



MEDIA RELEASE

28 April 2025

Knocking on your door to find out what you think

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.

Each year, Council conducts a community satisfaction survey where residents are asked about a range of topics from their satisfaction with local planning and Council programs, to the sense of community and local issues.

The data helps guide Council's ongoing service delivery by showing where we are meeting people's needs and any gaps we need to address.

The door-to-door household survey is conducted independently by Metropolis Research and will involve 800 households.

Residents who have been selected for the survey can expect a knock on their door between Saturday 17 May – Sunday 8 June 2025.

The survey will take approximately 15 minutes to complete and individual responses are confidential. Field researchers will carry photo identification.

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

Quotes attributable to City of Melton Mayor Cr Steve Abboushi

"It's important we hear from our community to understand if we are meeting their needs and expectations in terms of our service delivery."

"The survey helps Council to gain insight into the community's satisfaction with Council services and identify areas that may need improvement."

"We look forward to hearing 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Melton City Council media enquiries (not for publication): Catherine Chapman – Media and Communications Advisor on 0427 595 552.