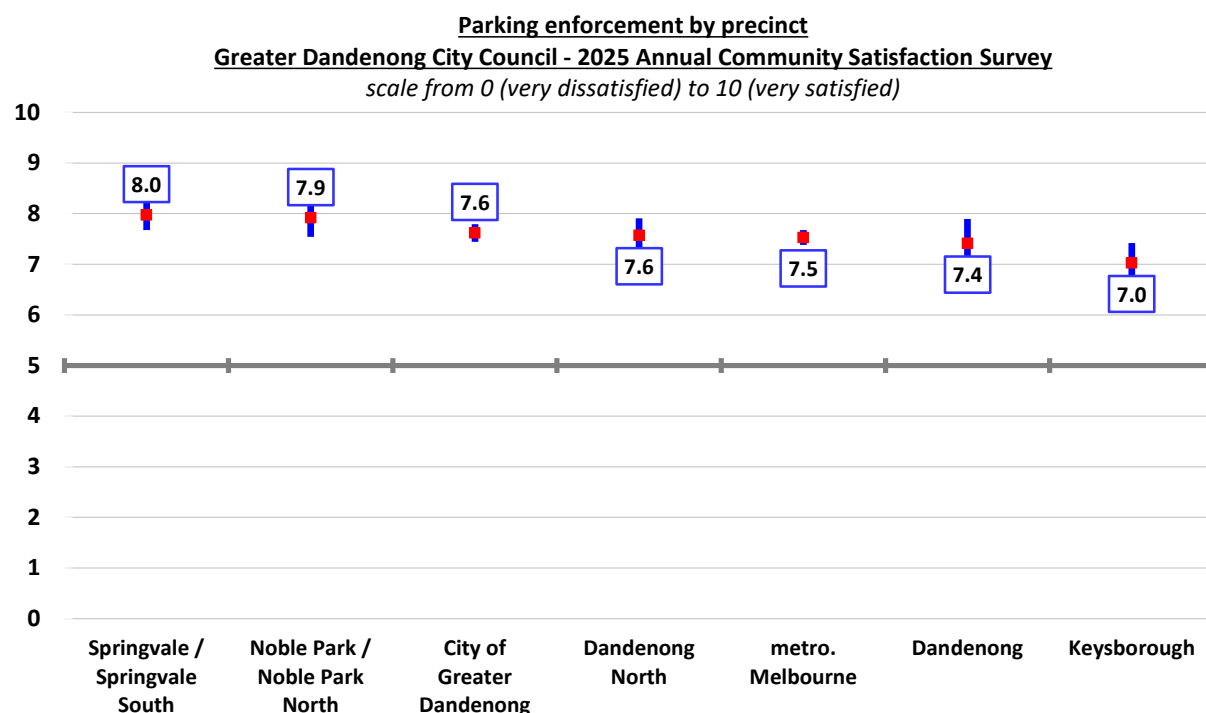
Satisfaction with parking enforcement was 7.6 out of 10, which was a “very good” level of satisfaction.

This result ranks these services 40th in terms of satisfaction this year.

This result comprised 58% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 380 of the 402 respondents who provided a satisfaction score.

There was no substantive variation in satisfaction with parking enforcement observed by respondent profile.

By way of comparison, satisfaction with parking enforcement was essentially the same (1% higher) as the metropolitan average satisfaction with “parking enforcement” of 7.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was some measurable variation in satisfaction with parking enforcement observed across the municipality, with respondents from Keysborough measurably (6%) less satisfied than the municipal average, and at a “good” rather than a “very good” level.

The following table outlines the 21 comments, and five locations of concern received from respondents dissatisfied with parking enforcement.



These include a mix of issues including the availability of parking, concerns about enforcement and fines, and other issues.

Reasons for dissatisfaction with parking enforcement
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Need better parking spaces	2
Parking is not good	2
Congested	1
Do not fine residents because the local area is vital to us and we need the freedom to travel around the vicinity of our homes	1
I cannot park in front of my house because the cars from the road have hit my car several times, I need a solution for this	1
I do not think there is enough parking enforcement around the high traffic areas	1
I get fined for parking for a short while	1
I parked in the playground and got a ticket	1
Insufficient parking	1
It takes too long to remove illegally cars parked	1
Management of parking in front of the driveways	1
People always park opposite my driveway	1
People do not have enough parking because more people are living in the area	1
People park on nature strips	1
Prices of parking have gone up	1
Roads are too narrow	1
Sometimes parking is difficult	1
They are too strict because they give out fines for parking the vehicle facing the wrong direction	1
We do not need tickets here	1
Total	21
<i>Specific locations identified by respondents</i>	
Car parking at Woolworths is not safe because drivers do not watch for people crossing	1
Heatherton Rd is too narrow with parked cars	1
Need to fine the person who double parked their car at Manning Dr	1
Parking is not good on Juniper Ct	1
St Leonards Cl need speed bumps	1
Total	5
Total responses	26

Enforcement of local laws

The enforcement of local laws was the 24th most important of the 46 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with local laws was 7.7 out of 10, which was a “very good” level of satisfaction.



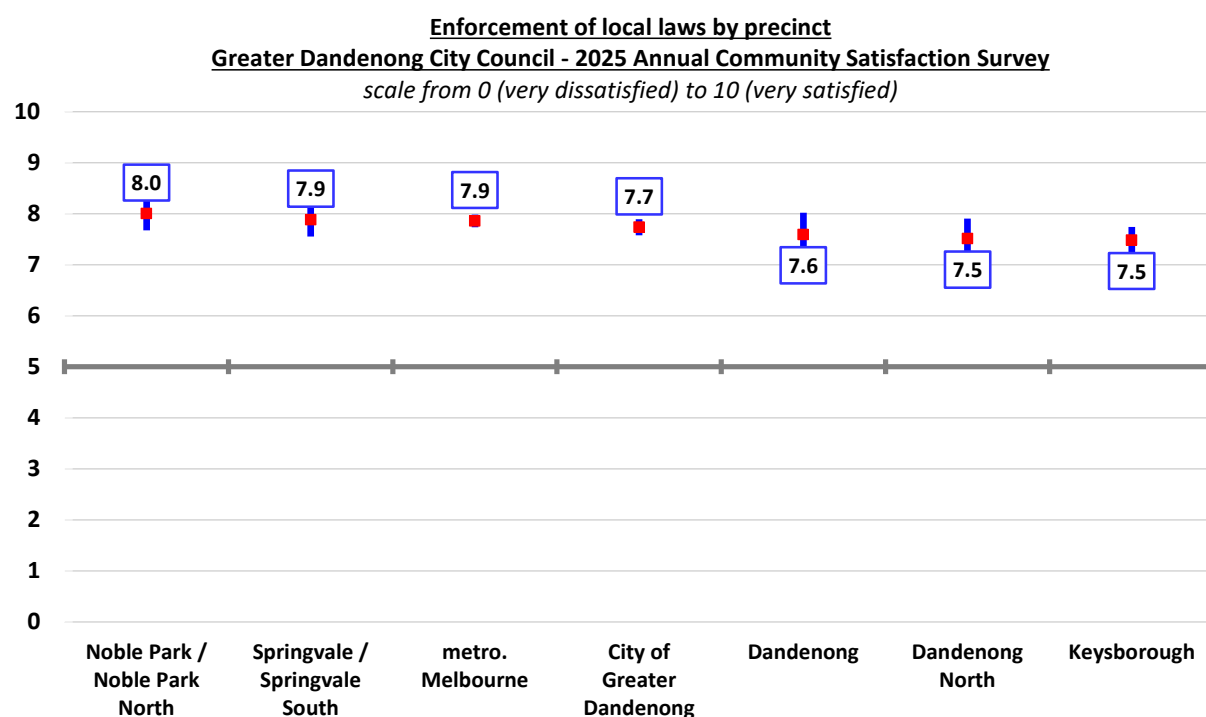
This result ranks local laws 33rd in terms of satisfaction this year.

This result comprised 59% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 366 of the 402 respondents who provided a score.

There was no substantive variation in satisfaction with local laws observed by respondent profile.

By way of comparison, satisfaction with local laws was marginally (2%) lower than the metropolitan average satisfaction with the “enforcement of local laws” of 7.9 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with the enforcement of local laws observed across the municipality, although respondents from Noble Park / Noble Park North and Springvale / Springvale South respondents rated satisfaction at “excellent” levels.



The following table outlines the 14 comments received from respondents dissatisfied with the enforcement of local laws.

It is noted that many of these comments related more to concerns around crime and policing, rather than the enforcement of local laws. This reflects relatively modest knowledge within the community about the roles of local and state government.

Reasons for dissatisfaction with enforcement of local laws
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
--------	--------



A lot of junkies around here	2
Many homeless people begging for money in the streets	2
Rise in crime rate	2
I do not see local laws being enforced around here	1
Lot of robberies, thefts, crime etc	1
Neighbours always play loud music	1
Neighbours experienced such actions	1
Parking laws are always violated	1
Rubbish around	1
Too many dogs barking	1
Too many roosters crowing	1
Total	14

Council's emergency management and response

Council's emergency management and response was the 14th most important of the 46 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with Council's emergency management and response was 8.1 out of 10, which was an "excellent" level of satisfaction.

This result ranks these services 20th in terms of satisfaction this year.

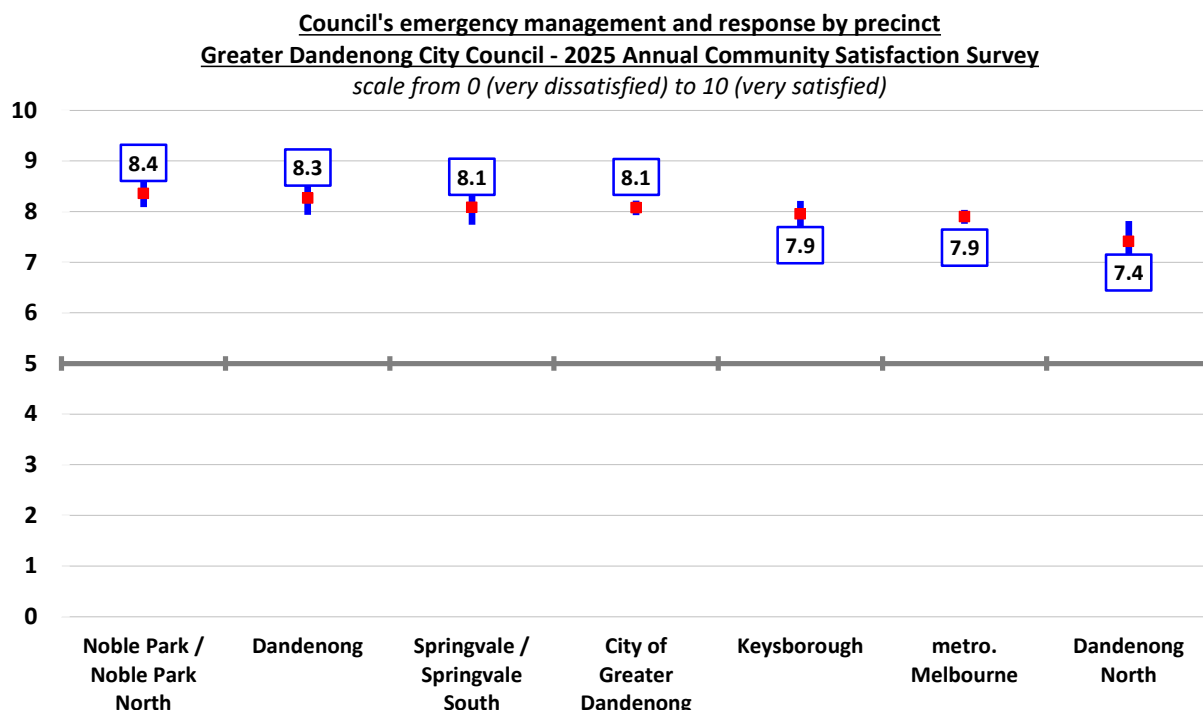
This result comprised 71% "very satisfied" and one percent dissatisfied respondents, based on a total sample of 311 of the 402 respondents who provided a score.

There was no substantive variation in satisfaction with Council's emergency management and response observed by respondent profile.

By way of comparison, satisfaction with these services was marginally (2%) higher than the metropolitan average satisfaction with the "emergency management and response" of 7.9 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was some measurable variation in satisfaction observed across the municipality, with respondents from Dandenong North measurably (7%) less satisfied than the municipal average.





The following table outlines the five comments received from respondents in relation to Council's emergency preparedness and response.

Reasons for dissatisfaction with Council's emergency preparedness and response
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Called the police for drug dealer but nothing happened	1
Called the police for loud music but nothing happened	1
Council was slow to respond when a tree fell down	1
Issue with drains were not handled	1
We called SAS for the flooding, and no one came	1
Total	5

Community Wellbeing Division

There were six services and facilities from the Community Wellbeing division included in the survey this year, as outlined in the following graph.

The following graph provides a crosstabulation of the average importance of and satisfaction with these six services. Crosshairs represent the average importance and satisfaction of all 46 services and facilities.

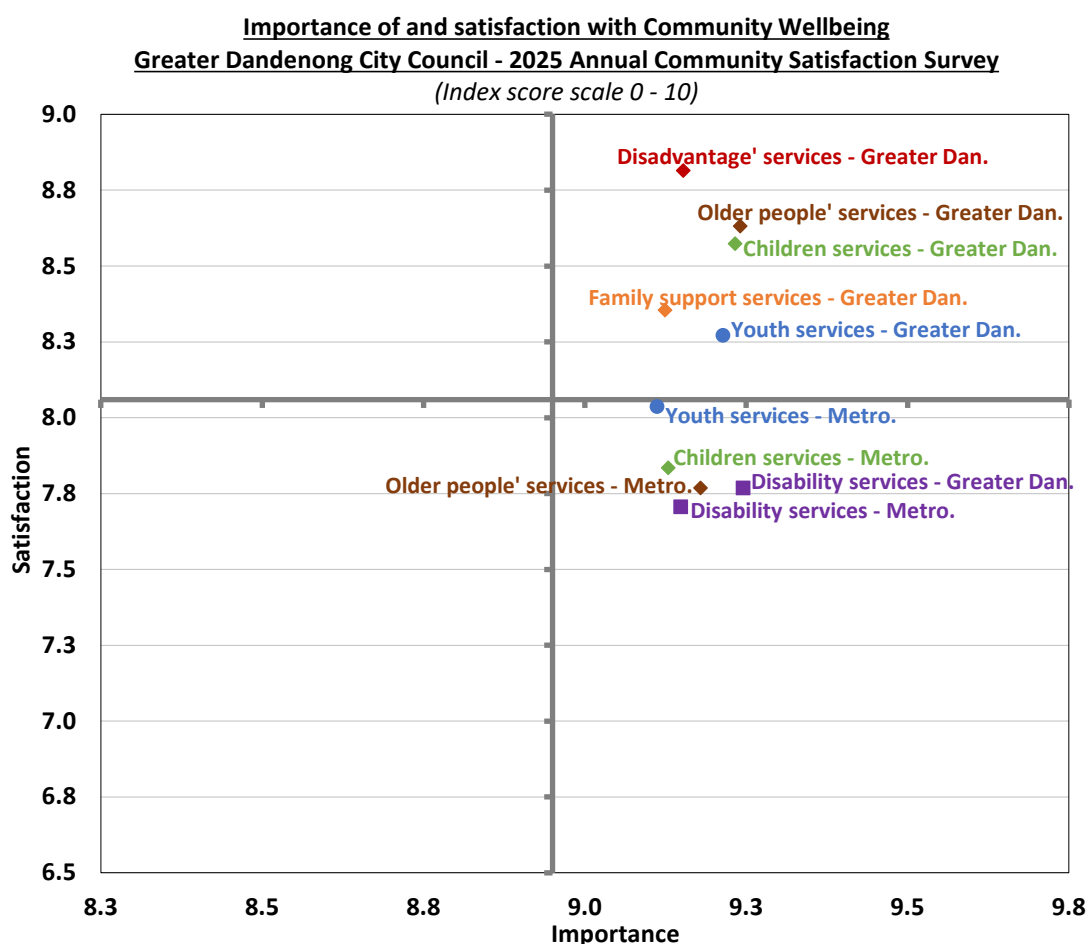


The graph also provides the average importance of and satisfaction with these services from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same door-to-door methodology. Four of the six services from the Community Wellbeing division were also included in the 2025 *Governing Melbourne* research in a comparable format.

All four of the services and facilities which were also included in *Governing Melbourne* received satisfaction scores which were higher than the metropolitan averages.

Community Wellbeing services were among those with which respondents were most satisfied and considered most important. Five of the six services and facilities in this division were of higher than average importance and received satisfaction scores which were higher than the average of all 46 services and facilities.

However, services for people with disability fell into the quadrant of most concern, being of higher than average importance, but lower than average satisfaction.



Services for children from birth to 5 years of age

Services for children from birth to 5 years of age were the 6th most important of the 46 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with these services was 8.6 out of 10, which was an “excellent” level of satisfaction.

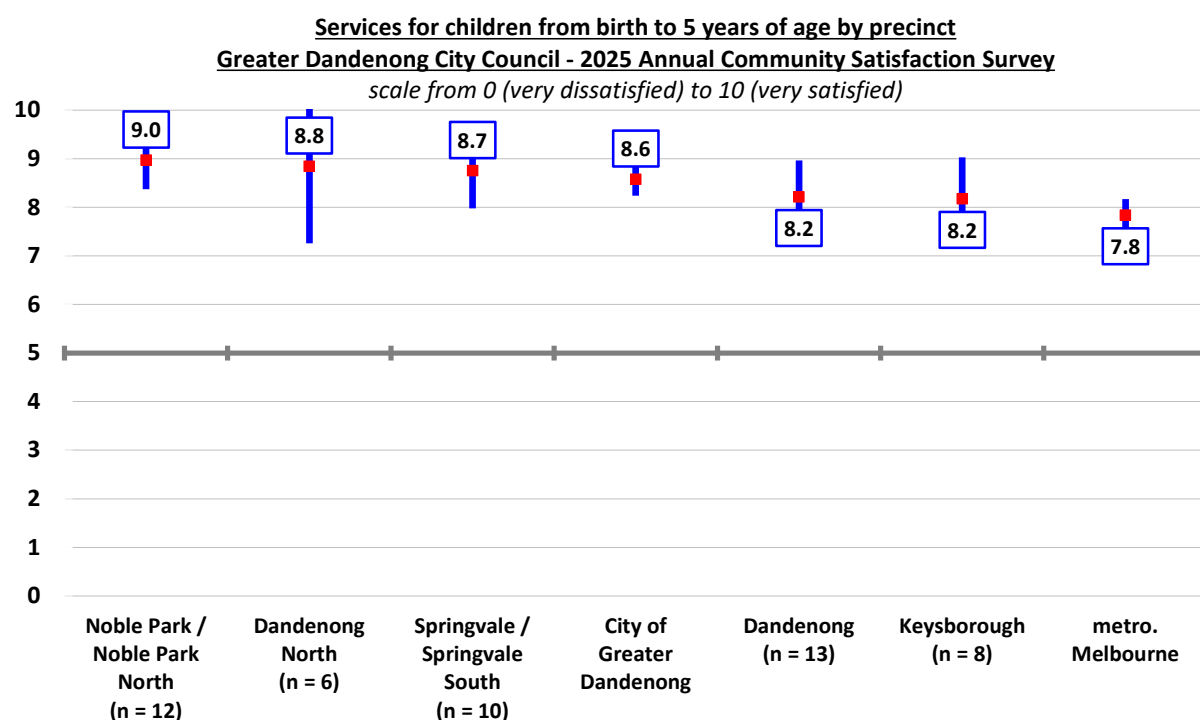
This result ranks these services 9th in terms of satisfaction this year.

This result comprised 87% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 50 of the 51 respondents (13%) from households who had used these facilities in the last 12 months.

There was some substantive 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, satisfaction with these services was measurably (8%) higher than the metropolitan average satisfaction with “services for children from birth to five years of age” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.

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



There were no comments received from respondents dissatisfied with services for children.

Services for youth



Services for youth were the 7th most important of the 46 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with these services was 8.3 out of 10, which was an “excellent” level of satisfaction.

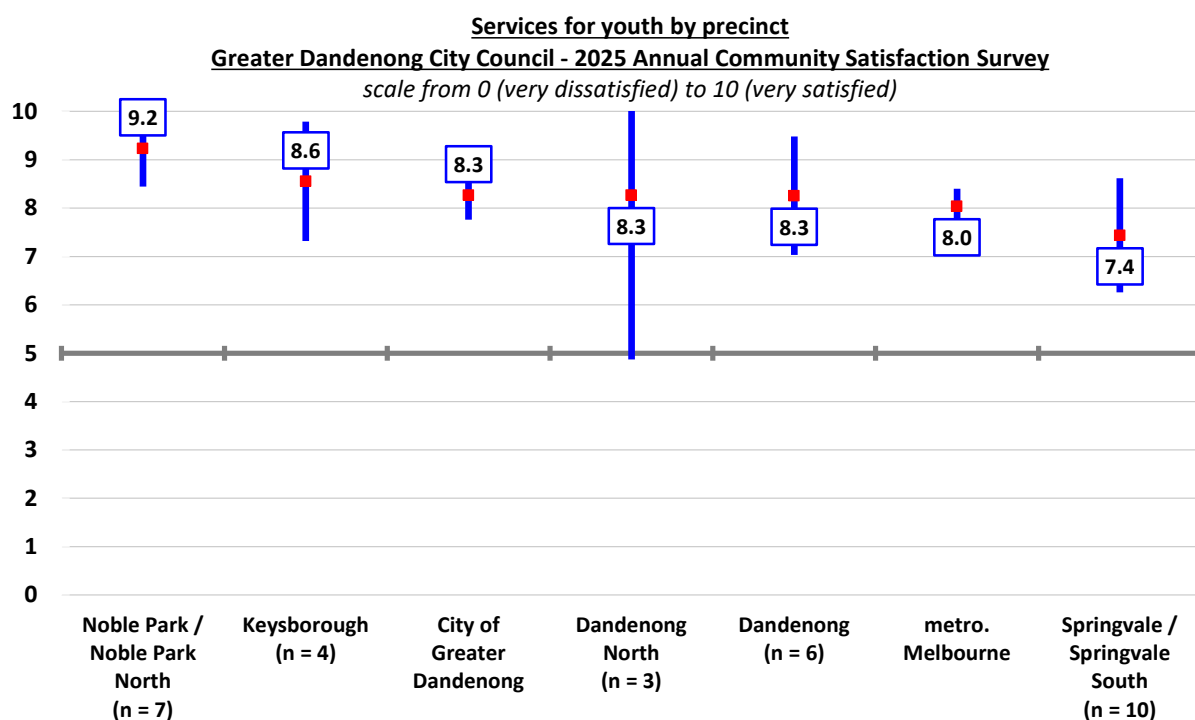
This result ranks these services 17th in terms of satisfaction this year.

This result comprised 78% “very satisfied” and no dissatisfied respondents, based on a total sample of 31 of the 33 respondents (8%) from households who had used these facilities in the last 12 months.

Given the very small sample size, there was no meaningful variation in satisfaction with services for youth observed by respondent profile.

By way of comparison, satisfaction with these services was somewhat (3%) higher than the metropolitan average satisfaction with the “services for youth” of 8.0 out of 10, as recorded in the 2025 *Governing Melbourne* research.

Considering the small sample size, there was no measurable variation in satisfaction with youth services observed across the municipality.



The following table outlines the three comments received from respondents in relation to services for youth.

Reasons for dissatisfaction with services for youth
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
 (Number of responses)



Reason	Number
Too often	1
No unity or activity for the youth here they just walk around aimlessly	1
Scout hall could be a great idea	1
Total	3

Family support services

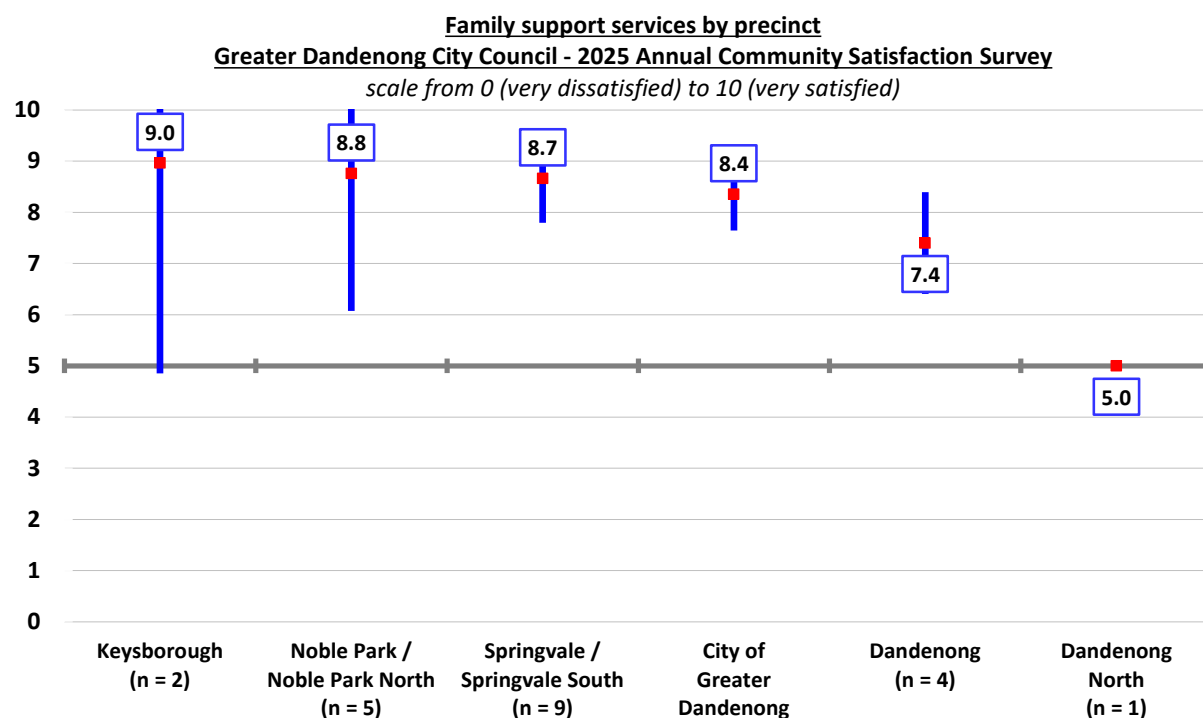
Family support services were the 13th most important of the 46 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with these services was 8.4 out of 10, which was an “excellent” level of satisfaction.

This result ranks these services 14th in terms of satisfaction this year.

This result comprised 75% “very satisfied” and no dissatisfied respondents, based on a total sample of 21 of the 22 respondents (5%) from households who had used these facilities in the last 12 months.

Given the very small sample size, there was no meaningful variation in satisfaction with services for youth observed by respondent profile.



These services were not included in the 2025 *Governing Melbourne* research, so no comparison results have been provided.

Considering the small sample sizes, there was no measurable variation in satisfaction with family support services observed across the municipality. However, the single respondent from Dandenong North rated satisfaction at just five out of 10 or “very poor”.

The following table outlines the two comments received from respondents in relation to family support services.

Reasons for dissatisfaction with family support services
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
It was awful no help only police turned up we had to ask friends to help her	1
There could be more	1
Total	2

Services for people with disability

Services for people with disability were the 4th most important of the 46 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with these services was 7.8 out of 10, which was an “excellent” level of satisfaction.

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

This result comprised 66% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 21 of the 22 respondents (5%) from households who had used these facilities in the last 12 months.

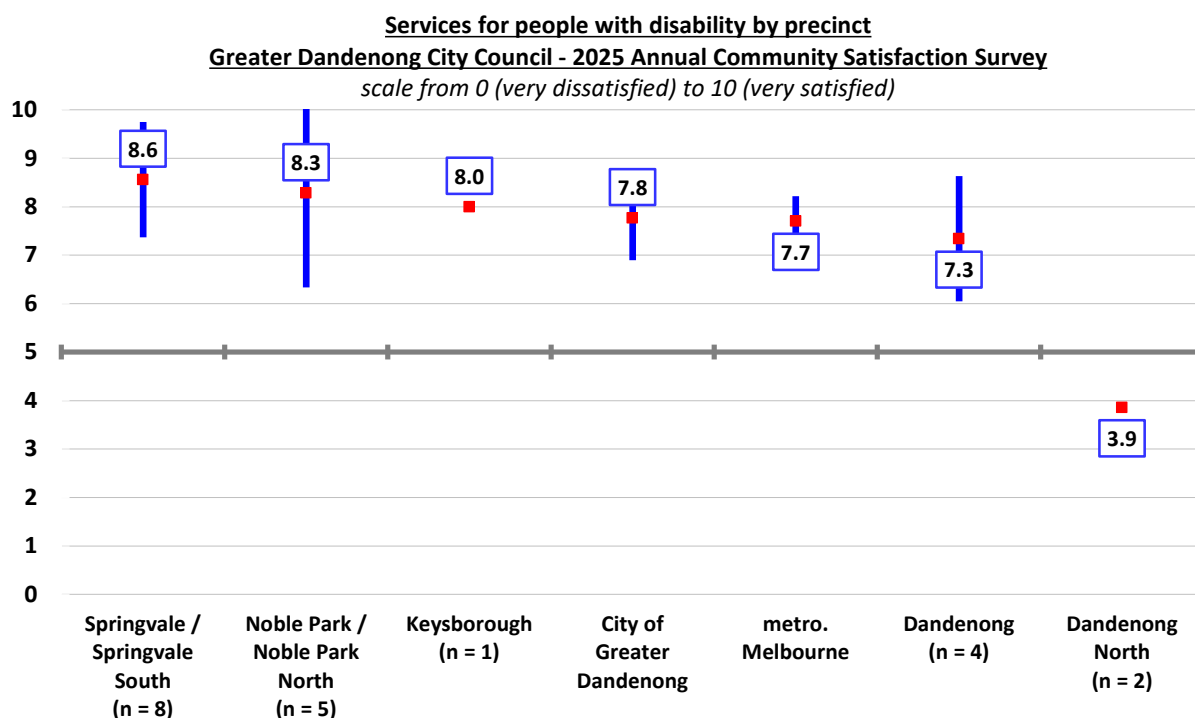
Given the very small sample size, there was no meaningful variation in satisfaction with services for youth observed by respondent profile.

The eight respondents who reported having a disability rated satisfaction at 7.3 out of 10, while the 10 respondents who did not have a disability rated satisfaction at 8.4 out of 10.

By way of comparison, satisfaction with these services was essentially the same (7% higher) as the metropolitan average satisfaction with the “services for people with disability” of 7.7 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was no measurable variation in satisfaction with disability services observed across the municipality. Attention is drawn however to the two respondents in Dandenong North, who were rated satisfaction at just 3.9 out of 10 or “extremely poor”.



The following table outlines the three comments received from respondents in relation to services for people with disability.

Reasons for dissatisfaction with services for people with disability
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Asked for cleaner to help due to age but they didn't provide anyone	1
Every January council calls for services. But this year they didn't call	1
I am a disabled person and I'm not getting enough services done	1
Total	3

Support services for people experiencing disadvantage

Support services for people experiencing disadvantage were the 12th most important of the 46 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with these services was 8.8 out of 10, which was an “excellent” level of satisfaction.



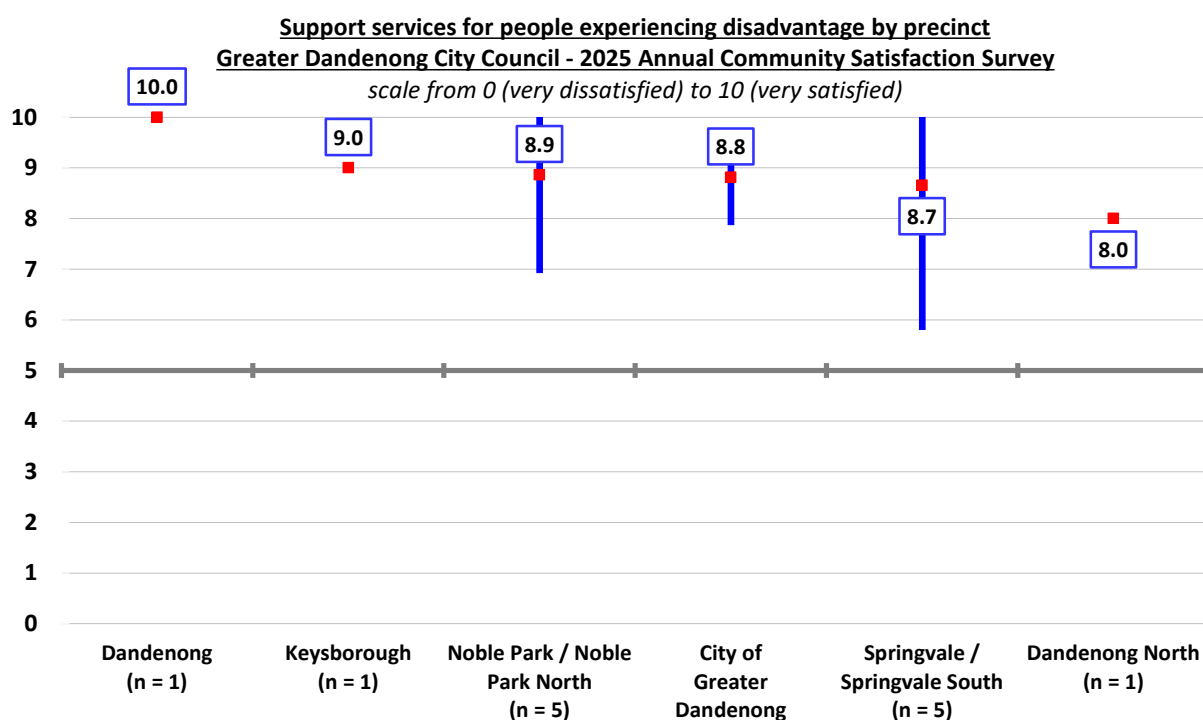
This result ranks these services 4th in terms of satisfaction this year, and one of five services and facilities to receive a satisfaction score which was measurably higher than the average of all 46 services and facilities (8.1).

This result comprised 80% “very satisfied” and no dissatisfied respondents, based on a total sample of 13 of the 15 respondents (4%) from households who had used these facilities in the last 12 months.

Bearing in mind the small sample size, there was no meaningful variation in satisfaction with these services observed by respondent profile.

These services were not included in the 2025 *Governing Melbourne* research, so no comparison results have been provided.

Given the small sample sizes, there was no measurable variation in satisfaction with these services observed across the municipality.



There was just one comment received from respondents in relation to support services for people experiencing disadvantage.

Reasons for dissatisfaction with support services for people experiencing disadvantage

Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
Hard to apply	1

Total

1

Services for older people

Services for older people were 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 was 8.6 out of 10, which was an “excellent” level of satisfaction.

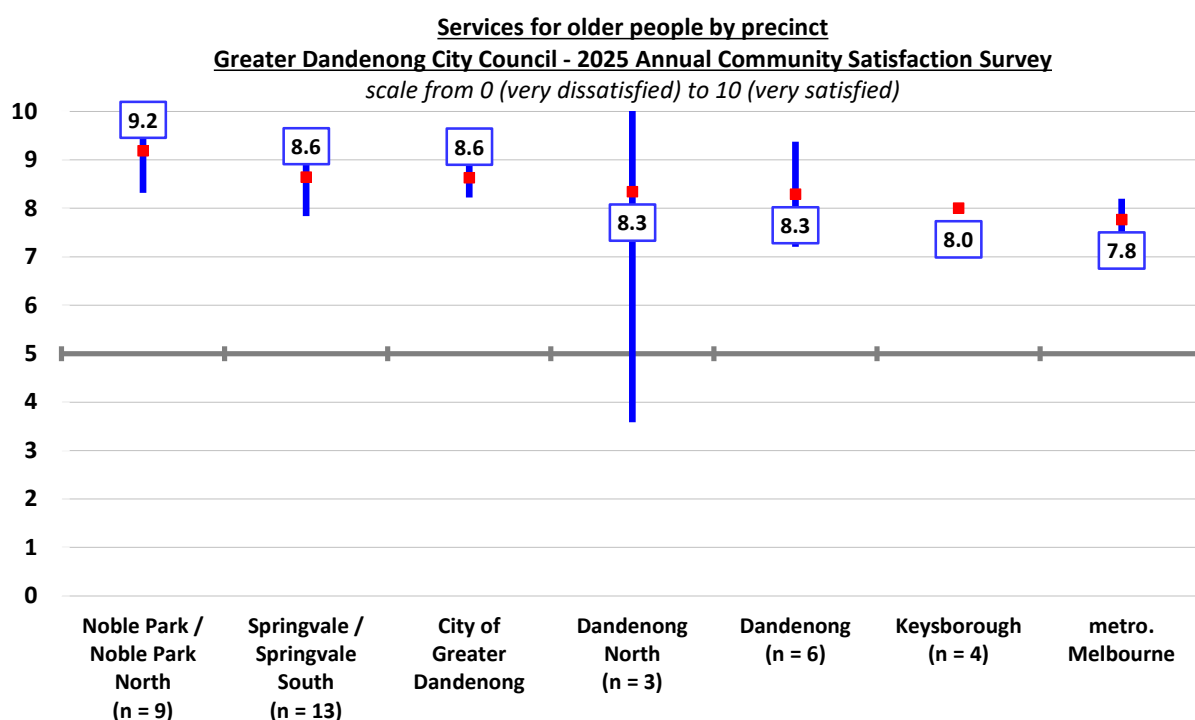
This result ranks these services 7th in terms of satisfaction this year.

This result comprised 79% “very satisfied” and no dissatisfied respondents, based on a total sample of 34 of the 36 respondents (9%) from households who had used these facilities in the last 12 months.

Given the very small sample size, there was no meaningful variation in satisfaction with services for youth observed by respondent profile.

By way of comparison, satisfaction with these services was measurably (8%) higher than the metropolitan average satisfaction with “services for seniors” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with these services observed across the municipality.



There were no comments received from respondents dissatisfied with Council services for older people this year.

Economy and Place Division

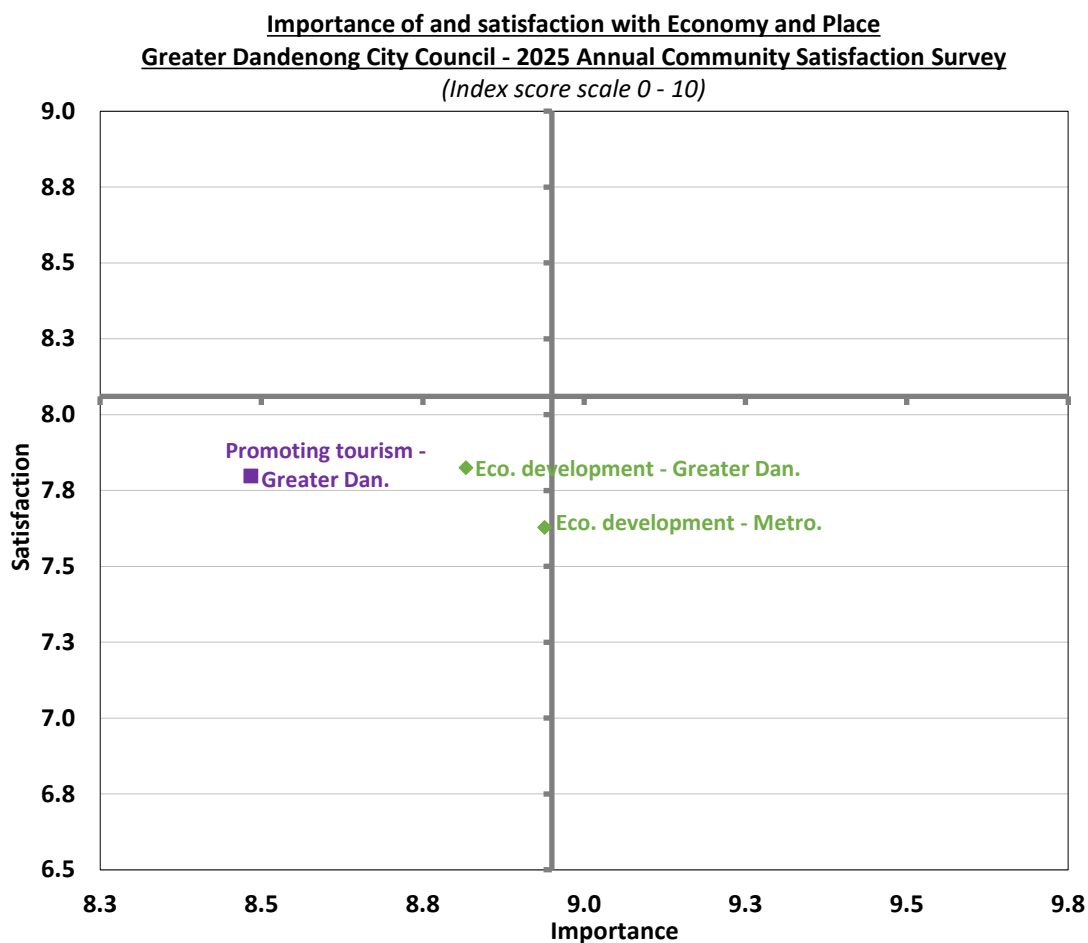
There were two services and facilities from the Economy and Place division included in the survey this year, as outlined in the following graph.

The following graph provides a crosstabulation of the average importance of and satisfaction with these two services. Crosshairs represent the average importance and satisfaction of all 46 services and facilities.

The graph also provides the average importance of and satisfaction with these services from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same door-to-door methodology. One of the two services and facilities in this division was also included in *Governing Melbourne* in a comparable format.

The service, which was also included in *Governing Melbourne*, namely Council's activities promoting economic development, received a satisfaction score which was higher than the metropolitan average.

However, both services and facilities in this division received satisfaction scores which were lower than the average of all 46 services and facilities, and both were of lower than average importance.



Council's activities promoting local economic development

Council's activities promoting local economic development were the 37th most important of the 46 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with these services was 7.8 out of 10, which was an "excellent" level of satisfaction.

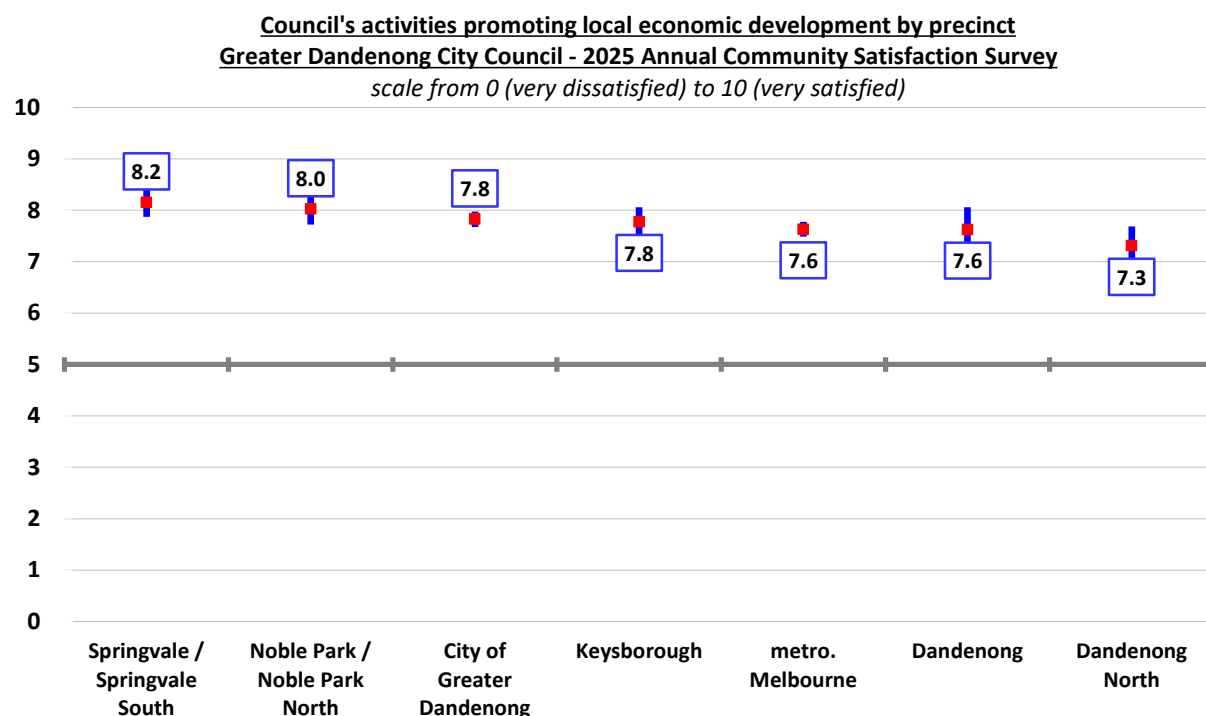
This result ranks these services 28th in terms of satisfaction this year.

This result comprised 61% "very satisfied" and two percent dissatisfied respondents, based on a total sample of 320 of the 402 respondents who provided a score this year.

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

By way of comparison, satisfaction with these services was marginally (2%) higher than the metropolitan average satisfaction with the "Council activities promoting local economic development" of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was some measurable variation in satisfaction with these services observed across the municipality, with respondents from Dandenong North measurably (5%) less satisfied than the municipal average, and at a "very good" rather than an "excellent" level.



The following table outlines the five comments received from respondents in relation to Council activities promoting local economic development.



Reasons for dissatisfaction with Council's activities promoting local economic development

Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
Not much economic development is happening	1
Does not include enough of the newer part of the community and leaves out the older community which in the big picture does not promote unity	1
Not involved	1
Not much information about all this	1
Not needed at the expense of nature reserves	1
Total	5

Council activities promoting / supporting tourism

Council activities promoting / supporting tourism were the 45th most important of the 46 included services and facilities, with an average importance of 8.5 out of 10, and one of six services and facilities to be measurably less important than the average of all 46 (9.0).

Satisfaction with these services was 7.8 out of 10, which was an “excellent” level of satisfaction.

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

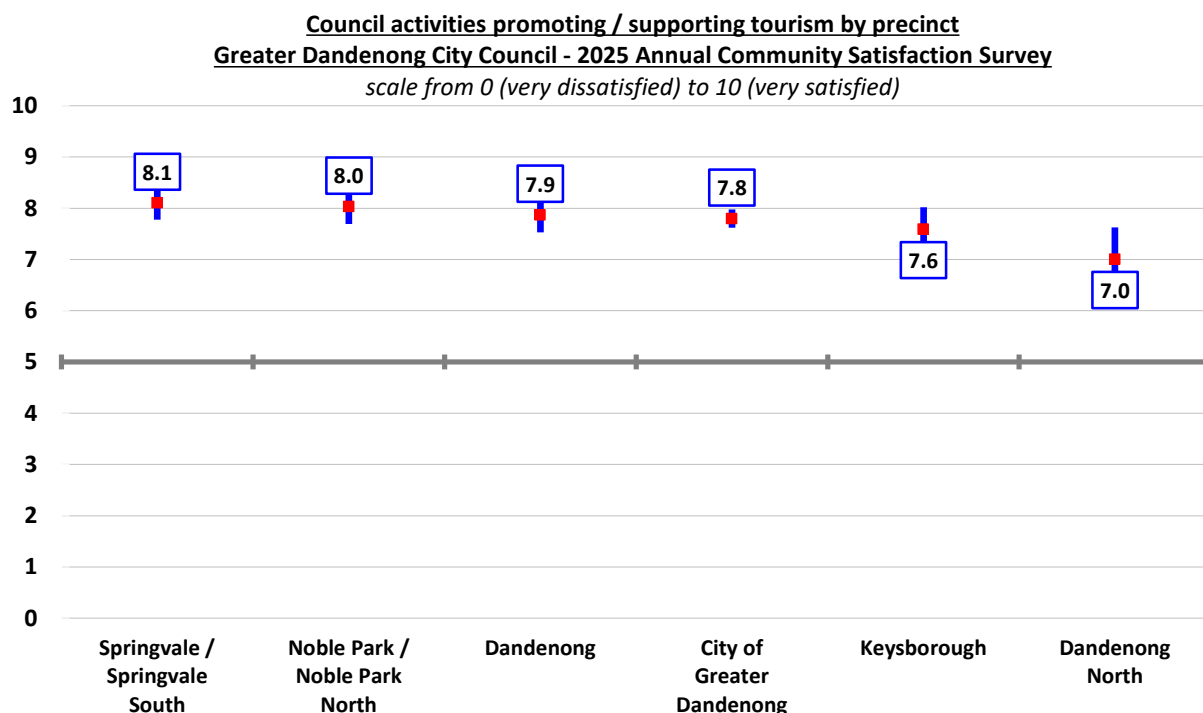
This result comprised 62% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 293 of the 402 respondents who provided a score this year.

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

These services were not included in the 2025 *Governing Melbourne* research, so no comparison results have been provided.

There was some measurable variation in satisfaction with these services observed across the municipality, with respondents from Dandenong North measurably (18%) less satisfied than the municipal average, and at a “good” rather than an “excellent” level.





The following table outlines the five comments received from respondents in relation to Council activities promoting and supporting tourism.

Reasons for dissatisfaction with Council activities promoting / supporting tourism
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Not much tourism here	3
They have nothing to do with it / do not see much about it	3
Area is not the best for tourism	1
No tourism is promoted in the area and its irrelevant	1
Not many activities from the council to promote tourism and they have not engaged much with the community over time	1
There is nothing out there besides promoting the market there are no attractions for locals or visitors and no community interaction we feel left out	1
Total	10



Open Space Division

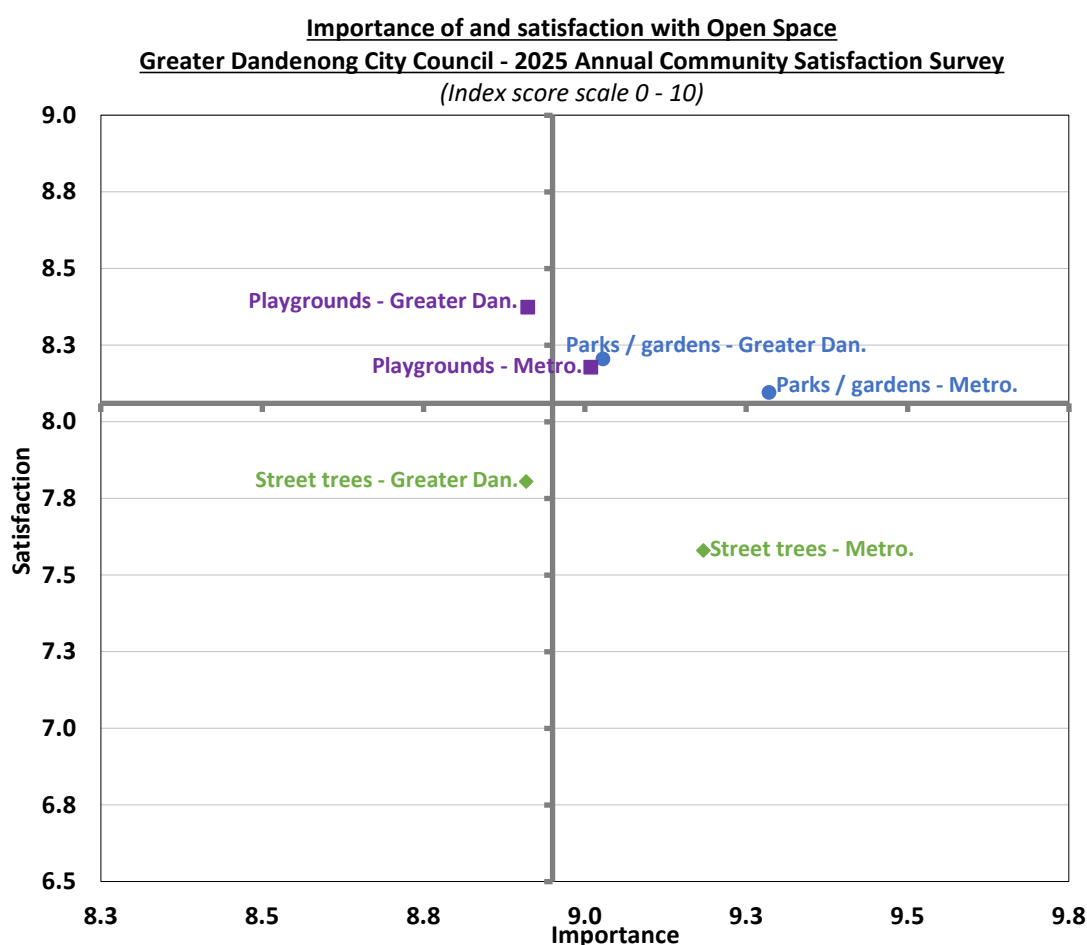
There were three services and facilities from the Open Space division included in the survey this year, as outlined in the following graph.

The following graph provides a crosstabulation of the average importance of and satisfaction with these three services. Crosshairs represent the average importance and satisfaction of all 46 services and facilities.

The graph also provides the average importance of and satisfaction with these services from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same door-to-door methodology.

All three of the services and facilities in this division received satisfaction scores which were higher than the metropolitan averages.

Parks and gardens and playgrounds also received satisfaction scores which were higher than the average of all 46 services and facilities, whereas satisfaction with street trees was below the average. In addition, parks and gardens were more important than the average of all 46 services and facilities.



Provision and maintenance of street trees

The provision and maintenance of street trees was the 26th most important of the 46 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with street trees was 7.8 out of 10, which was an “excellent” level of satisfaction.

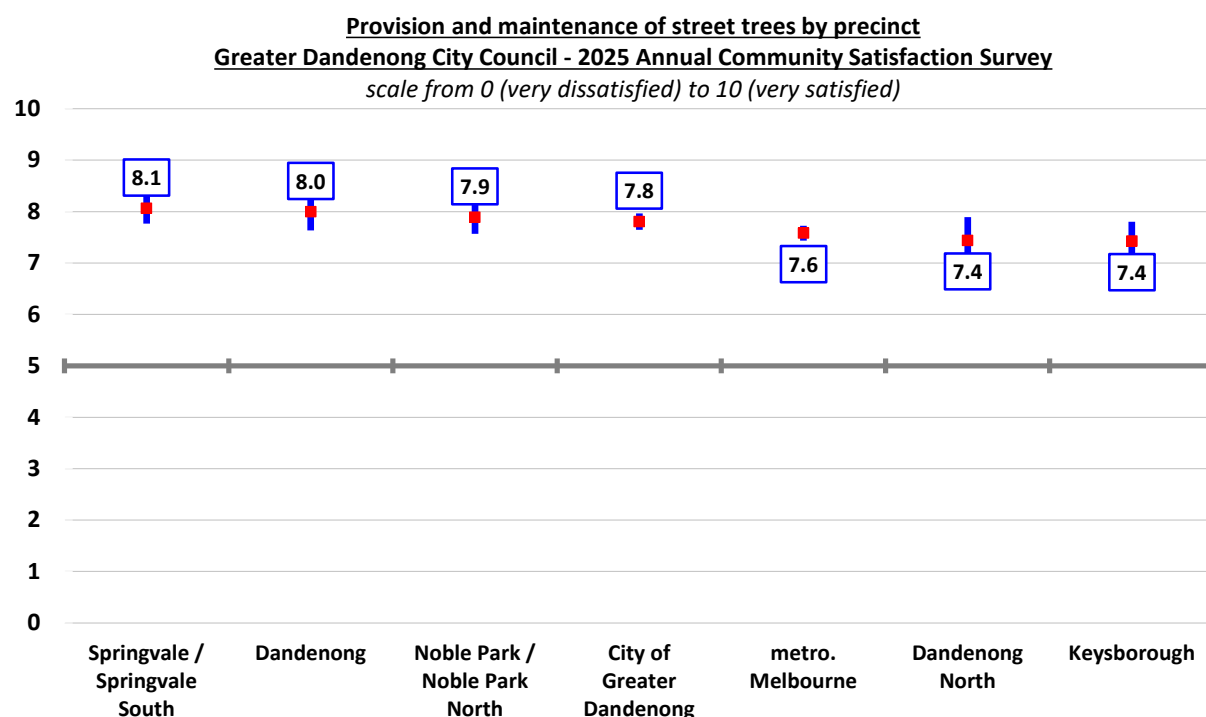
This result ranks street trees 29th in terms of satisfaction this year.

This result comprised 62% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 392 of the 402 respondents who provided a score.

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

By way of comparison, satisfaction with street trees was marginally (2%) higher than the metropolitan average satisfaction with the “provision and maintenance of street trees” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with street trees observed across the municipality.



The following table outlines the 31 comments, and one location of concern received from respondents dissatisfied with the provision and maintenance of street trees.

The most common issues raised by respondents related to a perceived lack of maintenance, trimming of trees and branches.



Reasons for dissatisfaction with provision and maintenance of street trees
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Branches fall on the footpath making it difficult to go anywhere and causing safety hazard	6
Need better maintenance / more regular maintenance	6
More trees	2
Trees should be pruned more often, especially before autumn	2
Clean leaves more regularly so it does not get into drain	1
Clean their creepers	1
Council does not do anything	1
Dangerous	1
Fence was damaged in the storm from a tree outside my property I had asked for it to be removed before but got no reply	1
Leaves everywhere	1
Need to cut down those big trees and replace them with proper trees	1
Overgrown bushes	1
Roots are popping out	1
Some of them are so tilted that they look like they could fall any moment which I do not consider safe	1
They need to plant native trees	1
Tree fell down at my house and the Council was very slow to respond	1
Trees hanging over fences	1
Trees have not been trimmed for years	1
We need get rid of certain ugly tress because they do not look good and drop messy sticky things on the road and footpath	1
Total	31
<i>Specific locations identified by respondents</i>	
Tree near the neighbourhood compound has grown too big and needs maintenance on Parkland Ct	1
Total	1
Total responses	32

Provision and maintenance of parks and gardens

The provision and maintenance of parks and gardens was the 19th most important of the 46 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with parks and gardens was 8.2 out of 10, which was an “excellent” level of satisfaction.



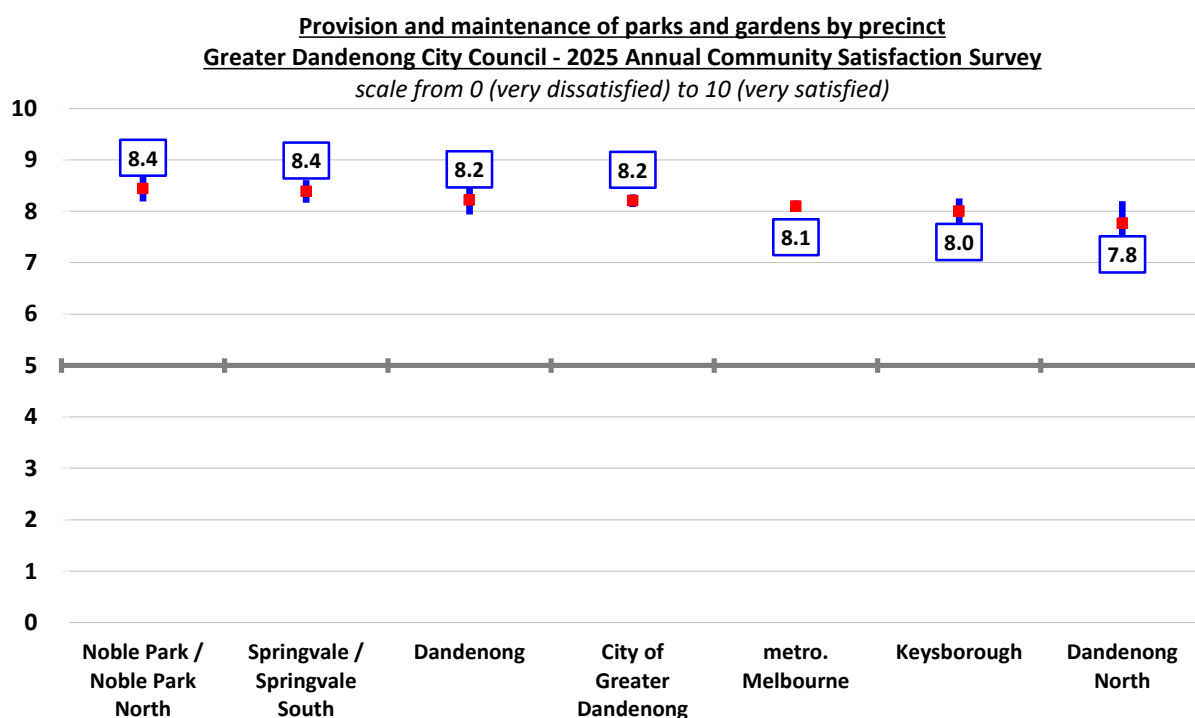
This result ranks parks and gardens 19th in terms of satisfaction this year.

This result comprised 73% “very satisfied” and no dissatisfied respondents, based on a total sample of 384 of the 402 respondents who provided a score this year.

There was no substantive variation in satisfaction with parks and gardens observed by respondent profile, with all respondent groups satisfied at “excellent” levels.

By way of comparison, satisfaction with parks and gardens was essentially the same as the metropolitan average satisfaction with the “the provision and maintenance of parks, gardens, and open spaces” of 8.1 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with parks and gardens observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.



The following table outlines the 11 comments, and one location of concern received from respondents dissatisfied with the provision and maintenance of parks, gardens, and open spaces.

The most common issues raised by respondents related to a perceived lack of maintenance.



Reasons for dissatisfaction with provision and maintenance of parks and gardens

Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
More regular maintenance	3
Need maintenance for the length of grass	2
Rubbish dumped openly	2
Grass needs mowing	1
No maintenance in garden areas	1
Not safe for the younger ones	1
Overflowing rubbish	1
Total	11
<i>Specific locations identified by respondents</i>	
Noble Park community centre is horrible	1
Total	1
Total responses	12

Provision and maintenance of playgrounds

The provision and maintenance of playgrounds was the 25th most important of the 46 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with playgrounds was 8.4 out of 10, which was an “excellent” level of satisfaction.

This result ranks playgrounds 13th in terms of satisfaction this year.

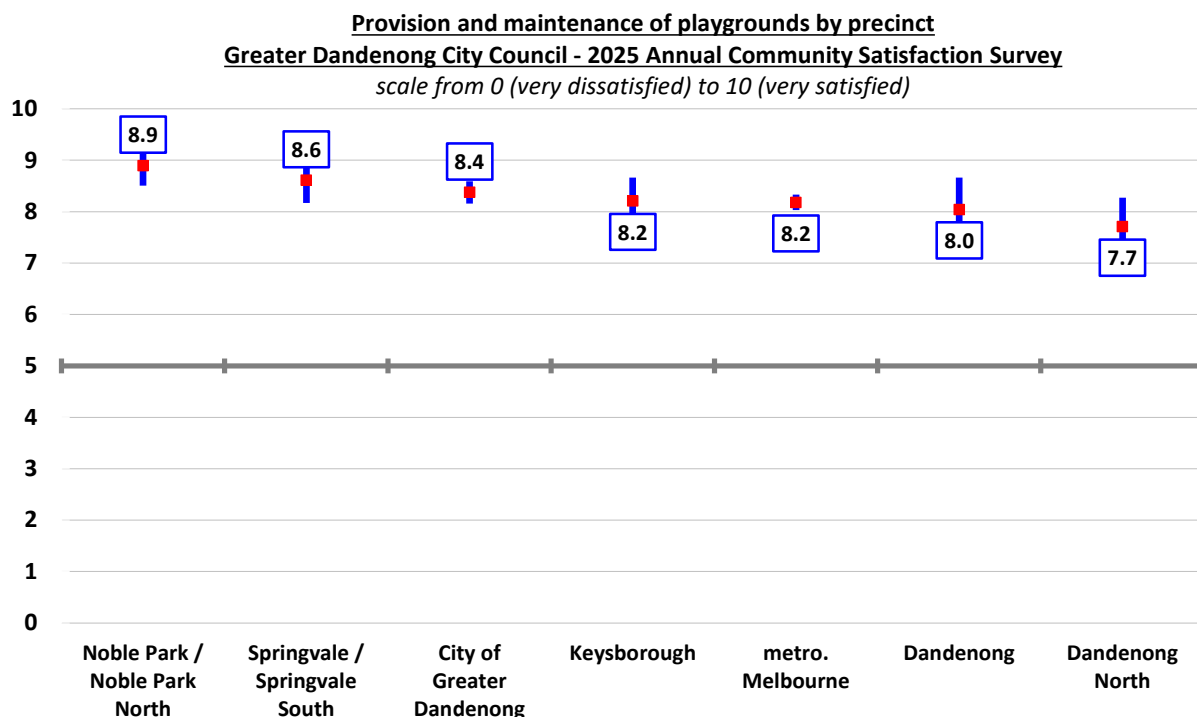
This result comprised 77% “very satisfied” and no dissatisfied respondents, based on a total sample of 129 of the 129 respondents (32%) from households who had used these facilities in the last 12 months.

There was no substantive variation in satisfaction with playgrounds observed by respondent profile.

By way of comparison, satisfaction with playgrounds was marginally (2%) higher than the metropolitan average satisfaction with the “the provision and maintenance of playgrounds” of 8.2 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was no measurable variation in satisfaction with playgrounds observed across the municipality. However, attention is drawn to the 22 respondents from Dandenong North, who were notably (7%) less satisfied than the municipal average, and at a “very good” rather than an “excellent” level.



The following table outlines the two comments received from respondents in relation to the provision and maintenance of playgrounds.

Reasons for dissatisfaction with provision and maintenance of playgrounds
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Equipment in play area is damaged	1
Equipment in play area needs replacing	1
Total	2



Planning, Building and Health Division

There were two services and facilities from the Planning, Building and Health division included in the survey this year, as outlined in the following graph.

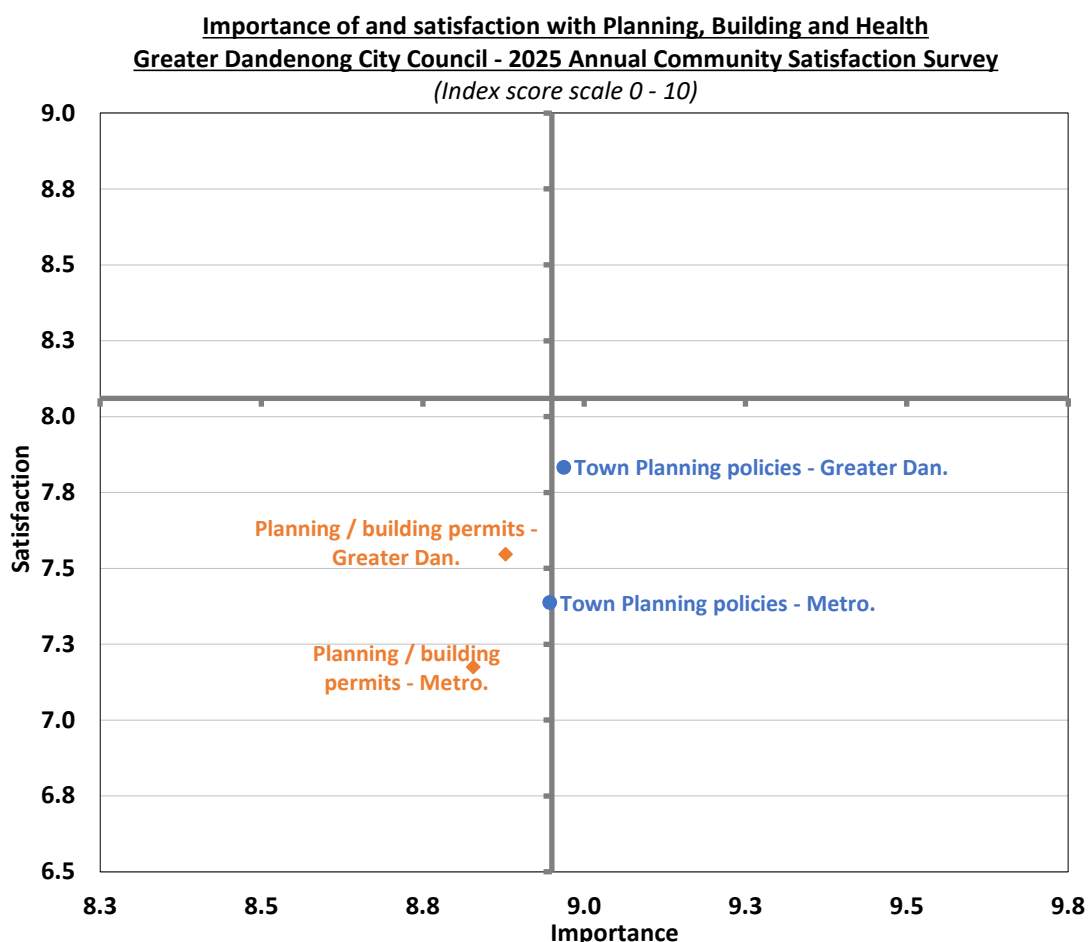
The following graph provides a crosstabulation of the average importance of and satisfaction with these two services. Crosshairs represent the average importance and satisfaction of all 46 services and facilities.

The graph also provides the average importance of and satisfaction with these services from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same door-to-door methodology.

Both of the services and facilities in this division received satisfaction scores which were higher than the metropolitan averages.

However, both services and facilities received satisfaction scores, which were lower than the average of all 46 services and facilities.

In addition, Town Planning policies fell into the quadrant of most concern, being of slightly higher than average importance, and lower than average satisfaction.



Town Planning policies

Town planning policies were the 22nd most important of the 46 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with these services was 7.8 out of 10, which was an “excellent” level of satisfaction.

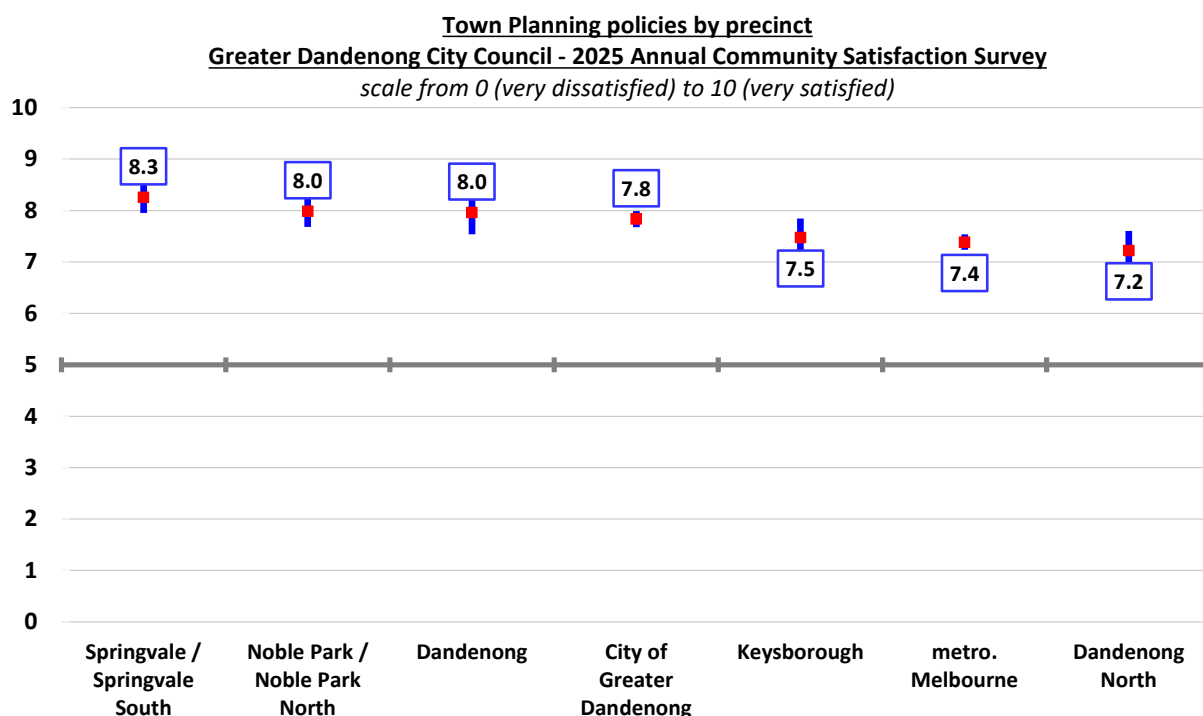
This result ranks these services 27th in terms of satisfaction this year.

This result comprised 65% “very satisfied” and 4% percent dissatisfied respondents, based on a total sample of 324 of the 402 respondents who provided a satisfaction score this year.

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

By way of comparison, satisfaction with these facilities was measurably (4%) higher than the metropolitan average satisfaction with “town planning policies” of 7.4 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was some measurable variation in satisfaction with these services observed across the municipality, with respondents from Springvale / Springvale South measurably (5%) more satisfied than the municipal average. Conversely, respondents from Dandenong North were measurably (6%) less satisfied.



The following table outlines the 21 comments received from respondents dissatisfied with town planning policies.

Reasons for dissatisfaction with town planning policies
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Area should be planned better to allow more space for parking	2
No proper response	2
Car parking is not properly included in the planning because each house has at least two cars and the space is not enough	1
Everything is too close to the highway	1
I am scared but I do not think they did a good job	1
I do not believe it is well planned because parking is a real issue around this area and people park their cars in front of our houses	1
Lack of consistency	1
Narrow streets cause parking congestion	1
No communication between the Council and community	1
No responsibility	1
Planning is too slow because their regulations lead to unnecessary delays	1
Poorly planned because we asked for extra pavement to our double garage door which they did not approve	1
Some Councillors have issues, but others can get things done easily	1
There should be fewer homes, and more community activities offered	1
They built a new park but there are no parking facilities and the people who come to the playground park their cars in front of our house	1
They can improve more	1
Too many townhouses are being built without proper infrastructure and places like the golf club will become overcrowded with too many residents	1
Too many units	1
We do not receive much information and have very little involvement	1
Total	21

Planning and / or building permits

Planning and / or building permits were the 32nd most important of the 46 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with these services was 7.5 out of 10, which was a “very good” level of satisfaction.

This result ranks these services 43rd in terms of satisfaction this year, and one of six services and facilities to receive a satisfaction score which was measurably lower than the average of all 46 (8.1).

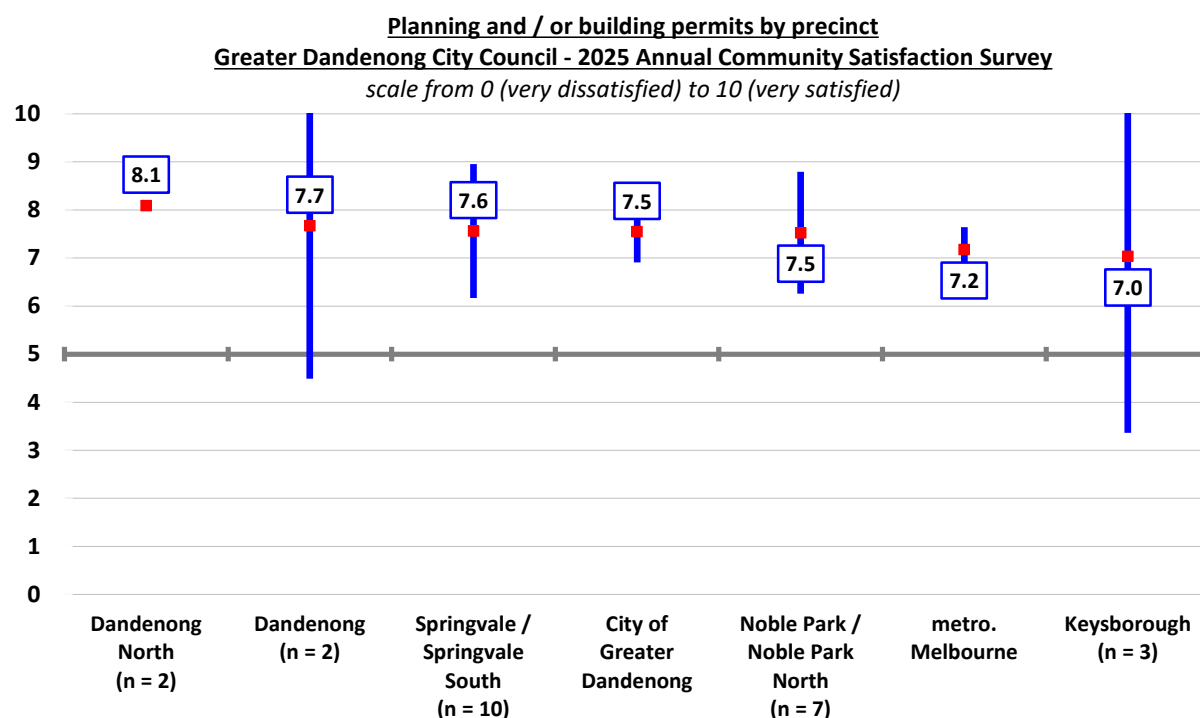


This result comprised 59% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 23 of the 23 respondents (6%) from households who had used these services in the past 12 months.

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

By way of comparison, satisfaction with these services was somewhat (3%) higher than the metropolitan average satisfaction with the “planning and / or building permits” of 7.2 out of 10, as recorded in the 2025 *Governing Melbourne* research.

Given the relatively small sample size, there was no measurable variation in satisfaction with these services observed across the municipality.



The following table outlines the two comments received from respondents in relation to planning and / or building permits.

Reasons for dissatisfaction with planning and / or building permits
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Council did not respond regarding the damage of fence in my property due to the storm	1
Too slow	1
Total	2



Roads and Drains Division

There were three services and facilities from the Roads and Drains division included in the survey this year, as outlined in the following graph.

The following graph provides a crosstabulation of the average importance of and satisfaction with these three services. Crosshairs represent the average importance and satisfaction of all 46 services and facilities.

The graph also provides the average importance of and satisfaction with these services from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same door-to-door methodology. All three of the services and facilities in this division received satisfaction scores which were higher than the metropolitan averages.

However, all three services and facilities in this division fell into the quadrant of most concern, being of higher than average importance, but receiving satisfaction scores which were lower than the average of all 46 services and facilities.

The survey included the measure of satisfaction with major arterial road and highways managed by VicRoads in advance of the question around satisfaction with the maintenance and repair of sealed local roads managed by Council.

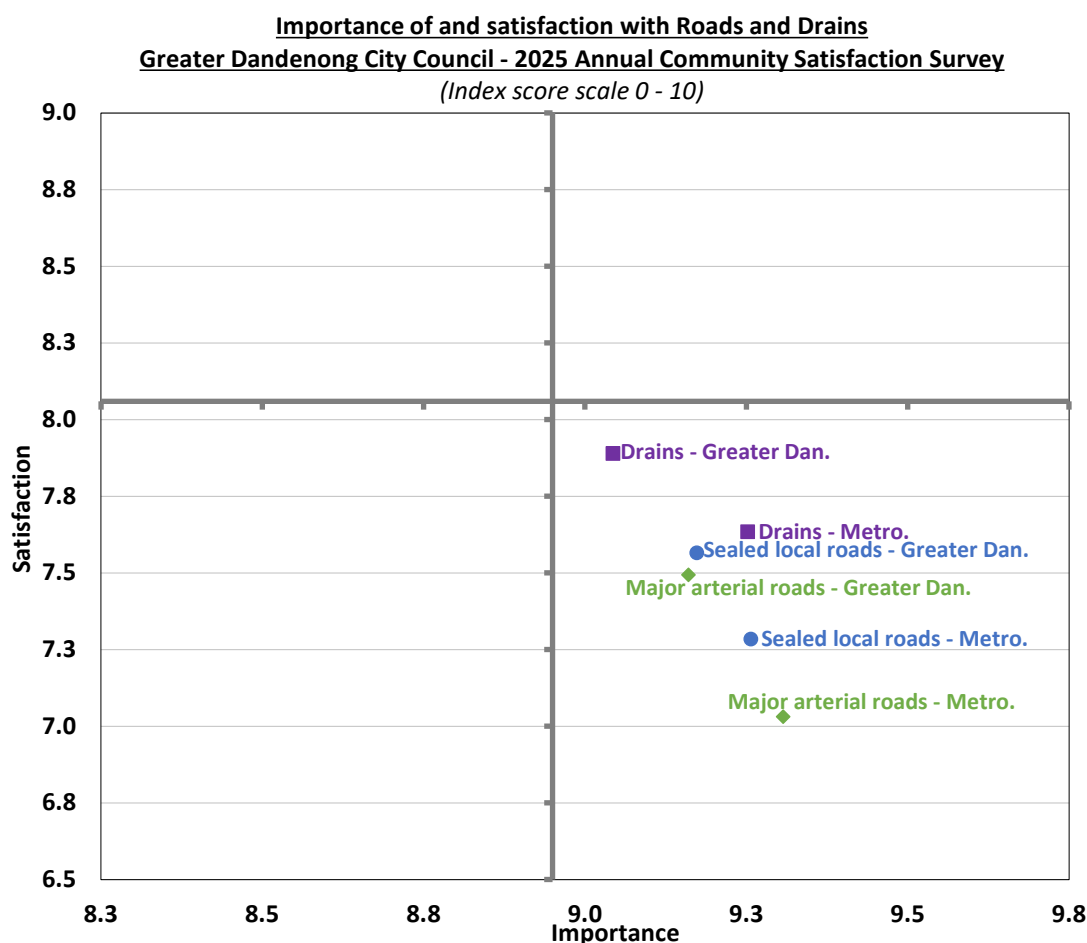
This was included to provide additional opportunity for respondents to separate their thinking in relation to major arterial roads separately to local streets and roads managed by Council.

Whilst there was still some overlap in these results, evidenced by the roads of concern listed in this report, the results do provide insight into satisfaction with VicRoads compared to Council managed roads in the City of Greater Dandenong.

Metropolis Research notes that satisfaction with major arterial roads and highways managed by VicRoads was marginally (1%) lower than satisfaction with sealed local roads managed by Council.

This variation was lower than the metropolitan average variation of two percent, and significantly lower than has been recorded by Metropolis Research in several other municipalities this year.





Maintenance and repair of major arterial roads and highways

The maintenance and repair of major arterial roads and highways managed by VicRoads was the 10th most important of the 46 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with major arterial roads managed by VicRoads was 7.5 out of 10, which was a “very good” level of satisfaction.

This result ranks major arterial roads managed by VicRoads 44th in terms of satisfaction this year, and one of six services and facilities to receive a satisfaction score that was measurably lower than the average of all 46 (8.1).

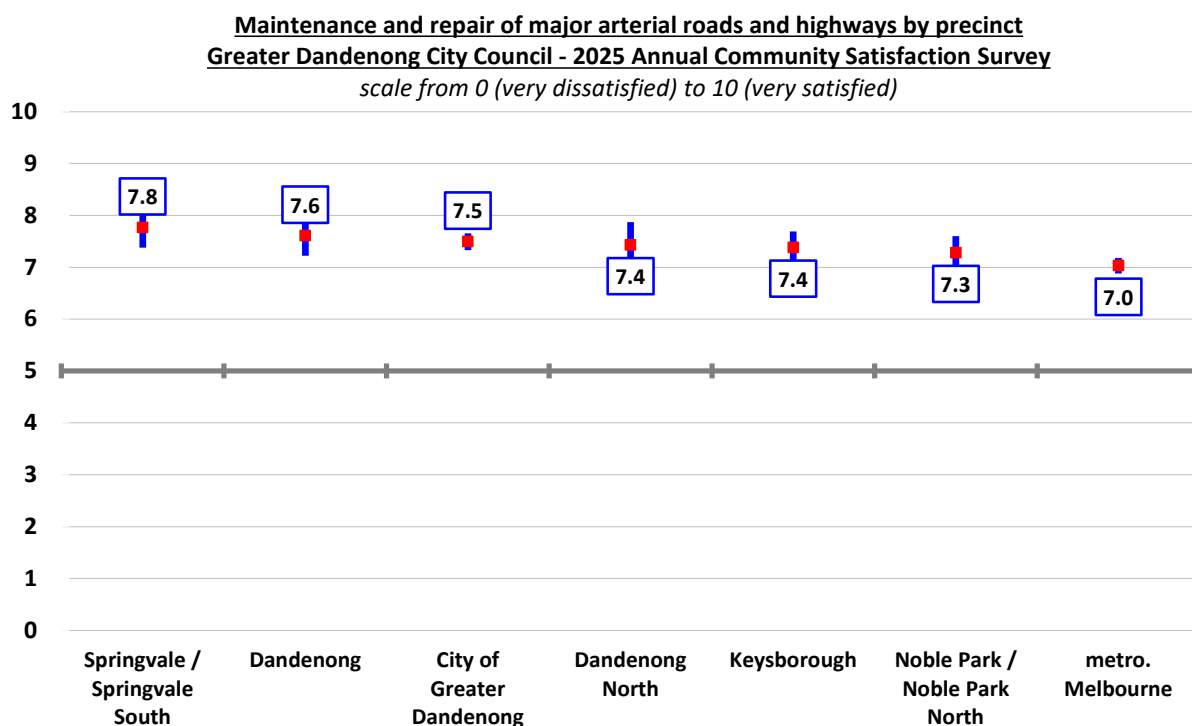
This result comprised 51% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 396 of the 402 respondents who provided a score this year.

There was no substantive variation in satisfaction with major arterial roads observed by respondent profile.



By way of comparison, satisfaction with major arterial roads was measurably (5%) higher than the metropolitan average satisfaction with the “the maintenance and repair of major arterial roads and highways” of 7.0 out of 10, or “good”, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with major roads observed across the municipality, although respondents from Springvale / Springvale South rated satisfaction at an “excellent” level.



The following table outlines the 22 comments and 12 locations of concern in relation to major arterial roads and highways managed by VicRoads.

The most common concerns relate to potholes and a perceived lack of maintenance. There were also comments received about roadside slashing and maintenance.

Reasons for dissatisfaction with maintenance and repair of major arterial roads and highways

Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Potholes</i>	
Roads are full of potholes / need fixing	8
All roads are terrible	1
Driveway is damaged, the garbage truck comes inside, and it ruins the driveway	1
Due to rains, roads are getting damaged again	1

Had some road work, did not receive notice letter	1
Loud	1
Overgrown grass and nature strips	1
Road maintenance is not done regularly	1
Roads are dirty	1
The broken fences are kept for a long time	1
There is so much rubbish around including boxes on the road and it keeps hitting the windscreen and the cars	1
There is stagnant water	1
They don't maintain or clean from time to time	1
Too narrow	1
Traffic	1
Total	22
<i>Specific locations</i>	
Potholes at Springvale station	1
Cheltenham Rd is full of potholes	1
Springvale Rd	1
Heatherton Rd has potholes	1
Jones Rd	1
Princess Hwy	1
Lot of potholes in Police Rd	1
Mornington Peninsula freeway	1
Nicholas St	1
Noble Park roads have potholes and cracks	1
Potholes not repaired just around Noble Park	1
Widening of Cheltenham Rd near Hungry Jacks and all. Near Perry Rd	1
Total	12
Total responses	34

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 9.2 out of 10.

Satisfaction with sealed local roads was 7.6 out of 10, which was a “very good” level of satisfaction.

This result ranks sealed local roads 42nd in terms of satisfaction this year, and one of six services and facilities to receive a satisfaction score which was measurably lower than the average of all 46 (8.1).

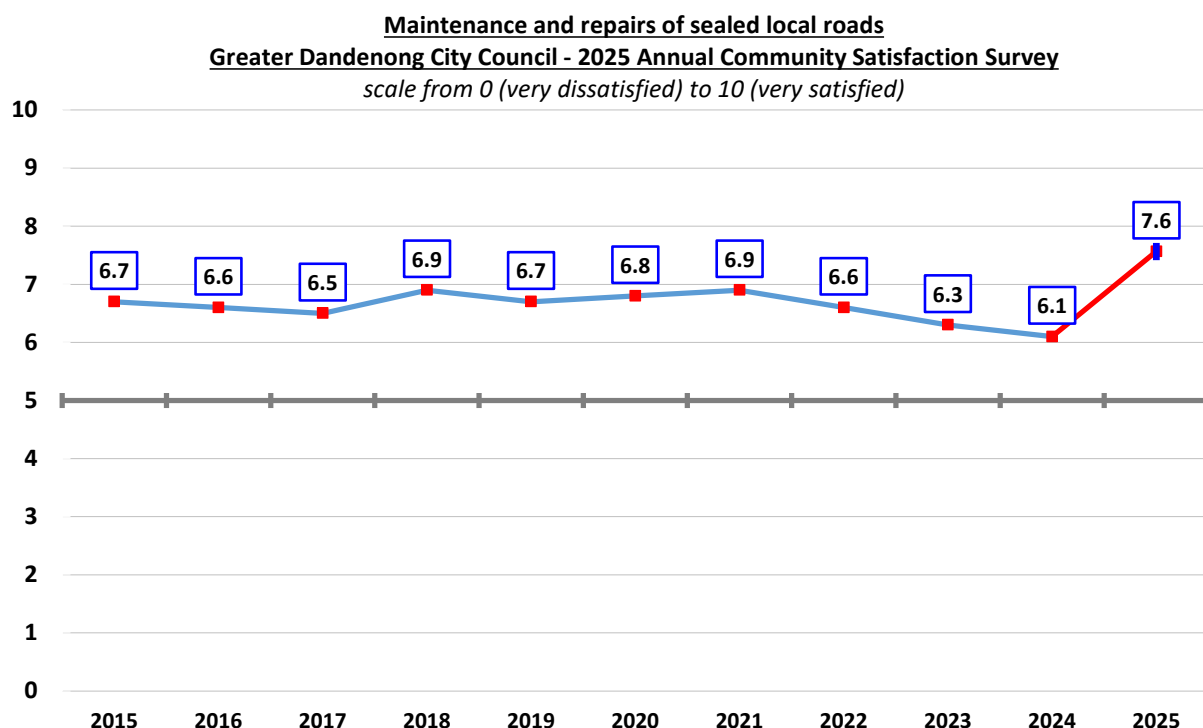
This result was measurably higher than the score recorded in 2024 (6.1), and the previously recorded long-term average from 2015 – 2024 of 6.6 out of 10, or “good”.



This result comprised 57% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 392 of the 402 respondents who provided a score this year.

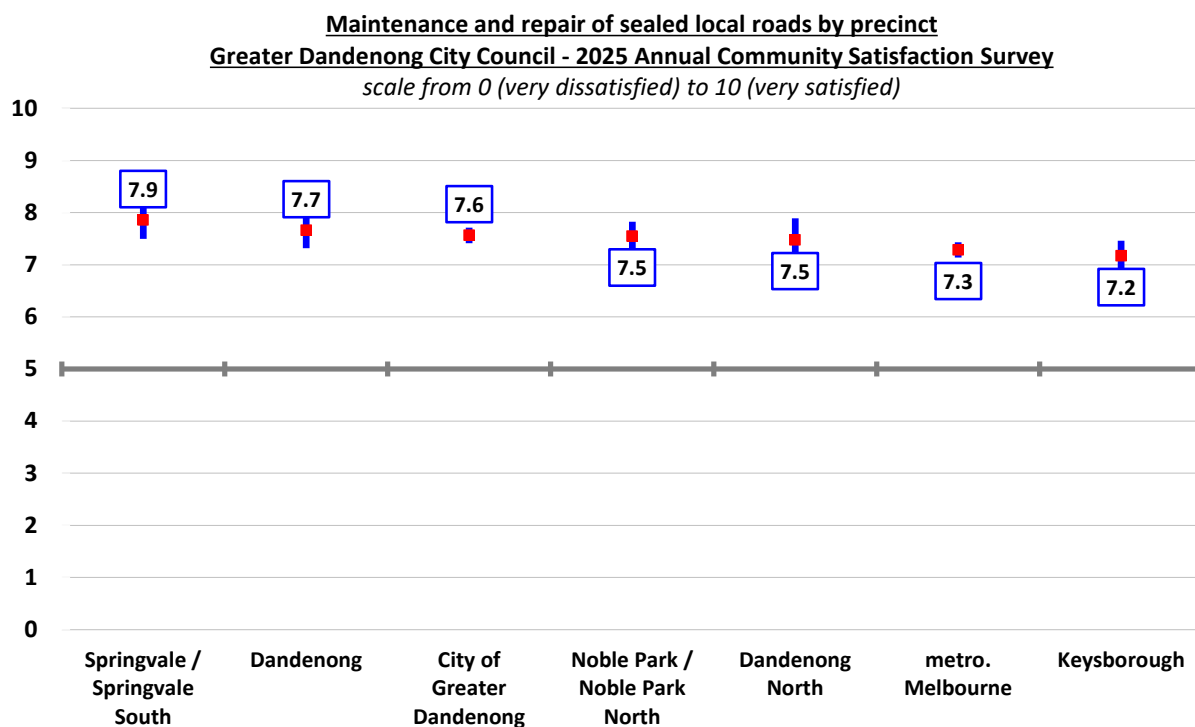
There was some variation in satisfaction with these facilities observed by respondent profile, with senior citizens (aged 75 years or older) notably less satisfied than average.

By way of comparison, satisfaction with sealed local roads was measurably (3%) higher than the metropolitan average satisfaction with the “maintenance and repair of sealed local roads” of 7.3 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was no measurable variation in satisfaction with sealed local roads observed across the municipality, although respondents from Springvale / Springvale South rated satisfaction at an “excellent” level.





The following table outlines the 20 comments, and eight locations of concern received in relation to the maintenance and repair of sealed local roads managed by Council

Reasons for dissatisfaction with maintenance and repair of sealed local roads
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Roads are full of potholes	5
Cracks	2
Lots of rubbish on the road causing risk elements	2
All roads are terrible	1
In general, It's not done in a timely fashion	1
It is dirty	1
It's dirty. Overgrown grass and nature strips	1
Local roads are in very bad shape	1
Lots of potholes	1
Overgrown grass and nature strips	1
Potholes on local roads can be easily around the Council area	1
Roads are too narrow	1
Too many potholes	1
Uneven roads	1
Total	20

Specific locations identified by respondents

Athol Rd has too my bumps	1
Dandenong Bypass	1

Morwell Avenue	1
Perry Rd	1
Peterson Rd is dangerous	1
Roads in Dandenong South has potholes	1
Shepreth Ave	1
Sunset Grv	1
Total	8
Total responses	28

Drains maintenance and repairs

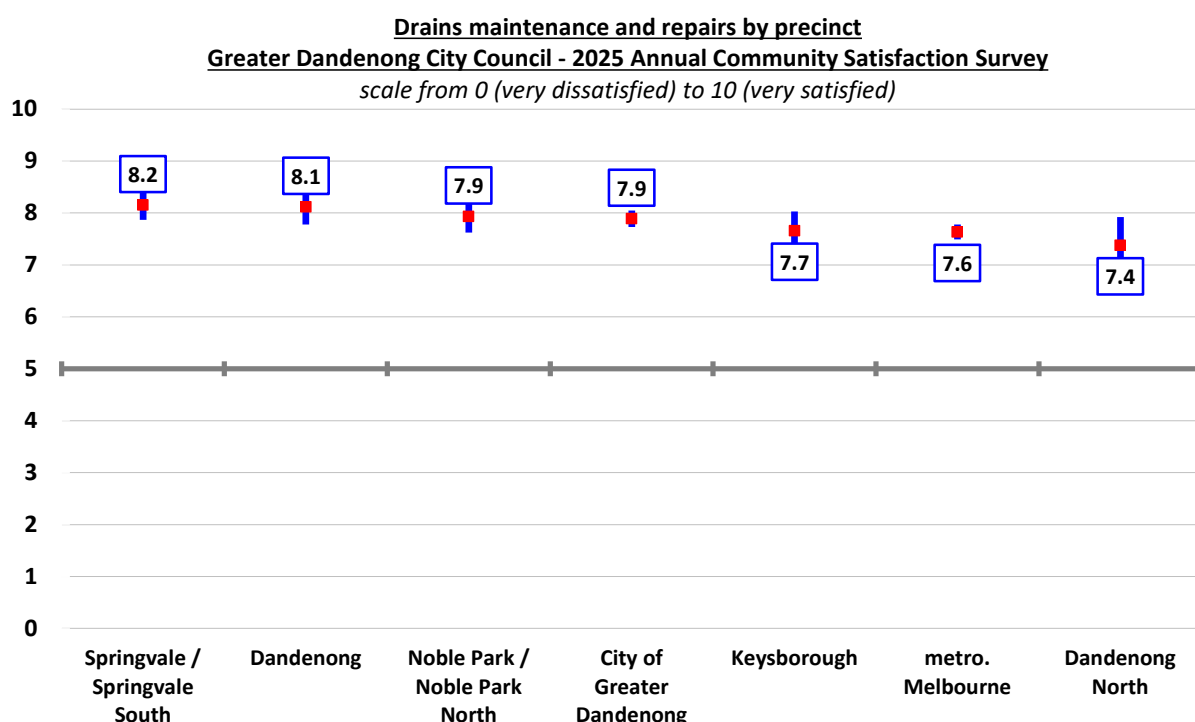
Drains maintenance and repairs was the 9th most important of the 46 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with drains maintenance was 7.9 out of 10, which was an “excellent” level of satisfaction.

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

This result comprised 62% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 389 of the 402 respondents who provided a score this year.

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



By way of comparison, satisfaction with drains was somewhat (3%) higher than the metropolitan average satisfaction with the “drains maintenance and repair” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with drains observed across the municipality, although respondents from Dandenong North were notably (5%) less satisfied than average and at a “very good” rather than “excellent” level.

The following table outlines the 17 comments, and five locations of concern received from respondents dissatisfied with drains maintenance and repairs.

Reasons for dissatisfaction with drains maintenance and repairs
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Drains often get blocked on parklands	2
Flooding due to blocked drains	2
At the end of the street, some hole or place which keeps water after the rain. It takes days until water disappears	1
Blocked drainage	1
Don't see people maintaining the drains	1
Gets clogged during heavy rain	1
Heavy rains streets get floods	1
I have contacted Council regarding this 18 months ago, have not solved	1
The drainage from the hill is not collected by the storm water drains and we get a lot of wet lawns	1
There was water all over the place after rain and the Council did not come to help and the drain should be made bigger for the water to flow	1
They don't clean often, and it is blocked all the time	1
Trees lift concrete couple of times, people trips	1
Water comes onto the road	1
We are flooded all the time the water comes running and there is a flood	1
Drains are not wide enough	1
Total	17
<i>Specific locations identified by respondents</i>	
At Tara Pl, our house flooded last year	1
My house keeps getting flooded (54 Somerset Dr)	1
Olympic Ave is bad	1
Princess Hwy car got flooded, written off	1
There is a light flooding Bruce St	1
Total	5
Total responses	22



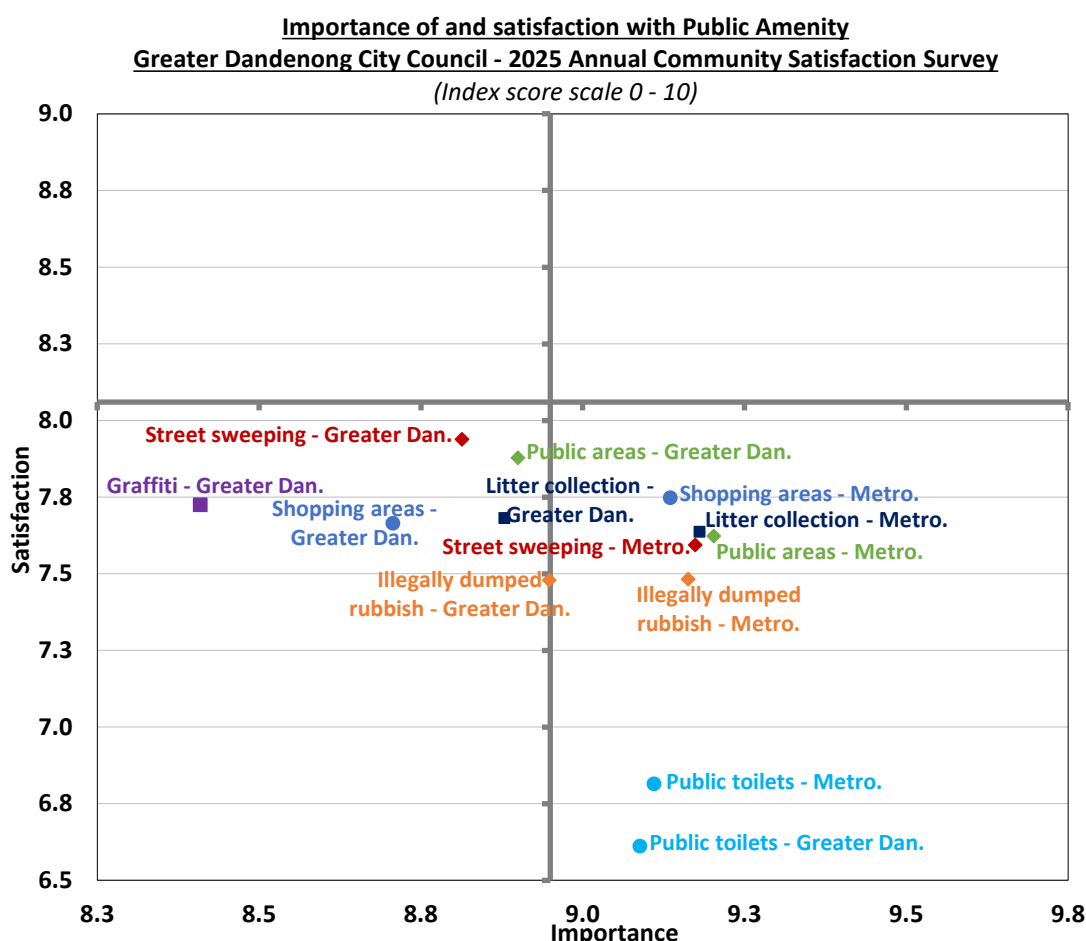
Public Amenity Division

There were seven services and facilities from the Public Amenity division included in the survey this year, as outlined in the following graph.

The following graph provides a crosstabulation of the average importance of and satisfaction with these seven services. Crosshairs represent the average importance and satisfaction of all 46 services and facilities.

The graph also provides the average importance of and satisfaction with these services from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same door-to-door methodology. Six of the seven services in this division were also included in *Governing Melbourne* in a comparable format.

Four of these six services and facilities in this division received satisfaction scores which were higher than the metropolitan averages, with the exceptions being public toilets and the maintenance and cleaning of strip shopping areas.



All seven services and facilities from this division recorded satisfaction scores, which were lower than the average of all 46 services and facilities. Of these, public toilets fell into the quadrant of most concern, being of higher than average importance but notably lower than average satisfaction.

The other six services and facilities were of lower than average importance.

Maintenance and cleaning of public areas

The maintenance and cleaning of public areas was the 29th most important of the 46 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with the maintenance and cleaning of public areas was 7.9 out of 10, which was an “excellent” level of satisfaction.

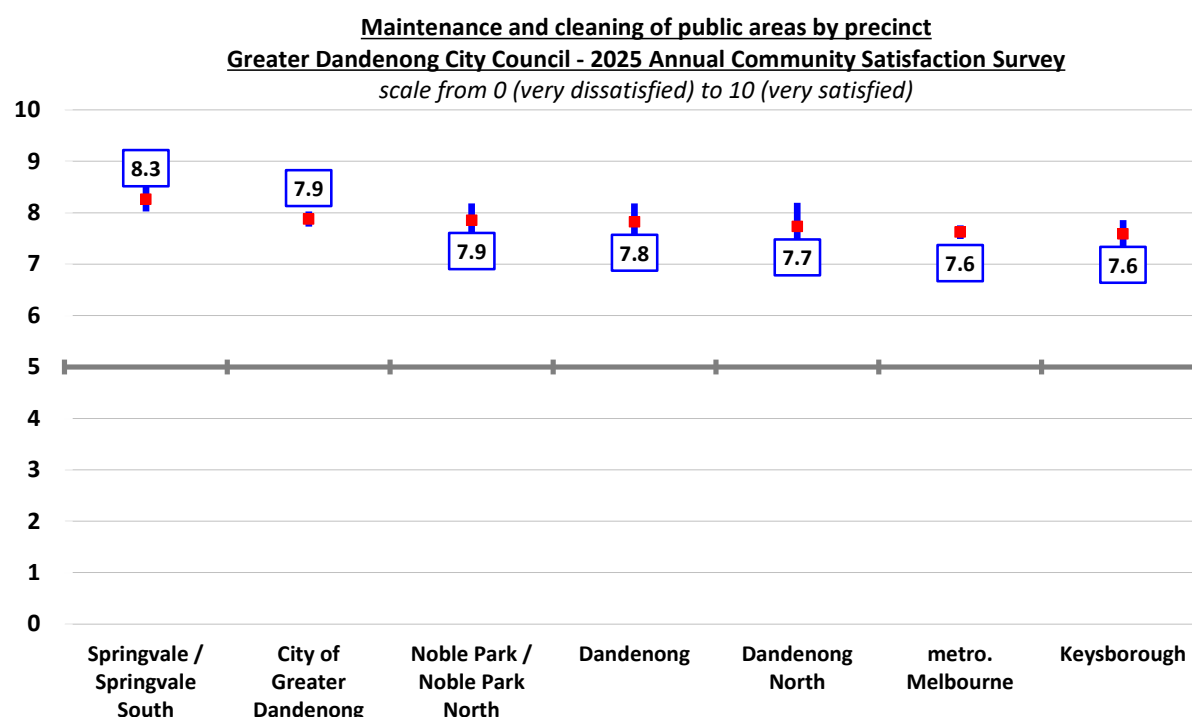
This result ranks the maintenance and cleaning of public areas 25th in terms of satisfaction this year.

This result comprised 63% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 393 of the 402 respondents who provided a score this year.

There was some substantive variation in satisfaction with this service observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably less satisfied than average.

By way of comparison, satisfaction with the maintenance and cleaning of public areas was somewhat (3%) higher than the metropolitan average satisfaction with the “the maintenance and cleaning of public areas” of 7.6 out of 10, or “very good”, as recorded in the 2025 *Governing Melbourne* research.

There was some measurable variation in satisfaction with public areas observed across the municipality, with respondents from Springvale / Springvale South measurably (4%) more satisfied than the municipal average.



The following table outlines the 17 comments, and one location of concern received from respondents dissatisfied with the maintenance and appearance of public areas.

Reasons for dissatisfaction with maintenance and appearance of public areas
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Rubbish everywhere	3
Awful	1
Inconsistent levels of cleanliness	1
It is very dirty	1
Lot of litter around, need to clear it regularly	1
Lot of rubbish at shopping area	1
Nature strips haven't been mowed in some parts	1
No maintenance of garden areas	1
People asking for money	1
People litter recklessly and shamelessly	1
Recreational area has become dangerous things break all the time no maintenance we feel left out in an area that used to be so friendly	1
Rubbish dumped / overflowing in garden areas	1
Some areas near the station are good and lively, feels safe as the environment is built like that but if you start walking towards our area it starts to feel unsafe because of the uncut big bushes and trees on roadsides	1
The grasses in parks need to be mowed	1
We could more	1
Total	17
<i>Specific locations identified by respondents</i>	
Rowlands Rd is bad	1
Total	1
Total responses	18

Litter collection in public areas

Litter collection in public areas was the 31st most important of the 46 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with litter collection was 7.7 out of 10, which was a “very good” level of satisfaction.

This result ranks litter collection 35th in terms of satisfaction this year.

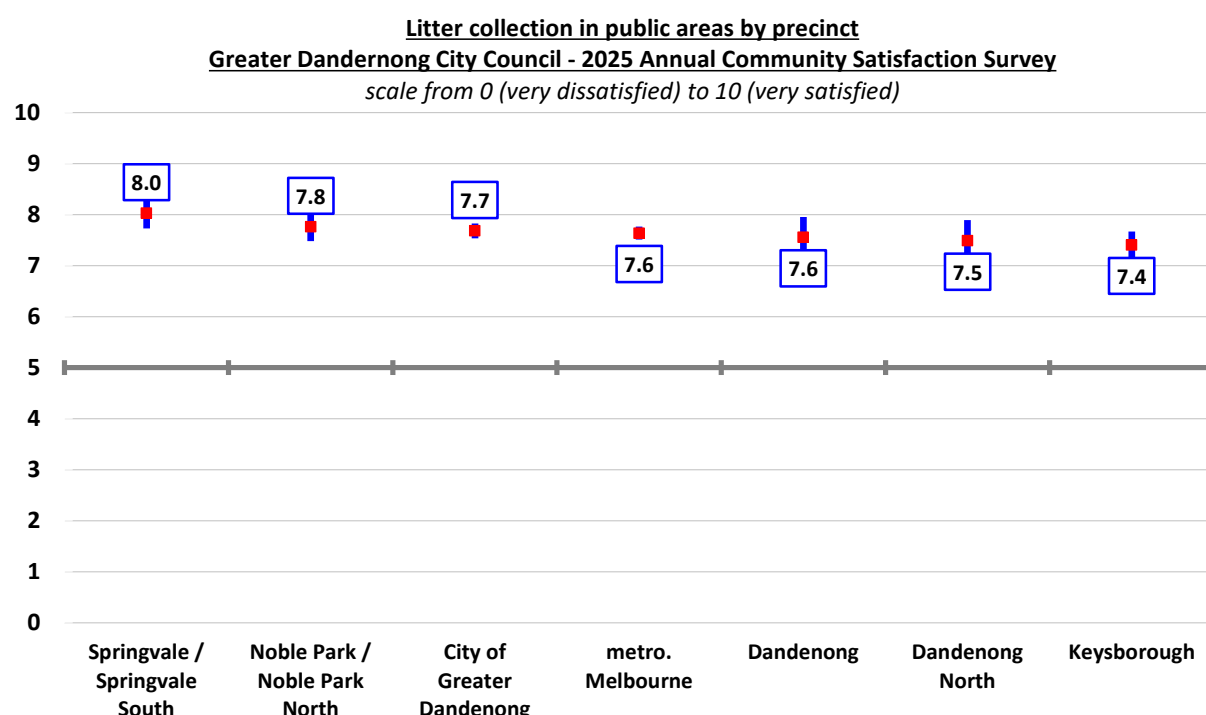


This result comprised 57% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 391 of the 402 respondents who provided a score this year.

There was some substantive variation in satisfaction observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably less satisfied than average.

By way of comparison, satisfaction with litter collection was essentially the same as the metropolitan average satisfaction with the “litter collection” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with litter collection observed across the municipality, although respondents from Springvale / Springvale South and Noble Park / Noble Park North rated satisfaction at an “excellent” level.



The following table outlines the 20 comments, and one location of concern received from respondents dissatisfied with litter collection in public areas.

Reasons for dissatisfaction with litter collection in public areas
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Lot of litter around, need to clear it regularly	3
There is a lot rubbish / garbage piling up	3
Illegally dumped rubbish on the local roads	2
Rubbish dumped / overflowing in park and garden areas	2



Because people do litter and it doesn't get clean in few days	1
Council doesn't pick up	1
Have to pick up litter myself	1
I don't think Council is responsible for this, but people litter a lot and it doesn't get picked up for few days	1
Lot of rubbish at shopping area	1
Needs to be more waste bins in parks	1
No maintenance of garden areas	1
People leaving their garbage and bottles on footpaths	1
They clean the empty bins, but no one picks up the plastic on the ground	1
Trolleys thrown around, rubbish not picked up for weeks	1
Total	20

Specific locations identified by respondents

Rubbish down Perry Rd from Maccas and Hungry Jacks	1
Total	1
Total responses	21

Maintenance and cleaning of strip shopping areas

The maintenance and cleaning of strip shopping areas was the 40th most important of the 46 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with strip shopping areas was 7.7 out of 10, which was a “very good” level of satisfaction.

This result ranks strip shopping areas 36th in terms of satisfaction this year.

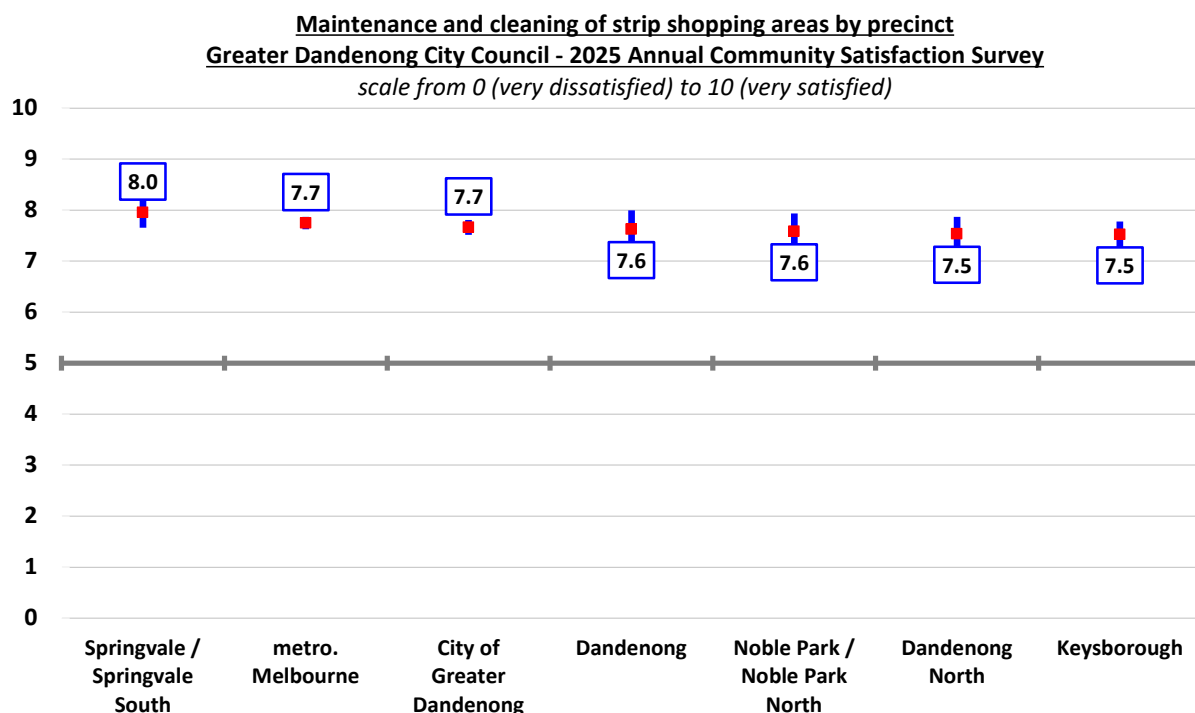
This result comprised 60% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 391 of the 402 respondents who provided a score this year.

There was no substantive variation in satisfaction with the maintenance and cleaning of strip shopping areas observed by respondent profile.

By way of comparison, satisfaction with strip shopping areas was identical to the metropolitan average satisfaction with the “the maintenance and cleaning of strip shopping areas” of 7.7 out of 10, or “very good”, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with this service observed across the municipality, although respondents from Springvale / Springvale South rated satisfaction at an “excellent” level.





Management of illegally dumped rubbish

The management of illegally dumped rubbish was the 23rd most important of the 46 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with the management of illegally dumped rubbish was 7.5 out of 10, which was a “very good” level of satisfaction.

This result ranks the management of illegally dumped rubbish 45th in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score, which was measurably lower than the average of all 46 services and facilities (8.1).

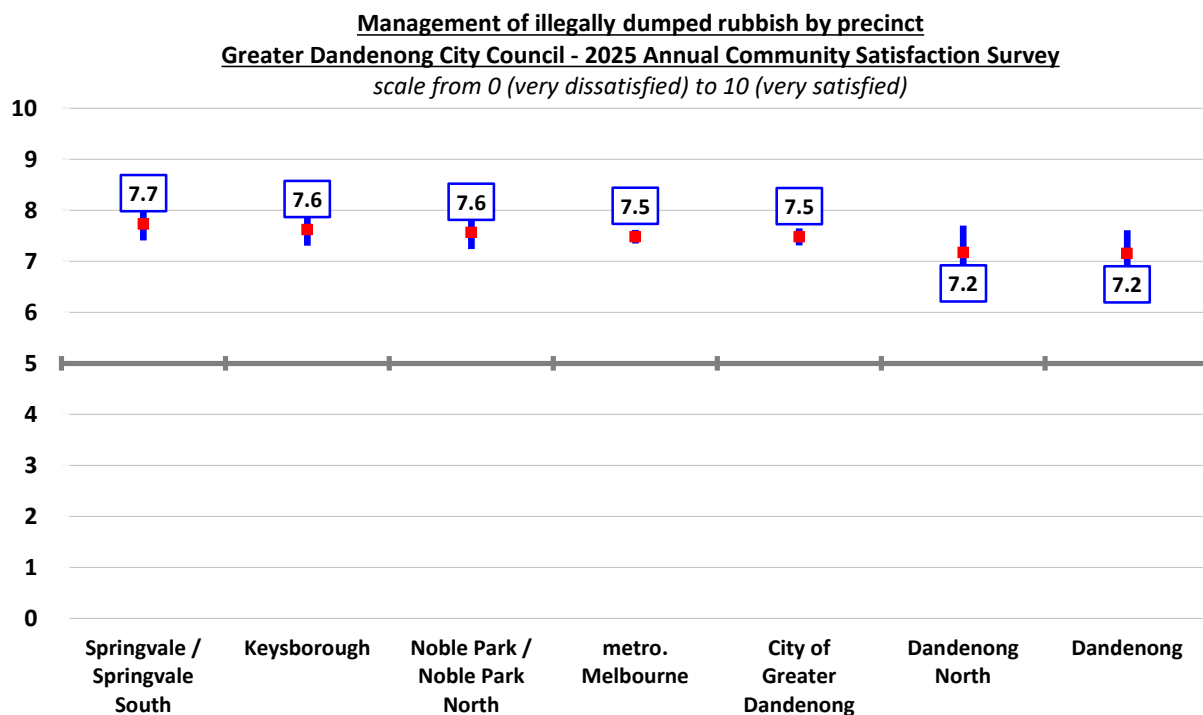
This result comprised 52% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 389 of the 402 respondents who provided a score this year.

There was some substantive variation in satisfaction observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably more satisfied than average.

By way of comparison, satisfaction with the management of illegally dumped rubbish was identical to the metropolitan average satisfaction with “illegally dumped rubbish” of 7.5 out of 10, or “very good”, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with the management of illegally dumped rubbish observed across the municipality.





The following table outlines the nine comments, and five locations of concern received from respondents dissatisfied with the maintenance and cleaning of strip shopping areas.

Reasons for dissatisfaction with maintenance and cleaning of strip shopping areas
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Dirty	2
In the night it feels a bit unsafe and as I stay close to the Mills Creek. The drain is accessible to everyone, and young people and junkies come and litter or throw stuff in the drain. It doesn't feel safe. The area should not be accessible to everyone	1
It is very dirty, not enough control	1
Lot of rubbish at shopping area	1
Not clean enough	1
Rubbish is very bad at shopping mall	1
Shoppers discard covers and waste on the ground.	1
The shopping areas are littered heavily	1
Total	9
<i>Specific locations</i>	
Springvale shopping centre is always dirty	4
Dandenong shopping centre is always dirty	1
Total	5
Total responses	14

Management of graffiti

The management of graffiti was the least important (46th) of the 46 included services and facilities, with an average importance of 8.4 out of 10, and one of six services and facilities to be measurably less important than the average of all 46 (9.0).

Satisfaction with the management of graffiti was 7.7 out of 10, which was a “very good” level of satisfaction.

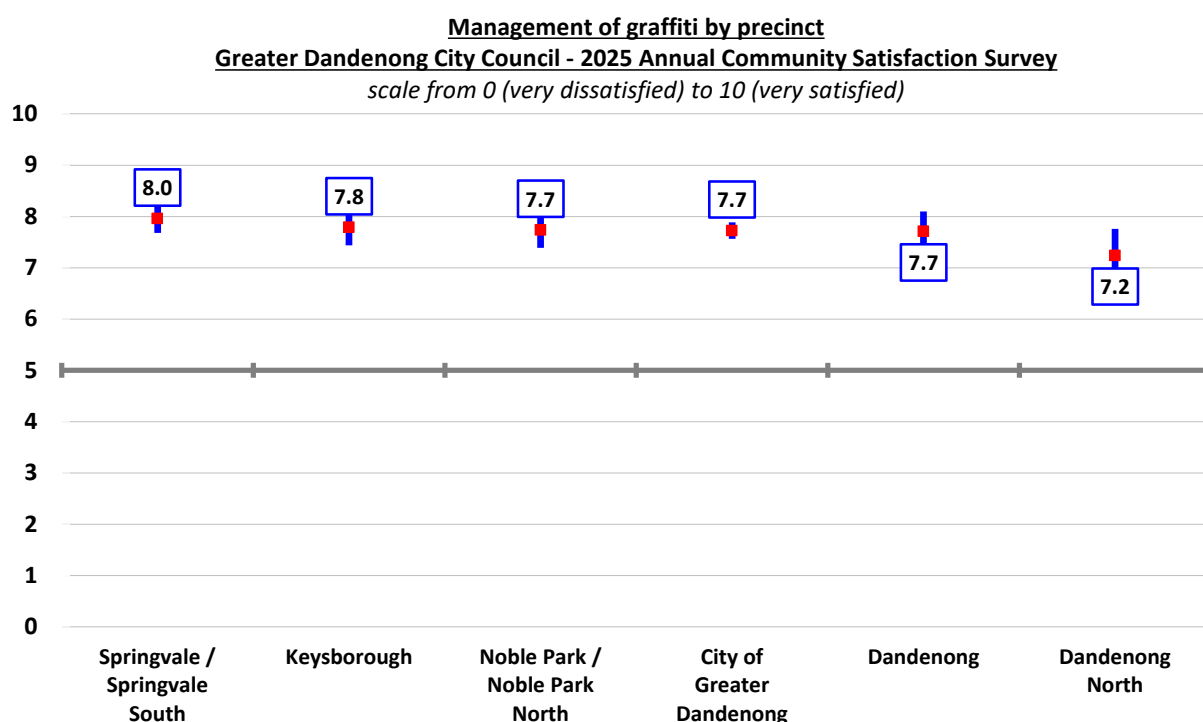
This result ranks the management of graffiti 34th in terms of satisfaction this year.

This result comprised 58% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 370 of the 402 respondents who provided a score this year.

There was no substantive variation in satisfaction with graffiti management observed by respondent profile.

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

There was no measurable variation in satisfaction with the management of graffiti observed across the municipality, although respondents from Dandenong North were notably (5%) less satisfied than average, and at a “good” rather than a “very good” level.



The following table outlines the 10 comments, and two locations of concern received from respondents dissatisfied with the management of graffiti.



Reasons for dissatisfaction with management of graffiti
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
I see a lot around here	2
Still, some graffiti around	2
In the highway it's quite bad we need art there is no art or identification for kids	1
It is out of control	1
It takes a long time for them to clean it up	1
Lot of graffiti in roundabout roads	1
Motorway is full of graffiti	1
Near train stations	1
Total	10
<i>Specific locations</i>	
A lot of graffiti has been done in the Mills Creek by young people and junkies, it doesn't feel safe	1
Dandenong Bypass there's graffiti on walls	1
Total	2
Total responses	12

Street sweeping

Street sweeping was the 38th most important of the 46 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with street sweeping was 7.9 out of 10, which was an “excellent” level of satisfaction.

This result ranks street sweeping 22nd in terms of satisfaction this year.

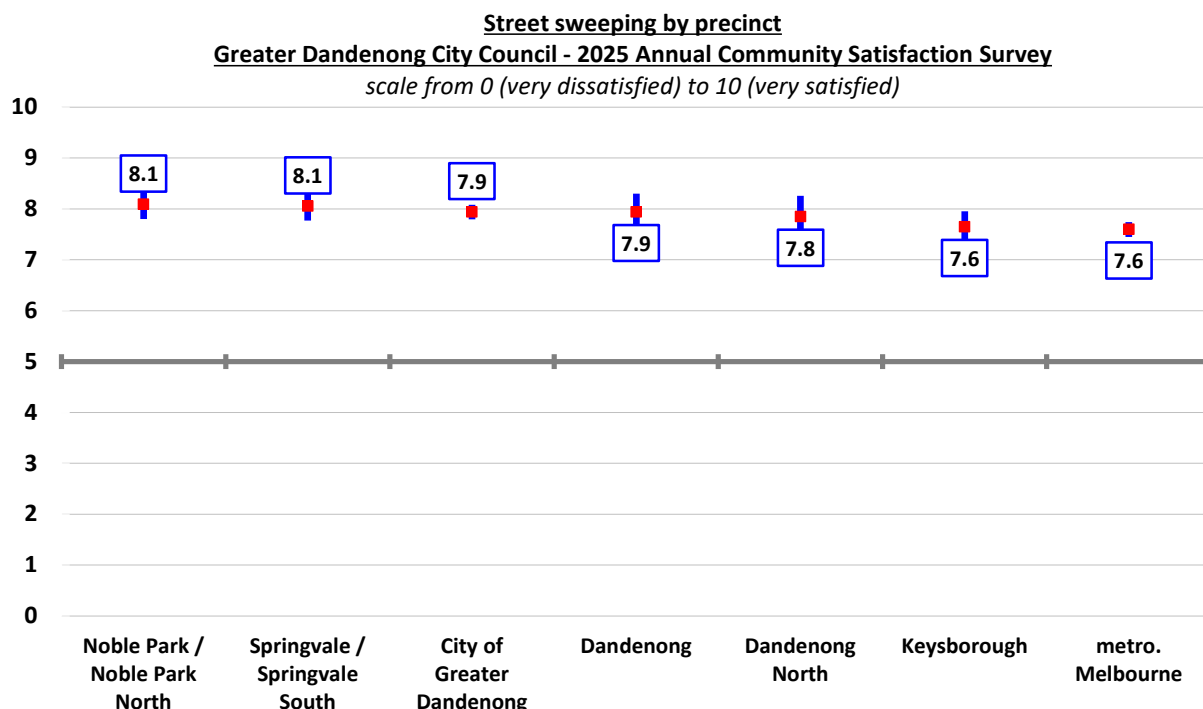
This result comprised 63% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 385 of the 402 respondents who provided a score this year.

There was no variation in satisfaction with street sweeping observed by respondent profile.

By way of comparison, satisfaction with street sweeping was measurably (3%) higher than the metropolitan average satisfaction with the “street sweeping” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was no measurable variation in satisfaction with street sweeping observed across the municipality.



The following table outlines the 18 comments received from respondents dissatisfied with street sweeping.

Reasons for dissatisfaction with street sweeping
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Have not noticed anyone sweeping	5
Should be done more frequently	3
Not done regularly	2
Could be more frequent in autumn	1
Everything is just going down the drain leaving it clogged	1
Leaves below parked cars are left untouched	1
Leaves on the streets	1
Lot of rubbish at shopping area	1
Pit is blocked due to water	1
Streets are not maintained properly	1
They do not come often and the rain washes most of it away	1
Total	18



Public toilets

Public toilets were the 15th most important of the 46 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with public toilets was 6.6 out of 10, which was a “good” level of satisfaction.

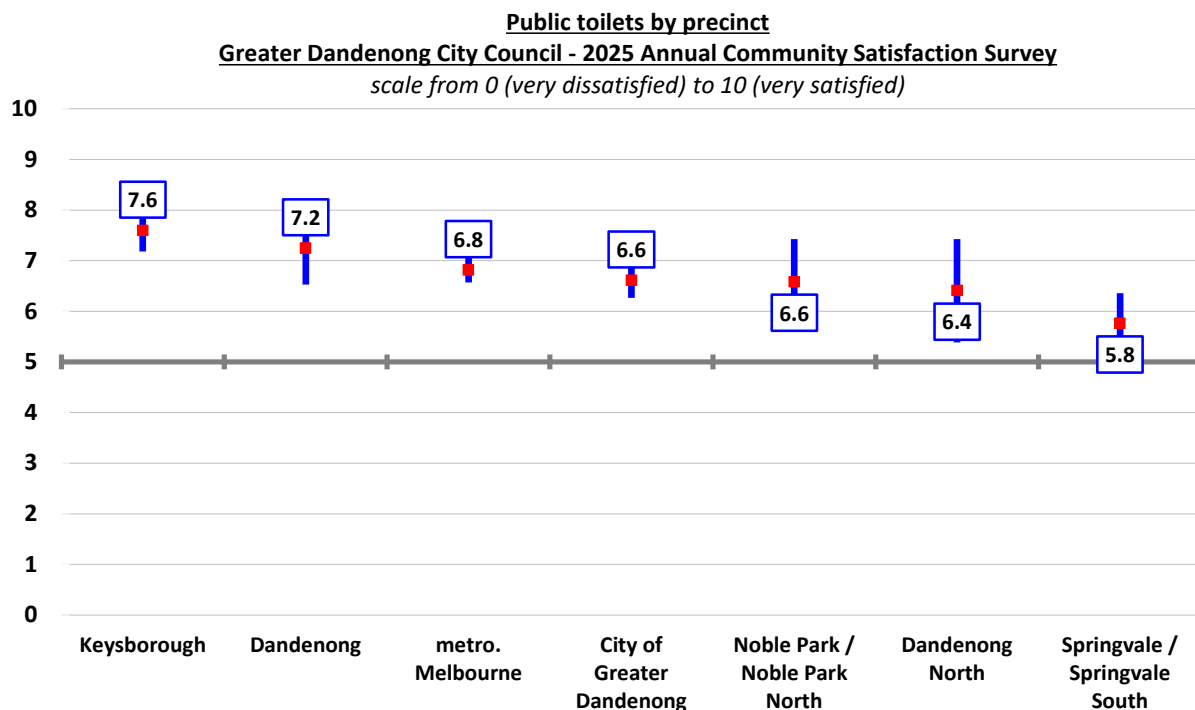
This result ranks public toilets last (46th) in terms of satisfaction this year, and one of six services and facilities to receive a satisfaction score which was measurably lower than the average of all 46 (8.1).

This result comprised 39% “very satisfied” and 15% dissatisfied respondents, based on a total sample of 157 of the 158 respondents (39%) from households who had used these facilities in the last 12 months.

There was some variation in satisfaction with public toilets observed by respondent profile, with older adults (aged 60 to 74 years) notably more satisfied than average.

By way of comparison, satisfaction with public toilets was marginally (2%) lower than the metropolitan average satisfaction with “public toilets” of 6.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was some measurable variation in satisfaction with public toilets observed across the municipality, with respondents from Keysborough measurably (10%) more satisfied than the municipal average. Conversely, respondents from Springvale / Springvale South were notably (8%) less satisfied.



The following table outlines the 34 comments, and seven locations of concern received from respondents dissatisfied with public toilets.

Reasons for dissatisfaction with public toilets
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Dirty / disgusting / not clean	6
Toilets are smelly and unclean	3
Could be cleaner, needs regular maintenance	2
It's very unsafe	2
Poorly lit / lights not bright enough	2
At the market it is too dirty	1
Homeless people living in there	1
Hygiene and needles safety issues that's because it's so dark at night and people are using it for something g else	1
Hygiene issues and lots of safety issues and illegal activities happen at night	1
I fell twice. It was very slippery	1
I have seen many hygiene related issues and safety related issues	1
It is not safe around the area as it is dark and hygiene issues as well	1
Lack of cleaning	1
Lack of maintenance	1
Lack of them	1
Maintenance and upkeep are not the cleanest	1
More cleaning needed on Springvale Station Public toilets	1
Most of them are locked	1
Need more provision	1
No toilets in public areas	1
Public toilets need to be well maintained	1
Scared to use	1
They lack regular maintenance , so I don't use them	1
They're not cleaned at all	1
Total	34

Specific locations identified by respondents

Burden park toilet	1
Dandenong station toilet is bad	1
Need more toilets in Noble Park, in plaza and shopping centres for elderly	1
Several of them is really dirty (Burden park)	1
Springvale centre- homeless people	1
There is no toilet in Sandown station	1
There should be one. On Somerfield North park	1
Total	7

Total responses

41



Sports and Recreation Division

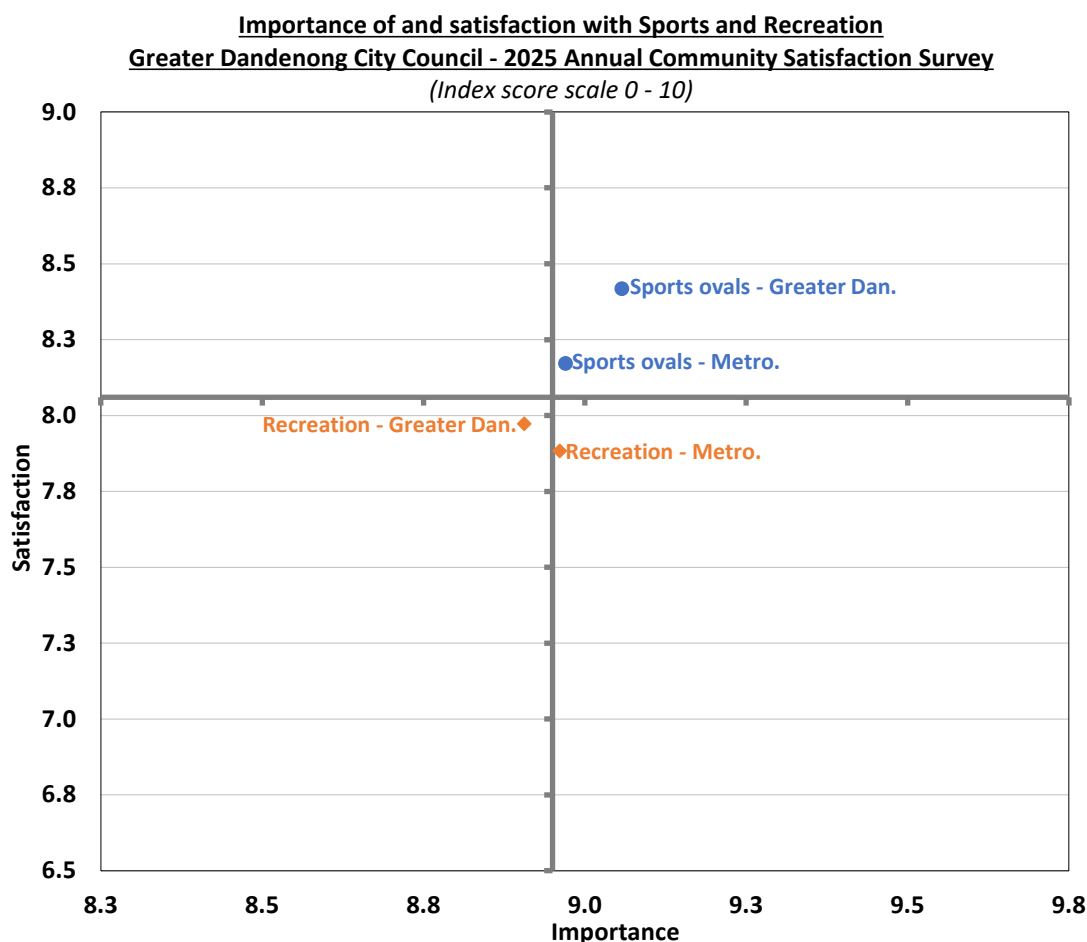
There were two services and facilities from the Sport and Recreation division included in the survey this year, as outlined in the following graph.

The following graph provides a crosstabulation of the average importance of and satisfaction with these two services. Crosshairs represent the average importance and satisfaction of all 46 services and facilities.

The graph also provides the average importance of and satisfaction with these services from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same door-to-door methodology.

Both of the services and facilities in this division received satisfaction scores which were higher than the metropolitan averages.

Sports ovals were of higher than average importance, and received a satisfaction score higher than the average of all 46 services and facilities. Conversely, recreation centres were of lower than average importance and received a satisfaction score which was slightly lower than the average of all 46 services and facilities.



Sports ovals and other local sporting facilities

Sports ovals and other local sporting facilities were the 17th most important of the 46 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with these facilities was 8.4 out of 10, which was an “excellent” level of satisfaction.

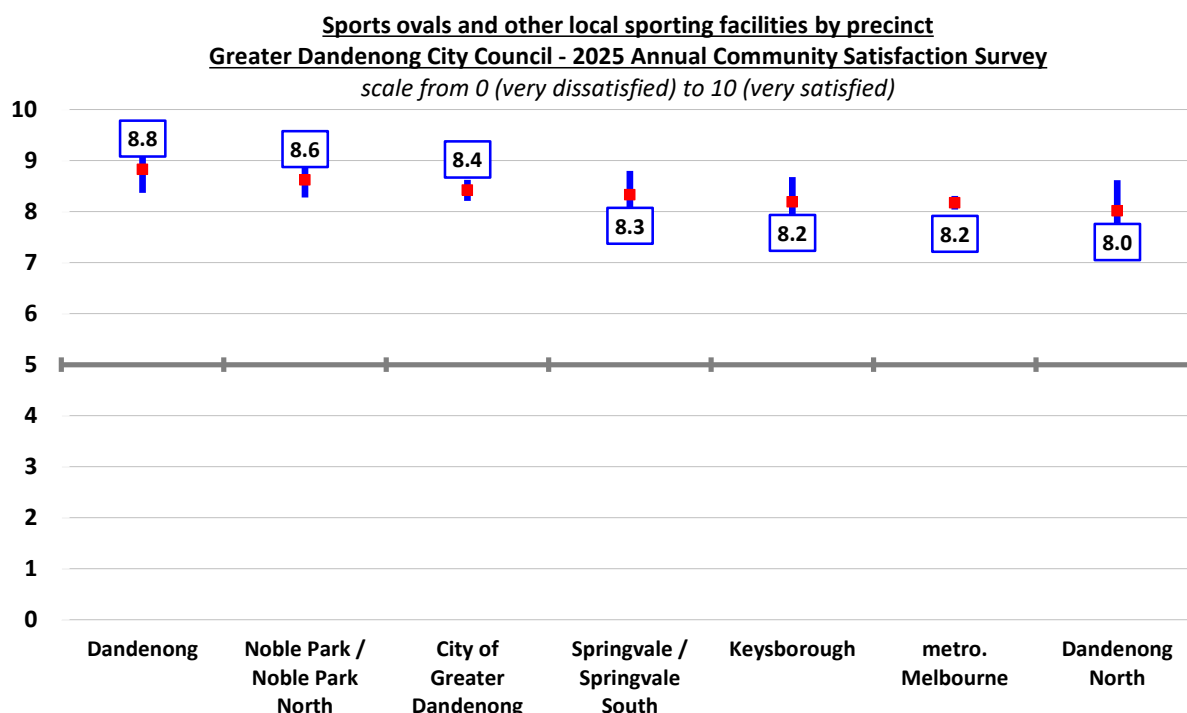
This result ranks sports ovals and other local sporting facilities 11th in terms of satisfaction this year.

This result comprised 81% “very satisfied” and one percent dissatisfied respondents, based on a total sample of 145 of the 147 respondents (37%) from households who had used these facilities in the last 12 months.

There was some substantial variation in satisfaction with sports ovals and other local sporting facilities observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average.

By way of comparison, satisfaction with these facilities was marginally (2%) higher than the metropolitan average satisfaction with the “sports ovals and other outdoor sporting facilities” of 8.2 out of 10, as recorded in the 2025 *Governing Melbourne* research.

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



The following table outlines the nine comments received from respondents dissatisfied with sports ovals and other local sporting facilities.

Reasons for dissatisfaction with sports ovals and other local sporting facilities
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Exercise equipment is not maintained	1
Feels unsafe	1
Local gym is too expensive	1
More colour and art required	1
Need more activities for kids	1
Need more development facilities around the neighbourhood	1
Need more sport facilities around the neighbourhood	1
Trees around need better maintenance	1
Very dark and poorly maintained	1
Total	9

Recreation centres and / or aquatic centres

Recreation and / or aquatic centres were the 28th most important of the 46 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with these facilities was 8.0 out of 10, which was an “excellent” level of satisfaction.

This result ranks recreation and aquatic centres 21st in terms of satisfaction this year.

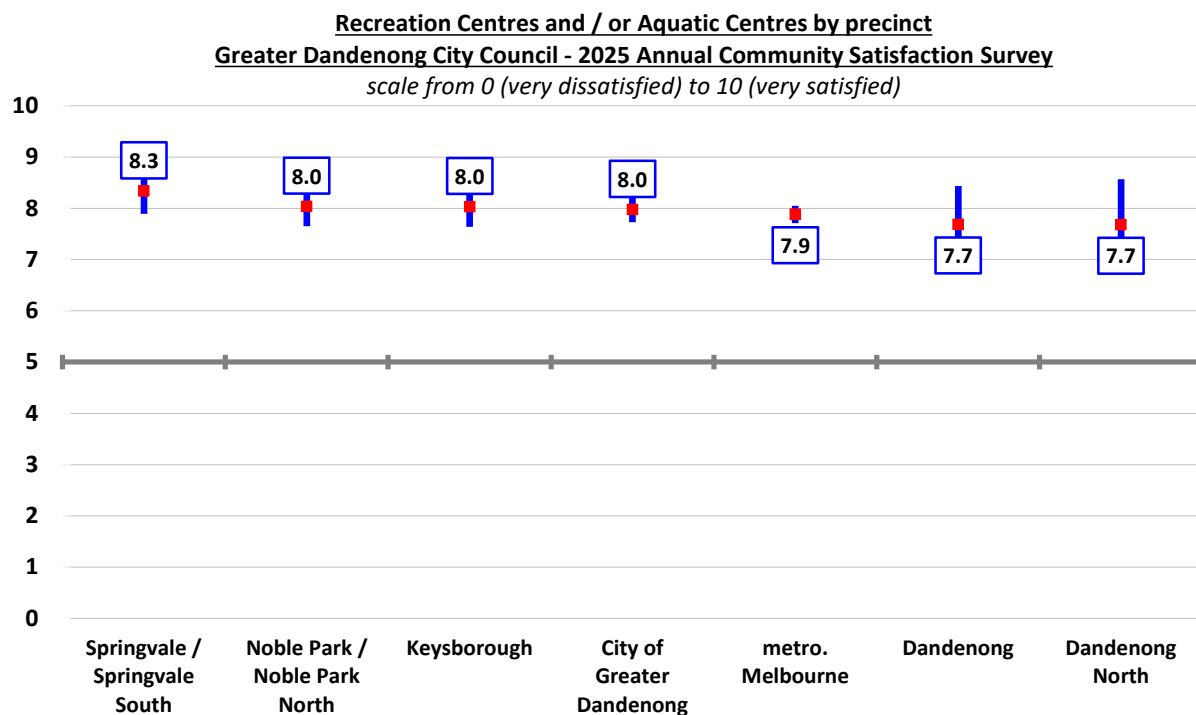
This result comprised 73% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 118 of the 119 respondents (30%) from households who had used these facilities in the last 12 months.

There was some substantive variation in satisfaction with these services observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average.

By way of comparison, satisfaction with these facilities was essentially the same as the metropolitan average satisfaction with “recreation and / or aquatic centres” of 7.9 out of 10, as recorded in the 2025 *Governing Melbourne* research.

Given the relatively small sample sizes, there was no measurable variation in satisfaction with these facilities observed across the municipality.





The following table outlines the eight comments received from respondents dissatisfied with recreation centres and / or aquatic centres.

Reasons for dissatisfaction with recreation centres and / or aquatic centres
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Pools need regular maintenance because I got a cut from one of the pool tiles	2
We have a very small hydro pool which is usually crowded due to there being too many people in the area and not enough recreational areas	1
Need more cleanliness	1
Only one recreation centre which is not good enough	1
Requires regular maintenance which is not done by the council	1
There should be family discounts	1
Very expensive	1
Total	8



Transport Division

There were four services and facilities from the Transport division included in the survey this year, as outlined in the following graph.

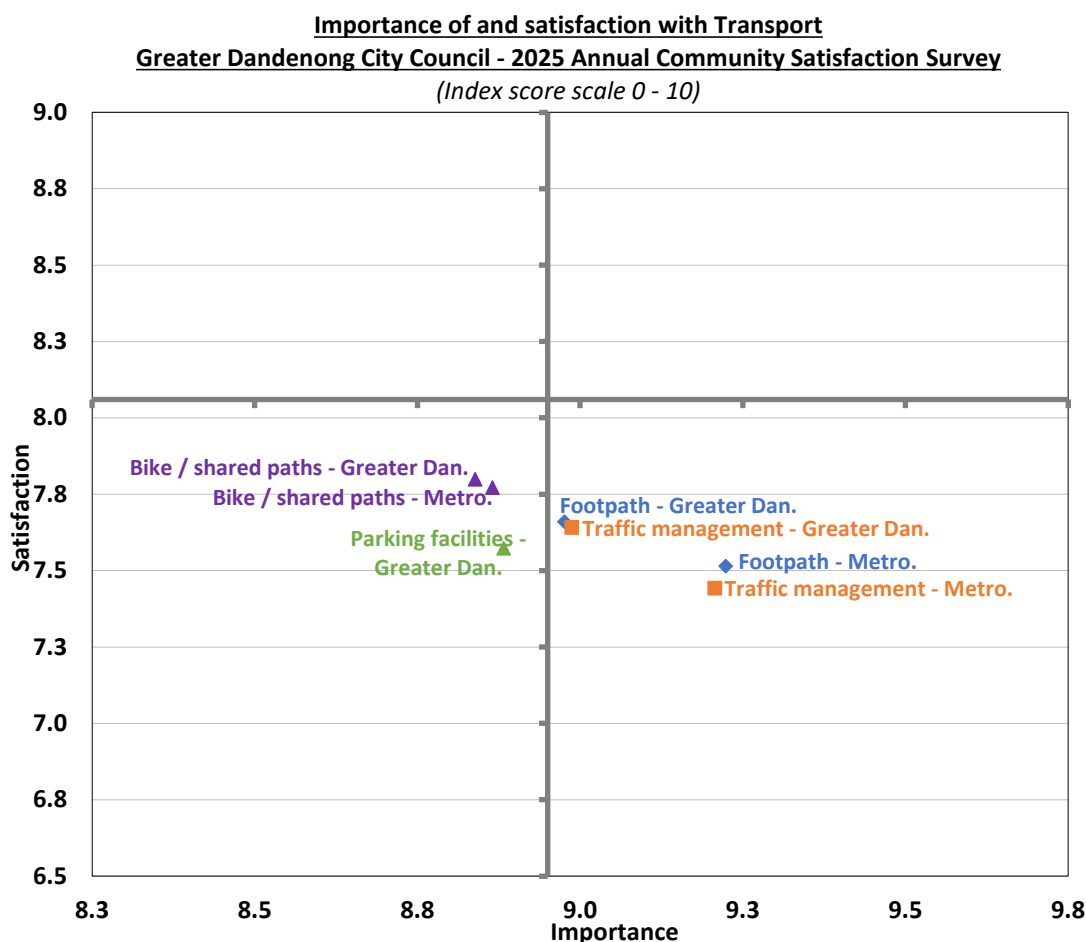
The following graph provides a crosstabulation of the average importance of and satisfaction with these four services. Crosshairs represent the average importance and satisfaction of all 46 services and facilities.

The graph also provides the average importance of and satisfaction with these services from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same door-to-door methodology.

Three of the four services and facilities in this division were included in *Governing Melbourne* in a comparable format. All three of these services and facilities received satisfaction scores which were higher than the metropolitan averages.

All four of the services and facilities from this division received satisfaction scores which were lower than the average of all 46 services and facilities.

While bike and shared paths, and parking facilities were of lower than average importance, footpath maintenance and traffic management fell into the quadrant of most concern, being of higher than average importance, but lower than average satisfaction.



Footpath maintenance and repairs

Footpath maintenance and repairs was the 21st most important of the 46 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with footpaths was 7.7 out of 10 this year, or a “very good” level of satisfaction.

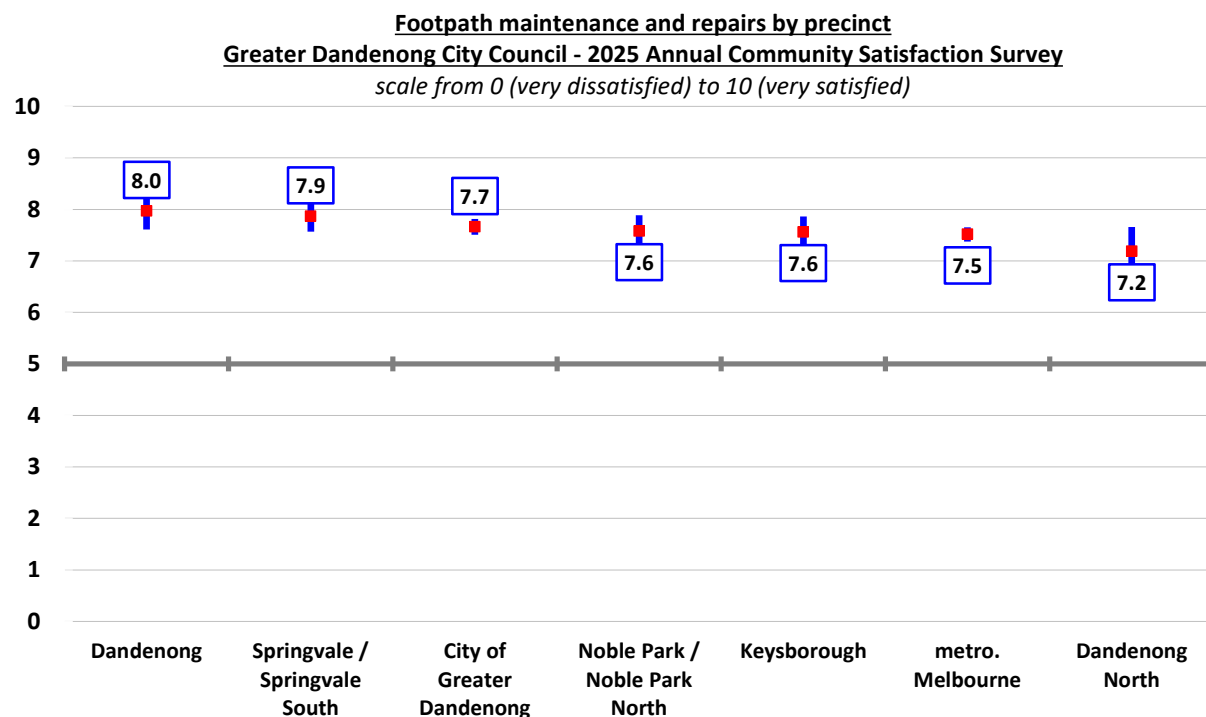
This result ranks footpaths 37th in terms of satisfaction this year.

This result comprised 56% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 400 of the 402 respondents who provided a score this year.

There was no substantive variation in satisfaction with footpaths observed by respondent profile.

By way of comparison, satisfaction with footpaths was marginally (2%) higher than the metropolitan average satisfaction with “footpath maintenance and repair” of 7.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with footpaths observed across the municipality.



The following table outlines the 27 comments, and seven locations of concern received from respondents dissatisfied with footpath maintenance and repairs.

The most common issues raised by respondents related to broken, cracked, or uneven footpaths.



Reasons for dissatisfaction with footpath maintenance and repairs
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Cracks in path / broken	5
Uneven footpaths	5
No / poor maintenance	2
Cleaning doesn't happen often	1
Holes in the paths	1
It is lifted in some areas and has some gaps	1
Leaves are fallen around	1
My husband bikes to work and there have been bushes and after complaining they pass on the responsibility to VicRoads and vice versa	1
Nature strip maintenance	1
Need more regular cleaning	1
One house spilled many rocks in front of their house. I don't know if it is legal or not but it makes footpath messy and dangerous	1
Rubbish	1
Some need fixing	1
The paths have been cracked for years	1
The timings of the work could be better, like when they do stuff on them, high school time is not the smartest thing to do	1
There is a lot of bird poop on the paths	1
Tree branches falling down on to the footpath and lots of leaves all over the area which requires sweeping and maintenance. It also causes trip hazards	1
Uneven and slanted pathways	1
Total	27

Specific locations identified by respondents

Footpath on Callander Rd needs to be re done	1
Jeffery Rd needs better footpath	1
Need more maintenance on Somerset Dr	1
Needs attention in Morris Ct	1
Not evenly paved around Callander Rd and nearby adjacent roads	1
Some cracks on footpath on Suffolk Rd	1
Some section of footpath on Albert Ave needs repairs	1
Total responses	7
Total responses	34

Local traffic management

Local traffic management was the 20th most important of the 46 included services and facilities, with an average importance of 9.0 out of 10.



Satisfaction with local traffic management was 7.6 out of 10, which was a “very good” level of satisfaction.

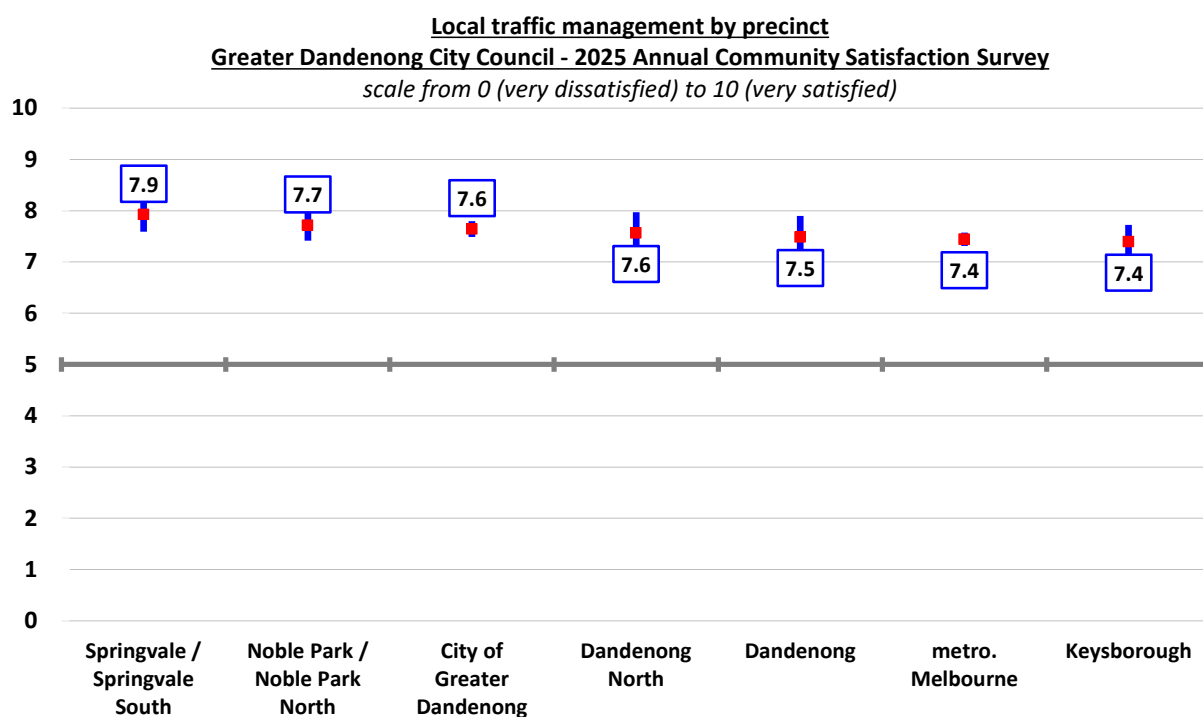
This result ranks local traffic management 39th in terms of satisfaction this year.

This result comprised 60% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 388 of the 402 respondents who provided a score this year.

There was no substantive variation in satisfaction with local traffic management observed by respondent profile.

By way of comparison, satisfaction with local traffic management was marginally (2%) higher than the metropolitan average satisfaction with “local traffic management” of 7.4 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with local traffic management observed across the municipality.



The following table outlines the 19 comments, and 18 locations of concern received from respondents dissatisfied with local traffic management.

The most common concerns related to perceived safety issues at various locations, concerns around speed of traffic, along with the design of the road network, and other issues.



Reasons for dissatisfaction with local traffic management
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Heavy traffic during school hours leads to a lot a traffic hazards during the school timings because cars are parked on the driveway and there is no space as they are not big enough for two cars	2
Intersections around the school are not safe for kids	2
Bad traffic because there are so many rash drivers that do not follow the rules	1
Bus stop, streetlights and everything are close together, so it gets crowded	1
During school times traffic causes parking issues	1
More speedbumps needed as people go too fast on side roads	1
Noisy vehicle on the streets	1
Not many crossing lights on main roads	1
People do not use pedestrian crossing	1
People who want to turn right rush me when I'm crossing especially when the red light blinks they get impatient	1
Poorly maintained speed humps	1
Roads too narrow	1
Roundabout is congested	1
School zones are not well signalled	1
Should have more no stopping areas to allow buses to turn safely	1
Some of the speed hump placements are not good when cars are parked on both sides of the road and it could be improved	1
Too many speed humps and traffic deflections near the railway line that I did not see in the rain which damaged my suspension	1
Total	19

Specific locations identified by respondents

5 accidents in the last month on the intersection of Smith Rd and Police Rd	1
Always issue with Jackson Rd	1
Bus stops are on the right side now and are hard to see when exiting Springvale Rd and speeding is common in the area	1
Cars are parked outside our house, and we cannot take our car out on Temple Ct	1
Chapel Rd is pretty busy and chaotic	1
During school ending hour i.e., 3-3.30pm, Manning Dr is full of cars and is double parked making it difficult to get home or go outside	1
Intersection between Jacksons Rd and Whitehaven Cres	1
Intersection on Heatherton Rd, Douglas St and Lightwood Rd	1
Jackson Rd is difficult to travel during peak hours	1
Jones Rd has traffic issues	1
Jones Rd is horrendous, and it should not have parking on both sides	1
Lots of trucks are parked outside and make noise at 1 am on Temple Ct	1
Near St. Elizabeth parish school always high demand of traffic which need better management	1
Need convex mirror on intersection of Westminster Ave and Somerset Dr because it is dangerous otherwise	1
Need management at intersection Manning Dr and Jacksons Rd	1
Roundabout on Perry Rd that turns into one lane are not safe, especially with the heavy trucks around	1



Terrible traffic on Police Rd	1
They need to fix the traffic with the heavy-duty trucks down Perry Rd	1
Total	18
Total responses	37

Provision of parking facilities / spaces

The provision of parking facilities / spaces was the 30th most important of the 46 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with the provision of parking facilities / spaces was 7.6 out of 10, which was a “very good” level of satisfaction.

This result ranks these services 41st in terms of satisfaction this year, and one of six services and facilities to receive satisfaction score which was measurably lower than the average of all 46 services and facilities (8.1).

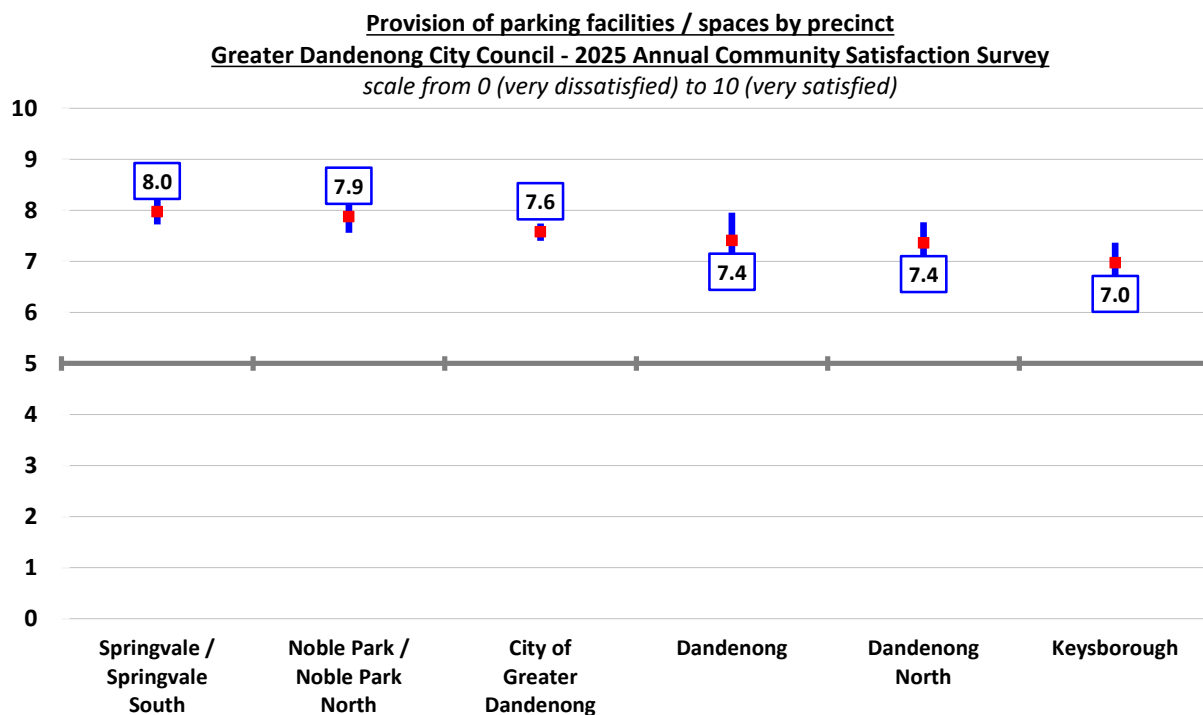
This result comprised 58% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 388 of the 402 respondents who provided a satisfaction score.

There was no substantive variation in satisfaction with the provision of parking facilities / spaces observed by respondent profile.

These facilities were not included in the 2025 *Governing Melbourne* research in a comparable format, so no comparison results have been provided.

There was some measurable variation in satisfaction with the provision of parking facilities observed across the municipality, with respondents from Springvale / Springvale South measurably (4%) more satisfied than the municipal average and at an “excellent” level. By contrast, respondents from Keysborough were measurably (6%) less satisfied than average and at a “good” rather than a “very good” level.





The following table outlines the 14 comments, and five locations of concern received from respondents dissatisfied with parking facilities and spaces.

Reasons for dissatisfaction with parking facilities / spaces
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Limited space	3
Not enough parking facilities	2
During school timings there are risks with parking that need fixing	1
I parked in the playground and got a fine	1
New buildings do not have enough parking	1
No parking at all during school hours	1
Not enough space for new units	1
Roads are so narrow that even parking cars on one side causes a disturbance for other drivers passing by	1
The driveway is very wide and takes up a lot of space which only allows parking on one side of the road if another car is parked parallel it becomes too tight and difficult to turn	1
There are no proper parking spaces in front of many houses and some households have 4 to 5 cars	1
Too much roadside parking	1
Total	14
<i>Specific locations identified by respondents</i>	
Needs to be repainted especially on the main shopping street	1

No parking in Springvale shopping centre	1
Not enough car space for people at Nazareth college	1
Parking facilities near the Somerfield Drive North Pirate Playground	1
People park on the lawns now because if they park in front of their own houses on Cafardi Blvd, others cannot get through	1
Total	5
Total responses	19

Bike and shared paths

Bike paths and shared paths were the 35th most important of the 46 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with bike paths and shared paths was 7.8 out of 10, which was an “excellent” level of satisfaction.

This result ranks bike paths and shared paths 30th in terms of satisfaction this year.

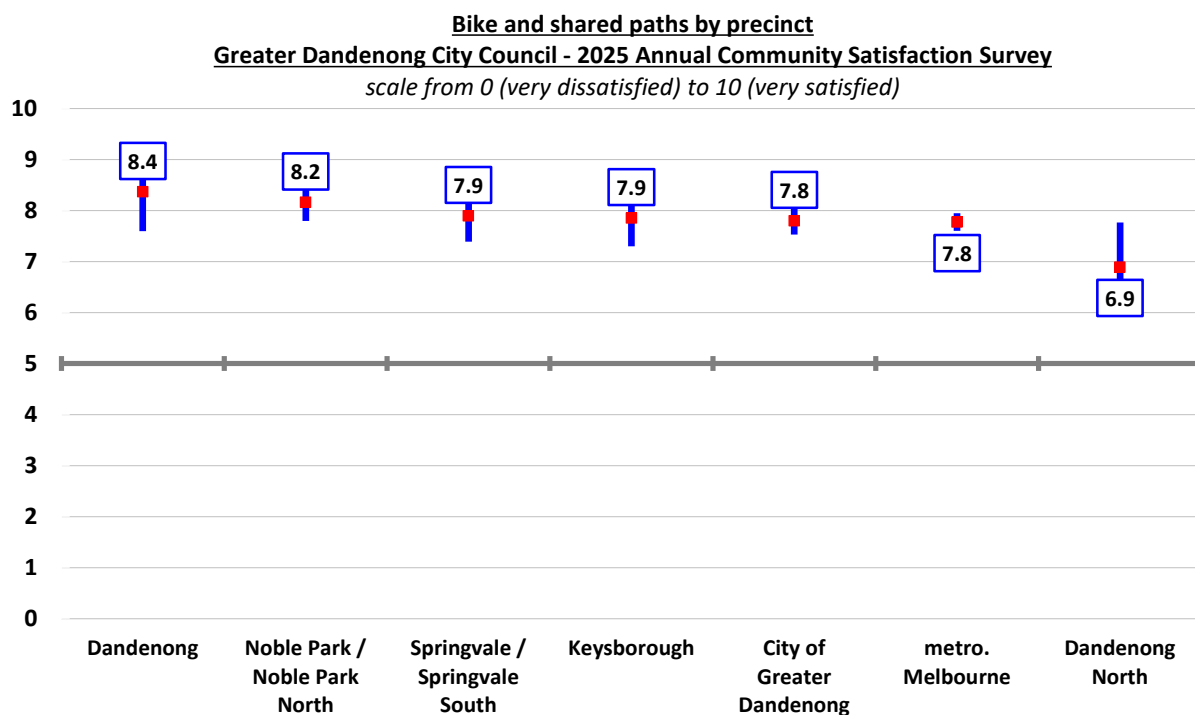
This result comprised 65% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 123 of the 124 respondents (31%) from households who had used these facilities in the last 12 months.

There was some variation in satisfaction with bike paths and shared paths observed by respondent profile, with male respondents notably more satisfied than female respondents.

By way of comparison, satisfaction with bike paths and shared paths was identical to the metropolitan average satisfaction with the “bike paths and shared pathways” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with bike paths observed across the municipality. However, attention is drawn to the 26 respondents from Dandenong North, who were notably (9%) less satisfied, and at a “good” rather than an “excellent” level.





The following table outlines the nine comments received from respondents in relation to bike and shared paths.

Reasons for dissatisfaction with bike and shared paths
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
 (Number of responses)

Reason	Number
More bike lanes needed	2
Not safe for bikers cause some of these paths do not have connections	2
Corrigan Rd bike paths are not used	1
My son fell and scratched his elbows and knees due to the shared pathway being uneven	1
My son got almost run over by a bus because these paths start in one place and end nowhere which is not safety at all	1
Not linked well with really weird routes in major roads that are not connected properly	1
Not well maintained	1
Total	9

Waste Collections Division

There were six services and facilities from the Waste Collections division included in the survey this year, as outlined in the following graph.

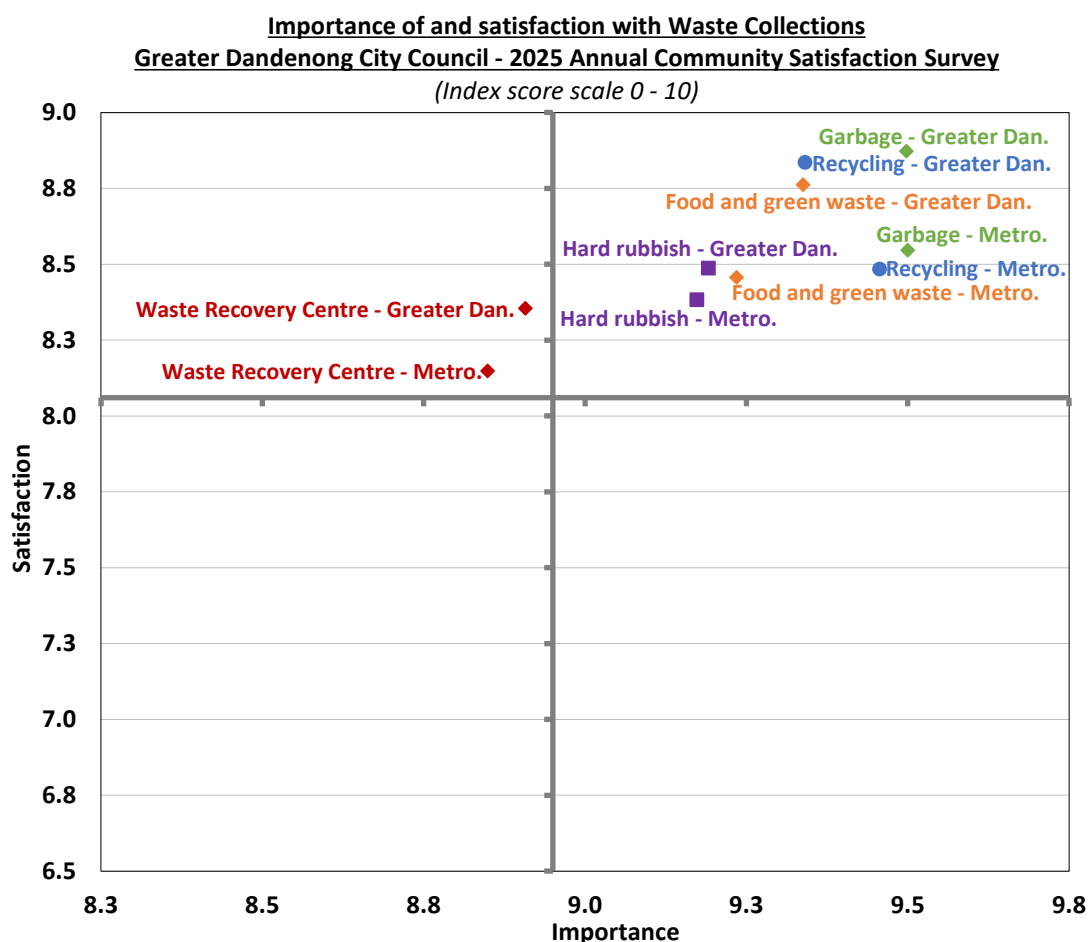
The following graph provides a crosstabulation of the average importance of and satisfaction with these six services. Crosshairs represent the average importance and satisfaction of all 46 services and facilities.

The graph also provides the average importance of and satisfaction with these services from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same door-to-door methodology.

All six of the services and facilities in this division received satisfaction scores which were higher than the metropolitan averages.

Waste Collection services and facilities were among those with which respondents were most satisfied and considered most important. Five of the six services and facilities were of higher than average importance and received satisfaction scores which were higher than the average of all 46 services and facilities.

The exception to this was Council's waste recovery centre, which was of lower than average importance. However, this facility also received a satisfaction score which was higher than the average of all 46 services and facilities.



Waste management

Satisfaction with Council's waste management was 8.7 out of 10 this year, which was an "excellent" level of satisfaction.

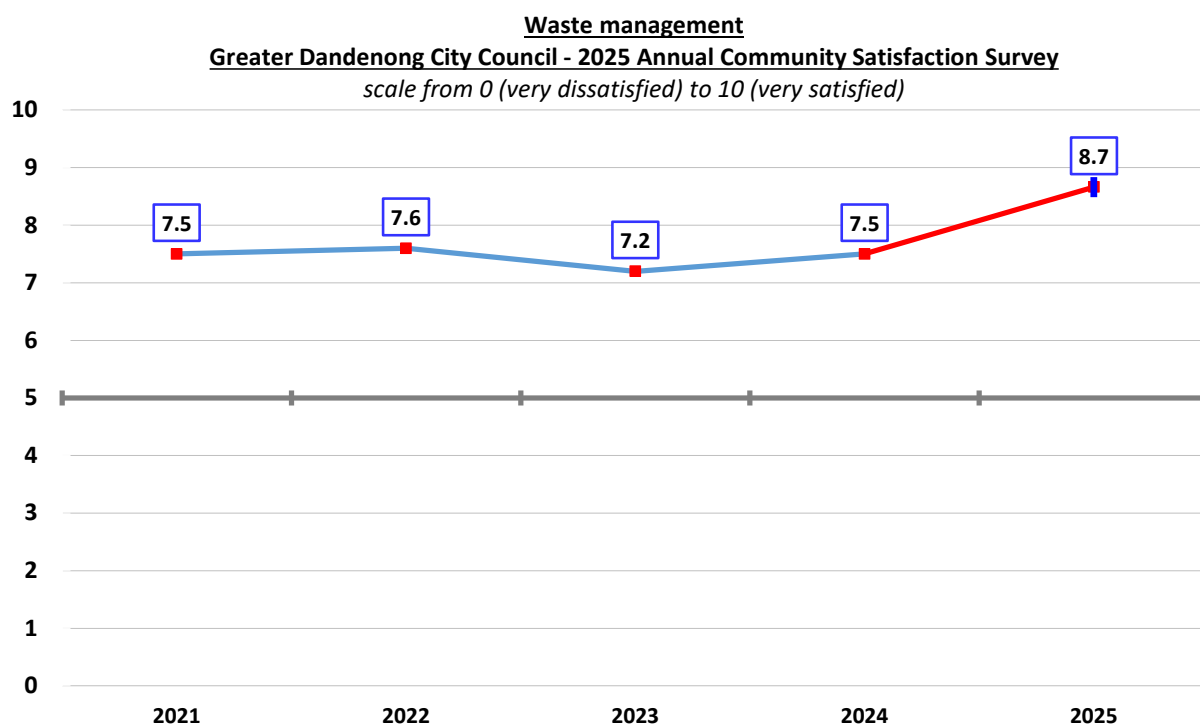
This was measurably higher than the score recorded in 2024, and the previously recorded long-term average between 2021 and 2024 of 7.5.

It should be noted that the previous survey was conducted by a different service provider, using a different survey form and methodology.

The previous survey included a general question asking respondents to rate their satisfaction with "the performance of Council managing waste".

The 2025 result was the average satisfaction with the kerbside collection services and the waste recovery centre.

Direct time-series comparison is difficult, given that the general question will record lower satisfaction based on other factors not directly related to kerbside collections.



Regular weekly garbage collection

The regular weekly garbage collection service was the most important of the 46 included services and facilities, with an average importance of 9.5 out of 10, and one of three services and facilities that were measurably more important than the average of all 46 services and facilities (9.0).

Satisfaction with the regular garbage collection was 8.9 out of 10, which was an “excellent” level of satisfaction.

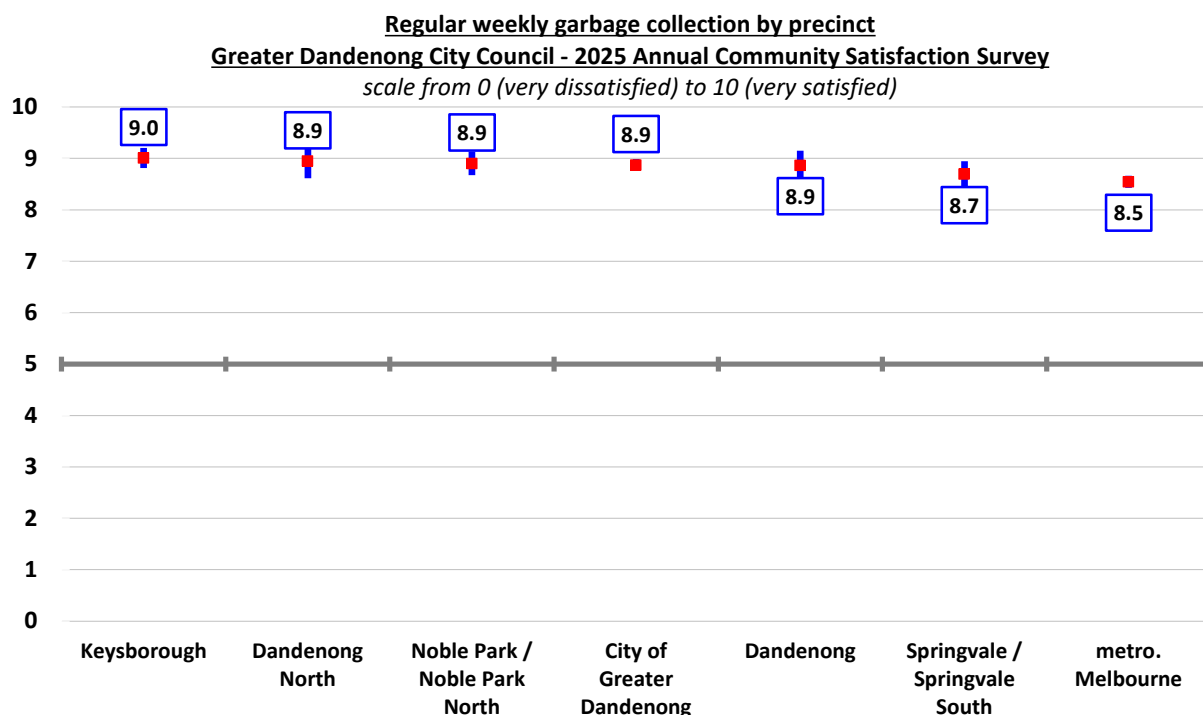
This result ranks the regular garbage collection 1st in terms of satisfaction this year, and one of five services and facilities to record a satisfaction score which was measurably higher than the average of all 46 (8.1).

This result comprised 88% “very satisfied” and no dissatisfied respondents, based on a total sample of 398 of the 402 respondents who provided a satisfaction score.

There was no substantive variation in satisfaction observed by respondent profile, with all respondent groups satisfied at “excellent” levels.

By way of comparison, satisfaction with the regular garbage collection was measurably (4%) higher than the metropolitan average satisfaction with the “regular garbage collection” of 8.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with regular garbage collection observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.



The following table outlines the seven comments received from respondents dissatisfied with the regular weekly garbage collection.



Reasons for dissatisfaction with regular weekly garbage collection
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Bin got broken while collection	1
Bins are not nicely handled	1
Garbage pickup device on the truck broke my bin	1
I had a bag of waste in my red bin the collector took it out emptied the bin and put the bag back in	1
Increase the frequency of collection	1
Rubbish bin broken because the clip on the collection truck was too strong	1
My red bins lid is broken on Richard St	1
Total	7

Regular fortnightly recycling

The regular fortnightly recycling service was the 2nd most important of the 46 included services and facilities, with an average importance of 9.3 out of 10, and one of three that were measurably more important than the average of all 46 services and facilities (9.0).

Satisfaction with the regular recycling service was 8.8 out of 10, which was an “excellent” level of satisfaction.

This result ranks the regular recycling service 2nd in terms of satisfaction this year, and one of five to record a satisfaction score that was measurably higher than the average of all 46 services and facilities (8.1).

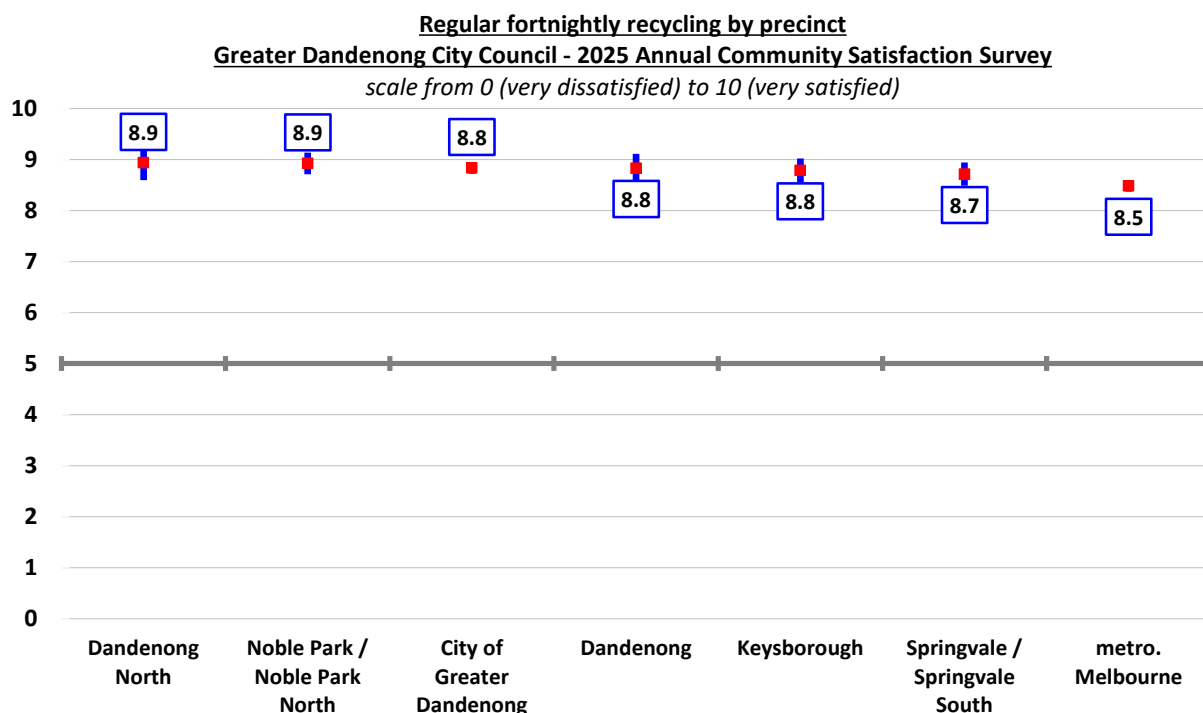
This result comprised 88% “very satisfied” and no dissatisfied respondents, based on a total sample of 391 of the 402 respondents who provided a satisfaction score.

There was no substantive variation in satisfaction observed by respondent profile, with all age groups, genders, and households rating satisfaction at “excellent” levels.

By way of comparison, satisfaction with the regular recycling service was measurably (3%) higher than the metropolitan average satisfaction with the “regular recycling” of 8.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.

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





The following table outlines the six comments received from respondents dissatisfied with the regular fortnightly recycling collection.

Reasons for dissatisfaction with regular fortnightly recycling
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Could be more frequently like weekly	3
Bins are not handled nicely	1
Rubbish bin broken due to the clip of the rubbish car being too strong	1
Would like to see better separation of plastics	1
Total	6

Fortnightly food and green waste collection service

The fortnightly food and green waste collection service was the 3rd most important of the 46 included services and facilities, with an average importance of 9.3 out of 10, and one of three services and facilities to be measurably more important than the average of all 46 (9.0).

Satisfaction with the fortnightly food and green waste collection service was 8.8 out of 10, which was an “excellent” level of satisfaction.



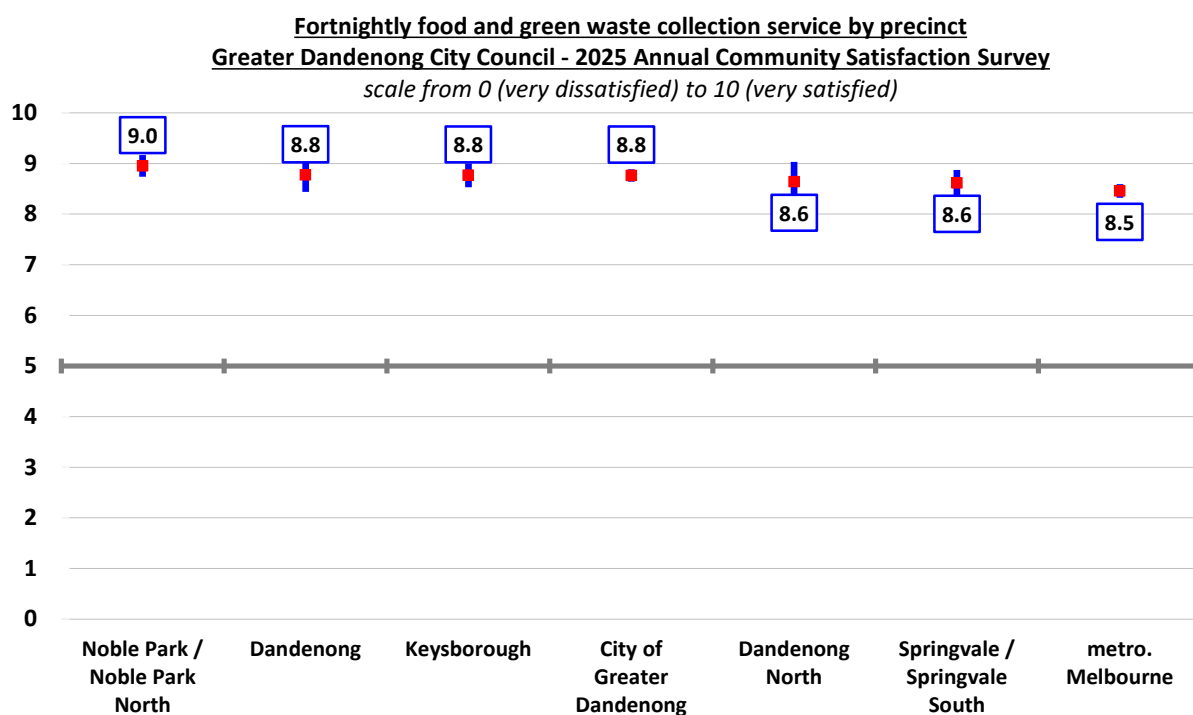
This result ranks the fortnightly food and green waste collection service 5th in terms of satisfaction this year, and one of five that recorded a satisfaction score that was measurably higher than the average of all 46 (8.1).

This result comprised 86% “very satisfied” and no dissatisfied respondents, based on a total sample of 393 of the 402 respondents who provided a satisfaction score.

There was no substantive variation in satisfaction observed by respondent profile, with all age groups, genders, and households rating satisfaction at “excellent” levels.

By way of comparison, satisfaction with the regular green waste collection was measurably (3%) higher than the metropolitan average satisfaction with “green waste collection” of 8.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with the fortnightly food and green waste collection observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.



The following table outlines the five comments received from respondents dissatisfied with the fortnightly food and green waste collection.



Reasons for dissatisfaction with fortnightly food and green waste collection
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Collection needs to be weekly	2
Bins are not handled with care and often get damaged	1
Rubbish bin broken due to the clip of the rubbish car being too strong	1
Suggest using biodegradable plastic bags	1
Total	5

Bookable hard rubbish service

The bookable hard rubbish service was the 8th most important of the 46 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with the hard rubbish service was 8.5 out of 10, which was an “excellent” level of satisfaction.

This result ranks the hard rubbish service 10th in terms of satisfaction this year.

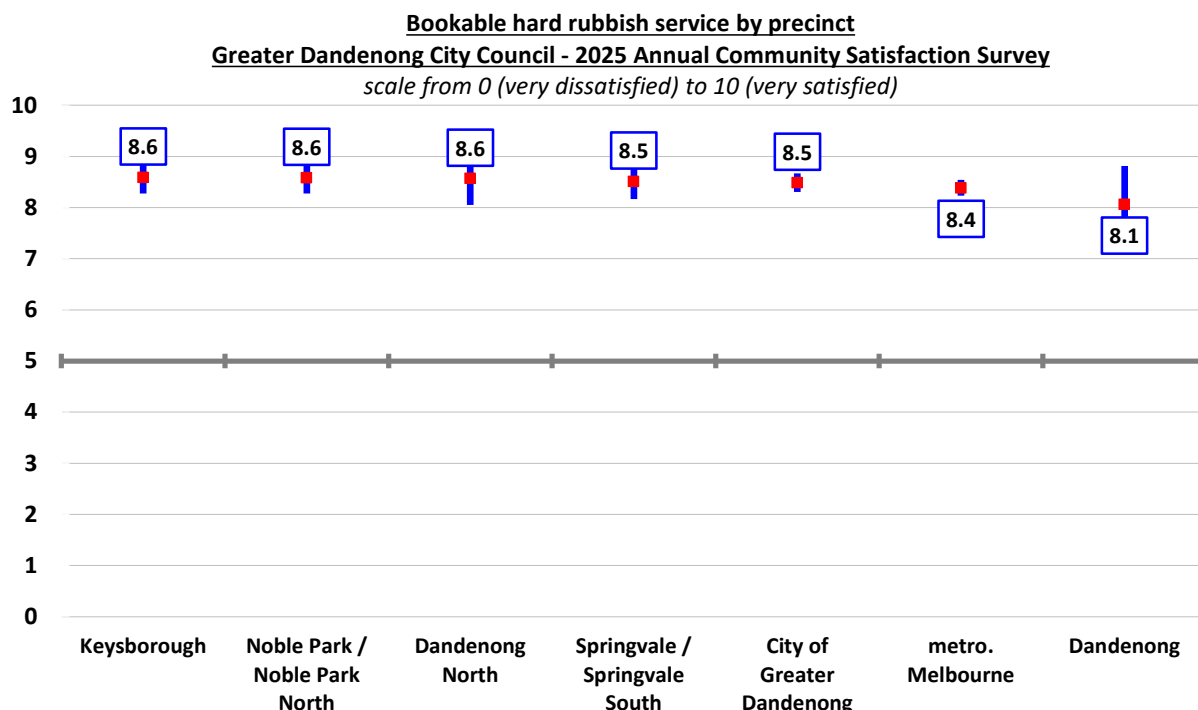
This result comprised 85% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 207 of the 211 respondents (53%) from households who had used these services in the last 12 months.

There was no substantive variation in satisfaction observed by respondent profile, with all respondent groups satisfied at “excellent” levels.

By way of comparison, satisfaction with the hard rubbish collection was essentially the same as the metropolitan average satisfaction with “hard rubbish collection” of 8.4 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with the hard rubbish collection service observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.





The following table outlines the nine comments received from respondents dissatisfied with the bookable hard rubbish collection service.

Reasons for dissatisfaction with bookable hard rubbish service
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
More than once a year would be good	2
Apparently, it is not the council's responsibility anymore	1
No need to depart it by 2 weeks	1
Not picked up for a long time leaving it a mess	1
Not picked up on time	1
They need to at least let us know one particular day so we can do proper cleaning and get rid of all the hard rubbish	1
Too many restrictions on what we can put out and what we cannot	1
Unhappy with the service	1
Total	9

Waste Recovery Centre (the Tip)

Council's waste recovery centre was the 27th most important of the 46 included services and facilities, with an average importance of 8.9 out of 10.



Satisfaction with the waste recovery centre was 8.4 out of 10, which was an “excellent” level of satisfaction.

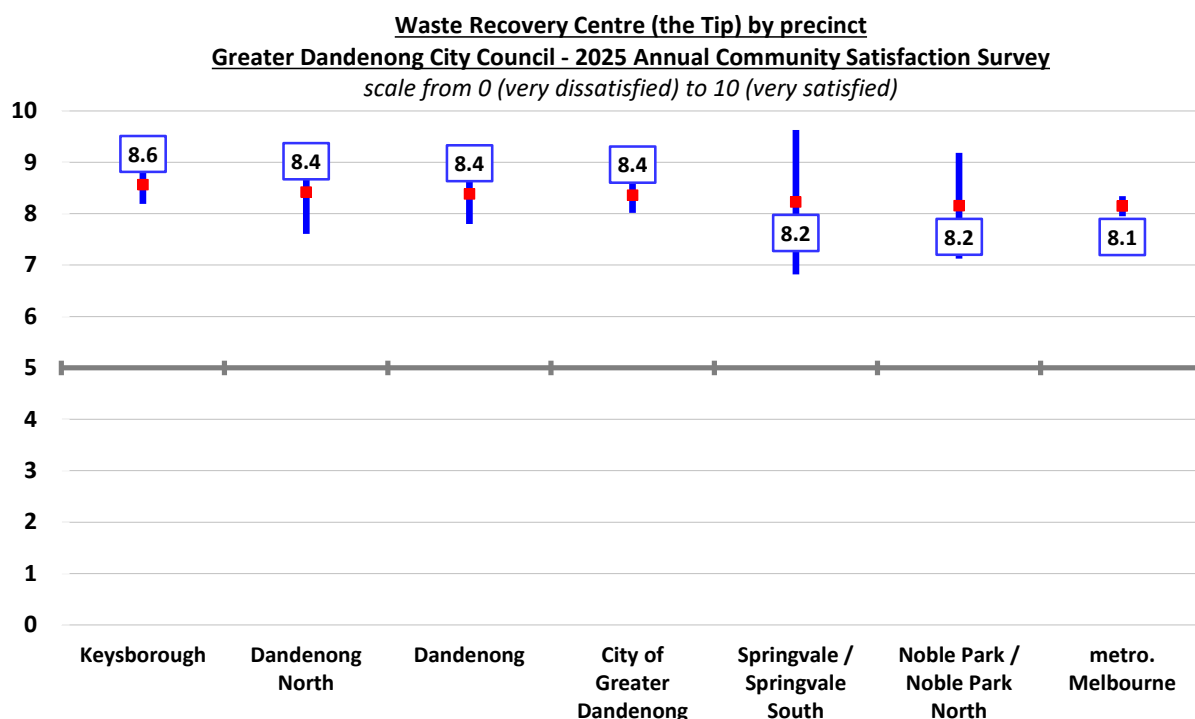
This result ranks the waste recovery centre 15th in terms of satisfaction this year.

This result comprised 84% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 70 of the 72 respondents (18%) from households who had used these services in the last 12 months.

There was some substantive variation in satisfaction observed by respondent profile, with older adults (aged 60 to 74 years) notably less satisfied than average, and male respondents notably more satisfied than female respondents.

By way of comparison, satisfaction with the waste recovery centre was somewhat (3%) higher than the metropolitan average satisfaction with the “waste transfer station / tip” of 8.1 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.



The following table outlines the five comments received from respondents dissatisfied with the Waste Recovery Centre.



Reasons for dissatisfaction with Waste Recovery Centre (the Tip)
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Area is too dirty	1
Scullin St is always full of hard rubbish	1
The tip is too expensive which is why we have a lot of dumping	1
They charge too much	1
They do not have one	1
Total	5

Communication and Customer Experience Division

There were two services and facilities from the Communication and Customer Experience division included in the survey this year, as outlined in the following graph.

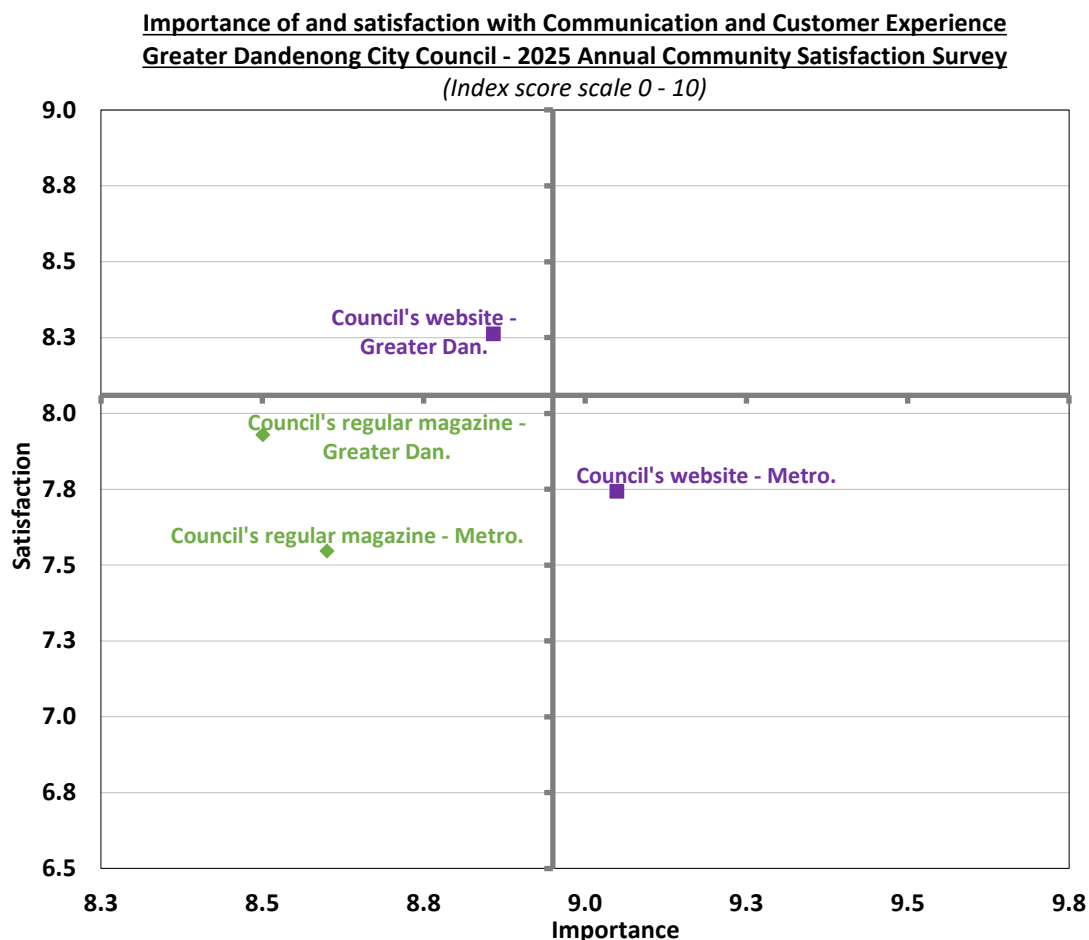
The following graph provides a crosstabulation of the average importance of and satisfaction with these two services. Crosshairs represent the average importance and satisfaction of all 46 services and facilities.

The graph also provides the average importance of and satisfaction with these services from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same door-to-door methodology.

Both of the services and facilities in this division received satisfaction scores which were higher than the metropolitan averages.

Both services in this division were of higher than average importance. While satisfaction with Council's website was higher than the average of all 46 services and facilities, Council's regular magazine received a below average satisfaction score.





Council's regular magazine *Greater Dandenong Council News*

Council's regular magazine, the *Greater Dandenong Council News* was the 44th most important of the 46 included services and facilities, with an average importance of 8.5 out of 10, and one of six services and facilities to be measurably less important than the average of all 46 (9.0).

Satisfaction with the *Greater Dandenong Council News* was 7.9 out of 10, which was an "excellent" level of satisfaction.

This result ranks the publication 23rd in terms of satisfaction this year.

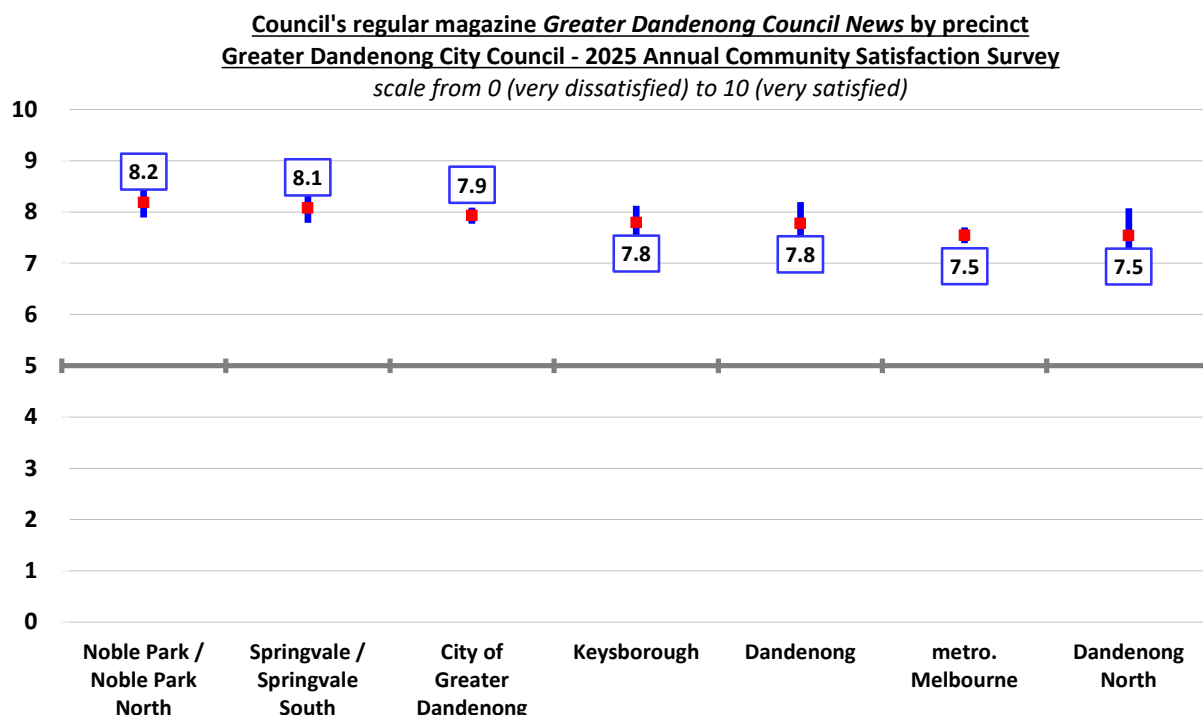
This result comprised 65% "very satisfied" and three percent dissatisfied respondents, based on a total sample of 344 of the 402 respondents who provided a score this year.

There was no substantive variation in satisfaction with this publication observed by respondent profile.



By way of comparison, satisfaction with the *Greater Dandenong Council News* was measurably (4%) higher than the metropolitan average satisfaction with the “Council’s regular printed newsletter” of 7.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with the *Greater Dandenong Council News* observed across the municipality, although respondents from Dandenong North were somewhat (4%) less satisfied than average, and at a “very good” rather than an “excellent” level.



The following table outlines the eight comments received from respondents dissatisfied with the *Greater Dandenong Council News*.

Reasons for dissatisfaction with Council's regular magazine *Greater Dandenong Council News*
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
I would not miss it / it is not needed	2
I just throw it to bin because I am not interested	1
Make it online as well	1
None of this stuff seem to tackle the issues at hand	1
Not useful	1
Too many	1
Too much information for just another magazine	1
Total	8

Council's website

Council's website was the 34th most important of the 46 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with the website was 8.3 out of 10, which was an "excellent" level of satisfaction.

This result ranks the website 18th in terms of satisfaction this year.

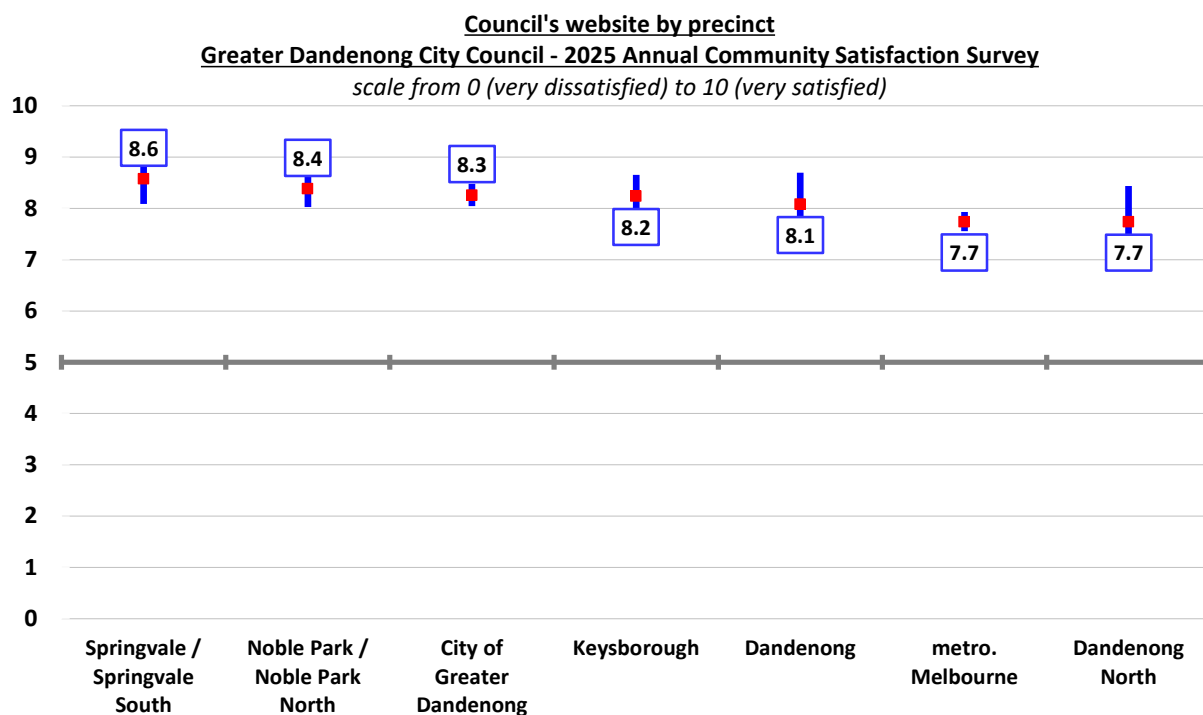
This result comprised 76% "very satisfied" and one percent dissatisfied respondents, based on a total sample of 165 of the 168 respondents (42%) from households who had used these facilities in the last 12 months.

There was no substantive variation in satisfaction with the website observed by respondent profile.

By way of comparison, satisfaction with the website was measurably (5%) higher than the metropolitan Melbourne average satisfaction with the "Council's website" of 7.7 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with the website observed across the municipality, although respondents from Dandenong North were notably (6%) less satisfied than average, and at a "very good" rather than an "excellent" level.





The following table outlines the five comments received from respondents dissatisfied with the Council website.

Reasons for dissatisfaction with Council's website
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Difficult to navigate	2
Council website icons and webpage feels a bit outdated as compared to other Councils	1
Design does not include related information	1
More contact information for pet issues needed	1
Total	5



Current issues for people living in the City of Greater Dandenong

Respondents were asked:

“Can you please list what you consider to be the top three issues for people living in the City of Greater Dandenong at the moment?”

When asked to identify what they considered to be the top three issues for people living in the City of Greater Dandenong to address ‘at the moment’, a little less than two-thirds (62%) of respondents provided a total of 480 responses, at an average approximately two issues.

This is a critical component of the *Annual Community Survey* program, as it provides meaningful insight into the range of issues currently of importance to the community and insight into how these issues may be impacting on community satisfaction with Council.

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 local community’s satisfaction with, and expectations of their local council.

It is important to bear in mind that these responses were not necessarily all complaints about the performance of Council, nor do they only reflect services, facilities, and issues within the specific remit of the Greater Dandenong City Council.

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.



Top issues for the City of Greater Dandenong at the moment
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2025		2025
	Number	Percent	Metro.*
Safety, policing, crime	92	23%	7%
Traffic management	31	8%	9%
Parking	28	7%	6%
Provision and maintenance of street trees	22	5%	7%
Road maintenance and repairs	22	5%	9%
Street lighting	22	5%	7%
Homelessness / beggars	18	4%	1%
Cleanliness and maintenance of area	17	4%	2%
Council rates / charges	17	4%	4%
General infrastructure provision and maintenance	17	4%	1%
Footpath maintenance and repairs	16	4%	3%
Drug and alcohol issues	13	3%	1%
Public toilets	13	3%	2%
Rubbish and waste issues inc garbage	13	3%	7%
Building, housing, planning and development	12	3%	4%
Communication, consultation, provision of info.	8	2%	1%
Illegal dumping of rubbish	8	2%	1%
Housing availability / affordability	8	2%	0%
Hard rubbish collection	6	1%	2%
Parks, gardens and open spaces	6	1%	5%
Sports, leisure and recreation facilities	6	1%	2%
Animal / pest management	5	1%	1%
Children activities and facilities	5	1%	0%
Community support	5	1%	1%
Street cleaning and maintenance	5	1%	3%
Elderly services and facilities	4	1%	1%
Environment, sustainability and climate change	4	1%	1%
Youth activities, services and facilities	4	1%	0%
Activity centre issues	3	1%	0%
Council customer service / responsiveness	3	1%	0%
Council governance, performance, accountability	3	1%	1%
Public transport	3	1%	3%
Quality and provision of community services	3	1%	1%
All other issues (27 separately identified issues)	38	9%	16%
Total responses	480		833
<i>Respondents identifying at least one issue</i>	<i>248</i> <i>(62%)</i>		<i>468</i> <i>(59%)</i>

(*) 2025 metropolitan Melbourne average from Governing Melbourne

The three most common issues raised by respondents this year related to safety, policing, and crime related issues (23%), traffic management (8%), and car parking both enforcement and availability and other parking related issues (7%).



These issues align with some of the other key results recorded in this survey, including:

- **Perception of safety** – the significance of this issue was consistent with the significantly lower [perception of safety in the public areas](#) of the City of Greater Dandenong [at night](#) (12% lower than the metropolitan average), in public areas [during the day](#) (6% lower), [in and around local activity centres](#) (4% lower).
- **Roads and traffic management** – including satisfaction with major arterial roads and highways managed by VicRoads, sealed local roads managed by Council, and local traffic management recorded higher satisfaction than the metropolitan average. Roads and traffic management were, however, among the services with the lowest satisfaction scores in Greater Dandenong this year, reinforcing they remain issues of concern in the community.
- **Kerbside collection services** – satisfaction with the kerbside collection services were all higher than the metropolitan average, and among the services recording the highest satisfaction scores this year, consistent with the lower-than-average proportion raising it as an issue.
- **Parking issues** – satisfaction with parking enforcement (1% higher in Greater Dandenong) was higher than the metropolitan average, but still among the services recording the lowest satisfaction scores this year.

When compared to the metropolitan average, as recorded in the 2025 *Governing Melbourne* research conducted independently by Metropolis Research in January 2025 using the same door-to-door, in-person survey methodology, the following variations were noted:

- **MORE commonly raised in the City of Greater Dandenong** – included safety, policing, and crime issues (23% compared to 7%), homelessness issues (4% compared to 1%), cleaning and maintenance of the local area (4% compared to 2%), and general infrastructure (4% compared to 1%).
- **LESS commonly raised in the City of Greater Dandenong** – included road maintenance and repairs (5% compared to 9%), rubbish and waste issues including kerbside collections (3% compared to 7%), and issues with parks, gardens, and open spaces (1% compared to 5%).

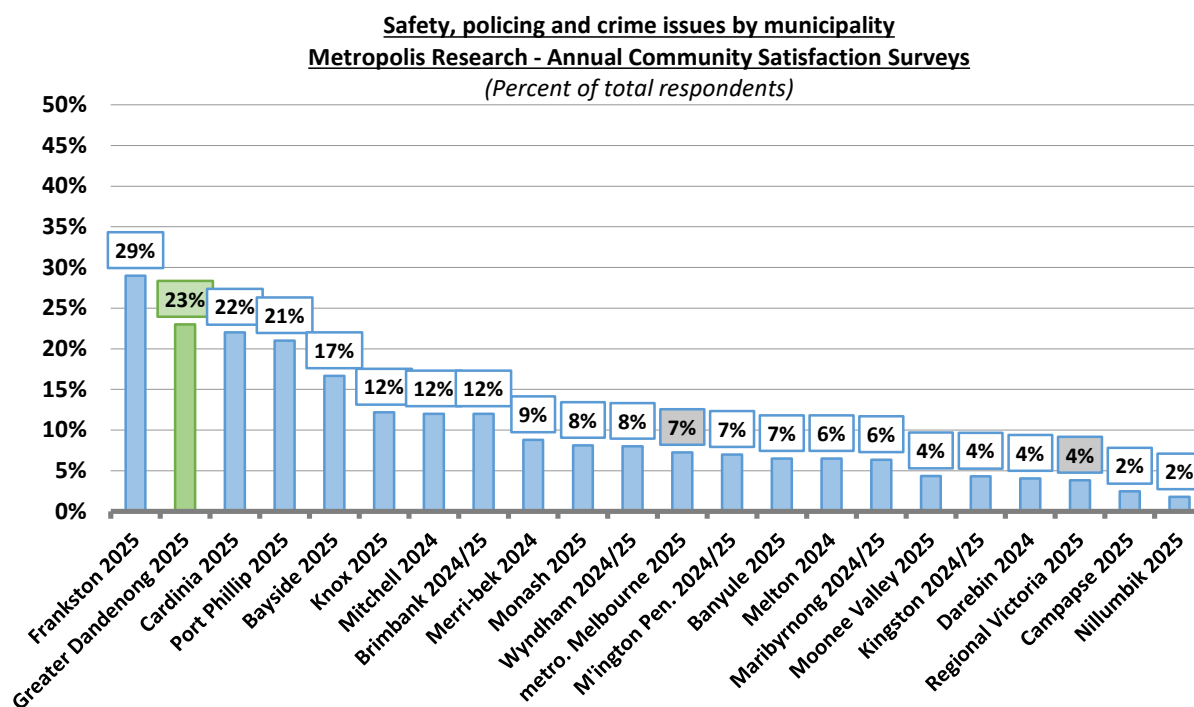
Safety, policing, and crime issues – metropolitan and regional comparisons

The City of Greater Dandenong recorded the second highest proportion of respondents raising safety, policing, and crime related issues across metropolitan Melbourne this year, based on the results from surveys conducted by Metropolis Research at the time of publication.

It is noted that Metropolis Research is the only source of comparable data on issues to address available for metropolitan Melbourne and regional Victoria, including individual council surveys, as well as *Governing Melbourne* and *Governing Regional Victoria*.

These comparison results clearly indicate the significance of safety, policing, and crime related issues, particularly given that the City of Greater Dandenong also recorded four percent of respondents raising homelessness issues and three percent raising drug and alcohol issues.

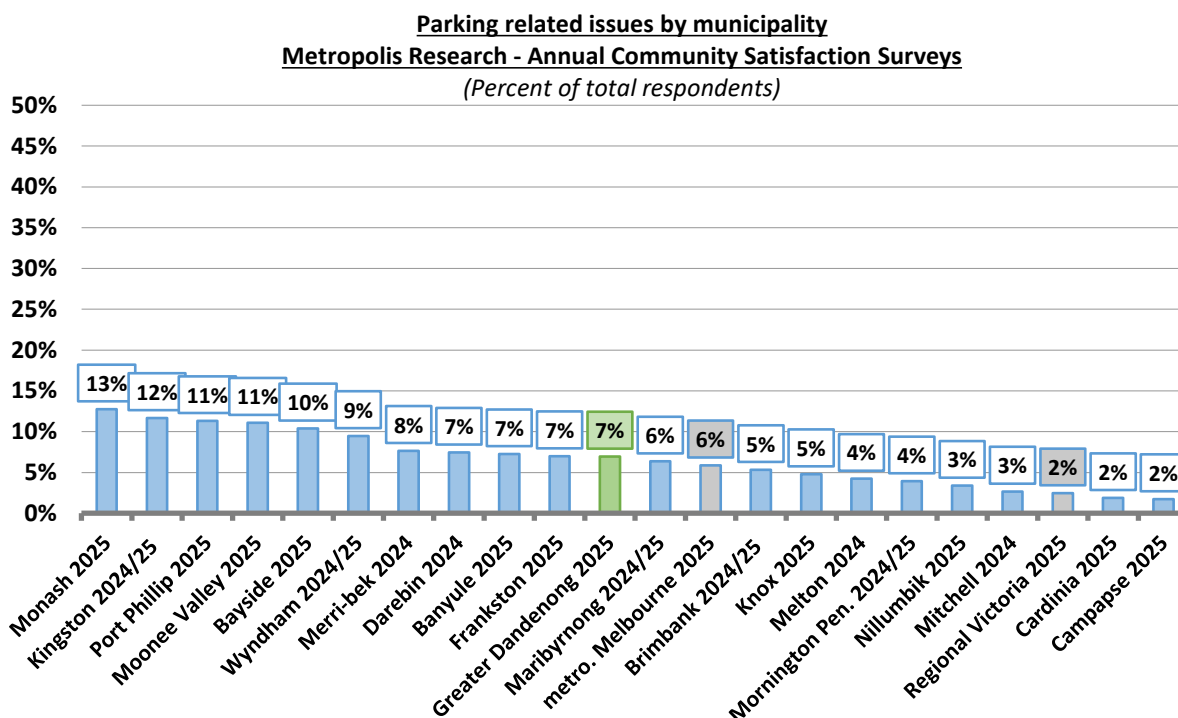




The detailed verbatim responses categorised as safety, policing, and crime issues are included in the [safety, policing, and crime issue responses](#) section of this report.

Car parking issues – metropolitan and regional comparisons

Community concerns around car parking related issues (including availability, enforcement, and other aspects) was marginally (1%) higher in the City of Greater Dandenong than the metropolitan average, along with other municipalities surveyed by Metropolis Research.



Issues by precinct

There was some variation in the top issues to address for people living in the City of Greater Dandenong observed across the municipality, as follows:

- **Dandenong** – respondents were not meaningfully more likely than average to raise any specific issues.
- **Dandenong North** – respondents were notably more likely than average to raise safety, policing, and crime related issues.
- **Keysborough** – respondents were somewhat more likely than average to raise parking, and general infrastructure related issues.
- **Noble Park / Noble Park North** – respondents were somewhat more likely than average to raise Council rates, fees, and charges related issues.
- **Springvale / Springvale South** – respondents were somewhat more likely than average to raise safety, policing, and crime, as well as homelessness related issues.

Top issues for people living in the City of Greater Dandenong at the moment by precinct

Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Dandenong	
Safety, policing and crime	12%
Parking	10%
Road maintenance and repairs	6%
Building, planning, housing, development	5%
Rubbish and waste issues inc. garbage	5%
General infrastructure prov. / maintenance	4%
Street lighting	4%
Traffic management	4%
Council rates / charges	3%
Drugs and alcohol issues	3%
All other issues	27%
Respondents identifying an issue	37 (48%)

Dandenong North	
Safety, policing and crime	33%
Traffic management	10%
Road maintenance and repairs	7%
Footpath repairs and maintenance	7%
Cleanliness and maintenance of area	7%
Street lighting	5%
Public toilets	5%
Sports, leisure and recreation facilities	5%
Parking	3%
Council rates / charges	3%
All other issues	47%
Respondents identifying an issue	35 (59%)

Keysborough	
Safety, policing and crime	18%
Parking	11%
Traffic management	11%
General infrastructure prov. / maintenance	8%
Provision and maintenance of street trees	7%
Communication, consultation, prov of info.	4%
Council rates / charges	4%
Building, planning, housing, development	4%
Public toilets	4%
Parks, gardens and open spaces	4%
All other issues	41%
Respondents identifying an issue	47 (65%)

Noble Park / Noble Park North	
Safety, policing and crime	22%
Council rates / charges	8%
Road maintenance and repairs	8%
Street lighting	8%
Traffic management	7%
Cleanliness and maintenance of area	7%
Homelessness / beggars	7%
Provision and maintenance of street trees	6%
Footpath repairs and maintenance	5%
Parking	4%
All other issues	51%
Respondents identifying an issue	70 (68%)

Top issues for people living in the City of Greater Dandenong at the moment by precinct

Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Springvale / Springvale South		City of Greater Dandenong	
Safety, policing and crime	29%	Safety, policing, crime	23%
Homelessness / beggars	10%	Traffic management	8%
Provision and maintenance of street trees	8%	Parking	7%
Parking	6%	Provision and maintenance of street trees	5%
Drugs and alcohol issues	6%	Road maintenance and repairs	5%
Street lighting	6%	Street lighting	5%
Public toilets	6%	Homelessness / beggars	4%
Rubbish and waste issues inc. garbage	5%	Cleanliness and maintenance of area	4%
Traffic management	5%	Council rates / charges	4%
Footpath repairs and maintenance	4%	General infrastructure prov. / maintenance	4%
All other issues	45%	All other issues	48%
Respondents identifying an issue	61 (65%)	Respondents identifying an issue	248 (62%)

South eastern region		Metropolitan Melbourne	
Roads maintenance and repairs	10%	Road maintenance and repairs	9%
Safety, policing and crime	7%	Traffic management	9%
Traffic management	7%	Lighting	7%
Council rates	6%	Safety, policing and crime	7%
Parking	5%	Rubbish and waste issues incl. garbage	7%
Parks, gardens and open spaces	4%	Street trees / nature strips	7%
Lighting	4%	Car parking	6%
Sports, leisure and recreation facilities	3%	Parks, gardens and open space	5%
Building, planning, housing, development	2%	Building, planning, housing, development	4%
Footpath maintenance and repairs	2%	Council rates	4%
All other issues	31%	All other issues	40%
Respondents identifying an issue	73 (49%)	Respondents identifying an issue	468 (59%)

Issues by respondent profile

There was some variation in the top issues to address for the City of Greater Dandenong at the moment observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were somewhat more likely than average to raise drug and alcohol related issues.
- **Adults (aged 35 to 44 years)** – respondents were somewhat more likely than average to raise parking related issues.
- **Middle-aged (aged 45 to 59 years)** – respondents were somewhat more likely than average to raise Council rates, fees, and charges related issues, as well as drug and alcohol issues.



- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely than average to raise road maintenance and repairs, street trees, and elderly services and facilities.
- **Female** – respondents were somewhat more likely than male respondents to raise safety, policing, and crime, along with footpath maintenance and repair related issues.
- **English speaking household** – respondents were somewhat more likely than respondents from multilingual households to raise traffic management related issues.

Top issues for the City of Greater Dandenong at the moment by respondent profile

Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Male		Female	
Safety, policing and crime	21%	Safety, policing and crime	25%
Parking	8%	Footpath repairs and maintenance	7%
Traffic management	8%	Traffic management	7%
Road maintenance and repairs	7%	Parking	6%
Provision and maintenance of street trees	6%	Street lighting	6%
General infrastructure prov. / maintenance	6%	Road maintenance and repairs	5%
Cleanliness and maintenance of area	5%	Provision and maintenance of street trees	5%
Street lighting	5%	Homelessness / beggars	5%
Public toilets	5%	Council rates / charges	4%
Council rates / charges	4%	Rubbish and waste issues inc. garbage	4%
All other issues	53%	All other issues	39%
Respondents identifying an issue	138 (65%)	Respondents identifying an issue	110 (58%)

English speaking		Multi-lingual	
Safety, policing and crime	22%	Safety, policing and crime	23%
Traffic management	12%	Parking	8%
Road maintenance and repairs	7%	Street lighting	6%
Parking	7%	Traffic management	6%
Footpath repairs and maintenance	7%	Provision and maintenance of street trees	6%
General infrastructure prov. / maintenance	7%	Homelessness / beggars	5%
Building, planning, housing, development	5%	Cleanliness and maintenance of area	5%
Council rates / charges	5%	Road maintenance and repairs	5%
Provision and maintenance of street trees	5%	Drugs and alcohol issues	4%
Housing availability / affordability	4%	Council rates / charges	4%
All other issues		All other issues	
Respondents identifying an issue	86 (71%)	Respondents identifying an issue	161 (58%)



Top issues for the City of Greater Dandenong at the moment by respondent profile

Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Young adults (18 to 34 years)	
Safety, policing and crime	25%
Traffic management	6%
Drugs and alcohol issues	5%
Street lighting	5%
Parking	5%
Public toilets	5%
Cleanliness and maintenance of area	4%
Road maintenance and repairs	4%
Homelessness / beggars	4%
Rubbish and waste issues inc. garbage	3%
All other issues	38%
Respondents identifying an issue	83 (54%)

Adults (35 to 44 years)	
Safety, policing and crime	21%
Parking	12%
Traffic management	11%
Road maintenance and repairs	7%
Building, planning, housing, development	6%
Street lighting	6%
Provision and maintenance of street trees	6%
General infrastructure prov. / maintenance	6%
Rubbish and waste issues inc. garbage	5%
Cleanliness and maintenance of area	4%
All other issues	42%
Respondents identifying an issue	53 (66%)

Middle aged adults (45 to 59 years)	
Safety, policing and crime	21%
Parking	10%
Council rates / charges	9%
Footpath repairs and maintenance	8%
Street lighting	8%
Road maintenance and repairs	6%
Provision and maintenance of street trees	6%
General infrastructure prov. / maintenance	6%
Homelessness / beggars	6%
Drugs and alcohol issues	5%
All other issues	58%
Respondents identifying an issue	53 (68%)

Older adults (60 to 74 years)	
Safety, policing and crime	25%
Provision and maintenance of street trees	13%
Council rates / charges	9%
Traffic management	9%
Parking	7%
Cleanliness and maintenance of area	5%
Footpath repairs and maintenance	5%
Street lighting	5%
General infrastructure prov. / maintenance	5%
Homelessness / beggars	5%
All other issues	50%
Respondents identifying an issue	38 (68%)

Senior citizens (75 years and over)	
Safety, policing and crime	19%
Road maintenance and repairs	13%
Provision and maintenance of street trees	9%
Traffic management	9%
Cleanliness and maintenance of area	6%
Footpath repairs and maintenance	6%
Community support	6%
Elderly services and facilities	6%
Education and schools	3%
Parks, gardens and open spaces	3%
All other issues	31%
Respondents identifying an issue	21 (66%)

City of Greater Dandenong	
Safety, policing, crime	23%
Traffic management	8%
Parking	7%
Provision and maintenance of street trees	5%
Road maintenance and repairs	5%
Street lighting	5%
Homelessness / beggars	4%
Cleanliness and maintenance of area	4%
Council rates / charges	4%
General infrastructure prov. / maintenance	4%
All other issues	48%
Respondents identifying an issue	248 (62%)



Verbatim issues responses

Safety, policing, and crime issues

The following table outlines the 92 responses categorised as safety, policing, and crime related issues this year.

Many of these comments related to concerns around the rate of crime and perceived lack of policing.

Issues regarding "safety, policing and crime"
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Crime and policing</i>	
Crime	14
High crime rates	7
Crime and safety	4
Crime rates increasing	3
Lack of police / security measures	2
More police patrolling around the area needed	2
Preventing crime	2
Security is the biggest concern for area	2
Better security needed as crimes are getting common these days	1
Crime has been always an issue for Noble Park I believe Council be developing better infrastructure for security to resolve this problem	1
Crime rate in shopping centres	1
Crimes in Springvale	1
Fix crime	1
Increase in crime and burglary	1
Lack of security cameras	1
Living in this area feels unsafe because of crime	1
Need better public security and safety	1
Total	45
<i>General perception of safety</i>	
Safety	14
Ensure / improve safety	3
Classified as high-risk area for car insurance	1
Noble Park used to be dangerous before but not like Dandenong, this area has improved	1
Safety and security	1
Safety of the residents	1
Total	21

<i>Incidents / break-ins</i>	
People breaking into cars	2
Stealing from front yard	2
Theft in the neighbourhood	2
Car break-ins around the Narellan St, not feeling safe	1
Carjacking / break-ins have always been a concern for the Council it is getting worst day by day You can't even park your car anywhere without fear of broken into	1
Damaged car	1
Loss my bicycle	1
My car was broken into 3 times this year	1
People not good around here stealing from door	1
Robberies and security are an issue	1
Security needs to improve someone tried to break into our car last year	1
Stealing of cars, they should provide more security	1
Total	15

<i>People</i>	
Teenagers are committing crimes	3
Reduce youth crime	2
Youth gangs	2
Youth violence	2
People go crazy, so safety is not good, this area	1
Rowlands Ave has an open space where people park their car and do strange stuff	1
Rude and unfriendly people	1
Scary male voice in the middle of the night	1
Suspicious people around shopping centres	1
Weird people on the streets	1
Total	15

<i>Perception of safety at night / lighting</i>	
Safety at night	2
Safety at night at the bus station	1
Safety at night need more lights at bus stop	1
Total	4

<i>Safety on public transport</i>	
Crime rate in train stations	1
Total	1

<i>Violence and anti-social behaviour</i>	
Son got hit by a group of people	1
Total	1



<i>Other</i>	
Prostitution is common here	1
Total	1
Total responses	103

Parking related issues

The following table outlines the 31 responses categorised as parking related issues. This includes a mix of concern around perceived lack of parking, as well as some concern around the perception of too much enforcement of parking regulations.

Issues regarding "parking"
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
More parking	6
Lack of parking facilities / spaces	4
No parking spaces around my house	2
Parking and traffic during the school hours	2
Driveway parking	1
Illegal parking	1
Is hard to cross the roads due to roadside parking	1
Less strict parking enforcement	1
Management of traffic- speeding problems	1
More free car parking	1
More parking at Springvale shopping centre needed	1
Parking enforcement	1
Parking enforcement during peak hour	1
Parking enforcement, unable to get in and out	1
Parking in arterial roads	1
Parking, not enough from new developments so they park on street	1
Providing residential parking	1
Total	27

<i>Specific locations</i>	
Parking on Wareham St	1
More parking spaces on Jones Rd	1
Needs more parking spaces in Centre Dandenong	1
Parking signs and no U-turn signs in Bennet St to Cheltenham Rd to help traffic flow and allow buses to turn	1
Total	4
Total responses	31



Method of communication

Respondents were asked:

“If Council was going to get in touch with you to inform you about Council news and information and upcoming events, what are all the ways that you would prefer Council communicate with you? And if you had to choose the one BEST method, what would that be?”

Preferred methods of communication

Respondents were asked to nominate all the methods by which they preferred Council would communicate with them.

A total of 391 of the 402 respondents nominated at least one method, at an average of approximately two methods per respondent.

The two most common methods by which respondents preferred Council communicate with them were via a Council newsletter delivered to their letterbox (63%) and emailed to them (50%).

A substantial proportion also preferred that Council communicate with them via the website (26%), a text message (23%), social media (19%), and by advertising in the local newspaper (17%).

These results reinforce both the importance of the Council newsletter, delivered via multiple methods, along with the importance of a diversity of other communication methods.

Preferred method of communicating with Council about news, information, events
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2025	
	Number	Percent
A Council newsletter delivered to your letterbox	253	63%
A Council newsletter emailed to you	203	50%
Council website	103	26%
A text message	92	23%
Social media	76	19%
Advertising in the local newspaper	68	17%
A Council newsletter as an insert in newspaper	26	6%
Other	1	0%
Total responses	822	
<i>Respondents identifying at least one method</i>	<i>391</i> <i>(97%)</i>	

Preferred method of communication by precinct and respondent profile

There was some variation in the preferred methods of communication observed across the municipality, as follows:

- **Dandenong** – respondents were somewhat more likely than average to prefer a text message and social media.
- **Dandenong North** – respondents were somewhat more likely than average to prefer a Council newsletter emailed to them.
- **Keysborough** – respondents were somewhat more likely than average to prefer a Council newsletter delivered to their letterbox.

Preferred method of communicating with Council about news, information, events by precinct

Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Response	Dandenong	Dandenong North	Keysborough	Noble Park / Noble P. Nth	Springvale / Spr'vale Sth
A Council newsletter to letterbox	51%	66%	70%	67%	61%
A Council newsletter emailed to you	44%	64%	55%	42%	54%
Council website	19%	24%	32%	23%	28%
A text message	29%	12%	25%	22%	24%
Social media	26%	12%	20%	11%	27%
Advertising in the local newspaper	21%	9%	18%	17%	18%
A Council newsletter in newspaper	8%	10%	8%	3%	5%
Other	0%	0%	0%	1%	0%
Total responses	152	113	163	191	204
<i>Respondents identifying at least one me</i>	77 (100%)	56 (96%)	70 (98%)	99 (97%)	89 (96%)

There was also some variation in the preferred methods of communication observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were somewhat more likely than average to prefer the website, and social media.
- **Adults and middle-aged adults (aged 35 to 59 years)** – respondents were somewhat more likely than average to prefer a Council newsletter emailed to them.
- **Older adults (aged 60 to 74 years)** – respondents were somewhat more likely than average to prefer a Council newsletter delivered to their letterbox, advertising in the local newspaper, and a Council newsletter in the local newspaper.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely than average to prefer a Council newsletter delivered to their letterbox.



- **Male** – respondents were somewhat more likely than female respondents to prefer a Council newsletter emailed to them, the website, a text message, and social media.
- **Female** – respondents were somewhat more likely than male respondents to prefer a Council newsletter delivered to their letterbox.
- **English speaking household** – respondents were somewhat more likely than respondents from multilingual households to prefer the Council website.
- **Multilingual household** – respondents were somewhat more likely than respondents from English speaking households to prefer social media.

Preferred method of communicating with Council about news, information, events by respondent profile
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of total respondents)

<i>Response</i>	<i>Young adults</i>	<i>Adults</i>	<i>Middle-aged adults</i>	<i>Older adults</i>	<i>Senior citizens</i>
A Council newsletter to letterbox	57%	62%	62%	77%	69%
A Council newsletter emailed to you	54%	59%	58%	34%	25%
Council website	32%	28%	22%	18%	13%
A text message	25%	22%	23%	23%	13%
Social media	31%	19%	9%	11%	6%
Advertising in the local newspaper	16%	14%	17%	25%	19%
A Council newsletter in newspaper	6%	6%	4%	11%	9%
Other	0%	0%	1%	0%	0%
Total responses	341	168	152	110	48
<i>Respondents identifying at least one method</i>	<i>150 (97%)</i>	<i>80 (99%)</i>	<i>76 (97%)</i>	<i>55 (98%)</i>	<i>28 (90%)</i>

<i>Response</i>	<i>Male</i>	<i>Female</i>	<i>English speaking</i>	<i>Multi-lingual</i>	<i>Greater Dandenong</i>
A Council newsletter to letterbox	58%	68%	64%	63%	63%
A Council newsletter emailed to you	54%	47%	53%	50%	50%
Council website	30%	21%	36%	21%	26%
A text message	26%	19%	24%	22%	23%
Social media	21%	16%	12%	22%	19%
Advertising in the local newspaper	18%	15%	17%	17%	17%
A Council newsletter in newspaper	7%	6%	6%	7%	6%
Other	0%	0%	0%	0%	0%
Total responses	459	363	256	565	822
<i>Respondents identifying at least one method</i>	<i>208 (97%)</i>	<i>183 (97%)</i>	<i>117 (97%)</i>	<i>272 (98%)</i>	<i>391 (97%)</i>



Best method of communication

After being asked to nominate all the methods by which respondents would prefer Council communicate with them, they were asked to nominate which was their single most preferred method.

A total of 390 of the 402 respondents nominated their best method of communication, with almost half (47%) reporting their “most preferred” or best method of communication was via the Council newsletter delivered to their letterbox.

This was followed by 29% of respondents who preferred a Council newsletter emailed to them.

These results reinforce the importance of the Council newsletter and show a clear preference for a printed newsletter delivered to the letterbox.

These results, however, underestimate the importance of other communication methods, as respondents clearly prefer that Council communicate with them via a variety of methods, with the choice of method likely to be influenced by the nature of the information being provided.

Best method of communicating with Council about news, information and events
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2025	
	Number	Percent
A Council newsletter delivered to your letterbox	183	47%
A Council newsletter emailed to you	113	29%
A text message	34	9%
Social media	25	6%
Council website	18	5%
Advertising in the local newspaper	16	4%
A Council newsletter as an insert in newspaper	0	0%
Other	1	0%
Not stated	12	
Total	402	100%

Best method of communication by precinct and respondent profile

There was some variation in the best method of communication observed across the municipality, as follows:

- **Dandenong** – respondents were somewhat more likely than average to prefer a text message.



- **Dandenong North** – respondents were somewhat more likely than average to prefer a Council newsletter delivered to their letterbox.
- **Keysborough** – respondents were somewhat more likely than average to prefer a Council advertising in the local newspaper.
- **Springvale / Springvale South** – respondents were somewhat more likely than average to prefer a Council advertising in the local newspaper.

Best method of communicating with Council about news, information, events by precinct

Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

Response	Dandenong	Dandenong North	Keysborough	Noble Park / Noble P. Nth	Springvale / Spr'vale Sth
A Council newsletter to letterbox	34%	60%	45%	51%	47%
A Council newsletter emailed to you	29%	31%	30%	24%	33%
A text message	18%	6%	17%	5%	2%
Social media	10%	3%	1%	6%	10%
Council website	9%	0%	6%	4%	3%
Advertising in the local newspaper	1%	0%	1%	9%	6%
A Council newsletter in newspaper	0%	0%	0%	0%	0%
Other	0%	0%	0%	1%	0%
Not stated	1	2	2	3	4
Total	77	58	71	103	93

There was also some variation in the preferred methods of communication observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were somewhat more likely than average to prefer a Council newsletter emailed to them, and social media.
- **Older adults (aged 60 to 74 years)** – respondents were somewhat more likely than average to prefer a Council newsletter delivered to their letterbox.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely than average to prefer a Council newsletter delivered to their letterbox, and advertising in the local newspaper.
- **Female** – respondents were somewhat more likely than male respondents to prefer a Council newsletter delivered to their letterbox.
- **English speaking household** – respondents were somewhat more likely than respondents from multilingual households to prefer the Council website.
- **Multilingual household** – respondents were somewhat more likely than respondents from English speaking households to prefer social media.



Best method of communicating with Council about news, information, events by respondent profile

Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

<i>Response</i>	<i>Young adults</i>	<i>Adults</i>	<i>Middle-aged adults</i>	<i>Older adults</i>	<i>Senior citizens</i>
A Council newsletter to letterbox	40%	39%	48%	68%	62%
A Council newsletter emailed to you	34%	33%	32%	15%	13%
A text message	8%	12%	9%	6%	10%
Social media	10%	6%	4%	3%	4%
Council website	6%	8%	1%	3%	0%
Advertising in the local newspaper	3%	1%	5%	6%	11%
A Council newsletter in newspaper	0%	0%	0%	0%	0%
Other	0%	0%	1%	0%	0%
Not stated	4	2	2	2	3
Total	154	81	78	56	32

<i>Response</i>	<i>Male</i>	<i>Female</i>	<i>English speaking</i>	<i>Multi-lingual</i>	<i>Greater Dandenong</i>
A Council newsletter to letterbox	43%	52%	49%	46%	47%
A Council newsletter emailed to you	33%	25%	26%	30%	29%
A text message	9%	8%	11%	8%	9%
Social media	6%	7%	2%	8%	6%
Council website	6%	3%	8%	3%	5%
Advertising in the local newspaper	4%	5%	5%	4%	4%
A Council newsletter in newspaper	0%	0%	0%	0%	0%
Other	1%	0%	0%	0%	0%
Not stated	7	5	3	8	12
Total	214	188	121	278	402



Climate change

Concern about climate change

Respondents were asked:

“On a scale of 0 (not concerned at all) to 10 (extremely concerned), how concerned are you about climate change?”

A total of 382 of the 402 respondents provided a response to this question relating to their level of concern about climate change.

The average level of concern was 7.8 out of 10, or a strong level of concern. This comprised 68% of respondents who were “very concerned” (i.e., rated concern at eight or more out of 10), whilst five percent were “unconcerned” (i.e., rated concern at less than five).

Concern about climate change

Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey

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

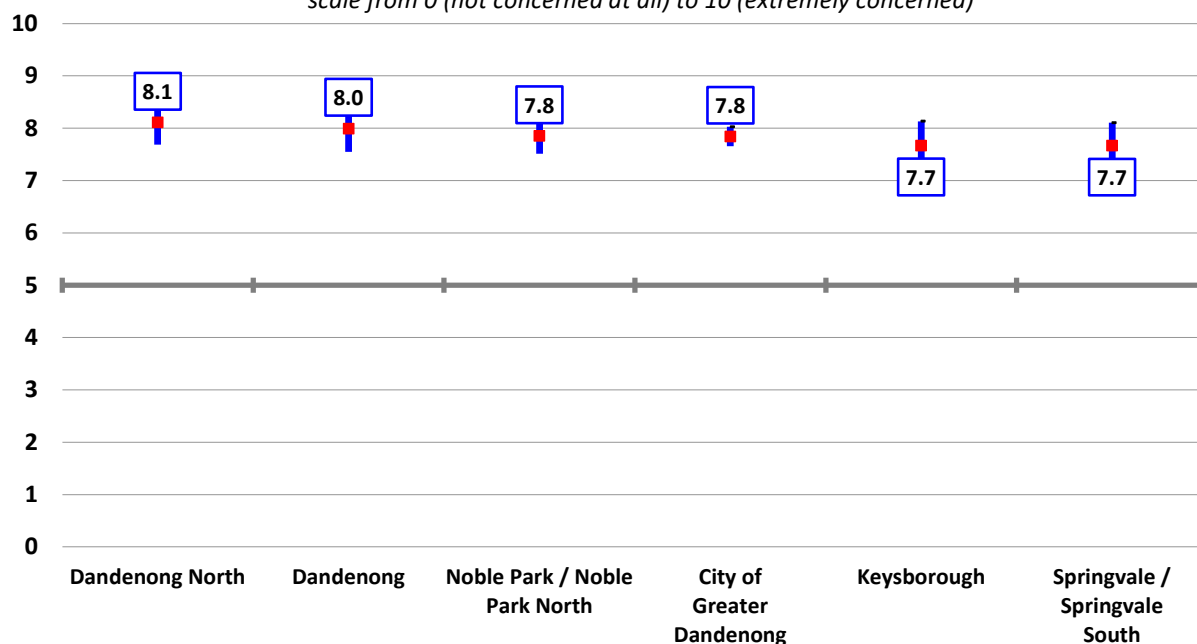
Response	Number	Average concern	Not concerned (0 - 4)	Neutral to somewhat concerned	Very concerned (8 - 10)
Climate change	382	7.8	5%	27%	68%

Whilst there was no measurable variation in this result observed across the municipality, it is noted that respondents from Dandenong North were somewhat (3%) more concerned than average.

Concern about climate change by precinct

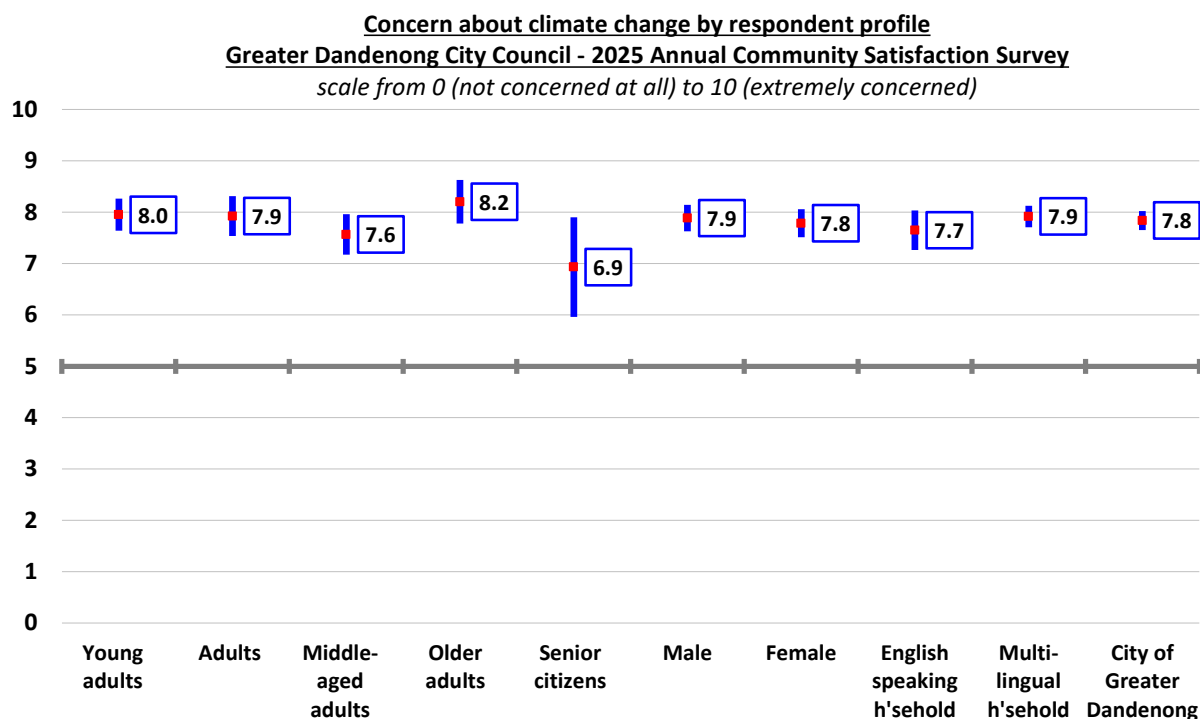
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey

scale from 0 (not concerned at all) to 10 (extremely concerned)



There was no measurable variation in this result observed by respondent profile.

It is noted, however, that older adults (aged 60 to 74 years) were somewhat (4%) more concerned than average, whilst senior citizens (aged 75 years and over) were notably (9%) less concerned than average.



Importance of Council's responsibility to respond to climate change

Respondents were asked:

"On a scale of 0 (unimportant) to 10 (very important), how important should responding to climate change be as a responsibility for Greater Dandenong Council?"

A total of 379 of the 402 respondents provided a response to this question relating how important responding to climate change should be a responsibility of Greater Dandenong City Council.

The average importance was 7.8 out of 10, or very important.

Metropolis Research notes that the average importance of Council responding to climate change was identical to the average level of concern about climate change.

This comprised 62% of respondents who considered it "very important" (i.e., rated importance at eight or more out of 10), whilst just three percent considered it "unimportant" (i.e., rated importance at less than five).



Importance of responding to climate change be as a responsibility for Greater Dandenong Council

Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey

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

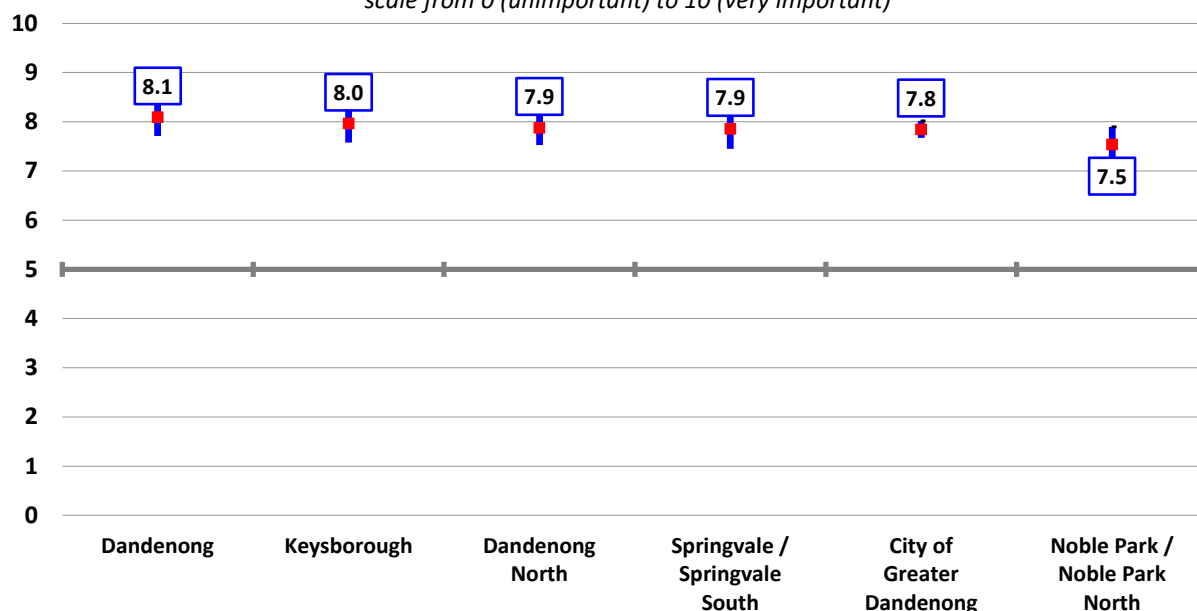
Response	Number	Average importance	Not important (0 - 4)	Neutral to somewhat important	Very important (8 - 10)
Climate change	379	7.8	3%	35%	62%

Whilst there was no measurable variation in this result observed across the municipality, it is noted that respondents from Noble Park / Noble Park North rated this somewhat (3%) less important than the municipal average.

Importance of responding to climate change be as a responsibility for Council by precinct

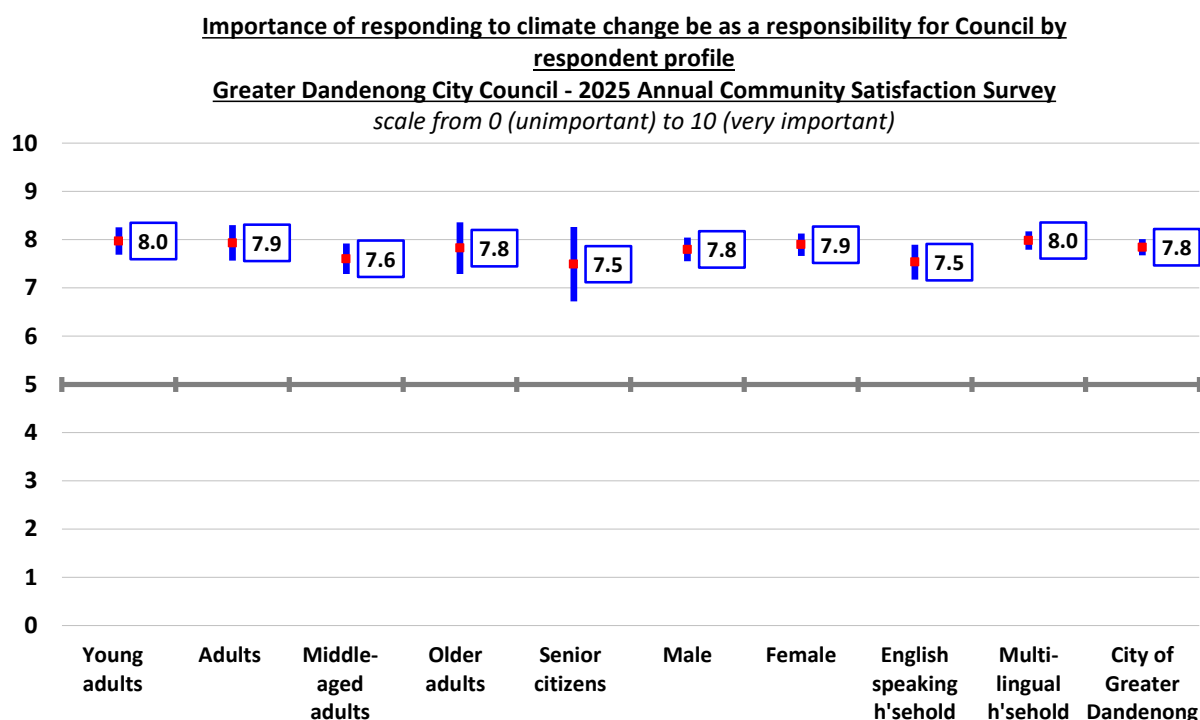
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey

scale from 0 (unimportant) to 10 (very important)



There was also no measurable variation in this result observed by respondent profile.

It is noted, however, that respondents from multilingual households rated this notably (5%) more important than respondents from English speaking households.



Housing related financial stress

Respondents were asked:

“Have the household’s monthly rental or mortgage repayments placed stress on the household’s finances in the last 12 months?”

A total of 108 of the 181 (59%) mortgagor and rental household respondents who provided a response to this question reported that their monthly rent or mortgage payment placed some stress on the household’s finances in the last 12 months.

Rental household respondents were significantly (18%) more likely than mortgagor household respondents to report no housing related financial stress. It is also noted, however, that 14% of the 115 rental household respondents reported experiencing heavy housing related financial stress.

By contrast, mortgagor household respondents were somewhat (19%) more likely than rental household respondents to report moderate levels of housing related financial stress.

By way of comparison, in the City of Port Phillip in 2025, 37% of rental household respondents reported no housing related financial stress, and 13% reported heavy stress.

In a similar question asked in the Mitchell Shire in 2024, which is an emerging growth area council at the northern edge of metropolitan Melbourne, 35% of mortgagor and rental households reported heavy and 34% reported moderate, housing related financial stress.

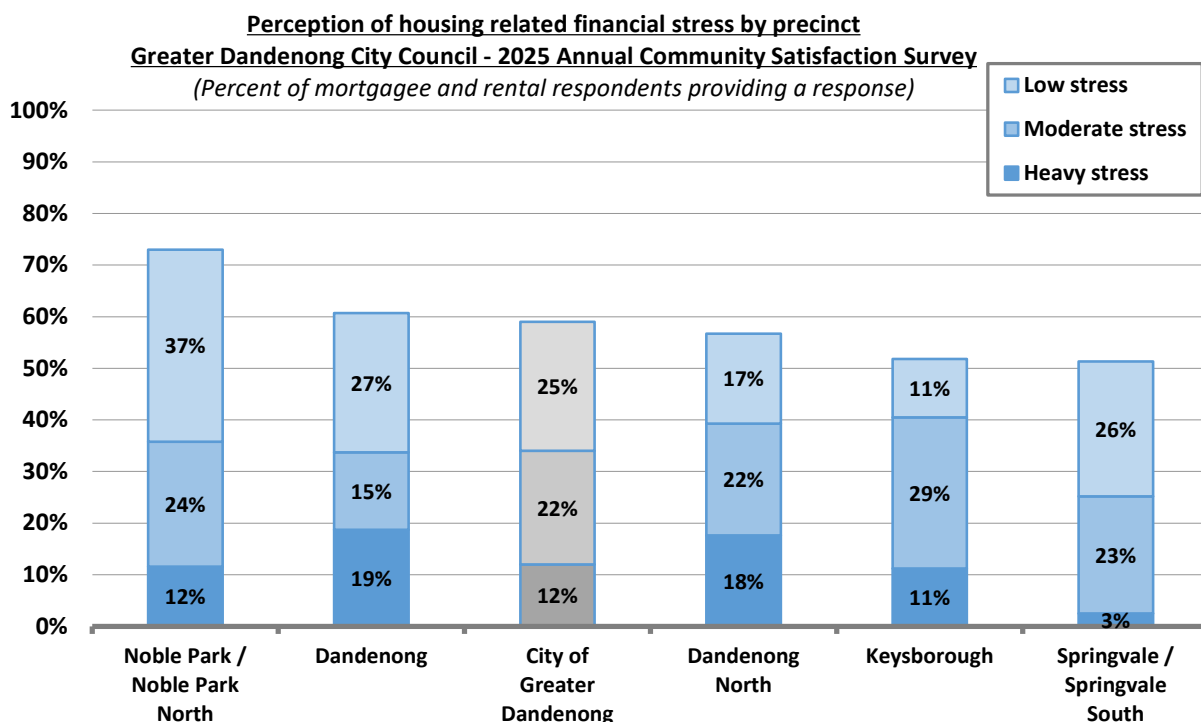


Perception of housing related financial stress
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of mortgagee and rental respondents)

Stress	2025		Mortgagor	Renter
	Number	Percent		
No stress	73	40%	29%	47%
Low stress	46	25%	28%	24%
Moderate stress	40	22%	34%	15%
Heavy stress	22	12%	10%	14%
Can't say	19		4	15
Total	200	100%	70	130

Noting the relatively small sample size at the precinct level for this question, there was some variation in this result observed across the municipality.

Respondents from Noble Park / Noble Park North were more likely than average to report low housing related financial stress, whilst respondents from Dandenong were marginally more likely to report heavy housing related financial stress.



Perception of safety in public areas

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas of the City of Greater Dandenong?”

Respondents were asked to rate their perception of safety in the public areas of the City of Greater Dandenong during the day, at night, in and around the local activity centre, and waiting for or travelling on public transport.

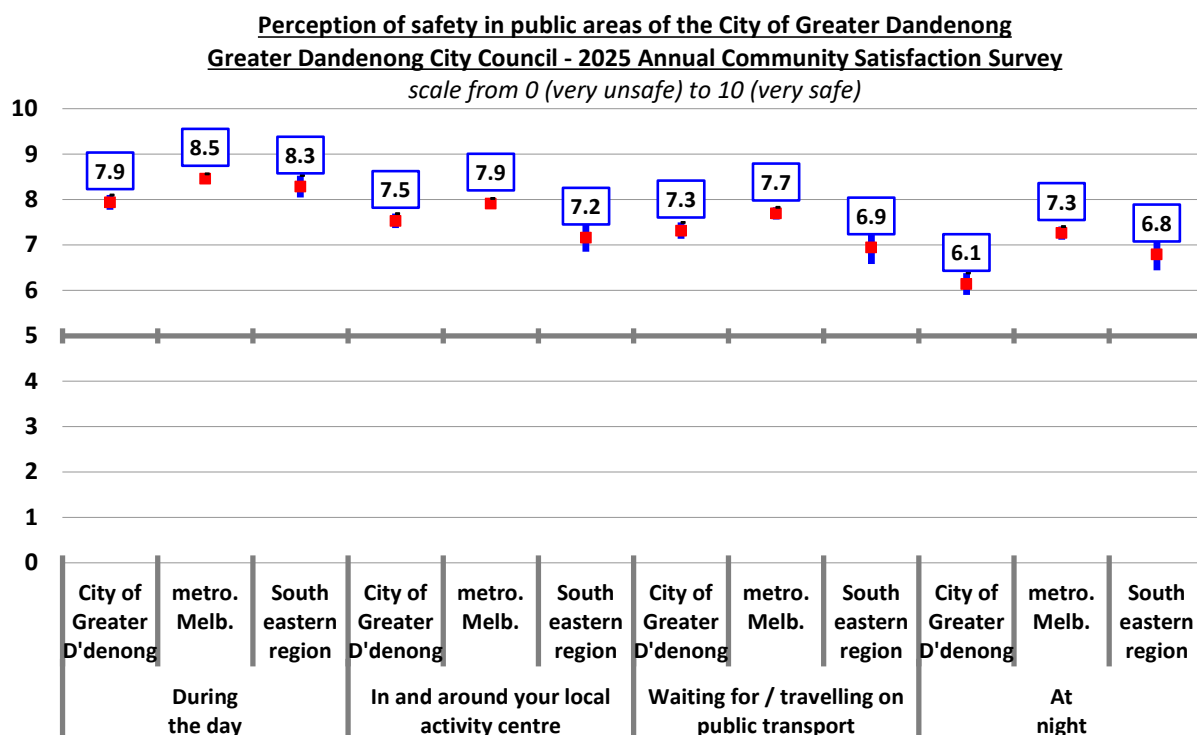
The perception of safety in the public areas of the City of Greater Dandenong during the day was measurably and significantly (18%) higher than the perception of safety at night.

The two location-based measures around in and around the local activity centres and waiting for or travelling on public transport were lower than the perception of safety in public areas during the day.

These measures will include some reference to visiting at night as well as during the day, which will be a factor to bear in mind when interpreting the results.

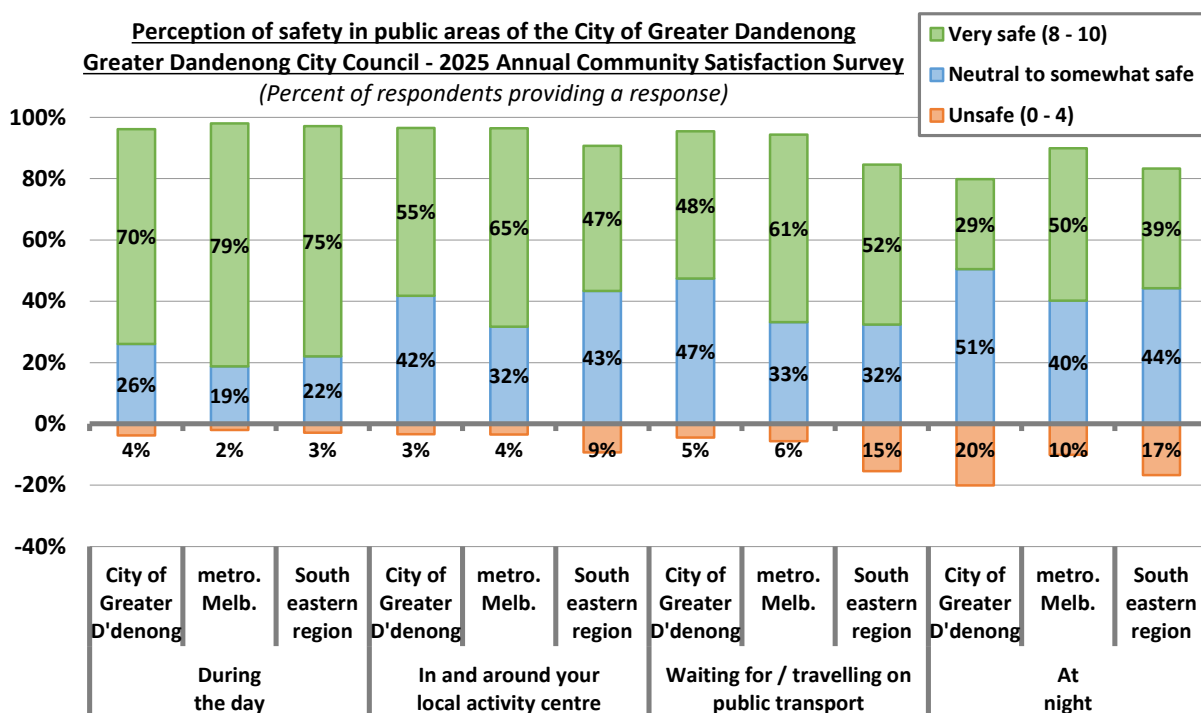
The perception of safety in the public areas of Greater Dandenong was measurably and significantly lower than the metropolitan average, with the lower perception of safety most acute in relation to the perception of safety in public areas at night 12% lower than the metropolitan average.

The comparison results were sourced from the 2025 *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same in-person, door-to-door methodology.



The following graph provides the breakdown of these results into the proportion of respondents who felt “very safe” (i.e., rated safety at eight or more), those who felt “neutral to somewhat safe” (i.e., rated safety at between five and seven), and those who felt “unsafe” (i.e., rated safety at less than five).

Attention is drawn to the 20% of respondents who felt “unsafe” in the public areas of the City of Greater Dandenong at night, which was double the metropolitan average (10%), but only somewhat (3%) higher than the southeastern region councils’ average.



These lower than metropolitan average perception of safety results were consistent with the 23% of respondents in the City of Greater Dandenong who nominated safety, policing, and crime related issues as a top three [issue to address](#) at the moment.

This was three times the metropolitan average of seven percent, although it is likely that community concerns around safety, policing, and crime related issues were likely to have increased over the course of 2025.

The following section provides more detailed results in relation to the perception of safety in public areas of the City of Greater Dandenong by precinct and by respondent profile. Whilst there was some variation in results for each of the individual measures, in general terms:

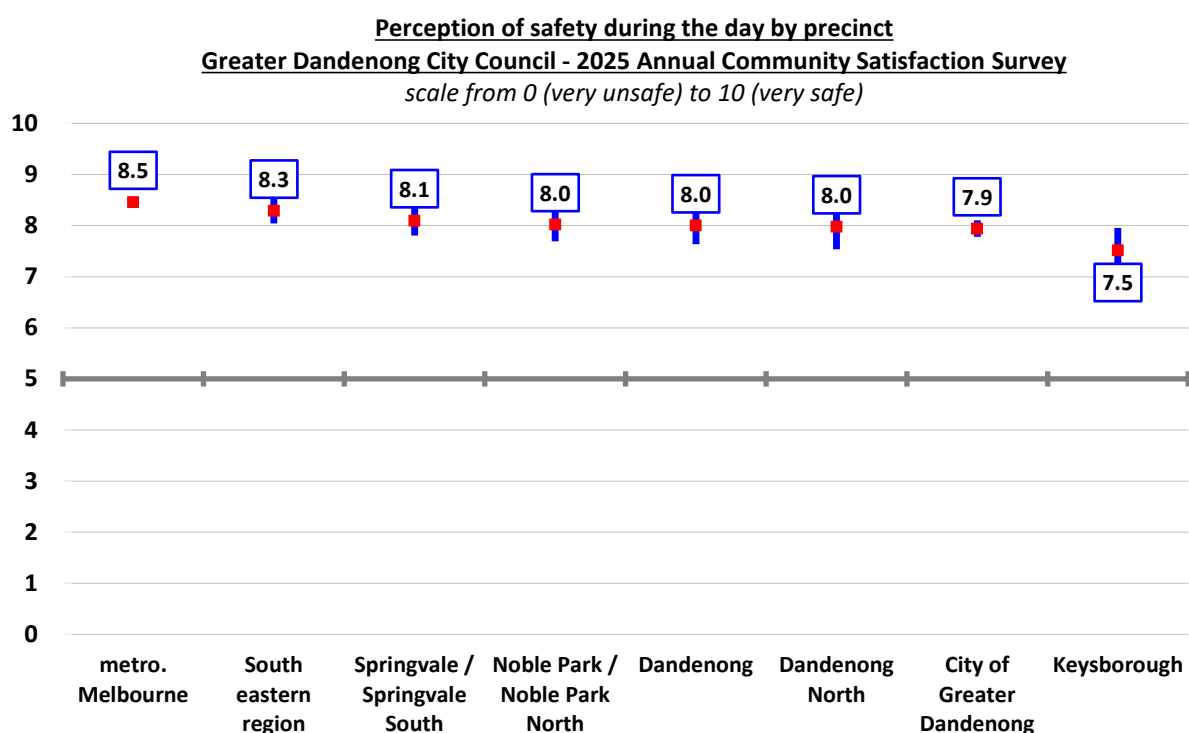
- **Generally, felt SAFER than average** – included respondents from Springvale / Springvale South, young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), male respondents, and respondents from multilingual households.
- **Generally, felt LESS SAFE than average** – included respondents from Keysborough, , middle-aged adults (aged 45 to 59 years) and to a lesser extent older adults (aged 60 to 74 years), female respondents, and respondents from English speaking households.

Perception of safety during the day

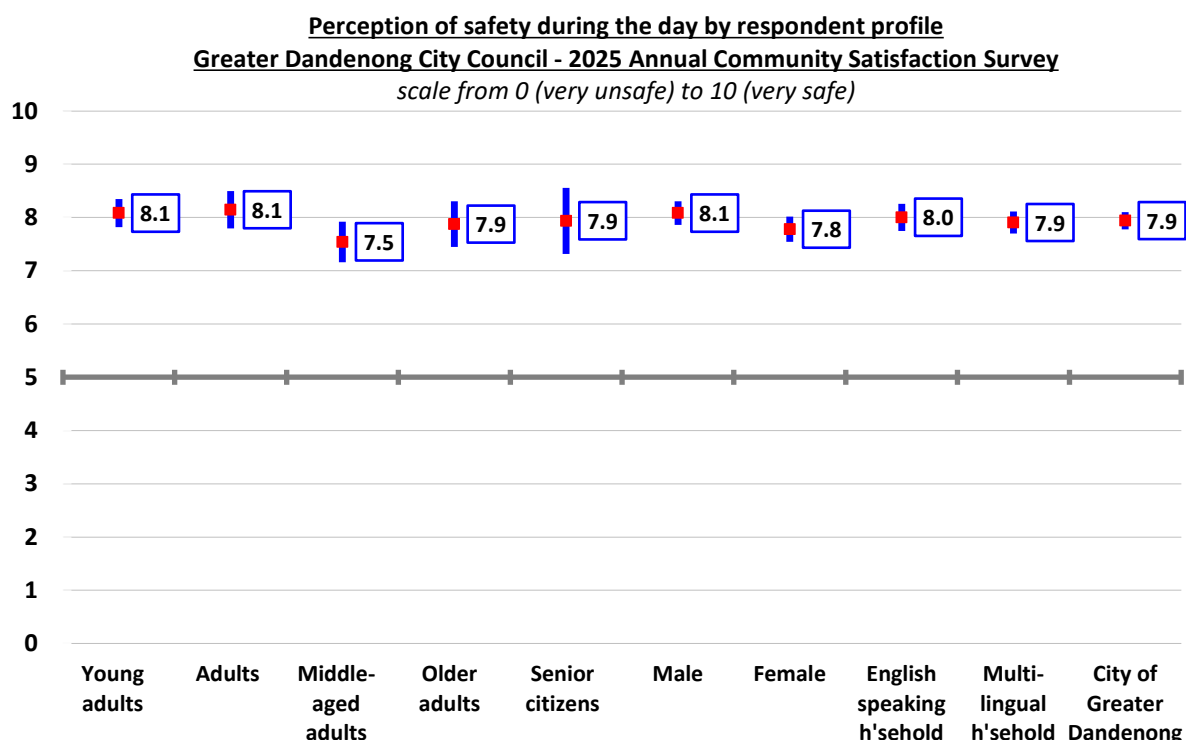
The perception of safety in the public areas of the City of Greater Dandenong during the day was 7.9 out of 10.

This comprised 70% of respondents (who provided a score) who felt “very safe” (i.e., rated perception of safety at eight or more), and four percent who felt “unsafe” (i.e., rated perception of safety at less than five out of 100).

Whilst there was no measurable variation in the perception of safety in public areas during the day observed across the municipality, it is noted that respondents from Keysborough, on average, felt notably (4%) less safe than the municipal average.



There was no measurable variation in the perception of safety in the public areas during the day observed by respondent profile. It is noted, however, that middle-aged adults (aged 45 to 59 years) felt notably (4%) less safe than average. Male respondents felt somewhat (3%) safer than female respondents.



Perception of safety at night

The perception of safety in the public areas of the City of Greater Dandenong at night was 6.1 out of 10.

This result was measurably and significantly (12%) lower than the metropolitan average, which highlights the extent of safety related concerns to the Greater Dandenong community.

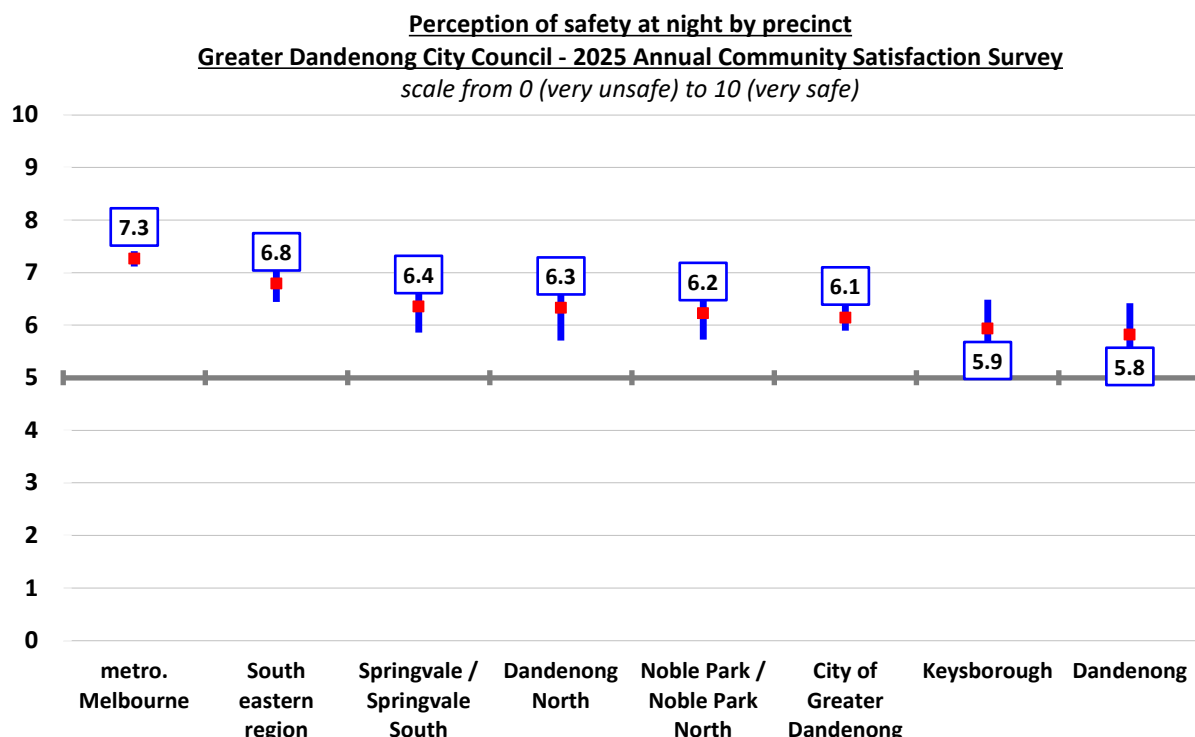
This comprised 29% of respondents (who provided a score) who felt “very safe” (i.e., rated perception of safety at eight or more), and 20% who felt “unsafe” (i.e., rated perception of safety at less than five out of 100. This was double the metropolitan average of 10% who felt “unsafe”.

It is noted that respondents from all precincts comprising the City of Greater Dandenong reported measurably lower perception of safety at night results than the metropolitan average.

Whilst there was no measurable variation in the perception of safety in public areas during the day observed across the municipality, it is noted that respondents from Dandenong, on average, felt somewhat (3%) less safe than the municipal average.

Respondents from Keysborough and Dandenong both, on average, rated their perception of safety at night at mildly safe levels of less than six out of 10.





There was measurable variation in the perception of safety in public areas at night observed across the City of Greater Dandenong.

Middle-aged adults (aged 45 to 59 years) felt measurably (6%) less safe in public areas at night than the municipal average.

Metropolis Research notes that this is a common result observed across metropolitan Melbourne over many years. This reinforces the fact that these results reflect the perception of safety, rather than any measure of actual safety.

Whilst it is counterintuitive that middle-aged adults would feel the least safe of any age group, they typically record the lowest perception of safety at night scores, reflecting higher levels of safety, policing, and crime related concerns.

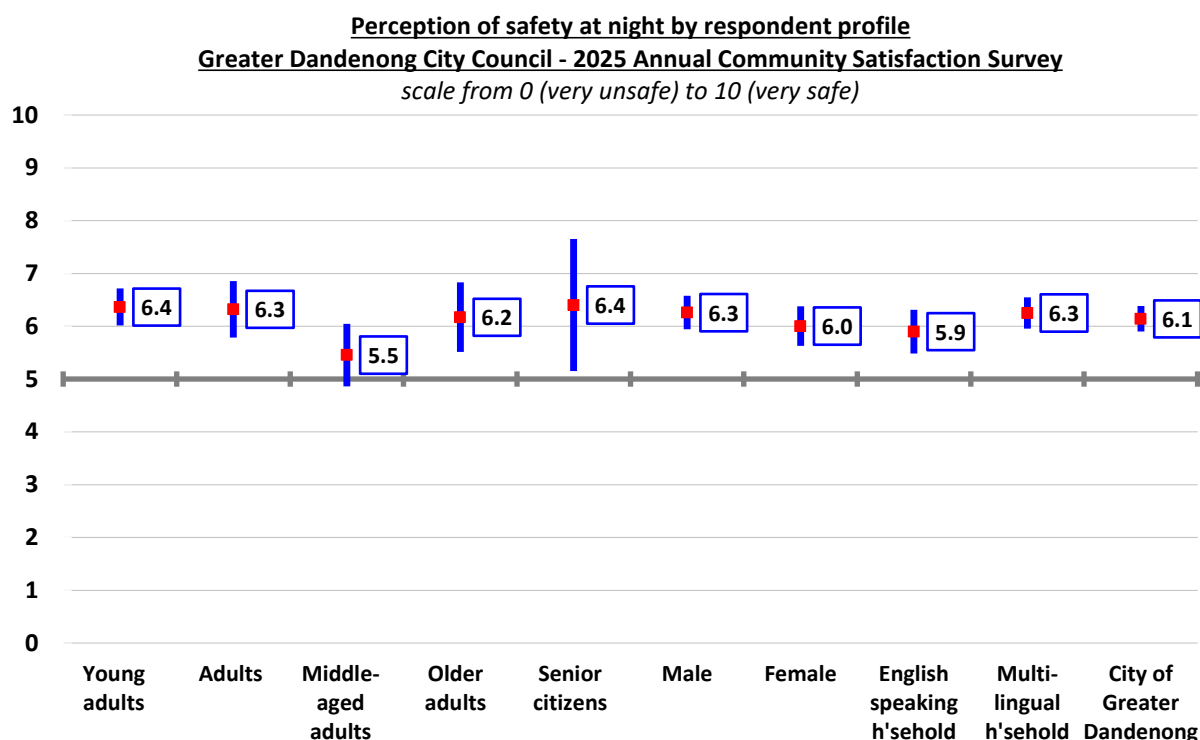
Female respondents, on average, felt three percent less safe than male respondents in public areas at night. This result is towards the lower end of a gender-based gap in the perception of safety at night.

Metropolis Research typically observes that the gender-gap in the perception of safety at night tends to be larger in inner urban municipalities and tends to be lowest out in the growth area and outer urban municipalities. This is not always the case, but as a general guide it has proved reliable over time.

Respondents from multilingual households felt notably (4%) safer in public areas at night than respondents from English speaking households. Metropolis Research again suggests that this result reinforces the perception nature of this question, as it highlights that it tends to be the English speaking community that exhibits the highest levels of concern around safety.



This is despite the fact that respondents from English speaking households were no more likely to raise safety, policing, and crime issues as a top three issue than respondents from multilingual households.



Perception of safety in and around your local activity centres

The perception of safety in and around the respondents' local activity centre was 7.5 out of 10.

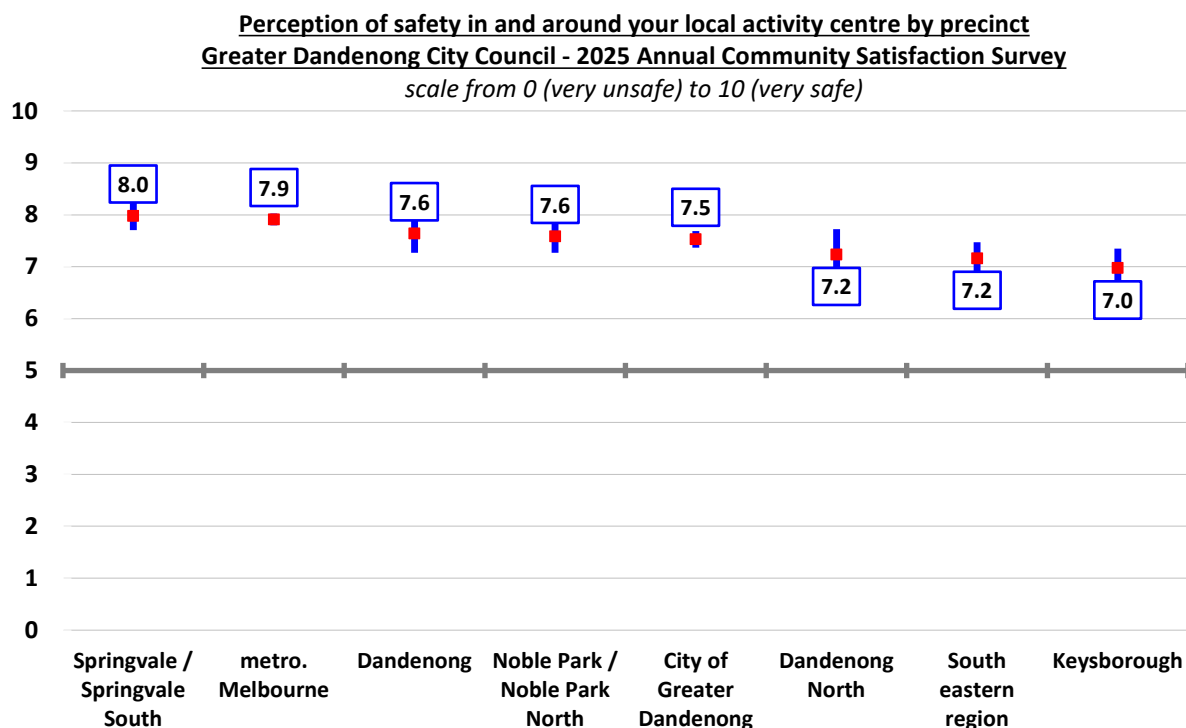
This result was measurably (4%) lower than the metropolitan average.

This comprised 55% of respondents (who provided a score) who felt "very safe" (i.e., rated perception of safety at eight or more), and three percent who felt "unsafe" (i.e., rated perception of safety at less than five out of 100).

There was measurable variation in the perception of safety in and around the local activity centre observed across the municipality, as respondents from Springvale / Springvale South, on average, felt measurably (5%) safer than the municipal average.

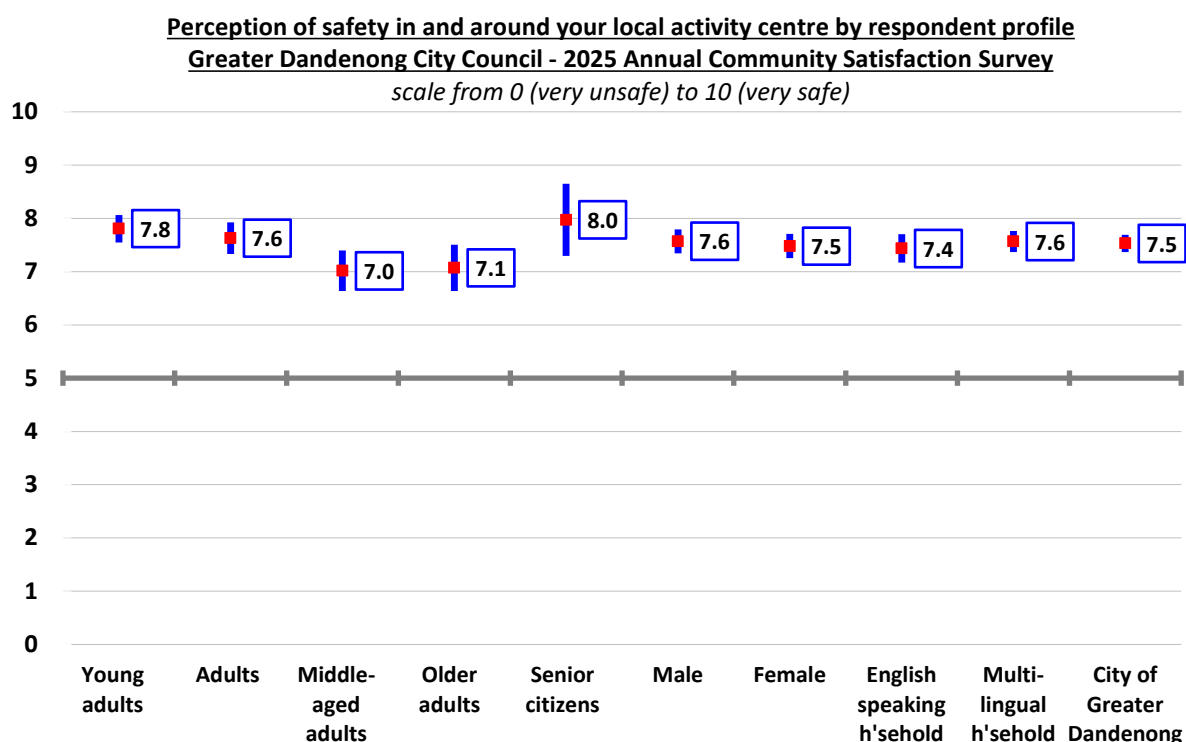
By contrast, respondents from Keysborough, on average, felt measurably (5%) less safe in and around their local activity centre than the municipal average.





There was no measurable variation in the perception of safety in and around the local activity centre observed by respondent profile.

It is noted, however, that middle-aged and older adults (aged 45 to 74 years) felt notably (4% and 5% respectively) less safe than average, whilst senior citizens (aged 75 years and over) felt notably (5%) safer than average. There was no meaningful variation in this result based on the respondents' gender or language spoken at home.



Perception of safety while waiting for or travelling on public transport

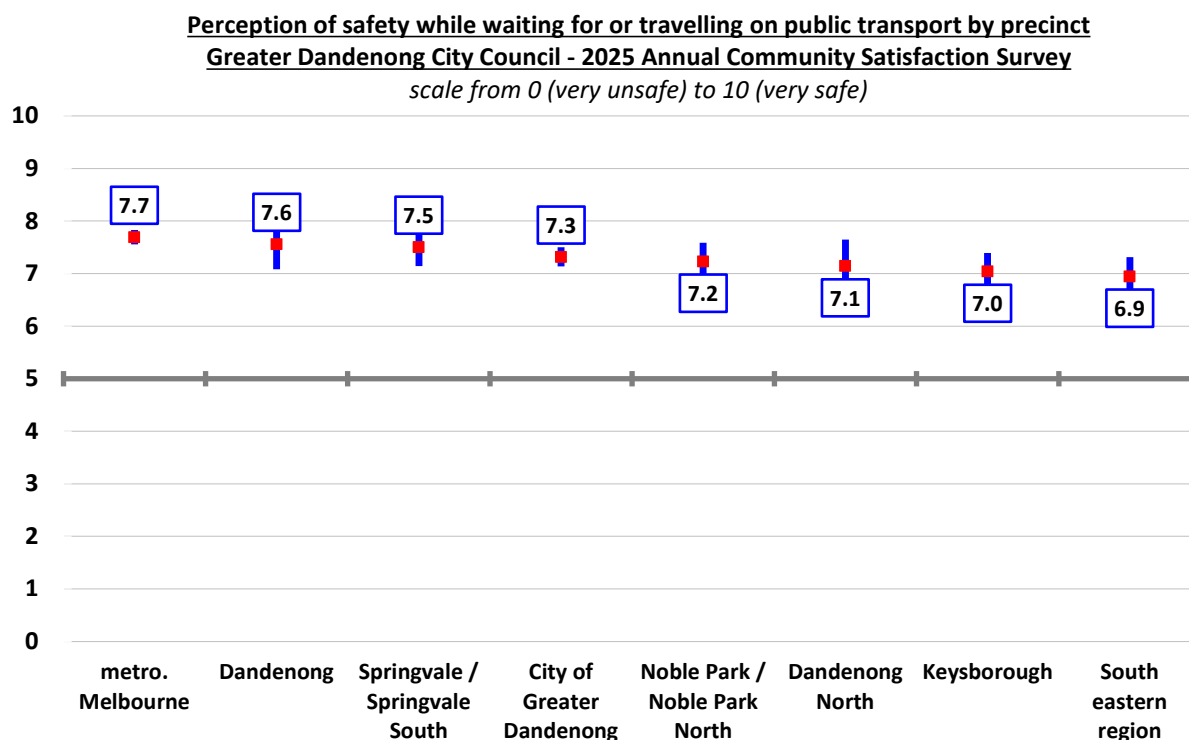
The perception of safety while waiting for or travelling on public transport was 7.3 out of 10.

This result was measurably (4%) lower than the metropolitan average.

This comprised 48% of respondents (who provided a score) who felt “very safe” (i.e., rated perception of safety at eight or more), and five percent who felt “unsafe” (i.e., rated perception of safety at less than five out of 100).

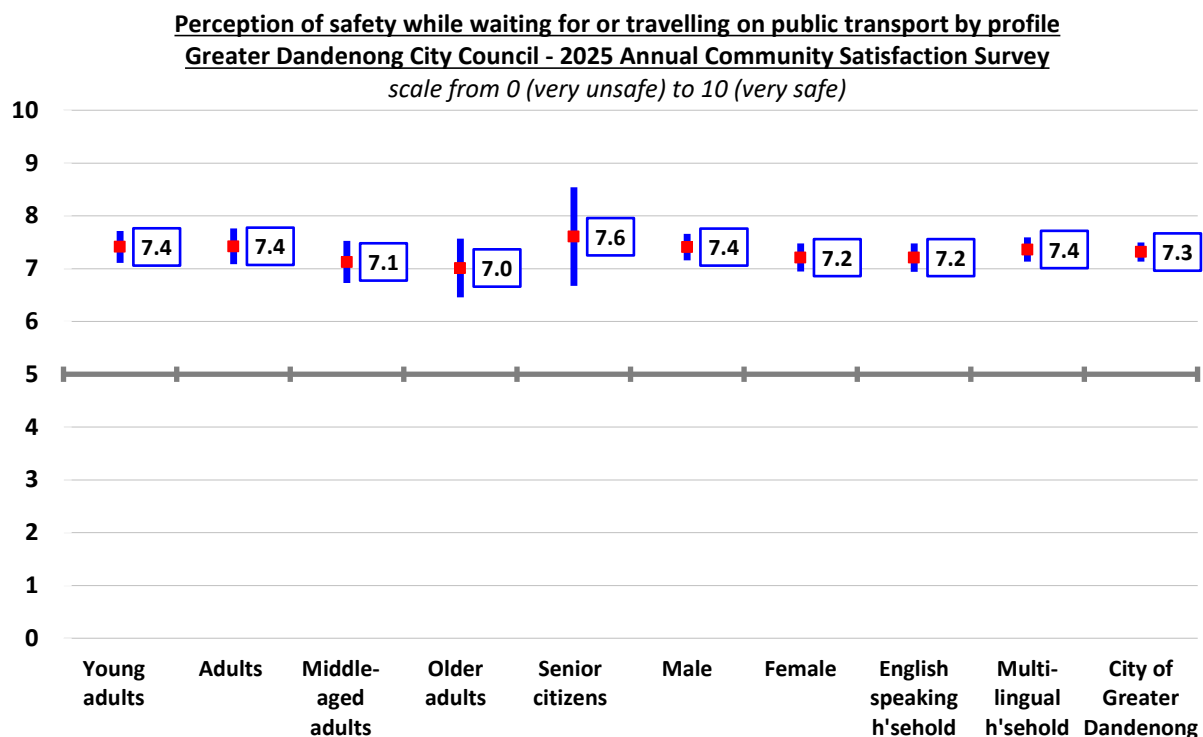
There was no measurable variation in the perception of safety waiting for or travelling on public transport observed across the municipality.

Respondents from Dandenong, however, on average, felt somewhat (3%) safer than the municipal average, whilst by contrast, respondents from Keysborough felt somewhat (3%) less safe than the municipal average.



There was no measurable variation in the perception of safety travelling on or waiting for public transport observed by age structure, although older adults (aged 60 to 74 years) felt somewhat (3%) less safe than average.

Male respondents felt marginally (2%) safer than female respondents, and respondents from multilingual households felt marginally (2%) safer than respondents from English speaking households.



Reasons for feeling less safe

There were a total of 103 comments received from respondents outlining reasons why they felt unsafe in the public areas of the City of Greater Dandenong.

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

The most common reasons why respondents felt unsafe in the public areas of the municipality were related to concerns around various types of people (31 comments), concerns around drugs and alcohol (24 comments), and concerns around / experience of incidents of crime and break ins (16 comments).



Reasons for not feeling safe in the public areas of the City of Greater Dandenong
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of total responses)

Response	2025	
	Number	Percent
People	31	30%
Drugs and alcohol	24	23%
Incidents / break-ins	16	16%
Violence and anti-social behaviour	10	10%
Crime and policing	10	10%
Perception of safety at night and lighting	7	7%
Safety on public transport	2	2%
Traffic safety	1	1%
General perception of safety	1	1%
Being female / elderly	1	1%
Other	0	0%
Total	103	100%

The following table outlines the verbatim responses as discussed above.

Reasons for not feeling safe in the public areas of the City of Greater Dandenong
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
<i>People</i>	
Homeless people	11
Suspicious / unsavoury / sketchy / scary people	7
People with mental health issues	2
A lot of dangerous people in the area	1
Angry	1
Crowd can be pretty intimidating	1
Don't know what other people will do	1
Lot of unwanted people	1
Lots of people gathering	1
Many drunk people there	1
No people around	1
People who don't abide law	1
Rise in homelessness	1
Young people in scooters	1
Total	31



<i>Drugs and alcohol</i>	
Druggies / junkies	17
Scary to walk around with drunk and intoxicated people	2
Junkies in the area and they try to break into cars. They once tried to rob me	1
Rise in drug addicts	1
The look of people and drugs	1
There are junkies sleeping on the side. Throw them out of there	1
Youth drinking alcohol and leaving bottles everywhere	1
Total	24

<i>Incidents / break-ins</i>	
Break-ins / robberies	8
Car got broken into	2
Snatching	2
Breaking into houses nothing changes	1
Cars being stolen	1
Lots of thefts	1
My car got stolen and my neighbour's rego plate	1
Total	16

<i>Crime and policing</i>	
Rise in crime	4
Rate of crime	2
Got many thieves here	1
Police are not putting criminals in jail anymore	1
Police aren't doing anything	1
You hear sirens everyday	1
Total	10

<i>Violence and anti-social behaviour</i>	
Anti-social behaviour	3
Neighbours who are irresponsible. Playing ball near roads	1
People were attacked	1
Some people are noisy and walk around the area	1
There are people attacking while walking on the road	1
Violent people	1
You hear of stabbing	1
Youth drinking alcohol and leaving bottles everywhere and being too loud	1
Total	10



<i>Perception of safety at night and lighting</i>	
Dark, not enough lights	4
Needs more lighting	1
Safety at night	1
Unlit and unmonitored areas	1
Total	7
<i>Safety on public transport</i>	
More lights at bus stop	1
Safety at the bus station	1
Total	2
<i>Being female / elderly</i>	
Being a female	1
Total	1
<i>General perception of safety</i>	
Doesn't matter where you are, it gets unsafe	1
Total	1
<i>Traffic safety</i>	
Speeding in the area	1
Total	1
Total responses	103

Locations where respondents felt unsafe

The following table outlines the 86 locations where respondents felt unsafe.

The most common locations where respondents felt unsafe in the City of Greater Dandenong were around public transport stops and stations (16 comments), everywhere (15 comments), and in and around retail activity centres (11 comments).



Location where respondents feel unsafe
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Location</i>	<i>Number</i>
<i>Public transport and stations</i>	
Dandenong station	5
In and round stations	5
Springvale station	2
Bus stops are dark	1
Noble Park train station car park	1
Sandown Park train station car park	1
Train stations	1
Total	16
<i>Anywhere / everywhere / generally</i>	
Generally	10
Anywhere / everywhere	5
Total	15
<i>Shopping centres</i>	
Shopping centre / area	5
Noble Park shopping centre	2
Car parks of shopping centres	1
Dandenong Plaza	1
Parkmore shopping centre	1
Springvale shopping centre	1
Total	11
<i>Anywhere at night</i>	
Anywhere at night	3
In general, at nighttime	3
Total	6
<i>Roads and streets</i>	
On streets	2
Dandenong roads	1
Going down the street, not sure who you will run into	1
On the way home	1
Total	5



<i>Parks and gardens</i>	
Centium Park	1
Parks	1
Skate Park	1
Springvale Park	1
Total	4
<i>At home / near my home</i>	
At home	1
Near my house	1
Right outside my house	1
Total	3
<i>Car parks</i>	
Carpark	1
Total	1
<i>Specific locations</i>	
Dandenong CBD	5
All over in Noble Park	1
Ames college Noble Park	1
Athol Rd	1
Chandler Rd	1
Coles Dandenong	1
Dandenong Rd petrol station	1
Drum theatre	1
Edinburgh Reserve	1
Endeavour hills	1
Going for runs along Dandenong creek	1
Hemmings St	1
Hume Rd	1
Isaac Rd	1
Lawn Rd	1
Outside library at night	1
Railway Pde	1
Springvale	1
Springvale South	1
Tab areas	1
Violent, homeless people near Aldi in Springvale	1
Total	25
Total responses	86



Sense of community

Respondents were asked:

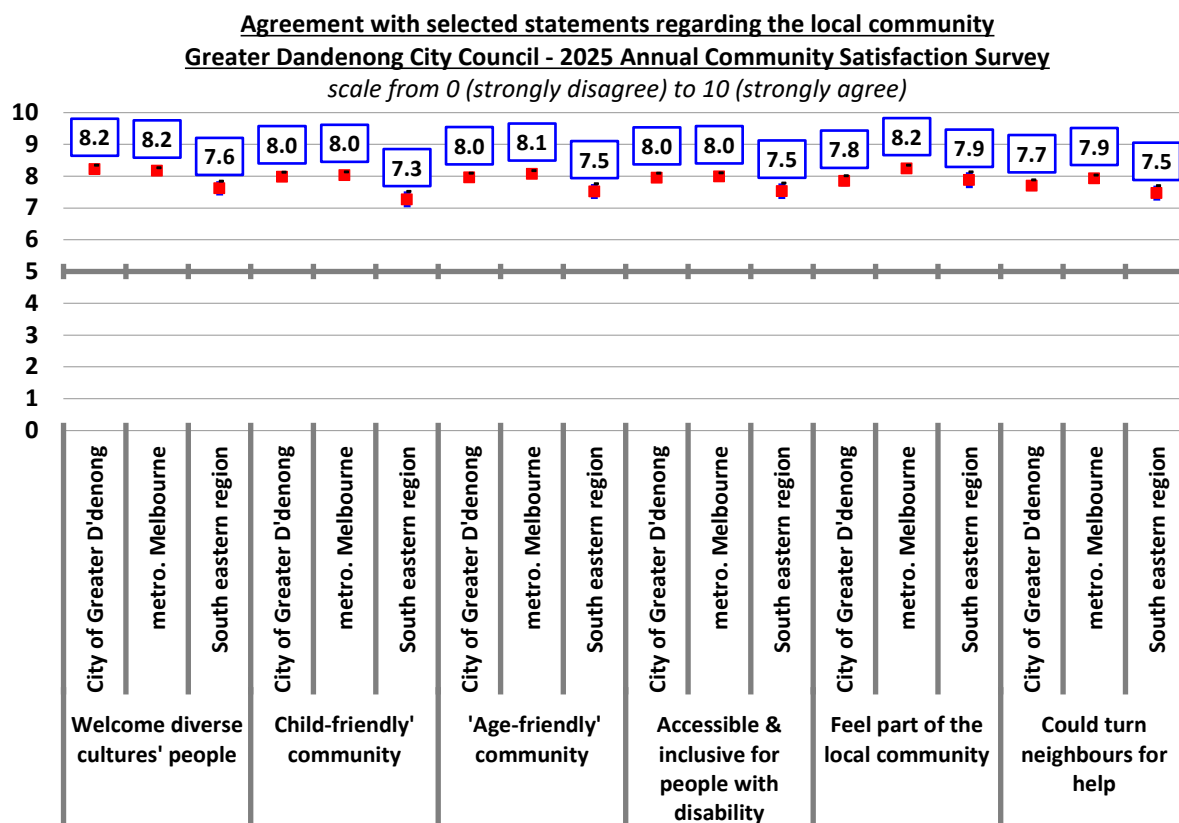
“On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements regarding the local community.”

The average agreement with the six included sense of community statements varied from a “strong” 7.7 out of 10 for having a sense of safety and security in Greater Dandenong, to “very strong” 8.2 out of 10 for Greater Dandenong being a welcoming and supportive place for people from diverse cultures.

When compared to the metropolitan average, as recorded in the 2025 *Governing Melbourne* research, agreement with three of the five measures was similar to the metropolitan average.

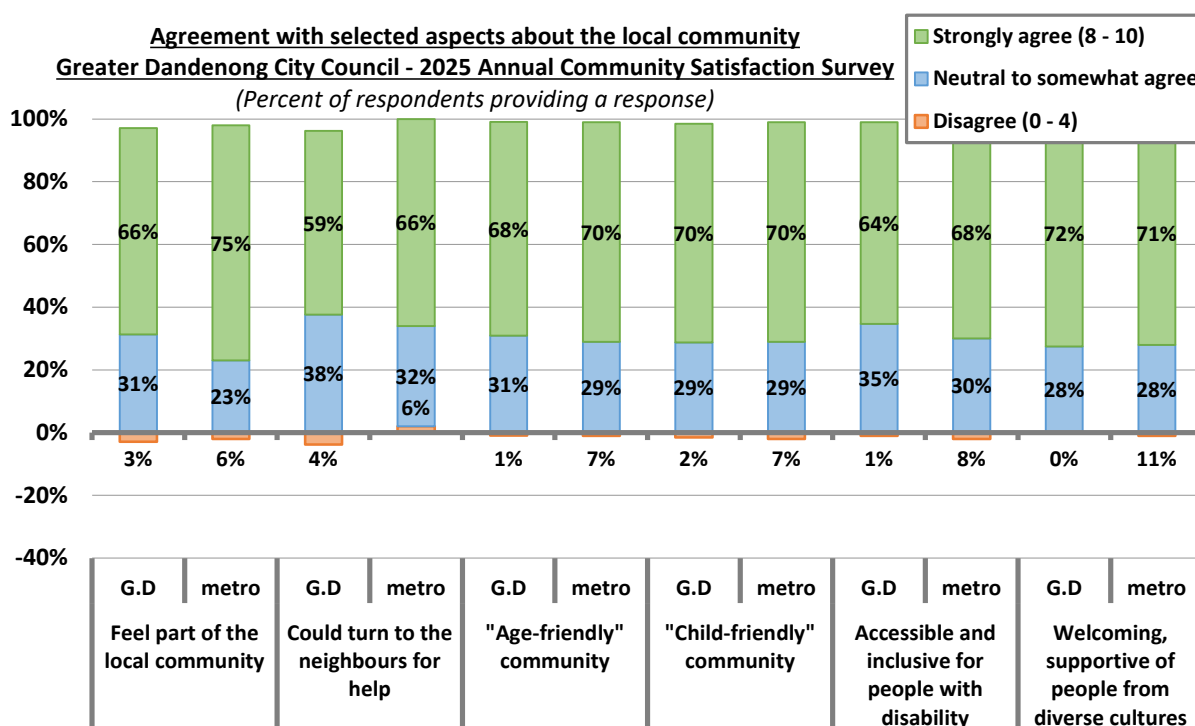
Respondents in the City of Greater Dandenong did, however, were measurably (4%) less in agreement than the metropolitan average that they feel part of the local community, and somewhat (2%) less in agreement that they could turn to the neighbours for help.

Metropolis Research suggests that the lower than metropolitan average agreement that respondents feel part of the local community and that they could turn to the neighbours for help, were both consistent with the measurably lower than average perception of safety in the public areas of the City of Greater Dandenong.



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

Approximately two-thirds to three-quarters of the respondents who provided a score “strongly agreed” with all six statements, whilst less than four percent disagreed with any statement.



I feel part of the local community

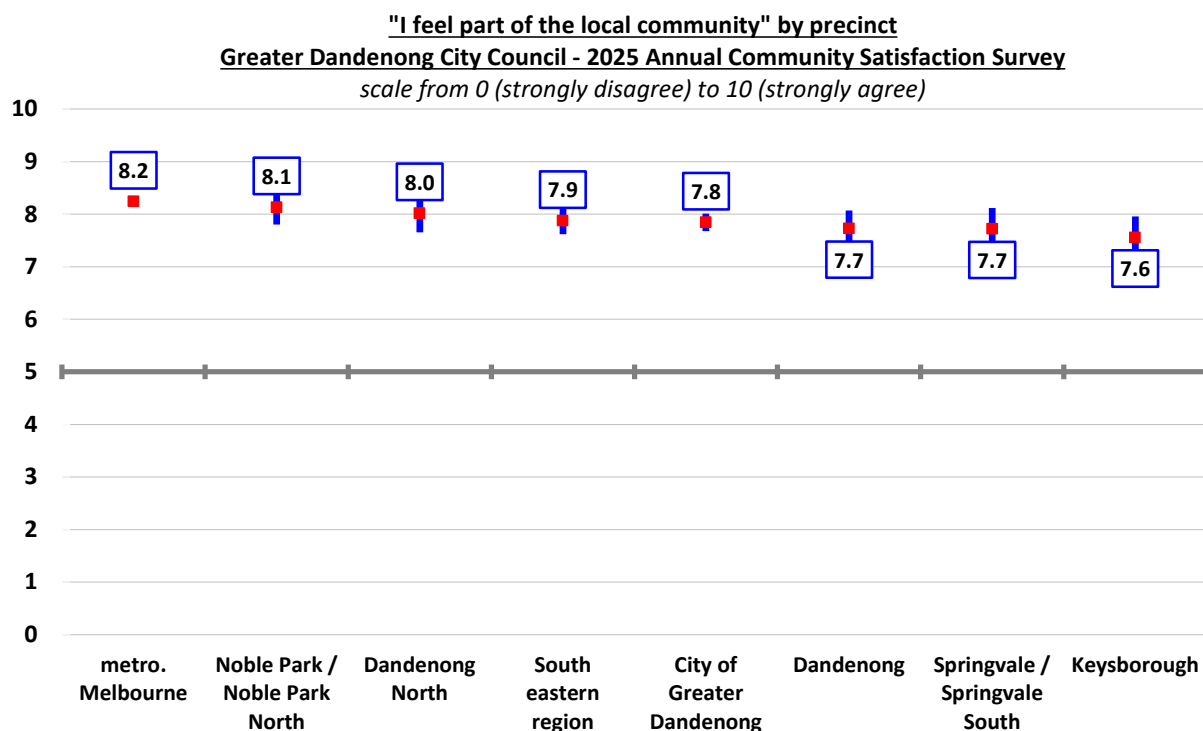
The average agreement that respondents felt part of the local community was 7.8 out of 10.

This result was measurably (4%) lower than the metropolitan average but was almost identical to the southeastern region councils' average.

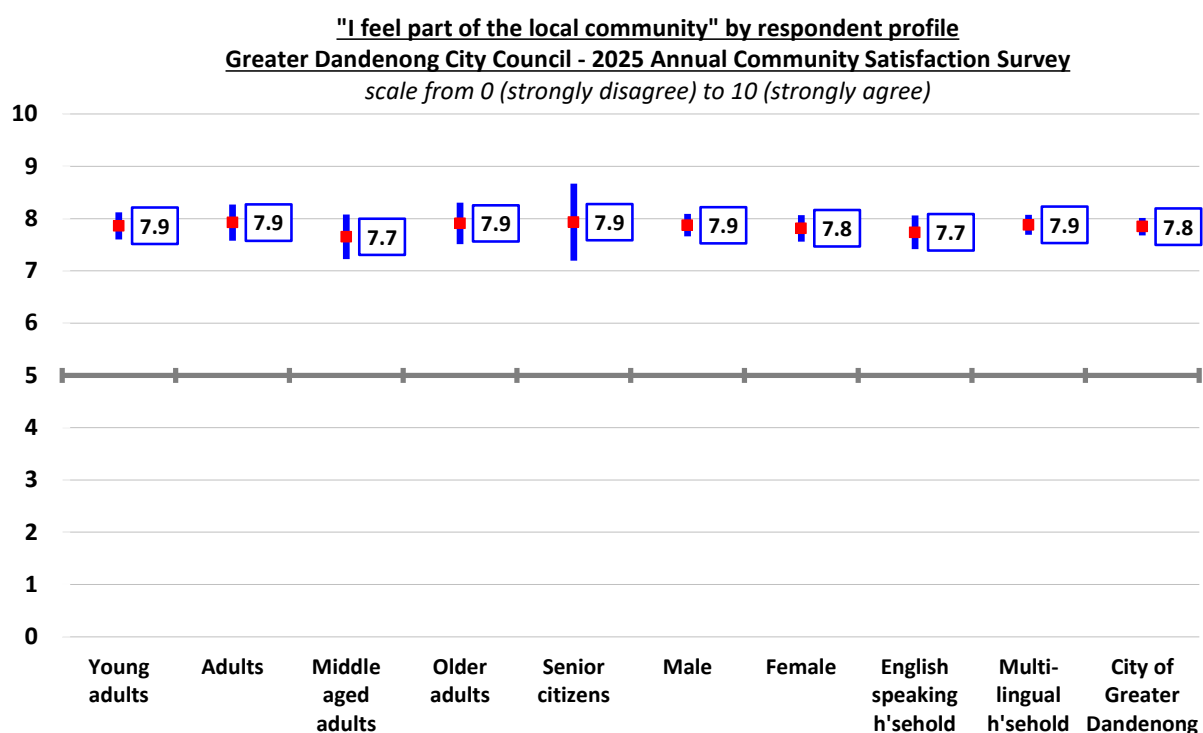
This comprised 66% who “strongly agreed” and three percent who “disagreed”.

Whilst there was no measurable variation in this result observed across the municipality, it is noted that respondents from Noble Park / Noble Park North somewhat (3%) more in agreement than average.





There was no meaningful variation in this result observed by respondent profile, including age structure, gender, and language spoken at home.



In times of need, I could turn to the neighbours for help

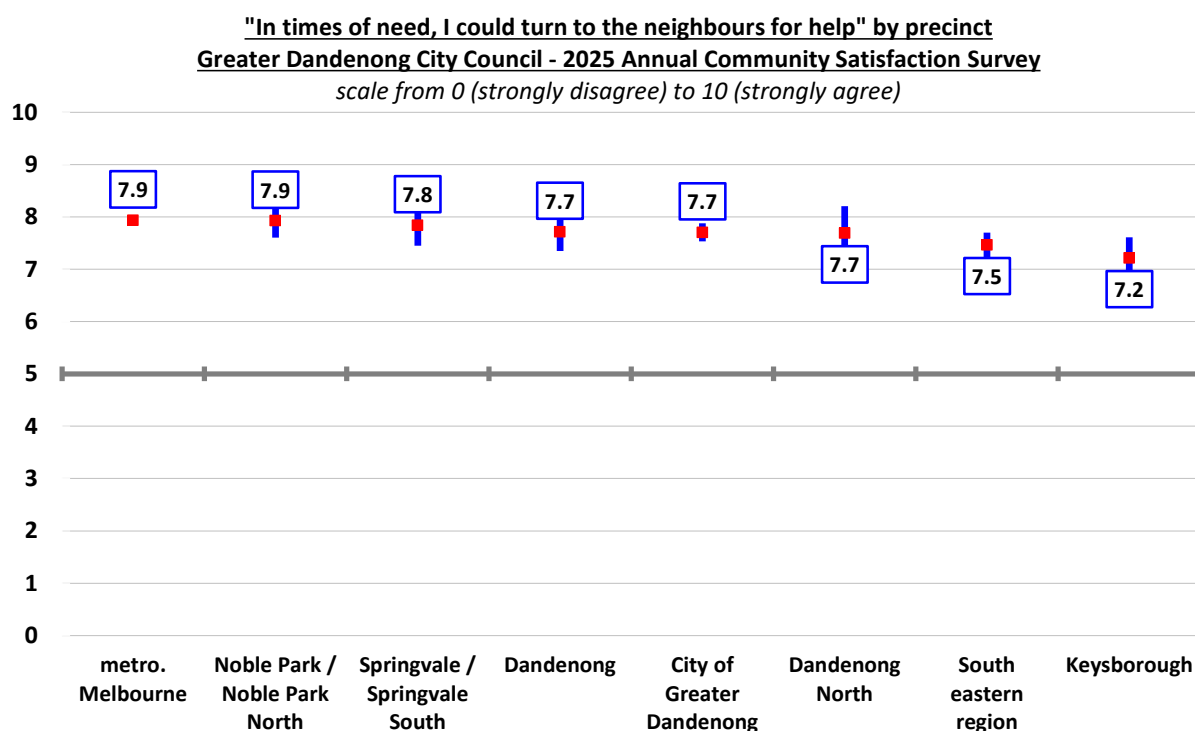
The average agreement that in times of need, the respondent could turn to the neighbours for help was 7.7 out of 10.

This result was somewhat (2%) lower than the metropolitan average but somewhat (2%) higher than the southeastern region councils' average.

This comprised 59% who "strongly agreed" and four percent who "disagreed".

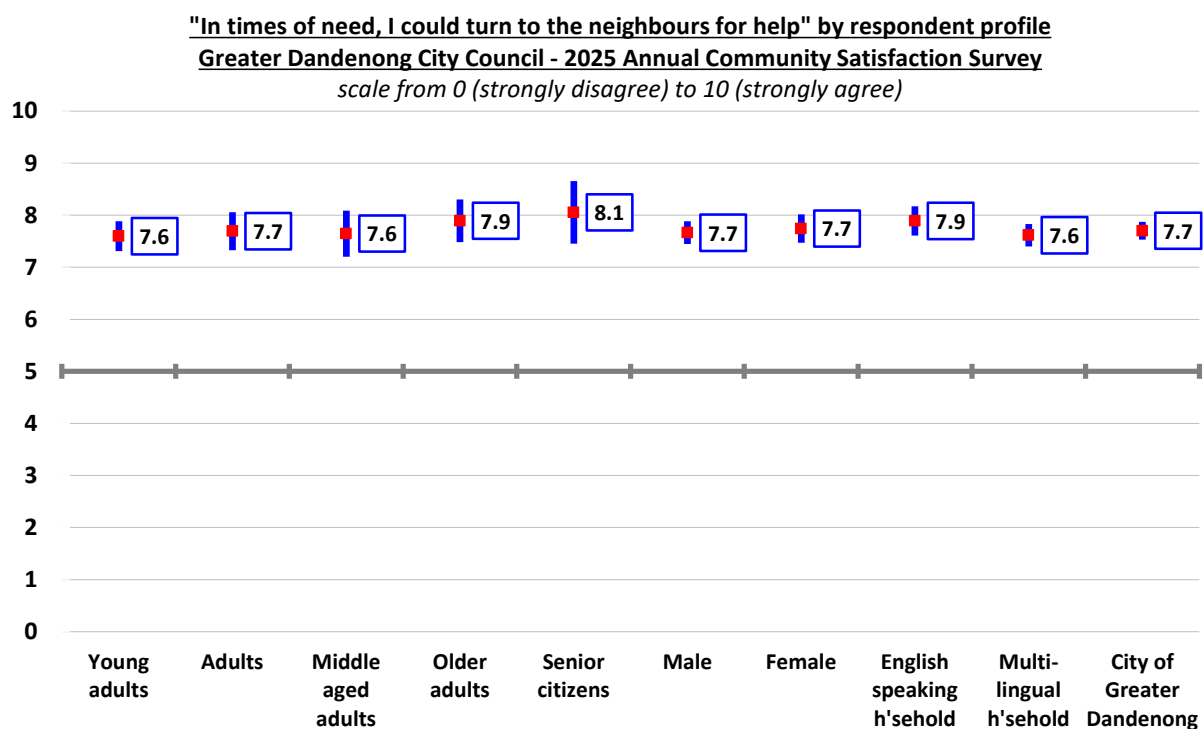
Whilst there was no measurable variation in this result observed across the municipality, it is noted that respondents from Noble Park / Noble Park North somewhat (2%) more in agreement than average.

By contrast, respondents from Keysborough were notably (5%) less in agreement than average, at 7.2 out of 10. This result was measurably and significantly (7%) lower than the metropolitan average.



There was no meaningful variation in this result observed by respondent profile, including age structure, gender, and language spoken at home.





My local community is an 'age-friendly' community

The average agreement that the respondents' local community was an age-friendly community was 8.0 out of 10.

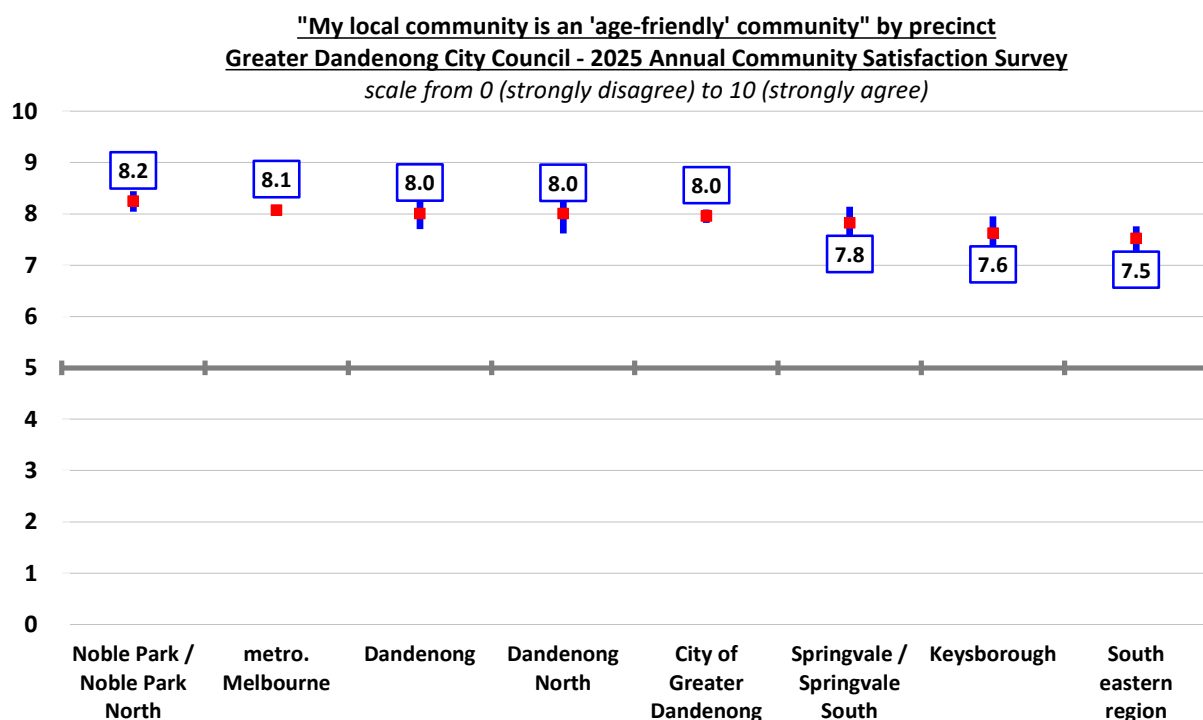
This result was just marginally (1%) lower than the metropolitan average but measurably (5%) higher than the southeastern region councils' average.

This comprised 68% who "strongly agreed" and just one percent who "disagreed".

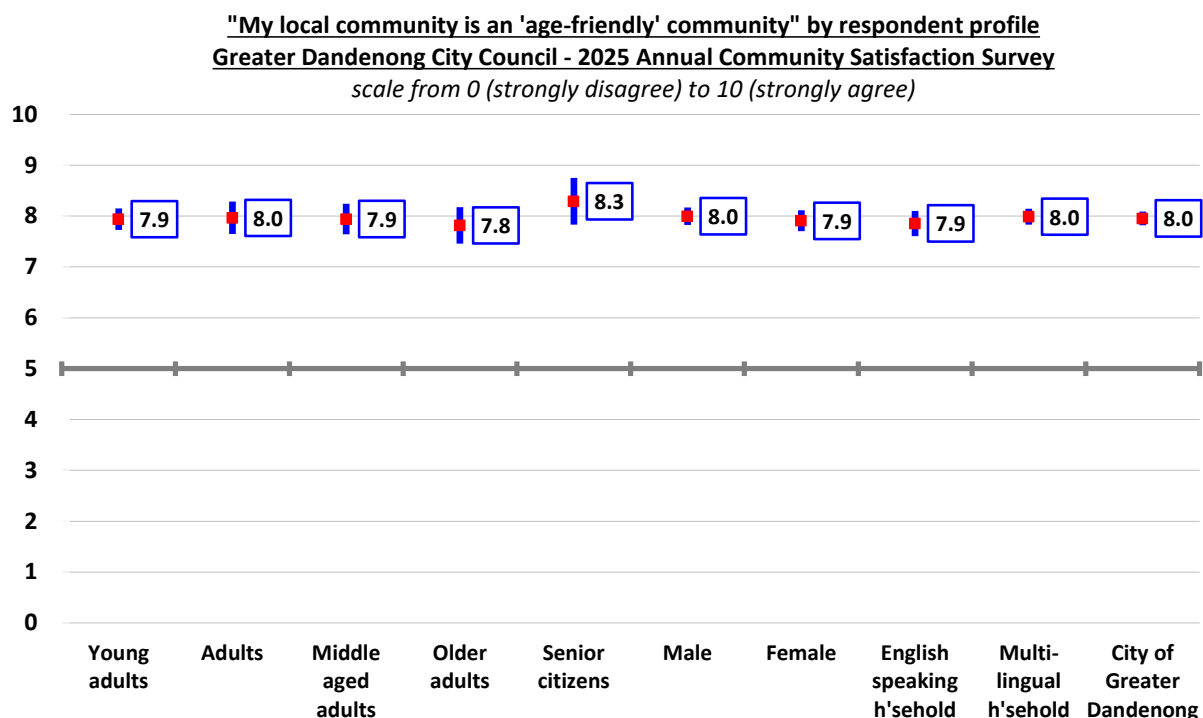
Whilst there was no measurable variation in this result observed across the municipality, it is noted that respondents from Noble Park / Noble Park North somewhat (2%) more in agreement than average.

By contrast, respondents from Keysborough were notably (4%) less in agreement than average, at 7.2 out of 10. This result was measurably (5%) lower than the metropolitan average.





Whilst there was no measurable variation in this result observed by respondent profile, it is noted that senior citizens (aged 75 years and over) were somewhat (3%) more in agreement than the municipal average.



My local community is a 'child-friendly' community

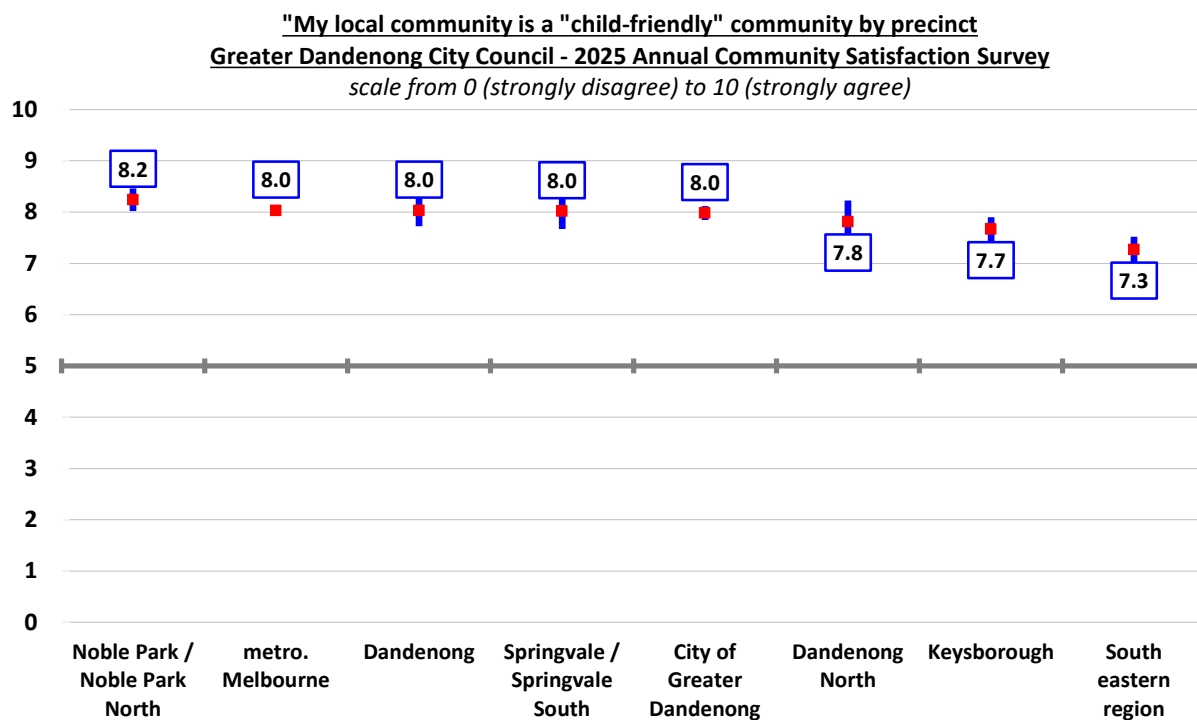
The average agreement that the respondents' local community was a child-friendly community was 8.0 out of 10.

This result was identical to the metropolitan average but measurably and significantly (7%) higher than the southeastern region councils' average.

This comprised 70% who "strongly agreed" and two percent who "disagreed".

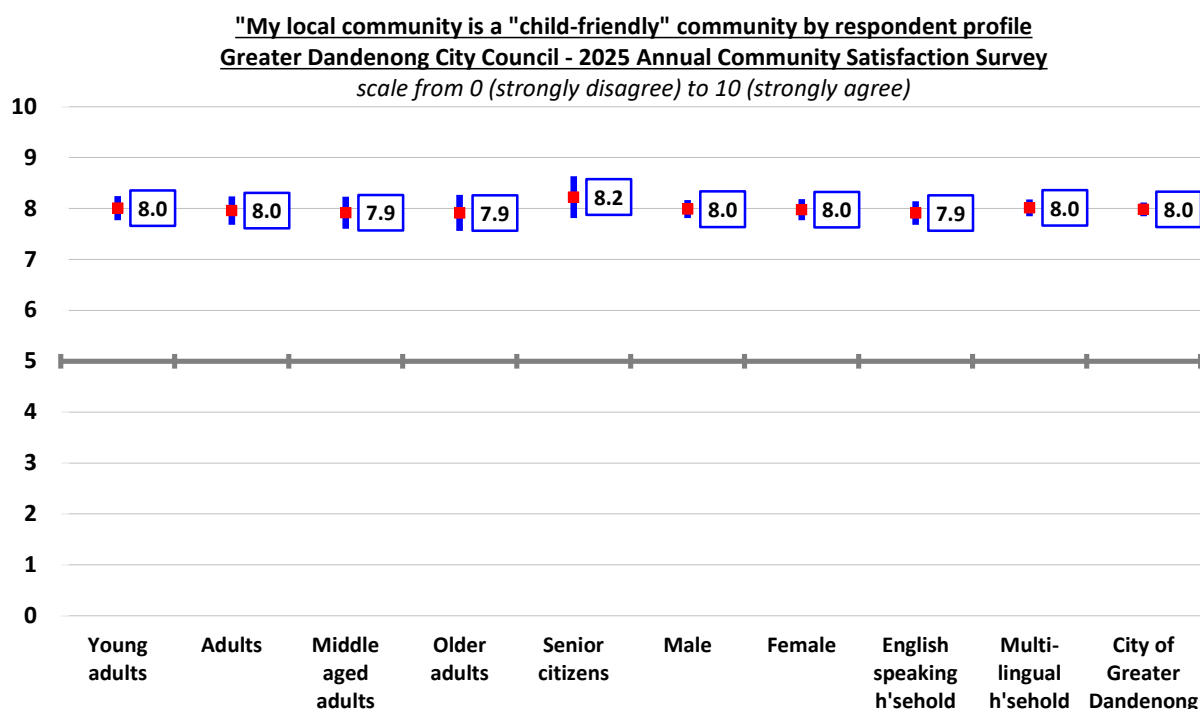
Whilst there was no measurable variation in this result observed across the municipality, it is noted that respondents from Noble Park / Noble Park North somewhat (2%) more in agreement than average.

By contrast, respondents from Keysborough were somewhat (3%) less in agreement than average.



There was no meaningful variation in this result observed by respondent profile, including age structure, gender, and language spoken at home.





My local community is accessible and inclusive for people with disability

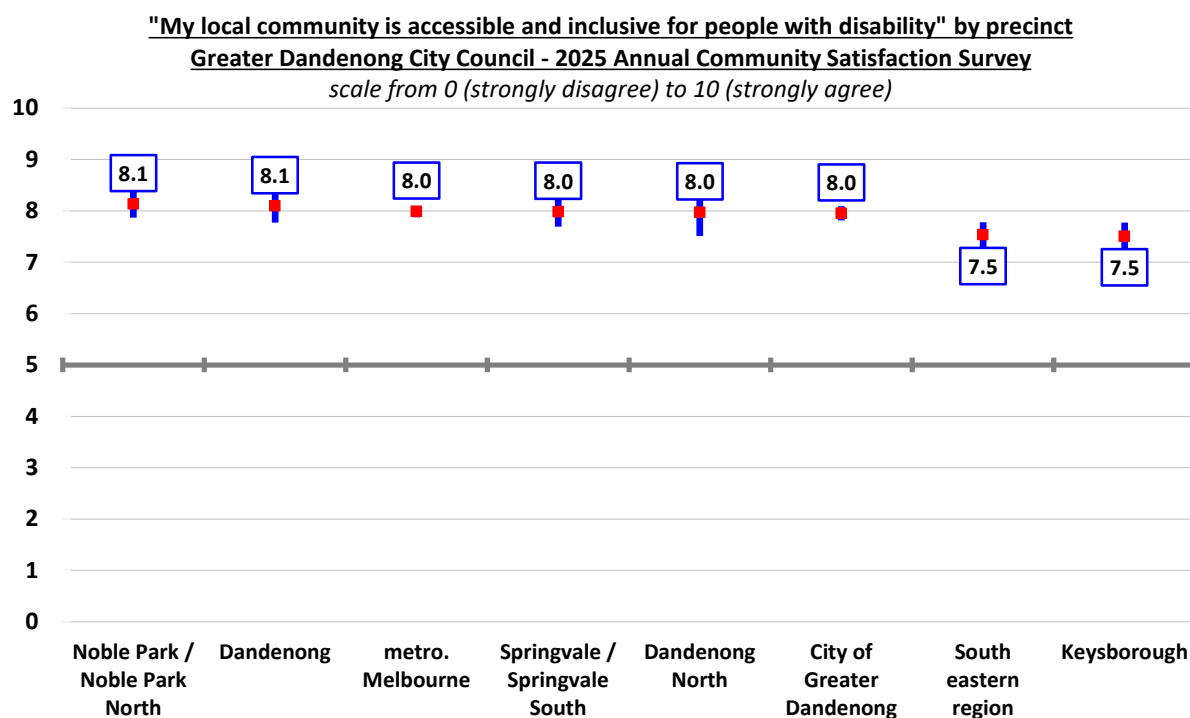
The average agreement that the respondents' local community is accessible and inclusive for people with disability was 8.0 out of 10.

This result was identical to the metropolitan average but measurably (5%) higher than the southeastern region councils' average.

This comprised 64% who "strongly agreed" and one percent who "disagreed".

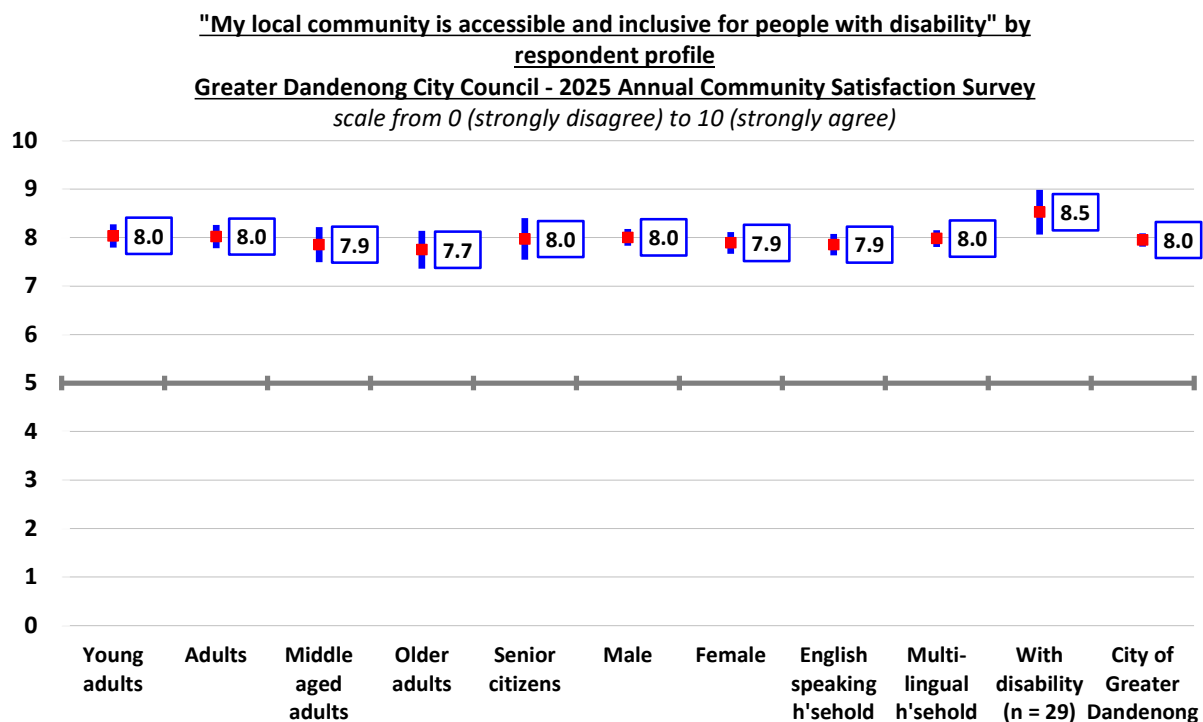
There was measurable variation in this result observed across the municipality, with respondents from Keysborough measurably (5%) less in agreement than average.





There was measurable variation in this result observed by respondent profile, with 29 respondents from households with a member with disability were measurably (5%) more in agreement than the municipal average.

It is also noted, however, that older adults (aged 60 to 74 years) were somewhat (3%) less in agreement than average.



My local community is welcoming and inclusive for people from diverse cultures and backgrounds

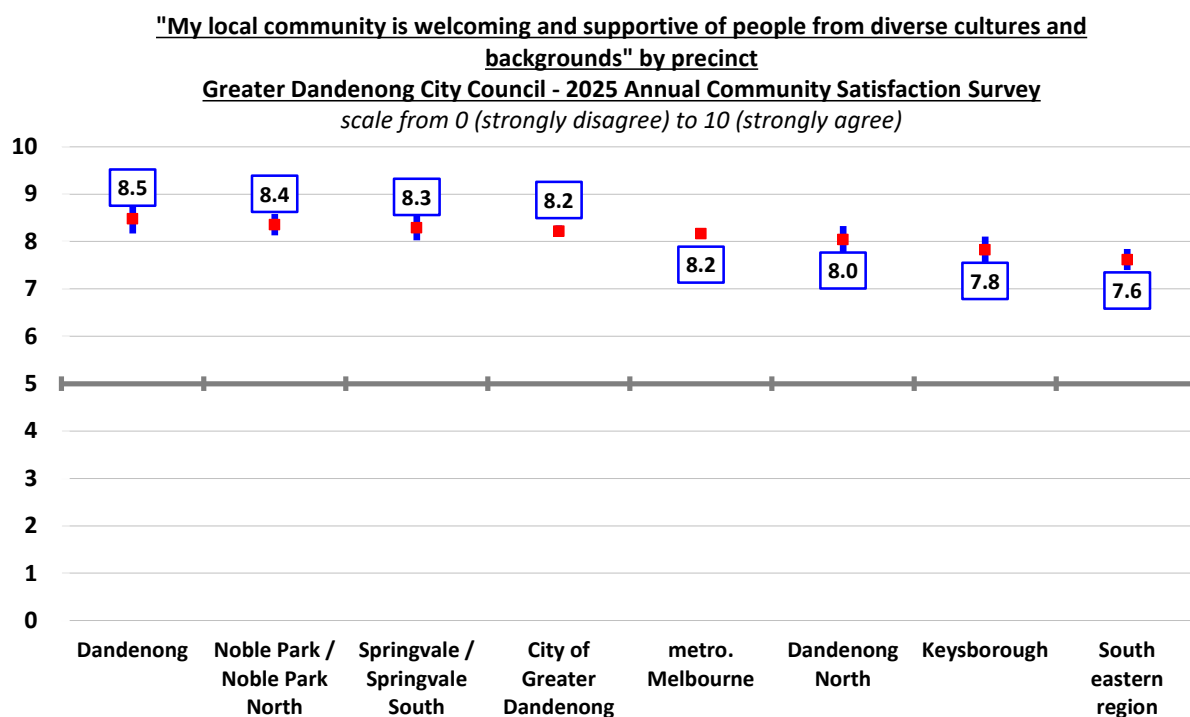
The average agreement that the respondents' local community is welcoming and inclusive for people from diverse cultures and backgrounds was 8.2 out of 10.

This result was identical to the metropolitan average but measurably (6%) higher than the southeastern region councils' average.

This comprised 72% who "strongly agreed" and less than one percent who "disagreed".

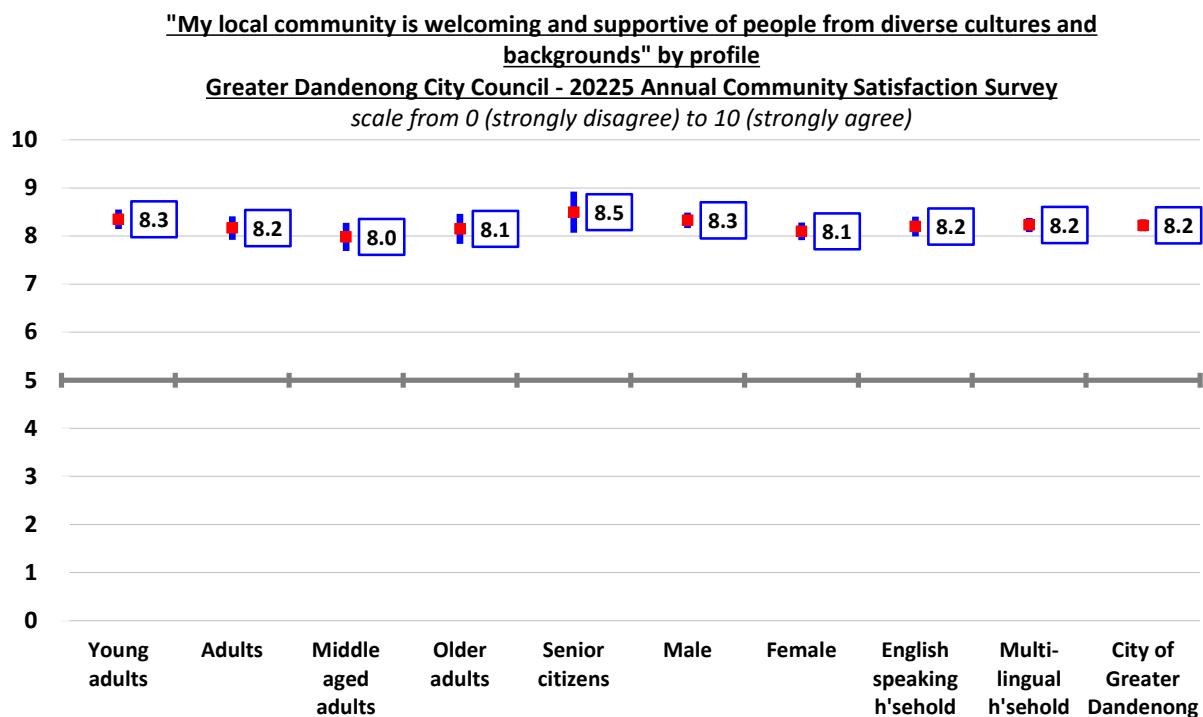
There was measurable variation in this result observed across the municipality, with respondents from Dandenong somewhat (3%) more in agreement than average.

By contrast, respondents from Keysborough were measurably (4%) less in agreement than average.



There was no measurable variation in this result observed by respondent profile, although middle-aged adults (aged 45 to 59 years) were somewhat (2%) less in agreement than average, and senior citizens (aged 75 years and over) were somewhat (3%) more in agreement.





Respondent profile

The following section provides the demographic profile of respondents to the *Greater Dandenong City Council – 2025 Annual Community Satisfaction Survey*.

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

Age structure

The sample of respondents was weighted by age and gender to reflect the 2021 *Census* profile. Metropolis Research notes, however, that the unweighted sample was an extremely solid representation of the underlying age structure, which reflects well on the methodology.

Age structure
Greater Dandenong Council - 2025 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Age	2025 (unweighted)		2025 (weighted)
	Number	Percent	
Young adults (18 - 34 years)	117	29%	39%
Adults (35 - 44 years)	99	25%	20%
Middle-aged adults (45 - 59 years)	83	21%	20%
Older adults (60 - 74 years)	69	17%	14%
Senior citizens (75 years and over)	32	8%	8%
Not stated	2		2
Total	402	100%	402

Gender

The sample was weighted by age and gender to reflect the 2021 *Census* profile.

Gender
Greater Dandenong Council - 2025 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Gender	2025 (unweighted)		2025 (weighted)
	Number	Percent	
Man / Male	209	52%	53%
Women / Female	193	48%	47%
Non-binary	0	0%	0%
Prefer to self-describe	0	0%	0%
Prefer not to say	0		0
Total	402	100%	402

Language spoken at home

The language spoken at home profile of respondents to the survey this year was very consistent with the 2021 *Census* language profile.

The survey included 70% of respondents from households that speak a language other than English at home, compared to the 2021 *Census* which reported that 69% of residents speak a language other than English at home.

This result reflects extremely well on the robust nature of the door-to-door, in-person methodology, and its ability to engage effectively with the diverse local community.

Language spoken at home
Greater Dandenong Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Language	2025	
	Number	Percent
English	121	30%
Vietnamese	37	9%
Hindi	25	6%
Khmer	24	6%
Persian	17	4%
Mandarin	16	4%
Sinhalese	16	4%
Tagalog (Filipino)	11	3%
Greek	11	3%
Tamil	10	2%
Chinese, n.f.d	9	2%
Malay	7	2%
Italian	7	2%
French	6	1%
Indonesian	6	1%
Urdu	6	1%
Arabic	5	1%
Punjabi	5	1%
Burmese	4	1%
Bosnian	4	1%
Cantonese	4	1%
Croatian	3	1%
Gujarati	3	1%
Pashto	3	1%
Spanish	3	1%
Swahili	3	1%
Teluga	3	1%
All other languages (31 separately identified)	33	8%
Not stated	0	
Total	402	100%



Permanent or long-term disability

A total of eight percent of respondents were from households with a member identifying with disability this year. This result was broadly consistent with results observed elsewhere across metropolitan Melbourne in recent years.

Household member with a permanent or long-term disability
Greater Dandenong Council - 2025 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Disability	2025	
	Number	Percent
Yes	31	8%
No	336	92%
Prefer not to say	35	
Total	402	100%

Diverse population groups

A total of 145 of the 402 respondents (36%) identified with at least one of the six diverse population groups.

The most common diverse population group was persons that were culturally or linguistically diverse, with 31% identifying in this way. This result was significantly lower than the proportion of respondents living in households with a member who speaks a language other than English at home. Metropolis Research suggests that the lower identification as culturally and linguistically diverse reflects the nature of the question, rather than language diversity.

Diverse population groups
Greater Dandenong Council - 2025 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Response	2025	
	Number	Percent
Culturally or linguistically diverse	125	31%
Person with disability (<i>inclusive of mental illness</i>)	12	3%
Carer of a person with disability	9	2%
Experiencing financial hardship	6	1%
Aboriginal and / or Torres Strait Islander	3	1%
LGBTIQ+	3	1%
Other	0	0%
Total responses	158	
<i>Respondents identifying at least one response</i>	145 (36%)	

Housing situation

When compared to the 2021 *Census* results, the survey recorded a similar split between homeowner households (66%) and rental households (33%) than was recorded in the *Census*.

It is noted, however, that the survey over-represented respondents from households that reported that they owned their home outright, and under-represented mortgagor households.

It is likely that at least some of this variation reflects respondents identifying as homeowners when they, in fact, have a mortgage.

Housing situation
Greater Dandenong Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Situation	2025		Census
	Number	Percent	Percent
Own this home	190	48%	31%
Mortgage (<i>paying-off this home</i>)	70	18%	32%
Renting this home	130	33%	36%
Other arrangement	8	2%	2%
Not stated	4		1,063
Total	402	100%	51,677



General comments

There was a total of 80 general comments received from respondents this year.

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

The most common issues raised by respondents related to safety and security including crime and drugs (22 comments), along with roads, traffic, and parking (9 comments).

The comments raised in the general comments section reiterate the general themes developed throughout this report, particularly the significant level of community concern around safety and crime in the municipality.

General comments
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of total responses)

Comment	2025	
	Number	Percent
Safety / security / crime / drugs	22	28%
Roads / traffic / parking	9	11%
Council services and facilities	6	8%
Parks, gardens, open spaces and trees	6	8%
Waste management	6	8%
Cleanliness and maintenance of the area	5	6%
Housing availability / affordability	5	6%
General positive comments	4	5%
Neighbour issues	3	4%
Footpaths	2	3%
General negative comments	2	3%
Public transport management	2	3%
Rates and financial management	2	3%
Comments relating to this survey	1	1%
Environment, climate change and bio-diversity	1	1%
Infrastructure	1	1%
Other	3	4%
Total	80	100%

The following table provides the verbatim comments received from respondents.



General comments

Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

Comment	Number
<i>Safety / security / crime / drugs</i>	
Homeless / drunk / drugged people in parks and gardens	2
A store was burned last night	1
Because of the number of drug users near Noble Park Station, I exclusively only use Sandown Park Station	1
Could be dangerous for people to walk around at night	1
Dangerous here, our car gets broken screens and tires	1
Do not feel not safe at night near Noble Park railway station	1
Hear of safety issues on a regular basis	1
Law has to change for better safety for the community. Should be Trump over here not Albanese	1
More police protection in public spaces and Dandenong Plaza	1
Need patrolling for safety, police rounds	1
News of incidents nearby of man pointing a gun to a woman and a child in the park	1
Noble Park is dangerous at night	1
On a personal level, I don't feel unsafe but definitely good to note that crime is common here	1
Safety at night, by myself, don't trust people	1
Safety for women and children	1
Safety in Dandenong is not good	1
Safety in the area	1
Security closer to Mills Creek	1
There is a lot of talk about lack of safety in the area. A store was burned last night. There is car theft in the area.	1
There is car theft in the area	1
What can the Council do about safety? Nothing, they do nothing	1
Total	22
<i>Roads / traffic / parking</i>	
Building a lot of apartments which reduces parking spaces, the more people fewer parking spaces are there and each house consists of more than one car	1
Get rid of speed bumps	1
Neighbours parking in front of house so I can't put my garbage bins out	1
Parking difficulties due to nearby townhouses so we can't park our parking spaces	1
Parking in central Springvale is very bad	1
Parking issues need to be considered seriously	1
Safety at night is not great due to speeding and hoon drivers	1
The junction at Springvale Rd and Dandenong Rd is very dangerous and for newbies the traffic lights may be very confusing	1
Traffic can be bad on school days	1
Total	9



<i>Council services and facilities</i>	
In the nighttime some streets are very dark	1
Drains are not good. It floods and clogs up during rainy seasons	1
Need streetlights on Waranga St	1
No toilet in Sandown Park Station	1
Toilets are very dirty	1
Very few streetlights on Garnsworthy St	1
Total	6

<i>Parks, gardens, open spaces and trees</i>	
Alex Wilkie Reserve is always closed, needs to be opened	1
Cleaner gardens and parks	1
In Tirhatuan park, people smoking and drinking alcohol. From my perspective, they need to separate these things	1
More gardening initiative from Council	1
Put more fruit trees on public spaces	1
Stop cutting trees, we need it for oxygen, rain etc	1
Total	6

<i>Waste management</i>	
Bigger bins are definitely helpful but still we have a lot of uncommon rubbish, so I have to go to Monash to throw them away	1
Greater Dandenong doesn't have a rubbish tip unlike Monash, I would highly recommend Council to have this	1
My green bin was stolen by someone now Council never picks up my new green bin	1
Other areas get two times a year hard rubbish collection but this area only once a year, it is too few	1
Soft plastic recycle program must be brought back	1
There should be a list of materials for what can be recycled and not, there should be more things that can be recycled	1
Total	6

<i>Cleanliness and maintenance of the area</i>	
Clean up the rubbish	1
Cleanliness is ok	1
More rubbish collection near KFC in Dandenong	1
Other people's houses leave hard rubbish on footpath	1
Shopping centre parking is hard to find	1
Total	5



<i>Rates and financial management</i>	
Increasing price of the land	1
It's very hard to find houses to rent, it's very tough, real estates are doing dodgy stuff	1
Rent is very high, have to get wife to do extra shifts	1
Rents are too high, hard to find houses	1
Too many renters	1
Total	5
<i>General positive comments</i>	
Council tries their best, some people can't be helped	1
I see potential and I'm happy with whatever the Council has done so far. It's just that we expect more	1
It has been a good place to live so far	1
Reasonably happy with Council	1
Total	4
<i>Neighbour issues</i>	
Neighbours across the road on Temple Ct Noble Park, make a lot of noise late at night and have several cars parked all the time	1
Neighbours not friendly, not say hi or hello or how are you	1
Please help me solve the issues with the neighbours	1
Total	3
<i>Footpaths</i>	
Higher footpaths damage underneath of the car	1
People are falling, footpaths not good	1
Total	2
<i>General negative comments</i>	
I would like for a translator as well for the survey, it was difficult to convey what I was trying to say	1
We get nothing from the Council, what is the point?	1
Total	2
<i>Public transport management</i>	
Public transport sometimes doesn't run in this area	1
To have seating at bus stops. Upkeep and maintenance of it too	1
Total	2



<i>Rates and financial management</i>	
Council rates do not reflect concession due to name difference with concession card	1
The rates are too high, it's not affordable considering financial conditions	1
Total	2
<i>Comments relating to this survey</i>	
Surveys should be done more frequently; there is a lack of feedback channel to Council	1
Total	1
<i>Environment, climate change and biodiversity</i>	
There is no standard for solar panel cleaning and maintenance	1
Total	1
<i>Infrastructure</i>	
Infrastructure right now is not enough for the next 5 years and then when population grow up will be very bad	1
Total	1
<i>Other</i>	
Need more options for languages relating to voting and website, not everyone knows English and need more language options to understand what's the rules and policies given on the website	1
Racecourse near Sandown Park is very loud whenever they have races, hopefully can have noise control and reduction like sound absorber	1
Happy with answer	1
Total	3
Total responses	80



Appendix One: Reasons for level of satisfaction with Council

The following table outlines the verbatim comments received from respondents as to the reasons why they rated their satisfaction with Council's overall performance at the level they did.

Reasons for rating satisfaction with Council's overall performance at "dissatisfied" levels

Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
<i>Communication, consultation, engagement</i>	
Lack of communication and involvement of the community	2
Council doesn't inform what it's doing for the community and hence trust is also lost	1
Council only communicates during the elections and campaigning and after that there has been no communication between the Council and the community. Council also doesn't inform what it's doing for the community and hence trust is also lost	1
Most of the important stuff they don't listen to people, and they are cooperation for profit	1
Need to use online forums and Facebook groups more often	1
The Council doesn't keep the community informed and there is very little information shared between the Council and community	1
There is limited communication and information sharing from the Council and we are not informed	1
They are disconnected with the local community, especially the young people	1
They don't listen to rate payers	1
Total	10
<i>Council governance, management, performance</i>	
Good job and no responsibility. I am not happy with the Council	1
No trust in the Council	1
Total	2
<i>Rates and financial management</i>	
Rates keep going up	1
We pay enough rates for service, but they do nothing	1
Total	2
<i>Council services and facilities</i>	
Homeless people anywhere	1
Total	1

<i>Traffic / roads</i>	
Roads are full of potholes	1
Total	1
Total dissatisfied responses	16

Reasons for rating satisfaction with Council's overall performance at "neutral" levels

Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Communication, consultation, engagement</i>	
Because they don't share any information	1
Don't conduct meetings and no input is taken from residents	1
General things are okay, not much communication with them	1
They go with selective groups and ethnic groups, and they don't cover everyone	1
Total	4
<i>Council services and facilities</i>	
Some services are okay	1
They can do better like libraries	1
They can do better like more activities	1
They can do better like more lights	1
Total	4
<i>Generally negative statements</i>	
Could do better	1
There are some issues that need to be dealt with	1
They barely do anything	1
They need to improve	1
Total	4
<i>Generally neutral statements</i>	
I don't get involved with the Council	1
Just neutral	1
The Council is not bad	1
Total	3



<i>Rates and financial management</i>	
Expensive Council rates	1
Rates are too high	1
We have no idea where money is going	1
Total	3
<i>Roads / traffic / parking</i>	
Road maintenance	1
Streetlights	1
Total	2
<i>Safety / security / crime</i>	
Lack of safety	1
Need to do more about crime	1
Total	2
<i>Cleanliness and maintenance of the area</i>	
Overall maintenance of the area	1
Total	1
Total neutral responses	23

Reasons for rating satisfaction with Council's overall performance at "satisfied" levels
Greater Dandenong City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Generally positive statements</i>	
Good / great / fine / excellent / perfect	30
Happy / satisfied	14
This is a good area	5
Good performance of Council	4
My area is peaceful / quiet	2
They are doing their best	2
We have just moved here but it has been good	2
Based on my usage and family, we are happy	1
Because I think it always being improved	1
Council has been performing well but we expect more	1



General good impression	1
I'm satisfied with my engagements	1
It is generally on the good side	1
Just feeling 8/10	1
Smooth experience with Council	1
Springvale is beautiful	1
The area is pretty tough, but Council does good	1
There is a lot that is done	1
They are good in some things	1
They deserve it	1
They try to work hard to improve to make it peaceful	1
Things seem to be working fine	1
Total	74

Generally neutral statements

No complaints / issues / problems	16
Council is ok / average / not too bad	12
No particular reason	4
There are good and bad things about the Council this is an average	3
Haven't seen anything bad around here	1
I can't say I am unhappy with anything. It is alright	1
I have not had any trouble with them	1
It's my gut feeling	1
No bad news	1
Nothing against the Council	1
So far so good and smooth	1
Some things that can't be controlled	1
They can't be perfect	1
Total	44

Council services and facilities

Council services are good	10
A lot of community activities are present here	1
Council works for the people	1
Drainage is not good	1
Good community service and good library	1
Hopefully they are going to provide us services for the rates we pay	1
I am all happy with Council services	1
I like their service and it's excellent	1
Improvement in public toilets	1
Just overall performance based on their service	1
More things should be done for old people	1
Need more of efficient street lighting	1
Not many activities compared to other Councils	1
Quick service	1
Some of the streets are not well lit	1
Springvale Community Hub and library is best thing	1



The MCH called and monitored us, it's good	1
They are good with basic facilities	1
They are on time for fixing footpaths and roads	1
Total	28

Generally negative statements

Room for improvement / could be better	18
Could do a bit more	2
However, they are not perfect	1
I personally don't feel like getting involved with them anymore	1
I'm not happy with few things	1
It's not perfect	1
Some field they need more work	1
There's always a lack of consistency from their side	1
They are not very helpful	1
Things that need to be implemented by Council is a lot	1
Total	28

Communication, consultation, engagement

I haven't seen / heard a lot	3
Communication with Council is good	2
I have not interacted with the Council much	2
They do keep us informed	2
Council is not very visible	1
Council newspaper is good	1
During campaigning they are seen and afterwards they are not seen and not much involvement with the community	1
I don't know exactly what Council doing	1
It is because the long waiting time for contacting Council	1
Need to speak to the public more, need to listen more, especially to the multicultural people	1
No engagement with the community	1
Not enough communication	1
There is not a lot of visibility for the work done	1
There's always a lack of communication too	1
They are very open to involving the community	1
Total	20

Roads / traffic / parking

The road surface needs to be improved	2
Traffic management needs to be taken care of / managed better	2
Car parking needs to be fixed	1
Cars parked on driveway, can't take wheelchairs	1
During night it's always too noisy from neighbours and a lot of vehicles are parking on the court informed the Council many times still the same	1
Hit and miss in certain areas such as roads need improving	1



I see so much speeding and they don't do anything about	1
Minus 1 point for issues with roads but otherwise good	1
More parking spaces in Aberdeen Dr	1
Not enough thought in parking	1
Not too much traffic	1
Only concern is ensuring enough car parking while planning	1
Road maintenance	1
Road services	1
Roads are ok	1
Some roadworks take longer than expected	1
The road works are good	1
Unauthorised car parking	1
Total	20

Rates and financial management

Council rates are way too expensive	3
Need cheaper rates	2
Rates keep increasing	2
After more money	1
Council rates are expensive for pensioners	1
Council rates kept going up but cannot see Council services are getting better	1
Rate has increased every year; we can't control it	1
Very less return of whatever rates we pay	1
Total	12

Responsiveness

Council is very responsive towards problems	6
Immediate response	2
The Council doesn't respond well	1
They are willing to receive any concerns and act upon it	1
Whatever I've asked them to do they have done it	1
When I go talk to people, they say things were not done after approaching the Council	1
Total	12

Safety / security / crime

I feel safe	5
Council works for people's safety	1
Crime rates increase in Dandenong	1
I have safety concerns	1
Need to manage people	1
People stealing	1
Safety is the reason why I rate lower than 10	1
Some crime	1
Total	12



<i>Cleanliness and maintenance of the area</i>	
Need more cleaning and maintenance of public areas	2
They manage the Council areas well	2
Just rubbish around need to be clean up	1
Not really clean	1
They clean up well	1
They do their best regarding cleaning	1
They look after the area. They maintain it very well and homely and liveable	1
They make it look nice and stuff	1
Total	10

<i>Council governance, management, performance</i>	
I quite don't understand few decisions they make	1
Keep changing regulations	1
Needs more transparency in what they stand for	1
Needs to be more proactive	1
There are no opportunities for the community to gain trust from the Council	1
They are don't their jobs, but I'm not fully satisfied	1
They are focusing on less important things	1
They do their jobs; a lot of Councillors are not from Dandenong	1
They seem to fight each other so I'm fed up. Get some new blood in	1
You can see their influence on the community	1
Total	10

<i>Parks, gardens, open spaces and trees</i>	
Doing pretty good with parks and playgrounds	1
Not enough thought in planning the park	1
Parks are good	1
Plant more street trees	1
Regularly pruning of trees	1
The green area needs to be looked after	1
The only issue was with my tree. Nothing gets done about its other things are fine	1
Total	7

<i>Waste management</i>	
Bins get collected every week	1
Sometimes the rubbish collection is late	1
Weekly rubbish collection is good	1
Total	3

<i>Environment and climate change</i>	
Council encourages us to buy solar panels, but they don't advise us how to maintain	1
Council needs to invest more on long term sustainable energy	1
Total	2



<i>Infrastructure</i>	
Good maintenance of infrastructure	1
There is a need for improvements in maintaining infrastructure	1
Total	2
<i>Planning, housing, development</i>	
Planning permit takes a really long time	1
Total	1
<i>Public transport</i>	
The bus and trains are clean, just a few adjustments are good	1
Total	1
<i>Other</i>	
Council is ok but lose a lot to Glen Waverley	1
Lot of homeless	1
Quite local, not much tourism etc. so not much expansion except for locals	1
There is a lot of diversity in the area	1
Total	4
Total satisfied responses	290
Total responses	329



Appendix Two: survey form



Hi my name is _____ from Metropolis Research and I am here on behalf of Greater Dandenong City Council.

Council is currently doing its annual Community Satisfaction Survey. This is an opportunity for you to provide feedback on council's programs and services, as well as issues that are important to you.

Council will use the survey results to help improve its services to the community.

The survey will take approximately 15 mins to complete, is completely confidential and voluntary.

1

Have you contacted Greater Dandenong City Council in the past 12 months?

Yes (*continue*)

1

No (*go to Q.4*)

2

If Yes, what was the reason for contacting Council?

2

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

Visit in person

1

Snap Send Solve App

7

Telephone (*during office hours*)

2

Social media (*e.g. Facebook*)

8

Telephone (*after hours service*)

3

Directly with a Councillor

9

Mail

4

Live chat

10

Email

5

Other (specify) _____

11

Submitted form via the website

6

3

Was this your preferred method of contacting Council?

Yes

1

No

3

If not, why did you use that method?

4

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 Council?

1. The provision of accurate information or referral to a relevant officer	0	1	2	3	4	5	6	7	8	9	10	99
2. The speed and efficiency of service	0	1	2	3	4	5	6	7	8	9	10	99
3. Courtesy and professionalism of staff	0	1	2	3	4	5	6	7	8	9	10	99
4. How easy it was to interact with Council and get what I needed	0	1	2	3	4	5	6	7	8	9	10	99
5. Overall satisfaction with the customer service experience	0	1	2	3	4	5	6	7	8	9	10	99

If any aspect rated 6 or less, what could have been improved upon?

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. Maintenance and repair of major arterial roads and highways (managed by VicRoads)	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
<i>If satisfaction rated less than 6, are there any specific roads of concern?</i>													
2. Maintenance and repair of sealed local roads (managed by Council)	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
<i>If satisfaction rated less than 6, are there any specific streets or roads of concern?</i>													
3. Drains maintenance and repairs	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. Footpath maintenance and repairs	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. Maintenance and appearance of public 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
6. Litter collection in public 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
7. Maintenance and cleaning of strip shopping 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
8. Management of illegally 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
9. Management of graffiti	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. 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
11. Street lighting	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. Street sweeping	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. Regular 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
14. Regular fortnightly recycling	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. Fortnightly food and 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
16. Provision and maintenance of parks and gardens	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

17. Town Planning policies	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. Animal management	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. Local traffic management	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. Parking 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
21. Provision of parking facilities / 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
22. 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
23. Council's regular magazine <i>Greater Dandenong Council News</i>	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. Council's activities promoting local economic development	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. Council activities promoting / supporting tourism	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. Council's emergency 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

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 only if you or a family member has used that service in the past 12 months.

(Survey note: Ask importance, then use, then satisfaction only if service has been used in last 12 months)

1. Bookable hard rubbish 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
2. Local library services	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Council's website	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. Public toilets	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. Sports ovals and other outdoor sporting 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
6. Recreation centres and / or aquatic centres (including swimming pools)	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. Bike and shared paths (both on-road and off-road and including shared paths)	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 and maintenance of playgrounds	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. Waste Recovery Centre (the Tip)	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. Services for children from birth to 5 years of age (e.g. Maternal & Child Health, 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
11. Services for youth (e.g. School holiday programs, Council recreation 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
12. Family support services (e.g. supported and community playgroups, and parenting 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
13. Services for people with disability	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. Support services for people experiencing disadvantage	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. Services for older people (e.g. home maintenance, meals, in home support, social support groups and personal care)	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. Community centres and halls	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

17. Council festivals and 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	
18. Provision of arts and cultural venues, spaces, and 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	
19. Provision of arts and cultural events, programs and 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	
20. Planning and / or building permits	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	

5/6a

What are the reasons why you were dissatisfied with any of the above services and facilities?

Service: _____	
Service: _____	
Service: _____	
Service: _____	
Service: _____	
Service: _____	

7

On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with each of the following?

1. Council's community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	99
2. The opportunities offered by Council to engage or be consulted with on Council decisions	0	1	2	3	4	5	6	7	8	9	10	99
3. Council's representation, lobbying, and advocacy on behalf of the community	0	1	2	3	4	5	6	7	8	9	10	99
4. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	99

7

5. Council's performance informing the community	0	1	2	3	4	5	6	7	8	9	10	99
6. Council making decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	99
7. Council's performance maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	99
8. Council's performance providing "value for money"	0	1	2	3	4	5	6	7	8	9	10	99
9. That Council has a sound direction for the future	0	1	2	3	4	5	6	7	8	9	10	99
10. Council meeting its responsibilities towards the environment	0	1	2	3	4	5	6	7	8	9	10	99

8

And on the same scale, please rate your satisfaction with the performance of Greater Dandenong City Council across all areas of responsibility.

1. Overall performance	0	1	2	3	4	5	6	7	8	9	10	99
Why did you rate satisfaction at that level?												

9

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

Issue One:												
Issue Two:												
Issue Three:												

10

On a scale of 0 (lowest) to 10 (highest) can you please rate your satisfaction with the following aspects of planning and development in your local area?

1. The appearance and quality of newly constructed developments in your area	0	1	2	3	4	5	6	7	8	9	10	99
2. The size, height, and setbacks of buildings being developed	0	1	2	3	4	5	6	7	8	9	10	99
3. The design of public spaces	0	1	2	3	4	5	6	7	8	9	10	99
4. The protection of local heritage	0	1	2	3	4	5	6	7	8	9	10	99
<i>If any rated less than 6, please identify your concerns and / or examples of developments:</i>												

11

If Council was going to get in touch with you to inform you about Council news and information and upcoming events, what are all the ways that you would prefer Council communicate with you?

(please select as many as appropriate)

Advertising in the local newspaper	1	Council website	5
A Council newsletter delivered to your letterbox	2	A text message	6
A Council newsletter emailed to you	3	Social media	7
A Council newsletter as an insert in newspaper	4	Other (specify): _____	9

And if you had to choose the one BEST method, what would that be?

12

On a scale of 0 (not concerned at all) to 10 (extremely concerned), how concerned are you about climate change?

1. Climate change	0	1	2	3	4	5	6	7	8	9	10	99
-------------------	---	---	---	---	---	---	---	---	---	---	----	----

13

On a scale of 0 (unimportant) to 10 (very important), how important should responding to climate change be as a responsibility for Greater Dandenong Council?

1. Importance of climate change as a responsibility of Council	0	1	2	3	4	5	6	7	8	9	10	99
--	---	---	---	---	---	---	---	---	---	---	----	----

14

Have the household's monthly rental or mortgage repayments placed stress on the household's finances in the last 12 months?

No stress	1	Heavy stress	4
Low stress	2	Can't say	9
Moderate stress	3		

15

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

1. During the day	0	1	2	3	4	5	6	7	8	9	10	99
2. At night	0	1	2	3	4	5	6	7	8	9	10	99
3. In and around your local activity centre	0	1	2	3	4	5	6	7	8	9	10	99
4. Waiting for / travelling on public transport	0	1	2	3	4	5	6	7	8	9	10	99

If any rated less than 5, where do you feel unsafe?

Why do you feel unsafe?

16

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

Statement	Strongly disagree			Neutral						Strongly agree		Can't say
1. I feel part of the local community	0	1	2	3	4	5	6	7	8	9	10	99
2. In times of need, I could turn to the neighbours for help	0	1	2	3	4	5	6	7	8	9	10	99
3. My local community is an 'age-friendly' community	0	1	2	3	4	5	6	7	8	9	10	99
4. My local community is a 'child-friendly' community	0	1	2	3	4	5	6	7	8	9	10	99
5. My local community is accessible and inclusive for people with disability	0	1	2	3	4	5	6	7	8	9	10	99
6. My local community is welcoming and supportive of people from diverse cultures and backgrounds	0	1	2	3	4	5	6	7	8	9	10	99

17

Please indicate which of the following best describes you.

18 to 24 Years	1	60 to 74 Years	5
25 to 34 Years	2	75 Years or Over	6
35 to 44 Years	3	Prefer not to say	9
45 to 59 Years	4		

18

With which gender do you identify?

Man / Male	1	Prefer to self-describe:	4
Women / Female	2	_____	
Non-binary	3	Prefer not to say	9

19

Do you identify as any of the following?

(please select as many as appropriate)

Culturally or linguistically diverse	1	LGBTIQ+	4
Aboriginal and / or Torres Strait Islander	2	Experiencing financial hardship	5
Person with disability (inclusive of mental illness)	3	Carer of a person with disability	6

20

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

English only	1	Other (please specify) _____	2
--------------	---	------------------------------	---

21

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

Yes	1	Prefer not to say	9
No	2		

22

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

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

23

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

Thank you for your time

Your feedback is most appreciated

Council will publish the results of this survey on its website, following detailed analysis and discussion with Councillors and senior officers.