

Mornington Peninsula Shire Council

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

April 2026



Metropolis
RESEARCH

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Executive summary

Introduction and methodology

Metropolis Research conducted this, Council's third independent *Community Satisfaction Survey* as two half-yearly surveys of a representative sample of 400 respondents, conducted primarily by a door-to-door, in-person survey in July and August 2025, and February 2026.

A total of 712 surveys were conducted door-to-door, whilst due to OH&S issues, 92 surveys were completed by telephone. The response rate was 40% for the door-to-door component and 22% for the telephone component.

The survey was conducted half-yearly 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 804 respondents brings a high degree of statistical significance to these results, with a 95% confidence interval of plus / minus 4% (which compares to the state government survey confidence interval of plus / minus 5%).

Key finding

The key finding from the research this year was that satisfaction with the Mornington Peninsula Shire Council increased marginally this year, up one percentage point (2%) to 6.4 out of 10, which remained a "solid" level of satisfaction.

This included 27% who were "very satisfied" (i.e., rated satisfaction at eight or more), and 12% (down from 15%) who were "dissatisfied" (i.e., rated satisfaction at less than five out of 10).

In 2025/26, 12% (up from 8%) of respondents considered that Council's overall performance had improved over the last 12 months, and 12% (down from 14%) considered that it had deteriorated over the year.

Consistent with the results recorded over the last two years, satisfaction with many, but not all, aspects of Council performance remain below the metropolitan average, with some also below the interface councils' results, as follows:

- ***Services and facilities (39 measures)*** – **7.6 out of 10**, three points (4%) below the metropolitan (7.9) and four points (5%) below the interface councils' (8.0) averages.
- ***Planning and development outcomes (3 measures)*** – **7.4 out of 10**, identical to the metropolitan average, but two points (3%) below the interface councils' (7.6) average.
- ***Overall satisfaction with customer service experience*** – **6.6 out of 10**, 10 points (13%) below the metropolitan and interface councils' average (7.6).



- **Overall performance** – **6.4 out of 10**, eight points (11%) below the metropolitan average (7.2) and seven points (10%) below the interface councils' average (7.1).
- **Planning for population growth by all levels of government** – **6.4 out of 10**, eight points (11%) below the metropolitan (7.2) and 13 points (17%) below than the interface councils' (7.7) average.
- **Governance and leadership (7 core measures)** – **6.3 out of 10**, 10 points (14%) below the metropolitan (7.3) and 11 points (15%) below the interface councils' (7.4) average.

When taking a broader view of the 2025/26 survey results, 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** – despite some improvement this year in satisfaction with roads, roads remained the most significant issue in Mornington Peninsula as clearly identified in several results. Significantly, 36% of respondents nominated roads as a top three issue to address for the Shire compared to a metropolitan average of 10% and an interface councils' average of 14%. The respondents who nominated roads were, on average, measurably (3pts down from 4pts) less satisfied with Council's overall performance than the municipal average. Satisfaction with the maintenance and repair of sealed local roads improved this year, up 4pts to 5.7 (up from 5.3) or "poor", which was 17pts (down from 21pts) or 23% lower than the metropolitan average satisfaction.
- **Council governance and leadership** – despite significant increases in satisfaction compared to the April 2023 results, satisfaction with the six core aspects of governance and leadership was an average of 10 percentage points (14%) lower than the metropolitan average this year. 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 two percent of respondents nominated governance and performance related issues as a top three issue again this year, these respondents were significantly 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 remain dissatisfied with Council, including some dissatisfied with the elected Council.
- **Customer service** – overall satisfaction with the customer service experience was 10% lower than the metropolitan average and given that 27% of respondents reported having contacted Council in the last 12 months, the fact that these respondents were measurably (11pts) less satisfied with Council's overall performance than respondents who had not contacted Council will be a factor in the lower-than-average overall satisfaction score this year. It is important to bear in mind, however, that the lower satisfaction with aspects of customer service may well be a result of the lower overall satisfaction of these respondents rather than causing lower overall satisfaction.
- **Other services and issues** - there were a range of other services that underperformed the metropolitan average including the management of illegally dumped rubbish (8pts lower), public toilets (7pts), footpaths (7pts), parking enforcement (6pts), street trees (6pts), enforcement of local laws (6pts), drains (6pts), hard rubbish collection (6pts), and the Council newsletter (6pts). Some of these were also identified among the issues that appear to have been negative influences on satisfaction with Council, including rubbish and waste issues (10pts lower), cleanliness of the area (9pts), Council rates (8pts), footpaths (4pts), parking (3pts), beach and foreshore (3pts), and environment (2pts).



Satisfaction with aspects of Council performance

Overall performance

Satisfaction with the [performance of Council across all areas of responsibility](#) increased marginally this year, up one percentage point to 6.4 out of 10, which was a “solid” level of satisfaction.

This result remained measurably and significantly (14 points or 28%) above the unusually low five out of 10 recorded in 2023.

This result was measurably (4 points or 7%) above the long-term average from 2014 of 6.0 out of 10 or “solid” and was the equal second highest score recorded for Mornington Peninsula Shire Council.

By way of comparison, this result was measurably (8 points or 11%) lower than the metropolitan Melbourne average satisfaction of 7.2 out of 10 (up from 7.0). This result was, however, measurably and significantly (14 points) higher than the 2025 regional councils’ average of 5.0.

There was some variation in overall satisfaction with Council observed, as follows:

- ***Somewhat to notably MORE satisfied than average*** – included respondents from Benbenjie, Kackeraboite, Nepean, and Tootgarook wards, as well as young adults (aged 18 to 34 years), rental households, new to medium term residents (less than 10 years in the municipality), and respondents from group households.
- ***Somewhat to notably LESS satisfied than average*** – included respondents from Coolart ward, along with middle-aged and older adults (aged 45 to 74 years), respondents from multilingual households, respondents from households with a member with disability, respondents who had contacted Council in the last 12 months, respondents from one-parent families, and long-term residents (10 years or more in the Shire).

The most significant issue that appeared to negatively impact on overall satisfaction with Mornington Peninsula Shire Council this year was road maintenance and repairs, with 302 of the 804 respondents raising this as a [top three issue](#). These respondents were, on average, three percentage points (5%) less satisfied than average.

Other issues that appeared to exert a negative influence on overall satisfaction (for those who raised the issues) included rubbish and waste issues (28 respondents, 10pts less satisfied), cleanliness of the area (28 respondents, 9pts less), Council rates, fees, and charges (38 respondents, 8pts less), footpaths (56 respondents, 4pts less), parking (37 respondents, 3pts less), and beach and foreshore issues (36 respondents, 3pts less).



Governance and leadership

Respondents were asked to rate their satisfaction with eight aspects of [governance and leadership](#).

The average satisfaction with the eight included aspects of governance and leadership remained stable this year at 6.3 out of 10, or a “solid” level of satisfaction.

This included community consultation and engagement (6.6), meeting environmental responsibilities (6.6), representation, lobbying, and advocacy (6.4), that Council has a sound direction for the future (6.3), responsiveness to local community needs (6.3), making decisions in the interests of the community (6.2), maintaining community trust and confidence (6.2), and performance providing value for rates (6.0, up one point).

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 27% (down from 33%) of respondents contacted Council in the last 12 months, with telephone (59%), email (10%), and visits in person (8%) the most common [methods](#).

Almost all (97% up from 95%) of respondents who contacted Council reported that the method by which they contacted Council was their [preferred method](#).

The most common [reasons for contacting Council](#) were in relation to waste and rubbish issues (37 contacts), trees maintenance (35 contacts), planning and development (22 contacts), roads and traffic (20 contacts), Council rates, fees, and charges (19 contacts), and parking (15 contacts).

The average [Satisfaction with six aspects of customer service](#) remained essentially stable this year, down one percentage point to 6.7 out of 10, with the overall satisfaction with the customer service experience declining one percentage point to 6.6 out of 10, which remained a “good” level of satisfaction.

Aspects of customer service included the courtesy and professionalism of staff (7.5), staff understanding community needs (7.3), provision of accurate information (6.7, down 3pts), overall satisfaction with customer service experience (6.6), care and attention to enquiry (6.5 down 3pts), and speed and efficiency of service (6.2 down 2pts).

Overall satisfaction with customer service experience was 10% below the metropolitan average. This was due, at least in part, to the significant improvement in customer service recorded in *Governing Melbourne* recorded last year and maintained this year. Customer service results are subject to more variability from year to year given the smaller sample size (as not all respondents had contacted Council).



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, down 1pt), the appearance and quality of newly constructed developments (7.5, up 1pt), and the protection of local heritage (7.1 down 1pt), all of which remained at “good” to “very good” levels.

Satisfaction with planning and development outcomes remained at a similar level to the metropolitan average. This was one of the few areas where Mornington Peninsula Shire Council recorded satisfaction results similar to the metropolitan average.

Planning for population growth

Satisfaction with [planning for population growth by all levels of government](#) declined marginally this year, down one percentage point to 6.4 out of 10, which was a “solid” down from a “good” level. Satisfaction with this aspect of performance has declined four points (6%) over the last two years.

This result was measurably (8pts up from 6pts) below the metropolitan Melbourne average (7.2), and 13 points (17%) below the interface councils’ average (7.7). The interface councils include municipalities such as Mornington Peninsula, but also include the growth area municipalities, some of which record higher than average satisfaction with planning for population growth.

Services and facilities

The average [satisfaction with the 39 included Council services and facilities](#) increased somewhat this year, up two percentage points to 7.6 out of 10, which was a “very good” level of satisfaction.

This result was measurably (3pts) below the metropolitan average (7.9), but measurably and significantly (13pts) above the 2025 regional Victorian average (6.3).

There was some change in satisfaction with services and facilities, as follows:

- **Notably HIGHER satisfaction in 2025/26 than in 2024/25** – included the Council’s community engagement (8pts higher), drains maintenance and repairs (4pts higher), Council’s communications (4pts), and services for children aged from birth to 5 years of age (4pts).
- **DECREASE in satisfaction in 2025/26** – there were no services or facilities that recorded a measurable decline in satisfaction this year.

When compared to the metropolitan average satisfaction, as recorded in *Governing Melbourne*, the following were noted:



- **Notably HIGHER satisfaction in Mornington Peninsula** – included the provision of public art (5pts higher), and regular weekly garbage collection (4pts higher).
- **Notably LOWER satisfaction in Mornington Peninsula** – included the maintenance and repair of major arterial roads (managed by VicRoads) (20pts lower), the maintenance and repair of sealed local roads (17pts lower), support services for people with disability (10pts), Council management of illegally dumped rubbish (8pts), public toilets (7pts), footpath maintenance and repairs (7pts), parking enforcement (6pts), the provision and maintenance of street trees (6pts), the enforcement of local laws (6pts), drains maintenance and repairs (6pts), the hard rubbish collection (6pts), Council’s regular printed *Peninsula Wide* (6pts), bike and shared paths (5pts), local traffic management (4pts), sports ovals (4pts), the cleaning of public areas (4pts), Council’s activities promoting economic development (4pts), and environmental events, programs, and activities (4pts).

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) (38% compared to metropolitan average of 10%), traffic management (10%), safety, policing, and crime issues (7%), footpaths (7%) and environment, conservation and climate change (6%).

Of most importance in these results was the issue of road maintenance and repairs (including roadworks). A significant number, 302 of the 804 respondents (38% up from 33%) nominated roads as an issue this year.

On average, these respondents were three percentage points (down from 4pts last year and 5pts the year before) 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. This includes community concern about both roads managed by Council as well as roads managed by VicRoads.

The verbatim comments (which include an extensive list of specific roads of concern) is included in the report, with many being major arterial roads.

Metropolis Research notes that this focus on road related issues was consistent with the significantly lower than metropolitan average satisfaction with both [Council managed roads](#) (17pts down from 18pts lower than metropolitan average) and [VicRoads managed roads](#) (20pts up from 12% lower).

Other issues that appeared to exert a negative influence on overall satisfaction (for those who raised the issues) included rubbish and waste issues (28 respondents, 10pts less satisfied), cleanliness of the area (28 respondents, 9pts less), Council rates, fees, and charges (38 respondents, 8pts less), footpaths (56 respondents, 4pts less), parking (37 respondents, 3pts less), and beach and foreshore issues (36 respondents, 3pts less).



The perception of safety in Mornington Peninsula

The [perception of safety in the public areas of the Mornington Peninsula Shire](#) during the day and in and around the local shopping district / centre both remained stable this year, which was a positive result given results observed elsewhere across metropolitan Melbourne in 2025 and so far in 2026.

The perception of safety in public areas of the Shire at night (down 1pt) and waiting for and travelling on public transport (down 2pts) both declined somewhat this year, consistent with declines observed elsewhere.

These results including the perception of safety in the public areas of the municipality during the day (8.5, with 1% feeling unsafe), in and around the local shopping area (8.1, with 1% feeling unsafe), travelling on / waiting for public transport (7.3, down 2pts with 4% feeling unsafe), and in the public areas of the municipality at night (6.9 down 1pt, with 9% feeling unsafe).

It is noted that female respondents felt an average of three percentage points (4%) 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 most common reasons why respondents felt unsafe in the public areas of Mornington Peninsula Shire were focused on crime and policing concerns (18 comments), concerns around various types of people (18 comments), drugs and alcohol (14 comments), incidents of crime and break-ins (14 comments), and perception of safety at night and lighting issues (12 comments).

Preferred and most preferred method of communication

The two most common [methods by which respondents would prefer Council to get in touch with respondents to inform them](#) about council news and information and upcoming events were by Council newsletter delivered to their letterbox (53% preferred and 32% best method) and a Council newsletter emailed to them (49% preferred and 33% nominated as best method).

In addition to the Council newsletter, a significant proportion of respondents preferred to receive information via the website (37% up from 23%), social media (26% up from 18%), a text message (24%), advertising in the local newspaper (21% up from 16%), and a Council newsletter in the local newspaper (13% up from 11%).

There was variation in these results observed by age structure, gender, and language spoken at home.



Sense of community in Mornington Peninsula

Respondents were asked to rate their agreement with [nine statements about the local sense of community, including statements related to health and wellbeing](#).

The average agreement with these nine statements can best be summarised as follows:

- ***Strong Agreement*** – that the respondent rates their health as good or very good (7.9), that they feel part of the local community (7.7, down 2pts), have access to services and supports that meet their needs (7.6), that Mornington Peninsula is welcoming and supportive of people from diverse cultures (7.6 down 2pts), that they feel valued by society (7.5), that they feel connected to the community (7.4), and that Mornington Peninsula is inclusive for people with disability (7.3 down 3pts). Approximately half or more of the respondents “strongly agreed” with these statements, while no more than five percent of respondents “disagreed”.
- ***Moderate Agreement*** – that they belong to an organised group (6.4), comprising 48% who “strongly agreed” and 20% who “disagreed”.
- ***Mild Agreement*** – that they volunteer in the community (5.6), comprising 36% who “strongly agreed” and 30% who “disagreed”.

Use of public open space

Respondents were asked how often they or members of their household [used public open space](#).

Almost half (47%) of respondents reported that they frequently visit public open spaces, at least every few days, with a further 25% visiting at least every few weeks.

These results reinforce the importance of public open spaces to the community.



Introduction

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

The 2025/26 survey is being conducted half yearly, and this report provides the results for the full year's results.

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 40 **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.
- **Method of communication**.
- **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 804 households drawn proportionally from across all the suburbs / localities that comprise the municipality.

The survey fieldwork was conducted via two half-yearly surveys conducted in July and August 2025, and February 2026.

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 92 surveys in the less urban areas 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 5,530 households were approached to participate in the survey (3,632 door-to-door and 1,898 by telephone). Of these households, 3,214 were unattended when approached (1,851) or telephoned (1,363), 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, including 109 who asked to be potentially called back at another time.

A total of 1,403 (1,069 door-to-door and 334 telephone) refused the offer to participate in the research and 804 completed the survey.

This provides a response rate of 36% overall, with 40% (down from 44%) for the door-to-door component, and 22% (down from 26%) for the telephone component.

The margin of error of the municipal results presented in this report is plus or minus 4.4%, at the 50% level.

In other words, if a yes / no question asked of the entire sample of 804 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 46.6% and 54.4%.

This is based on a total sample size of 804 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 2025/26 survey are provided at the sub-municipal (small area) level, as follows:

- **Northern Port Philip** – including Baxter, Moorooduc, Mornington, Mount Eliza, and Mount Martha.
- **Southern Port Philip** – including Arthurs Seat, Blairgowrie, Capel Sound, Dromana, Fingal, McCrae, Portsea, Rosebud, Rye, Safety Beach, Sorrento, and Tootgarook.
- **Western Port** – including Balnarring, Balnarring Beach, Bittern, Boneo, Cape Schanck, Crib Point, Flinders, Hastings, Main Ridge, Merricks, Merricks Beach, Merricks North, Pearcedale, Point Leo, Red Hill, Red Hill South, Shoreham, Somers, Somerville, St Andrews Beach, 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 2026.

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 includes comparison against the average for the nine interface councils (including Cardinia, Casey, Hume, Melton, Mornington Peninsula, Nillumbik, Whittlesea, Wyndham, and Yarra Ranges).

The report also provides some comparisons against the regional Victorian results, as sourced from the 2025 *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” increased marginally this year, up one percentage point to 6.4 out of 10.

This remained a “solid” level of satisfaction.

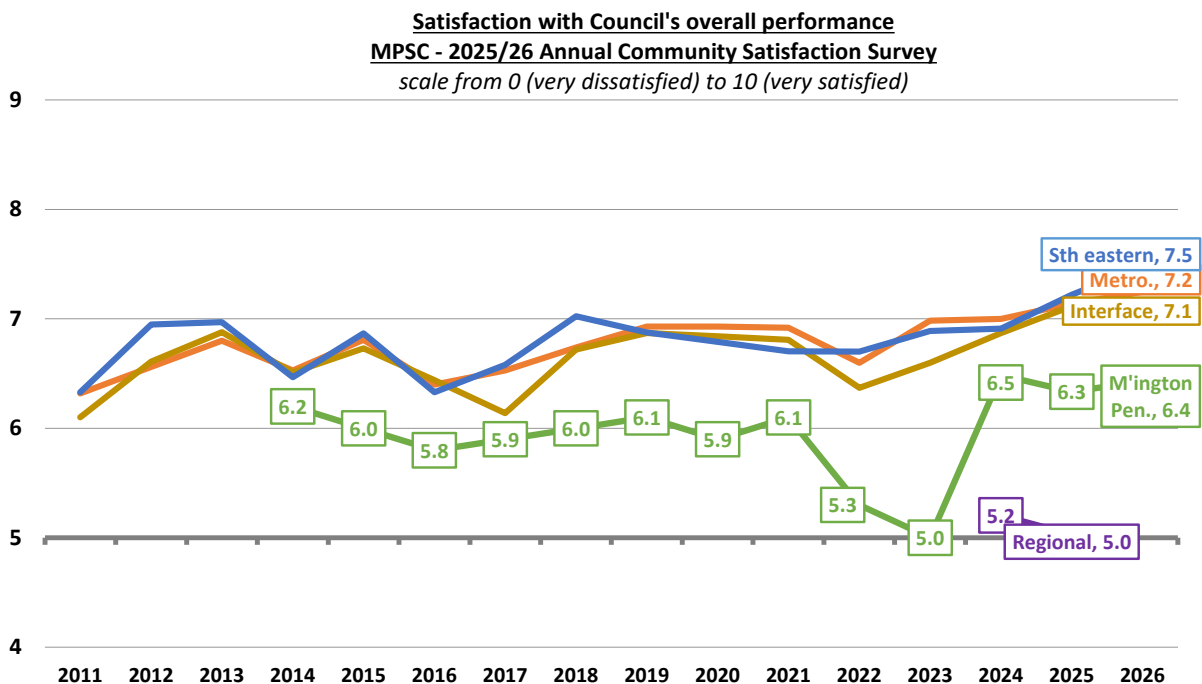
This result remained measurably and significantly (14 points or 28%) above the unusually low five out of 10 recorded in 2023.

This result was measurably (4%) above the long-term average from 2014 of 6.0 out of 10 or “solid” and was the second highest score recorded for Mornington Peninsula Shire Council.

By way of comparison, this result remained measurably (8 points or 11%) lower than the metropolitan Melbourne average satisfaction of 7.2 out of 10 (up from 7.1), as recorded in the *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2026 using the same door-to-door, in-person methodology.

This result was, however, measurably and significantly (14 points) higher than the 2025 regional councils’ average of 5.0, as recorded in the 2025 *Governing Regional Victoria* survey conducted independently by Metropolis Research as a telephone survey.



Metropolis Research notes that the survey, prior to 2023/24 was conducted by a different service provider, using a different survey form, scaling approach, and methodology.

The telephone methodology does tend to report a lower score than the more interactive door-to-door, in-person methodology employed by Metropolis Research.

Summary of key issues influencing overall satisfaction

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** – despite some improvement this year in satisfaction with roads, roads remained the most significant issue in Mornington Peninsula as clearly identified in several results. Significantly, 36% of respondents nominated roads as a top three issue to address for the Shire compared to a metropolitan average of 10% and an interface councils' average of 14%. The respondents who nominated roads were, on average, measurably (3pts down from 4pts) less satisfied with Council's overall performance than the municipal average. Satisfaction with the maintenance and repair of sealed local roads improved this year, up 4pts to 5.7 (up from 5.3) or "poor", which was 17pts (down from 21pts) or 23% lower than the metropolitan average satisfaction.
- **Council governance and leadership** – despite significant increases in satisfaction compared to the April 2023 results, satisfaction with the six core aspects of governance and leadership was an average of 10 percentage points (14%) lower than the metropolitan average this year. 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 two percent of respondents nominated governance and performance related issues as a top three issue again this year, these respondents were significantly 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 remain dissatisfied with Council, including some dissatisfied with the elected Council.
- **Customer service** – overall satisfaction with the customer service experience was 10% lower than the metropolitan average and given that 27% of respondents reported having contacted Council in the last 12 months, the fact that these respondents were measurably (11pts) less satisfied with Council's overall performance than respondents who had not contacted Council will be a factor in the lower-than-average overall satisfaction score this year. It is important to bear in mind, however, that the lower satisfaction with aspects of customer service may well be a result of the lower overall satisfaction of these respondents rather than causing lower overall satisfaction.
- **Other services and issues** - there were a range of other services that underperformed the metropolitan average including the management of illegally dumped rubbish (8pts lower), public toilets (7pts lower), footpaths (7pts lower), parking enforcement (6pts), street trees (6pts), enforcement of local laws (6pts), drains (6pts), hard rubbish collection (6pts), and the Council newsletter (6pts). Some of these were also identified among the issues that appear to have been negative influences on satisfaction with Council, including rubbish and waste issues (10pts lower), cleanliness of the area (9pts), Council rates (8pts), footpaths (4pts), parking (3pts), beach and foreshore (3pts), and environment (2pts).



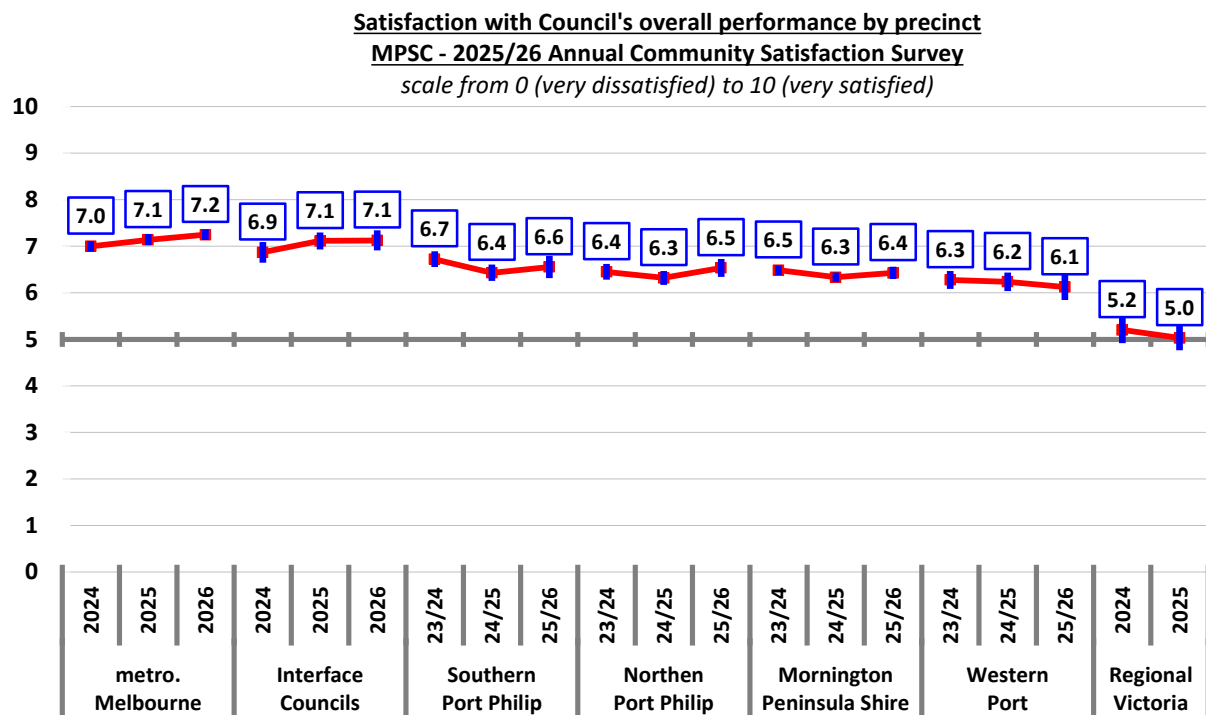
Satisfaction by precinct, ward, and locality

There was no measurable variation in satisfaction with Council’s overall performance observed across the municipality, although respondents from the Southern Port Phillip were somewhat (2pts) more satisfied than average.

By contrast, respondents from Western Port were somewhat (3pts) less satisfied than average.

Respondents from Southern and Northern Port Phillip precincts rated satisfaction at “good” levels, while respondents from Western Port rated satisfaction at a “solid” level.

It is noted that all three precincts reported satisfaction scores that were measurably lower than the metropolitan Melbourne average (7.2), but measurably higher than the 2025 regional Victorian average (5.0).

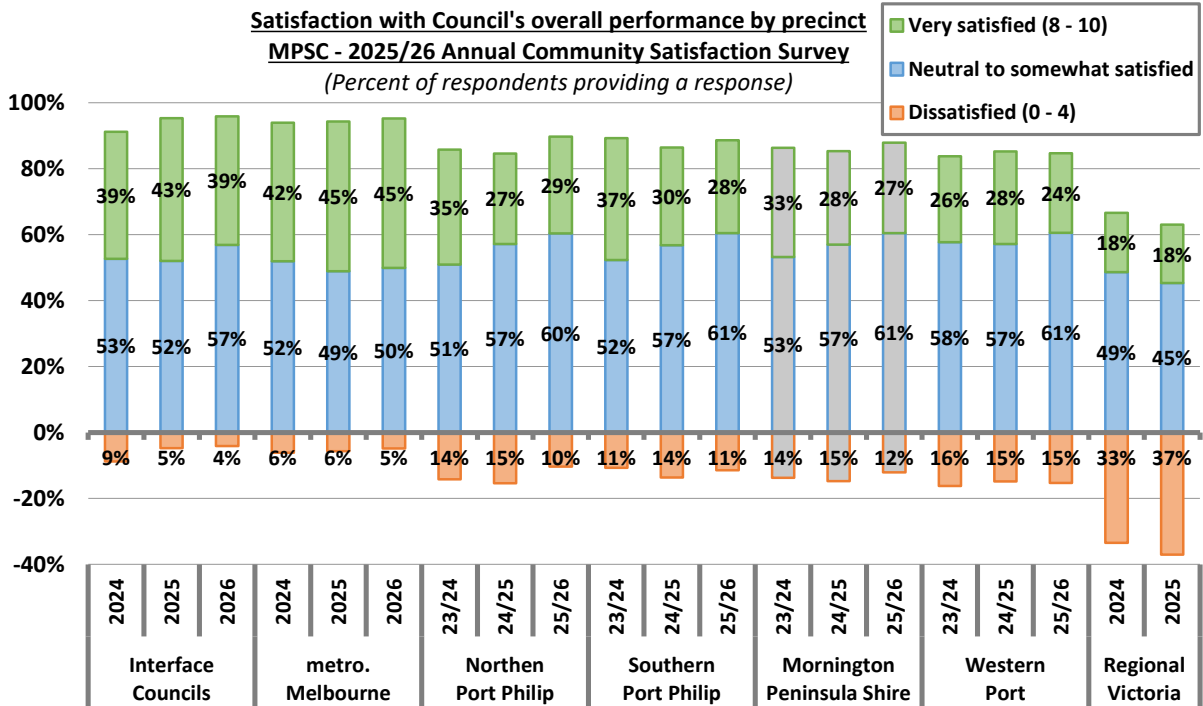


The following graph provides a breakdown of satisfaction into the proportion of respondents “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated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

There was a decline in the proportion of respondents who were “very satisfied” with Council’s overall performance (27% down from 28%), but also a decline in the proportion who were “dissatisfied” (12% down from 15%).

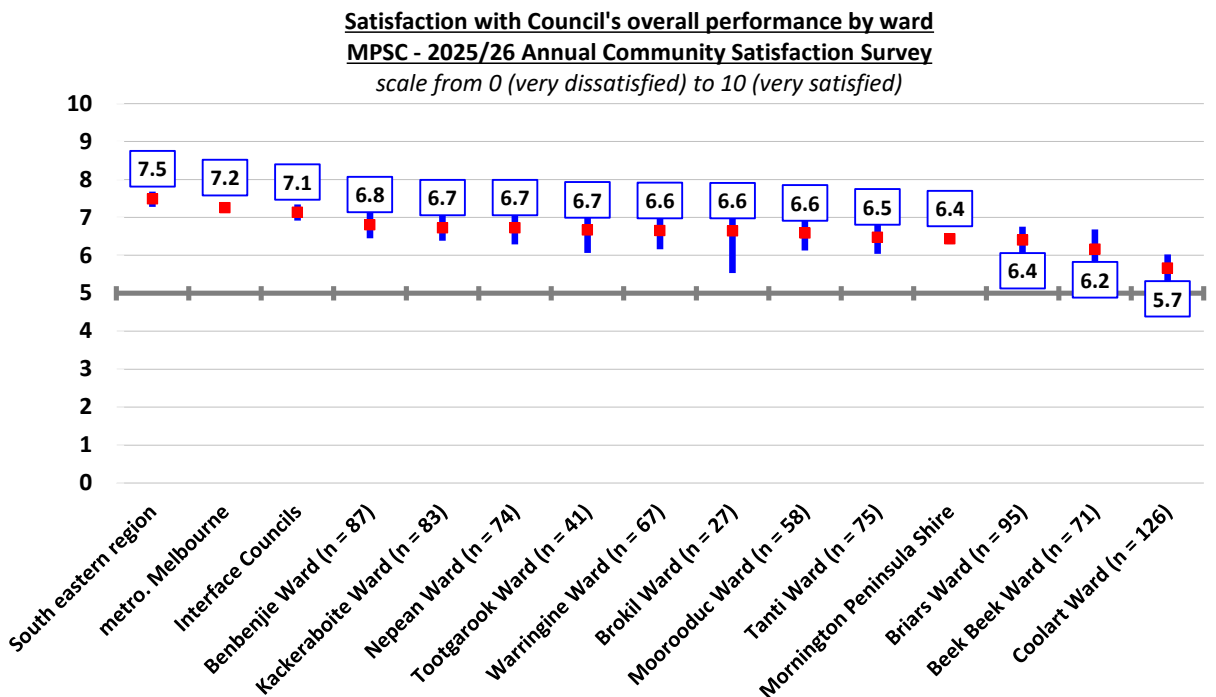
Consistent with the lower average satisfaction score, respondents from Western Port were notably less likely than average to be “very satisfied” with Council’s overall performance, and marginally more likely to be “dissatisfied” than respondents in Southern and Northern Port Phillip.





Bearing in mind the smaller sample size at the ward level, there was variation in satisfaction with Council’s overall performance observed across the municipality by ward, as follows:

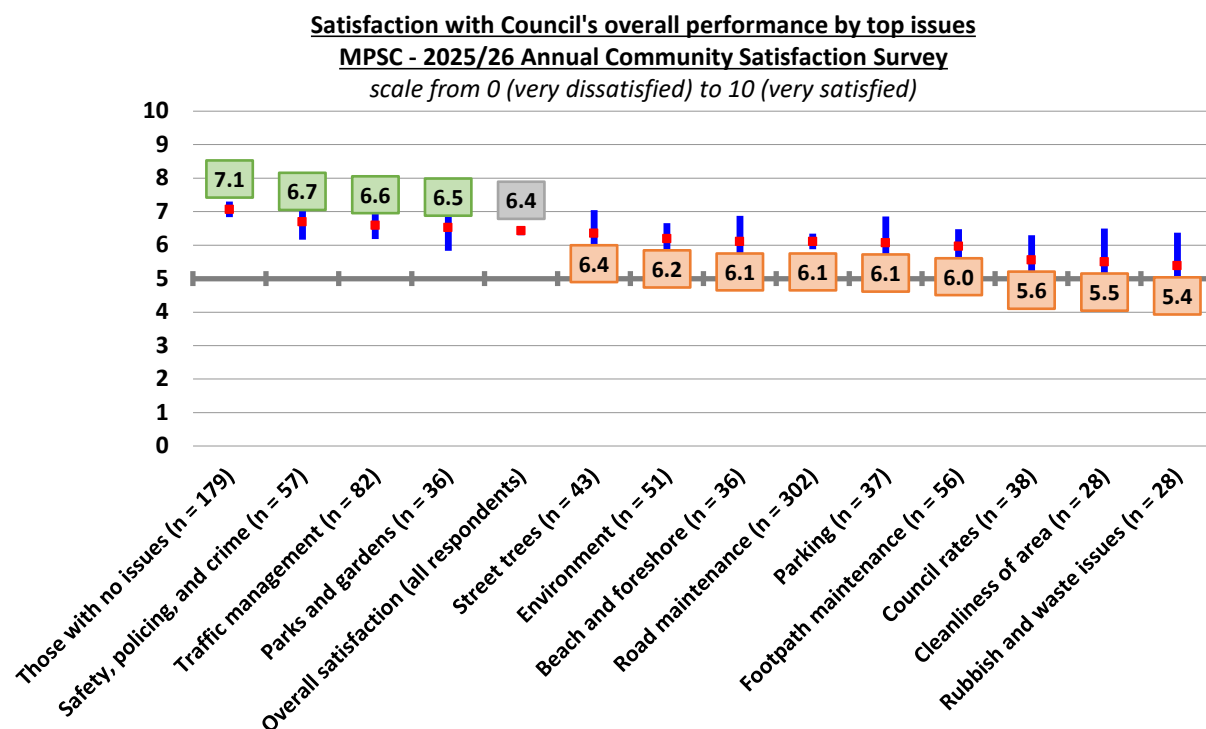
- **Somewhat MORE satisfied than average** – included respondents from Benbenjie, Kackeraboite, Nepean, and Tootgarook wards, and at a “good” level.
- **Measurably LESS satisfied than average** – respondents from Coolart ward were measurably less satisfied than average (7pts up from 3pts lower), and at a “poor” level. This lower-than-average satisfaction with Coolart ward was also observed last year.



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 (6.4).

The graph also provides a comparison to the overall satisfaction of the 179 respondents who did not nominate any issues to address (6.8).



Metropolis Research notes that the 179 respondents who did not raise any issues that they felt needed to be addressed in Shire were, on average, seven percentage points (up from four points last year) more satisfied with Council’s overall performance than the municipal average.

These respondents rated overall satisfaction at 7.1 this year, up from 6.8 last year, and 7.2 in 2023/24.

This does imply that the underlying level of satisfaction with Mornington Peninsula Shire Council has improved this year, which is consistent with the one percentage point increase in satisfaction.

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 raised 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).

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 number of 302 of the 804 respondents (38% up from 33%) nominated roads as an issue this year.

On average, these respondents were three percentage points (5%) less satisfied with Council’s overall performance than the average of all respondents. This was decline from four points last year, and five-points recorded in 2023/24

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, although this does appear to have declined a little in recent years.

Metropolis Research notes that this focus on road related issues was consistent with the significantly lower than metropolitan average satisfaction with both [Council managed roads](#) (18pts lower than metropolitan average) and [VicRoads managed roads](#) (21pts up from 12pts lower).

The other issues that may exert a significant negative influence on overall satisfaction for the respondents who raise them included rubbish and waste issues (28 respondents 10 points less satisfied), cleanliness of the area (28 respondents, 19 points less), and Council rates, fees, and charges (38 respondents, eight points less less).

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.

Respondents who raised any of these issues, on average, rated satisfaction with Council’s overall performance at “poor” levels of satisfaction.

Footpath maintenance and repairs (56 respondents, four points less), parking (37 respondents, three points less), beach and foreshore issues (36 respondents, three points less), and environment, conservation, and climate change issues (51 respondents, two points less) were also likely to be exerting a negative influence on overall satisfaction.

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 54% of “dissatisfied” respondents compared to 38% of the total sample of respondents.

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

Other issues that “dissatisfied” respondents were more likely than the municipal average to nominate included Council governance, performance, and accountability issues, as well as Council rates, fees, and charges.

It is noted that while just 19 respondents (2% of the total sample) raised Council’s governance, performance, and accountability related issues as a top three issue to address for the Shire, they were significantly more likely than average to be “dissatisfied” with Council’s overall performance.

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

MPSC - 2025/26 Annual Community Satisfaction Survey

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

Issue	Dissatisfied respondents		All respondents
	Number	Percent	
Road maintenance and repairs	52	54%	38%
Council rates, fees and charges	12	13%	5%
Traffic management	10	10%	10%
Council governance and performance	10	10%	2%
Footpath maintenance and repairs	9	9%	7%
Cleanliness and maintenance of area	7	7%	3%
Communication and consultation	7	7%	3%
Financial issues and priorities for Council	7	7%	2%
Rubbish and waste issues inc garbage	7	7%	3%
Parking	6	6%	5%
Environment, sustainability, climate change	6	6%	6%
Drains maintenance and repairs	5	5%	1%
Provision and maintenance of street trees	5	5%	5%
Beach and foreshore issues	5	5%	4%
Parks, gardens and open spaces	4	4%	4%
All other issues (<i>45 separately identified issues</i>)	63	66%	60%
Total responses	215		1,281
<i>Respondents identifying at least one issue (percent of total respondents)</i>		<i>87 (91%)</i>	<i>625 (78%)</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?”

There was a total of 623 comments received from respondents this year, outlining the reasons why they rated their satisfaction with Council's overall performance as they did.

These comments have been broadly categorised, as outlined in the following table, with a further breakdown into the number of comments from respondents who were satisfied, neutral, or dissatisfied.

The most common issues raised by respondents related to Council's governance, management, and performance, relatively evenly split between those who were satisfied, neutral, and dissatisfied.

Reasons for rating of satisfaction with Council's overall performance
MPSC - 2025/26 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)
Council governance, management and performance	97	16%	32	27	38
Generally negative comments	86	14%	47	14	25
Communication, consultation, engagement, responsiveness	77	12%	44	13	20
Council services and facilities	62	10%	49	6	7
Rates and financial management	48	8%	19	6	23
Traffic / roads	44	7%	33	6	5
Generally positive comments	38	6%	37	1	0
Generally neutral comments	37	6%	36	0	1
Cleanliness and maintenance of area	27	4%	19	2	6
Parks, gardens, open spaces and trees	19	3%	15	3	1
Environment, climate change and sustainability	17	3%	6	7	4
Planning, housing and development	16	3%	10	4	2
Parking	9	1%	6	1	2
Community atmosphere and connection	8	1%	4	2	2
Waste management	8	1%	4	2	2
Footpath maintenance and repairs	6	1%	4	0	2
Safety, policing and crime	6	1%	6	0	0
Provision and maintenance of infrastructure	2	0%	2	0	0
Support for local businesses	1	0%	1	0	0
Public transport	0	0%	0	0	0
The Briars / Harry Potter	0	0%	0	0	0
Bushfire / emergency management	0	0%	0	0	0
Other	15	2%	11	1	3
Total responses	623	100%	385	95	143



The other significant issues raised by respondents that underpinned their overall satisfaction score included communication, consultation, engagement, and responsiveness (77 comments), individual Council services and facilities (62 comments), rates and financial management (48 comments), and issues with roads and traffic (44 comments).

The comments categorised as Council governance, management, and performance included a range of issues, including some relating to perceived unequal treatment between different parts of the Shire, some comments about the perception that Council acts in its own interests / political interests rather than being focused on the needs of the community, and several other issues.

These issues were likely to be factors underpinning the lower-than-metropolitan average satisfaction with aspects of [governance and leadership performance](#).

The comments categorised as roads and traffic were consistent with the significance of both road maintenance and repairs, and to a lesser extent traffic management as top three [issues to address](#) for residents living in the Mornington Peninsula Shire.

These issues were also clear in the significantly lower than average satisfaction with both the maintenance and repair of major arterial roads and highways managed by VicRoads (20pts or 28% lower) and the maintenance and repair of sealed local roads managed by Council (18pts or 23% lower).

Other issues raised by a relatively small proportion of respondents include cleanliness and maintenance (27 comments), parks, gardens, and open spaces (19 comments), environment, sustainability and climate change (17 comments), and planning and development related (16 comments).

The verbatim comments underpinning these summary results are included in the summary report.



Change in Council's overall performance

Respondents were asked:

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

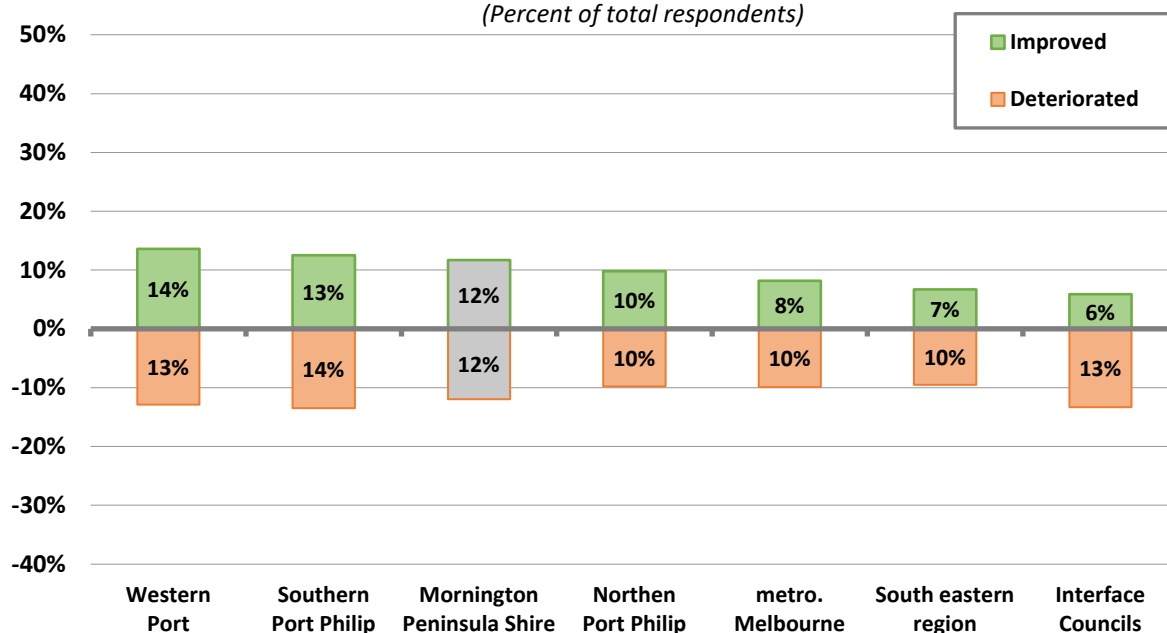
In 2025/26, 12% (up from 8%) of respondents considered that Council’s overall performance had improved, whilst 12% (down from 14%) considered that performance had deteriorated over the last 12 months.

Change in Council's overall performance
MPSC - 2025/26 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Response	2025/26		2024/25	2023/24
	Number	Percent		
Improved	94	12%	8%	10%
Stayed the same	486	60%	60%	59%
Deteriorated	96	12%	14%	15%
Can't say	128	16%	18%	17%
Total	804	100%	1,602	1,604

It is noted that respondents in Mornington Peninsula Shire were measurably (4pts) more likely to consider that performance had deteriorated in the last 12 months than the metropolitan average. They were, however, somewhat (2pts) more likely than the metropolitan average to consider that performance had deteriorated (12% compared to 10%).

Change in Council's overall performance by precinct
MPSC - 2025/26 Annual Community Satisfaction Survey
 (Percent of total respondents)



Governance and leadership

Respondents were asked:

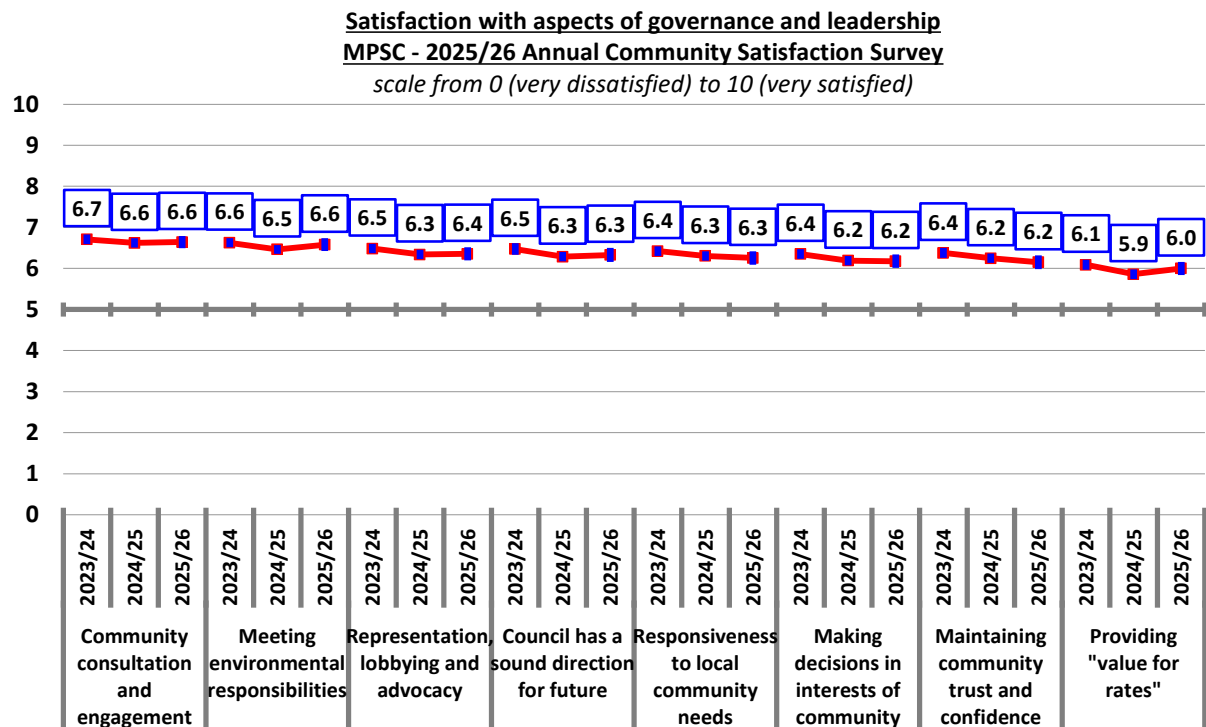
“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with each of the following aspects of Council’s performance?”

Respondents were again in 2026, asked to rate their satisfaction with eight aspects of Council’s governance and leadership performance.

Satisfaction with five of these eight aspects remained stable, while satisfaction with Council performance meeting its responsibilities towards the environment (up 1pt), representation, lobbying, and advocacy (up 1pt), and performance providing value for rates (up 1pt) all increased marginally this year.

Satisfaction with these eight aspects of governance and leadership performance can best be summarised as follows:

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

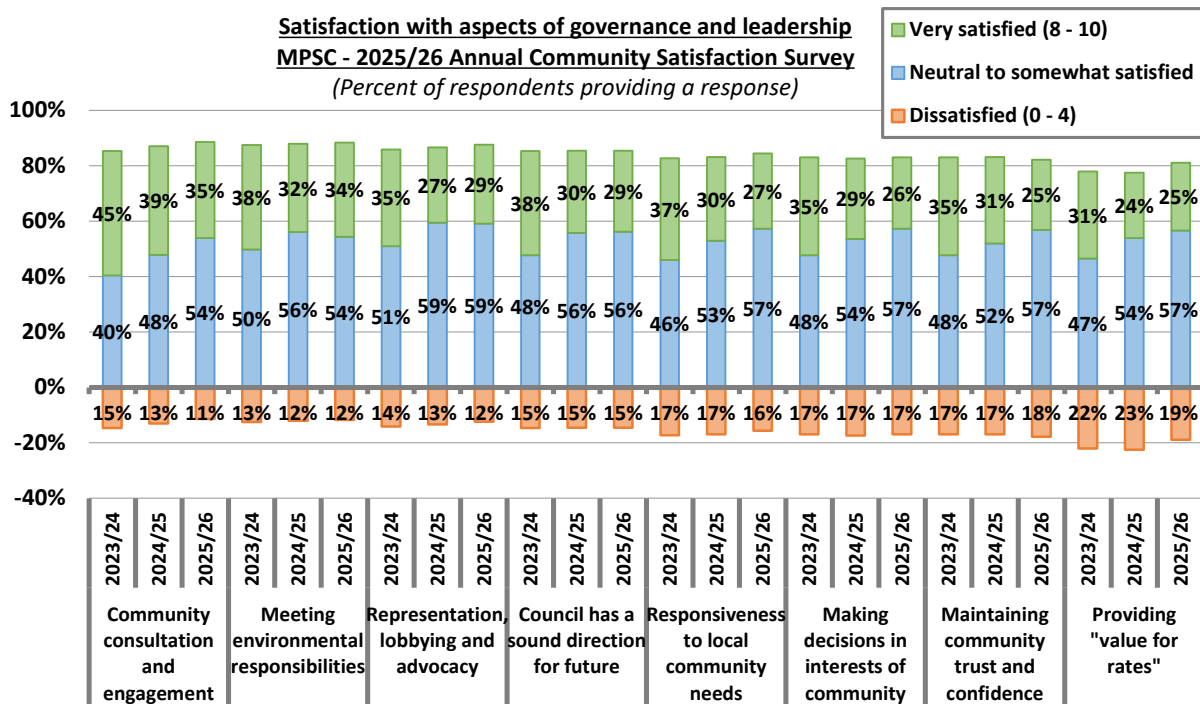


The following graph provides a breakdown of satisfaction into the proportion of respondents “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated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

Between approximately one-quarter and one-third of respondents were “very satisfied” with each of these eight aspects, with a notable decline in the proportion “very satisfied” with community consultation and engagement (down 4pts to 35%), and performance maintaining the trust and confidence of the community (down 6pts to 25%) the most notable variations this year.

The proportion of respondents who were “dissatisfied” with these aspects remained relatively stable this year, at between 11% and 19% of respondents.

The notable (4pt) decline in the proportion of respondents “dissatisfied” with Council’s performance providing value for rates was a standout positive result this year.

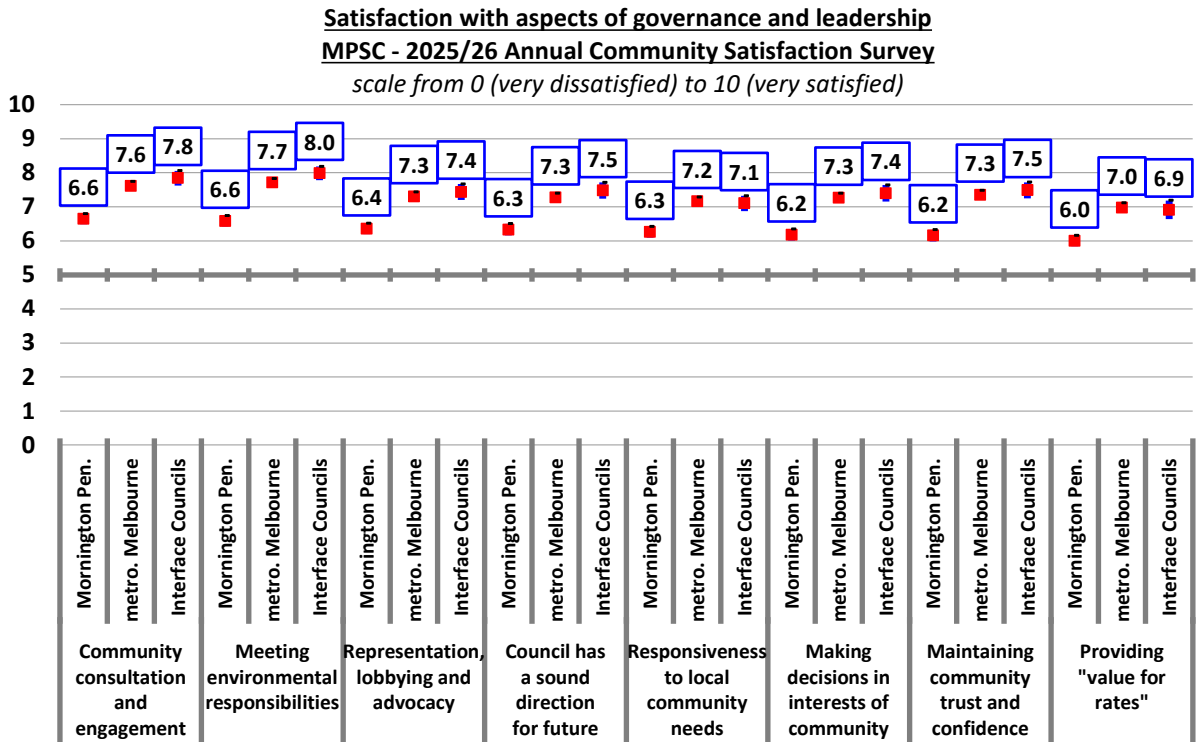


All eight of these aspects of governance and leadership were also included in the 2026 *Governing Melbourne* research conducted independently by Metropolis Research in January 2026, using the same in-person, door-to-door methodology.

Satisfaction with all eight aspects of governance and leadership was measurably lower in the Mornington Peninsula Shire than the metropolitan average, a result that was consistent with results recorded in both 2023/24 and 2024/25.

This underperformance against the metropolitan average was similar for each of the eight aspects, at between 10 and 11 percentage points (approximately 14%).

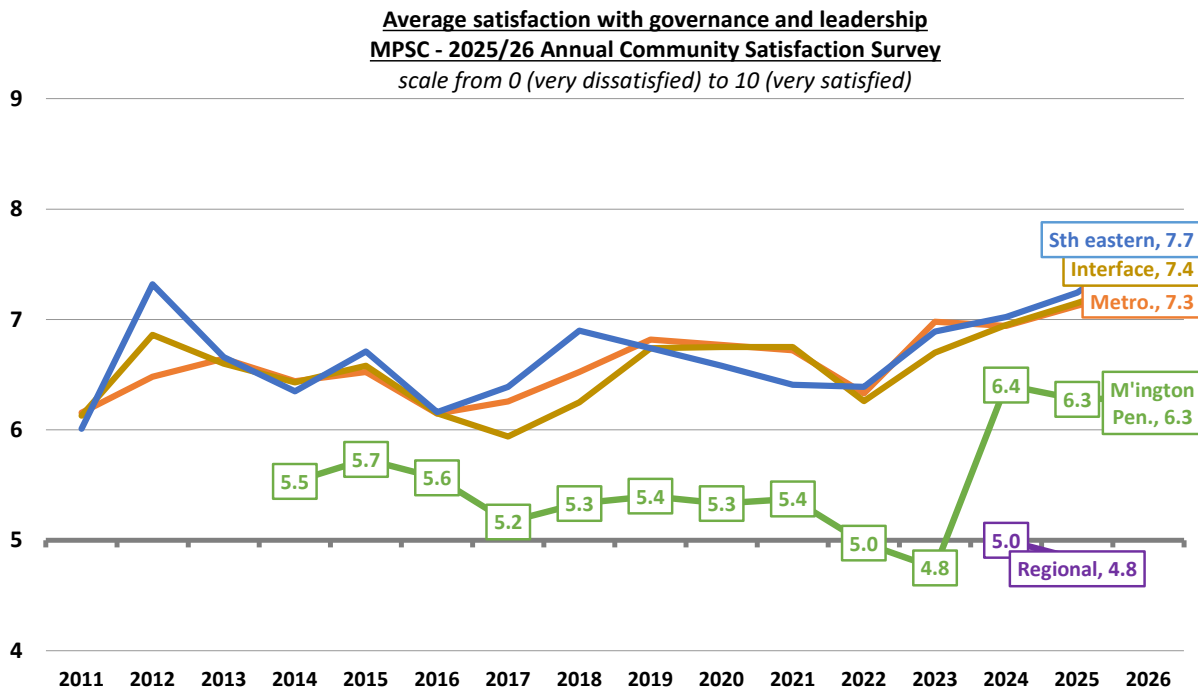




Seven of these eight aspects of governance and leadership (excluding meeting responsibilities towards the environment) were considered the core aspects of governance and leadership.

The average satisfaction with these seven core aspects of governance and leadership remained stable this year at 6.3 out of 10, or a “solid” level of satisfaction.

This result was measurably (10pts or 14%) lower than the metropolitan average, and measurably lower than both the interface (11pts or 15%) and southeastern region (14pts or 18%) average, as recorded in *Governing Melbourne*.



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?”

In 2025/26, 27% of respondents reported that they had contacted Council in the last 12 months. This was down somewhat on the 33% recorded last year, but consistent with the 2023/24 result.

Contacted Council in the last 12 months
MPSC - 2025/26 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2025/26		2024/25	2023/24
	Number	Percent		
Yes	218	27%	33%	29%
No	583	73%	67%	71%
Not stated	3		7	14
Total	804	100%	1,602	1,604

Reasons for contacting Council

Respondents who had contacted Council were asked:

“Why did you contact Council?”

The 218 respondents who had contacted Council in the last 12 months were asked the reason why they contacted Council.

This question was included to allow for examination of satisfaction with Council’s customer service by the reason for contacting Council.

The question was not designed to provide meaningful data on the range of issues for which respondents had contacted Council, as Council will have more access to more detailed data on reasons for contacting Council.



Reasons for contacting Council in the last 12 months

MPSC - 2025/26 Annual Community Satisfaction Survey

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

Reason	2025/26		2024/25	2023/24
	Number	Percent		
Waste incl. rubbish, green and hard rubbish	37	17%	19%	16%
Trees maintenance	35	16%	15%	10%
Planning and development	22	10%	7%	12%
Roads / traffic	20	9%	11%	10%
Rates / fees / charges	19	9%	5%	6%
Parking	15	7%	6%	11%
Drains / flooding	9	4%	5%	3%
Animal / pest management	6	3%	7%	9%
Parks, gardens and vegetation	6	3%	2%	2%
Traffic management	6	3%	0%	0%
Registration activities	5	2%	2%	0%
Footpath maintenance and repairs	4	2%	1%	2%
Information / newsletter / calendar	3	1%	1%	1%
Beach and foreshore maintenance	2	1%	1%	1%
Cleanliness and maintenance of area	2	1%	2%	1%
Council events, activities art and culture	2	1%	0%	0%
Green waste collection / compost bins	2	1%	2%	2%
Maintenance and upkeep of facilities and infrastructure	2	1%	2%	0%
Services for elderly / people with disability	2	1%	1%	2%
Tourism	2	1%	1%	0%
Illegally dumped rubbish / cars / trolleys	1	0%	1%	0%
Local laws enforcement	1	0%	0%	0%
Public toilets	1	0%	0%	0%
Heritage protection / neighbourhood character	1	0%	0%	0%
Safety, policing, crime	1	0%	0%	0%
Sports, recreation, playgrounds	1	0%	0%	0%
Street lights	1	0%	0%	0%
Other	7	3%	5%	5%
Reason not stated	3		60	250
Total	218	100%	533	459



Forms of contact

Respondents who had contacted Council were asked:

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

Consistent with the results in recent years, the most common method by which respondents contacted Council was via telephone during office hours, with 59% last contacting Council via this method.

The proportion of respondents who last contacted Council by email declined again this year, down from 16% back in 2023/24 to 10% this year.

At the same time, however, there has also been a continued decline in the proportion of respondents who visited Council in person, down by more than half from 18% in 2023/24 to eight percent this year.

Form of last contact with Council
MPSC - 2025/26 Annual Community Satisfaction Survey
(Number and percent of respondents contacting Council providing a response)

Response	2025/26		2024/25	2023/24
	Number	Percent		
Telephone <i>(during office hours)</i>	126	59%	58%	53%
Email	21	10%	14%	16%
Visit in person	17	8%	13%	18%
Website	16	7%	6%	5%
Web request / online forms	10	5%	4%	2%
Mail	3	1%	1%	0%
Directly with a Councilor	1	0%	0%	0%
Live chat	1	0%	1%	1%
Telephone <i>(after hours service)</i>	0	0%	1%	2%
Social media <i>(e.g. Facebook)</i>	0	0%	0%	2%
Other	20	9%	3%	1%
Not stated	3		7	4
Total	218	100%	533	459



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 (97%) of the 218 respondents who had contacted Council in the last 12 months reported that they last method by which they contacted Council was their preferred method.

This result has increased in each of the last two surveys, up from 92% back in 2023/24 to 97% this year.

Preferred method of contacting Council
MPSC - 2025/26 Annual Community Satisfaction Survey
(Number and percent of respondents contacting Council providing a response)

Response	2025/26		2024/25	2023/24
	Number	Percent		
Yes	203	97%	95%	92%
No	6	3%	5%	8%
Telephone	5	2%	3%	2%
In person	1	0%	1%	1%
Not stated	9		15	104
Total	218	100%	533	459

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?”

The 218 respondents who had contacted Council in the last 12 months were again this year asked to rate their satisfaction with six aspects of customer service, including overall satisfaction with the customer service experience.

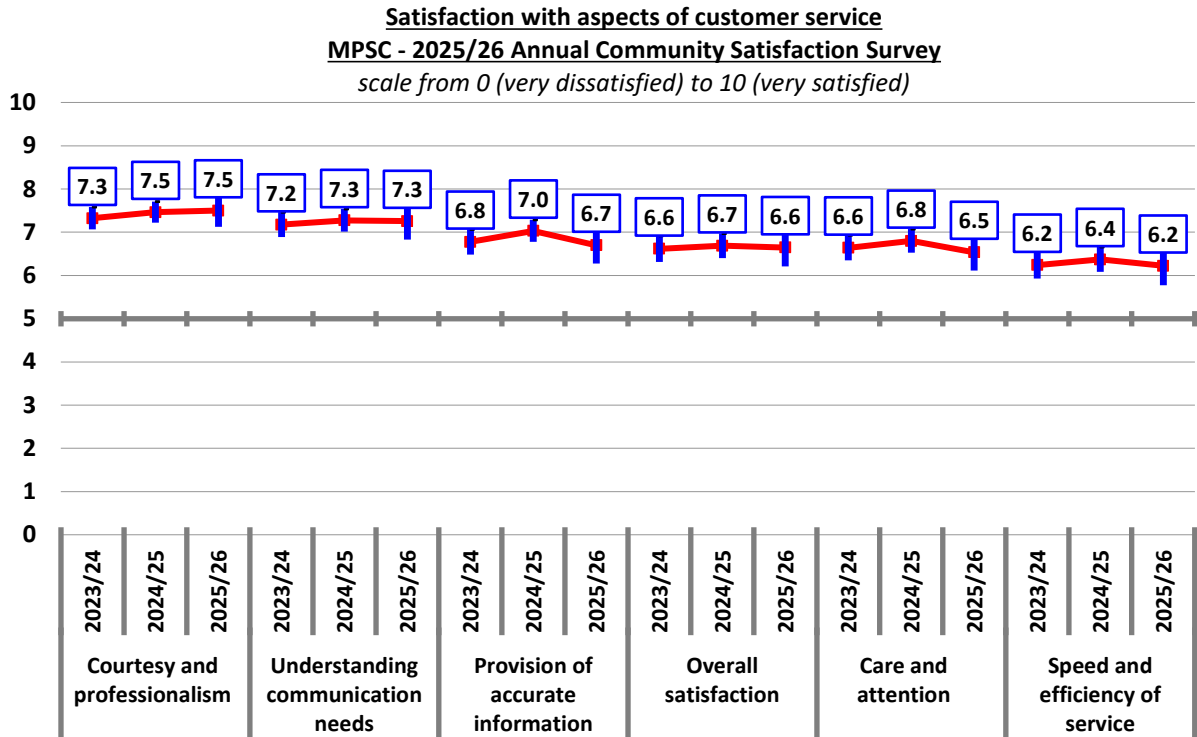
The average satisfaction with these six aspects of customer service remained essentially stable again this year at 6.8 out of 10, or a “good” level of satisfaction.

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

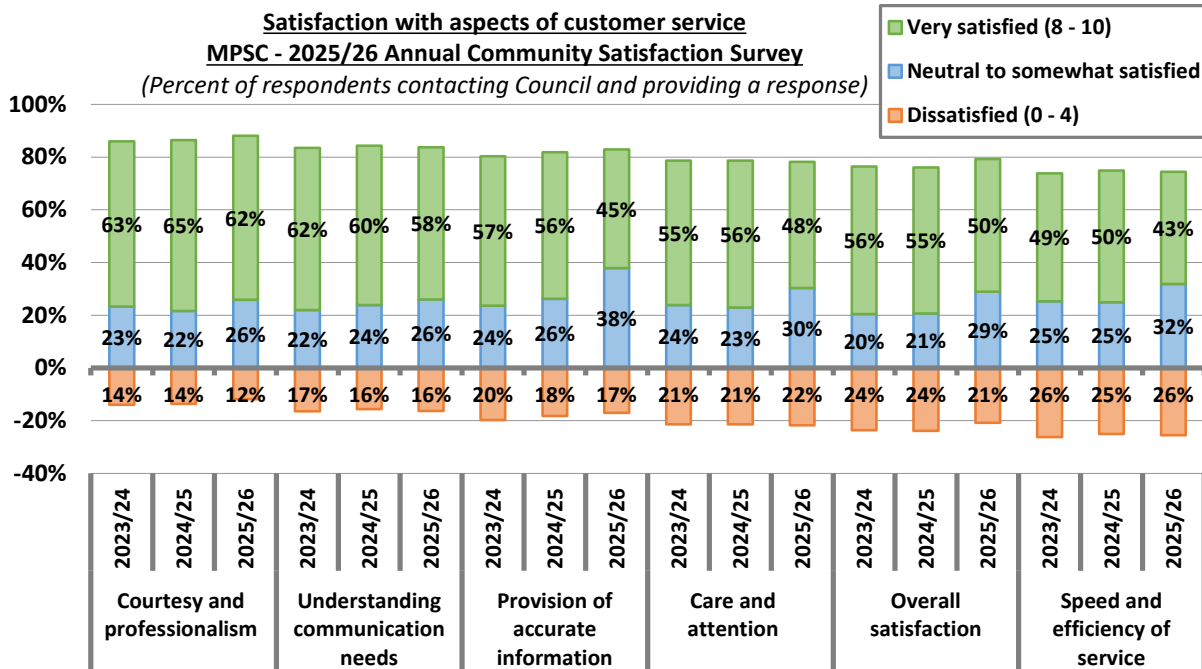
- **Very Good** – for staff courtesy and professionalism, and staff understanding communication needs.



- **Good** – for the provision of accurate information, overall satisfaction with the customer service experience, and care and attention to the enquiry.
- **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).



There was a decline this year, in the proportion of respondents “very satisfied” with all six aspects of customer service, with the largest being the 11-percentage point (20%) decline in the proportion of respondents “very satisfied” with the provision of accurate information, and the eight percentage points (14%) decline for the care and attention to enquiry.

More than one-fifth of respondents were “dissatisfied” with the care and attention (22% up from 21%), overall satisfaction with the customer service experience (21% down from 24%), and the speed and efficiency of service (26% up from 25%).

Overall satisfaction with customer service experience

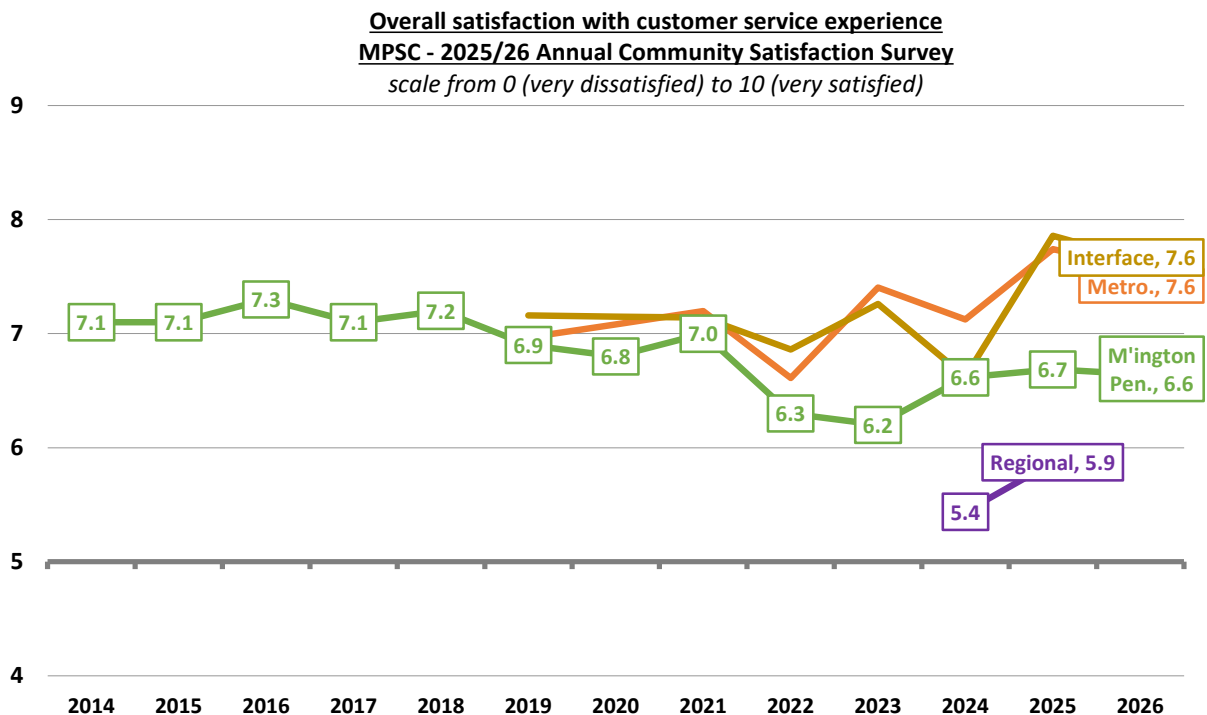
Overall satisfaction with the customer service experience remained essentially stable this year at 6.6 out of 10 (down from 6.7), which remained a “good” level of satisfaction.

This result was measurably and significantly (10pts or 13%) lower than the metropolitan and interface councils’ average of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne*.

This result remained, however, measurably higher than the 2025 regional Victorian average of 5.9 out of 10, as recorded in the 2025 *Governing Regional Victoria* survey.

Overall satisfaction with the customer service experience was the only aspect of performance that consistently recorded results, measurably lower than the historical results that were sourced from a different survey provider using a telephone rather than an in-person, door-to-door survey methodology.

Metropolis Research is unsure as to why this result has remained lower than the historical average, given that overall satisfaction with Mornington Peninsula Shire Council has increased significantly from the historical results.



Planning and housing development

Satisfaction with aspects of planning and housing development

Respondents were asked:

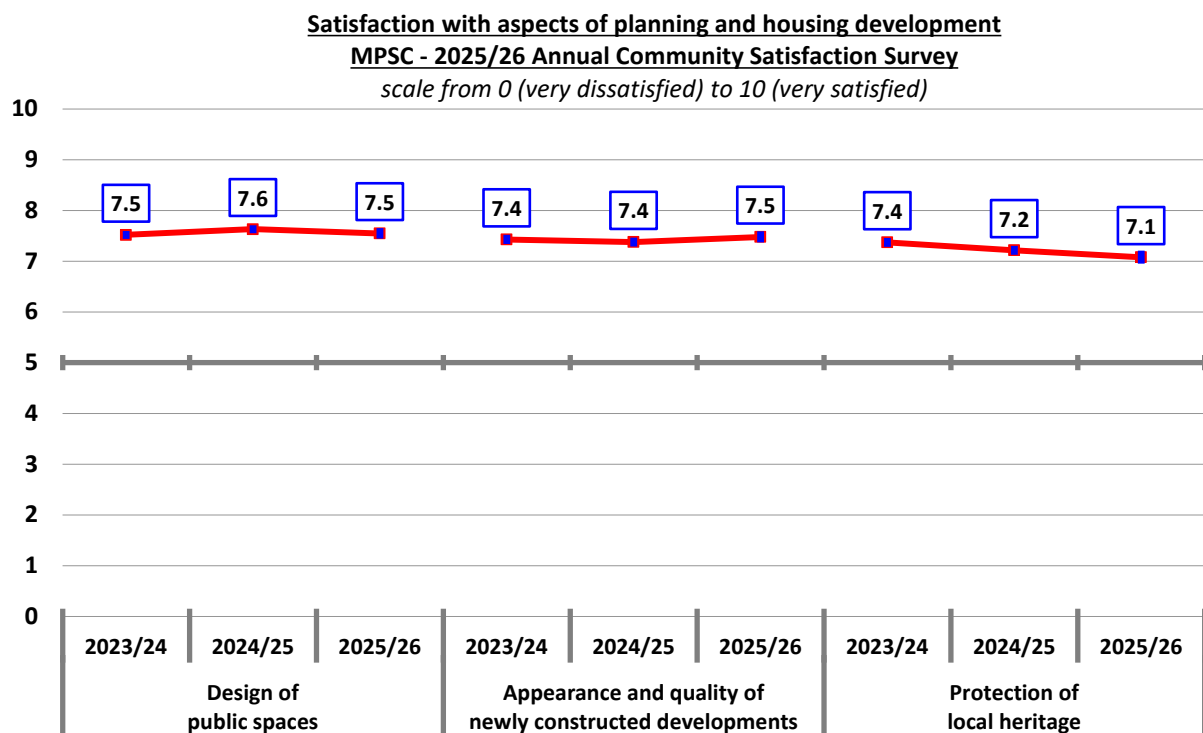
“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of the planning and development in your local area?”

Respondents were again this year, 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 the design of public spaces and the appearance and quality of newly constructed developments remained relatively stable this year at “very good” levels.

Satisfaction with the protection of local heritage declined marginally again this year, down one percentage point to 7.1 out of 10, which remained a “good” level of satisfaction.

These generally “very good” levels of satisfaction were consistent with the fact that just 25 respondents (3%) of respondents raised building, housing, planning, and development related issues as one of the top three [issues to address](#) for the Mornington Peninsula Shire again this year.

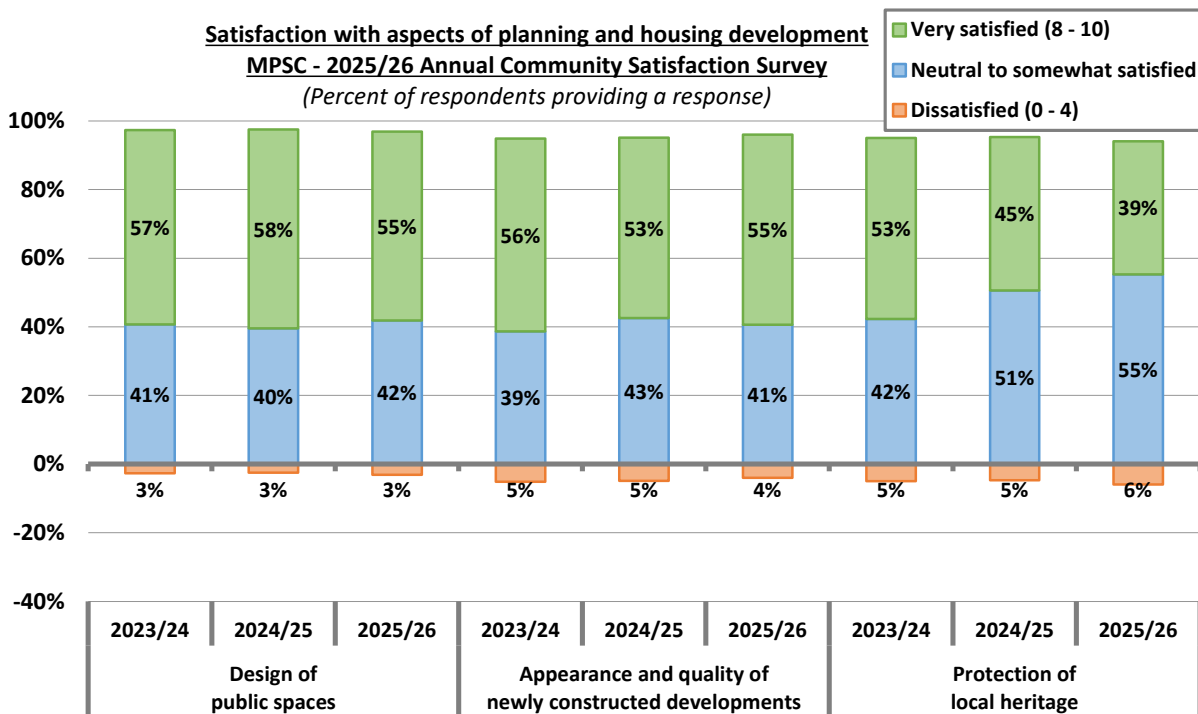


The following graph provides a breakdown of satisfaction into the proportion of respondents “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated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

Consistent with previous years, more than half of the respondents who provided a score were “very satisfied” with two of the three planning and development outcomes, whilst four percent or less were “dissatisfied”.

There was, however, another notable (down 6pts) decline in the proportion of respondents “very satisfied” with the protection of local heritage, down from 53% of respondents in 2023/24 to 39% this year. There was, however, only a marginal increase in the proportion who were “dissatisfied” with this aspect (6% up from 5%).

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 2026 *Governing Melbourne* and 2025 *Governing Regional Victoria* research.

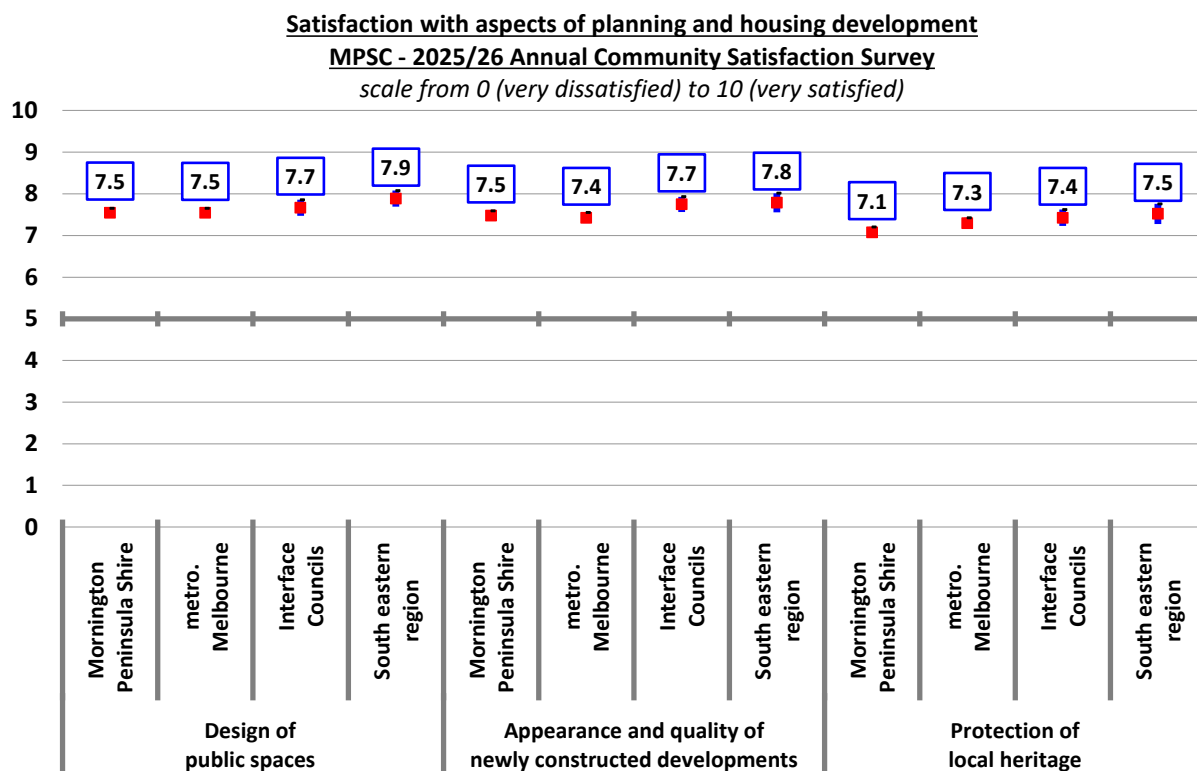
Satisfaction with the design of public spaces as well as the appearance and quality of newly constructed developments in Mornington Peninsula Shire were identical to or marginally higher than the metropolitan average.

This was also observed last year and reflects a strong level of community satisfaction with planning and development outcomes on the ground in the municipality.



Satisfaction with the protection of local heritage was, however, measurably (2pts down from 3pts) lower than the metropolitan average, reflecting the continuing decline in satisfaction with this aspect of performance.

Metropolis Research notes, however, that heritage and neighbourhood character protection related issues were only raised as a [top three issue](#) by three respondents this year (<1%).



Appearance and quality of newly constructed developments

Satisfaction with the appearance and quality of newly constructed developments is the key measure of community satisfaction with new development ‘on the ground’ in the Shire.

Satisfaction with this increased marginally this year, up one percentage point to 7.5 out of 10, although it remained at a “very good” level.

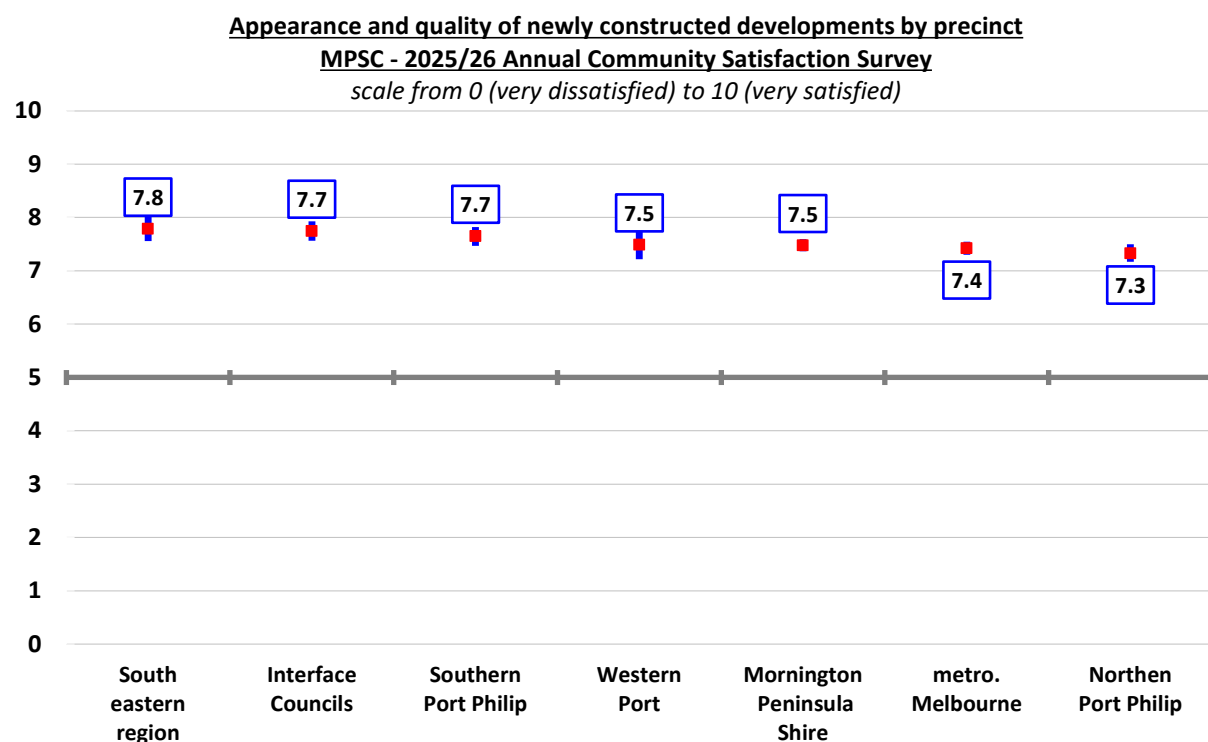
This result was marginally higher than the metropolitan average of 7.4 out of 10.

While there was no measurable variation in satisfaction with this aspect of performance against the municipal average, it is noted that respondents from Southern Port Phillip were notably more satisfied than the municipal average.

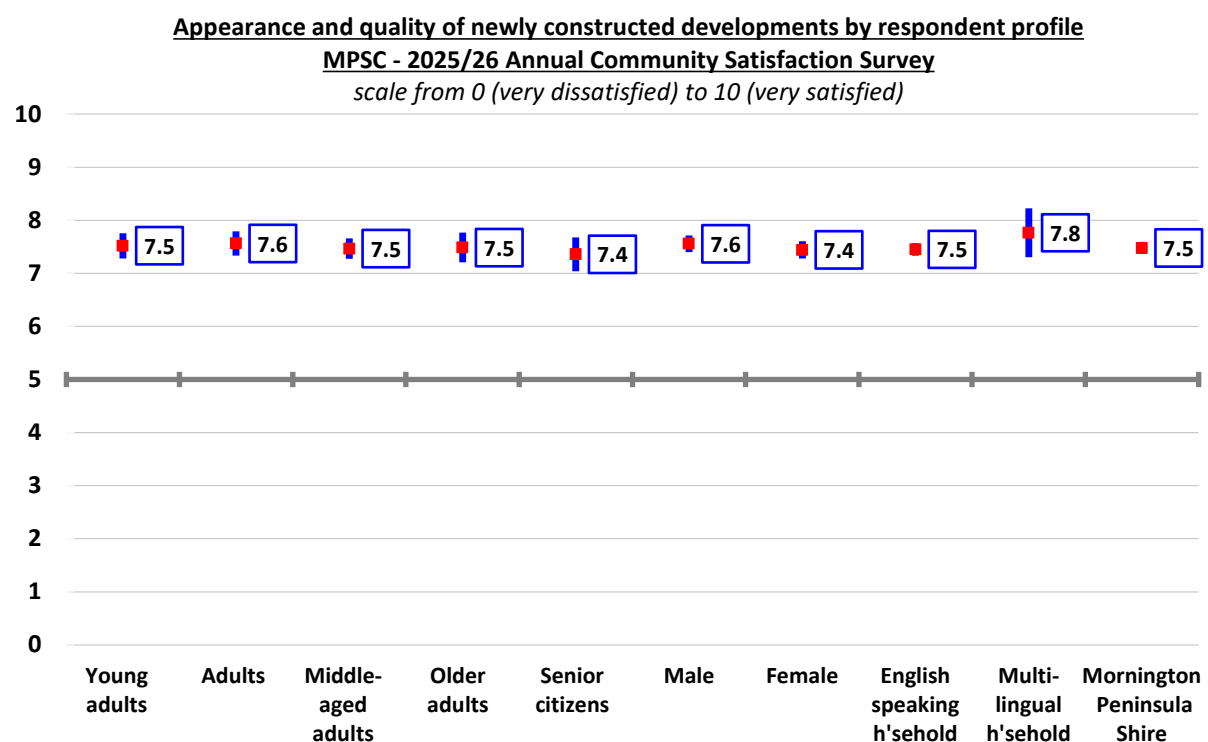
Respondents from Southern Port Phillip were measurably more satisfied than respondents from Northern Port Phillip.

That said, respondents from all three precincts rated satisfaction at “very good” levels.





There was no measurable variation in satisfaction with the appearance and quality of newly constructed developments observed by respondent profile. It is noted, however, that respondents from multilingual households rated satisfaction at an “excellent” rather than a “very good” level.

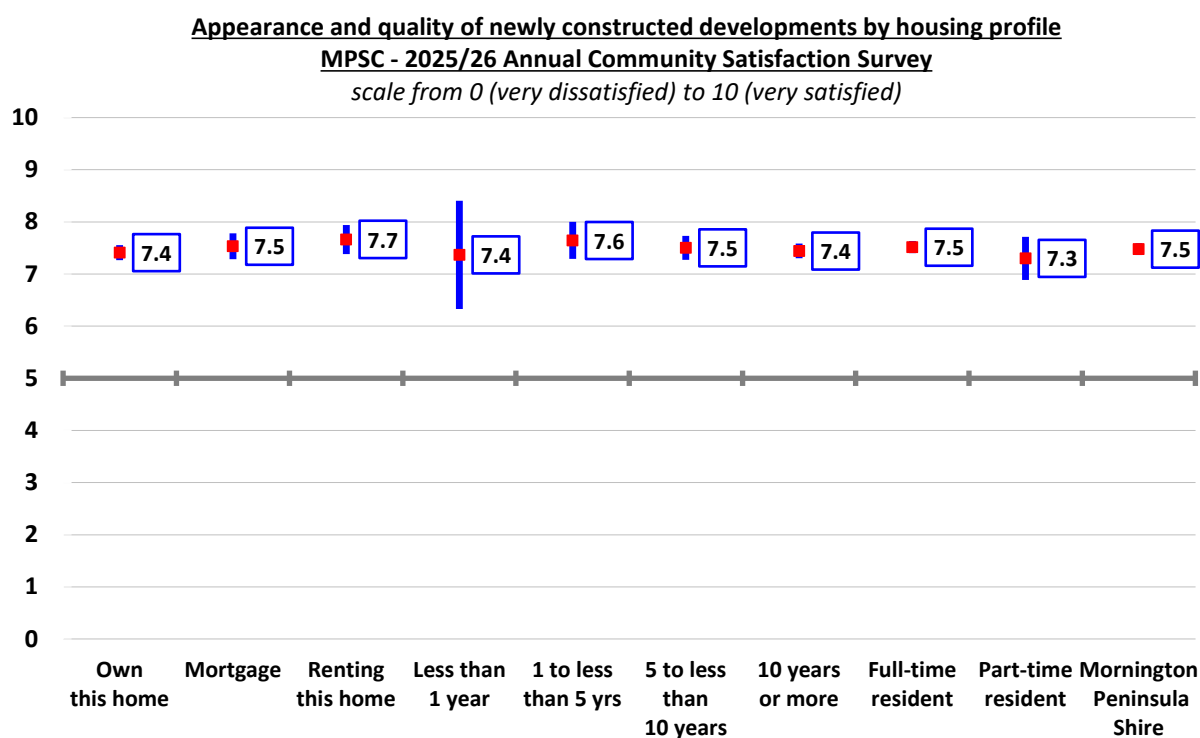


There was no measurable variation in this result observed by housing situation or period of residence in the Shire.

It is noted, however, that rental household respondents, and new residents (less than one year in the municipality) were somewhat more satisfied than other respondents.

Respondents from all sub-groups rated satisfaction at “very good” levels, which was a positive result that reinforces the finding that the Mornington Peninsula Shire community was, overall, satisfied with the appearance and quality of new developments.

This has been a consistently positive result for Mornington Peninsula Shire, likely reflecting the relatively modest levels of new housing development, particularly higher density development that has been occurring on the peninsula compared to some other regions of metropolitan Melbourne.



Reasons for dissatisfaction with new developments

The following table outlines the 32 comments and 15 locations of concern provided by respondents who were not satisfied with the appearance and quality of new developments.

There were a wide range of issues raised by a small number of respondents, including some concerns around increased density, but also concerns around the design and size of new apartments, perceived declining quality of new development, and perceived impacts of new development on neighbourhood character.



Reason for dissatisfaction with the appearance and quality of new development

MPSC - 2025/26 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
I don't know enough / not interested	2
It is just a general concern	2
Cause everyone is complaining that there is not enough housing and loads of people are homeless which is sad	1
Don't really know what's new	1
Huge mansions	1
I did not like how the community was not consulted	1
I do not like the lack of personality of the recent developments	1
I don't like the small units	1
I think they have allowed building standards to drop too low	1
Just the way that people can change horizons and rules because they have more money and it seems that different rules apply to different people	1
Many new houses don't blend in	1
New houses are built without character	1
No consideration about green spaces are outrageously bad for the future families	1
No high rises should be sneaking in	1
No new developments	1
Only approve large plots	1
Some of them are out of character for the area	1
Some of them are too big	1
Some of them are too close together	1
Stronger rules around neighbourhood characteristics	1
The cypress trees should also be cut down	1
The houses could be higher, planning permits, privacy is gone	1
The new car parks have problems	1
There are ugly signages in the urban areas	1
There are no gardens left in them, supposed to be greener areas. They put plastic lawn; they are cutting down all the trees	1
There was no opportunity	1
They are building cookie cutter houses. We have a distinct character at Rye	1
They do not stick out	1
They haven't done anything in my area	1
Too much of it happening and too much emphasis on new housing and existing housing destination hasn't been taken care of	1
Total	32

Specific sites identified by respondents

Flinders Civic Hall was a disappointing outcome considering the cost	2
It is the retirement villages, they are grey	1
New houses on Old Mornington Rd	1
Pelican Park Recreation Centre is falling apart	1
Roundabout on Myers Rd was an overkill for what was needed	1
Senior Citizens Community Hall has faulty wires	1
Senior Citizens Community Hall has mould development	1
Senior Citizens Community Hall has no quality control	1



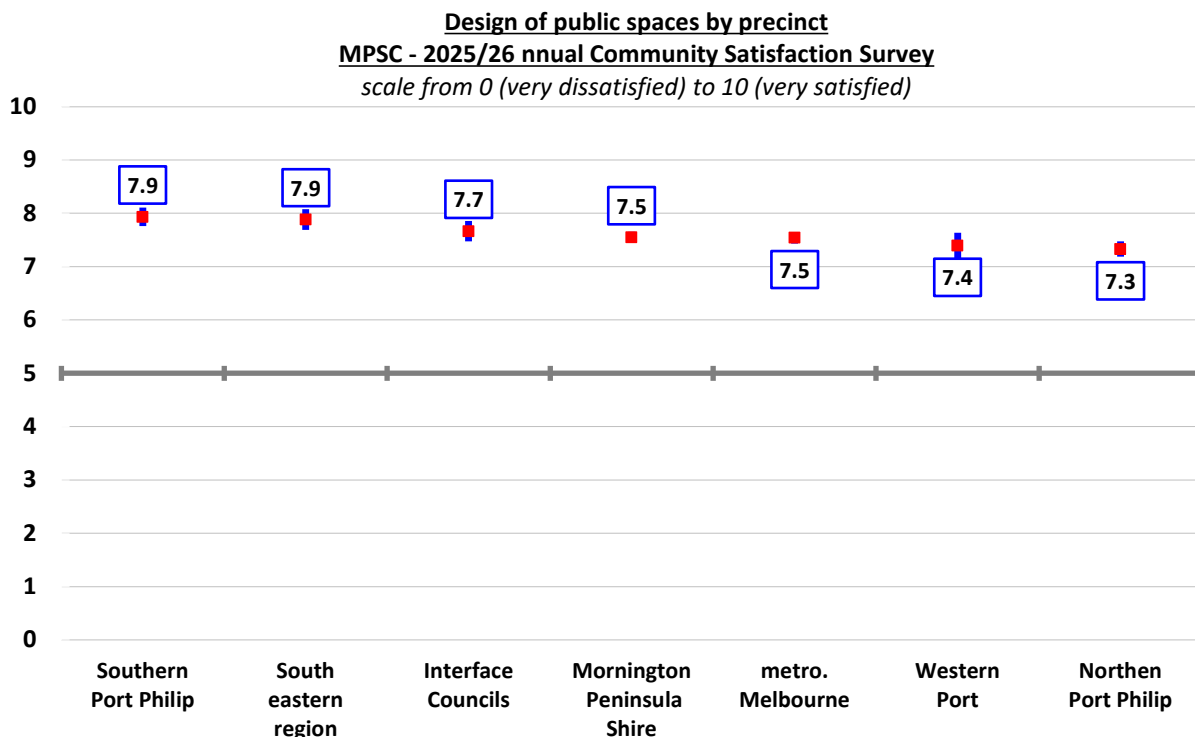
Senior Citizens Community Hall was built cheaply	1
Senior Citizens Community Hall was not planned well	1
Soccer Club has a tiny pavilion	1
The apartments in Barkly St are a disaster to look at	1
The new Bata development	1
Townhall	1
Total	15
Total responses	47

Design of public spaces

Satisfaction with the design of new developments remained essentially stable this year, down one percentage point to 7.5 out of 10, although it remained at a “very good” level.

This result was identical to the metropolitan average, but somewhat (2pts) lower than the interface councils’ average of 7.7 and the southeastern region councils’ average of 7.9 or “excellent”.

There was measurable variation in this result observed across the municipality, with respondents from Southern Port Phillip measurably (4pts) more satisfied than average, and at an “excellent” level.

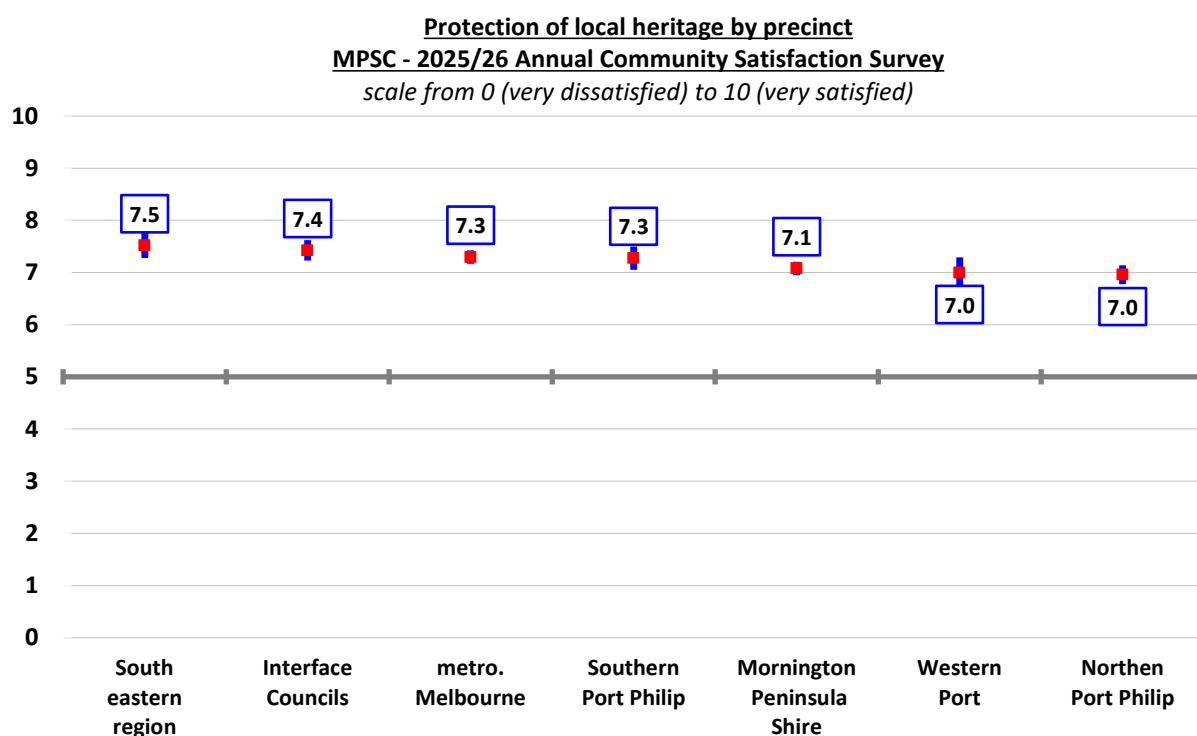


Protection of local heritage

Satisfaction with the protection of local heritage declined somewhat again this year, down two percentage points to 7.1 out of 10.

This was the second consecutive decline in average satisfaction with the protection of local heritage, down three percentage points (4%) from the 2023/24 result of 7.4 or “very good” to 7.1 or “good” this year.

Metropolis Research notes, however, that the proportion of respondents “dissatisfied” (i.e., rated satisfaction at less than five out of 10) with the protection of local heritage increased just one percentage point to six percent of the respondents who provided a score.



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?”

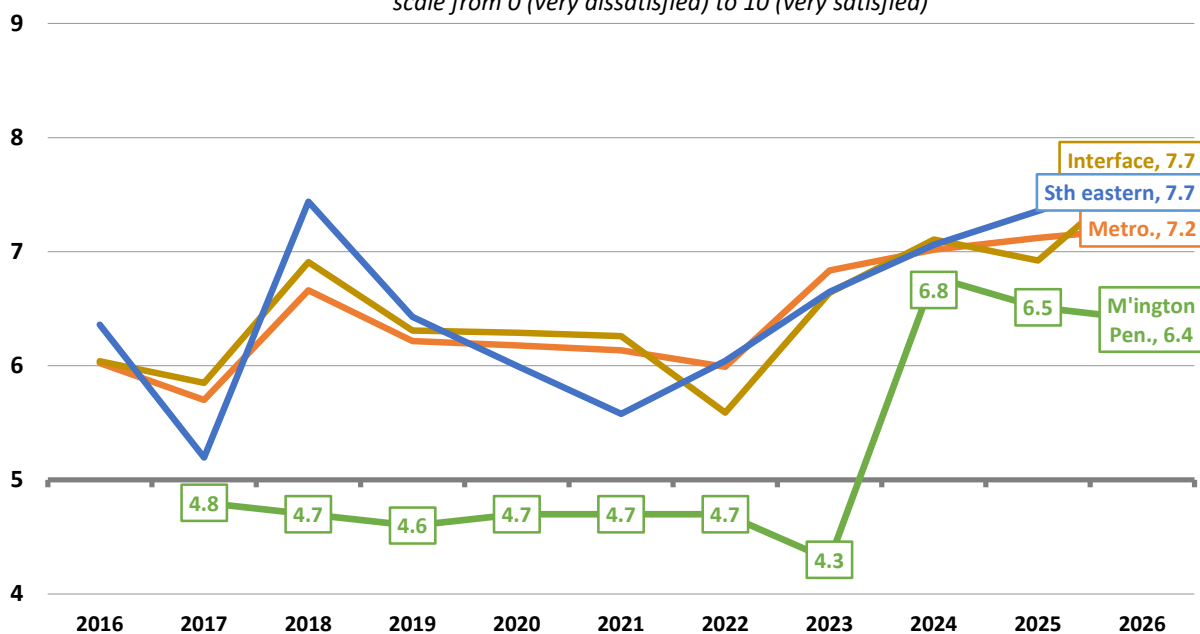
Satisfaction with planning for population growth by all levels of government declined marginally again this year, down one percentage point to 6.4 out of 10.

This was a “solid”, down from a “good” level of satisfaction.

This was the second consecutive decline in satisfaction with planning for population growth recorded for the Mornington Peninsula Shire, down a total of four percentage points (6%) from the 2023/24 result of 6.8.

As discussed in the reasons for dissatisfaction with planning for population growth section, the main issues of concern related to planning issues (e.g., proportion of rental and holiday homes, perceived loss of neighbourhood character, and other issues), along with concerns around the impact of increased population on roads and traffic.

Satisfaction with planning for population growth
MPSC - 2025/26 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with planning for population growth by all levels of government was measurably (8pts or 11%) lower than the metropolitan average.

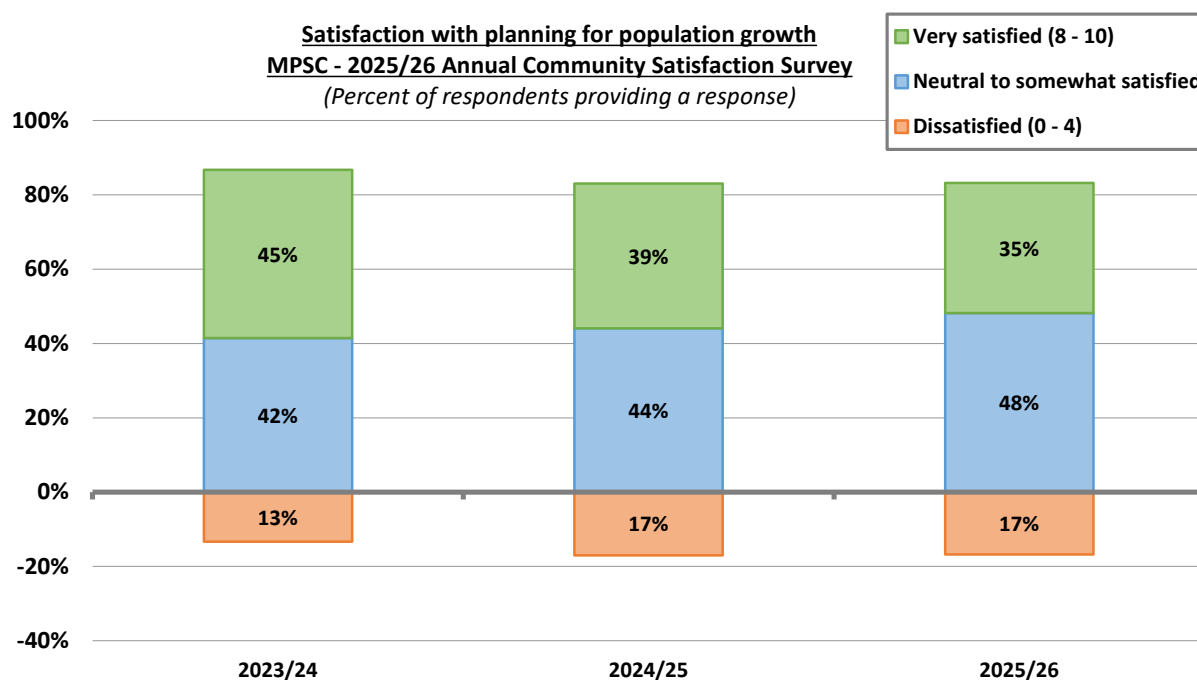
This result was measurably and significantly lower than the 7.7 out of 10 recorded for both the interface councils and the southeastern region councils.

It is often found that satisfaction with planning for population growth will be lower in areas with objectively lower levels of development, but which have established communities. This clearly includes municipalities such as the Mornington Peninsula Shire.

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).

There has been over the last three years, a measurable decline in the proportion of respondents who were “very satisfied” with planning for population growth by all levels of government, down from almost half (45%) back in 2023/24 to 35% this year.

Over the last three years, there has also been a notable increase in the proportion of respondents who were “dissatisfied”, up from 13% in 2023/24 to 17% last year and this year.

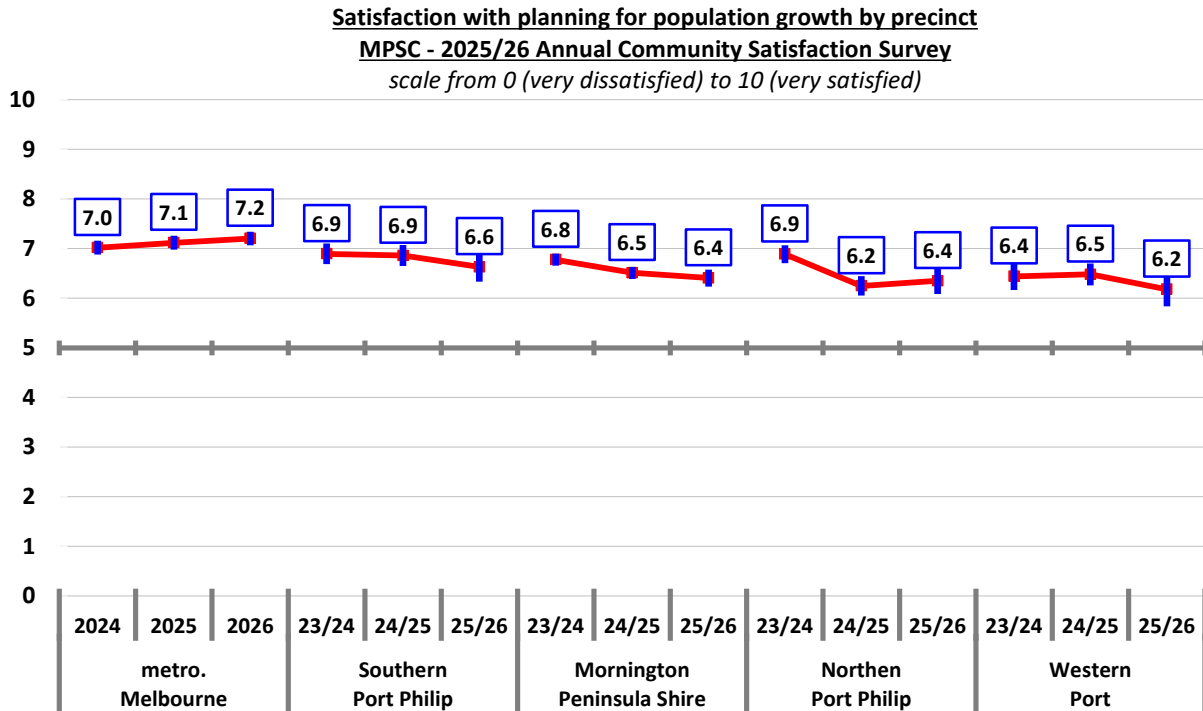


Satisfaction with planning for population growth by all levels of government varied somewhat across the municipality, with respondents from Southern Port Phillip somewhat more satisfied than average, and at a “good” level.

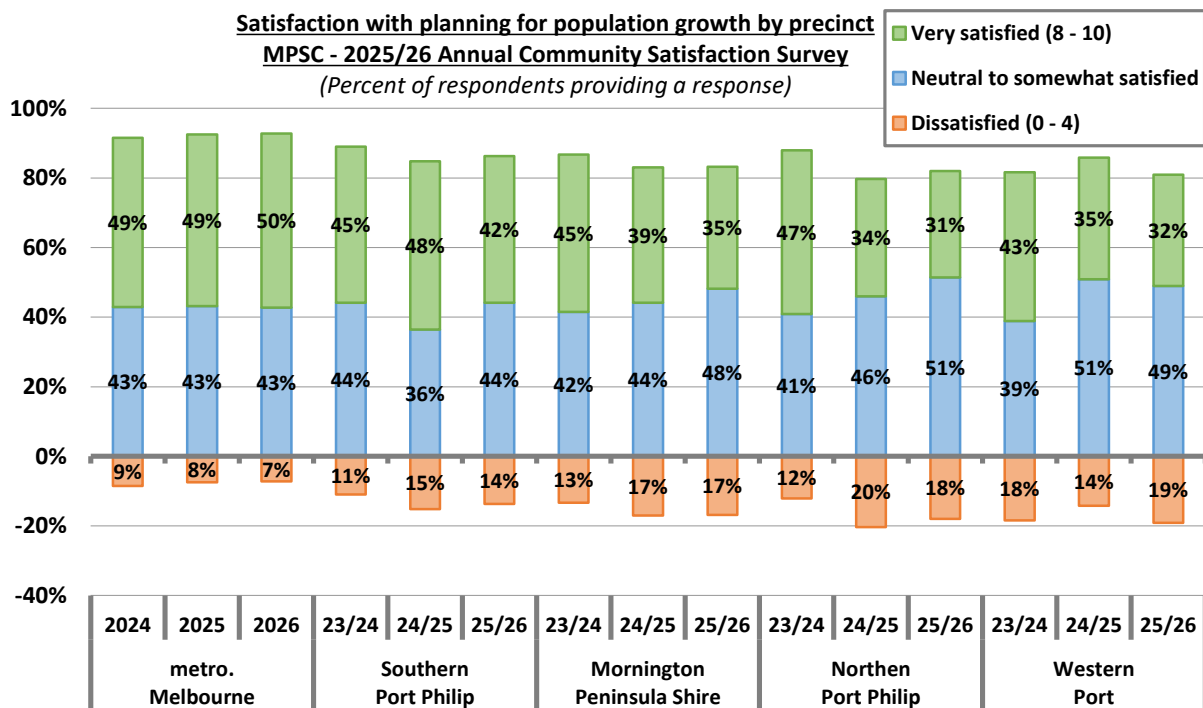
By contrast, respondents from Western Port were somewhat (2pts) less satisfied than average.



This pattern of variation in satisfaction with planning for population growth has remained relatively stable across the Shire over the three years of the survey program.



There was a decline this year, in the proportion of respondents from all three precincts who were “very satisfied” with planning for population growth. Of most note this year was the increase in the proportion of respondents from Western Port who were “dissatisfied” (19% up from 14% last year).



Reason for dissatisfaction with planning for population growth

There was a total of 168 responses received from respondents who were not satisfied with planning for population growth by all levels of government.

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

Consistent with results in previous years, the two broad areas of concern in relation to planning for population growth by all levels related to planning and development issues (44 comments), and comments around perceived impacts of additional population on roads, traffic, parking, and public transport (33 comments).

The concerns around planning and development issues included a range of issues, including concerns around increased proportion of rental and holiday homes in the municipality, concerns around perceived loss of neighbourhood character, and the density and design of new developments.

There were also some concerns around the perceived impact of increased population on a range of services and facilities, including services for children and others.

Reasons for dissatisfaction with planning for population growth
MPSC - 2025/26 Annual Community Satisfaction Survey
(Number and percent of total responses)

Response	2025/26		2024/25	2023/24
	Number	Percent		
Planning and housing development	44	26%	26%	23%
Parking, traffic, roads and public transport	33	20%	22%	21%
Services and facilities	28	17%	10%	10%
Population	24	14%	10%	14%
Infrastructure	17	10%	19%	16%
Parks, gardens and open spaces	6	4%	1%	0%
Environment and sustainability	2	1%	3%	2%
Other	14	8%	10%	13%
Total	168	100%	312	196

Importance of and satisfaction with Council services and facilities

Respondents were asked to rate the importance to the community of 39 Council provided services and facilities, along with the maintenance and repair of major arterial roads and highways managed by VicRoads.

They were then asked their personal level of satisfaction with each of 22 services and facilities that all in the community will have used.



They were then asked their personal level of satisfaction with each of 18 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 they considered each of the 40 services and facilities included in the survey were to the community, rather than to them or their household as individuals.

The reason for the wording of the question was to measure how important the community considers these services and facilities to the entire community, rather than focusing solely on personal needs.

The average importance of the 39 included Council services and facilities (excluding major arterial roads and highways managed by VicRoads) declined somewhat this year, falling two percentage points to 8.7 out of 10.

This average importance of services and facilities to the Mornington Peninsula community was measurably lower than the metropolitan average of 9.1, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2026 using the same methodology.

The table below displays the average importance of each of the 40 services and facilities, with a 95% confidence interval around each importance score.

Services and facilities that were measurably more important than the average of all services and facilities, as well as those that were measurably less important than the average of all services and facilities, are indicated on the left-hand side of the table, as follows:

- ***Measurably HIGHER than average importance*** - included the regular weekly garbage collection, regular fortnightly recycling, the maintenance and repair of major arterial roads (managed by VicRoads), the maintenance and repair of sealed local roads, support services for people with disability, support services for seniors, services for children from birth to five years of age, support services for youth, public toilets, the foreshore and beaches, the fortnightly food / green waste collection service, the Waste Transfer Station / Recycling Centre (Tip), the provision and maintenance of parks / gardens, and litter collection in public areas.
- ***Measurably LOWER than average importance*** – Council’s regular printed newsletter *Peninsula Wide*, parking enforcement, the provision of public art, Council’s activities promoting economic development, community and cultural activities, Council’s community engagement, environmental events, programs, and activities, street sweeping, Council communications, and animal management.



MPSC – 2025/26 Annual Community Satisfaction Survey (summary)

Importance of selected Council services and facilities
MPSC - 2025/26 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2025/26			24/25	23/24	2026 Metro.*	Inter- face*
			Lower	Mean	Upper				
Higher than average importance	Regular weekly garbage collection	799	9.3	9.4	9.4	9.5	9.4	9.4	9.4
	Regular fortnightly recycling	796	9.3	9.4	9.4	9.5	9.4	9.4	9.4
	Maintenance and repairs of major arterial roads	800	9.1	9.2	9.3	9.2	n.a.	9.3	9.1
	Maintenance and repairs of sealed local roads	795	9.1	9.2	9.3	9.1	9.0	9.3	9.0
	Support services for people with disability	781	9.1	9.2	9.3	9.3	9.2	9.3	9.3
	Support services for seniors	781	9.1	9.1	9.2	9.3	9.3	9.3	9.2
	Services for children from birth to 5 years of age	777	9.1	9.1	9.2	9.2	9.2	9.3	9.2
	Support services for youth	775	8.9	9.0	9.1	9.2	9.1	9.2	9.1
	Public toilets	794	8.9	9.0	9.1	9.1	9.1	9.1	9.1
	Foreshore and beaches	792	8.9	9.0	9.1	9.1	9.1	n.a.	n.a.
	Fortnightly food / green waste collection service	783	8.9	9.0	9.1	9.1	9.1	9.1	9.0
	Waste Transfer Station/Recycling Centre (the Tip)	783	8.9	9.0	9.0	n.a.	n.a.	9.0	9.0
	Provision and maintenance of parks / gardens	794	8.9	9.0	9.0	9.1	9.1	9.3	9.3
	Litter collection in public areas	795	8.9	8.9	9.0	9.0	9.0	9.2	9.1
Average importance	Maintenance and cleaning of public areas	799	8.8	8.9	9.0	9.1	9.0	9.2	9.0
	Outdoor recreation facilities	780	8.8	8.9	9.0	9.0	9.0	n.a.	n.a.
	Council management of illegally dumped rubbish	788	8.8	8.9	9.0	9.0	8.9	9.2	9.2
	Sports ovals and other local sporting facilities	782	8.8	8.9	9.0	9.0	9.0	9.1	9.1
	Recreation Centres and / or Aquatic Centres	785	8.8	8.9	9.0	9.0	8.9	9.1	9.1
	Footpath maintenance and repairs	782	8.8	8.9	9.0	9.0	9.0	9.2	9.0
	Drains maintenance and repairs	793	8.8	8.9	8.9	9.0	9.0	9.2	9.0
	Local library services	792	8.7	8.8	8.9	9.0	9.0	9.2	9.1
	Street lighting	795	8.7	8.8	8.9	9.0	8.9	9.3	9.2
	Local traffic management	777	8.6	8.7	8.8	9.0	8.9	9.3	9.3
	Provision and maintenance of street trees	792	8.6	8.7	8.8	8.9	8.8	9.2	9.2
	Maintenance and repair of unsealed local roads	744	8.6	8.7	8.8	8.9	8.8	n.a.	n.a.
	Bookable hard rubbish service	775	8.6	8.7	8.8	8.9	8.9	9.1	9.1
	Community Centres / Neighbourhood Houses	776	8.5	8.6	8.7	8.8	8.8	9.0	9.0
Bike and shared paths	768	8.5	8.6	8.7	8.8	8.8	9.0	9.1	
Lower than average	Enforcement of local laws	762	8.4	8.6	8.7	8.9	8.8	9.3	9.3
	Animal management	771	8.3	8.4	8.5	8.9	8.8	9.1	9.3
	Council communications^	780	8.3	8.4	8.5	8.7	8.7	8.8	8.8
	Street sweeping	790	8.2	8.3	8.5	8.7	8.7	9.1	9.1
	Environmental events, programs, and activities	740	8.2	8.3	8.4	8.6	8.6	9.2	9.3
	Council community engagement	749	8.2	8.3	8.4	8.7	8.6	n.a.	n.a.
	Community and cultural activities'	768	8.1	8.3	8.4	8.6	8.5	8.9	8.9
	Council's activities promoting eco. develop.	745	8.1	8.3	8.4	8.6	8.5	9.2	9.4
	Provision of public art	763	7.7	7.8	8.0	8.4	8.2	8.8	8.9
	Parking enforcement	763	7.5	7.7	7.9	8.4	8.2	8.9	9.1
Council regular printed newsletter <i>Peninsula Wide</i>	745	7.2	7.3	7.5	8.1	7.8	8.8	8.9	
<i>Average importance of Council services</i>			8.6	8.7	8.8	8.9	9.0	9.1	9.1

(*) 2026 metropolitan Melbourne and interface councils' averages from Governing Melbourne

(^) combined of Council's regular printed newsletter, Council's website, Council's online consultation portal

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

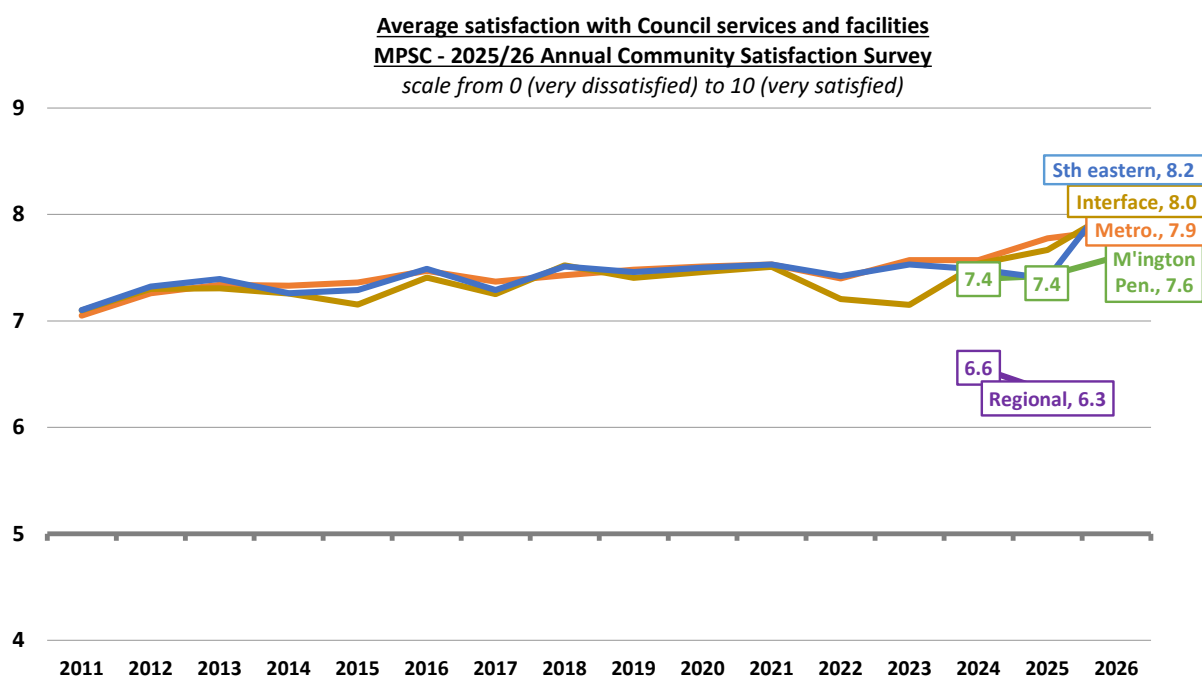


Satisfaction with Council services and facilities

Respondents were asked to rate their personal level of satisfaction with each of the 21 core services and facilities about which everyone in the community is likely to have a view, and then their satisfaction with each of the 18 non-core services and facilities that they or a member of their household had used in the last 12 months.

The average satisfaction with the 39 included Council services and facilities (excluding major roads and highways managed by VicRoads) rose somewhat this year, up two percentage points to 7.6 out of 10, although it remained at a “very good” level of satisfaction.

This was the highest average satisfaction with Council services and facilities recorded for the Mornington Peninsula Shire.



Despite this improvement in average satisfaction with services and facilities, this result remained measurably lower than the southeastern region councils’ (6pts), interface councils’ (4pts) and metropolitan (3pts) averages, as recorded in the 2026 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2026 using the same door-to-door, in-person methodology.

Average satisfaction with Mornington Peninsula Shire Council services and facilities remained measurably and significantly (13pts or 21%) higher than the 2025 regional Victorian average, as recorded in the 2025 *Governing Regional Victoria* research conducted independently by Metropolis Research in 2025.



Governing Regional Victoria was conducted as a telephone survey rather than an in-person, door-to-door survey. This variation in methodology will be a factor influencing the lower than metropolitan average satisfaction with services and facilities, although it does not account for all the variation.

The average two-percentage point (3%) increase in satisfaction with services and facilities at a “very good” level indicates a relatively strong level of satisfaction with Council’s service delivery in most areas.

That said, as discussed in detail in the following section of this report, there were several services and facilities that significantly underperformed the metropolitan average, including most notably the maintenance and repair of sealed local roads managed by Council (17pts lower), the management of illegally dumped rubbish (8pts lower), public toilets (7pts lower), and footpath maintenance and repairs (7pts lower).

This “very good” average satisfaction includes services and facilities that received variable levels of satisfaction.

Satisfaction with services and facilities varied 38% from the high of 9.0 out of 10 or “excellent” for the regular weekly garbage collection, to a low of 5.2 or “very poor” for the maintenance and repair of major arterial roads (managed by VicRoads).

The left-hand side of the table below identifies the services and facilities that received a measurably higher than average satisfaction score (i.e., measurably higher than the average of all 40 services and facilities), as well as those that received a measurably lower than average satisfaction score, as follows:

- **Measurably HIGHER than average satisfaction** - included the regular weekly garbage collection, regular fortnightly recycling, fortnightly food / green waste collection service, local library services, services for children from birth to 5 years of age, community centres / neighbourhood houses, and recreation centres and / or aquatic centres.
- **Measurably LOWER than average satisfaction** – included the maintenance and repair of major arterial roads managed by VicRoads, the maintenance and repair of sealed local roads, the maintenance and repair of unsealed local roads, public toilets, footpath maintenance and repairs, Council management of illegally dumped rubbish, parking enforcement, support services for people with disability, the provision and maintenance of street trees, drains maintenance and repairs, Council’s regular printed newsletter *Peninsula Wide*, and local traffic management.



Satisfaction with selected Council services and facilities

MPSC - 2025/26 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

	Service/facility	Number	2025/26			24/25	23/24	2026 Metro.*	Inter- face*	
			Lower	Mean	Upper					
Higher than average	Regular weekly garbage collection	798	8.9	9.0	9.1	8.8	8.7	8.6	8.6	
	Regular fortnightly recycling	793	8.7	8.8	8.9	8.7	8.6	8.5	8.5	
	Fortnightly food / green waste collection service	437	8.5	8.6	8.8	8.6	8.5	8.6	8.5	
	Local library services	362	8.5	8.6	8.8	8.6	8.6	8.7	8.8	
	Services for children from birth to 5 years of age	84	8.1	8.4	8.7	8.1	7.8	8.4	8.5	
	Community Centres / Neighbourhood Houses	171	8.0	8.2	8.5	8.0	8.0	8.2	8.5	
	Recreation Centres and / or Aquatic Centres	299	8.0	8.2	8.4	8.0	8.1	8.3	8.6	
Average satisfaction	Community and cultural activities ¹	149	7.8	8.0	8.3	7.9	7.4	8.0	8.8	
	Bookable hard rubbish service	176	7.8	8.0	8.3	8.0	7.7	8.6	8.7	
	Support services for youth	57	7.6	8.0	8.5	7.8	7.5	7.7	8.2	
	Outdoor recreation facilities	346	7.8	8.0	8.1	7.9	7.7	n.a.	n.a.	
	Waste Transfer Station/Recycling Centre (the Tip)	404	7.8	8.0	8.2	n.a.	n.a.	8.2	8.5	
	Sports ovals and other local sporting facilities	337	7.8	8.0	8.2	7.8	7.8	8.4	8.7	
	Provision and maintenance of parks / gardens	764	7.8	7.9	8.0	7.6	7.6	8.1	8.0	
	Provision of public art	132	7.6	7.9	8.2	7.8	7.5	7.4	8.2	
	Council communications [^]	324	7.7	7.9	8.1	7.5	7.3	7.8	8.0	
	Support services for seniors	90	7.4	7.8	8.3	7.9	7.5	8.1	8.1	
	Council community engagement	98	7.5	7.8	8.1	7.1	6.8	n.a.	n.a.	
	Street lighting	761	7.6	7.7	7.8	7.4	7.6	7.7	7.9	
	Street sweeping	756	7.6	7.7	7.8	7.5	7.6	7.8	8.0	
	Animal management	694	7.5	7.7	7.8	7.4	7.5	8.0	8.0	
	Foreshore and beaches	745	7.5	7.6	7.7	7.4	7.6	n.a.	n.a.	
	Litter collection in public areas	769	7.3	7.4	7.5	7.2	7.3	7.7	7.9	
	Bike and shared paths	303	7.2	7.4	7.7	7.4	7.2	7.9	8.7	
	Environmental events, programs, and activities	635	7.2	7.4	7.5	7.2	7.2	7.7	8.0	
	Enforcement of local laws	670	7.2	7.3	7.5	7.3	7.5	7.9	8.1	
	Maintenance and cleaning of public areas	783	7.2	7.3	7.4	7.0	7.1	7.7	7.9	
	Council's activities promoting eco. develop.	646	7.1	7.2	7.4	7.2	7.2	7.6	7.8	
	Lower than average	Local traffic management	758	7.1	7.2	7.3	7.1	7.3	7.6	7.8
		Council regular printed newsletter <i>Peninsula Wide</i>	638	7.0	7.2	7.3	7.1	7.1	7.7	7.8
Drains maintenance and repairs		750	7.0	7.1	7.3	6.7	6.9	7.7	7.9	
Provision and maintenance of street trees		783	6.8	7.0	7.1	6.6	6.9	7.6	7.6	
Support services for people with disability		69	6.4	7.0	7.6	7.2	6.7	8.0	7.6	
Parking enforcement		722	6.8	7.0	7.1	6.9	7.0	7.6	7.9	
Council management of illegally dumped rubbish		739	6.7	6.9	7.0	6.8	7.0	7.7	7.9	
Footpath maintenance and repairs		723	6.6	6.8	6.9	6.5	6.8	7.4	7.7	
Public toilets		429	6.3	6.5	6.7	6.6	6.6	7.2	7.2	
Maintenance and repair of unsealed local roads		630	6.1	6.3	6.5	6.1	6.4	n.a.	n.a.	
Maintenance and repairs of sealed local roads	789	5.5	5.7	5.8	5.3	5.6	7.4	7.5		
Maintenance and repairs of major arterial roads	792	5.1	5.2	5.4	5.5	n.a.	7.2	7.3		
<i>Average satisfaction of Council services</i>			7.4	7.6	7.8	7.4	7.4	7.9	8.0	

(*) 2026 metropolitan Melbourne and interface councils' averages from Governing Melbourne

(^) combined of Council's regular printed newsletter, Council's website, Council's online consultation portal

(¹) included in Governing Melbourne as "Council's festivals and events"



Comparison to the 2026 metropolitan Melbourne average results:

Of the 40 included services and facilities, 36 were included in a format that facilitated comparison to the metropolitan average, as recorded in *Governing Melbourne*.

Of these, six recorded at least a marginally higher satisfaction than the metropolitan average, four recorded identical satisfaction, and 26 recorded at least marginally lower satisfaction, with the following results highlighted:

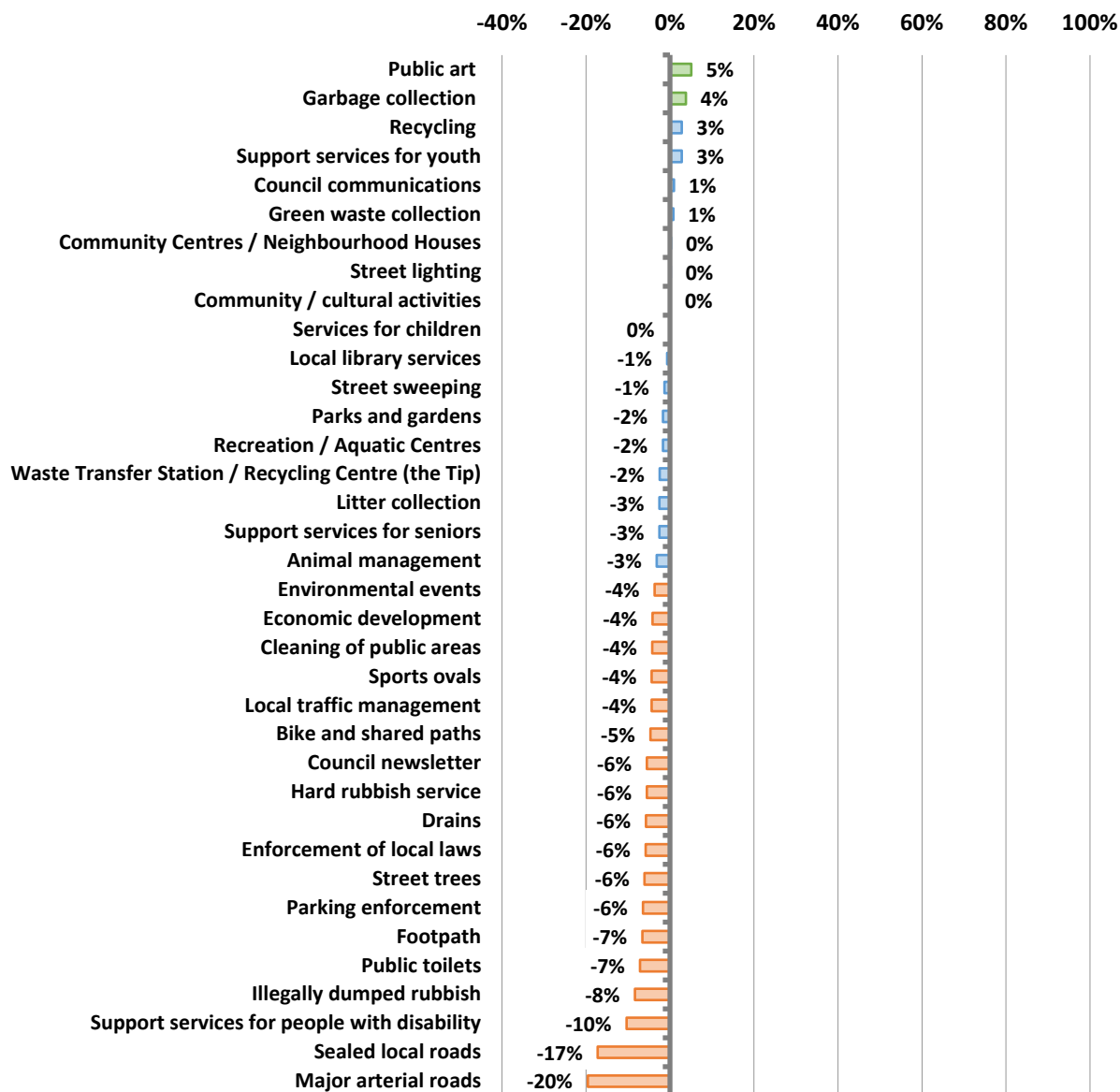
- **Notably higher satisfaction in Mornington Peninsula** – included the provision of public art (5pts higher), and regular weekly garbage collection (4pts higher).
- **Notably lower satisfaction in Mornington Peninsula** – included the maintenance and repair of major arterial roads (managed by VicRoads) (20pts lower), the maintenance and repair of sealed local roads (17pts lower), support services for people with disability (10pts lower), Council management of illegally dumped rubbish (8pts lower), public toilets (7pts), footpath maintenance and repairs (7pts), parking enforcement (6pts), the provision and maintenance of street trees (6pts), the enforcement of local laws (6pts), drains maintenance and repairs (6pts), the hard rubbish collection (6pts), Council’s regular printed *Peninsula Wide* (6pts), bike and shared paths (5pts), local traffic management (4pts), sports ovals (4pts), the cleaning of public areas (4pts), Council’s activities promoting economic development (4pts), and environmental events, programs, and activities (4pts).



Percentage point (absolute) difference between MPSC and metropolitan average

MPSC - 2025/26 Annual Community Satisfaction Survey

(Percentage point variation)



Comparison to the 2026 interface councils' average results:

When the 36 comparable services and facilities were compared to the 2026 interface council's average results, three recorded at least a marginally higher satisfaction than the interface average, none recorded identical satisfaction, and 33 recorded at least marginally lower satisfaction, with the following results highlighted:

- **Notably HIGHER satisfaction in Mornington Peninsula** – included regular weekly garbage collection (4pts higher), and regular recycling collection (3pts higher).

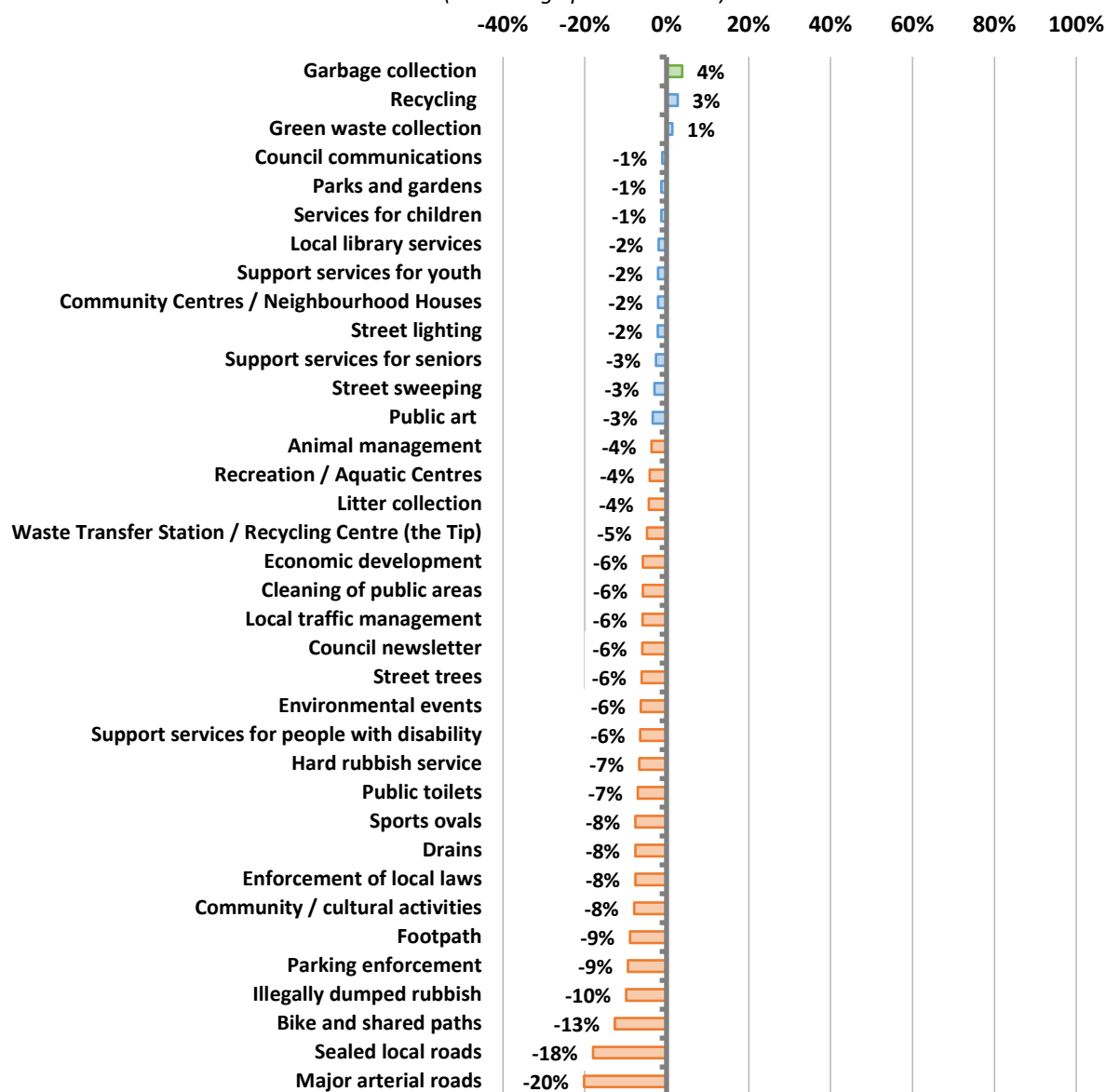


- Notably LOWER satisfaction in Mornington Peninsula** – included the maintenance and repair of major arterial roads (managed by VicRoads) (20pts lower), the maintenance and repair of sealed local roads (18pts lower), bike and shared paths (13pts), Council management of illegally dumped rubbish (10pts lower), parking enforcement (9pts), footpath maintenance and repairs (9pts), community / cultural activities (8pts), the enforcement of local laws (8pts), drains maintenance and repairs (8pts), sports ovals (8pts), public toilets (7pts), the hard rubbish collection (7pts), support services for people with disability (6pts), environmental events, programs, and activities (6pts), the provision and maintenance of street trees (6pts), Council’s regular printed *Peninsula Wide* (6pts), local traffic management (6pts), the cleaning of public areas (6pts), and Council’s activities promoting economic development (6pts).

Percentage point (absolute) difference between MPSC / Interface Councils average

MPSC - 2025/26 Annual Community Satisfaction Survey

(Percentage point variation)



Change in satisfaction from last year:

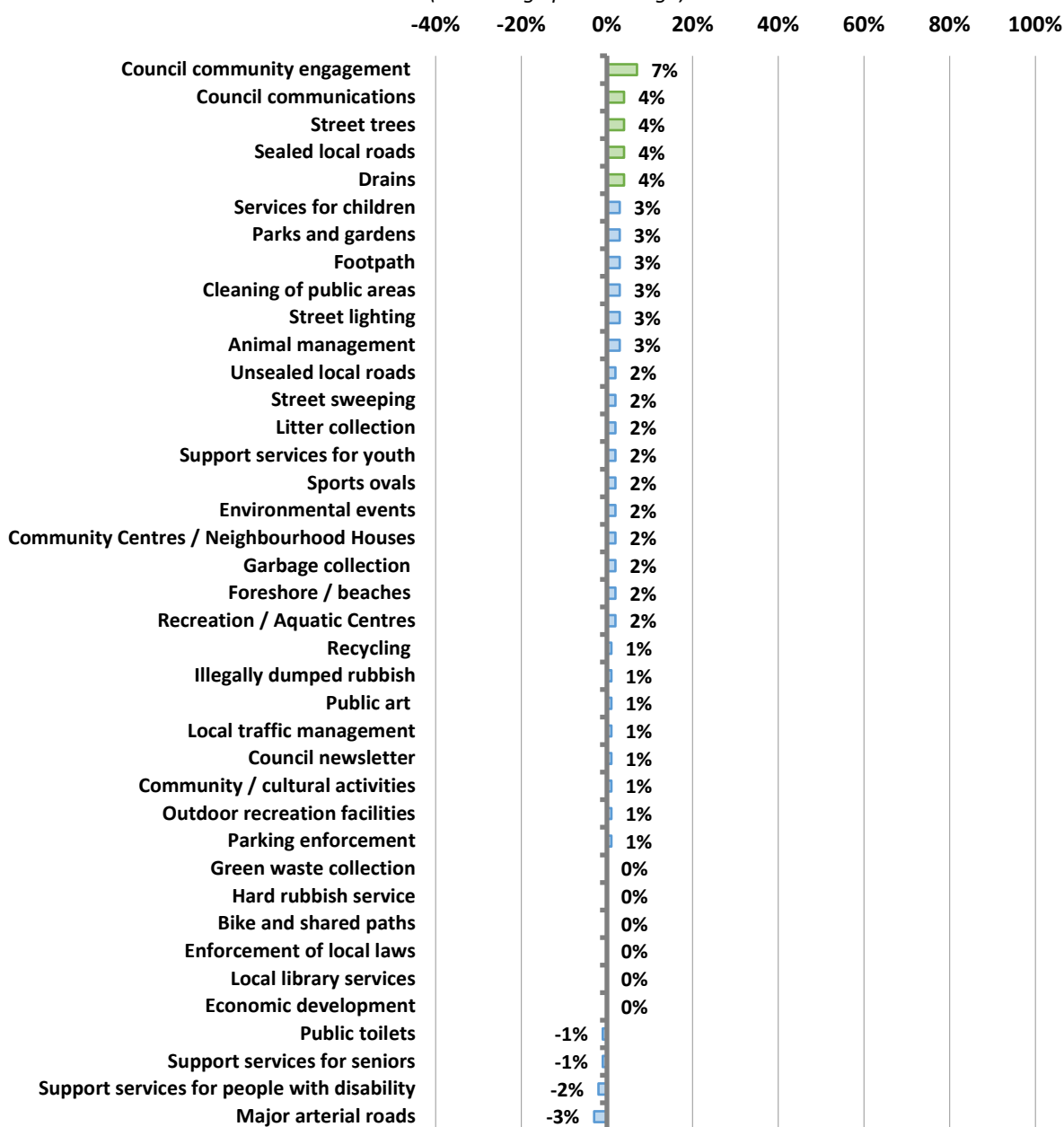
The average satisfaction with 31 services and facilities increased at least marginally this year, while satisfaction with five remained stable, and satisfaction with three declined at least marginally, with attention drawn to the following:

- **Notably HIGHER satisfaction in 2025/26 than in 2024/25** – included the Council’s community engagement (8pts higher), Council’s communications (4pts), street trees (up 4pts), sealed local roads managed by Council (up 4pts), and drains maintenance and repairs (4pts higher).

Percentage point (absolute) change in satisfaction 2024/25 to 2025/26

MPSC - 2025/26 Annual Community Satisfaction Survey

(Percentage point change)



Percentage satisfied / dissatisfied with services and facilities:

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

Consistent with the stable “very good” average satisfaction with services and facilities this year, more than half of the respondents providing a score were “very satisfied” with 31 of the 40 services and facilities.

It is noted, however, that more than 10% of respondents providing a satisfaction score were “dissatisfied” with 10 services and facilities this year, which is one less than the previous year.

These were the maintenance and repair of major arterial roads and highways managed by VicRoads (34% dissatisfied), the maintenance and repair of sealed local roads (26%), support services for people with disability (18%), public toilets (17%), the maintenance and repair of unsealed local roads (16%), footpath maintenance and repairs (14%), the provision and maintenance of street trees (12%), Council’s management of illegally dumped rubbish (12%), parking enforcement (11%), and drains maintenance and repairs (10%).

Satisfaction with selected Council services and facilities
MPSC - 2025/26 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

<i>Service/facility</i>	<i>Dissatisfied</i>	<i>Neutral to somewhat satisfied</i>	<i>Very satisfied</i>	<i>Can't say</i>	<i>Total</i>
Regular weekly garbage collection	1%	7%	92%	6	804
Regular fortnightly recycling	1%	11%	87%	11	804
Local library services	1%	14%	85%	8	370
Fortnightly food and green waste collection service	1%	15%	84%	7	444
Services for children from birth to 5 years of age	0%	23%	77%	7	91
Recreation Centres and / or Aquatic Centres	3%	22%	75%	4	303
Community Centres / Neighbourhood Houses	1%	25%	75%	13	184
Community and cultural activities	3%	24%	74%	9	158
Waste Transfer Station / Recycling Centre (the Tip)	7%	21%	73%	5	409
Outdoor recreation facilities	2%	27%	71%	4	350
Support services for youth	3%	27%	70%	8	65
Support services for seniors	7%	23%	70%	9	100
Sports ovals and other local sporting facilities	3%	27%	70%	7	344
Council communications	2%	29%	69%	9	333
Provision and maintenance of parks and gardens	3%	29%	68%	40	804
Provision of public art	6%	27%	68%	11	143
Bookable hard rubbish service	3%	30%	68%	3	179
Council community engagement	2%	36%	63%	4	103



Foreshore and beaches	6%	32%	62%	59	804
Street lighting	5%	34%	61%	43	804
Animal management	5%	33%	61%	110	804
Street sweeping	5%	35%	60%	48	804
Bike and shared paths	9%	35%	56%	9	312
Litter collection in public areas	6%	41%	54%	35	804
Support services for people with disability	18%	29%	52%	9	78
Maintenance and cleaning of public areas	8%	41%	52%	21	804
Environmental events, programs, and activities	6%	43%	51%	169	804
Council regular printed newsletter Peninsula Wide	9%	39%	51%	166	804
Drains maintenance and repairs	10%	39%	51%	54	804
Enforcement of local laws	6%	44%	50%	134	804
Local traffic management	8%	42%	50%	46	804
Council's activities promoting local economic development and tourism	8%	43%	49%	158	804
Provision and maintenance of street trees	12%	39%	49%	21	804
Parking enforcement	11%	45%	44%	82	804
Footpath maintenance and repairs	14%	43%	44%	81	804
Council management of illegally dumped rubbish	12%	47%	42%	65	804
Public toilets	17%	47%	35%	10	439
Maintenance and repair of unsealed local roads	16%	53%	31%	174	804
Maintenance and repairs of sealed local roads	26%	50%	24%	15	804
Maintenance and repairs of major arterial roads and highways	34%	46%	21%	12	804

Satisfaction by respondent profile

The following table provides a comparison of satisfaction with all 40 services and facilities by respondent profile, including age structure, gender, and language spoken at home.

A more detailed discussion of these results is included in the individual services section of this report following, however, in general terms, the following pattern of satisfaction was observed:

- **Generally, MORE satisfied than average** – included young adults (aged 18 to 34 years), and senior citizens (aged 75 years or older).
- **Generally, LESS satisfied than average** – included middle-aged adults (aged 45 to 59 years), older adults (aged 60 to 74 years), female respondents, respondents from English speaking households, and respondents from multilingual households.



Average satisfaction with selected Council services and facilities

MPSC - 2025/26 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

Service/facility	Young adults	Adults	Middle-aged adults	Older adults	Senior citizens	Male	Female	English speaking	Multi-lingual
Maintenance and repairs of major arterial roads	5.9	6.1	5.1	4.8	4.6	5.4	5.1	5.2	5.6
Maintenance and repairs of sealed local roads	6.4	6.2	5.3	5.2	5.6	5.9	5.4	5.6	5.9
Maintenance and repair of unsealed local roads	7.2	6.7	6.1	5.7	6.0	6.5	6.1	6.3	6.4
Drains maintenance and repairs	7.8	7.3	6.9	6.8	7.0	7.2	7.0	7.1	7.1
Footpath maintenance and repairs	7.6	7.0	6.7	6.2	6.5	7.0	6.5	6.8	6.8
Maintenance and cleaning of public areas	7.7	7.5	7.1	7.0	7.4	7.4	7.2	7.3	7.3
Litter collection in public areas	7.7	7.7	7.1	7.4	7.5	7.5	7.3	7.4	7.4
Council management of illegally dumped rubbish	7.2	7.2	6.7	6.6	7.0	7.0	6.7	6.9	6.9
Provision and maintenance of street trees	7.9	7.3	6.7	6.6	6.6	7.1	6.9	7.0	6.9
Street lighting	8.1	7.5	7.4	7.6	8.0	7.7	7.7	7.7	7.7
Street sweeping	8.1	7.7	7.5	7.6	7.5	7.7	7.7	7.7	7.7
Regular weekly garbage collection	9.0	8.9	8.7	9.1	9.1	9.0	9.0	9.0	8.8
Regular fortnightly recycling	8.7	8.7	8.6	9.0	9.0	8.8	8.8	8.8	8.7
Provision and maintenance of parks and gardens	8.4	7.9	7.6	7.8	8.1	7.9	7.9	7.9	8.2
Foreshore and beaches	7.7	7.7	7.3	7.8	7.6	7.8	7.4	7.6	7.6
Animal management	8.2	7.7	7.4	7.4	7.8	7.8	7.6	7.6	8.0
Local traffic management	7.4	7.5	6.9	7.2	7.3	7.2	7.2	7.2	7.3
Parking enforcement	7.4	7.3	6.7	6.7	6.9	7.1	6.9	7.0	6.7
Enforcement of local laws	7.7	7.5	7.1	7.1	7.3	7.4	7.2	7.3	7.2
Council regular printed newsletter Peninsula Wide	7.6	7.6	6.8	6.9	7.3	7.2	7.2	7.1	7.4
Council's activities promoting eco. development	7.8	7.5	7.2	6.7	7.1	7.4	7.1	7.3	6.8
Environmental events, programs, and activities	7.9	7.5	7.1	7.1	7.4	7.5	7.2	7.4	6.9
Fortnightly food and green waste collection service	8.7	8.2	8.3	8.9	9.0	8.6	8.7	8.6	8.7
Bookable hard rubbish service	7.9	7.7	7.9	8.2	8.3	8.0	8.1	8.0	8.0
Local library services	8.8	8.5	8.2	8.8	9.0	8.5	8.7	8.6	9.0
Council communications	8.3	8.0	7.8	7.6	8.0	7.9	7.9	7.9	7.6
Council community engagement	8.4	7.4	7.8	8.1	7.6	7.7	7.9	7.8	7.8
Sports ovals and other local sporting facilities	8.3	8.0	7.4	8.1	8.6	7.9	8.1	7.9	8.5
Recreation Centres and / or Aquatic Centres	8.1	7.8	7.9	8.7	8.8	8.2	8.2	8.1	8.8
Outdoor recreation facilities	8.1	7.6	7.7	8.0	8.7	8.2	7.8	8.0	8.1
Bike and shared paths	7.4	7.3	7.5	7.2	8.2	7.5	7.4	7.4	7.7
Public toilets	6.6	6.4	6.2	6.5	7.0	6.7	6.3	6.4	6.9
Waste Transfer Station / Recycling Centre (the Tip)	8.4	7.9	7.7	7.9	8.5	7.8	8.1	8.0	7.5
Community Centres / Neighbourhood Houses	8.5	8.1	8.0	8.2	8.5	8.4	8.1	8.2	8.3
Services for children from birth to 5 years of age	8.4	8.4	8.7	8.1	8.5	8.8	8.3	8.5	8.1
Support services for youth	8.4	7.7	8.1	7.4	8.0	8.3	7.9	8.0	8.1
Support services for seniors	8.5	7.6	6.8	7.5	8.8	8.1	7.7	7.8	7.9
Support services for people with disability	7.1	6.6	7.5	6.7	6.8	7.7	6.5	7.1	5.7
Provision of public art	7.4	7.5	7.9	8.1	7.9	7.6	8.1	8.0	7.3
Community and cultural activities	8.4	7.9	7.8	8.1	8.1	8.0	8.1	8.0	8.1
<i>Average satisfaction</i>	7.9	7.6	7.3	7.4	7.7	7.6	7.5	7.5	7.5
Total respondents	152	108	200	213	127	377	416	716	83



Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of the average importance of each of the 40 included Council services and facilities against the average satisfaction with each service.

The grey crosshairs represent the metropolitan average importance (9.1) and satisfaction (7.9) with Council services and facilities as recorded in the 2026 *Governing Melbourne* research conducted independently by Metropolis Research.

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

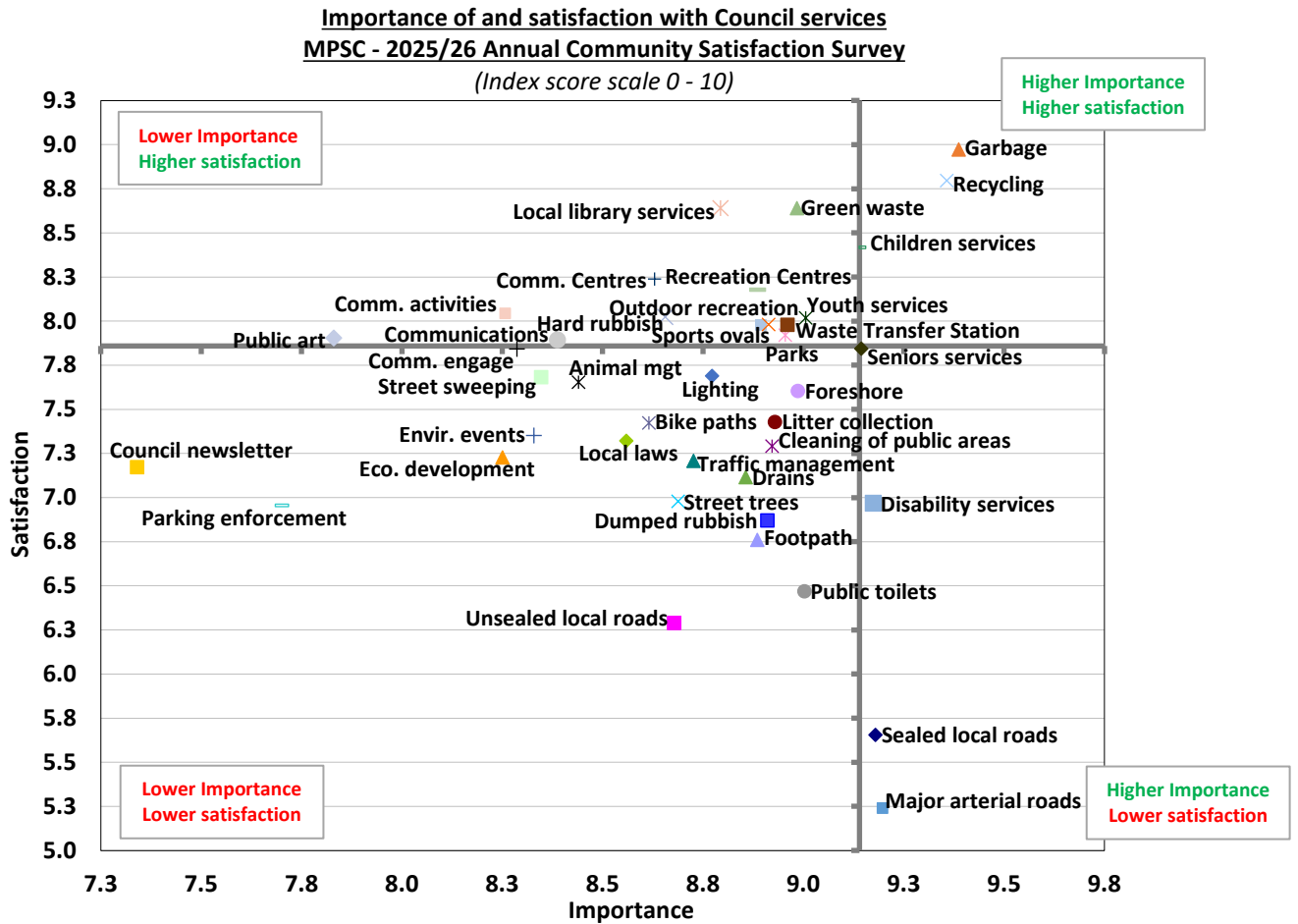
Conversely services in the bottom right-hand quadrant were those of most concern as they were of higher-than-average importance but received lower than average satisfaction scores.

Results of note include the following:

- ***Kerbside collection services*** – all four kerbside collection services recorded higher than average satisfaction scores, three of which (recycling, hard rubbish, and green waste) were measurably higher. However, hard rubbish collection and green waste collection were less important than average.
- ***Community services*** – two of the community services, namely services for children and services for youth, recorded higher-than-average satisfaction scores, with services for children also being more important than average. However, services for seniors and services for people with disabilities were below average satisfaction, and fell into the quadrant of most concern, being also of higher-than-average importance.
- ***Arts, culture, and recreation services*** – satisfaction with services related to arts and culture (the provision of public art and community and cultural activities) were of higher-than-average satisfaction, as were recreation related services (including sports ovals, recreation centres, outdoor recreation facilities, and parks). However, bike paths were an exception to this, recording a lower-than-average satisfaction score. These services were all less important than average.
- ***Communication services*** – Council’s communications and newsletter *Peninsula Wide* both recorded satisfaction scores which were average or marginally below average, however both services were also less important than average.
- ***Infrastructure and cleaning services*** – services and facilities related to infrastructure and cleaning (including street lighting, cleaning of public areas, street sweeping, footpaths, drains, street trees, the management of illegally dumped rubbish, and public toilets) were all of lower-than-average satisfaction, but also less important than average.
- ***Transport related infrastructure services*** – services and facilities related to transport infrastructure, most notably sealed and unsealed local roads and major arterial roads (managed by VicRoads), were among those with which respondents were least satisfied. In addition, sealed local roads and major arterial roads (managed by VicRoads) fell into the quadrant of most concern, being also of higher-than-average importance.



- Services and facilities of most concern** – the services and facilities of most concern in 2026 were the maintenance and repair of major arterial roads (managed by VicRoads), the maintenance and repair of sealed local roads, the maintenance and repair of unsealed local roads, public toilets, footpath maintenance and repairs, Council management of illegally dumped rubbish, parking enforcement, support services for people with disability, the provision and maintenance of street trees, drains maintenance and repairs, Council’s newsletter *Peninsula Wide*, and local traffic management.



Satisfaction by broad service areas

The 40 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, bookable hard rubbish, and waste transfer station / recycling centre (the tip).
- **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 repairs 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.

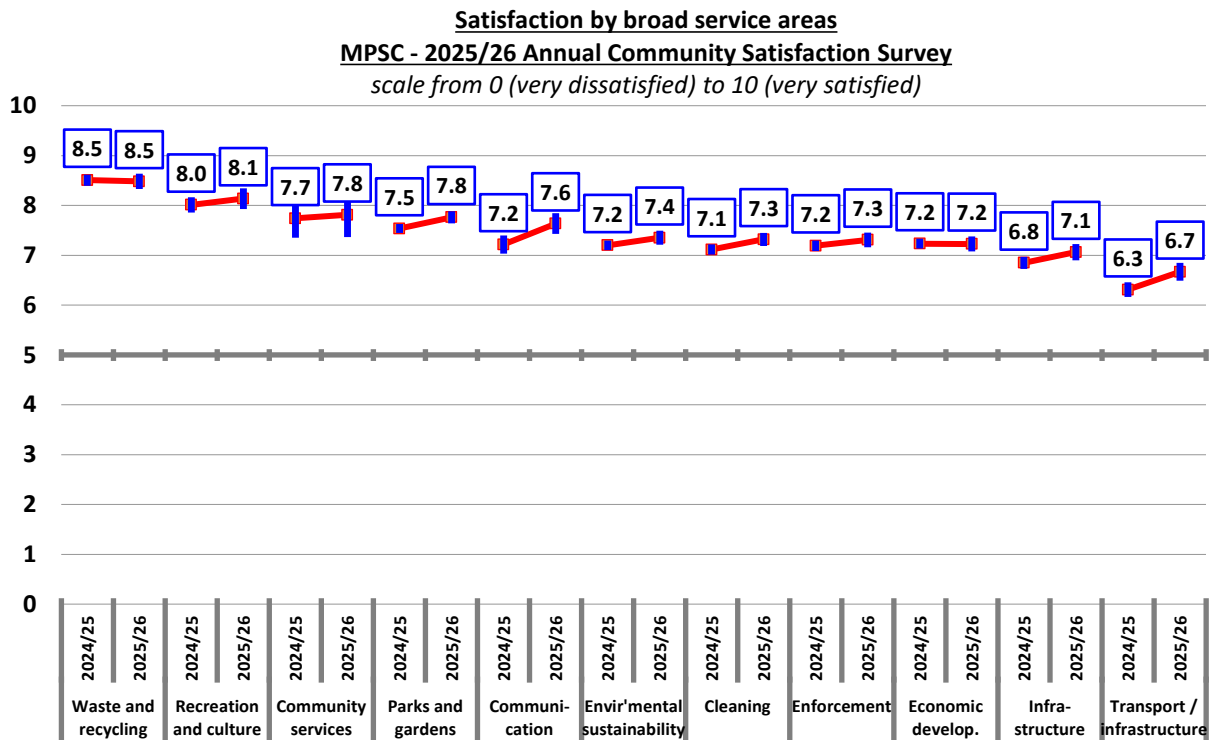
Increases in satisfaction were recorded for nine of the 11 broad service areas, including transport infrastructure (4pts higher), communication (4pts), parks and gardens (3pts), infrastructure (3pts), cleaning (2pts), environmental sustainability (2pts), enforcement (1 point), community services (1 point), and recreation and culture (1 point).

Of these increases, parks and gardens, communication, cleaning, and transport infrastructure were measurably higher.



Satisfaction with the broad service areas can best be summarised as follows:

- **Excellent** – for recreation and culture, waste and recycling, community services (up from “very good”), and parks and gardens (up from “very good”).
- **Very Good** – for communication (up from “good”), environmental sustainability (up from “good”), cleaning (up from “good”), and enforcement (up from “good”).
- **Good** – for economic development, transport infrastructure (up from “solid”), and infrastructure.



The following graphs provide a comparison of satisfaction with these 11 broad service areas against the metropolitan average and the interface council average, as recorded in the 2026 *Governing Melbourne* research.

When compared to the metropolitan average satisfaction with these broad service areas, it is noted that satisfaction with none of the broad service areas was higher in Mornington Peninsula than the metropolitan average, with only waste and recycling recording satisfaction consistent with the metropolitan average, and the rest of the areas recording lower satisfaction.

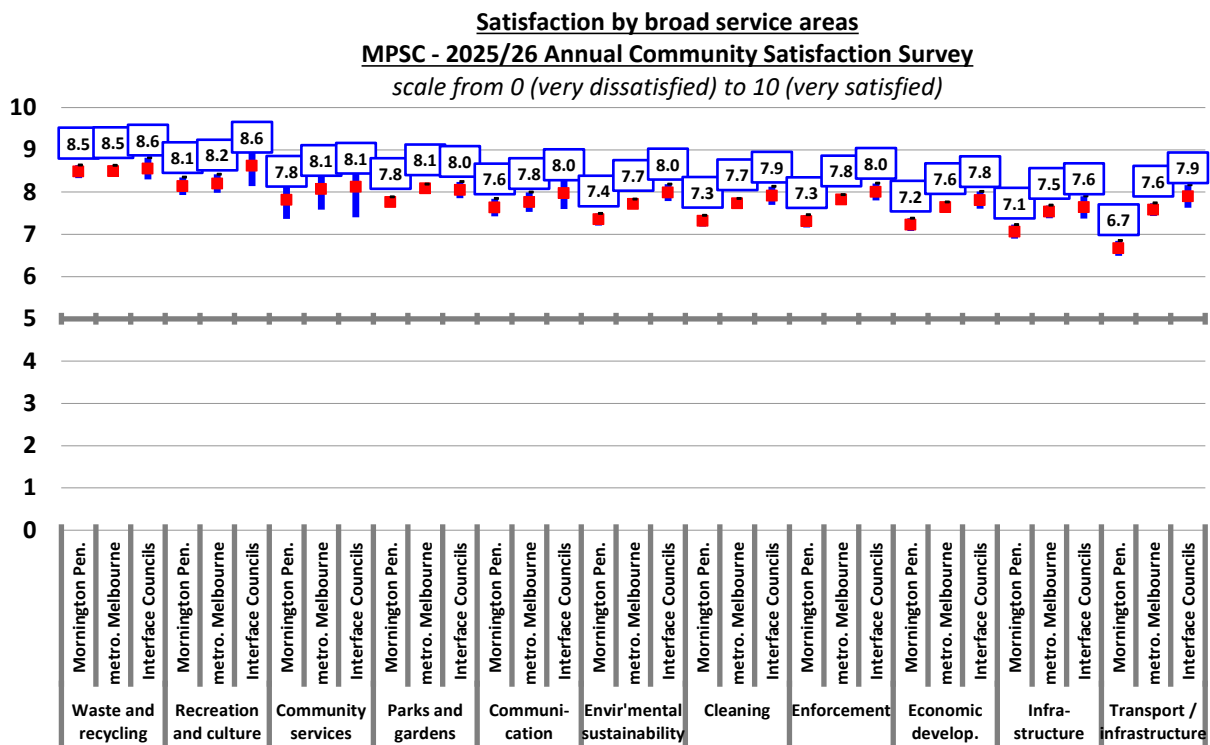
Satisfaction with transport infrastructure (9pts lower), enforcement (5pts lower), cleaning (4pts), infrastructure (4pts), economic development (4pts), environmental sustainability (3pts), parks and gardens (3pts), community services (3pts), communication (2pts), and recreation and culture (1 point lower) was lower than the metropolitan average.



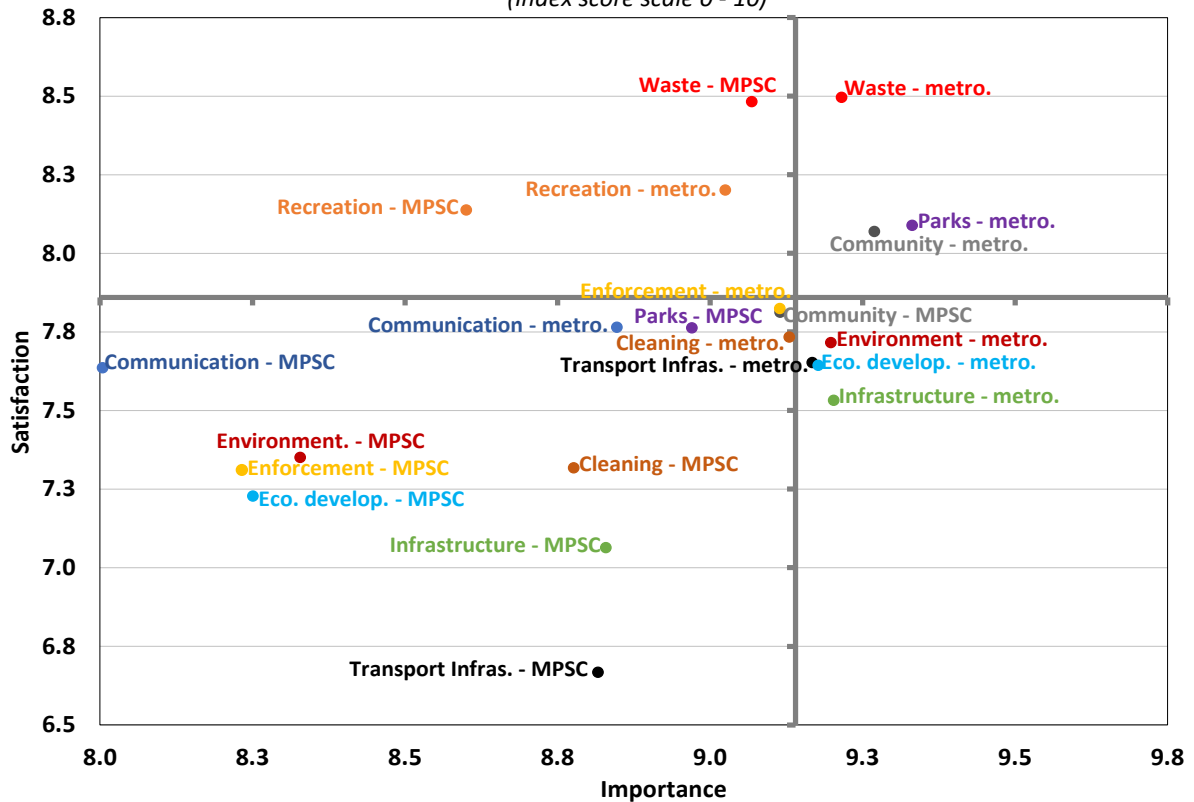
Of these, transport infrastructure, infrastructure, economic development, enforcement, cleaning, environmental sustainability, and parks and gardens were measurably lower.

When compared to the interface councils average satisfaction with these broad service areas, it is noted that satisfaction with all of the broad service areas was lower in Mornington Peninsula than the interface councils average, including transport infrastructure (12pts lower), enforcement (7pts lower), cleaning (6pts), economic development (6pts), environmental sustainability (6pts), infrastructure (5pts), recreation and culture (5pts), communication (4pts), community services (3pts), parks and gardens (2pts), and waste and recycling (1 point lower).

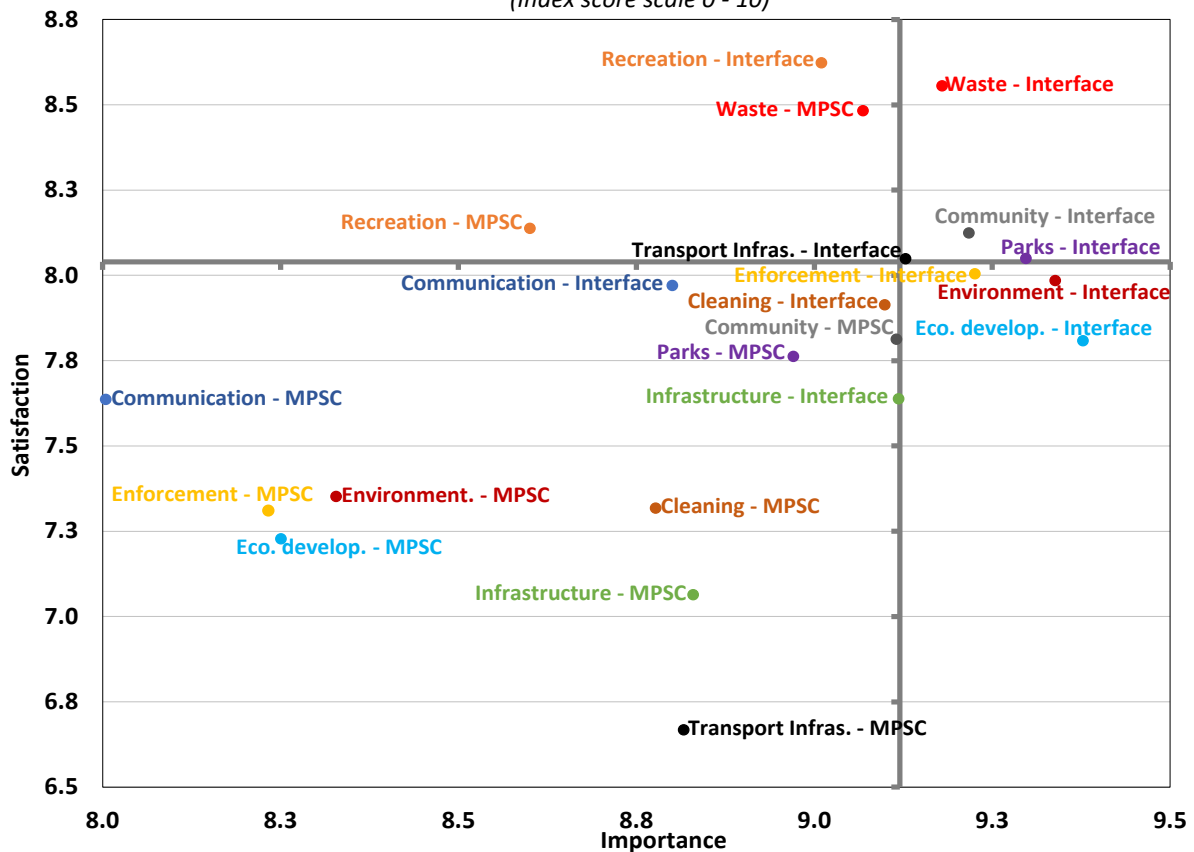
Of these, transport infrastructure, infrastructure, economic development, enforcement, cleaning, environmental sustainability, and parks and gardens were measurably lower.



Importance of and satisfaction with Council services
MPSC - 2025/26 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



Importance of and satisfaction with Council services
MPSC - 2025/26 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



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’.

Almost three-quarters (78% up from 72%) of respondents raised at least one issue this year, at an average of approximately two issues each, providing a total of 1,281 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.



The most common issue nominated by respondents across the Mornington Peninsula Shire was road maintenance and repairs (including roadworks), with 38% (up from 33%) of respondents raising roads as an issue this year.

The proportion of respondents who nominated road maintenance and repairs has increased over the last three years, up from an average of 30% of all respondents in 2023/24 to 38% of all respondents this year.

When read in conjunction with the significantly lower than average satisfaction with both [Council](#) and [VicRoads](#) managed roads, the dominance of these issues makes clear the importance of road related issues to the community of the Mornington Peninsula Shire.

Metropolis Research notes that this was a significant proportion of respondents raising road related issues and was almost four times the metropolitan Melbourne average of 10%, and more than double the interface councils' average of 14%.

This result was, however, measurably and significantly lower than the 2025 regional Victorian average of 48%.

The respondents who raised these issues, on average, rated satisfaction with Council's overall performance at 6.1 (up from 5.9) out of 10, measurably (3pts down from 4pts) lower than the municipal average (6.4).

This strongly suggests that, despite the improvement in satisfaction with sealed local roads managed by Council this year, 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 include 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 may exert a significant negative influence on overall satisfaction for the respondents who raise them included rubbish and waste issues (28 respondents 10 points less satisfied), cleanliness of the area (28 respondents, 19 points less), and Council rates, fees, and charges (38 down from 83 respondent, eight points less less).

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.

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

MPSC - 2025/26 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Response	2025/26		24/25	23/24	2026 Metro.*	Interface Councils*
	Number	Percent				
Road maintenance and repairs	302	38%	33%	30%	10%	14%
Traffic management	82	10%	8%	8%	11%	6%
Safety, policing, crime	57	7%	7%	3%	9%	6%
Footpath maintenance and repairs	56	7%	6%	5%	3%	3%
Environment, sustainability and climate change	51	6%	4%	5%	2%	0%
Provision and maintenance of street trees	43	5%	8%	7%	7%	6%
Council rates, fees, and charges	38	5%	5%	4%	3%	4%
Parking	37	5%	4%	4%	12%	6%
Beach and foreshore issues	36	4%	5%	4%	0%	0%
Parks, gardens and open spaces	36	4%	6%	6%	3%	3%
Cleanliness and maintenance of area	28	3%	4%	3%	3%	3%
Rubbish and waste issues inc garbage	28	3%	3%	4%	3%	2%
Street lighting	26	3%	3%	2%	10%	6%
Building, housing, planning and development	25	3%	3%	4%	5%	0%
Public transport	22	3%	2%	3%	2%	3%
Communication and consultation	21	3%	3%	2%	1%	1%
Community activities / centres / arts / culture	21	3%	1%	1%	1%	0%
Sports, leisure and recreation facilities	21	3%	2%	2%	2%	4%
Council governance and performance	19	2%	2%	3%	1%	0%
General infrastructure provision / maintenance	17	2%	1%	1%	1%	0%
Elderly services and facilities	16	2%	1%	1%	0%	0%
Homelessness	16	2%	1%	1%	0%	0%
Public toilets	16	2%	2%	1%	2%	3%
Children activities and facilities	14	2%	1%	1%	1%	1%
Dog off-leash issues and amenities	14	2%	1%	1%	1%	0%
Health and medical issues / services	14	2%	1%	1%	0%	0%
Bikes, cycling / walking tracks	13	2%	1%	3%	1%	0%
Financial issues and priorities for Council	13	2%	1%	1%	0%	0%
Illegally dumped rubbish	13	2%	2%	1%	1%	3%
Youth activities, services and facilities	12	1%	1%	2%	1%	0%
Drains maintenance and repairs	9	1%	3%	3%	3%	1%
Tourism	9	1%	1%	1%	n.a.	n.a.
Council customer service / responsiveness	8	1%	1%	1%	0%	0%
Tip	8	1%	1%	1%	0%	0%
Housing availability / affordability	7	1%	1%	1%	1%	0%
Retail and hospitality	7	1%	1%	1%	1%	3%
Street cleaning and maintenance	7	1%	0%	0%	3%	0%
All other issues (42 separately identified issues)	119	15%	17%	20%	14%	10%
Total responses	1,281		2,357	2,545	924	214
<i>Respondents identifying at least one issue</i>	<i>625</i> <i>(78%)</i>		<i>1,159</i> <i>(72%)</i>	<i>1,134</i> <i>(71%)</i>	<i>496</i> <i>(62%)</i>	<i>133</i> <i>(56%)</i>

(*) 2026 metropolitan Melbourne and interface councils' averages from Governing Melbourne



Metropolis Research also draws attention to the seven percent of respondents who nominated safety, policing, and crime related issues as a top three issue to address for residents living in the Mornington Peninsula Shire.

This result was marginally lower than the metropolitan average of nine percent but was significantly lower than that recorded in some neighbouring municipalities such as the City of Frankston and others in the southeastern region of metropolitan Melbourne.

It is noted that the perception of safety in the public areas of the Mornington Peninsula Shire has continued to decline somewhat this year, particularly the perception of safety in public areas at night, which has declined six percentage points (8%) over the last two years.

This is discussed in more detail in the [perception of safety](#) section of this report.

When compared to the results for Mornington Peninsula Shire last year, the following variations were noted:

- **Somewhat to notably MORE common in 2025/26 than in 2024/25** – included road maintenance and repairs (38% up from 33%), traffic management (10% up from 8%), and environment, sustainability, and climate change (6% up from 4%).
- **Somewhat to notably LESS common in 2025/26 than in 2024/25** – included street trees (5% down from 8%), and parks, gardens, and open spaces (4% down from 6%).

When compared to the results from the 2026 *Governing Melbourne* research, which was conducted independently by Metropolis Research in January 2025, the following variations of note were observed:

- **Somewhat to notably MORE prominent in Mornington Peninsula** – included road maintenance and repairs (38% compared to 10%), footpath maintenance and repairs (7% compared to 3%), environment, sustainability, and climate change (6% compared to 2%), beach and foreshore issues (4% compared to <1%), communication and consultation (3% compared to 1%), community activities, arts, and culture (3% compared to <1%), elderly services and facilities (2% compared to <1%), homelessness (2% compared to <1%), health and medical services (2% compared to <1%), and financial issues and priorities for Council (2% compared to <1%).
- **Notably LESS prominent in Mornington Peninsula** – included parking (5% compared to 12%), street lighting (3% compared to 10%), planning and development (3% compared to 5%), drains (1% compared to 3%), and street cleaning and maintenance (1% compared to 3%).

It is noted that many of these results were consistent with results observed over the last two years.



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 felt 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.

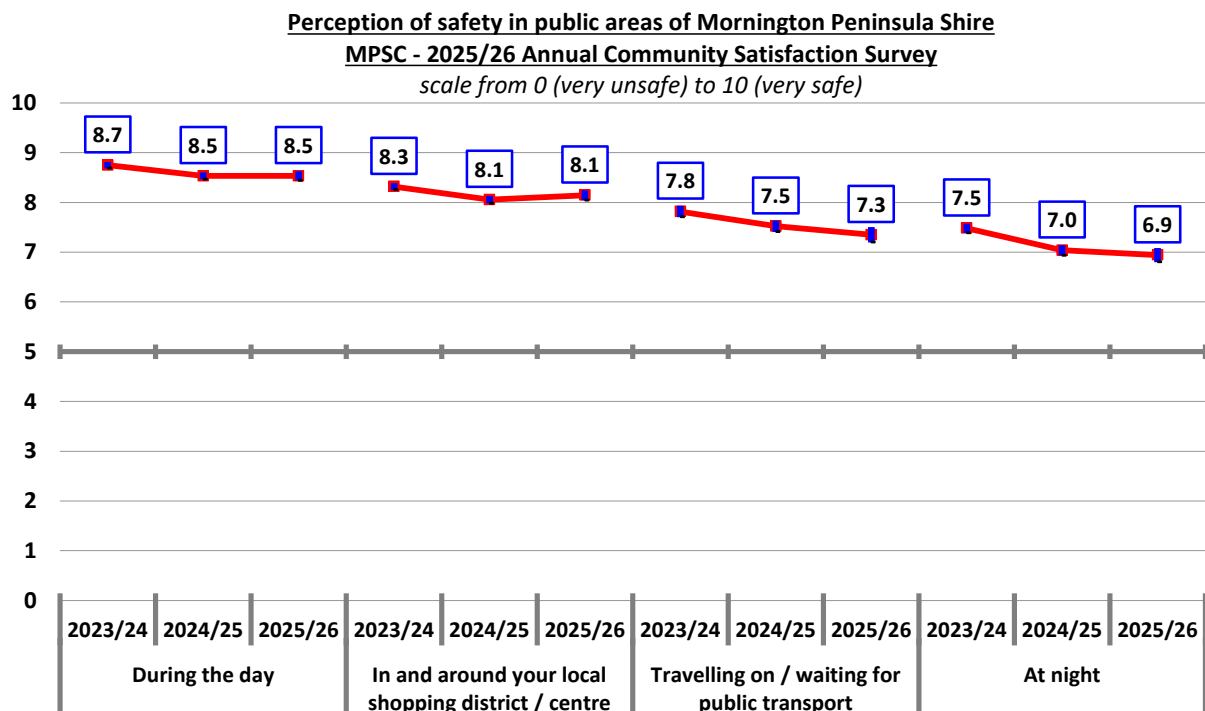
It is important to bear in mind that these results reflect the community’s perception of their safety, rather than being a measure of how safe the community is, as measured by other statistics such as the published crime statistics.

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 municipality during the day as well as in and around the local shopping district / centre remained stable at relatively high levels.

Metropolis Research notes that Mornington Peninsula is one of the few municipalities in metropolitan Melbourne that were surveyed by Metropolis Research in 2025 and so far in 2026 that have maintained the high perception of safety in public areas during the day and in and around local shopping areas.

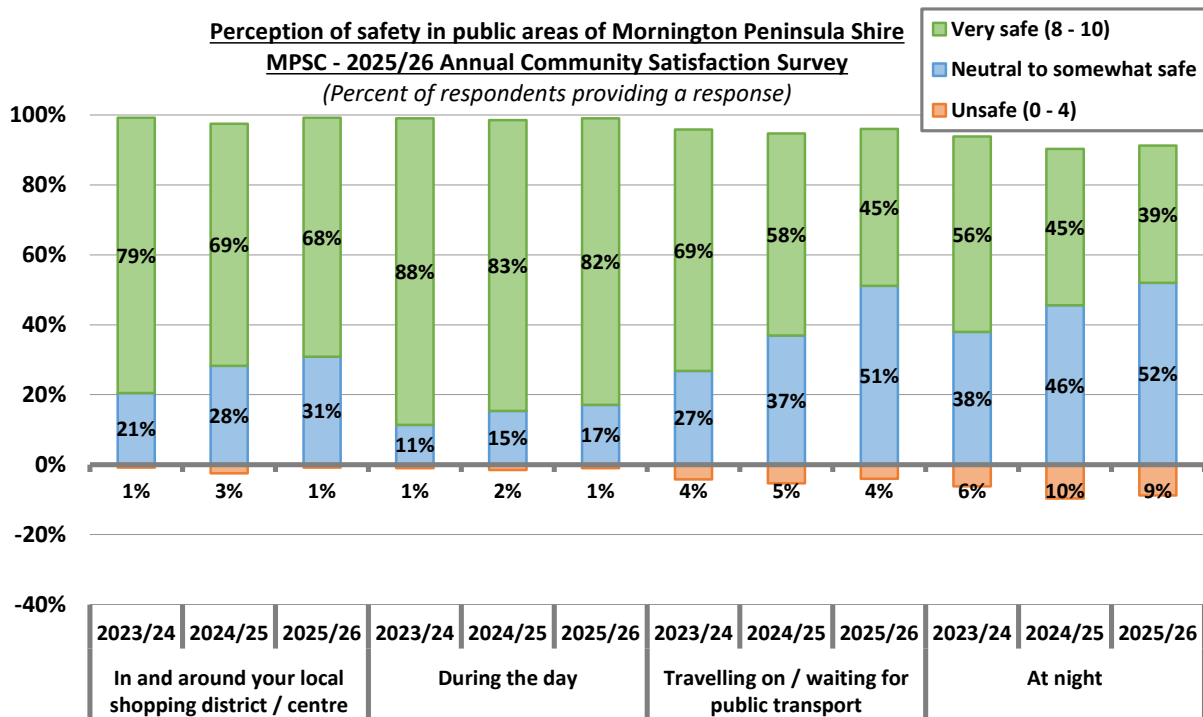
The perception of safety in the public areas of the Mornington Peninsula Shire at night, as well as waiting for and travelling on public transport both declined somewhat again this year.



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).

The key findings from the raw percentage results in the following graph were that there has not been an increase this year in the proportion of respondents who felt “unsafe” (i.e., rated perception of safety at less than five out of 10), with nine percent of respondents reporting that they felt “unsafe” in the public areas of the municipality at night.

Consistent with the decline in the average perception of safety, there has been over the last two years, a significant decline in the proportion of respondents who felt “very safe” in public areas at night (39% down from 56% in 2023/24), as well as waiting for and travelling on public transport (45% down from 69%).



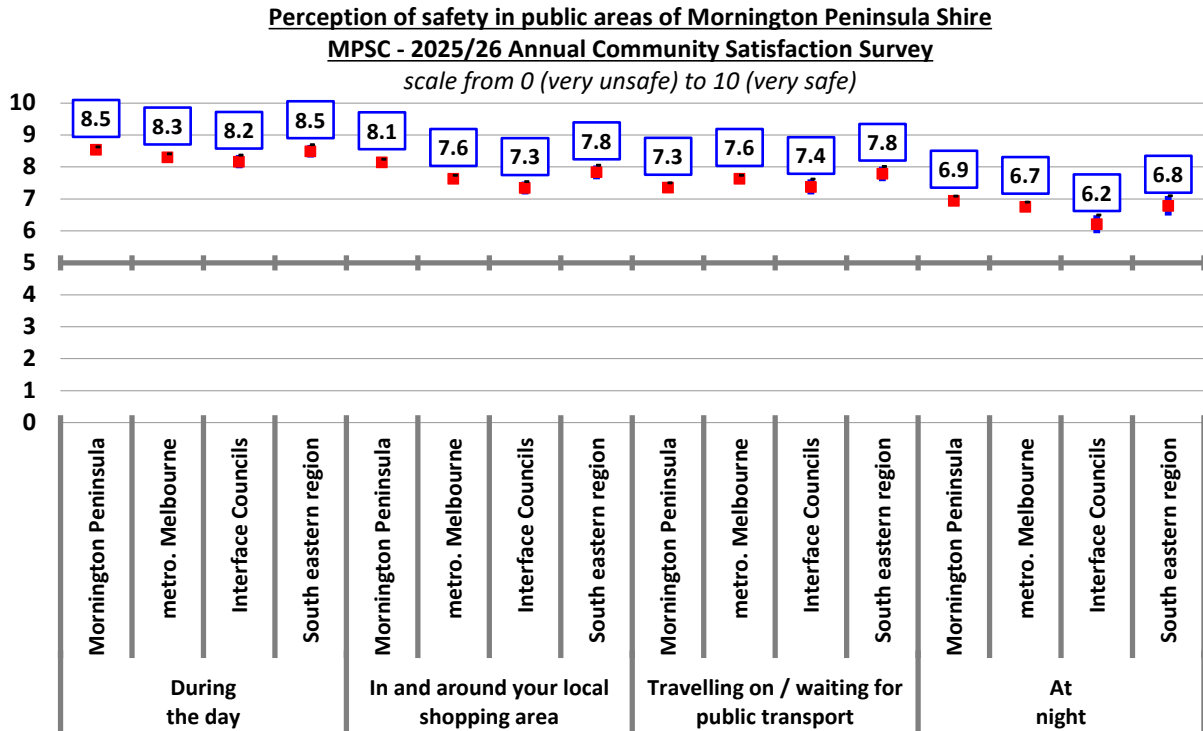
The following graph provides a comparison of these results against the metropolitan, southeastern region, and interface councils’ averages, as recorded in the 2026 *Governing Melbourne* research. *Governing Melbourne* was conducted in January 2026 using the same in-person, door-to-door interview methodology.

The perception of safety in the public areas of the Mornington Peninsula Shire during the day (2pts higher) and in and around the local shopping district / centre (5pts higher) were both measurably higher than the metropolitan average, and safety at night was notably (2pts) higher.

It is noted, however, that the perception of safety waiting for and travelling on public transport was measurably (3pts or 4%) lower than the metropolitan average.



This result likely reflects, at least in part, community concern around safety while travelling on public transport such as trains into inner and middle-ring Melbourne.



Reasons for feeling less safe

There was a total of 91 comments received from respondents who felt unsafe in the public areas of the Mornington Peninsula Shire this year.

These comments have been broadly categorised, as outlined in the following table, with the most common issues relating to crime and policing related issues (18 comments), and concerns around various types of people (18 comments).



Reasons for not feeling safe in the public areas of Mornington Peninsula Shire

MPSC - 2025/26 Annual Community Satisfaction Survey

(Number and percent of total responses)

Response	2025/26		2024/25	2023/24
	Number	Percent		
Crime and policing	18	20%	22%	25%
People	18	20%	23%	16%
Drugs and alcohol	14	15%	12%	11%
Incidents / break-ins	14	15%	15%	14%
Perception of safety at night / lighting	12	13%	13%	14%
General perception of safety	6	7%	5%	7%
Violence and anti-social behaviour	4	4%	4%	3%
Safety on public transport	3	3%	2%	4%
Being female	0	0%	2%	3%
Other	2	2%	3%	4%
Total	91	100%	186	118

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, what are all the ways that you would prefer Council communicate with you? And if you had to choose the one BEST method, what would that be?”

Preferred method of communication

Almost all (96%) respondents nominated at least one method by which they prefer Council communicate with them, at an average of approximately two methods each.

The two most common methods by which respondents would prefer Council communicate with them were a Council newsletter delivered to their letterbox (53% up from 47%) and a Council newsletter emailed to them (49% down from 56%).

These results reinforce the importance of the Council newsletter to the local community, but also that the community is relatively evenly split between an electronic and a printed copy delivered directly to their home.

A substantial proportion of respondents also preferred that Council communicate with them via a variety of other methods including the website (37% up from 23%), social media (26% up from 18%), a text message (24%), and advertising in the local newspaper (21% up from 16%).



These results reinforce the importance of communicating with the community via a variety of channels.

Preferred method of communicating with Council about news, information, events

MPSC - 2025/26 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Response	2025/26		2024/25
	Number	Percent	
A Council newsletter delivered to letterbox	427	53%	47%
A Council newsletter emailed to you	394	49%	56%
Council website	300	37%	23%
Social media	209	26%	18%
A text message	194	24%	24%
Advertising in the local newspaper	167	21%	16%
A Council newsletter as an inset in newspaper	102	13%	11%
Other	10	1%	4%
Total responses	1,803		1,584
<i>Respondents identifying at least one method</i>	<i>774</i> <i>(96%)</i>		<i>781</i> <i>(98%)</i>

Best method of communication

After respondents were asked to list all the methods by which they would prefer that Council communicate with them, they were then asked to nominate their most preferred or best method.

These results reinforce the preferred methods findings, which highlighted the importance of a Council newsletter, be it emailed (33% down from 36%) or delivered to their letterbox (32%).

The strength of the preceding results on all preferred methods was that they highlighted the level of community preference for communication via more than one method, or other than only through the Council newsletter.

Metropolis Research notes that the proportion of respondents who nominated the Council website as their most preferred or best method of communication continued to increase this year, up from just two percent back in 2022 (asked via a different service provider and survey method) to 11% this year.



Best method of communicating with Council about news, information and events

MPSC - 2025/26 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

Response	2025/26		2024/25	2023/24	2023	2022
	Number	Percent				
A Council newsletter emailed to you	254	33%	36%	31%	38%	36%
A Council newsletter to letterbox	245	32%	32%	33%	28%	28%
Council website	81	11%	8%	8%	3%	2%
A text message	72	9%	9%	11%	9%	8%
Social media	58	8%	7%	8%	12%	15%
Advertising in the local newspaper	32	4%	3%	6%	6%	6%
A Council newsletter in newspaper	15	2%	1%	2%	3%	5%
Other	4	1%	3%	1%	n.a.	n.a.
Not stated	43		46	92	n.a.	n.a.
Total	804	100%	1,602	1,604	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 this year asked to rate their level of agreement or disagreement with nine statements about the health and wellbeing of the local community, community participation, and a range of other aspects around the sense of community.

Six of these statements were included in the survey program for the first time this year, and therefore no time series results were available for publication.

The average agreement with these nine statements can best be summarised as follows:

- **Strong Agreement** – that the respondent rates their health as good or very good (7.9), that they feel part of the local community (7.7, down 2pts), have access to services and supports that meet their needs (7.6), that Mornington Peninsula is welcoming and supportive of people from diverse cultures (7.6 down 2pts), that they feel valued by society (7.5), that they feel connected to the community (7.4), and that Mornington Peninsula is inclusive for people with disability (7.3 down 3pts). Approximately half or more of the respondents “strongly agreed” with these statements, while no more than five percent of respondents “disagreed”.
- **Moderate Agreement** – that they belong to an organised group, comprising 48% who “strongly agreed” and 20% who “disagreed”.
- **Mild Agreement** – that they volunteer in the community, comprising 36% who “strongly agreed” and 30% who “disagreed”.

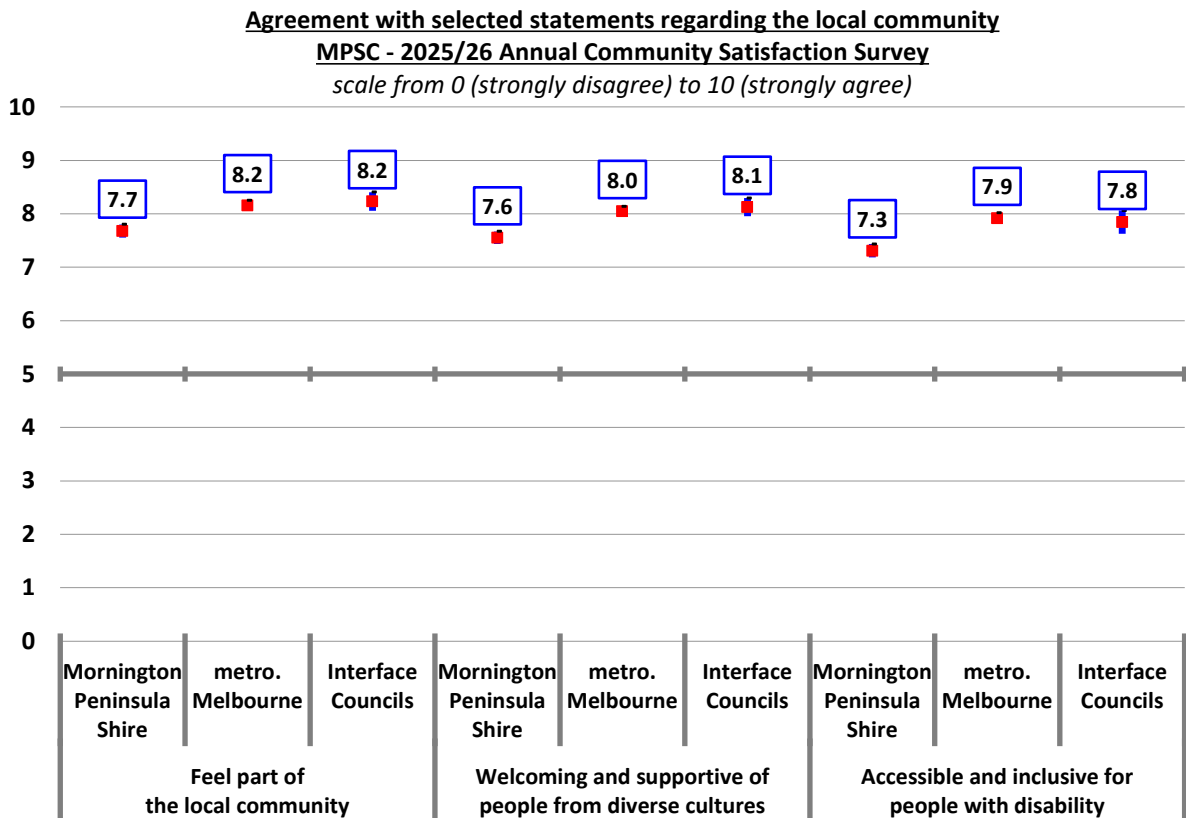


There was a notable decline this year in the proportion of respondents who “strongly agreed” with each of the three statements that were included last year, with the largest decline recorded for agreement that Mornington Peninsula is inclusive for people with disability (down 8pts to 46%).

The three statements that were included in past years were also included in the 2026 *Governing Melbourne* research conducted independently by Metropolis Research in January 2026, using the same in-person, door-to-door methodology.

In 2026, the average agreement with each of these three statements was measurably lower than the metropolitan and interface councils’ averages.

This lower agreement was largest in relation to Mornington Peninsula being inclusive for people with disability, the average agreement with which was six percentage points (8%) lower in the Mornington Peninsula Shire.



Frequency of using public open spaces

Respondents were asked:

“How often do you or members of your household use public open spaces?”

This question relating to the use of public open spaces was included in the survey program for the first time this year.

A total of 759 of the 804 respondents provided a response this question this year.

Almost half (47%) of respondents reported that they frequently visit public open spaces, at least every few days, with a further 25% visiting at least every few weeks.

These results reinforce the importance of public open spaces to the community.

Frequency of using public open spaces
MPSC - 2025/26 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

<i>Response</i>	<i>2025/26</i>	
	<i>Number</i>	<i>Percent</i>
Frequently (daily or every few days)	359	47%
Infrequently (at least every few weeks)	187	25%
Occasionally (at least every few months)	110	14%
Rarely (a few times a year at most)	59	8%
Never	44	6%
Cant say / prefer not to say	45	
Total	804	100%



Respondent profile

The following section provides the demographic profile of respondents to the *Mornington Peninsula Shire Council – 2025/26 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 structure of the Mornington Peninsula community, which speaks to the strength of the door-to-door, in-person methodology.

Age structure
MPSC - 2025/26 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Age	2025/26 (unweighted)		2025/26 (weighted)	2024/25	2023/24
	Number	Percent			
Young adults (18 - 34 years)	97	12%	19%	19%	19%
Adults (35 - 44 years)	150	19%	14%	14%	13%
Middle-aged adults (45 - 59 yrs)	169	21%	25%	25%	25%
Older adults (60 - 74 years)	238	30%	27%	26%	27%
Senior citizens (75 yrs and over)	146	18%	16%	16%	16%
Not stated	4		4	7	9
Total	804	100%	804	1,602	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 gender structure of the Mornington Peninsula community, which speaks to the strength of the door-to-door, in-person methodology.



Gender

MPSC - 2025/26 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Gender	2025/26 (unweighted)		2025/26	2024/25	2023/24
	Number	Percent	(weighted)		
Male	421	53%	47%	47%	47%
Female	372	47%	52%	52%	52%
Non-binary	4	1%	1%	1%	0%
Prefer to self-describe	0	0%	0%	0%	0%
Prefer not to say	7		7	2	3
Total	804	99%	804	1,602	1,604

Disability

Consistent with the results recorded in previous years, 12% of the 786 respondents who provided an answer reported that at least one household member identified with disability.

Household member with a permanent or long-term disability
MPSC - 2025/26 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Disability	2025/26		2024/25	2023/24
	Number	Percent		
Yes	98	12%	12%	11%
No	688	88%	88%	89%
Prefer not to say	18		22	28
Total	804	100%	1,602	1,604

Language spoken at home

Consistent with the results recorded previously, the overwhelming majority of the 801 respondents who provided an answer reported that their household spoke only English at home.

This result was somewhat higher than the 2021 *Census* that reported that 5.1% of residents spoke a language other than English at home.

This result speaks well to the effectiveness of the methodology at engaging with culturally and linguistically diverse communities.



Language spoken at home
MPSC - 2025/26 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Language	2025/26		2024/25	2023/24
	Number	Percent		
English	716	89%	87%	90%
Italian	18	2%	2%	2%
German	9	1%	1%	1%
Greek	7	1%	1%	1%
Hindi	5	1%	0%	0%
Dutch	4	0%	0%	0%
French	4	0%	1%	1%
Spanish	4	0%	0%	1%
Tagalog (Filipino)	4	0%	1%	0%
Mandarin	3	0%	0%	0%
Thai	3	0%	0%	0%
Vietnamese	3	0%	0%	0%
Cantonese	2	0%	0%	0%
Malayalam	2	0%	0%	0%
Nepali	2	0%	0%	0%
Polish	2	0%	0%	0%
Sinhalese	2	0%	0%	0%
Arabic	1	0%	0%	0%
Gaelic	1	0%	0%	0%
Hakka	1	0%	0%	0%
Hungarian	1	0%	0%	0%
Indonesian	1	0%	0%	0%
Macedonian	1	0%	0%	0%
Portugese	1	0%	0%	0%
Russian	1	0%	0%	0%
Tamil	1	0%	0%	0%
Tongan	1	0%	0%	0%
All other languages	1	0%	1%	1%
Not stated	3		11	22
Total	804	100%	1,602	1,604

Household structure

Consistent with the results recorded in previous years, approximately one-third of respondent households were two-parent families, with a diverse range of ages of youngest child.

A little more than one-third were couple households without children, approximately one-sixth were sole person households, and less than five percent group households and one-parent families.



Household structure

MPSC - 2025/26 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Structure	2025/26		2024/25	2023/24
	Number	Percent		
Two parent family total	287	36%	36%	35%
<i>youngest child 0 - 4 years</i>	42	5%	6%	7%
<i>youngest child 5 - 12 years</i>	79	10%	9%	10%
<i>youngest child 13 - 18 years</i>	77	10%	10%	8%
<i>adult children only</i>	89	11%	11%	9%
One parent family	32	4%	8%	8%
<i>youngest child 0 - 4 years</i>	2	0%	1%	1%
<i>youngest child 5 - 12 years</i>	7	1%	1%	1%
<i>youngest child 13 - 18 years</i>	7	1%	2%	3%
<i>adult children only</i>	16	2%	5%	4%
Group household	35	4%	6%	7%
Sole person household	132	17%	14%	15%
Couple only household	296	38%	36%	35%
Extended or multiple families	5	1%	0%	1%
Not stated	17		25	22
Total	804	100%	1,602	1,604

Housing situation

Consistent with the results recorded in previous surveys, approximately two-thirds of the 793 respondents who provided an answer reported that they owned their home outright, with a further 18% mortgagor households.

Housing situation

MPSC - 2025/26 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Situation	2025/26		2024/25	2023/24
	Number	Percent		
Own this home	503	63%	64%	61%
Mortgage (<i>paying-off this home</i>)	144	18%	19%	19%
Renting this home	127	16%	16%	17%
Other arrangement	19	2%	2%	3%
Not stated	11		19	17
Total	804	100%	1,602	1,604



Proportion of the year reside in the Mornington Peninsula

Consistent with the results recorded in previous surveys, the overwhelming majority (91%) of the 792 respondents who provided an answer reported that they live in the Shire all year round.

Proportion of the year reside in the Mornington Peninsula
MPSC - 2025/26 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2025/26		2024/25	2023/24
	Number	Percent		
All the time (permanently)	720	91%	88%	88%
Approximately six months per year	29	4%	4%	5%
Approximately three months per year	30	4%	5%	5%
Ad hoc - holiday periods	13	2%	3%	3%
Not stated	12		28	27
Total	804	100%	1,602	1,604

Period of residence in the Mornington Peninsula Shire

Consistent with the results recorded in previous surveys, and the relatively settled nature of the Mornington Peninsula housing profile, approximately two-thirds (67%) of the 802 respondents who provide an answer reported that they had lived in their current home for 10 years or more.

Only a small proportion (3%) of respondents were new residents who had lived in the Shire for less than one year.

Period of residence in the Mornington Peninsula Shire
MPSC - 2025/26 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Period	2025/26		2024/25	2023/24
	Number	Percent		
Less than 1 year	22	3%	4%	4%
1 to less than 5 years	85	11%	12%	10%
5 to less than 10 years	160	20%	23%	22%
10 years or more	535	67%	60%	63%
Not stated	2		11	16
Total	804	100%	1,602	1,604



The following table provides details of the previous municipality of residence for the 107 respondents who had lived in the Shire for less than five years.

The most common previous locations of residence were interstate (16%), overseas (10%), and other southeastern and eastern municipalities such as Frankston (15%), Casey (7%), and Monash (7%).

Previous Council
MPSC - 2025/26 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	2025/26	
	Number	Percent
Interstate	15	16%
Frankston	14	15%
International	9	10%
Casey	7	7%
Monash	7	7%
Whitehorse	5	5%
Melbourne	4	4%
Boroondara	3	3%
Kingston	3	3%
Port Phillip	3	3%
Yarra Ranges	3	3%
Bayside	2	2%
Greater Geelong	2	2%
Hume	2	2%
Maroondah	2	2%
Mornington Peninsula	2	2%
Stonnington	2	2%
Baw Baw	1	1%
Darebin	1	1%
Glen Eira	1	1%
King lake	1	1%
Maribyrnong	1	1%
Moonee Valley	1	1%
Port phillip	1	1%
Strathbogie Shire	1	1%
Whittlesea	1	1%
Not stated	13	
Total	107	100%



General comments

There was a total of 147 general comments received from respondents this year. These comments have been broadly categorised, as outlined in the following table.

The most common issues raised by respondents in the general comments were consistent with the [reasons for overall satisfaction](#) score and the top [issues to address](#) for residents living in the Mornington Peninsula Shire results.

These issues include some specific Council services and facilities (20 comments), roads (16 comments), comments on Council’s governance and management performance (15 comments), parks, gardens, and open spaces (12 comments), rates and financial management (10 comments), and communication, consultation, and engagement (9 comments).

General comments
MPSC - 2025/26 Annual Community Satisfaction Survey
(Number and percent of total responses)

Comment	2025/26		2024/25	2023/24
	Number	Percent		
Council facilities / services / activities	20	14%	12%	11%
Roads	16	11%	7%	7%
Council governance and management	15	10%	6%	10%
Parks, gardens, open spaces, tree maintenance	12	8%	8%	4%
Rates / financial management	10	7%	5%	4%
Communication, consultation, engagement	9	6%	3%	8%
General positive comments	7	5%	3%	5%
Cleanliness and aesthetics of area	6	4%	4%	3%
Comments relating to this survey	6	4%	4%	2%
Environment, climate change and bio-diversity	6	4%	1%	1%
General negative	6	4%	2%	3%
Planning and development issues	6	4%	3%	7%
Social justice issues	5	3%	1%	1%
Safety, policing and crime	4	3%	5%	3%
Traffic and public transport management	4	3%	14%	10%
Animal management	3	2%	2%	1%
Footpaths	2	1%	2%	1%
Infrastructure	2	1%	4%	0%
Parking	2	1%	3%	2%
Rural / hill vs. growth area issues	2	1%	1%	1%
Shops, restaurants and entertainment venues	2	1%	1%	1%
Waste management	1	1%	4%	3%
Bikes and walking paths	0	0%	1%	2%
Business support	0	0%	0%	1%
Enforcement of local laws	0	0%	1%	0%
Sports / ovals / leisure centres	0	0%	3%	1%
Other	1	1%	2%	7%
Total	147	100%	318	268



Appendix One: survey form



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 (<i>e.g. Facebook</i>)	7
Telephone (<i>during office hours</i>)	2	Directly with a Councilor	8
Telephone (<i>after hours service</i>)	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 major arterial roads and highways <i>(managed by VicRoads)</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
<i>If rated less than 6, were there any roads of specific concern to you?</i>													
2. Maintenance and repairs of sealed local roads <i>(managed by Council)</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
<i>If rated less than 6, were there any roads of specific concern to you?</i>													
<i>If rated less than 6, did you report the issue / your concerns to Council and / or VicRoads?</i>													
								Council		Yes		No	
								VicRoads		Yes		No	
3. 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
4. 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
5. 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
6. 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
7. 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
8. 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
9. 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
10. 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
11. 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
12. 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
13. 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
14. 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
15. Foreshore and beaches <i>(Campgrounds, maintenance & cleaning)</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

16. 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
17. 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
18. 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
19. 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
20. 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
21. 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
22. 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 (including playgrounds, skate parks, offroad biking, equestrian and trails)	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 (both on-road and off-road and including shared paths)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
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. Waste Transfer Station / Recycling Centre (the Tip)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
12. 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	
13. Services for children from birth to 5 years of age (e.g. Maternal & Child Health, playgroups, immunisation)	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 youth (e.g., School holiday programs, Council recreation events)	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 seniors (e.g., positive ageing programs and supports, community transport for people with disability and people aged 65+, Meals on Wheels)	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. 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	
17. Provision of public art	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No					No	No	
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	

6

18. 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: _____	
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**On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas of the 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?

--

12**If Council was going to get in touch with you to inform you about Council news and information and upcoming events, what are all the ways that you would prefer Council communicate with you? (please select as many as appropriate)**

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

And if you had to choose the one BEST method, what would that be?

13**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
<i>If rated less than 6, please identify the developments:</i>												
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.

14

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?												

15

How often do you or members of your household use public open spaces?

Frequently (daily or every few days)	1	Rarely (a few times a year at most)	4
Infrequently (at least every few weeks)	2	Never	5
Occasionally (at least every few months)	3	Can't say / prefer not to say	9

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. I feel valued by society	0	1	2	3	4	5	6	7	8	9	10	99
3. I rate my health as good or very good	0	1	2	3	4	5	6	7	8	9	10	99
4. I belong to an organised group	0	1	2	3	4	5	6	7	8	9	10	99
5. I feel connected to the community	0	1	2	3	4	5	6	7	8	9	10	99
6. I have access to services and supports that meet my needs	0	1	2	3	4	5	6	7	8	9	10	99
7. I volunteer in the community	0	1	2	3	4	5	6	7	8	9	10	99
8. Mornington Peninsula is accessible and inclusive for people with a disability	0	1	2	3	4	5	6	7	8	9	10	99
9. 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

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	<input type="text"/>		

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.