



MEDIA RELEASE

25 September 2025

Community satisfaction with Melton City Council remains high

Residents' overall satisfaction with Melton City Council remains high according to the 11th annual City of Melton Community Satisfaction Survey.

Waste services, library services, community centres, sports and recreation facilities, events, and animal management all recorded satisfaction levels in the excellent range.

Services for babies, children, youth, seniors, and persons with disability showed the biggest improvement in satisfaction levels also ranking in the excellent range.

Council scored an overall performance rating of 7 out of 10 in 2025, consistent with last year.

The survey revealed the community satisfaction with 32 services and facilities provided by Council rising two per cent from last year to 7.8 out of 10.

The main areas identified for further attention by all levels of government responsible include traffic management (23% up from 18%), roads (15% up from 8%), and safety, policing, and crime (19% up from 6%).

Council has allocated \$32.9 million in the 2025/26 budget for upgrading local roads and improving road safety and will continue to advocate strongly for State and Federal Government investment in key road projects to improve safety and reduce congestion.

While policing and crime is the responsibility of the Victorian Government, Council will also advocate on behalf of residents for more support and resources to address community safety.

Conducted independently by Metropolis Research, the survey involved in-person interviews with 800 randomly selected residents in May and June 2025. This is the number of respondents needed to ensure confidence the findings accurately reflect community sentiment.

For the full results, visit melton.vic.gov.au/satisfactionsurvey

Quotes attributable to City of Melton Mayor Cr Steve Abboushi:

"I want to thank the community members who gave their time and shared their feedback in the 2025 Community Satisfaction Survey."

"It's pleasing to note that many aspects of Council's performance remain at or around record high levels."

"The feedback helps give Council direction on what matters to residents and identifies areas that may need improvement."

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

ENDS

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