



2021 Local Government Community Satisfaction Survey

Mornington Peninsula Shire Council

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



Contents

<u>Background and objectives</u>	<u>4</u>	<u>Disadvantaged support services</u>	<u>62</u>
<u>Key findings and recommendations</u>	<u>5</u>	<u>Recreational facilities</u>	<u>64</u>
<u>Detailed findings</u>	<u>14</u>	<u>Appearance of public areas</u>	<u>66</u>
<u>Overall performance</u>	<u>15</u>	<u>Art centres and libraries</u>	<u>68</u>
<u>Customer service</u>	<u>29</u>	<u>Community and cultural activities</u>	<u>70</u>
<u>Council direction</u>	<u>35</u>	<u>Waste management</u>	<u>72</u>
<u>Individual service areas</u>	<u>39</u>	<u>Business and community development and tourism</u>	<u>74</u>
<u>Community consultation and engagement</u>	<u>40</u>	<u>General town planning policy</u>	<u>76</u>
<u>Lobbying on behalf of the community</u>	<u>42</u>	<u>Planning and building permits</u>	<u>78</u>
<u>Decisions made in the interest of the community</u>	<u>44</u>	<u>Environmental sustainability</u>	<u>80</u>
<u>Condition of sealed local roads</u>	<u>46</u>	<u>Emergency and disaster management</u>	<u>82</u>
<u>Informing the community</u>	<u>48</u>	<u>Planning for population growth</u>	<u>84</u>
<u>Condition of local streets and footpaths</u>	<u>50</u>	<u>Roadside slashing and weed control</u>	<u>86</u>
<u>Traffic management</u>	<u>52</u>	<u>Maintenance of unsealed roads</u>	<u>88</u>
<u>Parking facilities</u>	<u>54</u>	<u>Business and community development</u>	<u>90</u>
<u>Enforcement of local laws</u>	<u>56</u>	<u>Tourism development</u>	<u>92</u>
<u>Family support services</u>	<u>58</u>	<u>Response to Covid-19</u>	<u>94</u>
<u>Elderly support services</u>	<u>60</u>		



Contents

<u>Detailed demographics</u>	<u>96</u>
<u>Appendix A: Index scores, margins of error and significant differences</u>	<u>99</u>
<u>Appendix B: Further project information</u>	<u>104</u>



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-second 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 22 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 22 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 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 61









State-wide 61



Interface 59

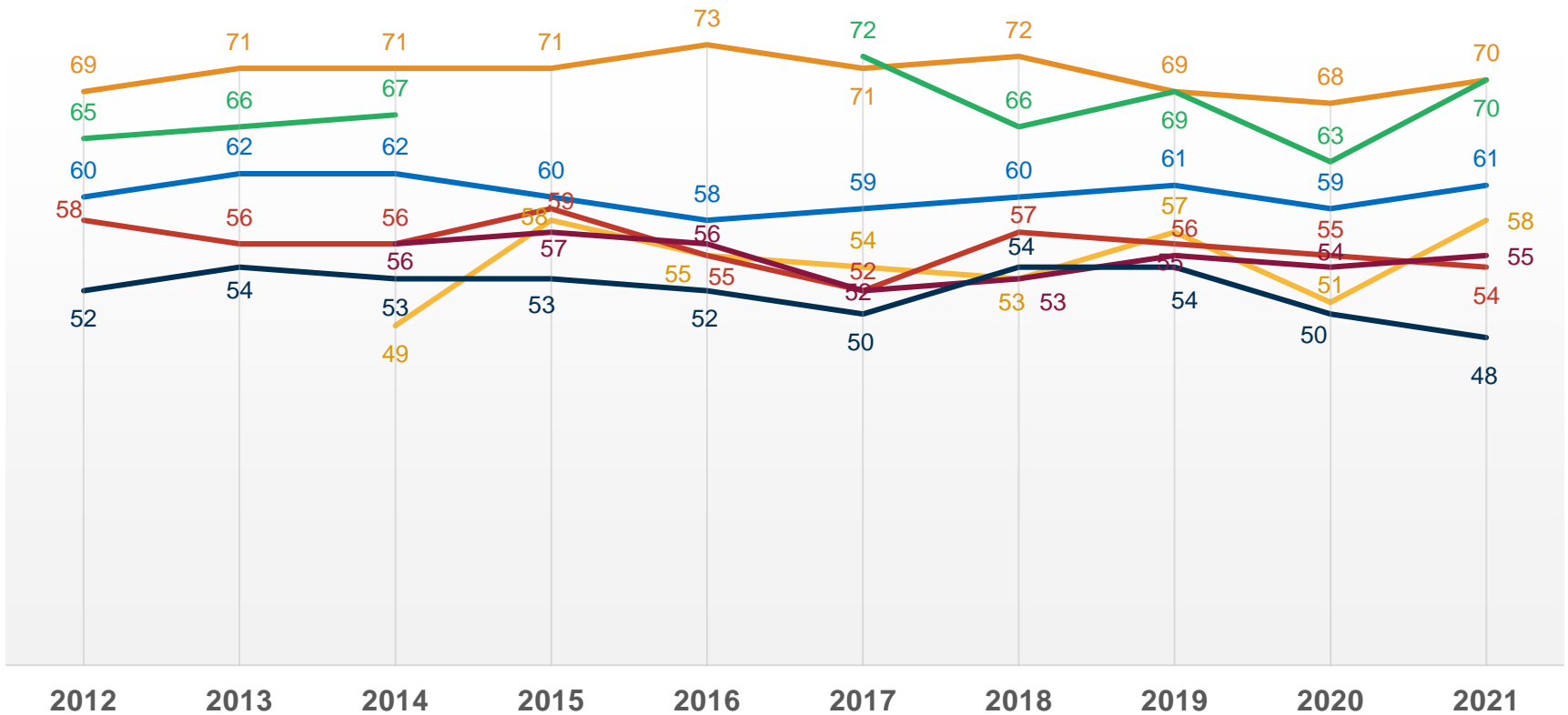
Council performance compared to State-wide and group averages

	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	<ul style="list-style-type: none">  Unsealed roads  Slashing & weed control  Art centres & libraries 	<ul style="list-style-type: none">  Building & planning permits  Population growth  Town planning policy
Compared to group average	<ul style="list-style-type: none">  Art centres & libraries  Tourism development  Unsealed roads 	<ul style="list-style-type: none">  Building & planning permits  Disadvantaged support serv.



Summary of core measures

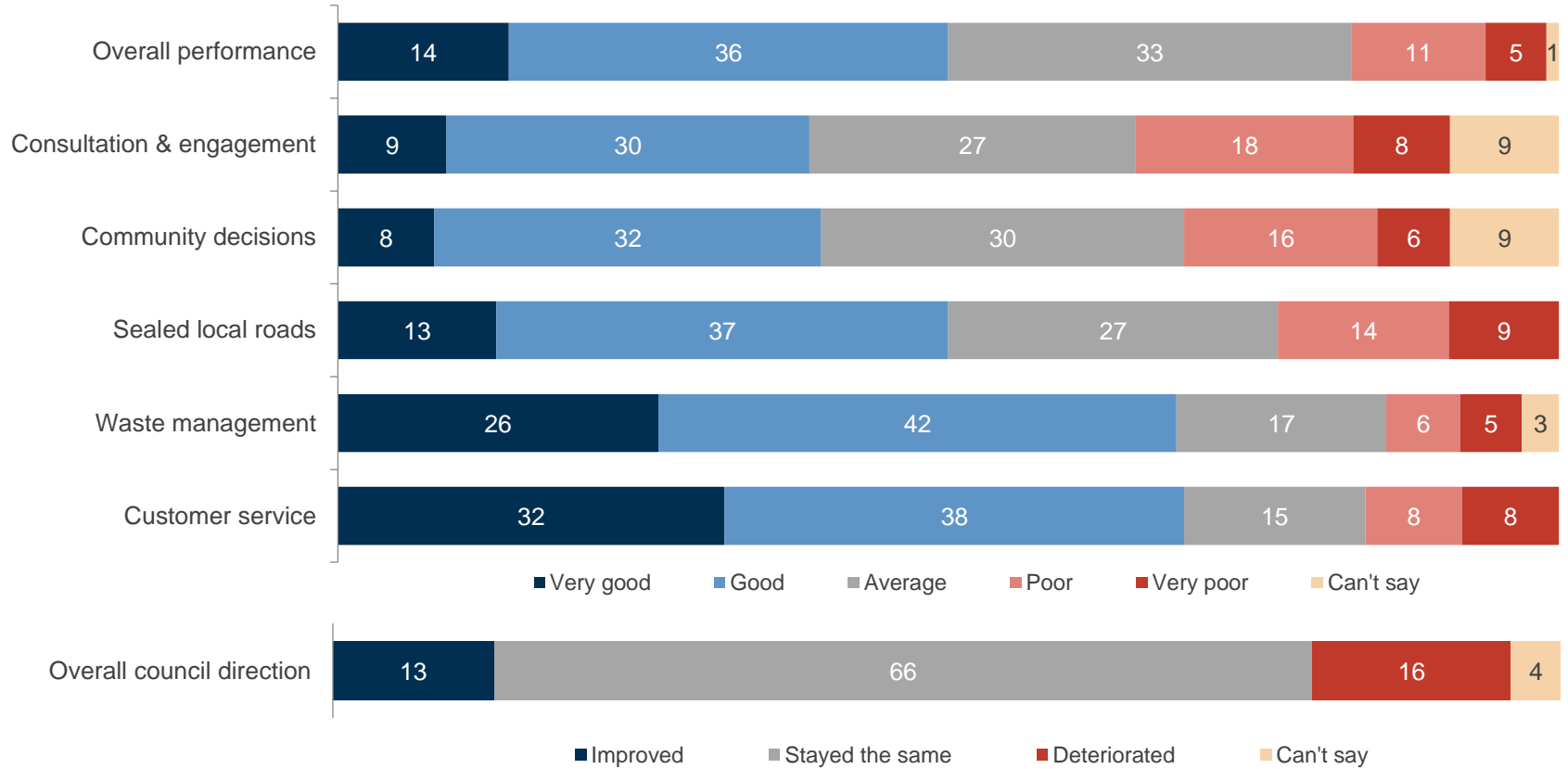
Index scores










Summary of core measures

Core measures summary results (%)













Summary of Mornington Peninsula Shire Council performance



Services	Mornington Peninsula 2021	Mornington Peninsula 2020	Interface 2021	State-wide 2021	Highest score	Lowest score
 Overall performance	61	59	59	61	Aged 18-34 years	Aged 50-64 years
 Value for money	55	-	54	54	Aged 18-34 years	Aged 35-49 years
 Overall council direction	48	50	50	53	Seawinds & Cerberus wards residents	Briars ward residents
 Customer service	70	68	68	70	Aged 18-34 years	Aged 35-49 years
 Art centres & libraries	76	73	71	73	Users, Briars ward residents	Nepean, Red Hill & Watson wards residents
 Waste management	70	63	71	69	Aged 18-34 years	Aged 35-49 years
 Appearance of public areas	70	68	68	73	Aged 18-34 years	Aged 35-49 years
 COVID-19 response	70	-	69	73	Women	Aged 50-64 years
 Recreational facilities	69	68	68	71	Aged 18-34 years	Aged 35-49 years
 Emergency & disaster mngt	69	66	69	71	Aged 18-34 years, Users	Aged 50-64 years

Summary of Mornington Peninsula Shire Council performance













Services		Mornington Peninsula 2021	Mornington Peninsula 2020	Interface 2021	State-wide 2021	Highest score	Lowest Score
	Elderly support services	68	65	67	69	Users, Seawinds & Cerberus wards residents	Briars ward residents
	Family support services	67	64	65	66	Users, Nepean, Red Hill & Watson wards residents	Aged 35-49 years, Briars ward residents
	Tourism development	63	65	59	62	Aged 18-34 years	Aged 50-64 years
	Community & cultural	63	67	62	65	Users, Briars ward residents	Nepean, Red Hill & Watson wards residents, Aged 35-64 years
	Enforcement of local laws	63	58	63	64	Aged 18-34 years	Aged 50-64 years
	Bus/community dev./tourism	62	63	62	61	Aged 18-34 years	Aged 50-64 years
	Environmental sustainability	61	56	62	62	Men	Aged 50-64 years
	Business & community dev.	60	59	61	60	Aged 18-34 years	Aged 50-64 years
	Disadvantaged support serv.	59	56	62	63	Men	Aged 50-64 years
	Informing the community	59	59	58	60	Aged 18-34 years, Women	Aged 50-64 years

Significantly higher / lower than Mornington Peninsula Shire Council 2021 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 2021	Mornington Peninsula 2020	Interface 2021	State-wide 2021	Highest score	Lowest score
	Sealed local roads	58	51	57	57	Aged 18-34 years	Aged 50-64 years
	Parking facilities	57	58	57	58	Aged 18-34 years, Seawinds and Cerberus wards	Nepean, Red Hill & Watson wards residents
	Slashing & weed control	57	55	57	51	Aged 18-34 years	Aged 65+ years
	Community decisions	55	54	55	56	Aged 18-34 years	Aged 50-64 years
	Local streets & footpaths	55	51	58	59	Aged 18-34 years	Aged 50-64 years
	Traffic management	54	52	52	59	Aged 65+ years, Seawinds and Cerberus wards	Nepean, Red Hill & Watson wards residents, Aged 35-49 years
	Consultation & engagement	54	55	53	56	Aged 18-34 years	Aged 50-64 years
	Unsealed roads	51	48	47	45	Aged 18-49 years	Aged 50-64 years
	Lobbying	51	52	52	55	Aged 18-34 years	Aged 35-49 years
	Town planning policy	50	48	53	55	Aged 18-34 years	Aged 50-64 years

Summary of Mornington Peninsula Shire Council performance



Services		Mornington Peninsula 2021	Mornington Peninsula 2020	Interface 2021	State-wide 2021	Highest score	Lowest score
	Population growth	47	47	47	53	Aged 18-34 years, Aged 65+ years	Aged 35-49 years
	Building & planning permits	45	43	52	51	Aged 18-34 years	Users, Aged 50-64 years



Focus areas for the next 12 months

Overview

Perceptions of Council's performance on most service areas evaluated have remained consistent or significantly improved in the last 12 months, recovering some of the significant declines seen the year before. This is likely to have contributed to a two-point (not significant) improvement in perceptions of Council's overall performance (index score of 61). The only service area to experience a significant decline in ratings this year is community and cultural activities (63, down four points), now at its lowest point.

Key influences on perceptions of overall performance

Mornington Peninsula Shire Council should focus on improving performance in the individual service areas that most influence perceptions of overall performance. Attention should be paid to community decisions, community consultation and lobbying, where performance is poorly rated, but which have a strong influence on the overall performance rating. Council should also aim to maintain positive results on waste management which is currently well regarded and has a moderate influence on the overall performance result.

Comparison to state and area grouping

Two areas that stand out as being in need of Council attention are building and planning permits, and managing population growth, which are Council's lowest rated service areas. Planning and building permits is one of only two areas rated significantly lower than the Interface group average. Both measures are rated significantly lower than the State-wide average. In general, Council is rated in-line with the Interface group average on most measures, but significantly below the State-wide average on nine out of 28 measures.

Maintain gains achieved to date

Over the past 12 months, Council has seen several significant improvements, recovering many of the losses seen in 2020. Council should look to consolidate and build on its current position, with a view to ensuring perceptions are, at a minimum, maintained. There is opportunity to engage residents aged 35 to 49 years who are often more critical of Council. Extra attention should be paid to interactions with this cohort as this group have the highest rate of contact with Council, but the lowest customer service ratings.

DETAILED FINDINGS



Overall performance

Overall performance

The overall performance index score of 61 for Mornington Peninsula Shire Council represents a two-point improvement on the 2020 result, recovering from a two-point decline last year

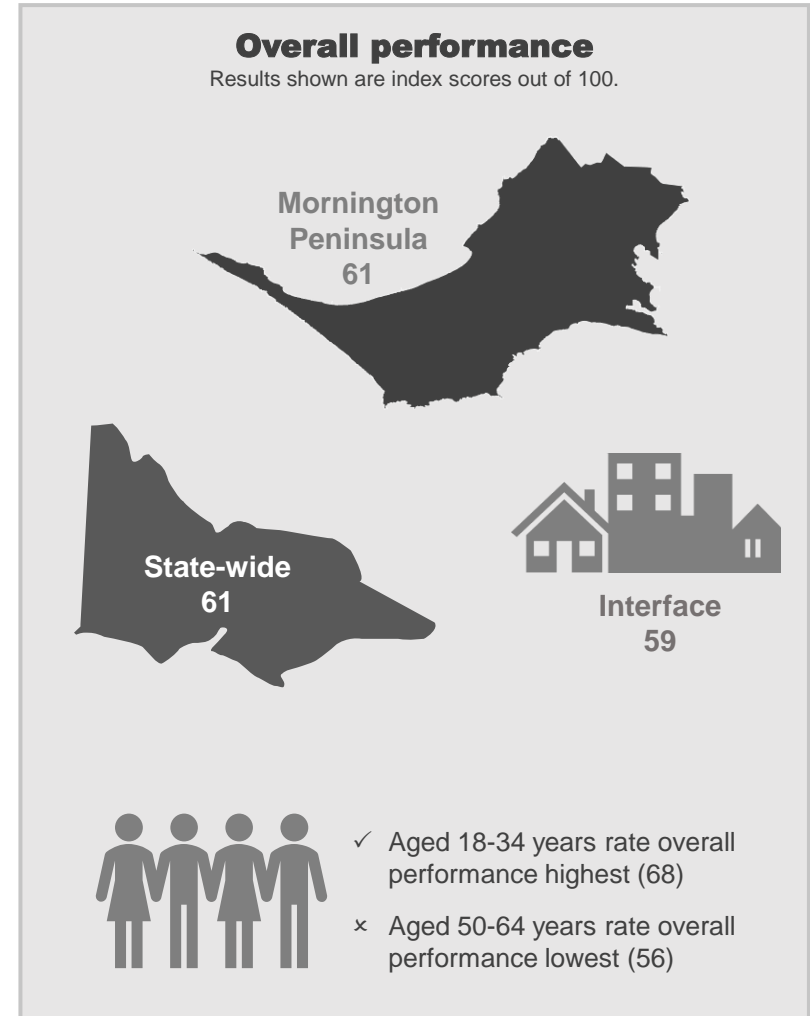
- Overall performance ratings have remained consistent over time, fluctuating by one or two points since tracking began in 2012.

Mornington Peninsula Shire Council's overall performance is rated in line with the Interface group and the State-wide averages for councils (index scores of 59 and 61 respectively).

- Perceptions of overall performance are statistically significantly higher (at the 95% confidence interval) among residents aged 18 to 34 years (index score of 68, up a significant eight points since last year).

Four in ten residents (42%) rate the value for money they receive from Council for services and infrastructure provided to their community as 'very good' or 'good'. This is more than the proportion who rate Council as 'very poor' or 'poor' (24%). A further 30% rate Council as 'average' in terms of providing value for money.

- Differences across demographic cohorts compared to the 2021 Council average are not statistically significant.





Overall performance

2021 overall performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	68▲	60	65	63	64	59	65	67	69	65
Seawinds & Cerberus wards	63	59	61	58	n/a	n/a	n/a	n/a	n/a	n/a
Women	62	59	61	59	59	59	62	63	63	62
State-wide	61	58	60	59	59	59	60	61	60	60
Mornington Peninsula	61	59	61	60	59	58	60	62	62	60
Nepean, Red Hill & Watson wards	60	56	59	62	n/a	n/a	n/a	n/a	n/a	n/a
Briars ward	60	60	62	59	n/a	n/a	n/a	n/a	n/a	n/a
65+	59	60	63	59	61	58	61	62	61	61
Interface	59	56	61	60	60	61	62	n/a	n/a	n/a
Men	59	59	61	61	58	57	58	61	61	59
35-49	59	57	56	60	58	61	59	60	61	60
50-64	56	57	60	58	53	55	54	58	59	57

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?

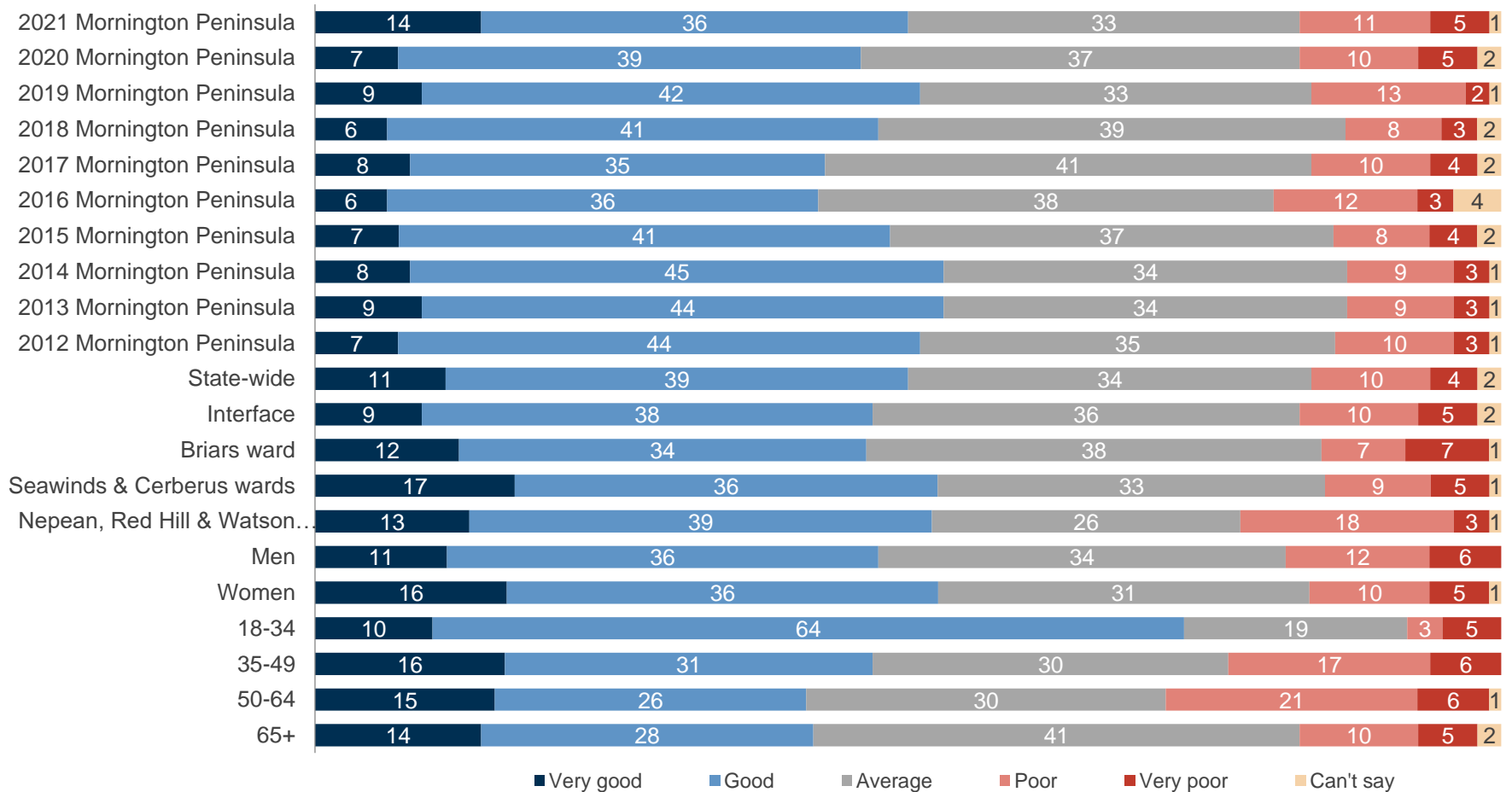
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 5

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



Overall performance

2021 overall performance (%)

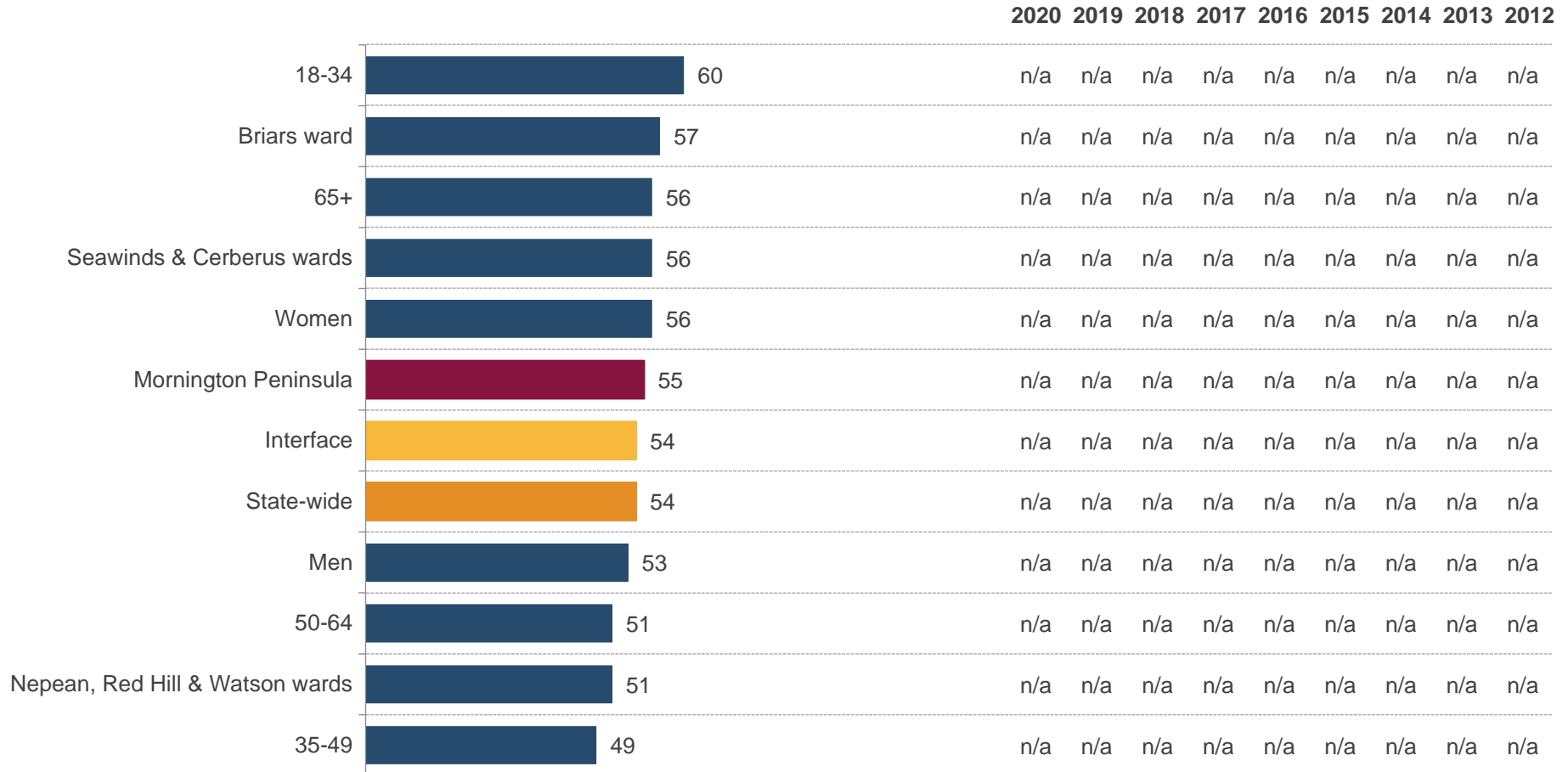


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Mornington Peninsula Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 5



Value for money in services and infrastructure

2021 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?

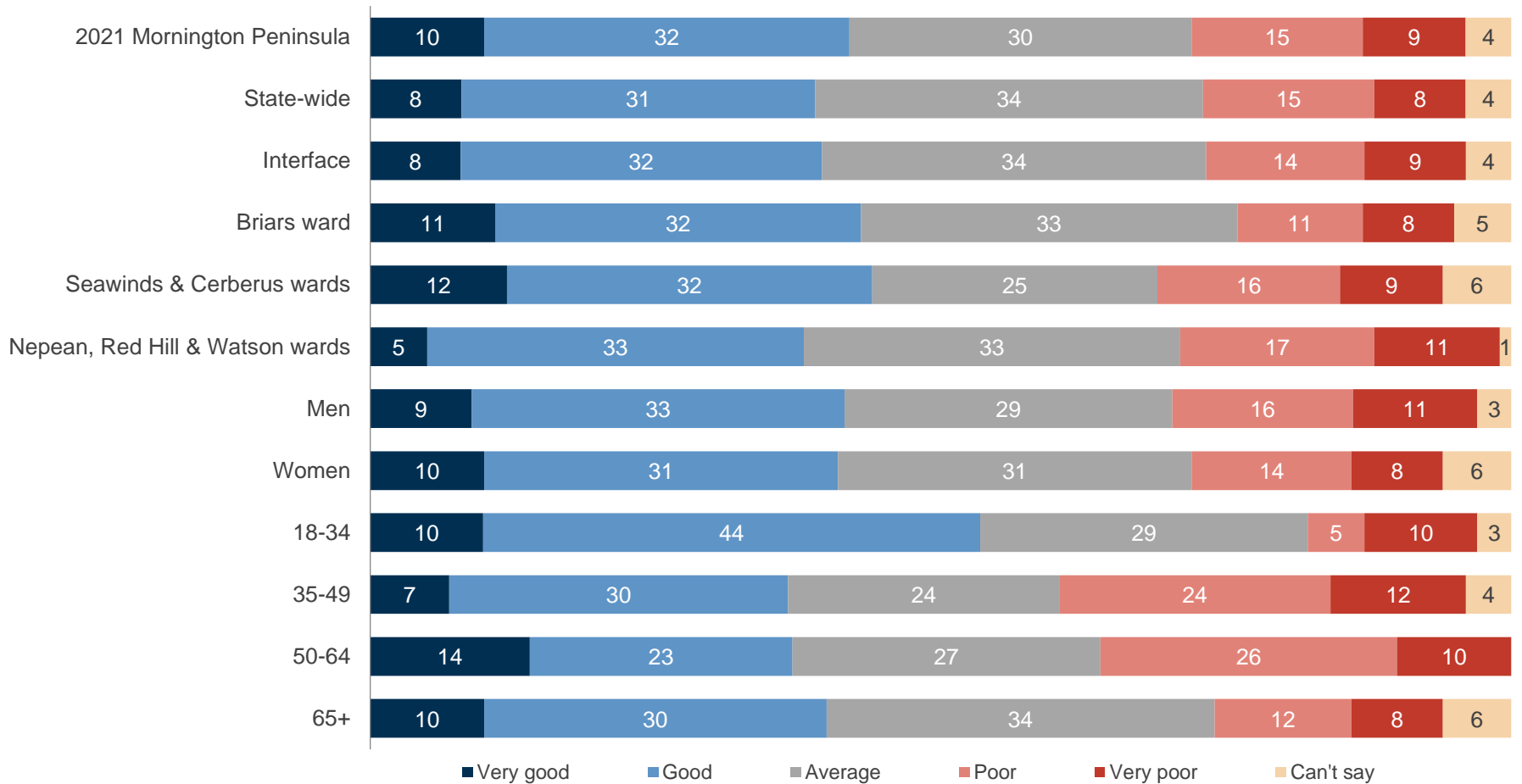
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 5

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



Value for money in services and infrastructure

2021 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: 5



Top performing service areas

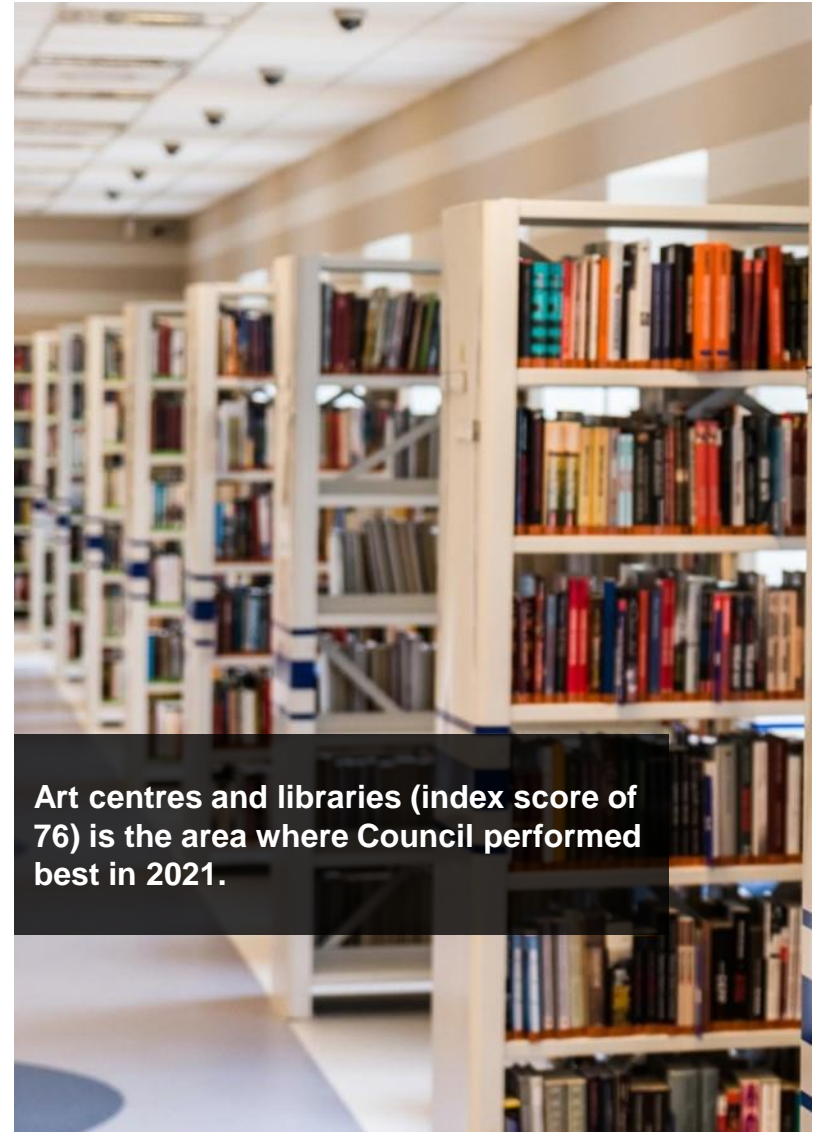
Art centres and libraries (index score of 76) is where Council performed best in 2021, improving by a significant three index points from 2020.

- Council performs significantly higher than the Interface and State-wide averages on this measure.
- Positively, ratings on art centres and libraries among personal and household users improved significantly in the past year and are significantly above average.
- Ratings among Nepean, Red Hill and Watson wards residents are significantly below average.

Waste management, appearance of public areas and Council's COVID-19 response are the next highest rated areas (index score of 70 for each).

- Waste management ratings have improved significantly since 2020 (up seven index points).
- Council performs in line with the Interface average on all three measures, but significantly below the State-wide average on the appearance of public areas and Council's COVID-19 response.

Along with art centres and libraries, and waste management, Council's most improved measures are enforcement of local laws, environmental sustainability, sealed local roads and local streets and footpaths – all improved significantly in the past year.



Art centres and libraries (index score of 76) is the area where Council performed best in 2021.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the area of building and planning permits (index score of 45). While performance perceptions of planning and building permits have improved by two points, ratings are not significantly different to last year.

- Council performs significantly below the Interface group and State-wide average on this measure.
- Of concern, perceptions among household and personal users (index score of 32 and 34 respectively) are significantly below average, suggesting the issue may be process or service driven.

Planning for population growth (index score of 47) is another area where Council is rated poorly relative to other areas. Council performs in-line with the Interface group average but significantly below the State-wide average on this measure.

Community and cultural activities (63, down four points) is the only area that experienced a statistically significant decline in 2021 – noting this is in line with a significant decline on this measure in the Interface group and likely related to COVID-19 lockdowns.

- Community and cultural activities has a moderate influence on overall performance and so Council should endeavour to not let ratings in this area deteriorate further.



Individual service area performance

2021 individual service area performance (index scores)

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

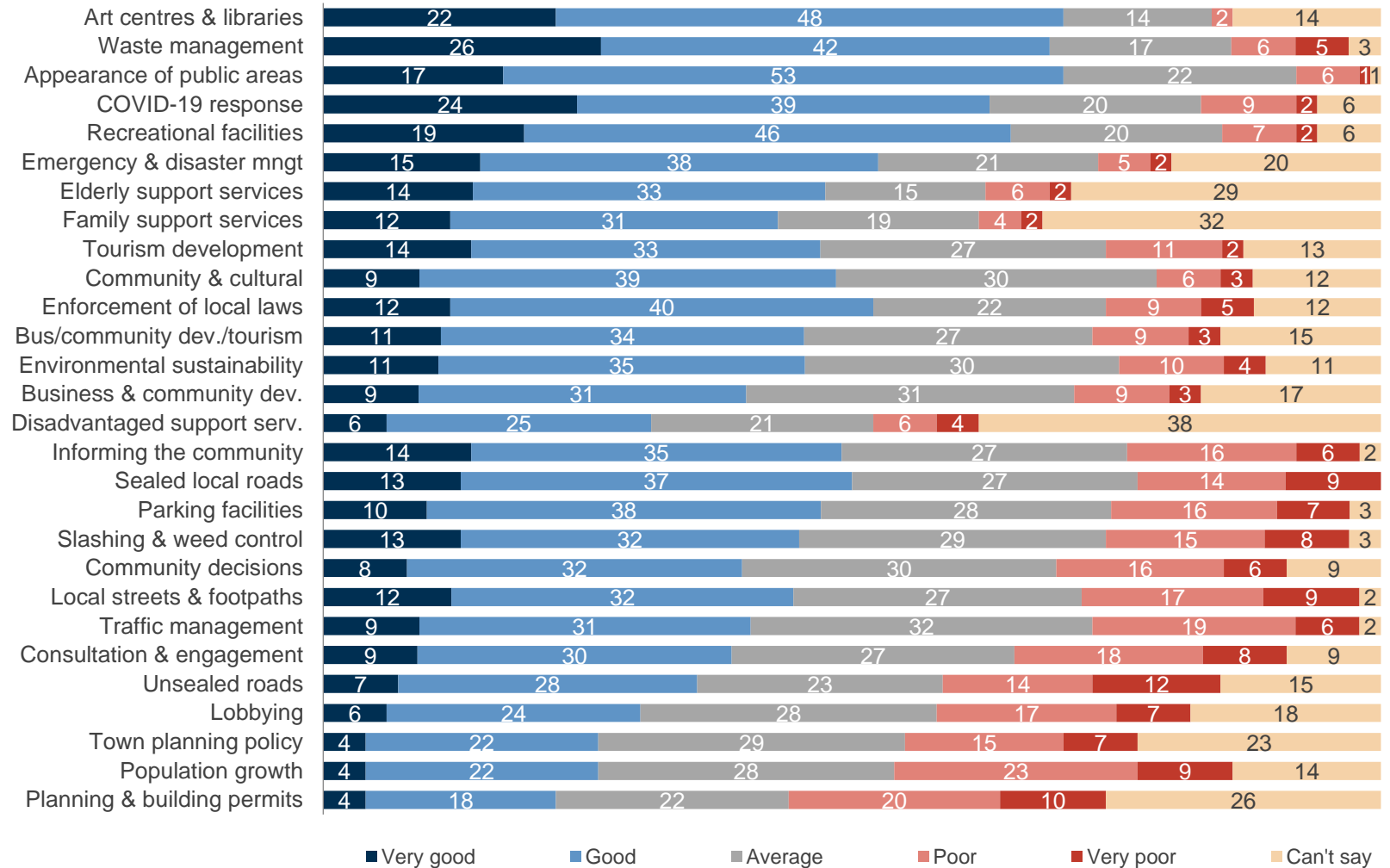
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 5

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



Individual service area performance

2021 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: 5



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.

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

- Community consultation and engagement
- Lobbying on behalf of the community
- Business, community development and tourism
- Waste management
- Condition of sealed local roads
- Community and cultural activities
- Tourism development.

Looking at key service areas only, waste management has a high performance index (70) and a moderate influence on the overall performance rating.

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

Community and cultural activities, business, community development and tourism, and the condition of sealed local roads have a moderate influence on overall perceptions, but Council performs less well here (performance index of 63, 62 and 58 respectively).

Other lower performing service areas that have a stronger influence on overall perceptions are lobbying and community consultation (performance index of 51 and 54 respectively).

Engaging with residents on key local issues and demonstrating Council efforts to defend and advance community interests will also be important to improving overall ratings of Council.

While currently a lesser influence on the overall rating, improving perceptions of Council efforts to support and encourage local tourism can also help shore up positive community opinion.



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.

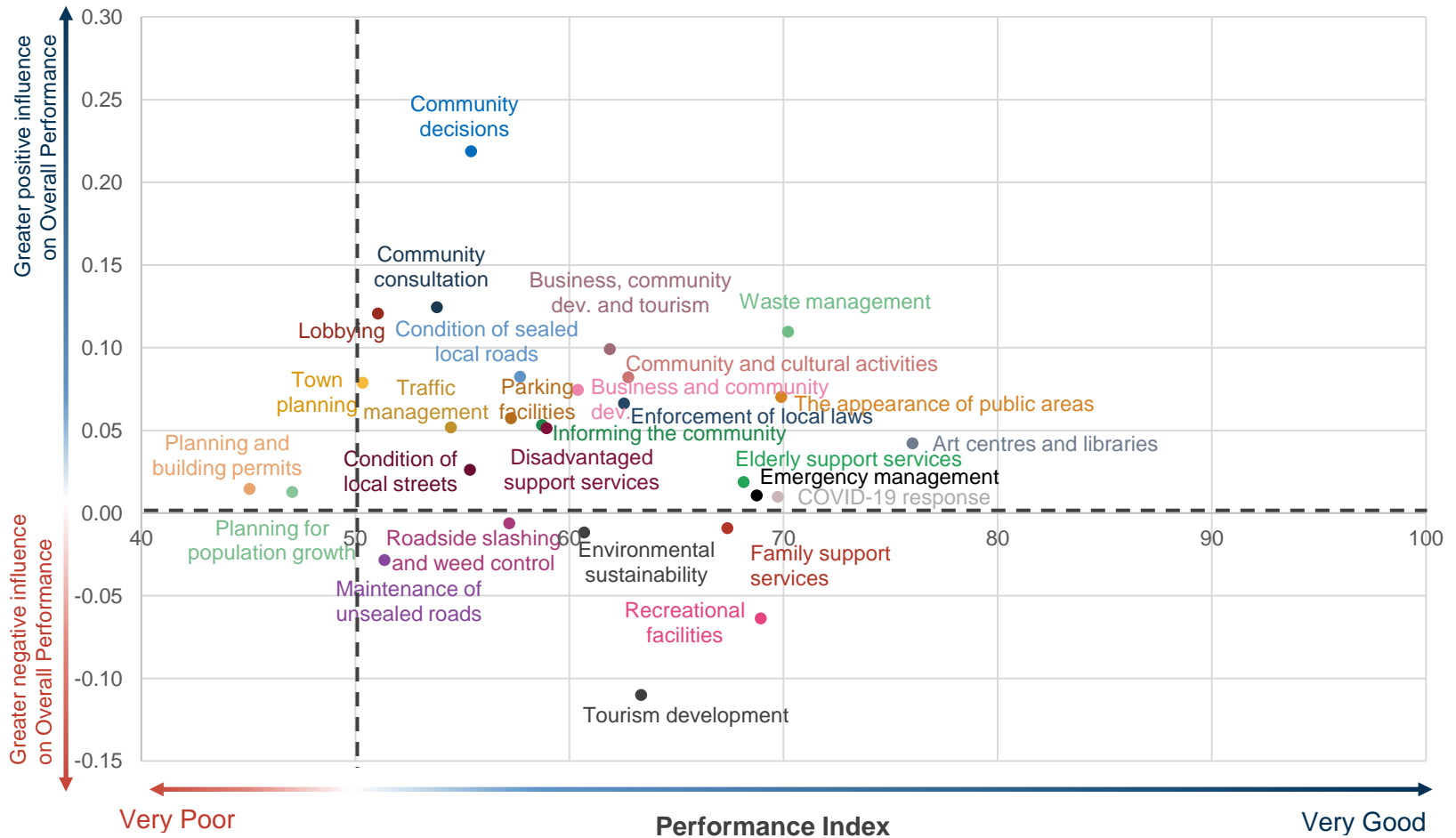
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

2021 regression analysis (all service areas)

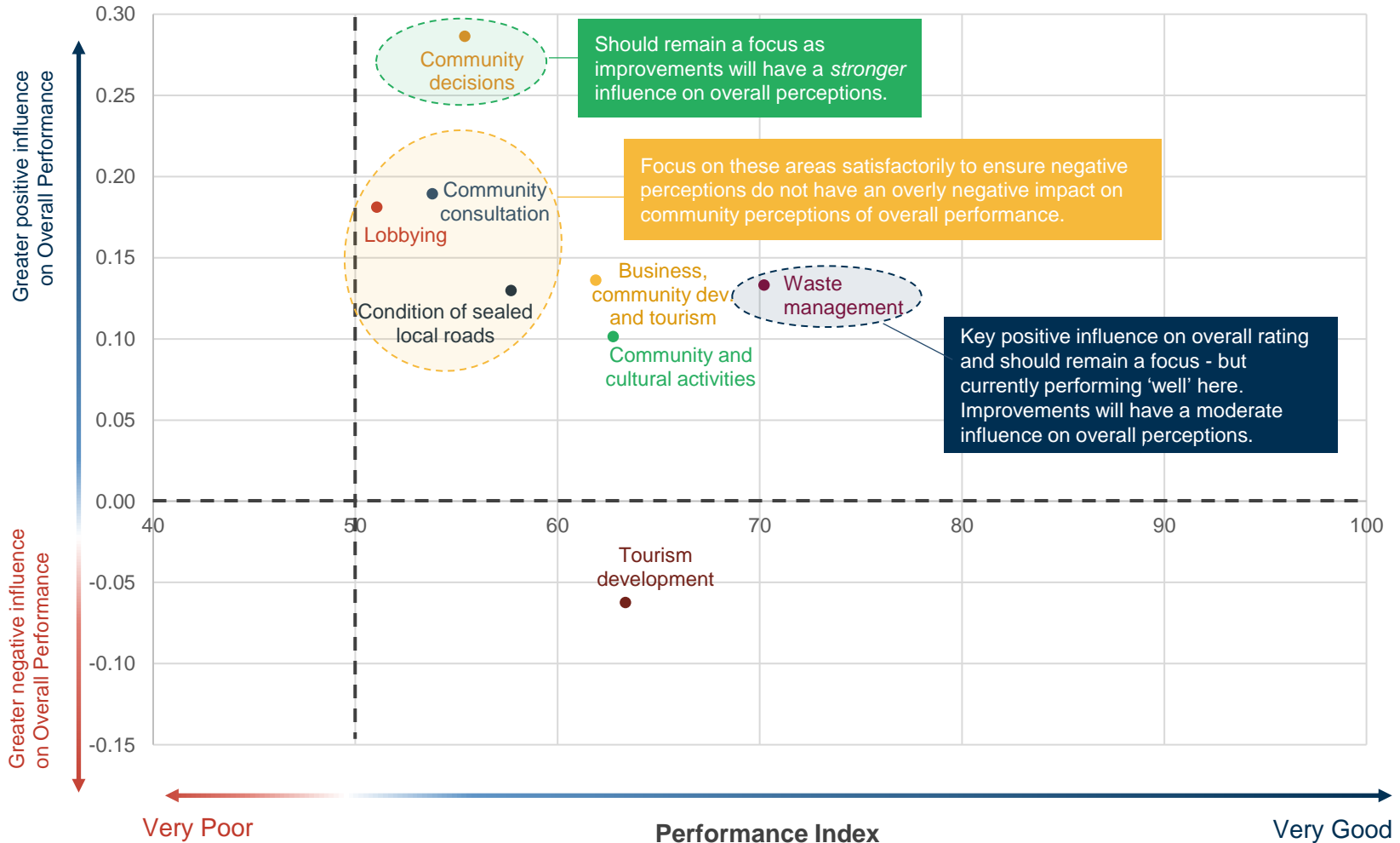


The multiple regression analysis model above (all service areas) has an R^2 value of 0.684 and adjusted R^2 value of 0.661, which means that 68% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 28.74$. 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

2021 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.643 and adjusted R² value of 0.635, 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 = 87.91.



Customer service



Contact with council and customer service

Contact with council

Six in ten Council residents (61%) have had contact with Council in the last 12 months. Rate of contact is down a significant seven points on last year, in line with the drop in contact seen in the Interface group.

Rate of contact among Seawinds and Cerberus ward residents is significantly below average while rate of contact among 35 to 49 year olds is significantly above average.



Among those residents who have had contact with Council, 70% provide a positive customer service rating of 'very good' or 'good', including 32% who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 70 represents a two-point improvement on the 2020 result. Though this is not a significant change, it arrests a steady decline in customer service ratings seen across 2018 to 2020.

Customer service is rated in line with the Interface group and State-wide average (index scores of 68 and 70 respectively).

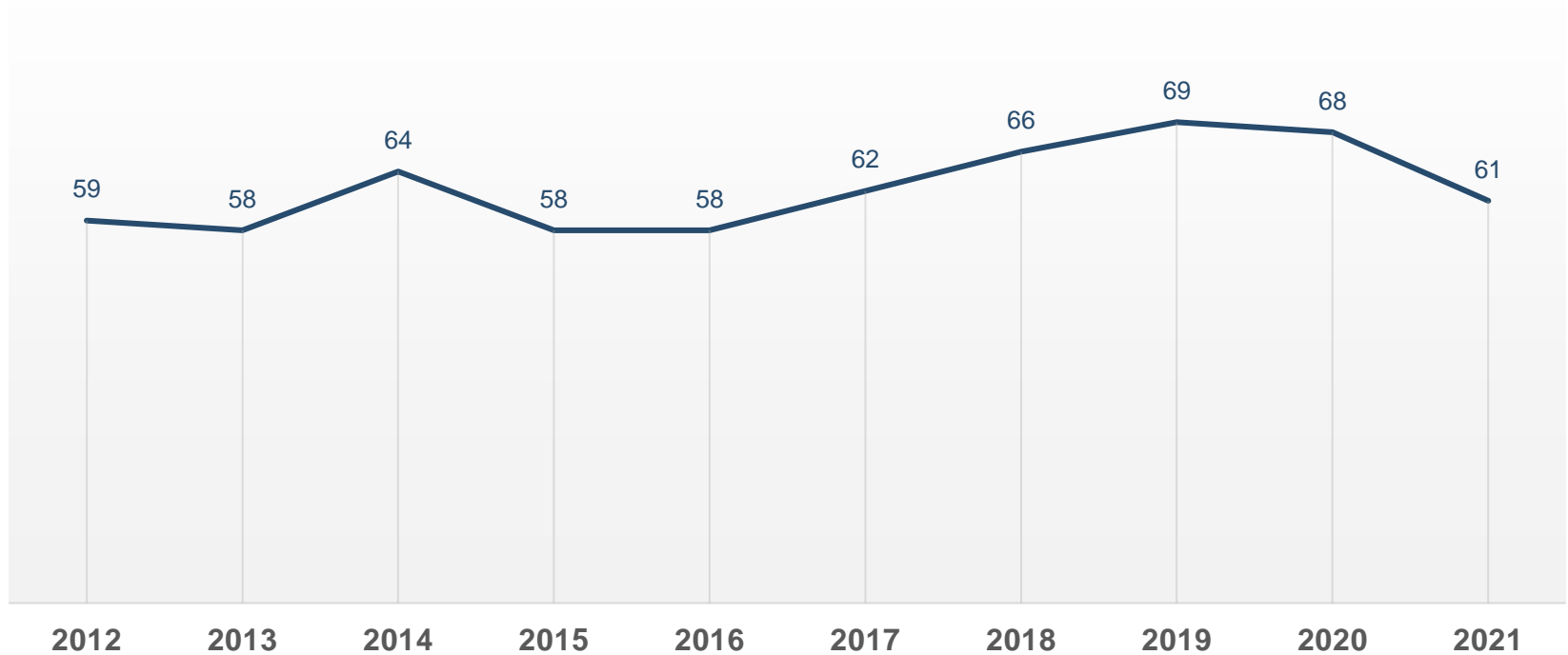
Among those residents who have had contact with Council, seven in ten (70%) provide a positive customer service rating of 'very good' or 'good'.

- After a significant decline in 2020, perceptions of customer service among men (index score of 65) have not slid further. Council should now look to improve perceptions among this group, with the aim of moving ratings closer to the previous high of 72 seen in 2015 and 2019.
- Notably, customer service ratings among residents aged 35 to 49 years (index score of 61, down seven points) are significantly below average. Extra attention is needed here as this group has the highest rate of contact with Council.



Contact with council

2021 contact with council (%)
Have had contact



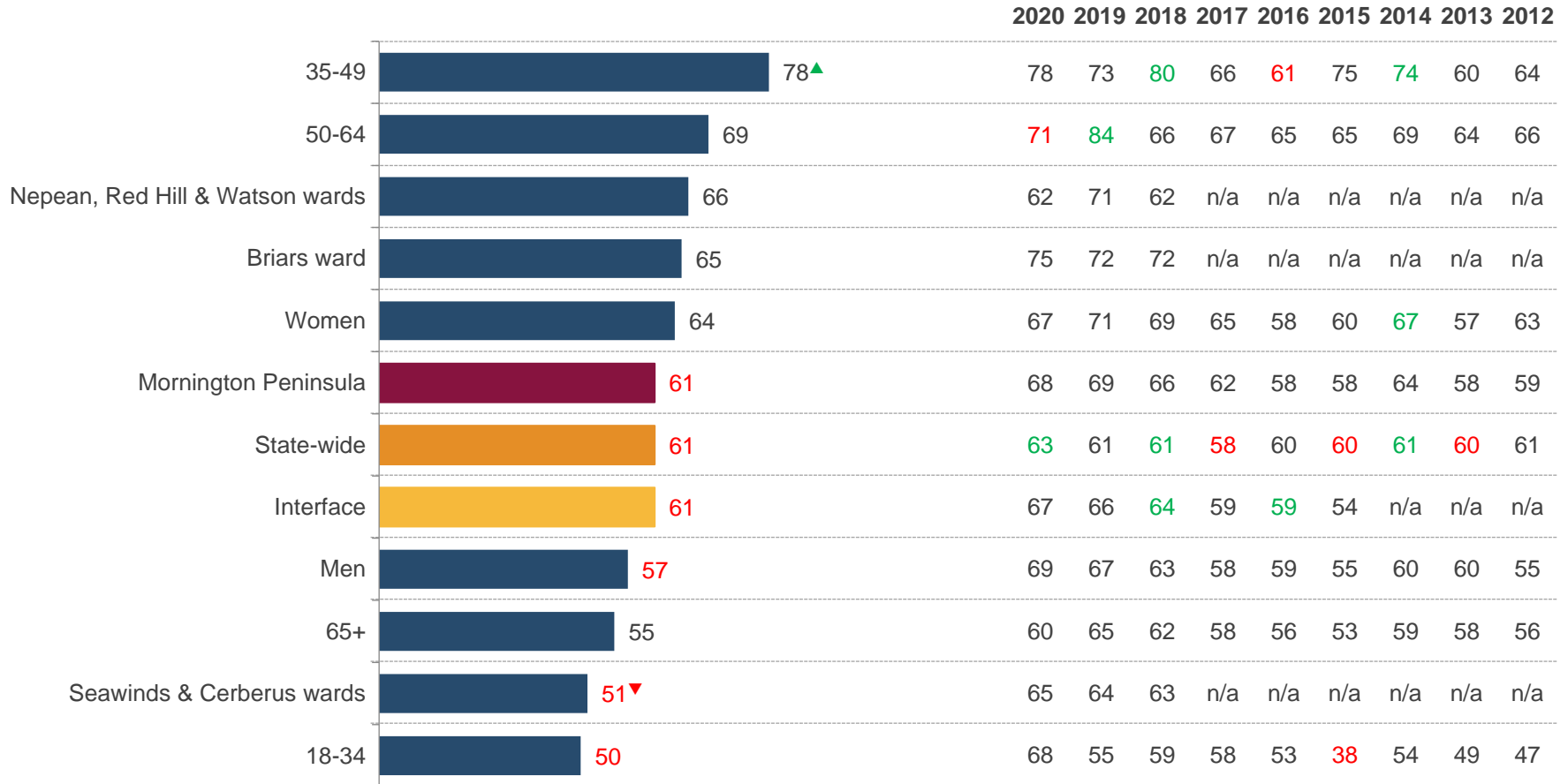
Q5. Over the last 12 months, have you or any member of your household had any contact with Mornington Peninsula Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked state-wide: 39 Councils asked group: 4



Contact with council

2021 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: 39 Councils asked group: 4

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



Customer service rating

2021 customer service rating (index scores)

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

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.

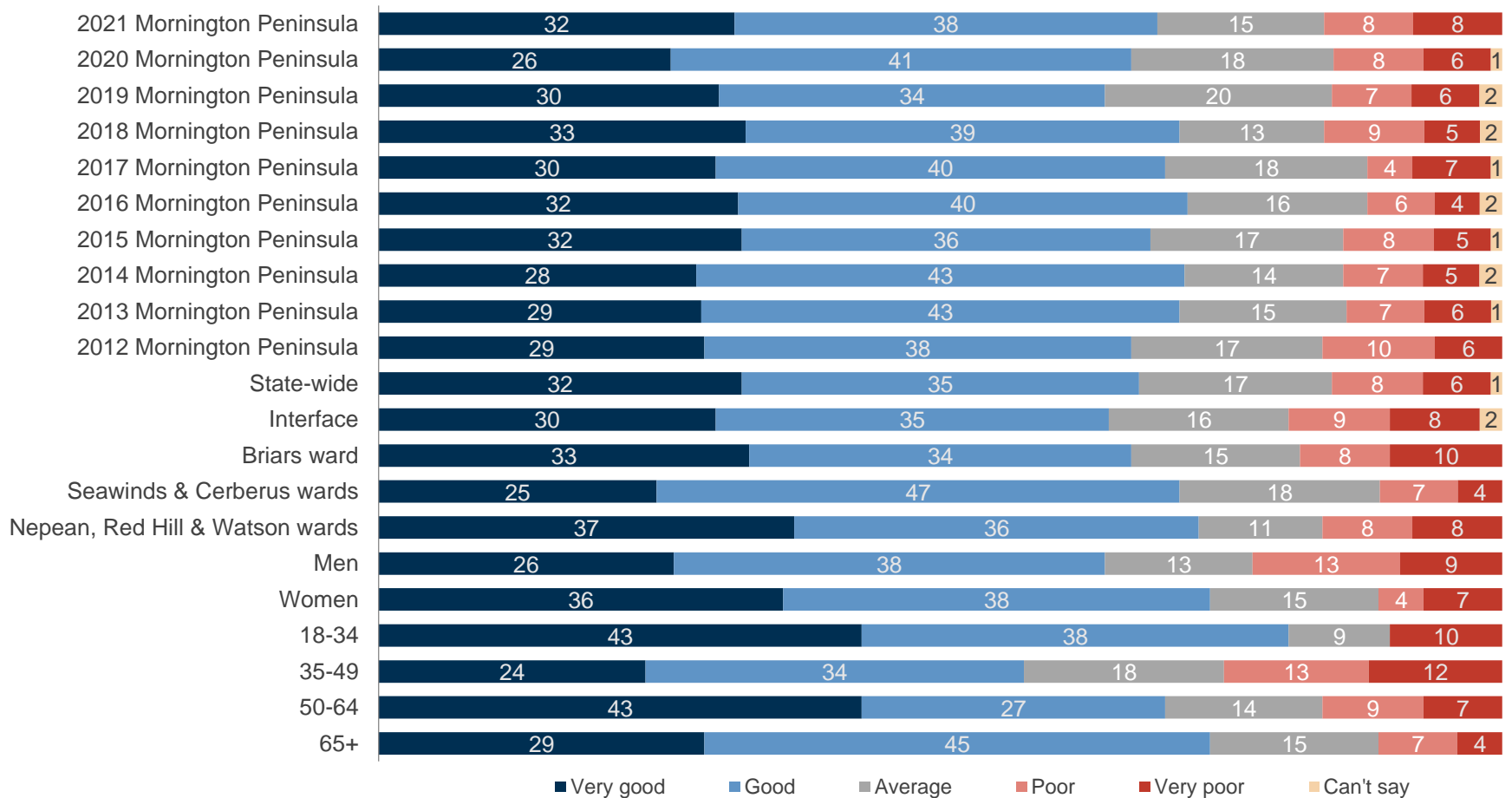
Councils asked state-wide: 66 Councils asked group: 5

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



Customer service rating

2021 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: 5



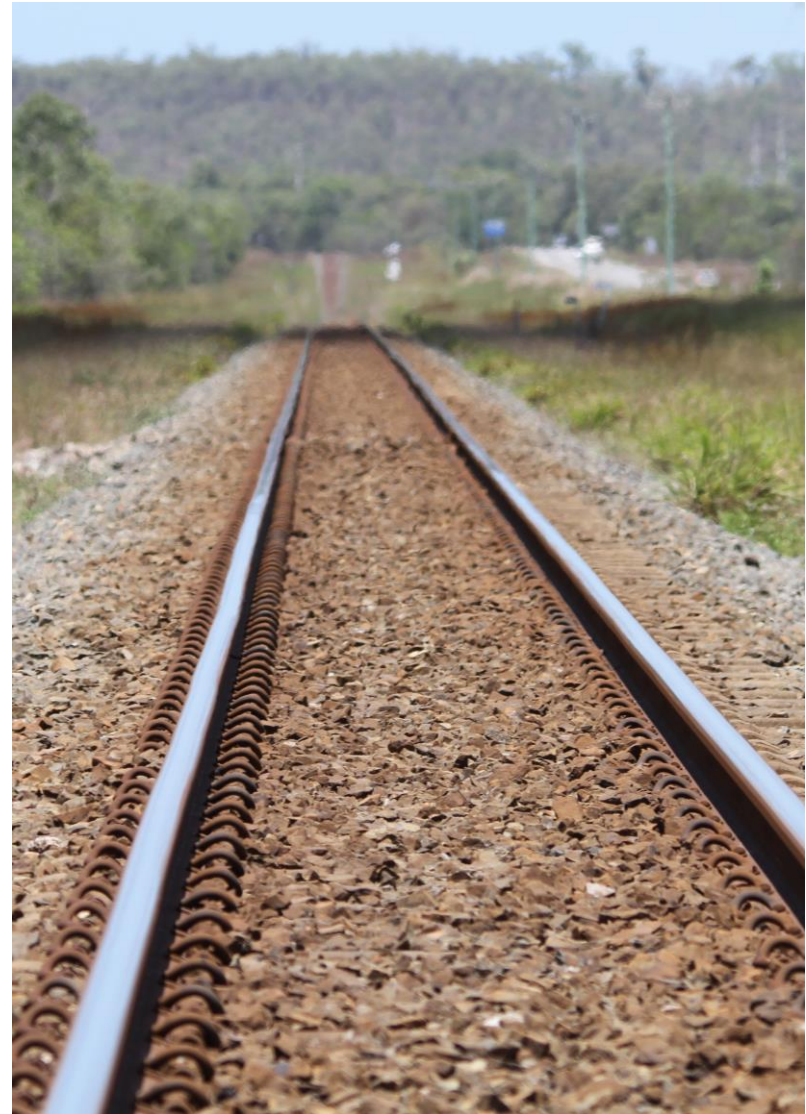
Council direction

Council direction

Perceptions of Council's overall direction have declined by two points to an index score of 48. Perceptions have now declined six points in the past two years, following an equal high index rating of 54 seen in 2018 and 2019.

Over the last 12 months, 66% of people believe the direction of Council's overall performance has stayed the same, consistent with 2020.

- 13% believe the direction has improved, down one point on 2020.
- 16% believe it has deteriorated, up three points on 2020.
- The most satisfied with Council direction are Seawinds and Cerberus ward residents, significantly higher than the Council average.
- The least satisfied with Council direction are Briars ward residents.





Overall council direction last 12 months

2021 overall council direction (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Seawinds & Cerberus wards	52	56	53	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	51	53	52	53	51	53	53	53	52
18-34	54	53	61	50	56	55	57	64	56
Interface	48	54	53	53	54	54	n/a	n/a	n/a
50-64	52	48	48	44	50	51	51	51	50
Women	52	54	55	55	54	52	55	54	53
Mornington Peninsula	50	54	54	50	52	53	53	54	52
Men	49	53	54	45	50	53	51	54	51
35-49	47	50	61	52	48	47	54	48	52
65+	49	60	50	53	53	56	51	55	51
Nepean, Red Hill & Watson wards	50	53	56	n/a	n/a	n/a	n/a	n/a	n/a
Briars ward	49	52	54	n/a	n/a	n/a	n/a	n/a	n/a

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

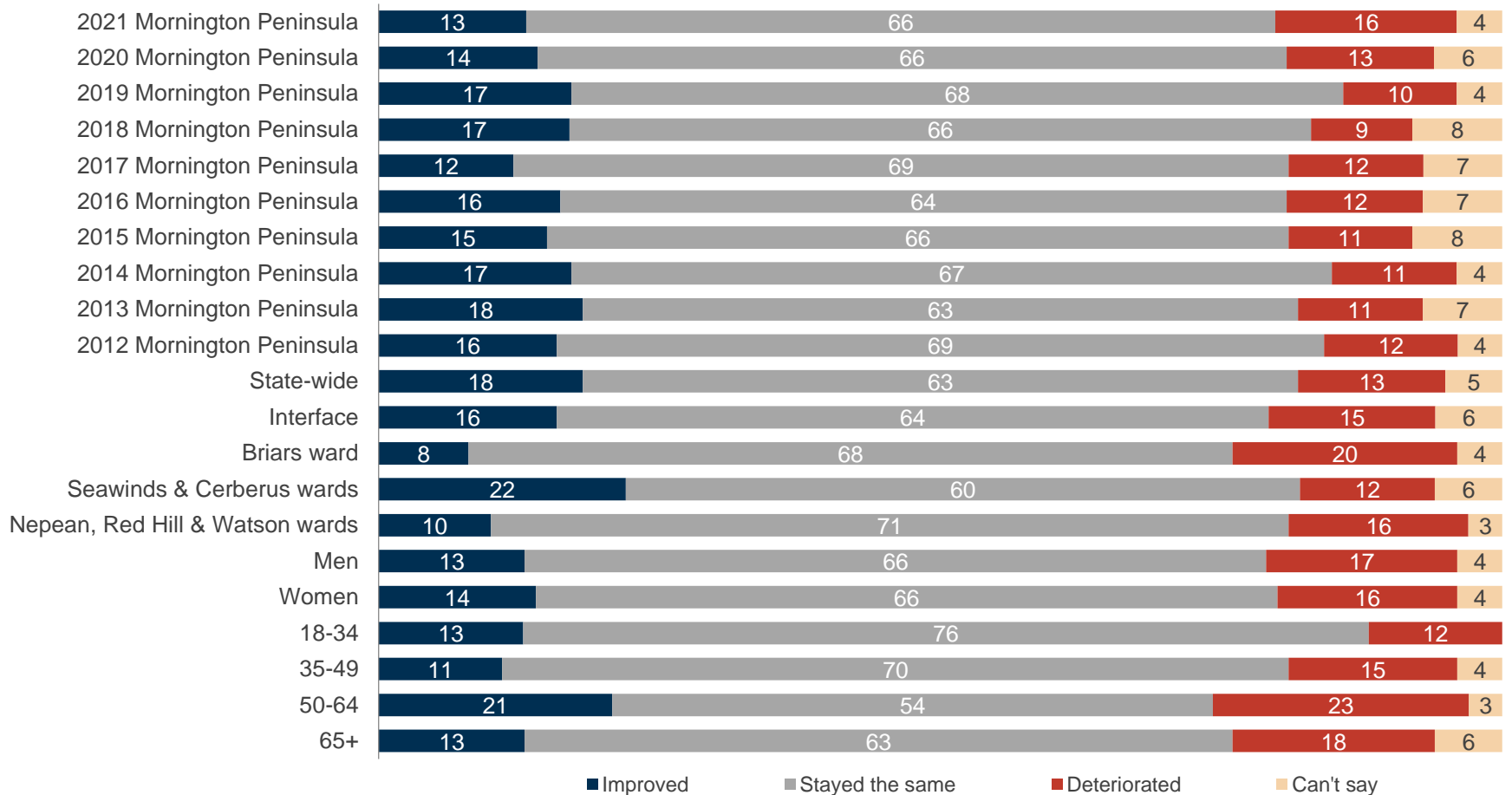
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 5

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



Overall council direction last 12 months

2021 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: 5

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 neural 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



2021 consultation and engagement performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	55	59	57	57	58	63	59	62	62
Seawinds & Cerberus wards	55	56	57	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	55	56	55	55	54	56	57	57	57
Women	56	56	58	53	57	60	58	58	60
Briars ward	55	57	57	n/a	n/a	n/a	n/a	n/a	n/a
Mornington Peninsula	55	56	57	52	55	59	56	56	58
Interface	53	55	56	53	55	57	n/a	n/a	n/a
Men	54	55	55	51	53	57	55	55	56
65+	54	58	55	52	57	62	56	57	58
35-49	55	53	62	50	53	55	57	53	58
Nepean, Red Hill & Watson wards	55	53	56	n/a	n/a	n/a	n/a	n/a	n/a
50-64	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: 66 Councils asked group: 5

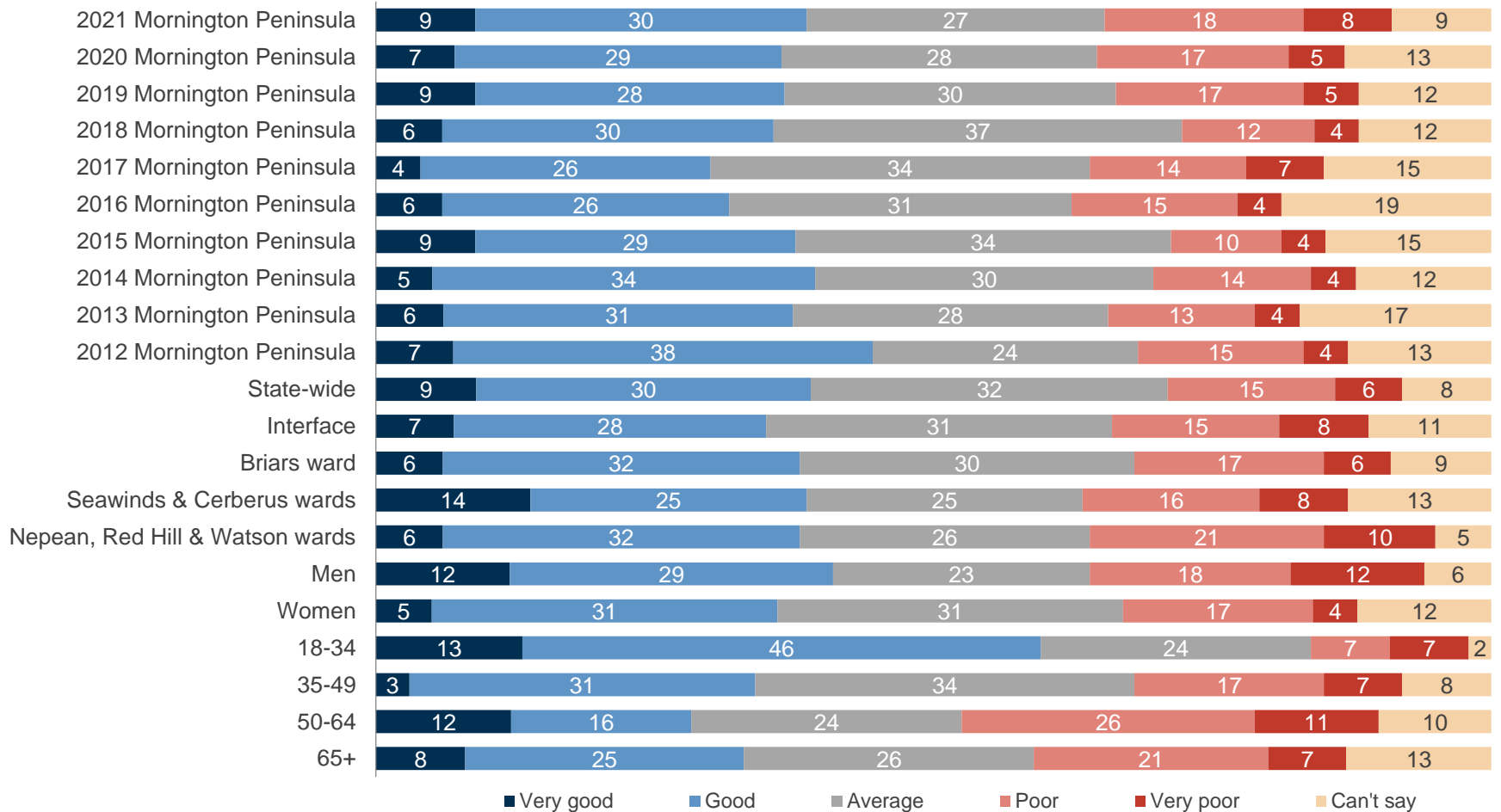
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2021 consultation and engagement performance (%)



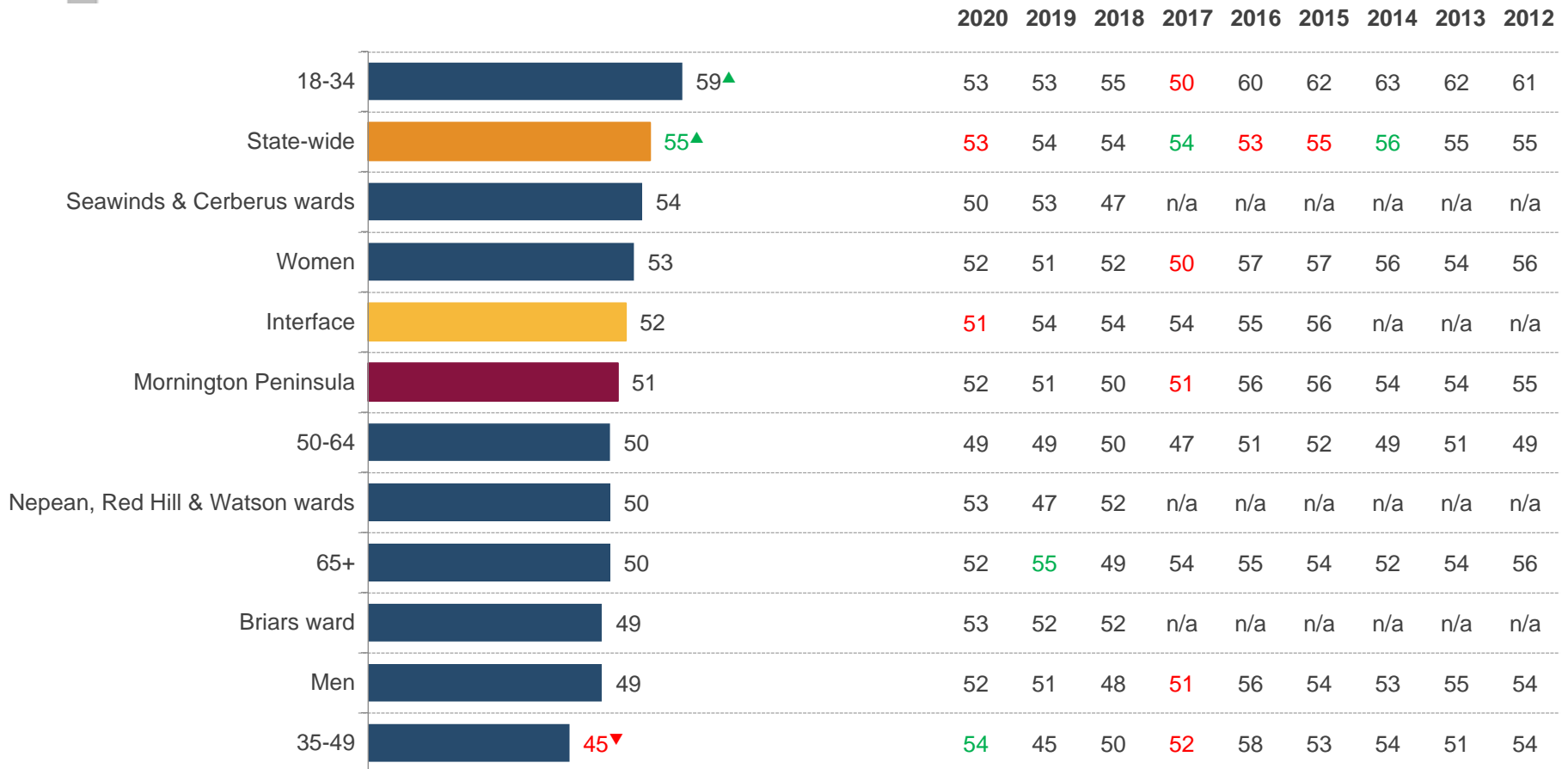
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 5



Lobbying on behalf of the community performance



2021 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: 5

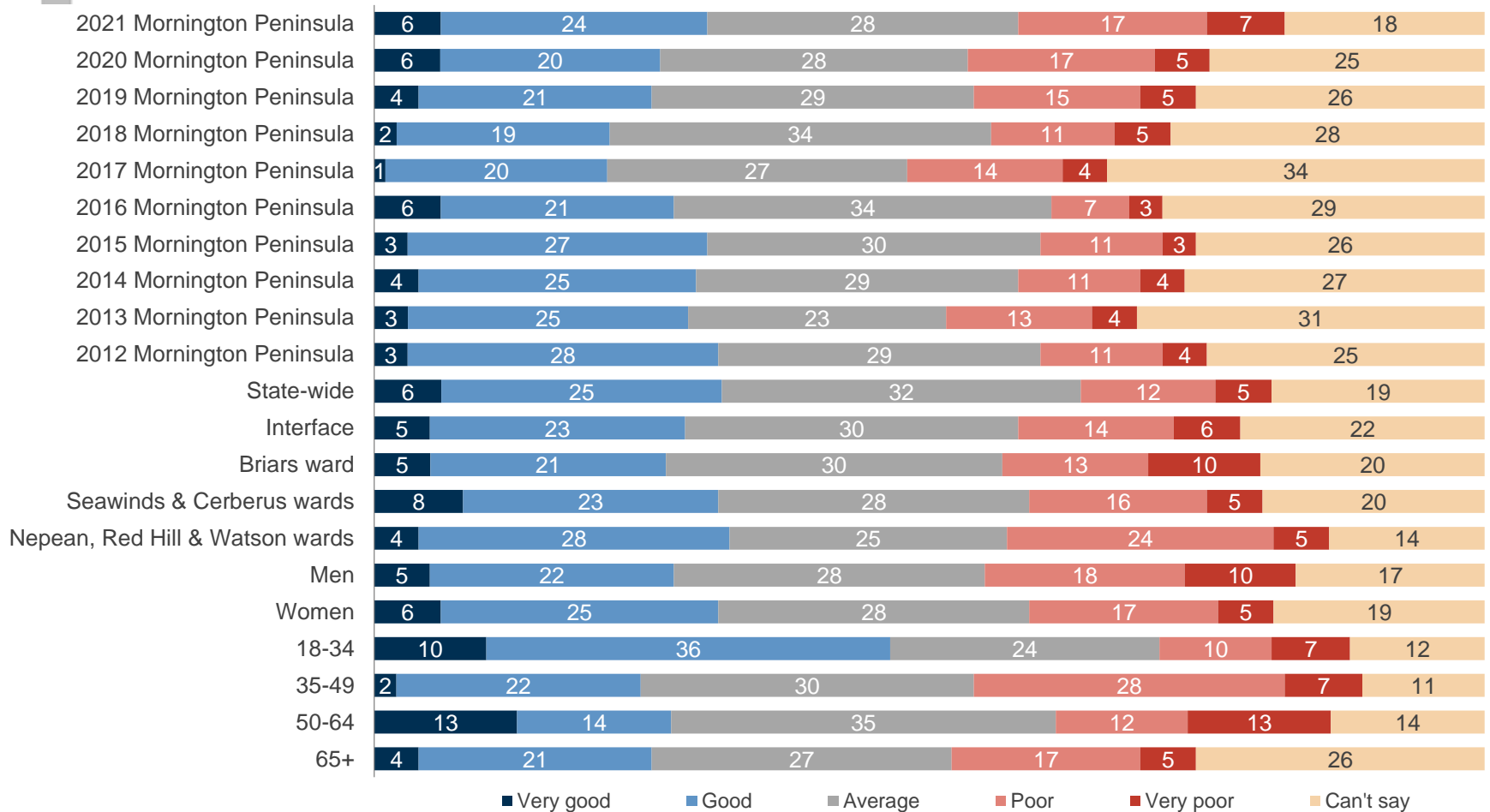
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2021 lobbying performance (%)

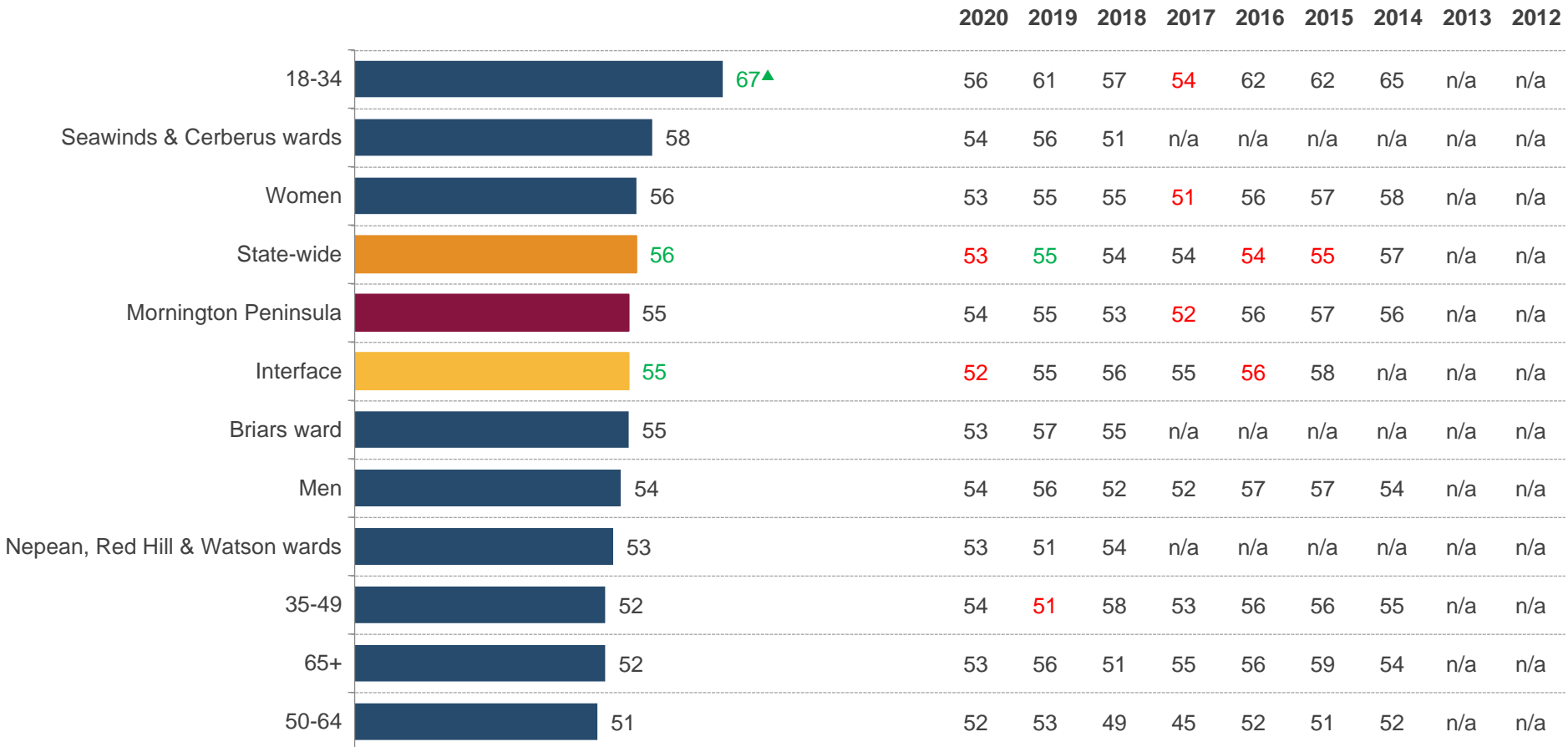


Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 51 Councils asked group: 5

Decisions made in the interest of the community performance



2021 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?

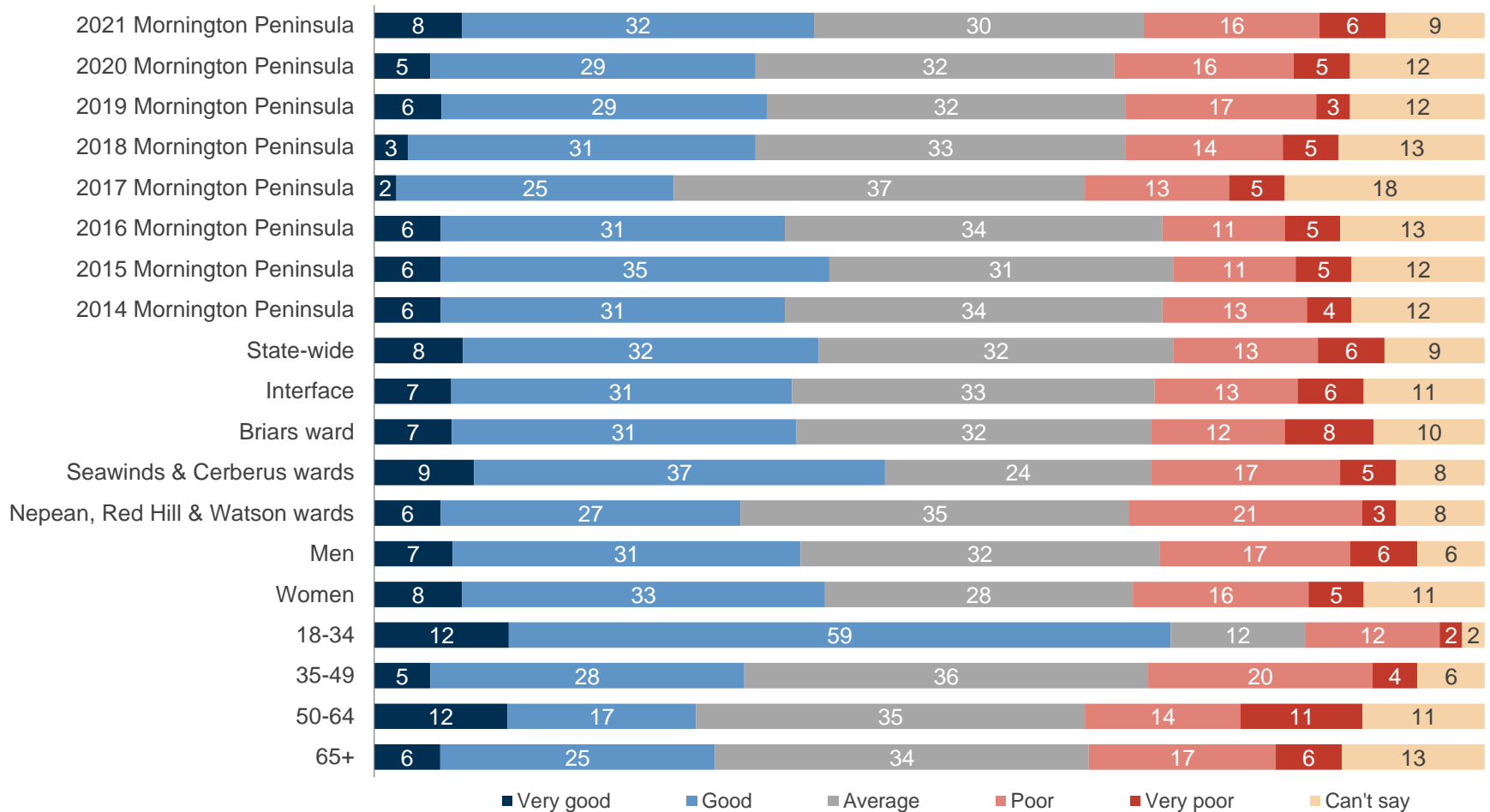
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 5

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

Decisions made in the interest of the community performance



2021 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: 5

The condition of sealed local roads in your area performance



2021 sealed local roads performance (index scores)

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

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

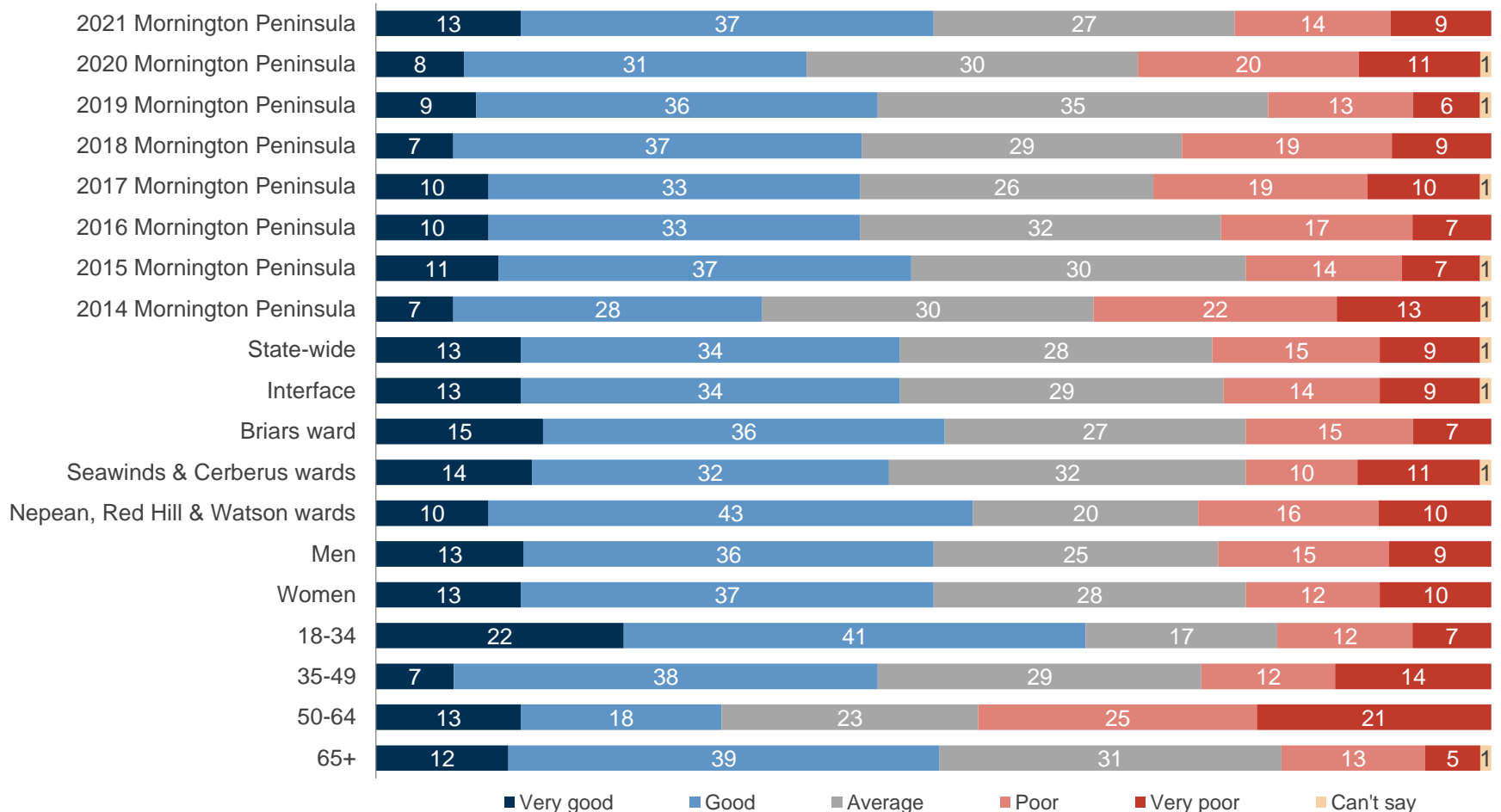
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 5

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

The condition of sealed local roads in your area performance



2021 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: 5



Informing the community performance



2021 informing community performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	61	56	60	58	49	n/a	n/a	65	65	66
Women	61	57	59	62	58	n/a	n/a	65	62	64
State-wide	60	59	60	59	59	59	61	62	61	60
Briars ward	60	63	63	64	n/a	n/a	n/a	n/a	n/a	n/a
65+	59	61	62	62	64	n/a	n/a	63	63	65
Mornington Peninsula	59	59	61	62	59	n/a	n/a	63	62	64
35-49	59	58	57	67	60	n/a	n/a	64	61	63
Seawinds & Cerberus wards	58	58	61	61	n/a	n/a	n/a	n/a	n/a	n/a
Interface	58	57	59	60	55	55	56	n/a	n/a	n/a
Nepean, Red Hill & Watson wards	58	54	56	60	n/a	n/a	n/a	n/a	n/a	n/a
Men	56	60	62	62	59	n/a	n/a	61	63	63
50-64	53	56	62	59	58	n/a	n/a	61	61	60

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

Base: All respondents. Councils asked state-wide: 35 Councils asked group: 3

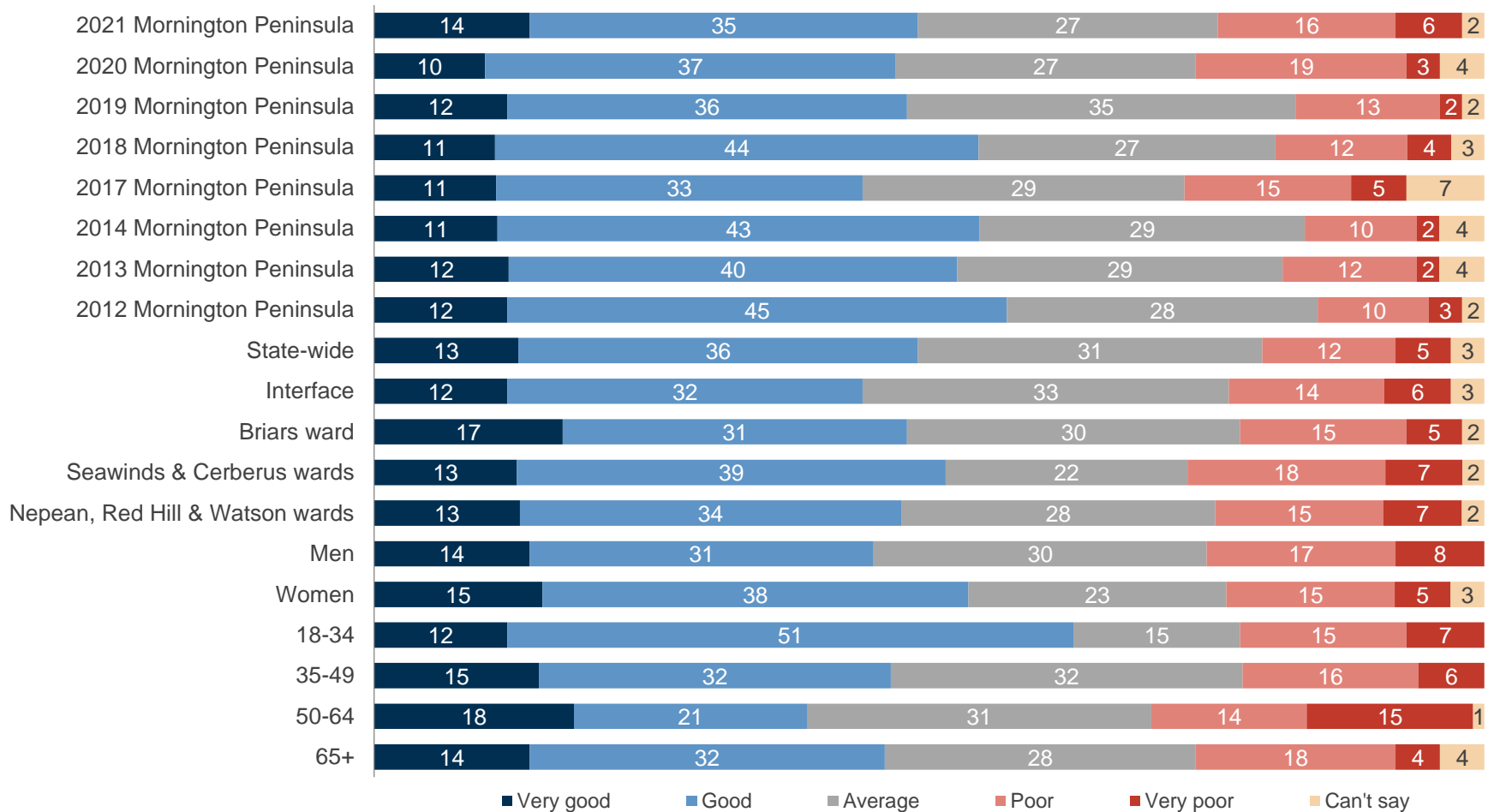
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2021 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 3

The condition of local streets and footpaths in your area performance



2021 streets and footpaths performance (index scores)

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

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

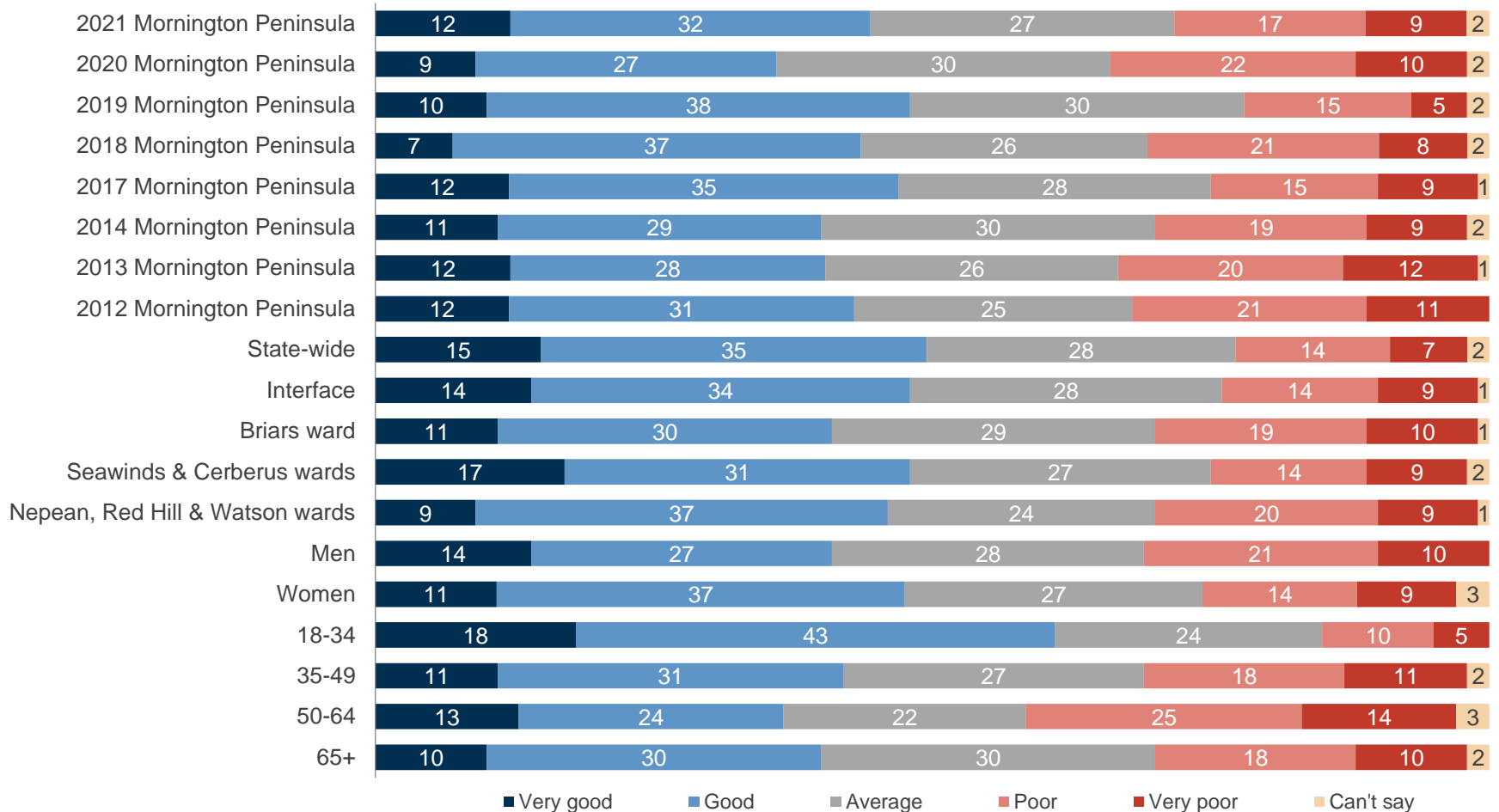
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 3

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

The condition of local streets and footpaths in your area performance



2021 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: 32 Councils asked group: 3



Traffic management performance



2021 traffic management performance (index scores)

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

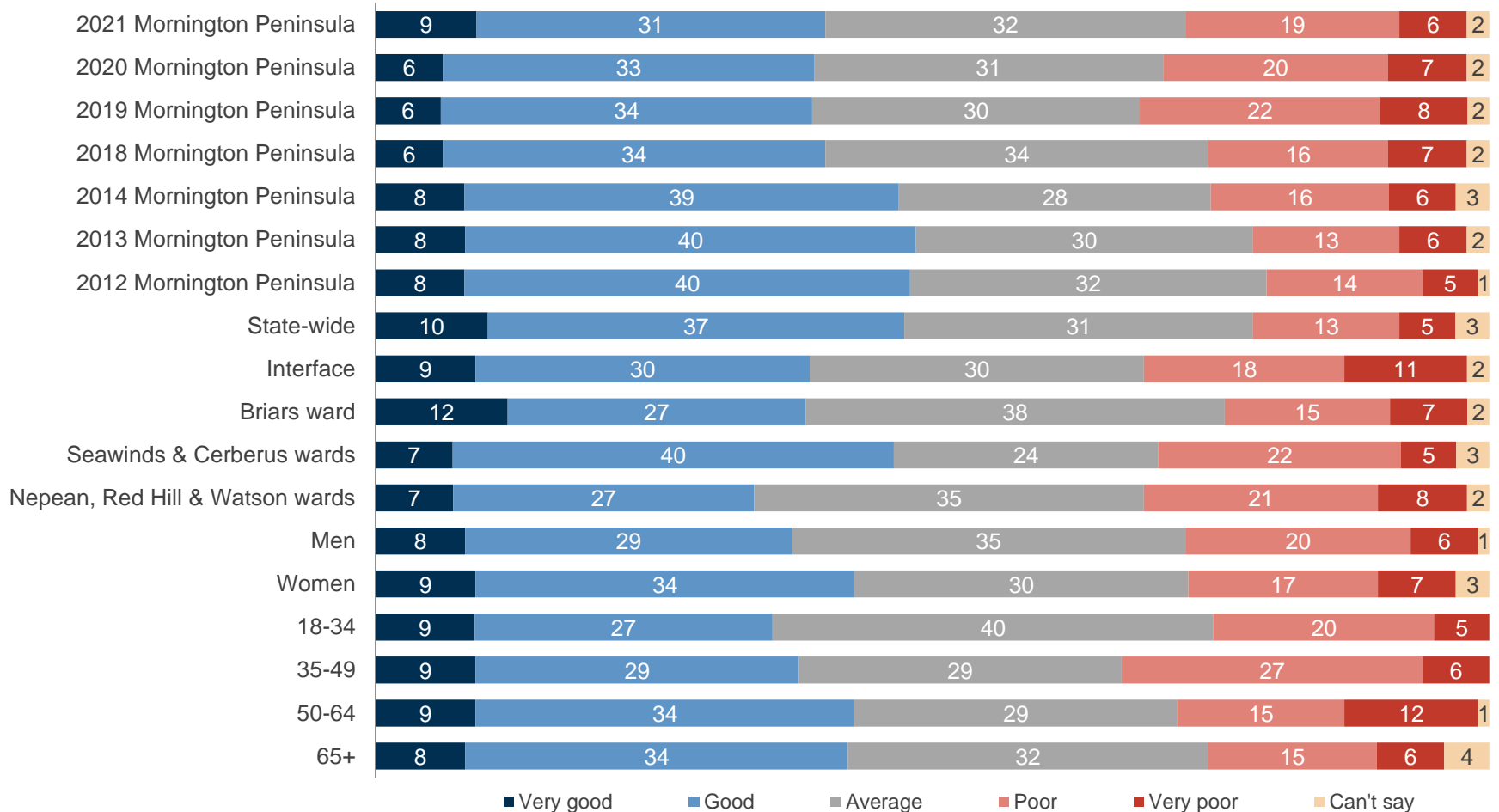
Note: Please see Appendix A for explanation of significant differences.



Traffic management performance



2021 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



2021 parking performance (index scores)

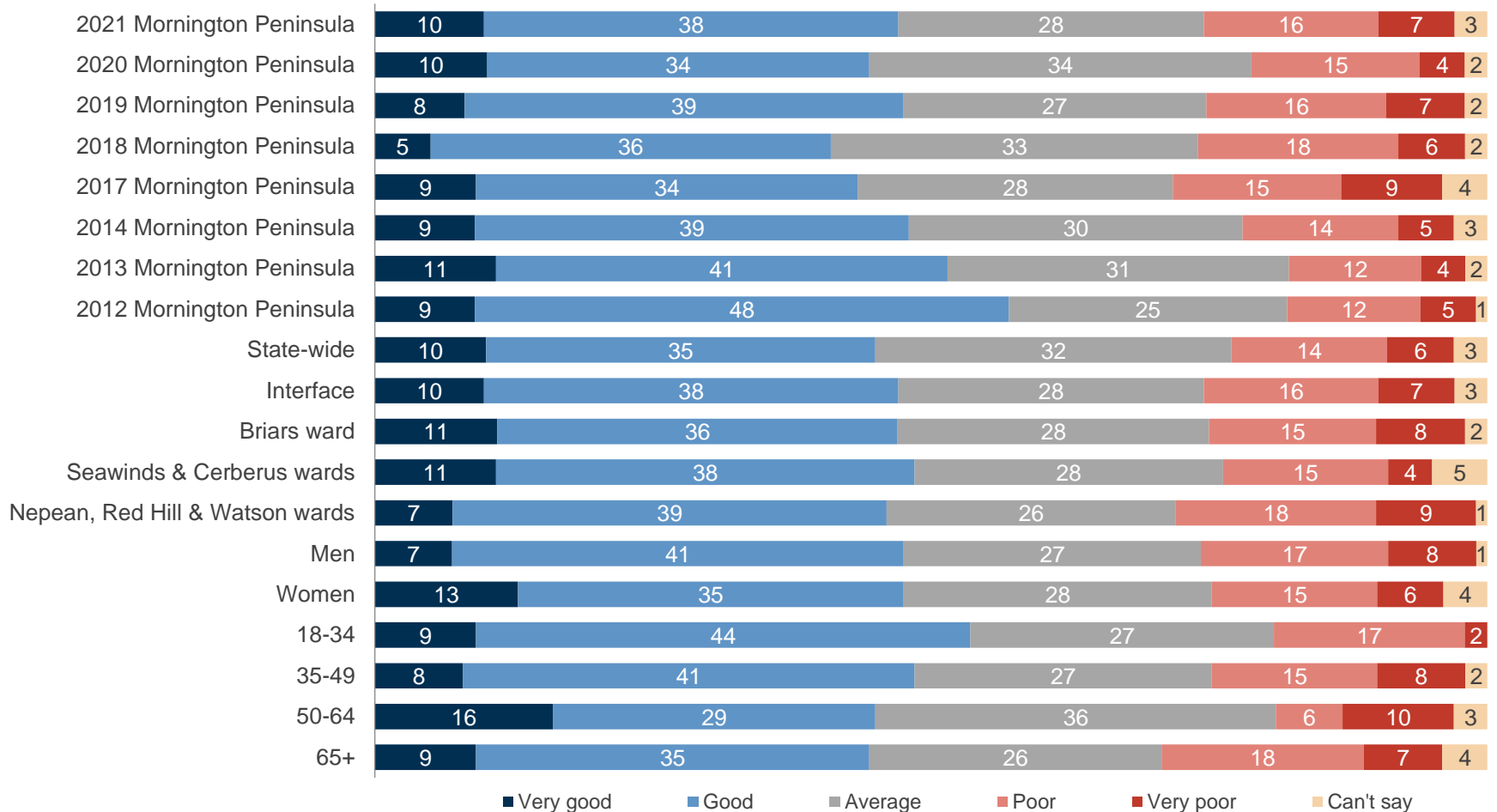
	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	60	62	57	51	49	n/a	n/a	61	65	65
Seawinds & Cerberus wards	60	58	57	52	n/a	n/a	n/a	n/a	n/a	n/a
50-64	59	58	57	55	57	n/a	n/a	59	59	58
Women	59	57	56	54	55	n/a	n/a	61	60	62
State-wide	58	55	56	56	55	56	57	57	57	56
Mornington Peninsula	57	58	56	54	55	n/a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



Parking facilities performance



2021 parking performance (%)



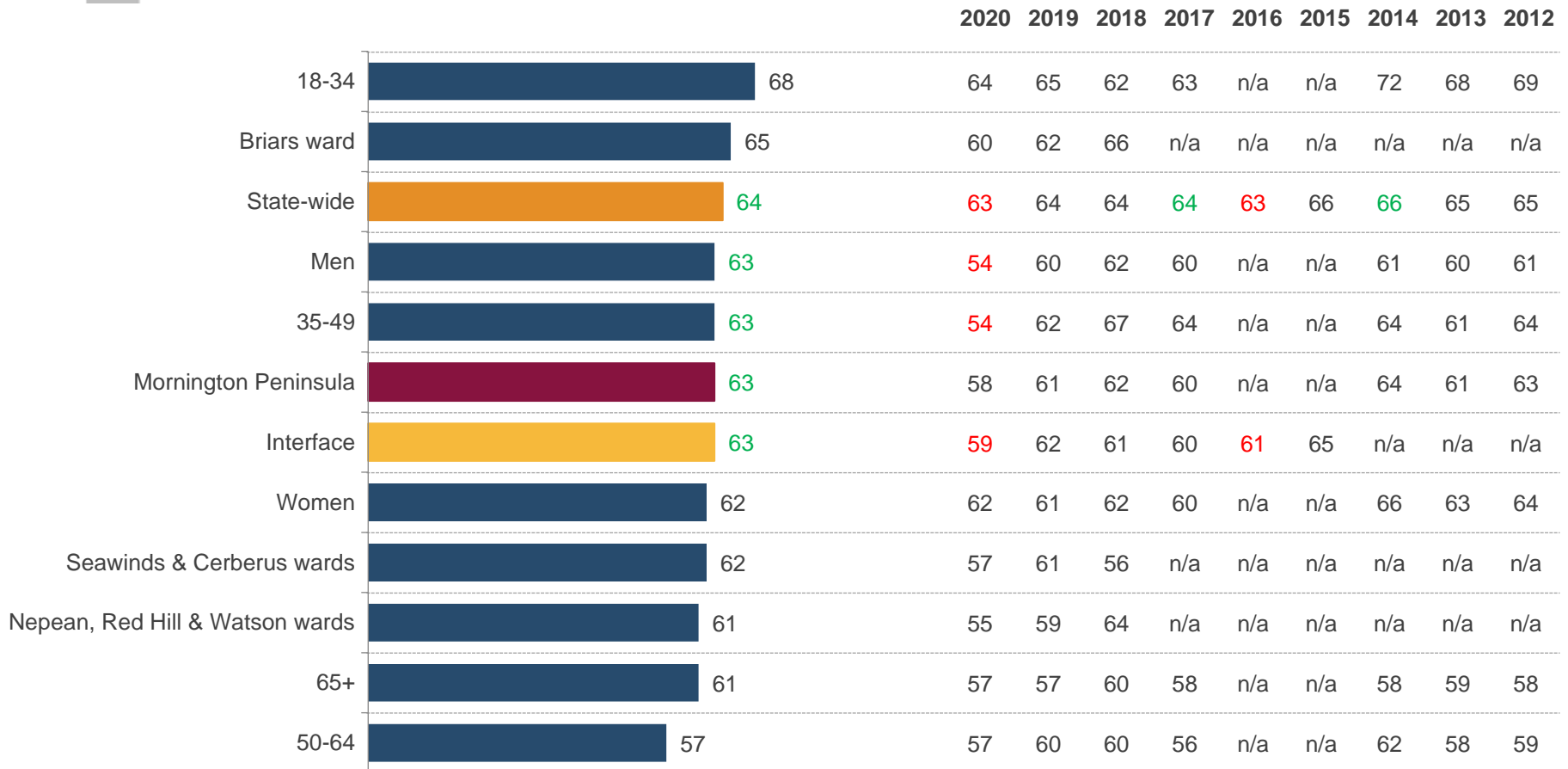
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 1



Enforcement of local laws performance



2021 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: 3

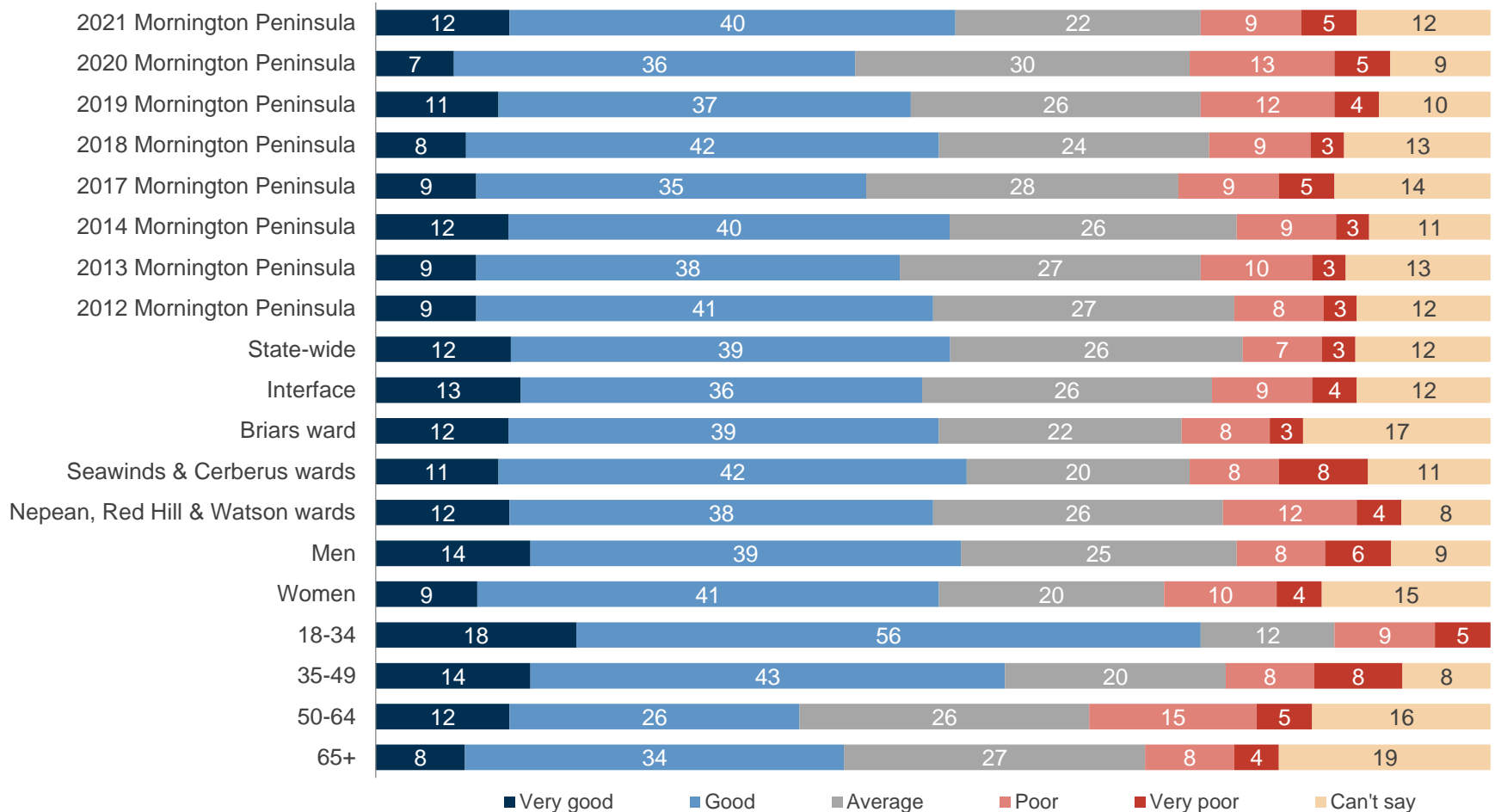
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2021 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: 3



Family support services performance



2021 family support performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Personal user	76▲	75	69	78	n/a	n/a	n/a	72	n/a	n/a
Household user	74	71	68	78	n/a	n/a	n/a	70	n/a	n/a
Nepean, Red Hill & Watson wards	70	61	63	73	n/a	n/a	n/a	n/a	n/a	n/a
50-64	70	63	65	60	62	n/a	n/a	63	63	62
65+	69	64	68	68	72	n/a	n/a	69	70	71
Women	67	61	64	68	70	n/a	n/a	68	67	67
Mornington Peninsula	67	64	66	69	70	n/a	n/a	67	67	67
Men	67	67	67	70	69	n/a	n/a	66	66	66
18-34	67	65	66	70	72	n/a	n/a	68	67	69
Seawinds & Cerberus wards	67	62	66	67	n/a	n/a	n/a	n/a	n/a	n/a
Briars ward	66	69	67	68	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	66	66	67	66	67	66	67	68	67	67
35-49	66	63	63	73	72	n/a	n/a	67	66	66
Interface	65	63	67	67	65	65	66	n/a	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: 29 Councils asked group: 3

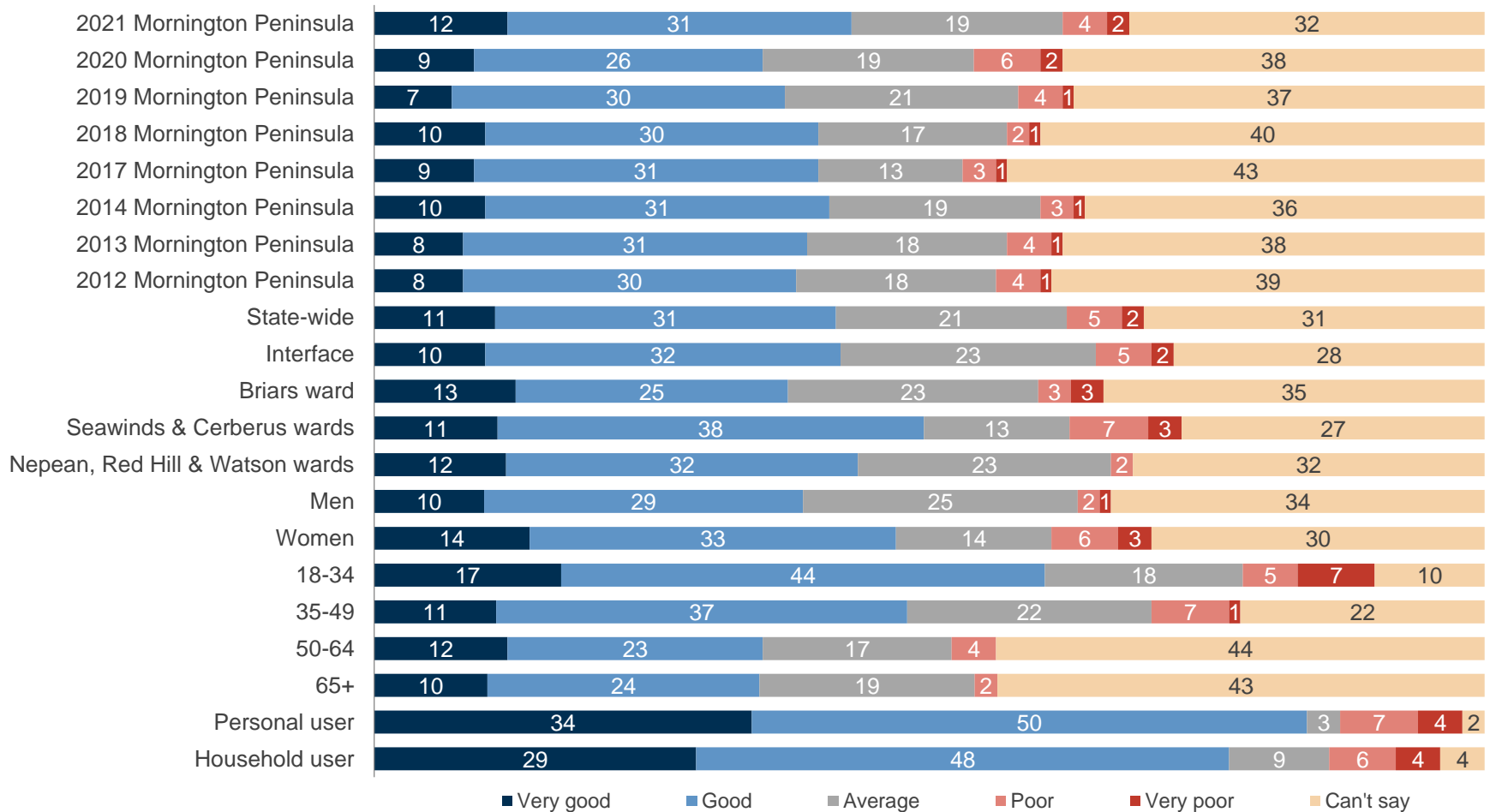
Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2021 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: 3



Elderly support services performance



2021 elderly support performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Personal user	73	75	75	76	n/a	n/a	n/a	75	n/a	n/a
Seawinds & Cerberus wards	73▲	64	72	67	n/a	n/a	n/a	n/a	n/a	n/a
35-49	72▲	61	67	65	67	n/a	n/a	70	61	65
18-34	72	70	72	71	66	n/a	n/a	76	66	69
Household user	70	69	77	71	n/a	n/a	n/a	76	n/a	n/a
State-wide	69	68	68	68	68	68	69	70	69	69
Nepean, Red Hill & Watson wards	69	61	70	72	n/a	n/a	n/a	n/a	n/a	n/a
50-64	68	63	67	62	65	n/a	n/a	66	64	63
Men	68	66	70	69	71	n/a	n/a	72	65	67
Mornington Peninsula	68	65	70	68	68	n/a	n/a	72	65	67
Women	68	63	70	67	66	n/a	n/a	71	66	67
Interface	67	65	66	67	64	59	65	n/a	n/a	n/a
65+	65	64	73	70	73	n/a	n/a	73	71	70
Briars ward	64	68	69	66	n/a	n/a	n/a	n/a	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: 32 Councils asked group: 2

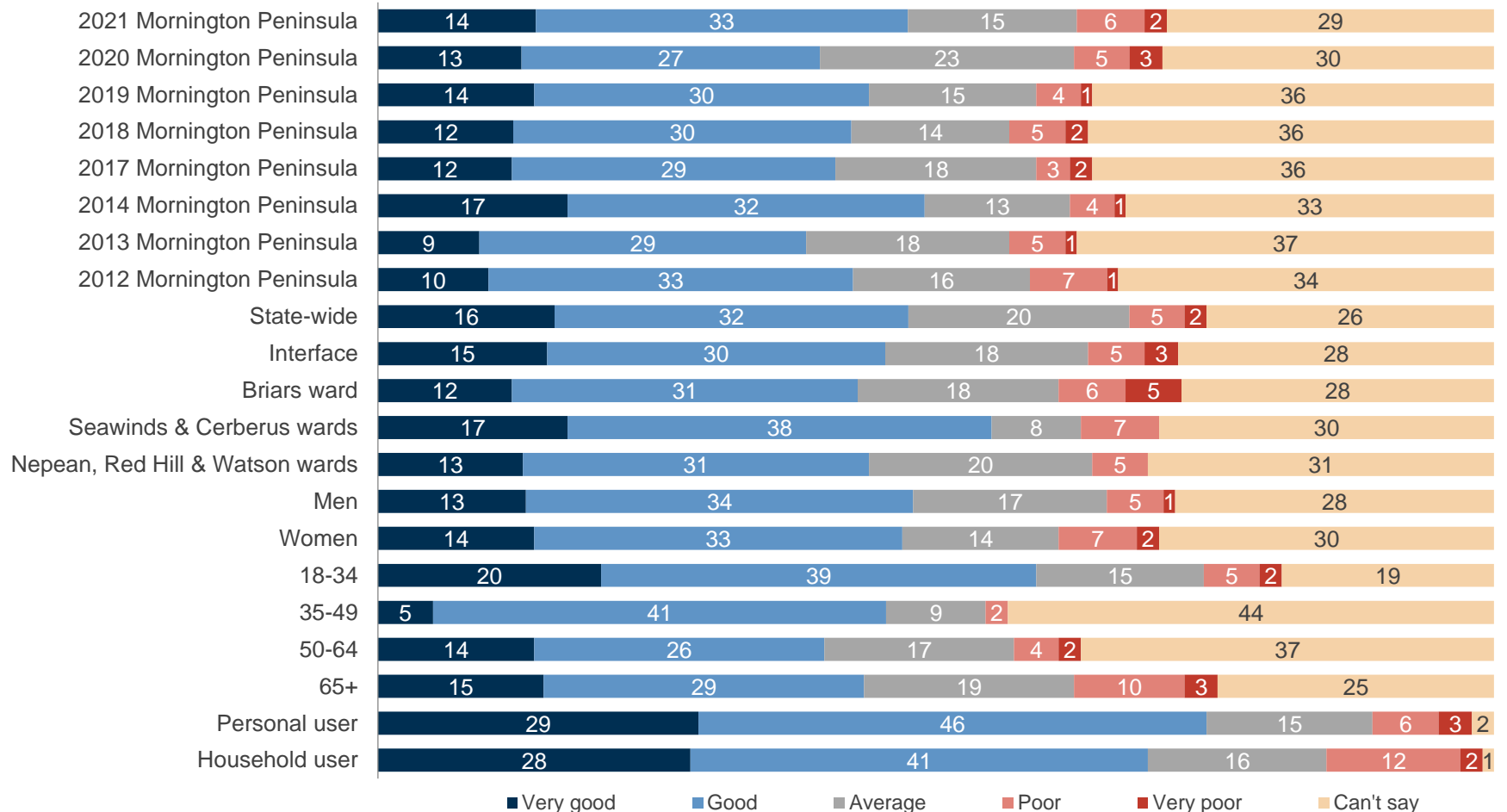
Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2021 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



2021 disadvantaged support performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 12 Councils asked group: 2

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

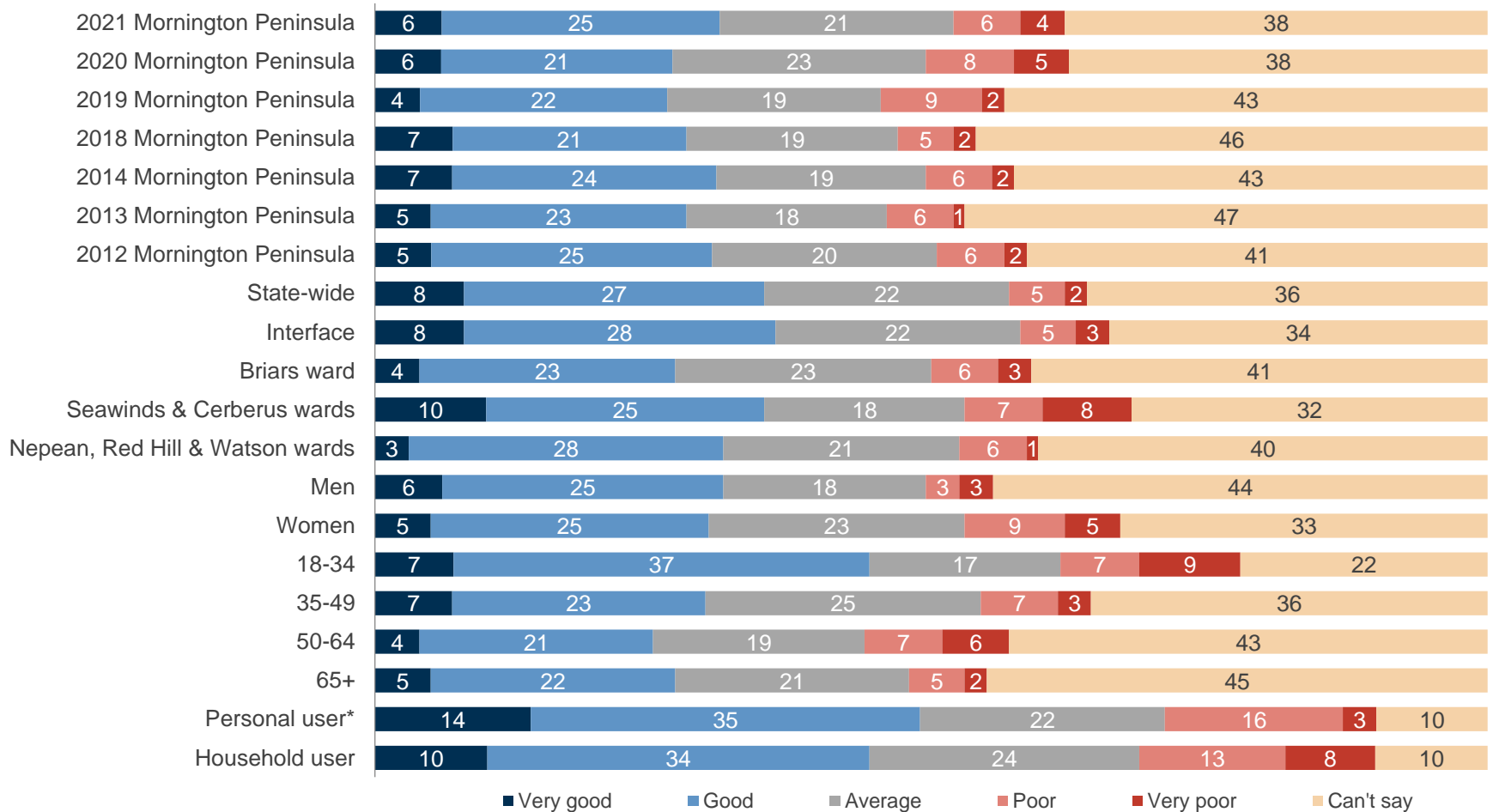
*Caution: small sample size < n=30



Disadvantaged support services performance



2021 disadvantaged support performance (%)



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



Recreational facilities performance



2021 recreational facilities performance (index scores)

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

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?

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

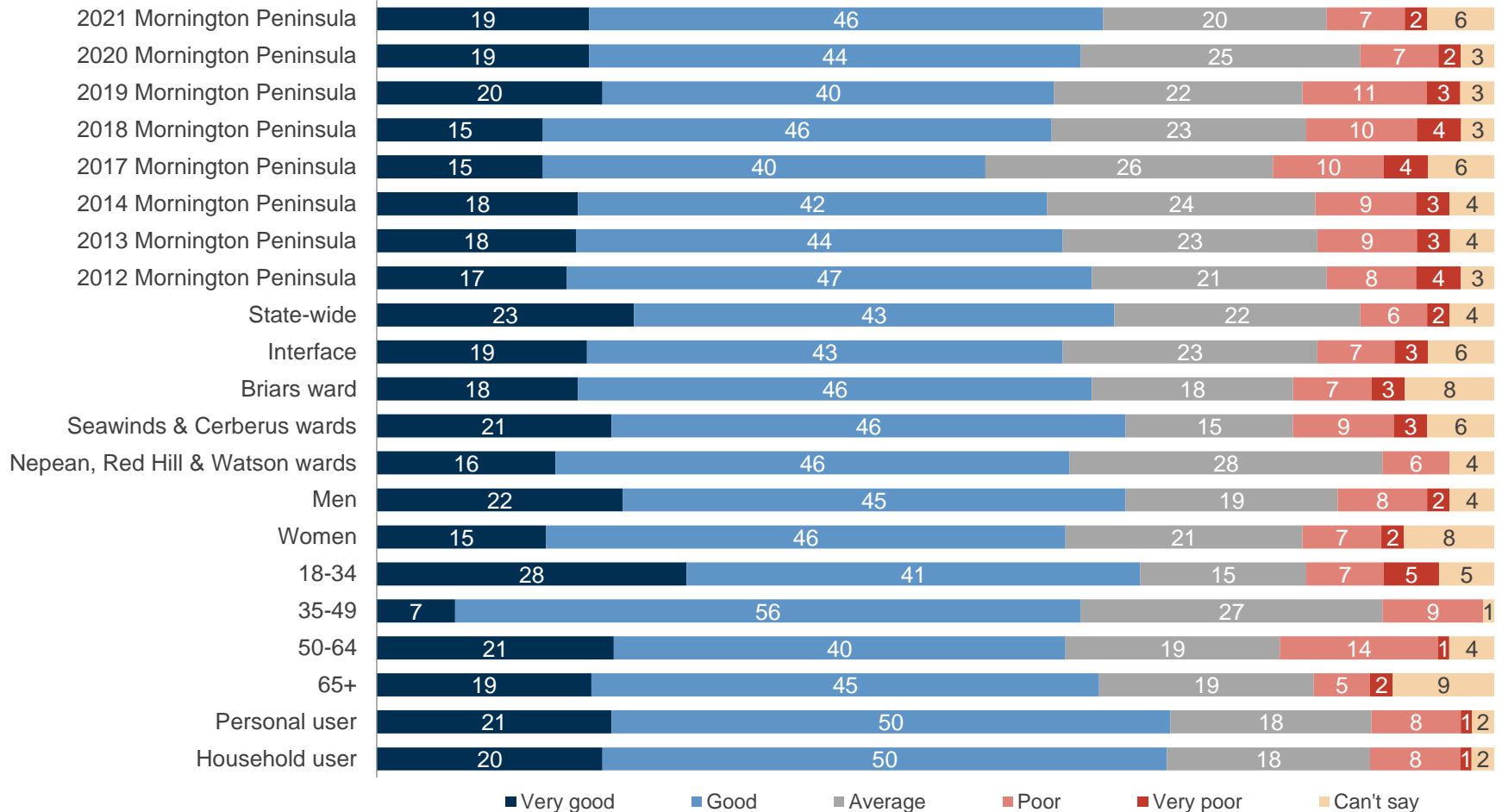
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2021 recreational facilities performance (%)



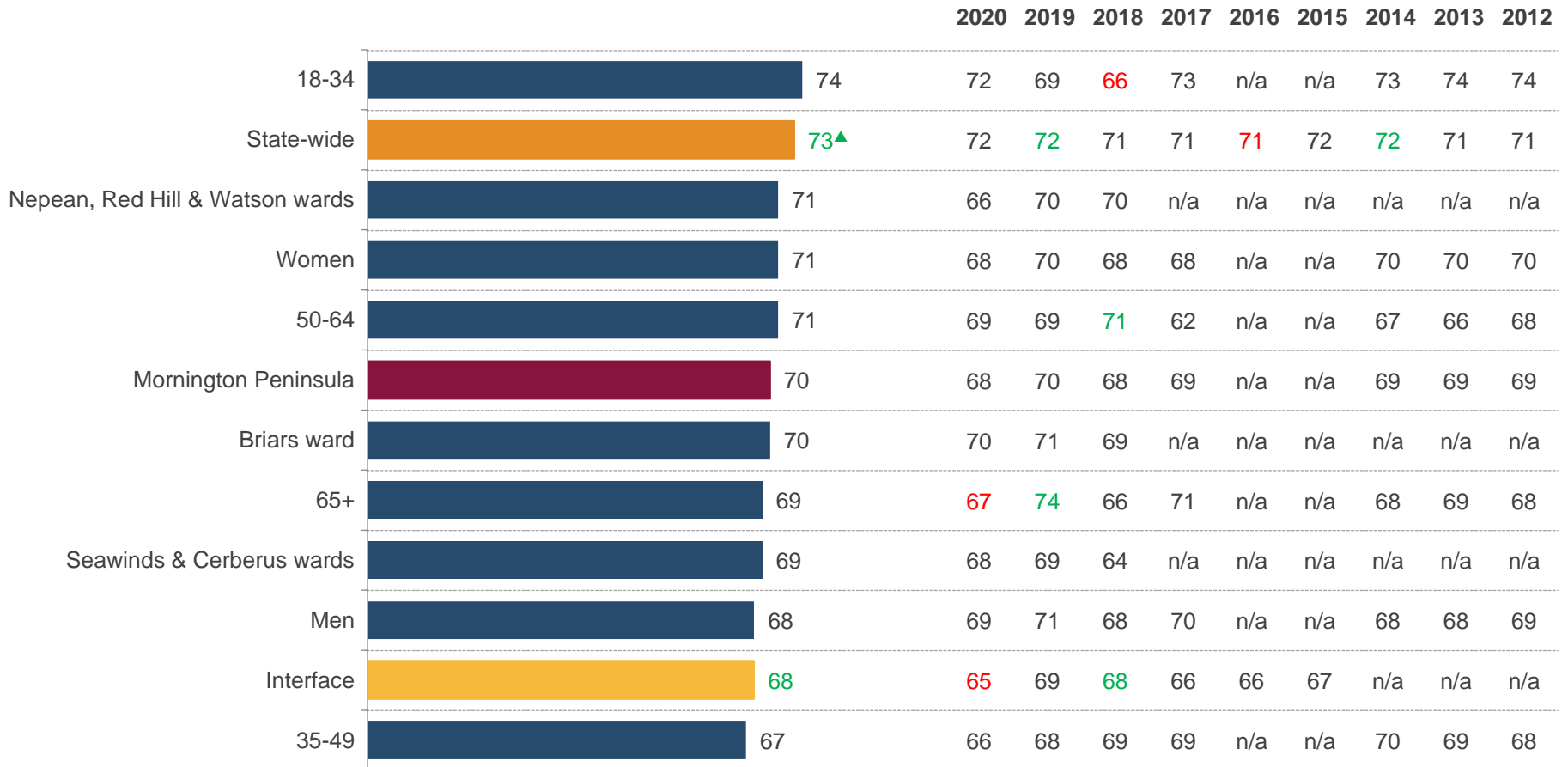
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 42 Councils asked group: 3



The appearance of public areas performance



2021 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: 40 Councils asked group: 3

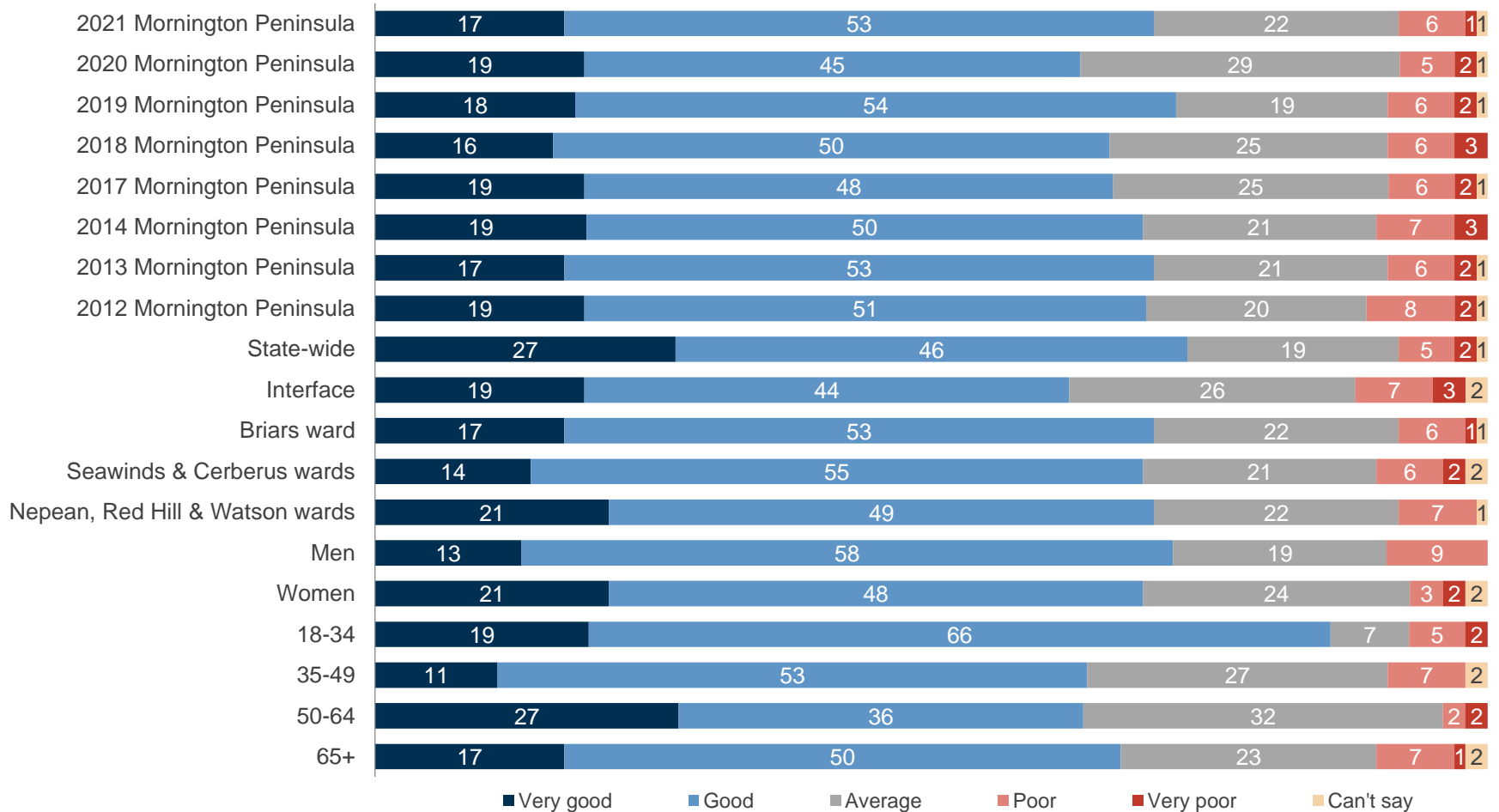
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2021 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: 40 Councils asked group: 3



Art centres and libraries performance



2021 art centres and libraries performance (index scores)

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

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: 3

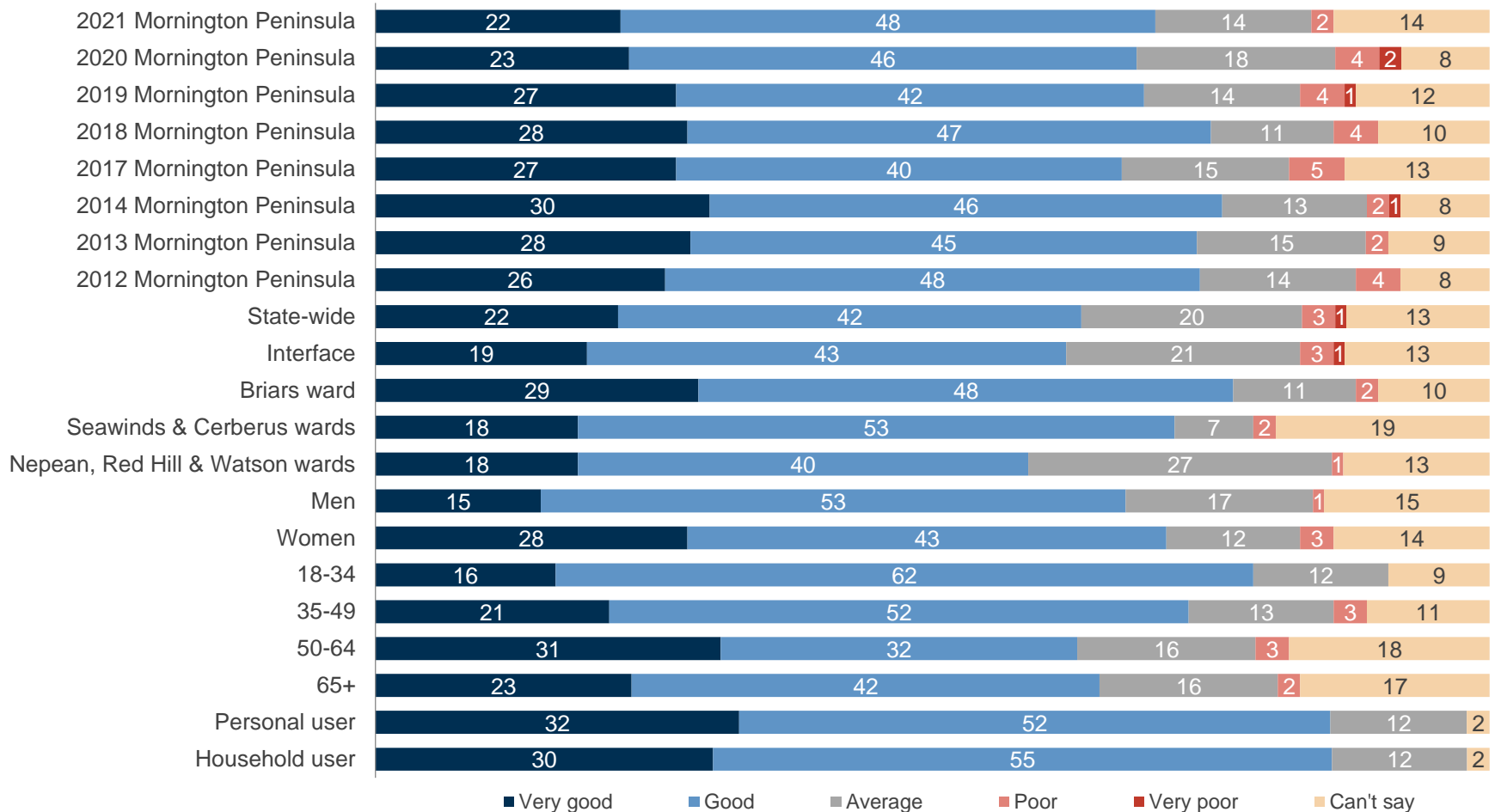
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2021 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: 3



Community and cultural activities performance



2021 community and cultural activities performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Household user	71▲	70	72	73	n/a	n/a	n/a	73	n/a	n/a
Personal user	70▲	71	72	74	n/a	n/a	n/a	73	n/a	n/a
Briars ward	67	70	71	72	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	65	68	69	69	69	69	69	70	69	68
18-34	65	63	64	65	58	n/a	n/a	69	66	66
Men	64	67	69	68	64	n/a	n/a	68	67	65
65+	63	69	71	69	70	n/a	n/a	71	72	68
Mornington Peninsula	63	67	69	69	67	n/a	n/a	70	68	66
Interface	62	66	68	67	64	63	65	n/a	n/a	n/a
Women	62	66	68	69	68	n/a	n/a	72	69	67
Seawinds & Cerberus wards	61	65	71	65	n/a	n/a	n/a	n/a	n/a	n/a
35-49	60	67	65	71	72	n/a	n/a	71	68	67
50-64	60	66	72	70	64	n/a	n/a	68	67	65
Nepean, Red Hill & Watson wards	60	64	63	70	n/a	n/a	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: 28 Councils asked group: 3

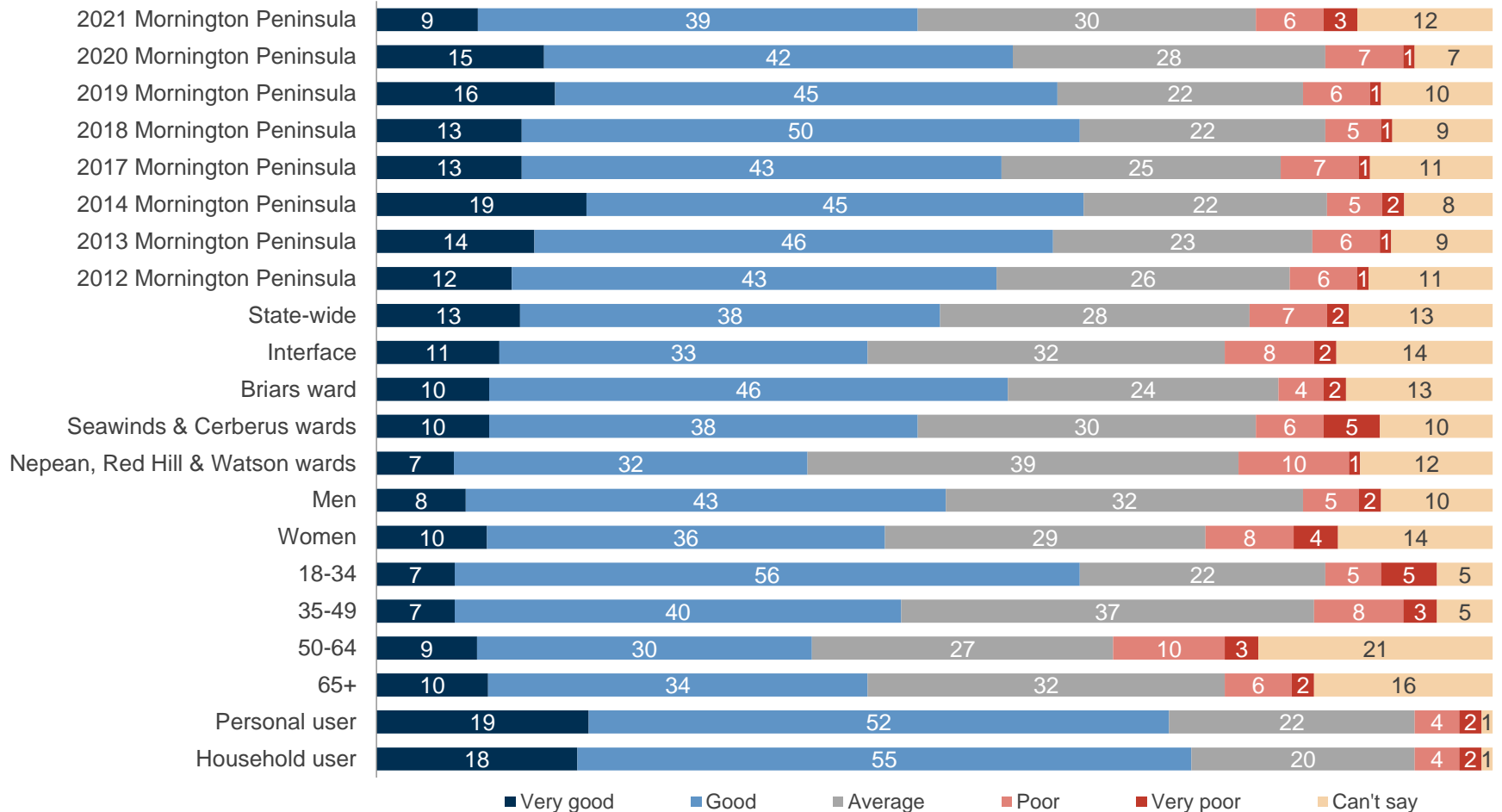
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2021 community and cultural activities performance (%)



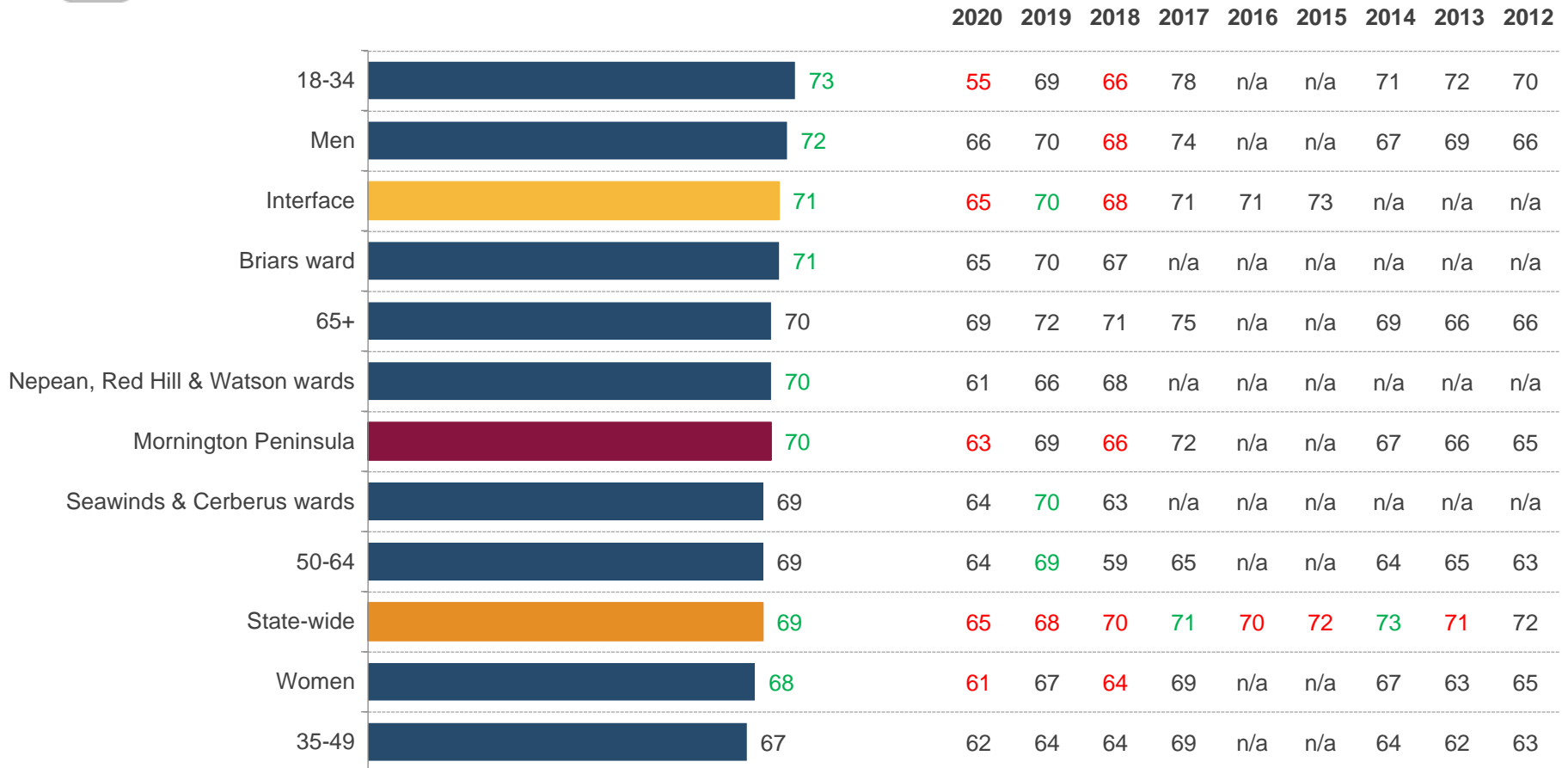
Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 3



Waste management performance



2021 waste management performance (index scores)



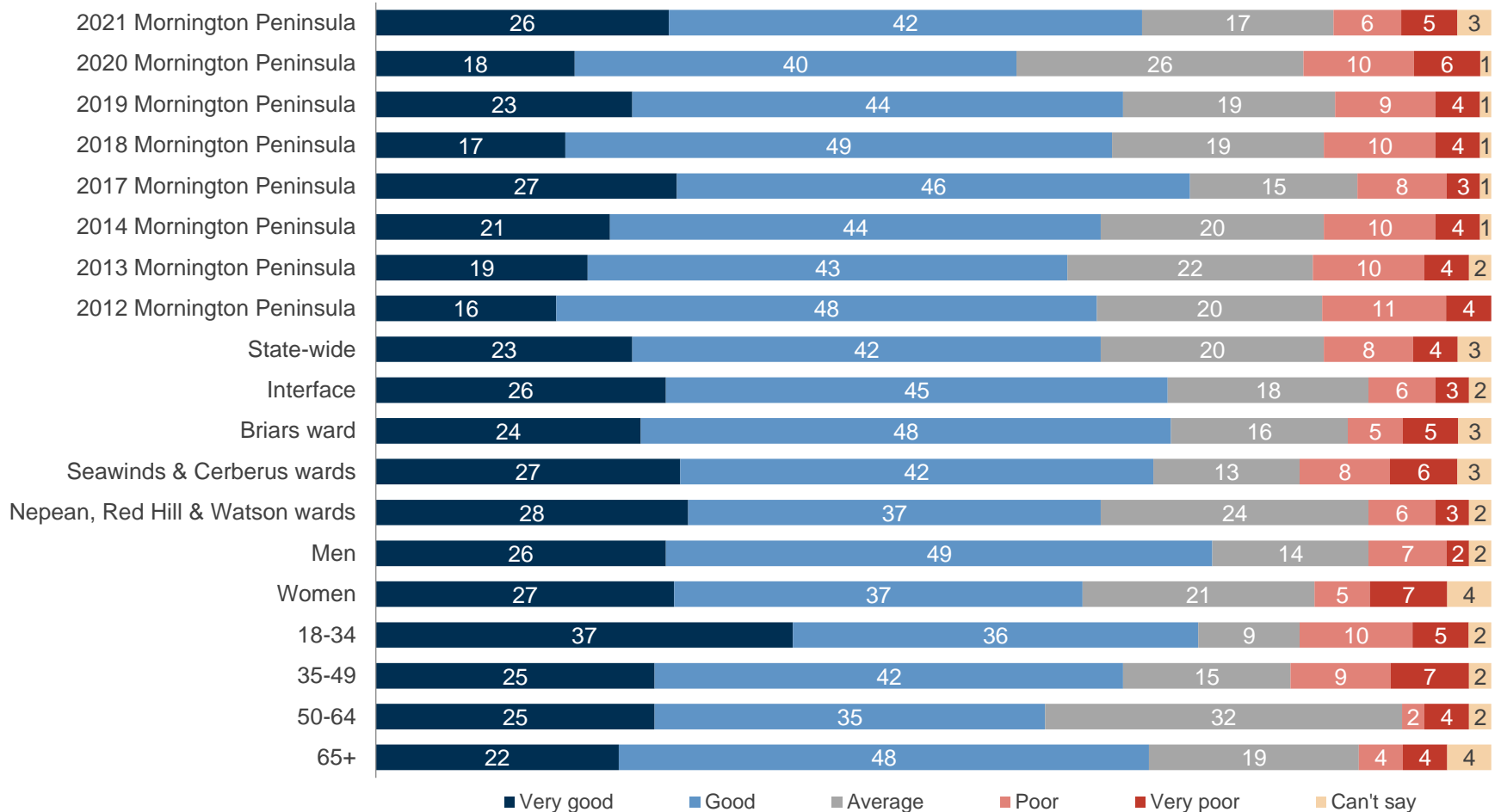
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2021 waste management performance (%)

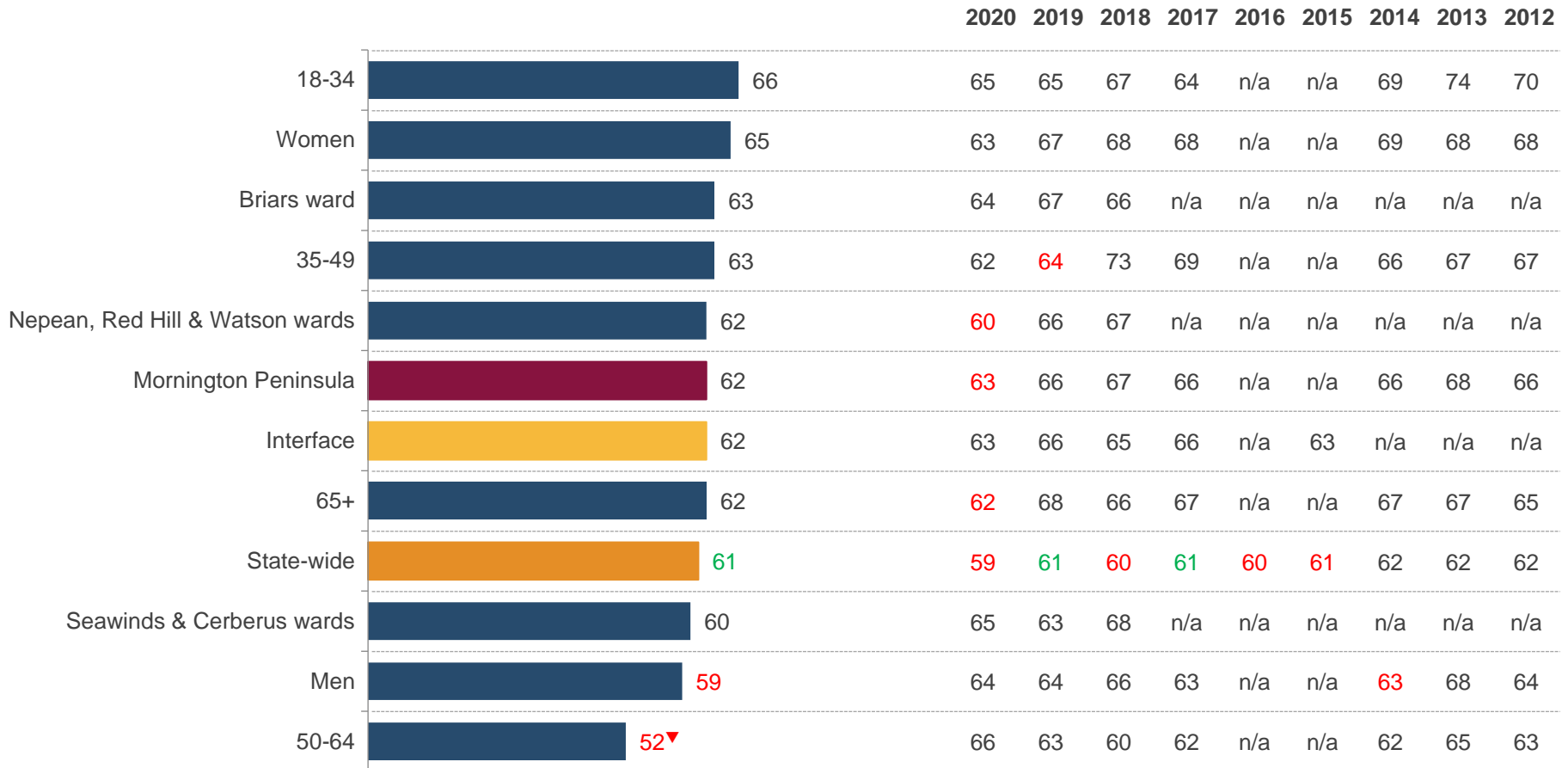


Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 5

Business and community development and tourism performance



2021 business/development/tourism performance (index scores)



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

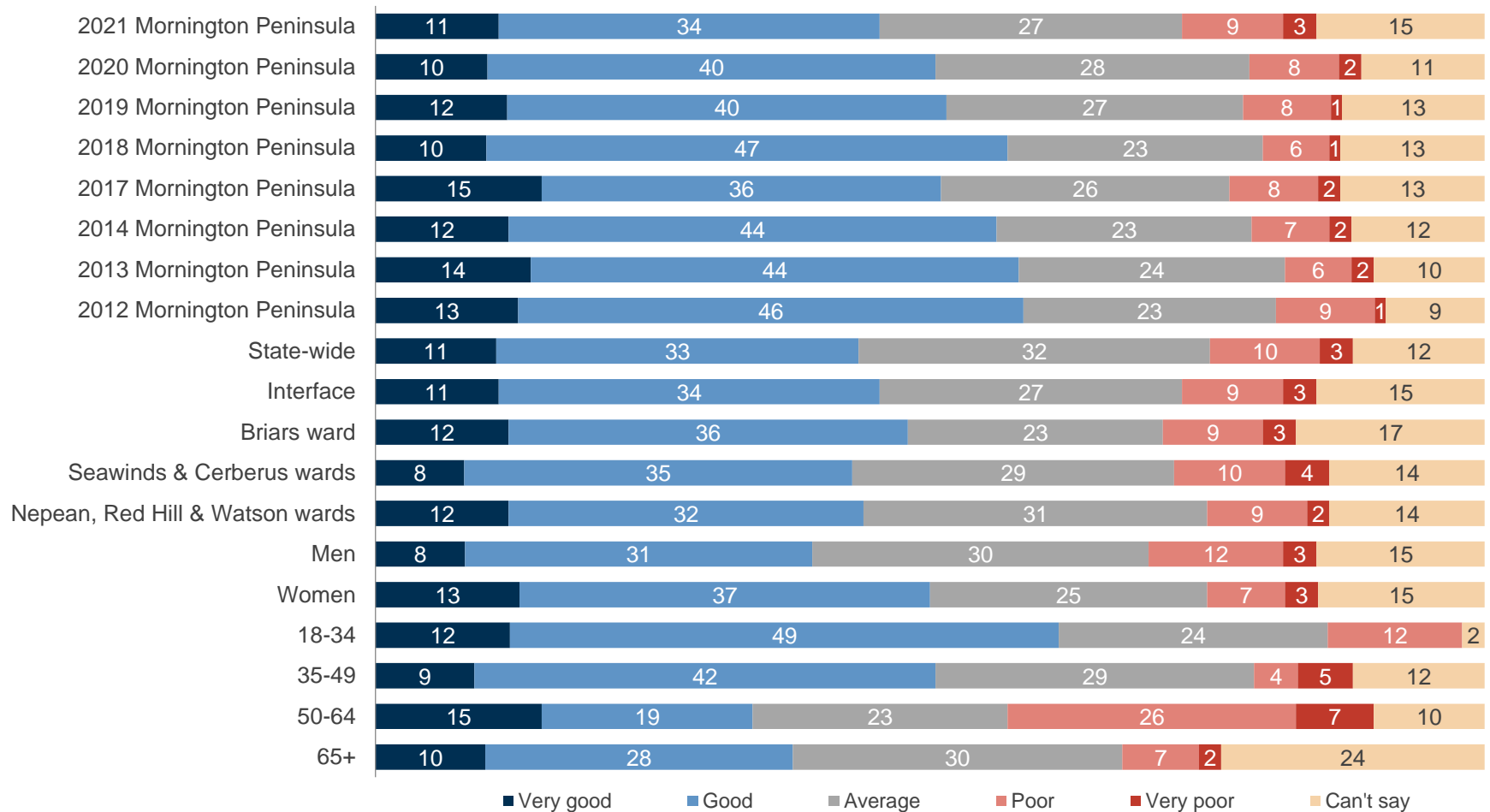
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 1

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

Business and community development and tourism performance



2021 business/development/tourism performance (%)



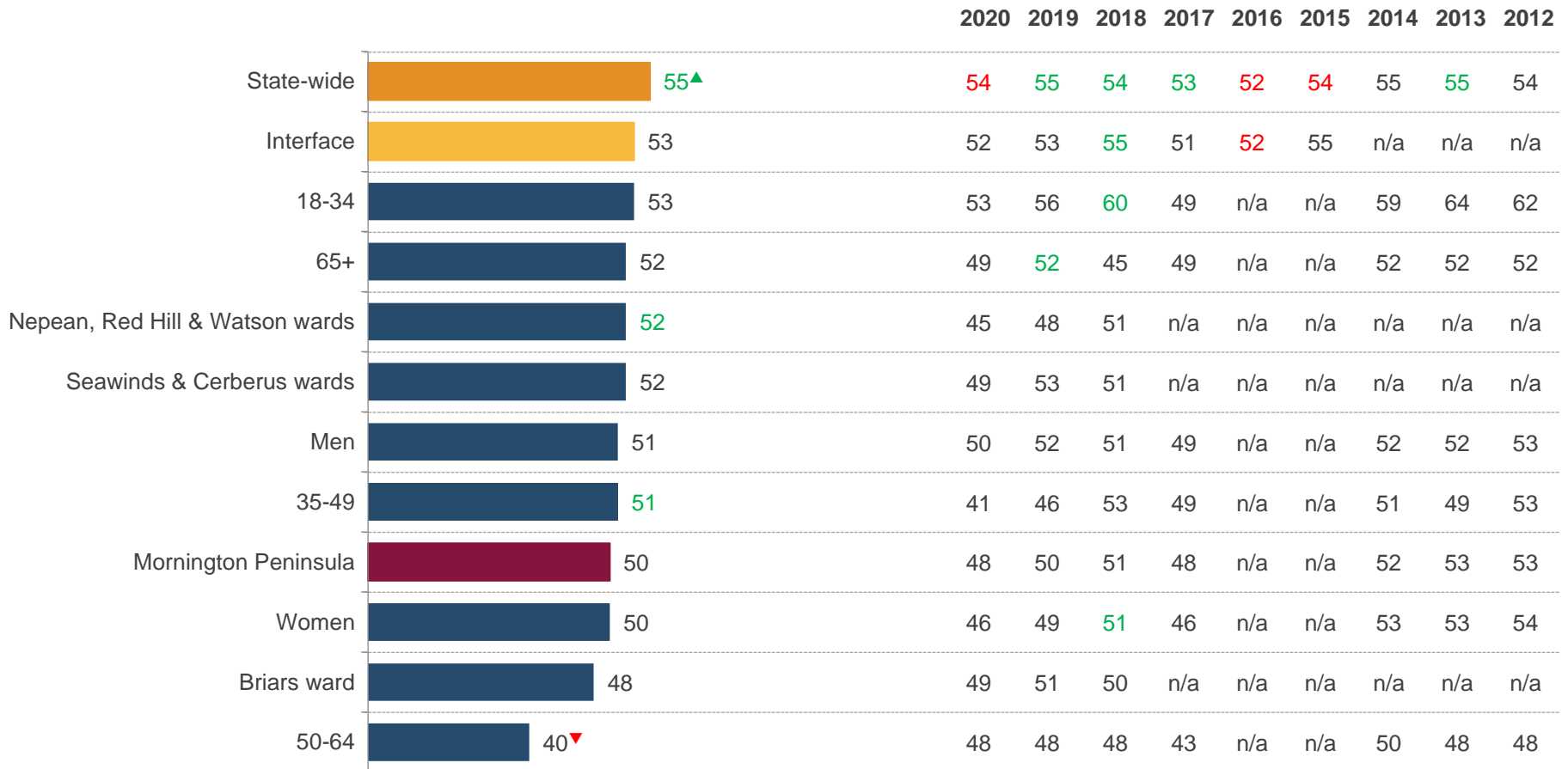
Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 1



Council's general town planning policy performance



2021 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: 21 Councils asked group: 2

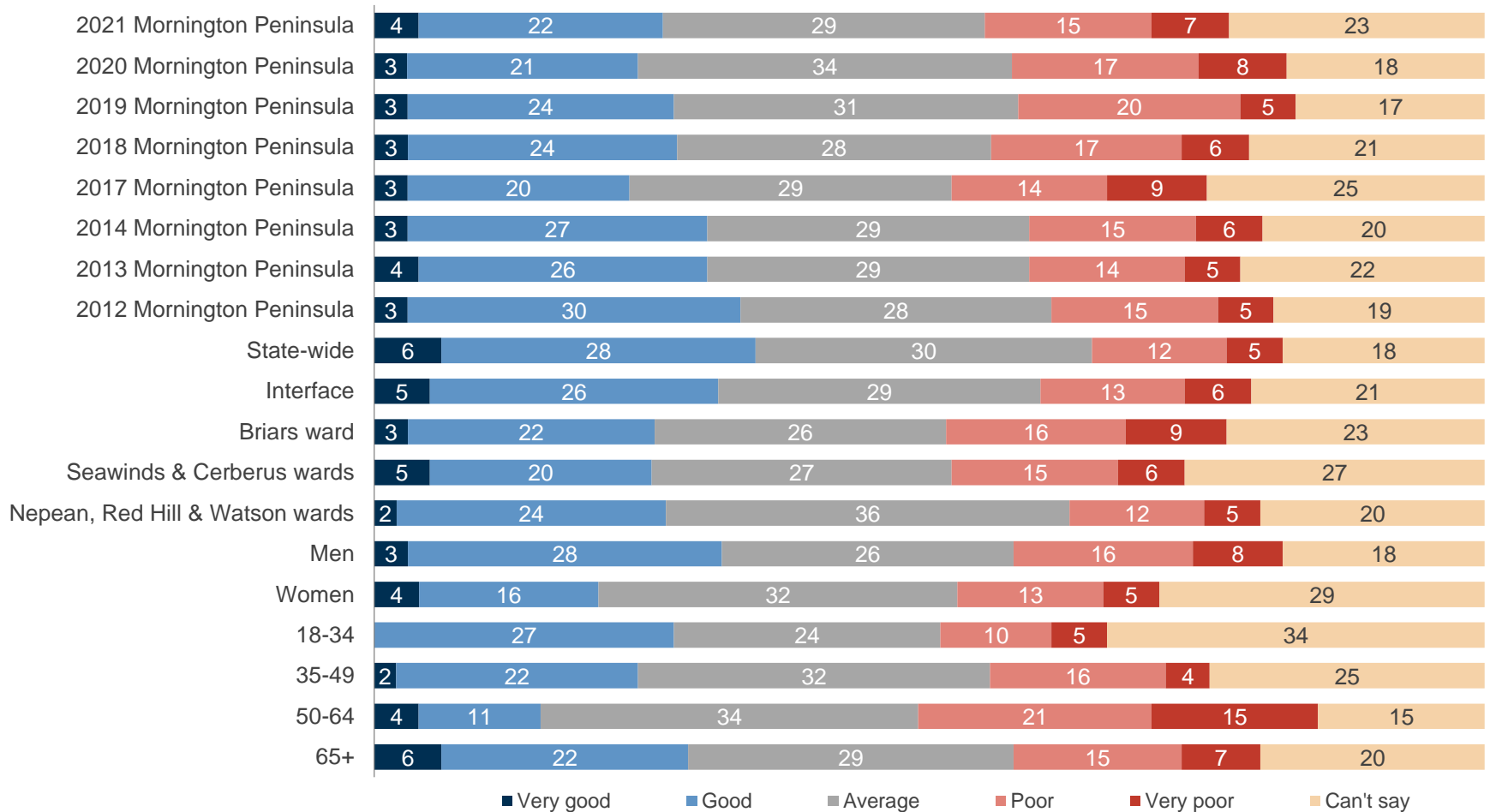
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2021 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: 21 Councils asked group: 2



Planning and building permits performance



2021 planning and building permits performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Interface	52▲	51	55	54	46	46	49	n/a	n/a
State-wide	51▲	51	52	52	51	50	54	53	55
18-34	50	48	51	53	n/a	n/a	n/a	52	60
Seawinds & Cerberus wards	48	45	47	47	n/a	n/a	n/a	n/a	n/a
35-49	47	40	41	50	n/a	n/a	n/a	50	50
Nepean, Red Hill & Watson wards	46	46	45	48	n/a	n/a	n/a	n/a	n/a
Women	46	41	45	45	n/a	n/a	n/a	48	49
Mornington Peninsula	45	43	45	46	n/a	n/a	n/a	48	50
Men	44	46	46	47	n/a	n/a	n/a	47	51
65+	43	42	46	41	n/a	n/a	n/a	45	48
Briars ward	42	40	45	43	n/a	n/a	n/a	n/a	n/a
50-64	39	44	42	42	n/a	n/a	n/a	43	44
Household user	34▼	35	34	42	n/a	n/a	n/a	40	n/a
Personal user	32▼	37	35	42	n/a	n/a	n/a	38	n/a

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

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

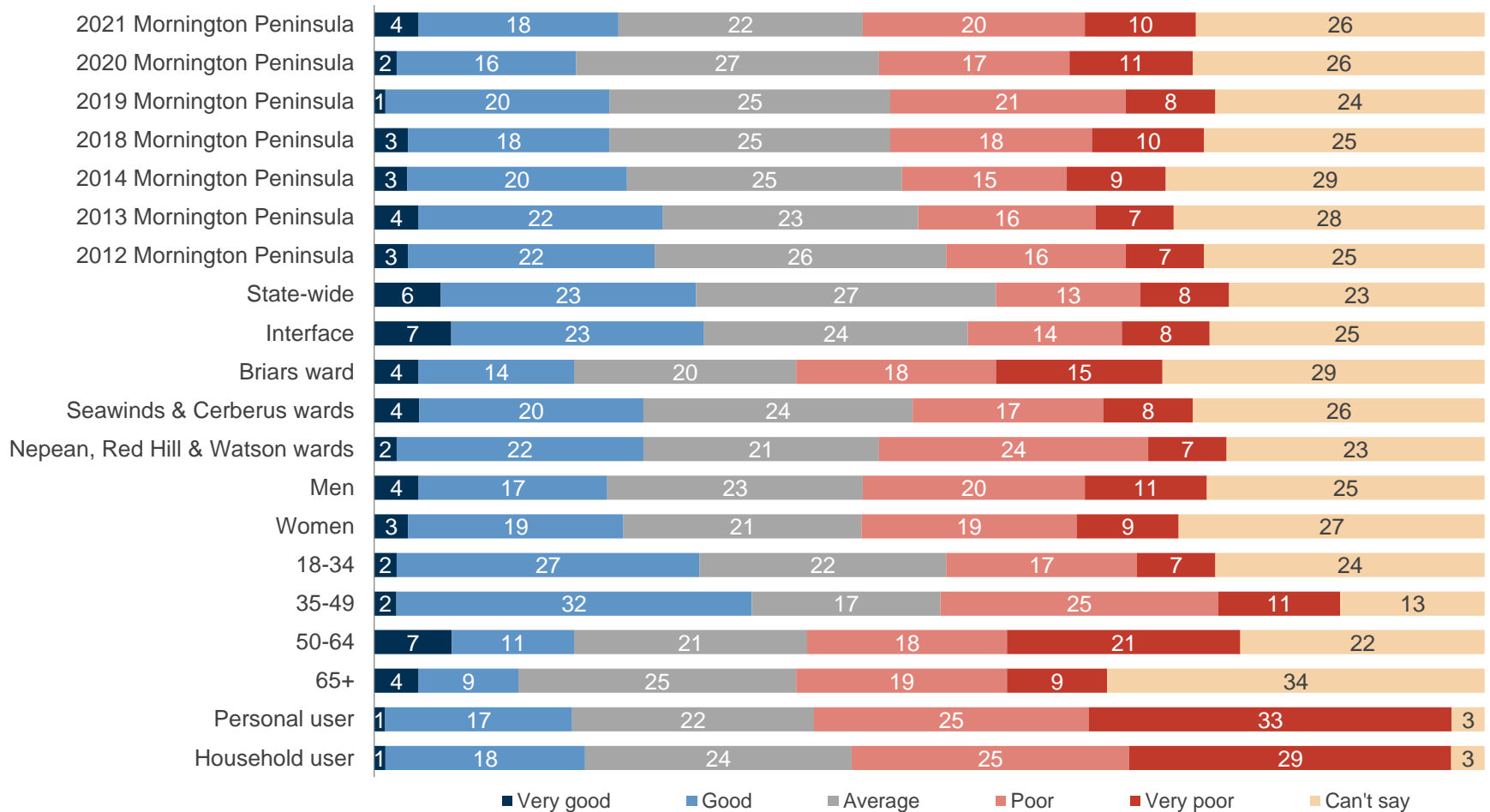
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2021 planning and building permits performance (%)



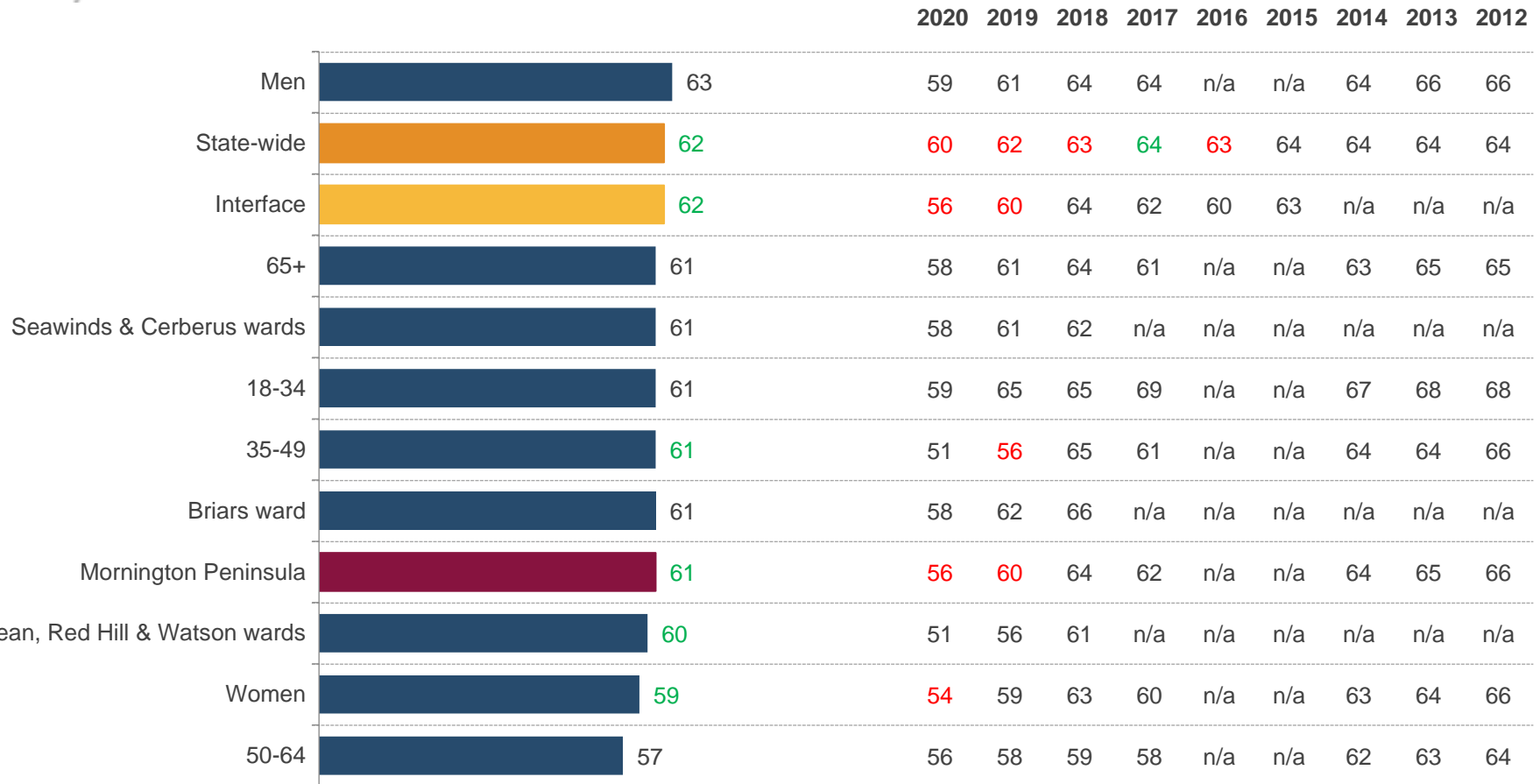
Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 29 Councils asked group: 2



Environmental sustainability performance



2021 environmental sustainability performance (index scores)



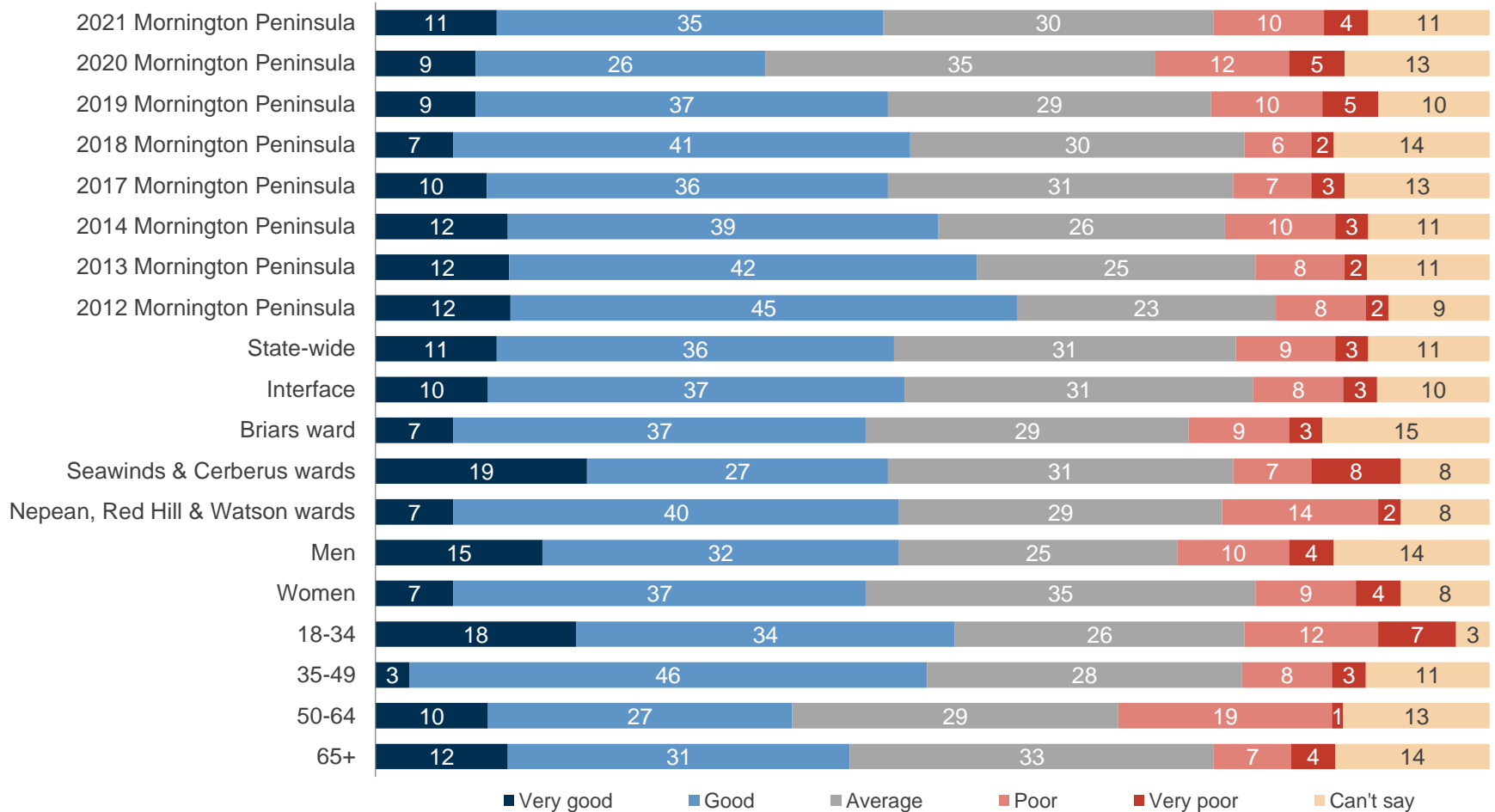
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2021 environmental sustainability performance (%)



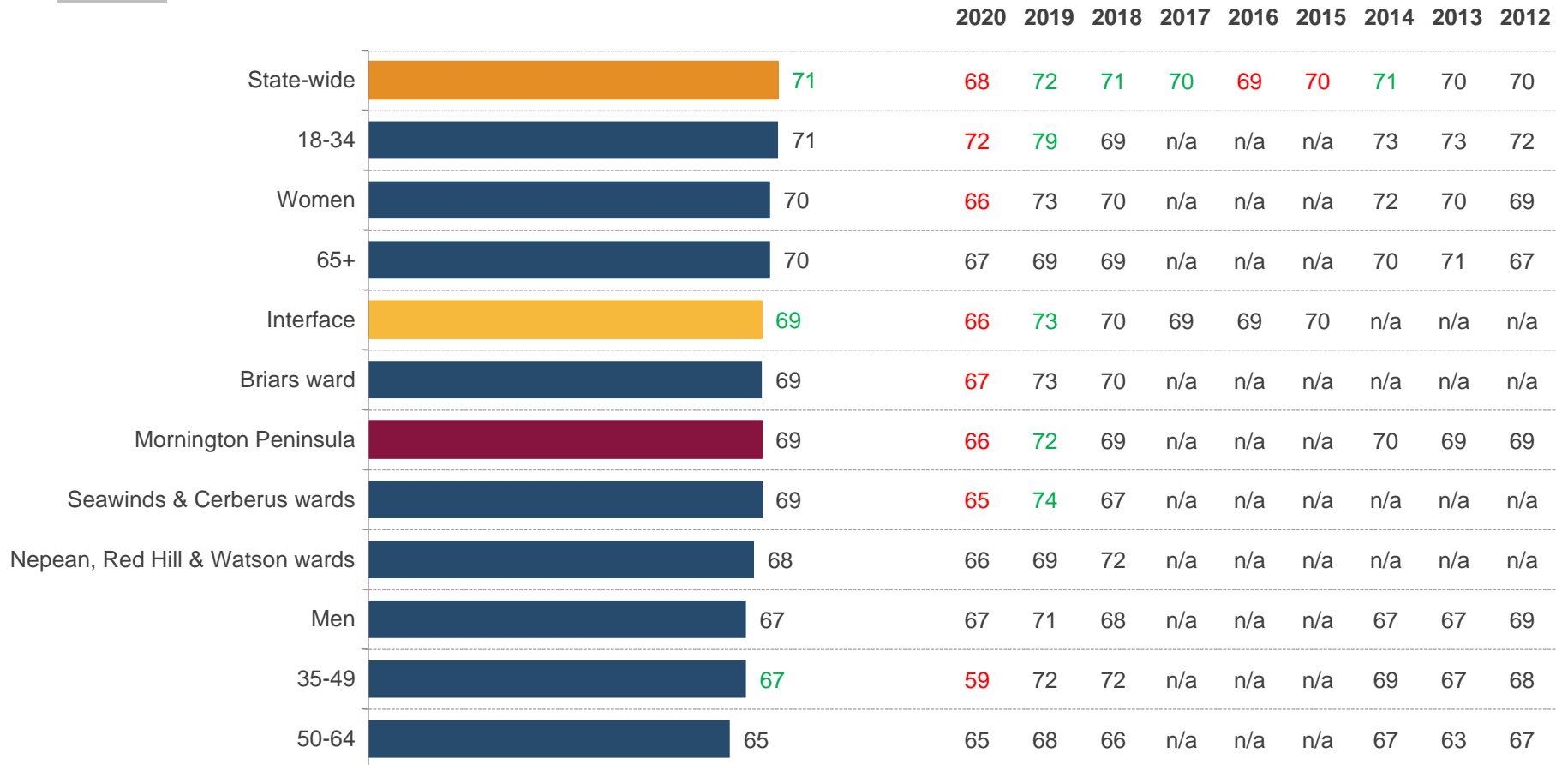
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 2



Emergency and disaster management performance



2021 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: 3

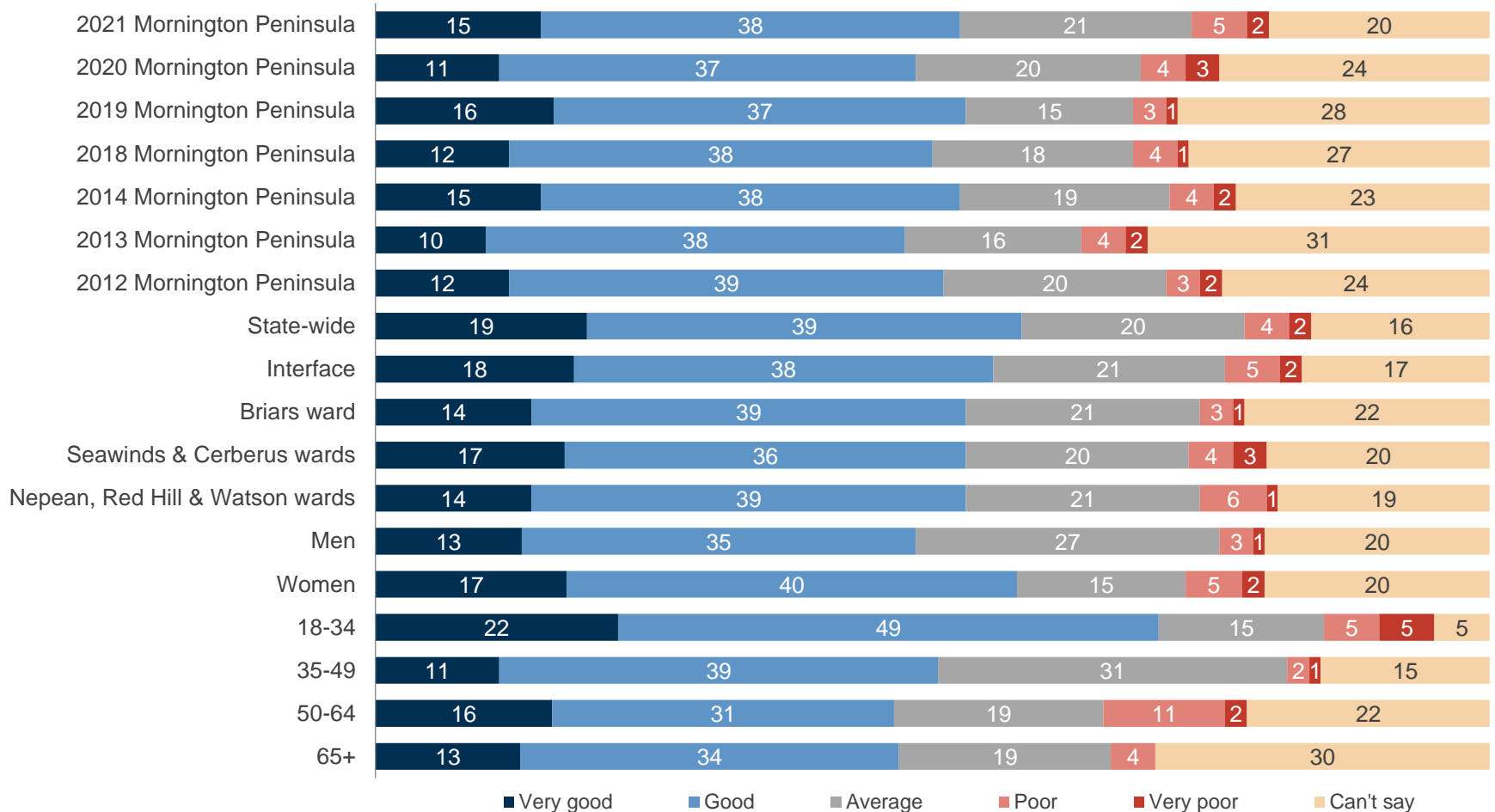
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2021 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: 3



Planning for population growth in the area performance



2021 population growth performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
State-wide	53 [▲]	51	52	52	52	51	54	54	54	52
18-34	50	53	50	45	48	n/a	n/a	n/a	n/a	n/a
65+	50	50	46	44	47	n/a	n/a	n/a	n/a	n/a
Seawinds & Cerberus wards	48	49	49	48	n/a	n/a	n/a	n/a	n/a	n/a
Nepean, Red Hill & Watson wards	48	45	41	50	n/a	n/a	n/a	n/a	n/a	n/a
Men	47	49	48	45	47	n/a	n/a	n/a	n/a	n/a
Mornington Peninsula	47	47	46	47	48	n/a	n/a	n/a	n/a	n/a
Women	47	46	43	48	48	n/a	n/a	n/a	n/a	n/a
Interface	47	46	48	49	50	55	57	n/a	n/a	n/a
Briars ward	45	48	47	43	n/a	n/a	n/a	n/a	n/a	n/a
50-64	44	46	46	48	45	n/a	n/a	n/a	n/a	n/a
35-49	41 [▼]	40	41	51	51	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: 2

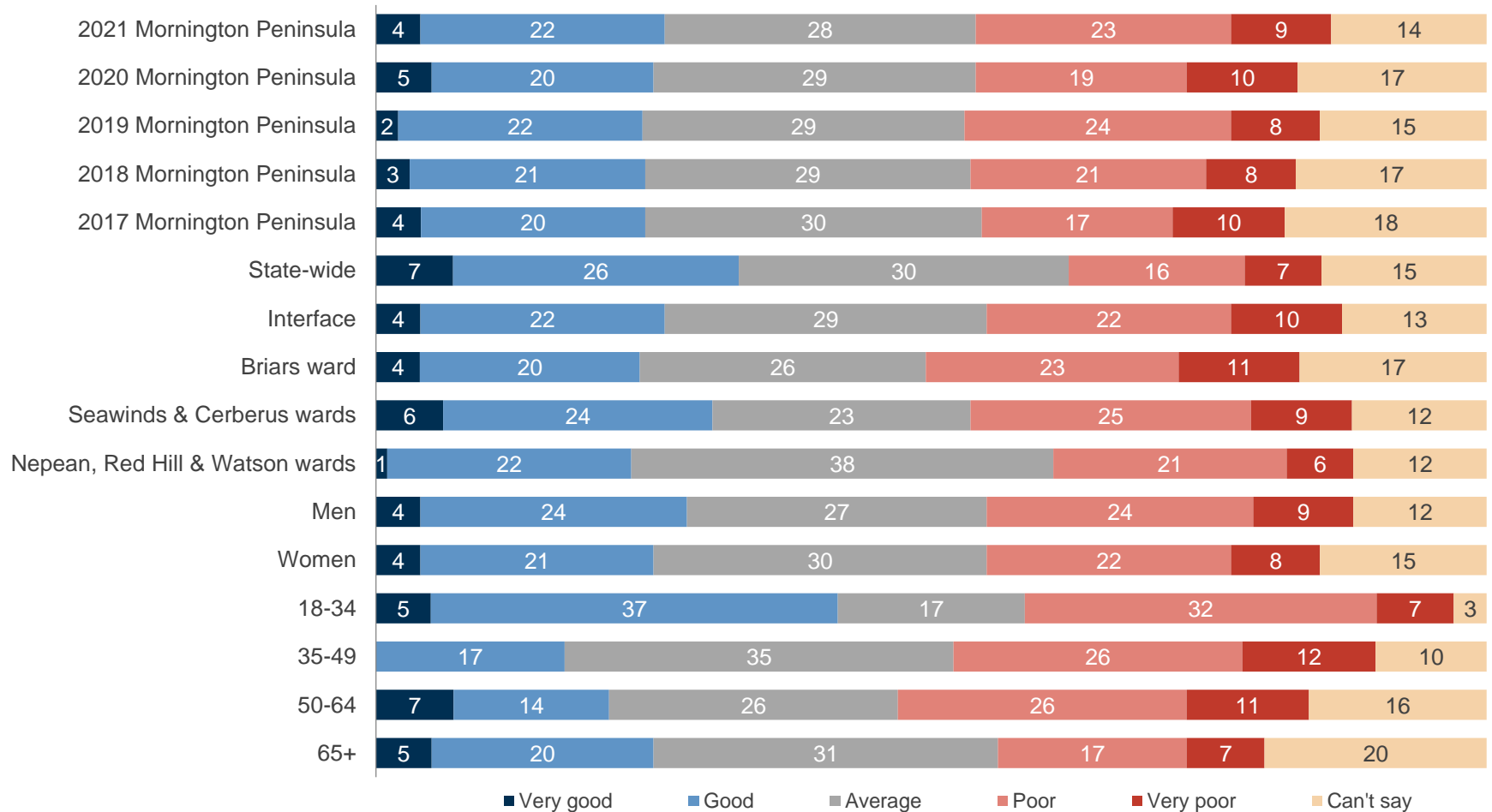
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2021 population growth performance (%)



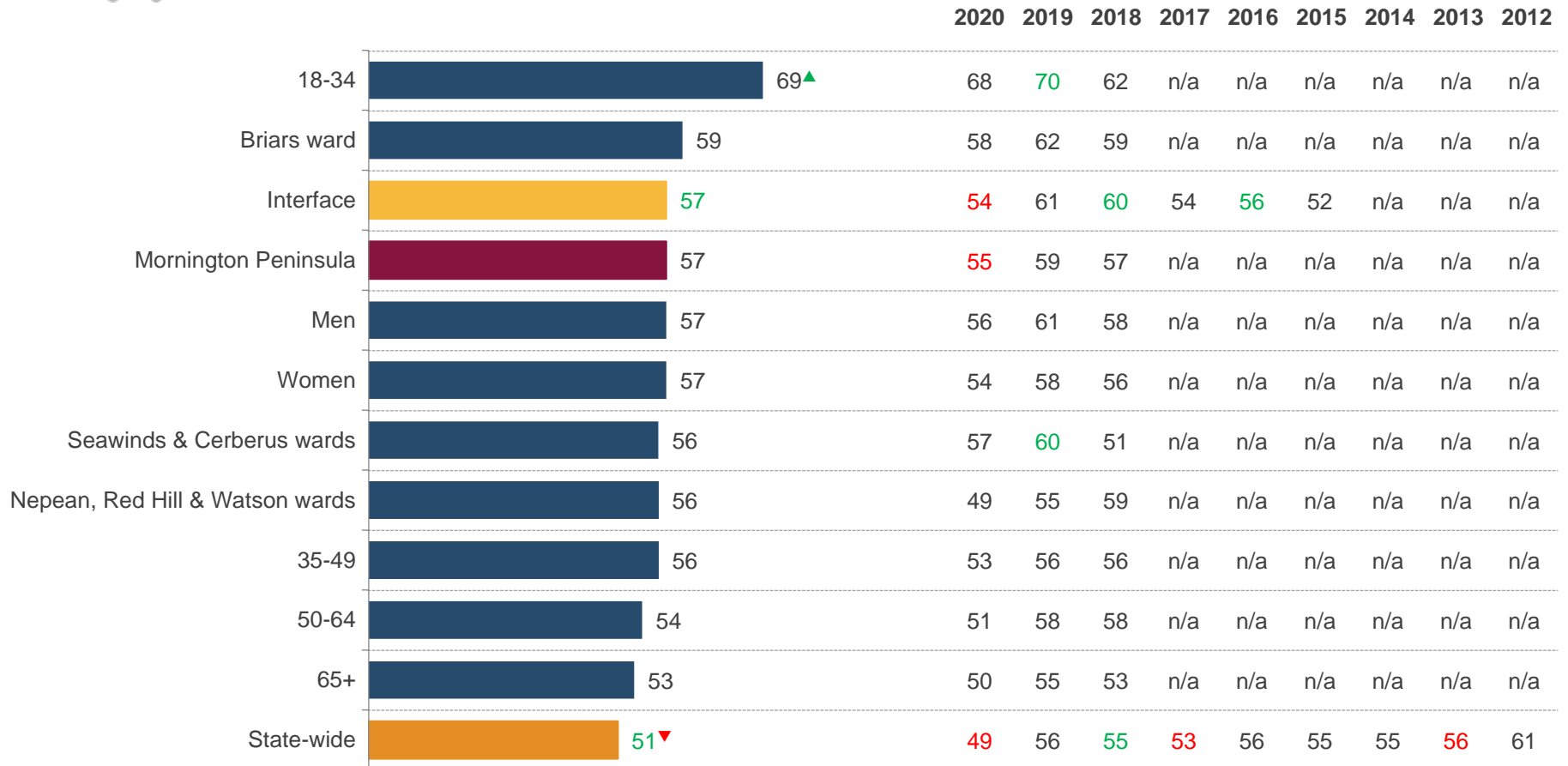
Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 18 Councils asked group: 2



Roadside slashing and weed control performance



2021 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: 13 Councils asked group: 2

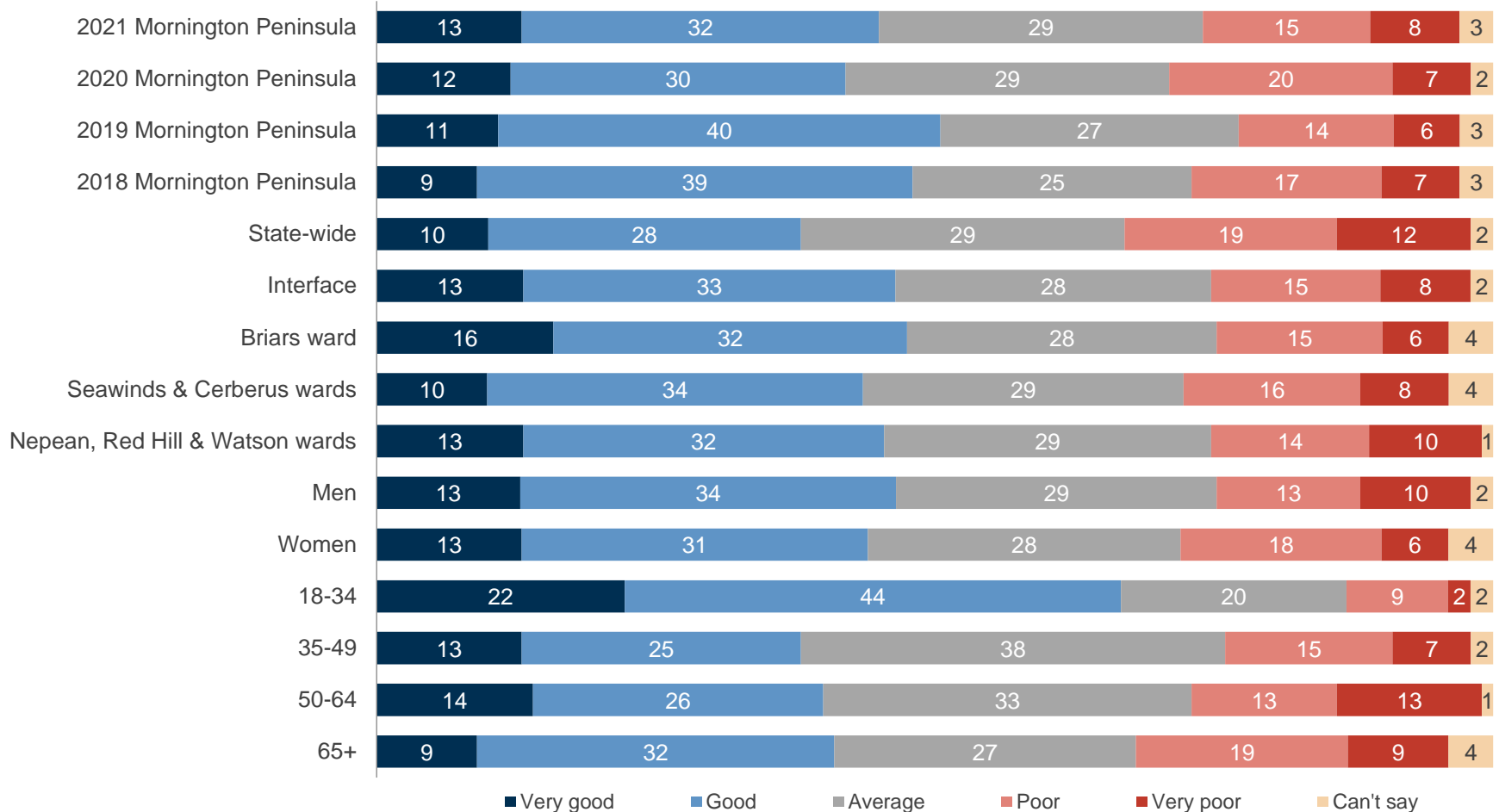
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control performance



2021 roadside slashing and weed control performance (%)



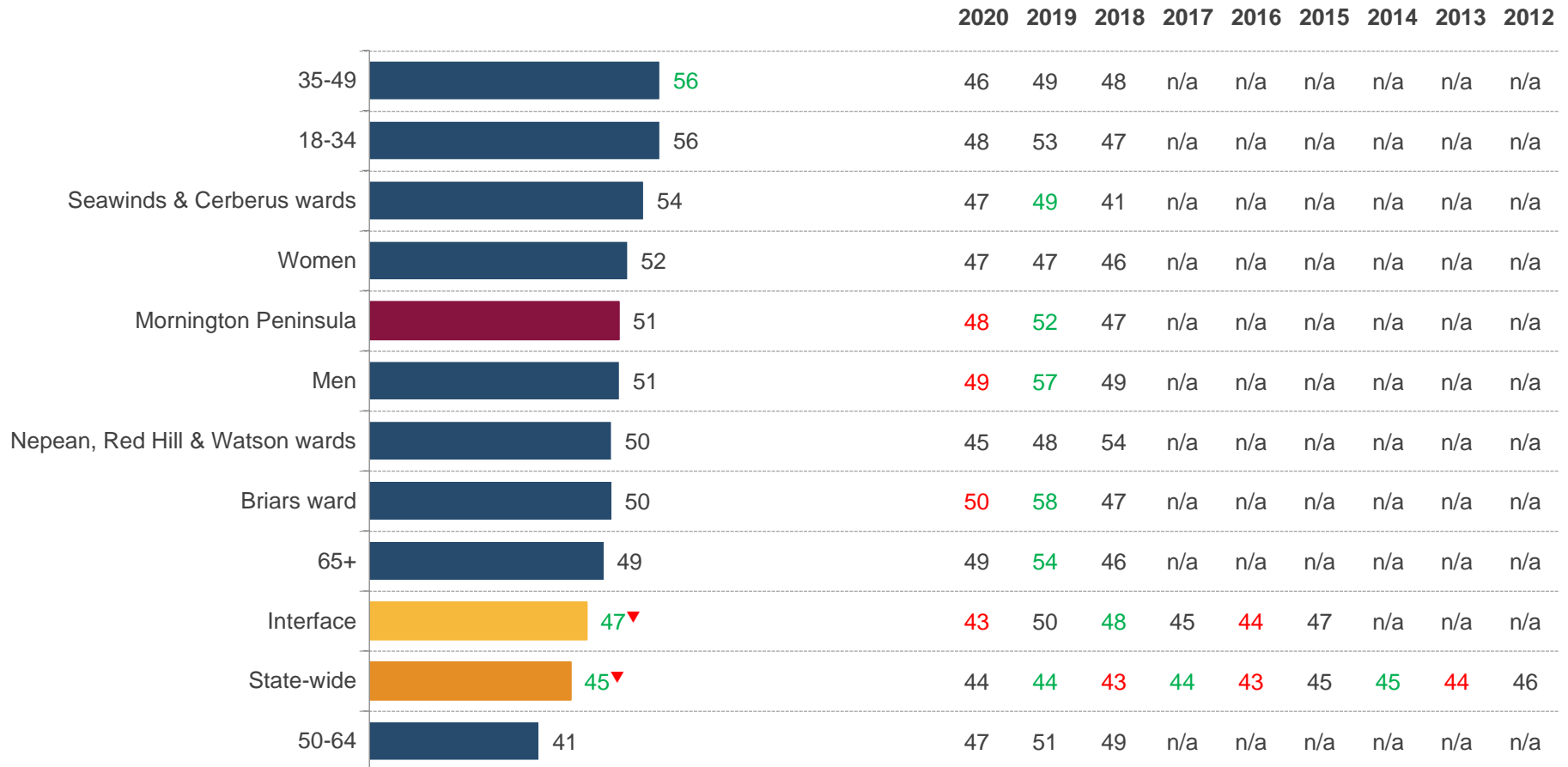
Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 13 Councils asked group: 2



Maintenance of unsealed roads in your area performance



2021 unsealed roads performance (index scores)



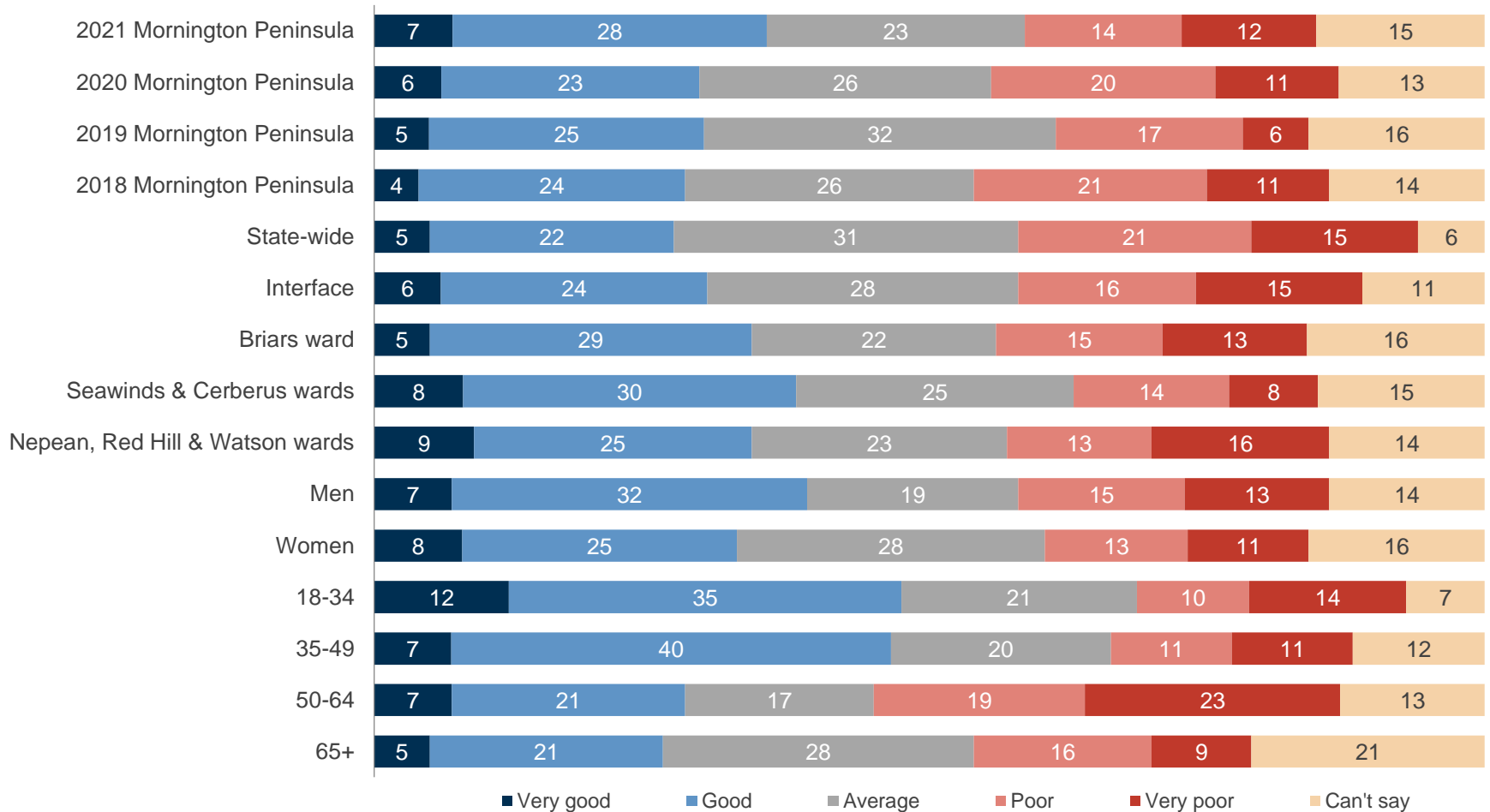
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2021 unsealed roads performance (%)



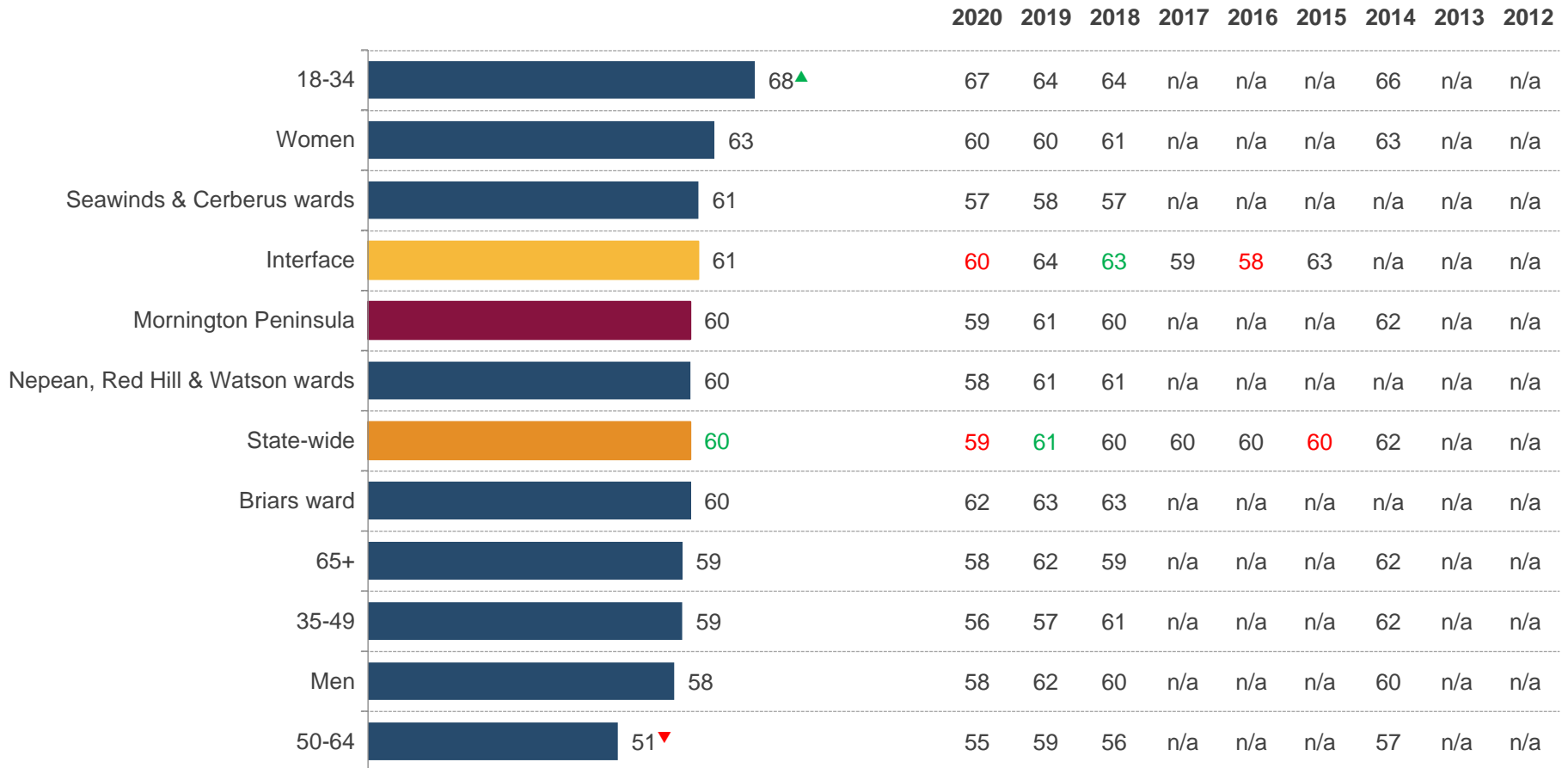
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 2



Business and community development performance



2021 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: 12 Councils asked group: 3

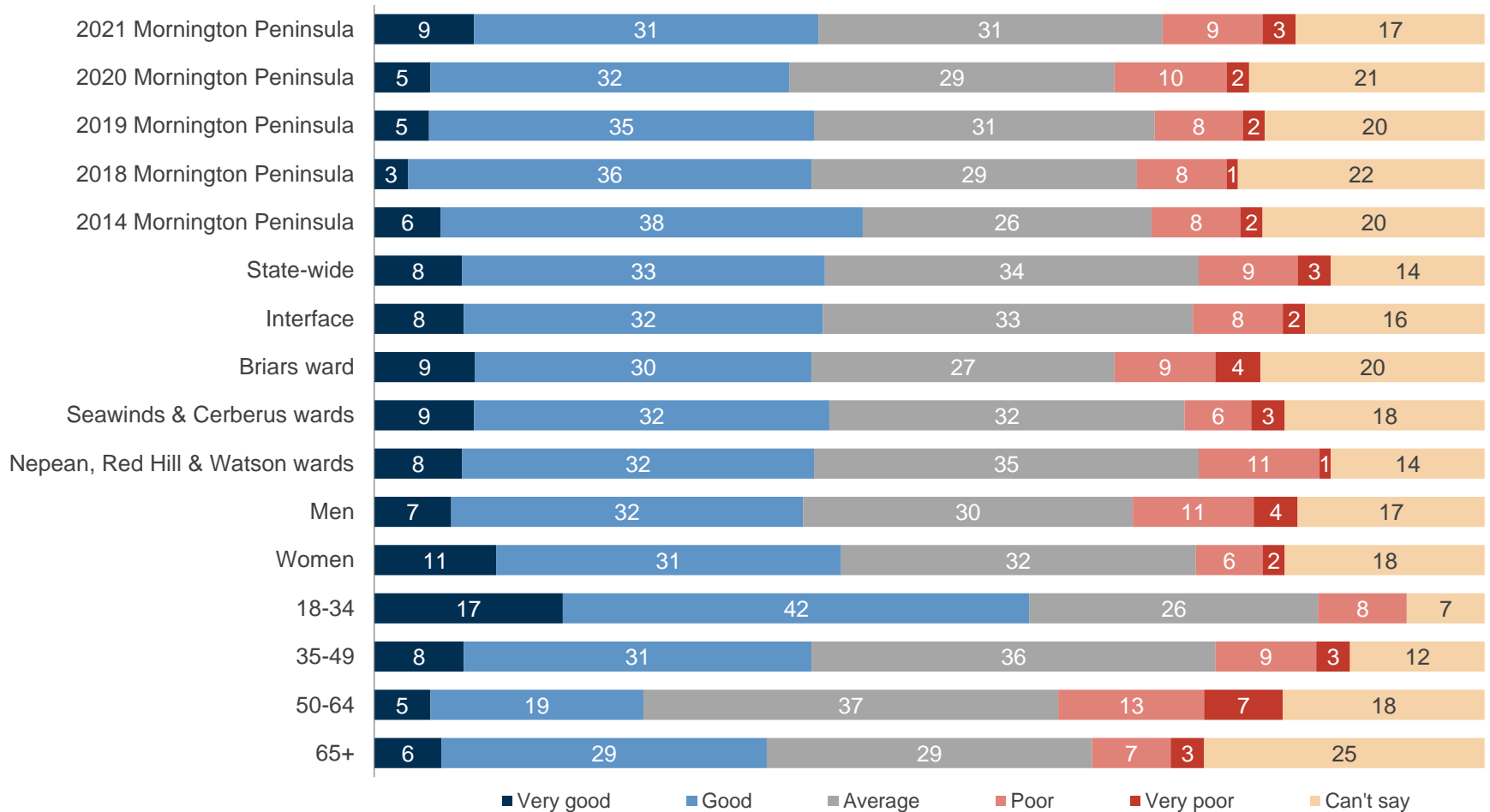
Note: Please see Appendix A for explanation of significant differences.



Business and community development performance



2021 business/community development performance (%)



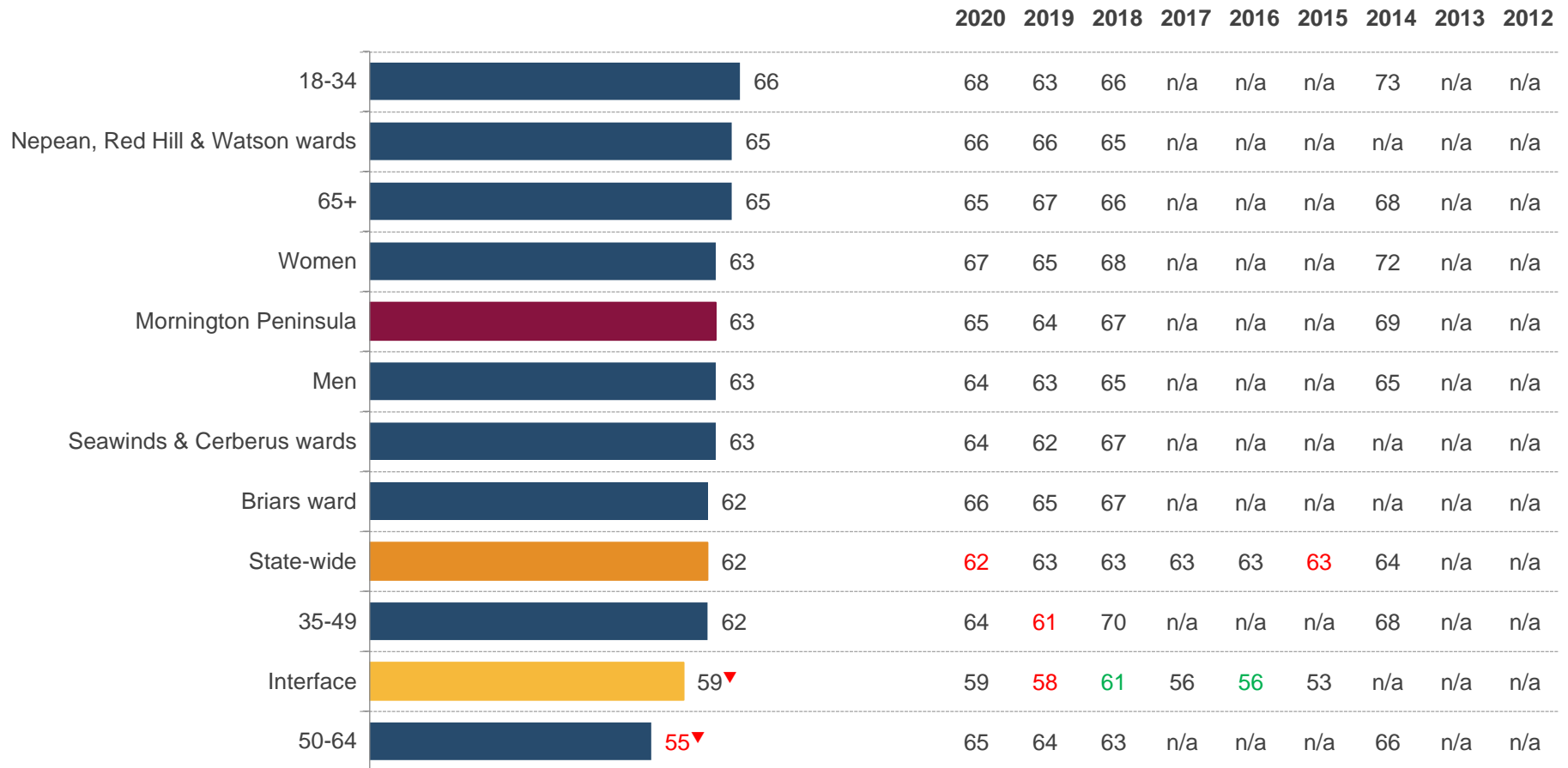
Q2. How has Council performed on 'Business and community development' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 12 Councils asked group: 3



Tourism development performance



2021 tourism development performance (index scores)



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

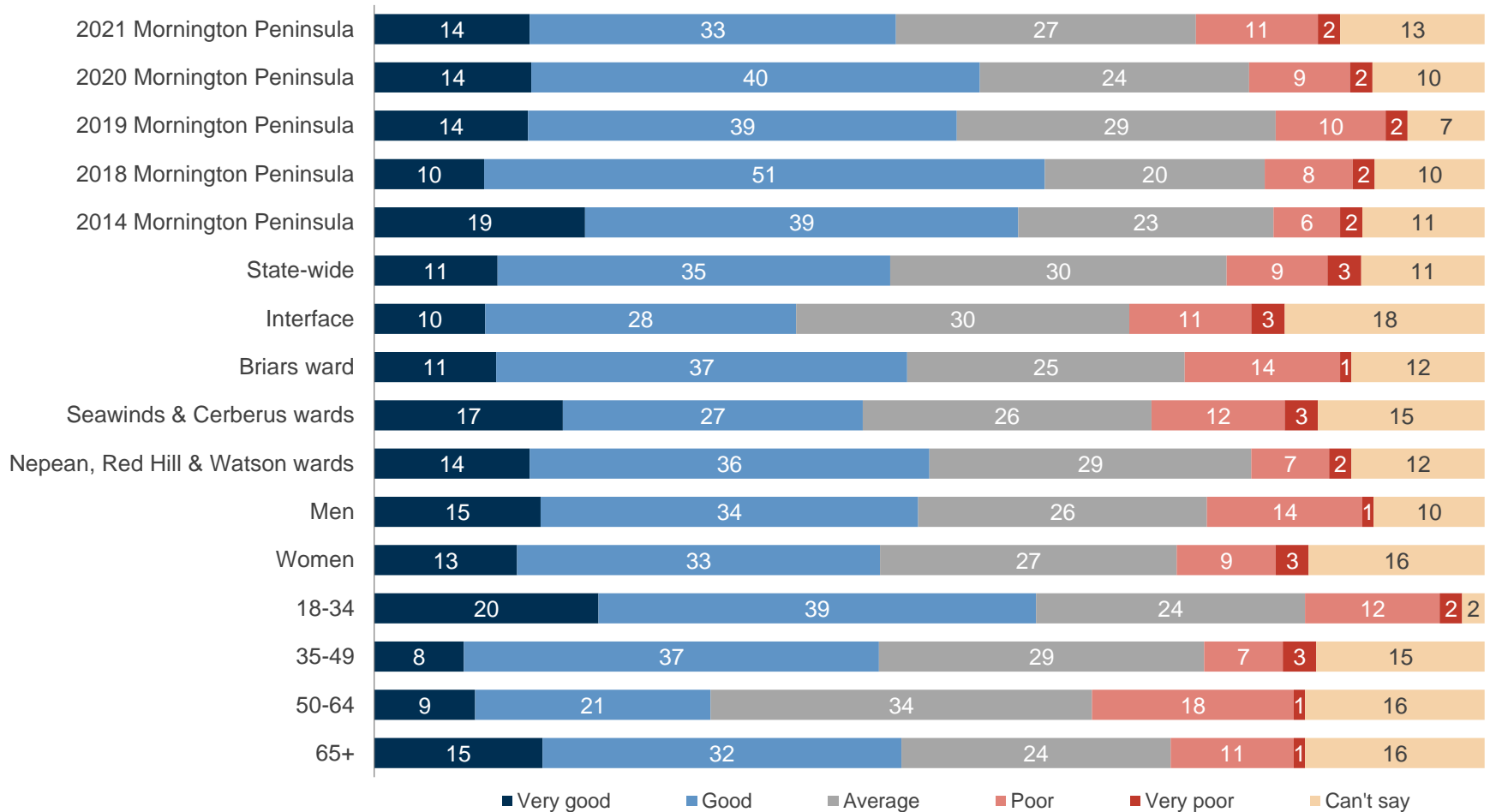
Note: Please see Appendix A for explanation of significant differences.



Tourism development performance



2021 tourism development performance (%)



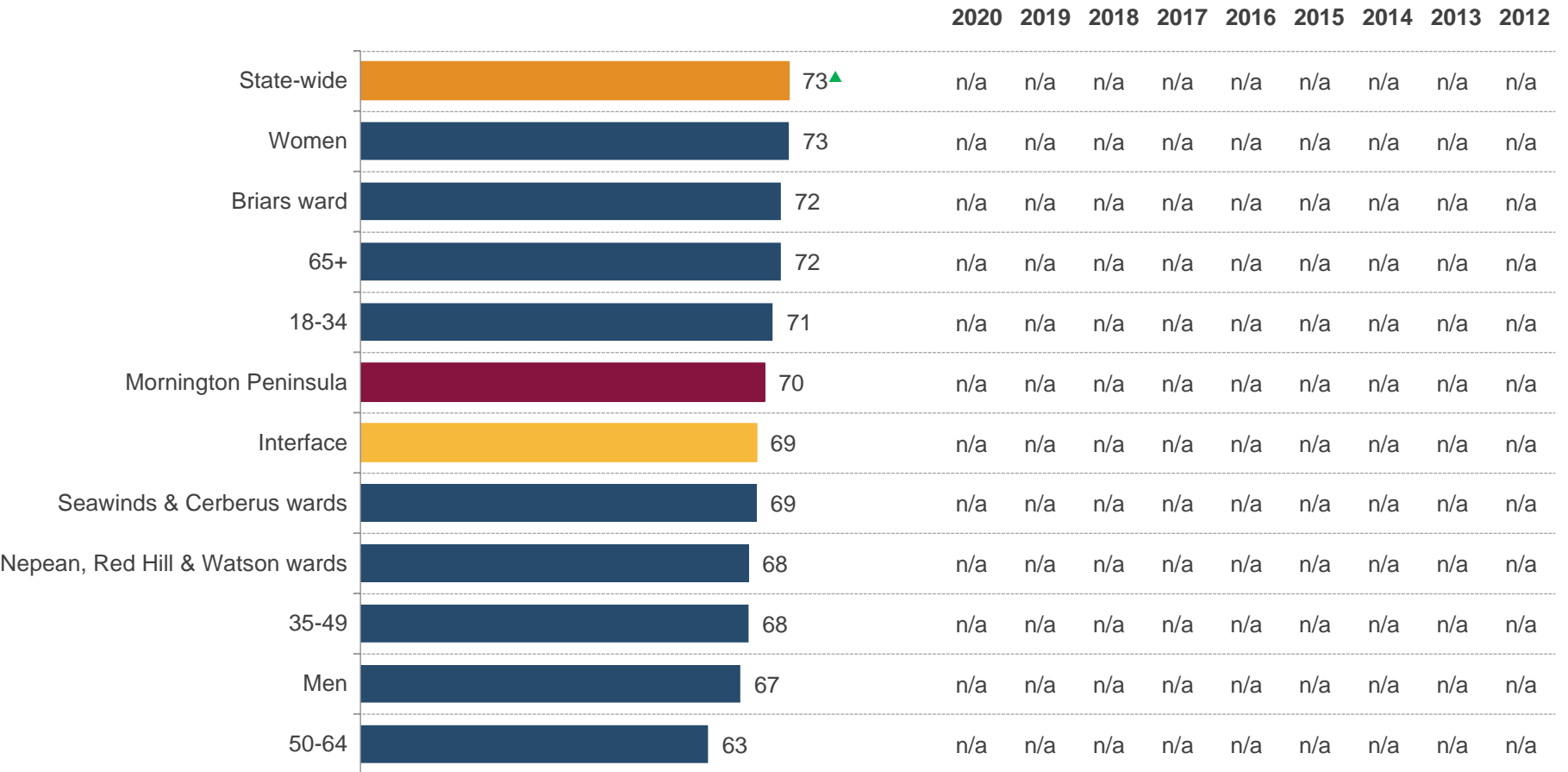
Q2. How has Council performed on 'Tourism development' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 13 Councils asked group: 2



COVID-19 response performance



2021 COVID-19 response performance (index scores)



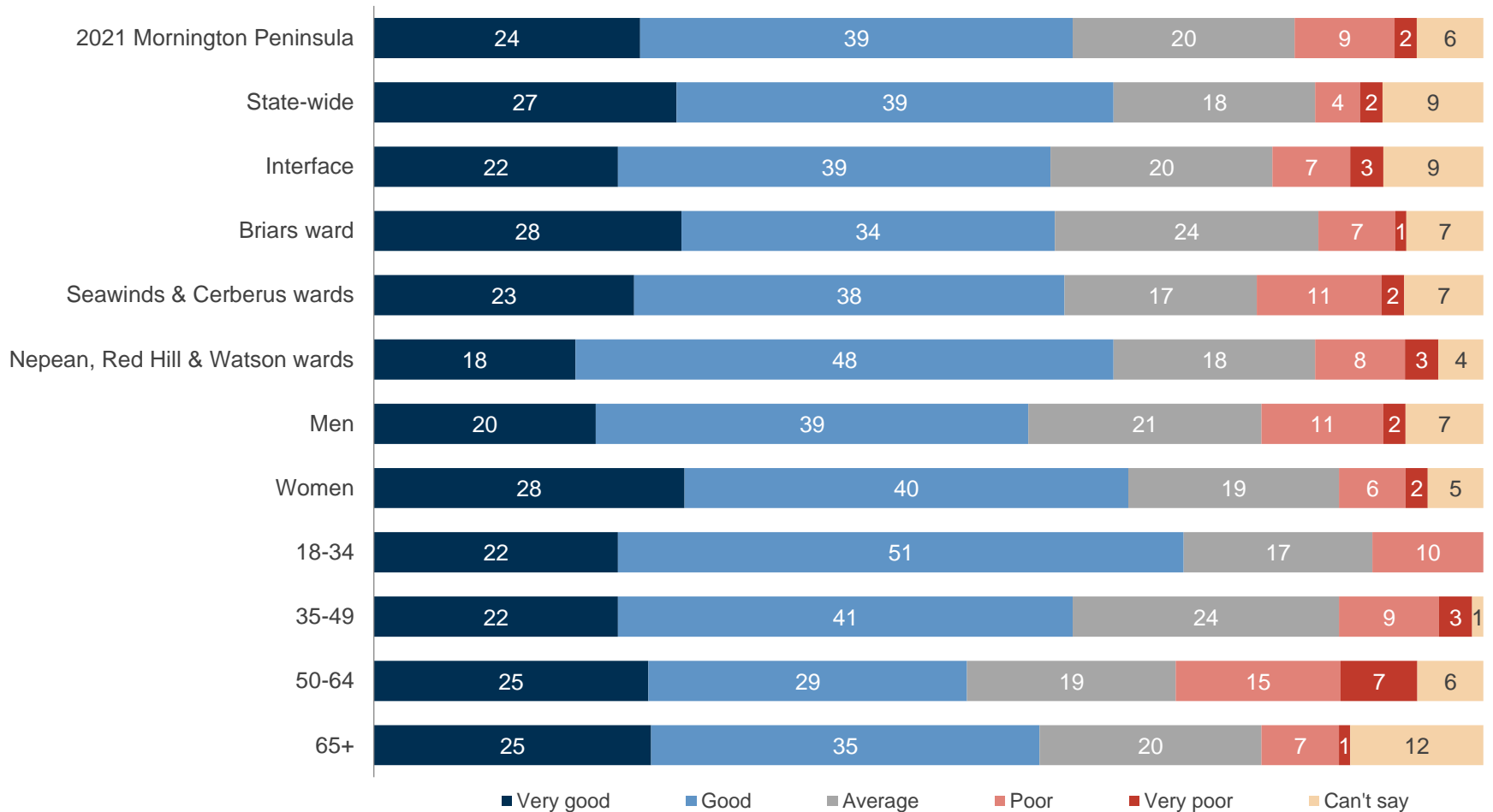
Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



COVID-19 response performance



2021 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: 24 Councils asked group: 3



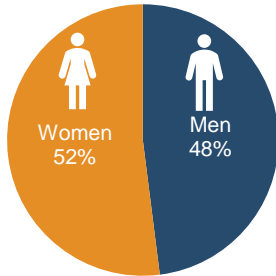
Detailed demographics



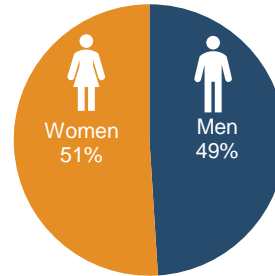
Gender and age profile

2021 gender

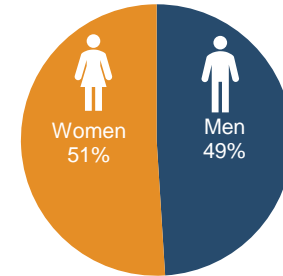
Mornington Peninsula



Interface

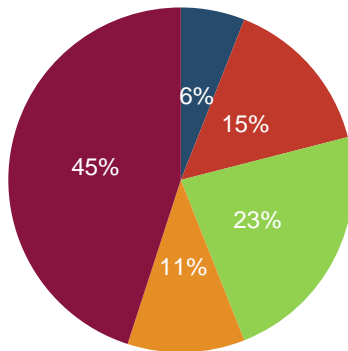


State-wide

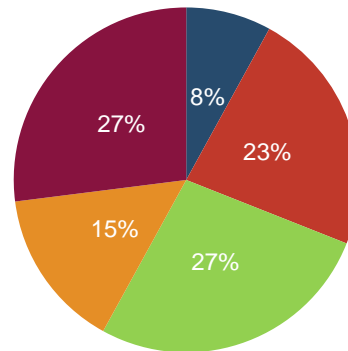


2021 age

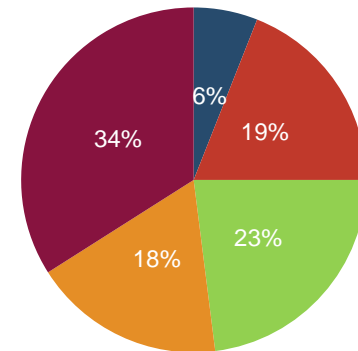
Mornington Peninsula



Interface



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

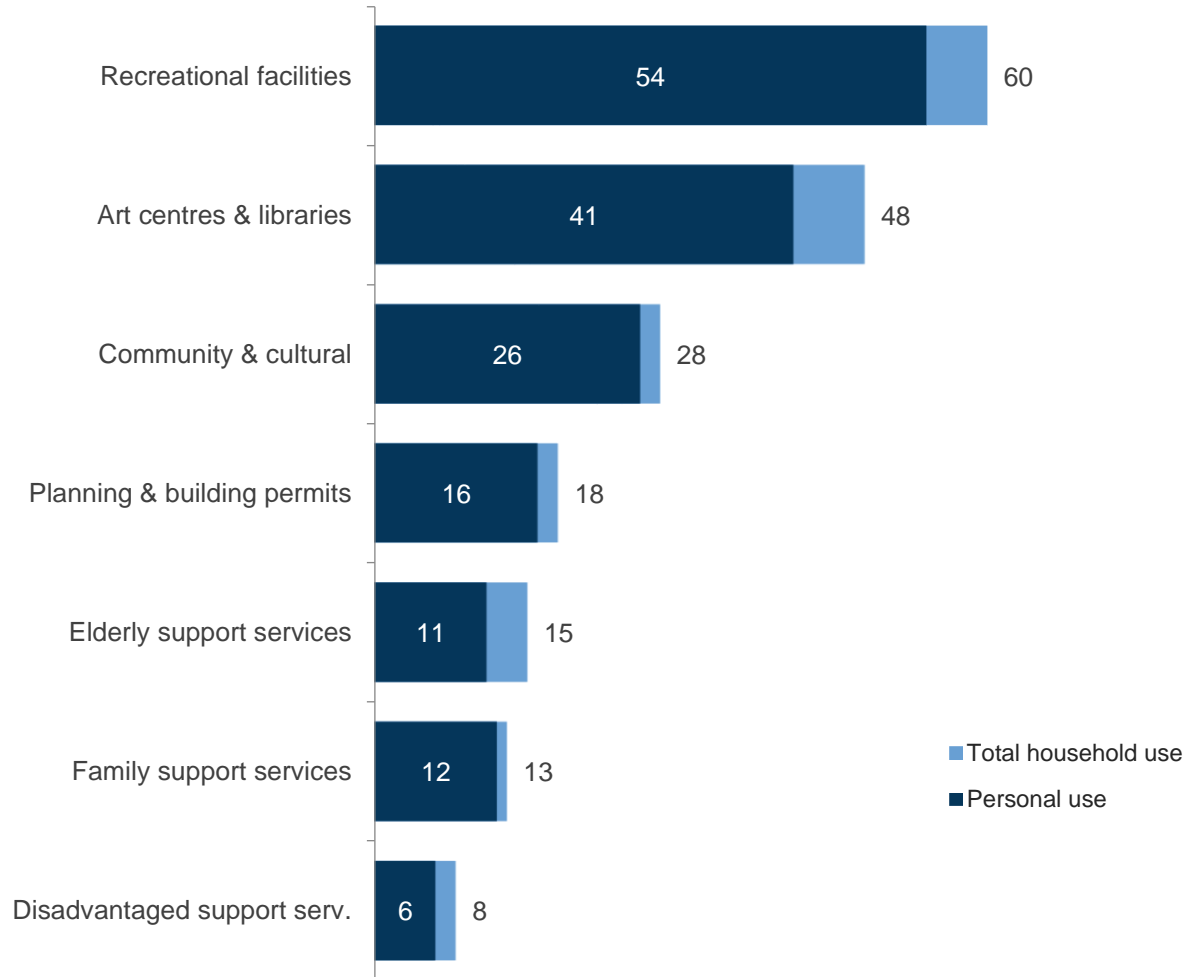
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

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: 5
 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



2021 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: 3



**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 2021 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 133,000 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	165	192	+/-7.6
Women	235	208	+/-6.4
Briars ward	158	149	+/-7.8
Seawinds & Cerberus wards	123	133	+/-8.9
Nepean, Red Hill & Watson wards	119	118	+/-9.0
18-34 years	41	85	+/-15.5
35-49 years	65	90	+/-12.2
50-64 years	59	45	+/-12.9
65+ years	235	180	+/-6.4



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:

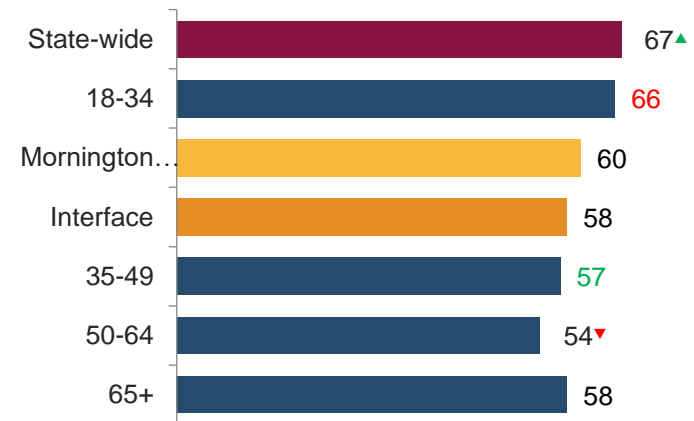
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2020.

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 2020.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2020.

2021 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 2021 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 2021 results are compared with previous years, as detailed below:

- 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.
- 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 16th February – 20th March, 2021.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2021, 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 2012-2021 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:

- Cardinia, Casey, Melton, Mornington Peninsula, Whittlesea and Yarra Ranges.

Wherever appropriate, results for Mornington Peninsula Shire Council for this 2021 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 2012-2021 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 2021 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 2021 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 2021 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: 2021 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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