

2022 Mornington Peninsula Shire Community Satisfaction Survey



Each year Mornington Peninsula Shire Council participates in an annual Community Satisfaction Survey as Council wants to know what our community thinks across a range of areas, including:

- Councils' overall performance
- Value for money in services and infrastructure
- Community consultation and engagement
- Decisions made in the interest of the community
- Customer service, local infrastructure, facilities, services and
- Overall council direction.

The Community Satisfaction Survey assists us by providing insight into the opinions of our community, how well our services and facilities were received and is a barometer for how we engaged and communicated with our residents. It also asked what your preferred form of communication from Council is and your areas for improvement.

Your top areas for improvement in 2022 were:

- Sealed road maintenance
- Public areas – general maintenance
- Council management
- Footpaths / walking tracks
- Environmental issues
- Waste Management
- Town planning / permits / red tape

Whilst our Overall Performance had remained largely consistent over time, we experienced a decrease across most service areas, which is in line with State and Interface averages. We hope to address these results as we emerge from the challenges of a COVID-19 environment through face-to-face community engagement, resuming normal delivery of our services and taking the lessons learnt from the 2021 October Storm event to better plan for emergencies.



2022 Local Government Community Satisfaction Survey

Mornington Peninsula Shire Council

Coordinated by the Department of Jobs,
Precincts and Regions on behalf of
Victorian councils



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Background and objectives

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

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

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

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

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

Serving Victoria for 23 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 23 years of results, the CSS offers councils a consistent, long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

Participation in the State-wide Local Government Community Satisfaction Survey is optional. Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

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

Key findings and recommendations



Mornington Peninsula Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Mornington Peninsula 53



State-wide 59



Interface 56

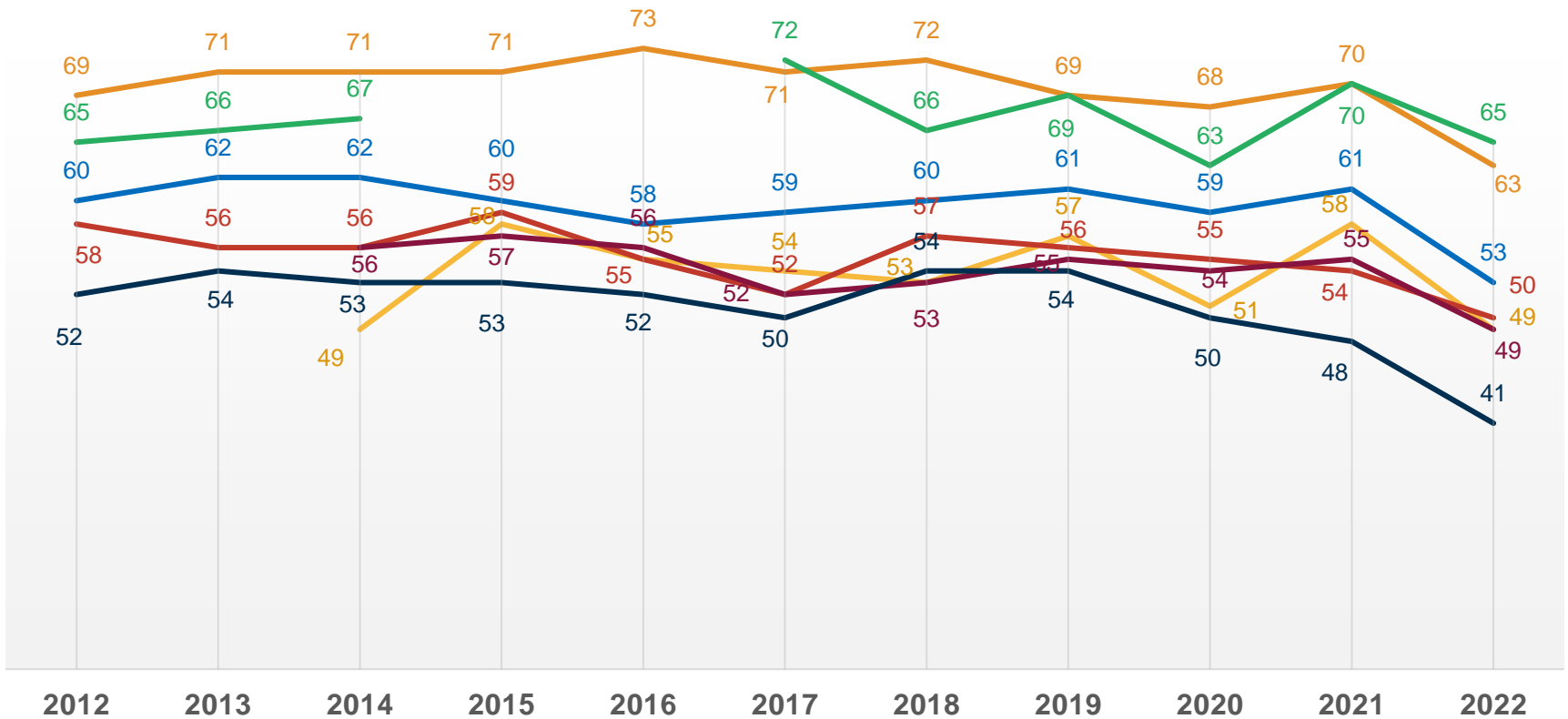
Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	<div style="display: flex; align-items: center; gap: 10px;">  Unsealed roads </div>	<div style="display: flex; align-items: flex-start; gap: 10px;">  Planning & building permits </div> <div style="display: flex; align-items: flex-start; gap: 10px; margin-top: 10px;">  Emergency & disaster mngt </div> <div style="display: flex; align-items: flex-start; gap: 10px; margin-top: 10px;">  Disadvantaged support serv. </div>
Compared to group average	<div style="display: flex; align-items: center; gap: 10px; margin-bottom: 10px;">  Tourism development </div> <div style="display: flex; align-items: center; gap: 10px;">  Appearance of public areas </div>	<div style="display: flex; align-items: flex-start; gap: 10px; margin-bottom: 10px;">  Planning & building permits </div> <div style="display: flex; align-items: flex-start; gap: 10px; margin-bottom: 10px;">  Town planning policy </div> <div style="display: flex; align-items: flex-start; gap: 10px;">  Emergency & disaster mngt </div>



Summary of core measures

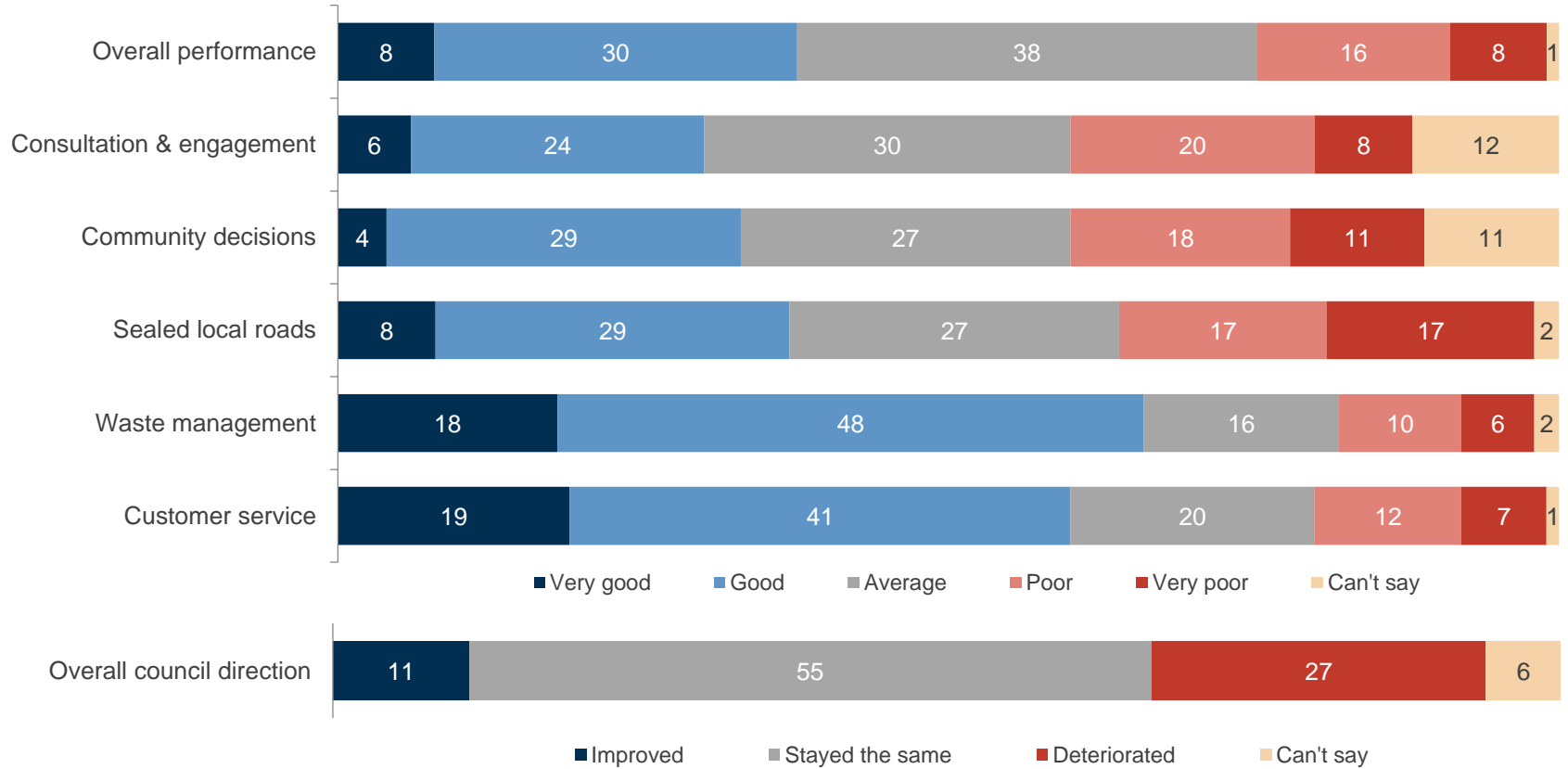
Index scores














Summary of core measures

Core measures summary results (%)










Summary of Mornington Peninsula Shire Council performance



Services	Mornington Peninsula 2022	Mornington Peninsula 2021	Interface 2022	State-wide 2022	Highest score	Lowest score
 Overall performance	53	61	56	59	Briars ward residents, Aged 18-34 years	Aged 50-64 years
 Value for money	48	55	51	53	Briars ward residents	Aged 50-64 years
 Overall council direction	41	48	48	50	Briars ward residents	Aged 50-64 years
 Customer service	63	70	68	68	Aged 65+ years	Seawinds & Cerberus wards residents
 Art centres & libraries	71	76	69	73	Personal users, Briars ward residents	Aged 50-64 years
 Recreational facilities	67	69	67	69	Women	Aged 50-64 years
 COVID-19 response	66	70	66	69	Women, Aged 65+ years	Aged 50-64 years
 Appearance of public areas	66	70	62	71	Aged 18-34 years	Aged 50-64 years
 Waste management	65	70	69	68	Briars ward residents	Aged 35-49 years


Summary of Mornington Peninsula Shire Council performance



Services		Mornington Peninsula 2022	Mornington Peninsula 2021	Interface 2022	State-wide 2022	Highest score	Lowest score
	Community & cultural	62	63	62	65	Briars ward residents	Seawinds & Cerberus wards residents, Nepean, Red Hill & Watson wards residents
	Elderly support services	62	68	64	67	Household users, Aged 35-49 years	Aged 50-64 years
	Family support services	61	67	64	65	, Personal users, Briars ward residents	Aged 18-34 years
	Tourism development	60	63	56	60	Aged 65+ years, Briars ward residents	Aged 50-64 years
	Environmental sustainability	60	61	60	61	Briars ward residents	Aged 50-64 years
	Emergency & disaster mngt	59	69	64	66	Aged 35-49 years	Nepean, Red Hill & Watson wards residents, Aged 50-64 years
	Bus/community dev./tourism	58	62	58	60	Briars ward residents	Aged 50-64 years, Nepean, Red Hill & Watson ward residents








Summary of Mornington Peninsula Shire Council performance



Services		Mornington Peninsula 2022	Mornington Peninsula 2021	Interface 2022	State-wide 2022	Highest score	Lowest score
	Enforcement of local laws	58	63	61	63	Aged 18-34 years	Men
	Parking facilities	56	57	56	57	Aged 35-49 years	Aged 50-64 years
	Disadvantaged support serv.	55	59	60	62	Household users, Briars ward residents	Aged 18-34 years, Nepean, Red Hill & Warson wards residents
	Business & community dev.	55	60	58	58	Women	Aged 50-64 years
	Informing the community	55	59	56	59	Briars ward residents	Seawinds & Cerberus wards residents
	Traffic management	53	54	54	58	Briars ward residents	Nepean, Red Hill & Watson wards residents, Men
	Local streets & footpaths	51	55	54	57	Briars ward residents	Nepean, Red Hill & Watson wards residents
	Slashing & weed control	51	57	51	49	Aged 35-49 years	Aged 50-64 years
	Consultation & engagement	50	54	52	54	Aged 35-49 years	Aged 50-64 years

Summary of Mornington Peninsula Shire Council performance



Services	Mornington Peninsula 2022	Mornington Peninsula 2021	Interface 2022	State-wide 2022	Highest score	Lowest score
 Community decisions	49	55	53	54	Women	Men
 Sealed local roads	49	58	53	53	Briars ward residents	Nepean, Red Hill & Watson wards residents
 Town planning policy	48	50	53	54	Aged 18-34 years	Nepean, Red Hill & Watson wards residents
 Lobbying	47	51	51	53	Women	Nepean, Red Hill & Watson wards residents, Aged 50-64 years, Men
 Population growth	47	47	47	52	Women	Men
 Unsealed roads	44	51	44	41	Briars ward residents	Nepean, Red Hill & Watson wards residents
 Planning & building permits	41	45	50	50	Briars ward residents	Household users, Nepean, Red Hill & Watson wards residents



Focus areas for the next 12 months

Overview

Council's overall performance rating had remained largely consistent over time, but has experienced a significant eight-point decline to an all-time low in the current result. This is reflected across most individual service areas, as well as customer service, where perceptions have declined significantly and are at the lowest levels recorded. Indeed, more than twice as many residents feel that the direction of Council's overall performance has deteriorated than improved in the last 12 months.

Key influences on perceptions of overall performance

Council should focus on improving performance in the service areas that most influence perceptions of overall performance, namely, community consultation and engagement. Following this, the more moderately influential but poorer performing service areas of town planning and community decisions should be prioritised as areas for improvement in the year ahead. Upholding Council's strong performance in the moderately influential areas of waste management and the appearance of public areas should also remain a focus.

Comparison to state and area grouping

Council's performance is currently rated significantly lower than the State-wide average in the majority of service measures. Council rates significantly lower than both the State-wide and Interface group averages in nine of the 28 service areas evaluated, as well as in customer service, value for money and overall performance. Encouragingly, Council performs significantly higher than the Interface group average in the service areas of tourism development and the appearance of public areas.

A need to rebuild

Over the last 12 months, perceptions of Council performance have deteriorated. This is primarily driven by significant declines in perceptions among residents in the Nepean, Red Hill and Watson wards, 50 to 64 year-olds, and men. In almost all service areas, performance ratings among these residents are lower than average and the lowest to date. Restoring positive perceptions among these cohorts and bolstering community consultation performance will be key to shoring up perceptions of overall performance in the year ahead.

DETAILED FINDINGS



Overall performance

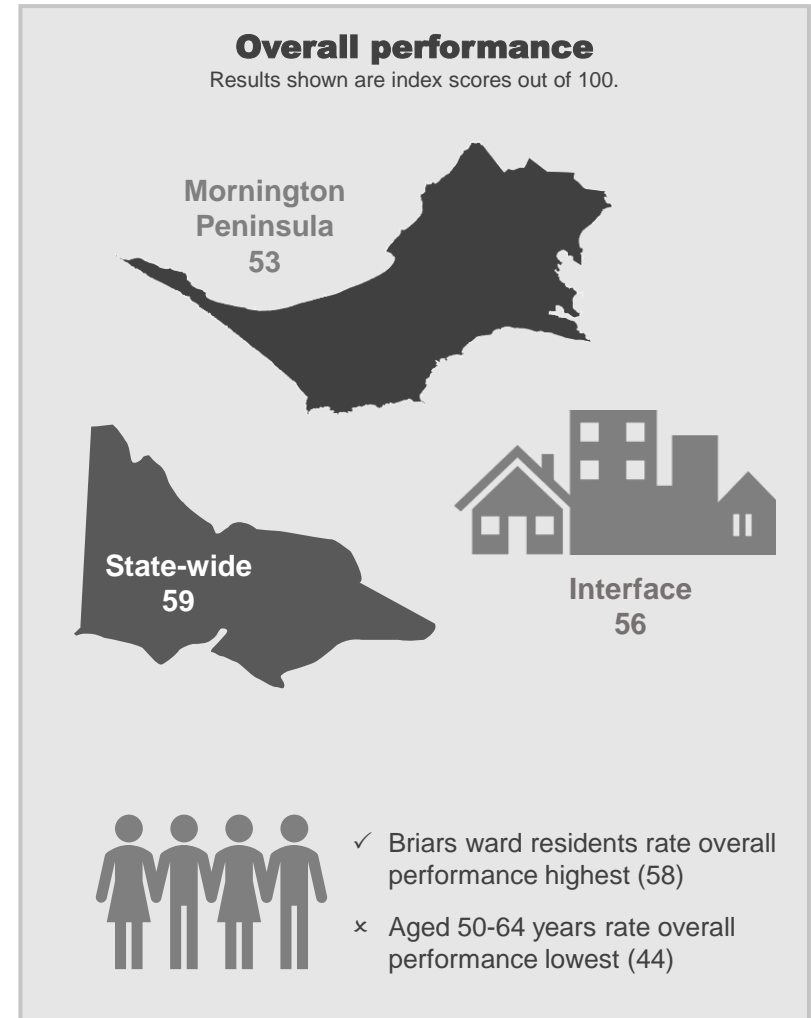
Overall performance

The overall performance index score of 53 for Mornington Peninsula Shire Council represents a significant eight-point decline on the 2021 result. After recovering from a marginal decline in 2020, the current result negates the gains in the previous evaluation and marks a series low for Council.

Council's overall performance is now rated statistically significantly lower (at the 95% confidence interval) than the State-wide and Interface group averages for councils (index scores of 59 and 56 respectively).

- Overall performance is rated significantly higher among residents in the Briars ward (index score of 58), and significantly lower among those aged 50 to 64 years (44).

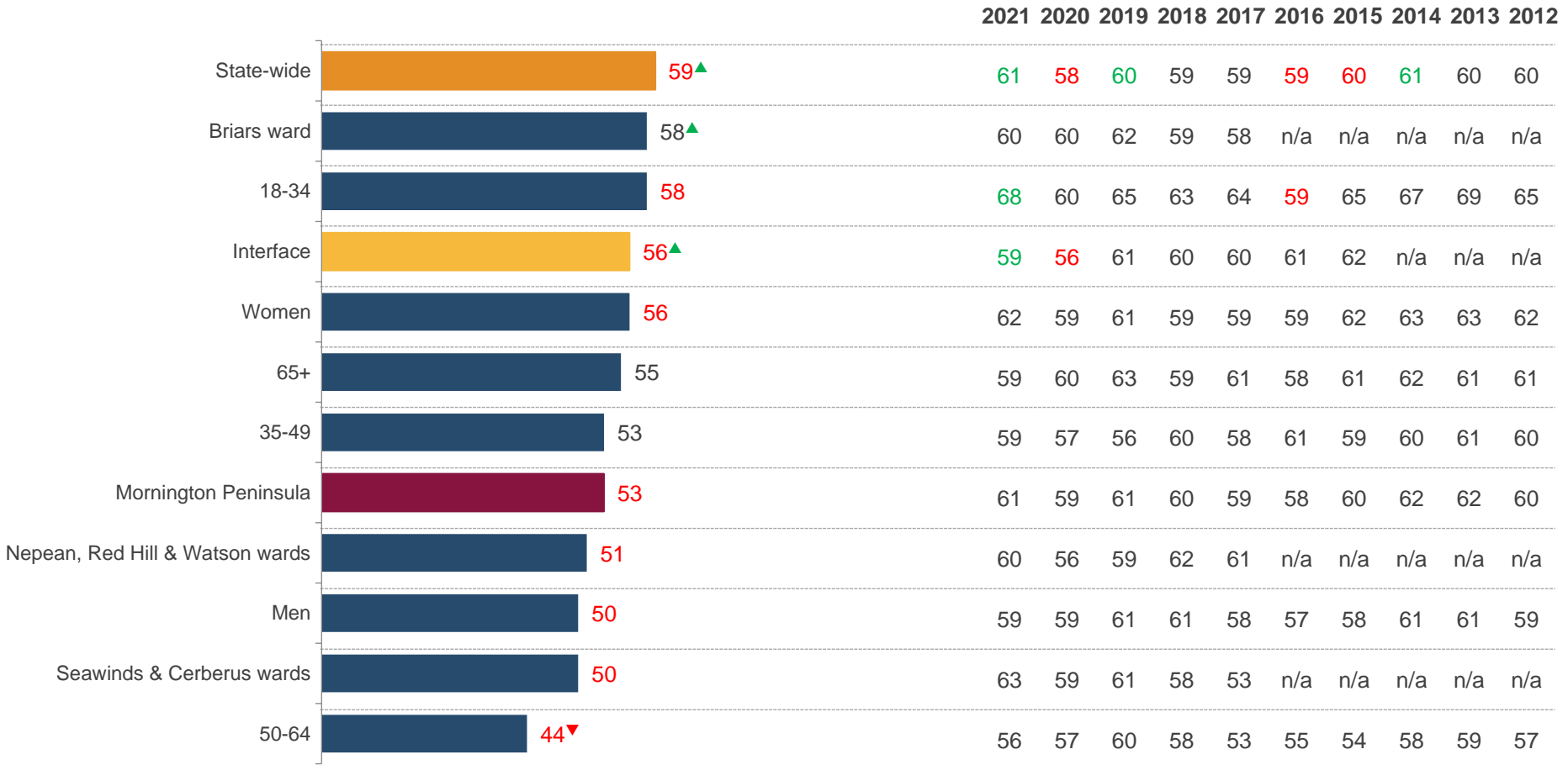
Three in ten residents (29%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. A further third (33%) of residents rate Council as 'average', while a similar proportion (32%) rate Council as 'very poor' or 'poor' on providing value for money.





Overall performance

2022 overall performance (index scores)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Mornington Peninsula Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

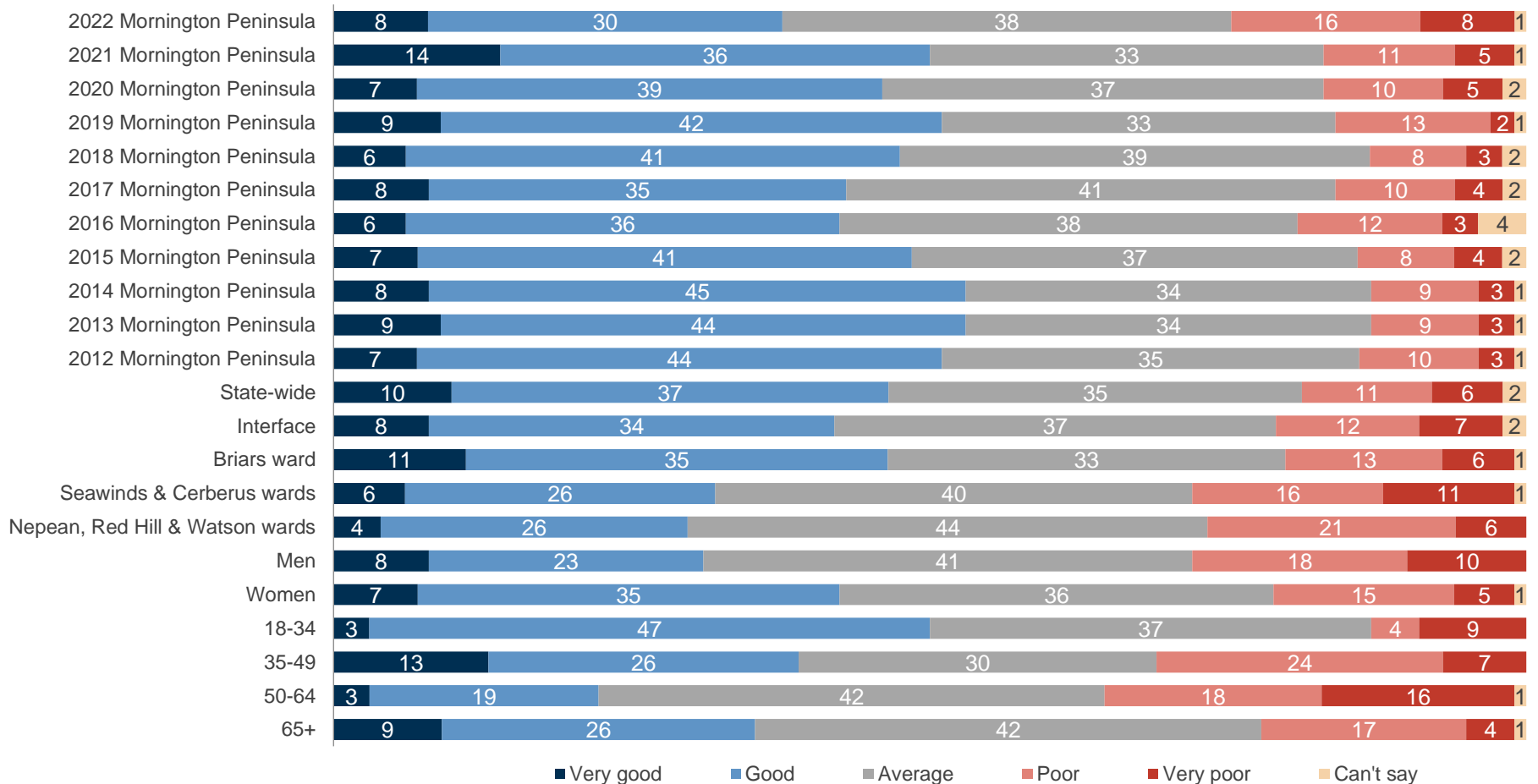
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 4

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



Overall performance

2022 overall performance (%)

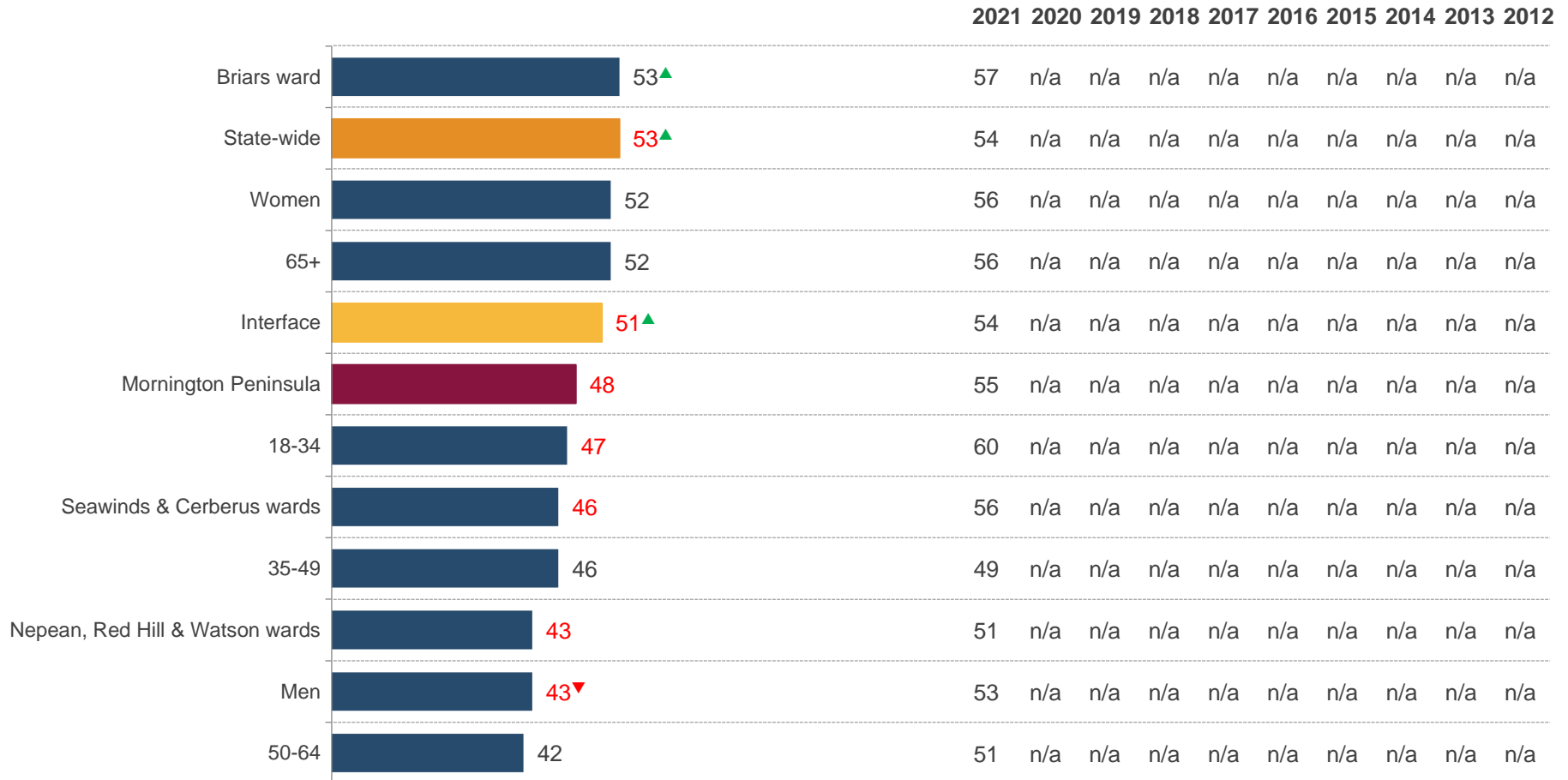


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Mornington Peninsula Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 4



Value for money in services and infrastructure

2022 value for money (index scores)



Q3b. How would you rate Mornington Peninsula Shire Council at providing good value for money in infrastructure and services provided to your community?

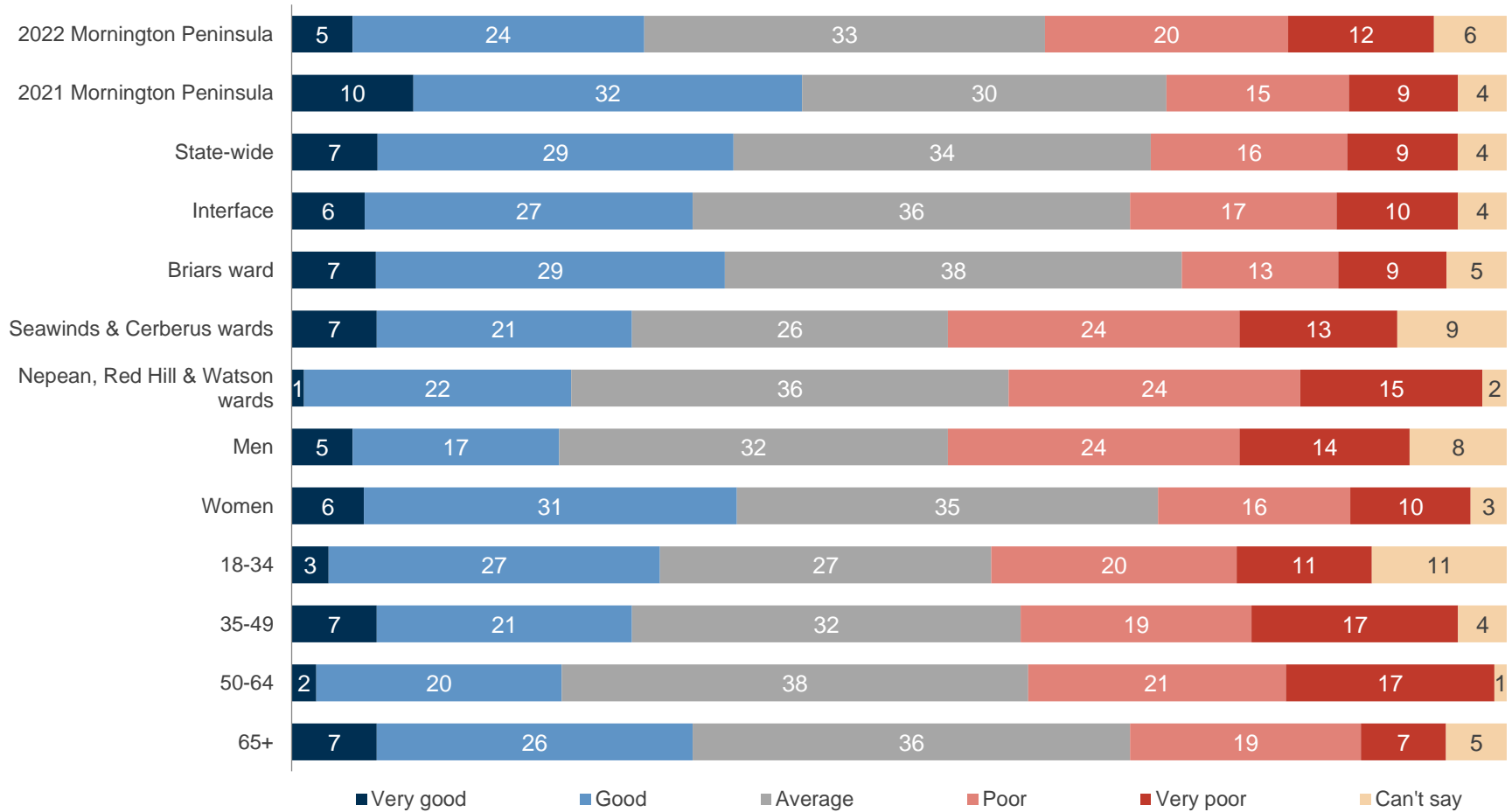
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 4

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



Value for money in services and infrastructure

2022 value for money (%)



Q3b. How would you rate Mornington Peninsula Shire Council at providing good value for money in infrastructure and services provided to your community?

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 4



Top performing service areas

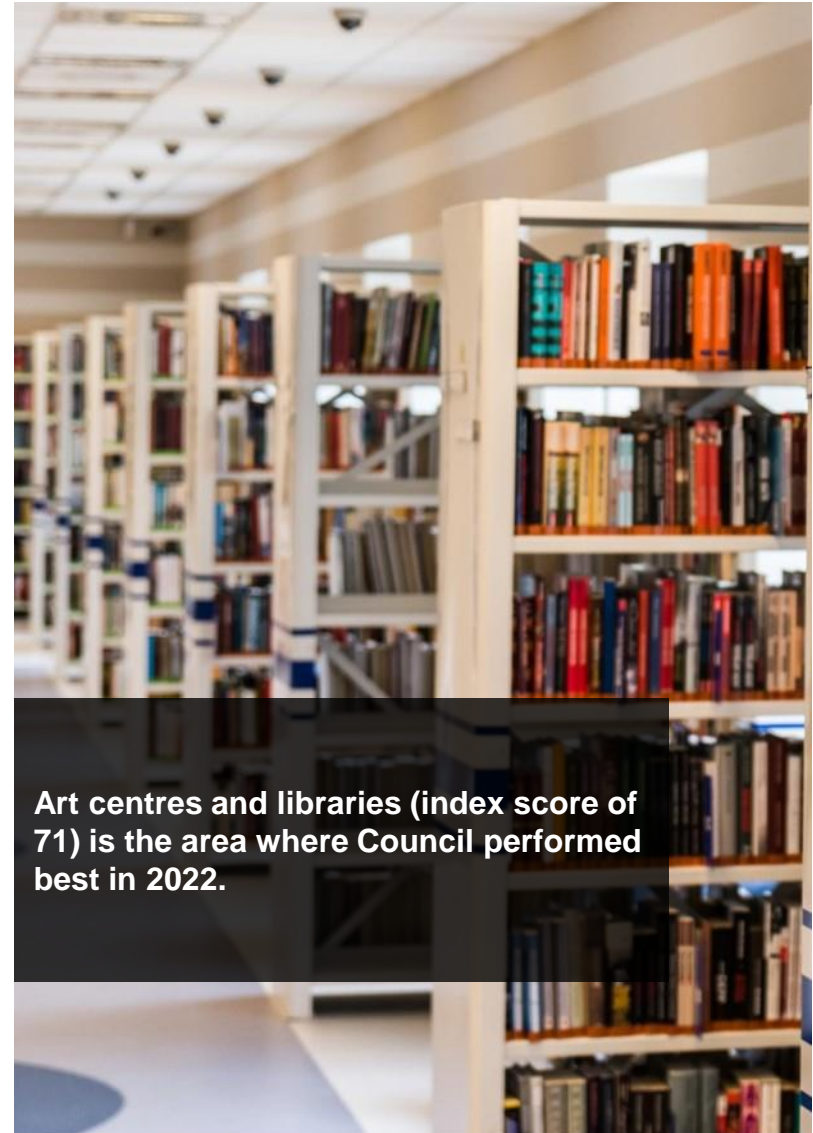
Art centres and libraries (index score of 71) remains the area where Council performed best. Despite a significant five-point decline since 2021, Council performs in line with the Interface group and the State-wide averages in this service area.

- Positively, Council's performance in this service area is rated significantly higher among personal users, as well as residents in the Briars ward (index scores of 76 and 75 respectively).

Recreational facilities is Council's next highest rated service area (index score of 67) followed by COVID-19 response and the appearance of public areas (index score of 66 for each and significantly down from 2021).

- In the area of recreational facilities, perceptions are most positive and at a series-high among women. Conversely, perceptions among men have declined significantly to a series-low over the last year.
- The appearance of public areas has a strong influence on Council's overall performance rating, so attention should be paid not to let perceptions decline further.

Residents aged 50 to 64 years warrant extra attention in the year ahead. In each of the aforementioned areas, ratings are lowest and at all-time lows among these residents, which is also reflected in their perceptions of Council's overall performance.



Art centres and libraries (index score of 71) is the area where Council performed best in 2022.



Low performing service areas



Council experienced declines in performance ratings in almost all service areas in 2022, with most significantly down from 2021 and reaching a series-low.

As with past results, Council rates lowest in the area of planning and building permits (index score of 41).

- Of concern, personal and household users of this service area rate Council's performance significantly lower than average (30 and 29 respectively).

Unsealed road maintenance (index score of 44) is Council's next lowest-rated service area. Planning for population growth and lobbying on behalf of the community (index score of 47 for each) are other service areas where Council performs relatively poorly.

- Of these, population growth is the only service area where performance ratings have remained stable in 2022.
- Among residents in the Nepean, Red Hill and Watson wards, performance ratings significantly declined to all-time lows across many service areas over the last 12 months. Council should prioritise improvements in this location in the year ahead.

Council's rates significantly lower than Interface and State-wide group averages on planning and building permits, and lobbying, and a number of other service areas.



Individual service area performance

2022 individual service area performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Art centres & libraries	71	76	73	76	77	75	n/a	n/a	77	77	76
Recreational facilities	67	69	68	66	65	64	n/a	n/a	66	67	67
COVID-19 response	66	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	66	70	68	70	68	69	n/a	n/a	69	69	69
Waste management	65	70	63	69	66	72	n/a	n/a	67	66	65
Community & cultural	62	63	67	69	69	67	n/a	n/a	70	68	66
Elderly support services	62	68	65	70	68	68	n/a	n/a	72	65	67
Family support services	61	67	64	66	69	70	n/a	n/a	67	67	67
Tourism development	60	63	65	64	67	n/a	n/a	n/a	69	n/a	n/a
Environmental sustainability	60	61	56	60	64	62	n/a	n/a	64	65	66
Emergency & disaster mngt	59	69	66	72	69	n/a	n/a	n/a	70	69	69
Bus/community dev./tourism	58	62	63	66	67	66	n/a	n/a	66	68	66
Enforcement of local laws	58	63	58	61	62	60	n/a	n/a	64	61	63
Parking facilities	56	57	58	56	54	55	n/a	n/a	59	61	61
Disadvantaged support serv.	55	59	56	58	63	n/a	n/a	n/a	62	62	61
Business & community dev.	55	60	59	61	60	n/a	n/a	n/a	62	n/a	n/a
Informing the community	55	59	59	61	62	59	n/a	n/a	63	62	64
Traffic management	53	54	52	52	54	n/a	n/a	n/a	57	58	58
Local streets & footpaths	51	55	51	58	54	57	n/a	n/a	53	52	53
Slashing & weed control	51	57	55	59	57	n/a	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	50	54	55	56	57	52	55	59	56	56	58
Community decisions	49	55	54	55	53	52	56	57	56	n/a	n/a
Sealed local roads	49	58	51	57	53	54	55	58	49	n/a	n/a
Town planning policy	48	50	48	50	51	48	n/a	n/a	52	53	53
Lobbying	47	51	52	51	50	51	56	56	54	54	55
Population growth	47	47	47	46	47	48	n/a	n/a	n/a	n/a	n/a
Unsealed roads	44	51	48	52	47	n/a	n/a	n/a	n/a	n/a	n/a
Planning & building permits	41	45	43	45	46	n/a	n/a	n/a	48	50	49

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

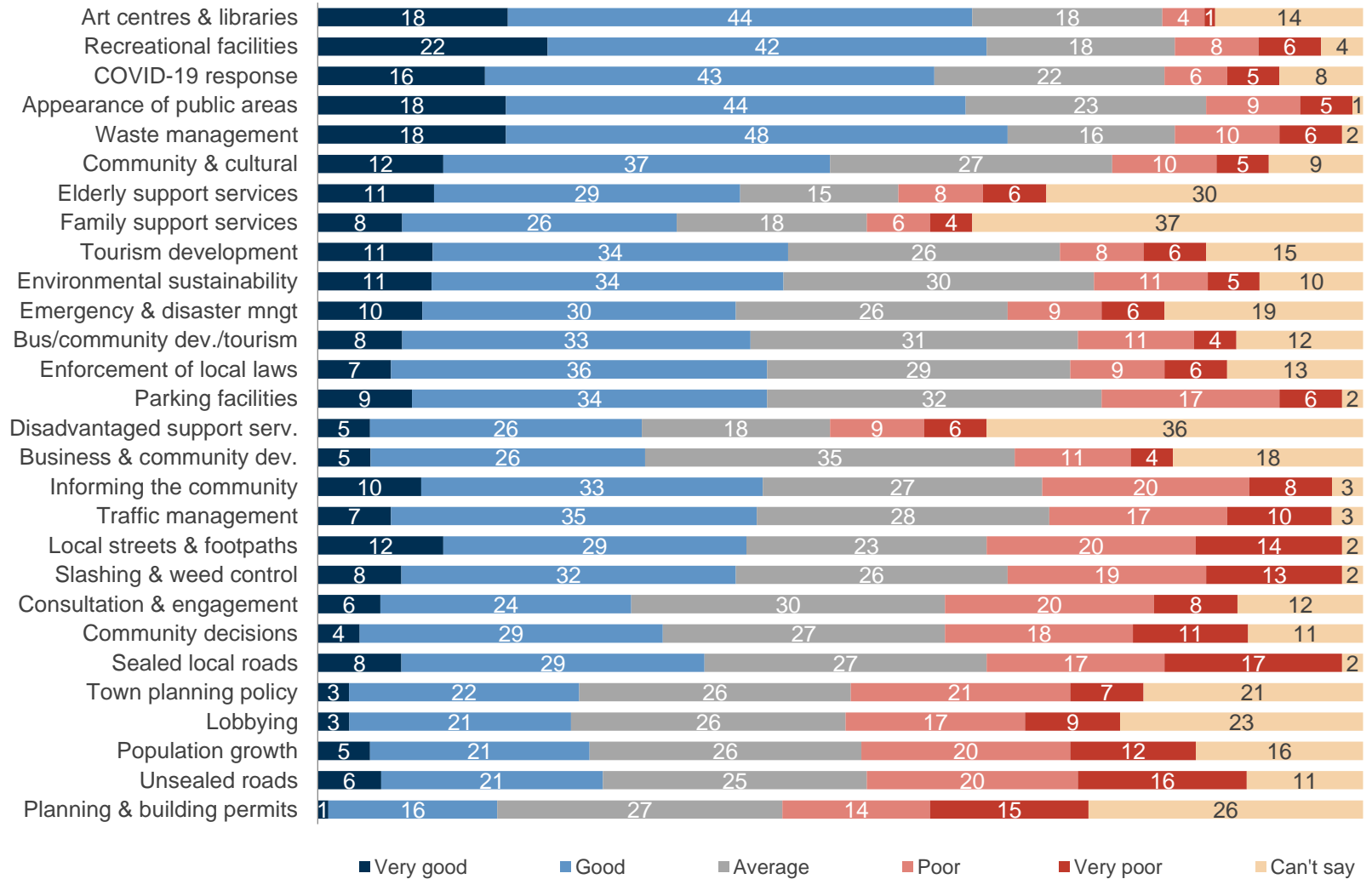
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 4

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



Individual service area performance

2022 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 4



Influences on perceptions of overall performance

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

- Community consultation and engagement.

Good communication and consultation with residents on key local issues provides the greatest opportunity to drive up overall opinion of Council's performance.

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

- Decisions made in the interest of the community
- The appearance of public areas
- Town planning
- Business, community development and tourism
- Waste management
- Elderly support services.

Looking at these key service areas only, the appearance of public areas and waste management (index of 66 and 65 respectively) perform well for Council and have a moderate to strong influence on the overall performance rating.

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

Another service area that has a moderate to strong influence on overall perceptions, but where Council performance sits more mid range (index of 58), is business, community development and tourism.

Improving perceptions of Council efforts to support and encourage local business, development and tourism can also help shore up positive community opinion.

However, in addition to its community consultation, most in need of Council attention are its town planning and decision making (performance index of 48 and 49 respectively), which are poorly rated and moderate to strong influences on overall community opinion.

It will be important to improve communication and transparency around Council decision making, particularly in relation to planning issues, to help increase positive overall performance ratings.



Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

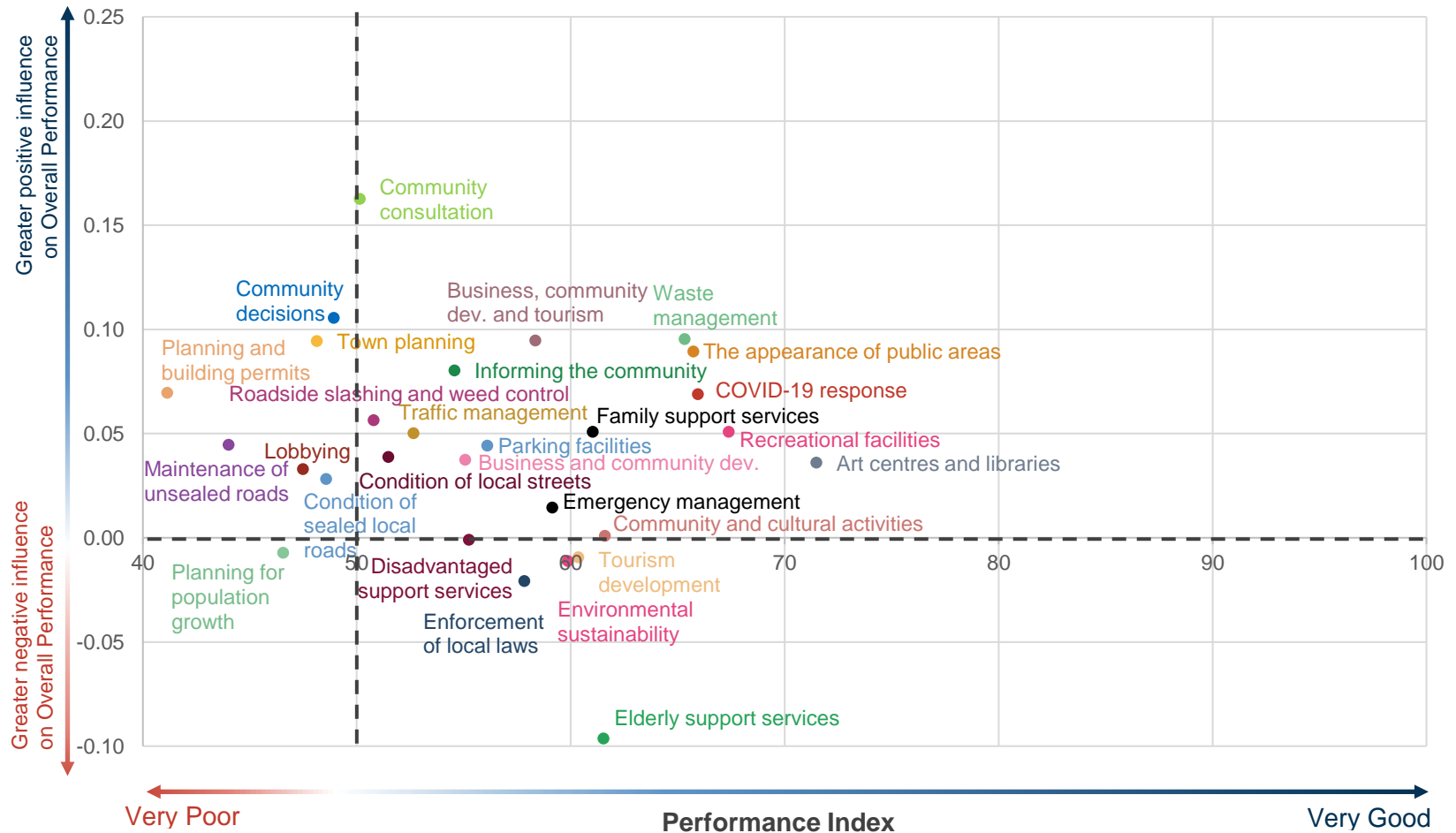
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2022 regression analysis (all service areas)

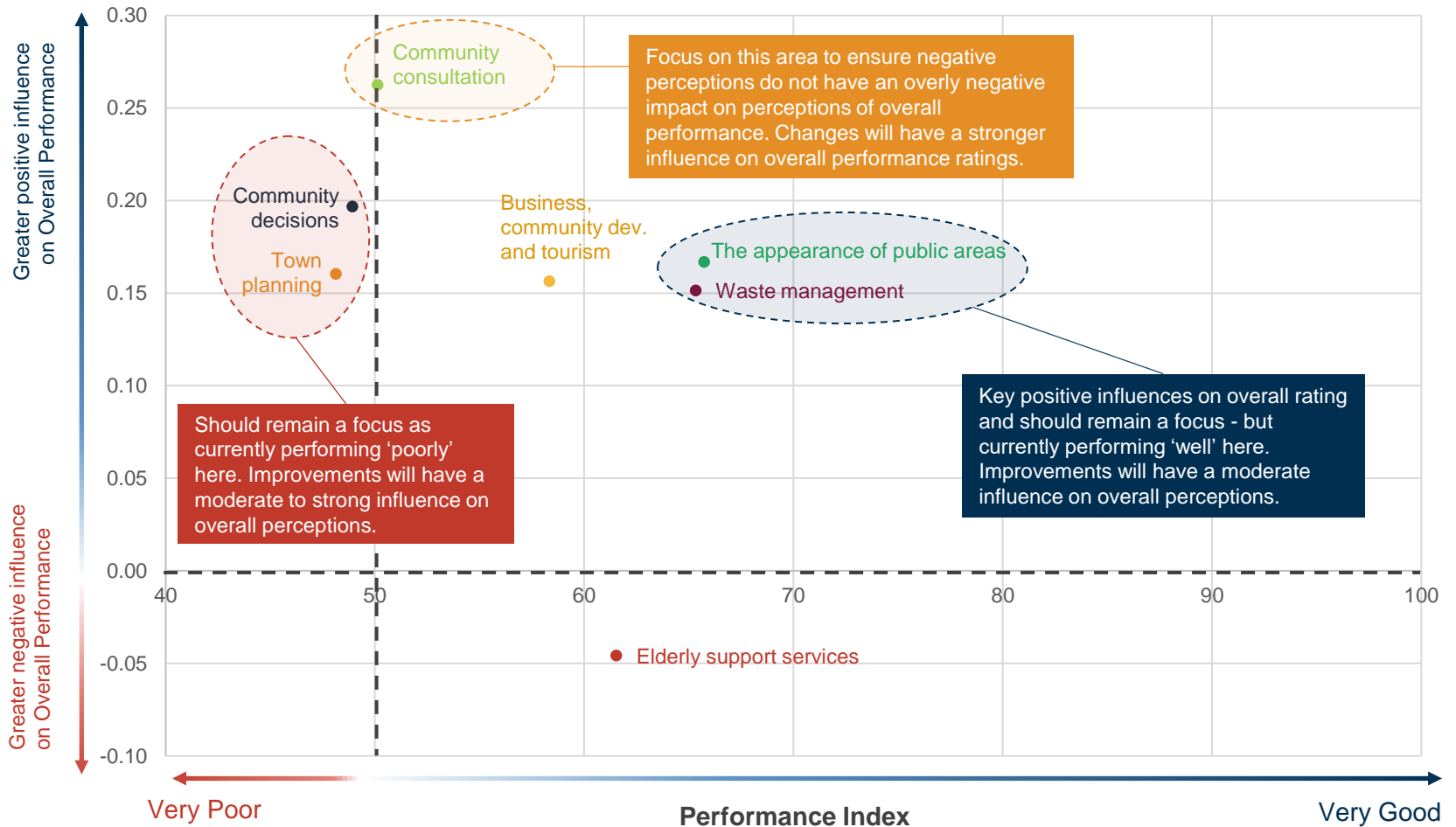


The multiple regression analysis model above (all service areas) has an R^2 value of 0.623 and adjusted R^2 value of 0.594, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 21.86$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2022 regression analysis (key service areas)

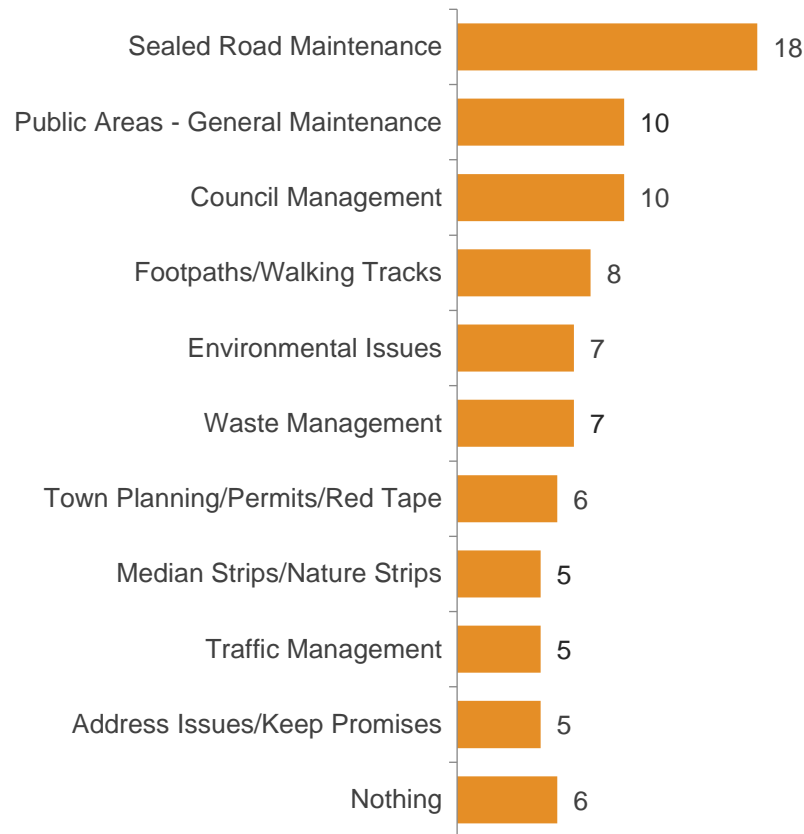


The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.578 and adjusted R² value of 0.571, which means that 58% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 76.83.



Areas for improvement

2022 areas for improvement (%)
 - Top mentions only -



Q17. What does Mornington Peninsula Shire Council MOST need to do to improve its performance?
 Base: All respondents. Councils asked State-wide: 47 Councils asked group: 3
 A verbatim listing of responses to this question can be found in the accompanying dashboard.



Customer service



Contact with council and customer service

Contact with council

Two thirds of Council households (66%) have had contact with Council in the last 12 months. Rate of contact remains lowest among 18 to 34 year olds (59%) and highest among 35 to 49 year olds (77% – significantly higher than average).

Rate of contact increased by (a not significant) five percentage points on 2021. Significant increases in contact rate were evident however among men and residents in the Seawinds and Cerberus wards.



Among those residents who have had contact with Council, 60% provide a positive customer service rating of 'very good' or 'good', including 19% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 63 represents a significant seven-point decline on the previous result, and the lowest to date. Customer service is now rated significantly lower than the State-wide and Interface group averages (each with an index score of 68).

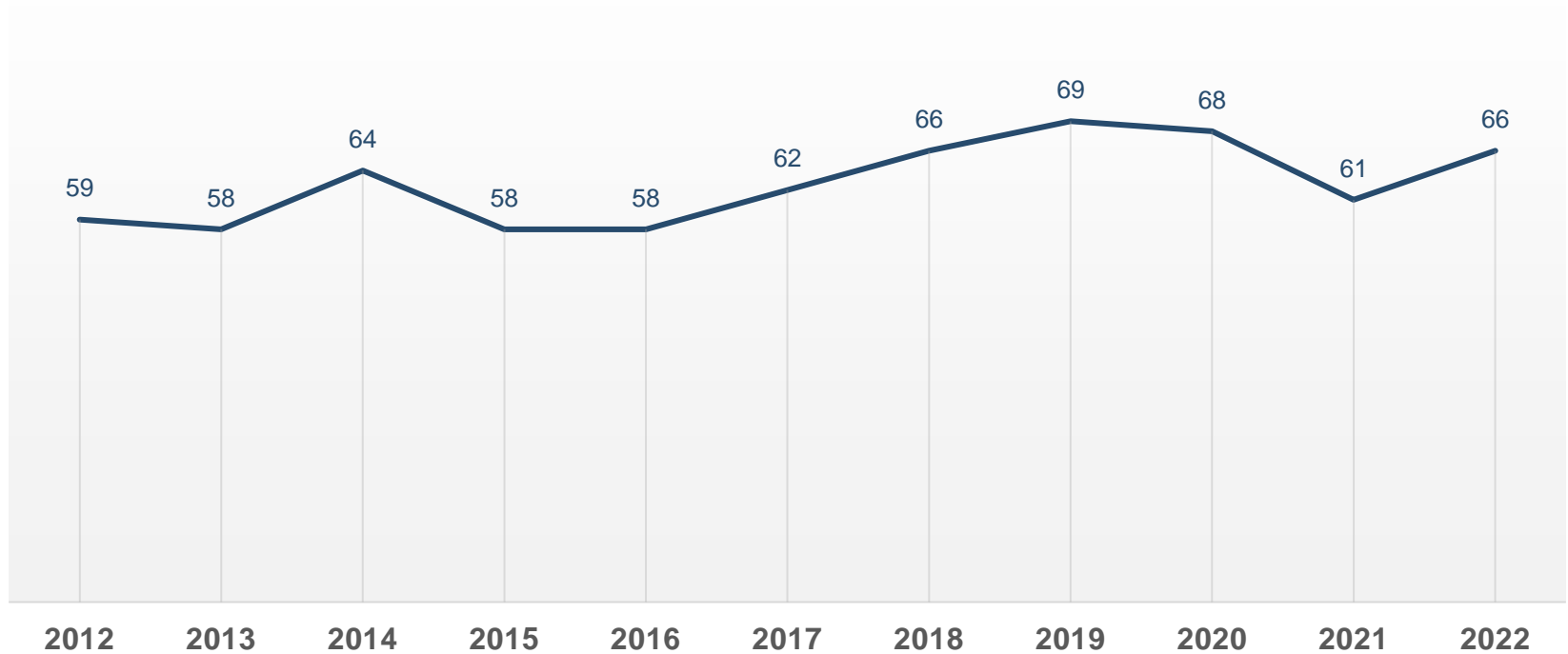
Promisingly, a majority of residents who have had contact with Council (60%) continue to provide a positive customer service rating of 'very good' or 'good'.

- Council's customer service is rated highest among residents aged 65 years and over (index score of 68) and lowest among those in the Seawinds and Cerberus wards (57).
- Perceptions of customer service declined significantly among residents in the Seawinds and Cerberus wards and 18 to 34 year olds (noting that the later cohort have the least contact with Council).
- Residents aged 35 to 49 years are the only cohort where perceptions of customer service did not decline. This demonstrates that Council's efforts in its interactions with these particular residents have been effective in bolstering customer service ratings, given they have a significantly higher rate of contact with Council, and rated customer service significantly lower than average in the previous evaluation.



Contact with council

2022 contact with council (%)
Have had contact



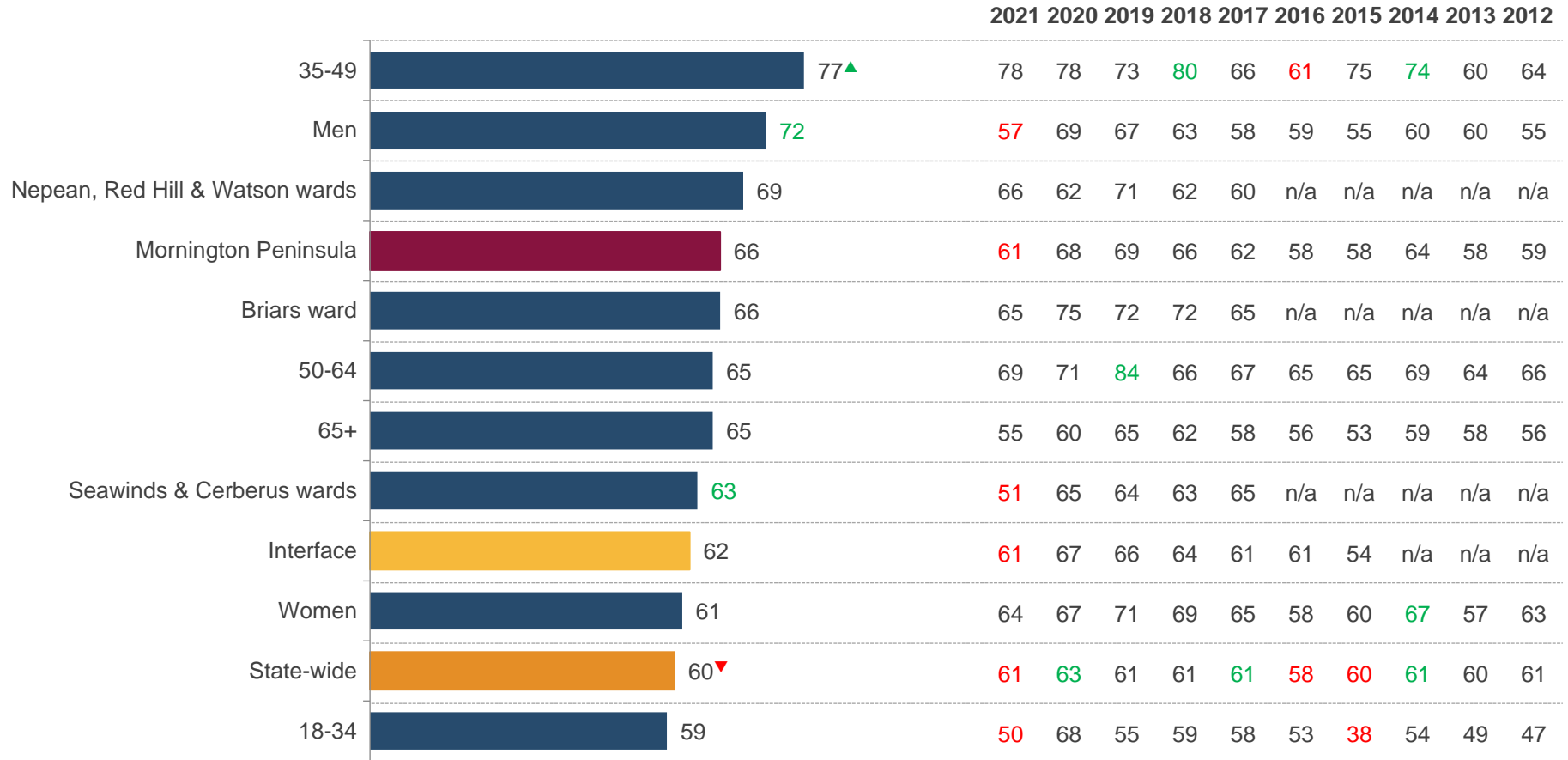
Q5. Over the last 12 months, have you or any member of your household had any contact with Mornington Peninsula Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 42 Councils asked group: 3



Contact with council

2022 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with Mornington Peninsula Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 42 Councils asked group: 3

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



Customer service rating

2022 customer service rating (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	68▲	70	70	71	70	69	69	70	72	71	71
Interface	68▲	68	68	69	70	69	70	72	n/a	n/a	n/a
65+	68	72	70	76	73	74	73	72	73	73	74
Women	67	73	72	67	76	76	77	69	74	73	71
Briars ward	67	68	64	66	70	n/a	n/a	n/a	n/a	n/a	n/a
Nepean, Red Hill & Watson wards	66	71	70	73	74	n/a	n/a	n/a	n/a	n/a	n/a
Mornington Peninsula	63	70	68	69	72	71	73	71	71	71	69
18-34	62	76	65	63	76	66	76	77	71	70	67
35-49	62	61	68	69	67	68	73	70	68	68	68
Men	60	65	64	72	67	64	69	72	67	68	65
50-64	59	72	69	65	71	74	71	66	71	72	66
Seawinds & Cerberus wards	57	71	73	69	71	n/a	n/a	n/a	n/a	n/a	n/a

Q5c. Thinking of the most recent contact, how would you rate Mornington Peninsula Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

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

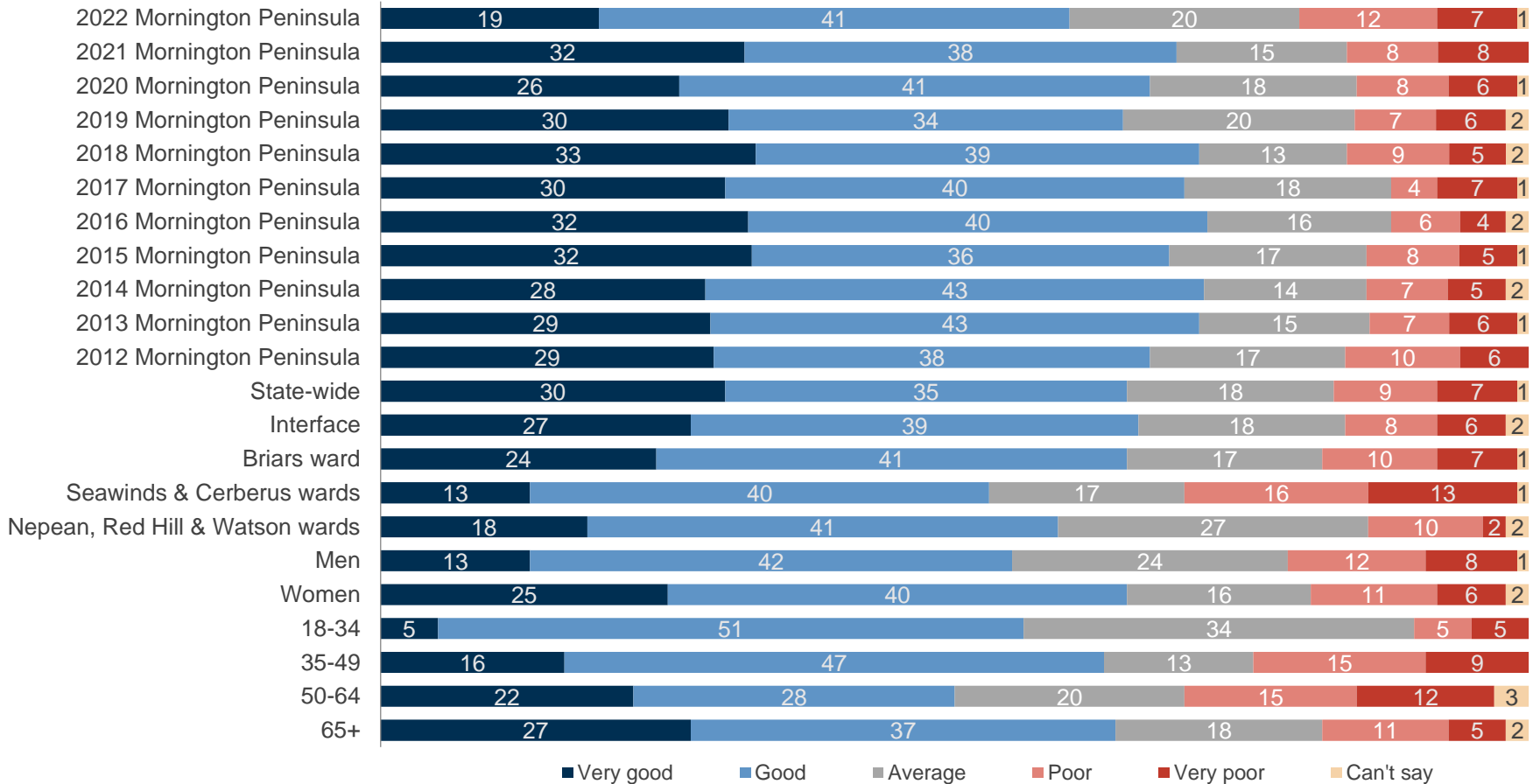
Councils asked State-wide: 67 Councils asked group: 4

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



Customer service rating

2022 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Mornington Peninsula Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 67 Councils asked group: 4



Communication

Communication

The preferred form of communication from Mornington Peninsula Shire Council about news and information and upcoming events is newsletters sent via email (35%), followed by mail (27%). A further 15% prefer communications via social media.

- Among residents aged under 50 years, emailed newsletters (34%) are preferred, followed by social media (25%) and mailed newsletters (21%).
- Among those aged over 50 years, newsletters via email (36%) are preferred, followed closely by mail (31%), far ahead of other communication modes.

Since 2016, preference for emailed newsletters has increased by seven percentage points, overtaking the mailed format, which declined by nine percentage points. Over this time, preference for advertising in local newspapers has markedly declined (6% compared to 18% in 2016), now placing behind social media (15%) and text message (8%).





Best form of communication

2022 best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



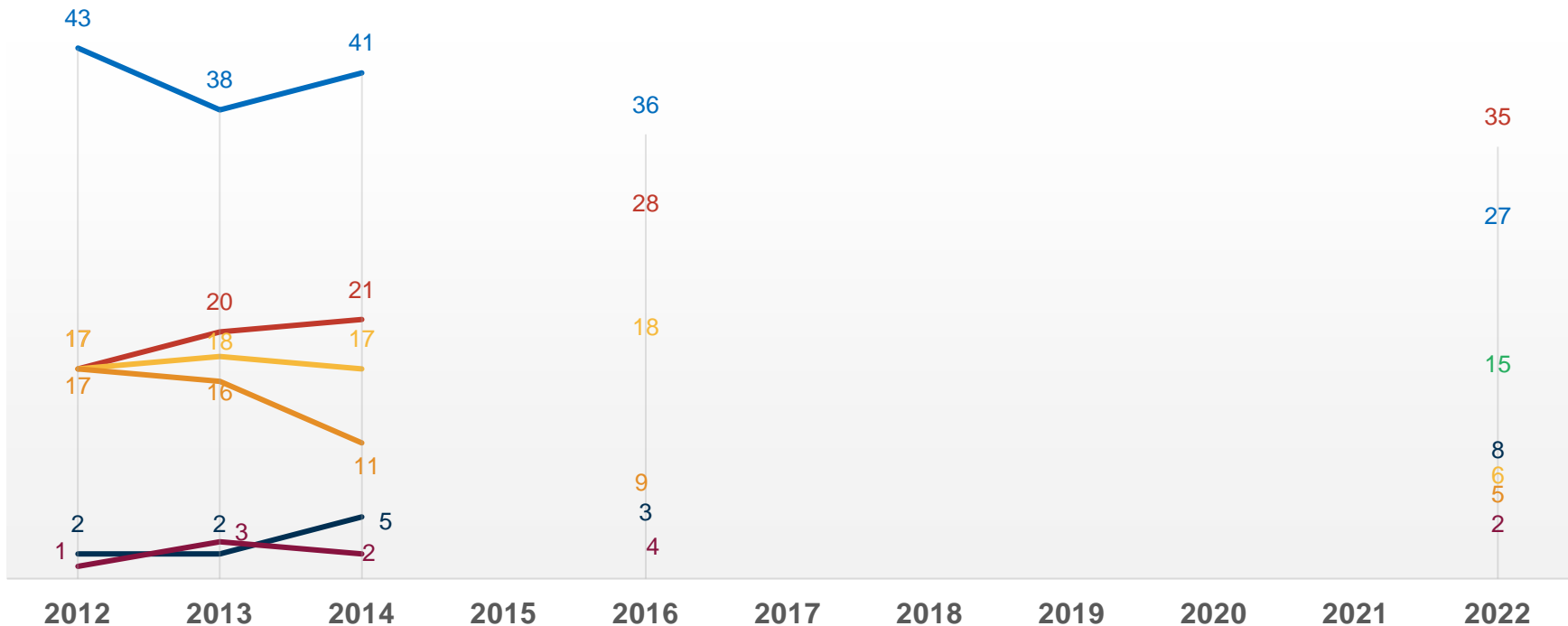
Council Website



Text Message



Social Media

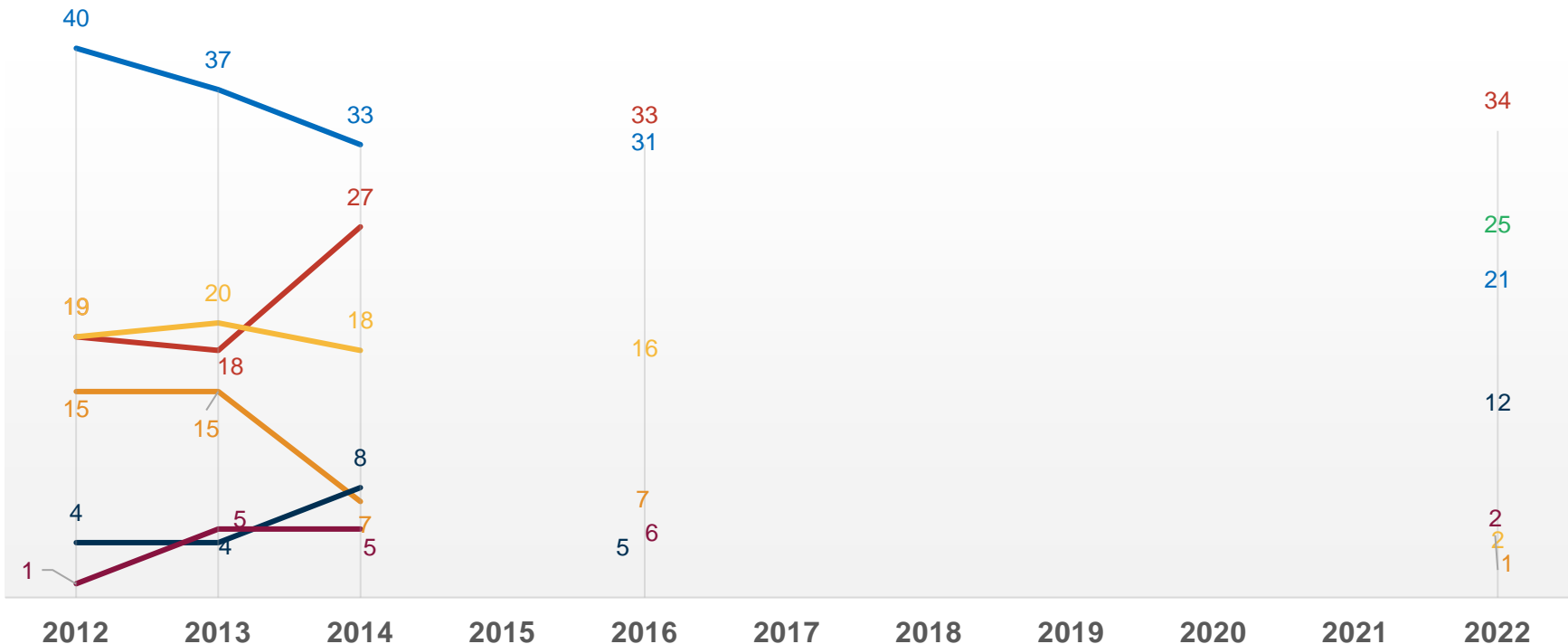


Q13. If Mornington Peninsula Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents. Councils asked State-wide: 39 Councils asked group: 3
 Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2022 under 50s best form of communication (%)



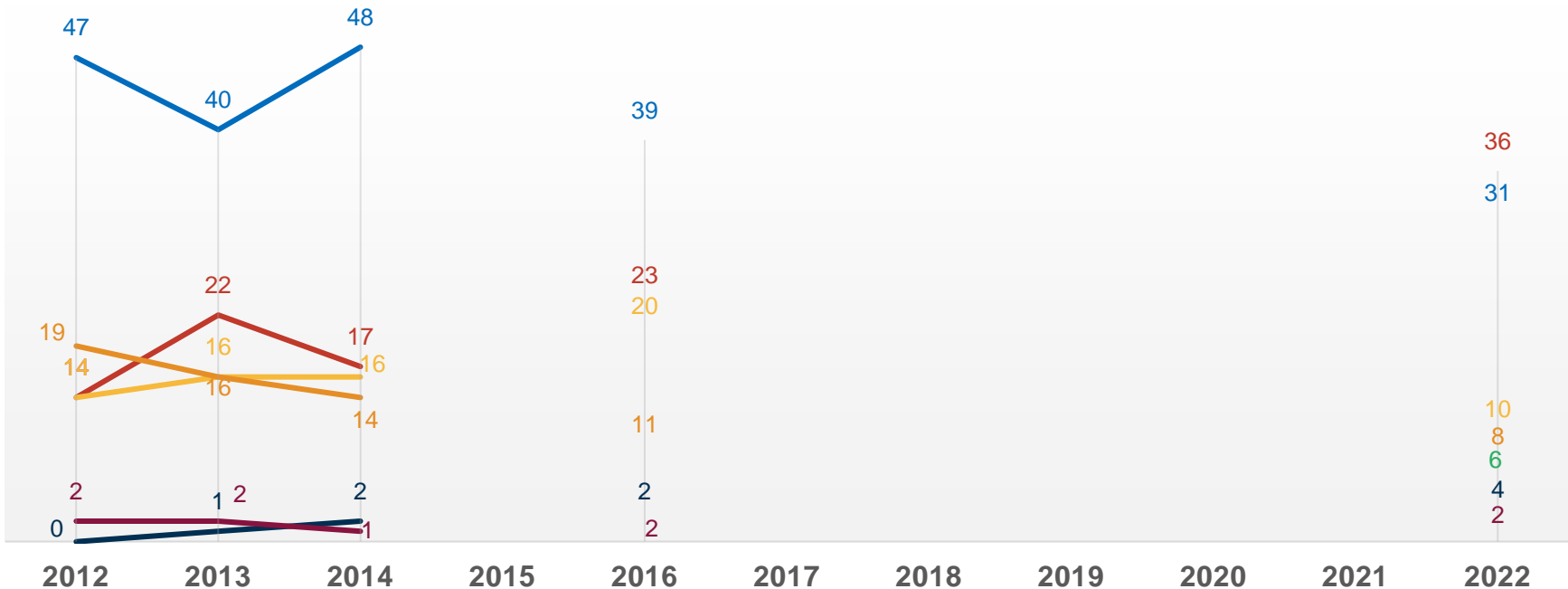
Q13. If Mornington Peninsula Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged under 50. Councils asked State-wide: 39 Councils asked group: 3
 Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2022 over 50s best form of communication (%)

						
Advertising in a Local Newspaper	Council Newsletter via Mail	Council Newsletter via Email	Council Newsletter as Local Paper Insert	Council Website	Text Message	Social Media



Q13. If Mornington Peninsula Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged over 50. Councils asked State-wide: 39 Councils asked group: 3
 Note: 'Social Media' was included in 2019.



Council direction

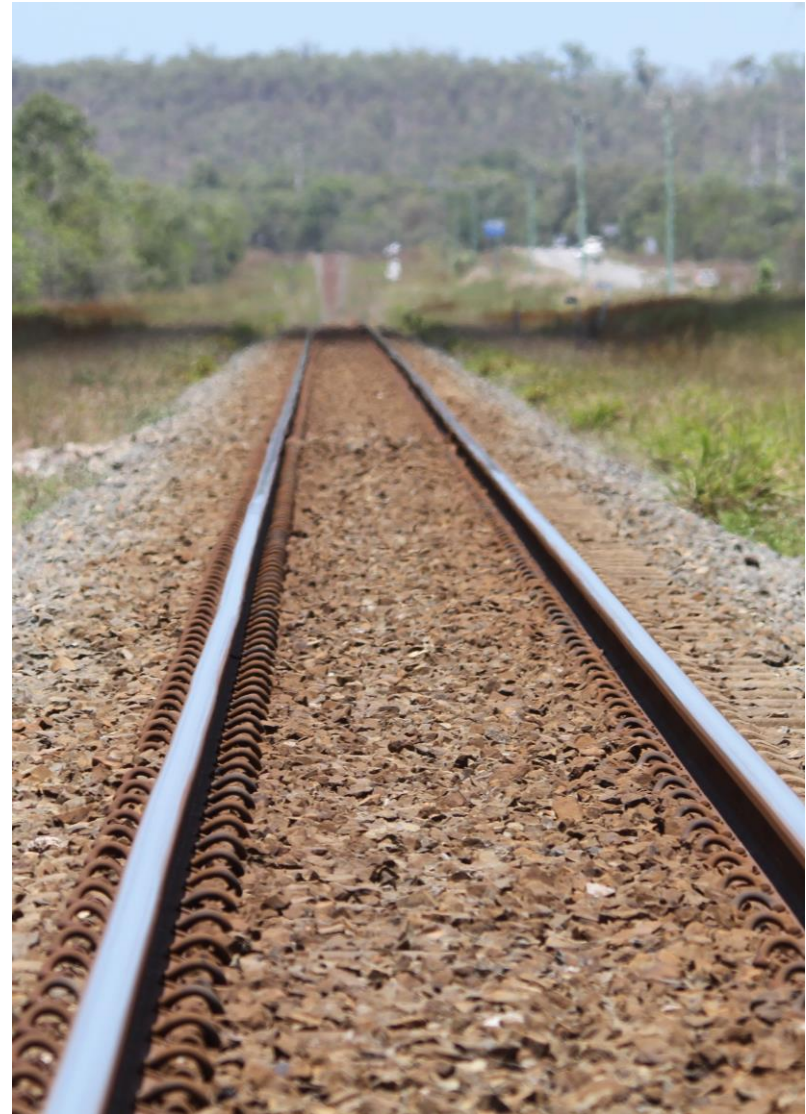


Council direction

Over the last 12 months, perceptions of the direction of Mornington Peninsula Shire Council's overall performance have declined significantly by eight points to a record-low index score of 41. Perceptions have declined over three consecutive years, following the equal high rating of 54 seen in 2018 and 2019.

- The most satisfied with council direction are Briars ward residents (index score of 47), significantly higher than average.
- The least satisfied with council direction are 50 to 64 year olds (index score of 36). Perceptions among this cohort declined significantly in the last 12 months (down 13 index points).

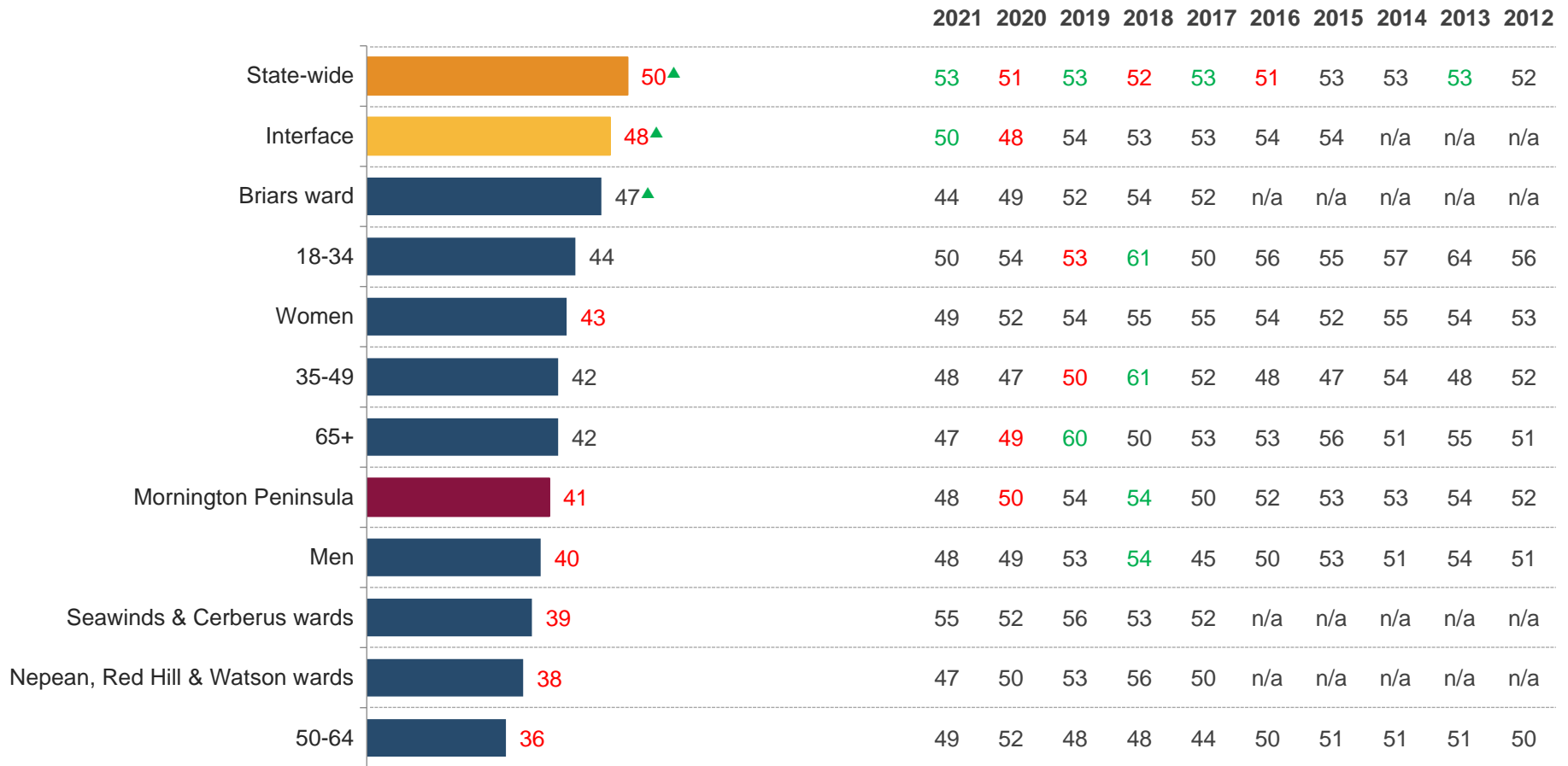
Over the last 12 months, fewer residents believe the direction of Council's overall performance has improved (11% compared to 13% in 2021). A reduced majority (55%, down 11 percentage points) continue to think it has stayed the same, and 27% think it has deteriorated (compared to 16% in 2021).





Overall council direction last 12 months

2022 overall council direction (index scores)



Q6. Over the last 12 months, what is your view of the direction of Mornington Peninsula Shire Council's overall performance?

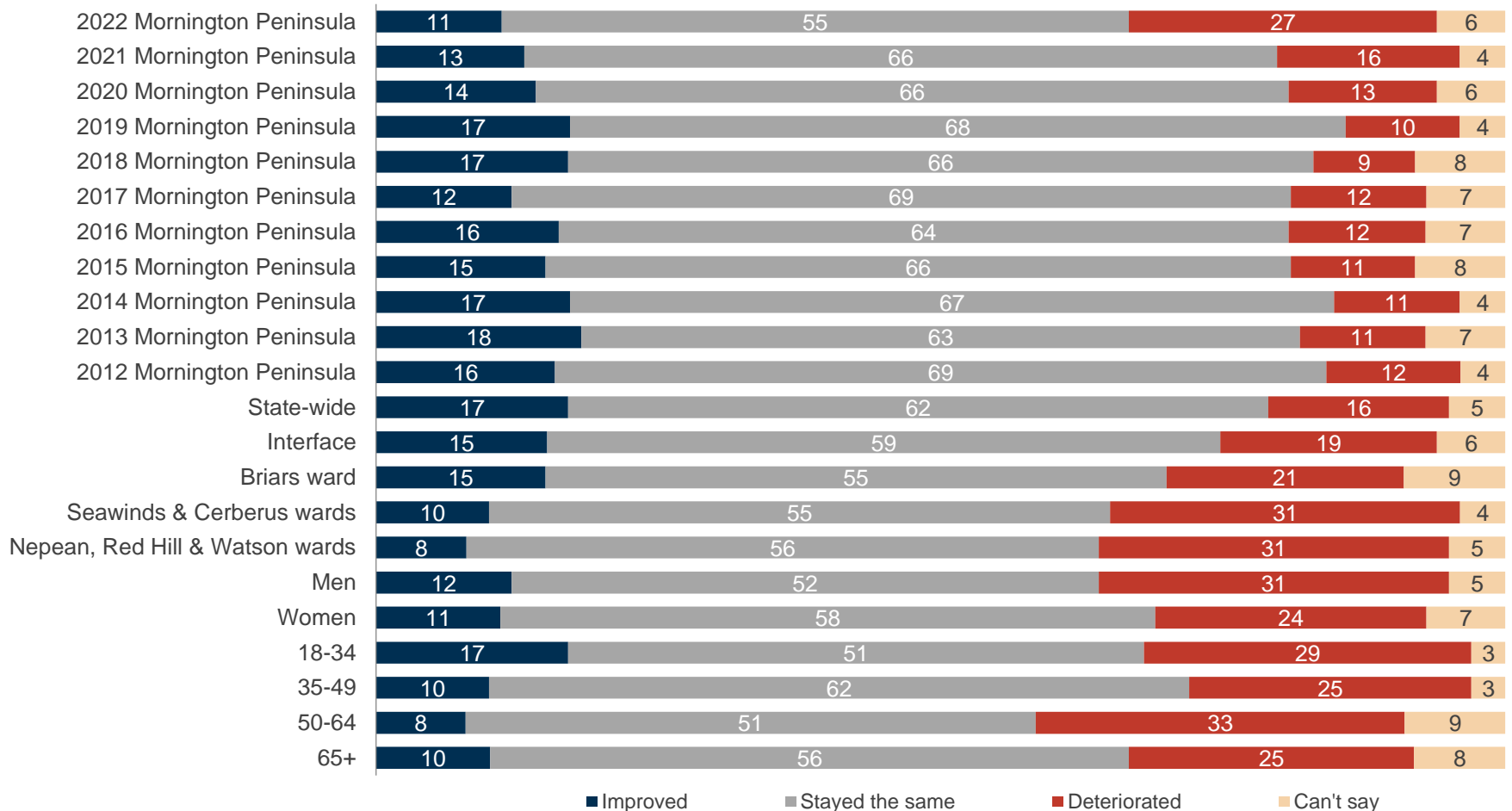
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 4

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



Overall council direction last 12 months

2022 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Mornington Peninsula Shire Council's overall performance?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 4

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

Individual service areas



Community consultation and engagement performance



2022 consultation and engagement performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	52	55	53	62	50	53	55	57	53	58
Women	55	56	56	58	53	57	60	58	58	60
State-wide	56	55	56	55	55	54	56	57	57	57
Briars ward	55	55	57	57	53	n/a	n/a	n/a	n/a	n/a
Interface	53	53	55	56	53	55	57	n/a	n/a	n/a
Mornington Peninsula	54	55	56	57	52	55	59	56	56	58
18-34	63	55	59	57	57	58	63	59	62	62
65+	52	54	58	55	52	57	62	56	57	58
Seawinds & Cerberus wards	56	55	56	57	47	n/a	n/a	n/a	n/a	n/a
Nepean, Red Hill & Watson wards	51	55	53	56	58	n/a	n/a	n/a	n/a	n/a
Men	53	54	55	55	51	53	57	55	55	56
50-64	48	56	52	53	49	51	51	54	55	54

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

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 4

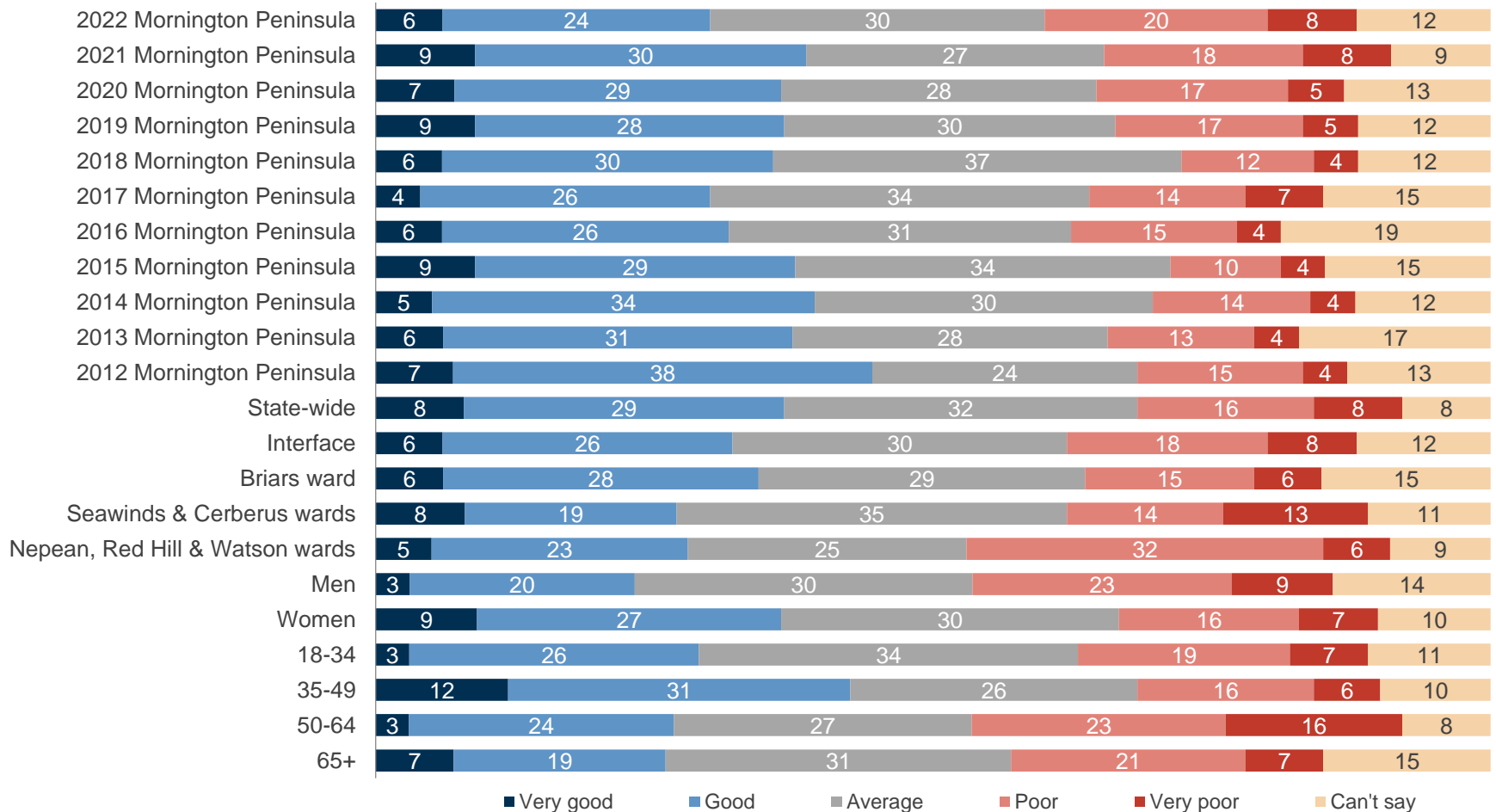
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2022 consultation and engagement performance (%)



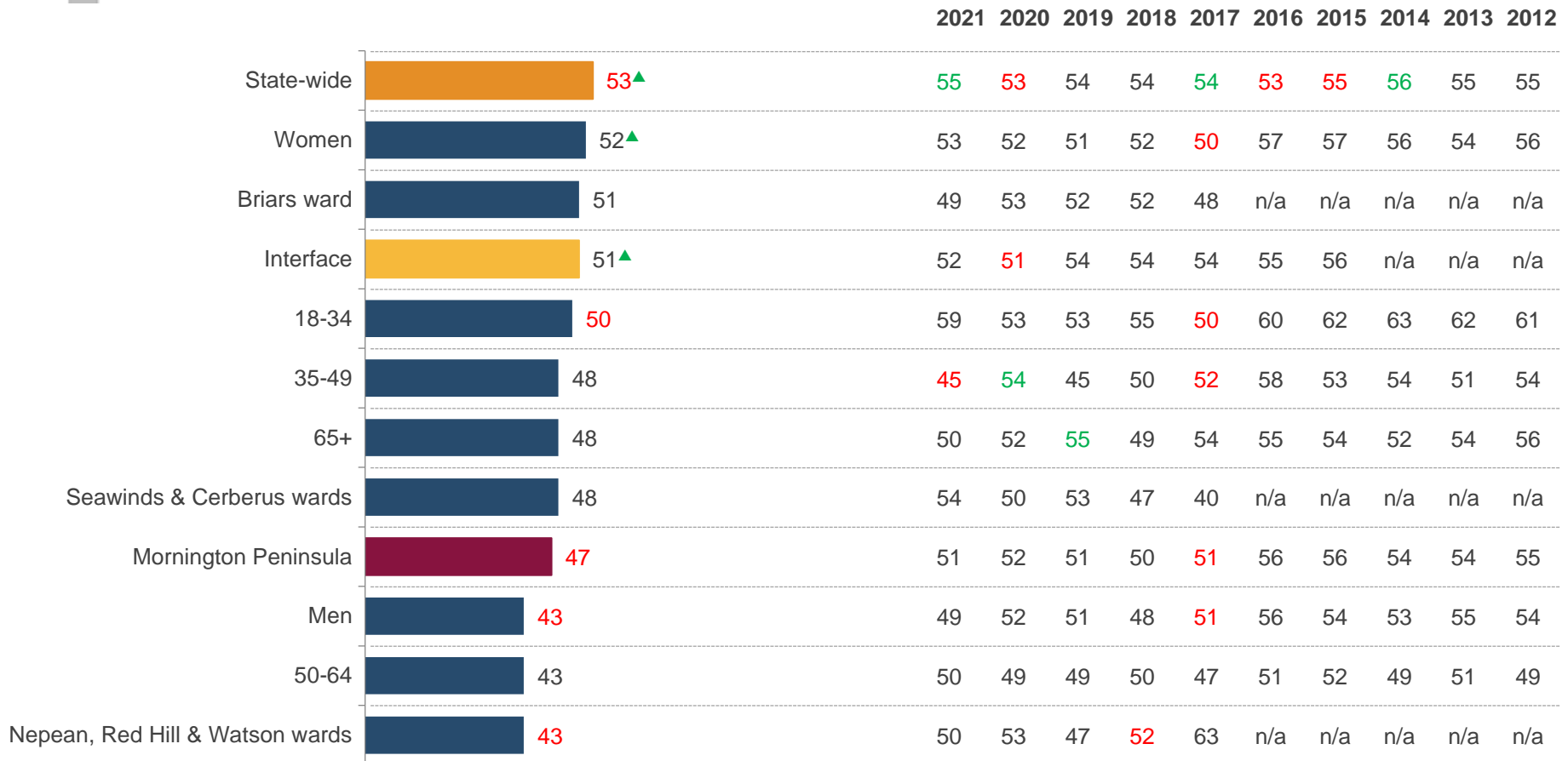
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 4



Lobbying on behalf of the community performance



2022 lobbying performance (index scores)



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

Base: All respondents. Councils asked State-wide: 49 Councils asked group: 4

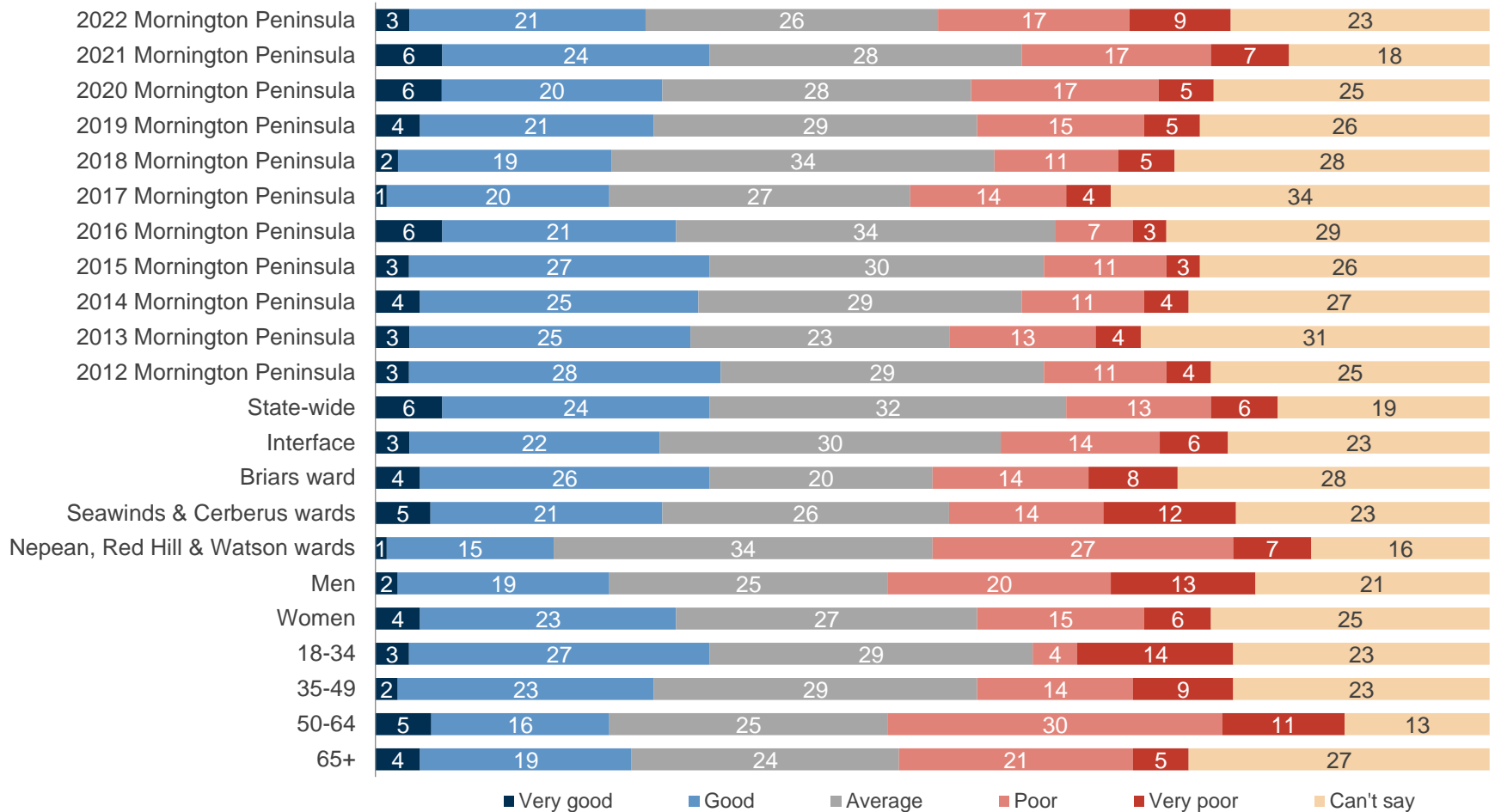
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2022 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 49 Councils asked group: 4

Decisions made in the interest of the community performance



2022 community decisions made performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Women	55▲	56	53	55	55	51	56	57	58	n/a	n/a
State-wide	54▲	56	53	55	54	54	54	55	57	n/a	n/a
Briars ward	54	55	53	57	55	48	n/a	n/a	n/a	n/a	n/a
Interface	53▲	55	52	55	56	55	56	58	n/a	n/a	n/a
35-49	53	52	54	51	58	53	56	56	55	n/a	n/a
18-34	50	67	56	61	57	54	62	62	65	n/a	n/a
Mornington Peninsula	49	55	54	55	53	52	56	57	56	n/a	n/a
65+	47	52	53	56	51	55	56	59	54	n/a	n/a
50-64	47	51	52	53	49	45	52	51	52	n/a	n/a
Nepean, Red Hill & Watson wards	46	53	53	51	54	60	n/a	n/a	n/a	n/a	n/a
Seawinds & Cerberus wards	46	58	54	56	51	42	n/a	n/a	n/a	n/a	n/a
Men	43▼	54	54	56	52	52	57	57	54	n/a	n/a

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

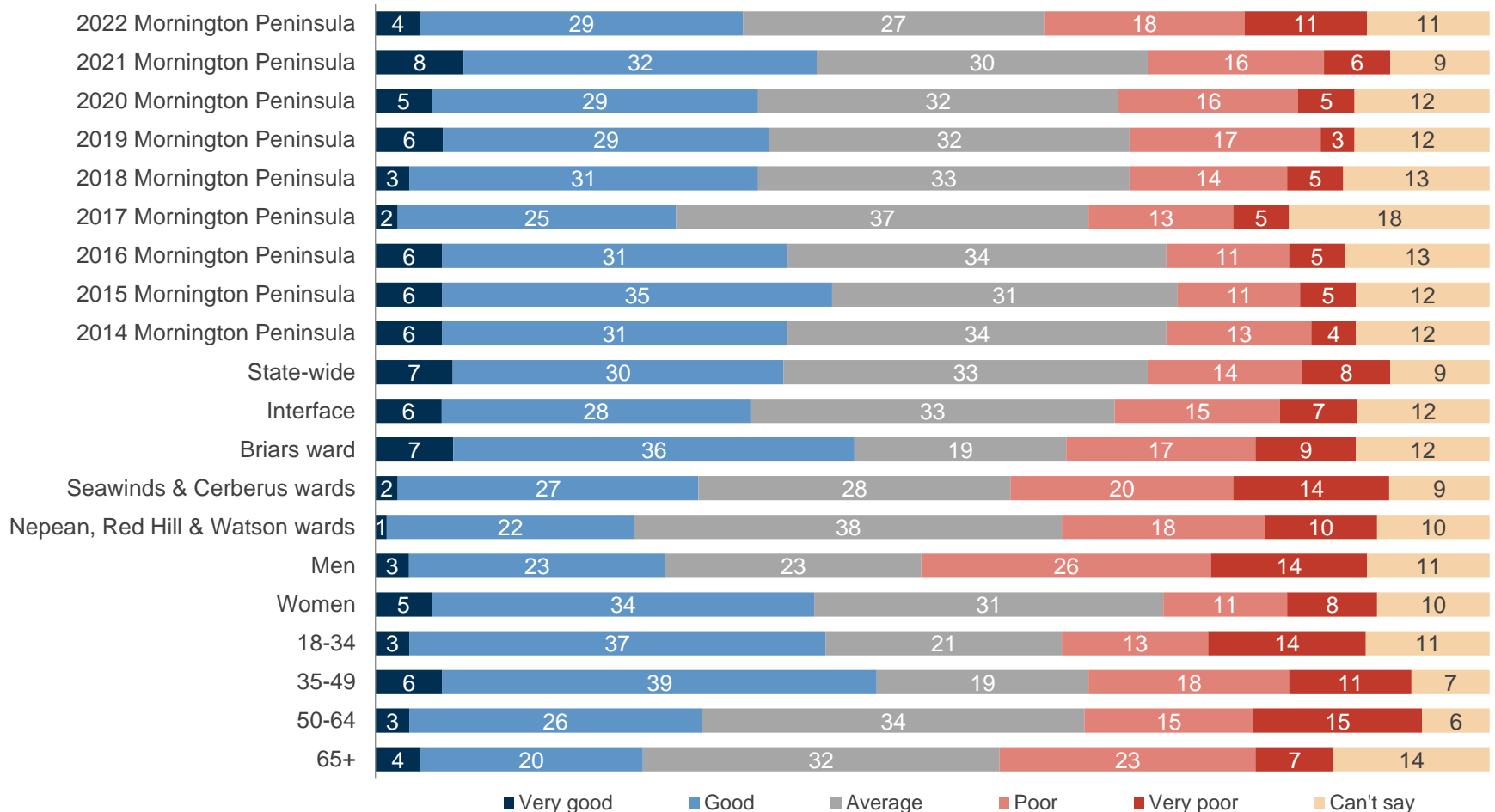
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 4

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

Decisions made in the interest of the community performance



2022 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 4

The condition of sealed local roads in your area performance



2022 sealed local roads performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Briars ward	59	55	61	56	55	n/a	n/a	n/a	n/a	n/a
Interface	57	55	60	57	59	60	60	n/a	n/a	n/a
State-wide	57	54	56	53	53	54	55	55	n/a	n/a
35-49	53	48	54	59	52	55	59	48	n/a	n/a
Women	58	50	56	52	54	55	59	48	n/a	n/a
65+	60	56	62	53	58	56	58	49	n/a	n/a
Mornington Peninsula	58	51	57	53	54	55	58	49	n/a	n/a
Seawinds & Cerberus wards	57	47	55	49	43	n/a	n/a	n/a	n/a	n/a
Men	58	53	59	55	53	55	58	49	n/a	n/a
18-34	65	51	55	48	55	62	66	52	n/a	n/a
50-64	44	47	57	53	48	48	48	46	n/a	n/a
Nepean, Red Hill & Watson wards	57	51	55	56	43	n/a	n/a	n/a	n/a	n/a

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

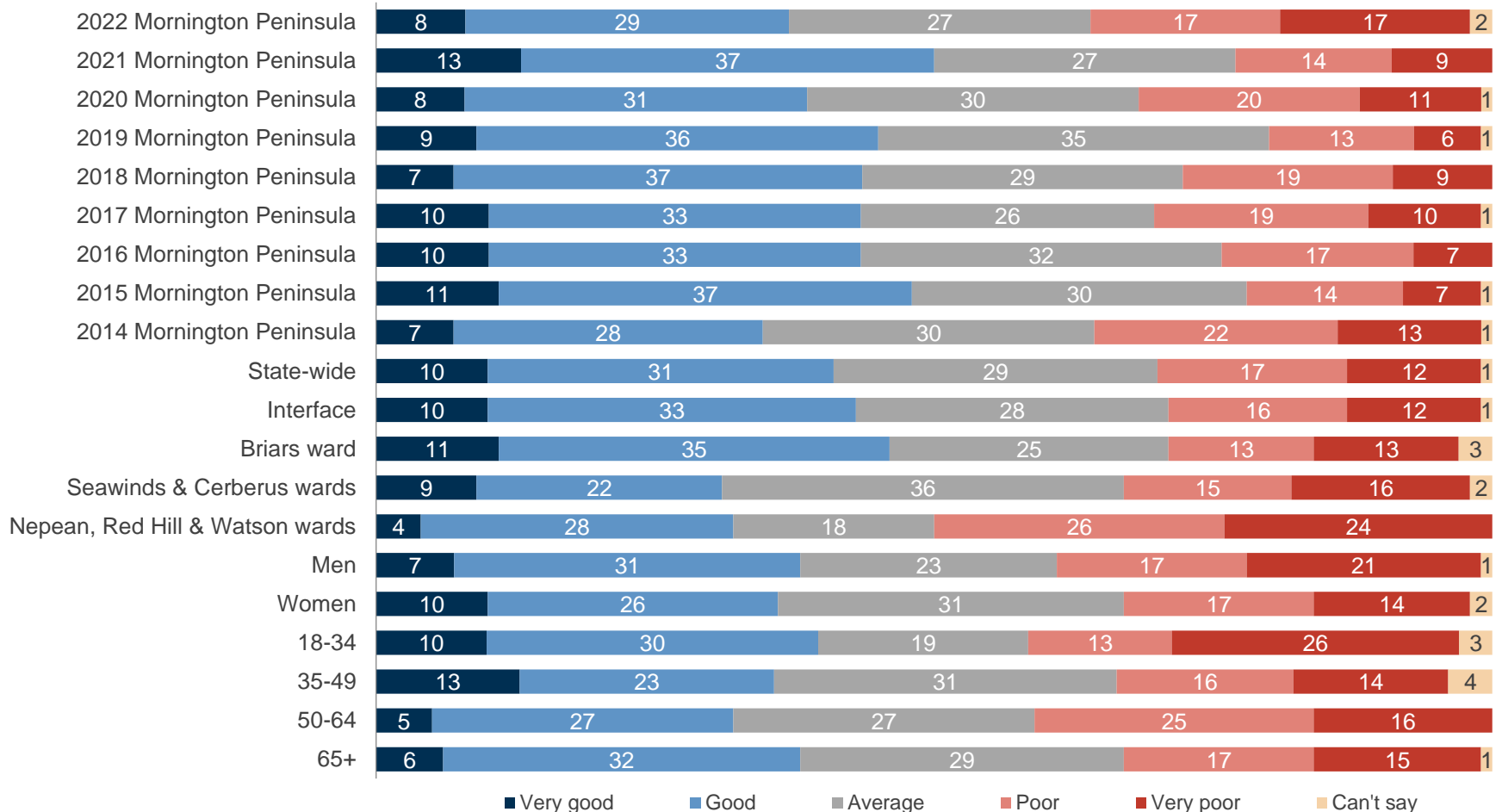
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 4

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

The condition of sealed local roads in your area performance



2022 sealed local roads performance (%)



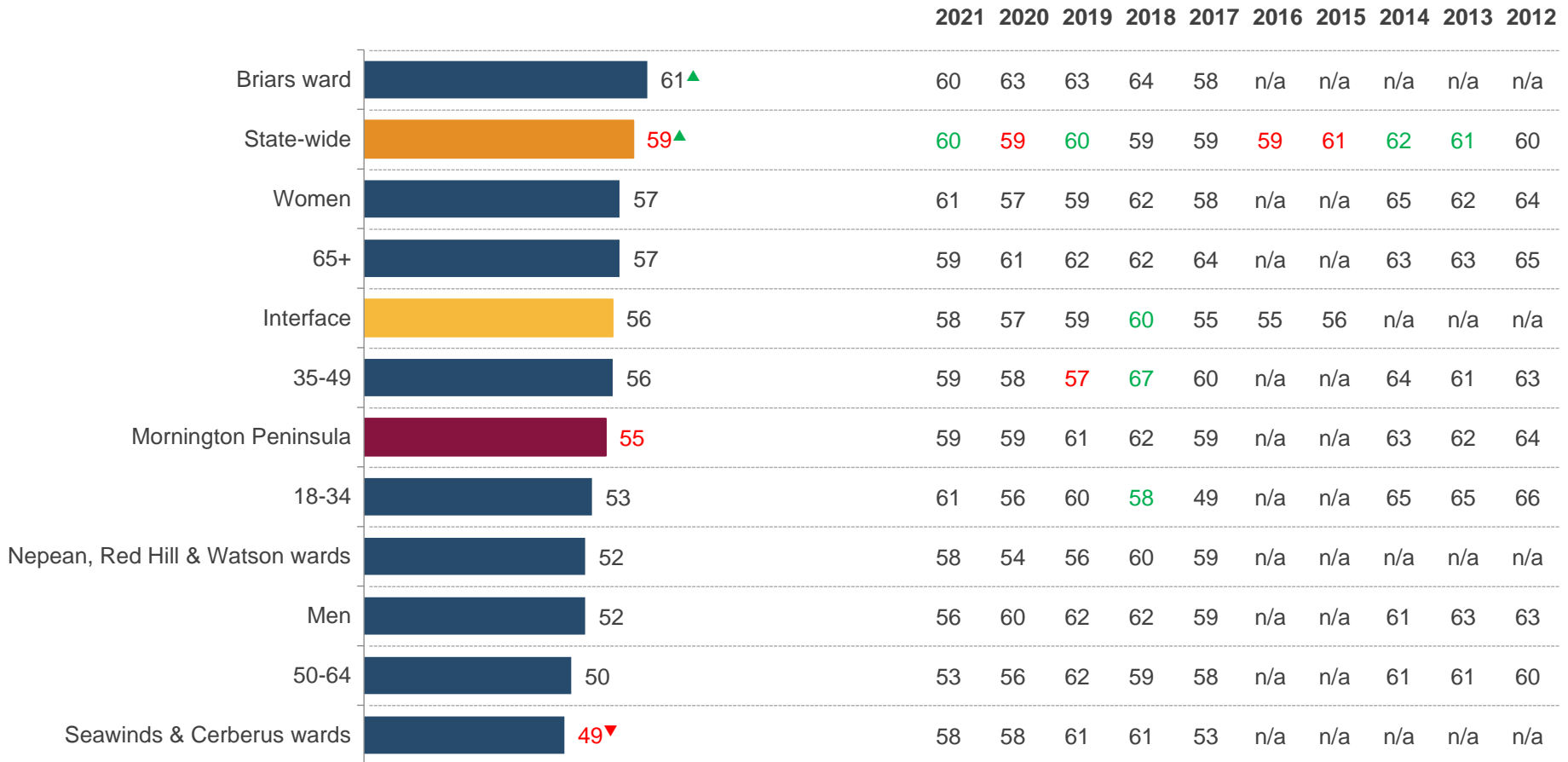
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 4



Informing the community performance



2022 informing community performance (index scores)



Q2. How has Council performed on 'Informing the community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 2

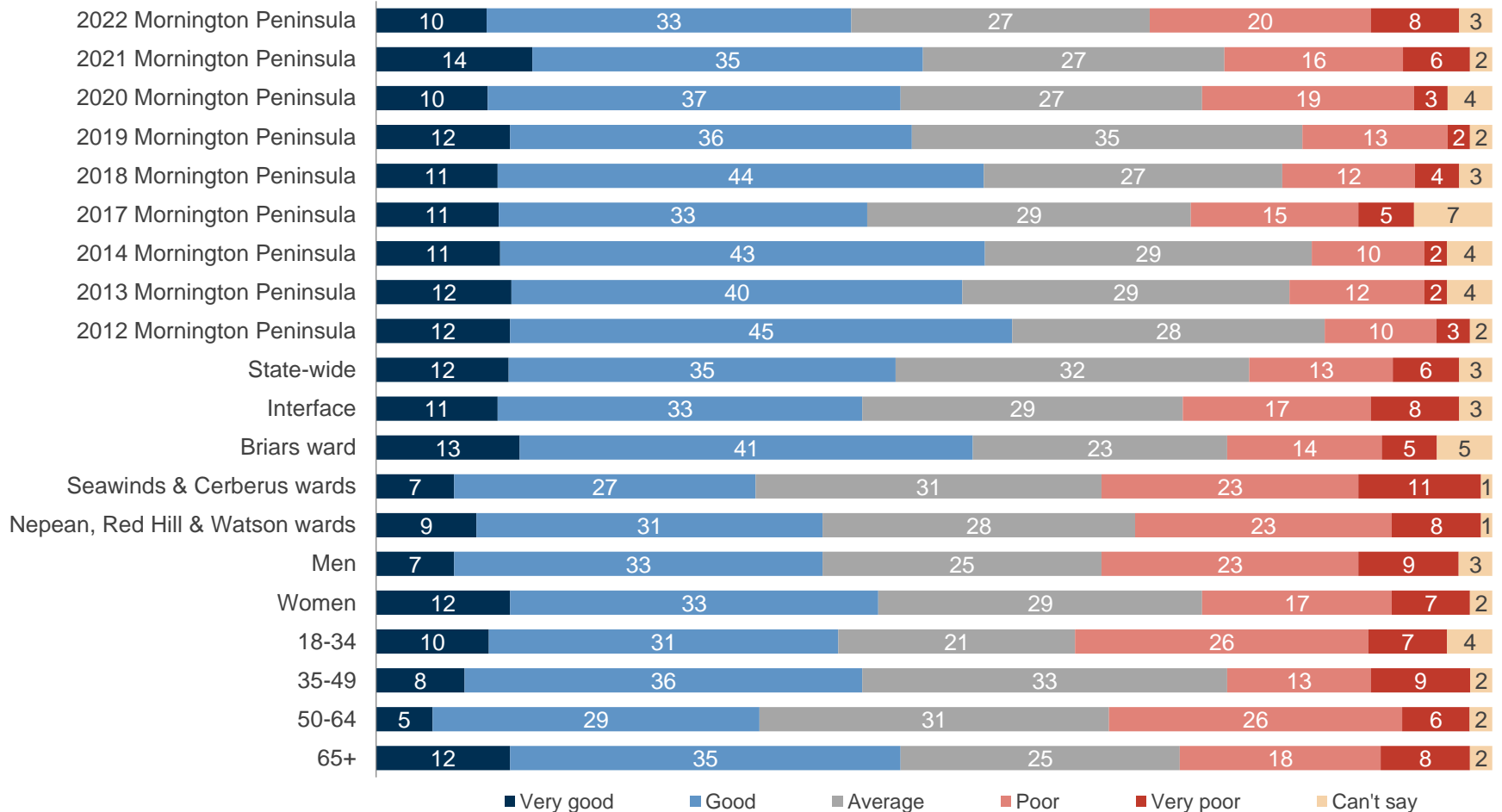
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2022 informing community performance (%)

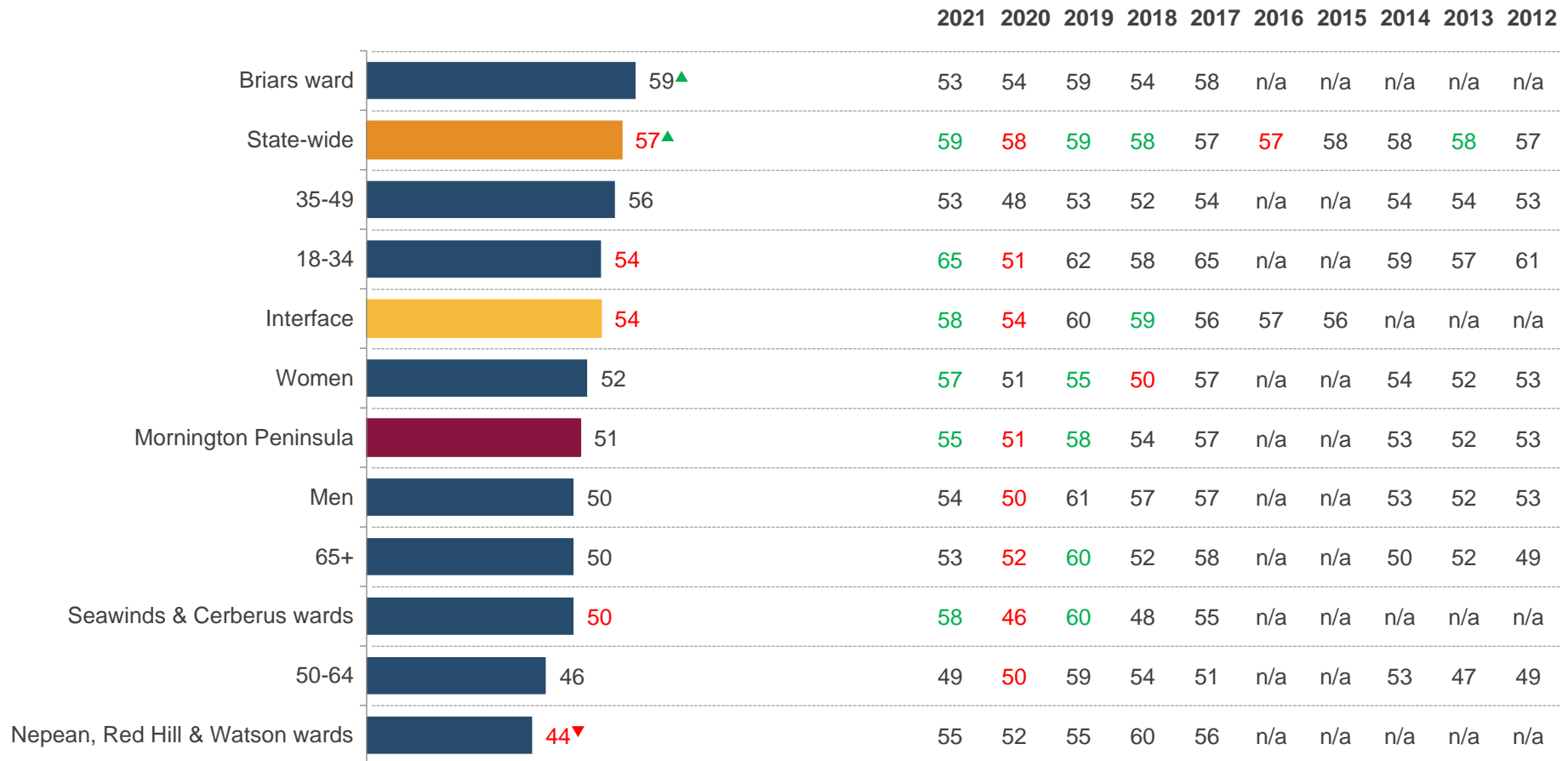


Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 36 Councils asked group: 2

The condition of local streets and footpaths in your area performance



2022 streets and footpaths performance (index scores)



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

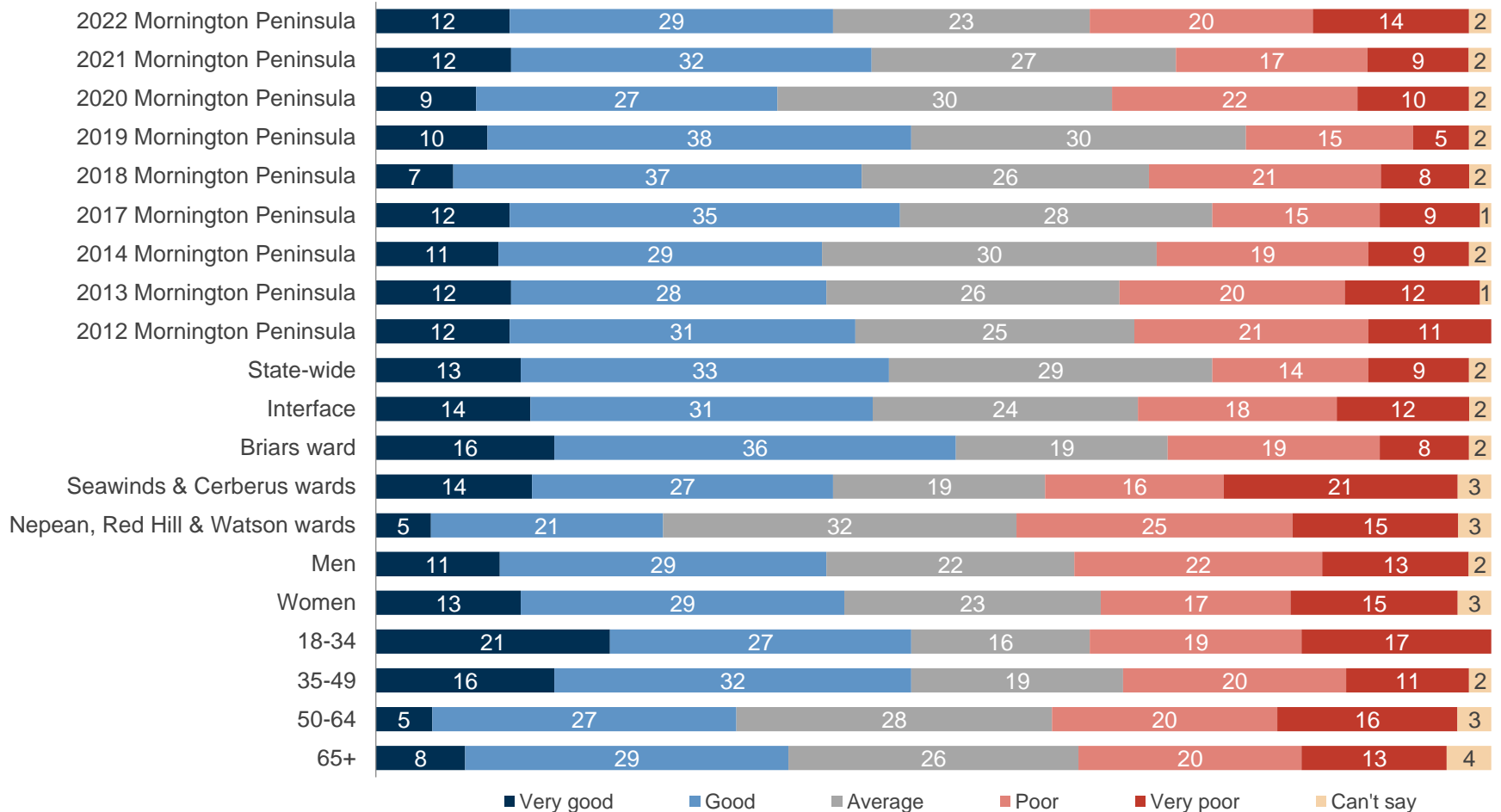
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 2

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

The condition of local streets and footpaths in your area performance



2022 streets and footpaths performance (%)



Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 2



Traffic management performance



2022 traffic management performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Briars ward	59▲	56	54	57	54	n/a	n/a	n/a	n/a	n/a	
Women	58▲	56	53	53	57	n/a	n/a	n/a	59	58	61
State-wide	58▲	59	58	58	57	59	59	60	60	60	58
35-49	55	52	50	49	57	n/a	n/a	n/a	57	55	58
Interface	54	52	52	52	51	59	57	61	n/a	n/a	n/a
65+	54	56	55	52	52	n/a	n/a	n/a	57	60	58
Mornington Peninsula	53	54	52	52	54	n/a	n/a	n/a	57	58	58
18-34	52	54	52	56	55	n/a	n/a	n/a	60	61	60
Seawinds & Cerberus wards	51	56	54	54	53	n/a	n/a	n/a	n/a	n/a	n/a
50-64	48	53	51	53	54	n/a	n/a	n/a	55	56	56
Men	47▼	53	52	52	51	n/a	n/a	n/a	54	58	55
Nepean, Red Hill & Watson wards	47▼	52	48	46	56	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Traffic management' over the last 12 months?

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 2

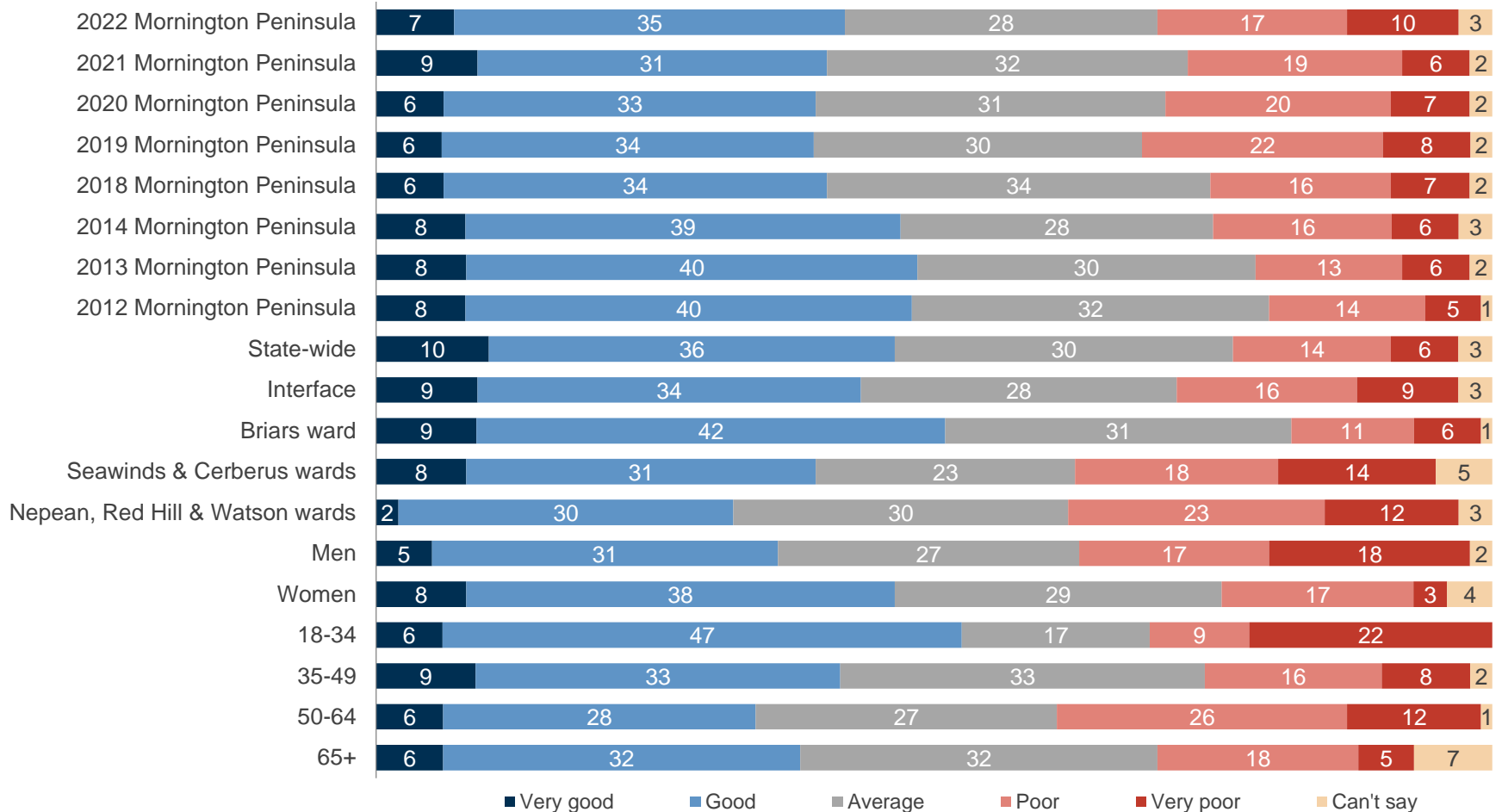
Note: Please see Appendix A for explanation of significant differences.



Traffic management performance



2022 traffic management performance (%)



Q2. How has Council performed on 'Traffic management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 2



Parking facilities performance



2022 parking performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
35-49	64▲	57	57	53	57	60	n/a	n/a	59	60	63
Seawinds & Cerberus wards	59	60	58	57	52	45	n/a	n/a	n/a	n/a	n/a
Women	58	59	57	56	54	55	n/a	n/a	61	60	62
State-wide	57	58	55	56	56	55	56	57	57	57	56
Mornington Peninsula	56	57	58	56	54	55	n/a	n/a	59	61	61
Interface	56	57	58	57	57	57	56	60	n/a	n/a	n/a
65+	55	55	56	58	54	55	n/a	n/a	57	61	59
Briars ward	55	57	59	56	53	56	n/a	n/a	n/a	n/a	n/a
Nepean, Red Hill & Watson wards	55	54	56	55	58	65	n/a	n/a	n/a	n/a	n/a
Men	54	55	59	56	54	55	n/a	n/a	57	63	60
18-34	54	60	62	57	51	49	n/a	n/a	61	65	65
50-64	50	59	58	57	55	57	n/a	n/a	59	59	58

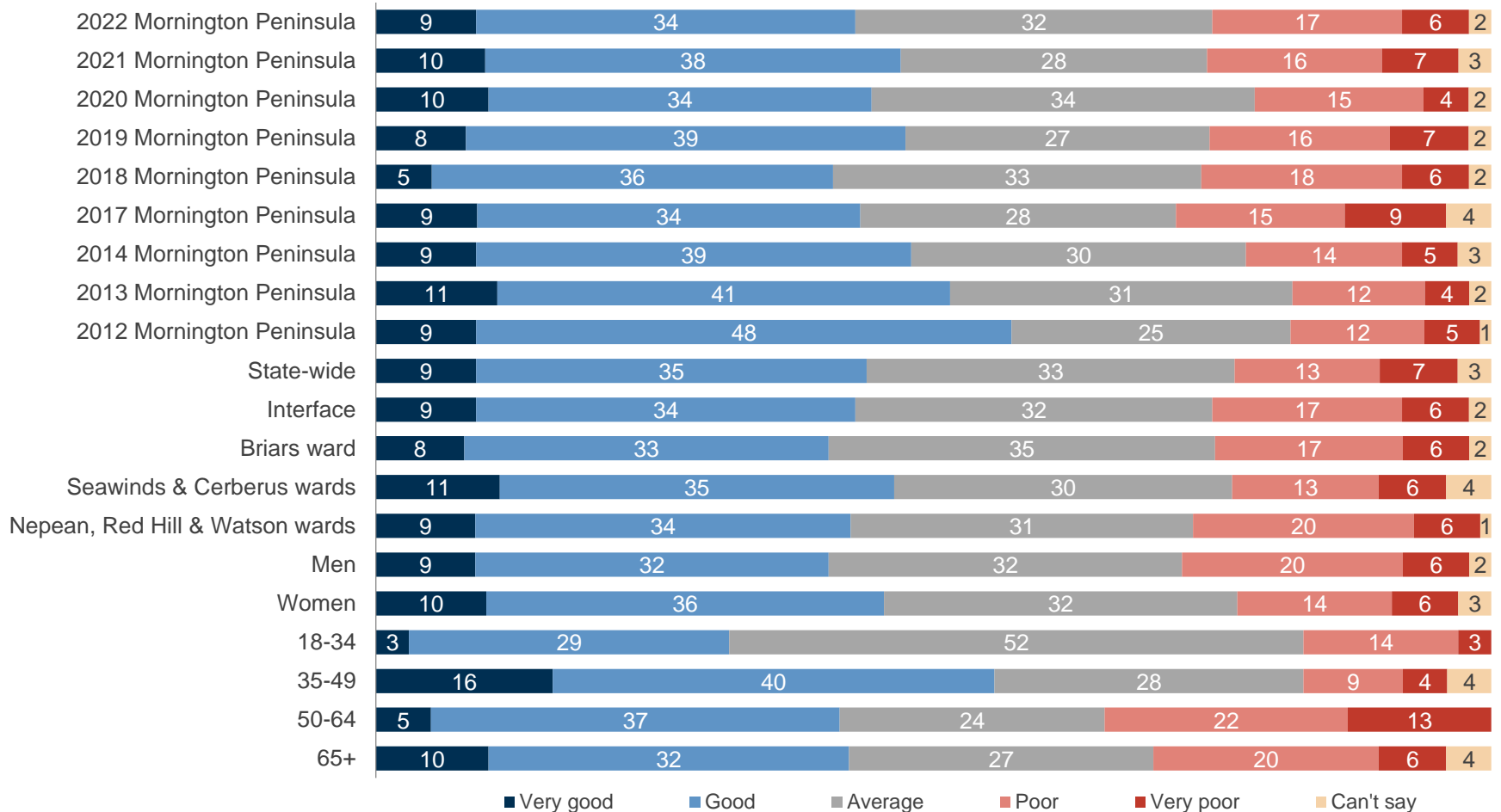
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 20 Councils asked group: 1
 Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2022 parking performance (%)



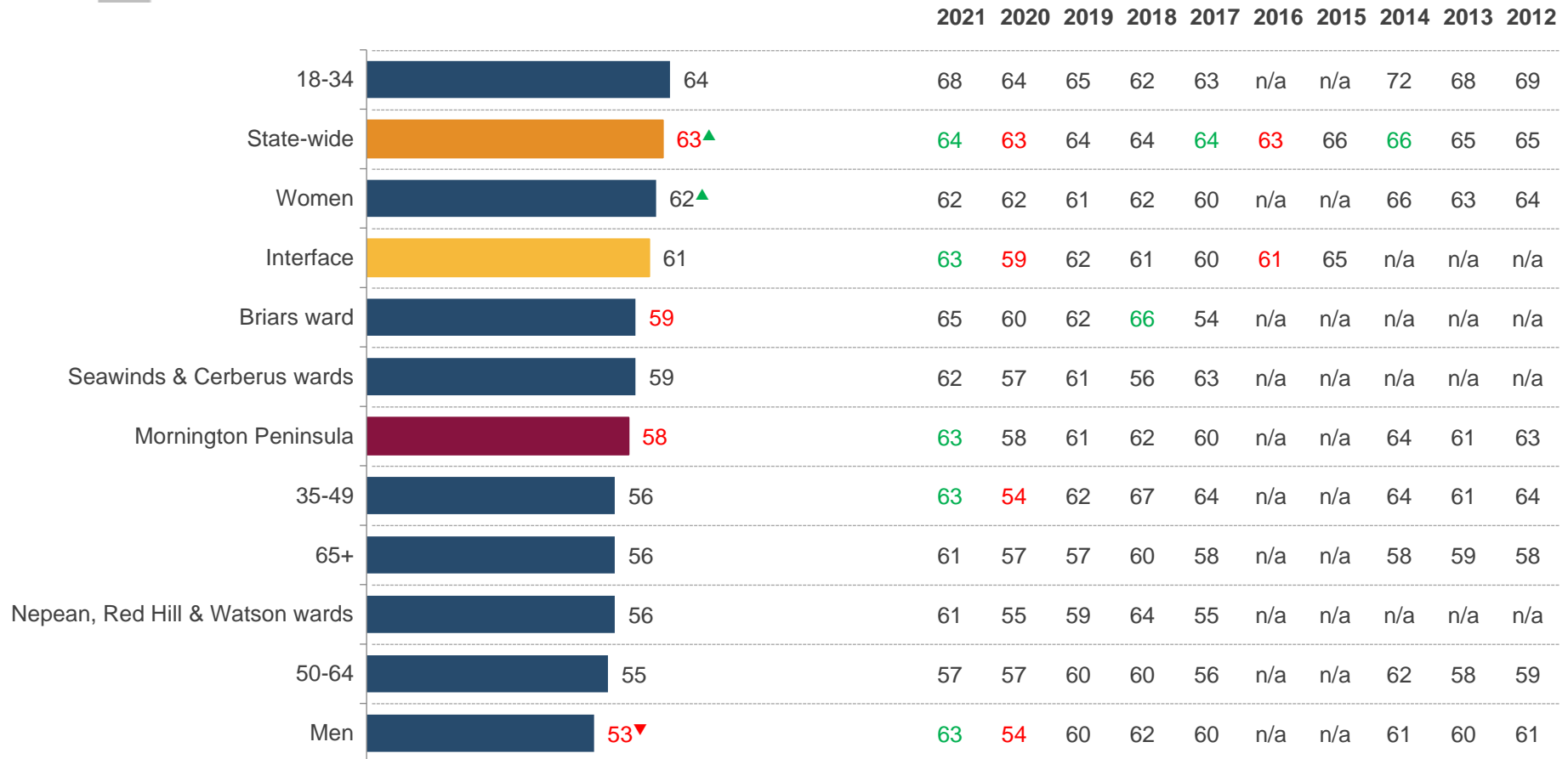
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 20 Councils asked group: 1



Enforcement of local laws performance



2022 law enforcement performance (index scores)



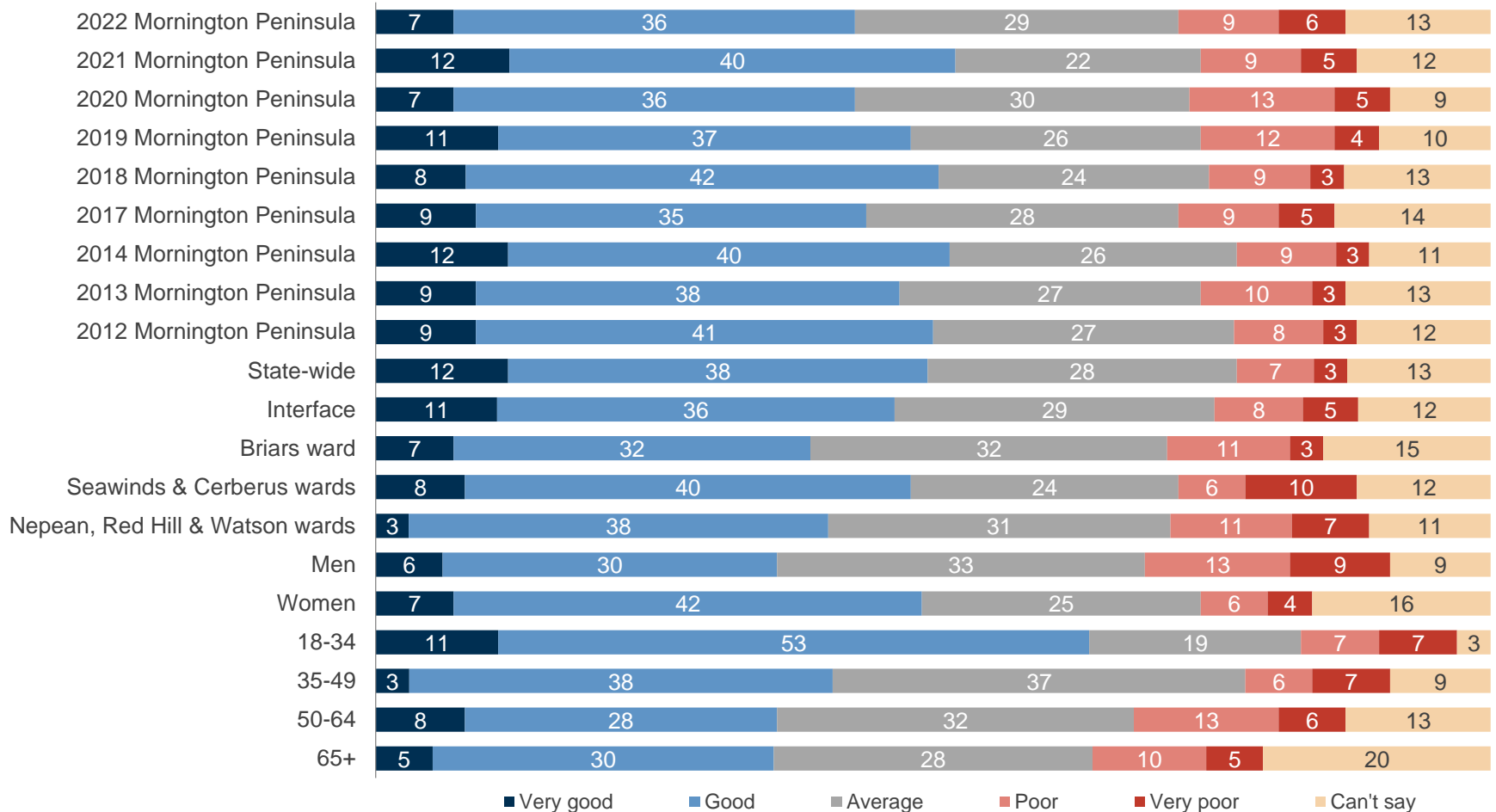
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2022 law enforcement performance (%)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 2



Family support services performance



2022 family support performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Personal user	70	76	75	69	78	n/a	n/a	n/a	72	n/a	n/a
Household user	69	74	71	68	78	n/a	n/a	n/a	70	n/a	n/a
Briars ward	68▲	66	69	67	68	65	n/a	n/a	n/a	n/a	n/a
35-49	66	66	63	63	73	72	n/a	n/a	67	66	66
State-wide	65▲	66	66	67	66	67	66	67	68	67	67
65+	65	69	64	68	68	72	n/a	n/a	69	70	71
Interface	64	65	63	67	67	65	65	66	n/a	n/a	n/a
Women	62	67	61	64	68	70	n/a	n/a	68	67	67
Mornington Peninsula	61	67	64	66	69	70	n/a	n/a	67	67	67
Men	59	67	67	67	70	69	n/a	n/a	66	66	66
50-64	59	70	63	65	60	62	n/a	n/a	63	63	62
Nepean, Red Hill & Watson wards	57	70	61	63	73	77	n/a	n/a	n/a	n/a	n/a
Seawinds & Cerberus wards	56	67	62	66	67	66	n/a	n/a	n/a	n/a	n/a
18-34	53▼	67	65	66	70	72	n/a	n/a	68	67	69

Q2. How has Council performed on 'Family support services' over the last 12 months?

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 2

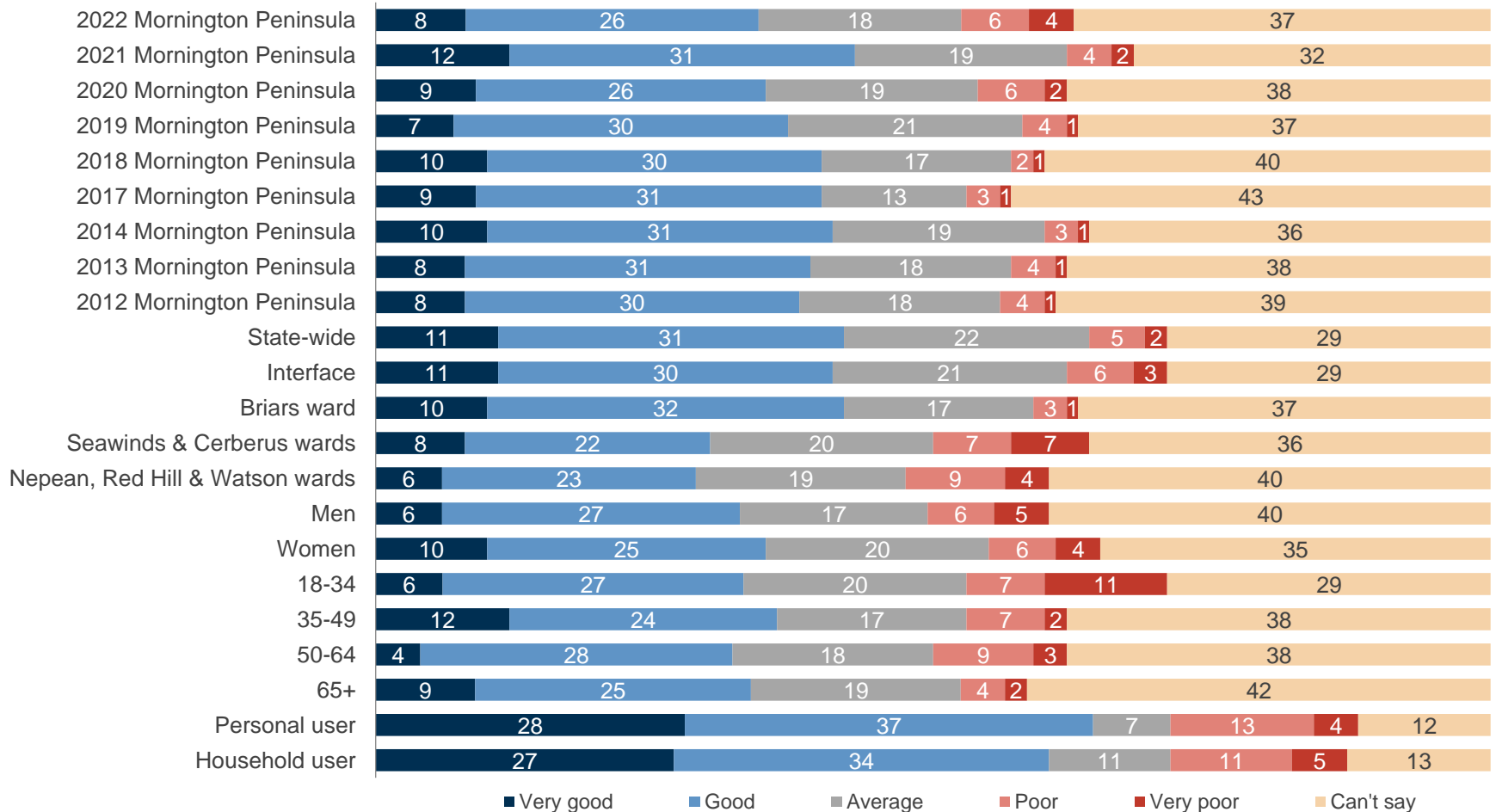
Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2022 family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 2



Elderly support services performance



2022 elderly support performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Household user	70▲	69	77	71	n/a	n/a	n/a	76	n/a	n/a	
35-49	67	72	61	67	65	67	n/a	n/a	70	61	65
State-wide	67▲	69	68	68	68	68	68	69	70	69	69
Personal user	66	73	75	75	76	n/a	n/a	n/a	75	n/a	n/a
18-34	65	72	70	72	71	66	n/a	n/a	76	66	69
Briars ward	65	64	68	69	66	70	n/a	n/a	n/a	n/a	n/a
Interface	64	67	65	66	67	64	59	65	n/a	n/a	n/a
Men	62	68	66	70	69	71	n/a	n/a	72	65	67
Mornington Peninsula	62	68	65	70	68	68	n/a	n/a	72	65	67
Women	61	68	63	70	67	66	n/a	n/a	71	66	67
Seawinds & Cerberus wards	60	73	64	72	67	67	n/a	n/a	n/a	n/a	n/a
Nepean, Red Hill & Watson wards	60	69	61	70	72	65	n/a	n/a	n/a	n/a	n/a
65+	59	65	64	73	70	73	n/a	n/a	73	71	70
50-64	57	68	63	67	62	65	n/a	n/a	66	64	63

Q2. How has Council performed on 'Elderly support services' over the last 12 months?

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 2

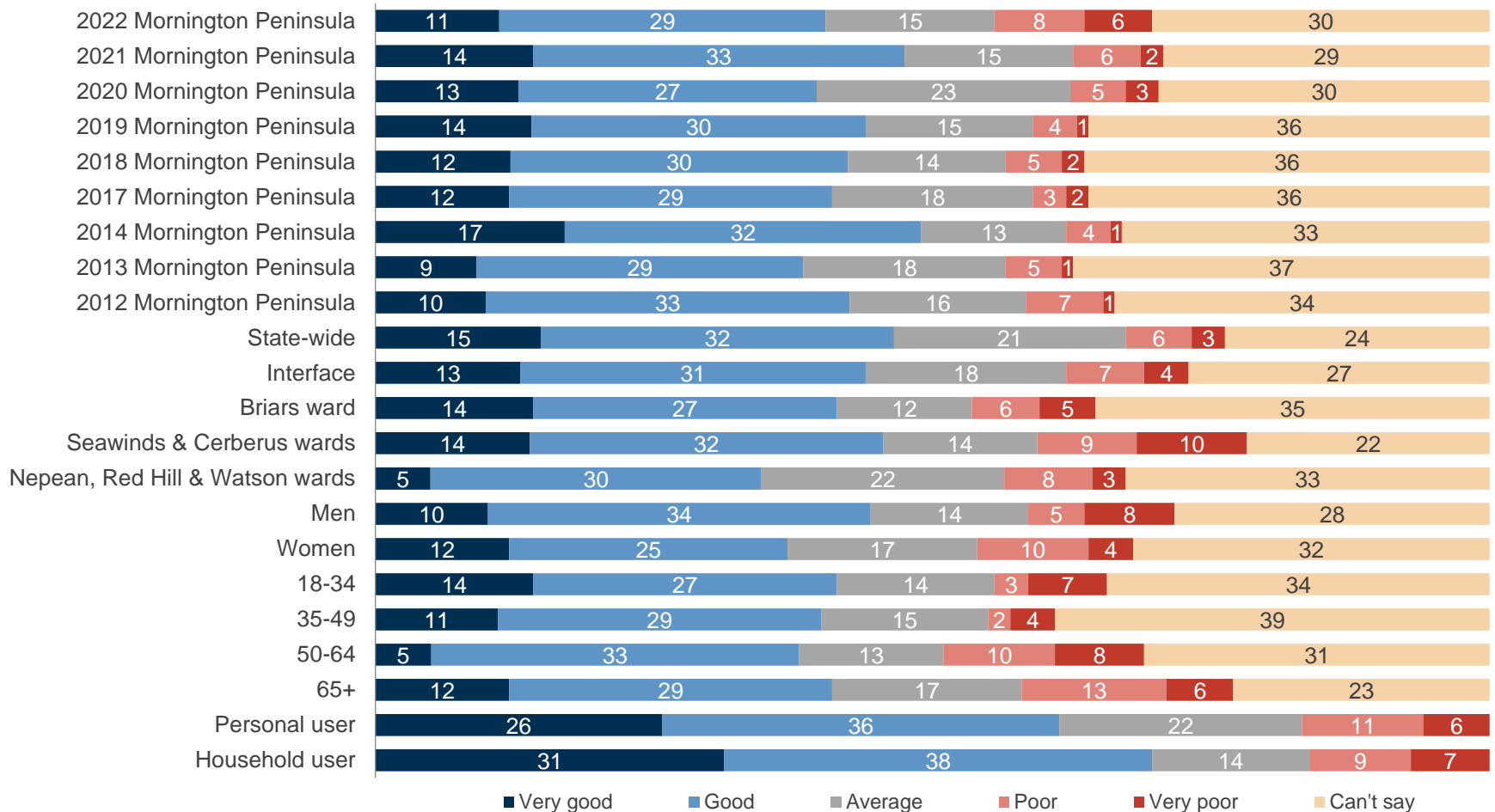
Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2022 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 2



Disadvantaged support services performance



2022 disadvantaged support performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Household user	66▲	57	44	55	68	n/a	n/a	n/a	63	n/a	n/a
Personal user	64*	62	46	51	68	n/a	n/a	n/a	61	n/a	n/a
State-wide	62▲	63	60	62	61	61	61	62	64	62	63
Interface	60▲	62	59	60	62	56	58	61	n/a	n/a	n/a
Briars ward	57	58	58	59	64	n/a	n/a	n/a	n/a	n/a	n/a
65+	57	61	56	64	63	n/a	n/a	n/a	64	62	64
Women	57	57	54	55	60	n/a	n/a	n/a	60	62	60
50-64	56	54	57	58	60	n/a	n/a	n/a	57	59	57
Mornington Peninsula	55	59	56	58	63	n/a	n/a	n/a	62	62	61
35-49	55	59	53	53	66	n/a	n/a	n/a	59	61	57
Seawinds & Cerberus wards	55	58	53	59	58	n/a	n/a	n/a	n/a	n/a	n/a
Men	54	62	58	60	65	n/a	n/a	n/a	65	61	62
Nepean, Red Hill & Watson wards	53	61	56	54	68	n/a	n/a	n/a	n/a	n/a	n/a
18-34	53	58	57	53	60	n/a	n/a	n/a	68	64	64

Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 2

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

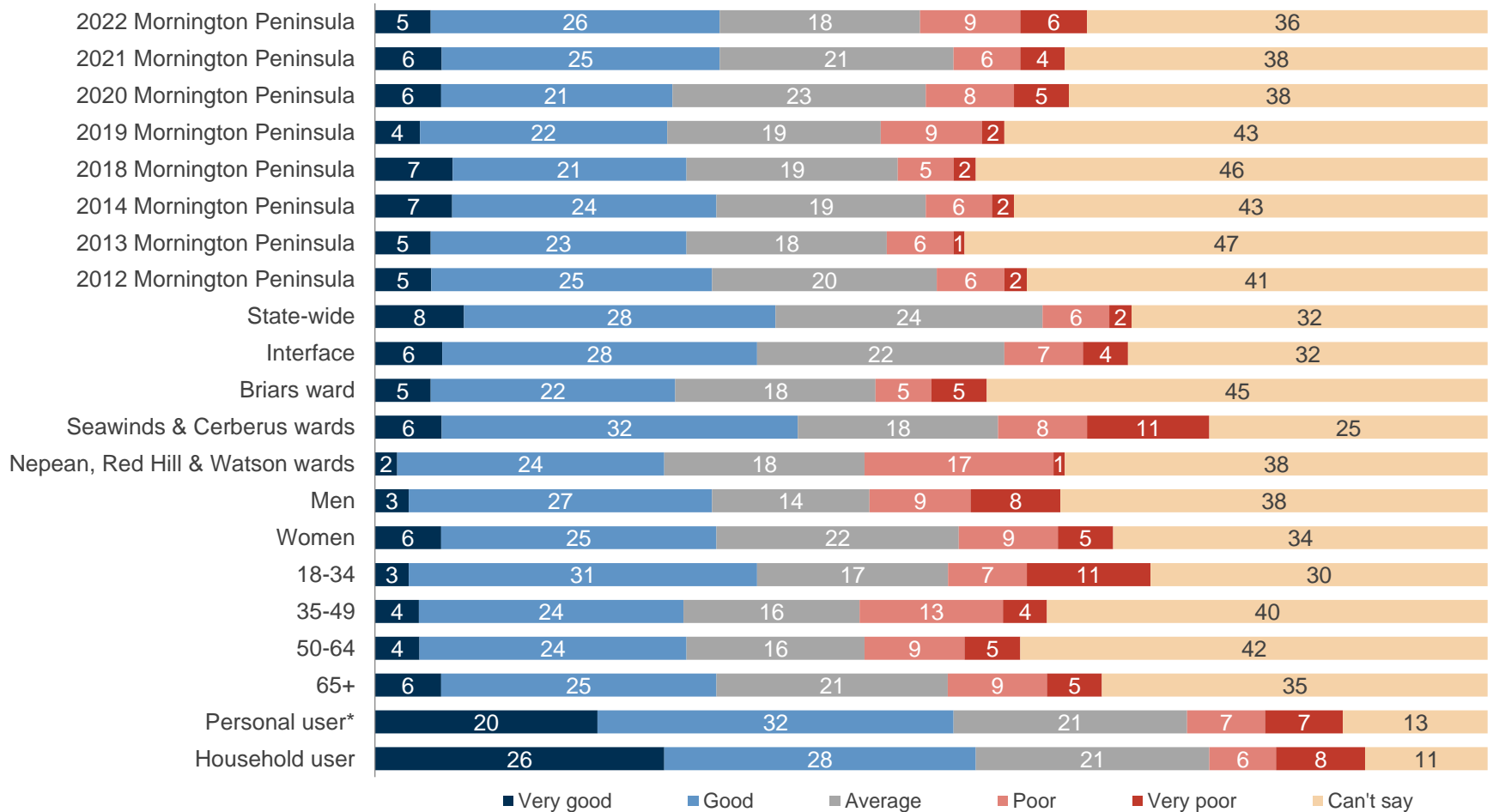
*Caution: small sample size < n=30



Disadvantaged support services performance



2022 disadvantaged support performance (%)



Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 2
 *Caution: small sample size < n=30



Recreational facilities performance



2022 recreational facilities performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Women	71	68	67	66	64	63	n/a	n/a	65	66	66
65+	70	70	72	69	68	n/a	n/a	69	68	70	
State-wide	69	71	70	69	70	69	70	71	70	70	
Briars ward	69	69	68	66	59	n/a	n/a	n/a	n/a	n/a	
18-34	68	71	64	64	59	61	n/a	n/a	66	72	70
Mornington Peninsula	67	69	68	66	65	64	n/a	n/a	66	67	67
Interface	67	68	67	70	68	66	67	68	n/a	n/a	n/a
Household user	66	70	69	67	65	n/a	n/a	n/a	68	n/a	n/a
Nepean, Red Hill & Watson wards	66	68	64	63	67	70	n/a	n/a	n/a	n/a	n/a
Personal user	66	71	69	68	65	n/a	n/a	n/a	68	n/a	n/a
Seawinds & Cerberus wards	66	69	70	68	62	60	n/a	n/a	n/a	n/a	n/a
35-49	65	66	67	58	63	64	n/a	n/a	63	65	63
Men	64	70	69	67	66	65	n/a	n/a	68	68	68
50-64	63	67	70	69	67	60	n/a	n/a	67	64	65

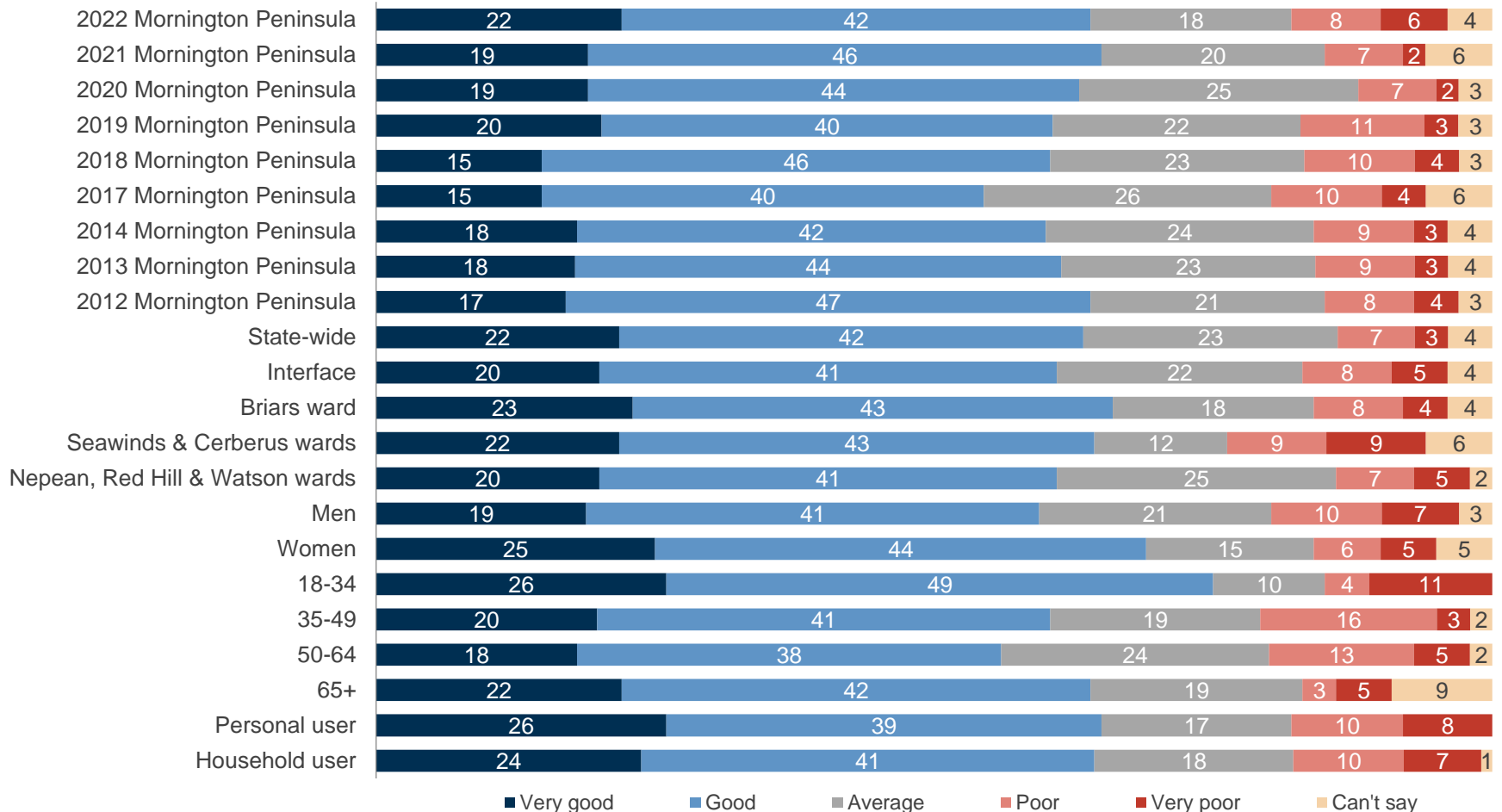
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2022 recreational facilities performance (%)



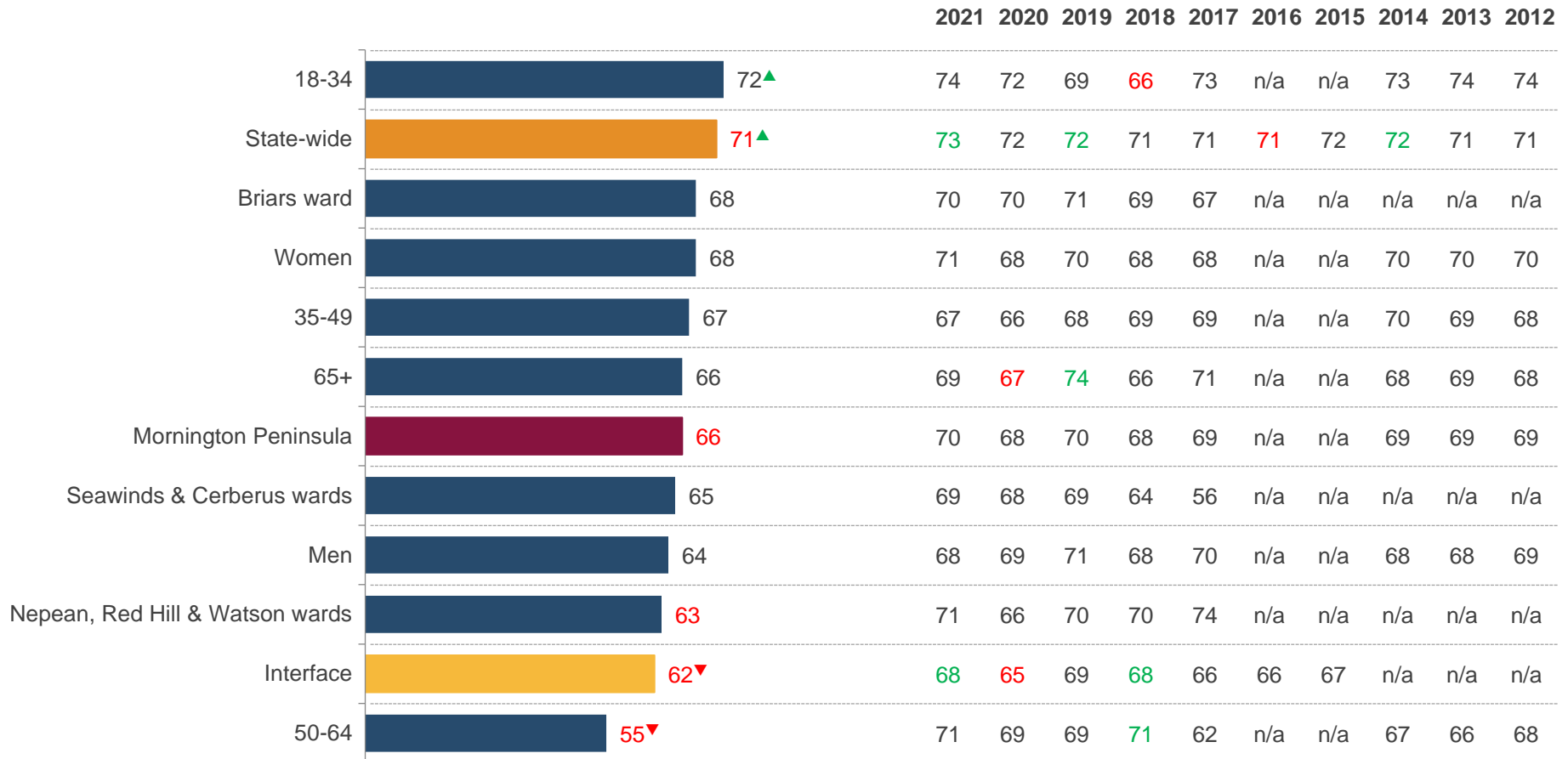
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 2



The appearance of public areas performance



2022 public areas performance (index scores)



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

Base: All respondents. Councils asked State-wide: 43 Councils asked group: 2

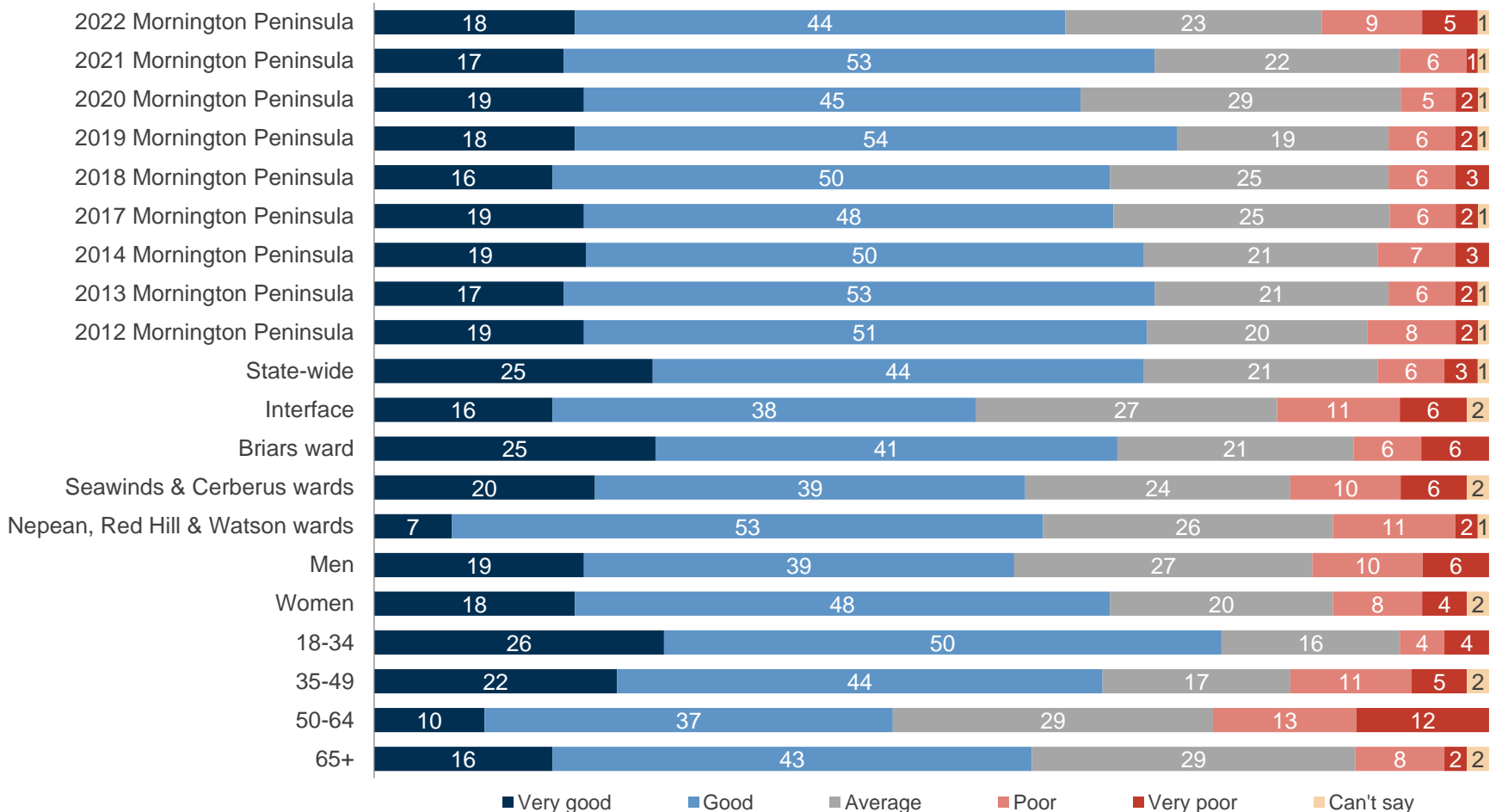
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2022 public areas performance (%)



Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 2



Art centres and libraries performance



2022 art centres and libraries performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Personal user	76▲	80	76	79	82	n/a	n/a	n/a	81	n/a	n/a
Briars ward	75▲	79	77	81	82	73	n/a	n/a	n/a	n/a	n/a
18-34	75	76	67	71	74	66	n/a	n/a	74	76	76
Household user	74	79	75	78	81	n/a	n/a	n/a	80	n/a	n/a
65+	74	76	78	79	77	80	n/a	n/a	81	82	81
Women	73	78	74	76	78	75	n/a	n/a	79	78	78
State-wide	73	73	74	74	74	73	72	73	75	73	73
Mornington Peninsula	71	76	73	76	77	75	n/a	n/a	77	77	76
35-49	71	75	72	73	81	76	n/a	n/a	77	77	75
Men	70	74	72	75	77	76	n/a	n/a	75	76	74
Seawinds & Cerberus wards	70	76	71	73	74	69	n/a	n/a	n/a	n/a	n/a
Interface	69	71	71	75	75	72	68	72	n/a	n/a	n/a
Nepean, Red Hill & Watson wards	68	72	69	71	76	76	n/a	n/a	n/a	n/a	n/a
50-64	61▼	78	70	77	77	75	n/a	n/a	75	74	74

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?

Base: All respondents. Councils asked State-wide: 28 Councils asked group: 2

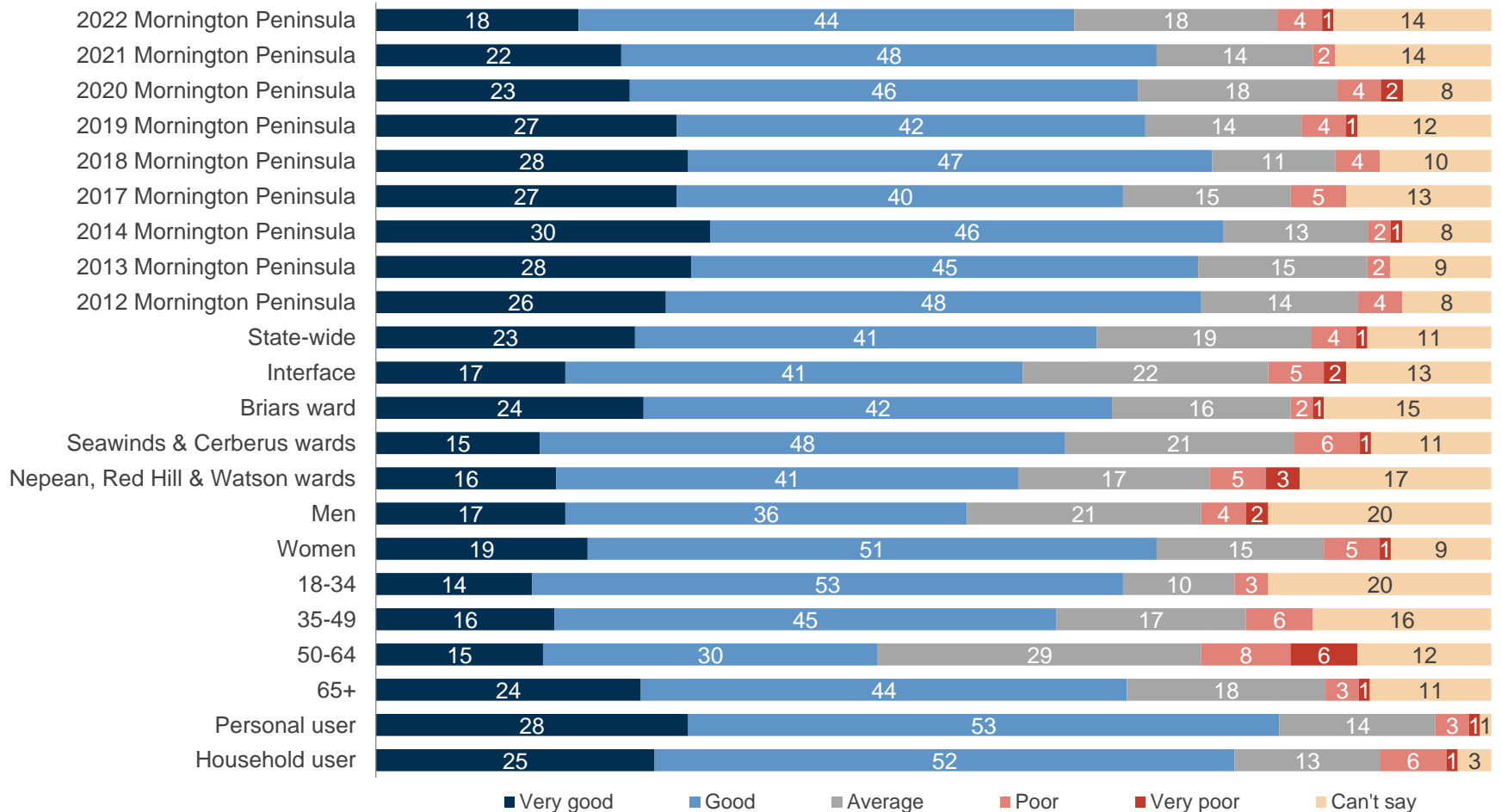
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2022 art centres and libraries performance (%)



Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 2



Community and cultural activities performance



2022 community and cultural activities performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Briars ward	69▲	67	70	71	72	65	n/a	n/a	n/a	n/a
Personal user	68▲	70	71	72	74	n/a	n/a	n/a	73	n/a
Household user	67▲	71	70	72	73	n/a	n/a	n/a	73	n/a
State-wide	65▲	65	68	69	69	69	69	69	70	69
18-34	64	65	63	64	65	58	n/a	n/a	69	66
65+	63	63	69	71	69	70	n/a	n/a	71	72
Women	62	62	66	68	69	68	n/a	n/a	72	69
Interface	62	62	66	68	67	64	63	65	n/a	n/a
Mornington Peninsula	62	63	67	69	69	67	n/a	n/a	70	68
Men	61	64	67	69	68	64	n/a	n/a	68	67
35-49	60	60	67	65	71	72	n/a	n/a	71	68
50-64	57	60	66	72	70	64	n/a	n/a	68	67
Nepean, Red Hill & Watson wards	57▼	60	64	63	70	63	n/a	n/a	n/a	n/a
Seawinds & Cerberus wards	57	61	65	71	65	60	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 2

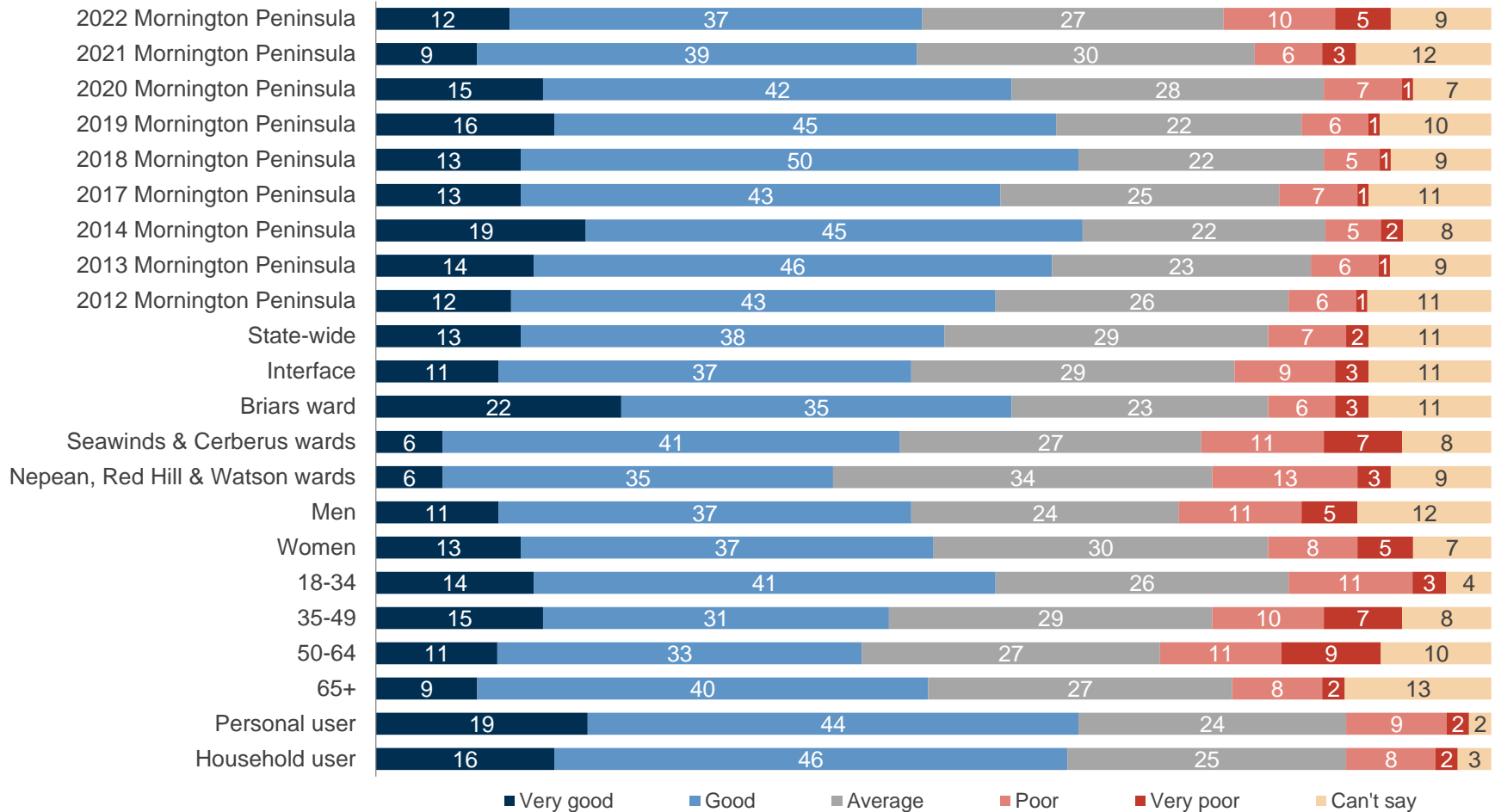
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2022 community and cultural activities performance (%)



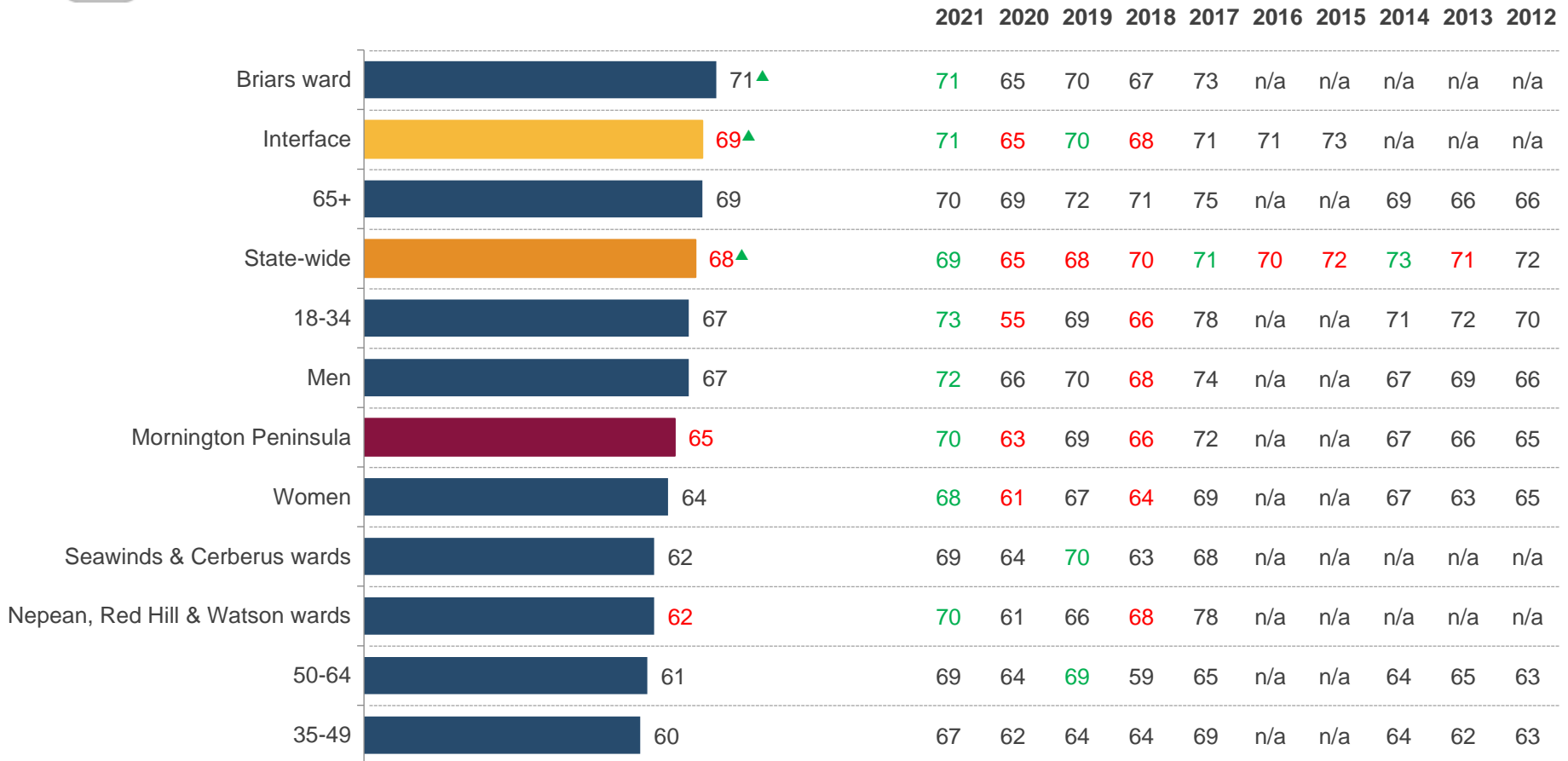
Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 2



Waste management performance



2022 waste management performance (index scores)



Q2. How has Council performed on 'Waste management' over the last 12 months?

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 4

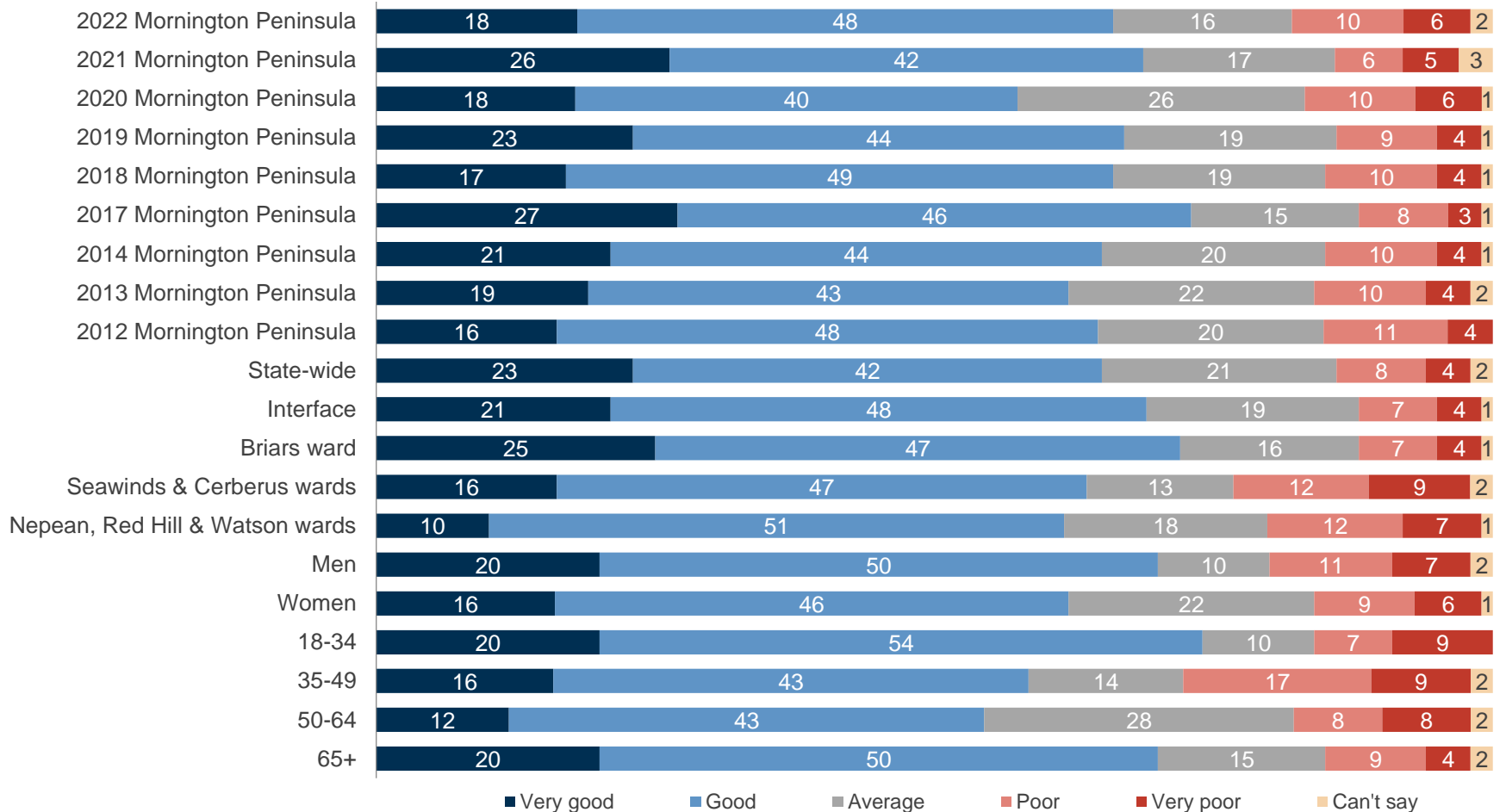
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2022 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 4

Business and community development and tourism performance



2022 business/development/tourism performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Briars ward	64▲	63	64	67	66	62	n/a	n/a	n/a	n/a	
18-34	62	66	65	65	67	64	n/a	n/a	69	74	70
Women	60	65	63	67	68	68	n/a	n/a	69	68	68
State-wide	60	61	59	61	60	61	60	61	62	62	62
65+	59	62	62	68	66	67	n/a	n/a	67	67	65
Mornington Peninsula	58	62	63	66	67	66	n/a	n/a	66	68	66
Interface	58	62	63	66	65	66	n/a	63	n/a	n/a	n/a
35-49	57	63	62	64	73	69	n/a	n/a	66	67	67
Men	56	59	64	64	66	63	n/a	n/a	63	68	64
Seawinds & Cerberus wards	56	60	65	63	68	62	n/a	n/a	n/a	n/a	n/a
Nepean, Red Hill & Watson wards	54	62	60	66	67	65	n/a	n/a	n/a	n/a	n/a
50-64	54	52	66	63	60	62	n/a	n/a	62	65	63

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

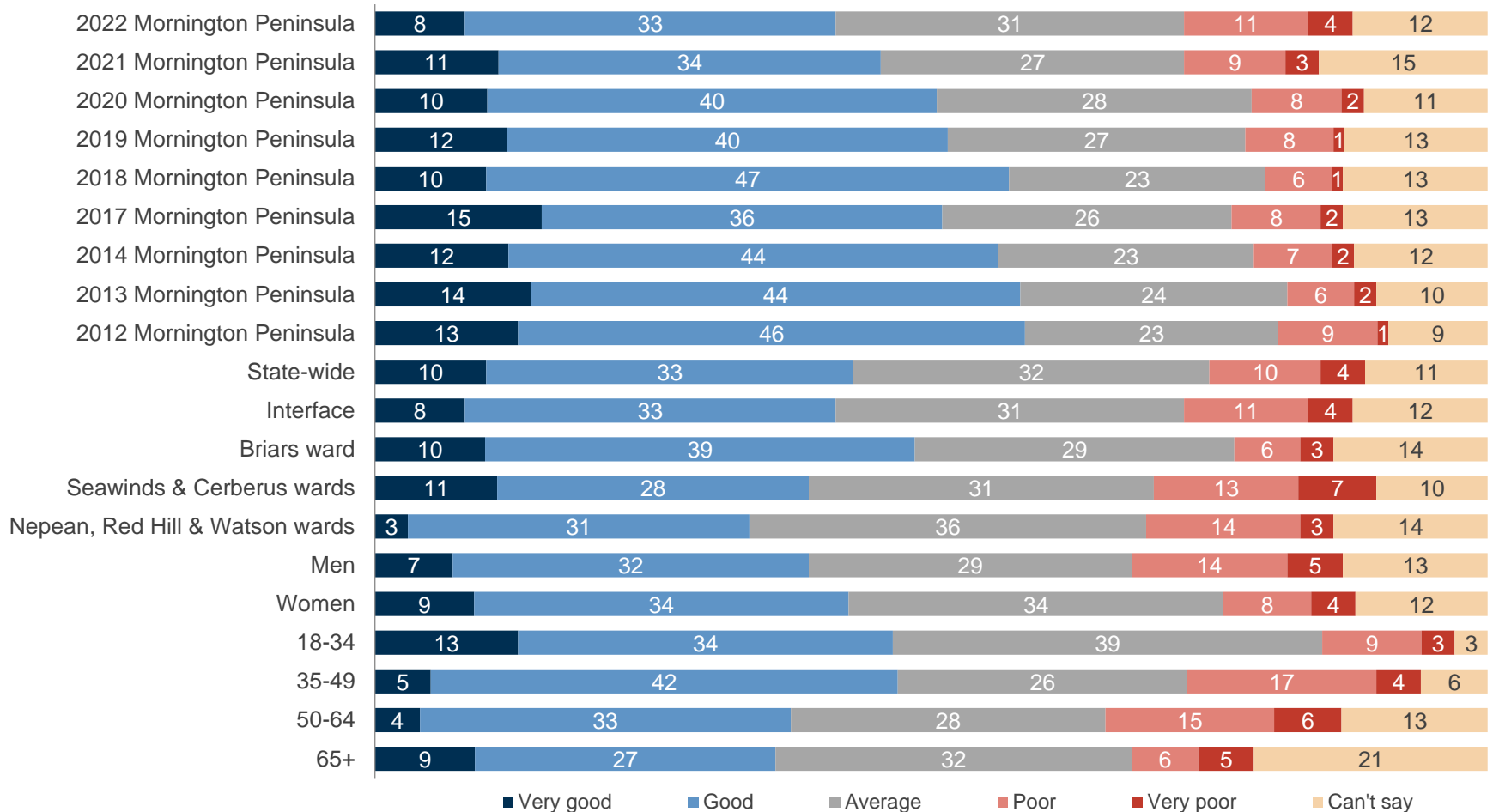
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 1

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

Business and community development and tourism performance



2022 business/development/tourism performance (%)



Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 1



Council's general town planning policy performance



2022 town planning performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	56▲	53	53	56	60	49	n/a	n/a	59	64	62
State-wide	54▲	55	54	55	54	53	52	54	55	55	54
Interface	53▲	53	52	53	55	51	52	55	n/a	n/a	n/a
Briars ward	53▲	48	49	51	50	47	n/a	n/a	n/a	n/a	n/a
Women	51	50	46	49	51	46	n/a	n/a	53	53	54
Mornington Peninsula	48	50	48	50	51	48	n/a	n/a	52	53	53
Seawinds & Cerberus wards	48	52	49	53	51	35	n/a	n/a	n/a	n/a	n/a
65+	47	52	49	52	45	49	n/a	n/a	52	52	52
35-49	46	51	41	46	53	49	n/a	n/a	51	49	53
Men	45	51	50	52	51	49	n/a	n/a	52	52	53
50-64	43	40	48	48	48	43	n/a	n/a	50	48	48
Nepean, Red Hill & Watson wards	42▼	52	45	48	51	56	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 2

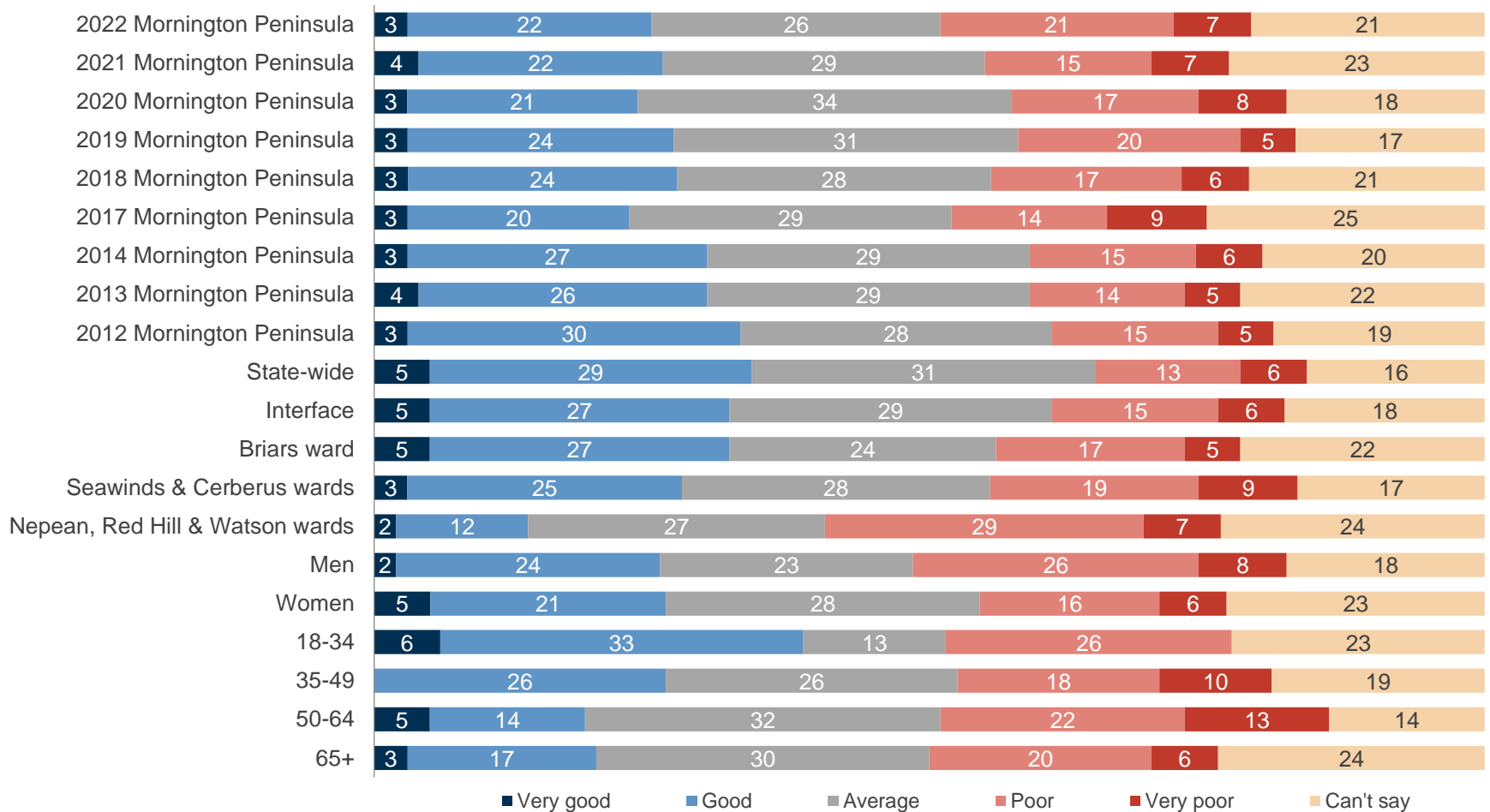
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2022 town planning performance (%)



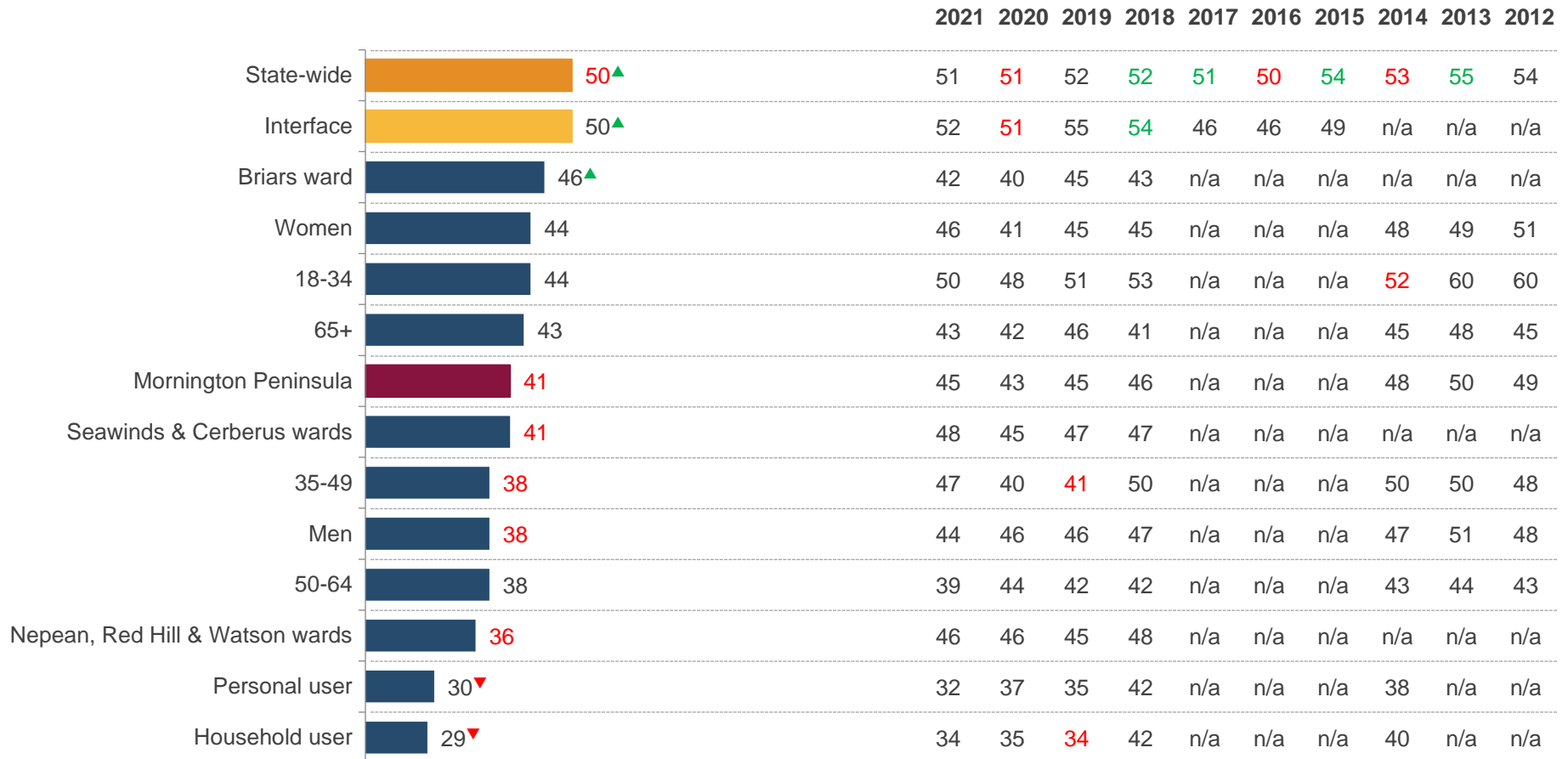
Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 2



Planning and building permits performance



2022 planning and building permits performance (index scores)



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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 2

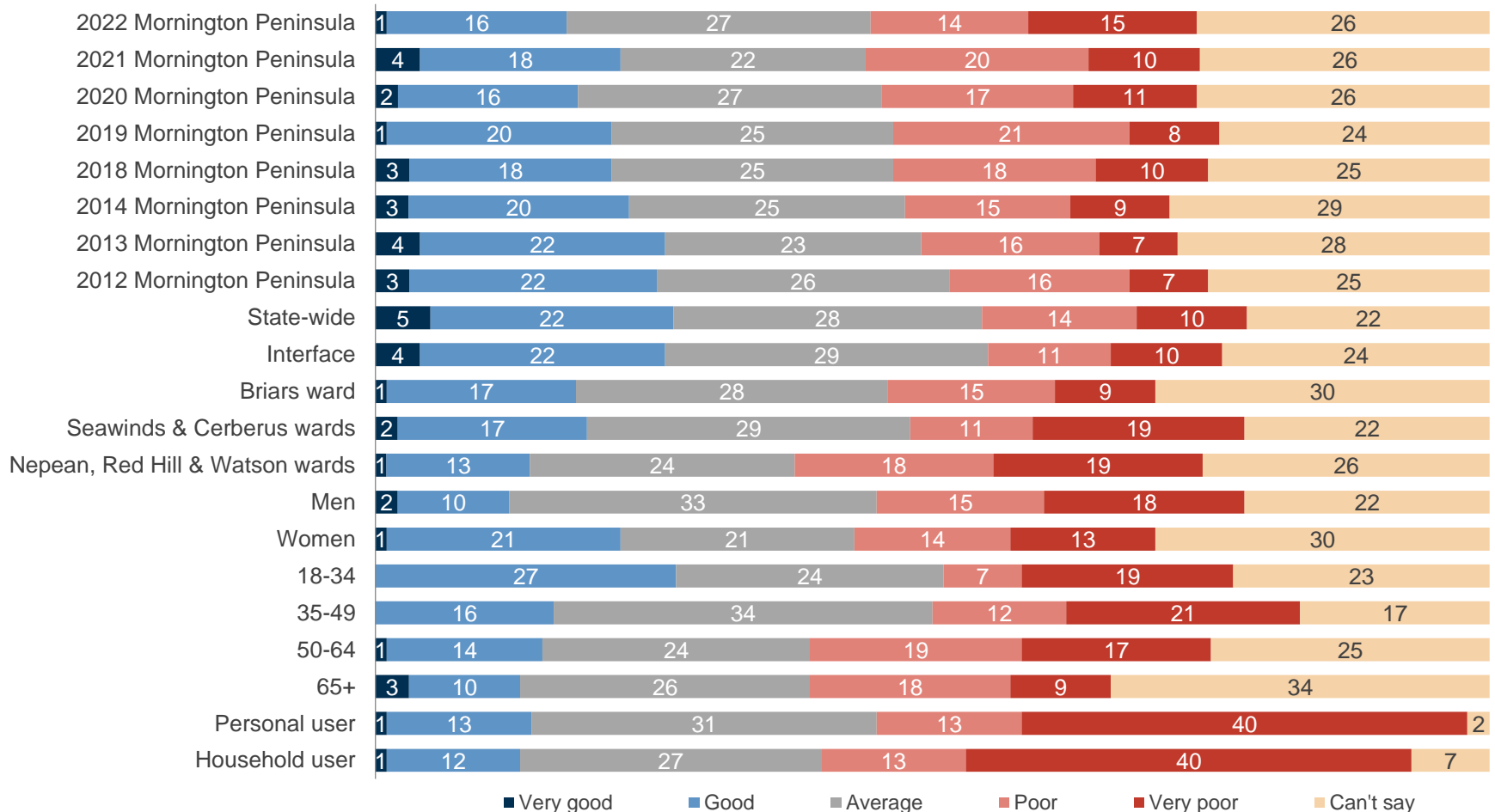
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2022 planning and building permits performance (%)



Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 2



Environmental sustainability performance



2022 environmental sustainability performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Briars ward	62	61	58	62	66	65	n/a	n/a	n/a	n/a
18-34	61	61	59	65	65	69	n/a	n/a	67	68
Women	61	59	54	59	63	60	n/a	n/a	63	64
State-wide	61	62	60	62	63	64	63	64	64	64
65+	61	61	58	61	64	61	n/a	n/a	63	65
Mornington Peninsula	60	61	56	60	64	62	n/a	n/a	64	65
Interface	60	62	56	60	64	62	60	63	n/a	n/a
35-49	60	61	51	56	65	61	n/a	n/a	64	64
Seawinds & Cerberus wards	59	61	58	61	62	63	n/a	n/a	n/a	n/a
Men	58	63	59	61	64	64	n/a	n/a	64	66
Nepean, Red Hill & Watson wards	58	60	51	56	61	61	n/a	n/a	n/a	n/a
50-64	56	57	56	58	59	58	n/a	n/a	62	63

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?

Base: All respondents. Councils asked State-wide: 38 Councils asked group: 1

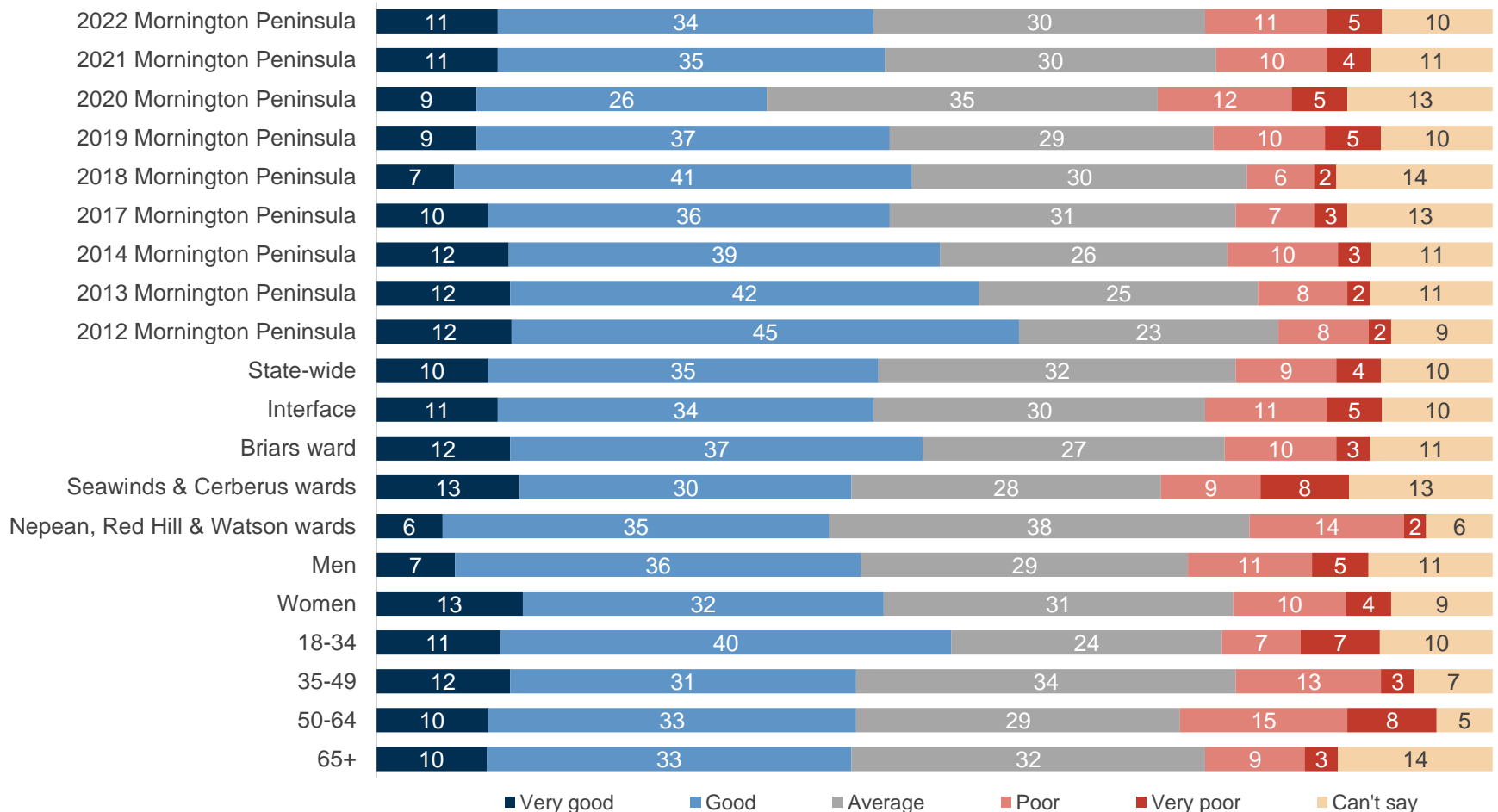
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2022 environmental sustainability performance (%)



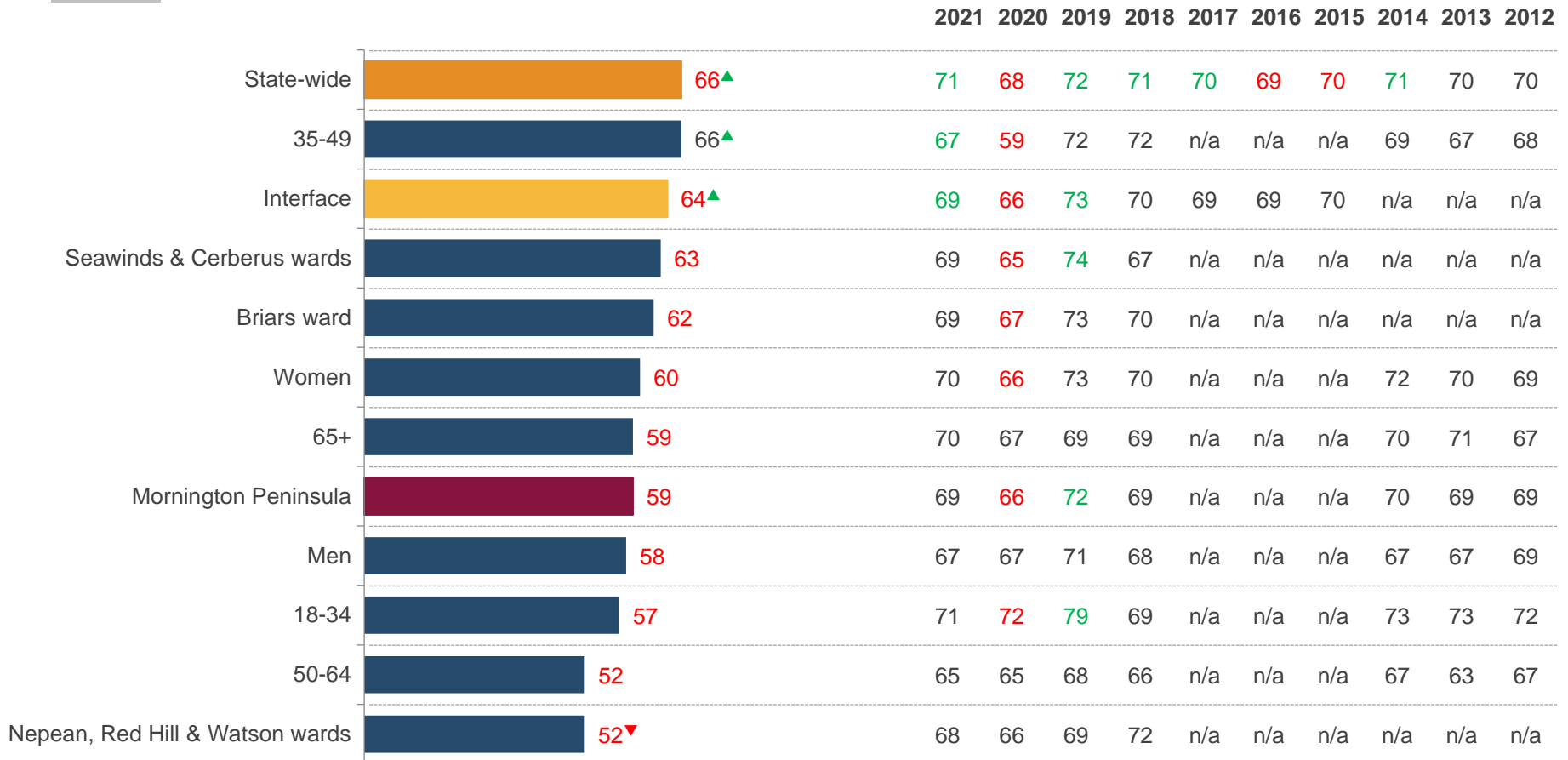
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 38 Councils asked group: 1



Emergency and disaster management performance



2022 emergency and disaster management performance (index scores)



Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 2

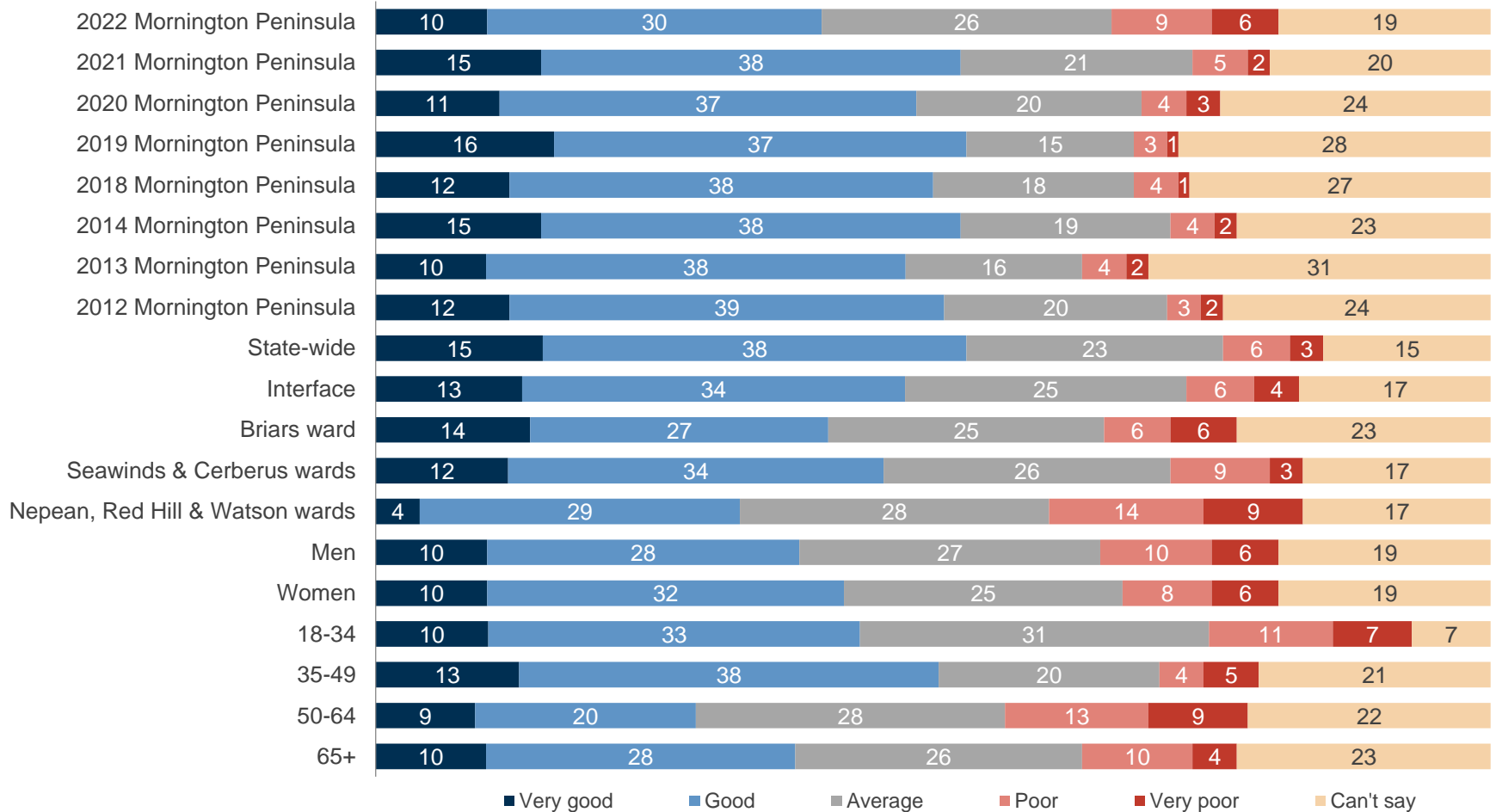
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2022 emergency and disaster management performance (%)



Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 2



Planning for population growth in the area performance



2022 population growth performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
State-wide	52▲	53	51	52	52	52	51	54	54	54	52
Women	50	47	46	43	48	48	n/a	n/a	n/a	n/a	n/a
Briars ward	49	45	48	47	43	47	n/a	n/a	n/a	n/a	n/a
65+	48	50	50	46	44	47	n/a	n/a	n/a	n/a	n/a
35-49	48	41	40	41	51	51	n/a	n/a	n/a	n/a	n/a
Mornington Peninsula	47	47	47	46	47	48	n/a	n/a	n/a	n/a	n/a
Interface	47	47	46	48	49	50	55	57	n/a	n/a	n/a
Nepean, Red Hill & Watson wards	46	48	45	41	50	55	n/a	n/a	n/a	n/a	n/a
50-64	45	44	46	46	48	45	n/a	n/a	n/a	n/a	n/a
Seawinds & Cerberus wards	44	48	49	49	48	31	n/a	n/a	n/a	n/a	n/a
18-34	44	50	53	50	45	48	n/a	n/a	n/a	n/a	n/a
Men	43	47	49	48	45	47	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 18 Councils asked group: 1

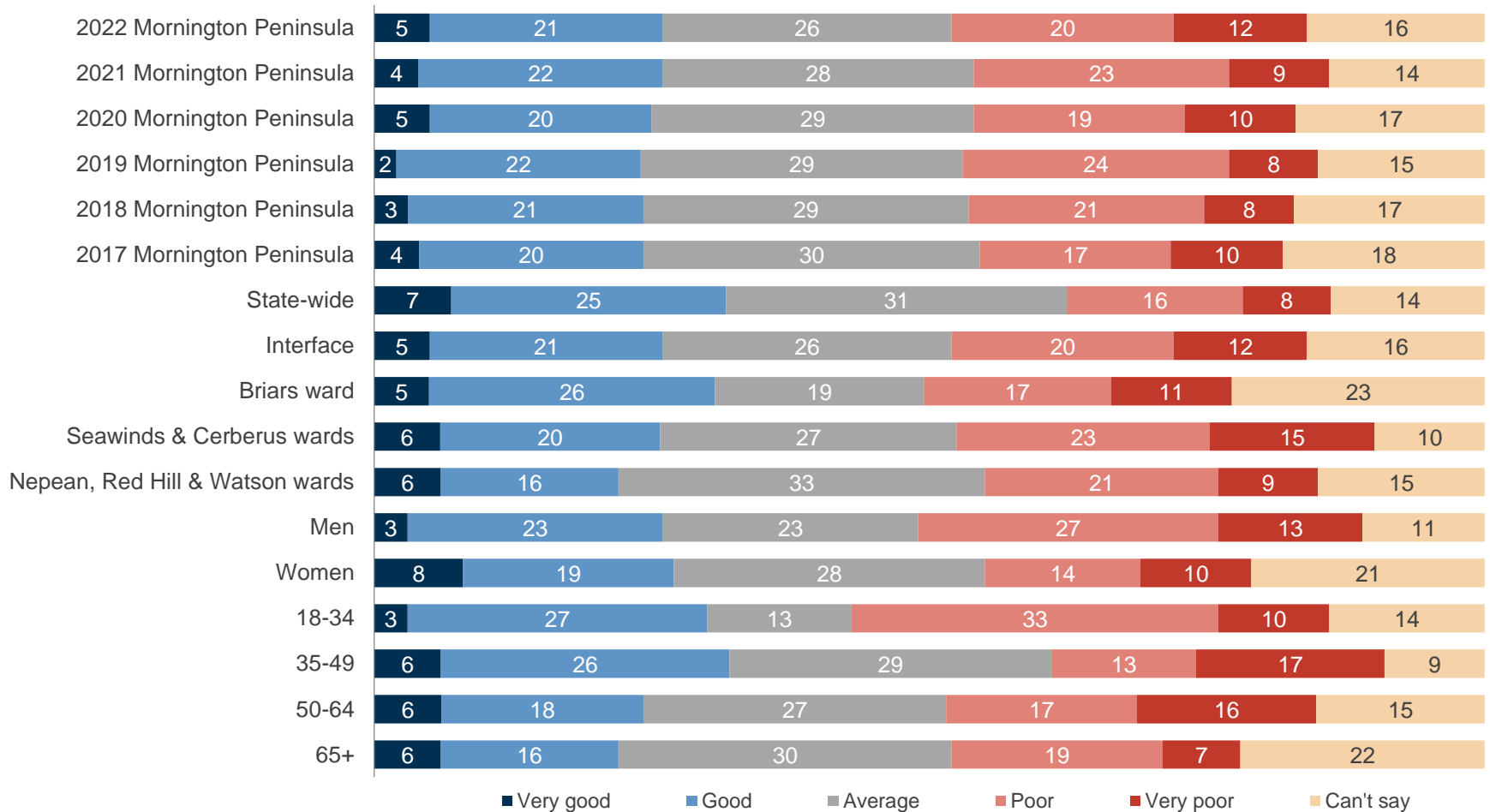
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2022 population growth performance (%)



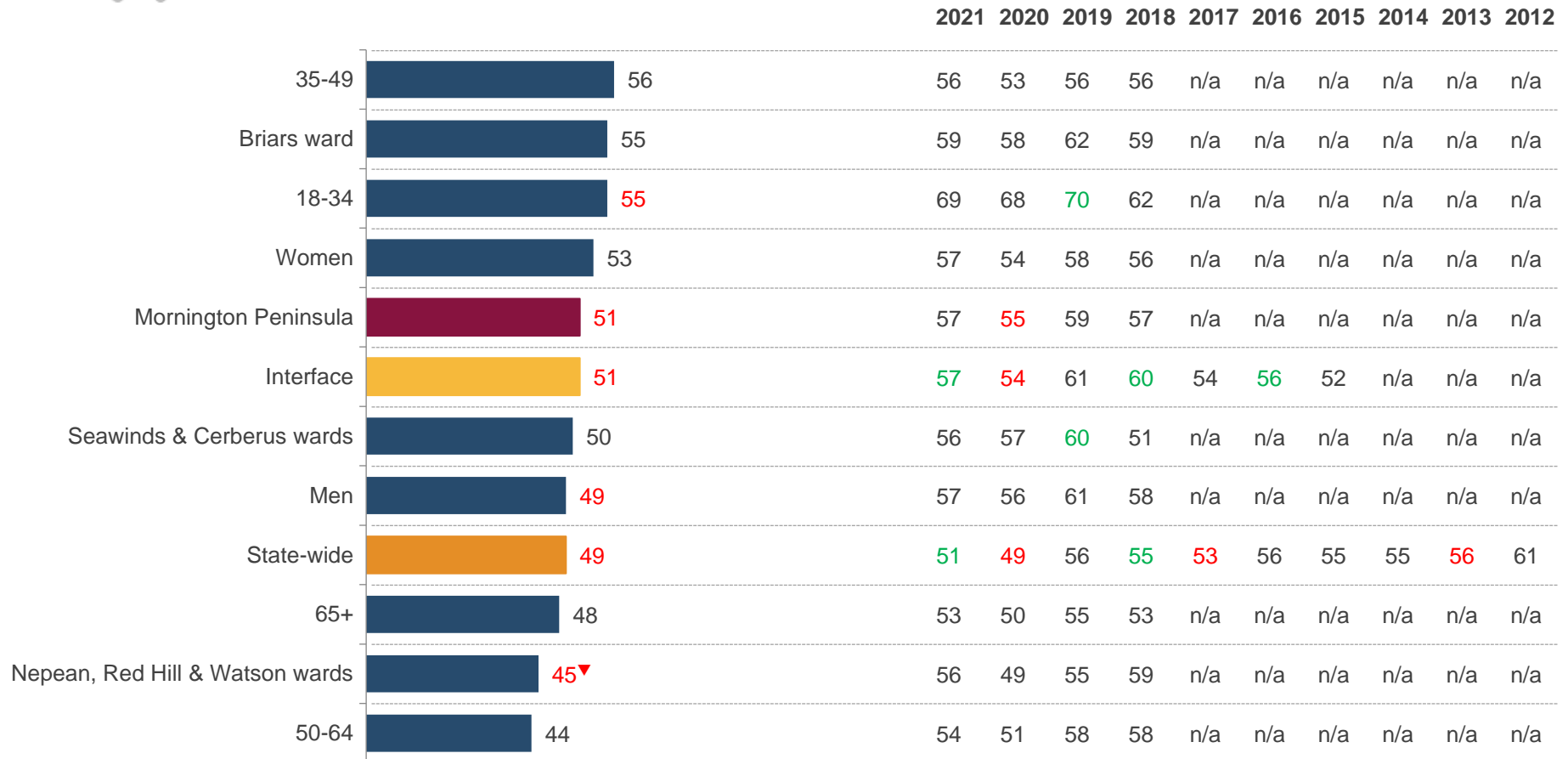
Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 18 Councils asked group: 1



Roadside slashing and weed control performance



2022 roadside slashing and weed control performance (index scores)



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

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 2

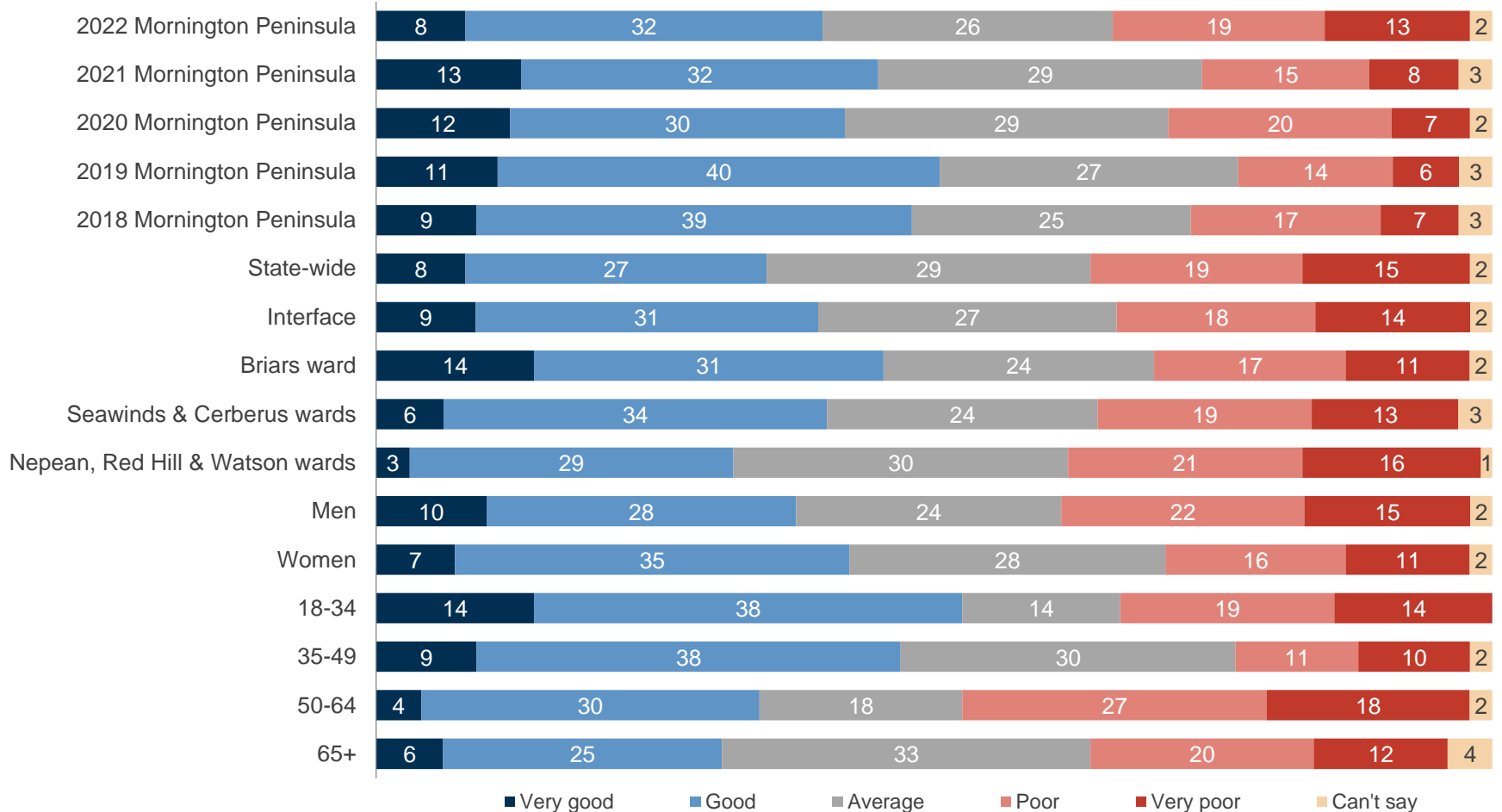
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control performance



2022 roadside slashing and weed control performance (%)



Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 2



Maintenance of unsealed roads in your area performance



2022 unsealed roads performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Briars ward	51▲	50	58	47	n/a	n/a	n/a	n/a	n/a	n/a
18-34	47	48	53	47	n/a	n/a	n/a	n/a	n/a	n/a
Women	46	47	47	46	n/a	n/a	n/a	n/a	n/a	n/a
35-49	45	46	49	48	n/a	n/a	n/a	n/a	n/a	n/a
Mornington Peninsula	44	48	52	47	n/a	n/a	n/a	n/a	n/a	n/a
Interface	44	43	50	48	45	44	47	n/a	n/a	n/a
65+	44	49	54	46	n/a	n/a	n/a	n/a	n/a	n/a
Seawinds & Cerberus wards	43	47	49	41	n/a	n/a	n/a	n/a	n/a	n/a
Men	42	49	57	49	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	41▼	44	44	43	44	43	45	45	44	46
50-64	38	47	51	49	n/a	n/a	n/a	n/a	n/a	n/a
Nepean, Red Hill & Watson wards	37▼	45	48	54	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 1

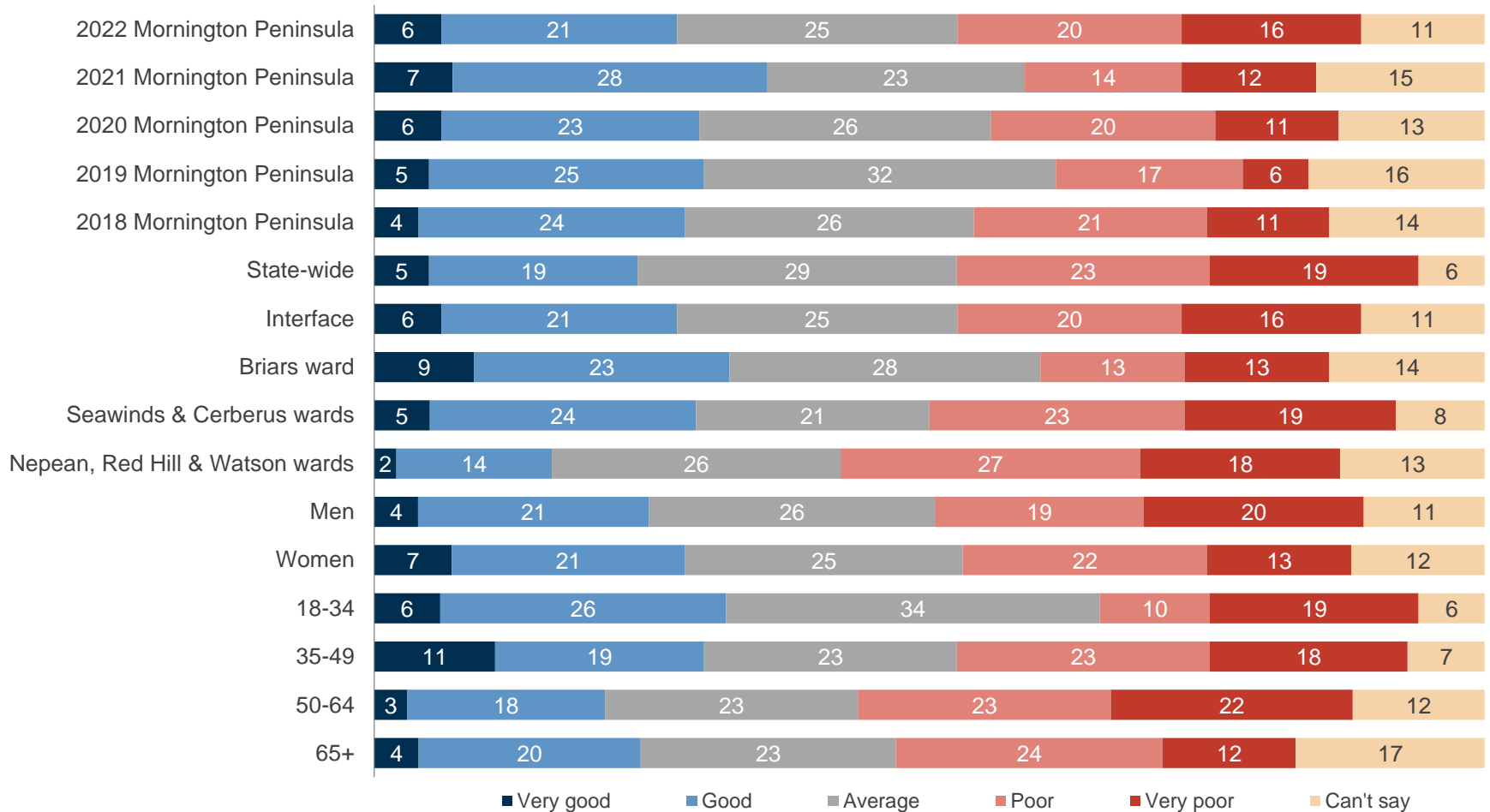
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2022 unsealed roads performance (%)



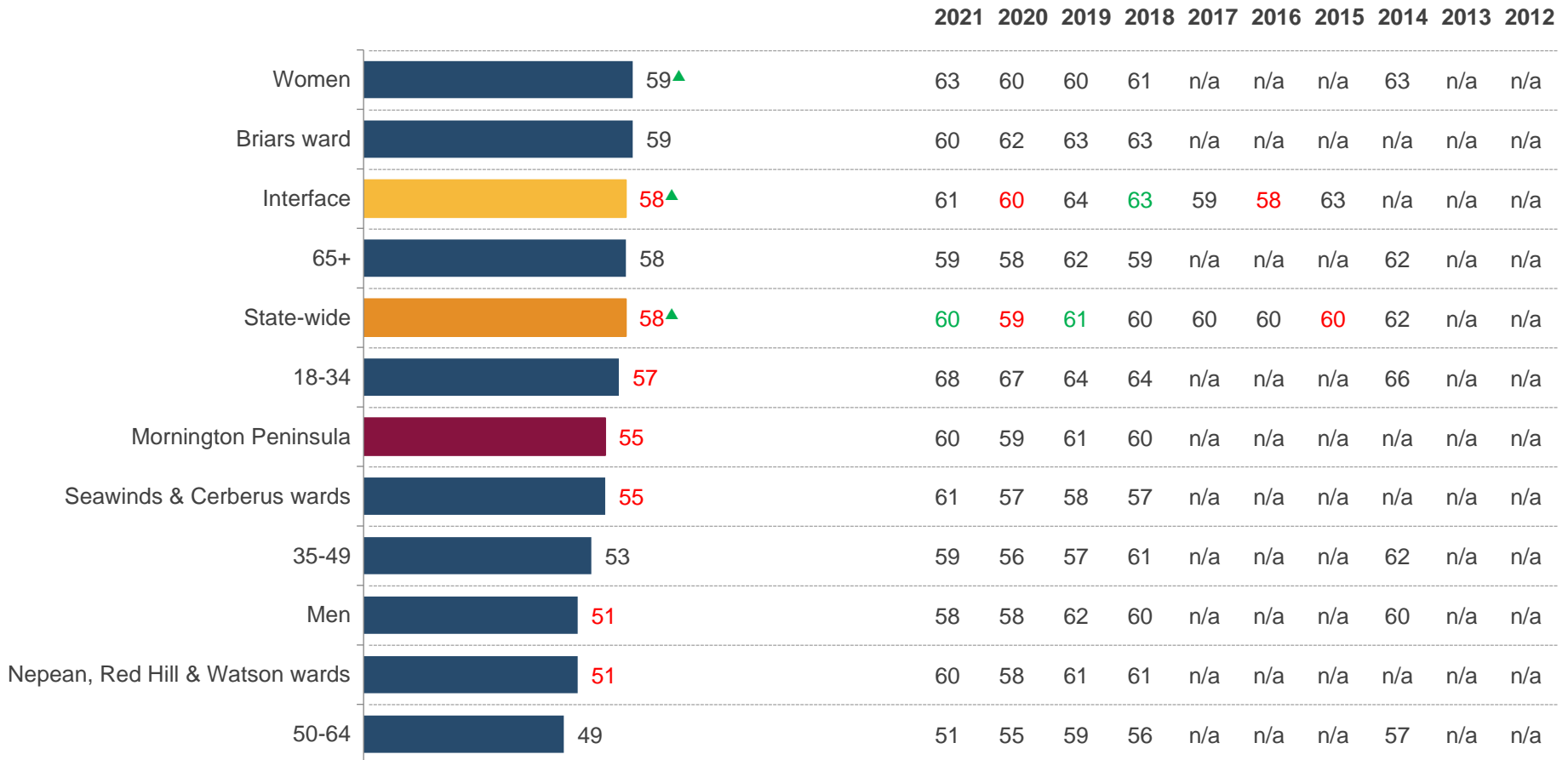
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 1



Business and community development performance



2022 business/community development performance (index scores)



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

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 2

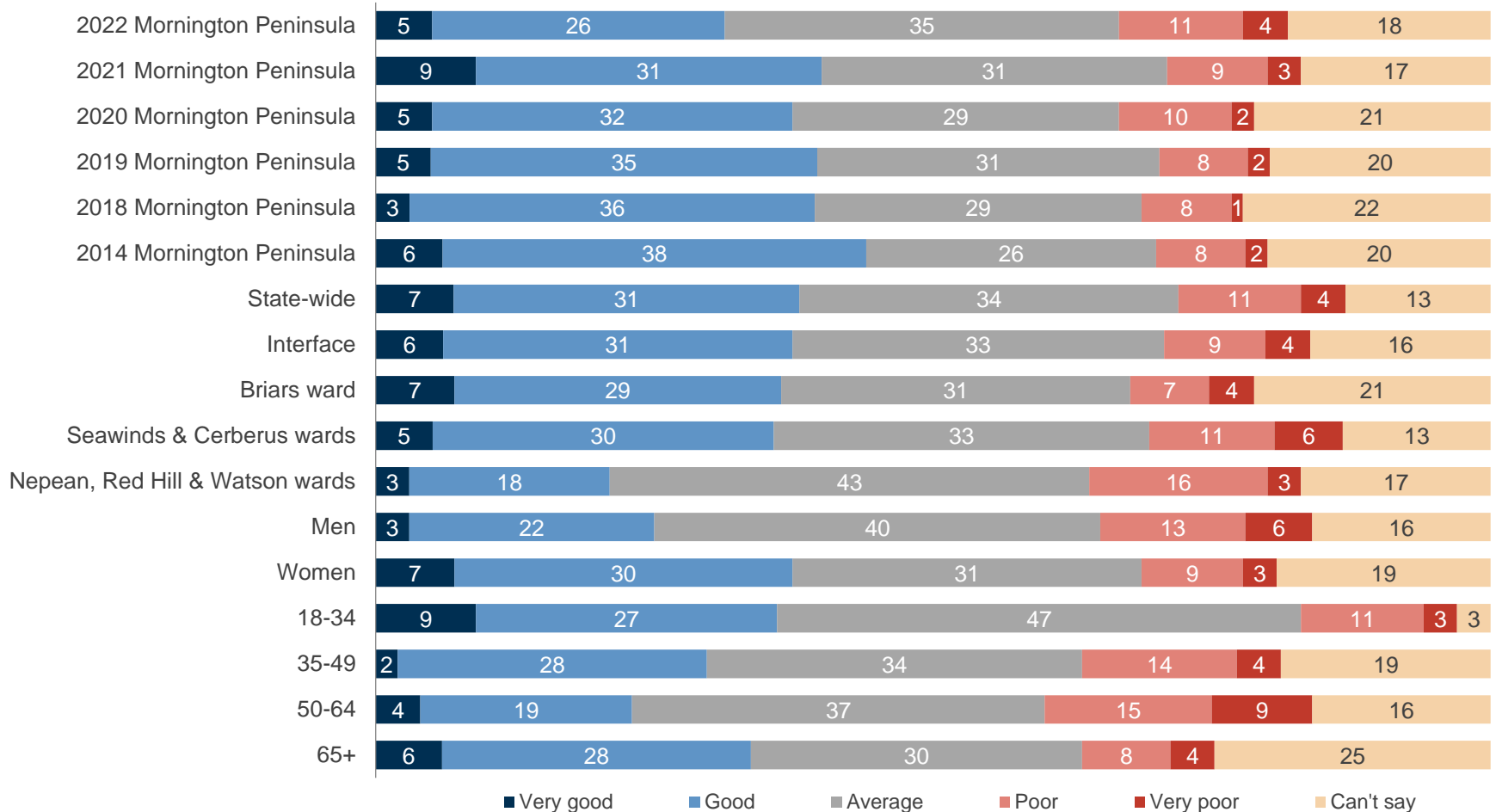
Note: Please see Appendix A for explanation of significant differences.



Business and community development performance



2022 business/community development performance (%)



Q2. How has Council performed on 'Business and community development' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 2



Tourism development performance



2022 tourism development performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	65▲	65	67	66	n/a	n/a	n/a	68	n/a	n/a
Briars ward	65▲	62	65	67	n/a	n/a	n/a	n/a	n/a	n/a
Women	63	63	67	65	68	n/a	n/a	n/a	72	n/a
Mornington Peninsula	60	63	65	64	67	n/a	n/a	n/a	69	n/a
State-wide	60	62	62	63	63	63	63	63	64	n/a
Nepean, Red Hill & Watson wards	59	65	66	66	65	n/a	n/a	n/a	n/a	n/a
35-49	59	62	64	61	70	n/a	n/a	n/a	68	n/a
18-34	58	66	68	63	66	n/a	n/a	n/a	73	n/a
Men	57	63	64	63	65	n/a	n/a	n/a	65	n/a
Seawinds & Cerberus wards	57	63	64	62	67	n/a	n/a	n/a	n/a	n/a
50-64	56	55	65	64	63	n/a	n/a	n/a	66	n/a
Interface	56▼	59	59	58	61	56	56	53	n/a	n/a

Q2. How has Council performed on 'Tourism development' over the last 12 months?

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 2

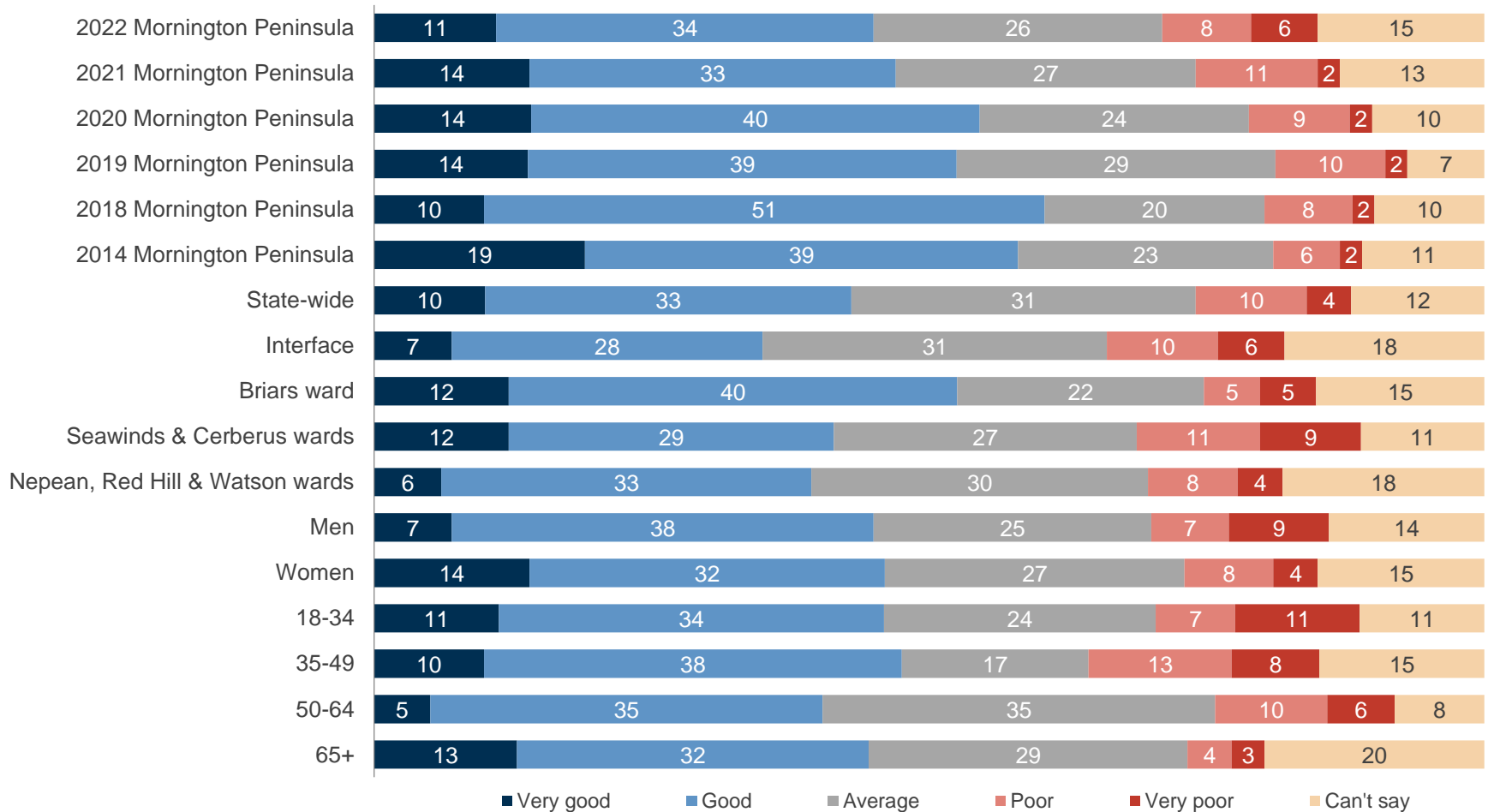
Note: Please see Appendix A for explanation of significant differences.



Tourism development performance



2022 tourism development performance (%)



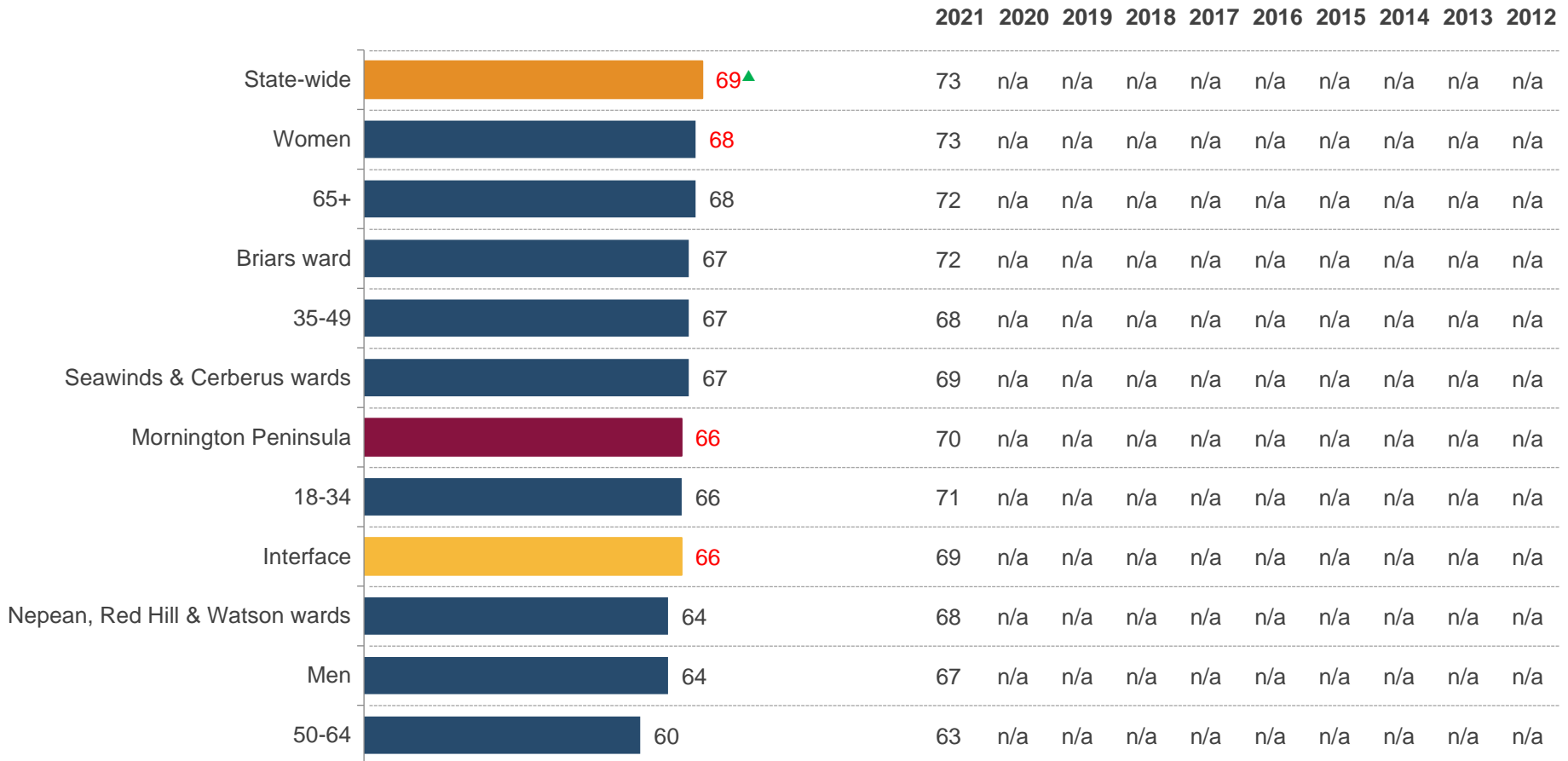
Q2. How has Council performed on 'Tourism development' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 2



COVID-19 response performance



2022 COVID-19 response performance (index scores)



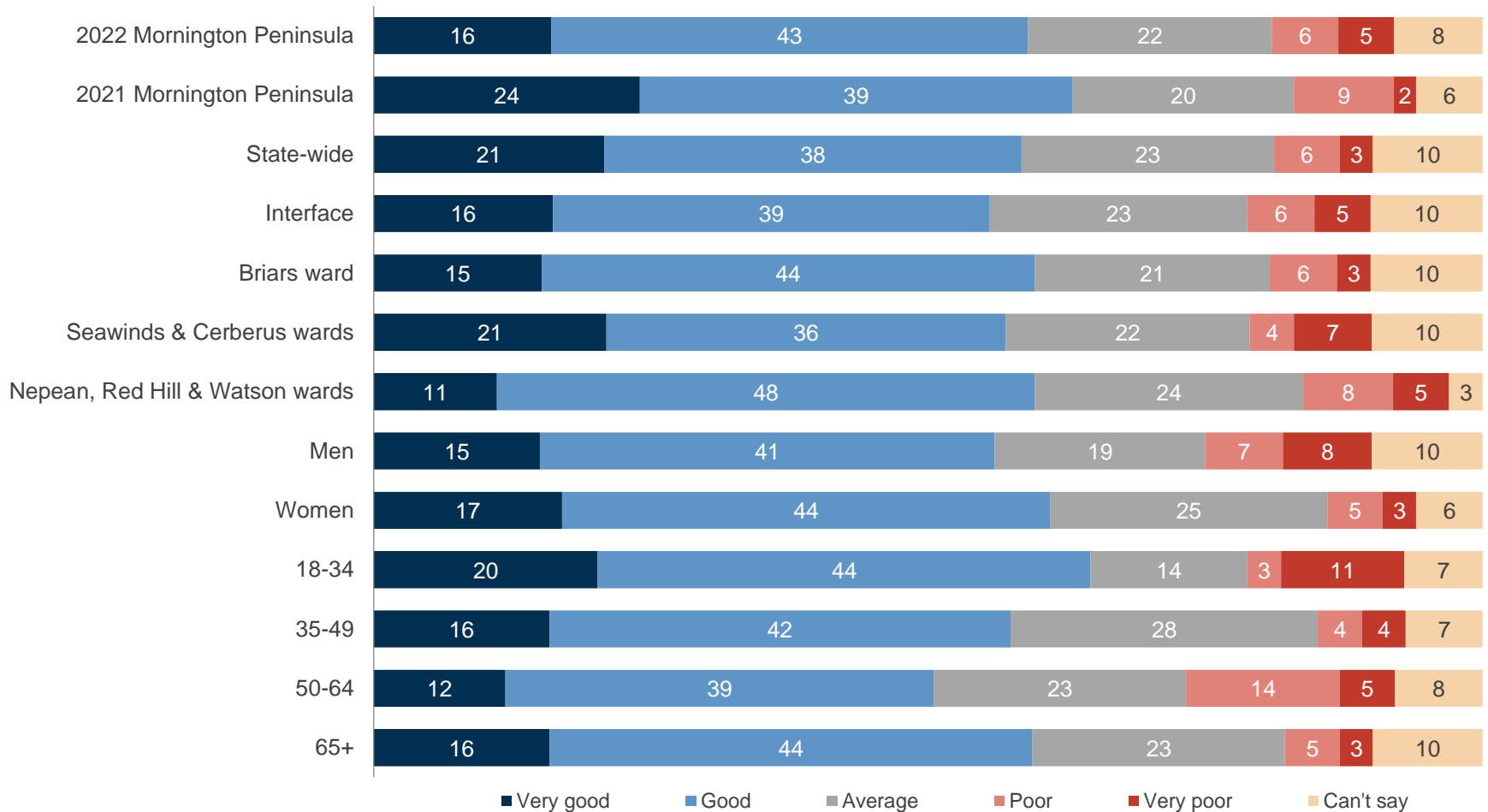
Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



COVID-19 response performance



2022 COVID-19 response performance (%)



Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 3

A large, stylized letter 'N' is positioned on the right side of the page. The letter is filled with a dark blue color and contains a blurred image of a crowd of people, likely at a sporting event or festival. The background of the entire page is white.

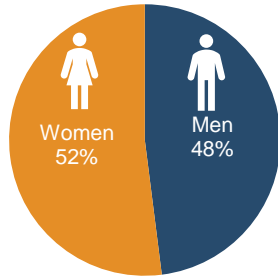
Detailed demographics



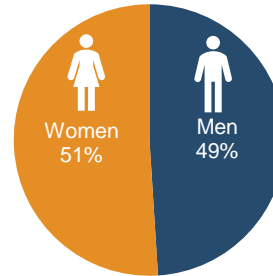
Gender and age profile

2022 gender

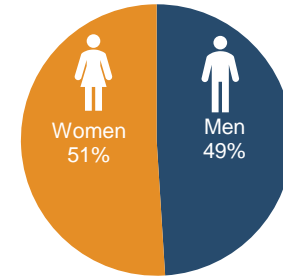
Mornington Peninsula



Interface

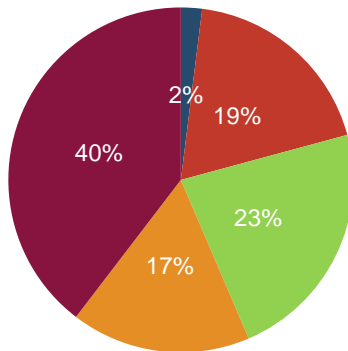


State-wide

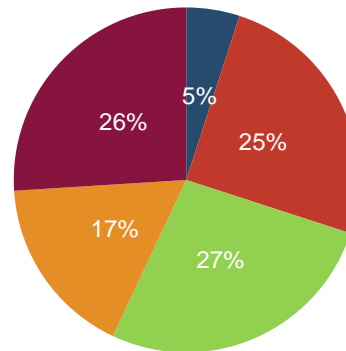


2022 age

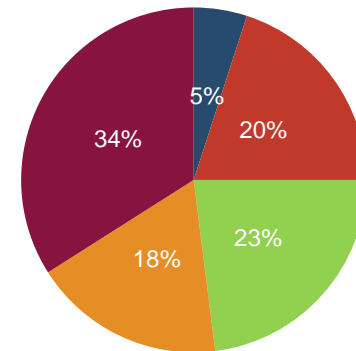
Mornington Peninsula



Interface



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

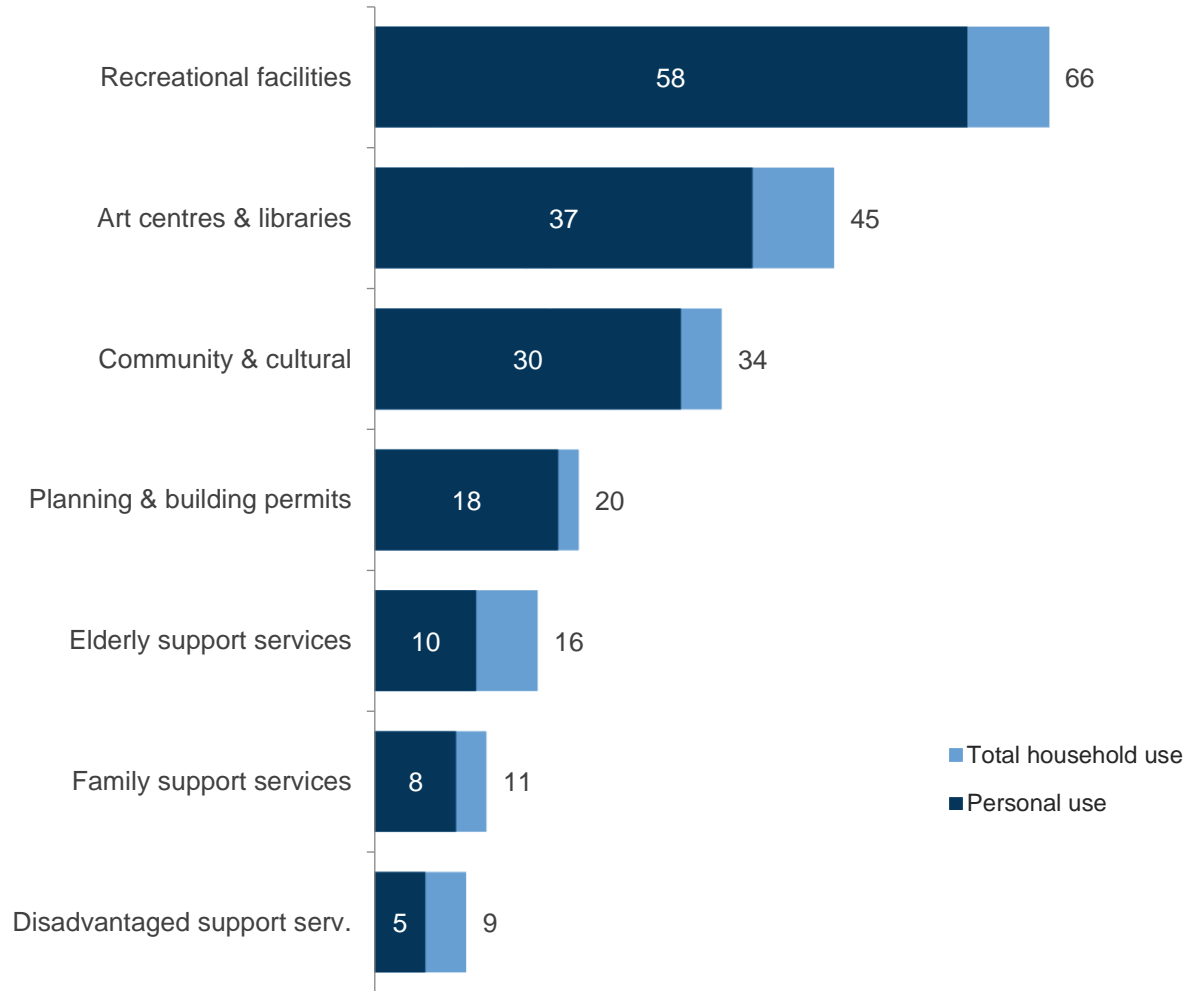
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 4
 Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.


Personal and household use and experience of council services



2022 personal and household use and experience of services (%)



Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council?
 Base: All respondents. Councils asked State-wide: 11 Councils asked group: 2

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

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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2022 State-wide Local Government Community Satisfaction Survey for Mornington Peninsula Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.9% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 133,500 people aged 18 years or over for Mornington Peninsula Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Mornington Peninsula Shire Council	400	400	+/-4.9
Men	181	192	+/-7.3
Women	219	208	+/-6.6
Briars ward	151	152	+/-8.0
Seawinds & Cerberus wards	129	134	+/-8.7
Nepean, Red Hill & Watson wards	120	114	+/-9.0
18-34 years	29	85	+/-18.5
35-49 years	58	90	+/-13.0
50-64 years	93	67	+/-10.2
65+ years	220	158	+/-6.6



Appendix A: Significant difference reporting notation

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

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

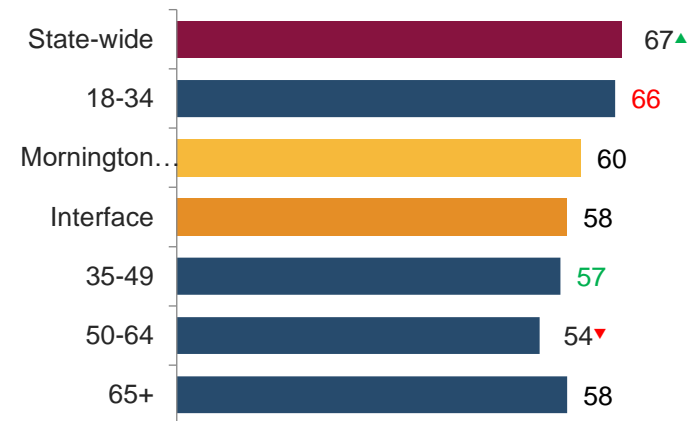
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2021.

Therefore in the example below:

- The result among 35-49 year olds in the council is **significantly higher** than the result achieved among this group in 2021.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2021.

**2022 overall performance (index scores)
(example extract only)**





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2022 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

The 2022 results are compared with previous years, as detailed below:

- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=800 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=800 completed interviews, conducted in the period of 18th May – 30th June.

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

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

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

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

A total of n=400 completed interviews were achieved in Mornington Peninsula Shire Council. Survey fieldwork was conducted in the period of 27th January – 24th March, 2022.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2022, 67 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2022 vary slightly.

Council Groups

Mornington Peninsula Shire Council is classified as a Interface council according to the following classification list:

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

Councils participating in the Interface group are:

- Casey, Mornington Peninsula, Whittlesea and Yarra Ranges.

Wherever appropriate, results for Mornington Peninsula Shire Council for this 2022 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Interface group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

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

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2022 have been made throughout this report as appropriate.



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2022 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2022 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2022 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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



Appendix B: Glossary of terms

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

CSS: 2022 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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