

Mornington Peninsula Shire Council

***Annual Community Satisfaction Survey
Summary Report***

June 2025



Metropolis
RESEARCH

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Executive summary

Introduction and methodology

Metropolis Research conducted this, Council's second independent *Community Satisfaction Survey* as four quarterly surveys of 400 randomly approached respondents, conducted primarily by a door-to-door, in-person survey in July 2024, November 2024, January 2025, and May 2025.

A total of 1,431 surveys were conducted door-to-door, whilst due to OH&S issues, 171 surveys were completed by telephone.

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

The large sample size of 1,602 respondents brings a high degree of statistical significance to these results, with a 95% confidence interval of plus / minus 2.4% (which compares to the state government survey confidence interval of plus / minus 4.9%).

Key finding

The key finding from the research this year was that satisfaction with the Mornington Peninsula Shire Council declined somewhat this year, down two percent to 6.3 out of 10, which was a "solid", down from a "good" level of satisfaction.

For many areas of performance, the 2024/25 results remained broadly consistent with the longer-term average, but significantly higher than the unusually low results recorded in 2022 and most particularly in April 2023.

In 2024/25, eight percent (down from 10%) of respondents considered that Council's overall performance had improved over the last 12 months, and 14% (down from 15%) considered that it had deteriorated over the year.

Whilst the increase in satisfaction from the recent historical results (2022 and 2023) remain a positive result for Council, it is noted that satisfaction with many, but not all, aspects of Council performance remain below the metropolitan Melbourne average, with some also below the interface councils' results, as follows:

- **Overall performance** – 6.3 out of 10, 8% below the metropolitan average (7.1) and interface councils' average (7.1).
- **Governance and leadership (6 core measures)** – 6.3, 8% below the metropolitan (7.1) and interface councils' (7.1) averages.



- **Overall satisfaction with customer service experience** – 6.7, 10% below the metropolitan average (7.7), and 12% below the interface councils' average (7.9).
- **Services and facilities (39 measures)** – 7.4, 4% below the metropolitan (7.8) and 3% below the interface councils' (7.7) averages.
- **Planning for population growth by all levels of government** – 6.5, 6% below the metropolitan Melbourne (7.1) and 4% lower than the interface councils' (6.9) averages.
- **Planning and development outcomes (3 measures)** – 7.4, 1% below the metropolitan (7.5) and 2% below the interface councils' (7.6) averages.

When taking a broader view of the 2025/25 survey results, Metropolis Research suggests that there were four main areas that were likely to account for a significant degree of the lower-than-average satisfaction recorded for Mornington Peninsula Shire Council when compared to the metropolitan average results, as follows:

- **Local roads** – was the most significant issue in Mornington Peninsula as clearly identified in several results throughout the report. Significantly, 33% of respondents nominated roads as a top three issue to address for the Shire, and the respondents who nominated roads were, on average, measurably (4%) less satisfied with Council's overall performance than the municipal average. Satisfaction with the maintenance and repair of sealed local roads was recorded at just 5.3 (down from 5.6) or "very poor", which was 21% (down from 24%) lower than the average satisfaction with all services and facilities. It was also 18% (up from 14%) lower than the metropolitan Melbourne average satisfaction with sealed local roads of 7.3.
- **Council governance and leadership** – despite significant increases in satisfaction compared to the April 2023 results, satisfaction with the six core aspects of governance and leadership was an average of eight percent below the metropolitan average this year. This lower average satisfaction reflects a generalised lower perception of Mornington Peninsula Shire Council than the average perception of local government across metropolitan Melbourne. Whilst only two percent of respondents nominated governance and performance related issues as a top three issue, these respondents were significantly less satisfied with Council's overall performance than the municipal average, which highlights that there is a small, but notable group within the community who are extremely dissatisfied with Council.
- **Customer service** – overall satisfaction with the customer service experience was 10% lower than the metropolitan average and given that 33% of respondents reported having contacted Council in the last 12 months, the fact that these respondents were measurably (6%) less satisfied with Council's overall performance than respondents who had not contacted Council will be a factor in the lower-than-average overall satisfaction score this year.
- **Other services and issues** - there were a range of other services that underperformed the metropolitan average including footpaths (11% lower), drains (10% lower), street trees (9% lower), and management of illegally dumped rubbish (7% lower). These were also identified among the issues that appear to have been negative influences on satisfaction with Council, including planning and development (6% lower), cleanliness of the area (6% lower), parks and gardens (6% lower), environment (5% lower), and street trees (2% lower).



Satisfaction with aspects of Council performance

Overall performance

Satisfaction with the performance of Council across all areas of responsibility declined somewhat this year, down two percent to 6.3 out of 10, which was a “solid”, down from a “good” level of satisfaction.

Despite the two percent decline in satisfaction recorded this year, this result remained measurably and significantly (13%) above the unusually low five out of 10 recorded in 2023.

This result was measurably (4%) above the long-term average from 2014 of 5.9 out of 10 or “poor” and was the second highest score recorded for Mornington Peninsula Shire Council.

By way of comparison, this result was measurably (8% up from 5%) lower than the metropolitan Melbourne average satisfaction of 7.1 out of 10 (up from 7.0. This result was, however, measurably and significantly (13%) higher than the regional councils’ average of 5.0 (down from 5.2).

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

- ***Somewhat to notably MORE satisfied than average*** – included respondents from Southern Port Phillip, young adults and adults (aged 18 to 44 years), rental households, new and newer residents (less than 10 years in the municipality), respondents from English speaking households, respondents from two-parent families with youngest child aged 13 to 18 years, group households, and respondents who did not live in the Shire full-time.
- ***Somewhat to notably LESS satisfied than average*** – included respondents from Western Port, middle-aged and older adults (aged 45 to 74 years), respondents from multilingual households, respondents from households with a member with disability, respondents who had contacted Council in the last 12 months, and long-term residents (10 years or more in the Shire).

Governance and leadership

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

Satisfaction with governance and leadership declined just marginally this year, down an average of one percent to 6.3 out of 10, which remained a “solid” level of satisfaction.

This included community consultation and engagement (6.6), meeting environmental responsibilities (6.5), representation, lobbying, and advocacy (6.3 down 2%), responsiveness to local community needs (6.3), that Council has a sound direction for the future (6.3 down 2%), maintaining community trust and confidence (6.2 down 2%), making decisions in the interests of the community (6.2 down 2%), and performance providing value for rates (5.9 down 2%).



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

Customer service

A total of 33% (up from 29%) of respondents contacted Council in the last 12 months, with telephone (58%), email (14%), and visits in person (13%) the most common [methods](#).

The most common [reasons for contacting Council](#) were in relation to waste and rubbish issues (89 contacts), trees maintenance (69 contacts), roads and traffic (53 contacts), animal / pest control (32 contacts), planning and development (31 contacts), parking (29 contacts), drains and flooding (26 contacts), and rates, fees, and charges (24 contacts).

Almost all (95% up from 92%) of respondents who contacted Council reported that they method by which they contacted Council was their preferred method.

[Satisfaction with all six aspects of customer service increased](#) somewhat this year, with the overall satisfaction with the customer service experience improving one percent to 6.7 out of 10, which remained a “good” level of satisfaction.

Aspects of customer service included the courtesy and professionalism of staff (7.5 up 2%), staff understanding community needs (7.3), provision of accurate information (7.0 up 2%), care and attention to enquiry (6.8 up 2%), overall satisfaction with customer service experience (6.7), and speed and efficiency of service (6.4 up 2%).

Overall satisfaction with the customer service experience was 10% below the metropolitan average.

This was due, at least in part, to the significant improvement in customer service recorded in *Governing Melbourne* this year. Customer service results are subject to more variability from year to year given the smaller sample size (as not all respondents had contacted Council).

Planning and development

Respondents were asked to rate their satisfaction with three [planning and development outcomes](#).

These included the design of public spaces (7.6), the appearance and quality of newly constructed developments (7.4), and the protection of local heritage (7.2 down 2%), all of which remained at “good” to “very good” levels.

Satisfaction with planning and development outcomes remained relatively consistent with the metropolitan average, although satisfaction with the protection of local heritage was three percent lower than the metropolitan average this year.



Planning for population growth

Satisfaction with [planning for population growth by all levels of government](#) declined measurably this year, down three percent to 6.5 out of 10 this year, although it remained at a “good” level.

This result was measurably (6%) below the metropolitan Melbourne average (7.1), and four percent below the interface councils’ average (6.9).

Services and facilities

The average [satisfaction with the 39 included Council services and facilities](#) remained stable this year at 7.4 out of 10, which was a “very good” level of satisfaction.

This result was measurably (4%) below the metropolitan average (7.8), but measurably and significantly (11%) above the regional Victorian average (6.3).

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

- **Notable to measurable INCREASE in satisfaction in 2024/25** – included support services for people with disability (up 5%), community and cultural activities (up 5%), support services for seniors (up 4%), and support services for youth (up 4%).
- **Notable to measurable DECREASE in satisfaction in 2024/25** – included footpaths (down 4%), unsealed local roads (3%), and sealed local roads managed by Council (down 3%).

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

The individual services and facilities that were outperforming the metropolitan average included the regular garbage collection (3% higher), community centres / neighbourhood houses (2% higher), services for children from birth to five years of age (2% higher), regular recycling (2% higher), local library services (2% higher), recreation and / or aquatic centres (2% higher), support services for seniors (1% higher), green waste collection (1% higher), and the provision of public art (1% higher).

By contrast, satisfaction with the broad service areas of transport infrastructure (12% lower), infrastructure (6% lower), enforcement (6% lower), parks and gardens (6% lower), economic development (5% lower), environmental sustainability (5% lower), cleaning (5% lower), communication (4% lower), and community services (1% lower) were somewhat to measurably lower in the Mornington Peninsula than the metropolitan average this year.

Many individual services and facilities recorded satisfaction that significantly underperformed the metropolitan Melbourne average this year.



Of these, particular attention is drawn the maintenance and repair of sealed local roads managed by Council (19% lower), maintenance and repair of major arterial roads and highways managed by VicRoads (16% lower), footpath maintenance and repairs (11% lower), drains maintenance and repairs (10% lower), the provision and maintenance of street trees (9% lower), the management of illegally dumped rubbish (7% lower), and parking enforcement (7% lower).

Top issues for people living in Mornington Peninsula

When asked to nominate the top three [issues for residents of Mornington Peninsula Shire at the moment](#), the top three issues were roads maintenance and repairs (including roadworks) (33% compared to metropolitan average of 7%), street trees (8%), traffic management (8%), safety, policing, and crime issues (7% up from 3%), footpaths (6%) and parks, gardens, and open spaces (6%).

Of most importance in these results was the issue of road maintenance and repairs (including roadworks). A significant number (528 up from 474) of the 1,602 respondents (33%) nominated roads as an issue this year.

On average, these respondents were four percent (down from 5%) less satisfied with Council's overall performance than the average of all respondents.

This result highlights the significance of road related issues to the Mornington Peninsula Shire and highlights the degree to which these issues impact on community satisfaction with Council's performance. This includes community concern about both roads managed by Council as well as roads managed by VicRoads. The verbatim comments (which include an extensive list of specific roads of concern) is included in the report, with many being major arterial roads.

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

The other issues that appear to exert a negative influence on overall satisfaction for the respondents who raise them include planning and development (51 respondents 6% less satisfied), cleanliness of the area (58, 6% less), parks and gardens (93, 6% less), Council rates, fees, and charges (83, 6% less), and environment, sustainability and climate change (66, 4% less).



The perception of safety in Mornington Peninsula

The [perception of safety in the public areas of the Mornington Peninsula Shire](#) declined measurably this year, although they remain broadly consistent with the metropolitan average.

The decline in the perception of safety in public areas has been observed by Metropolis Research across many municipalities through 2025, with community concerns appearing to still be increasing as the year progresses.

The decline in the perception of safety in the public areas of Mornington Peninsula Shire was reflected in the more than doubling in the proportion of respondents raising safety, policing, and crime issues as a top three issue (7% up from 3%).

These results including the perception of safety in the public areas of the municipality during the day (8.5 down 2%, with 2% feeling unsafe), in and around the local shopping area (8., with down 2%, with 2% feeling unsafe), travelling on / waiting for public transport (7.5, down 3% with 5% feeling unsafe), and in the public areas of the municipality at night (7.0 down 5%, with 9% feeling unsafe).

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

The most common reasons why respondents felt unsafe in the public areas of Mornington Peninsula Shire were focused on concerns around various types of people (42 comments), and crime and policing concerns (41 comments).

Preferred and most preferred method of communication

The two most common [methods by which respondents would prefer Council to get in touch with respondents to inform them](#) about council news and information and upcoming events were by a Council newsletter emailed to them (56% preferred and 36% nominated as best method), and a Council newsletter delivered to their letterbox (47% preferred and 32% best method).

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

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



Sense of community in Mornington Peninsula

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

The average agreement with eight of the nine statements was very strong, despite many declining one or two percent this year (in line with the general decline in overall satisfaction).

More than half of the respondents strongly agreeing that they are proud of and enjoying living in the area (8.4 out of 10), that it is an age-friendly community (8.1), a child-friendly community (8.0), that they could turn to the neighbours for help (7.9), that it is vibrant, accessible and engaging (7.8), welcoming and support of people from diverse cultures (7.8), that they feel part of the local community (7.8), that it is accessible and inclusive for people with disability (7.6).

Average agreement that respondents were satisfied with the travel options available was still moderately strong at 6.8 out of 10 (down from 7.2), with 44% (down from 55%) strongly agreeing and 14% disagreeing. This lower agreement clearly reflects the issues around roads, but also traffic management and public transport as discussed in the report.



Introduction

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

The 2024/25 survey is being conducted quarterly, and this report provides the results for the summary of all four quarters.

The survey has been designed to measure community satisfaction with a range of Council services and facilities as well as to measure community sentiment on a range of additional issues of concern in the municipality.

The survey explored the following:

- Satisfaction with Council's **overall performance** and **change in performance**.
- Satisfaction with aspects of Council's **governance and leadership performance**.
- Importance of and satisfaction with 38 **Council services and facilities**.
- Satisfaction with aspects of **planning and development**.
- Satisfaction with aspects of Council's **customer service performance**.
- **Issues of importance** for Council to address in the coming year and relationship with satisfaction with overall performance.
- **Method of communication**.
- **Perception of safety** in the public areas of the municipality.
- Aspects of the **sense of community**.
- Respondent profile.

Rationale

The *Annual Community Satisfaction Survey* has been designed to provide Council with a wide range of information covering community satisfaction, community sentiment and involvement. The survey meets the requirements of the Local Government Victoria (LGV) annual satisfaction survey by providing importance and satisfaction ratings for the major Council services and facilities as well as scores for satisfaction with Council overall.

The *Community Satisfaction Survey* provides in-depth coverage of Council services and facilities as well as additional community issues and expectations. This information is critical to informing Council of the attitudes, levels of satisfaction and issues facing the community in the Mornington Peninsula Shire.



A particular strength of this survey program is identifying the issues of importance to the community and how these issues may be impacting on community satisfaction with the performance of Council.

In addition, the *Customer Satisfaction Survey* includes a range of demographic and socio-economic variables against which the results can be analysed.

For example, the survey includes data on age structure, gender, language spoken at home, disability, period of residence in the Mornington Peninsula Shire, and household structure.

By including these variables, satisfaction scores can be analysed against these variables and issues that sub-groups in the community have with Council's performance or services can be identified.

Methodology and response rate

The survey was conducted primarily as a door-to-door interview style survey of 1,602 households drawn proportionally from across all the suburbs / localities that comprise the municipality.

The survey fieldwork was conducted via four quarterly surveys conducted in July, November, January, and May 2025.

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

Due to OH&S issues, it was not possible to conduct 171 surveys in the less urban areas of the Shire by the door-to-door methodology. These surveys were conducted by telephone.

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

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

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

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



A total of 10,025 households were approached to participate in the survey (7,168 door-to-door and 2,857 by telephone). Of these households, 6,042 were unattended when approached (3,965) or telephoned (2,077), were therefore not invited to participate, and played no further part in the research.

Multiple telephone calls were made to each no-answer to give multiple opportunities to participate, including 147 who asked to be potentially called back at another time.

A total of 2,233 (1,772 door-to-door and 461 telephone) refused the offer to participate in the research and 1,602 completed the survey.

This provides a response rate of 42% overall, with 45% for the door-to-door component, and 26% for the telephone component.

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

In other words, if a yes / no question asked of the entire sample of 1,602 respondents were to obtain a result of 50% yes, it is 95% certain that the true value of this result is within the range of 47.6% and 52.4%.

This is based on a total sample size of 1,602 respondents, and an underlying population of the Mornington Peninsula Shire of approximately 170,000.

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

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

Small area analysis

The results of the 2024/25 survey are provided at the sub-municipal (small area) level, as follows:

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



Governing Melbourne

Governing Melbourne is a service provided by Metropolis Research since 2010. *Governing Melbourne* included a sample of 800 respondents in 2025.

The sample is drawn in equal numbers from every municipality in metropolitan Melbourne and then weighted by age and gender to reflect the profile of the metropolitan Melbourne community. *Governing Melbourne* provides an objective, consistent and reliable basis on which to compare the results of the survey.

It is not intended to provide a “league table” for local councils, rather to provide a context within which to understand the results.

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

The report also provides some comparisons against the regional Victorian results, as sourced from the 2025 *Governing Regional Victoria* survey conducted by Metropolis Research using a telephone interview methodology.

Glossary of terms

Precinct

The results of this report are presented at both the municipal and precinct level. The term precinct is used by Metropolis Research to describe the sub-municipal areas for which results are presented, as agreed with officers of Council. The precinct boundaries are most often the sub-municipal areas as presented in Council’s *Community Profile*.

Measurable and statistically significant

A measurable difference is one where the difference between or change in results is sufficiently large to ensure that they are in fact different results, i.e., the difference is statistically significant. This is because survey results are subject to a margin of error or an area of uncertainty.

Significant result

Metropolis Research uses the term *significant result* to describe a change or difference between results that Metropolis Research believes to be of sufficient magnitude that they may impact on relevant aspects of policy development, service delivery and the evaluation of performance and are therefore identified and noted as significant or important.



Marginal / somewhat / notable

Metropolis Research will describe some results or changes in results as being marginally, somewhat, or notably higher or lower. These are not statistical terms, rather they are interpretive. They are used to draw attention to results that may be of interest or relevant to policy development and service delivery.

In order of significance, “marginal” is the least significant, followed by “somewhat”, and with “notable” the most significant of the subjective terms used to describe variations that were not necessarily statistically significant.

These terms are often used for results that may not be statistically significant due to sample size or other factors but may nonetheless provide some insight into the variation in community sentiment.

95% confidence interval

Average satisfaction results are presented in this report with a 95% confidence interval included. These figures reflect the range of values within which it is 95% certain that the true average satisfaction falls.

The 95% confidence interval based on a one-sample t-test is used for the mean scores presented in this report. The margin of error around the other results in this report at the municipal level is plus or minus 4.9%. In other words, if a yes / no question was to obtain a 50% yes result, it is 95% certain that the true value is between 45.1% and 54.9%.

Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results. Metropolis Research has worked primarily with local government and developed these categories as a guide to satisfaction with the performance of local government across a wide range of service delivery and policy related areas of Council responsibility.

The scores presented in the report and are designed to give a general context about satisfaction with variables in this report, and are defined as follows:

- **Excellent** - scores of 7.75 and above are categorised as excellent.
- **Very good** - scores of 7.25 to less than 7.75 are categorised as very good.
- **Good** - scores of 6.5 to less than 7.25 are categorised as good.
- **Solid** - scores of 6 to less than 6.5 are categorised as solid.
- **Poor** - scores of 5.5 to less than 6 are categorised as poor.
- **Very Poor** - scores of 5 to less than 5.5 are categorised as very poor.
- **Extremely Poor** – scores of less than 5 are categorised as extremely poor.



Council’s overall performance

Respondents were asked:

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

Satisfaction with the performance of Council ‘across all areas of responsibility’ or “overall performance” declined measurably this year, down two percent to 6.3 out of 10.

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

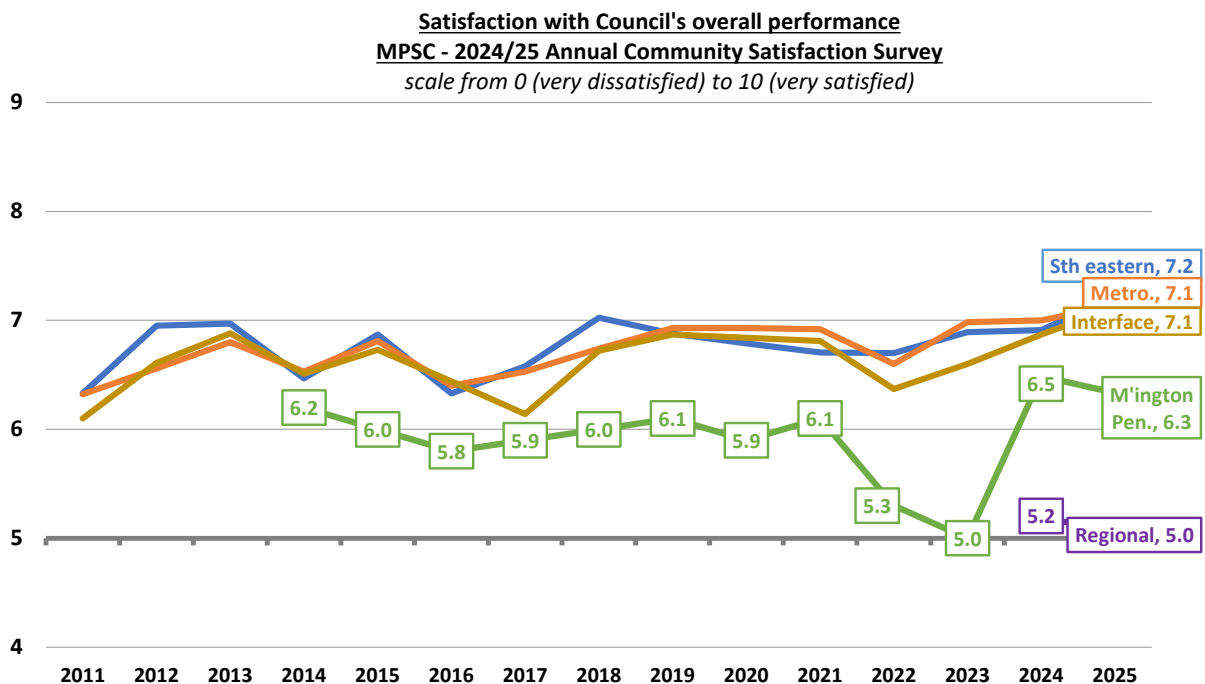
Despite the two percent decline in satisfaction recorded this year, this result remained measurably and significantly (13%) above the unusually low five out of 10 recorded in 2023.

This result was measurably (4%) above the long-term average from 2014 of 5.9 out of 10 or “poor” and was the second highest score recorded for Mornington Peninsula Shire Council.

By way of comparison, this result was measurably (8% up from 5%) lower than the metropolitan Melbourne average satisfaction of 7.1 out of 10 (up from 7.0), as recorded in the *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2025 using the same door-to-door, in-person methodology.

This result was, however, measurably and significantly (13%) higher than the regional councils’ average of 5.0 (down from 5.2), as recorded in the 2025 *Governing Regional Victoria* survey conducted independently by Metropolis Research as a telephone survey.



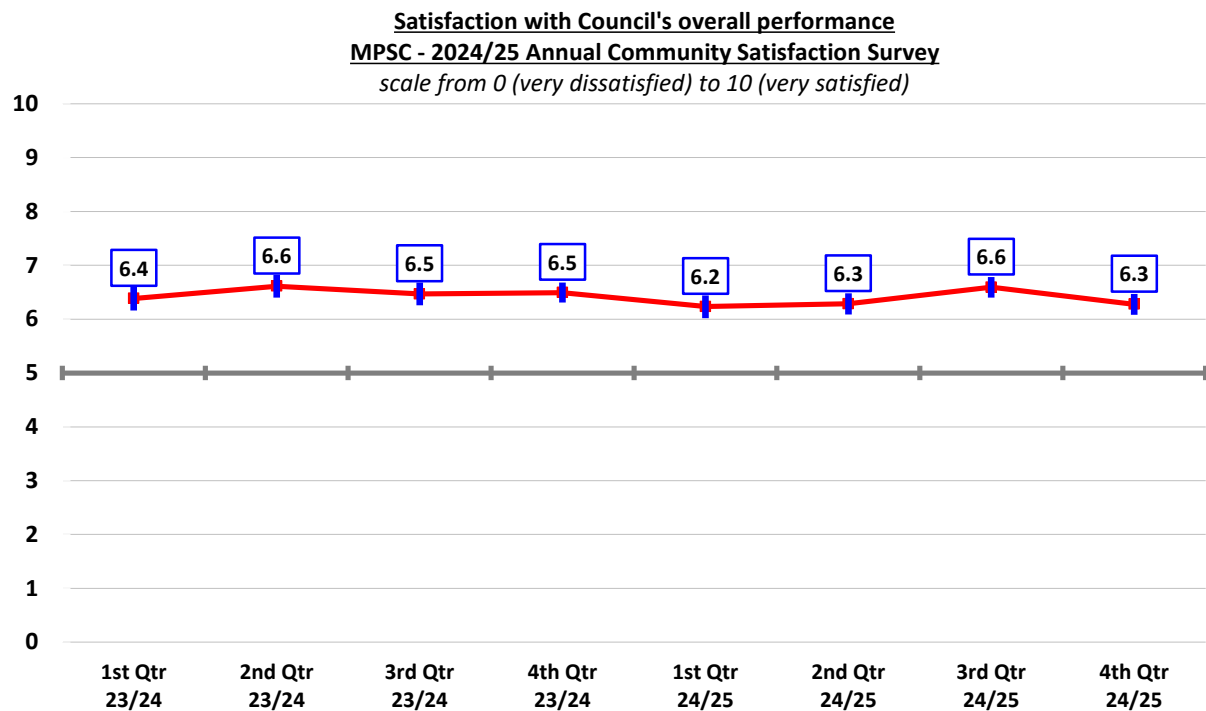
Metropolis Research notes that the previous surveys were conducted by a different service provider, using a different survey form, scaling approach, and methodology.

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

This variation in methodology, however, clearly does not account for the significant change in satisfaction that was recorded between 2022 and 2023 and the results in 2024 and 2025.

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

The following graph provides the quarterly survey results for satisfaction with Council’s overall performance. Consistent with the two percent decline in overall satisfaction from 2023/24 to 2024/25, the year-on-year comparison also records a two percent decline in satisfaction.



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

- **Local roads** – was the most significant issue in Mornington Peninsula as clearly identified in several results. Significantly, 33% of respondents nominated roads as a top three issue to address for the Shire, and the respondents who nominated roads were, on average, measurably (4%) less satisfied with Council’s overall performance than the municipal average. Satisfaction with the maintenance and repair of sealed local roads was recorded at just 5.3 (down from 5.6) or “very poor”, which was 21% (down from 24%) lower than the average satisfaction with all services and facilities. It was also 18% (up from 14%) lower than the metropolitan Melbourne average satisfaction with roads of 7.3.
- **Council governance and leadership** – despite significant increases in satisfaction compared to the April 2023 results, satisfaction with the six core aspects of governance and leadership was an average of eight percent below the metropolitan average this year. This lower average satisfaction reflects a generalised lower perception of Mornington Peninsula Shire Council than the average perception of local government across metropolitan Melbourne. Whilst only two percent of respondents nominated governance and performance related issues as a top three issue, these respondents were significantly less satisfied with Council’s overall performance than the municipal average, which highlights that there is a small, but notable group within the community who are extremely dissatisfied with Council.
- **Customer service** – overall satisfaction with the customer service experience was 10% lower than the metropolitan average and given that 33% of respondents reported having contacted Council in the last 12 months, the fact that these respondents were measurably (6%) less satisfied with Council’s overall performance than respondents who had not contacted Council will be a factor in the lower-than-average overall satisfaction score this year.
- **Other services and issues** - there were a range of other services that underperformed the metropolitan average including footpaths (11% lower), drains (10% lower), street trees (9% lower), and management of illegally dumped rubbish (7% lower). These were also identified among the issues that appear to have been negative influences on satisfaction with Council, including planning and development (6% lower), cleanliness of the area (6% lower), parks and gardens (6% lower), environment (5% lower), and street trees (2% lower).



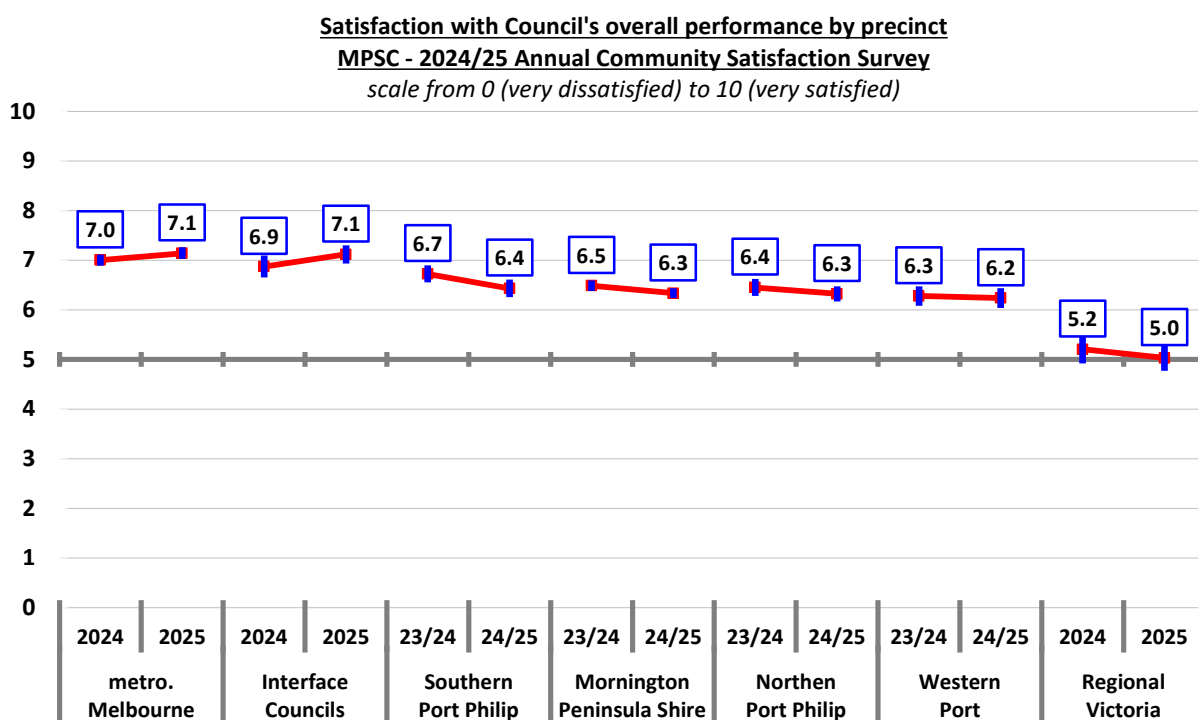
Satisfaction by precinct, ward, and locality

There was no measurable variation in satisfaction with Council’s overall performance observed across the municipality, although respondents from the Southern Port Phillip were somewhat (1%) more satisfied than average.

By contrast, respondents from Western Port were somewhat (1%) less satisfied than average.

Respondents from all three precincts rated satisfaction at a “solid” level of satisfaction this year.

It is noted that all three precincts reported satisfaction scores that were measurably lower than the metropolitan Melbourne average (7.1), but measurably higher than the regional Victorian average (5.0).

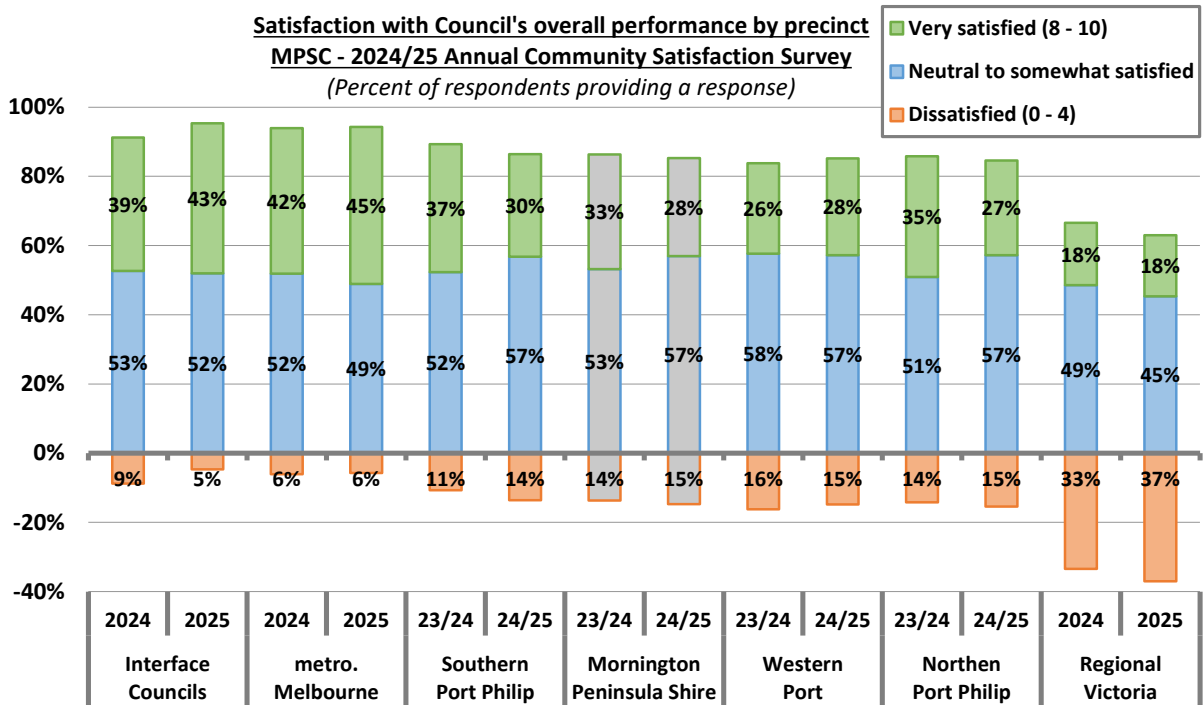


The following graph provides a breakdown of satisfaction into the proportion of respondents “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated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

Consistent with the decline in average satisfaction, there was a decline in the proportion of respondents who were “very satisfied” with Council’s overall performance (28% down from 33%), and a small increase in the proportion who were “dissatisfied” (15% up from 14%).

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

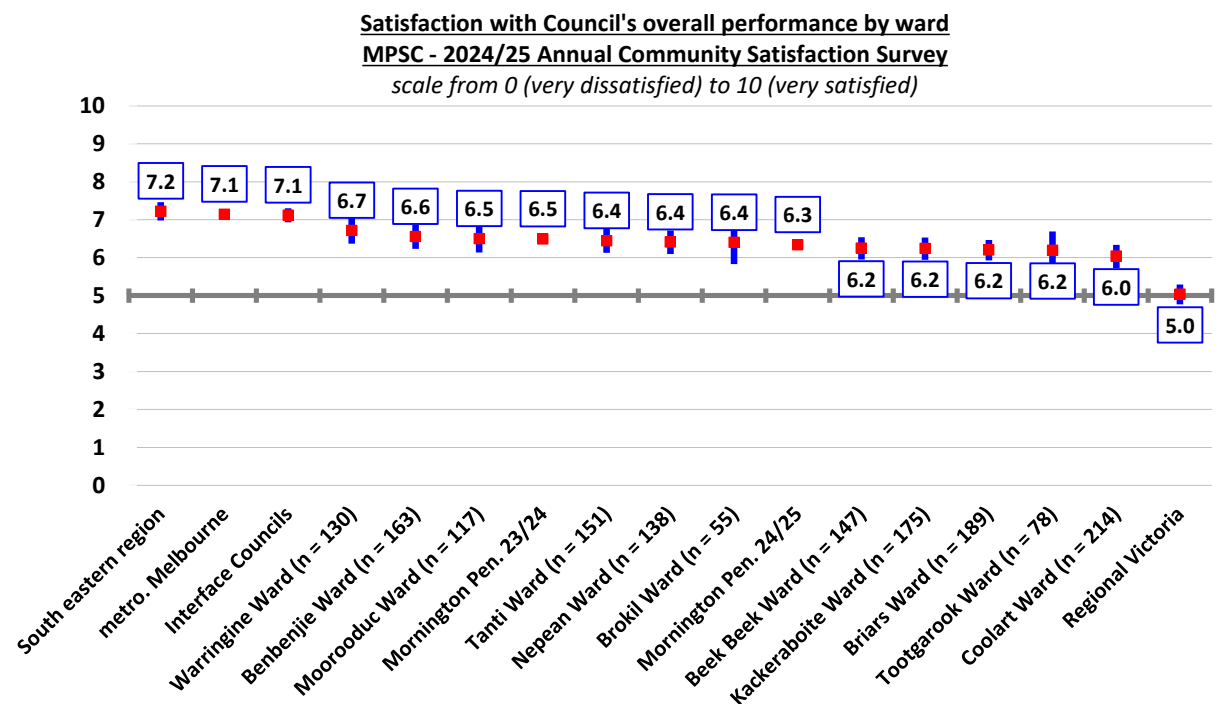




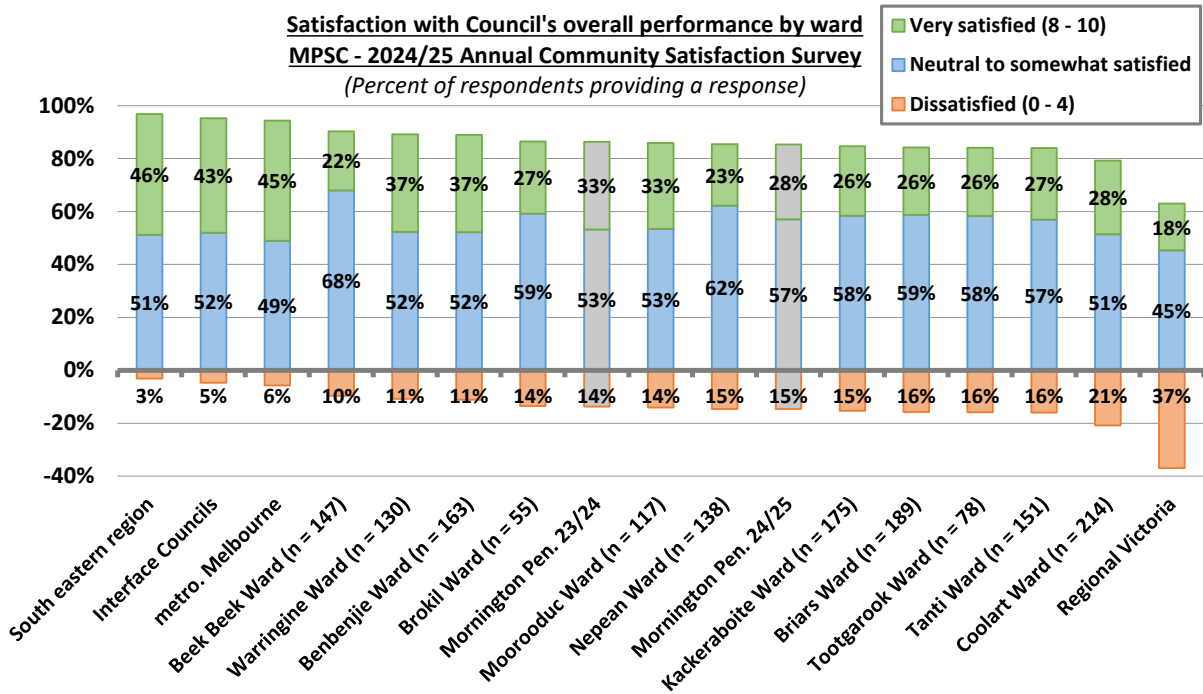
There was measurable variation in satisfaction with Council’s overall performance observed across the municipality by ward, as outlined in the following graphs.

Respondents from Warringine ward were measurably (4%) and respondents from Benbenjie and Moorooduc wards were notably (3% and 2% respectively) more satisfied than average, and at “good” rather than “solid” levels.

By contrast, respondents from Coolart ward were notably (3%) less satisfied than average, although still at a “solid” level.



It is noted that respondents from Warringine and Benbenjie wards (37% compared to 28%) were more likely than average to be “very satisfied” with Council’s overall performance, whilst respondents from Coolart ward (21% compared to 14%) were more likely to be “dissatisfied”.



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

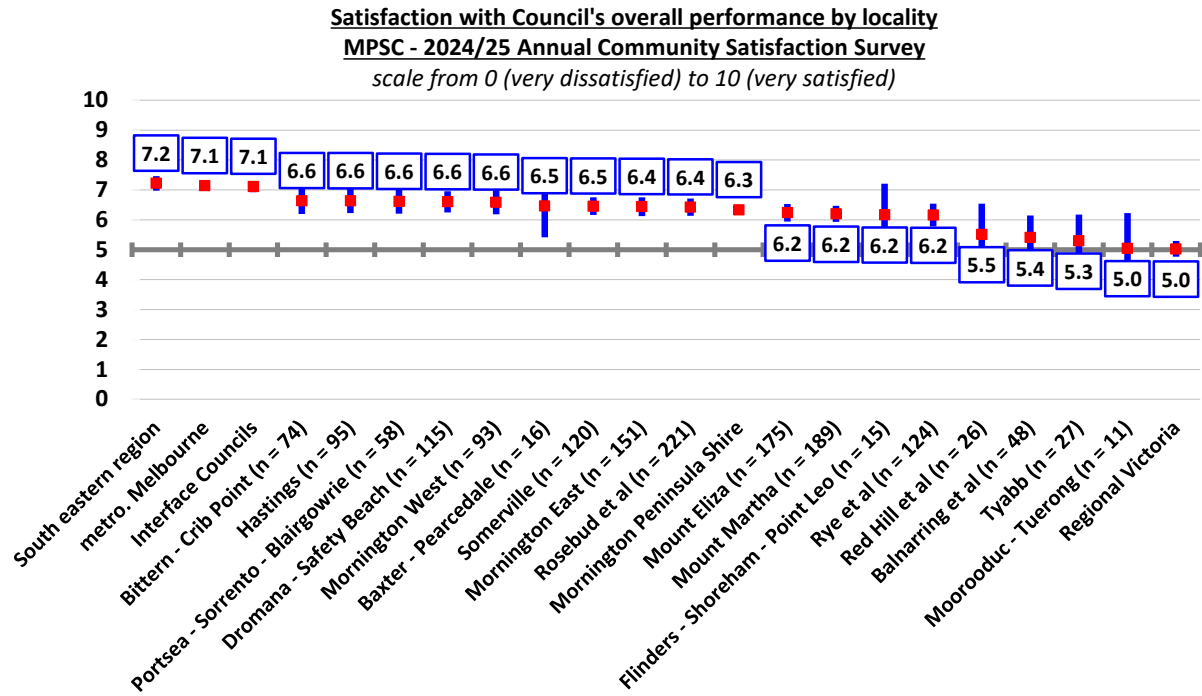
It is noted that the sample size was quite small for some of these localities, and therefore some caution should be taken in interpreting variations across the municipality.

These comparisons have been included in the report to provide some additional insight into the variation in satisfaction with Mornington Peninsula Shire Council across the municipality.

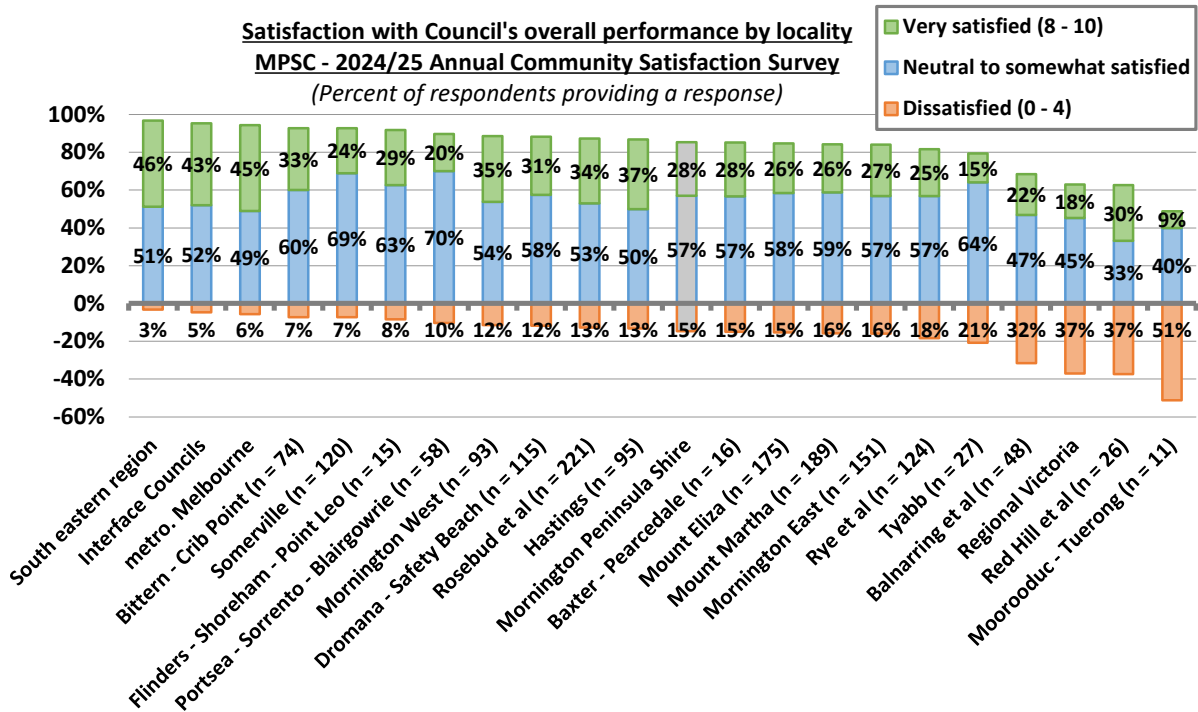
There was notable and measurable variation observed, as follows:

- **Somewhat MORE satisfied than average** – included respondents from Bittern – Cribb Point, Hastings, Portsea – Sorrento – Blairgowrie, Dromana – Safety Beach, and Mornington West, although all still at “good” levels.
- **Measurably LESS satisfied than average** – included respondents from Rye et al, Red Hill et al, Balnarring et al, Tyabb, and Moorooduc - Tuerong, and all at “poor” to “very poor” levels of satisfaction.





It is noted that at least one-third of respondents from Hastings (37%), Mornington West (35%), and Bittern – Cribb Point (33%) were “very satisfied” with Council’s overall performance. By contrast, 32% of respondents from Balnarring et al, 37% from Red Hill et al, and 51% from Moorooduc – Tuerong were “dissatisfied”.



Satisfaction by respondent profile

The following section provides a comparison of satisfaction with Council's overall performance by respondent profile, including age structure, gender, language spoken at home, whether respondents had contacted Council in the last 12 months, housing situation, period of residence in the Shire, whether respondents lived in the municipality all year round, household disability status, and household structure.

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

- ***Somewhat to notably MORE satisfied than average*** – included young adults and adults (aged 18 to 44 years), rental households, new and newer residents (less than 10 years in the municipality), respondents from English speaking households, respondents from two-parent families with youngest child aged 13 to 18 years, group households, and respondents who did not live in the Shire full-time.
- ***Somewhat to notably LESS satisfied than average*** – included middle-aged and older adults (aged 45 to 74 years), respondents from multilingual households, respondents from households with a member with disability, respondents who had contacted Council in the last 12 months, and long-term residents (10 years or more in the Shire).

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

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

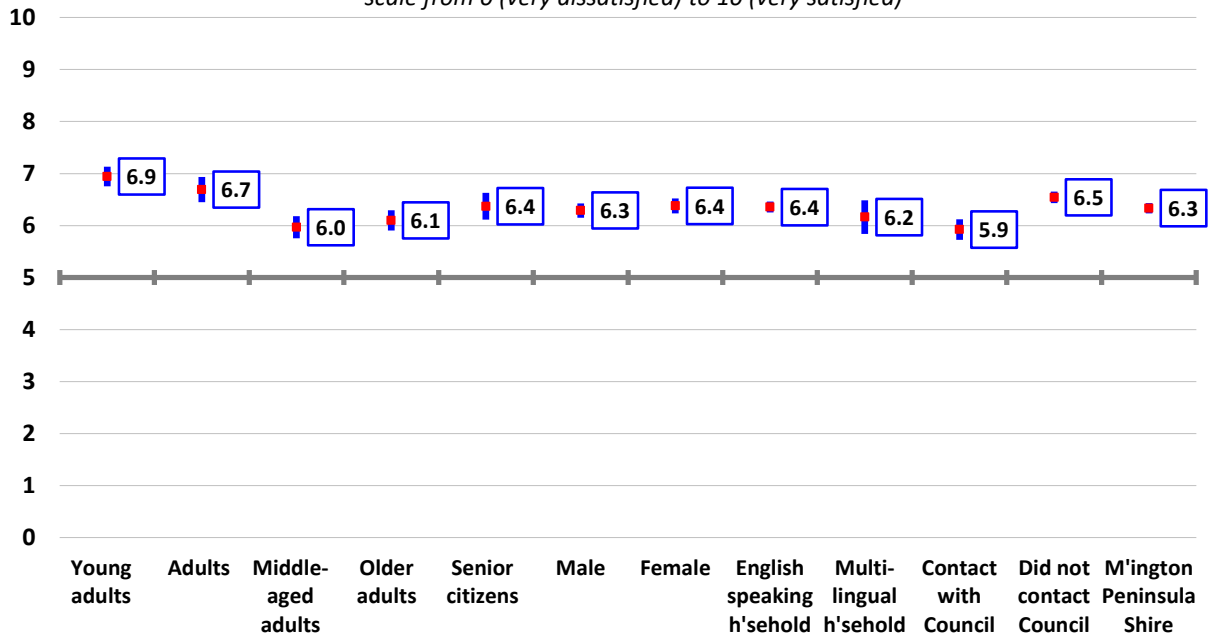
In relation to whether respondents had contacted Council in the last 12 months, it is always observed that, on average, respondents who had contacted Council reported lower satisfaction than respondents who had not contacted Council. This reflects the fact that many (but not all) respondents contacting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

Metropolis Research notes that, consistent with the results recorded last year, respondents who lived in the Shire for only part of the year were, on average, more satisfied with Council's overall performance than respondents who lived in the Shire full-time.

It is noted, however, that the difference between these two groups of respondents was significantly less notable this year than last year, down from a nine percent gap in 2023/24 to five percent this year.

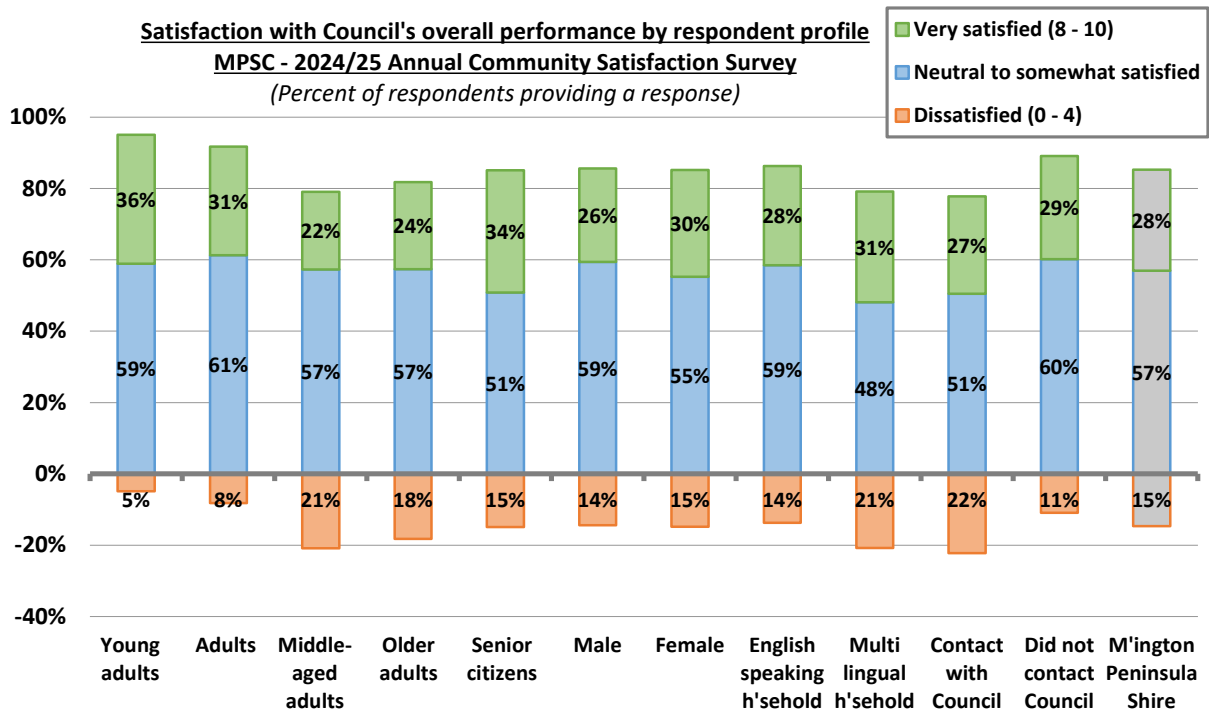


Satisfaction with Council's overall performance by respondent profile
MPSC - 2024/25 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

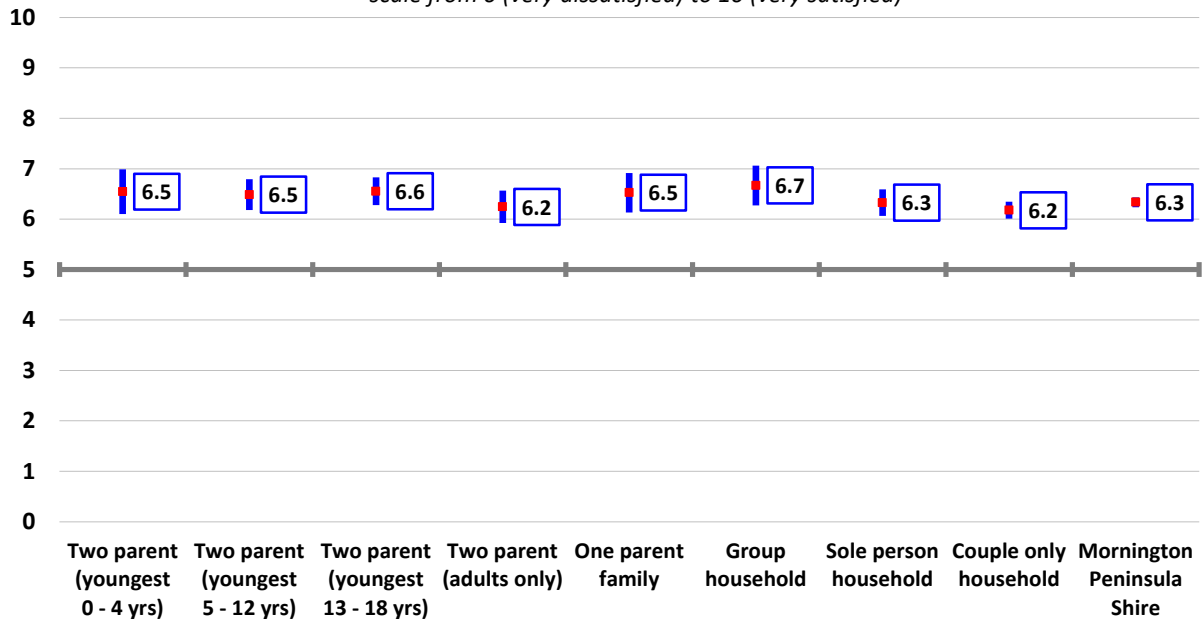


It is noted that 36% of the young adults (aged 18 to 34 years) were “very satisfied” with Council’s overall performance, whilst 21% of middle-aged adults (aged 45 to 59 years), 21% of respondents from multilingual households, and 22% of respondents who had contacted Council in the last 12 months were “dissatisfied”.

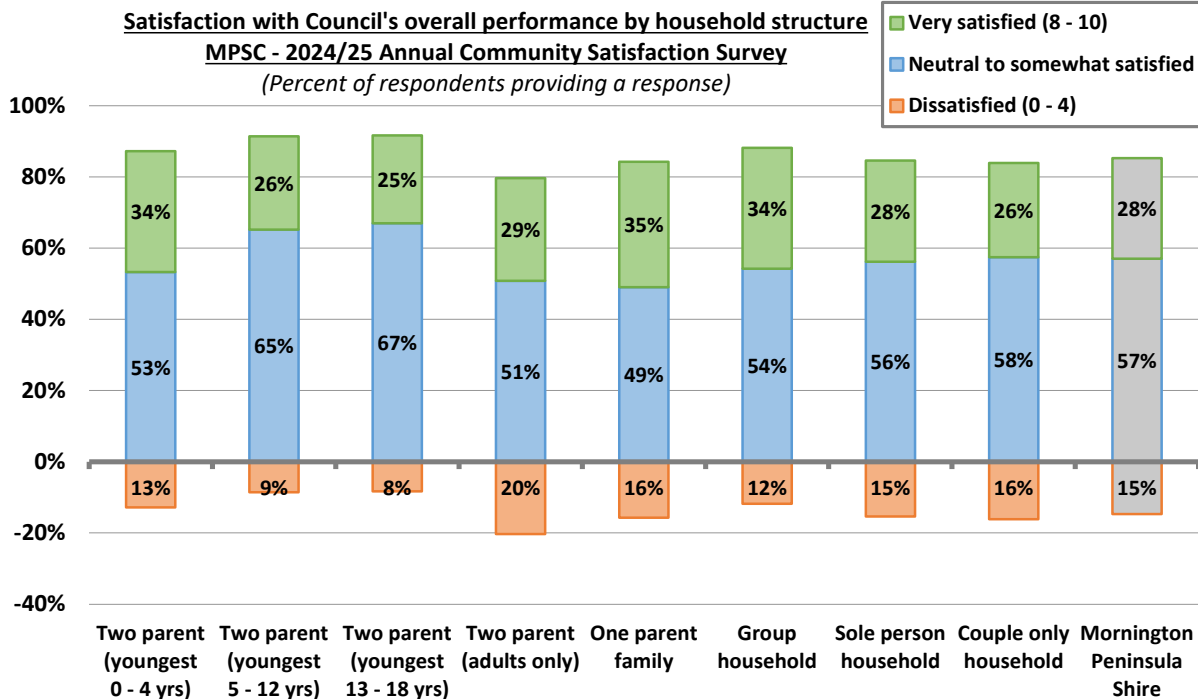
Satisfaction with Council's overall performance by respondent profile
MPSC - 2024/25 Annual Community Satisfaction Survey
(Percent of respondents providing a response)



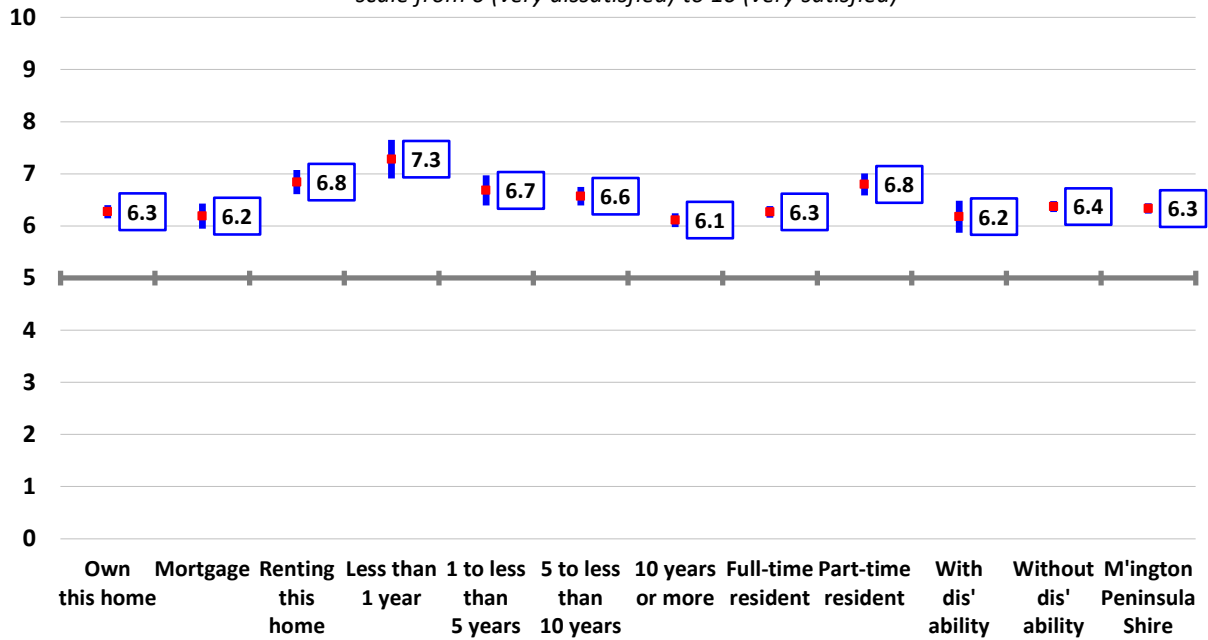
Satisfaction with Council's overall performance by household structure
MPSC - 2024/25 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



It is noted that more than one-third of respondents from two-parent families with youngest child aged under five years, respondents from one-parent families, and respondents from group households were “very satisfied” with Council’s overall performance, whilst 20% of respondents from two-parent families with adults only in the home were “dissatisfied”.

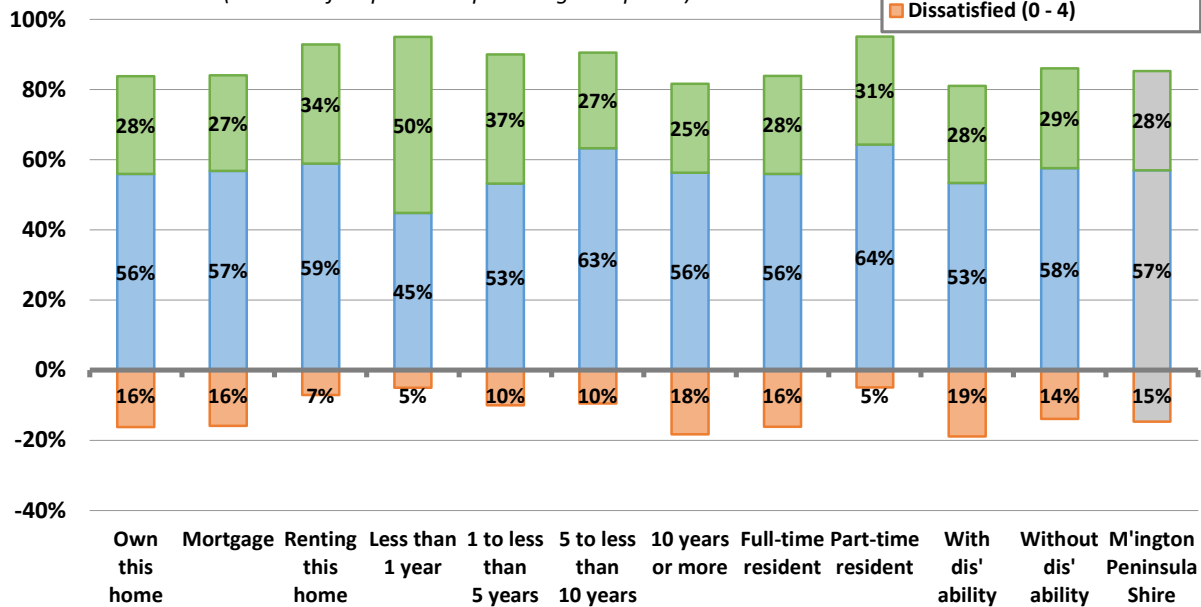


Satisfaction with Council's overall performance by housing profile and disability
MPSC - 2024/25 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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

Satisfaction with Council's overall performance by housing profile and disability
MPSC - 2024/25 Annual Community Satisfaction Survey
(Percent of respondents providing a response)



Satisfaction by change in performance in the last 12 months

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

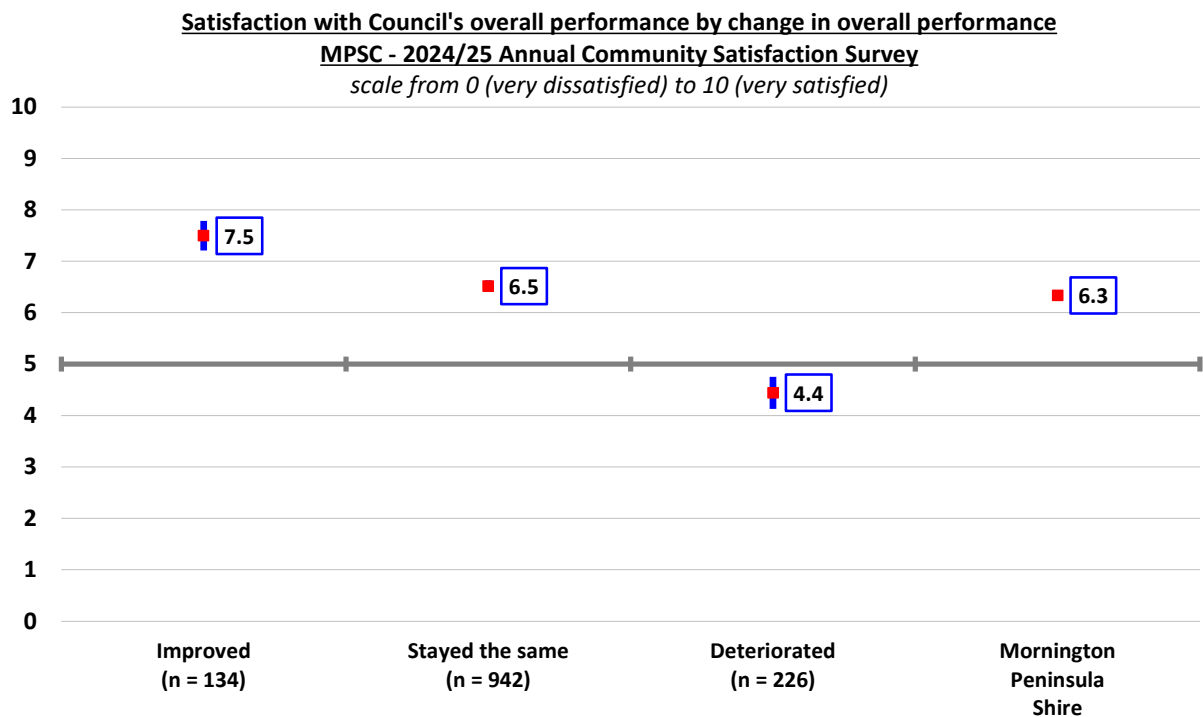
The 134 respondents who considered that overall performance had improved in the last 12 months rated satisfaction with overall performance at a “very good” level of 7.5 out of 10.

By contrast, the 226 (down from 237) respondents who considered that overall performance had deteriorated in the last 12 months were measurably and significantly less satisfied than average, rating satisfaction at 4.4 (down from 4.8) out of 10, which was an “extremely poor” level of satisfaction.

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

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

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



Satisfaction by top issues for the Mornington Peninsula Shire

The following graph displays the average overall satisfaction score for respondents nominating each of the top 12 issues to address for the Mornington Peninsula Shire ‘at the moment’, with a comparison to the overall satisfaction score of all respondents (6.3).

The graph also provides a comparison to the overall satisfaction of the 415 respondents who did not nominate any issues to address (6.8).

Metropolis Research notes that the 456 (up from 415) respondents who did not raise any issues that they felt needed to be addressed in Shire were, on average, four percent less satisfied with Council’s overall performance this year than last (6.8 compared to 7.2).

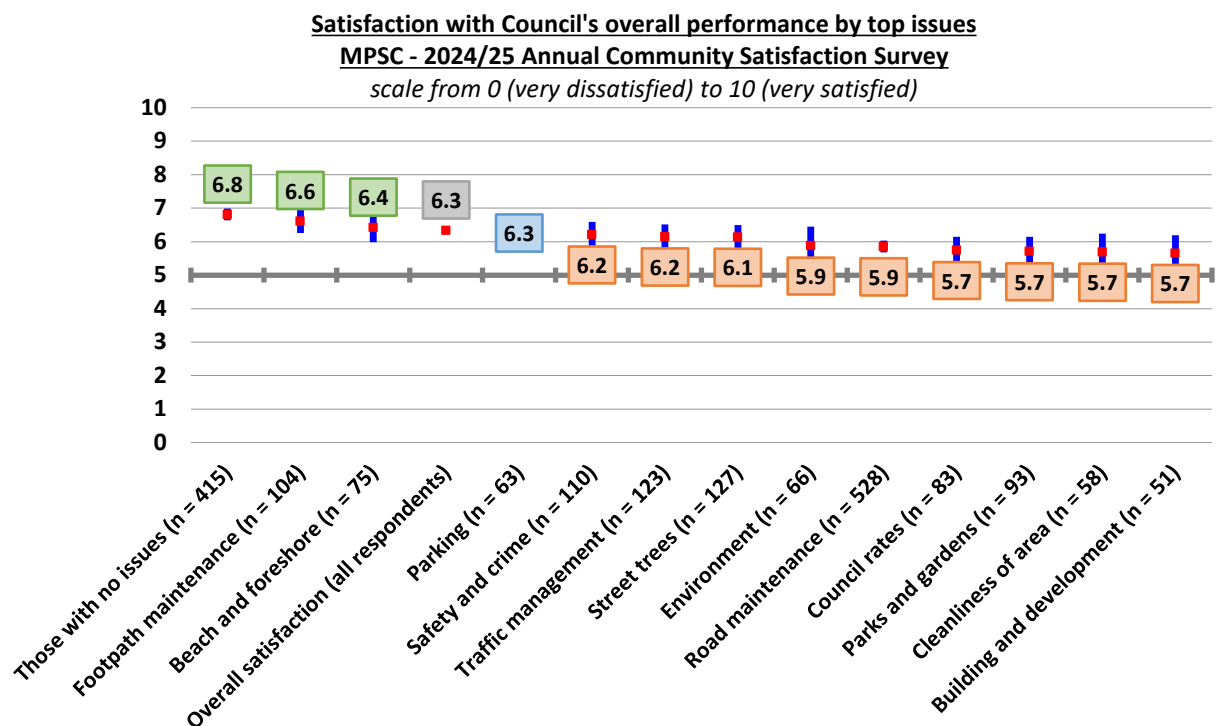
This does imply that the underlying level of satisfaction with Mornington Peninsula Shire Council has declined this year, which is consistent with the two percent decline in satisfaction.

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

The aim of this data is to explore the relationship between the issues raised by respondents and their satisfaction with Council’s overall performance.

The data does not prove a causal relationship between the issue and satisfaction with Council’s overall performance but does provide meaningful insight into whether these issues are likely to be exerting a positive or negative influence on these respondents’ satisfaction with Council’s overall performance.

Clearly the number of respondents nominating each of these issues varies substantially, which is reflected in the size of the blue vertical bars (the 95% confidence interval).



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

Of most importance in these results was the issue of road maintenance and repairs (including roadworks). A significant number (528 up from 474) of the 1,602 respondents (33%) nominated roads as an issue this year.

On average, these respondents were four percent (down from 5%) less satisfied with Council’s overall performance than the average of all respondents.

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

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

The other issues that appear to exert a negative influence on overall satisfaction for the respondents who raise them include planning and development (51 respondents 6% less satisfied), cleanliness of the area (58, 6% less), parks and gardens (93, 6% less), Council rates, fees, and charges (83, 6% less), and environment, sustainability and climate change (66, 4% less).

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

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

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

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

These results highlight the fact that respondents who were “dissatisfied” with Council’s overall performance (i.e., rated satisfaction at less than five out of 10) were notably more likely than average to nominate road maintenance and repairs related issues, with 47% of “dissatisfied” respondents compared to 33% of the total sample of respondents.

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



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

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

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

As discussed in several sections in this report, the small number of respondents (2% of the total sample) who nominated these issues were significantly less satisfied with Council’s overall performance than the average of all respondents. Whilst there were only 35 respondents this year, on average these respondents’ rated satisfaction with Council’s overall performance at just 3.4 out of 10 (down from 4.0), or “extremely poor”.

Top issues for Mornington Peninsula of respondents' dissatisfied with overall performance
MPSC - 2024/25 Annual Community Satisfaction Survey
(Number and percent of total respondents who dissatisfied with overall performance)

<i>Issue</i>	<i>Dissatisfied respondents</i>		<i>All respondents</i>
	<i>Number</i>	<i>Percent</i>	
Road maintenance and repairs	107	47%	33%
Council governance, performance, accountability	23	10%	2%
Traffic management	22	10%	8%
Council rates, fees and charges	21	9%	5%
Provision and maintenance of street trees	21	9%	8%
Safety, policing, crime	19	8%	7%
Parks, gardens and open spaces	17	7%	6%
Environment, sustainability, climate change	15	7%	4%
Cleanliness and maintenance of area	14	6%	4%
Beach and foreshore issues	13	6%	5%
Parking	12	5%	4%
Communication and consultation	12	5%	3%
Building, housing, planning and development	12	5%	3%
Footpath maintenance and repairs	12	5%	6%
Rubbish and waste issues inc garbage	11	5%	3%
All other issues <i>(45 separately identified issues)</i>	132	58%	50%
Total responses	463		2,537
<i>Respondents identifying at least one issue (percent of total respondents)</i>	<i>196 (86%)</i>		<i>1,159 (72%)</i>



Reasons for level of satisfaction with Council's overall performance

Respondents were asked:

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

A total of 1,007 comments were received from respondents as to the reason why they rated satisfaction with Council's overall performance at the level they did.

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

Metropolis Research notes that Councils' communication and consultation (14% up from 11%) and Council's governance, management, and performance including both the organisation as well as elected officials (13% down from 16%), were the two most common issues raised by respondents when outlining why they rated satisfaction at the level they did.

Reasons for rating of satisfaction with Council's overall performance

MPSC - 2024/25 Annual Community Satisfaction Survey

(Number and percent of responses)

Reason for satisfaction rating	Total comments		Respondents		
	Number	Percent	Satisfied (6 to 10)	Neutral (5)	Dissatisfied (0 to 4)
Communication, consultation, engagement, responsiveness	137	14%	54	25	58
Generally negative comments	134	13%	79	24	31
Council governance, management and performance	131	13%	52	24	55
Generally positive comments	117	12%	116	0	1
Rates and financial management	85	8%	41	17	27
Traffic / roads	84	8%	46	13	25
Council services and facilities	81	8%	42	19	20
Parks, gardens, open spaces and trees	45	4%	16	13	16
Generally neutral comments	32	3%	25	7	0
Cleanliness and maintenance of area	27	3%	15	4	8
Planning, housing and development	20	2%	11	2	7
Waste management	20	2%	10	5	5
Footpath maintenance and repairs	16	2%	11	3	2
Environment, climate change and sustainability	11	1%	6	2	3
Parking	10	1%	7	1	2
Provision and maintenance of infrastructure	9	1%	2	1	6
Safety, policing and crime	8	1%	5	2	1
Support for local businesses	7	1%	2	2	3
The Briars / Harry Potter	5	0%	3	1	1
Community atmosphere and connection	4	0%	3	0	1
Bushfire / emergency management	1	0%	1	0	0
Other	23	2%	15	4	4
Total responses	1,007	100%	562	169	276

The verbatim comments underpinning these summary results are included as an appendix.



Change in Council's overall performance

Respondents were asked:

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

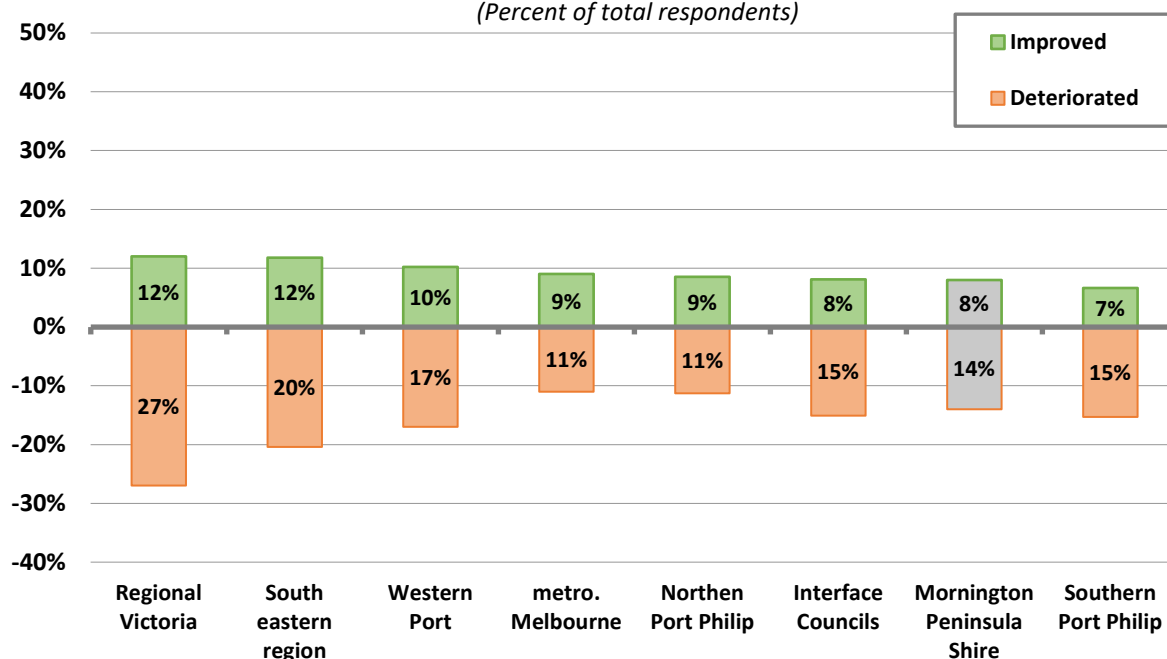
In 2024/25, eight percent (down from 10%) of respondents considered that Council’s overall performance had improved, whilst 14% (down from 15%) considered that performance had deteriorated over the last 12 months.

Change in Council's overall performance
MPSC - 2024/25 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Response	2024/25		2023/24
	Number	Percent	
Improved	134	8%	10%
Stayed the same	955	60%	59%
Deteriorated	227	14%	15%
Can't say	286	18%	17%
Total	1,602	100%	1,604

It is noted that respondents in Mornington Peninsula Shire were somewhat (3%) more likely to consider that performance had deteriorated in the last 12 months than the metropolitan average. By contrast, respondents in the Mornington Peninsula Shire were significantly less likely than the regional Victorian average to consider that overall performance had deteriorated in the last 12 months, as recorded in the 2024/25 *Governing Regional Victoria*.

Change in Council's overall performance by precinct
MPSC - 2024/25 Annual Community Satisfaction Survey
 (Percent of total respondents)



Governance and leadership

Respondents were asked:

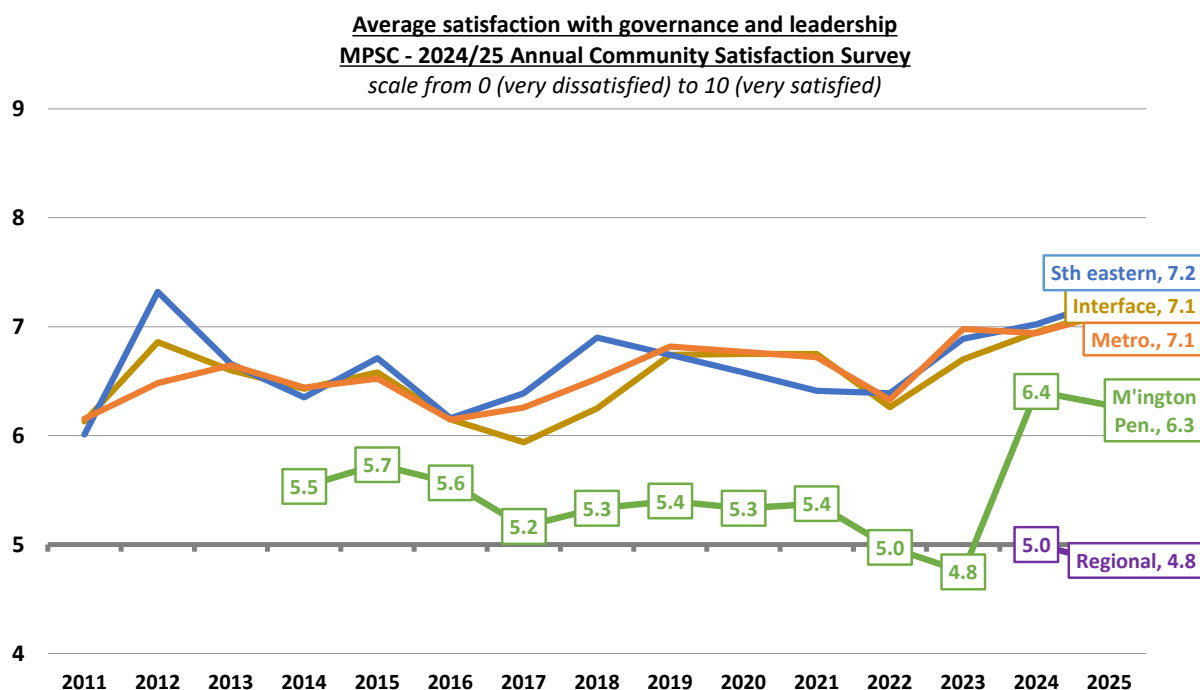
“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with each of the following aspects of Council’s performance?”

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

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

The average satisfaction with these six core aspects of governance and leadership was 6.3 out of 10 this year, down one percent on the average of 6.4 recorded last year.

This remained a “solid” level of satisfaction, and up measurably and significantly (8%) on the long-term average satisfaction since 2014 of 5.5 out of 10, or “poor”.



It is noted that the previous results were recorded by a different provider using a different survey form and a different methodology, as discussed in relation to time series analysis of [overall performance](#). Metropolis Research is of the view that the different scaling approach used by the previous survey provider has the effect of exaggerating lower scores.

By way of comparison, this result was measurably (8%) lower than the metropolitan and interface councils’ average (7.1), and nine percent below the southeastern region councils’ average (7.2), as recorded in the *Governing Melbourne* research.

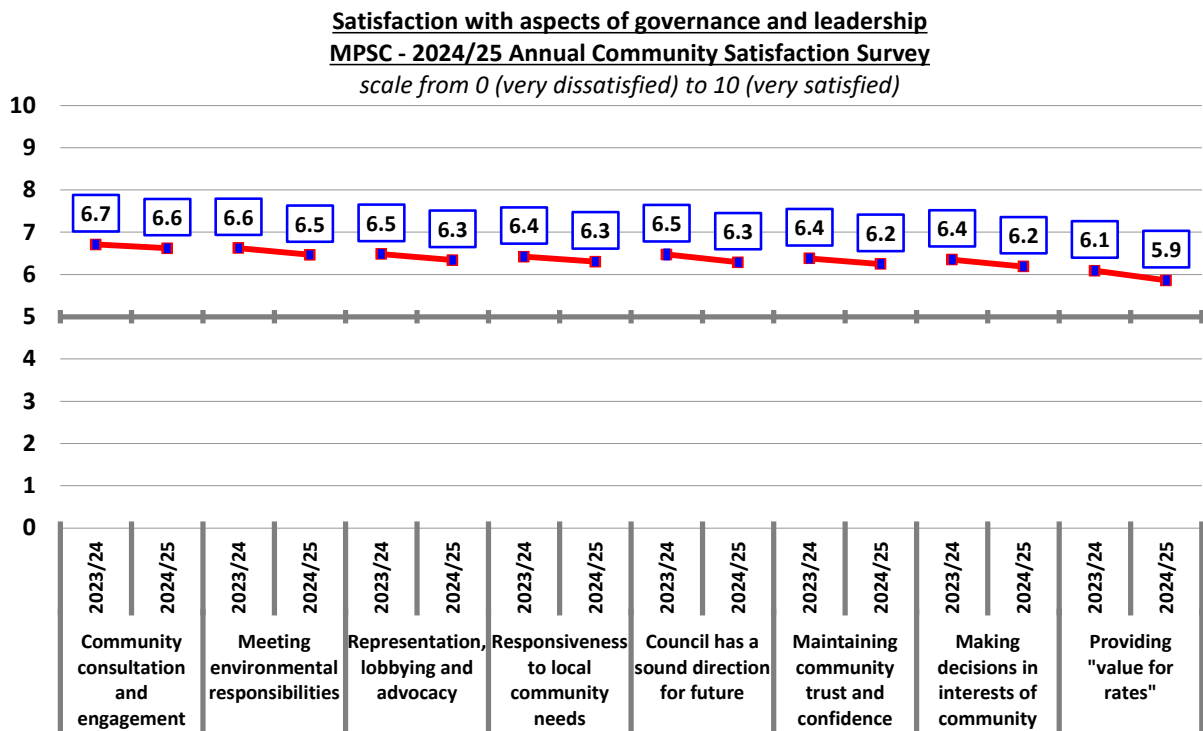


Satisfaction with governance and leadership was, however, measurably and significantly (15%) higher than the regional Victorian average satisfaction of 4.8 out of 10, or “extremely poor”, as recorded in the *Governing Regional Victoria* research.

There was a small decline in the average satisfaction with each of the nine aspects of governance and leadership recorded this year, as outlined in the following graph.

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

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

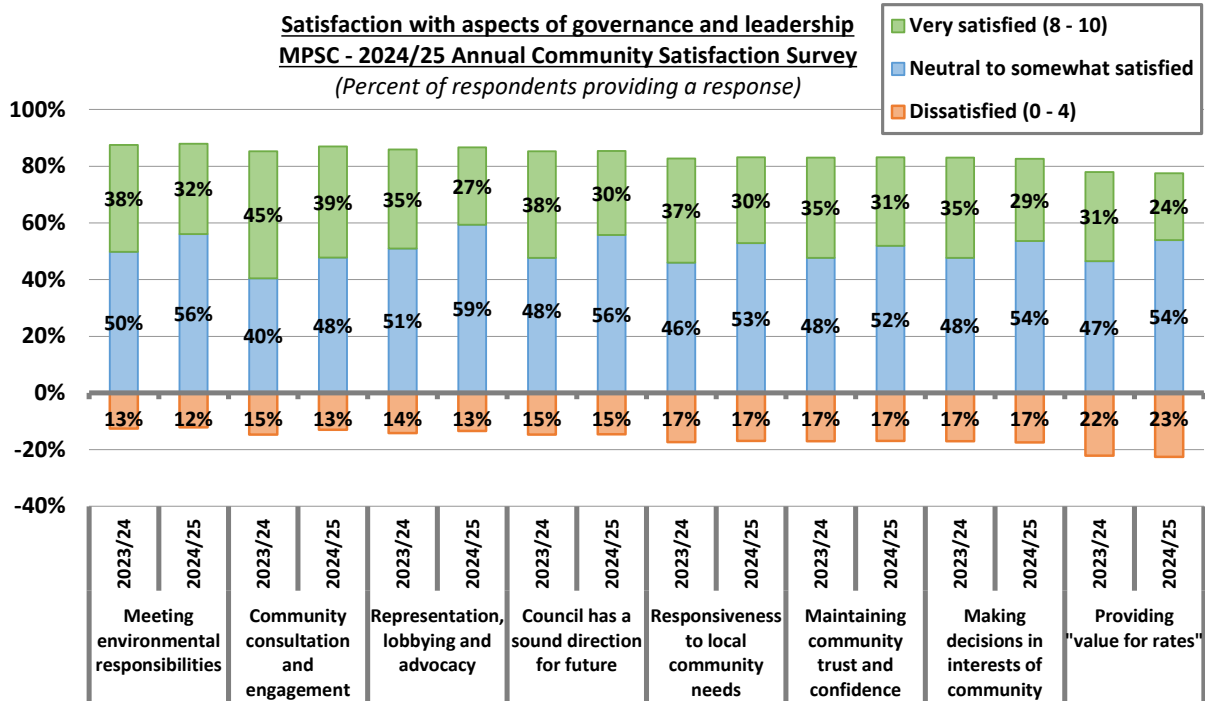


The following graph provides a breakdown of satisfaction into the proportion of respondents “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated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

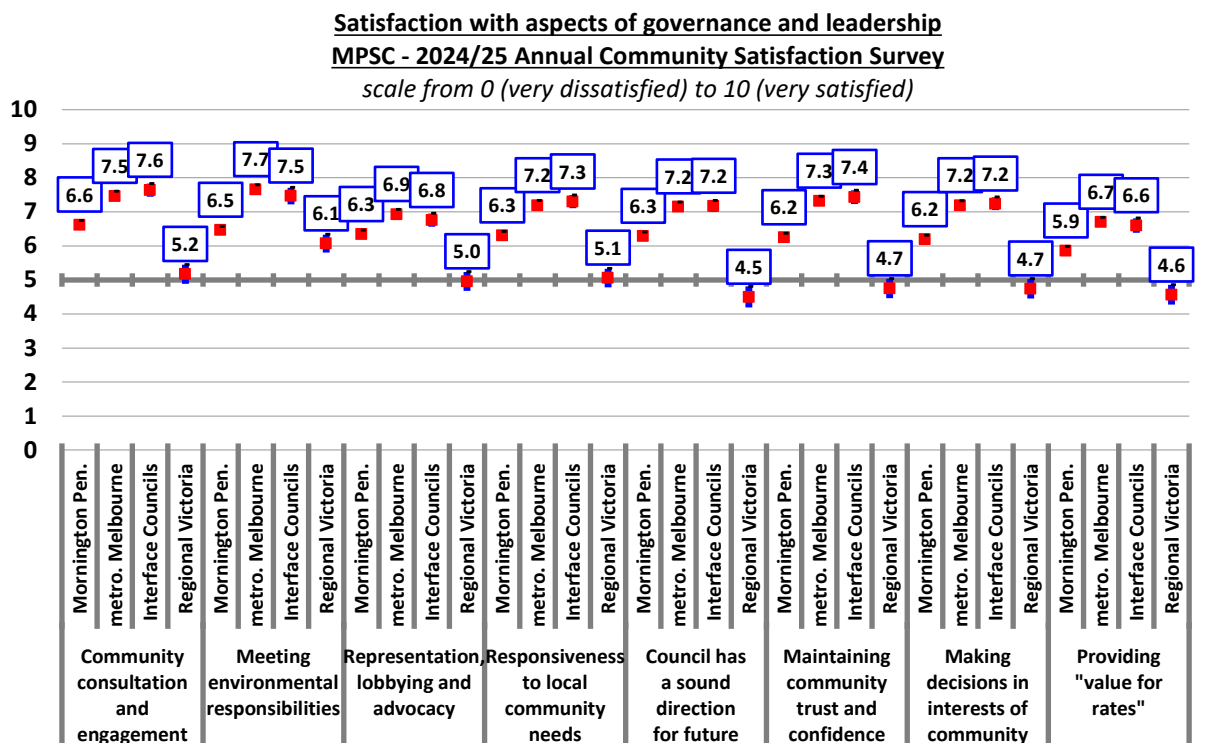
It is noted that more than one-third (39% down from 45%) of the respondents providing a score were “very satisfied” with Council’s community consultation and engagement performance. This has consistently been the best performing aspect of governance and leadership.



By contrast, attention is drawn to the 23% of respondents were “dissatisfied” with Council’s performance providing value for rates. This has consistently been the worst performing aspect of governance and leadership. Metropolis Research notes, however, that this is often observed across metropolitan Melbourne.



The following graph provides a comparison of satisfaction with each of the eight aspects of governance and leadership included in *Governing Melbourne* and *Governing Regional Victoria*. Satisfaction with all eight aspects was lower in Mornington Peninsula than the metropolitan and interface councils’ results, but measurably above the regional Victorian.



Contact with Council

Contact with Council in the last 12 months

Respondents were asked:

“Have you contacted Mornington Peninsula Shire Council in the last 12 months?”

In 2024, 33% (up from 29%) of the 1,595 respondents who provided an answer to the question reported that they had contacted Council in the last 12 months.

This result was measurably (11%) higher than the metropolitan average contact with Council of 22%.

Respondents who had contacted Council in the last 12 months were, on average, measurably (6%) less satisfied with Council’s overall performance than the respondents who had not contacted Council. Given this, the higher-than-average proportion of respondents contacting Mornington Peninsula Shire Council will have had a negative influence on overall satisfaction.

Contacted Council in the last 12 months
MPSC - 2024/25 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2024/25		2023/24
	Number	Percent	
Yes	533	33%	29%
No	1,062	67%	71%
Not stated	7		14
Total	1,602	100%	1,604

Reasons for contacting Council

Respondents who had contacted Council were asked:

“Why did you contact Council?”

The 533 respondents who had contacted council in the last 12 months were asked the reason they contacted Council. These responses have been broadly categorised into issues, as outlined in the following table.

The most common reasons for contacting Council were related to rubbish and waste related issues (19% up from 16%), trees maintenance (15% up from 10%), roads and traffic (11% up from 10%), animal management / pest control (7% down from 9%), and planning and development (7% down from 12%).



This question was included in the survey to provide additional insight into variation in satisfaction with aspects of customer service observed by the reason for contact.

Different reasons for contact provide insight into customer service in different areas of Council. It can also be the case that different reasons for contact can have different outcomes, and that these different outcomes can potentially impact on satisfaction (e.g., whether or not a parking fine is rescinded, or the outcome of a planning decision).

Reasons for contacting Council in the last 12 months

MPSC - 2024/25 Annual Community Satisfaction Survey

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

Reason	2024/25		2023/24
	Number	Percent	
Waste incl. rubbish, green and hard rubbish	89	19%	16%
Trees maintenance	69	15%	10%
Roads / traffic	53	11%	10%
Animal / pest management	32	7%	9%
Planning and development	31	7%	12%
Parking	29	6%	11%
Drains / flooding	26	5%	3%
Rates / fees / charges	24	5%	6%
Cleanliness and maintenance of area	11	2%	1%
Parks, gardens and vegetation	9	2%	2%
Green waste collection / compost bins	8	2%	2%
Maintenance and upkeep of facilities and infrastructure	8	2%	0%
Registration activities	8	2%	0%
Information / newsletter / calendar	6	1%	1%
Neighbour issues	6	1%	3%
Services for elderly / people with disability	6	1%	2%
Beach and foreshore maintenance	5	1%	1%
Footpath maintenance and repairs	5	1%	2%
Illegally dumped rubbish / cars / trolleys	4	1%	0%
Tourism	4	1%	0%
Dog off-leash and park issues	3	1%	0%
Graffiti / vandalism	3	1%	0%
Council events, activities art and culture	2	0%	0%
Local laws enforcement	2	0%	0%
Street lights	2	0%	0%
Bikes, cycling / walking tracks	1	0%	0%
Bushfire / emergency issues	1	0%	0%
Council governance, voting	1	0%	0%
Education and schools	1	0%	0%
Support of local business	1	0%	0%
Ukeep of private property	1	0%	0%
Other	22	5%	5%
Reason not stated	60		250
Total	533	100%	459



Forms of contact

Respondents who had contacted Council were asked:

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

The most common method by which respondents contacted Council was by telephone during office hours (58% up from 53%), with 14% emailing Council, and 13% (down from 18%) visiting in person.

Metropolis Research notes that pre-pandemic, typically in the order of between approximately 15% and 30% of respondents would be visiting their council in person.

This declined sharply through the pandemic, and it has become evident over time that the proportion visiting Council in person has not returned to a pre-pandemic norm.

The increase in contacts by email through and post-pandemic are clearly evident across metropolitan Melbourne, and this appears to be the case for Mornington Peninsula Shire Council.

Form of last contact with Council

MPSC - 2024/25 Annual Community Satisfaction Survey

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

Response	2024/25		2023/24
	Number	Percent	
Telephone <i>(during office hours)</i>	306	58%	53%
Email	72	14%	16%
Visit in person	67	13%	18%
Website	32	6%	5%
Web request / online forms	20	4%	2%
Telephone <i>(after hours service)</i>	4	1%	2%
Live chat	4	1%	1%
Mail	3	1%	0%
Directly with a Councilor	1	0%	0%
Social media <i>(e.g. Facebook)</i>	0	0%	2%
Other	17	3%	1%
Not stated	7		4
Total	533	100%	459



Preferred method of contacting Council

Respondents who had contacted Council were asked:

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

The overwhelming majority (95%) of respondents who had contacted Council in the last 12 months reported that the method by which they contacted Council was their preferred method.

This was up somewhat (3%) on the 92% recorded last year.

Preferred method of contacting Council
MPSC - 2024/25 Annual Community Satisfaction Survey
(Number and percent of respondents contacting Council providing a response)

Response	2024/25		2023/24
	Number	Percent	
Yes	493	95%	92%
No	25	5%	8%
Telephone	13	3%	2%
In person	4	1%	1%
Email	3	1%	2%
Website / online	2	0%	2%
Mail	1	0%	0%
An app	0	0%	0%
Not stated	15		104
Total	533	100%	459

Satisfaction with Council’s customer service

Respondents who had contacted Council were asked:

“On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of how you were served when you last interacted with Mornington Peninsula Shire Council?”

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

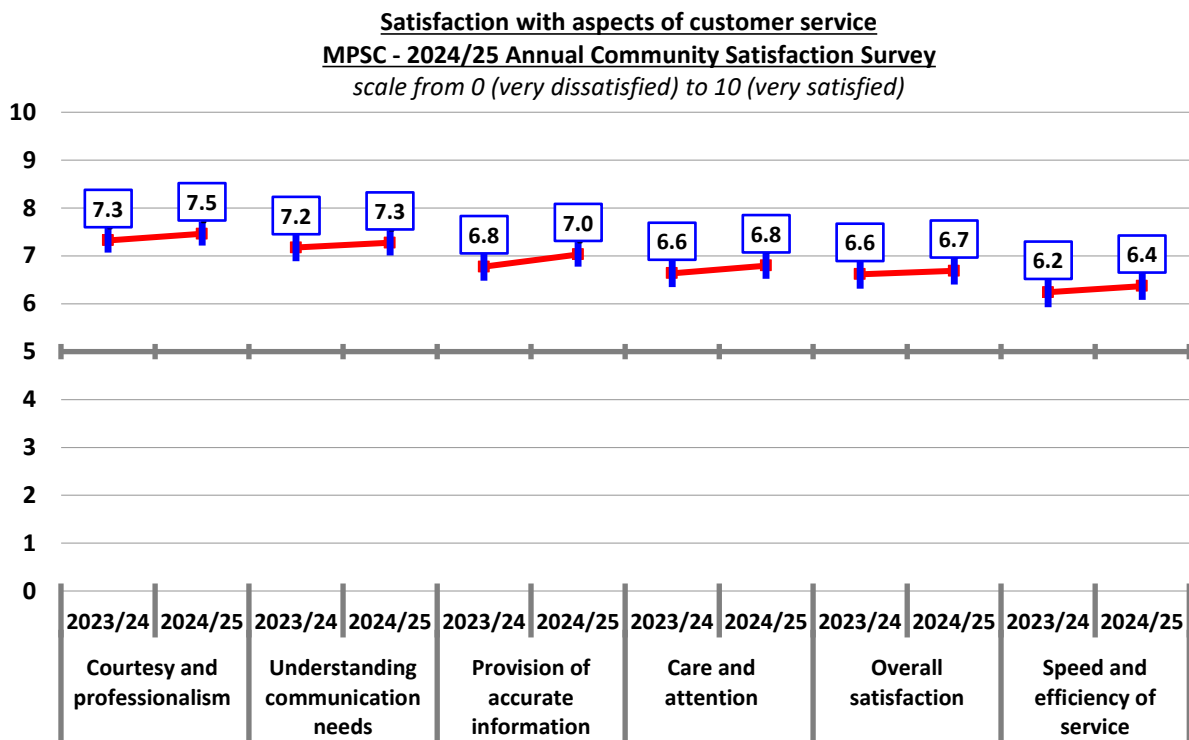
The average satisfaction with these six aspects of customer service increased marginally this year, up one percent to 6.9 out of 10, which remained a “good” level of satisfaction.



Given the general decline in satisfaction with many aspects of performance of Mornington Peninsula Shire Council this year, the marginal increase in satisfaction with customer service is a positive result, reflecting well on the customer service performance of Council in a difficult environment.

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

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

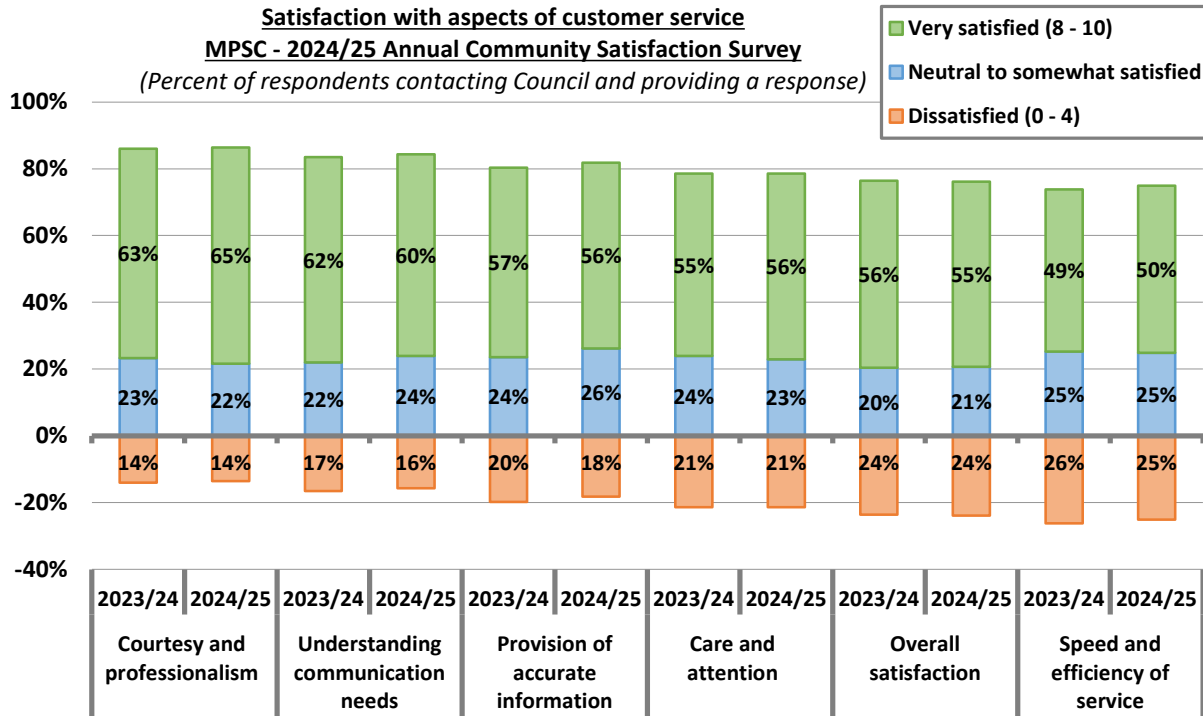


The following graph provides a breakdown of satisfaction into the proportion of respondents “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated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

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

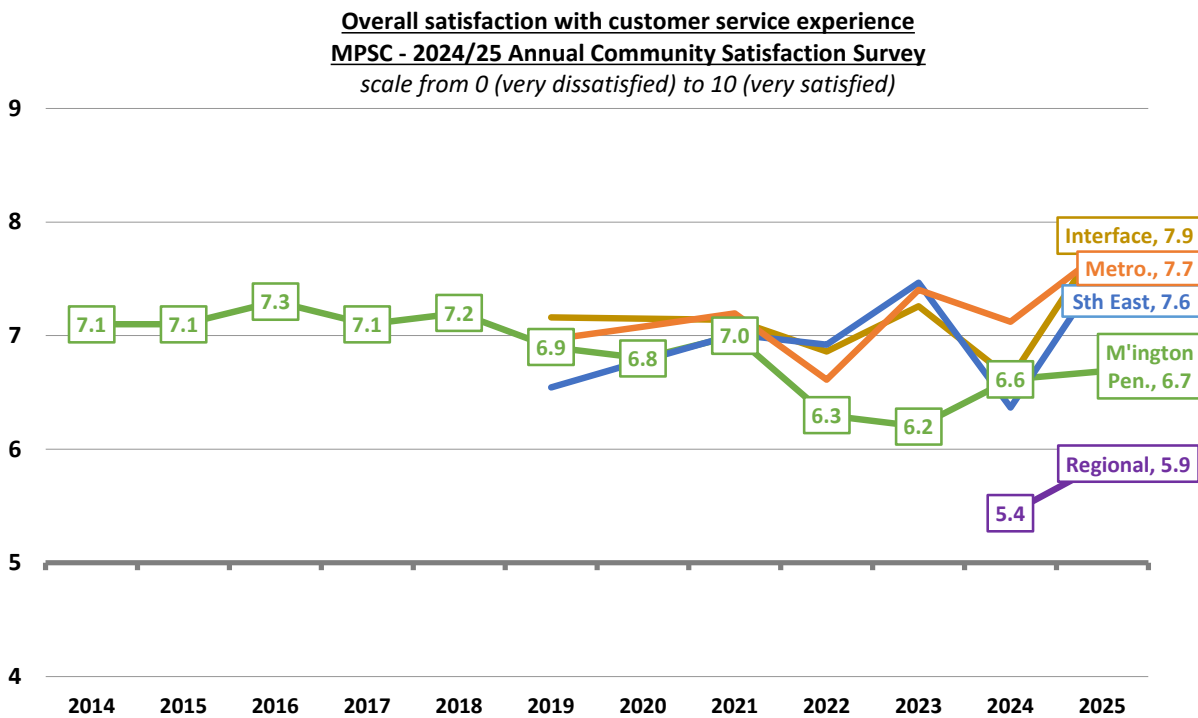
It is noted, however, that one-quarter of respondents who had contacted Council in the last 12 months were “dissatisfied” with the speed and efficiency of service.





Overall satisfaction with customer service experience

The overall satisfaction with the customer service experience for Mornington Peninsula Shire Council was measurably (10%) lower than the metropolitan average, but measurably (8%) higher than the regional Victorian average.



The increase in the underperformance of customer service by Mornington Peninsula Shire Council was entirely due to an unexpected increase in satisfaction with customer service recorded for metropolitan Melbourne in *Governing Melbourne* this year (up 6% to 7.7).

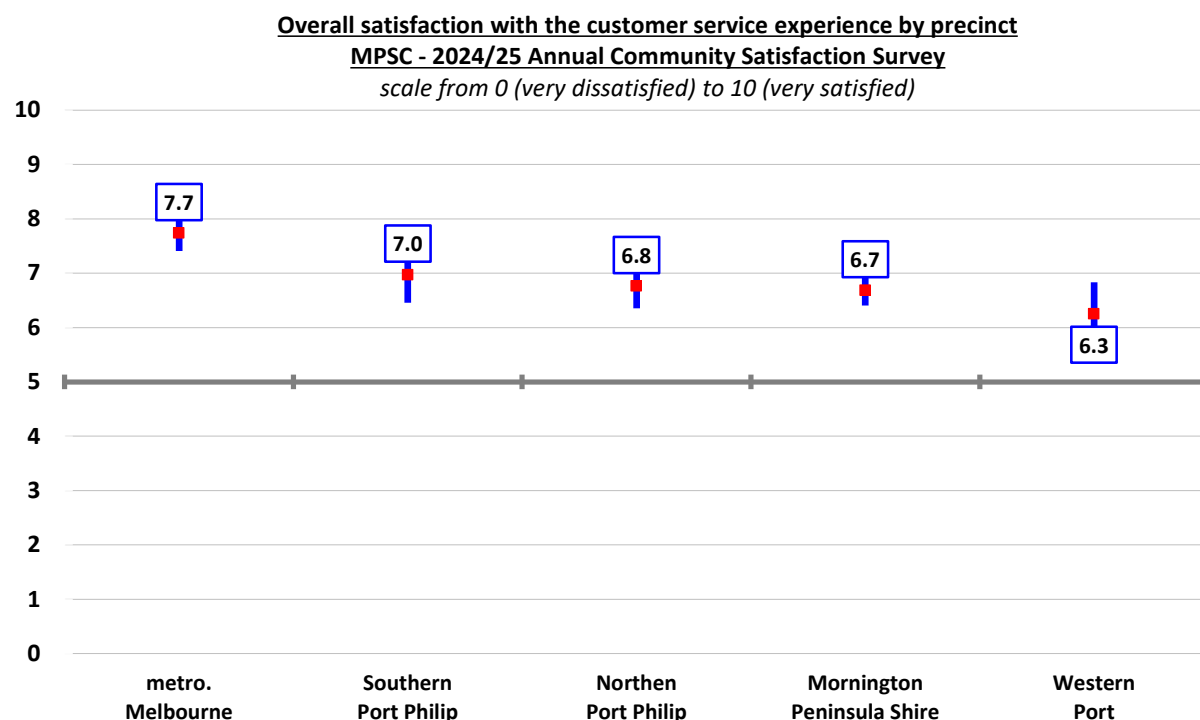
Metropolis Research does note that overall satisfaction with the customer service experience was one of few results that remain lower in 2023/24 and 2024/25 than was recorded in the historical results (2014 to 2023).

The long-term average satisfaction from 2014 to 2021 was 7.1 out of 10, a result notably (4%) higher than the 2024/25 result of 6.7.

This result strongly implies that customer service remains an area of concern for Mornington Peninsula Shire Council.

Whilst there was no measurable variation in overall satisfaction with the customer service experience observed across the three regions of Mornington Peninsula, it is noted that respondents from Southern Port Phillip were somewhat (3%) more satisfied than average.

By contrast, respondents from Western Port were somewhat (4%) less satisfied than average, and at a “solid” rather than a “good” level.



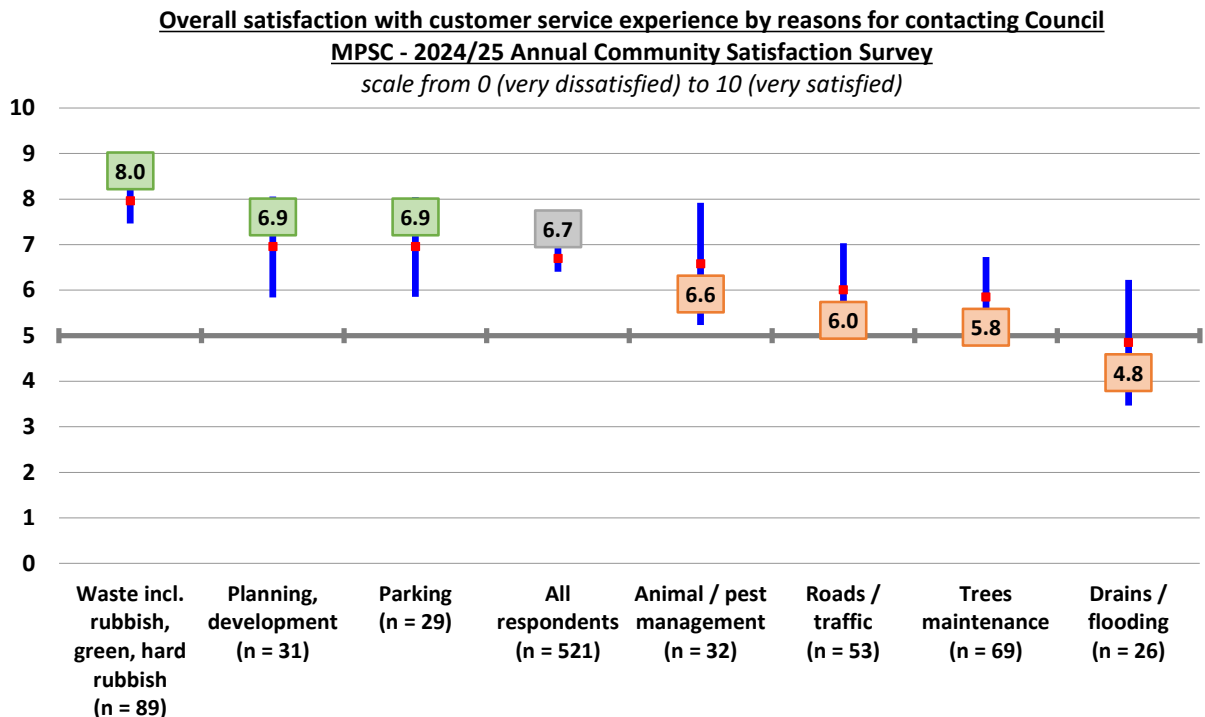
There was no measurable variation in overall satisfaction with the customer service experience observed by respondent profile. It is noted, however, that middle-aged adults (aged 45 to 59 years) were somewhat (4%) less satisfied than average, and at a “solid”, rather than a “good” level.





Whilst there was no measurable variation in overall satisfaction with the customer service experience observed by the reason for contacting Council, it is noted that the 89 respondents who contacted Council in relation to rubbish and waste issues were notably (13%) more satisfied than average.

By contrast, respondents who contacted Council in relation to roads and traffic (7% less), trees maintenance (9% less), and drains and flooding issues (19% less) were all notably to measurably less satisfied.



Satisfaction by method of contact with Council

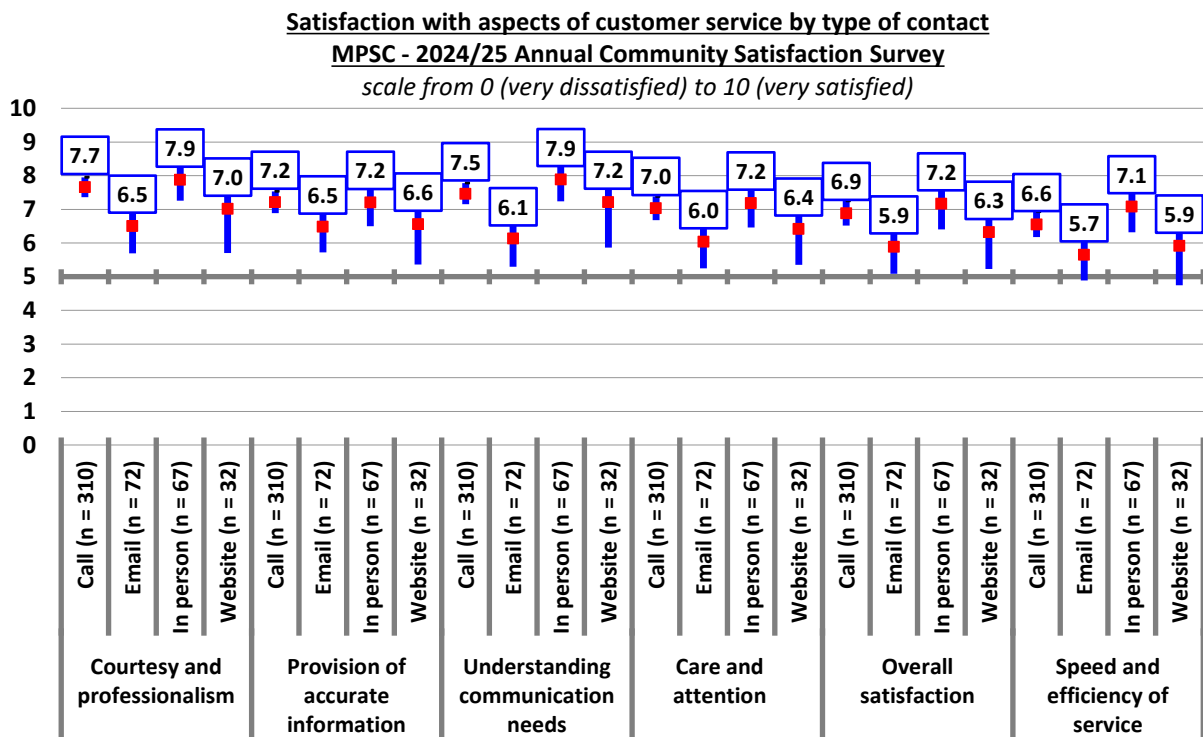
The following graph provides a comparison of satisfaction with the six aspects of customer service by the method of contacting Council.

It is noted that the sample size for some of these groups was relatively small, however, the basic pattern of results is clear.

Respondents who contacted Mornington Peninsula Shire Council in person, on average, were notably (5%) more satisfied with customer service than the average of all respondents.

This was followed by respondents who telephoned Council (2% more satisfied), followed by respondents who visited the Council website (3% less satisfied), followed by respondents who emailed Council (8% less satisfied).

These results clearly identify email contacts as an area of concern. This result may reflect a range of factors, including potentially the complexity of interactions, the underlying reason for interactions, and other factors.



Comparison to the metropolitan and regional Victorian average

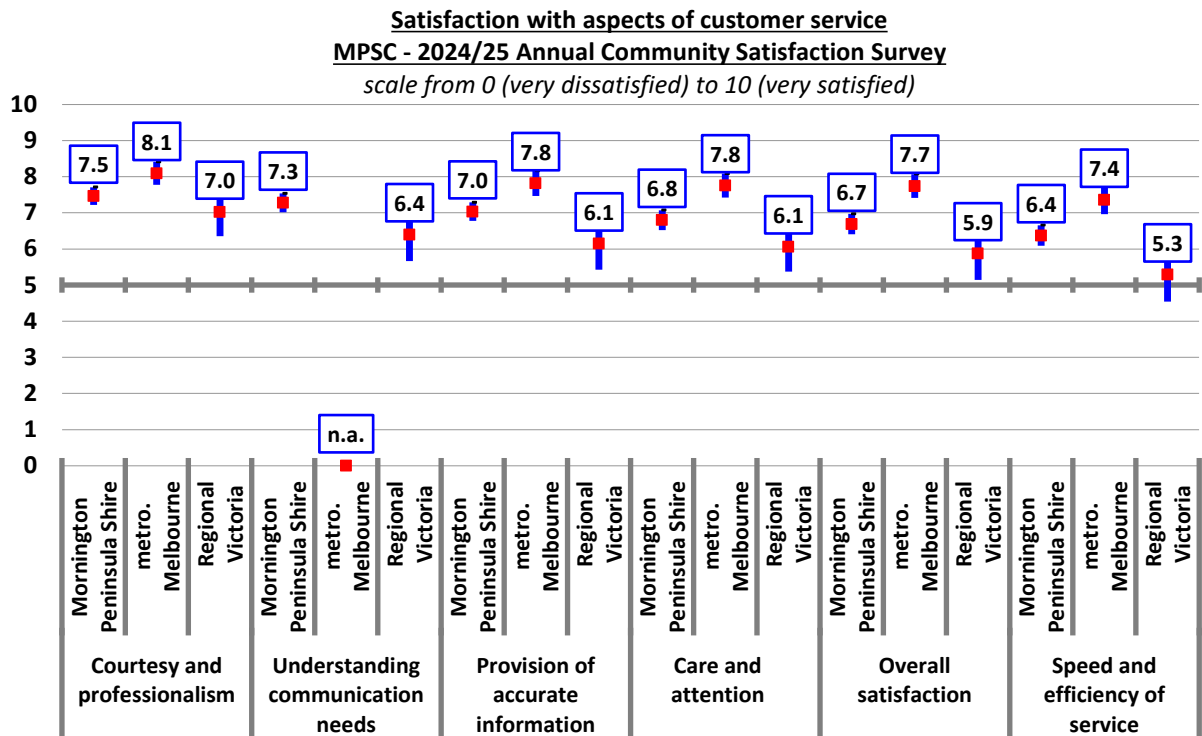
Five of these six aspects of customer service were included in the 2025 *Governing Melbourne* and *Governing Regional Victoria* surveys, conducted independently by Metropolis Research.

The average satisfaction of these five aspects of customer service (excluding understanding communication needs) was 6.9 out of 10, measurably and significantly (9%) lower than the metropolitan Melbourne average of 7.8 (up from 7.2).

This result was, however, measurably (7%) higher than the regional Victorian average of 6.1 out of 10, or “solid”. The regional Victorian result includes all six aspects, including staff understanding communication needs.

The lower satisfaction with customer service in Mornington Peninsula Shire was most evident in relation to the perceived care and attention to enquiry (10% lower in Mornington Peninsula) and the speed and efficiency of service (10% lower).

These variations from the metropolitan Melbourne average were statistically significant and reinforce the finding that customer service remains a significant area of underperformance this year.



Planning and housing development

Satisfaction with aspects of planning and housing development

Respondents were asked:

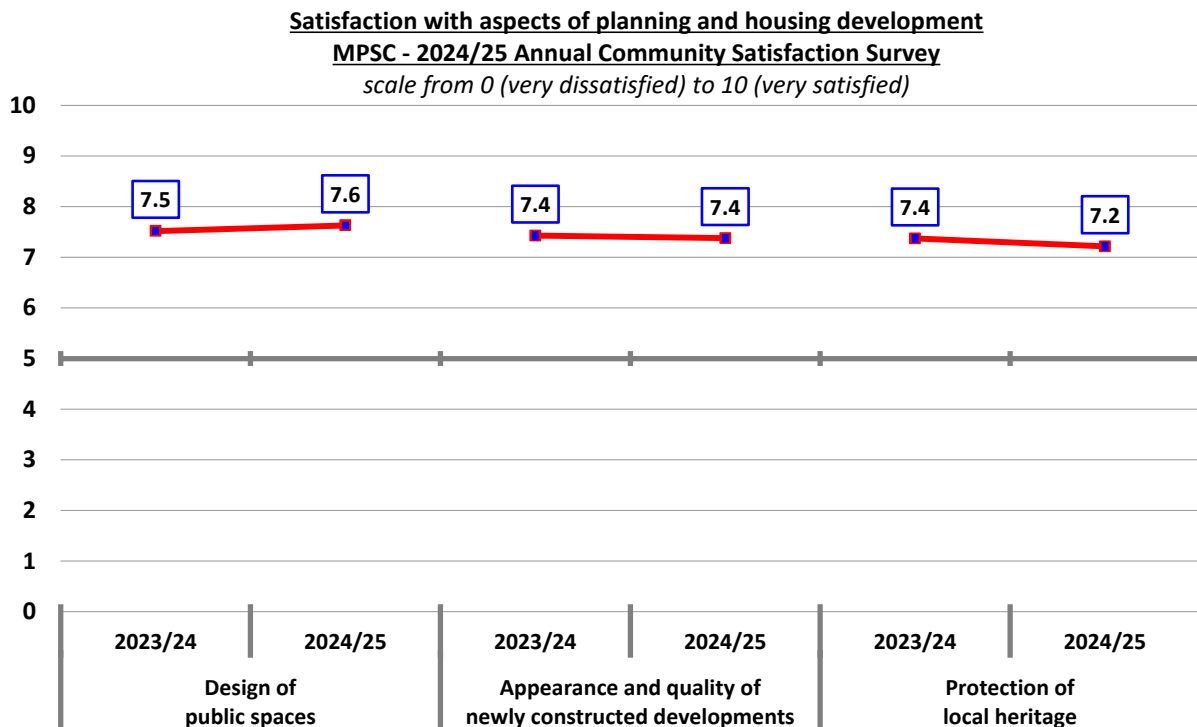
“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of the planning and development in your local area?”

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

Satisfaction with the design of public spaces and the appearance and quality of newly constructed developments remained relatively stable this year at “very good” levels.

Satisfaction with the protection of local heritage declined somewhat this year, down two percent to 7.2 out of 10, which was a “good”, down from a “very good” level of satisfaction.

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

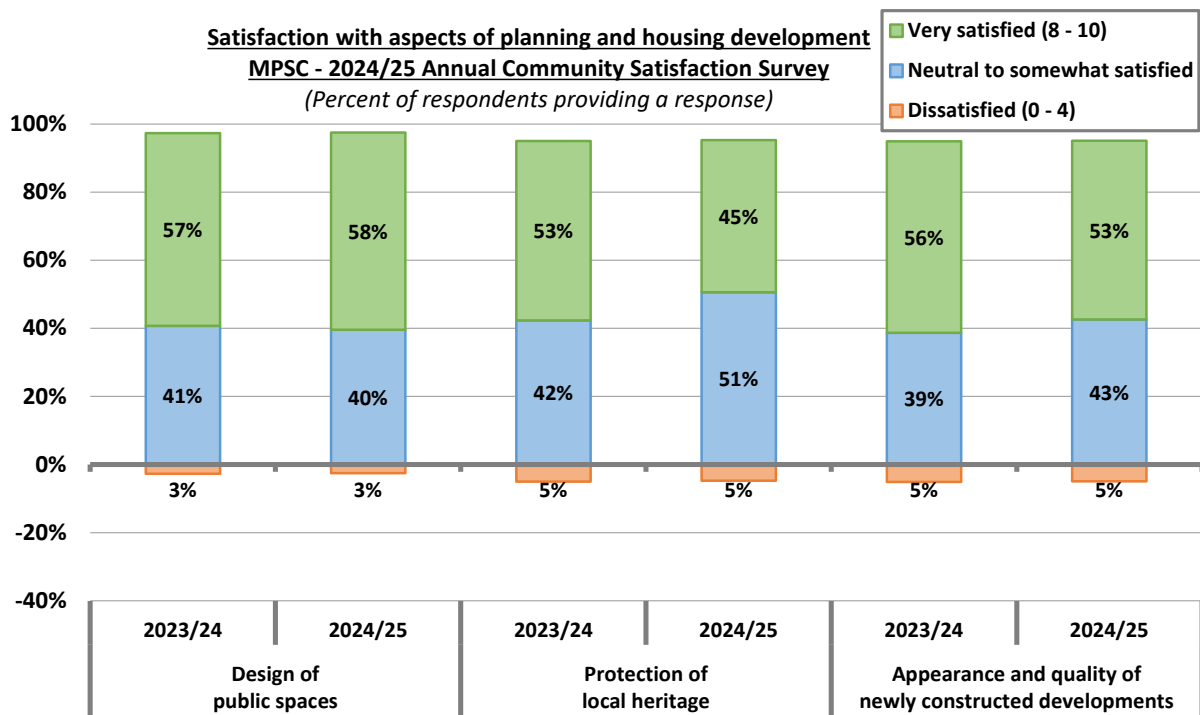


The following graph provides a breakdown of satisfaction into the proportion of respondents “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated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

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

There was, however, an eight percent decline in the proportion of respondents “very satisfied” with the protection of local heritage, although there was no increase in the proportion who were “dissatisfied” with this aspect.

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



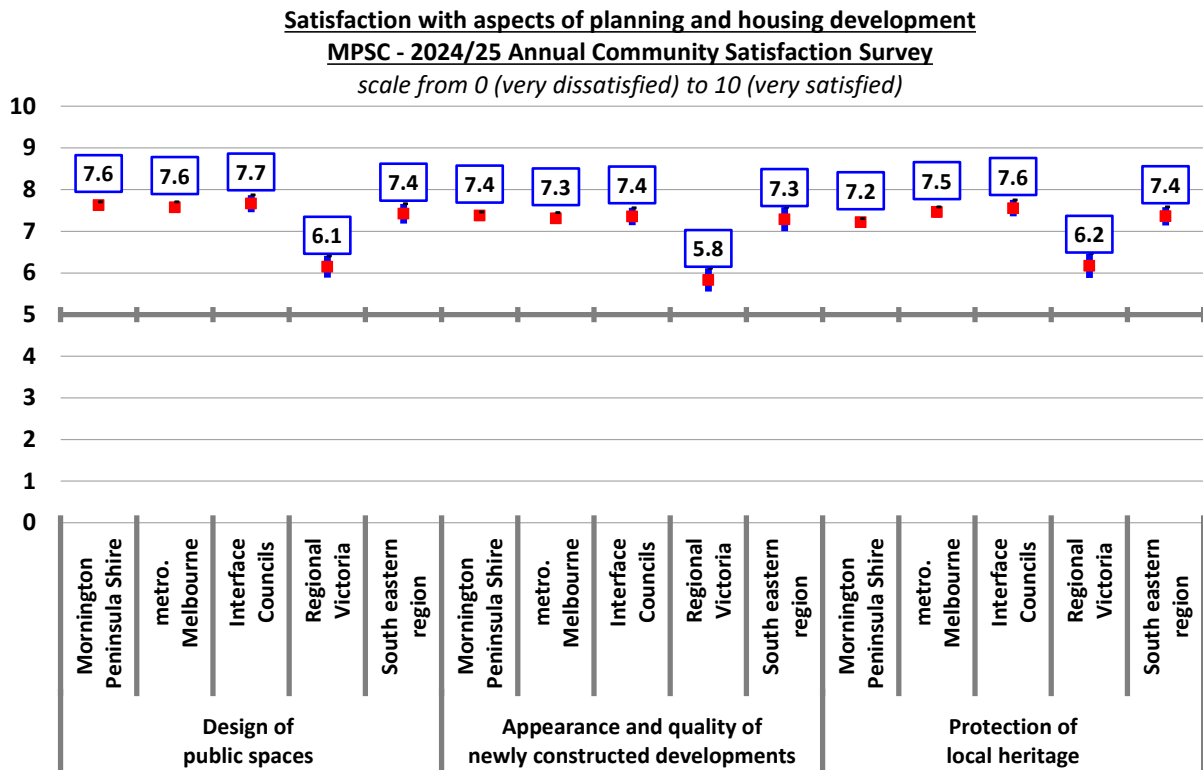
The following graph provides a comparison of satisfaction against the metropolitan Melbourne, interface councils, southeastern region, and regional Victorian results, as sourced from the 2025 *Governing Melbourne* and *Governing Regional Victoria* research.

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

Satisfaction with the protection of local heritage was, however, measurably (3%) lower than the metropolitan average, reflecting the two percent decline in satisfaction this year.



Satisfaction with these three planning and development outcomes was measurably and significantly higher than the regional Victorian average, as recorded in *Governing Regional Victoria*.



Planning for population growth

Respondents were read the following preamble:

The State Government has planned for the population of Mornington Peninsula Shire to increase by approximately 8,900 more people by 2036, reaching approximately 181,000. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

Respondents were then asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with planning for population growth. If rated less than 5, what concerns you most about population growth?”

Respondents were asked to rate their satisfaction with planning for population growth by all levels of government.

This question format was somewhat different to the question asked by the previous service provider (2014 to 2023), which did not refer to planning for population growth being a shared responsibility ‘by all levels of government’.



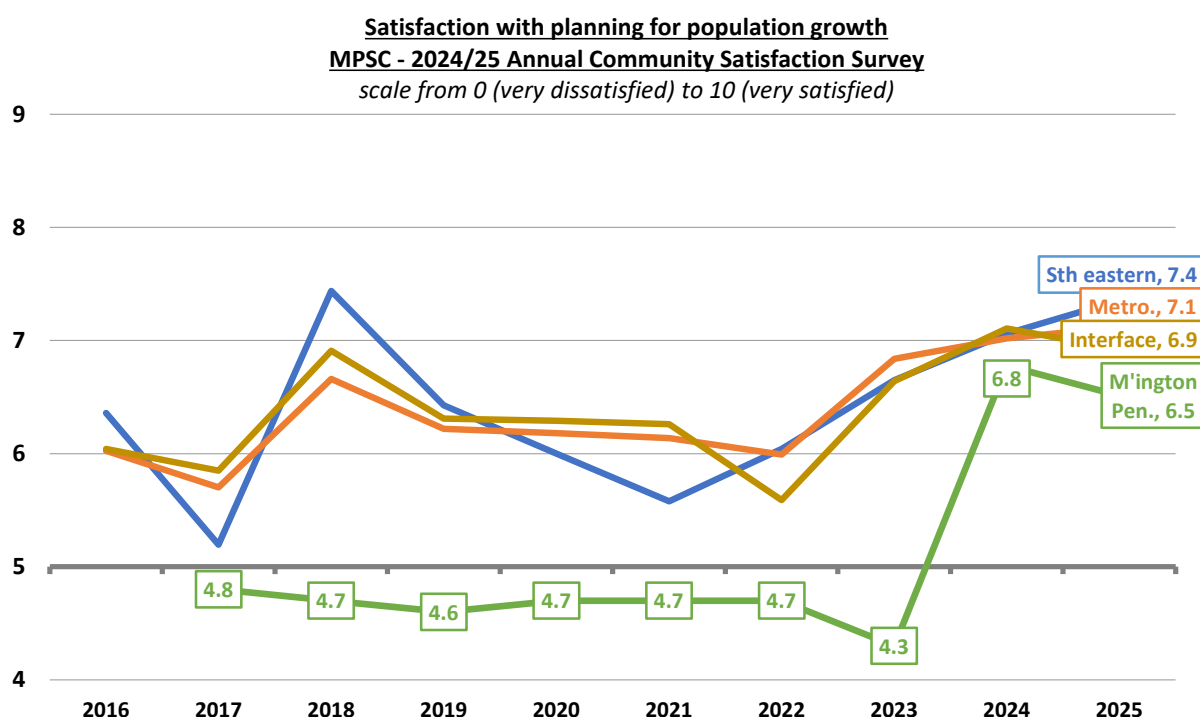
Metropolis Research notes the variation in both methodology (door-to-door interview compared to telephone interview) and the difference in question (inclusion of ‘by all levels of government’ in the 2024 and 2025 survey).

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

Satisfaction with planning for population growth by all levels of government declined measurably this year, down three percent to 6.5 out of 10 this year, although it remained at a “good” level.

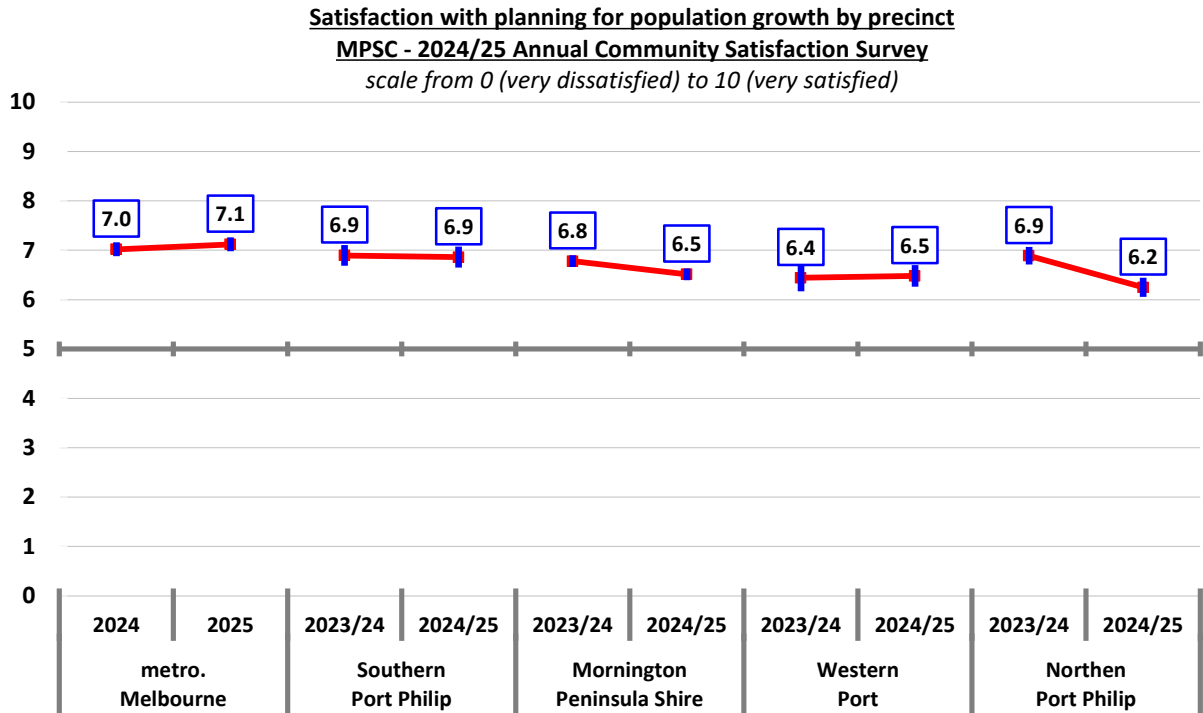
Despite the decline in satisfaction recorded this year, this result was a measurable and significant increase of 22% on the “extremely poor” 4.3 recorded in 2023, and measurably and significantly above the long-term average satisfaction since 2017 of 5.1 or “very poor”.

This result was measurably lower than the metropolitan (6%) and interface councils’ (4%) results, as recorded in *Governing Melbourne*.



The decline in satisfaction with planning for population growth by all levels of government was entirely due to the measurable (7%) decline in satisfaction recorded in the Northern Port Phillip region.

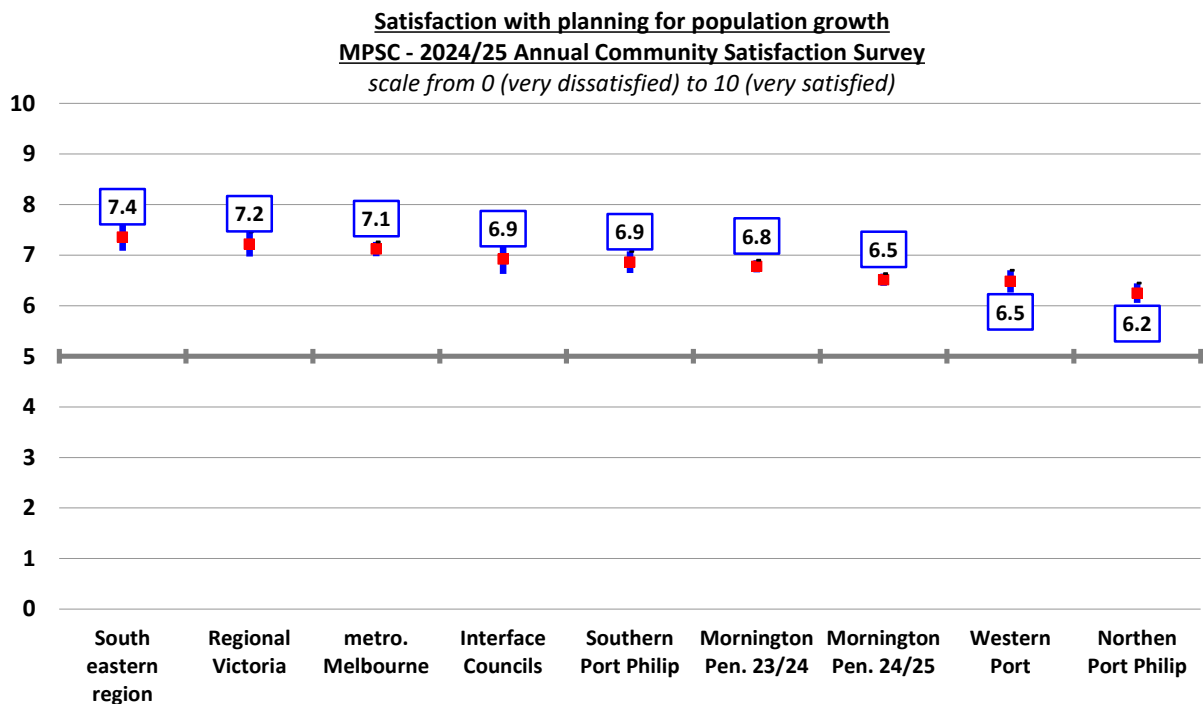




There was measurable variation in satisfaction with planning for population growth observed across the municipality

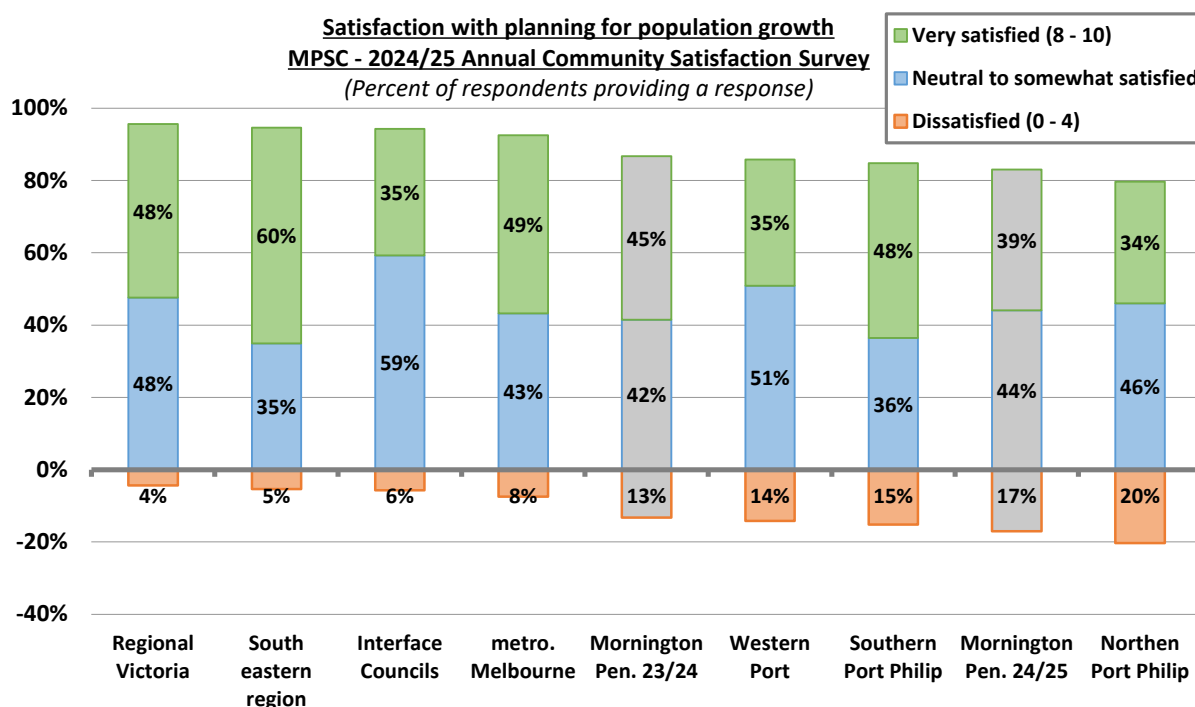
Respondents from Southern Port Phillip were measurably (4%) more satisfied with planning for population growth than the municipal average.

By contrast, respondents from Northern Port Phillip were measurably (3%) less satisfied than average, and at a “solid” rather than a “good” level.



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

A total of 39% (down from 45%) of the respondents who provided a score were “very satisfied” with planning for population growth, whilst 20% of respondents from Northern Port Phillip were “dissatisfied”.



Reason for dissatisfaction with planning for population growth

There was a total of 312 comments received from respondents in relation to planning for population growth by all levels of government, broadly categorised as follows:

Reasons for dissatisfaction with planning for population growth
MPSC - 2024/25 Annual Community Satisfaction Survey
(Number and percent of total responses)

Response	2024/25		2023/24
	Number	Percent	
Planning and housing development	80	26%	23%
Parking, traffic, roads and public transport	69	22%	21%
Infrastructure	58	19%	16%
Population	32	10%	14%
Services and facilities	30	10%	10%
Environment and sustainability	9	3%	2%
Parks, gardens and open spaces	3	1%	0%
Other	31	10%	13%
Total	312	100%	196



Importance of and satisfaction with Council services and facilities

Respondents were asked to rate the importance to the community of 39 Council provided services and facilities.

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

They were then asked their personal level of satisfaction with each of 17 other services and facilities that they or members of their household had used in the last 12 months.

Importance of Council services and facilities

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and then your personal level of satisfaction with each of the following Council provided services and facilities.”

The average importance of the 39 included services and facilities was 8.9 out of 10, down marginally (1%) on the 9.0 recorded last year.

The importance for each of the included services and facilities ranged from an “extremely important” 8.1 for Council’s regular printed newsletter *Peninsula Wide* to an “extremely high” 9.5 for the regular garbage collection, indicating that respondents continued to consider each of the various services and facilities provided by Council to be very important to the community.

Of these 39 services and facilities, 35 were included in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same door-to-door methodology.

The average importance of services and facilities was somewhat lower in the Shire of Mornington Peninsula than the metropolitan average (8.9 compared to 9.1).

Of the 35 services and facilities included in both the Shire of Mornington Peninsula survey and *Governing Melbourne*, four were more important in the Shire of Mornington Peninsula, seven recorded identical importance, and 24 were less important, with attention drawn to the following:

- ***Notably LESS important in the Shire of Mornington Peninsula than metro. average*** – included parking enforcement (6% less important in Mornington Peninsula), *Peninsula Wide* (5% less), street sweeping (4% less), council’s activities promoting economic development (3% less), environmental events, programs, and activities (3% less), enforcement of local laws (3% less), the bookable hard rubbish service (3% less), animal management (3% less), the provision and maintenance of street trees (3% less), and street lighting (3% less).



MPSC – 2024/25 Annual Community Satisfaction Survey (summary)

Importance of selected Council services and facilities
MPSC - 2024/25 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2024/25			2023/24	2025 Metro.*	Inter- face*
			Lower	Mean	Upper			
Higher than average	Regular weekly garbage collection	1,592	9.5	9.5	9.6	9.4	9.5	9.3
	Regular fortnightly recycling	1,584	9.5	9.5	9.5	9.4	9.5	9.3
	Support services for seniors	1,551	9.2	9.3	9.3	9.3	9.2	8.7
	Support services for people with disability	1,555	9.2	9.3	9.3	9.2	9.1	8.8
	Services for children from birth to 5 years of age	1,556	9.2	9.2	9.3	9.2	9.1	8.6
	Maintenance and repairs of major arterial roads	403	9.1	9.2	9.3	n.a.	9.3	9.1
	Support services for youth	1,552	9.1	9.2	9.2	9.1	9.1	8.5
	Maintenance and repairs of sealed local roads	1,594	9.1	9.1	9.2	9.0	9.3	9.1
	Foreshore and beaches	1,582	9.1	9.1	9.2	9.1	n.a.	n.a.
	Provision and maintenance of parks / gardens	1,583	9.1	9.1	9.2	9.1	9.3	9.0
	Fortnightly food / green waste collection service	1,562	9.1	9.1	9.2	9.1	9.2	8.8
	Average importance	Public toilets	1,576	9.0	9.1	9.1	9.1	9.1
Maintenance and cleaning of public areas		1,593	9.0	9.1	9.1	9.0	9.2	8.9
Litter collection in public areas		1,580	9.0	9.0	9.1	9.0	9.2	8.8
Footpath maintenance and repairs		1,557	9.0	9.0	9.1	9.0	9.2	9.0
Drains maintenance and repairs		1,572	8.9	9.0	9.1	9.0	9.3	9.0
Sports ovals and other local sporting facilities		1,557	8.9	9.0	9.1	9.0	9.0	8.5
Council management of illegally dumped rubbish		1,589	8.9	9.0	9.1	8.9	9.2	8.7
Local traffic management		1,580	8.9	9.0	9.0	8.9	9.2	8.9
Local library services		1,567	8.9	9.0	9.0	9.0	9.1	8.7
Outdoor recreation facilities		1,553	8.9	9.0	9.0	9.0	n.a.	n.a.
Recreation Centres and / or Aquatic Centres		1,557	8.9	9.0	9.0	8.9	9.0	8.5
Street lighting		1,578	8.9	9.0	9.0	8.9	9.3	8.9
Maintenance and repair of unsealed local roads		1,548	8.9	8.9	9.0	8.8	n.a.	n.a.
Provision and maintenance of street trees		1,588	8.8	8.9	9.0	8.8	9.2	8.8
Animal management		1,539	8.8	8.9	9.0	8.8	9.2	8.8
Bookable hard rubbish service		1,550	8.8	8.9	9.0	8.9	9.2	8.7
Enforcement of local laws		1,553	8.8	8.9	8.9	8.8	9.1	8.8
Bike and shared paths		1,530	8.8	8.8	8.9	8.8	8.9	8.3
Community Centres / Neighbourhood Houses		1,538	8.7	8.8	8.9	8.8	8.7	8.1
Lower than average		Council communications [^]	1,558	8.7	8.7	8.8	8.7	8.8
	Street sweeping	1,543	8.7	8.7	8.8	8.7	9.2	8.7
	Council community engagement	1,467	8.6	8.7	8.8	8.6	n.a.	n.a.
	Environmental events, programs, and activities	1,509	8.6	8.6	8.7	8.6	9.0	8.6
	Council's activities promoting eco. develop.	1,518	8.5	8.6	8.7	8.5	8.9	8.5
	Community and cultural activities [!]	1,525	8.5	8.6	8.7	8.5	8.7	7.9
	Parking enforcement	1,567	8.3	8.4	8.5	8.2	9.0	8.4
	Provision of public art	1,521	8.3	8.4	8.5	8.2	8.6	8.0
Council regular printed newsletter <i>Peninsula Wide</i>	1,526	8.0	8.1	8.2	7.8	8.6	7.2	
Average importance of Council services			8.9	8.9	9.0	9.0	9.1	8.6

(*) 2025 metropolitan Melbourne and interface councils' averages from Governing Melbourne

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

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

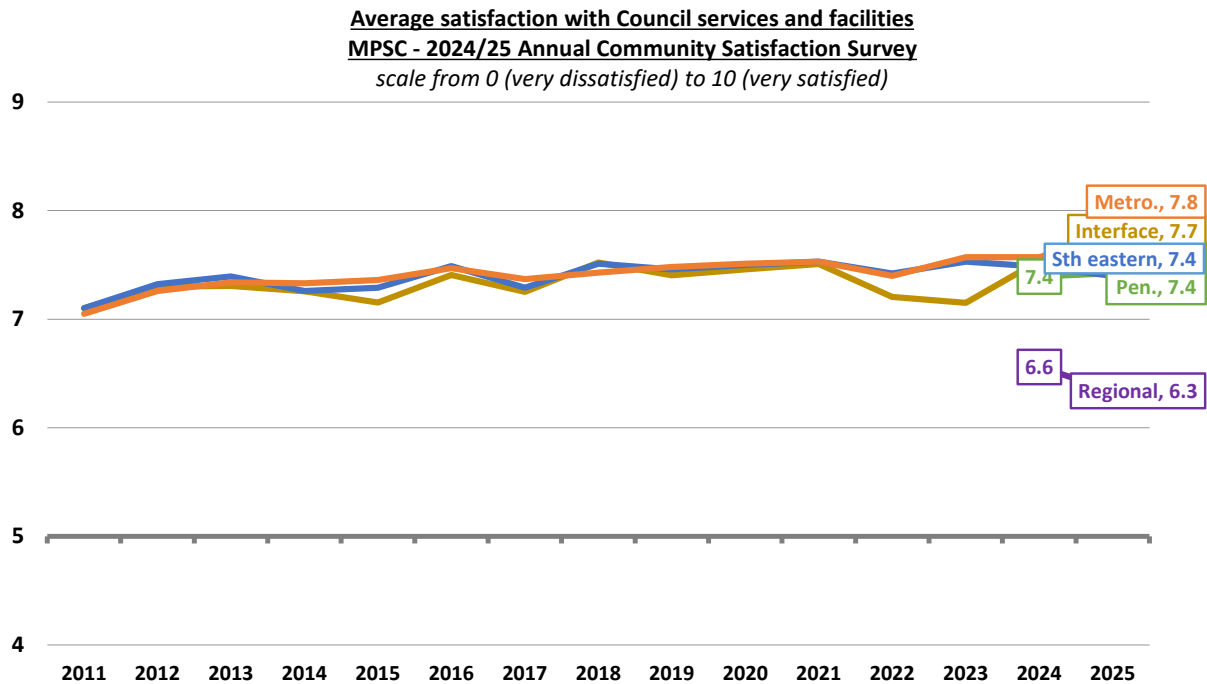


Satisfaction with Council services and facilities

The average satisfaction with the 39 included services and facilities remained stable this year at 7.4 out of 10, or a “very good” level of satisfaction.

This average satisfaction of 7.4 out of 10 was measurably (4%) lower than the metropolitan average and somewhat (3%) lower than the interface councils’ average.

It was, however, identical to the southeastern region councils’ average, and measurably and significantly (11%) higher than the regional Victorian councils’ average of 6.3 out of 10 (as recorded in *Governing Regional Victoria*).



This average satisfaction score included 39 individual services and facilities, of which 14 recorded “excellent” satisfaction, eight recorded “very good” satisfaction, 14 recorded “good” satisfaction, one recorded “solid” satisfaction, one recorded “poor” satisfaction, and one recorded a “very poor” level of satisfaction.

This result indicates a relatively strong level of satisfaction with the performance of Mornington Peninsula Shire Council providing services and facilities to the community in most areas of Council activity, albeit at a level below, the metropolitan average.

Roads, both major arterial roads managed by VicRoads (5.5) and sealed local roads managed by Council (5.3) remain an area of concern for many in the Mornington Peninsula Shire community.



MPSC – 2024/25 Annual Community Satisfaction Survey (summary)

Satisfaction with selected Council services and facilities
MPSC - 2024/25 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2024/25			2023/24	2025 Metro.*	Inter- face*	
			Lower	Mean	Upper				
Higher than average	Regular weekly garbage collection	1,590	8.7	8.8	8.9	8.7	8.5	8.4	
	Regular fortnightly recycling	1,561	8.6	8.7	8.8	8.6	8.5	8.2	
	Local library services	606	8.5	8.6	8.7	8.6	8.4	8.3	
	Fortnightly food / green waste collection service	996	8.5	8.6	8.7	8.5	8.5	8.6	
	Services for children from birth to 5 years of age	132	7.8	8.1	8.3	7.8	7.8	7.6	
	Recreation Centres and / or Aquatic Centres	579	7.9	8.0	8.2	8.1	7.9	7.9	
	Community Centres / Neighbourhood Houses	311	7.8	8.0	8.2	8.0	7.8	8.1	
	Bookable hard rubbish service	367	7.8	8.0	8.2	7.7	8.4	8.4	
	Community and cultural activities'	269	7.7	7.9	8.1	7.4	7.9	7.9	
	Outdoor recreation facilities	627	7.7	7.9	8.0	7.7	n.a.	n.a.	
Average satisfaction	Support services for seniors	146	7.6	7.9	8.2	7.5	7.8	7.3	
	Provision of public art	270	7.6	7.8	8.0	7.5	7.8	7.4	
	Sports ovals and other local sporting facilities	677	7.7	7.8	7.9	7.8	8.2	8.0	
	Support services for youth	97	7.4	7.8	8.2	7.5	8.0	7.9	
	Provision and maintenance of parks / gardens	1,540	7.5	7.6	7.7	7.6	8.1	7.6	
	Council communications^	668	7.3	7.5	7.6	7.3	7.6	7.7	
	Street sweeping	1,465	7.4	7.5	7.6	7.6	7.6	7.5	
	Street lighting	1,537	7.3	7.4	7.5	7.6	7.5	7.6	
	Foreshore and beaches	1,479	7.3	7.4	7.5	7.6	n.a.	n.a.	
	Animal management	1,401	7.3	7.4	7.5	7.5	7.8	7.4	
	Bike and shared paths	598	7.2	7.4	7.5	7.2	7.8	8.2	
	Enforcement of local laws	1,403	7.2	7.3	7.4	7.5	7.9	7.6	
	Council's activities promoting eco. develop.	1,399	7.1	7.2	7.3	7.2	7.6	7.5	
	Litter collection in public areas	1,540	7.1	7.2	7.3	7.3	7.6	7.4	
	Support services for people with disability	82	6.7	7.2	7.8	6.7	7.7	6.9	
	Environmental events, programs, and activities	1,330	7.1	7.2	7.3	7.2	7.7	7.5	
	Local traffic management	1,539	7.0	7.1	7.2	7.3	7.4	7.1	
	Council regular printed newsletter <i>Peninsula Wide</i>	1,316	7.0	7.1	7.2	7.1	7.5	7.5	
	Council community engagement	233	6.8	7.1	7.3	6.8	n.a.	n.a.	
	Lower than average	Maintenance and cleaning of public areas	1,543	6.9	7.0	7.1	7.1	7.6	7.4
Parking enforcement		1,484	6.7	6.9	7.0	7.0	7.5	7.5	
Council management of illegally dumped rubbish		1,507	6.7	6.8	6.9	7.0	7.5	7.0	
Drains maintenance and repairs		1,498	6.6	6.7	6.8	6.9	7.6	7.7	
Provision and maintenance of street trees		1,566	6.5	6.6	6.8	6.9	7.6	7.4	
Public toilets		768	6.5	6.6	6.8	6.6	6.8	6.9	
Footpath maintenance and repairs		1,482	6.3	6.5	6.6	6.8	7.5	7.5	
Maintenance and repair of unsealed local roads		1,376	5.9	6.1	6.2	6.4	n.a.	n.a.	
Maintenance and repairs of major arterial roads	400	5.2	5.5	5.7	n.a.	7.0	6.7		
Maintenance and repairs of sealed local roads	1,581	5.2	5.3	5.5	5.6	7.3	7.1		
Average satisfaction of Council services				7.3	7.4	7.6	7.4	7.8	7.7

(*) 2025 metropolitan Melbourne and interface councils' averages from Governing Melbourne

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

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

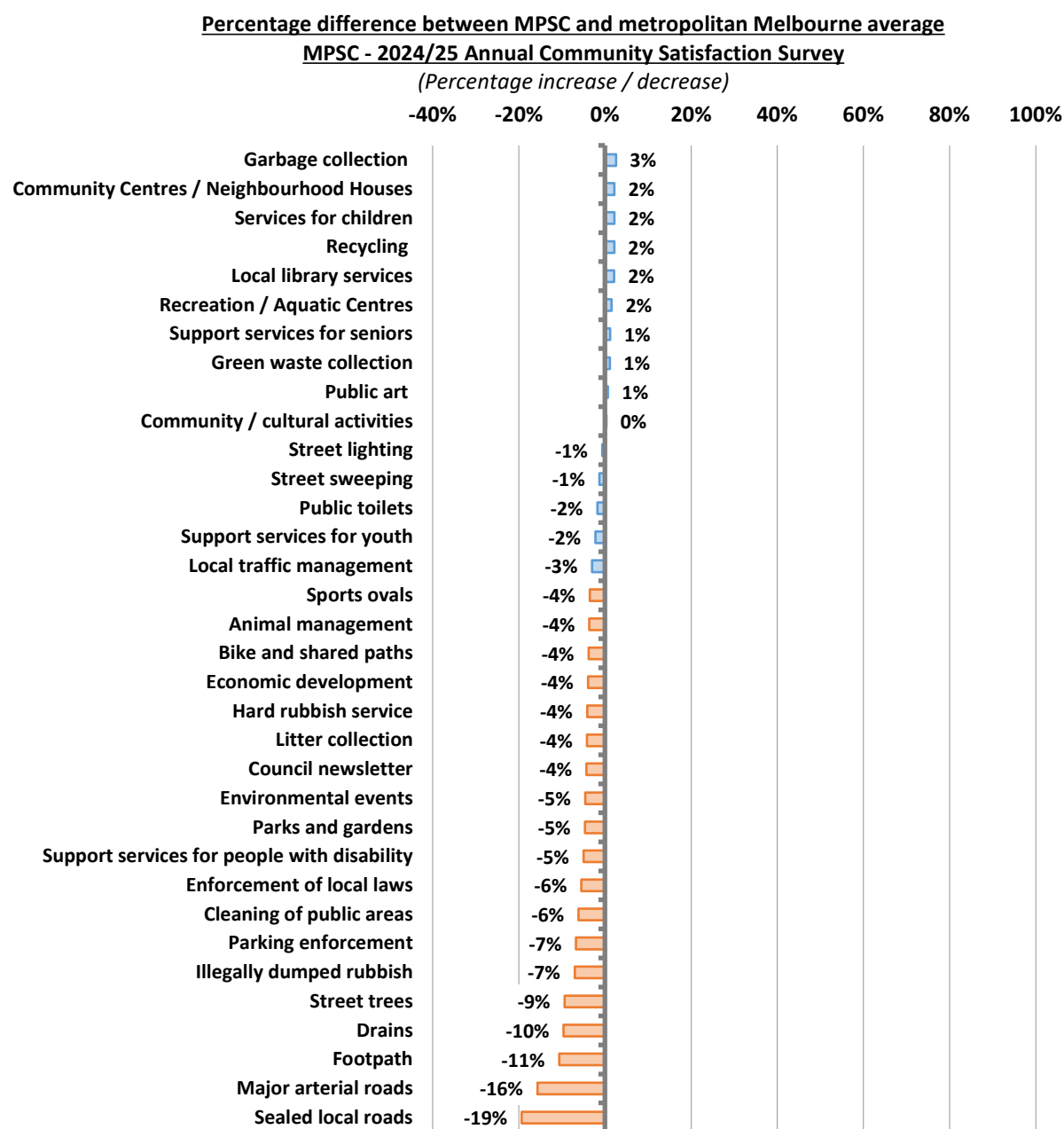


Comparison to the 2025 metropolitan Melbourne average results:

Of the 39 services and facilities included in the survey this year, 35 were also included in *Governing Melbourne* in a format that allowed for a meaningful comparison.

Of these 35 services and facilities, nine recorded a higher satisfaction score in the Shire of Mornington Peninsula, one recorded identical satisfaction, and 25 recorded a lower score.

Most of these variations were not statistically significant, however, attention is drawn to the significantly lower than metropolitan average satisfaction for roads, footpaths, drains, and street trees



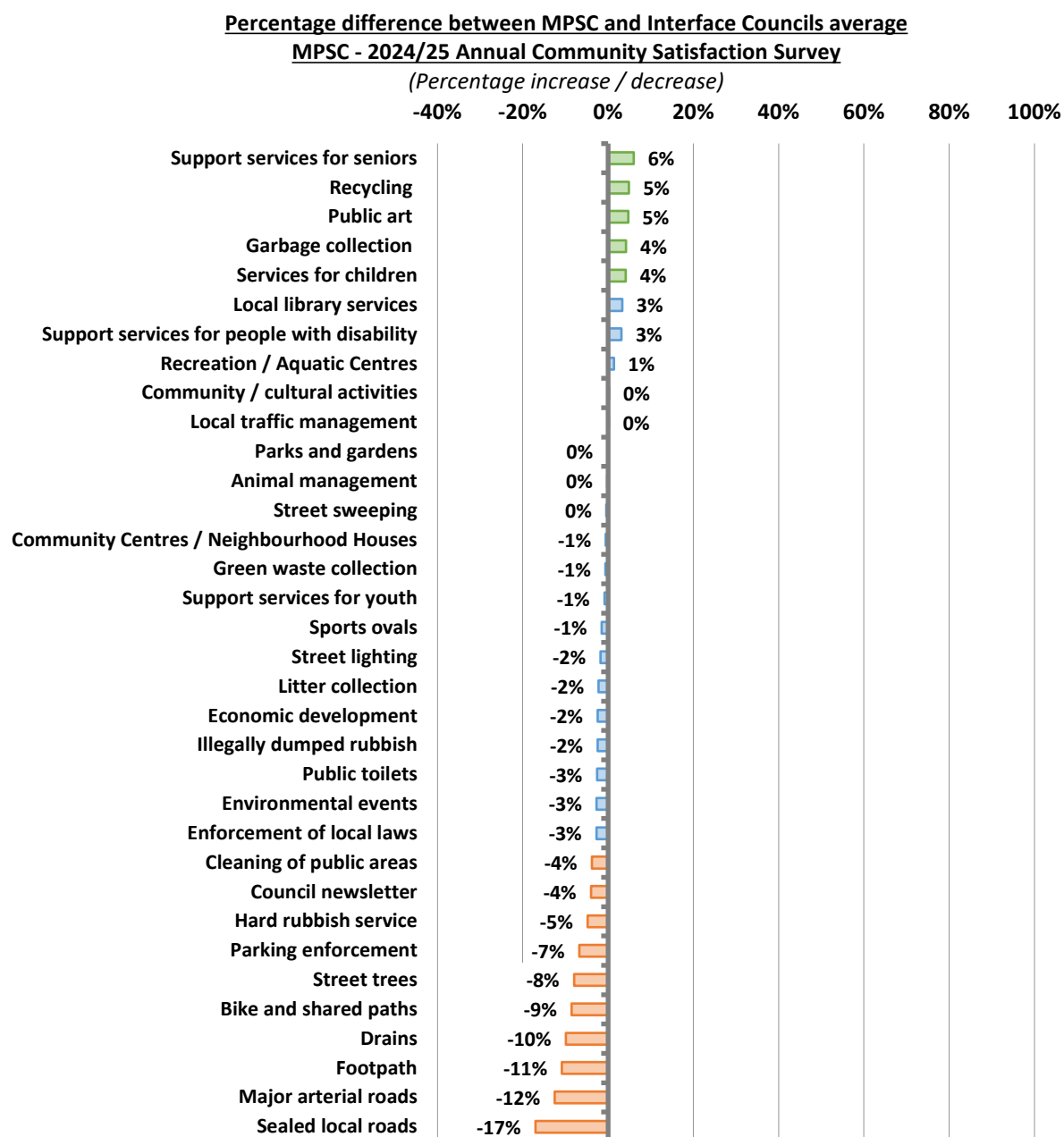
Comparison to the 2025 interface councils' average results:

When the 35 services for which comparisons exist were compared to the 2025 interface council averages, eight recorded a higher satisfaction score in the Shire of Mornington Peninsula, six recorded identical satisfaction, and 21 recorded a lower score.

Most of these variations were not statistically significant, however, attention is drawn to the following:

- **Notably to Measurably HIGHER satisfaction in the Mornington Peninsula Shire** – included support services for seniors (6% higher in Mornington Peninsula), regular recycling (5% higher), public art (5% higher), regular garbage collection (4% higher), services for children aged from birth to five years (4% higher), local library services (3% higher), and support services for people with disability (3% higher).
- **Notably LOWER satisfaction in the Mornington Peninsula Shire** – included sealed local roads managed by Council (17% lower in Mornington Peninsula), major arterial roads managed by VicRoads (12% lower), footpath maintenance and repairs (11% lower), drains maintenance and repairs (10% lower), bike and shared paths (9% lower), provision and maintenance of street trees (8% lower), parking enforcement (7% lower), hard rubbish service (5% lower), Council's newsletter *Peninsula Wide* (4% lower), cleaning of public areas (4% lower), the enforcement of local laws (3% lower), environmental events and activities (3% lower), and public toilets (3% lower).





Change in satisfaction from last year:

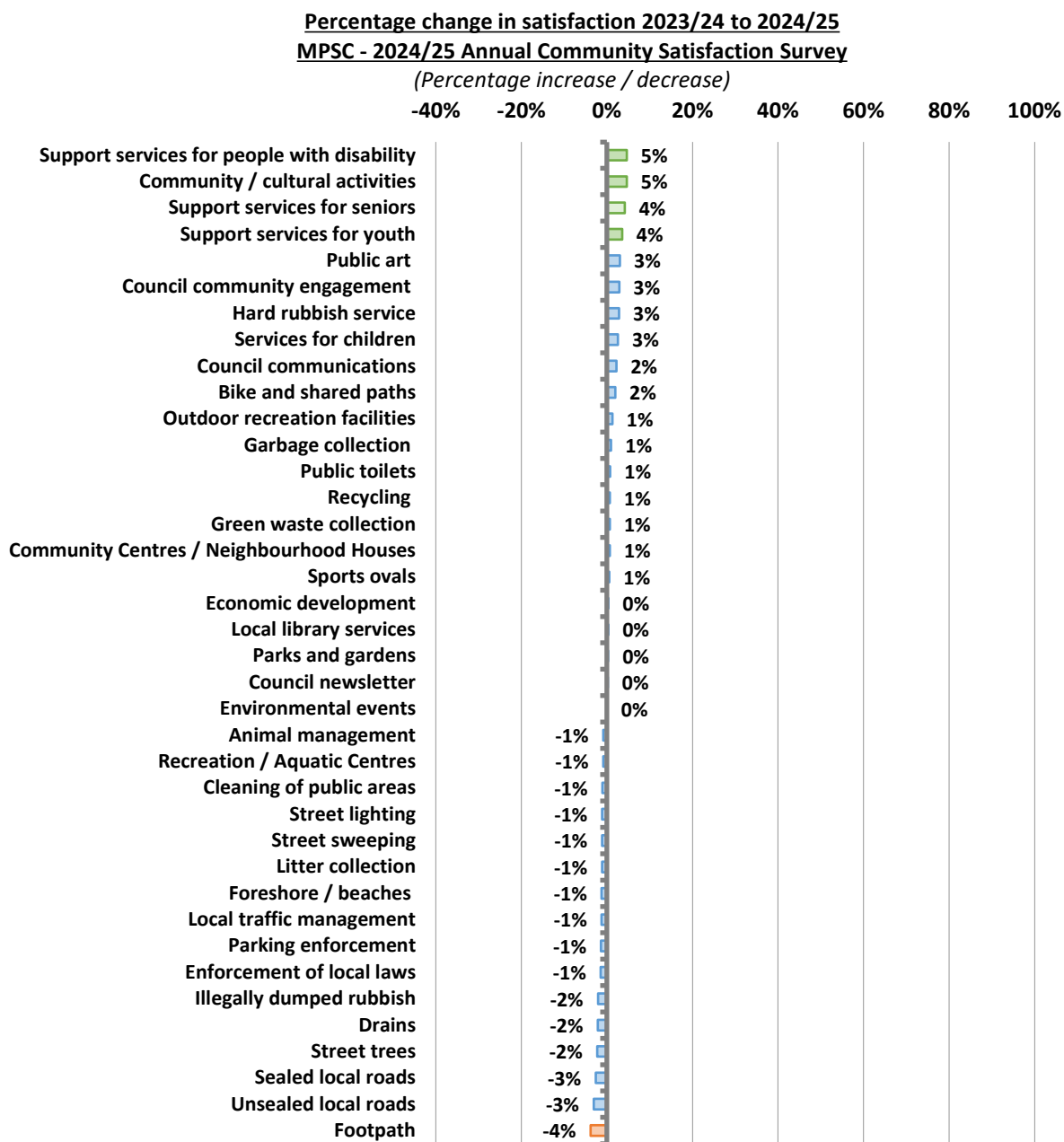
Of the 39 services and facilities included in the survey in 2024/25, 38 were also included in 2023/24 survey.

Of these, the average satisfaction with 19 increased, remained the same for three, and declined for 16.



Although many of these changes were marginal, attention is drawn to the following:

- **Notable to measurable INCREASE in satisfaction in 2024/25** – included support services for people with disability (up 5%), community and cultural activities (up 5%), support services for seniors (up 4%), and support services for youth (up 4%).
- **Notable to measurable DECREASE in satisfaction in 2024/25** – included footpaths (down 4%), unsealed local roads (3%), and sealed local roads managed by Council (down 3%).



Percentage satisfied / dissatisfied with services and facilities:

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

Of the 39 services and facilities, half (50%) or more of the respondents providing a score were “very satisfied” with 26. Conversely, there were 11 services and facilities for which 10% or more were “dissatisfied”, as follows:

- **Services with 10% or more “dissatisfied”** - included maintenance and repairs of sealed local roads (32% dissatisfied), maintenance and repairs of major arterial roads and highways managed by VicRoads (29% dissatisfied), maintenance and repairs of unsealed local roads (20% dissatisfied), footpath maintenance and repairs (16%), public toilets (15%), provision and maintenance of street trees (15%), drains maintenance and repairs (13%), management of illegally dumped rubbish (12%), and parking enforcement (12%).



Satisfaction with selected Council services and facilities

MPSC - 2024/25 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

<i>Service/facility</i>	<i>Dissatisfied</i>	<i>Neutral to somewhat satisfied</i>	<i>Very satisfied</i>	<i>Can't say</i>	<i>Total</i>
Fortnightly food and green waste collection service	2%	13%	85%	8	1,004
Local library services	2%	13%	85%	11	617
Regular weekly garbage collection	2%	13%	85%	12	1,602
Regular fortnightly recycling	2%	14%	84%	41	1,602
Bookable hard rubbish service	7%	20%	72%	9	376
Community and cultural activities	4%	24%	72%	9	278
Recreation Centres and / or Aquatic Centres	3%	26%	71%	12	591
Community Centres / Neighbourhood Houses	4%	28%	69%	12	323
Sports ovals and other local sporting facilities	5%	28%	67%	11	688
Services for children from birth to 5 years of age	4%	29%	66%	7	140
Support services for youth	6%	27%	66%	8	105
Outdoor recreation facilities	2%	32%	65%	9	636
Support services for seniors	5%	30%	65%	9	155
Provision of public art	4%	32%	64%	6	276
Provision and maintenance of parks and gardens	4%	35%	61%	62	1,602
Council communications	7%	34%	60%	16	684
Support services for people with disability	15%	27%	58%	10	92
Bike and shared paths	9%	34%	57%	8	607
Street sweeping	6%	37%	56%	137	1,602
Animal management	7%	37%	56%	201	1,602
Street lighting	7%	38%	55%	65	1,602
Foreshore and beaches	6%	39%	55%	123	1,602
Enforcement of local laws	7%	41%	52%	199	1,602
Council community engagement	12%	36%	52%	13	246
Council's activities promoting local economic develop	7%	43%	50%	203	1,602
Council regular printed newsletter Peninsula Wide	9%	41%	50%	286	1,602
Local traffic management	9%	42%	49%	63	1,602
Litter collection in public areas	8%	43%	49%	62	1,602
Environmental events, programs, and activities	6%	46%	48%	272	1,602
Maintenance and cleaning of public areas	9%	46%	45%	59	1,602
Parking enforcement	12%	43%	45%	118	1,602
Drains maintenance and repairs	13%	46%	41%	104	1,602
Council management of illegally dumped rubbish	12%	47%	41%	95	1,602
Provision and maintenance of street trees	15%	44%	41%	36	1,602
Public toilets	15%	48%	37%	11	779
Footpath maintenance and repairs	16%	47%	37%	120	1,602
Maintenance and repair of unsealed local roads	20%	53%	27%	226	1,602
Maintenance and repairs of major arterial roads and	29%	51%	20%	5	1,202
Maintenance and repairs of sealed local roads	32%	49%	20%	21	1,602



Satisfaction by respondent profile

The following table displays the average satisfaction with each of the 39 included services and facilities by respondent profile, including by age structure, gender, and language spoken at home.

Whilst the total number of respondents in each of these profile groups has been included at the bottom of the table, it is important to bear in mind that not all respondents will have been asked to provide or provided a satisfaction score for each service and facility.

Some services and facilities were used by only a sub-set of the community, and therefore the number of respondents varies for each service and facility.

Looking at the average satisfaction with all 39 services and facilities by respondent profile, it was noted that young adults (aged 18 to 34 years) were notably (3%) more satisfied with Council services and facilities than the municipal average, while middle-aged adults (aged 45 to 59 years) were somewhat (2%) less satisfied.

A more detailed discussion of satisfaction with Council services and facilities is provided in the following section outlining the results for each individual service and facility.



Average satisfaction with selected Council services and facilities

MPSC - 2024/25 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

Service/facility	Young adults	Adults	Middle-aged adults	Older adults	Senior citizens	Male	Female	English speaking	Multi-lingual
Maintenance and repairs of major arterial roads	9.0	9.0	9.4	9.1	9.3	9.1	9.3	9.1	9.4
Maintenance and repairs of sealed local roads	6.3	5.6	5.0	5.0	5.3	5.5	5.2	5.3	5.4
Maintenance and repair of unsealed local roads	6.8	6.2	5.8	5.8	5.9	6.3	5.9	6.1	6.0
Drains maintenance and repairs	7.3	6.9	6.4	6.4	6.6	6.7	6.6	6.7	6.6
Footpath maintenance and repairs	7.3	6.7	6.1	6.3	6.1	6.6	6.3	6.5	6.2
Maintenance and cleaning of public areas	7.4	7.1	6.9	6.8	7.1	7.1	6.9	7.0	7.1
Litter collection in public areas	7.6	7.3	7.1	7.0	7.4	7.3	7.2	7.2	7.4
Council management of illegally dumped rubbish	7.2	6.9	6.5	6.6	6.8	6.9	6.7	6.7	6.9
Provision and maintenance of street trees	7.5	6.9	6.4	6.3	6.3	6.8	6.5	6.6	6.8
Street lighting	7.7	7.4	7.2	7.5	7.5	7.4	7.5	7.5	7.2
Street sweeping	7.7	7.4	7.4	7.5	7.3	7.5	7.5	7.5	7.4
Regular weekly garbage collection	8.8	8.4	8.8	8.9	9.0	8.8	8.8	8.8	8.8
Regular fortnightly recycling	8.7	8.3	8.6	8.9	8.9	8.7	8.7	8.7	8.8
Provision and maintenance of parks and gardens	8.0	7.5	7.4	7.6	7.8	7.7	7.6	7.6	7.8
Foreshore and beaches	7.8	7.4	7.4	7.3	7.4	7.5	7.4	7.4	7.6
Animal management	7.9	7.3	7.3	7.3	7.3	7.4	7.4	7.4	7.4
Local traffic management	7.5	7.2	7.0	7.0	7.2	7.1	7.2	7.1	7.3
Parking enforcement	7.2	7.0	6.7	6.8	6.8	6.9	6.8	6.8	6.9
Enforcement of local laws	7.6	7.4	7.2	7.3	7.2	7.3	7.3	7.3	7.3
Council regular printed newsletter Peninsula Wide	7.4	7.2	6.9	7.2	7.0	7.1	7.2	7.1	7.2
Council's activities promoting eco. development	7.7	7.4	7.0	7.1	7.1	7.3	7.2	7.2	7.4
Environmental events, programs, and activities	7.4	7.3	7.0	7.3	7.2	7.2	7.2	7.2	7.4
Fortnightly food and green waste collection service	8.7	8.5	8.4	8.6	8.7	8.5	8.6	8.6	8.6
Bookable hard rubbish service	8.6	7.9	7.8	7.8	8.1	8.1	7.9	8.0	7.9
Local library services	8.6	8.5	8.5	8.7	9.0	8.5	8.8	8.6	8.5
Council communications	8.2	7.6	7.1	7.5	7.5	7.5	7.5	7.4	7.7
Council community engagement	7.0	7.7	6.7	7.2	7.3	7.3	6.8	7.0	7.2
Sports ovals and other local sporting facilities	8.1	7.8	7.6	7.9	7.8	7.9	7.8	7.8	7.8
Recreation Centres and / or Aquatic Centres	8.0	7.9	7.9	8.2	8.1	8.1	8.0	8.0	8.0
Outdoor recreation facilities	7.9	7.7	8.0	7.8	7.9	7.9	7.8	7.8	8.0
Bike and shared paths	7.9	7.4	7.3	7.3	7.2	7.5	7.3	7.4	7.2
Public toilets	6.3	6.7	6.7	6.7	6.9	6.8	6.4	6.6	6.8
Community Centres / Neighbourhood Houses	7.7	7.8	7.8	8.2	8.6	7.9	8.1	8.0	8.4
Services for children from birth to 5 years of age	8.1	8.0	8.0	8.1	8.0	8.1	8.1	8.0	8.5
Support services for youth	8.4	7.1	8.2	7.9	6.5	7.9	7.9	7.7	8.1
Support services for seniors	7.9	7.7	7.6	7.5	8.3	7.8	7.9	8.0	7.2
Support services for people with disability	7.1	6.7	6.8	7.3	8.1	7.4	7.2	7.1	7.8
Provision of public art	7.5	8.1	7.8	7.9	8.0	7.7	7.9	7.8	7.9
Community and cultural activities	8.4	7.5	7.9	7.9	7.9	7.8	7.9	7.8	8.1
<i>Average satisfaction</i>	7.8	7.4	7.3	7.4	7.5	7.5	7.4	7.5	7.5
Total respondents	303	215	401	420	255	756	832	1,391	199



Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of the average importance of each of the 39 included Council services and facilities against the average satisfaction with each service.

The grey crosshairs represent the metropolitan average importance (9.1) and satisfaction (7.8) with Council services and facilities as recorded in the 2025 *Governing Melbourne* research conducted independently by Metropolis Research.

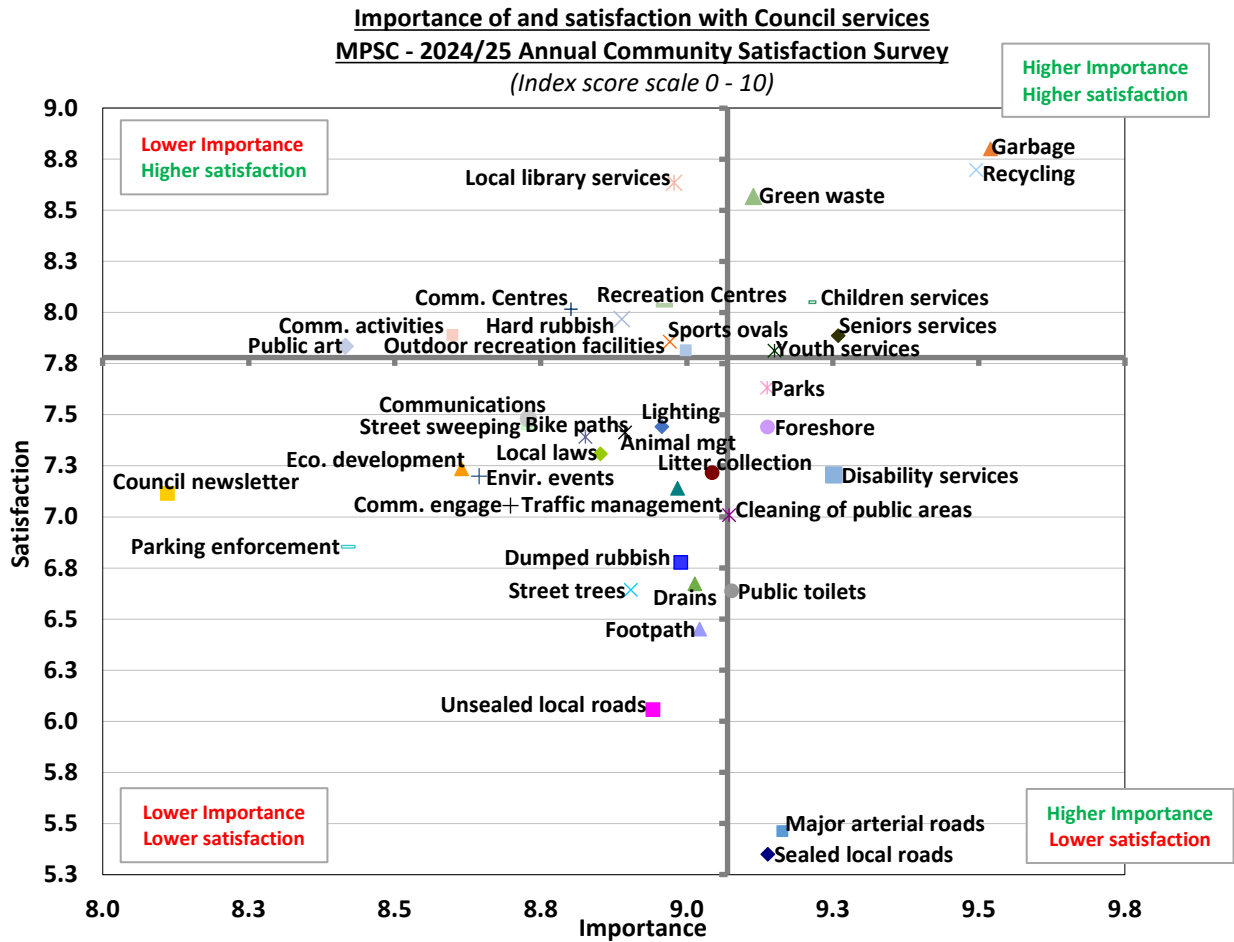
Services and facilities located in the top right-hand quadrant were therefore more important than average and received higher-than-average satisfaction.

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

Some points to note from these results:

- ***Waste and recycling services*** – services associated with waste collection and recycling were among the services and facilities with which respondents were most satisfied and were of higher than average importance. The exception to this was the bookable hard waste collection service, which was of lower than average importance.
- ***Infrastructure*** – services associated with infrastructure, including street trees, street lighting, drains, and footpaths, all recorded lower than average satisfaction scores and approximately average importance.
- ***Cleaning services*** – services associated with cleaning, including street sweeping, litter collection, and the management of illegally dumped rubbish, also recorded lower than average satisfaction scores and of approximately average importance.
- ***Recreation and culture*** – services associated with sports and recreation and culture, including sports ovals, bike paths, recreation facilities, and art, were of lower-than-average importance, but all received somewhat higher than average satisfaction scores. Parks and gardens was an exception to this, being of higher-than-average importance, but lower than average satisfaction.
- ***Communication*** – Council’s regular newsletter and communication services were of lower-than-average importance and received lower than average satisfaction scores.
- ***Parking*** – parking enforcement was of lower-than-average importance and received a measurably lower than average satisfaction score.
- ***Community services*** – services for children, seniors, and youth were all of higher-than-average importance, and all received higher than average satisfaction scores. However, services for people with disability received a lower-than-average satisfaction score, despite also being of higher-than-average importance.
- ***Services and facilities of most concern*** – roads, both those managed by VicRoads and those managed by council, were an area of significant concern for the community, with these facilities being of higher-than-average importance but receiving the lowest satisfaction scores.





Satisfaction by broad service areas

The 39 included services and facilities have been broken down into 11 broad service areas. The breakdown of services and facilities into these 11 broad service areas is as follows:

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



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

The following graphs provide a comparison of satisfaction with these 11 broad service areas against the metropolitan average and the interface council average, as recorded in the 2025 *Governing Melbourne* research conducted independently by Metropolis Research in January 2025.

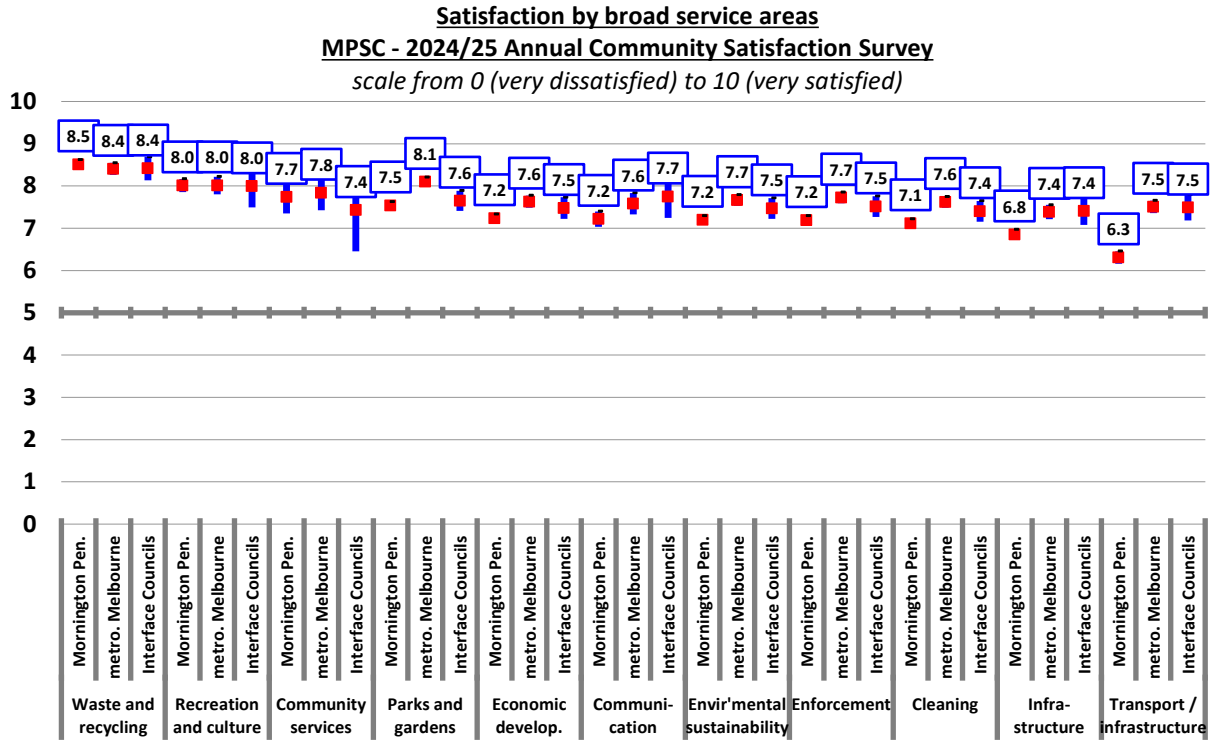
Compared with the metropolitan average, the following variations are noted:

- **HIGHER satisfaction in Mornington Peninsula Shire Council** – included waste and recycling (1% higher in Mornington Peninsula)
- **LOWER satisfaction in Mornington Peninsula Shire Council** – included transport (12% lower in Mornington Peninsula), infrastructure (6% lower), enforcement (6% lower), parks and gardens (6% lower), economic development (5% lower), environmental sustainability (5% lower), cleaning (5% lower), communication (4% lower), and community services (1% lower).

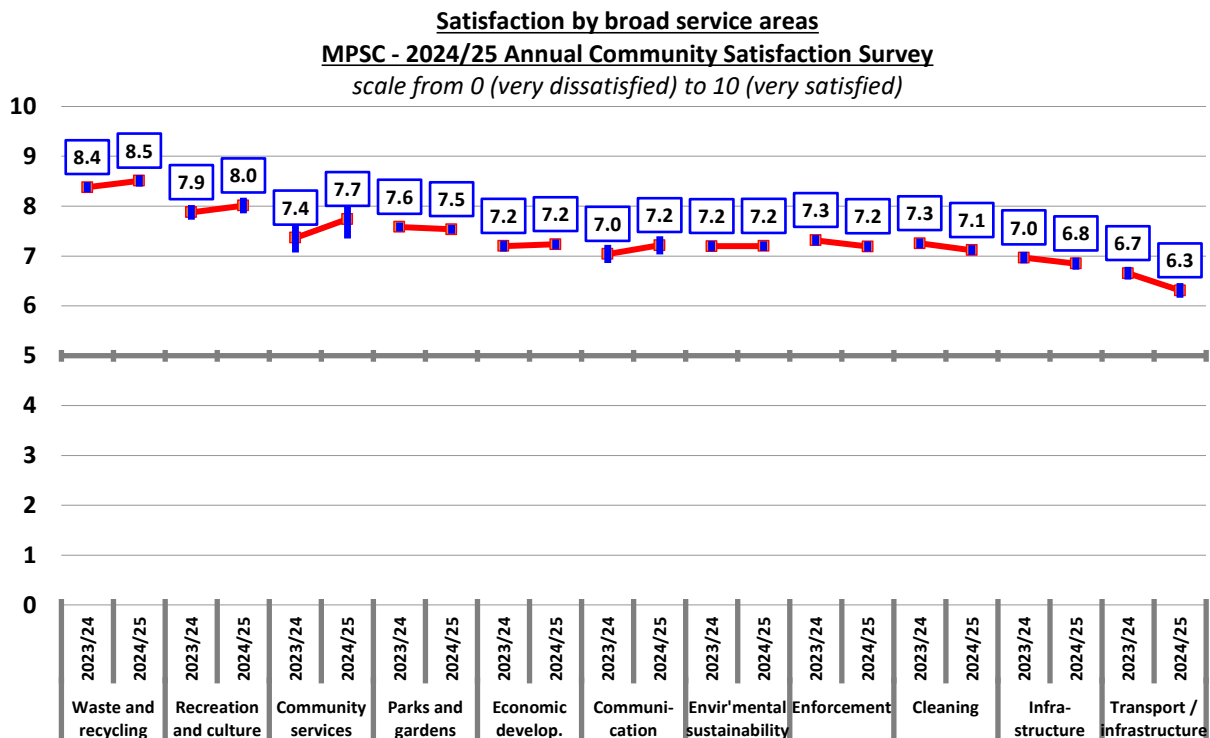
Compared with the interface councils average, the following variations are noted:

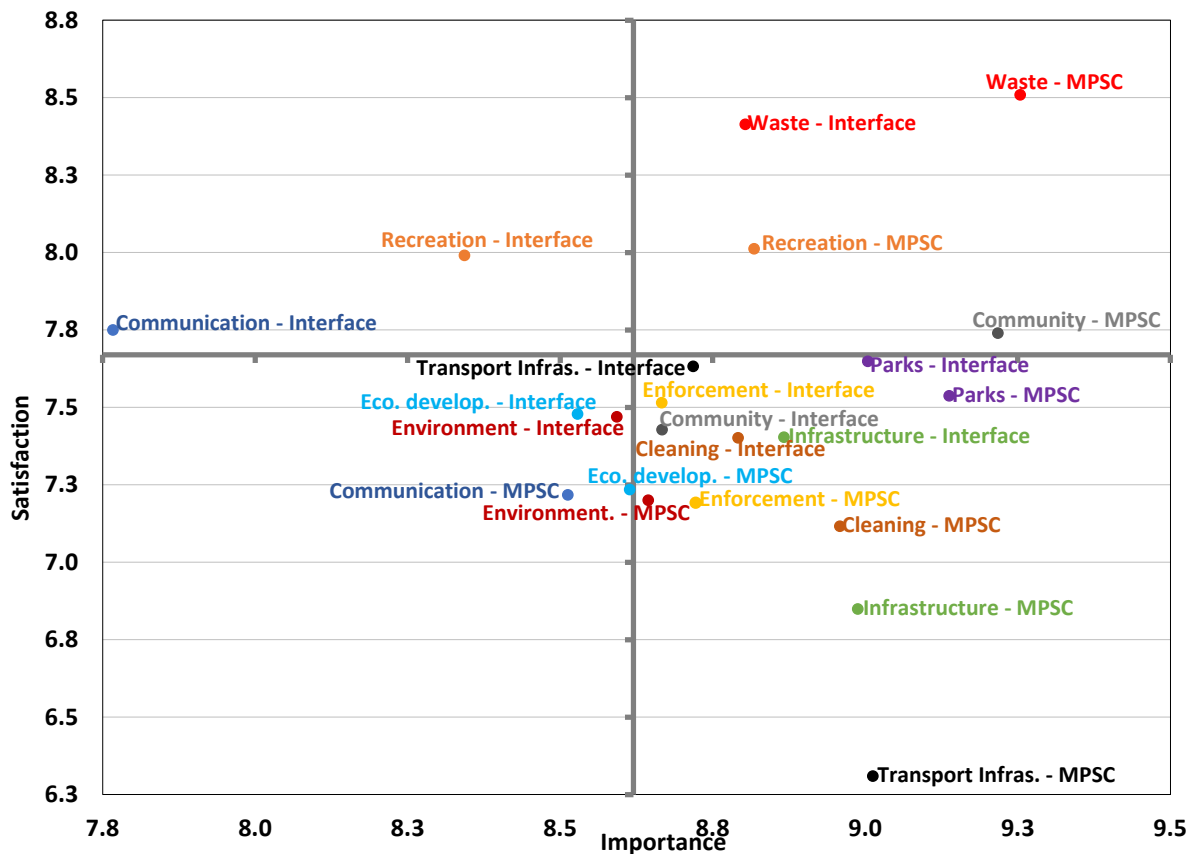
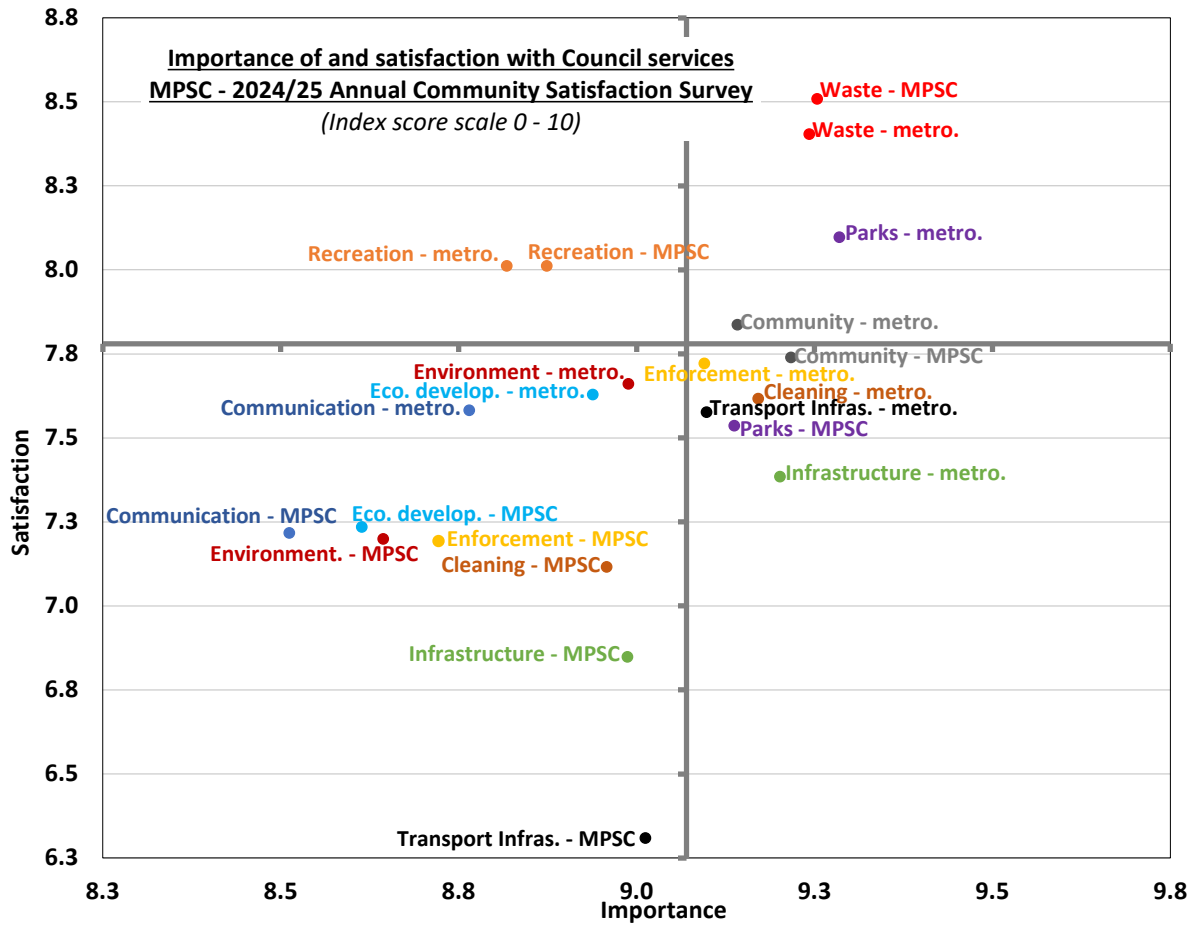
- **LOWER satisfaction in Mornington Peninsula Shire Council** – included transport (13% lower in Mornington Peninsula), communication (9% lower), infrastructure (7% lower), enforcement (5% lower), economic development (4% lower), environmental sustainability (4% lower), cleaning (4% lower), recreation and culture (3% lower), parks and gardens (3% lower), community services (3% lower), and waste and recycling (1% lower).





Of the 11 broad service areas, the average satisfaction with four increased somewhat this year, with the three percent increase in satisfaction with community services the standout positive result. Satisfaction with transport infrastructure (down 4%), infrastructure (down 2%), and cleaning (down 2%) were the results of most concern this year.





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

Metropolis Research notes that this was a significant proportion of respondents raising road related issues and was more than three times the metropolitan Melbourne average of nine percent, and more than double the interface councils' average of 13%. This result was, however, measurably and significantly lower than the regional Victorian average of 48%.

The respondents who raised these issues, on average, rated satisfaction with Council's overall performance at 5.9 out of 10, measurably (4%) lower than the municipal average (6.3).

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

Road maintenance and repairs includes issues such as potholes, the condition of roads, roadworks, and similar issues. By contrast, "traffic management" typically includes issues such as congestion, commuting times, and similar issues.

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

The other issues that appear to exert a negative influence on overall satisfaction for the respondents who raise them include planning and development (51 respondents 6% less satisfied), cleanliness of the area (58, 6% less), parks and gardens (93, 6% less), Council rates, fees, and charges (83, 6% less), and environment, sustainability and climate change (66, 4% less).

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

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

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

- **Notably MORE prominent in Mornington Peninsula** – included road maintenance and repairs (33% compared to 9%), footpath maintenance and repairs (6% compared to 2%), beach and foreshore issues (5% compared to 1%), and environment, sustainability, and climate change (4% compared to 1%).
- **Notably LESS prominent in Mornington Peninsula** – included rubbish and waste issues (3% compared to 7%), and street lighting (3% compared to 7%).



Top issues for Mornington Peninsula Shire at the moment

MPSC - 2024/25 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Response	2024/25		2023/24	2025 Metro.*	Interface Councils*
	Number	Percent			
Road maintenance and repairs	528	33%	30%	9%	13%
Provision and maintenance of street trees	127	8%	7%	7%	7%
Traffic management	123	8%	8%	9%	11%
Safety, policing, crime	110	7%	3%	7%	5%
Footpath maintenance and repairs	104	6%	5%	3%	2%
Parks, gardens and open spaces	93	6%	6%	5%	7%
Council rates, fees, and charges	83	5%	4%	4%	7%
Beach and foreshore issues	75	5%	4%	1%	0%
Environment, sustainability and climate change	66	4%	5%	1%	1%
Parking	63	4%	4%	6%	3%
Cleanliness and maintenance of area	58	4%	3%	2%	0%
Building, housing, planning and development	51	3%	4%	4%	2%
Rubbish and waste issues inc garbage	51	3%	4%	7%	5%
Street lighting	48	3%	2%	7%	4%
Communication and consultation	45	3%	2%	1%	0%
Drains maintenance and repairs	43	3%	3%	3%	0%
Council governance,performance,accountability	35	2%	3%	1%	0%
Public transport	35	2%	3%	3%	1%
Public toilets	33	2%	1%	2%	1%
Hard rubbish collection	31	2%	1%	2%	1%
Illegally dumped rubbish	29	2%	1%	1%	2%
Sports and recreation facilities	26	2%	2%	2%	3%
Animal management	21	1%	1%	1%	2%
Bikes, cycling / walking tracks	21	1%	3%	1%	0%
Homelessness	21	1%	1%	1%	0%
Cost of living	20	1%	0%	0%	0%
Elderly services and facilities	19	1%	1%	1%	0%
General infrastructure provision / maintenance	18	1%	1%	1%	1%
Tourism	18	1%	1%	n.a.	n.a.
Dog off-leash issues and amenities	17	1%	1%	2%	0%
Activities and facilities for children	16	1%	1%	0%	0%
Services and facilities for people with disability	13	1%	1%	0%	0%
Community activities / centres / arts / culture	12	1%	1%	0%	0%
Council customer service / responsiveness	12	1%	1%	0%	0%
Enforcement / update of local laws	12	1%	1%	0%	0%
Green waste collection / compost bins	12	1%	0%	1%	0%
All other issues (57 separately identified issues)	268	17%	20%	13%	13%
Total responses	2,357		2,545	833	212
<i>Respondents identifying at least one issue</i>	<i>1,159</i> <i>(72%)</i>		<i>1,134</i> <i>(71%)</i>	<i>468</i> <i>(59%)</i>	<i>124</i> <i>(55%)</i>

(*) 2025 metropolitan Melbourne and interface councils' averages from Governing Melbourne



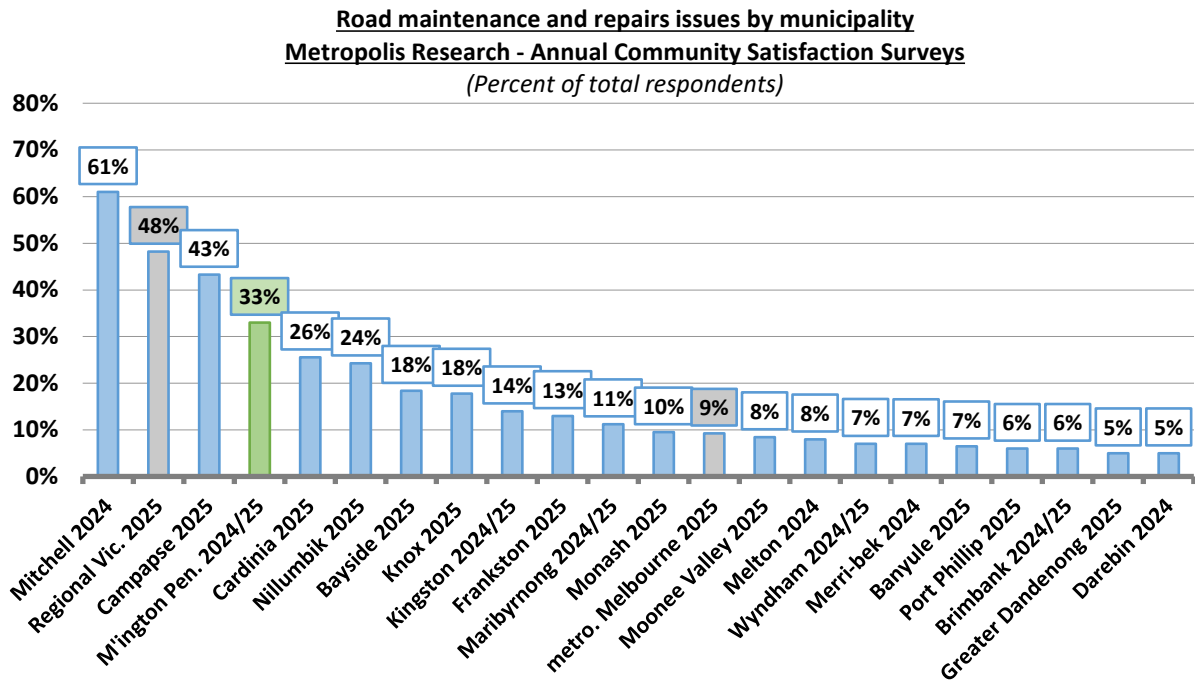
Road maintenance and repair issues

Comparison results

As outlined in the following graph, respondents in the Mornington Peninsula Shire were significantly more likely than the metropolitan average to raise road maintenance and repairs as a top three issue to address.

When compared to other councils surveyed by Metropolis Research in 2024 and 2025, outer urban municipalities, particularly those with a substantial rural / urban mix recorded measurably higher concern with road related issues than inner and middle-ring metropolitan municipalities.

It is also noted that several of the councils that reported somewhat lower overall satisfaction than the metropolitan average were also councils that recorded higher-than-average road maintenance and repair issues.



Safety, policing, and crime issues – comparison results

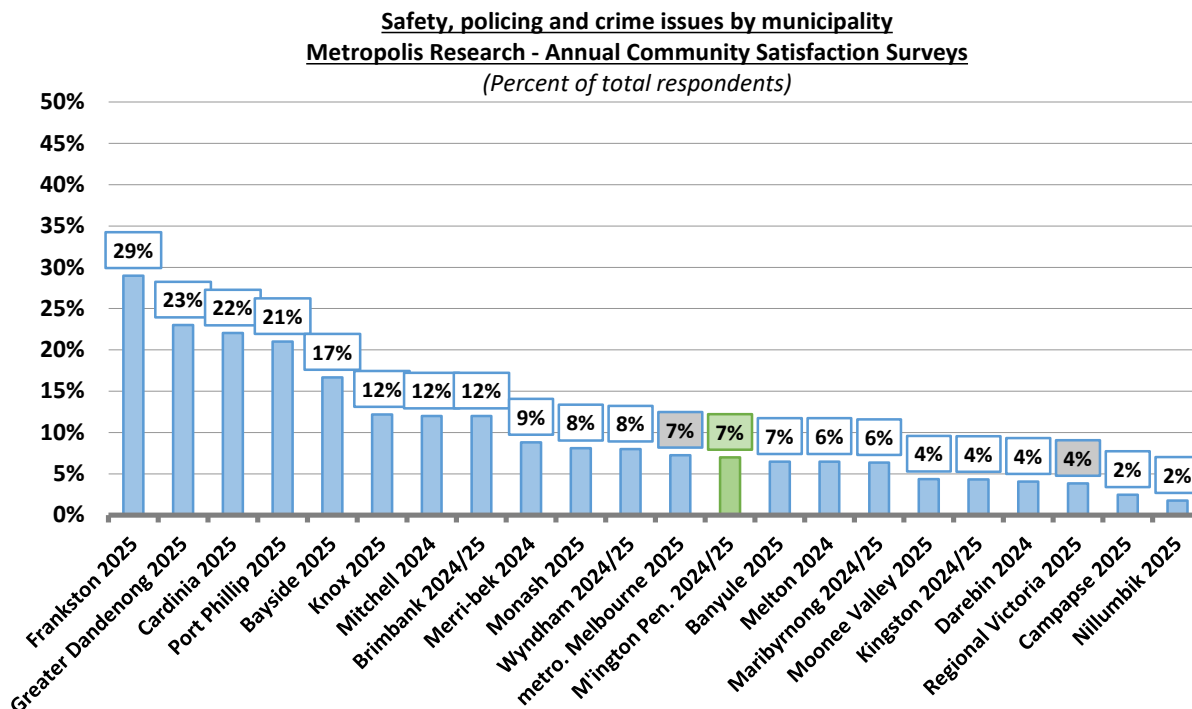
The following graph provides a comparison of the proportion of respondents who raised safety, policing, and crime related issues, across a range of municipalities surveys by Metropolis Research in 2024 and 2025.

Respondents in the Mornington Peninsula Shire were equally as likely to raise safety, policing and crime related issues as the metropolitan average.



This reflects the decline in the perception of safety in the Mornington Peninsula Shire this year, although it is observed that the perception of safety appears to have declined over the course of 2025.

Metropolis Research notes that concerns around safety, policing, and crime appears more acute in the southeastern regions of metropolitan Melbourne, with the exception of Kingston, but including the cities of Frankston and Greater Dandenong, along with the Cardinia Shire.



Safety in public areas

Respondents were asked:

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

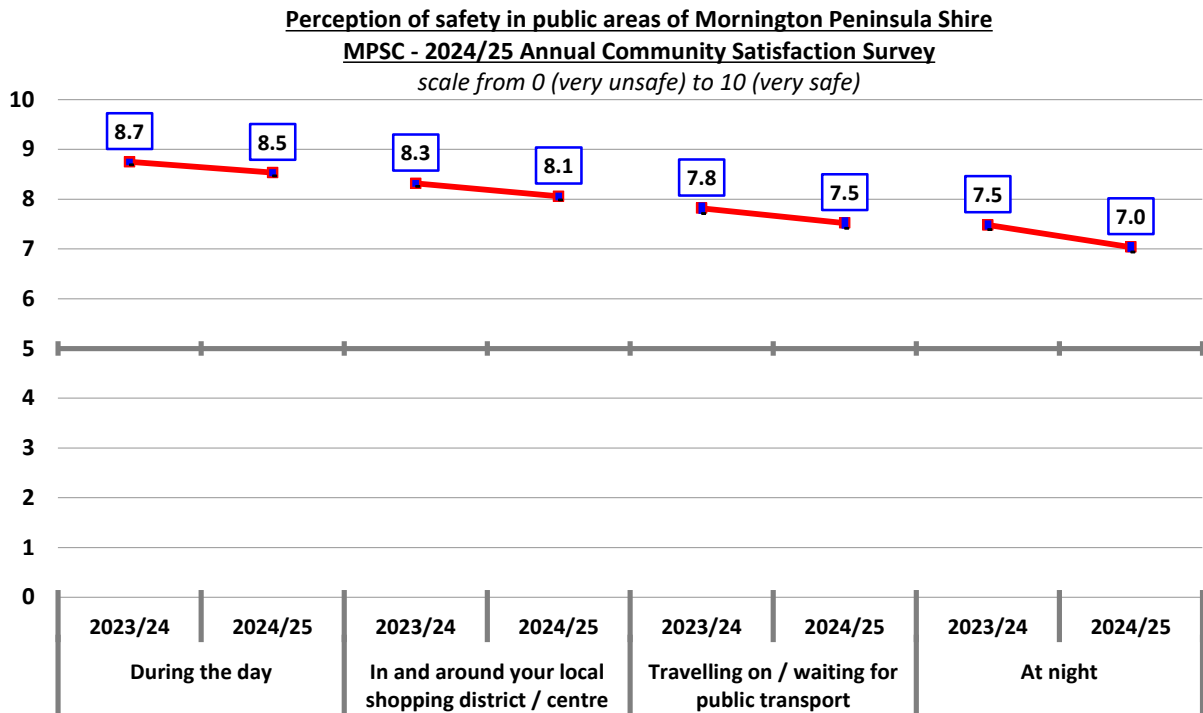
Respondents were asked to rate how safe they feel in the public areas of the Mornington Peninsula Shire during the day, at night, in and around their local shopping district, as well as travelling on / waiting for public transport.

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

It is important that Council be aware of both the actual extent of crime and safety related issues in the community, as well as the how safe the community feels.



The perception of safety in the public areas of the Mornington Peninsula Shire declined measurably this year, with the largest decline recorded for the perception of safety in the public areas of the Shire at night, which declined five percent this year.



This was consistent with the more than doubling (7% up from 3%), in the proportion of respondents who raised safety, policing, and crime issues as one of the top [issue to address](#) for people living in the municipality.

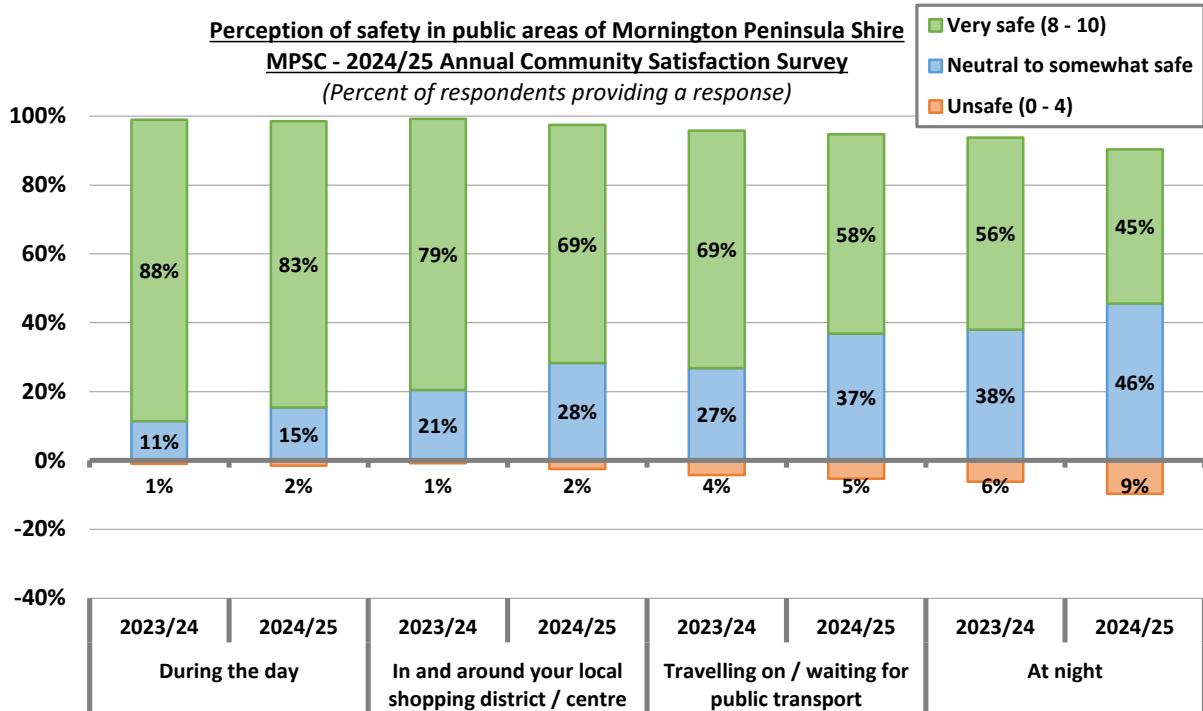
Metropolis Research notes that a decline in the perception of safety in public areas has been recorded in many municipalities across metropolitan Melbourne this year, including the neighbouring City of Frankston.

The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who felt “very safe” (i.e., rated their safety at eight or more), those who felt “neutral to somewhat safe” (i.e., rated safety at between five and seven), and those who felt “unsafe” (i.e., rated safety at less than five out of 10).

Consistent with the measurable decline in the average perception of safety, there was a significant decline in the proportion of respondents who felt “very safe” in Mornington Peninsula Shire in all four situations / times.

The stand-out result this year was the 11% decline in the proportion of respondents who felt “very safe” in the Mornington Peninsula Shire at night (45% down from 56%), along with the three percent increase in the proportion who felt “unsafe” in the public areas of Mornington Peninsula Shire at night.





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

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

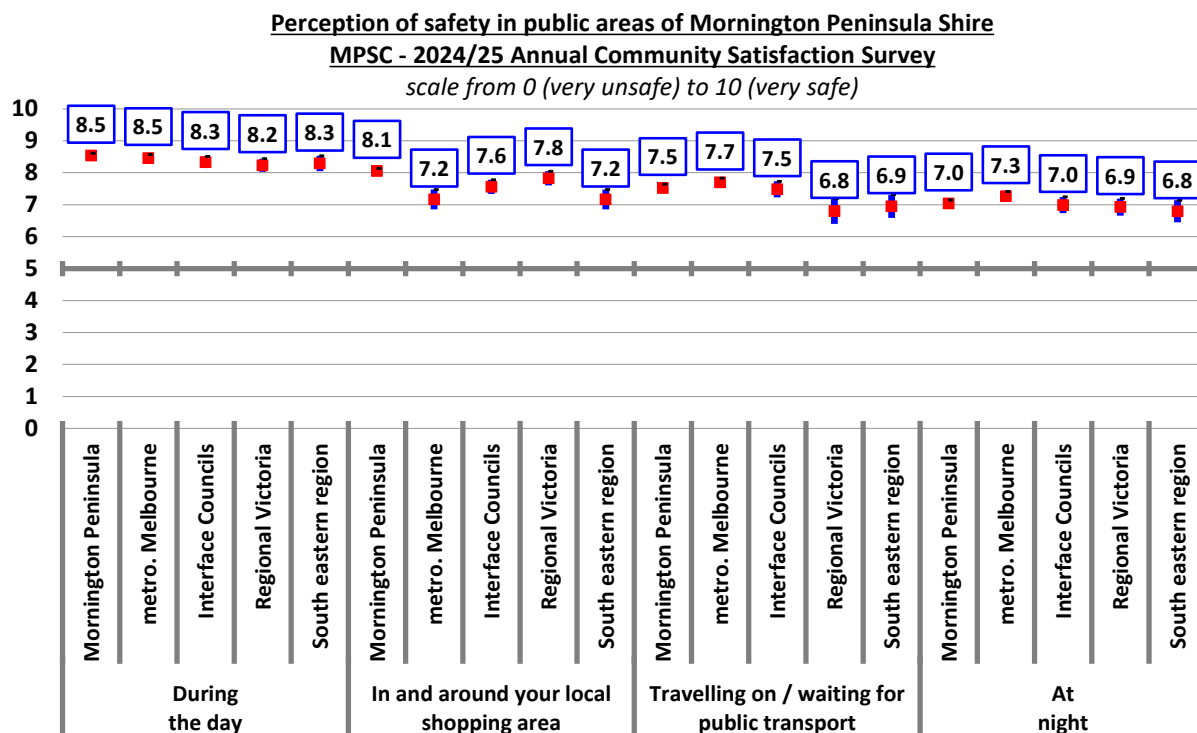
The perception of safety in the public areas of the Mornington Peninsula Shire during the day was identical to the metropolitan average, whilst the perception of safety in and around the local shopping district remained measurably (9%) higher than the metropolitan average.

The perception of safety travelling on / waiting for public transport was somewhat (2%) lower than the metropolitan average.

The perception of safety in the public areas of the municipality at night was measurably (3%) lower than the metropolitan Melbourne and regional Victorian average, but identical to the interface councils' average.

Metropolis Research notes that the perception of safety in the public areas of metropolitan Melbourne appears to have declined somewhat over the course of 2024/25. This may well be a factor underpinning the lower perception of safety in public areas at night in Mornington Peninsula this year.





Reasons for feeling less safe

The most common reasons why respondents felt unsafe in the public areas of Mornington Peninsula Shire were focused on concerns around various types of people (42 comments), and crime and policing concerns (41 comments).

Reasons for not feeling safe in the public areas of Mornington Peninsula Shire
MPSC - 2024/25 Annual Community Satisfaction Survey
(Number and percent of total responses)

Response	2024/25		2023/24
	Number	Percent	
People	42	23%	16%
Crime and policing	41	22%	25%
Incidents / break-ins	27	15%	14%
Perception of safety at night / lighting	25	13%	14%
Drugs and alcohol	22	12%	11%
General perception of safety	9	5%	7%
Violence and anti-social behaviour	8	4%	3%
Being female	3	2%	3%
Safety on public transport	3	2%	4%
Other	6	3%	4%
Total	186	100%	118



Locations where respondents felt unsafe

The following table outlines the locations where respondents felt unsafe in the public areas of the Mornington Peninsula Shire.

Location where respondents feel unsafe
MPSC - 2024/25 Annual Community Satisfaction Survey
(Number of responses)

<i>Precinct</i>	<i>Location</i>	<i>Number</i>
Northern Port Philip	In general, in Mornington	6
	Main St Mornington	6
	Everywhere	6
	Home	4
	Public transport	3
	Mitchell St	2
	Shopping areas / centres	2
	Around the area	2
	Beach areas and public toilet and pier	1
	Bentons Square Shopping Centre	1
	Bright Cres	1
	Bus stops at night (near Old Mornington Rd)	1
	Channel St	1
	Entertainment precinct everywhere	1
	Everywhere at night	1
	Frankston station	1
	Hastings	1
	Inner Mornington area and blocks around that area	1
	Isolated parks	1
	Meadow Ln	1
	Mount Eliza	1
	Mount Martha	1
	Near public transport	1
	Nepean Hwy	1
	On Carool Ct	1
	On Shearwater Dr	1
	On Stanley Cres	1
	Outside station	1
	Parks	1
	Pitt St	1
Shopping area / village at Mt Eliza Way	1	
Shopping centre on Mt Eliza Way	1	
The Frankston area	1	
Youth crime	1	



Southern Port Philip	In general, everywhere	5
	McCombe St	3
	Shopping areas / centres	3
	Around Rye	2
	Everywhere in night	2
	Ninth Ave	2
	Own house	2
	Along the beach	1
	Andrea St	1
	At the foreshore on highway Rosebud Plaza	1
	Cautious	1
	Dromana	1
	Everywhere like Rosebud	1
	Foreshore at night	1
	Michael St	1
	Night and day	1
	Parks in Rosebud, while walking my dog	1
	People walking past or someone sleeping just outside our house	1
	Public transport	1
	Rosebud	1
	Rosebud Plaza	1
	Rye foreshore	1
	Safety beach	1
The general area is just unsafe	1	
We had 2 incidents of bad behaviour there	1	
Young guys on motorbikes are a bit scary	1	
Western Port	Hastings	5
	Everywhere	4
	Shopping centres	4
	During the night	2
	Flinders	2
	Frankston	2
	Local parks	2
	Need more safety, druggies sometimes around	2
	Outside my house	2
	Around the shops and pubs	1
	Beaches	1
	Bus stations and train stations	1
	Frankston shopping centre	1
	Frankston station	1
	High crime rates	1
	I can't leave my car outside	1
	Illegal driving	1
	Stations	1
	Tyabb	1
	West Park	1
Woolaroo Park	1	



Method of communication

Respondents were asked:

“If Council was going to get in touch with you to inform you about Council news and information and upcoming events, what are all the ways that you would prefer Council communicate with you? And if you had to choose the one BEST method, what would that be?”

Preferred method of communication

In 2025, respondents were asked a new question, asking respondents to identify all the methods by which they would prefer Council communicate with them. This was in addition to the preferred (or best) method, which is discussed in the following section.

Almost all (98%) respondents nominated at least one method by which they prefer Council communicate with them, at an average of approximately two methods each.

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

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

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

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

MPSC - 2024/25 Annual Community Satisfaction Survey

(Number and percent of total respondents)

<i>Response</i>	<i>2024/25</i>	
	<i>Number</i>	<i>Percent</i>
A Council newsletter emailed to you	449	56%
A Council newsletter to letterbox	377	47%
A text message	189	24%
Council website	185	23%
Social media	140	18%
Advertising in the local newspaper	131	16%
A Council newsletter in newspaper	84	11%
Other	29	4%
Total responses	1,584	
<i>Respondents identifying at least one method</i>	<i>781</i>	<i>(98%)</i>



Best method of communication

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

These results reinforce the preferred methods findings, which highlighted the importance of a Council newsletter, be it emailed (36% up from 31%) or delivered to their letterbox (32%).

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

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

MPSC - 2024/25 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

Response	2024/25		2023/24	2023	2022
	Number	Percent			
A Council newsletter emailed to you	558	36%	31%	38%	36%
A Council newsletter to letterbox	494	32%	33%	28%	28%
A text message	137	9%	11%	9%	8%
Council website	130	8%	8%	3%	2%
Social media	111	7%	8%	12%	15%
Advertising in the local newspaper	53	3%	6%	6%	6%
A Council newsletter in newspaper	22	1%	2%	3%	5%
Other	51	3%	1%	n.a.	n.a.
Not stated	46		92	n.a.	n.a.
Total	1,602	100%	1,604	400	400

Sense of community

Respondents were asked:

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

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

These statements reflect a range of aspects of the local sense of community and are included to provide insight into how much the community enjoys living in the area, feel connected to the area and the local community, as well as how accepting they believe the community is to a diverse community (including age, cultural diversity, and disability).

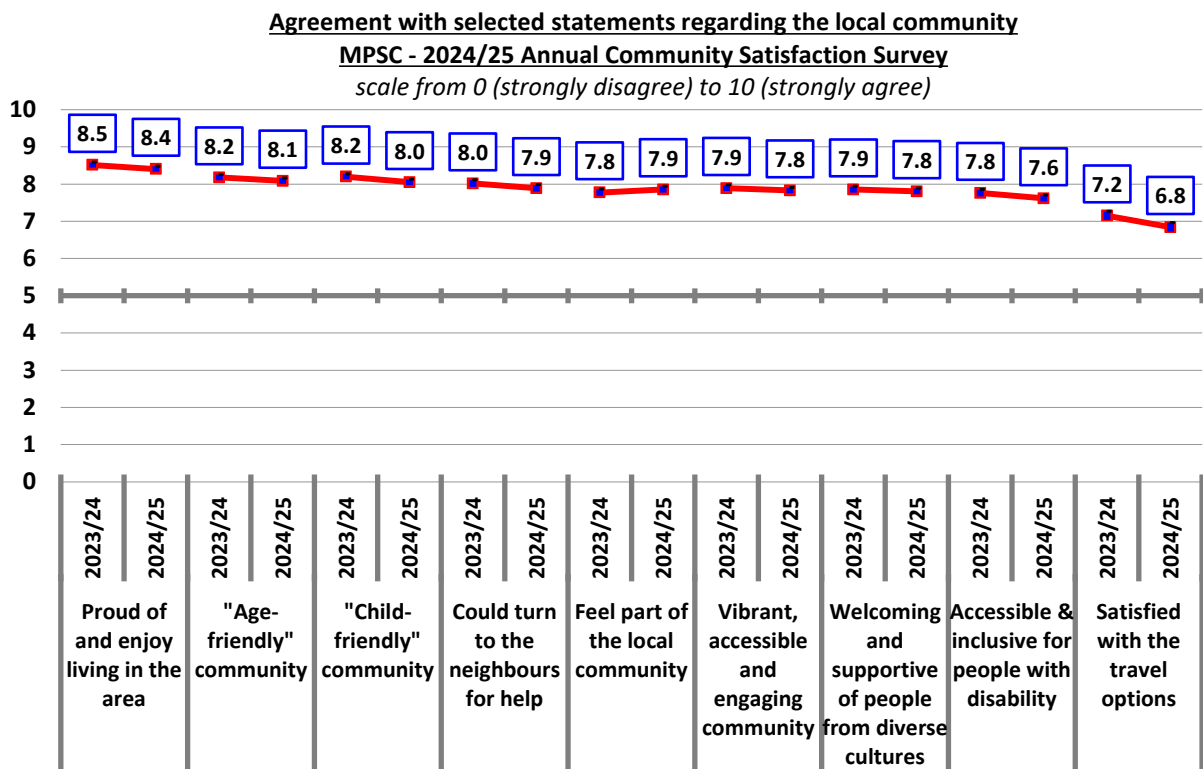


On average, respondents very strongly agreed with 10 of the 11 statements about the local sense of community, with average scores of between 7.6 and 8.4 out of 10.

It is noted that, on average, respondents were measurably less in agreement that they were satisfied with the travel options than for the 10 statements about the local sense of community, with a moderate agreement score of 6.8 (down from 7.2) out of 10.

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

The average agreement with eight of the nine statements declined marginally to somewhat this year, down in line with the two percent decline in overall satisfaction.



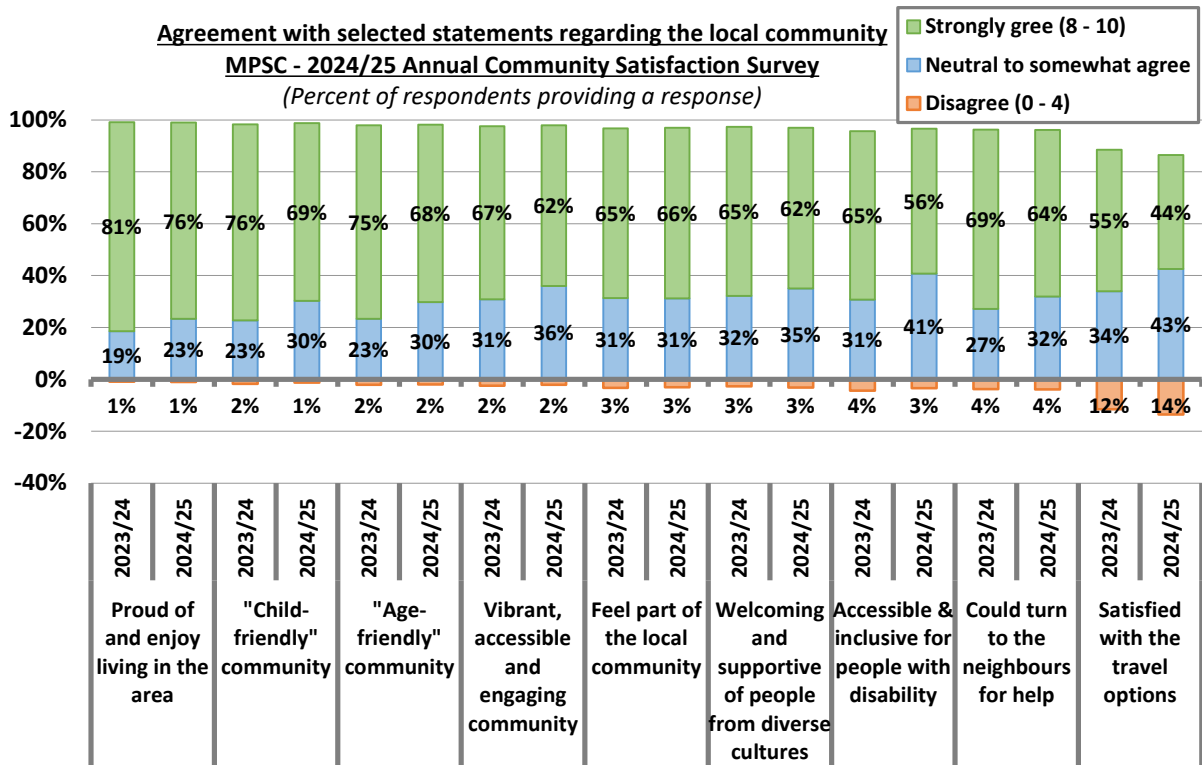
The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who “strongly agreed” (i.e., rated agreement at eight or more), those who were “neutral to somewhat agreed” (i.e., rated agreement at between five and seven), and those who “disagreed”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

Whilst between two-thirds and three-quarters of respondents continued to “strongly agree” with eight of the nine statements, there were declines in the proportion who “strongly agreed”. The largest declines were for satisfied with the travel options (down 11% to 44%), and that the Shire is accessible and inclusive for people with disability (down 9% to 56%).

Despite the decline in the proportion of respondents who strongly agreed with most of these statements, it is noted that just a handful of respondents “disagreed” with most of the statements. Four percent disagreed that they felt they could turn to their neighbours for help and that Mornington Peninsula is accessible and inclusive for people with disability.



There was a small (2%) increase in the proportion of respondents who “disagreed” that they were satisfied with travel options around the municipality (14% up from 12%).



When compared to the metropolitan average, as recorded in *Governing Melbourne*, respondents in the Mornington Peninsula Shire recorded:

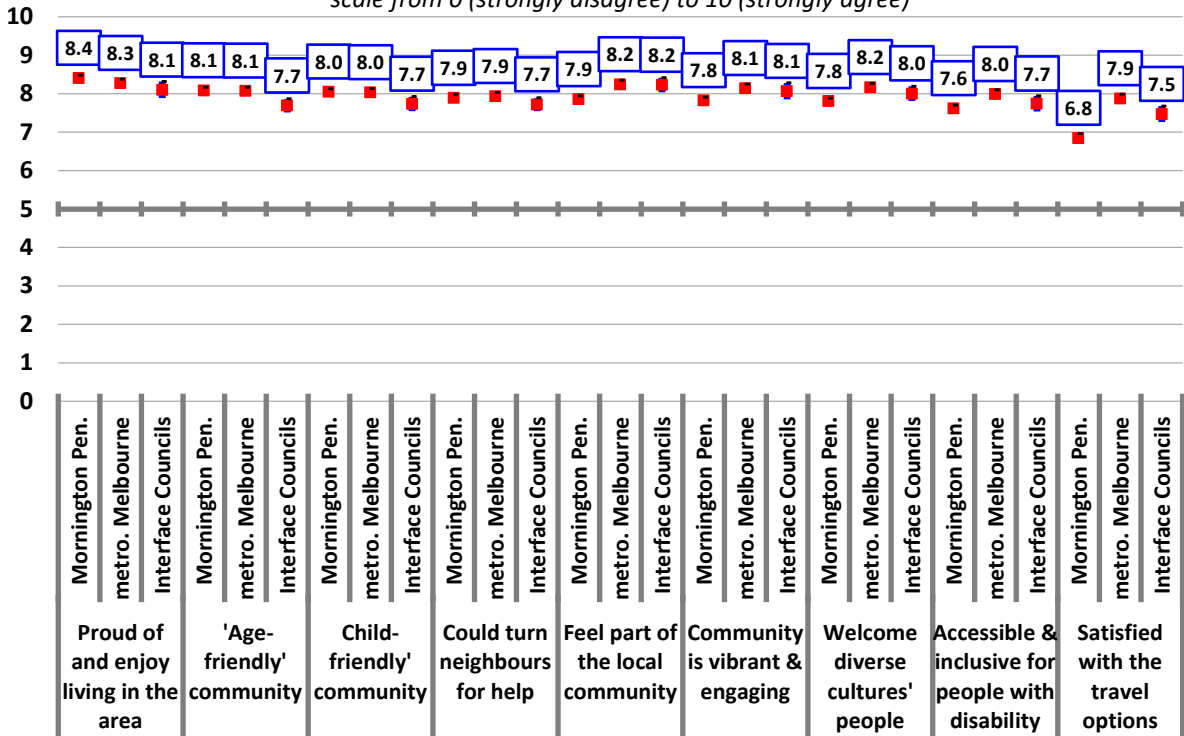
- **Measurably LOWER than metropolitan average agreement** - that the Mornington Peninsula community is welcoming and supportive of people from diverse cultures and backgrounds (4% lower), is accessible and inclusive for people with disability (4% lower), that they feel part of the local community (3% lower), and that the community is vibrant and engaging (3%) lower.
- **Marginally HIGHER than metropolitan average agreement** – that respondents are proud of and enjoy living in the area.



Agreement with selected statements regarding the local community

MPSC - 2024/25 Annual Community Satisfaction Survey

scale from 0 (strongly disagree) to 10 (strongly agree)



Respondent profile

The following section provides the demographic profile of respondents to the *Mornington Peninsula Shire Council – 2024/25 Annual Community Satisfaction Survey*.

These questions have been included in the survey for two purposes; to allow checking that the sample adequately reflects the underlying population of the municipality and secondly to allow for more detailed examination of the results of other questions in the survey.

Age structure

The sample of respondents was weighted by age and gender to reflect the 2021 *Census* profile.

Metropolis Research notes, however, that the unweighted sample was a fair reflection of the underlying age structure of the Mornington Peninsula community, which speaks to the strength of the door-to-door, in-person methodology.

Age structure
MPSC - 2024/25 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Age	2024/25 (unweighted)		2024/25 (weighted)	2023/24
	Number	Percent		
Young adults (18 - 34 years)	190	12%	19%	19%
Adults (35 - 44 years)	262	16%	14%	13%
Middle-aged adults (45 - 59 yrs)	348	22%	25%	25%
Older adults (60 - 74 years)	494	31%	26%	27%
Senior citizens (75 yrs and over)	301	19%	16%	16%
Not stated	7		7	9
Total	1,602	100%	1,602	1,604

Gender

The sample of respondents was weighted by age and gender to reflect the 2021 *Census* profile.

Metropolis Research notes, however, that the unweighted sample was a very fair reflection of the underlying gender structure of the Mornington Peninsula community, which speaks to the strength of the door-to-door, in-person methodology.



Gender

MPSC - 2024/25 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

Gender	2024/25 (unweighted)		2024/25	2023/24
	Number	Percent	(weighted)	
Male	812	51%	47%	47%
Female	776	49%	52%	52%
Non-binary	12	1%	1%	0%
Prefer to self-describe	0	0%	0%	0%
Prefer not to say	2		2	3
Total	1,602	99%	1,602	1,604

Disability

In 2024/25, 12% (up from 11%) of respondents (providing a response) were from households with at least one member identifying with disability.

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

Household member with a permanent or long-term disability

MPSC - 2024/25 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

Disability	2024/25		2023/24
	Number	Percent	
Yes	185	12%	11%
No	1395	88%	89%
Prefer not to say	22		28
Total	1,602	100%	1,604



Language spoken at home

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

The 2021 *Census* reported that 5.4% of residents spoke a language other than English at home, with the 2024/25 survey reporting 13% from households that spoke a language other than English at home. These have been referred to as multilingual households in this report.

Language spoken at home
MPSC - 2024/25 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Language	2024/25		2023/24
	Number	Percent	
English	1,391	87%	90%
Italian	39	2%	2%
Greek	18	1%	1%
French	17	1%	1%
Tagalog (Filipino)	14	1%	0%
German	13	1%	1%
Mandarin	7	0%	0%
Spanish	7	0%	1%
Dutch	6	0%	0%
Hindi	6	0%	0%
Hungarian	4	0%	0%
Polish	4	0%	0%
Japanese	3	0%	0%
Macedonian	3	0%	0%
Maltese	3	0%	0%
Russian	3	0%	0%
Sinhalese	3	0%	0%
Tamil	3	0%	0%
Arabic	2	0%	0%
Auslan	2	0%	0%
Danish	2	0%	0%
Hebrew	2	0%	0%
Indonesian	2	0%	0%
Malayalam	2	0%	0%
Maori	2	0%	0%
Norwegian	2	0%	0%
Punjabi	2	0%	0%
Swedish	2	0%	0%
Tongan	2	0%	0%
Turkish	2	0%	0%
Multiple	3	0%	0%
All other languages (20 separately identified)	20	1%	1%
Not stated	11		22
Total	1,602	100%	1,604



Household structure

The survey included a mix of 36% of respondents from two-parent families, 36% couple households without children, 14% sole person households, six percent group households, and eight percent one-parent families.

These results were broadly consistent with the 2021 *Census* results, although it somewhat under-represents sole-person households with 14% compared to the *Census* result of 26%.

Household structure
MPSC - 2024/25 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Structure	2024/25		2023/24
	Number	Percent	
Two parent family total	563	36%	35%
<i>youngest child 0 - 4 years</i>	93	6%	7%
<i>youngest child 5 - 12 years</i>	137	9%	10%
<i>youngest child 13 - 18 years</i>	156	10%	8%
<i>adult children only</i>	177	11%	9%
One parent family	119	8%	8%
<i>youngest child 0 - 4 years</i>	9	1%	1%
<i>youngest child 5 - 12 years</i>	11	1%	1%
<i>youngest child 13 - 18 years</i>	25	2%	3%
<i>adult children only</i>	74	5%	4%
Group household	96	6%	7%
Sole person household	219	14%	15%
Couple only household	573	36%	35%
Extended or multiple families	7	0%	1%
Not stated	25		22
Total	1,602	100%	1,604

Housing situation

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

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

The survey included a representative sample of respondents from rental households with 16%, compared to the 2021 *Census* result of 18%.



Housing situation

MPSC - 2024/25 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Situation	2024/25		2023/24
	Number	Percent	
Own this home	1,009	64%	61%
Mortgage (<i>paying-off this home</i>)	293	19%	19%
Renting this home	246	16%	17%
Other arrangement	35	2%	3%
Not stated	19		17
Total	1,602	100%	1,604

Proportion of the year reside in the Morning Peninsula

The overwhelming majority of respondents (who provided a response) reported that they reside in the Mornington Peninsula Shire for the entire year, with 12% residing in the municipality some of the time.

Proportion of the year reside in the Mornington Peninsula

MPSC - 2024/25 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2024/25		2023/24
	Number	Percent	
All the time (permanently)	1387	88%	88%
Approximately six months per year	66	4%	5%
Approximately three months per year	80	5%	5%
Ad hoc - holiday periods	41	3%	3%
Not stated	28		27
Total	1,602	100%	1,604

Period of residence in the Mornington Peninsula Shire

A little less than two-thirds (60% down from 63%) of respondents (who provided a response) reported that they had lived in the Shire for 10 years or more, whilst 16% had lived in the municipality for less than five years.



Period of residence in the Mornington Peninsula Shire
MPSC - 2024/25 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Period	2024/25		2023/24
	Number	Percent	
Less than 1 year	71	4%	4%
1 to less than 5 years	195	12%	10%
5 to less than 10 years	364	23%	22%
10 years or more	961	60%	63%
Not stated	11		16
Total	1,602	100%	1,604

Respondents who had lived in the municipality for less than five years were asked where they had previously lived, with the most common group being respondents moving to Mornington Peninsula for interstate (13%), and from Frankston (11%).

Previous Council
MPSC - 2024/25 Annual Community Satisfaction Survey

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

Council	2024/25		Council	2024/25	
	Number	Percent		Number	Percent
Interstate	27	26%	Boroondara	3	3%
Frankston	23	22%	Greater Geelong	3	3%
Casey	14	13%	Melbourne	3	3%
Whitehorse	12	11%	Greater Dandenong	2	2%
International	11	10%	Colac Otway	2	2%
Kingston	9	9%	Hobsons Bay	2	2%
Yarra	9	9%	Wyndham	2	2%
Bayside	7	7%	Glen Eira	2	2%
Cardinia	7	7%	Merri-bek	2	2%
Maribyrnong	7	7%	Yarra Ranges	2	2%
Knox	6	6%	Bass Coast	1	1%
Port Phillip	6	6%	Brimbank	1	1%
Stonnington	5	5%	Campaspe	1	1%
Darebin	4	4%	Melton	1	1%
Hume	4	4%	Moonee Valley	1	1%
Manningham	4	4%	Moyne Shire	1	1%
Maroondah	4	4%	Pyrenees	1	1%
Monash	4	4%	Pyrenees Shire	1	1%
Whittlesea	4	4%	Not stated	65	
Banyule	3	3%			
			Total	170	162%



General comments

The following table outlines the 318 general comments received from respondents this year.

These comments generally reflect the various themes developed throughout this report, including roads and traffic, and various Council services and facilities.

General comments
MPSC - 2024/25 Annual Community Satisfaction Survey
(Number and percent of total responses)

Comment	2024/25		2023/24
	Number	Percent	
Traffic and public transport management	45	14%	10%
Council facilities / services / activities	37	12%	11%
Parks, gardens, open spaces, tree maintenance	27	8%	4%
Roads	23	7%	7%
Council governance and management	19	6%	10%
Safety, policing and crime	17	5%	3%
Rates / financial management	15	5%	4%
Comments relating to this survey	13	4%	2%
Cleanliness and aesthetics of area	12	4%	3%
Infrastructure	12	4%	0%
Waste management	12	4%	3%
Communication, consultation, engagement	10	3%	8%
Parking	9	3%	2%
General positive comments	8	3%	5%
Planning and development issues	8	3%	7%
Sports / ovals / leisure centres	8	3%	1%
Animal management	7	2%	1%
Footpaths	6	2%	1%
General negative	5	2%	3%
Bikes and walking paths	4	1%	2%
Social justice issues	4	1%	1%
Environment, climate change and bio-diversity	3	1%	1%
Rural / hill vs. growth area issues	3	1%	1%
Enforcement of local laws	2	1%	0%
Shops, restaurants and entertainment venues	2	1%	1%
Business support	1	0%	1%
Other	6	2%	7%
Total	318	100%	268

Appendix One: survey form



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

Council is conducting its annual Community Satisfaction Survey. This is an opportunity for you to provide feedback on council's programs and services, as well as issues that are important to you.

Council will use the survey results to help improve its services to the community.

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

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

1

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

Yes (*continue*) 1 No (*go to Q.5*) 2

If Yes, why did you contact Council?

2

When you last contacted the Council, was it?

(Please circle one only)

Visit in person	1	Social media (<i>e.g. Facebook</i>)	7
Telephone (<i>during office hours</i>)	2	Directly with a Councilor	8
Telephone (<i>after hours service</i>)	3	Live chat	9
Mail	4	Web request / online forms	10
Email	5	Other (specify) _____	11
Website	6		

3

Was this your preferred method of contacting Council?

Yes 1 No 2

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

4

On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of how you were served when you last interacted with Mornington Peninsula Shire Council?

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

On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and then your personal level of satisfaction with each of the following Council provided services and facilities.

1. Maintenance and repairs of major arterial roads and highways <i>(managed by VicRoads)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, were there any roads of specific concern to you?</i>													
2. Maintenance and repairs of sealed local roads <i>(managed by Council)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
<i>Were you aware that Council employed a new company to manage road maintenance from July 1 this year?</i>									Yes		No		
<i>If rated less than 6, were there any roads of specific concern to you?</i>													
<i>If rated less than 6, did you report the issue / your concerns to Council and / or VicRoads?</i>													
Council													
Yes													
No													
VicRoads													
Yes													
No													
3. Maintenance and repair of unsealed local roads	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Drains maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Footpath maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Maintenance and cleaning of public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Litter collection in public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Council management of illegally dumped rubbish	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Provision and maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Street lighting	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Street sweeping	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Regular weekly garbage collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
13. Regular fortnightly recycling	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
14. Provision and maintenance of parks and gardens	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
15. Foreshore and beaches <i>(Campgrounds, maintenance & cleaning)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

16. Animal management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
17. Local traffic management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
18. Parking enforcement	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
19. Enforcement of local laws	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
20. Council regular printed newsletter <i>Peninsula Wide</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
21. Council's activities promoting local economic development and tourism	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
22. Environmental events, programs, and activities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

On a scale of 0 (lowest) to 10 (highest), please rate the importance of the following services to the community, followed by your personal level of satisfaction only if you or a family member has used that service in the past 12 months.

(Survey note: Ask importance, then use, then satisfaction only if service has been used in last 12 months)

1. Fortnightly food and green waste collection service	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
2. Bookable hard rubbish service	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Local library services	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Council communications (<i>includes website, social media</i>)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Council community engagement (<i>e.g., Outreach, Citizen panel, Have your say online portal</i>)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Sports ovals and other local sporting facilities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

7. Recreation Centres and / or Aquatic Centres (including swimming pools)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
8. Outdoor recreation facilities (including playgrounds, skate parks, offroad biking, equestrian and trails)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
9. Bike and shared paths (both on-road and off-road and including shared paths)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
10. Public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
11. Community Centres / Neighbourhood Houses	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
12. Services for children from birth to 5 years of age (e.g. Maternal & Child Health, playgroups, immunisation)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
13. Support services for youth (e.g., School holiday programs, Council recreation events)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
14. Support services for seniors (e.g., positive ageing programs and supports, community transport for people with disability and people aged 65+, Meals on Wheels)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
15. Support services for people with disability	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
16. Provision of public art	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
17. Community and cultural activities	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	

6a

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

Service: _____	
Service: _____	
Service: _____	
Service: _____	
Service: _____	
Service: _____	

7

On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with each of the following?

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

8

And on the same scale, please rate your satisfaction with the performance of Mornington Peninsula Shire Council across all areas of responsibility.

1. Overall performance	0	1	2	3	4	5	6	7	8	9	10	99
Why did you rate satisfaction at that level?												

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

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

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

Issue One:	
Issue Two:	
Issue Three:	

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

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

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

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

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

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

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

1. The appearance and quality of newly constructed developments in your area	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, please identify the developments:</i>												
2. The design of public spaces (e.g. town squares, civic precincts and similar)	0	1	2	3	4	5	6	7	8	9	10	99
3. The protection of local heritage	0	1	2	3	4	5	6	7	8	9	10	99

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

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

14

On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with?

1. Planning for population growth	0	1	2	3	4	5	6	7	8	9	10	99
If satisfaction less than 5, what concerns you most about population growth?												

15

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

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

16

Please indicate which of the following best describes you.

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

17

With which gender do you identify?

Male	1	Prefer to self-describe:	4
Female	2	_____	
Non-binary	3	Prefer not to say	9

18**Do any members of this household speak a language other than English at home?**

English only 1 Other _____ 2

19**Do any members of this household have a permanent or long-term disability?**Yes 1 Prefer not to say 9
No 2**20****What is the structure of this household?**Two parent family (*youngest 0 - 4 yrs*) 1 One parent family (*youngest 13-18*) 7
Two parent family (*youngest 5 – 12 yrs*) 2 One parent family (*adult child only*) 8
Two parent family (*youngest 13 - 18 yrs*) 3 Group household 9
Two parent family (*adult child only*) 4 Sole person household 10
One parent family (*youngest 0 - 4 yrs*) 5 Couple only household 11
One parent family (*youngest 5 – 12 yrs*) 6 Other (*specify*): _____ 12**21****Which of the following best describes the current housing situation of this household?**Own this home 1 Renting this home 3
Mortgage (paying-off this home) 2 Other arrangement 4**22****What proportion of the year do you reside in the Mornington Peninsula?**All the time (permanently) 1 Approximately three months p/a 3
Approximately six months per year 2 Ad hoc - holiday periods 4**23****How long have you lived in, or owned property in the Mornington Shire?**Less than 1 year 1 5 to less than 10 years 3
1 to less than 5 years 2 10 years or more 4

If less than 5 years, what was your previous Council

24**Do you have any further comments you would like to make?**
Thank you for your time**Your feedback is most appreciated**

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