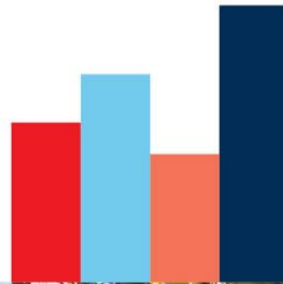

Leadership & Participation

Community Summary Report
February 2021



Wyndham 2040 Community Vision for Leadership and Participation

The Wyndham 2040 Community Vision describes the community's aspirations for the future of our City. The current Vision for Leadership and Participation is as follows:

“Wyndham will have a variety of ways for community members to volunteer in support of others. Our city will be home to passionate residents who are always having conversations about how to build a better community. Residents will seek out ways to use their skills, knowledge and passion to build the community we have envisioned.”

The current population of Wyndham is forecast to double between now and 2040. As Wyndham continues to grow and change, so will the aspirations and needs of our diverse community. It goes without saying that the COVID-19 pandemic has hit Wyndham hard. With more than 2,200 people testing positive to the Coronavirus in Wyndham since the beginning of the pandemic in March 2020, there have been many challenges but there are also opportunities. Together we have a chance to move towards a ‘new normal’ and build back better as we recover from the impacts of COVID-19.

This summary presents a snapshot of Leadership and Participation. It includes current information about the municipality and the opportunities, challenges and issues facing the community now and into the future. The information is intended to assist you to work actively with Council to refresh the Wyndham 2040 Community Vision and determine priorities for Council to deliver over the next four years.

Council Services

Under Leadership and Participation, Council delivers services relating to improving our internal systems, so that quality services can be delivered to the community. We also work with local residents, organisations, partners, and other tiers of government to advocate for the needs of our community. Council works to build and shape a community of passionate, engaged and inspired residents and organisations who are proud to call Wyndham City their home.

Council provides 17 services under Leadership and Participation, some of these include Advocacy, Council and Corporate Governance, Finance and Community and Stakeholder Engagement. A full list of services provided by Council is available in the Leadership and Participation Background Report.

Satisfaction with Council performance

The Annual Community Satisfaction Survey measures community satisfaction with a range of Council services and facilities as well community sentiment across a range of additional issues of concern in the municipality. Council uses this to understand and better plan to meet community needs.

According to the annual community satisfaction survey:

- Community satisfaction with Council's representation, lobbying and advocacy on behalf of the community with other levels of government and private organisations on key issues has increased from 6.28 in 2016 to 6.84 in 2019.
- Community satisfaction with performance of Council across all areas of responsibility has increased from 6.65 in 2016 to 6.93 in 2019.
- Community satisfaction with Council's performance in maintaining the trust and confidence of the local community has increased from 6.17 in 2016 to 7.05 in 2019.
- Community satisfaction with Council's performance in community consultation and engagement has increased from 6.51 in 2016 to 7.18 in 2019.

Community Engagement at Wyndham City

Community engagement is an important process that allows communities to have their say on decisions that affect their lives. It is therefore a crucial input into good decision making and as the arm of government closest to the people, Council has an important role to ensure community engagement is genuine, transparent and appropriate.

Council defines community engagement as a planned, two-way process that provides opportunities for community to have meaningful involvement and share lived experiences to inform Council's decision making.

Our Community Engagement Policy 2021-25 sets out our expectations and principles for community engagement, including our legislative requirements under the Local Government Act 2020. It guides best practice community engagement processes and outcomes through consistent and transparent approaches. The policy has been developed in consultation with the Wyndham community and our staff. It outlines the type and form of community engagement proposed, having regard to the significance and complexity of the decision to be made.

Continuous Improvement at Wyndham City

The introduction of a yearly rate cap in 2015 means that Councils are limited in their ability to increase rates. This has created a need for Councils to become effective planners and more efficient in delivering services. For this reason, over the past few years, Wyndham City Council has implemented substantial improvements to the way Council works including but not limited to:

- Investing in IT to enable Council to operate more efficiently, build a stronger customer service delivery capability and support a community first approach;
- Improving the working environment to enable staff to work 'smarter' and agile. In the COVID-19 pandemic, this significant change to workplace practices and strong investment in IT meant that staff were able to work from home with minimal disruption to service delivery. It also means we can continue to offer services and pivot some service offerings, ensuring we continue to support the community and build for a post pandemic recovery.
- Adopting the Australian Business Excellence Framework (ABEF)

Social inclusion and community connections

A variety of surveys have been undertaken by various bodies that provide an insight into resident's wellbeing. The information provided here is the latest data available:

- In 2014, on average 15% of adults participated in all types of organised community groups, including sports, religious, school, professional and other groups.
- In 2014, 20.3% of Wyndham adults were socially isolated, compared to 18.5% of adults in the North West Metro area and 17.3% Victoria wide
- In 2017, 15.8% of adults regularly volunteered or helped at a local group as a volunteer. This is down slightly from 16.1% in 2014. Meanwhile, the proportion of people who sometimes volunteer has increased from 10% in 2014 to 15.3% in 2017.
- In 2015, the individual level of resilience was scored at an average of 6.1 out of 8 compared to an average of 6.4 across Victoria
- From 2008 to 2014, the proportion of Wyndham adults experiencing high or very high psychological distress has increased at a faster rate than Victoria. Despite this, the proportion

of residents experiencing high levels of psychological distress is still less than the proportion observed across Victoria

- In 2014, the proportion of adults who could not access help was 6.2% from family, 4.1% from friends and 28.1% from neighbours
- In 2017, almost half of Wyndham adults (47.3%) agree that multiculturalism (as a general concept) made life in their area better. This is slightly lower than in 2014, when it was 48.8%

Advocacy

There are many infrastructure and service gaps affecting our community that we can't solve on our own. We're largely reliant on other levels of government to fund and provide the infrastructure and services our community needs to prosper. That's why it's important for us to hear from our community about what our city needs, and then communicate these needs and seek action from politicians, government departments, and other key stakeholders. This is what we call advocacy – and it's one of the most important functions we perform.

[Securing Wyndham's Future](#) is council's advocacy strategy that is updated regularly to reflect community needs and government policy and funding changes.

Volunteering

In relation to Leadership and Participation, Council has highlighted Volunteering as a priority issue.

- The Wyndham Volunteering Strategy 2019-2024 acknowledges that volunteering is changing. People have busy lives and many competing commitments. Volunteers are increasingly looking for diverse and flexible ways to contribute their time. Not everyone who would like to volunteer is able to access opportunities. In our rapidly growing city, programs can struggle to keep up with community expectations and needs.
- We need to find new ways to attract people to volunteering and support them to stay involved. Through our volunteer strategy the community will work together to grow volunteer numbers and opportunities in Wyndham.
- We support a strengths-based approach that harnesses and develops skills and leadership. We will explore the creation of a team of volunteer leaders responsible for promoting volunteering in the community, supporting and linking volunteers, and engaging volunteer voices.
- We will support partnerships that respond to the changing needs of our diverse communities and address the impacts of Wyndham's growth.

Impacts of COVID-19

The impacts of COVID-19 have been felt right across the globe and Wyndham is no exception.

The COVID-19 pandemic has been a challenge for Wyndham but also an opportunity for Council to work in partnership with leaders of diverse communities and empower community participation to ensure the safety of all our residents. We can continue to learn from these valuable partnerships.

Although information is still coming in, analysis of social, health and economic data available as at December 2020 can help us respond to the COVID-19 impacts on the community. For more information please refer to the COVID-19 Response and Recovery summary report.