

Greater Dandenong Council

2026 Annual Community Satisfaction Survey

June 2026



Metropolis
RESEARCH

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Contact Details

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

Dale Hubner
Managing Director
Metropolis Research Pty Ltd

P O Box 1357
CARLTON VIC 3053

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



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Executive summary

This executive summary provides an overview of the results from the *2026 Annual Community Satisfaction Survey*.

Survey aims and methodology:

Metropolis Research conducted this, Council's second independent *Annual Community Satisfaction Survey* as a door-to-door, approximately 15-minute interview survey of 401 respondents conducted from the 18th of April to the 7th of May 2026.

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 38%, which reflects well on the strength of the methodology at engaging with the community.

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 45 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 declined marginally this year, down one percentage point to 7.4 out of 10, which remained a "very good" level of satisfaction.

This was (at the time of publication) the highest satisfaction score recorded across metropolitan Melbourne by Metropolis Research in 2026.

This result was measurably (7pts or 10%) higher than the long-term average satisfaction since 2015 of 6.7 or "good".



This result was measurably (3pts) higher than the 2026 metropolitan Melbourne average satisfaction, as recorded in *Governing Melbourne*, but marginally (1pt) lower than the unusually high southeastern region councils' average (based on a sample of 178 respondents).

Satisfaction with most broad areas of Council performance was notably to measurably higher than the metropolitan average, including:

- Overall satisfaction with customer service experience 8.5 (9pts above metro.)
- Average satisfaction with 44 Council services and facilities 8.1 (2pts above metro.)
- Average satisfaction with four aspects planning and development 7.9 (5pts above metro.)
- Average satisfaction with 9 aspects of governance and leadership 7.5 (2pts above metro.)
- Satisfaction with Council's overall performance 7.4 (2pts above metro.).

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 planning and / or building permit processes (13pts higher than metropolitan average), arts, cultural events, programs, and activities (8pts higher), Council's festivals and events (6pts higher), Council's website (5pts higher), town planning policies (5pts higher), and activities promoting local economic development (5pts higher).

Public toilets were the key service or facility of concern, recording a satisfaction score of 6.7 (up from 6.6) out of 10, or "good", which was measurably (5pts) lower than the metropolitan average.

Safety, policing, and crime related issues remained the key areas of concern to the Greater Dandenong community this year, with 17% (down from 23%) raising these as a top three issue, and these respondents were, on average, four percentage points less satisfied with Council than average.

Satisfaction with the performance of Council

Satisfaction with the [overall performance](#) of Greater Dandenong City Council declined marginally this year, down one percentage point to 7.4 out of 10, which remained a "very good" level of satisfaction.

This result was measurably (7pts) higher than the long-term average satisfaction since 2015 of 6.7 or "good".

This result was measurably (4pts) higher than the metropolitan average, but marginally (1pt) lower than the unusually high southeastern region councils' average of 7.5, as recorded in the 2026 *Governing Melbourne* research.



Half (50% down from 52%) of respondents (who provided a score) were “very satisfied” with Council’s overall performance (rating satisfaction at eight or more out of 10), while 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 Dandenong North and Keysborough, female respondents, respondents from multilingual households, rental households, households with a member with disability, the 12 respondents with disability, and respondents who reported no housing related financial stress.
- **Marginal to somewhat LOWER than average satisfaction** – included respondents from Noble Park / Noble Park North, senior citizens (aged 75 years and over), respondents who had contacted Council in the last 12 months, and respondents who reported experiencing heavy housing related financial stress.

The most common reasons why a small number of respondents were dissatisfied with Council’s overall performance related to perceived lack of communication, consultation, and engagement, along with some comments around various specific services and facilities, roads and traffic, and safety and crime related comments.

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 (68 respondents who were an average of 4pts less satisfied than average).

Other issues that appeared to exert a negative influence on overall satisfaction (for those raising them), included communication (10 respondents, 13pts less satisfied), cleanliness of the area (11 respondents, 7pts), homelessness (12 respondents, 6pts), road maintenance and repairs (38 respondents, 4pts), and footpaths (11 respondents, 4pts).

Governance and leadership

Satisfaction with the 10 included aspects of [governance and leadership](#) was 7.5 out of 10, which was marginally (1pt) higher than the satisfaction with Council’s overall performance score.

This was 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, nine 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 (2pts) higher than the metropolitan average of 7.3, but marginally (1pt) lower than the southeastern region councils' average. The southeastern region result does appear somewhat higher than usual this year, possibly a result of the relatively small sample size of 178 respondents.

Satisfaction with Council's communication and consultation (7.8) was categorised as "excellent", while satisfaction with Council's performance providing value for rates was categorised as "good" with a score of 7.2 out of 10.

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

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 2026, 32% (up from 23%) of respondents reported that they had [contacted Council in the last 12 months](#), with the most common methods being by telephone (60%), visits in person (13%), submitted a form via the website (8%), Snap Send Solve (7%), and email (6%).

Almost all (97% up from 95%) of these 126 respondents reported that this was their preferred method.

The average satisfaction with the five aspects Council's [customer service](#) was 8.4 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 8.5 (up from 8.3) out of 10, which was measurably (9pts or 12%) higher than the metropolitan average of 7.6 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 44 Council provided [services and facilities](#) included in the survey was 8.1 out of 10, or an “excellent” level of satisfaction, which was somewhat (2pts) higher than the metropolitan average (7.9).

There were five services that recorded a satisfaction score measurably higher than the average of all 44 (8.1), and five that recorded a satisfaction score measurably lower than the average, as follows:

- **Measurably HIGHER than average satisfaction** - included the regular weekly garbage collection, local library services, regular fortnightly recycling, fortnightly food and green waste collection, and the bookable hard rubbish service.
- **Measurably LOWER than average satisfaction** – included planning and / or building permits, public toilets, the maintenance and repair of major arterial roads (managed by VicRoads), the maintenance and repair of sealed local roads, and the provision of parking facilities / spaces.

Of the 45 services and facilities included in the survey this year, 39 were also included in *Governing Melbourne* in a format that allowed for direct comparison.

Of these 39 services and facilities, 33 recorded a higher satisfaction score in the City of Greater Dandenong, one recorded identical satisfaction, and five recorded somewhat lower score.

The largest variations in satisfaction [between the City of Greater Dandenong and the metropolitan average](#) were observed for planning and / or building permit processes (13pts higher in the City of Greater Dandenong by 26 respondents), arts and cultural events, programs, and activities (8pts higher), Council festivals and events (6% higher), Council’s website (5pts higher), town planning policies (5pts higher), and activities promoting local economic development (5pts higher).

It is noted that satisfaction with public toilets (5pts up from 3pts lower in Greater Dandenong), the provision of playgrounds (3pts lower), services for people with disability (2pts lower by 30 respondents), sports ovals (1pt lower), and the enforcement of local laws (1pt lower) were the only services to record lower satisfaction in the City of Greater Dandenong.

This variation from the metropolitan average was broadly consistent with the results recorded last year.

Satisfaction with all but two services recorded scores higher than the overall satisfaction with Council this year (7.4), those being planning and or building permits (8pts lower), and public toilets (7pts lower) suggesting most services and facilities were a generally positive influence on satisfaction with Council’s overall performance.

None of the 44 included Council 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 (7.9), the appearance and quality of new developments (7.9), and the size, height, and setbacks of buildings being developed (7.8).

Satisfaction with all four of these planning and development outcomes were categorised as “excellent”, and all were measurably higher than the metropolitan average, as recorded in the 2026 *Governing Melbourne* research.

It is noted that planning issues were not prominent in the survey this year, with just three respondent (1%) 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 (17% down from 23%), road maintenance and repairs (9% up from 5%), traffic management (8%), public transport (5% up from 1%), and car parking and enforcement (4% down from 7%) related issues.

When compared to the metropolitan average, as recorded in the 2026 *Governing Melbourne* research, the following variations were noted:

- **MORE commonly raised in the City of Greater Dandenong** – included safety, policing, and crime issues (17% compared to 9%), public transport (5% compared to 2%), and homelessness (3% compared to <1%).
- **LESS commonly raised in the City of Greater Dandenong** – included traffic management (8% compared to 11%), street lighting (3% compared to 10%), and building, housing, planning, and development (1% compared to 5%).

These issues align with some of the other key results recorded in this survey, including:

- **Perception of safety** – the six-percentage point decline in this issue this year was consistent with the increase in the average [perception of safety in public areas](#) of the City of Greater Dandenong. It remains, however, higher than the metropolitan average.
- **Roads and traffic management** – satisfaction with major roads and highways managed by VicRoads, sealed local roads managed by Council, and local traffic management recorded higher than metropolitan satisfaction. Road maintenance and traffic management were, however, among the services with the lowest satisfaction scores in Greater Dandenong this year, reinforcing they remain issues of concern to some in the community.



Perception of safety

Respondents were asked to rate their [perception of safety in the public areas of the municipality](#) during the day (8.2 up from 7.9 out of 10, with four percent feeling unsafe), in and around the local shopping district / centre (7.6 up from 7.5 with three percent feeling unsafe), waiting for / travelling on public transport (7.4 up from 7.3, with eight percent feeling unsafe), and in the public areas at night (6.5 up from 6.1, with 19% feeling unsafe).

These results were all marginally (improved from 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 two percentage points (down from 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 (29 comments), concerns around drugs and alcohol (22 comments), concerns around crime and perceived lack of policing (17 comments), perception of safety at night and lighting issues (9 comments), incidents of crime and break-ins (7 comments), and violence and anti-social behaviour (4 comments).

It is noted that 17% (down from 23%) of respondents nominated safety, policing, and crime related issues as one of the top three issues to address, approximately double the metropolitan average of nine percent.

The respondents who raised safety, policing, and crime issues were, on average, five percentage points 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 (55% down from 63%) and emailed to them (52% up from 50%).

Other methods which respondents preferred included the website (43% up from 26%), a text message (36% up from 23%), social media (23% up from 19%), and advertising in the local newspaper (13% down from 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 8.0 (up from 7.8) out of 10, with 73% 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](#) increased measurably this year, up five percentage points to 8.3 out of 10, with 77 (up from 62%) considering it “very important”, and two percent “unimportant”.

This year, respondents were also asked to rate their satisfaction with the actions Council has taken to respond to the challenges of climate change. Satisfaction was 7.5 out of 10, or a “very good” level, with 55% “very satisfied”, and five percent “dissatisfied”.

Housing related financial stress

A total of 136 of the 186 (73% up from 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.

These results suggest a significant increase in housing related financial stress in the City of Greater Dandenong community, particularly, but not exclusively for 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 remained relatively stable this year, varying by no more than plus or minus two percentage points.

Agreement varied from 7.8 out of 10 for respondents agreeing that they feel part of the local community, to a high of 8.3 for agreement that the Greater Dandenong community is welcoming of people from diverse cultures and backgrounds.

Respondents in the City of Greater Dandenong recorded a higher average agreement that the community is welcoming and supportive of people from diverse cultures than the metropolitan average (8.3 compared to 8.0).

By contrast, respondents in Greater Dandenong were measurably (4pts) less in agreement than the metropolitan average that they feel part of the local community.



Introduction

Metropolis Research Pty Ltd was commissioned by Greater Dandenong City Council to undertake this, its second 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 45 *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.
- Preferred *methods of communication*.
- Concern about *climate change*, and importance of and satisfaction with *Council's responsibility to respond 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 representative sample of randomly approached 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 18th of April till the 7th of May 2026.

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 2,050 households were approached with a view to inviting them to participate in the research. Of these:

- No answer – 1,002
- Refused – 647
- Completed – 401

This provides a response rate of 38% (down from 46%), which represents the proportion of households personally invited to participate in the research who participated.

Despite the decline this year, this 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 400 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 2026.

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 – 2026 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 4.4%.



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 45.6% and 54.4%.

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 - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Suburb	Sample size (weighted)	
	Number	Percent
Noble Park / Noble Park North	103	26%
Springvale / Springvale South	89	22%
Dandenong	78	19%
Keysborough	72	18%
Dandenong North	59	15%
Total	401	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?"

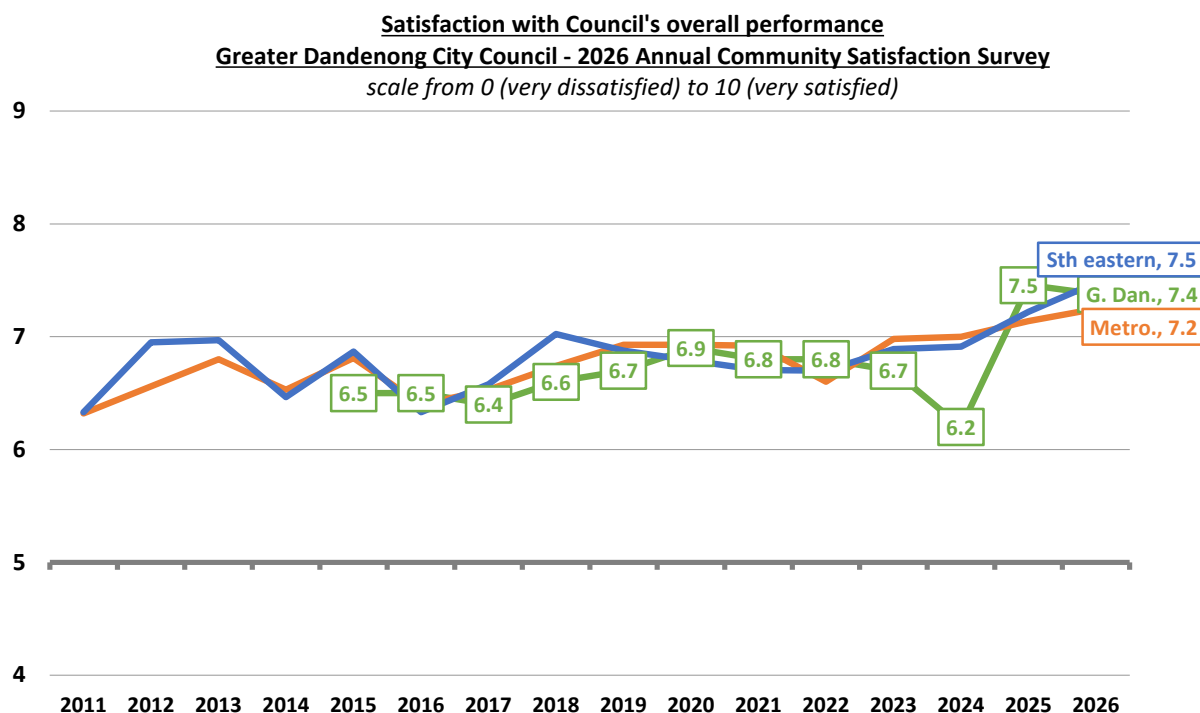
Satisfaction with the performance of Greater Dandenong City Council 'across all areas of responsibility' or overall performance declined marginally this year, down one percentage point to 7.4 out of 10.

This remained a "very good" level of satisfaction, and measurably (7pts or 10%) higher than the long-term average satisfaction with Greater Dandenong City Council since 2015 of 6.7 out of 10 or "good".

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

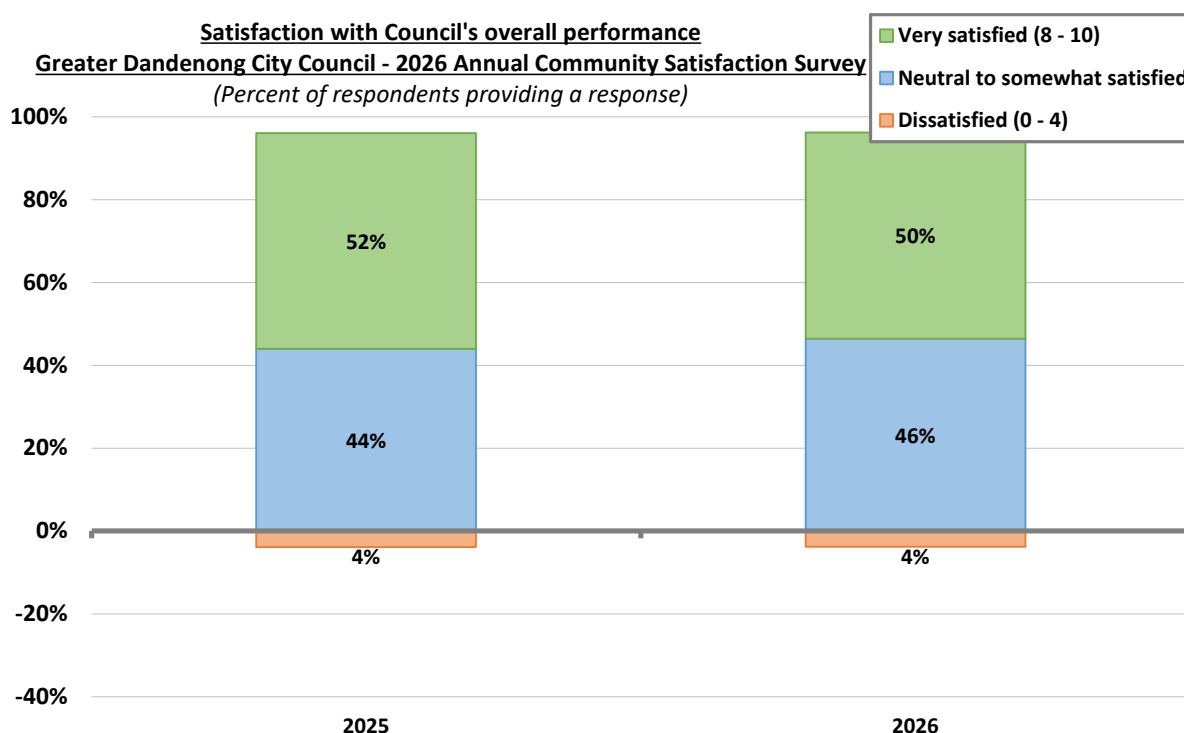
By way of comparison, this result was somewhat (2pts) higher than the metropolitan average (7.2), but marginally (1pt) lower than the unusually high southeastern region councils' average of 7.5.

These comparison results were sourced from the 2026 *Governing Melbourne* research completed independently by Metropolis Research in January 2026, using the same, door-to-door, in-person methodology.



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).

Consistent with the marginal decline in average satisfaction, the proportion of respondents who were “very satisfied” declined marginally (down 2pts to 50%), while the proportion of “dissatisfied” respondents remained stable at a very low four percent.



Commentary on change in methodology

It is important to bear in mind that the results prior to 2025 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%.

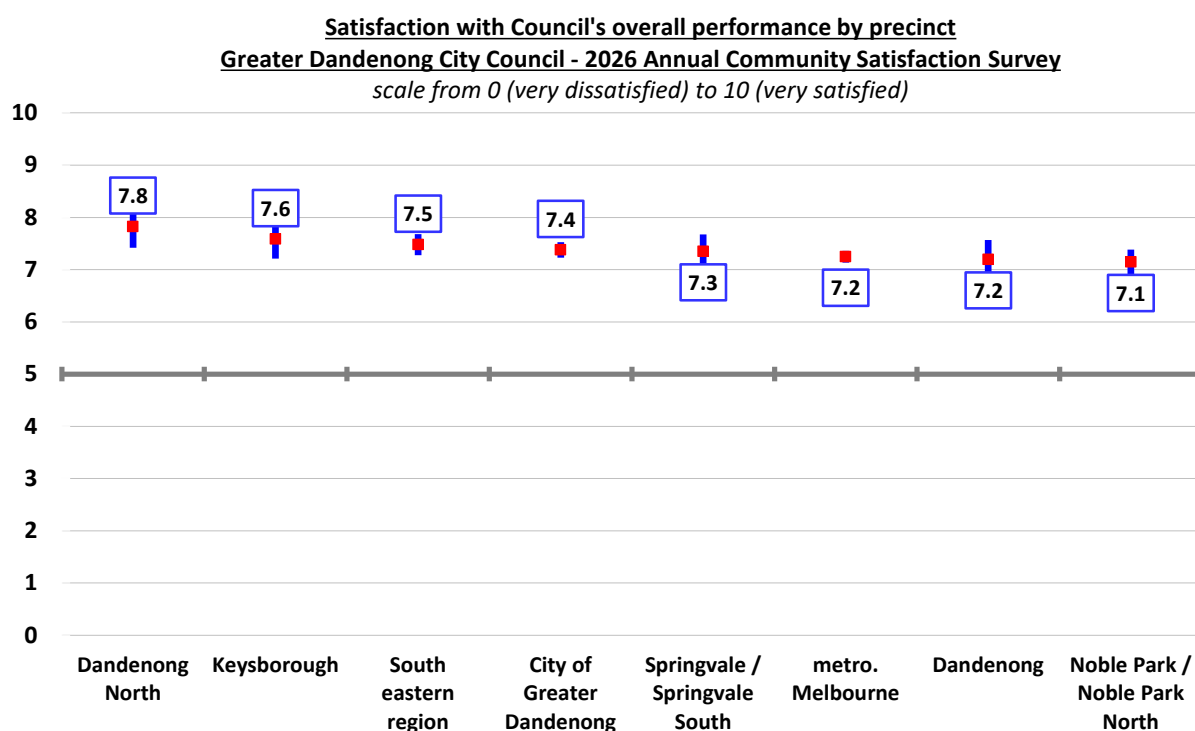
In other words, a score of three out of five is an index score of five out of 10, or 50 out of 100. A score of four out of five is an index score of 7.5 out of 10, or 75 out of 100, which is a difference of 25%.

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.

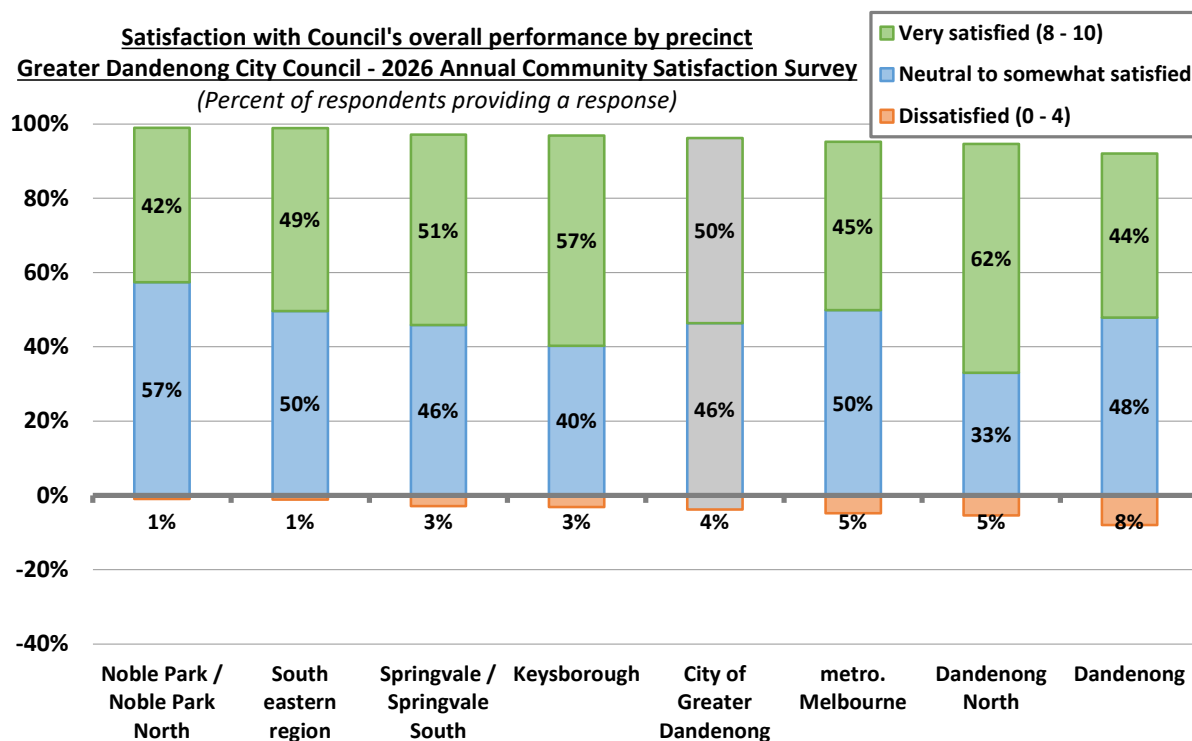
Satisfaction by precinct

While there was no measurable variation in overall satisfaction with Council observed across the municipality, respondents from Dandenong North were notably (4pts) more satisfied than average, and at an “excellent” level of satisfaction.

By contrast, respondents from Noble Park / Noble Park North and Dandenong rated satisfaction at “good” rather than “very good” levels, marginally lower than the average.



Almost two-thirds (62%) of the respondents from Dandenong North, and more than half of the respondents from Springvale / Springvale South and Keysborough were “very satisfied” with Council’s overall performance. By contrast, eight percent of respondents from Dandenong 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.

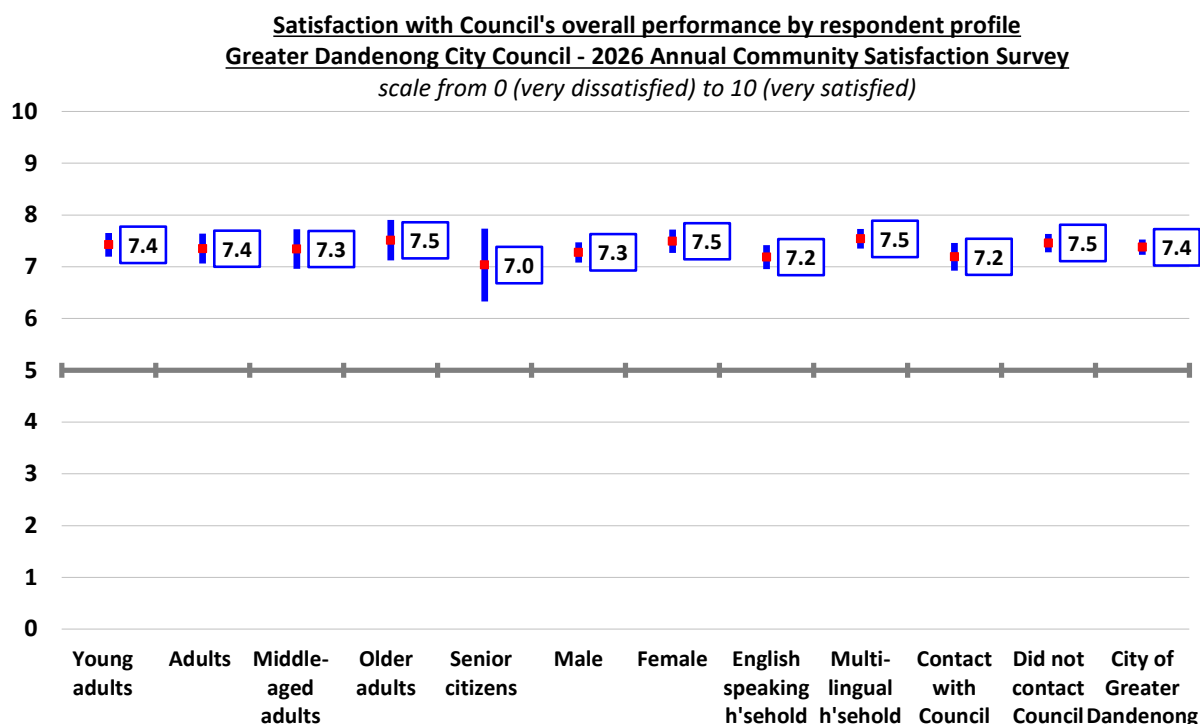
There was relatively little variation in satisfaction observed by respondent profile, although attention is drawn to the following:

- **Marginal to somewhat HIGHER than average satisfaction** – included female respondents, respondents from multilingual households, rental households, households with a member with disability, the 12 respondents with disability, and respondents who reported no housing related financial stress.
- **Marginal to somewhat LOWER than average satisfaction** – included 36 senior citizens (aged 75 years and over), respondents who had contacted Council in the last 12 months, and respondents who reported experiencing heavy housing related financial stress.

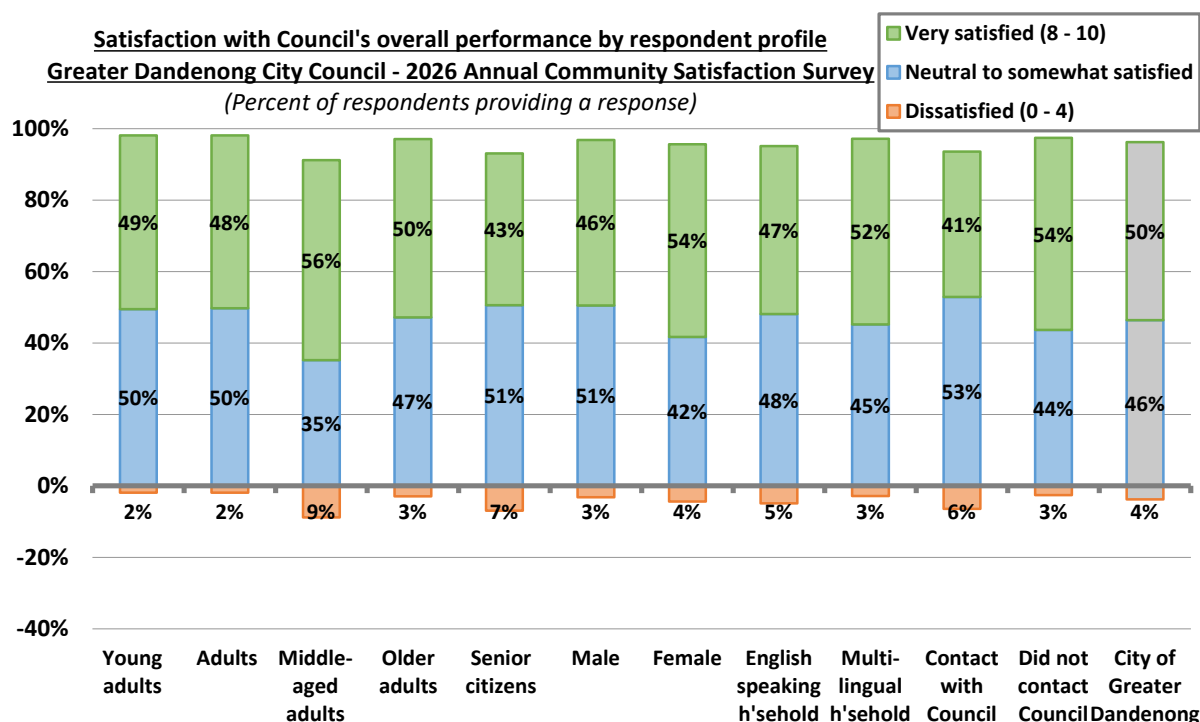
This pattern of satisfaction by respondent profile was somewhat unusual, particularly in relation to age structure, as it is typically young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) who tend to be more satisfied than average, and middle-aged and older adults (aged 45 to 74 years) tend to be less satisfied.

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.

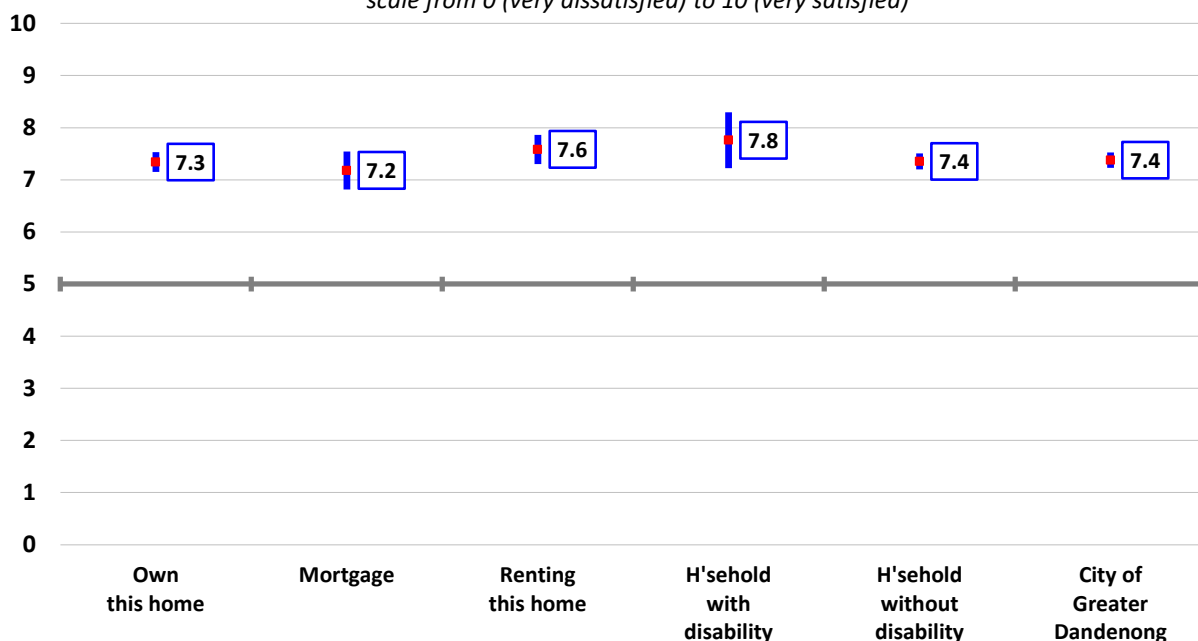
Metropolis Research notes, however, that the difference in satisfaction between those who had contacted Council and those who had not, was quite small. This is a very positive result reflecting well on the performance of Council providing quality customer service.



Attention is drawn to the nine percent of middle-aged adults (aged 45 to 59 years) and eight percent of respondents who contacted Council in the last 12 months who were “dissatisfied”.

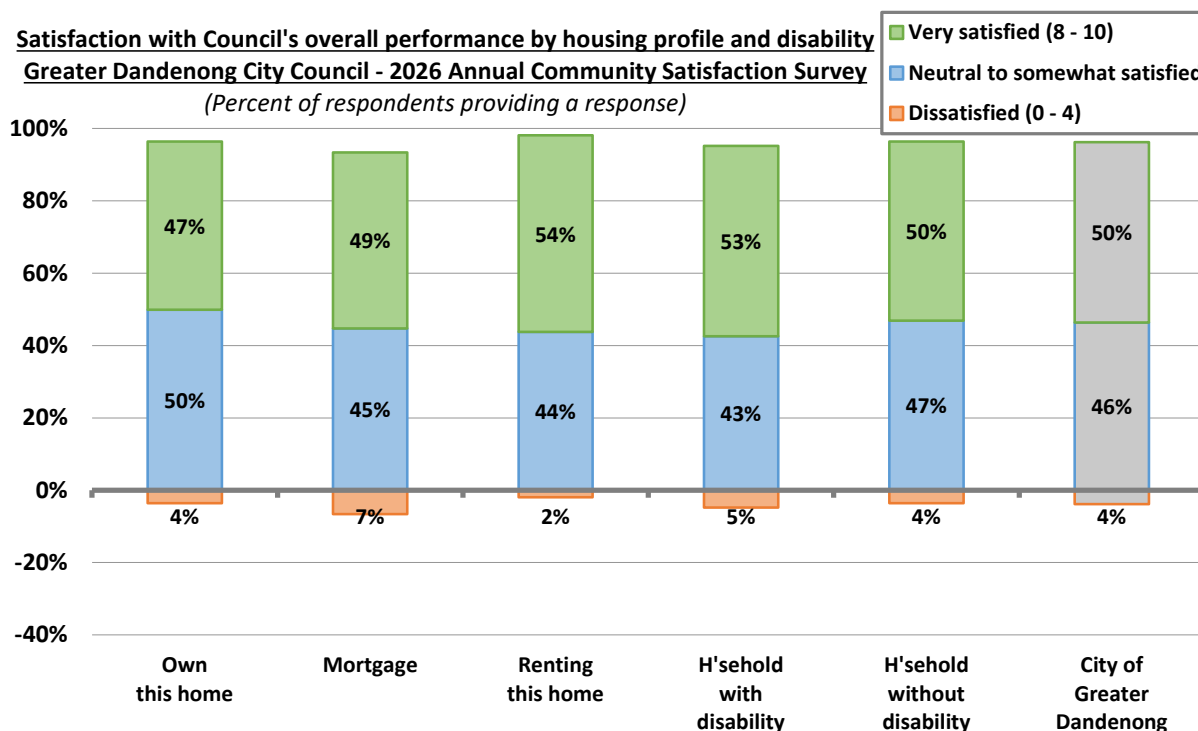


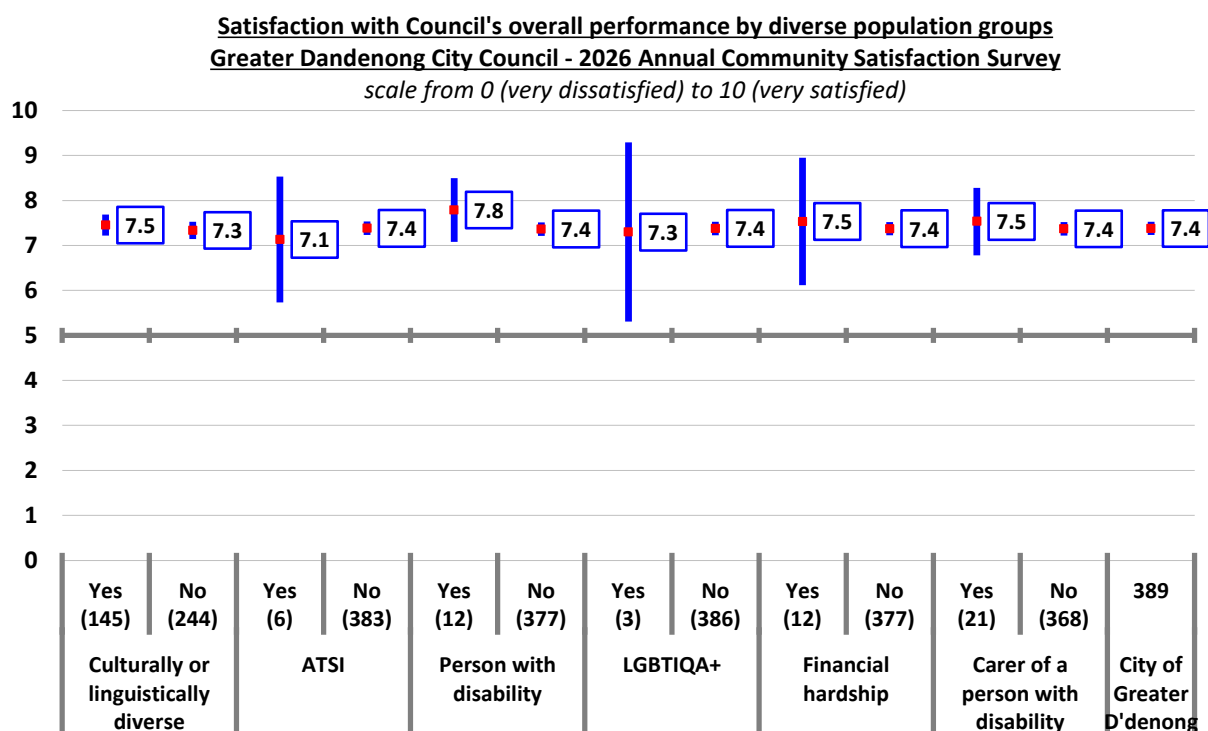
Satisfaction with Council's overall performance by housing profile and disability
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



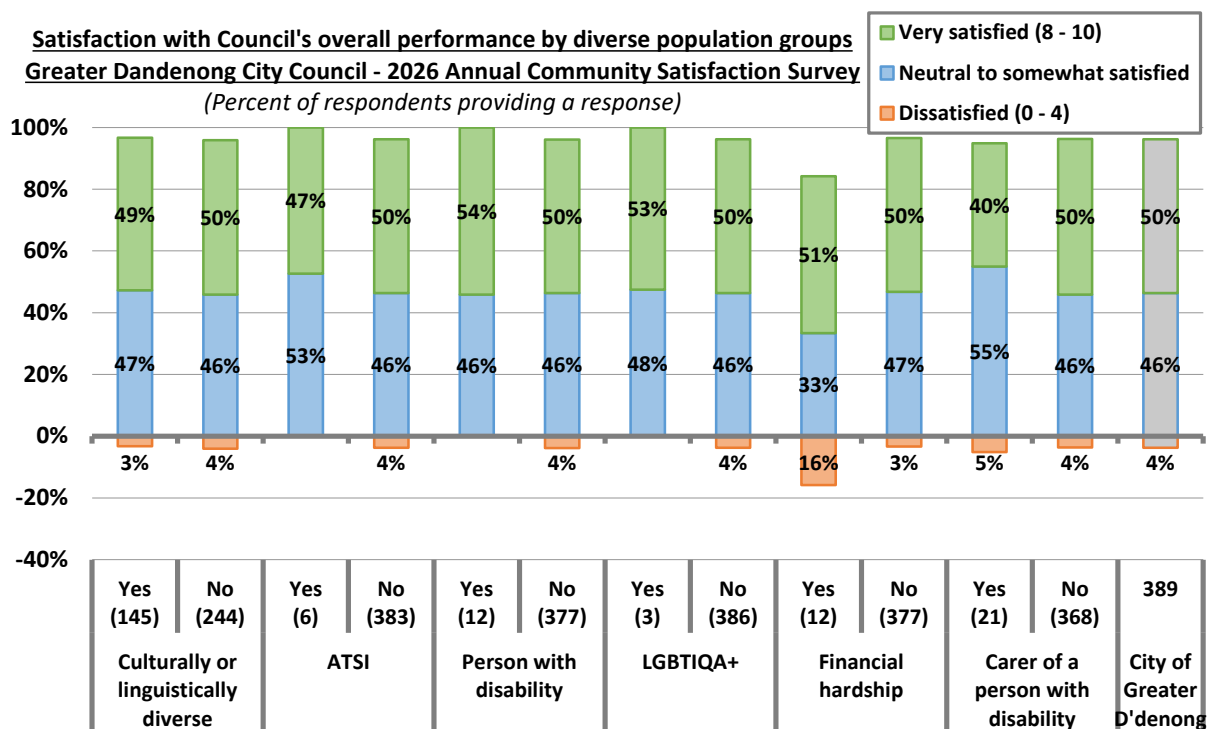
There was relatively little substantial variation in these results observed by housing situation or household disability status.

Satisfaction with Council's overall performance by housing profile and disability
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Percent of respondents providing a response)



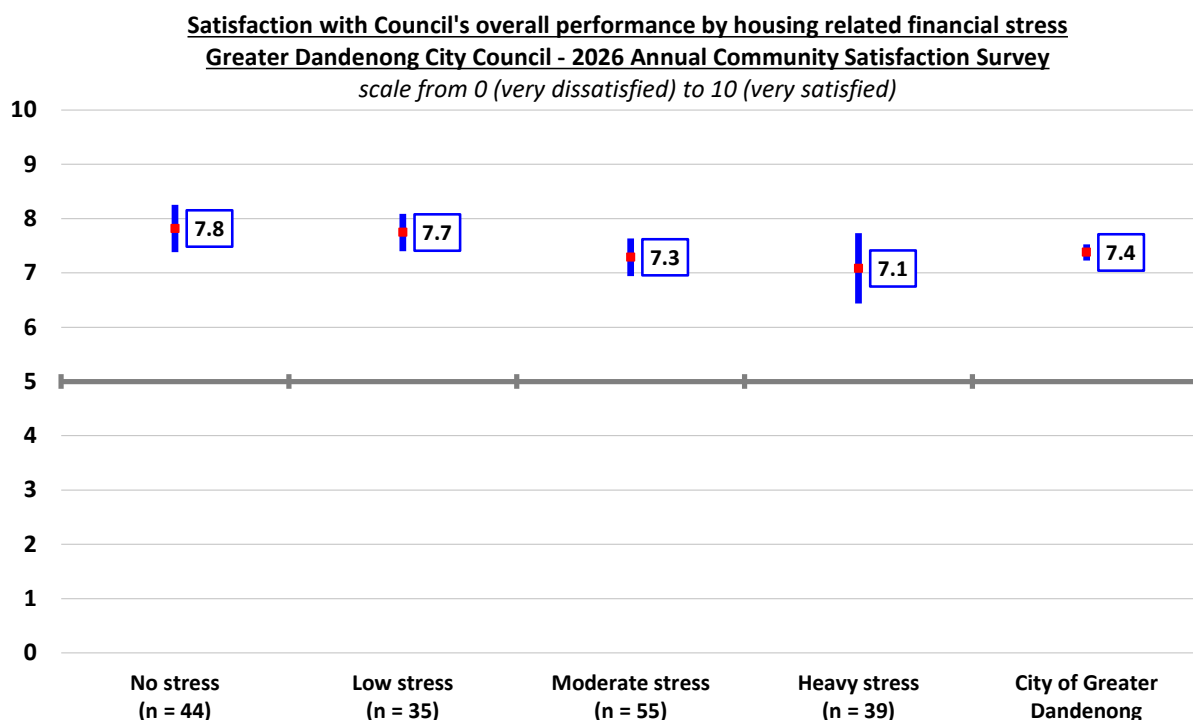


It is noted that the small sample of 12 respondents who were experiencing financial hardship were more likely than average this year to be “dissatisfied” with Council’s overall performance. This is a change from last year, when this group of respondents were more satisfied than average.



The 44 respondents who reported no housing related financial stress were notably (4pts) more satisfied with Council’s overall performance than average, and at an “excellent” level.

By contrast, the 39 respondents who reported experiencing heavy housing related financial stress were somewhat (3pts) less satisfied than average, and at a “good” rather than a “very good” level.



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 (7.4), as well as a comparison to the 178 respondents who did not nominate any issues to address (7.7).

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.

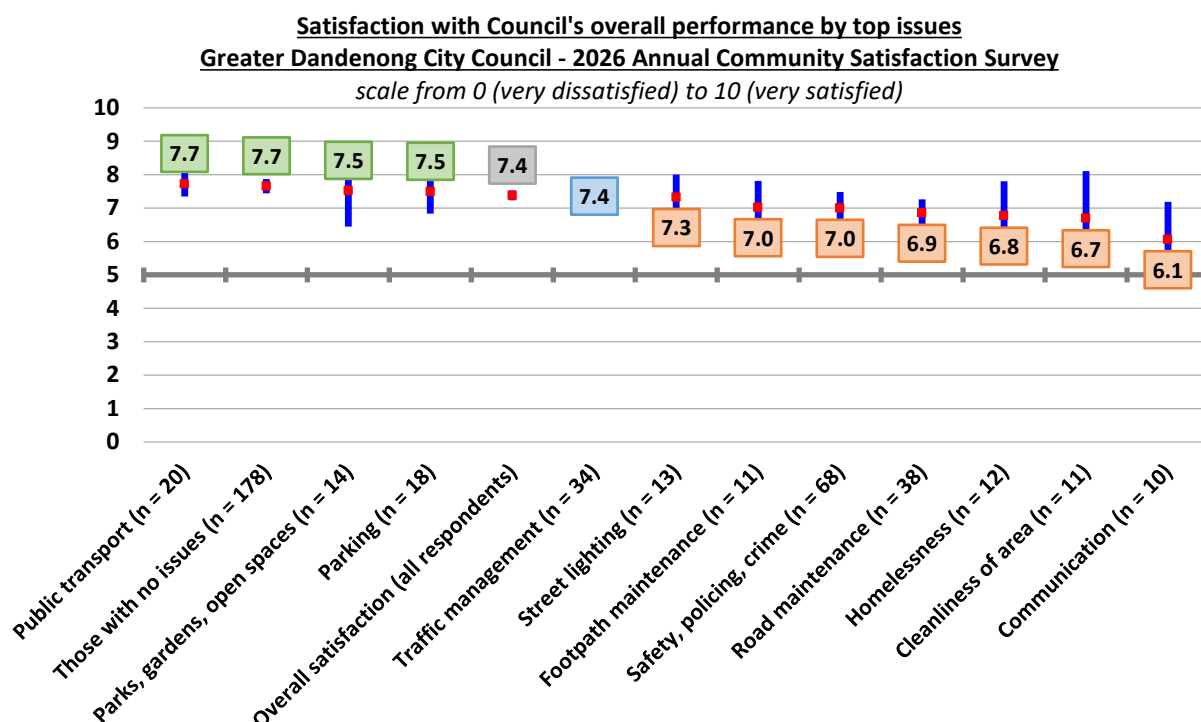
The data does not prove a causal relationship between the issue and satisfaction with Council’s overall performance but does provide meaningful insight into whether these issues were likely to be exerting a positive or negative influence on these respondents’ satisfaction with Council’s overall performance.

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 178 respondents (43% 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 7.1 out of 10.



The most prominent issue for the City of Greater Dandenong again this year was safety, policing, and crime related issues (68 down from 92 respondents).

The respondents who raised safety, policing, and crime issues were, on average, four percentage points (down from 5pts) 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 importance of this issue was consistent with the somewhat lower [perception of safety in the public areas](#) of the City of Greater Dandenong than the metropolitan average, although the gap between the City of Greater Dandenong and the metropolitan average declined notably this year.

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.



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 communication (10 respondents, 13pts less satisfied), cleanliness (11, 7pts less), homelessness (12, 6pts less), road maintenance and repairs (38, 5pts less), and footpath maintenance and repairs (11, 4pts 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 15 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 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 - 2026 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	5	33%	17%
Cleanliness and maintenance of area	2	13%	3%
Road maintenance and repairs	2	13%	9%
Homelessness	2	13%	3%
Parks, gardens and open spaces	1	7%	3%
Parking	1	7%	4%
Drains maintenance and repairs	1	7%	2%
Communication and consultation	1	7%	2%
Children activities and facilities	1	7%	0%
Animal / pest management	1	7%	1%
Street cleaning and maintenance	1	7%	2%
Provision and maintenance of street trees	1	7%	2%
Provision and maintenance of community facilities	1	7%	0%
Council customer service / responsiveness	1	7%	0%
Hard rubbish collection	1	7%	1%
All other issues (30 separately identified issues)	2	13%	41%
Total responses	24		373
<i>Respondents identifying at least one issue (percent of total respondents)</i>	<i>13 (85%)</i>		<i>223 (56%)</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?”

A total of 284 responses were received from respondents outlining 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.

Reasons for rating of satisfaction with Council's overall performance
Greater Dandenong City Council - 2026 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	54	19%	54	0	0
Generally neutral statements	49	17%	48	1	0
Council services and facilities	43	15%	39	0	4
Generally negative statements	30	11%	24	2	4
Safety / security / crime	18	6%	16	0	2
Communication, consultation, engagement	17	6%	12	2	3
Council governance, management, performance	14	5%	11	3	0
Roads / traffic / parking	13	5%	11	0	2
Cleanliness and maintenance of the area	10	4%	9	0	1
Responsiveness	10	4%	7	2	1
Parks, gardens, open spaces and trees	7	2%	5	1	1
Rates and financial management	6	2%	5	0	1
Planning, housing, development	2	1%	2	0	0
Environment and climate change	2	1%	2	0	0
Footpaths	2	1%	1	0	1
Waste management	2	1%	2	0	0
Public transport	1	0%	1	0	0
Other	4	1%	4	0	0
Total responses	284	100%	253	11	20

It is noted that most of the comments received were general in nature, either generally positive (54 comments), generally neutral (49), or generally negative (30).

The most common reasons for the satisfaction rating related to various specific Council services and facilities (43 comments, with four from “dissatisfied” respondents).

There were also comments received in relation to safety, policing, and crime (18 comments), communication and consultation (17), and roads, traffic, and parking (14).



Metropolis Research draws attention to the fact that just 14 respondents provided comments 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.

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?"

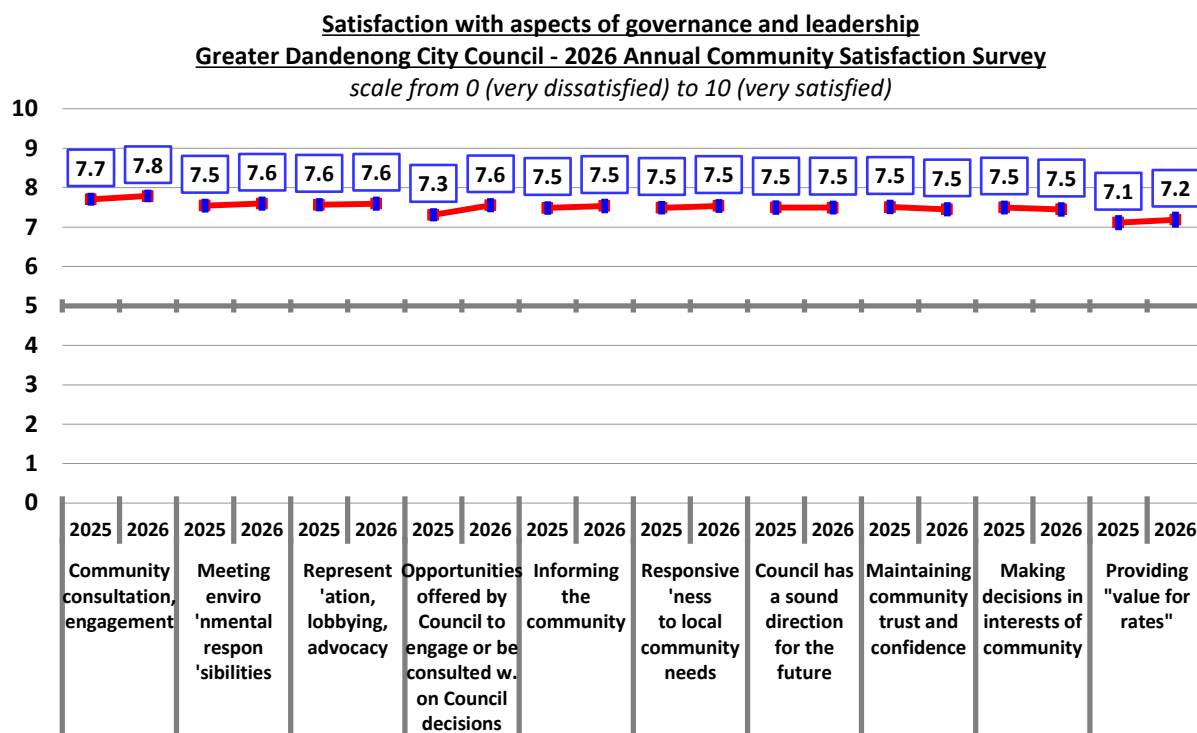
Respondents were again in 2026, asked to rate their satisfaction with 10 aspects of governance and leadership.

The average satisfaction with these 10 aspects remained stable this year at 7.5 out of 10, or a "very good" level of satisfaction.

Satisfaction with Council's community consultation and engagement performance was rated at 7.8 out of 10, or an "excellent" level.

By contrast, satisfaction with Council's performance providing value for rates was 7.2 out of 10, or a "good" level of satisfaction.

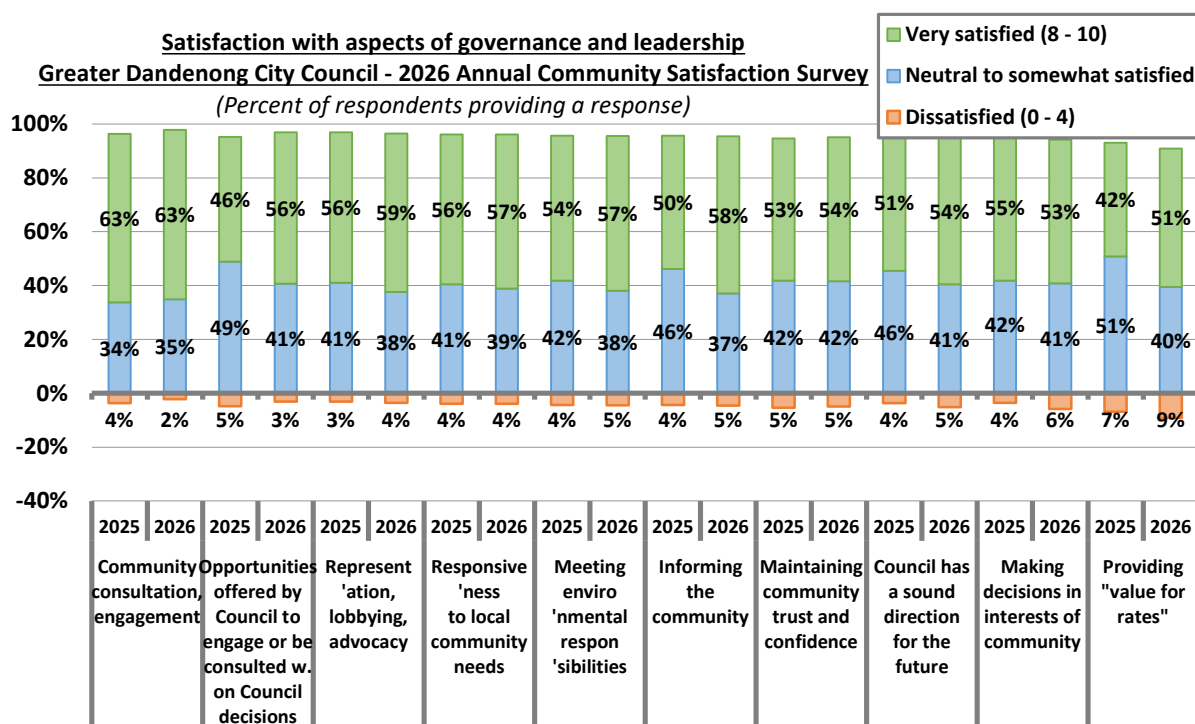
The remaining eight aspects of governance and leadership remained at "very good" levels.



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 of the respondents (who provided a score) were “very satisfied” with each of these 10 aspects of governance and leadership.

It is noted that nine percent (up from 7%) of respondents were “dissatisfied” with Council’s performance providing value for rates.



Nine 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, with Council performance meeting its responsibilities towards the environment not considered a core aspect of governance.

Governing Melbourne was conducted independently by Metropolis Research in January 2026, using the same in-person, door-to-door methodology.

The average satisfaction with these nine core aspects of governance and leadership remained stable this year at 7.5 out of 10 for the Greater Dandenong City Council.

This result was somewhat (2pts down from 4pts) higher than the metropolitan average, but marginally (1pt) lower than the unusually high southeastern region councils’ average (7.6).

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.

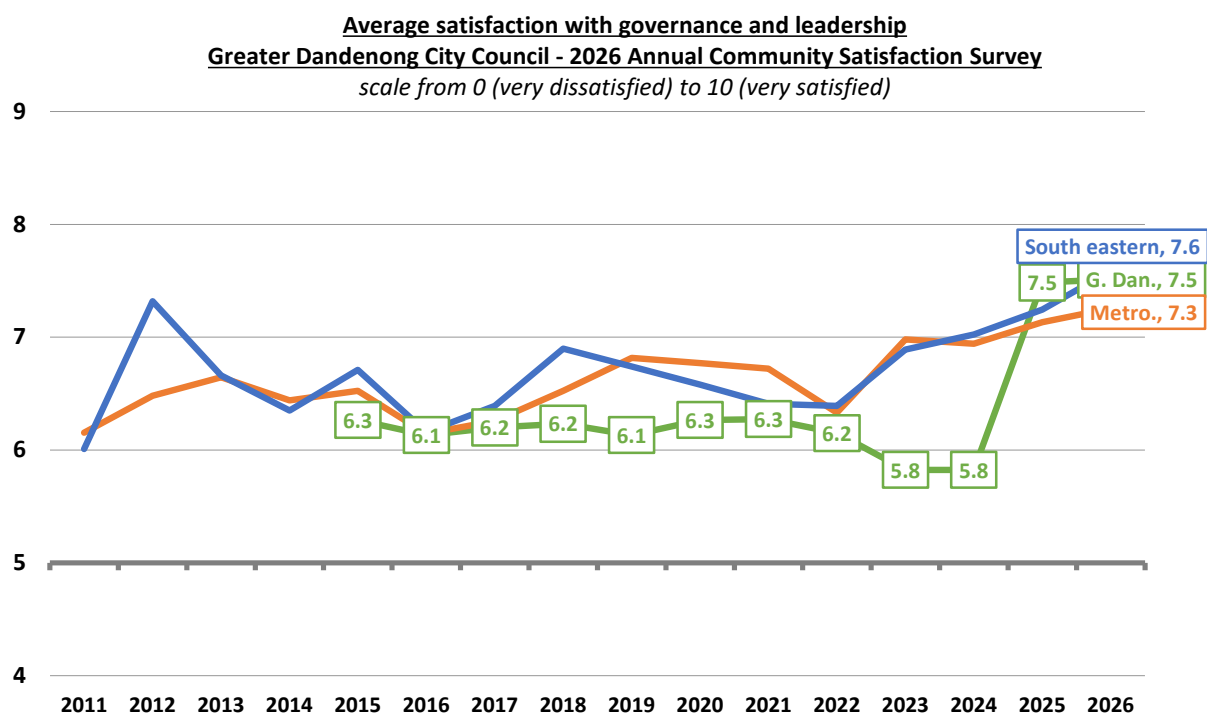
Metropolis Research notes that the average satisfaction with these aspects of governance and leadership was measurably and significantly (17pts or 29%) higher than the “poor” 5.8 out of 10 recorded in 2023 and 2024.

This result was also measurably and significantly (11pts or 17%) higher than the long-term average satisfaction since 2015 of 6.4 out of 10, or “solid”.

It is important to bear in mind 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.

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 10 aspects of governance and leadership for Greater Dandenong against the metropolitan and southeastern region councils’ results, as recorded in the 2026 *Governing Melbourne*.

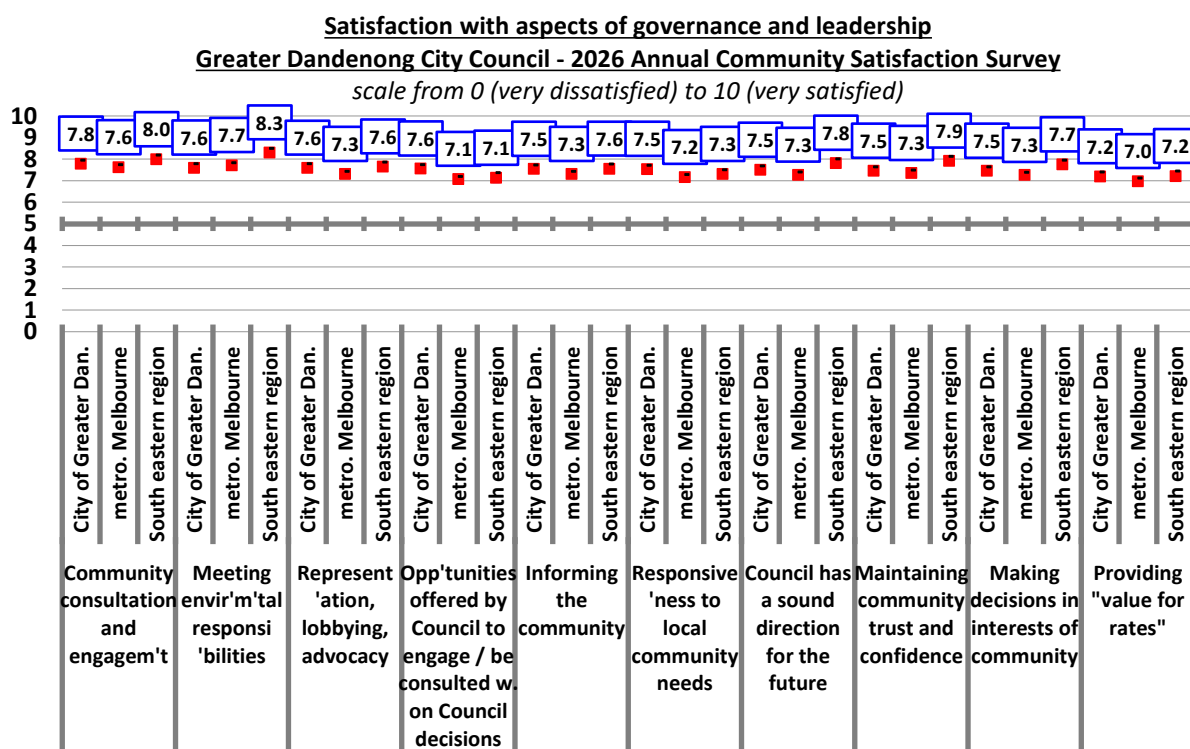


Satisfaction with all 10 of these measures of governance and leadership was higher in the City of Greater Dandenong than the metropolitan average, with the stand-out result being satisfaction for the opportunities offered by Council to engage or be consulted with on Council decisions, which was five percentage points higher in the City of Greater Dandenong.

When compared, however, to southeastern region councils' average satisfaction with six aspects was lower in the City of Greater Dandenong, with the largest gap for Council performance meeting its responsibilities towards the environment (7pts lower in Greater Dandenong).

The City of Greater Dandenong outperformed the southeastern region councils' average for the opportunities offered by Council to engage or be consulted with on Council decisions (5pts higher), and the responsiveness of Council to local community needs (2pts higher).

Metropolis Research notes that the sample of respondents for the southeastern region councils was approximately 160 respondents in 2026, from *Governing Melbourne*.



While there was variation in the results for individual aspects of governance and leadership, the following pattern of satisfaction was observed:

- **Generally, MORE satisfied than average** – included respondents from Keysborough, female respondents, and respondents from multilingual households.
- **Generally, LESS satisfied than average** – included respondents from Dandenong and Noble Park / Noble Park North, older adults (aged 60 to 74 years), male respondents, and respondents from English speaking households.

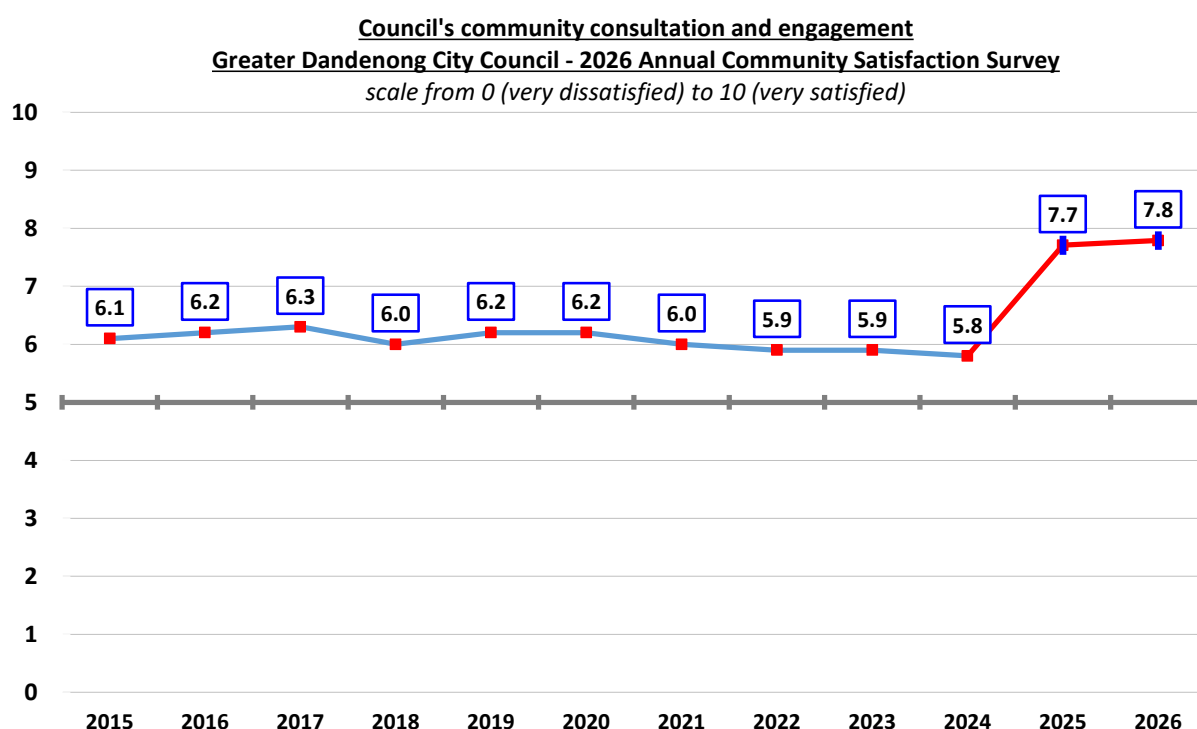


Community consultation and engagement

Satisfaction with Council's community consultation and engagement performance increased marginally this year, up one percentage point to 7.8 out of 10. This was an "excellent", up from a "very good" level of satisfaction.

This result was measurably and significantly (15pts or 24%) higher than the long-term average satisfaction since 2015 of 6.3 out of 10, or "solid".

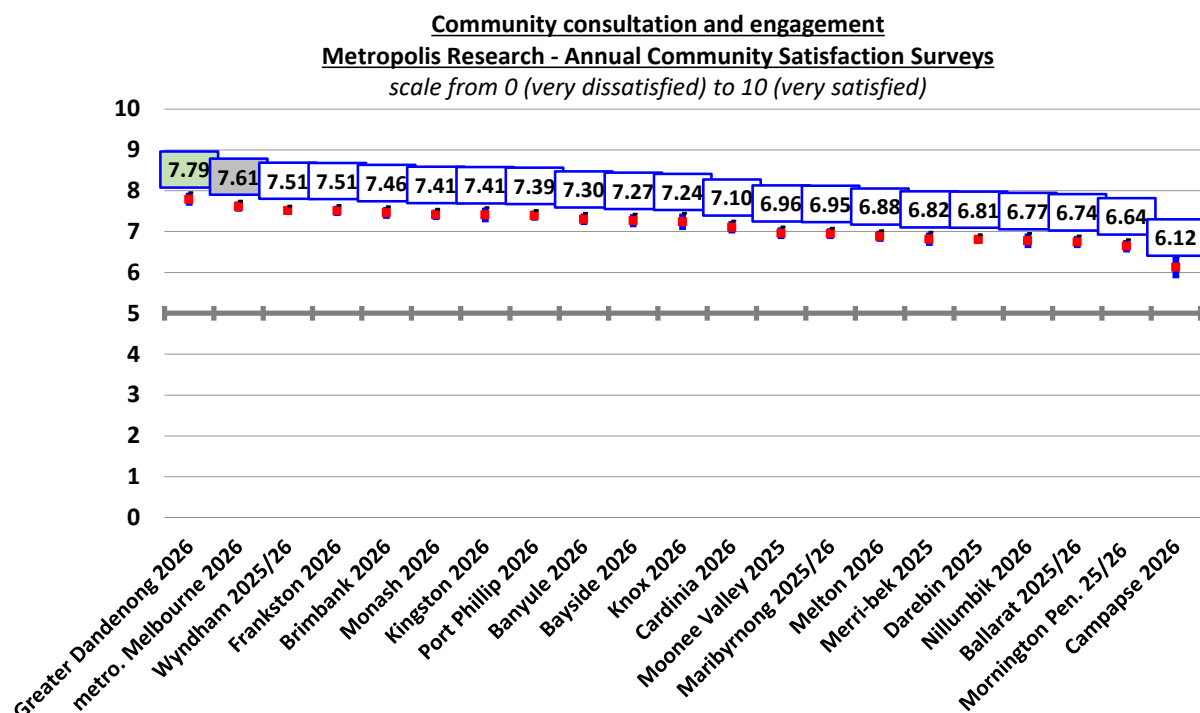
By way of comparison, this result was somewhat (2pts) higher than the metropolitan average, but marginally (2pts) lower than the unusually high southeastern region councils' average.



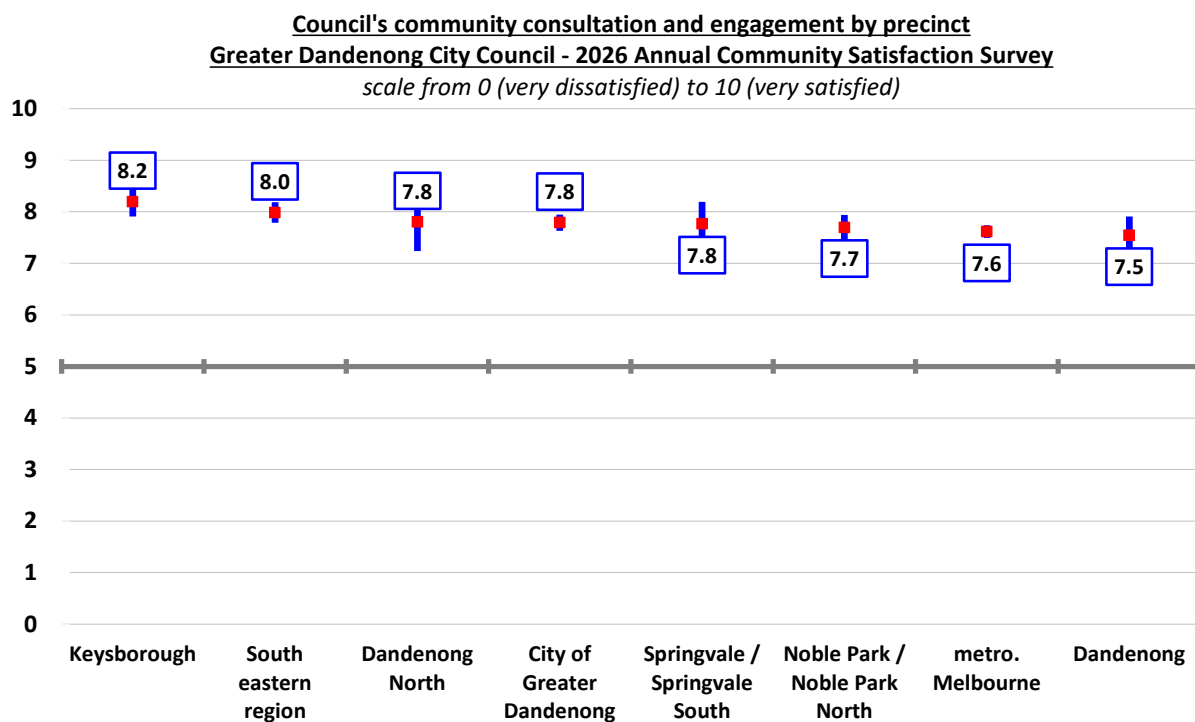
The following graph provides a comparison of satisfaction with Council's community consultation and engagement across all municipalities surveyed by Metropolis Research in 2025 and so far in 2026.

This additional set of comparison results is included in the report as the metropolitan average satisfaction score for this aspect recorded in the 2026 *Governing Melbourne* research appears to be somewhat of an over-representation of the underlying level of satisfaction this year.

This data is published in this report, as these results are publicly available as they are an LGPRF indicator.



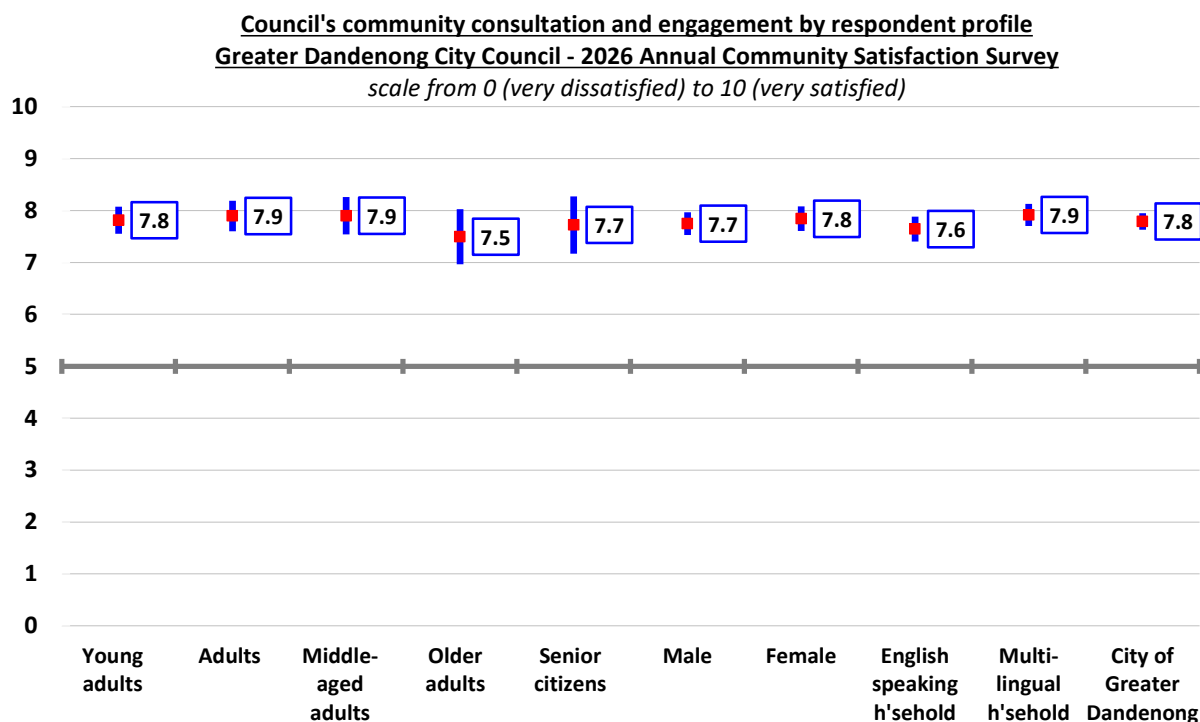
There was measurable variation in satisfaction observed across the municipality, with respondents from Keysborough measurably (4pts) more satisfied than average. Respondents from Dandenong were somewhat (3pts) less satisfied than average, and at a “very good” rather than an “excellent” level.



There was no measurable variation in this result observed across the municipality, although older adults (aged 60 to 74 years) were somewhat (3pts) less satisfied than average, and at a “very good” level.



Respondents from multilingual households were somewhat (3pts) more satisfied than respondents from English speaking households.

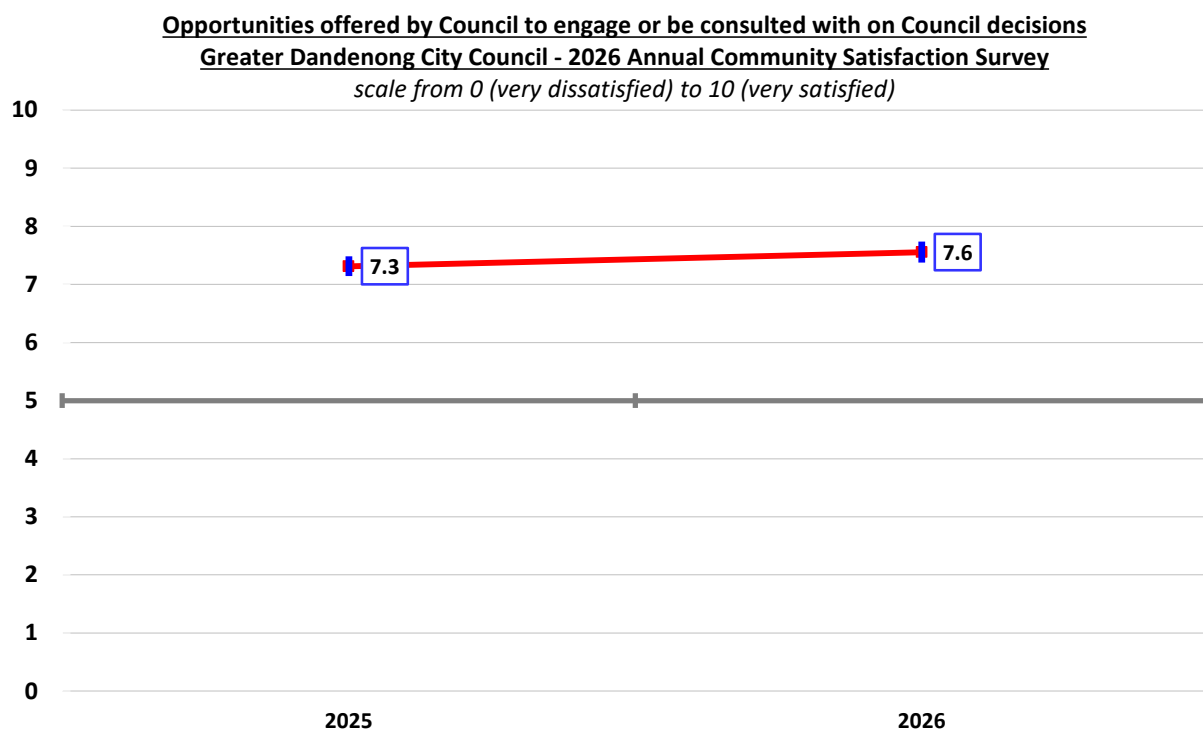


Opportunities offered by Council to engage or be consulted with on Council decisions

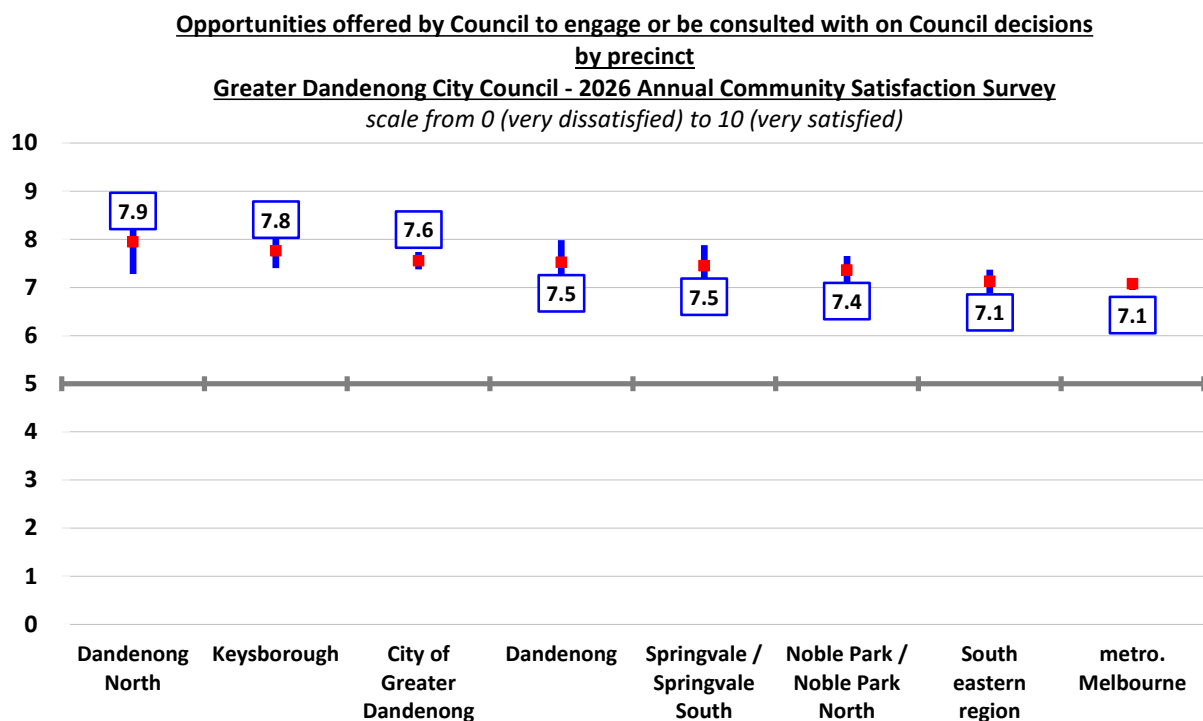
Satisfaction with the opportunities offered by Council to engage or be consulted with on Council decisions increased notably this year, up three percentage points to 7.6 out of 10, although it remained at a “very good” level.

By way of comparison, this result was measurably (5pts) higher than both the metropolitan and southeastern region council’s average, as recorded in the 2026 *Governing Melbourne* research.





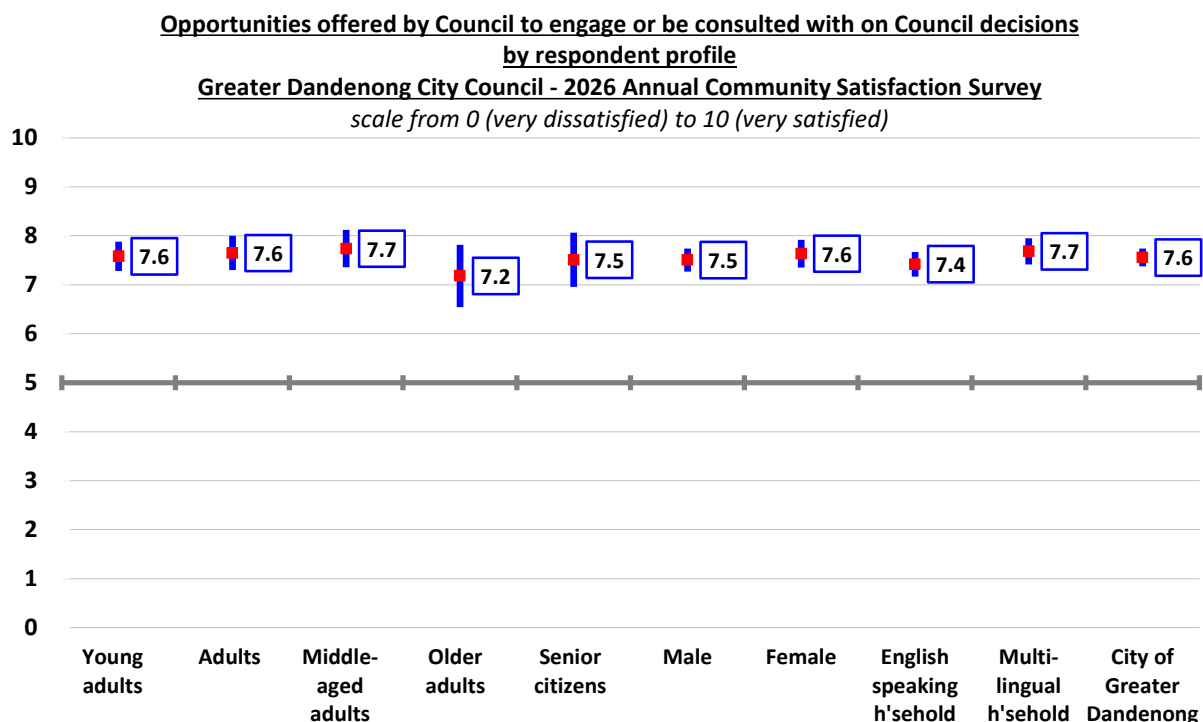
While there was no measurable variation in this result observed across the municipality, respondents from Dandenong North and Keysborough rated satisfaction at “excellent” rather than “very good” levels.



There was no measurable variation in this result observed across the municipality, although older adults (aged 60 to 74 years) were notably (4pts) less satisfied than average, and at a “good” rather than a “very good” level.



Respondents from multilingual households were somewhat (3pts) more satisfied than respondents from English speaking households.



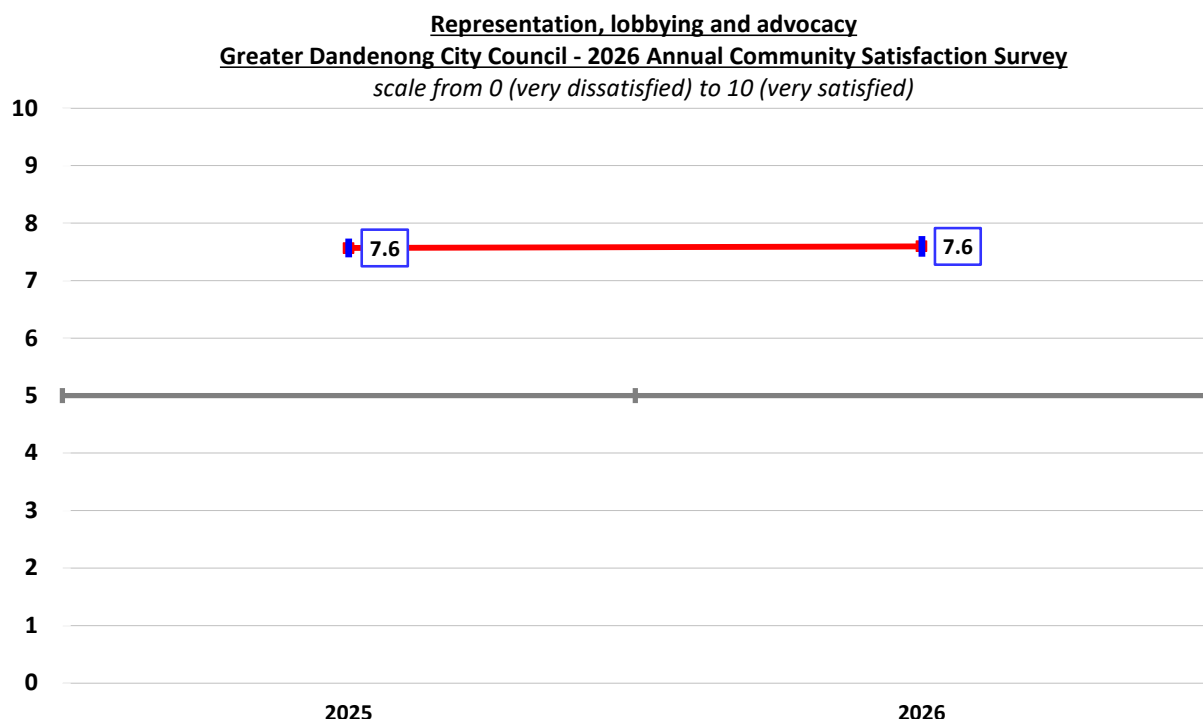
Representation, lobbying and advocacy

Satisfaction with Council's representation, lobbying, and advocacy on behalf of the community remained stable this year at 7.6 out of 10.

This remained a "very good" level of satisfaction.

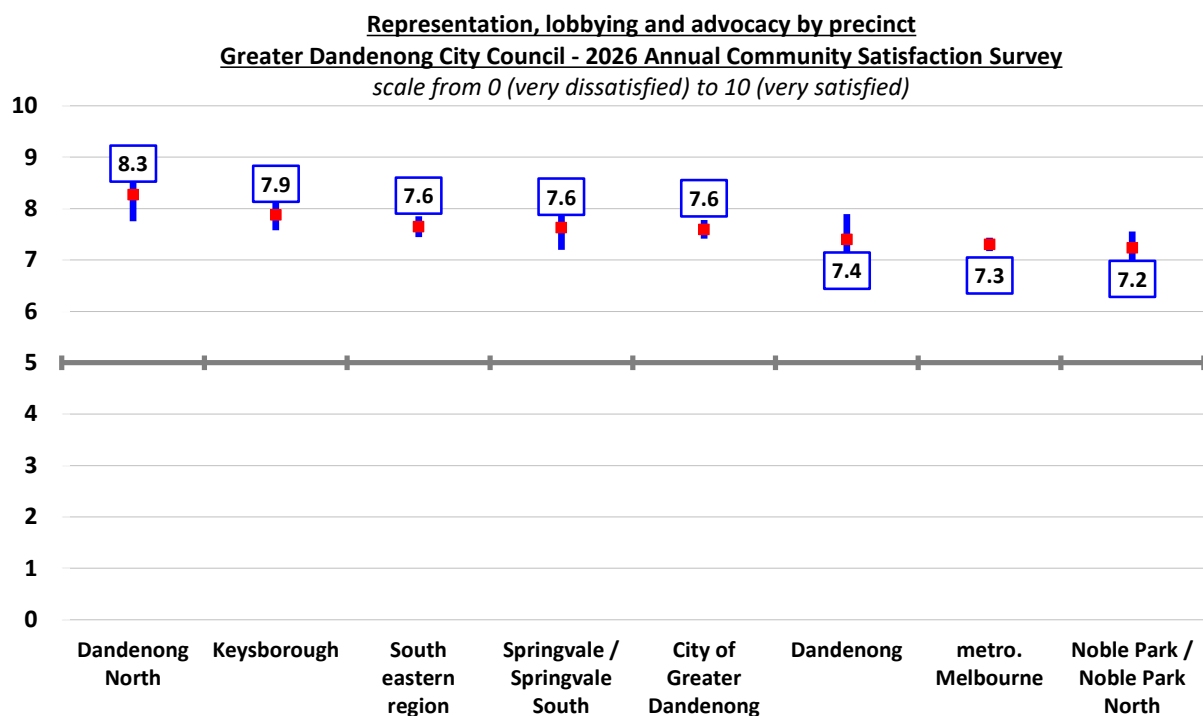
By way of comparison, this result was measurably (3pts) higher than the metropolitan average of 7.3 out of 10, and identical to the southeastern region councils' average, both as recorded in *Governing Melbourne*.





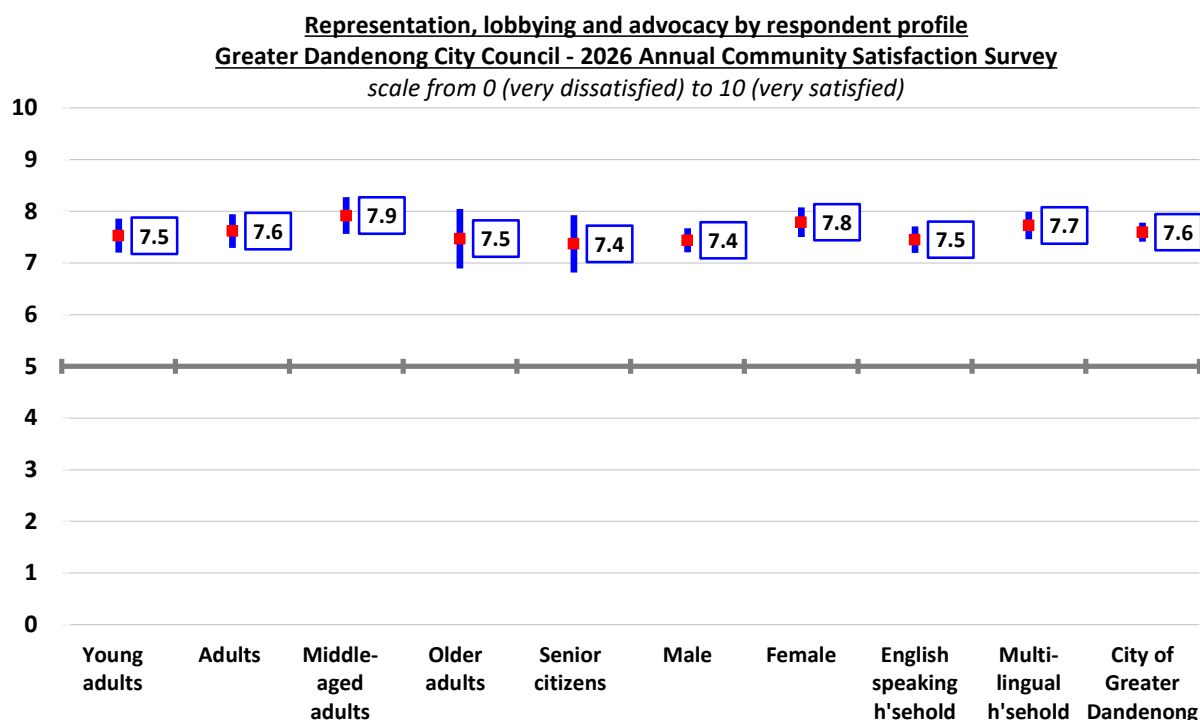
There was measurable variation in this result observed across the municipality, with respondents from Dandenong North measurably (7pts) and respondents from Keysborough somewhat (3pts) more satisfied than average, and at “excellent” levels.

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



While there was no measurable variation in this result observed by respondent profile, middle-aged adults (aged 45 to 59 years) were somewhat (3pts) more satisfied than average, and at an “excellent” level.

Female respondents were notably (4pts) more satisfied than male respondents.



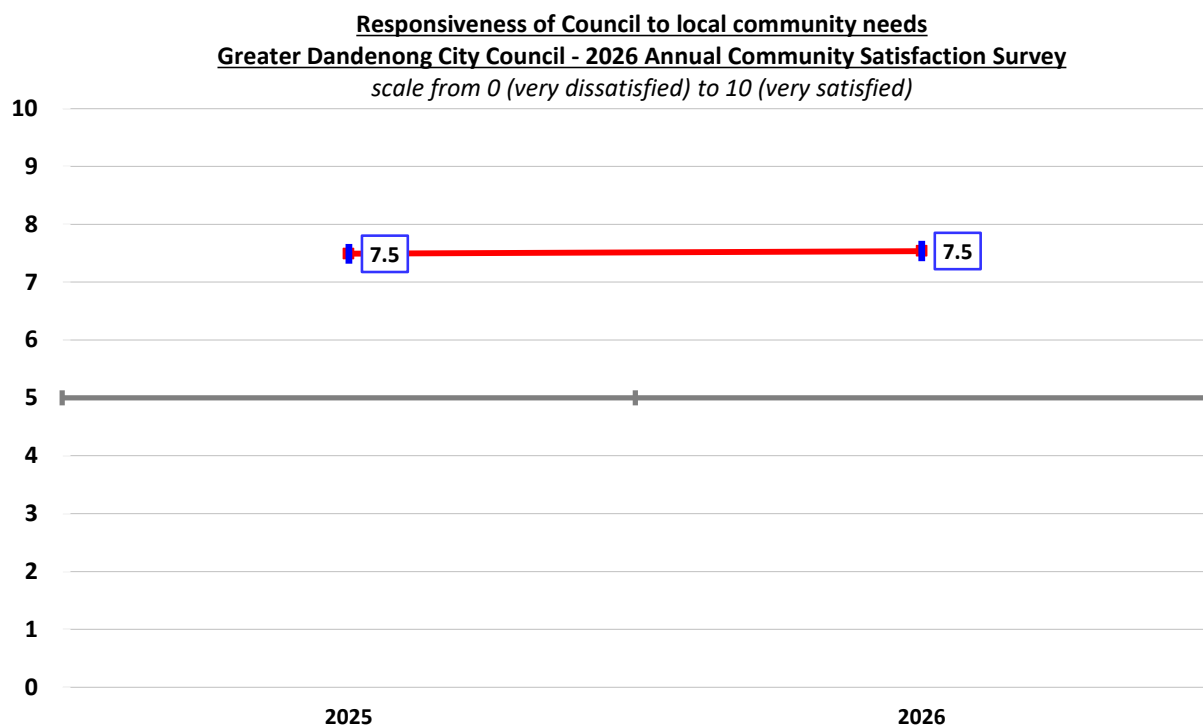
Responsiveness of Council to local community needs

Satisfaction with the responsiveness of Council to local community needs remained stable this year at 7.5 out of 10.

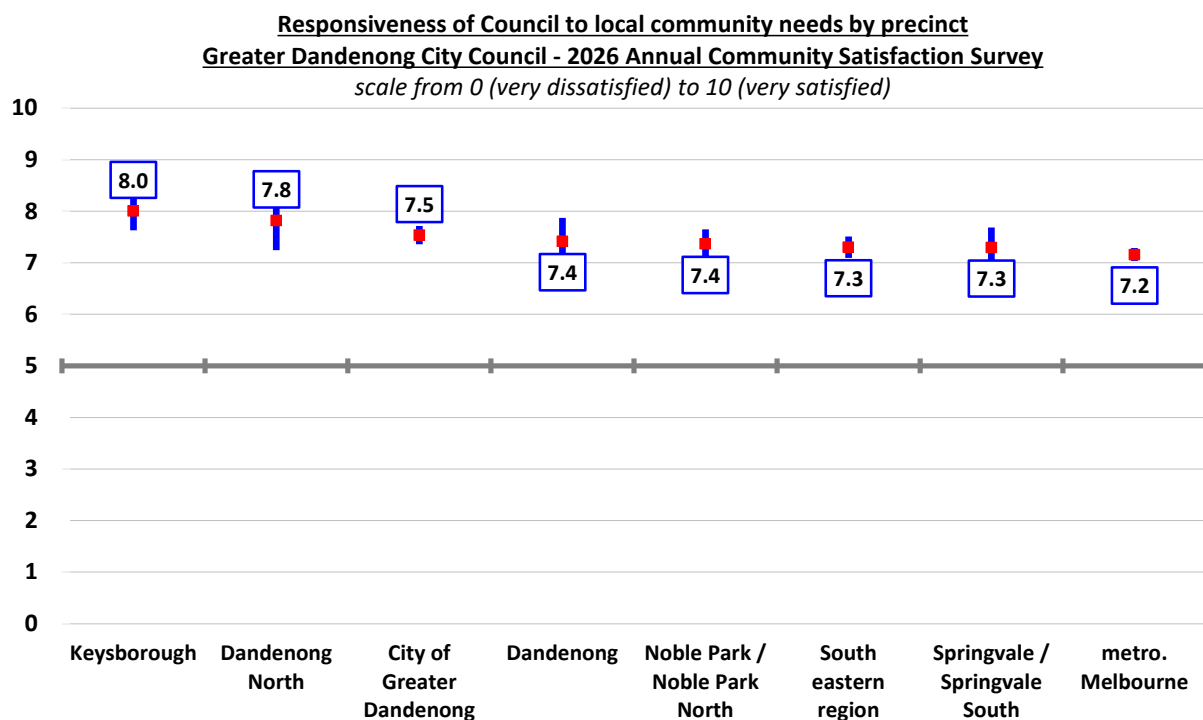
This remained a “very good” level of satisfaction.

By way of comparison, this result was measurably (3pts) higher than the metropolitan average, and marginally (2pts) higher than the southeastern region councils’ average, both as recorded in *Governing Melbourne*.



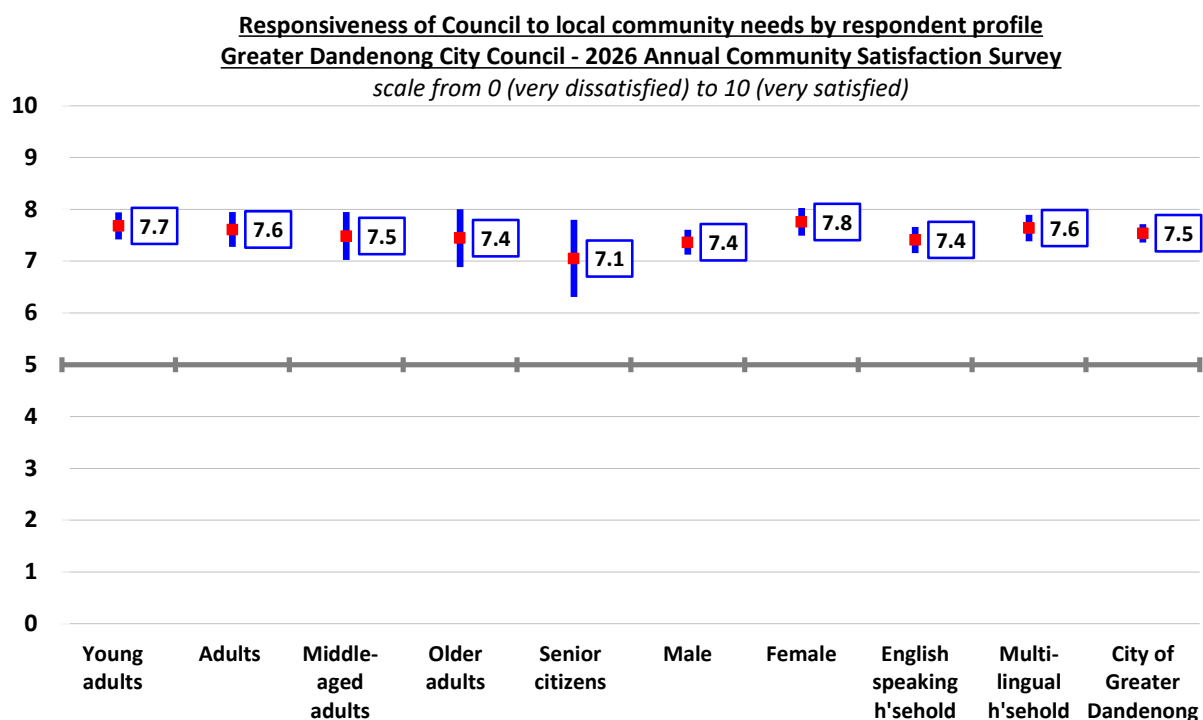


While there was no measurable variation in this result observed across the municipality, respondents from Keysborough were notably (5pts) and respondents from Dandenong North were somewhat (3pts) more satisfied than average, and at “excellent” rather than “very good” levels.



While there was no measurable variation in this result observed by respondent profile, 28 senior citizens (aged 75 years and over) were somewhat (4pts) less satisfied than average, and at a “good” rather than a “very good” level.

Female respondents were notably (4pts) more satisfied than male respondents.



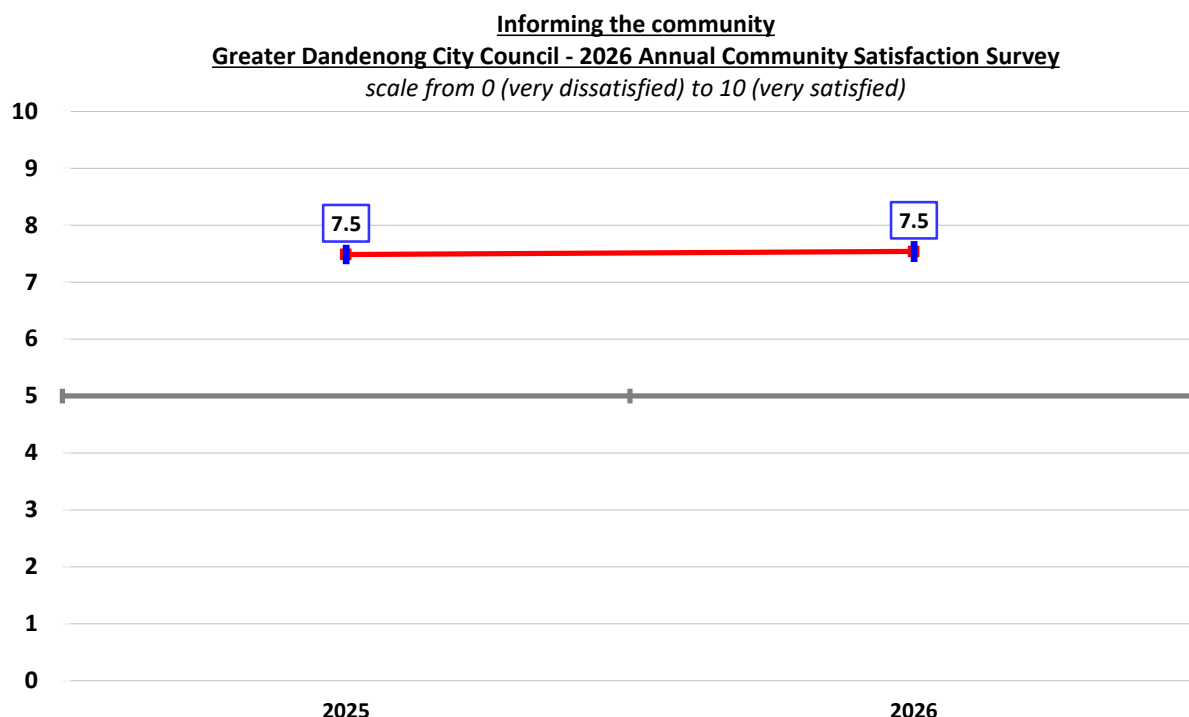
Informing the community

Satisfaction with the performance of Council informing the community remained stable this year at 7.5 out of 10.

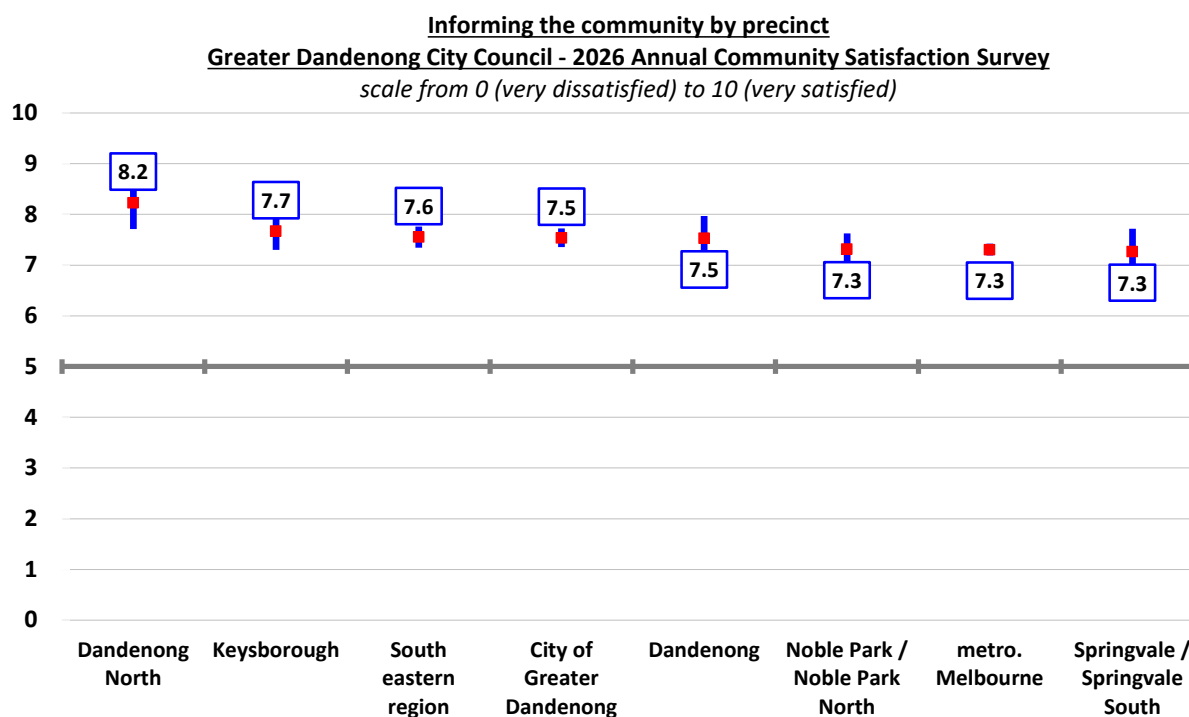
This remained a “very good” level of satisfaction.

By way of comparison, this result was somewhat (2pts) higher than the metropolitan average, but marginally (1pt) lower than the southeastern region councils’ average, both as recorded in *Governing Melbourne*.





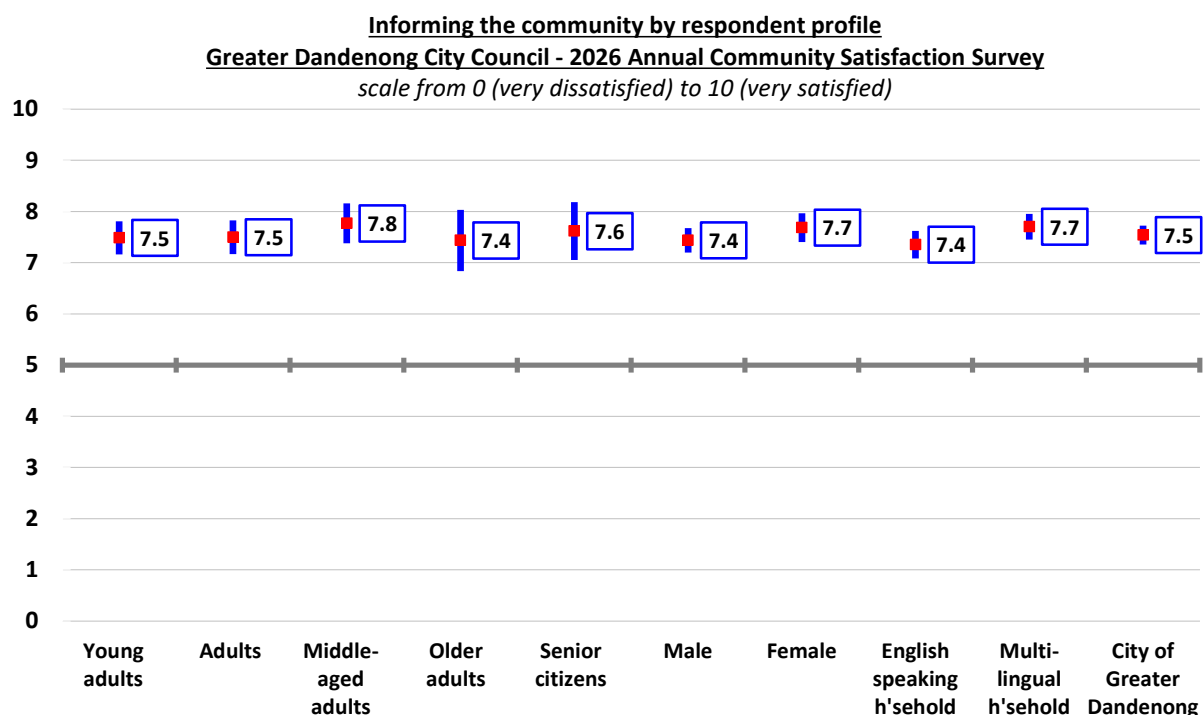
There was measurable variation in this result observed across the municipality, with respondents from Dandenong North measurably (7pts or 9%) more satisfied than average, and at an “excellent” rather than a “very good” level.



While there was no measurable variation in this result observed by respondent profile, middle-aged adults (aged 45 to 59 years) were somewhat (3pts) more satisfied than average, and at an “excellent” rather than a “very good” level.



Female respondents were notably (3pts) more satisfied than male respondents, and respondents from multilingual households were somewhat (3pts) more satisfied than respondents from English speaking households.



Making decisions in the interests of the community

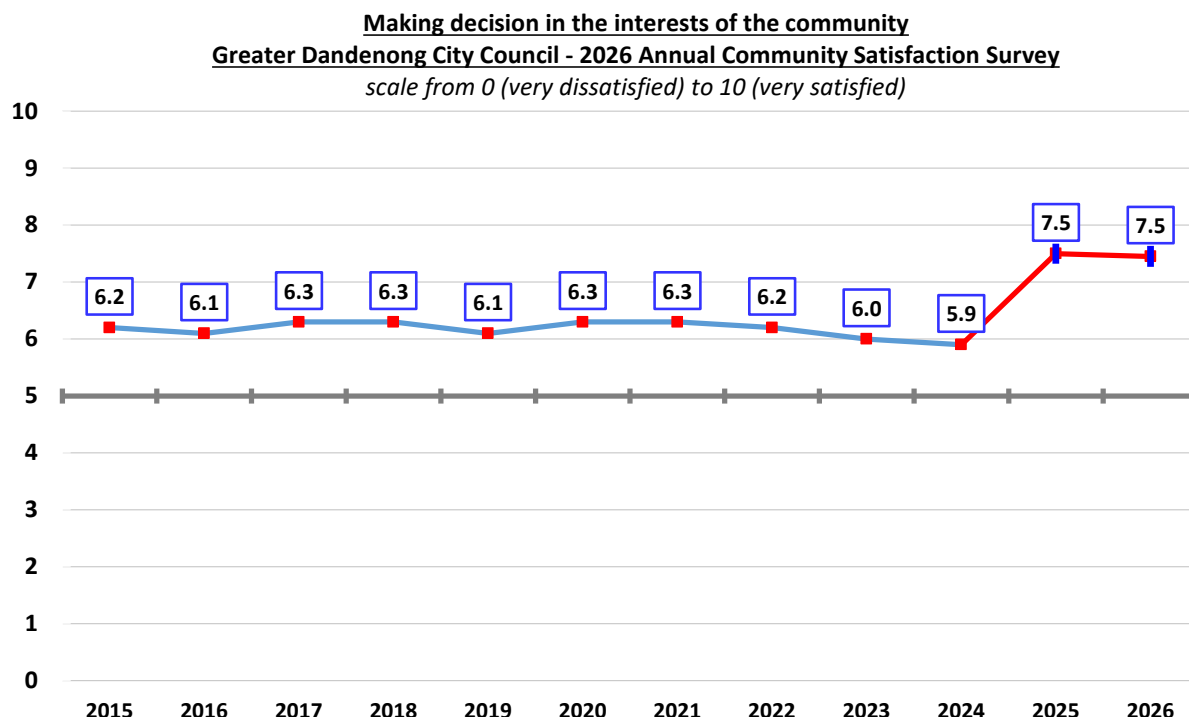
Satisfaction with the performance of Council making decisions in the interests of the community remained stable this year at 7.5 out of 10.

This remained a “very good” level of satisfaction.

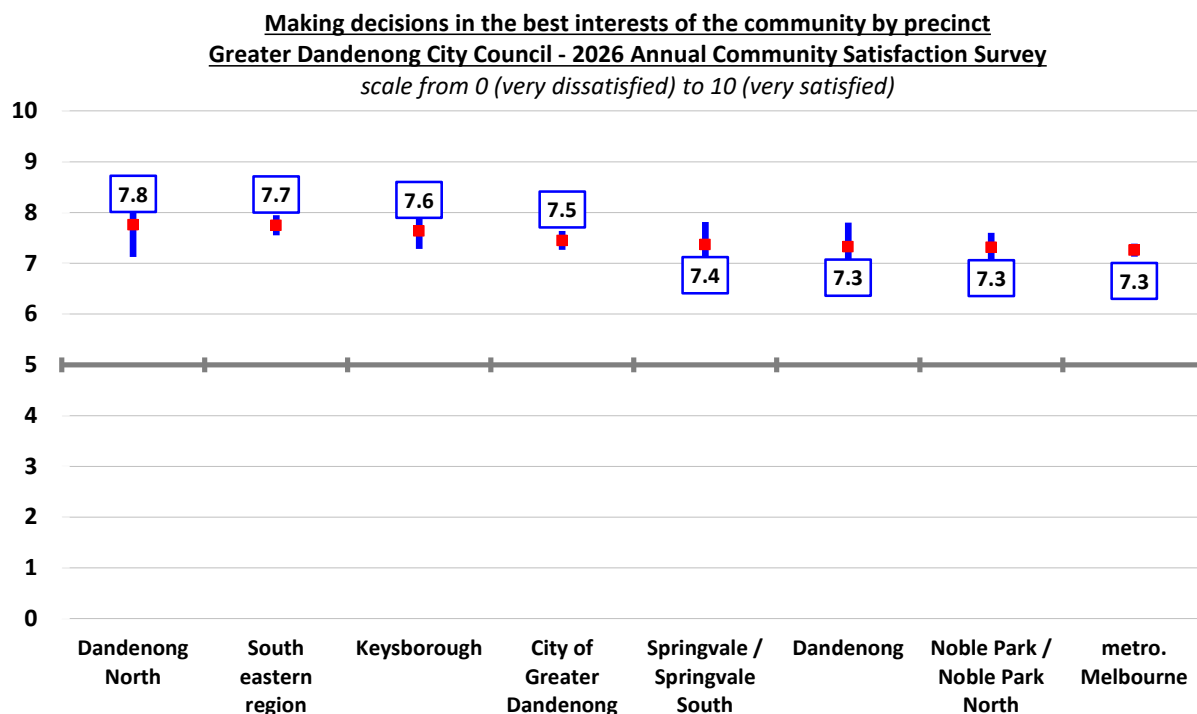
This result was measurably and significantly (11pts or 17%) above the long-term average satisfaction since 2015 of 6.4 out of 10, or “solid”.

By way of comparison, this result was somewhat (2pts) higher than the metropolitan average, but measurably (3pts) lower than the southeastern region councils’ average, both as recorded in *Governing Melbourne*.



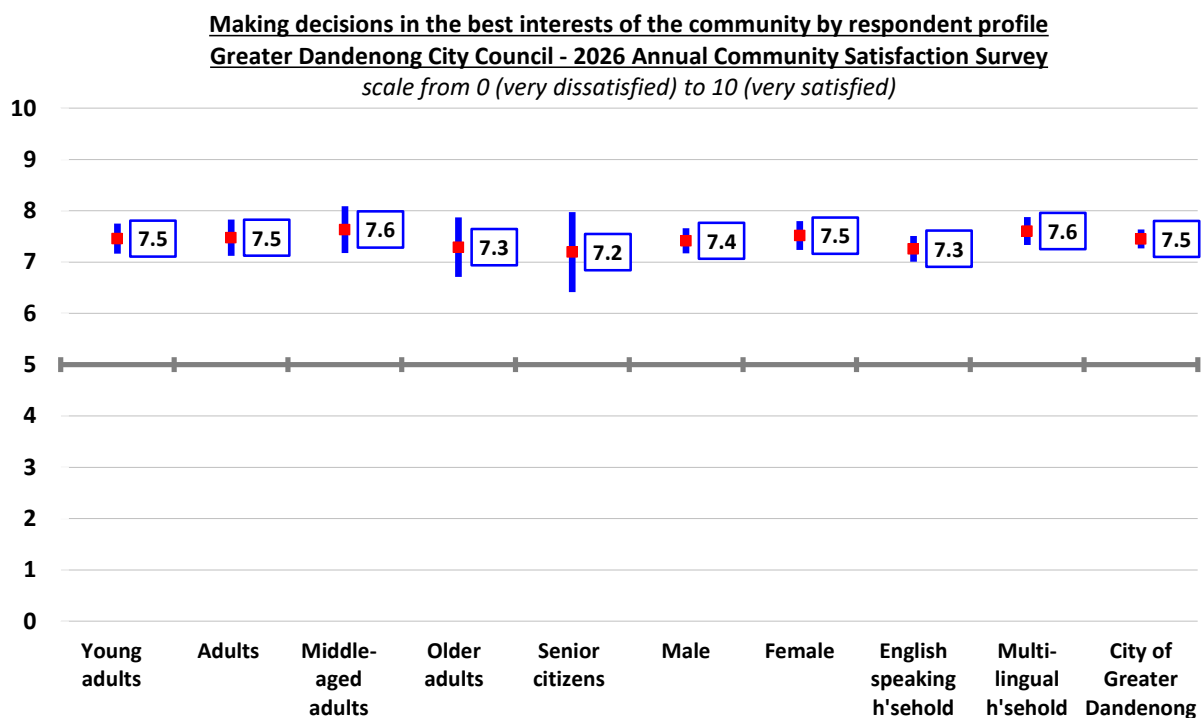


While there was no measurable variation in this result observed across the municipality, respondents from Dandenong North were somewhat (3pts) more satisfied than average, and at an “excellent” rather than a “very good” level.



While there was no measurable variation in this result observed by respondent profile, 25 senior citizens (aged 75 years and over) were marginally (3pts) less satisfied than average, and a “good” rather than a “very good” level.

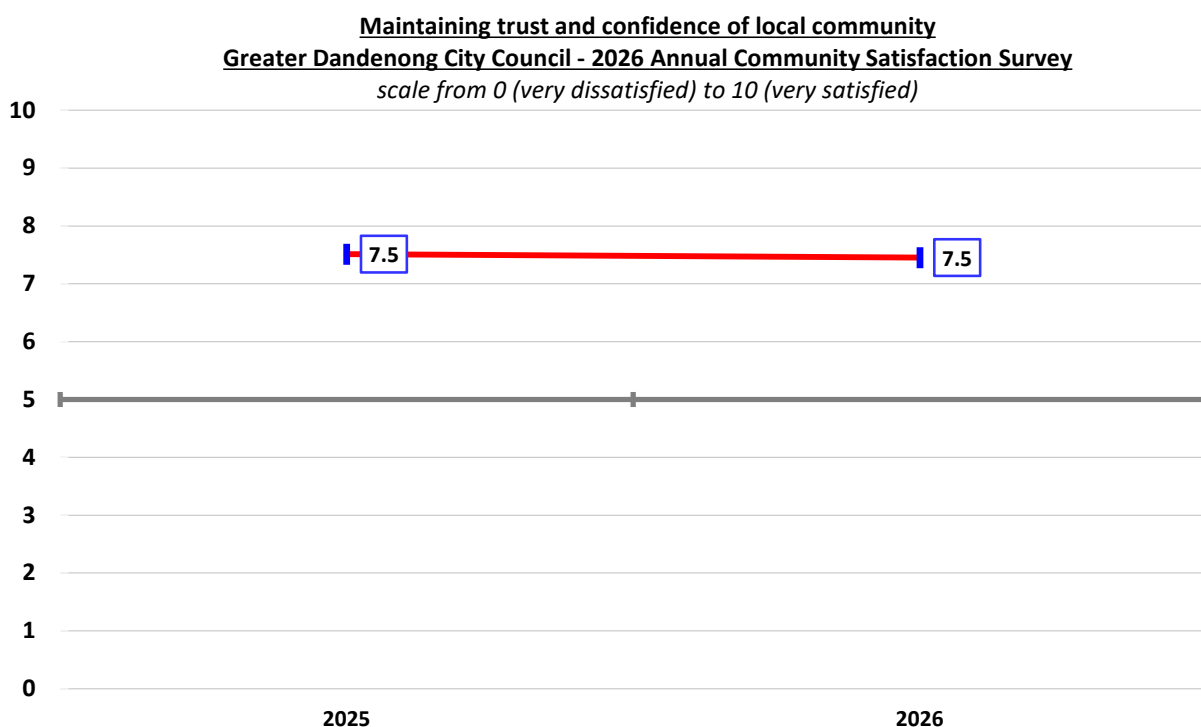




Maintaining trust and confidence of the local community

Satisfaction with the performance of Council maintaining the trust and confidence of the local community remained stable this year at 7.5 out of 10.

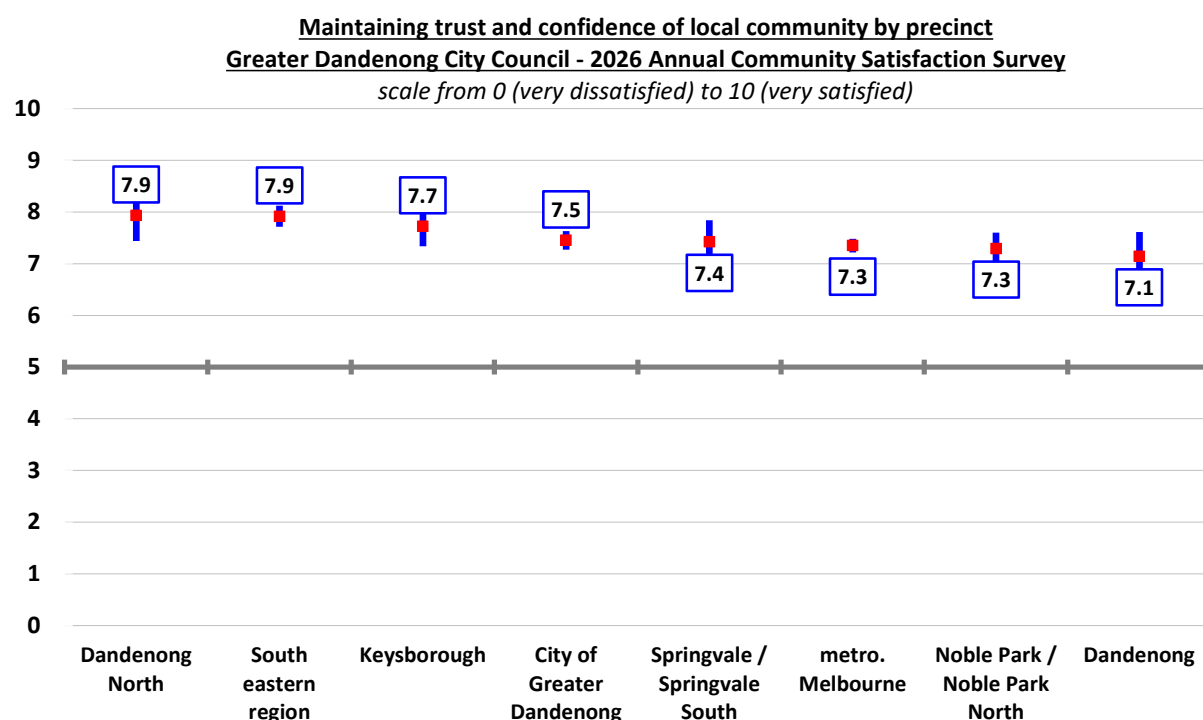
This remained a “very good” level of satisfaction.



By way of comparison, this result was somewhat (2pts) higher than the metropolitan average, but measurably (4pts) lower than the southeastern region councils' average, both as recorded in *Governing Melbourne*.

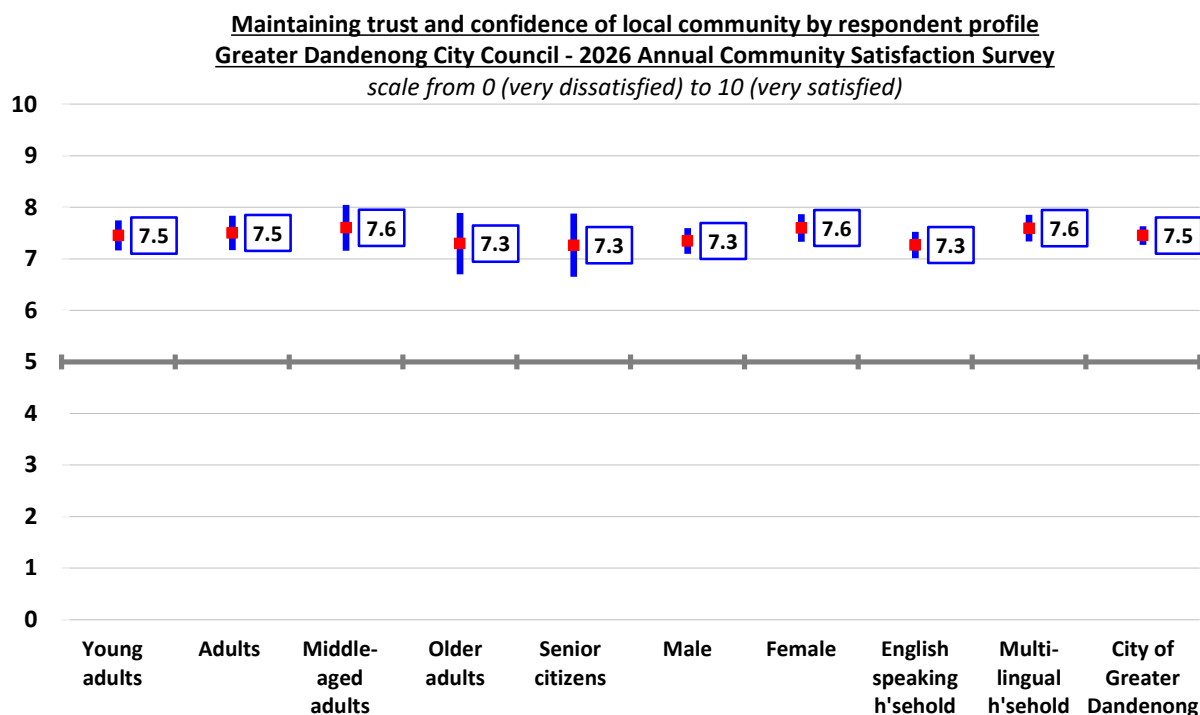
While there was no measurable variation in this result observed across the municipality, respondents from Dandenong North were notably (4pts) more satisfied than average and at an “excellent” level.

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



While there was no measurable variation in this result observed by respondent profile, female respondents were somewhat (3pts) more satisfied than male respondents, and respondents from multilingual households were somewhat (3pts) more satisfied than respondents from English speaking households

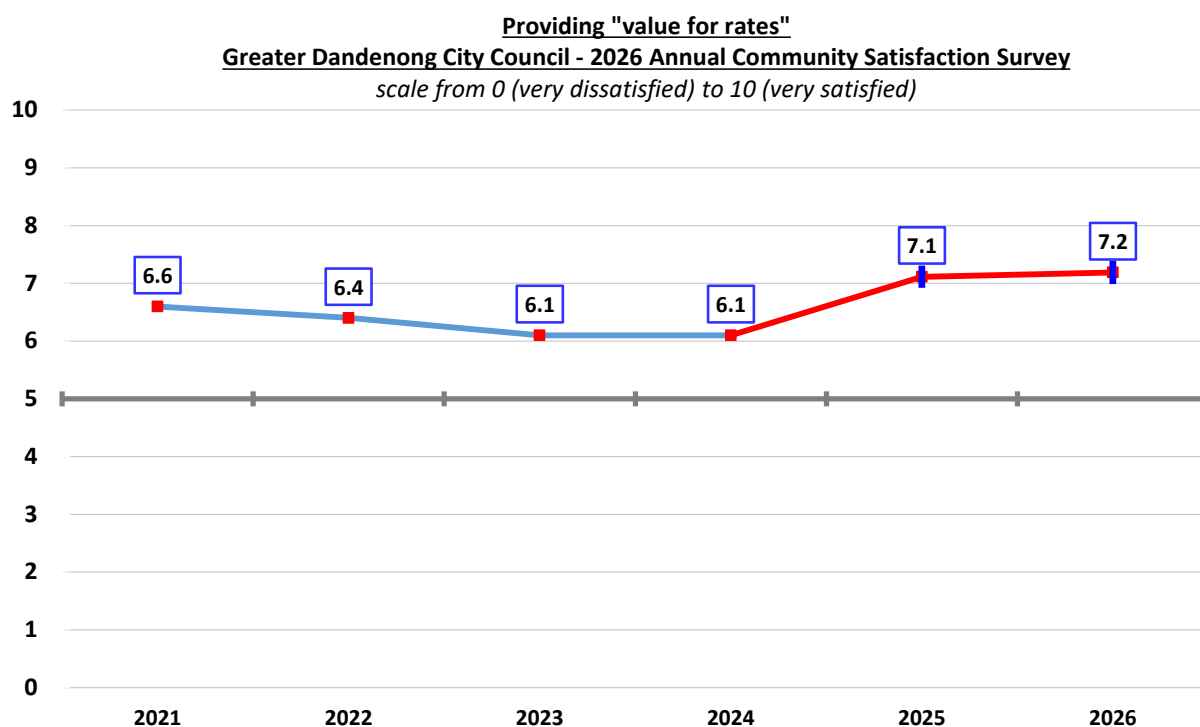




Providing “value for rates”

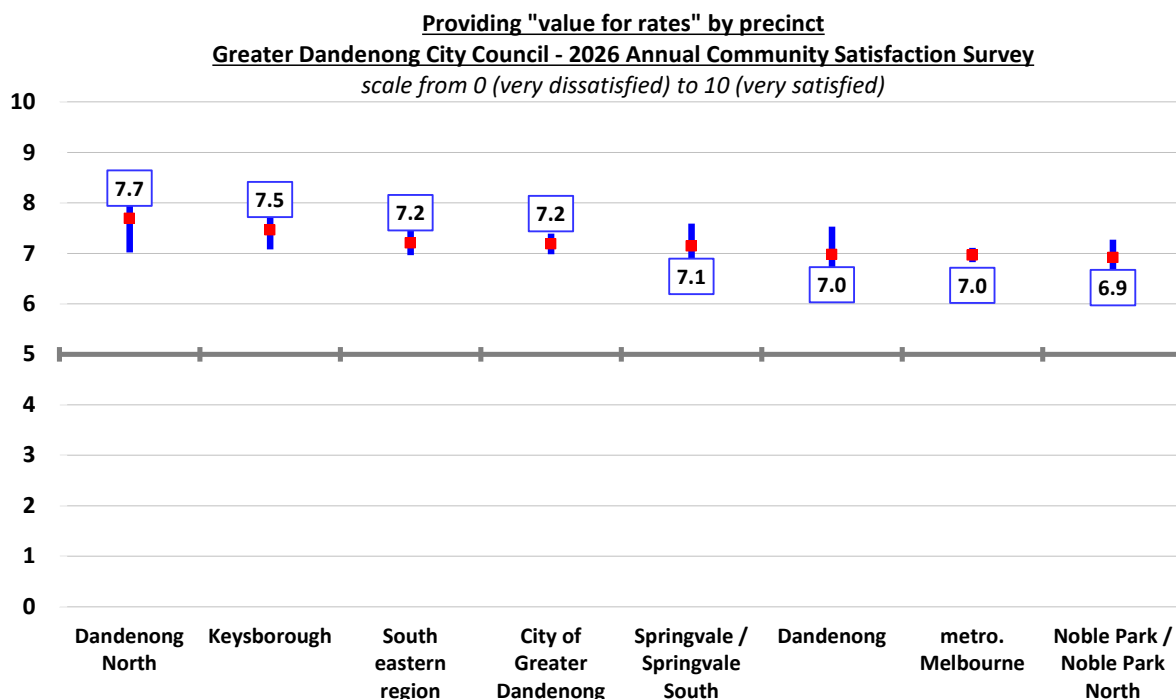
Satisfaction with the performance of Council providing value for rates increased marginally this year, up one percentage point to 7.2 out of 10. This remained a “good” level of satisfaction.

This result was measurably (4pts) above the long-term average since 2021 of 6.8 out of 10.

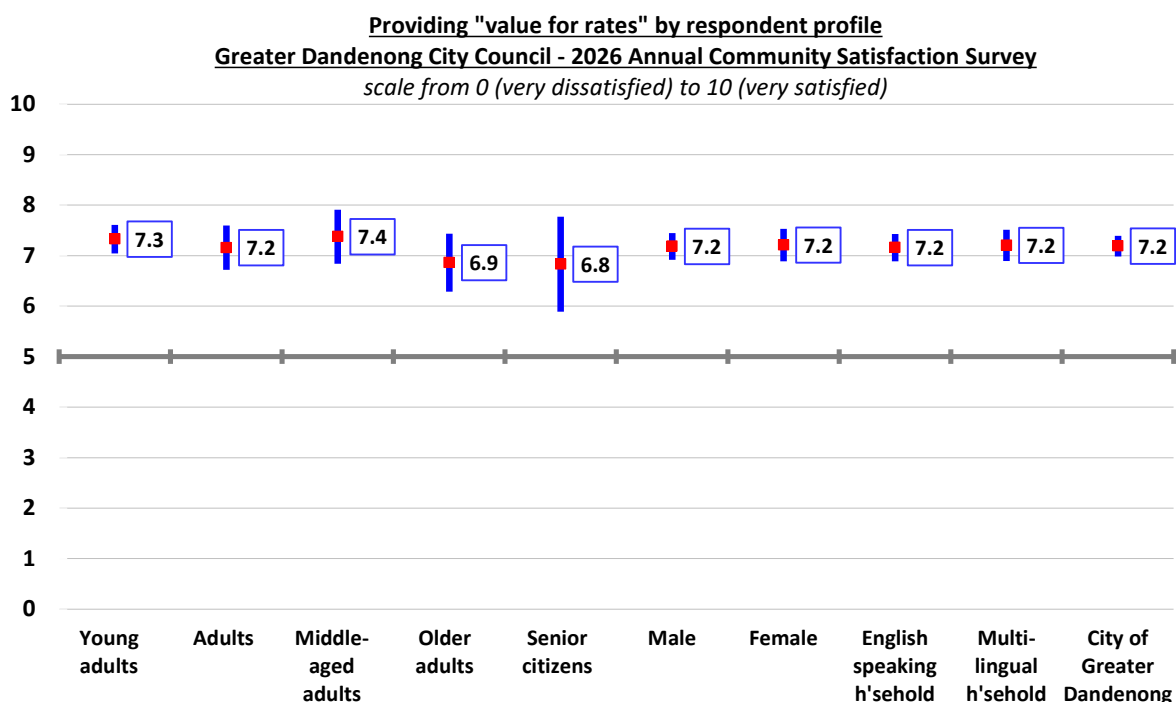


By way of comparison, this result was somewhat higher than both the metropolitan (2pts) and southeastern region councils' (3pts) average, as recorded in *Governing Melbourne*.

While there was no measurable variation in this result observed across the municipality, respondents from Dandenong North were notably (5pts) and respondents from Keysborough were somewhat (3pts) more satisfied than average, and at "very good" levels.



While there was no measurable variation in this result observed by respondent profile, older adults and senior citizens (aged 60 years and over) were somewhat (3pts and 4pts) less satisfied than average, although still at "good" levels.

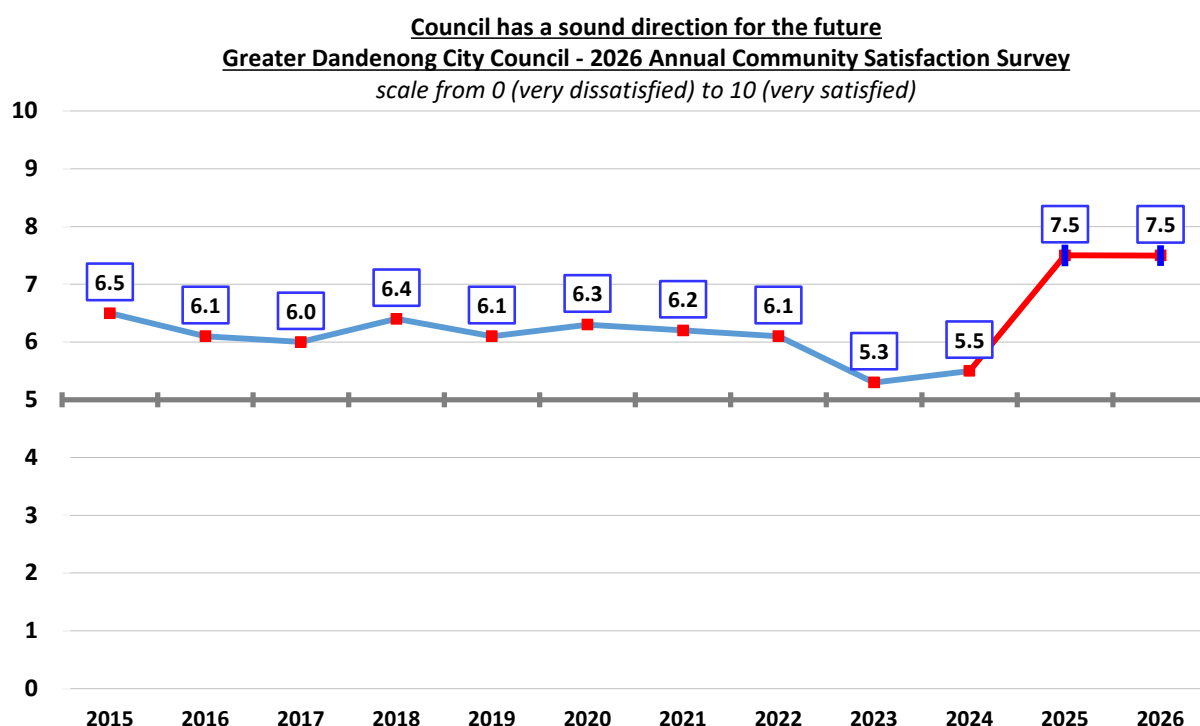


Council has a sound direction for the future

Satisfaction that Council has a sound direction for the future remained stable this year at 7.5 out of 10.

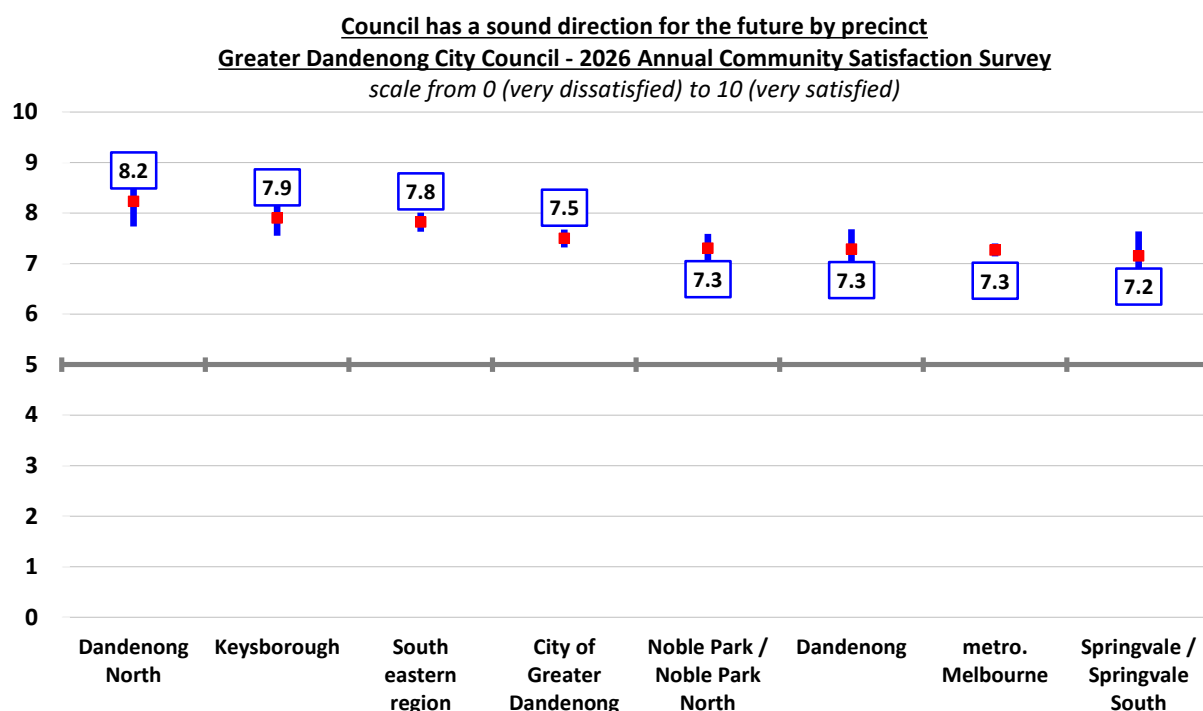
This remained a “very good” level of satisfaction, and measurably and significantly (12pts or 19%) above the long-term average satisfaction since 2015 of 6.3 out of 10, or “solid”.

By way of comparison, this result was somewhat (2pts) higher than the metropolitan average, but notably (5pts) lower than the southeastern region councils’ average, both as recorded in *Governing Melbourne*.



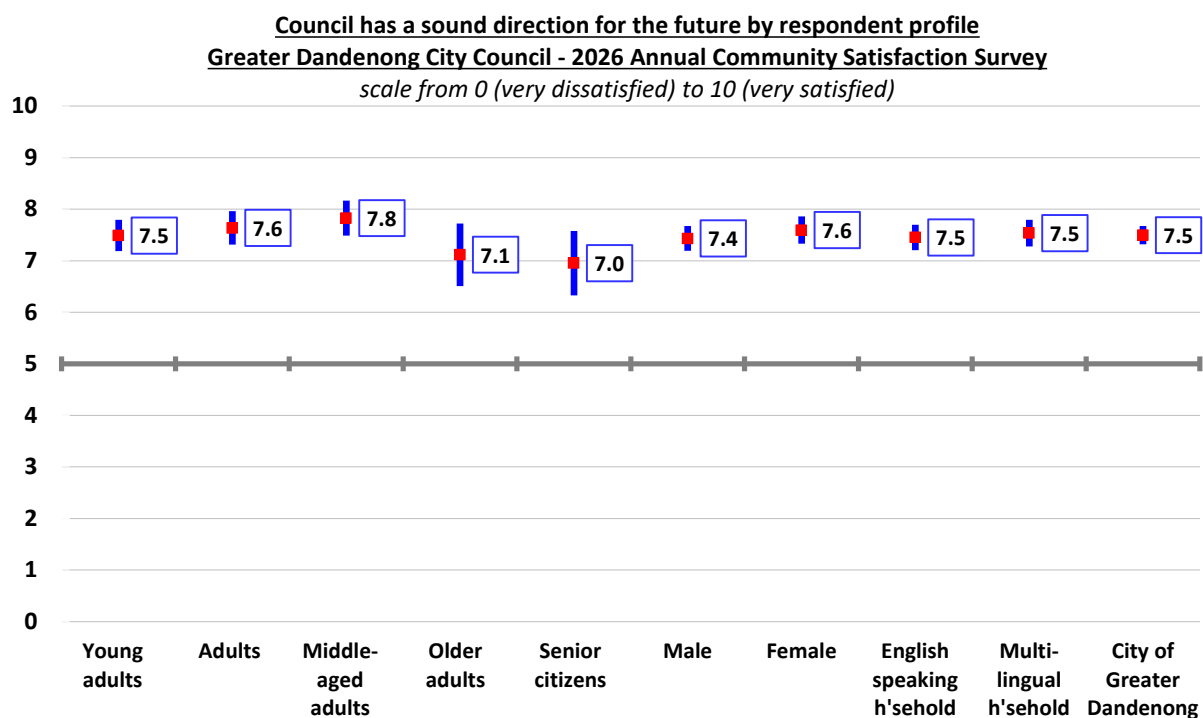
There was measurable variation in this result observed across the municipality, with respondents from Dandenong North measurably (7pts) and respondents from Keysborough were notably (4pts) more satisfied than average, and at “excellent” levels.

By contrast, respondents from Springvale / Springvale South were somewhat (3pts) less satisfied than average, and at a “good” rather than a “very good” level.



While there was no measurable variation in this result observed by respondent profile, middle-aged adults (aged 45 to 59 years) were somewhat (3pts) more satisfied than average and at an “excellent” level.

By contrast, older adults and senior citizens (aged 60 years and over) were notably (4pts and 5pts) less satisfied than average, and at “good” rather than “very good” levels

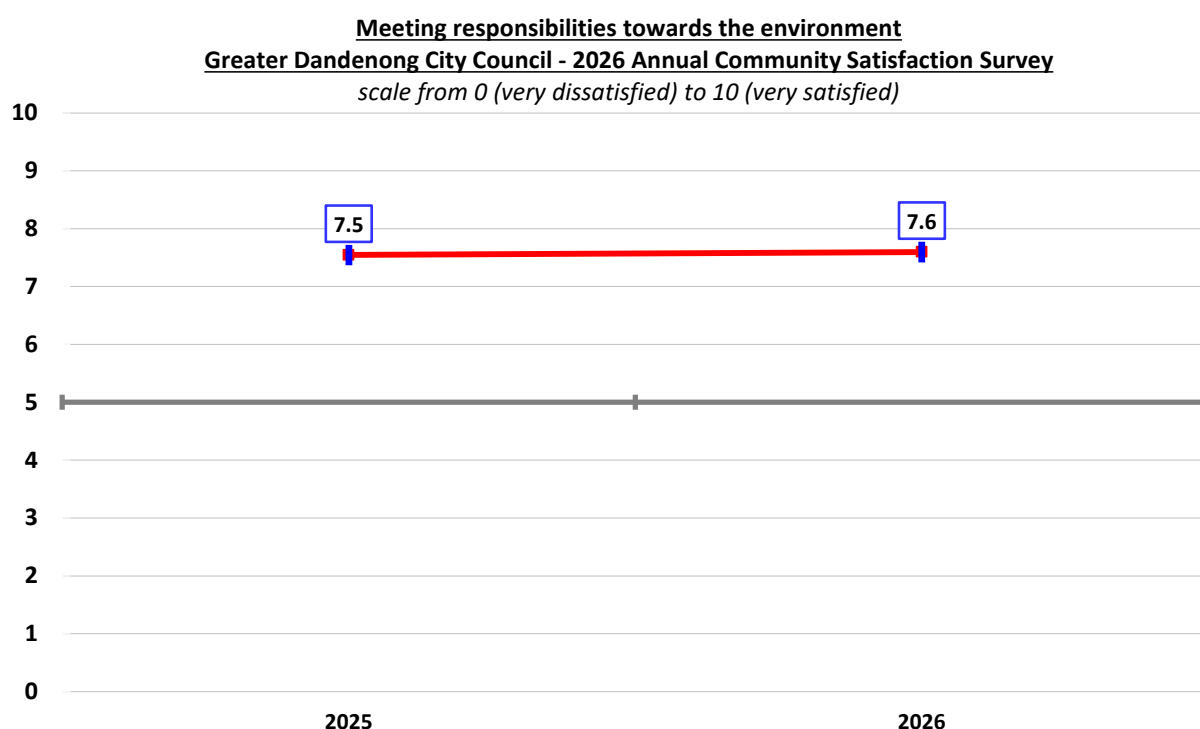


Meeting responsibilities towards the environment

Satisfaction with Council’s performance meeting its responsibilities towards the environment increased marginally this year, up one percentage point to 7.6 out of 10.

This remained a “very good” level of satisfaction.

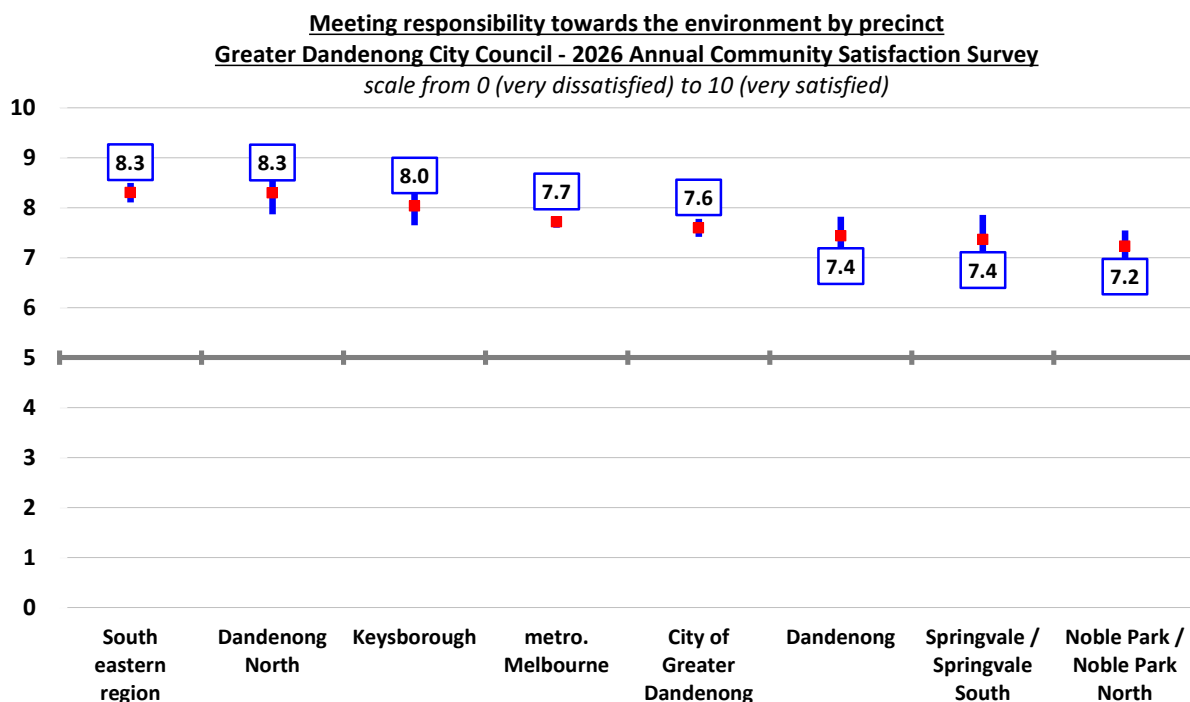
By way of comparison, this result was marginally (1pt) lower than the metropolitan average but measurably (7pts) lower than the southeastern region councils’ average, both as recorded in *Governing Melbourne*.



There was measurable variation in this result observed across the municipality, with respondents from Dandenong North measurably (7pts) and respondents from Keysborough notably (4pts) more satisfied than average, and at “excellent” levels of satisfaction.

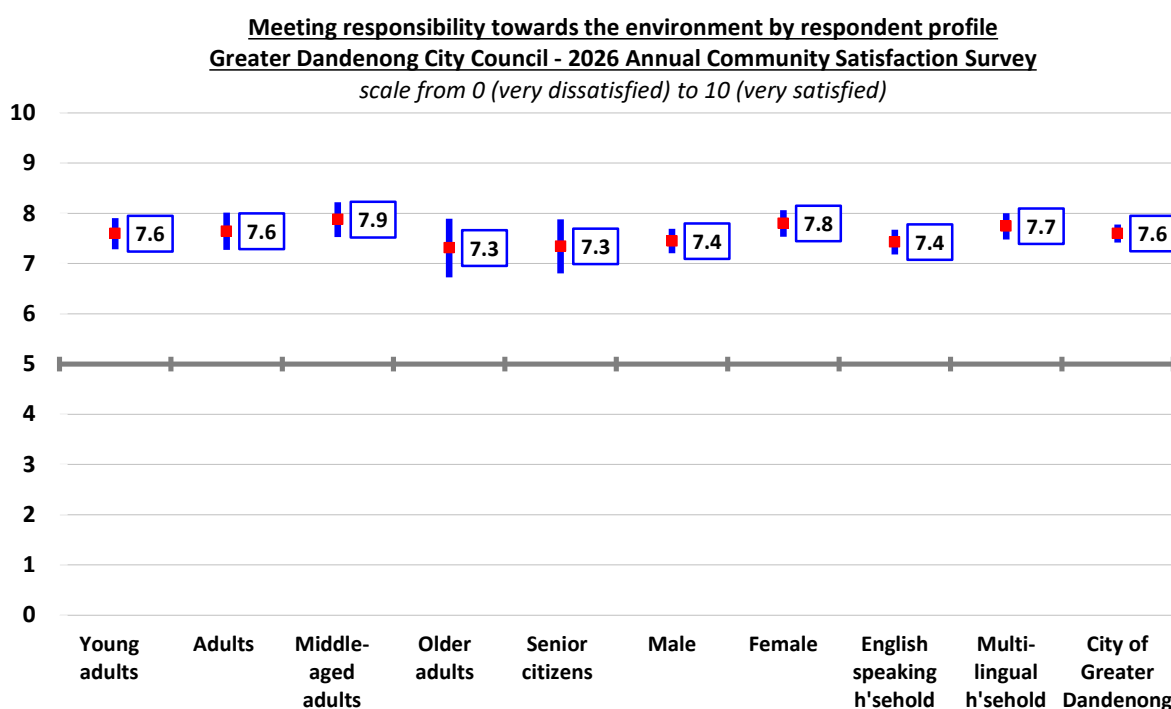
By contrast, respondents from Noble Park / Noble Park North were notably (4pts) less satisfied than average, and at a “good” rather than a “very good” level.





While there was no measurable variation in this result observed by respondent profile, middle-aged adults (aged 45 to 59 years) were somewhat (3pts) more satisfied than average and at an “excellent” level. By contrast, older adults and senior citizens (aged 60 years and over) were notably (4pts and 5pts) less satisfied than average, and at “good” rather than “very good” levels

Male respondents were notably (4pts) more satisfied than female respondents, and respondents from multilingual households were notably (3pts) more satisfied than respondents from English speaking households.



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 2026, 32% (up from 23%) of respondents reported that they had contacted Council in the last 12 months.

This result was higher than the metropolitan average of 20%.

Contacted Council in the past 12 months
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2026		2025
	Number	Percent	
Yes	126	32%	23%
No	273	68%	77%
Not stated	2		3
Total	401	100%	402

Reasons for contacting Council

Respondents who had contacted Council were asked:

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

This question relating to reasons for contacting Council was not included in the survey form that was implemented in the field this year.

Metropolis Research apologies for this error.



Forms of contact

Respondents who had contacted Council were asked:

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

The most common method of contacting Council remained telephone during business hours, with 60% (down from 70%) of respondents reporting that they last contacted Council via this method.

There were more visits in person recorded this year than last year, with an unusually high 13% reporting that they visited in person.

Metropolis Research notes that post-pandemic, typically, less than 10% of respondents across metropolitan Melbourne who contacted their local council reported that they did so in person.

Method of contact with Council
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents contacting Council providing a response)

Method	2026		2025
	Number	Percent	
Telephone (<i>during office hours</i>)	76	60%	70%
Visit in person	16	13%	4%
Submitted form via the website	10	8%	4%
Snap Send Solve App	9	7%	6%
Email	8	6%	10%
Telephone (<i>after hours service</i>)	4	3%	1%
Mail	1	1%	2%
Social media (<i>e.g. Facebook</i>)	0	0%	0%
Directly with a Councillor	0	0%	1%
Live chat	0	0%	0%
Other	2	2%	1%
Not stated	0		0
Total	126	100%	90



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?”

Consistent with the result recorded last year, the overwhelming majority (97% up from 95%) of respondents reported that the method by which they contacted council was their preferred method.

Preferred method of contacting Council
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents contacting Council providing a response)

Response	2026		2025
	Number	Percent	
Yes	121	97%	95%
No	4	3%	5%
Not stated	1		4
Total	126	100%	90

The following table outlines the reasons why the four respondents did not or were not able to contact Council via their preferred method.

Reasons for not using preferred method of contacting Council
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents contacting Council providing a response)

Reason	2025	
	Number	Percent
I did (not) need (to) know	1	25%
More convenient	1	25%
Online on website	1	25%
Quick	1	25%
Total	4	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?"

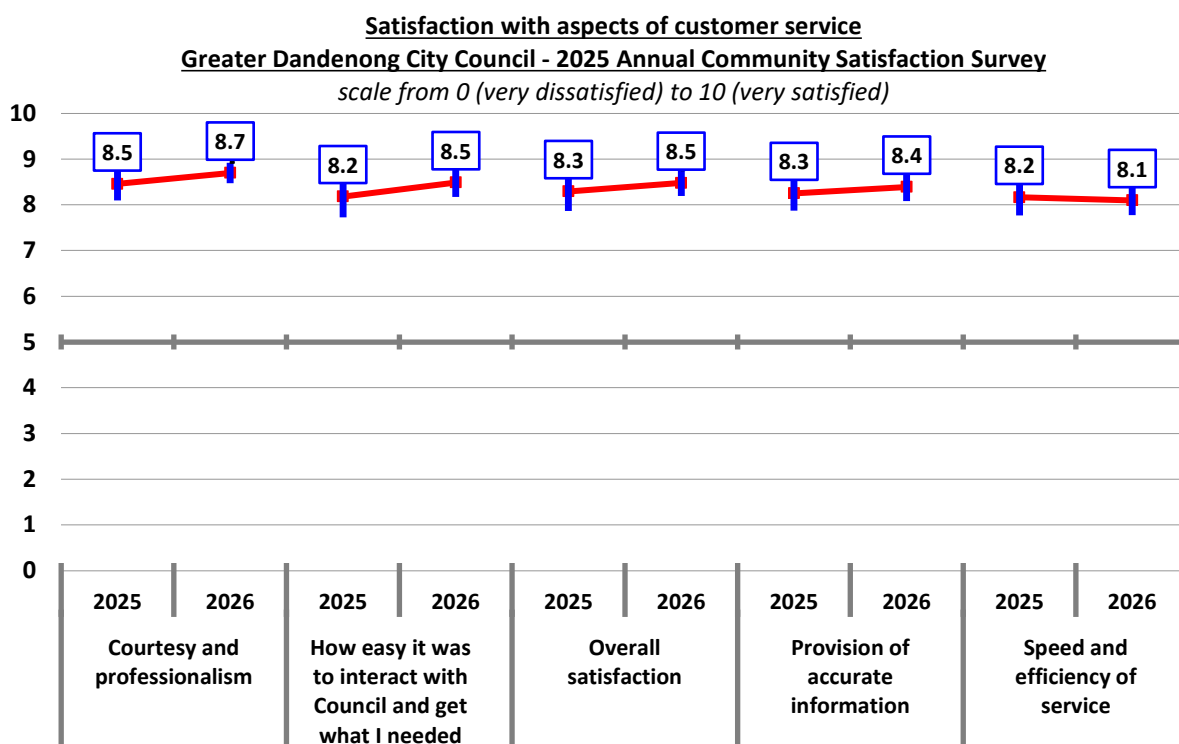
The 126 respondents who reported that they had contacted Council in the last 12 months were asked to rate their satisfaction with five aspects of customer service, including the 'overall satisfaction with the customer service experience'.

The average satisfaction with these five aspects of customer service remained essentially stable this year, up one percentage point to 8.4 out of 10, which remained 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, an unusually positive result.

Satisfaction with the speed and efficiency of service remained the lowest rated aspect of customer service and recorded a score that was measurably (6pts) lower than the satisfaction with the courtesy and professionalism of staff.

Metropolis Research notes that in almost all municipalities, the speed and efficiency of service was the aspect of customer service with the lowest level of satisfaction.

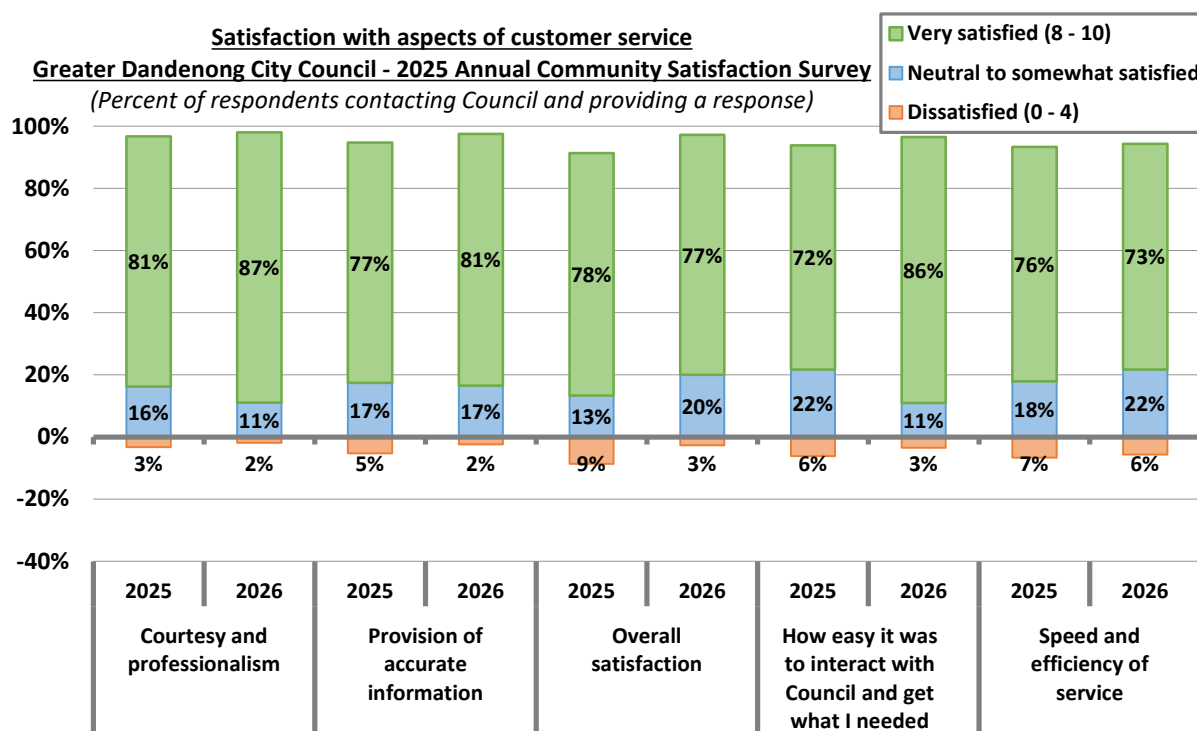


The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who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

Three-quarters or more of the respondents who provided a score were “very satisfied” with each of the five aspects.

By contrast, six percent (down from 7%) of respondents were “dissatisfied” with the speed and efficiency of service, and just three percent (down from 9%) were “dissatisfied” with the overall customer service experience.

These results reinforce a very high level of community satisfaction with Council’s customer service, both via the customer service team, as well as with individual officers and departments across the Council.



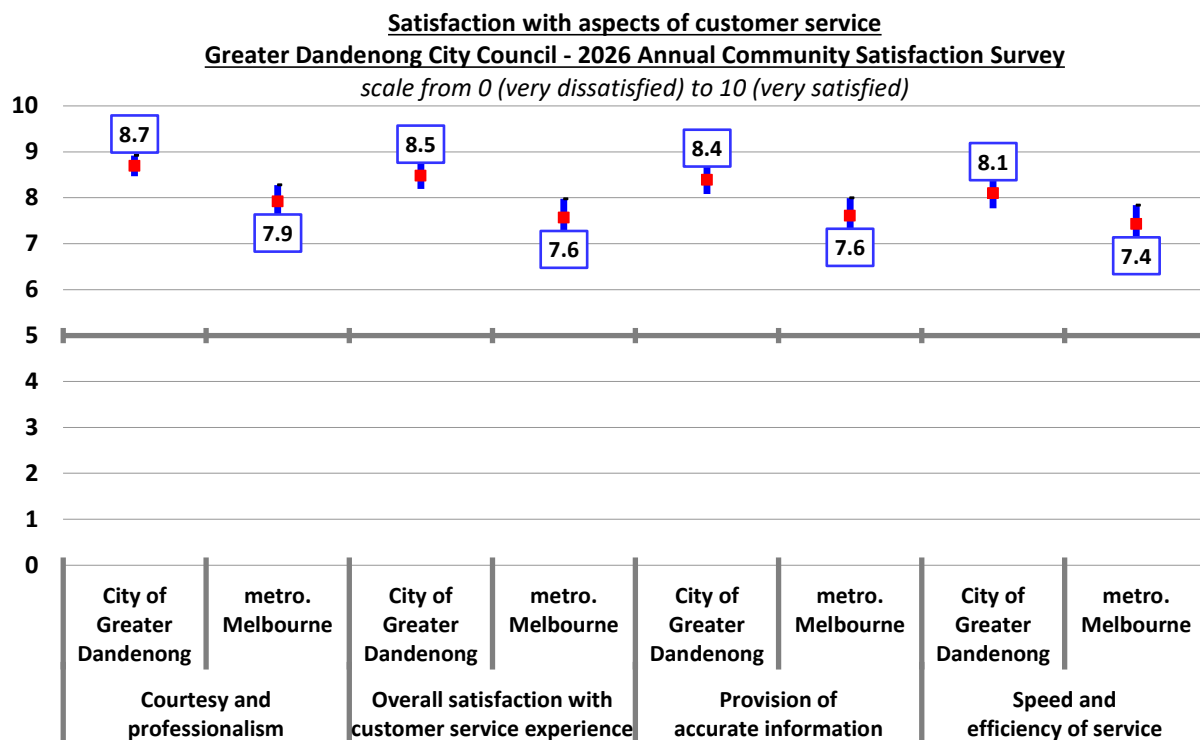
The following graph provides a comparison of satisfaction with four aspects of customer service against the metropolitan average, as recorded in the 2026 *Governing Melbourne* research.

The *Governing Melbourne* research was completed independently by Metropolis Research in January 2026, using the same door-to-door, in-person survey methodology.

Satisfaction with all four aspects of customer service was measurably higher in the City of Greater Dandenong than the metropolitan average, by an average of eight percentage points (11%).



These results reinforce the exceptionally high customer service satisfaction recorded in the City of Greater Dandenong again this year

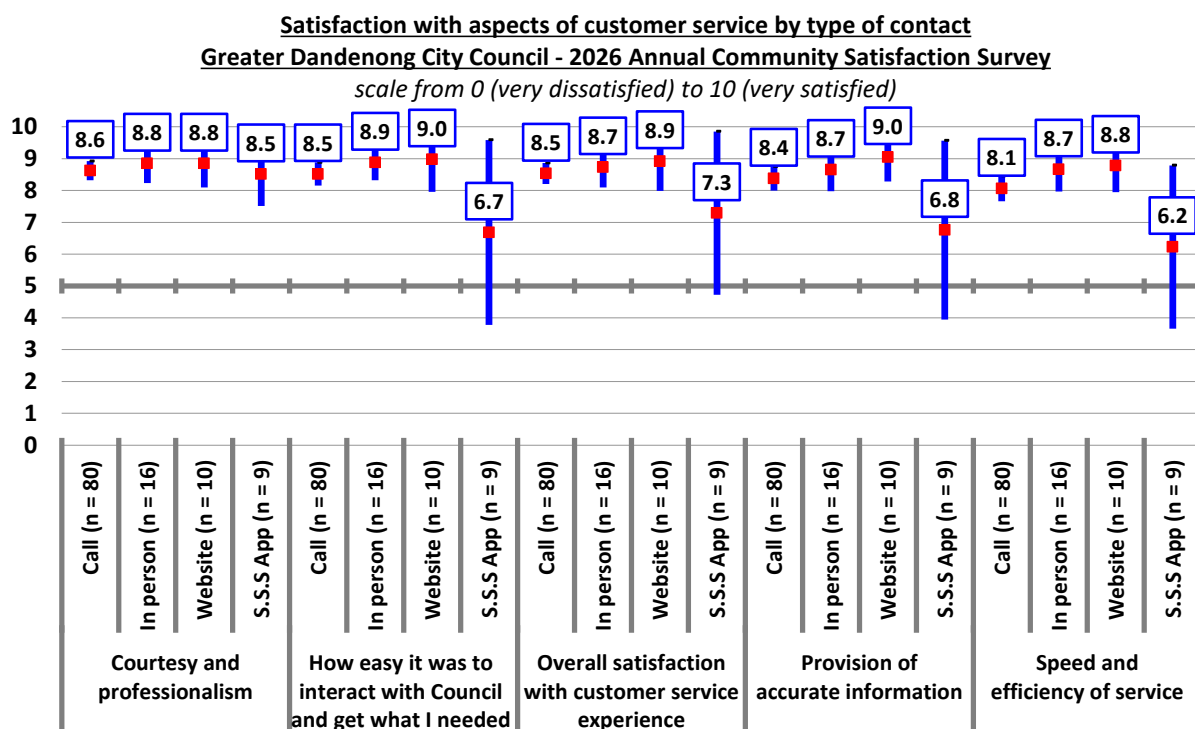


The following graph provides a comparison of satisfaction with the five aspects of customer service by the method of contacting Council.

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

It is noted that the nine respondents who contacted Council via snap / send / solve recorded notably lower satisfaction than those who contacted Council by telephone, in-person, or via the website.

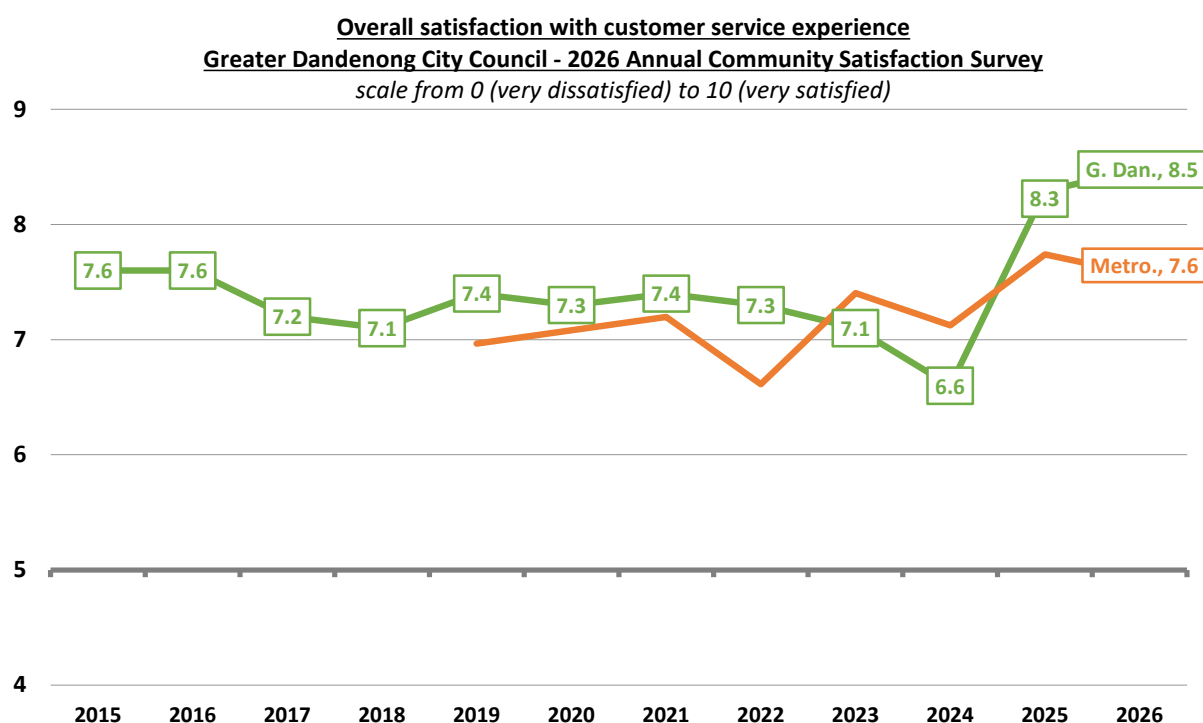




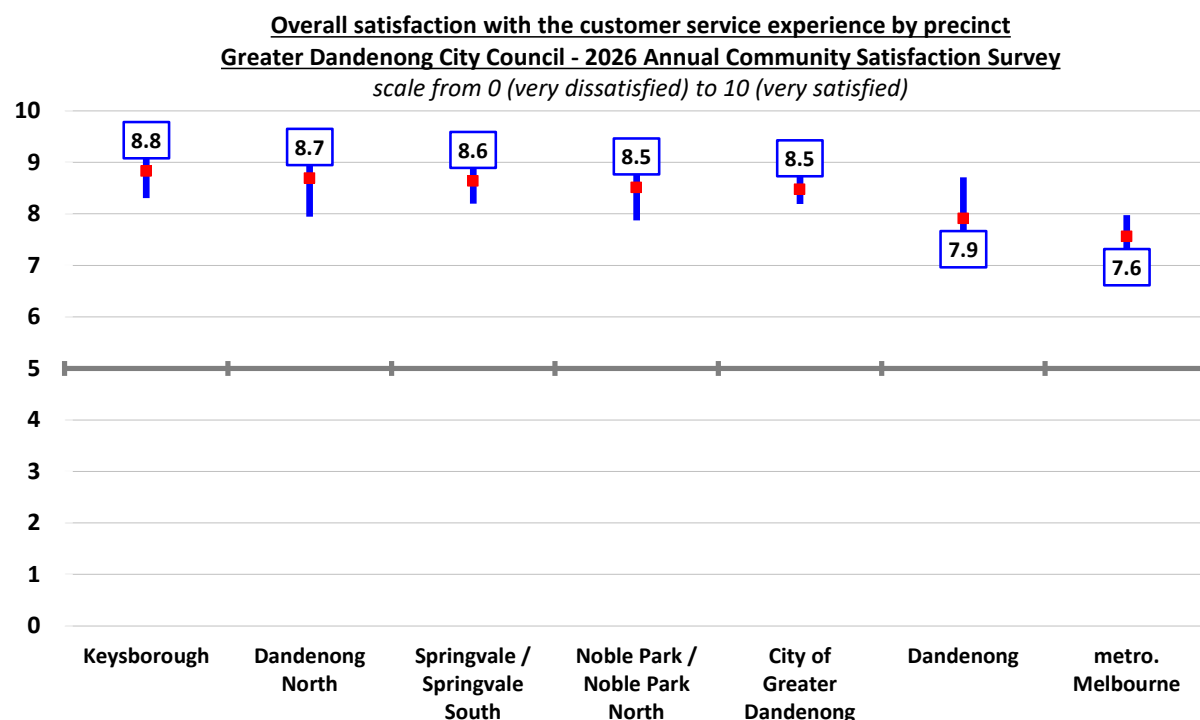
Overall satisfaction with the customer service experience

Overall satisfaction with the customer service experience was measurably and significantly (9pts or 12%) higher in the City of Greater Dandenong than the metropolitan average.

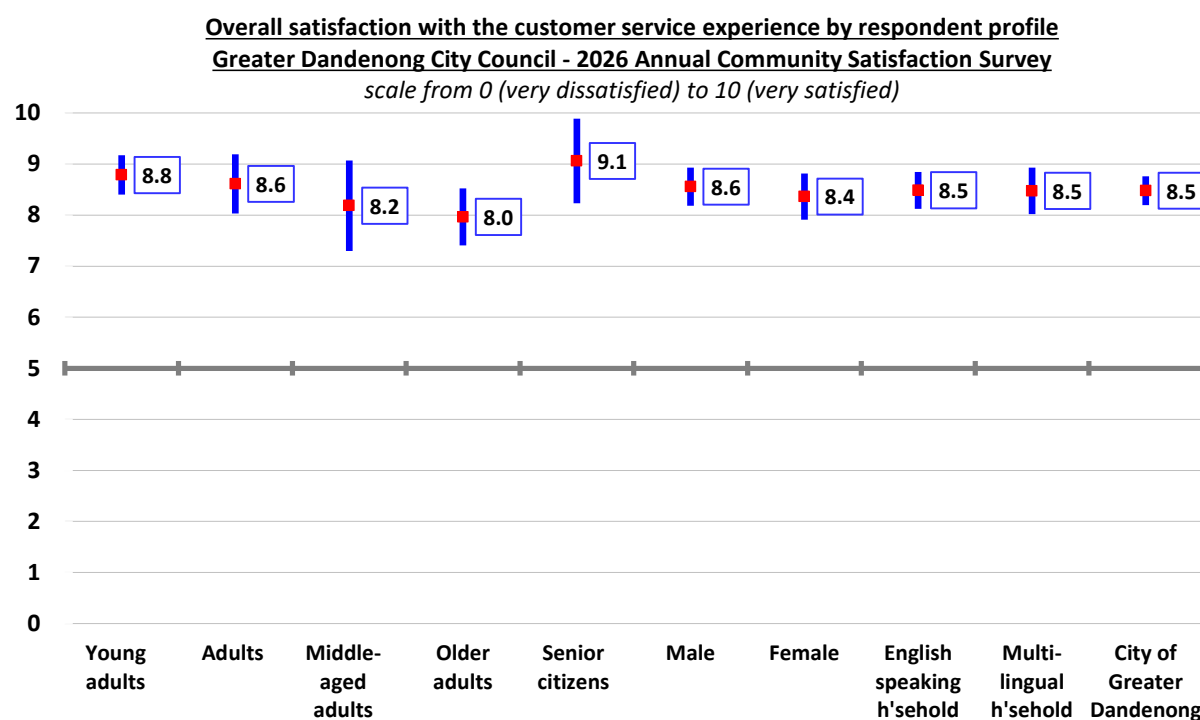
This was a significant result, reinforcing the very high levels of community satisfaction with Greater Dandenong City Council's customer service.



Noting the very small sample size for this set of results, there was no measurable variation in overall satisfaction with the customer service experience observed across the municipality. Respondents in all precincts rated satisfaction at “excellent” levels of 7.9 or more out of 10.



There was also no measurable variation observed by respondent profile, with all sub-groups rating overall satisfaction with the customer service experience at “excellent” levels of eight or more out of 10.



Improvements to customer service

The following table outlines the 15 responses received from respondents outlining preferred improvements to customer service.

Improvements for the aspects of the Greater Dandenong City Council's customer service
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
 (Number of responses)

Response	Number
Because they are not quick, I believe it was significant that I made the complaint, but they have not given me a way out. I was dealing with noise, I complained about noise from neighbour, but they have not guided me about what to do, they just said they don't deal with it which was very sad	1
Difficult to navigate website	1
I called them about support for older people a week ago. They said they will send someone to help and I am waiting	1
I had to keep going back to figure out. Lack of action and timing	1
I rang them about rubbish on streets. They have not solved it yet, and people still put more rubbish. (Power St)	1
Is not working	1
It took too long	1
It wasn't really exactly what I was looking for	1
Need to do what you say	1
Takes a while for them to understand what I need	1
The problem was not fixed at all	1
They did not take any responsibility, almost a week	1
They only acknowledge the issues I have raised but no effort to resolve	1
They were not helpful and did not care about my problem until now. Issue is on stray cats has never been resolved or acted on	1
Unsatisfied	1
Total	15

Planning and housing development

Satisfaction with aspects of planning and housing development

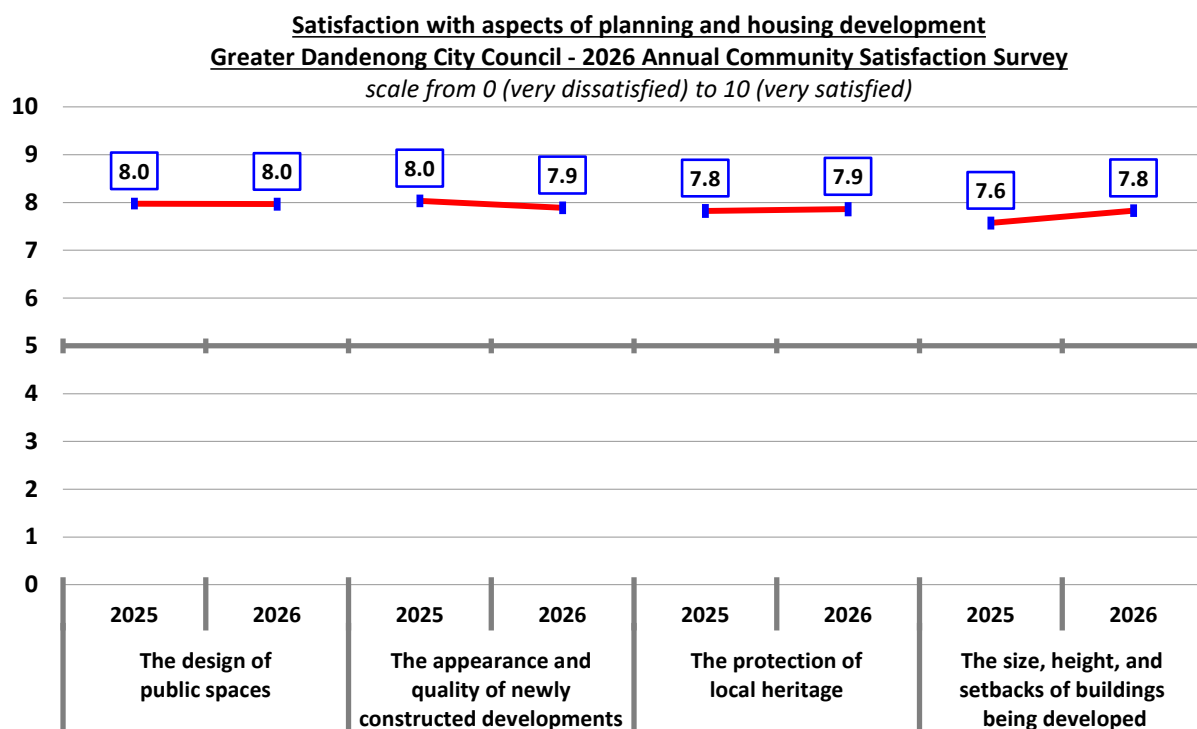
Respondents were asked:

“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?”

Respondents were again in 2026, asked to rate their satisfaction with four planning and development outcomes.

The average satisfaction with the design of public spaces (8.0), the appearance and quality of newly constructed developments (7.9), the protection of local heritage (7.9), and the size, height, and setbacks of buildings being developed (7.8 up from 7.6) were all categorised as “excellent”.

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

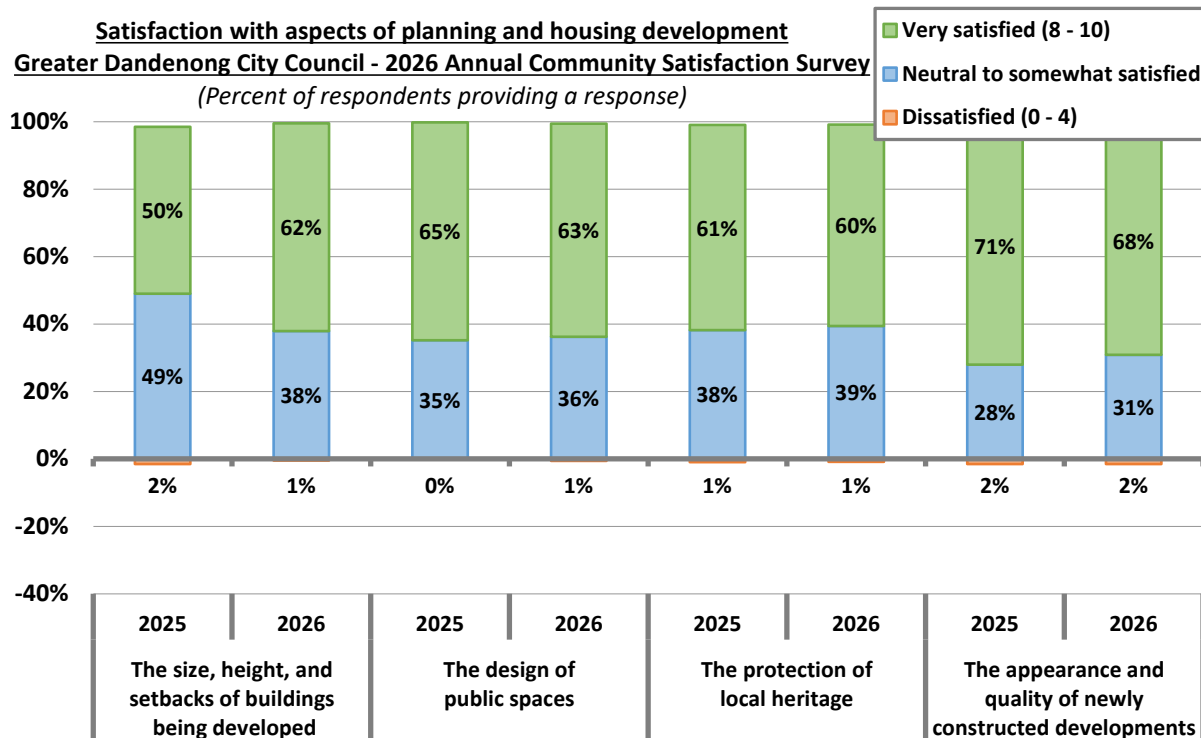


The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who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

It is noted that approximately two-thirds of the respondents who provided a score were “very satisfied” with all four planning and development outcomes.

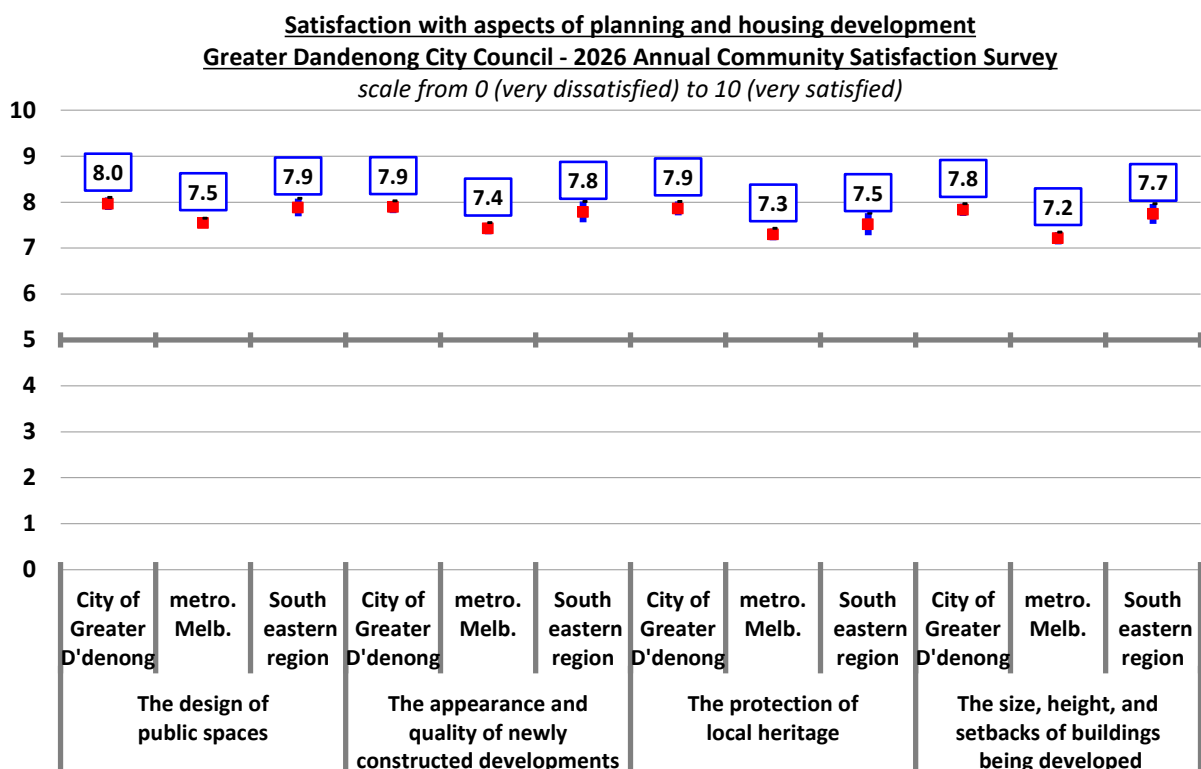
Just two percent of respondents were “dissatisfied” with the appearance and quality of newly constructed developments.





The following graph provides a comparison of satisfaction with these four outcomes against the metropolitan and southeastern region councils' averages, as recorded in the 2026 *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, by an average of five percent.



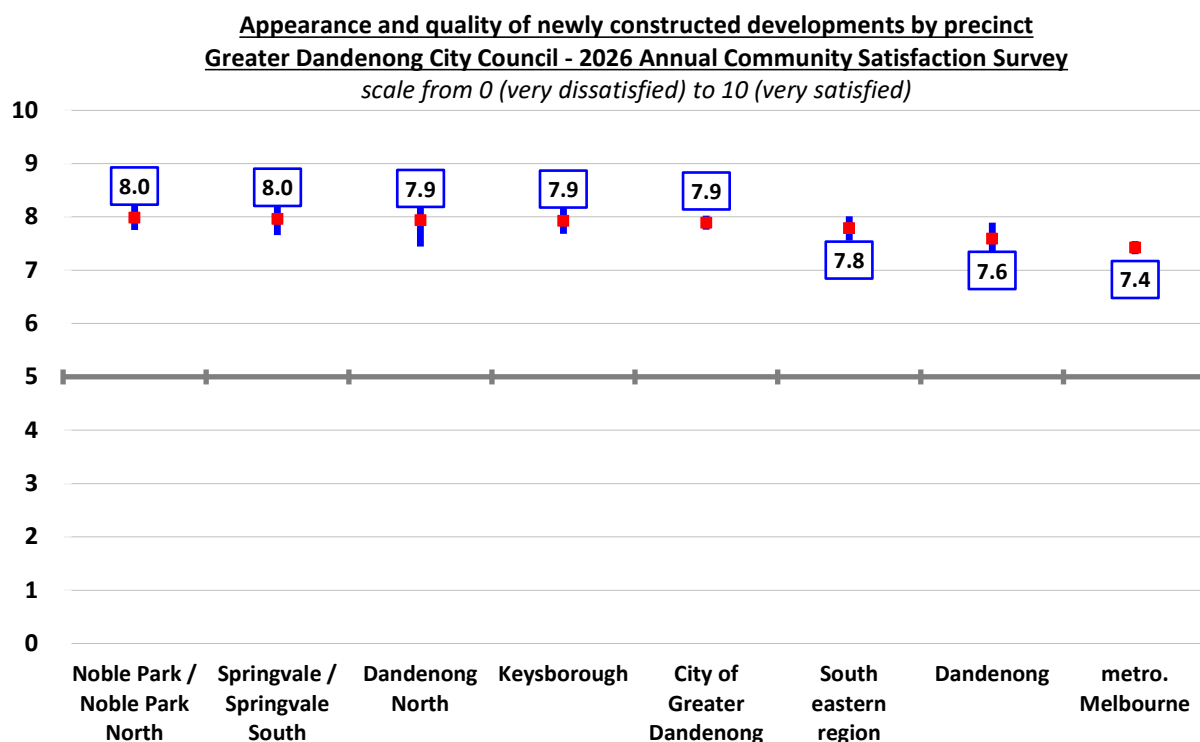
The appearance and quality of newly constructed developments

Satisfaction with the appearance and quality of newly constructed developments remained essentially stable this year, down one percentage point to 7.9 out of 10.

This remained an “excellent” level of satisfaction.

This result was measurably (5pts) higher than the metropolitan average, and marginally (1pt) higher than the southeastern region councils’ average, both as recorded in *Governing Melbourne*.

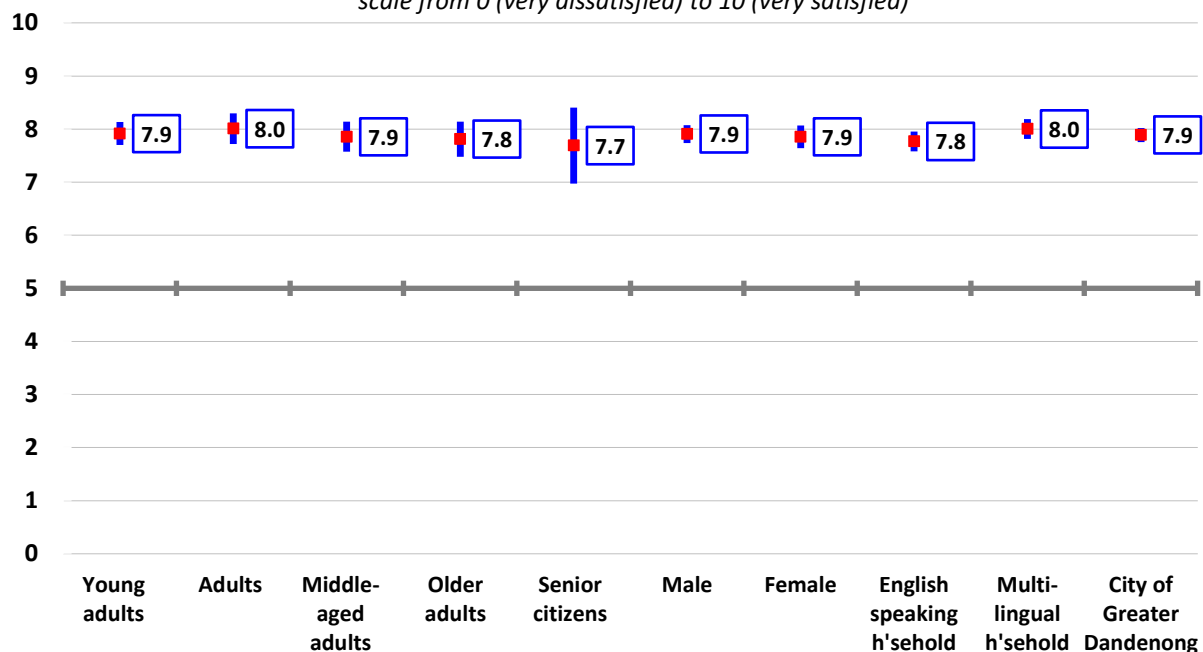
While there was no measurable variation in this result observed across the municipality, respondents from Dandenong were somewhat (3pts) less satisfied than average, and at a “very good” rather than an “excellent” level.



There was no measurable or notable variation in satisfaction with the appearance and quality of newly constructed developments observed by respondent profile.

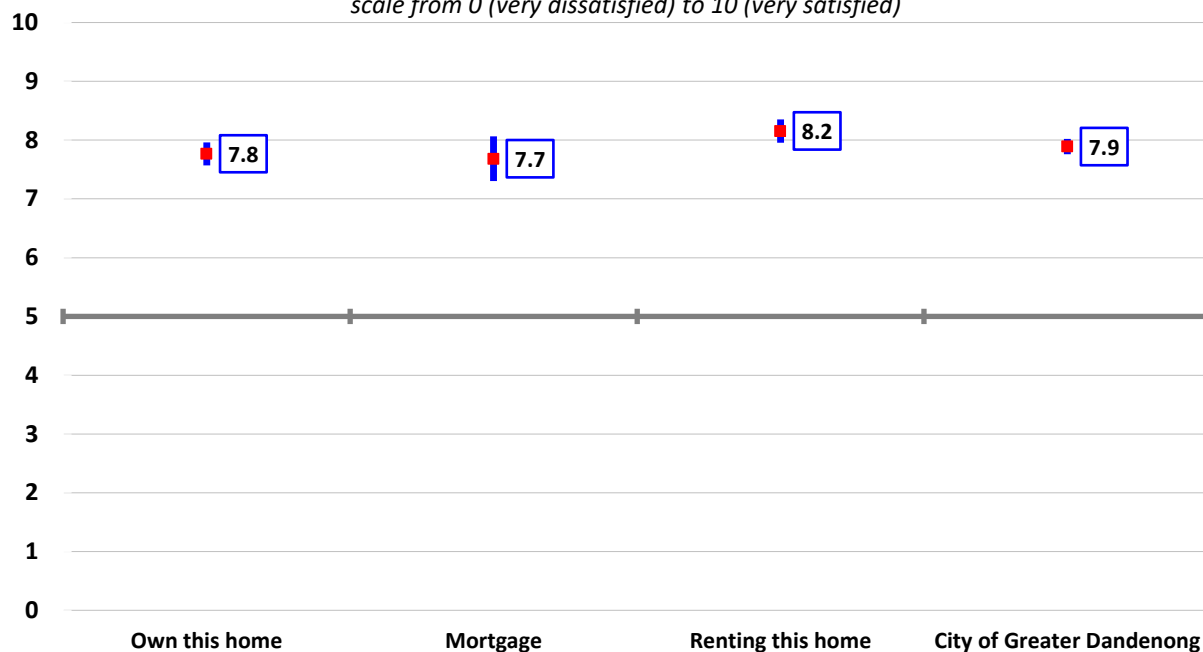


Appearance and quality of newly constructed developments by respondent profile
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



While respondents from all housing situations rated satisfaction with the appearance and quality of newly constructed developments at “excellent” levels, respondents from rental households were notably more satisfied than other respondents.

Appearance and quality of new developments by housing profile
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



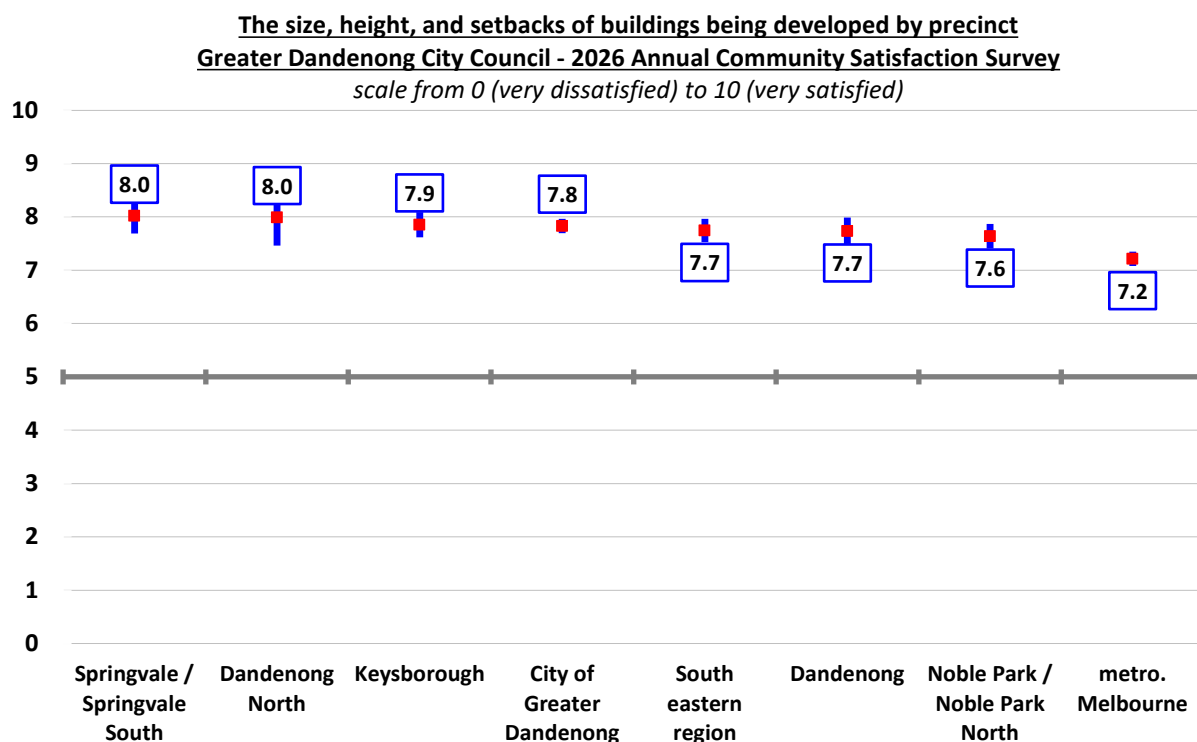
The size, height, and setbacks of buildings being developed

Satisfaction with the size, height, and setback of buildings being developed increased somewhat this year, up two percentage points to 7.8 out of 10.

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

This result was measurably (6pts) higher than the metropolitan average, and marginally (1pt) higher than the southeastern region councils’ average, both as recorded in *Governing Melbourne*.

There was no measurable variation in this result observed across the municipality, although respondents from Dandenong and Noble Park / Noble Park North rated satisfaction at “very good” rather than “excellent” levels.



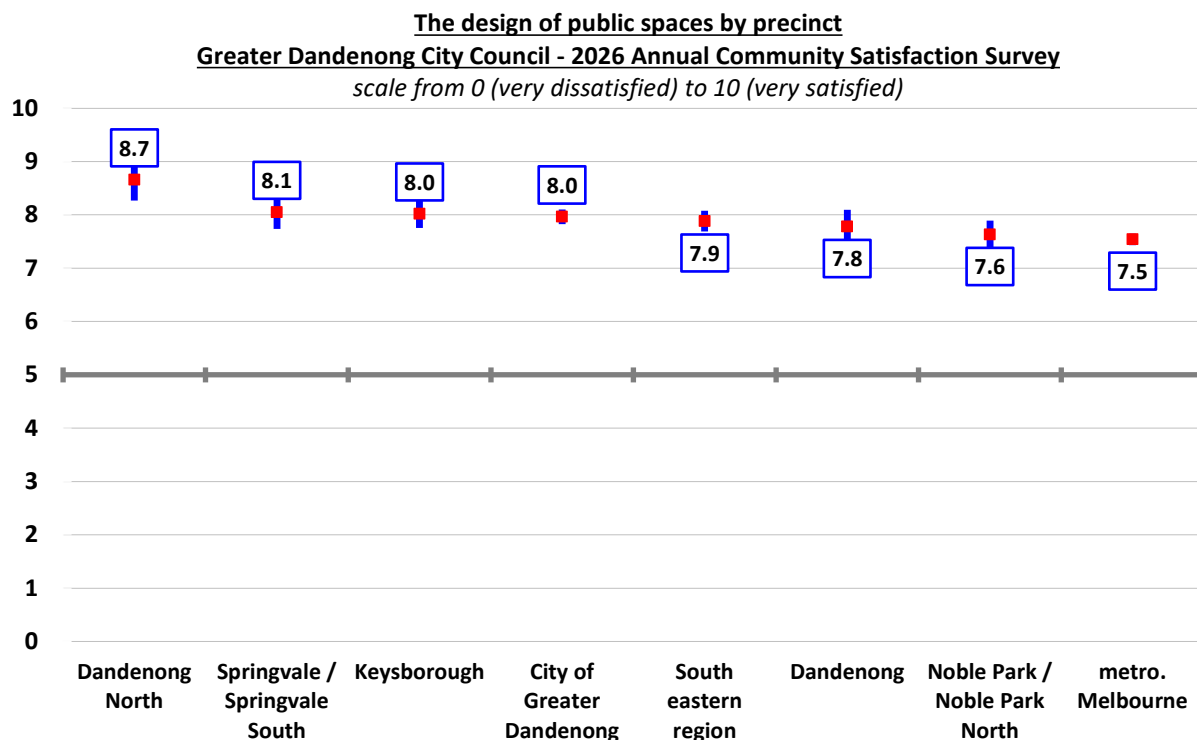
The design of public spaces

Satisfaction with the design of public spaces remained stable this year at 8.0 out of 10, which remained an “excellent” level of satisfaction.

This result was measurably (5pts) higher than the metropolitan average, and marginally (1pt) higher than the southeastern region councils’ average, both as recorded in *Governing Melbourne*.



There was no measurable variation in this result observed across the municipality, with respondents from Dandenong North measurably (7pts) more satisfied than average. By contrast, respondents from Noble Park / Noble Park North were notably (4pts) 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 increased marginally this year, up one percentage point to 7.9 out of 10.

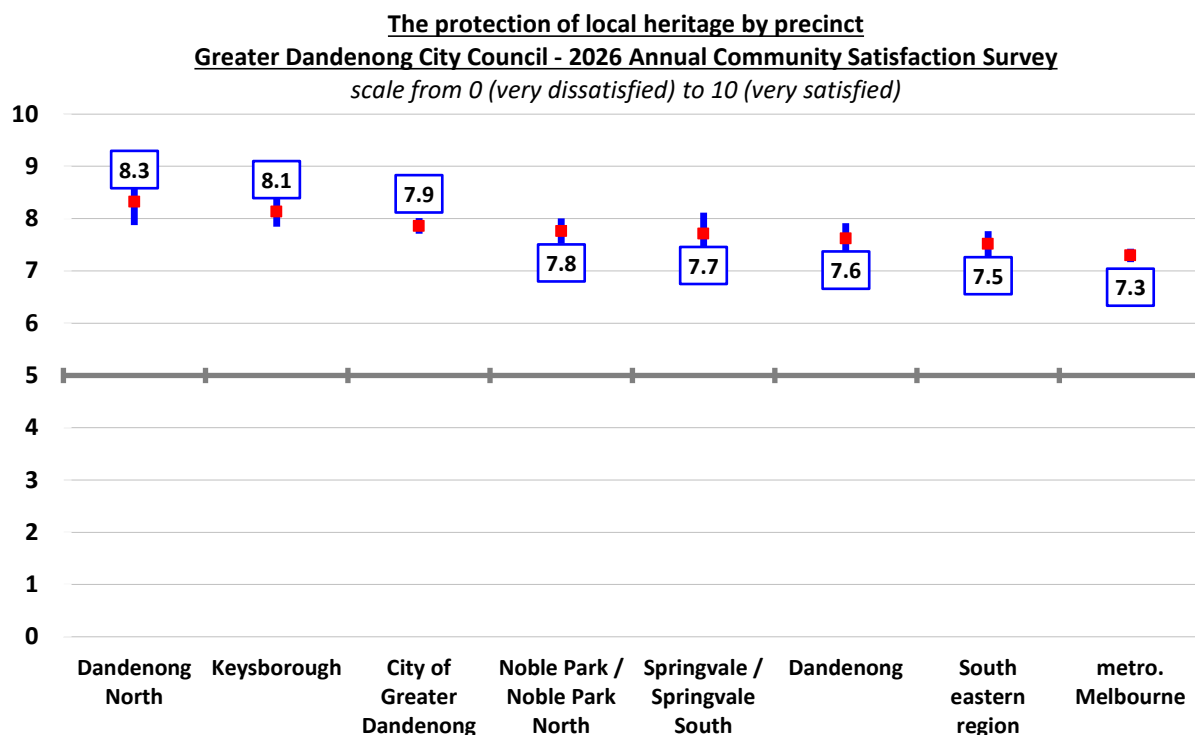
This remained an “excellent” level of satisfaction.

This result was measurably (6pts) higher than the metropolitan average, and notably (4pts) higher than the southeastern region councils’ average, both as recorded in *Governing Melbourne*.

While there was no measurable variation in this result observed across the municipality, respondents from Dandenong North were notably (4pts) more satisfied than average.

By contrast, respondents from Dandenong (3pts) and Springvale / Springvale South (2pts) were somewhat less satisfied than average, and at a “very good” rather than an “excellent” levels.





Reasons for dissatisfaction with aspects of planning and development

The following table outlines the 20 comments received from respondents in relation to aspects of planning and housing development.

Reason for dissatisfaction with aspects of planning and development
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Asian people have taken over. They have killed Aussie culture	1
Grey	1
Height of some new developments is concerning	1
I don't know of any	1
It is not developed that much	1
I've seen some big horrible grey blocks that back on right onto each other that is too close	1
More local plants have to be preferred	1
More nature strip required	1
Need stricter immigration rules	1
Not much done by Council to look into it	1
Not too many high rise buildings	1
Our area is based off the average of the area, we were limited in building our home and we weren't so satisfied, we aren't even too near Springvale town	1
Public places can be improved	1
Some of the old building you need to keep them	1



There is no active maintenance of the heritage, and they don't communicate about it. Lack of communication with community on what they are doing to protect the local area heritage	1
There was design for public spaces that I am aware of	1
Too slow	1
Too variable. They look too different, no pattern. Everyone does whatever they want	1
Ugly	1
Water blocks	1
Total	20

Importance of and satisfaction with Council services and facilities

Respondents were asked to rate the importance to the community of 44 Council provided services and facilities, along with the maintenance and repair of major arterial roads and highways managed by VicRoads.

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

They were then asked their personal level of satisfaction with each of 19 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.”

Respondents were asked to rate how important they considered each of the 45 services and facilities included in the survey were to the community, rather than to them or their household as individuals.

The reason for the wording of the question was to measure how important the community considers these services and facilities to the entire community, rather than focusing solely on personal needs.

The average importance of the 44 Council provided included services and facilities remained essentially stable this year, up one percentage point to 9.1 out of 10.

This average importance of services and facilities to the Greater Dandenong community was identical to the metropolitan average of 9.1, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2026 using the same methodology.



The importance for each of the included services and facilities ranged from an “extremely high” 8.3 for Council’s printed newsletter, 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 five services that were measurably more important than the average of all 45 (9.1), and four that were measurably less important, as follows:

- **Measurably MORE important than average** – included weekly garbage collection (4pts more important), fortnightly recycling (4pts), services for people with disability (3pts), fortnightly food and green waste collection (3pts), and services for older people (3pts).
- **Measurably LESS important than average** – included the *Greater Dandenong Council News* (8pts less), the management of graffiti (4pts), provision of arts, cultural events, programs, and activities (3pts), and the provision of arts and cultural venues, spaces, and facilities (3pts).

Respondents in the City of Greater Dandenong considered Council’s regular magazine measurably (5pts) less important, and the fortnightly food and green waste collection service measurably (3pts) more important than the metropolitan average.

Importance of selected Council services and facilities
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	Lower	2026 Mean	Upper	2025	2026 Metro.*
Higher than average	Regular weekly garbage collection	396	9.4	9.5	9.6	9.5	9.4
	Regular fortnightly recycling	396	9.4	9.5	9.5	9.3	9.4
	Services for people with disability	380	9.4	9.4	9.5	9.2	9.3
	Fortnightly food and green waste collection	394	9.3	9.4	9.5	9.3	9.1
	Services for older people	379	9.3	9.4	9.5	9.2	9.3
Average importance	Council's emergency management and response	370	9.2	9.3	9.4	9.1	9.4
	Services for children from birth to 5 years of age	380	9.2	9.3	9.4	9.2	9.3
	Support services for people experiencing disadvantage	373	9.2	9.3	9.4	9.2	n.a.
	Services for youth	368	9.1	9.2	9.3	9.2	9.2
	Enforcement of local laws	391	9.1	9.2	9.3	8.9	9.3
	Management of illegally dumped rubbish	395	9.1	9.2	9.3	8.9	9.2
	Family support services	378	9.1	9.2	9.3	9.1	n.a.
	Litter collection in public areas	393	9.1	9.2	9.3	8.9	9.2
	Provision and maintenance of parks and gardens	395	9.1	9.2	9.3	9.0	9.3
	Town Planning policies	377	9.1	9.2	9.3	9.0	9.2
	Public toilets	390	9.1	9.2	9.3	9.1	9.1
	Bookable hard rubbish service	394	9.1	9.2	9.3	9.2	9.1
	Street lighting	396	9.1	9.2	9.3	9.1	9.3
	Local traffic management	393	9.1	9.2	9.3	9.0	9.3
	Provision of parking facilities / spaces	390	9.1	9.2	9.3	8.9	n.a.
	Maintenance and cleaning of strip shopping areas	395	9.0	9.1	9.2	8.7	9.0
	Maintenance and repairs of sealed local roads	394	9.0	9.1	9.2	9.2	9.3



	Maintenance and repair of major arterial roads	396	9.0	9.1	9.2	9.2	9.3
	Drains maintenance and repairs	395	9.0	9.1	9.2	9.0	9.2
	Street sweeping	394	9.0	9.1	9.2	8.8	9.1
	Footpath maintenance and repairs	396	9.0	9.1	9.2	9.0	9.2
	Council's activities promoting economic development	383	9.0	9.1	9.2	8.8	9.2
	Provision and maintenance of playgrounds	395	9.0	9.1	9.2	8.9	9.1
	Sports ovals and other local sporting facilities	390	9.0	9.1	9.2	9.1	9.1
	Maintenance and cleaning of public areas	395	9.0	9.1	9.2	8.9	9.2
	Animal management	387	9.0	9.1	9.2	8.9	9.1
	Planning and / or building permits	370	9.0	9.1	9.2	8.9	9.1
	Recreation Centres and / or Aquatic Centres	388	8.9	9.0	9.1	8.9	9.1
	Council festivals and events	381	8.9	9.0	9.1	8.7	8.9
	Community centres and halls	378	8.9	9.0	9.1	8.8	9.0
	Provision and maintenance of street trees	399	8.9	9.0	9.1	8.9	9.2
	Local library services	394	8.9	9.0	9.1	9.2	9.2
	Bike and shared paths	387	8.8	8.9	9.0	8.8	9.0
	Council's website	388	8.7	8.9	9.0	8.9	9.0
	Parking enforcement	391	8.7	8.9	9.0	8.5	8.9
	Council activities promoting / supporting tourism	369	8.7	8.8	9.0	8.5	n.a.
Lower than average	Provision of arts, cultural events, programs and activities	350	8.6	8.8	8.9	8.6	8.8
	Provision of arts and cultural venues, spaces, facilities	374	8.6	8.8	8.9	8.6	n.a.
	Management of graffiti	384	8.5	8.7	8.8	8.4	n.a.
	Council's regular magazine <i>Greater Dandenong Council News</i>	379	8.1	8.3	8.5	8.5	8.8
Average importance of Council services			9.0	9.1	9.2	9.0	9.1

(*) 2026 metropolitan Melbourne average from Governing Melbourne

Satisfaction with Council services and facilities

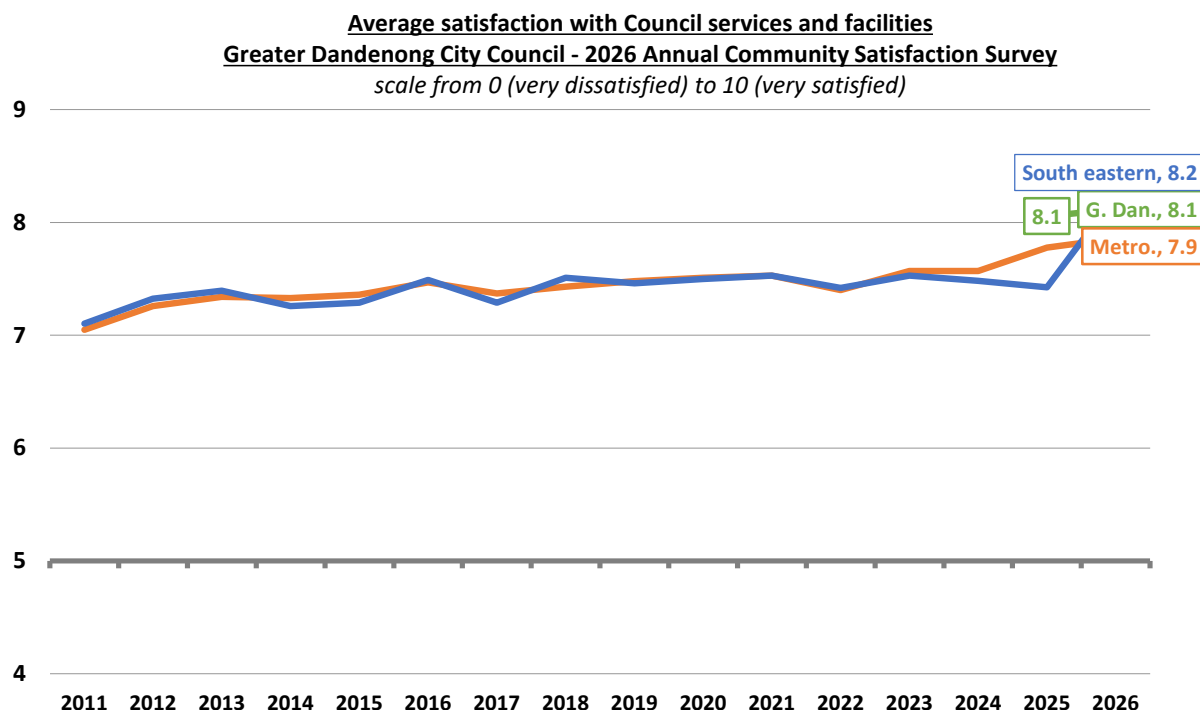
Respondents were asked to rate their personal level of satisfaction with each of the 26 core services and facilities about which everyone in the community is likely to have a view, and then their satisfaction with each of the 19 non-core services and facilities that they or a member of their household had used in the last 12 months.

The average satisfaction with the 44 Council provided services and facilities remained essentially stable this year, rising one percentage point to 8.1 out of 10, which remains an “excellent” level of satisfaction.

This average satisfaction with services and facilities was somewhat (2pts) higher than the metropolitan average of 7.9 out of 10, and broadly consistent with the southeastern region councils’ average, as recorded in the 2026 *Governing Melbourne* research.

The ongoing stability of this average satisfaction with all services and facilities at an “excellent” level indicates a stable and relatively strong level of satisfaction with Council’s service delivery in most areas.





This “excellent” average satisfaction includes services and facilities that received variable levels of satisfaction. Satisfaction with services and facilities varied 24% from the high of 9.0 out of 10 or “excellent” for the regular weekly garbage collection, to a low of 6.6 or “good” for planning and / or building permits.

The left-hand side of the table below identifies the services and facilities that received a measurably higher than average satisfaction score (i.e., measurably higher than the average of all 45 services and facilities), as well as those that received a measurably lower than average satisfaction score, as follows:

- **Measurably HIGHER than average satisfaction** - included the regular weekly garbage collection, local library services, regular fortnightly recycling, fortnightly food and green waste collection, and the bookable hard rubbish service.
- **Measurably LOWER than average satisfaction** – included planning and / or building permits, public toilets, the maintenance and repair of major arterial roads (managed by VicRoads), the maintenance and repair of sealed local roads, and the provision of parking facilities / spaces.

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	2026 Mean	Upper	2025	2026 Metro.*
Higher than average	Regular weekly garbage collection	394	8.9	9.0	9.1	8.9	8.6
	Local library services	163	8.8	9.0	9.1	8.8	8.7
	Regular fortnightly recycling	392	8.8	8.9	9.1	8.8	8.5
	Fortnightly food and green waste collection	389	8.8	8.9	9.0	8.8	8.6
	Bookable hard rubbish service	204	8.6	8.8	9.0	8.5	8.6
Average	Family support services	35	8.2	8.7	9.1	8.4	n.a.
	Council festivals and events	95	8.4	8.6	8.8	8.4	8.0

	Services for children from birth to 5 years of age	62	8.2	8.6	8.9	8.6	8.4
	Provision of arts and cultural venues, spaces, facilities	58	8.1	8.5	8.8	8.7	n.a.
	Council's website	180	8.3	8.5	8.6	8.3	8.0
	Provision and maintenance of parks and gardens	384	8.2	8.4	8.5	8.2	8.1
	Animal management	346	8.2	8.3	8.5	7.9	8.0
	Community centres and halls	70	7.9	8.3	8.7	8.3	8.2
	Sports ovals and other local sporting facilities	154	8.1	8.3	8.5	8.4	8.4
	Recreation Centres and / or Aquatic Centres	112	8.0	8.3	8.5	8.0	8.3
	Provision of arts, cultural events, programs and activities	56	7.9	8.2	8.6	8.6	7.4
	Support services for people experiencing disadvantage	19	7.3	8.2	9.1	8.8	n.a.
	Services for older people	37	7.7	8.2	8.7	8.6	8.1
	Council's emergency management and response	284	7.9	8.1	8.3	8.1	7.9
	Council's activities promoting eco. development	306	8.0	8.1	8.3	7.8	7.6
	Maintenance and cleaning of strip shopping areas	387	7.9	8.1	8.2	7.7	7.8
	Local traffic management	375	7.9	8.0	8.2	7.6	7.6
	Provision and maintenance of playgrounds	156	7.8	8.0	8.3	8.4	8.3
	Town Planning policies	336	7.9	8.0	8.2	7.8	7.5
	Bike and shared paths	120	7.8	8.0	8.3	7.8	7.9
	Parking enforcement	369	7.8	8.0	8.2	7.6	7.6
	Council's regular magazine <i>Greater Dandenong Council News</i>	320	7.8	8.0	8.2	7.9	7.7
	Council activities promoting / supporting tourism	298	7.8	8.0	8.2	7.8	n.a.
	Litter collection in public areas	388	7.8	8.0	8.1	7.7	7.7
	Street sweeping	380	7.8	8.0	8.1	7.9	7.8
	Drains maintenance and repairs	394	7.8	8.0	8.1	7.9	7.7
	Provision and maintenance of street trees	390	7.8	8.0	8.1	7.8	7.6
	Street lighting	389	7.8	7.9	8.1	7.6	7.7
	Maintenance and cleaning of public areas	391	7.8	7.9	8.1	7.9	7.7
	Management of graffiti	367	7.8	7.9	8.1	7.7	n.a.
	Services for youth	46	7.4	7.9	8.4	8.3	7.7
	Enforcement of local laws	355	7.6	7.8	8.0	7.7	7.9
	Services for people with disability	30	7.1	7.8	8.5	7.8	8.0
	Management of illegally dumped rubbish	388	7.6	7.8	8.0	7.5	7.7
	Footpath maintenance and repairs	396	7.6	7.8	8.0	7.7	7.4
Lower than average	Provision of parking facilities / spaces	377	7.5	7.7	7.8	7.6	n.a.
	Maintenance and repairs of sealed local roads	390	7.3	7.5	7.7	7.6	7.4
	Maintenance and repair of major arterial roads	395	7.2	7.4	7.6	7.5	7.2
	Public toilets	164	6.3	6.7	7.1	6.6	7.2
	Planning and / or building permits	26	5.6	6.6	7.6	7.5	5.3
Average satisfaction of Council services			7.9	8.1	8.4	8.0	7.9

(*) 2026 metropolitan Melbourne average from *Governing Melbourne*

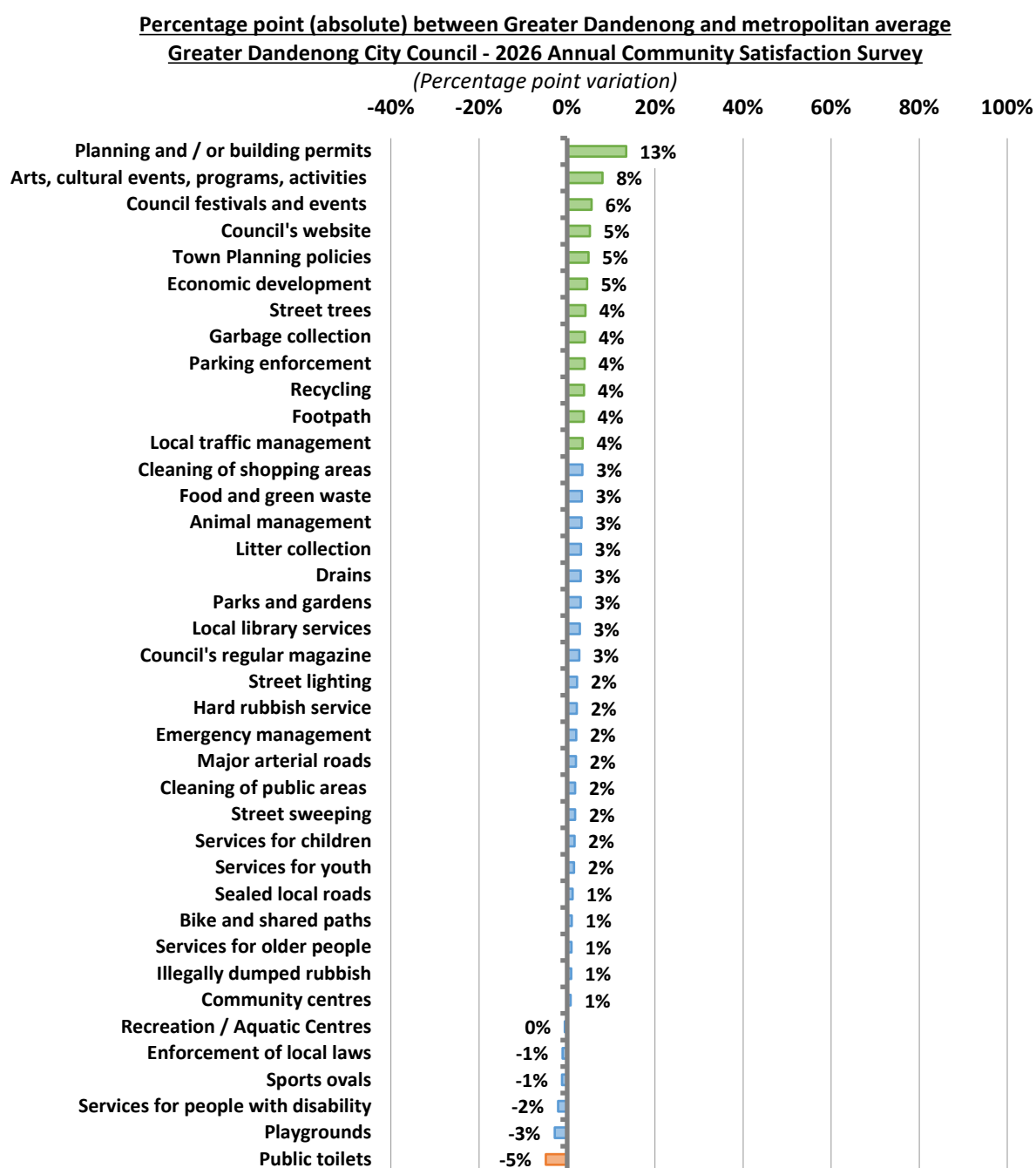
Comparison to the metropolitan Melbourne average

Of the 45 included services and facilities, 39 were included in a format which facilitated comparison to the metropolitan average, as recorded in *Governing Melbourne*.



Of these, 33 recorded at least a marginally higher satisfaction than the metropolitan average, one recorded identical, and five recorded lower satisfaction, with the following noted:

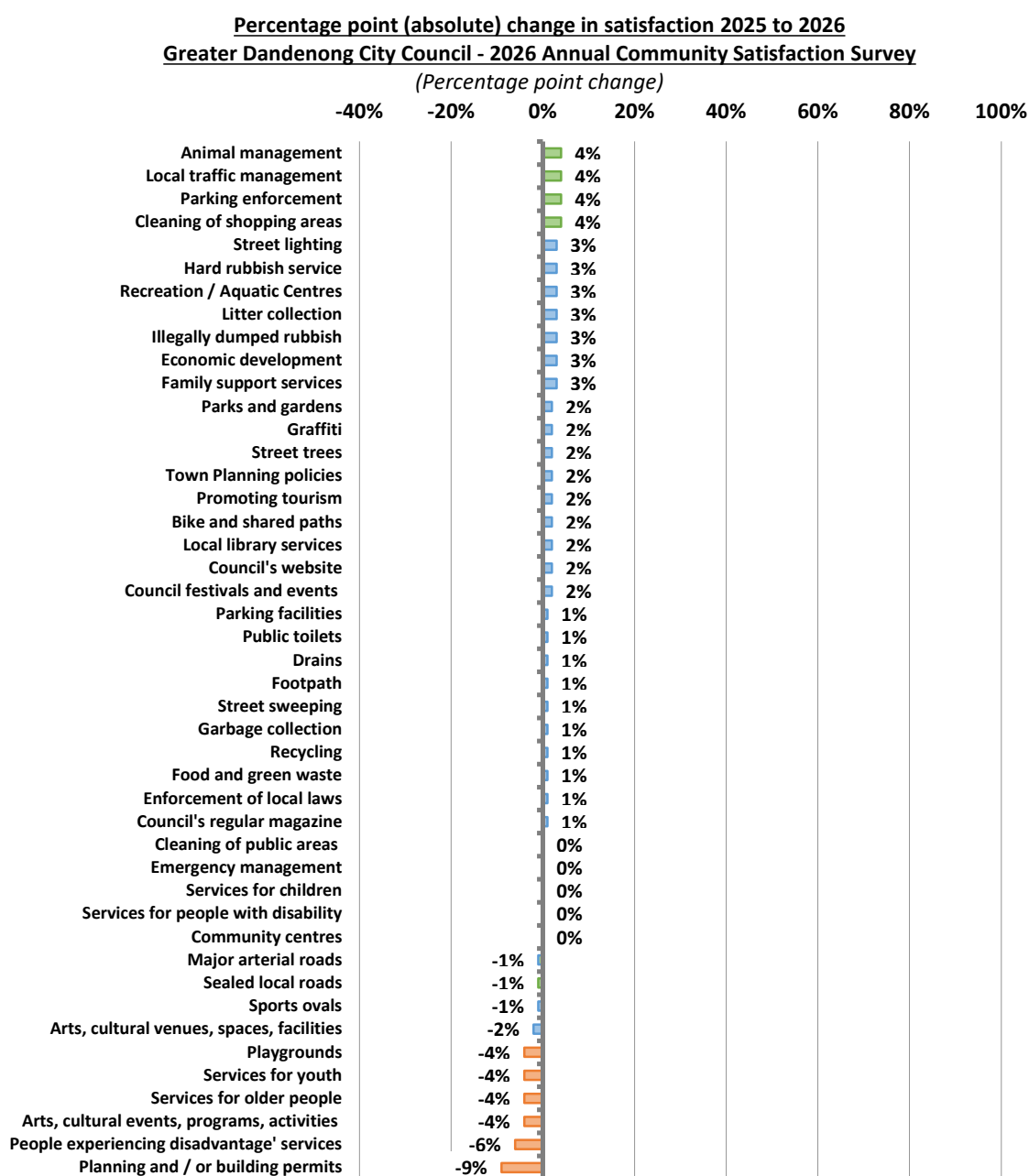
- **Notably HIGHER satisfaction in Greater Dandenong** – included planning and / or building permits (13pts higher in Greater Dandenong), arts and cultural events, programs, and activities (8pts), Council festivals and events (6pts), Council’s website (5pts), town planning policies (5pts), economic development (5pts), street trees (4pts), garbage collection (4pts), parking enforcement (4pts), recycling (4pts), footpaths (4pts), and local traffic management (4pts).
- **Notably LOWER satisfaction in Greater Dandenong** – included public toilets (5pts lower in Greater Dandenong).



Change in satisfaction with services and facilities between 2025 and 2026

The average satisfaction with 30 of the 45 services and facilities which were included in the 2025 survey increased this year, satisfaction with five remained stable, and satisfaction with 10 declined, with attention drawn to the following:

- **Notably HIGHER satisfaction this year** – included animal management (4pts higher), local traffic management (4pts), parking enforcement (4pts), and the cleaning of shopping areas (4pts).
- **Notably LOWER satisfaction this year** – included planning and / or building permits (9pts lower), services for people experiencing disadvantage (6pts), arts and cultural events, programs, and activities (4pts), services for older people (4pts), services for youth (4pts), and playgrounds (4pts).



Percentage satisfied / dissatisfied with services and facilities:

The following table provides a breakdown of satisfaction into the proportion of respondents (providing 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 five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

Consistent with the stable “excellent” average satisfaction with services and facilities this year, more than half of the respondents providing a score were “very satisfied” with 44 of the 45 services and facilities.

It is noted, however, that more than 10% of respondents providing a satisfaction score were “dissatisfied” with two services and facilities this year. These were public toilets (16% “dissatisfied”), and planning and / or building permits (21% “dissatisfied”).

Satisfaction with selected Council services and facilities
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

<i>Service/facility</i>	<i>Dissatisfied</i>	<i>Neutral to somewhat satisfied</i>	<i>Very satisfied</i>	<i>Can't say</i>	<i>Total</i>
Local library services	0%	7%	93%	3	165
Regular fortnightly recycling	0%	10%	91%	9	401
Fortnightly food and green waste collection	1%	9%	90%	12	401
Regular weekly garbage collection	0%	11%	89%	7	401
Bookable hard rubbish service	3%	10%	88%	6	210
Provision of arts and cultural venues, spaces, and facilities	2%	11%	87%	1	58
Council's website	1%	14%	85%	4	184
Services for children from birth to 5 years of age	0%	15%	85%	1	63
Council festivals and events	0%	18%	82%	2	97
Animal management	2%	19%	79%	55	401
Family support services	0%	22%	78%	1	36
Provision and maintenance of parks and gardens	2%	20%	78%	17	401
Provision of arts, cultural events, programs and activities	0%	22%	78%	1	57
Community centres and halls	2%	21%	78%	1	71
Sports ovals and other local sporting facilities	2%	21%	77%	2	156
Support services for people experiencing disadvantage	6%	20%	75%	0	19
Council's emergency management and response	4%	23%	74%	117	401
Recreation Centres and / or Aquatic Centres	2%	24%	74%	3	115
Maintenance and cleaning of strip shopping areas	1%	27%	73%	14	401
Services for older people	2%	26%	72%	2	39
Council activities promoting / supporting tourism	2%	26%	72%	103	401
Bike and shared paths	1%	27%	72%	2	122
Provision and maintenance of playgrounds	2%	27%	71%	4	161
Local traffic management	2%	27%	71%	26	401
Town Planning policies	2%	27%	71%	65	401
Parking enforcement	4%	25%	71%	32	401
Council's activities promoting economic development	1%	29%	71%	95	401
Drains maintenance and repairs	4%	26%	71%	7	401
Street sweeping	3%	26%	70%	21	401



Services for youth	2%	28%	70%	1	48
Street lighting	4%	27%	69%	12	401
Council's regular magazine Greater Dandenong Council News	3%	29%	69%	81	401
Maintenance and cleaning of public areas	2%	30%	68%	10	401
Services for people with disability	6%	26%	68%	1	31
Litter collection in public areas	3%	30%	68%	13	401
Provision and maintenance of street trees	3%	29%	68%	11	401
Footpath maintenance and repairs	7%	26%	67%	5	401
Management of illegally dumped rubbish	6%	28%	66%	13	401
Enforcement of local laws	4%	30%	66%	46	401
Management of graffiti	3%	32%	65%	34	401
Maintenance and repairs of sealed local roads	7%	31%	62%	11	401
Provision of parking facilities / spaces	4%	36%	60%	24	401
Maintenance and repair of major arterial roads	8%	36%	56%	6	401
Planning and / or building permits	21%	29%	50%	1	27
Public toilets	16%	43%	41%	3	166

Average satisfaction with services and facilities by respondent profile

The following table provides a comparison of satisfaction with all 45 services and facilities by respondent profile, including age structure, gender, and language spoken at home.

A more detailed discussion of these results is included in the individual services section of this report following, however, in general terms, the following pattern of satisfaction was observed:

- **Generally, MORE satisfied than average** – included female respondents.
- **Generally, LESS satisfied than average** – included older adults (aged 60 to 74 years), male respondents, and respondents from English speaking households.

Average satisfaction with selected Council services and facilities by respondent profile

Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

Service/facility	Young adults	Adults	Middle-aged	Older adults	Senior citizens	Male	Female	English speaking	Multi-lingual
Maintenance and repair of major arterial roads	7.4	7.6	7.8	7.4	6.6	7.4	7.5	7.3	7.5
Maintenance and repairs of sealed local roads	7.6	7.7	7.6	7.4	6.7	7.5	7.5	7.4	7.6
Drains maintenance and repairs	8.0	7.9	8.0	7.8	8.0	7.9	8.1	7.9	8.0
Footpath maintenance and repairs	8.0	7.9	7.5	7.4	7.5	7.8	7.7	7.6	7.9
Maintenance and cleaning of public areas	8.0	7.8	7.9	8.1	7.9	7.9	7.9	7.9	7.9
Litter collection in public areas	7.9	7.8	8.3	7.9	8.0	7.8	8.1	7.9	8.0
Maintenance / cleaning of strip shopping areas	8.0	8.1	8.4	8.0	8.1	8.0	8.1	8.0	8.1
Management of illegally dumped rubbish	7.9	7.7	7.8	7.7	7.6	7.8	7.8	7.7	7.8



Management of graffiti	7.9	7.7	8.3	7.9	7.8	7.9	8.0	7.9	7.9
Provision and maintenance of street trees	8.1	8.0	7.9	7.7	7.7	7.9	8.1	7.9	8.0
Street lighting	7.9	7.9	7.9	8.3	7.6	7.9	8.0	8.0	7.9
Street sweeping	8.0	7.9	8.1	7.8	7.9	7.9	8.0	7.9	8.0
Regular weekly garbage collection	8.9	9.0	9.1	9.0	9.0	8.9	9.1	8.9	9.1
Regular fortnightly recycling	8.9	8.9	9.1	9.0	8.7	8.9	9.0	8.8	9.1
Fortnightly food / green waste collection service	8.9	8.8	9.1	8.9	8.8	8.9	9.0	8.8	9.1
Provision / maintenance of parks and gardens	8.4	8.2	8.4	8.4	8.3	8.3	8.4	8.2	8.5
Town Planning policies	8.1	8.0	8.1	7.8	7.9	8.0	8.1	8.1	8.0
Animal management	8.5	8.2	8.2	8.4	8.4	8.3	8.3	8.2	8.5
Local traffic management	7.9	8.1	8.4	7.9	8.0	8.1	8.1	8.0	8.1
Parking enforcement	7.9	8.0	8.1	8.0	8.2	7.9	8.1	8.0	8.0
Provision of parking facilities / spaces	7.6	7.8	7.7	8.1	7.1	7.7	7.6	7.7	7.6
Enforcement of local laws	7.7	8.0	7.7	7.9	7.7	7.9	7.8	7.9	7.7
Council's magazine <i>Greater Dandenong Council News</i>	7.8	7.9	8.2	8.1	8.2	7.9	8.1	7.9	8.1
Council's activities promoting eco. development	8.1	8.3	8.2	7.8	8.3	8.1	8.2	8.0	8.2
Council activities promoting / supporting tourism	7.9	7.9	8.1	8.0	8.4	8.0	8.0	8.0	8.0
Council's emergency management and response	8.0	8.4	8.3	7.7	8.3	8.1	8.2	8.2	8.1
Bookable hard rubbish service	8.8	8.9	8.9	8.8	8.6	8.8	8.9	8.8	8.9
Local library services	9.1	8.8	9.2	8.4	8.6	9.0	8.9	8.8	9.1
Council's website	8.5	8.4	8.4	8.7	8.4	8.4	8.5	8.4	8.6
Public toilets	6.5	6.8	6.5	7.0	8.1	6.5	7.0	7.4	6.2
Sports ovals and other local sporting facilities	8.6	8.2	7.8	8.0	8.3	8.2	8.4	8.2	8.3
Recreation Centres and / or Aquatic Centres	8.2	8.1	8.4	8.1	8.7	8.1	8.5	8.3	8.2
Bike and shared paths	8.1	7.9	8.0	7.9	8.6	7.8	8.3	8.2	7.9
Provision and maintenance of playgrounds	8.2	8.0	7.6	7.8	9.0	8.1	8.0	7.9	8.1
Services for children from birth to 5 years of age	8.7	8.5	8.5	8.0	n.a.	8.4	8.7	8.3	8.7
Services for youth	7.9	8.0	7.6	8.7	8.0	8.1	7.6	7.9	7.9
Family support services	8.7	8.7	9.0	8.0	7.0	8.8	8.6	7.7	8.9
Services for people with disability	8.2	9.1	6.5	7.7	7.2	7.0	8.5	8.3	7.5
Services for people experiencing disadvantage	9.0	8.0	7.0	8.2	n.a.	7.4	8.8	7.8	8.3
Services for older people	8.5	7.8	8.3	8.2	8.1	7.4	8.7	8.5	7.8
Community centres and halls	8.3	8.1	8.8	7.8	8.4	8.3	8.4	8.1	8.4
Council festivals and events	8.8	8.3	8.5	8.4	8.6	8.6	8.5	8.4	8.7
Provision of arts, cultural venues, spaces, facilities	8.5	8.5	8.4	7.8	9.0	8.6	8.4	7.8	8.8
Provision of arts, cultural events, programs, activities	8.4	8.6	7.9	7.7	n.a.	8.3	8.2	7.5	8.5
Planning and / or building permits	4.1	8.0	7.3	6.7	7.4	7.1	5.9	7.2	6.3
<i>Average satisfaction</i>	8.1	8.1	8.1	8.0	8.1	8.0	8.2	8.0	8.1
Total respondents	154	80	78	56	32	211	189	183	214



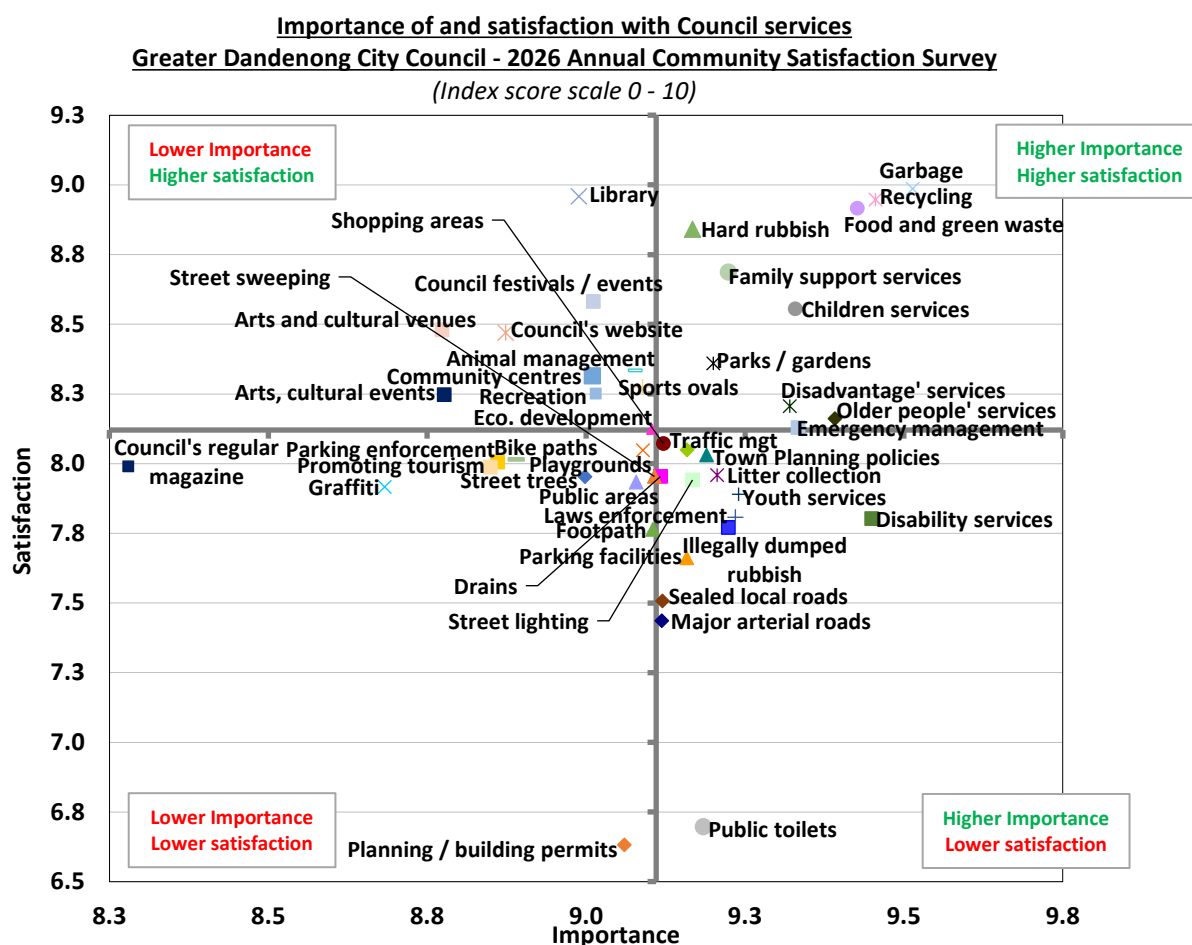
Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of the average importance of each of the 45 included Council services and facilities against the average satisfaction with each service.

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

- **Kerbside collection services** – all four kerbside collection services recorded measurably higher than average satisfaction scores. They were also all more important than average. This result has been consistent across many years and in most municipalities.
- **Community services and facilities** – while services for children, older people, people experiencing disadvantage, and family support all recorded higher-than-average satisfaction scores and were more important than average, youth services fell into the quadrant of most concern, being of higher-than-average importance but lower-than-average satisfaction.
- **Arts, culture, and recreation services** – satisfaction with Council festivals and events, arts and cultural venues and events, community centres, recreation centres, sports ovals, and parks and gardens all recorded satisfaction scores which were higher than the average of all 45 services and facilities, with parks and gardens also being of higher-than-average importance. However, bike paths, playgrounds, and Council’s activities to promote tourism recorded lower-than-average satisfaction scores, although they were also less important than average.
- **Communication services** – Council’s website recorded a higher-than-average satisfaction score, while the newsletter was lower-than-average. Both services and facilities were less important than average.
- **Cleaning services** – cleaning related services (including the cleaning of public areas, the maintenance and cleaning of shopping areas, the management of illegally dumped rubbish, street sweeping, graffiti management, and litter collection in public areas) all recorded lower-than-average satisfaction scores. They were also more important than average, falling into the quadrant of most concern, except for the maintenance and cleaning of shopping areas, and graffiti management, which were less important.
- **Infrastructure services** – services and facilities related to infrastructure (including footpaths, street trees, drains, street lighting, and public toilets) were all of lower-than-average satisfaction. Except for street trees, which was less important, these services all fell into the quadrant of most concern, being of average or higher-than-average importance.
- **Transport related infrastructure services** – services and facilities related to transport infrastructure, including sealed local roads, major arterial roads (managed by VicRoads), parking facilities, parking enforcement, and traffic management), were among those with which respondents were least satisfied. In addition, they fell into the quadrant of most concern, being also of average or higher-than-average importance, apart from parking enforcement, which was less important.
- **Services and facilities of most concern** – the services and facilities of most concern in 2026 were planning and / or building permits, public toilets, the maintenance and repair of major arterial roads (managed by VicRoads), the maintenance and repair of sealed local roads, and the provision of parking facilities.





Satisfaction by broad service areas

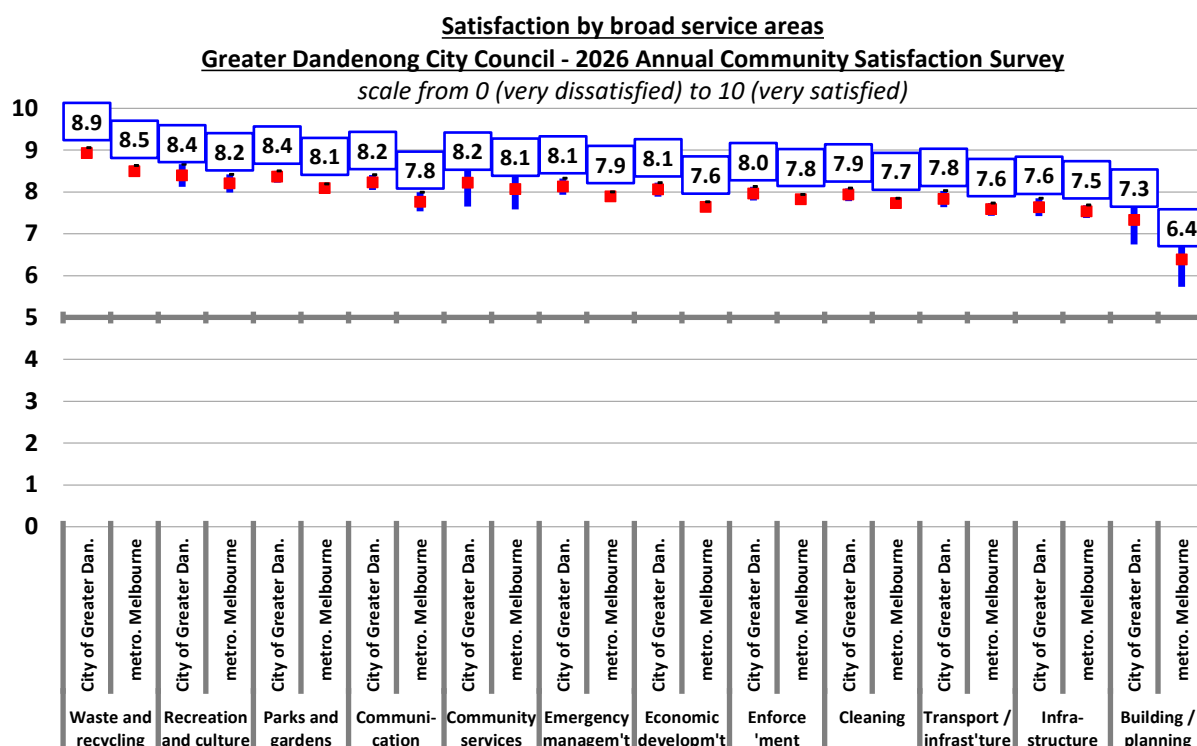
The 45 included services and facilities have been broken down into 12 broad service areas. The breakdown of services and facilities into these 12 broad service areas is as follows:

- **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, and bookable hard rubbish service.
- **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 graph provides a comparison of satisfaction with these 12 broad service areas against the metropolitan average, as recorded in the 2026 *Governing Melbourne* research conducted independently by Metropolis Research in January 2026.

Satisfaction with all the broad service areas was higher in Greater Dandenong, with the largest overperformance recorded for building and planning (9pts higher), economic development (5pts), communication (4pts), and waste and recycling (4pts) being notably higher.



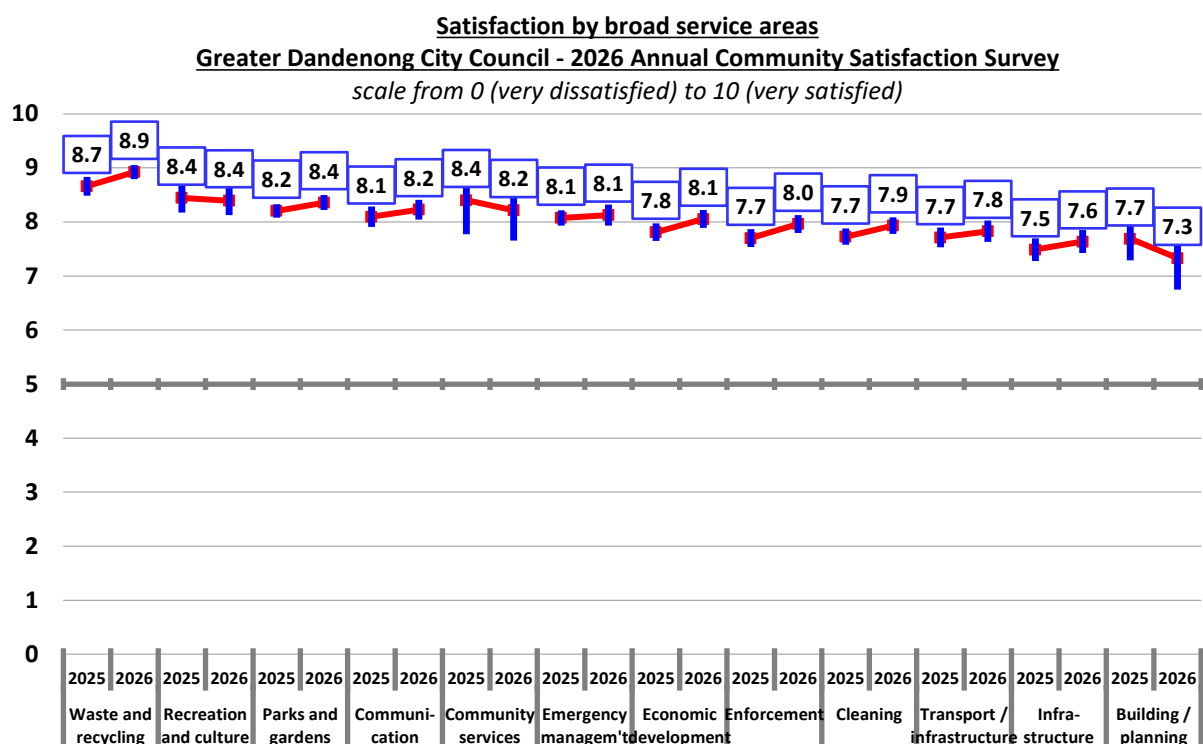
Satisfaction with eight of the 12 broad service areas increased in 2026 compared to 2025, with two remaining stable and two declining.

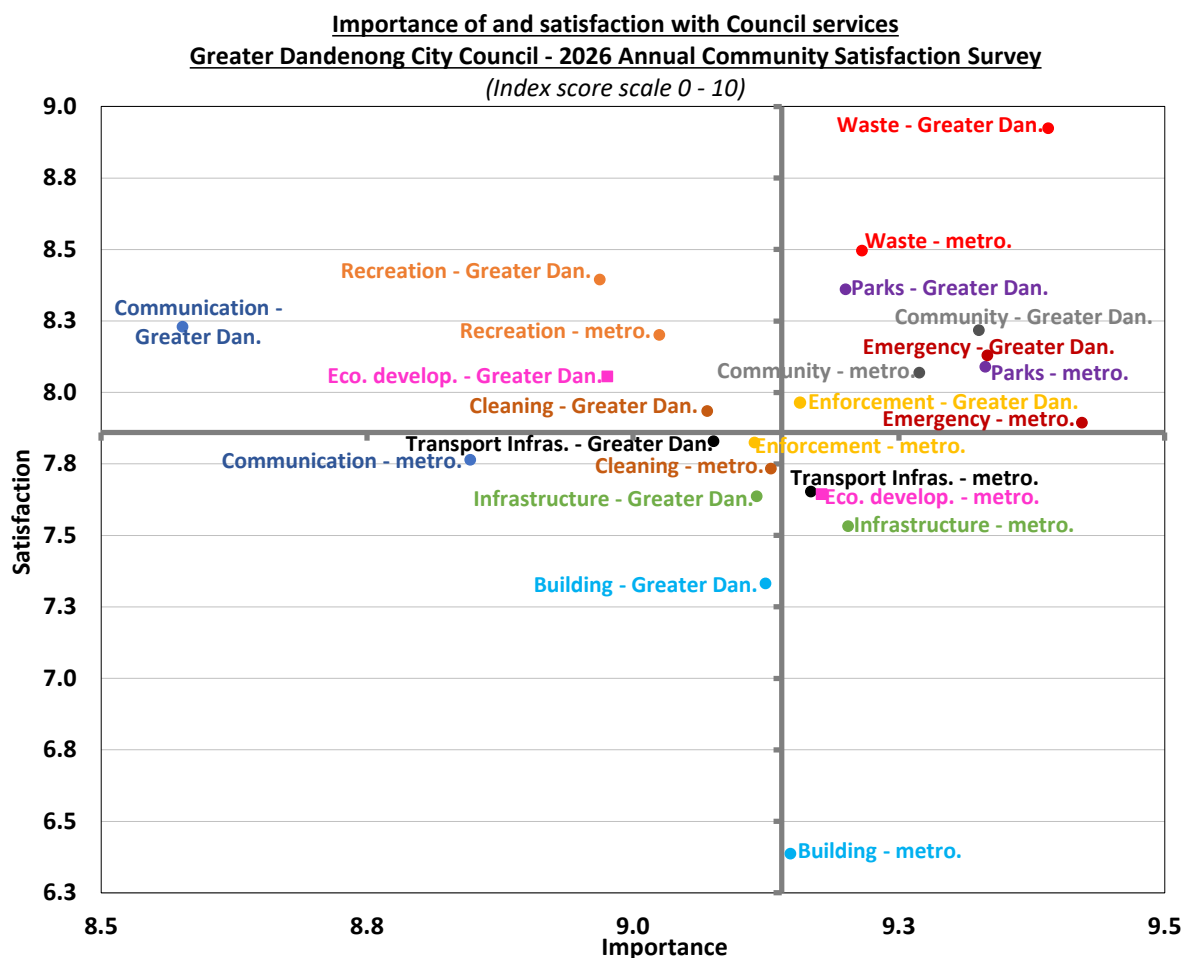
Increases in satisfaction were recorded for enforcement (3pts higher), economic development (3pts), cleaning (2pts), parks and gardens (2pts), waste and recycling (2pts), communication (one point), transport infrastructure (one point), and infrastructure (one point). Of these, the increase in satisfaction with waste and recycling was statistically significant (measurable).

Decreases in satisfaction were recorded for building and planning (4pts lower), and community services (2pts). Neither of these declines were statistically significant.

Satisfaction with the broad service areas can be summarised as follows:

- **Excellent** – for recreation and culture, waste and recycling, community services, parks and gardens, communication, emergency management, economic development, enforcement (up from “very good”), cleaning (up from “very good”), and transport infrastructure (up from “very good”).
- **Very Good** – for infrastructure and building and planning.





Satisfaction by Council division

The following section of the report provides detailed results for each of the 45 services and facilities included, 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, and bookable hard rubbish service.
- **Communication and Customer Experience** – includes Council’s regular magazine *Greater Dandenong Council News*, and Council’s website.

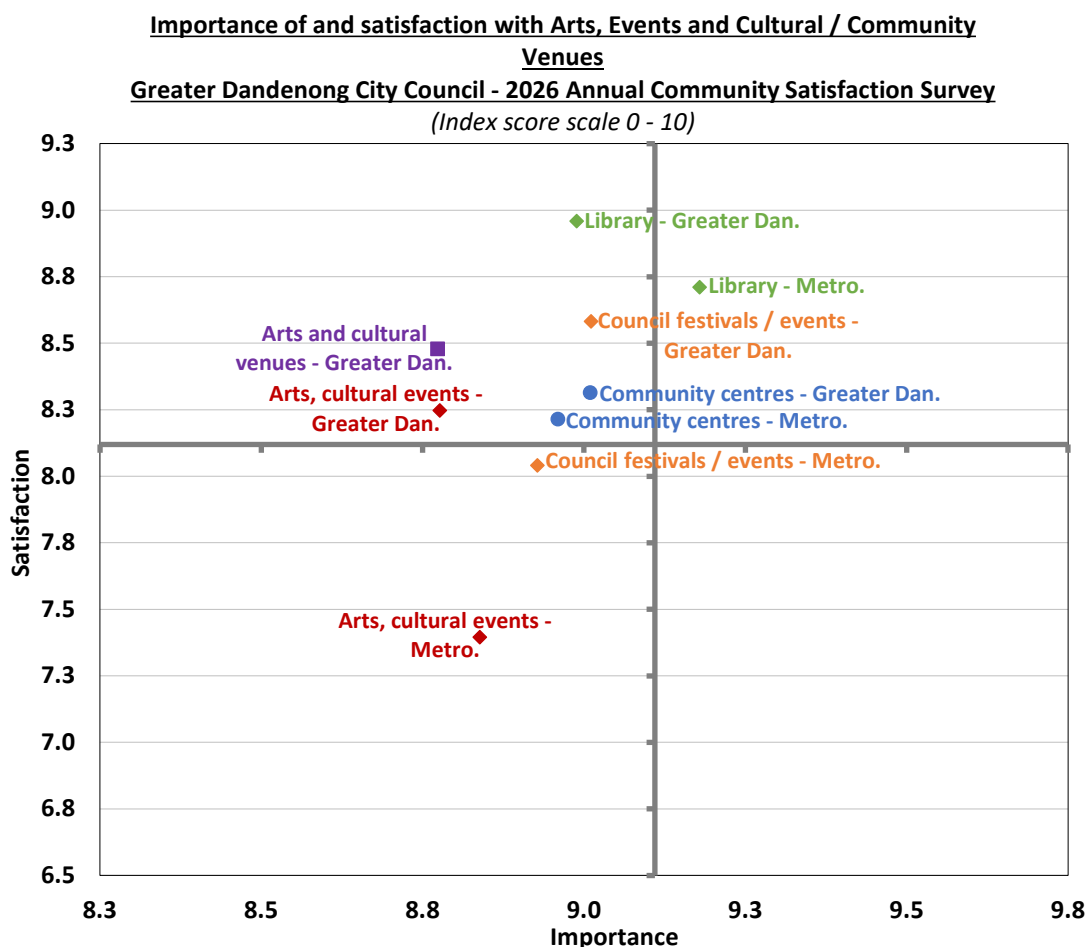
Arts, Events and Cultural / Community Venues Division

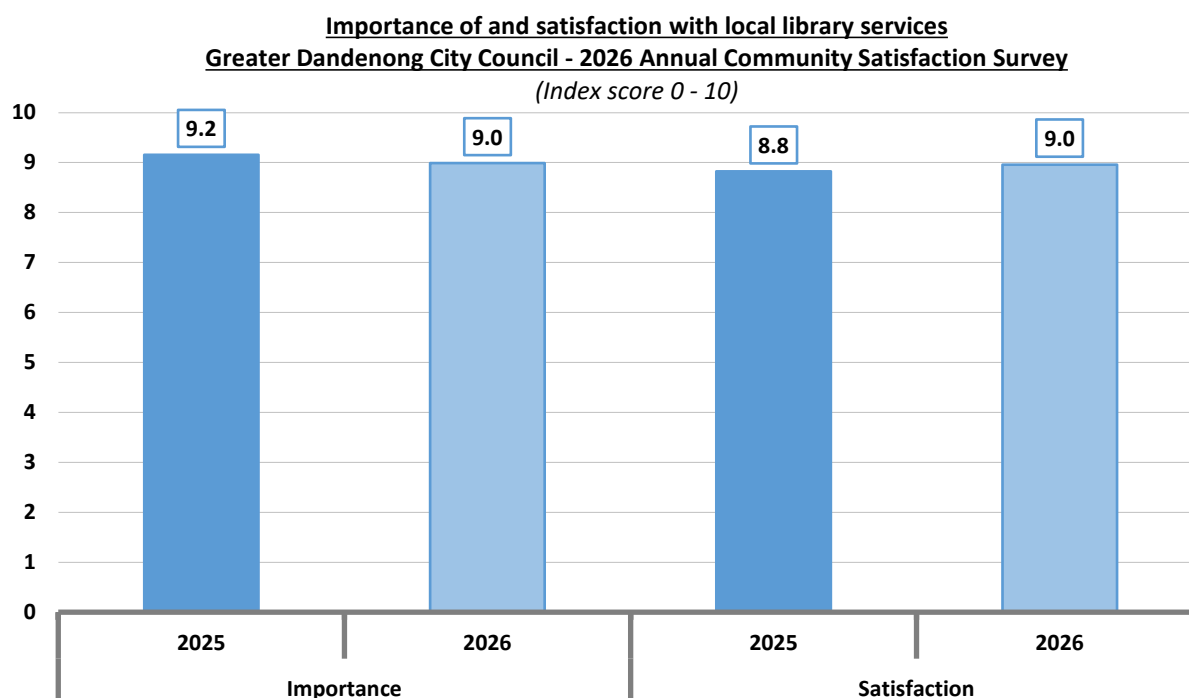
Five services and facilities from the arts, events, and cultural / community venues division were included in the survey this year.

These were local library services, Council festivals and events, the provision of arts and cultural venues, spaces, and facilities, community centres and halls, and the provision of arts and cultural events, programs, and activities.

While all five of these services and facilities recorded satisfaction scores that were higher than the average of all 45 services and facilities, they were less important than average.

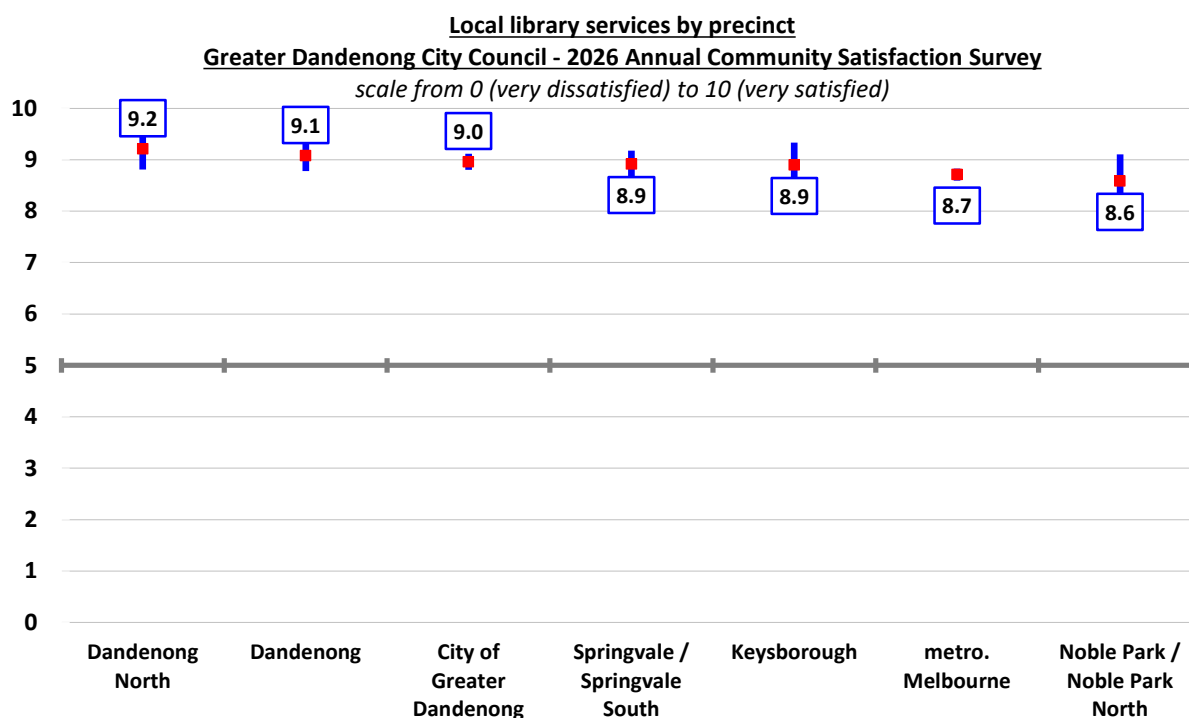






By way of comparison, satisfaction with library services was measurably (3pts) higher than the metropolitan average satisfaction with the “local library” of 8.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with these services observed across the municipality, however respondents from Noble Park / Noble Park North were notably (4pts) less satisfied than the municipal average, although still at an “excellent” level.



There were no comments received from respondents in relation to local library services this year.

Reasons for dissatisfaction with local library services
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

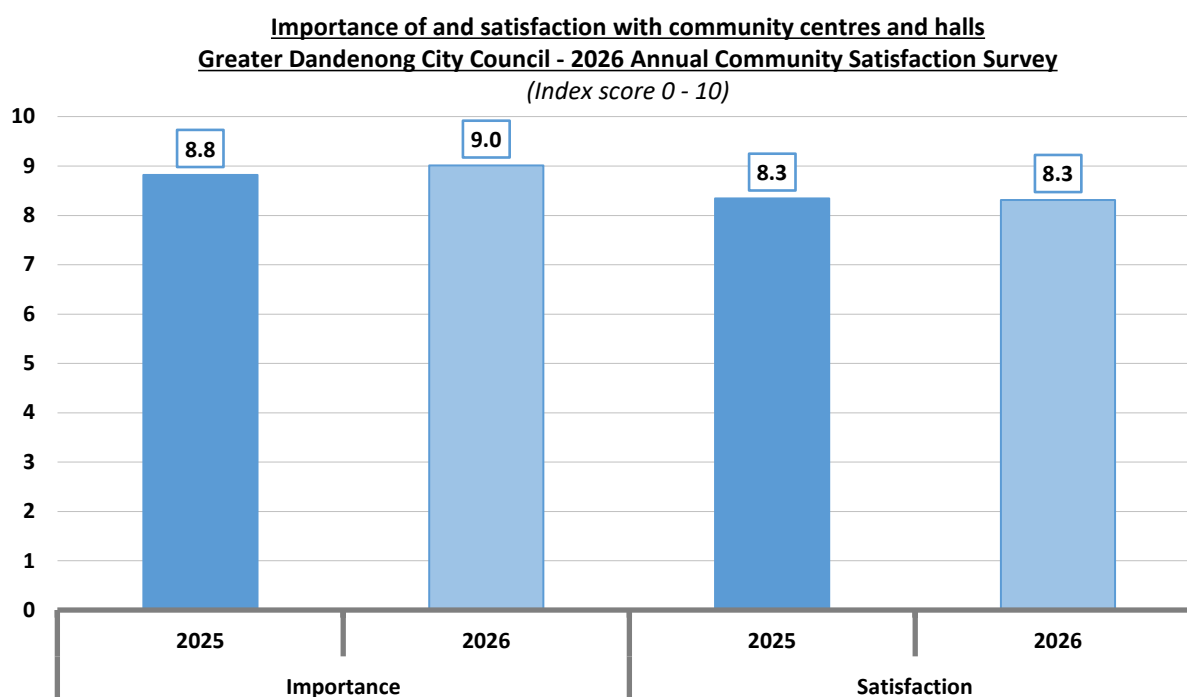
Reason	Number
n.a.	n.a.

Community centres and halls

Community centres and halls were the 35th most important of the 45 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with these facilities remained stable this year at 8.3 out of 10, which remains an “excellent” level of satisfaction.

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



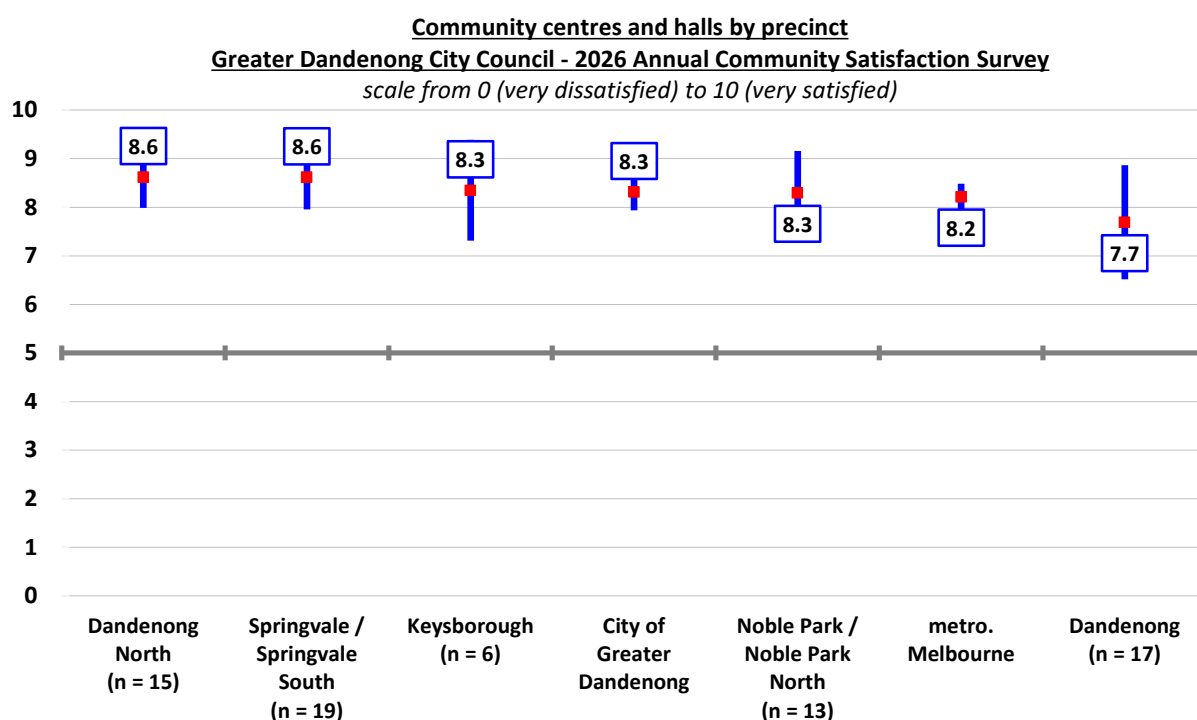
This result comprised 78% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 70 of the 71 respondents (18%) from households who had used these facilities in the last 12 months.



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

By way of comparison, satisfaction with these facilities was broadly consistent with the metropolitan average satisfaction with “community centres / neighbourhood houses” of 8.2 out of 10, as recorded in the 2026 *Governing Melbourne* research.

While there was no measurable variation in satisfaction with these facilities observed across the municipality, 17 respondents from Dandenong were notably (6pts) less satisfied than the municipal average, and at a “very good”, rather than an “excellent”, level.



The following table outlines the three comments received from respondents in relation to community centres and halls.

Reasons for dissatisfaction with community centres and halls
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Less community connection than before	1
Springvale Community Centre walk back	1
We are not informed enough about them to talk about issues in the community, and we can't even use them as they are not nice. It's embarrassing how they are now	1
Total	3

Council festivals and events

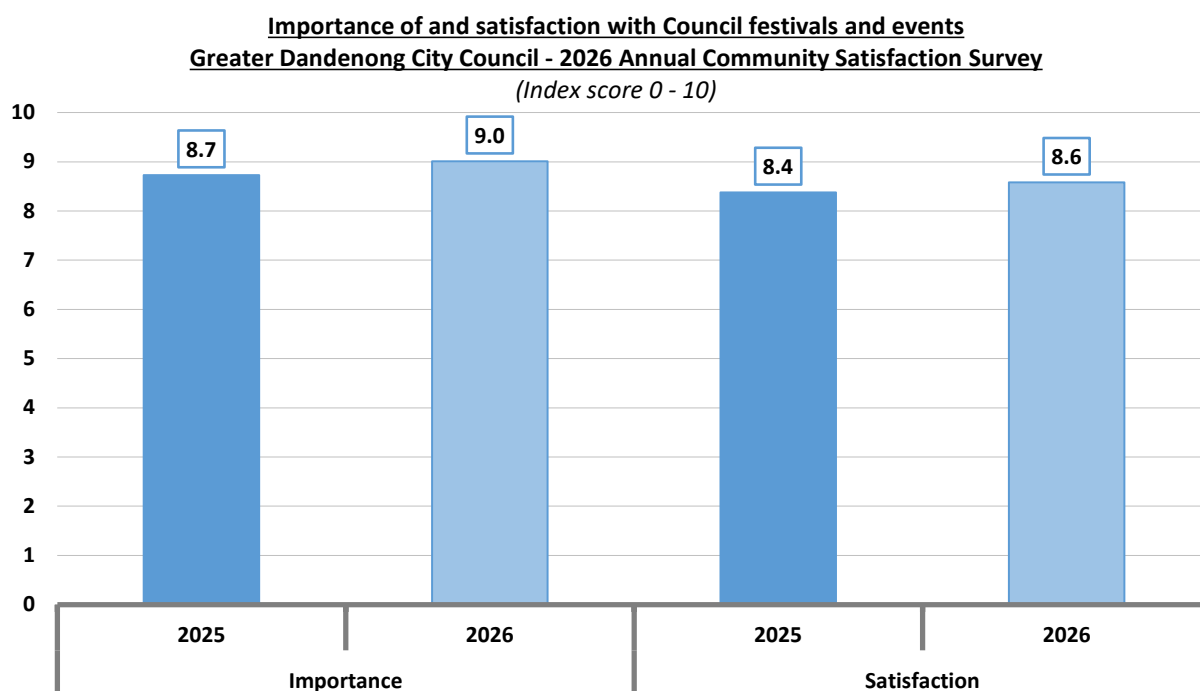
Council festivals and events were the 34th most important of the 45 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with these services increased somewhat this year, up two percentage points to 8.6 out of 10, which remains an “excellent” level of satisfaction.

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

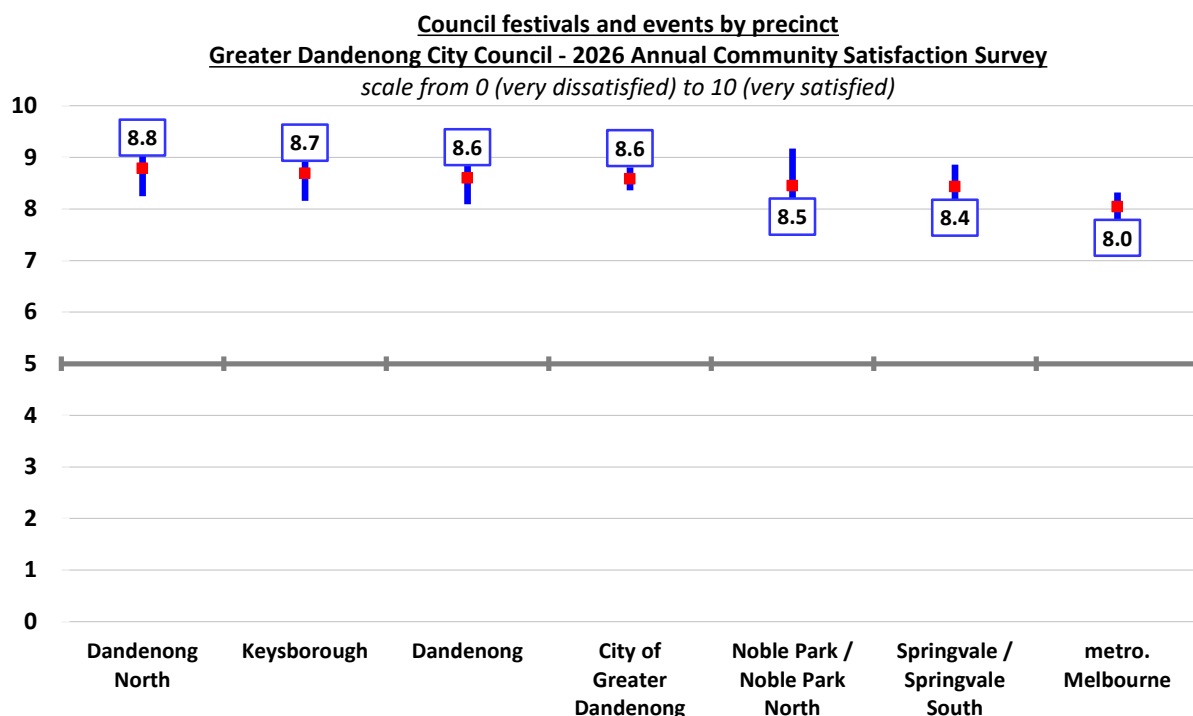
This result comprised 82% “very satisfied” and no “dissatisfied” respondents, based on a total sample of 95 of the 97 (24%) respondents from households who had used these services in the past 12 months.

There was no substantive variation in satisfaction with Council festivals and events observed by respondent profile.



By way of comparison, this result was measurably (6pts) higher than the metropolitan average satisfaction with “Council’s festivals and events” of 8.0 out of 10, as recorded in the 2026 *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.



The following table outlines the one comment received from respondents in relation to Council festivals and events.

Reasons for dissatisfaction with Council festivals and events
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
I have an issue with the Dandenong Plaza over here, I have seen for Diwali, the big events that are organized but when it comes to Easter or Anzac Day, they have not done anything. For Ramadan and other events, it's the same. I have nothing against it, but for Easter we have nothing. For Anzac Day, they just put poppy, no explanation or awareness	1
Total	1

Provision of arts and cultural venues, spaces, and facilities

The provision of arts and cultural venues, spaces, and facilities was the 42nd most important of the 45 included services and facilities, with an average importance of 8.8 out of 10, and one of four services and facilities to be measurably less important than the average of all 45 (9.1).

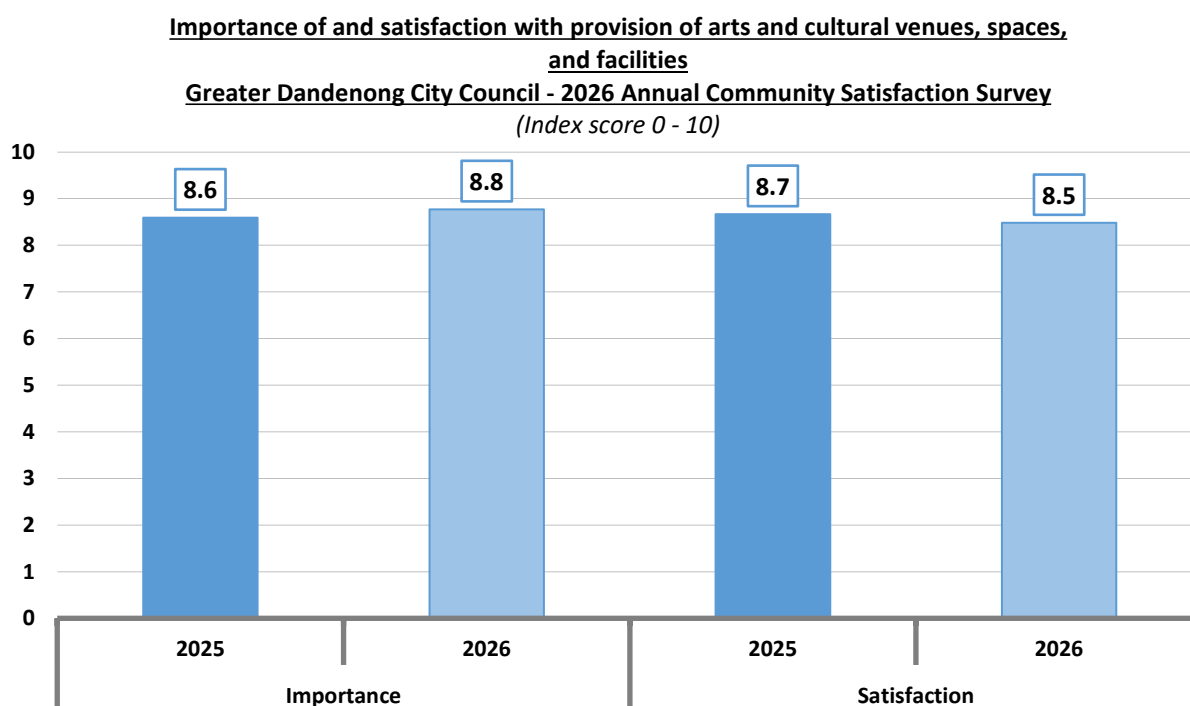
Satisfaction with these services declined somewhat this year, down two percentage points to 8.5 out of 10, which remains an “excellent” level of satisfaction.



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 57 of the 58 respondents (14%) from households who had used these facilities in the last 12 months.

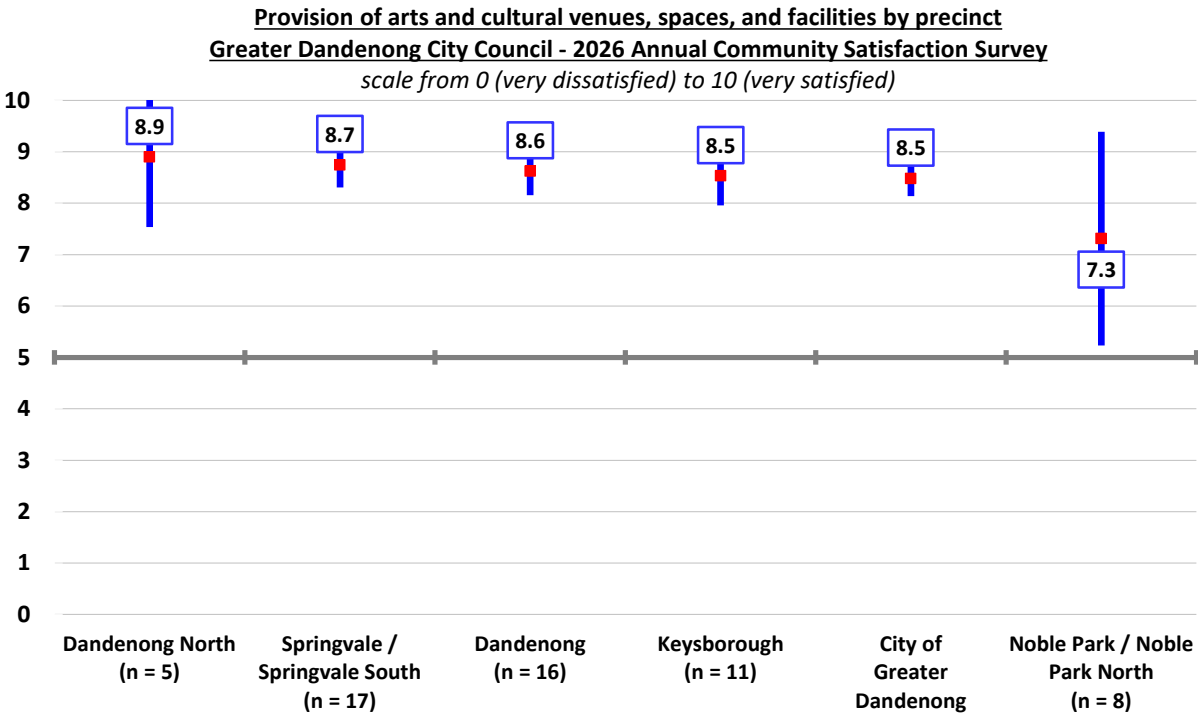
Given the relatively small sample size, there was no variation in satisfaction with these services observed by respondent profile.



These facilities were not included in the 2026 *Governing Melbourne* research, and so no comparisons have been provided.

Given the relatively small sample size, there was no measurable variation in satisfaction with these facilities observed across the municipality, although eight respondents from Noble Park / Noble Park North were notably (12pts) less satisfied than average, and at a “very good”, rather than an “excellent”, level.





There were no comments received from respondents this year in relation to the provision of arts and cultural venues, spaces, and facilities.

Reasons for dissatisfaction with provision of arts and cultural venues, spaces, and facilities
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
n.a.	n.a.

Provision of arts and cultural events, programs and activities

The provision of arts and cultural events, programs and activities was the 43rd most important of the 45 included services and facilities, with an average importance of 8.8 out of 10, and one of four services and facilities to be measurably less important than the average of all 45 (9.1).

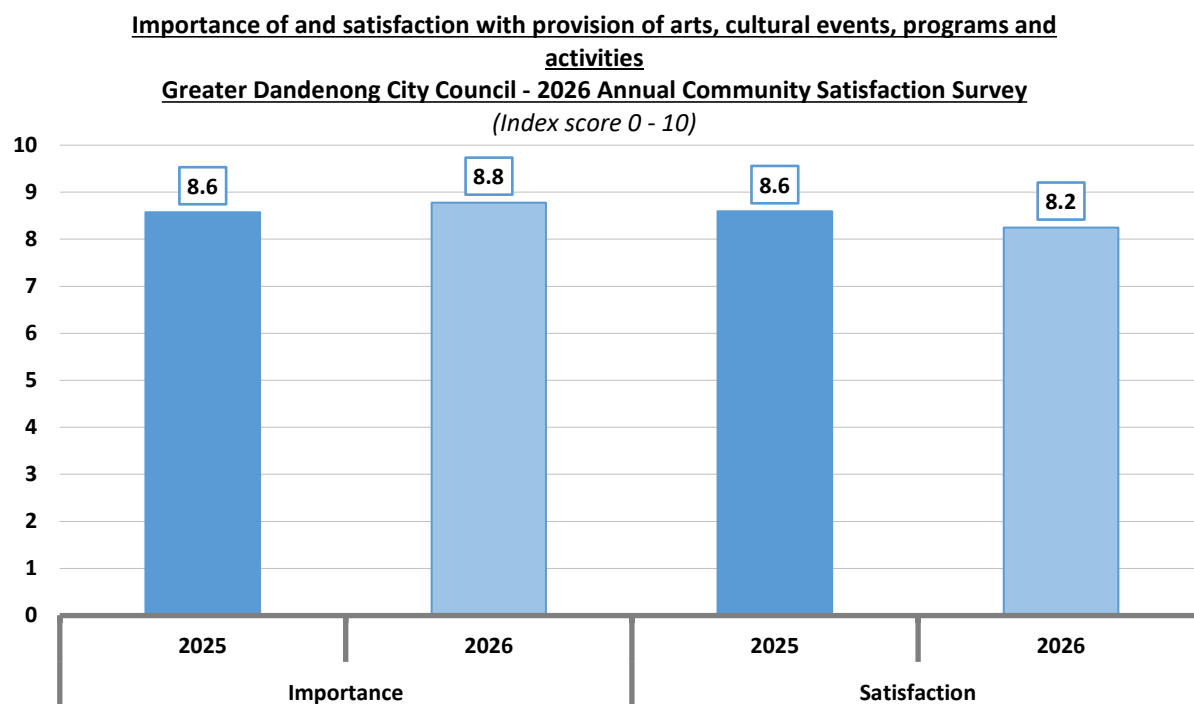
Satisfaction with these services declined notably this year, down four percentage points to 8.2 out of 10, which remains an “excellent” level of satisfaction.

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



This result comprised 78% “very satisfied” and no “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.

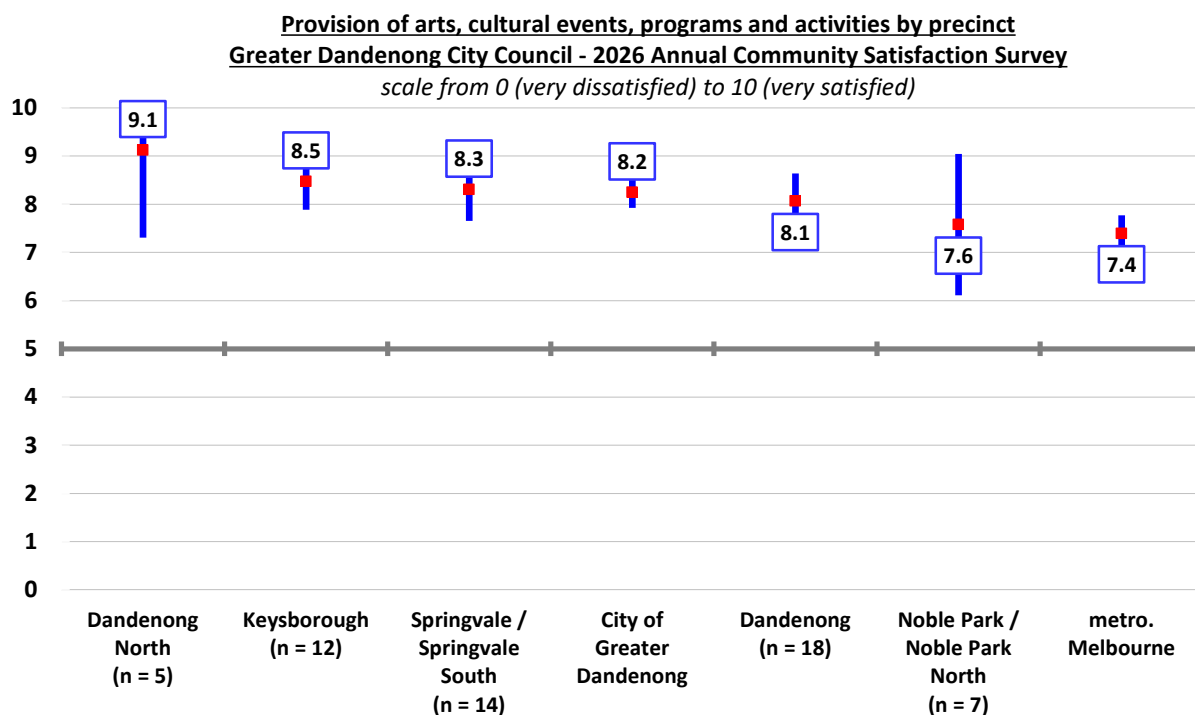
Given the relatively small sample size, there was no variation in satisfaction with these services observed by respondent profile.



By way of comparison, satisfaction with these services was measurably (8pts) higher than the metropolitan average satisfaction with the “provision of public art” of 7.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Given the relatively small sample size, there was no measurable variation in satisfaction with these facilities observed across the municipality, although seven respondents from Noble Park / Noble Park North were somewhat (6pts) less satisfied, and at a “very good”, rather than an “excellent”, level.





The following table outlines the two comments received from respondents in relation to arts and cultural events, programs, and activities.

Reasons for dissatisfaction with provision of arts and cultural events, programs and activities
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
I have an issue with the Dandenong Plaza over here, I have seen for Diwali, the big events that are organized but when it comes to Easter or Anzac Day, they have not done anything. For Ramadan and other events, it's the same. I have nothing against it, but for Easter we have nothing. For Anzac Day, they just put poppy, no explanation or awareness. Those events should be for everyone	1
Not really aware of the events and programs organised by the council	1
Total	2

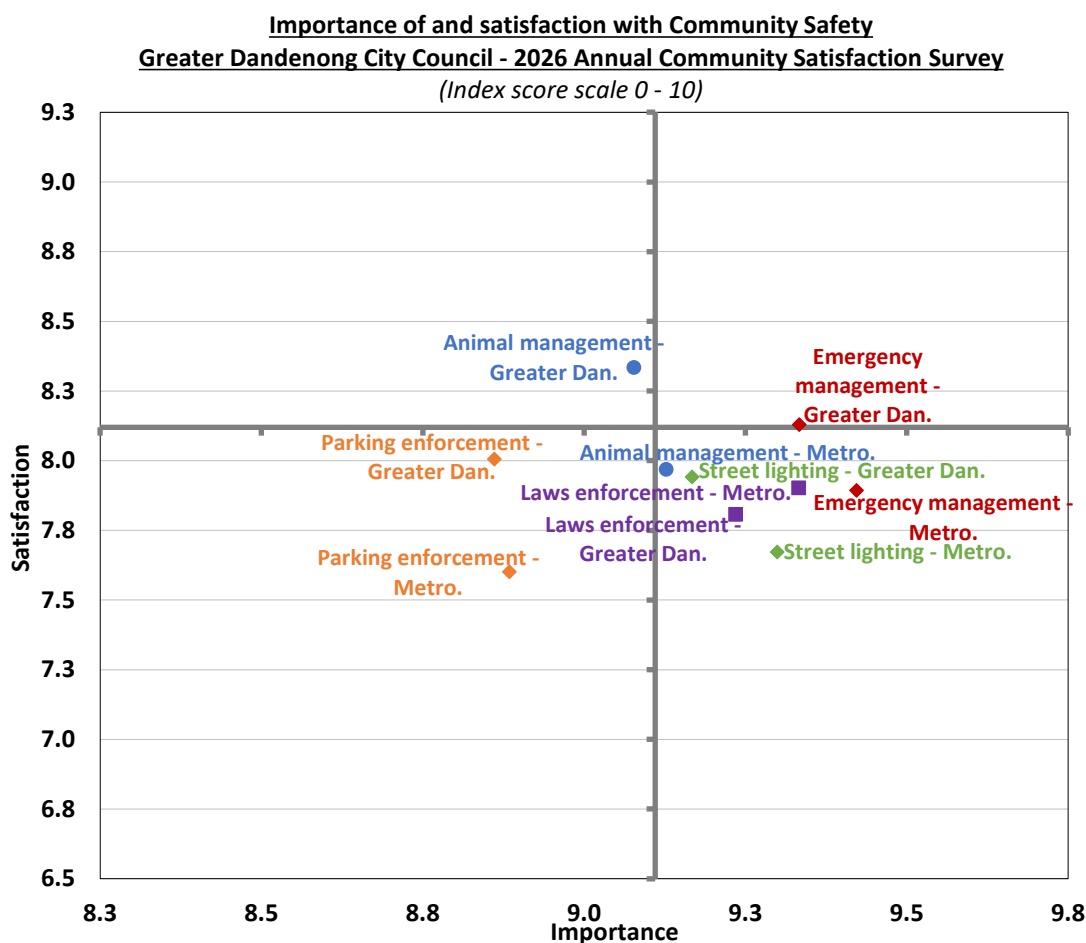
Community Safety Division

Five services and facilities from the community safety division were included in the survey this year. These were animal management, street lighting, Council's emergency management and response, parking enforcement, and the enforcement of local laws.

Animal management and Council's emergency management and response both recorded satisfaction scores which were consistent with or higher than the average of all 45 services and facilities. However, animal management was marginally less important than average.



While parking enforcement was also less important than average, street lighting and the enforcement of local laws fell into the quadrant of most concern, being more important than average but recording satisfaction scores which were lower than average.



Street lighting

Street lighting was the 18th most important of the 45 included services and facilities, with an average importance of 9.2 out of 10.

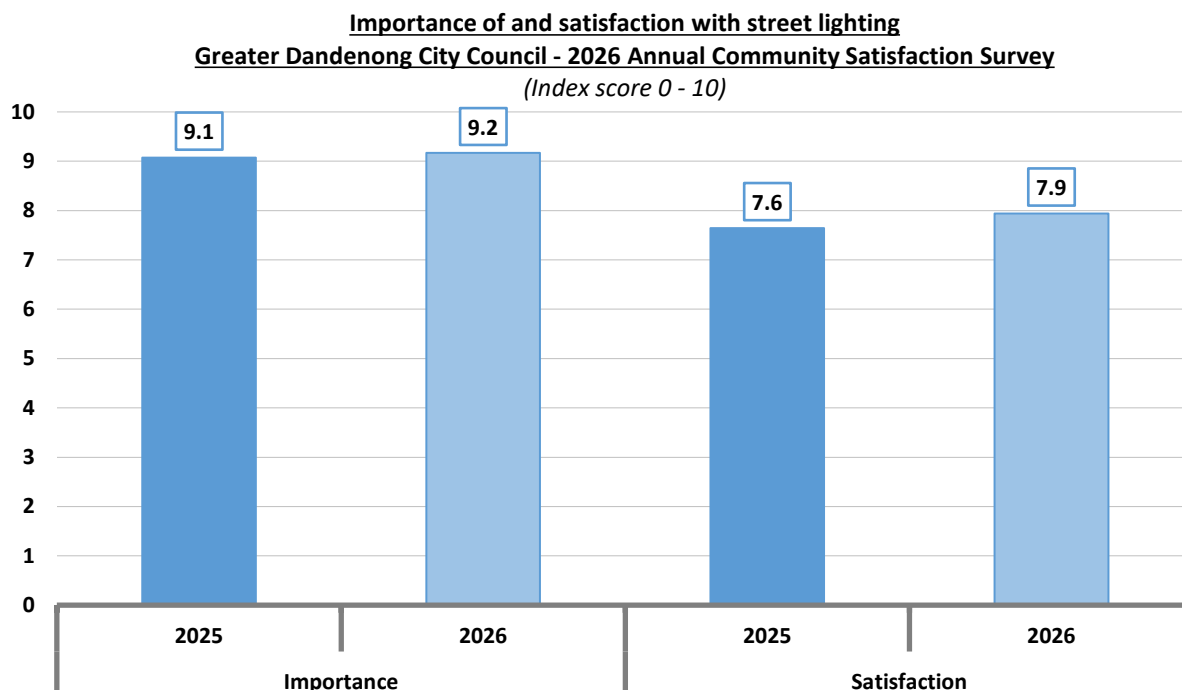
Satisfaction with street lighting increased somewhat this year, up three percentage points to 7.9 out of 10, which was an “excellent”, up from an “very good”, level of satisfaction.

This result ranks street lighting 33rd in terms of satisfaction this year.

This result comprised 69% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 389 of the 401 respondents who provided a satisfaction score this year.

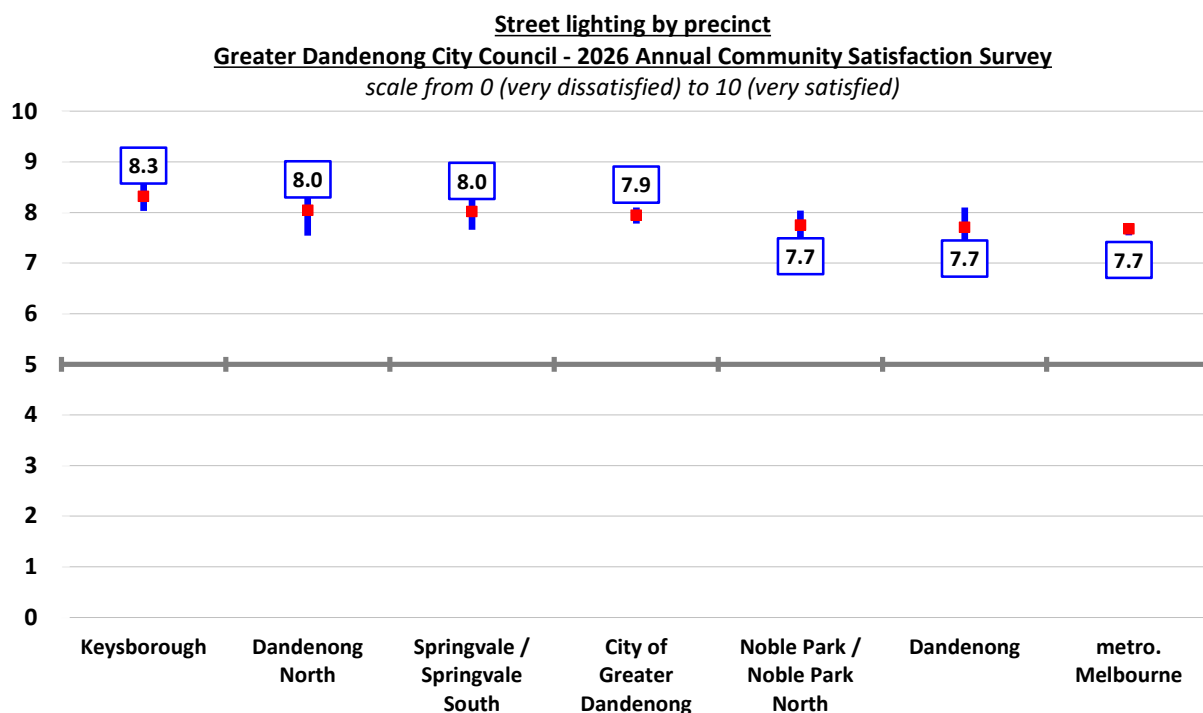
There was some variation in satisfaction with street lighting observed by respondent profile, with older adults (aged 60 to 74 years) notably more satisfied than average.





By way of comparison, satisfaction with street lighting was measurably (2pts) higher than the metropolitan average satisfaction with “street lighting” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with street lighting observed across the municipality, respondents from Keysborough were notably (4pts) more satisfied than the municipal average.



The following table outlines the 17 comments and 10 locations of concern received from respondents in relation to street lighting this year.

Reasons for dissatisfaction with street lighting
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Not enough street lighting	3
We need more streetlights	3
Can be scary in local roads, too dark	2
Some streets lights are very dim at night. In general.	2
Dark in inner suburbs	1
Daylight is shorter, gets very dark faster in these streets. Need more lights	1
It breaks, it's too big and too old	1
It is not safe when I park on the street at night, burglars can break my car. My car has been smashed and there is no light, no one can see	1
Need more lamp posts	1
Need more lighting near the park	1
Very dim near the park	1
Total	17

Specific locations identified by respondents

Because there are no lights and not enough of them on the Carroll Ave, especially at night in this area it's not safe	1
Booth Cres bends lack enough lights especially for cars to navigate	1
Lack of streetlights in Neale St	1
Not enough lights on Booth Cres	1
Outlook Dr is terrible at night, around the curb	1
Power St needs more lights, its dark	1
Some of them work, need proper maintenance (Eckford St)	1
There is no light in Birmingham St	1
There's not enough on Gove St and all around	1
Too dark at night on Beatrice St	1
Total	10
Total responses	27



Animal management

Animal management was the 31st most important of the 45 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with animal management increased notably this year, up four percentage points to 8.3 out of 10, which remains an “excellent”, level of satisfaction.

This result ranks animal management 12th in terms of satisfaction this year.

This result comprised 79% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 346 of the 401 respondents who provided a satisfaction score this year.

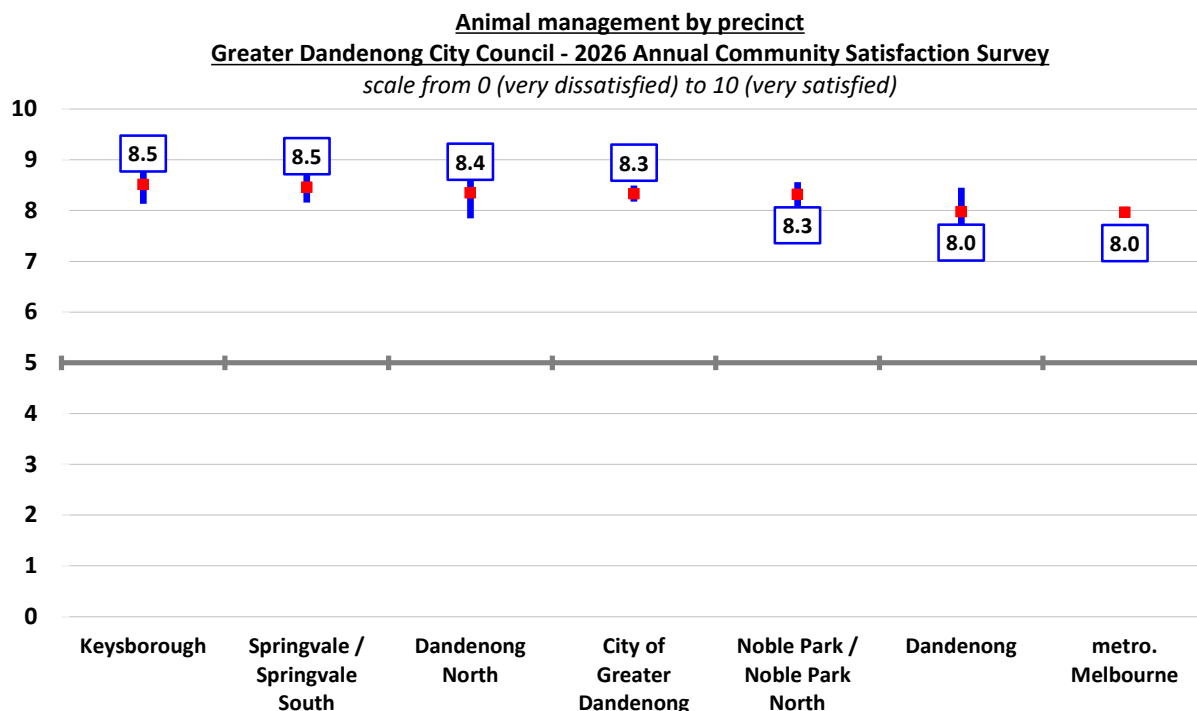
There was no variation in satisfaction with animal management observed by respondent profile.



By way of comparison, satisfaction with animal management was measurably (3pts) higher than the metropolitan average satisfaction with “animal management” of 8.0 out of 10, as recorded in the 2026 *Governing Melbourne* research.

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





The following table outlines the 12 comments received from respondents in relation to animal management this year.

Reasons for dissatisfaction with animal management
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
I can see a lot of stray cats	2
Stray cat issue is not actioned for 3 years now	1
There are too many cats at night, they're breeding	1
The possums are scary	1
There are a lot of possums running around the wires	1
There are possums that must be managed	1
Do not clean up after their dogs in the park	1
Many droppings around the park from pets. Dog patrols need more presence	1
Some neighbours don't follow the rules, someone has got bitten by dog	1
Off-leash and on-leash areas are not enforced near watercourse causing arguments and unsafe environment	1
Unleashed dogs everywhere	1
Total	12

Parking enforcement

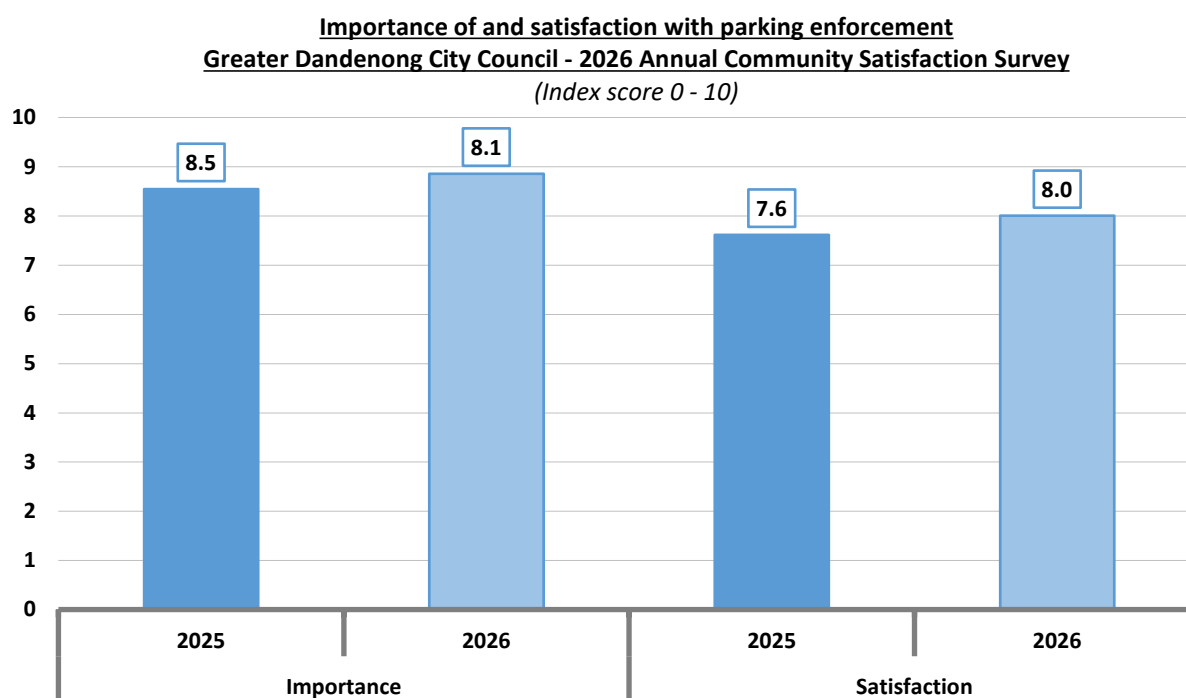
Parking enforcement was the 40th most important of the 45 included services and facilities, with an average importance of 8.1 out of 10.

Satisfaction with parking enforcement rose notably this year, up four percentage points to 8.0 out of 10, which was an “excellent, up from a “very good” level of satisfaction.

This ranks parking enforcement 26th in terms of satisfaction this year.

This result comprised 71% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 369 of the 401 respondents who provided a satisfaction score this year.

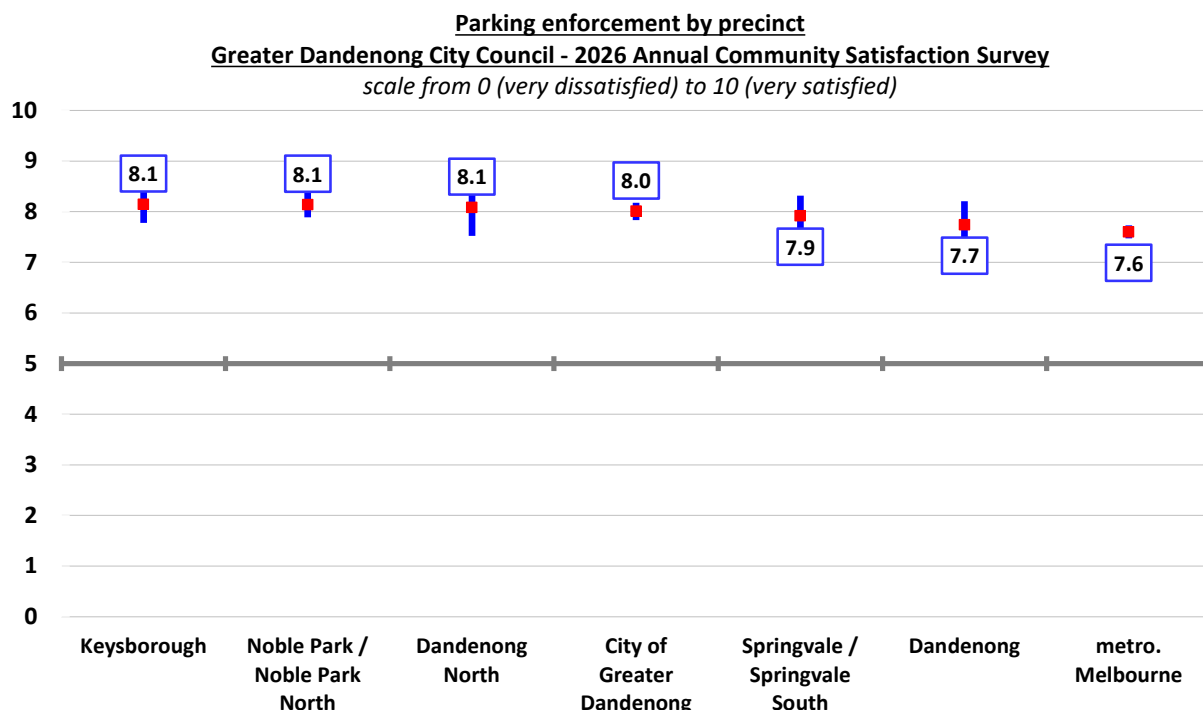
There was no substantive variation in satisfaction with parking enforcement observed by respondent profile.



By way of comparison, this result was measurably (4pts) higher than the metropolitan average satisfaction with “parking enforcement” of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation with parking enforcement observed across the municipality, although respondents from Dandenong were satisfied at a “very good”, rather than an “excellent”, level.





The following table outlines the 18 comments and two locations of concern received from respondents in relation to parking enforcement this year.

Reasons for dissatisfaction with parking enforcement
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Because for example in some areas where they should allow parking, when I had my newborn. Sometimes it was hard for me to find car park but then I would get a fine, they are not helping parents with kids. They should consider parents with younger kids. It's very difficult having to take 3 kids out	1
Not enough in street parking	1
Sometimes it's hard to find parking	1
Because you don't have any flexibility, I just got a 150-dollar fine that I should not have gotten	1
It's on and off you don't know if you need ticket or not and you'll get a fine. They need to do online parking tickets; you need to pay through your phone	1
Over management	1
There are too many cars and too many rules in Springvale	1
Too strict	1
Unfair	1
Unregistered cars are parked for long period of time. No ticketing	1
Get that out of here, they fine me when I was going to get coins	1
I got a fine for I think wasn't justified	1
I remember I paid a ticket for a fine I did not deserve	1
Fines are expensive	1
Lots of cars in streets, cramped	1
I don't like them	1

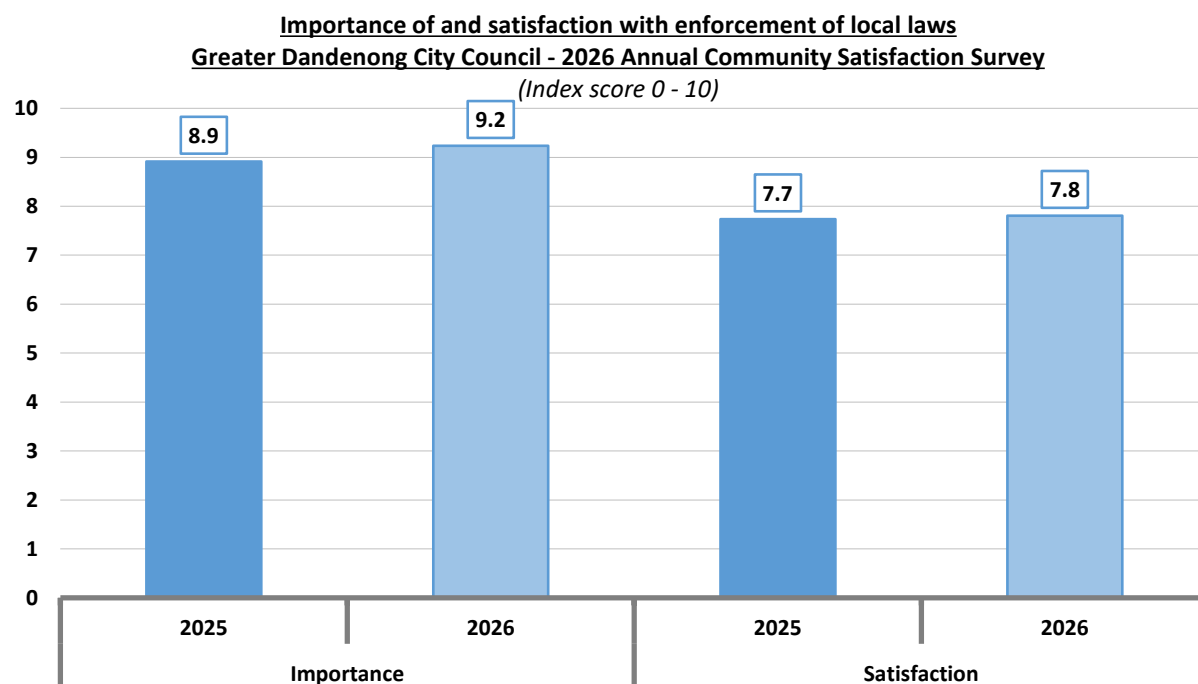
I don't care too much	1
It's hard to drive at night because of the cars	1
Total	18
<i>Specific locations identified by respondents</i>	
Car parked in intersection on footpath for months obstructing views and is dangerous for cars to make turns. On Lakeview Blvd and Cascade Pl	1
Menzies Ave doesn't have proper parking rules	1
Total	2
Total responses	20

Enforcement of local laws

The enforcement of local laws was the 10th most important of the 45 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with the enforcement of local laws remained essentially stable this year, up one percentage point to 7.8 out of 10, which was an “excellent”, rather than a “very good”, level of satisfaction.

This ranks the enforcement of local laws 37th in terms of satisfaction this year.



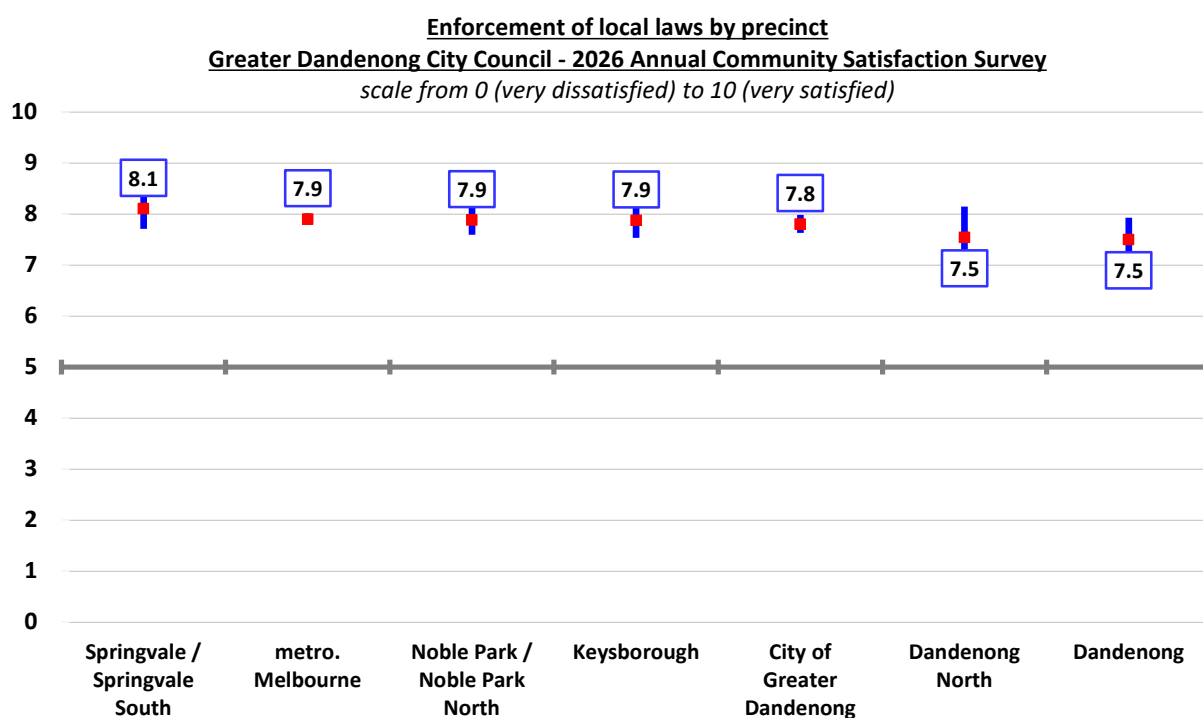
This result comprised 66% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 355 of the 401 respondents who provided a satisfaction score this year.



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

By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with “the enforcement of local laws” of 7.9 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation with the enforcement of local laws observed across the municipality, although respondents from Dandenong North and Dandenong were satisfied at “very good”, rather than “excellent” levels.



The following table outlines the 23 comments and five locations of concern received in relation to the enforcement of local laws.

It is noted that some of these comments relate to crime and perception of safety, unrelated to the enforcement of local laws. This reflects some confusion in the community as to the role of local government and also the definition of local laws enforcement.

Reasons for dissatisfaction with enforcement of local laws
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
General crime rates are high	2
Because it is too finance driven with fining	1
Crimes in shopping centres	1
Difficult to contact the police	1

Home invasions	1
I don't feel too safe	1
I don't see much difference	1
I'm just not one for laws	1
It's very weak	1
Kidnappings happening at midnight	1
Last week we had a car break in and numerous incidents over the last 2 or 3 months	1
Littering, people not cleaning up after their pets	1
More police presence	1
Never information	1
Noise control laws need to be strict	1
People breaking into houses is more frequent, especially where older people live	1
People not adhering to the speed limit set for inner local roads	1
Speed limit of residential roads not followed	1
Stray cats' issues	1
The noise in the local area and no enforcement of the local laws	1
There is a lot of right in front of our house there was a car parked for months before someone complained. Like rubbish dumping and stuff, it should be looked after faster. And some houses are just trap houses that had 300 hundred people going in and out, some cars are broken, and it has a lot of shady people. They have to look into houses that are empty and are broken and people squatting inside	1
There's a lot of minor theft	1
Total	23
<i>Specific locations identified by respondents</i>	
Break-ins on The Watercourse keep occurring despite reporting	1
It is still not that safe in the city area around Dandenong. It's a concern a lot of people complain about in the local area	1
Mismanaged animal keeps occurring on The Watercourse despite reporting	1
Never see any patrols around the Dandenong area	1
The truck on Kaimas Way	1
Total	5
Total responses	28

Council's emergency management and response

Council's emergency management and response was the 6th most important of the 45 included services and facilities, with an average importance of 9.3 out of 10.

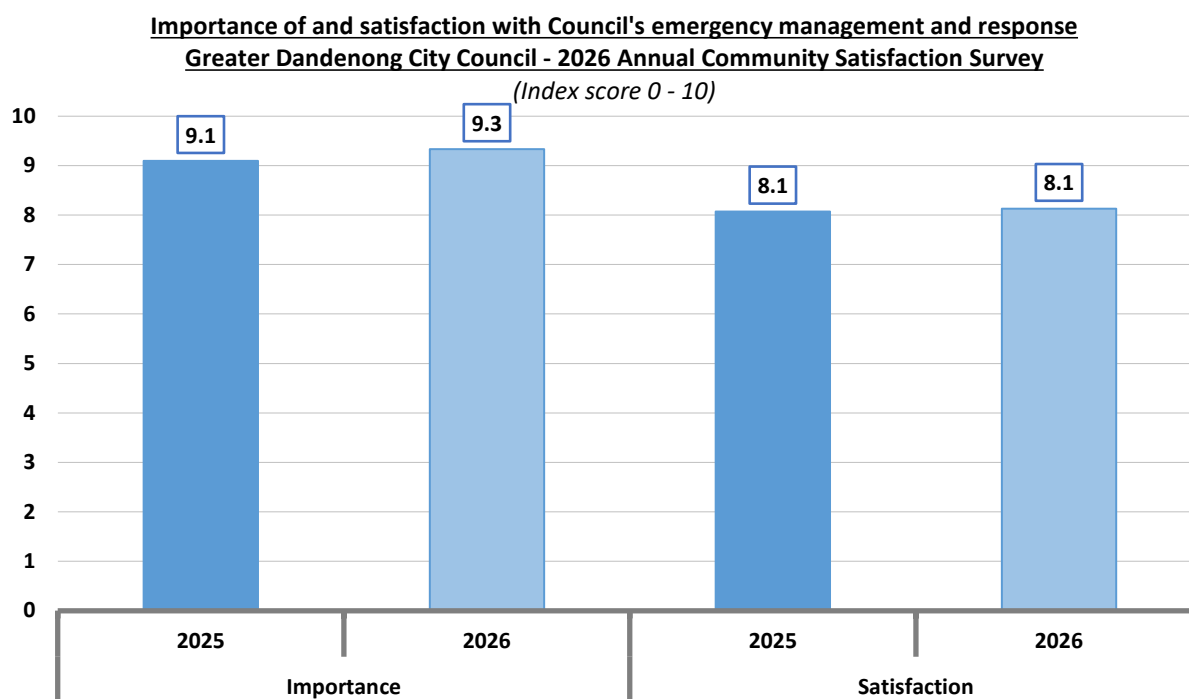
Satisfaction with these services remained stable this year at 8.1 out of 10, which remains an "excellent" level of satisfaction.

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



This result comprised 74% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 284 of the 401 respondents who provided a satisfaction score this year.

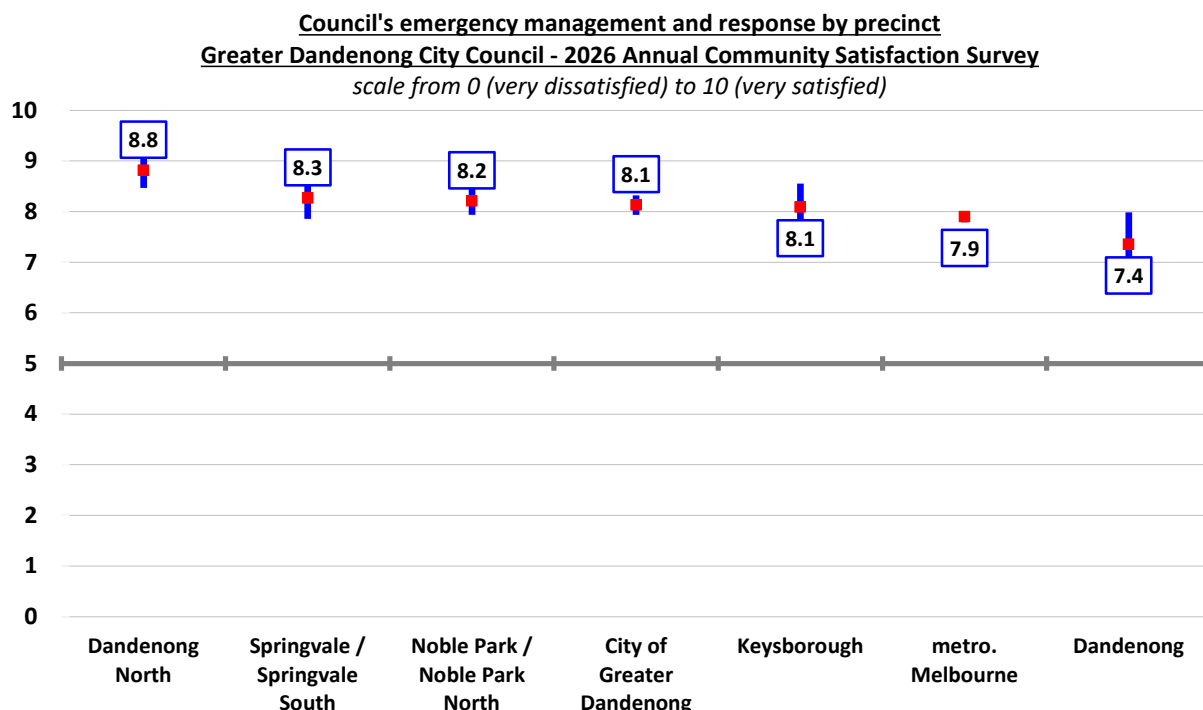
There was some substantive variation in satisfaction with these services observed by respondent profile, with older adults (aged 60 to 74 years) notably less satisfied than average.



By way of comparison, this result was somewhat (2pts) higher than the metropolitan average satisfaction with “Council’s emergency management and response” of 7.9 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation with these services observed across the municipality, with respondents from Dandenong North measurably (7pts) more satisfied than the municipal average. Conversely, respondents from Dandenong were notably (7pts) less satisfied, and at a “very good”, rather than an “excellent”, level.





The following table outlines the 11 comments received in relation to Council's emergency preparedness and response.

Reasons for dissatisfaction with Council's emergency preparedness and response
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Because in the hospital we were waiting up to 8 hours when my family member was feeling sick. It's emergency, it must not be like this. We were very angry. It wasn't good enough to wait for so long in the emergency. Council must fix this	1
Have not seen any information about it	1
I don't see them	1
If something does happen, it's not solved quickly, sometimes you don't even get a response	1
Sometimes there's crime and they get to it a bit late	1
The last one was not quick. The last case that I had with them was not a fast response	1
There's no police car in the Keysborough police station	1
There were gunshots here	1
They need to make it known, let people know how to call if people are doing something illegal	1
Unsafe in general	1
We are not aware of where to go in case of an emergency	1
Total	11

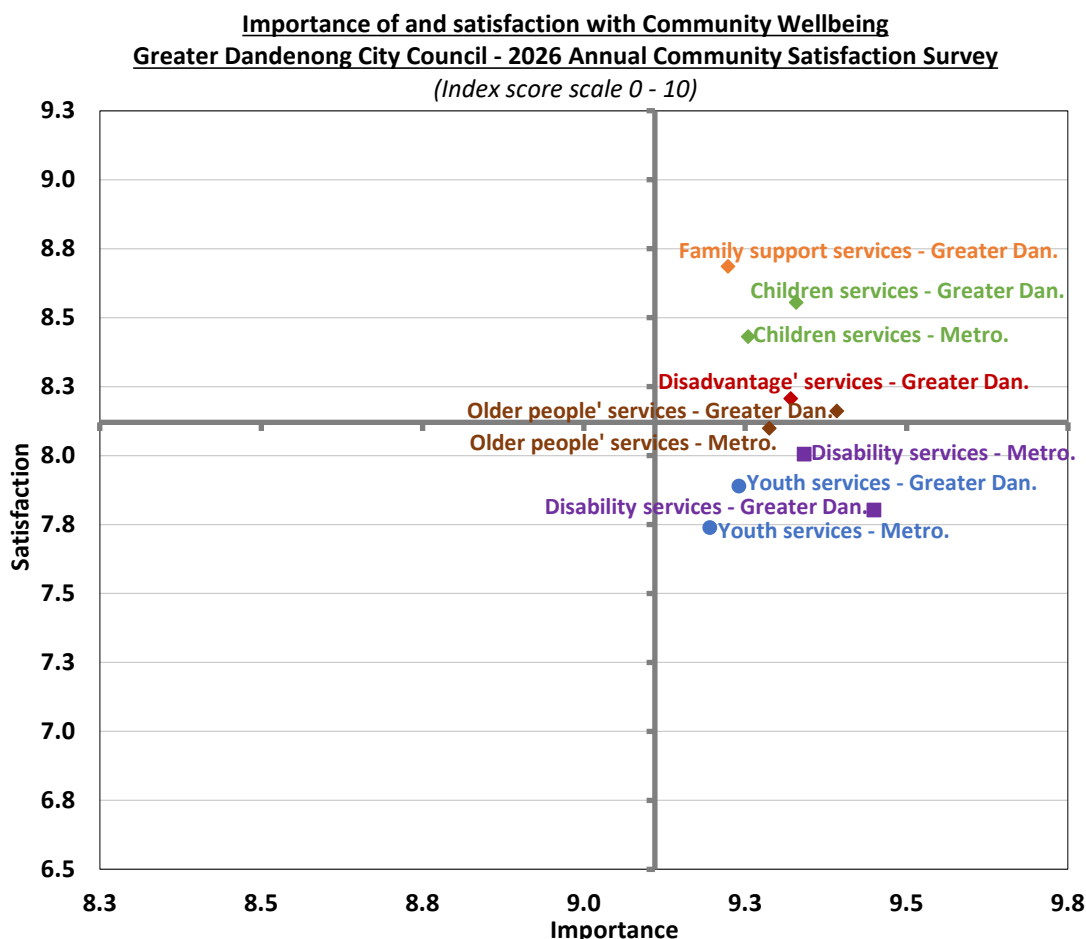
Community Wellbeing Division

Six services and facilities from the community well-being division were included in the survey this year.

These were family support services, services for children from birth to 5 years of age, services for youth, services for people experiencing disadvantage, services for older people, and services for people with disability.

Four of these services, namely family support, services for children, services for people with disadvantage, and services for older people, ranked among those which respondents considered most important, and with which they were most satisfied.

Conversely, services for youth, and people with disabilities fell into the quadrant of most concern, being more important than average, but recording satisfaction scores which were lower than the average of all 45 services and facilities.



Services for children from birth to 5 years of age

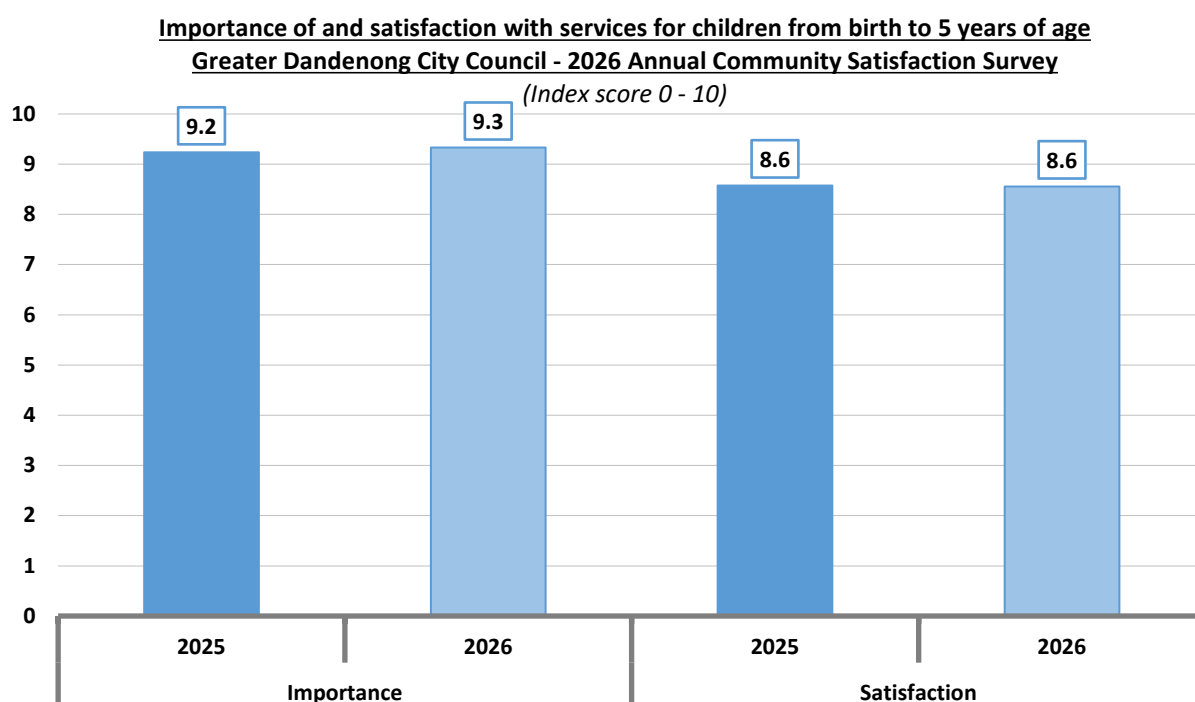
Services for children from birth to 5 years of age were the 7th most important of the 45 included services and facilities, with an average importance of 9.3 out of 10.

Satisfaction with these services remained stable this year at 8.6 out of 10, which remains an “excellent” level of satisfaction.

This result ranks these services 8th in terms of satisfaction this year.

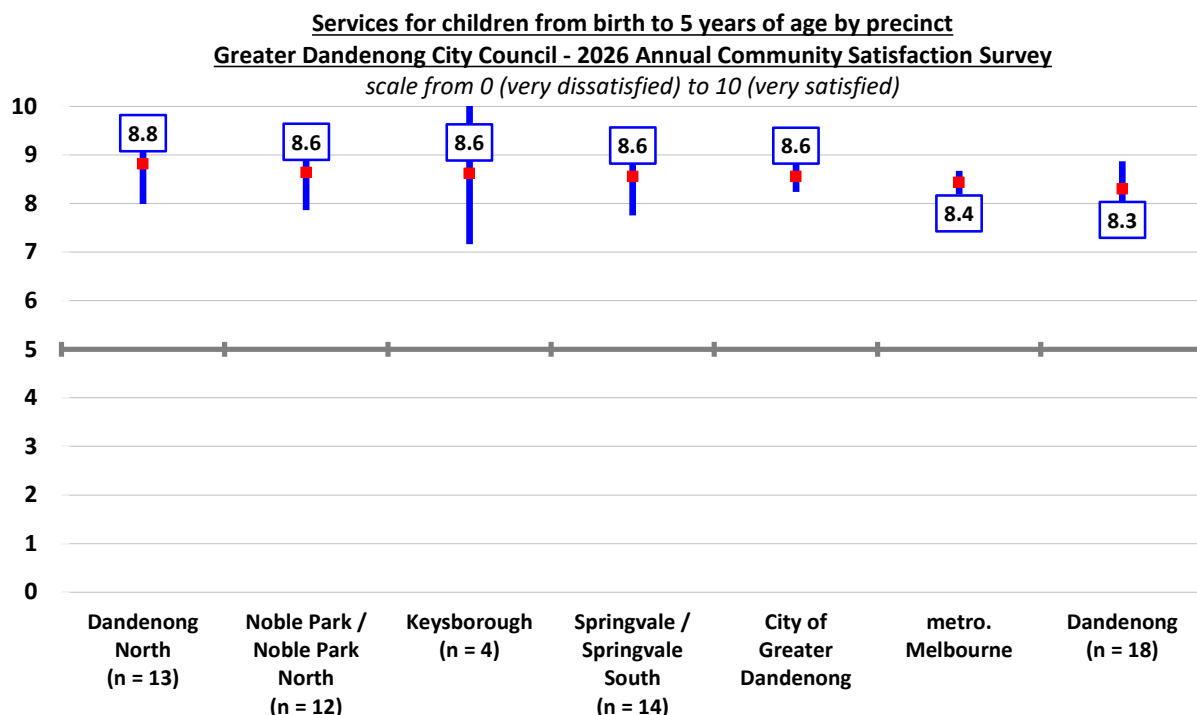
This result comprised 85% “very satisfied” and no “dissatisfied” respondents, based on a total sample of 62 of the 63 respondents (16%) from households who had used these facilities in the last 12 months.

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



By way of comparison, satisfaction with these services was somewhat (2pts) higher than the metropolitan average satisfaction with “services for children from birth to five years of age” of 8.4 out of 10, as recorded in the 2026 *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 in relation to services for children from birth to five years of age this year.

Reasons for dissatisfaction with services for children from birth to 5 years of age
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
n.a.	n.a.

Services for youth

Services for youth were the 9th most important of the 45 included services and facilities, with an average importance of 9.2 out of 10.

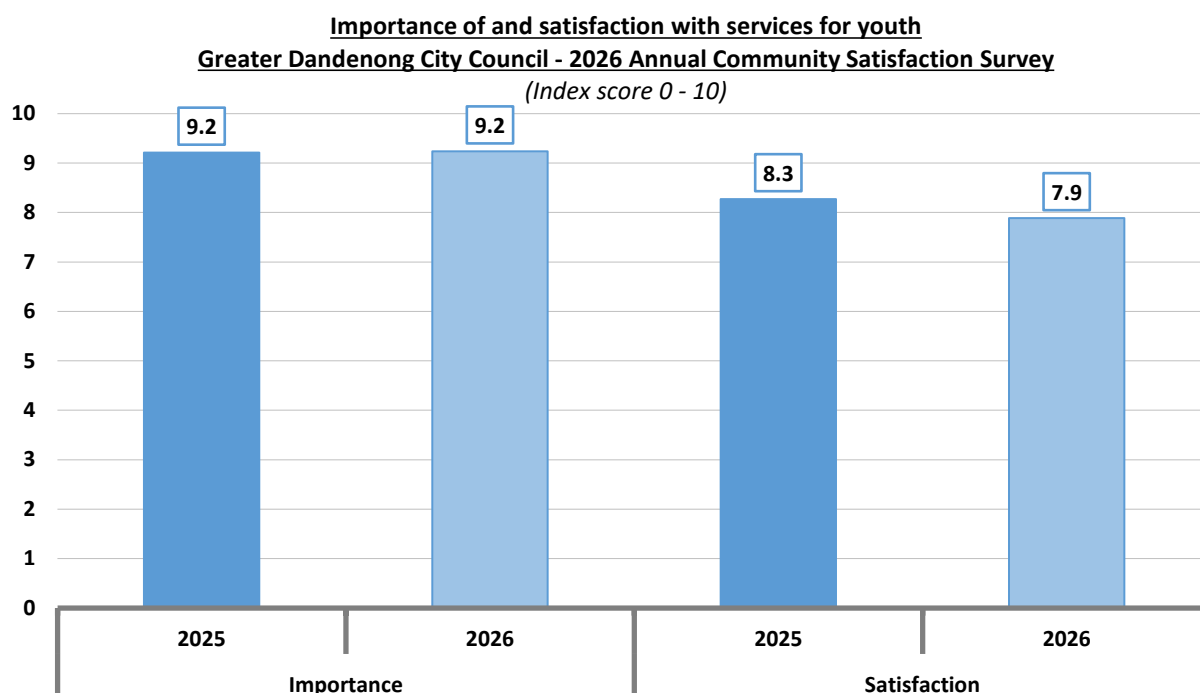
Satisfaction with these services decreased notably this year, down four percentage points to 7.9 out of 10, which remains an “excellent” level of satisfaction.

This result ranks these services 36th in terms of satisfaction this year.

This result comprised 70% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 47 of the 48 respondents (12%) from households who had used these facilities in the last 12 months.

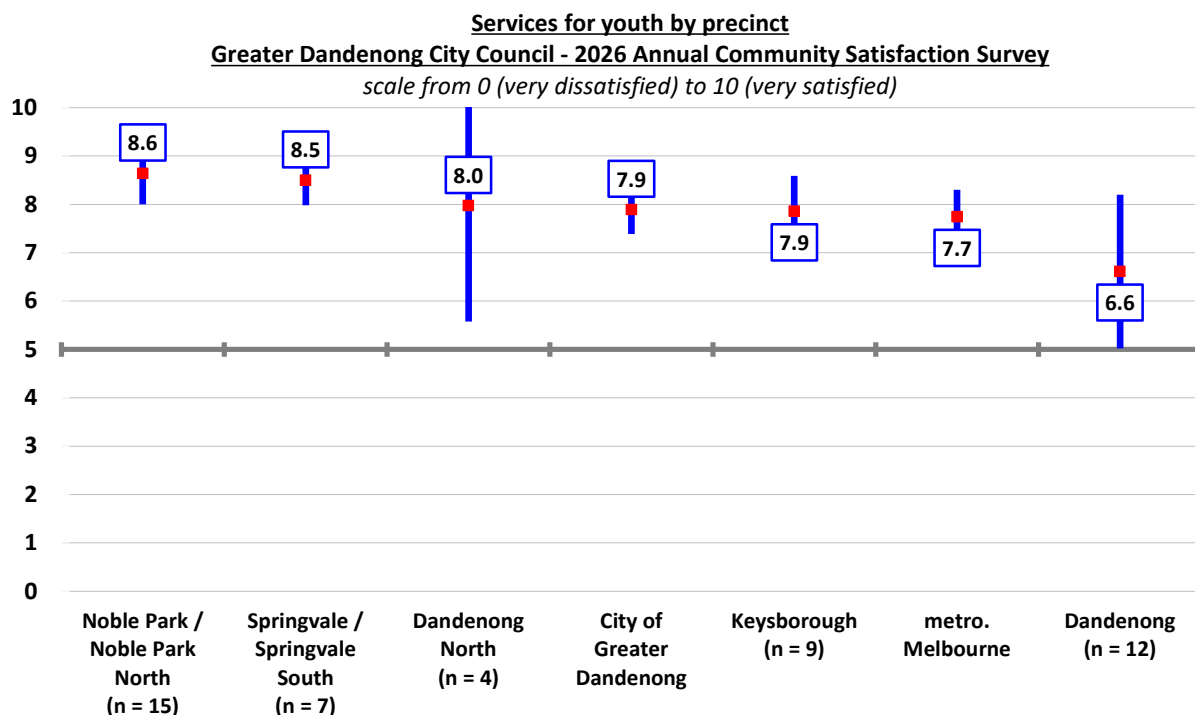
Given the relatively small sample size, there was no substantive variation in satisfaction with these services observed by respondent profile.





By way of comparison, satisfaction with these services was somewhat (2pts) higher than the metropolitan average satisfaction with “services for youth” of 8.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with these services observed across the municipality, although 12 respondents from Dandenong notably (13pts) less satisfied than average, and at a “good”, rather than an “excellent”, level of satisfaction.



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

Reasons for dissatisfaction with services for youth
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

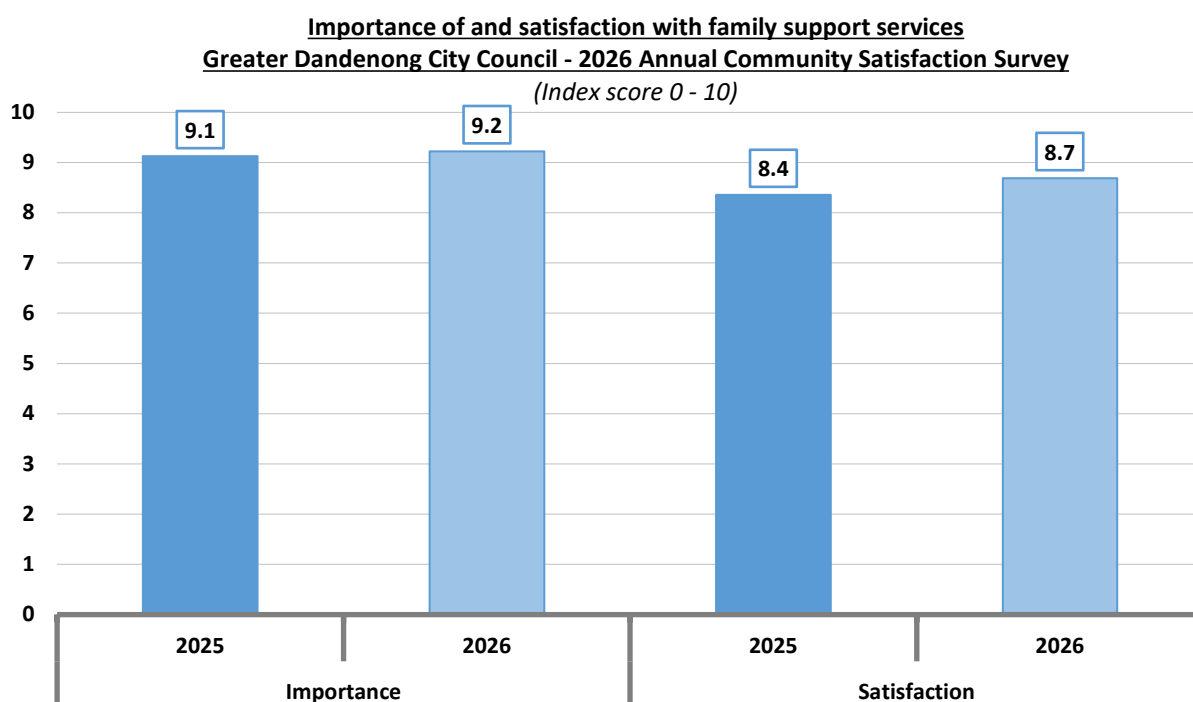
Reason	Number
Can do more	1
Not enough	1
Total	2

Family support services

Family support services were the 12th most important of the 45 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with these services increased somewhat this year, up three percentage points to 8.7 out of 10, which remains an “excellent” level of satisfaction.

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

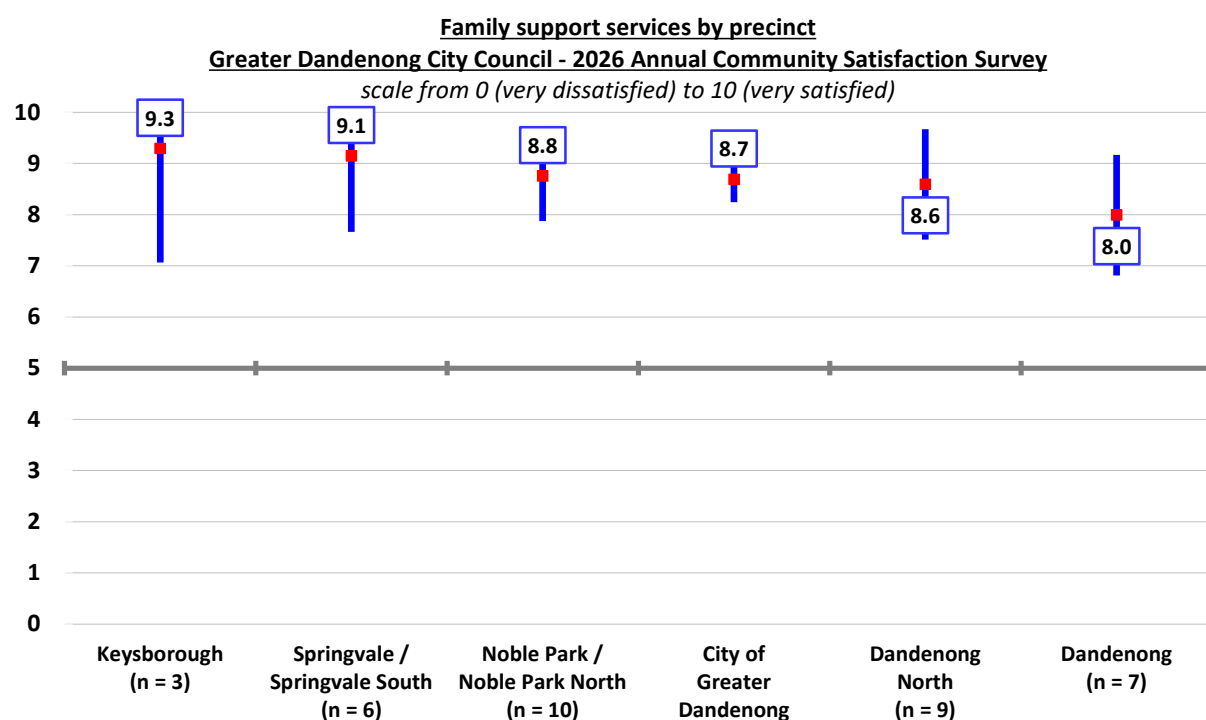


This result comprised 78% “very satisfied” and no “dissatisfied” respondents, based on a total sample of 35 of the 36 respondents (9%) from households who had used these facilities in the last 12 months.

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

These services were not included in the 2026 *Governing Melbourne* research, and so no comparisons have been provided.

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 this year in relation to family support services.

Reasons for dissatisfaction with family support services
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
n.a.	n.a.

Services for people with disability

Services for people with disability were the 3rd most important of the 45 included services and facilities, with an average importance of 9.4 out of 10, and one of five services and facilities to be measurably more important than the average of all 45 services and facilities (9.1).

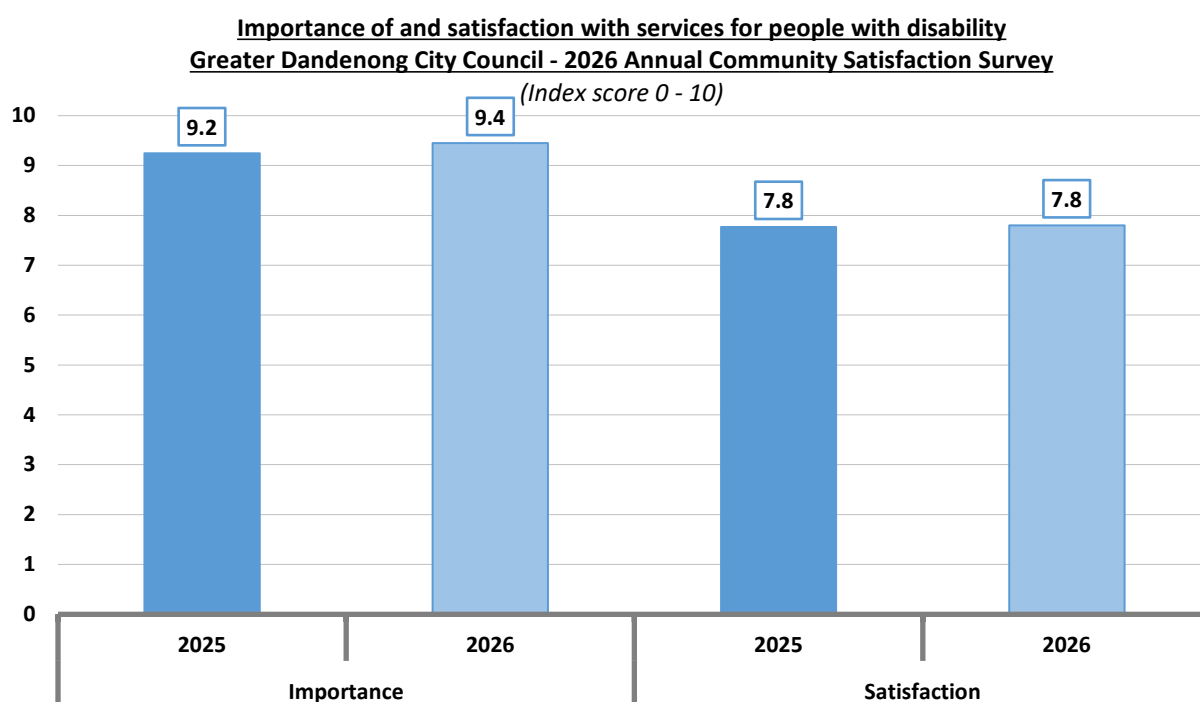
Satisfaction with these services remained stable this year at 7.8 out of 10, which remains an “excellent” level of satisfaction.

This result ranks these services 38th in terms of satisfaction this year.

This result comprised 68% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 30 of the 31 respondents (8%) from households who had used these facilities in the last 12 months.

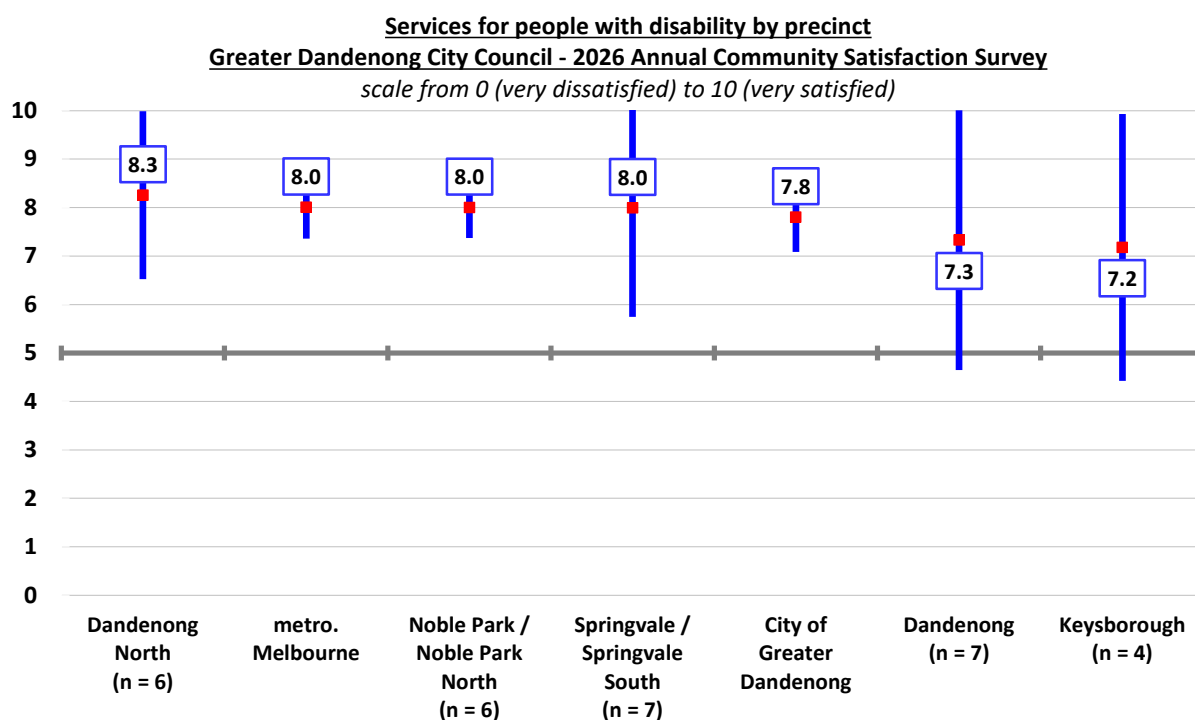
Given the small sample size, there was no substantive variation in satisfaction with these services observed by respondent profile.

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



By way of comparison, satisfaction with these services was somewhat (2pts) lower than the metropolitan average satisfaction with “services for people with disability” of 8.0 out of 10, as recorded in the 2026 *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 three comments received from respondents in relation to services for people with disabilities this year.

Reasons for dissatisfaction with services for people with disability
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Delayed process for approval	1
People rely on support and recreation services specially people with disabilities. So cancelling these programs affect the people	1
You ask someone to come and do something like cleaning that I can't do and they come but what for, they can't do anything, they are poor	1
Total	3

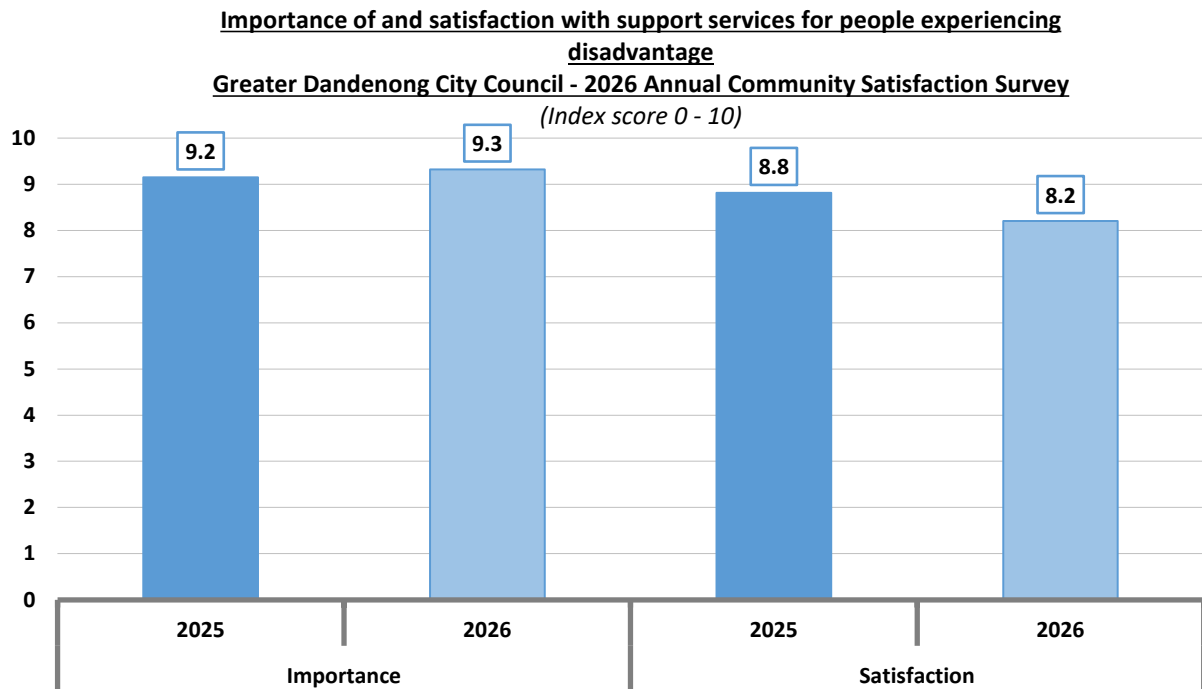
Support services for people experiencing disadvantage

Services for people experiencing disability were the 3rd most important of the 45 included services and facilities, with an average importance of 9.3 out of 10, and one of five services and facilities to be measurably more important than the average of all 45 (9.1).

Satisfaction with these services declined notably this year, down four percentage points to 8.2 out of 10, although it remained at an “excellent” level of satisfaction.



This result ranks these services 38th in terms of satisfaction this year.



This result comprised 68% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 30 of the 31 respondents (8%) from households who had used these facilities in the last 12 months.

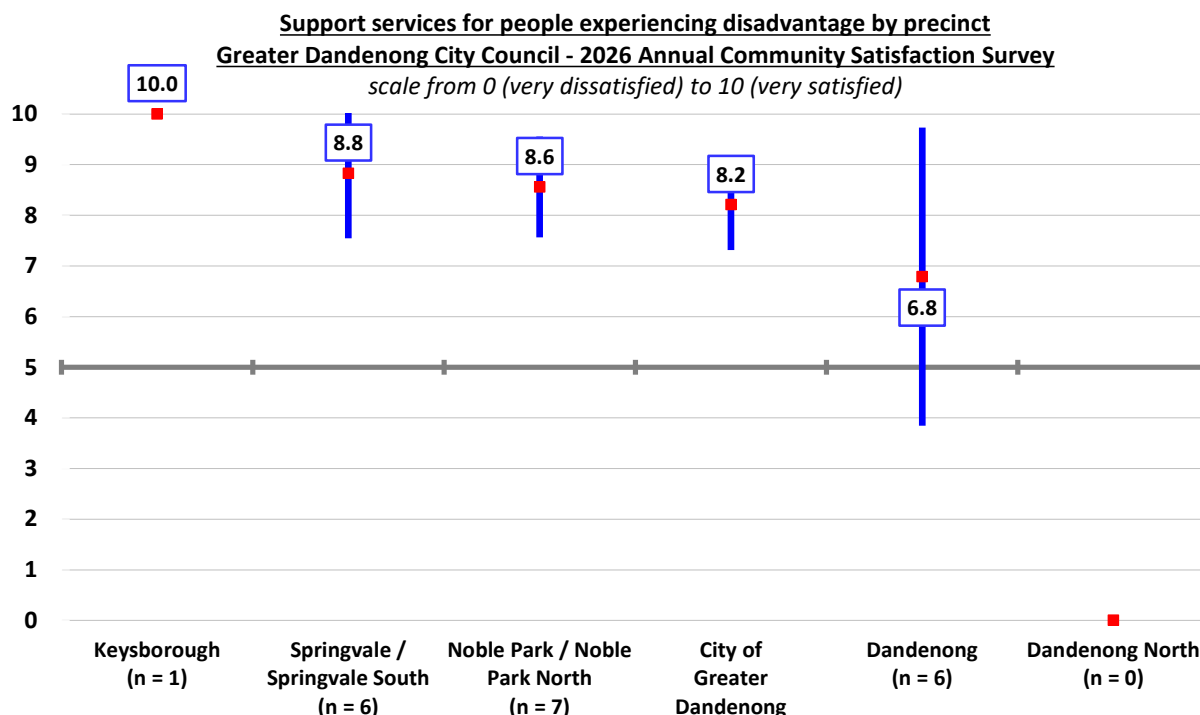
Given the small sample size, there was no statistically significant variation in satisfaction with these services observed by respondent profile.

The six respondents who reported experiencing financial hardship rated satisfaction at 8.9 out of 10, while the five respondents who reported not experiencing financial hardship rated satisfaction at 9.3 out of 10.

These services were not included in the 2026 *Governing Melbourne* research, and so no comparisons have been provided.

Given the 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 this year in relation to support services for people experiencing disadvantage.

Reasons for dissatisfaction with support services for people experiencing disadvantage
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
I have contacted the Council regarding this matter a few days ago. Waiting for the service	1
People rely on support and recreation services specially people with disabilities. So, cancelling these programs affect the people	1
Total	2

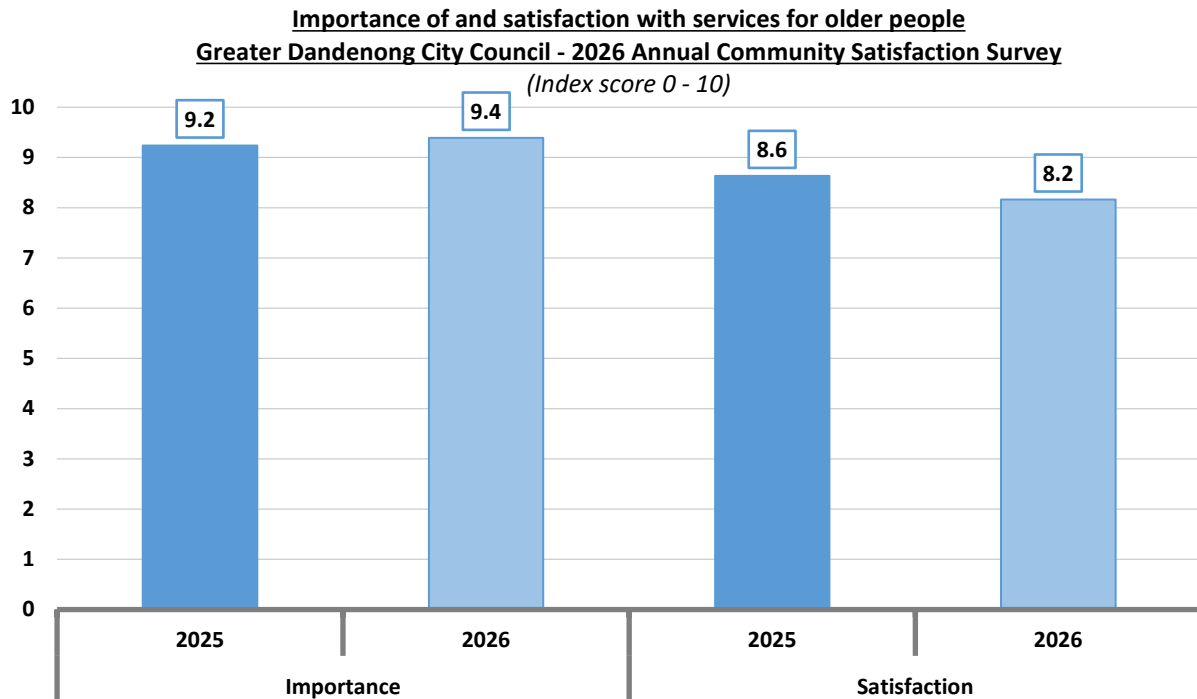
Services for older people

Services for older people were the 5th most important of the 45 included services and facilities, with an average importance of 9.4 out of 10, and one of five services and facilities to be measurably more important than the average of all 45 (9.1).

Satisfaction with services for seniors declined notably this year, falling four percentage points to 8.2 out of 10, which remains an “excellent” level of satisfaction.

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





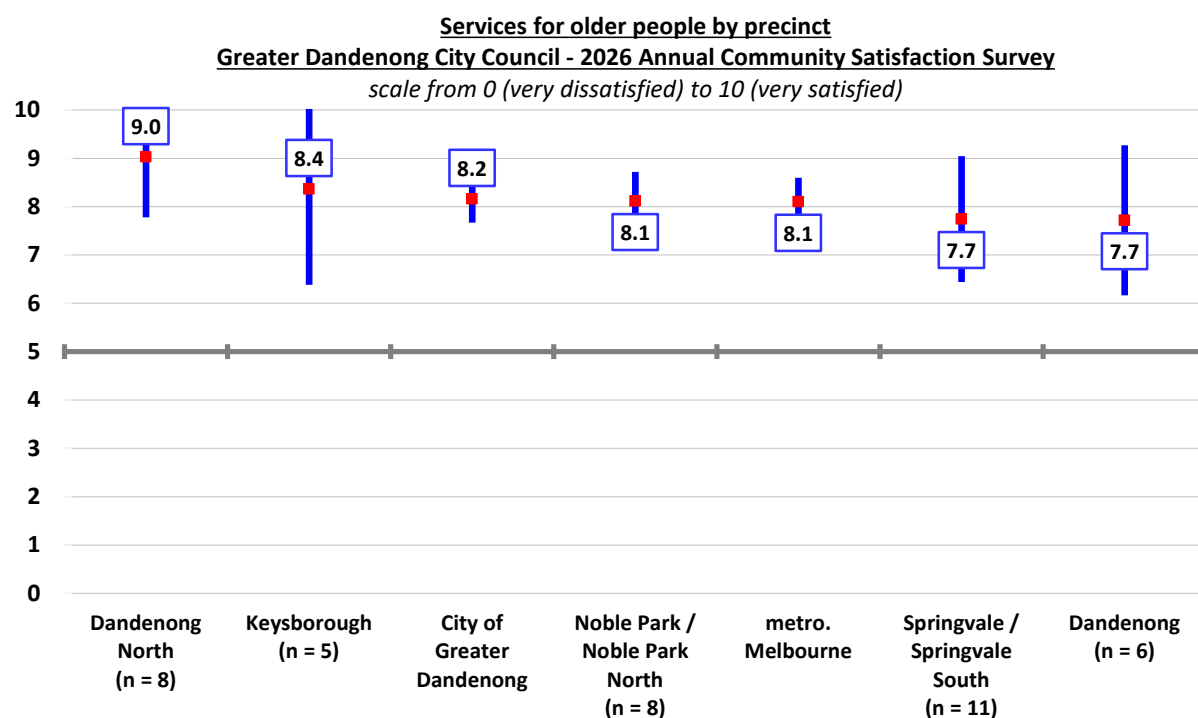
This result comprised 72% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 37 of the 39 respondents (10%) from households who had used these facilities in the last 12 months.

Considering the relatively small sample size, there was no statistically significant variation in satisfaction with these services observed by respondent profile.

By way of comparison, satisfaction with these services was broadly consistent with the metropolitan average satisfaction with “services for seniors” of 8.1 out of 10, as recorded in the 2026 *Governing Melbourne* research.

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





The following table outlines the three comments received from respondents this year in relation to services for older people.

Reasons for dissatisfaction with services for older people
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
I have contacted Council regarding this matter few days ago. Waiting for the service	1
Very satisfied	1
You ask someone to come and do something like cleaning that I can't do and they come but what for, they can't do anything, they are poor	1
Total	3

Economy and Place Division

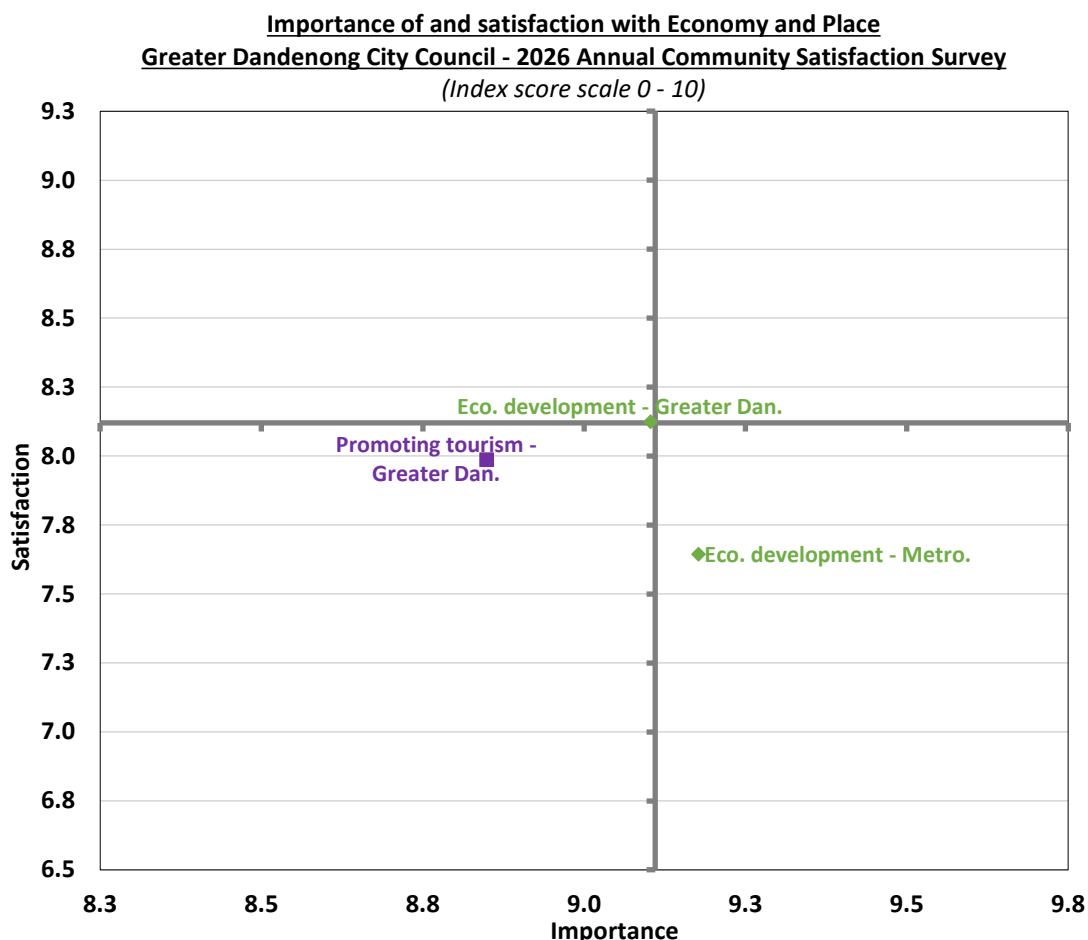
Two services and facilities from the economy and place division were included in the survey this year.

These were Council's activities to promote economic development, and Council's activities to promote tourism.

Council's activities to promote economic development were consistent with the averages of all 45 services and facilities in terms of both importance and satisfaction.



While activities to promote tourism were broadly consistent with the average in satisfaction, they were less important than average.



Council's activities promoting local economic development

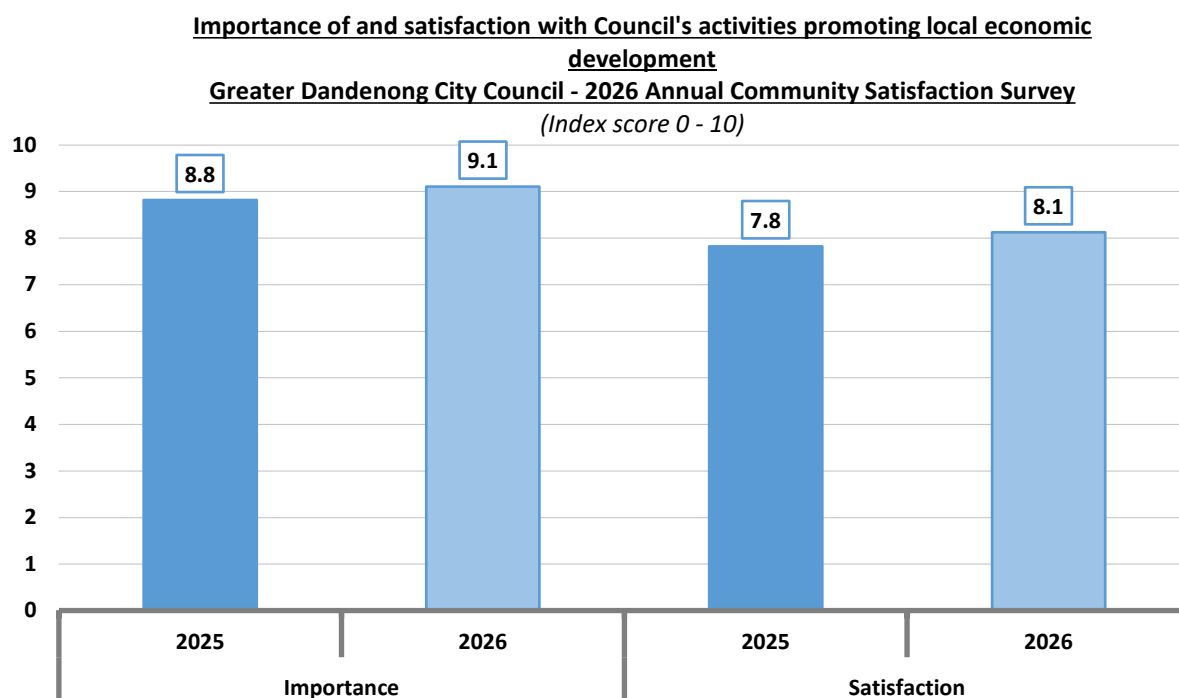
Council's activities promoting local economic development were the 27th most important of the 45 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with these services increased somewhat this year, rising three percentage points to 8.1 out of 10, which remains an "excellent" level of satisfaction.

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

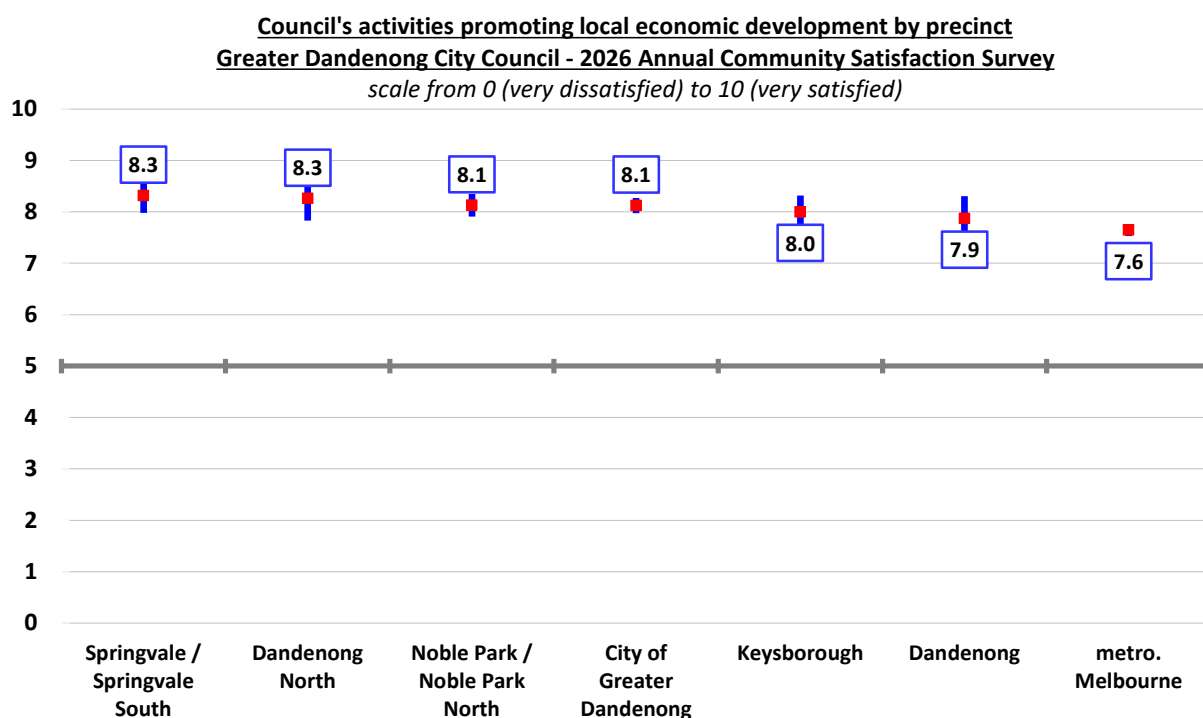
This result comprised 71% "very satisfied" and one percent "dissatisfied" respondents, based on a total sample of 306 of the 401 respondents who provided a satisfaction score this year.

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



By way of comparison, satisfaction with these services was measurably (5pts) higher than the metropolitan average satisfaction with “Council’s activities promoting local economic development and tourism” of 8.2 out of 10, as recorded in the 2026 *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.



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

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

Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
Have programs to support business and competitions	1
I don't see anything, they only did Chinese New Year and winter whatever	1
Should be advertised more, why can't they inform us and have more support for the business	1
Smoke and mirrors. Local sports clubs are not supported as promised	1
There's not really anything here	1
Total	5

Council activities promoting / supporting tourism

Council activities promoting / supporting tourism were the 41st most important of the 45 included services and facilities, with an average importance of 8.8 out of 10.

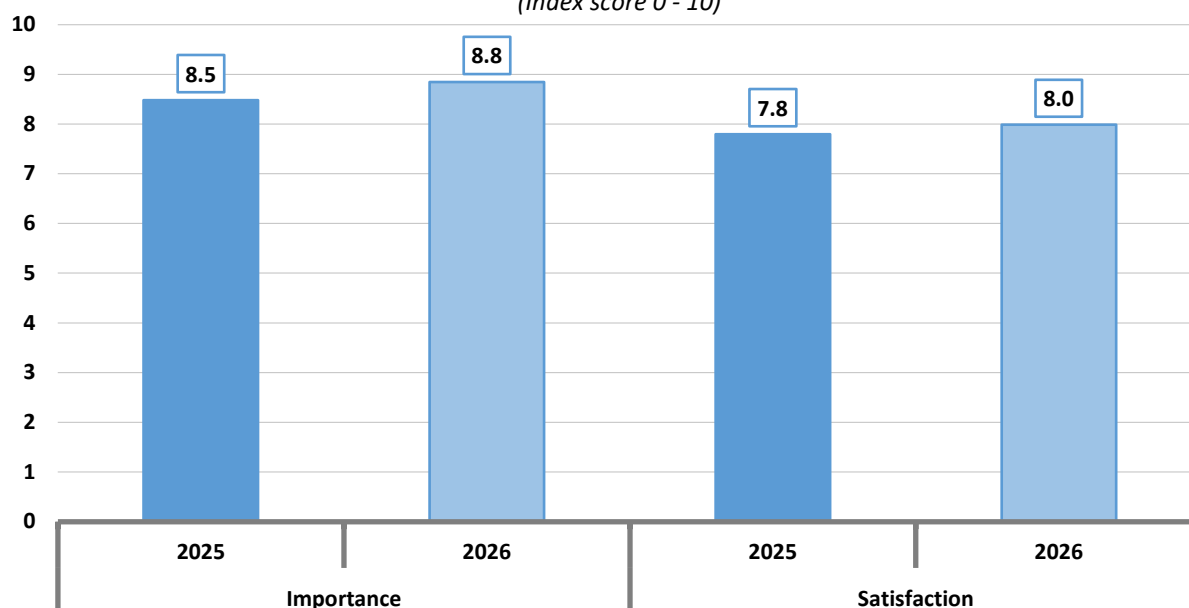
Satisfaction with these services increased somewhat this year, rising two percentage points to 8.0 out of 10, which remains an “excellent” level of satisfaction.

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

Importance of and satisfaction with Council activities promoting / supporting tourism

Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey

(Index score 0 - 10)

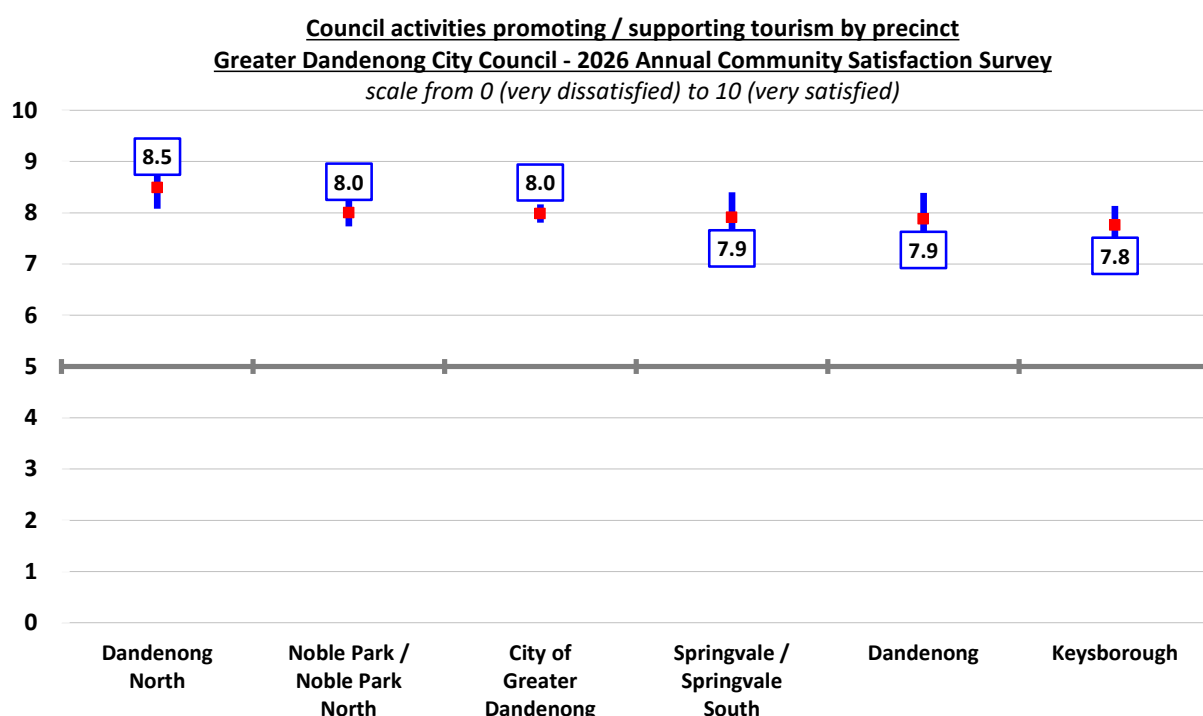


This result comprised 72% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 298 of the 401 respondents who provided a satisfaction score this year.

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

These services were not included in the 2026 *Governing Melbourne* research, and so no comparisons have been provided.

While there was no measurable variation in satisfaction with these services observed across the municipality, respondents from Dandenong North were notably (5pts) more satisfied than the municipal average.



The following table outlines the 10 comments received from respondents this year in relation to Council activities promoting / supporting tourism.

Reasons for dissatisfaction with Council activities promoting / supporting tourism
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Haven't seen it happening in the local area	1
How can you come to Dandenong when you see hundred people knocking on your window asking for money and why are there pokies machines and gambling in the area. And strip clubs as well	1



I didn't notice anything	1
I don't know, there is not enough campaigning about it, more for locals only. That is what I see in the local area	1
I don't want tourists	1
It's not a great place to visit	1
Not a lot of tourists in this area	1
Not much promotion	1
Not much to promote tourism based on diversity	1
They should put more garbage bins for people to garbage	1
Total	10

Open Space Division

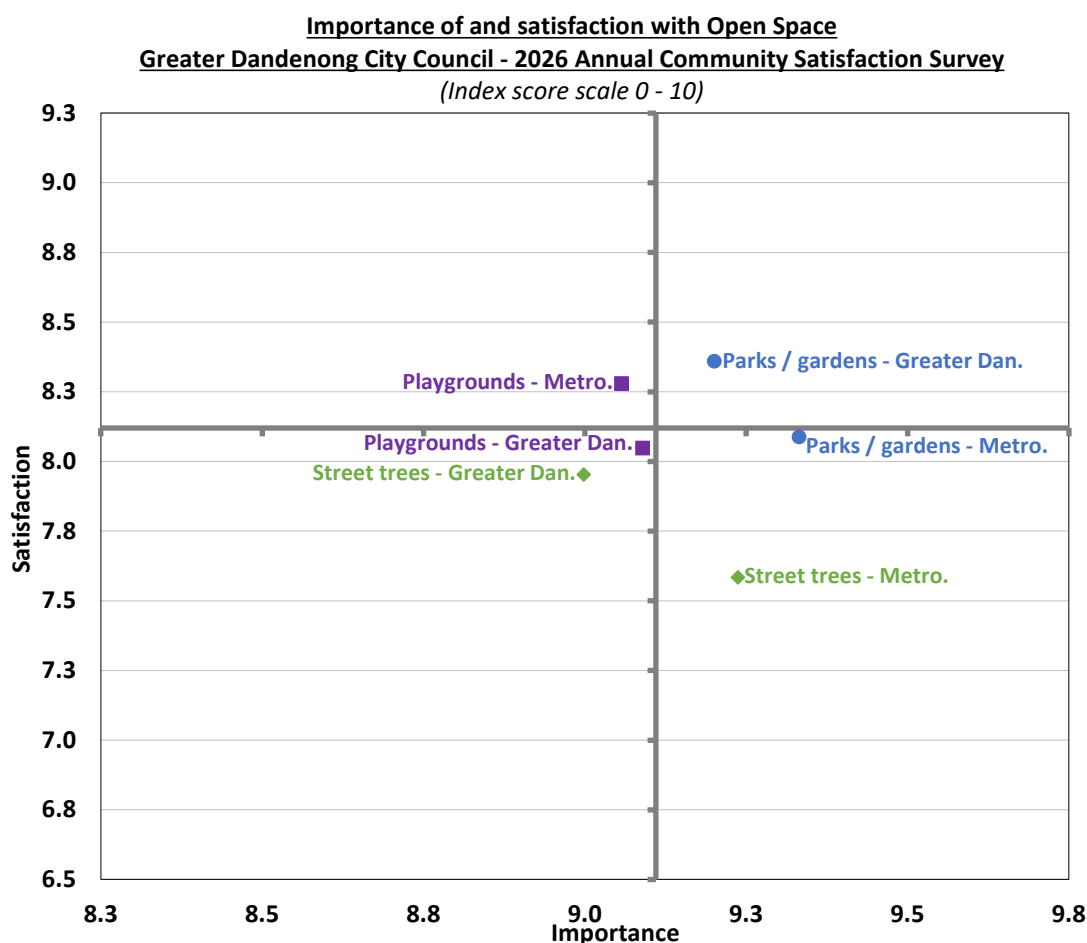
Three services and facilities from the open space division were included in the survey this year.

These were the provision and maintenance of playgrounds, the provision and maintenance of parks and gardens, and the provision and maintenance of street trees.

The provision and maintenance of parks and gardens was among the services and facilities which respondents considered most important, and with which they were most satisfied.

Although playgrounds and street trees recorded satisfaction scores which were marginally below the average of all 45 services and facilities, they were also less important.





Provision and maintenance of street trees

The provision and maintenance of street trees was the 36th most important of the 45 included services and facilities, with an average importance of 9.0 out of 10.

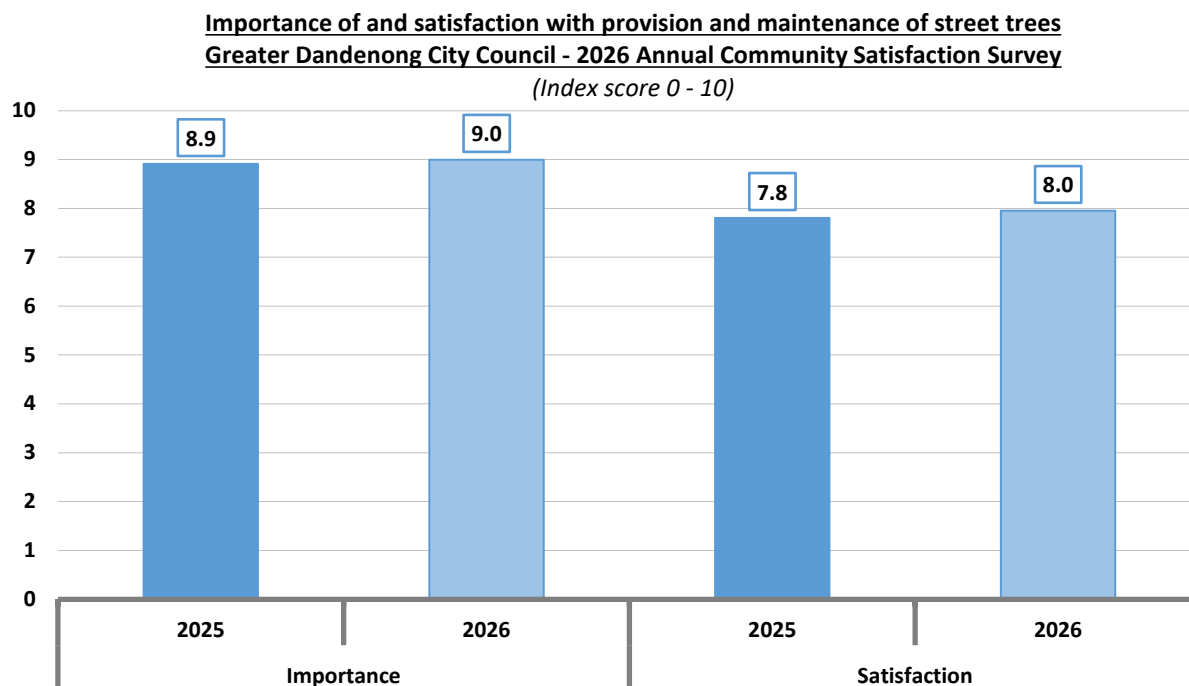
Satisfaction with street trees increased somewhat this year, rising two percentage points to 8.0 out of 10, which remains an “excellent” level of satisfaction.

This result ranks street trees 32nd in terms of satisfaction this year.

This result comprised 68% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 390 of the 401 respondents who provided a satisfaction score this year.

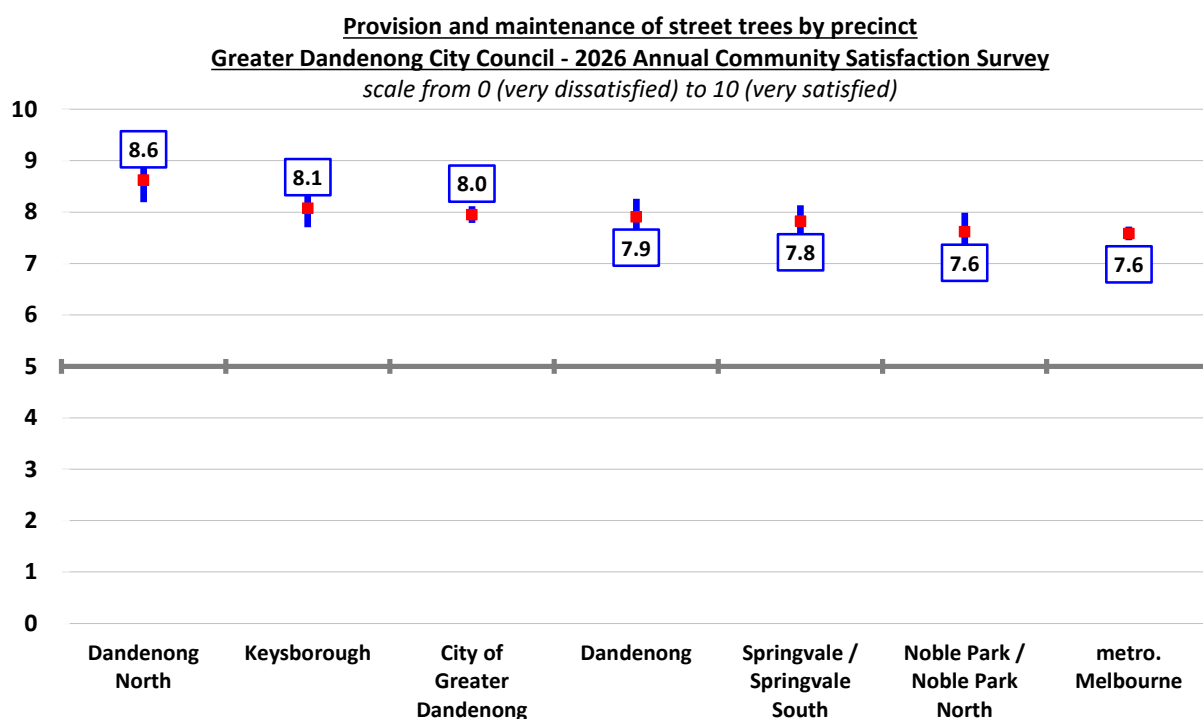
There was no variation in satisfaction with street trees observed by respondent profile.





By way of comparison, satisfaction with street trees was measurably (4pts) higher than the metropolitan average satisfaction with the “provision and maintenance of street trees” of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with street trees observed across the municipality, with respondents from Dandenong North measurably (6pts) more satisfied than the municipal average. Conversely, respondents from Noble Park / Noble Park North were notably (4pts) less satisfied, and at a “very good”, rather than an “excellent”, level.



The following table outlines the 13 comments and two locations of concern received from respondents in relation to the provision and maintenance of street trees.

Reasons for dissatisfaction with provision and maintenance of street trees
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Across the road, there is a tree that we have asked to maintain, and nothing is ever done about it	1
Gum trees not required	1
I want more trees in the local area	1
I'm not satisfied with the new trees because they are not useful and make so much rubbish	1
Maintenance of trees can be done more often; they do not do it often	1
Needs to be cut regularly. Low hanging, branches falling off. Leaves falling into my driveway	1
Neighbour's tree has not been cut, because of that the electric wire is going through that tree, and it flickers the electricity	1
Not maintained	1
Not maintained unless you call. It's a very big tree in front of my house. Branches fall on my fence and my car. Unsafe	1
Overgrown. Dangerous for cars, pedestrians and the powerlines	1
Pruning of trees is not enough	1
Sometimes they cut the trees, but they never remove the branches	1
Sometimes they just don't clean up the leaves	1
Total	13
<i>Specific locations identified by respondents</i>	
It is probably the matter of owners but towards the end of Burrows Ave the trees are coming over the footpath. They grow on the property, but they overhang on the footpath, they should make them maintain the trees	1
Some trees along Lakeview Blvd need to be trimmed	1
Total	2
Total responses	15

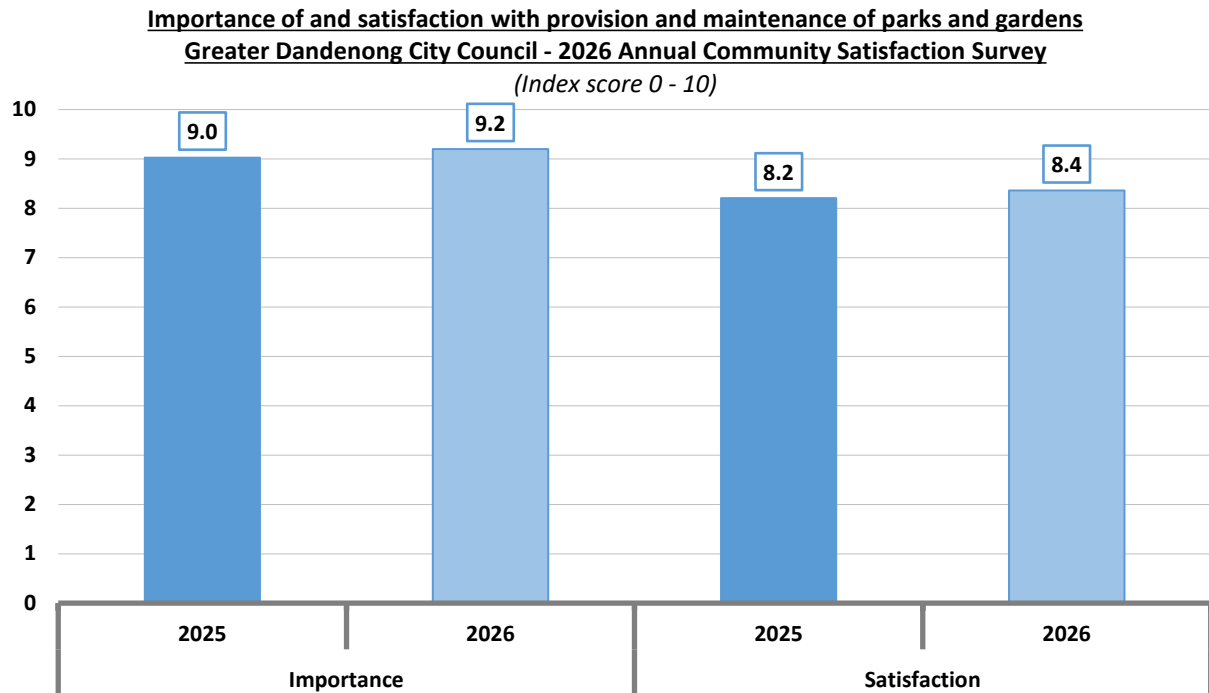
Provision and maintenance of parks and gardens

The provision and maintenance of parks and gardens was the 14th most important of the 45 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with parks and gardens increased somewhat this year, up two percentage points to 8.4 out of 10, which remains an “excellent” level of satisfaction.

This result ranks parks and gardens 11th in terms of satisfaction this year.





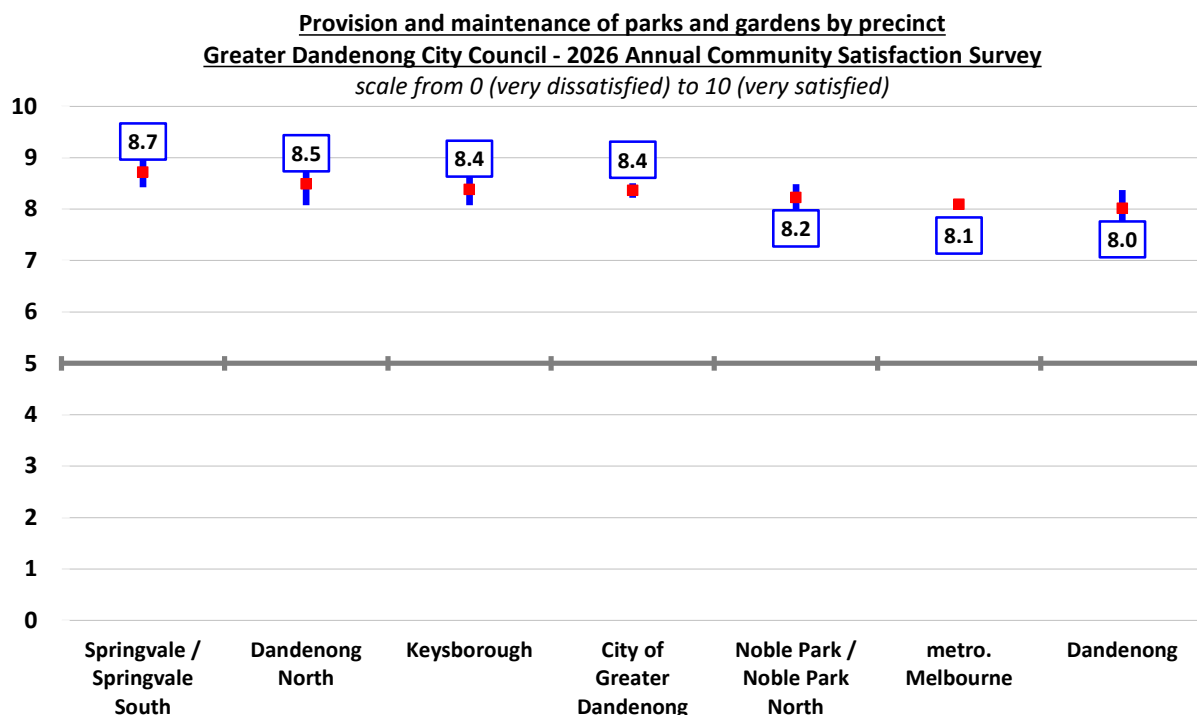
This result comprised 78% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 384 of the 401 respondents who provided a satisfaction score this year.

There was no substantive variation in satisfaction with parks and gardens observed by respondent profile.

By way of comparison, satisfaction with parks and gardens was measurably (3pts) higher than the metropolitan average satisfaction with “the provision and maintenance of parks, gardens, and open spaces” of 8.1 out of 10, as recorded in the 2026 *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 10 comments and four locations of concern received in relation to the provision and maintenance of parks and gardens this year.

Reasons for dissatisfaction with provision and maintenance of parks and gardens
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Not maintained	2
Few parks	1
I can't go to any park because it is too scary	1
It is not Council's fault, but they have to manage the golf course problem	1
Lights are turned off early, should be turn off late	1
Lots of weeds growing	1
Parks are being dumped with waste	1
The cleanliness	1
There is more that needs to be done	1
Total	10

<i>Specific locations identified by respondents</i>	
Cleanliness around Tatterson Park can be improved	1
Need to be maintained well. Leon Park. Fallen leaves	1
There is an old tree that is infected with pests in Hemmings Park. Needs to be cut down	1
Too many things have been broken. Dandenong Park	1
Total	4
Total responses	14

Provision and maintenance of playgrounds

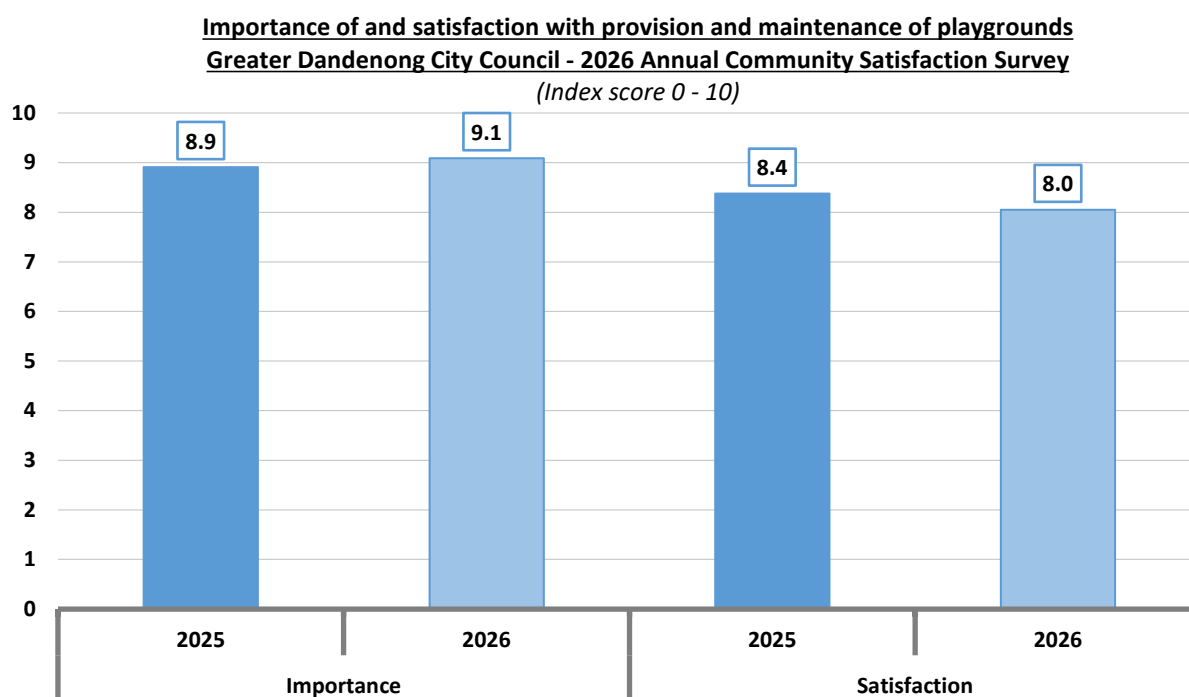
The provision and maintenance of playgrounds was the 28th most important of the 45 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with the provision and maintenance of playgrounds declined notably this year, down four percentage points to 8.0 out of 10, which remains an “excellent” level of satisfaction.

This result ranks the provision and maintenance of playgrounds 23rd in terms of satisfaction this year.

This result comprised 71% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 157 of the 161 respondents (40%) from households who had used these facilities in the last 12 months.

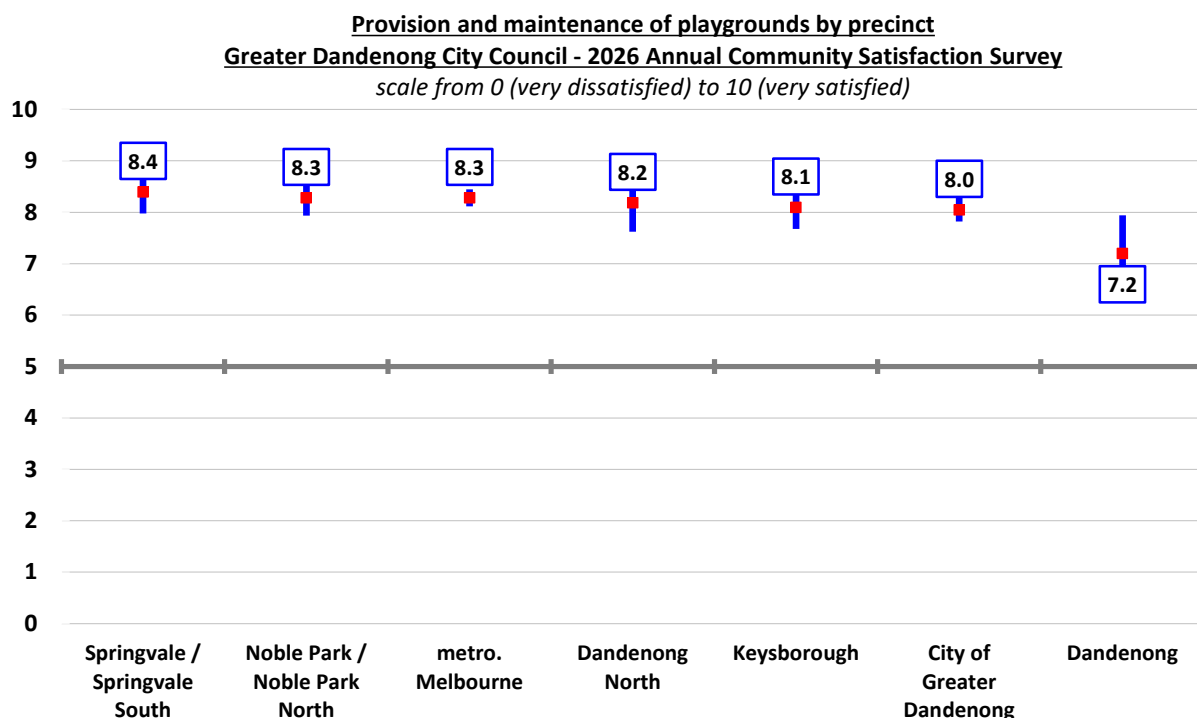
There was some substantive variation in satisfaction with the provision and maintenance of playgrounds observed by respondent profile, senior citizens (aged 75 years and over) notably more satisfied, and middle-aged adults (aged 45 to 59 years) notably less satisfied than average.



By way of comparison, satisfaction with playgrounds was somewhat (3pts) lower than the metropolitan average satisfaction with “the provision and maintenance of playgrounds” of 8.3 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with these facilities observed across the municipality, respondents from Dandenong were notably (8pts) less satisfied, and at a “good”, rather than an “excellent” level.





The following table outlines the five comments and one location of concern 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 - 2026 Annual Community Satisfaction Survey
(Number of responses)

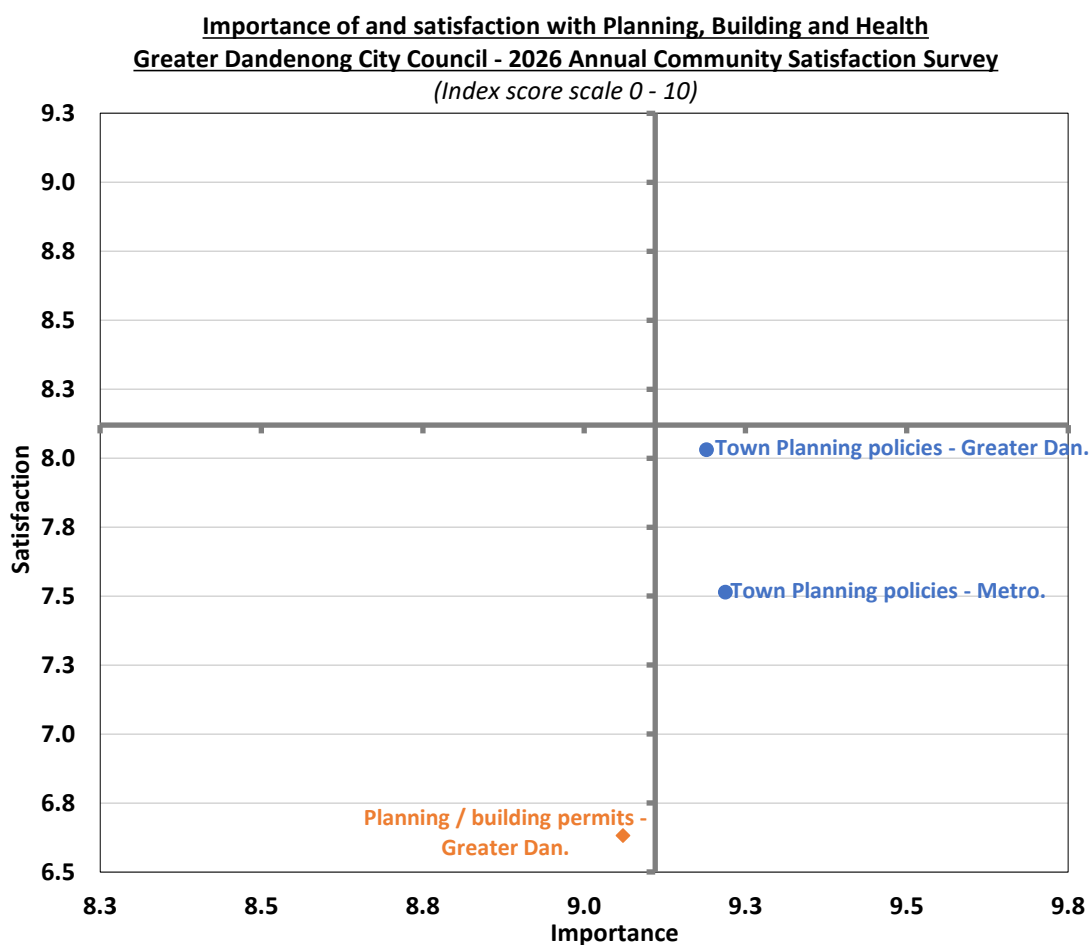
Reason	Number
Broken flying fox that took a month to fix	1
It is better to build more facilities for kids and teens to play, is usually pretty empty	1
Lack of maintaining	1
The parks are terrible there are condoms and syringes at the playground	1
There are homeless people in the playground area	1
Total	5
<i>Specific locations identified by respondents</i>	
Never maintained, near Falkiner Cres	1
Total	1
Total responses	6

Planning, Building and Health Division

Two services from the planning, building and health division were included in the survey this year.

These were town planning policies, and planning / building permits.

Both these services recorded satisfaction scores which were lower than the average of all 45 services and facilities. While planning / building permits were less important than average, town planning policies fell into the quadrant of most concern, being of higher-than-average importance but lower-than-average satisfaction.



Town Planning policies

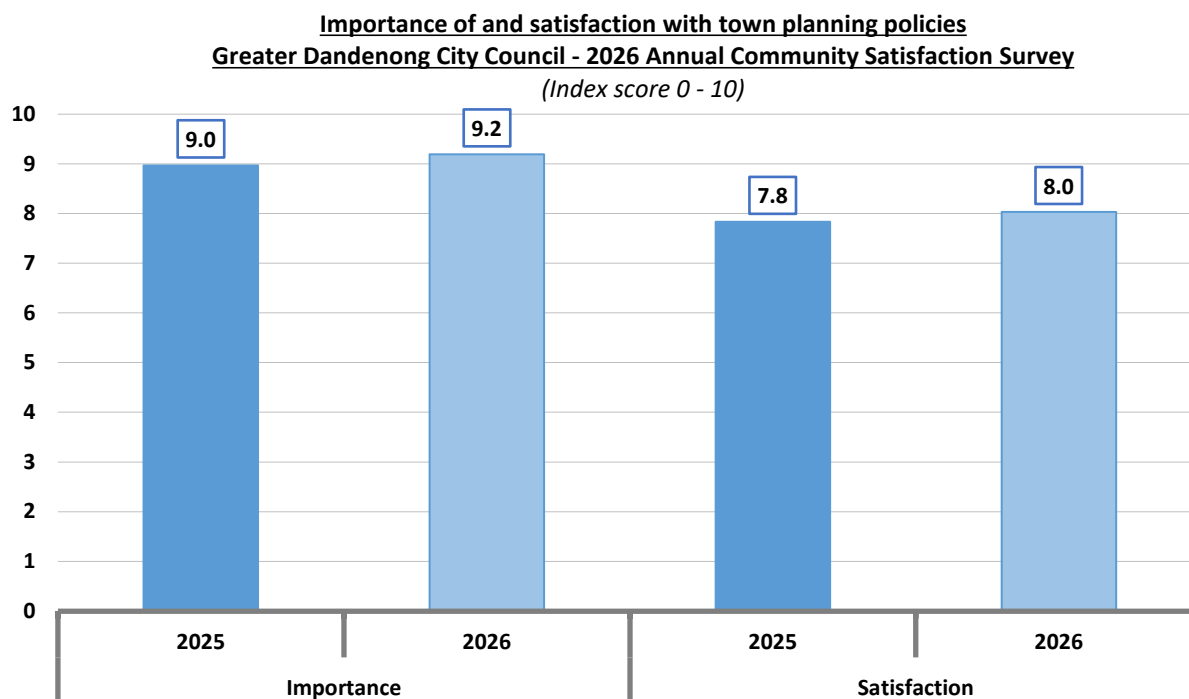
Town planning policies were the 15th most important of the 45 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with these services increased somewhat this year, up two percentage points to 8.0 out of 10, which remains an “excellent” level of satisfaction.

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

This result comprised 71% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 336 of the 401 respondents who gave a satisfaction score this year.

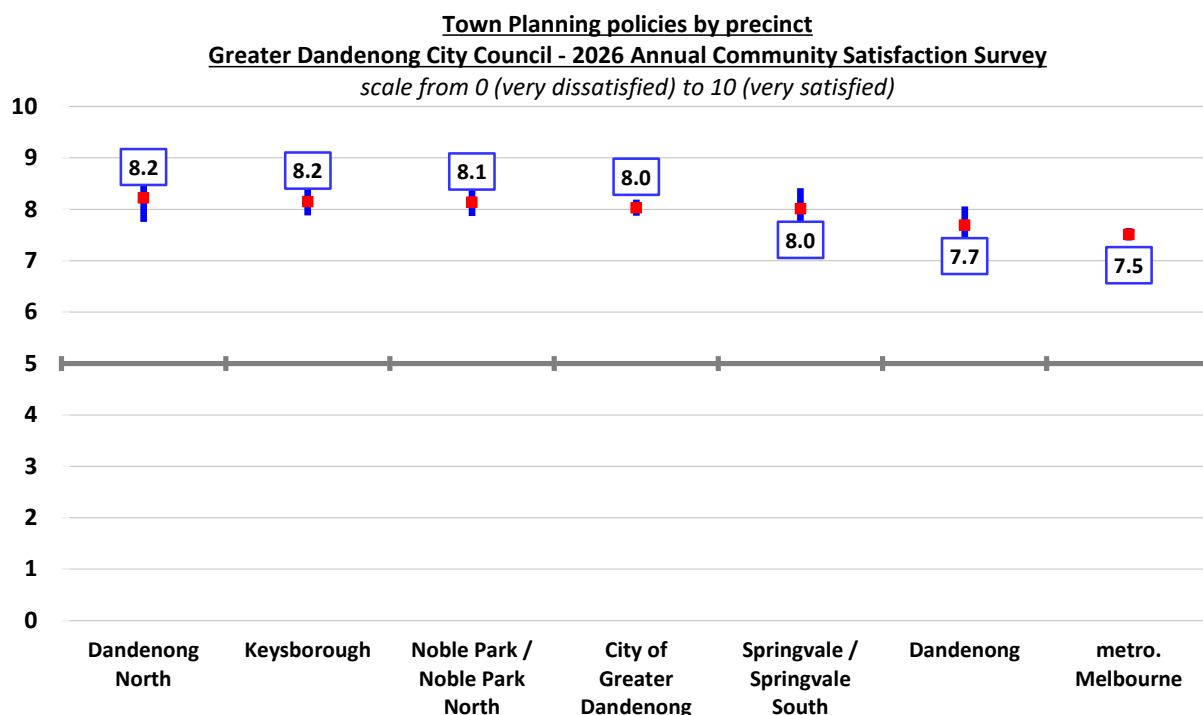
There was no meaningful variation in satisfaction with these services observed by respondent profile.



By way of comparison, this result was measurably (5pts) higher than the metropolitan average satisfaction with “town planning policies” of 7.5 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with these services observed across the municipality, although it is noted that respondents from Dandenong were satisfied at a “very good”, rather than an “excellent” level.





The following table outlines the 10 comments received from respondents this year in relation to town planning policies.

Reasons for dissatisfaction with town planning policies
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Because we are building here, it takes too long to get permit, it needs to be quicker. It takes two months to get amendment, it's just a little job, it supposed to take a week	1
Difficult to deal with regulations	1
Feels inaccessible to older people with poor planning on footpaths	1
It's not clear and there is a lot of confusion about it, not clear how to do it. Have to hunt for information about building something extra	1
Not broad minded enough	1
Streets are narrow. Too crowded at Dandenong market, on weekends	1
They closed the pub that we had at the school	1
They sent information about high rises it's probably not desirable, whoever's plan this is, they live in comfortable houses far away	1
We have been marked as allowed to build up to 4 levels, and we did not sign up for that	1
When someone can plan a street without a pathway, how good are they?	1
Total	10



Planning and / or building permits

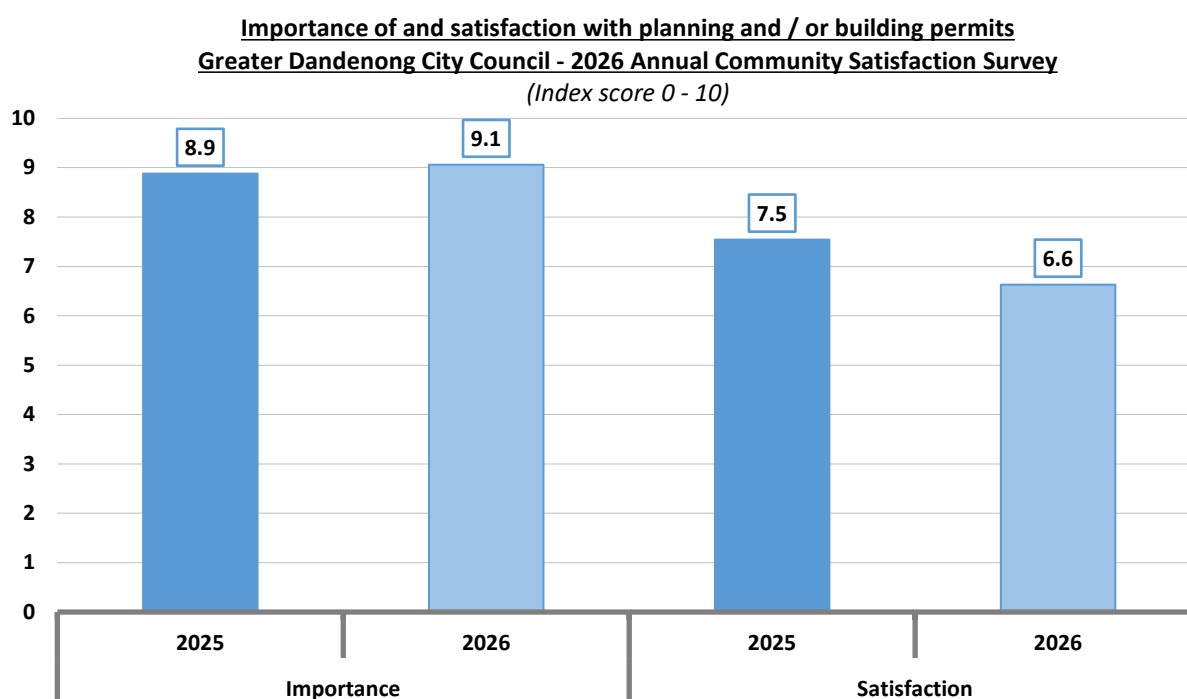
Planning and building permits were the 32nd most important of the 45 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with planning and building permits declined notably this year, down nine percentage points to 6.6 out of 10, which was a “good”, down from a “very good”, level of satisfaction.

This result ranks these services last (45th) in terms of satisfaction this year, and one of five services and facilities to record a satisfaction score which was measurably lower than the average of all 45 (8.1).

This result comprised 50% “very satisfied” and 21% “dissatisfied” respondents, based on a total sample of 26 of the 27 (7%) respondents from households who had used these services in the last 12 months.

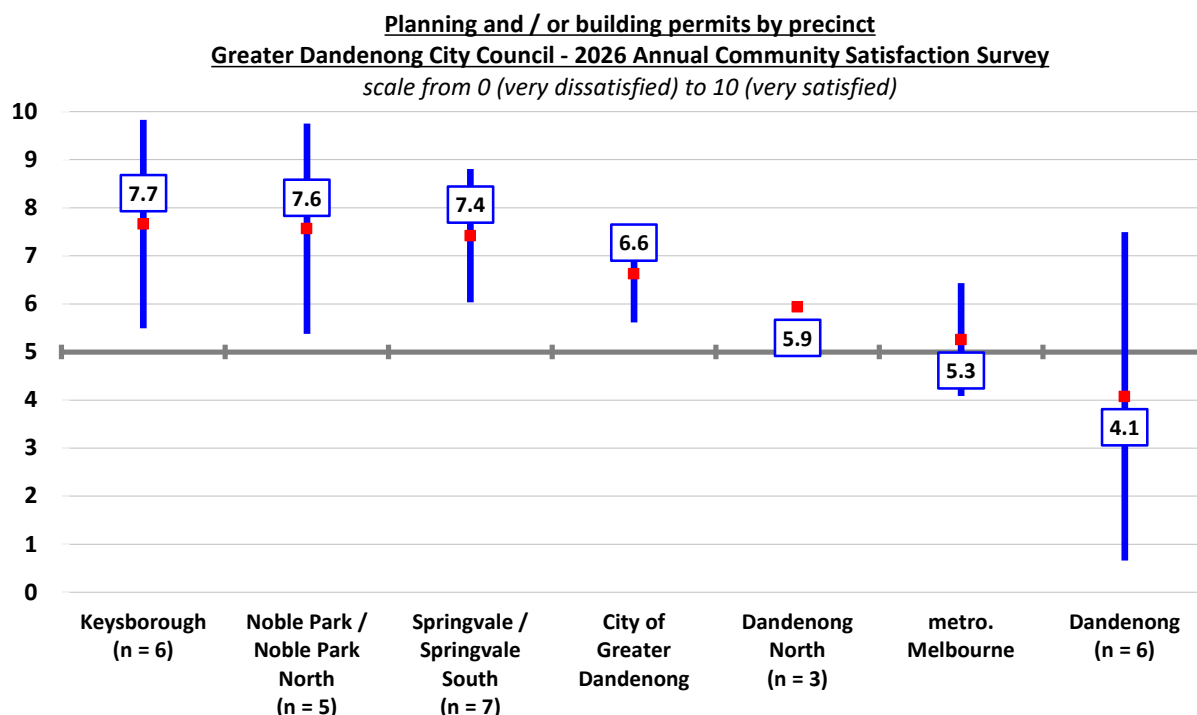
Given the small sample size, there was no meaningful variation in satisfaction with these services observed by respondent profile.



By way of comparison, this result was notably (13pts) higher than the metropolitan average satisfaction with “planning and / or building permits” of 5.3 out of 10, as recorded in the 2026 *Governing Melbourne* research.

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





The following table outlines the 11 comments received from respondents this year in relation planning and / or building permit processes.

Reasons for dissatisfaction with planning and / or building permits
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Slow processing time	6
Because nothing is clear when you talk to a billion people, they need to have clear steps. We need to figure out building permits. We looked for the whole week and it's ambiguous	1
Overregulated	1
Very tedious process and feels like the enquiry is not being answered to	1
We had done something at our house, and it was very slow	1
Whenever an old house is demolished or sold, they give out permits very quickly for townhouses for rates, they don't care about parking and congestion that should not happen in the local area	1
Total	11

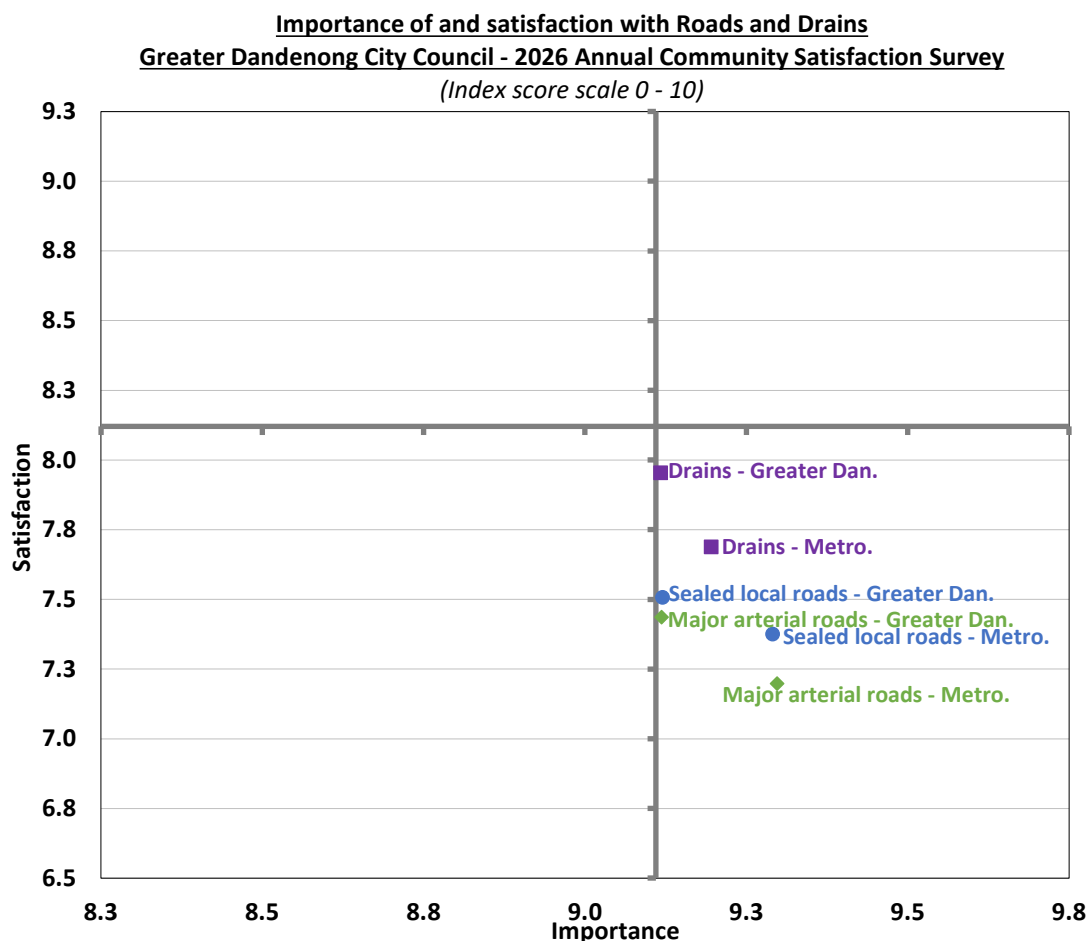
Roads and Drains Division

Three facilities from the roads and drains division were included in the survey this year.



These were drains maintenance and repairs, the provision and maintenance of sealed local roads, and the provision and maintenance of major arterial roads and highways (managed by VicRoads).

All three of these facilities fell into the quadrant of most concern, being of higher-than-average importance, but recording lower-than-average satisfaction scores.



Maintenance and repair of major arterial roads and highways

The maintenance and repair of major arterial roads and highways (managed by VicRoads) was the 23rd most important of the 45 included services and facilities, with an average importance of 9.1 out of 10.

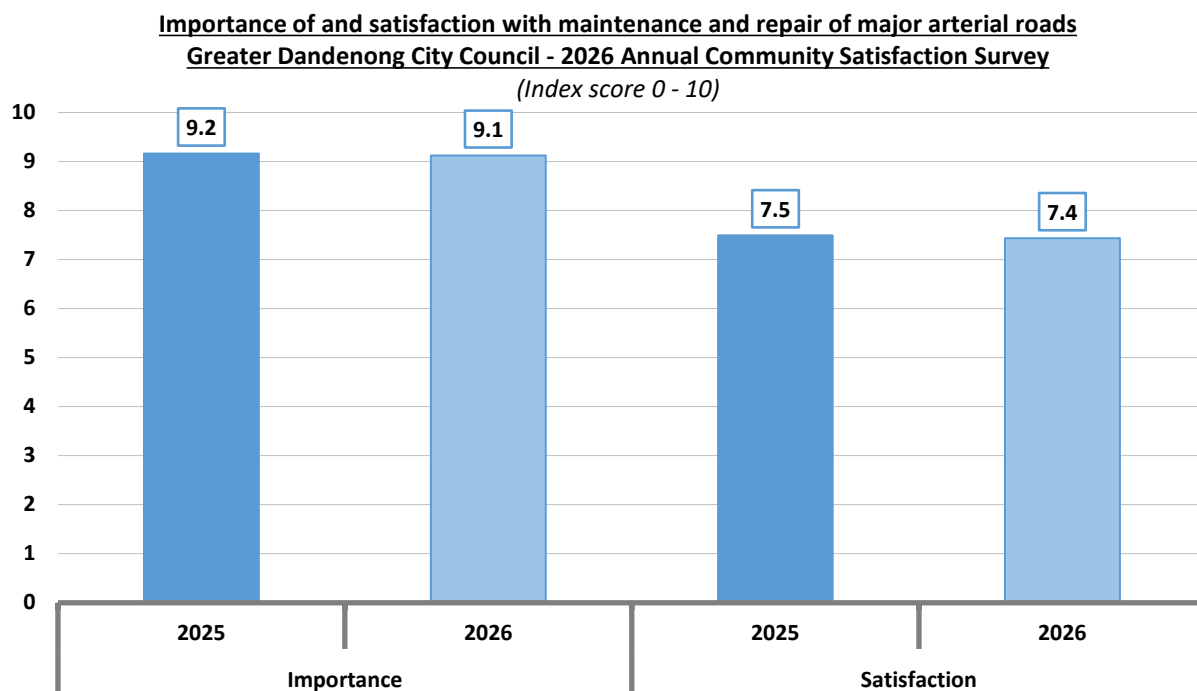
Satisfaction with major arterial roads (managed by VicRoads) remained essentially stable this year, falling one percentage point to 7.4 out of 10, which remains a “very good” level of satisfaction.

This result ranks major arterial roads (managed by VicRoads) 43rd in terms of satisfaction this year, and one of five services and facilities to record a satisfaction score that was measurably lower than the average of all 45 (8.1).



This result comprised 56% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 395 of the 401 respondents who provided a satisfaction score this year.

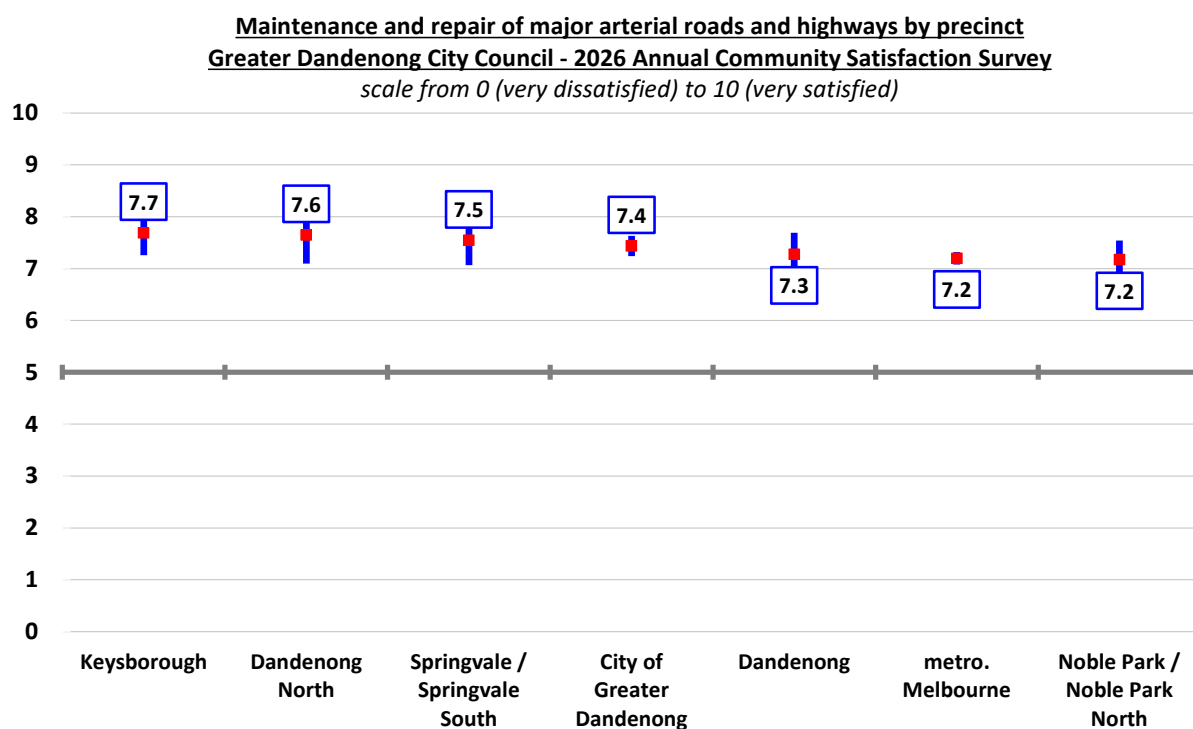
There was some substantive variation in satisfaction with major arterial roads observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably more satisfied than average, and senior citizens (aged 75 years and older) notably less satisfied.



By way of comparison, satisfaction with major arterial roads was somewhat (2pts) higher than the metropolitan average satisfaction with “the maintenance and repair of major arterial roads and highways” of 7.2 out of 10, or “good”, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with major roads observed across the municipality.





The following table outlines the 21 comments and 29 locations or roads of concern received in relation to the maintenance and repair of major arterial roads and highways managed by VicRoads.

Reasons for dissatisfaction with maintenance and repair of major arterial roads and highways
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
<i>Potholes and other concerns</i>	
Potholes everywhere	4
Road maintenance	3
Busy traffic	2
They aren't doing anything about the potholes	2
Everywhere I go it's all bad in the local area	1
Generally, all roads	1
Highways	1
Less money needs to be spent	1
Potholes and bumps	1
Potholes in highways	1
Potholes on all the greater city roads	1
They are disgusting	1
They need more street signs	1
Traffic is getting worse	1
Total	21

<i>Specific locations</i>	
Potholes / bumps on Princes Hwy	4
Traffic in Central Springvale near the shops	2
A lot of potholes, like after big rainfall the Heathers Rd has a lot of potholes	1
A lot of potholes, like after big rainfall the Studd Rd has a lot of potholes	1
Centre Rd	1
Cheltenham Rd has potholes	1
Heatherton Rd has potholes	1
Hutton Rd has a lot of dark patches without lights	1
Kalimna Ave need maintenance	1
Lot of bumps on every main road Dandenong Valley Hwy	1
Noisy traffic Princes Hwy	1
Potholes on Stud Rd are damaging vehicles and makes it dangerous. It has been 6 months, and nothing is being done as of now	1
Princes Hwy	1
Princes Hwy keeps breaking up	1
Princes Hwy near Lonsdale St turn has a huge pothole	1
So many holes on Chandler Rd	1
So many potholes, my son took friends to Philip Island, and a pothole caused so much inconvenience, it cost a lot and made us replace a full wheel	1
Springvale Rd	1
Springvale Rd is weird in some places	1
Springvale Rd keeps breaking up	1
The Downard Cres is not well maintained	1
Too much congestion on Heatherton Rd	1
Traffic builds up on Princes Hwy	1
Traffic on Princes Hwy	1
Traffic, turning right from Heatherton Rd to Corrigan Rd takes so much time. It's a nightmare	1
Total	29
Total responses	50

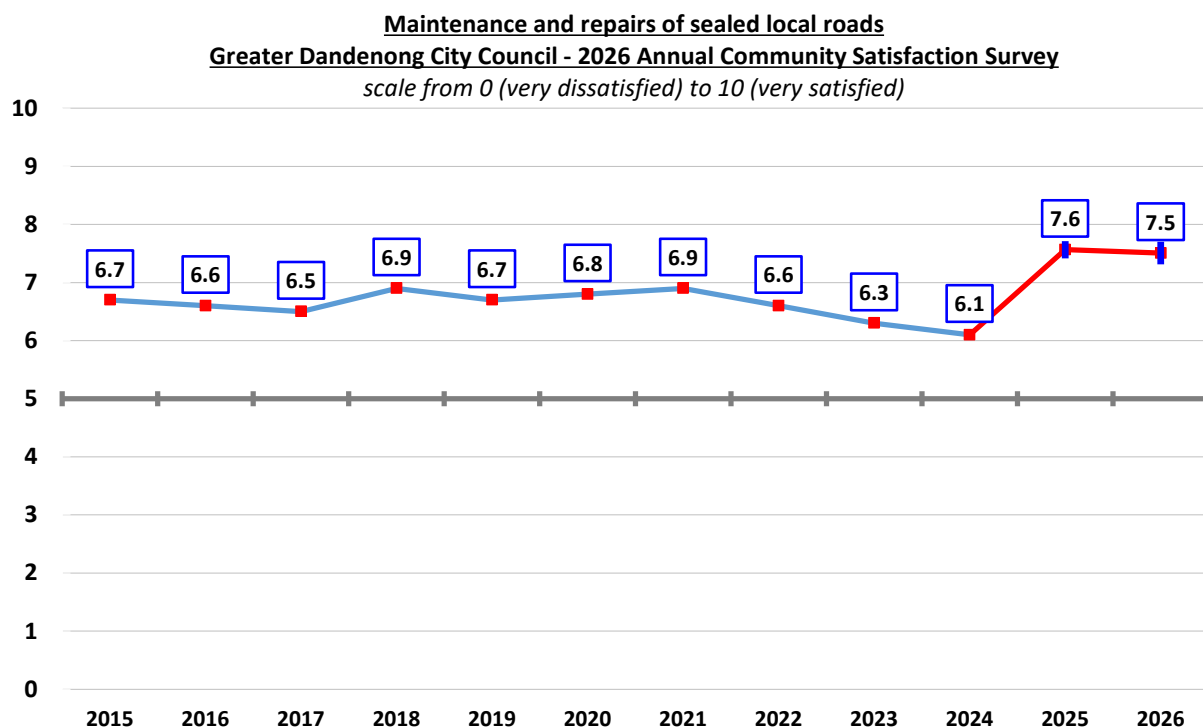
Maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was the 22nd most important of the 45 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with the maintenance and repair of sealed local roads remained essentially stable this year, down one percentage point to 7.5 out of 10, which remains a “very good” level of satisfaction.

This result was notably higher than the long-term average satisfaction since 2015 of 6.8 out of 10. It should be noted that the survey was conducted by a different provider, using a different survey form and methodology, between 2015 and 2024.

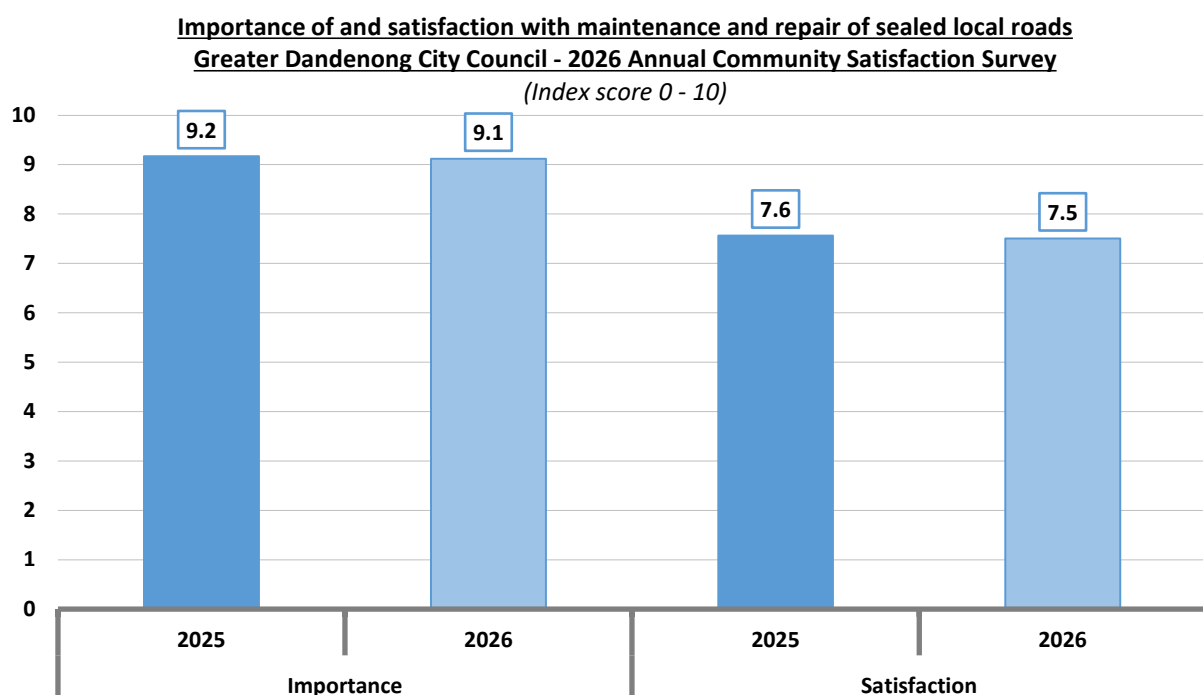




This ranks the maintenance and repair of sealed local roads 42nd in terms of satisfaction this year, and one of five services and facilities to record a satisfaction score which was measurably lower than the average of all 45 (8.1).

This result comprised 62% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 390 of the 401 respondents who provided a satisfaction score.

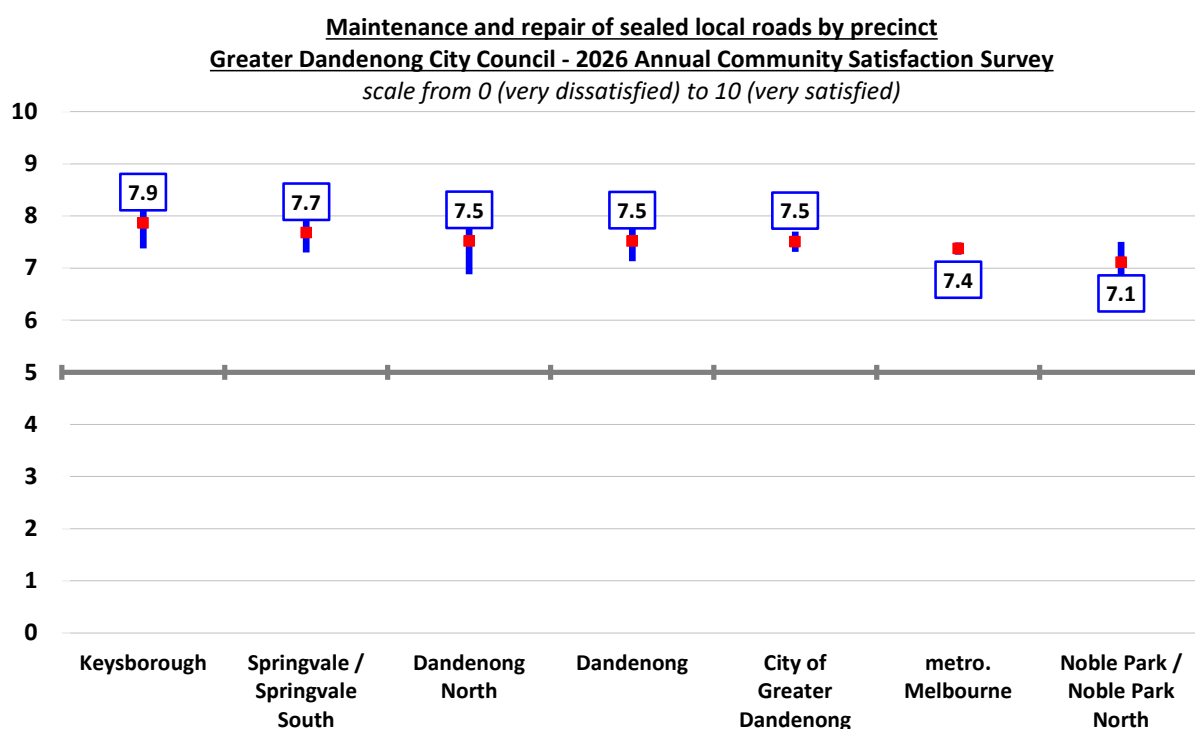
There was some variation in satisfaction with local roads observed by respondent profile, with senior citizens (aged 75 years and older) notably less satisfied than average.



By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with the “maintenance and repairs of sealed local roads” of 7.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

While there was no measurable variation in satisfaction with local roads observed across the municipality, respondents from Keysborough were notably (5pts) more satisfied than the municipal average, and at an “excellent”, rather than a “very good”, level.

Conversely, respondents from Noble Park / Noble Park North were notably (4pts) less satisfied than average, and at a “good”, rather than a “very good”, level.



The following table outlines the 22 comments and 24 locations or roads of concern received in relation to the maintenance and repair of sealed local roads managed by Council.

It is noted that some of the roads of concern listed by respondents were in fact, managed by VicRoads.

Reasons for dissatisfaction with maintenance and repair of sealed local roads
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Potholes everywhere	7
Roads are terrible in general	2
All the roads are too narrow	1
Busy carparks	1



Lots of potholes. Roads are not completed which causes lots of wear and tear in the car	1
More roads need to be fixed instead of creating new freeways in the local area	1
Most roads are cracked	1
Patches and potholes in the local area	1
Patchy repairs	1
Potholes are not repaired	1
Some are good and some aren't all around	1
Sometimes I see things that don't get fixed	1
Speed of response to fixing things	1
They are not doing much	1
Water stays after rain	1

Total **22**

Specific locations identified by respondents

Buckley St	1
Cars parked on both side of the road. Rhodes St. Hard to pass through	1
Contacted the Council for road maintenance services in general for Dandenong area but no response	1
Cracks on roads Ardgowder Rd	1
Gladstone Rd traffic	1
Jackson's Rd	1
Loch Rd potholes not maintained	1
Not maintained Wingham St	1
Patches and potholes in the local area, just recently they have done Carroll Ave, but neglected the street where clinic is that has a lot of traffic	1
Potholes should be fixed faster like on Athol Rd	1
Potholes should be fixed faster like on Darren Rd	1
Potholes should be fixed faster like on Harold Rd	1
Road maintenance. Potholes. Potter St	1
Roads are not maintained well. Weller St has cracks	1
Roads are very narrow. Streets around here, Berry Lane	1
Rodina Tce is too narrow	1
Terrible. They had repairs on Pamir St and made it worse	1
There are a lot of potholes in Rodina Tce	1
Tree roots lifting footpaths near Ardgowder Rd	1
Uneven roads, Heyington Cr	1
Uneven roads, Kingswood Cr	1
Upgrade is not yet done in Agnes St	1
Vanessa Ave are not level	1
Water stays on roads after rain. Ambrie Cres	1

Total **24**

Total responses **46**



Drains maintenance and repairs

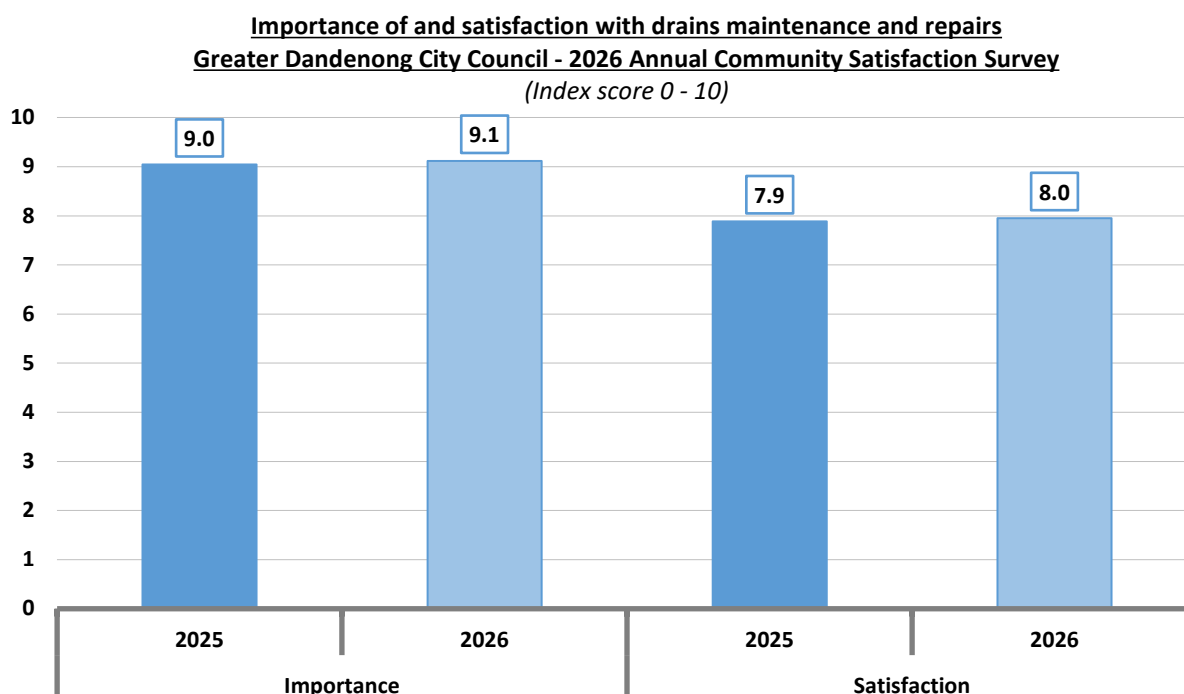
Drains maintenance and repairs was the 24th most important of the 45 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with drains remained essentially stable this year, up one percentage point to 8.0 out of 10, which remains an “excellent” level of satisfaction.

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

This result comprised 71% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 394 of the 401 respondents who provided a satisfaction score this year.

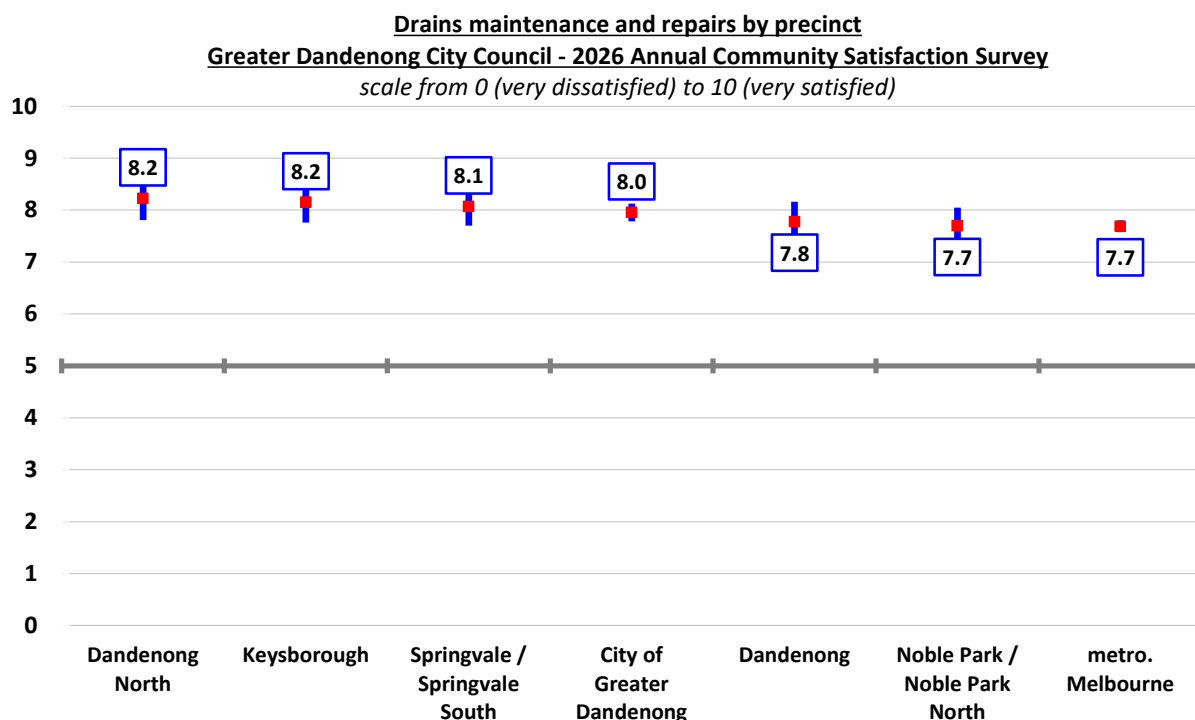
There was no substantive variation in satisfaction with drains observed by respondent profile.



By way of comparison, satisfaction with drains was measurably (3pts) higher than the metropolitan average satisfaction with “drains maintenance and repairs” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with drains observed across the municipality, it is noted that respondents from Noble Park / Noble Park North recorded a “very good”, rather than an “excellent” level of satisfaction.





The following table outlines the 14 comments and seven locations of concern received from respondents in relation to drains maintenance and repairs this year.

Reasons for dissatisfaction with drains maintenance and repairs
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
It gets easily flooded during rains	2
Water pooling on streets after rain	2
Flash flooding. Be more frequent and performance solution	1
Lots of blockage	1
Murky water	1
Need more work	1
Not cleaned frequently	1
Not maintained enough	1
Some of them are hundred years old and made of cast iron still and leave a lot of dirt	1
They're not doing anything; they just send emails	1
Water on streets due to improper maintenance of drains	1
We've had many floods	1
Total	14
<i>Specific locations identified by respondents</i>	
Corner of De Villiers St - A puddle	1
Drain issues. Water on roads. Ambrie Cres, Nockold Cres	1

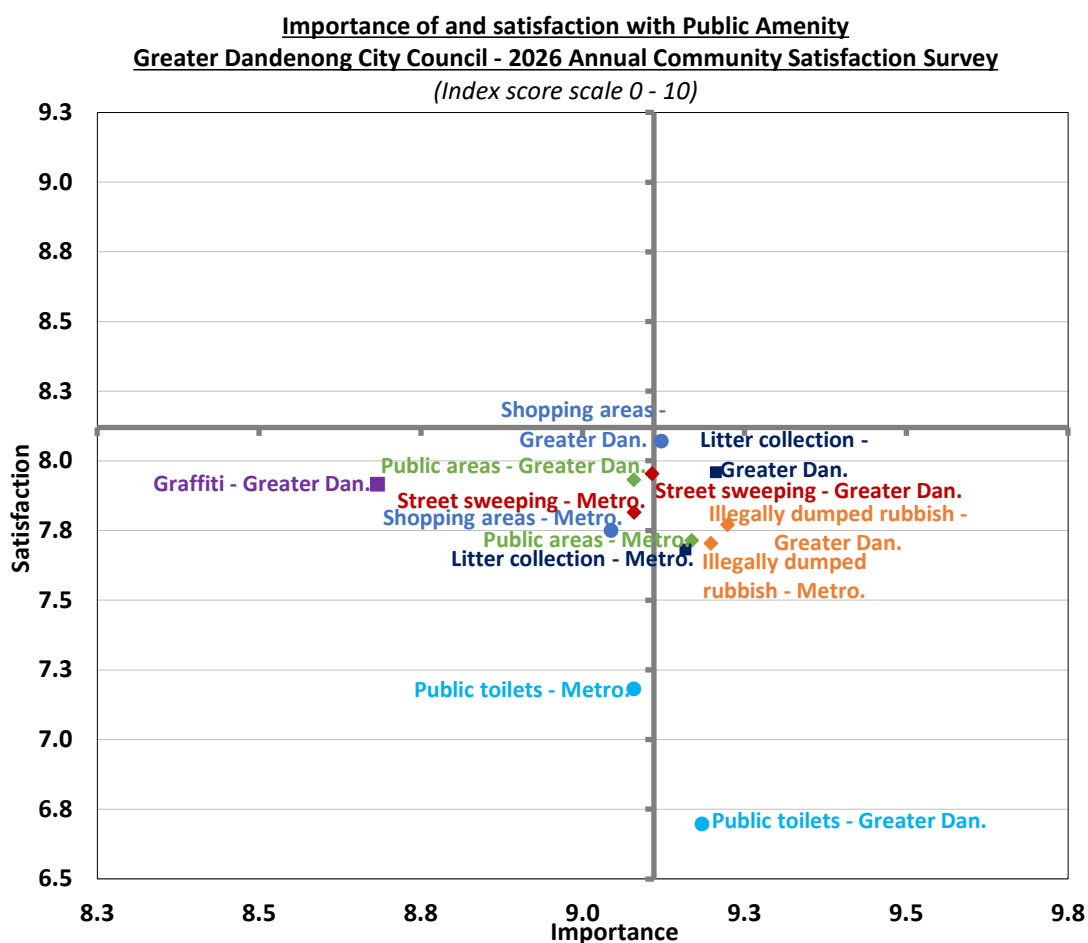


Heyington Cr has blocked drainage	1
Not maintained in my area, Kingswood Cr. I clean it myself	1
The drain on Rodina Tce is clogged and they don't do anything	1
There are drains around here on Neale St where water spills in the street hand it rains	1
When they have done part of Burrows Ave	1
Total	7
Total responses	21

Public Amenity Division

Seven services and facilities from the public amenity division were included in the survey this year.

These were the maintenance and cleaning of shopping areas, litter collection in public areas, street sweeping, the maintenance and cleaning of public areas, the management of illegally dumped rubbish, graffiti management, and public toilets.



All seven of these services and facilities recorded satisfaction scores that were lower than the average of all 45 services and facilities.



Apart from graffiti management, which was less important than average, these services and facilities fell into the quadrant of most concern, being of average or higher-than-average importance, but lower-than-average satisfaction.

Maintenance and cleaning of public areas

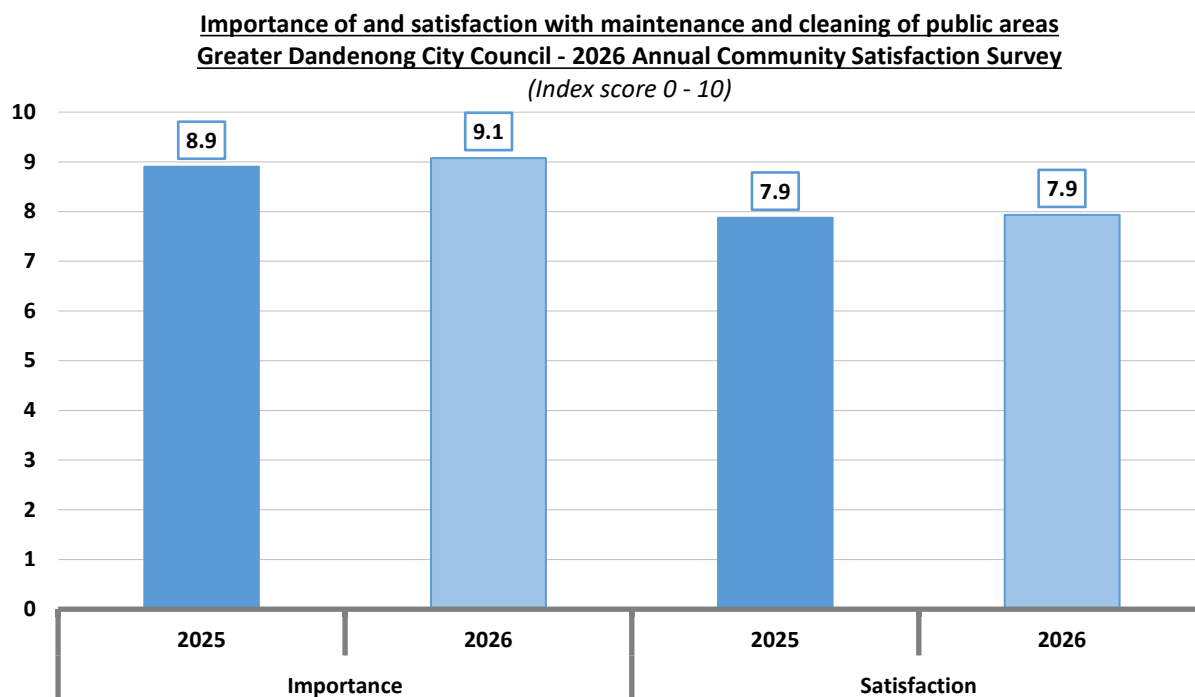
The maintenance and cleaning of public areas was the 30th most important of the 45 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with the maintenance and cleaning of public areas remained stable this year at 7.9 out of 10, which remained an “excellent” level of satisfaction.

This result ranks the maintenance and cleaning of public areas 21st in terms of satisfaction this year.

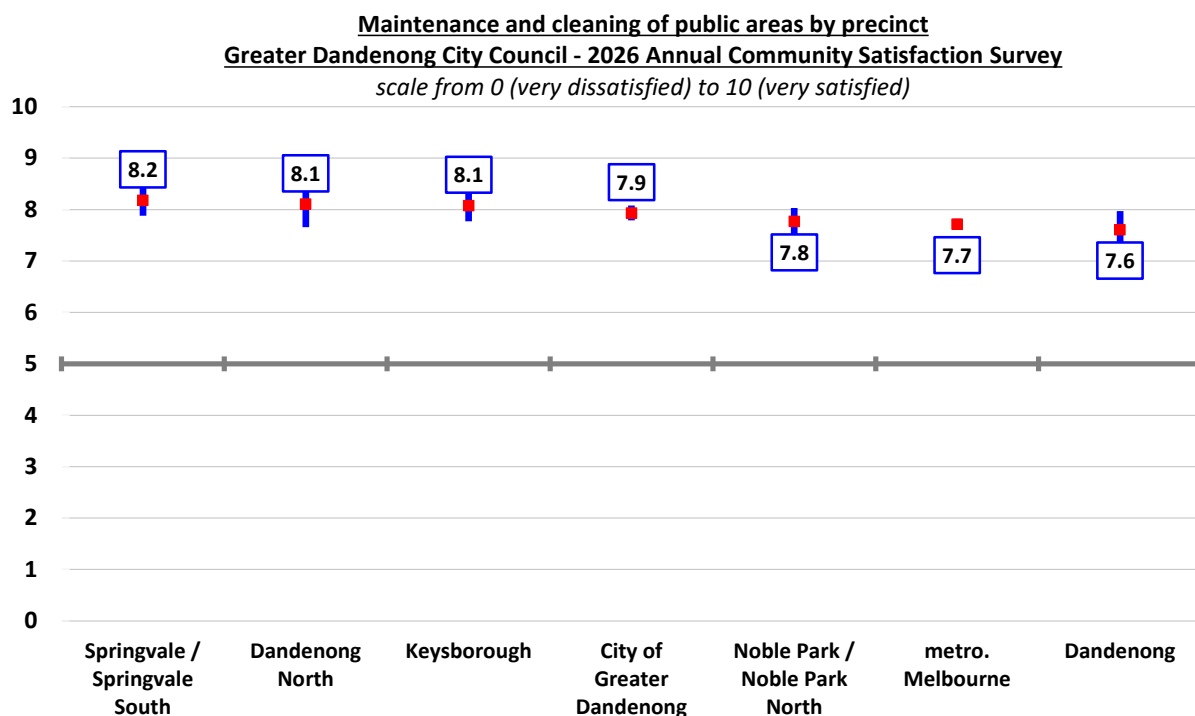
This result comprised 68% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 391 of the 401 respondents who provided a satisfaction score this year.

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



By way of comparison, satisfaction with the maintenance and cleaning of public areas was measurably (2pts) higher than the metropolitan average satisfaction with “the maintenance and cleaning of public areas” of 7.7 out of 10, or “very good”, as recorded in the 2026 *Governing Melbourne* research.

While there was no measurable variation in satisfaction with these services observed across the municipality, respondents from Dandenong recorded a “very good”, rather than an “excellent” level of satisfaction.



The following table outlines the 23 comments and four locations of concern received in relation to the maintenance and appearance of public areas this year.

Reasons for dissatisfaction with maintenance and appearance of public areas
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

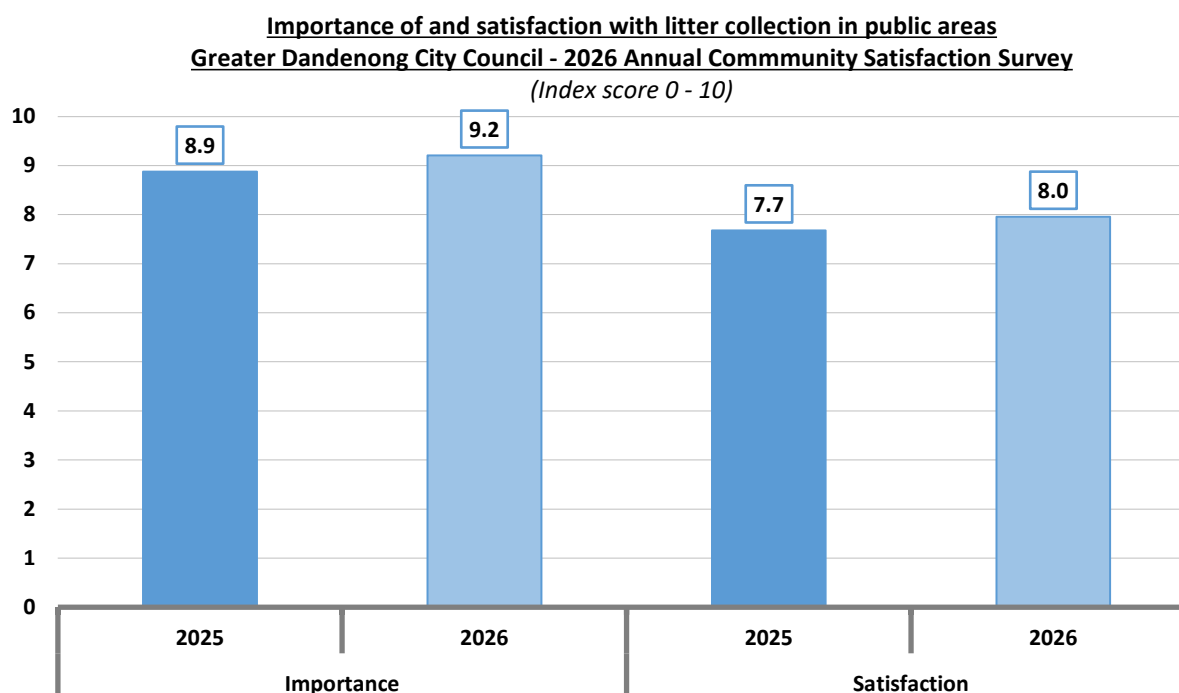
Reason	Number
Not maintained well	5
Lots of rubbish in the general area	2
Homeless people leaving things	1
I can see shopping trolleys sometimes in the nature strips	1
I saw some public areas which are not in a good condition	1
It doesn't look too nice	1
It is just not tidy	1
Just filthy in the local area and the neighbourhood is not being looked after. I don't know what the Council is doing	1
Mowing is terrible, Coomoora Rd	1
Need to be cleaned more regularly	1
People drop rubbish and it is not cleaned for ages, the people are ****. Coomoora Rd	1
The parks are terrible there is condoms and syringes at the playground	1

They don't mow anything	1
They need to mow the lawns	1
Too crowded	1
Unclean open spaces near the shopping areas	1
Upkeep is not good enough	1
Usually dirty	1
Total	23
<i>Specific locations identified by respondents</i>	
Like it's just messy a lot of rubbish everywhere, towards KFC	1
Springvale area not enough bins	1
Springvale station is often dirty	1
There's rubbish lying around Booth Cres in general	1
Total	4
Total responses	27

Litter collection in public areas

Litter collection in public areas was the 13th most important of the 45 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with litter collection in public areas increased somewhat this year, up three percentage points to 8.0 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.



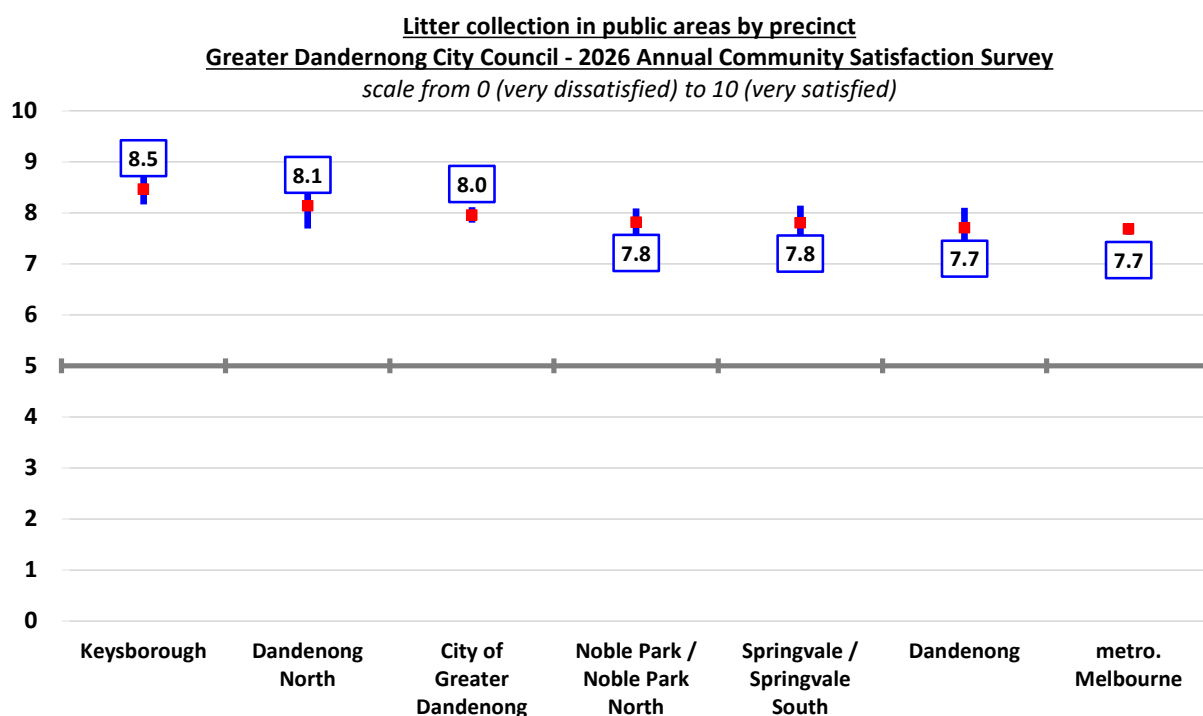
This ranks litter collection in public areas 29th in terms of satisfaction this year.

This result comprised 68% “very satisfied” and three percent “dissatisfied” respondents based on a total sample of 388 of the 401 respondents who provided a satisfaction score this year.

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

By way of comparison, this result was measurably (3pts) higher than the metropolitan average satisfaction with “litter collection in public areas” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with litter collection observed across the municipality, although respondents from Keysborough were notably (5pts) more satisfied than the municipal average. Respondents from Dandenong recorded a “very good”, rather than an “excellent” level of satisfaction.



The following table outlines the 13 comments and six locations of concern received from respondents this year in relation to litter collection in public areas.

Reasons for dissatisfaction with litter collection in public areas
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Rubbish is not collected / not frequently enough	4
The area is not clean enough	2



I feel like there is a lot of litter around the area it's just not up to the standard	1
It's all making statement; there is no action	1
It's going backwards because everyone can put their stuff in your bins	1
Lazy people	1
People throw many litter in parks	1
Streets are very dirty	1
The garbage like the fridge at the front lawn has been there for days	1
Total	13
<i>Specific locations identified by respondents</i>	
Near the Dandenong market after the weekend. Very messy	1
I have seen sometimes random garbage that had been dropped, in major Dandenong areas	1
People dumping rubbish in Heyington Cr	1
The Springvale Rd area needs to be maintained and be cleaned more often	1
The train station needs to be maintained and be cleaned more often	1
No local bin in the park in Pitman St end	1
Total	6
Total responses	19

Maintenance and cleaning of strip shopping areas

The maintenance and cleaning of strip shopping areas was the 21st most important of the 45 included services and facilities, with an average importance of 9.1 out of 10.

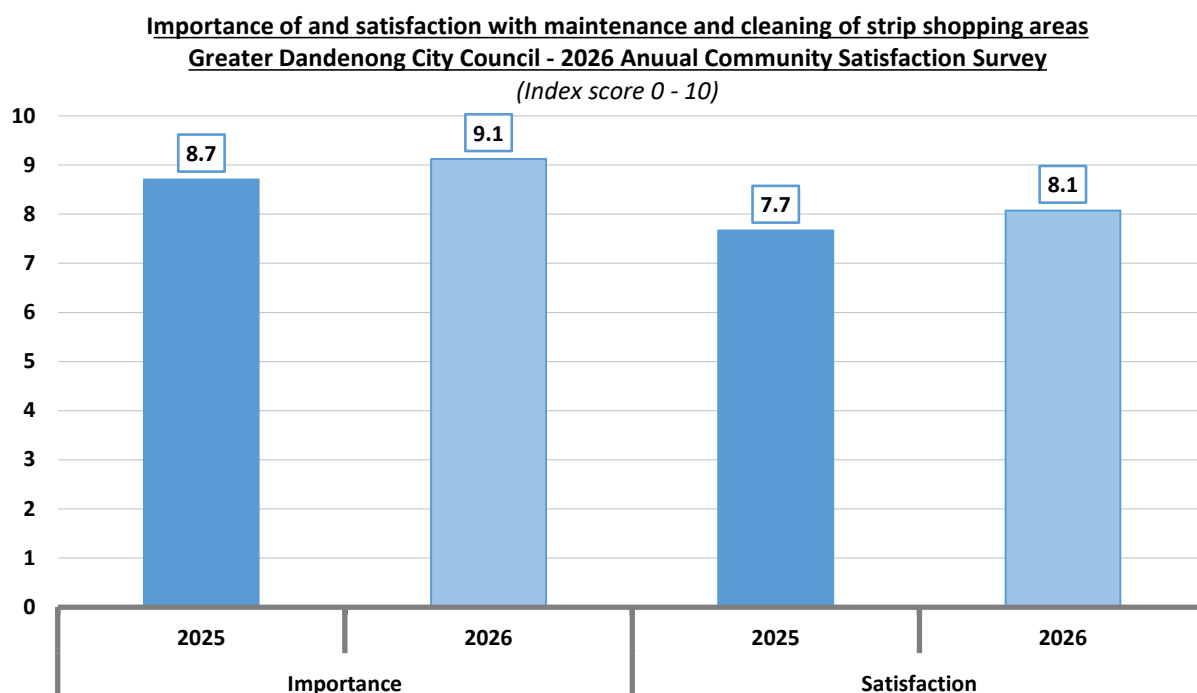
Satisfaction with the maintenance and cleaning of strip shopping areas increased notably this year, up four percentage points to 8.1 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

This ranks the maintenance and cleaning of strip shopping areas 21st in terms of satisfaction this year.

This result comprised 73% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 387 of the 401 respondents who provided a satisfaction score this year.

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

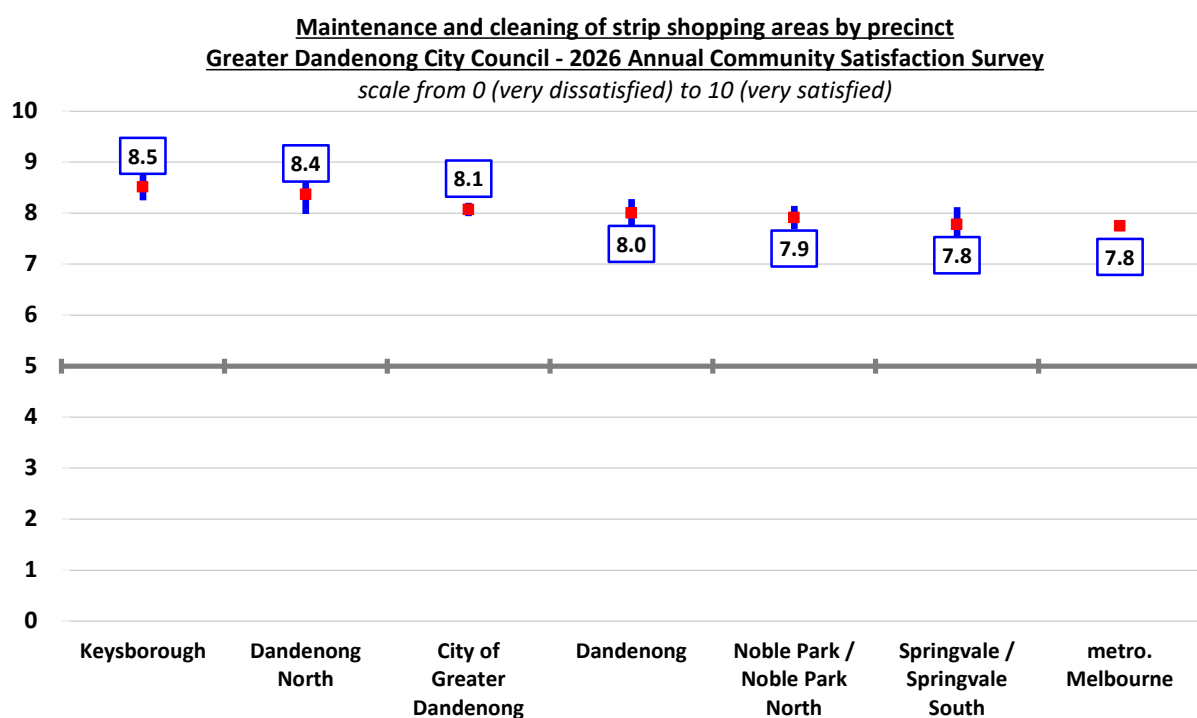




By way of comparison, this result was measurably (3pts) higher than the metropolitan average satisfaction with “the maintenance and cleaning of strip shopping areas” of 7.8 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with shopping strips observed across the municipality, with respondents from Keysborough measurably (4pts) more satisfied than the municipal average.

Respondents from all precincts rated satisfaction at “excellent” levels of satisfaction.



The following table outlines the eight comments and one location of concern received in relation to the maintenance and cleaning of strip shopping areas.

Reasons for dissatisfaction with maintenance and cleaning of strip shopping areas
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
The shopping centre is very bad; I have a business there and there is rubbish everywhere. Too many rubbish at the car park, I call them and it takes them 10 days to take it away. The tourists are not happy when they come here	1
Beggars in the street	1
Council needs to monitor the streets in the local area	1
Dirty	1
Need more bins	1
Need to do a better job around malls	1
Not clean enough in the local area	1
Rubbish removal not frequent enough	1
Total	8
<i>Specific locations</i>	
Area near Post office of Dandenong feels unsafe	1
Total	1
Total responses	9

Management of illegally dumped rubbish

The management of illegally dumped rubbish was the 11th most important of the 45 included services and facilities, with an average importance of 9.2 out of 10.

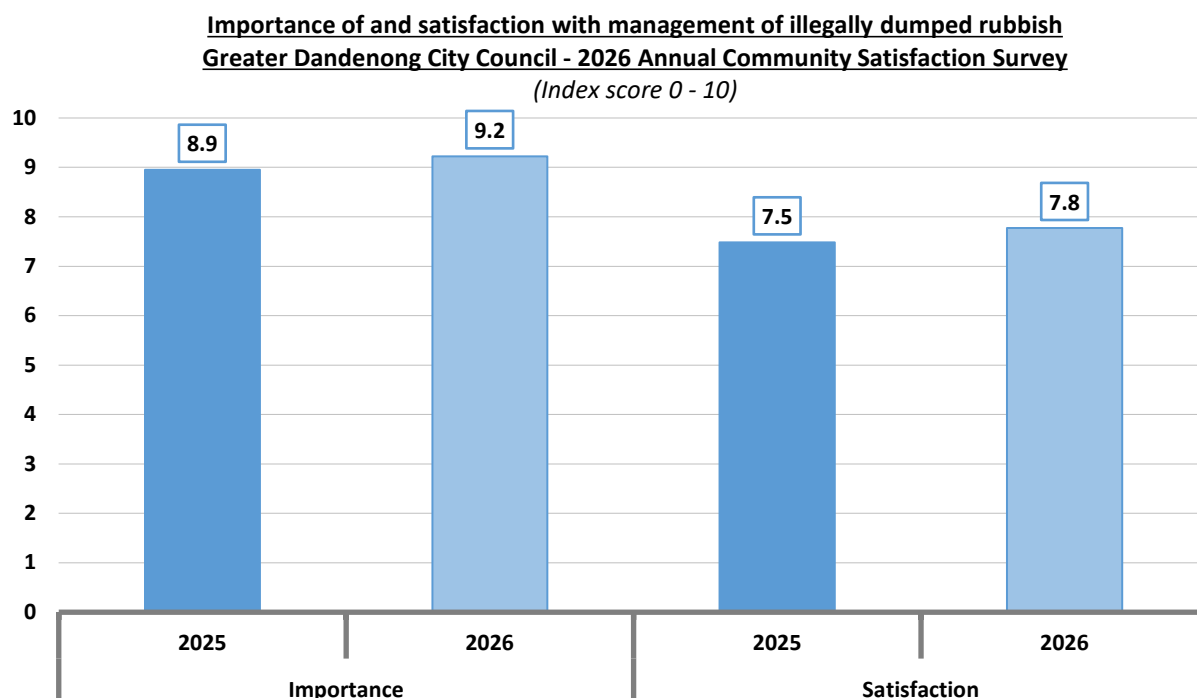
Satisfaction with the management of illegally dumped rubbish increased somewhat this year, up three percentage points to 7.8 out of 10, which was an “excellent”, up from an “very good”, level of satisfaction.

This result ranks the management of illegally dumped rubbish 39th in terms of satisfaction this year.

This result comprised 66% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 388 of the 401 respondents who provided a satisfaction score this year.

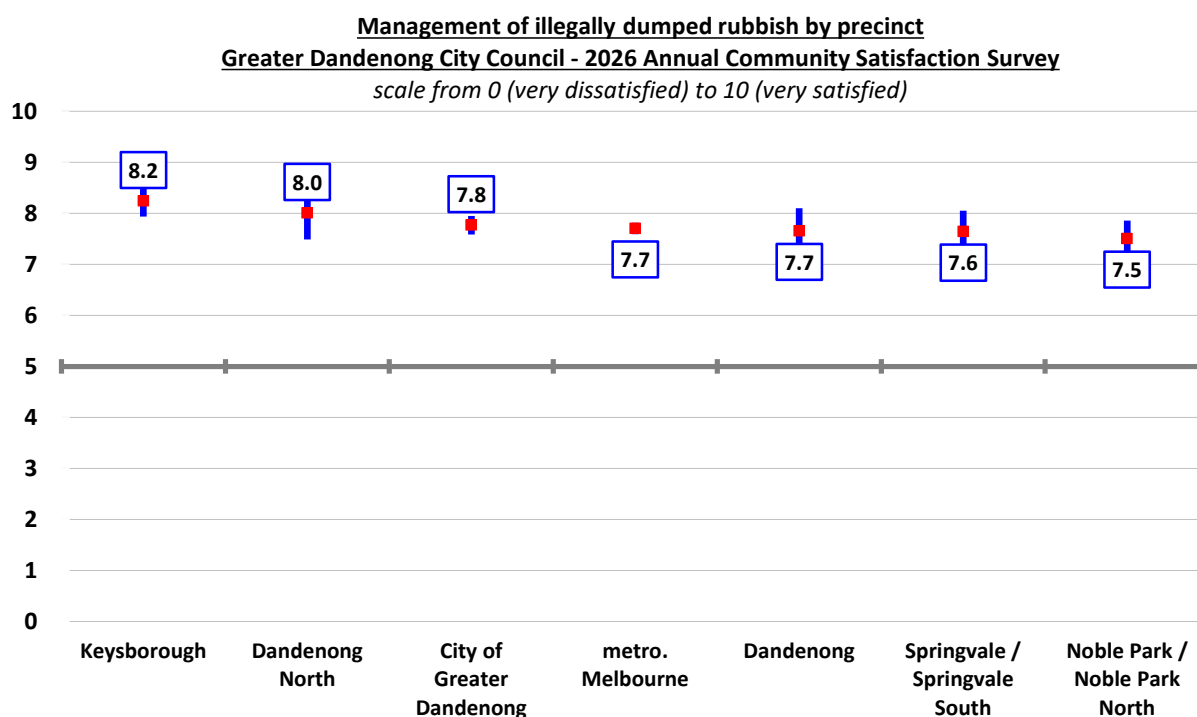
There was no substantive variation in satisfaction with these services observed by respondent profile.





By way of comparison, satisfaction with the management of illegally dumped rubbish was broadly consistent with the metropolitan average satisfaction with “illegally dumped rubbish” of 7.7 out of 10, or “very good”, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with the management of illegally dumped rubbish observed across the municipality. It is noted, however, that respondents from Dandenong, Springvale / Springvale South, and Noble Park / Noble Park North rated satisfaction at “very good” rather than “excellent” levels.



The following table outlines the 18 comments and six locations of concern received in relation to the management of illegally dumped rubbish this year.

Reasons for dissatisfaction with management of illegally dumped rubbish
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
They are pretty slow on picking it up	4
Everyone puts their rubbish on nature strips and roadsides	2
I have seen a lot of illegal dumping in the local area	2
Cannisters in front of houses	1
Dumped rubbish has been left there, and I drive past it and it is still there in the local area	1
Illegal rubbish and recycling and 10 cent plastic is dumped everywhere. When they don't have space, they just leave it there. And the wind brings it everywhere. I always call them and I wait for 10 days for them to pick it up	1
Not regularly picked up. Stays for days. Makes the street look messy	1
People dumped their old clothes on golf course	1
People keep adding to the piles and then blame you	1
There was a lot of broken glass from the hard rubbish, the hard rubbish was collected but the glass was left on the footpath	1
They are not warning people	1
Walk through the creek and see how bad it is	1
Worst	1
Total	18
<i>Specific locations</i>	
Devira St had rubbish for almost 2 months, that's too long	1
Heyington Cr people dumping rubbish	1
Kingswood Cr has dumped rubbish	1
On Stud Rd there are mattresses that have not been collected and rubbish for a year	1
Stuff is left out commonly outside in Golding Ct	1
The rubbish dumped on Power St hasn't been collected, it is getting bigger	1
Total	6
Total responses	24

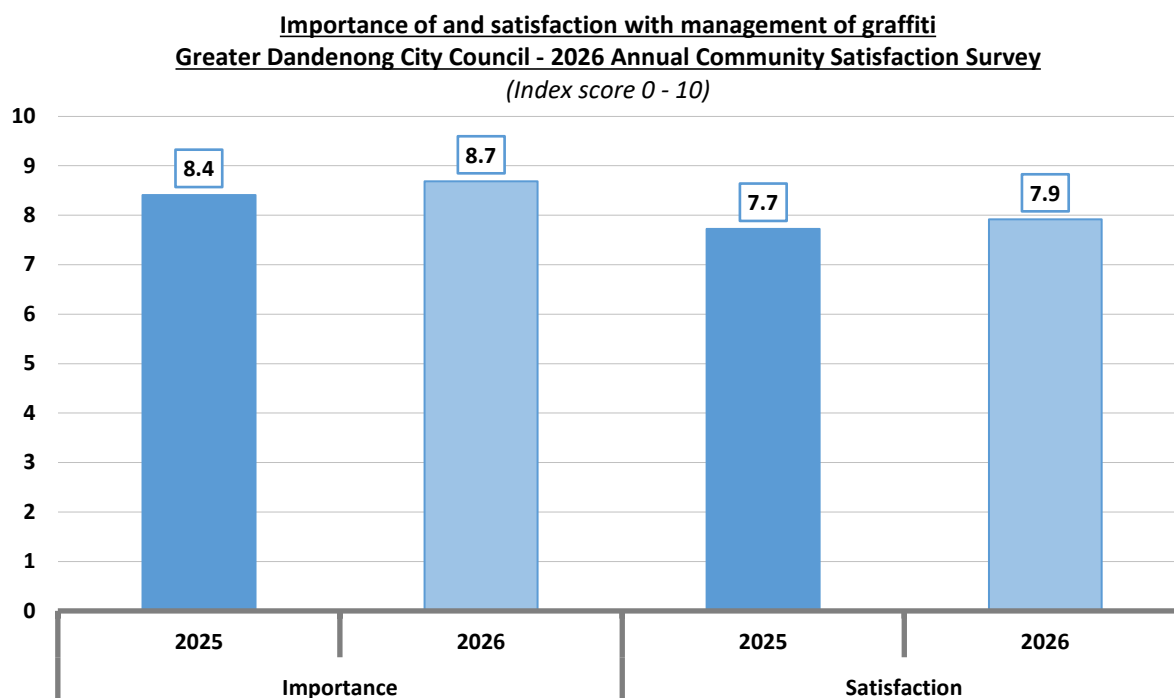
Management of graffiti

The management of graffiti was the 44th most important of the 45 included services and facilities, with an average importance of 8.7 out of 10, and one of four services and facilities to be measurably less important than the average of all 45 (9.1).



Satisfaction with the management of graffiti increased somewhat this year, up two percentage points to 7.9 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

This result ranks the management of graffiti 35th in terms of satisfaction this year.



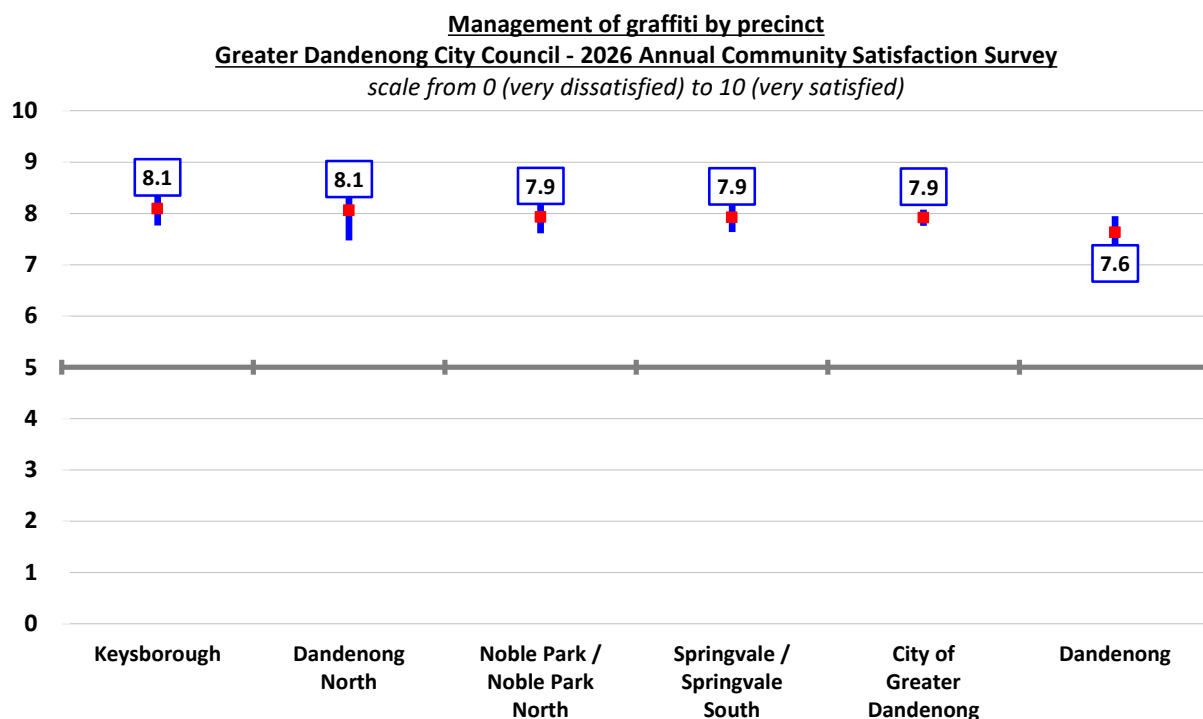
This result comprised 65% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 367 of the 401 respondents who provided a satisfaction score this year.

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

These services were not included in the 2026 *Governing Melbourne* research, and so no comparisons have been provided.

There was no measurable variation in satisfaction with the management of graffiti observed across the municipality, although respondents from Dandenong rated satisfaction at a “very good”, rather than an “excellent” level.





The following table outlines the nine comments and one location of concern received in relation to the management of graffiti this year

Reasons for dissatisfaction with management of graffiti
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

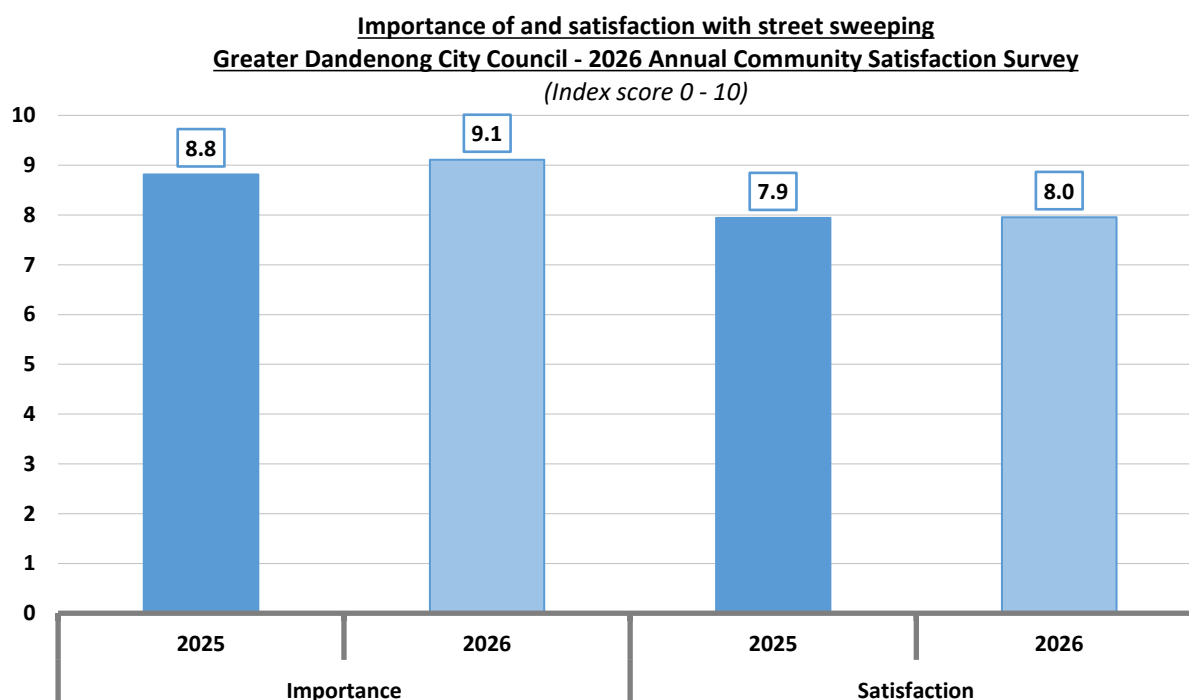
<i>Reason</i>	<i>Number</i>
They don't clean it up fast enough	3
Bridges near the highway aren't managed properly	1
Freeways are disgraceful. Graffiti everywhere	1
It is always there; it is gang stuff like swear words	1
Lots of graffiti around shops	1
Lots of graffiti under the bridges	1
There should be different forms of protest	1
Total	9
<i>Specific locations</i>	
Lot of graffiti near Tirhatuan Park	1
Total	1
Total responses	10

Street sweeping

Street sweeping was the 25th most important of the 45 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with street sweeping remained essentially stable this year, up one percentage point to 8.0 out of 10, which remains an “excellent”, level of satisfaction.

This result ranks street sweeping 30th in terms of satisfaction this year.



This result comprised 70% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 380 of the 401 respondents who provided a satisfaction score this year.

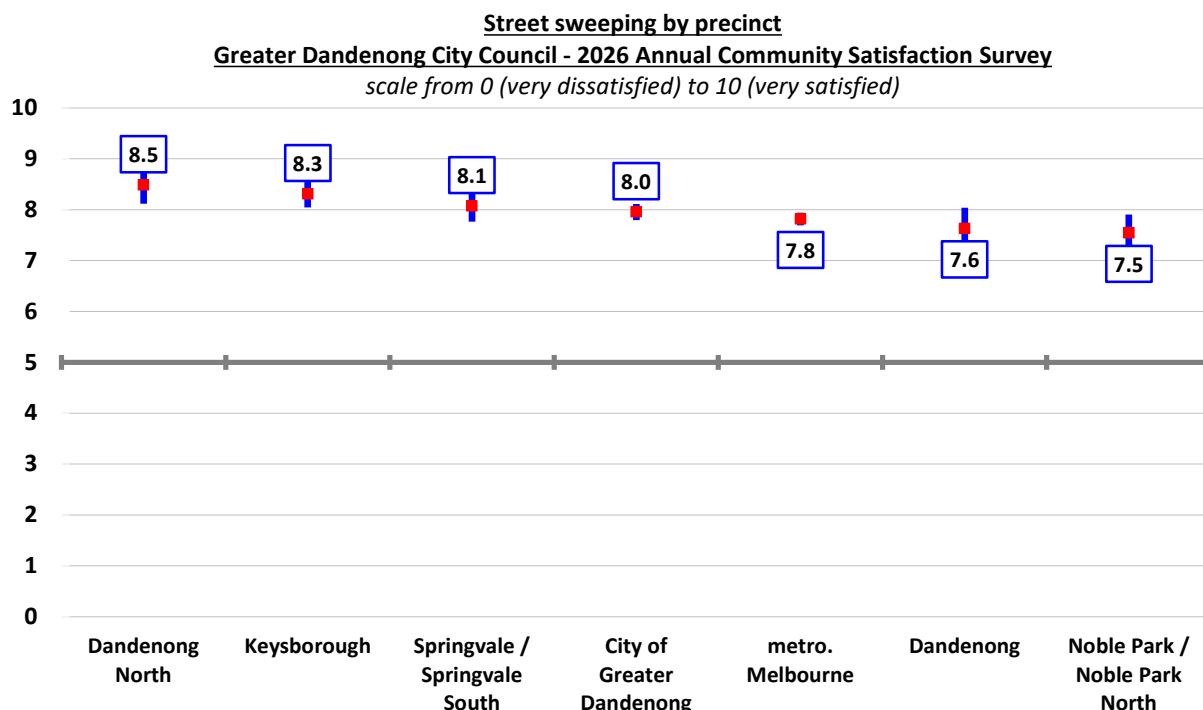
There was no substantive variation in satisfaction with street sweeping observed by respondent profile.

By way of comparison, satisfaction with street sweeping was somewhat (2pts) higher than the metropolitan average satisfaction with “street sweeping” of 7.8 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with street sweeping observed across the municipality, with respondents from Dandenong North measurably (5pts) more satisfied than the municipal average.

Conversely, respondents from Noble Park / Noble Park North (5pts) and Dandenong (4pts), were notably less satisfied than average, and at “very good”, rather than “excellent” levels.





The following table outlines the 16 comments and two locations of concern received from respondents this year in relation to street sweeping.

Reasons for dissatisfaction with street sweeping
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
I have never seen them doing it	3
I don't see them regularly / often	2
Not done frequently enough	2
Don't remember seeing street sweeper here, the cars are blocking them	1
Fallen leaves need to rake more often	1
I sweep the road because of leaves and branches of the big tree in front of my house	1
Lots of leaves on the roads. Need to be more often	1
Never noticed it	1
No street sweeping done	1
Nothing special I don't notice anything being cleaned	1
Streets are very dirty no street sweeping is done regularly	1
The frequency is reduced now, they used to regularly do it every frequent day, and even when they come, they make a mess	1
Total	16

Specific locations identified by respondents

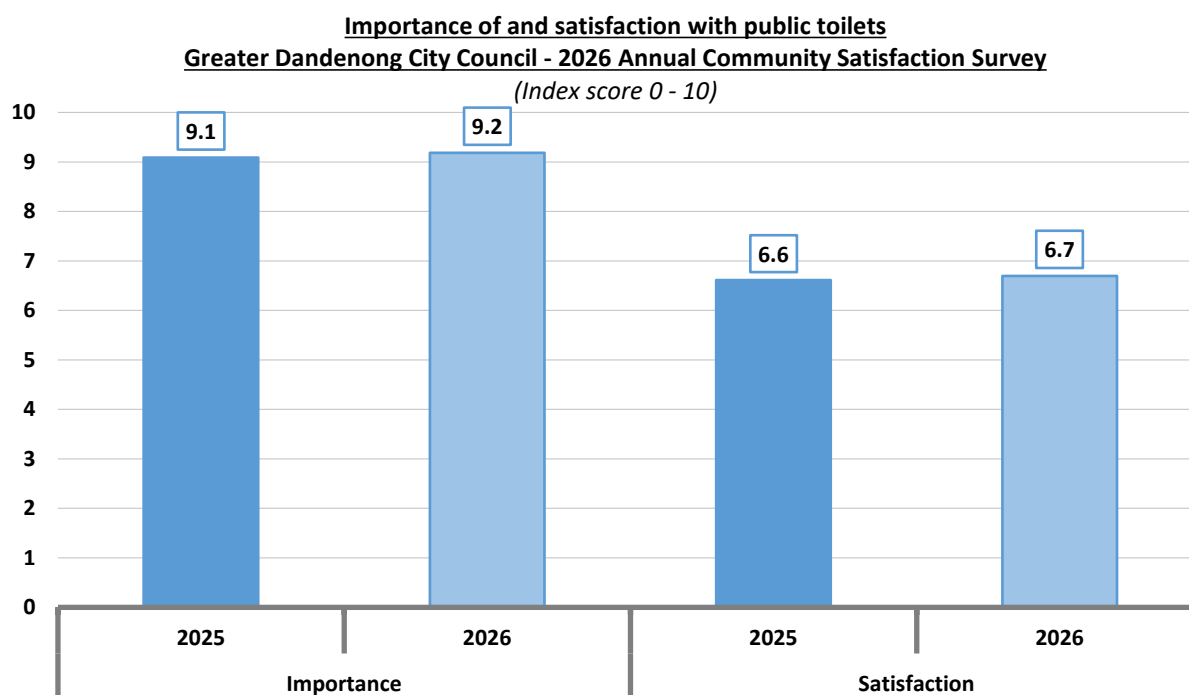
Crawford Ave doesn't have proper lighting	1
I haven't seen on my street (Caroline St)	1
Total	2
Total responses	18

Public toilets

Public toilets were the 16th most important of the 45 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with public toilets remained essentially stable this year, up one percentage point to 6.7 out of 10, which remains a “good” level of satisfaction.

This result ranks public toilets 44th in terms of satisfaction this year, and one of five services and facilities to record a satisfaction score which was measurably lower than the average of all 45 (8.1).



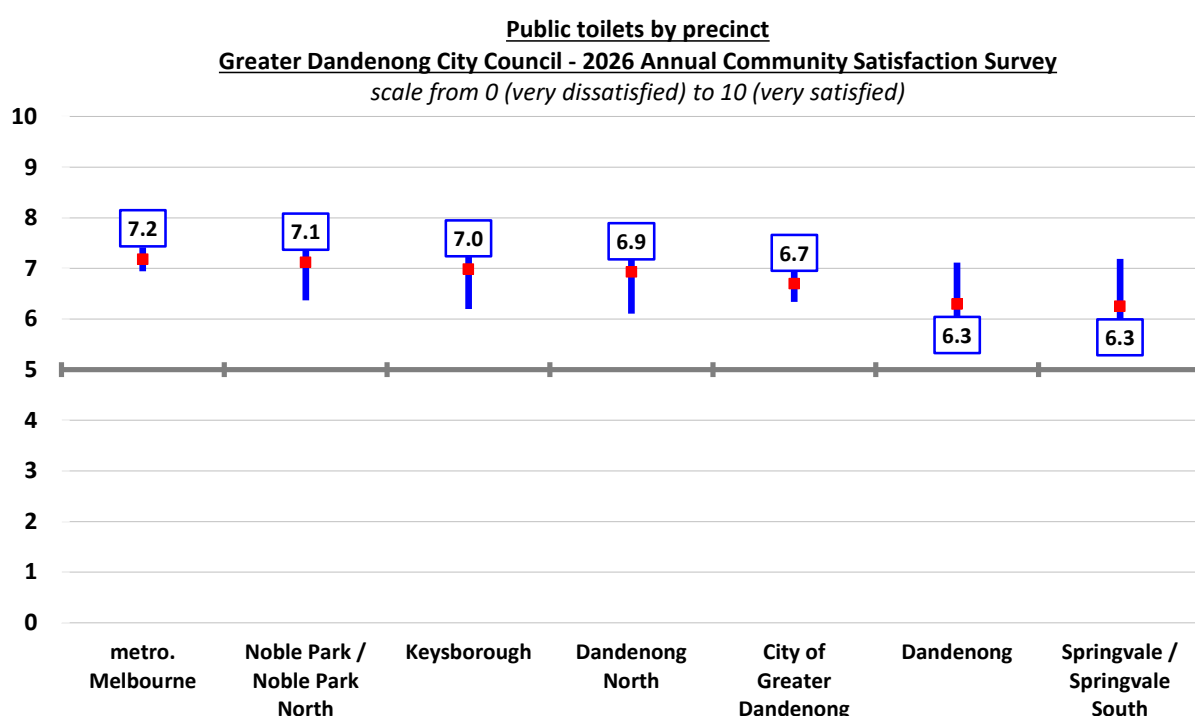
This result comprised 41% “very satisfied” and 16% “dissatisfied” respondents, based on a total sample of 163 of the 166 respondents (41%) from households who had used these facilities in the last 12 months.

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

Female respondents were notably more satisfied than male respondents, and respondents from multilingual households were notably more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with public toilets was notably (5pts) lower than the metropolitan average satisfaction with “public toilets” of 7.2 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with public toilets observed across the municipality, respondents from Noble Park / Noble Park North were notably (4pts) more satisfied than the municipal average. Conversely, respondents from Dandenong and Springvale / Springvale South were notably (4pts) less satisfied, and at “solid” levels.



The following table outlines the 31 comments and 12 locations of concern received from respondents in relation to public toilets this year.

Reasons for dissatisfaction with public toilets
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Dirty / not clean / smelly / nasty	14
Lack of / poor maintenance	7
Need more public toilets	2
Graffiti in toilets	1
Is not cleaned really often	1



Need more public toilets around. Sometimes, if I am outside my house and I have to pee, I need to find public areas and I have to hide	1
Not maintained at all	1
There are not many	1
There's no soap	1
Theres no toilet in the park near here	1
They just don't flush	1

Total 31

Specific locations identified by respondents

Dandenong Park toilet is too dirty	1
Dirty and improper condition (door not locked etc) at Dandenong Park and Robert Booth Reserve	1
It's really dirty in the park near Gove St	1
Maintenance and cleaning should be improved near libraries	1
Not clean around Dandenong Creek area	1
Smell bad and sometimes dirty. Buckingham Ave	1
The one in Dandenong Station is always dirty	1
There is one in Springvale, and it is poorly maintained	1
They don't clean them enough in the park	1
Toilet is dirty and no tissues in Dandenong Park	1
Unclean in parks a lot of the time	1
We need more in Springvale	1

Total 12

Total responses 43

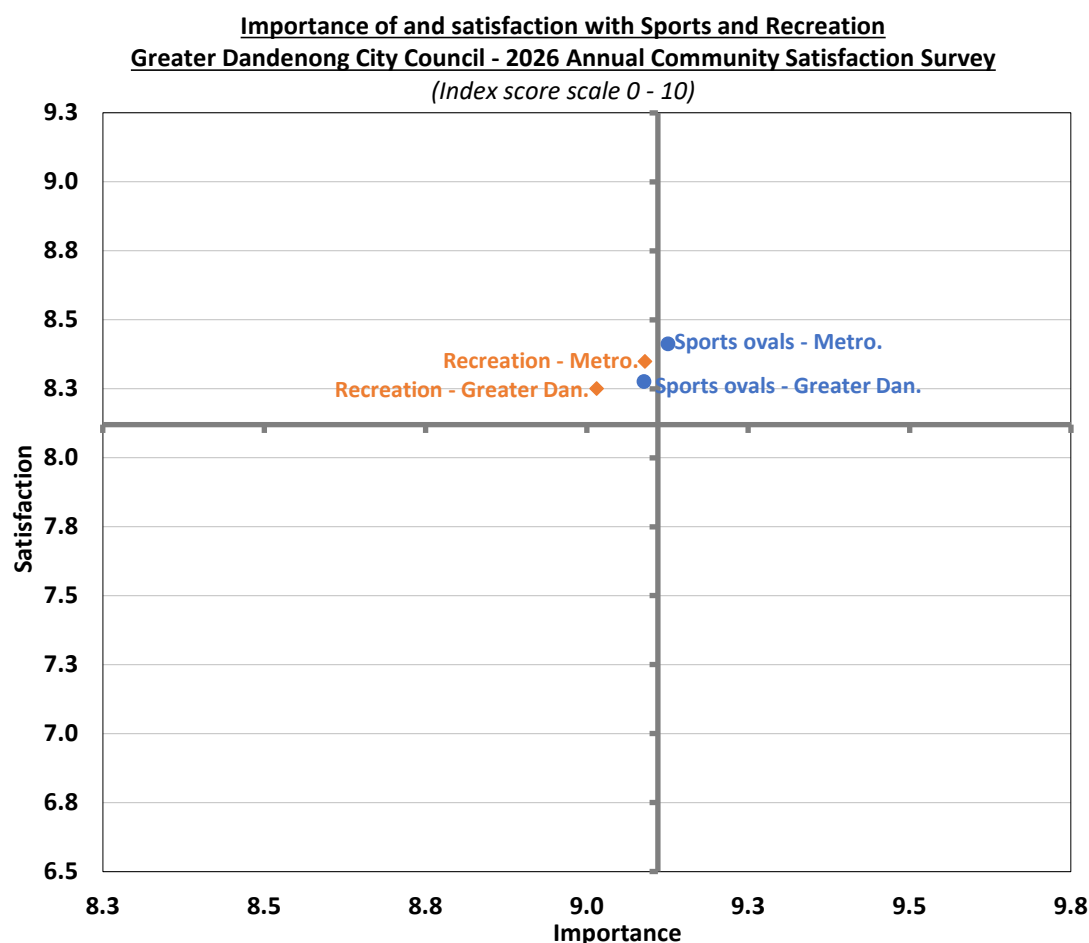
Sports and Recreation Division

Two facilities from the sports and recreation division were included in the survey this year.

These facilities were sports ovals and other local sporting facilities, and recreation and / or aquatic centres.

While both facilities recorded satisfaction scores which were higher than the average of all 45 services and facilities, they were of average or slightly lower-than-average importance.





Sports ovals and other local sporting facilities

Sports ovals and other local sporting facilities were the 29th most important of the 45 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with these facilities remained essentially stable this year, down one percentage point to 8.3 out of 10, which remains an “excellent” level of satisfaction.

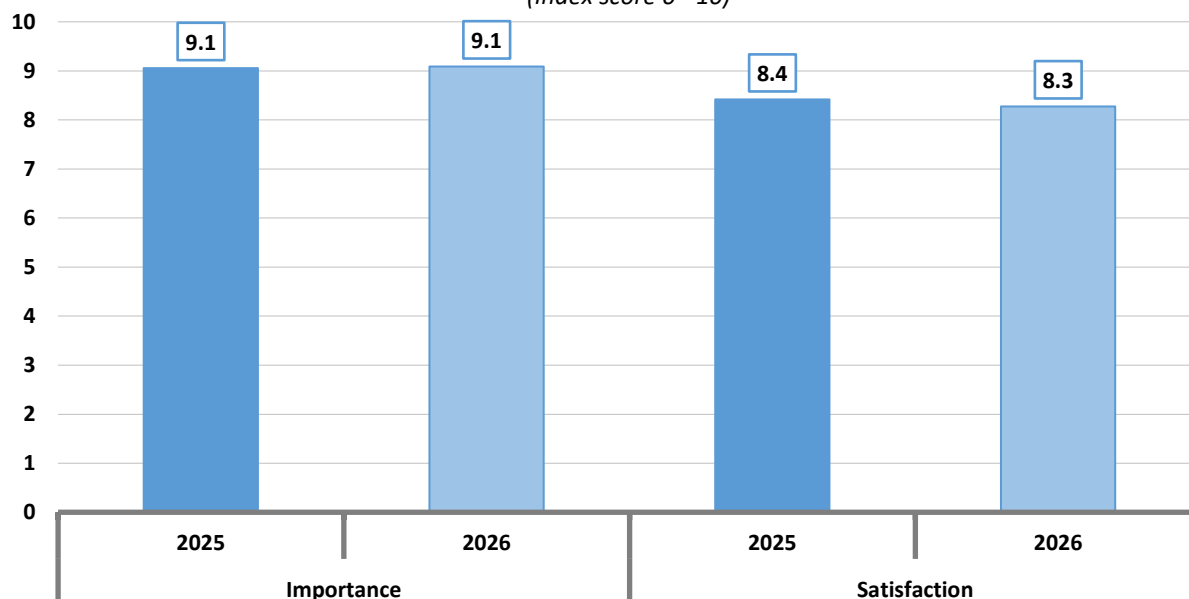
This result ranks sports ovals 14th in terms of satisfaction this year.

This result comprised 77% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 154 of the 156 respondents (39%) from households who had used these facilities in the last 12 months.

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



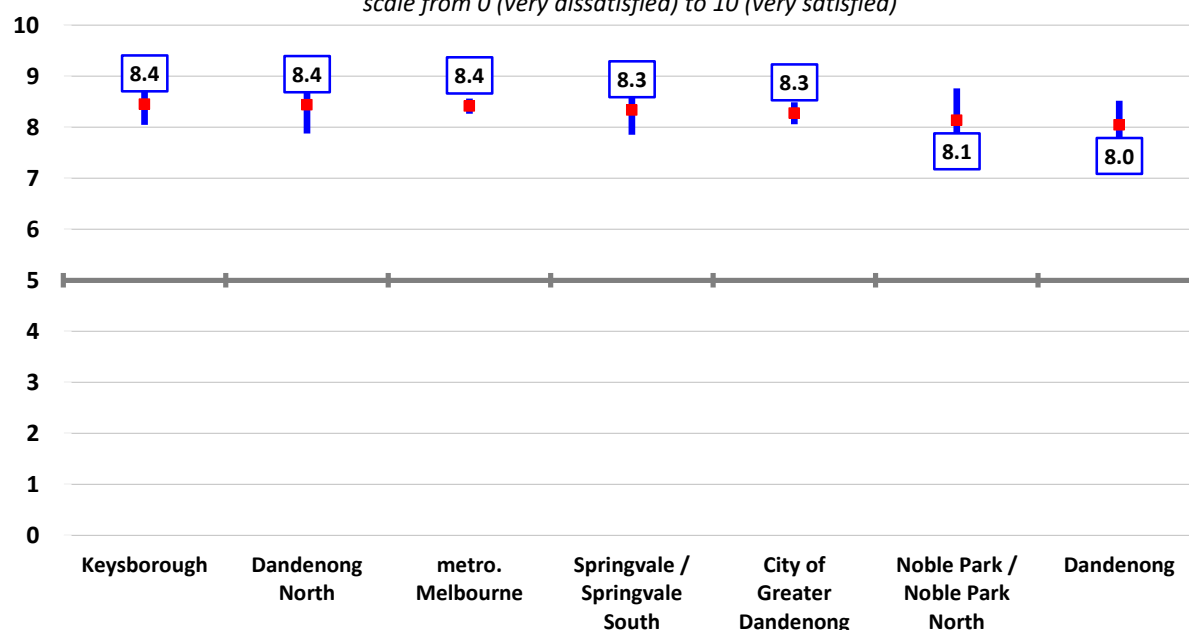
Importance of and satisfaction with sports ovals and other local sporting facilities
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
 (Index score 0 - 10)



By way of comparison, satisfaction with these facilities was broadly consistent with the metropolitan average satisfaction with “sports ovals and other outdoor sporting facilities” of 8.4 out of 10, as recorded in the 2026 *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.

Sports ovals and other local sporting facilities by precinct
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



The following table outlines the six comments received from respondents in relation to sports ovals and other local sporting facilities.

Reasons for dissatisfaction with sports ovals and other local sporting facilities
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Maintenance and upgrades	1
More can be done because it is far and has a lot of dog poop	1
Not enough facilities	1
Not enough funding	1
Sometimes fully booked up	1
Stadium is just old	1
Total	6

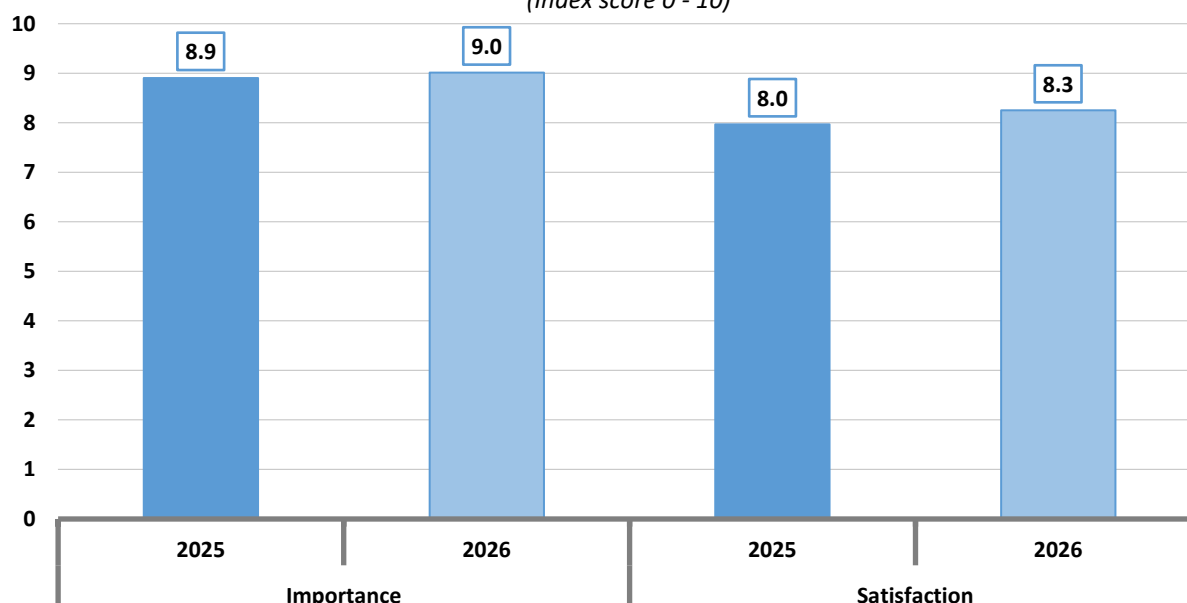
Recreation centres and / or aquatic centres

Recreation centres and / or aquatic centres were the 33rd most important of the 45 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with recreation and aquatic centres increased somewhat this year, up three percentage points to 8.3 out of 10, which remains an “excellent” level of satisfaction.

This result ranks recreation and aquatic centres 15th in terms of satisfaction this year.

Importance of and satisfaction with recreation centres and / or aquatic centres
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Index score 0 - 10)



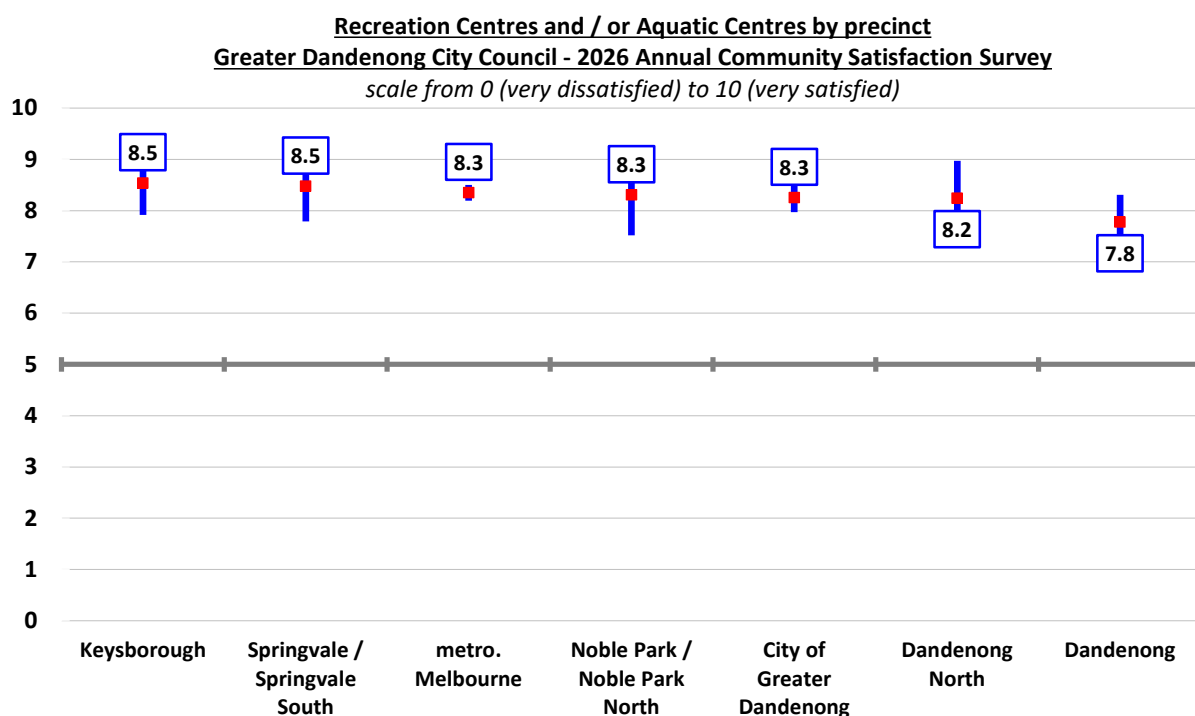
This result comprised 74% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 112 of the 115 respondents (29%) from households who had used these facilities in the last 12 months.

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

Female respondents notably more satisfied than male respondents.

By way of comparison, satisfaction with these facilities was identical to the metropolitan average satisfaction with “recreation and / or aquatic centres” of 8.3 out of 10, as recorded in the 2026 *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 four comments and two locations of concern received from respondents this year in relation to recreation and / or aquatic centres.

Reasons for dissatisfaction with recreation centres and / or aquatic centres
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Need to make them cheaper	1
Not maintained properly	1
Old	1
They have false advertisements for them	1
Total	4
<i>Specific locations identified by respondents</i>	
Not ok now, but building a new one in Oasis	1
The Noble Park one is not clean	1
Total	2
Total responses	6

Transport Division

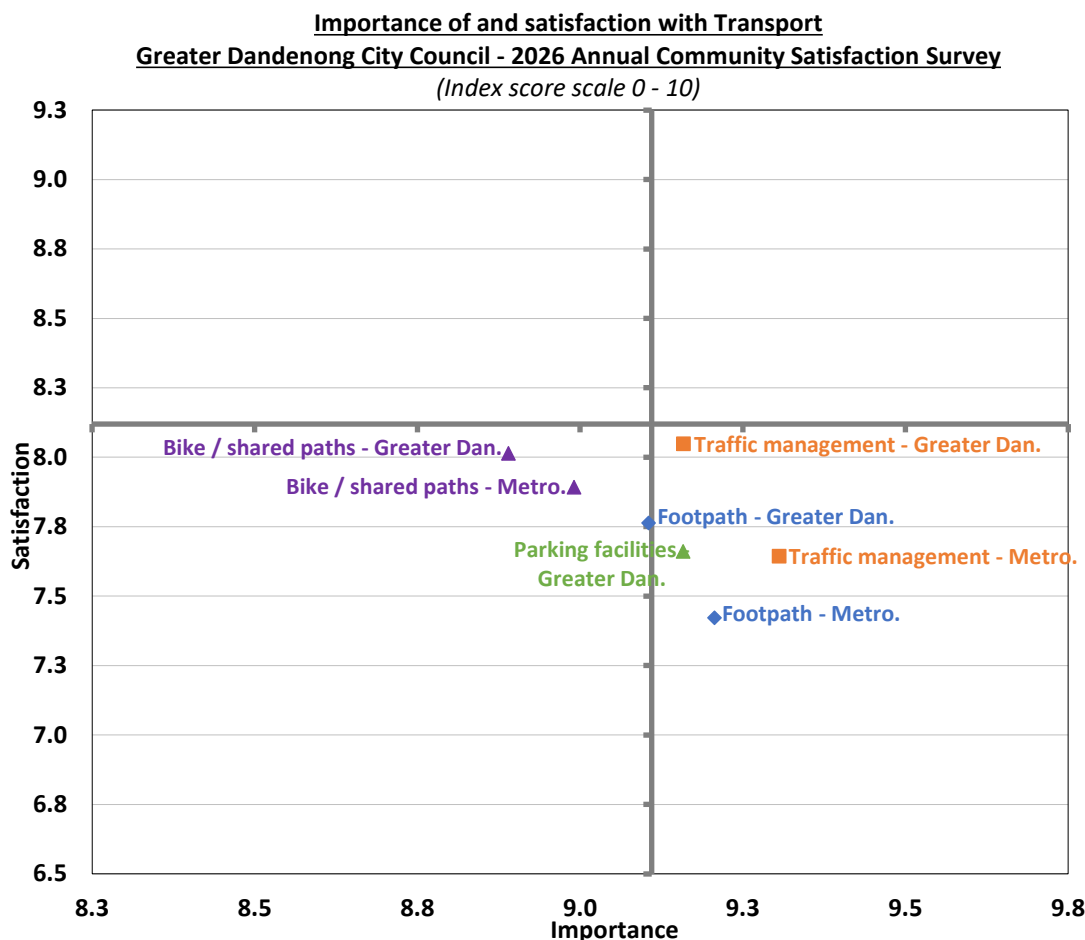
Four services and facilities from the transport division were included in the survey this year.

These were bike and shared paths, the provision of parking facilities, traffic management, and footpath maintenance and repairs.

All four of these services and facilities recorded satisfaction scores that were lower than the average of all 45 services and facilities.

While bike and shared paths were less important than average, the other three services and facilities 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 26th most important of the 45 included services and facilities, with an average importance of 9.1 out of 10.

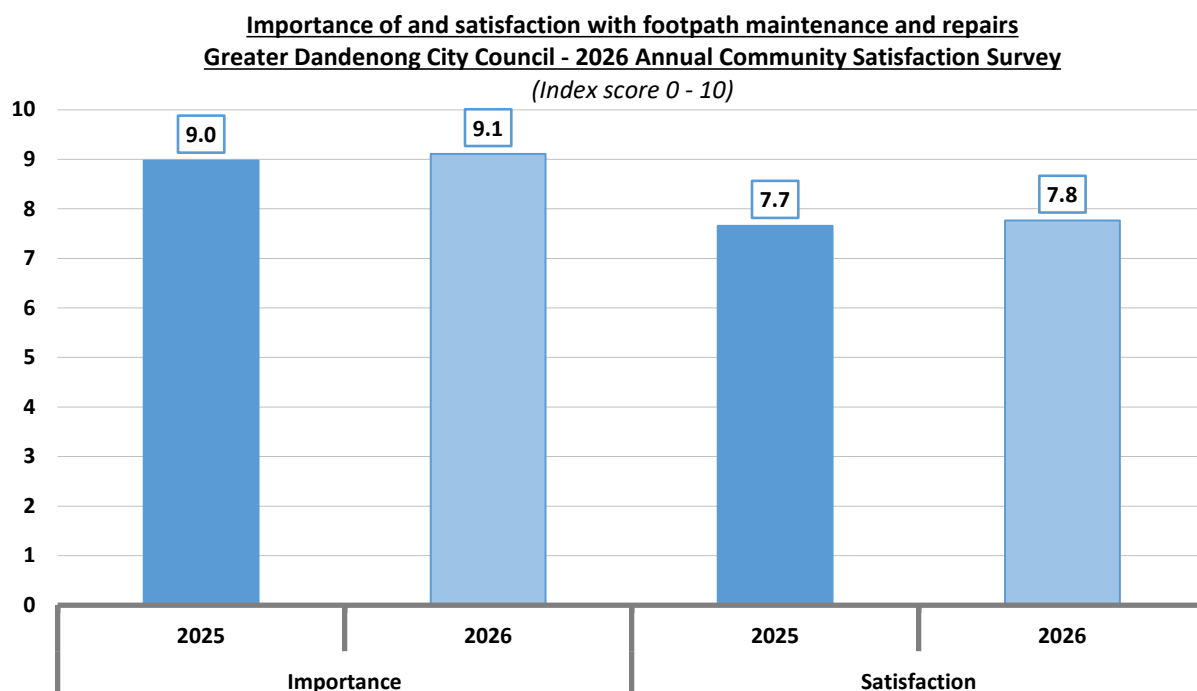
Satisfaction with footpaths remained essentially stable this year, up one percentage point to 7.8 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

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

This result comprised 67% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 396 of the 401 respondents who provided a satisfaction score this year.

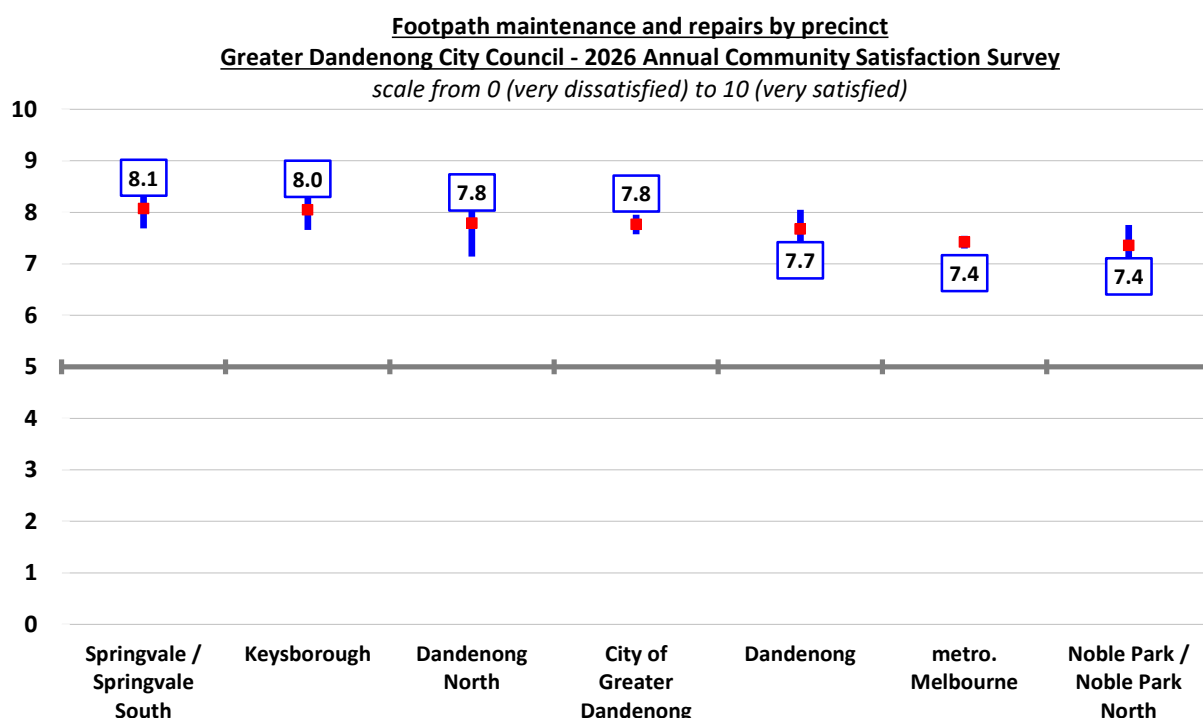
There was some variation in satisfaction with footpaths observed by respondent profile, with older adults (aged 60 to 74 years) notably less satisfied than average.





By way of comparison, satisfaction with footpaths was measurably (4pts) higher than the metropolitan average satisfaction with “footpath maintenance and repairs” of 7.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with footpaths observed across the municipality, respondents from Noble Park / Noble Park North were notably (4pts) less satisfied than average, and at a “very good”, rather than an “excellent”, level.



The following table outlines the 34 comments and 12 locations of concern received from respondents this year in relation to footpath maintenance and repairs.



Reasons for dissatisfaction with footpath maintenance and repairs
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Condition of footpaths (cracks, broken, uneven)	9
Needs to be repaired	3
Footpaths are very dirty	2
Cleanliness	1
Crowded	1
Curbs aren't levelled properly and the concrete comes out where trees are hanging out	1
General footpaths are likely to be tripped	1
I go for walks and the footpaths need attention in local area	1
Is not even and tripped over a few times while walking home	1
It's not good	1
Monitoring is needed	1
Not maintained appropriately	1
Ok but needs work	1
Patchy repairs	1
People park in the nature strips and its uneven	1
People trip when they walk here	1
Some footpaths have concrete higher on one side than the other	1
That is also too bad	1
The big trees don't get cleaned up off the footpaths often enough especially around areas where a lot of people go	1
The road is not flat and people tripped over	1
There are no footpaths	1
Tree roots have made the footpaths dangerous as uneven surfaces form	1
You ring them but their response so slow	1
Total	34

Specific locations identified by respondents

Caroline St footpath is uneven and cracked	1
Crack on Wingham St	1
Footpaths are uneven on Henderson St	1
Got injured because the footpaths on Downard Cres was not paved properly. It is terrible to deal with especially with old age	1
Not levelled in the Booth Cres	1
Not maintained well. Very uneven. Cole St	1
Stitch Art / View Rd, raised concrete slabs	1
There isn't any at Orchid Dr going into shopping centre	1
They need to level the footpath at Lakeview Blvd	1
Uneven footpath. Ardgowder Rd. Mom tripped and fell	1
Unrepaired sidewalks on Golding Ct after 3 years	1
Wheelchair almost fell in Briarfield Rd / Kingswood Cres	1
Total	12

Total responses

46



Local traffic management

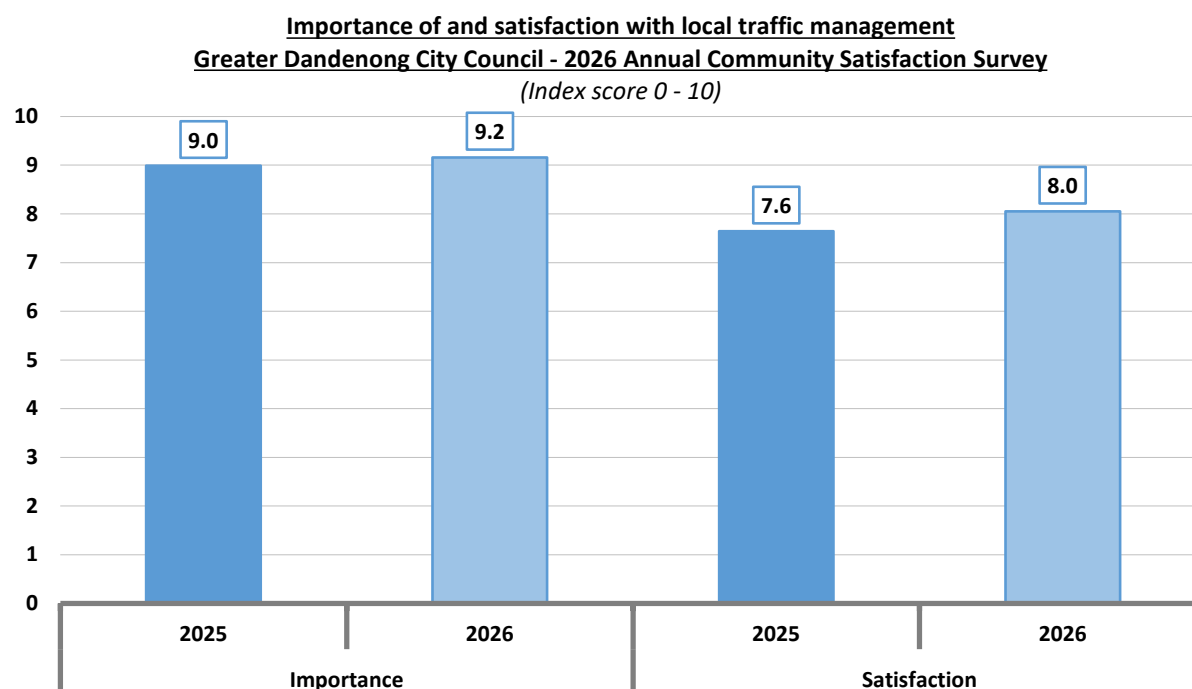
Local traffic management was the 19th most important of the 45 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with local traffic management increased notably this year, up four percentage points to 8.0 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

This result ranks local traffic management 22nd in terms of satisfaction this year.

This result comprised 71% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 375 of the 401 respondents who provided a satisfaction score this year.

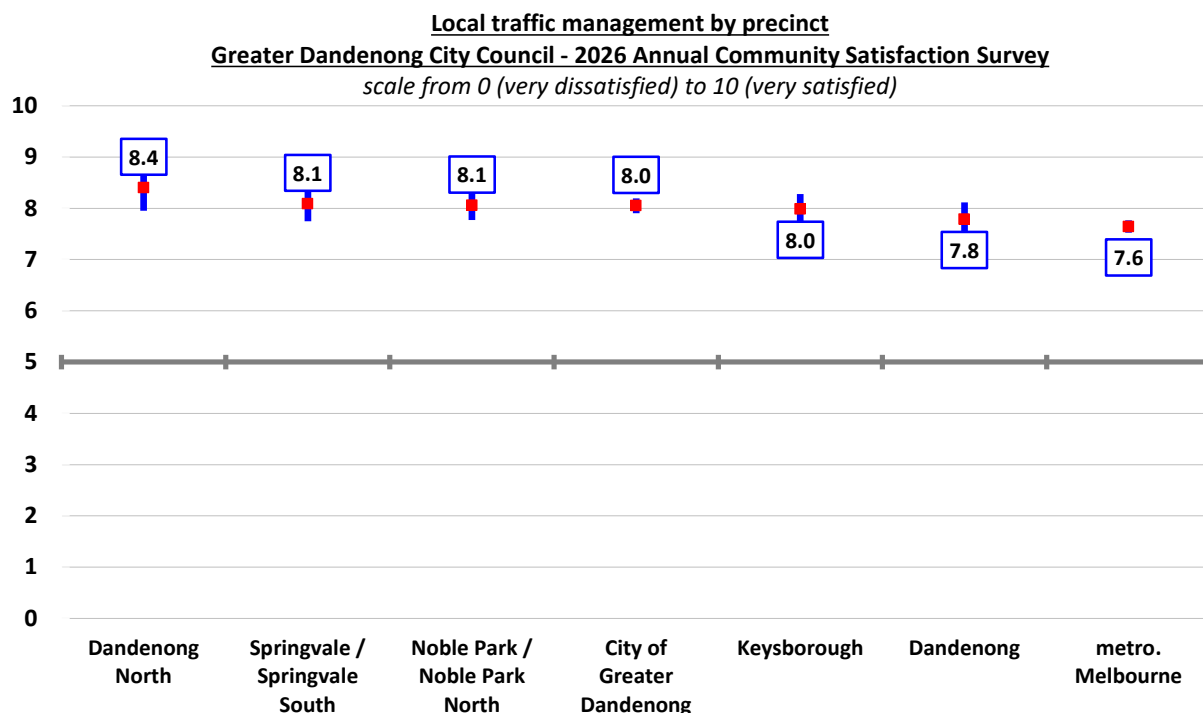
There was some variation in satisfaction with the local traffic management observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably more satisfied than average.



By way of comparison, satisfaction with local traffic management was measurably (4pts) higher than the metropolitan average satisfaction with “local traffic management” of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

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





The following table outlines the 11 comments and five locations of concern received from respondents this year in relation to local traffic management.

Reasons for dissatisfaction with local traffic management
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
A lot of traffic	1
Always traffic near shops	1
I think the thing is that there is not enough parking around Dandenong market. The two-lane way should be three laneways	1
No give way signs, stop signs at intersection going into shopping centre from Orchid Dr	1
Over management	1
So many places with so many parking lights	1
The roads are not keeping up with the growth of Dandenong	1
Traffic is getting worse / too many cars	1
Traffic is really high in the weekends	1
Very quickly they give permission for townhouses but that obviously creates more cars. They don't care about residents and traffic; they care about increasing the revenue	1
Need speed bumps	1
Total	11
<i>Specific locations identified by respondents</i>	
In mornings it's chaotic on Princes Hwy	1
Jones Rd is too narrow when there's peak traffic	1

Lonsdale St is too congested. They added greenery instead of park, you can't operate business there. They should have done some replacement there for the parking	1
Overspending of vehicles on Alexander Ave	1
Speed bumps on Brady Rd creates traffic diversion to Loch Rd at high speeds	1
Total	5
Total responses	16

Provision of parking facilities / spaces

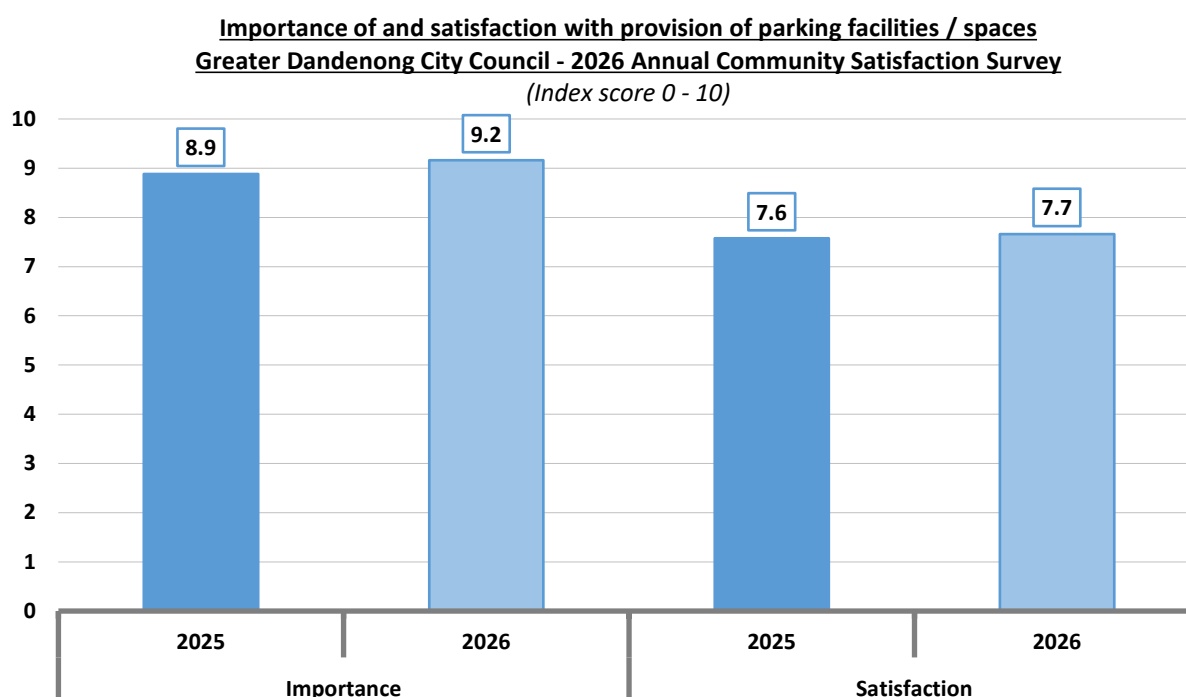
The provision of parking facilities / spaces was the 20th most important of the 45 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with parking facilities remained essentially stable this year, up one percentage point to 7.7 out of 10, which remains a “very good” level of satisfaction.

This result ranks parking facilities 41st in terms of satisfaction this year, and one of five services and facilities to record a satisfaction score which was measurably lower than the average of all 45 (8.1).

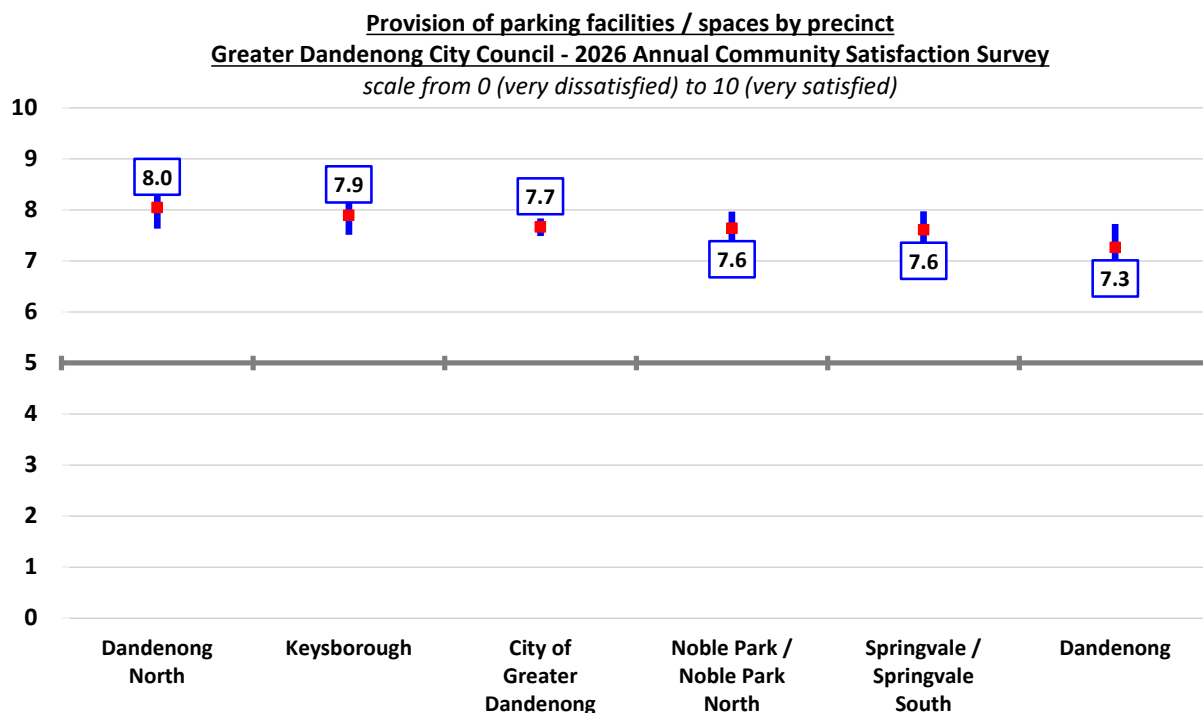
This result comprised 60% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 377 of the 401 respondents who provided a satisfaction score this year.

There was some substantive variation in satisfaction with the provision of parking facilities observed by respondent profile, with older adults (aged 60 to 74 years) notably more satisfied than average, and senior citizens (aged 75 years and older) notably less satisfied.



These facilities were not included in the 2026 *Governing Melbourne* research and therefore no comparison result has been provided.

There was no measurable variation in satisfaction with parking facilities observed across the municipality, although respondents from Dandenong were notably (4pts) less satisfied than the municipal average.



The following table outlines the 18 comments and 18 locations of concern received from respondents this year in relation to parking facilities and spaces.

Reasons for dissatisfaction with parking facilities / spaces
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Need more / not enough parking facilities	8
High parking fees	2
Too many cars	2
Can be dirty	1
In the general area there is a lack of parking	1
Need more parking near schools	1
Only limited time, you have to exit quickly	1
They are giving too many permits for parking and that creates problems for the local area	1
They let so many houses be built in a small area	1
Total	18



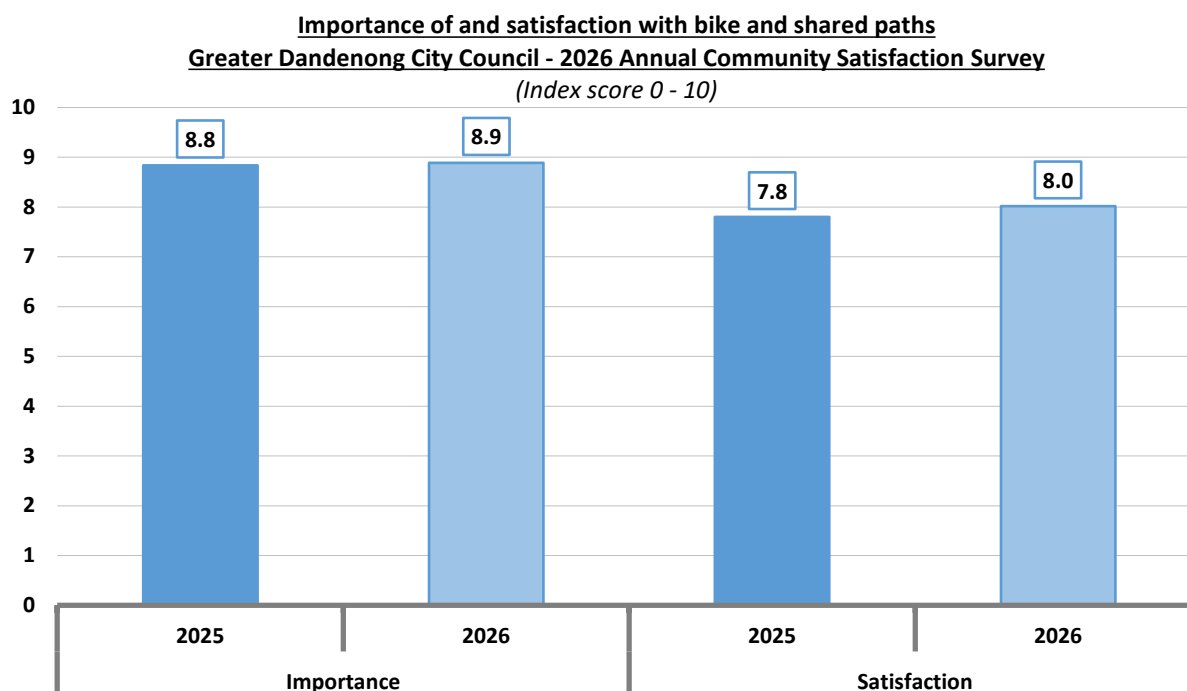
<i>Specific locations identified by respondents</i>	
Lack of parking available near shops	6
Lack of parking available near the train stations	3
Because they made the parking spots smaller it's harder to get in and out, in shopping areas.	1
The one on corner of Dandenong and Springvale Rd	1
Dandenong station should have a massive public car park like 3-4 storeys adjacent to station	1
More can be done especially in the shopping centre	1
No parking at Gooding Ct	1
On Springvale Rd it's too narrow	1
Overpopulated. Dandenong Central / CBD way too crowded	1
Sirius College needs more parking	1
The cars cannot pass because the streets are too narrow like Studd Rd and Ann St	1
Too many rules in Springvale	1
Total	18
Total responses	36

Bike and shared paths

Bike and shared paths were the 38th most important of the 45 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with bike and shared paths increased somewhat this year, up two percentage points to 8.0 out of 10, which remains an “excellent” level of satisfaction.

This result ranks bike and shared paths 25th in terms of satisfaction this year.



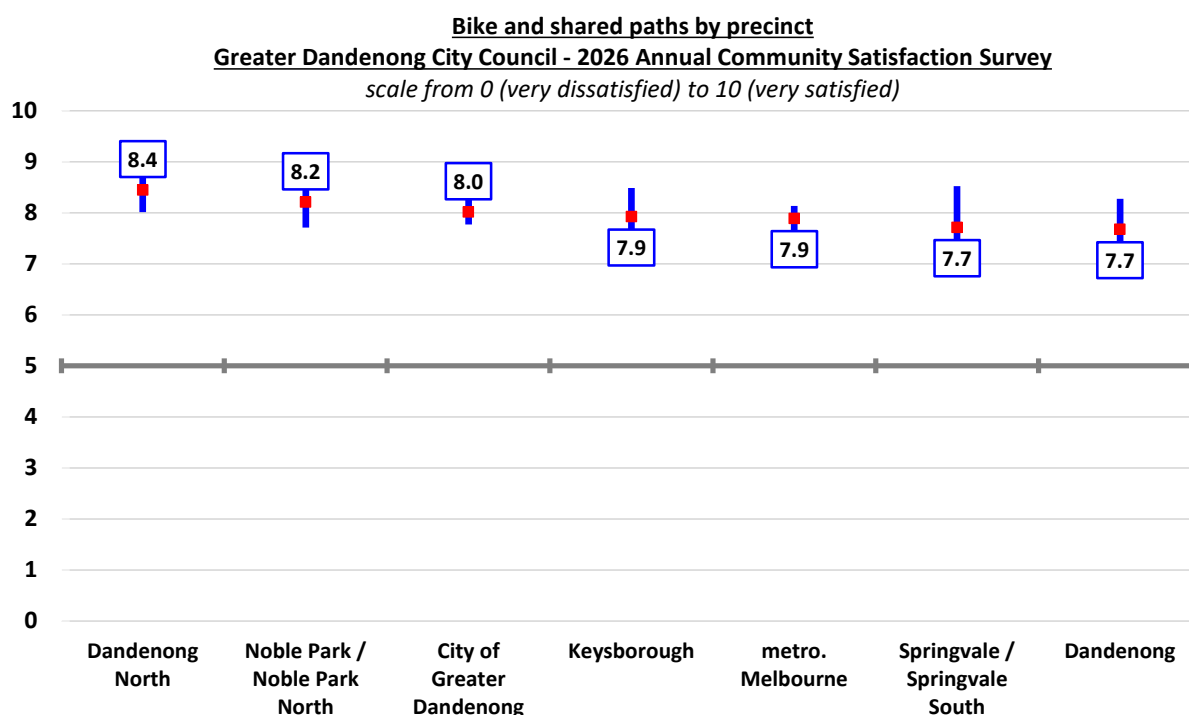
This result comprised 72% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 120 of the 122 respondents (20%) from households who had used these facilities in the last 12 months.

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

Female respondents notably more satisfied than male respondents.

By way of comparison, satisfaction with bike and shared paths was broadly consistent with the metropolitan Melbourne average satisfaction with “bike paths and shared pathways” of 7.9 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with these facilities observed across the municipality, respondents from Springvale / Springvale South and Dandenong rated satisfaction at “very good”, rather than “excellent” levels.



The following table outlines the eight comments received from respondents this year in relation to bike and shared paths.

Reasons for dissatisfaction with bike and shared paths
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
People walking on bike paths	2
Away from cars is better, they get killed if they have bikes on roads	1

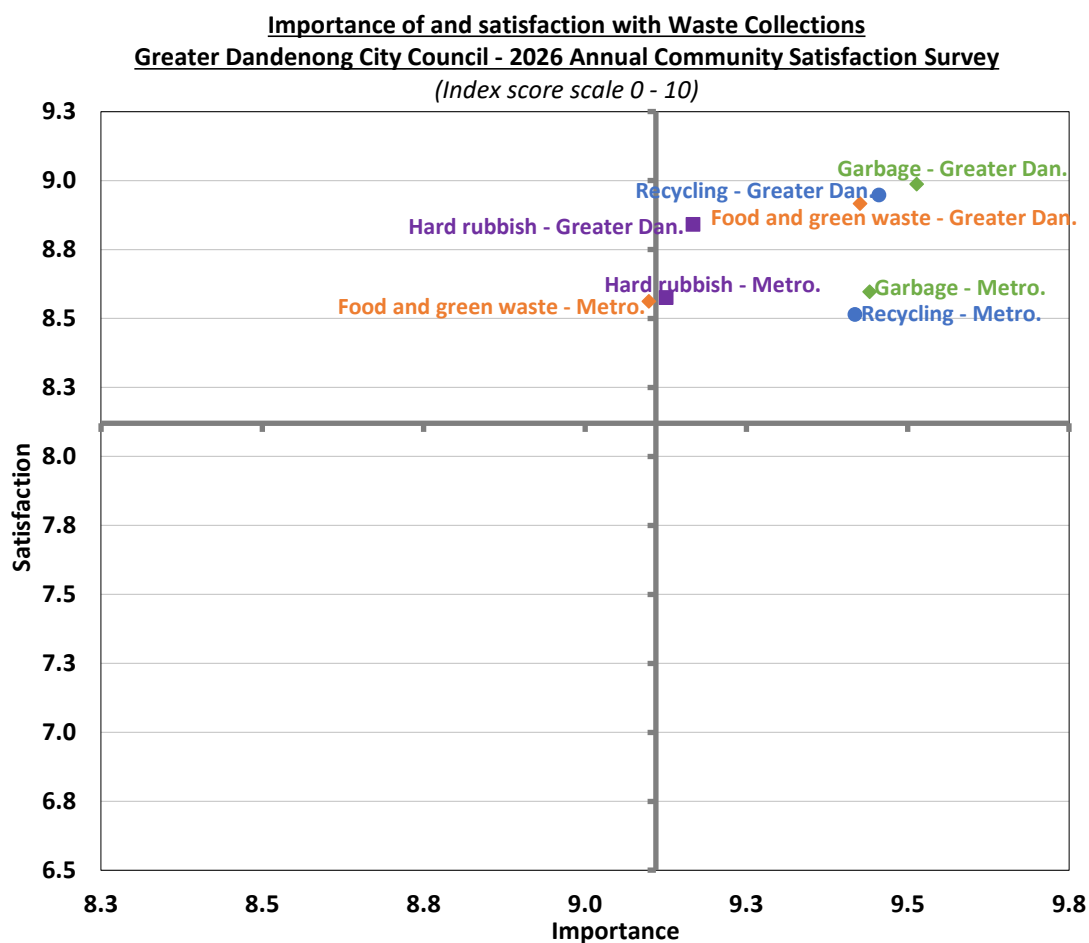
Bikes travel on main roads, so we need more footpaths and bike lanes	1
Some paths are very dangerous	1
They are not well maintained in the local area	1
They need to have them in main roads too	1
We don't have any	1
Total	8

Waste Collections Division

Four services and facilities from the waste collections division were included in the survey this year.

These were the four kerbside collection services (regular garbage collection, regular recycling, hard rubbish collection, and food and green waste collection).

All four of these services were among the services and facilities which respondents considered most important, and with which they were most satisfied.

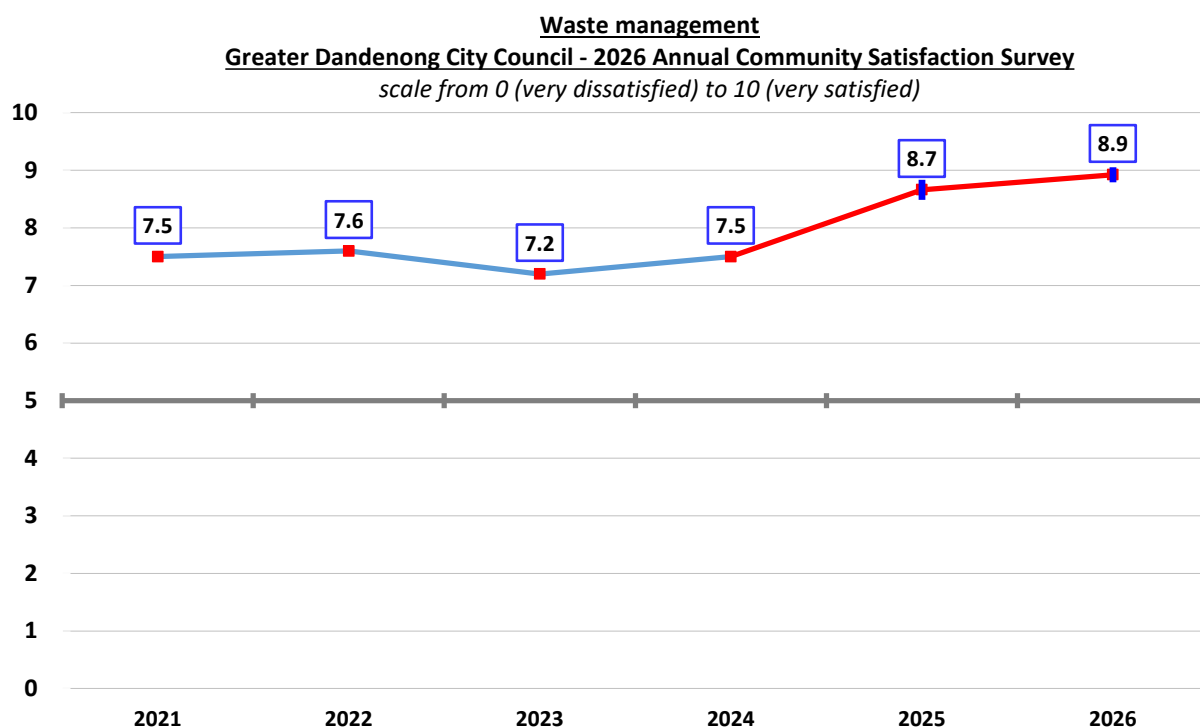


Waste management

Average satisfaction with waste management services (including regular garbage, recycling, food and green waste, and hard rubbish collection) increased somewhat this year, up two percentage points to 8.9 out of 10, which remains an “excellent” level of satisfaction.

This result was measurably higher than the long-term average satisfaction since 2021 of 7.9 out of 10. It should be noted that the survey was conducted by a different provider, using a different survey form and methodology, between 2021 and 2024.

The historical results (prior to 2025) were asked as a general question about satisfaction with the performance of Council managing waste. This approach of asking a general question rather than specific questions will tend to result in a lower score, as satisfaction is determined by the component with the lowest satisfaction

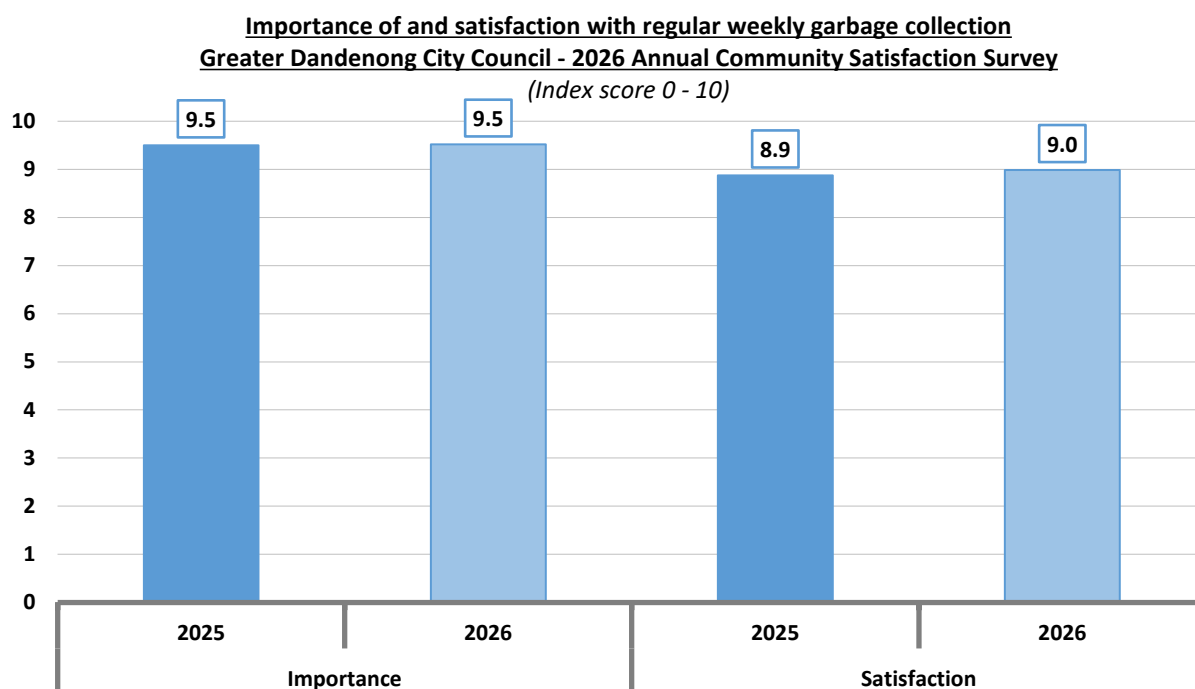


Regular weekly garbage collection

The regular weekly garbage collection was the most (1st) important of the 45 included services and facilities, with an average importance of 9.5 out of 10, and one of five services and facilities that were measurably more important than the average of all 45 (9.1).

Satisfaction with the regular garbage collection remained essentially stable this year, rising one percentage point to 9.0 out of 10, which remains 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 45 (8.1).



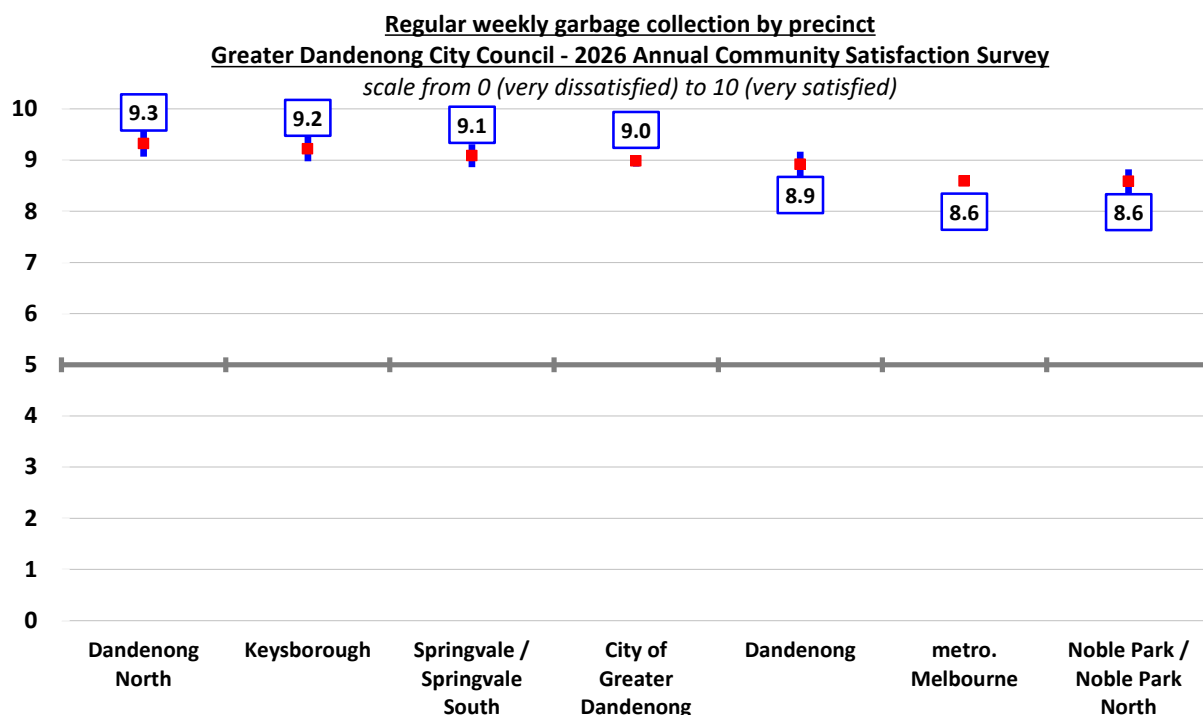
This result comprised 89% “very satisfied” and no “dissatisfied” respondents, based on a total sample of 394 of the 401 respondents who provided a satisfaction score this year.

There was no substantive variation in satisfaction with the regular garbage collection observed by respondent profile.

By way of comparison, satisfaction with the regular garbage collection was measurably (4pts) higher than the metropolitan average satisfaction with “regular garbage collection” of 8.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

While there was some measurable variation in satisfaction with garbage collection observed across the municipality, respondents from all precincts rated satisfaction at “excellent” levels of well more than eight out of 10.





The following table outlines the three comments received from respondents this year in relation to the regular weekly garbage collection.

Reasons for dissatisfaction with regular weekly garbage collection
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Missed collection	2
Didn't empty properly (green bin)	1
Total	3

Regular fortnightly recycling

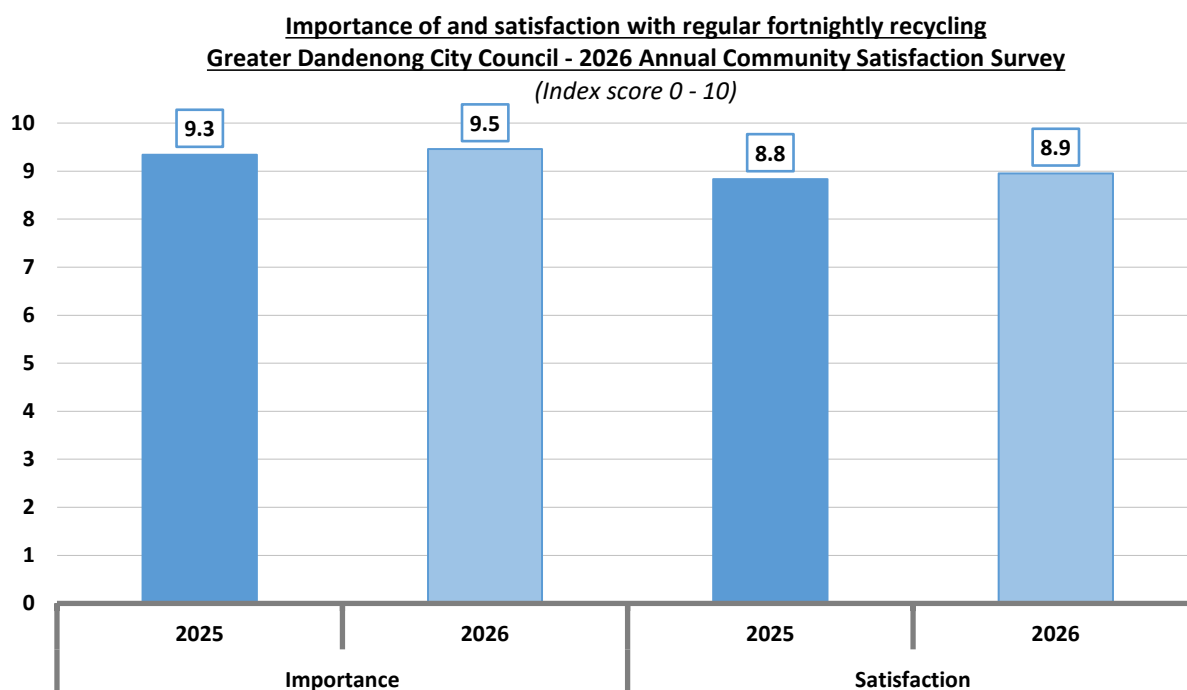
The regular fortnightly recycling collection was the 2nd most important of the 45 included services and facilities, with an average importance of 9.5 out of 10, and one of five that were measurably more important than the average of all 45 services and facilities (9.1).

Satisfaction with the recycling collection service was essentially stable this year, up one percentage point to 8.9 out of 10, which remains an “excellent” level of satisfaction.

This result ranks the recycling collection service 3rd 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 45 services and facilities (8.1).

This result comprised 91% “very satisfied” and no “dissatisfied” respondents, based on a total sample of 302 of the 401 respondents who provided a satisfaction score this year.

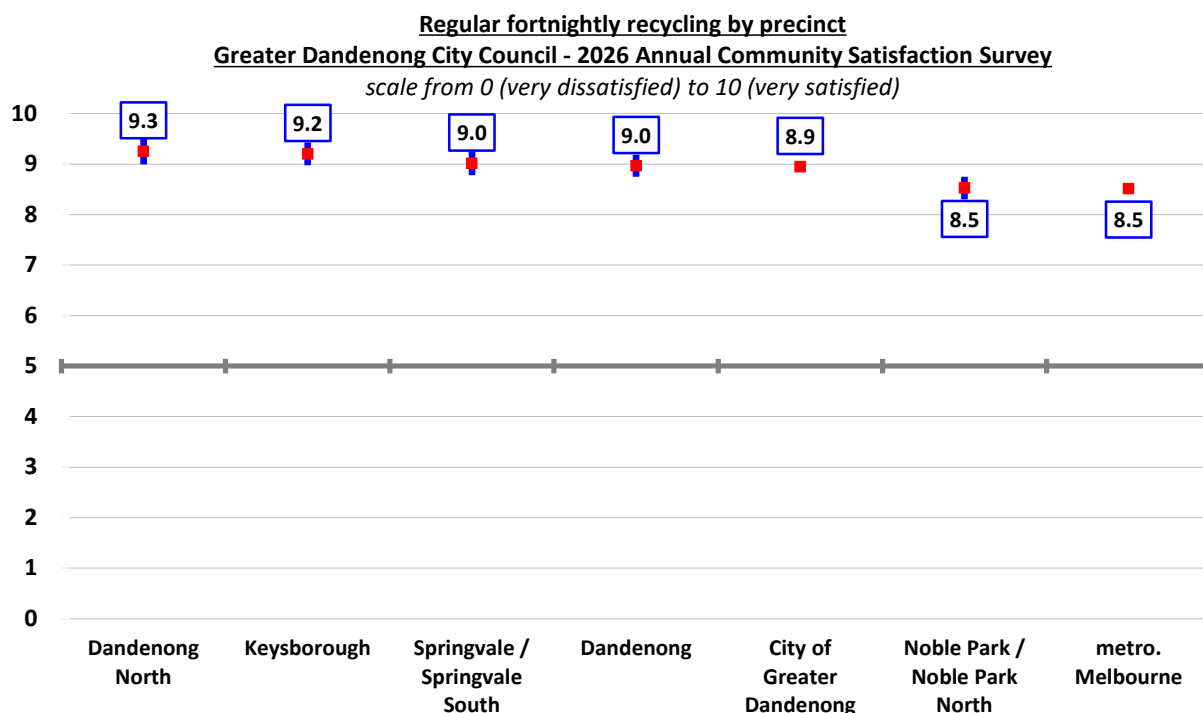
There was no substantive variation in satisfaction with regular recycling observed by respondent profile.



By way of comparison, satisfaction with the recycling collection service was measurably (4pts) higher than the metropolitan average satisfaction with “regular recycling” of 8.5 out of 10, as recorded in the 2026 *Governing Melbourne* research.

While there was some measurable variation in satisfaction with this service observed across the municipality, respondents from all precincts rated satisfaction at “excellent” levels of well more than eight out of 10.





There were no comments received from respondents this year in relation to the regular fortnightly recycling service.

Reasons for dissatisfaction with regular fortnightly recycling
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
n.a.	n.a.

Fortnightly food and green waste collection service

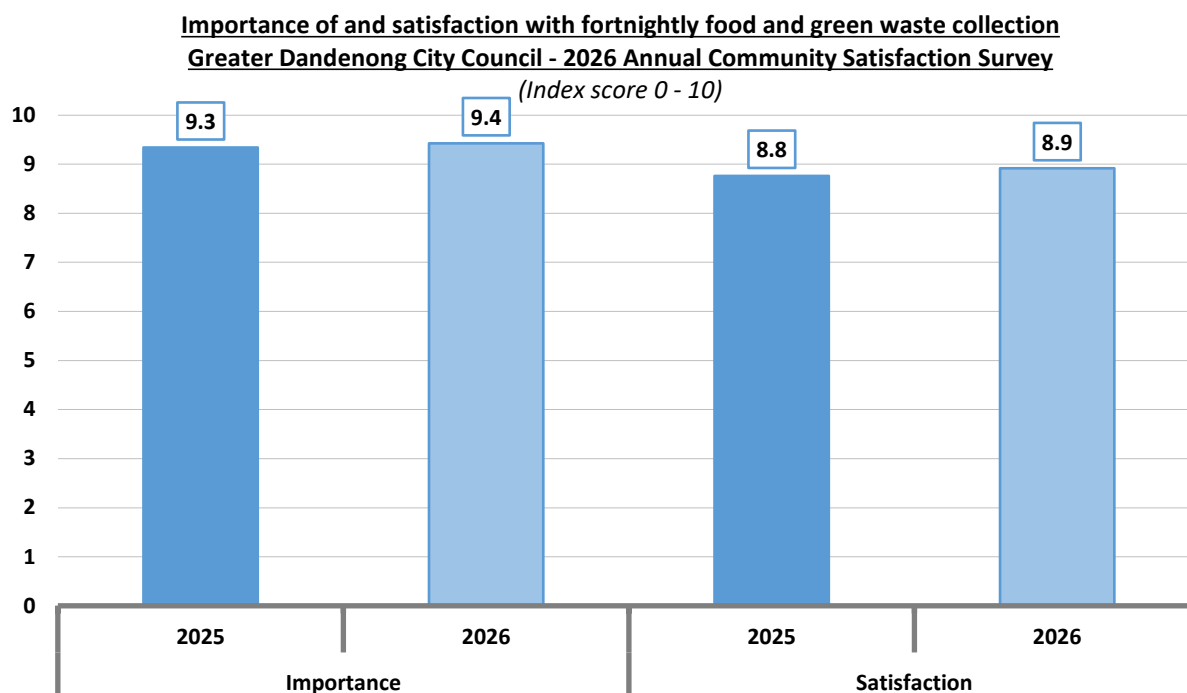
The fortnightly food and green waste collection service was the 4th most important of the 45 included services and facilities, with an average importance of 9.4 out of 10, and one of five that were measurably more important than the average of all 45 (9.1).

Satisfaction with the regular food and green waste collection remained essentially stable this year, up one percentage point to 8.9 out of 10, which remains an “excellent” level of satisfaction.

This result ranks the regular food and green waste collection 4th 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 45 (8.1).

This result was comprised of 90% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 389 of the 401 respondents who provided a satisfaction score this year.

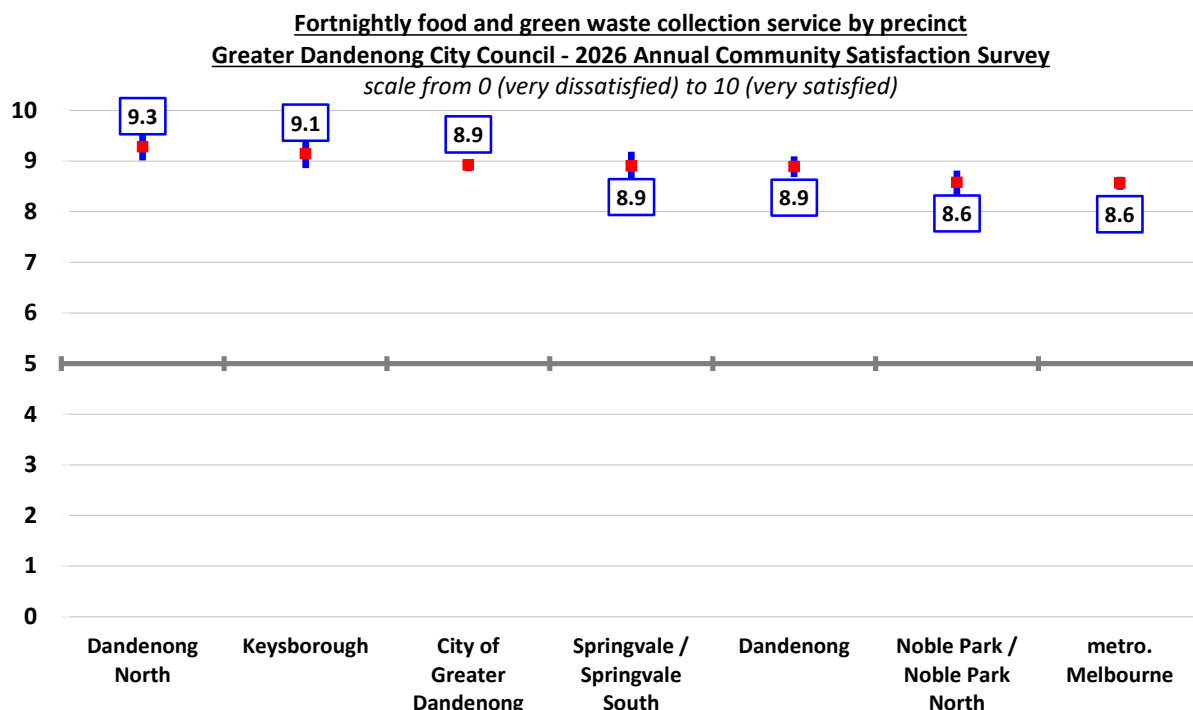
There was no substantive variation in satisfaction with these services observed by respondent profile.



By way of comparison, satisfaction with the regular food and green waste collection was measurably (3pts) higher than the metropolitan Melbourne average satisfaction with the “green waste collection” of 8.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

While there was some measurable variation in satisfaction with this service observed across the municipality, respondents from all precincts rated satisfaction at “excellent” levels of well more than eight out of 10.





The following table outlines the seven comments received from respondents in relation to the fortnightly food and green waste collection service.

Reasons for dissatisfaction with fortnightly food and green waste collection
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Bin lid missing after collection. Need a replacement	1
Can be collected weekly	1
Could be weekly. Bin gets too smelly	1
Garbage collections are collected privately	1
Not properly emptied	1
One time it was not collected, and my green bin's contents were scattered on the ground	1
Sometimes when we have a lot to collect the Council isn't able to collect it	1
Total	7

Bookable hard rubbish service

The bookable hard rubbish collection service was the 17th most important of the 45 included services and facilities, with an average importance of 9.2 out of 10.

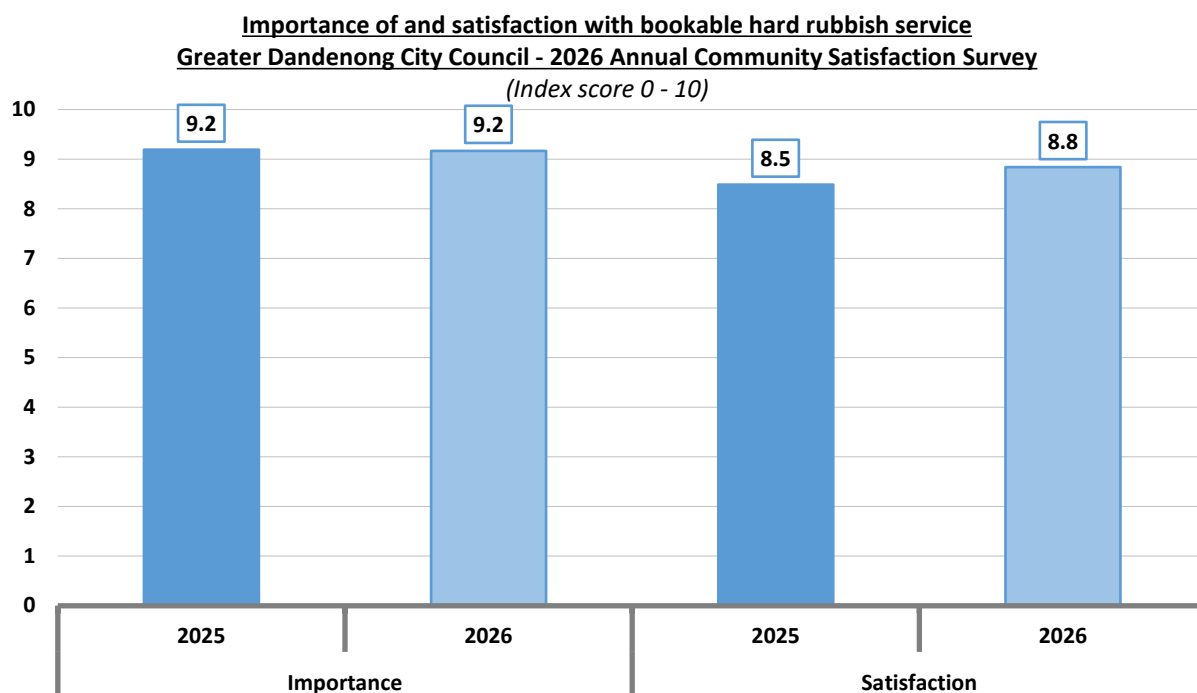
Satisfaction with the hard rubbish collection increased somewhat this year, up three percentage points to 8.8 out of 10, which remains an “excellent” level of satisfaction.



This result ranks the hard rubbish collection 5th 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 45 (8.1).

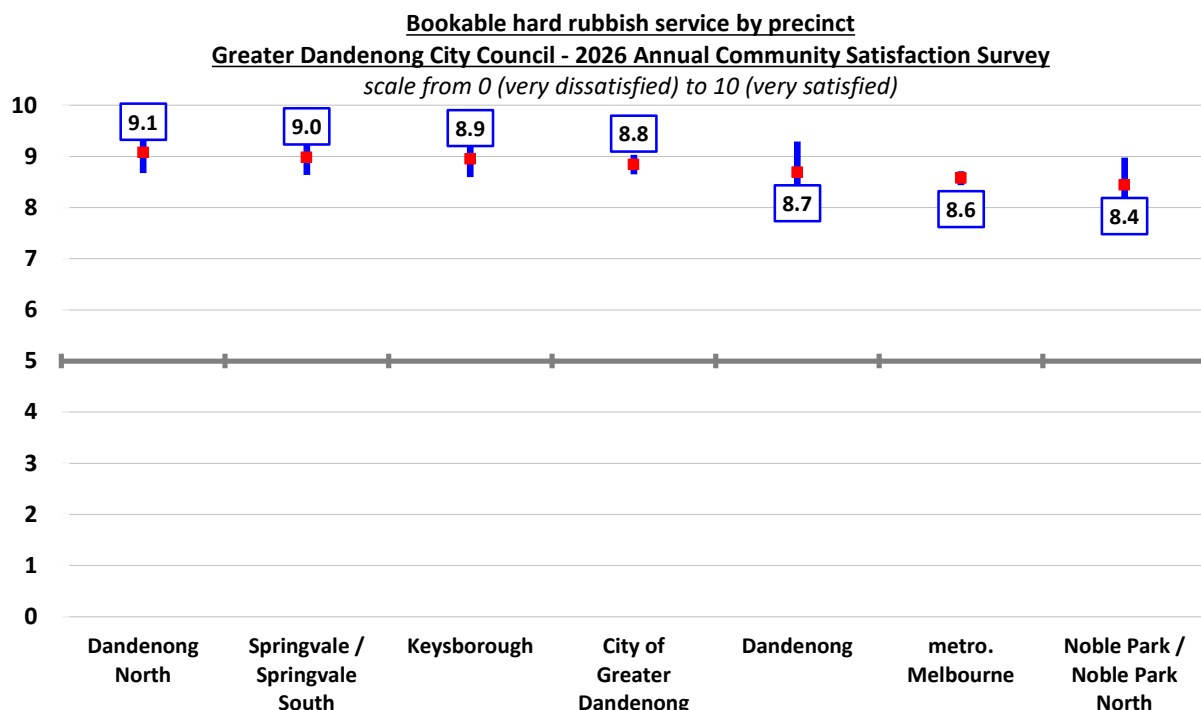
This result comprised 88% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 204 of the 210 respondents (52%) from households who had used these services in the last 12 months.

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



By way of comparison, satisfaction with the hard rubbish collection was somewhat (2pts) higher than the metropolitan Melbourne average satisfaction with the “hard rubbish collection” of 8.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

While there was some measurable variation in satisfaction with this service observed across the municipality, respondents from all precincts rated satisfaction at “excellent” levels of well more than eight out of 10.



The following table outlines the eight comments received from respondents in relation to the bookable hard rubbish service this year.

Reasons for dissatisfaction with bookable hard rubbish service
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
We need two in a year	3
Hard to schedule	1
It got collected late	1
It's hard to get a hold of them	1
They didn't come on the planned date	1
They didn't pick it up on time and we had to wait. No one was happy	1
Total	8

Communication and Customer Experience Division

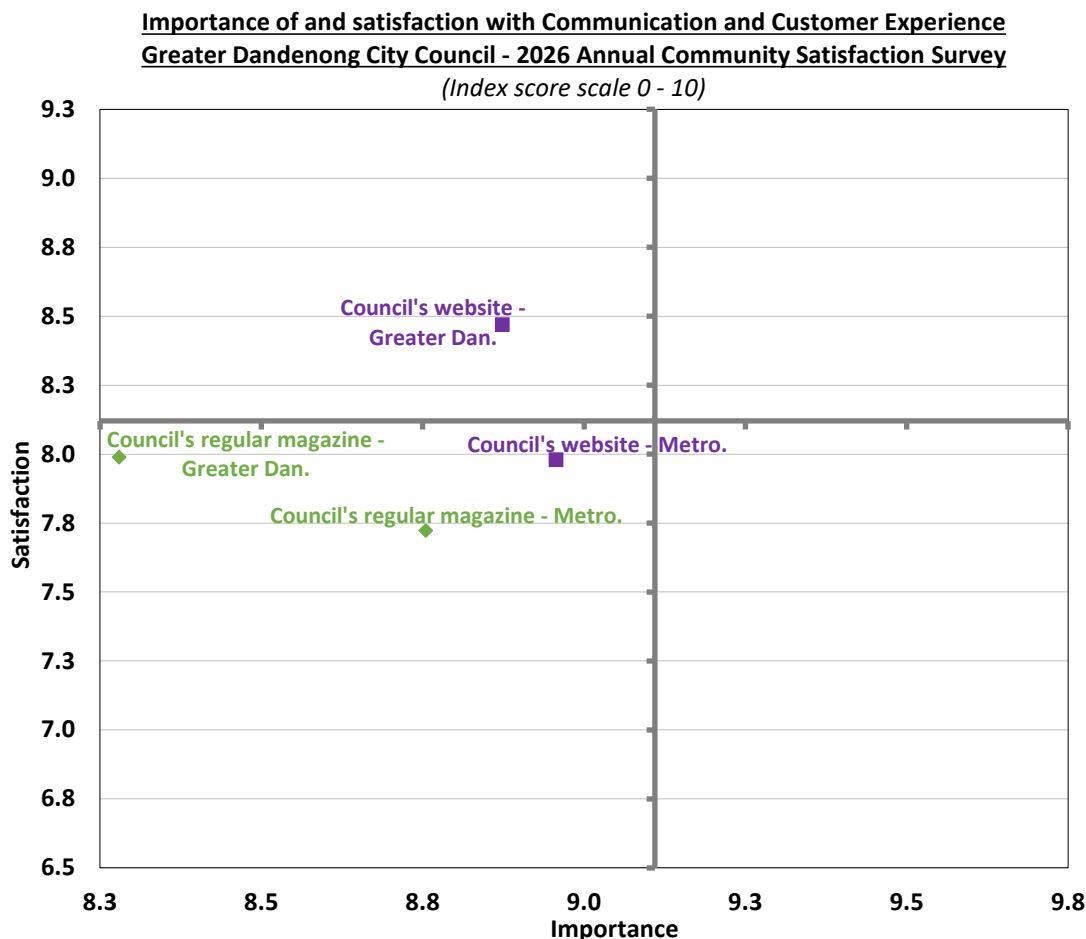
Two services and facilities from the communication and customer experience division were included in the survey this year.

These were Council's website, and Council's regular printed magazine, *Greater Dandenong Council News*.



These services and facilities were less important than average.

While Council’s website recorded a satisfaction score which was higher than the average of all 45 services and facilities, satisfaction with the magazine was lower than the average.



Council’s regular magazine *Greater Dandenong Council News*

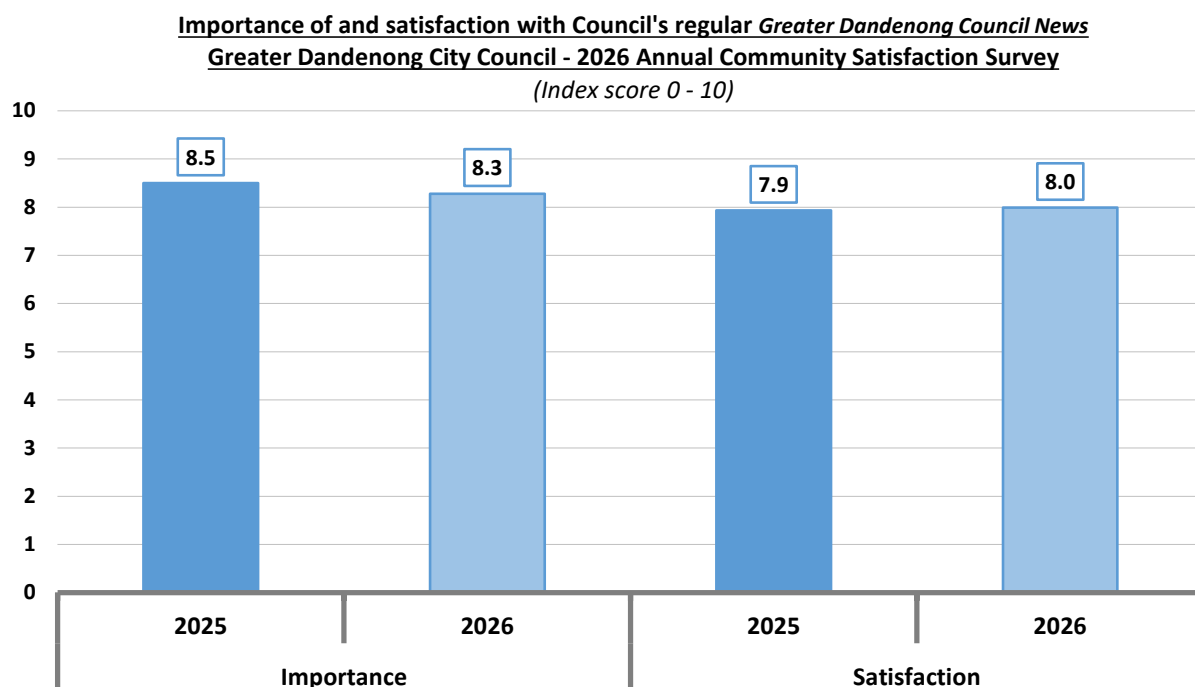
Council’s regular magazine *Greater Dandenong Council News* was the least important (45th) of the 45 included services and facilities, with an average importance of 8.3 out of 10, and one of four services and facilities to be measurably less important than the average of all 45 (9.1).

Satisfaction with *Greater Dandenong Council News* remained essentially stable this year, rising one percentage point to 8.0 out of 10, which remains an “excellent” level of satisfaction.

This result ranks the publication 27th in terms of satisfaction this year.

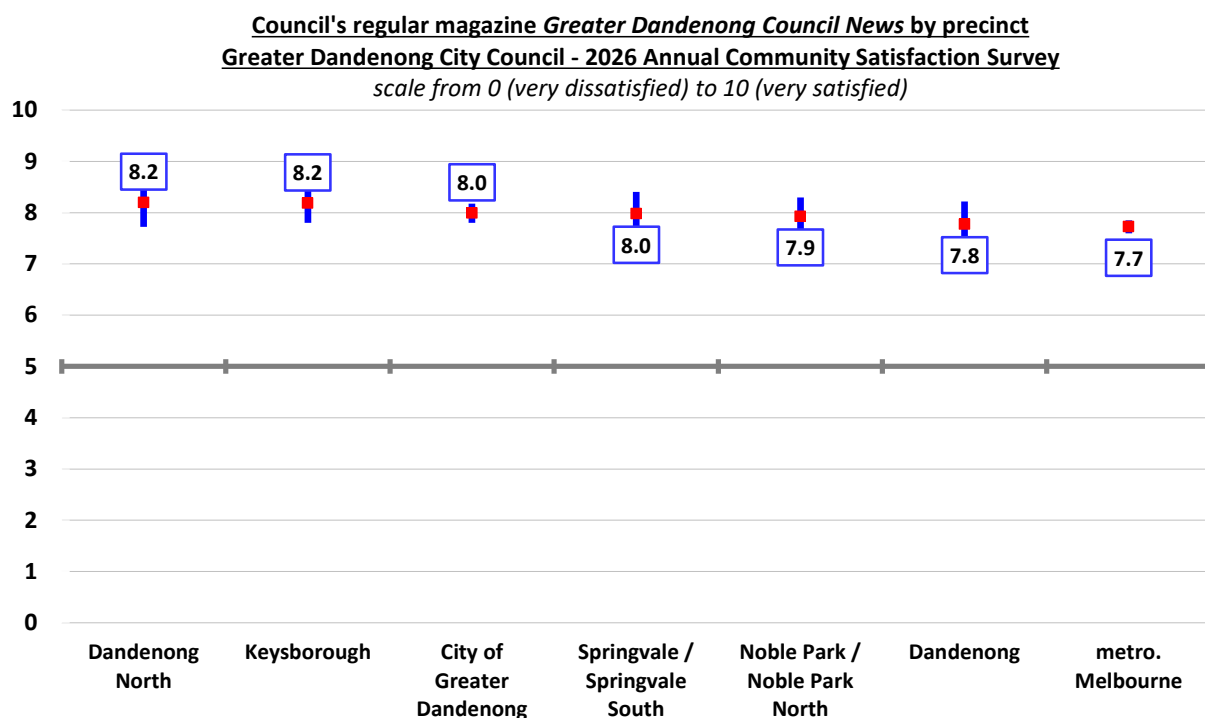
This result comprised 69% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 320 of the 401 respondents who provided a satisfaction score this year.

There was no substantive variation in satisfaction with *Greater Dandenong Council News* observed by respondent profile.



By way of comparison, satisfaction with *Greater Dandenong Council News* was measurably (3pts) higher than the metropolitan average satisfaction with “Council’s regular printed newsletter” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with *Greater Dandenong Council News* observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.



The following table outlines the 22 comments received from respondents in relation to the *Greater Dandenong Council News*.

Reasons for dissatisfaction with Council's regular magazine *Greater Dandenong Council News*
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Do not read	3
Not interested / needed	3
Prefer digital / email	3
Do not receive it	2
A lot of rubbish in it, irrelevant stuff	1
Do not regularly receive it	1
Don't think it's necessary	1
I can't see much day to day	1
Make it nice to have the local Dandenong journal or a flyer to keep up with community. It's just very bleak now	1
Not enough being sent out and make more regular. Make them weekly	1
Not informative enough on what the Council's is actually doing, what they are planning and things like that	1
Unnecessary waste of money	1
Waste of paper, we don't need it	1
We are not informed of what's going on	1
Would rather Council not spend the money on printed media	1
Total	22

Council's website

Council's website was the 39th most important of the 45 included services and facilities, with an average importance of 8.9 out of 10.

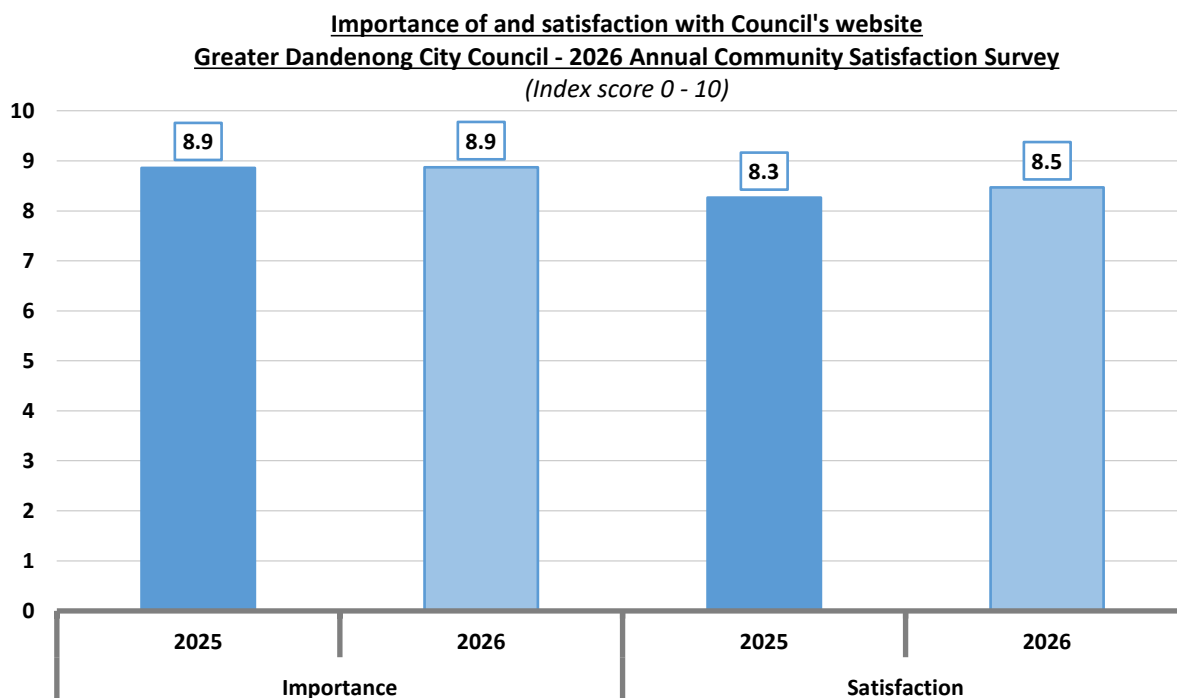
Satisfaction with Council's website increased somewhat this year, up two percentage points to 8.5 out of 10, which remains an "excellent" level of satisfaction.

This result ranks these facilities 10th in terms of satisfaction this year.

This result comprised 85% "very satisfied" and one percent "dissatisfied" respondents, based on a total sample of 180 of the 184 respondents (46%) from households who had used these facilities in the last 12 months.

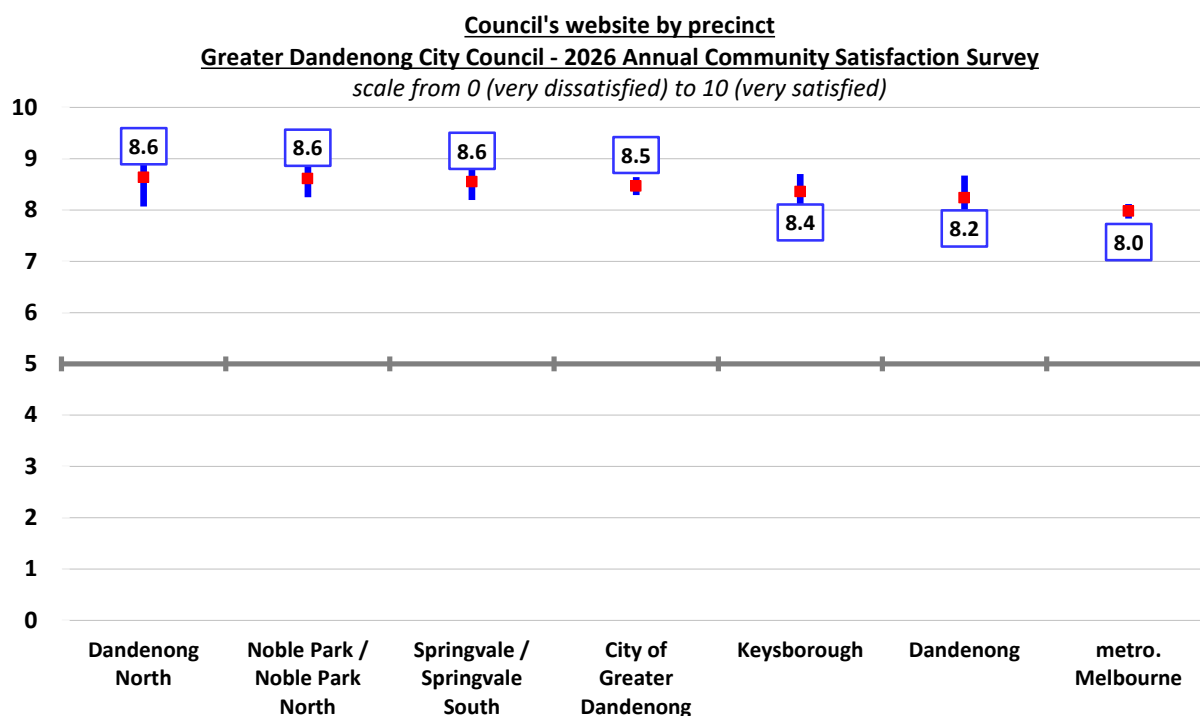
There was no substantive variation in satisfaction with Council's website observed by respondent profile.





By way of comparison, satisfaction with Council's website was measurably (5pts) higher than the metropolitan average satisfaction with "Council's website" of 8.0 out of 10, as recorded in the 2026 *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 three comments received from respondents in relation to the Council website this year.

Reasons for dissatisfaction with Council's website
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
It's all only paper talk	1
Not user friendly. Hard to find things. The library website too	1
The information is not enough for us to be informed properly	1
Total	3



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?”

Respondents were again in 2026, 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 total of 223 of the 401 respondents (56% down from 62%) of respondents provided a total of 373 responses, at an average of 1.7 issues per respondent.

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.

The most common issues raised by respondents this year were safety, policing, and crime related issues (17% down from 23%), road maintenance and repairs (9% up from 5%), and traffic management (8%), public transport (5% up from 1%), and parking (4% down from 7%).

When compared to the metropolitan average, as recorded in the 2026 *Governing Melbourne* research conducted independently by Metropolis Research in January 2026 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 (17% compared to 9%), public transport (5% compared to 2%), and homelessness (3% compared to <1%).
- **LESS commonly raised in the City of Greater Dandenong** – included traffic management (8% compared to 11%), street lighting (3% compared to 10%), and building, housing, planning, and development (1% compared to 5%).

These issues align with some of the other key results recorded in this survey, including:

- **Perception of safety** – the six-percentage point decline in this issue this year was consistent with the increase in the average [perception of safety in public areas](#) of the City of Greater Dandenong. It remains, however, higher than the metropolitan average.
- **Roads and traffic management** – satisfaction with major roads and highways managed by VicRoads, sealed local roads managed by Council, and local traffic management recorded higher than metropolitan satisfaction. Road maintenance and traffic management were, however, among the services with the lowest satisfaction scores in Greater Dandenong this year, reinforcing they remain issues of concern to some in the community.



Top issues for the City of Greater Dandenong at the moment
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2026		2025	2026 Metro.*
	Number	Percent		
Safety, policing, crime	68	17%	23%	9%
Road maintenance and repairs	38	9%	5%	10%
Traffic management	34	8%	8%	11%
Public transport	20	5%	1%	2%
Parking	18	4%	7%	0%
Parks, gardens and open spaces	14	3%	1%	3%
Street lighting	13	3%	5%	10%
Homelessness	12	3%	4%	0%
Cleanliness and maintenance of area	11	3%	4%	3%
Footpath maintenance and repairs	11	3%	4%	3%
Communication and consultation	10	2%	2%	1%
Public toilets	9	2%	3%	2%
Provision and maintenance of street trees	8	2%	5%	7%
Street cleaning and maintenance	8	2%	1%	3%
Drains maintenance and repairs	7	2%	0%	3%
Activity centre issues	6	1%	1%	0%
Animal / pest management	6	1%	1%	1%
Cost of living	6	1%	0%	1%
Drug and alcohol issues	6	1%	3%	0%
Elderly services and facilities	4	1%	1%	0%
Housing availability / affordability	4	1%	2%	1%
Building, housing, planning and development	3	1%	3%	5%
General infrastructure provision and maintenance	3	1%	4%	1%
Hard rubbish collection	3	1%	1%	1%
Illegal dumping of rubbish	3	1%	2%	1%
Noise	3	1%	0%	1%
Population growth	3	1%	0%	0%
Promote or improve community atmosphere	3	1%	0%	0%
Quality and provision of community services	3	1%	1%	0%
Rubbish and waste issues including garbage collection	3	1%	3%	3%
Children activities and facilities	2	0%	1%	1%
Community activities / centres / arts and culture	2	0%	0%	1%
Council customer service / responsiveness	2	0%	1%	0%
Cycling / walking paths / bike management	2	0%	0%	1%
Employment and job creation	2	0%	0%	0%
Graffiti / vandalism	2	0%	0%	1%
Multicultural issues / cultural diversity	2	0%	0%	0%
People with disabilities services and facilities	2	0%	0%	0%
All other issues (17 separately identified issues)	17	4%	9%	18%
Total responses	373		480	924
<i>Respondents identifying at least one issue</i>	223 (56%)		248 (62%)	496 (62%)



Issues by precinct

There was some variation in the top issues to address observed across the five precincts comprising the City of Greater Dandenong, as follows:

- **Dandenong** – respondents were somewhat more likely than average to nominate safety, policing, and crime issues, roads, traffic management, parks and gardens, cleanliness and maintenance, homelessness, and cost of living related issues.
- **Dandenong North** – respondents were not more likely than average to nominate any specific issues.
- **Keysborough** – respondents were not more likely than average to nominate any specific issues.
- **Noble Park / Noble Park North** – respondents were somewhat more likely than average to nominate footpath related issues.
- **Springvale / Springvale South** – respondents were somewhat more likely than average to nominate safety, policing, and crime issues, traffic management, parking, public transport, street lighting, and public toilet related issues.

Top issues for people living in the City of Greater Dandenong at the moment by precinct

Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Dandenong		Dandenong North	
Safety, policing, crime	31%	Safety, policing, crime	16%
Road maintenance and repairs	12%	Traffic management	9%
Traffic management	12%	Road maintenance and repairs	5%
Parks, gardens and open spaces	9%	Footpath maintenance and repairs	5%
Parking	8%	Parks, gardens and open spaces	3%
Cleanliness and maintenance of area	6%	Drug and alcohol issues	3%
Homelessness	6%	Street lighting	3%
Cost of living	5%	Cycling / walking paths / bike management	3%
Public transport	5%	Cleanliness and maintenance of area	2%
Public toilets	5%	Communication and consultation	2%
All other issues	41%	All other issues	16%
Respondents identifying an issue	54 (68%)	Respondents identifying an issue	28 (47%)



Top issues for people living in the City of Greater Dandenong at the moment by precinct

Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Springvale / Springvale South	
Safety, policing, crime	22%
Traffic management	13%
Road maintenance and repairs	10%
Parking	8%
Public transport	8%
Street lighting	7%
Public toilets	6%
Street cleaning and maintenance	3%
Provision and maintenance of street trees	3%
Homelessness	3%
All other issues	39%
Respondents identifying an issue	59 (66%)

City of Greater Dandenong	
Safety, policing, crime	17%
Road maintenance and repairs	9%
Traffic management	8%
Public transport	5%
Parking	4%
Parks, gardens and open spaces	3%
Street lighting	3%
Homelessness	3%
Cleanliness and maintenance of area	3%
Footpath maintenance and repairs	3%
All other issues	33%
Respondents identifying an issue	223 (56%)

Keysborough	
Road maintenance and repairs	10%
Safety, policing, crime	10%
Parks, gardens and open spaces	3%
Drug and alcohol issues	3%
Traffic management	3%
Homelessness	3%
Activity centre issues	3%
Parking	1%
Cleanliness and maintenance of area	1%
Communication and consultation	1%
All other issues	14%
Respondents identifying an issue	28 (39%)

Noble Park / Noble Park North	
Road maintenance and repairs	10%
Safety, policing, crime	8%
Public transport	7%
Traffic management	7%
Footpath maintenance and repairs	6%
Parking	4%
Parks, gardens and open spaces	3%
Drains maintenance and repairs	3%
Cleanliness and maintenance of area	3%
Communication and consultation	3%
All other issues	30%
Respondents identifying an issue	55 (54%)

South eastern region	
Road maintenance and repairs	13%
Lighting	12%
Car parking	8%
Safety, policing and crime	8%
Traffic management	6%
Cost of living	5%
Footpath maintenance and repairs	5%
Provision and maintenance of street trees	4%
Public toilets	4%
Parks, gardens and open spaces	4%
All other issues	42%
Respondents identifying an issue	102 (65%)

Metropolitan Melbourne	
Car parking	12%
Traffic management	11%
Lighting	10%
Road maintenance and repairs	10%
Safety, policing and crime	9%
Provision and maintenance of street trees	7%
Building, planning, housing, development	5%
Parks, gardens and open space	3%
Rubbish and waste issues incl. garbage	3%
Cleanliness and maintenance of area	3%
All other issues	42%
Respondents identifying an issue	496 (62%)



Issues by respondent profile

There was some variation in the top issues to address observed by respondent profile, as follows:

- **Male** – respondents were somewhat more likely than female respondents to nominate safety, policing, and crime related issues.
- **Female** – respondents were somewhat more likely than male respondents to nominate public transport issues, and parks, gardens, and open space related issues.
- **Multilingual household** – respondents were somewhat more likely than respondents from English speaking households to nominate safety, policing, and crime issues, public transport, parking, parks, gardens, and open spaces, and homelessness related issues.
- **Young adults (aged 18 to 34 years)** – respondents were somewhat more likely than average to nominate safety, policing, and crime issues, roads, and public transport related issues.
- **Adults (aged 35 to 44 years)** – respondents were somewhat more likely than average to nominate parking, parks, gardens, and open spaces, and drug and alcohol related issues.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were somewhat more likely than average to nominate animal / pest management related issues.
- **Older adults (aged 60 to 74 years)** – respondents were not notably more likely than average to nominate any specific issues.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely than average to nominate traffic management, communication and consultation, footpaths, and services and facilities for older people.



Top issues for the City of Greater Dandenong at the moment by respondent profile

Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Male	
Safety, policing, crime	20%
Road maintenance and repairs	10%
Traffic management	9%
Street lighting	4%
Parking	4%
Cleanliness and maintenance of area	3%
Public transport	3%
Street cleaning and maintenance	3%
Footpath maintenance and repairs	3%
Parks, gardens and open spaces	2%
All other issues	33%
Respondents identifying an issue	119 (57%)

Female	
Safety, policing, crime	13%
Road maintenance and repairs	9%
Traffic management	9%
Public transport	6%
Parks, gardens and open spaces	5%
Parking	5%
Homelessness	4%
Communication and consultation	4%
Footpath maintenance and repairs	3%
Provision and maintenance of street trees	3%
All other issues	31%
Respondents identifying an issue	102 (54%)

English speaking	
Safety, policing, crime	14%
Road maintenance and repairs	10%
Traffic management	8%
Footpath maintenance and repairs	5%
Cleanliness and maintenance of area	4%
Communication and consultation	3%
Street lighting	2%
Parks, gardens and open spaces	2%
Parking	2%
Animal / pest management	2%
All other issues	27%
Respondents identifying an issue	104 (57%)

Multi-lingual	
Safety, policing, crime	21%
Road maintenance and repairs	9%
Traffic management	8%
Public transport	8%
Parking	7%
Parks, gardens and open spaces	5%
Homelessness	4%
Street lighting	4%
Public toilets	3%
Drains maintenance and repairs	3%
All other issues	35%
Respondents identifying an issue	118 (55%)



Top issues for the City of Greater Dandenong at the moment by respondent profile

Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Young adults (18 to 34 years)	
Safety, policing, crime	21%
Road maintenance and repairs	17%
Public transport	10%
Traffic management	10%
Street lighting	5%
Public toilets	5%
Cleanliness and maintenance of area	4%
Parks, gardens and open spaces	3%
Parking	3%
Drains maintenance and repairs	3%
All other issues	29%
Respondents identifying an issue	93 (60%)

Adults (35 to 44 years)	
Safety, policing, crime	19%
Traffic management	10%
Parking	9%
Parks, gardens and open spaces	6%
Drug and alcohol issues	4%
Homelessness	4%
Communication and consultation	3%
Cost of living	3%
Road maintenance and repairs	3%
Activity centre issues	3%
All other issues	30%
Respondents identifying an issue	43 (54%)

Middle aged adults (45 to 59 years)	
Safety, policing, crime	17%
Road maintenance and repairs	5%
Traffic management	5%
Animal / pest management	5%
Street lighting	4%
Provision and maintenance of street trees	4%
Parking	3%
Drains maintenance and repairs	3%
Public transport	3%
Footpath maintenance and repairs	3%
All other issues	23%
Respondents identifying an issue	41 (52%)

Older adults (60 to 74 years)	
Safety, policing, crime	11%
Footpath maintenance and repairs	5%
Traffic management	5%
Homelessness	5%
Parks, gardens and open spaces	4%
Cleanliness and maintenance of area	4%
Building, housing, planning, development	4%
Road maintenance and repairs	4%
Street cleaning and maintenance	4%
Provision and maintenance of street trees	4%
All other issues	36%
Respondents identifying an issue	28 (50%)

Senior citizens (75 years and over)	
Parking	13%
Traffic management	13%
Communication and consultation	9%
Road maintenance and repairs	9%
Footpath maintenance and repairs	6%
Safety, policing, crime	6%
Elderly services and facilities	6%
Parks, gardens and open spaces	3%
Cleanliness and maintenance of area	3%
Public transport	3%
All other issues	25%
Respondents identifying an issue	17 (55%)

City of Greater Dandenong	
Safety, policing, crime	17%
Road maintenance and repairs	9%
Traffic management	8%
Public transport	5%
Parking	4%
Parks, gardens and open spaces	3%
Street lighting	3%
Homelessness	3%
Cleanliness and maintenance of area	3%
Footpath maintenance and repairs	3%
All other issues	33%
Respondents identifying an issue	223 (56%)

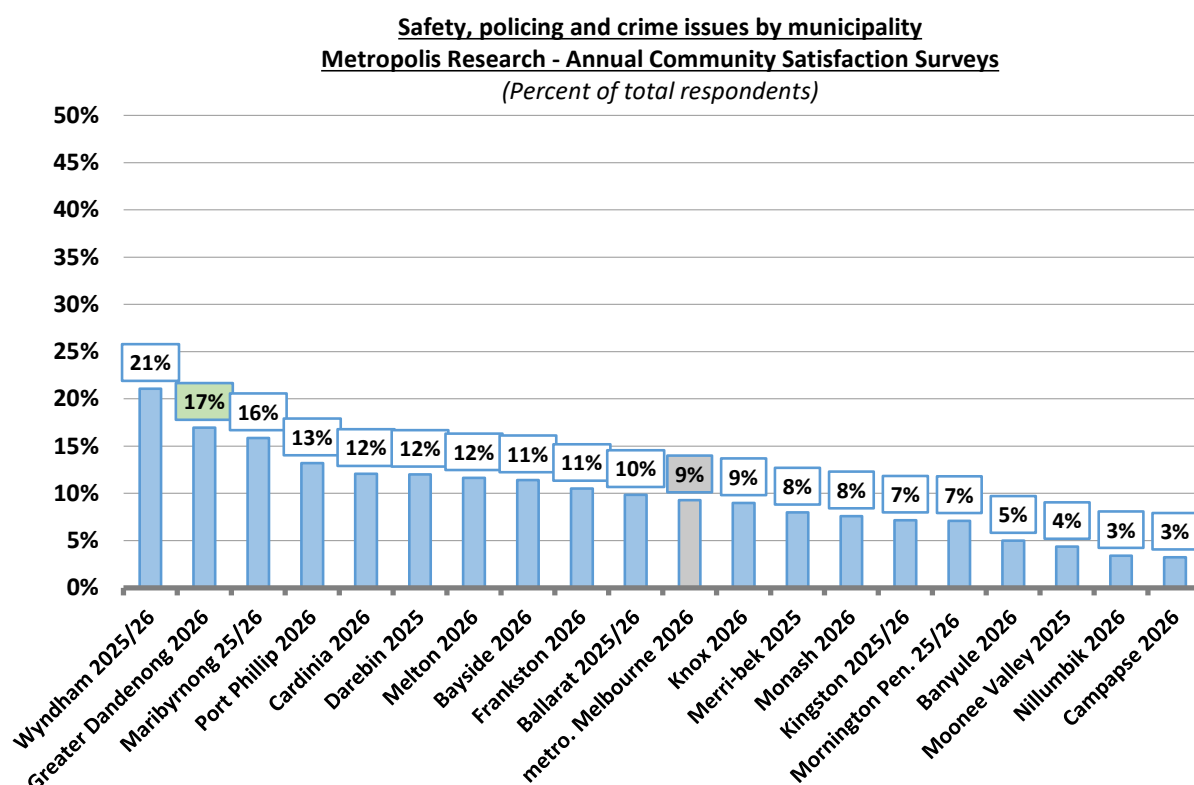


Municipal comparison of key issues

Safety, policing, and crime issues

Despite declining somewhat (6pts) this year, they remain the most common issued in the City of Greater Dandenong, and at a level well above the 2026 metropolitan average, as recorded in *Governing Melbourne*.

These issues were more commonly raised in the City of Greater Dandenong than most of the other municipalities surveyed by Metropolis Research in 2025 and so far in 2026, with only the City of Wyndham reporting a higher proportion this year.

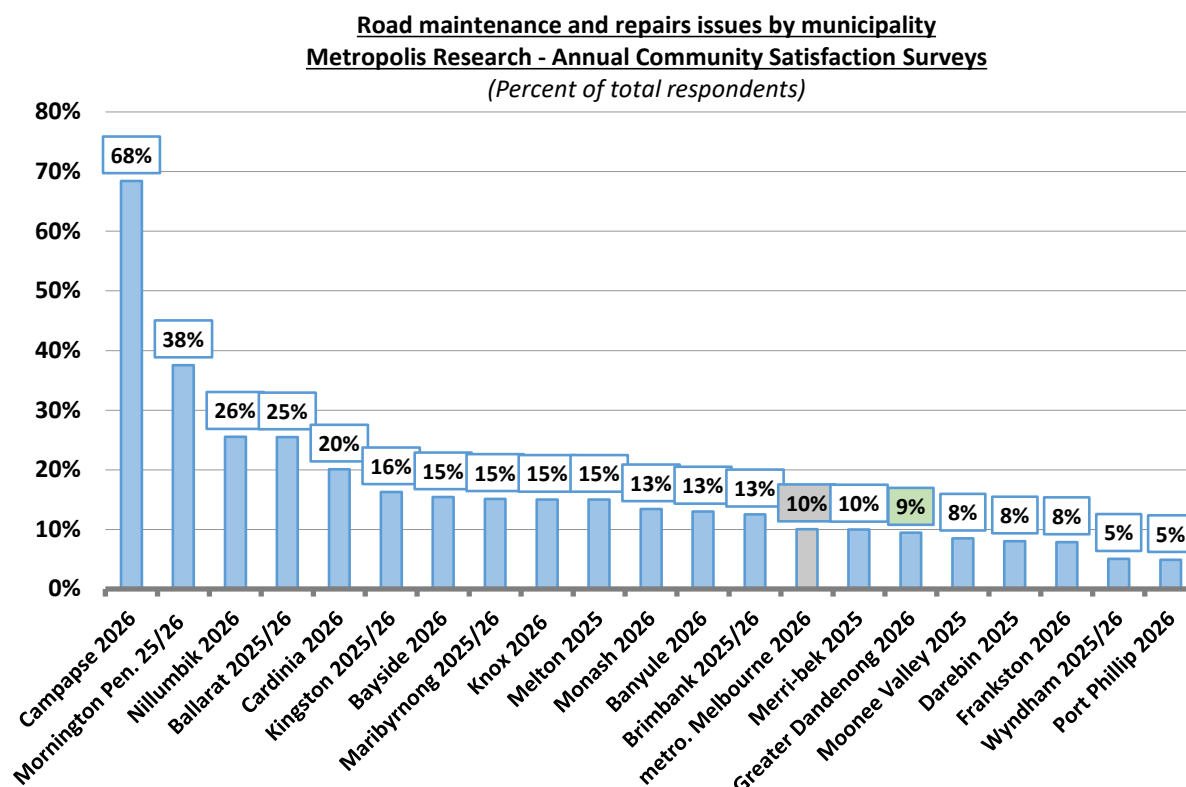


Road maintenance and repairs issues

Road maintenance and repairs related issues were commonly raised by respondents in many municipalities in 2025 and 2026.

As is clear in the following graph, community concerns around roads were more common in the regional and interface municipalities, although they were also commonly raised in many middle-ring municipalities in metropolitan Melbourne.

Despite being the second most common issue raised in the City of Greater Dandenong, this result was lower than the metropolitan average as recorded in *Governing Melbourne*, and lower than many of the other municipalities surveyed by Metropolis Research in 2025 and so far in 2026.



Verbatim issues responses

The following section outlines the verbatim responses that were categorised as safety, policing, and crime issues, and road maintenance and repairs related issues.

Road maintenance and repairs issues

The following table outlines the 38 responses categorised as road maintenance and repairs, broken down by precinct.

This was provided at the precinct level to provide some additional detailed insight into the issues at the precinct level.

Issues regarding "road maintenance and repairs"
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
 (Number of responses)

Precinct	Response	Number
Dandenong	Road maintenance in the local area	2
	On Alexander Ave there is a person whose wife is paralysed so issue is that ambulance cannot enter the way because of the slope, it hits the lower part of the ambulance so it's a very major issue	1

	Local roads (Rodina Tce)	1
	Road and infrastructure improvement and illegal dumping of rubbish in the local area	1
	Roads (disrepair)	1
	Some of the roads have potholes near Ray St	1
Dandenong North	Road maintenance can be improved; the pace of roads repair is slow	1
	Unkempt roads	1
Keysborough	Improve road	3
	Chapel Rd has very bad condition, especially after they built new houses and the shopping area	1
	Chapel Rd is too narrow. It has very bad traffic during office hours	1
	State of the local roads	1
	The road near Sirius College gets crowded, people drive dangerously and rashly on the road	1
Noble Park / Noble Park North	Can improve in repairing / maintaining the roads	2
	Holes in the roads. Need more maintenance	1
	Improve the roads	1
	Local roads do not level	1
	Potholes aren't fixed in major roads	1
	Road maintenance. Feels like patchwork, not proper fix	1
	So much money spends on roadworks that can be put into other important areas	1
Springvale / Springvale South	Improve roads	3
	The roads	2
	More road fixing in the local area	1
	There's potholes and maintenance that haven't been fixed in 5 years, like potholes speed bumps	1

Safety, policing, and crime issues

The following table outlines the 79 responses categorised as safety, policing, and crime issues.

These responses have been broadly categorised as follows:

- Crime and Policing 31 responses
- Incidents / break-ins 21 responses
- General perception of safety 15 responses
- Violence and anti-social behaviour 5 responses
- Perception of safety at night / lighting 3 responses
- Being vulnerable (female, older person) 2 responses
- Drugs and alcohol related 1 response
- Concerns about various types of people 1 response



Issues regarding "safety, policing and crime"

Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

Response	Number
<i>Crime and policing</i>	
Crime	9
High crime rate	4
Youth / teenager crime	4
Crime is very bad	2
Crime as heard on news	1
Crime rate is too high, need to put more focus on	1
Crime rate rises near shop areas	1
Crime rates are increasing throughout the city action should be taken	1
Hear a lot about crime in Dandenong on social media and news	1
Killing	1
Policing	1
The local neighbourhood security in the area	1
The neighbourhood watch to be more active in this local area like Carroll Ave	1
There was an incident around Kaye Ct last year where two people were killed	1
Youth crime in general all over VIC	1
Youth crime near shopping centres and public areas	1
Total	31
<i>Incidents / break-ins</i>	
House thefts / break-ins are very frequent	5
Car thefts / car break-ins	2
At around 2 pm in the night people roam on Sesmond St and check car doors	1
Break-ins at Tyler's Ln	1
Car jackings happening around the station parking lot	1
Car stealing incident happened once at night near Ray St	1
Car theft on Koonung St last year	1
Friend's car tyres were punctured in the night by some people	1
House break-ins on Aberdeen Dr	1
Houses on Ellendale Rd have been broken into	1
I have heard of incidents of assaults in Parkmore Shopping Centre	1
In the Dandenong Shopping Centre, last month there were teens stealing items from shops	1
Knife crime	1
Shoplifting	1
Sometimes young kids steal from the shops in Dandenong North markets	1
The robberies	1
Total	21



<i>General perception of safety</i>	
Improve safety / security of the community	8
Crime. As heard on the news	2
Safety and security near Heatherton Rd and Gladstone Rd	1
Safety around public houses	1
Safety in the local area, because of recent criminal numbers that have been higher than before in the local area	1
There is a perception around crime	1
This area feels a little unsafe at times. Random noises at night, cars racing	1
Total	15
<i>Violence and anti-social behaviour</i>	
Fighting	2
During roadside arguments on South Gippsland Hwy people insult other on their race	1
People's behaviour is bad for community	1
Violence near Dandenong Plaza	1
Total	5
<i>Perception of safety at night / lighting</i>	
Late at night near Sundown Rd and the station area you have groups hanging out. Feels dodgy	1
Not safe to go out at night	1
Safety on the public areas due to dark streets	1
Total	3
<i>Being vulnerable (female, older person)</i>	
It is not safe for children	1
Not safe for older people	1
Total	2
<i>Drugs and alcohol</i>	
Drug activities	1
Total	1
<i>People</i>	
You feel unsafe in the local area due to the people	1
Total	1
Total responses	79



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 again in 2026, asked to nominate all the methods by which they preferred Council would communicate with them.

A total of 391 of the 401 respondents nominated at least one method, at an average of 2.4 methods per respondent.

The two most common methods by which respondents preferred Council communicate with them remained via a Council newsletter delivered to their letterbox (55% down from 63%) and emailed to them (52% up from 50%).

There as a substantial increase this year, in the proportion of respondents who preferred that Council communicate with them via the website (43% up from 26%), and via a text message (36% up from 23%).

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 - 2026 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2026		2025
	Number	Percent	
A Council newsletter delivered to your letterbox	220	55%	63%
A Council newsletter emailed to you	207	52%	50%
Council website	171	43%	26%
A text message	144	36%	23%
Social media	94	23%	19%
Advertising in the local newspaper	54	13%	17%
A Council newsletter as an insert in newspaper	42	10%	6%
Other	6	1%	0%
Total responses	938		822
<i>Respondents identifying at least one method</i>	391 (98%)		391 (97%)



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 Council newsletter emailed to them, the Council website, and a text message.
- **Dandenong North** – respondents were somewhat more likely than average to prefer a Council newsletter delivered to their letterbox, social media, and a Council newsletter in the local newspaper.
- **Keysborough** – respondents were somewhat more likely than average to prefer the Council website, and a text message.
- **Noble Park / Noble Park North** – respondents were somewhat more likely than average to prefer a Council newsletter delivered to their letterbox.
- **Springvale / Springvale South** – respondents were not notably more likely than average to prefer any specific methods.

Preferred method of communicating with Council about news, information, events by precinct

Greater Dandenong City Council - 2026 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 delivered to letter	40%	67%	57%	68%	43%
A Council newsletter emailed to you	59%	47%	51%	50%	53%
Council website	47%	41%	49%	38%	42%
A text message	40%	29%	44%	30%	37%
Social media	26%	31%	25%	23%	16%
Advertising in the local newspaper	13%	16%	11%	16%	13%
A Council newsletter in newspaper	15%	19%	8%	7%	7%
Other	4%	2%	0%	0%	2%
Total responses	190	147	177	237	188
<i>Respondents identifying at least one me</i>	74 (94%)	58 (100%)	72 (99%)	100 (97%)	88 (98%)

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 social media.
- **Adults (aged 35 to 44 years)** – respondents were somewhat more likely than average to prefer a Council newsletter emailed to them, Council’s website, and social media.
- **Middle-aged adults (aged 45 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, a text message, and advertising 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, and a Council newsletter inserted in the local newspaper.
- **Male** – respondents were somewhat more likely than female respondents to prefer a Council newsletter emailed to them, the website, and advertising in the local newspaper.
- **Female** – respondents were not notably more likely than male respondents to prefer any specific methods.
- **English speaking household** – respondents were somewhat more likely than respondents from multilingual households to prefer a Council newsletter delivered to their letterbox.
- **Multilingual household** – respondents were somewhat more likely than respondents from English speaking households to prefer a Council newsletter emailed to them.



Preferred method of communicating with Council about news, information, events by respondent profile
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	Young adults	Adults	Middle-aged adults	Older adults	Senior citizens
A Council newsletter delivered to letterbox	51%	60%	45%	64%	69%
A Council newsletter emailed to you	52%	60%	63%	41%	22%
Council website	46%	50%	37%	45%	19%
A text message	37%	39%	27%	41%	38%
Social media	26%	29%	22%	16%	13%
Advertising in the local newspaper	14%	9%	12%	21%	13%
A Council newsletter inserted in newspaper	10%	9%	6%	14%	19%
Other	1%	0%	3%	2%	3%
Total responses	366	204	168	138	61
<i>Respondents identifying at least one method</i>	<i>149 (97%)</i>	<i>78 (98%)</i>	<i>77 (99%)</i>	<i>54 (97%)</i>	<i>32 (100%)</i>

Response	Male	Female	English speaking	Multi-lingual	Greater Dandenong
A Council newsletter delivered to letterbox	54%	56%	62%	47%	55%
A Council newsletter emailed to you	54%	49%	49%	53%	52%
Council website	46%	40%	43%	42%	43%
A text message	36%	36%	36%	36%	36%
Social media	25%	22%	23%	24%	23%
Advertising in the local newspaper	16%	11%	12%	15%	13%
A Council newsletter inserted in newspaper	10%	11%	9%	12%	10%
Other	2%	1%	0%	3%	1%
Total responses	510	427	427	500	938
<i>Respondents identifying at least one method</i>	<i>207 (98%)</i>	<i>184 (97%)</i>	<i>179 (98%)</i>	<i>208 (97%)</i>	<i>391 (98%)</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 393 of the 401 respondents nominated their best method of communication, and more than one-third (36% down from 47%) reported their “most preferred” or best method of communication was via the Council newsletter delivered to their letterbox.



This was followed by 28% (down from 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.

Best method of communicating with Council about news, information and events
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2026		2025
	Number	Percent	
A Council newsletter delivered to your letterbox	141	36%	47%
A Council newsletter emailed to you	109	28%	29%
Council website	63	16%	5%
A text message	45	11%	9%
Social media	21	5%	6%
Advertising in the local newspaper	7	2%	4%
A Council newsletter as an insert in newspaper	3	1%	0%
Other	4	1%	0%
Not stated	8		12
Total	401	100%	402

Best 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 most prefer social media.
- **Dandenong North** – respondents were somewhat more likely than average to most prefer a Council newsletter delivered to their letterbox and social media.
- **Keysborough** – respondents were somewhat more likely than average to most prefer the Council website, and a text message.
- **Noble Park / Noble Park North** – respondents were somewhat more likely than average to most prefer a Council newsletter delivered to their letterbox, and a Council newsletter emailed to them.
- **Springvale / Springvale South** – respondents were somewhat more likely than average to most prefer a Council newsletter emailed to them, and a Council website.



Best method of communicating with Council about news, information, events by precinct

Greater Dandenong City Council - 2026 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	28%	44%	39%	43%	27%
A Council newsletter emailed to you	27%	21%	15%	32%	38%
Council website	19%	6%	26%	9%	21%
A text message	13%	14%	15%	10%	9%
Social media	9%	14%	3%	3%	1%
Advertising in the local newspaper	0%	1%	1%	1%	4%
A Council newsletter in newspaper	1%	0%	0%	2%	1%
Other	4%	0%	1%	0%	0%
Not stated	5	0	0	3	1
Total	78	58	72	103	89

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 most prefer a Council newsletter emailed to them.
- **Adults (aged 35 to 44 years)** – respondents were somewhat more likely than average to most prefer Council's website.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were somewhat more likely than average to most prefer a Council newsletter emailed to them.
- **Older adults (aged 60 to 74 years)** – respondents were somewhat more likely than average to most prefer a Council newsletter delivered to their letterbox.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely than average to most prefer a Council newsletter delivered to their letterbox, and a Council newsletter inserted in the local newspaper.
- **Male** – respondents were somewhat more likely than female respondents to most prefer a Council newsletter emailed to them.
- **Female** – respondents were somewhat more likely than male respondents to most prefer a text message, and social media.
- **English speaking household** – respondents were somewhat more likely than respondents from multilingual households to most prefer a Council newsletter delivered to their letterbox, and a text message.
- **Multilingual household** – respondents were somewhat more likely than respondents from English speaking households to most prefer a Council newsletter emailed to them, and Council's website.



Best method of communicating with Council about news, information, events by respondent profile

Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

Response	Young adults	Adults	Middle-aged adults	Older adults	Senior citizens
A Council newsletter delivered to letterbox	27%	38%	30%	49%	69%
A Council newsletter emailed to you	33%	22%	39%	16%	11%
Council website	17%	22%	16%	13%	6%
A text message	14%	13%	9%	13%	2%
Social media	8%	3%	4%	1%	6%
Advertising in the local newspaper	1%	2%	0%	4%	2%
A Council newsletter inserted in newspaper	0%	0%	0%	3%	5%
Other	0%	1%	3%	1%	0%
Not stated	5	1	1	2	0
Total	154	80	78	56	32

Response	Male	Female	English speaking	Multi-lingual	Greater Dandenong
A Council newsletter delivered to letterbox	36%	36%	43%	29%	36%
A Council newsletter emailed to you	30%	26%	20%	34%	28%
Council website	17%	15%	14%	18%	16%
A text message	10%	13%	14%	10%	11%
Social media	4%	8%	5%	6%	5%
Advertising in the local newspaper	2%	2%	3%	1%	2%
A Council newsletter inserted in newspaper	1%	1%	1%	1%	1%
Other	1%	0%	1%	1%	1%
Not stated	4	4	4	4	8
Total	211	189	183	214	401

Climate change

Concern about climate change

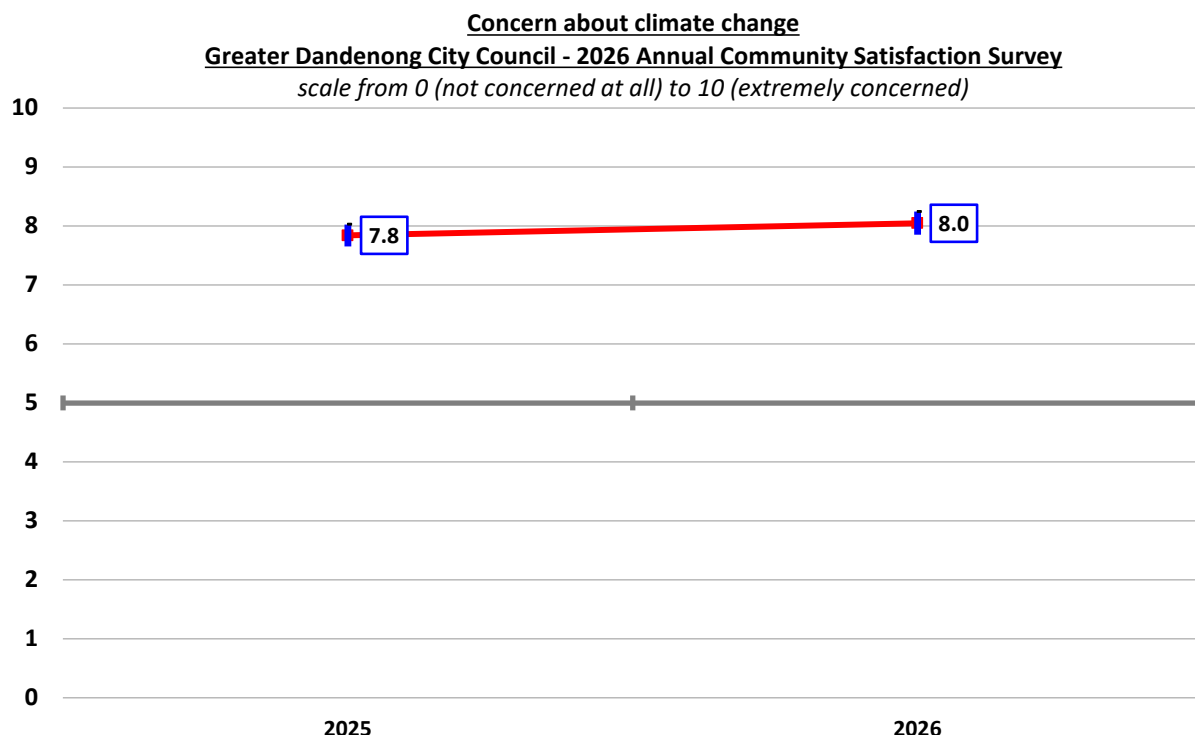
Respondents were asked:

“On a scale of 0 (not concerned at all) to 10 (extremely concerned), how concerned are you about climate change?”

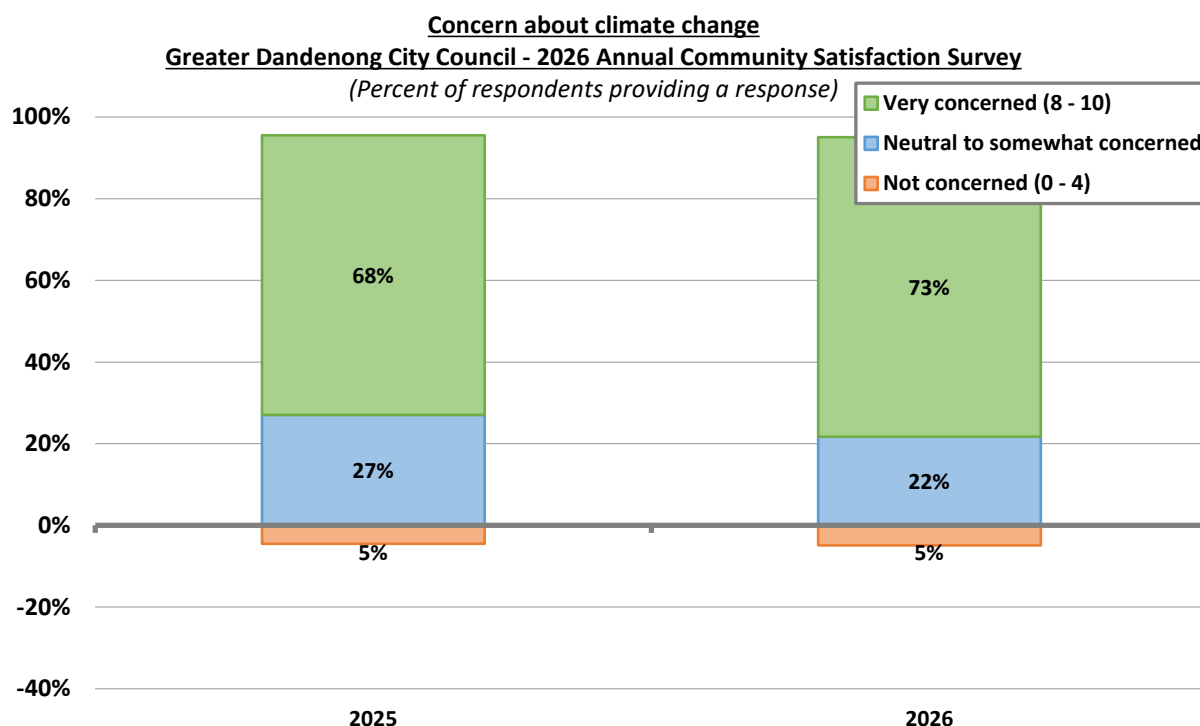
A total of 357 (down from 382) of the 401 respondents provided a response to this question relating to their level of concern about climate change.



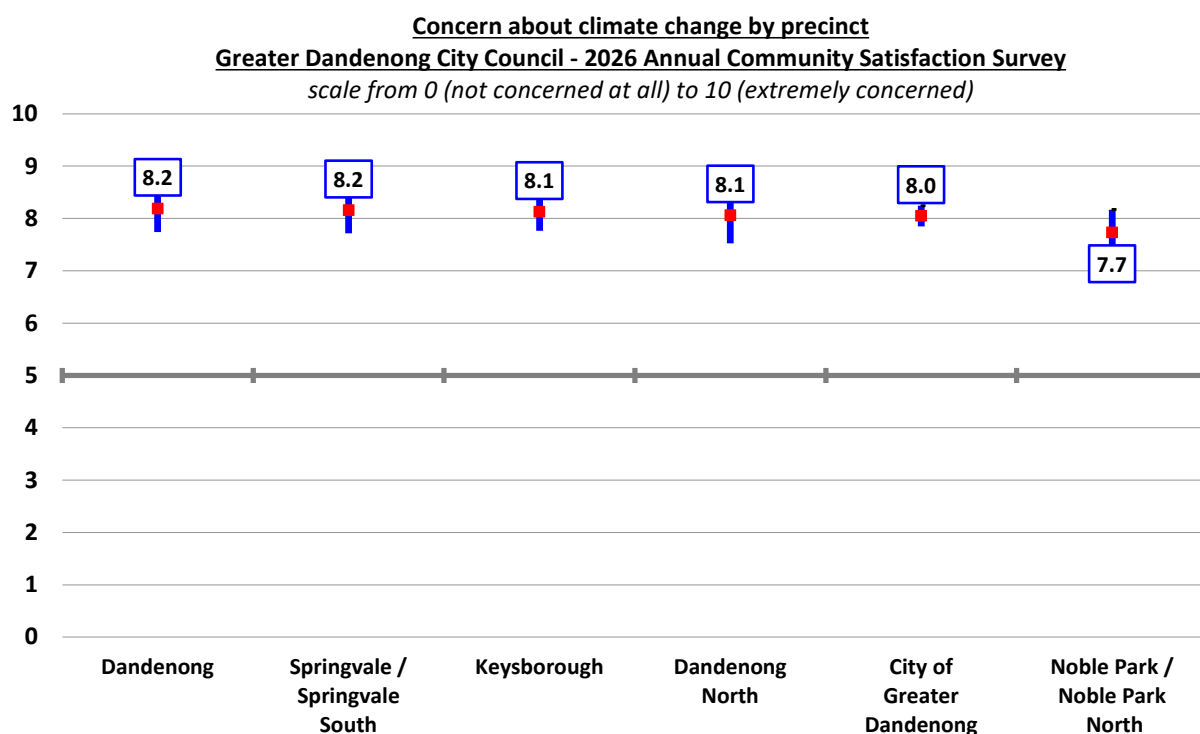
The average level of concern about climate change increased somewhat this year, up two percentage points to 8.0 out of 10, or a very strong level of concern.



This result comprised 73% (up from 68%) of respondents who were “very concerned” (i.e., rated concern at eight or more out of 10), and five percent who were “unconcerned” (i.e., rated concern at less than five).



While there was no measurable variation in this result observed across the municipality, respondents from Noble Park / Noble Park North were somewhat (3pts) less concerned than the municipal average.

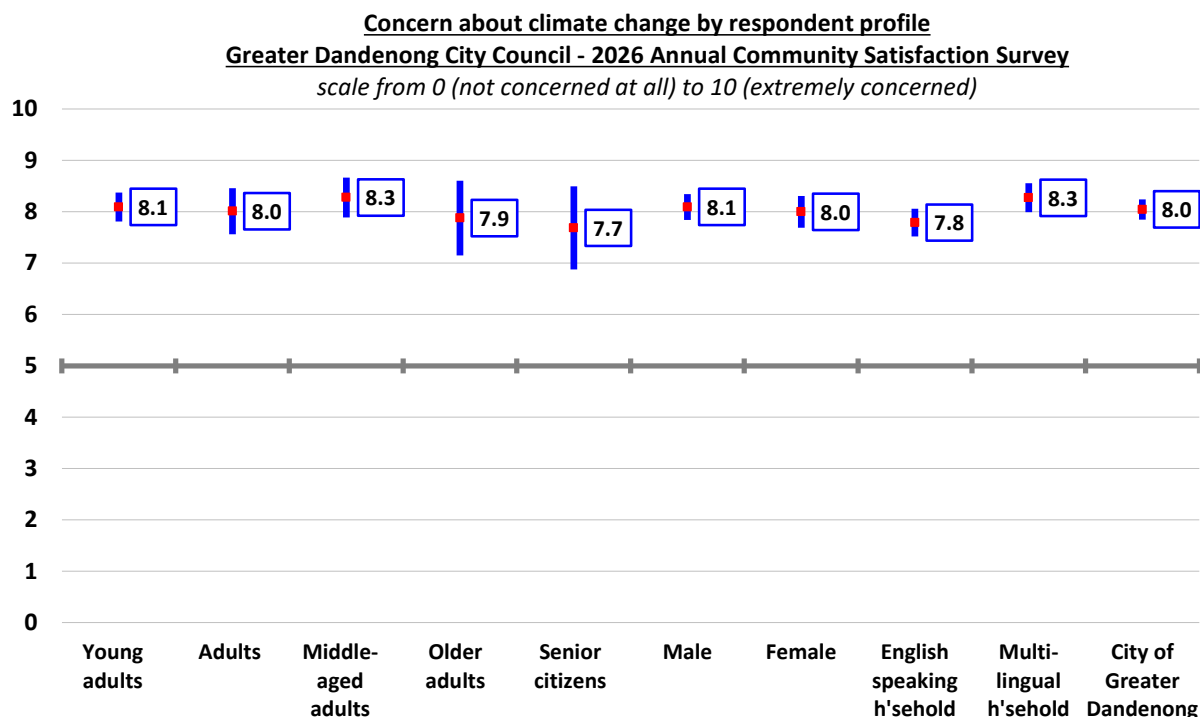


While there was no measurable variation in the average level of concern about climate change observed by the respondents' age structure, younger respondents (aged under 60 years) reported a somewhat higher level of concern than older respondents (aged 60 years and over).

There was no meaningful variation in this result observed by the respondents' gender.

It was observed, however, that respondents from multilingual households were measurably (5pts) more concerned about climate change than respondents from English speaking households.





Importance of and satisfaction with Council's responsibility to respond to climate change

Respondents were asked:

"On a scale of 0 (lowest) to 10 (highest), how important is it that Greater Dandenong City Council takes action and responds to the challenges of climate change, and how satisfied are you with the actions that Council has taken?"

Respondents in 2026 were asked to rate how important it is that Greater Dandenong City Council takes action and responds to the challenges of climate change, as well as how satisfied they were with the actions that Council has taken.

A total of 347 (down from 379) of the 401 respondents rated how important it is that Council takes action and responds to the challenges of climate change, and 310 (77%) provided a satisfaction rating for the actions that Council had taken.

The average importance increased measurably this year, up five percentage points to 8.3 out of 10, which was an extremely high importance.

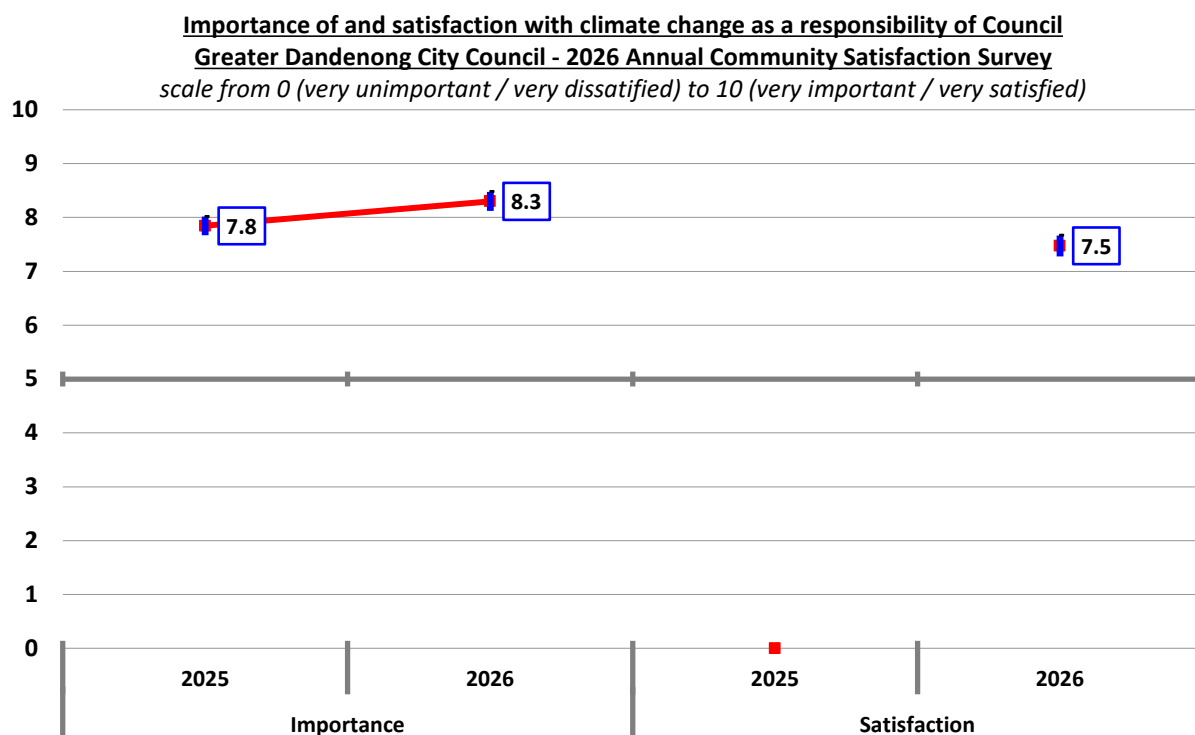
Metropolis Research notes that the average importance of Council responding to climate change was somewhat (3pts) higher than the average level of [concern about climate change](#).

The average satisfaction with the actions taken by Council to respond to the challenges of climate change was 7.5 out of 10, or a "very good" level of satisfaction.



This result was, however, measurably (6pts) lower than the average satisfaction with the 44 Council provided services and facilities included in the survey.

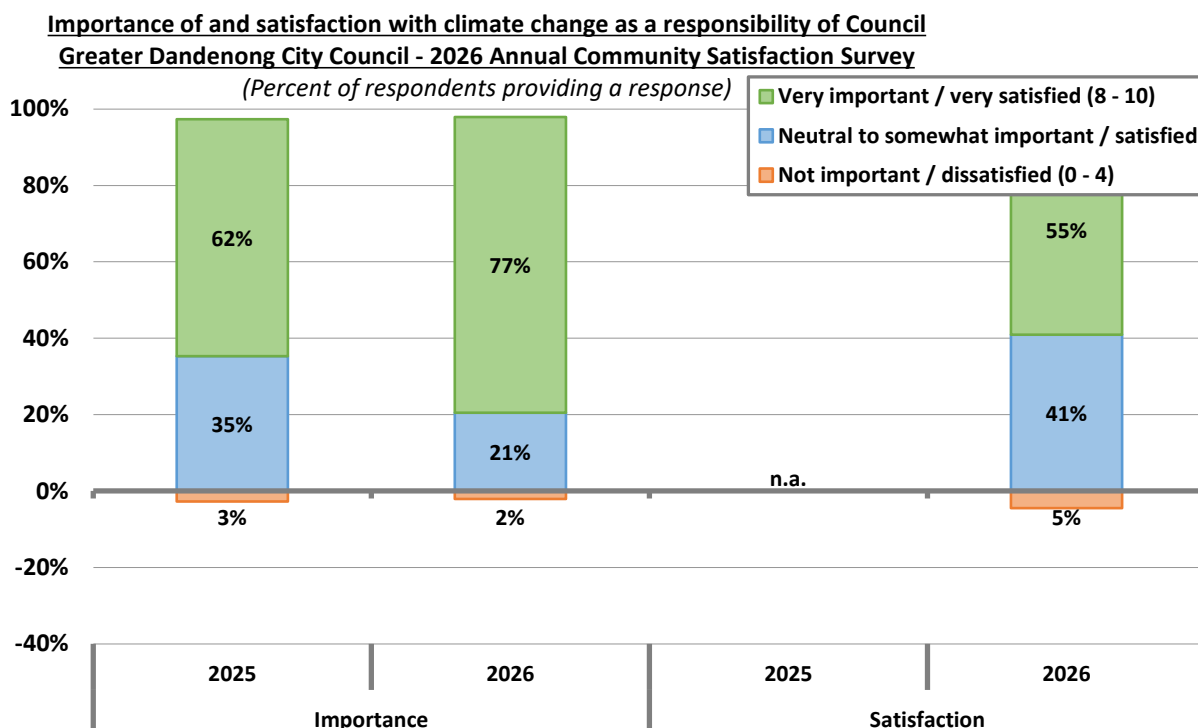
Metropolis Research notes, however, that the placement of this question later in the survey, significantly after the core satisfaction sections of the survey may reduce the comparability of these results against the [importance of and satisfaction with Council services and facilities](#).



In 2026, 77% (up from 62%) of respondents considered Council taking action and responding to climate change was “very important” (i.e., rated importance at eight or more out of 10), while just two percent (down from 3%) considered it “unimportant” (i.e., rated importance at less than five).

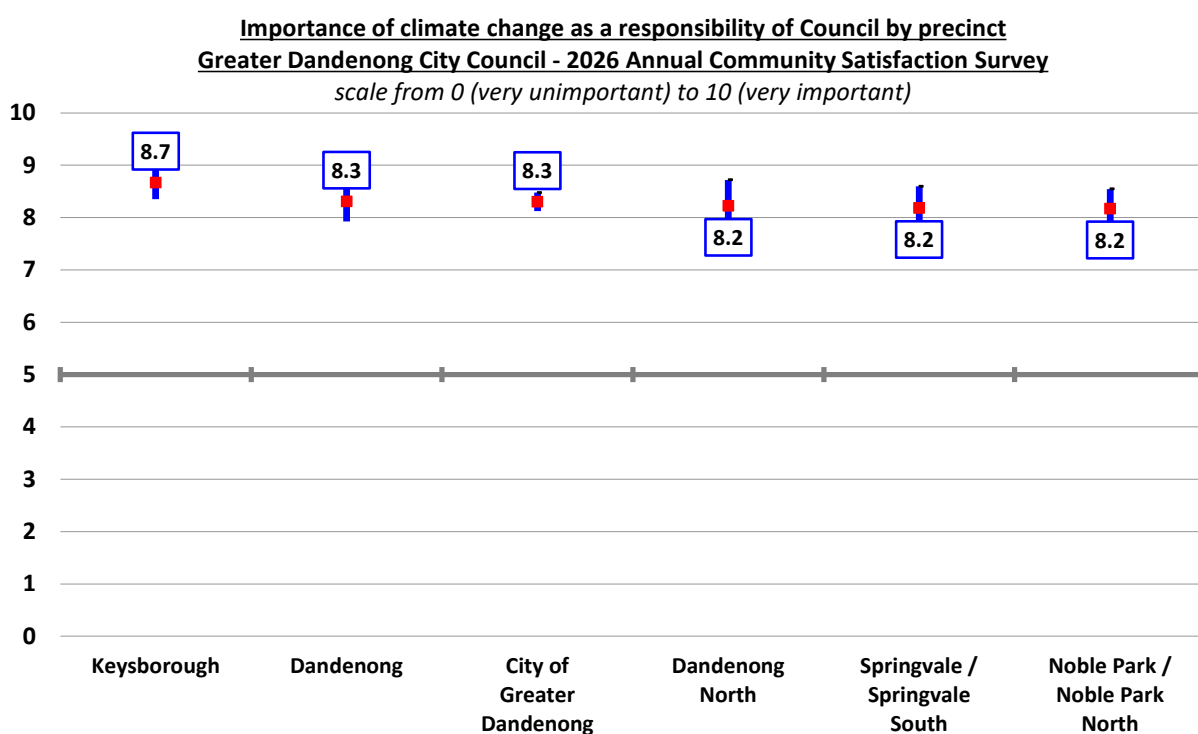
More than half (55%) of respondents, who provided a score, were “very satisfied” with the actions taken by Council to respond to the challenges of climate change, and five percent were “dissatisfied”.





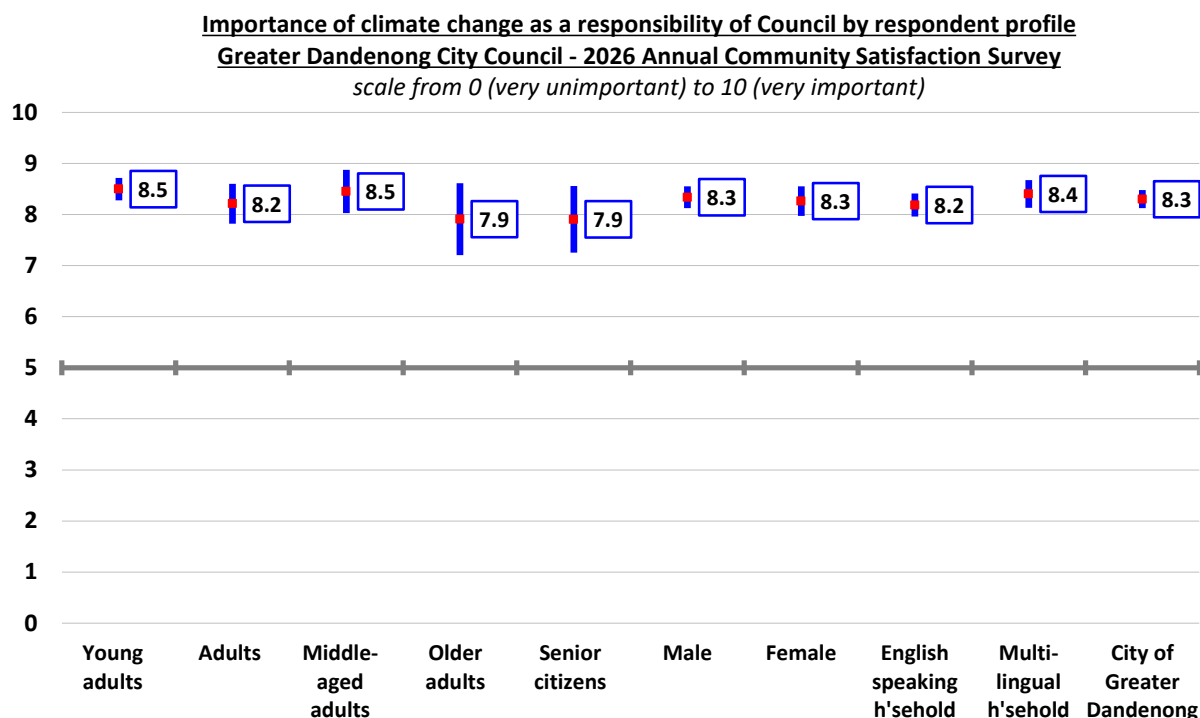
Importance of Council's responsibility to respond to climate change

While there was no measurable variation in the average importance of Council taking action and responding to climate change observed across the municipality, respondents from Keysborough considered this to be notably (4pts) more important than the municipal average.



While there was no measurable variation in the average importance of Council taking action and responding to climate change observed by respondent profile, younger respondents (aged 18 to 59 years) considered this notably more important than older respondents (aged 60 years and over).

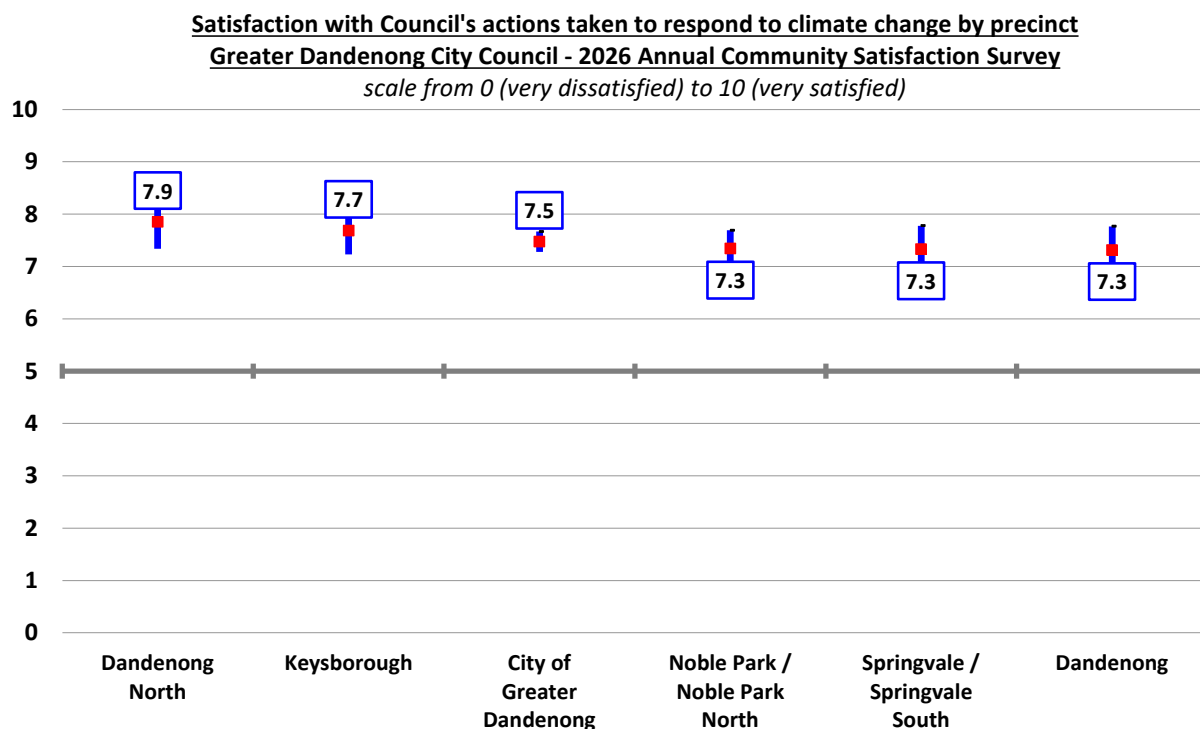
There was no meaningful variation in this result observed by gender or language spoken at home.



Satisfaction with Council's actions taken to respond to climate change

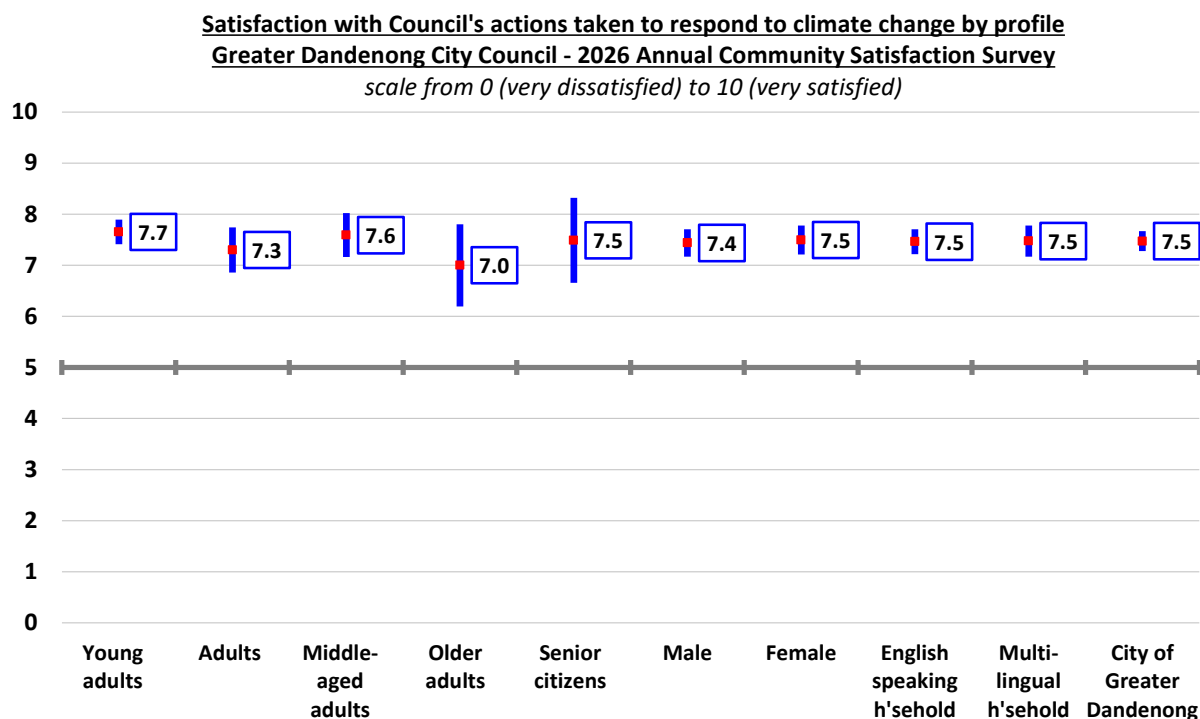
There was no measurable variation in the average satisfaction with the actions taken by Council to respond to the challenges of climate change, although respondents from Dandenong North were notably (4pts) more satisfied than average, and at an "excellent" level.





There was no measurable variation in satisfaction with the actions taken by Council to respond to the challenges of climate change observed by respondent profile.

It is noted, however, that older adults (aged 60 to 74 years) were notably (5pts) less satisfied than average, and at a “good” rather than a “very good” level.



Reasons for dissatisfaction with the actions taken by Council to respond to climate change

The following table outlines the 22 responses received from respondents in relation to the actions taken by Council to respond to the challenges of climate change.

Reason for dissatisfaction with Council's actions taken to respond to climate change
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Don't know what they are doing	4
Don't care / don't believe / not bothered about climate change	3
No evidence that anything is being done	2
Nothing to do with Council	2
There are tyres on the road and hard rubbish and Council doesn't do anything	1
Council can do better in terms of improving the quality of how climate change can be addressed	1
I don't even know what they are doing. They should read the Bible	1
I don't know if they for example, are doing anything about the climate change and the neighbourhood doesn't care enough and there is no education about it in the local area.	1
I don't see them doing anything worthy	1
It's not bad but they could do more	1
Need to invest more in sustainable energy. Provide incentives to make every home solar	1
Not satisfied with what they do for the environment	1
They don't have enough initiatives for this	1
They shouldn't do it	1
You can only do so much	1
Total	22

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 136 of the 186 (73% up from 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.

This was a substantial, 14 percentage point (or 49%) increase in the proportion of respondent households experiencing housing related financial stress.



Perception of housing related financial stress
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of mortgagee and rental respondents)

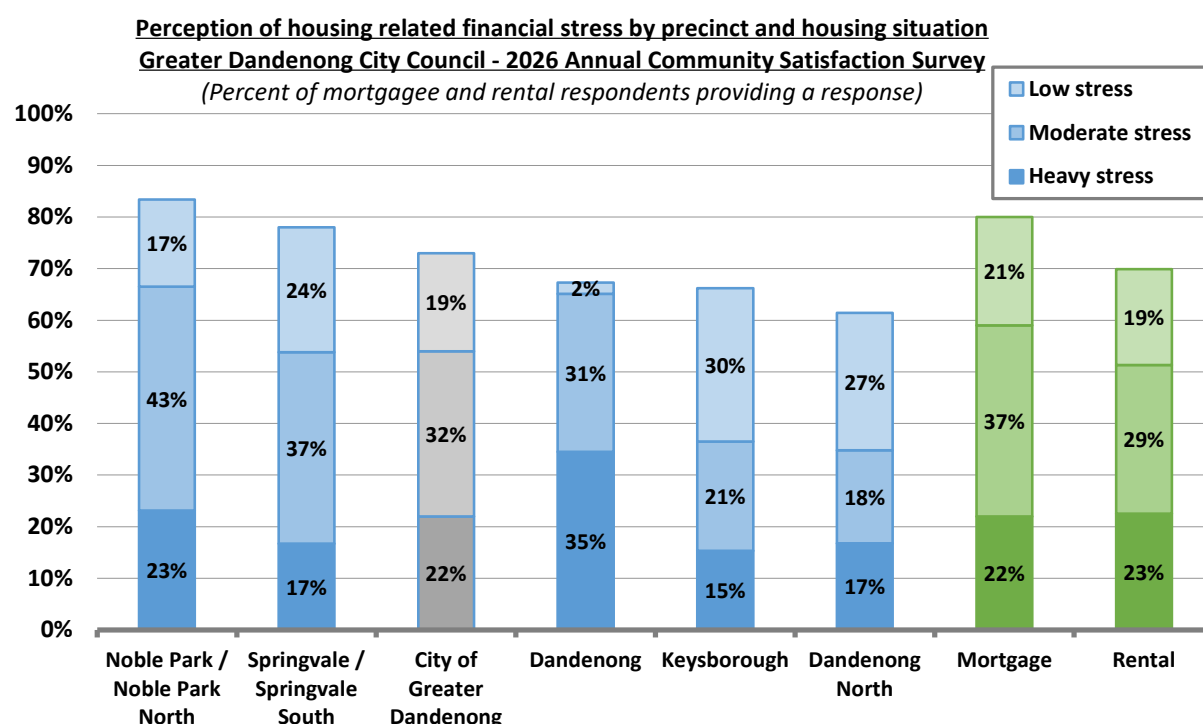
Stress	2026		2025	Mortgagor	Rental
	Number	Percent			
No stress	50	27%	40%	21%	30%
Low stress	36	19%	25%	21%	19%
Moderate stress	60	32%	22%	37%	29%
Heavy stress	40	22%	12%	22%	23%
Can't say	19		19	6	12
Total	205	100%	200	69	129

Rental household respondents were notably (9pts down from 18pts) more likely than mortgagor household respondents to report no housing related financial stress.

By contrast, mortgagor household respondents were somewhat (8pts) more likely than rental household respondents to report moderate levels of housing related financial stress.

There was some variation in this result observed across the municipality, with respondents from Noble Park / Noble Park North (9pts) and Springvale / Springvale South (10pts) somewhat more likely than average to report moderate to heavy levels of housing related financial stress.

By contrast, respondents from Dandenong North were somewhat (11pts) less likely than average to report any 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 again in 2026, 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.

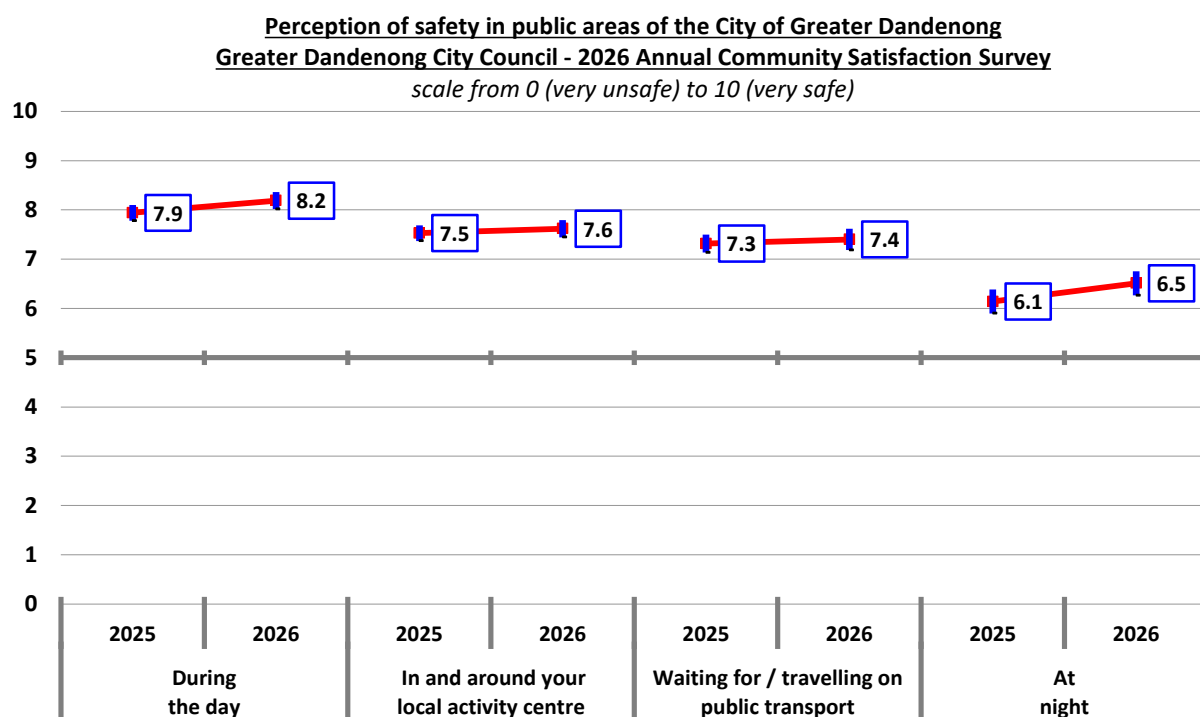
The perception of safety in each of the four situations and times increased this year, with the largest increase for the perception of safety in public areas at night, which increased four percentage points to 6.7 out of 10.

This increase in the average perception of safety in the public areas of the City of Greater Dandenong was consistent with the notable (down 6pts or 17%) decline in the proportion of respondent who raised safety, policing, and crime related issues as a top three issue to address for people living in the City of Greater Dandenong.

The perception of public areas of the City of Greater Dandenong during the day was measurably and significantly (17pts) 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.

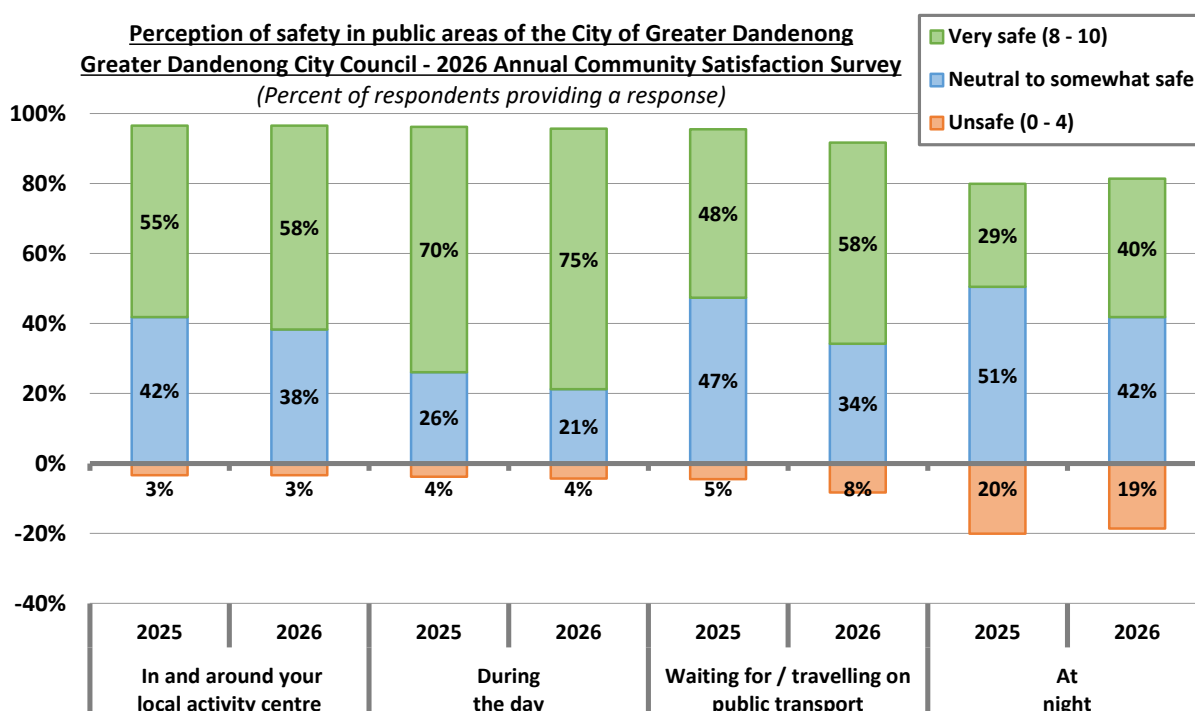
These measures will include some reference to visiting at night as well as during the day, which will be a factor to bear in mind when interpreting the results.



The 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).

More than half of the respondents felt “very safe” in the public areas of the City of Greater Dandenong during the day (75% up from 70%), in and around the local activity centre (58% up from 55%) and waiting for and travelling on public transport (58% up from 48%).

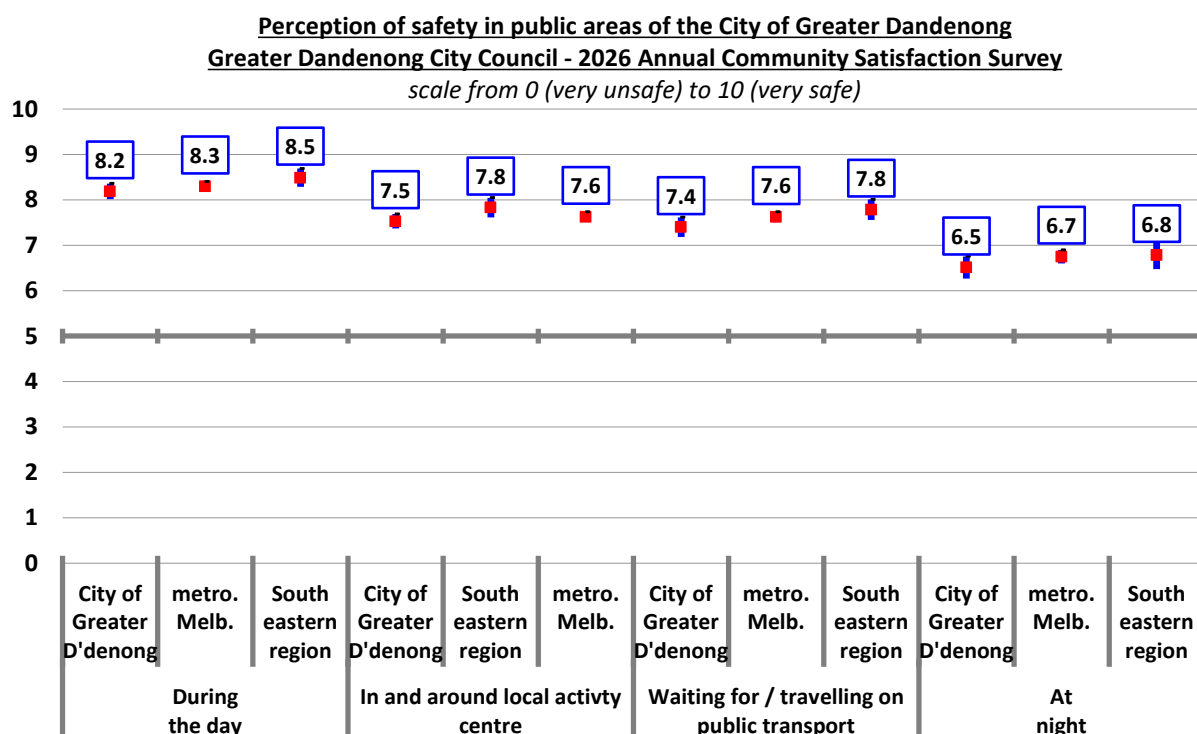
There remained, however, a substantial proportion (19% down from 20%) of respondents who felt “unsafe” in the public areas of the City of Greater Dandenong at night, which was almost double the metropolitan (13%) and the southeastern region councils’ (11%) averages.



The perception of safety in the public areas of Greater Dandenong was somewhat lower than the metropolitan average, although the variation from the metropolitan average declined sharply this year.

This was due to the small increase in the perception of safety in the City of Greater Dandenong coupled with a continued decline in the average perception of safety across metropolitan Melbourne.

The comparison results were sourced from the 2026 *Governing Melbourne* research conducted independently by Metropolis Research in January 2026, using the same in-person, door-to-door methodology.



Perception of safety during the day

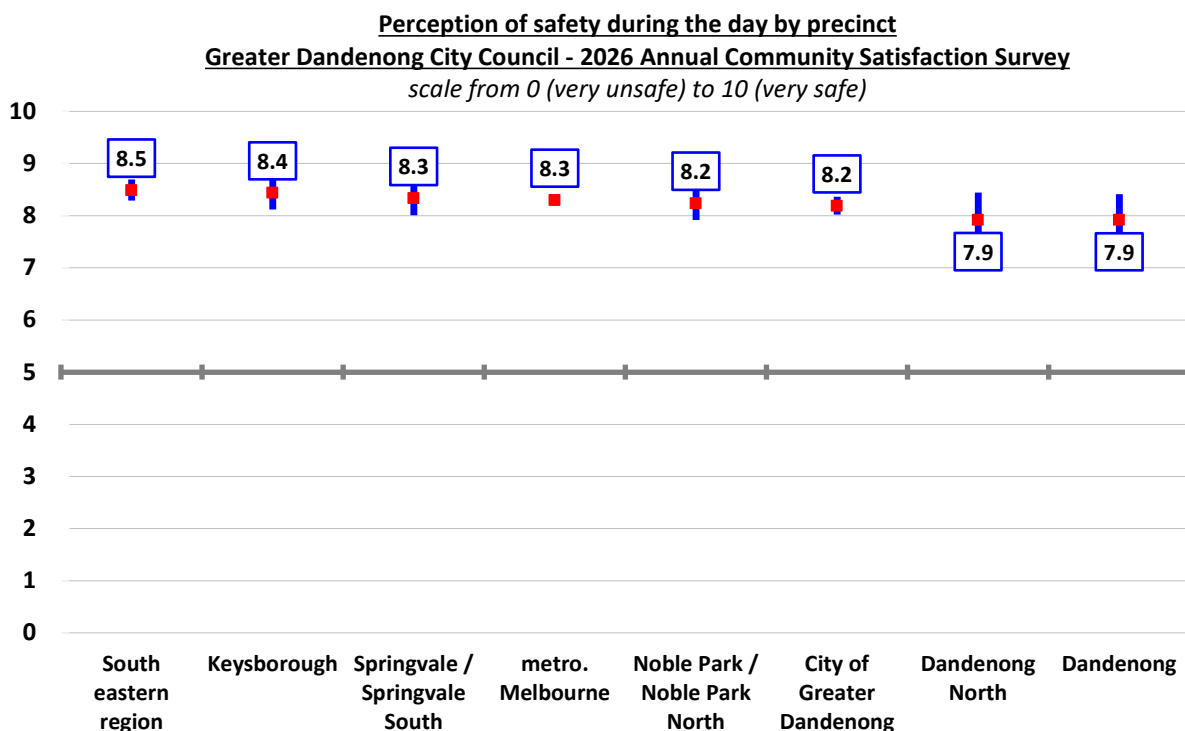
The perception of safety in the public areas of the City of Greater Dandenong during the day increased somewhat (3pts) this year, up from 7.9 to 8.2 out of 10.

This result comprised 75% (up from 70%) of respondent who felt “very safe” and four percent of respondents who felt “unsafe”.

This result remained marginally (1pt) below the metropolitan average and somewhat (3pts) below the southeastern region councils’ average, both as recorded in *Governing Melbourne*.

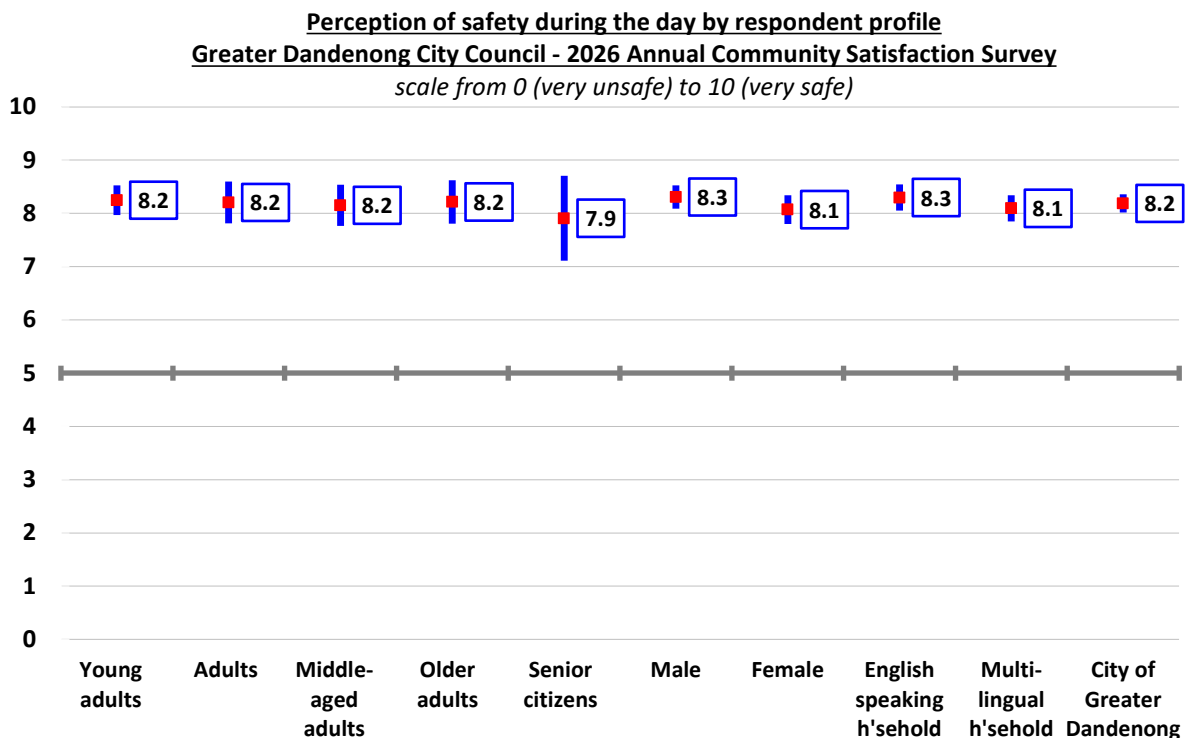
While there was no measurable variation in this result observed across the municipality, respondents from Dandenong North and Dandenong felt somewhat (3pts) less safe than the municipal average.





While there was no measurable variation in this result observed by respondent profile, 32 senior citizens (aged 75 years and over) felt marginally (3pts) less safe than average.

Male respondents felt somewhat (2pts) safer than female respondents, and respondents from English speaking households felt somewhat (2pts) safer than respondents from multilingual households.



Perception of safety at night

The perception of safety in the public areas of the City of Greater Dandenong at night increased notably (4pts) this year, up from 6.1 to 6.5 out of 10, or a moderate perception of safety.

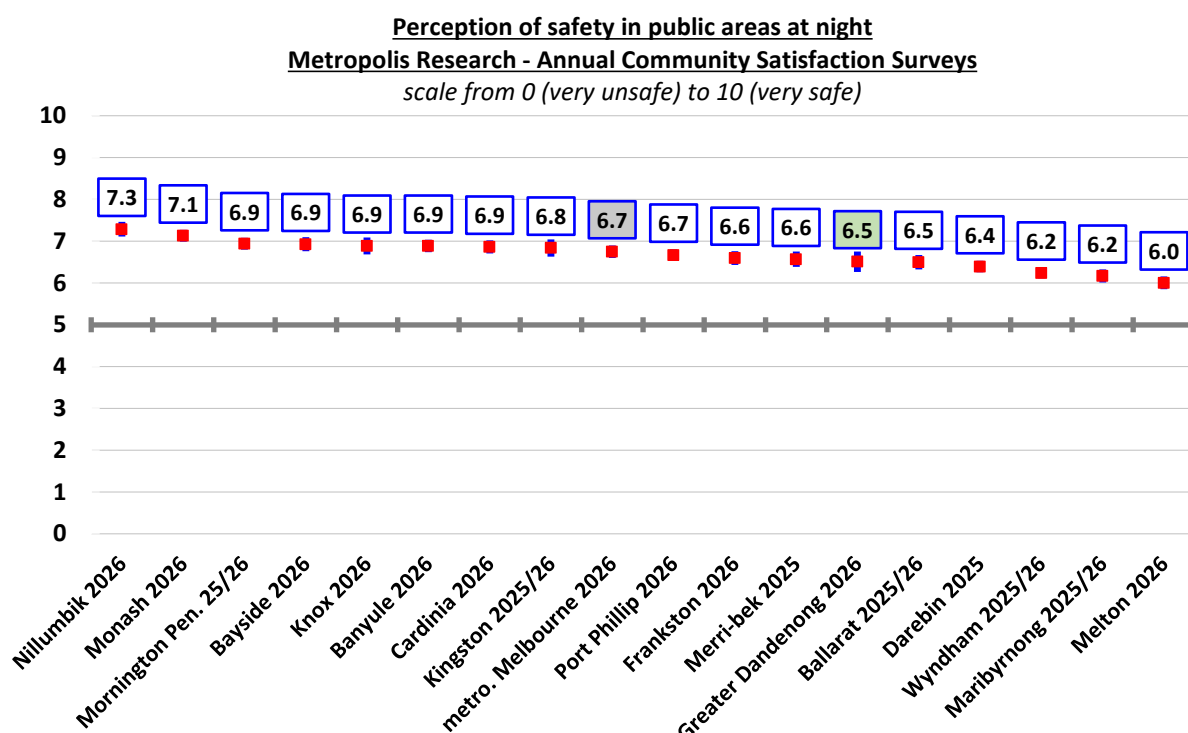
This result comprised 40% (up from 29%) of respondent who felt “very safe” and 19% (down from 20%) who felt “unsafe”.

This result remained somewhat below the metropolitan (2pts) and the southeastern region councils’ (3pts) averages, both as recorded in *Governing Melbourne*.

The following graph provides a comparison of the average perception of safety in public areas observed across the municipalities surveyed by Metropolis Research in 2025 and so far in 2026.

While the perception of safety in the City of Greater Dandenong at night remained below the metropolitan average, and in the lower half of results recorded this year, this was an improvement on the result recorded last year.

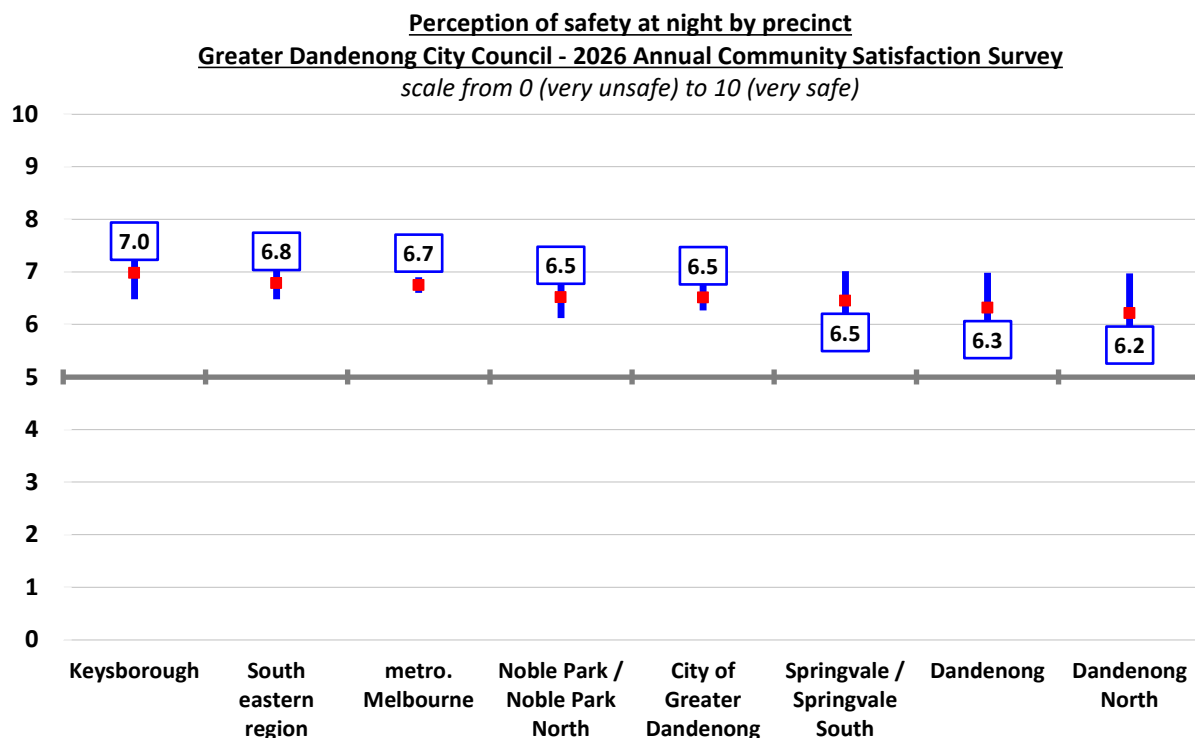
Last year, the City of Greater Dandenong reported the third lowest perception of safety in public areas at night score recorded by Metropolis Research, with only the cities of Frankston and Melton recording lower perception of safety in public areas at night results last year. So far in 2026, the City of Greater Dandenong recorded the sixth lowest score.



While there was no measurable variation in this result observed across the municipality, respondents from Keysborough felt notably (5pts) safer than the municipal average.



By contrast, respondents from Dandenong (2pts) and Dandenong North (3pts) felt somewhat less safe than the municipal average.



There was measurable variation in this result observed by respondent profile.

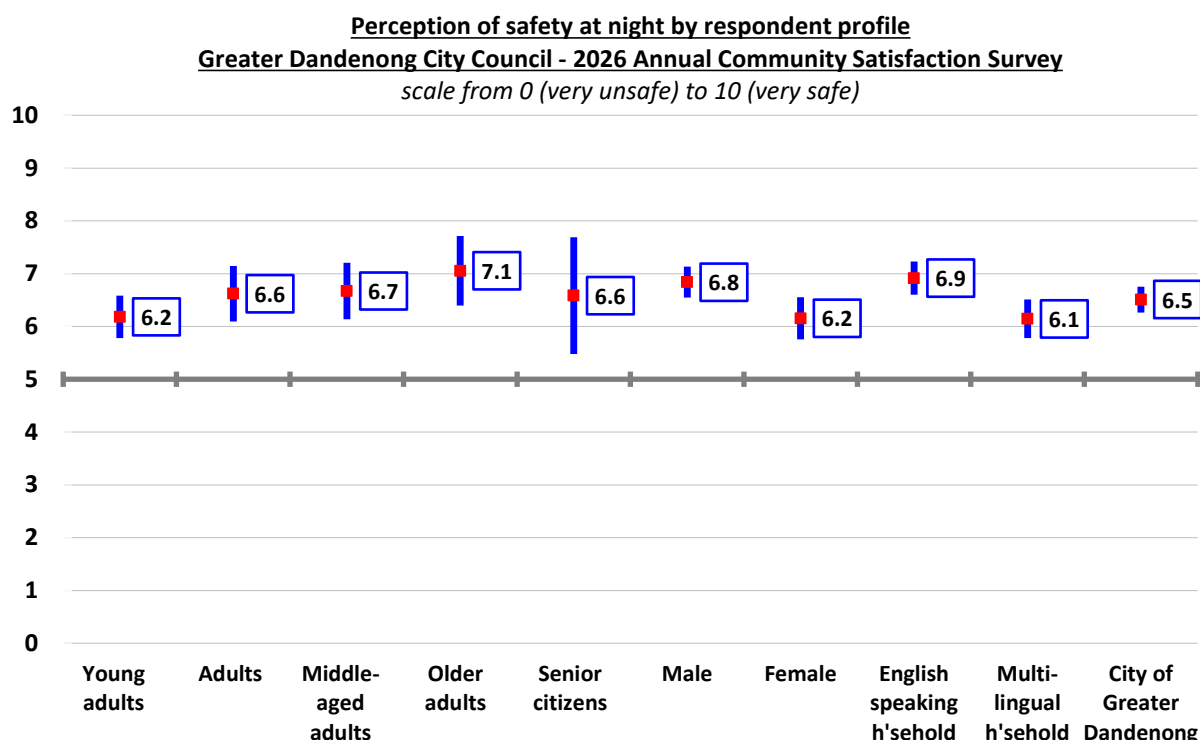
Young adults (aged 18 to 34 years) felt somewhat (3pts) less safe than the municipal average, while older adults (aged 60 to 74 years) felt notably (6pts) safe than average.

This was a somewhat unusual result, as it is typically middle-aged and older adults (aged 45 to 74 years) who tend to feel less safe in many municipalities across metropolitan Melbourne in recent years.

This result was also at odds with the Greater Dandenong results last year, at which time middle-aged and older adults (aged 45 to 74 years) felt less safe than the municipal average.

Male respondents felt notably (6pts or 10%) safer than female respondents, and respondents from English speaking households felt measurably (8pts or 13%) safer than respondents from multilingual households.





Perception of safety in and around your local activity centres

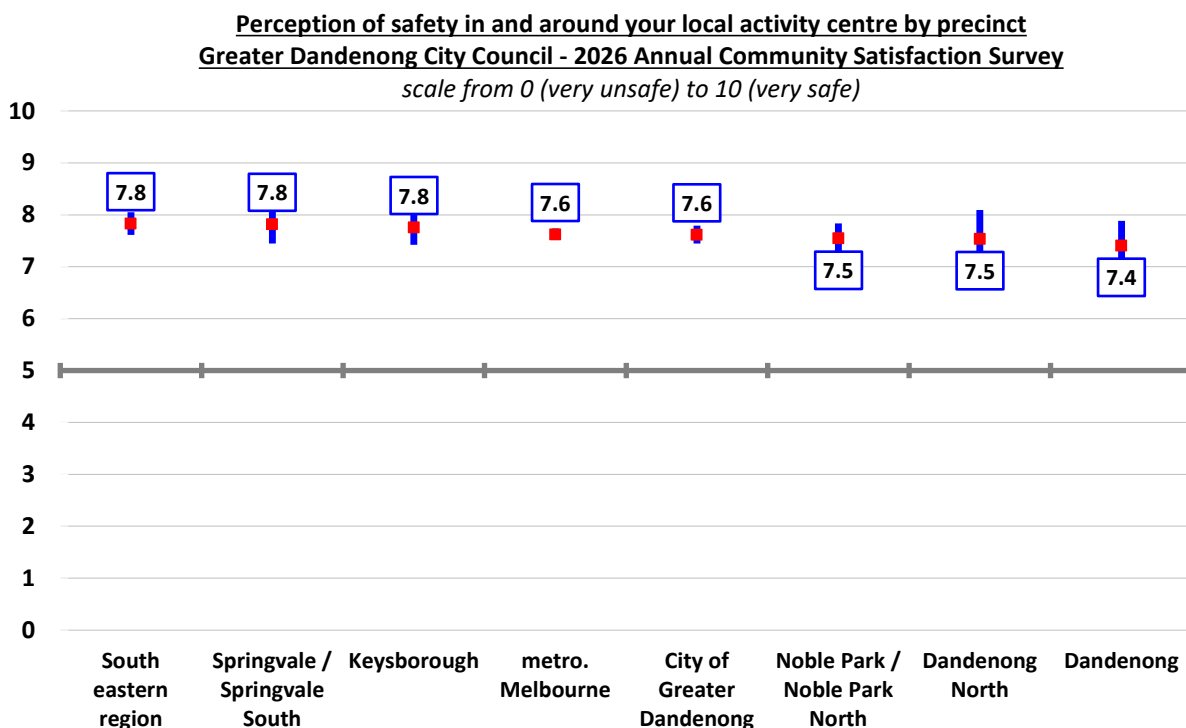
The perception of safety in and around the local activity centres increased marginally this year, up one percentage point to 7.6 out of 10.

This result comprised 58% (up from 55%) who felt “very safe” and three percent who felt “unsafe”.

By way of comparison, this result was identical to the metropolitan average perception of safety “in and around your local shopping area”, but marginally (2pts) lower than the southeastern region councils’ average. These comparison results were sourced from the 2026 *Governing Melbourne* research.

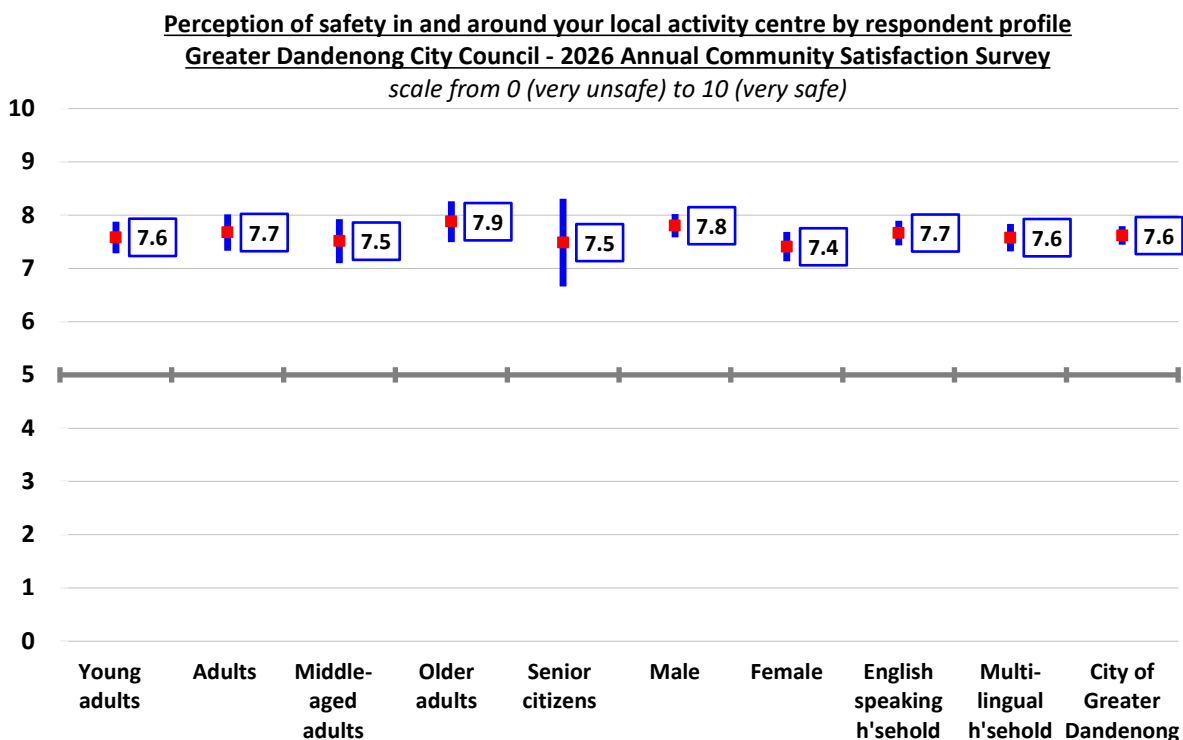
There was no measurable variation in the perception of safety in and around the local activity centre observed across the municipality, although respondents from Dandenong felt marginally (2pts) less safe than the municipal average.





While there was no measurable variation in this result observed by respondent profile, older adults (aged 60 to 74 years) felt somewhat (3pts) safer than the municipal average.

Male respondents felt notably (4pts) safer than female respondents.



Perception of safety while waiting for or travelling on public transport

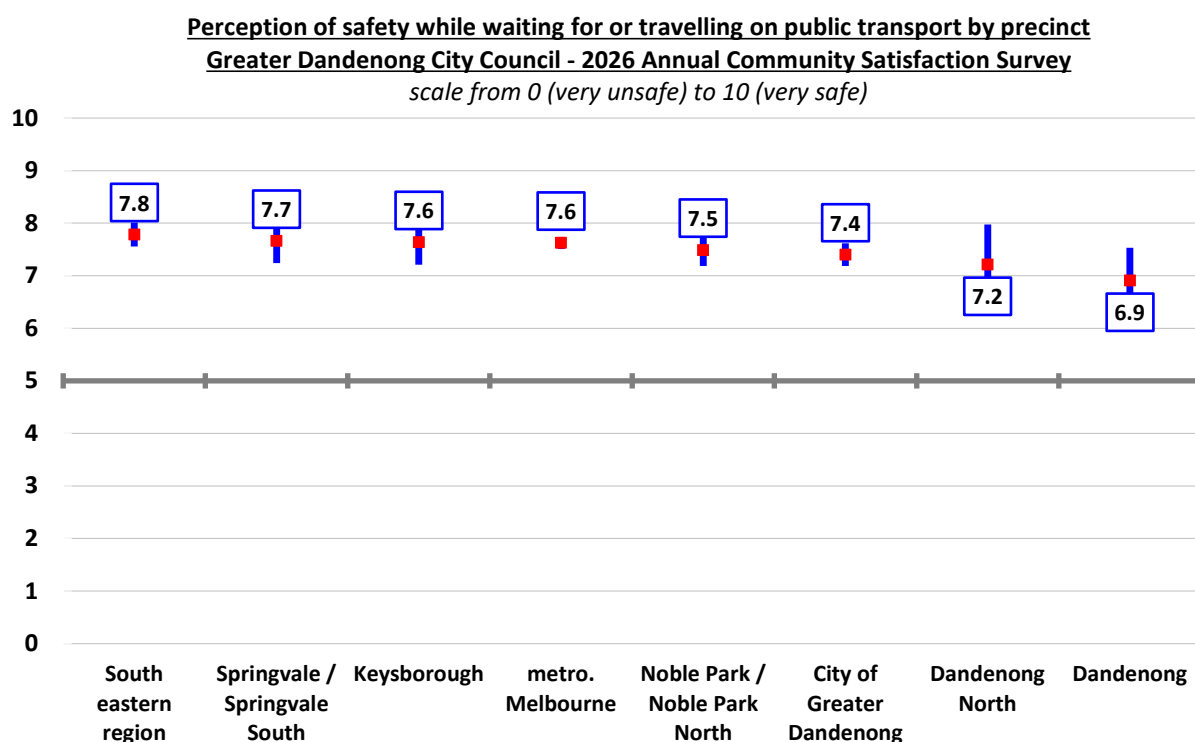
The perception of safety while waiting for or travelling on public transport increased marginally this year, up one percentage point to 7.4 out of 10.

This result comprised 58% (up from 48%) who felt “very safe” and eight percent (up from 5%) who felt “unsafe”.

By way of comparison, this result was somewhat (2pts) lower than the metropolitan average, but notably (4pts) lower than the southeastern region councils’ average, both as recorded in *Governing Melbourne*.

There was no measurable variation in the perception of safety waiting for or travelling on public transport observed across the municipality, although respondents from Springvale / Springvale South felt somewhat (3pts) safer than average.

By contrast, respondents from Dandenong felt notably (5pts) less safe than the municipal average.



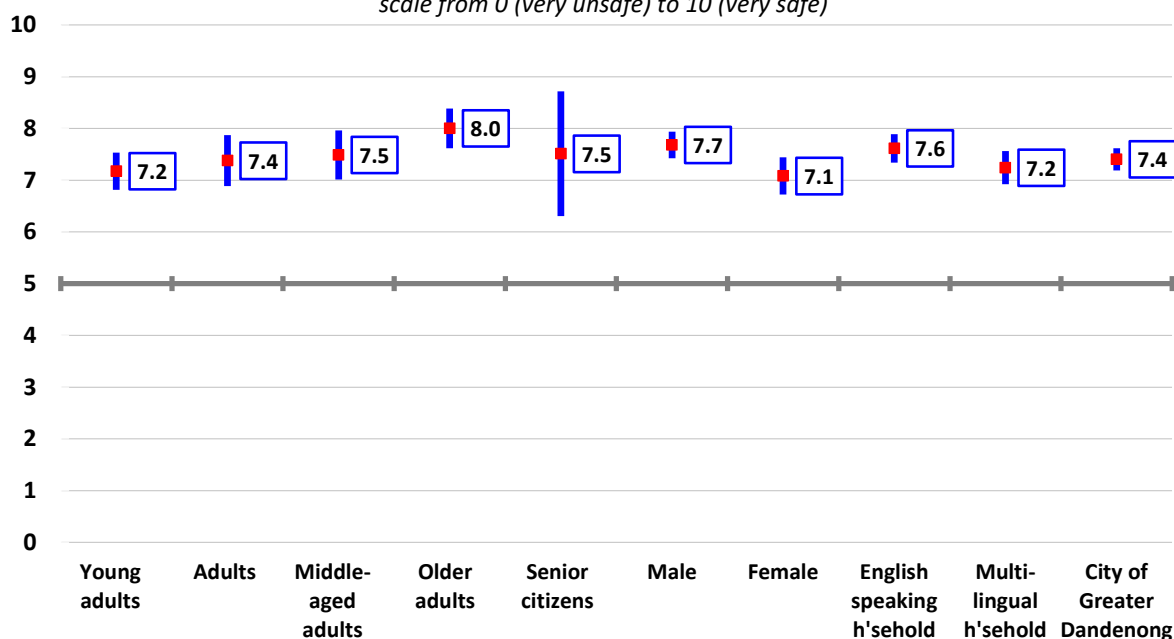
There was measurable variation in this result observed by respondent profile.

Older adults (aged 60 to 74 years) felt measurably (6pts or 8%) safer than the municipal average.

Male respondents felt measurably (6pts or 8%) safer than female respondents, and respondents from English speaking households felt notably (4pts) safer than respondents from multilingual households.



Perception of safety while waiting for or travelling on public transport by profile
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)



Reasons for feeling less safe

A total of 95 (down from 103) comments were received from respondents outlining why they felt unsafe in the public areas of the City of Greater Dandenong.

Consistent with the results recorded last year, the most common reasons why respondents felt unsafe were related to concerns about various types of people (31%), concerns around drugs and alcohol (23%), and concerns around crime and perceived lack of policing (18% up from 10%).

Reasons for not feeling safe in the public areas of the City of Greater Dandenong
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of total responses)

Response	2026		2025
	Number	Percent	
People	29	31%	30%
Drugs and alcohol	22	23%	23%
Crime and policing	17	18%	10%
Perception of safety at night and lighting	9	9%	7%
Incidents / break-ins	7	7%	16%
Violence and anti-social behaviour	4	4%	10%
General perception of safety	3	3%	1%
Safety on public transport	2	2%	2%
Traffic safety	1	1%	1%
Being female / elderly	0	0%	1%
Other	1	1%	0%
Total	95	100%	103

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 - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
<i>People</i>	
Homeless people	7
A lot of weird / sketchy / risky people	3
Youth gangs	2
After 2019 there are more homeless people in the Dandenong, they are drinking alcohol and taking drugs	1
Because there is a lot of people that you can see especially from the Studd Rd and Carol Ave, people walking barefoot and they are unpredictable	1
During daytime, there are agitated people	1
Homeless people being irritable to local community	1
I work there so I see a few unapproachable people	1
Large group of kids pressuring other kids to instigate a fight	1
Large groups of youths with weapons	1
Local people	1
Not able to control the homeless people. Make sure those people are not there when kids are playing	1
People and younger kids, make me feel unsafe because of the way they act	1
People with mental health issues	1
So many beggars	1
So many vile people, they attack innocent people	1
Teenagers hanging around. Seems sketchy	1
There are homeless people there, I never ever feel safe when I leave my house when I'm alone. I always check my back	1
Too many thugs around	1
Youth gangs hanging around at night	1
Total	29
<i>Drugs and alcohol</i>	
A lot of junkies / drug addicted people around	16
People under the influence of recreational substances and they disturb others	3
Junkies come by sometimes when I'm doing night shift	1
Sometimes more drunkards	1
Trap houses in the area	1
Total	22
<i>Crime and policing</i>	
Crime	5
Lot of criminal activities everywhere	2



Recent shooting or terror	2
The crime rate has increased	2
Crimes like stabbings	1
Lack of police	1
Laws are too lenient	1
Local police like PSOs are not enough in the local area, they need to hire more of them	1
Not enough police	1
Youth crime	1
Total	17

Perception of safety at night and lighting

Lack of / not enough lighting	5
At night, a lot of illegal activities happening	1
Daytime is ok, but don't feel very comfortable at night	1
Scary during nighttime	1
Scary to be alone at night in such spaces	1
Total	9

Incidents / break-ins

Almost been robbed twice	1
Breaking and entering	1
I have seen a lot of people have had their cars stolen, someone stole our car too two days ago	1
People breaking into homes even in daylight	1
and drugs	1
Someone has followed me from the station and to the bus and then to my house	1
Theft	1
Total	7

Violence and anti-social behaviour

Homeless people harassing me and screaming at me for having breakfast in the shopping centre	1
People are abusing people is what they observed	1
Teenagers vandalising public property	1
There are still a lot of random people going and shouting, they don't feel safe for the community	1
Total	4

General perception of safety

Generally unsafe	1
Reputation is not great	1
The news	1

Total

3



<i>Safety on public transport</i>	
I have had many experiences with many people on the bus and trains; I stopped taking public transport	1
At night young people hang around the bus stops	1
Total	2
<i>Traffic safety</i>	
I am getting older and we get cars racing up down the street	1
Total	1
<i>Other</i>	
Loud noises	1
Total	1
Total responses	95

Locations where respondents felt unsafe

The following table outlines the 67 responses as to the locations where respondents felt unsafe in the City of Greater Dandenong.

These comments have been broken down by precinct to provide more insight into the locations across the municipality.

Location where respondents feel unsafe
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Precinct</i>	<i>Location</i>	<i>Number</i>
Dandenong	Dandenong train station	3
	Bus stops	2
	Any quiet dim lit street. Walking alone	1
	Anywhere at night	1
	Anywhere in Dandenong	1
	Around public transport	1
	Burrows Ave	1
	Bus stops at Dandenong station	1
	Carroll Ave in the local area	1
	Close to the shopping centre in Dandenong area, a lot of weird people there	1



	Dandenong Market	1
	Dandenong CBD	1
	In the local area	1
	In the local area, the Dandenong city and the public area	1
	Local area and neighbourhoods in Dandenong	1
	Local area In Dandenong	1
	Lonsdale St, creeks trail, the bridge in the park in Dandenong, towards Centrelink area	1
	Petrol bunks	1
	Princes Hwy	1
	Shopping centre	1
	Social housing area	1
	Train station parking lot	1

Dandenong North	Dandenong train station	4
	At home itself in Downard Cres	1
	Behind Lonsdale St, near Dandenong market	1
	Bus	1
	Busiest during night time	1
	Dandenong	1
	Dandenong CBD	1
	Dandenong Plaza	1
	General area	1
	Main roads of Dandenong Plaza	1
	Market area	1
	Mcfees Rd	1
	Near Dandenong	1
	Near Drum Theatre	1
	Near Lonsdale St	1
	Noble Park station	1
	Tirhatuan Park Kriegel Way	1
	Yarraman train station	1

Keysborough	All trainlines to Dandenong	1
	Around in Dandenong in general	1
	Car parking area near shopping centres	1
	Noble Park	1
	Sandown Park station	1
	Springvale shopping strip	1

Noble Park / Noble Park North	Everywhere after dark	3
	Noble Park train station	2
	Anywhere around	1
	Central Dandenong	1
	Dandenong Plaza	1
	Dandenong station	1
	Public areas	1
	Public transport	1



Springvale / Springvale South	Springvale shopping area / centre	4
	Railway station	3
	Anywhere / everywhere	2
	Anywhere at night	2
	Dandenong	2
	Bus stops	1
	Cars (break-ins	1
	Home	1
	In the trains and buses	1
	Quiet streets at night	1
	Springvale station	1
	The parks	1
	These areas around urban housing	1

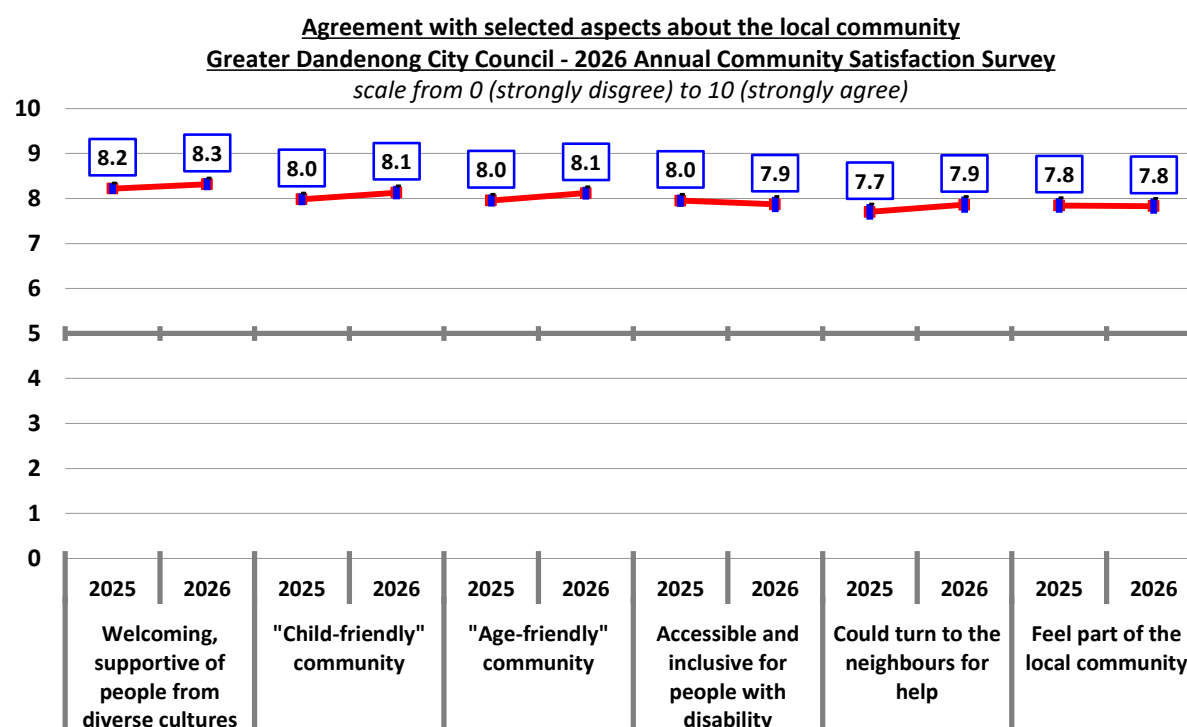
Sense of community

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.”

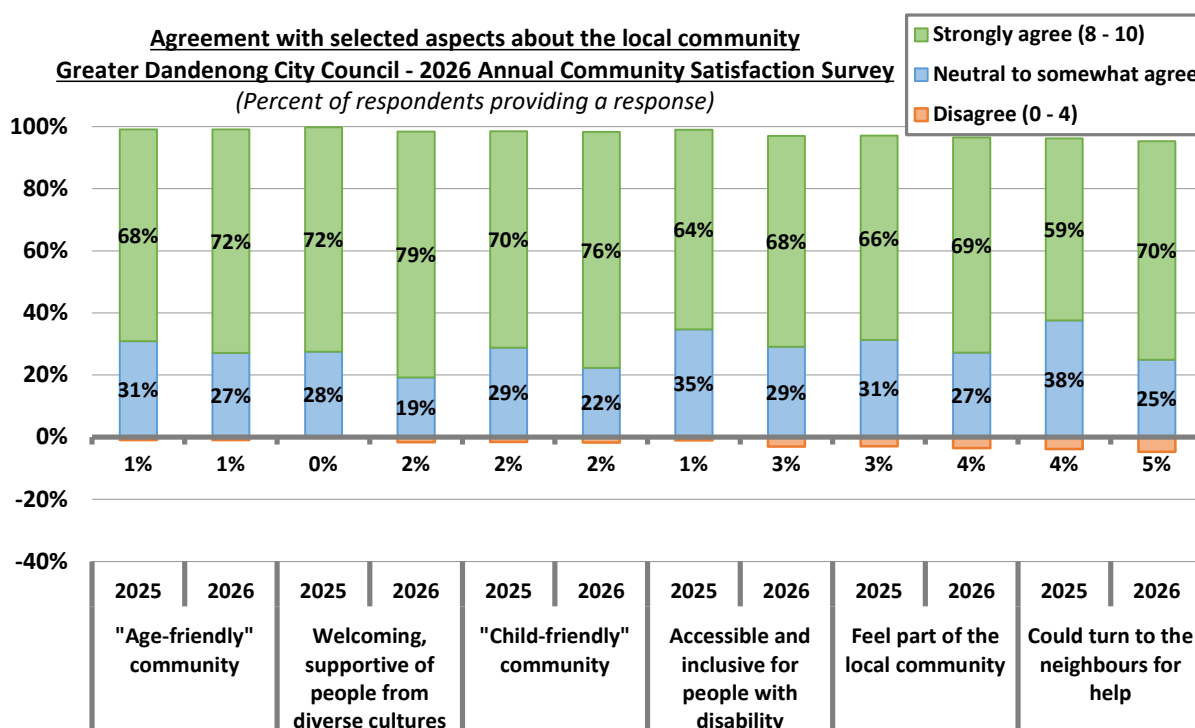
Respondents were again in 2026, asked to rate their agreement with six statements about the local sense of community. The average agreement with the six statements increased marginally this year, up one percentage point to an average of eight out of 10.

The average agreement with these statements varied from a “strong” 7.8 out of 10 for respondents feeling part of the local community, to “very strong” 8.3 out of 10 for Greater Dandenong being a welcoming and supportive place for people from diverse cultures.



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 again this year, while less than six percent disagreed with any statement.

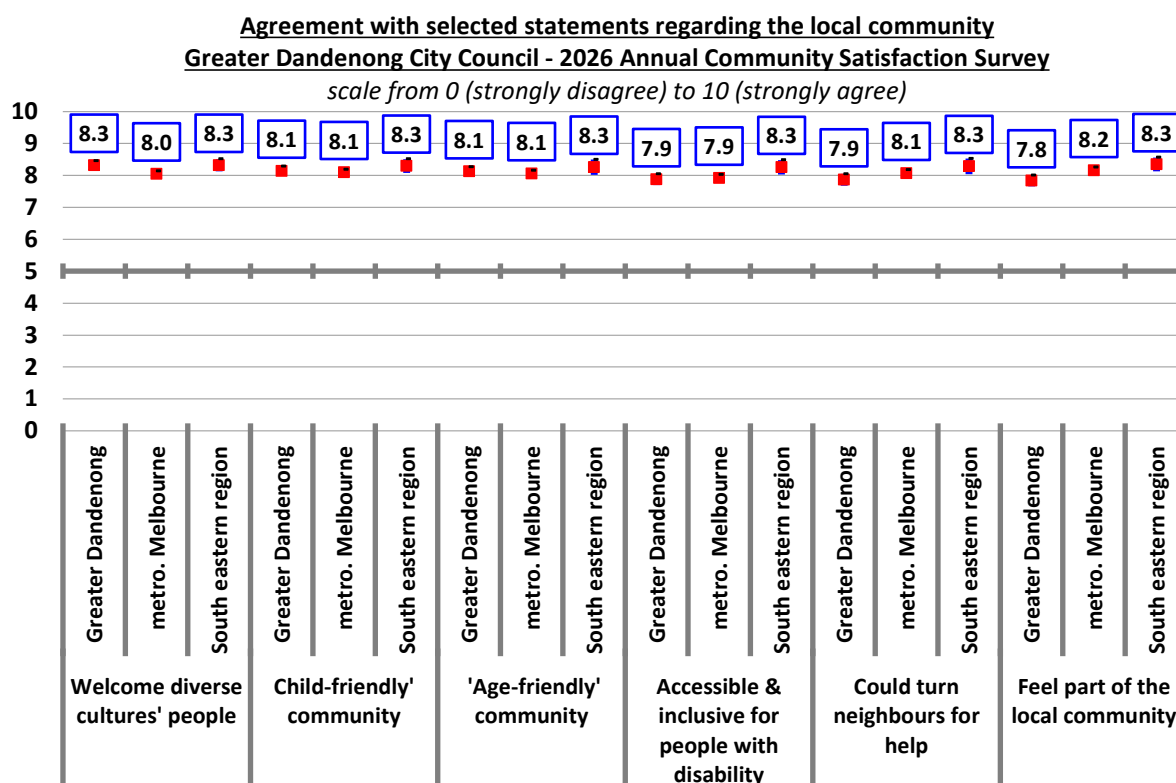


When compared to the metropolitan average, as recorded in the 2026 *Governing Melbourne* research, agreement with three of the five measures was similar to the metropolitan average.

Respondents in the City of Greater Dandenong were measurably (3pts) more in agreement than the metropolitan average that the community is welcoming and supportive of people from diverse cultures.

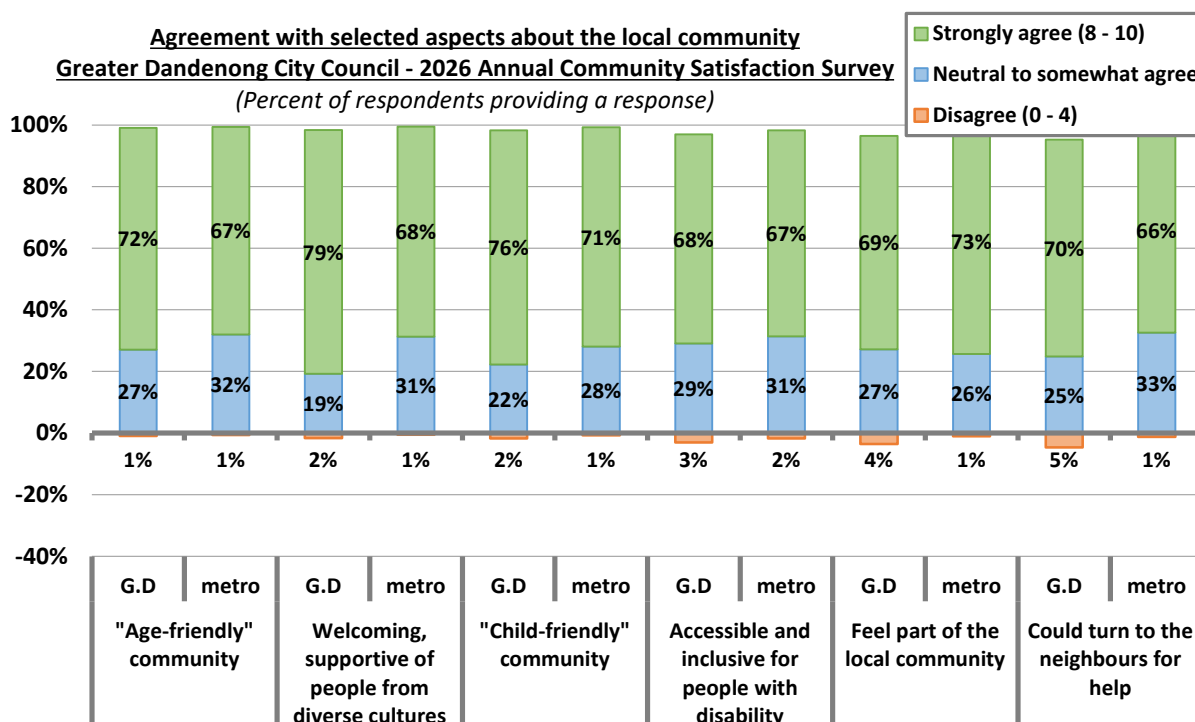
By contrast, and consistent with the results recorded last year, respondents in the City of Greater Dandenong were measurably (4pts) less likely than the metropolitan average to agree that they feel part of the local community, and somewhat (2pts) less in agreement that they could turn to the neighbours 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.



It is noted that respondents in the City of Greater Dandenong were notably (4pts) more likely than the metropolitan average to disagree that they could turn to the neighbours for help, although they were also notably (4pts) more likely to strongly agreed with the statement.

This result does highlight a small group in the City of Greater Dandenong community who feel isolated from their local community.



Agreement by precinct

There was some variation in the average agreement with these six statements observed across the municipality, as follows:

- ***I / we feel part of the local community*** – respondents from Keysborough were somewhat more in agreement than the municipal average.
- ***I / we could turn to the neighbours for help*** – respondents from Dandenong North were somewhat more in agreement, and respondents from Dandenong were somewhat less in agreement than the municipal average.
- ***My local community is a 'age-friendly' community*** – respondents from Keysborough and Springvale / Springvale South were somewhat more in agreement, while respondents from Dandenong and Noble Park / Noble Park North were somewhat less in agreement than the municipal average.
- ***My local community is a 'child-friendly' community*** – respondents from Keysborough were somewhat more in agreement, while respondents from Dandenong were somewhat less in agreement than the municipal average.
- ***My local community is accessible and inclusive for people with disability*** – respondents from Keysborough were somewhat more in agreement than the municipal average.
- ***My local community is welcoming and supportive of people from diverse cultures*** – respondents from Dandenong North and Springvale / Springvale South were notably more in agreement than average, while respondents from Noble Park / Noble Park North were somewhat less in agreement than average.

Average agreement with aspects about the local community by precinct
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

Aspect	Dandenong	Dandenong North	Keysborough	Noble Park / Noble P. Nth	Springvale / Springvale Sth
Feel part of the local community	7.6	7.7	8.2	8.0	7.6
Could turn to the neighbours for help	7.6	8.2	8.0	7.8	7.8
"Age-friendly" community	7.8	8.2	8.5	7.8	8.4
"Child-friendly" community	7.7	8.2	8.5	8.0	8.2
Accessible and inclusive for people with disability	7.7	7.8	8.4	7.6	7.9
Welcoming, supportive of people from diverse cultures	8.1	8.6	8.4	8.0	8.7
<i>Average agreement</i>	7.7	8.1	8.3	7.9	8.1
Total respondents	78	59	72	103	89



Agreement by respondent profile

There was some variation in the average agreement with these six statements observed by respondent profile, as follows:

- ***I / we feel part of the local community*** – adults (aged 35 to 44 years) were somewhat more in agreement than average, and senior citizens (aged 75 years and over) were somewhat less in agreement than average. Respondents from English speaking households were notably more in agreement than respondents from multilingual households.
- ***I / we could turn to the neighbours for help*** – senior citizens (aged 75 years and over) were notably less in agreement than average, and respondents from English speaking households were notably more in agreement than respondents from multilingual households.
- ***My local community is a 'age-friendly' community*** – senior citizens (aged 75 years and over) were notably less in agreement than average.
- ***My local community is a 'child-friendly' community*** – there was no substantial variation in the average agreement with this statement observed by respondent profile.
- ***My local community is accessible and inclusive for people with disability*** – senior citizens (aged 75 years and over) were notably less in agreement than average.
- ***My local community is welcoming and supportive of people from diverse cultures*** – senior citizens (aged 75 years and over) were notably less in agreement than average.

Average agreement with aspects about the local community by respondent profile

Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

Aspect	Young adults	Adults	Middle-aged	Older adults	Senior citizens	Male	Female	English speaking	Multi-lingual
Feel part of the local community	7.7	8.1	8.0	8.0	7.4	7.9	7.8	8.1	7.6
Could turn to the neighbours for help	7.7	8.1	8.1	8.0	7.6	7.8	7.9	8.0	7.7
"Age-friendly" community	8.1	8.3	8.1	8.3	7.6	8.1	8.1	8.2	8.1
"Child-friendly" community	8.0	8.3	8.1	8.2	8.2	8.1	8.1	8.1	8.2
Accessible and inclusive for people with disability	7.8	8.1	7.8	8.1	7.3	7.8	7.9	7.8	7.9
Welcoming, supportive of people from diverse cultures	8.3	8.5	8.3	8.4	7.9	8.3	8.3	8.2	8.4
Average agreement	7.9	8.2	8.1	8.2	7.7	8.0	8.0	8.1	8.0
Total respondents	154	80	78	56	32	211	189	183	214



Respondent profile

The following section provides the demographic profile of respondents to the *Greater Dandenong City Council – 2026 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 401 respondents was weighted by age and gender to reflect the 2021 Census profile.

It is noted, however, that the underlying age structure of the sample was broadly consistent with the *Census* results.

This result highlights the effectiveness of the methodology at engaging with the entire community.

Age structure
Greater Dandenong Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Age	2026 (unweighted)		2026 (weighted)	2025
	Number	Percent		
Young adults (18 - 34 years)	111	28%	39%	39%
Adults (35 - 44 years)	110	28%	20%	20%
Middle-aged adults (45 - 59 years)	71	18%	20%	20%
Older adults (60 - 74 years)	72	18%	14%	14%
Senior citizens (75 years and over)	36	9%	8%	8%
Not stated	1		1	2
Total	401	100%	401	402

Gender

The sample of 401 respondents was weighted by age and gender to reflect the 2021 Census profile.

It is noted, however, that the underlying age structure of the sample was broadly consistent with the *Census* results.



Gender
Greater Dandenong Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Gender	2026 (unweighted)		2026	2025
	Number	Percent	(weighted)	
Man / Male	195	49%	53%	53%
Women / Female	205	51%	47%	47%
Non-binary	0	0%	0%	0%
Prefer to self-describe	0	0%	0%	0%
Prefer not to say	1		1	0
Total	401	100%	401	402

Language spoken at home

In 2026, a total of 54% of the 400 respondents who provided a response to this question reported that they were from households that spoke a language other than English at home.

Despite being a decrease on the 70% recorded last year, this result remains an over-representation of residents from multilingual households.

The 2021 *Census* reported 41% of residents spoke a language other than English at home, and it is highly likely that the proportion of households who spoke a language other than English would be somewhat higher than the proportion of individual respondents who spoke a language other than English at home.

The most common other languages spoken by respondent households this year included Vietnamese (8%), Mandarin (7%), Persian (5%), Khmer (4%), Tamil (4%), and Hindi (4%).

These results reflect well the cultural diversity of the underlying City of Greater Dandenong community.



Language spoken at home**Greater Dandenong Council - 2026 Annual Community Satisfaction Survey***(Number and percent of respondents providing a response)*

Language	2026		2025
	Number	Percent	
English	183	46%	30%
Vietnamese	30	8%	9%
Mandarin	28	7%	4%
Persian	19	5%	4%
Khmer	17	4%	6%
Tamil	17	4%	2%
Hindi	15	4%	6%
Chinese, n.f.d	11	3%	2%
Sinhalese	7	2%	4%
Bengali	6	2%	0%
Indonesian	5	1%	1%
Malayalam	5	1%	0%
Teluga	4	1%	1%
Arabic	3	1%	1%
Cantonese	3	1%	1%
French	3	1%	1%
Greek	3	1%	3%
Malay	3	1%	2%
Punjabi	3	1%	1%
Urdu	3	1%	1%
Albanian	2	1%	0%
Italian	2	1%	2%
Spanish	2	1%	1%
Turkish	2	1%	0%
Multiple	1	0%	0%
All other languages (23 separately identified)	23	6%	8%
Not stated	1		0
Total	401	100%	402

Permanent or long-term disability

In 2026, a total of 10% of the 378 respondents who provided a response to the question reported that they were from households with a member with a permanent or long-term disability.



Household member with a permanent or long-term disability
Greater Dandenong Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Disability	2026		2025
	Number	Percent	
Yes	39	10%	8%
No	339	90%	92%
Prefer not to say	23		35
Total	401	100%	402

Diverse population groups

Consistent with the results recorded last year, approximately one-third (37% up from 31%) of respondents were culturally or linguistically diverse.

This compared to the 2021 Census result of 41% of residents who spoke a language other than English at home.

A small proportion of respondents identified with each of the five other diverse population groups.

Diverse population groups
Greater Dandenong Council - 2026 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2026		2025
	Number	Percent	
Culturally or linguistically diverse	150	37%	31%
Carer of a person with disability	23	6%	2%
Person with disability <i>(inclusive of mental illness)</i>	15	4%	3%
Experiencing financial hardship	13	3%	1%
Aboriginal and / or Torres Strait Islander	6	1%	1%
LGBTIQ+	3	1%	1%
Other	0	0%	0%
Total responses	210		158
<i>Respondents identifying at least one response</i>	<i>177</i> <i>(44%)</i>		<i>145</i> <i>(36%)</i>



Housing situation

Consistent with the results recorded last year, approximately half (49%) of respondents reported that they owned their home outright, 17% were mortgagor households, and 32% were rental households.

These results reflect the 2021 Census results, although it includes more respondents who claimed to own the home outright and fewer who identified as mortgagor households.

This is commonly observed result, and may reflect both some confusion between the two categories, but also the preference of some respondents to identify as a homeowner, and to keep their mortgage situation private.

Housing situation
Greater Dandenong Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Situation	2026		2025	Census Percent
	Number	Percent		
Own this home	193	49%	48%	31%
Mortgage (<i>paying-off this home</i>)	69	17%	18%	32%
Renting this home	129	32%	33%	36%
Other arrangement	6	2%	2%	2%
Not stated	4		4	1,063
Total	401	100%	402	51,677

General comments

There were 48 general comments received from respondents this year, which have been broadly categorised as outlined in the following table.

The most common issues this year were related to specific Council services and facilities.



General comments

Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of total responses)

Comment	2026		2025
	Number	Percent	
Council services and facilities	11	23%	8%
Roads / traffic / parking	6	13%	11%
General positive comments	5	10%	5%
Safety / security / crime / drugs	4	8%	28%
Council governance, management, performance	3	6%	8%
Cleanliness and maintenance of the area	2	4%	6%
Comments relating to this survey	2	4%	1%
Neighbour issues	2	4%	4%
Parks, gardens, open spaces and trees	2	4%	8%
Public transport management	2	4%	3%
Rates and financial management	2	4%	3%
General negative comments	1	2%	3%
Infrastructure	1	2%	1%
Other	5	10%	4%
Total	48	100%	80

The following table provides the verbatim comments received from respondents.

General comments

Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

Comment	Number
<i>Council services and facilities</i>	
Contact seniors via phone, I can't use the computer	1
I can't drive anymore	1
I find it difficult to maintain the garden because of my age	1
I had contacted Council for home help. They said it would be sent in a week but I'm still waiting. Please send helping services soon (Eckford st)	1
I'm interested in learning how to use the computer, but library does not offer it anymore	1
Improve on the facilities for the public toilets and shopping centres, you see all the rubbish there	1
Maintain drainage in Kingswood Cr	1
Make city centre more family friendly	1
More street lighting at the moment very poor	1
Streetlights need to be improved	1
We are so hope in the future the community can help us	1
Total	11
<i>Roads / traffic / parking</i>	



I like how the traffic flows	1
Lack of parking, Turner Ct	1
More accessible ways to pay for parking	1
Parking in the public areas require scanners and not coins any more	1
Parking ticket too high	1
Would like to see roads without potholes	1
Total	6

General positive comments

Overall satisfactory / great	2
Do a good job	1
Keep up the good work	1
Overall, pretty positive	1
Total	5

Safety / security / crime / drugs

Just try to minimise the crime rates	1
More police	1
More police patrolling around the area. Especially nighttime. From 8 pm - 3 am in the morning	1
Safety issues can be improved with more patrolling around Dandenong North	1
Total	4

Council governance, management, performance

Actions speak louder than words	1
I like the mayor	1
Up your game	1
Total	3

Cleanliness and maintenance of the area

Clean up rubbish in shopping centre that's all I want	1
Footpaths need to remain clean	1
Total	2

Comments relating to this survey

Happy with the survey	1
I think this survey is a good initiative	1
Total	2



<i>Neighbour issues</i>	
Give a warning to the neighbour because they don't cut the nature strips on Kirribilli Ave	1
Please look into the matter of the loud noise made by neighbourhood in Nicol Ave	1
Total	2
<i>Parks, gardens, open spaces and trees</i>	
Maintain trees. They are too big and dangerous	1
Maintenance of nature strips can be improved	1
Total	2
<i>Public transport management</i>	
Dandenong station seriously needs a multi-storey car park	1
Need for more frequent schedule of Bus 862	1
Total	2
<i>Rates and financial management</i>	
Council fees too high	1
The rates keep increasing	1
Total	2
<i>General negative comments</i>	
Can do a lot more to make it better	1
Total	1
<i>Infrastructure</i>	
Bus stop needs to have more benches especially for older people	1
Total	1



<i>Other</i>	
Council needs to be more responsive to people who are loyal to people	1
Dandenong hospital birthing experience was traumatic there was no support from the nurses, just because I wear a headscarf. I can't fathom how people who don't speak English will be treated	1
I hope there could be some availability there from the Council to reduce our living cost	1
I'd love if we could have a free day to go to the Council offices and see what they're doing there	1
More housing like families who are working, who are unable to find rental in the local area. We are looking for a house and it's very hard to find it	1
Total	5
Total responses	48

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 - 2026 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Council services and facilities</i>	
Because the services, they're supposed to provide are not being down the right way	1
Commonly reported issues like mismanaged animals stay unresolved and unactioned	1
Not enough upgrades	1
They don't do enough for women and children they have no facilities and of help for them, especially in the first year after post-partum	1
Total	4
<i>Generally negative statements</i>	
Greater Dandenong is falling apart	1
I have lived here for 4 years, and I haven't seen any improvements in the local area	1
I know that the Council makes a lot of money but nothing to show for it	1
Pretty poor. Feels like nothing gets properly fixed	1
Total	4



<i>Communication, consultation, engagement</i>	
Communications with residents is appalling	1
Community communications should be improved	1
Improving communication with the community and engage with them	1
Total	3
<i>Roads / traffic / parking</i>	
Diverted traffic to Loch Rd making it dangerous for locals because of speed	1
Speed humps on Brady Rd were installed without prior consultation with local community	1
Total	2
<i>Safety / security / crime</i>	
Commonly reported issues like break-ins stay unresolved and unactioned	1
They need to focus on the image of the Dandenong and have the strip clubs and dodgy massage places. I saw like 5 men coming and out from one of those places. Fix the problem of the cleaning around the hub of Dandenong	1
Total	2
<i>Cleanliness and maintenance of the area</i>	
Greater Dandenong is not maintained	1
Total	1
<i>Footpaths</i>	
Even after contacting multiple times, the Council's action has been poor regarding footpath maintenance	1
Total	1
<i>Parks, gardens, open spaces and trees</i>	
Parks need better maintenance	1
Total	1
<i>Rates and financial management</i>	
I don't think they are visibly doing things for the rates that we pay, we pay high rates I don't see much improvement in the local area for the rates.	1
Total	1



<i>Responsiveness</i>	
Responsive is quick, takes time to take action compared to others	1
Total	1
Total dissatisfied responses	20

Reasons for rating satisfaction with Council's overall performance at "neutral" levels
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Council services and facilities</i>	
The Council is too political	1
They are still not reliable in some things	1
They just take forever to do anything	1
Total	3

<i>Communication, consultation, engagement</i>	
Because we don't use them, we don't know exactly what they do here, we cannot rate them good	1
I do not feel any connection with the Council as a resident	1
Total	2

<i>Generally negative statements</i>	
Feels like things are getting neglected	1
Lots still to be done, I'm not angry at them though	1
Total	2

<i>Responsiveness</i>	
Because what happened with me and the noise complaint that they did not respond to and there was no significant assistance about it	1
They are responsive in some things	1
Total	2

<i>Generally neutral statements</i>	
Nothing is that good nothing is that bad	1
Total	1



<i>Parks, gardens, open spaces and trees</i>	
It's quite alright except for the maintenance of the big tree in front of my house in Kingswood Cr.	1
Total	1
Total neutral responses	11

Reasons for rating satisfaction with Council's overall performance at "satisfied" levels
Greater Dandenong City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Generally positive statements</i>	
Good / great / fine / excellent / perfect	34
Happy / satisfied	10
Have been pretty helpful	2
Because I am with the Council for the last twenty years	1
Because I have had good experiences with the Council before	1
Because of the future for everyone	1
Council is ok, keep things going	1
Good location but very busy	1
I have experienced it and it was good	1
I think they are pretty good Council, its very diverse community, multicultural. I cannot comment on the exact workings of the Council	1
Things are better than they were last year	1
Total	54
<i>Generally neutral statements</i>	
No complaints / issues / problems	23
Council is doing okay / alright	7
I haven't really dealt / been involved with them	4
Just average, not bad not good	3
They are trying	2
Giving a pass mark	1
Have not really had any bad incidents recently	1
It's a decent standard number	1
It's not very perfect	1
It's ok, better here than in other Council	1
It's ok. I'm new in the area. I moved here last year	1
They put effort but sometimes it is not satisfactory	1
This area is alright, I'm sure the Council is trying	1
We have shifted here recently, and haven't had any problems	1
Total	48



<i>Council services and facilities</i>	
Services are good / provided well	7
Homelessness is worse than last year / needs to be addressed	3
Room for improvement in terms of public toilets	3
Can do better on street lighting	2
Happy / satisfied with services	2
Some services are bad / need to improve	2
Street sweeping can be done more regularly	2
Aged service is good	1
Because the night market is good	1
Can improve in services rather than increasing the rates	1
Cause I haven't used some of the services provided by the Council	1
Enforcement of laws like illegal dumping of rubbish in the local area and if it happens everything should be okay	1
Facilities are maintained well	1
Facilities are poorly maintained compared to neighbouring Councils	1
Family counselling very good	1
General services are average	1
I would say 7 because I ask the Council about pets and facilities for pets as we do not have many but have not responded. We need more pet facilities	1
Infrastructure wise Council is not doing bad	1
Need more support for people experiencing hard situation	1
No particular issues with services	1
Sometimes certain services which are requested are not responded to properly	1
The Council services has not improved from last year	1
There are some areas that need to improve like drains	1
They need to do more for the age group between 65-70	1
They need to make better cycling lanes	1
Total	39

<i>Generally negative statements</i>	
Room for improvement / could be better	19
Because overall some of them I give 3	1
Haven't heard many positives about them so far	1
Sometimes they are not helpful	1
They don't seem to care about the people	1
We have not experienced anything bad but have heard bad stories from my neighbours	1
Total	24

<i>Safety / security / crime</i>	
Crime is really bad / become worse	4
They need to pay more attention to crime	2
Crime has gone down as far as I know	1
Crime is gotten worse after COVID	1
Depends on area, they focus on some areas like Noble Park	1
I would think more improvements needed in regarding for security in the local area	1



Near Dandenong market area is not safe much	1
Safety precautions should be taken more	1
There are some areas that need to improve like crime rates	1
There are some areas that need to improve like laws	1
They could do better with law enforcement	1
They should enforce stricter laws	1
Total	16

Communication, consultation, engagement

Community engagement is really sparse	1
Council still needs to put more effort into asking people what problems are facing	1
I don't get the opportunity to interact with the Council too often, but I have not faced any problem yet	1
I don't go to any Council meetings or read newsletters. Just my opinion	1
I haven't seen much of them	1
I am not involved in the community	1
Reaching out for feedback survey made me increase to 9	1
Some decisions are made without consulting locals first like the speed humps on Barry Rd that diverted traffic to Loch Rd. These speed humps are dangerous for van drivers as well	1
They can be more present	1
They need to hear the people more; their needs aren't being met	1
They need to listen to the community more, and solve it faster	1
You should try to take our input or suggestions more frequently	1
Total	12

Council governance, management, performance

Performance is good	2
Active visibility of their vision is not known much	1
All good with their management	1
Consistent and trying	1
Council sometimes waits till obvious problems become big and then starts looking at it. I think they should fix it before things like a road accident happens	1
I am happy with the Council's performance	1
Just a bit slow sometimes	1
They always work according to them on convenience and don't hold accountability	1
They are advocating well for our area I think they are doing well	1
Too slow to act	1
Total	11

Roads / traffic / parking

As mentioned before my road should get upgrade	1
Can do better on other facilities especially Dandenong station parking	1
Damaged traffic signs	1
Lots of over speeding in neighbourhood roads	1
Lots of potholes	1
Parking	1



Potholes in local roads needs to fix. Rest of them are fine	1
Road is clean	1
Speeding	1
They need to fix the roads. Rest is okay	1
Traffic is really bad	1
Total	11

Cleanliness and maintenance of the area

Good maintenance	2
Some areas are not clean and run down	2
Should focus on public area cleanliness	1
Sometimes Stevenson Ave has waste dumped	1
The area around here is decent, so I gave them an 8	1
There are some roads that have illegal trash around	1
There is rubbish dumping near my house which is not a public space (Knox St)	1
Total	9

Responsiveness

As I see and notice they are quick to respond	1
I have requested a few times, and they completed the task well	1
In our case they did respond quickly, and they were on time efficiently and did what they promised	1
I've never had any issues with them when I call them on the phone	1
Most cases they are responsive	1
They are good just need to be more responsive	1
They do respond when you report stuff	1
Total	7

Parks, gardens, open spaces and trees

Need to invest more into what the people actually need	1
Invest money where it should be invested	1
They money spent on irrelevant stuff. They spend on irrelevant things that do not benefit the people directly	1
Rates are too high for this area	1
Rates have gone up so much. Not seeing a justification for that increases	1
Total	5

Rates and financial management

Need to invest more into what the people actually need	1
Invest money where it should be invested	1
They money spent on irrelevant stuff. They spend on irrelevant things that do not benefit the people directly	1
Rates are too high for this area	1
Rates have gone up so much. Not seeing a justification for that increases	1
Total	5



<i>Environment and climate change</i>	
There could be more done with the environment	1
Room for improvement in terms of environmental responsibility	1
Total	2
<i>Planning, housing, development</i>	
But it is getting too crowded now a days	1
Population is high, but infrastructure needs to improve to keep up with it. Council doesn't seem to care enough. It has become way too crowded	1
Total	2
<i>Waste management</i>	
Rubbish is good	1
They collect rubbish	1
Total	2
<i>Footpaths</i>	
Footpaths can be cleaned regularly	1
Total	1
<i>Public transport</i>	
Benches in bus stops needed especially for seniors. Need for more frequent schedule, bus 862	1
Total	1
<i>Other</i>	
Expensive housing	1
Sometimes they're a bit too strict	1
The housing rent has caused a great stress	1
The rent is increasing. A lot of people are coming here, and the rent is really bad right now	1
Total	4
Total satisfied responses	253
Total responses	284

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. 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
10. 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
11. 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
12. 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
13. 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
14. 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
15. 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

16. 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	
17. 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	
18. 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	
19. 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
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13

On a scale of 0 (lowest) to 10 (highest), how important is it that Greater Dandenong City Council takes action and responds to the challenges of climate change, and how satisfied are you with the actions that Council has taken?

1. Importance of climate change as a responsibility of Council	0	1	2	3	4	5	6	7	8	9	10	99
2. Satisfaction with Council's actions taken to respond to climate change	0	1	2	3	4	5	6	7	8	9	10	99

If satisfaction rated less than 6, why do you say that?

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	LGBTIQA+	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
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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.