



2023 Local Government Community Satisfaction Survey

Mornington Peninsula Shire Council

Coordinated by the Department of
Government Services 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-fourth 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 24 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 24 years of results, the CSS offers councils a 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 dark blue gradient.

Key findings and recommendations



Mornington Peninsula Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Mornington Peninsula 50



Interface 51



State-wide 56

Council performance compared to group average

Top 3 performing areas		
	Art centres & libraries	▲ higher
	Waste management	≡ on par
	Recreational facilities	≡ on par
Lowest 3 performing areas		
	Unsealed roads	≡ on par
	Planning & building permits	≡ on par
	Sealed local roads	▼ lower
	Customer service	≡ on par



Summary of core measures

Index scores

Overall Performance

Value for money

Community Consultation

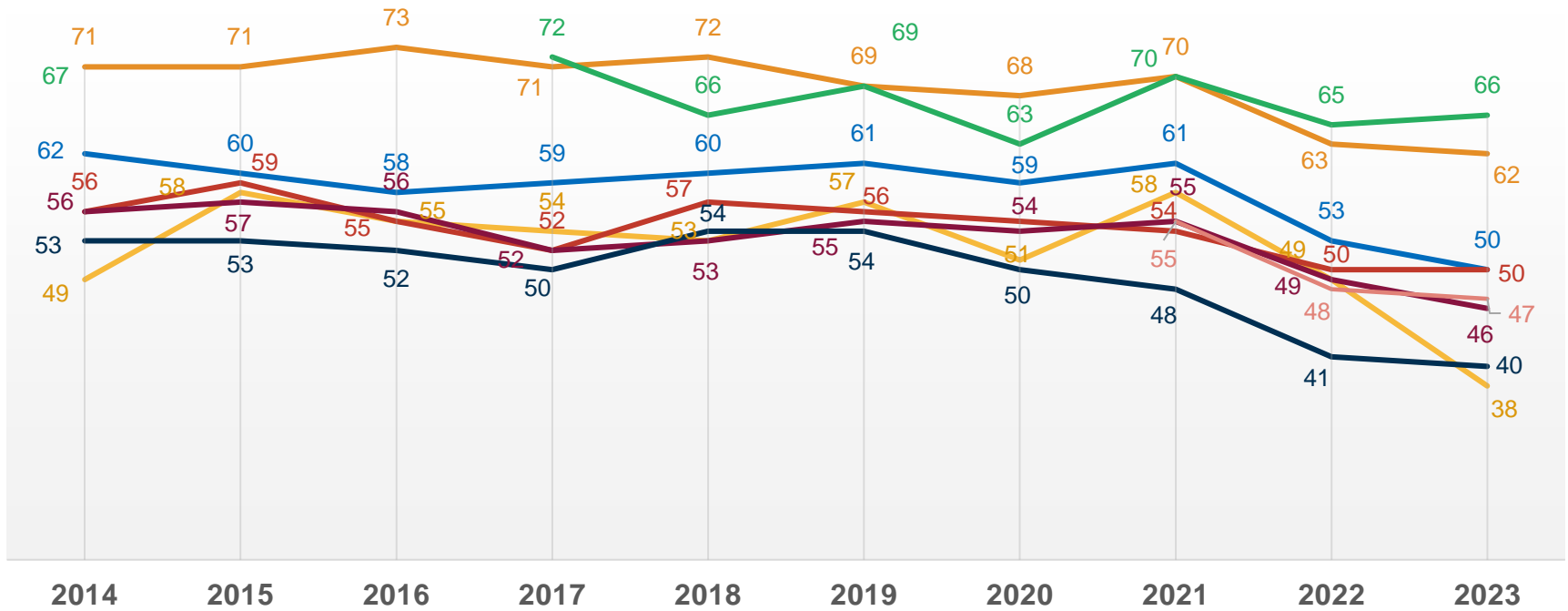
Making Community Decisions

Sealed Local Roads

Waste management

Customer Service

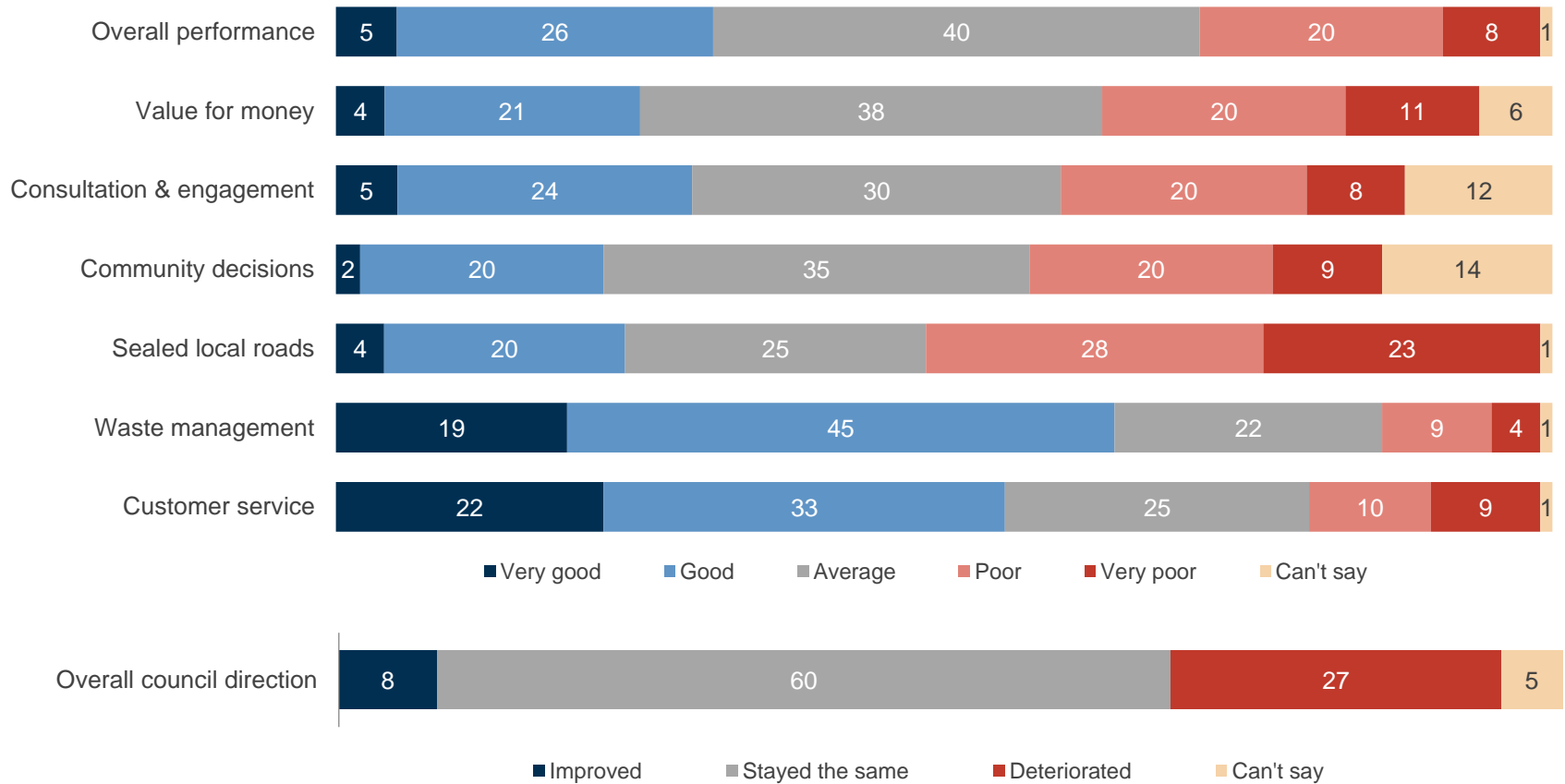
Overall Council Direction









Summary of core measures

Core measures summary results (%)



Summary of Mornington Peninsula Shire Council performance











Services		Mornington Peninsula 2023	Mornington Peninsula 2022	Interface 2023	State-wide 2023	Highest score	Lowest score
	Overall performance	50	53	51	56	Briars ward residents	Nepean, Red Hill & Watson wards residents, Aged 50-64 years
	Value for money	47	48	48	49	Aged 65+ years	Aged 50-64 years
	Overall council direction	40	41	43	46	Aged 65+ years, Briars ward residents	Aged 50-64 years
	Customer service	62	63	65	67	Nepean, Red Hill & Watson wards residents, Aged 35-49 years	Briars ward residents
	Art centres & libraries	73	71	70	73	Users, Briars ward residents	Nepean, Red Hill & Watson wards residents
	Waste management	66	65	67	66	Aged 65+ years	Aged 50-64 years, Aged 35-49 years
	Recreational facilities	65	67	66	68	Aged 65+ years	Aged 35-49 years
	Community & cultural	63	62	62	66	Users, Aged 50-64 years	Nepean, Red Hill & Watson wards residents, Aged 18-34 years
	COVID-19 response	61	66	64	67	Aged 65+ years	Nepean, Red Hill & Watson wards residents, Aged 18-34 years

Significantly *higher* / *lower* than Mornington Peninsula Shire Council 2023 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences.








Summary of Mornington Peninsula Shire Council performance



Services		Mornington Peninsula 2023	Mornington Peninsula 2022	Interface 2023	State-wide 2023	Highest score	Lowest score
	Tourism development	61	60	60	61	Briars ward residents	Nepean, Red Hill & Watson wards residents
	Emergency & disaster mngt	60	59	62	65	Aged 35-49 years, Briars ward residents	Aged 50-64 years
	Bus/community dev./tourism	60	58	60	59	Aged 35-49 years	Nepean, Red Hill & Watson wards residents, Aged 50-64 years
	Appearance of public areas	59	66	56	67	Aged 65+ years	Aged 50-64 years
	Family support services	58	61	57	63	Aged 35-49 years, Aged 18-34 years, Briars ward residents	Aged 65+ years
	Environmental sustainability	57	60	58	60	Briars ward residents	Nepean, Red Hill & Watson wards residents
	Business & community dev.	55	55	56	57	Briars ward residents	Nepean, Red Hill & Watson wards residents
	Enforcement of local laws	55	58	57	61	Briars ward residents, Aged 18-34 years, Women	Seawinds & Cerberus wards residents









Summary of Mornington Peninsula Shire Council performance



Services		Mornington Peninsula 2023	Mornington Peninsula 2022	Interface 2023	State-wide 2023	Highest score	Lowest score
	Parking facilities	55	56	56	55	Aged 18-34 years, Women, Briars ward residents	Aged 65+ years, Men
	Informing the community	54	55	53	57	Briars ward residents	Seawinds & Cerberus wards residents
	Elderly support services	52	62	52	63	Aged 18-34 years	Aged 65+ years
	Disadvantaged support serv.	51	55	51	59	Aged 50-64 years, Briars ward residents	Users, Seawinds & Cerberus wards residents, Aged 65+ years, Women
	Traffic management	50	53	49	55	Briars ward residents	Nepean, Red Hill & Watson wards residents, Seawinds & Cerberus wards residents
	Consultation & engagement	50	50	49	52	Aged 35-49 years	Aged 65+ years, Men
	Lobbying	47	47	47	51	Briars ward residents	Nepean, Red Hill & Watson wards residents

Summary of Mornington Peninsula Shire Council performance



Services		Mornington Peninsula 2023	Mornington Peninsula 2022	Interface 2023	State-wide 2023	Highest score	Lowest score
	Community decisions	46	49	49	51	Briars ward residents	Seawinds & Cerberus wards residents
	Local streets & footpaths	44	51	47	52	Aged 18-34 years	Aged 50-64 years
	Town planning policy	44	48	45	50	Briars ward residents	Nepean, Red Hill & Watson wards residents
	Slashing & weed control	43	51	45	46	Aged 18-34 years	Aged 50-64 years
	Population growth	43	47	43	48	Briars ward residents, Aged 35-49 years, Aged 50-64 years	Aged 18-34 years
	Sealed local roads	38	49	45	48	Briars ward residents, Aged 65+ years	Seawinds & Cerberus wards residents, Aged 50-64 years
	Planning & building permits	38	41	38	47	Aged 35-49 years, Aged 18-34 years	Users, Aged 50-64 years
	Unsealed roads	36	44	36	37	Men, Briars ward residents	Seawinds & Cerberus wards residents



Focus areas for the next 12 months

Overview

Perceptions of Mornington Peninsula Shire Council's overall performance have declined over the last two years, reversing the stabilisation that Council experienced from 2014 to 2021. This is reflected across several individual service areas, as well as customer service and the direction of Council's overall performance, where perceptions are trending downwards and at the lowest levels recorded.

Key influences on perceptions of overall performance

Council should focus on improving performance in the individual service areas that most influence perceptions of overall performance. Improved communication and transparency with residents about decisions made in the community's interest, particularly on its approach to town planning and the condition of streets and sealed roads, are warranted. This, in conjunction with consulting with residents and keeping them well-informed on key local issues, will help shore up perceptions of Council's overall performance.

Comparison to state and area grouping

Council rates in line with Interface group averages in most of the service areas evaluated – this is a positive result. Exceptions are art centres and libraries, and the appearance of public areas where Council performs significantly above the Interface group average. When it comes to making decisions in the community's interest, and sealed local roads, Council performs significantly below the group average. Council performs below the State-wide average on more individual service areas than those it is in line with.

A need to abate declines and rebuild

Over the past 12 months, perceptions of Council's performance have largely deteriorated. This is primarily driven by significant declines among women and those living in the Briars, Seawinds & Cerberus wards. In many service areas, performance ratings among these residents are the lowest to date. Restoring positive perceptions among these cohorts, and a continued focus on customer service, will be key.

DETAILED FINDINGS



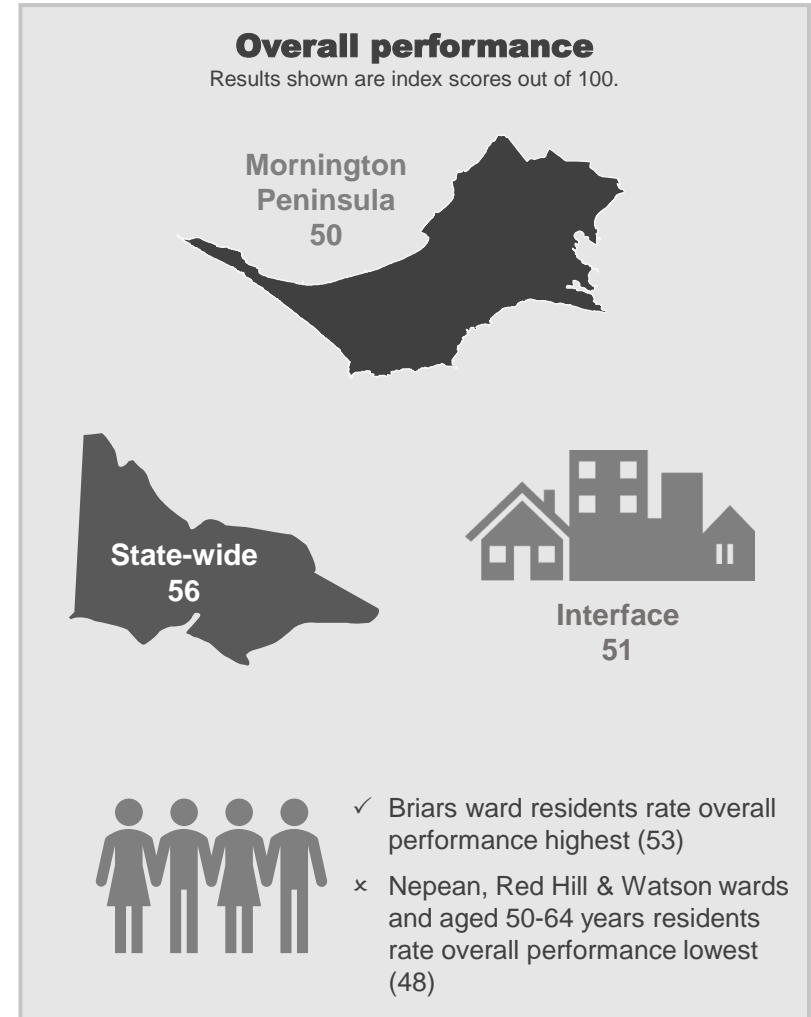
Overall performance

Overall performance

The overall performance index score of 50 for Mornington Peninsula Shire Council is in-line with the 2022 result declining by three (not significant) index points in the past year. Council's overall performance has declined for the second consecutive year, following eight years of stability in performance perceptions.

- This follows the pattern State-wide where perceptions of overall performance have declined significantly for two years running.
- Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than the State-wide average and in line with the Interface group average (56 and 51 respectively).
- Perceptions of Council's overall performance declined significantly this year among women (index score of 50, down six index points) – but not significantly so among any other cohort evaluated.
- Geographically, overall performance is rated highest among residents of the Briars ward (index score of 53) and lowest among residents of Nepean, Red Hill & Watson wards (48).

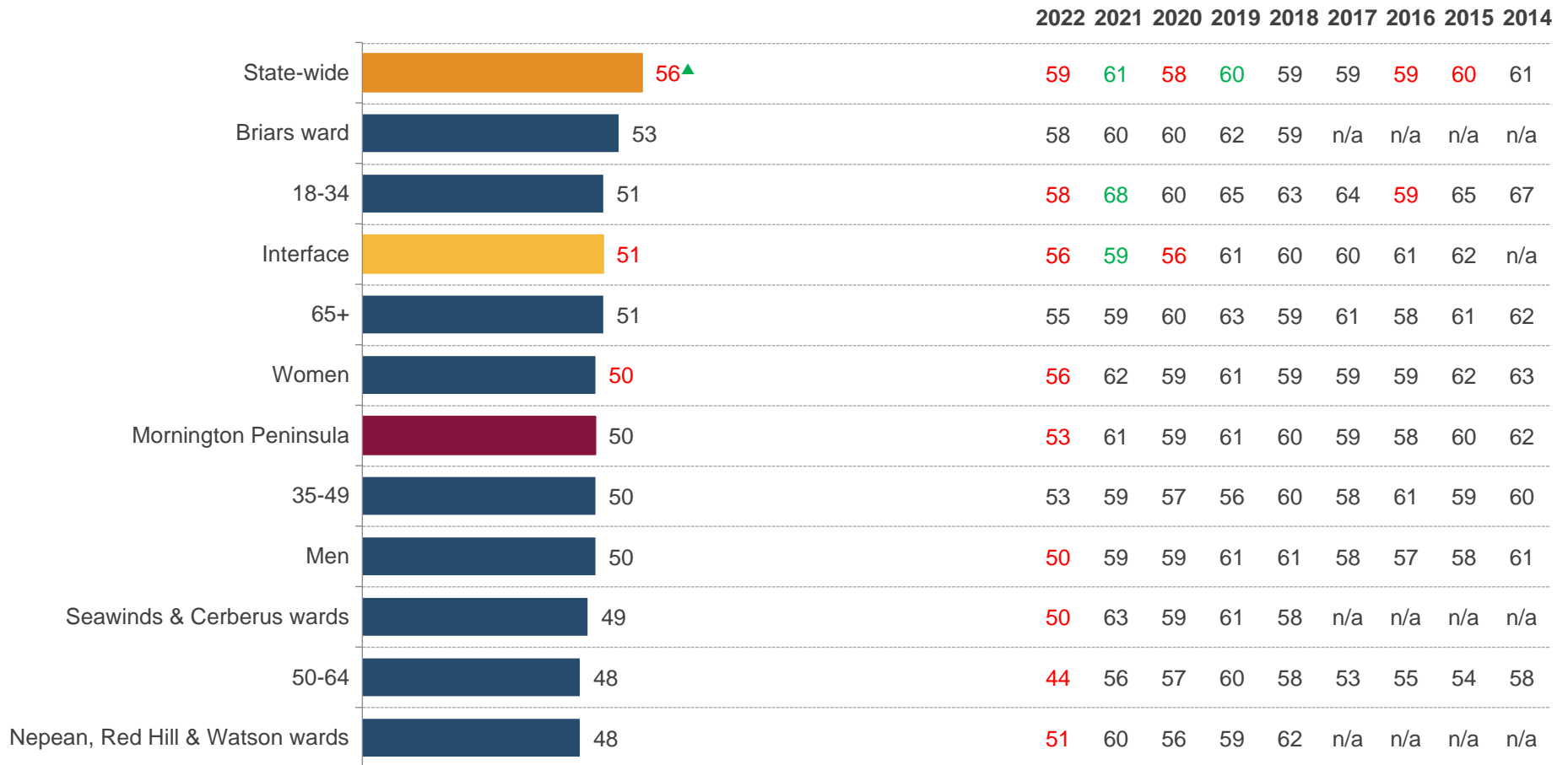
A quarter of residents (25%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. On the other hand, three in ten (31%) rate Council as 'very poor' or 'poor' in terms of value for money.





Overall performance

2023 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?

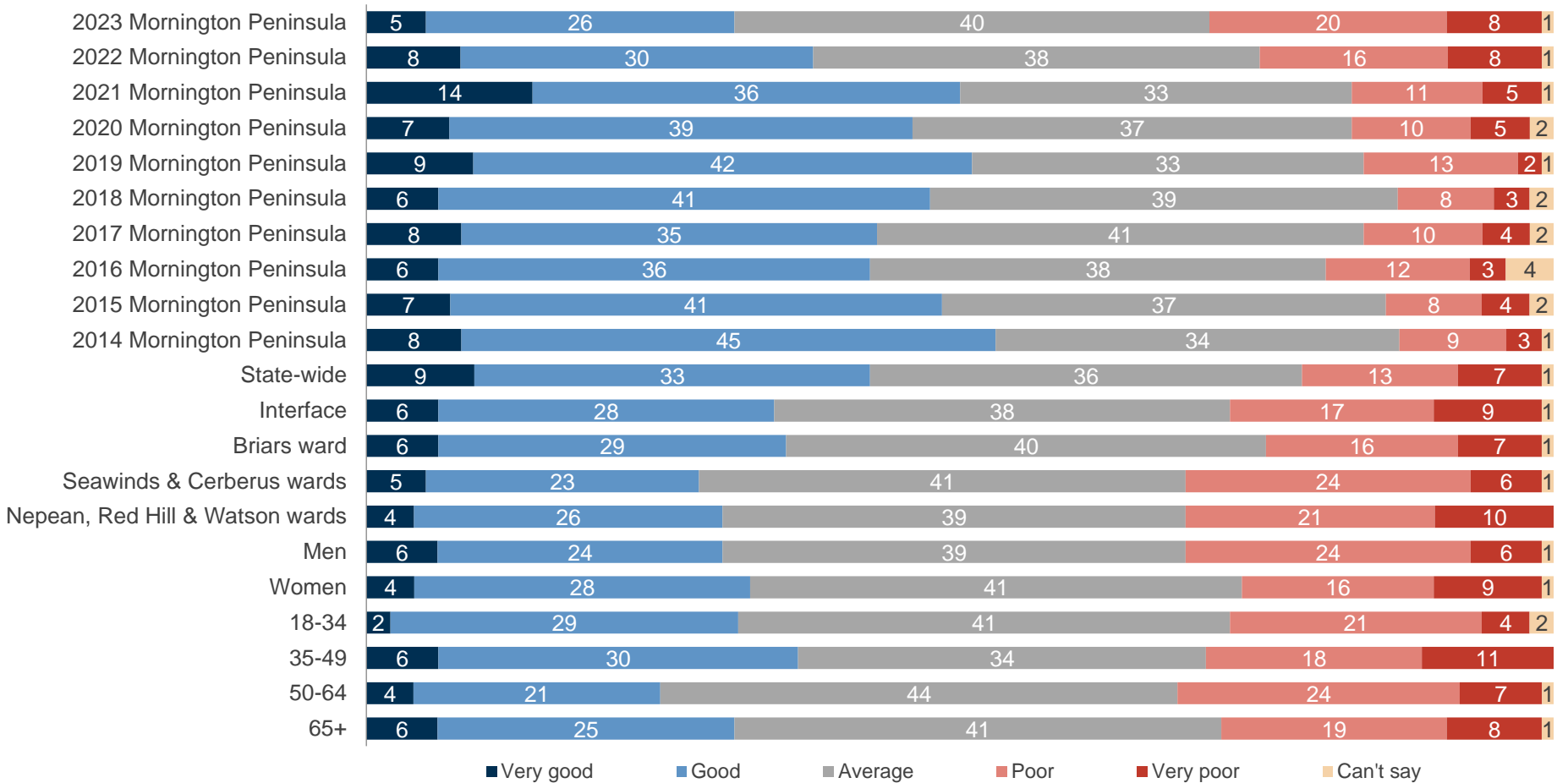
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 4

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



Overall performance

2023 overall performance (%)

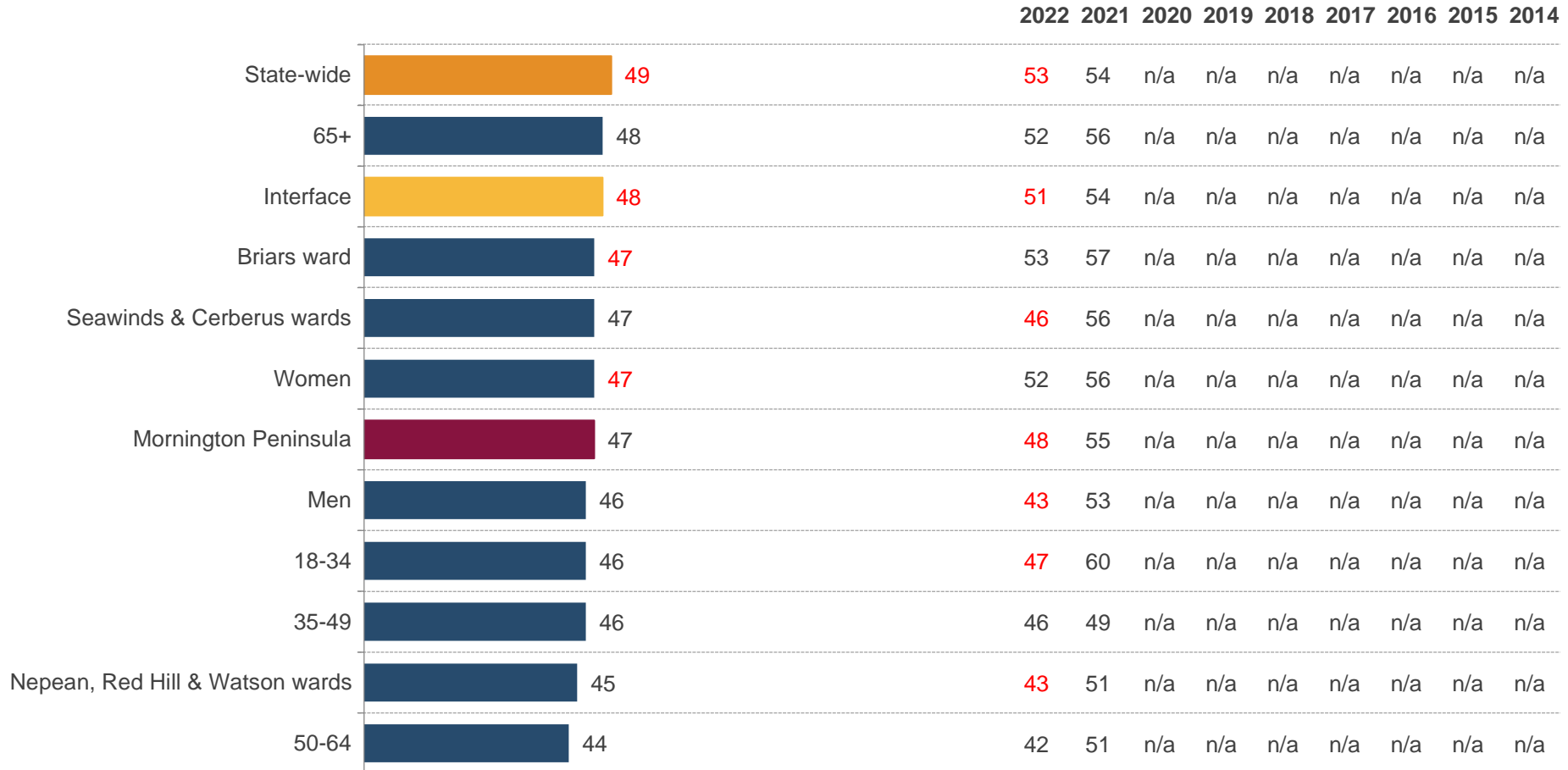


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Mornington Peninsula Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 4



Value for money in services and infrastructure

2023 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?

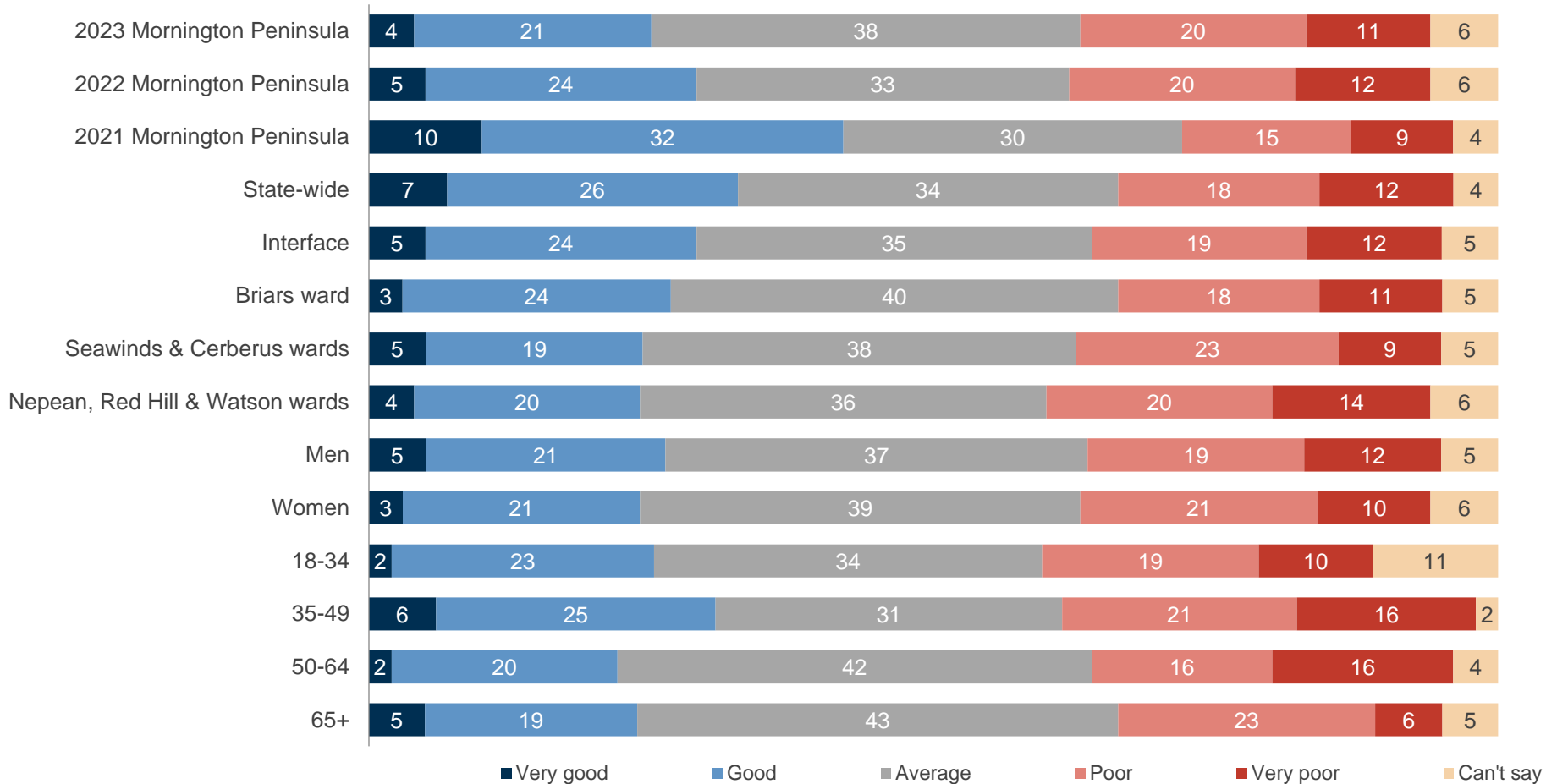
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 4

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



Value for money in services and infrastructure

2023 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: 65 Councils asked group: 4



Top performing service areas

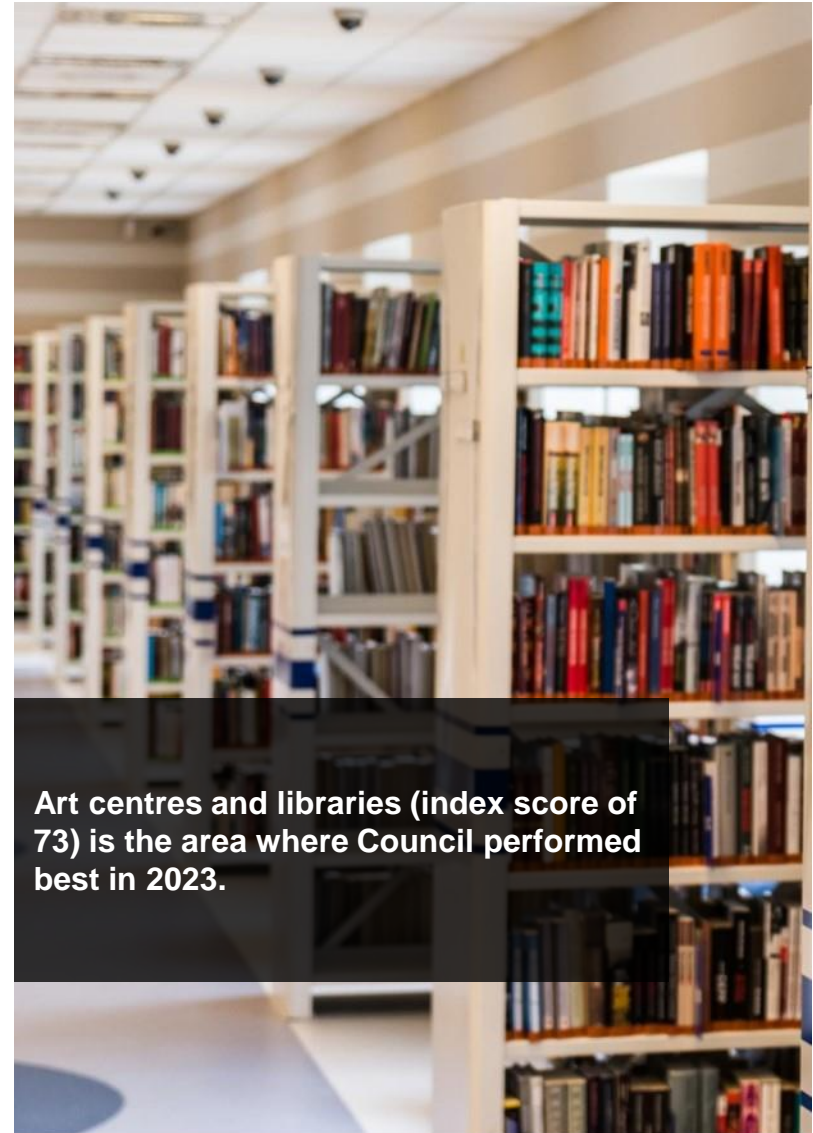
For the eighth year, Mornington Peninsula Shire Council performs best in the service area of art centres and libraries (index score of 73). Positively, Council performs significantly higher than the Interface group average and in line with the State-wide average on this service area (index scores of 70 and 73 respectively).

- Personal and household users of art centres and libraries provide significantly higher than average ratings for this service area.
- Residents in the Nepean, Red Hill & Watson wards rate this service area significantly less well (index score of 68).

Waste management is Council's next highest performing service area (performance index score of 66), closely followed by recreational facilities (65). Council performs in line with the Interface group in both of these service areas.

- Perceptions of Council's performance on waste management has remained stable across all demographic and geographic cohorts when compared to last year.

Perceptions of waste management has a moderate influence on the overall performance rating and maintaining this positive result should remain a focus in the coming 12 months.



Art centres and libraries (index score of 73) is the area where Council performed best in 2023.

Low performing service areas



Council rates lowest for maintenance of unsealed roads (index score of 36). Ratings for this service area decreased significantly for the second consecutive year and is at an all time low.

- Declines in perceived performance have been underpinned by a significant decrease in performance ratings in the last 12 months among nearly all demographic and geographic cohorts, the exception being residents aged 35 to 64 years, men and those living in the Nepean, Red Hill & Watson wards.

Planning and building permits, and the condition of sealed local roads are Council's next lowest-rated service areas (both with an index score of 38). Ratings of Council's performance in both these service areas are also trending downwards over the past two years and are now at the lowest ratings to date.

Ratings for Council's condition of sealed roads decreased significantly in the last 12 months. Council performs significantly below the Interface group and State-wide averages in this service area. Performance ratings have significantly decreased on the 2022 results across nearly all demographic and geographic cohorts. Indeed, 25% of residents nominate sealed road maintenance as Council's service area most in need of improvement.



Individual service area performance

2023 individual service area performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Art centres & libraries	73	71	76	73	76	77	75	n/a	n/a	77
Waste management	66	65	70	63	69	66	72	n/a	n/a	67
Recreational facilities	65	67	69	68	66	65	64	n/a	n/a	66
Community & cultural	63	62	63	67	69	69	67	n/a	n/a	70
COVID-19 response	61	66	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tourism development	61	60	63	65	64	67	n/a	n/a	n/a	69
Emergency & disaster mngt	60	59	69	66	72	69	n/a	n/a	n/a	70
Bus/community dev./tourism	60	58	62	63	66	67	66	n/a	n/a	66
Appearance of public areas	59	66	70	68	70	68	69	n/a	n/a	69
Family support services	58	61	67	64	66	69	70	n/a	n/a	67
Environmental sustainability	57	60	61	56	60	64	62	n/a	n/a	64
Business & community dev.	55	55	60	59	61	60	n/a	n/a	n/a	62
Enforcement of local laws	55	58	63	58	61	62	60	n/a	n/a	64
Parking facilities	55	56	57	58	56	54	55	n/a	n/a	59
Informing the community	54	55	59	59	61	62	59	n/a	n/a	63
Elderly support services	52	62	68	65	70	68	68	n/a	n/a	72
Disadvantaged support serv.	51	55	59	56	58	63	n/a	n/a	n/a	62
Traffic management	50	53	54	52	52	54	n/a	n/a	n/a	57
Consultation & engagement	50	50	54	55	56	57	52	55	59	56
Lobbying	47	47	51	52	51	50	51	56	56	54
Community decisions	46	49	55	54	55	53	52	56	57	56
Local streets & footpaths	44	51	55	51	58	54	57	n/a	n/a	53
Town planning policy	44	48	50	48	50	51	48	n/a	n/a	52
Slashing & weed control	43	51	57	55	59	57	n/a	n/a	n/a	n/a
Population growth	43	47	47	47	46	47	48	n/a	n/a	n/a
Sealed local roads	38	49	58	51	57	53	54	55	58	49
Planning & building permits	38	41	45	43	45	46	n/a	n/a	n/a	48
Unsealed roads	36	44	51	48	52	47	n/a	n/a	n/a	n/a

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

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

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



Individual service area performance

2023 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 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:

- Decisions made in the interest of the community.

Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance. Currently, this is one of Council's poorer performing areas (index score of 46).

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

- Town planning
- The appearance of public areas
- Community consultation and engagement
- Council's COVID-19 response
- The condition of local streets
- Waste management
- The condition of sealed local roads.

Looking at these key service areas only, waste management has a high performance index (66) and Council also performs well on its COVID-19 response (61) and the stronger influence of the appearance of public areas (59).

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

In addition to community decisions, most in need of Council attention are the related areas of town planning, a strong influence on overall perceptions but currently rated as 'poor' (index of 44) and community consultation, where Council is rated just 'average' (index of 50).

Council also performs poorly on the more moderate influences of sealed local roads and local streets (index of 38 and 44 respectively).

Ensuring residents feel heard on key local issues and Council decisions, particularly around planning, and attending to resident concerns about the maintenance of sealed roads and local streets will also be important to improving overall ratings of Council.



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.

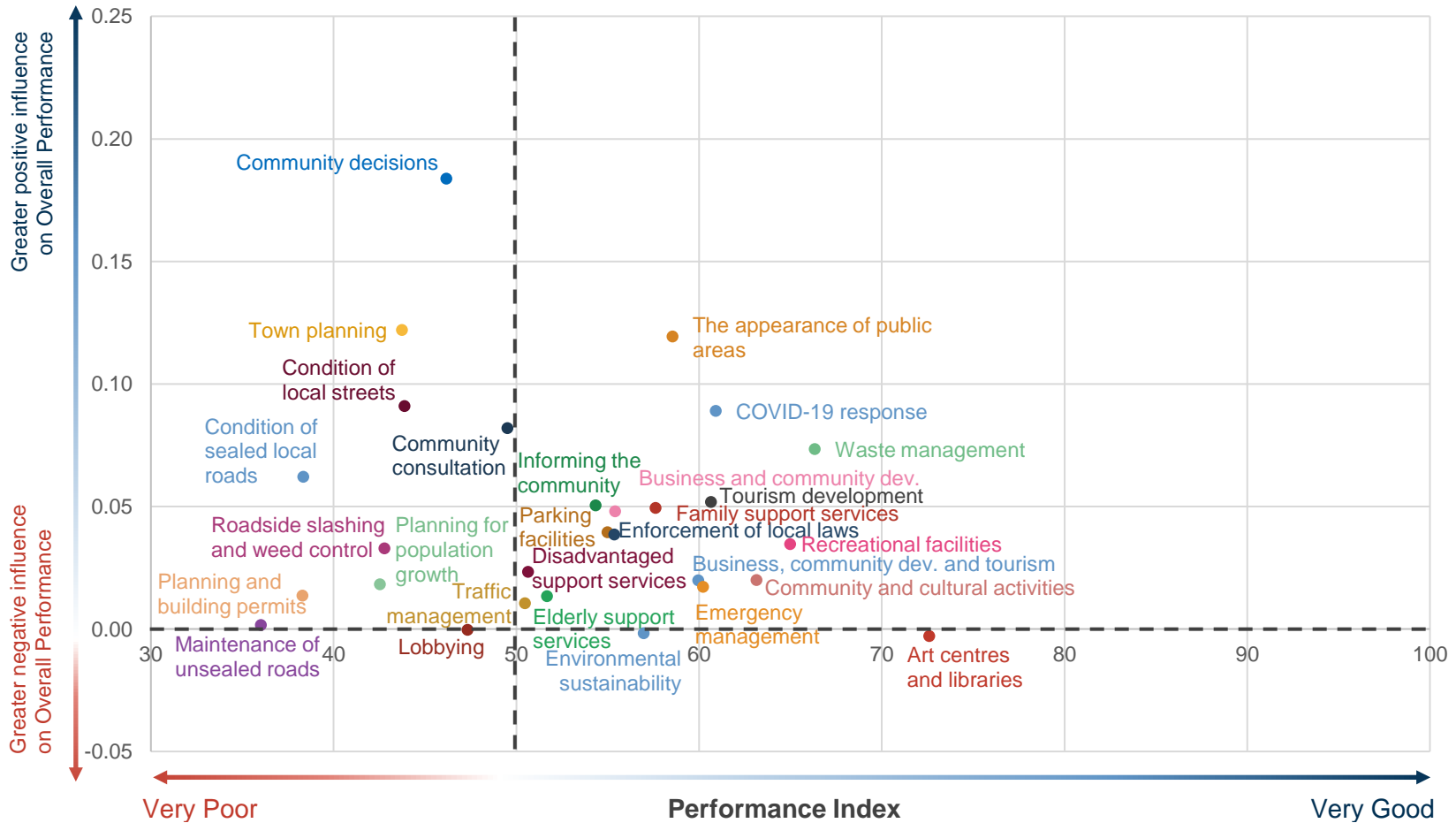
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service 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

2023 regression analysis (all service areas)

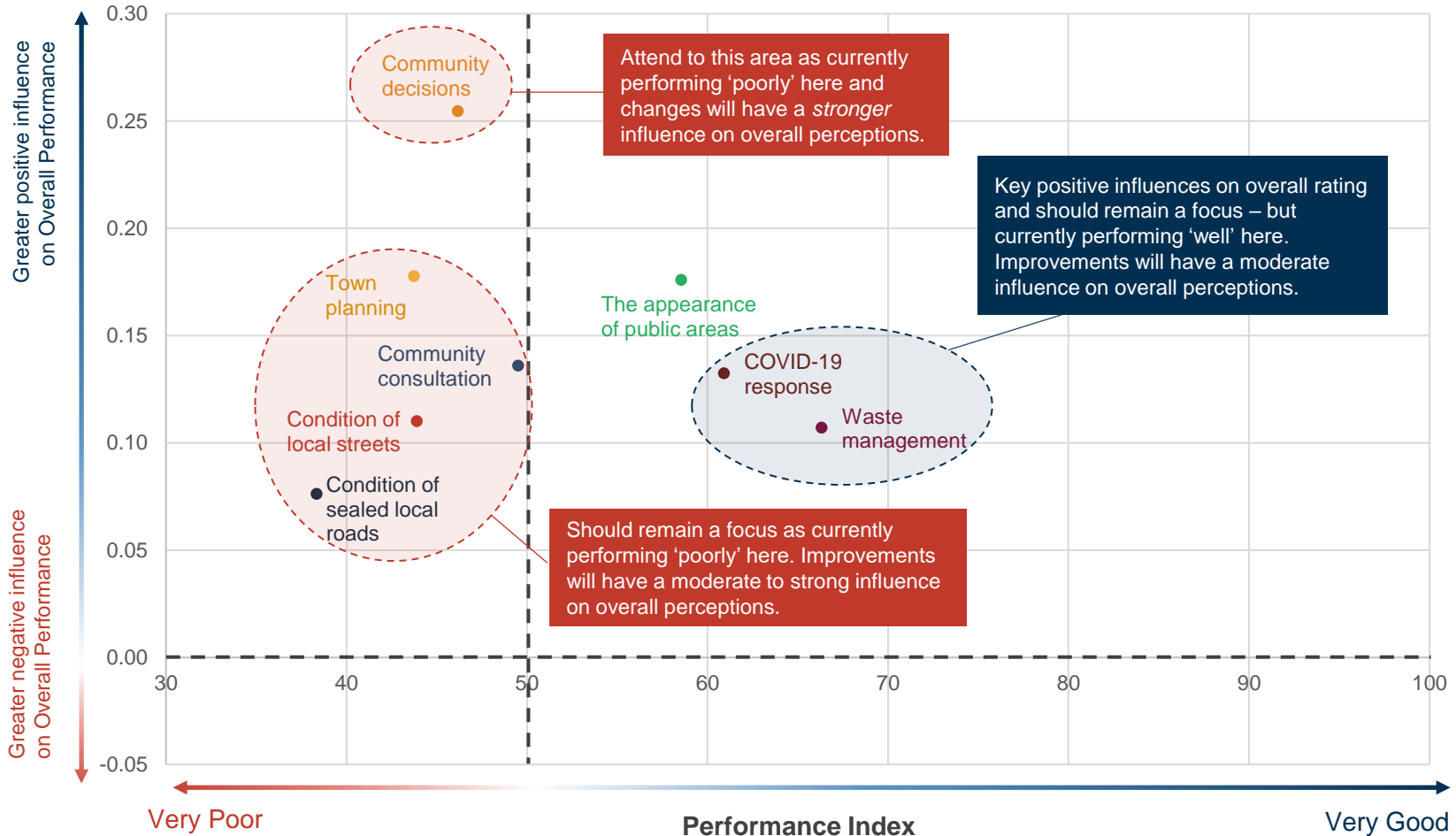


The multiple regression analysis model above (all service areas) has an R^2 value of 0.654 and adjusted R^2 value of 0.642, which means that 64% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 52.13$. 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

2023 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.628 and adjusted R^2 value of 0.624, 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 $p = 0.0001$, $F = 166.67$.

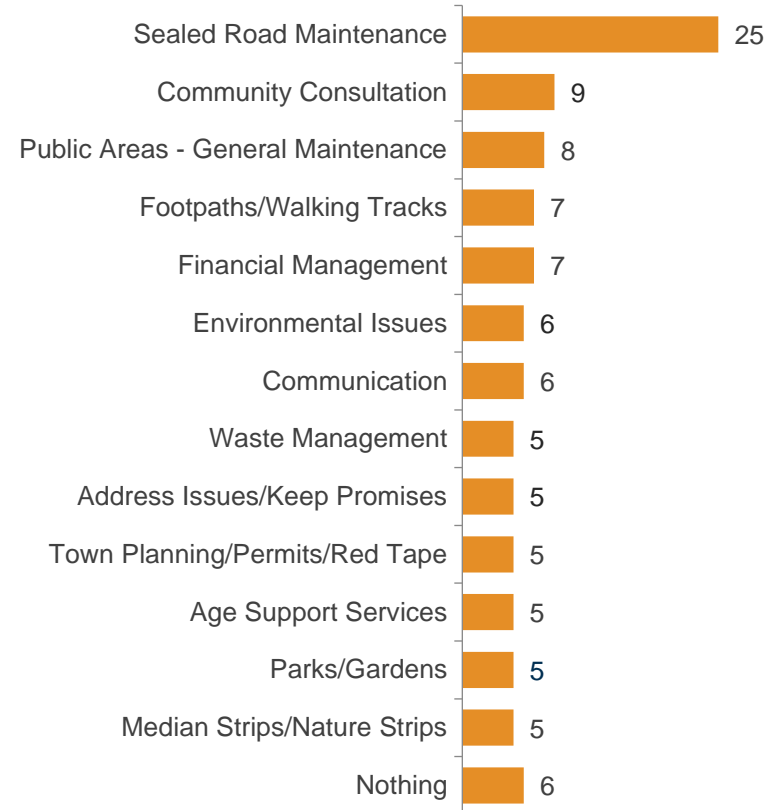


Best things about Council and areas for improvement

2023 best things about Council (%)
- Top mentions only -



2023 areas for improvement (%)
- Top mentions only -



Q16. Please tell me what is the ONE BEST thing about Mornington Peninsula Shire Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?

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

Q17. What does Mornington Peninsula Shire Council MOST need to do to improve its performance?

Base: All respondents. Councils asked State-wide: 53 Councils asked group: 4

A verbatim listing of responses to these questions can be found in the accompanying dashboard.



Customer service



Contact with council and customer service

Contact with council

Two thirds of households (66%) have had contact with Mornington Peninsula Shire Council in the past 12 months. Rate of contact has remained consistent with last year. Residents aged 50 to 64 years and those living in the Nepean, Red Hill & Watson wards are most likely to have contacted Council. The rate of contact is in line with the Interface group and State-wide averages.



Among those residents who have had contact with Council, 55% provide a positive customer service rating of 'very good' or 'good', including 22% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 62 marks a one-point (not significant) decrease from 2022. Council's customer service rating has trended downwards following a significant decline in performance in 2022, to reach an all time low for the second consecutive year. That said, customer service continues to be rated in line with the Interface group average (index score of 65).

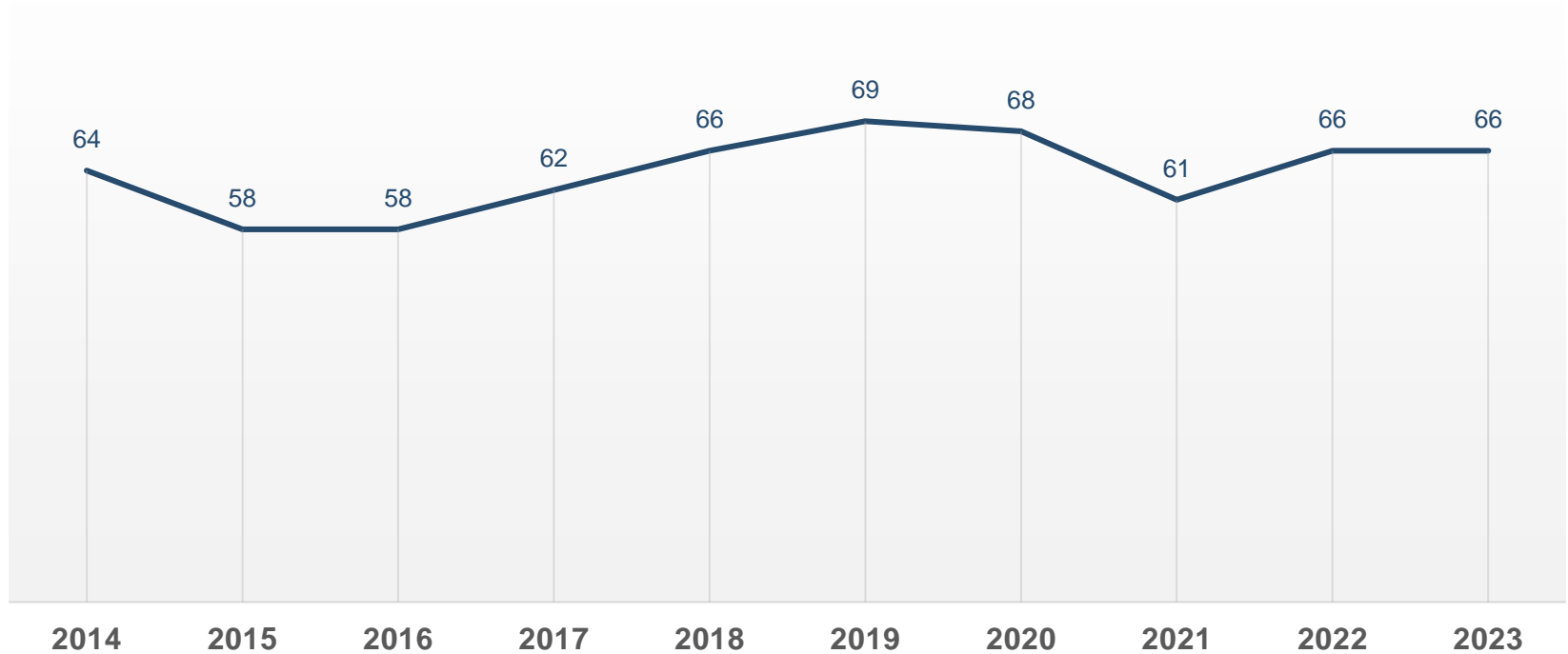
- Geographically, customer service ratings are lowest among residents of Briars ward (index score of 59) and highest among residents of Nepean, Red Hill & Watson wards (66). Council should focus its attention on the region of Briars ward in the first instance as residents living in this ward have slightly higher contact rates with Council and less positive perceptions of its customer service performance.
- By age group, customer service ratings are highest among residents aged 35 to 49 years (index score of 66) and lowest among residents aged 65 years and over (index score of 60).

One in two residents (55%) provide a positive customer service rating of 'very good' or 'good', which is nearly three times more than those who rate customer service as either 'very poor' or 'poor' (19%).



Contact with council

2023 contact with council (%)
Have had contact



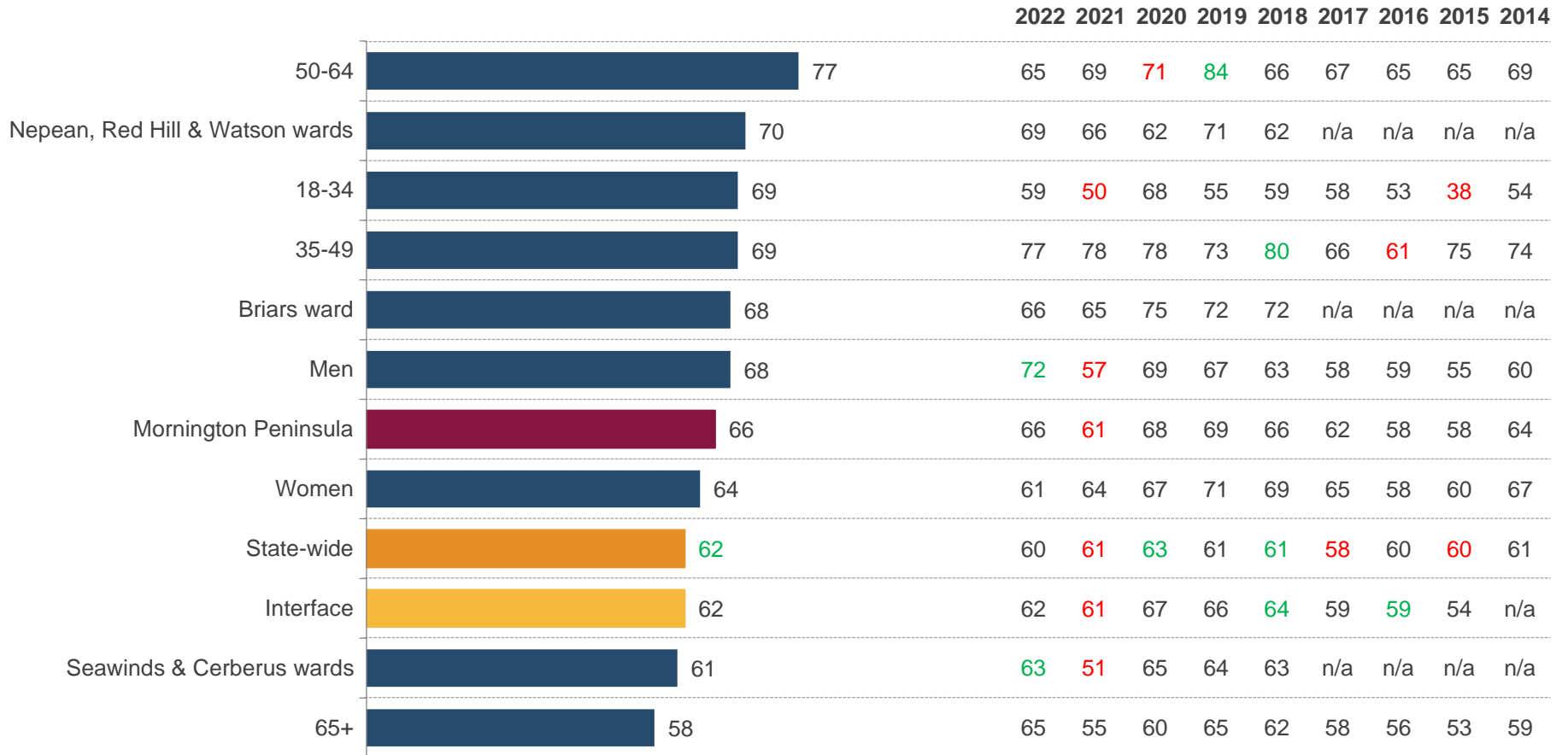
Q5. Over the last 12 months, have you or any member of your household had any contact with Mornington Peninsula Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 41 Councils asked group: 2



Contact with council

2023 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?

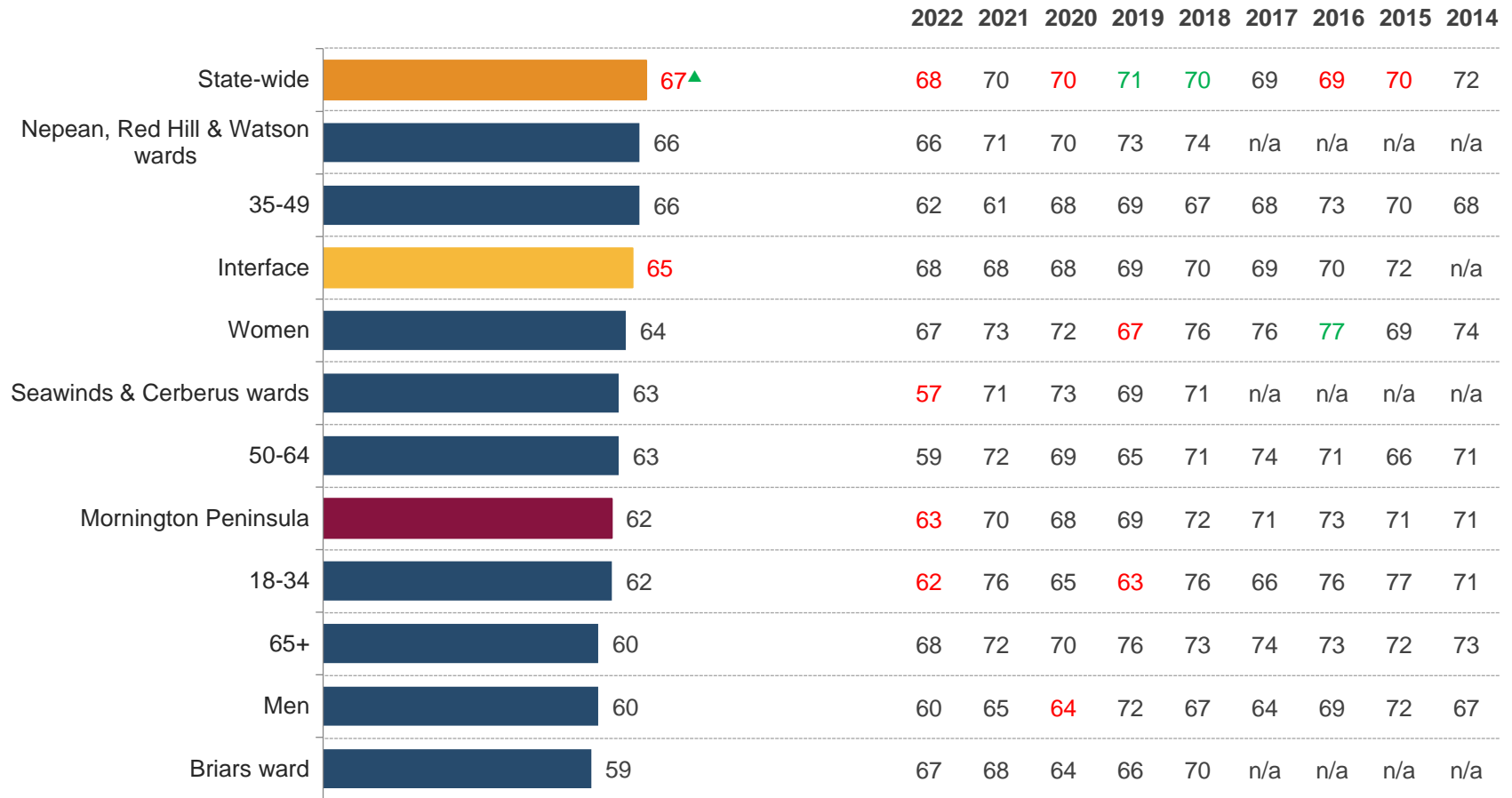
Base: All respondents. Councils asked State-wide: 41 Councils asked group: 2

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



Customer service rating

2023 customer service rating (index scores)



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.

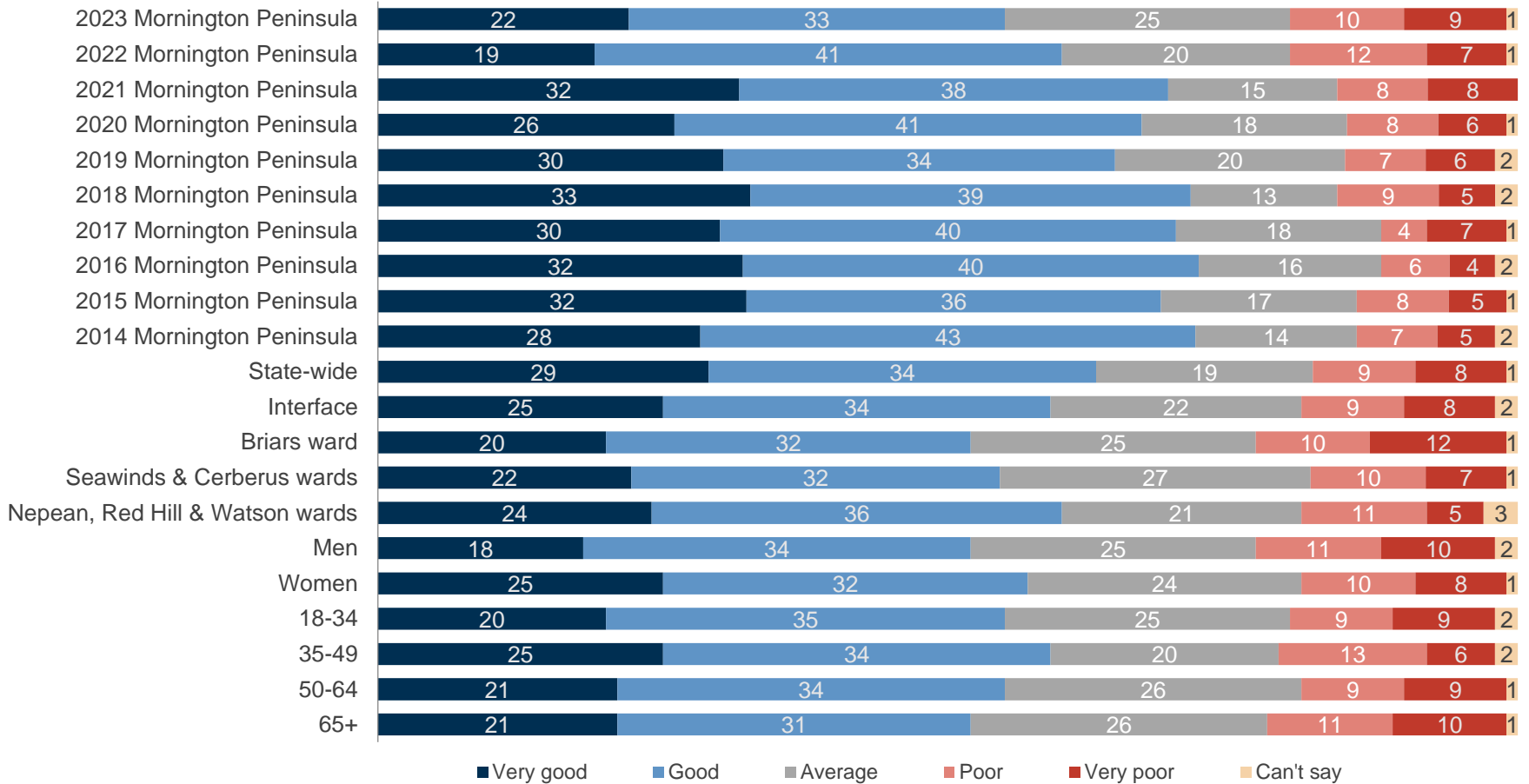
Councils asked State-wide: 66 Councils asked group: 4

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



Customer service rating

2023 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: 66 Councils asked group: 4



Communication

Communication

The preferred form of communication from Mornington Peninsula Shire Council about news and information and upcoming events remains newsletters sent via email (36%) or mail (27%).

- Among residents aged under 50 years, emailed newsletters (37%) continue to be preferred over the mailed format (24%). Preference for both emailed and mailed newsletters have slightly increased over the past 12 months. In contrast, preference for updates via social media (19%) have declined and now sit below mailed newsletters as a preferred form of communication.
- Among residents aged over 50 years, preferred forms of communication reflect preferences of the broader community. Newsletters sent via email (36%) remain the preferred form of communication. Preference for mailed newsletters have declined over the past 12 months, widening the gap between the preference for emailed newsletters over the mailed format. Preference for text message communication has doubled this year, increasing from 4% in 2022 to 8% in 2023. Text message now sits above social media and council newsletters as local paper inserts as a preferred form of communication for people aged over 50 years – although these forms of communication remain much lower than the council newsletter.





Best form of communication

2023 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. Councils asked State-wide: 40 Councils asked group: 3
 Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2023 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: 40 Councils asked State-wide: 3
 Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2023 over 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 over 50. Councils asked State-wide: 40 Councils asked group: 3
 Note: 'Social Media' was included in 2019.



Council direction

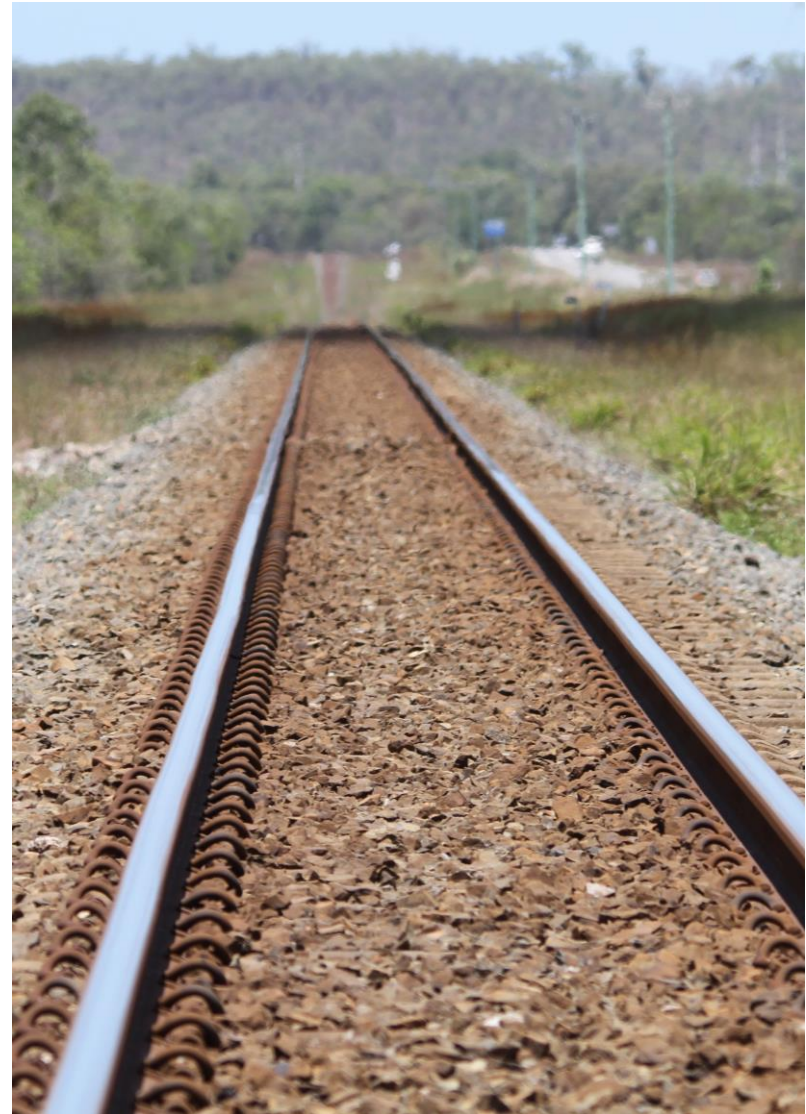
Council direction

Perceptions of the direction of Council's overall performance have declined not significantly, but year on year for four consecutive years. The index score of 40 in 2023 has trended downwards from a peak score of 54 recorded in both 2018 and 2019 and is now at a series low for the third consecutive year. It is important to note that the State-wide and Interface group averages are also at an all time low.

- Direction of Council's overall performance is rated significantly lower than the State-wide average and in-line with the Interface group average.
- Perceptions of the direction of Council's overall performance has remained stable across all demographic and geographic cohorts when compared to last year.

Over the last 12 months, 8% of residents believe the direction of Council's overall performance has improved (compared to a higher 11% in 2022). Six in ten residents (60%, up five percentage points) believe it has stayed the same and 27% believe it has deteriorated (consistent with the 2022 result).

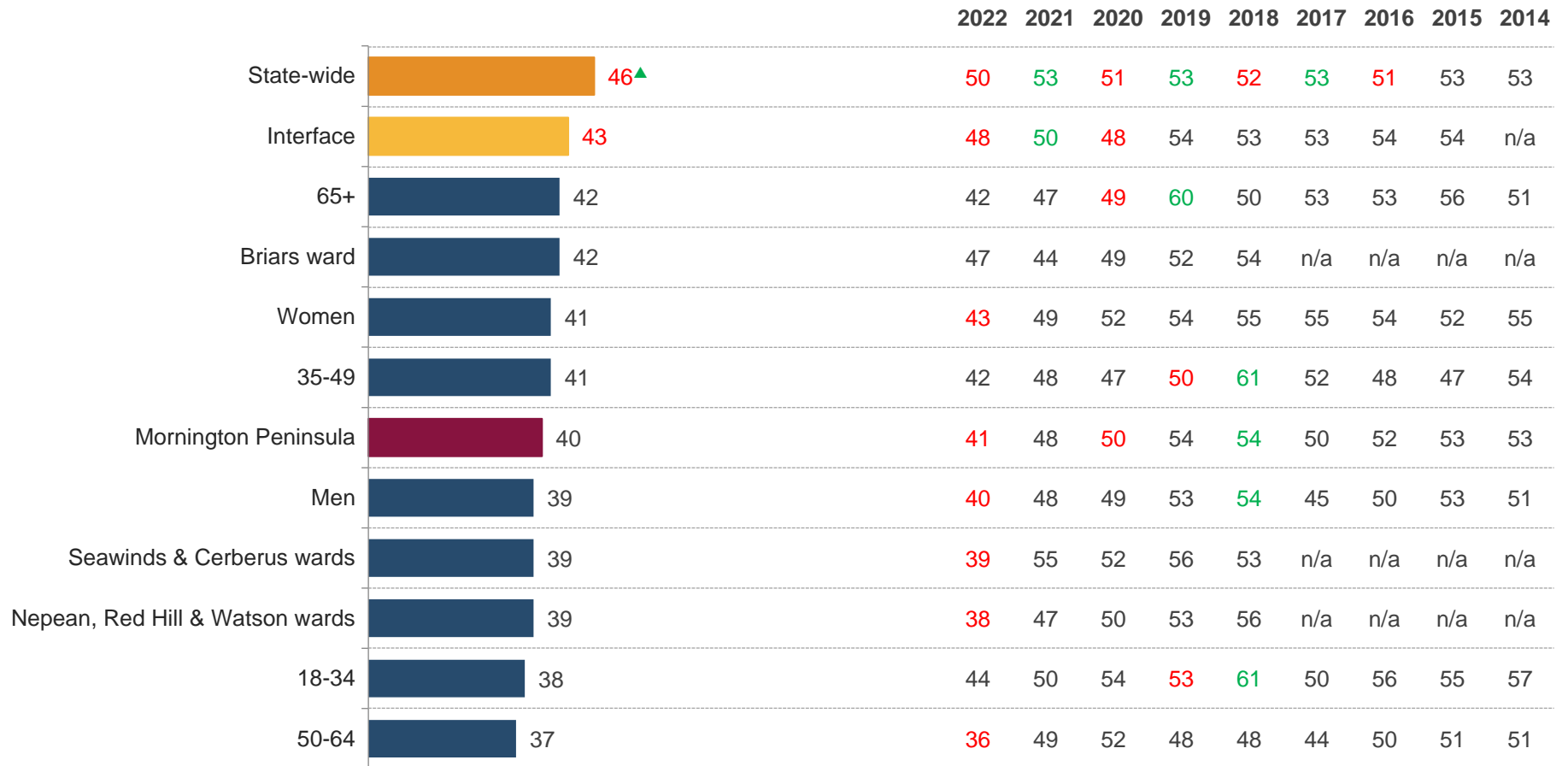
When it comes to the trade off between rates and services, residents are twice as likely to prefer service cuts (52%) over rate rises to improve Council services (24%).





Overall council direction last 12 months

2023 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?

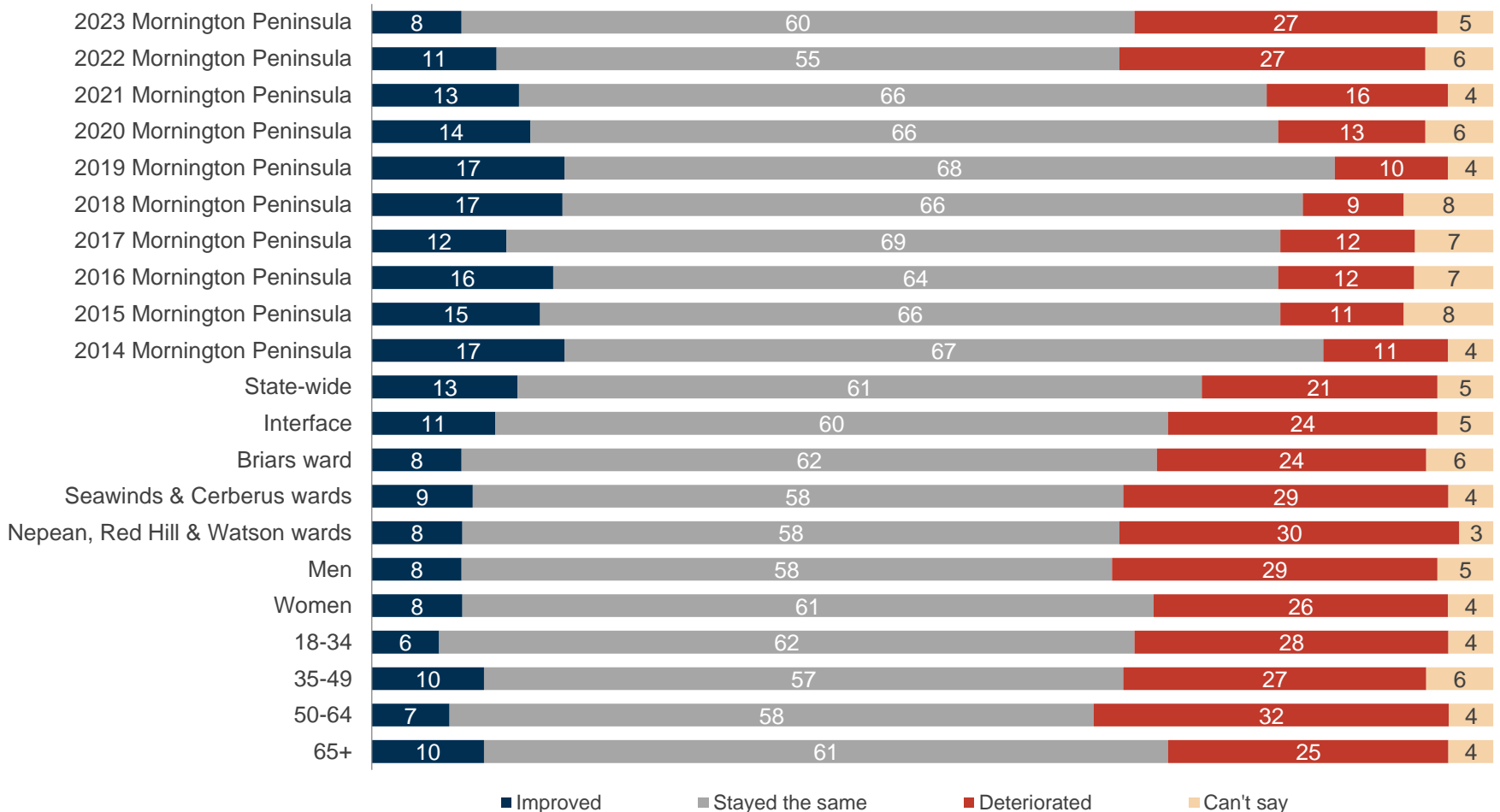
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 4

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



Overall council direction last 12 months

2023 overall council direction (%)

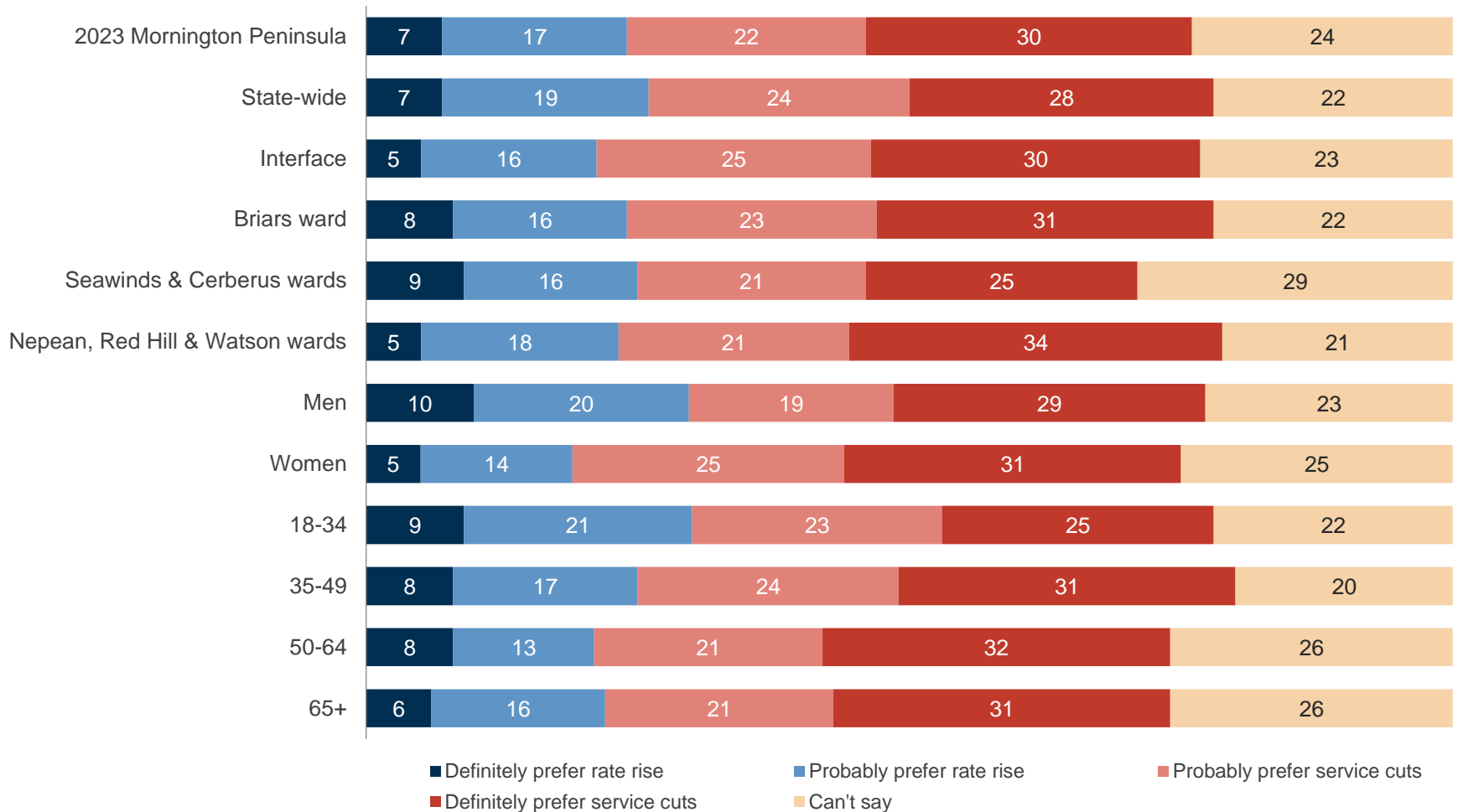


Q6. Over the last 12 months, what is your view of the direction of Mornington Peninsula Shire Council's overall performance?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 4



Rates / services trade-off

2023 rates / services trade-off (%)



Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?

Base: All respondents. Councils asked State-wide: 21 Councils asked group: 3

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 fiber optic or neural network. The background of the 'W' is a dark blue gradient.

Individual service areas



Community consultation and engagement performance



2023 consultation and engagement performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
35-49	53	58	52	55	53	62	50	53	55	57
State-wide	52	54	56	55	56	55	55	54	56	57
Briars ward	51	54	55	55	57	57	n/a	n/a	n/a	n/a
Women	50	54	55	56	56	58	53	57	60	58
18-34	50	50	63	55	59	57	57	58	63	59
Mornington Peninsula	50	50	54	55	56	57	52	55	59	56
Seawinds & Cerberus wards	49	49	56	55	56	57	n/a	n/a	n/a	n/a
50-64	49	43	48	56	52	53	49	51	51	54
Nepean, Red Hill & Watson wards	49	47	51	55	53	56	n/a	n/a	n/a	n/a
Interface	49	52	53	53	55	56	53	55	57	n/a
Men	48	46	53	54	55	55	51	53	57	55
65+	48	49	52	54	58	55	52	57	62	56

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

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

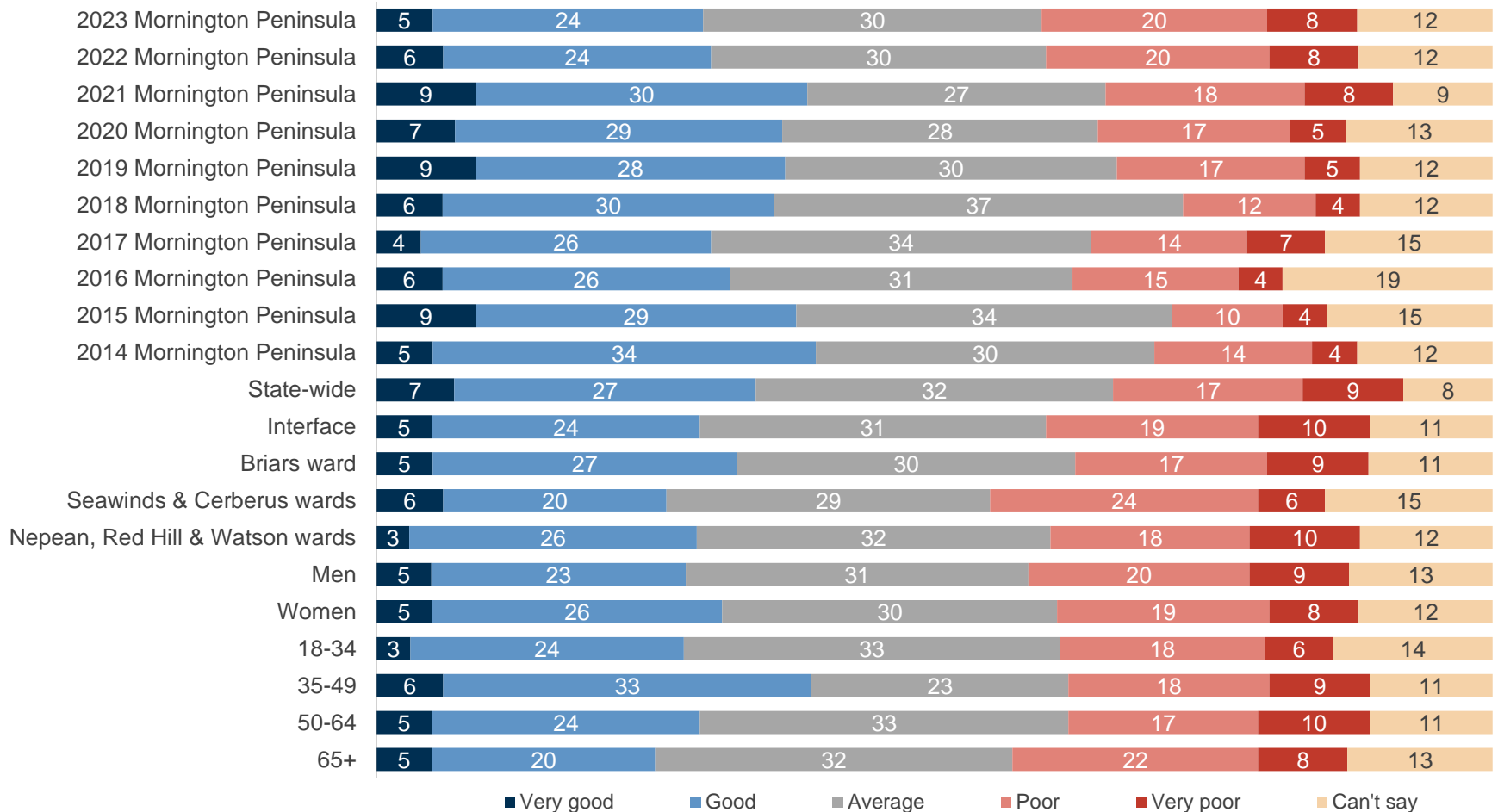
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2023 consultation and engagement performance (%)



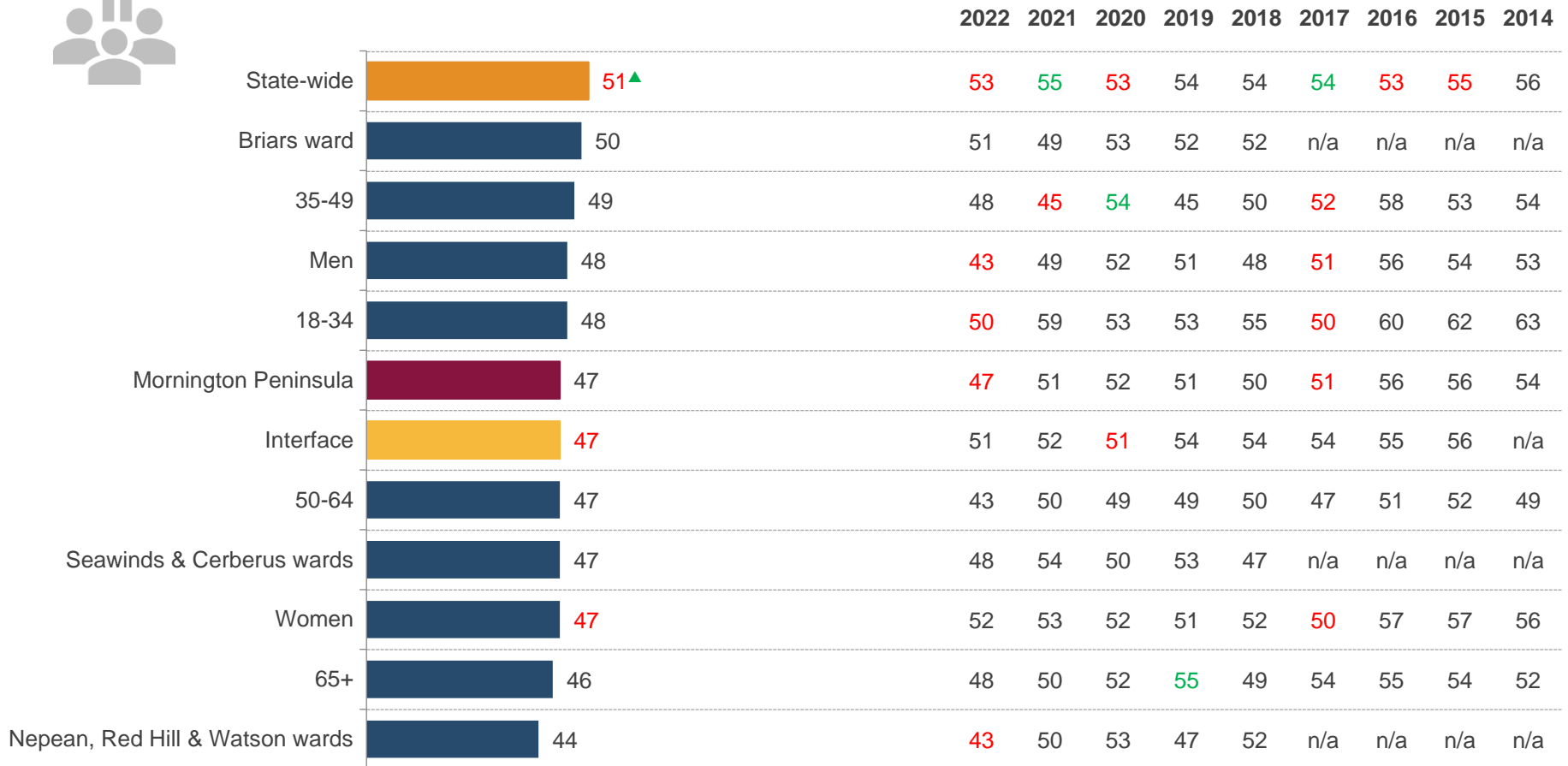
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 4



Lobbying on behalf of the community performance



2023 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: 51 Councils asked group: 4

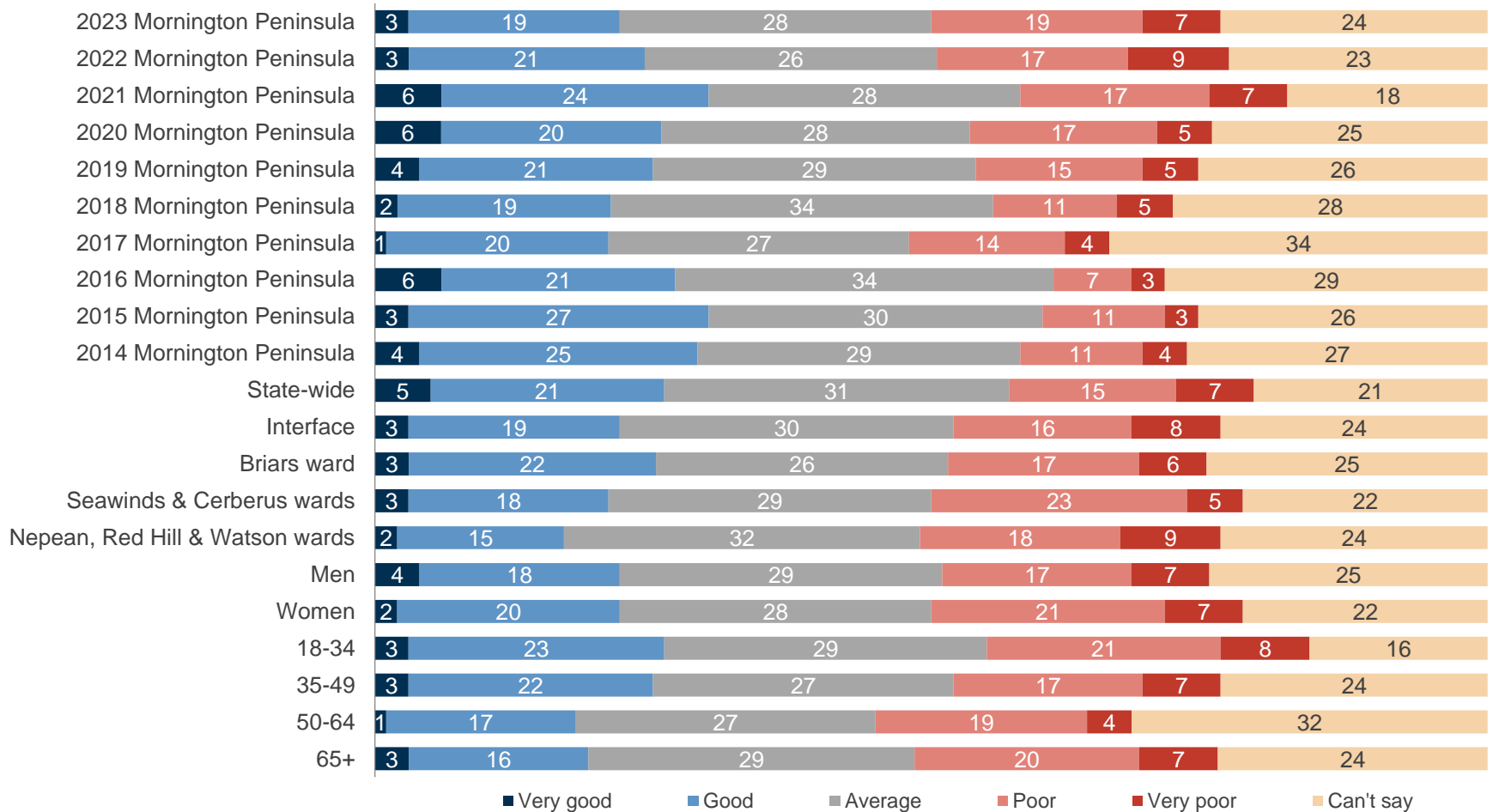
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2023 lobbying performance (%)

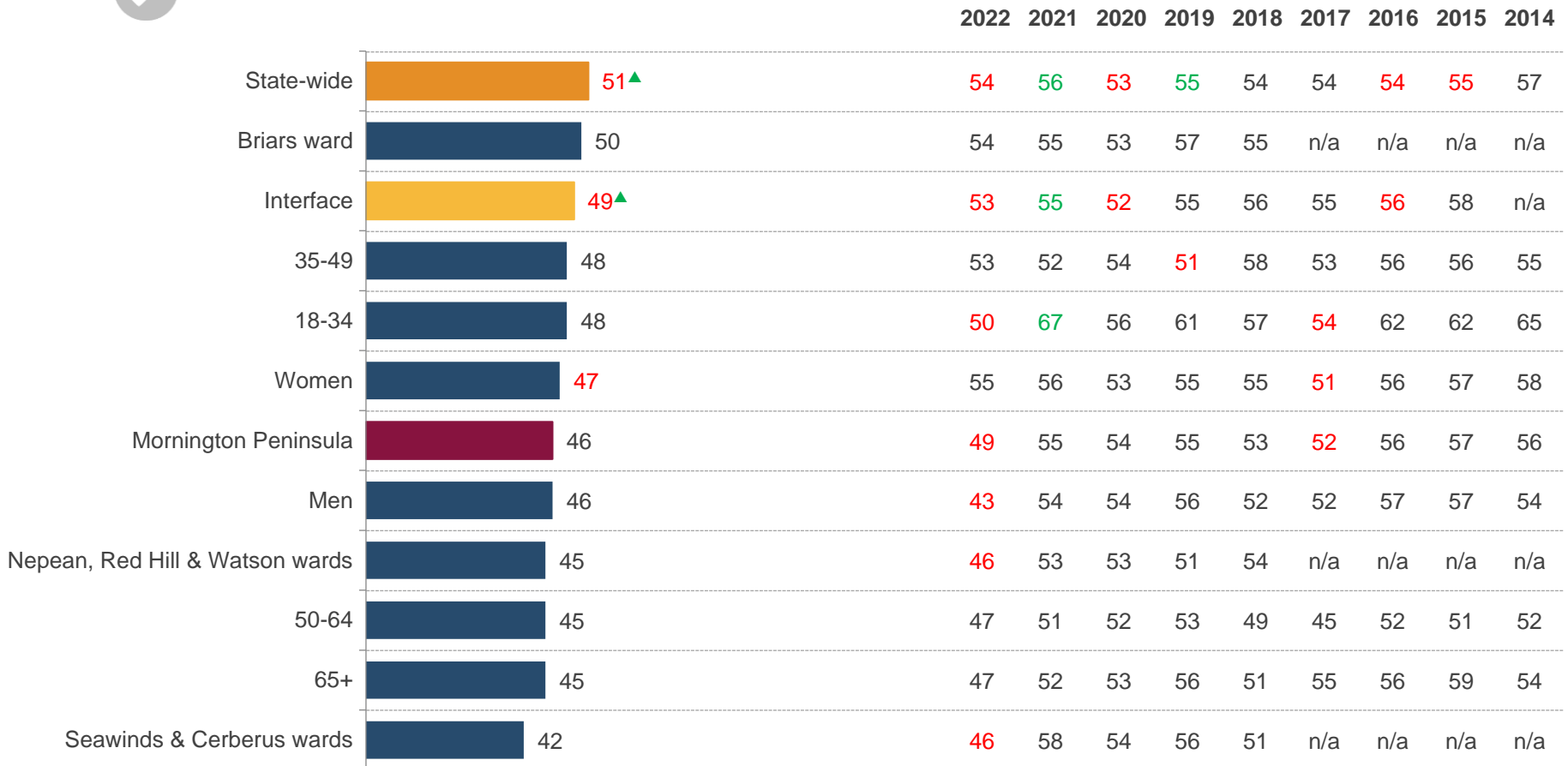


Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 51 Councils asked group: 4

Decisions made in the interest of the community performance



2023 community decisions made performance (index scores)



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

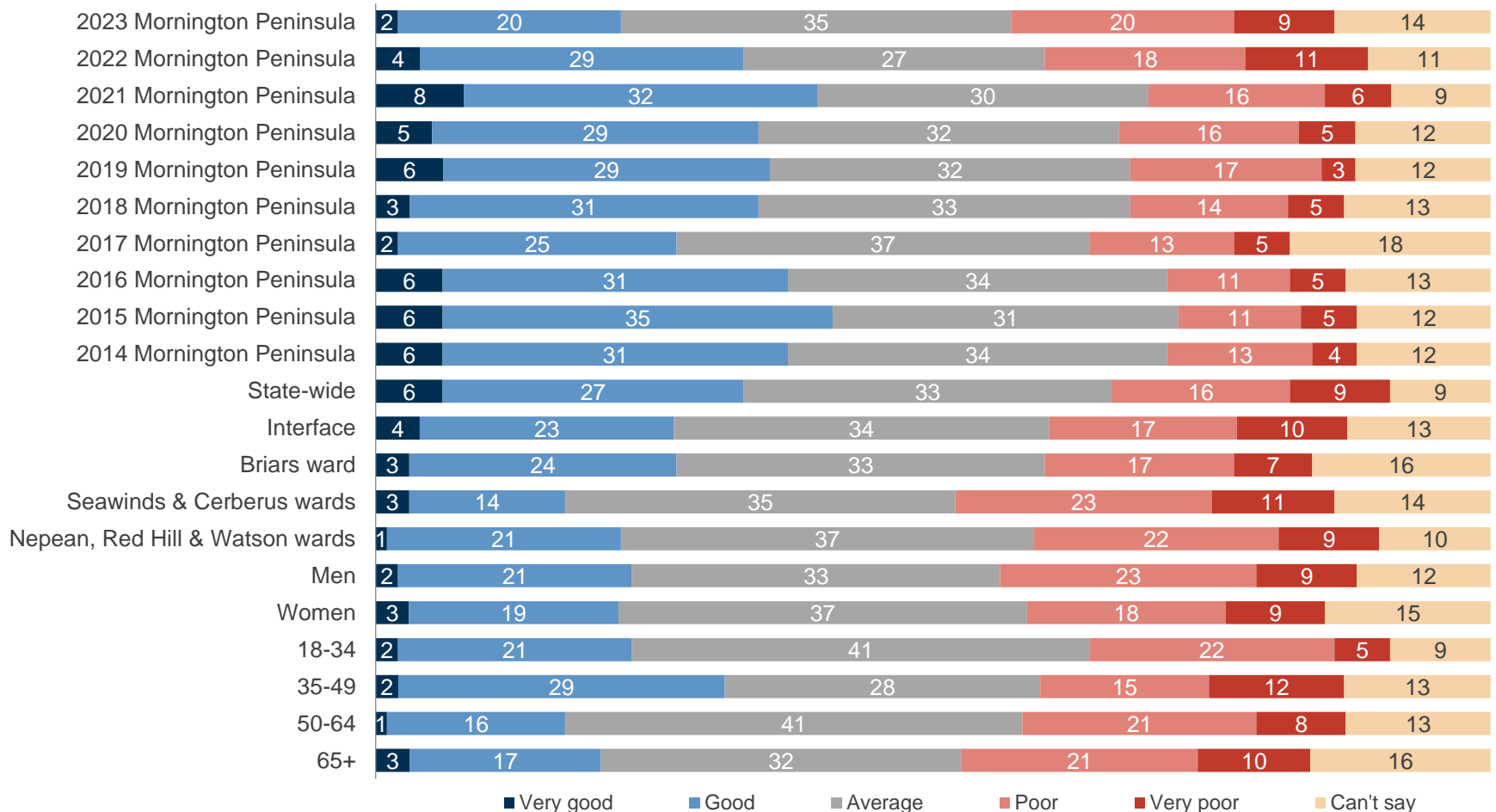
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 4

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

Decisions made in the interest of the community performance



2023 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: 66 Councils asked group: 4

The condition of sealed local roads in your area performance



2023 sealed local roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
State-wide	48▲	53	57	54	56	53	53	54	55	55
Interface	45▲	53	57	55	60	57	59	60	60	n/a
Briars ward	43	55	59	55	61	56	n/a	n/a	n/a	n/a
65+	43	50	60	56	62	53	58	56	58	49
Men	40	47	58	53	59	55	53	55	58	49
Mornington Peninsula	38	49	58	51	57	53	54	55	58	49
Nepean, Red Hill & Watson wards	37	40	57	51	55	56	n/a	n/a	n/a	n/a
Women	36	50	58	50	56	52	54	55	59	48
18-34	36	46	65	51	55	48	55	62	66	52
35-49	36	52	53	48	54	59	52	55	59	48
50-64	34	45	44	47	57	53	48	48	48	46
Seawinds & Cerberus wards	34	48	57	47	55	49	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?

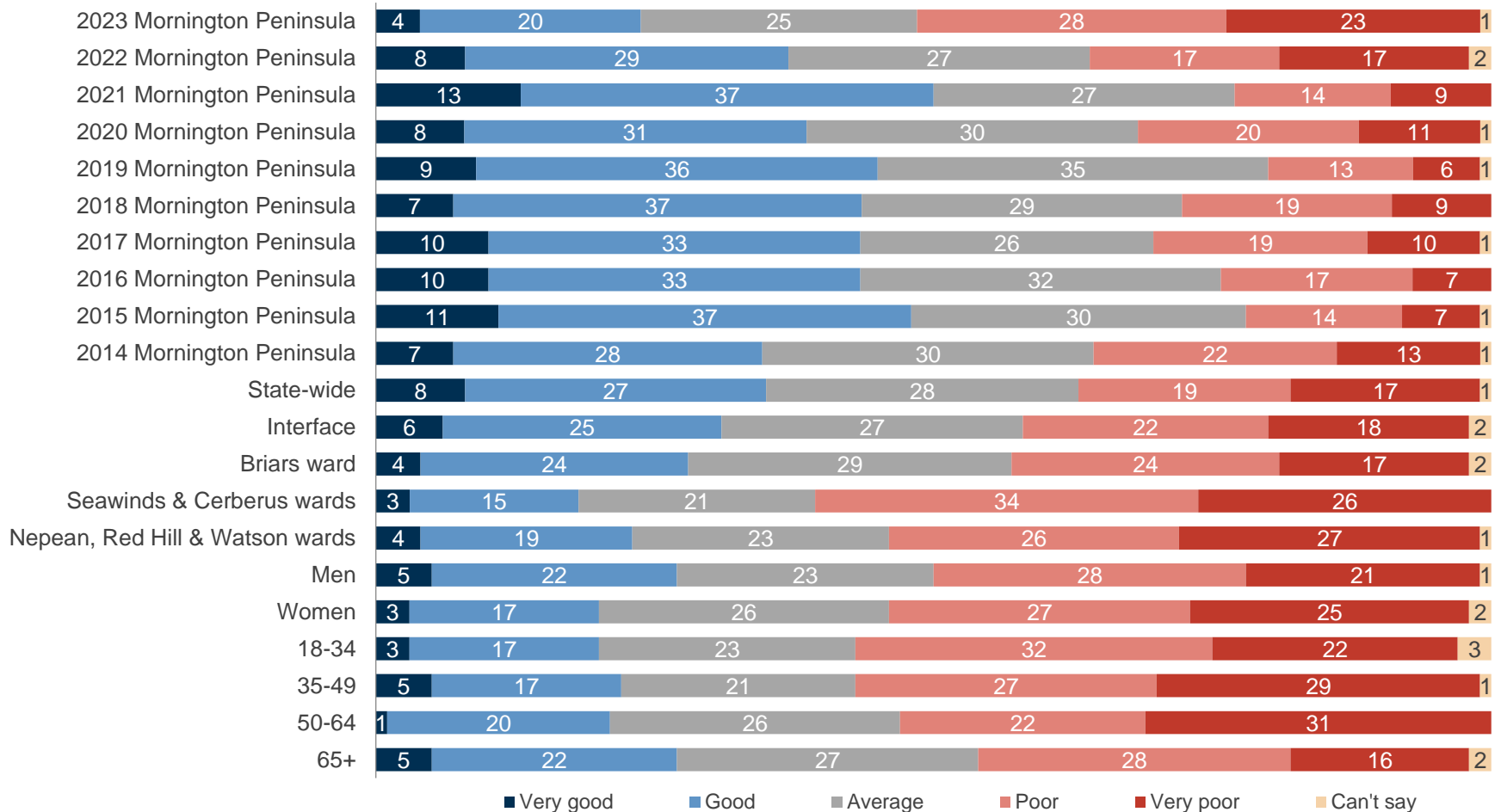
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 4

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

The condition of sealed local roads in your area performance



2023 sealed local roads performance (%)



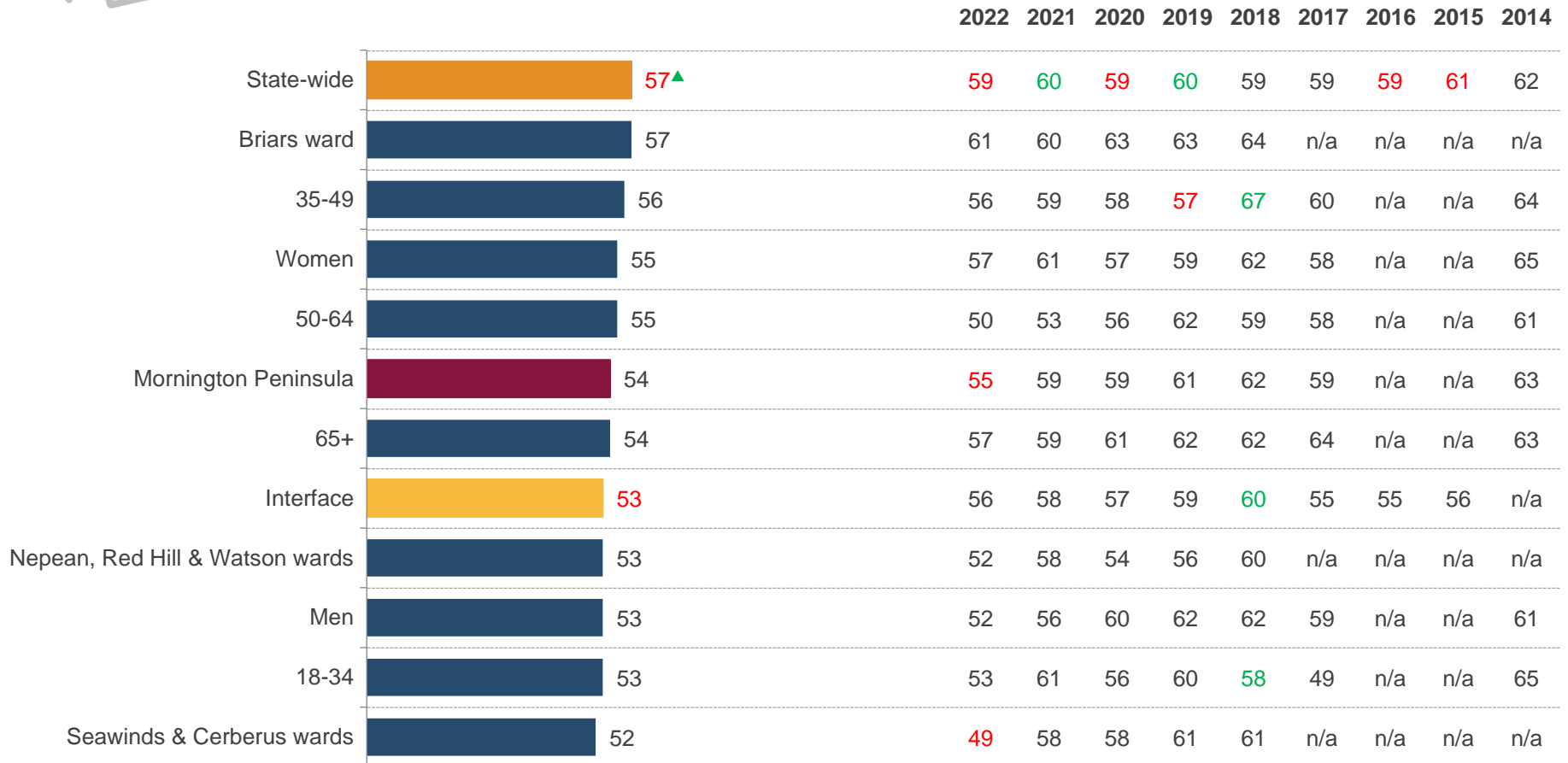
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 4



Informing the community performance



2023 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: 38 Councils asked group: 3

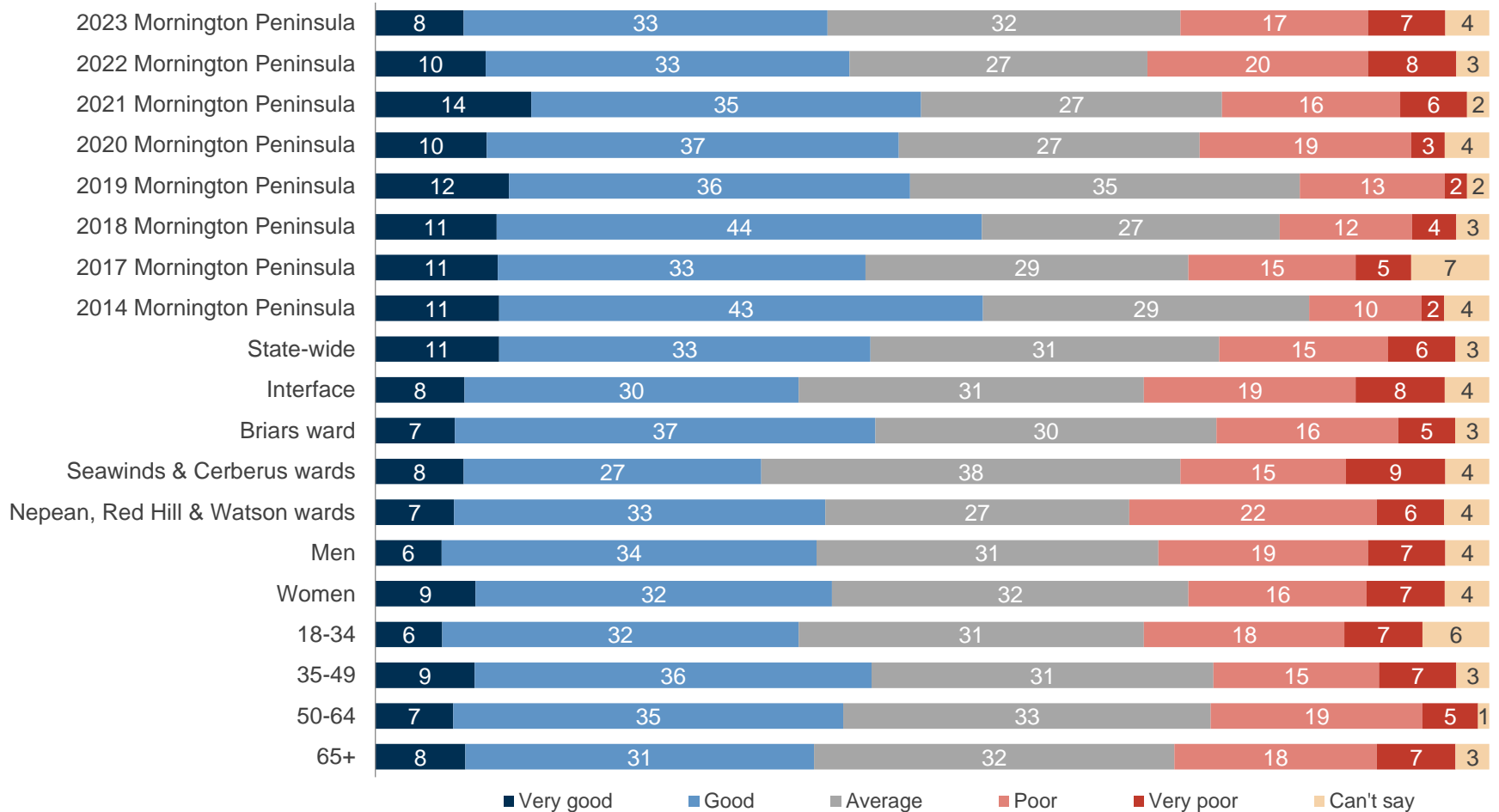
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2023 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 38 Councils asked group: 3

The condition of local streets and footpaths in your area performance



2023 streets and footpaths performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	52▲	57	59	58	59	58	57	57	58	58
18-34	48	54	65	51	62	58	65	n/a	n/a	59
Interface	47	54	58	54	60	59	56	57	56	n/a
Men	47	50	54	50	61	57	57	n/a	n/a	53
Briars ward	46	59	53	54	59	54	n/a	n/a	n/a	n/a
65+	45	50	53	52	60	52	58	n/a	n/a	50
Mornington Peninsula	44	51	55	51	58	54	57	n/a	n/a	53
Nepean, Red Hill & Watson wards	44	44	55	52	55	60	n/a	n/a	n/a	n/a
35-49	42	56	53	48	53	52	54	n/a	n/a	54
Seawinds & Cerberus wards	41	50	58	46	60	48	n/a	n/a	n/a	n/a
Women	41	52	57	51	55	50	57	n/a	n/a	54
50-64	40	46	49	50	59	54	51	n/a	n/a	53

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

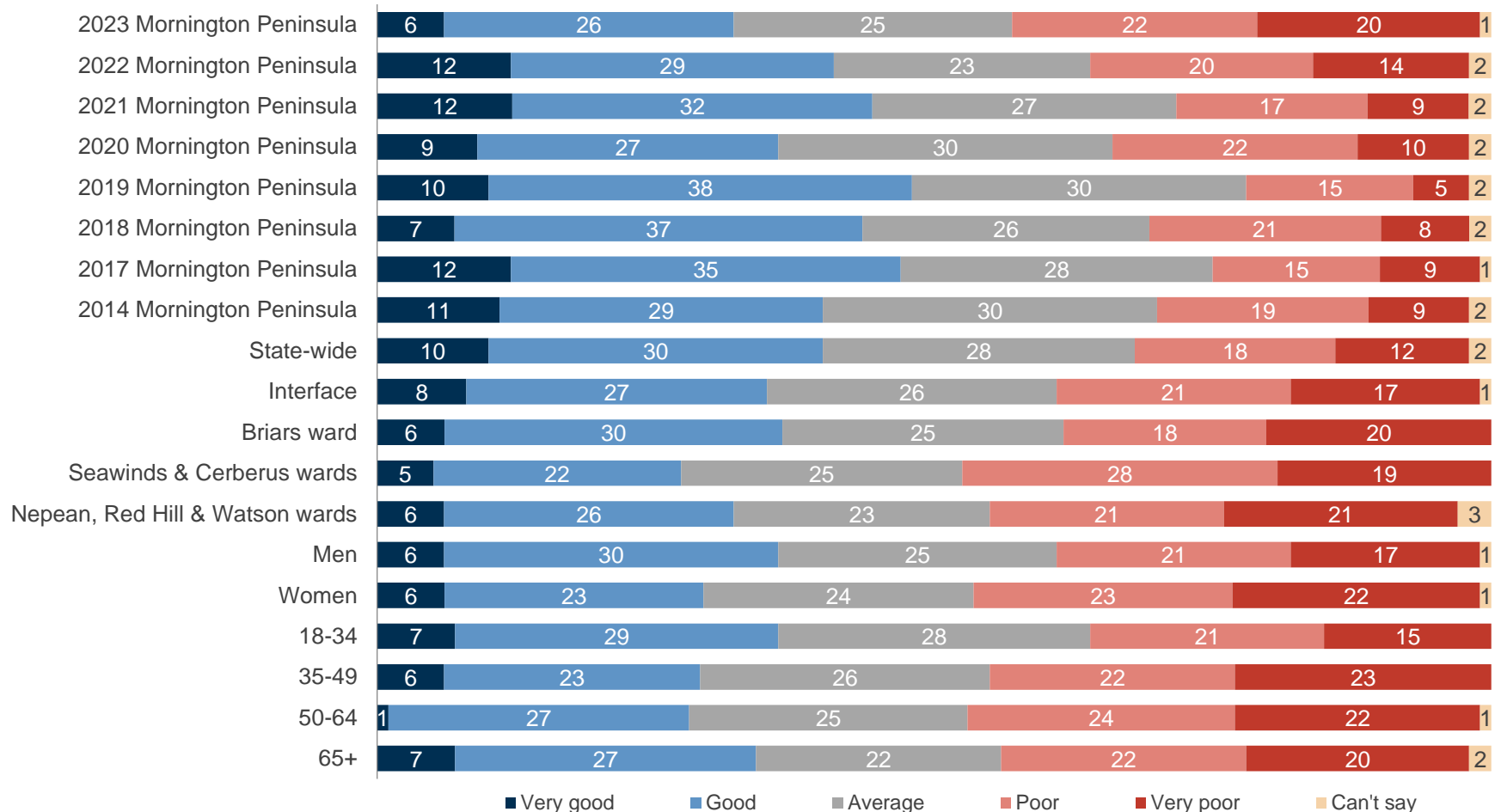
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 3

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

The condition of local streets and footpaths in your area performance



2023 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: 3



Traffic management performance



2023 traffic management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	55▲	58	59	58	58	57	59	59	60
Briars ward	54	59	56	54	57	54	n/a	n/a	n/a
35-49	52	55	52	50	49	57	n/a	n/a	57
Men	51	47	53	52	52	51	n/a	n/a	54
65+	51	54	56	55	52	52	n/a	n/a	57
Mornington Peninsula	50	53	54	52	52	54	n/a	n/a	57
Women	50	58	56	53	53	57	n/a	n/a	59
50-64	50	48	53	51	53	54	n/a	n/a	55
Interface	49	54	52	52	52	51	59	57	61
18-34	49	52	54	52	56	55	n/a	n/a	60
Seawinds & Cerberus wards	48	51	56	54	54	53	n/a	n/a	n/a
Nepean, Red Hill & Watson wards	48	47	52	48	46	56	n/a	n/a	n/a

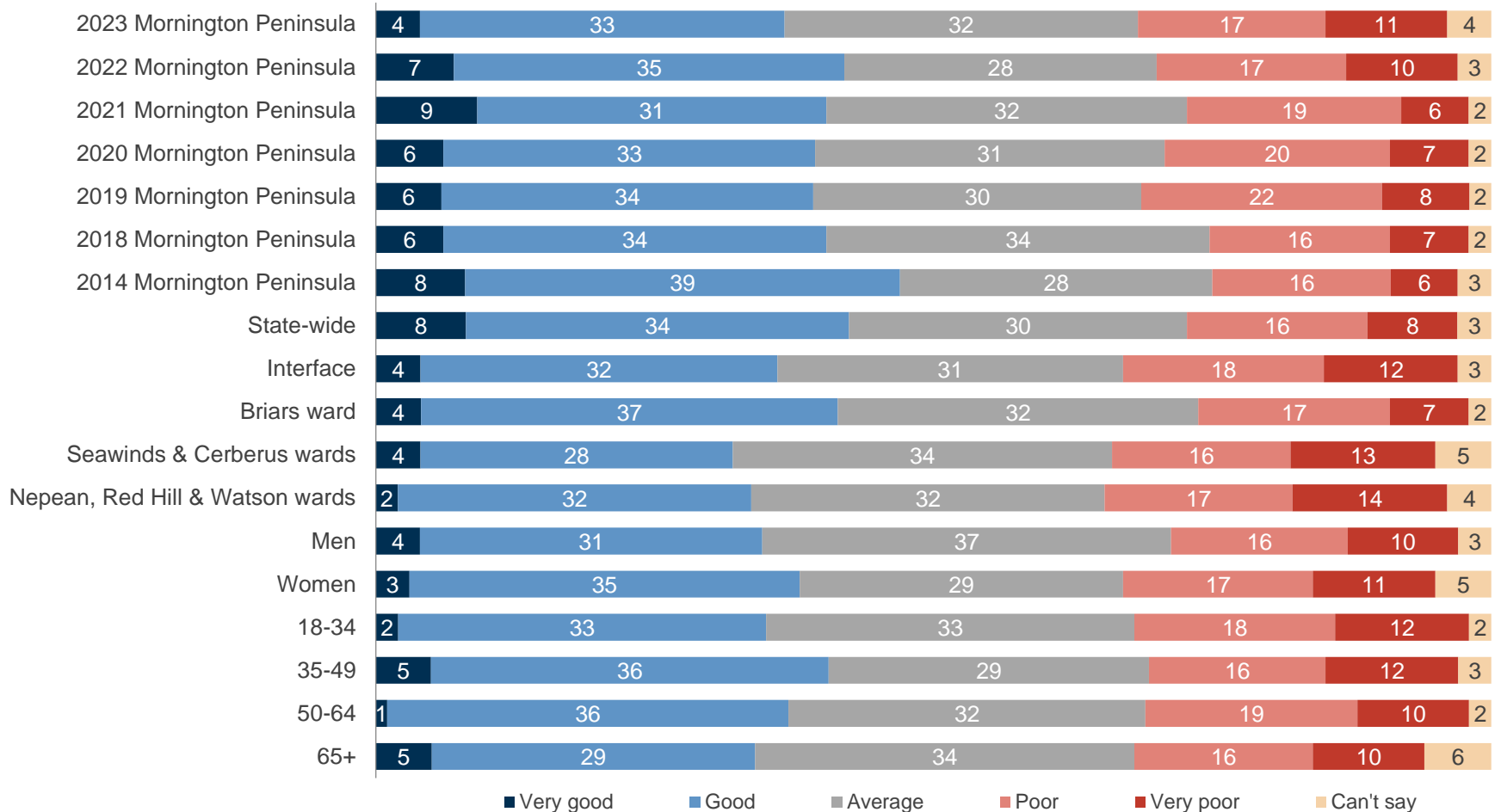
Q2. How has Council performed on 'Traffic management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 15 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Traffic management performance



2023 traffic management performance (%)



Q2. How has Council performed on 'Traffic management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 15 Councils asked group: 2



Parking facilities performance



2023 parking performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Interface	56	56	57	58	57	57	57	56	60	n/a
18-34	56	54	60	62	57	51	49	n/a	n/a	61
Women	56	58	59	57	56	54	55	n/a	n/a	61
Briars ward	56	55	57	59	56	53	n/a	n/a	n/a	n/a
35-49	55	64	57	57	53	57	60	n/a	n/a	59
50-64	55	50	59	58	57	55	57	n/a	n/a	59
Mornington Peninsula	55	56	57	58	56	54	55	n/a	n/a	59
Seawinds & Cerberus wards	55	59	60	58	57	52	n/a	n/a	n/a	n/a
Nepean, Red Hill & Watson wards	55	55	54	56	55	58	n/a	n/a	n/a	n/a
State-wide	55	57	58	55	56	56	55	56	57	57
Men	54	54	55	59	56	54	55	n/a	n/a	57
65+	54	55	55	56	58	54	55	n/a	n/a	57

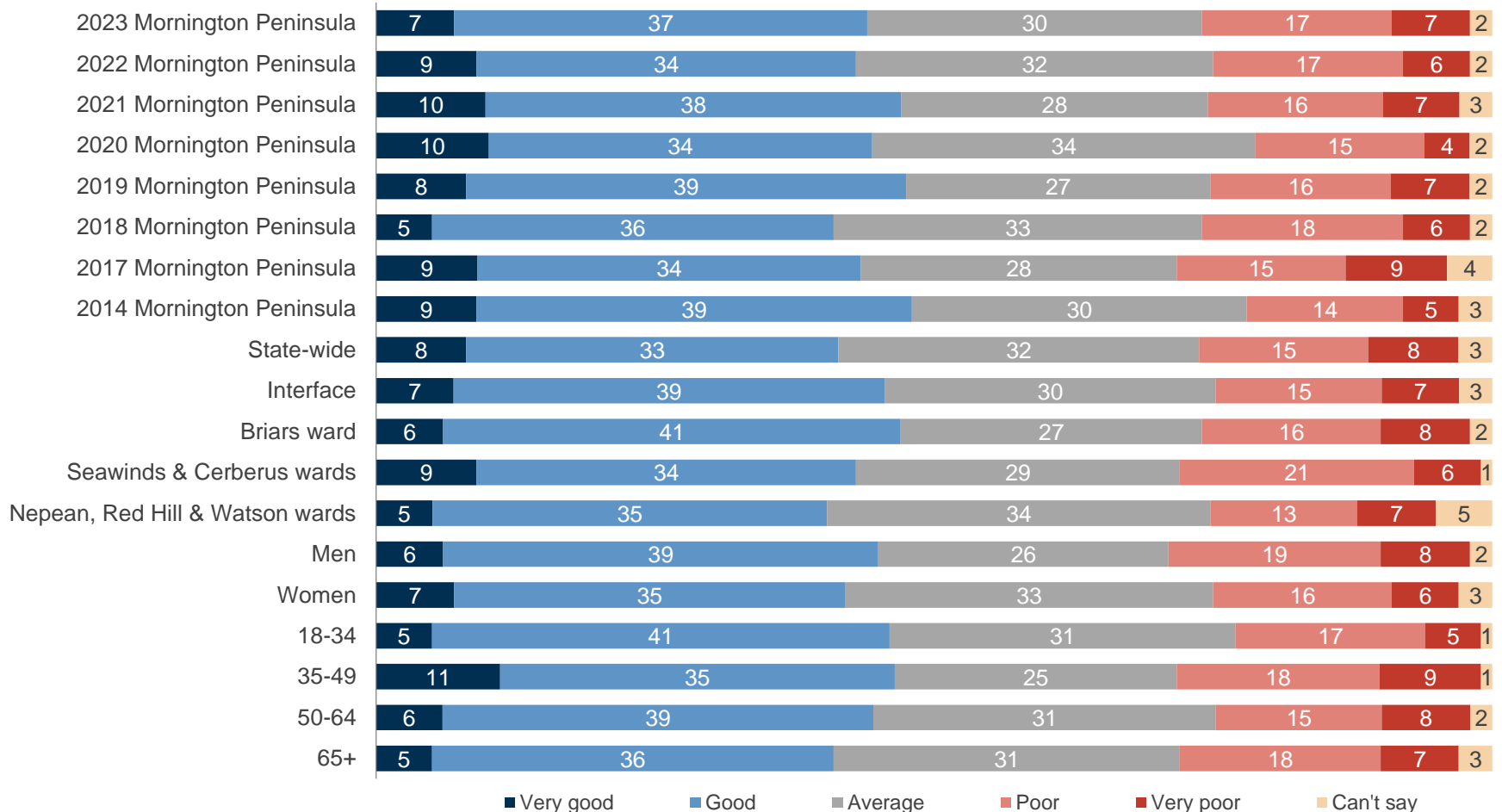
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2023 parking performance (%)



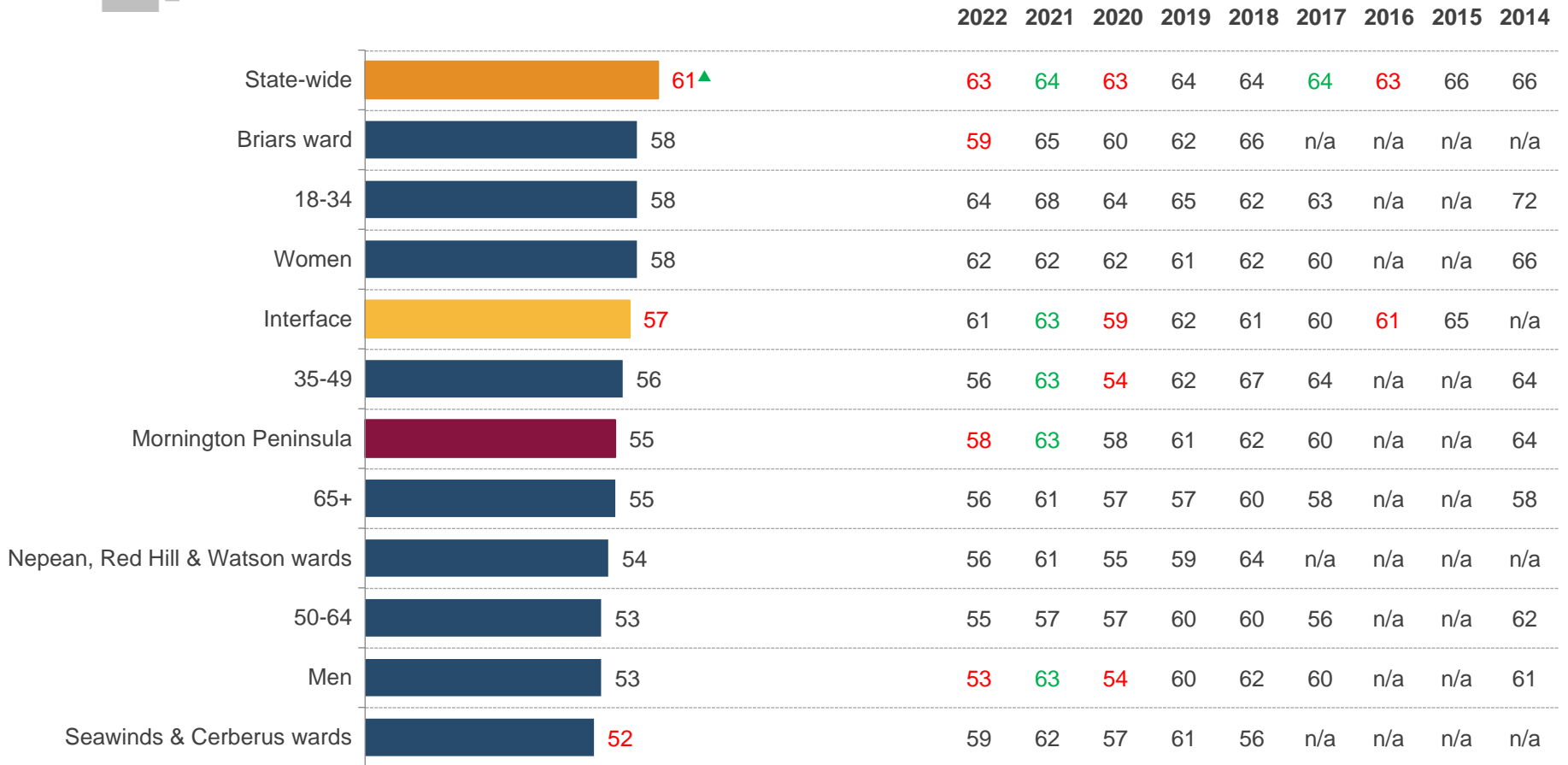
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 2



Enforcement of local laws performance



2023 law enforcement performance (index scores)



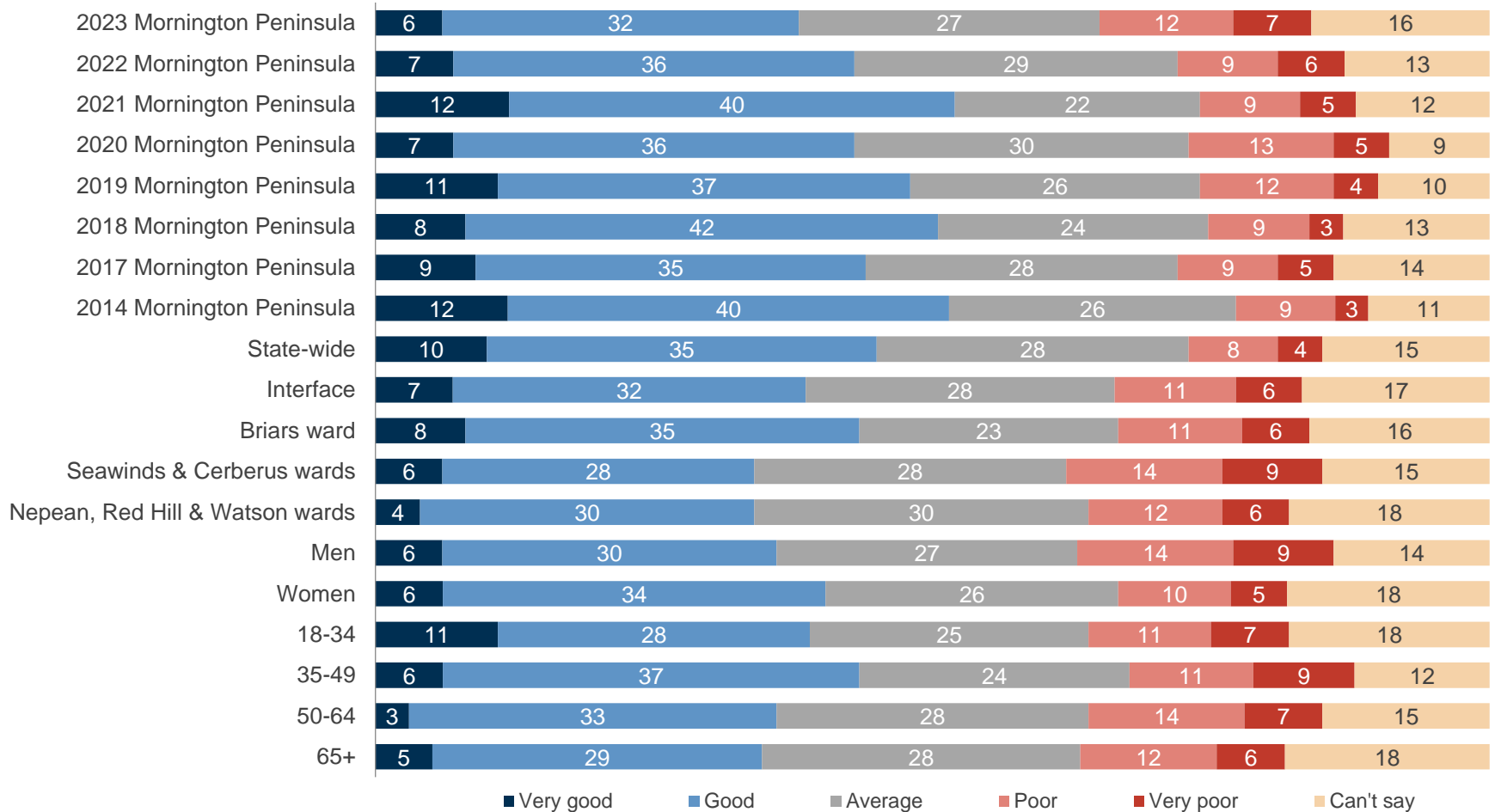
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2023 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: 34 Councils asked group: 2



Family support services performance



2023 family support performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	63▲	65	66	66	67	66	67	66	67
35-49	60	66	66	63	63	73	72	n/a	n/a
18-34	60	53	67	65	66	70	72	n/a	n/a
Briars ward	60	68	66	69	67	68	n/a	n/a	n/a
50-64	59	59	70	63	65	60	62	n/a	n/a
Men	58	59	67	67	67	70	69	n/a	n/a
Mornington Peninsula	58	61	67	64	66	69	70	n/a	n/a
Interface	57	64	65	63	67	67	65	65	66
Women	57	62	67	61	64	68	70	n/a	n/a
Seawinds & Cerberus wards	57	56	67	62	66	67	n/a	n/a	n/a
Household user	57	69	74	71	68	78	n/a	n/a	n/a
Nepean, Red Hill & Watson wards	56	57	70	61	63	73	n/a	n/a	n/a
Personal user	55	70	76	75	69	78	n/a	n/a	n/a
65+	54	65	69	64	68	68	72	n/a	n/a

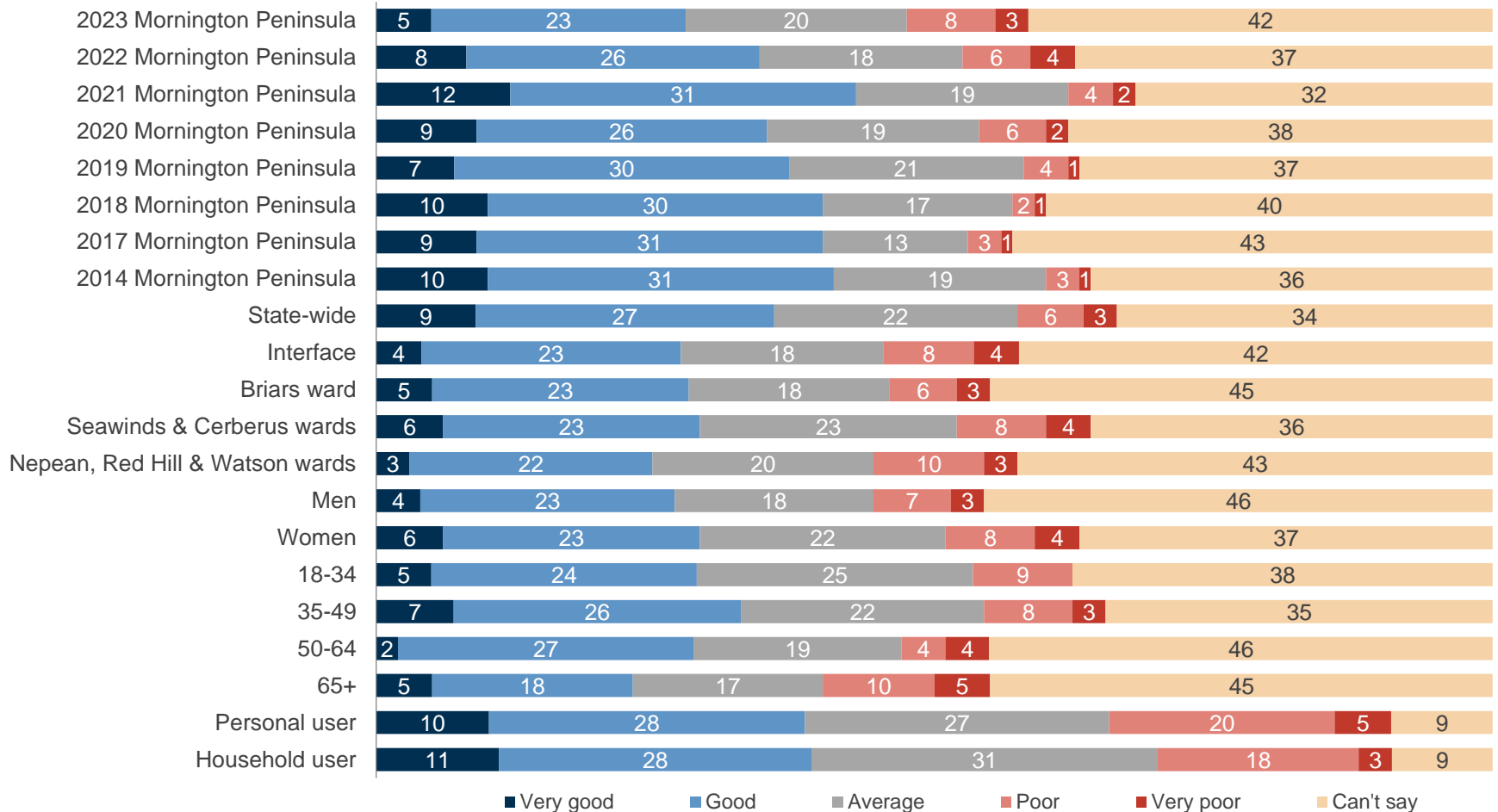
Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2023 family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 2



Elderly support services performance



2023 elderly support performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	63▲	67	69	68	68	68	68	69	70
18-34	61▲	65	72	70	72	71	66	n/a	n/a
35-49	58	67	72	61	67	65	67	n/a	n/a
Men	56	62	68	66	70	69	71	n/a	n/a
50-64	55	57	68	63	67	62	65	n/a	n/a
Briars ward	54	65	64	68	69	66	n/a	n/a	n/a
Mornington Peninsula	52	62	68	65	70	68	68	n/a	n/a
Interface	52	64	67	65	66	67	64	59	65
Nepean, Red Hill & Watson wards	50	60	69	61	70	72	n/a	n/a	n/a
Seawinds & Cerberus wards	50	60	73	64	72	67	n/a	n/a	n/a
Women	48	61	68	63	70	67	66	n/a	n/a
Household user	48	70	70	69	77	71	n/a	n/a	n/a
Personal user	47	66	73	75	75	76	n/a	n/a	n/a
65+	45▼	59	65	64	73	70	73	n/a	n/a

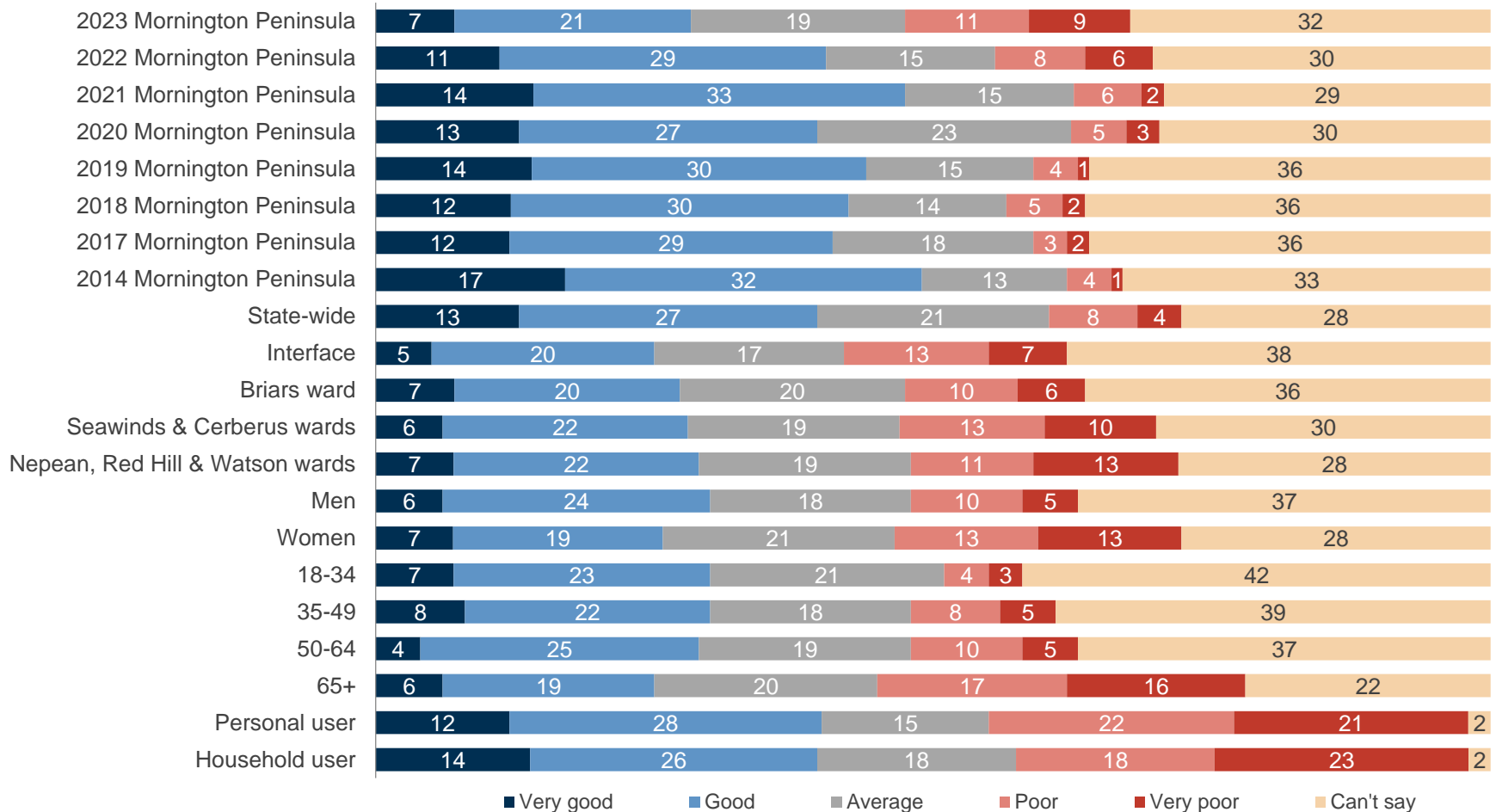
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2023 elderly support performance (%)



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



Disadvantaged support services performance



2023 disadvantaged support performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	62	63	60	62	61	61	61	62	64
50-64	56	54	57	58	60	n/a	n/a	n/a	57
Briars ward	57	58	58	59	64	n/a	n/a	n/a	n/a
18-34	53	58	57	53	60	n/a	n/a	n/a	68
Men	54	62	58	60	65	n/a	n/a	n/a	65
Interface	60	62	59	60	62	56	58	61	n/a
35-49	55	59	53	53	66	n/a	n/a	n/a	59
Mornington Peninsula	55	59	56	58	63	n/a	n/a	n/a	62
Nepean, Red Hill & Watson wards	53	61	56	54	68	n/a	n/a	n/a	n/a
Women	57	57	54	55	60	n/a	n/a	n/a	60
65+	57	61	56	64	63	n/a	n/a	n/a	64
Seawinds & Cerberus wards	55	58	53	59	58	n/a	n/a	n/a	n/a
Household user	66	57	44	55	68	n/a	n/a	n/a	63
Personal user	64	62	46	51	68	n/a	n/a	n/a	61

Q2. How has Council performed on 'Disadvantaged support services' 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.

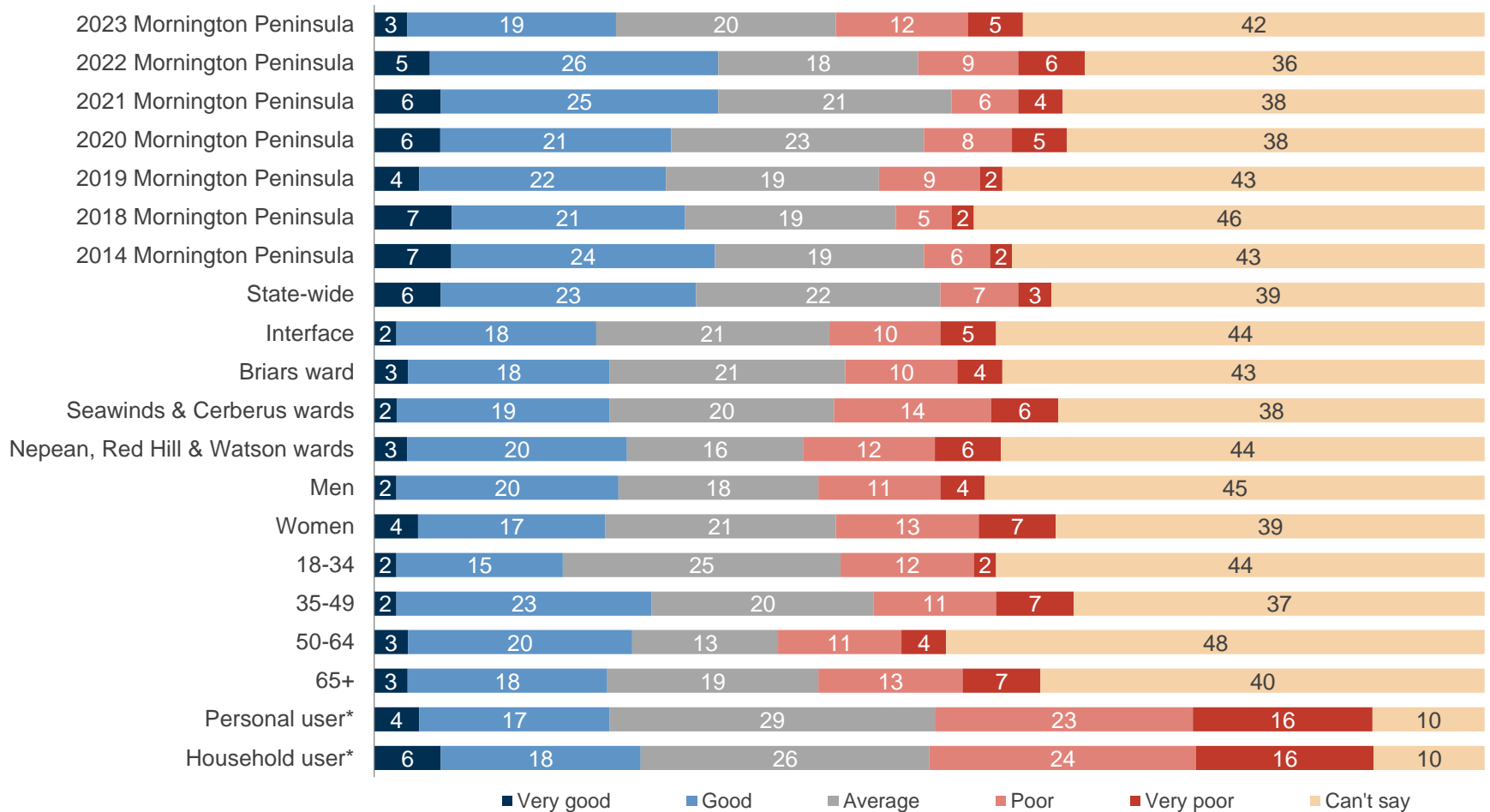
*Caution: small sample size < n=30



Disadvantaged support services performance



2023 disadvantaged support performance (%)



Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 2
 *Caution: small sample size < n=30



Recreational facilities performance



2023 recreational facilities performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	68	70	70	72	69	68	n/a	n/a	69
State-wide	68▲	69	71	70	69	70	69	70	71
50-64	66	63	67	70	69	67	60	n/a	67
Household user	66	66	70	69	67	65	n/a	n/a	68
Personal user	66	66	71	69	68	65	n/a	n/a	68
Seawinds & Cerberus wards	66	66	69	70	68	62	n/a	n/a	n/a
Interface	66	67	68	67	70	68	66	67	68
Men	65	64	70	69	67	66	65	n/a	68
Mornington Peninsula	65	67	69	68	66	65	64	n/a	66
Women	65	71	68	67	66	64	63	n/a	65
Nepean, Red Hill & Watson wards	65	66	68	64	63	67	n/a	n/a	n/a
Briars ward	65	69	69	69	68	66	n/a	n/a	n/a
18-34	63	68	71	64	64	59	61	n/a	66
35-49	60	65	66	67	58	63	64	n/a	63

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

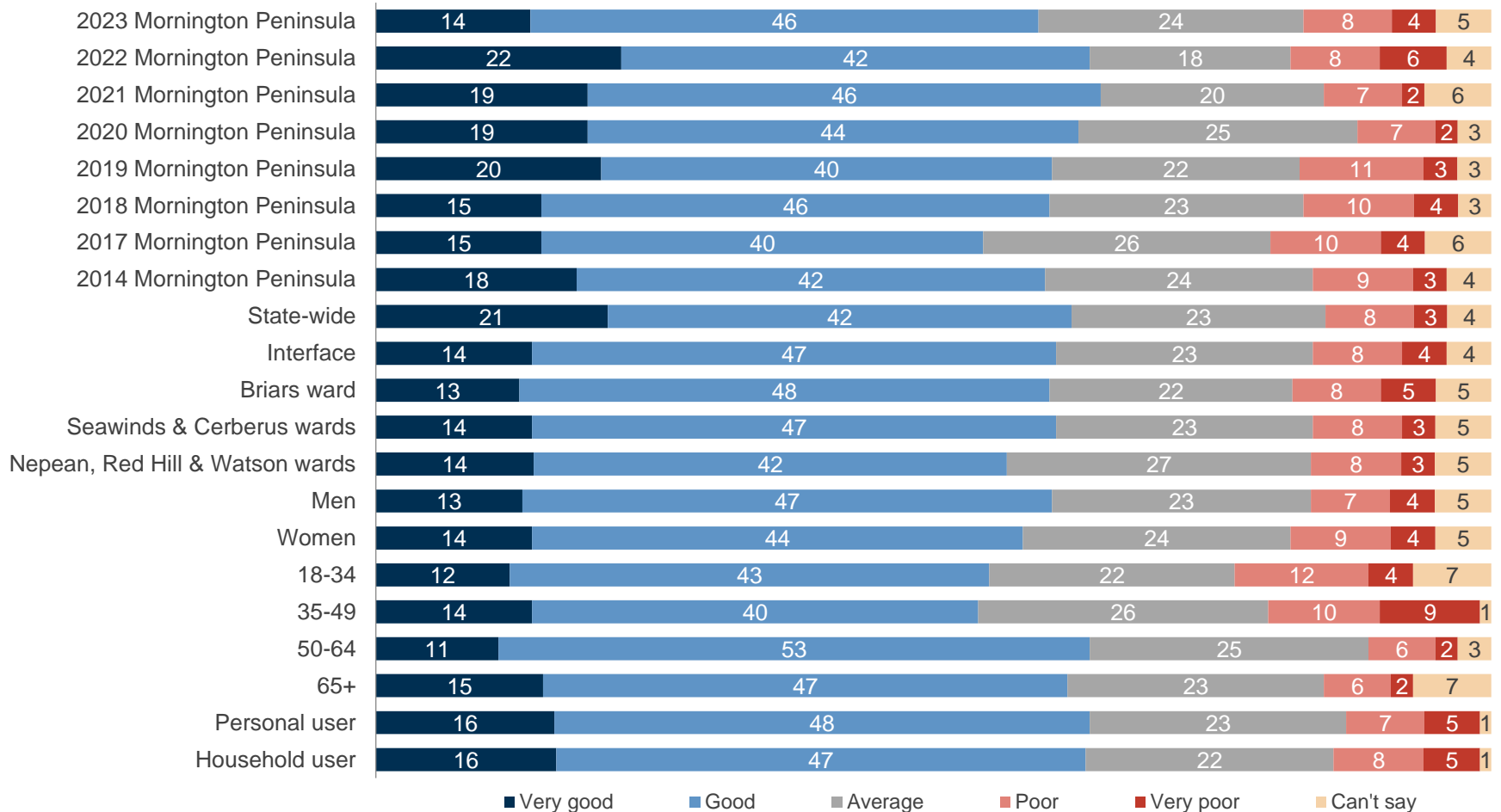
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2023 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



2023 public areas performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	67▲	71	73	72	72	71	71	71	72	72
65+	61	66	69	67	74	66	71	n/a	n/a	68
Nepean, Red Hill & Watson wards	59	63	71	66	70	70	n/a	n/a	n/a	n/a
Men	59	64	68	69	71	68	70	n/a	n/a	68
Seawinds & Cerberus wards	59	65	69	68	69	64	n/a	n/a	n/a	n/a
Mornington Peninsula	59	66	70	68	70	68	69	n/a	n/a	69
Women	58	68	71	68	70	68	68	n/a	n/a	70
Briars ward	58	68	70	70	71	69	n/a	n/a	n/a	n/a
18-34	58	72	74	72	69	66	73	n/a	n/a	73
35-49	57	67	67	66	68	69	69	n/a	n/a	70
50-64	56	55	71	69	69	71	62	n/a	n/a	67
Interface	56▼	62	68	65	69	68	66	66	67	n/a

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

Base: All respondents. Councils asked State-wide: 45 Councils asked group: 3

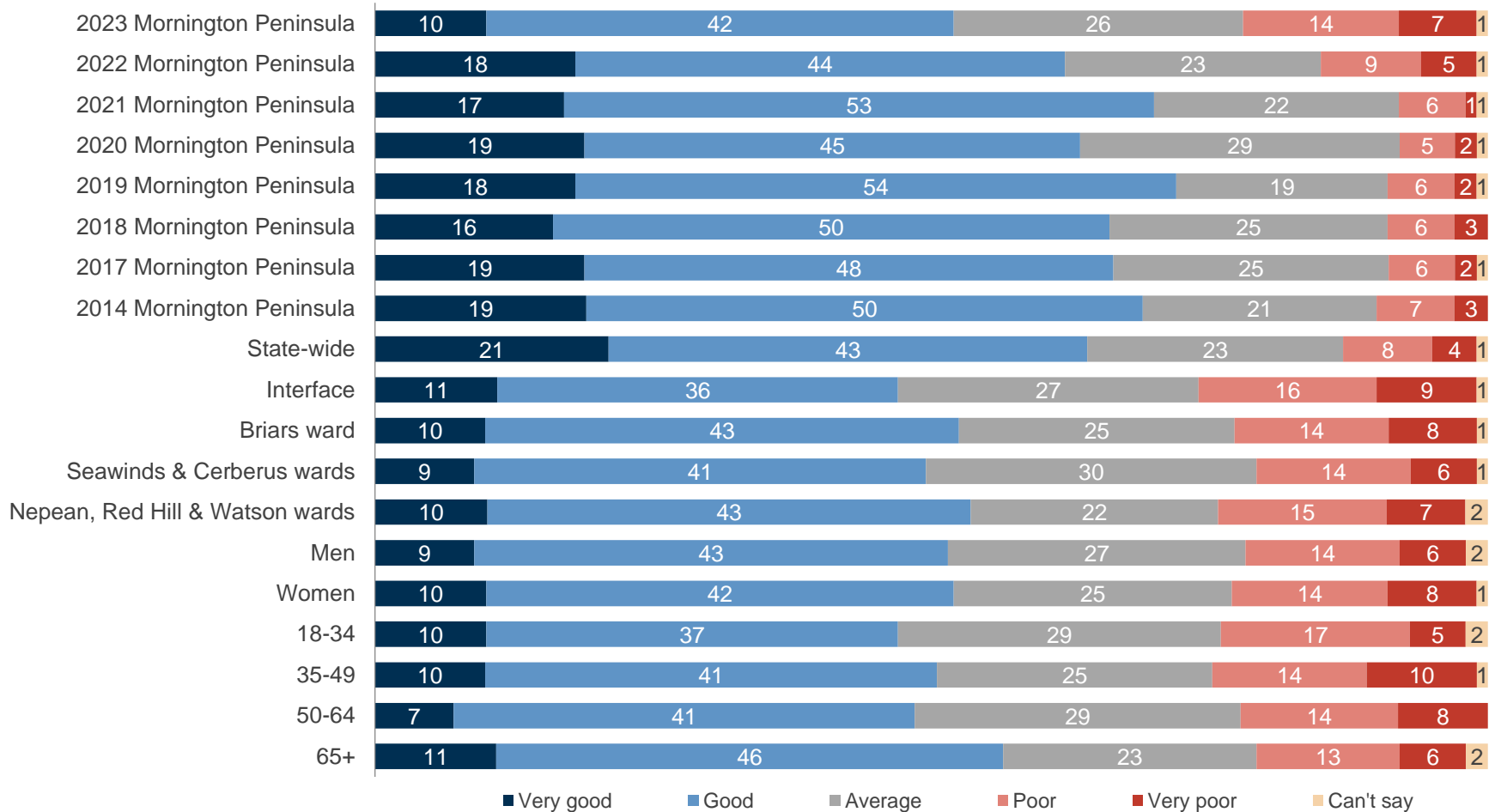
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2023 public areas performance (%)



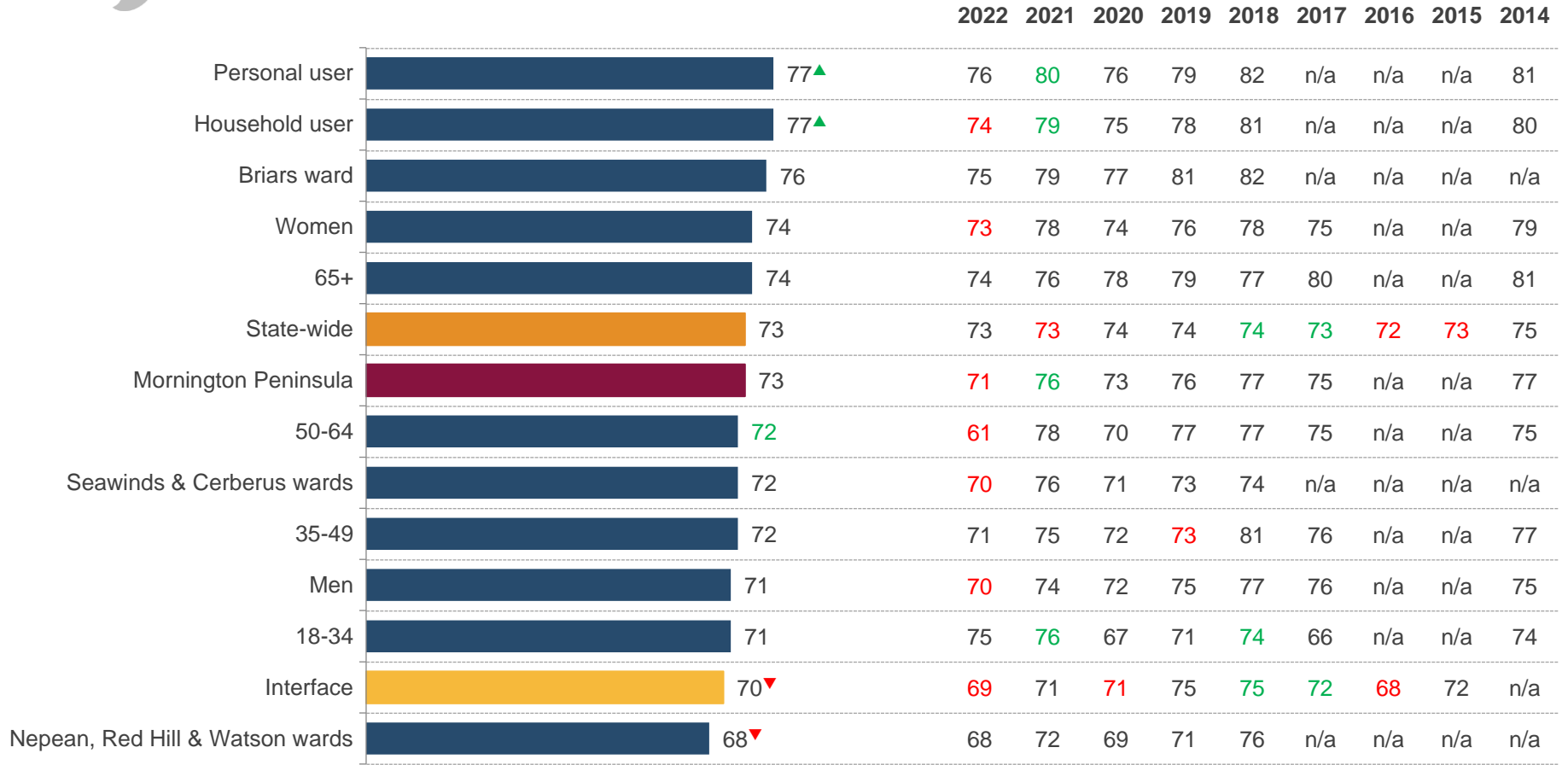
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 45 Councils asked group: 3



Art centres and libraries performance



2023 art centres and libraries performance (index scores)



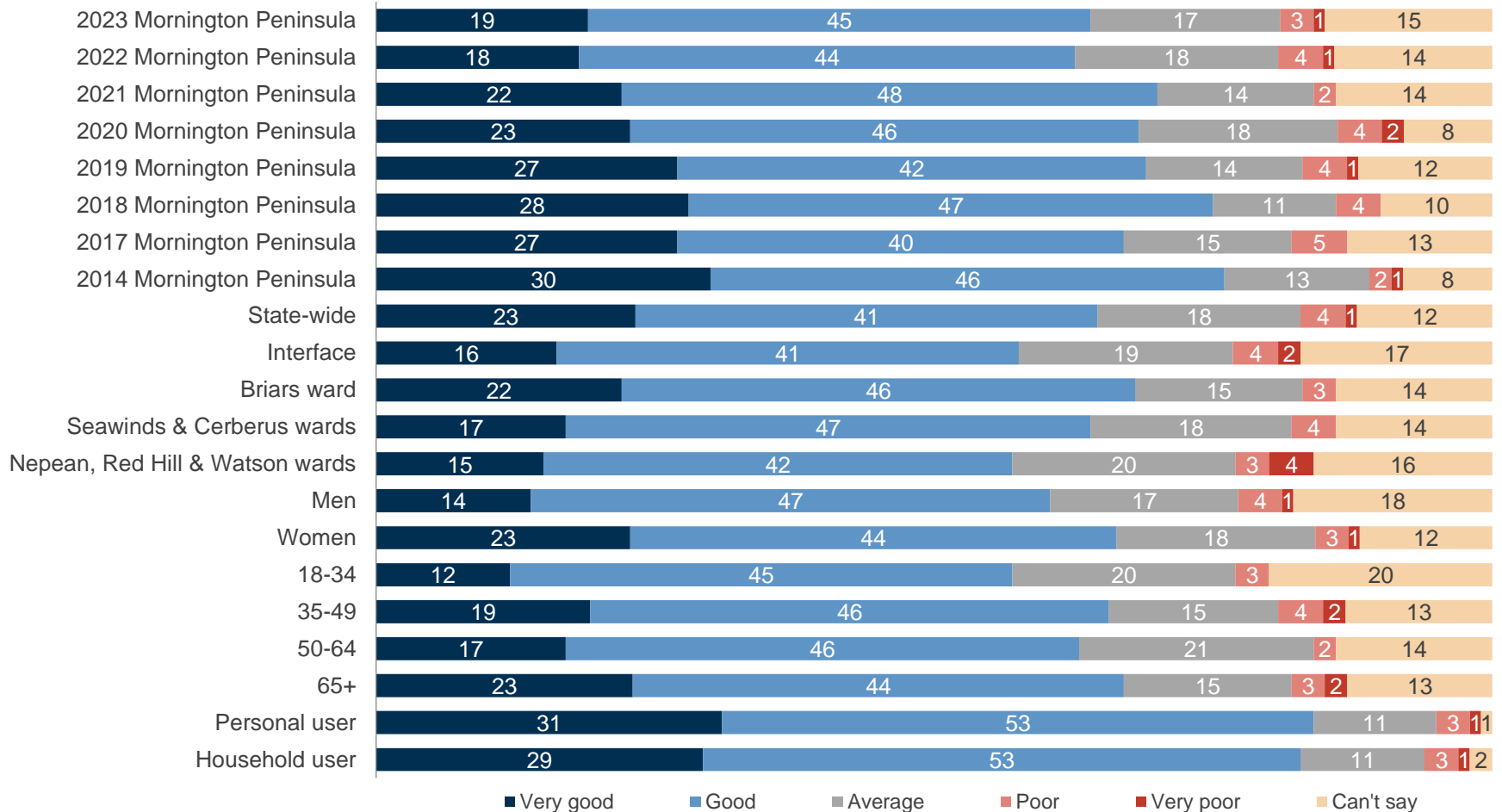
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2023 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: 30 Councils asked group: 3



Community and cultural activities performance



2023 community and cultural activities performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Household user	67	71	70	72	73	n/a	n/a	n/a	73
Personal user	67	70	71	72	74	n/a	n/a	n/a	73
State-wide	66▲	65	68	69	69	69	69	69	70
50-64	65	60	66	72	70	64	n/a	n/a	68
Seawinds & Cerberus wards	64	61	65	71	65	n/a	n/a	n/a	n/a
65+	64	63	69	71	69	70	n/a	n/a	71
Briars ward	64	67	70	71	72	n/a	n/a	n/a	n/a
Women	64	62	66	68	69	68	n/a	n/a	72
Mornington Peninsula	63	63	67	69	69	67	n/a	n/a	70
Men	63	64	67	69	68	64	n/a	n/a	68
35-49	62	60	67	65	71	72	n/a	n/a	71
Interface	62	62	66	68	67	64	63	65	n/a
18-34	61	65	63	64	65	58	n/a	n/a	69
Nepean, Red Hill & Watson wards	61	60	64	63	70	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: 31 Councils asked group: 2

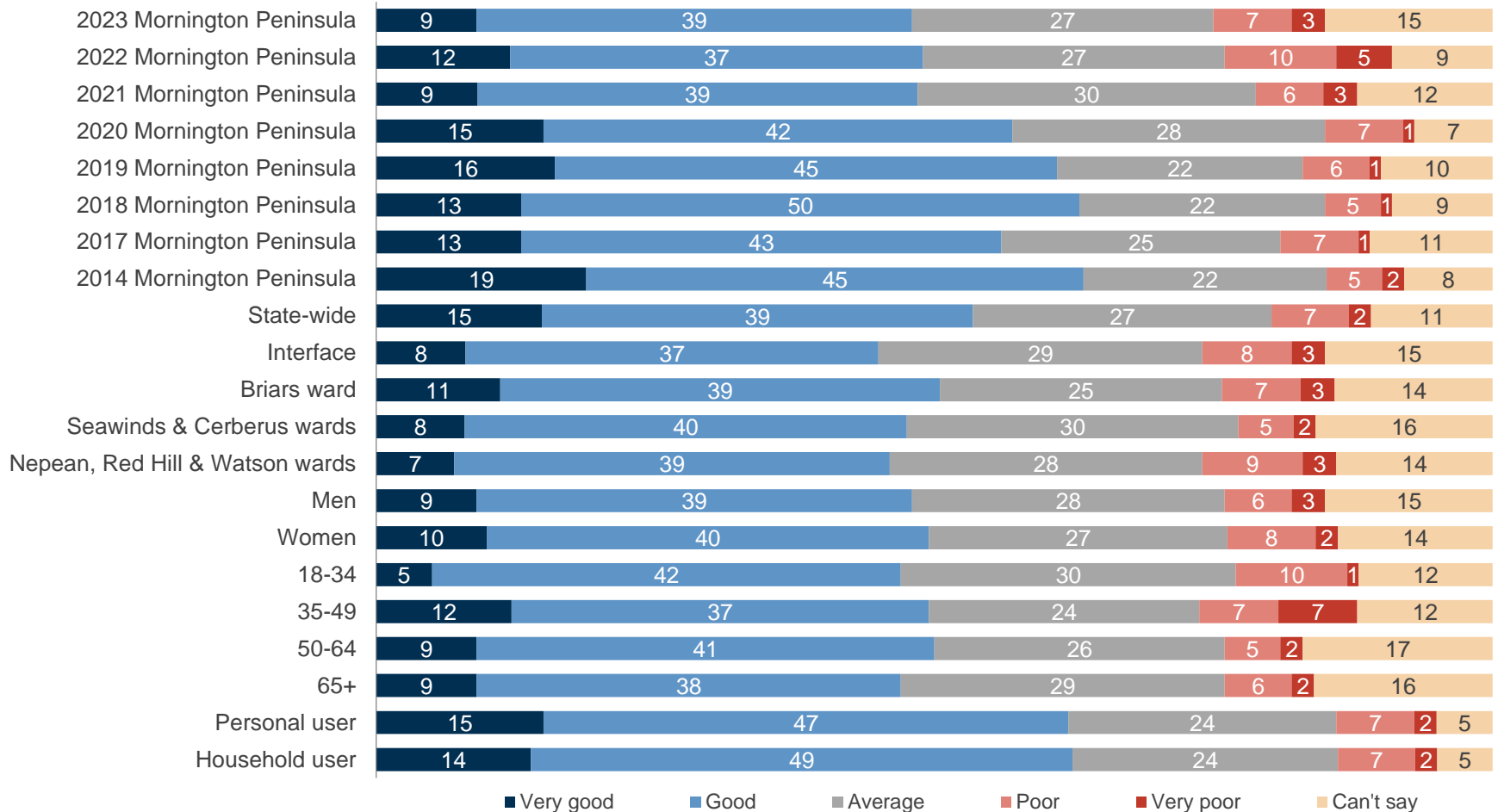
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2023 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: 31 Councils asked group: 2



Waste management performance



2023 waste management performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	69	69	70	69	72	71	75	n/a	n/a	69
Women	67	64	68	61	67	64	69	n/a	n/a	67
Briars ward	67	71	71	65	70	67	n/a	n/a	n/a	n/a
Interface	67	69	71	65	70	68	71	71	73	n/a
18-34	67	67	73	55	69	66	78	n/a	n/a	71
Mornington Peninsula	66	65	70	63	69	66	72	n/a	n/a	67
State-wide	66	68	69	65	68	70	71	70	72	73
Seawinds & Cerberus wards	66	62	69	64	70	63	n/a	n/a	n/a	n/a
Men	65	67	72	66	70	68	74	n/a	n/a	67
Nepean, Red Hill & Watson wards	65	62	70	61	66	68	n/a	n/a	n/a	n/a
35-49	64	60	67	62	64	64	69	n/a	n/a	64
50-64	64	61	69	64	69	59	65	n/a	n/a	64

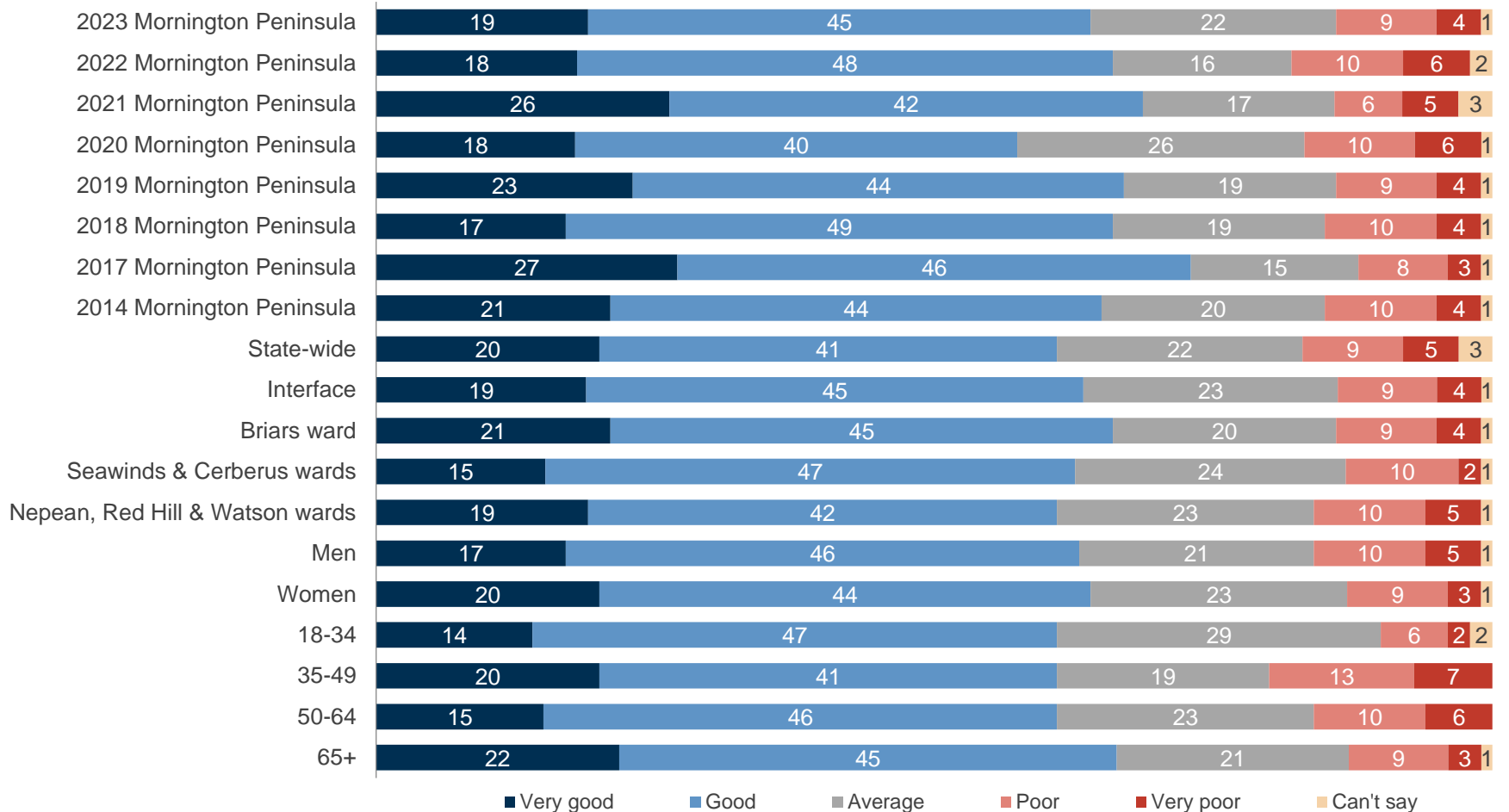
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2023 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 4

Business and community development and tourism performance



2023 business/development/tourism performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	62	57	63	62	64	73	69	n/a	n/a	66
Briars ward	61	64	63	64	67	66	n/a	n/a	n/a	n/a
Men	60	56	59	64	64	66	63	n/a	n/a	63
Seawinds & Cerberus wards	60	56	60	65	63	68	n/a	n/a	n/a	n/a
Mornington Peninsula	60	58	62	63	66	67	66	n/a	n/a	66
Interface	60	58	62	63	66	65	66	n/a	63	n/a
65+	60	59	62	62	68	66	67	n/a	n/a	67
Women	60	60	65	63	67	68	68	n/a	n/a	69
18-34	59	62	66	65	65	67	64	n/a	n/a	69
State-wide	59	60	61	59	61	60	61	60	61	62
50-64	58	54	52	66	63	60	62	n/a	n/a	62
Nepean, Red Hill & Watson wards	58	54	62	60	66	67	n/a	n/a	n/a	n/a

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

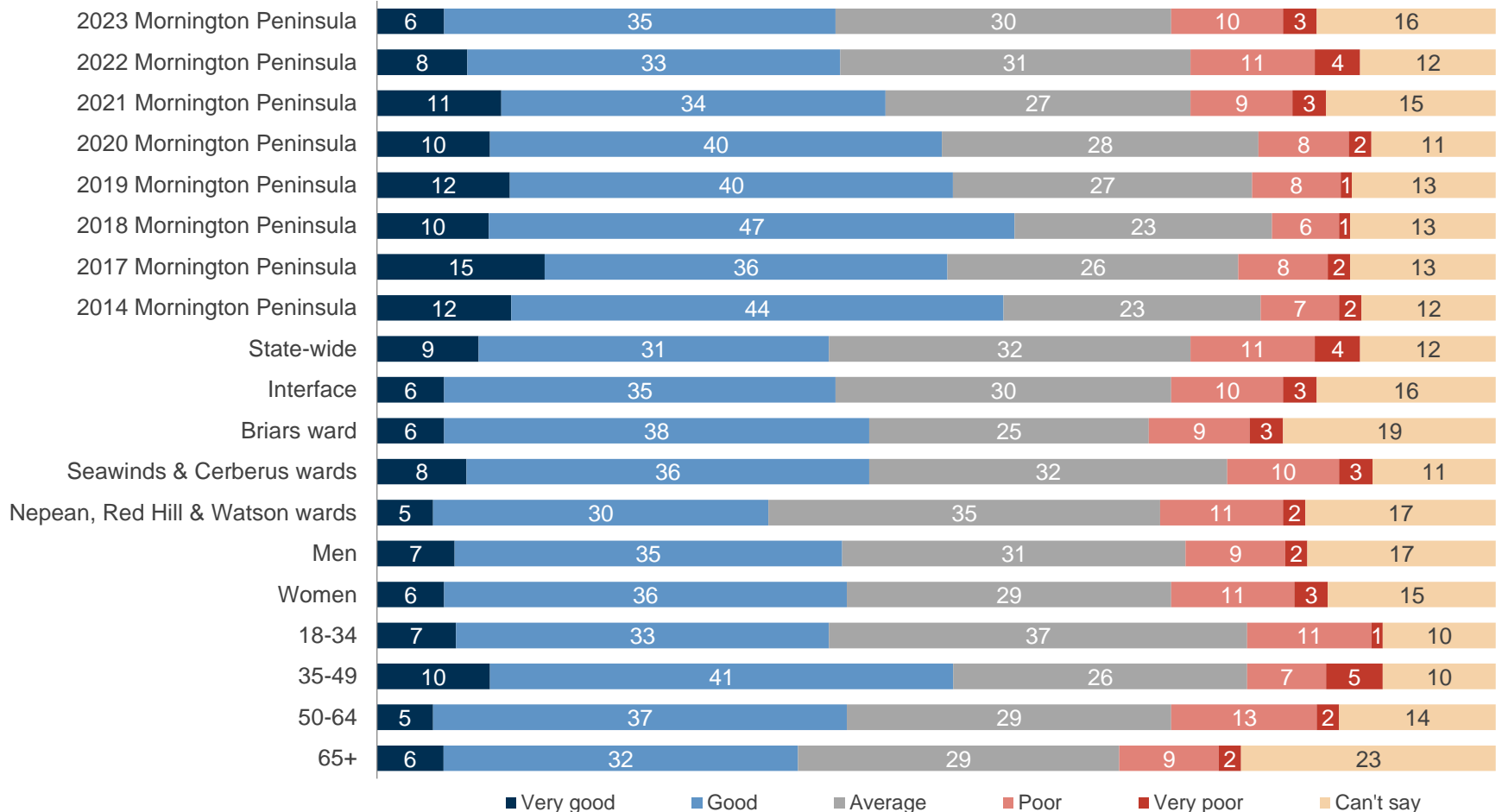
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 1

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

Business and community development and tourism performance



2023 business/development/tourism performance (%)



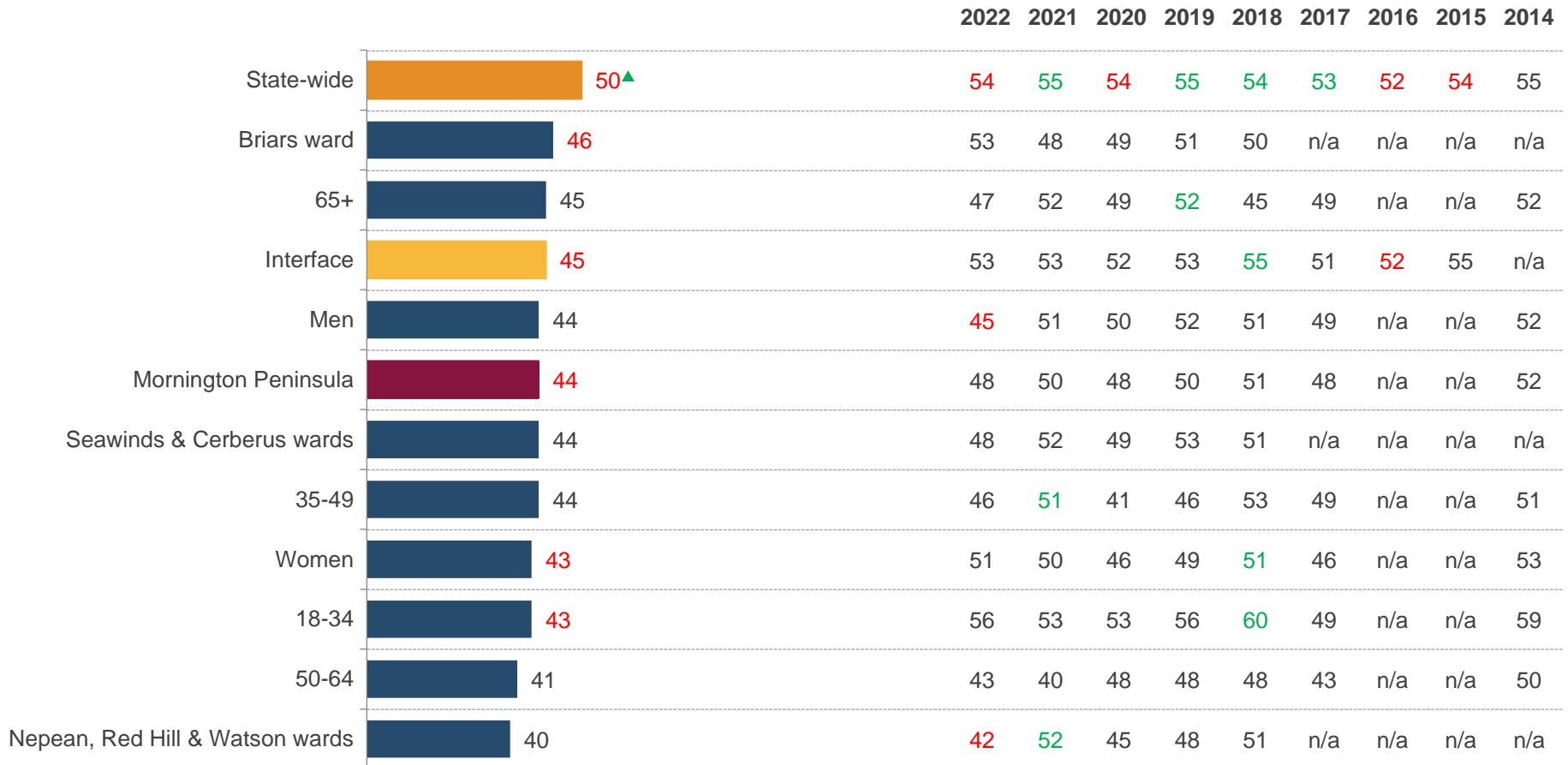
Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 1



Council's general town planning policy performance



2023 town planning performance (index scores)



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

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 2

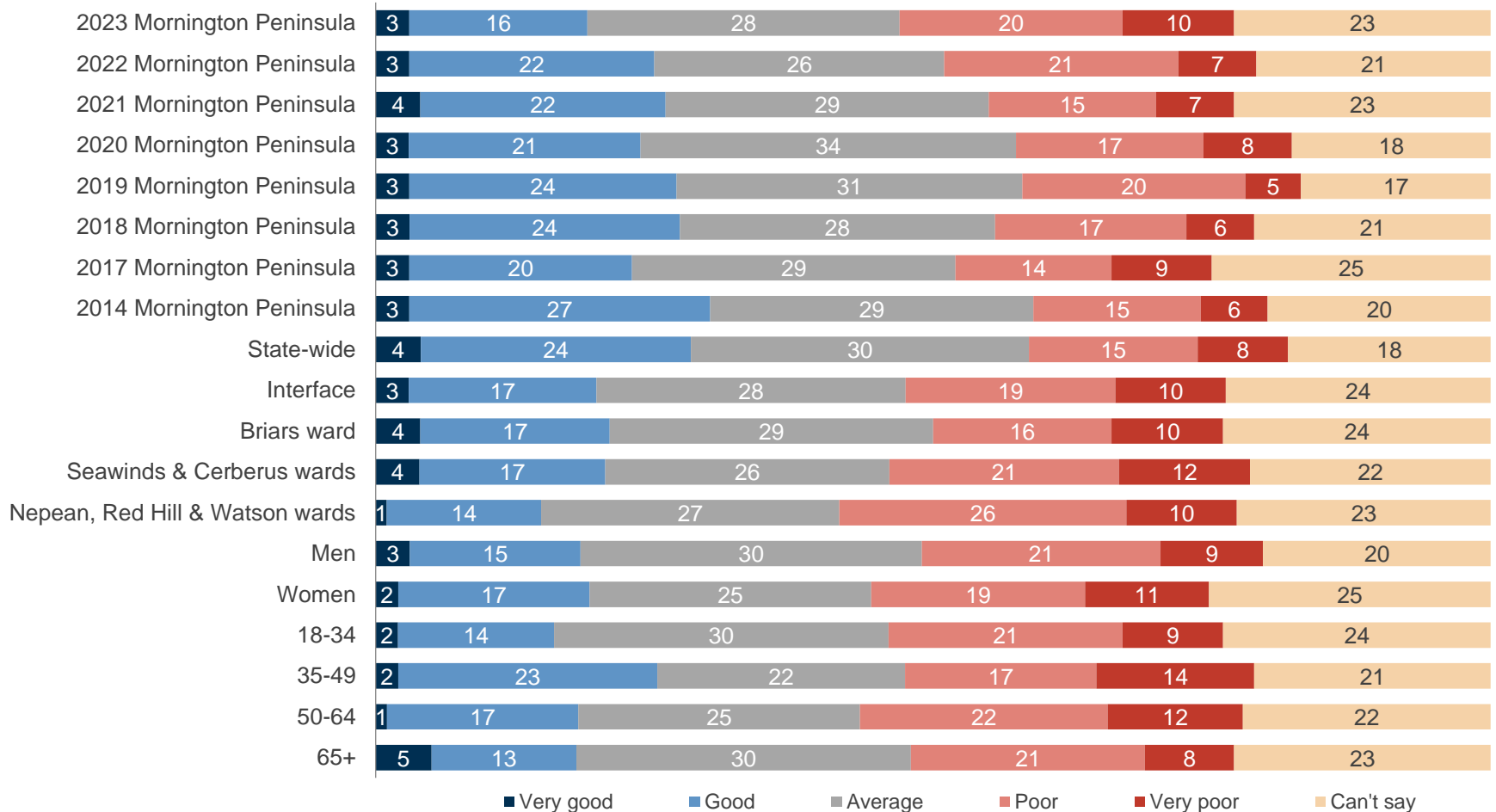
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2023 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: 24 Councils asked group: 2



Planning and building permits performance



2023 planning and building permits performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	47▲	50	51	51	52	52	51	50	54	53
35-49	40	38	47	40	41	50	n/a	n/a	n/a	50
18-34	40	44	50	48	51	53	n/a	n/a	n/a	52
Seawinds & Cerberus wards	39	41	48	45	47	47	n/a	n/a	n/a	n/a
Women	39	44	46	41	45	45	n/a	n/a	n/a	48
65+	39	43	43	42	46	41	n/a	n/a	n/a	45
Briars ward	38	46	42	40	45	43	n/a	n/a	n/a	n/a
Mornington Peninsula	38	41	45	43	45	46	n/a	n/a	n/a	48
Interface	38	50	52	51	55	54	46	46	49	n/a
Men	38	38	44	46	46	47	n/a	n/a	n/a	47
Nepean, Red Hill & Watson wards	37	36	46	46	45	48	n/a	n/a	n/a	n/a
50-64	34	38	39	44	42	42	n/a	n/a	n/a	43
Household user	29▼	29	34	35	34	42	n/a	n/a	n/a	40
Personal user	29▼	30	32	37	35	42	n/a	n/a	n/a	38

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

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

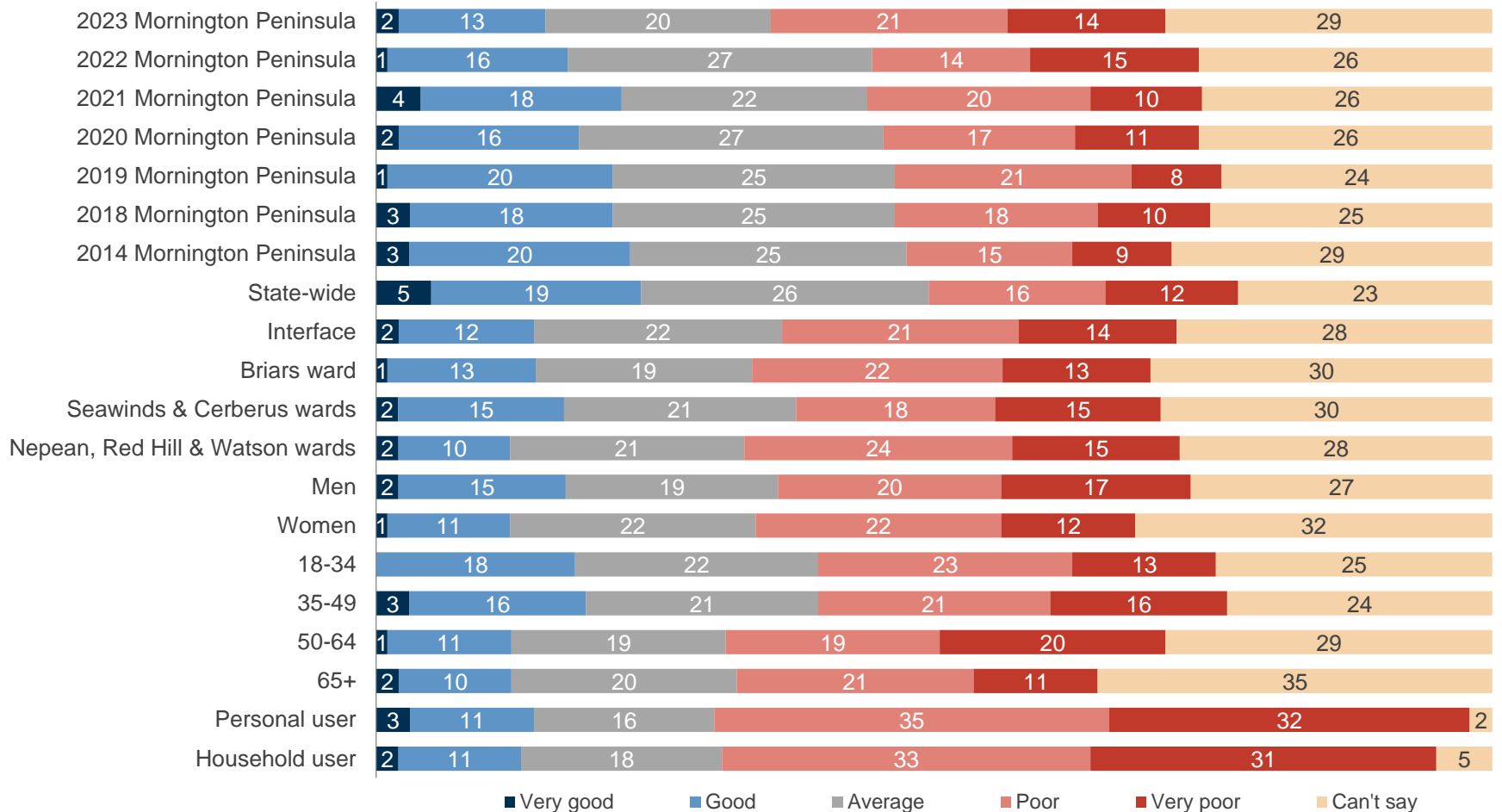
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2023 planning and building permits performance (%)



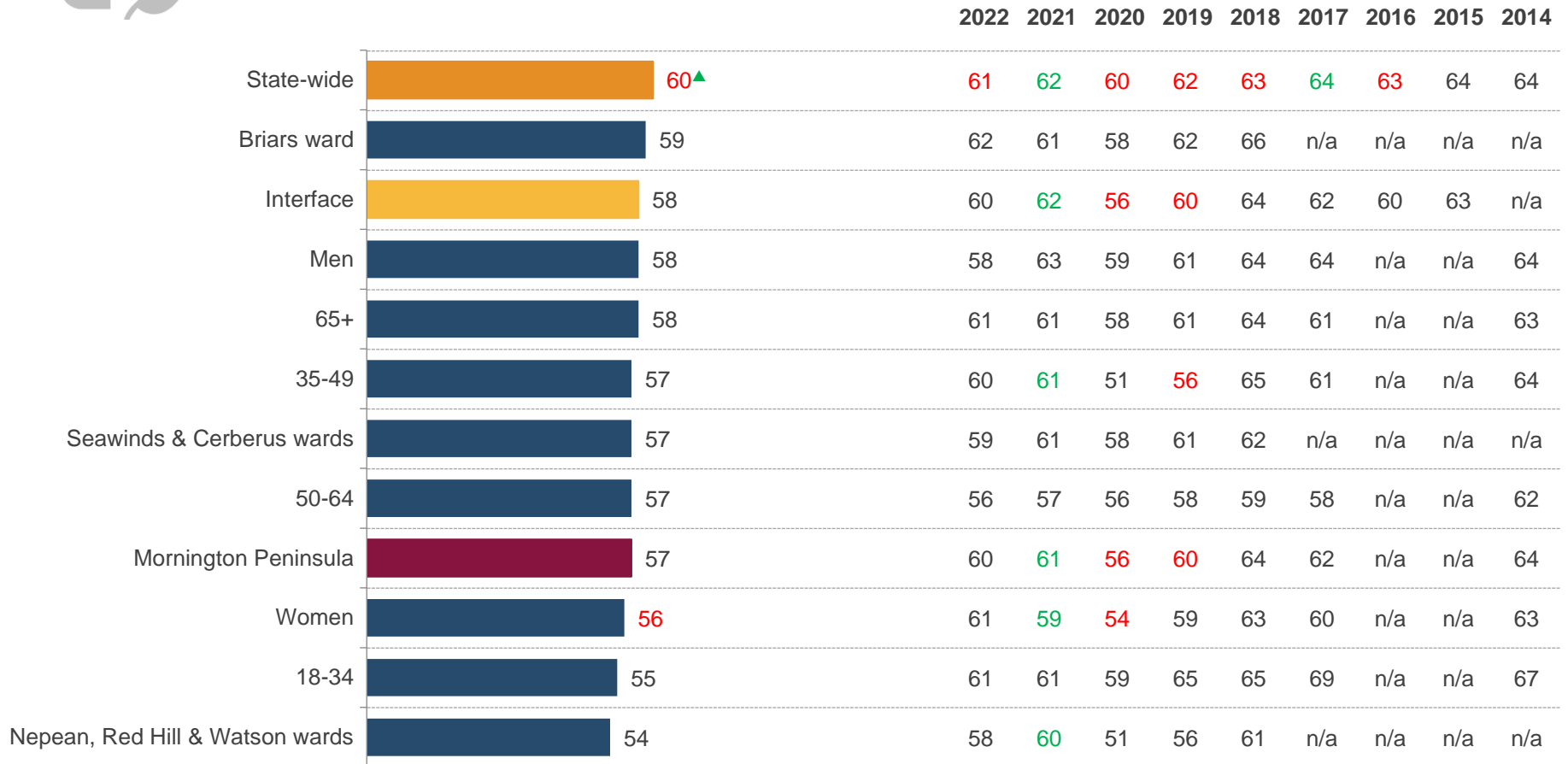
Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 2



Environmental sustainability performance



2023 environmental sustainability performance (index scores)



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

Base: All respondents. Councils asked State-wide: 39 Councils asked group: 2

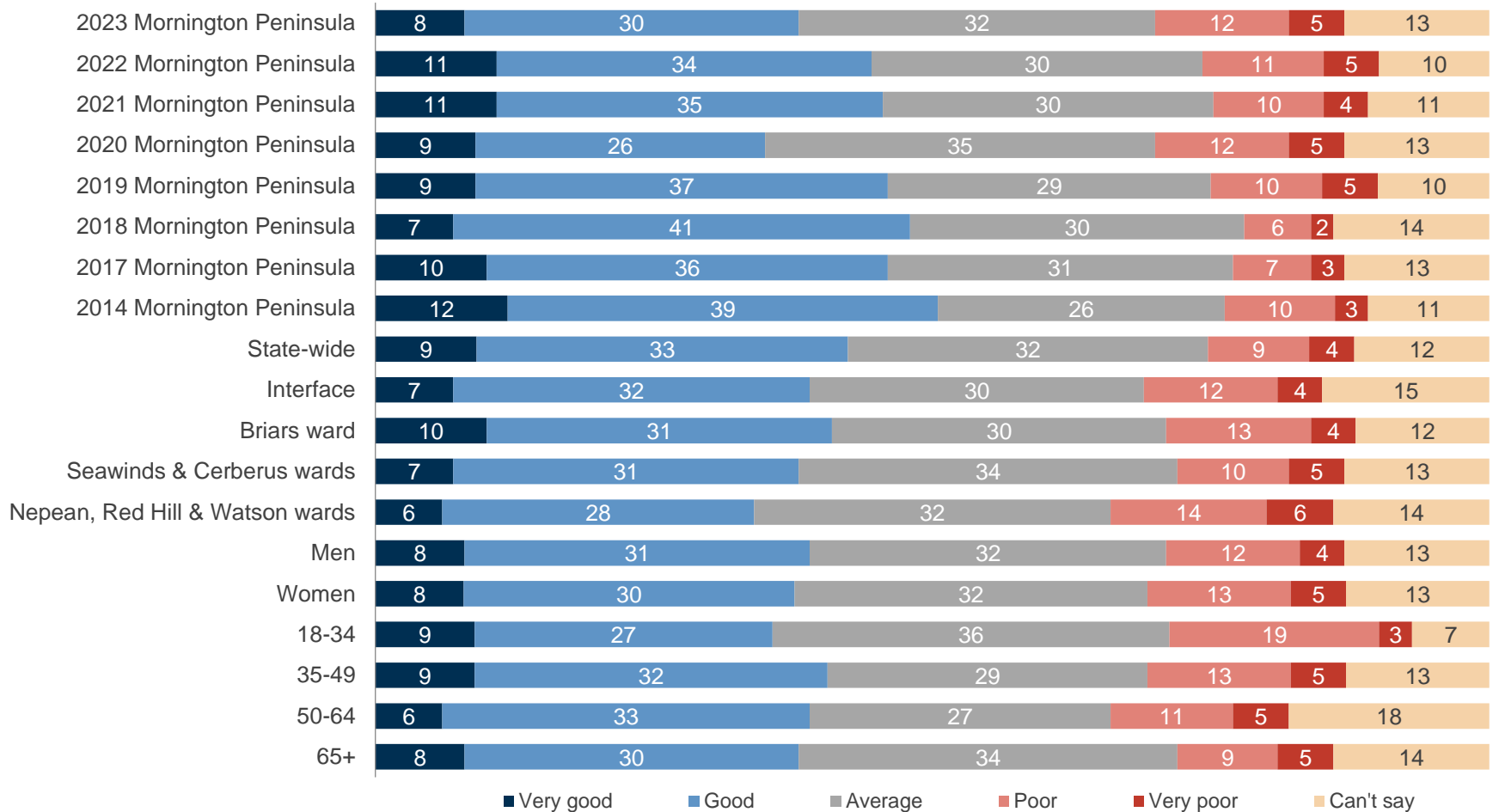
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2023 environmental sustainability performance (%)



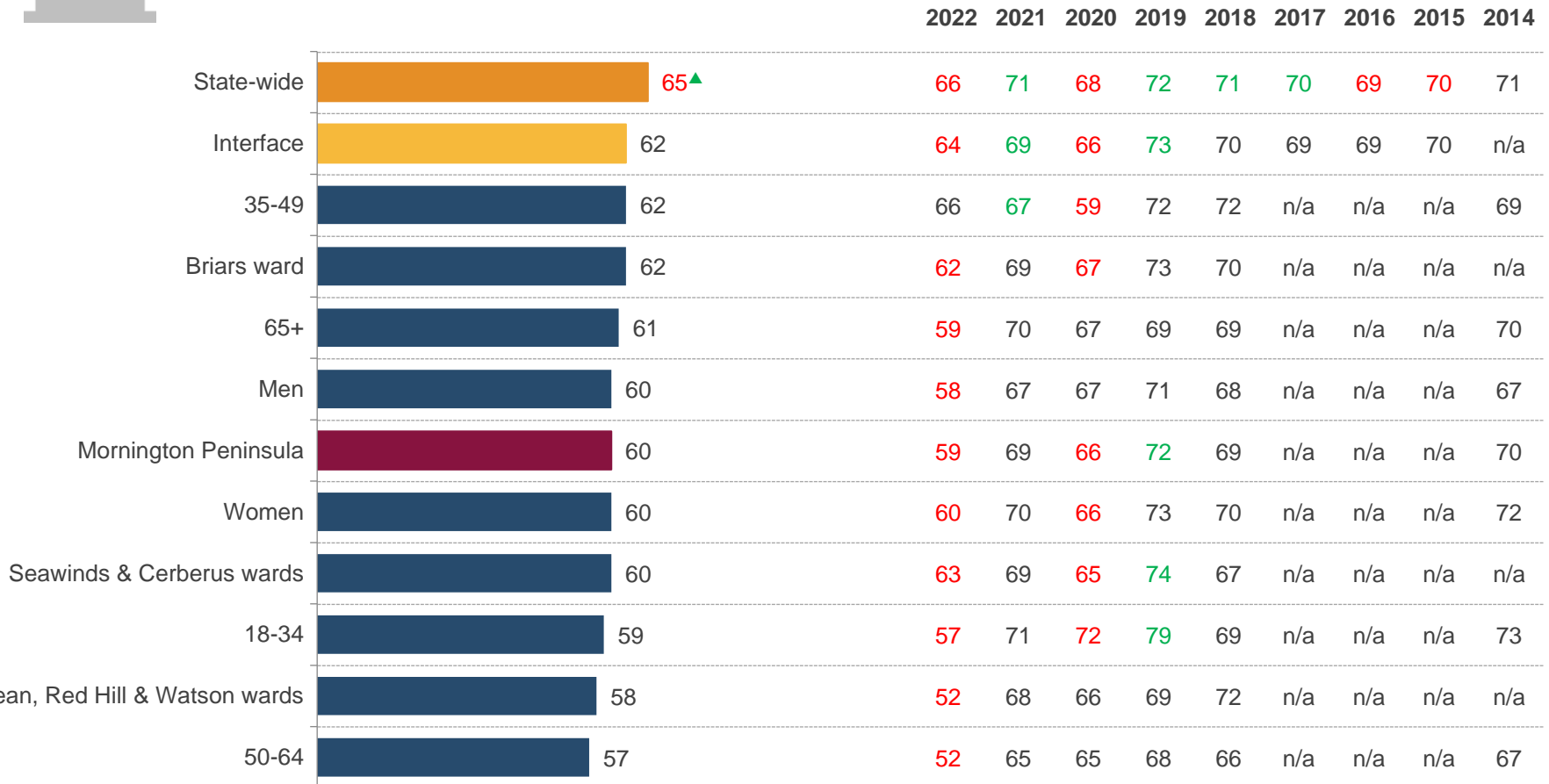
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 39 Councils asked group: 2



Emergency and disaster management performance



2023 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: 29 Councils asked group: 3

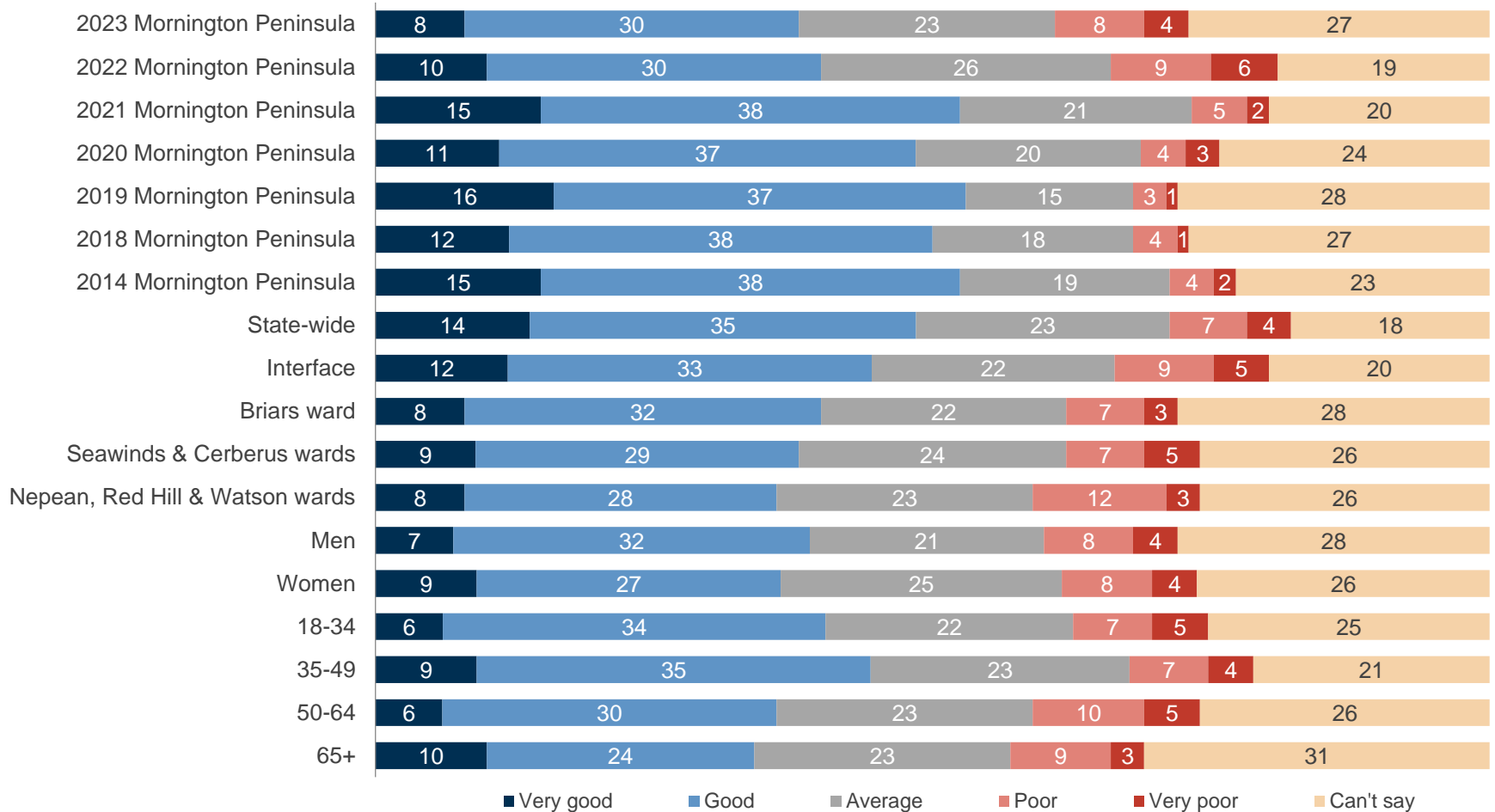
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2023 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: 29 Councils asked group: 3



Planning for population growth in the area performance



2023 population growth performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	48▲	52	53	51	52	52	51	54	54
Briars ward	44	49	45	48	47	43	n/a	n/a	n/a
35-49	44	48	41	40	41	51	51	n/a	n/a
50-64	44	45	44	46	46	48	45	n/a	n/a
Interface	43	47	47	46	48	49	50	55	57
65+	43	48	50	50	46	44	47	n/a	n/a
Women	43	50	47	46	43	48	48	n/a	n/a
Mornington Peninsula	43	47	47	47	46	47	48	n/a	n/a
Nepean, Red Hill & Watson wards	42	46	48	45	41	50	n/a	n/a	n/a
Men	42	43	47	49	48	45	47	n/a	n/a
Seawinds & Cerberus wards	40	44	48	49	49	48	n/a	n/a	n/a
18-34	39	44	50	53	50	45	48	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: 20 Councils asked group: 2

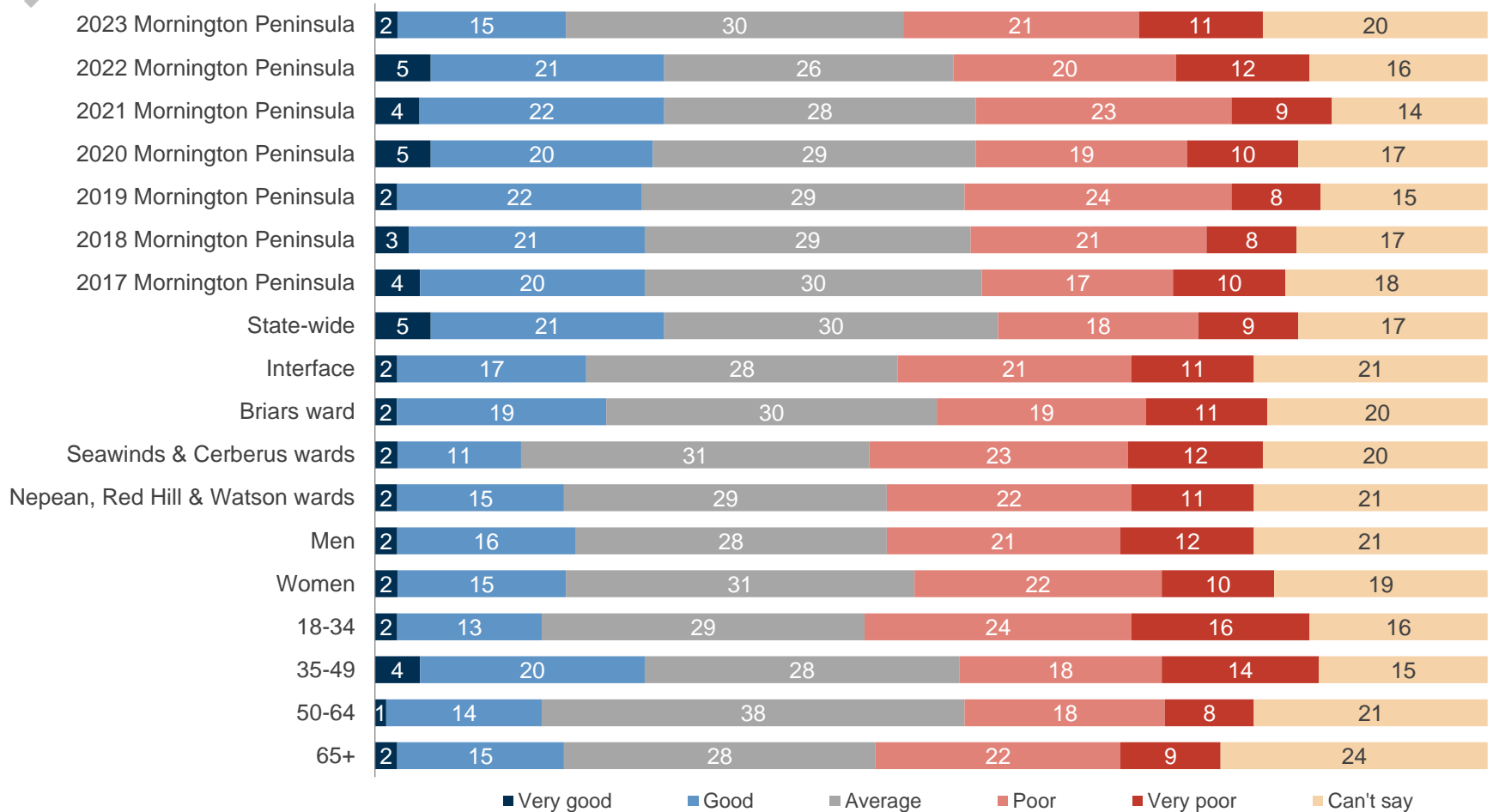
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2023 population growth performance (%)



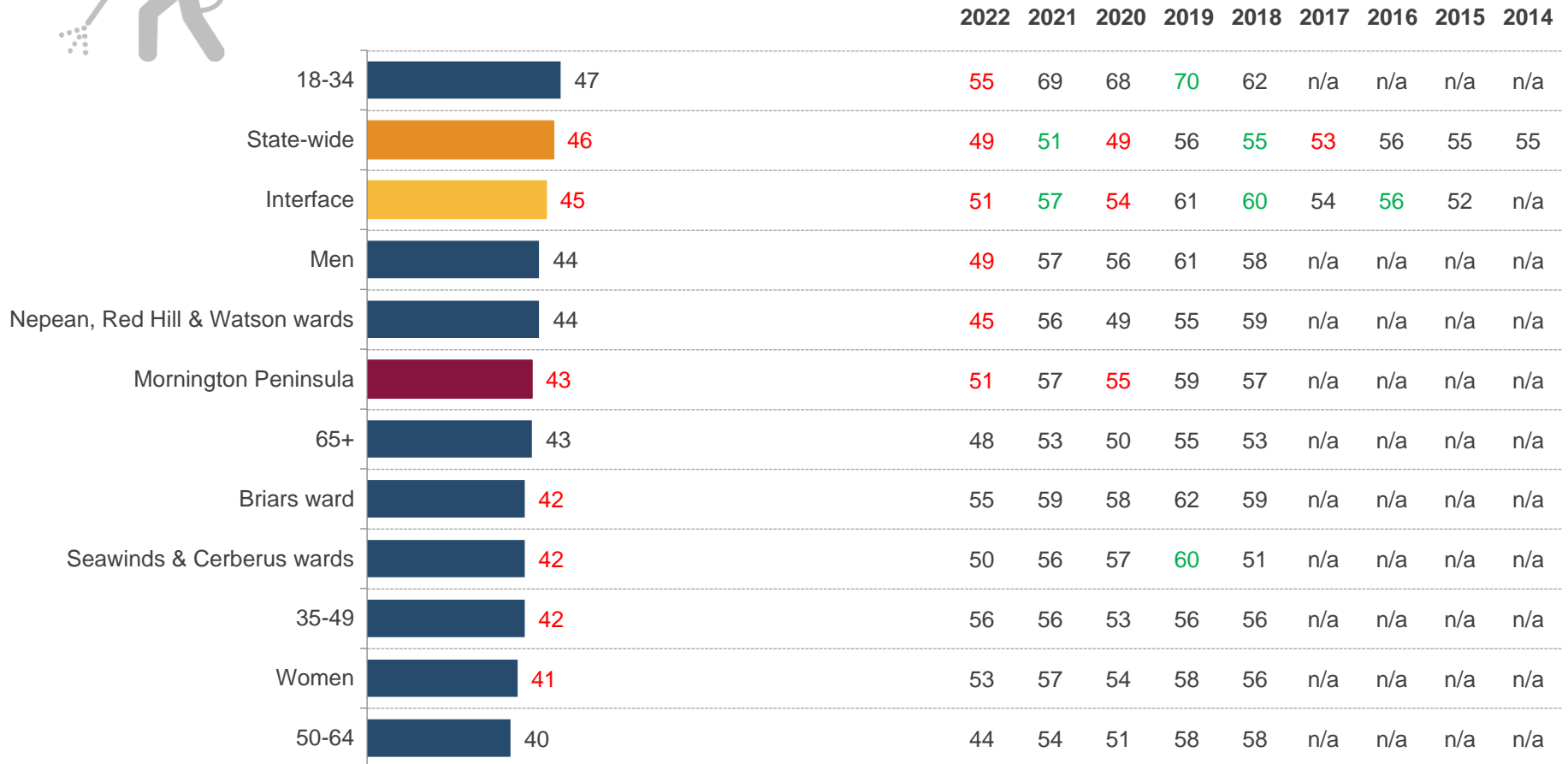
Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 20 Councils asked group: 2



Roadside slashing and weed control performance



2023 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

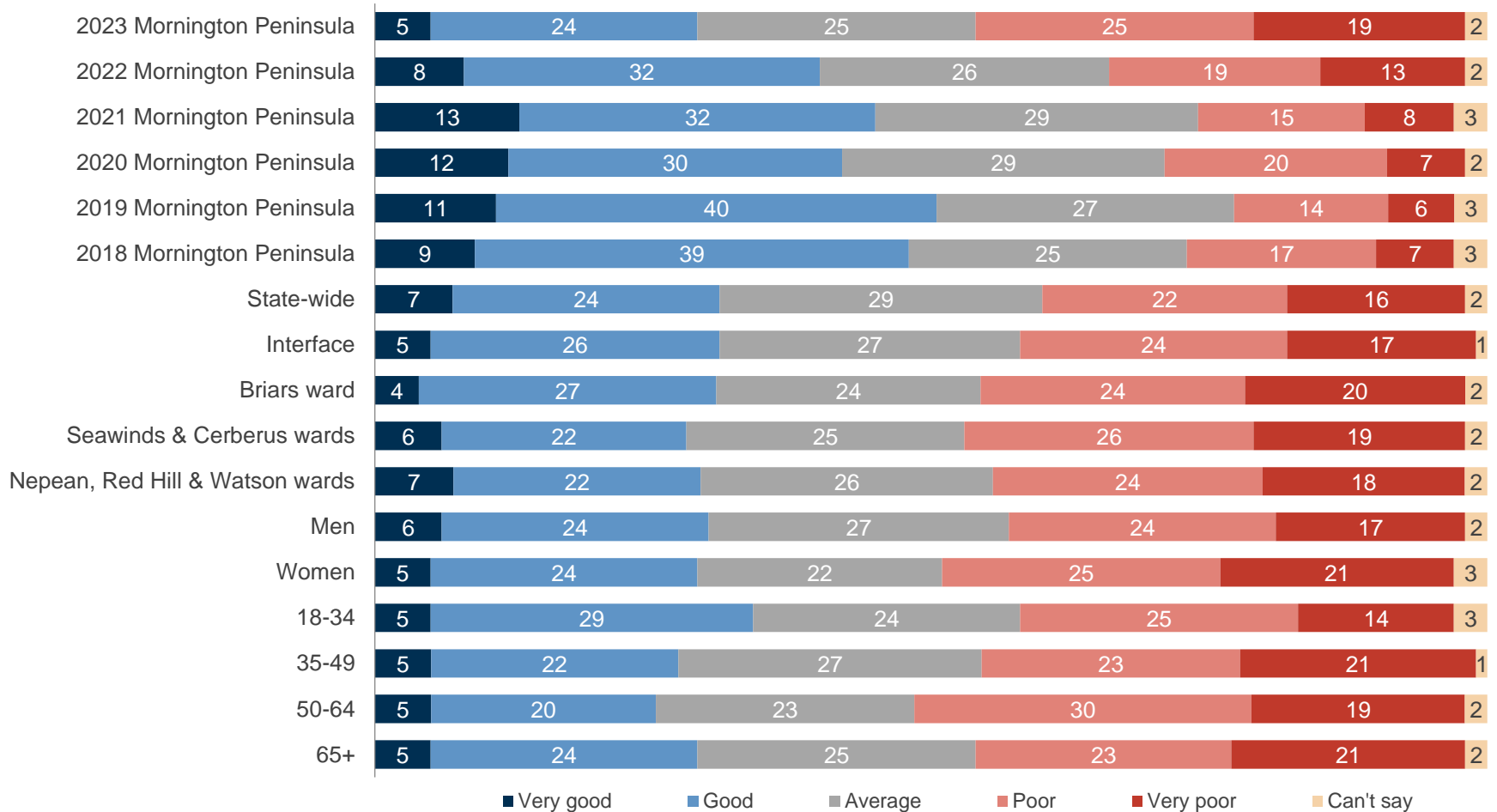
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control performance



2023 roadside slashing and weed control performance (%)



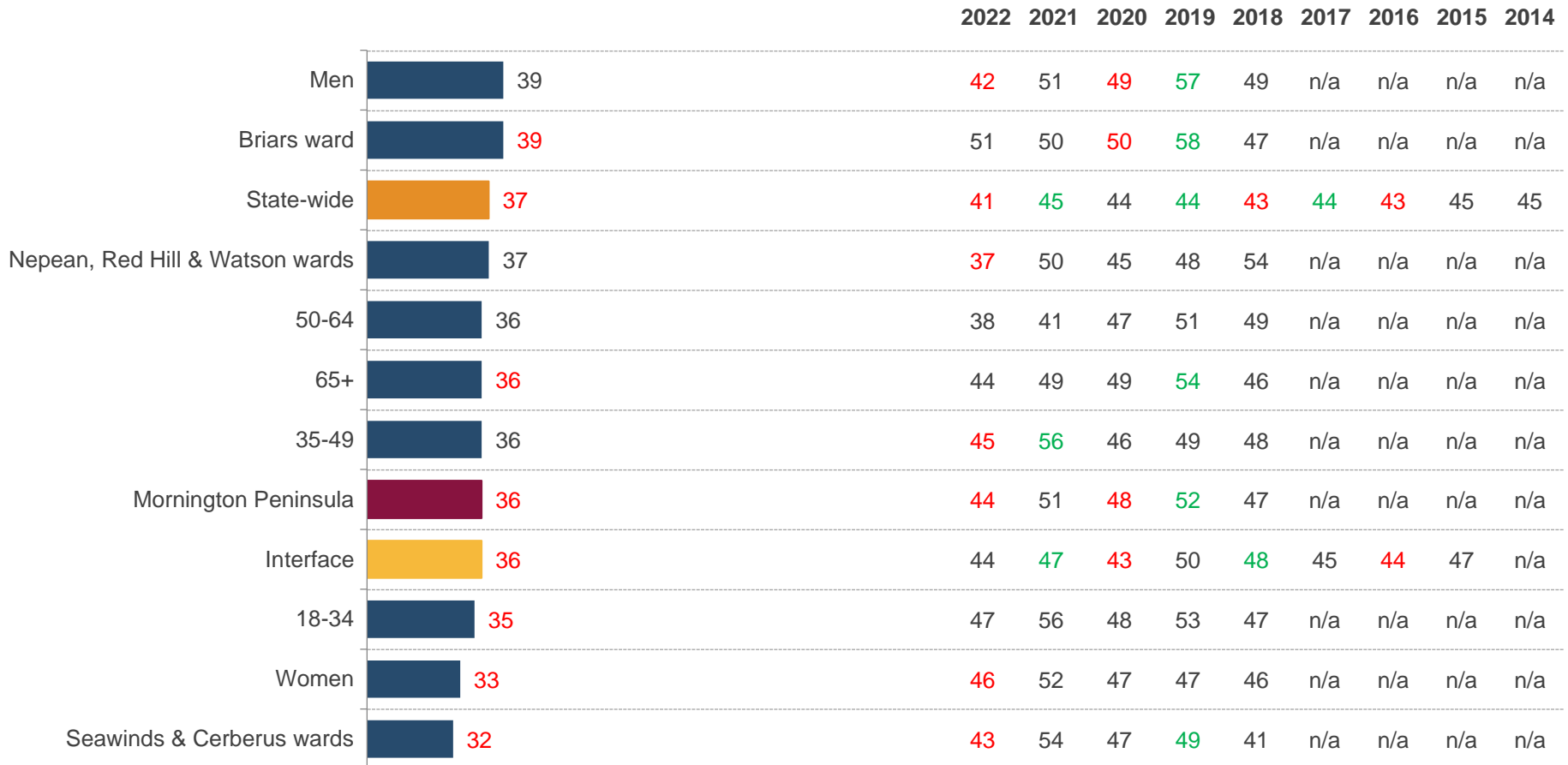
Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 2



Maintenance of unsealed roads in your area performance



2023 unsealed roads performance (index scores)



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: 25 Councils asked group: 2

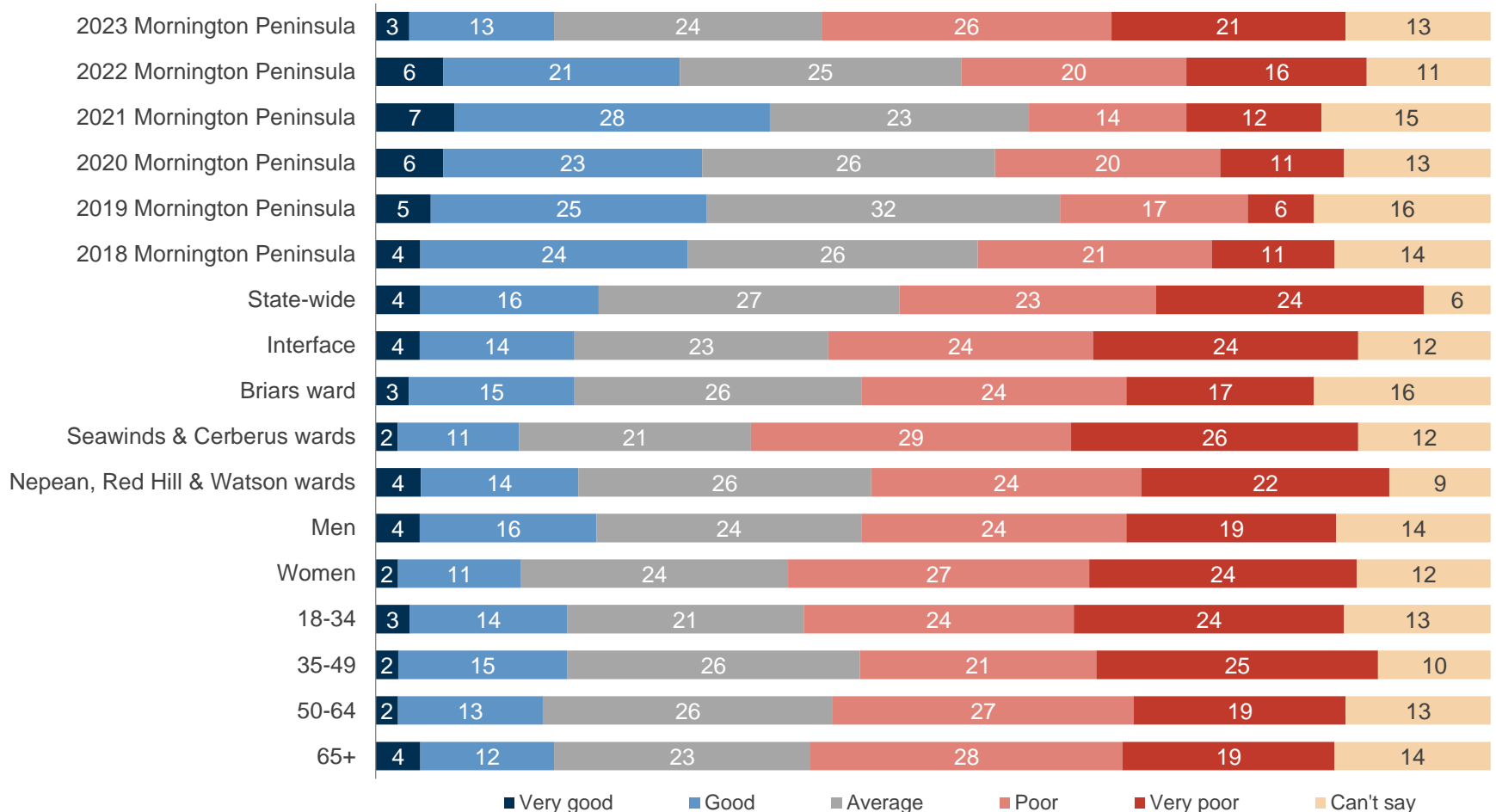
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2023 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: 25 Councils asked group: 2



Business and community development performance



2023 business/community development performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Briars ward	58	59	60	62	63	n/a	n/a	n/a	n/a
State-wide	57	58	60	59	61	60	60	60	62
Interface	56	58	61	60	64	63	59	58	63
50-64	56	49	51	55	59	56	n/a	n/a	57
35-49	56	53	59	56	57	61	n/a	n/a	62
Women	56	59	63	60	60	61	n/a	n/a	63
65+	56	58	59	58	62	59	n/a	n/a	62
Mornington Peninsula	55	55	60	59	61	60	n/a	n/a	62
Men	55	51	58	58	62	60	n/a	n/a	60
Seawinds & Cerberus wards	55	55	61	57	58	57	n/a	n/a	n/a
18-34	54	57	68	67	64	64	n/a	n/a	66
Nepean, Red Hill & Watson wards	53	51	60	58	61	61	n/a	n/a	n/a

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

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

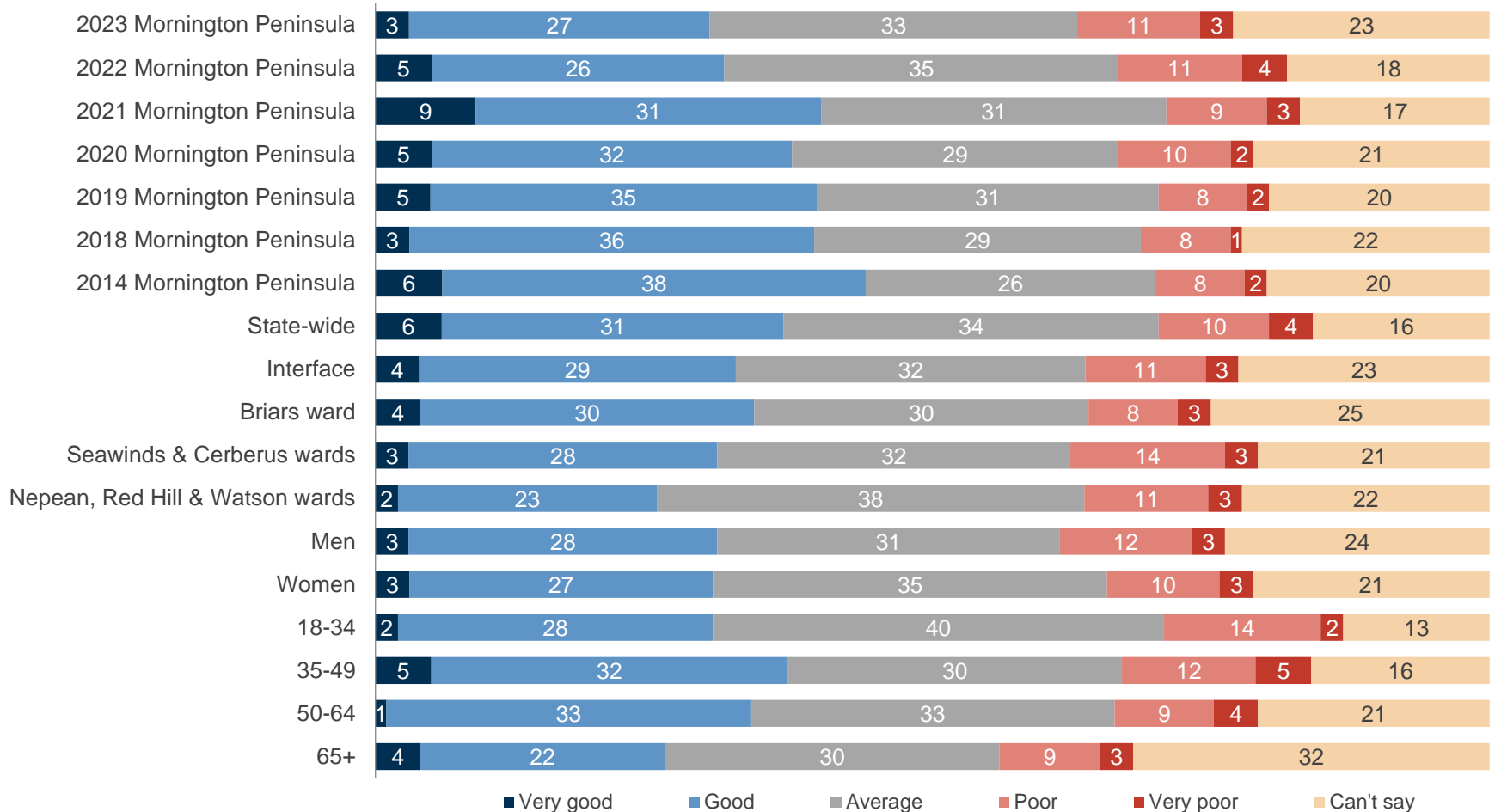
Note: Please see Appendix A for explanation of significant differences.



Business and community development performance



2023 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: 14 Councils asked group: 2



Tourism development performance



2023 tourism development performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Briars ward	63	65	62	66	65	67	n/a	n/a	n/a
35-49	62	59	62	64	61	70	n/a	n/a	68
Seawinds & Cerberus wards	61	57	63	64	62	67	n/a	n/a	n/a
Men	61	57	63	64	63	65	n/a	n/a	65
State-wide	61	60	62	62	63	63	63	63	64
Mornington Peninsula	61	60	63	65	64	67	n/a	n/a	69
50-64	61	56	55	65	64	63	n/a	n/a	66
Women	60	63	63	67	65	68	n/a	n/a	72
18-34	60	58	66	68	63	66	n/a	n/a	73
Interface	60	56	59	59	58	61	56	56	53
65+	60	65	65	65	67	66	n/a	n/a	68
Nepean, Red Hill & Watson wards	57	59	65	66	66	65	n/a	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

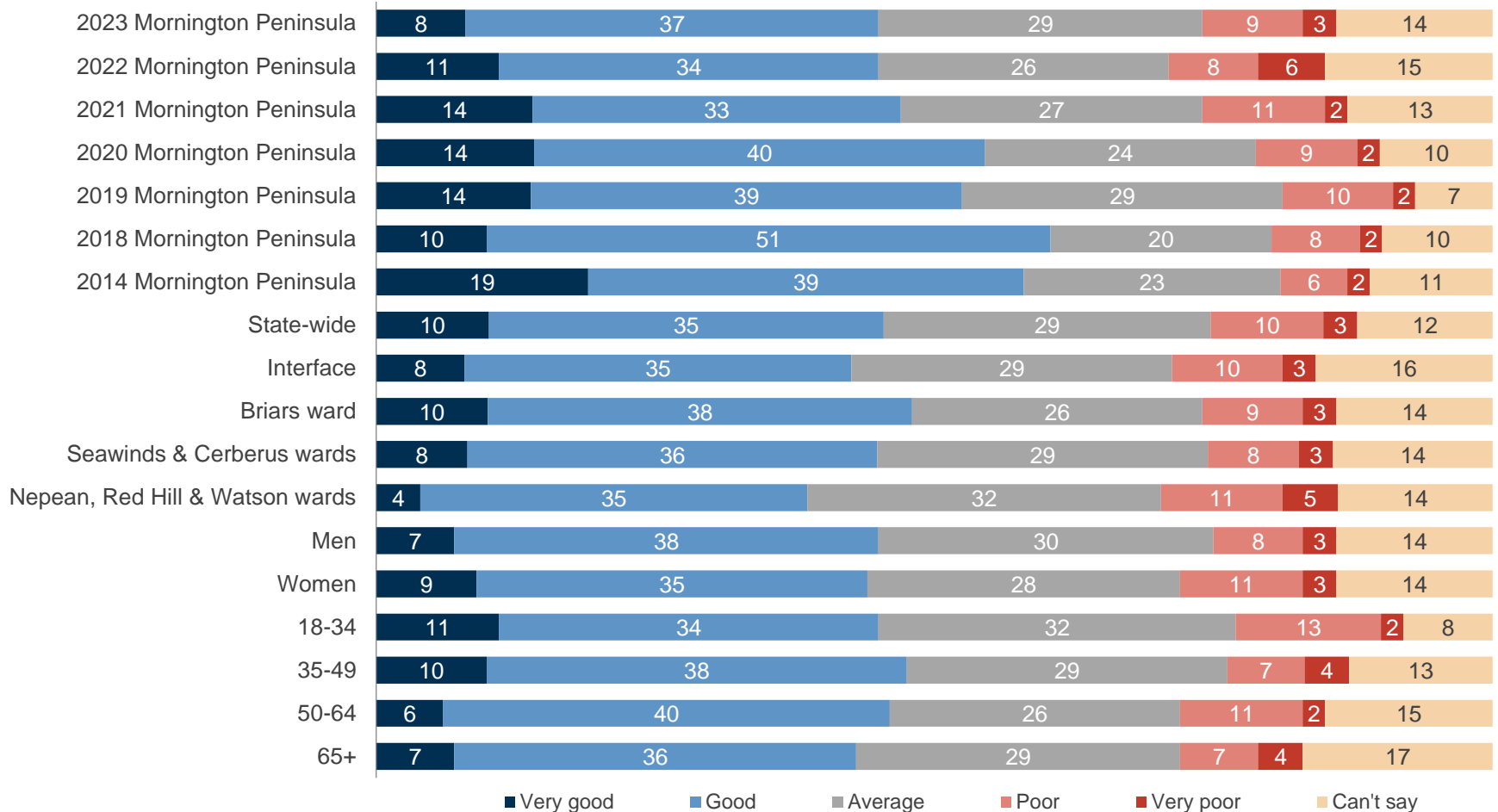
Note: Please see Appendix A for explanation of significant differences.



Tourism development performance



2023 tourism development performance (%)



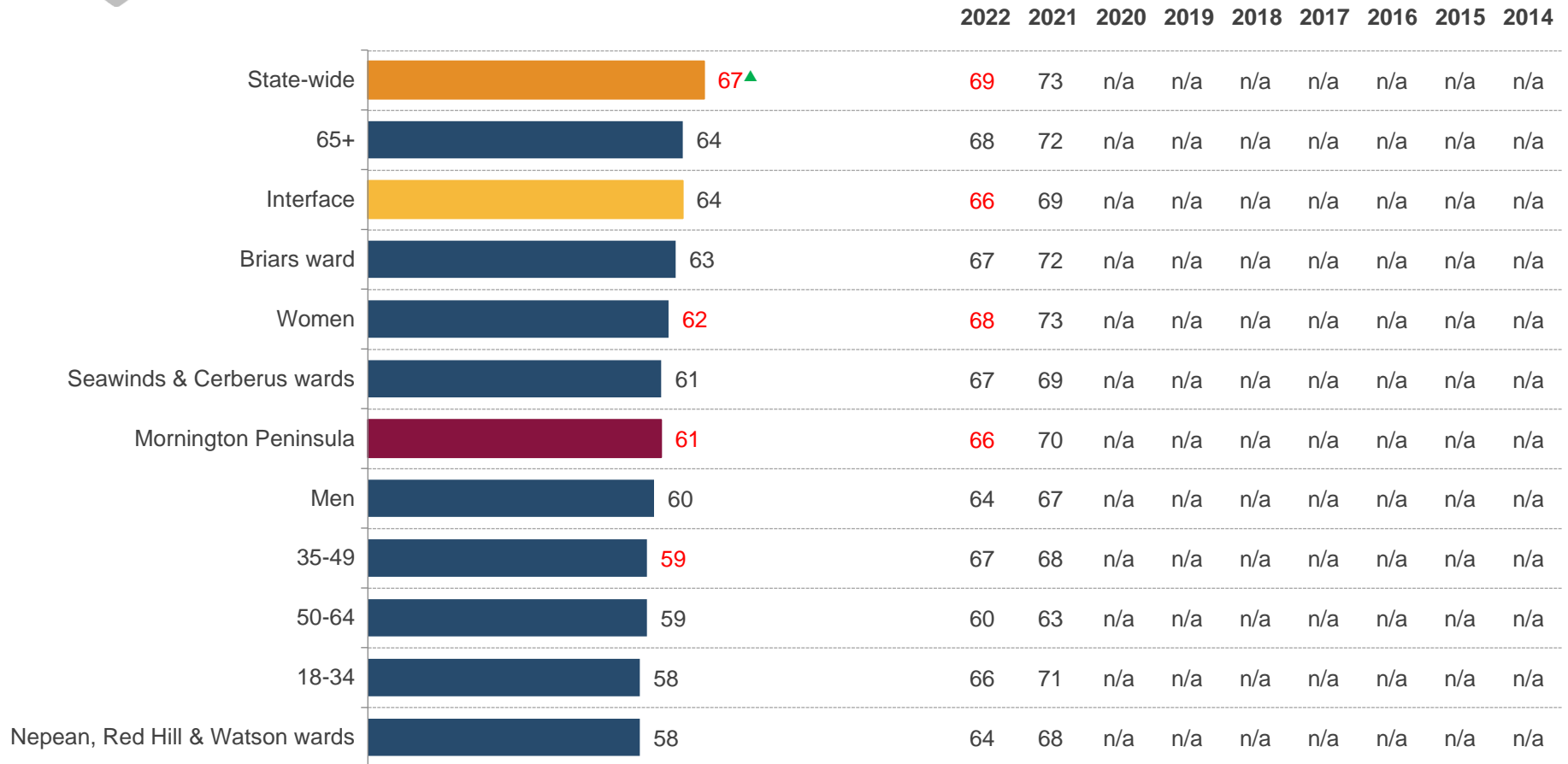
Q2. How has Council performed on 'Tourism development' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 2



COVID-19 response performance



2023 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: 20 Councils asked group: 2

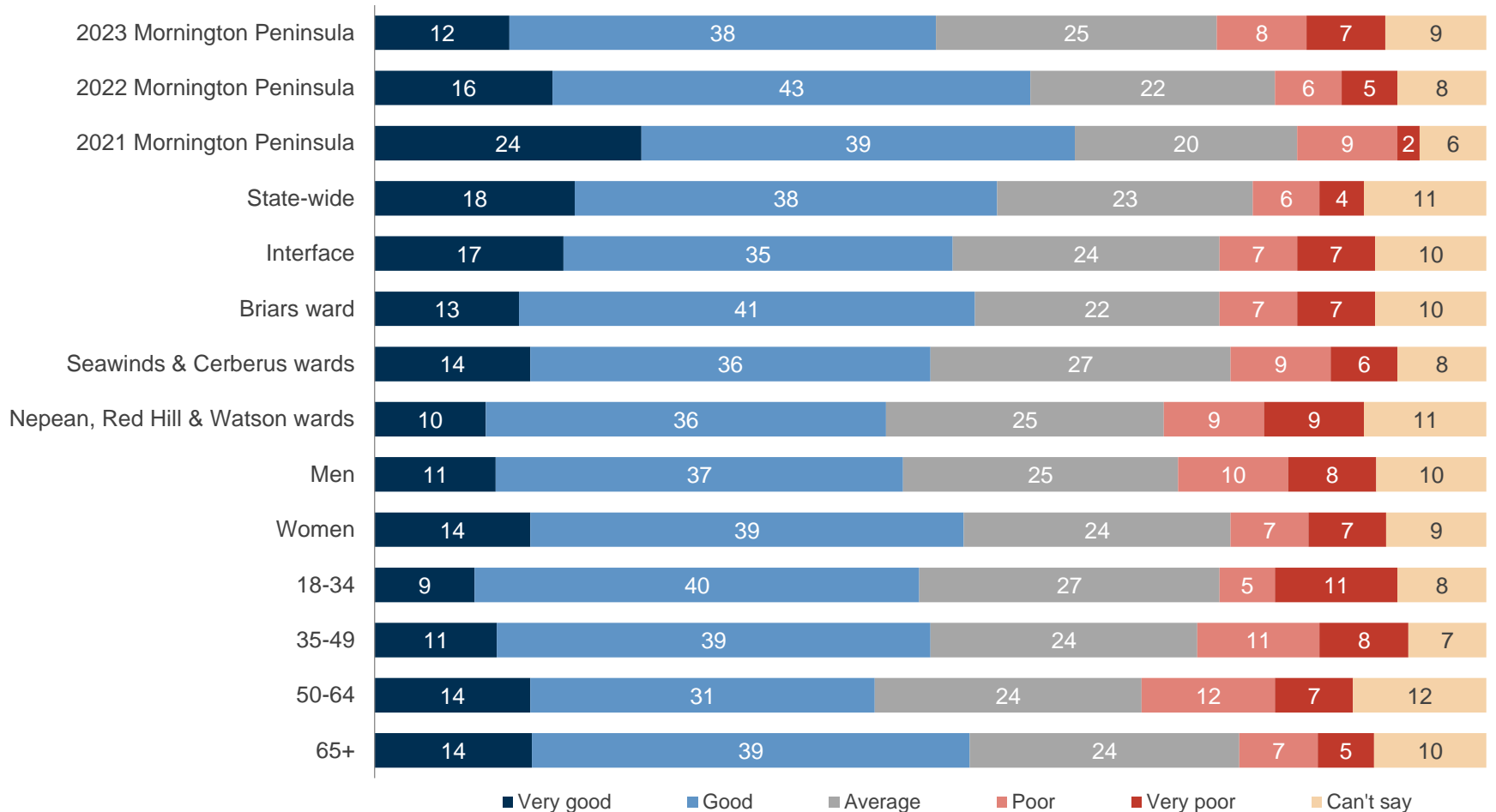
Note: Please see Appendix A for explanation of significant differences.



COVID-19 response performance



2023 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: 20 Councils asked group: 2



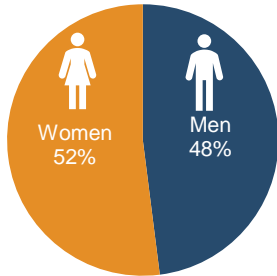
Detailed demographics



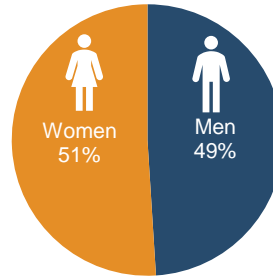
Gender and age profile

2023 gender

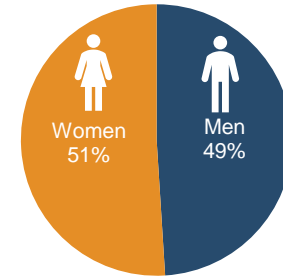
Mornington Peninsula



Interface

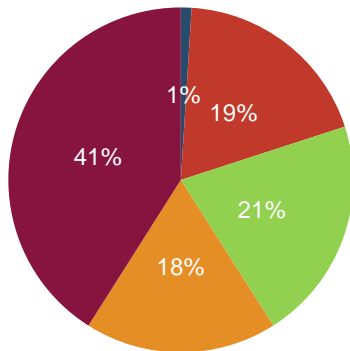


State-wide

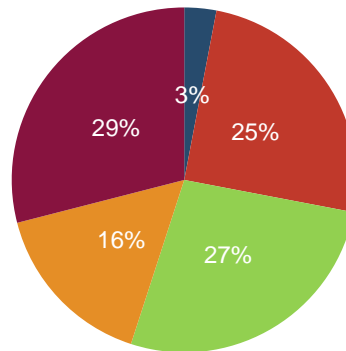


2023 age

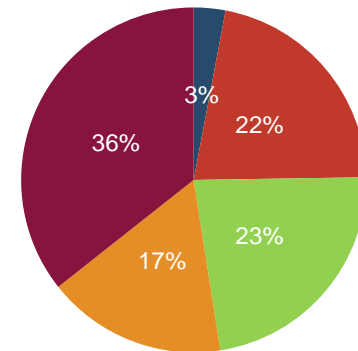
Mornington Peninsula



Interface



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

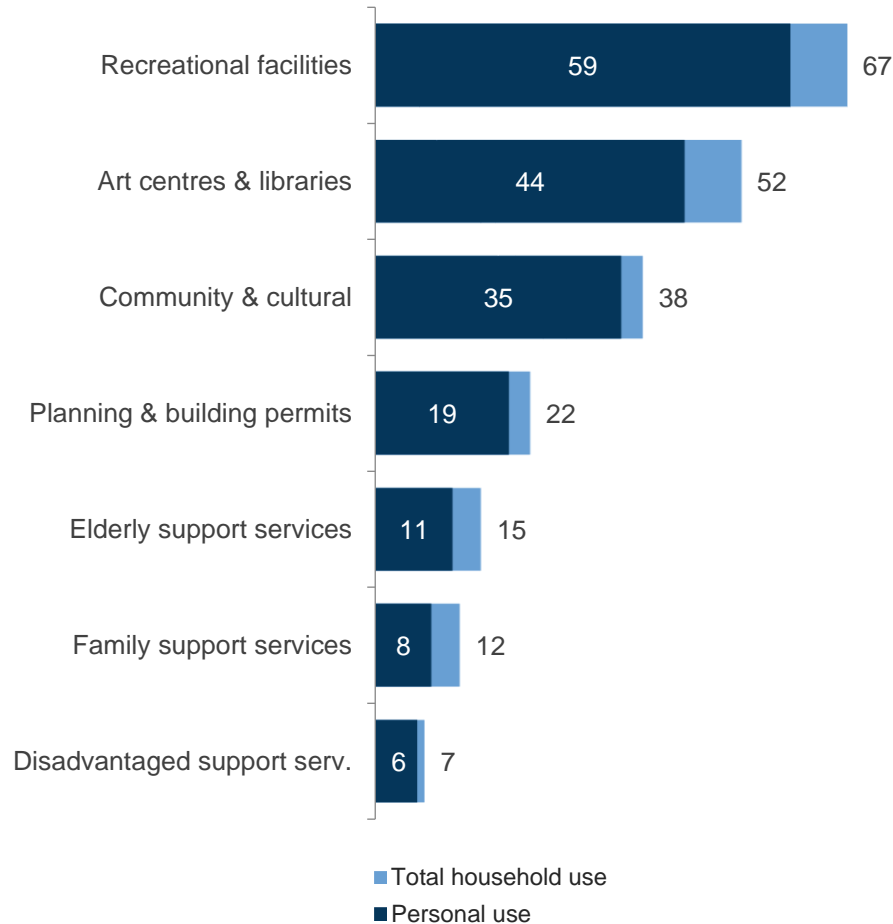
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked State-wide: 66 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



2023 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 graphics of various data charts, including bar charts, line graphs, and a grid pattern.

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 2023 State-wide Local Government Community Satisfaction Survey for Mornington Peninsula Shire Council was n=800. 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=800 interviews is +/-3.5% 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 46.5% - 53.5%.

Maximum margins of error are listed in the table below, based on a population of 136,300 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	800	400	+/-3.5
Men	368	191	+/-5.1
Women	432	209	+/-4.7
Briars ward	324	162	+/-5.4
Seawinds & Cerberus wards	261	131	+/-6.1
Nepean, Red Hill & Watson wards	215	107	+/-6.7
18-34 years	98	78	+/-9.9
35-49 years	260	85	+/-6.1
50-64 years	136	73	+/-8.4
65+ years	306	163	+/-5.6



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:

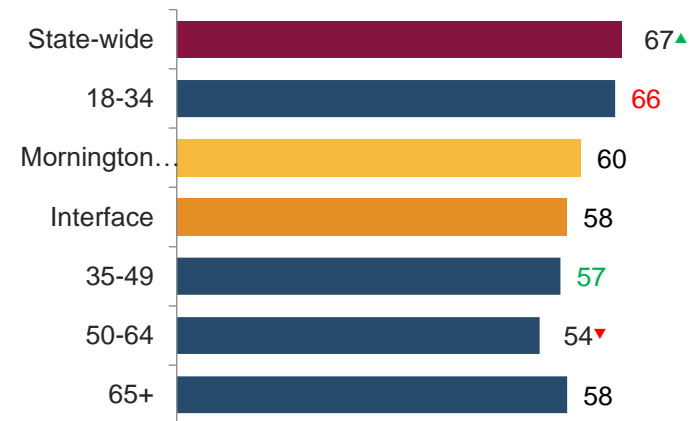
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2022.

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 2022.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2022.

**2023 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 2023 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 2023 results are compared with previous years, as detailed below:

- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 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=800 completed interviews, conducted in the period of 31st January – 11th March.

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=800 completed interviews were achieved in Mornington Peninsula Shire Council. Survey fieldwork was conducted in the period of 27th January – 19th March, 2023.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2023, 66 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 2012-2023 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 2023 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 2012-2023 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 2023 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 2023 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 2023 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: 2023 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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