

Mornington Peninsula Shire Council

***Annual Community Satisfaction Survey
Overview Report***

June 2024



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Executive summary

Introduction and methodology

Metropolis Research conducted this, Council's first independent *Community Satisfaction Survey* as four quarterly surveys of 400 randomly approached respondents, conducted primarily by a door-to-door, in-person survey in July 2023, October 2023, January 2024, and May 2024.

A total of 1,322 surveys were conducted door-to-door, whilst due to OH&S issues, 282 surveys were completed by telephone.

The survey is being conducted quarterly to take account of any seasonality in the results given the nature of the Mornington Peninsula community and its fluctuations in population over the course of the year.

The large sample size of 1,604 respondents brings a high degree of statistical significance to these results, with a 95% confidence interval of plus / minus 2.4% (which compares to the state government survey confidence interval of plus / minus 4.9%).

Key finding

The key finding from the research this year was that satisfaction with the Mornington Peninsula Shire Council has increased significantly from the results recorded over the preceding two years, with overall satisfaction up 15% from the unusually low result of 5.0 recorded in April 2023.

It is noted that the change in methodology (from telephone to in-person surveys) will have been a factor in this increase, however, this is estimated at approximately two to three percent, and therefore does not explain most of the increase in satisfaction recorded by Council this year.

The change in service provider and the changes in the survey form itself will also be factors underpinning the significant change in satisfaction recorded this quarter.

Metropolis Research suggests that the 2022 and April 2023 results, appear to have been a significant under-representation of the actual level of community satisfaction with the performance of Council.

For many areas of performance, the 2023/24 results were broadly consistent with the longer-term average, but significantly higher than the unusually low results recorded in 2022 and most particularly in April 2023.



In 2023/24, 10% of respondents considered that Council's overall performance had improved over the last 12 months, and 15% considered that it had deteriorated over the period.

Whilst the increases in satisfaction from the historical results are a positive result for Council, it is noted that satisfaction with many, but not all, aspects of Council performance remain below the metropolitan Melbourne average, with some also below the interface councils' results, as follows:

- **Overall performance** – 6.5, 5% below the metropolitan average (7.0) and 4% lower than the interface councils' average (6.9).
- **Governance and leadership (6 core measures)** – 6.4, 5% below the metropolitan (6.9) and interface councils' (6.9) averages.
- **Customer service (5 measures)** – 6.7 out of 10, 5% below the metropolitan average (7.2), but somewhat higher than the interface councils' (6.4).
- **Services and facilities (38 measures)** – 7.4, 2% below the metropolitan (7.6) and 1% below the interface councils' (7.5) averages.
- **Planning for population growth by all levels of government** – 6.8, 2% below the metropolitan Melbourne (7.0) and 3% lower than the interface councils' (7.1) averages.
- **Planning and development outcomes (3 measures)** – 7.4, 2% above the metropolitan (7.2) and identical to the interface councils' (7.4) averages.

When taking a broader view of the 2023/24 survey results, Metropolis Research suggests that there were five main areas that are likely to account for a significant degree of the lower-than-average satisfaction recorded for Mornington Peninsula Shire Council when compared to the metropolitan average results, as follows:

- **Roads** – this remains the most nominated issue to address for the Shire, with 30% of respondents nominating the issue. This was a significant proportion raising these issues, which highlights broad community concern about local roads. This will include to some extent both Council and state government managed roads. Particular attention is drawn to the 14% lower than metro. average satisfaction with the maintenance and repair of sealed local roads, despite an 18% improvement in satisfaction with sealed local roads this year.
- **Governance and leadership** – satisfaction with governance and leadership was five percent (up from 22%) below the metropolitan average. It is, however, noted that just three percent of respondents nominated governance, performance, and accountability related issues as a top three issue. These results suggest that whilst governance and accountability concerns were a top three issue for only a small proportion of the community, there remains a substantial segment (up to approximately one-sixth) in the Mornington Peninsula community who remain dissatisfied with aspects of Council's governance and leadership performance.
- **Customer service** – average satisfaction with customer service was the only major area of Council performance that did not report a substantial increase in satisfaction this year, and this year recorded an average satisfaction of 6.7 out of 10, which was five percent below than the metropolitan average. The degree to which lower-than-average satisfaction with customer service is a factor negatively influencing overall satisfaction or a result of lower-than-average overall satisfaction is an open question.



- **Infrastructure provision and maintenance** – including public toilets, footpaths, drains, management of illegally dumped rubbish, parks and gardens, and street trees all reported lower than metropolitan Melbourne average satisfaction scores this year.
- **Community services** – satisfaction with support services for seniors and people with disability, both recorded lower than metropolitan average satisfaction, although some caution should be exercised given the small sample of respondents who had used these services.

Satisfaction with aspects of Council performance

Governance and leadership

Respondents were asked to rate their satisfaction with eight aspects of governance and leadership.

These included community consultation and engagement (6.7 out of 10), meeting environmental responsibilities (6.6), representation, lobbying, and advocacy (6.5), that Council has a sound direction for the future (6.5), responsiveness to local community needs (6.4), maintaining community trust and confidence (6.4), making decisions in the interests of the community (6.4), and performance providing value for rates (6.1).

Satisfaction with each of these aspects of governance and leadership was lower in the Mornington Peninsula Shire than the metropolitan Melbourne and interface councils' results, but measurably higher than the regional Victorian results.

Customer service

A total of 29% of respondents contacted Council in the last 12 months, with telephone (53%), visits in person (18%), and email (16%) the most common methods.

The most common reasons for contacting Council were in relation to waste and rubbish issues (34 contacts), planning and development (25 contacts), parking (24 contacts), trees maintenance (21 contacts), and roads and traffic (20 contacts).

Respondents rated satisfaction with aspects of customer service at “good” to “very good” levels, including staff courtesy and professionalism (7.3 out of 10), staff understanding community needs (7.2), provision of accurate information (6.8), care and attention to enquiry (6.6), overall satisfaction with customer service experience (6.6), and speed and efficiency of service (6.2).

Satisfaction with each of these aspects of customer service was lower than the metropolitan Melbourne average, with care and attention to enquiry (8% lower) and speed and efficiency of service (6% lower) the two aspects of most concern.



Planning and development

Respondents were asked to rate their satisfaction with three planning and development outcomes.

These included the design of public spaces (7.5 out of 10), the appearance and quality of newly constructed developments (7.4), and the protection of local heritage (7.4).

All three of these aspects were rated at “very good” levels by Mornington Peninsula respondents, and at levels notably to measurably higher than the metropolitan averages.

Planning for population growth

Satisfaction with planning for population growth by all levels of government was 6.8 out of 10 this year, up 25% on the unusually low 4.3 recorded last year by a different survey provider and using a different question. The previous question did not specify “by all levels of government”, which may explain some of the increase.

This result, despite the significant improvement over last year, remains two percent below the metropolitan Melbourne average, and three percent below the interface councils’ average.

Services and facilities

The average satisfaction with the 38 included Council services and facilities was 7.4 out of 10, which was two percent lower than the metropolitan Melbourne average.

In terms of broad service areas, when compared to the metropolitan Melbourne average, it is noted that satisfaction with waste and recycling (3% higher) was notably higher in the Mornington Peninsula Shire, whilst satisfaction with recreation and culture was marginally (1%) higher in Mornington Peninsula.

The individual services and facilities that were outperforming the metropolitan average included the regular garbage collection (5% higher), recreation and / or aquatic centres (4% higher), local library services (4% higher), and the green waste collection (4% higher).

By contrast, satisfaction with the broad service areas of communication (5% lower), transport infrastructure (5% lower), environmental sustainability (4% lower), infrastructure (3% lower), parks and gardens (3% lower), and community services (2% lower) were somewhat to notably lower in the Mornington Peninsula than the metropolitan Melbourne results this year.

The individual services and facilities that were significantly underperforming the metropolitan Melbourne average this year included the maintenance and repair of sealed local roads (14% lower), support services for people with disability (7% lower), street trees (6% lower), management of illegally dumped rubbish (5% lower), and drains maintenance and repairs (5% lower).



Top issues for people living in Mornington Peninsula

When asked to nominate the top three issues for residents of Mornington Peninsula Shire at the moment, the top three issues were roads maintenance and repairs (including roadworks) (30% compared to metropolitan average of 8%), traffic management (8% compared to metropolitan average of 16%), street trees (7%), parks, gardens, and open spaces (6%), and environment, sustainability, and climate change (6% compared to metro. average of <1%).

Of the top issues nominated by respondents, the issues that were most negatively related to satisfaction with Council's overall performance for the respondents who nominated the issues were Council rates, fees, and charges (57 respondents at 5.3), parking (69 respondents at 5.6), planning and development (72 respondents at 5.7), beach and foreshore issues (64 respondents at 5.8), parks and gardens (102 respondents at 5.9), roads (474 respondents at 6.0), street trees (107 respondents at 6.0), and footpaths (84 respondents at 6.1).

These results reinforce the key message of the survey this year, that being the dominance of road related issues to the Mornington Peninsula Shire community. Community concern around roads includes roads managed by the local council as well as roads managed by the state government. The verbatim comments (which include an extensive list of specific roads of concern) is included in this report, with many being major arterial roads.

Attention is, however, also drawn to the fact that satisfaction with the maintenance and repair of sealed local roads improved 18% this year, up from an unusually low result of just 3.8 in April 2023 to 5.8, which is a "poor", up from an "extremely poor" satisfaction score.

Metropolis Research suggests that the 2023 satisfaction with local roads result was an outlier result, or that if there were specific issues in 2022/23 that underpinned the 11% decline from 2022 to 2023, these appear to have diminished significantly in 2023/24.

The other notable issues raised by a smaller proportion of the community, and which appear to have a negative influence on satisfaction with Council's overall performance for those who raise the issues were related to the environment, including parks and gardens, the beach and foreshore, street trees, and environmental sustainability / management.

Value most about living in Mornington Peninsula

Respondents were asked as an open-access format (i.e., respondents could say anything that was important to them), what they value most about living in Mornington Peninsula Shire.

The top four factors that respondents value most about living in Mornington Peninsula were the beach and foreshore (17%), the quiet / calm / peaceful nature of the area (12%), the natural environment and bushland (11%), and the community atmosphere and feel (10%).



The perception of safety in Mornington Peninsula

The perception of safety in the public areas of the Mornington Peninsula Shire was very high and recorded at levels measurably higher than the metropolitan Melbourne average.

These results including the perception of safety in the public areas of the municipality during the day (8.7 out of 10, with 1% feeling unsafe), in and around the local shopping area (8.3, with 1% feeling unsafe), travelling on / waiting for public transport (7.8, with 4% feeling unsafe), and in the public areas of the municipality at night (7.5 out of 10, with 6% feeling unsafe).

It is noted that female respondents felt an average of six percent less safe in the public areas of the municipality at night than male respondents, which was broadly consistent with results observed elsewhere across metropolitan Melbourne.

The main reasons why a small number of respondents felt unsafe in Mornington Peninsula included concerns around crime and the level of policing (29 comments), concerns around various types of people (19 comments), perception of safety at night / lighting issues (16 comments), and incidents of crime / break-ins (16 comments).

Best method of communication

The three most preferred best methods of Council getting in touch to inform the community about Council news and information and upcoming events were a Council newsletter delivered to the door (33% up from 28%), a Council newsletter emailed to residents (31% down from 38%), and a text message (11% up from 9%).

Sense of community in Mornington Peninsula

Respondents were asked to rate their agreement with nine statements about the local sense of community, including a statement about travel options.

The average agreement with eight of the nine statements was very strong, with two-thirds or more of respondents strongly agreeing that they are proud of and enjoying living in the area (8.5 out of 10), that it is a child-friendly community (8.2), an age-friendly community (8.2), that they could turn to the neighbours for help (8.0), that it is vibrant, accessible and engaging (7.9), welcoming and support of people from diverse cultures (7.9), that they feel part of the local community (7.8), that it is accessible and inclusive for people with disability (7.8).

Average agreement that respondents were satisfied with the travel options available was still strong at 7.2 out of 10, with 55% strongly agreeing and 12% disagreeing. This reflects the issues around roads, but also traffic management and public transport as discussed in the report.



Introduction

Metropolis Research Pty Ltd was commissioned by Mornington Peninsula Shire Council to undertake this, its first independent *Annual Community Satisfaction Survey*.

The 2023/24 survey is being conducted quarterly, and this report provides the results for the summary of all four quarters.

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 survey explored the following:

- Satisfaction with Council's overall performance and change in performance.
- Satisfaction with aspects of Council's governance and leadership performance.
- Importance of and satisfaction with 38 Council services and facilities.
- Satisfaction with aspects of planning and development.
- 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.
- Aspects respondents value most about living in the Mornington Peninsula Shire.
- Perception of safety in the public areas of the municipality.
- Aspects of the sense of community.
- 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 *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 Mornington Peninsula Shire.



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 *Customer 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 in the Mornington Peninsula Shire, 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 and response rate

The survey was conducted primarily as a door-to-door interview style survey of 1,604 households drawn proportionally from across all the suburbs / localities that comprise the municipality.

The survey fieldwork was conducted via four quarterly surveys conducted in July, October, January, and May 2024.

Trained Metropolis Research fieldwork staff conducted face-to-face interviews of approximately 20 minutes duration with randomly approached householders.

Due to OH&S issues, it was not possible to conduct 282 surveys in the less urban localities of the Shire by the door-to-door methodology. These surveys were conducted by telephone.

This methodology has produced highly consistent results in terms of the demographic profile of respondents, obtaining a sample of respondents that more closely reflects the underlying population of the municipality than can be obtained using the alternative telephone methodology.

Despite the inherent limitations of any voluntary data collection or consultation process where individual residents are not obliged to participate; the methodology developed by Metropolis Research over more than two decades provides the most effective means of including respondents from across the broad spectrum of the Mornington Peninsula community.

The sample was pre-weighted by suburb / locality population to ensure that each of the 16 suburbs / localities contributed proportionally to the overall municipal result. The final sample was then weighted by respondents' age and gender to reflect the age and gender profile of the Mornington Peninsula community, as reported in the 2021 *Census*.

This two-stage process ensured that the municipal results effectively reflect the geographical and demographic makeup of the Mornington Peninsula community.



A total of 13,216 households were approached to participate in the survey (6,468 door-to-door and 6,748 by telephone). Of these households, 8,909 were unattended when approached (3,432) or telephoned (5,477), were therefore not invited to participate, and played no further part in the research.

Multiple telephone calls were made to each no-answer to give multiple opportunities to participate.

A total of 2,703 (1,714 door-to-door and 989 telephone) refused the offer to participate in the research and 1,604 completed the survey.

This provides a response rate of 37% overall, with 44% for the door-to-door component, and 22% for the telephone component.

The margin of error of the municipal results presented in this report is plus or minus 2.4%, at the 50% level.

In other words, if a yes / no question asked of the entire sample of 1,604 respondents were to obtain a result of 50% yes, it is 95% certain that the true value of this result is within the range of 47.6% and 52.4%.

This is based on a total sample size of 1,604 respondents, and an underlying population of the Mornington Peninsula Shire of approximately 170,000.

The margin of error increases as the sample size decreases, such as for the precinct results, and the breakdown of results for individual age groups, genders, and other sub-groupings for which results are provided.

Each separate result has a different margin of error based on its unique sample size and the actual result.

Small area analysis

The results of the 2023/24 survey are provided at the sub-municipal (small area) level, as follows:

- **Northern Peninsula** – including Moorooduc, Mornington, Mount Eliza, Mount Martha, and Safety Beach.
- **Southern Peninsula** – including Arthurs Seat, Blairgowrie, Boneo, Capel Sound, Dromana, Fingal, McCrae, Portsea, Rosebud, Rye, Sorrento, St Andrews Beach, and Tootgarook.
- **Western Port** – including Balnarring, Balnarring Beach, Baxter, Bittern, Cape Schanck, Crib Point, Flinders, Hastings, Main Ridge, Merricks, Merricks Beach, Merricks North, Pearcedale, Point Leo, Red Hill, Red Hill South, Shoreham, Somers, Somerville, Tuerong, and Tyabb.



Governing Melbourne

Governing Melbourne is a service provided by Metropolis Research since 2010. *Governing Melbourne* included a sample of 800 respondents in 2024.

The 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 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 metropolitan Melbourne average, which includes all municipalities located within the Melbourne Greater Capital City Statistical Area as well as the Southeastern region (which includes Cardinia, Casey, Frankston, Greater Dandenong, Kingston, and the Mornington Peninsula).

The report also provides some comparisons against the regional Victorian results, as sourced from the 2024 *Governing Regional Victoria* survey conducted by Metropolis Research using a telephone interview methodology.

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. The precinct boundaries are most often the sub-municipal areas 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 necessarily 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 4.9%. 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 45.1% and 54.9%.

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.



Council's overall performance

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the performance of Council across all areas of responsibility?”

Satisfaction with the performance of Council ‘across all areas of responsibility’ or “overall performance” was 6.5 out of 10 this year, or a “good” level of satisfaction.

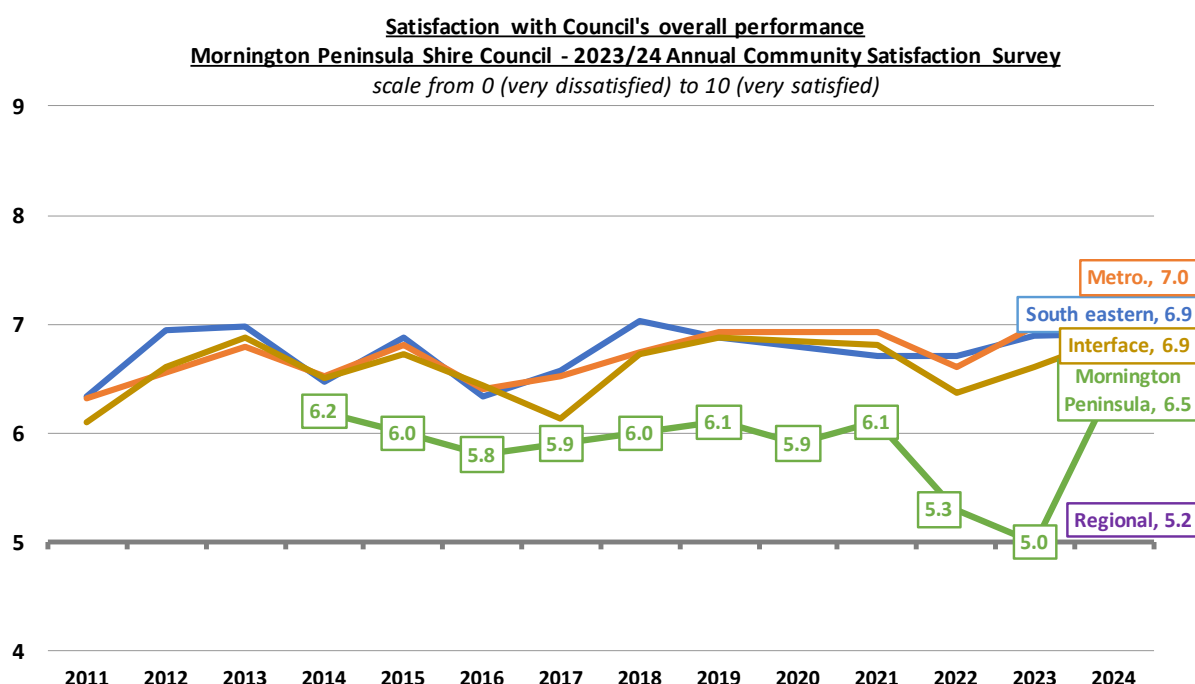
Satisfaction increased measurably and significantly this year, up 15% from the extremely low score of five out of 10 recorded earlier in 2023.

By way of comparison, this result was measurably (5%) lower than the metropolitan Melbourne average satisfaction of 7.0 out of 10, as recorded in the *Governing Melbourne* research. *Governing Melbourne* was conducted independently by Metropolis Research in January 2023 using the same door-to-door, in-person methodology.

This result was, however, measurably and significantly (13%) higher than the regional councils’ average of 5.2, as recorded in the 2024 *Governing Regional Victoria* survey conducted independently by Metropolis Research as a telephone survey.

Excluding the unusually low scores recorded in 2022 and 2023, the 2023/24 result was only marginally above the long-term average from 2014 to 2021 of 6.1 out of 10 or “good”.

It is noted that the long-term average satisfaction with Mornington Peninsula over the period from 2014 to 2024 was 5.9 or “poor” on the Metropolis Research categorisation scale.



Metropolis Research notes that the previous surveys were conducted by a different organisation and using a different survey form and methodology.

The telephone methodology used previously does tend to report a slightly lower score than the more interactive door-to-door, in-person methodology employed by Metropolis Research. This variation in methodology, however, clearly does not account for the significant change in satisfaction.

Metropolis Research does not have any information available to explain the measurable, significant, and dramatic decline in satisfaction recorded in 2022 (down 8% from 2021) and in 2023 (down 11% from 2021).

Our review of the results from the April 2023 survey did not provide insight into specific issues that would account for these significant declines in satisfaction.

The issues raised in the April 2023 survey were consistent with the issues raised in this 2024 survey (including most notably local roads), however, it is difficult to explain how these longer-standing issues could have resulted in such a significant decline over the preceding two years.

Metropolis Research does note that 2022 was a particularly poor year for community satisfaction with local government across metropolitan Melbourne. This, in our view, reflected a generalised fatigue with government as the community emerged from the last lockdown through late 2022, and then into the federal and then state election campaigns.

Most, but not all, of the 11 municipalities surveyed by Metropolis Research in 2022 recorded a decline in satisfaction in 2022, followed by a significant improvement in satisfaction in 2023.

By way of example, the metropolitan Melbourne average declined three percent in 2022 (6.6 down from 6.9), and then increased by four percent in 2023 (7.0 up from 6.6).

As discussed in more detail in the following sections of this report, there were several issues that appear to be factors underpinning the lower overall satisfaction with Mornington Peninsula Shire Council than the metropolitan Melbourne average, including:

- **Local roads** – was the most significant single issue in Mornington Peninsula as clearly identified in several results. Significantly, 30% of respondents nominated roads as a top three issue to address for the Shire, and the respondents who nominated roads were, on average, five less satisfied with Council's overall performance than the municipal average. Satisfaction with the maintenance and repair of sealed local roads was recorded at just 5.6 or "poor", which was 24% lower than the average satisfaction with all 38 services and facilities and was 14% lower than the metropolitan Melbourne average satisfaction with roads of 7.0.
- **Council governance and leadership** – despite significant increases in satisfaction this year compared to the April 2023 results, satisfaction with the six core aspects of governance and leadership remains an average of five percent below the metropolitan Melbourne average. This lower average satisfaction reflects a generalised lower perception of Mornington Peninsula Shire Council than the average perception of local government across metropolitan



Melbourne. Whilst only 3% of respondents nominated governance and performance related issues as a top three issue to address for the Shire, this was larger than the metropolitan average of two percent. Also, this small number of 43 respondents were less satisfied with Council's overall performance than the municipal average, which highlights that there is a small, but notable group within the community who are extremely dissatisfied with Council.

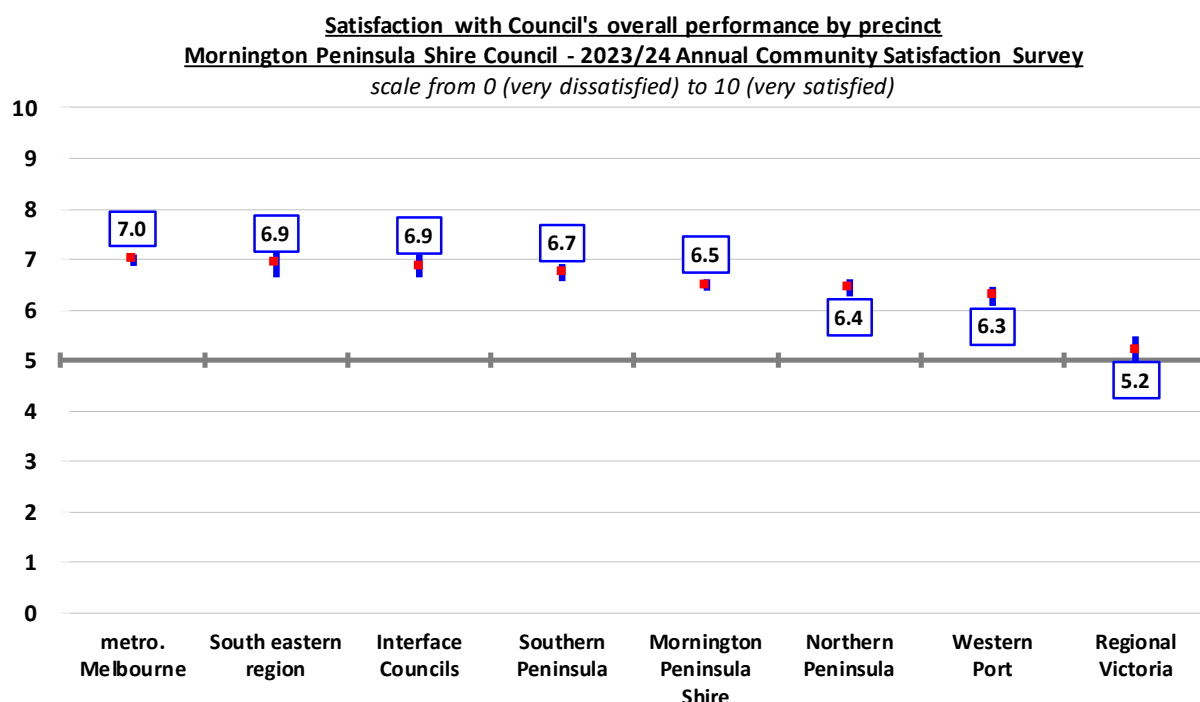
- **Other services and issues** - there were a range of other services and issues that appear to have been negative influences on satisfaction with Council, which are discussed in the following sections. These include street trees (6% lower), drains maintenance and repairs (5% lower), management of illegally dumped rubbish (5% lower), footpaths (4% lower), and public toilets (4% lower), and some of the community services such as support services for people with disability (7% lower).
- **Customer service** – satisfaction with customer service was five percent below the metropolitan Melbourne average, and three percent lower than the long-term average.

Satisfaction by precinct, ward, and locality

There was some measurable variation in satisfaction with Council's overall performance observed across the municipality, with respondents from the Southern Peninsula measurably (2%) more satisfied than average.

By contrast, respondents from Western Port were somewhat (2%), but not measurably less satisfied than average, and at a "solid" rather than a "good" level of satisfaction.

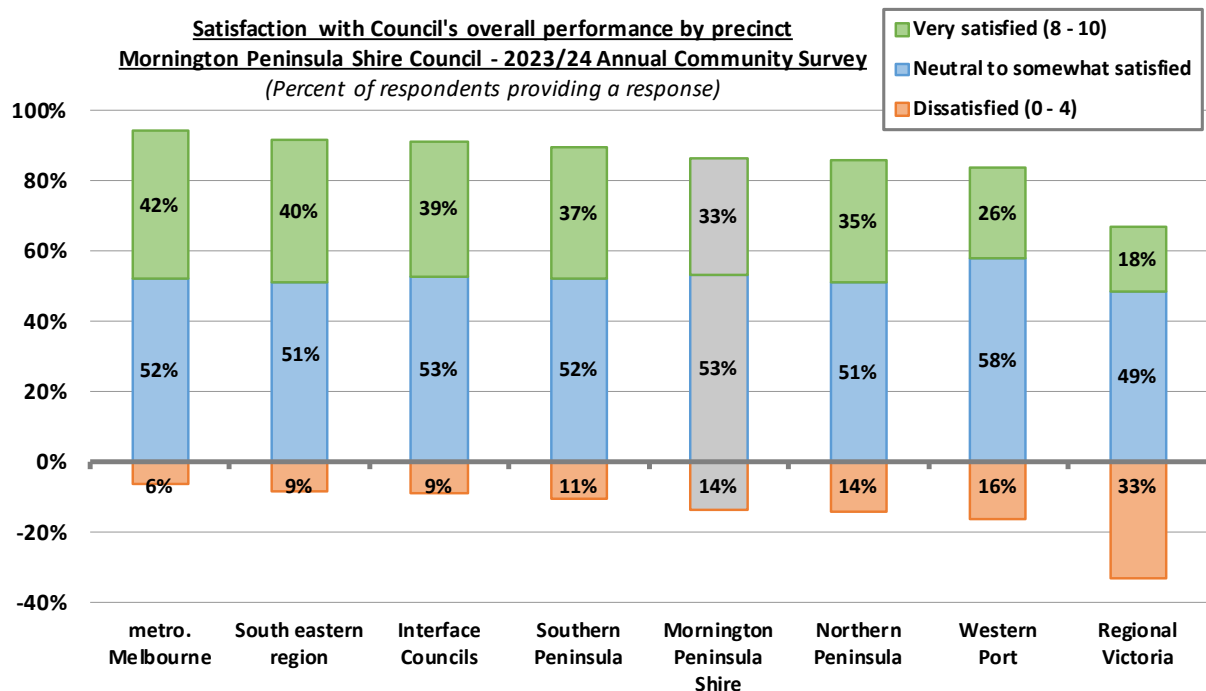
It is noted that all three precincts reported satisfaction scores that were measurably lower than the metropolitan Melbourne average (7.0), but measurably higher than the regional Victorian average (5.2).



The following graph provides a breakdown of satisfaction into the proportion of respondents “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).

One-third (33%) of respondents across Mornington Peninsula Shire were “very satisfied” with Council’s overall performance, whilst 14% were “dissatisfied”.

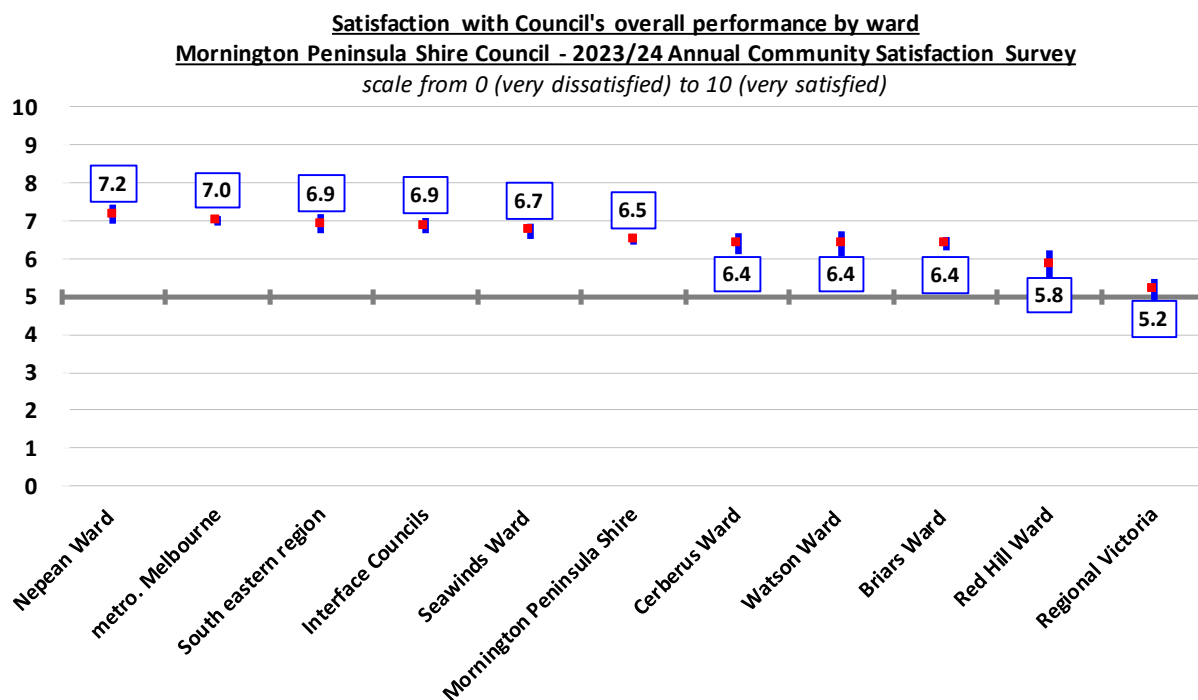
Consistent with the lower average satisfaction score, respondents from Western Port were notably less likely than average to be “very satisfied” with Council’s overall performance, and marginally more likely to be “dissatisfied”.



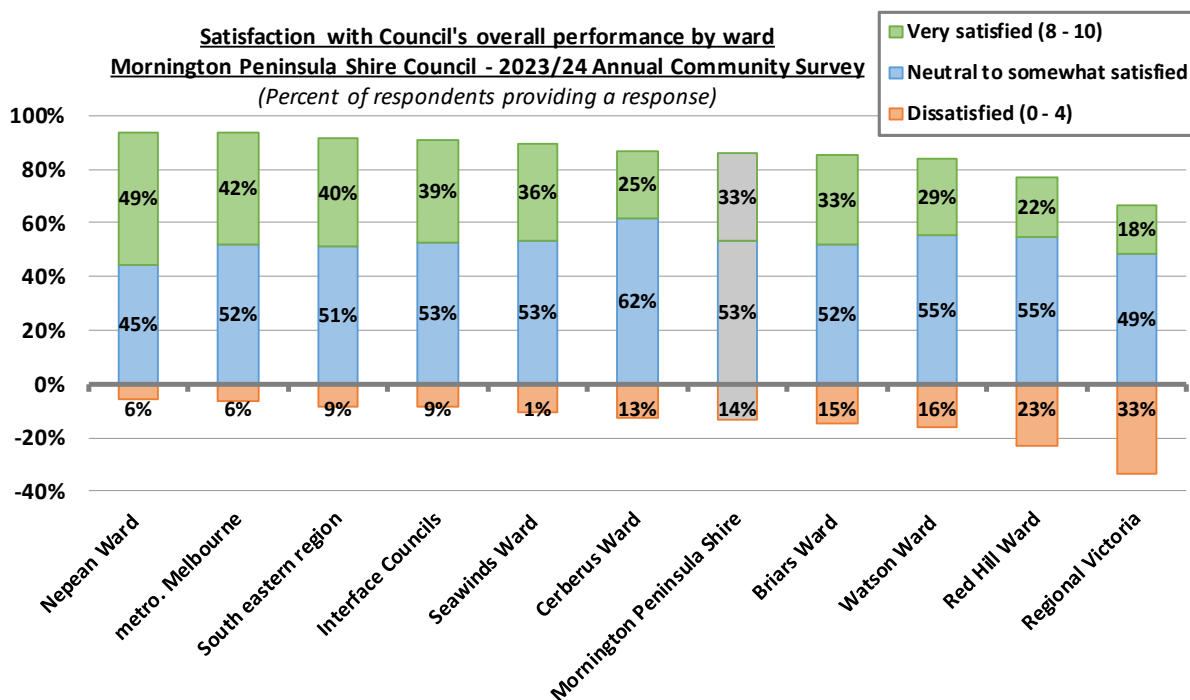
The following graph provides a comparison of satisfaction with Council’s overall performance across the six wards comprising the Mornington Peninsula Shire.

There was measurable variation in satisfaction with Council’s overall performance observed across the six wards, with respondents from Nepean Ward measurably (7%) more satisfied than average, although still at a “good” level of satisfaction.

By contrast, respondents from Red Hill Ward were measurably (7%) less satisfied than average, and at a “poor” rather than a “good” level of satisfaction.



It is noted that almost half (49%) of the respondents from Nepean Ward who provided a satisfaction score were “very satisfied” with Council’s overall performance, whilst 23% of the respondents from Red Hill Ward were “dissatisfied”.



The following graph provides a comparison of satisfaction with Council’s overall performance across the 17 localities comprising the Mornington Peninsula Shire.

It is noted that the sample size was quite small for some of these localities, and therefore some caution should be taken in interpreting variations across the municipality.



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, whether respondents had contacted Council in the last 12 months, housing situation, period of residence in the Shire, whether respondents lived in the municipality all year round, household disability status, and household structure.

There was some notable variation in satisfaction with Council's overall performance observed, as follows:

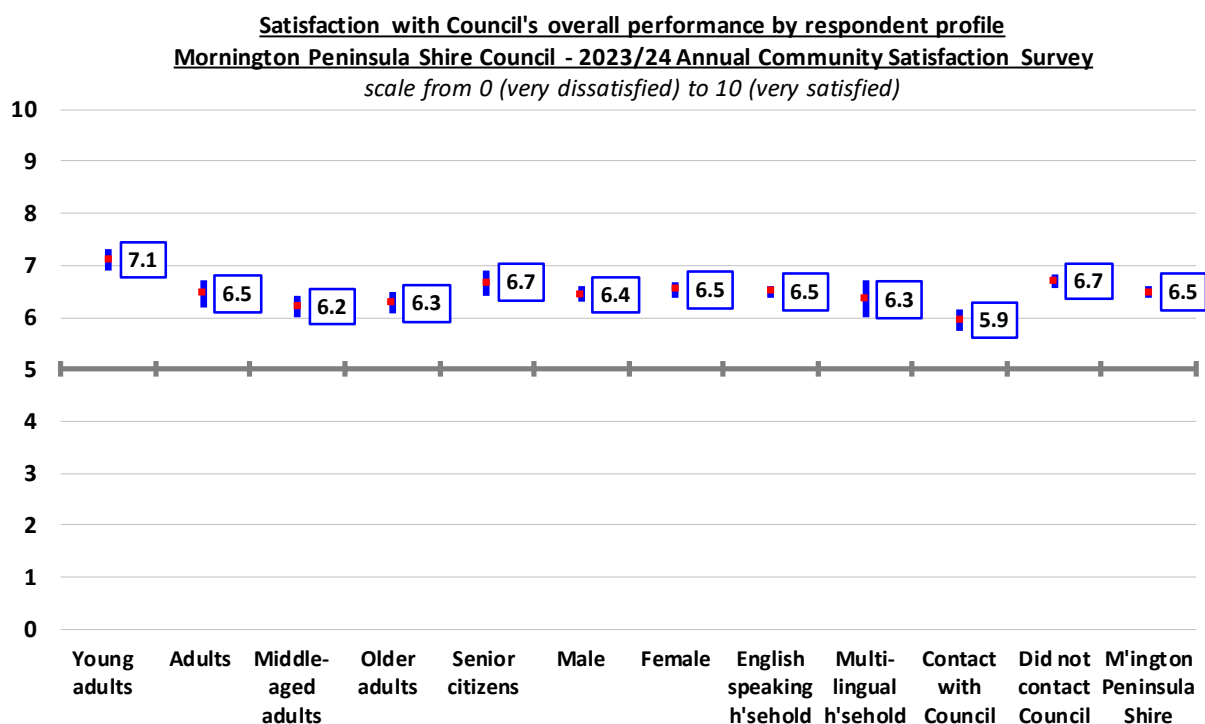
- ***Somewhat to notably more satisfied than average*** – included young adults (aged 18 to 34 years), rental households, new and newer residents (less than five years in the municipality), respondents from one-parent families, and respondents who did not live in the Shire full-time.
- ***Somewhat to notably less satisfied than average*** – included middle-aged and older adults (aged 45 to 74 years), respondents who had contacted Council in the last 12 months, and long-term residents (10 years or more in the Shire).

Metropolis Research notes that this general pattern of satisfaction by respondent profile was consistent with historical results, as well as results generally observed elsewhere.

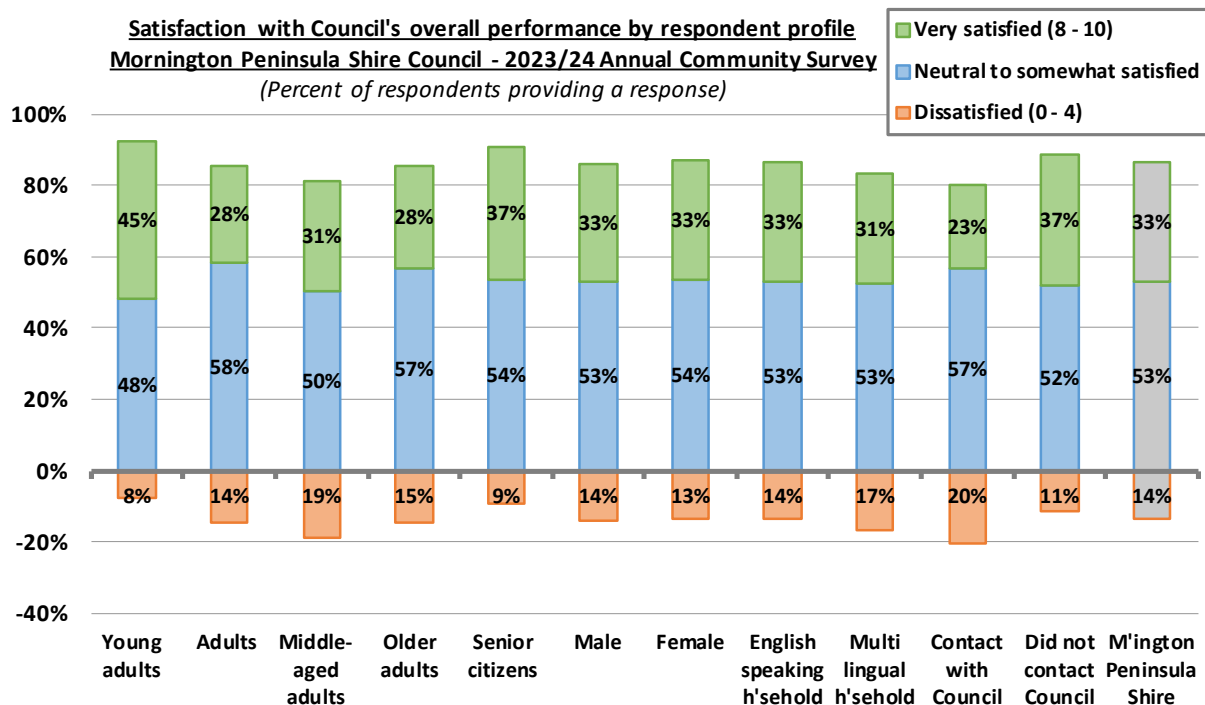
This is particularly true in relation to age structure, with middle-aged and sometimes older adults (depending on the profile of various areas) generally being the least satisfied with the local Council, and young adults and senior citizens generally being the most satisfied.

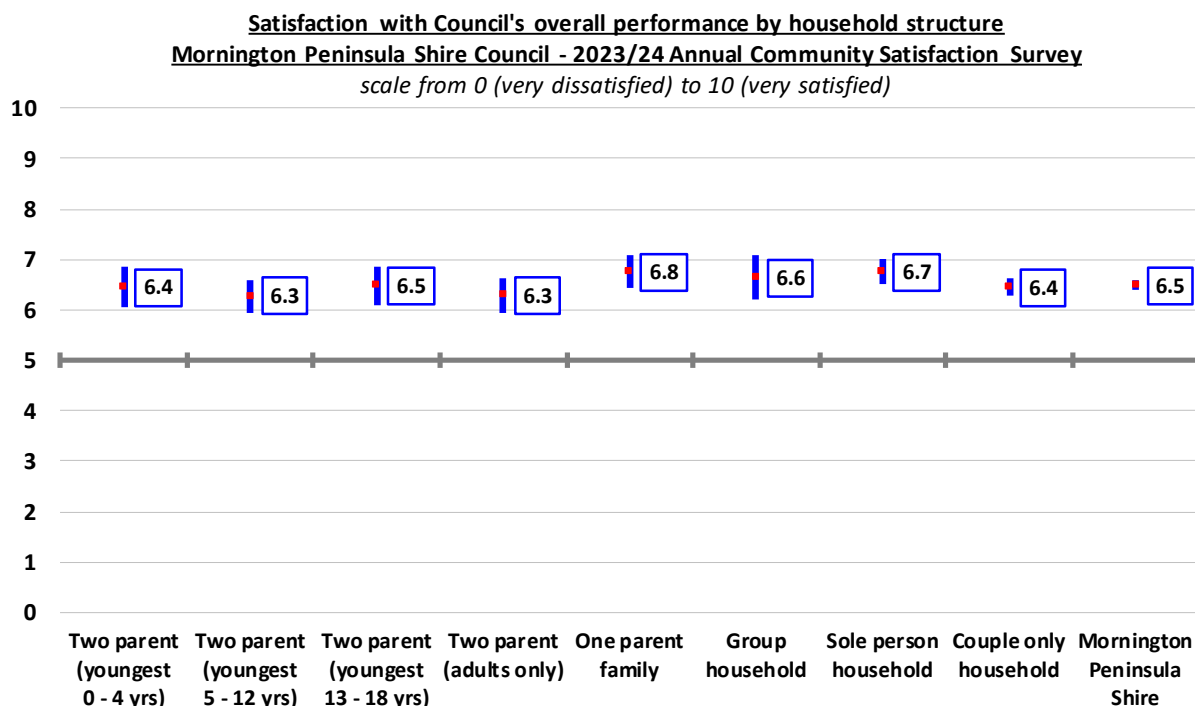
In relation to whether respondents had contacted Council in the last 12 months, it is always observed that, on average, respondents who had contacted Council reported lower satisfaction than respondents who had not contacted Council. This reflects the fact that many (but not all) respondents contacting Council were addressing an issue of concern, which tends to result in lower satisfaction.



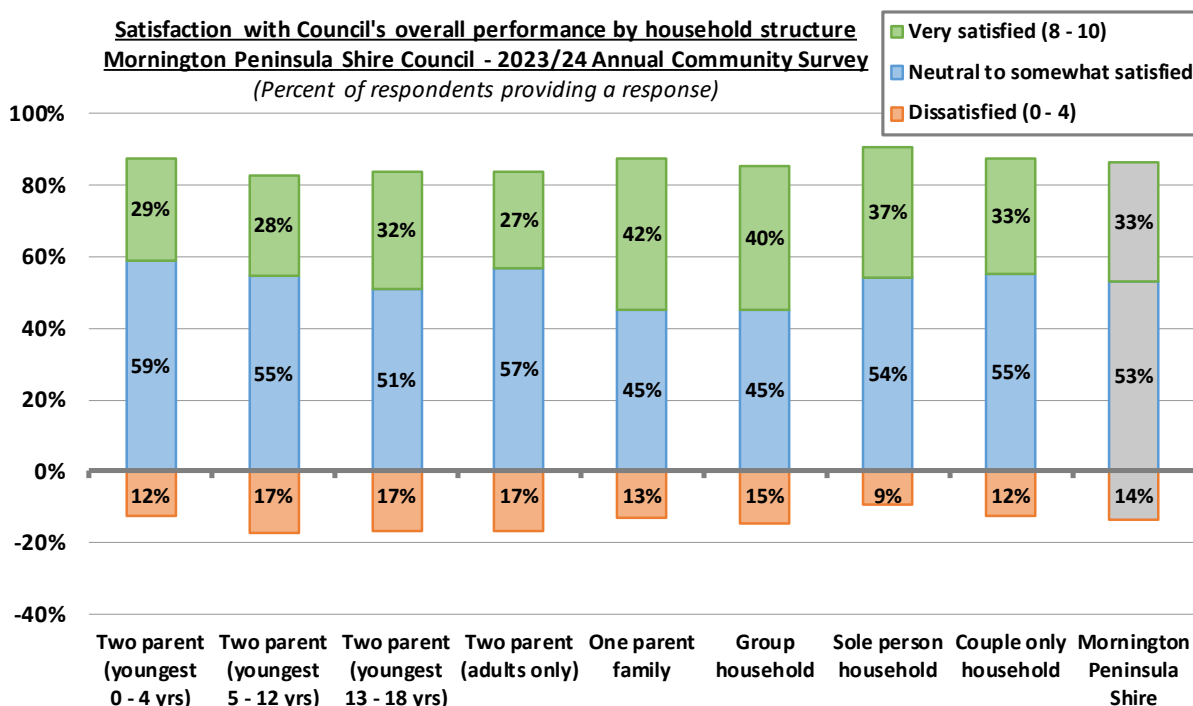


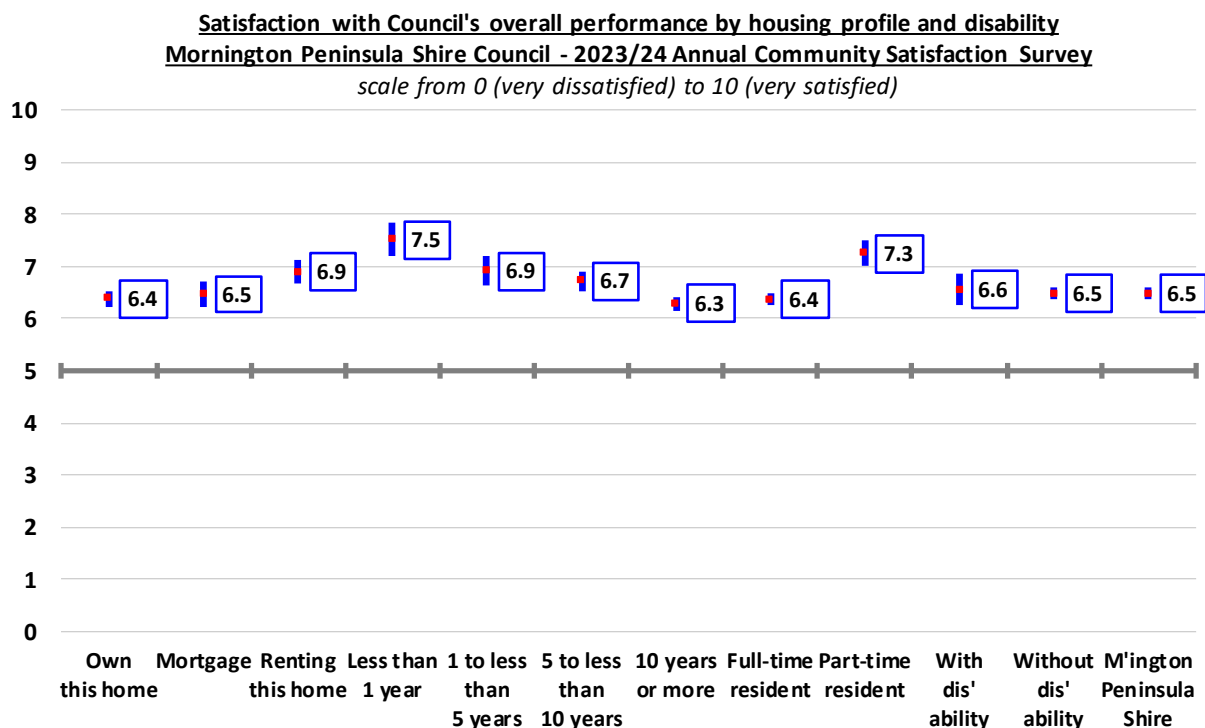
It is noted that almost half of the young adults (aged 18 to 34 years) were “very satisfied” with Council’s overall performance, whilst 19% of middle-aged adults (aged 45 to 59 years) and 20% of respondents who had contacted Council in the last 12 months were “dissatisfied”.



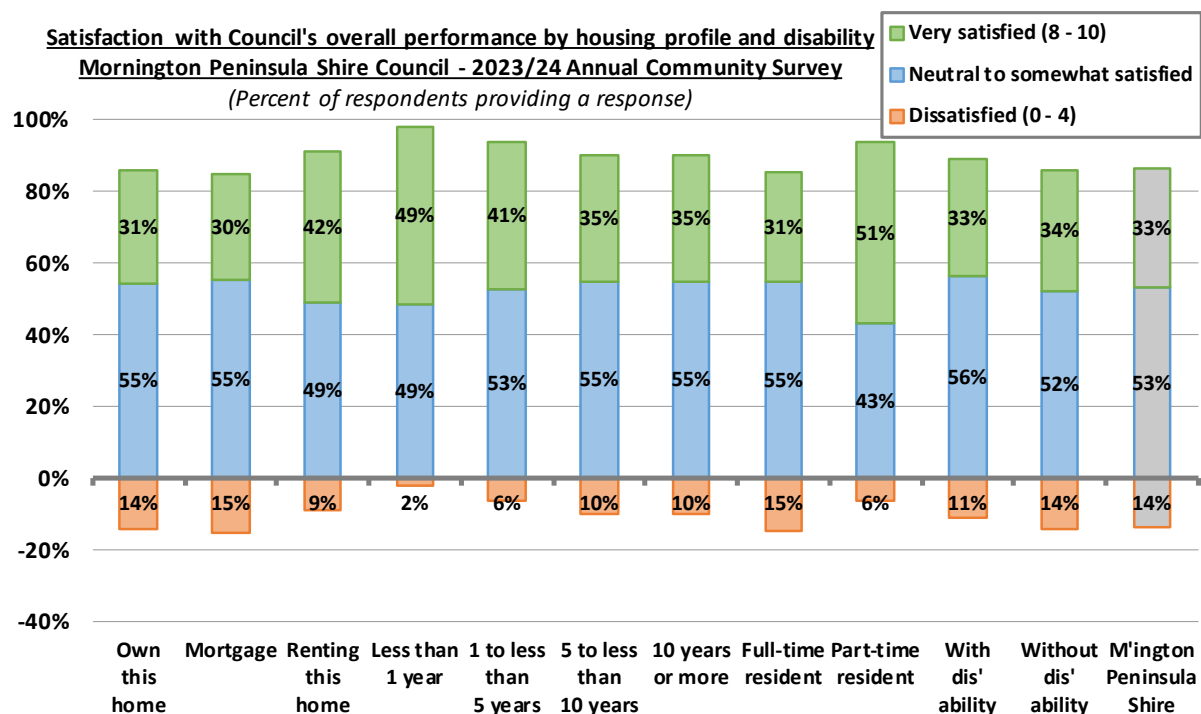


It is noted that 42% of the respondents from one-parent families were “very satisfied” with Council’s overall performance, whilst 17% of two-parent families with youngest child aged 5 years and over were “dissatisfied”.





Approximately half of the new residents (less than one year in the Shire) and respondents who lived in the Shire part-time were “very satisfied” with Council’s overall performance.



Satisfaction by change in performance in the last 12 months

There was measurable and significant variation in satisfaction with Council’s overall performance observed by respondents’ view as to whether Council performance had improved, stayed the same, or deteriorated.

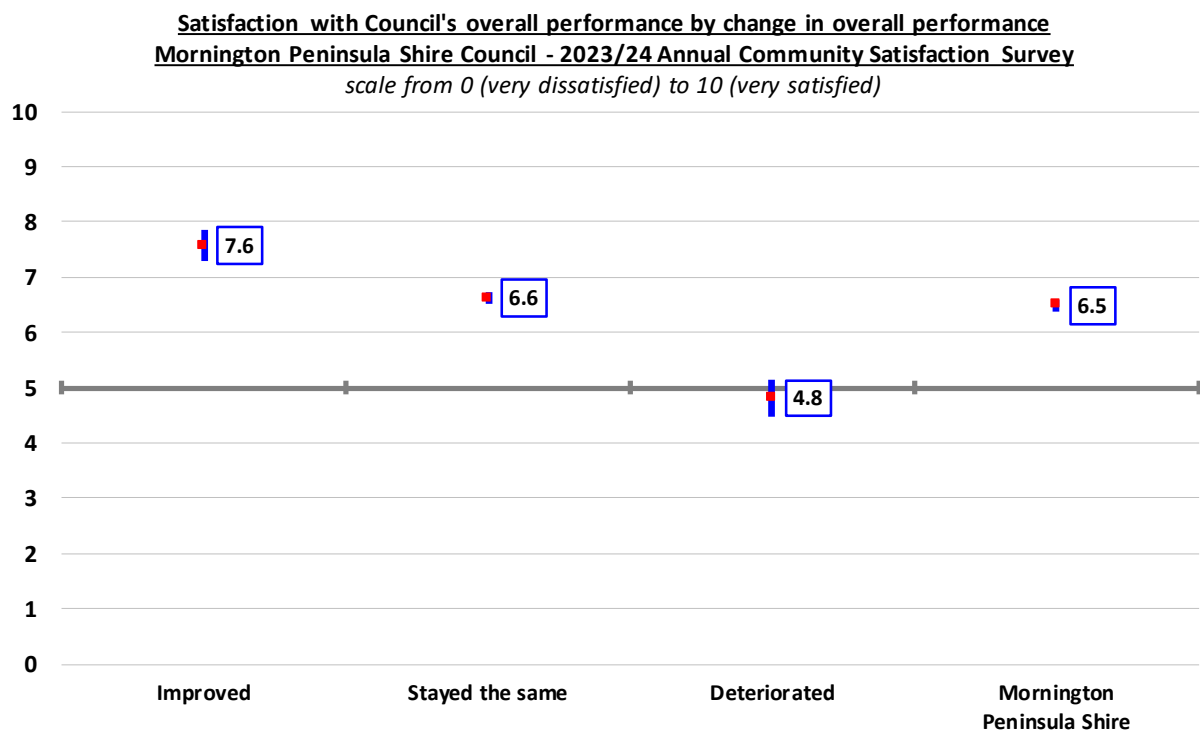
The 154 respondents who considered that overall performance had improved in the last 12 months rated satisfaction with overall performance at a “very good” level of 7.6 out of 10.

By contrast, the 237 respondents who considered that overall performance had deteriorated in the last 12 months were measurably and significantly less satisfied than average, rating satisfaction at 4.8 out of 10, which is an “extremely poor” level of satisfaction.

Metropolis Research suggests that this level of variation in community sentiment about Council is larger than is typically observed, which tends to reinforce the view that there was a segment of the Mornington Peninsula Shire community who were dissatisfied with Council’s governance and leadership performance, and this dissatisfaction is reflected in their “extremely poor” rating of satisfaction with overall performance.

This is evident most notably in the [governance and leadership](#) section of this report.

This segment of the community appears to account for approximately one-seventh of the total sample.



Satisfaction by top issues for the Mornington Peninsula Shire

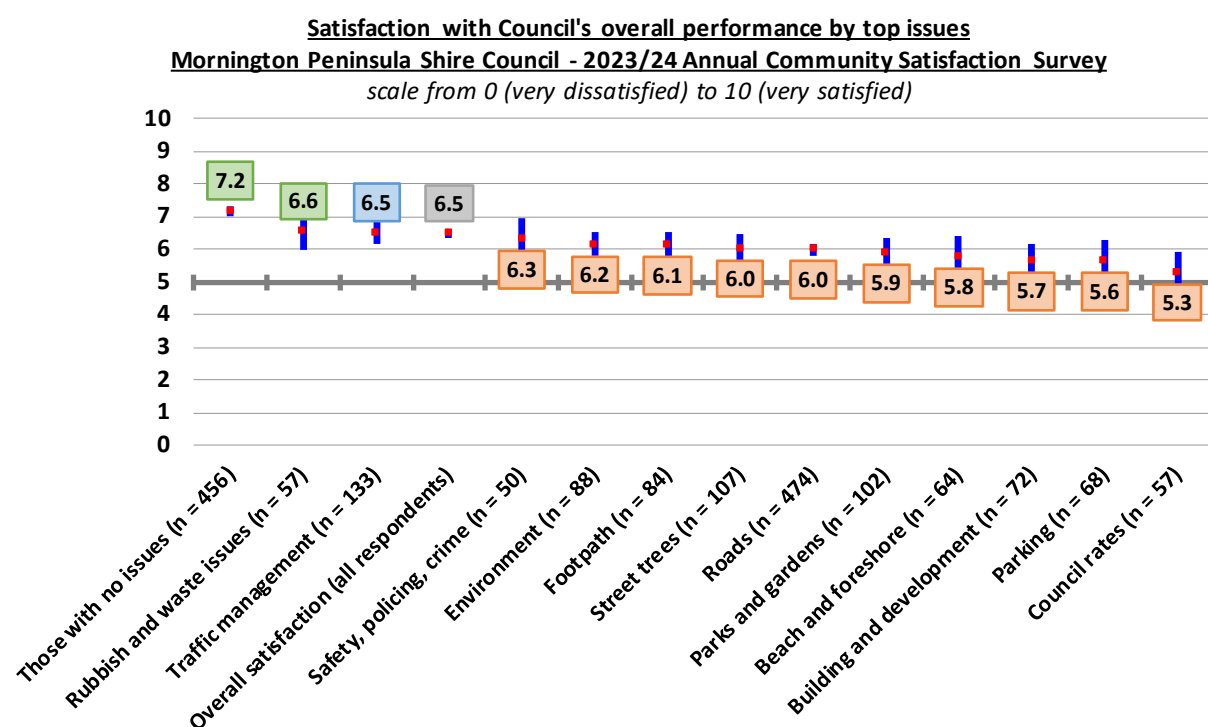
The following graph displays the average overall satisfaction score for respondents nominating each of the top 12 issues to address for the Mornington Peninsula Shire 'at the moment', with a comparison to the overall satisfaction score of all respondents (6.5), as well as to the overall satisfaction of the 456 respondents who did not nominate any issues to address (7.2).

A detailed analysis of the top issues for people living in Mornington Peninsula Shire is discussed in the [Current Issues](#) section of this report.

The aim of this data is to explore the relationship between the issues nominated by respondents and their satisfaction with 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 are 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 issues varies substantially, which is reflected in the size of the blue vertical bars (the 95% confidence interval).



The 456 respondents who did not nominate any issues to address rated satisfaction with Council's overall performance measurably (7%) higher than the municipal average of 6.5. Naturally, this group of respondents who do not feel there were any issues they feel need to be addressed, will always tend, on average, to be more satisfied with Council's overall performance than the respondents who do nominate issues they feel need to be addressed.

There were several issues that, for the respondents who nominated them, appeared to exert a substantial negative influence on their satisfaction with Council's overall performance.

Of most importance in these results was the issue of road maintenance and repairs (including roadworks). A significant proportion of 474 of the 1,604 respondents (30%) nominated these issues, and on average, these respondents were five percent less satisfied with Council's overall performance than the average of all respondents.

This result highlights the significance of road related issues to the Mornington Peninsula Shire and highlights the degree to which these issues impact on community satisfaction with Council's performance.

The other issues that appear to exert a negative influence on overall satisfaction for the respondents who raise them include Council rates, fees, and charges, parking, planning and development, beach and foreshore issues, street trees, footpaths, environmental issues, and safety, policing and crime related issues.

Whilst each of these issues was nominated by only a relatively small number of respondents, these respondents were notably less satisfied with Council's overall performance than the average of all respondents.

The following table provides an alternative method of exploring the relationship between issues to address for the Mornington Peninsula Shire and satisfaction with Council's overall performance.

The table shows the proportion of respondents who were dissatisfied with Council's overall performance and who nominated each of the top 15 issues, with a comparison to the proportion of all respondents who nominated each of these issues.

These results highlight the fact that respondents who were "dissatisfied" with Council's overall performance (i.e., rated satisfaction at less than five out of 10) were notably more likely than average to nominate road maintenance and repairs related issues, with 42% of "dissatisfied" respondents compared to 30% of the total sample of respondents.

Other issues that "dissatisfied" respondents were more likely than the municipal average to nominate included Council governance, performance, and accountability issues, parking, parks and gardens, and Council rates, fees, and charges.

These results reinforce the average satisfaction results discussed above and highlight the degree to which road maintenance and repair related issues, in particular, appear to influence community satisfaction with Council.

This result suggests that attention to advocacy on behalf of the Mornington Peninsula Shire community in relation to road maintenance related funding issues may well have a positive impact on community satisfaction with the performance of Council.



The other significant issue to note in these results is that related to Council's governance, performance, and accountability related issues.

As discussed in several sections in this report, the small number of respondents (3% of the total sample) who nominated these issues were significantly less satisfied with Council's overall performance than the average of all respondents. Whilst there were only 43 respondents this year, on average these respondents' rated satisfaction with Council's overall performance at just 4.0 out of 10, or "extremely poor".

Top issues for Mornington Peninsula of respondents' dissatisfied with overall performance

Mornington Peninsula Shire Council - 2023/24 Annual Community Satisfaction Survey

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

Issue	Dissatisfied respondents		All respondents
	Number	Percent	
Roads maintenance and repairs	87	42%	30%
Council governance, performance and accountability	24	12%	3%
Parks, gardens and open spaces	22	11%	6%
Provision and maintenance of street trees	20	10%	7%
Traffic management	19	9%	8%
Parking	18	9%	4%
Council rates, fees, and charges	18	9%	4%
Beach and foreshore issues	15	7%	4%
Building, housing, planning and development	14	7%	4%
Environment, sustainability and climate change	13	6%	5%
Footpath maintenance and repairs	11	5%	5%
Rubbish and waste issues inc garbage	10	5%	4%
Youth activities, services and facilities	10	5%	2%
Cleanliness and maintenance of area	9	4%	3%
Drains maintenance and repairs	8	4%	3%
All other issues (21 separately identified issues)	128	62%	50%
Total responses	426		2,267
<i>Respondents identifying at least one issue</i>	<i>183</i>		<i>1,134</i>
<i>(percent of total respondents)</i>	<i>(89%)</i>		<i>(71%)</i>



Reasons for level of satisfaction with Council's overall performance

Respondents were asked:

"Why did you rate Council's overall performance at the level you did?"

A total of 1,104 comments were received from respondents as to the reason why they rated satisfaction with Council's overall performance at the level they did.

These comments have been broadly categorised as outlined in the following table, which includes a breakdown of these numbers into respondents satisfied, neutral, and dissatisfied.

Metropolis Research notes that 16% of the comments were related to respondents' perception of Council's governance, management, and performance, which includes both the organisation as well as elected officials.

Councils' communication and consultation was raised by 11% of respondents, with many of these comments relatively broad in nature, and relating to a perception that Council was not adequately listening to or engaging with the community.

Reasons for rating satisfaction with Council's overall performance at the level you did
Mornington Peninsula Shire Council - 2023/24 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 comments	189	17%	188	1	0
Council governance, management and performance	181	16%	90	32	59
Generally negative comments	132	12%	86	22	24
Communication, consultation, engagement, responsiveness	117	11%	55	16	46
Council services and facilities	94	9%	55	17	22
Traffic / roads	89	8%	51	12	26
Rates and financial management	74	7%	37	11	26
Parks, gardens, open spaces and trees	34	3%	15	4	15
Planning, housing and development	32	3%	16	6	10
Cleanliness and maintenance of area	31	3%	18	5	8
Generally neutral comments	29	3%	17	12	0
Environment, climate change and sustainability	23	2%	21	2	0
Waste management	17	2%	15	0	2
Provision and maintenance of infrastructure	11	1%	4	3	4
The Briars / Harry Potter	11	1%	6	4	1
Community atmosphere and connection	6	1%	6	0	0
Footpaths	6	1%	5	1	0
Parking	6	1%	3	0	3
Safety, policing and crime	5	0%	3	0	2
Support for local businesses	5	0%	4	0	1
Public transport	2	0%	2	0	0
Other	10	1%	10	0	0
Total responses	1,104	100%	707	148	249

Change in Council's overall performance

Respondents were asked:

“Over the past 12 months, do you think Council's overall performance has?”

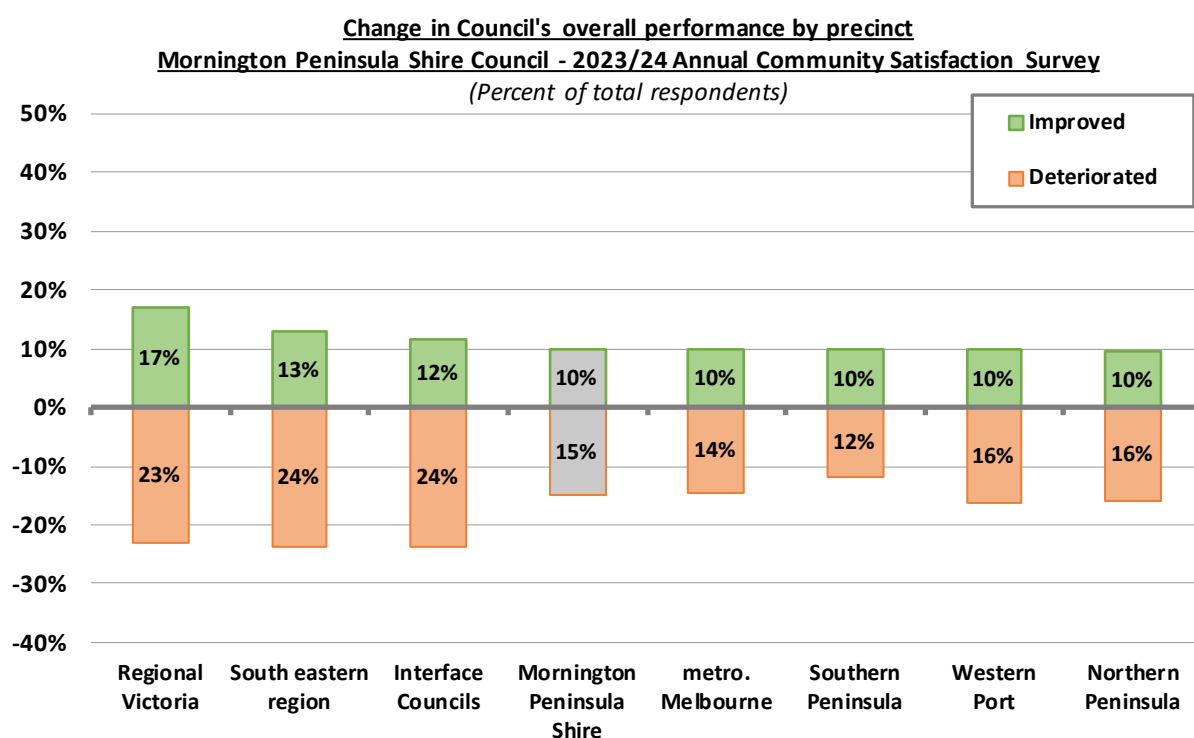
In 2023/24, 10% of respondents considered that Council's overall performance had improved, whilst 15% considered that performance had deteriorated over the last 12 months.

These results were broadly consistent with the metropolitan Melbourne results, as recorded in the 2024 *Governing Melbourne* research. By contrast, these results for the Mornington Peninsula Shire Council were somewhat more positive in outlook than the regional Victorian results of 17% improved and 23% deteriorated, as recorded in the 2024 *Governing Regional Victoria* survey.

Change in Council's overall performance
Mornington Peninsula Shire Council - 2023/24 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2023/24	
	Number	Percent
Improved	154	10%
Stayed the same	947	59%
Deteriorated	237	15%
Can't say	266	17%
Total	1,604	100%

There was no meaningful variation in these results observed across the three regions.



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?”

Respondents were asked to rate their satisfaction with each of eight aspects of Council’s governance and leadership performance.

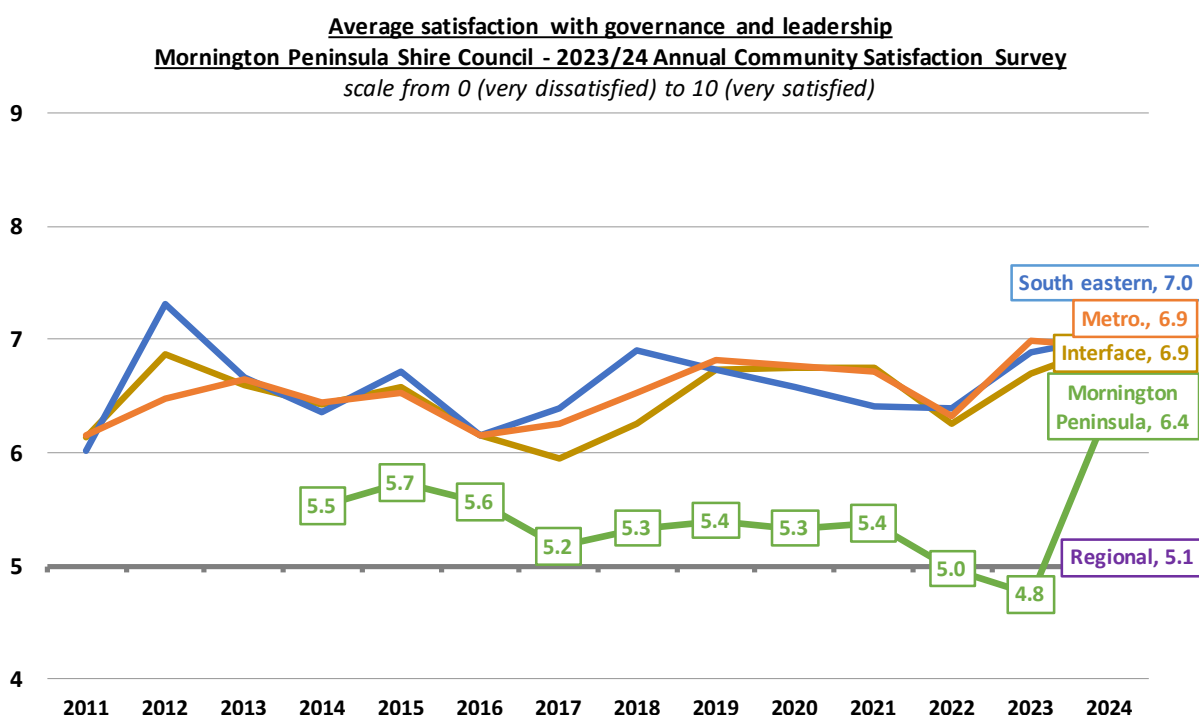
Six of these eight aspects are considered the core aspects of governance and leadership, including consultation, representation, responsiveness, trust, making decisions, and value.

The average satisfaction with these six core aspects of governance and leadership was 6.4 out of 10 this year, a measurable and significant increase on the 4.8 recorded in 2023.

It is noted that the previous results were recorded by a different provider using a different survey form and a different methodology, as discussed in relation to time series analysis of [overall performance](#).

By way of comparison, this result was measurably (5%) lower than the interface councils’ and metropolitan Melbourne average (6.9), and six percent below the southeastern region councils’ average (7.0), as recorded in the *Governing Melbourne* research.

Satisfaction with governance and leadership was, however, measurably and significantly higher than the regional Victorian average satisfaction of 5.1 out of 10, or “very poor”, as recorded in the *Governing Regional Victoria* research.



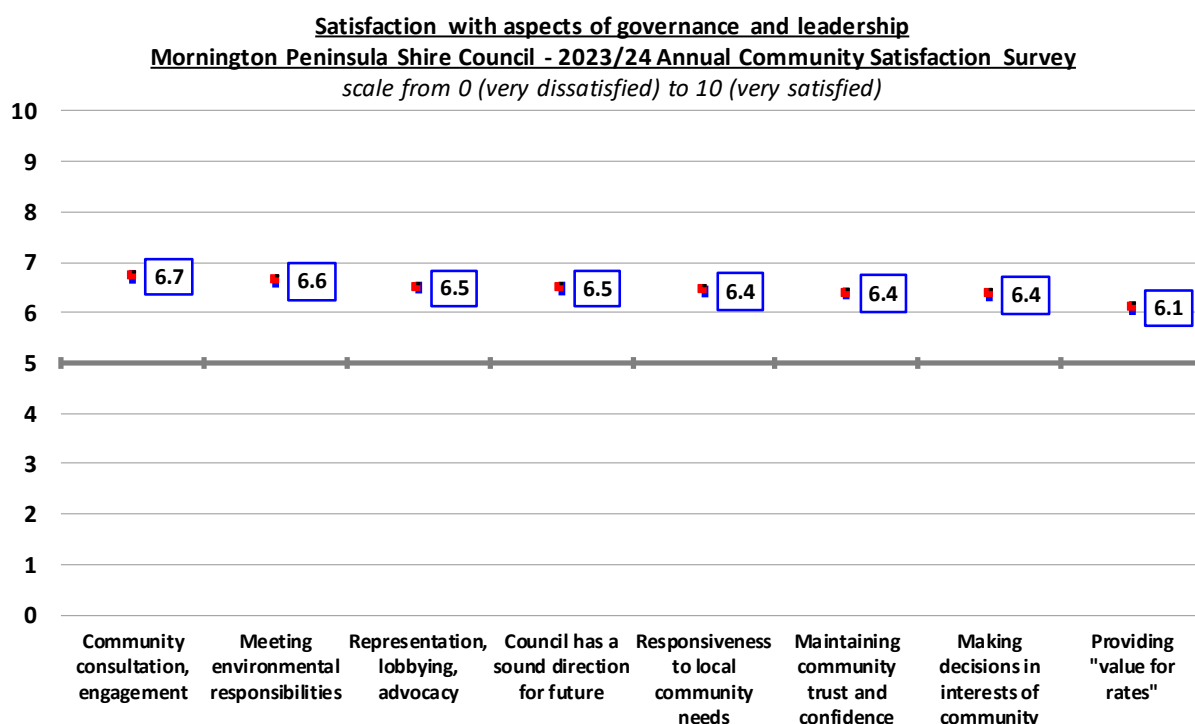
From 2014 to 2023, the Mornington Peninsula Shire results were an average of 11% lower than the metropolitan Melbourne average.

These results do suggest that some of this variation from the historical results was due to the change in methodology and question format (Metropolis estimates this at approximately two to three percent).

This implies an improvement in satisfaction with Mornington Peninsula Shire Council's governance and leadership performance this year, although it still remains measurably below the metropolitan average, but higher than the regional Victorian average.

Satisfaction with the eight aspects of governance and leadership can best be summarised as:

- **Good** – for Council's community consultation and engagement, Council meeting its responsibilities towards the environment, Council's representation, lobbying, and advocacy, and that Council has a sound direction for the future.
- **Solid** – for the responsiveness of Council to local community needs, performance maintaining trust and confidence, performance making decisions in the interests of the community, and providing value for rates.

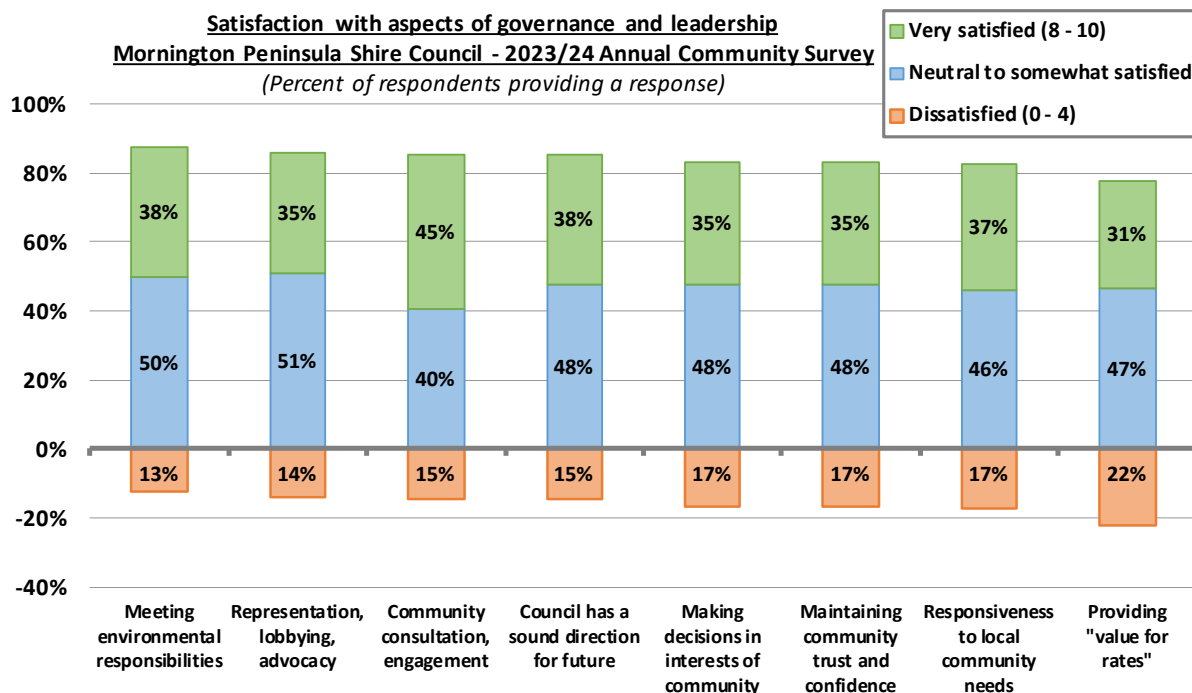


The following graph provides a breakdown of satisfaction into the proportion of respondents "very satisfied" (i.e., rated satisfaction at eight or more), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction at between five and seven), and those who were "dissatisfied" (i.e., rated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

It is noted that almost half (45%) of the respondents providing a score were "very satisfied" with Council's community consultation and engagement performance.

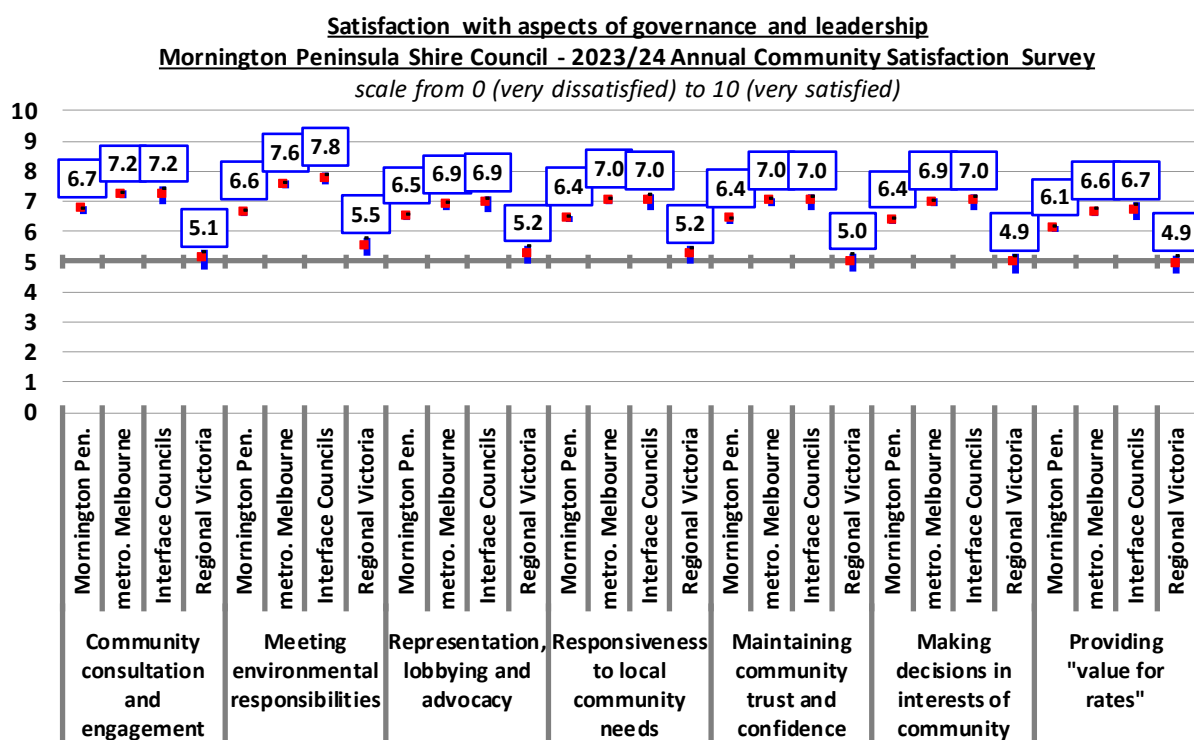


By contrast, 22% of respondents were “dissatisfied” with Council’s performance providing value for rates.



The following graph provides a comparison of satisfaction with each of the seven aspects of governance and leadership that were included in *Governing Melbourne* and *Governing Regional Victoria*.

Satisfaction with all seven aspects was lower in Mornington Peninsula than the metropolitan and interface councils’ results, but measurably above the regional Victorian average.



Contact with Council

Contact with Council in the last 12 months

Respondents were asked:

“Have you contacted Mornington Peninsula Shire Council in the last 12 months? If yes, why did you contact Council?”

In 2024, 29% of the 1,590 respondents who provided an answer to the question reported that they had contacted Council in the last 12 months.

This result was broadly consistent with results observed elsewhere in the post-pandemic period.

Contacted Council in the last 12 months		
Mornington Peninsula Shire Council - 2023/24 Annual Community Satisfaction Survey		
<i>(Number and percent of respondents providing a response)</i>		
Response	2023/24	
	Number	Percent
Yes	459	29%
No	1,131	71%
Not stated	14	
Total	1,604	100%

Reasons for contacting Council

Respondents who had contacted Council were asked:

“Why did you contact Council?”

The 459 respondents who had contacted council in the last 12 months were asked the reason they contacted Council.

This question was included in the quarterly surveys from the 2nd quarter 2023/24, and therefore these annual results include only the responses collected in the 2nd, 3rd, and 4th quarters.

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

The most common reasons for contacting Council were related to rubbish and waste related issues (16%), planning and development (12%), parking (11%), trees (10%), roads and traffic (10%), and animal management / pest control (9%).



This question was included in the survey to provide additional insight into whether the reasons why respondents contacted Council impacted on their satisfaction with aspects of customer service.

Reasons for contacting Council in the last 12 months

Mornington Peninsula Shire Council - 2023/24 Annual Community Satisfaction Survey

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

Reason	2023/24	
	Number	Percent
Waste incl. rubbish, green and hard rubbish	34	16%
Planning and development	25	12%
Parking	24	11%
Trees maintenance	21	10%
Roads / traffic	20	10%
Animal / pest management	19	9%
Rates / fees / charges	13	6%
Drains / flooding	7	3%
Neighbour issues	6	3%
Footpath maintenance and repairs	4	2%
Green waste collection / compost bins	4	2%
Parks, gardens and vegetation	4	2%
Services for elderly / people with disability	4	2%
Beach and foreshore maintenance	2	1%
Cleanliness and maintenance of area	2	1%
Information / newsletter / calendar	2	1%
Dog off-leash and park issues	1	0%
Education and schools	1	0%
Health and medical issues	1	0%
Library	1	0%
Local laws enforcement	1	0%
Maintenance and upkeep of facilities and infrastructure	1	0%
Sports	1	0%
Street lights	1	0%
Other	10	5%
Reason not stated	250	
Total	459	100%

Forms of contact

Respondents who had contacted Council were asked:

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

The most common method by which respondents contacted Council was by telephone during office hours (53%), with 18% visiting in person and 16% emailing Council.



As discussed in the quarterly reports, there has been an increase over the year, in the proportion of respondents visiting in person (up from 12% in the 1st quarter to 18% for the annual total).

Metropolis Research notes that pre-pandemic, typically in the order of between approximately 15% and 30% of respondents would be visiting Council in person. This declined sharply through the pandemic, and it has been only a patchy return to the pre-pandemic patterns observed across metropolitan Melbourne.

With no historical data, it is difficult to make a stronger statement about whether this Mornington Peninsula result reflects a return to a pre-pandemic pattern or reflects a move away from in-person contacts.

It has been observed by Metropolis Research across metropolitan Melbourne that the proportion of respondents engaging with their local council by email has increased significantly, and this appears to be the case in the Mornington Peninsula Shire. This result, however, does appear to have declined a little over the course of 2023/24. In the 1st quarter 22% of the respondents had emailed Council, now down to the annual result of 16%.

Metropolis Research suggests that almost as many respondents contacting Council by email as were visiting in person does reflect a change in behaviour from pre-pandemic norms.

Form of last contact with Council

Mornington Peninsula Shire Council - 2023/24 Annual Community Satisfaction Survey

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

Response	2023/24	
	Number	Percent
Telephone (<i>during office hours</i>)	241	53%
Visit in person	81	18%
Email	75	16%
Website	21	5%
Social media (<i>e.g. Facebook</i>)	11	2%
Telephone (<i>after hours service</i>)	8	2%
Web request / online forms	8	2%
Live chat	4	1%
Mail	2	0%
Directly with a Councilor	0	0%
Other	4	1%
Not stated	4	
Total	459	100%



Preferred method of contacting Council

Respondents who had contacted Council were asked:

“Was this your preferred method of contacting Council? If No, how would you have preferred to contact Council?”

The overwhelming majority of respondents who had contacted Council in the last 12 months, and who were asked this question (which was included only from the 2nd quarter), reported that the method which they contacted Council was their preferred method.

Of the eight percent who reported that the method used was not their preferred method, the preferred methods were split between website / online (2%), telephone (2%), email (2%), in-person (1%), and an app (<1%).

These results do not suggest an increase in the proportion of respondents who might visit Council in person if they need to contact Council from the current proportion.

Preferred method of contacting Council

Mornington Peninsula Shire Council - 2023/24 Annual Community Satisfaction Survey

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

Response	2023/24	
	Number	Percent
Yes	327	92%
No	28	8%
Website / online	8	2%
Telephone	8	2%
Email	8	2%
In person	3	1%
An app	1	0%
Not stated	104	
Total	459	100%

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 Mornington Peninsula Shire Council?”

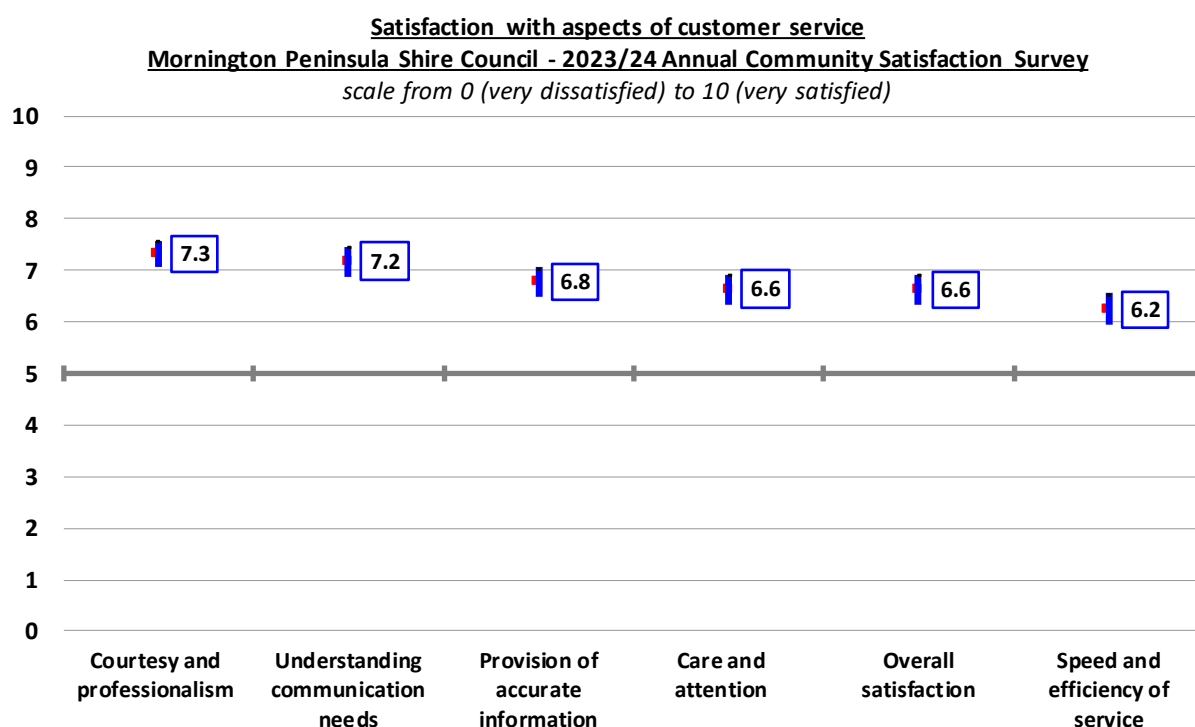
Respondents who had contacted Council in the last 12 months were asked to rate their satisfaction with six aspects of customer service, including their overall satisfaction with the customer service experience.



The average satisfaction with these six aspects of customer service was 6.8 out of 10, or a “good” level of satisfaction.

Satisfaction with these six aspects of customer service can best be summarised as follows:

- **Very Good** – for staff courtesy and professionalism.
- **Good** – for staff understanding communication needs, the provision of accurate information, care and attention to enquiry, and overall satisfaction with the customer service experience.
- **Solid** – for the speed and efficiency of service.



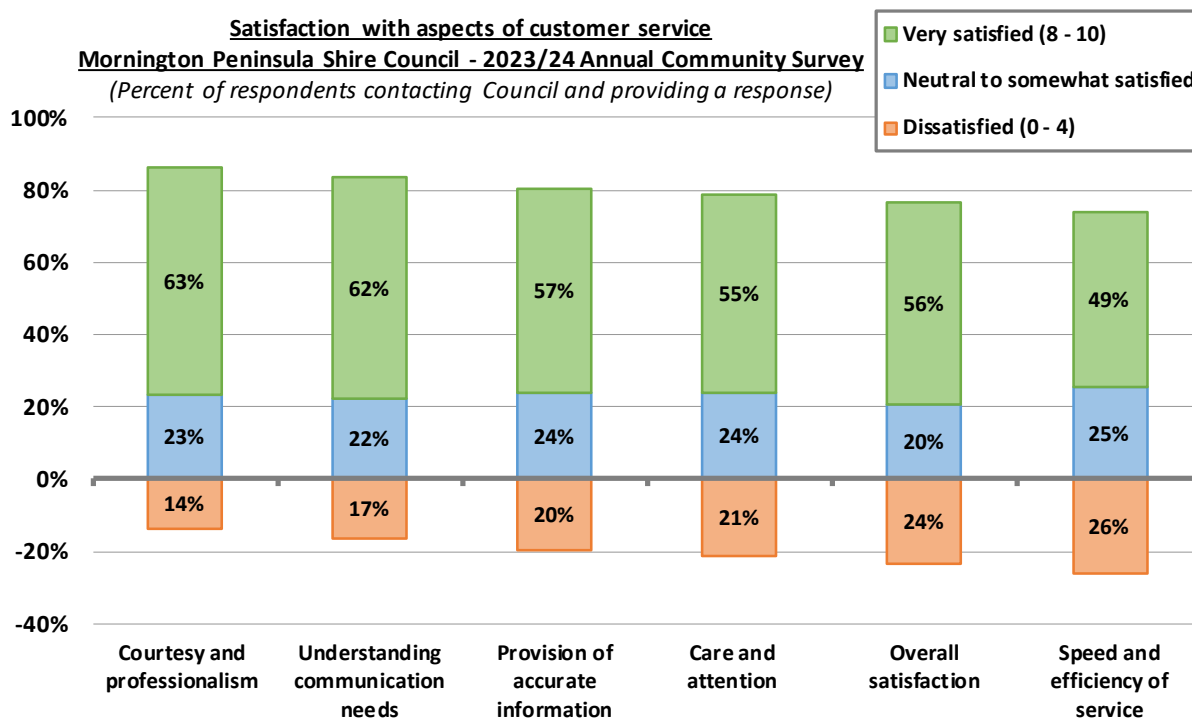
The following graph provides a breakdown of satisfaction into the proportion of respondents “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated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

It is noted that approximately half or more of the respondents who provided a satisfaction score were “very satisfied” with each of these six aspects of customer service, with approximately two-thirds were “very satisfied” with the courtesy and professionalism of staff and staff understanding communication needs.

These results in particular reflect well on the performance of staff providing quality customer service.



By contrast, it is noted that at least one-fifth of respondents were “dissatisfied” with the provision of accurate information, care and attention to enquiry, overall satisfaction with the customer service experience, and the speed and efficiency of service.



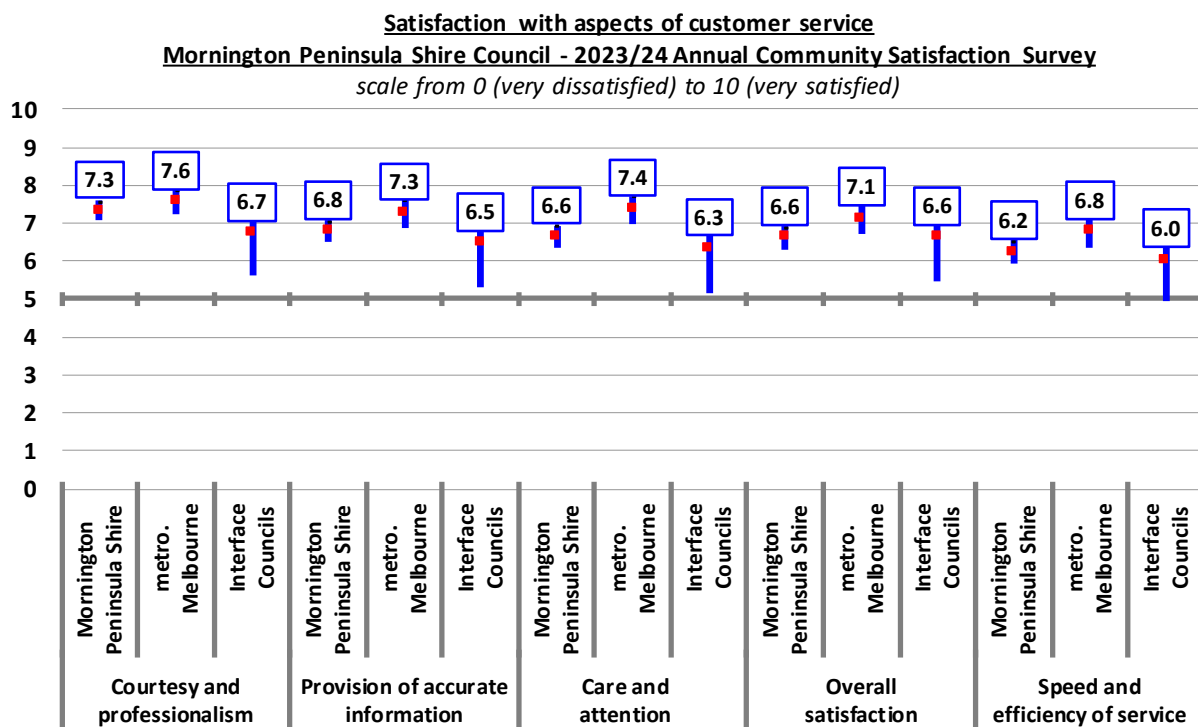
Five of these six aspects of customer service were included in the 2024 *Governing Melbourne* and *Governing Regional Victoria* surveys, conducted independently by Metropolis Research.

The average satisfaction of these five aspects of customer service (excluding understanding communication needs) was 6.7 out of 10, measurably (5%) lower than the metropolitan Melbourne average of 7.2 but somewhat (3%) higher than the regional Victorian average of 6.4 out of 10, or “solid”.

These results do show that satisfaction with customer service was lower in the Mornington Peninsula Shire than the metropolitan Melbourne average, including for all five of the aspects of customer service included in both surveys.

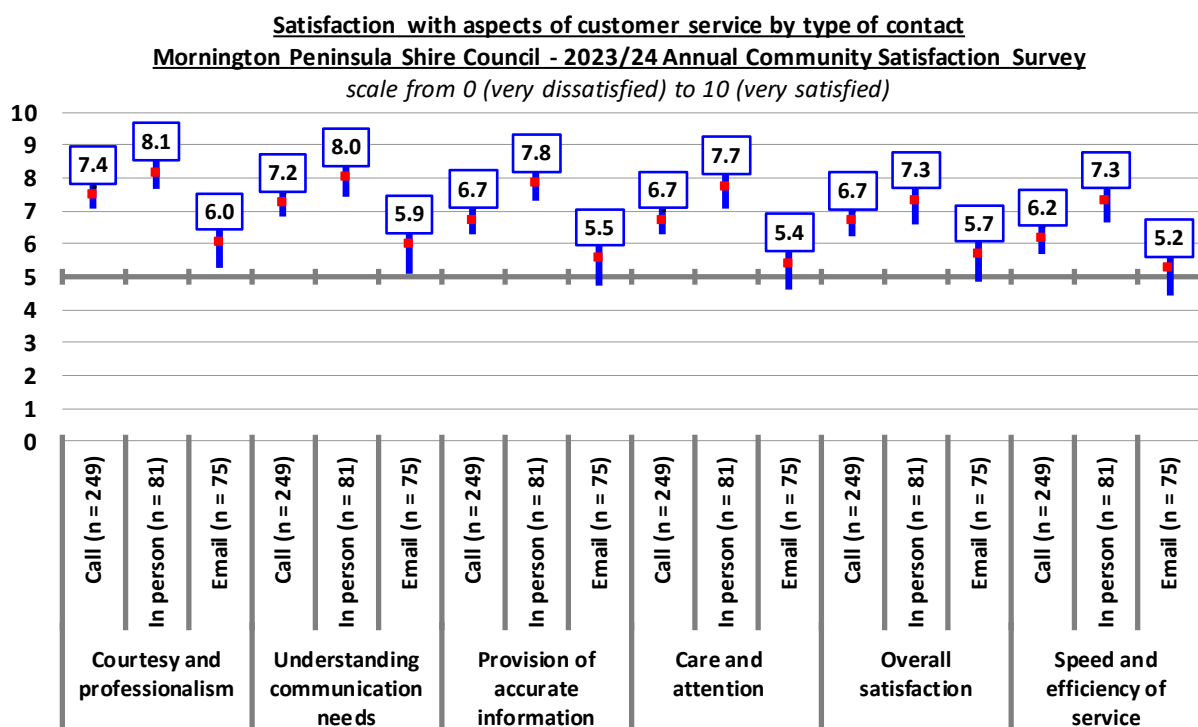
The lower satisfaction with customer service in Mornington Peninsula Shire was most evident in relation to the perceived care and attention to enquiry (8% lower in Mornington Peninsula), and the speed and efficiency of service (6% lower in Mornington Peninsula).

These variations from the metropolitan Melbourne average were not statistically significant, due largely to the smaller sample size for both surveys (i.e., of respondents who had contacted their local council in the last 12 months).



The following graph provides a comparison of satisfaction with the six aspects of customer service by the method of contacting Council. It is noted that the sample size for some of these groups was relatively small, however, the basic pattern of results is clear.

Respondents who visited Mornington Peninsula Shire Council in person, on average, reported notably higher satisfaction with all aspects of customer service than those who telephoned Council, who in turn were notably more satisfied than respondents who contacted Council by email.



Overall satisfaction with customer service experience

Overall satisfaction with the customer service experience was the only aspect of customer service that was included in the previous survey, and therefore for which time series data was available.

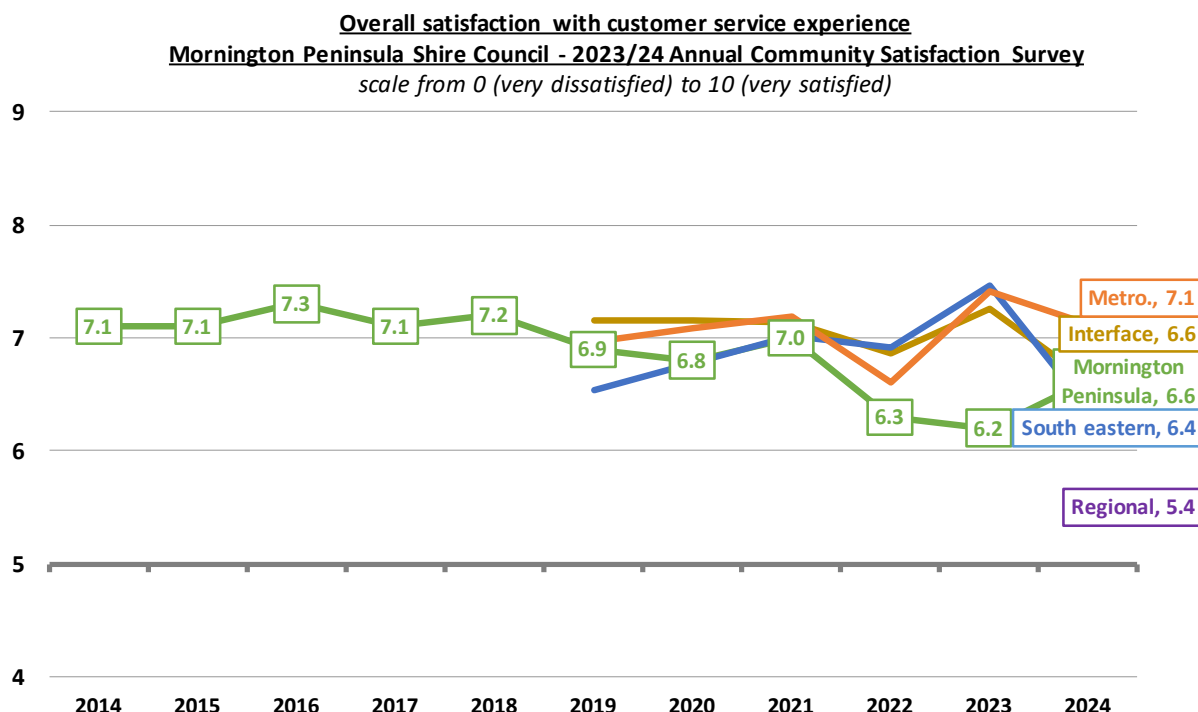
Overall satisfaction with the customer service experience increased notably (up 4%) this year, from the unusually low 6.2 recorded in 2023 to 6.6 out of 10, which was a “good”, up from a “solid” level of satisfaction.

This result remains, however, below the long-term average satisfaction with the customer service experience since 2014 of 6.9 out of 10, or “good”.

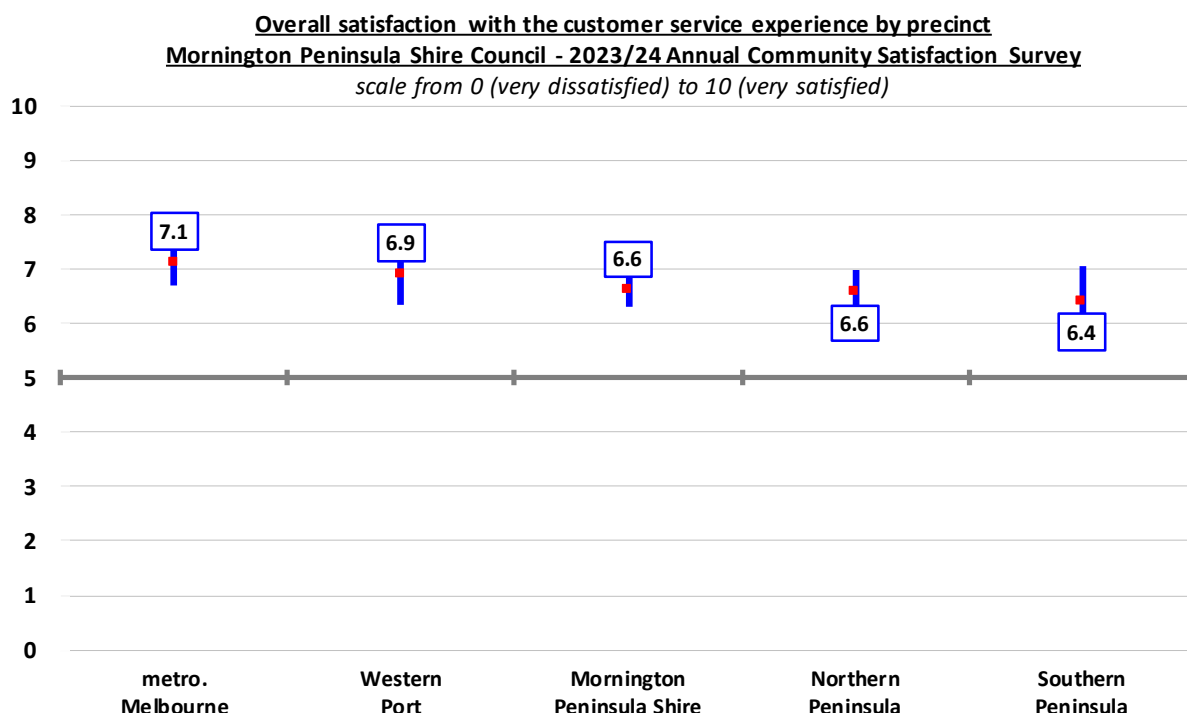
By way of comparison, this result was identical to the interface councils’ average of 6.6, but measurably lower than the metropolitan Melbourne average of 7.1.

Metropolis Research notes that overall satisfaction with the customer service experience was only marginally (an average of 2%) lower with the metropolitan Melbourne average from 2019 to 2022, but in 2023, was 12% lower than the metropolitan Melbourne average.

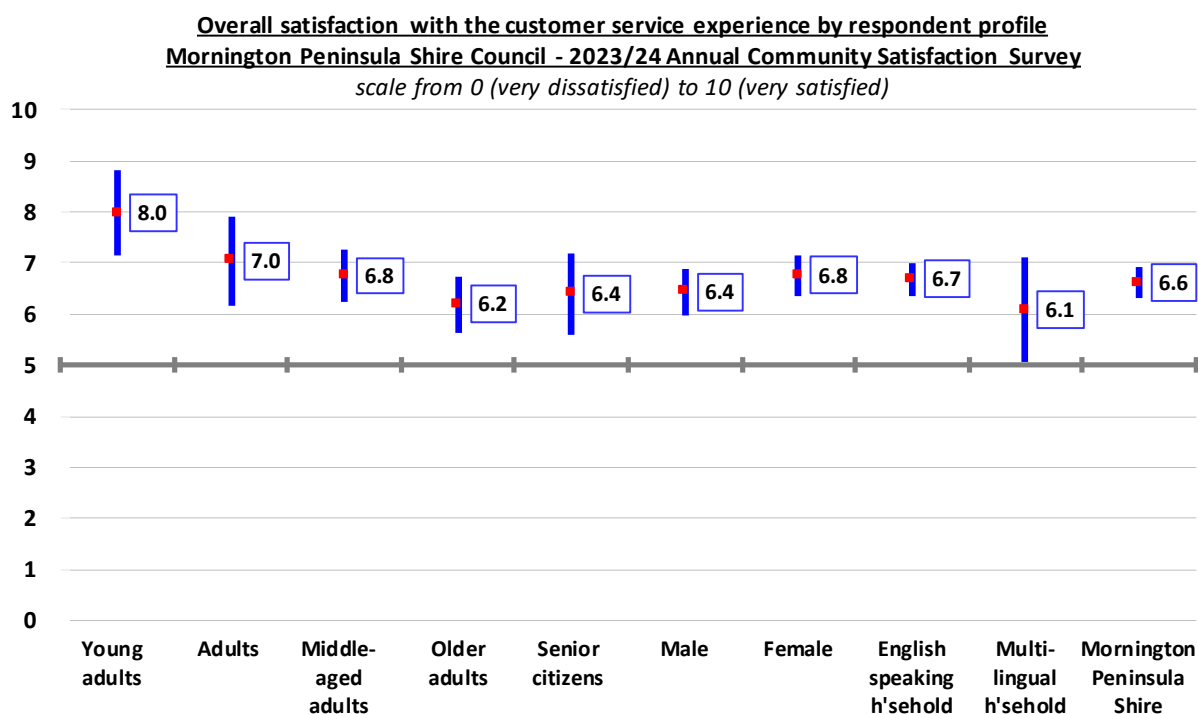
This result strongly suggests either a specific issue in Mornington Peninsula in 2023, or that the 2023 result was an outlier result that under-reported the true level of community satisfaction with Council’s customer service.



There was no measurable variation in overall satisfaction with the customer service experience observed across the Mornington Peninsula Shire.



There was, however, measurable variation in overall satisfaction with the customer service experience observed by respondent profile. Young adults (aged 18 to 34 years) were measurably more satisfied than average, and at an “excellent” level of satisfaction, whilst older adults (aged 60 to 74 years) were somewhat (4%) less satisfied. Female respondents were notably (4%) more satisfied than males, and respondents from multilingual households were notably (6%) less satisfied than respondents from English speaking households.

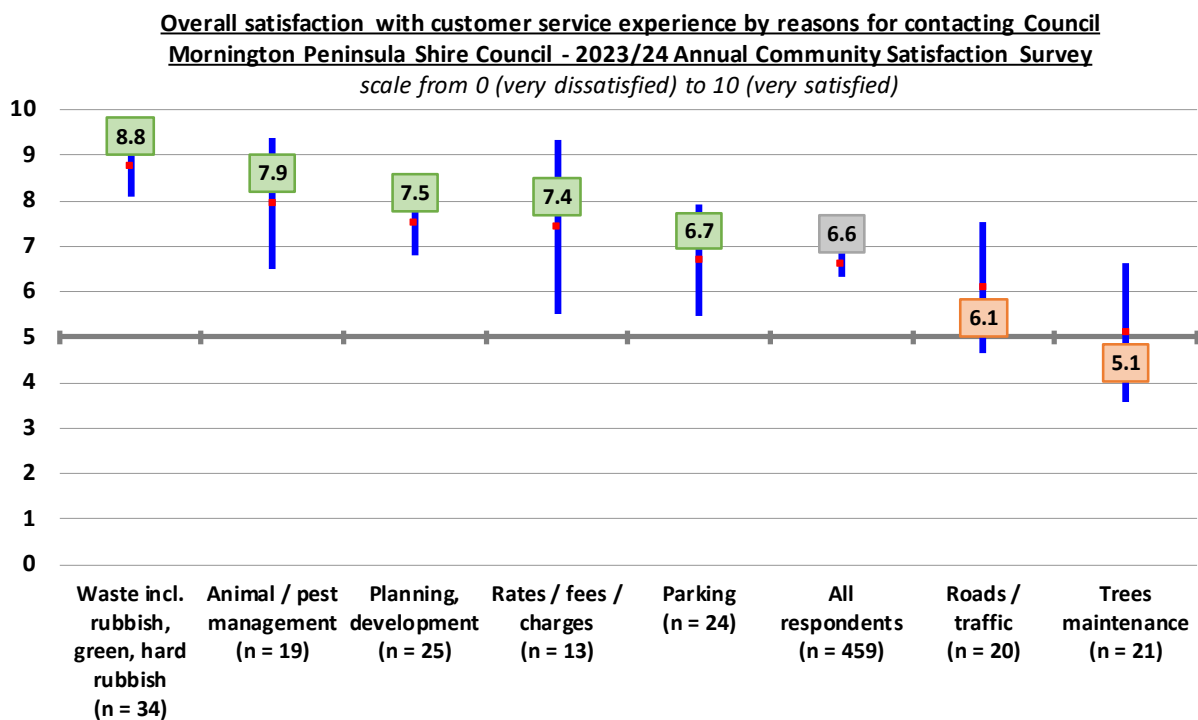


The following graph provides a comparison of overall satisfaction with the customer service experience by the respondents' reason for contacting Council.

Caution should be exercised in the interpretation of these results, given the small sample size for individual reasons for contacting Council.

Metropolis Research notes, however, that respondents' contacting Council for issues with roads and traffic as well as issues with tree maintenance were somewhat less satisfied overall with the customer service experience than other respondents, and at "solid" and "very poor" levels of satisfaction respectively.

Metropolis Research draws attention to the fact that the 34 respondents who contacted Council in relation to waste and rubbish related issues and the 19 contacting Council in relation to animal / pest management related issues both rated satisfaction at "excellent" levels of satisfaction.



Planning and housing development

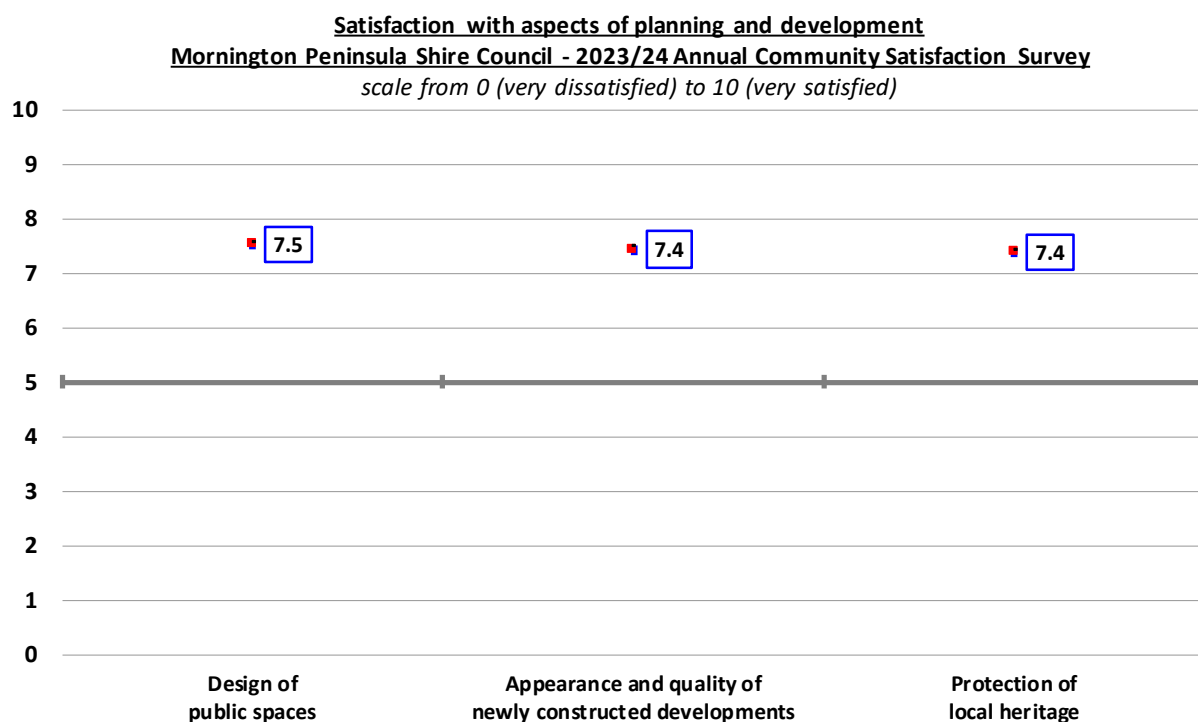
Satisfaction with aspects of planning and housing development

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?”

Respondents were asked to rate their satisfaction with three planning and development outcomes, related to the design of public spaces, the appearance and quality of new developments, and the protection of local heritage.

Satisfaction with all three of these aspects was rated at “very good” levels of more than 7.3 out of 10.

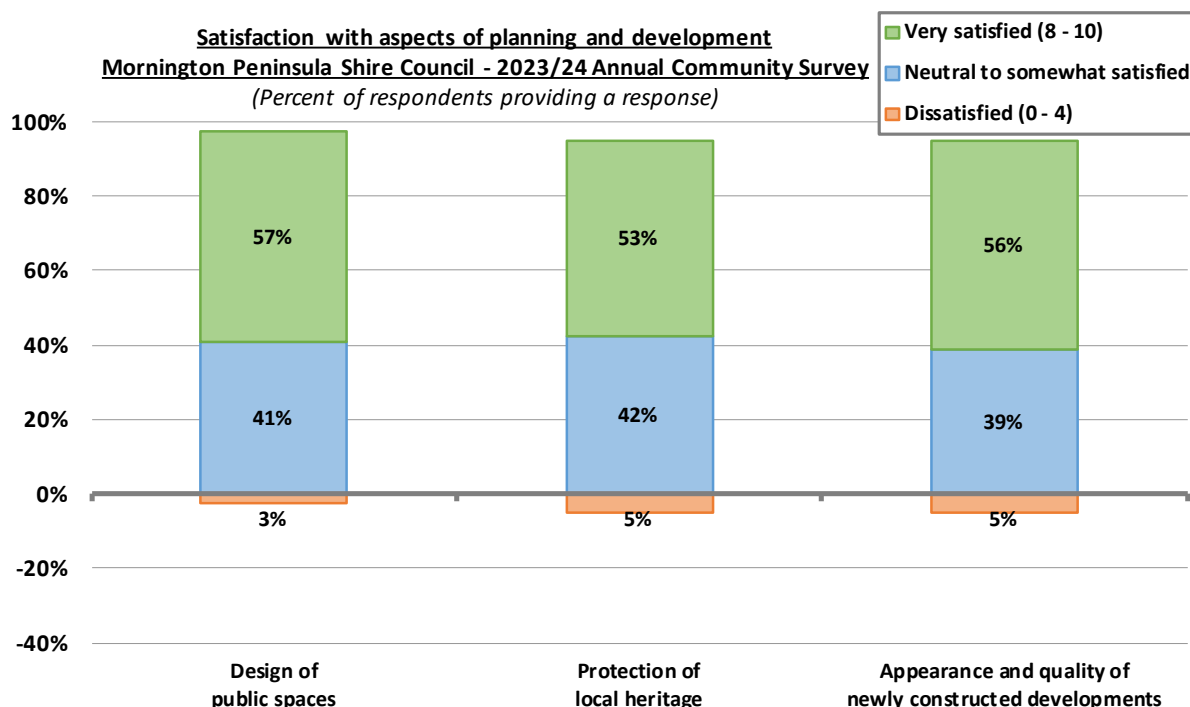


The following graph provides a breakdown of satisfaction into the proportion of respondents “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated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

It is noted that more than half of the respondents who provided a score were “very satisfied” with each of these three planning and development outcomes, whilst five percent or less were “dissatisfied”.

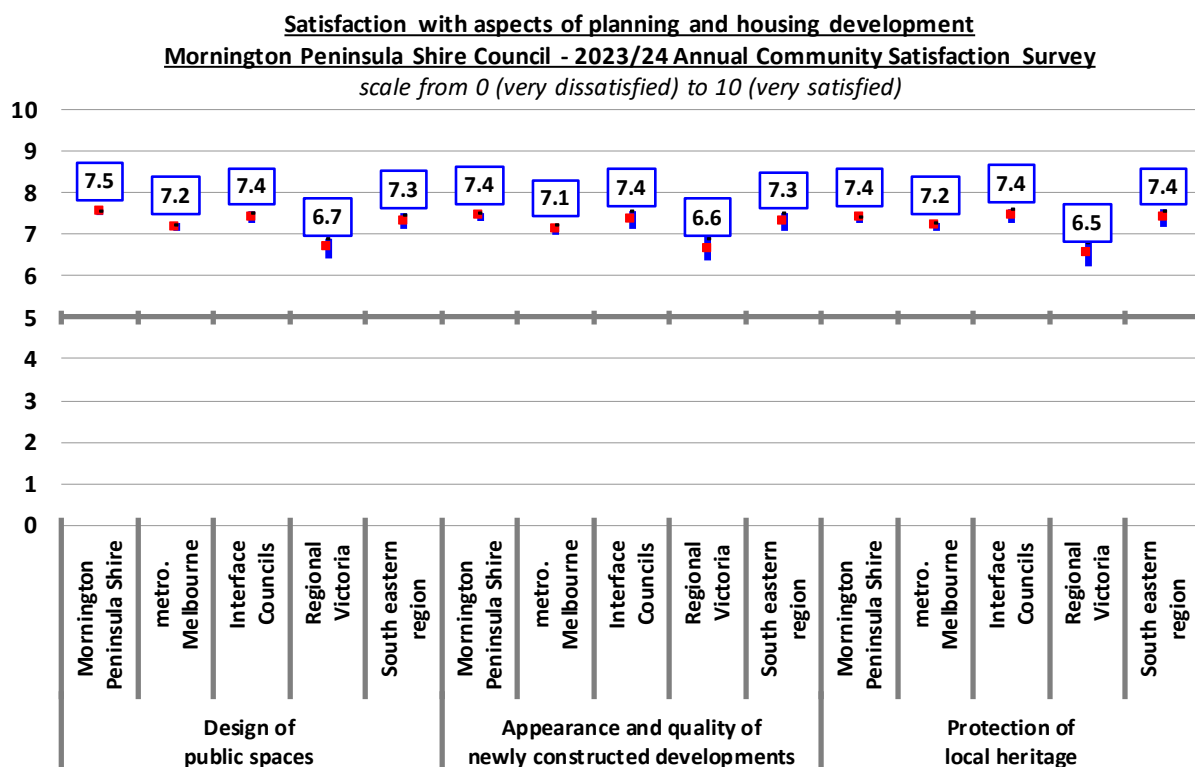
These results suggest relatively strong levels of community satisfaction with the planning and development outcomes across the Mornington Peninsula Shire.





The following graph provides a comparison of satisfaction against the metropolitan Melbourne, interface councils, southeastern region, and regional Victorian results, as sourced from the 2024 *Governing Melbourne* and *Governing Regional Victoria* research.

Satisfaction with the three planning and development outcomes in Mornington Peninsula Shire was essentially identical to the interface councils' averages, somewhat higher than the metropolitan Melbourne results, and measurably higher than the regional Victorian results.



Appearance and quality of newly constructed developments

Satisfaction with the appearance and quality of newly constructed developments was 7.4 out of 10, or a “very good” level of satisfaction.

This result was measurably higher than the metropolitan Melbourne average of 7.1 or “good”.

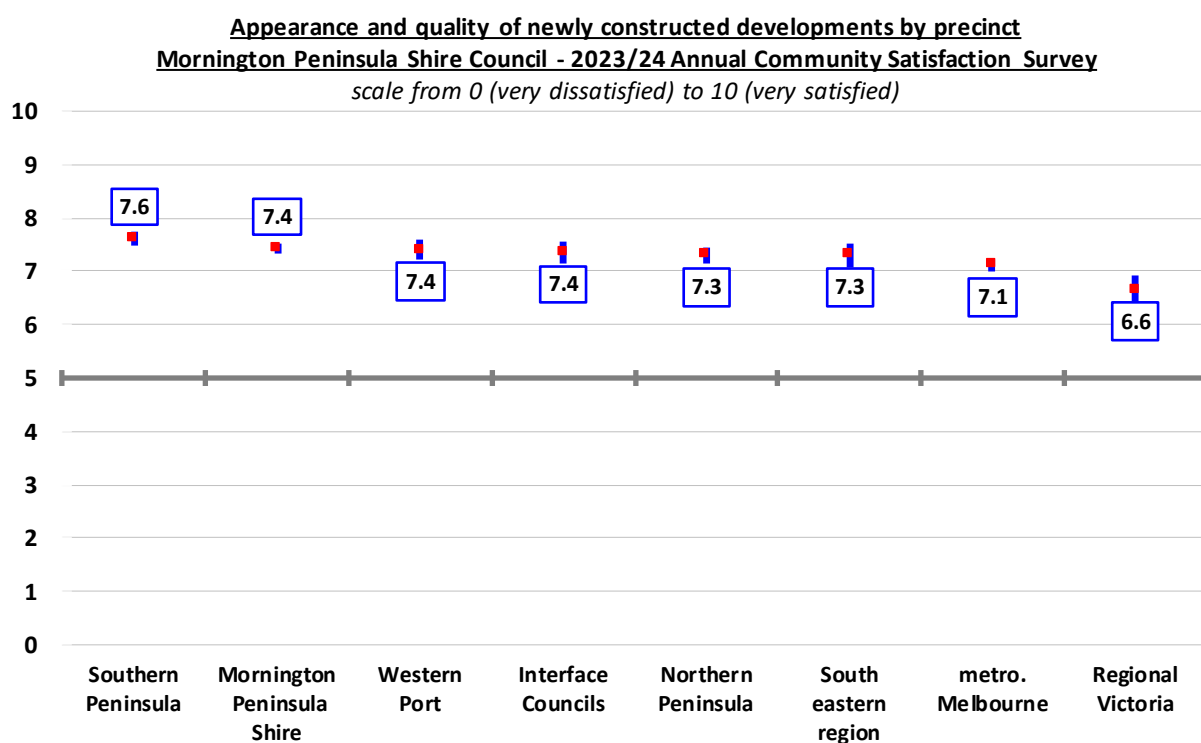
The appearance and quality of newly constructed developments is the key measure of community satisfaction with planning and development outcomes across the municipality.

Metropolis Research notes that satisfaction with planning and development outcomes tends to be somewhat higher in the outer and interface areas of metropolitan Melbourne, and lower in the inner urban municipalities, particularly those experiencing significant development activity and pressure.

This appears to reflect greater local community concern around changes to neighbourhood character in the inner urban areas than is typically observed in outer areas.

This pattern of satisfaction with planning and development appears to be the case for the Mornington Peninsula, where satisfaction with newly constructed developments was measurably higher than the metropolitan Melbourne average.

There was some measurable variation in satisfaction with the appearance and quality of newly constructed developments observed across the municipality, with respondents from the Southern peninsula measurably more satisfied than average, although still at a “very good” level.



Planning for population growth

Respondents were read the following preamble:

The State Government has planned for the population of Mornington Peninsula Shire to increase by approximately 8,900 more people by 2036, reaching approximately 181,000. 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 rated less than 5, what concerns you most about population growth?”

Respondents were asked to rate their satisfaction with planning for population growth by all levels of government. This question format was somewhat different to the question asked by the previous provider, which did not refer to planning for population growth being a shared responsibility ‘by all levels of government’.

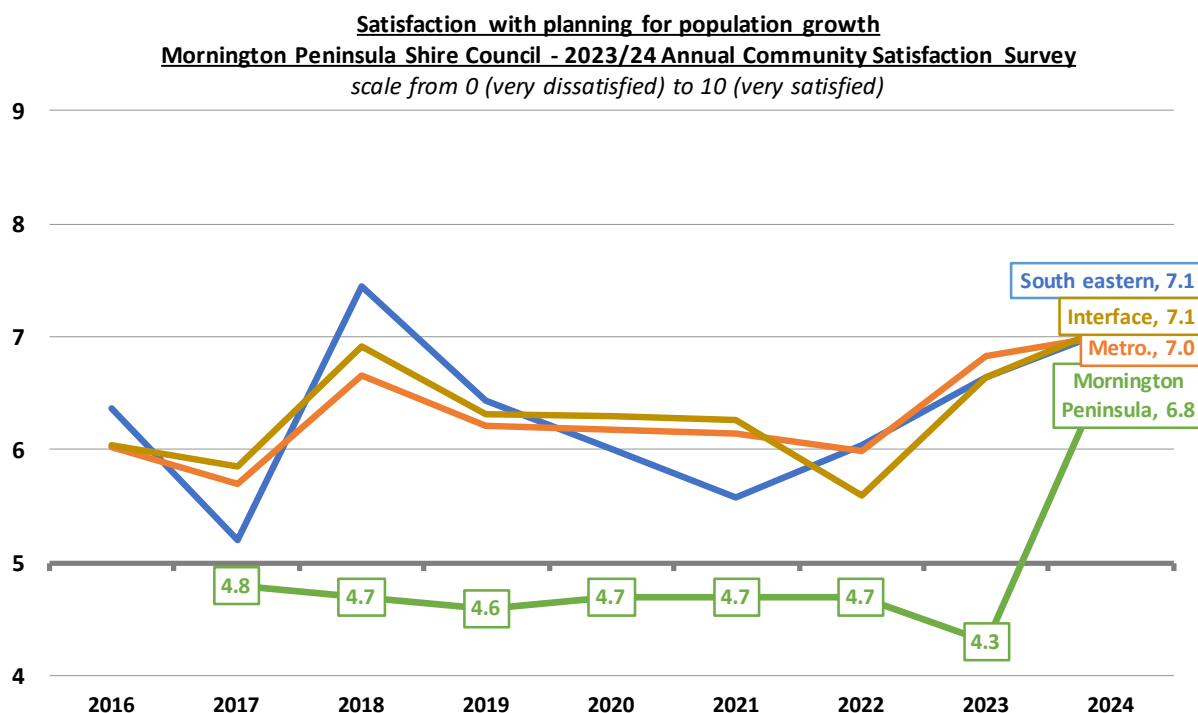
Metropolis Research notes the variation in both methodology (door-to-door interview compared to telephone interview) and the difference in question (inclusion of ‘by all levels of government’ in the 2024 survey).

These variations will have been a factor in the variation from the historical results, although Metropolis Research suggests that the methodological variation will have accounted for no more than approximately two to three percent.

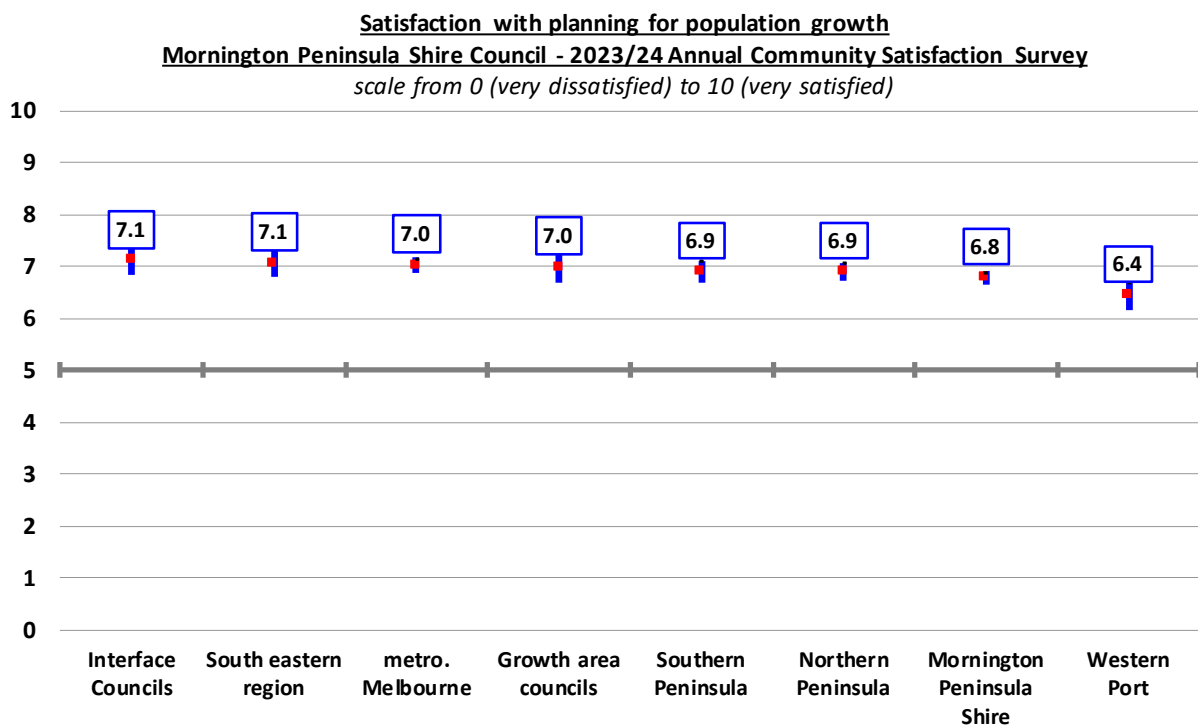
Satisfaction with planning for population growth by all levels of government was 6.8 out of 10 this year, a measurable and significant increase of 25% on the “extremely poor” 4.3 recorded in 2023, and measurably and significantly below the long-term average satisfaction since 2017 of 4.9 or “extremely poor”.

This result was somewhat (2%) lower than the metropolitan Melbourne result of 7.0 but was measurably lower than the interface councils’ average of 7.1 out of 10.



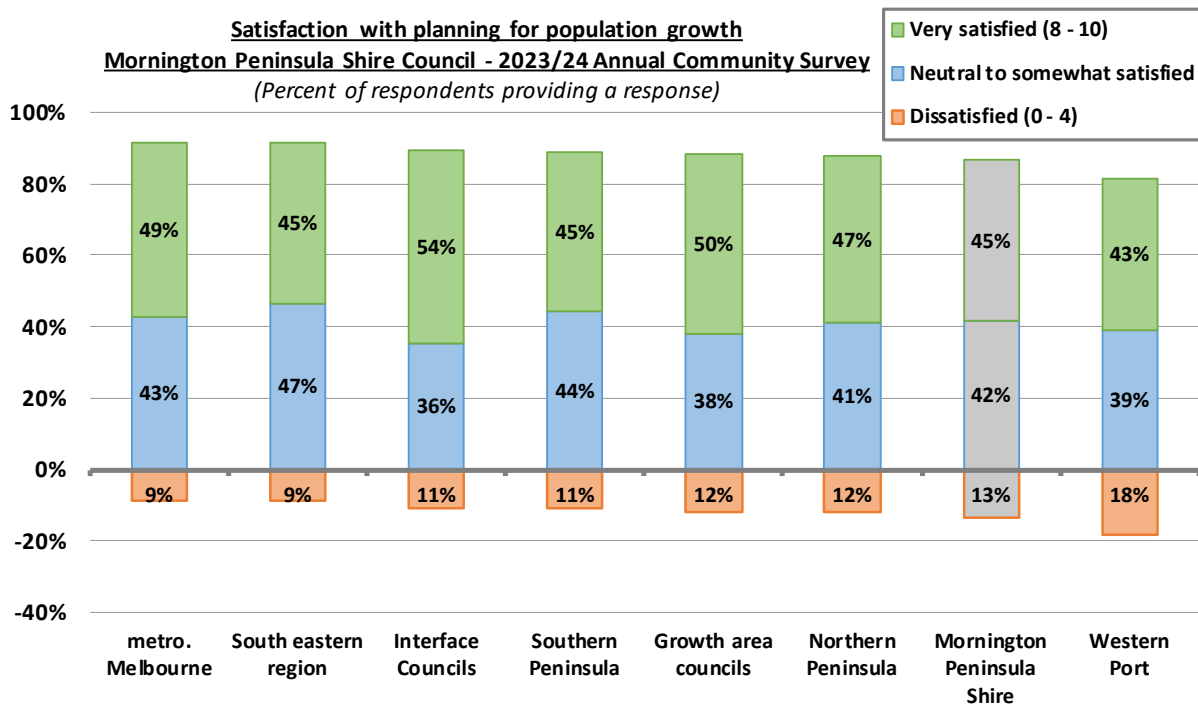


There was measurable variation in satisfaction with planning for population growth observed across the municipality, with respondents from Western Port measurably (4%) less satisfied than the municipal average, and at a “solid” rather than a “good” level of satisfaction.



The following graph provides a breakdown of satisfaction into the proportion of respondents “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).

Approximately half of the respondents who provided a score were “very satisfied” with planning for population growth, whilst 18% of respondents from the Western Port were “dissatisfied”.



Importance of and satisfaction with Council services and facilities

Respondents were asked to rate the importance to the community of 38 Council provided services and facilities, and then their personal level of satisfaction with each of 21 services and facilities that all in the community will have used, and then 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

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 how important each of 38 services and facilities were to the community, rather than to them as individuals or households. This is critical, as it allows for an understanding of how important the community believes it is that Council provide each of these services, rather than simply how important they believe each service and facility is to themselves.

The average satisfaction with these 38 services and facilities was 8.9 out of 10, a result that was marginally higher than the metropolitan Melbourne average of 8.7 out of 10 for a similar basket of services and facilities.

As outlined at the left-hand side of the following table, there were 12 services and facilities that were measurably (statistically significantly) more important to the community than the average importance of all 38 services and facilities (8.9).

These higher-than-average importance services and facilities included the regular garbage, recycling, and food and green waste collection services, the four community services (services for children, youth, people with disability, and seniors), public toilets, parks and gardens, the foreshore and beaches, sports ovals and other local sporting facilities, and litter collection in public areas.

Metropolis Research notes that this basic pattern of the kerbside collection services and community services being of higher-than-average importance is commonly observed across metropolitan Melbourne.

There were seven services and facilities that were measurably less important than the average of all 38 services and facilities, including the printed newsletter, parking enforcement, the provision of public art, Council activities promoting economic development and tourism, community and cultural activities, environmental events, programs, and activities, Council's community engagement, street sweeping, and Council communications.

These services are often recorded with lower-than-average importance scores across metropolitan Melbourne.

Of the 38 included services and facilities, 34 were included in *Governing Melbourne* in a format that facilitates comparison. *Governing Melbourne* was conducted independently by Metropolis Research in January 2024, using the same, door-to-door, in-person method.

Of these, 28 were considered more important, three were equally as important, and three were less important in Mornington Peninsula, with attention drawn to the following variations of note:

- **Notably more important in the Mornington Peninsula Shire** – included public toilets (4% more important in Mornington Peninsula), support services for seniors (4%), support services for people with disability (4%), Council communications (3%), sports ovals and other local sporting facilities (3%), regular weekly garbage collection (3%), regular fortnightly recycling (3%), recreation centres and / or aquatic centres (3%), support services for youth (3%), fortnightly food / green waste collection service (3%), community centres / neighbourhood houses (3%), and services for children from birth to 5 years of age (3%).
- **Notably less important in the Mornington Peninsula Shire** – included parking enforcement (3% less important in Mornington Peninsula) and Council's regular printed newsletter (3%).



Importance of selected Council services and facilities
Mornington Peninsula Shire Council - 2023/24 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2023/24			2024 Metro.*	Inter- face*
			Lower	Mean	Upper		
Higher than average	Regular weekly garbage collection	1,587	9.4	9.4	9.5	9.1	9.0
	Regular fortnightly recycling	1,585	9.3	9.4	9.4	9.1	8.9
	Support services for seniors	1,466	9.2	9.3	9.3	8.9	8.9
	Support services for people with disability	1,450	9.2	9.2	9.3	8.9	9.0
	Services for children from birth to 5 years of age	1,417	9.1	9.2	9.2	8.9	9.0
	Fortnightly food / green waste collection service	1,533	9.1	9.1	9.2	8.9	8.9
	Public toilets	1,527	9.1	9.1	9.2	8.7	8.8
	Support services for youth	1,427	9.1	9.1	9.2	8.8	8.9
	Foreshore and beaches	1,559	9.0	9.1	9.1	n.a.	n.a.
	Provision and maintenance of parks / gardens	1,577	9.0	9.1	9.1	8.9	8.7
	Sports ovals and other local sporting facilities	1,519	9.0	9.0	9.1	8.7	8.7
Average importance	Litter collection in public areas	1,571	9.0	9.0	9.1	8.8	8.7
	Maintenance and repairs of sealed local roads	1,585	8.9	9.0	9.1	9.0	8.9
	Outdoor recreation facilities	1,502	8.9	9.0	9.0	n.a.	n.a.
	Maintenance and cleaning of public areas	1,581	8.9	9.0	9.0	8.8	8.6
	Drains maintenance and repairs	1,553	8.9	9.0	9.0	8.8	8.7
	Local library services	1,517	8.9	9.0	9.0	8.8	8.9
	Footpath maintenance and repairs	1,536	8.9	9.0	9.0	8.8	8.7
	Recreation Centres and / or Aquatic Centres	1,508	8.9	8.9	9.0	8.6	8.8
	Council management of illegally dumped rubbish	1,546	8.9	8.9	9.0	8.7	8.7
	Local traffic management	1,553	8.8	8.9	9.0	8.8	8.6
	Bookable hard rubbish service	1,463	8.8	8.9	8.9	8.9	8.9
	Street lighting	1,579	8.8	8.9	8.9	8.8	8.7
	Maintenance and repair of unsealed local roads	1,499	8.8	8.8	8.9	n.a.	n.a.
	Community Centres / Neighbourhood Houses	1,453	8.7	8.8	8.9	8.5	8.7
	Provision and maintenance of street trees	1,570	8.7	8.8	8.9	8.7	8.6
	Bike and shared paths	1,481	8.7	8.8	8.9	8.6	8.7
	Enforcement of local laws	1,510	8.7	8.8	8.8	8.7	8.6
	Animal management	1,462	8.7	8.8	8.8	8.7	8.5
Lower than average	Council communications^	1,484	8.6	8.7	8.7	8.3	8.3
	Street sweeping	1,540	8.6	8.7	8.7	8.6	8.5
	Council community engagement	1,428	8.5	8.6	8.6	n.a.	n.a.
	Environmental events, programs, and activities	1,479	8.5	8.6	8.6	8.5	8.5
	Community and cultural activities'	1,447	8.5	8.5	8.6	8.4	8.6
	Council's activities promoting eco. develop.	1,491	8.4	8.5	8.6	8.4	8.5
	Provision of public art	1,430	8.1	8.2	8.3	8.3	8.3
	Parking enforcement	1,524	8.1	8.2	8.3	8.5	8.4
	Council regular printed newsletter <i>Peninsula Wide</i>	1,464	7.7	7.8	7.9	8.1	8.1
Average importance of Council services			8.8	8.9	8.9	8.7	8.7

(*) 2024 metropolitan Melbourne and interface councils' averages from Governing Melbourne

(^) combined of Council's regular printed newsletter and Council's website

(') included in Governing Melbourne as "Council's festivals and events"

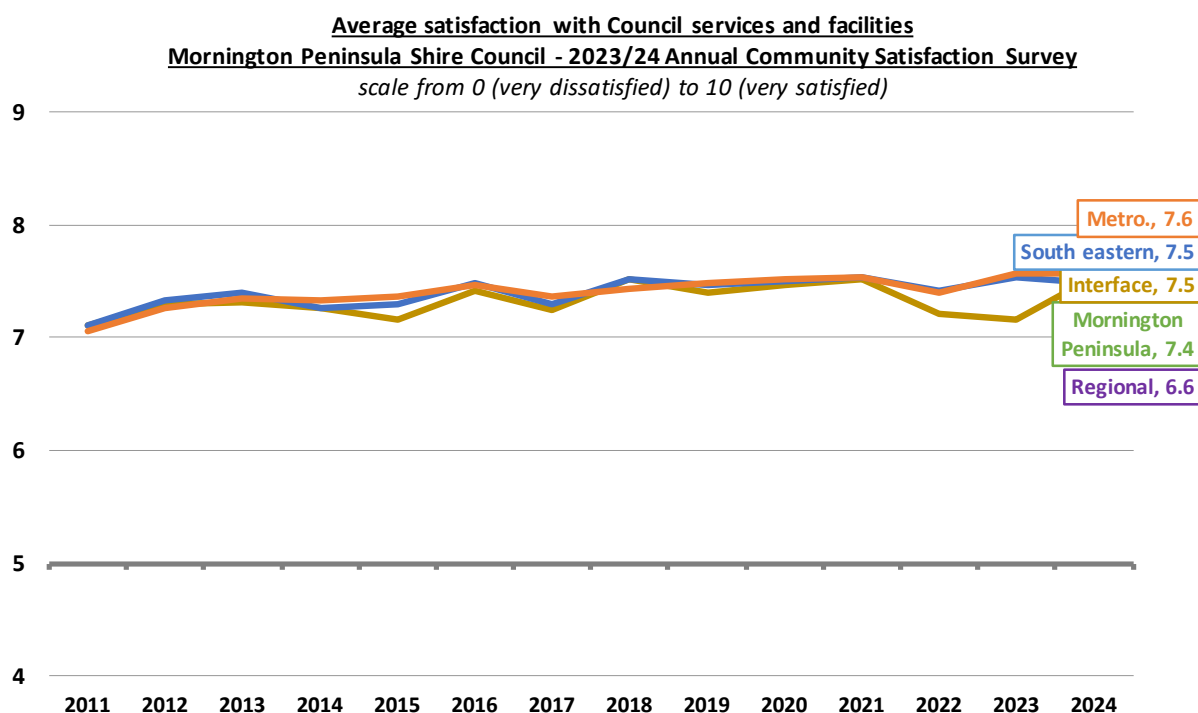


Satisfaction with Council services and facilities

Respondents were asked to rate their satisfaction with each of 21 services and facilities that all residents will likely use, and then their satisfaction with each of 17 services and facilities that they or members of their household had used in the last 12 months.

The average satisfaction with the 38 services and facilities included in the survey this year was 7.4 out of 10, or a “very good” level of satisfaction.

This result was just one percent below the interface councils’ and southeastern region councils’ averages of 7.5 out of 10, and two percent below the metropolitan average of 7.6.



There was significant variation in satisfaction with services and facilities observed, from a high of 8.7 out of 10 or “excellent” for the regular weekly garbage collection to a low of 5.6 or “poor” for the maintenance and repair of sealed local roads.

As outlined at the left-hand side of the table, there were nine services and facilities that received a satisfaction score measurably higher than average satisfaction with all 38 (7.4). These included the three main kerbside collection services, along with recreation and / or aquatic centres, community centres / neighbourhood houses, services for children from birth, sports ovals and other local sporting facilities, and outdoor recreation facilities.

There were, conversely, 12 services and facilities that received a score that was measurably lower than the average of all 38. These included most notably the maintenance of both sealed and unsealed local roads, public toilets, and support services for people with disability, along with Council community engagement, footpath maintenance and repairs, and street trees.

These results show a very good level of service delivery, with all but two services and facilities (maintenance and repair of sealed and unsealed local roads) recorded at levels higher than the average satisfaction with Council’s overall performance of 6.5 or “good”.

Satisfaction with selected Council services and facilities
Mornington Peninsula Shire Council - 2023/24 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2023/24			2024 Metro.*	Inter- face*
			Lower	Mean	Upper		
Higher than average	Regular weekly garbage collection	1,587	8.6	8.7	8.8	8.2	8.3
	Regular fortnightly recycling	1,576	8.6	8.6	8.7	8.2	8.3
	Local library services	691	8.5	8.6	8.7	8.2	8.0
	Fortnightly food / green waste collection service	1,024	8.4	8.5	8.6	8.1	8.1
	Recreation Centres and / or Aquatic Centres	627	8.0	8.1	8.3	7.7	7.9
	Community Centres / Neighbourhood Houses	358	7.8	8.0	8.1	7.8	8.1
	Services for children from birth to 5 years of age	191	7.6	7.8	8.0	7.6	7.6
	Sports ovals and other local sporting facilities	722	7.6	7.8	7.9	7.9	7.8
	Outdoor recreation facilities	726	7.6	7.7	7.9	n.a.	n.a.
Average satisfaction	Bookable hard rubbish service	467	7.5	7.7	7.9	8.0	8.0
	Provision and maintenance of parks / gardens	1,549	7.5	7.6	7.7	7.9	7.8
	Street sweeping	1,494	7.5	7.6	7.7	7.6	7.6
	Foreshore and beaches	1,500	7.5	7.6	7.7	n.a.	n.a.
	Street lighting	1,554	7.5	7.6	7.6	7.5	7.6
	Provision of public art	313	7.3	7.5	7.8	7.5	7.7
	Animal management	1,320	7.4	7.5	7.6	7.7	7.8
	Support services for seniors	249	7.2	7.5	7.7	7.7	7.2
	Support services for youth	150	7.2	7.5	7.8	7.5	7.3
	Enforcement of local laws	1,421	7.4	7.5	7.6	7.7	7.8
	Community and cultural activities'	359	7.2	7.4	7.6	7.9	7.8
	Litter collection in public areas	1,545	7.2	7.3	7.4	7.5	7.4
	Local traffic management	1,521	7.2	7.3	7.4	7.2	7.4
	Council communications^	641	7.1	7.3	7.4	7.5	7.5
	Council's activities promoting eco. develop.	1,376	7.1	7.2	7.3	7.4	7.6
	Environmental events, programs, and activities	1,329	7.1	7.2	7.3	7.6	7.8
	Bike and shared paths	644	7.0	7.2	7.4	7.4	7.5
	Maintenance and cleaning of public areas	1,563	7.0	7.1	7.2	7.4	7.3
Lower than average	Council regular printed newsletter <i>Peninsula Wide</i>	1,314	7.0	7.1	7.2	7.5	7.5
	Parking enforcement	1,454	6.9	7.0	7.1	7.2	7.5
	Council management of illegally dumped rubbish	1,460	6.9	7.0	7.1	7.5	7.5
	Drains maintenance and repairs	1,498	6.8	6.9	7.0	7.4	7.4
	Provision and maintenance of street trees	1,557	6.8	6.9	7.0	7.4	7.5
	Footpath maintenance and repairs	1,431	6.7	6.8	6.9	7.3	7.4
	Council community engagement	305	6.5	6.8	7.0	n.a.	n.a.
	Support services for people with disability	146	6.4	6.7	7.1	7.4	7.6
	Public toilets	796	6.4	6.6	6.7	6.9	6.8
	Maintenance and repair of unsealed local roads	1,383	6.2	6.4	6.5	n.a.	n.a.
	Maintenance and repairs of sealed local roads	1,567	5.5	5.6	5.7	7.0	6.8
Average satisfaction of Council services			7.3	7.4	7.5	7.6	7.5

(*) 2024 metropolitan Melbourne and interface councils' averages from Governing Melbourne

(^) combined of Council's regular printed newsletter and Council's website

(') included in Governing Melbourne as "Council's festivals and events"

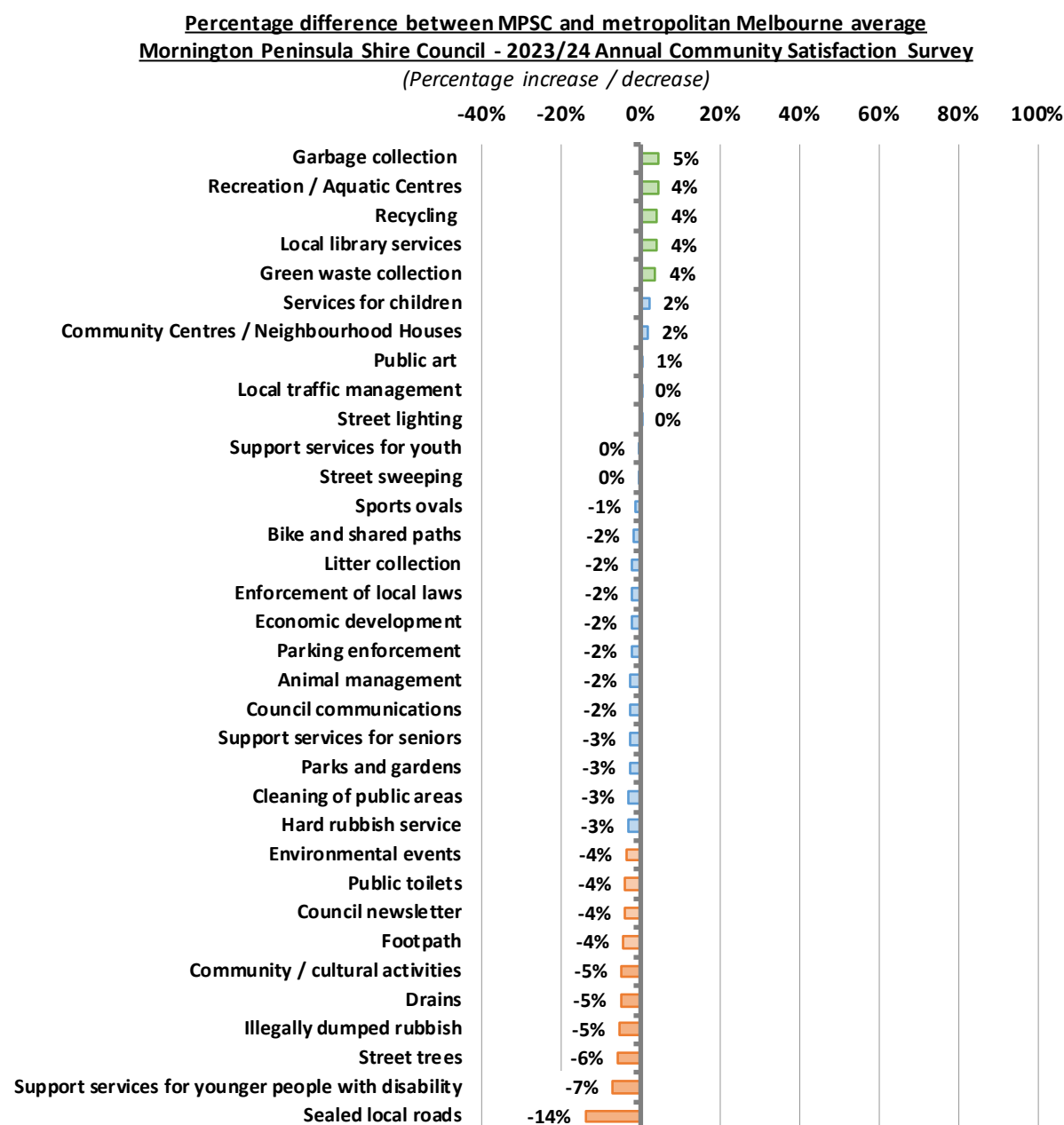


Comparison to the metropolitan Melbourne average

Of the 38 services and facilities, 34 were included in *Governing Melbourne* in a format that facilitates comparison. *Governing Melbourne* was conducted independently by Metropolis Research in January 2024, using the door-to-door, in-person interview method.

Of these, eight recorded higher satisfaction in Mornington Peninsula Shire, four reported the same satisfaction score, and 22 recorded lower satisfaction in Mornington Peninsula Shire.

Of most note was the 14% lower satisfaction with the maintenance and repair of sealed local roads, which was a theme of this report, including the 30% of respondents who nominated road maintenance and repair as a top three [issue to address](#). The road-related issues clearly reflects both local as well as state government managed roads.



Percentage satisfied / dissatisfied with services and facilities:

The following table provides a breakdown of satisfaction into the proportion of respondents “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).

The most important point to note from these results is that more than half of the respondents who provided a satisfaction score were “very satisfied” with 29 of the 38 included services and facilities.

Of these, more than four-fifths were “very satisfied” with the three key kerbside collection services (waste, recycling, fogo), as well as the local library services, with no more than two percent of respondents “dissatisfied” with these services.

These results reinforce the high level of community satisfaction with these services and facilities, which is consistent with the fact that satisfaction with these services were four to five percent higher than the metropolitan Melbourne average (along with recreation and / or aquatic centres).

There were 12 services and facilities with which 10% or more of the respondents providing a satisfaction score were “dissatisfied”.

These included, most notably, the maintenance and repair of sealed local roads, with 29% of the 1,567 respondents who provided a satisfaction score categorised as “dissatisfied”.

The other services and facilities with which 10% or more of respondents were “dissatisfied” included the maintenance and repair of unsealed local roads (17%), public toilets (15%), support services for people with disability (14%), Council’s community engagement (14%), drains maintenance and repairs (13%), the provision and maintenance of street trees (13%), footpath maintenance and repairs (13%), parking enforcement (12%), Council management of dumped rubbish (11%), bike and shared paths (10%), and Council’s regular printed newsletter (10%).

Metropolis Research notes that many of these services and facilities with which a notable proportion of respondents were “dissatisfied” included the infrastructure facilities (i.e., roads, drains, footpaths, bike paths, and public toilets), which tend to report lower levels of satisfaction in interface councils, particularly geographically larger municipalities with relatively smaller population bases.

Consistent with this reality, it is noted that many of these infrastructure facilities also reported satisfaction scores that were notably to measurably lower than the metropolitan Melbourne average, as discussed in the preceding [comparison to metropolitan Melbourne](#) section of this report.



Satisfaction with selected Council services and facilities
Mornington Peninsula Shire Council - 2023/24 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
Regular weekly garbage collection	2%	13%	86%	17	1,604
Regular fortnightly recycling	1%	15%	84%	28	1,604
Fortnightly food and green waste collection service	2%	15%	84%	15	1,039
Local library services	1%	17%	82%	8	699
Recreation Centres and / or Aquatic Centres	4%	25%	72%	10	637
Community Centres / Neighbourhood Houses	2%	31%	67%	8	366
Bookable hard rubbish service	8%	26%	67%	11	478
Sports ovals and other local sporting facilities	5%	28%	67%	3	725
Outdoor recreation facilities	4%	31%	65%	3	729
Services for children from birth to 5 years of age	5%	31%	65%	8	199
Provision and maintenance of parks and gardens	6%	32%	63%	55	1,604
Street lighting	6%	32%	62%	50	1,604
Foreshore and beaches	6%	33%	61%	104	1,604
Support services for seniors	8%	31%	61%	10	259
Street sweeping	6%	34%	61%	110	1,604
Animal management	6%	35%	60%	284	1,604
Provision of public art	6%	36%	58%	6	320
Enforcement of local laws	6%	37%	58%	183	1,604
Community and cultural activities	6%	37%	57%	10	369
Local traffic management	9%	36%	55%	83	1,604
Support services for youth	5%	40%	55%	7	157
Council regular printed newsletter Peninsula Wide	10%	35%	54%	290	1,604
Council communications	9%	37%	54%	11	652
Litter collection in public areas	7%	39%	54%	59	1,604
Council's activities promoting local economic develop	9%	39%	53%	228	1,604
Environmental events, programs, and activities	8%	40%	52%	275	1,604
Bike and shared paths	10%	38%	52%	3	646
Parking enforcement	12%	37%	51%	150	1,604
Maintenance and cleaning of public areas	9%	41%	50%	41	1,604
Council community engagement	14%	37%	49%	5	310
Drains maintenance and repairs	13%	38%	49%	106	1,604
Provision and maintenance of street trees	13%	39%	48%	47	1,604
Council management of illegally dumped rubbish	11%	41%	48%	144	1,604
Footpath maintenance and repairs	13%	40%	47%	173	1,604
Support services for people with disability	14%	46%	41%	7	153
Maintenance and repair of unsealed local roads	17%	46%	37%	221	1,604
Public toilets	15%	50%	35%	6	803
Maintenance and repairs of sealed local roads	29%	43%	28%	37	1,604

Satisfaction by respondent profile

The following table provides a comparison of satisfaction with each of the 38 included services and facilities by respondent profile, including age structure, gender, and language spoken at home.

As the total number of respondents who provided a satisfaction score for each of these services and facilities varied significantly (i.e., for services and facilities that not all residents typically use such as the community services), some caution should be exercised in the interpretation of variation for some services and facilities.

These results are discussed in more detail in the following section that outlines detailed results for each of the 38 services and facilities, however, in general terms the following is noted:

- **Age structure** – young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) tend to be more satisfied than average with services and facilities, whilst middle-aged and older adults (aged 45 to 74 years) tend to be a little less satisfied.
- **Gender** – female respondents tend to be marginally more satisfied than male respondents.
- **Language spoken at home** – respondents from English speaking households tend to be marginally more satisfied than respondents from multilingual households.



Average satisfaction with selected Council services and facilities
Mornington Peninsula Shire Council - 2023/24 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

<i>Service/facility</i>	<i>Young adults</i>	<i>Adults</i>	<i>Middle- aged adults</i>	<i>Older adults</i>	<i>Senior citizens</i>	<i>Male</i>	<i>Female</i>	<i>English speaking</i>	<i>Multi- lingual</i>
Maintenance and repairs of sealed local roads	6.4	5.8	5.2	5.3	5.8	5.7	5.5	5.6	5.7
Maintenance and repair of unsealed local roads	6.9	6.4	6.0	6.1	6.9	6.4	6.3	6.4	6.2
Drains maintenance and repairs	7.5	7.0	6.6	6.5	7.3	6.9	6.9	6.9	6.9
Footpath maintenance and repairs	7.3	7.1	6.6	6.6	6.7	6.8	6.8	6.8	7.0
Maintenance and cleaning of public areas	7.4	7.2	6.9	7.0	7.4	7.2	7.0	7.1	7.2
Litter collection in public areas	7.5	7.4	7.2	7.2	7.5	7.4	7.3	7.3	7.5
Council management of illegally dumped rubbish	7.4	7.2	6.7	6.8	7.2	7.1	6.9	7.0	7.0
Provision and maintenance of street trees	7.6	7.0	6.6	6.5	6.9	6.9	6.9	6.9	6.8
Street lighting	7.6	7.5	7.4	7.5	7.9	7.6	7.5	7.6	7.5
Street sweeping	7.7	7.6	7.5	7.4	7.7	7.4	7.7	7.6	7.4
Regular weekly garbage collection	8.7	8.6	8.6	8.8	8.9	8.6	8.8	8.7	8.8
Regular fortnightly recycling	8.6	8.6	8.5	8.7	8.8	8.6	8.7	8.6	8.7
Provision and maintenance of parks and gardens	7.7	7.3	7.5	7.6	8.0	7.7	7.5	7.6	7.7
Foreshore and beaches	7.8	7.5	7.4	7.4	7.9	7.6	7.6	7.6	7.6
Animal management	7.9	7.6	7.2	7.3	7.6	7.4	7.6	7.5	7.4
Local traffic management	7.5	7.4	7.1	7.2	7.3	7.2	7.4	7.3	7.2
Parking enforcement	7.4	6.9	6.6	6.9	7.2	6.9	7.1	7.0	6.9
Enforcement of local laws	7.9	7.5	7.2	7.2	7.7	7.4	7.5	7.4	7.4
Council regular printed newsletter Peninsula Wide	7.2	6.9	6.8	7.1	7.6	6.9	7.3	7.1	7.0
Council's activities promoting local economic deve	7.6	7.2	6.9	7.1	7.5	7.1	7.3	7.2	7.1
Environmental events, programs, and activities	7.4	7.3	7.0	7.1	7.3	7.2	7.2	7.2	7.0
Fortnightly food and green waste collection service	8.5	8.3	8.5	8.5	8.6	8.4	8.6	8.5	8.6
Bookable hard rubbish service	7.9	7.7	7.6	7.4	8.0	7.7	7.6	7.7	7.4
Local library services	8.3	8.4	8.5	8.7	8.9	8.3	8.8	8.6	8.6
Council communications	7.5	7.5	6.9	7.4	7.1	7.0	7.5	7.3	7.1
Council community engagement	7.0	7.2	6.5	6.9	6.6	6.6	7.0	6.8	6.8
Sports ovals and other local sporting facilities	8.1	7.5	7.5	7.9	7.8	7.7	7.9	7.8	7.8
Recreation Centres and / or Aquatic Centres	8.3	7.9	8.0	8.2	8.3	8.1	8.2	8.1	8.1
Outdoor recreation facilities	7.9	7.4	7.6	7.9	8.1	7.8	7.7	7.7	7.6
Bike and shared paths	7.4	7.2	7.2	7.1	7.3	7.1	7.3	7.2	7.1
Public toilets	6.4	6.1	6.4	6.8	7.1	6.7	6.4	6.6	6.4
Community Centres / Neighbourhood Houses	8.1	7.7	7.7	8.1	8.2	7.6	8.2	7.9	8.0
Services for children from birth to 5 years of age	8.0	7.7	7.8	7.5	6.7	7.6	7.9	7.8	7.8
Support services for youth	7.7	7.6	7.4	6.6	7.6	7.1	7.7	7.5	7.1
Support services for seniors	8.0	7.2	7.3	7.4	7.6	7.4	7.6	7.4	7.9
Support services for people with disability	6.9	6.9	6.8	6.1	7.1	6.6	6.9	6.8	6.3
Provision of public art	7.8	7.6	7.4	7.3	8.1	7.5	7.6	7.6	7.1
Community and cultural activities	7.4	7.5	7.3	7.4	7.8	7.3	7.6	7.4	7.5
<i>Average satisfaction</i>	<i>7.6</i>	<i>7.4</i>	<i>7.2</i>	<i>7.3</i>	<i>7.6</i>	<i>7.3</i>	<i>7.4</i>	<i>7.4</i>	<i>7.3</i>
Total respondents	303	211	400	425	256	759	838	1,421	161

Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of the average importance of each of the 38 included Council services and facilities against the average satisfaction with each service.

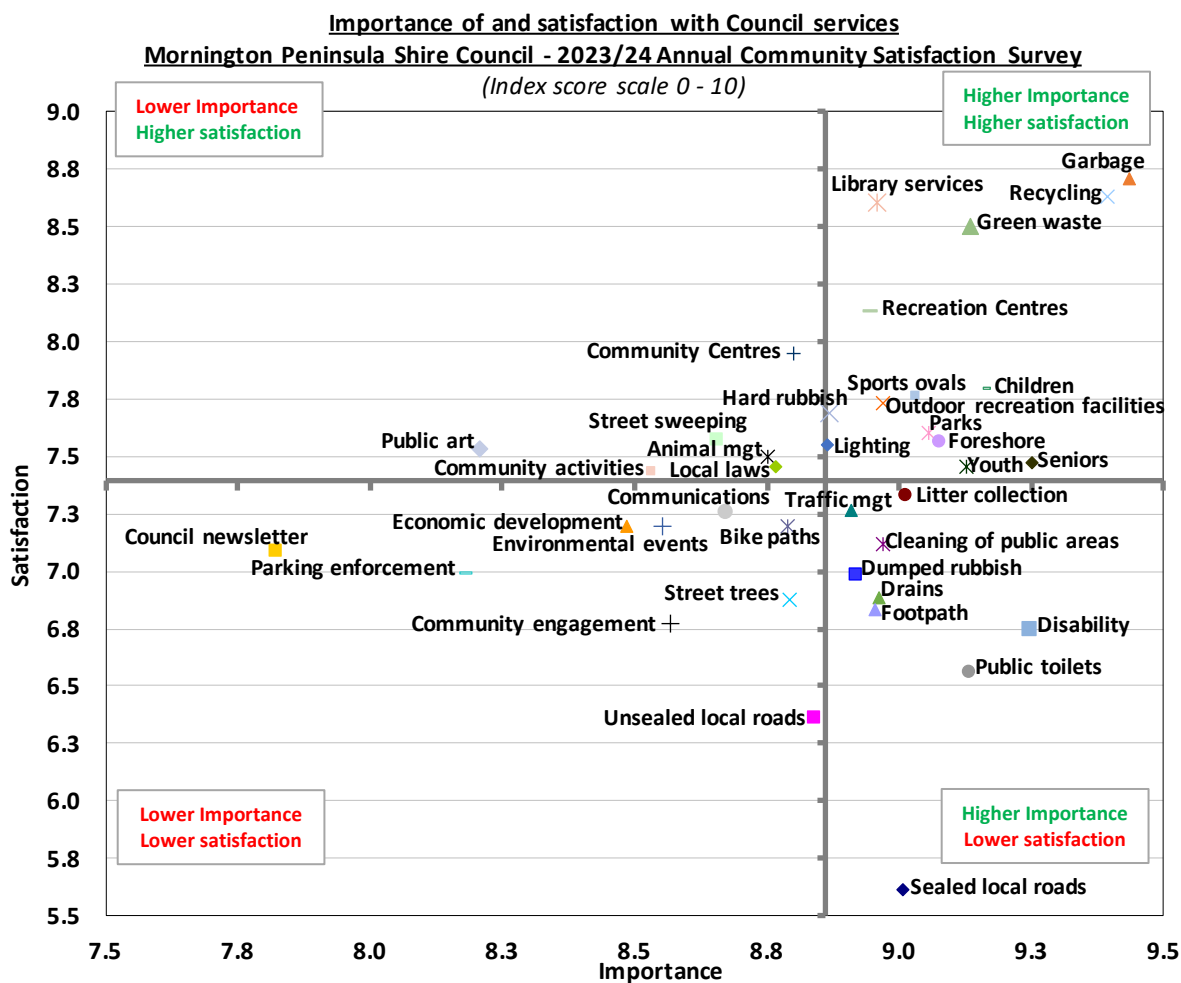
Services and facilities located in the top right-hand quadrant are therefore more important than average and received higher-than-average satisfaction.

Conversely services in the bottom right-hand quadrant are those of most concern as they are of higher-than-average importance but received lower than average satisfaction scores.

The following key findings are observed in these results this year:

- **Kerbside collection services** – all four kerbside collection services were of higher-than-average importance, and all received a higher-than-average satisfaction score, although the bookable hard rubbish collection scored significantly lower than the three main kerbside services.
- **Community support services** – whilst all four services (children, youth, younger persons with disability, and seniors) were of higher-than-average importance, only services for children received a notably higher-than-average satisfaction score, with support services for people with disability remaining a service of concern, with a significantly lower satisfaction score.
- **Sports and recreation facilities and open spaces** – all five of these facilities including sports ovals, outdoor recreation facilities, recreation and / or aquatic centres, as well as parks and gardens and the foreshore were all of higher-than-average importance, and all received a higher-than-average satisfaction score.
- **Arts and cultural services and facilities** – these all tended to be of somewhat lower-than-average importance, but important nonetheless, and received an average or a higher-than-average satisfaction score.
- **Communication and engagement services** – were mostly of measurably lower-than-average importance and received average or marginally lower-than-average satisfaction scores.
- **Infrastructure services** – including sealed and unsealed local roads, drains, footpaths, public toilets, and similar facilities were mostly of marginally higher-than-average importance, but most received somewhat to measurably lower than average satisfaction scores.
- **Services and facilities of most concern** – the services and facilities of most concern to the community this year include community engagement, communications, public toilets, support services for people with disability, footpaths, and most notably, both sealed and unsealed local roads. Sealed local roads were the only service or facility to record a satisfaction score categorised as “poor” this year, consistent with previous results. Roads appear in several sections of the report as significant areas of concern to a substantial proportion of the Mornington Peninsula community, including that 30% nominated roads as a top three issue to address for the community, and respondents who nominated roads as an issue were, on average, five percent less satisfied with Council’s overall performance than the municipal average of all respondents (6.0 compared to 6.5).





Satisfaction by broad service areas

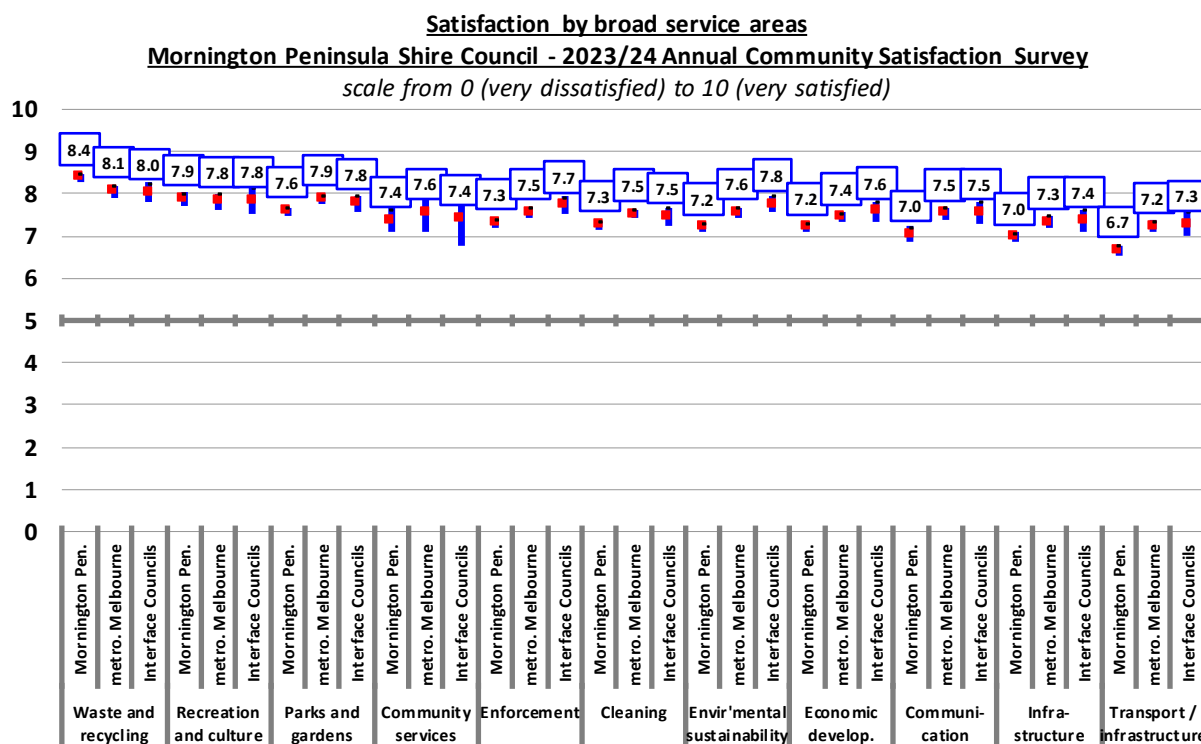
The 38 included services and facilities have been broken down into 11 broad service areas. The breakdown of services and facilities into these 11 broad service areas is as follows:

- **Infrastructure** – includes drains maintenance and repairs, provision and maintenance of street trees, street lighting, and public toilets.
- **Waste and recycling services** – includes regular weekly garbage collection, regular fortnightly recycling, fortnightly food and green waste collection service, and bookable hard rubbish.
- **Recreation and culture** – include local library services, sports ovals and other local sporting facilities, recreation centres and / or aquatic centres, outdoor recreation facilities, community centres / neighbourhood Houses, provision of public art, and community and cultural activities.
- **Community services** – includes services for children from birth to 5 years of age, support services for youth, support services for seniors, and support services for younger people with disability.
- **Enforcement** – includes animal management, parking enforcement, and enforcement of local laws.

- **Communication** – includes Council regular printed newsletter *Peninsula Wide*, Council communication, and Council community engagement.
- **Cleaning** – includes maintenance and cleaning of public areas, litter collection in public areas, Council management of illegally dumped rubbish, and street sweeping.
- **Transport infrastructure** – includes maintenance and repair of sealed local roads, maintenance and repair of unsealed local roads, footpath maintenance and repairs, local traffic management, and bike and shared paths.
- **Parks and gardens** – include the provision and maintenance of parks and gardens, and foreshore and beaches.
- **Economic development** – includes Council's activities promoting local economic development and tourism.
- **Environmental sustainability** – includes environmental events, programs, and activities.

Of the 11 broad service areas, respondents in the Mornington Peninsula Shire this year rated satisfaction with two areas higher than the metropolitan Melbourne average, and satisfaction with nine somewhat lower, as follows:

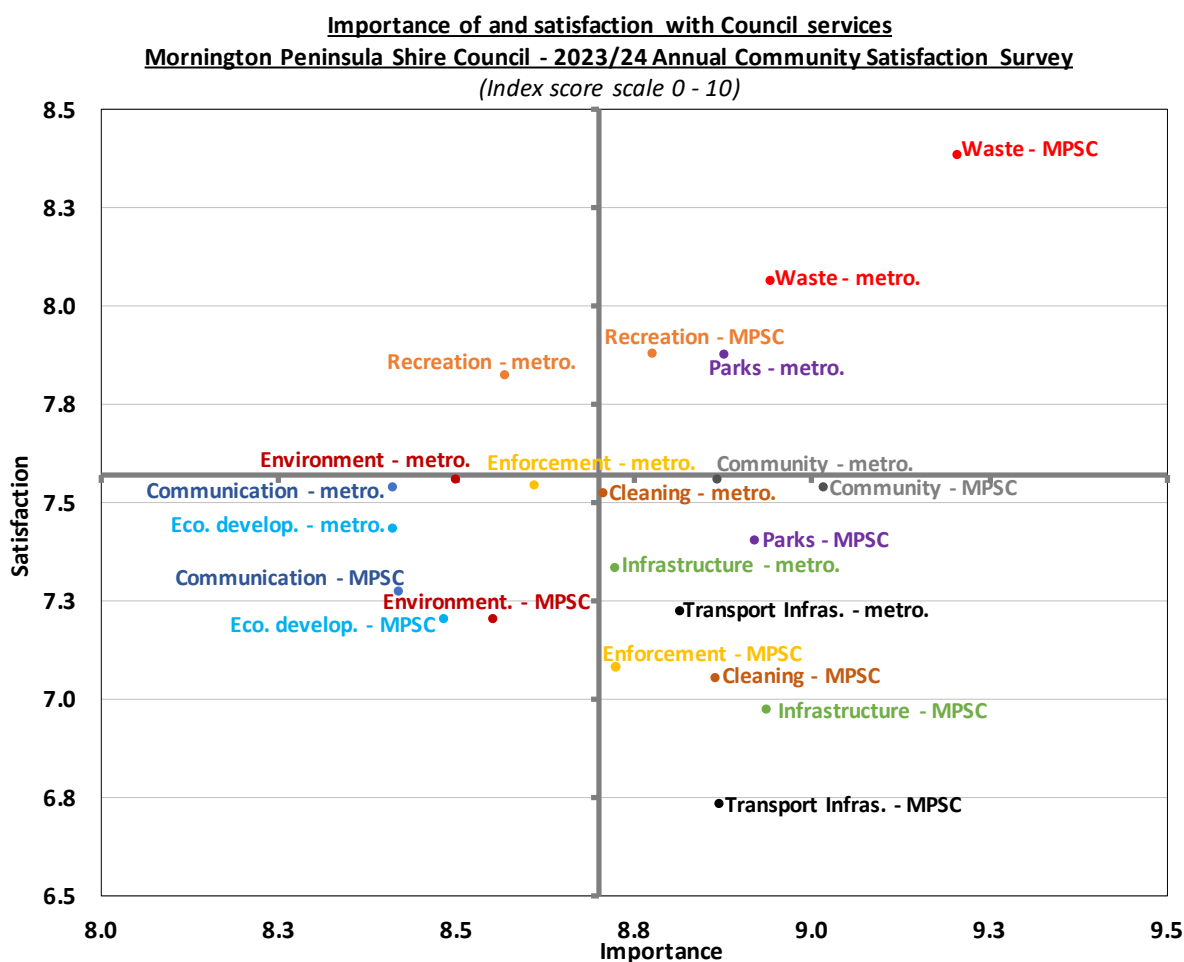
- **Higher than metropolitan average satisfaction** – included waste and recycling services (3% higher), and recreation and culture (1% higher).
- **Lower than metropolitan average satisfaction** – included transport infrastructure (5% lower), communications (5% lower), environmental sustainability (4% lower), infrastructure (3% lower), parks and gardens (3% lower), community services (2% lower), enforcement (2% lower), economic development (2% lower), and cleaning services (2% lower).



Broad service areas comparison to metropolitan Melbourne

The following graph provides a crosstabulation of the average importance of each service and facilities with a comparison against the metropolitan Melbourne results, as sourced from *Governing Melbourne*.

As discussed above, these results display the variation in satisfaction with some areas of performance against the metropolitan comparison, with attention drawn to the higher-than-average satisfaction with waste and recycling services, and the lower-than-average satisfaction with transport and communications.

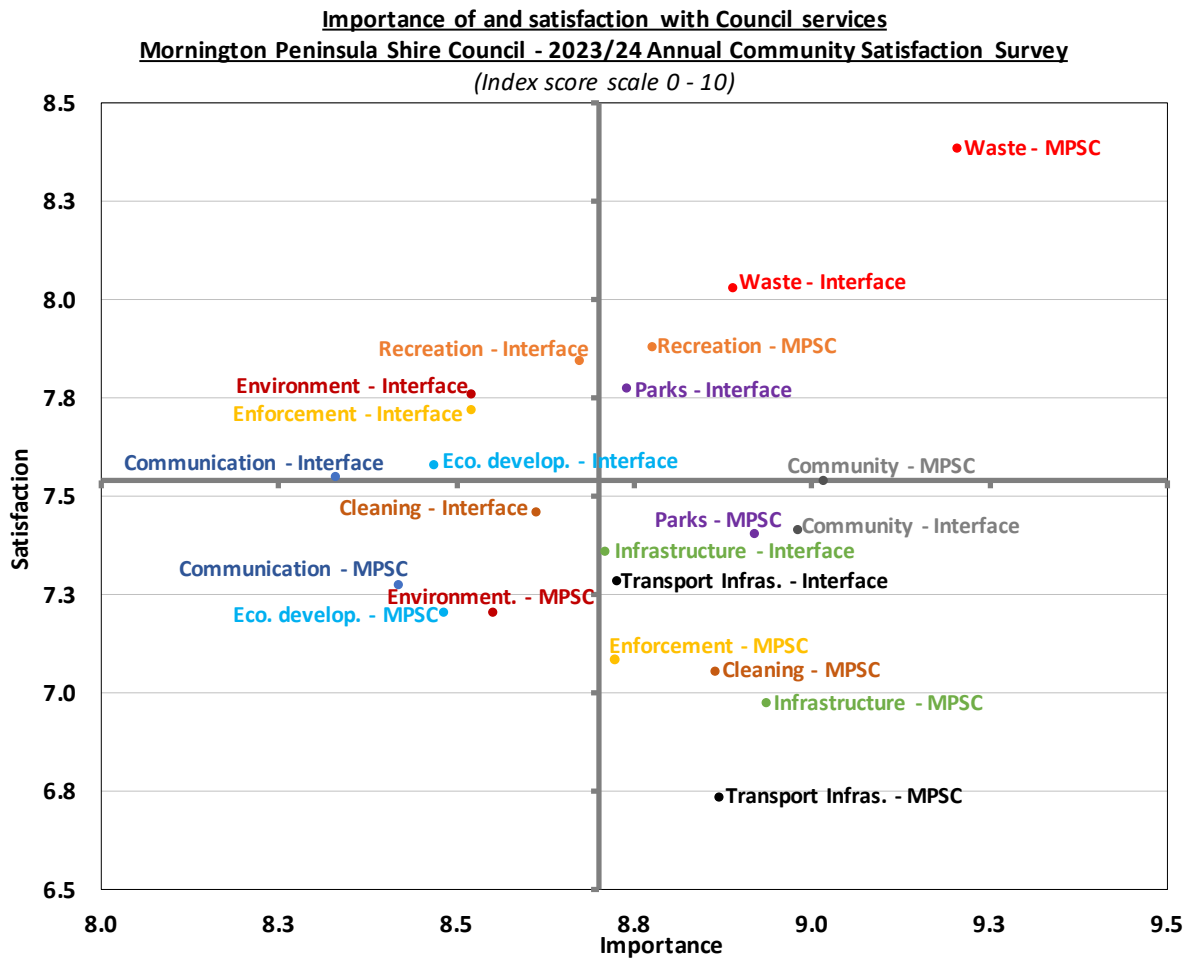


Broad service areas comparison to the interface councils

The following graph provides a crosstabulation of the average importance of each service and facilities with a comparison against the interface councils' averages, as sourced from *Governing Melbourne*.

It is noted that satisfaction with waste services (4% higher) and community services (1%) were higher than the interface councils' result, and satisfaction recreation and cultural services and facilities were identical to the interface councils' average.

Satisfaction with environmental sustainability (6% lower), enforcement (6% lower), transport (5% lower), infrastructure (4% lower), economic development (4% lower), parks and gardens (4% lower), cleaning (4% lower), and communication (3% lower) services and facilities were all somewhat to measurably lower than the interface councils' results.



Current issues for people living in the Mornington Peninsula Shire

Respondents were asked:

“Can you please list what you consider to be the top three issues for people living in Mornington Peninsula Shire at the moment?”

Respondents were asked to nominate what they considered to be the top three issues for people living in Mornington Peninsula Shire at the moment.

A little more than two-thirds (71%) of respondents nominated an average of approximately two issues each, providing a total of 2,267 responses this year.

It is important to bear in mind that these responses are not to be read only as a list of complaints about the performance of Council, nor do they reflect only services, facilities, and issues within the remit of Mornington Peninsula Shire Council.

Some of the issues raised by respondents are suggestions for future actions rather than complaints about prior actions, and many are issues that are principally the responsibility of the state government.

When compared to the results from the 2024 *Governing Melbourne* research, which was conducted independently by Metropolis Research in January 2024, the following variations of note were observed:

- **Notably more prominent in Mornington Peninsula** – included road maintenance and repairs (30% compared to 8%), environment, sustainability, and climate change (5% compared to <1%), beach and foreshore issues (4% compared to <1%), and public transport (3% compared to <1%).
- **Notably less prominent in Mornington Peninsula** – included traffic management (8% compared to 16%), parks, gardens, and open spaces (6% compared to 11%), and animal management (1% compared to 4%).

The most common issue nominated by respondents across the Mornington Peninsula Shire was road maintenance and repairs (including roadworks), with 30% of respondents nominating these issues.

Metropolis Research notes that this was a significant proportion of respondents nominating road related issues and was more than four times the metropolitan Melbourne average of seven percent, and the interface councils' average of eight percent.

It is also noted that this result was less than the regional Victorian average of 49% of respondents nominating road maintenance and repair related issues.



The respondents who nominated these issues, on average, rated satisfaction with Council's overall performance at 6.0 out of 10, or five percent lower than the average of all respondents (6.5).

This strongly suggests that road related issues exert a significant negative [influence on satisfaction with the overall performance of Council](#). Given the substantial proportion of the community nominating roads as an issue, this has a significant impact on overall satisfaction.

Road maintenance and repairs includes issues such as potholes, the condition of roads, roadworks, and similar issues.

By contrast, "traffic management" typically includes issues such as congestion, commuting times, and similar issues.

A breakdown of the verbatim comments categorised as "road maintenance and repairs" is included in this section of the report.

The other issues that appear to exert a negative influence on overall satisfaction for the respondents who raise them include Council rates, fees, and charges, parking, planning and development, beach and foreshore issues, street trees, footpaths, environmental issues, and safety, policing and crime related issues.

Whilst each of these issues was nominated by only a relatively small number of respondents, these respondents were notably less satisfied with Council's overall performance than the average of all respondents.

The respondents who nominated each of these issues, on average rated satisfaction with Council's overall performance at "poor" to "very poor" levels, compared to the "good" level of 6.5 which was the municipal average satisfaction with Council's overall performance.

This is discussed in more detail in the [Issues and overall satisfaction](#) section of this report.



Top issues for Mornington Peninsula Shire at the moment
Mornington Peninsula Shire Council - 2023/24 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2023/24		2024	Interface
	Number	Percent	Metro.*	Councils*
Roads maintenance and repairs	474	30%	7%	8%
Traffic management	133	8%	14%	16%
Provision and maintenance of street trees	107	7%	6%	6%
Parks, gardens and open spaces	102	6%	6%	11%
Environment, sustainability and climate change	88	5%	0%	0%
Footpath maintenance and repairs	84	5%	4%	4%
Building, housing, planning and development	72	4%	2%	2%
Parking	68	4%	7%	5%
Beach and foreshore issues	64	4%	n.a.	n.a.
Council rates, fees, and charges	57	4%	6%	5%
Rubbish and waste issues inc garbage	57	4%	6%	5%
Safety, policing, crime	50	3%	2%	3%
Drains maintenance and repairs	47	3%	1%	1%
Public transport	47	3%	1%	0%
Cleanliness and maintenance of area	46	3%	3%	4%
Bikes, cycling / walking tracks	44	3%	1%	1%
Council governance, performance, accountability	43	3%	2%	2%
Communication, consultation, provision of info.	39	2%	2%	4%
Street lighting	35	2%	2%	1%
Sports and recreation facilities	31	2%	1%	0%
Youth activities, services and facilities	26	2%	0%	0%
Illegally dumped rubbish	24	1%	1%	3%
Homelessness	23	1%	1%	0%
Public toilets	23	1%	0%	0%
Activities and facilities for children	21	1%	1%	2%
Hard rubbish collection	21	1%	1%	1%
Animal management	19	1%	2%	4%
Tourism	19	1%	n.a.	n.a.
Elderly services and facilities	17	1%	2%	2%
Housing availability / affordability	16	1%	1%	0%
Provision / maintenance of community facilities	16	1%	0%	0%
Shops, restaurants, bars and entertainment venues	16	1%	1%	0%
Community activities / centres / arts and culture	15	1%	0%	0%
Health and medical issues / services	15	1%	1%	1%
Recycling collection	15	1%	1%	1%
All other issues (28 separately identified issues)	293	18%	18%	23%
Total responses	2,267		765	245
<i>Respondents identifying at least one issue</i>	<i>1,134</i> <i>(71%)</i>		<i>391</i> <i>(50%)</i>	<i>116</i> <i>(52%)</i>

(*) 2024 metropolitan Melbourne and interface councils' averages from Governing Melbourne

Value most about living in Mornington Peninsula Shire

Respondents were asked:

“What is one thing you value most about living in Mornington Peninsula Shire?”

Respondents were asked in an open-response format to nominate the one thing that they value most about living in Mornington Peninsula Shire.

A total of 1,308 of the 1,604 respondents provided a response to this question, with the result broadly categorised as outlined in the following graph.

The four aspects that respondents value most about living in Mornington Peninsula Shire was the beach / foreshore (17%), the quiet / calm / peaceful nature of the area (12%), the natural environment / bushland (11%), and the community atmosphere / feel (10%).

Metropolis Research notes that these results clearly show that the two aspects the community value most about living in Mornington Peninsula Shire were related to the natural environment (39% expressed in several categories), and the local community 32% expressed in several categories).

These results are consistent with those observed in several other municipalities in recent years, although the beach and foreshore were naturally more prominent in the Mornington Peninsula results than in other municipalities not located along the Bay.



Value most about living in Mornington Peninsula Shire
Mornington Peninsula Shire Council - 2023/24 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2023/24	
	Number	Percent
Beach / foreshore	274	17%
Quiet / calm / peaceful area	189	12%
Natural environment / bushland	170	11%
Community atmosphere / feel	155	10%
Good area / neighbourhood	82	5%
Beauty / aesthetics of the area	68	4%
Liveability / lifestyle	59	4%
Semi-rural / country feel	47	3%
Safety	36	2%
Parks, gardens and open spaces	31	2%
Convenience / accessibility / proximity	30	2%
Clean air / less pollution	25	2%
Everything is good	16	1%
Close to family, friends	13	1%
Accessibility / proximity to city	9	1%
Shopping centres / shops / restaurants	8	0%
Spacious area / big blocks / low density	8	0%
Clean, well maintained area	6	0%
Good services	5	0%
Live / born here	5	0%
Trees / street vegetation	5	0%
Close to work	4	0%
Health care	4	0%
Heritage protection	4	0%
Mix of beach, hills, sea, country	4	0%
Council management / accountability / transparency	3	0%
Cultural diversity	3	0%
Elderly services and facilities	3	0%
Good facilities	3	0%
Privacy	3	0%
Walking / cycling tracks	3	0%
Access / availability of public transport	2	0%
Animal friendly area	2	0%
Communication / engagement from Council	2	0%
Cost of living	2	0%
Less traffic	2	0%
Sports and recreational services	2	0%
All other issues (24 separately identified issues)	24	1%
Not stated	292	18%
Total	1,604	100%

Safety in public areas

Respondents were asked:

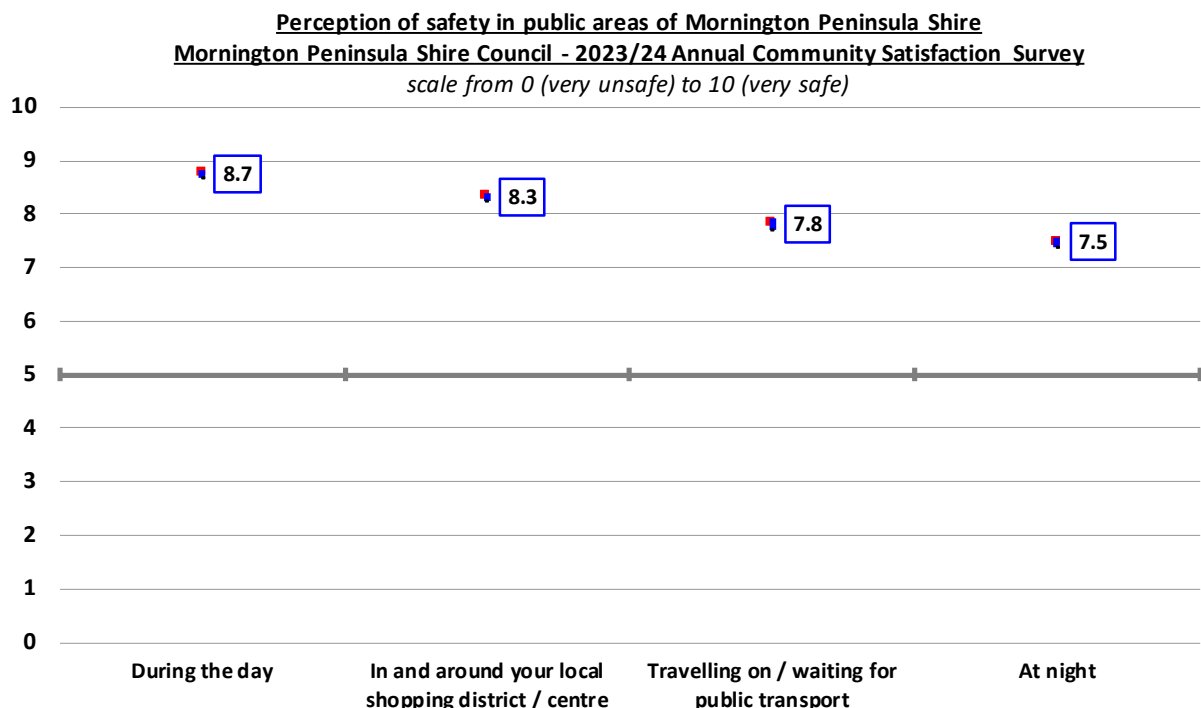
“On a scale of 0 (lowest) to 10 (highest), how safe do you feel in the public areas of Mornington Peninsula Shire?”

Respondents were asked to rate how safe they feel in the public areas of the Mornington Peninsula Shire during the day, at night, in and around their local shopping district, as well as travelling on / waiting for public transport.

It is important to bear in mind that these results reflect the community’s perception of their safety, rather than being a measure of how safe the community is, as measured by other statistics such as the published crime statistics. It is important that Council be aware of both the actual extent of crime and safety related issues in the community, as well as the how safe the community feels.

The perception of safety in the public areas of the Mornington Peninsula Shire were very strong, with the perception of safety during the day rated at a very high 8.7 out of 10, and the perception of safety at night rated at a still high average of 7.5 out of 10.

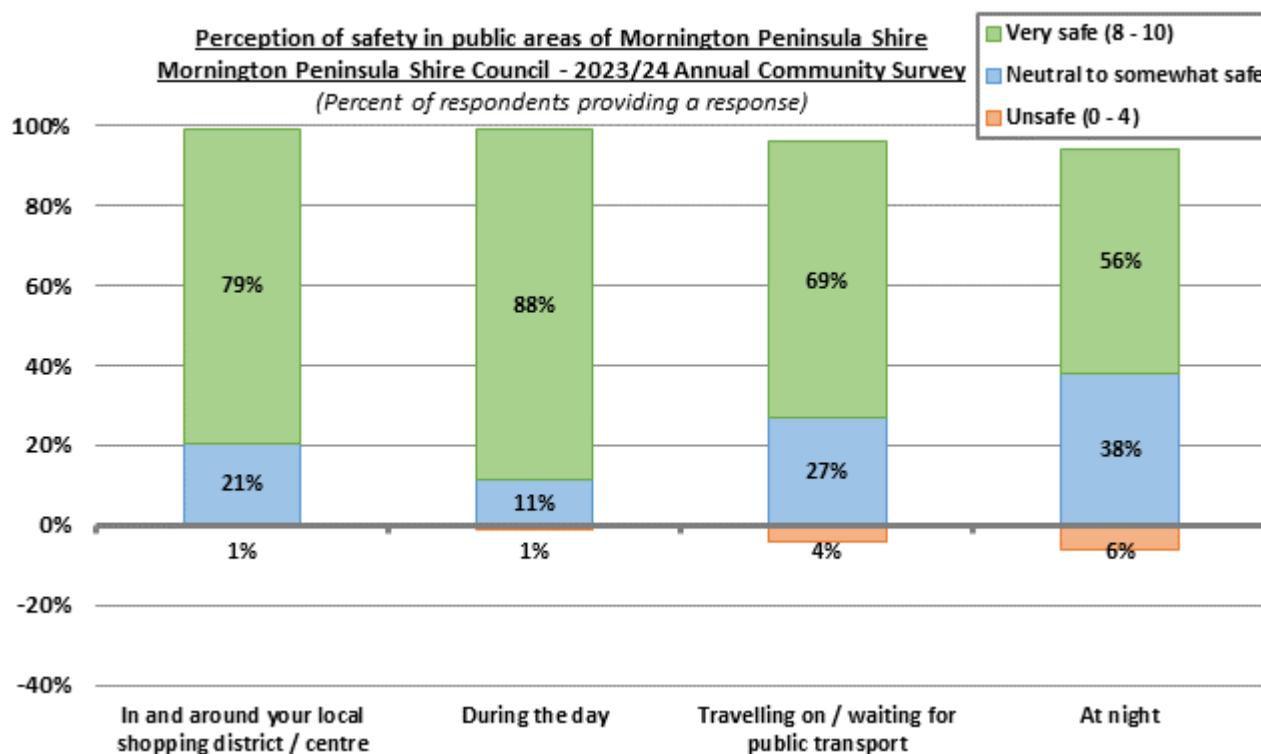
These high perception of safety results were consistent with “safety, policing, and crime” related issues being only the 12th most nominated [issue to address](#) for people living in the municipality, with five percent of respondents raising these issues this year.



The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who felt “very safe” (i.e., rated their 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 out of 10).

Consistent with the high average perception of safety scores, more than half of the respondents who provided a score felt “very safe” in Mornington Peninsula Shire in all four situations / times, with 56% feeling “very safe” in public areas at night.

Just six percent of respondents reported that they felt “unsafe” in the public areas of Mornington Peninsula Shire at night.



The following graph provides a comparison of the perception of safety in these four situations and times against the metropolitan Melbourne, interface councils', and southeastern region councils' results, as sourced in the 2024 *Governing Melbourne* research, and the regional Victorian average as recorded in the *Governing Regional Victoria* survey.

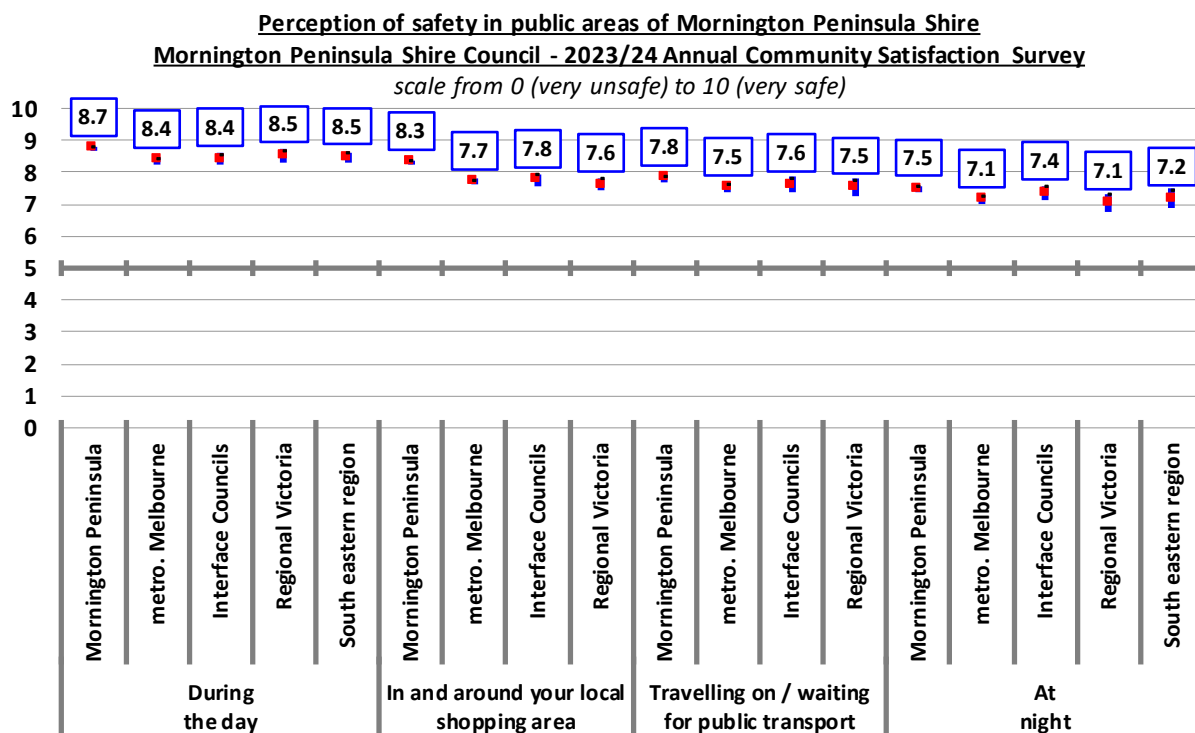
Governing Melbourne was conducted independently by Metropolis Research using the same in-person, door-to-door interview methodology, and *Governing Regional Victoria* was conducted as a telephone survey.

The perception of safety in the public areas of the Mornington Peninsula Shire during the day and in and around the local shopping district was measurably higher than the comparison results.

The perception of safety travelling on / waiting for public transport was measurably higher in the Mornington Peninsula Shire than the metropolitan Melbourne average, and somewhat higher than the other comparison areas.

The perception of safety in the public areas of the municipality at night was measurably higher than the metropolitan Melbourne and regional Victorian average, but only somewhat higher than the interface councils' average.





Best method of communication

Respondents were asked:

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

Respondents were again in 2024, asked to nominate the one, best way that they would prefer that Council communicates with them.

Metropolis Research notes that this question was included in this format to be consistent with how this question had been asked in the previous surveys to maintain time series compatibility.

Metropolis Research would, however, typically ask for all, rather than just the most preferred method of communication, as this underplays the degree to which members of the community have a variety of ways in which they would typically prefer to engage with Council.

For example, whilst the most preferred method this year was a Council newsletter delivered to respondents' letterboxes, this does not imply that this is the only method by which these respondents would prefer that Council provide them information.

The variation in preferred methods reflects the fact that Council provides an extensive range of services and facilities and communicates with the community across a very wide range of issues, services, and for other reasons.

Allowing respondents to nominate all the methods by which they would prefer to receive information acknowledges this reality and provides a more comprehensive picture of the community's communication preferences.

Consistent with the results recorded in both 2023 and 2022, the two most preferred method of Council communicating about news, information, and events were by a Council newsletter delivered to their letterbox (33% up from 28%), a Council newsletter emailed to them (31% down from 38%).

A small proportion of respondents preferred a text message (11%), social media (8% down from 12% in 2023 and 15% in 2022), and the Council website (8% up from 3%).

Metropolis Research notes the decline in social media as the preferred communication method, down almost half from the high point of 15% in 2022.

Best method of communicating with Council about news, information and events
Mornington Peninsula Shire Council - 2023/24 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2023/24		2023	2022
	Number	Percent		
A Council newsletter delivered to your letterbox	495	33%	28%	28%
A Council newsletter emailed to you	470	31%	38%	36%
A text message	170	11%	9%	8%
Social media	120	8%	12%	15%
Council website	121	8%	3%	2%
Advertising in the local newspaper	88	6%	6%	6%
A Council newsletter as an insert in newspaper	37	2%	3%	5%
Other	11	1%	n.a.	n.a.
Not stated	92		n.a.	n.a.
Total	1,604	100%	400	400

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 regarding the local community."

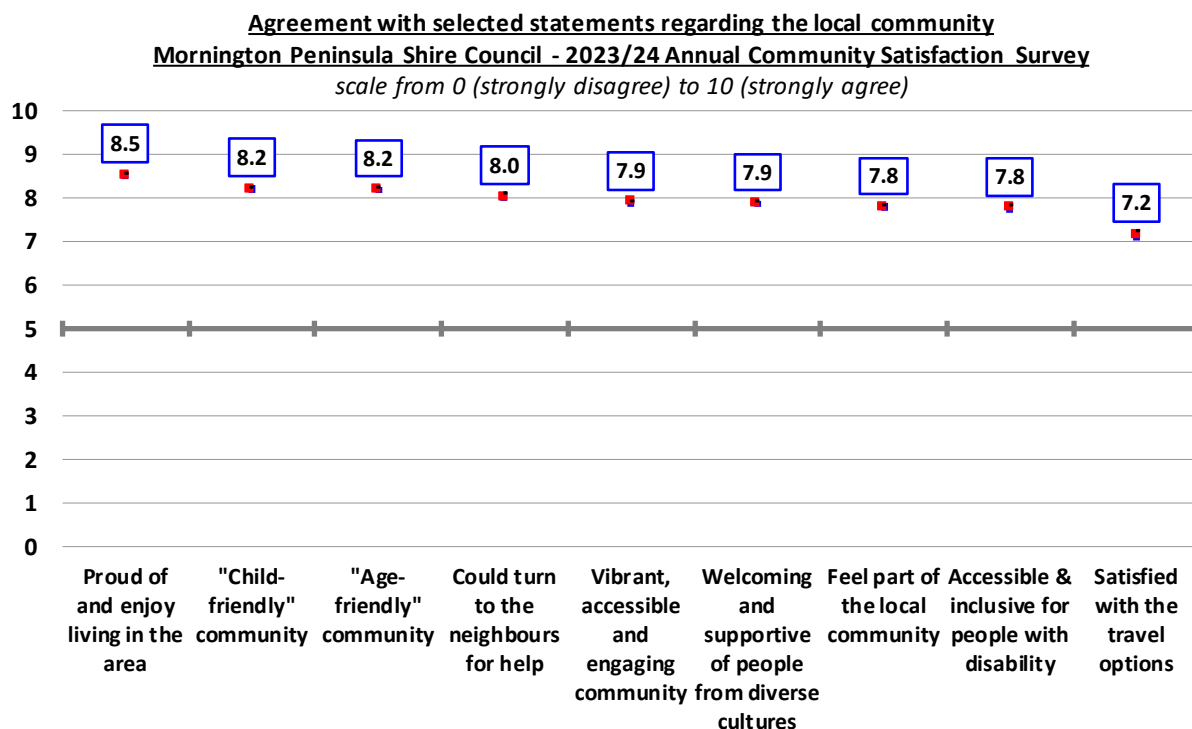
Respondents were asked to rate their agreement with nine statements about the local sense of community, including one statement about satisfaction with travel options. These statements reflect a range of aspects of the local sense of community and are included to provide insight into how much the community enjoys living in the area, feel connected to the area and the local community, as well as how accepting they believe the community is to a diverse community (including age, cultural diversity, and disability).



On average, respondents very strongly agreed with 10 of the 11 statements about the local sense of community, with average scores of between 7.8 and 8.5 out of 10.

It is noted that, on average, respondents were measurably less in agreement that they were satisfied with the travel options than for the 10 statements about the local sense of community, with a still strong average agreement score of 7.2 out of 10.

This does reflect the significant of roads as an issue in the municipality, but also likely to include some concern by some around issues like public transport and associated issues.

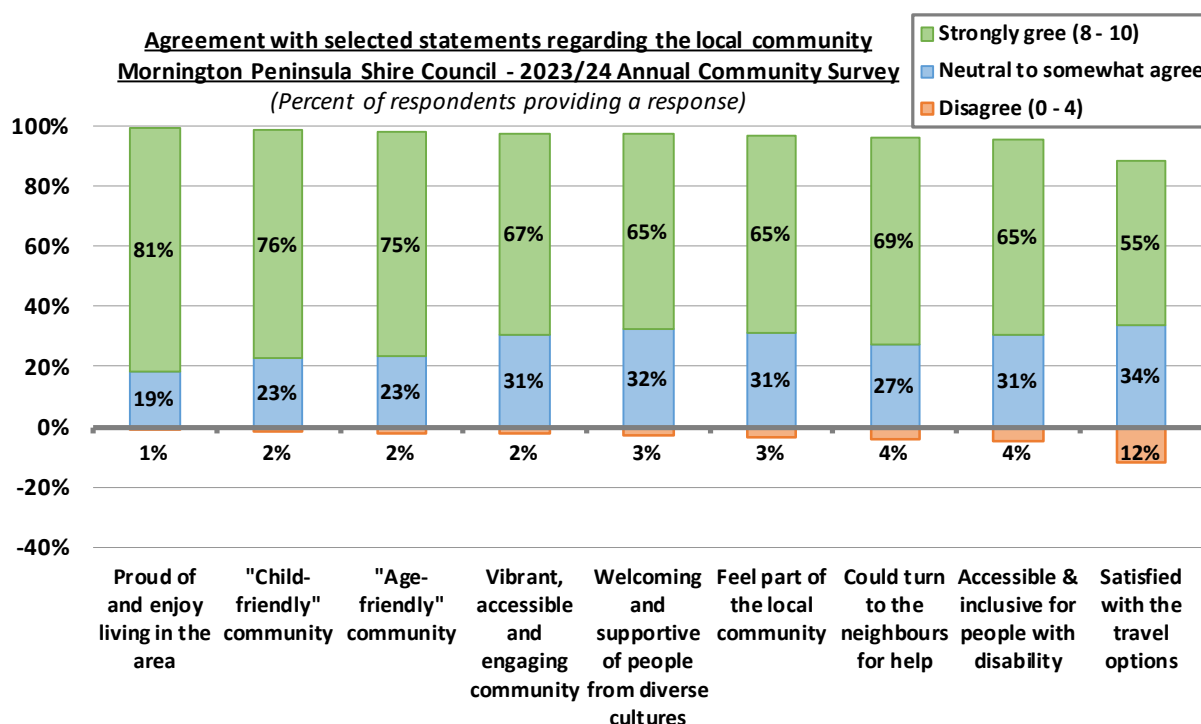


The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who “strongly agreed” (i.e., rated agreement at eight or more), those who were “neutral to somewhat agreed” (i.e., rated agreement at between five and seven), and those who “disagreed”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

Attention is drawn to the fact that between half and four-fifths of the respondents who provided a score “strongly agreed” with each of the 11 statements about the local sense of community and transport options.

It is noted that just a handful of respondents “disagreed” with most of the statements, with four percent disagreeing that they felt they could turn to their neighbours for help and that Mornington Peninsula is accessible and inclusive for people with disability.

Consistent with the other results discussed in this report in relation to roads in particular, it is noted that 15% of respondents “disagreed” that they were satisfied with travel options around the municipality.



The following graph provides a comparison of nine of these 11 statements against the metropolitan Melbourne results as sourced from *Governing Melbourne*. *Governing Melbourne* was conducted independently by Metropolis Research in January 2024 using the same door-to-door, in-person methodology.

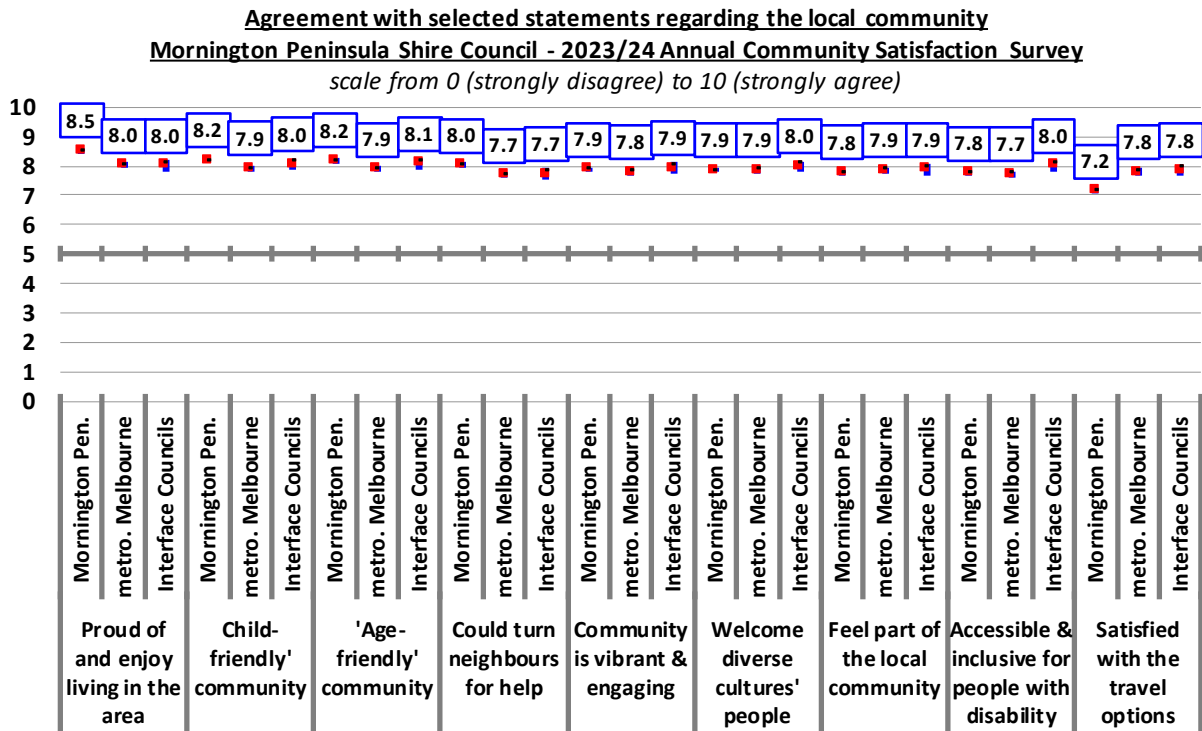
There was some notable variation in the average agreement with some of these statements observed between the Mornington Peninsula Shire and the metropolitan Melbourne results, as follows:

- **Notably higher agreement in the Mornington Peninsula** – that respondents are proud of and enjoy living in the area (3% higher), Mornington Peninsula is a 'child-friendly' community (3% higher), is a 'age-friendly' community (3% higher).
- **Notably lower agreement in the Mornington Peninsula** – that respondents were satisfied with the travel options around the municipality (6% lower).

Metropolis Research suggests that these results reflect a community that exhibits a strong local sense of identity and community, with most feeling a meaningful sense of belonging to a community.

Satisfaction with travel options around the municipality was measurably lower than the metropolitan Melbourne average, likely reflecting both the concerns around roads discussed in the [issues to address](#) section of this report, as well as likely some issues associated with the distance from the Melbourne CBD such as public transport.





Respondent profile

The following section provides the demographic profile of respondents to the *Mornington Peninsula Shire Council – 2023/24 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 a very fair reflection of the underlying age and gender structure of the Mornington Peninsula community, which speaks to the strength of the door-to-door, in-person methodology.



Age structure**Mornington Peninsula Shire Council - 2023/24 Annual Community Satisfaction Survey***(Number and percent of respondents providing a response)*

Age	2023/24 (unweighted)		2023/24 (weighted)
	Number	Percent	
Young adults (18 - 34 years)	229	14%	19%
Adults (35 - 44 years)	322	20%	13%
Middle-aged adults (45 - 59 years)	394	25%	25%
Older adults (60 - 74 years)	381	24%	27%
Senior citizens (75 years and over)	269	17%	16%
Not stated	9		9
Total	1,604	100%	1,604

Gender

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 a very fair reflection of the underlying age and gender structure of the Mornington Peninsula community, which speaks to the strength of the door-to-door, in-person methodology.

Gender**Mornington Peninsula Shire Council - 2023/24 Annual Community Satisfaction Survey***(Number and percent of respondents providing a response)*

Gender	2023/24 (unweighted)		2023/24 (weighted)
	Number	Percent	
Male	797	50%	47%
Female	800	50%	52%
Non-binary	3	0%	0%
Prefer to self-describe	1	0%	0%
Prefer not to say	3		3
Total	1,604	100%	1,604

Disability

In 2023/24, 11% of respondents (providing a response) were from households with at least one member identifying with disability.



This is consistent with results typically observed across metropolitan Melbourne but is somewhat lower than expected given the higher-than-average proportion of senior citizens in the Mornington Peninsula Shire than the metropolitan Melbourne average.

Household member with a permanent or long-term disability
Mornington Peninsula Shire Council - 2023/24 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Disability	2023/24	
	Number	Percent
Yes	173	11%
No	1,403	89%
Prefer not to say	28	
Total	1,604	100%

Housing situation

Consistent with the 2021 *Census*, most respondent households owned or were purchasing their home, although it is noted that the survey somewhat over-represented homeowners and under-represented mortgage households.

This is often observed, as there does tend to be some mortgage households who report that they own their home.

The survey included a representative sample of respondents from rental households with 17%, compared to the 2021 *Census* result of 18%.

Housing situation
Mornington Peninsula Shire Council - 2023/24 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Situation	2023/24	
	Number	Percent
Own this home	974	61%
Mortgage (<i>paying-off this home</i>)	294	19%
Renting this home	273	17%
Other arrangement	46	3%
Not stated	17	
Total	1,604	100%



Household structure

The survey included a mix of one-third respondents from two-parent families, one-third couple households without children, 15% sole person households, seven percent group households, and eight percent one-parent families.

These results were broadly consistent with the 2021 *Census* results, although it somewhat under-represents sole-person households with 15% compared to the *Census* result of 26%.

Household structure		
<u>Mornington Peninsula Shire Council - 2023/24 Annual Community Satisfaction Survey</u>		
<i>(Number and percent of respondents providing a response)</i>		
Structure	2023/24	
	Number	Percent
Two parent family total	549	35%
<i>youngest child 0 - 4 years</i>	110	7%
<i>youngest child 5 - 12 years</i>	166	10%
<i>youngest child 13 - 18 years</i>	134	8%
<i>adult children only</i>	139	9%
One parent family	127	8%
<i>youngest child 0 - 4 years</i>	8	1%
<i>youngest child 5 - 12 years</i>	15	1%
<i>youngest child 13 - 18 years</i>	44	3%
<i>adult children only</i>	60	4%
Group household	114	7%
Sole person household	230	15%
Couple only household	551	35%
Extended or multiple families	11	1%
Not stated	22	
Total	1,604	100%

Language spoken at home

Consistent with the 2021 *Census* results, only a relatively small proportion of respondents were from households that spoke a language other than English at home.

The 2021 *Census* reported that 5.4% of residents spoke a language other than English at home, with the 2023/24 survey reporting eight percent from households that spoke a language other than English at home.

These have been referred to as multilingual households in this report.



Language spoken at home

Mornington Peninsula Shire Council - 2023/24 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

Language	2023/24	
	Number	Percent
English	1,421	90%
Italian	32	2%
Greek	22	1%
French	12	1%
Spanish	10	1%
German	9	1%
Indonesian	5	0%
Japanese	5	0%
Croatian	4	0%
Dutch	4	0%
Hindi	4	0%
Danish	3	0%
Malayalam	3	0%
Tagalog (Filipino)	3	0%
Thai	3	0%
Afrikaans	2	0%
Irish	2	0%
Punjabi	2	0%
Sinhalese	2	0%
Tigrinya	2	0%
Vietnamese	2	0%
African Languages	1	0%
Cantonese	1	0%
Chinese, n.f.d	1	0%
Finnish	1	0%
Gaelic	1	0%
Lithuanian	1	0%
Macedonian	1	0%
Maltese	1	0%
Mandarin	1	0%
Maori	1	0%
Polish	1	0%
Portugese	1	0%
Samoan	1	0%
Serbian	1	0%
Slovene	1	0%
Turkish	1	0%
Multiple	4	0%
All other languages	10	1%
Not stated	22	
Total	1,604	100%

Proportion of the year reside in the Mornington Peninsula

The overwhelming majority of respondents (who provided a response) reported that they reside in the Mornington Peninsula Shire for the entire year, with 13% residing in the municipality some of the time.

Proportion of the year reside in the Mornington Peninsula
Mornington Peninsula Shire Council - 2023/24 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2023/24	
	Number	Percent
All the time (permanently)	1,382	88%
Approximately six months per year	72	5%
Approximately three months per year	73	5%
Ad hoc - holiday periods	50	3%
Not stated	27	
Total	1,604	100%

Period of residence in the Mornington Peninsula Shire

A little less than two-thirds of respondents (who provided a response) reported that they had lived in the Shire for 10 years or more, whilst 15% had lived in the municipality for less than five years.

Period of residence in the Mornington Peninsula Shire
Mornington Peninsula Shire Council - 2023/24 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Period	2023/24	
	Number	Percent
Less than one year	63	4%
One to less than five years	160	10%
Five to less than ten years	357	22%
Ten years or more	1,008	63%
Not stated	16	
Total	1,604	100%

Respondents who had lived in the municipality for less than five years were asked where they had previously lived, with the most common group being respondents moving to Mornington Peninsula for interstate (20%).



The most common previous municipalities of residence were Frankston, Boroondara, and Casey.

It is also noted that there were some respondents who had moved to the municipality directly from overseas.

Previous Council

Mornington Peninsula Shire Council - 2023/24 Annual Community Satisfaction Survey

(Number and percent of respondents who lived in the Mornington Peninsula Shire less than 5 years and providing a response)

Council	2023/24	
	Number	Percent
Interstate	31	20%
Frankston	17	11%
International	13	9%
Casey	11	7%
Boroondara	10	6%
Yarra Ranges	7	4%
Bayside	6	4%
Monash	6	4%
Darebin	6	4%
Banyule	4	3%
Knox	4	2%
Merri-bek	4	3%
Yarra	4	2%
Kingston	3	2%
Port Phillip	3	2%
Stonnington	3	2%
Baw Baw	2	1%
Brimbank	2	1%
Glen Eira	2	1%
Manningham	2	1%
Melbourne	2	2%
South Gippsland	2	1%
Whitehorse	2	1%
Bass Coast	1	0%
Eltham	1	1%
Greater Dandenong	1	1%
Macedon Ranges	1	1%
Merri-bek	1	1%
Moonee Valley	1	0%
Nillumbik	1	1%
Strathbogie	1	1%
Whittlesea	1	1%
Not stated	68	
Total	223	100%

General comments

There was a total of 268 general comments received from respondents this year. These have been broadly categorised as follows:

• Individual Council services, facilities, and activities	(29 comments)
• Traffic and public transport management	(28 comments)
• Council governance and management	(27 comments)
• Communication, consultation, engagement, and responsiveness	(21 comments)
• Roads	(19 comments)
• Planning and development issues	(18 comments)
• General positive comments	(14 comments)
• Parks, gardens, and open spaces	(12 comments)
• Rates and financial management	(10 comments)
• General negative comments	(9 comments)
• Cleanliness and aesthetics of the area	(8 comments)
• Waste management	(8 comments)
• Safety, policing, and crime related issues	(7 comments)
• Parking	(6 comments)
• Bikes and walking paths	(5 comments)
• Comments on the survey	(5 comments)
• Shops, restaurants, and entertainment venue related	(4 comments)
• Animal management	(3 comments)
• Environment, climate change, and biodiversity	(3 comments)
• Footpaths	(3 comments)
• Sports ovals and leisure centres	(2 comments)
• Business support	(2 comments)
• Social justice	(2 comments)
• Regional issues	(2 comments)
• Infrastructure	(1 comment)
• Other comments n.f.d.	(19 comments)

Metropolis Research notes that many of the issues raised in the general comments reflect the findings of the report as presented.

The following table outlines the verbatim general comments received from respondents this year.



Appendix One: survey form



Mornington Peninsula Shire Council
2023 Annual Community Satisfaction Survey



Hi my name is _____ from Metropolis Research and I am here on behalf of Mornington Peninsula Shire Council.

Council is conducting 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.

We would like to invite someone in your household to participate in the survey.

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

1

Have you contacted Mornington Peninsula Shire Council in the past 12 months?

Yes (*continue*)

1

No (*go to Q.5*)

2

If Yes, why did you contact Council?

2

When you last contacted the Council, was it?

(Please circle one only)

Visit in person

1

Social media (*e.g. Facebook*)

7

Telephone (*during office hours*)

2

Directly with a Councilor

8

Telephone (*after hours service*)

3

Live chat

9

Mail

4

Web request / online forms

10

Email

5

Other (specify) _____

11

Website

6

3

Was this your preferred method of contacting Council?

Yes

1

No

2

If No, how would you have preferred to contact Council? _____

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 Mornington Peninsula Shire Council?

1. Care and attention to you and your enquiry	0	1	2	3	4	5	6	7	8	9	10	99
2. The provision of accurate information or referral to a relevant officer	0	1	2	3	4	5	6	7	8	9	10	99
3. The speed and efficiency of service	0	1	2	3	4	5	6	7	8	9	10	99
4. Courtesy and professionalism	0	1	2	3	4	5	6	7	8	9	10	99
5. Staff understanding of your communication needs or requirements	0	1	2	3	4	5	6	7	8	9	10	99
6. Overall satisfaction with the customer service experience	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 to the community, and then your personal level of satisfaction with each of the following Council provided services and facilities.

1. Maintenance and repairs of sealed local roads	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
<i>If rated less than 6, are there any roads of concern?</i>													
2. Maintenance and repair of unsealed local roads	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
3. Drains 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
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 cleaning 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. Council 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
8. 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
9. 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
10. 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
11. 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
12. Regular fortnightly 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
13. 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
14. Foreshore and beaches (Campgrounds, maintenance & cleaning)	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. 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

16. 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
17. 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
18. 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
19. Council regular printed newsletter <i>Peninsula Wide</i>	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. Council's activities promoting local economic development and tourism	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. Environmental events, programs, and activities	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. Fortnightly food and green waste collection 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. 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
3. 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
4. Council communications (includes website, social media)	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. Council community engagement (e.g., Outreach, Citizen panel, Have your say online portal)	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 other local sporting 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

7. Recreation Centres and / or Aquatic Centres (including swimming pools)	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. Outdoor recreation facilities (<i>including playgrounds, skate parks, offroad biking, equestrian and trails</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
9. Bike and shared paths (<i>both on-road and off-road and including shared paths</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
10. 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
11. Community Centres / Neighbourhood Houses	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 children from birth to 5 years of age (<i>e.g. Maternal & Child Health, playgroups, immunisation</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
13. Support services for youth (<i>e.g., School holiday programs, Council recreation events</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
14. Support services for seniors (<i>e.g., positive ageing programs and supports, community transport for people with disability and people aged 65+, Meals on Wheels</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
15. Support 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
16. Provision of public art	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. Community and cultural 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

6a

What are the reasons why you were dissatisfied with any of the above services and facilities from Q5/6 (please also list any specific locations)?

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. Council's representation, lobbying, and advocacy on behalf of the community	0	1	2	3	4	5	6	7	8	9	10	99
3. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	99
4. Council making decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	99
5. Council's performance maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	99
6. Council's performance providing "value for rates"	0	1	2	3	4	5	6	7	8	9	10	99
7. The degree to which Council has a sound direction for the future	0	1	2	3	4	5	6	7	8	9	10	99
8. Council meeting its responsibilities towards the environment	0	1	2	3	4	5	6	7	8	9	10	99

8

And on the same scale, please rate your satisfaction with the performance of Mornington Peninsula Shire 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

Over the past 12 months, do you think Council's overall performance has?

Improved	1	Deteriorated	3
Stayed the same	2	Don't know, can't say	9

10

Can you please list what you consider to be the top three issues to address for the Shire at the moment?

Issue One:	
Issue Two:	
Issue Three:	

11

What is the one thing you value most about living in Mornington Peninsula Shire?

One:	
------	--

12

On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas of Mornington Peninsula?

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. Travelling on / waiting for public transport	0	1	2	3	4	5	6	7	8	9	10	99
4. In and around your local shopping district / centre	0	1	2	3	4	5	6	7	8	9	10	99

If any rated less than 5, why and / or where do you feel unsafe?

13

If Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you? *(please select only one)*

Advertising in the local newspaper	1	Council website	5
A Council newsletter delivered to your letterbox	2	A text message	6
A Council newsletter emailed to you	3	Social media	7
A Council newsletter as an insert in newspaper	4	Other (specify): _____	9

14

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
If rated less than 6, please identify the developments:												
2. The design of public spaces (e.g. town squares, civic precincts and similar)	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

The State Government has planned for the population of Mornington Shire to increase by approximately 8,900 more people by 2036, reaching approximately 181,000.

The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

15

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?												

16

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

<i>Statement</i>	<i>Strongly disagree</i>				<i>Neutral</i>				<i>Strongly agree</i>		<i>Can't say</i>	
1. I feel part of the local community	0	1	2	3	4	5	6	7	8	9	10	99
2. In times of need, I could turn to the neighbours for help	0	1	2	3	4	5	6	7	8	9	10	99
3. I am proud of and enjoy living in the local area	0	1	2	3	4	5	6	7	8	9	10	99
4. Mornington Peninsula is an “age-friendly” community	0	1	2	3	4	5	6	7	8	9	10	99
5. Mornington Peninsula is accessible and inclusive for people with a disability	0	1	2	3	4	5	6	7	8	9	10	99
6. Mornington Peninsula is a “child-friendly” community	0	1	2	3	4	5	6	7	8	9	10	99
7. The Mornington Peninsula community is welcoming and supportive of people from diverse cultures and backgrounds	0	1	2	3	4	5	6	7	8	9	10	99
8. The Mornington Peninsula community is vibrant, accessible and engaging	0	1	2	3	4	5	6	7	8	9	10	99
9. I am satisfied with the travel options around the municipality	0	1	2	3	4	5	6	7	8	9	10	99

17

Please indicate which of the following best describes you.

15 - 19 years	1	45 - 59 years	4
20 - 34 years	2	60 - 74 years	5
35 - 44 years	3	75 years or over	6

18

With which gender do you identify?

Male	1	Prefer to self-describe:	4
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

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

What proportion of the year do you reside in the Mornington Peninsula?

All the time (permanently)	1	Approximately three months p/a	3
Approximately six months per year	2	Ad hoc - holiday periods	4

24

How long have you lived in, or owned property in the Mornington Shire?

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

25

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

**Thank you for your time
Your feedback is most appreciated**

Council will publish the results of this survey on its website on an annual basis, following detailed analysis and discussion with Councillors and senior officers.