



MEDIA RELEASE

2 May 2024

Annual Community Satisfaction Survey to get underway

From late May, randomly selected City of Melton households will be asked to participate in a survey measuring community satisfaction with Council services, programs and facilities.

Residents will be asked about everything from their satisfaction with local programs to planning.

Data will show where Council is meeting people's needs and where gaps need to be addressed.

This year is Melton City Council's 10th annual community satisfaction survey.

The survey is face-to-face and conducted independently by Metropolis Research.

In 2023, Council recorded an overall satisfaction score of 6.9 per cent out of 10, a six per cent increase over the previous year.

Satisfaction at an "excellent" level was recorded across garbage collection and recycling, library services, community events and festivals, animal management and Melton Recycling Facility services

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

Quotes attributable to City of Melton Mayor Cr Kathy Majdlik

"Our annual satisfaction survey is a great way for residents to tell us how they feel about the services and facilities we provide."

"This survey will help guide service provision by informing us about any gaps, raising important issues and attitudes held by the community."

"We look forward to hearing from members of our community about what they think Council is doing well, and any improvements we can make for the future."

ENDS

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