



2023 Local Government Community Satisfaction Survey

Port Phillip City Council

Coordinated by the Department of
Government Services on behalf of
Victorian councils



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Background and objectives

The Victorian Community Satisfaction Survey (CSS) creates a vital interface between the council and their community.

Held annually, the CSS asks the opinions of local people about the place they live, work and play and provides confidence for councils in their efforts and abilities.

Now in its twenty-fourth year, this survey provides insight into the community's views on:

- councils' overall performance, with benchmarking against State-wide and council group results
- value for money in services and infrastructure
- community consultation and engagement
- decisions made in the interest of the community
- customer service, local infrastructure, facilities, services and
- overall council direction.

When coupled with previous data, the survey provides a reliable historical source of the community's views since 1998. A selection of results from the last ten years shows that councils in Victoria continue to provide services that meet the public's expectations.

Serving Victoria for 24 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 24 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

Participation in the State-wide Local Government Community Satisfaction Survey is optional.

Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. The 'W' is filled with a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex data structure. The background of the 'W' is a solid dark blue color.

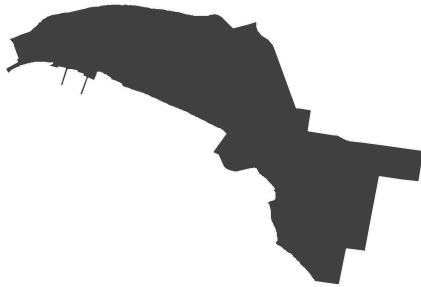
Key findings and recommendations



Port Phillip City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Port Phillip 58



Metropolitan 62



State-wide 56

Council performance compared to group average

Top 3 performing areas		
	Art centres & libraries	▼ lower
	Recreational facilities	▼ lower
	Waste management	= on par
Lowest 3 performing areas		
	Population growth	= on par
	Lobbying	▼ lower
	Community decisions	▼ lower
	Customer service	▼ lower



Summary of core measures

Index scores

Overall Performance

Value for money

Community Consultation

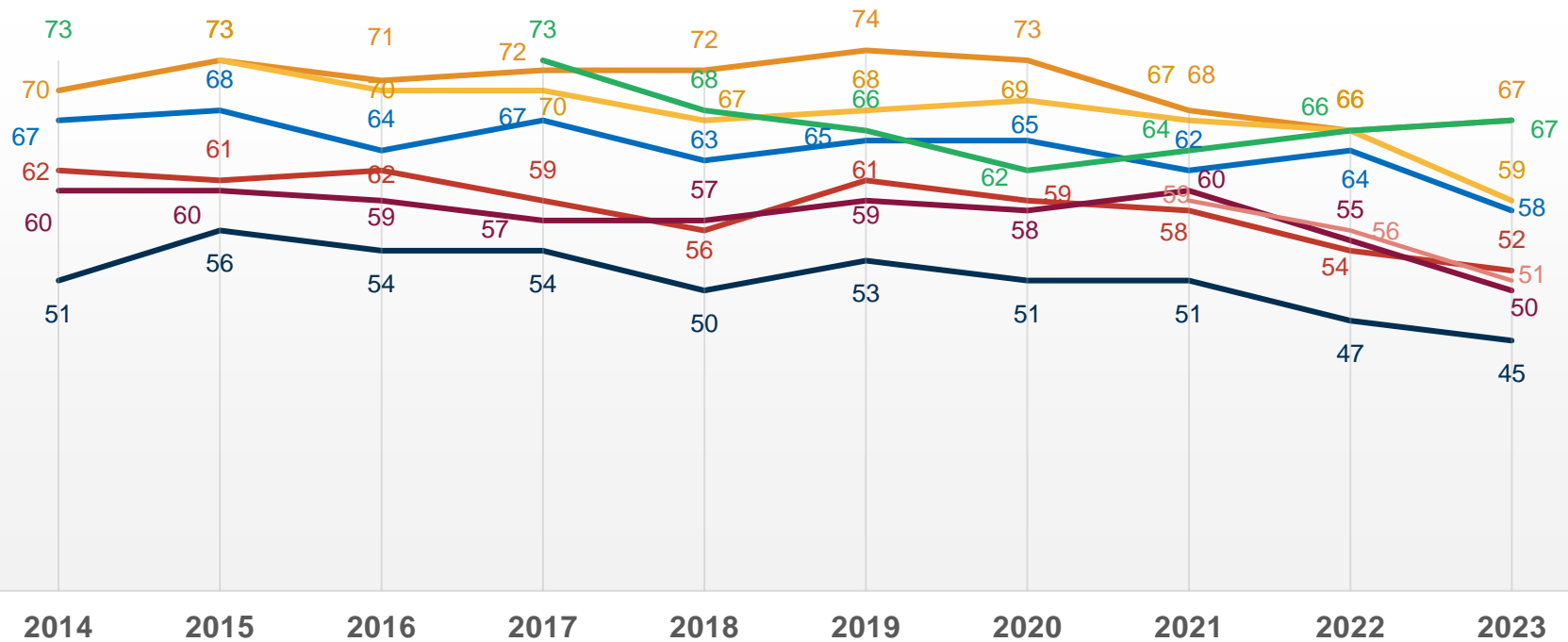
Making Community Decisions

Sealed Local Roads

Waste management

Customer Service

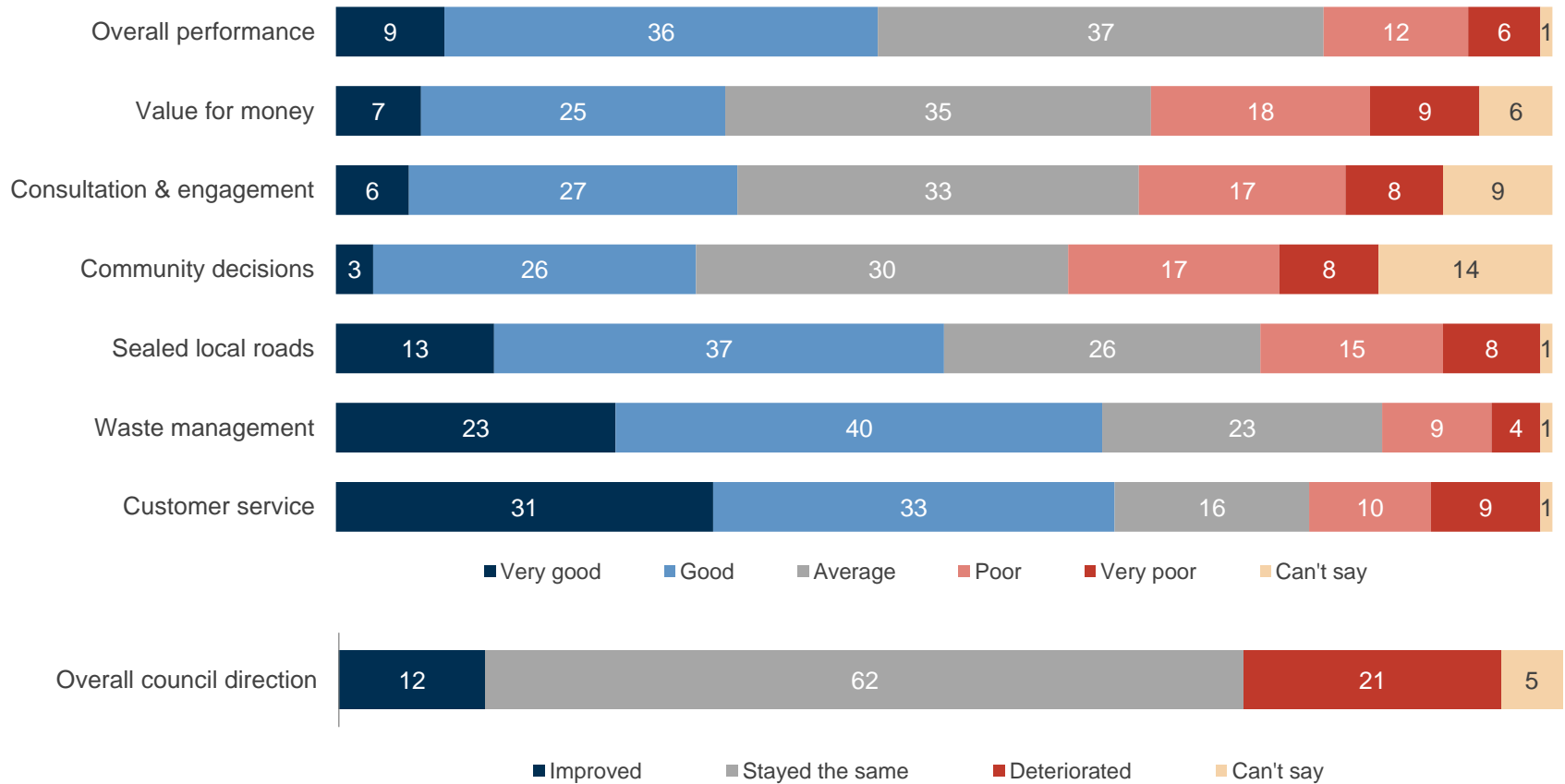
Overall Council Direction





Summary of core measures

Core measures summary results (%)















Summary of Port Phillip City Council performance

Services	Port Phillip 2023	Port Phillip 2022	Metro 2023	State-wide 2023	Highest score	Lowest score
 Overall performance	58	64	62	56	Aged 18-34 years	Aged 50-64 years
 Value for money	51	56	56	49	Women, Aged 65+ years	Aged 50-64 years
 Overall council direction	45	47	49	46	Aged 18-34 years	Aged 50-64 years
 Customer service	67	66	71	67	Aged 65+ years	Aged 35-49 years
 Art centres & libraries	71	71	75	73	Aged 65+ years	Men, Aged 35-49 years
 Recreational facilities	69	71	72	68	Lake Ward residents	Canal Ward residents, Aged 65+ years, Aged 50-64 years, Gateway Ward residents
 Waste management	67	66	68	66	Aged 18-34 years	Aged 35-49 years
 Community & cultural	66	65	67	66	Lake Ward residents, Women	Gateway Ward residents
 Appearance of public areas	64	69	68	67	Aged 18-34 years	Aged 50-64 years
 Environmental sustainability	60	61	62	60	Lake Ward residents, Aged 65+ years	Gateway Ward residents





Summary of Port Phillip City Council performance

Services		Port Phillip 2023	Port Phillip 2022	Metro 2023	State-wide 2023	Highest score	Lowest score
	Elderly support services	60	-	64	63	Aged 65+ years	Canal Ward residents
	Sealed local roads	59	66	61	48	Aged 18-34 years	Aged 50-64 years
	Slashing & weed control	57	63	57	46	Aged 18-34 years	Aged 65+ years
	Bus/community dev./tourism	57	-	59	59	Aged 18-34 years	Aged 35-49 years
	Informing the community	55	-	60	57	Women, Canal Ward residents	Aged 50-64 years
	Local streets & footpaths	53	61	57	52	Aged 18-34 years	Aged 50-64 years
	Traffic management	52	62	55	55	Aged 18-34 years, Canal Ward residents	Gateway Ward residents
	Consultation & engagement	52	54	55	52	Aged 18-34 years	Aged 50-64 years
	Planning & building permits	50	53	50	47	Aged 18-34 years	Aged 65+ years
	Community decisions	50	55	55	51	Aged 18-34 years	Aged 50-64 years



Summary of Port Phillip City Council performance

Services		Port Phillip 2023	Port Phillip 2022	Metro 2023	State-wide 2023	Highest score	Lowest score
	Lobbying	50	51	53	51	Aged 18-34 years	Aged 50-64 years
	Population growth	49	-	49	48	Aged 18-34 years	Aged 50-64 years, Aged 35-49 years



Focus areas for the next 12 months

Overview

Perceptions of Council's overall performance have significantly declined following a period of four years of relative stability from 2019. This decline in overall performance in 2023 mirrors the pattern across the Metropolitan group (and indeed State-wide). Where there are comparisons with last year, many individual service areas evaluated have declined, more often than not significantly so.

Key influences on perceptions of overall performance

Over the coming year, Council should look to strengthen perceptions of decisions made in the interest of the community, as it has the strongest influence on overall performance. Further, perceptions of Council's performance on community decisions has declined significantly for two consecutive years, with ratings now at a record low. Following this, the more moderately influential but lower rated service areas of informing the community and lobbying should be prioritised as areas for improvement in the year ahead.

Comparison to state and area grouping

Council performs significantly below the Metropolitan group average on most service areas evaluated, and on no services does it rate significantly above the Metropolitan group average. Positively, Council rates significantly above the State-wide average on sealed local roads, slashing and weed control, and planning and building permits.

Focus on abating core measure declines

Council should aim to abate the downward trends in performance ratings for poorly performing, influential ratings that have reached low points, such as community decisions, informing the community and lobbying. Improving these measures will assist in fostering a sense of connectedness with the community and drive perceptions that Council is indeed heading in the right direction, which is also trending down and at an all time low.

DETAILED FINDINGS



Overall performance

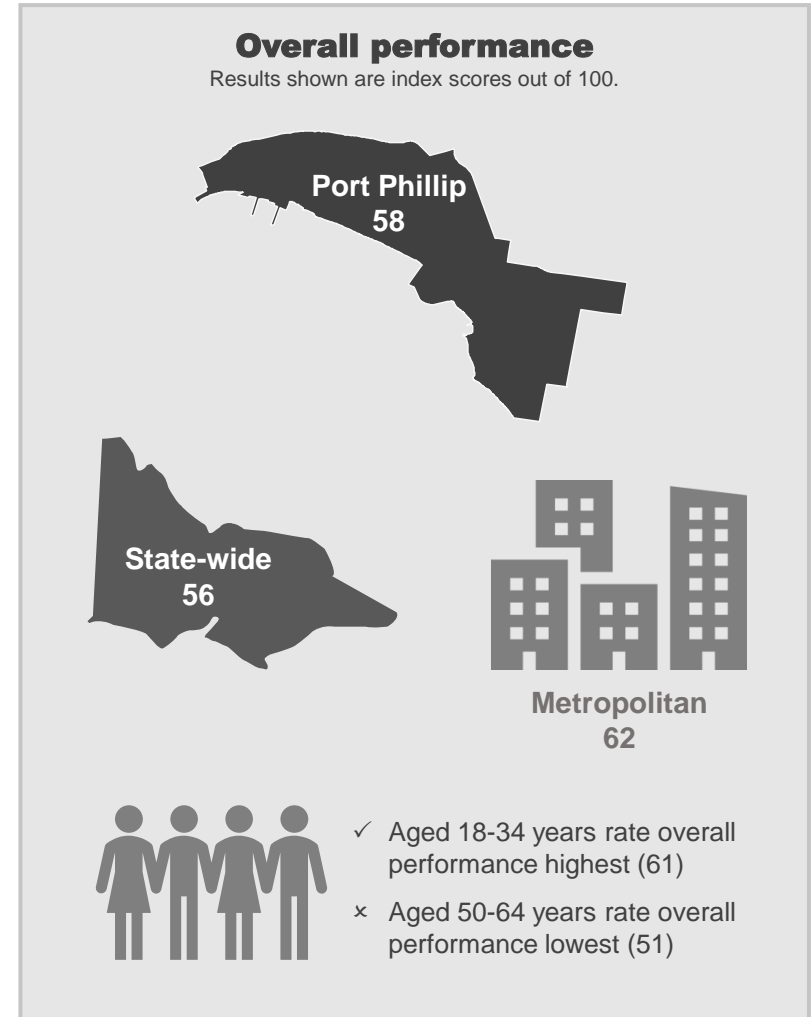
Overall performance

The overall performance index score of 58 for Port Phillip City Council marks a significant decline on the 2022 result. This follows four years of stability in performance perceptions from 2019. Council's overall performance rating is at its lowest level recorded.

Port Phillip City Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than the average rating for councils in the Metropolitan group and is rated in line with the State-wide average for councils (index scores of 62 and 56 respectively).

- Perceptions of Council's overall performance significantly declined across nearly all demographic and geographic cohorts when compared to last year, the exception being residents aged 50 years and older, and those living in the Gateway Ward.

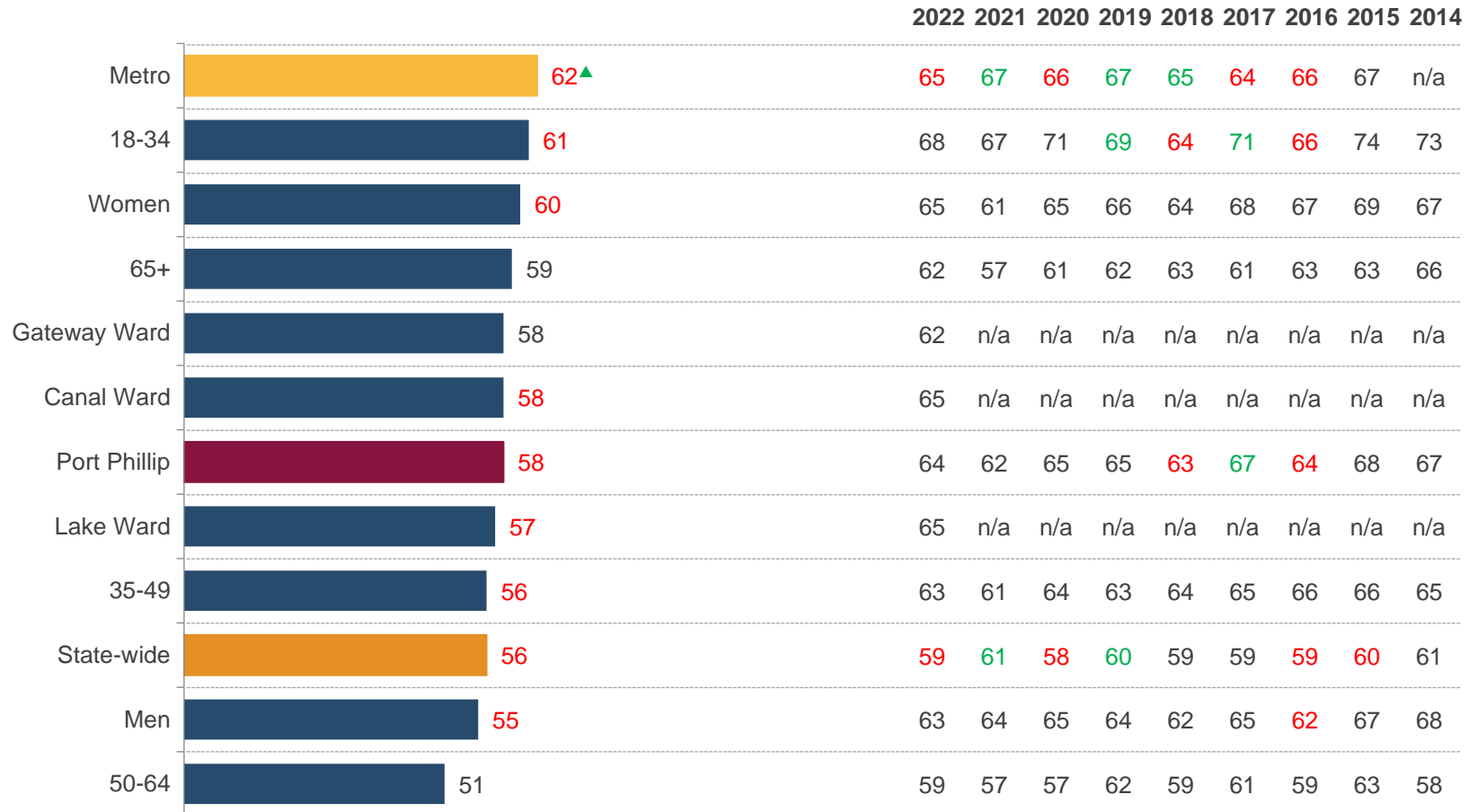
Almost a third of residents (32%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This compares to 27% who rate Council as 'very poor' or 'poor'. A further 35% rate Council as 'average' in terms of providing value for money.





Overall performance

2023 overall performance (index scores)

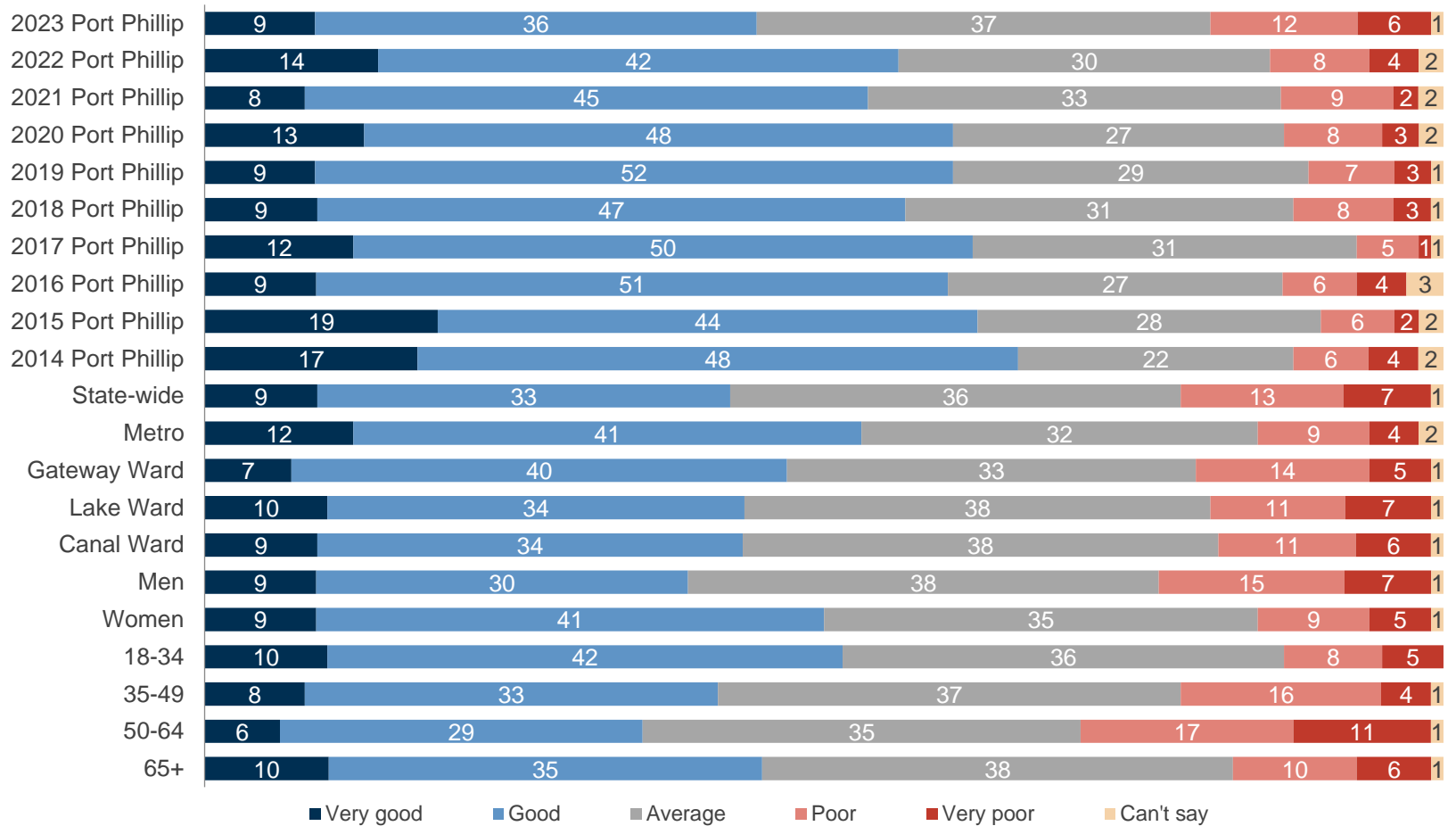


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Port Phillip City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16
 Note: Please see Appendix A for explanation of significant differences.



Overall performance

2023 overall performance (%)

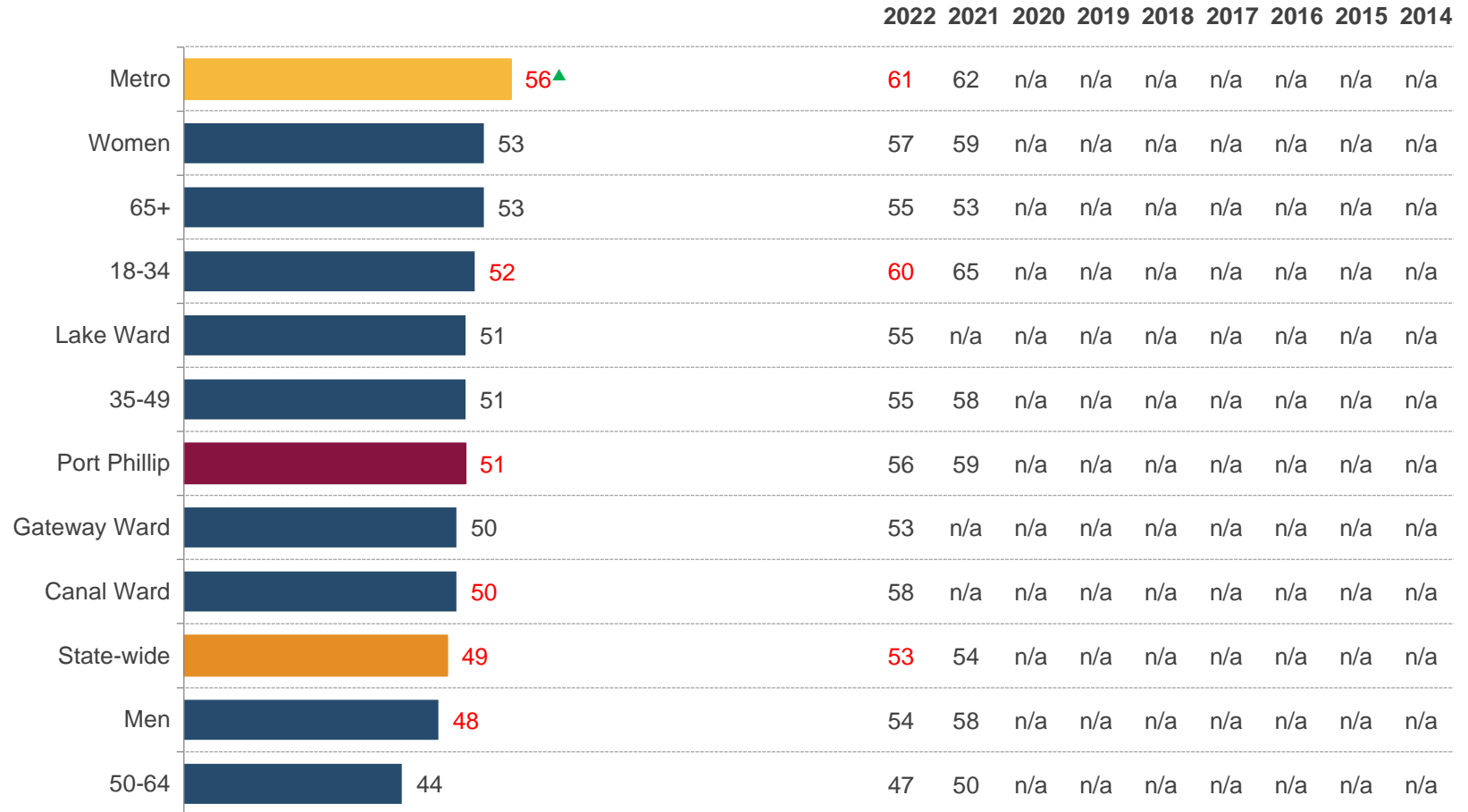


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Port Phillip City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16



Value for money in services and infrastructure

2023 value for money (index scores)



Q3b. How would you rate Port Phillip City Council at providing good value for money in infrastructure and services provided to your community?

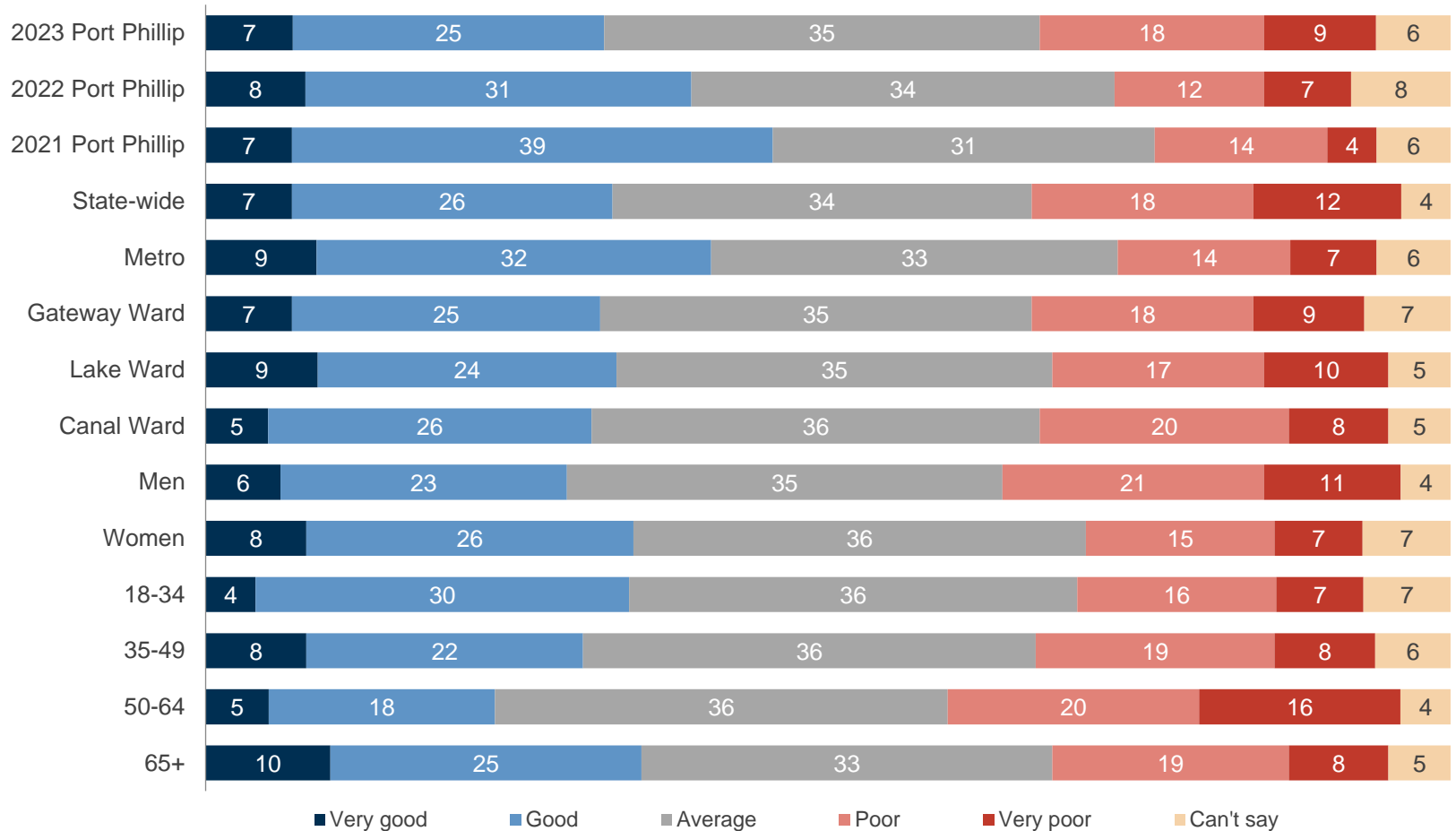
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 15

Note: Please see Appendix A for explanation of significant differences.



Value for money in services and infrastructure

2023 value for money (%)



Q3b. How would you rate Port Phillip City Council at providing good value for money in infrastructure and services provided to your community?

Base: All respondents. Councils asked State-wide: 65 Councils asked group: 15



Top performing service areas

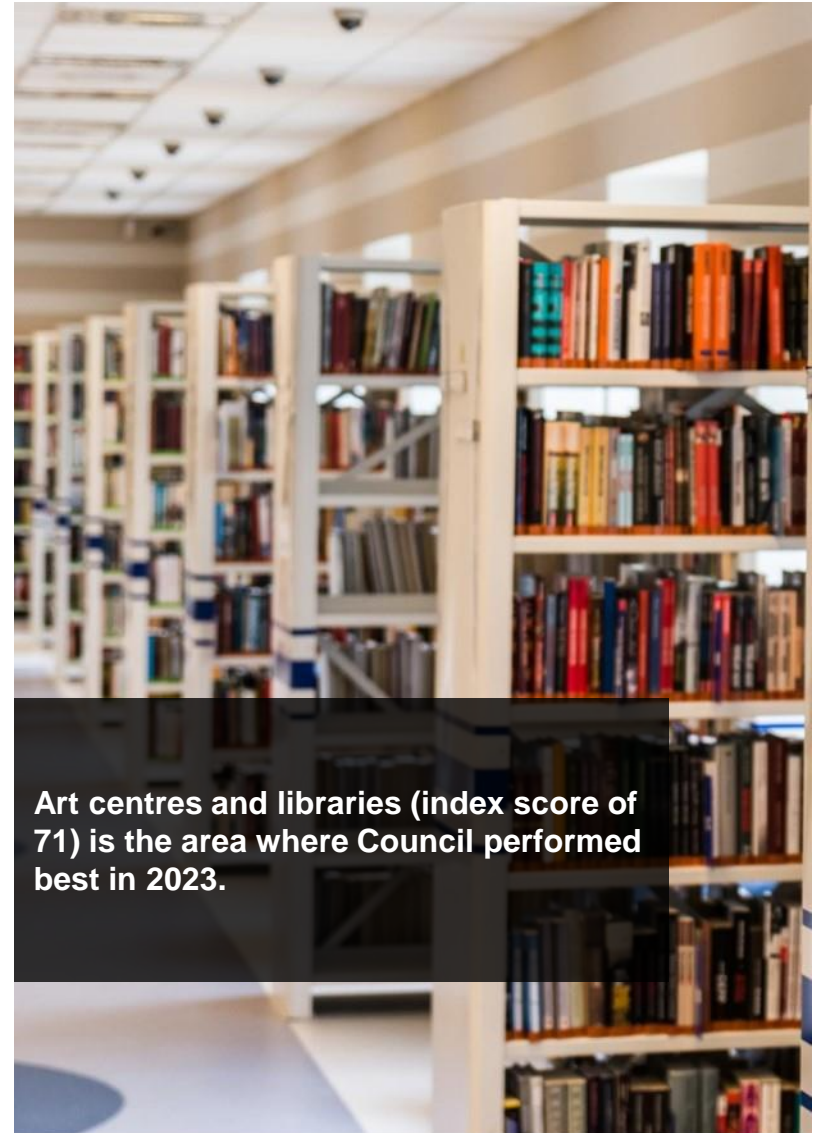
Port Phillip City Council performs best in the service area of art centres and libraries (index score of 71), followed by recreational facilities (69).

- Council performs significantly lower than the Metropolitan group average and in-line with the State-wide average in each of these service areas.
- Ratings of Council's performance in the aforementioned areas have remained stable in the last 12 months (having not significantly changed) and ratings across demographic and geographic cohorts are not significantly different from the Council average.

Waste management is next in Council's top three performing service areas (index score of 67).

- Here, Council performs in line with both the Metropolitan and State-wide group averages.
- Performance ratings on this measures have also remained similarly stable in the last 12 months, with no significant differences compared to 2022. In fact, Council's rating on this measure has been incrementally improving over the last three years.

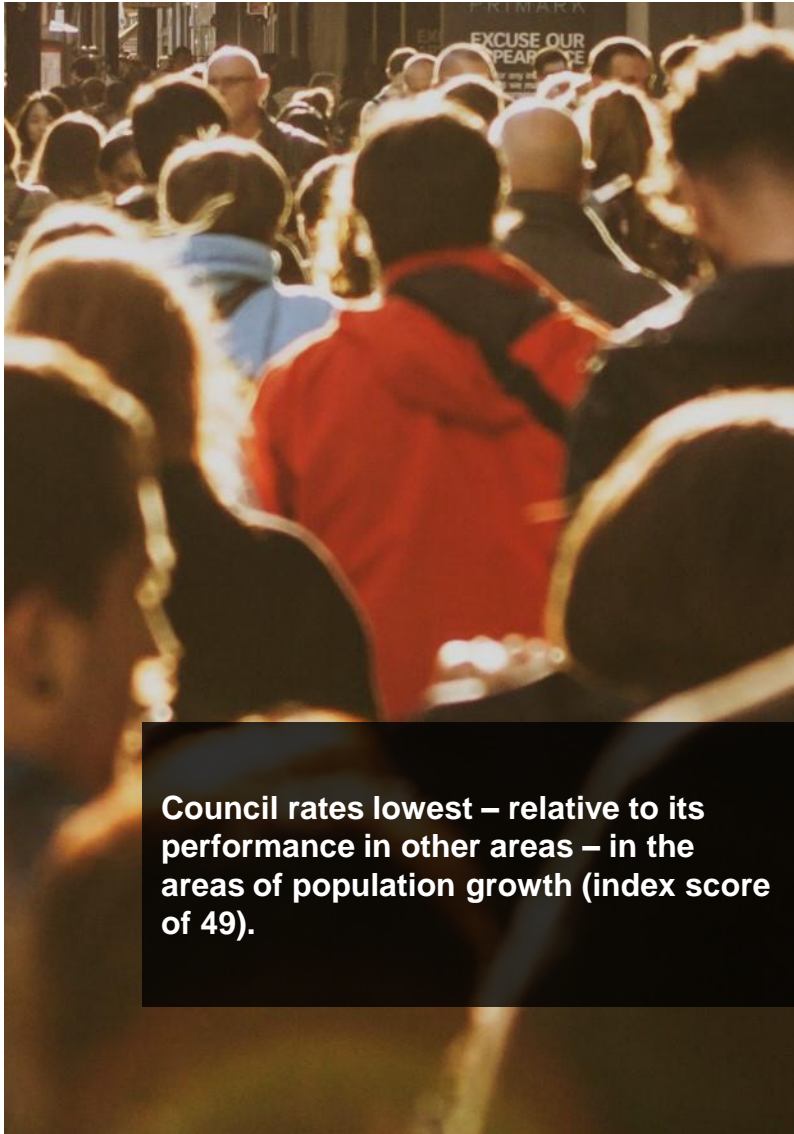
Perceptions of art centres and libraries and waste management have a moderate to strong influence on Council's overall performance rating, so maintaining a positive results on these metrics should be a focus.



Art centres and libraries (index score of 71) is the area where Council performed best in 2023.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of population growth (index score of 49).

Council rates lowest on planning for population growth (index score of 49).

- Despite it being a low-rated area for Council, Council performs in-line with both the Metropolitan and State-wide group averages in this service area.

Council's next lowest rated areas are lobbying, community decisions, and planning and building permits (all with an index score of 50).

- Council's performance rating on both lobbying and community decisions is trending down. Ratings in both areas are at a record low.
- In the case of community decisions, perceptions have declined significantly for two consecutive years. When looking at perceptions among demographic and geographic cohorts, men are the only group who provide a significantly lower rating in this service area than they did in 2022.
- Council's performance in both community decisions and lobbying is also rated significantly lower compared to the Metropolitan group average.

Despite planning and building permits being among Council's lowest-rated areas, Council's performance is rated significantly higher compared to the State-wide average and in-line with the Metropolitan average.



Individual service area performance

2023 individual service area performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Art centres & libraries	71	n/a	n/a	n/a	n/a	74	n/a	n/a	79
Recreational facilities	69	n/a	74	74	73	73	76	n/a	77
Waste management	67	64	62	66	68	73	n/a	n/a	73
Community & cultural	66	n/a	n/a	n/a	n/a	70	n/a	n/a	77
Appearance of public areas	64	n/a	72	73	72	73	n/a	72	72
Environmental sustainability	60	n/a	61	61	61	63	n/a	n/a	66
Elderly support services	60	n/a	68	69	67	69	n/a	n/a	70
Sealed local roads	59	67	69	68	67	70	70	73	n/a
Slashing & weed control	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	57	n/a	n/a	n/a	n/a	64	n/a	n/a	72
Informing the community	55	n/a	64	64	62	63	67	68	67
Local streets & footpaths	53	n/a	63	61	62	66	n/a	n/a	62
Traffic management	52	n/a	60	58	56	61	n/a	n/a	59
Consultation & engagement	52	58	59	61	56	59	62	61	62
Planning & building permits	50	n/a	50	50	47	52	n/a	n/a	51
Community decisions	50	60	58	59	57	57	59	60	60
Lobbying	50	56	56	58	56	57	56	59	59
Population growth	49	n/a	52	50	49	55	n/a	56	n/a

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?

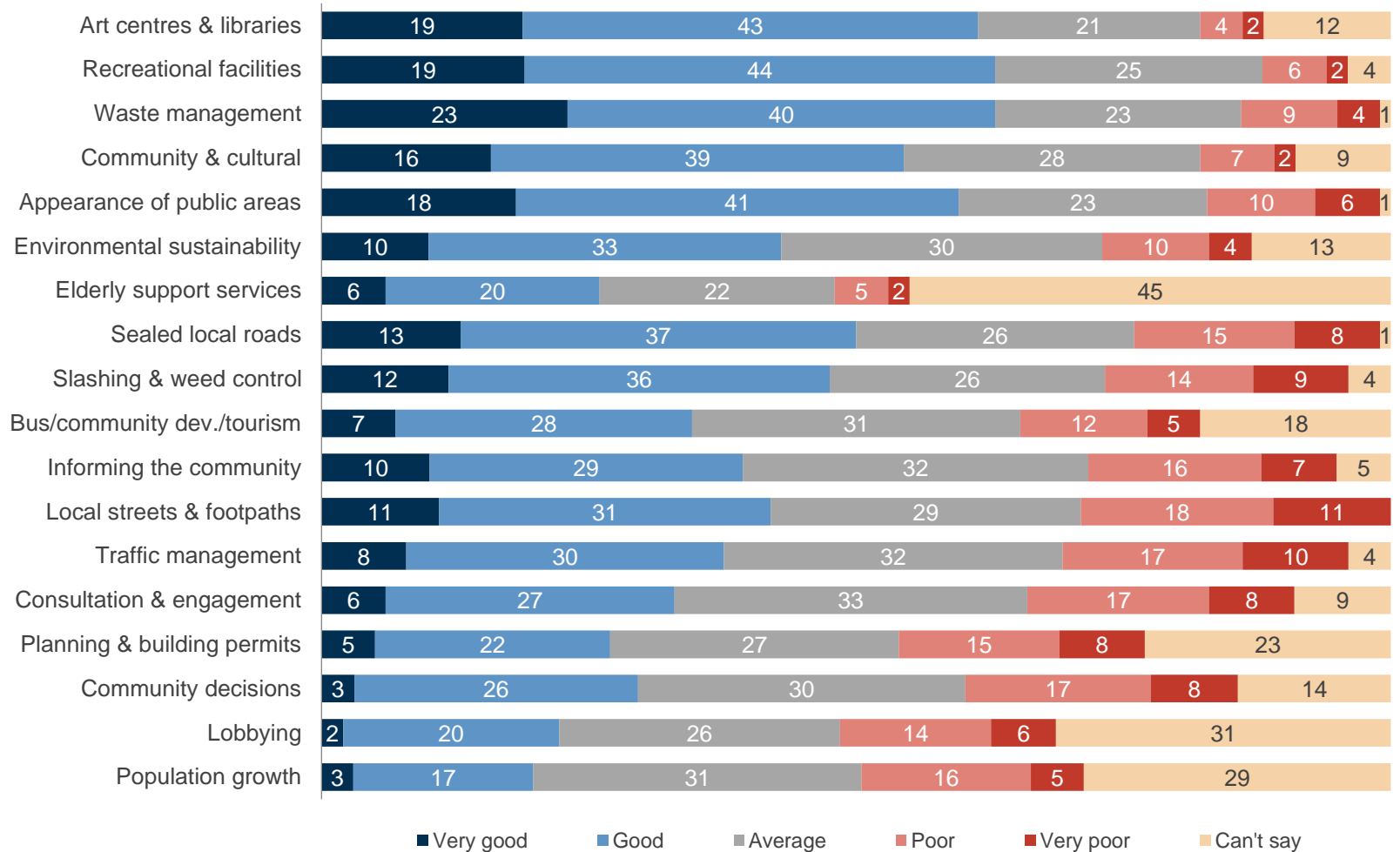
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2023 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16



Individual service area importance

2023 individual service area importance (index scores)

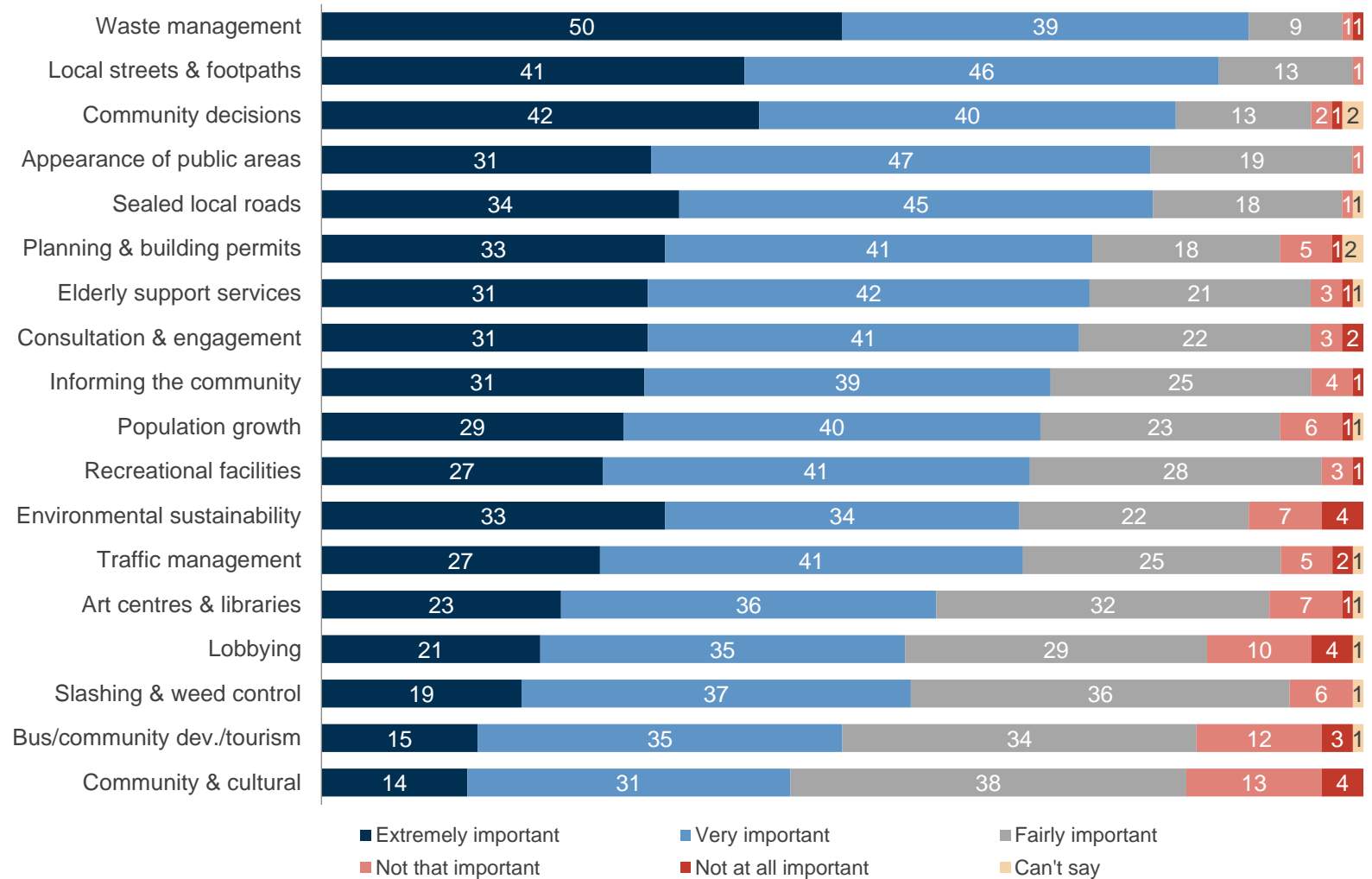
	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Waste management	84	85	n/a	n/a	n/a	n/a	81	n/a	79	n/a
Local streets & footpaths	81	82	n/a	n/a	n/a	n/a	75	n/a	n/a	n/a
Community decisions	81	n/a	n/a	n/a	n/a	n/a	78	n/a	n/a	n/a
Sealed local roads	78	n/a	n/a	n/a	n/a	n/a	72	n/a	n/a	n/a
Appearance of public areas	77	76	n/a	n/a	n/a	n/a	73	n/a	n/a	n/a
Planning & building permits	75	76	n/a	n/a	n/a	n/a	74	n/a	n/a	n/a
Elderly support services	75	n/a	n/a	n/a	n/a	n/a	73	n/a	n/a	n/a
Consultation & engagement	74	76	n/a	n/a	n/a	n/a	70	n/a	n/a	n/a
Informing the community	73	n/a	n/a	n/a	n/a	n/a	70	n/a	n/a	n/a
Population growth	73	n/a	n/a	n/a	n/a	n/a	71	n/a	74	n/a
Recreational facilities	72	73	n/a	n/a	n/a	n/a	68	n/a	n/a	n/a
Environmental sustainability	72	76	n/a	n/a	n/a	n/a	73	n/a	n/a	n/a
Traffic management	71	n/a	n/a	n/a	n/a	n/a	71	n/a	n/a	n/a
Art centres & libraries	68	71	n/a	n/a	n/a	n/a	65	n/a	n/a	n/a
Slashing & weed control	67	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lobbying	65	n/a	n/a	n/a	n/a	n/a	65	n/a	67	n/a
Bus/community dev./tourism	62	n/a	n/a	n/a	n/a	n/a	59	n/a	n/a	n/a
Community & cultural	59	63	n/a	n/a	n/a	n/a	58	n/a	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Individual service area importance

2023 individual service area importance (%)

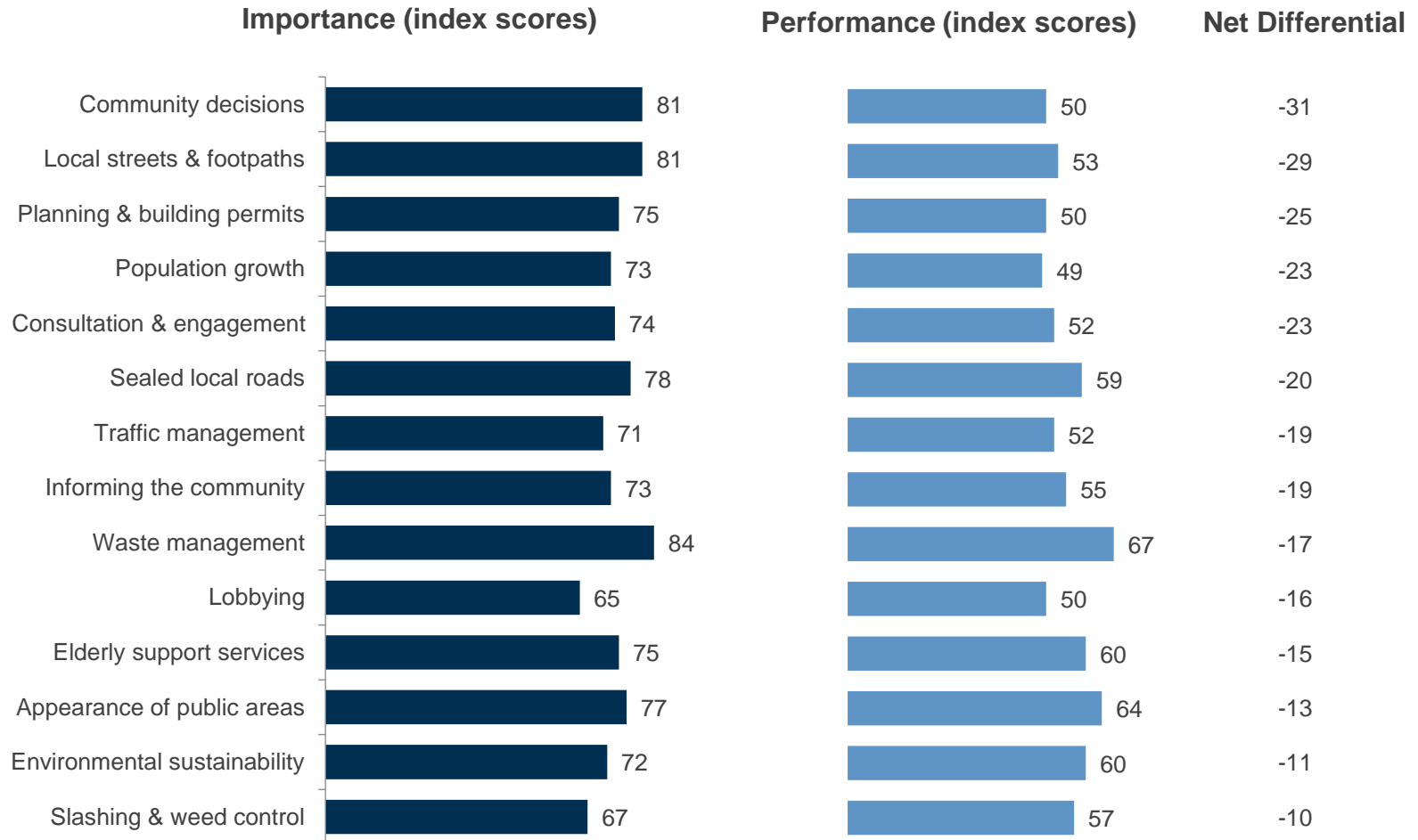


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 10



Individual service areas importance vs performance

Service areas where importance exceeds performance by 10 points or more, suggesting further investigation is necessary.



Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number, which may result in differences of +/-1% in the importance and performance scores and the net differential scores.



Influences on perceptions of overall performance

The individual service area that has the strongest influence on the overall performance rating (based on regression analysis) is:

- Decisions made in the interest of the community.

Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance.

Following on from that, other individual service areas with a moderate to strong influence on the overall performance rating are:

- Informing the community
- The appearance of public areas
- Lobbying on behalf of the community
- The condition of local streets
- Waste management
- Roadside slashing and weed control
- Business, community development and tourism
- Traffic management
- Art centres and libraries.

Looking at these key service areas only, art centres and libraries and waste management have a high performance index (71 and 67 respectively) and a moderate influence on the overall performance rating. Council also performs well on the stronger influence of the appearance of public areas (index of 64).

Maintaining these positive results should remain a focus – but there is greater work to be done elsewhere.

In addition to its decision making, service areas that have a stronger influence on overall perceptions, but where Council performs less well, are the related areas of lobbying on behalf of and informing the community (index of 50 and 55 respectively).

Ensuring residents are consulted on key local issues and Council decisions and demonstrating Council efforts to advocate for the local community, can also help shore up positive overall community opinion.



Regression analysis explained

We use regression analysis to investigate which individual service areas, such as community consultation, condition of sealed local roads, etc. (the independent variables) are influencing respondent perceptions of overall council performance (the dependent variable).

In the charts that follow:

- The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right side of the chart have a higher performance index than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.

The regressions are shown on the following two charts.

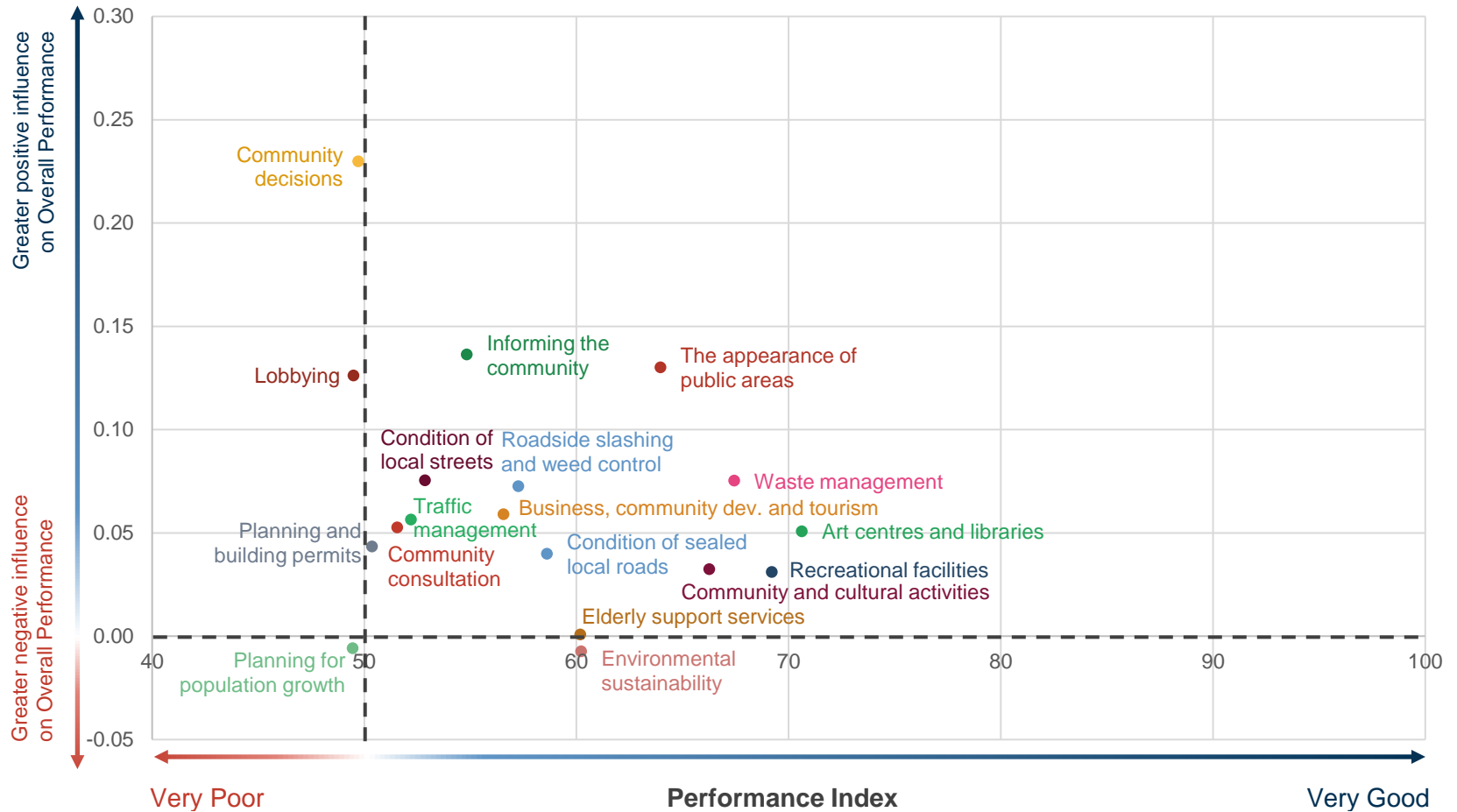
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service areas with a weak influence on overall performance (i.e. a low Standardised Beta Coefficient) have been excluded from the analysis.

Key insights from this analysis are derived from the second chart.



Influence on overall performance: all service areas

2023 regression analysis (all service areas)

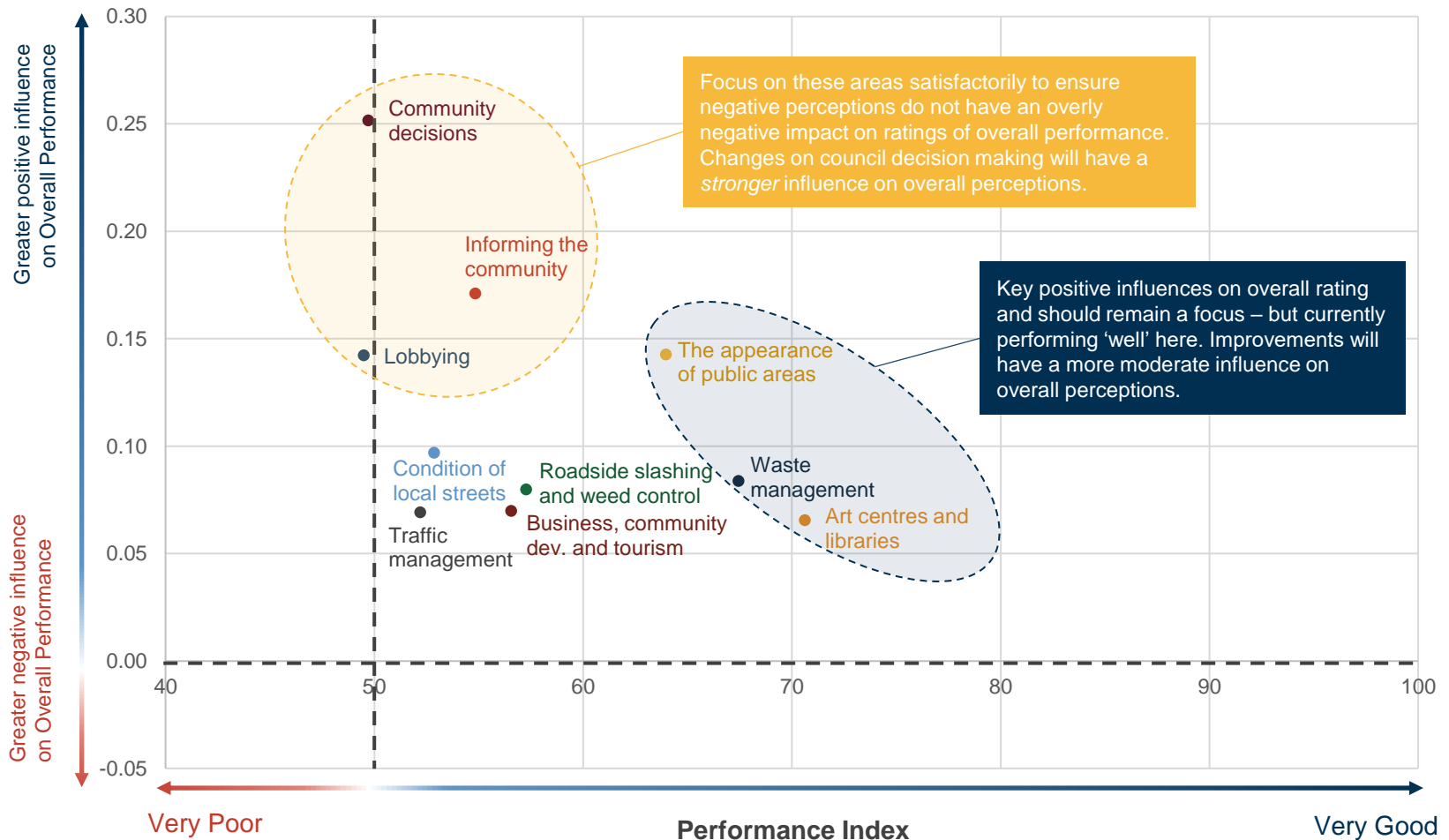


The multiple regression analysis model above (all service areas) has an R^2 value of 0.631 and adjusted R^2 value of 0.623, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 83.69$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2023 regression analysis (key service areas)



Focus on these areas satisfactorily to ensure negative perceptions do not have an overly negative impact on ratings of overall performance. Changes on council decision making will have a stronger influence on overall perceptions.

Key positive influences on overall rating and should remain a focus – but currently performing 'well' here. Improvements will have a more moderate influence on overall perceptions.

The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.626 and adjusted R² value of 0.621, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 148.55.



Customer service



Contact with council and customer service

Contact with council

Two thirds of households (69%) have had contact with Port Phillip City Council in the last 12 months. Rate of contact has trended upwards over the past two years following a dip in 2021, and is significantly above the State-wide average.

Residents aged 50 to 64 years continue to be the most likely cohort to have recently contacted Council.

Telephone (34%) remains the most common method of contacting Council, followed by email (28%), in-person (21%) and via the website (19%).



Among those residents who have had contact with Council, 64% provide a positive customer service rating of 'very good' or 'good', including 31% who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 67 marks a one-point (not significant) increase from 2022.

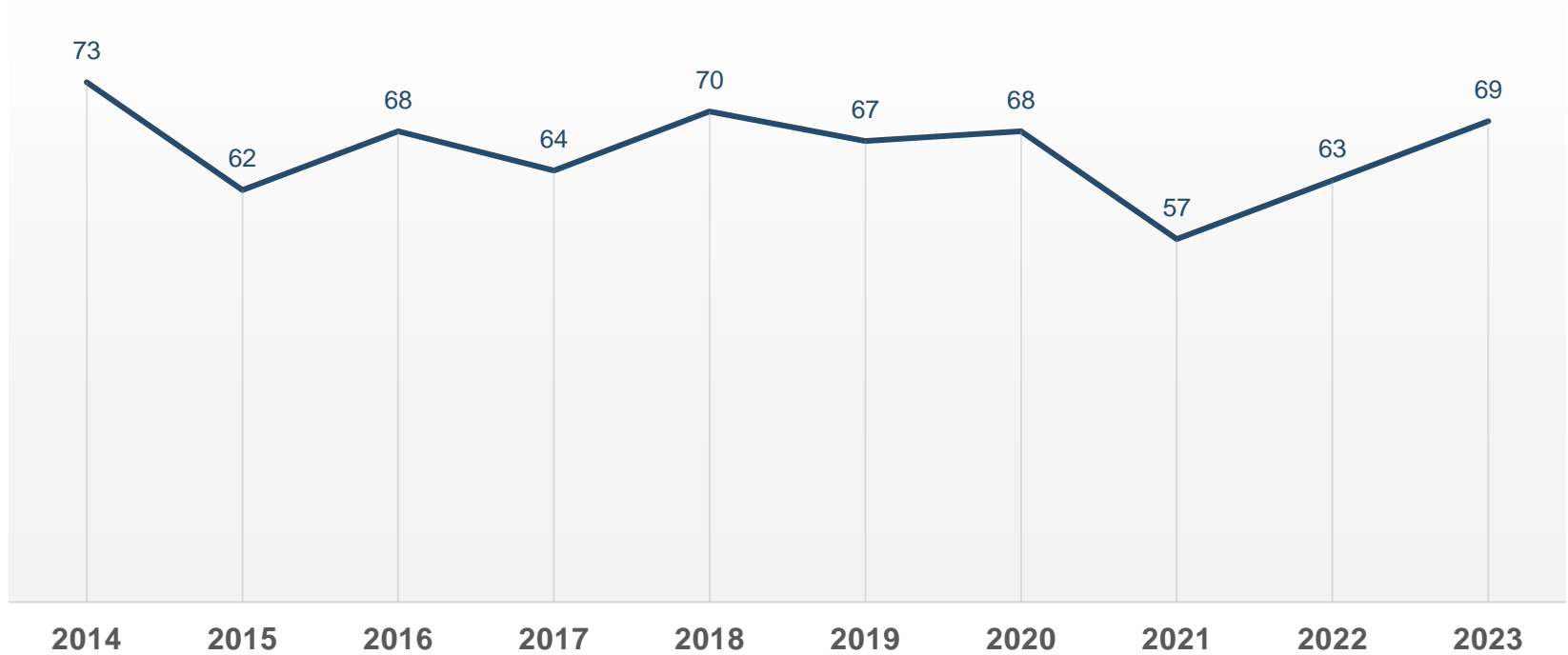
Customer service is rated significantly lower than the Metropolitan group average and in-line with the State-wide average (index scores of 71 and 67 respectively).

- Ratings of customer service across demographic and geographic cohorts are not significantly different from the Council average.
- Perceptions of customer service among residents who recently had in-person contact with Council, have trended downwards from the series-high seen in 2020 (index score of 71, down from 83 in 2020). Despite this, in-person contact continues to garner the most positive customer service perceptions.
- Otherwise, customer service for the other main modes of contact are relatively good, namely email (index score of 67), telephone (67) and website (66).



Contact with council

2023 contact with council (%)
Have had contact



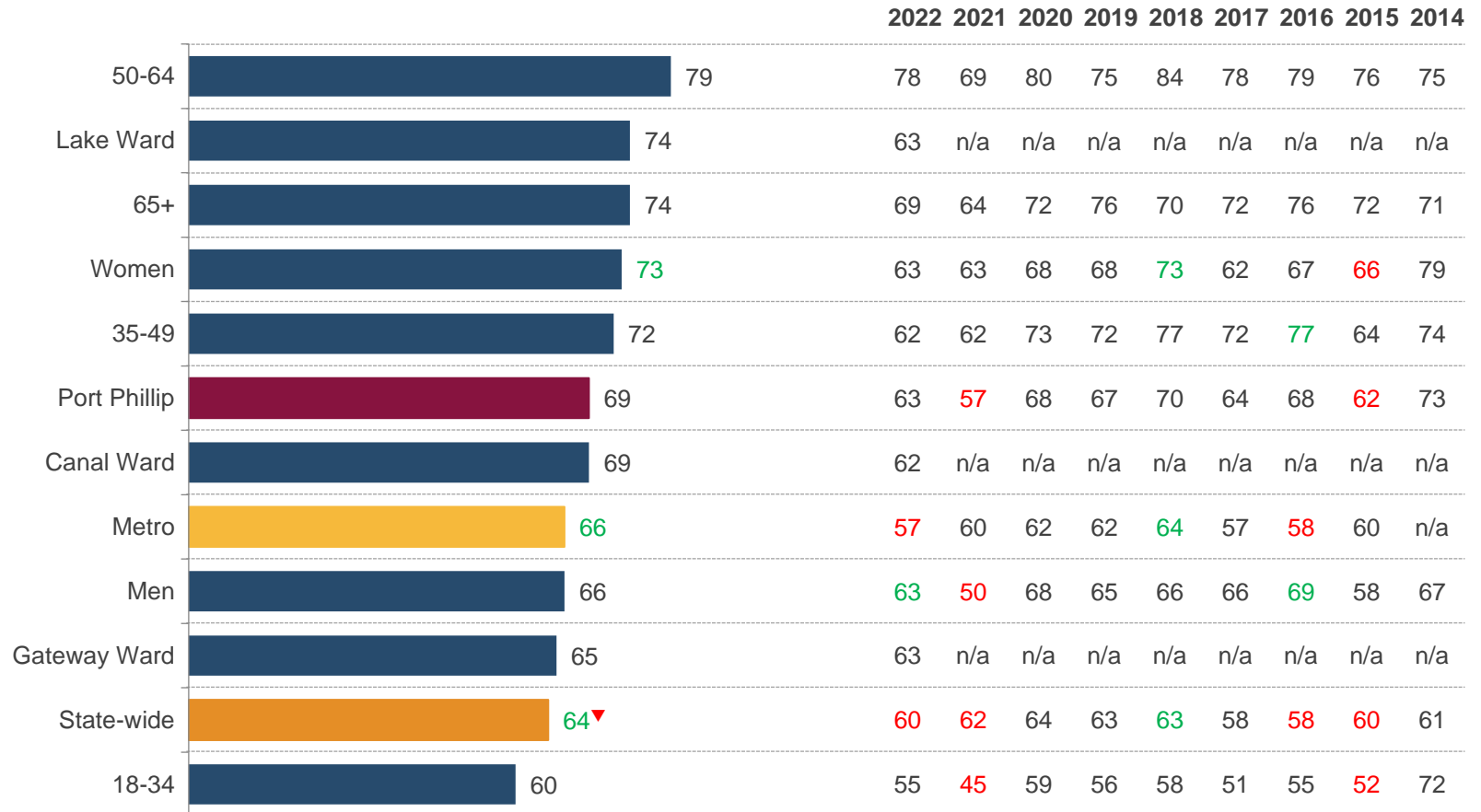
Q5a. Have you or any member of your household had any recent contact with Port Phillip City Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8



Contact with council

2023 contact with council (%)



Q5a. Have you or any member of your household had any recent contact with Port Phillip City Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

Note: Please see Appendix A for explanation of significant differences.



Customer service rating

2023 customer service rating (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
65+	71	66	69	73	77	75	71	75	78	71
Metro	71▲	72	74	74	76	72	71	73	73	n/a
Lake Ward	70	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	69	67	74	77	74	77	74	75	73	
18-34	69	69	70	71	74	68	68	64	71	75
State-wide	67	68	70	70	71	70	69	69	70	72
Port Phillip	67	66	68	73	74	72	72	71	73	70
Canal Ward	66	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	65	66	69	73	75	73	74	70	73	70
Gateway Ward	65	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	64	65	69	72	72	70	68	68	71	66
35-49	63	63	64	74	73	75	77	78	73	62

Q5c. Thinking of the most recent contact, how would you rate Port Phillip City Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

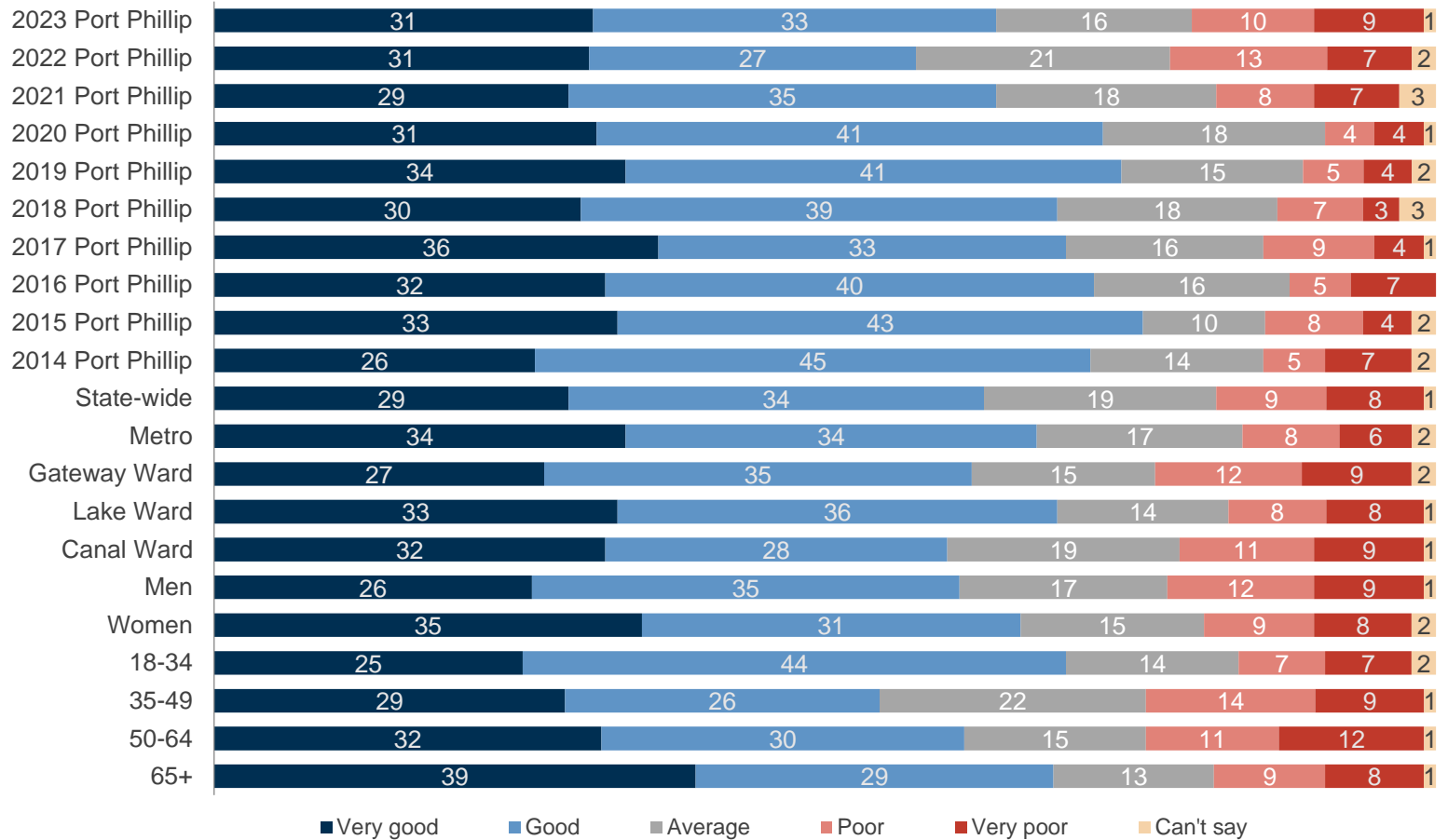
Councils asked State-wide: 66 Councils asked group: 16

Note: Please see Appendix A for explanation of significant differences.



Customer service rating

2023 customer service rating (%)

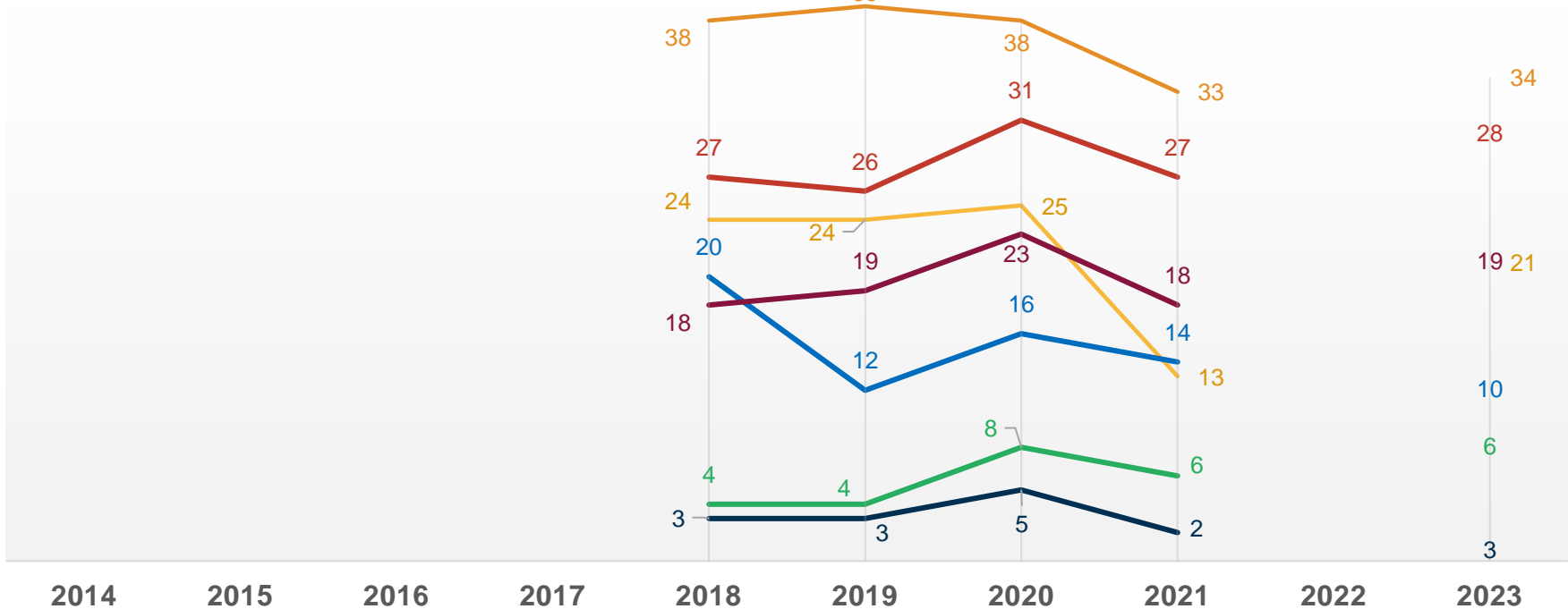
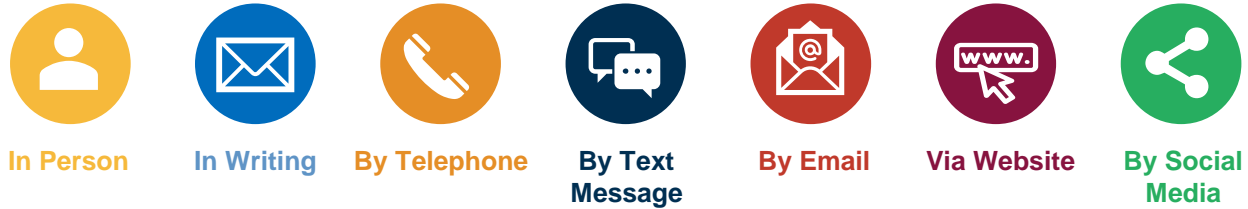


Q5c. Thinking of the most recent contact, how would you rate Port Phillip City Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 66 Councils asked group: 16



Method of contact with council

2023 method of contact (%)



Q5a. Have you or any member of your household had any recent contact with Port Phillip City Council in any of the following ways?

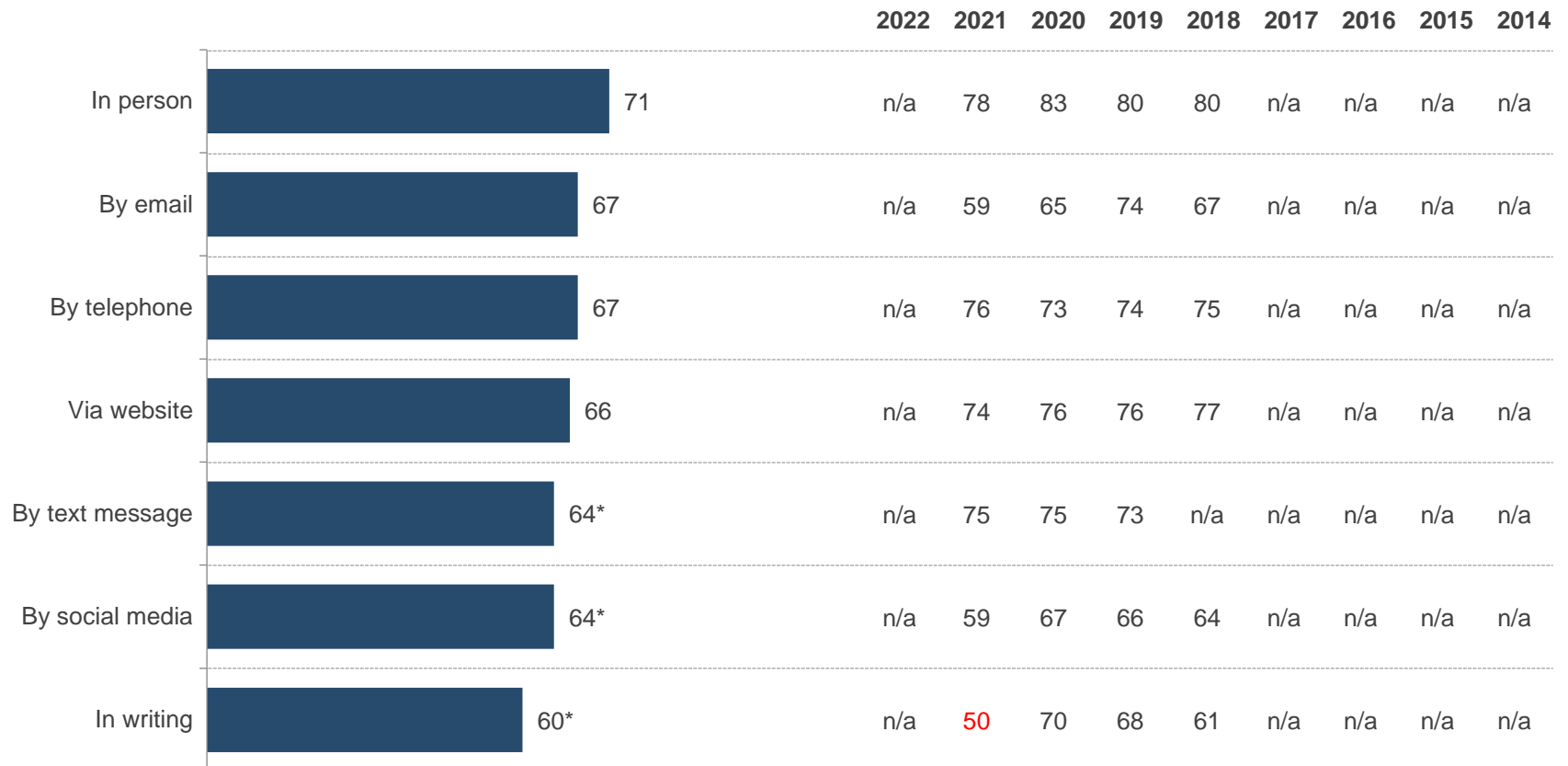
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

Note: Respondents could name multiple contacts methods so responses may add to more than 100%



Customer service rating by method of last contact

2023 customer service rating (index score by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Port Phillip City Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked State-wide: 25 Councils asked group: 8

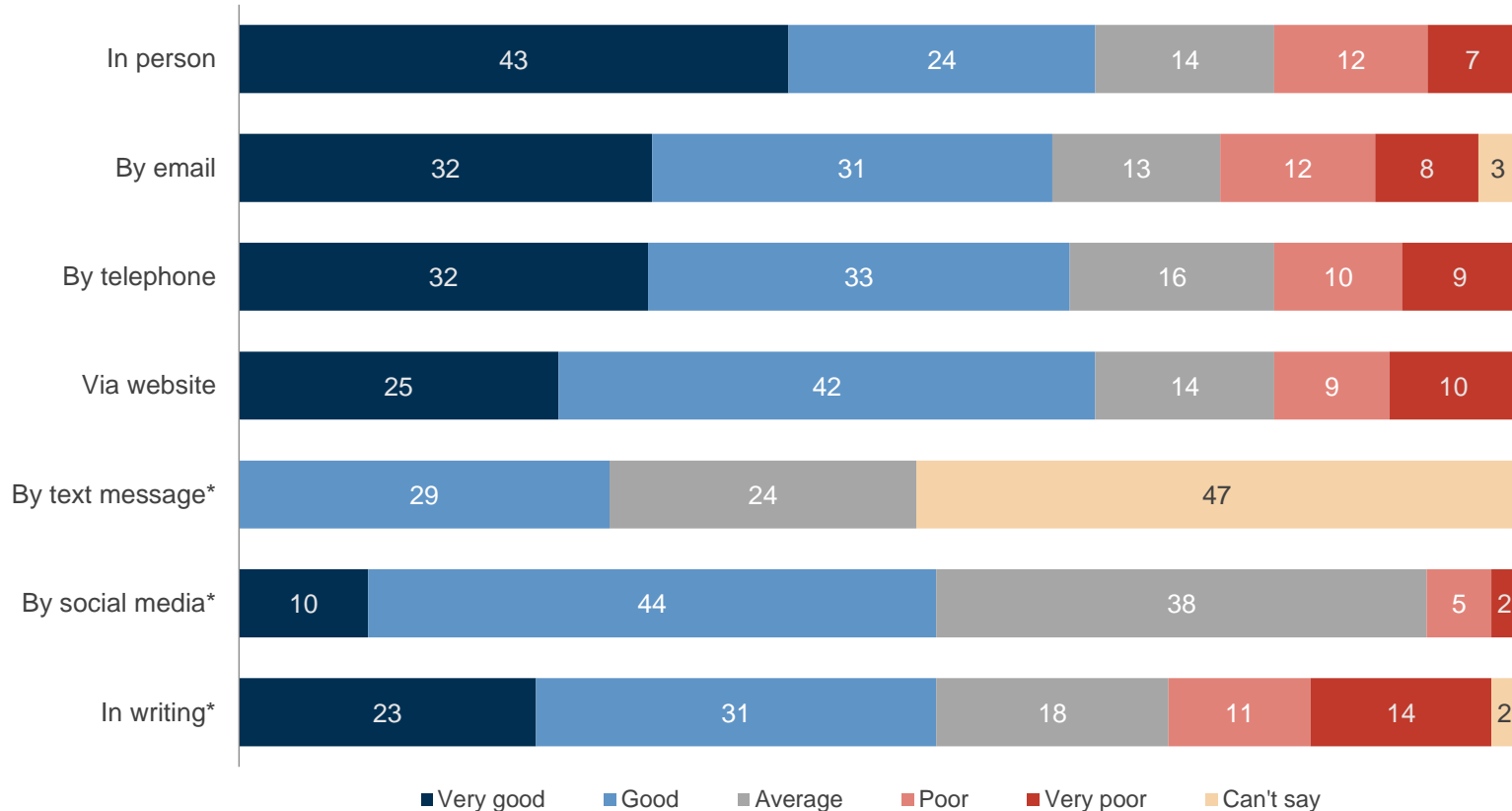
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2023 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Port Phillip City Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 25 Councils asked group: 8
 *Caution: small sample size < n=30



Communication

Communication

The preferred form of communication from Council about news and information and upcoming events remains newsletters sent via email (45%). The second-most preferred form of communication of a council newsletter via mail trails by 15 percentage points (27%).

- Among residents aged under 50 years, emailed newsletters (42%) continue to be preferred over the mailed format (26%) – this is despite a slight increase in preference for Council newsletters to be sent via mail (up five percentage points since 2022). Preference for communication via social media (14%) and text messaging (10%) have remained stable over the past 12 months.
- Residents aged over 50 years also prefer to receive emailed newsletters (50%) ahead of mailed newsletters (29%). Newsletters sent via email has typically been the preferred form of communication by older residents (2020 being an exception). Among this group, there is little interest in any other forms of communication from Council.





Best form of communication

2023 best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



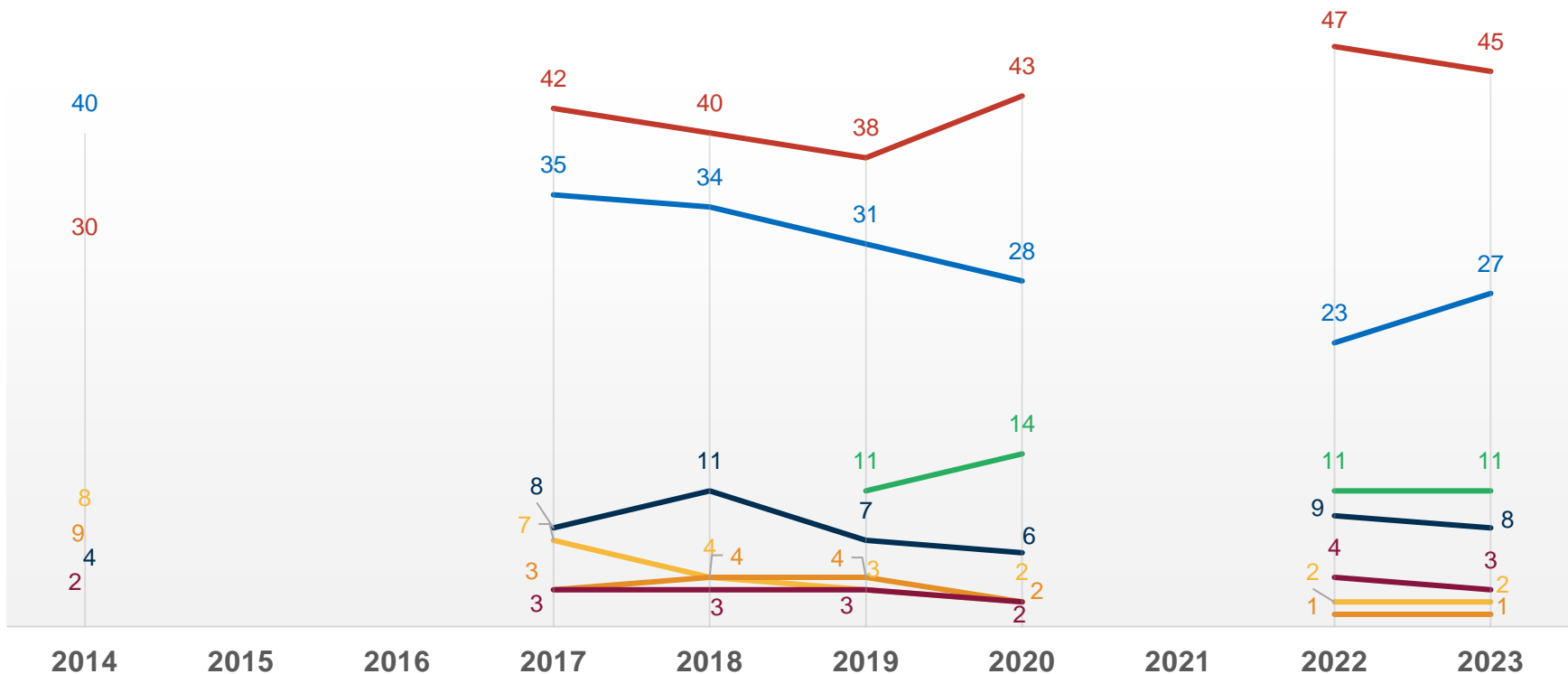
Council Website



Text Message



Social Media



Q13. If Port Phillip City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

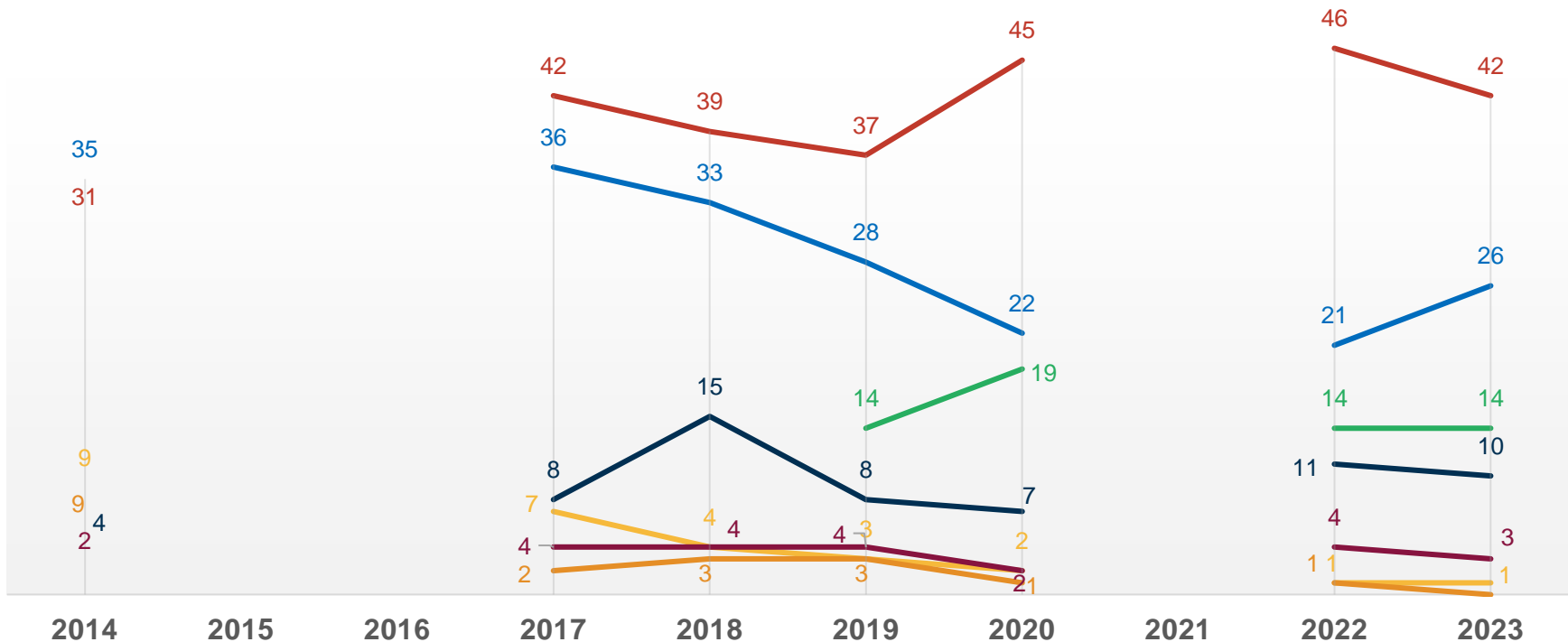
Base: All respondents. Councils asked State-wide: 40 Councils asked group: 10

Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2023 under 50s best form of communication (%)



Q13. If Port Phillip City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged under 50. Councils asked State-wide: 40 Councils asked group: 10
 Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2023 over 50s best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



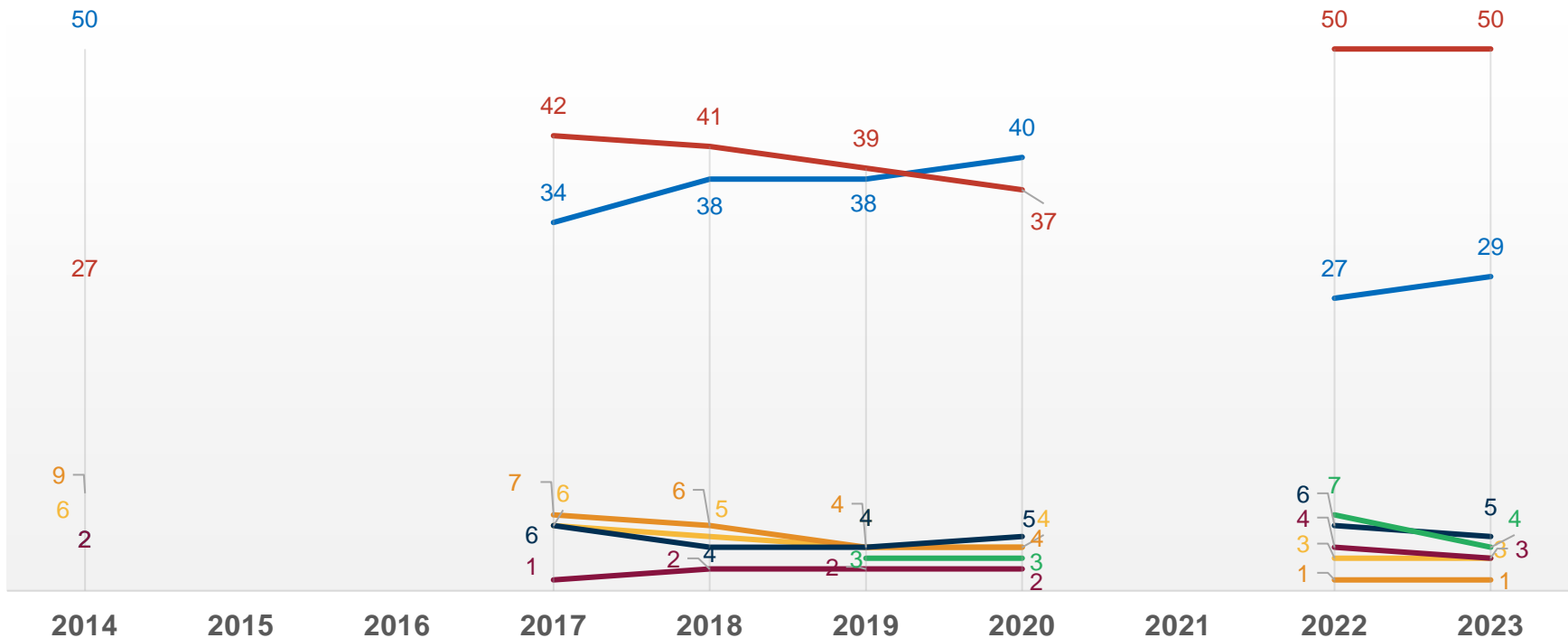
Council Website



Text Message



Social Media



Q13. If Port Phillip City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents aged over 50. Councils asked State-wide: 40 Councils asked group: 10

Note: 'Social Media' was included in 2019.



Council direction

Council direction

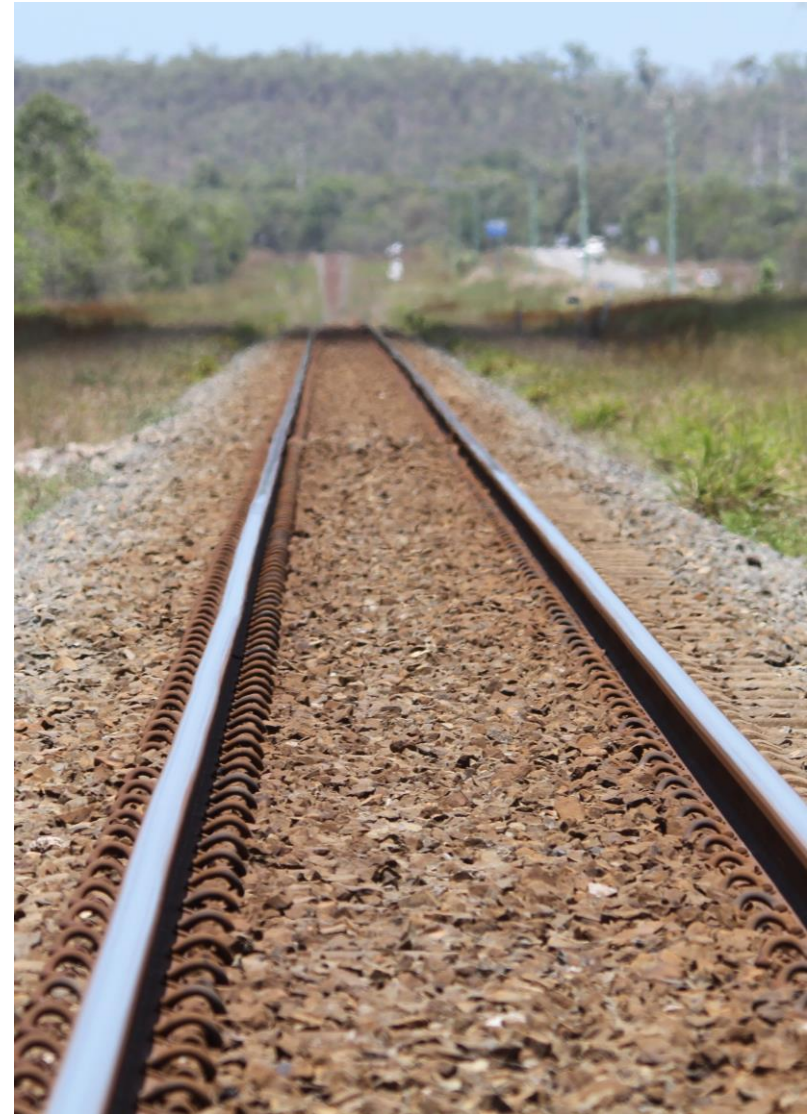
Perceptions of the direction of Council's overall performance have declined for a second consecutive year (to an index score of 45), though the decline this year is not statistically significant.

- The index score of 45 in 2023 has trended downwards from a peak score of 53 recorded in 2019 and is now at a record low.

It is important to note that the State-wide and Metropolitan group averages for perceptions of the direction of councils' overall performance are also at all-time lows. Perceptions of the direction of Port Phillip City Council's overall performance are however significantly lower than the Metropolitan group average (index score of 49).

- No demographic or geographic groups differ significantly from the Council average in their perceptions of the direction of Council's overall performance.

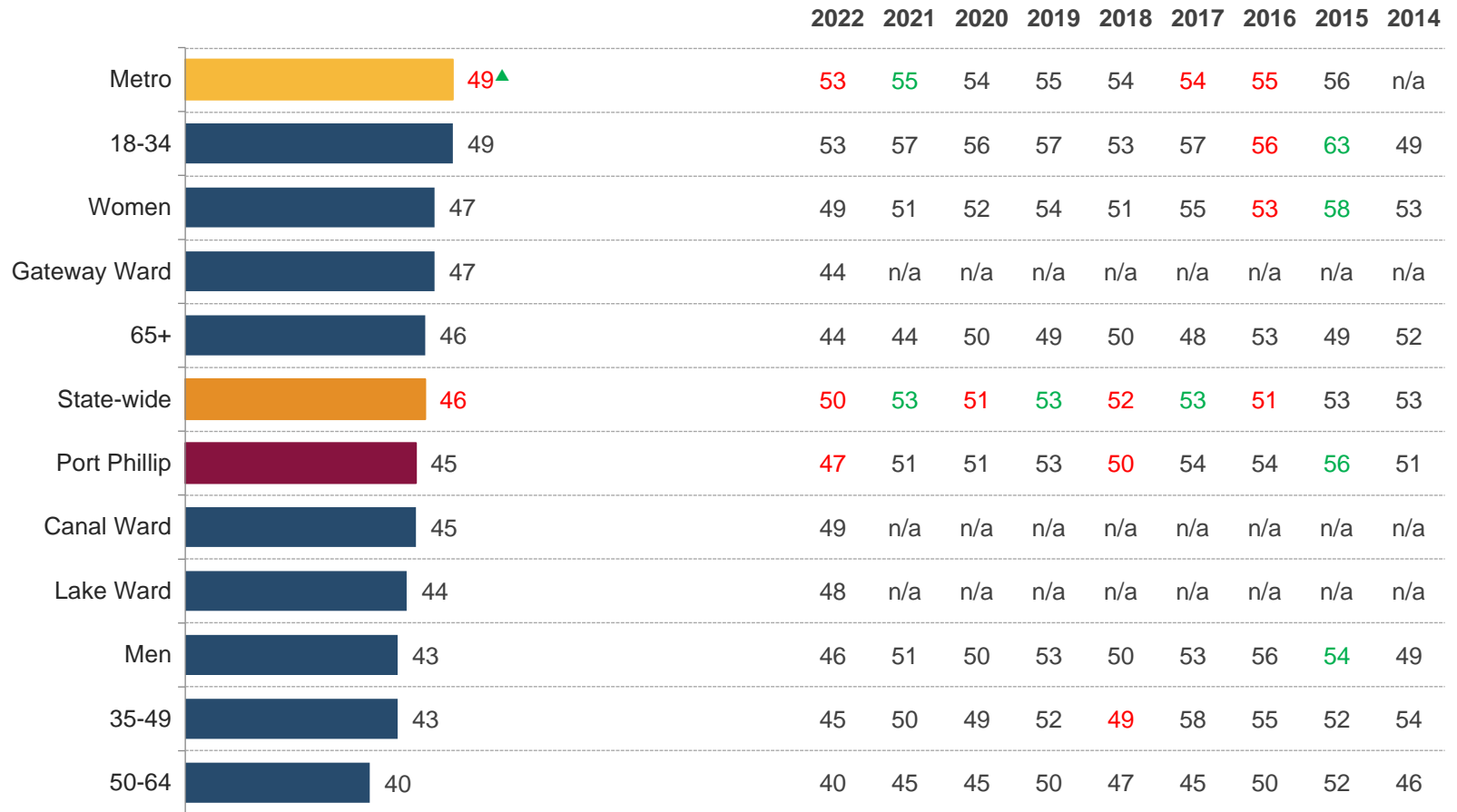
When it comes to the trade-off between rates and services, almost half of residents would prefer cuts in council services to keep council rates at the same level as they are now (49%). This compares to 28% who would prefer a rate rise to see local services improve. A comparison to last year reveals an increased desire for service cuts over rate rises.





Overall council direction last 12 months

2023 overall council direction (index scores)



Q6. Over the last 12 months, what is your view of the direction of Port Phillip City Council's overall performance?

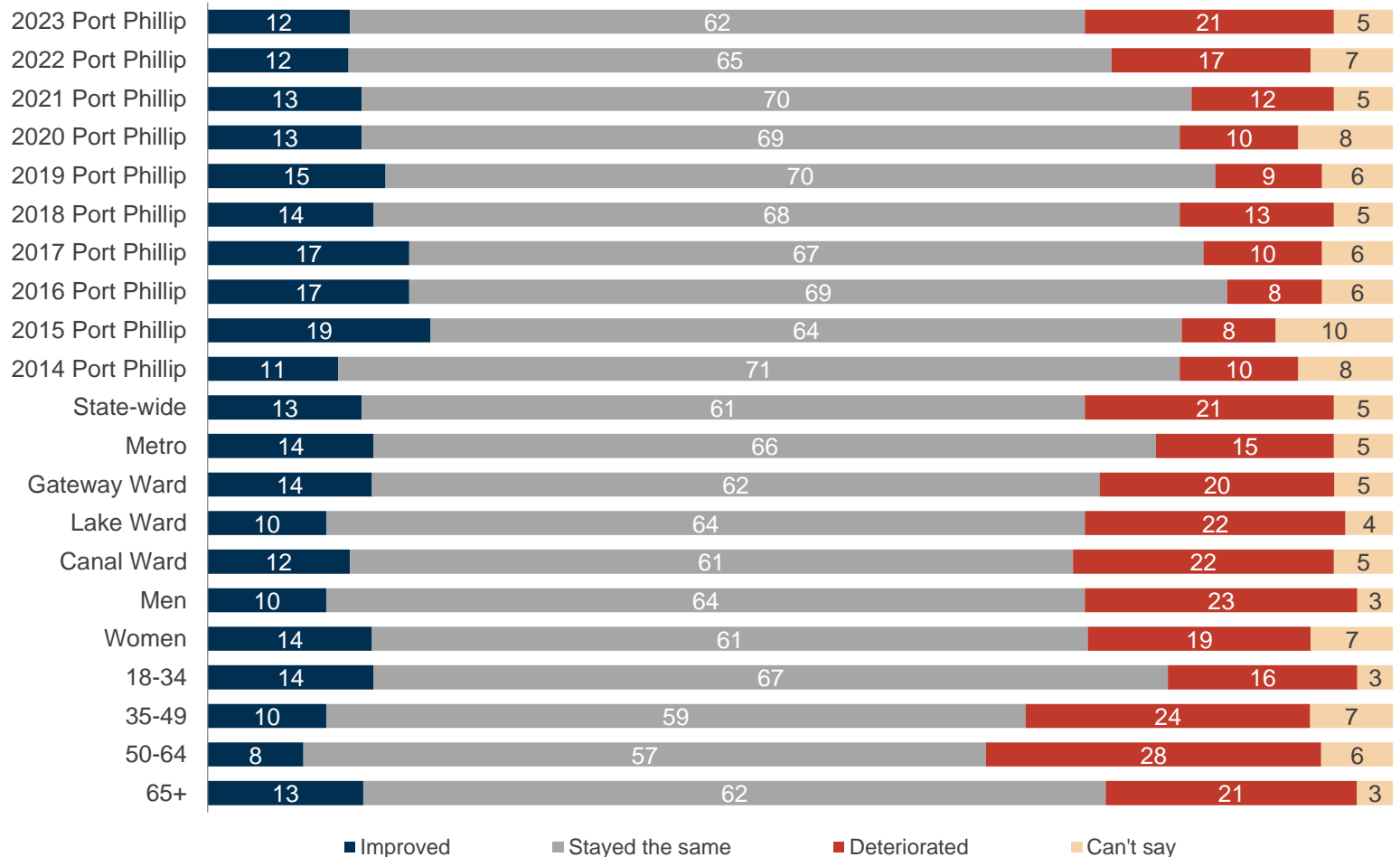
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

Note: Please see Appendix A for explanation of significant differences.



Overall council direction last 12 months

2023 overall council direction (%)

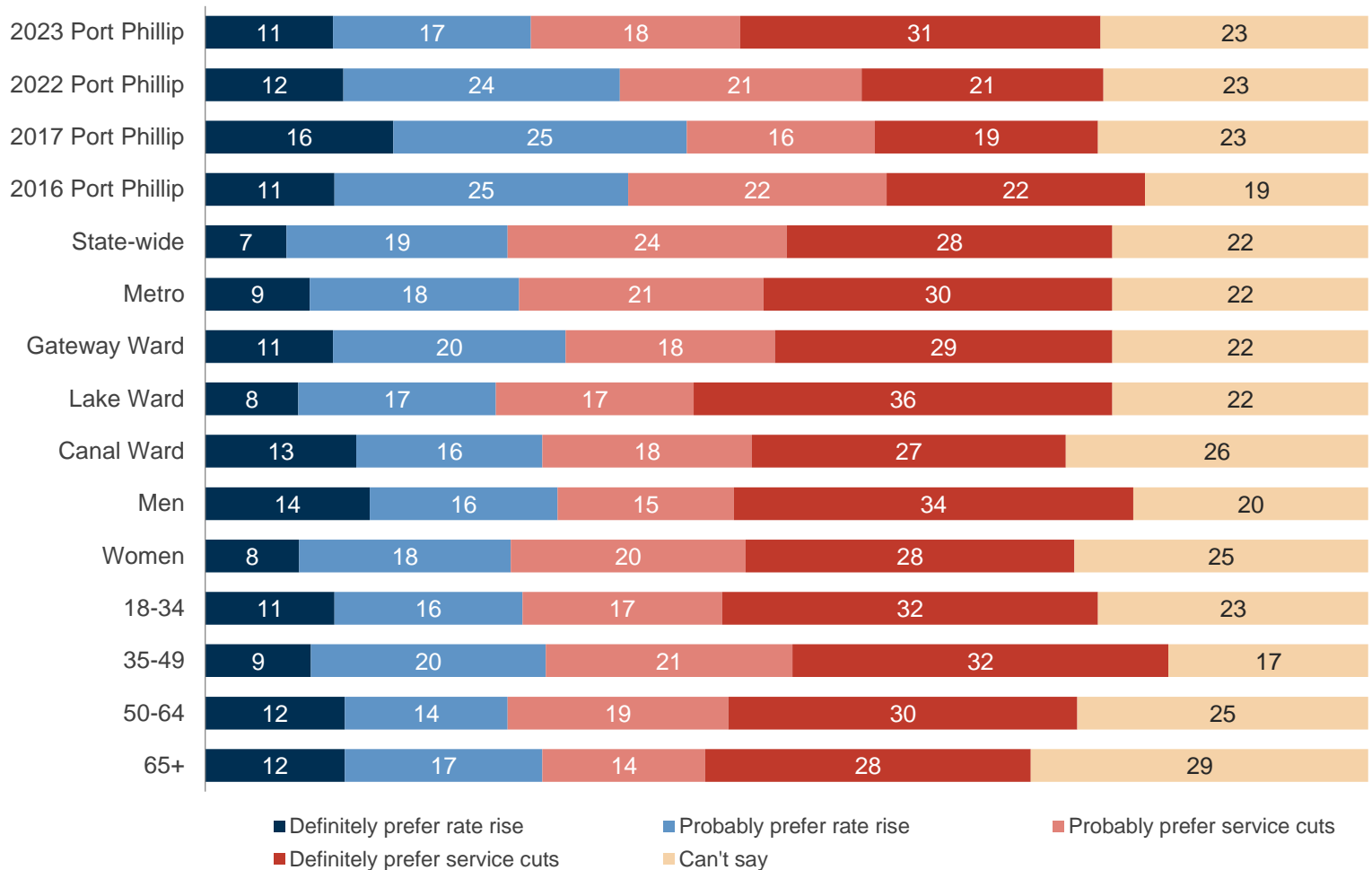


Q6. Over the last 12 months, what is your view of the direction of Port Phillip City Council's overall performance?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16



Rates / services trade-off

2023 rates / services trade-off (%)



Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?

Base: All respondents. Councils asked State-wide: 21 Councils asked group: 3

A large, stylized letter 'W' graphic that serves as a background element. The 'W' is filled with a dark blue color and contains a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex data structure. The 'W' is positioned on the right side of the slide, extending from the top to the bottom.

Individual service areas



Community consultation and engagement importance



2023 consultation and engagement importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	78	80	n/a	n/a	n/a	n/a	76	n/a	n/a	n/a
35-49	77	76	n/a	n/a	n/a	n/a	74	n/a	n/a	n/a
Women	77	79	n/a	n/a	n/a	n/a	72	n/a	n/a	n/a
Household user	77	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	77	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Canal Ward	76	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	76	76	75	74	74	74	74	75	74	74
Port Phillip	74	76	n/a	n/a	n/a	n/a	70	n/a	n/a	n/a
Lake Ward	74	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	73	73	73	72	71	72	72	73	72	n/a
65+	73	75	n/a	n/a	n/a	n/a	73	n/a	n/a	n/a
Gateway Ward	73	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	72	n/a	n/a	n/a	n/a	68	n/a	n/a	n/a
18-34	71	73	n/a	n/a	n/a	n/a	63	n/a	n/a	n/a

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8

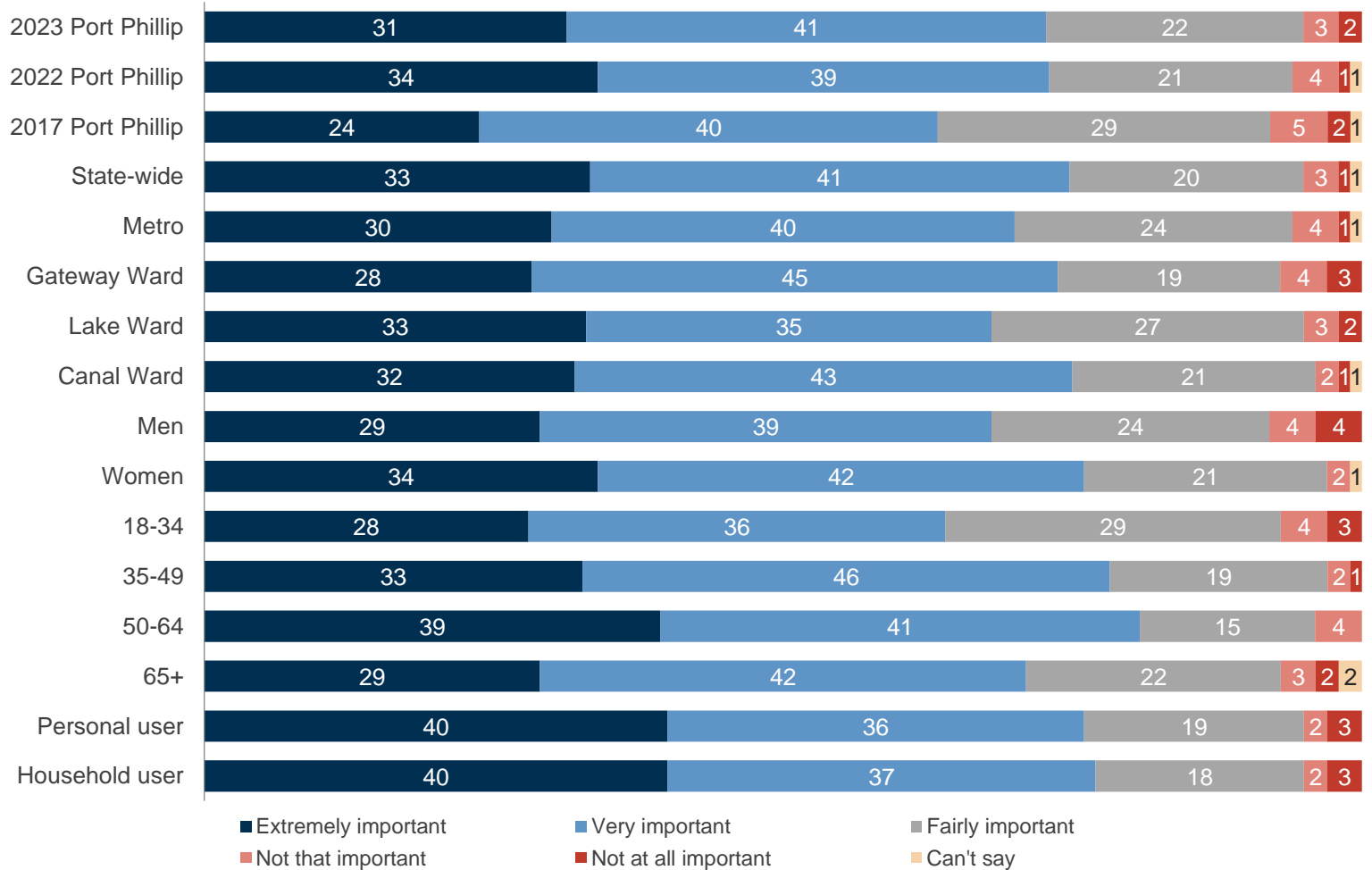
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2023 consultation and engagement importance (%)



Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8



Community consultation and engagement performance



2023 consultation and engagement performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Metro	55▲	58	59	58	58	57	57	58	58	n/a
18-34	54	57	62	62	65	56	61	61	60	69
Women	53	55	58	59	63	59	63	63	58	64
Canal Ward	53	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Gateway Ward	53	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	52	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	66
State-wide	52	54	56	55	56	55	55	54	56	57
Port Phillip	52	54	58	59	61	56	59	62	61	62
Household user	51	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	64
35-49	51	54	59	60	60	57	59	63	64	56
65+	50	52	53	56	56	57	54	64	62	65
Men	50	53	58	59	59	54	56	60	65	61
Lake Ward	50	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	49	49	52	53	54	54	61	58	58	57

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

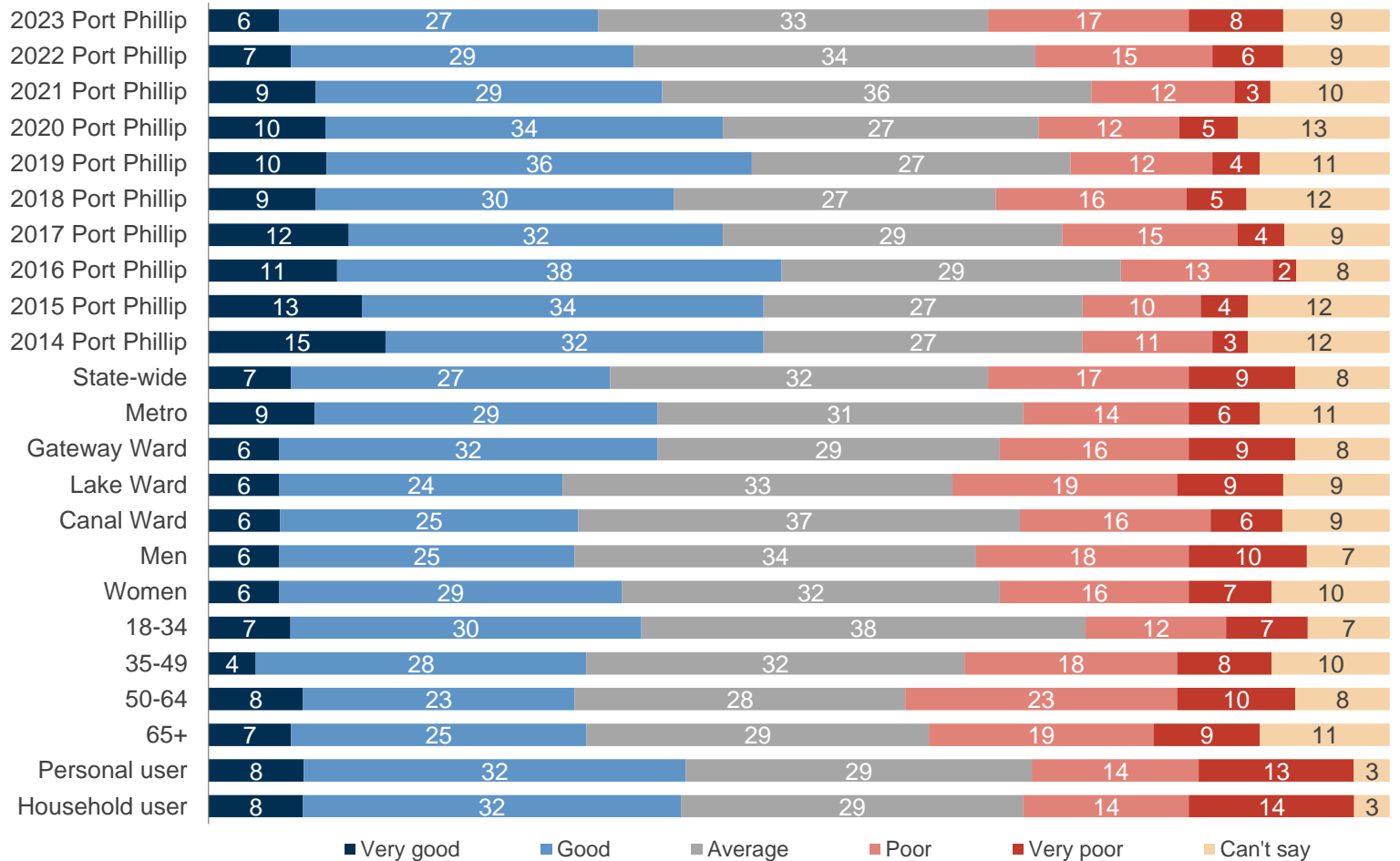
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2023 consultation and engagement performance (%)



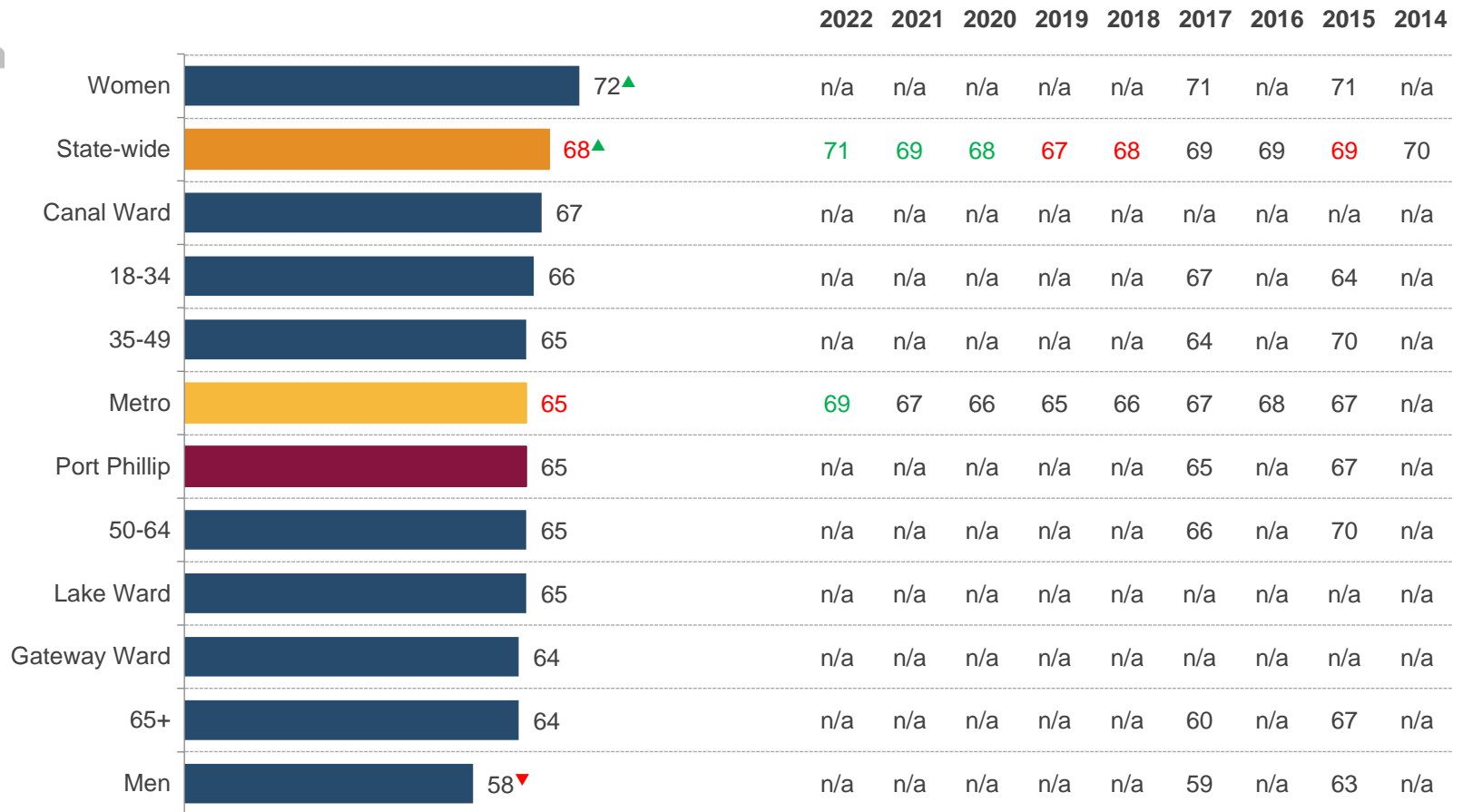
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16



Lobbying on behalf of the community importance



2023 lobbying importance (index scores)



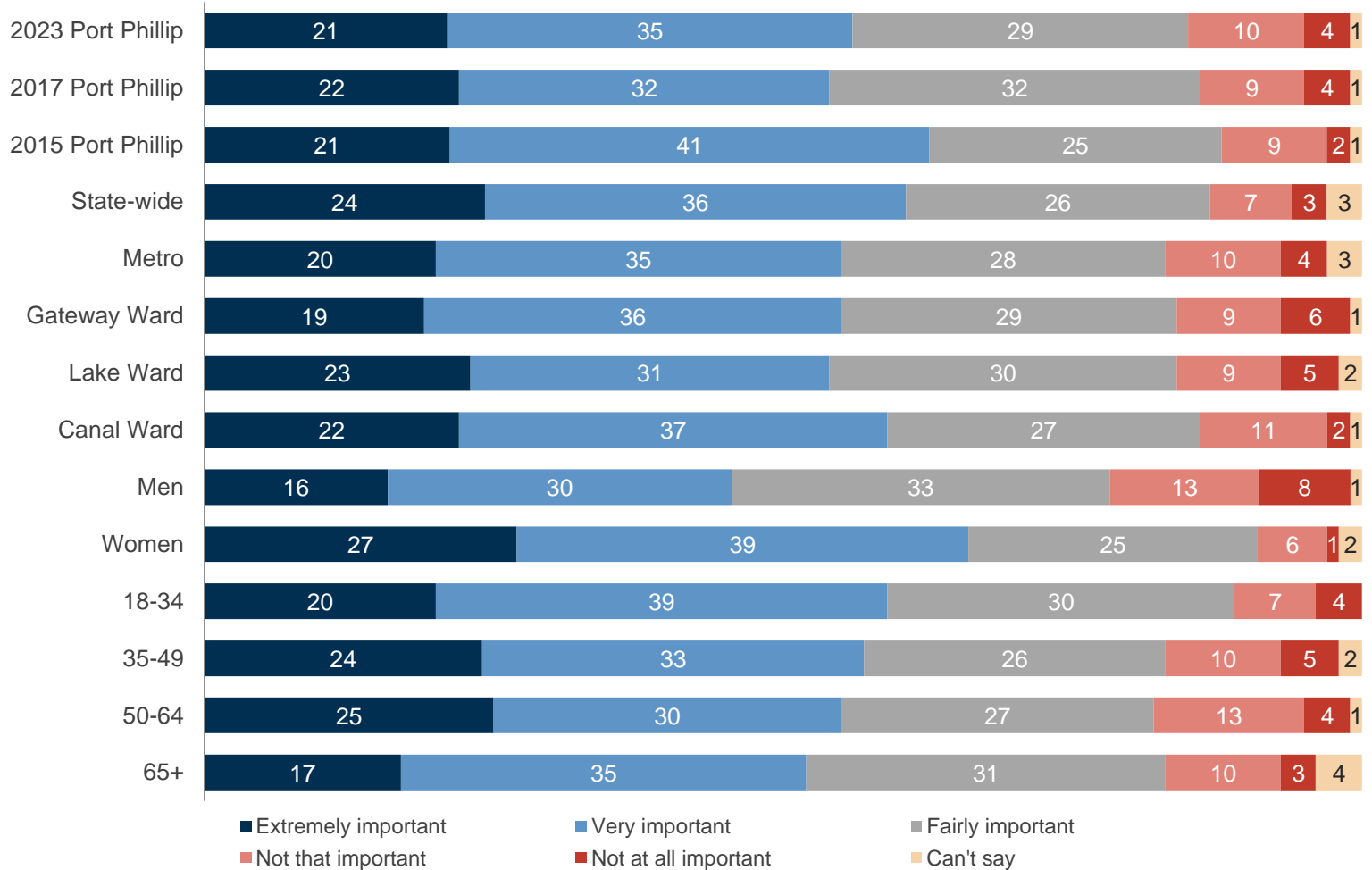
Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2023 lobbying importance (%)



Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8



Lobbying on behalf of the community performance



2023 lobbying performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Metro	53▲	56	57	57	56	56	56	58	n/a
18-34	53	62	59	63	59	61	56	62	61
State-wide	51	55	53	54	54	54	53	55	56
Women	51	57	56	59	57	61	61	62	59
Gateway Ward	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	50	49	53	53	50	51	58	55	59
Port Phillip	50	56	56	58	56	57	56	59	59
Lake Ward	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Canal Ward	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	48	56	57	56	54	54	53	56	59
35-49	48	56	57	56	55	58	60	61	57
50-64	43	51	51	52	52	51	51	50	54

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 51 Councils asked group: 13

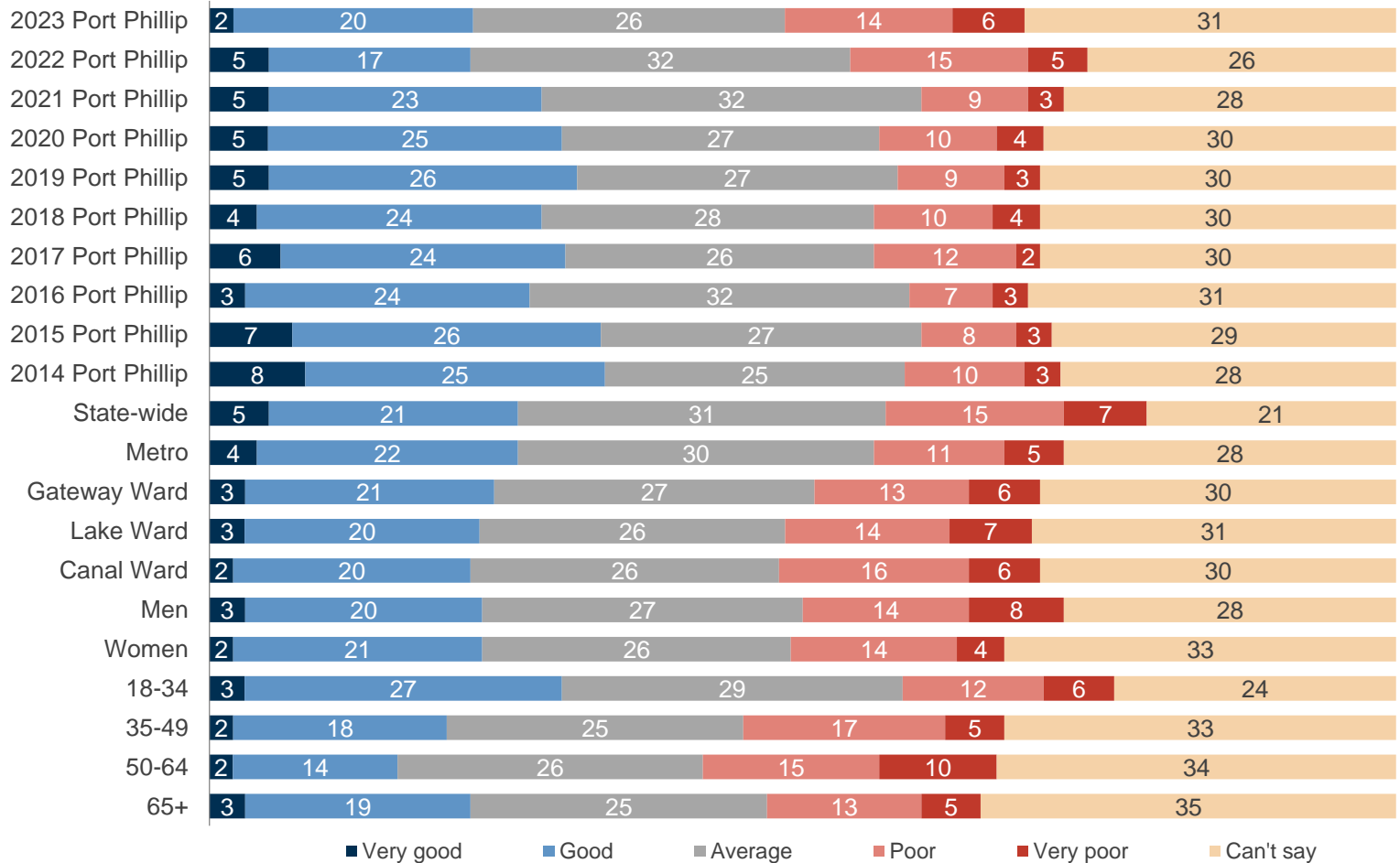
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2023 lobbying performance (%)

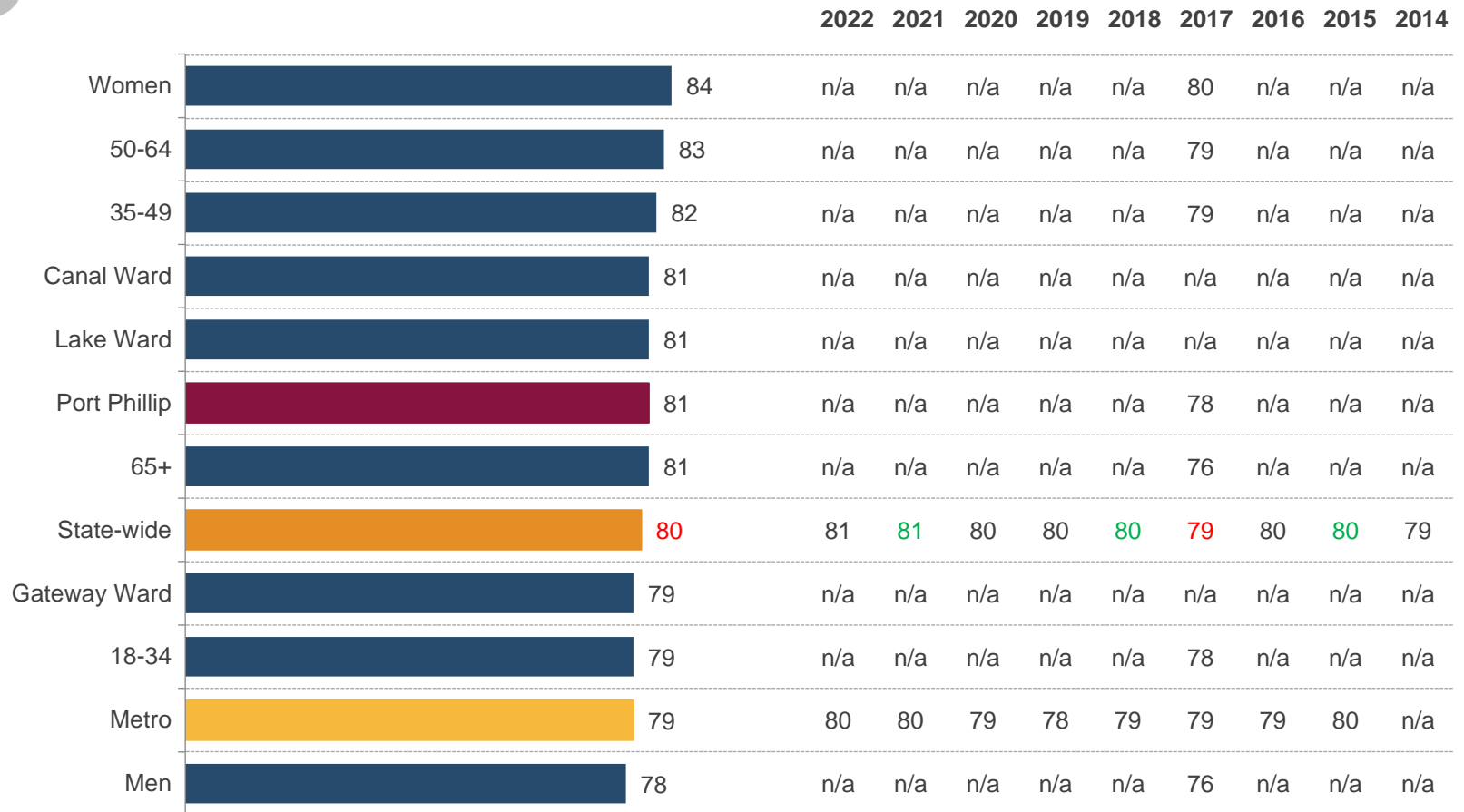


Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 51 Councils asked group: 13

Decisions made in the interest of the community importance



2023 community decisions made importance (index scores)



Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?

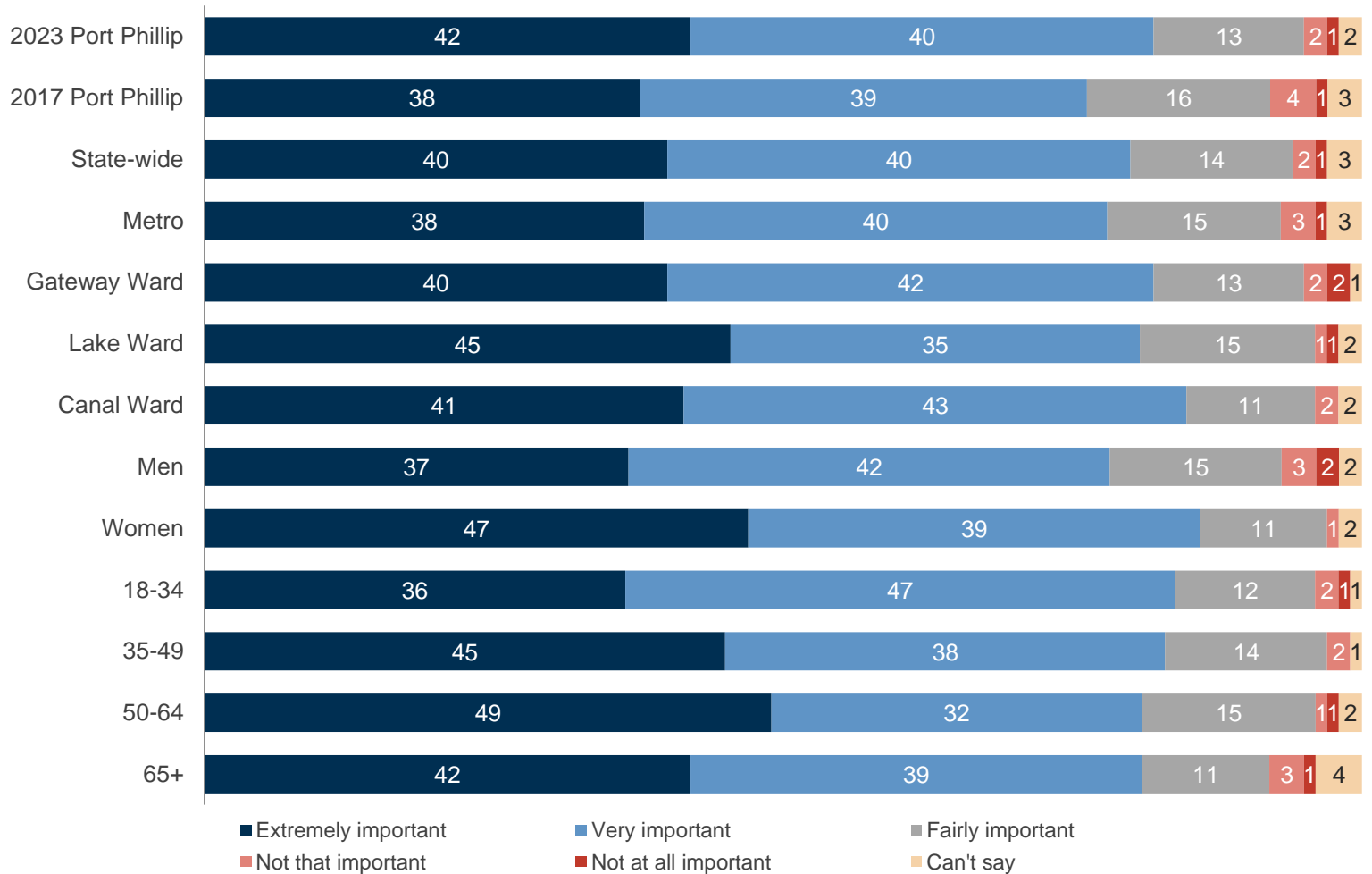
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7

Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community importance



2023 community decisions made importance (%)



Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7

Decisions made in the interest of the community performance



2023 community decisions made performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Metro	55▲	61	59	60	58	58	59	59	n/a
18-34	53	67	62	64	61	61	59	64	64
Women	52	60	57	60	58	60	63	62	60
State-wide	51	56	53	55	54	54	54	55	57
Canal Ward	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Port Phillip	50	60	58	59	57	57	59	60	60
Lake Ward	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	49	52	54	56	54	50	59	57	58
Gateway Ward	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	48	60	57	59	57	55	61	62	58
Men	48	61	58	59	57	53	55	59	60
50-64	45	55	52	52	51	55	55	52	50

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?

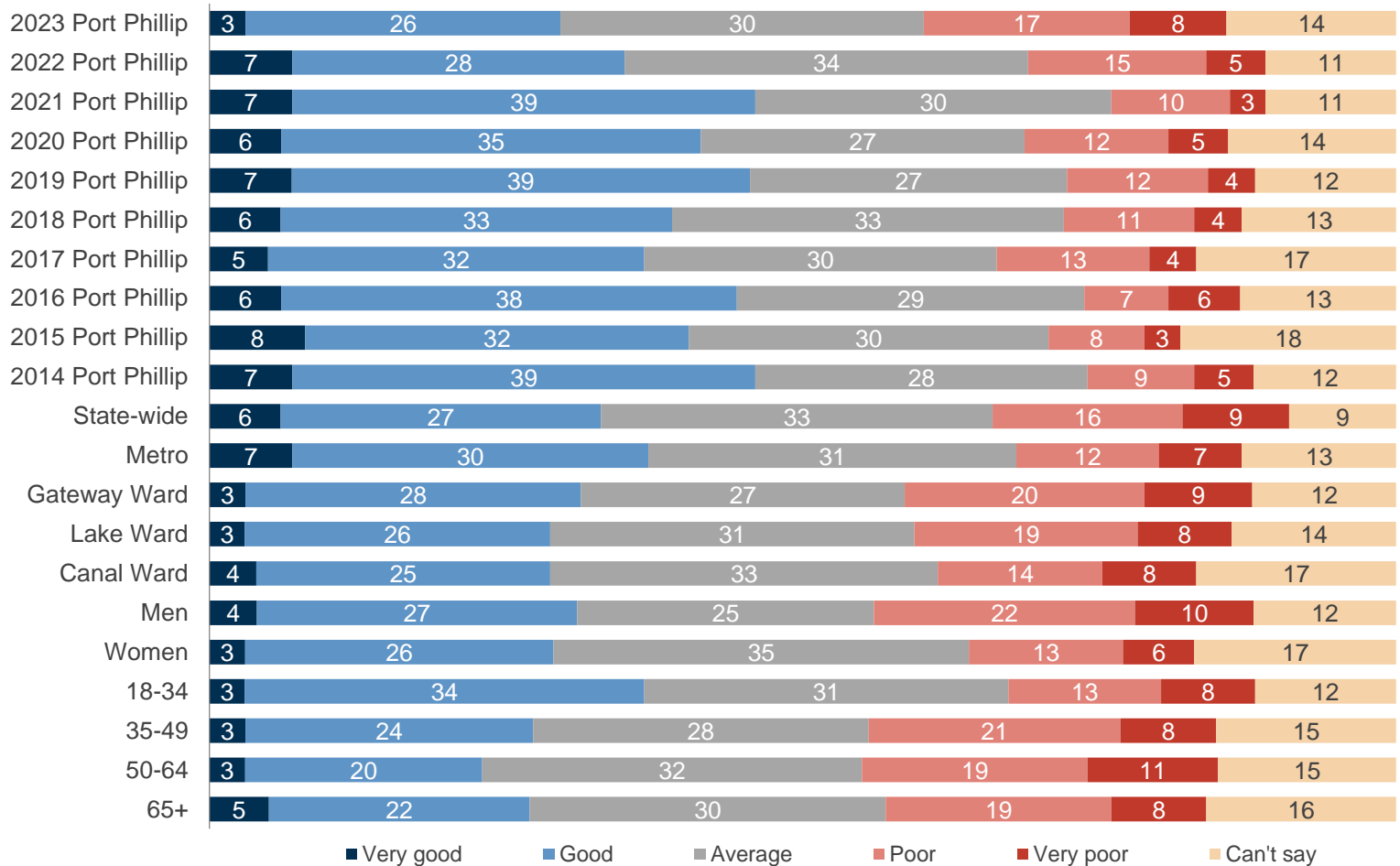
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance



2023 community decisions made performance (%)

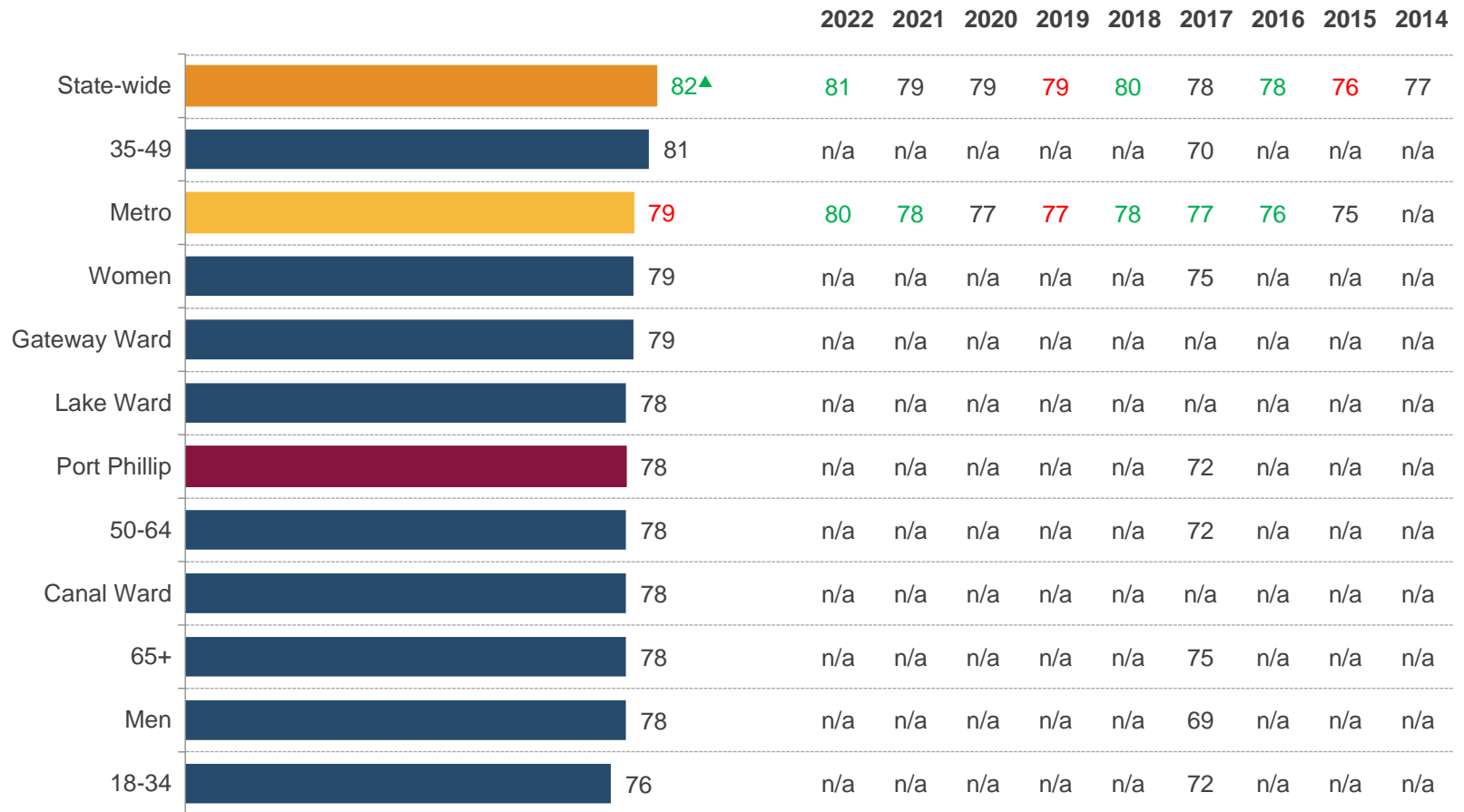


Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

The condition of sealed local roads in your area importance



2023 sealed local roads importance (index scores)



Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?

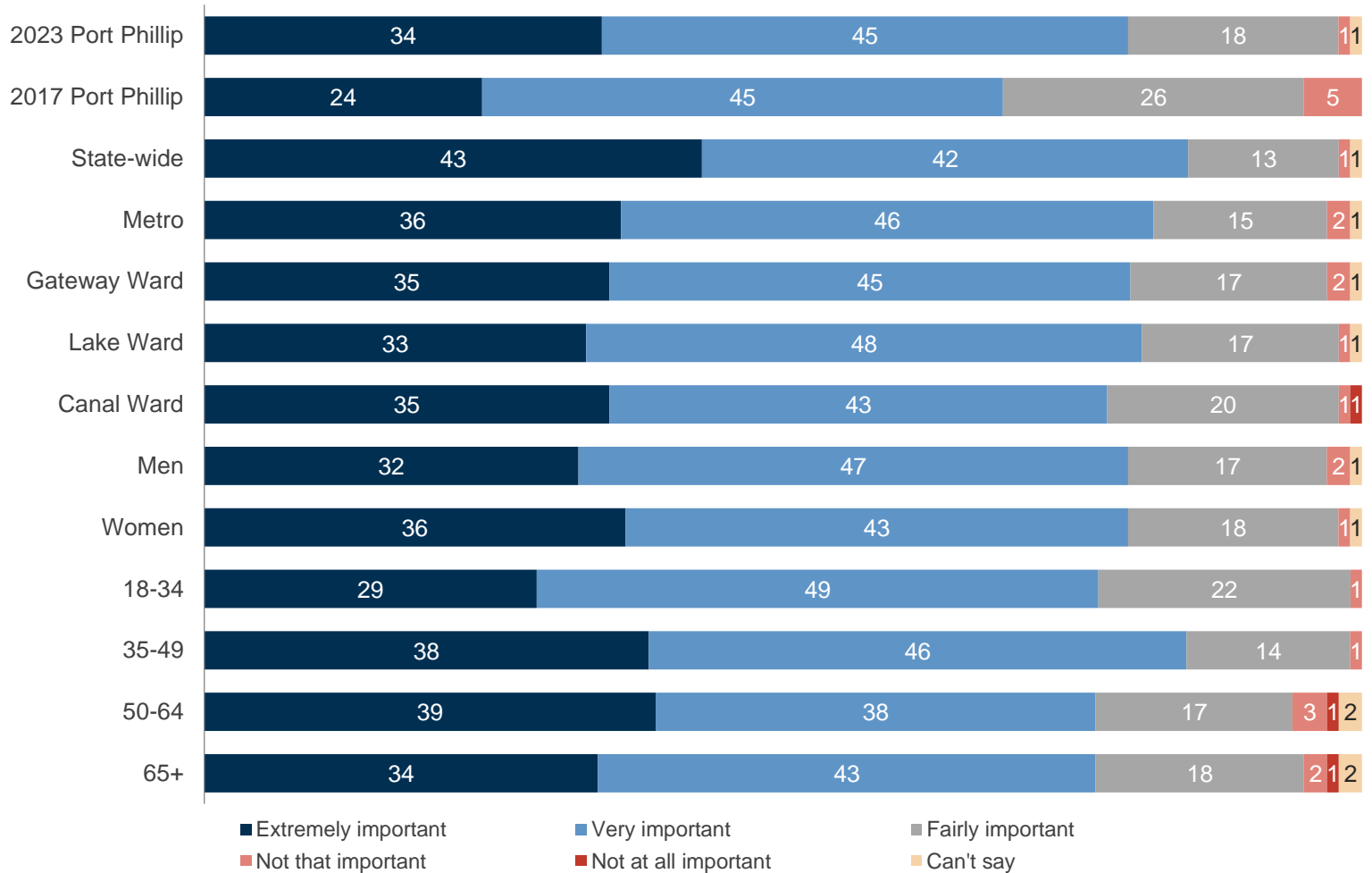
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 8

Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area importance



2023 sealed local roads importance (%)



Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 8

The condition of sealed local roads in your area performance



2023 sealed local roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
18-34	62	66	71	73	71	68	72	69	74	n/a
Metro	61	65	68	67	69	68	66	67	69	n/a
Lake Ward	60	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	59	66	66	69	68	66	69	71	72	n/a
Gateway Ward	59	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Port Phillip	59	66	67	69	68	67	70	70	73	n/a
Men	58	66	69	69	68	67	71	68	74	n/a
65+	58	66	62	65	68	67	65	70	73	n/a
35-49	57	68	68	69	67	67	68	70	72	n/a
Canal Ward	57	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	55	64	64	64	64	63	70	68	69	n/a
State-wide	48▼	53	57	54	56	53	53	54	55	55

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?

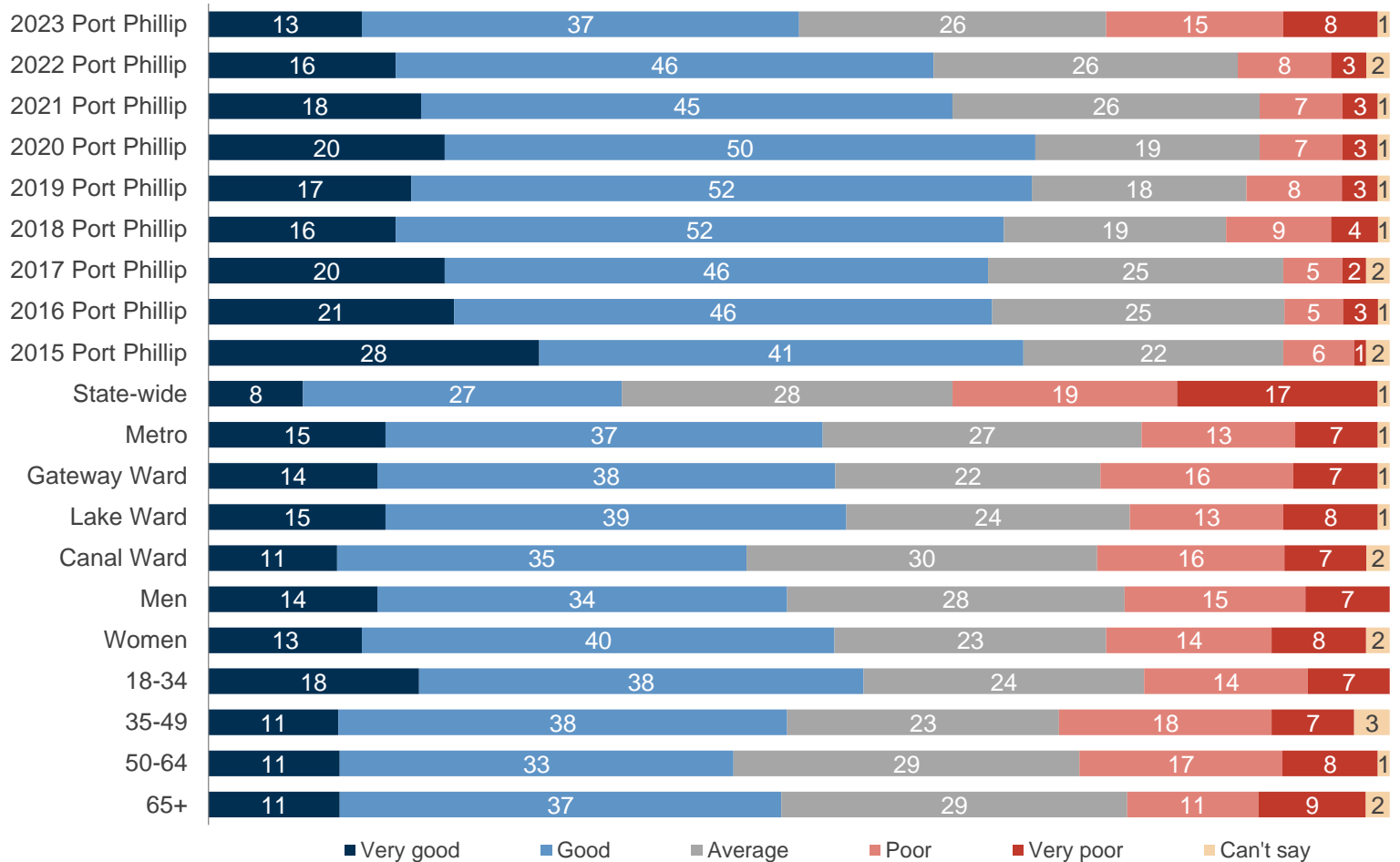
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance



2023 sealed local roads performance (%)



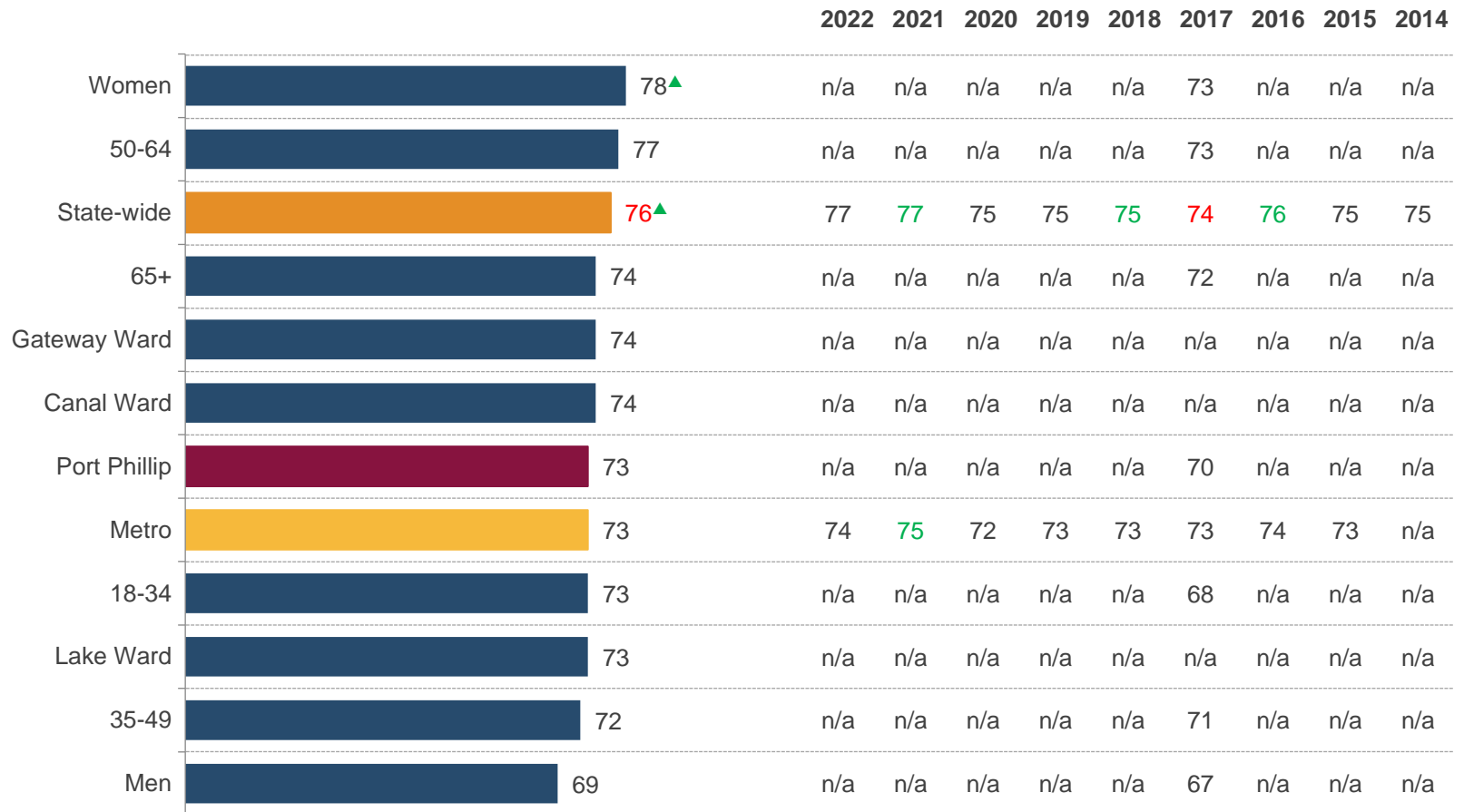
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16



Informing the community importance



2023 informing community importance (index scores)



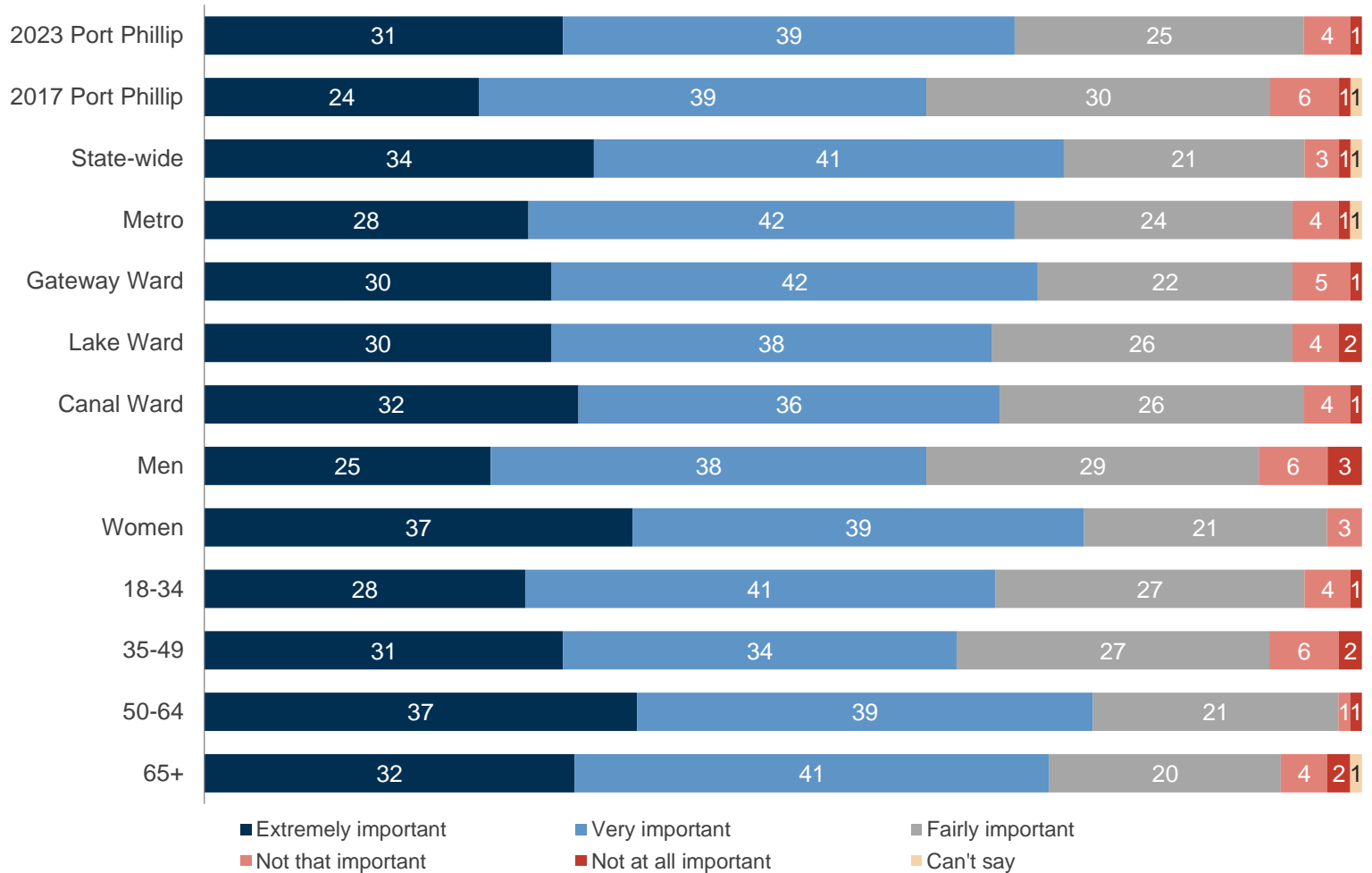
Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2023 informing community importance (%)



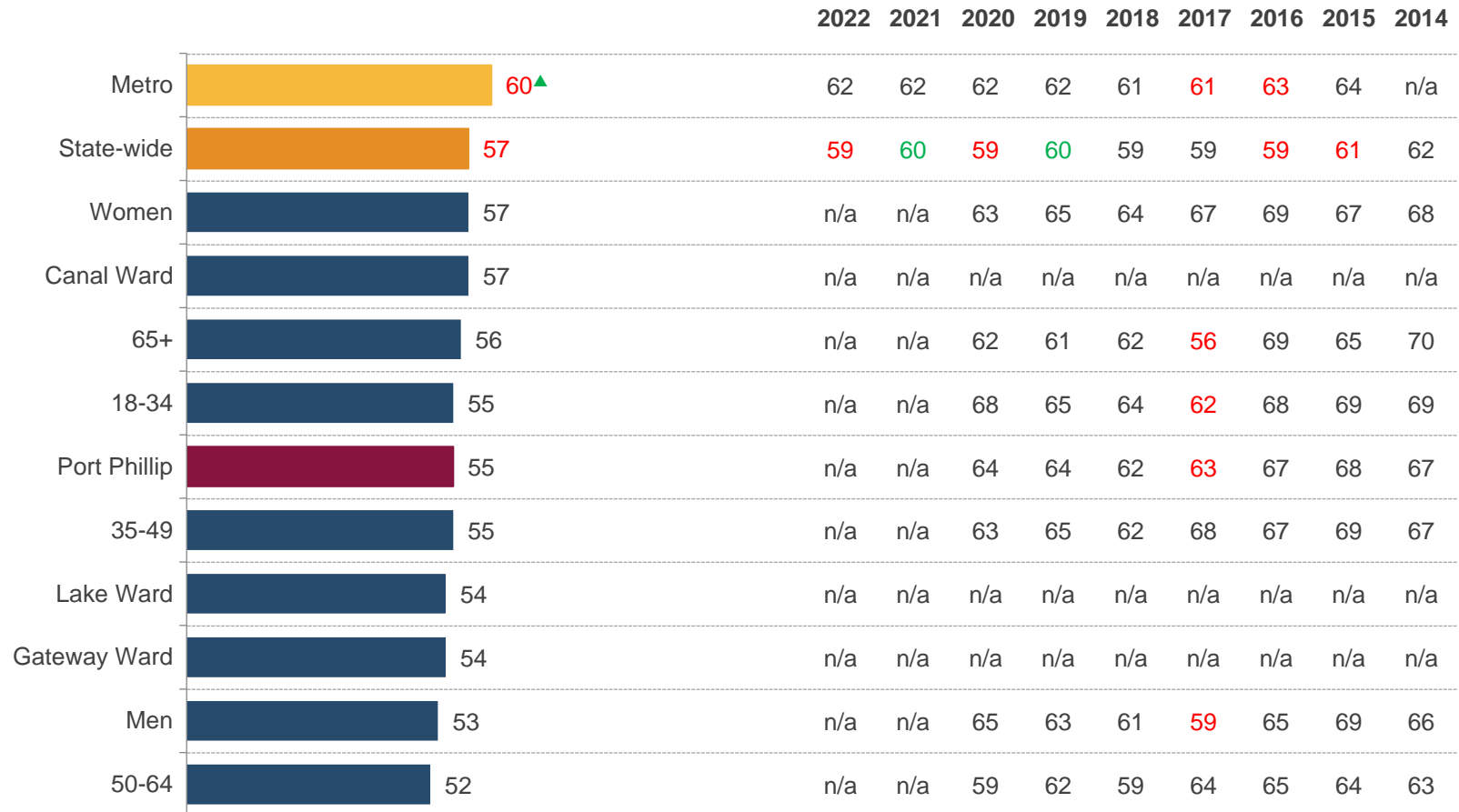
Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 9



Informing the community performance



2023 informing community performance (index scores)



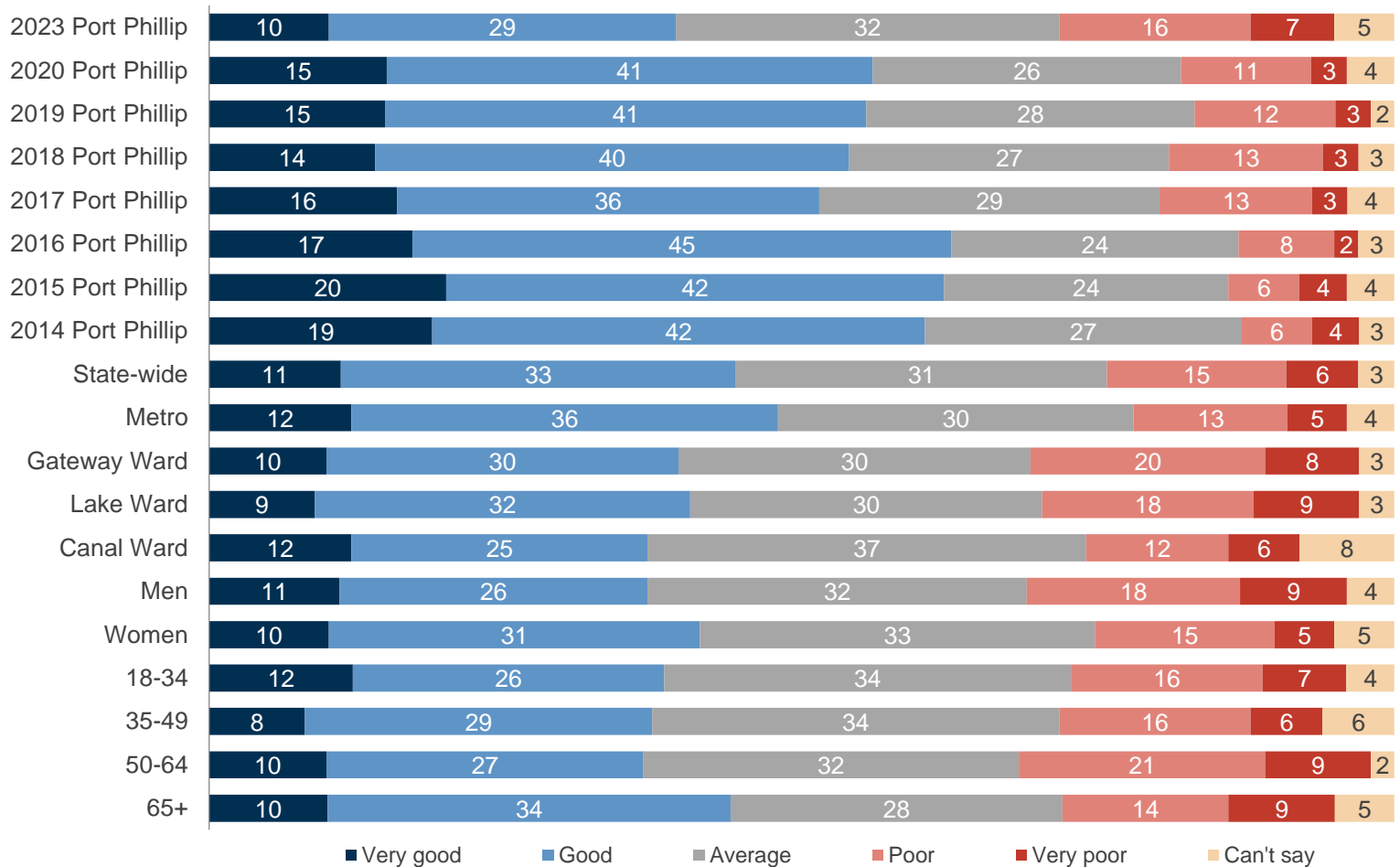
Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 38 Councils asked group: 12
 Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2023 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 38 Councils asked group: 12

The condition of local streets and footpaths in your area importance



2023 streets and footpaths importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	84	81	n/a	n/a	n/a	n/a	79	n/a	n/a	n/a
Women	83	84	n/a	n/a	n/a	n/a	78	n/a	n/a	n/a
50-64	83	85	n/a	n/a	n/a	n/a	76	n/a	n/a	n/a
Gateway Ward	82	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Port Phillip	81	82	n/a	n/a	n/a	n/a	75	n/a	n/a	n/a
65+	81	81	n/a	n/a	n/a	n/a	77	n/a	n/a	n/a
Lake Ward	81	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Canal Ward	81	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	81	81	80	78	78	79	78	78	77	n/a
State-wide	81	81	79	78	77	78	77	77	77	77
Men	80	79	n/a	n/a	n/a	n/a	72	n/a	n/a	n/a
18-34	79	81	n/a	n/a	n/a	n/a	71	n/a	n/a	n/a

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?

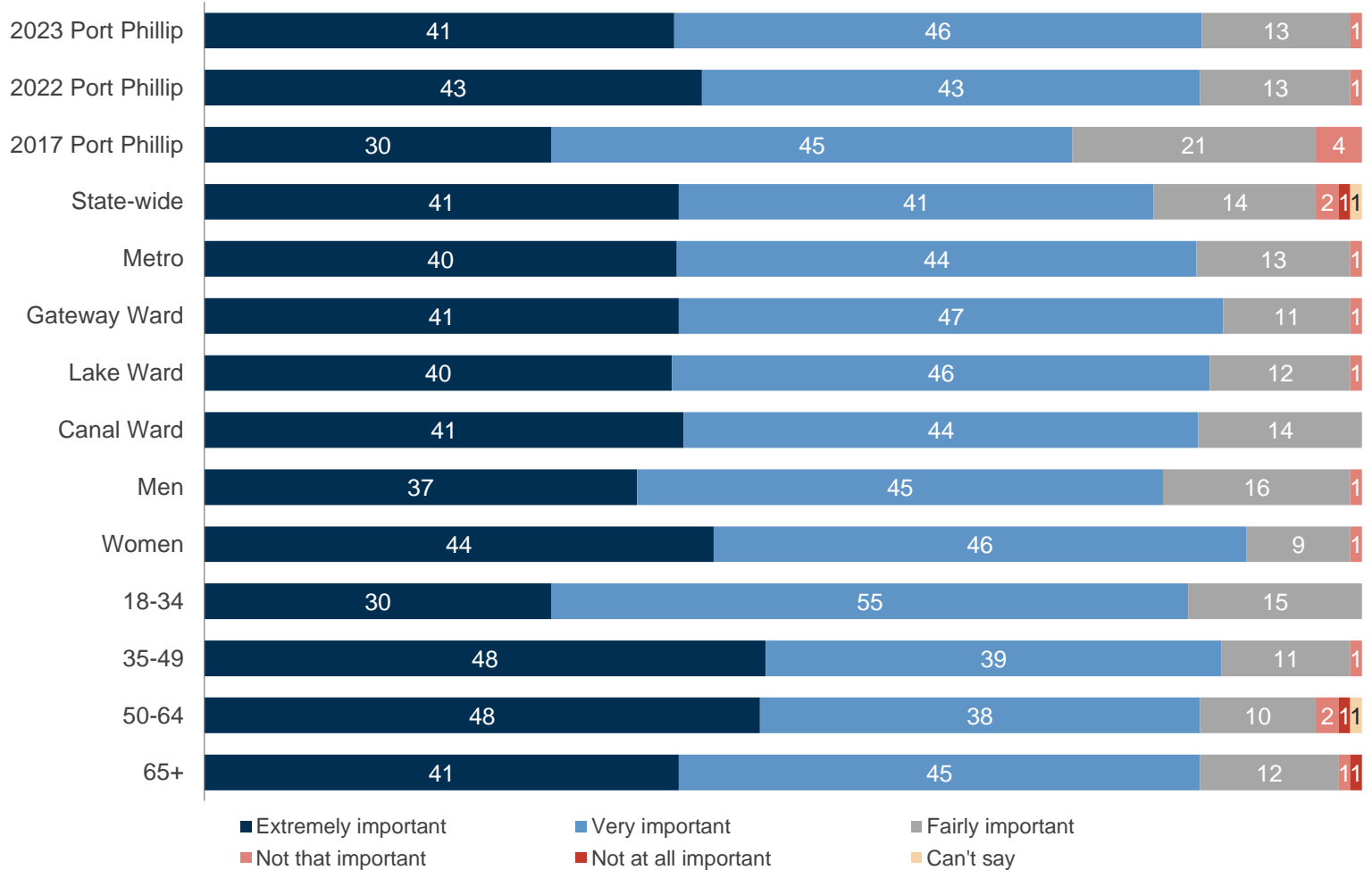
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 7

Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area importance



2023 streets and footpaths importance (%)



Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 7

The condition of local streets and footpaths in your area performance



2023 streets and footpaths performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
18-34	59▲	65	n/a	67	67	64	71	n/a	n/a	68
Metro	57▲	63	65	64	65	64	62	63	64	n/a
Lake Ward	55	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	54	63	n/a	64	64	63	67	n/a	n/a	63
Gateway Ward	54	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Port Phillip	53	61	n/a	63	61	62	66	n/a	n/a	62
State-wide	52	57	59	58	59	58	57	57	58	58
Women	52	60	n/a	61	59	60	66	n/a	n/a	61
Canal Ward	51	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	50	61	n/a	64	60	63	64	n/a	n/a	59
65+	50	57	n/a	56	57	57	61	n/a	n/a	57
50-64	49	56	n/a	56	55	58	64	n/a	n/a	59

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?

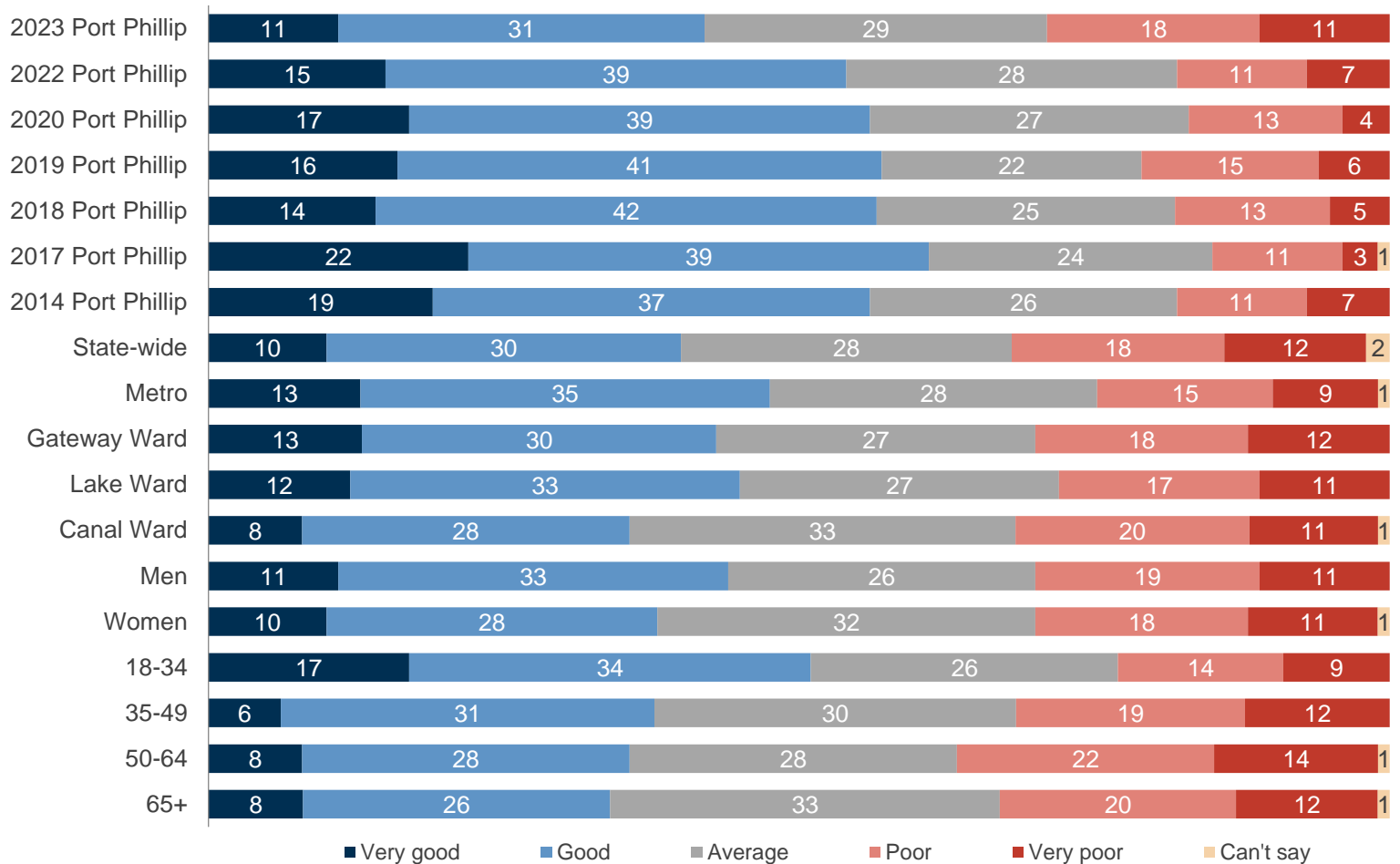
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 8

Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area performance



2023 streets and footpaths performance (%)



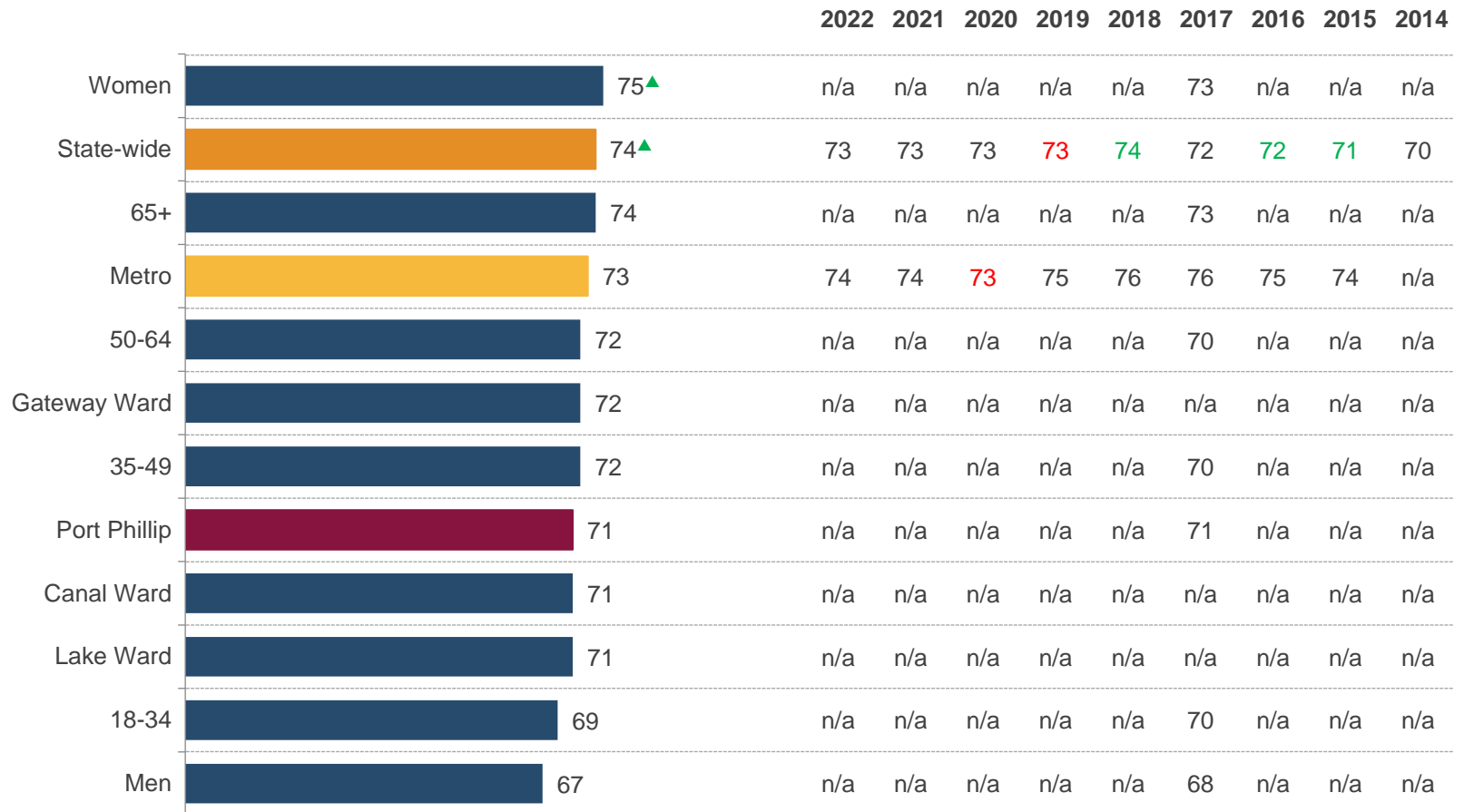
Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 8



Traffic management importance



2023 traffic management importance (index scores)



Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 9 Councils asked group: 6

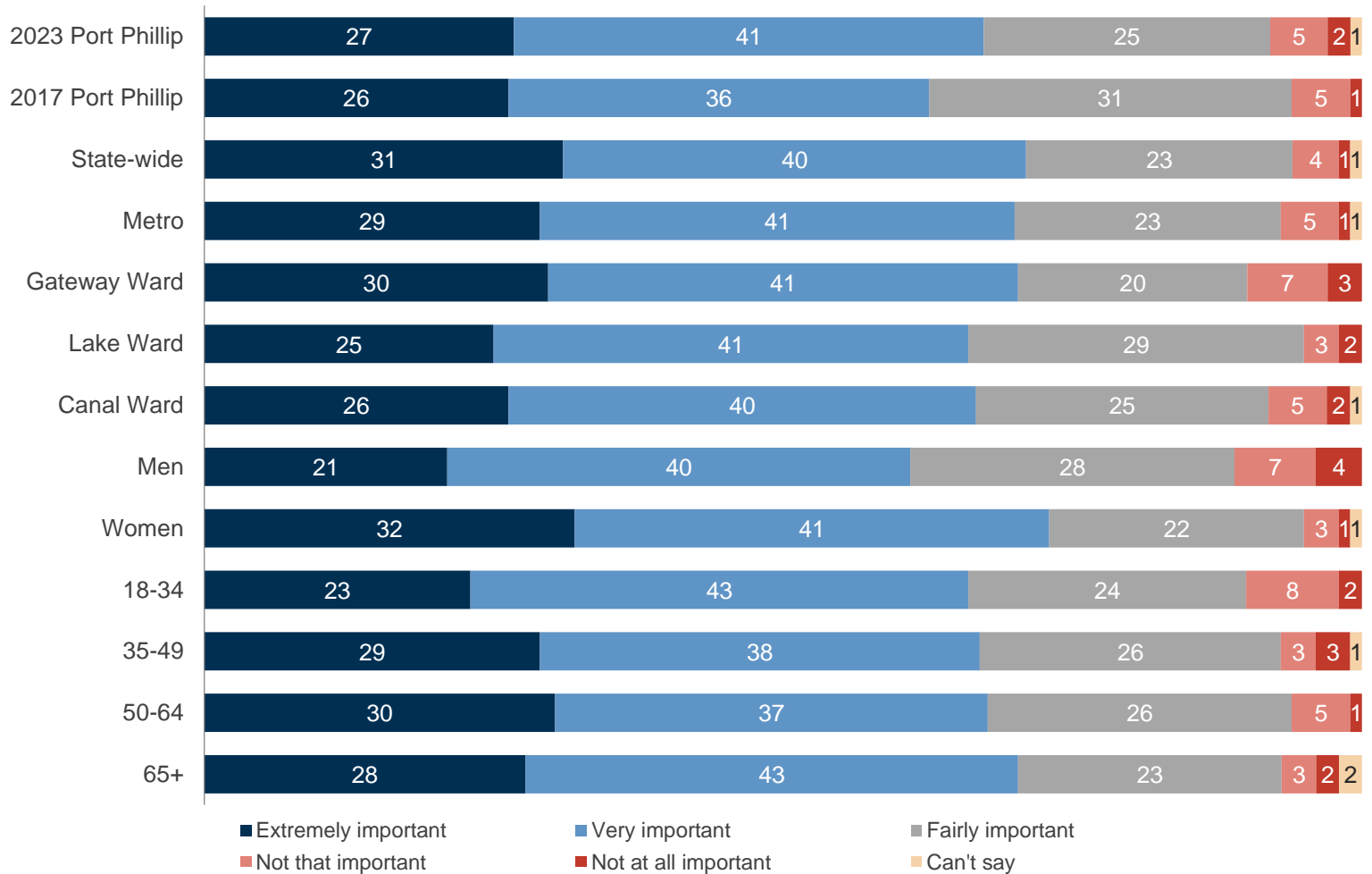
Note: Please see Appendix A for explanation of significant differences.



Traffic management importance



2023 traffic management importance (%)



Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 9 Councils asked group: 6



Traffic management performance



2023 traffic management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	55	n/a	63	63	58	63	n/a	n/a	67
Canal Ward	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	55▲	59	58	58	57	59	59	60	60
Metro	55▲	59	59	58	57	56	56	57	n/a
Women	53	n/a	60	59	57	63	n/a	n/a	59
Lake Ward	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	52	n/a	56	54	56	57	n/a	n/a	57
Port Phillip	52	n/a	60	58	56	61	n/a	n/a	59
Men	51	n/a	60	57	55	59	n/a	n/a	59
50-64	51	n/a	53	54	52	58	n/a	n/a	51
35-49	49	n/a	62	55	54	62	n/a	n/a	53
Gateway Ward	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

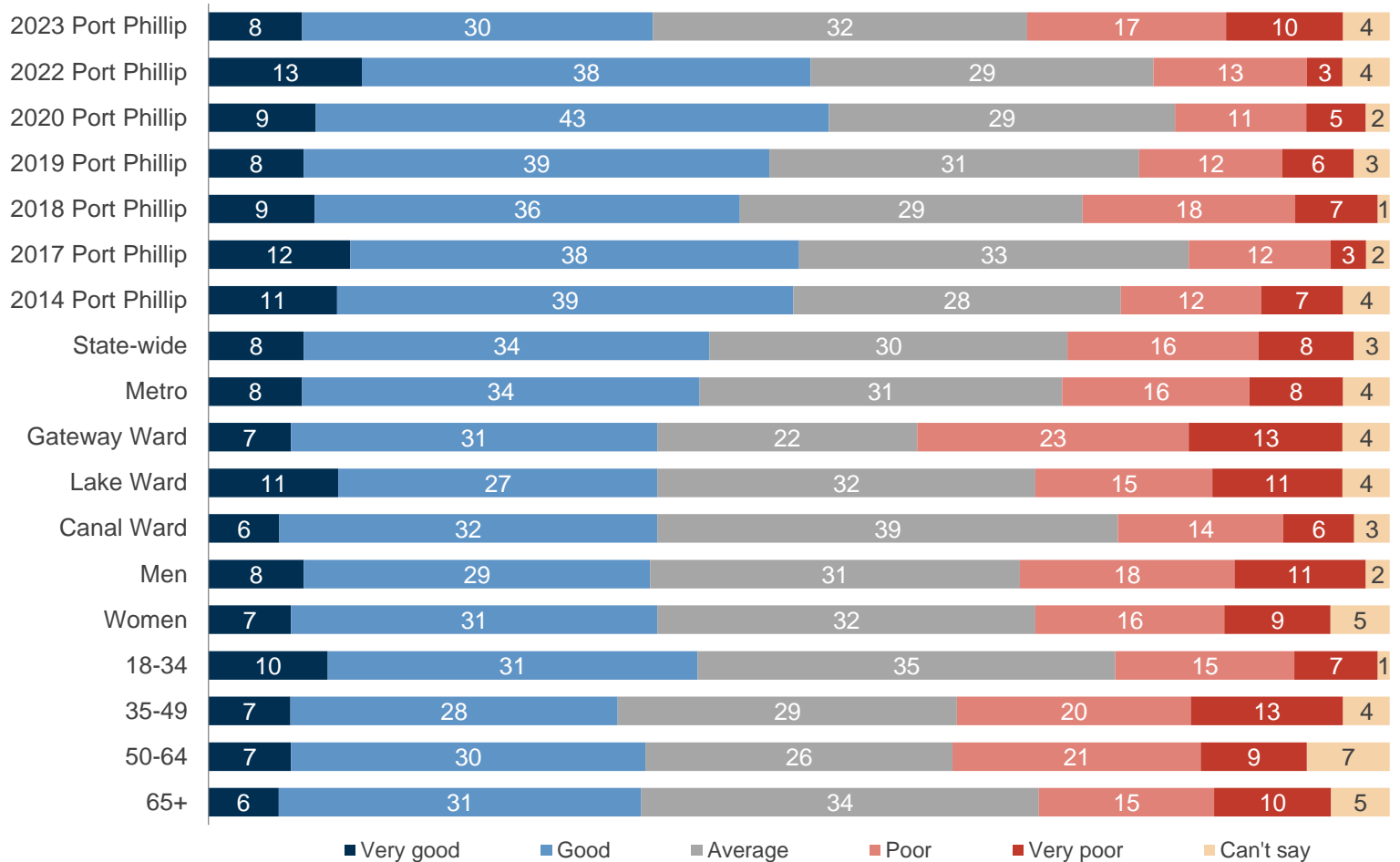
Q2. How has Council performed on 'Traffic management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 15 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Traffic management performance



2023 traffic management performance (%)



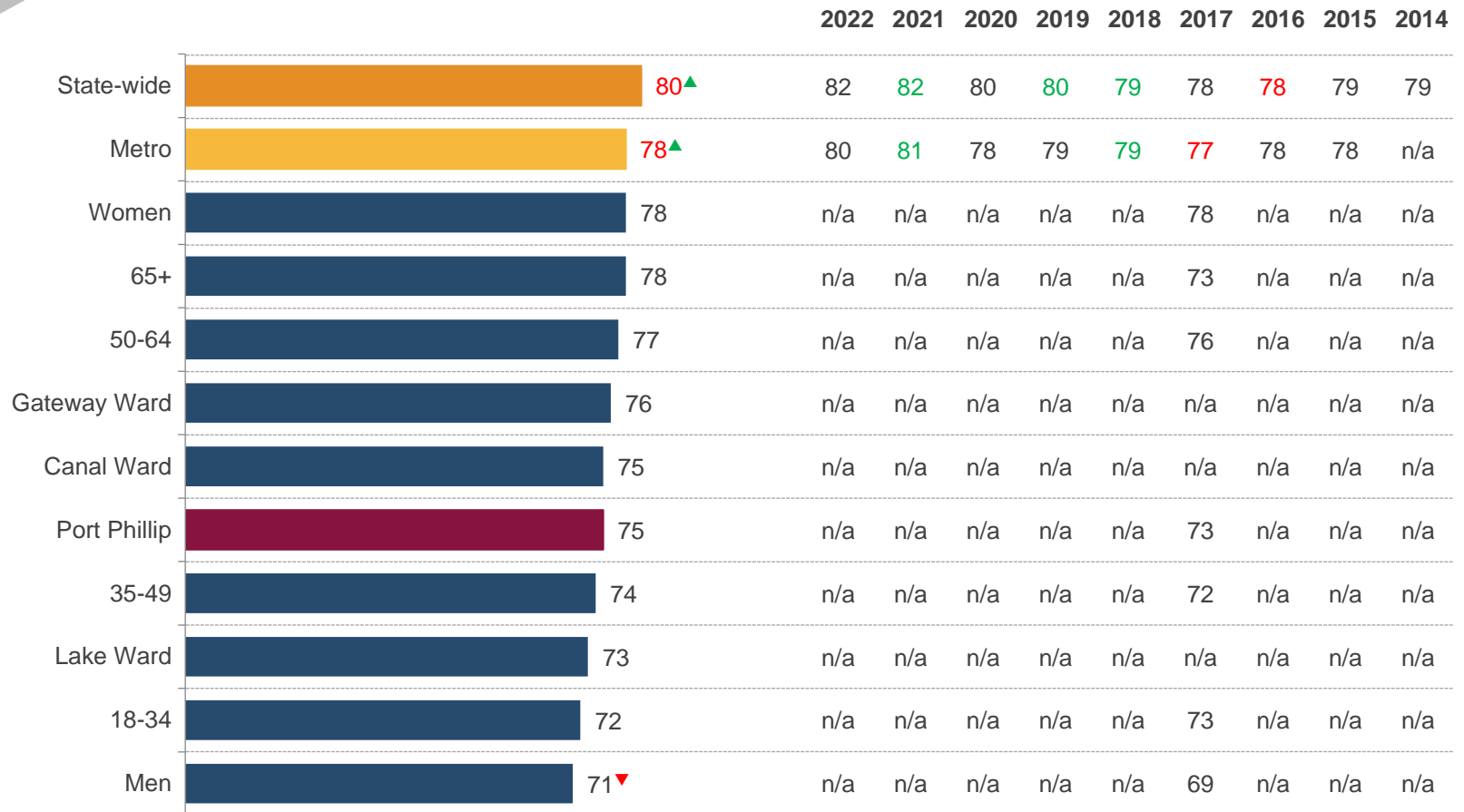
Q2. How has Council performed on 'Traffic management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 15 Councils asked group: 10



Elderly support services importance



2023 elderly support importance (index scores)



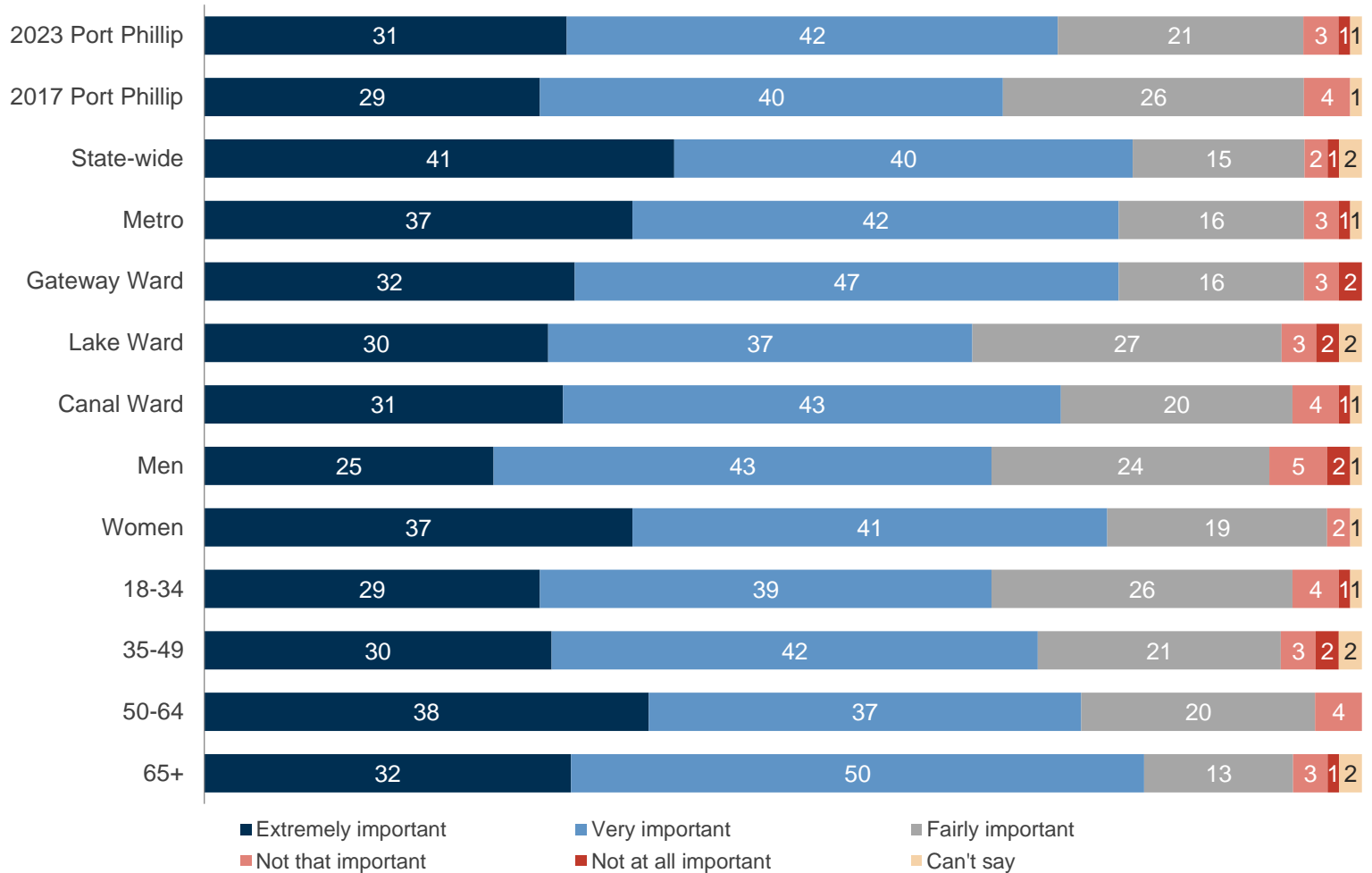
Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 16 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services importance



2023 elderly support importance (%)



Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 16 Councils asked group: 5



Elderly support services performance



2023 elderly support performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
65+	65	n/a	n/a	72	70	70	69	n/a	n/a	77
Lake Ward	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	64▲	65	66	67	67	67	67	69	69	n/a
State-wide	63▲	67	69	68	68	68	68	68	69	70
Men	61	n/a	n/a	68	69	69	69	n/a	n/a	69
Port Phillip	60	n/a	n/a	68	69	67	69	n/a	n/a	70
35-49	60	n/a	n/a	66	67	64	70	n/a	n/a	67
Gateway Ward	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	59	n/a	n/a	68	68	64	71	n/a	n/a	71
50-64	58	n/a	n/a	67	66	64	67	n/a	n/a	69
18-34	58	n/a	n/a	66	70	67	70	n/a	n/a	69
Canal Ward	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

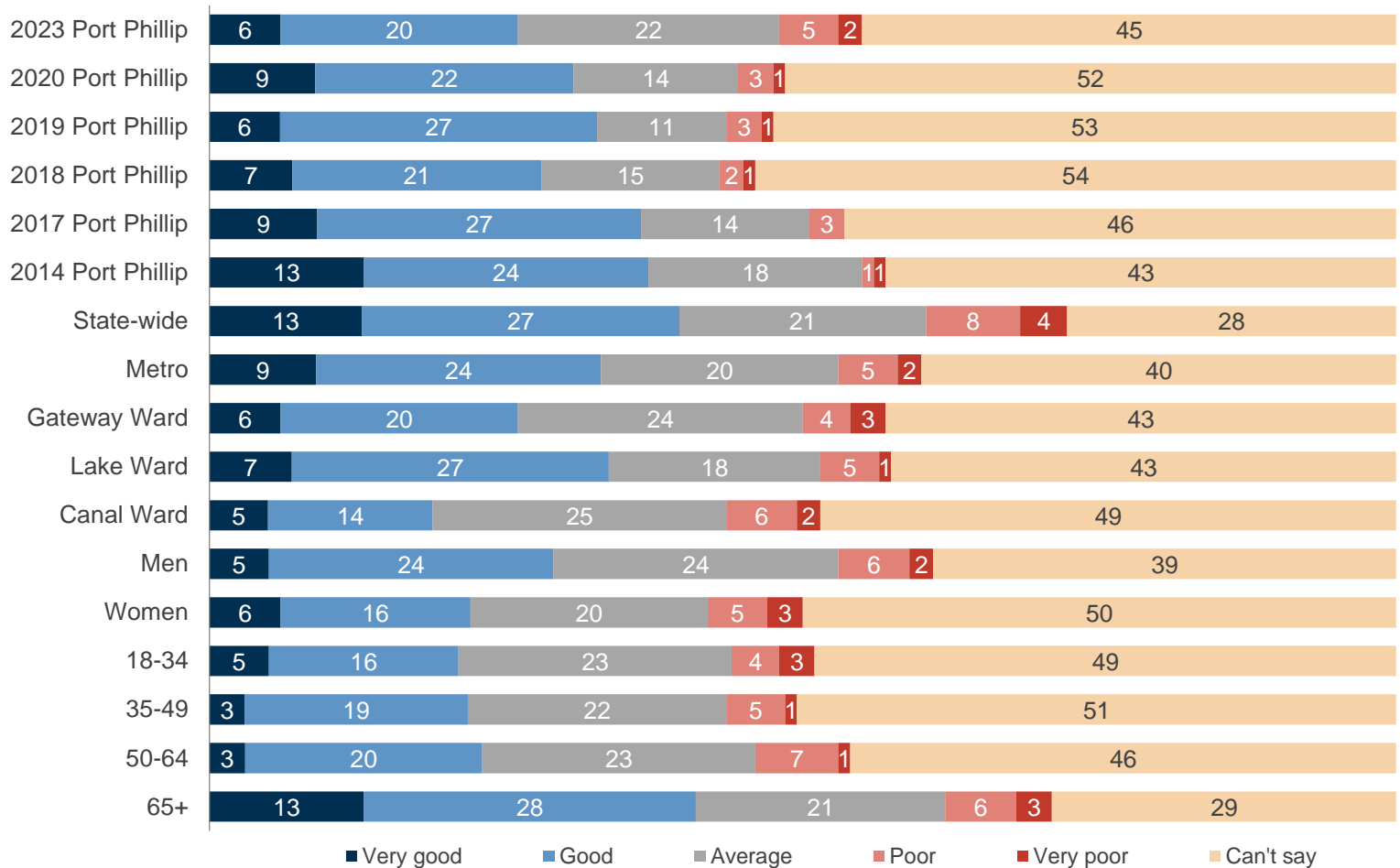
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2023 elderly support performance (%)



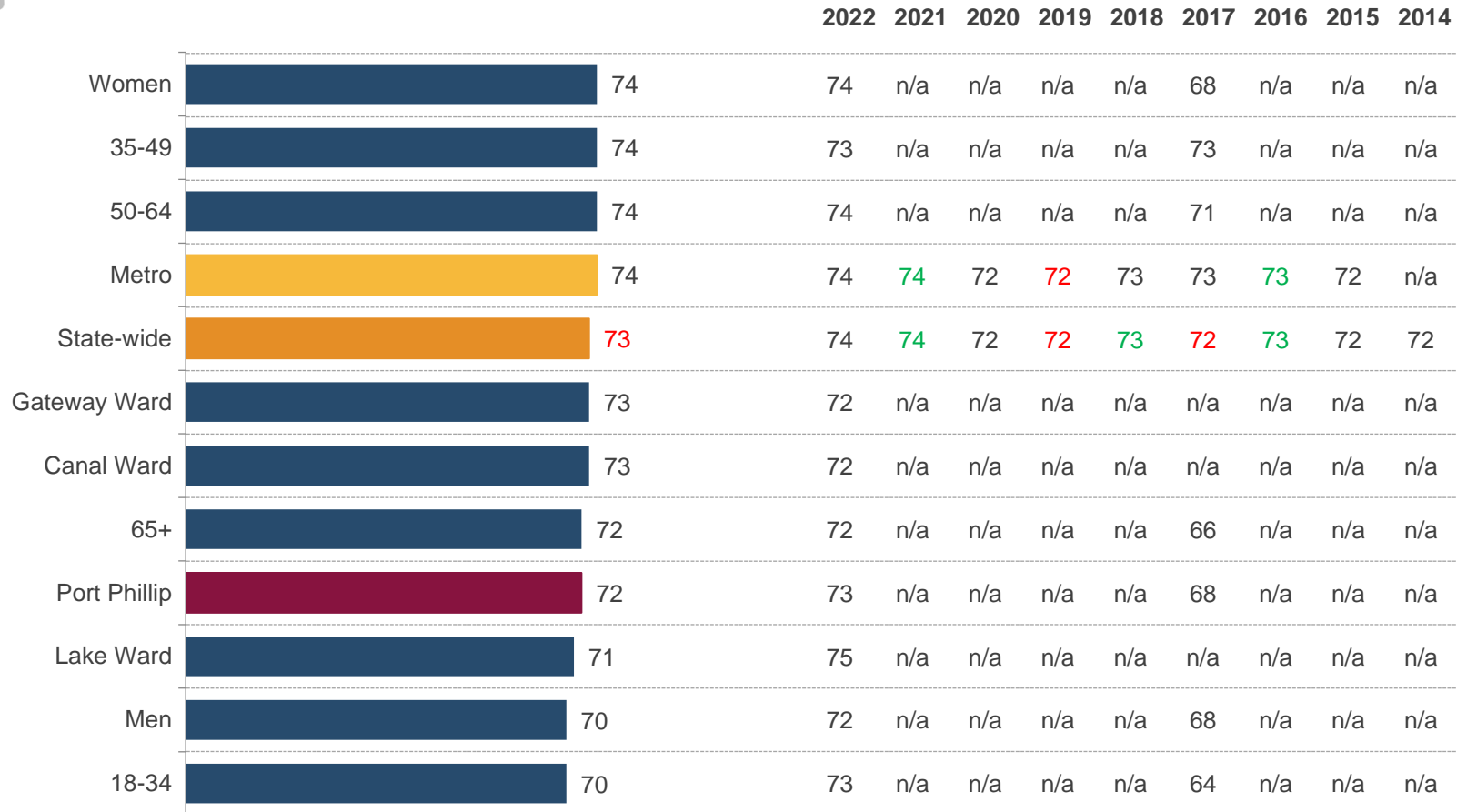
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9



Recreational facilities importance



2023 recreational facilities importance (index scores)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 10

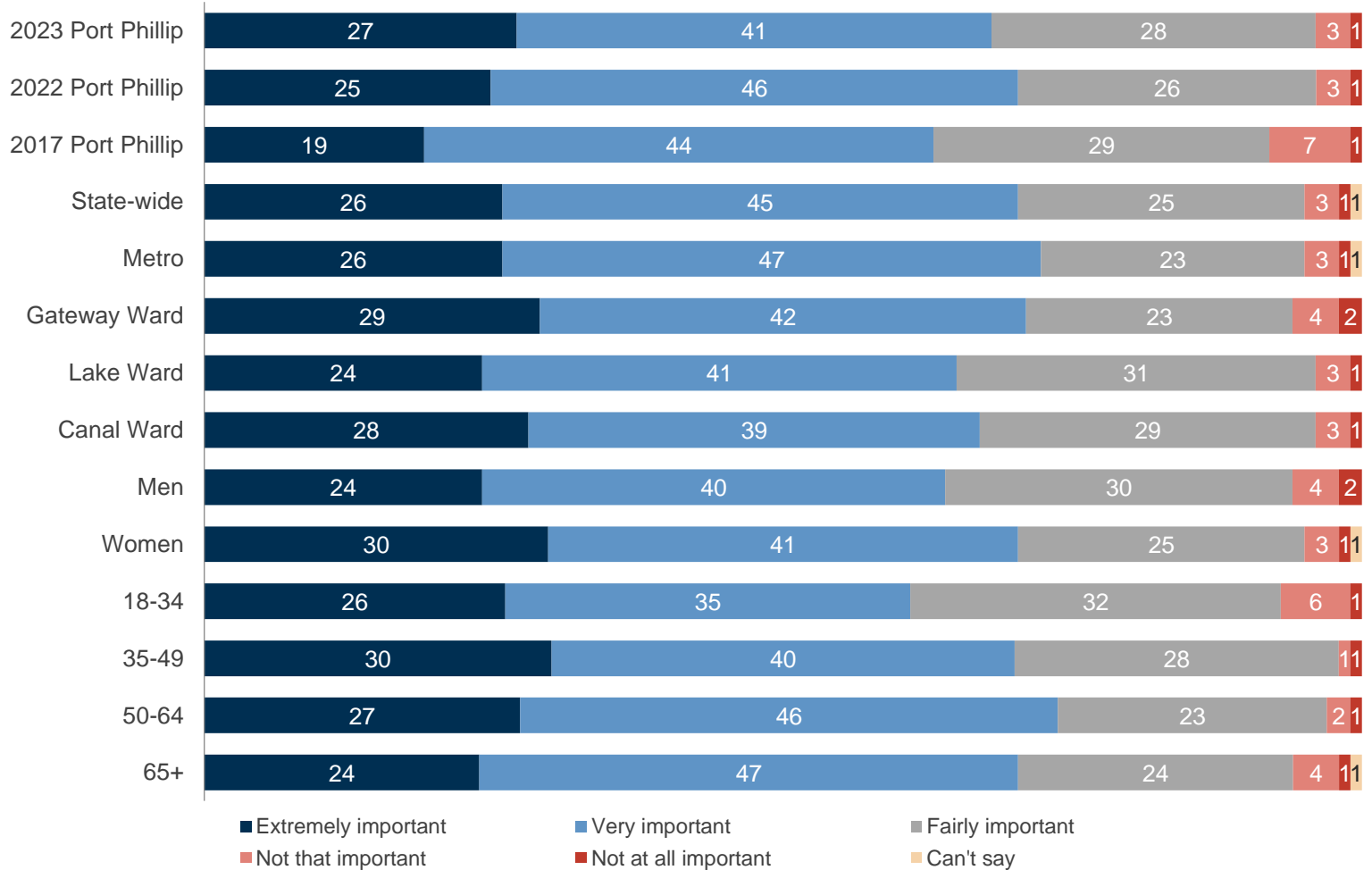
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2023 recreational facilities importance (%)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 10



Recreational facilities performance



2023 recreational facilities performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Metro	72▲	73	75	74	75	74	73	73	74	n/a
Lake Ward	72	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	71	69	n/a	75	75	74	75	77	n/a	80
Men	70	72	n/a	74	73	72	72	74	n/a	75
Port Phillip	69	71	n/a	74	74	73	73	76	n/a	77
Women	69	71	n/a	73	75	75	74	79	n/a	79
35-49	69	73	n/a	73	75	75	72	79	n/a	79
Gateway Ward	68	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	68	69	71	70	70	69	70	69	70	71
50-64	68	71	n/a	73	72	70	76	71	n/a	72
65+	68	73	n/a	73	71	72	71	75	n/a	72
Canal Ward	68	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

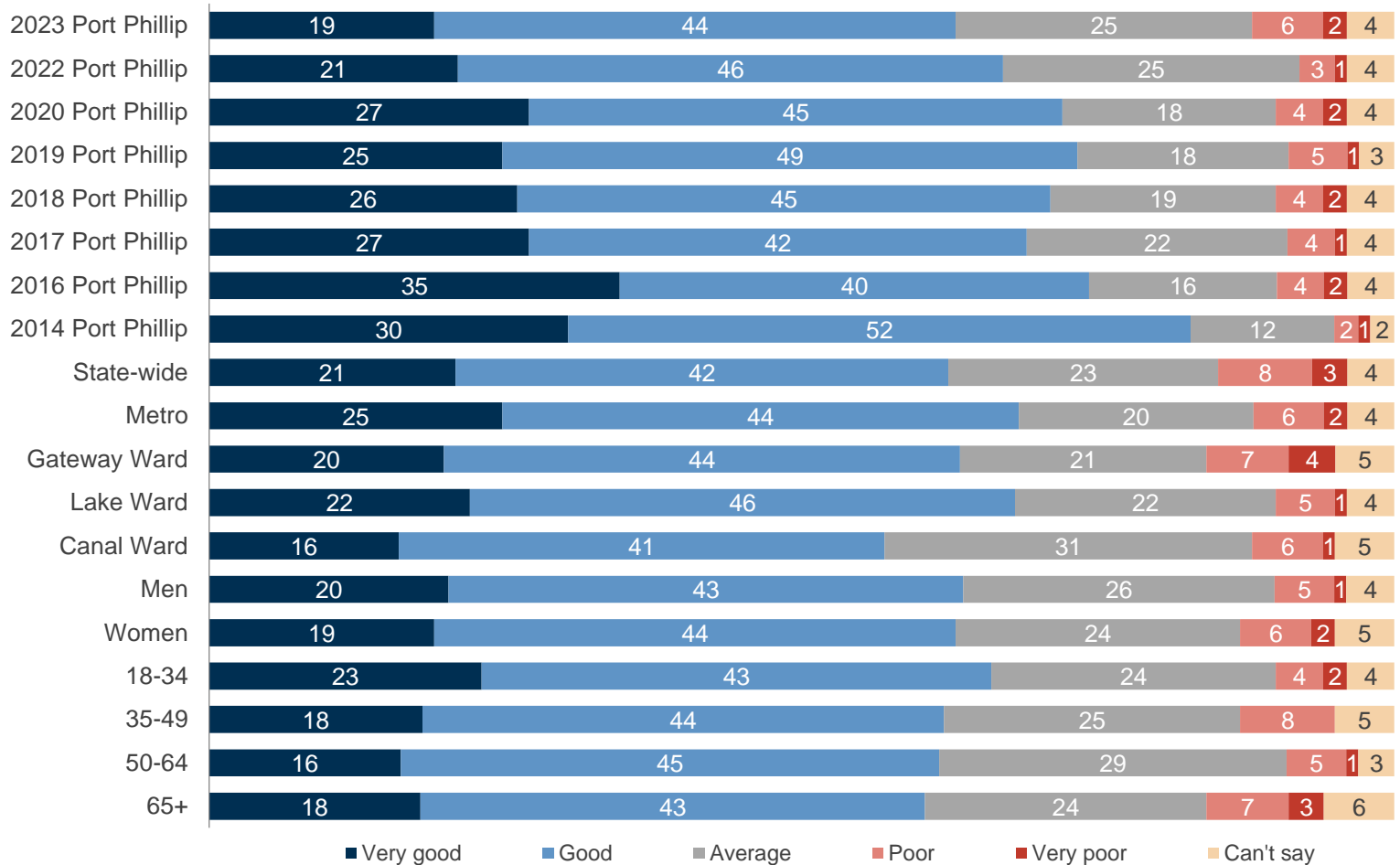
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 12
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2023 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 12



The appearance of public areas importance



2023 public areas importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	80	79	n/a	n/a	n/a	n/a	77	n/a	n/a	n/a
50-64	79	78	n/a	n/a	n/a	n/a	75	n/a	n/a	n/a
Lake Ward	79	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	78	77	n/a	n/a	n/a	n/a	76	n/a	n/a	n/a
Household user	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Port Phillip	77	76	n/a	n/a	n/a	n/a	73	n/a	n/a	n/a
Gateway Ward	76	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	76	78	n/a	n/a	n/a	n/a	76	n/a	n/a	n/a
Canal Ward	76	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	75	76	n/a	n/a	n/a	n/a	71	n/a	n/a	n/a
Metro	75▼	76	76	73	74	74	75	74	73	n/a
State-wide	74▼	75	75	74	73	74	74	74	73	73
18-34	74	73	n/a	n/a	n/a	n/a	69	n/a	n/a	n/a

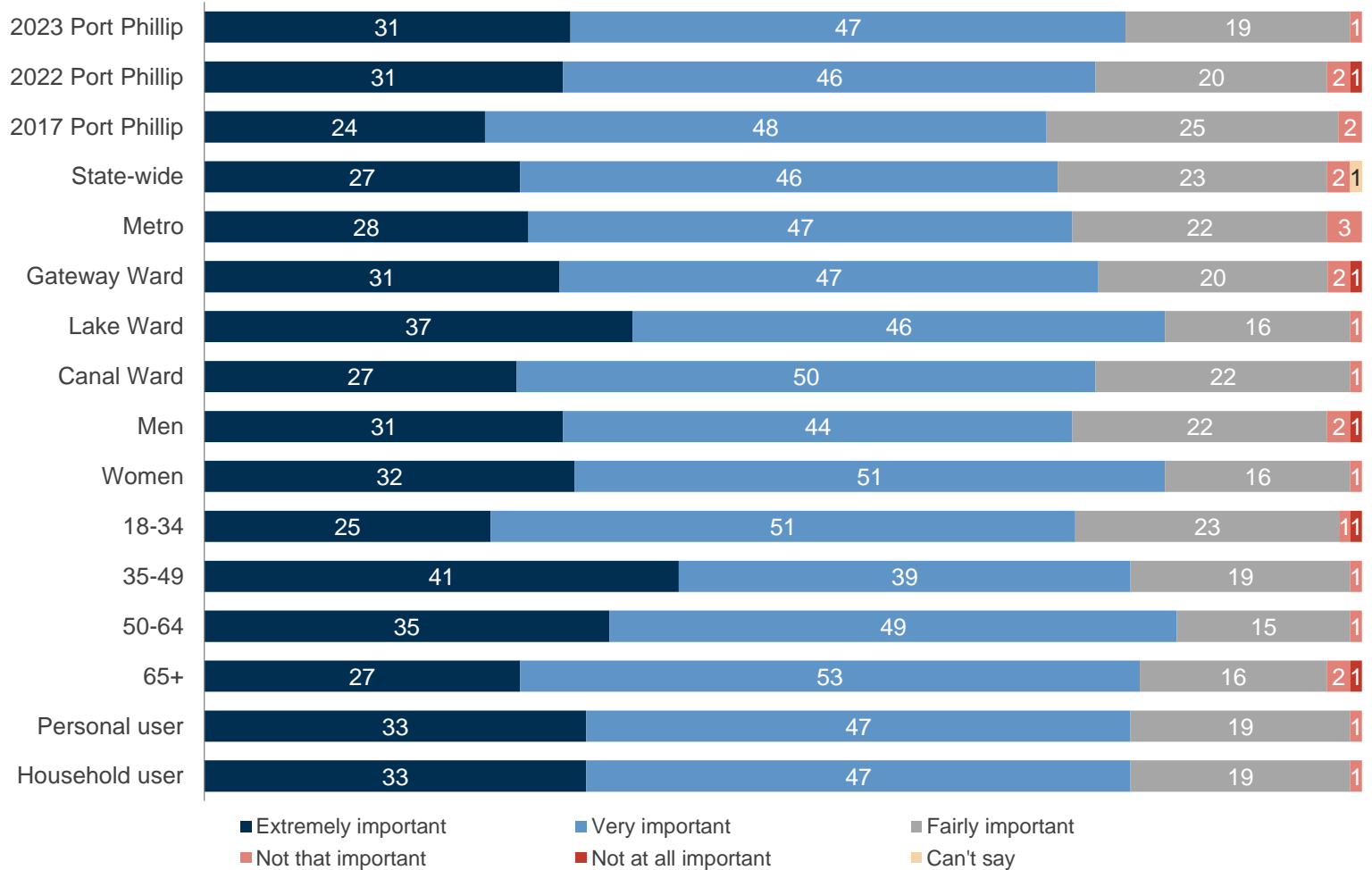
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2023 public areas importance (%)



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 9



The appearance of public areas performance



2023 public areas performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Metro	68▲	72	74	73	74	73	72	72	73	n/a
State-wide	67▲	71	73	72	72	71	71	71	72	72
18-34	67	72	n/a	75	77	75	75	n/a	74	77
Gateway Ward	66	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	64	69	n/a	72	73	73	71	n/a	71	71
Port Phillip	64	69	n/a	72	73	72	73	n/a	72	72
Lake Ward	64	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	63	69	n/a	72	74	71	75	n/a	74	73
65+	63	69	n/a	69	68	69	69	n/a	66	68
35-49	63	68	n/a	72	74	71	72	n/a	72	69
Canal Ward	62	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	60	65	n/a	67	69	69	74	n/a	72	66

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?

Base: All respondents. Councils asked State-wide: 45 Councils asked group: 11

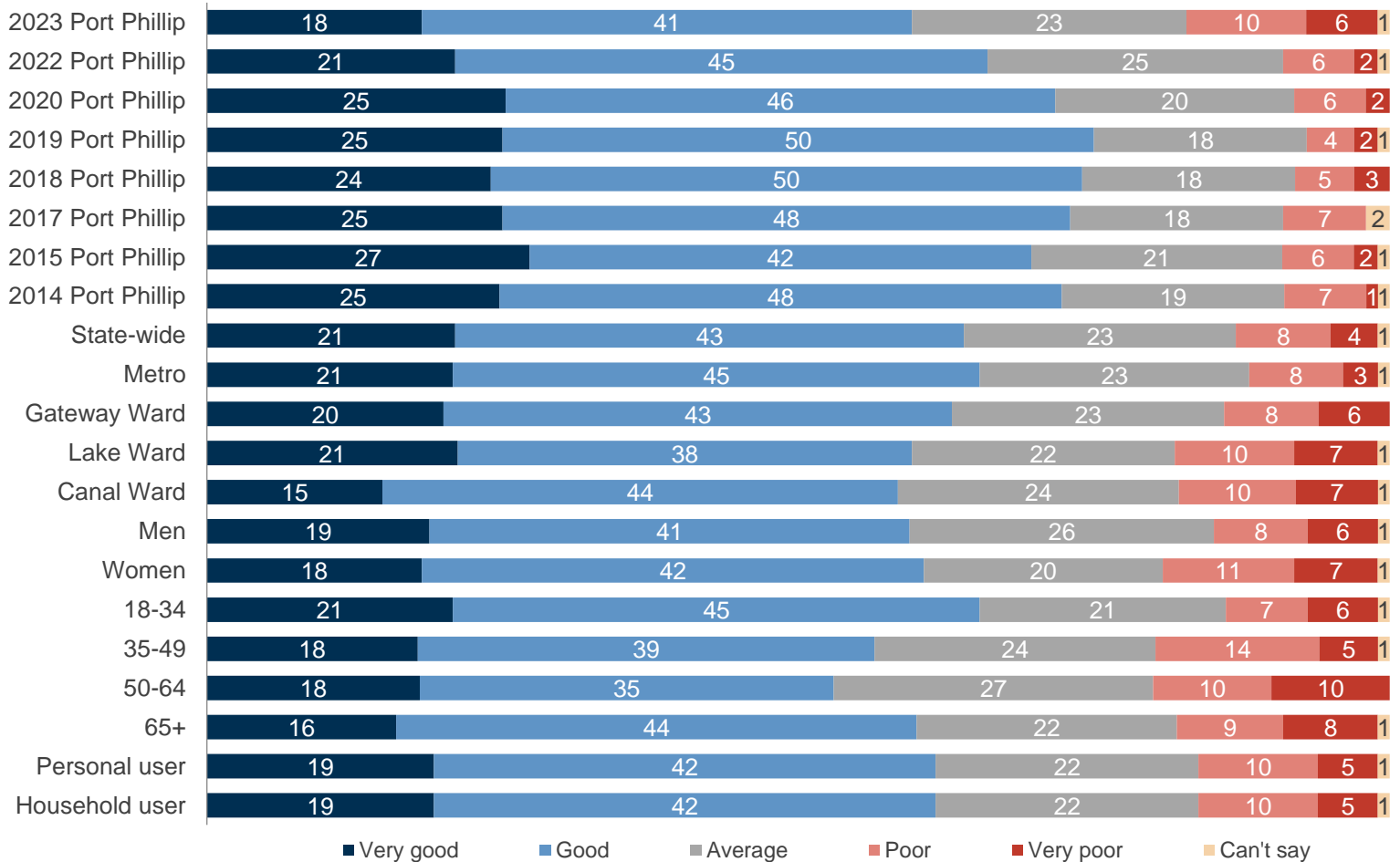
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2023 public areas performance (%)



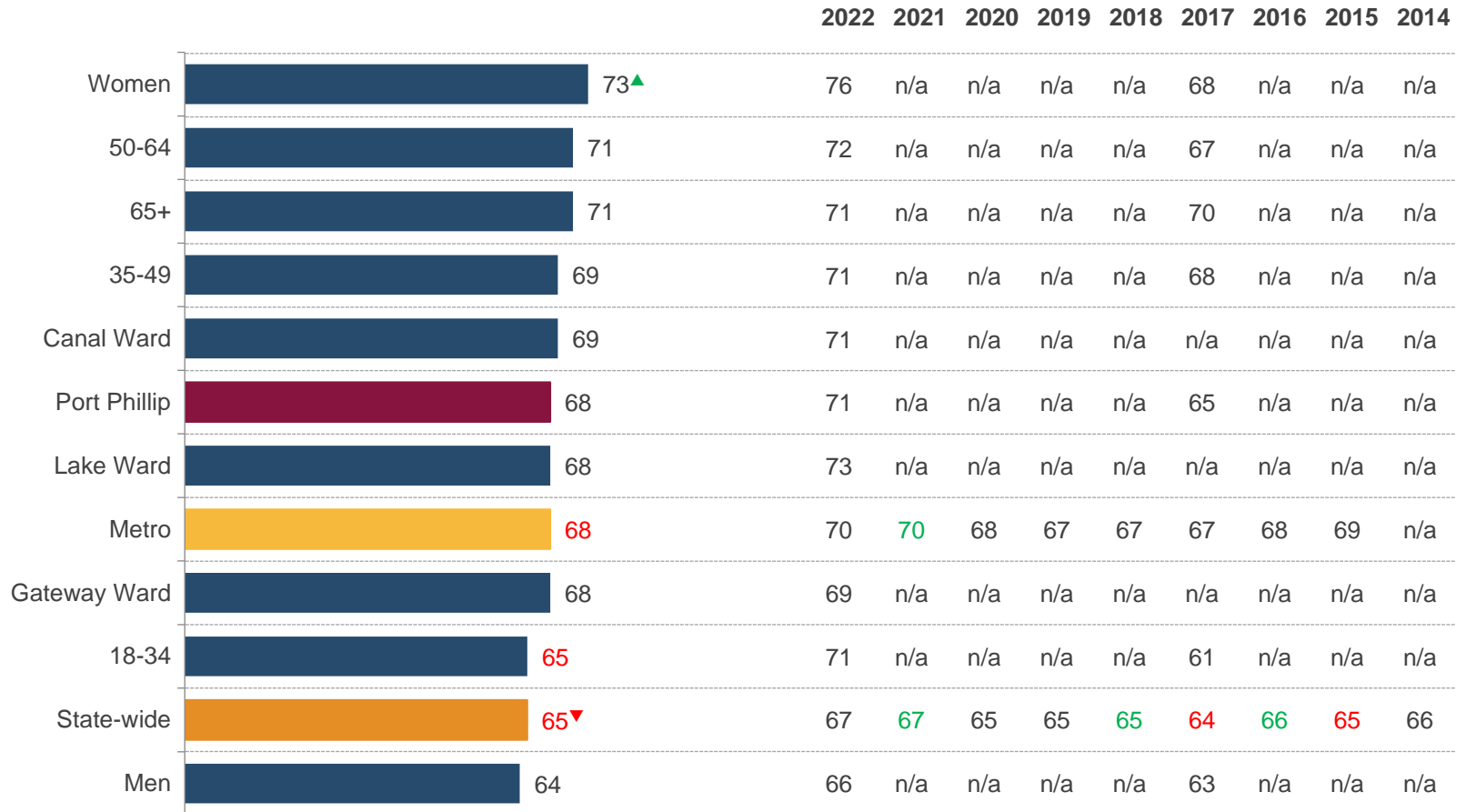
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 45 Councils asked group: 11



Art centres and libraries importance



2023 art centres and libraries importance (index scores)



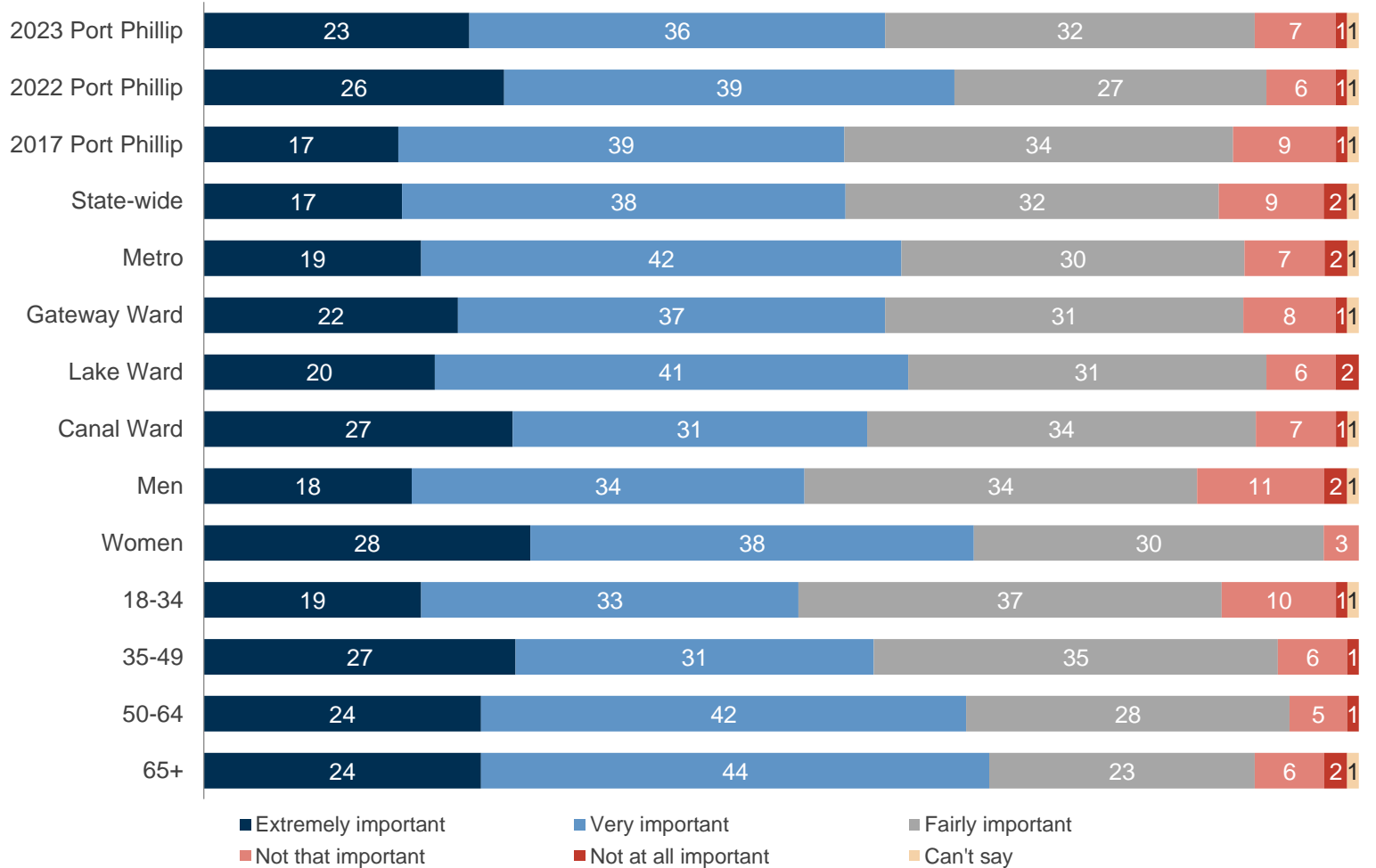
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2023 art centres and libraries importance (%)



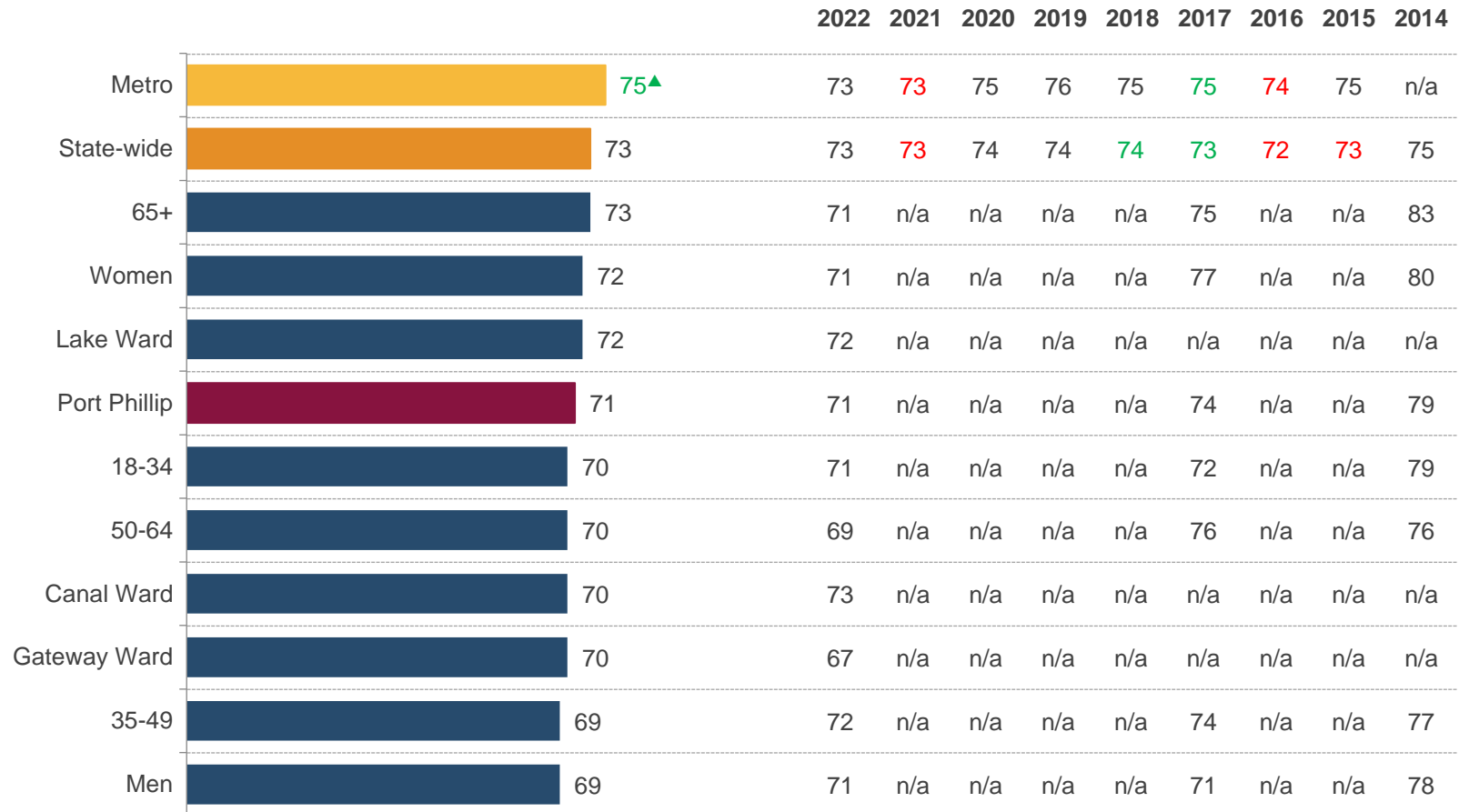
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9



Art centres and libraries performance



2023 art centres and libraries performance (index scores)



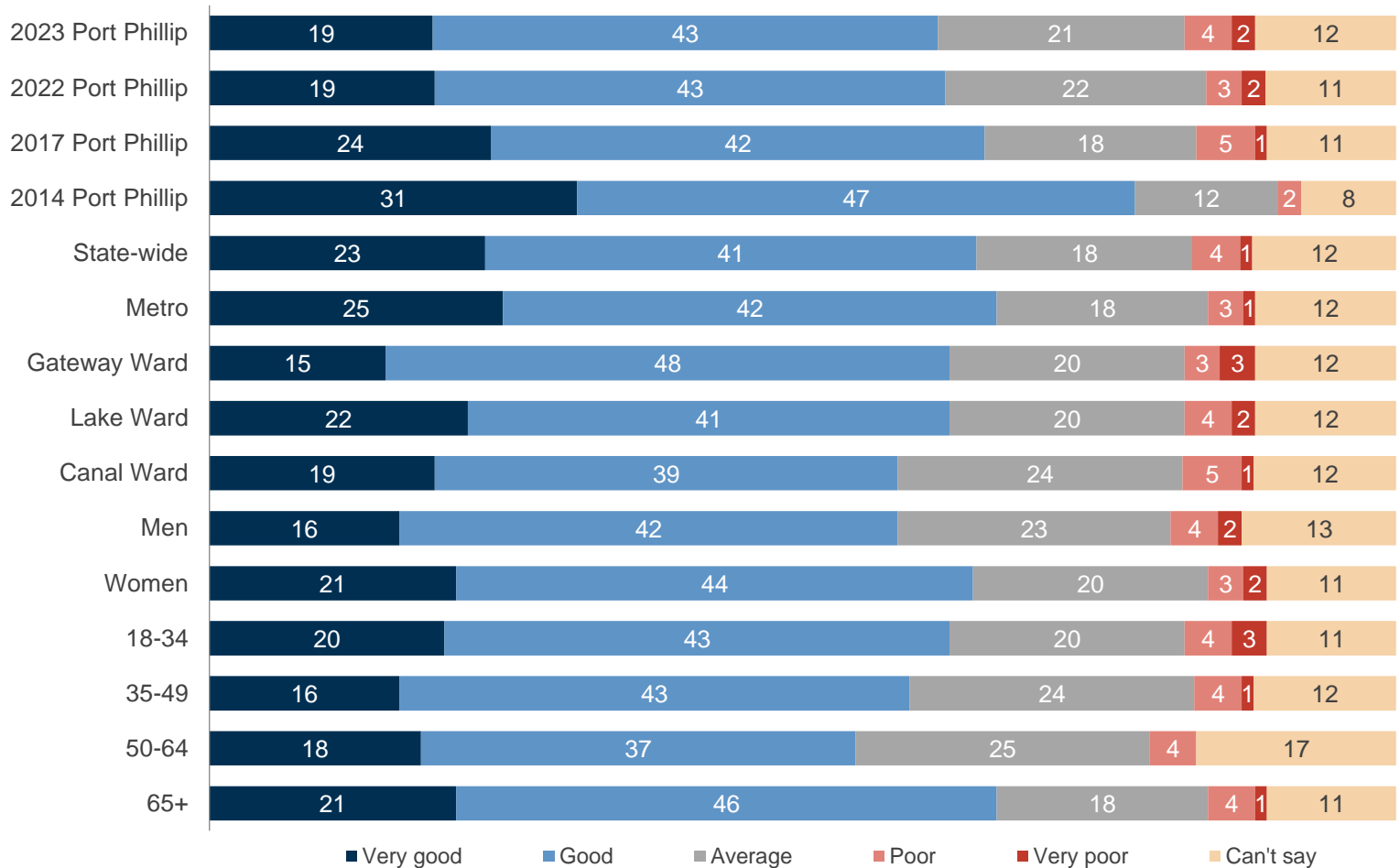
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2023 art centres and libraries performance (%)



Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10



Community and cultural activities importance



2023 community and cultural activities importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	64▲	n/a	n/a	n/a	n/a	60	n/a	n/a	n/a
State-wide	62▲	64	62	61	61	61	62	62	62
Metro	62▲	64	61	60	61	61	62	62	n/a
Canal Ward	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Gateway Ward	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	60	n/a	n/a	n/a	n/a	63	n/a	n/a	n/a
50-64	60	n/a	n/a	n/a	n/a	56	n/a	n/a	n/a
65+	59	n/a	n/a	n/a	n/a	55	n/a	n/a	n/a
Port Phillip	59	n/a	n/a	n/a	n/a	58	n/a	n/a	n/a
18-34	58	n/a	n/a	n/a	n/a	57	n/a	n/a	n/a
Lake Ward	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	54▼	n/a	n/a	n/a	n/a	57	n/a	n/a	n/a

Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9

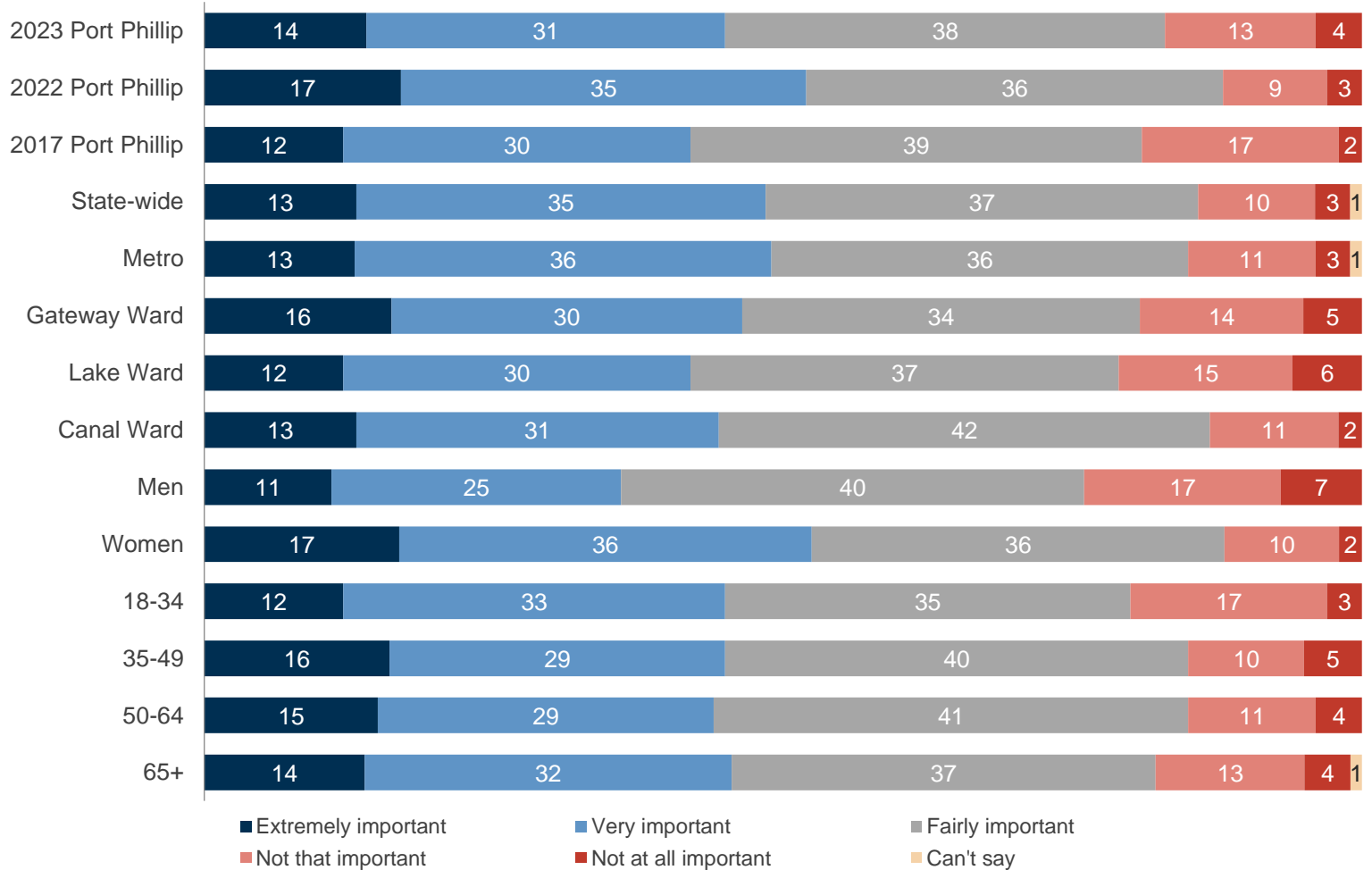
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities importance



2023 community and cultural activities importance (%)



Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9



Community and cultural activities performance



2023 community and cultural activities performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Lake Ward	69	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	69	66	n/a	n/a	n/a	73	n/a	n/a	80
18-34	67	68	n/a	n/a	n/a	68	n/a	n/a	81
Metro	67	65	66	70	70	70	70	71	71
35-49	67	63	n/a	n/a	n/a	73	n/a	n/a	75
Canal Ward	66	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Port Phillip	66	65	n/a	n/a	n/a	70	n/a	n/a	77
State-wide	66	65	65	68	69	69	69	69	70
50-64	65	63	n/a	n/a	n/a	72	n/a	n/a	68
65+	65	65	n/a	n/a	n/a	69	n/a	n/a	74
Men	64	65	n/a	n/a	n/a	67	n/a	n/a	73
Gateway Ward	63	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 13

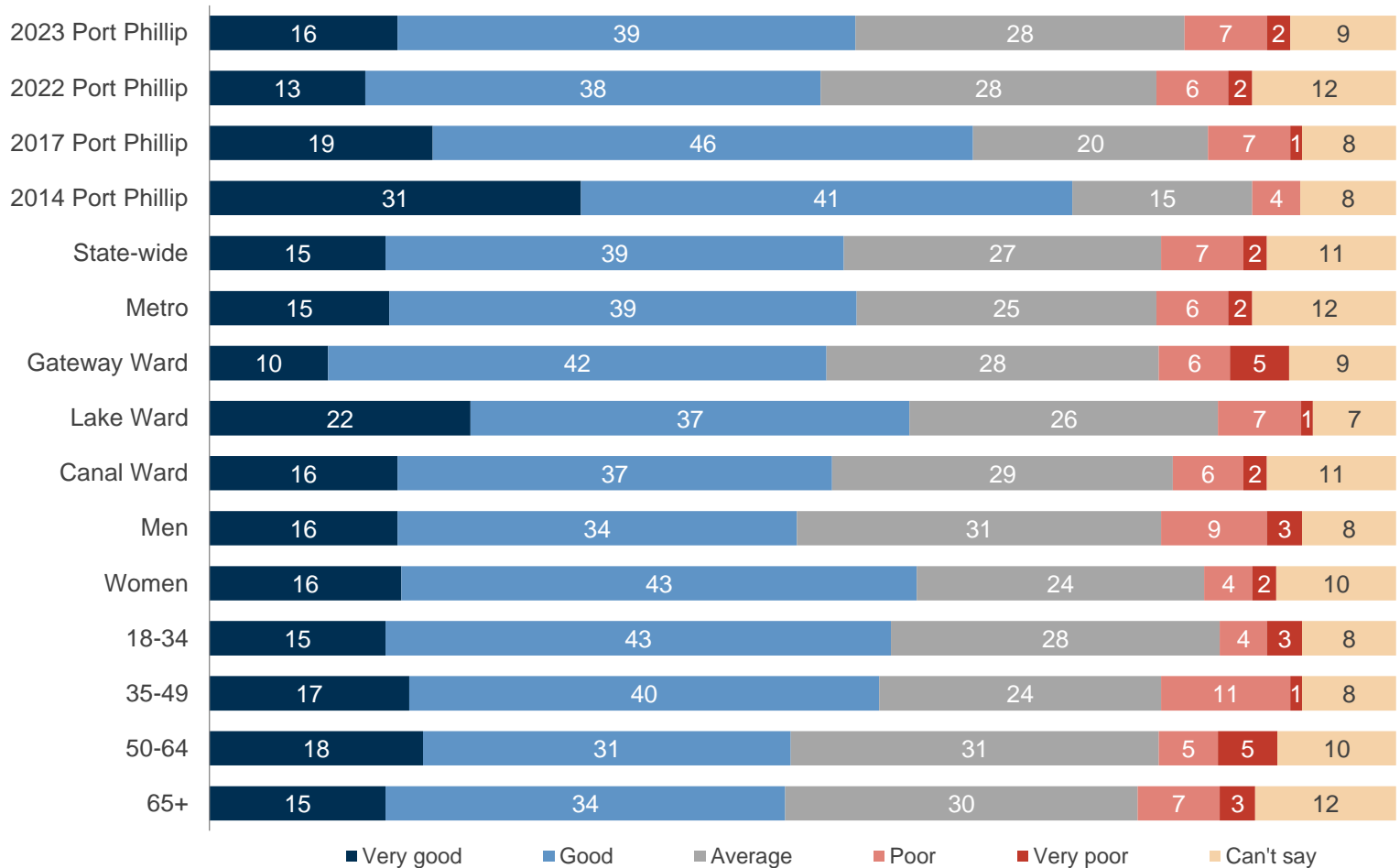
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2023 community and cultural activities performance (%)



Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 13



Waste management importance



2023 waste management importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	88	89	n/a	n/a	n/a	84	n/a	83	n/a
35-49	87	84	n/a	n/a	n/a	85	n/a	81	n/a
Women	86	87	n/a	n/a	n/a	84	n/a	81	n/a
Lake Ward	85	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	85	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	85	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Port Phillip	84	85	n/a	n/a	n/a	81	n/a	79	n/a
Canal Ward	84	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	84	85	85	84	83	83	81	82	81
Gateway Ward	83	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	83	84	n/a	n/a	n/a	79	n/a	77	n/a
65+	83	87	n/a	n/a	n/a	82	n/a	83	n/a
18-34	82	84	n/a	n/a	n/a	78	n/a	74	n/a
State-wide	81	82	82	81	81	79	80	79	79

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 10

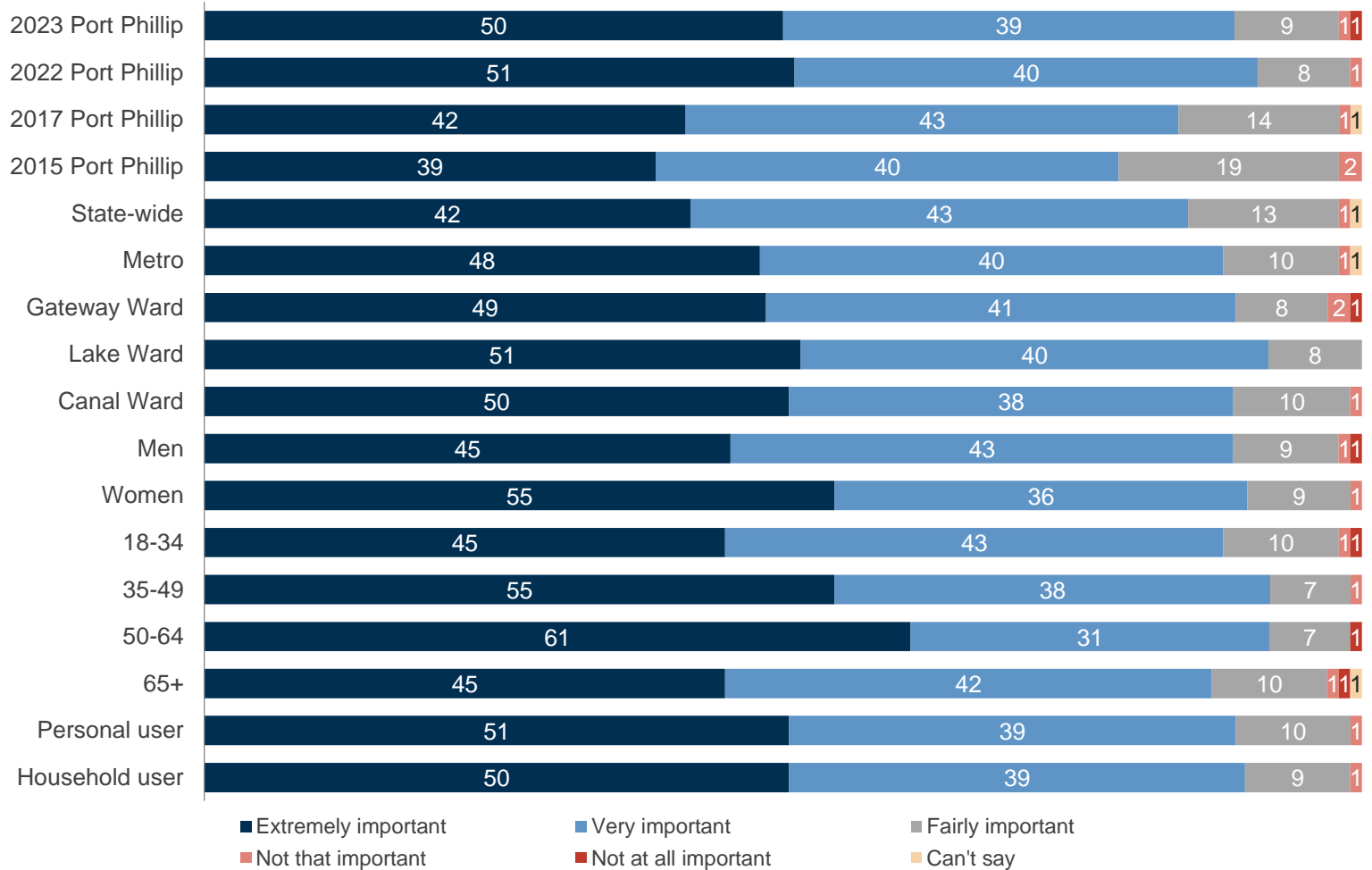
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2023 waste management importance (%)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 10



Waste management performance



2023 waste management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
18-34	70	67	64	61	67	67	75	n/a	n/a	77
65+	69	68	68	67	67	70	69	n/a	n/a	73
Metro	68	71	72	70	73	75	75	76	77	n/a
Men	68	68	66	64	69	69	71	n/a	n/a	74
Household user	68	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	68	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Gateway Ward	68	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Port Phillip	67	66	64	62	66	68	73	n/a	n/a	73
Canal Ward	67	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Ward	67	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	67	65	63	59	64	67	74	n/a	n/a	71
State-wide	66	68	69	65	68	70	71	70	72	73
50-64	66	63	63	61	64	65	73	n/a	n/a	70
35-49	64	66	63	59	66	69	71	n/a	n/a	67

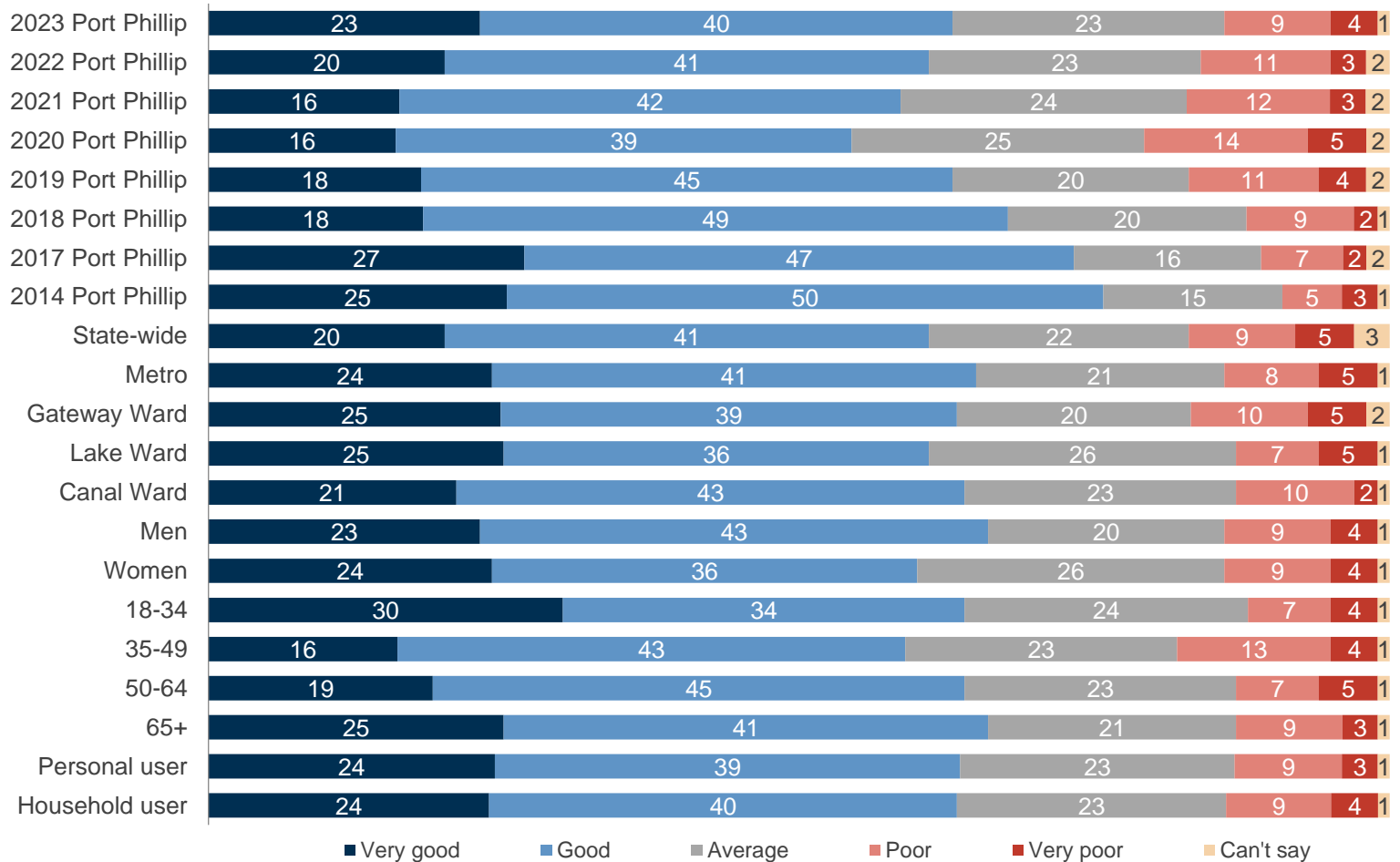
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2023 waste management performance (%)

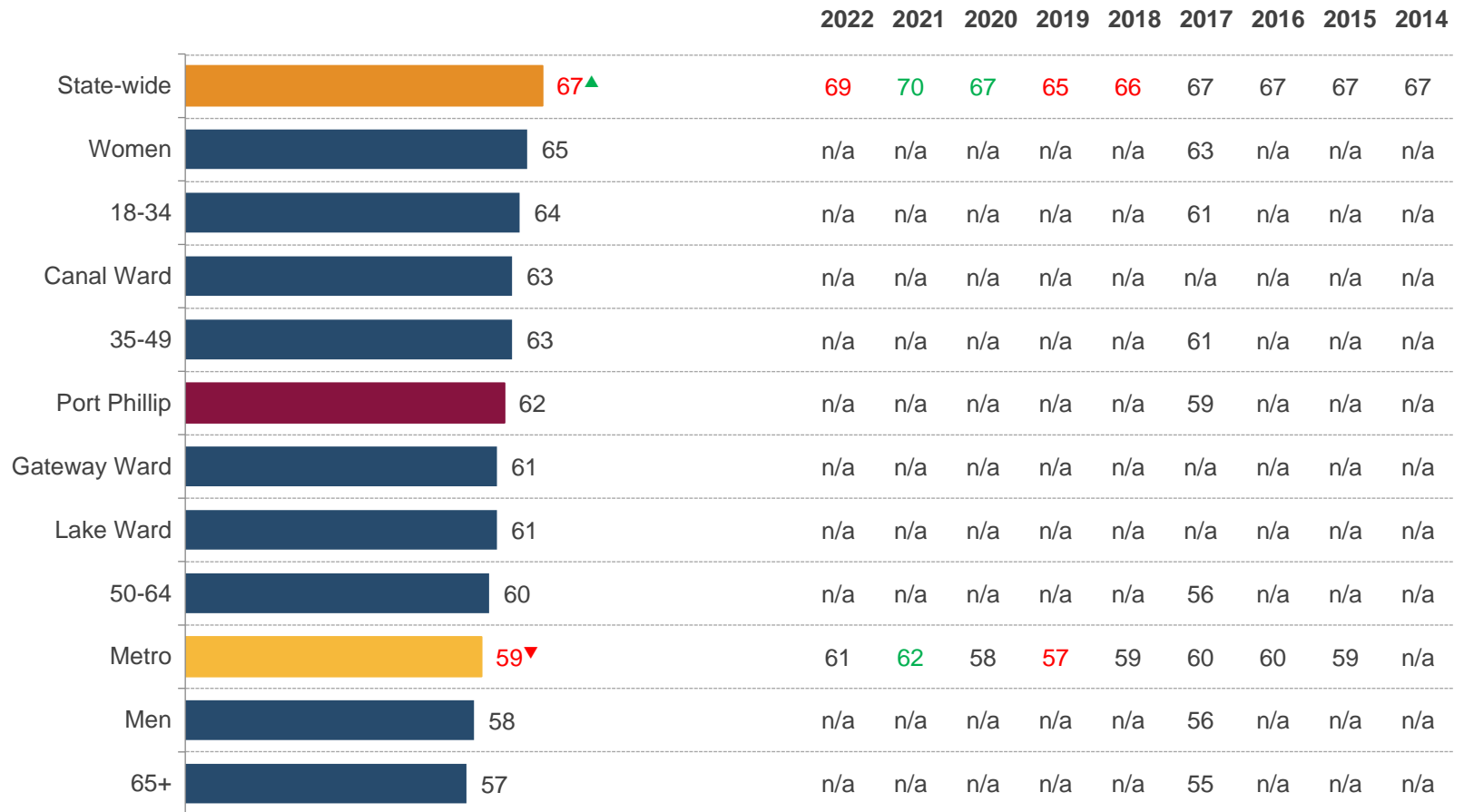


Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

Business and community development and tourism importance



2023 business/development/tourism importance (index scores)



Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?

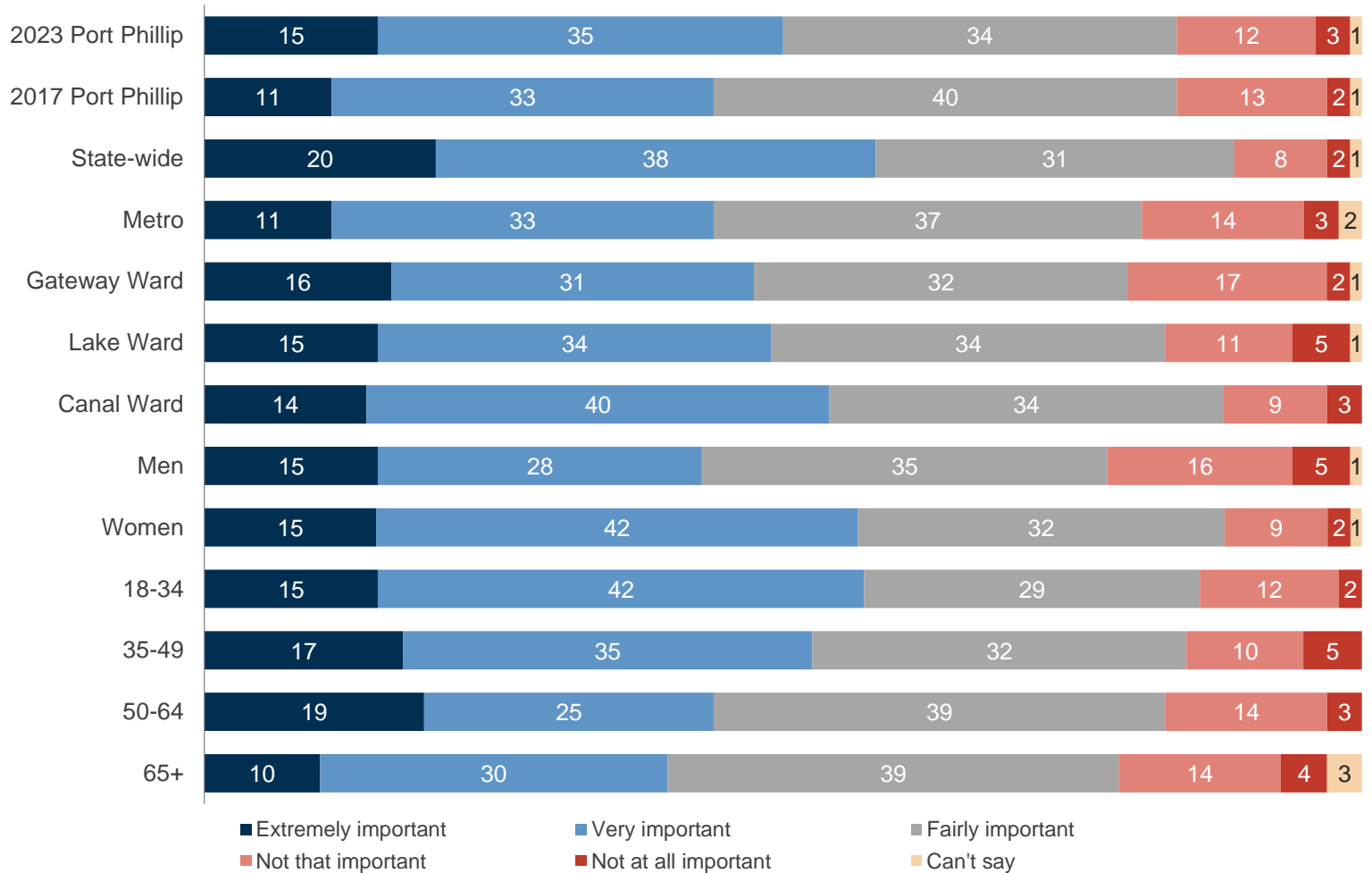
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7

Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism importance



2023 business/development/tourism importance (%)



Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7

Business and community development and tourism performance



2023 business/development/tourism performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	60	n/a	n/a	n/a	n/a	68	n/a	n/a	79
State-wide	59	60	61	59	61	60	61	60	61
Metro	59	59	60	59	60	60	60	62	62
Women	58	n/a	n/a	n/a	n/a	66	n/a	n/a	75
Lake Ward	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Port Phillip	57	n/a	n/a	n/a	n/a	64	n/a	n/a	72
Gateway Ward	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Canal Ward	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	55	n/a	n/a	n/a	n/a	62	n/a	n/a	70
65+	55	n/a	n/a	n/a	n/a	58	n/a	n/a	65
50-64	55	n/a	n/a	n/a	n/a	61	n/a	n/a	63
35-49	54	n/a	n/a	n/a	n/a	62	n/a	n/a	69

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?

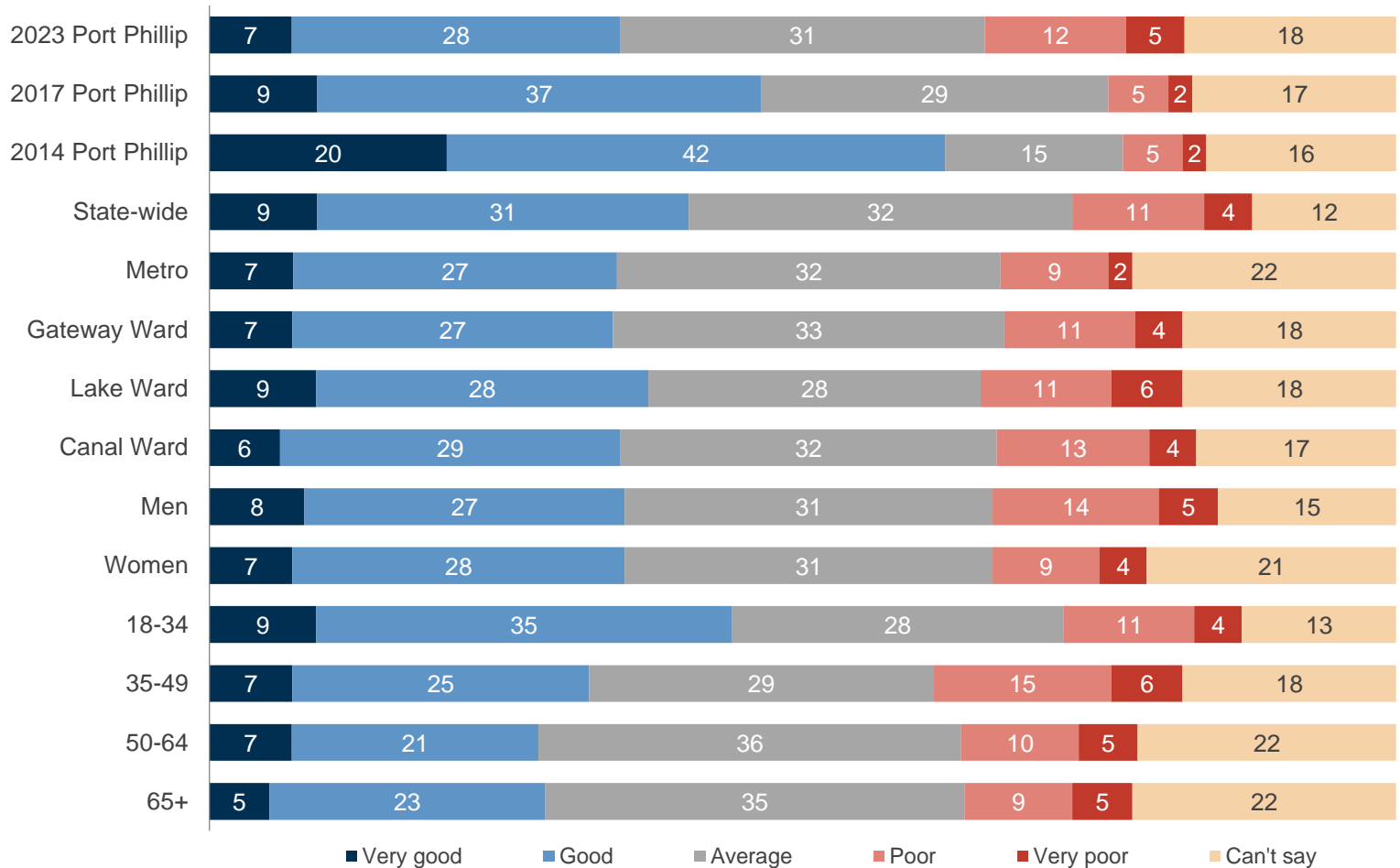
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8

Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism performance



2023 business/development/tourism performance (%)



Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8



Planning and building permits importance



2023 planning and building permits importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Personal user	81▲	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	80	80	n/a	n/a	n/a	83	n/a	n/a	n/a
Household user	80▲	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	80	79	n/a	n/a	n/a	78	n/a	n/a	n/a
35-49	79	75	n/a	n/a	n/a	79	n/a	n/a	n/a
Women	78	77	n/a	n/a	n/a	74	n/a	n/a	n/a
Gateway Ward	77	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Ward	76	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Port Phillip	75	76	n/a	n/a	n/a	74	n/a	n/a	n/a
Canal Ward	74	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	74	75	75	74	74	74	76	74	74
Men	73	75	n/a	n/a	n/a	n/a	75	n/a	n/a
State-wide	72▼	73	71	71	71	72	71	71	71
18-34	68▼	73	n/a	n/a	n/a	n/a	66	n/a	n/a

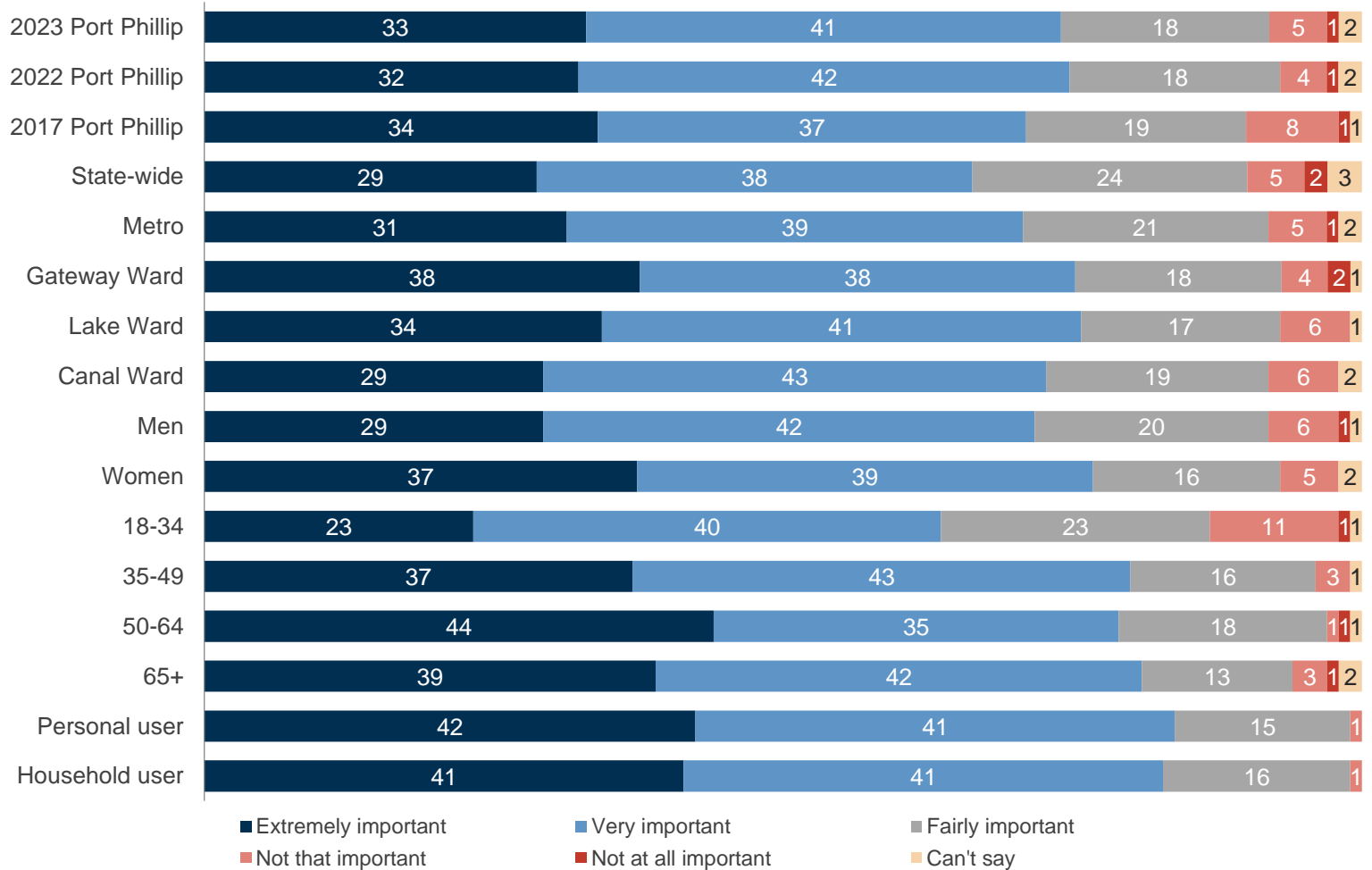
Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2023 planning and building permits importance (%)



Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6



Planning and building permits performance



2023 planning and building permits performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
18-34	57▲	58	n/a	55	59	53	60	n/a	n/a	58
Lake Ward	53	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	51	54	n/a	47	49	47	52	n/a	n/a	52
Canal Ward	51	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Port Phillip	50	53	n/a	50	50	47	52	n/a	n/a	51
35-49	50	51	n/a	48	44	45	48	n/a	n/a	47
Metro	50	54	54	54	53	51	49	50	53	n/a
Men	50	53	n/a	53	52	48	52	n/a	n/a	50
Gateway Ward	47	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	47▼	50	51	51	52	52	51	50	54	53
Personal user	46	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	45	50	n/a	43	44	43	47	n/a	n/a	42
Household user	45	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	44	50	n/a	47	46	42	44	n/a	n/a	47

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9

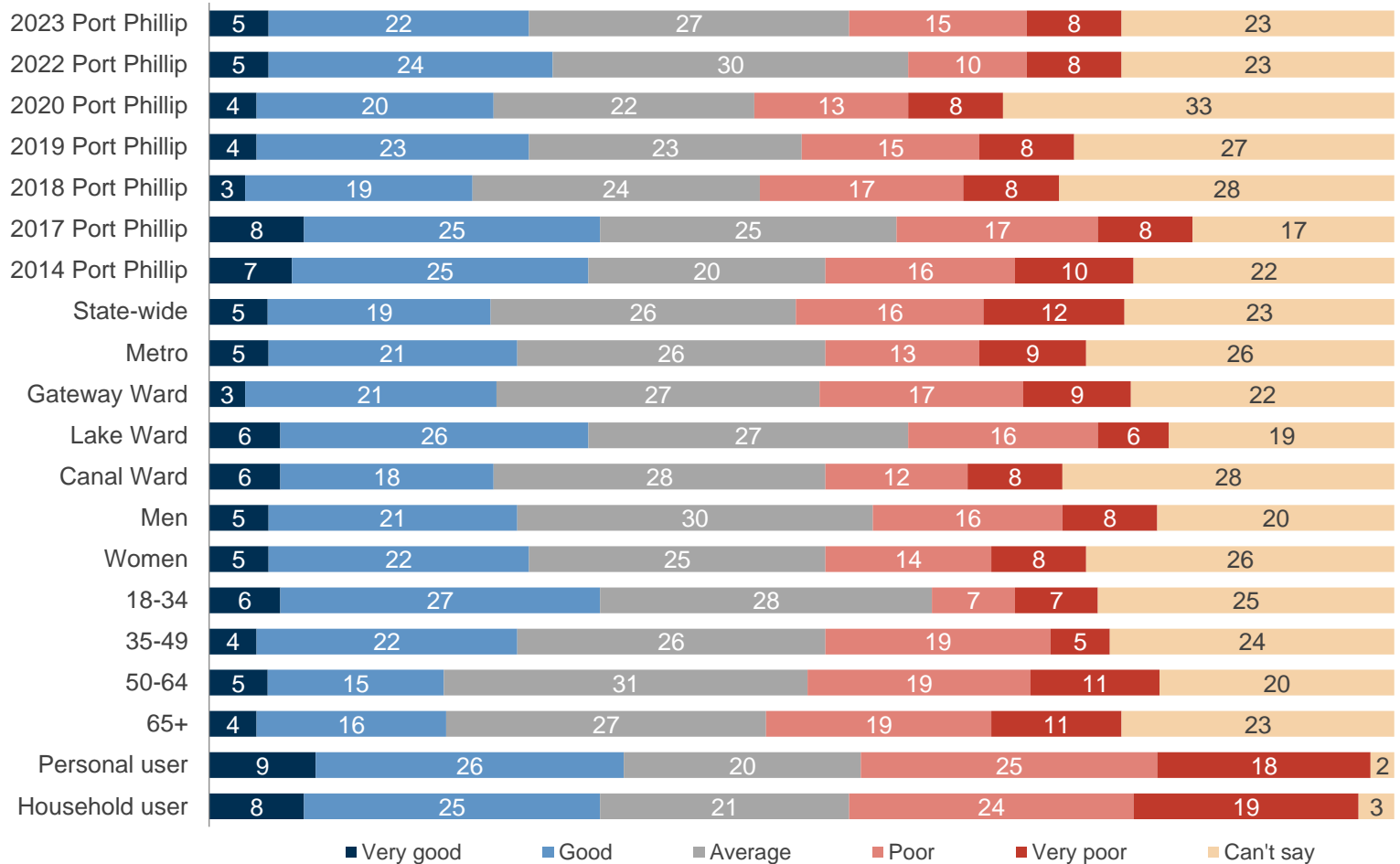
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2023 planning and building permits performance (%)



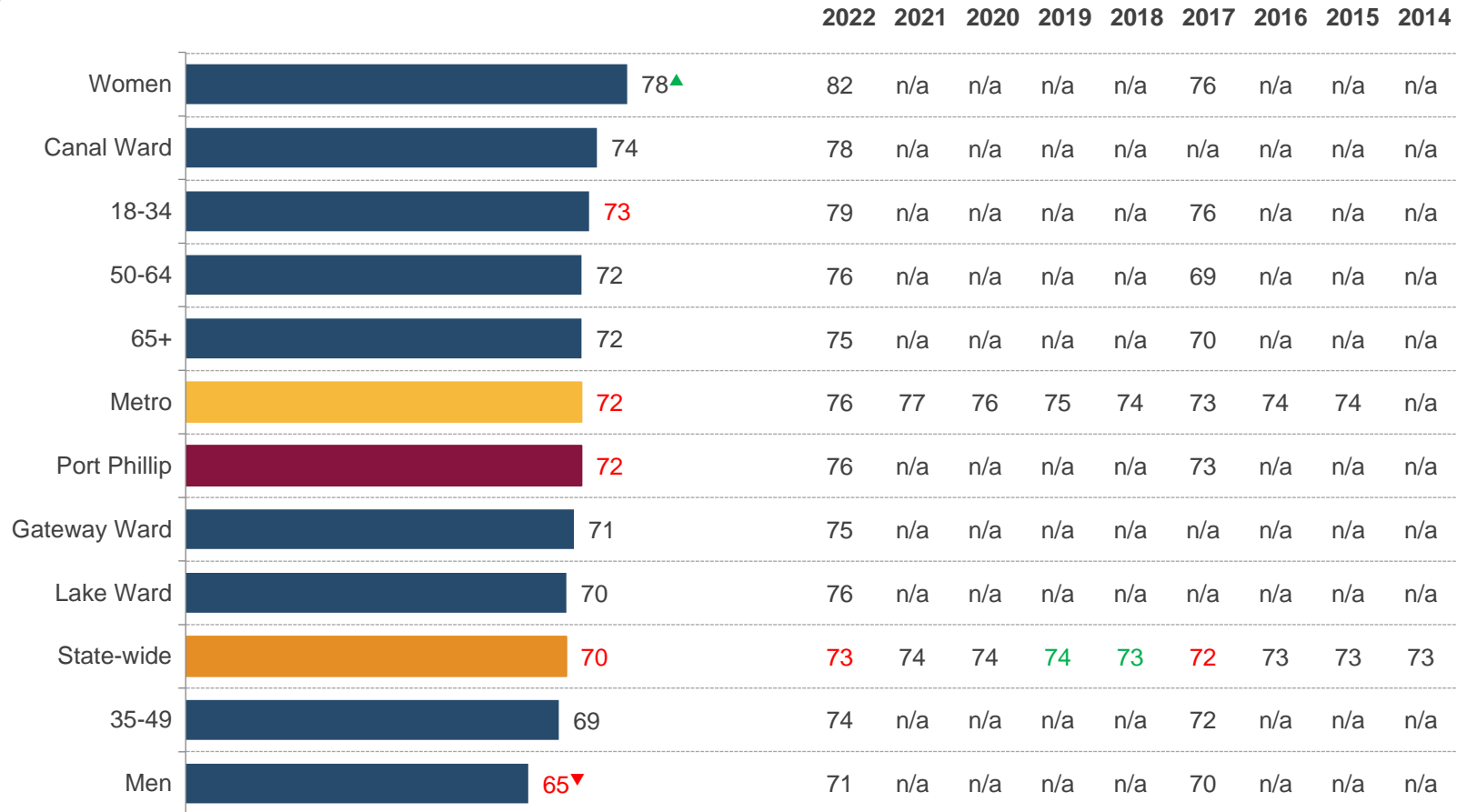
Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9



Environmental sustainability importance



2023 environmental sustainability importance (index scores)



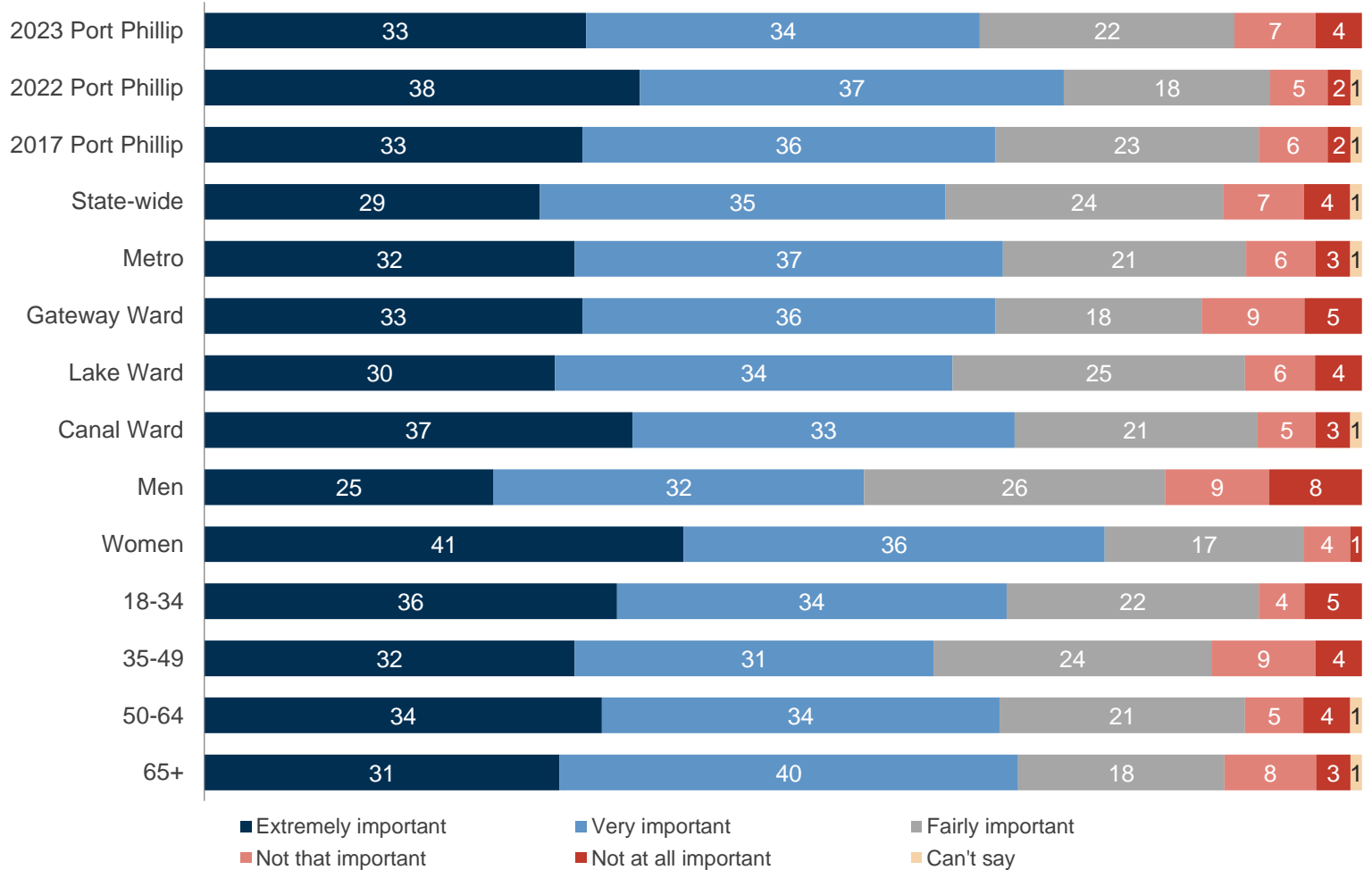
Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2023 environmental sustainability importance (%)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 10



Environmental sustainability performance



2023 environmental sustainability performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Lake Ward	62	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	62	63	64	62	64	64	64	64	65
65+	62	61	n/a	62	60	62	58	n/a	n/a
18-34	61	63	n/a	61	61	62	63	n/a	n/a
Men	61	61	n/a	63	61	64	62	n/a	n/a
Canal Ward	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Port Phillip	60	61	n/a	61	61	61	63	n/a	n/a
State-wide	60	61	62	60	62	63	64	63	64
Women	60	61	n/a	59	61	59	65	n/a	n/a
35-49	59	60	n/a	60	61	60	67	n/a	n/a
50-64	58	58	n/a	59	61	61	64	n/a	n/a
Gateway Ward	57	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a

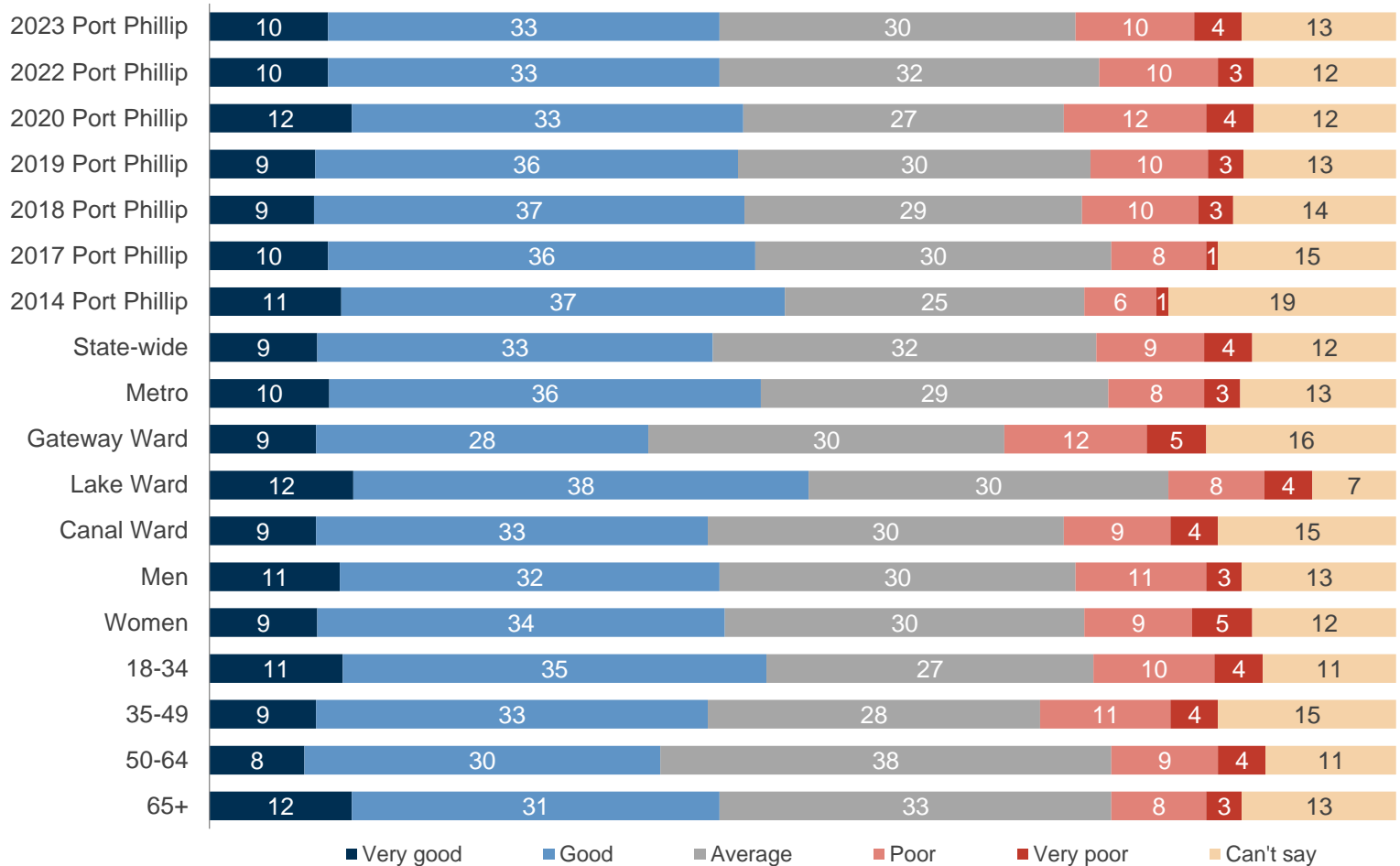
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 39 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2023 environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 39 Councils asked group: 13



Planning for population growth in the area importance



2023 population growth importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
State-wide	76▲	77	76	76	77	77	76	76	75	75
Gateway Ward	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	74	n/a	n/a	n/a	n/a	n/a	74	n/a	75	n/a
65+	74	n/a	n/a	n/a	n/a	n/a	74	n/a	78	n/a
Women	73	n/a	n/a	n/a	n/a	n/a	77	n/a	73	n/a
Metro	73	74	75	75	77	78	75	75	74	n/a
Port Phillip	73	n/a	n/a	n/a	n/a	n/a	71	n/a	74	n/a
Canal Ward	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	72	n/a	n/a	n/a	n/a	n/a	65	n/a	75	n/a
35-49	72	n/a	n/a	n/a	n/a	n/a	76	n/a	76	n/a
18-34	72	n/a	n/a	n/a	n/a	n/a	66	n/a	70	n/a
Lake Ward	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 3

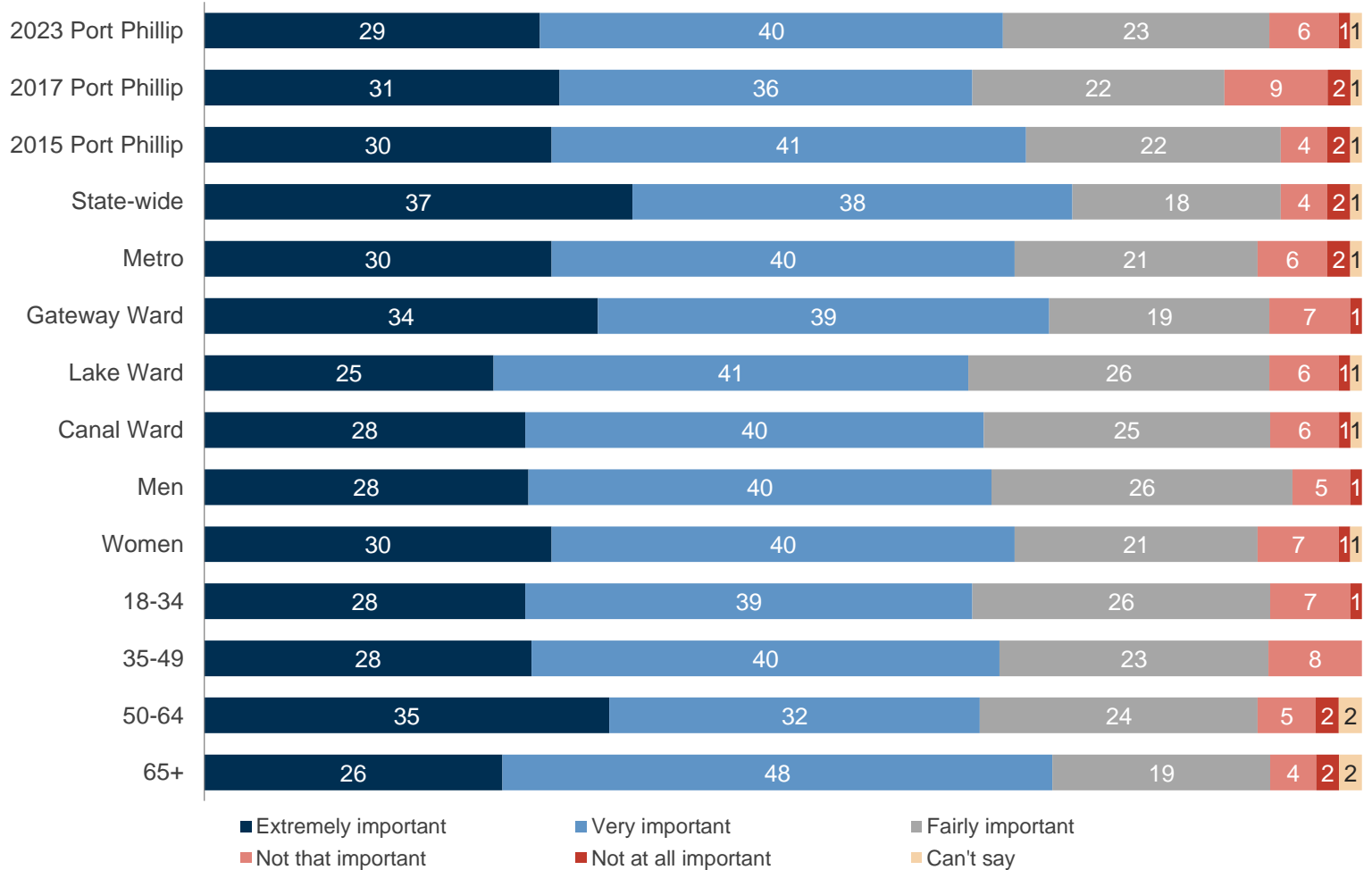
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area importance



2023 population growth importance (%)



Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 3



Planning for population growth in the area performance



2023 population growth performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
18-34	53	n/a	n/a	57	54	52	64	n/a	61	n/a
Canal Ward	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Gateway Ward	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	50	n/a	n/a	52	50	49	52	n/a	56	n/a
Port Phillip	49	n/a	n/a	52	50	49	55	n/a	56	n/a
Women	49	n/a	n/a	52	50	49	57	n/a	55	n/a
Metro	49	52	53	52	52	50	51	51	54	n/a
Lake Ward	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	49	n/a	n/a	49	45	47	43	n/a	52	n/a
State-wide	48	52	53	51	52	52	52	51	54	54
35-49	47	n/a	n/a	50	49	47	50	n/a	54	n/a
50-64	47	n/a	n/a	44	46	46	48	n/a	47	n/a

Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?

Base: All respondents. Councils asked State-wide: 20 Councils asked group: 7

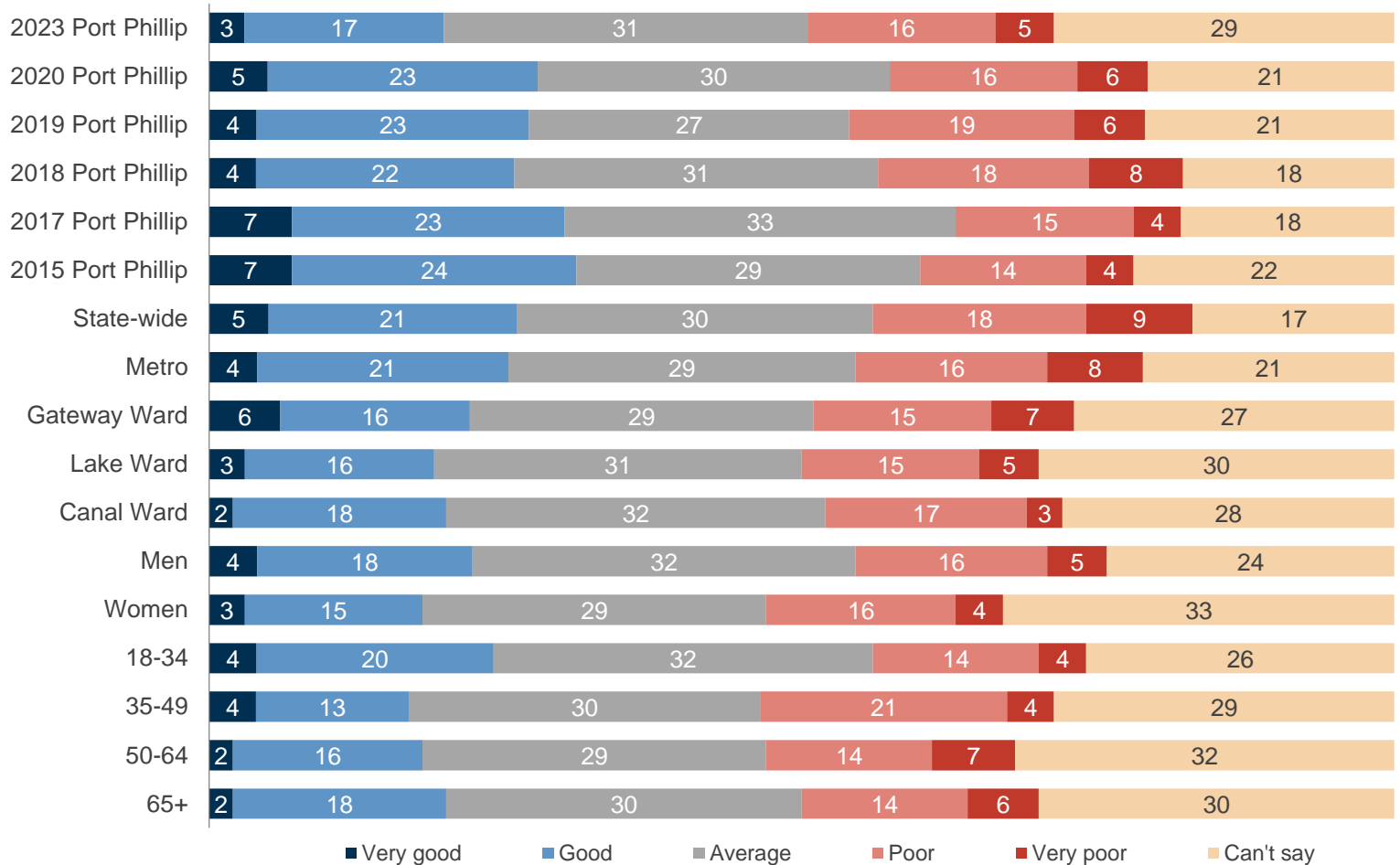
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2023 population growth performance (%)



Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 20 Councils asked group: 7



Roadside slashing and weed control importance



2023 roadside slashing and weed control importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	79▲	79	79	78	74	73	74	73	73	75
Personal user	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	69	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lake Ward	68	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	68	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	68	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	68	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Port Phillip	67	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	67	67	n/a	n/a	65	62	65	64	62	n/a
Canal Ward	67	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Gateway Ward	66	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	66	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	65	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Roadside slashing and weed control' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 10 Councils asked group: 1

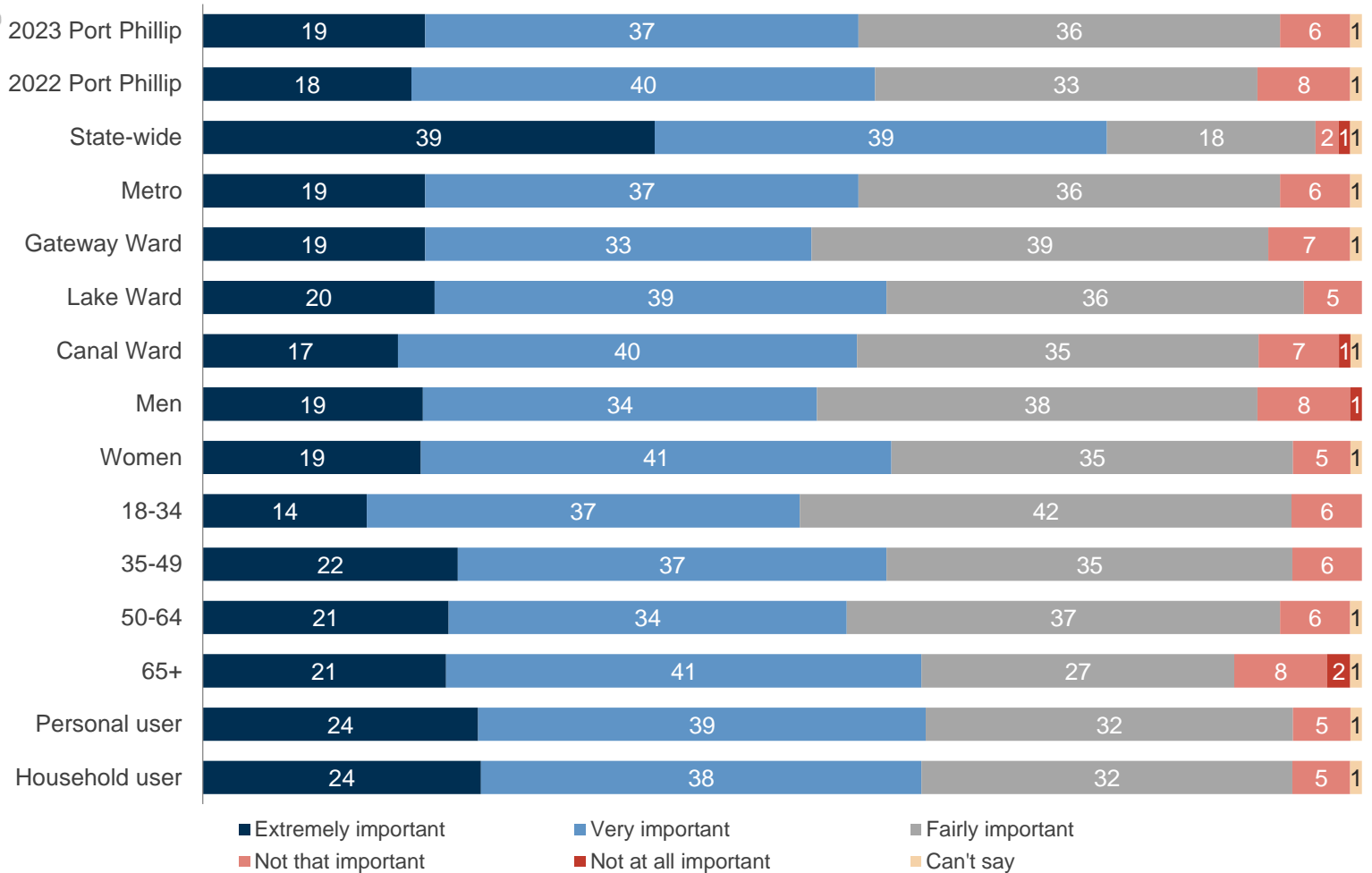
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control importance



2023 roadside slashing and weed control importance (%)



Q1. Firstly, how important should 'Roadside slashing and weed control' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 10 Councils asked group: 1



Roadside slashing and weed control performance



2023 roadside slashing and weed control performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	63▲	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	59	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Canal Ward	59	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Port Phillip	57	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	57	63	n/a	69	67	68	68	69	n/a
Lake Ward	57	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Gateway Ward	56	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	56	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	55	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	54	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	52	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	46▼	49	51	49	56	55	53	56	55

Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 1

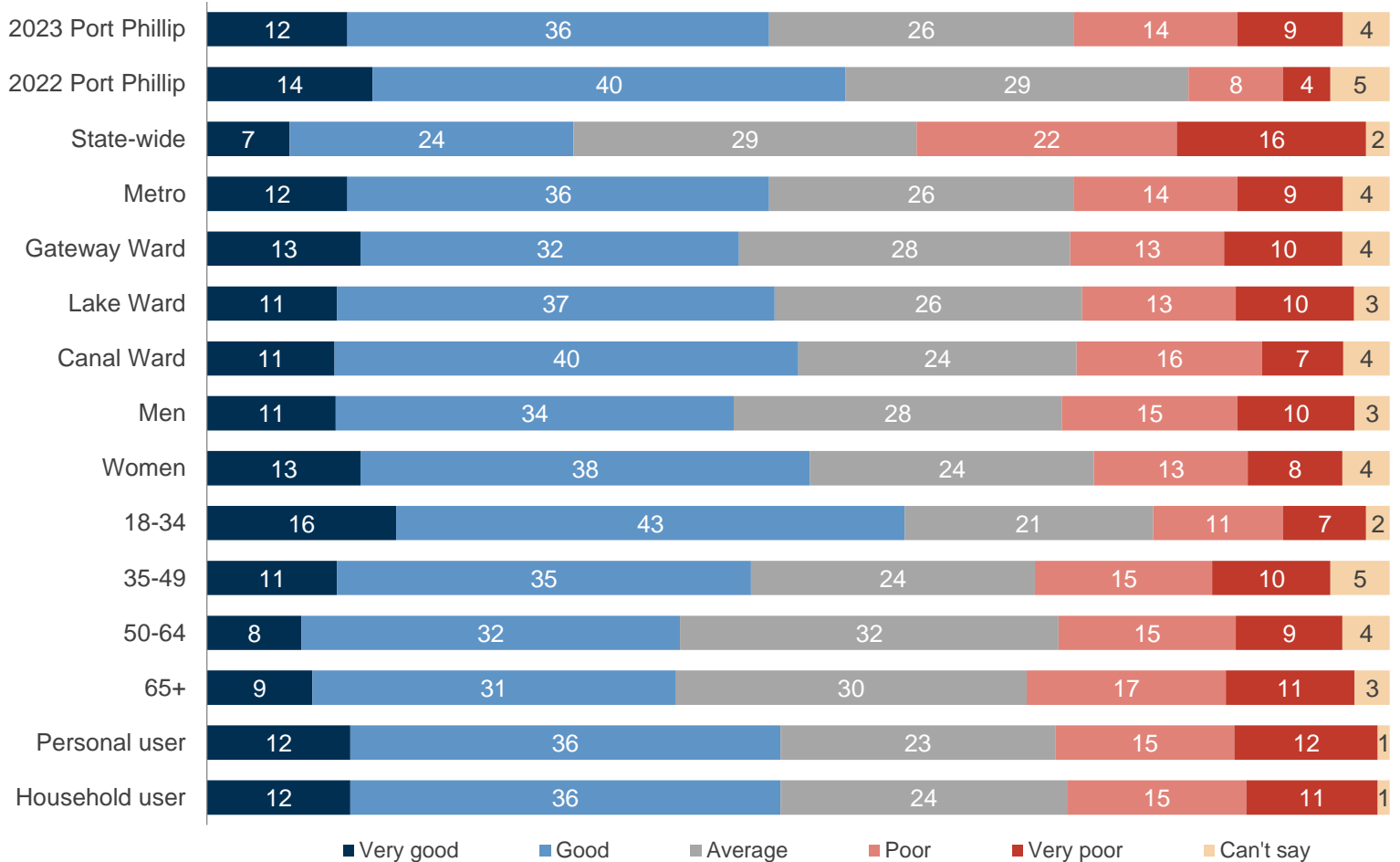
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control performance



2023 roadside slashing and weed control performance (%)



Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 1



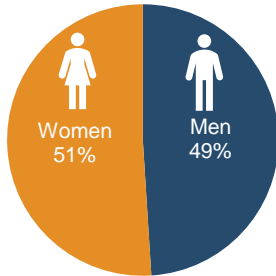
Detailed demographics



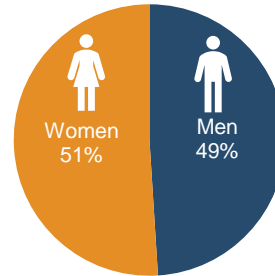
Gender and age profile

2023 gender

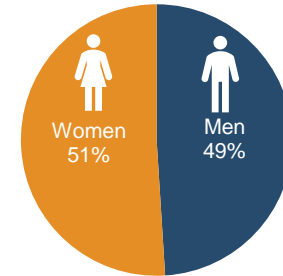
Port Phillip



Metro

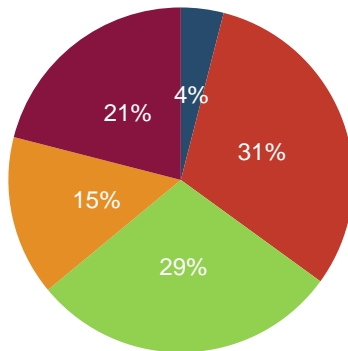


State-wide

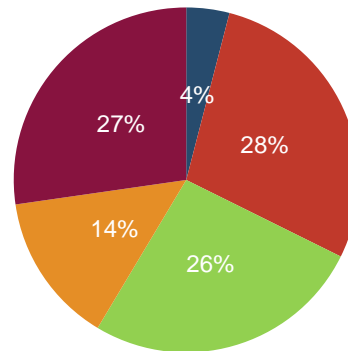


2023 age

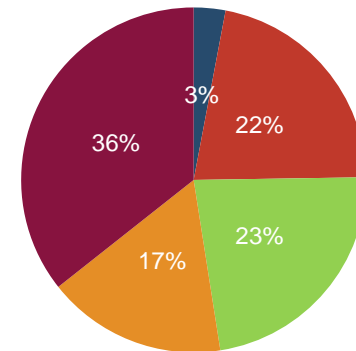
Port Phillip



Metro



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

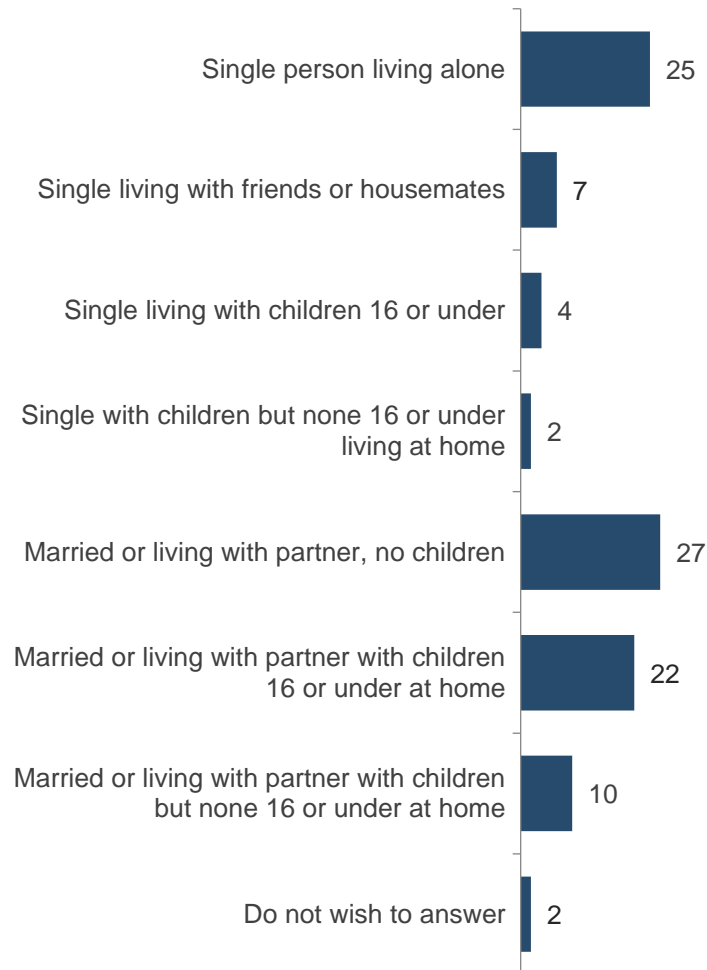
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16
 Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



Household structure

2023 household structure (%)

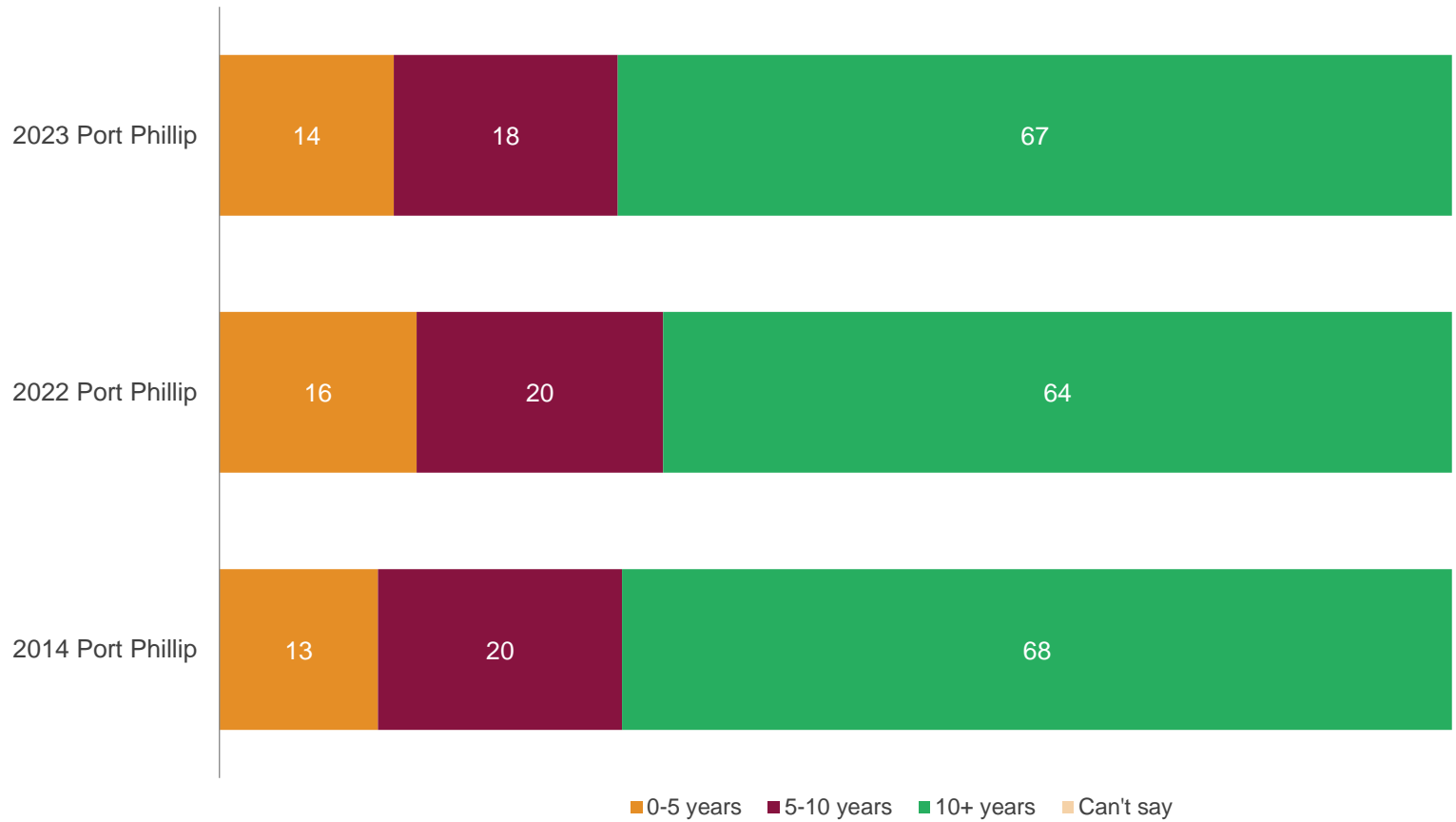


S6. Which of the following BEST describes your household?
 Base: All respondents. Councils asked State-wide: 12 Councils asked group: 9



Years lived in area

2023 years lived in area (%)

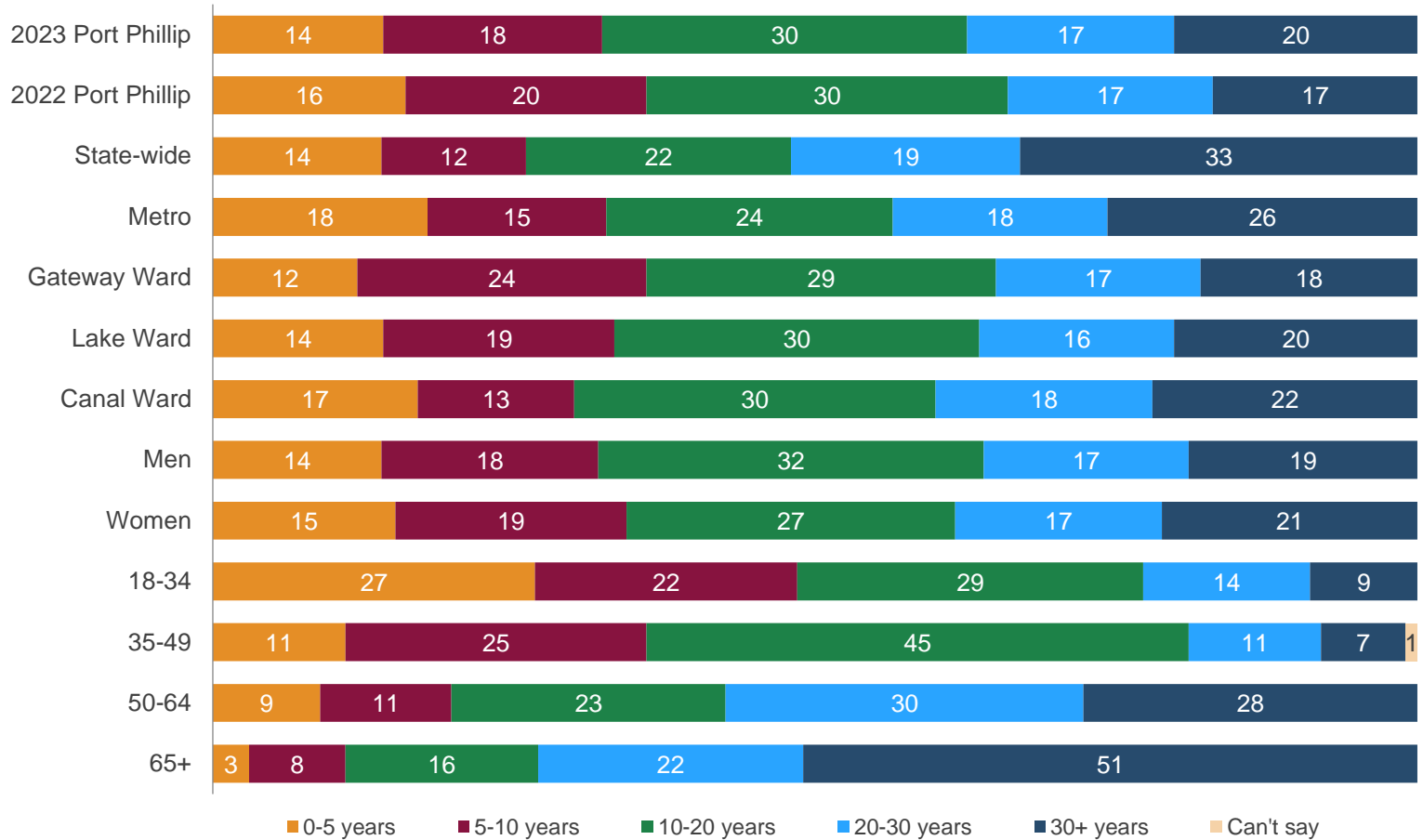


S5. How long have you lived in this area?/How long have you owned a property in this area?
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 6



Years lived in area

2023 years lived in area (%)



S5. How long have you lived in this area?/How long have you owned a property in this area?

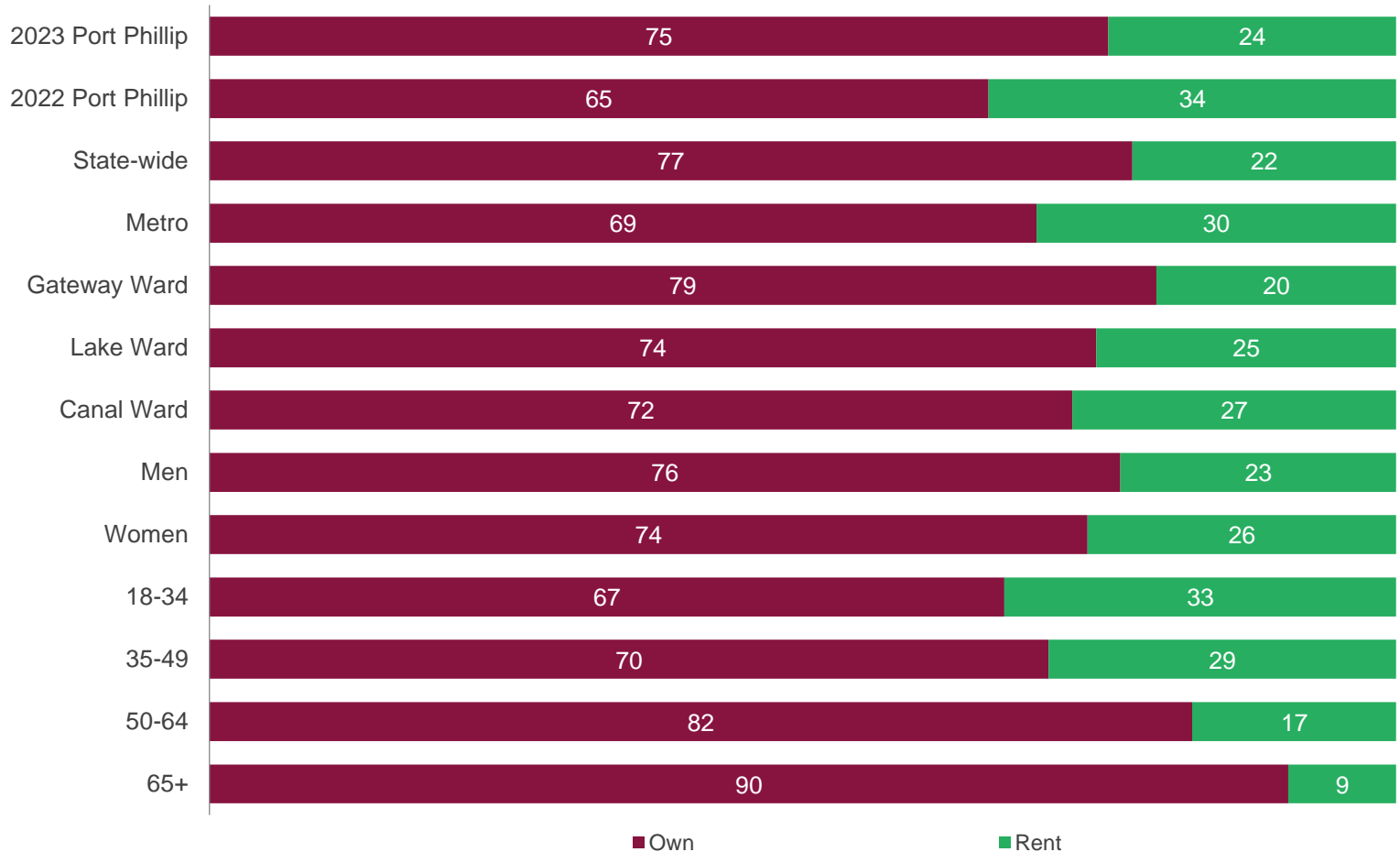
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 6

Note: For 2016, the code frame expanded out "10+ years", to include "10-20 years", "20-30 years" and "30+ years". As such, this chart presents the last five years of data only.



Home ownership

2023 home ownership (%)

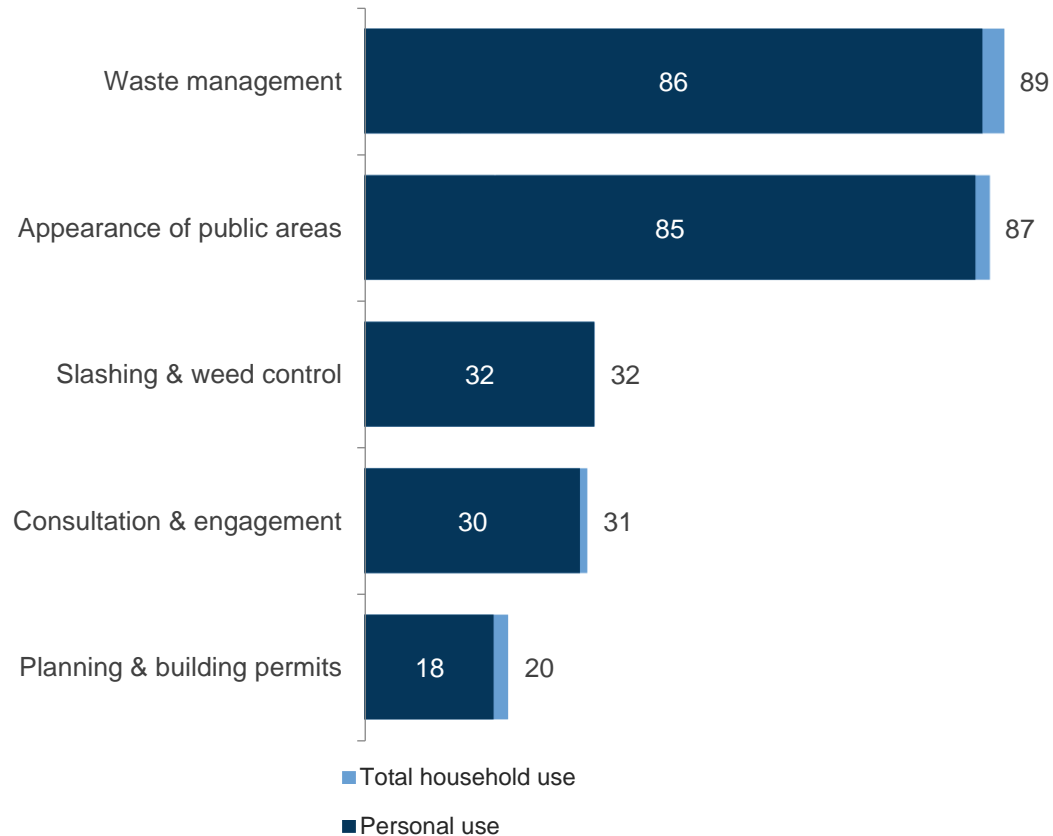



Q9. Thinking of the property you live in, do you or other members of your household own this property, or is it a rental property?
 Base: All respondents. Councils asked State-wide: 5 Councils asked group: 3

Personal and household use and experience of council services



2023 personal and household use and experience of services (%)



A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Inside the 'W', there are faint, light blue background images of various data visualization elements: a bar chart, a line graph with a downward trend, and another bar chart with a slight upward trend. The overall aesthetic is professional and data-oriented.

Appendix A: Index scores, margins of error and significant differences



Appendix A: Index Scores

Index Scores

Many questions ask respondents to rate council performance on a five-point scale, for example, from 'very good' to 'very poor', with 'can't say' also a possible response category. To facilitate ease of reporting and comparison of results over time, starting from the 2012 survey and measured against the state-wide result and the council group, an 'Index Score' has been calculated for such measures.

The Index Score is calculated and represented as a score out of 100 (on a 0 to 100 scale), with 'can't say' responses excluded from the analysis. The '% RESULT' for each scale category is multiplied by the 'INDEX FACTOR'. This produces an 'INDEX VALUE' for each category, which are then summed to produce the 'INDEX SCORE', equating to '60' in the following example.

Similarly, an Index Score has been calculated for the Core question 'Performance direction in the last 12 months', based on the following scale for each performance measure category, with 'Can't say' responses excluded from the calculation.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Very good	9%	100	9
Good	40%	75	30
Average	37%	50	19
Poor	9%	25	2
Very poor	4%	0	0
Can't say	1%	--	INDEX SCORE 60

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Improved	36%	100	36
Stayed the same	40%	50	20
Deteriorated	23%	0	0
Can't say	1%	--	INDEX SCORE 56



Appendix A: Margins of error

The sample size for the 2023 State-wide Local Government Community Satisfaction Survey for Port Phillip City Council was n=900. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=900 interviews is +/-3.3% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 46.7% - 53.3%.

Maximum margins of error are listed in the table below, based on a population of 89,500 people aged 18 years or over for Port Phillip City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Port Phillip City Council	900	400	+/-3.3
Men	418	195	+/-4.8
Women	482	205	+/-4.5
Gateway Ward	290	123	+/-5.8
Lake Ward	292	134	+/-5.7
Canal Ward	318	144	+/-5.5
18-34 years	139	138	+/-8.3
35-49 years	221	117	+/-6.6
50-64 years	222	60	+/-6.6
65+ years	318	85	+/-5.5



Appendix A: Significant difference reporting notation

Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing green (▲) and downward directing red arrows (▼).

Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

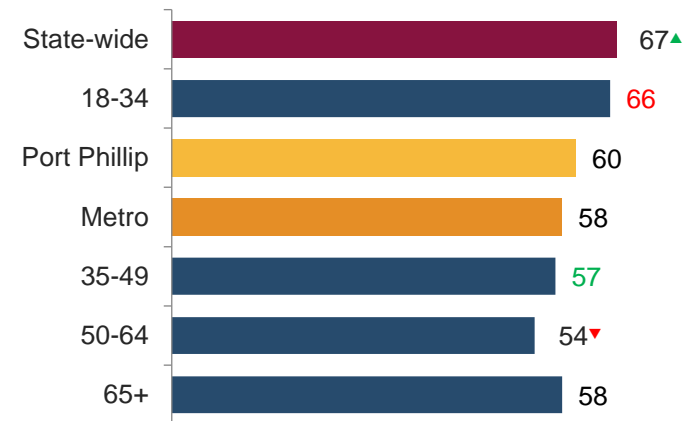
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2022.

Therefore in the example below:

- The result among 35-49 year olds in the council is **significantly higher** than the result achieved among this group in 2022.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2022.

**2023 overall performance (index scores)
(example extract only)**





Appendix A: Index score significant difference calculation

The test applied to the Indexes was an Independent Mean Test, as follows:

$$Z \text{ Score} = (\$1 - \$2) / \text{Sqrt} ((\$5^2 / \$3) + (\$6^2 / \$4))$$

Where:

- \$1 = Index Score 1
- \$2 = Index Score 2
- \$3 = unweighted sample count 1
- \$4 = unweighted sample count 2
- \$5 = standard deviation 1
- \$6 = standard deviation 2

All figures can be sourced from the detailed cross tabulations.

The test was applied at the 95% confidence interval, so if the Z Score was greater than +/- 1.954 the scores are significantly different.



Appendix B: Further project information



Appendix B: Further information

Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in this section including:

- Background and objectives
- Analysis and reporting
- Glossary of terms

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2023 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

The 2023 results are compared with previous years, as detailed below:

- 2022, n=900 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=904 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=900 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=909 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=401 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the Port Phillip City Council area.

Any variation of +/-1% between individual results and net scores in this report or the detailed survey tabulations is due to rounding. In reporting, ‘—’ denotes not mentioned and ‘0%’ denotes mentioned by less than 1% of respondents. ‘Net’ scores refer to two or more response categories being combined into one category for simplicity of reporting.

This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in Port Phillip City Council.

Survey sample matched to the demographic profile of Port Phillip City Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 60% mobile phone numbers to cater to the diversity of residents within Port Phillip City Council, particularly younger people.

A total of n=900 completed interviews were achieved in Port Phillip City Council. Survey fieldwork was conducted in the period of 27th January – 19th March, 2023.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2023, 66 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2023 vary slightly.

Council Groups

Port Phillip City Council is classified as a Metropolitan council according to the following classification list:

- Metropolitan, Interface, Regional Centres, Large Rural & Small Rural.

Councils participating in the Metropolitan group are:

- Banyule, Boroondara, Brimbank, Glen Eira, Greater Dandenong, Hobsons Bay, Kingston, Knox, Manningham, Maroondah, Melbourne, Moonee Valley, Moreland, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Port Phillip City Council for this 2023 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Metropolitan group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Port Phillip City Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.
- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2023 have been made throughout this report as appropriate.



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2023 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Value for money in services and infrastructure (Value for money)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Waste management

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2023 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2023 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

<https://www.localgovernment.vic.gov.au/our-programs/council-community-satisfaction-survey>

Tailored questions commissioned by individual councils are reported only to the commissioning council and not otherwise shared unless by express written approval of the commissioning council.



Appendix B: Glossary of terms

Core questions: Compulsory inclusion questions for all councils participating in the CSS.

CSS: 2023 Victorian Local Government Community Satisfaction Survey.

Council group: One of five classified groups, comprising: metropolitan, interface, regional centres, large rural and small rural.

Council group average: The average result for all participating councils in the council group.

Highest / lowest: The result described is the highest or lowest result across a particular demographic sub-group e.g. men, for the specific question being reported. Reference to the result for a demographic sub-group being the highest or lowest does not imply that it is significantly higher or lower, unless this is specifically mentioned.

Index score: A score calculated and represented as a score out of 100 (on a 0 to 100 scale). This score is sometimes reported as a figure in brackets next to the category being described, e.g. men 50+ (60).

Optional questions: Questions which councils had an option to include or not.

Percentages: Also referred to as ‘detailed results’, meaning the proportion of responses, expressed as a percentage.

Sample: The number of completed interviews, e.g. for a council or within a demographic sub-group.

Significantly higher / lower: The result described is significantly higher or lower than the comparison result based on a statistical significance test at the 95% confidence limit. If the result referenced is statistically higher or lower then this will be specifically mentioned, however not all significantly higher or lower results are referenced in summary reporting.

State-wide average: The average result for all participating councils in the State.

Tailored questions: Individual questions tailored by and only reported to the commissioning council.

Weighting: Weighting factors are applied to the sample for each council based on available age and gender proportions from ABS census information to ensure reported results are proportionate to the actual population of the council, rather than the achieved survey sample.

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