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GREATER DANDENONG RECORDS HIGHEST CUSTOMER SATISFACTION SURVEY RESULTS IN METROPOLITAN MELBOURNE

Greater Dandenong City Council has recorded the highest customer satisfaction survey results of 19 Melbourne metropolitan councils and the equal highest score the survey provider has recorded in 25 years.

Each year, Greater Dandenong City Council conducts a Community Satisfaction Survey to assess our performance across a range of areas and to seek insight into ways to improve service delivery.

In 2025 Council changed service providers and moved away from a telephone survey to an in-person approach of 400 residents. The results have been compared to 18 other metropolitan Councils including Cardinia, Frankston, Kingston, Bayside, Port Phillip and Mornington Peninsula.

This year saw Greater Dandenong score highest of all participating Councils for overall satisfaction and outperform the metropolitan average in a number of areas.

“These results recognise the hard work and dedication of our staff across every department and should be a source of pride for our community,” said Greater Dandenong Deputy Mayor, Councillor Sophie Tan.

“The average satisfaction with facilities and services was 8.1, which is 3% higher than the metropolitan average and 7% higher than the southeastern region. We outperformed the metropolitan average in most areas of performance including community services, communication, planning and building, and recreation and culture. We were way above the Melbourne metro average for Customer Service.”

Visit greaterdandenong.vic.gov.au/community-satisfaction-survey for more information on our customer satisfaction survey results.

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