



M E D I A R E L E A S E

Friday 19 May 2023

Knocking on your door to find out what you think about our city

From late May, randomly selected City of Melton residents will receive a visit from a professional field researcher, asking them about how satisfied they are with Council services and facilities.

Residents will be asked about everything from their satisfaction with local planning and Council programs, to the sense of community and local issues.

The data can help guide Council's ongoing service delivery by showing where we are meeting people's needs as well as any gaps to address.

This is Council's ninth annual community satisfaction survey.

This year, the survey is returning to a face-to-face method, following phone surveys being conducted in 2021 and 2022 due to pandemic impacts. The survey is conducted independently by Metropolis Research.

To learn more about the survey, visit melton.vic.gov.au/satisfactionsurvey

Quotes attributable to City of Melton Mayor Cr Lara Carli

"This survey is a great way for us to understand how people feel about the broad range of services and facilities that we provide."

"Our community satisfaction surveys reveals many important issues and attitudes held by the community – which in turn helps guide our decision-making for the year to come."

"We look forward to learning more about what our community thinks Council is doing well, and anything they'd like to see changed in the future."

ENDS

Melton City Council media enquiries (not for publication): Elissa Haley – Communications Coordinator on 0437 575 825.