

CSS Results Analysis and Improvement Plan 2025

	1 Report back on 2024 Actions	2 Insights from 2025 CSS	2b Other insights about this service	3 Action Plan for the 2025 CSS Survey	CSS Measures 2025	CoPP 2025	Metro Av 2025
Customer service	<ul style="list-style-type: none">• Monitored use of service channels for service requests and complaints and issues customers have had with interacting with CoPP in their preferred way.• Implemented new knowledge base to support front line staff resolving customer calls or visits to the counter.• Provided coaching and feedback for teams responding to customer requests and complaints.• Introduced new targeted training for complaint management.	<ul style="list-style-type: none">• Most customers are using their channel of choice.• A higher percentage of CSS respondents say they are using email than our internal records indicate. Many services were mentioned by singular customers reporting using email, some dominant areas: Parking, parking infringement, parking permits, rubbish, trees, infrastructure issues. Some of these indicate common business practice sending emails for additional information and some indicate emails to councillors as an escalation point.• Overall, website and counters performing best when it comes to customer service	<p>Our internal data shows a significant improvement in customer (user) satisfaction, and in objective metrics (such as wait time) over the last twelve months, despite resourcing issues and call volumes at time presenting significant challenges. We continue to undertake quality and assurance within our ASSIST team, using qualitative analysis of user-feedback data to understand what drives (or detracts from) satisfaction, and adjust our approach accordingly.</p> <p>Phone service: Average wait time is now 1m 26s (down from 2m 9s in the previous year); and 68% of calls are now answered within 30 seconds (up from 54% in 2023/24). We are now achieving 40% First Contact Resolution (up 10% on the previous year).</p> <p>Internal satisfaction data indicates the highest satisfaction is from online lodgement / booking (av 3.93/5) and face-to-face (av 3.88/5). This is supported by the 'happy or not' feedback customers provide at the counter, which achieves a 92% happy rating. Internal satisfaction data indicates the lowest satisfaction is from email (2.28/5) and customers contacting us from email is only 1-2%. The CSS data shows a higher proportion of people saying they use email (19%) than our own data indicates, the qualitative data provided by Metropolis indicates this was very individual. The number of people in the CSS survey saying they contacted us via email may have slightly negatively impacted the overall CSS Satisfaction with Customer Service.</p>	<p>Delivery of 25/26 Customer Experience Improvement Plan per Council Plan commitment. Key areas to address satisfaction:</p> <ul style="list-style-type: none">• Improve resolution of Issues (including in SSS channel – targeted closure communication, particularly dumped rubbish and illegally parked vehicles)• Support service teams to provide updates/follow up (specifically Insurance Claims, Trees and Open Spaces and complex complaints)• Continue Quality Assurance, Case Management and Learnings approach, for better communications through all service channels including: clarity of information and closing out of issues• Rolling out survey feedback to services for ownership and local targeted improvements• Implement key CX Culture and Capability Uplift Actions (to be confirmed in August - when review is complete and action plan is established)	Overall satisfaction with customer service experience	7.3	7.7
					Courtesy and Professionalism (new)	7.9	8.1
					Provision of accurate information (new)	7.5	7.8
					Speed and efficiency of service (new)	7.1	7.4
Communication services	Divercity has kept its audience this year and enjoys a very high open rate meaning it is read and utilised by those who receive it. Actions from 2024 included a campaign to increase subscriptions, which was run throughout the year. Data insights on interaction with Divercity enabled a focus on content that drove increased engagement. Driving visitation to the website is a core pillar of all communications initiatives undertaken.	Website: issues with navigation, portal can be difficult at times and for certain segments (older persons). There has been some improvement on how our communications are perceived but there is still scope to considerably improve. This aligns with our new communications plan and discussions around how dependant Council is on opt-in channels.	<p>Website: Over the last 6 months, we have increased our live user-feedback on the website from 28% to 51%, and reduced the average time spent on the website by 20 seconds, indicating faster time to information/action. We attribute this to ongoing work identifying and improving pages that might require improved readability.</p> <p>'The other area of communication that has continued to grow is social media, both from Council's outputs and also from community engagement with Council. Activity particularly grew for our What's On channels, supporting business and cultural activity across the municipality and informing the community of how they can get involved.</p>	<p>The new Communications Plan covers all planned uplifts to communication services in detail. This Plan is currently in draft form, and is expected to be finalised in Q1 2025. The Plan will cover all communications channels including website, Divercity, social media, targeted communications initiatives and physical communications such as signage.</p> <p>On the website, we will focus on continued improvement navigation, analysis and update of pages identified as needing readability improvements, and continued enhancements to OneCouncil.</p>	Council's website (new)	7.4	7.7
					Council's e-newsletter "Divercity" (new)	7.1	7.5
					Informing the community	6.8	n/a
Local Library Services	<p>Progress has been made towards improving the physical library spaces of Middle Park and St Kilda libraries as part of Council's 10-year asset renewal strategy. Community engagement was undertaken for both of these projects with positive response.</p> <p>CoPP library collections have been carefully weeded and curated with new titles ensuring that performance in this area remains at the highest standard.</p>	<p>Community satisfaction with CoPP libraries is the highest in the past 10 years and is also above the metro average in 2025. Library services were rated by respondents as being the 20th most important service provided by Council.</p> <p>Senior citizens are the most satisfied with CoPP library services at 9.1; and females are more satisfied than males. Respondents from Port Melbourne & Albert / Middle Parks were most satisfied, with Elwood / Ripponlea respondents least satisfied.</p> <p>52% of respondents indicated they had used CoPP library facilities in the last 12 months. 84% of these were very satisfied, none reported dissatisfaction.</p> <p>Nine verbatim responses were received. Of those, five were constructive feedback which included two describing the need for renovation at the St Kilda branch and three indicated an uplift in library service / renovation would be beneficial but did not specify the library location. Three other verbatim responses were positive or neutral in feedback.</p>	<p>Port Phillip Libraries have been ranked within the top 10 of 50 library services in Victoria in 2024. The library service has met and exceeded its service goals and has seen an increase in visits, program delivery and collection utilisation.</p> <p>These increases in part are likely to be attributable to the final stages of implementation of the Library Action Plan 2021-2026, which has seen library services transform from a traditional collection-centric library service to a modern library service offering a full suite of library programs. There has also been a significant investment in library technology over the years of the Library Action Plan including the recent addition of a podcasting studio at the Port Phillip Heritage Centre, digital display screens and mobile charging lockers.</p> <p>The service monitors community sentiment and feedback through happy-or-not terminals. Noise is sometimes raised as an issue via this platform. Officers are seeking to address this as part of the asset renewal strategy but interim measures such as acoustic furnishings will be implemented at St Kilda Library which may mitigate this issue.</p>	<ul style="list-style-type: none">• Maintain level of programming, service delivery and standard of collections.• Deliver two refurbishment projects and plan for future asset renewal.• Conduct community engagement to inform the next Library Action Plan, including targeting hard to reach groups in the engagement program.• Embed social worker in the library role.	Local library services	8.6	8.4

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Sports ovals and outdoor sporting facilities	<p>Council has made significant investment in sports ovals and sports facilities with many upgrades and new developments providing for community sport and active recreation. This has included new sports oval maintenance practices.</p> <p>From the 2024 actions, the following sports oval and sports facilities projects have been completed:</p> <ul style="list-style-type: none">• Redevelopment of sports grounds at JL Murphy Reserve – including baseball pitch, baseball lighting, new synthetic multipurpose ground and upgraded soccer pitch• Upgrade to Port Melbourne Skate Park• Development of new BMX Pump Track at RF Julier Reserve• Upgrade of Lagoon Reserve Sports Ground• Installation of new changerooms at Elwood Park• Maintenance upgrades at Woodruff Oval	<p>Respondents indicated that sports ovals and facilities are the 28th most important of all services and facilities. Satisfaction with these facilities is ranked as ‘excellent’, receiving a score of 8.4 out of 10, compared to the Metro average of 8.2.</p> <p>Other key insights to support service levels for sports ovals and sports facilities include:</p> <ul style="list-style-type: none">• Sports ovals and sports facilities are ranked 6th in terms of satisfaction against other services/facilities• 82% of respondents who have used the service in the past 12 months (45% of respondents) are very satisfied with sports oval and sports facilities and only 1% reported to be dissatisfied. Reasons included impact of e-bikes and e-scooters, sports facilities taking up passive recreational space (including for dog) and associated costs• Older adults were more satisfied with sports ovals and sports facilities than the average• 77% of respondents who had used sports ovals and other outdoor sporting facilities in the past 12 months reported having used them for informal activities. <p>* Respondents from St Kilda Road and Port Melbourne were most satisfied, with respondents from St Kilda / St Kilda West least satisfied.</p>	<p>Bike paths and shared paths are included in community responses relating to sports facilities. Key insights into bike paths and shared paths through the satisfaction survey include:</p> <ul style="list-style-type: none">• They are considered relatively low importance of Council services (31 out of 41) and of lower importance than the metro average• Respondents indicated a ‘very good’ level of satisfaction, though this was lower than the Metropolitan score• Only 53% of respondents had used these facilities in the last 12 months. <p>Key reasons for respondents dissatisfaction with bike paths and shared paths included:</p> <ul style="list-style-type: none">• Not safe and are dangerous, reporting conflict of use between cyclists and cars or pedestrians, especially relating to speed (particularly e-bikes), signage and defining shared paths• Inconsistent, poor quality or not enough, especially where they end abruptly and aren’t seen by users to be considered as a part of a broader network	<p>Key activities for 2025/26 include preparation of the new Sport and Recreation Strategy (due June 2026) and development of the Masterplan for the Australia Post site, which will provide the concept for a new sportsground, open space and supporting infrastructure.</p> <p>These new strategic documents will complement the continued implementation of the Fair Access in Sport Policy, and diversifying community activity via the Outdoor Commercial Recreation Policy and the Fitness Trainer Policy.</p> <p>Council will continue delivery and investment in sports ovals and sports facilities, including completion of six capital works projects currently underway, and commencement of six new capital works projects across the municipality.</p>	Sports ovals and other outdoor sporting facilities	8.4	8.2
Playgrounds	<p>There were no actions included in the 2024 response in relation to the provision and maintenance of playgrounds.</p> <p>In the 2024/25 financial year, the following playground projects have been completed:</p> <ul style="list-style-type: none">• Gasworks Art Park Playground, Albert Park• Hewison Reserve Playground, St Kilda East• Shade sail at Elwood Playspace, Elwood.	<p>The CSS indicates that the provision and maintenance of playgrounds is the 17th most important of the 41 services and facilities that Council provides. The community’s satisfaction with playgrounds was scored at 8.0 out of 10, which is an ‘excellent’ level of satisfaction. However, this is 2% lower than the Melbourne metropolitan average.</p> <p>Other key insights to note include:</p> <ul style="list-style-type: none">• Playgrounds are ranked 10th in terms of satisfaction against other services/facilities• 71% of respondents are very satisfied with the provision and maintenance of playgrounds• Reasons for dissatisfaction include age of playgrounds and level of maintenance• There was no measurable variation in satisfaction levels across the municipality.	<p>In addition to major playground projects, Council has invested in small scale playground equipment improvements across 16 playgrounds in the 24/25 financial year. These works include shade sail installations, large swing / equipment replacements, compliance upgrades and soft fall replacements.</p> <p>Maintenance works have been completed in response to Council’s Annual Playground Audit which was conducted by an external consultant. These works improve compliance, safety and playability for the community. Council’s maintenance program includes weekly inspections and maintenance interventions including cleaning, soft fall replacements, any required repairs and reporting of larger issues.</p>	<p>There is an annual budget allocation in the new Plan for Port Phillip for upgrades to playgrounds across the municipality.</p> <p>In 25/26 financial year, upgrades to the playgrounds at Sol Green Reserve in South Melbourne and St Vincent Gardens in Albert Park will be completed; and the St Kilda Adventure Playground enhancement will commence.</p> <p>In addition, there are several planned smaller scale projects to improve the condition or safety of play equipment, including at Ashworth Street Reserve, Middle Park; Alma Park East, St Kilda East; and Jacoby Reserve, St Kilda West.</p> <p>Council’s Open Space Maintenance contract specification is also currently under review, with a strong focus on improving the maintenance and playability of Council’s playground assets.</p> <p>Council officers are also undertaking a refresh of Council’s existing Play Space Strategy.</p>	Provision and maintenance of Playgrounds	8.0	8.2
Children	<p>The following programs were introduced or expanded for children from birth to 5 years:</p> <ul style="list-style-type: none">• MCH Outreach Program – engaging families unable to attend centres.• MCH nurses at Supported Playgroup – targeting vulnerable families.• Collaboration with Ambulance Victoria – community education and CPR training.• Bubs in Mind therapeutic group – support for parental adjustment.• Growing Families Group – for second/third-time parents.• MCH Early Parenting Practitioner at library Storytime – sleep and settle advice.• Collaboration with Southside Justice – health justice partnership.• Marketing and Communications Plan – new marketing initiatives with measurable impact.	<p>Results insights:</p> <ul style="list-style-type: none">• Services for children are 4th most important of the 41 services/facilities• Satisfaction is "Excellent", with an average rating of 8.2 out of 10• Only 1% of respondents were dissatisfied and there was no substantive variation between types of respondents.• Services for children was 4% higher than the metro average satisfaction• The one comment for services for children about closure of community centres does not relate to Council's actual services and programs for the age group which were not held in community centres that have closed.	<p>Events that may have influenced community perception:</p> <ul style="list-style-type: none">• Workshops and playgroups run by Family Services were well received.• Relocation of St Kilda Playgroup from Bubup Nairm to Betty Day Centre to support Children's Infrastructure Program.• Financial viability concerns for Elwood Toy Library and negotiations that were occurring at the time with Community Centre (this has subsequently been resolved between both community parties).• Children's services infrastructure program. <p>Key statistics to give further insight into services for children. In 2024/25:</p> <ul style="list-style-type: none">• 613 toy library memberships were subsidised• The overall participation rate for Maternal and Child Health Key Age and Stage consultations has increased for every KAS visit with focus for 2yr and 3.5 yr which has increased significantly to 82% for 2 yr and 61% for 3.5 yr visits.	<ul style="list-style-type: none">• Renewal of the Children’s Services Policy, including stakeholder engagement, ensuring our commitments are aligned with current community needs. The scope of this work may include young people.• Uplifting information that is provided to Family Support clients upon referral, to improve knowledge of our service and their rights as service users.• Supporting St Kilda Playgroup through their relocation from Bubup Nairm to Betty Day Centre.• Focused support for Elwood Toy Library.• Integration of marketing initiatives into business-as-usual practice for the Children's Services team.• Continued work on Phase 2 of the CSIRE project to introduce registration for sessional kindergarten.• Continued change management to support the children's services infrastructure program, with service relocations in December 2025 for service re-commencement from January 2026 (pending all regulatory requirements being met).• Promotion to MCH clients of Dad Fit Program for fathers following birth of their baby. <p>* Review of policies, procedures and practices of Council's Childcare Centres, inline with broader sector reforms at the State and Federal level</p>	Services for children from birth to 5 years of age (new)	8.2	7.8

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Youth	<p>The following programs were introduced or expanded for middle years and youth:</p> <ul style="list-style-type: none">• New stakeholder relationships – EcoCentre, Youth2Industry College, Team Sports 4 All.• Engagement with First Nations Elders – cultural awareness programs.• Inaugural Youth Summit – youth-led recommendations to Council.• Youth drop-in sessions at Sandridge Community Centre and Port Melbourne Secondary School.• Youth stage at St Kilda Festival and Games Zone.• Under The Radar event at St Kilda Film Festival.• RAWCUS all ages live music series at Esplanade Hotel.	<p>Results insights:</p> <ul style="list-style-type: none">• Services for youth were 8th most important.• Satisfaction is "Excellent", with an average rating of 8.0 out of 10• Only 1% of respondents were dissatisfied and there was no substantive variation between types of respondents.• Satisfaction with services for youth was identical to the metro average satisfaction.• Two comments for services for youth said there are not enough services. The third comment references dog poo problems, however this appears to refer to general parks, not the Adventure Playgrounds which only allow service animals.	<p>Events that may have influenced community perception:</p> <ul style="list-style-type: none">• Removal of equipment and structures at the Adventure Playgrounds causing service interruptions/reductions.• No dedicated Youth Strategy.	<ul style="list-style-type: none">• New state government Engage Grant to deliver additional employment pathways and education for young people.• Exploration of development of a Youth Strategy in the event this cohort is not included in the Children's Services Policy renewal.• St Kilda Adventure Playground change management in 25/26 for the redevelopment project, and further work to progress Skinners upgrades• Exploration of funding options for youth programs at St Kilda Festival.	Services for youth (new)	8.0	8.0
Waste and recycling	<p>2024 saw a decline in this area, which could be mainly attributed to kerbside waste collection issues following the commencement of the new contract in July 2023. Significant emphasis was placed on improvement and we have seen the service improve markedly with fewer missed bins and appropriate bin placement after collection.</p>	<p>The results from the 2025 survey indicate our community is very satisfied with the kerbside bin collection service as there has been a significant increase in the rating since 2024. This is most likely due to the improved service delivery through a reduction in missed bins and appropriate bin placement.</p>	<p>Our community rate this service as high importance and therefore any reduction or improvement in service is quickly noted.</p> <p>Missed bins have reduced to just 9 per 10,000 bins collections in May 2025 and averages between 9 and 13 for 2025. There has also been continued satisfaction with the bin repair and replacement service despite an increase in requests for replacement bins and repairs to damaged bins due to increasing bin number following the introduction of FOGO. This service currently receives about 6000 requests per year and receives high customer satisfaction from our community.</p>	<p>Council will continue to manage the delivery of this service very closely to ensure the high standards that have been achieved over the last year are maintained. This is especially important as the current contract is currently out to public tender and may result in a change of service supplier.</p> <p>Analysis of various trials to reduce recycling contamination and landfill will be completed over the coming months.</p>	Weekly garbage collection	8.6	8.5
					Regular weekly recycling (new)	8.5	8.5
					Bookable hard rubbish (new)	8.7	8.4
					Weekly food and green waste collection (new)	8.5	8.4
					Waste Recovery Centre (the Tip) (new)	8.1	8.1
Community & cultural	<p>Council directly provides two arts and culture venues (the Carlisle Street Art Space and the Shakespeare Grove artist studios) and contributes to the success of a broad range of externally run cultural facilities.</p> <p>Council has continued to deliver excellent arts and cultural programming and these will be reviewed and adjusted as part of the strategy development over the next 12 months</p>	<p>The community is not differentiating our own venues from those run by others. Whilst it's pleasing to see strong results in this area, we need to remain vigilant of the misconception and the community's expectation that the same level of facilities will be provided ongoing.</p>	<p>There have been federal and state funding cuts to the creative sector in the last year, which is likely to impact key organisations within the municipality. Aside from this, the sector overall has continued its recovery from damage sustained during covid and cultural programs, delivered by Council and externally, are generally continuing to grow.</p>	<p>The Cultural Development Fund Key Organisations stream has received additional funding in the budget in order to support key organisations. The new round of funding is expected to open by November 2025 for key organisations as well as festivals and events. Work will begin on the new creative & cultural strategy, with extensive stakeholder and community consultation periods prior to it being considered for adoption by Council in line with the 2026/27 budget process.</p>	Provision of arts and cultural venues, spaces, and facilities (new)	7.9	n/a
	Provision of arts and cultural events, programs and activities (new)				8.0	7.9	
Appearance of public areas	<p>Increased use of our public spaces as detailed in Council's Open Space Strategy has resulted in appropriate adjustments to service levels and programs. For example, increased focus on sports field maintenance, cleaning of public areas and graffiti management.</p> <p>Council provides an increase to street cleaning every Autumn to coincide with leaf fall of deciduous street trees and this has been extended for the last 2 years; graffiti management has been consolidated within the street cleaning department resulting in better response and coordination of services.</p> <p>Considerable effort has been placed on dealing with dumped rubbish. This has been through improving our take up of booked hard waste collections, particularly at multi unit dwellings, and through pro active patrols in hot spots and reactive responses to instances of dumped rubbish.</p> <p>Considerable emphasis has been placed on improving contractor and service supplier performance over the past year.</p> <p>Auditing of street cleanliness has also increased, particularly for activity centres, our cardboard collections for traders in Carlisle Street has been streamlined and we have worked on making our website more user friendly and informative.</p>	<p>The new, more nuanced measures allow greater insight into community satisfaction with the appearance of public areas. We are currently performing either at or marginally below metro averages.</p>	<p>Council receives many community requests related to street cleaning and tree maintenance. Many relate to leaf fall and trees encroaching on private property. Council recognises there is a balance between creating an urban forest and maintaining community expectations around cleanliness and impact of trees and continues to manage this in accordance with community expectations.</p> <p>In 2024/25 Council received 3,174 requests for graffiti removal with a response rate of 97% completed within our agreed service level. Reports of dumped rubbish has increased from 989 per month in 2023/24 to 1,334 in 2024/25. Despite this increase, we still achieve a rate of 88% within our agreed time frames.</p>	<p>Council will continue to maintain strong contract management to ensure the effective delivery of service programs. Key improvements include:</p> <ul style="list-style-type: none">• Street Cleaning Enhancements: Additional resources will be allocated to the street pressure washing program, with a focus on "problem areas" such as locations around trees that drop significant amounts of fruit and seeds. Auditing around activity centres has also increased to monitor cleanliness.• Improved Communication: Council websites will be updated to include detailed street cleaning rosters and schedules, helping residents know when their streets will be cleaned.• Equipment Upgrades: Some larger street sweepers are being replaced with more efficient models.• Container Deposit Cages: 80 new cages will be installed on public bin surrounds to support community recycling of eligible containers.• Recycling Hub Upgrades• Dumped Rubbish Reporting: Automatic responses to reports of dumped rubbish will be updated to provide clearer feedback, especially when the reported waste cannot be identified.• Open Space and Tree Maintenance: A new contract is being procured, including increased services such as mulching garden beds, weed spraying, tree pruning, and rain garden maintenance.• New Auditing Roles: Two new auditors will join the team, to ensure contractors meet service delivery standards and that resources are focused on high-quality service provision.	Maintenance and appearance of public places	7.5	7.6
	Litter collection in public areas (new)				7.4	7.6	
	Maintenance and cleaning of strip shopping areas (new)				7.4	7.7	
	Management of graffiti (new)				7.3	n/a	
	Management of illegally dumped rubbish (new)				7.4	7.5	
	Provision and maintenance of parks and gardens (new)				8.1	8.1	
	Provision and maintenance of street trees (new)				7.4	7.6	
	Street sweeping (new)				7.3	7.6	

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Street lighting and public toilets	<p>Over the last few years, Council has invested heavily in replacing lights on the roadway with more efficient LED lights and has been rolling out a program of replacing lights in parks and along the foreshore, most recently in St Kilda and Elwood. Council has also rolled-out temporary solar lighting in some areas as a temporary measure to address community feedback.</p> <p>Council continues to implement the Public Toilet Plan to replace or upgrade many of the public toilets across the City with modern facilities that are designed and sited with safety and cleanliness at the outset. Council has recently replaced public toilets that were particularly problematic such as that in Shakespeare Grove and in the Coles Carpark in Balaclava.</p>	<p>Overall, community satisfaction with public lighting is higher than the metro average, but there are pockets, particularly in the growth areas in Fishermans Bend where this is not the case.</p> <p>The community has told us that they want Council to improve public toilets relative to other metro councils. This is likely a result of both the age of many of Council's current facilities, and their presentation from a cleanliness perspective.</p>	<p>Whilst Council does not own the majority of the public lighting network, it does pay the distributors (United Energy and CitiPower) to provide public lighting on the community's behalf.</p> <p>Council owns and operates many of the public lights in open spaces, such as in parks and along the foreshore.</p> <p>Council has a general challenge to ensure that public lighting is fit for purpose as either uses of public spaces change (as in Fishermans Bend) or where there is conflicts with other objectives such as tree canopy or habitat retention.</p>	<p>Council has allocated significant funds over the Financial Outlook to undertake lighting audits and upgrade lights in parks and the roadside, the latter with a particular focus on the rapidly changing areas of Fishermans Bend in the Montague Precinct. Council will also relocate temporary lighting as works are completed to address growing areas of need, such as in Fishermans Bend.</p> <p>Council will implement the new public toilet cleaning contract and manage the contractor's performance to see an uplift in the cleaning of public toilets. Council will also deliver the plumbing upgrades along the foreshore to address the maintenance issues that occur in these facilities.</p> <p>As part of the review of the Graffiti Management Plan, Council will look to expand the graffiti and vandalism prevention initiatives to other public toilets. Council will continue to deliver the Public Toilet Plan, including creating new facilities at Edwards Park and progress the design and delivery of the public toilets in the St Kilda Botanical Gardens to reduce the need for temporary toilets during summer. Council will also review and update the Public Toilet Plan.</p> <p>Finally, Council has partnered with students from the University of Melbourne's innovation program to develop graffiti and vandalism mitigation strategies. This will see murals and artwork incorporated into the exterior and interior of public spaces in public toilets to discourage anti-social behaviour.</p>	Street lighting (new)	7.8	7.5
					Public Toilets (new)	6.6	6.8
Local laws and animal management	<p>Animal Management officers have increase proactive and visible patrols of high complaint locations including the foreshore and off lead dog parks. Clearer materials including registration letters and fact sheets to assist people with understanding Council and community roles and responsibilities. Annual registration process now includes reminder text messages to ensure people understand when and why registration of dogs and cats is required.</p> <p>Local Laws continues proactive weekend and out of hours patrols of key construction sites and on call availability 24/7 to respond to critical incidents.</p>	<p>New measure, aligns well with what we see in CRMS and recent engagement on the DAMP</p>	<p>The new Domestic Animal Management Plan (DAMP) is underway to provide direction on management of dogs and cats in the next 4 years. Current Domestic Animal Management Plan engagement and planning has increased discussion about issues with dogs and cats in our municipality.</p>	<p>Completion of the DAMP will take place this calendar year. Investigation into provision of dog waste bags being presented to Council in August will respond to issues raised about lack of bags and may assist with reduction of dog waste in public areas. Promotion and enforcement of the cat curfew and proactive enforcement to respond to dogs off lead will continue to take place.</p> <p>Additional Local Laws position will ensure additional proactive patrols of constructions sites as more complaints come from community about out of hours and unpermitted works taking place.</p>	Animal Management (new)	7.8	7.8
					Enforcement of local laws (new)	7.5	7.9
Slashing & weed control	<p>Additional weed spraying was conducted in late 2024 to reduce the seed bank build up in soil. Our service provider engaged additional weed spraying crews to ensure programs were adhered to.</p>	<p>2025 saw an improvement in the survey score for slashing and weed control. This is most likely attributable to improved contract management and supplier performance, particularly with regards to weed spraying.</p>	<p>Seasonal and factors can impact grass and weed growth and result in challenges to maintain service levels throughout the year.</p> <p>Requests related to weed removal and spraying have increased by about 10% in the last year to 404 year to date and challenges were encountered during the Spring and Summer months to respond to weed growth.</p> <p>Our weed spraying contractor increased the spraying resources as a result of Council management and we have seen a reduction in requests over the past 4 months along with a higher percentage of requests completed on time. A rate of between 74%, 87% and 78% for the last 3 months to May respectively.</p>	<p>Continued rigorous contract management to ensure service is maintained to high standards. Adjustment to programs if required to align with seasonal factors. The weed spraying resources supplied by our service supplier will be maintained. This delivered a marked response since the challenges we saw in the Spring/ Summer months. In increase to our auditing of our open space such as road side slashing and weeds will be implemented with the addition of 2 new auditors to be employed by Council. These staff will ensure our service supplier delivers the services as required under the contract. A new Open Space and Tree maintenance contract is set to commence in April 2026, this contract will contain changes to the way we manage our open space related to a frequency of services such as grass mowing rather than an outcome based contract. We are confident this will result in more consistent maintenance of our open spaces.</p>	Roadside slashing and weed control	7.3	n/a

CSS Results Analysis and Improvement Plan 2025

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Community safety	Community Safety Program including Community Safety Roundtable and Community Safety Plan update underway.	Clear link to what we are hearing through current Community Safety engagement including that safety is a high priority for our community, with the fourth highest proportion of respondents raising safety, policing, and crime related issues across metropolitan Melbourne this year. Results showed significance of safety, policing, and crime related issues, particularly given that the City of Port Phillip also recorded eight percent of respondents raising homelessness issues and four percent raising drug and alcohol issues. 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.	Of high interest to community and councillors in 2024 and 2025. Significant focus of the Plan for Port Phillip and Budget including deliberative engagement with community, social inclusion and safety the highest priorities.	Community Safety Plan to be completed in 25/26 with actions that will respond to some of the concerns raised about safety in public places. Community Safety Roundtable Recommendations currently under review to further enhance our internal and external partnerships and approaches to community safety. City Amenity team with an additional position to continue patrols every day of the year to ensure people experiencing homelessness are connected with appropriate services and streets and car parks are able to be used by the general public safely. As part of good asset management, Council is proactively renewing the current Public Place CCTV system in St Kilda as components reach end of life. This work is linked to annual maintenance of Council assets. The project encompasses improvements to the current system, server renewal and replacement of cameras at end of life or on failure. Council is also liaising with the office of Josh Burns, MP for Macnamara, on delivery of CCTV funding commitments of \$1.5 million made as part of the 2025 federal election campaign.	Safety in public areas - during the day (new)	8.3	8.5
		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. 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. 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.			Safety in public areas - in and around your local activity centre (new)	7.6	7.9
					Safety in public areas - at night (new)	6.5	7.3
Environmental sustainability	Our community sustainability program was aligned to the updated Act and Adapt Sustainability Strategy, with resources focussed on energy efficiency, renewables and electrification.	Score substantially improved from 2024. This 2025 result was the highest satisfaction recorded for this aspect and was measurably and significantly (10%) above the long-term average satisfaction since 2021. Young adults were measurably more satisfied than average, while middle-aged adults were less satisfied. St Kilda residents were the most satisfied and Port Melbourne residents the least satisfied.	There are active community groups interested in our environmental sustainability work. Working closely with these groups in 2024 has likely improved perception. Since last year's survey, we have also completed economic analysis and assessment of increasing permeability in the private realm. Five new raingardens were constructed to reduce stormwater pollution entering Port Phillip Bay. We secured Federal Government funding for native plantings and stormwater harvesting in Elwood. The Environmentally Sustainable Design Strategy was also finalised and endorsed by Council. This work in addition to those listed in response to the 2024 actions illustrates to the community our commitment to environmental sustainability.	Work with partners to install a public fast charging EV station in South Melbourne, facilitate private kerbside EV chargers and public utility pole mounted EV chargers across the municipality. Assist the EcoCentre with establishment in their new purpose built facility and continued partnership in their programs. Draft the Water Sensitive City Plan, including stormwater pollution reduction and alternative water sources. Focus on decarbonisation for the organisation and the community. Deliver Year 1 of the Climate Ready Communities project, particularly the establishment of community groups. Implement and evaluate the first year of the Environmentally Sustainable Design Planning Compliance Officer Trial.	Meeting environmental responsibilities	7.2	7.7
	We worked with the EcoCentre on transition to their new facility, which will occur in mid 2025. Council endorsed a new 5-year funding agreement for the EcoCentre to work with the community, along with an 18-month trial for weekend staffing. We have been working with partners on our Electric Vehicle (EV) infrastructure, with Council endorsing a public fast charging station in South Melbourne, reducing requirements for private kerbside chargers and installation of public utility pole mounted chargers.						
Ageing and accessibility	The Village Model has been implemented, and established since September, 2024. This has included establishing the Community Connector team, which works with older people to support access into funded aged care supports, as well as services based locally. This service has developed over time based on feedback and experiences around what works well. The team has worked closely with OPAC, responding to concerns raised through the advisory committee, and taking onboard suggestions and opportunities to further the reach of the programs. Associated with this has been a focus on promoting services currently delivered, as well as refining current service offerings to increase the appeal of these services.	In the CSS services for the elderly / seniors is rated the third most important of the 41 services with an average importance of 9.2. Satisfaction with services was 7.5 and an increase of 16% from the previous year, but lower than the metropolitan average of 7.8. 62% of those who had used the service in the last 12 months were very satisfied (6% of total respondents).	Council is currently reviewing the performance of the Village Model and looking at ways it can continue to enhance support and services for people to age in place. Council doesn't provide specific services to people with disability, though Council does have a Disability Access Plan which has key actions that ensure Council services, supports and programs are accessible. Support services for people who are experiencing disadvantage has been raised through other Council engagement including Community Safety Round Table and Homelessness & Affordable Housing Strategy.	<ul style="list-style-type: none">Continued regular engagement with community advisory committee's, specifically OPAC around the challenges of the aged care service system.Formal advocacy to the MAV, State and Federal Government to express and highlight the level of need and lack of available and timely support services locally.Focus on local services/agencies/programs which can meet older persons individual needs through complementary services which may include case management, health and wellness sessions and pro-active steps to support clients health and wellness.Provide honest and transparent information to clients regarding the challenges around accessing support services, and the level of influence which Council has over these systemic issues.Continued provision of the Community connector service to support the community to navigate the Commonwealth Aged Care service system and also provide advice on the services and supports Council can assist with.Review and implement new Accessibility Action Plan.Review and implement improvements to the Village Model.Strengthening the Social workers role in the library to support people from vulnerable communities to access services and awareness of other Council services such as nomination rights for housing for certain cohorts of people.Review service agreements with community sector to ensure best value for money and outcomes for community.Develop and implement Homelessness & Affordable Housing Strategy.	Support services for the elderly/seniors	7.5	7.8
		Verbatim comments (7) related to dissatisfaction included concerns around access to services and quality of services (it is unclear from the verbatim as to whether these are Council or third party services). By contrast, services for people with disability were considered to be the second most important service with satisfaction rated at 7.2 which is less than the metropolitan average. Verbatim comments (10) contained within the report, focus on challenges accessing support services, lack of respect for people with a disability and parking and mobility concerns.			Services for people with a disability (new)	7.2	7.7
		Support for people experiencing disadvantage was the 7th most important service with satisfaction at 6.6.			Services for the disadvantaged (new)	6.6	n/a

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Roads and transport	<p>Council reviewed and updated the Road Management Plan in the 2024/25 financial year. The provisions of the Road Management Plan are being utilised by Council asset protection officers to better manage impacts on Council roads and footpaths by developers and service authorities.</p> <p>Council has reviewed and updated its asset modelling to inform a significant increase in funding for road pavement replacement.</p> <p>Council continues to experience some attribution error with poor maintenance/appearance of State controlled roads reflecting on Council's overall management of the local road network. Council officers have established high-levels of engagement with DTP and advocate strongly for improved State asset management practices.</p>	<p>The community continue to provide feedback that Council's management of the local road network is not at the level of other similar metro councils. Whilst the gap between the rest of metropolitan Melbourne and Council has narrowed, more work is required to ensure that Council manages these vital assets to the community's expectations.</p> <p>Note that the question about major arterial roads is only included in the survey to help respondents differentiate between the types of roads, and improve the accuracy of the response to the question about "maintenance and repair of sealed local roads".</p>	<p>Council continues to receive a relatively stable number of requests from the community regarding road pavement condition. Despite this, Council's asset condition audits and modelling has identified the need for increased investment to replace degraded road pavement.</p>	<p>Council has allocated an additional \$9m of planned investment to replace degraded road pavement and wearing coarse. This approach, informed by condition prioritisation, will see thousands of square meters of additional road pavement replaced each year over the Financial Outlook.</p> <p>Council will continue to take a educative and collaborative approach with developers and services authorities under the Road Management Act and the updated Road Management Plan (2025) to reduce the impact on Council's road network by developers, buildings and services authorities when they undertake their own works.</p> <p>Council will continue to work with the Department of Transport & Planning to address maintenance concerns with the main roads across the City.</p>	<p>Maintenance and repair of sealed local roads</p>	7.2	7.3
					<p>Major arterial roads (new)</p>	7.1	7.0
Footpaths	<p>Council has updated the Road Management Plan which sets the intervention levels and response to issues with footpaths, for example, how often we inspect footpaths and how we respond when we find an issue with a trip hazard, tree root, etc. The updated Road Management Plan is also accompanied with a major increase in funding for footpath replacement and the inclusion of a footpath expansion program for areas such as Fishermans Bend.</p>	<p>The community provided feedback that they want to see an improvement in how Council manages its footpath network. Council's footpath network is extensive but in some areas, the community feedback matches with degraded asset condition.</p>	<p>Council maintains over 1,800km of footpaths. Council inspects the footpaths to identify defects and responds based on the issue encountered. Sometimes, minor maintenance work is undertaken other times, major replacement works are planned and delivered. Council also manages the impact on assets by third-parties such as utility providers or builders. This is done through the Road Management Act where Council grants permits, with conditions for replacement, on authorities or others. Officers then inspect works at completion and often work with third-parties to remedy issues with reinstatement.</p>	<p>Continued rollout of the footpath renewal program, and delivery of the Road Management Plan, with a focus on:</p> <ul style="list-style-type: none">* Repair and replacement of damaged or uneven footpaths.* Tree root management to prevent recurring damage.* Upgrades in high-traffic and high-growth areas, particularly where footpath conditions impact accessibility or safety.	<p>Footpath maintenance and repairs (new)</p>	7.1	7.5
Traffic management	<p>Improved internal coordination across planning, development, and capital works teams to better manage cumulative impacts on the local road network and minimise disruption.</p> <p>Held regular meetings with the Department of Transport and Planning (DTP) to identify, monitor and address operational traffic management issues and coordinate on shared priorities.</p> <p>Responded to community traffic and road safety concerns through the application of Local Area Traffic Management (LATM) — assessing, prioritising, and delivering targeted interventions.</p> <p>Established the Public Transport Internal working group to better manage the interface and impacts of PT works/disruptions on our community and Council Projects.</p>	<p>Local traffic management was ranked as medium in community priorities (19th of 41), satisfaction is relatively high at 7.4/.10, "very good".</p> <p>Satisfaction at CoPP matches the metropolitan average.</p> <p>Key themes from responses were too much traffic (11 comments), blocking of streets - understood to reflect temporary disruption, e.g. road closures/construction activity (7 comments) and matters pertaining to parking - a range of issues (7 comments).</p>	<p>There were notably conflicting views within the community regarding bike lanes. Some respondents expressed concerns about the safety of cycling paths, while others indicated that bike lanes are unnecessary. Several comments carried a negative sentiment, suggesting that this infrastructure contributes to poor traffic management.</p> <p>Comment regarding parking were a double up of service area "Provision of parking facilities/spaces".</p>	<p>Continue to strengthen existing relationships with the Department of Transport and Planning (DTP), and improve documentation of shared issues to deliver better outcomes for the community. Increase advocacy to the State for delivery of priority projects.</p> <p>Establish an internal transport on-road events working group, to collaboratively identify and resolve event-related traffic management issues.</p> <p>Development and communication of the Road Safety Strategy and Action Plan</p> <p>Investigation, design and delivery of pedestrian, bike and Local Area Traffic Management projects, listed within project portfolio, striving to remain on time and within budget. Note each of these projects are specifically linked to the key objectives and actions of the Integrated Transport Strategy.</p> <p>Improved communication of the existing strategies and strategic work underway, the council priorities and projects being delivered and the advocacy items to the state govt.</p>	<p>Local traffic management</p>	7.4	7.4
Bike and shared paths	<p>New survey area - no action plan to report back on. Actions taken in the last 12 months to improve public perception on this item include:</p> <ul style="list-style-type: none">• Park Street Streetscape improvement Project Construction commenced• Beacon Road Project, (Bike Lane) consultation• Inkerman Street Safe Travel Corridor Development of Detailed Design	<p>Bike and shared paths rank low in community priorities (31st of 41), and satisfaction is relatively high at 7.3/10.</p> <p>Satisfaction is lower than the metropolitan average (7.3 vs 7.8), highlighting an opportunity for improvement. However, this may in part reflect the constraints of our city's dense and built-up environment, where delivering continuous, high-quality infrastructure is more complex.</p> <p>Safety is the most cited concern (22 of 74 comments). Respondents most often requested more bike lanes, safer designs, and better path consistency, reflecting a strong demand for a more connected and user-friendly network.</p>	<p>The majority of comments in this section expressed support for improved bike facilities. However, when compared to comments made in response to other parts of the survey, this does not appear to be a consistent view. Other comments suggested that bike lanes are contributing to poor performance in other service areas, namely Local Traffic Management and Parking.</p>	<p>Establishment and ongoing development of internal Bike Infrastructure Working Group to identify existing gaps and opportunities, and actively prioritise Council resources toward bike improvement projects.</p> <p>Complete Park street Streetscape Improvement Project and monitor/evaluate installed program for installed projects to determine benefits.</p> <p>Beacon Road project Detailed Design</p> <p>Inkerman Street Safe Travel Corridor commence construction</p> <p>Identify new projects for bike program - as part of the Internal Bike Infrastructure working Group and take to Council.</p>	<p>Bikes and shared paths (new)</p>	7.3	7.8

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Parking management and enforcement	<p>New survey area - no action plan to report back on. Actions taken in the last 12 months to improve public perception on this item include:</p> <ul style="list-style-type: none">• Completed trial of new review process of paid parking restrictions in South Melbourne• Roll out of digital parking permits	<p>Parking facilities and spaces was ranked as medium in community priorities (26th of 41). Satisfaction is relatively high at 7.2/.10, "good", which is aligned to the metropolitan average.</p> <p>Key themes from responses related to a perceived lack of parking spaces (42 comments), parking congestion (9 comments), and the parking permit processes (9 comments).</p>	<p>It was notable that, by precinct, areas adjacent to the Bay consistently ranked lower than the rest of the city, potentially indicating increased pressures associated with their proximity to the Bay. Interestingly, significantly higher parking pressures are objectively observed in areas such as South Melbourne. This may reflect the predominantly residential land use in these locations and a perceived sense of ownership over directly adjacent parking, rather than it being regarded as a shared community asset.</p> <p>There were also multiple comments regarding the impact of bike lanes on parking supply and availability, highlighting the interconnected yet conflicting views held within the community. These insights reflect broader sentiments expressed under the theme of "Traffic Management" performance.</p>	<p>Establish an internal Parking Working Group, aligned with the On-Road Events Working Group, to provide a forum where all relevant teams with roles and responsibilities related to parking issues can come together to discuss and work through challenges collaboratively.</p> <p>Continued roll out and refinement of digital parking permits.</p> <p>Commence FB strategic parking review.</p> <p>Complete rollout of amendments identified in Domain Parking Report.</p>	Provision of parking facilities/ spaces (new)	7.2	n/a
	<p>Improvements have been made to after hours triaging of requests for parking enforcement which has reduced response time to over 2 days to less than 1 day.</p>	<p>Continues to be a divisive issue in the community with almost equal responses about wanting more and less parking enforcement. Parking across driveways and request for more enforcement during events raised as concerns by some respondents.</p>	<p>Caravan, boat and trailer parking continues to be raised as a concern by some residents.</p>	<p>We will continue to ensure sufficient resources for major events such as Grand Prix.</p> <p>Improvements have been made to increase ability for parking officers to quickly report issues with signs which mean parking cannot be enforced to ensure signs are fixed quickly.</p> <p>Concerns around caravans, boats and trailers will be partly addressed by the proposed Local Law to restrict the parking of these vehicles.</p>	Parking enforcement (new)	7.2	7.5
Municipal emergency management	<ul style="list-style-type: none">• Revision of the Port Phillip Municipal Emergency Management Plan (MEMP), including a Gender Impact Assessment to ensure its policies and outcomes are equitable and inclusive. This is the first MEMP in the State of Victoria to undergo a Gender Impact Assessment.• Revision of the MEMP’s Heatwave Sub Plan, in December 2024, in readiness for the extreme heat risk season; and activation of the Plan in February and March 2025.• Update of the Emergency management - City of Port Phillip webpages, to better inform and aid the community.• Training on Disaster Recovery Funding Arrangements and Secondary Impact Assessments.• Psychological first aid training and Child Safe training for staff who will assist in coordinating emergency management functions during an emergency.	<p>The results indicate that Council’s emergency preparedness and response are of high value to the community.</p> <p>Council’s emergency preparedness and response was the 18th most important of the 41 included services and facilities, with an average importance of 8.9 out of 10.</p> <p>Satisfaction with this critical service is ranked as ‘excellent’, receiving a score of 7.8 out of 10, slightly lower than the metropolitan average.</p>	<p>Satisfaction with these services was marginally (1%) lower than the metropolitan average satisfaction with the “emergency management and response” of 7.9 out of 10, as recorded in the 2025 Governing Melbourne research.</p> <p>There was some variation in satisfaction with these services observed across the municipality. Respondents from St Kilda Road were (7%) more satisfied than the municipal average. Conversely, respondents from Elwood / Ripponlea and Albert Park / Middle Park (5%), and respondents from St Kilda / St Kilda West (5%) were less satisfied than average, and at “very good” rather than “excellent” levels.</p>	<ul style="list-style-type: none">• Table Port Phillip MEMP at a Council meeting to provide visibility for community of this important work.• Creation of an Emergency Management Policy, to aid whole of Council in response, relief and recovery processes.• Creation of an emergency management recovery approach to aid whole of Council in response, relief and recovery processes.• Develop a procedure to assist Council’s response in the Disaster Recovery Funding Arrangements process.• Workshop training to further enhance Council’s ability to undertake the Secondary Impact Assessment process.• Review, revise, train and table-top exercise the Municipal Emergency Coordination Centre procedure.• Undertake a large-scale training exercise, to review Councils preparedness in emergency management response, relief and recovery processes. <p>* Develop approach to manage issues that impact community but don't activate the Emergency Management Act, from a response and recovery perspective.</p>	Council's emergency preparedness and response (new)	7.8	7.9
Community consultation & engagement	<ul style="list-style-type: none">• Currently updating our Community Engagement Framework, including new Policy, as well as Guidelines and Toolkit. The Policy is currently in draft form and due for adoption by end 2025.• New processes developed for working with Communications Team, as well as with Advisory Committees of Council.• Intranet pages have been updated in line with updated process and a training program implemented.• New guidelines created to support child-centred engagement, along with activity templates.• Monthly newsletters sent to over 4,000 subscribers (200% increase over 2 year period)• Implemented a new process for collection and tracking of community participation, along with identification of gaps and approaches to target those cohorts.• Standardised reporting back mechanisms and implemented maximum timeframes• Provision of greater support across the organisation for planning engagement approaches and highest level of 'reporting back' achieved to date.•Delivered 3 x Neighbourhood Engagement Programs	<p>Satisfaction with Council’s community consultation and engagement performance increased to 6.9 out of 10.</p> <p>This is a “good”, up from an “extremely poor” level of satisfaction. This result is lower than the metropolitan average of 7.5 out of 10.</p> <p>This 2025 result reflects an enhanced focus on community engagement but there is still more work to be done to achieve or exceed the metropolitan average.</p> <p>Respondents from St Kilda Rd, St Kilda East and Balaclava were the most satisfied, while residents of Port Melbourne were least satisfied. Young adults and adults (18-44) were the most satisfied, while middle-aged adults (45-69) were least satisfied.</p>	<p>Despite the improvement, the score remains below the state average and lower than that of comparable councils. This may be attributed to our highly engaged and sometimes polarised community, among other factors.</p> <p>Feedback from other sources highlights concern regarding whether feedback will be taken on board and acted upon. Some community members feel that engagement is insufficient, while others believe there is too much. Additionally, feedback suggests that Council could improve consistency in reporting back to the community about what was heard and how public input has influenced decision-making.</p>	<ul style="list-style-type: none">• Finalise the Community Engagement Policy and Guideline• Finalise and implement the Community Engagement Monitoring and Evaluation Framework• Develop and implement consistent Have Your Say page layouts• Improve report back timeframes and be clearer around how feedback has influenced the project outcomes• Provide greater clarity around scope of influence the community have at the outset of a project lifecycle.• Continue to offer upskilling and learning opportunities for staff around Council.• Develop additional templates and tools to enable more consistent practices across Council.	Community consultation & engagement	6.9	7.5

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Planning & building permits	While a service review and survey has not been undertaken, City Development has continued to implement process improvements to improve decision making timeframes . This in part attributes to the overall improvement in satisfaction for this financial year. While it is still lower than the metro average, CoPP has typically sat lower than this average. This is likely due to the highly engaged and nature of communities in relation to planning decisions.	It is unclear how many people surveyed have had direct involvement with planning or building permits at CoPP as there is no commentary under this indicator. Some commentary is provided in relation to Planning and Housing Developments, which expresses concern about new development not matching character, concern regarding the extent of higher rise development and the likes.	The State Government released the Housing Statement this year and set expectations for greater housing development in all parts of the state. In areas like Port Phillip, this has been of concern for communities who then may perceive the role that Council has as the Responsible Authority for administering planning applications at odds with their expectations for change in their communities.	Subject to the capacity of the CX team, to implement a survey of customer satisfaction to gauge perceptions of the service and to make changes to the service that address any core concerns. It must also be recognised that this is a perceptions based survey and it is hard to shift the views of communities about personal planning outcomes that affect them.	Planning & building permits	6.3	7.2
					Town Planning policies (new)	7.1	7.4
Planning & housing developments	Council adopted the Port Phillip Housing Strategy 2024-2039. This foundational, municipal wide Strategy enables Council to understand and appropriately plan for the future housing needs of our community. As part of the implementation of this strategy, Council commenced the Residential Zones Review in 2024, which is supported by a federal government grant. In August 2024, Council adopted the South Melbourne Structure Plan. Council then prepared the planning scheme amendment to implement this plan, and to guide development and growth in South Melbourne. In Early 2024, Council adopted the Port Phillip Spatial Economic and Employment Framework, a foundational, municipal wide Framework to support the future growth of our municipality.	Generally the results sit around metro average. <ul style="list-style-type: none">• The loss of Heritage still a significant focus for the community.• General trends of younger people, renters etc being happier with this theme.• St Kilda Rd resident are happier• St Kilda and Port Melbourne are less satisfied.	We need to continue to develop aligned performance measures for projects in this theme that can align with the measures of satisfaction. Further communication and engagement with the community to develop understanding of Council's strategic planning policies and how they are critical to shaping long term growth and change is crucial. This includes growing awareness in the community that Council's must accommodate growth in accordance with State Policy (such as Plan for Victoria and the Housing Targets) and Council must deliver on these State priorities. There is often a perception Council has more power to influence development outcomes so this needs to be factored into communications.	Implementing a dedicated a approach to planning for upgrades and development within our activity centres, precincts and significant places. Delivery of the Design and Development Awards Commence St Kilda, and Balaclava Structure Plans Delivery of Public Spaces Strategy actions Development of Urban Forest Precinct Plans Develop a Living Streets program for improving local streets	The design of public spaces (new)	7.5	7.6
					The appearance and quality of new developments	7.3	7.3
					The protection of local heritage (new)	7.2	7.5
Business / community development / tourism	The Great Places and Precincts program continued, with street audits identifying issues and opportunities and projects then initiated and delivered to address this. Marketing activity and promotion of our precincts continued through our What's On channels, which grew in reach and in activity levels. Advocacy for our precincts continued with a focus on increased support and safety measures. A calendar of events were delivered within precincts to drive visitation and profile, including trader-led events that were funded such as Balaclava Boogie and Port Melbourne Music Crawl.	The lower satisfaction in this area likely relates to the struggles some of our high streets are experiencing particularly around vacancies. Council may consider expanding its activity in these areas.	The What's on St Kilda social media platforms (tourism and visitation) have grown by 79% over the past twelve months with Instagram in particular tripling in size.	Great Places and Precincts will continue with 2025/26 actions to be confirmed and initiated by August 2025. A process to initiate a special rate for the South Melbourne precinct will be initiated, as well as a renewal for Port Melbourne, which will increase trader-led activities in both precincts. What's on will continue to promote businesses and precinct-based initiatives, The new creative & cultural strategy will focus on business, sector and precinct uplift and is planned to be considered for adoption in line with the 2026/27 budget process following extensive consultation.	Council's activities promoting local economic development	7.4	7.6
Advocacy	Recent initiatives have boosted community satisfaction with lobbying efforts: <ul style="list-style-type: none">• Website Update: Improved access to advocacy information.• Advocacy & Grants News Page: Published 40+ stories highlighting successes.• Federal Election Campaign: Engaged community via targeted social media.• Successful Grants: Secured major funding, promoted through council channels. These actions have increased transparency, engagement, and trust in council advocacy.	These initiatives have effectively strengthened community trust and engagement in our lobbying efforts. The updated website and dedicated news page have made advocacy work more visible and accessible, with over 40 stories showcasing real outcomes. The federal election campaign, especially through social media, increased public awareness and participation. Meanwhile, the successful grant applications, widely promoted via council channels, demonstrated tangible benefits for the community. Together, these efforts have created a clearer connection between advocacy and results, leading to improved satisfaction and support.	While recent actions have led to notable gains in community satisfaction, ongoing improvement is essential to maintain momentum and respond to evolving community needs. Regular updates to digital platforms, fresh and relevant content on advocacy outcomes, and proactive communication around grant successes must continue. Monitoring feedback, adapting strategies, and exploring new engagement channels—such as interactive tools or community forums—will ensure our lobbying efforts remain transparent, effective, and aligned with public expectations.	Building on recent successes, the coming year will focus on expanding and deepening our advocacy efforts. Key initiatives include: <ul style="list-style-type: none">• New Advocacy Campaigns: Launch targeted campaigns around Tier 1 priorities to ensure high-impact issues receive focused attention and community support.• Greater Participation in Networks and Memberships: Strengthen relationships with regional and national advocacy bodies to amplify our voice and share best practices.• Enhanced Storytelling: Improve integration of good news stories with council’s social media platforms to boost visibility, celebrate wins, and foster community pride.	Councils representation, lobbying and advocacy by precinct (new)	6.8	6.9
Population growth	This is being addressed through Council's strategy to create a liveable and vibrant City. This has included: adoption of the City of Port Phillip Housing Strategy 2024 – 2039 in August 2024 and the South Melbourne Structure Plan in August 2024. Both these documents provide strategic direction on number, type and location of new housing needed; Council’s 2025/26 budget supports commencement of structure plans for Balaclava and St Kilda which will involve community input and provide guidance on future growth in these activity centres. Council continues to advocate for appropriate development outcomes in Fisherman’s Bend Urban Renewal Area. As part of the implementation of the adopted Housing Strategy, Council has commenced the Residential Zones Review project, which seeks to better balance growth across the municipality and provide clarity on what type of development will be appropriate.	Whilst CoPP's score has increased since last year, we remain below the metropolitan average. This may relate to the community's resistance to increased density and development within their neighbourhood. There may also be limited understanding that many developments are approved by the Minister, and that Council's strategic planning strategies need to align with State Policy and accommodate growth.	We need to continue to develop better community understanding of Council's strategic planning policies and how they are critical to shaping long term growth and change. This includes growing awareness in the community that Council's must accommodate growth in accordance with State Policy (such as Plan for Victoria and the Housing Targets).	In FY 2025/26, there will be increased emphasis on community engagement to support the delivery of key strategic planning priorities. These include: <ul style="list-style-type: none">• Implementation of the City of Port Phillip Housing Strategy 2024–2039, with particular attention given to the Residential Zones Review• Structure Planning for Activity Centres: New structure plans will be developed for the St Kilda and Balaclava activity centres to provide a strategic framework to guide future growth, infrastructure investment and land use, in line with local aspirations and capacity.• Strengthened messaging about Council’s role in meeting State Government-set housing targets to address housing affordability whilst also articulating Council’s broader commitment to delivering sustainable, inclusive, and strategically managed urban growth. Additionally, officers will explore more innovative ways to celebrate and showcase exemplary developments that align with Council’s planning objectives and demonstrate high-quality, responsive increases in housing density.	Planning for population growth	6.8	7.1