

***Port Phillip City Council***

# ***2025 Annual Community Satisfaction Survey***

***June 2025***



***Metropolis***  
RESEARCH

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## Table of contents

<b>EXECUTIVE SUMMARY .....</b>	<b>5</b>
SURVEY AIMS AND METHODOLOGY: .....	5
KEY FINDING: .....	6
SATISFACTION WITH THE PERFORMANCE OF COUNCIL:.....	7
<i>Impact of issues on overall satisfaction .....</i>	7
<i>Governance and leadership.....</i>	8
<i>Customer service .....</i>	8
<i>Services and facilities .....</i>	9
<i>Planning and development outcomes.....</i>	10
<i>Planning for population growth.....</i>	10
<i>Issues to address for the City of Port Phillip .....</i>	10
<i>Perception of safety .....</i>	11
<i>Sense of community .....</i>	12
<i>Being physically active in Port Phillip .....</i>	12
<i>Housing related financial stress .....</i>	12
<b>INTRODUCTION .....</b>	<b>13</b>
RATIONALE .....	13
METHODOLOGY, RESPONSE RATE AND STATISTICAL SIGNIFICANCE .....	14
GOVERNING MELBOURNE .....	15
GLOSSARY OF TERMS .....	16
PRECINCTS.....	17
<b>COUNCIL'S OVERALL PERFORMANCE .....</b>	<b>18</b>
COMMENTARY ON CHANGE IN METHODOLOGY .....	19
SATISFACTION BY PRECINCT.....	20
SATISFACTION BY RESPONDENT PROFILE.....	21
SATISFACTION BY TOP ISSUES FOR THE CITY OF PORT PHILLIP .....	25
SATISFACTION OF RESPONDENTS DISSATISFIED WITH SERVICES AND FACILITIES .....	27
REASONS FOR LEVEL OF SATISFACTION WITH COUNCIL'S OVERALL PERFORMANCE .....	28
<b>GOVERNANCE AND LEADERSHIP.....</b>	<b>30</b>
<b>CONTACT WITH COUNCIL.....</b>	<b>34</b>
CONTACT WITH COUNCIL IN THE PAST 12 MONTHS.....	34
REASONS FOR CONTACTING COUNCIL.....	34
FORMS OF CONTACT .....	36
PREFERRED METHOD OF CONTACTING COUNCIL .....	37
SATISFACTION WITH COUNCIL'S CUSTOMER SERVICE .....	38
<i>Overall satisfaction with customer service experience .....</i>	41
<i>Improvements to aspects of customer service .....</i>	43
<b>PLANNING AND HOUSING DEVELOPMENT .....</b>	<b>44</b>
SATISFACTION WITH THE APPEARANCE AND QUALITY OF NEW DEVELOPMENTS.....	44
THE APPEARANCE AND QUALITY OF NEWLY CONSTRUCTED DEVELOPMENTS.....	46
<i>Reasons for dissatisfaction with new developments.....</i>	48
PLANNING FOR POPULATION GROWTH .....	48
<i>Reason for dissatisfaction with planning for population growth.....</i>	52



<b>IMPORTANCE OF AND SATISFACTION WITH COUNCIL SERVICES AND FACILITIES .....</b>	<b>53</b>
IMPORTANCE OF COUNCIL SERVICES AND FACILITIES .....	53
SATISFACTION WITH COUNCIL SERVICES AND FACILITIES .....	55
Comparative satisfaction: .....	57
Comparison to the metropolitan Melbourne average .....	57
Percentage satisfied / dissatisfied with services and facilities: .....	58
Satisfaction by respondent profile: .....	60
IMPORTANCE AND SATISFACTION CROSS TABULATION .....	62
SATISFACTION BY BROAD SERVICE AREAS .....	63
<b>CURRENT ISSUES FOR PEOPLE LIVING IN THE CITY OF PORT PHILLIP .....</b>	<b>66</b>
ISSUES BY PRECINCT .....	68
<b>PERCEPTION OF SAFETY IN PUBLIC AREAS .....</b>	<b>71</b>
REASONS FOR FEELING UNSAFE IN PUBLIC AREAS .....	74
<b>SENSE OF COMMUNITY .....</b>	<b>75</b>
<b>PHYSICALLY ACTIVE .....</b>	<b>78</b>
SATISFACTION WITH THE OPPORTUNITIES TO BE PHYSICALLY ACTIVE .....	78
BARRIERS TO BE PHYSICALLY ACTIVE .....	80
<b>ECONOMIC SECURITY .....</b>	<b>81</b>
HOUSING RELATED FINANCIAL STRESS .....	81
<b>RESPONDENT PROFILE .....</b>	<b>83</b>
AGE STRUCTURE .....	83
GENDER .....	83
LANGUAGE SPOKEN AT HOME .....	84
HOUSEHOLD MEMBER WITH DISABILITY .....	85
HOUSEHOLD STRUCTURE .....	85
HOUSING SITUATION .....	86
PERIOD OF RESIDENCE IN THE CITY OF PORT PHILLIP .....	86
<b>GENERAL COMMENTS .....</b>	<b>88</b>
<b>APPENDIX ONE: SURVEY FORM .....</b>	<b>89</b>



## Executive summary

This executive summary provides an overview of the results from the *2025 Annual Community Satisfaction Survey*.

### ***Survey aims and methodology:***

Metropolis Research conducted this, Council's independent *Annual Community Satisfaction Survey* as a door-to-door, approximately 15-minute interview survey of 901 respondents conducted from the 16<sup>th</sup> of March to the 27<sup>th</sup> of April 2025.

The survey was conducted as a random sample, door-to-door, in-person interview style survey, after being conducted by telephone in recent years by a different service provider.

This in-person method provides a richer interaction with the community, includes a more representative sample of the community, and importantly, recorded a strong response rate of 47%, which reflects well on the strength of the methodology at engaging with the community.

It is important to bear in mind that the survey was conducted by a different service provider in recent years, using a different methodology, using a different survey form, and employing a different scaling approach.

Metropolis Research advises that, in our experience, conducting the survey by telephone will tend to under-represent underlying community satisfaction by approximately two to three percent.

This variation being due in large part to the significantly lower response rate obtained by telephone surveys but is also impacted by the scaling method used for the telephone survey.

The aim of the research was to measure community satisfaction with the broad range of Council provided services and facilities, aspects of governance and leadership, planning and development, customer service, and the performance of Council across all areas of responsibility.

The survey also measured the importance to the community of 40 individual services and facilities and explored the top issues the community feel needs to be addressed in the municipality 'at the moment'.

There were also questions about the local sense of community, the perception of safety in public areas of Port Phillip, economic security, and being physically active in Port Phillip.



### **Key finding:**

The key finding from the survey this year was that satisfaction with the overall performance of Port Phillip City Council was “good”, with a score of 6.9 out of 10.

This result was somewhat (2%) lower than the 2025 metropolitan Melbourne average satisfaction and the inner eastern region councils’ averages of 7.1, as recorded in *Governing Melbourne*.

Despite being lower than the metropolitan average this year, satisfaction recovered 14% from the unusually low 5.5 recorded in both 2024.

This result was measurably (5%) higher than the long-term average since 2015 of 6.4.

Metropolis Research suggests these results reflect a strong improvement back to above the long-term average satisfaction with Port Phillip City Council, recovering from the unusually low and hard to explain results recorded in 2023 and 2024.

Satisfaction with Port Phillip City Council was highest in St Kilda Road (6% higher) and St Kilda East / Balaclava (3% higher), and lowest in Port Melbourne et al and St Kilda / St Kilda West (3% lower).

Satisfaction with most broad areas of Council performance was somewhat to notably lower than the metropolitan average, including overall satisfaction with the customer service experience (4% lower in Port Phillip), governance and leadership (4% lower), overall performance (2% lower), aspects of planning and development (2% lower), and services and facilities (2% lower).

The individual services that most under-performed the metropolitan average included planning and / or building permits (9% lower in Port Phillip), services for people with disability (5% lower by 43 respondents), bike and shared paths (4% lower), *Diversity* (4% lower), footpaths (4% lower), enforcement of local laws (4% lower), and Council’s website (4% lower).

Port Phillip was, however, outperforming the metropolitan average for services for children from birth to five years of age (4% higher in Port Phillip).

Metropolis Research identified concerns around safety, policing, and crime issues (21%), homelessness (8%), activity centre issues (4%), and issues with drugs and alcohol (4%) as significant issues of concern to the Port Phillip community.

These concerns about safety, policing, and crime were reinforced by the lower than metropolitan average perception of safety in public areas at night (8% lower in Port Phillip), in and around local activity centres (3% lower), and in public areas during the day (2% lower).

The other significant issue identified by respondents this year related to car parking (11%), including both enforcement and availability. This result was reinforced by the lower-than-average satisfaction with parking enforcement recorded for the City of Port Phillip (4% lower).



## ***Satisfaction with the performance of Council:***

Satisfaction with the [overall performance](#) of Port Phillip City Council increased measurably and significantly this year, up 14% to 6.9 out of a potential 10, or a “good” level.

This result was notably (4%) higher than the long-term average satisfaction since 2015 of 6.4 or “solid”.

It is important to bear in mind that the historical results were sourced from a different service provider, using a different methodology (telephone rather than door-to-door), using a different survey form, and using a different scaling approach.

This result was somewhat (2%) lower than the metropolitan Melbourne and inner eastern region councils’ averages (7.1), as recorded in the 2025 *Governing Melbourne* research.

One-third (33%) of respondents (who provided a score) were “very satisfied” with Council’s overall performance (rating satisfaction at eight or more out of 10), whilst seven percent were dissatisfied (rating zero to four).

There was some variation in satisfaction with Council’s overall performance observed this year, although most of this variation was not statistically significant, as follows:

- ***Somewhat HIGHER than average satisfaction*** – included respondents from St Kilda Road and St Kilda East / Balaclava, young adults (aged 18 to 34 years), respondents from two-parent families (with youngest child aged less than five years), respondents from group households and sole person households, rental households, and new residents (less than one year in the City of Port Phillip).
- ***Somewhat LOWER than average satisfaction*** – included respondents from Port Melbourne et al and St Kilda / St Kilda West, middle-aged adults (aged 45 to 59 years) and to a lesser extent older adults (aged 60 to 74 years), respondents who had contacted Council in the last 12 months, respondents from two-parent families (with youngest child aged five to 12 years), respondents from one-parent families, respondents who owned their home outright, and long term residents (10 years or more in the City of Port Phillip).

## **Impact of issues on overall satisfaction**

The most significant [issues that were negatively related to overall satisfaction](#) (for the respondents who raised the issues) this year included most notably, safety, policing, and crime issues (189 respondents at 3% less satisfied) and car parking related issues (102 at 4% lower).

Other issues that also appeared to negatively impact on satisfaction for those who raised the issue included activity centre issues (35 at 10% lower), planning and development (32 at 6% lower), cleanliness of the area (44 at 5% lower), road maintenance and repairs (50 at 3% lower), and traffic management (46 respondents at 3% lower).



## Governance and leadership

Satisfaction with the nine included aspects of [governance and leadership](#) was 6.8 out of 10, marginally (1%) lower than the overall satisfaction score.

Of the nine aspects of governance and leadership included in the survey, six were considered the core aspects of governance and leadership, against which a comparison can be made to the metropolitan and inner eastern region councils (from *Governing Melbourne*).

The average satisfaction with these six aspects was 6.8 out of 10, which was marginally (1%) lower than the inner eastern region councils' average (6.9), but measurably (4%) lower than the metropolitan average of 7.2.

Satisfaction with nine of the 10 aspects of governance and leadership were recorded at “good” levels, including Council meeting its responsibilities towards the environment (7.2), Council’s community consultation and engagement (6.9), performance maintaining the trust and confidence of the local community (6.8), that Council has a sound direction for the future (6.8), performance making decisions in the interests of the community (6.8), Council’s representation, lobbying and advocacy (6.8), Council’s performance informing the community (6.8), and the opportunities by Council to engage / be consulted with on Council decisions (6.7).

Satisfaction with Council’s performance providing value for rates was 6.4 out of 10, or a “solid” level of satisfaction, and also measurably (3%) lower than the metropolitan average.

Metropolis Research was of the view that governance and leadership issues did not appear as substantial issues to address in the City of Port Phillip this year, nor were there more than a handful of comments provided by respondents who were dissatisfied with Council’s overall performance that related to concern around Council’s governance and accountability.

## Customer service

In 2025, 37% of respondents reported that they had contacted Council in the last 12 months, with the most common methods being by telephone (39%), submitted a website form (23%), email (19%), Snap, Send, Solve (7%), and visits in person (7%). Of these, 97% reported that the method they used to contact Council was their preferred method.

The most common reasons for contacting Council related to rubbish and waste issues (28%), parking (27%), street trees (8%), animal / pest control (6%), and planning and building (4%).

Satisfaction with the five aspects Council’s [customer service](#) was 7.5 out of 10, or a “very good” level. This varied from an “excellent” 7.9 for the courtesy and professionalism of staff, to a “good” 7.1 for the speed and efficiency of service (3% lower than metropolitan average).

Overall satisfaction with the customer service experience was 7.3 out of 10, which was measurably (4%) lower than the metropolitan average of 7.7, both of which were “very good”.





## Services and facilities

The average satisfaction with the 40 Council provided [services and facilities](#) included in the survey was 7.6 out of 10, or a “very good” level of satisfaction, although it was somewhat (2%) lower than the metropolitan average (7.8).

There were 10 services that recorded a satisfaction score measurably higher than the average of all 40 (7.6), and four that recorded a satisfaction score measurably lower than the average, as follows:

- **Measurably HIGHER-than-average satisfaction** – included the bookable hard rubbish service (11% higher), local library services (10%), the regular weekly garbage collection (10%), regular fortnightly recycling (9%), weekly food and green waste collection (9%), sports ovals / other outdoor sporting facilities (8%), services for children from birth to five years of age (6%), the Waste Recovery Centre (5%), the provision and maintenance of parks and gardens (5%), and the provision and maintenance of playgrounds (4%).
- **Measurably LOWER-than-average satisfaction** – included planning and / or building permits (13% lower), support services for people experiencing disadvantage (10%), public toilets (10%), and the maintenance and repair of major arterial roads and highways managed by VicRoads (5% lower).

Of the 41 services and facilities included in the survey this year, 36 were also included in *Governing Melbourne* in a format that allowed for direct comparison.

Of these 36 services and facilities, six recorded a higher satisfaction score in the City of Port Phillip, nine recorded identical satisfaction, and 21 recorded somewhat lower score.

The largest variations in satisfaction [between the City of Port Phillip and the metropolitan average](#) were observed for planning and / or building permits (9% lower), services for people with disability (5% lower), bike and shared paths (4% lower), *Diversity* (4% lower), footpaths (4% lower), enforcement of local laws (4% lower), parking enforcement (4% lower), and the Council website (4% lower).

Many of the services and facilities with the highest levels of satisfaction were also those with higher-than-average importance, particularly the kerbside collection services. This shows that many of the services and facilities of most importance to the community were those with which the community was most satisfied.

Satisfaction with all but three services and facilities recorded scores higher than the overall satisfaction with Council this year (6.9), suggesting most services and facilities were a generally positive influence on satisfaction with Council’s overall performance.

The three services and facilities to record a satisfaction score lower than the overall satisfaction score were planning and / or building permits (6% lower for 131 respondents), support services for people experiencing disadvantage (3% lower for 24 respondents), and public toilets (3% lower for 426 respondents).



## Planning and development outcomes

Respondents were asked to rate their satisfaction with three [planning and development outcomes](#), including the design of public spaces (7.5), the appearance and quality of new developments (7.3), and the protection of local heritage (7.2).

Satisfaction with the protection of local heritage was measurably (3%) lower than the metropolitan average.

Planning issues were not prominent as a [top three issue](#), recording the same four percent of respondents raising this as an issue as the metropolitan average. This was despite the fact that satisfaction with planning and / or building permits (9% lower in Port Phillip) and Town Planning policies (3% lower) were both recorded at lower than the metropolitan average levels of satisfaction.

## Planning for population growth

Satisfaction with [planning for population growth by all levels of government](#) was 6.8 out of 10, or a “good” level.

This result was notably (3%) lower than the inner eastern region councils’ and metropolitan averages (7.1).

The most common concerns raised by respondents in relation to planning for population growth related to planning aspects such as perceived impact on neighbourhood character and the size and scope of developments (27 comments), impacts on infrastructure (18 comments), impacts on parking, roads and traffic (14 comments), and concerns about the size of population growth (10 comments).

## Issues to address for the City of Port Phillip

The most common [issues to address in the City of Port Phillip ‘at the moment’](#) included traffic management (13%), car parking and enforcement (11%), road maintenance and repairs (8%), building, housing, planning, and development (8%), and the provision and maintenance of street trees (6%).

When compared to the metropolitan average, as recorded in the 2025 *Governing Melbourne*:

- **MORE commonly raised in the City of Port Phillip** – included safety, policing, and crime issues (21% compared to 7%), car parking (11% compared to 6%), homelessness issues (8% compared to 1%), cleaning and maintenance of the local area (5% compared to 2%), issues in and around activity centres (4% compared to <1%), and drug and alcohol related issues (4% compared to 1%).



- **LESS commonly raised in the City of Port Phillip** – included road maintenance and repairs (6% compared to 9%), traffic management (5% compared to 9%), street lighting (4% compared to 7%), and rubbish and waste issues including kerbside collections (3% compared to 7%).

These issues align with some of the other key results recorded in this survey, including:

- **Perception of safety** – including the lower than metropolitan average perception of safety in the public areas of the City of Port Phillip during the day (2% lower in Port Phillip), at night (8% lower), and in and around local activity centres (3% lower).
- **Roads and traffic management** – including satisfaction with major arterial roads and highways managed by VicRoads (1% higher in Port Phillip), sealed local roads managed by Council (1% lower in Port Phillip), and local traffic management (identical to metropolitan average).
- **Kerbside collection services** – including satisfaction with kerbside collection services (identical to metropolitan average at 8.5 out of 10, or “excellent”).
- **Parking issues** – including parking enforcement (3% lower in Port Phillip), and provision of parking facilities (7.2 out of 10).

## Perception of safety

Respondents were asked to rate their [perception of safety in the public areas of the municipality](#) during the day (8.3 out of 10, with 3% feeling unsafe), at the beach and foreshore (7.9 with 2% feeling unsafe), in and around the local shopping district / centre (7.6 with 4% feeling unsafe), and in the public areas at night (6.5, with 14% feeling unsafe).

The perception of safety in public areas of the City of Port Phillip was measurably lower than the metropolitan and inner eastern region councils’ averages, with the perception of safety at night measurably lower than the metropolitan (8% lower in Port Phillip) and inner eastern region councils’ (10% lower in Port Phillip).

These results reinforce the significance of the proportion of respondents who raised safety, policing, and crime (21%), homelessness (8%), activity centre issues (4%), and issues with drugs and alcohol (4%).

The most common reasons why respondents felt unsafe related to concerns about drugs and alcohol (43 comments), concerns around various types of people (39 comments), concerns around crime and perceived lack of policing (32 comments), and incidents of crime and break-ins (30 comments).



## Sense of community

Respondents were asked to rate their agreement with five statements about the local sense of community.

The average agreement with these statements varied from strong to extremely strong levels of agreement. Scores ranged as follows:

- That Port Phillip is welcoming and supportive place for people from varied backgrounds (8.1 out of 10 with 1% disagreeing).
- That they feel proud of, connected, and enjoy living in their neighbourhood (8.0 with 1% disagreeing)
- That the relationship with the Aboriginal and / or Torres Strait Islander community is very important (7.9 with 3% disagreeing)
- That Port Phillip is vibrant, accessible, engaging, full of energy and life (7.7 with 2% disagreeing).
- That they have a sense of safety and security in Port Phillip (7.1, with 9% disagreeing).

## Being physically active in Port Phillip

When asked how satisfied respondents were with the [opportunities to be physically active in Port Phillip](#), respondents rated their satisfaction with all five types of activity at “excellent” levels of at least eight out of 10.

Less than three percent of respondent were “dissatisfied” with the opportunities to be physically active in Port Phillip when walking or jogging, playing informal sport, playing formal organised sport, going for a bike, scooter, or skate, and using an outdoor gym or participating in an outdoor fitness class.

The most common [barriers to being physically active in Port Phillip](#) related to safety when out being active (11%), and the cost of accessing equipment / facilities (11%).

## Housing related financial stress

When asked if housing costs (mortgage or rent) were placing [financial stress on the respondents’ household](#), two-thirds reported some stress, including 12% heavy stress (9% for mortgagor households and 13% for rental households).





## Introduction

Metropolis Research Pty Ltd was commissioned by Port Phillip City Council to undertake this, its first independent *Annual Community Satisfaction Survey*.

The survey has been designed to measure community satisfaction with a range of Council services and facilities as well as to measure community sentiment on a range of additional issues of concern in the municipality.

The *Port Phillip City Council - 2025 Annual Community Satisfaction Survey* comprises the following:

- Satisfaction with Council's **overall performance**.
- Satisfaction with aspects of Council's **governance and leadership**.
- Importance of and satisfaction with 40 **Council services and facilities**.
- Satisfaction with aspects of **planning and housing development**.
- Satisfaction with **planning for population growth by all levels of government**.
- Satisfaction with aspects of Council's **customer service performance**.
- **Issues of importance** for Council to address in the coming year and relationship with satisfaction with overall performance.
- Satisfaction with **opportunities to be physically active** in the municipality, and barriers to be physically active.
- Aspects of **sense of community**.
- **Perception of safety** in the public areas of the municipality.
- **Housing related financial stress**.
- Respondent profile.

## Rationale

The *Annual Community Satisfaction Survey* has been designed to provide Council with a wide range of information covering community satisfaction, community sentiment and involvement.

The survey meets the requirements of the Local Government Victoria (LGV) annual satisfaction survey by providing importance and satisfaction ratings for the major Council services and facilities as well as scores for satisfaction with Council overall.



The *Annual Community Satisfaction Survey* provides in-depth coverage of Council services and facilities as well as additional community issues and expectations. This information is critical to informing Council of the attitudes, levels of satisfaction and issues facing the community in the City of Port Phillip.

A particular strength of this survey program is identifying the issues of importance to the community and how these issues may be impacting on community satisfaction with the performance of Council.

In addition, the *Annual Community Satisfaction Survey* includes a range of demographic and socio-economic variables against which the results can be analysed.

For example, the survey includes data on age structure, gender, language spoken at home, disability, period of residence, and household structure.

By including these variables, satisfaction scores can be analysed against these variables and issues that sub-groups in the community have with Council's performance or services can be identified.

### ***Methodology, response rate and statistical significance***

The *Annual Community Survey* was conducted as a door-to-door, in-person, interview style survey of approximately 15 minutes duration.

The survey was conducted of a randomly approached sample of households (of all dwelling types) drawn proportionally from across each of the suburbs and localities comprising the City of Port Phillip.

The door-to-door, face-to-face interview style survey methodology was employed for this project, as it provides the richest interaction with residents, encourages their thoughtful participation in the research, records a substantially higher response rate, and provides a sample that is more representative of the underlying Port Phillip community than can be obtained via other methods.

The surveying was completed from the 16<sup>th</sup> of March till the 27<sup>th</sup> of April 2025.

Most surveys were completed on Saturdays and Sundays from 11am till 5pm, as this is the best time to ensure that the sample is most randomly selected and therefore representative of the underlying population, with no more than 15% completed daylight hours weekdays.

The sample was pre-weighted by precinct population, to ensure that each precinct contributed proportionally to the overall municipal results.

The final sample of surveys were then weighted by age and gender, to ensure that each age / gender group contributed proportionally to the overall municipal result.



A total of 3,516 households were approached with a view to inviting them to participate in the research. Of these:

- No answer - 1,602
- Refused – 1,013
- Completed - 901

This provides a response rate of 47%, which represents the proportion of households personally invited to participate in the research who participated.

This very strong response rate reflects well on the door-to-door methodology, as well as the level of engagement of the Port Phillip community with their local council.

The 95% confidence interval (margin of error) of these results is plus or minus 3.3% at the 50% level. In other words, if a yes / no question obtains a result of 50% yes, it is 95% certain that the true value of this result is within the range of 47% and 53%.

This is based on a total sample size of 901 respondents, and an underlying population of the City of Port Phillip of approximately 109,500.

The 95% confidence level around the precinct level results is approximately plus or minus 8.8%, based on an average sample size of approximately 128 respondents, but varies from seven percent (St Kilda / St Kilda West) to 11% (Albert Park / Middle Park).

The 95% confidence level around the gender-based results is approximately plus or minus 6%, and for the age groups averages around plus or minus 10%.

## ***Governing Melbourne***

Since 2010, Metropolis Research has conducted an independent survey of community satisfaction with local government across metropolitan Melbourne, *Governing Melbourne*.

The *Governing Melbourne* sample is drawn in equal numbers from every municipality in metropolitan Melbourne and then weighted by age and gender to reflect the profile of the metropolitan Melbourne community.

*Governing Melbourne* provides an objective, consistent and reliable basis on which to compare the results of the *Port Phillip City Council – 2025 Annual Community Satisfaction Survey*. It is not intended to provide a “league table” for local councils, rather to provide a context within which to understand the results.

This report provides comparisons against the 2025 metropolitan Melbourne average, which includes all municipalities located within the Melbourne Greater Capital City Statistical Area as well as the inner east region, which includes the municipalities of Bayside, Glen Eira, Stonnington, Melbourne, Port Phillip, and Yarra.



## Glossary of terms

### Precinct

The results of this report are presented at both the municipal and precinct level. The term precinct is used by Metropolis Research to describe the sub-municipal areas for which results are presented, as agreed with officers of Council. These precinct boundaries were based on groups of suburbs / localities as presented in Council's *Community Profile*.

### Measurable and statistically significant

A measurable difference is one where the difference between or change in results is sufficiently large to ensure that they are in fact different results, i.e., the difference is statistically significant. This is because survey results are subject to a margin of error or an area of uncertainty.

### Significant result

Metropolis Research uses the term *significant result* to describe a change or difference between results that Metropolis Research believes to be of sufficient magnitude that they may impact on relevant aspects of policy development, service delivery and the evaluation of performance and are therefore identified and noted as significant or important.

### Marginal / somewhat / notable

Metropolis Research will describe some results or changes in results as being marginally, somewhat, or notably higher or lower. These are not statistical terms, rather they are interpretive. They are used to draw attention to results that may be of interest or relevant to policy development and service delivery.

In order of significance, "marginal" is the least significant, followed by "somewhat", and with "notable" the most significant of the subjective terms used to describe variations that were not statistically significant.

These terms are often used for results that may not be statistically significant due to sample size or other factors but may nonetheless provide some insight into the variation in community sentiment.

### 95% confidence interval

Average satisfaction results are presented in this report with a 95% confidence interval included. These figures reflect the range of values within which it is 95% certain that the true average satisfaction falls.

The 95% confidence interval based on a one-sample t-test is used for the mean scores presented in this report. The margin of error around the other results in this report at the municipal level is plus or minus 3.3%.





In other words, if a yes / no question was to obtain a 50% yes result, it is 95% certain that the true value is between 46.7% and 53.3%.

### Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results.

Metropolis Research has worked primarily with local government and developed these categories as a guide to satisfaction with the performance of local government across a wide range of service delivery and policy related areas of Council responsibility.

The scores presented in the report and are designed to give a general context about satisfaction with variables in this report, and are defined as follows:

- **Excellent** - scores of 7.75 and above are categorised as excellent.
- **Very good** - scores of 7.25 to less than 7.75 are categorised as very good.
- **Good** - scores of 6.5 to less than 7.25 are categorised as good.
- **Solid** - scores of 6 to less than 6.5 are categorised as solid.
- **Poor** - scores of 5.5 to less than 6 are categorised as poor.
- **Very Poor** - scores of 5 to less than 5.5 are categorised as very poor.
- **Extremely Poor** – scores of less than 5 are categorised as extremely poor.

### Precincts

The results of the survey in this report are provided at the precinct level, as outlined in the following table, although the underlying data is available at the SAL1 and suburb level.

**Precinct**  
**Port Phillip City Council - 2025 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

Suburb	Sample size (weighted)	
	Number	Percent
St Kilda / St Kilda West	197	22%
Port Melbourne et al	144	16%
Elwood / Ripponlea	143	16%
St Kilda East / Balacava	139	15%
South Melbourne	105	12%
St Kilda Road	87	10%
Albert Park / Middle Park	86	10%
<b>Total</b>	<b>901</b>	<b>100%</b>



## Council's overall performance

Respondents were asked:

*"On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the performance of Port Phillip City Council across all areas of responsibility?"*

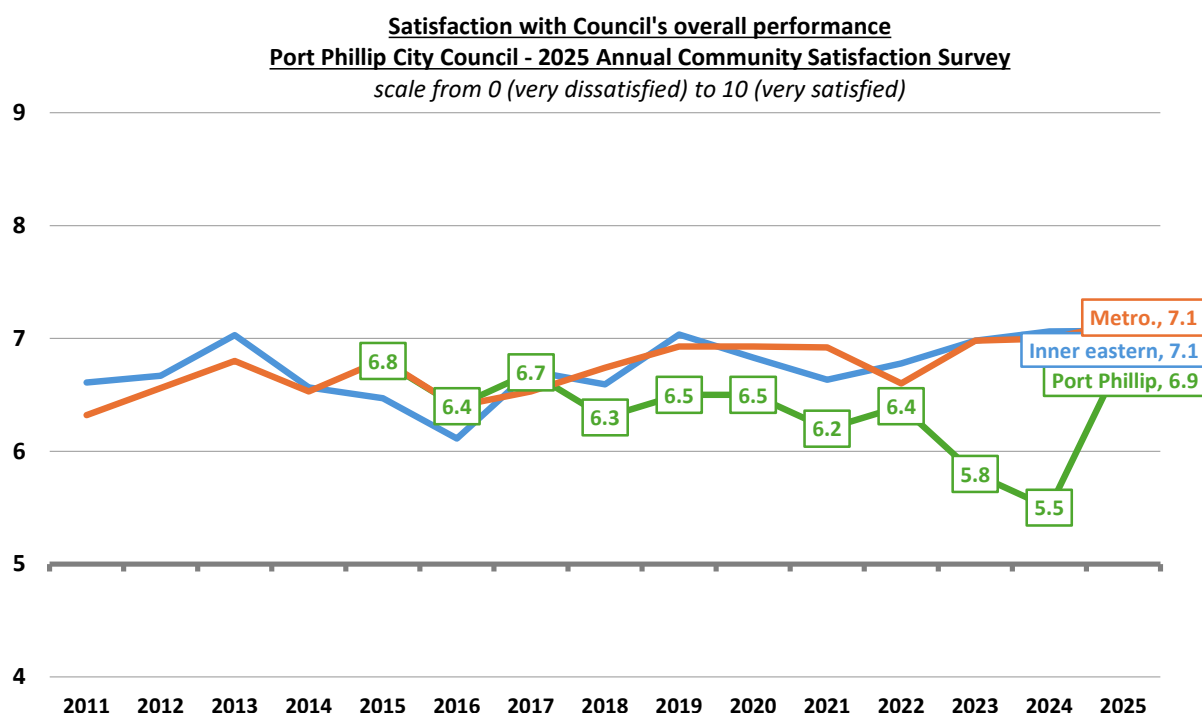
Satisfaction with the performance of Council across all areas of responsibility, or 'overall performance' increased measurably and significantly (14%) this year, up from 5.5 out of 10 to 6.9 out of 10.

This was a "good", up from a "poor" level of satisfaction.

Metropolis Research notes that the long-term average satisfaction recorded for the City of Port Phillip from 2015 to 2022 was 6.5 out of 10, or a "good" level of satisfaction.

By contrast, the 2023 and 2024 results were both recorded at "poor" levels of satisfaction, measurably (7% and 10% respectively) lower than the long-term average for previous years.

The 2025 result as recorded by Metropolis Research was 6.9 out of 10, measurably (4%) higher than the 2015 to 2022 long-term average and measurably (5%) higher than the long-term average from 2015 to 2025.



Metropolis Research notes that despite the 14% improvement in satisfaction with Council recorded this year, overall satisfaction with Port Phillip City Council remained somewhat (2%) below the metropolitan and inner eastern region councils' satisfaction, as recorded in *Governing Melbourne*.

*Governing Melbourne* was conducted independently by Metropolis Research in January 2025, using the identical, door-to-door, in-person methodology. It is also noted that the metropolitan average sourced from *Governing Melbourne* included a sample from each of the 31 metropolitan councils.

Metropolis Research does note that a significantly lower satisfaction in 2023 and 2024 was also recorded in many other municipalities surveyed as part of the state government managed community satisfaction survey program in 2023 and 2024.

It is difficult to make a strong statement as to why satisfaction with Port Phillip City Council declined measurably (6% in 2023 and then another 3% in 2024) over two years. As a potential contributing factor in 2024, it is noted that there was a significant (7%) decline in satisfaction with waste management services in 2024, however, that was not also evident in 2023.

There was no other substantive insight into the reasons for the decline provided in the 2024 report.

### ***Commentary on change in methodology***

It is important to bear in mind that the previous results were conducted by a different service provider, using a different methodology (telephone compared to door-to-door), and using a different survey form and approach to the scaling of results.

Metropolis Research notes that the telephone methodology will tend to under-report satisfaction scores in the order of two to three percent compared to door-to-door, in-person surveys. This variation reflects a range of factors, including most importantly, the substantially lower response rate typically obtained by telephone surveys.

Telephone surveys will typically record response rates of 15% to 25%, whilst the in-person, door-to-door methodology employed by Metropolis Research typically records a response rate between 35% and 50%. This higher response rate ensures participation from a greater cross-section of the community, and therefore more residents who are more positively disposed to Council than the lower response recorded by telephone.

It is also noted that the indexing of a five-point scale question will accentuate variation in satisfaction. This is because respondents only have five points against which to rate satisfaction (from very poor to very good). When this result is then indexed onto a 100-point scale (as reported in the state government reporting) or on the 10-point scale (used in this report), the difference between each of the five points on the scale is 25%.

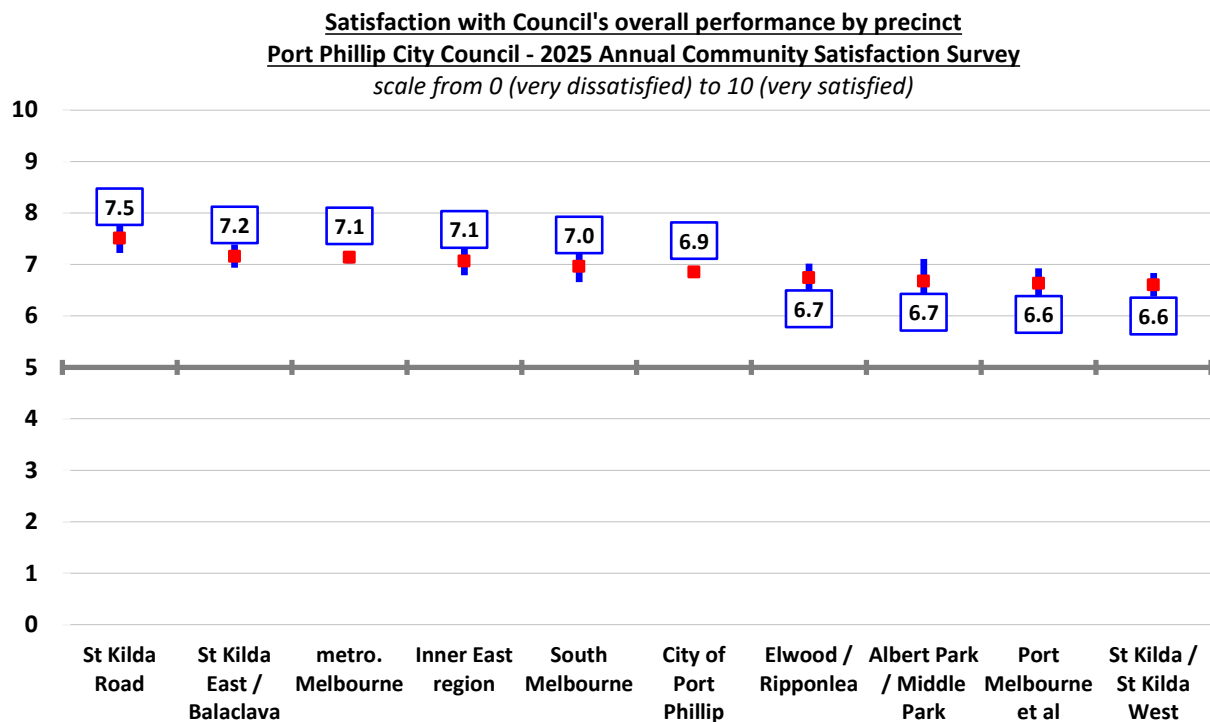
In other words, a score of three out of five is an index score of five out of 10, or 50 out of 100. A score of four out of five is an index score of 7.5 out of 10, or 75 out of 100, which is a difference of 25%. The 11-point decimal scale used by Metropolis Research has a 10% difference between each of the 11 points on the scale. This provides for a more nuanced satisfaction score by respondents, whereas the indexing of a five-point scale can over-emphasise variation in satisfaction.



## Satisfaction by precinct

There was measurable variation in satisfaction with Council’s overall performance observed across the municipality. Respondents from St Kilda Road were measurably (6%) more satisfied than average and at a “very good” level of satisfaction, and respondents from St Kilda East / Balaclava were notably (3%) more satisfied.

By contrast, respondents from Port Melbourne et al and St Kilda / St Kilda West were notably (3%) less satisfied, although still at “good” levels of satisfaction



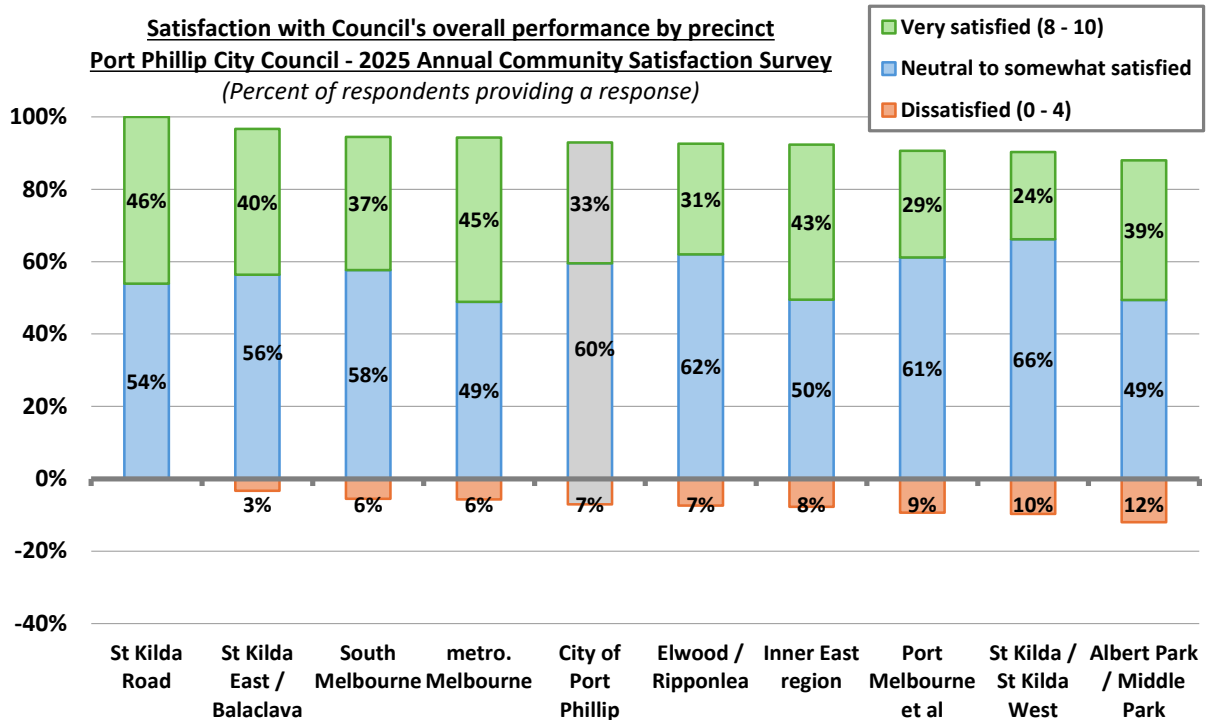
The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five out of 10).

Almost half (46%) of the respondents from St Kilda Road were “very satisfied” with Council’s overall performance, a result marginally higher than the metropolitan average.

By contrast, 10% of respondents from St Kilda / St Kilda West and 12% of respondents from Albert / Middle Park precincts were “dissatisfied”







### Satisfaction by respondent profile

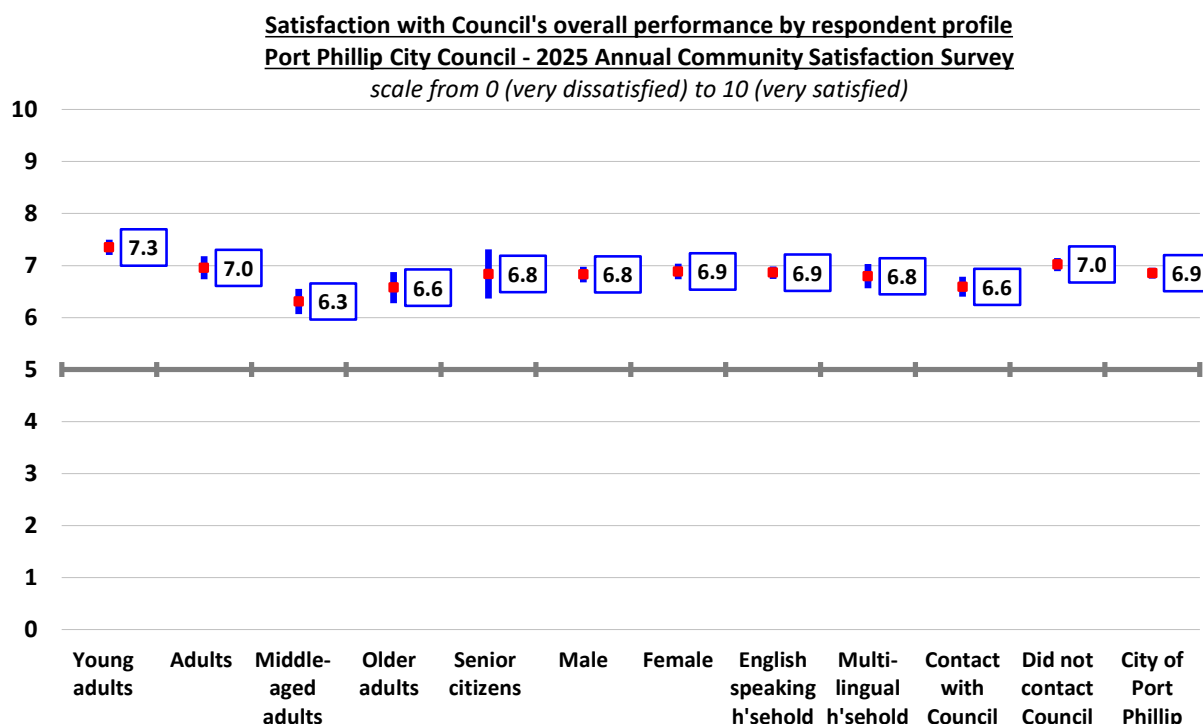
The following section provides a comparison of satisfaction with Council's overall performance by respondent profile, including age structure, gender, language spoken at home, contact with Council, household structure, household disability status, housing situation, and period of residence in the City of Port Phillip.

There was some variation in satisfaction observed by respondent profile, with attention drawn to the following:

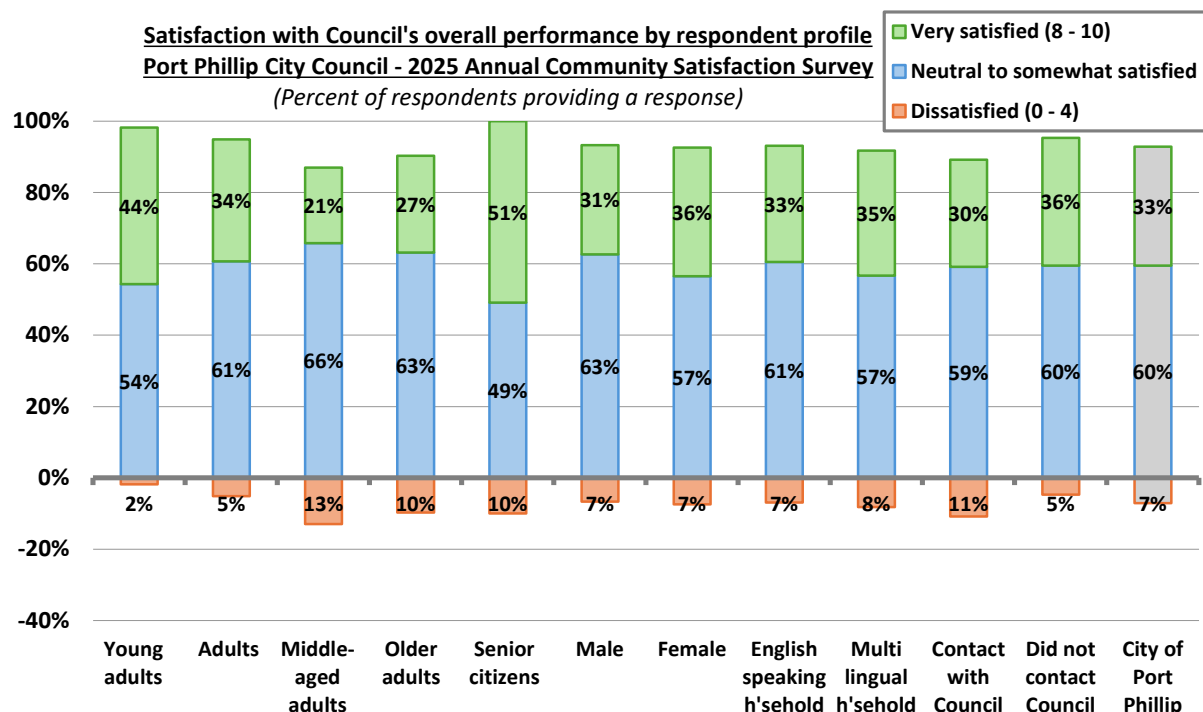
- **Somewhat HIGHER than average satisfaction** – included young adults (aged 18 to 34 years), respondents from two-parent families (with youngest child aged less than five years), respondents from group households and sole person households, rental households, and new residents (less than one year in the City of Port Phillip).
- **Somewhat LOWER than average satisfaction** – included middle-aged adults (aged 45 to 59 years) and to a lesser extent older adults (aged 60 to 74 years), respondents who had contacted Council in the last 12 months, respondents from two-parent families (with youngest child aged five to 12 years), respondents from one-parent families, respondents who owned their home outright, and long term residents (10 years or more in the City of Port Phillip).

This pattern of satisfaction by respondent profile was broadly consistent with results observed elsewhere by Metropolis Research over many years, particularly the variation by age structure. It is also commonly observed that respondents who had contacted Council in the last 12 months were almost always less satisfied than respondents who had not contacted Council.

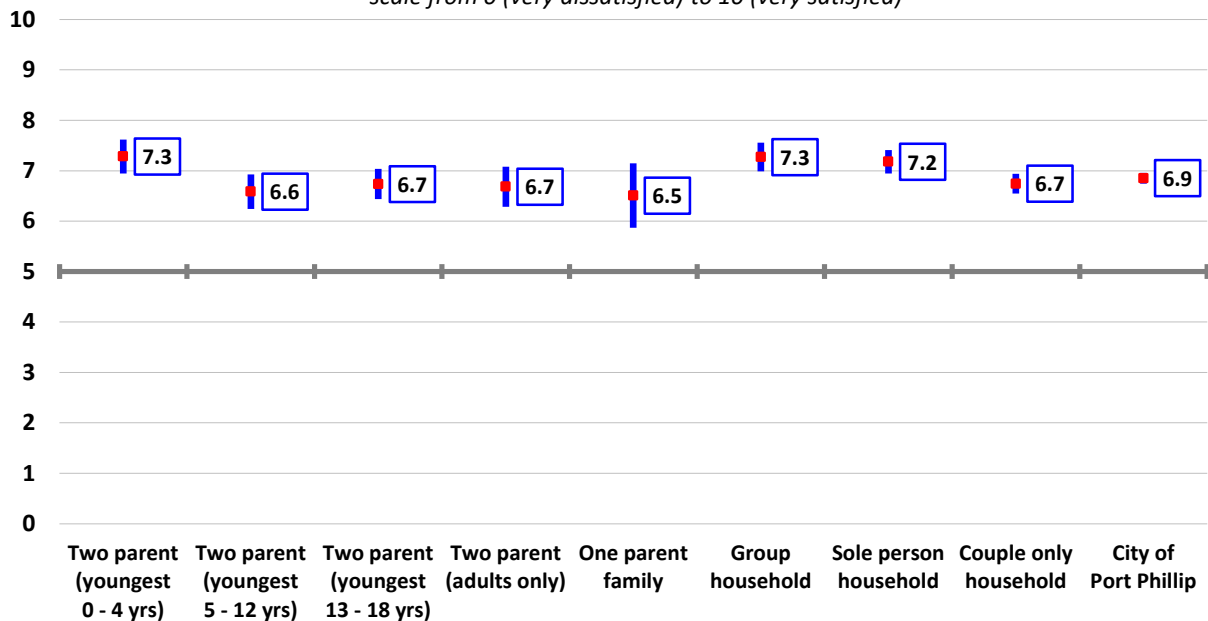




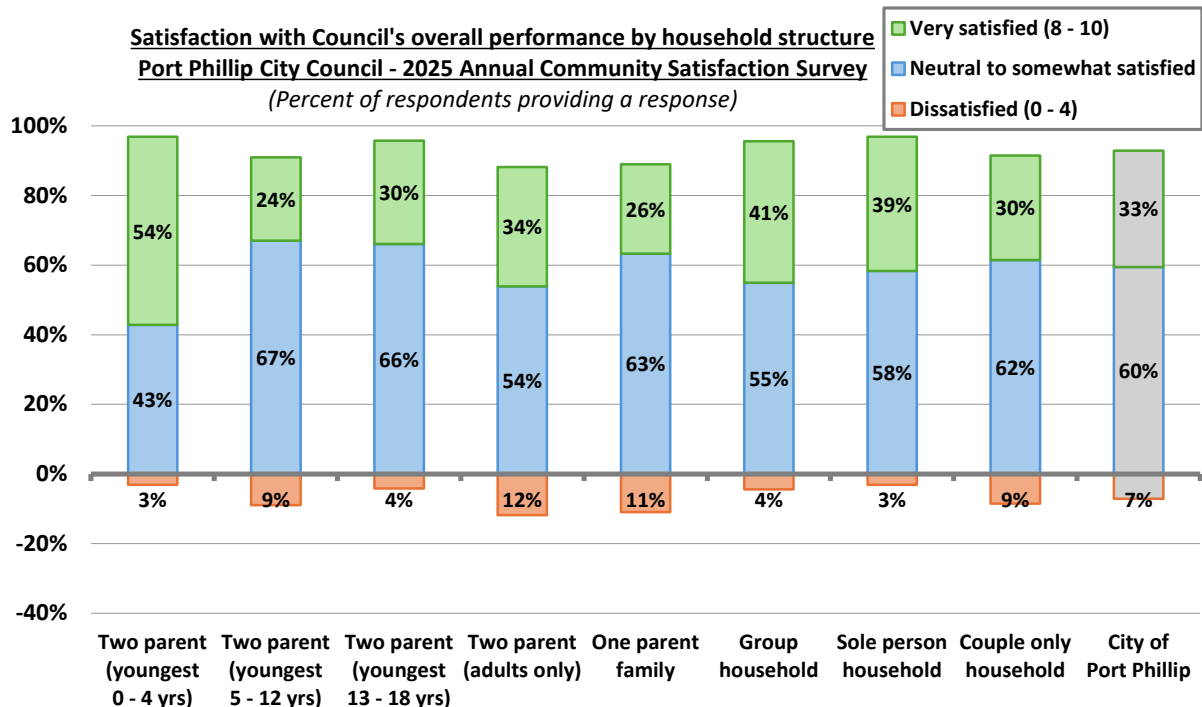
More than half (51%) of the senior citizens (aged 75 years and over) were “very satisfied” with Council’s overall performance. By contrast, 13% of middle-aged adults (aged 45 to 59 years) were “dissatisfied”. It is also noted that 11% of respondents who had contacted Council in the last 12 months were “dissatisfied”.

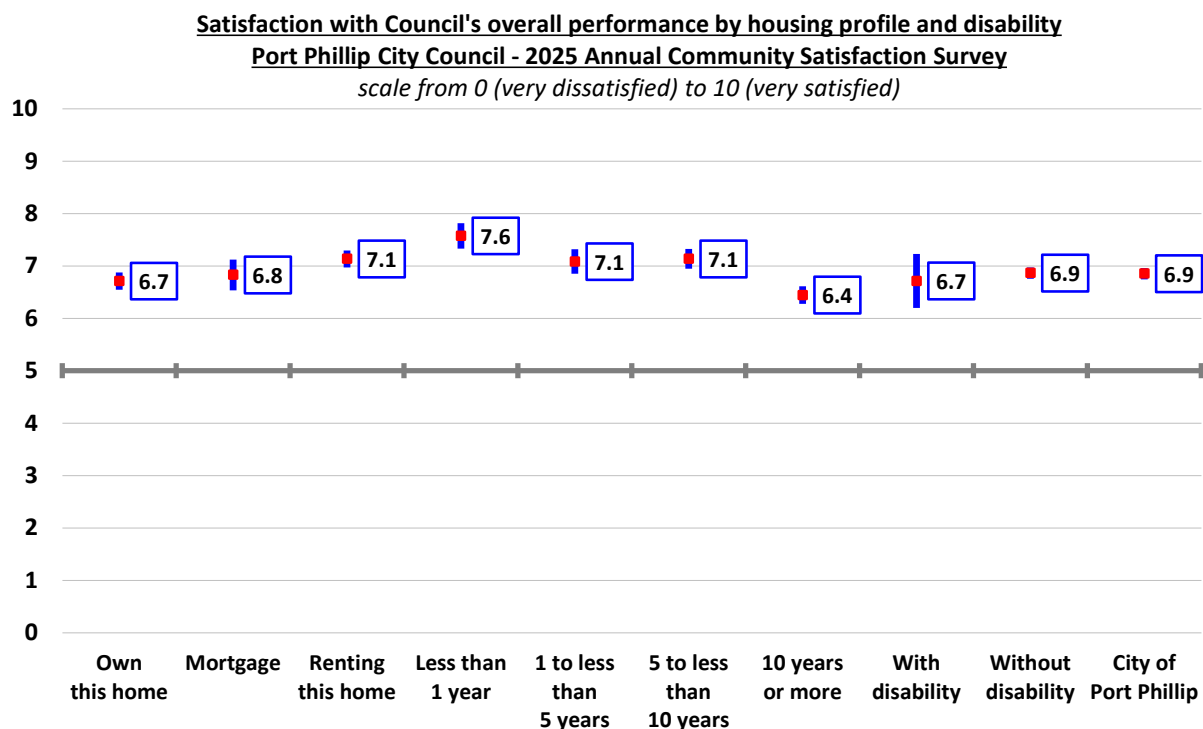


**Satisfaction with Council's overall performance by household structure**  
**Port Phillip City Council - 2025 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*

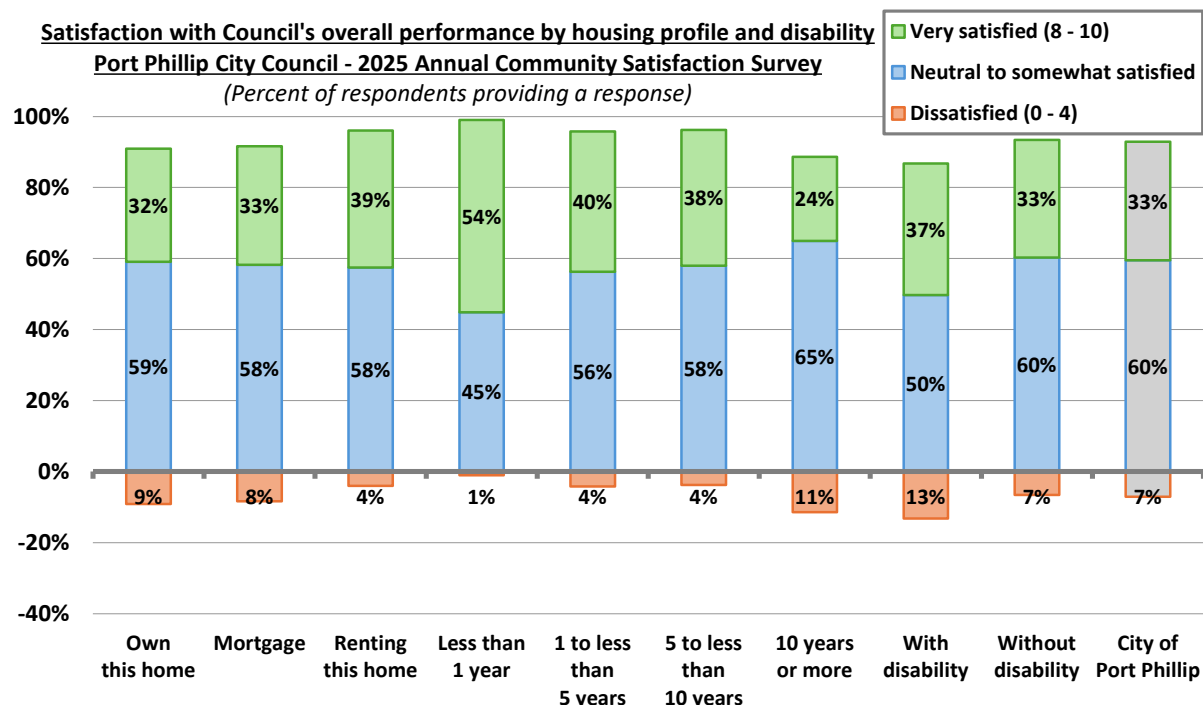


More than half (51%) of the respondents from two-parent families (with youngest child aged less than five) were “very satisfied” with Council’s overall performance. By contrast, 12% of respondents from two-parent families with adults only at home, and 11% of respondents from one-parent families were “dissatisfied”.





More than half (54%) of the new resident respondents (less than one year in the City of Port Phillip) were “very satisfied” with Council’s overall performance. By contrast, 11% of long-term resident respondents (10 years or more in the municipality) and 13% of respondents from households with a member with disability were “dissatisfied”.



## ***Satisfaction by top issues for the City of Port Phillip***

The following graph shows the average overall satisfaction score for respondents nominating each of the top 12 issues to address for the City of Port Phillip ‘at the moment’, with a comparison to the overall satisfaction score of all respondents (6.9), as well as a comparison to the 267 respondents who did not nominate any issues to address (7.3).

The detailed analysis of the top issues is discussed in the [Current Issues for the City of Port Phillip](#) section of this report.

This data explores the relationship between the issues raised by respondents and their satisfaction with the Council’s overall performance.

The data does not prove a causal relationship between the issue and satisfaction with Council’s overall performance but does provide meaningful insight into whether these issues were likely to be exerting a positive or negative influence on these respondents’ satisfaction with Council’s overall performance.

Clearly the number of respondents nominating each of these 12 issues varied substantially, which is reflected in the size of the blue vertical bars (the 95% confidence interval).

A total of 267 respondents (30% of the total sample) did not have any issues they felt needed to be addressed ‘at the moment’ for the City of Port Phillip.

Naturally, these respondents were significantly more satisfied than respondents who did nominate issues to address, and they rated satisfaction with Council’s overall performance four percent higher than the municipal average at 7.3 out of 10, a “very good” level of satisfaction.

The most prominent issues for the City of Port Phillip at the moment were safety, policing, and crime related issues (189 respondents), and to a lesser extent car parking (102 respondents), and issues around homelessness (73 respondents).

The respondents who nominated each of these issues were, on average, between two and four percent less satisfied with Council’s overall performance than the municipal average, suggesting that all these issues exerted a negative influence on overall satisfaction, for the respondents who raised the issues.

Of these, Metropolis Research draws attention to safety, policing, and crime issues, along with the somewhat related issues around homelessness, drugs and alcohol, and to some extent activity centre issues.

The significance of these issues reflects the significantly lower [perception of safety in the public areas](#) of the City of Port Phillip [at night](#) (8% lower than the metropolitan average), [in and around local activity centres](#) (3% lower), and in public areas [during the day](#) (2% lower).



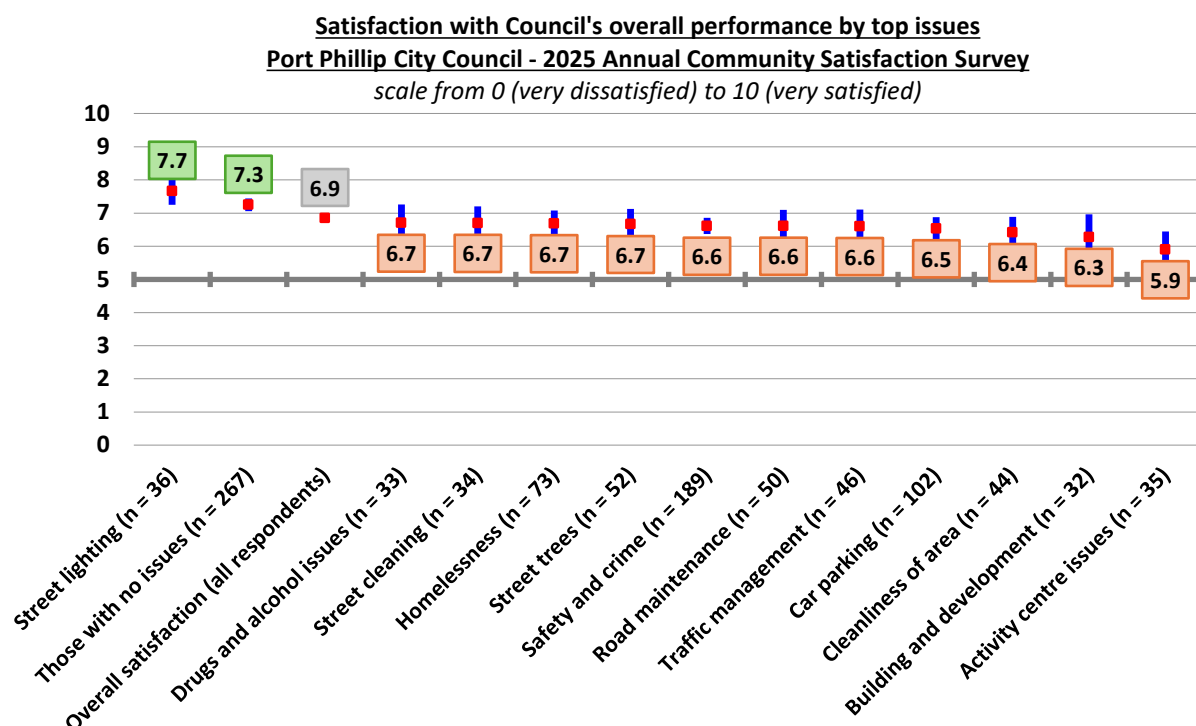


These results reinforce the importance of safety, policing and crime issues to the Port Phillip community at the moment, and that this concern may well be negatively impacting on the overall satisfaction with Port Phillip City Council.

This does not necessarily imply community dissatisfaction with Council’s efforts in relation to community safety, as it may also, to some extent, be reflecting lower general sentiment in response to heightened sense of concern or fear in the community about crime and policing.

As outlined in the following graph there were a range of other issues that were also likely to be exerting a negative influence on overall satisfaction with Council, albeit with a smaller number of respondents raising several of these issues.

These issues include activity centre issues (35 at 10% less satisfied), planning and development (32 at 6%), cleanliness (44 at 5%), traffic management (46 at 3%), road maintenance and repairs (50 at 3%), street trees (52 at 2%), street cleaning (34 at 2%), and drug and alcohol related issues (33 at 2%.



The following table provides an alternative method of exploring the relationship between the issues to address for the City of Port Phillip and satisfaction with overall performance.

The table displays the proportion of respondents who were “dissatisfied” with Council’s overall performance who nominated each of the top 13 issues, compared to the proportion of all respondents who nominated each issue.

This table shows that respondents who were “dissatisfied” with Council’s overall performance were notably more likely to raise Council rates, fees, and charges (10% compared to 3%), traffic management (10% compared to 5%), Council governance, performance, and accountability (10% compared to 1%), and activity centre issues (10% compared to 4%).



Metropolis Research advises, however, that it is important to bear in mind the small sample of just 62 respondents who were “dissatisfied” with Council’s overall performance.

**Top issues for the City of Port Phillip of respondents' dissatisfied with overall performance**

**Port Phillip City Council - 2025 Annual Community Satisfaction Survey**

*(Number and percent of total respondents who dissatisfied with overall performance)*

<i>Issue</i>	<i>Dissatisfied respondents</i>		<i>All respondents</i>
	<i>Number</i>	<i>Percent</i>	
Safety, policing, crime	14	23%	21%
Car parking	10	16%	11%
Council rates / charges	6	10%	3%
Traffic management	6	10%	5%
Council governance, performance and accountability	6	10%	1%
Activity centre issues	6	10%	4%
Road maintenance and repairs	5	8%	6%
Communication, consultation, provision of information	4	6%	3%
Building, housing, planning and development	4	6%	4%
Drug and alcohol issues	4	6%	4%
Provision and maintenance of street trees	4	6%	6%
Homelessness	4	6%	8%
Cleanliness and maintenance of area	3	5%	5%
All other issues <i>(36 separately identified issues)</i>	52	84%	59%
<b>Total responses</b>	<b>128</b>		<b>1,254</b>
<i>Respondents identifying at least one issue</i>	<i>50</i>		<i>634</i>
<i>(percent of total respondents)</i>	<i>(81%)</i>		<i>(70%)</i>

***Satisfaction of respondents dissatisfied with services and facilities***

The following graph provides the average level of satisfaction with the Council’s overall performance of respondents dissatisfied with individual services and facilities.

Services and facilities with fewer than 10 dissatisfied respondents have been excluded.

It is important to bear in mind that for many of these services, there were relatively few dissatisfied respondents (an average of approximately 42 dissatisfied respondents), hence the relatively large 95% confidence interval around these results.

Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably and significantly less satisfied with Council’s overall performance than the municipal average of all respondents (6.9).

It is also acknowledged that a relatively small sample of respondents were dissatisfied with most core services and facilities, with a significant degree of overlap between services.

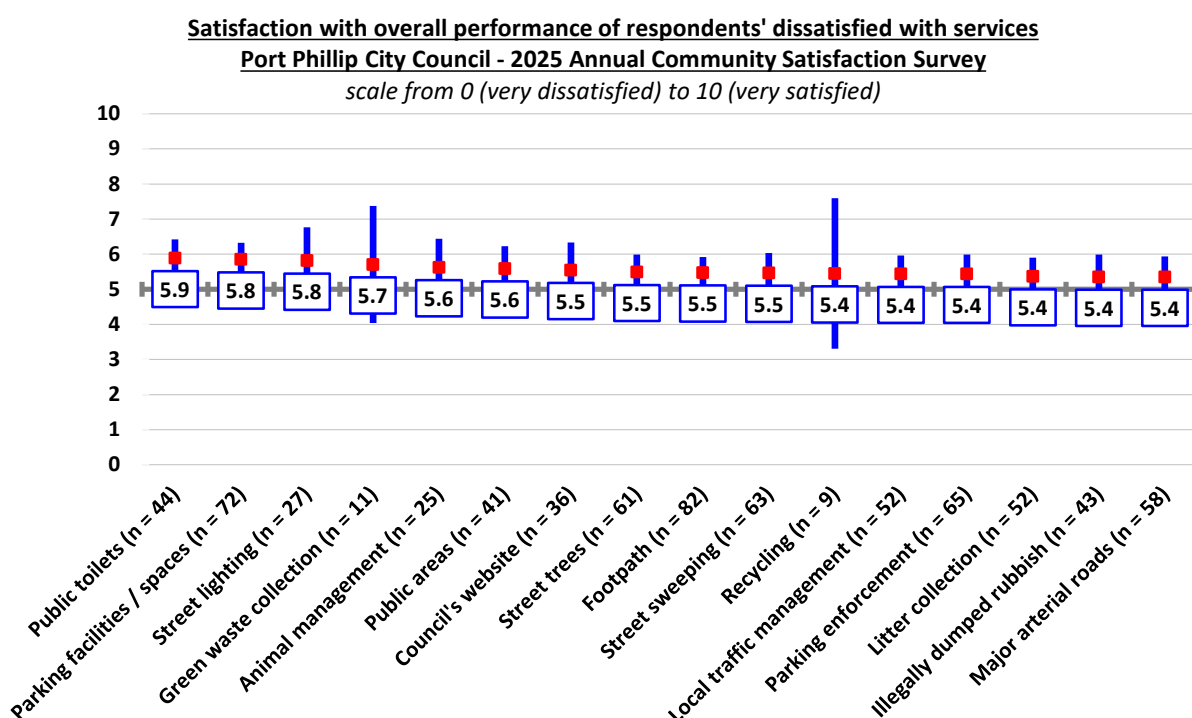


In other words, respondents who were dissatisfied with one service were likely to be dissatisfied with several, and they were also measurably less satisfied with Council’s overall performance.

These results reflect the fact that some (a small number) of respondents were dissatisfied with Council’s performance, and this tended to influence their satisfaction ratings for many, if not all, services and facilities included in the survey.

The opposite is also true for many respondents who tended to provide the same satisfaction rating for many, if not all, services, and facilities.

This again reflects the fact that these respondents tended to see Council performance as being generally consistent across the full range of services and facilities provided by Council.



## Reasons for level of satisfaction with Council's overall performance

Respondents were asked:

*“Why did you rate Council’s overall performance at that level?”*

The following table outlines the reasons why respondents rated their satisfaction with Council’s overall performance at the level they did.

These comments have been broadly categorised, as outlined in the following table, and then split between respondents who were satisfied, neutral, or dissatisfied with Council’s overall performance.



It is noted that the majority of the comments received were general in nature, either generally positive (89 comments), generally neutral (56), or generally negative (60).

The most common reasons for the satisfaction rating related to Council's communication, consultation, and engagement performance, with 12% of the comments. Many of these comments were relatively general in nature referencing the perception that Council was not effectively communicating with / listening to the community, although there were also some comments around perceived slow response times when contacting Council. There were also some positive comments made in relation to Council's communication and consultation.

There were also comments received in relation to various Council services and facilities (50 comments), Council's governance, management and performance (39), and rates and financial management (30).

**Reasons for rating of satisfaction with Council's overall performance**  
**Port Phillip City Council - 2025 Annual Community Satisfaction Survey**  
*(Number and percent of responses)*

Reason for satisfaction rating	Total comments		Respondents		
	Number	Percent	Satisfied (6 to 10)	Neutral (5)	Dissatisfied (0 to 4)
Generally positive statements	89	14%	89	0	0
Communication, consultation, engagement	74	12%	48	13	13
Generally negative statements	60	9%	47	6	7
Generally neutral statements	56	9%	49	7	0
Council services and facilities	50	8%	41	4	5
Council governance, management, performance	39	6%	20	6	13
Rates and financial management	30	5%	18	6	6
Parks, gardens, open spaces and trees	26	4%	22	1	3
Safety / security	24	4%	19	2	3
Responsiveness	21	3%	13	1	7
Cleanliness and maintenance of the area	20	3%	15	3	2
Parking	20	3%	17	1	2
Traffic / roads	20	3%	16	3	1
Waste management	19	3%	17	1	1
Planning, housing, development	13	2%	9	0	4
Homelessness / disadvantaged groups	12	2%	9	1	2
Drugs and alcohol issues	11	2%	8	2	1
Infrastructure	9	1%	6	3	0
Activity centres	8	1%	6	0	2
Environment, climate change and wildlife conservation	7	1%	4	1	2
Public transport	5	1%	5	0	0
Footpaths	4	1%	3	1	0
Sports, recreation and leisure facilities	2	0%	1	0	1
Other	18	3%	11	6	1
<b>Total</b>	<b>637</b>	<b>100%</b>	<b>493</b>	<b>68</b>	<b>76</b>



## Governance and leadership

Respondents were asked:

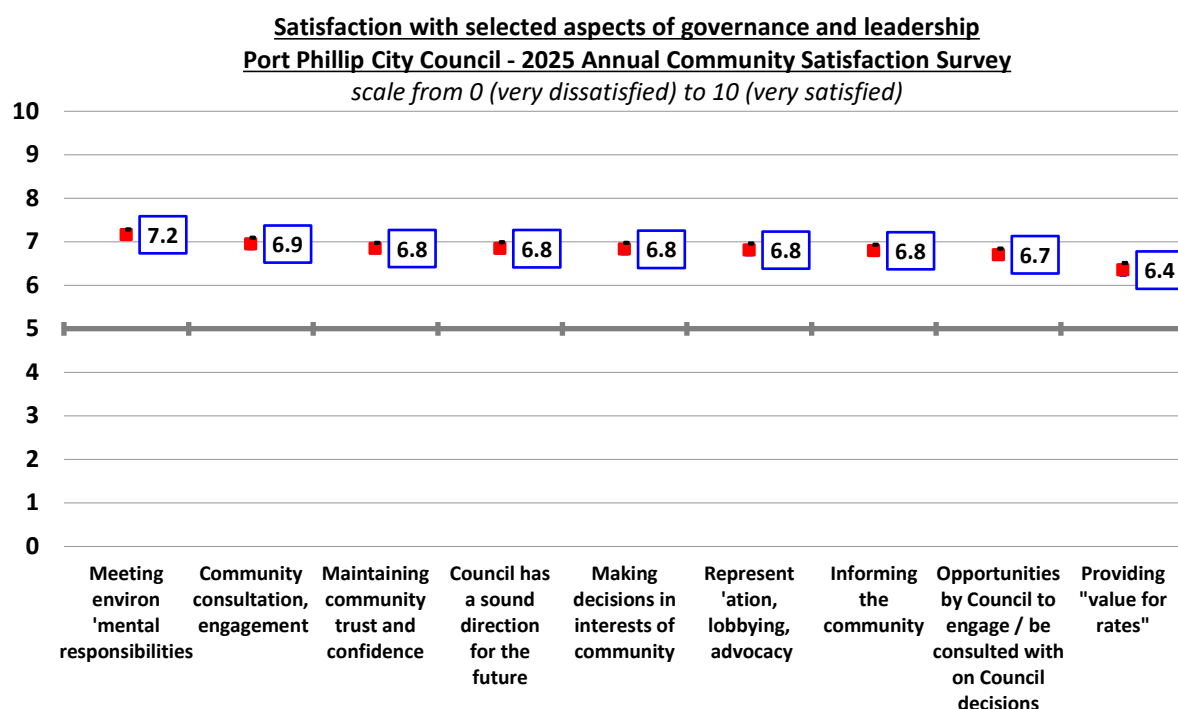
*“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with each of the following aspects of Council’s performance?”*

The following graphs outline satisfaction with nine aspects of Council’s governance and leadership performance.

The average satisfaction with these nine aspects of governance and leadership was 6.8 out of 10, or a “good” level of satisfaction.

Satisfaction with nine of these 10 aspects were also categorised as “good”, with scores of between 6.5 and 7.25 out of 10.

Satisfaction with Council’s performance providing value for rates, was, however, measurably (4%) lower than this average, at 6.4 out of 10 or a “solid” level of satisfaction.



The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five out of 10).

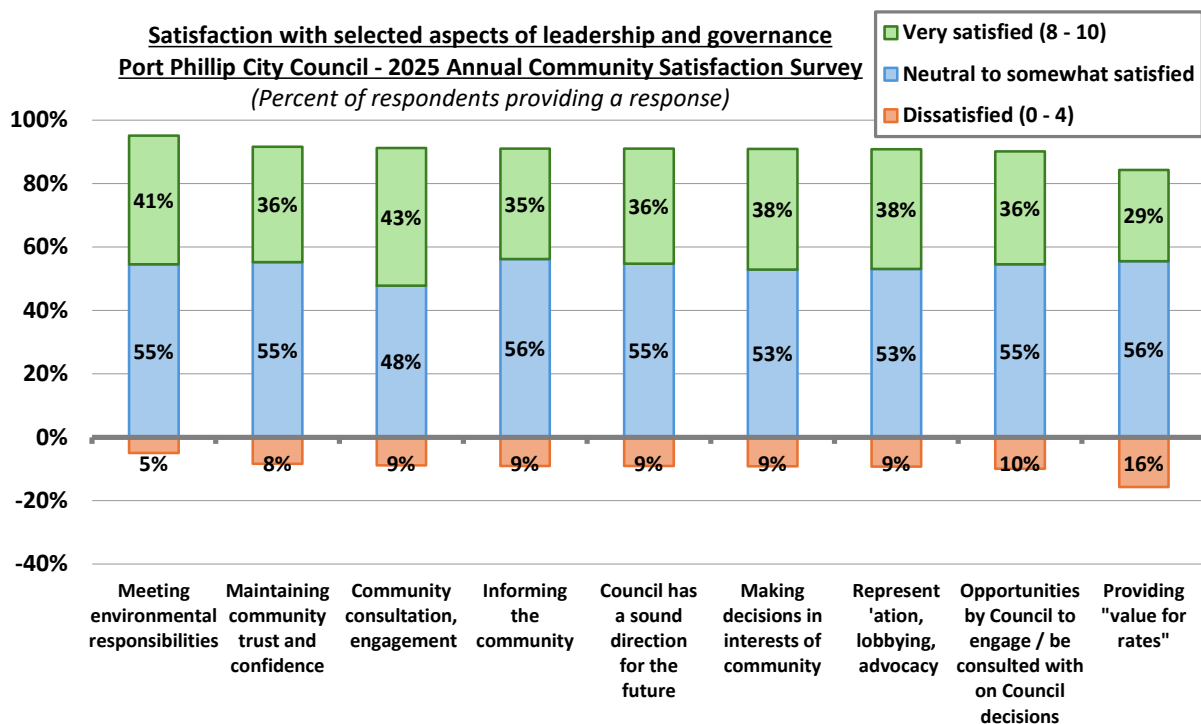




With the exception of ‘Council meeting its responsibilities towards the environment’ with which five percent of respondents were “dissatisfied”, more respondents in the City of Port Phillip this year were “dissatisfied” with the remaining eight aspects of governance and leadership (between 8% and 16%), than were “dissatisfied” with Council’s overall performance (7%).

Particular attention is again drawn to satisfaction with Council’s performance providing value for rates, with which 16% of respondents (who provided a score) were “dissatisfied”.

By way of comparison, the 2025 metropolitan average proportion of respondents dissatisfied with performance providing value for rates was 10%.



Six of these nine aspects are considered the core aspects of governance and leadership, against which a comparison can be provided to the *Governing Melbourne* results.

*Governing Melbourne* was conducted independently by Metropolis Research in January 2025, using the same in-person, door-to-door methodology.

The six core aspects of governance and leadership included Council’s performance providing community consultation and engagement (6.9), that Council has a sound direction for the future (6.8), performance maintaining trust and confidence (6.8), representation, lobbying, and advocacy (6.8), performance making decisions in the interests of the community (6.8), and providing value for rates (6.4).

The average satisfaction with these six core aspects of governance and leadership was 6.8 out of 10 for the City of Port Phillip this year.

This result was measurably (4%) lower than the metropolitan average, but only marginally (1%) lower than the inner eastern region councils’ averages (6.9).



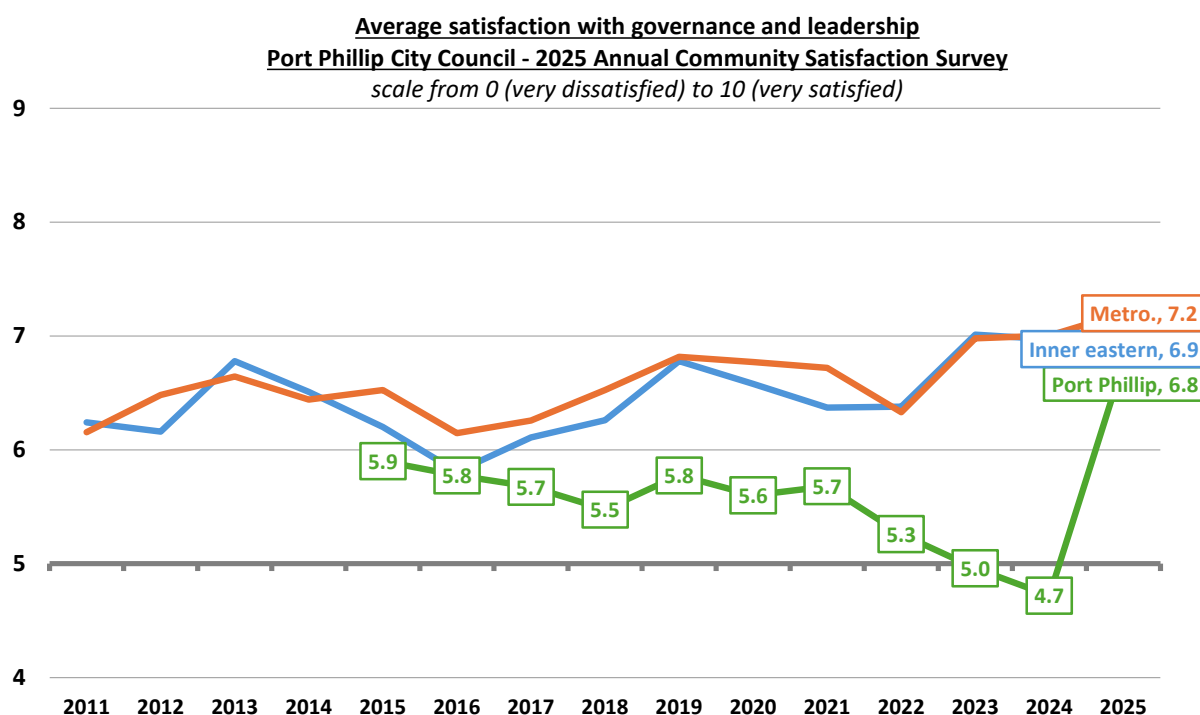
Metropolis Research notes that satisfaction with most aspects of governance and leadership was highly correlated with satisfaction with overall performance.

This reflects the fact that those who feel that Council was doing (or not doing) a good job overall were also likely to feel that Council was doing or not doing a good job in meeting the needs of the community in terms of trust, having a sound direction, value for money, communication and consultation, representation, and similar measures.

Metropolis Research notes that the average satisfaction with these aspects of governance and leadership increased measurably and significantly this year, up 11% from an “extremely poor” 4.7 out of 10 last year to 6.8 or “good” this year.

It is important to bear in mind, however, that the historical results were provided by a different service provider, using a different survey form, a different survey methodology (telephone rather than in-person interviews), and using a different scale and indexing.

As discussed in the overall performance section of this report, Metropolis Research is of the view that the historical results, particularly those from 2023 and 2024 were likely to be significant under-representations of the underlying satisfaction of the Port Phillip community with the performance of Council.



The following graph provides a comparison of satisfaction with the seven core aspects of governance and leadership for the City of Port Phillip against the metropolitan and inner eastern region councils’ results, as recorded in the 2025 *Governing Melbourne*.

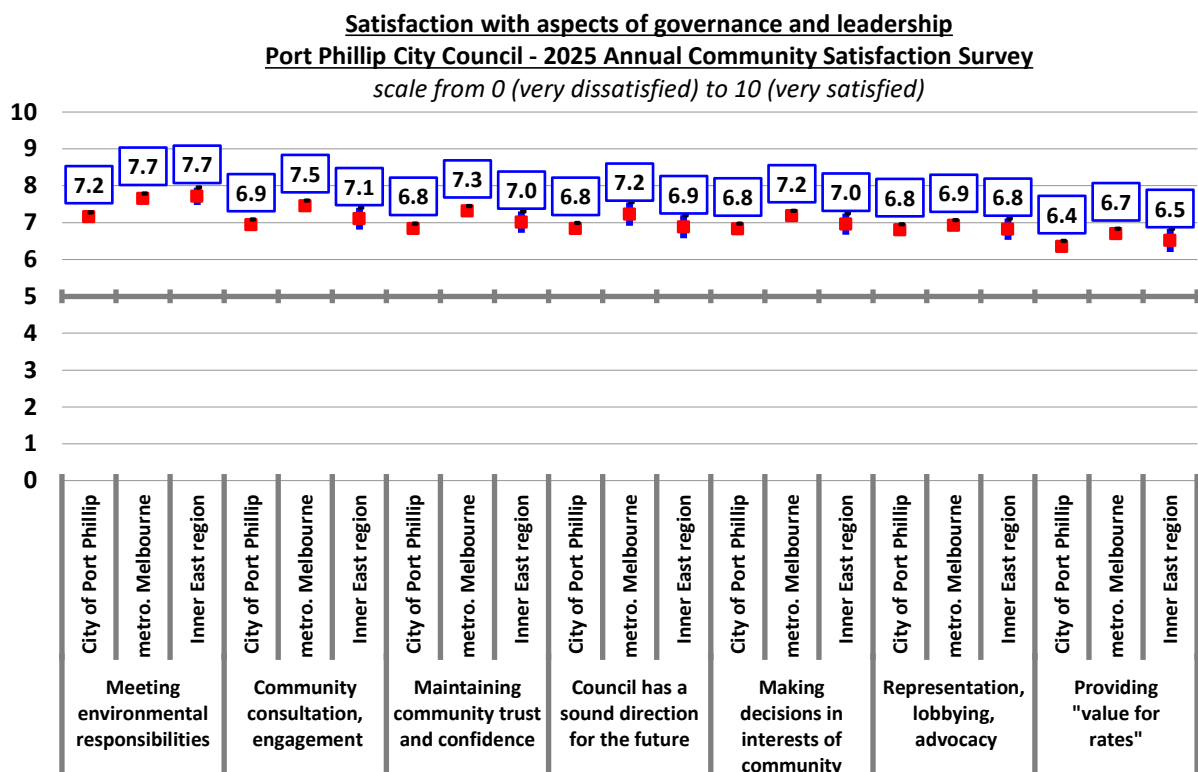
Satisfaction with all seven of these core measures of governance and leadership was lower in the City of Port Phillip than the metropolitan average.



This variation was statistically significant for five of the seven measures, with the largest gap recorded for Council’s community consultation and engagement (6% lower in Port Phillip), meeting its responsibilities towards the environment (5% lower), and maintaining community trust and confidence (5% lower).

The under-performance of Port Phillip City Council was smallest in relation to satisfaction with Council’s representation, lobbying, and advocacy performance, which was only marginally (1%) lower in the City of Port Phillip than the metropolitan average.

When compared, however, to inner eastern region councils’ average satisfaction with these seven aspects, satisfaction with Council’s performance meeting its responsibilities towards the environment was measurably (5%) lower than the inner eastern region council’s average.



A more detailed examination of satisfaction with each of the nine aspects of governance and leadership is included in the main report. This includes time series results for those aspects that were also included in the previous surveys, as well as a comparison of satisfaction by precinct and by respondent profile.

Whilst there was variation in these results between individual aspects, in general terms it was observed that:

- **Tended to be MORE satisfied than average** – respondents from St Kilda Road, St Kilda East / Balaclava, young adults (aged 18 to 34 years) and to a lesser extent adults (aged 35 to 44 years), and for some aspects respondents from English speaking households.
- **Tended to be LESS satisfied than average** – respondents from Port Melbourne et al, Albert / Middle Park, St Kilda / St Kilda West, and Elwood, older respondents (aged 45 years and over), and for some aspects respondents from multilingual households.



## Contact with Council

### Contact with Council in the past 12 months

Respondents were asked:

*“Have you contacted Port Phillip City Council in the past 12 months?”*

In 2025, a total of 330 of the 901 respondents (37%) who provided a response to this question reported that they had contacted Council in the last 12 months.

Metropolis Research notes that this was a larger proportion of respondents contacting Council in the last 12 months than has typically been observed elsewhere across metropolitan Melbourne in the post-pandemic period.

**Contacted Council in the past 12 months**  
**Port Phillip City Council - 2025 Annual Community Satisfaction Survey**  
(Number and percent of respondents providing a response)

Response	2025	
	Number	Percent
Yes	330	37%
No	566	63%
Not stated	5	
<b>Total</b>	<b>901</b>	<b>100%</b>

### Reasons for contacting Council

Respondents who had contacted Council were asked:

*“If yes, what was the reason for contacting Council?”*

The 330 respondents who contacted Council in the last 12 months were asked the reason why they contacted Council.

This question was included in order to provide some context around the satisfaction scores, as it is clear that the reason why respondents contact Council can often impact on their satisfaction with aspects of customer service.

This can be the result of dealing with a different part of Port Phillip City Council but also may be the result of differing outcomes that respondents might receive, depending on why they contacted Council.

The most common reasons why respondents contacted Council related to rubbish and waste issues including recycling (38%) and car parking (27%). Reflecting the broad range of Council responsibilities, a range of other reasons for contacting Council were also evident in the table.



**Reasons for contacting Council in the past 12 months**

**Port Phillip City Council - 2025 Annual Community Satisfaction Survey**

(Number and percent of respondents contacting Council providing a response)

Reason	2025	
	Number	Percent
Rubbish inc garbage, recycling and hard waste	85	28%
Car parking	82	27%
Provision and maintenance of street trees	26	8%
Animal / pest management	17	6%
Building, planning, housing and development issues	13	4%
Illegal dumping of rubbish / abandoned vehicles	10	3%
Traffic management	6	2%
Parks, gardens and open spaces	6	2%
Footpath maintenance and repairs	5	2%
Council rates / charges	5	2%
Cleanliness and maintenance of area	4	1%
Communication and consultation	3	1%
Drug and alcohol issues	3	1%
Nature-strip issues	3	1%
Street cleaning and maintenance	3	1%
Drains maintenance and repairs	2	1%
Graffiti / vandalism	2	1%
Green waste collection / compost bins / food waste	2	1%
Provision and maintenance of infrastructure	2	1%
Road maintenance and repairs (including roadworks)	2	1%
Services for the elderly and people with disability	2	1%
Upkeep and care of private property, gardens, homes	2	1%
Activity centre issues	1	0%
Bike / shared paths / cyclist issues	1	0%
Business related issues	1	0%
Community activities, arts and culture	1	0%
Community support	1	0%
Dog off-leash issues and amenities	1	0%
Electric vehicle infrastructure	1	0%
Employment and job creation	1	0%
Floodwall / flooding	1	0%
Issues with neighbours	1	0%
Library services	1	0%
Noise	1	0%
Pedestrian safety / crossings	1	0%
Sports, leisure, recreation facilities	1	0%
Registration	1	0%
Safety, policing, crime	1	0%
Street lighting	1	0%
Waste transfer / tip	1	0%
Other	4	1%
Reason not stated	23	
<b>Total</b>	<b>330</b>	<b>100%</b>





## Forms of contact

Respondents who had contacted Council were asked:

*“When you last contacted the Council, was it?”*

The 330 respondents who reported that they had contacted Council in the last 12 months were asked for the method by which they last contacted Council.

This question was included in order to provide more context around the satisfaction with aspects of customer service.

Metropolis Research has consistently found over many years that satisfaction with customer service can vary depending on the method by which respondents had contacted Council.

The most common methods by which respondents last contacted Council was by telephone during office hours (39%), by submitting a form via the website (23%), and by email (19%).

Metropolis Research notes the significant proportion of respondents who last contacted Council by email, and notes that in research elsewhere across metropolitan Melbourne, it has been observed that through and post-pandemic, the proportion of respondents contacting Council by email increased substantially.

This increase in contacts with Council via email and the website, appear to have come at the expense of fewer respondents visiting Council in person. This has created a challenge for local government in ensuring good quality customer service by methods other than face-to-face.

### Form of last contact with Council

#### Port Phillip City Council - 2025 Annual Community Satisfaction Survey

*(Number and percent of respondents who contacted Council providing a response)*

Response	2025	
	Number	Percent
Telephone <i>(during office hours)</i>	127	39%
Submitted form via the website	76	23%
Email	61	19%
Snap, Send, Solve	23	7%
Visit in person at Council office	22	7%
Telephone <i>(after hours service)</i>	13	4%
Mail	4	1%
Social media <i>(e.g. Facebook)</i>	0	0%
Directly with a Councilor	0	0%
Other	3	1%
Not stated	1	
<b>Total</b>	<b>330</b>	<b>100%</b>



## Preferred method of contacting Council

Respondents who had contacted Council were asked:

*“Was this your preferred method of contacting Council? If not, why do you say that?”*

The overwhelming majority (93%) of the 256 respondents who provided a response to this question reported that they method by which they last contacted Council was preferred.

**Preferred method of contacting Council**  
**Port Phillip City Council - 2025 Annual Community Satisfaction Survey**  
 (Number and percent of respondents who contacted Council providing a response)

Response	2025	
	Number	Percent
Yes	309	97%
No	11	3%
Not stated	10	
<b>Total</b>	<b>330</b>	<b>100%</b>

The following table outlines the reasons why the 11 other respondents did not use their preferred method when they last contacted Council.

**Reasons for not using preferred method of contacting Council**  
**Port Phillip City Council - 2025 Annual Community Satisfaction Survey**  
 (Number and percent of respondents contacting Council providing a response)

Reason	2025	
	Number	Percent
Telephone	3	27%
Email	2	18%
Online preferred, I didn't get a confirmation	1	9%
Talking / visit	1	9%
There was no form so I had to ring them up	1	9%
We have to speak to Councillors	1	9%
We prefer personal contact by phone or face to face	1	9%
Would have like to speak to someone	1	9%
Reason not stated	0	
<b>Total</b>	<b>11</b>	<b>100%</b>

## Satisfaction with Council's customer service

Respondents who had contacted Council were asked:

*“On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of how you were served when you last interacted with Council? If any aspect rated 6 or less, what could have been improved upon?”*

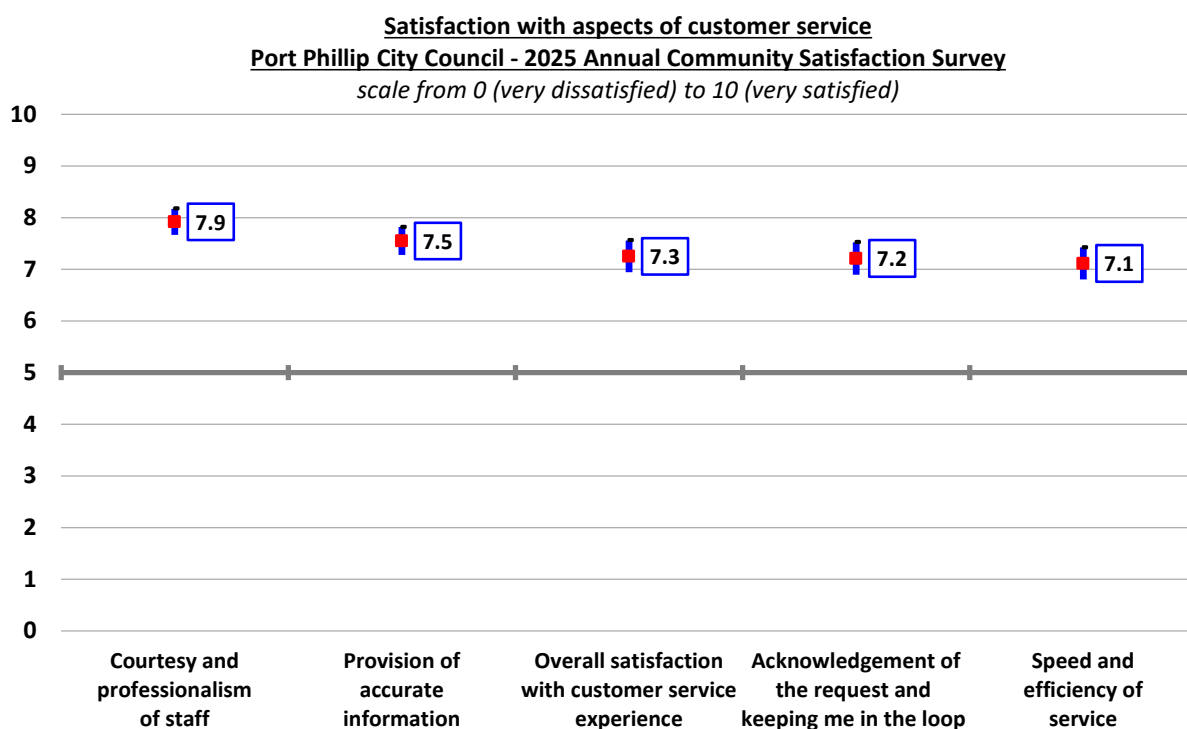
The 330 respondents who reported that they had contacted Council in the last 12 months were asked to rate their satisfaction with five aspects of customer service, including the ‘overall satisfaction with the customer service experience’.

The average satisfaction with these five aspects of customer service was 7.5 out of 10, or a “very good” level of satisfaction.

It is noted that the overall satisfaction with the customer service experience was marginally (2%) lower than the average satisfaction with all five aspects, reflecting the fact that satisfaction with staff courtesy and professionalism was measurably (6%) higher than the overall satisfaction with the customer service experience. This reflects the fact that satisfaction with the customer service experience is often heavily influenced by satisfaction with the speed and efficiency of service.

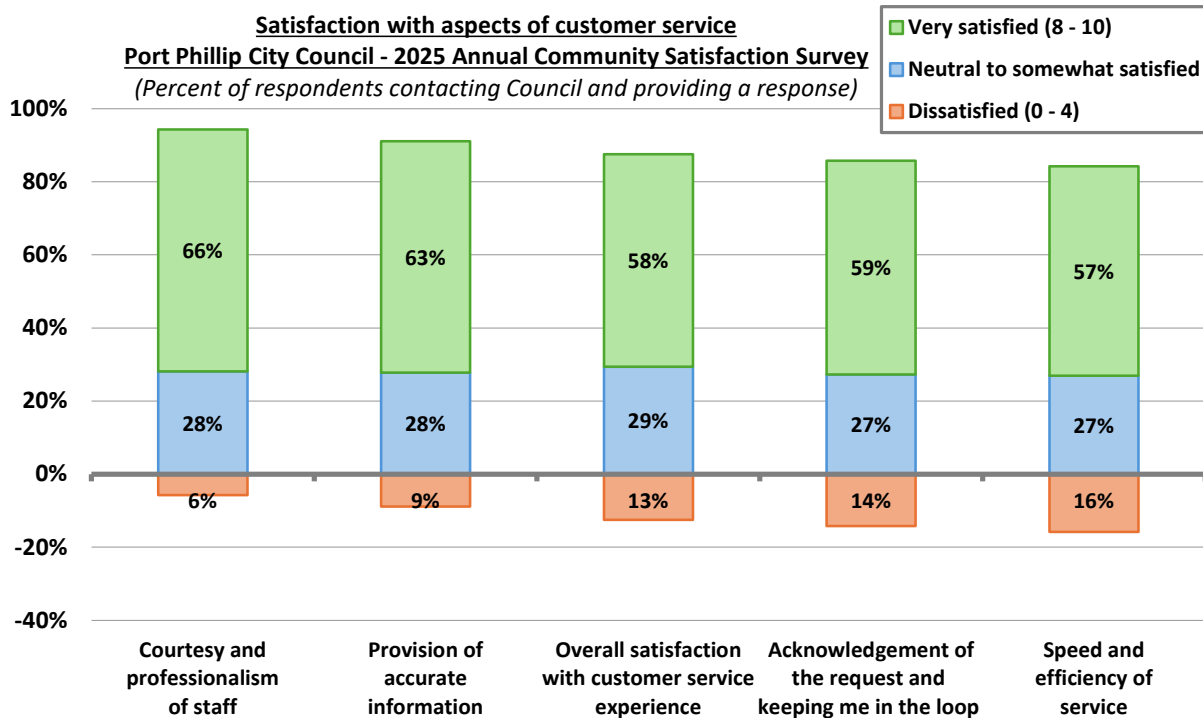
Satisfaction with these five aspects of customer service was best categorised as follows:

- **Excellent** – for the courtesy and professionalism of staff.
- **Very Good** – for the provision of accurate information.
- **Good** – for the overall satisfaction with the customer service experience, acknowledge of the request and keeping the respondent in the loop, and the speed and efficiency of service.



The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five out of 10).

It is noted that more than half of the respondents who provided a score were “very satisfied” with all five aspects, with two-thirds (66%) “very satisfied” with the courtesy and professionalism of staff.



Four of the five aspects of customer service (excluding acknowledge of the request and keeping the respondent in the loop) were also included in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same door-to-door, in-person survey methodology.

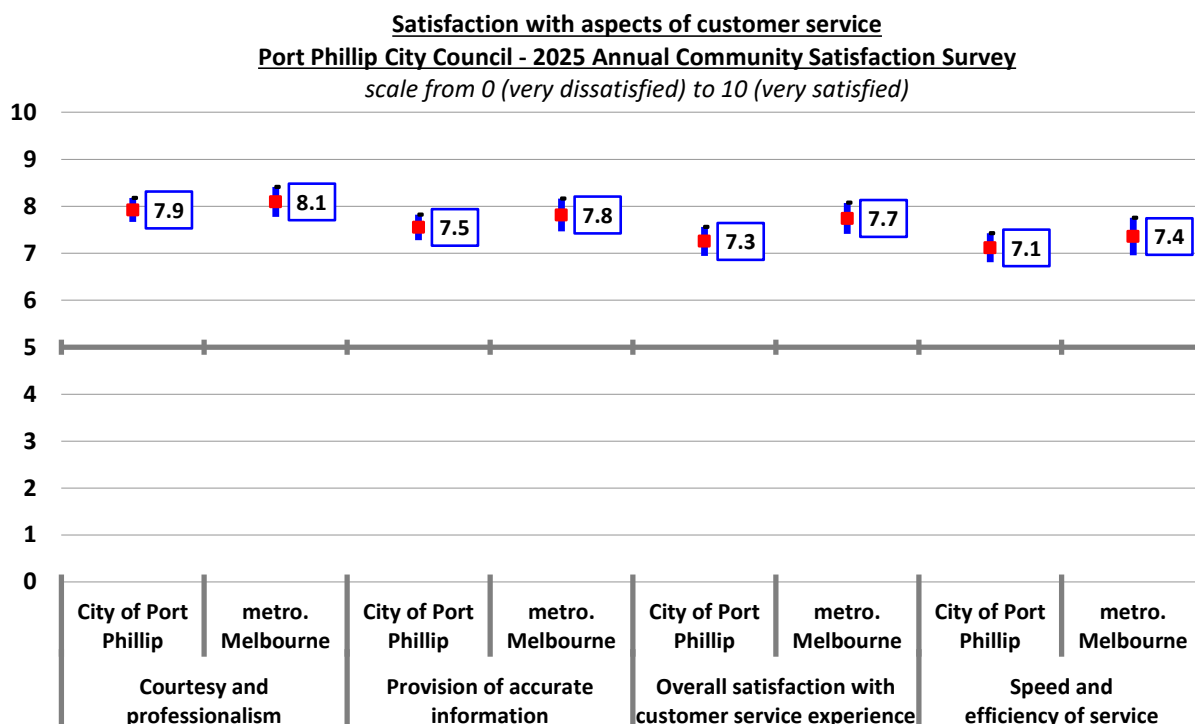
Satisfaction with all four of these aspects was marginally to somewhat lower in the City of Port Phillip than the metropolitan average, with the average satisfaction for these four aspects marginally (4%) lower in the City of Port Phillip.

The variation was largest in relation to the overall satisfaction with the customer service experience which was somewhat (4%) lower in the City of Port Phillip, although still at a “very good” level, the same as that recorded for the metropolitan average.

These results clearly suggest that the Port Phillip community was marginally to somewhat less satisfied with customer service than the average across metropolitan Melbourne.

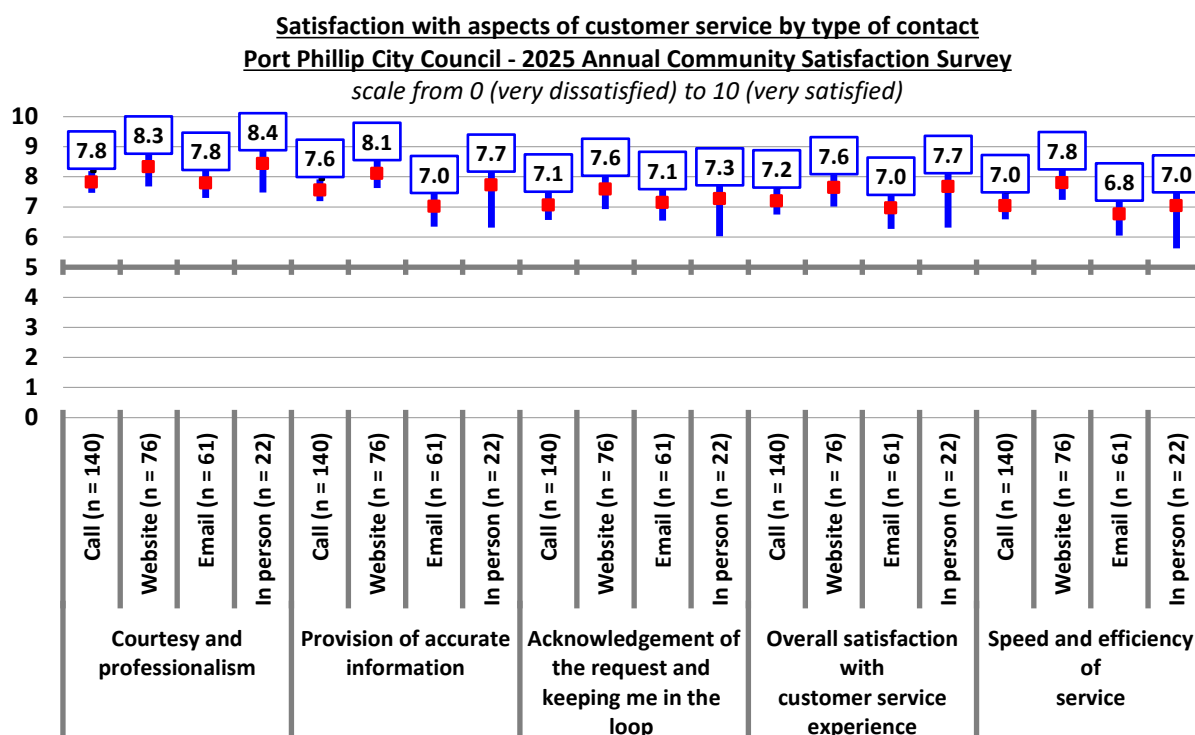
Having said that, it is noted that satisfaction the courtesy and professionalism of staff was categorised as “excellent” in the City of Port Phillip, although it was marginally (2%) lower than the metropolitan average.





The following graph provides a comparison of satisfaction with the five aspects of customer service by the method of contacting Council. Caution should be exercised in the interpretation of these results given the small sample size for some of these methods.

It is noted that the respondents who visited Council via the website tended to report higher satisfaction than other respondents, potentially reflecting a simpler nature of these interactions. by contrast, the 61 respondents who emailed Council tended to be less satisfied.



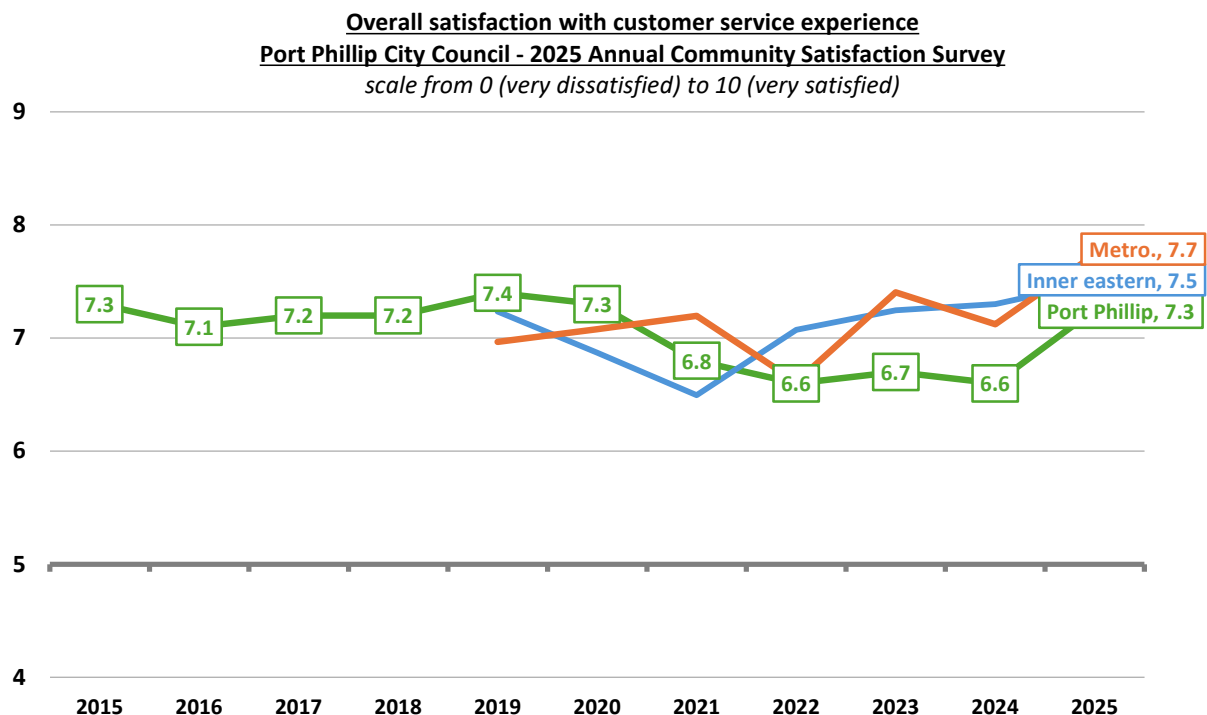


## Overall satisfaction with customer service experience

Overall satisfaction with the customer service experience was 7.3 for Port Phillip City Council in 2025, notably (4%) below the metropolitan average of 7.7 out of 10, but only marginally (2%) lower than the inner eastern region councils' average of 7.3.

All three of these comparison results were categorised as “very good”.

This 2025 result was somewhat (3%) above the long-term average overall satisfaction with the customer service experience recorded since the survey program commenced in 2015.

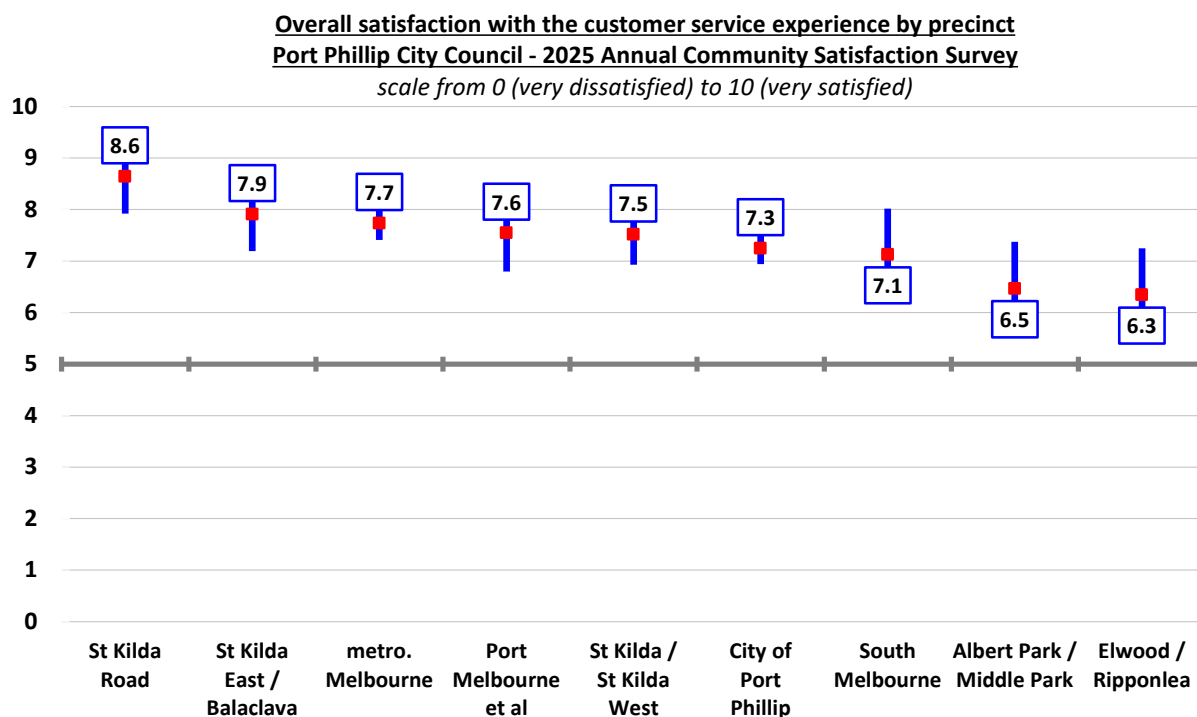


Whilst noting the relatively small sample size at the precinct level (approximately 46 respondents), there was measurable variation in overall satisfaction with the customer service experience observed across the municipality.

Respondents from St Kilda Road were measurably (13%) and respondents from St Kilda East / Balaclava were notably (6%) more satisfied than average and at “excellent” levels of satisfaction.

By contrast, respondents from Albert / Middle Park (8%) and Elwood / Ripponlea (10%) were notably less satisfied than average, and at “good” and “solid” levels respectively.





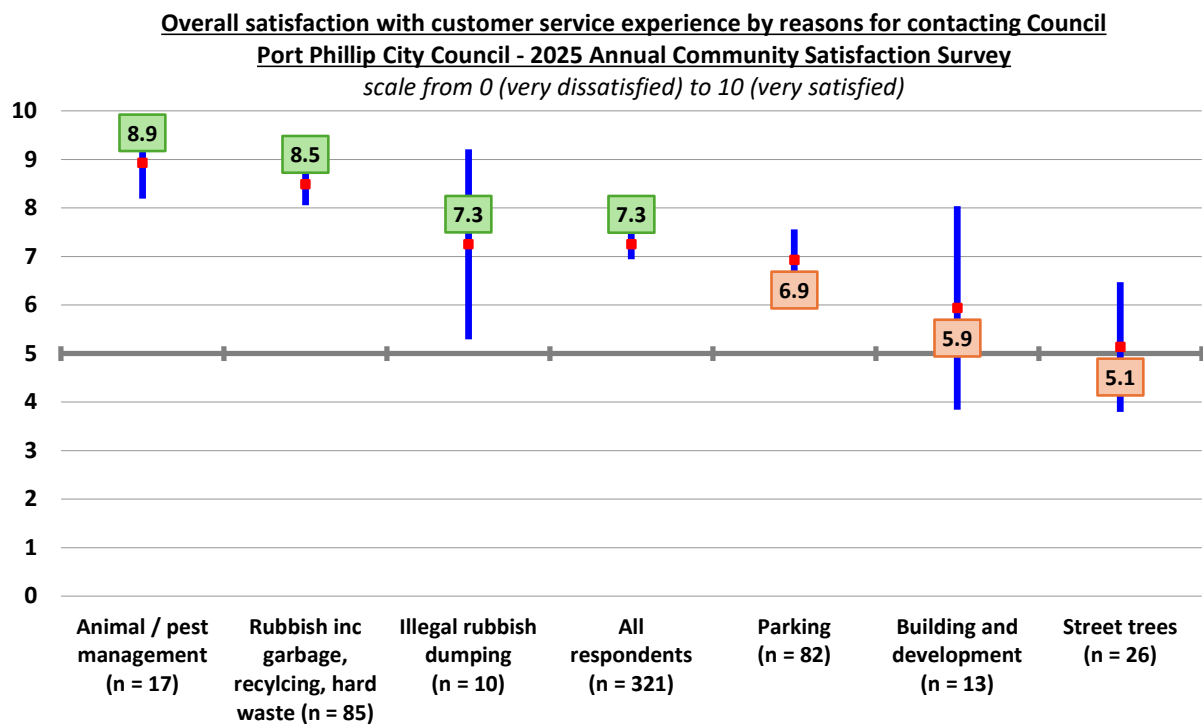
Whilst there was no measurable variation in overall satisfaction with the customer service experience observed by respondent profile, young adults and adults (aged 18 to 44 years) were somewhat (5% and 6% respectively) more satisfied than average and at “excellent” levels.

Respondents from English speaking households were somewhat (5%) more satisfied than respondents from multilingual households.



The following graph provides a comparison of overall satisfaction with the customer service experience by the reason for contacting Council.

Whilst the sample size was very small for these results, attention is drawn to the 14% lower satisfaction score recorded by the 13 respondents who contacted Council in relation to planning and building permits, and the 22% lower satisfaction for the 26 respondents who contacted Council in relation to street trees.



## Improvements to aspects of customer service

There were a total of 91 comments received from respondents as to improvements to aspect of customer service.

These have been broadly categorised, with the most common issues focused on the following:

- The perception that the underlying *issue was not addressed / unresolved / not dealt with* (29 comments)
- Concerns about a perceived *lack of feedback / lack of updates / no follow-up* (11 comments)
- Better *clarity* of communication and information (6 comments)
- *Timeliness of responses* (6 comments)
- Perceived *slow or inefficient process* (6 comments)



## Planning and housing development

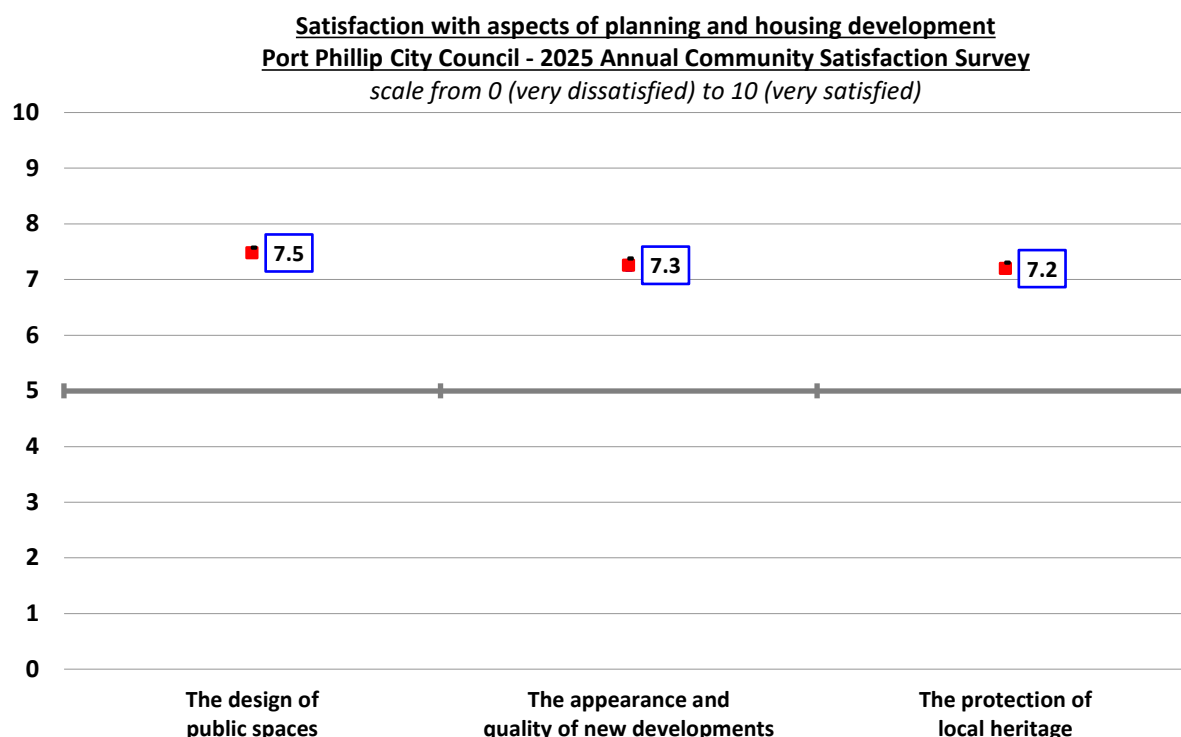
### ***Satisfaction with the appearance and quality of new developments***

Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of the planning and development in your local area?”*

The following graphs outline satisfaction with three planning and development outcomes in the City of Port Phillip.

The average satisfaction with the design of public spaces and the appearance and quality of new developments were both categorised as “very good”, whilst satisfaction with the protection of local heritage (7.2) was categorised as “good”.

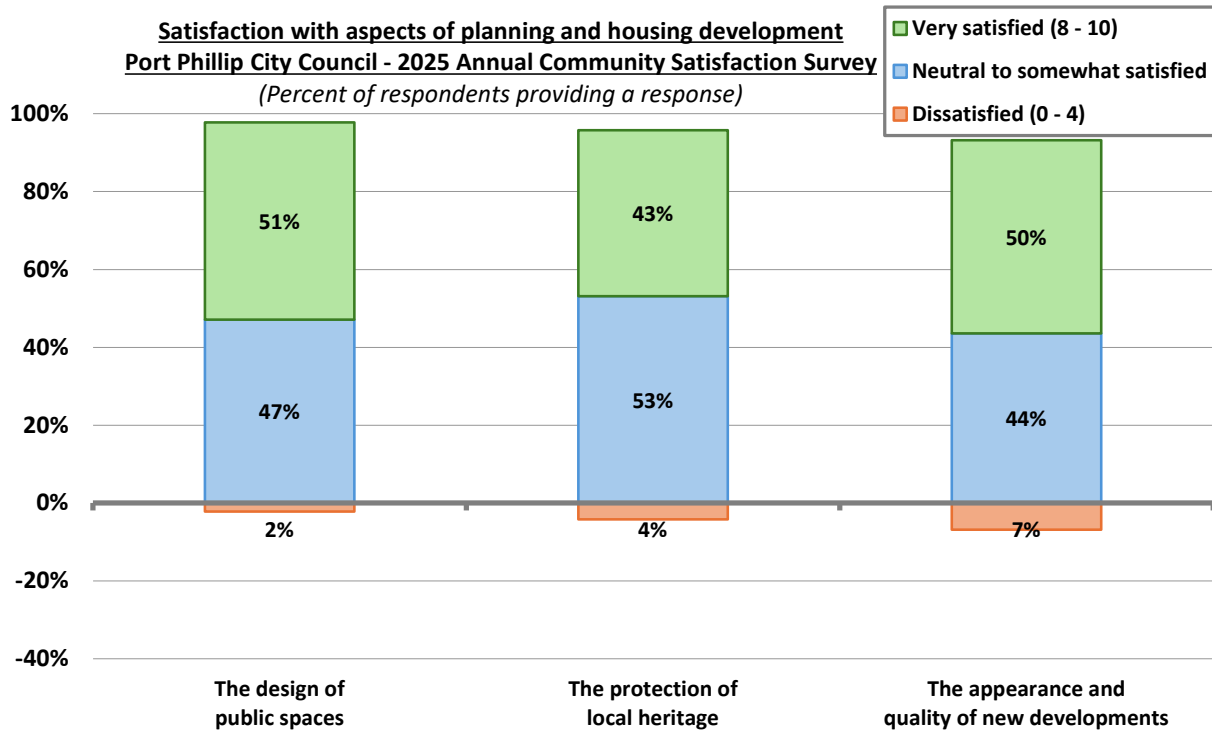


The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five out of 10).

It is noted that half of the respondents who provided a score were “very satisfied” with the design of public spaces and the appearance and quality of new developments.

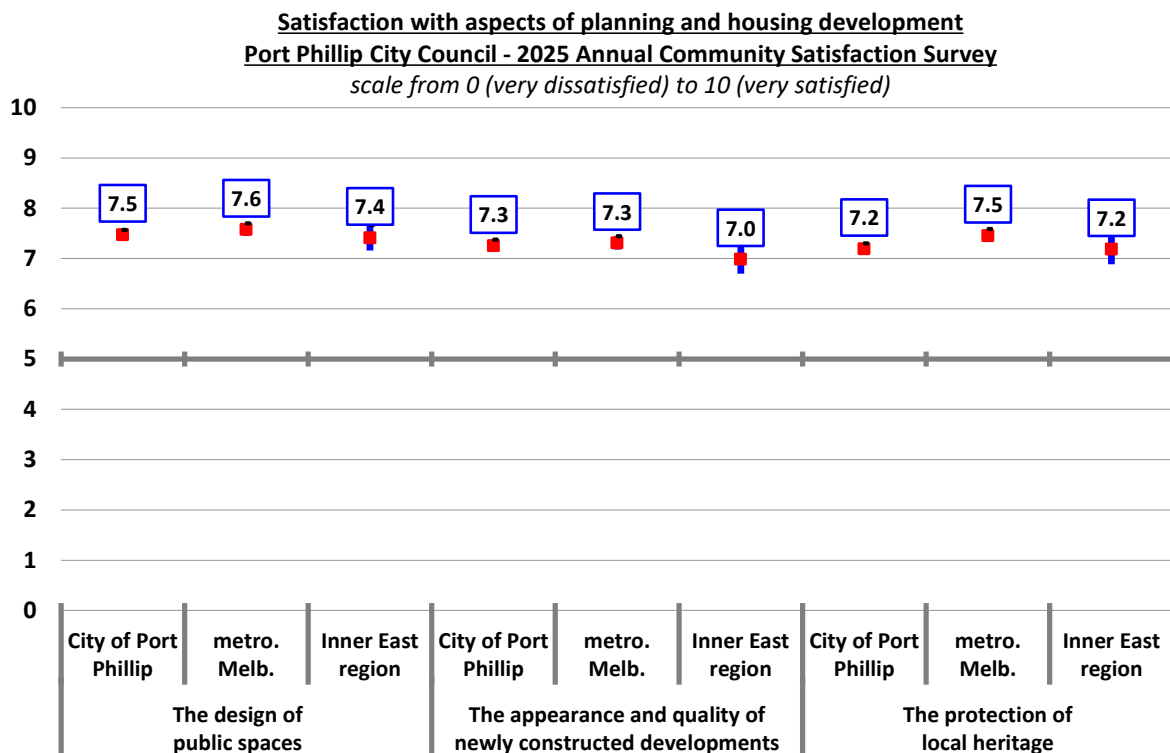
It is noted, however, that seven percent of respondents were “dissatisfied” with the appearance and quality of new developments.





The following graph provides a comparison of satisfaction with these three outcomes against the metropolitan and inner eastern region councils' averages, as recorded in the 2025 *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same door-to-door, in-person methodology.

Whilst satisfaction with the design of public spaces and the appearance and quality of newly constructed developments was similar to the metropolitan average, attention is drawn to the measurably (3%) lower satisfaction with the protection of local heritage in Port Phillip.



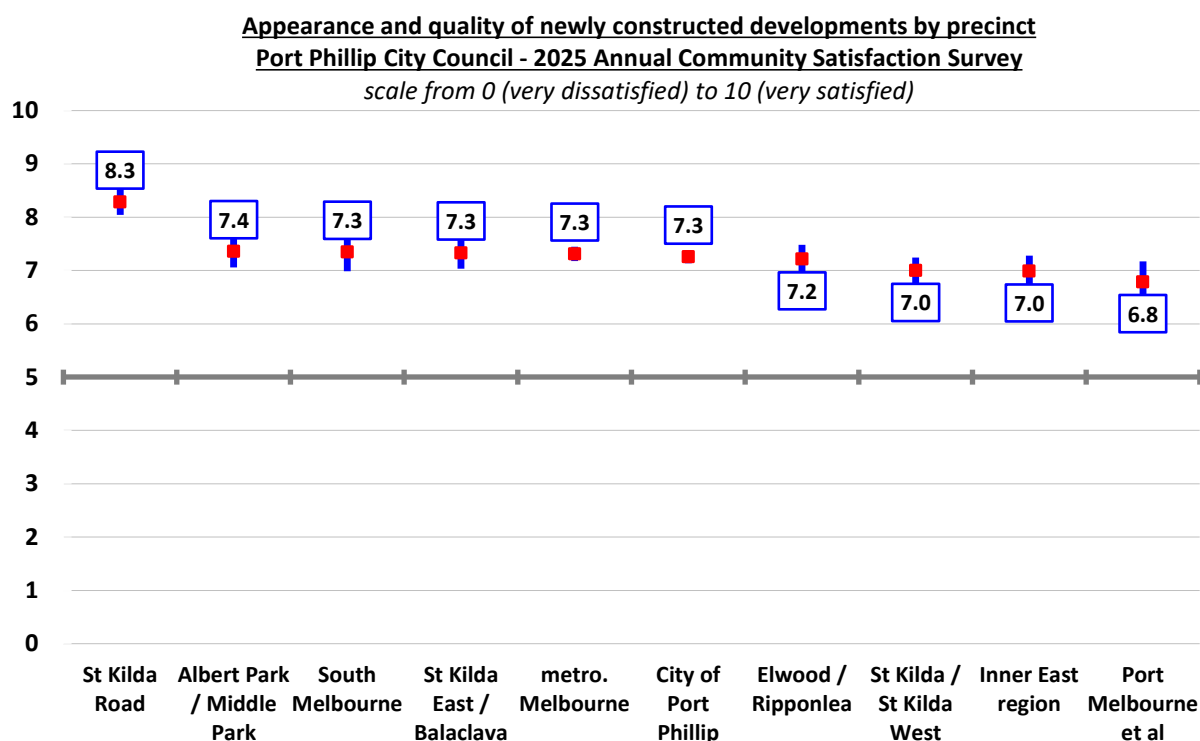
## The appearance and quality of newly constructed developments

Satisfaction with the appearance and quality of newly constructed developments was 7.3 out of 10 in the City of Port Phillip this year, which was a “very good” level of satisfaction.

This result was identical to the metropolitan average, as recorded in Governing Melbourne.

There was measurable variation in satisfaction observed across the municipality, with respondents from St Kilda Road measurably and significantly (10%) more satisfied than average, and at an “excellent” level.

By contrast, respondents from Port Melbourne et al were notably (5%) less satisfied than average and at a “good” rather than a “very good” level.



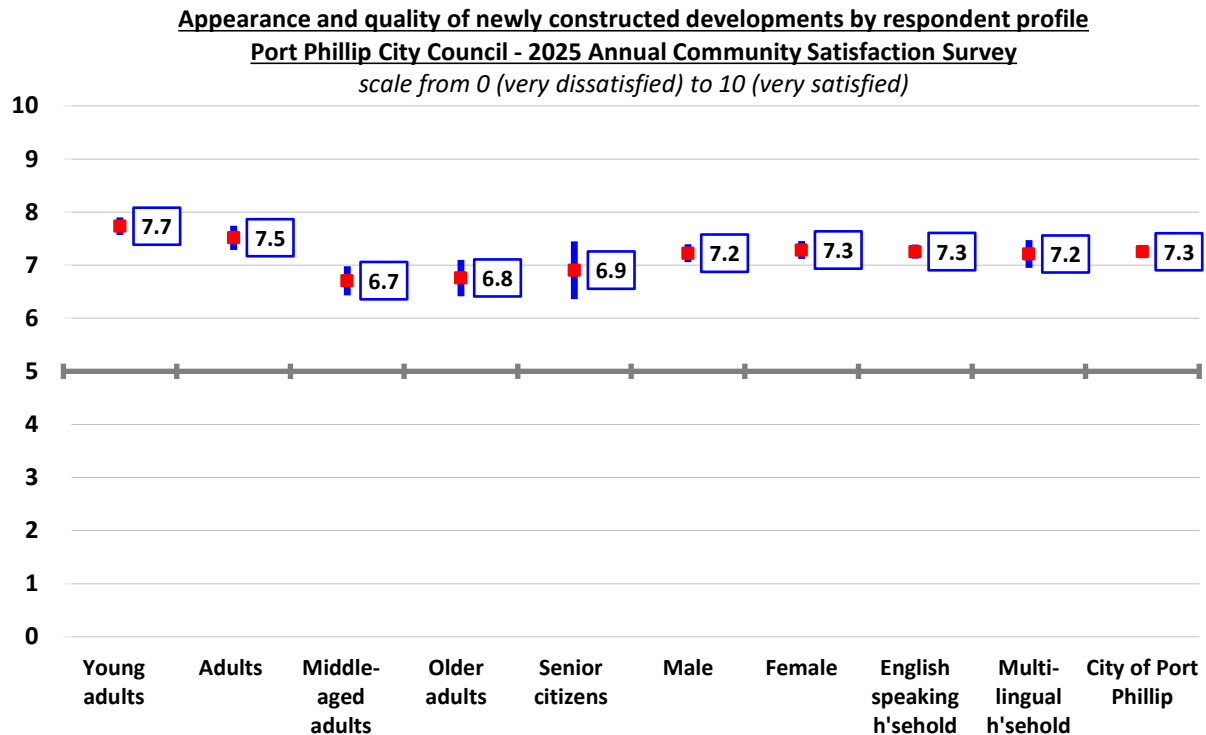
There was also measurable variation in this result observed by respondent profile.

Young adults (aged 18 to 34 years) were measurably (4%) and adults (aged 35 to 44 years) were somewhat (2%) more satisfied than average. By contrast, middle-aged adults (aged 45 to 59 years) were measurably (6%) and older adults (aged 60 to 74 years) and senior citizens (aged 75 years and over) were notably (5% and 4% respectively) less satisfied than average, and at “good” rather than “very good” levels.

These results clearly reflect an impact on satisfaction with the appearance and quality of newly constructed developments by age, with older respondents less satisfied with new developments than younger respondents. This result has been observed by Metropolis Research elsewhere and reflects generation changes in attitude to new development.







There was also measurable and significant variation in satisfaction with the appearance and quality of newly constructed developments observed by housing situation and period of residence in the City of Port Phillip. Respondents in rental households were measurably (3%) more satisfied than average, whilst mortgagor household respondents were notably (4%) less.

New residents (less than one year in the municipality) were measurably (7%) more satisfied than average, whilst long-term residents (10 years or more in the municipality) were measurably less satisfied.



## Reasons for dissatisfaction with new developments

There were 92 comments received from respondents who were not satisfied with the appearance and quality of newly constructed developments.

These comments have been broadly categorised, as outlined in the following table, with the most common issues raised by respondents as follows:

• Heritage protection / neighbourhood character	22 comments
• The appearance of developments	14 comments
• Perceived overdevelopment / high density	8 comments
• The quality of developments	7 comments
• Impact on parks, gardens, open spaces, and trees	5 comments

## Planning for population growth

Respondents were read the following preamble:

*The State Government has planned for the population of the City of Port Phillip to increase by approximately 63,800 more people by 2041, reaching approximately 176,800. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.*

Respondents were then asked:

*“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with planning for population growth. If satisfaction less than 5, what concerns you most about population growth?”*

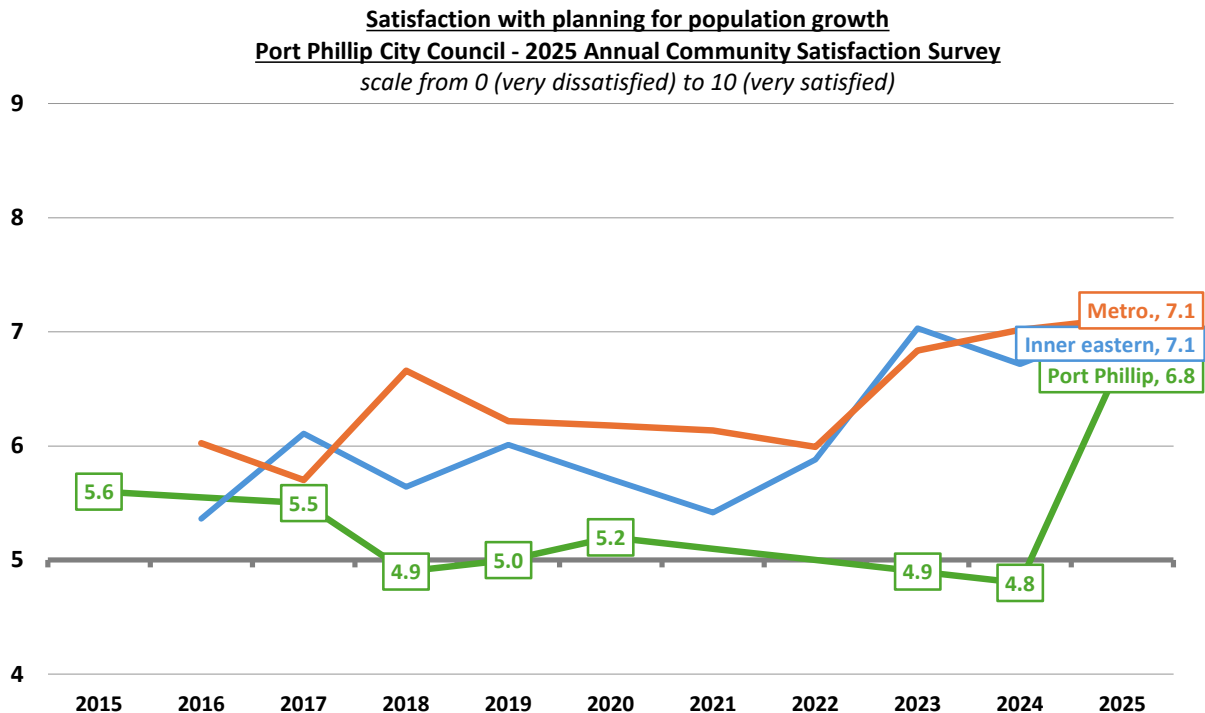
The preamble provided details as to the projected population growth for the City of Port Phillip and reinforced that planning for population growth was a shared responsibility between local and state government.

Satisfaction with planning for population growth increased measurably and significantly this year, up 20% from the “extremely poor” 4.8 recorded last year, to a “good” 6.8 out of 10 this year.

It is important to bear in mind that these historical results were sourced from a different service provider, using a different methodology (telephone rather than door-to-door), and using a different survey form, and a different underlying rating scale (5 point rather than 11 point).

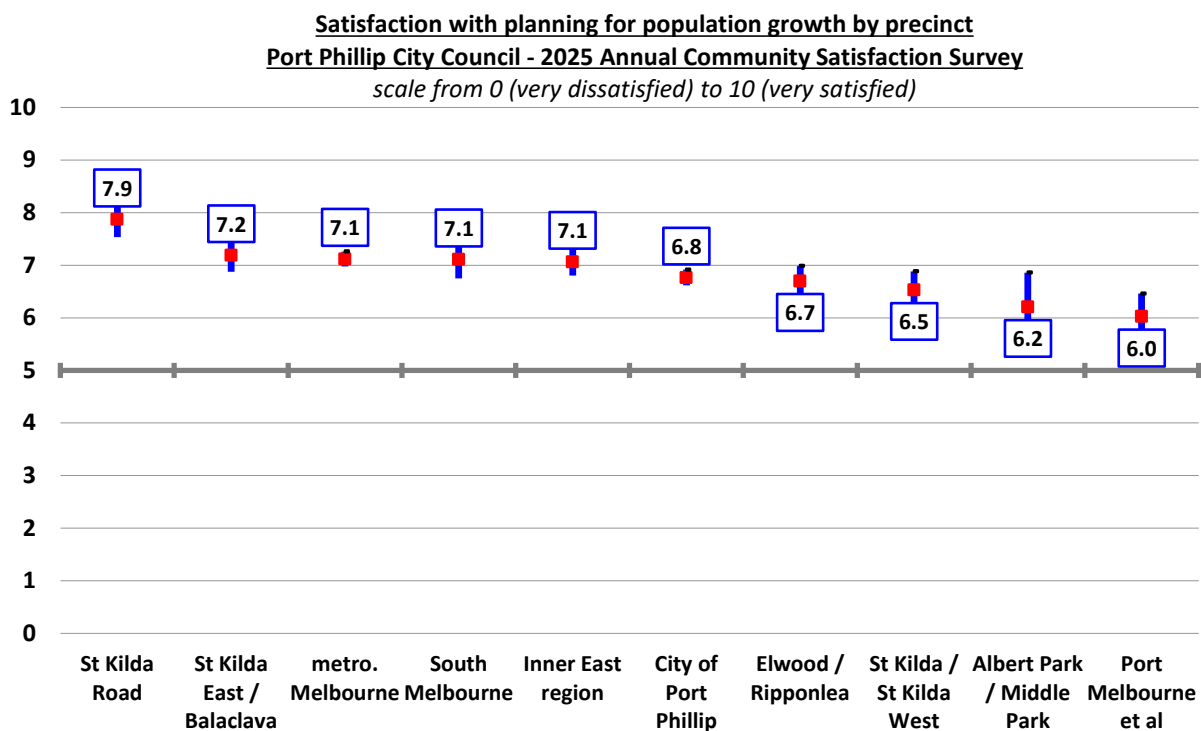
Satisfaction with planning for population growth was measurably (3%) lower in the City of Port Phillip than the metropolitan and inner eastern region councils’ average (7.1).





There was measurable variation in planning for population growth by all levels of government observed across the municipality. Respondents from St Kilda Road (11%) and St Kilda East / Balaclava (4%) were measurably more satisfied than average, with St Kilda Road respondents rating satisfaction at an “excellent” level.

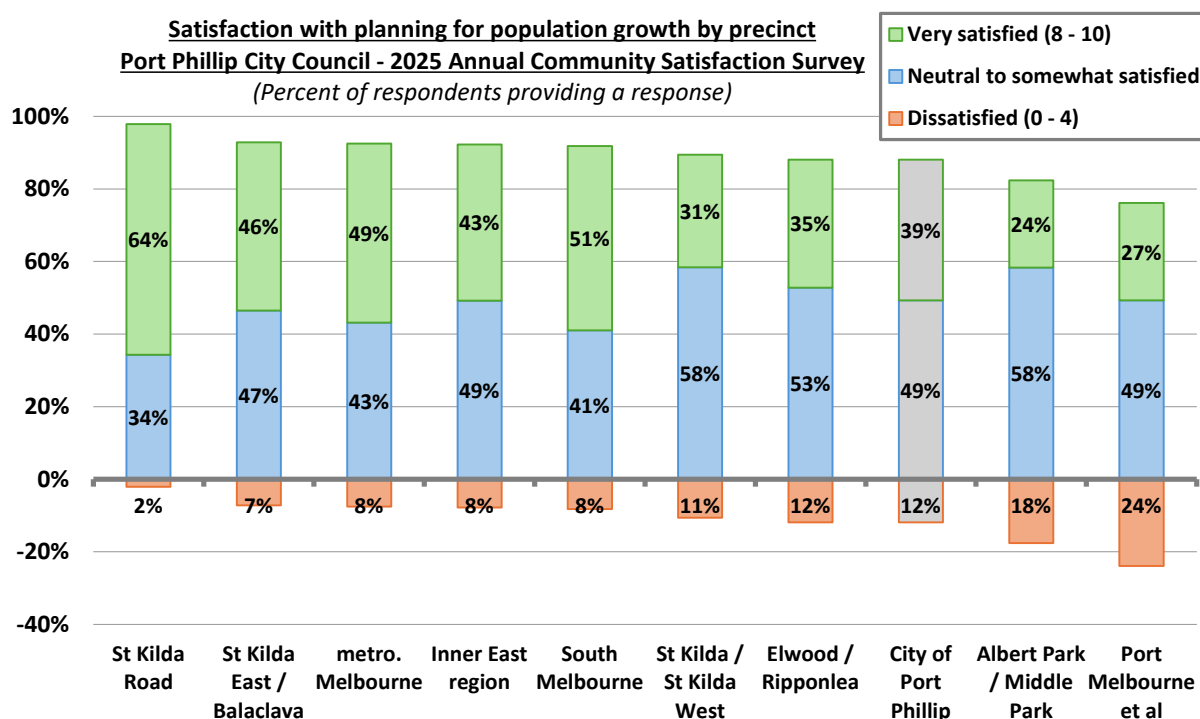
By contrast, respondents from Albert / Middle Park were notably (6%) and respondents from Port Melbourne et al were measurably (8%) less satisfied than average, and at “good” rather than “very good” levels.



The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five out of 10).

It is noted that more than half or more of the respondents from St Kilda Road (64%) and South Melbourne (51%) were “very satisfied” with planning for population growth by all levels of government.

By contrast, attention is drawn to the 18% of respondents from Albert / Middle Park and the 24% of respondents from Port Melbourne et al who were “dissatisfied” with planning for population growth by all levels of government.



There was also measurable variation in this result observed by respondent profile.

Young adults (aged 18 to 34 years) were measurably (5%) more satisfied than average.

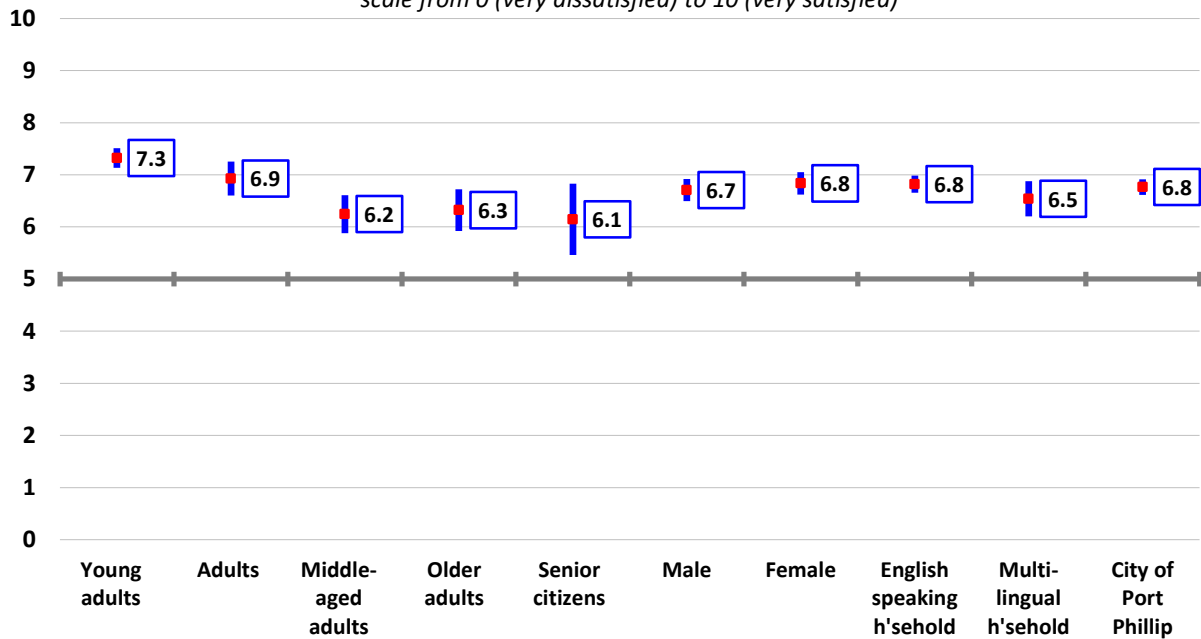
By contrast, middle-aged adults (aged 45 to 59 years) were measurably (6%) and older adults (aged 60 to 74 years) and senior citizens (aged 75 years and over) were notably (5% and 7% respectively) less satisfied than average, and all at “solid” rather than “good” levels.

These results clearly reflect an impact on satisfaction with planning for population growth by all levels of government by age, with older respondents less satisfied than younger respondents.

This result has not been consistently observed by Metropolis Research across metropolitan Melbourne, as the reasons for dissatisfaction with planning for population growth varies significantly in different areas of metropolitan Melbourne. This is discussed in more detail in the [reasons for dissatisfaction](#) section following.



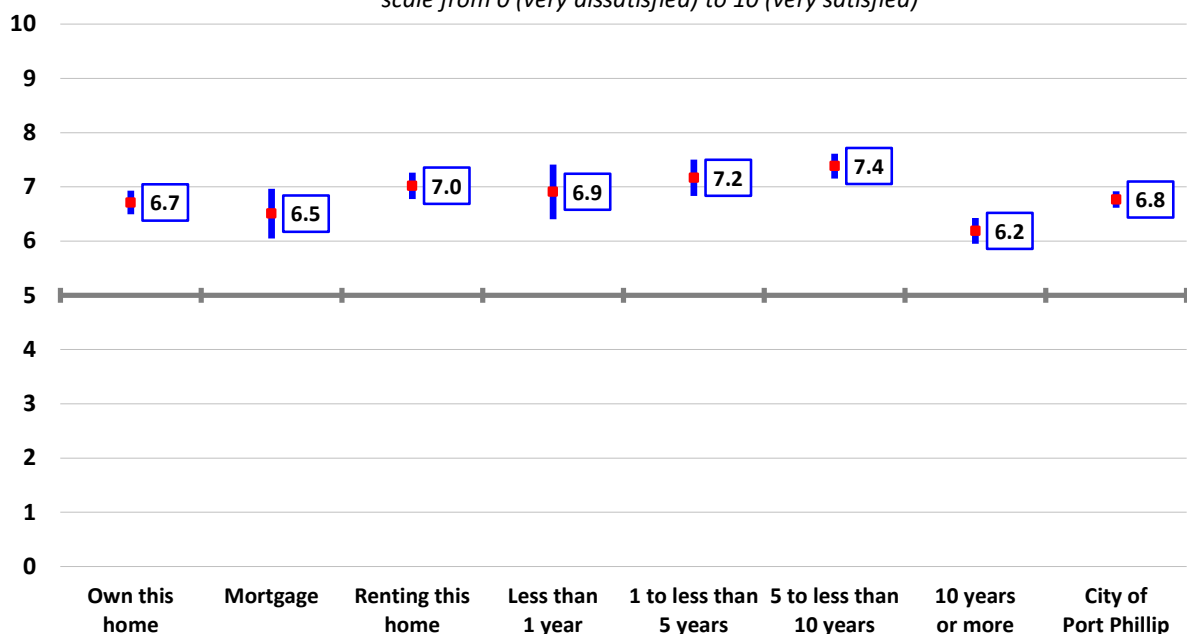
**Satisfaction with planning for population growth by respondent profile**  
**Port Phillip City Council - 2025 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was no measurable variation in satisfaction with planning for population growth by all levels of government observed by housing situation, although it is noted that rental household respondents were notably more satisfied than homeowners and mortgagor households.

There was, however, measurable variation observed by period of residence, with medium-term residents (one to less than 10 years in the municipality) notably to measurably (4% and 6% respectively) more satisfied than average, and long-term residents (10 years or more in the municipality), measurably (6%) less satisfied than average, and at a “solid” level.

**Satisfaction with planning for population growth by housing profile**  
**Port Phillip City Council - 2025 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



## Reason for dissatisfaction with planning for population growth

There were 100 comments received from respondents who were not satisfied with planning for population growth, which have been broadly categorised.

The most common issues raised by respondents were as follows, with comments around planning and development, the most commonly raised.

These included a range of planning policy related issues, including neighbourhood character, along with the size and density of new developments.

The key issues of concern related to the following:

- Planning and housing development 27 comments
- Infrastructure 18 comments
- Parking, roads, and traffic 14 comments
- Population 10 comments

Metropolis Research notes that these results are generally consistent with results observed in other middle-ring municipalities.

In general terms, concerns in growth areas tend to be more focused on the impact of population growth on transport and other infrastructure, along with access to services.

By contrast, middle-ring municipalities tend to be more concerned about the impact of population growth on the local neighbourhood character.





## Importance of and satisfaction with Council services and facilities

Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and then your personal level of satisfaction with each of the following Council provided services and facilities.”*

Respondents were asked to rate the importance to the community of 41 Council provided services and facilities. They were specifically not asked to rate the importance to themselves or their family, rather to focus on the importance of these services and facilities to the community as a whole.

They were then asked their personal level of satisfaction with each of 24 services and facilities that all in the community will have used or reasonably be expected to be able to rate satisfaction.

They were then asked their personal level of satisfaction with each of 17 other services and facilities that they or members of their household had used in the last 12 months.

### ***Importance of Council services and facilities***

The average importance of the 41 included services and facilities was 8.9 out of 10.

Of these 41 services and facilities, 36 were included in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same door-to-door methodology.

The average importance of services and facilities was somewhat lower in the City of Port Phillip than the metropolitan average (8.9 compared to 9.1).

The importance for each of the included services and facilities ranged from a “very important” 7.8 for *Diversity* to an “extremely high” 9.3 for the regular garbage collection, indicating that respondents continued to consider each service to be very important.

Of the 36 services and facilities included in both the City of Port Phillip survey and *Governing Melbourne*, two were more important in the City of Port Phillip, four reported identical importance, and 30 were less important, with attention drawn to the following:

- ***Notably less important in the City of Port Phillip than metro. average*** – included Council’s newsletter *Diversity* (8% less important in Port Phillip), parking enforcement (6% less), animal management (5% less), enforcement of local laws (4% less), street sweeping (4% less), maintenance and cleaning of strip shopping areas (4% less), and the maintenance and repair of major arterial roads and highways managed by VicRoads (4% less).



**Importance of selected Council services and facilities**  
**Port Phillip City Council - 2025 Annual Community Satisfaction Survey**  
*(Number and index score scale 0 - 10)*

	Service/facility	Number	Lower	2025 Mean	Upper	2025 Metro.*
<b>Higher than average</b>	Regular weekly garbage collection	883	9.3	<b>9.3</b>	9.4	9.5
	Services for people with disability	851	9.2	<b>9.3</b>	9.3	9.1
	Support services for the elderly / seniors	848	9.1	<b>9.2</b>	9.3	9.2
	Services for children from birth to 5 years of age	839	9.1	<b>9.2</b>	9.2	9.1
	Regular weekly recycling	881	9.1	<b>9.2</b>	9.2	9.5
	Weekly food and green waste collection	871	9.1	<b>9.2</b>	9.2	9.2
	Support services for people experiencing disadvantage	843	9.0	<b>9.1</b>	9.2	n.a.
	Services for youth	842	9.0	<b>9.1</b>	9.2	9.1
	Provision and maintenance of parks and gardens	882	9.0	<b>9.1</b>	9.1	9.3
	Street lighting	887	9.0	<b>9.1</b>	9.1	9.3
	Bookable hard rubbish service	874	9.0	<b>9.0</b>	9.1	9.2
<b>Average importance</b>	Public toilets	870	8.9	<b>9.0</b>	9.1	9.1
	Maintenance and repair of sealed local roads	886	8.9	<b>9.0</b>	9.1	9.3
	Litter collection in public areas	889	8.9	<b>9.0</b>	9.1	9.2
	Footpath maintenance and repairs	888	8.9	<b>9.0</b>	9.0	9.2
	Maintenance and repair of major arterial roads	887	8.9	<b>9.0</b>	9.0	9.3
	Provision and maintenance of playgrounds	861	8.9	<b>8.9</b>	9.0	9.0
	Council's emergency preparedness and response	827	8.9	<b>8.9</b>	9.0	9.0
	Local traffic management	884	8.9	<b>8.9</b>	9.0	9.2
	Local library services	865	8.8	<b>8.9</b>	9.0	9.1
	Management of illegally dumped rubbish	885	8.9	<b>8.9</b>	9.0	9.2
	Maintenance and appearance of public areas	884	8.8	<b>8.9</b>	9.0	9.2
	Town Planning policies	846	8.8	<b>8.9</b>	9.0	8.9
	Provision and maintenance of street trees	884	8.8	<b>8.9</b>	8.9	9.2
	Waste Recovery Centre (the Tip)	827	8.7	<b>8.8</b>	8.9	8.8
	Provision of parking facilities / spaces	880	8.7	<b>8.8</b>	8.9	n.a.
	Maintenance / cleaning of strip shopping areas	886	8.7	<b>8.8</b>	8.9	9.1
	Sports ovals / other outdoor sporting facilities	862	8.7	<b>8.8</b>	8.9	9.0
	Street sweeping	885	8.7	<b>8.8</b>	8.8	9.2
	Enforcement of local laws	859	8.7	<b>8.8</b>	8.8	9.1
	Bike and shared paths	858	8.6	<b>8.7</b>	8.8	8.9
<b>Lower than average</b>	Planning and / or building permits	813	8.6	<b>8.7</b>	8.8	8.8
	Council's website	868	8.6	<b>8.7</b>	8.8	9.0
	Animal management	850	8.5	<b>8.6</b>	8.7	9.2
	Provision of arts and cultural venues, spaces, facilities	848	8.5	<b>8.6</b>	8.7	n.a.
	Roadside slashing and weed control	880	8.5	<b>8.6</b>	8.7	n.a.
	Council's activities promoting local eco. development	831	8.5	<b>8.6</b>	8.7	8.9
	Provision of arts and cultural events, programs, activities	850	8.5	<b>8.6</b>	8.6	8.7
	Management of graffiti	882	8.4	<b>8.5</b>	8.6	n.a.
	Parking enforcement	879	8.3	<b>8.4</b>	8.5	9.0
	Council's e-newsletter "Diversity"	779	7.7	<b>7.8</b>	8.0	8.6
<b>Average importance of Council services</b>			<b>8.8</b>	<b>8.9</b>	<b>8.9</b>	<b>9.1</b>

(\*) 2025 metropolitan Melbourne average from Governing Melbourne



## Satisfaction with Council services and facilities

The average satisfaction with the 41 included services and facilities was 7.6 out of 10 this year, or a “very good” level of satisfaction.

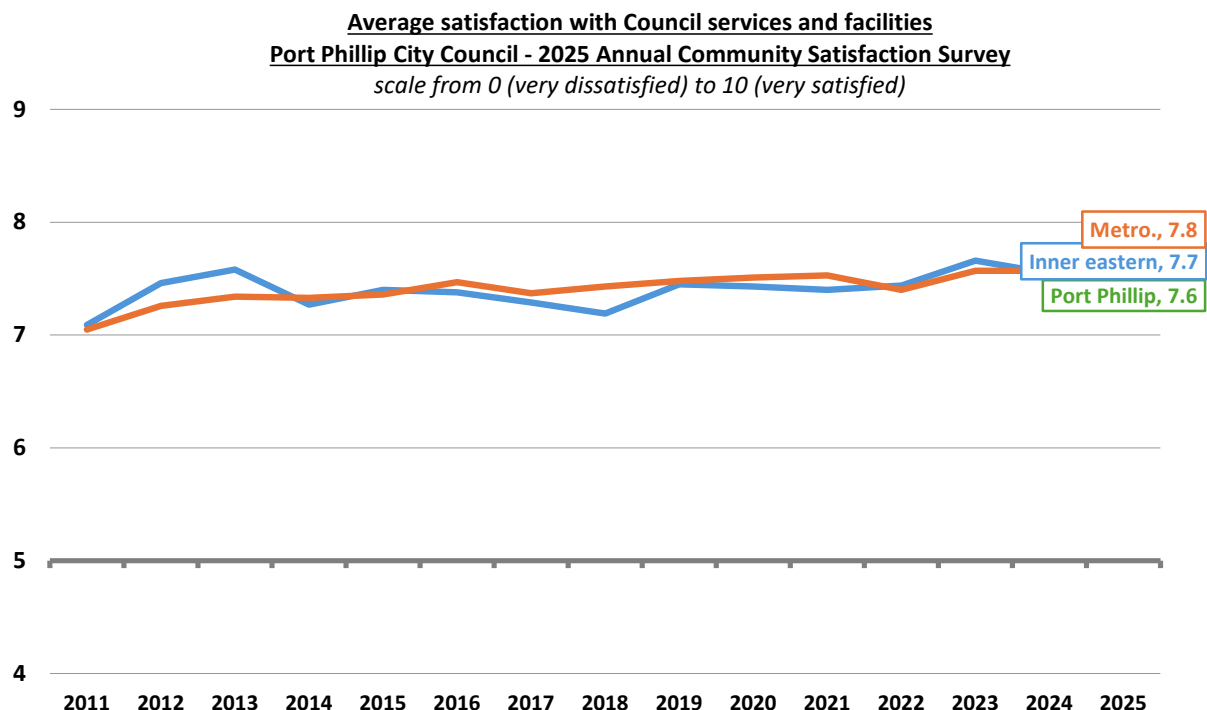
This average satisfaction of 7.6 out of 10 was somewhat (2%) lower than the metropolitan average, and marginally (1%) lower than the inner eastern average.

Given that the previous survey did not include this extensive list of Council services and facilities, there is no time series results available for the average satisfaction with the performance of Council providing services and facilities to the Port Phillip community.

This average satisfaction score included 41 individual services and facilities, of which 16 recorded “excellent” satisfaction, 14 recorded “very good” satisfaction, 10 recorded “good” satisfaction, and just one recorded a “solid” level of satisfaction.

None of the 41 included services and facilities recorded “poor”, “very poor”, or “extremely poor” levels of satisfaction this year.

This result represents a relatively strong level of satisfaction with the performance of Port Phillip City Council providing services and facilities to the community in most areas of Council activity, at a level consistent with, albeit two percent below, the metropolitan average.



**Satisfaction with selected Council services and facilities**  
**Port Phillip City Council - 2025 Annual Community Satisfaction Survey**  
*(Number and index score scale 0 - 10)*

	Service/facility	Number	Lower	2025 Mean	Upper	2025 Metro.*
<b>Higher than average</b>	Bookable hard rubbish service	413	8.5	<b>8.7</b>	8.8	8.4
	Local library services	465	8.5	<b>8.6</b>	8.7	8.4
	Regular weekly garbage collection	841	8.5	<b>8.6</b>	8.7	8.5
	Regular weekly recycling	841	8.4	<b>8.5</b>	8.5	8.5
	Weekly food and green waste collection	816	8.4	<b>8.5</b>	8.5	8.5
	Sports ovals / other outdoor sporting facilities	354	8.2	<b>8.4</b>	8.5	8.2
	Services for children from birth to 5 years of age	84	8.0	<b>8.2</b>	8.5	7.8
	Waste Recovery Centre (the Tip)	263	7.9	<b>8.1</b>	8.3	8.1
	Provision and maintenance of parks and gardens	867	8.0	<b>8.1</b>	8.2	8.1
	Provision and maintenance of playgrounds	354	7.9	<b>8.0</b>	8.2	8.2
<b>Average satisfaction</b>	Services for youth	97	7.8	<b>8.0</b>	8.2	8.0
	Provision of arts and cultural events, programs, activities	288	7.8	<b>8.0</b>	8.1	7.9
	Provision of arts and cultural venues, spaces, facilities	231	7.7	<b>7.9</b>	8.1	n.a.
	Animal management	772	7.7	<b>7.8</b>	7.9	7.8
	Street lighting	863	7.7	<b>7.8</b>	7.9	7.5
	Council's emergency preparedness and response	642	7.7	<b>7.8</b>	7.9	7.9
	Support services for the elderly / seniors	46	6.9	<b>7.5</b>	8.1	7.8
	Maintenance and appearance of public areas	880	7.4	<b>7.5</b>	7.6	7.6
	Enforcement of local laws	769	7.4	<b>7.5</b>	7.6	7.9
	Litter collection in public areas	875	7.3	<b>7.4</b>	7.6	7.6
	Maintenance / cleaning of strip shopping areas	872	7.3	<b>7.4</b>	7.5	7.7
	Local traffic management	863	7.3	<b>7.4</b>	7.5	7.4
	Management of illegally dumped rubbish	856	7.3	<b>7.4</b>	7.5	7.5
	Council's website	497	7.2	<b>7.4</b>	7.5	7.7
	Council's activities promoting local eco. develop.	691	7.3	<b>7.4</b>	7.5	7.6
	Provision and maintenance of street trees	858	7.2	<b>7.4</b>	7.5	7.6
	Bike and shared paths	478	7.2	<b>7.3</b>	7.5	7.8
	Roadside slashing and weed control	857	7.2	<b>7.3</b>	7.4	n.a.
	Street sweeping	853	7.2	<b>7.3</b>	7.4	7.6
	Management of graffiti	836	7.1	<b>7.3</b>	7.4	n.a.
	Services for people with disability	43	6.5	<b>7.2</b>	8.0	7.7
	Maintenance and repair of sealed local roads	866	7.1	<b>7.2</b>	7.3	7.3
	Provision of parking facilities / spaces	844	7.0	<b>7.2</b>	7.3	n.a.
	Parking enforcement	846	7.0	<b>7.2</b>	7.3	7.5
	Town Planning policies	698	7.0	<b>7.1</b>	7.3	7.4
	Footpath maintenance and repairs	883	7.0	<b>7.1</b>	7.3	7.5
	Council's e-newsletter "Diversity"	175	6.8	<b>7.1</b>	7.4	7.5
<b>Lower</b>	Maintenance and repair of major arterial roads	870	6.9	<b>7.1</b>	7.2	7.0
	Public toilets	426	6.4	<b>6.6</b>	6.8	6.8
	Support services for people experiencing disadvantage	24	5.4	<b>6.6</b>	7.7	n.a.
	Planning and / or building permits	131	5.9	<b>6.3</b>	6.7	7.2
<i>Average satisfaction of Council services</i>			<b>7.4</b>	<b>7.6</b>	<b>7.8</b>	7.8

(\*) 2025 metropolitan Melbourne average from Governing Melbourne



## Comparative satisfaction:

As outlined at the left-hand side of the main satisfaction table, there were 10 services that recorded a satisfaction score measurably higher than the average of all 41 (7.6), and four that recorded a satisfaction score measurably lower than the average, as follows:

- **Measurably HIGHER-than-average satisfaction** – included the bookable hard rubbish service (11% higher), local library services (10%), the regular weekly garbage collection (10%), regular fortnightly recycling (9%), weekly food and green waste collection (9%), sports ovals / other outdoor sporting facilities (8%), services for children from birth to five years of age (6%), the Waste Recovery Centre (5%), the provision and maintenance of parks and gardens (5%), and the provision and maintenance of playgrounds (4%).
- **Measurably LOWER-than-average satisfaction** – included planning and / or building permits (13% lower), support services for people experiencing disadvantage (10%), public toilets (10%), and the maintenance and repair of major arterial roads and highways managed by VicRoads (5% lower).

## Comparison to the metropolitan Melbourne average

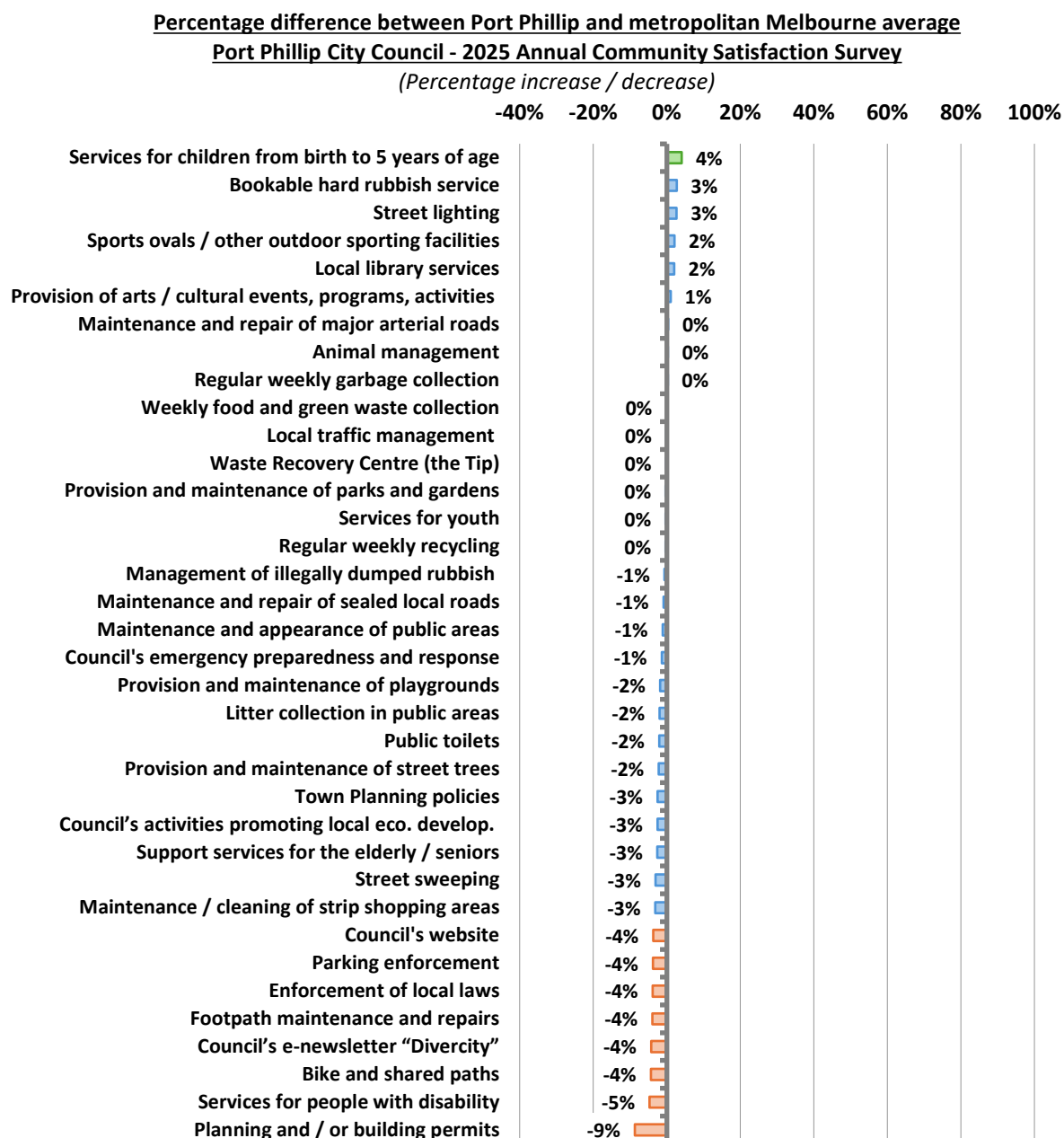
Of the 41 services and facilities included in the survey this year, 36 were also included in *Governing Melbourne* in a format that allowed for a meaningful comparison.

Of these 36 services and facilities, six recorded a higher satisfaction score in the City of Port Phillip, nine recorded identical satisfaction, and 21 recorded a somewhat lower score.

Most of these variations were not statistically significant, however, attention is drawn to the following:

- **Notably HIGHER satisfaction in the City of Port Phillip** – included services for children from birth to five years of age (4% higher in Port Phillip),
- **Notably LOWER satisfaction in the City of Port Phillip** – included planning and / or building permits (9% lower in Port Phillip), services for people with disability (5% lower), bike and shared paths (4% lower), Council's newsletter *Diversity* (4% lower), footpath maintenance and repairs (4% lower), enforcement of local laws (4% lower), parking enforcement (4%), and Council's website (4% lower).





### Percentage satisfied / dissatisfied with services and facilities:

The following table provides a breakdown of these results into the proportion of respondents who were "very satisfied" (i.e., rated satisfaction at eight or more), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction at between five and seven), and those who were "dissatisfied" (i.e., rated satisfaction at less than five).

Of the 41 services and facilities, half (50%) or more of the respondents providing a score were "very satisfied" with 34. Services for which 10% or more were "dissatisfied" included support services for people experiencing disadvantage (26% "dissatisfied"), services for people with disability (16%), planning and / or building permits (19%), public toilets (11%), and footpath maintenance and repairs (10%).





**Satisfaction with selected Council services and facilities**  
**Port Phillip City Council - 2025 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

Service/facility	Dissatisfied	Neutral to somewhat satisfied	Very satisfied	Can't say	Total
Bookable hard rubbish service	0%	13%	87%	2	<b>415</b>
Regular weekly garbage collection	1%	13%	86%	60	<b>901</b>
Local library services	0%	16%	84%	3	<b>469</b>
Weekly food and green waste collection	1%	15%	83%	85	<b>901</b>
Regular weekly recycling	1%	17%	82%	60	<b>901</b>
Sports ovals / other outdoor sporting facilities	1%	17%	82%	50	<b>404</b>
Services for children from birth to 5 years of age	1%	23%	76%	5	<b>88</b>
Waste Recovery Centre (the Tip)	2%	22%	76%	4	<b>267</b>
Provision and maintenance of parks and gardens	2%	25%	73%	34	<b>901</b>
Provision and maintenance of playgrounds	3%	27%	71%	8	<b>361</b>
Services for youth	1%	29%	70%	6	<b>103</b>
Provision of arts and cultural events, programs, activi	2%	28%	70%	1	<b>289</b>
Provision of arts and cultural venues, spaces, facilitie	1%	31%	68%	0	<b>231</b>
Animal management	3%	31%	66%	129	<b>901</b>
Street lighting	3%	32%	65%	38	<b>901</b>
Council's emergency preparedness and response	2%	36%	62%	259	<b>901</b>
Support services for the elderly / seniors	9%	29%	62%	4	<b>50</b>
Services for people with disability	16%	23%	61%	3	<b>46</b>
Enforcement of local laws	5%	38%	57%	132	<b>901</b>
Provision and maintenance of street trees	7%	36%	57%	43	<b>901</b>
Local traffic management	6%	37%	56%	38	<b>901</b>
Council's website	7%	37%	56%	5	<b>503</b>
Maintenance and appearance of public areas	5%	40%	55%	21	<b>901</b>
Roadside slashing and weed control	7%	39%	55%	44	<b>901</b>
Management of illegally dumped rubbish	5%	40%	55%	45	<b>901</b>
Street sweeping	8%	38%	54%	48	<b>901</b>
Litter collection in public areas	6%	40%	54%	26	<b>901</b>
Maintenance / cleaning of strip shopping areas	5%	42%	53%	29	<b>901</b>
Council's activities promoting local eco. develop.	5%	42%	53%	210	<b>901</b>
Bike and shared paths	6%	43%	52%	2	<b>481</b>
Council's e-newsletter "Diversity"	9%	39%	52%	7	<b>182</b>
Support services for people experiencing disadvantage	26%	24%	51%	3	<b>27</b>
Management of graffiti	7%	43%	50%	65	<b>901</b>
Provision of parking facilities / spaces	9%	42%	50%	57	<b>901</b>
Parking enforcement	8%	43%	49%	55	<b>901</b>
Town Planning policies	9%	43%	49%	203	<b>901</b>
Footpath maintenance and repairs	10%	43%	47%	18	<b>901</b>
Maintenance and repair of sealed local roads	6%	48%	46%	35	<b>901</b>
Maintenance and repair of major arterial roads	7%	49%	44%	31	<b>901</b>
Planning and / or building permits	19%	43%	38%	3	<b>133</b>
Public toilets	11%	54%	35%	4	<b>431</b>



## Satisfaction by respondent profile:

The following table displays the average satisfaction with each of the 41 included services and facilities by respondent profile, including by age structure, gender, and language spoken at home.

Whilst the total number of respondents in each of these profile groups has been included at the bottom of the table, it is important to bear in mind that not all respondents will have been asked to provide or provided a satisfaction score for each service and facility.

Some services and facilities were used by only a sub-set of the community, and therefore the number of respondents varies for each service and facility.

Looking at the average satisfaction with all 41 services and facilities by respondent profile, it was noted that adults (aged 35 to 44 years) were somewhat (2%) more satisfied with Council services and facilities than the municipal average, while middle-aged and older adults (aged 45 to 74 years) were notably (3%) less satisfied.

A more detailed discussion of satisfaction with Council services and facilities is provided in the following section outlining the results for each individual service and facility.



**Average satisfaction with selected Council services and facilities**  
**Port Phillip City Council - 2025 Annual Community Satisfaction Survey**  
 (Number and index score scale 0 - 10)

Service/facility	Young adults	Adults	Middle-aged adults	Older adults	Senior citizens	Male	Female	English speaking	Multi-lingual
Maintenance and repair of major arterial roads	7.5	7.2	6.6	6.7	6.6	6.9	7.2	7.0	7.3
Maintenance and repair of sealed local roads	7.6	7.4	6.7	7.1	6.9	7.2	7.2	7.2	7.3
Roadside slashing and weed control	7.8	7.5	6.9	7.1	6.5	7.3	7.3	7.3	7.3
Footpath maintenance and repairs	7.7	7.6	6.5	6.7	6.4	7.2	7.1	7.1	7.3
Maintenance and appearance of public areas	7.6	7.8	7.2	7.5	7.3	7.6	7.4	7.5	7.5
Litter collection in public areas	7.5	7.6	7.3	7.3	7.5	7.5	7.4	7.5	7.4
Maintenance / cleaning of strip shopping areas	7.8	7.6	7.0	7.2	7.3	7.5	7.4	7.4	7.5
Management of illegally dumped rubbish	7.8	7.6	7.1	7.0	7.2	7.5	7.4	7.5	7.3
Management of graffiti	7.5	7.6	7.0	6.8	7.0	7.2	7.4	7.3	7.2
Provision and maintenance of street trees	7.8	7.7	6.9	6.8	6.9	7.4	7.3	7.3	7.4
Street lighting	7.7	8.0	7.7	7.8	7.8	7.9	7.7	7.8	7.6
Street sweeping	7.6	7.7	7.0	6.9	6.6	7.4	7.2	7.3	7.2
Regular weekly garbage collection	8.6	8.7	8.4	8.6	8.9	8.5	8.6	8.6	8.6
Regular weekly recycling	8.5	8.6	8.2	8.4	8.6	8.4	8.5	8.4	8.5
Weekly food and green waste collection	8.5	8.6	8.3	8.4	8.6	8.4	8.5	8.4	8.5
Provision and maintenance of parks and gardens	8.2	8.1	7.9	8.0	8.1	8.1	8.1	8.1	8.0
Town Planning policies	7.6	7.6	6.6	6.7	6.3	7.1	7.1	7.2	6.9
Animal management	8.1	7.9	7.6	7.5	7.6	7.6	8.0	7.9	7.6
Local traffic management	7.7	7.7	7.0	7.2	7.5	7.3	7.5	7.5	7.3
Parking enforcement	7.4	7.4	6.7	6.9	7.1	7.0	7.2	7.2	7.1
Provision of parking facilities / spaces	7.3	7.5	6.8	7.0	6.8	7.2	7.1	7.2	7.0
Enforcement of local laws	7.6	7.9	7.1	7.4	7.0	7.5	7.5	7.5	7.4
Council's activities promoting local eco. develop.	7.8	7.6	7.0	7.0	6.7	7.4	7.4	7.4	7.1
Council's emergency preparedness and response	7.9	8.0	7.5	7.6	7.8	7.8	7.7	7.9	7.4
Bookable hard rubbish service	8.6	8.7	8.8	8.7	8.4	8.7	8.6	8.7	8.6
Local library services	8.5	8.6	8.6	8.8	9.1	8.4	8.8	8.7	8.5
Council's website	7.6	7.7	7.1	7.0	7.4	7.2	7.6	7.4	7.3
Council's e-newsletter "Diversity"	7.0	7.9	6.4	7.3	7.3	6.9	7.3	7.2	7.0
Public toilets	6.7	6.5	6.5	6.6	7.2	6.7	6.6	6.7	6.4
Sports ovals / other outdoor sporting facilities	8.5	8.5	8.1	8.1	8.9	8.3	8.5	8.4	8.4
Bike and shared paths	7.7	7.6	7.0	6.7	7.4	7.3	7.4	7.3	7.3
Provision and maintenance of playgrounds	8.1	8.1	7.8	7.8	7.9	8.1	7.9	8.1	7.9
Waste Recovery Centre (the Tip)	8.3	8.3	7.9	8.0	8.4	7.9	8.3	8.2	8.0
Services for children from birth to 5 years of age	8.3	8.2	8.2	8.1	n.a.	8.2	8.3	8.3	8.2
Services for youth	8.2	8.2	7.5	7.2	9.2	8.0	8.0	8.1	7.9
Services for people with disability	6.6	8.3	7.1	6.2	8.1	6.9	7.5	7.1	7.6
Support services for people experiencing disadvantage	5.9	6.9	6.9	5.6	8.6	6.6	6.5	5.9	7.9
Support services for the elderly / seniors	5.7	7.5	7.6	7.6	8.2	7.3	7.6	7.4	7.7
Provision of arts and cultural venues, spaces, facilities	8.0	7.9	7.8	7.7	8.0	8.0	7.8	8.0	7.6
Provision of arts and cultural events, programs, activities	8.4	7.6	7.9	7.7	7.7	8.1	7.9	8.0	7.9
Planning and / or building permits	7.5	6.6	5.4	5.7	6.9	6.3	6.3	6.3	6.1
<b>Average satisfaction</b>	<b>7.7</b>	<b>7.8</b>	<b>7.3</b>	<b>7.3</b>	<b>7.6</b>	<b>7.6</b>	<b>7.6</b>	<b>7.6</b>	<b>7.6</b>
<b>Total respondents</b>	<b>305</b>	<b>185</b>	<b>211</b>	<b>137</b>	<b>58</b>	<b>434</b>	<b>461</b>	<b>661</b>	<b>230</b>



## ***Importance and satisfaction cross tabulation***

The following graph provides a cross-tabulation of the average importance of each of the 41 included Council services and facilities against the average satisfaction with each service.

The grey crosshairs represent the metropolitan Melbourne average importance (9.1) and satisfaction (7.8) with Council services and facilities as recorded in the 2025 *Governing Melbourne* research conducted independently by Metropolis Research.

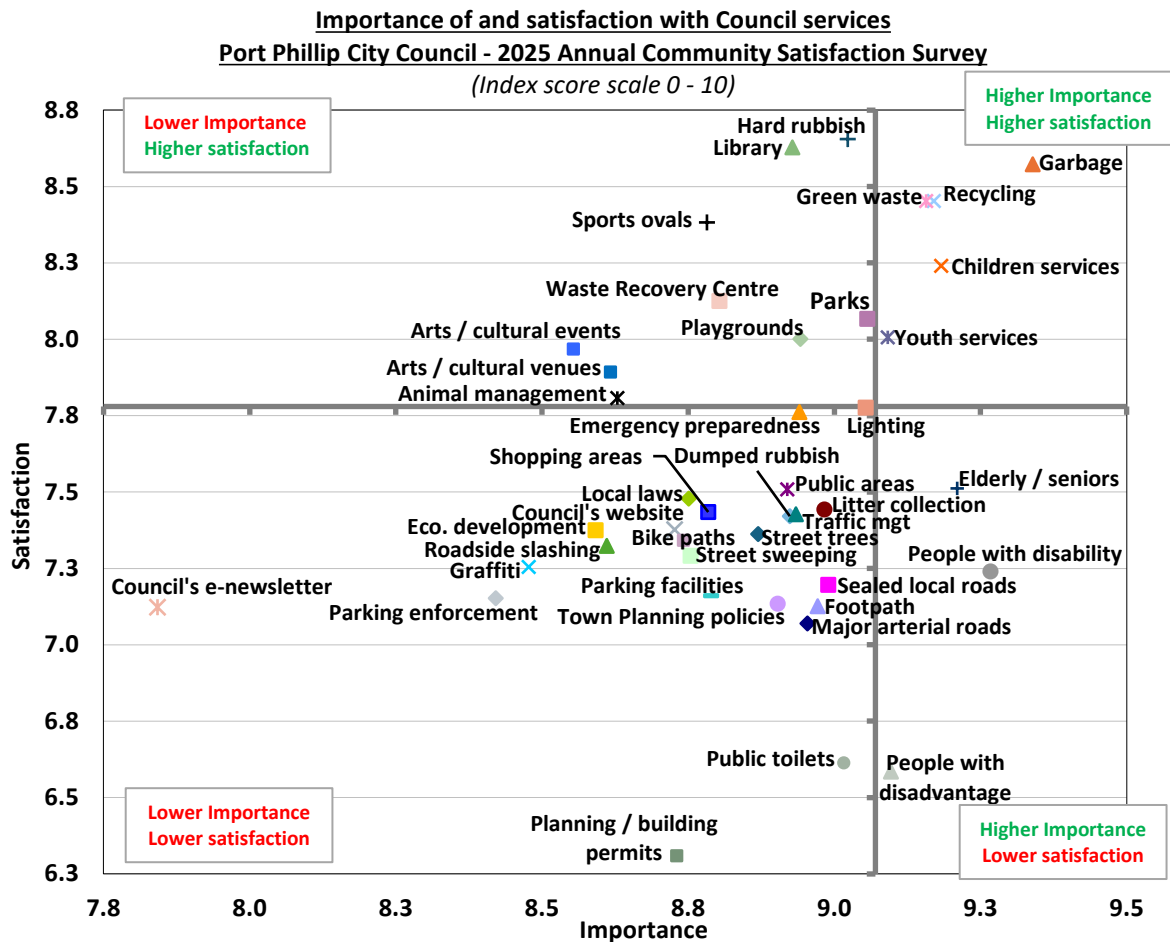
Services and facilities located in the top right-hand quadrant were therefore more important than average and received higher-than-average satisfaction. Conversely services in the bottom right-hand quadrant were those of most concern as they were of higher-than-average importance but received lower than average satisfaction scores.

Metropolis Research notes that most of the services of higher-than-average importance also obtained higher than average satisfaction scores. This suggests that Council was overall effectively meeting community expectations of quality service delivery in relation to the most important services. This general pattern was commonly observed by Metropolis Research and was not unique to the City of Port Phillip.

Some points to note from these results:

- ***Waste and recycling services*** – services associated with waste collection and recycling were among the services and facilities with which respondents were most satisfied and were of close to or higher than average importance. The exception to this was the Waste Recovery Centre, which was of lower than average importance.
- ***Infrastructure*** – services associated with infrastructure, including roads, street trees, street lighting, and footpaths, all recorded lower than average satisfaction scores but were also of lower-than-average importance in the City of Port Phillip than the metropolitan average.
- ***Recreation and culture*** – services associated with sports and recreation and culture, including sports ovals, bike paths, libraries, playgrounds, arts, and parks were of somewhat lower than average importance, but all received higher than average satisfaction scores.
- ***Communication*** – both Council’s website and the regular newsletter were of somewhat lower-than-average importance, and both received somewhat lower than average satisfaction scores.
- ***Parking*** – parking enforcement and parking facilities were of lower-than-average importance and received lower than average satisfaction scores.
- ***Services and facilities of most concern*** – the three services of most concern related to public toilets, services for people experiencing disadvantage, and to a lesser extent planning and building permits. It is also noted that services for seniors and services for people with disability, whilst scoring “very good” levels of satisfaction, recorded lower satisfaction than the metropolitan average (3% to 4%). These results reinforce the importance of community support services for children, youth, seniors, persons with disability, and persons experiencing disadvantage.





### Satisfaction by broad service areas

The 41 included services and facilities have been broken down into 12 broad service areas. The breakdown of services and facilities into these 12 broad service areas is as follows:

- **Infrastructure** – includes provision and maintenance of street trees, street lighting, and public toilets.
- **Waste and recycling services** – included regular weekly garbage collection, regular weekly recycling, weekly food and green waste collection service, bookable hard rubbish, and Waste Recovery Centre (the Tip).
- **Recreation and culture** – included local library services, sports ovals and other outdoor sporting facilities, provision and maintenance of playgrounds, provision of arts and cultural venues, spaces, and facilities, and provision of arts and cultural events, programs and activities.
- **Community services** – included services for children from birth to 5 years of age, services for youth, services for people with disability, support services for people experiencing disadvantage, and support services for the elderly / seniors.

- **Enforcement** – included animal management, parking enforcement, provision of parking facilities / spaces, and enforcement of local laws.
- **Communication** – included Council’s e-newsletter “*Diversity*”, and Council’s website.
- **Cleaning** – included roadside slashing and weed control, maintenance and appearance of public areas, litter collection in public areas, maintenance and cleaning of strip shopping areas, management of illegally dumped rubbish, management of graffiti, and street sweeping.
- **Transport infrastructure** – included the maintenance and repair of sealed local roads, footpath maintenance and repairs, local traffic management, and bike and shared paths.
- **Parks and gardens** – included the provision and maintenance of parks and gardens.
- **Economic development** – included Council’s activities promoting local economic development.
- **Building and planning services** – included town planning policies, and planning and / or building permits.
- **Emergency management and response** – included Council’s emergency preparedness and response.

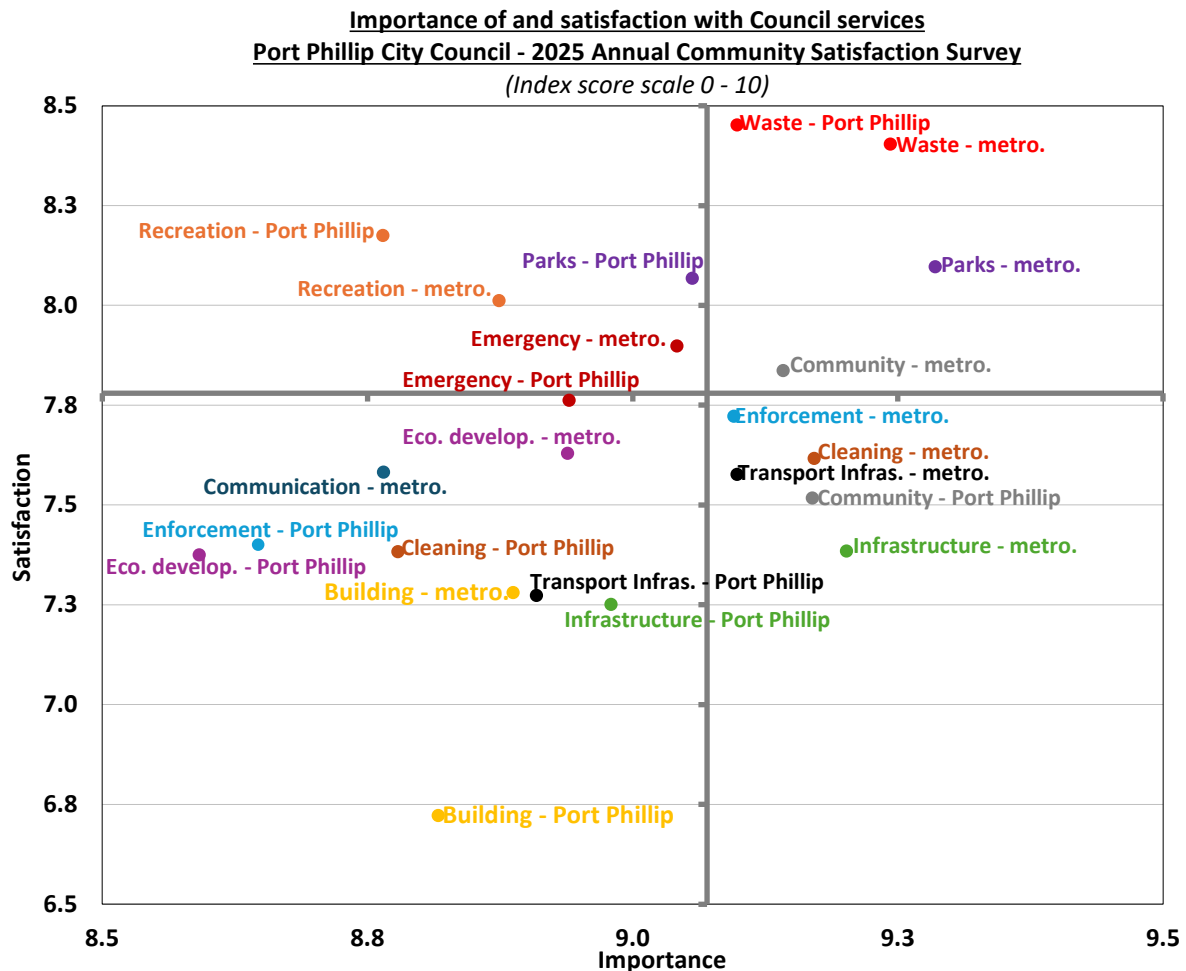
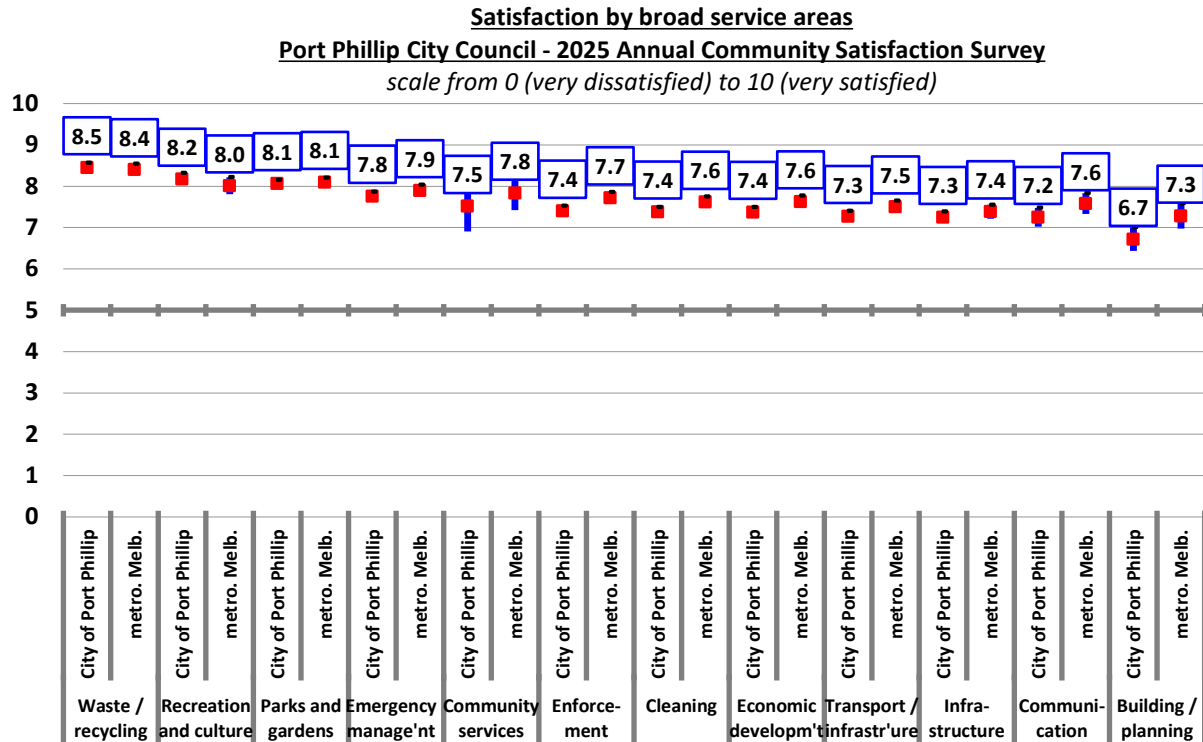
The following graphs provide a comparison of satisfaction with these 12 broad service areas against the metropolitan Melbourne average, as recorded in the 2025 *Governing Melbourne* research conducted independently by Metropolis Research in January 2025.

The following variations are noted:

- **HIGGER satisfaction in the City of Port Phillip** – included recreation and culture (2% higher in Port Phillip) and waste and recycling (1% higher).
- **LOWER satisfaction in the City of Port Phillip** – included building and planning (6% lower in Port Phillip), communication (4% lower), community services (3% lower), enforcement (3% lower), cleaning (2% lower), economic development (2% lower), transport (2% lower), emergency management (1% lower), and infrastructure (1% lower).







## Current issues for people living in the City of Port Phillip

Respondents were asked:

*“Can you please list what you consider to be the top three issues to address for the City of Port Phillip at the moment?”*

When asked to identify what they considered to be the top three issues for the City of Port Phillip to address ‘at the moment’, almost three-quarters (70%) of respondents provided a total of 1,254 responses, at an average approximately two issues each.

This is a critical component of the *Annual Community Survey* program, as it provides meaningful insight into the range of issues currently of importance to the community and insight into how these issues may be impacting on community satisfaction with Council.

These can include a wide range of issues, some relating to the activities of Council, and some relating to other areas. They all, however, have the capacity to impact on the local community’s satisfaction with, and expectations of their local council.

It is important to bear in mind that these responses were not necessarily all complaints about the performance of Council, nor do they only reflect services, facilities, and issues within the specific remit of the Port Phillip City Council.

The open-ended responses received from respondents have been broadly categorised into a set of approximately 70 categories to facilitate analysis and examination of change over time.



**Top issues for the City of Port Phillip at the moment**  
**Port Phillip City Council - 2025 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

Response	2025		2025
	Number	Percent	Metro.*
Safety, policing and crime	189	21%	7%
Car parking	102	11%	6%
Homelessness	73	8%	1%
Provision and maintenance of street trees	52	6%	7%
Road maintenance and repairs	50	6%	9%
Traffic management	46	5%	9%
Cleanliness and maintenance of area	44	5%	2%
Street lighting	36	4%	7%
Activity centre issues	35	4%	0%
Street cleaning and maintenance	34	4%	3%
Drugs and alcohol issues	33	4%	1%
Building, housing, planning and development	32	4%	4%
Footpath maintenance and repairs	32	4%	3%
Parks, gardens and open spaces	32	4%	5%
Council rates / charges	31	3%	4%
Rubbish and waste issues inc. garbage	28	3%	7%
Communication, consultation, provision of information	26	3%	1%
Bikes, cycling / walking tracks	24	3%	1%
Environment, conservation and climate change	24	3%	1%
Beach / foreshore maintenance and cleanliness	16	2%	1%
Housing availability / affordability	15	2%	0%
Dogs off-leash parks / bins / facilities	14	2%	2%
Graffiti / vandalism	14	2%	1%
Public transport	13	1%	3%
Cost of living	12	1%	0%
Council governance, performance and accountability	12	1%	1%
General infrastructure provision and maintenance	12	1%	1%
Public toilets	12	1%	2%
Drains maintenance and repairs	11	1%	3%
Community activities / centres / arts and culture	10	1%	0%
Elderly services and facilities	10	1%	1%
Financial issues and priorities for Council	9	1%	1%
Noise	9	1%	1%
Provision and maint. of sports and recreation facilities	8	1%	2%
Recycling collection	8	1%	1%
All other issues (53 separately identified issues)	146	16%	0%
<b>Total responses</b>	<b>1,254</b>		<b>833</b>
<i>Respondents identifying at least one issue</i>	<i>634</i> <i>(70%)</i>		<i>468</i> <i>(59%)</i>

(\*) 2025 metropolitan Melbourne average from Governing Melbourne



The three most common issues raised by respondents this year related to safety, policing, and crime related issues (22%), car parking both enforcement and availability and other parking related issues (11%), and homelessness related issues (8%).

When compared to the metropolitan average, as recorded in the 2025 *Governing Melbourne* research conducted independently by Metropolis Research in January 2025 using the same door-to-door, in-person survey methodology, the following variations were noted:

- **MORE commonly raised in the City of Port Phillip** – included safety, policing, and crime issues (21% compared to 7%), car parking (11% compared to 6%), homelessness issues (8% compared to 1%), cleaning and maintenance of the local area (5% compared to 2%), issues in and around activity centres (4% compared to <1%), and drug and alcohol related issues (4% compared to 1%).
- **LESS commonly raised in the City of Port Phillip** – included road maintenance and repairs (6% compared to 9%), traffic management (5% compared to 9%), street lighting (4% compared to 7%), and rubbish and waste issues including kerbside collections (3% compared to 7%).

These issues align with some of the other key results recorded in this survey, including:

- **Perception of safety** – including the lower than metropolitan average perception of safety in the public areas of the City of Port Phillip during the day (2% lower in Port Phillip), at night (8% lower), and in and around local activity centres (3% lower).
- **Roads and traffic management** – including satisfaction with major arterial roads and highways managed by VicRoads (1% higher in Port Phillip), sealed local roads managed by Council (1% lower in Port Phillip), and local traffic management (identical to metropolitan average).
- **Kerbside collection services** – including satisfaction with kerbside collection services (identical to metropolitan average at 8.5 out of 10, or “excellent”).
- **Parking issues** – including parking enforcement (3% lower in Port Phillip), and provision of parking facilities (7.2 out of 10).

## Issues by precinct

There was some variation in the top issues to address for the City of Port Phillip at the moment observed across the municipality, as follows:

- **St Kilda / St Kilda West** – respondents were somewhat more likely than average to raise homelessness, and drug and alcohol related issues.
- **Elwood / Ripponlea** – respondents were somewhat more likely than average to raise car parking, street trees, footpaths, street cleaning and maintenance, and public transport related issues.
- **St Kilda East / Balaclava** – respondents were notably more likely than average to raise safety, policing, and crime issues, and somewhat more likely to raise homelessness related issues.



- **Port Melbourne et al** – respondents were somewhat more likely than average to raise safety, policing, and crime, along with traffic management related issues.
- **Albert / Middle Park** – respondents were somewhat more likely than average to raise car parking, roads, and street lighting related issues.
- **South Melbourne** – respondents were not more likely than average to raise any specific issues.
- **St Kilda Road** - respondents were not more likely than average to raise any specific issues.

**Top issues for the City of Port Phillip at the moment by precinct**  
**Port Phillip City Council - 2025 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

<b>Port Melbourne et al</b>		<b>Albert Park / Middle Park</b>	
Safety, policing, crime	28%	Car parking	17%
Building, housing, planning, development	10%	Safety, policing, crime	16%
Traffic management	9%	Roads maintenance and repairs	13%
Roads maintenance and repairs	8%	Street lighting	9%
Car parking	7%	Provision and maintenance of street trees	9%
Cleanliness and maintenance of area	6%	Cleanliness and maintenance of area	7%
Parks, gardens and open spaces	5%	Homelessness	7%
Activity centre issues	4%	Council rates / charges	6%
Council rates / charges	3%	Traffic management	6%
Environment,sustainability,climate change	3%	Rubbish and waste issues inc garbage	5%
All other issues	65%	All other issues	60%
Respondents identifying an issue	113 (79%)	Respondents identifying an issue	65 (76%)

<b>South Melbourne</b>		<b>St Kilda Road</b>	
Safety, policing, crime	17%	Safety, policing, crime	8%
Car parking	10%	Roads maintenance and repairs	7%
Parks, gardens and open spaces	7%	Car parking	6%
Traffic management	7%	Traffic management	6%
Homelessness	6%	Council rates / charges	5%
Cleanliness and maintenance of area	5%	Cleanliness and maintenance of area	3%
Communication, consultation, prov of info.	5%	Cost of living	3%
Council rates / charges	5%	Provision and maintenance of street trees	3%
Building, housing, planning, development	5%	Parks, gardens and open spaces	2%
Provision and maintenance of street trees	5%	Communication, consultation, prov of info.	2%
All other issues	51%	All other issues	20%
Respondents identifying an issue	71 (68%)	Respondents identifying an issue	41 (48%)





**Top issues for the City of Port Phillip at the moment by precinct**  
**Port Phillip City Council - 2025 Annual Community Satisfaction Survey**  
 (Number and percent of total respondents)

<b>St Kilda / St Kilda West</b>	
Safety, policing, crime	23%
Homelessness	14%
Car parking	9%
Drug and alcohol issues	8%
Cleanliness and maintenance of area	7%
Street lighting	6%
Traffic management	6%
Roads maintenance and repairs	5%
Activity centre issues	5%
Communication, consultation, prov of info.	4%
All other issues	66%
Respondents identifying an issue	137 (69%)

<b>Elwood / Ripponlea</b>	
Car parking	20%
Safety, policing, crime	15%
Provision and maintenance of street trees	15%
Footpath maintenance and repairs	12%
Street cleaning and maintenance	8%
Public transport	6%
Rubbish and waste issues inc garbage	6%
Homelessness	5%
Beach and foreshore issues	5%
Council rates / charges	4%
All other issues	66%
Respondents identifying an issue	105 (73%)

<b>St Kilda East / Balaclava</b>	
Safety, policing, crime	32%
Homelessness	14%
Car parking	9%
Street cleaning and maintenance	7%
Street lighting	6%
Activity centre issues	6%
Drug and alcohol issues	5%
Environment,sustainability,climate change	4%
Bike / shared paths / cyclist issues	4%
Housing availability / affordability	4%
All other issues	55%
Respondents identifying an issue	102 (73%)

<b>City of Port Phillip</b>	
Safety, policing and crime	21%
Parking	11%
Homelessness / beggars	8%
Provision and maintenance of street trees	6%
Road maintenance and repairs	6%
Traffic management	5%
Cleanliness and maintenance of area	5%
Street lighting	4%
Activity centre issues	4%
Street cleaning and maintenance	4%
All other issues	66%
Respondents identifying an issue	634 (70%)

<b>Inner-eastern region</b>	
Parking	13%
Lighting	13%
Safety, policing and crime	13%
Traffic management	12%
Roads maintenance and repairs	9%
Provision and maintenance of street trees	9%
Building, housing, planning, development	8%
Rubbish and waste issues incl. garbage	8%
Parks, gardens and open spaces	6%
Public transport	6%
All other issues	61%
Respondents identifying an issue	141 (79%)

<b>Metropolitan Melbourne</b>	
Road maintenance and repairs	9%
Traffic management	9%
Lighting	7%
Safety, policing and crime	7%
Rubbish and waste issues incl. garbage	7%
Street trees / nature strips	7%
Car parking	6%
Parks, gardens and open space	5%
Building, housing, planning, development	4%
Council rates	4%
All other issues	40%
Respondents identifying an issue	468 (59%)





## Perception of safety in public areas

Respondents were asked:

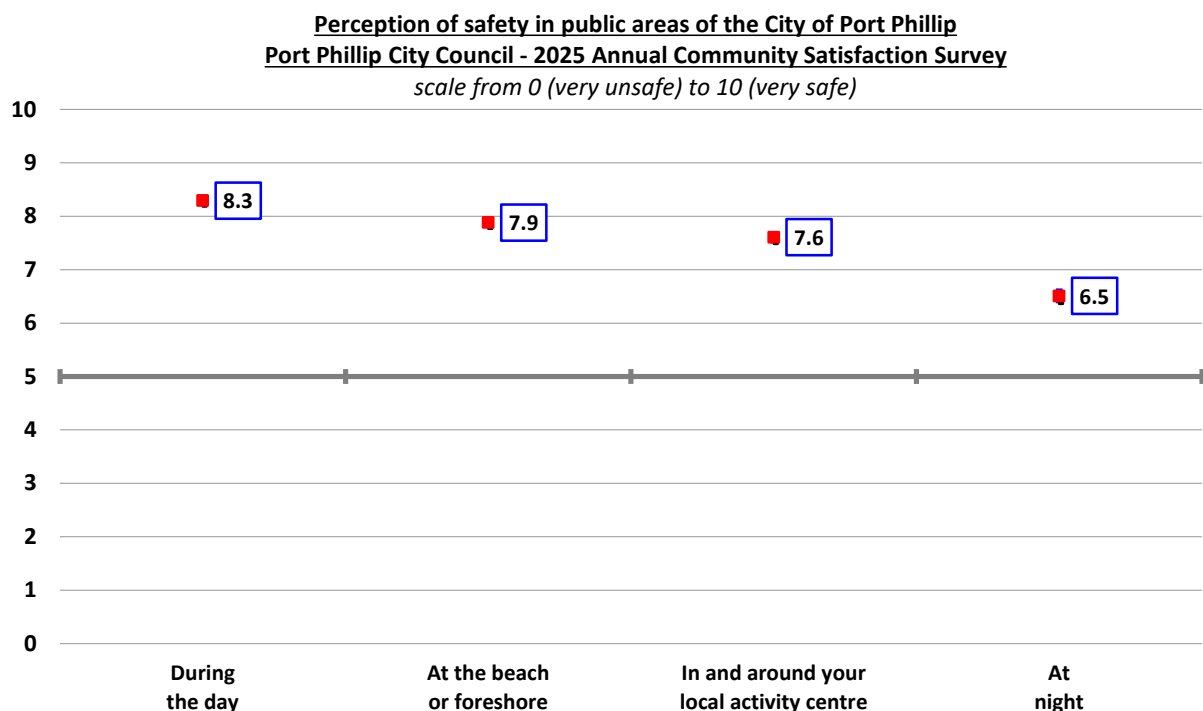
*“On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas of the City of Port Phillip?”*

Respondents were asked to rate their perception of safety in the public areas of the City of Port Phillip during the day, at night, at the beach and foreshore, and in and around the local activity centre.

The perception of safety in the public areas of the City of Port Phillip during the day was measurably and significantly (18%) higher than the perception of safety at night.

The two location-based measures around safety at the beach and foreshore and in and around the local activity centres were lower than the perception of safety in public areas during the day.

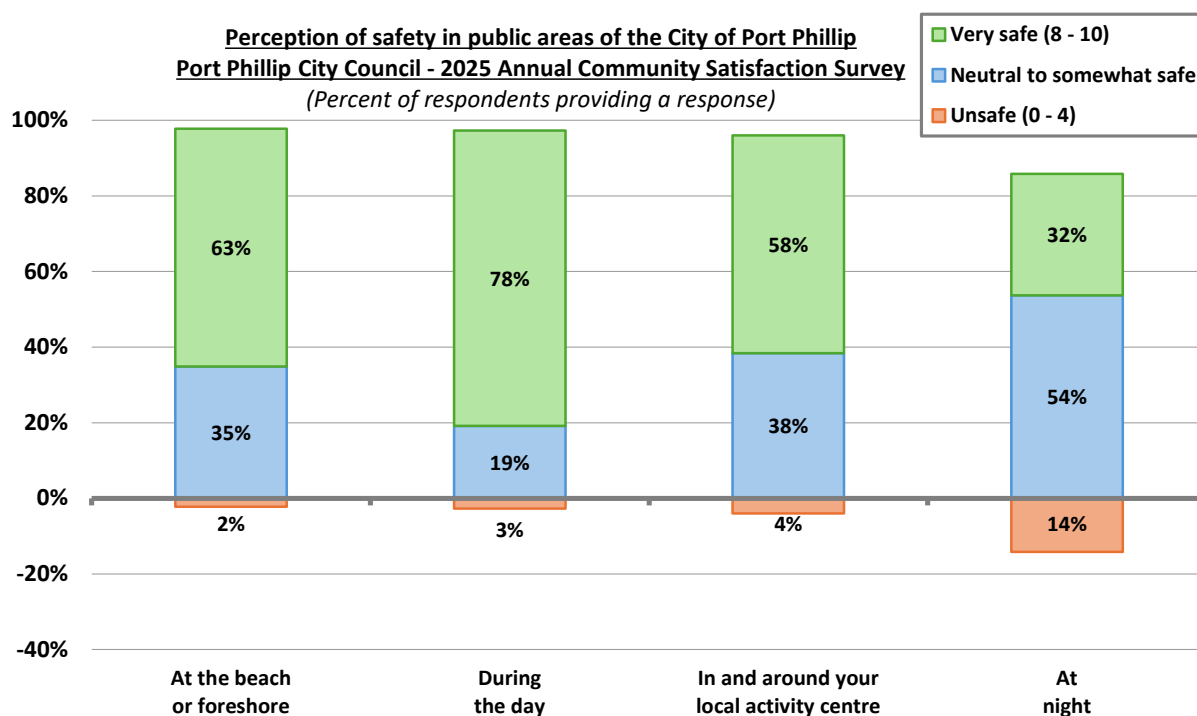
These measures will include some reference to visiting at night as well as during the day, which will be a factor to bear in mind when interpreting the results.



The following graph provides the breakdown of these results into the proportion of respondents who felt “very safe” (i.e., rated safety at eight or more), those who felt “neutral to somewhat safe” (i.e., rated safety at between five and seven), and those who felt “unsafe” (i.e., rated safety at less than five).

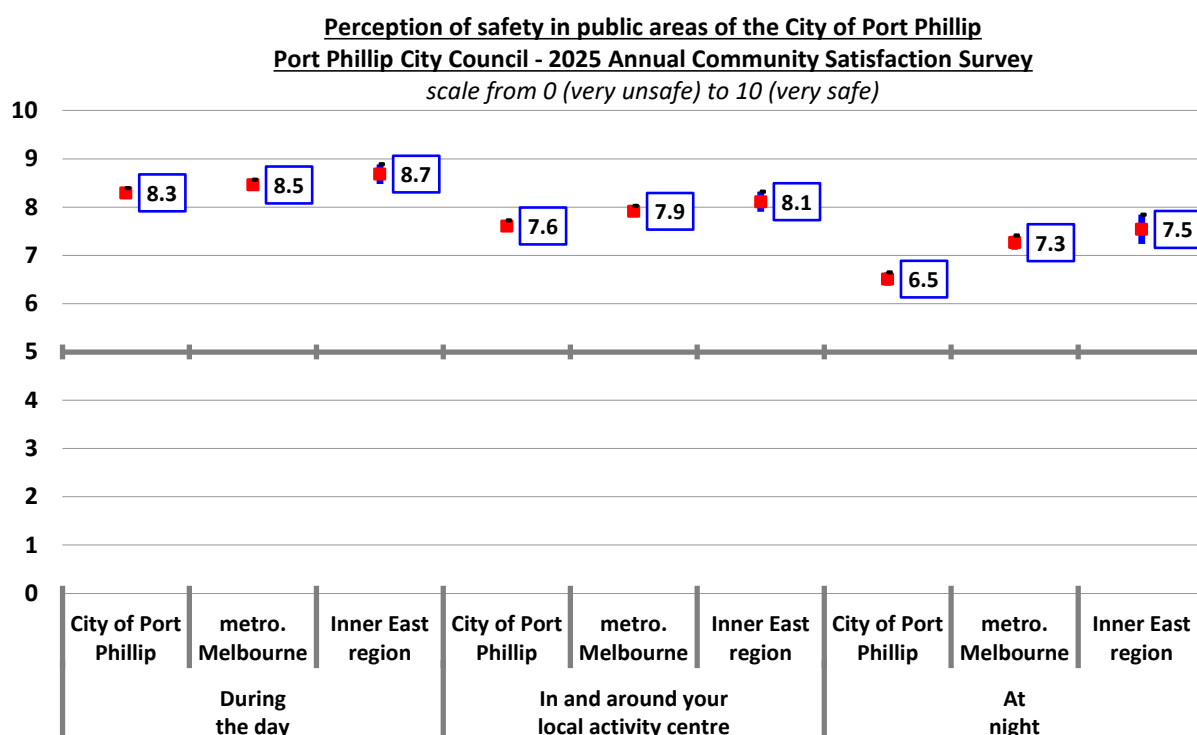
Attention is drawn to the 14% of respondents who felt “unsafe” in the public areas of the City of Port Phillip at night, compared to four percent or less for the other three locations / times.





The following graph provides a comparison of the average perception of safety results against the metropolitan and the eastern region councils' results, as recorded in the 2025 *Governing Melbourne* research conducted independently by Metropolis Research, in January 2025, using the same door-to-door, in-person survey methodology.

The perception of safety in the public areas of the City of Port Phillip was measurably lower than the metropolitan and inner eastern region councils' averages. This variation was largest in relation to the perception of safety at night, which was measurably and significantly (8%) lower in the City of Port Phillip than the metropolitan average.



Metropolis Research is of the view that the perception of safety in public areas of metropolitan Melbourne is likely to have declined a little over the course of 2025, which may be a small contributing factor the size of the variation observed in relation to Port Phillip.

This will only be a small factor and does not diminish the key finding that residents in the City of Port Phillip felt measurably less safe in public areas than the metropolitan average.

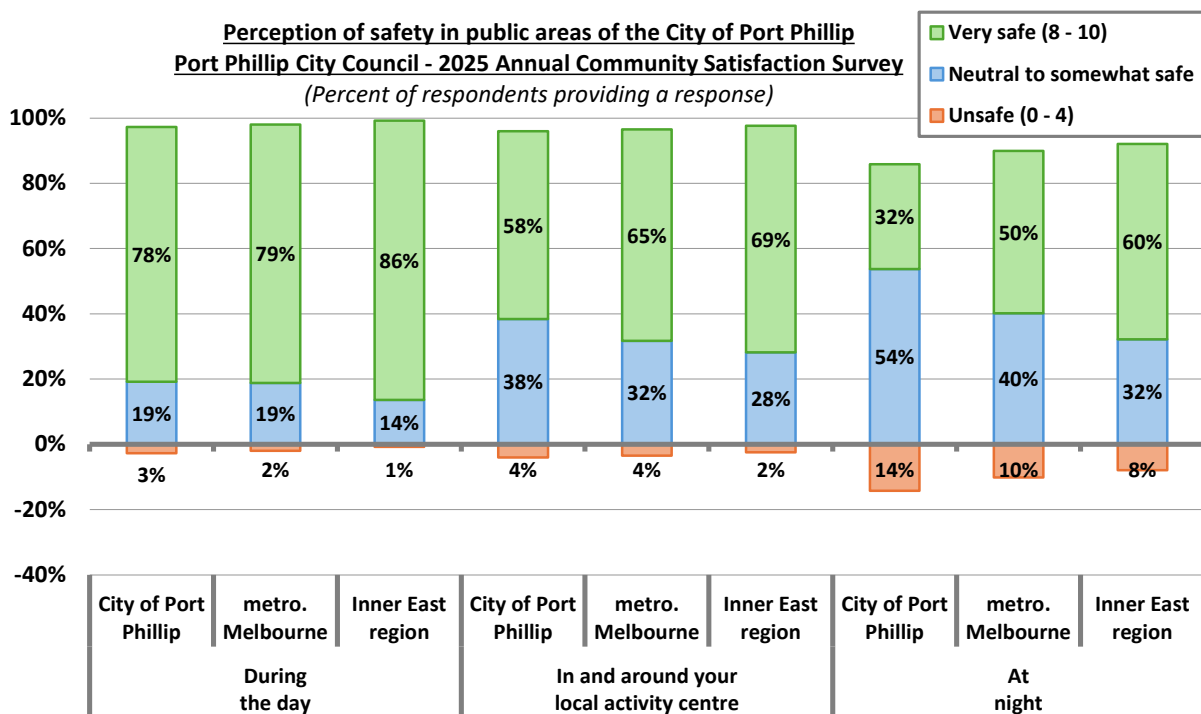
These measurably lower perception of safety results for the City of Port Phillip were consistent with the fact that respondents in the City of Port Phillip were three times as likely to raise [safety, policing, and crime related issues as a top three](#) issue than the metropolitan average.

In 2025, 21% of respondents in the City of Port Phillip raised safety, policing, and crime issues, making this the most common issue nominated in the City of Port Phillip this year.

This compared to the metropolitan average of seven percent, and the inner eastern region councils' average of 13%.

In addition, other issues raised by respondents as top three issues to address for the City of Port Phillip this year included homelessness (8%), activity centre issues (4%), and drug and alcohol related issues (4%). These issues were also often factors likely to be impacting on respondents' perception of safety in public areas, including in and around local activity centres.

When compared to the metropolitan Melbourne and inner eastern region councils' average, it is noted that respondents from the City of Port Phillip were significantly (18%) less likely than the metropolitan average to feel "very safe", and notably (4%) more likely to feel "unsafe".



More detailed results in relation to the perception of safety in public areas of the City of Port Phillip by precinct and by respondent profile are available in the main report on request. While there was some variation in these results for each of the individual measures, in general terms it was found that:

- **Generally, felt SAFER than average** – included respondents from St Kilda Road, and to a lesser extent respondents from Elwood / Ripponlea and Albert / Middle Park, senior citizens (aged 75 years and over), male respondents, and respondents from English speaking households.
- **Generally, felt LESS SAFE than average** – included respondents from St Kilda / St Kilda West, and to a lesser extent Port Melbourne et al and South Melbourne, middle-aged respondents (aged 45 to 59 years), female respondents, and respondents from multilingual households.

### Reasons for feeling unsafe in public areas

There were a total of 177 responses received from respondent outlining the reasons why they felt unsafe in the public areas of the City of Port Phillip.

The most common reasons why respondents felt unsafe in the public areas of the City of Port Phillip related to concerns around drugs and alcohol (43 comments), concerns around various types of people (39 comments), concerns around crime and policing (32 comments), and incidents of crime and break-ins (30 comments).

These results clearly reflect substantial community concern around social issues, such as homelessness, drugs and alcohol, as well as the perceived lack of policing.

These results were consistent with the [issues to address](#) results, which highlighted safety, policing, and crime (21%), homelessness (8%), activity centre issues (4%), and drugs and alcohol (4%).

**Reasons for not feeling safe in the public areas of the City of Port Phillip**  
**Port Phillip City Council - 2025 Annual Community Satisfaction Survey**  
*(Number and percent of total responses)*

Response	2025	
	Number	Percent
Drugs and alcohol	43	24%
People	39	22%
Crime and policing	32	18%
Incidents / break-ins	30	17%
Perception of safety at night and lighting	11	6%
Violence and anti-social behaviour	10	6%
General perception of safety	6	3%
Cleanliness of area	3	2%
Being female / elderly	1	1%
Other	2	1%
<b>Total</b>	<b>177</b>	<b>100%</b>



## Sense of community

Respondents were asked:

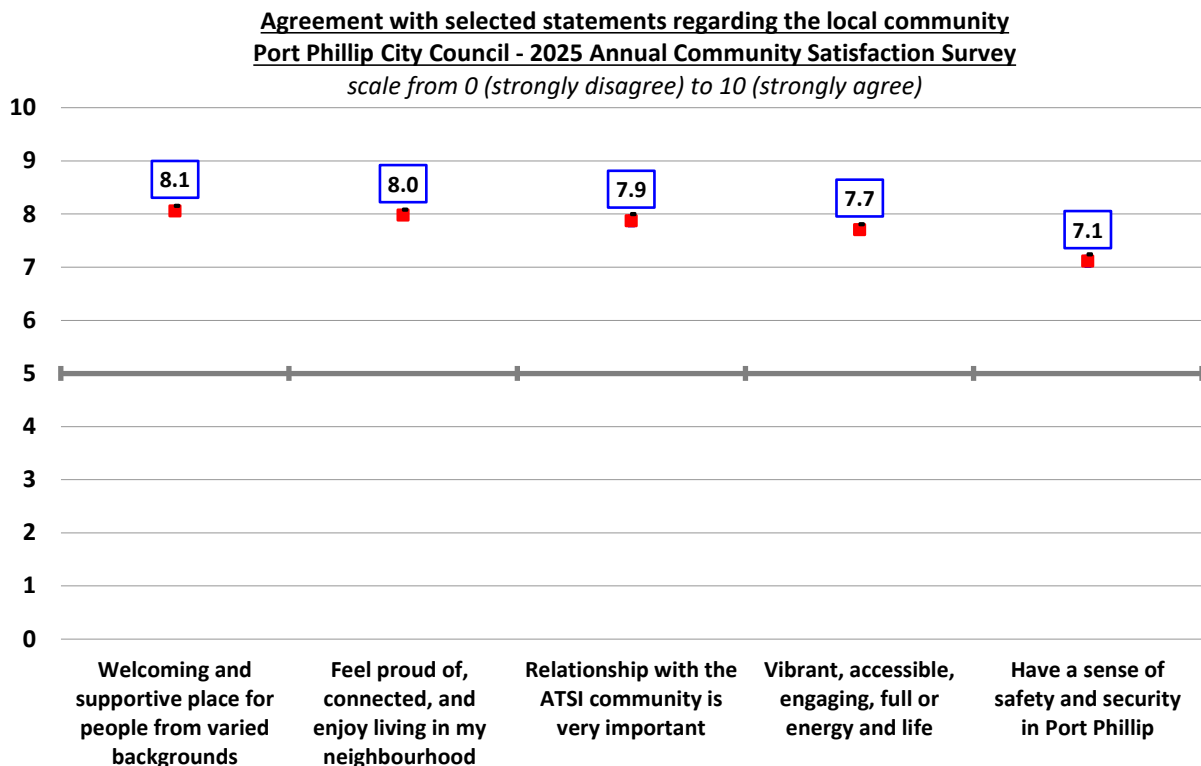
*“On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements about the local community.”*

The average agreement with the five included sense of community statements varied from a “strong” 7.1 out of 10 for having a sense of safety and security in Port Phillip, to “very strong” 8.1 out of 10 for Port Phillip being a welcoming and supportive place for people from varied backgrounds.

Agreement that respondents have a sense of safety and security in Port Phillip was measurably lower than the average agreement with the other four statements. This result reinforces the findings that [safety, policing, and crime related issues](#) were the most common issue raised by respondents that they feel need to be addressed for the City of Port Phillip at the moment.

In addition, this result was consistent with the fact that the [perception of safety in the public areas of the City of Port Phillip at night](#) was measurably and significantly (8%) lower than the metropolitan average (6.5 compared to 7.3 out of 10).

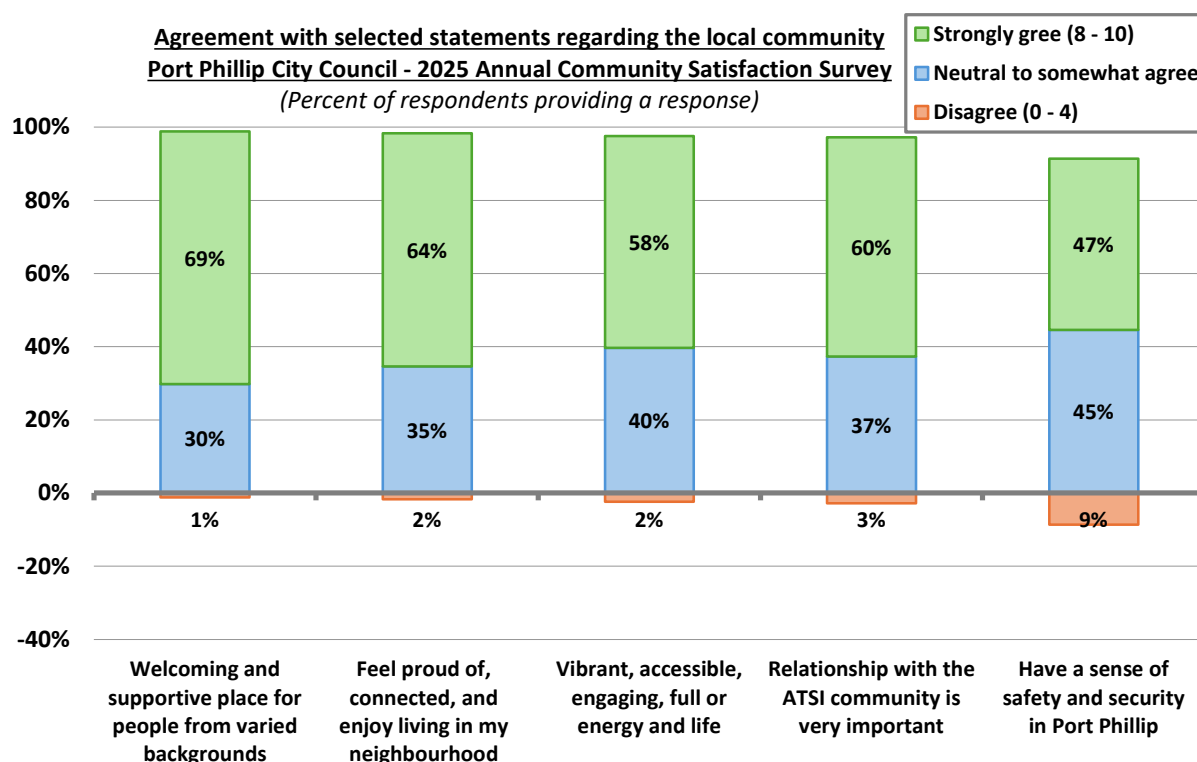
The average agreement that Port Phillip is a welcoming and supportive place for people from varied backgrounds (8.1) and that respondents feel proud of, connected, and enjoy living in their neighbourhood (8.0) were both rated at “very strong” levels (more than eight out of 10).



The following graph provides a breakdown of these results into the proportion of respondents who “strongly agreed” (i.e., rated agreement at eight or more out of 10), those who were “neutral to somewhat agreed” (i.e., rated agreement at between five and seven), and those who “disagreed” (i.e., rated agreement at less than five out of 10).

More than half of the respondents who provided a score “strongly agreed” with four of the five statements, whilst a little less than half (47%) “strongly agreed” that they have a sense of safety and security in Port Phillip.

Metropolis Research notes that nine percent of respondents “disagreed” that they have a sense of safety and security in Port Phillip, a result that was consistent with the 14% reporting that they felt [“unsafe” in the public areas of the municipality at night](#).



Three of these five sense of community statements were included in the 2025 *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same methodology.

It is noted that the wording of these three statements was marginally different in *Governing Melbourne* than in this survey, although Metropolis Research is of the view that the difference in wording would likely not have resulted in a substantial impact on the comparability of the results. The *Governing Melbourne* wording for these three statements was as follows:

- My local community is welcoming and supportive of people from diverse cultures and backgrounds
- I am proud of and enjoy living in the local area
- My local community is vibrant, accessible, and engaging



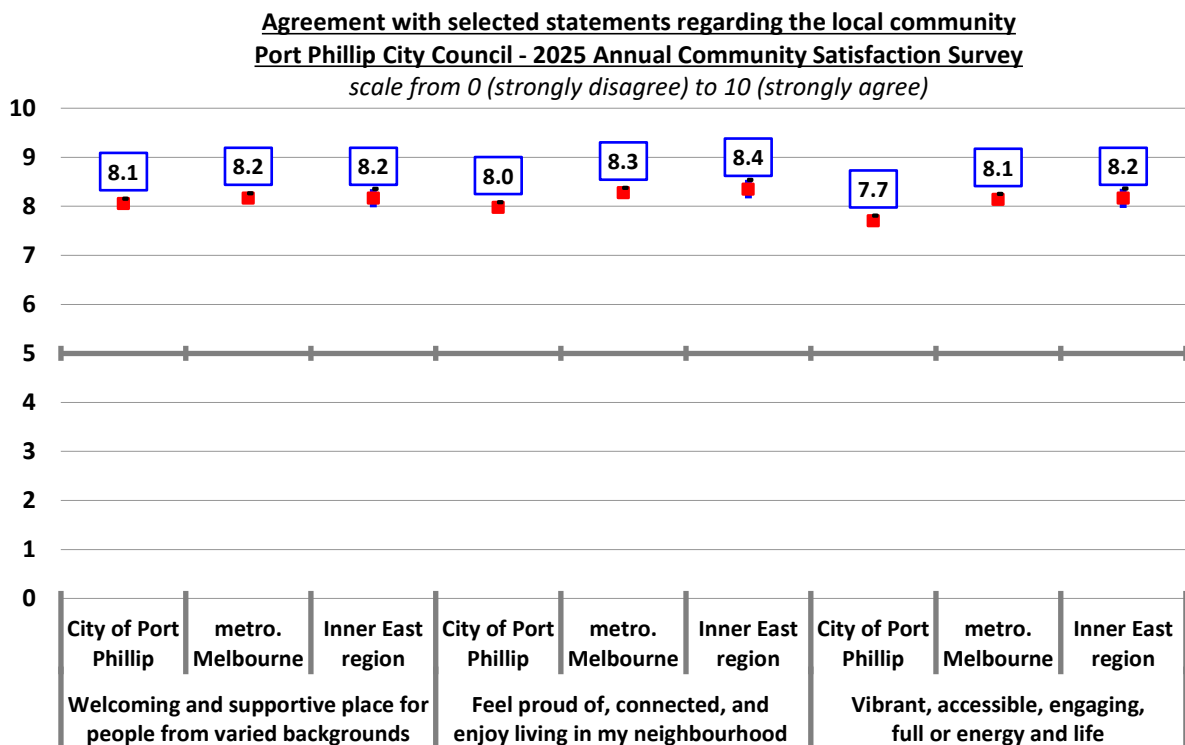


On average, respondents in the City of Port Phillip were marginally (1%) less in agreement than the metropolitan average that Port Phillip is a welcoming and supportive place for people from varied backgrounds.

They were, however, measurably (3%) less in agreement that they feel proud of, connected, and enjoy living in their neighbourhood, and measurably (4%) less in agreement that the community is vibrant, accessible, engaging, full of energy and life.

These results do suggest that, whilst most in the Port Phillip community strongly agreed with these statements, the overall sense of community in Port Phillip was marginally weaker than the metropolitan average.

Metropolis Research suggests that this lower average sense of community, particularly around feeling proud of and connected to community and that the community is vibrant, accessible, and engaging may well have been impacted by the measurably lower perception of safety in the public areas of the municipality, including around activity centres.



## Physically active

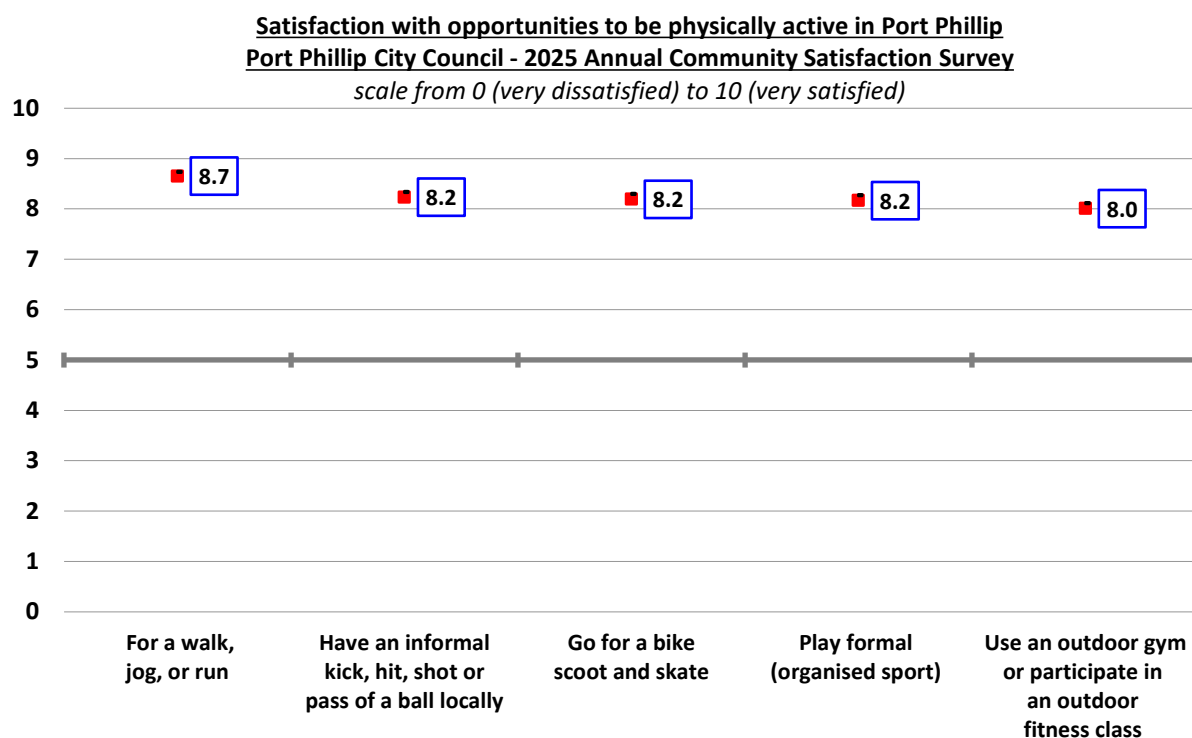
### ***Satisfaction with the opportunities to be physically active***

Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), how satisfied are you with the opportunities to be physically active in Port Phillip?”*

Respondents, on average, rated satisfaction with the opportunities to be physically active in Port Phillip across the five included situations, at “excellent” levels of more than eight out of 10.

Satisfaction with opportunities to be physically active going for a walk, a jog, or run, was measurably higher than satisfaction with the opportunities to be physically active doing informal sports, going for a bike, scooter, or skate, playing formal organised sport, and using an outdoor gym or participating in outdoor fitness classes.

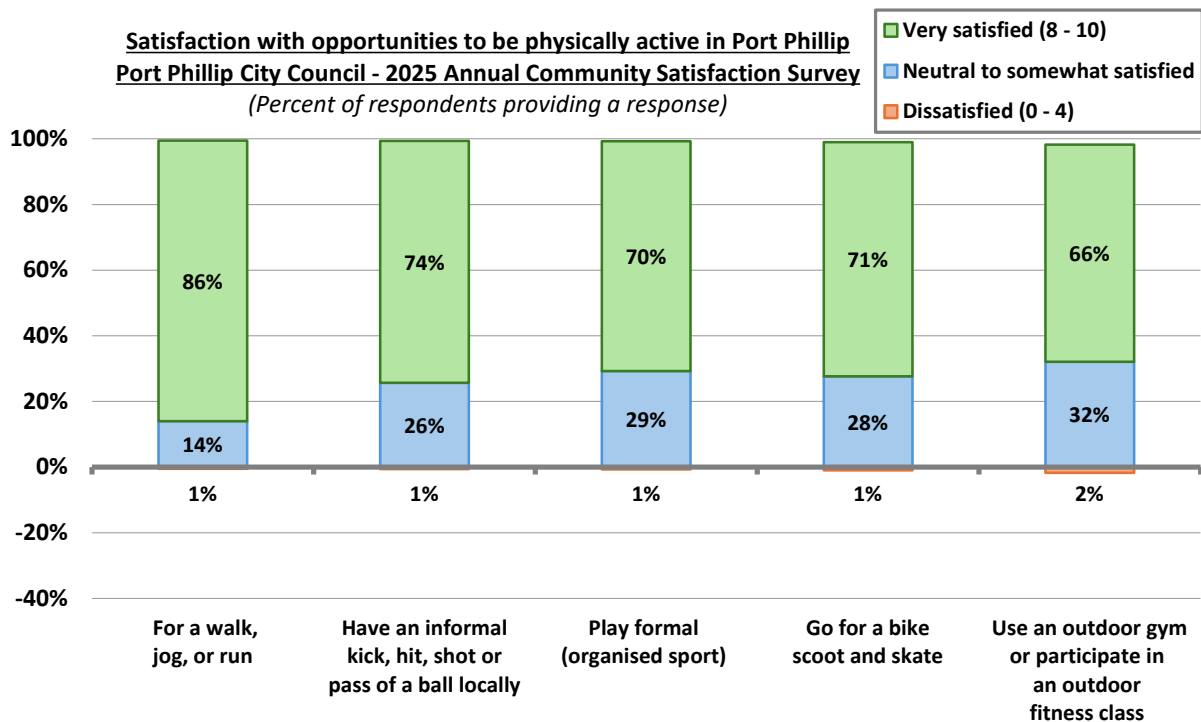


The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five out of 10).

Attention is drawn to the 86% of respondents who were “very satisfied” with the opportunities to be physically active in Port Phillip going for a walk, jog, or run.



It is also noted that less than three percent of respondents were “dissatisfied” with the opportunities to be physically active in any of the five listed ways, as outlined in the following table.



A more detailed examination of satisfaction with the opportunities to be physically active in Port Phillip by the five listed activities is available in the main report available on request.

Whilst there was some variation in these results for individual activities, in general terms it was observed that:

- **Generally, MORE satisfied than average** – included respondents from St Kilda Road, Albert / Middle Park, Port Melbourne et al, and South Melbourne.
- **Generally, LESS satisfied than average** – included respondents from St Kilda East / Balaclava and Elwood / Ripponlea.

Metropolis Research draws attention to the fact that there was relatively little variation in satisfaction with the opportunities to be physically active in Port Phillip observed by respondent profile.

This was a particularly positive result, reinforcing the “excellent” satisfaction levels, and strongly suggesting that access to opportunities to be physically active in Port Phillip are readily available.



## Barriers to be physically active

Respondents were asked:

*“What, if any, barriers are there to you being physically active in Port Phillip?”*

Despite the “excellent” satisfaction with opportunities to be physically active in Port Phillip across a range of activities, a proportion of respondents reported that there were some barriers to them being physically active in Port Phillip.

The two most common barriers to being physically active in Port Phillip were safety when out being active (11%) and the cost of accessing equipment / facilities (11%).

Metropolis Research notes that 14% of respondents felt [unsafe in the public areas of the City of Port Phillip at night](#), reinforcing these results about barriers to being physically active.

**Barriers to you being physically active in Port Phillip**  
**Port Phillip City Council - 2025 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

Response	2025	
	Number	Percent
Safety when out being active	98	11%
Cost of accessing equipment / facilities	96	11%
Lack of local facilities	26	3%
Other barrier	51	6%
<b>Total responses</b>	<b>271</b>	
<i>Respondents identifying at least one barrier</i>	<b>256</b> <b>(28%)</b>	

There was relatively little significant variation in these results observed across the municipality, although it is noted that respondents from South Melbourne were notably (8%) more likely than average to identify the cost of accessing equipment / facilities as a barrier to being physically active in Port Phillip.

There was no substantial variation in the barriers to being physically active observed by respondent profile.



## Economic security

### *Housing related financial stress*

Respondents were asked:

*“Have the household’s monthly rental or mortgage repayments placed stress on the household’s finances in the last 12 months?”*

A total of 139 of the 358 mortgagor and rental household respondents who provided a response to this question reported that their monthly rent or mortgage payment placed stress on the household’s finances in the last 12 months.

Mortgagor household respondents were somewhat more likely than rental household respondents to report moderate levels of housing related financial stress, whilst rental household respondents were marginally more likely to report heavy housing related financial stress.

By way of comparison, a similar question asked in the Mitchell Shire, which is an emerging growth area council at the northern edge of metropolitan Melbourne, in 2024 recorded 35% experiencing heavy and 34% experiencing moderate, housing related financial stress.

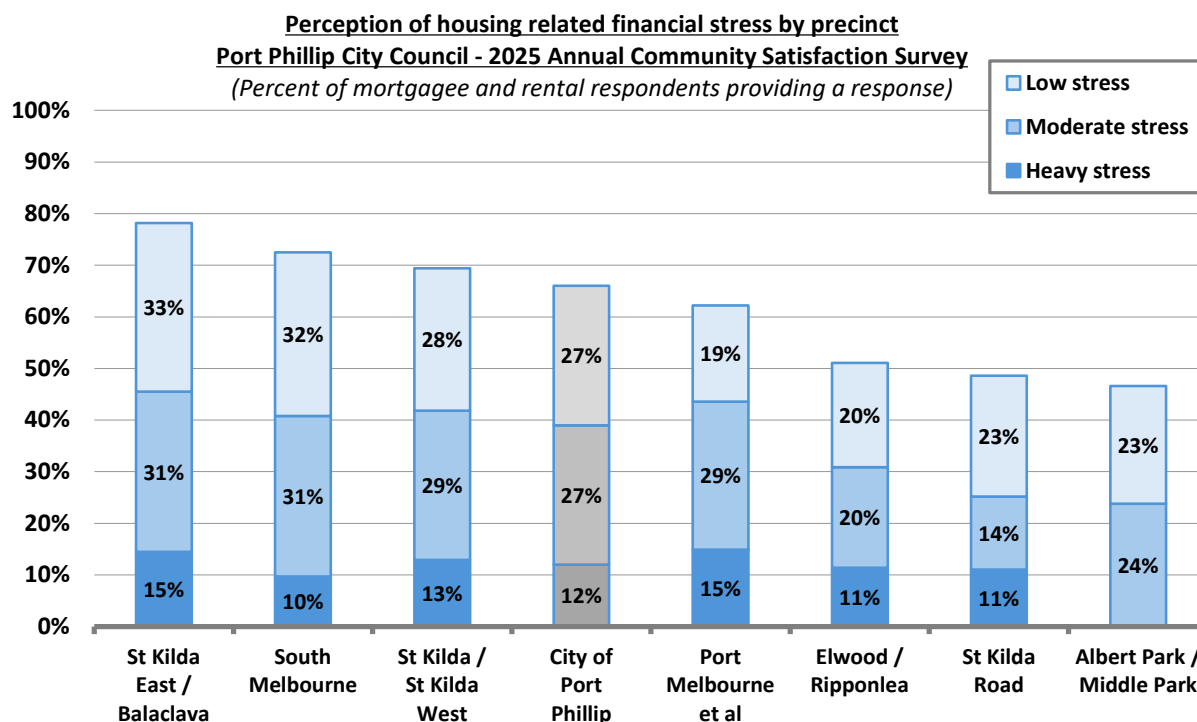
**Perception of housing related financial stress**  
**Port Phillip City Council - 2025 Annual Community Satisfaction Survey**  
*(Number and percent of mortgagee and rental respondents)*

Stress	2025		Mortgagor	Renter
	Number	Percent		
No stress	124	35%	29%	37%
Low stress	95	27%	27%	26%
Moderate stress	97	27%	35%	24%
Heavy stress	42	12%	9%	13%
Can't say	45		11	35
<b>Total</b>	<b>403</b>	<b>100%</b>	<b>125</b>	<b>278</b>

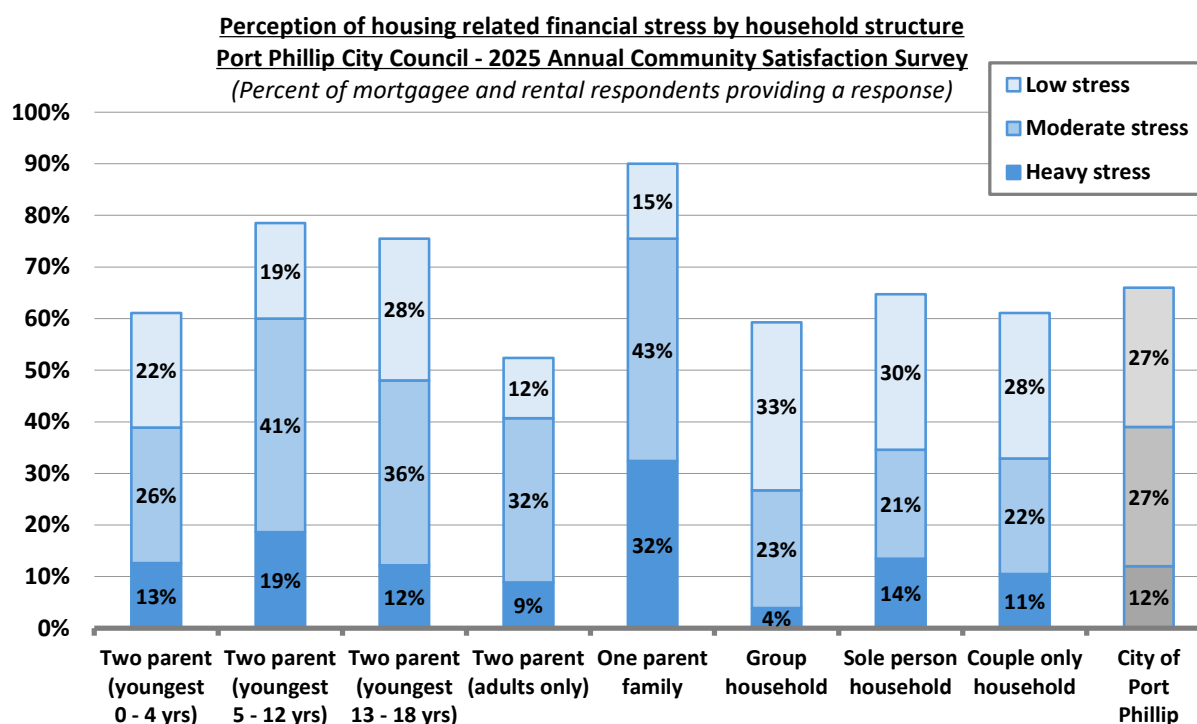
There was notable variation in this result observed across the municipality, as follows:

- ***Somewhat HIGHER than average housing related financial stress*** – included respondents from St Kilda East / Balaclava and South Melbourne.
- ***Somewhat LOWER than average housing related financial stress*** – included respondents from Elwood / Ripponlea, St Kilda Road, and Albert / Middle Park.





There was some variation in the perception of housing related financial stress observed by household structure, with one-parent families, followed by two-parent families with children aged five to 18 years, the most likely to report experiencing housing related financial stress.





## Respondent profile

The following section provides the demographic profile of respondents to the *Port Phillip City Council – 2025 Annual Community Satisfaction Survey*. These questions have been included in the survey for two purposes; to allow checking that the sample adequately reflects the underlying population of the municipality and secondly to allow for more detailed examination of the results of other questions in the survey.

### Age structure

The sample of respondents was weighted by age and gender to reflect the 2021 *Census* profile. Metropolis Research notes, however, that the unweighted sample was an extremely solid representation of the underlying age structure, which reflects well on the methodology.

#### Age structure

##### **Port Phillip City Council - 2025 Annual Community Satisfaction Survey**

*(Number and percent of respondents providing a response)*

Age	2025 (unweighted)		2025 (weighted)
	Number	Percent	
Young adults (18 - 34 years)	201	22%	34%
Adults (35 - 44 years)	184	21%	21%
Middle-aged adults (45 - 59 yrs)	251	28%	24%
Older adults (60 - 74 years)	198	22%	15%
Senior citizens (75 years and over)	62	7%	7%
Not stated	5		5
<b>Total</b>	<b>901</b>	<b>100%</b>	<b>901</b>

### Gender

The sample was weighted by age and gender to reflect the 2021 *Census* profile.

#### Gender

##### **Port Phillip City Council - 2025 Annual Community Satisfaction Survey**

*(Number and percent of respondents providing a response)*

Gender	2025 (unweighted)		2025 (weighted)
	Number	Percent	
Man / Male	444	49%	48%
Women / Female	451	50%	51%
Non-binary	2	0%	0%
Prefer to self describe	0	0%	0%
Prefer not to say / not stated	4		4
<b>Total</b>	<b>901</b>	<b>100%</b>	<b>901</b>



## Language spoken at home

The language spoken at home profile of respondents to the survey this year was very consistent with the 2021 *Census* language profile.

The survey included 74% of respondents from households that speak a language other than English, compared to the 2021 *Census* which reported that 77% of residents speak a language other than English at home.

This result reflects extremely well on the robust nature of the door-to-door, in-person methodology, and its ability to engage effectively with the diverse Port Phillip community.

**Language spoken at home**  
**Port Phillip City Council - 2025 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

Language	2025	
	Number	Percent
English	661	74%
Spanish	28	3%
Italian	23	3%
French	18	2%
German	16	2%
Greek	15	2%
Hindi	15	2%
Mandarin	10	1%
Portuguese	9	1%
Russian	8	1%
Arabic	6	1%
Chinese, n.f.d	5	1%
Polish	5	1%
Vietnamese	5	1%
Cantonese	4	0%
Japanese	4	0%
Bengali	3	0%
Dutch	3	0%
Irish	3	0%
Korean	3	0%
Persian	3	0%
Punjabi	3	0%
Tamil	3	0%
Thai	3	0%
Turkish	3	0%
Urdu	3	0%
All languages (26 separately identified)	31	3%
Not stated	8	
<b>Total</b>	<b>901</b>	<b>100%</b>



## Household member with disability

A total of seven percent of respondents were from households with a member with disability this year. This result was broadly consistent with results observed elsewhere across metropolitan Melbourne in recent years.

**Household members have a permanent or long-term disability**  
**Port Phillip City Council - 2025 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Response	2025	
	Number	Percent
Yes	64	7%
No	827	93%
Not stated	10	
<b>Total</b>	<b>901</b>	<b>100%</b>

## Household structure

The survey included a good cross section of household structures, with approximately one-third two-parent families, one-third couple households without children, 15% sole person households, 11% group households, and five percent one-parent families.

**Household structure**  
**Port Phillip City Council - 2025 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Structure	2025	
	Number	Percent
<b>Two parent family total</b>	<b>327</b>	<b>36%</b>
youngest child 0 - 4 years	63	7%
youngest child 5 - 12 years	80	9%
youngest child 13 - 18 years	96	11%
adult children only	88	10%
<b>One parent family</b>	<b>49</b>	<b>5%</b>
youngest child 0 - 4 years	3	0%
youngest child 5 - 12 years	4	0%
youngest child 13 - 18 years	7	1%
adult children only	35	4%
Group household	101	11%
Sole person household	136	15%
Couple only household	276	31%
Extended or multiple families	7	1%
Not stated	5	
<b>Total</b>	<b>901</b>	<b>100%</b>



## Housing situation

When compared to the 2021 *Census* results, the survey did under-represent rental households (31% compared to 52%) and over-represent homeowners (48% compared to 21%) and mortgagor households (14% compared to 25%).

This variation may well reflect lower engagement from the rental community in the City of Port Phillip.

**Housing situation**  
**Port Phillip City Council - 2025 Annual Community Satisfaction Survey**  
(Number and percent of respondents providing a response)

Situation	2025	
	Number	Percent
Own this home	429	48%
Mortgage ( <i>paying-off this home</i> )	125	14%
Renting this home	278	31%
Other arrangement	61	7%
Not stated	8	
<b>Total</b>	<b>901</b>	<b>100%</b>

## Period of residence in the City of Port Phillip

There was a significant spread in terms of the period of residence in the City of Port Phillip observed for survey respondents this year, with 29% newer residents (less than five years in the municipality), and 46% long-term residents (10 years or more in the municipality).

**Period of residence in the City of Port Phillip**  
**Port Phillip City Council - 2025 Annual Community Satisfaction Survey**  
(Number and percent of respondents providing a response)

Period	2025	
	Number	Percent
Less than one year	105	12%
One to less than five years	157	17%
Five to less than ten years	221	25%
Ten years or more	415	46%
Not stated	3	
<b>Total</b>	<b>901</b>	<b>100%</b>

Of the 262 respondents who had lived in the City of Port Phillip for less than five years, 177 provided a previous municipality of residence.



Attention is drawn to the 18% of respondents who moved to the City of Port Phillip from interstate and the 12% who moved from overseas.

The most common previous municipalities of residence were neighbouring councils including the City of Melbourne (18%) and Stonnington (9%).

**Previous Council**  
**Port Phillip City Council - 2025 Annual Community Satisfaction Survey**  
*(Number and percent of respondents who lived in the City of Port Phillip less than 5 years and providing a response)*

Council	2025	
	Number	Percent
Interstate	31	18%
Melbourne	31	18%
International	22	12%
Stonnington	16	9%
Yarra	13	7%
Bayside	9	5%
Glen Eira	6	3%
Moonee Valley	6	3%
Wyndham	6	3%
Ballarat	5	3%
Greater Dandenong	4	2%
Monash	4	2%
Boroondara	3	2%
Casey	3	2%
Whitehorse	3	2%
Banyule	2	1%
Darebin	2	1%
Maribyrnong	2	1%
Whittlesea	2	1%
Brimbank	1	1%
Kingston	1	1%
Manningham	1	1%
Maroondah	1	1%
Merri-bek	1	1%
Mornington Peninsula	1	1%
Yarra Ranges	1	1%
Not stated	85	
<b>Total</b>	<b>262</b>	<b>100%</b>



## General comments

There were 232 general comments received from respondents to the survey this year.

These have been broadly categorised, as outlined in the following table.

Consistent with the results outlined through the report, the most common issues raised in the general comments related to drugs, crime, safety, and security related issues (38 comments).

There were also comments about various Council services and facilities (20 comments), some comments on Council's performance and governance (19 comments), along with a range of other issues.

**General comments**  
**Port Phillip City Council - 2025 Annual Community Satisfaction Survey**  
*(Number and percent of total responses)*

Comment	2025	
	Number	Percent
Drugs, crime, safety and security	38	16%
Council facilities / services / activities	20	9%
Council governance and management	19	8%
Parking	15	6%
Parks, gardens, open spaces and tree maintenances	15	6%
Rates / financial management	15	6%
Cleanliness and aesthetics of area	13	6%
Infrastructure	13	6%
Communication, consultation and engagement	11	5%
Traffic and public transport management	11	5%
Roads and footpaths	10	4%
Planning and development issues	8	3%
Comments relating to this survey	7	3%
Activity centres	6	3%
Waste management	6	3%
Homelessness	5	2%
Environment, climate change and wildlife conservation	3	1%
General negative comments	3	1%
General positive comments	3	1%
Public housing	2	1%
Affordability of housing	1	0%
Other	8	3%
<b>Total</b>	<b>232</b>	<b>100%</b>





## Appendix One: survey form



Hi my name is \_\_\_\_\_ from Metropolis Research and I am here on behalf of Port Phillip City Council.

Council is currently doing its annual Community Satisfaction Survey. This is an opportunity for you to provide feedback on council's programs and services, as well as issues that are important to you.

Council will use the survey results to help improve its services to the community.

The survey will take approximately 10 to 15 mins to complete, is completely confidential and voluntary.

1

Have you contacted Port Phillip City Council in the past 12 months?

Yes (continue)

1

No (go to Q.4)

2

If Yes, what was the reason for contacting Council?

2

When you last contacted the Council, was it?

(Please circle one only)

Visit in person at a Council office

1

Submitted form via the website

6

Telephone (during office hours)

2

Social media (e.g. Facebook)

7

Telephone (after hours service)

3

Directly with a Councillor

8

Mail

4

Snap, Send, Solve

9

Email

5

Other (specify) \_\_\_\_\_ 10

3

Was this your preferred method of contacting Council?

Yes

1

No

3

If not, why do you say that?

4

On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of how you were served when you last interacted with Council?

1. The provision of accurate information or referral to a relevant officer	0	1	2	3	4	5	6	7	8	9	10	99
2. The speed and efficiency of service	0	1	2	3	4	5	6	7	8	9	10	99
3. Courtesy and professionalism of staff	0	1	2	3	4	5	6	7	8	9	10	99
4. Acknowledgement of the request and keeping me in the loop	0	1	2	3	4	5	6	7	8	9	10	99
5. Overall satisfaction with the customer service experience	0	1	2	3	4	5	6	7	8	9	10	99

If any aspect rated 6 or less, what could have been improved upon?

**On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and then your personal level of satisfaction with each of the following Council provided services and facilities.**

1. Maintenance and repair of major arterial roads and highways (managed by VicRoads)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
<b>If satisfaction rated less than 6, are there any roads of concern?</b>													
2. Maintenance and repair of sealed local roads (managed by Council)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
<b>If satisfaction rated less than 6, are there any roads of concern?</b>													
3. Roadside slashing and weed control	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Footpath maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Maintenance and appearance of public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Litter collection in public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Maintenance and cleaning of strip shopping areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Management of illegally dumped rubbish	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Management of graffiti	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Provision and maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Street lighting	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Street sweeping	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
13. Regular weekly garbage collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
14. Regular weekly recycling	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
15. Weekly food and green waste collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
16. Provision and maintenance of parks and gardens	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

17. Town Planning policies	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
18. Animal management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
19. Local traffic management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
20. Parking enforcement	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
21. Provision of parking facilities / spaces	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
22. Enforcement of local laws	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
23. Council's activities promoting local economic development	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
24. Council's emergency preparedness and response	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

**On a scale of 0 (lowest) to 10 (highest), please rate the importance of the following services to the community, followed by your personal level of satisfaction only if you or a family member has used that service in the past 12 months.**

*(Survey note: Ask importance, then use, then satisfaction only if service has been used in last 12 months)*

1. Bookable hard rubbish service	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
2. Local library services	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Council's website	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Council's e-newsletter <i>Diversity</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

6. Sports ovals and outdoor sports facilities (e.g. sports grounds, outdoor courts, fitness stations)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
<b>If Used, what type of activities did you do?</b>		Organised formal sports					1	Informal					2
7. Bike and shared paths (both on-road and off-road and including shared paths)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Provision and maintenance of playgrounds	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Waste Recovery Centre (the Tip)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Services for children from birth to 5 years of age (e.g. Maternal & Child Health, childcare, storytime).	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Services for youth (e.g. Adventure Playgrounds, youth social worker)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Services for people with disability	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
13. Support services for people experiencing disadvantage	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
14. Support services for the elderly / seniors	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
15. Provision of arts and cultural venues, spaces, and facilities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
16. Provision of arts and cultural events, programs and activities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
17. Planning and / or building permits	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

5/6a

What are the reasons why you were dissatisfied with any of the above services and facilities?

Service: _____	
Service: _____	
Service: _____	
Service: _____	

7

On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with each of the following?

1. Council's community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	99
2. The opportunities offered by Council to engage or be consulted with on Council decisions	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												
3. Council's representation, lobbying, and advocacy on behalf of the community	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												
4. Council's performance informing the community	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												
5. Council making decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												
6. Council's performance maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												
7. Council's performance providing "value for rates"	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												
8. That Council has a sound direction for the future	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												
9. Council meeting its responsibilities towards the environment	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												



8

And on the same scale, please rate your satisfaction with the performance of Port Phillip City Council across all areas of responsibility.

1. Overall performance	0	1	2	3	4	5	6	7	8	9	10	99
------------------------	---	---	---	---	---	---	---	---	---	---	----	----

Why did you rate satisfaction at that level?

9

Can you please list what you consider to be the top three issues to address for the City of Port Phillip at the moment?

Issue One:	
Issue Two:	
Issue Three:	

The State Government has planned for the population of the City of Port Phillip to increase by approximately 63,800 more people by 2041, reaching approximately 176,800. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

10

On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with?

1. Planning for population growth	0	1	2	3	4	5	6	7	8	9	10	99
-----------------------------------	---	---	---	---	---	---	---	---	---	---	----	----

If satisfaction less than 5, what concerns you most about population growth?

11

On a scale of 0 (lowest) to 10 (highest) can you please rate your satisfaction with the following aspects of planning and development in your local area?

1. The appearance and quality of newly constructed developments in your area	0	1	2	3	4	5	6	7	8	9	10	99
2. The design of public spaces	0	1	2	3	4	5	6	7	8	9	10	99
3. The protection of local heritage	0	1	2	3	4	5	6	7	8	9	10	99

If any rated less than 6, please identify your concerns and / or examples of developments:

12

On a scale of 0 (lowest) to 10 (highest), how satisfied are you with the opportunities to be physically active in Port Phillip?

1. For a walk, jog, or run	0	1	2	3	4	5	6	7	8	9	10	99
2. Go for a bike scoot and skate	0	1	2	3	4	5	6	7	8	9	10	99
3. Play formal (organised sport)	0	1	2	3	4	5	6	7	8	9	10	99
4. Have an informal kick, hit, shot or pass of a ball locally	0	1	2	3	4	5	6	7	8	9	10	99
5. Use an outdoor gym or participate in an outdoor fitness class	0	1	2	3	4	5	6	7	8	9	10	99

13

**What, if any, barriers are there to you being physically active in Port Phillip?**

Cost of accessing equipment / facilities

1

Safety when out being active

3

Lack of local facilities (*please specify*):

2

Other barrier (*please specify*):

9

14

**On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements about the local community.**

Statement	Strongly disagree		Neutral								Strongly agree	Can't say
1. The City of Port Phillip is a welcoming and supportive place for everyone including people from varied cultural and religious backgrounds, ages, genders, and sexual orientation	0	1	2	3	4	5	6	7	8	9	10	99
2. The relationship with the Aboriginal and Torres Strait Islander community is very important	0	1	2	3	4	5	6	7	8	9	10	99
3. I feel proud of, connected, and enjoy living in my neighbourhood	0	1	2	3	4	5	6	7	8	9	10	99
4. I have a sense of safety and security in Port Phillip	0	1	2	3	4	5	6	7	8	9	10	99
5. My local area is vibrant, accessible, engaging, full of energy and life, and somewhere I want to be	0	1	2	3	4	5	6	7	8	9	10	99

15

**On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas of the City of Port Phillip?**

1. During the day	0	1	2	3	4	5	6	7	8	9	10	99
2. At night	0	1	2	3	4	5	6	7	8	9	10	99
3. In and around your local activity centre	0	1	2	3	4	5	6	7	8	9	10	99
4. At the beach or foreshore	0	1	2	3	4	5	6	7	8	9	10	99

**If any rated less than 5, where do you feel unsafe?****Why do you feel unsafe?**

16

**Have the household's monthly rental or mortgage repayments placed stress on the household's finances in the last 12 months?**

No stress

1

Heavy stress

4

Low stress

2

Can't say

9

Moderate stress

3

17

Please indicate which of the following best describes you.

18 to 24 Years	1	60 to 74 Years	5
25 to 34 Years	2	75 Years or Over	6
35 to 44 Years	3	Prefer not to say	9
45 to 59 Years	4		

18

With which gender do you identify?

Man / Male	1	Prefer to self-describe:	4
Women / Female	2	_____	
Non-binary	3	Prefer not to say	9

19

Do any members of this household speak a language other than English at home?

English only	1	Other _____	2
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20

Do any members of this household have a permanent or long-term disability?

Yes	1	Prefer not to say	9
No	2		

21

What is the structure of this household?

Two parent family ( <i>youngest 0 - 4 yrs</i> )	1	One parent family ( <i>youngest 13-18</i> )	7
Two parent family ( <i>youngest 5 – 12 yrs</i> )	2	One parent family ( <i>adult child only</i> )	8
Two parent family ( <i>youngest 13 - 18 yrs</i> )	3	Group household	9
Two parent family ( <i>adult child only</i> )	4	Sole person household	10
One parent family ( <i>youngest 0 - 4 yrs</i> )	5	Couple only household	11
One parent family ( <i>youngest 5 – 12 yrs</i> )	6	Other ( <i>specify</i> ): _____	12

22

Which of the following best describes the current housing situation of this household?

Own this home	1	Renting this home	3
Mortgage (paying-off this home)	2	Other arrangement	4

23

How long have you lived in the City of Port Phillip?

Less than 1 year	1	5 to less than 10 years	3
1 to less than 5 years	2	10 years or more	4

If less than 5 years, what was your previous Council

24

Do you have any further comments you would like to make?