

Wyndham 2050 Community Vision Priority Area

# Connected Community

*Progress Report Year 1 2025/26*

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# What's it like to live in Wyndham?

On behalf of the Wyndham community, Council is tracking the following measures annually against the priorities of the Community Vision to understand how residents are feeling about where they live. These indicators are included in the Annual Community Satisfaction Survey, which consists of a sample of 1,200 randomly selected Wyndham residents.

## What did we hear in 2025/26?



**69%**

**strongly agree**

that Wyndham is welcoming and supportive of people from diverse cultures and backgrounds.

**Vision Priority:**

### Connected Community

***Foster community inclusion and engagement by boosting communication and transparency. On what's available and what's on in Wyndham, that supports a multicultural and diverse community.***

**55%**

**strongly agree**

that they feel part of the local community

# What is Council's role?

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# What is Council's role?

- Provides community centres with programs, activities and services for all ages
- Delivers and supports community events across Wyndham
- Shares information through its website, social media and Wyndham News
- Promotes local attractions, events and businesses through Visit Werribee
- Encourages community feedback through The Loop engagement platform
- Provides information in multiple languages and accessible formats
- Helps residents connect with local services and support programs
- Supports access to counselling, food relief and wellbeing services



# What has Council achieved in 2025/26?



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Connect
Create
Learn
Share



# Wyndham Community Centres

are welcoming and vibrant places providing a great range of services, activities and programs that are low-cost and for all ages and interests.

They are a great place to make new friends, volunteer or join one of the many community groups.

Looking for ways to get involved in your community or need some information about local services? **Come in and see us.**

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*“Community centre is our home and our paradise.”*

*“I feel connected with community, meet people and start my day with happiness.”*

*“The staff are so friendly and helpful and go out of their way to meet the need of people.”*

*“I love the staff and how they treat me warmly every single time.”*

*“I attend the centre weekly and always get greeted with a smile and a feeling of belonging.”*

*‘Thank you for providing for amazing place for the wonderful support.”*

**Community Centre Customer Satisfaction Survey, June 2026**



## Community Centres

**85%**

Programs and activities at council managed community centres are delivered or led by the community (on average)

**98% of centre users report that council managed community centres met their needs (Community Centre Customer Satisfaction Survey)**

**343**

Groups delivered regular activities at council managed community centres and community halls (on average)

**COMMUNITY SAYS:**

Council’s provision of activities that are accessible to and inclusive of all members of the community
**EXCELLENT**

**18,855**

Programs and activities delivered at council managed community centres

**1.96M**

Visits to 9 Council Managed Community Centres

**99% of centre users report feeling welcome and safe at council managed community centres. (Community Centre Customer Satisfaction Survey)**

**9,339**

Requests received at council managed community centres for local services and information

Top three services requested:

1. Room hire and program enquiries
2. Justice of Peace services
3. Food bank

**COMMUNITY SAYS:**

Provision and maintenance of community centres
**EXCELLENT**




# Library Services

**74%**

Library resources are less than 5 years old

**1.84M**

Loan items made up of **90%** physical loans and **10%** digital loans

**COMMUNITY SAYS:**

Council's provision of local libraries **EXCELLENT**

**17,497**

New active members

**31% of the Wyndham population are active library members***

**4,980**

Activities/events with **130,124** attendees

**97% satisfaction reported by attendees of Learning Community Strategy signature events (e.g. Principal's Breakfast; Wyntalk; Education Roundtable).**

**180,678**

WIFI sessions with **142,135** GB downloaded

29% (WIFI GB Downloaded)

**1.13M**

Visits to a library

97% customers rated their satisfaction with the service 4 out of 5 or above**

* *Result / percentage reported is an average over the financial year*

** *Customer satisfaction gathered via Libraries self-checkout kiosk*

# Social and Economic Inclusion

**38**

Career and capacity building activities, programs, and events delivered

**68**

Local people placed into local employment

**1,254**

Local people supported on their employment journey

**215**

Partners engaged to support inclusive employment

Inclusive employment refers to programs and approaches designed to remove barriers and create opportunities for local people to access meaningful and sustainable employment

**27**

Council volunteer programs delivered with 106 volunteers

**1,270**

People and organisations supported to access volunteering opportunities

**97% of partners reporting a positive change in knowledge or work practices**

**Inclusive employment survey sourced from initiatives including toolkit workshops and youth career connect events*

# Community Strengthening

**192**

Community Strengthening Grants awarded

**$834,001**

Funding distributed for community-led initiatives

**2,770**

Attendees at **90** program sessions and events

**COMMUNITY SAYS:**

Council's provision of activities that are accessible to and inclusive of all members of the community
**EXCELLENT**

**COMMUNITY SAYS:**

Degree to which Council empowers the community to form and lead social connections
**VERY GOOD**



# Community Connections and Care

## 530

Residents over 65 connected to local services and supports

45%

**COUNCIL SAYS:**

Community Connector program expanded its reach to more locations, supporting increased community access as well as growing demand for assistance navigating aged care reforms.

Most needed services:*

- Food Relief
- Financial Aid
- My Aged Care

## 1,689

Residents under 65 connected to local services and supports

**100% respondents to the Community Connectors client survey rated their experience 3 stars or higher (Community Connectors client survey The Loop)**

**COMMUNITY SAYS:**

Council support to access services for older residents
**VERY GOOD**




## 1,761

Attendees to **2** events

**100% respondents reported Seniors and Carers Expo provided helpful information about supports available (Seniors and Carers Expo survey)**

** For residents under and over 65*

# Strategic Communications

### Wyndham City Council Website

**3.03M**
Website visits

**2.88M**
Engaged sessions

COMMUNITY SAYS:

Satisfaction with Council's website www.wyndham.vic.gov.au
**EXCELLENT**

### Facebook

**114,129**
Fans

**2.01M**
Engagements

COMMUNITY SAYS:

How easy Council information is to access and to understand
**VERY GOOD**

### Instagram

**27,532**
Followers

**37,881**
Engagements

COMMUNITY SAYS:

Council's efforts to keep the community informed through its social media platforms
**EXCELLENT**

### LinkedIn

**22,238**
Followers

**38,452**
Engagements



*Engagements: The number of reactions, shares, comments, and clicks on post links, videos, and images.*
*Engaged sessions: A web session that lasts longer than 10 seconds, has a conversion event, or has at least two page views.*
*Fans: A user who likes a Facebook page, in which then that page becomes a part of their interests on their profile*
*Follower: A follower on social media is a user who subscribes to an account to automatically receive that account's posts, videos, or updates in their content feed.*
*Views: The total number of times a user views any page. Page views are recorded each time a page is visited, regardless of if the user has previously visited that page.*
*Visits: One individual visitor who arrives at your web site and proceeds to browse.*

# Council Adopted Strategies and Plans

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# Reconciliation Action Plan (RAP) 2023-2025

## Vision for Reconciliation

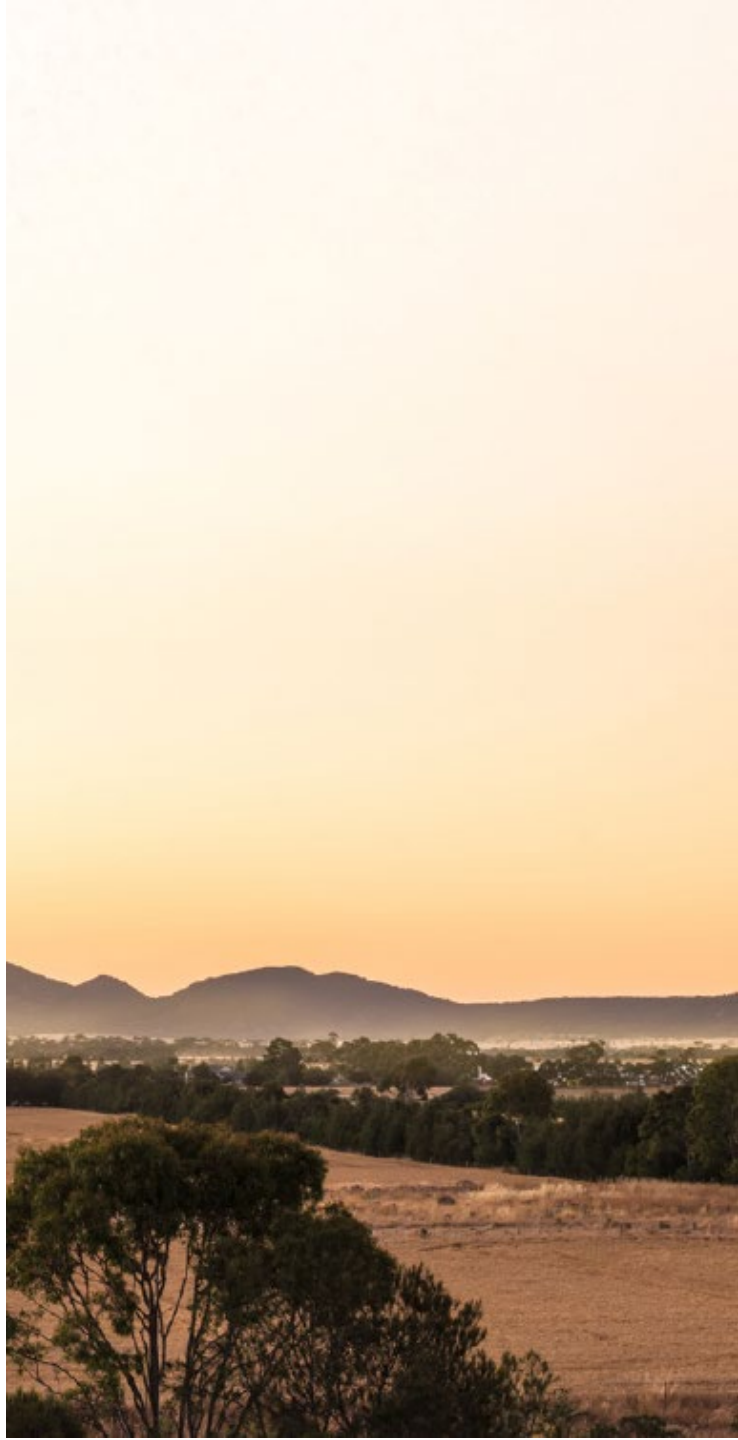
Council celebrates and acknowledges Aboriginal and Torres Strait Islander living culture and history, and is committed to creating opportunities for participation, inclusion and equity across the Wyndham community.

**114**
**Deliverables**

**8**
**Deliverables in progress**

**93%**
**Deliverables achieved**

**Deliverables identified as still in progress in this report will be reflected in Council's next Reconciliation Action Plan (RAP).**



# Reconciliation

*Connecting Community to First Nations Culture in Wyndham*

**Building understanding, respect and connection with First Nations cultures, histories and communities through:**

- **Art**
- **Connection to Country**
- **Events**

**Wyndham City's next RAP is under development. Ask how you can be a part of this process.**



# 2025/26 Service Investment

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# 2025/26 Service Investment

## The following services directly contribute to progressing this Vision priority area

| Service | Community Centres | Community Connections and Care | Community Strengthening | First Nations | Library Services | Strategic Communications |
|---|---|---|---|---|---|---|
| Description | Lead and partner with community to provide welcoming and safe places where residents can connect and access affordable programs, activities, services and hire spaces that help build relationships, gain information, support and skills, and create the neighbourhoods they aspire to live in. | To provide valued outcomes by working collaboratively with individuals, their carers and families, community groups, networks, council units and other agencies in the provision of quality services, information, advocacy and support for older residents, their families and carers to enable older people to age well in Wyndham. | Lead and partner with community to strengthen community capacity and promote social justice, equity, access, participation and human rights. | Lead and work in partnership to increase self-determined opportunities for local Aboriginal and Torres Strait Islander people to thrive; to challenge prejudice, discrimination and racism; and enable equitable access, participation and inclusion for all Aboriginal and Torres Strait Islander people. | Provides resources, services, spaces and programs that support Wyndham residents' increased levels of literacy, digital literacy, numeracy, community wellbeing and social connectedness. Learning and participation is facilitated through library branches, the Pop Up Library Van and via 24/7 digital library information and resource services. | Communicate and promote the services, initiatives and events that Council delivers to Wyndham residents and stakeholders via a range of communication and marketing channels. Manage Council's media, digital content and integrated campaigns. |
| Budget Net Cost ($'000) | (2,466) | (2,156) | (4,588) | (880) | (9,595) | (2,459) |
| Actual Net Cost ($'000) | (3,428) | (1,992) | (3,608) | (486) | (9,982) | (2,487) |
| Var ($'000) | (962) | 163 | 980 | 394 | (387) | (28) |