



2024 Local Government Community Satisfaction Survey

Port Phillip City Council

Coordinated by the Department of
Government Services on behalf of
Victorian councils



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| <u>Elderly support services</u> | <u>63</u> | | |
| <u>Recreational facilities</u> | <u>65</u> | | |
| <u>Appearance of public areas</u> | <u>67</u> | | |
| <u>Art centres and libraries</u> | <u>69</u> | | |



Background and objectives

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

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

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

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

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

Serving Victoria for 25 years

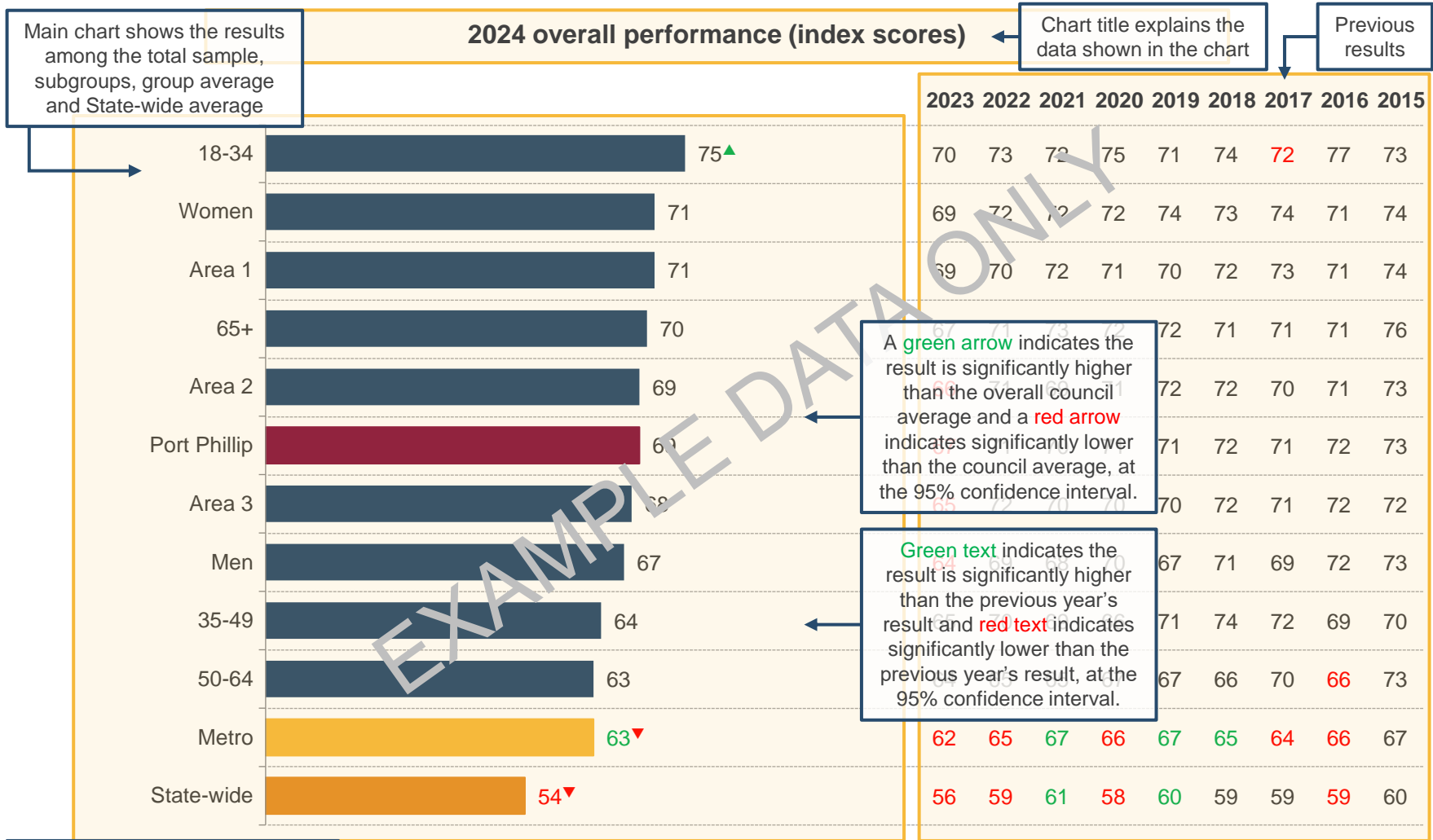
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 25 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

Participation in the State-wide Local Government Community Satisfaction Survey is optional.

Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.



How to read index score charts in this report

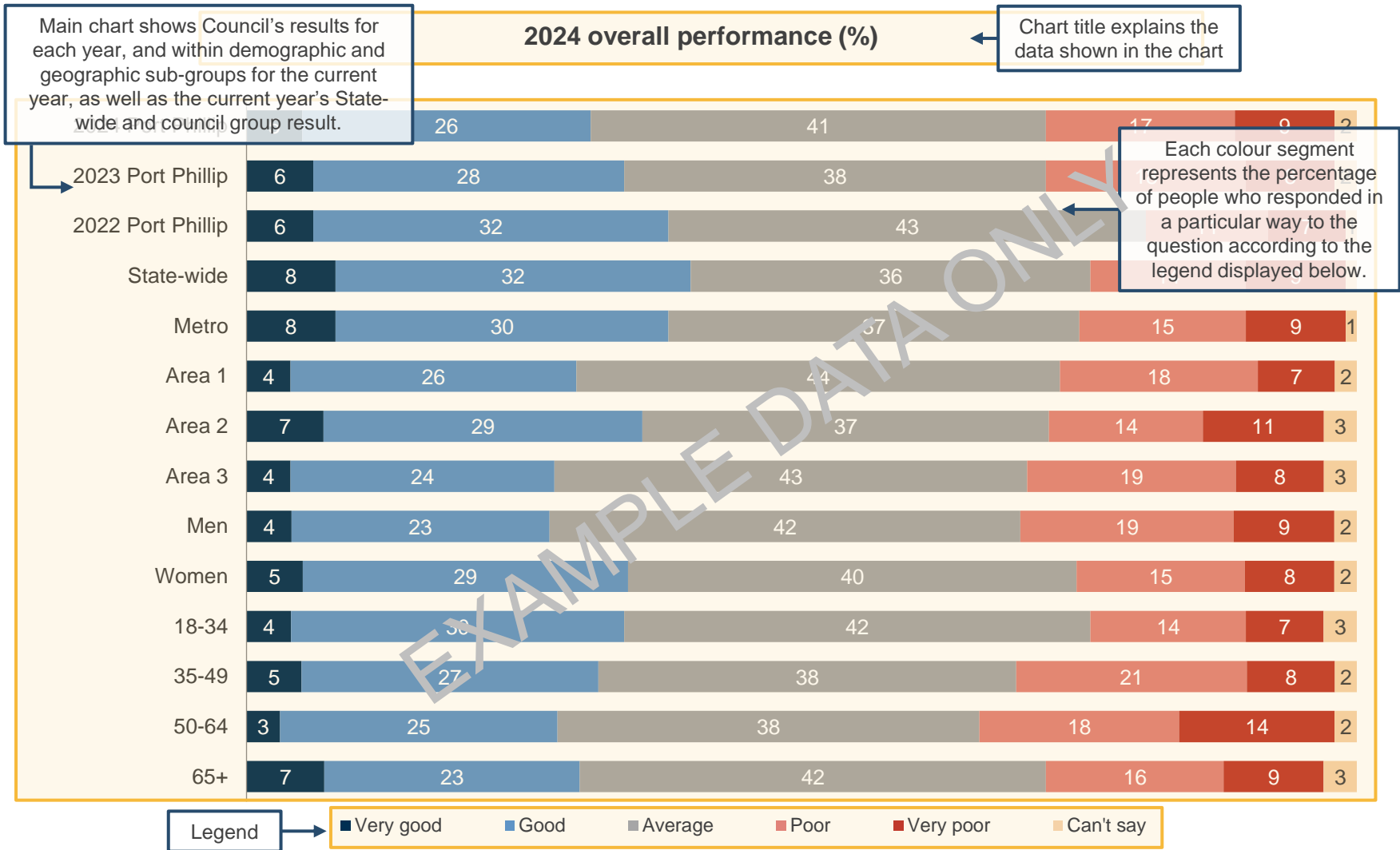


Question asked and base size(s)

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Port Phillip City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



How to read stacked bar charts in this report



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Port Phillip City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9

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

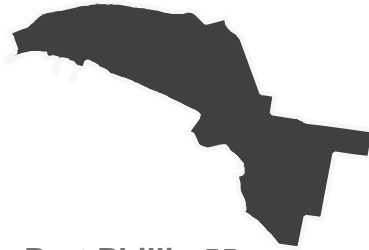
Key findings and recommendations



Port Phillip City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Port Phillip 55



Metropolitan 63



State-wide 54

Council performance compared to group average

| Top 3 performing areas | | |
|---------------------------|-----------------------------|----------|
| | Art centres & libraries | ≡ on par |
| | Recreational facilities | ▼ lower |
| | Community & cultural | ≡ on par |
| Bottom 3 performing areas | | |
| | Planning & building permits | ▼ lower |
| | Lobbying | ▼ lower |
| | Population growth | ≡ on par |
| | Customer service | ▼ lower |



Summary of core measures

Index scores

Overall Performance

Value for money

Community Consultation

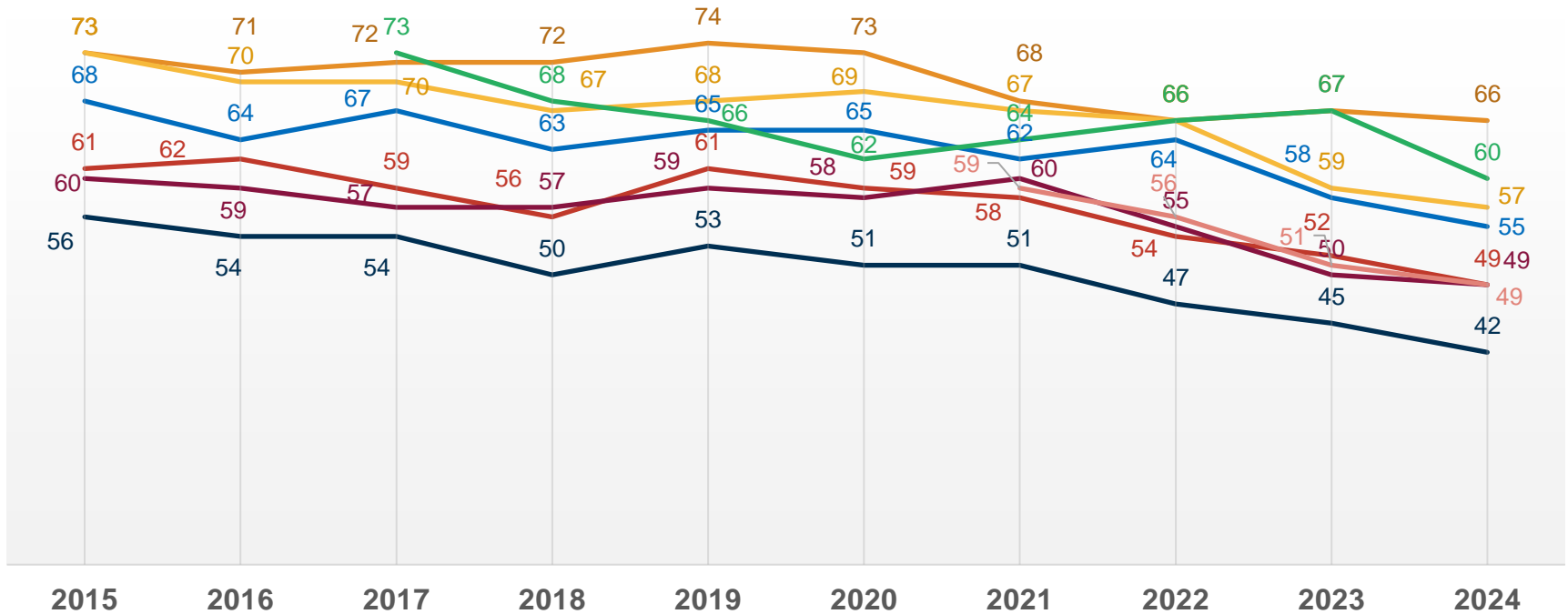
Making Community Decisions

Sealed Local Roads

Waste management

Customer Service

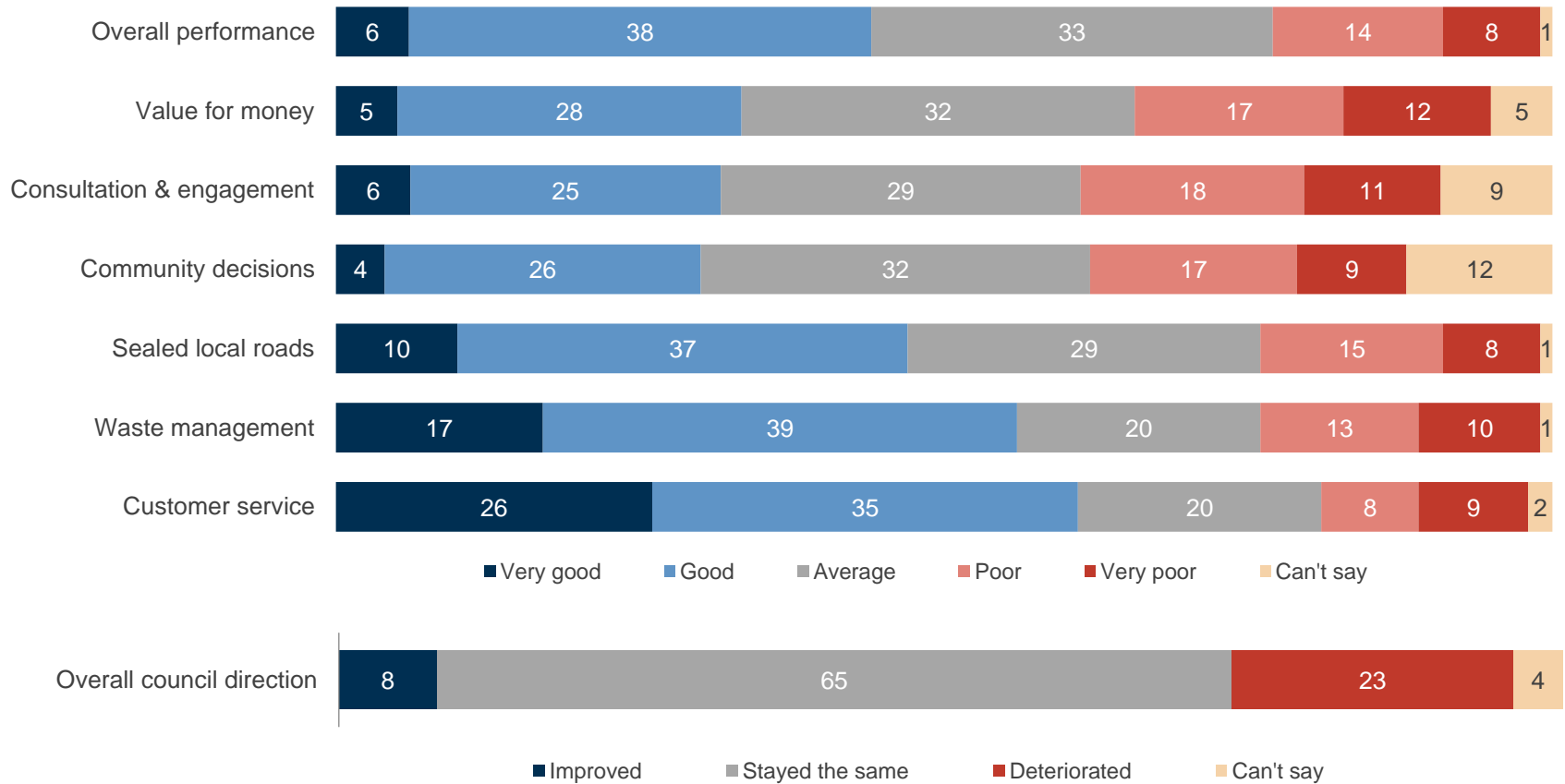
Overall Council Direction














Summary of core measures

Core measures summary results (%)





Summary of Port Phillip City Council performance

| Services | Port Phillip 2024 | Port Phillip 2023 | Metro 2024 | State-wide 2024 | Highest score | Lowest score |
|--|-------------------|-------------------|------------|-----------------|--|-------------------------------------|
|  Overall performance | 55 | 58 | 63 | 54 | Canal Ward residents | 50-64 years |
|  Value for money | 49 | 51 | 57 | 48 | 18-34 years | 50-64 years |
|  Overall council direction | 42 | 45 | 49 | 45 | Canal Ward residents | 35-49 years, Men |
|  Customer service | 66 | 67 | 71 | 67 | Canal Ward residents, 65+ years | Men |
|  Art centres & libraries | 74 | 71 | 76 | 73 | 65+ years | Gateway Ward residents, 18-34 years |
|  Recreational facilities | 68 | 69 | 74 | 68 | Lake Ward residents | Gateway Ward residents |
|  Community & cultural | 67 | 66 | 69 | 66 | Lake Ward residents | Gateway Ward residents |
|  Appearance of public areas | 63 | 64 | 70 | 68 | Men | 50-64 years |
|  Environmental sustainability | 61 | 60 | 65 | 60 | 18-34 years, Canal Ward residents | 50-64 years |
|  Waste management | 60 | 67 | 70 | 67 | 65+ years, 18-34 years, Canal Ward residents | 35-49 years, Lake Ward residents |



Summary of Port Phillip City Council performance

| Services | | Port Phillip 2024 | Port Phillip 2023 | Metro 2024 | State-wide 2024 | Highest score | Lowest score |
|--|-----------------------------|-------------------|-------------------|------------|-----------------|--------------------------------------|--|
|  | Elderly support services | 59 | 60 | 64 | 63 | Men, 65+ years, 35-49 years | 50-64 years |
|  | Informing the community | 57 | 55 | 62 | 56 | Canal Ward residents | 50-64 years, Gateway Ward residents |
|  | Sealed local roads | 57 | 59 | 61 | 45 | 50-64 years | 35-49 years |
|  | Slashing & weed control | 56 | 57 | 56 | 45 | 18-34 years, Canal Ward residents | 50-64 years |
|  | Bus/community dev./tourism | 55 | 57 | 57 | 57 | Canal Ward residents | 50-64 years, Gateway Ward residents |
|  | Local streets & footpaths | 54 | 53 | 59 | 52 | Men | Women |
|  | Traffic management | 52 | 52 | 55 | 53 | 18-34 years | 50-64 years |
|  | Community decisions | 49 | 50 | 57 | 50 | 18-34 years, Canal Ward residents | 50-64 years |
|  | Consultation & engagement | 49 | 52 | 56 | 51 | Canal Ward residents | 50-64 years |
|  | Population growth | 48 | 49 | 49 | 47 | 18-34 years | 50-64 years |
|  | Lobbying | 47 | 50 | 54 | 50 | Canal Ward residents | 50-64 years |
|  | Planning & building permits | 45 | 50 | 49 | 45 | 18-34 years | 50-64 years |

Significantly higher / lower than Port Phillip City Council 2024 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.



Focus areas for the next 12 months

Overview

Perceptions of Council's overall performance declined for a second year running and are now at its lowest level in 10 years. While this is in line with the State-wide trend, a reversal is evident in the Metropolitan group with overall performance perceptions improving significantly this year. That said, perceptions for most of Council's evaluated measures are in line with 2023 stemming declines evident last year. Perceptions in just two service areas declined significantly this year (waste management, and planning and building permits).

Key influences on perceptions of overall performance

Perceptions of community decisions, and the related areas of lobbying, and community consultation and engagement, should be a focus for Council in the coming year. These service areas have a moderate to strong influence on overall perceptions and are among Council's poorer performing measures. Attention is also needed on the condition of local streets and footpaths, and traffic management to shore up perceptions of these areas as declining perceptions could negatively impact overall performance.

Comparison to state and area grouping

Council performs significantly lower than the Metropolitan group average and in line with the State-wide average for councils for the majority of metrics. Port Phillip City Council achieves significantly higher index scores than the State-wide average for councils in the areas of sealed local roads and slashing and weed control, but lower for overall direction, appearance of public areas, waste management, elderly support services and lobbying.

Opportunity to engage the 50 to 64 year old age group

Residents aged 50 to 64 years tend to be more critical of Council's performance and provide the lowest index score more frequently than any other cohort. It is recommended that extra attention be paid to interactions with this cohort over the next year. People in this age group are most likely to contact Council, offering the opportunity to both better understand their views and to address their concerns.

DETAILED FINDINGS



Overall performance



Overall performance

The overall performance index score of 55 for Port Phillip City Council is a (not significant) three-point decline on the 2023 result. This continues a downward trend from 2022 and is Council's lowest score recorded in a decade.

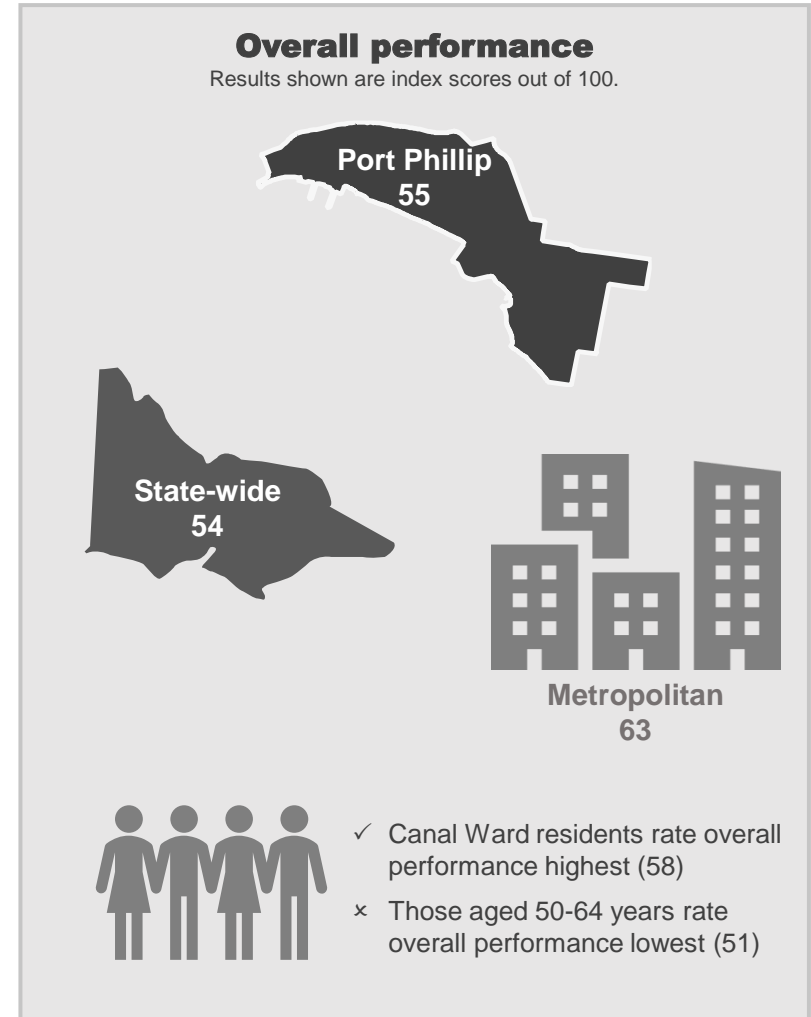
Port Phillip City Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than the average rating for councils in the Metropolitan group and is rated in line with the State-wide average (index scores of 63 and 54 respectively).

- No geographic or demographic cohort report an overall performance index score that is significantly different from Council's 2024 average nor their 2023 scores.

Council's value for money index score has declined two points (not significant) to an index score of 49.

Perceptions of value for money follow the overall performance pattern, with Council's ratings significantly lower than the Metropolitan group average and in line with the State-wide average (57 and 48 respectively).

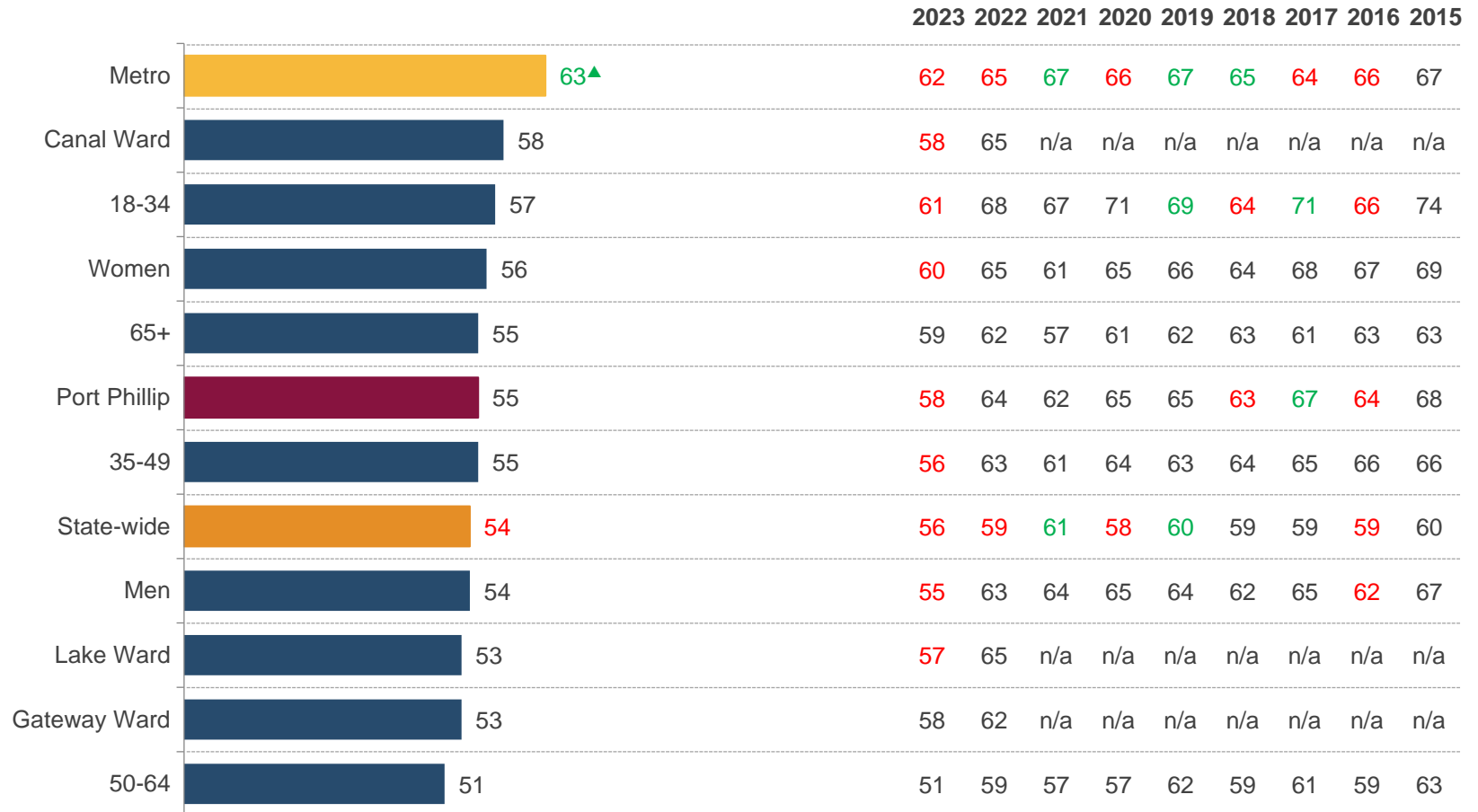
One third of residents (33%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. A similar proportion (29%) rate Council as 'very poor' or 'poor'. A further 32% rate Council as 'average' in terms of providing value for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





Overall performance

2024 overall performance (index scores)

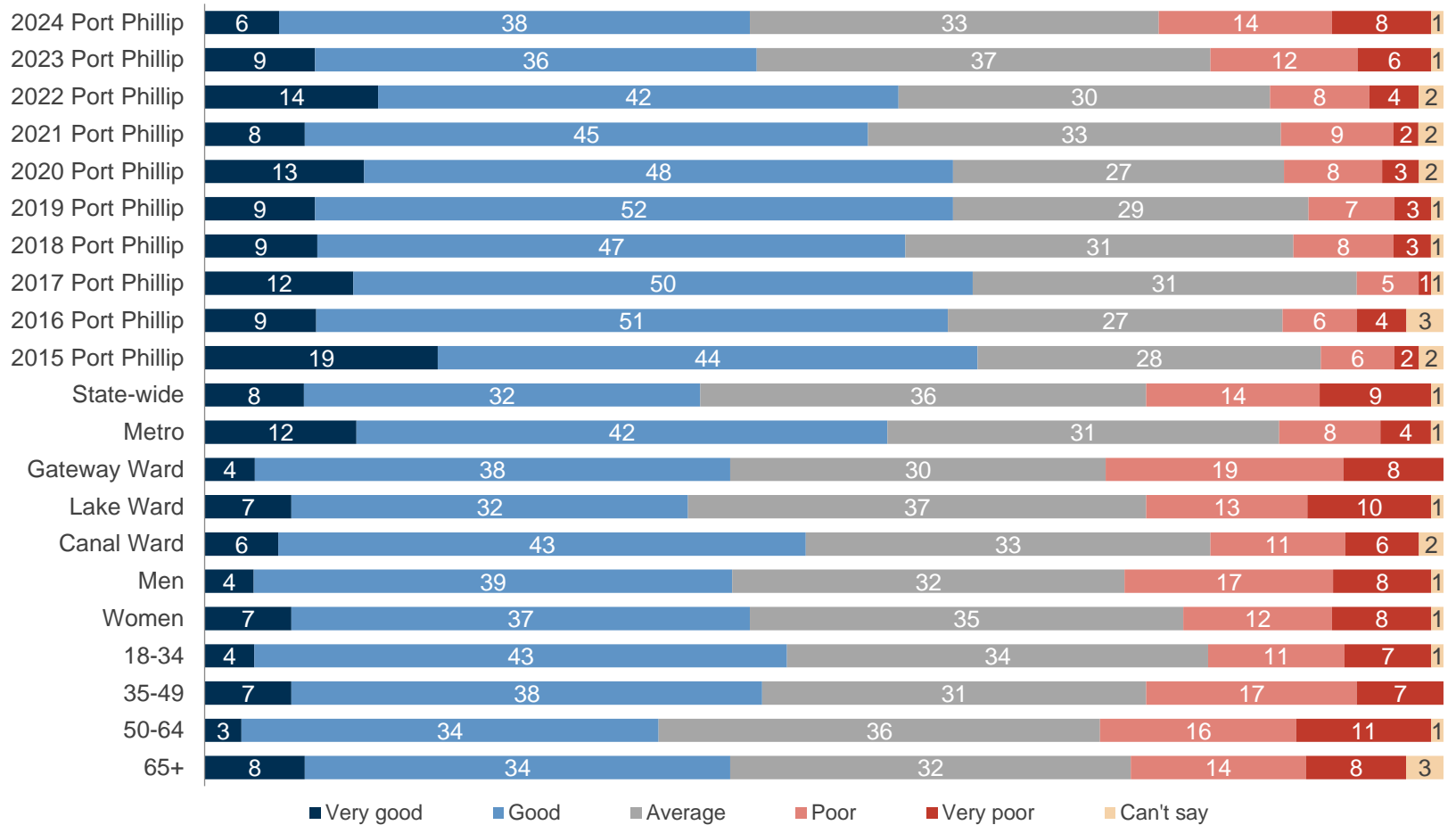


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Port Phillip City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Overall performance

2024 overall performance (%)

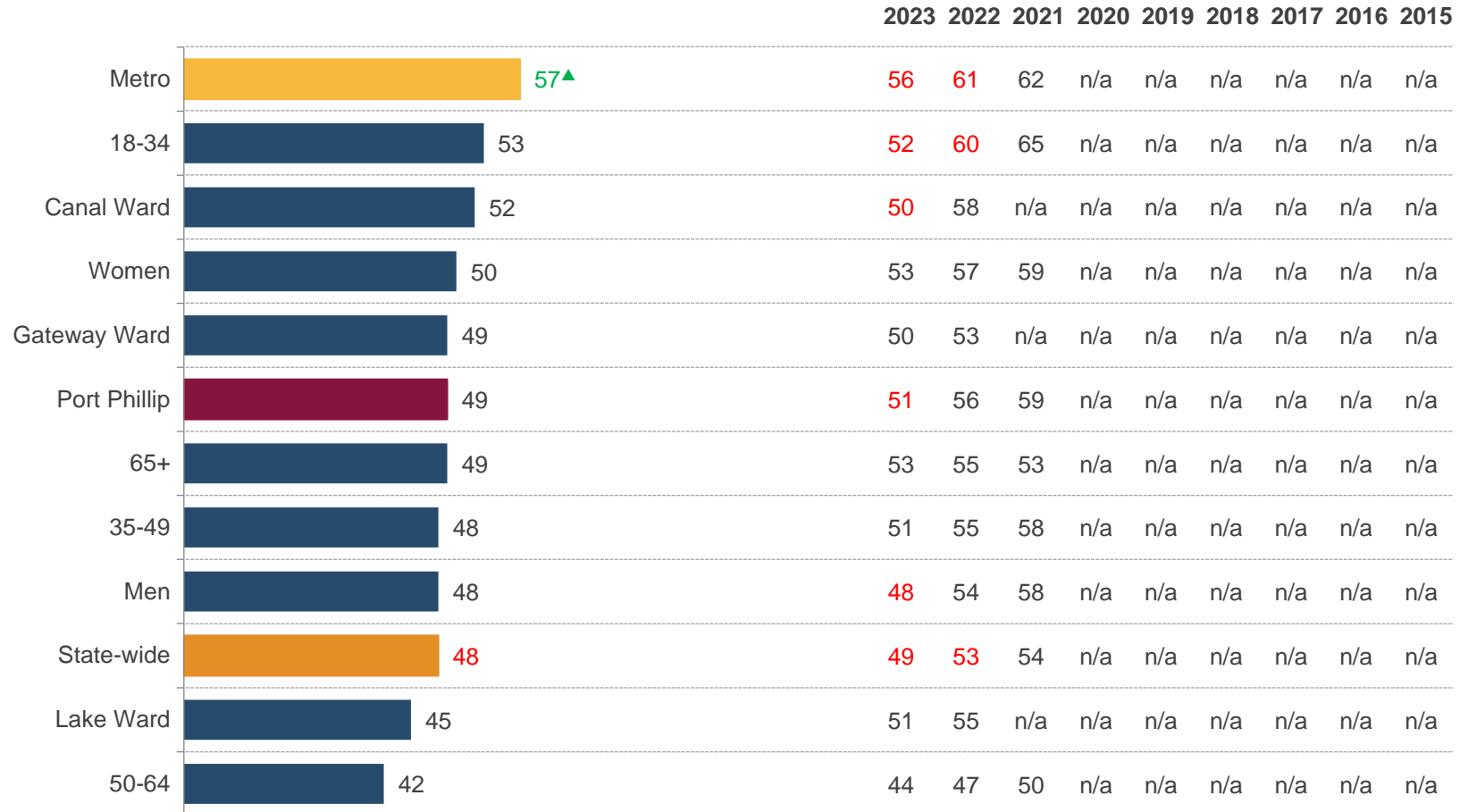


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Port Phillip City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13



Value for money in services and infrastructure

2024 value for money (index scores)



Q3b. How would you rate Port Phillip City Council at providing good value for money in infrastructure and services provided to your community?

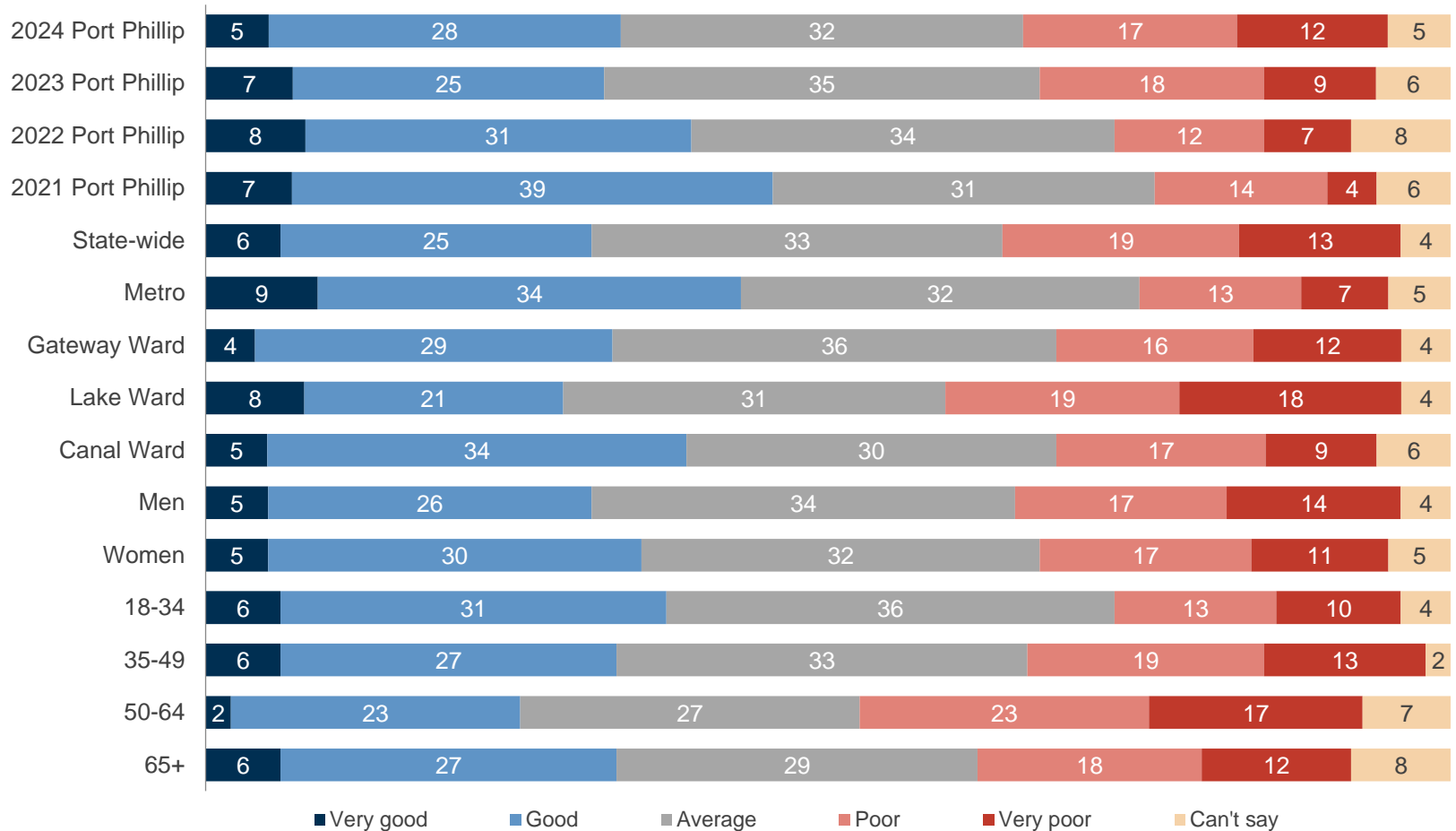
Base: All respondents. Councils asked State-wide: 61 Councils asked group: 12

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



Value for money in services and infrastructure

2024 value for money (%)



Q3b. How would you rate Port Phillip City Council at providing good value for money in infrastructure and services provided to your community?

Base: All respondents. Councils asked State-wide: 61 Councils asked group: 12



Top performing service areas

Art centres and libraries (index score of 74) is the area where Council performed best in 2024, improving by three index points from 2023 (not significant).

Council performs in line with the Metropolitan group average and the State-wide average in this area.

Although no cohort rates art centres and libraries any higher or lower than Council's average in 2024, significant increases on 2023 scores are evident among:

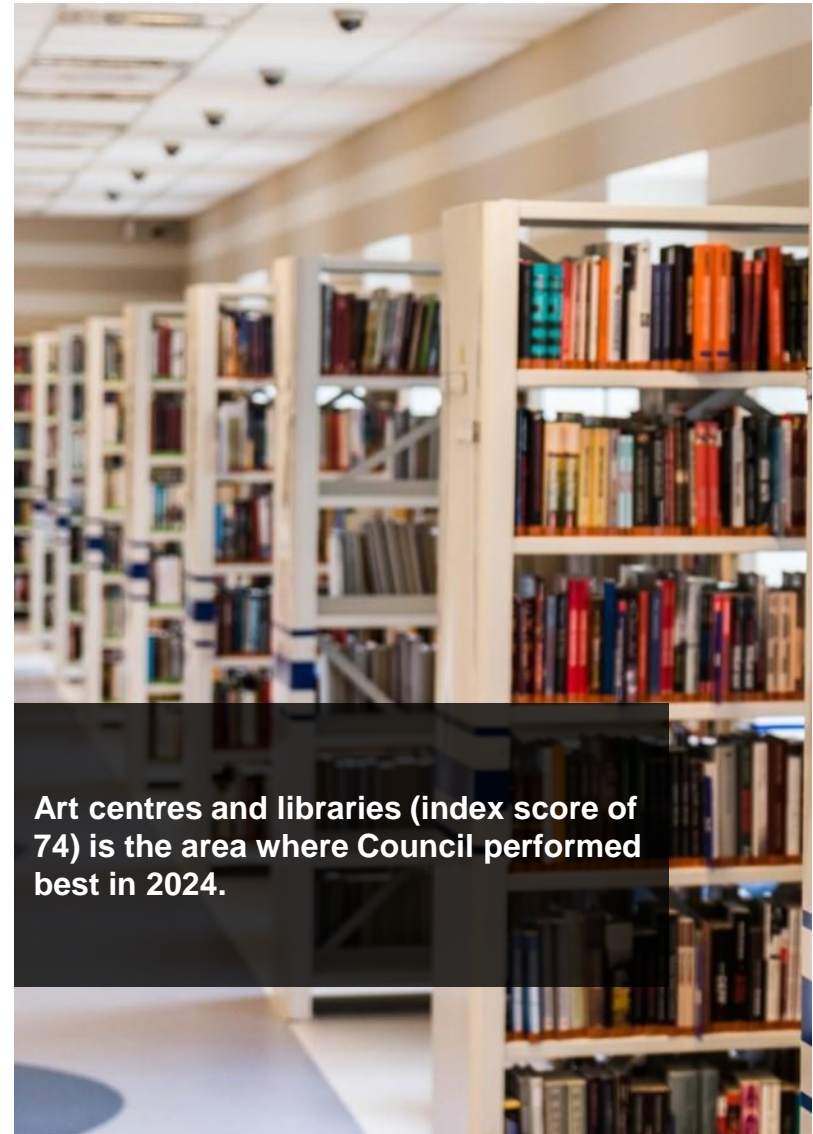
- people aged 35 to 49 years (75, up six points)
- Canal Ward residents (75, up five index points).

Recreational facilities is Council's next highest rated service area (index score of 68), followed by:

- community and cultural activities (index score of 67)
- appearance of public areas (index score of 63).

Council performs significantly below the Metropolitan group average in the areas of recreational facilities and the appearance of public areas. It is rated in line with the group average in the area of community and cultural activities.

Perceptions of community and cultural activities are a key positive influence on overall perceptions, so maintaining this positive result should be a focus.



Art centres and libraries (index score of 74) is the area where Council performed best in 2024.



Low performing service areas



Council rates lowest in the areas of planning and building permits, and lobbying (index scores of 45 and 47 respectively). Planning and building permits is one of just two service areas where a significant decline in perceptions in 2024 is evident, falling five index points. (Waste management is the other area where perceptions declined significantly this year.)

In the area of building and planning permits, Council performs in line with State-wide average and significantly lower than the Metropolitan group average (index scores of 45 and 49 respectively).

- Significant declines in perceptions are evident this year among residents aged 18 to 34 years, women and personal users. Both personal users and household users rates Council's performance here significantly lower than average.

In the area of lobbying, Council performs significantly lower than both the State-wide and Metropolitan group averages (50 and 54 respectively).

- Nearly all cohorts have incrementally (but not significantly) lower index scores in 2024. The exception is women who report a significant six-point decline to an index score of 46. No group has an index score significantly different from the Council average.



Individual service area performance

2024 individual service area performance (index scores)

| | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | |
|------------------------------|------|------|------|------|------|------|------|------|------|-----|
| Art centres & libraries | 74 | 71 | 71 | n/a | n/a | n/a | n/a | 74 | n/a | n/a |
| Recreational facilities | 68 | 69 | 71 | n/a | 74 | 74 | 73 | 73 | 76 | n/a |
| Community & cultural | 67 | 66 | 65 | n/a | n/a | n/a | n/a | 70 | n/a | n/a |
| Appearance of public areas | 63 | 64 | 69 | n/a | 72 | 73 | 72 | 73 | n/a | 72 |
| Environmental sustainability | 61 | 60 | 61 | n/a | 61 | 61 | 61 | 63 | n/a | n/a |
| Waste management | 60 | 67 | 66 | 64 | 62 | 66 | 68 | 73 | n/a | n/a |
| Elderly support services | 59 | 60 | n/a | n/a | 68 | 69 | 67 | 69 | n/a | n/a |
| Informing the community | 57 | 55 | n/a | n/a | 64 | 64 | 62 | 63 | 67 | 68 |
| Sealed local roads | 57 | 59 | 66 | 67 | 69 | 68 | 67 | 70 | 70 | 73 |
| Slashing & weed control | 56 | 57 | 63 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Bus/community dev./tourism | 55 | 57 | n/a | n/a | n/a | n/a | n/a | 64 | n/a | n/a |
| Local streets & footpaths | 54 | 53 | 61 | n/a | 63 | 61 | 62 | 66 | n/a | n/a |
| Traffic management | 52 | 52 | 62 | n/a | 60 | 58 | 56 | 61 | n/a | n/a |
| Community decisions | 49 | 50 | 55 | 60 | 58 | 59 | 57 | 57 | 59 | 60 |
| Consultation & engagement | 49 | 52 | 54 | 58 | 59 | 61 | 56 | 59 | 62 | 61 |
| Population growth | 48 | 49 | n/a | n/a | 52 | 50 | 49 | 55 | n/a | 56 |
| Lobbying | 47 | 50 | 51 | 56 | 56 | 58 | 56 | 57 | 56 | 59 |
| Planning & building permits | 45 | 50 | 53 | n/a | 50 | 50 | 47 | 52 | n/a | n/a |

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

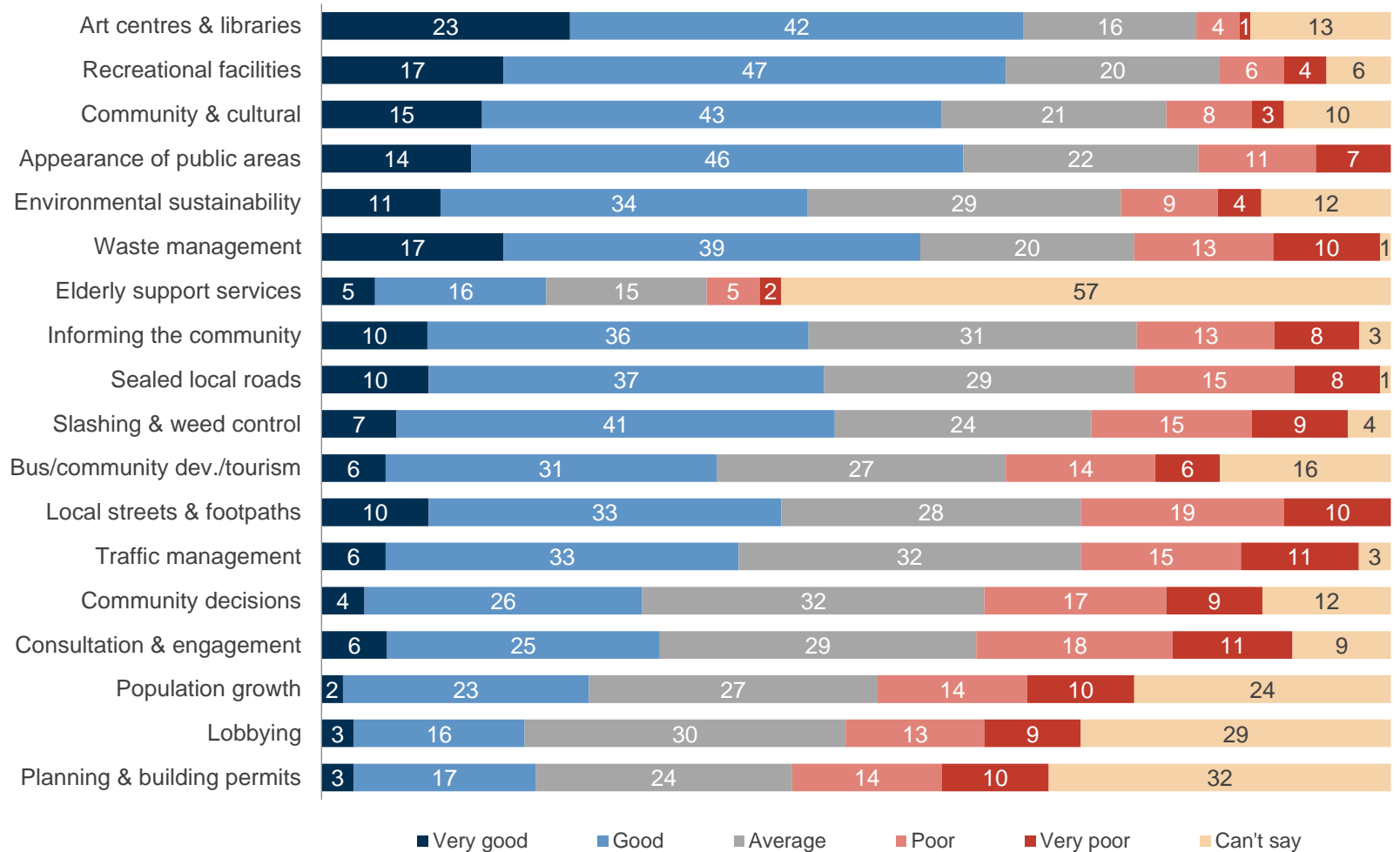
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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



Individual service area performance

2024 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13



Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance. Currently, Council performs poorly in this area (index score of 49).

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

- The appearance of public areas
- The condition of local streets and footpaths
- Informing the community
- Community consultation and engagement
- Traffic management
- Lobbying on behalf of the community
- Waste management
- Community and cultural activities.

Looking at these key service areas only, Council performs best on community and cultural activities

(index score of 67) and also performs well on the stronger influence of the appearance of public areas (index score of 63).

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

Other service areas that have a moderate influence on overall perceptions, but where Council performs relatively less well, include traffic management, local streets and footpaths, and informing the community (index scores of 52, 54 and 57 respectively).

Attending to resident concerns about local traffic, continuing to maintain local streets and footpaths, and keeping the community well-informed on key local issues and Council activities can help to shore up positive overall opinion of Council.

However, in addition to Council decision making, most in need of attention are its lobbying and community consultation, which are rated as poor (index scores of 47 and 49 respectively) and are moderate influences on overall community opinion.

It will be important to consult residents on key issues, policies and initiatives and demonstrate efforts to advocate on their behalf to improve overall ratings of Council performance.



Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

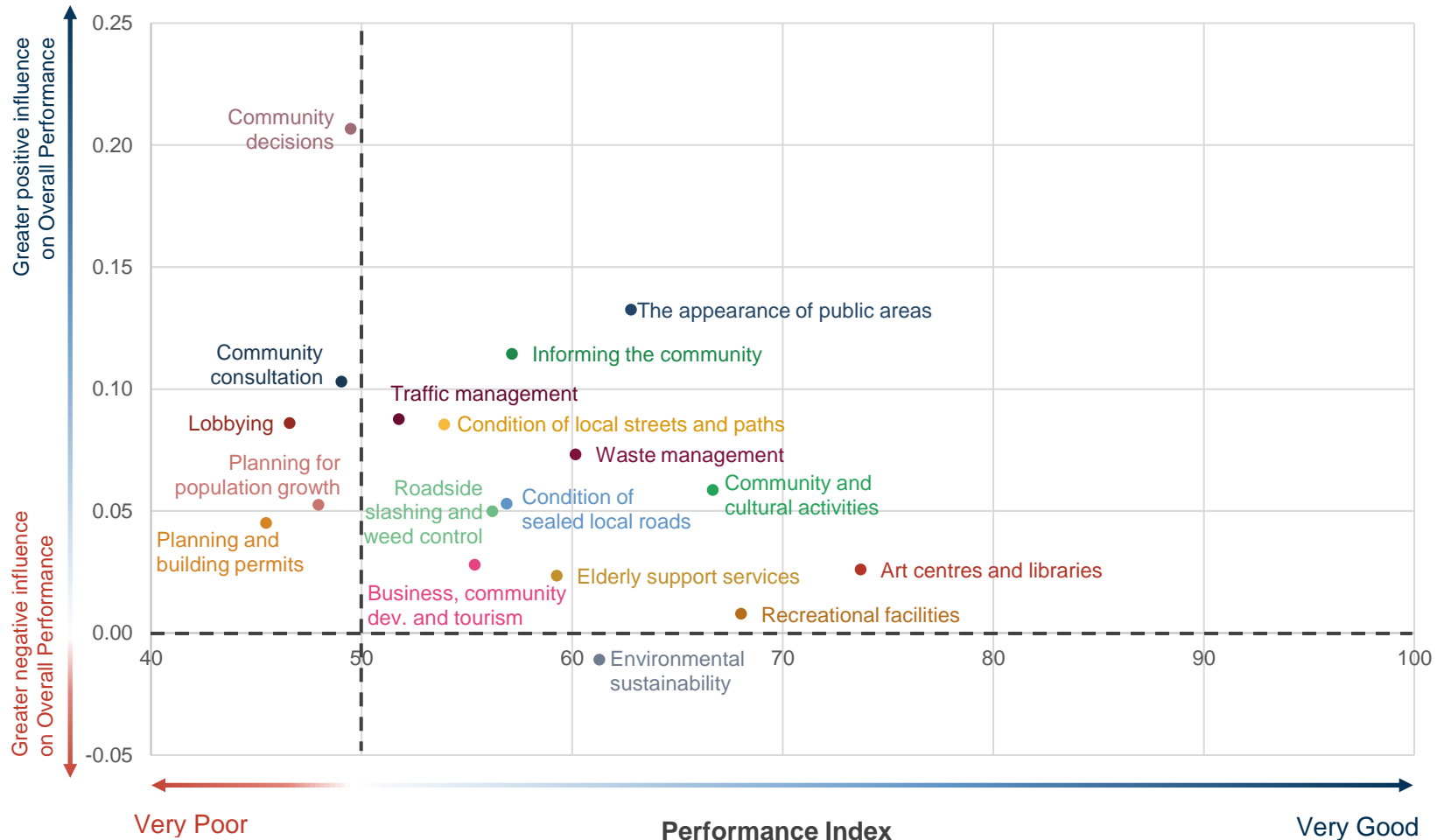
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2024 regression analysis (all service areas)

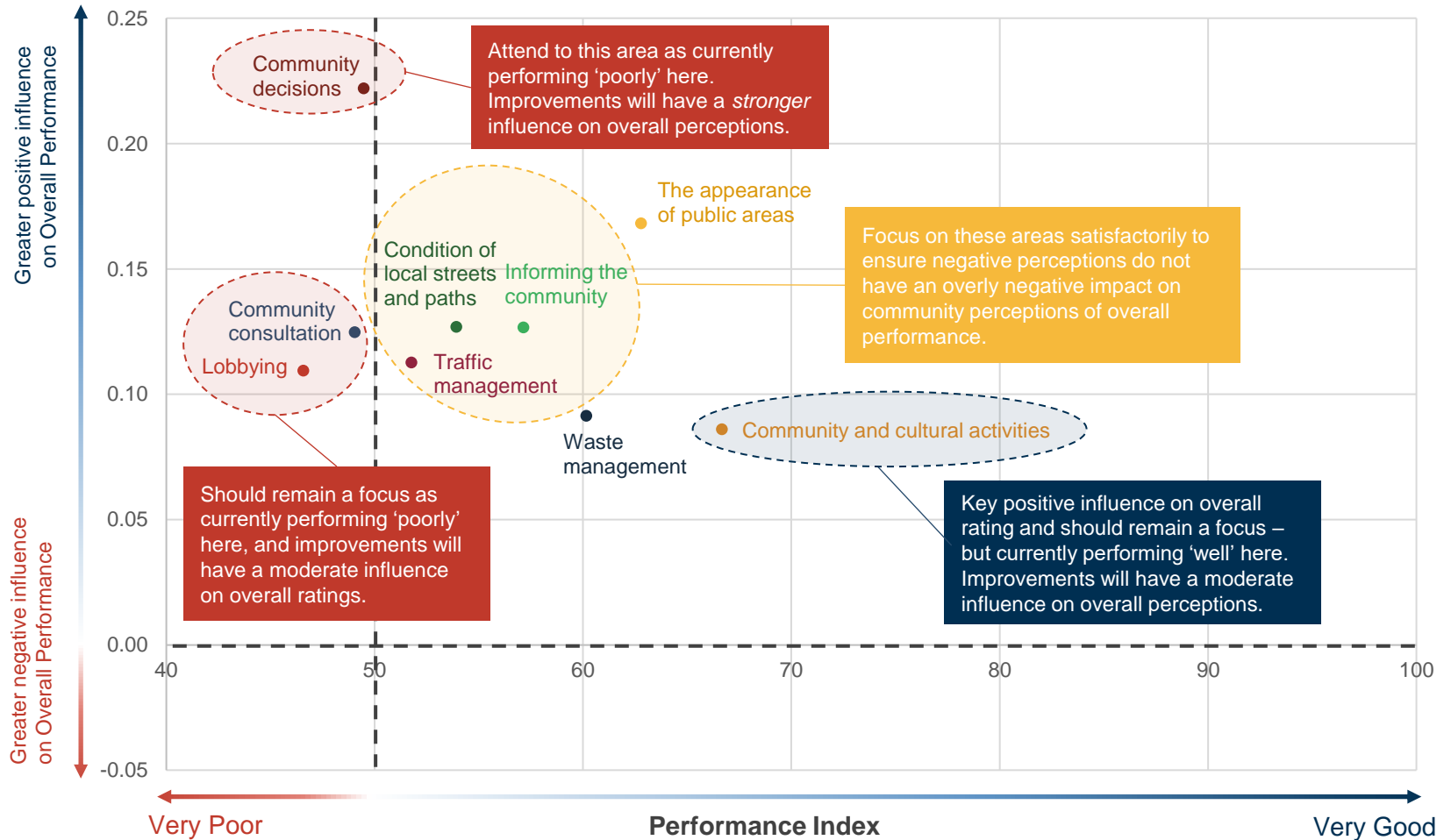


The multiple regression analysis model above (all service areas) has an R^2 value of 0.709 and adjusted R^2 value of 0.703, which means that 70% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 119.23$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2024 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.698 and adjusted R^2 value of 0.695, which means that 70% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 228.5$.



Best things about Council

2024 best things about Council (%)
- Top mentions only -



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

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8

A verbatim listing of responses to this question can be found in the accompanying dashboard.



Customer service

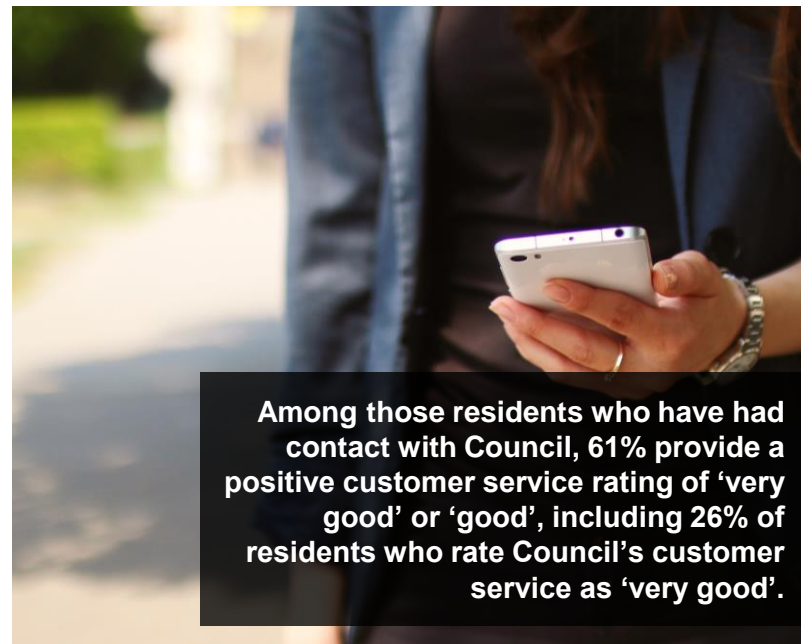


Contact with council and customer service

Contact with council

Nearly seven in ten residents (69%) have had contact with Port Phillip City Council in the last 12 months, unchanged from 2023.

- Residents aged 50 to 64 years are most likely to contact Council (although not significantly higher than the Council average). Since 2020, this is the cohort to have most frequently made contact.
- Telephone remains the most common method of contacting Council (35%), followed by email (32%), the website (22%) or in person (20%).



Among those residents who have had contact with Council, 61% provide a positive customer service rating of 'very good' or 'good', including 26% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 66 is (a not significant) one index point lower than in 2023.

Customer service is rated in line with the State-wide average for councils and lower than the Metropolitan group average (index scores of 67 and 71 respectively).

No geographic or demographic cohorts provide a customer service rating significantly higher or lower than the 2024 average. Perceptions of customer service are not significantly different from 2023 for any group.

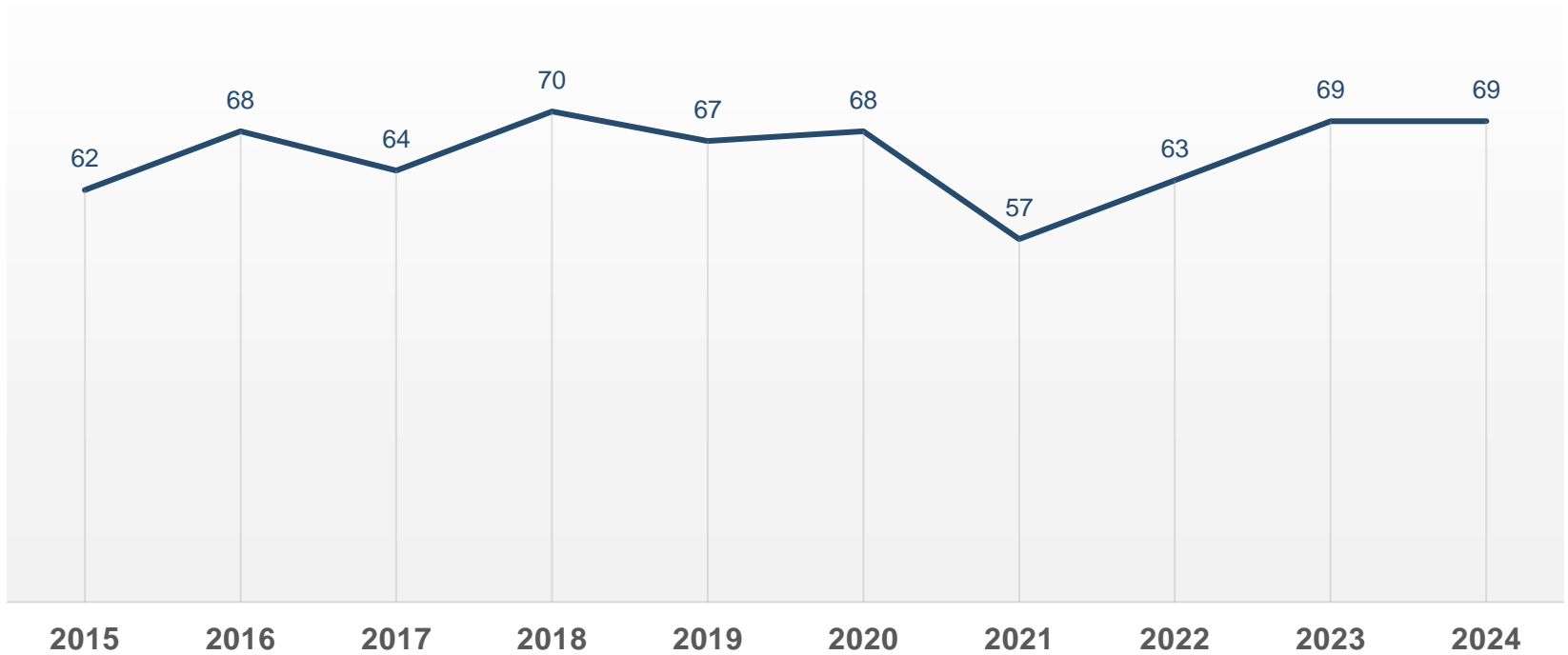
Six in ten residents (61%) provide a positive customer service rating of 'very good' or 'good', and just 17% provide a rating of 'very poor' or 'poor'. One in five residents (20%) provide a rating of 'average'.

Customer service is rated highest for in-person contact (index score of 72), followed by contact via the website (69) and telephone (66). Interactions via email (61) receive the lowest customer service index of the four most frequently used methods of contacting Council. Given one in three residents contacted Council by email, this channel should be a focus for improved interactions in the year ahead.



Contact with council

2024 contact with council (%)
Have had contact

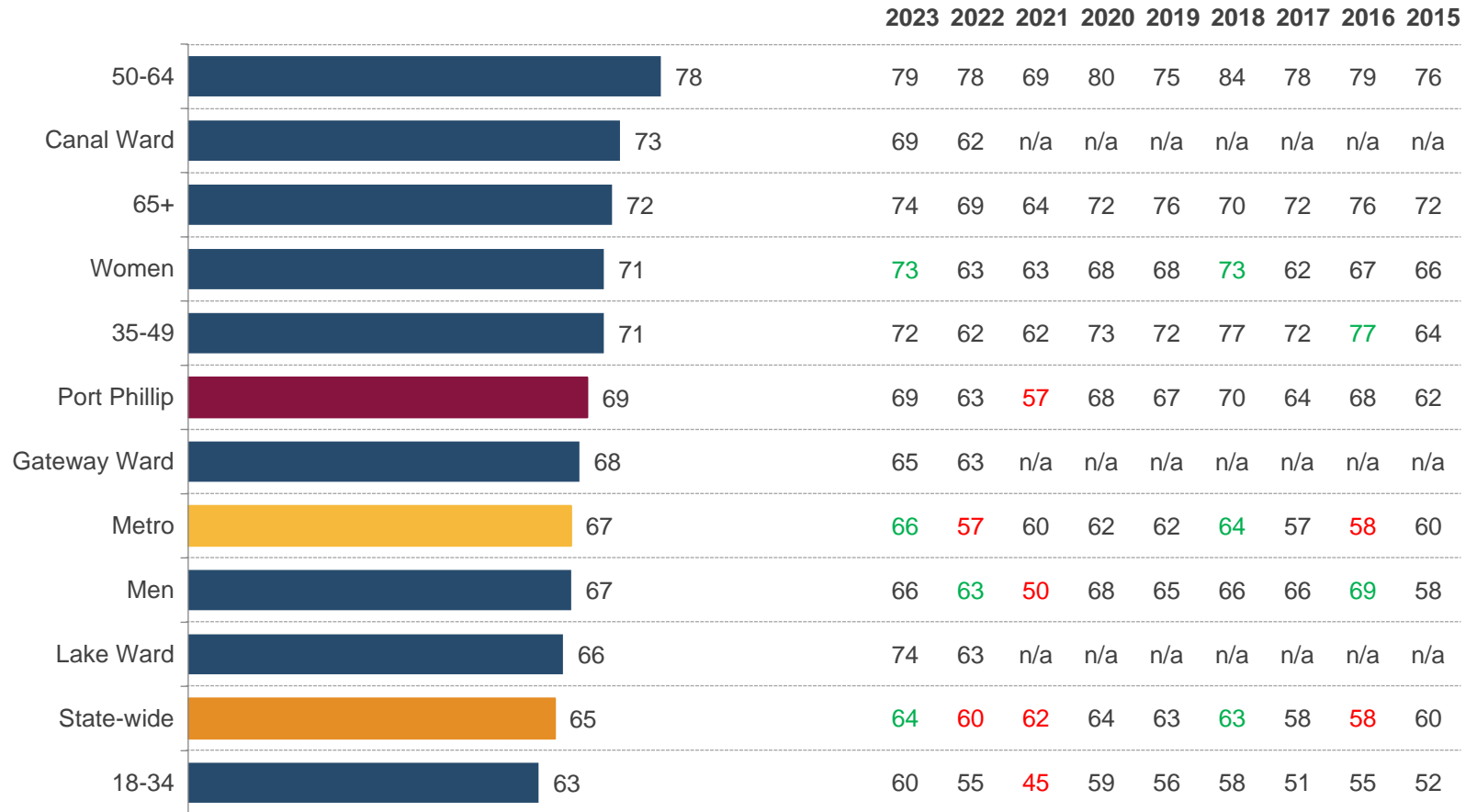


Q5a. Have you or any member of your household had any recent contact with Port Phillip City Council in any of the following ways?
Base: All respondents. Councils asked State-wide: 26 Councils asked group: 7



Contact with council

2024 contact with council (%)



Q5a. Have you or any member of your household had any recent contact with Port Phillip City Council in any of the following ways?

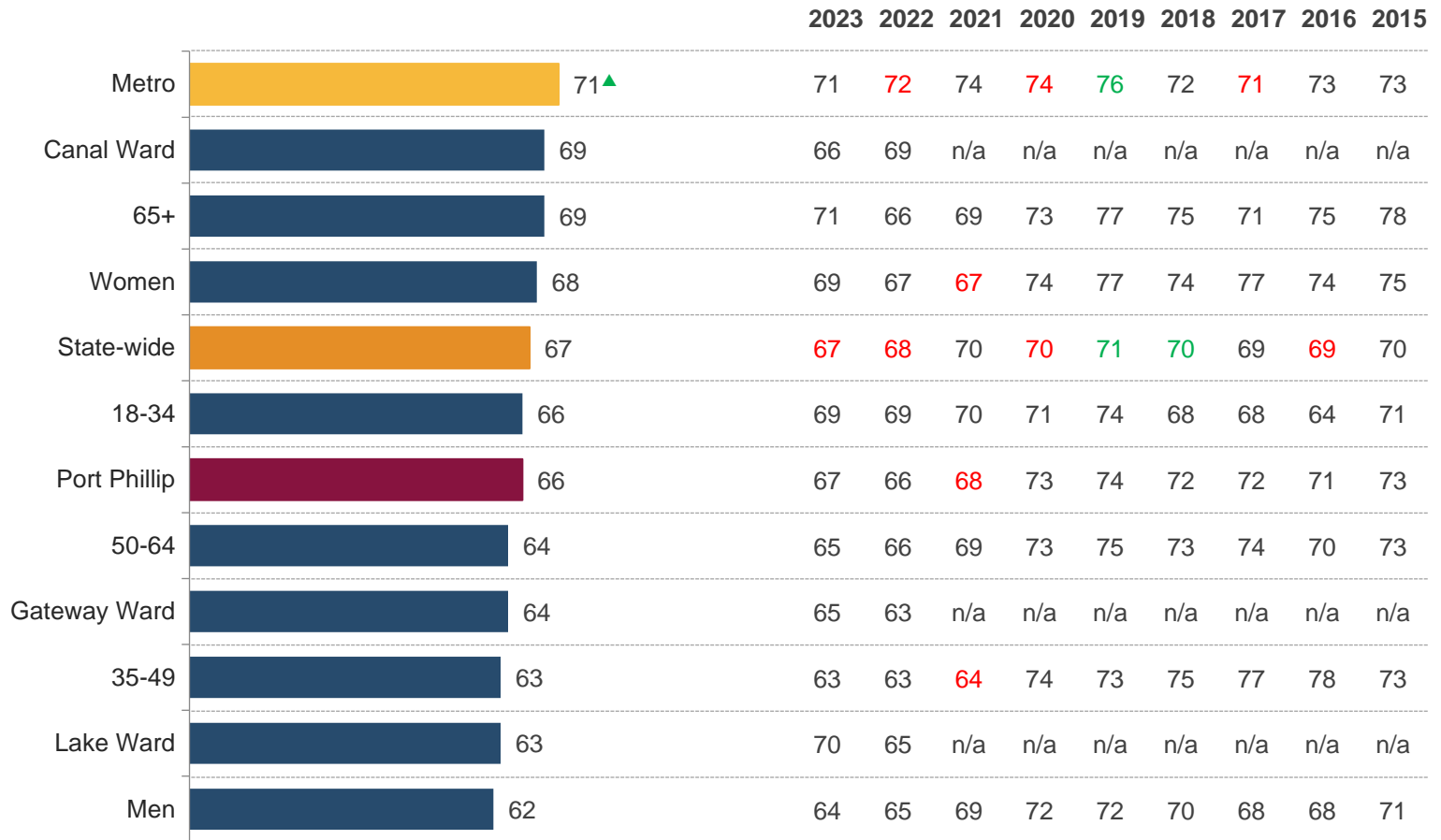
Base: All respondents. Councils asked State-wide: 26 Councils asked group: 7

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



Customer service rating

2024 customer service rating (index scores)

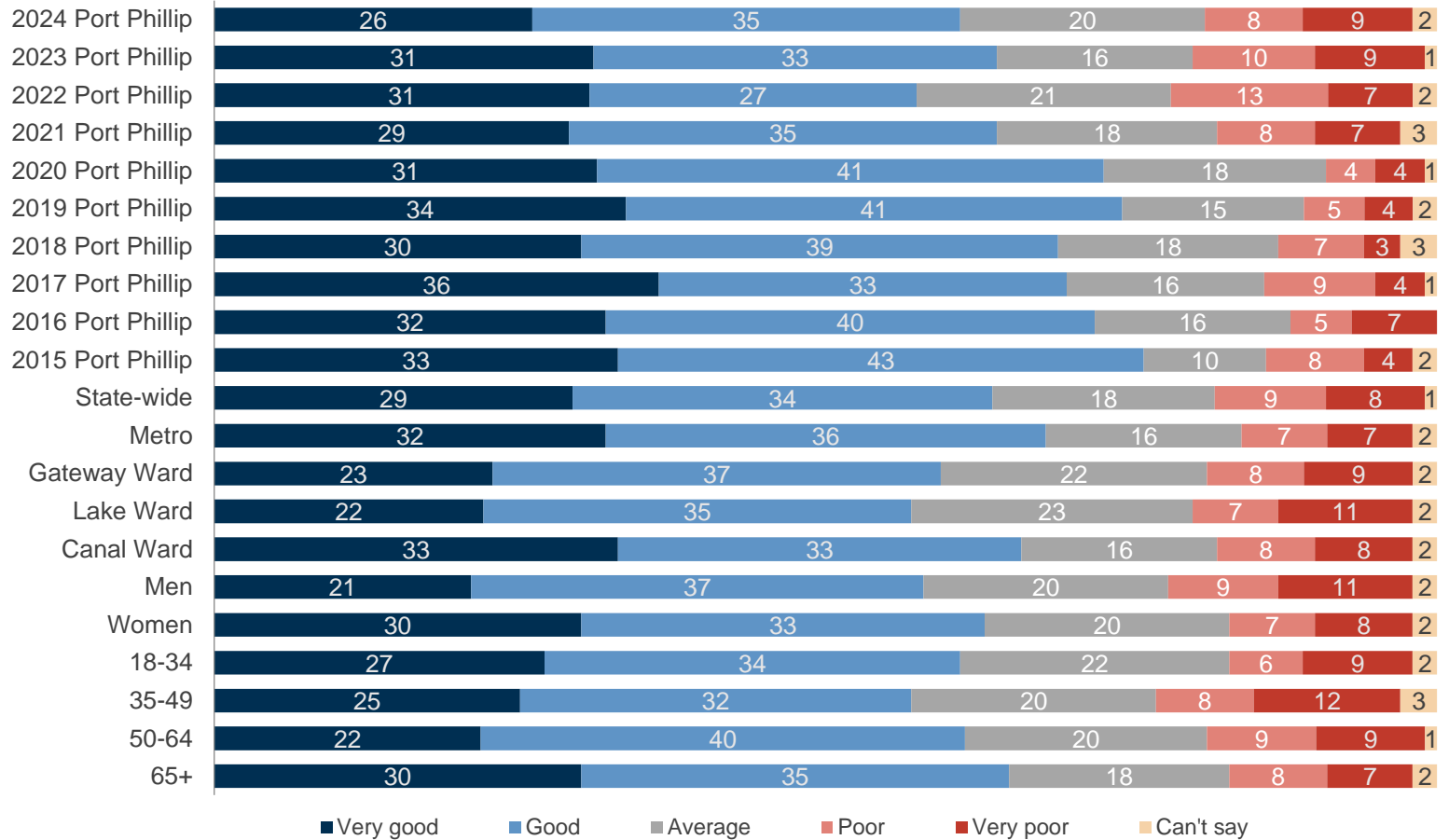


Q5c. Thinking of the most recent contact, how would you rate Port Phillip City Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 62 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Customer service rating

2024 customer service rating (%)

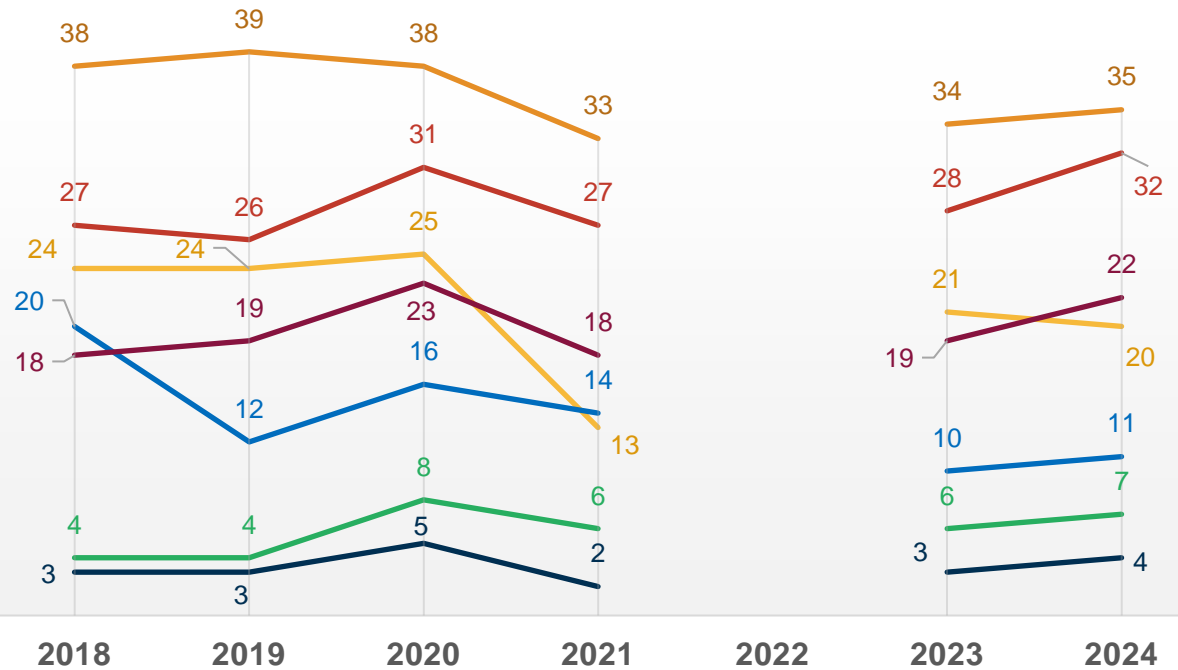
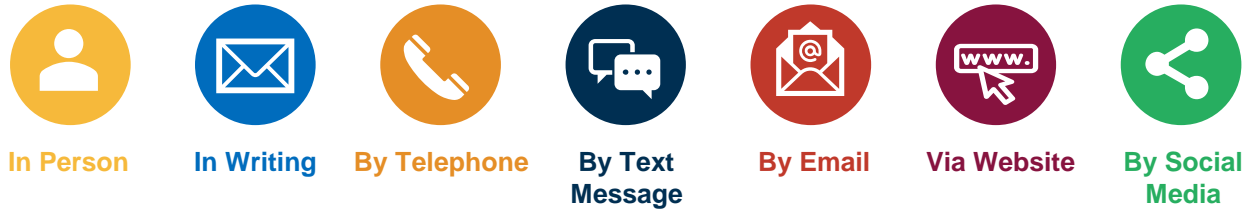


Q5c. Thinking of the most recent contact, how would you rate Port Phillip City Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 62 Councils asked group: 13



Method of contact with council

2024 method of contact (%)



Q5a. Have you or any member of your household had any recent contact with Port Phillip City Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 7

Note: Respondents could name multiple contacts methods so responses may add to more than 100%



Customer service rating by method of last contact

2024 customer service rating (index score by method of last contact)

| | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | |
|-----------------|------|------|------|------|------|------|------|------|------|-----|
| In person | 72 | 71 | n/a | 78 | 83 | 80 | 80 | n/a | n/a | n/a |
| Via website | 69 | 66 | n/a | 74 | 76 | 76 | 77 | n/a | n/a | n/a |
| By telephone | 66 | 67 | n/a | 76 | 73 | 74 | 75 | n/a | n/a | n/a |
| By email | 61 | 67 | n/a | 59 | 65 | 74 | 67 | n/a | n/a | n/a |
| In writing | 57* | 60 | n/a | 50 | 70 | 68 | 61 | n/a | n/a | n/a |
| By social media | 51* | 64 | n/a | 59 | 67 | 66 | 64 | n/a | n/a | n/a |

Q5c. Thinking of the most recent contact, how would you rate Port Phillip City Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

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

Councils asked State-wide: 26 Councils asked group: 7

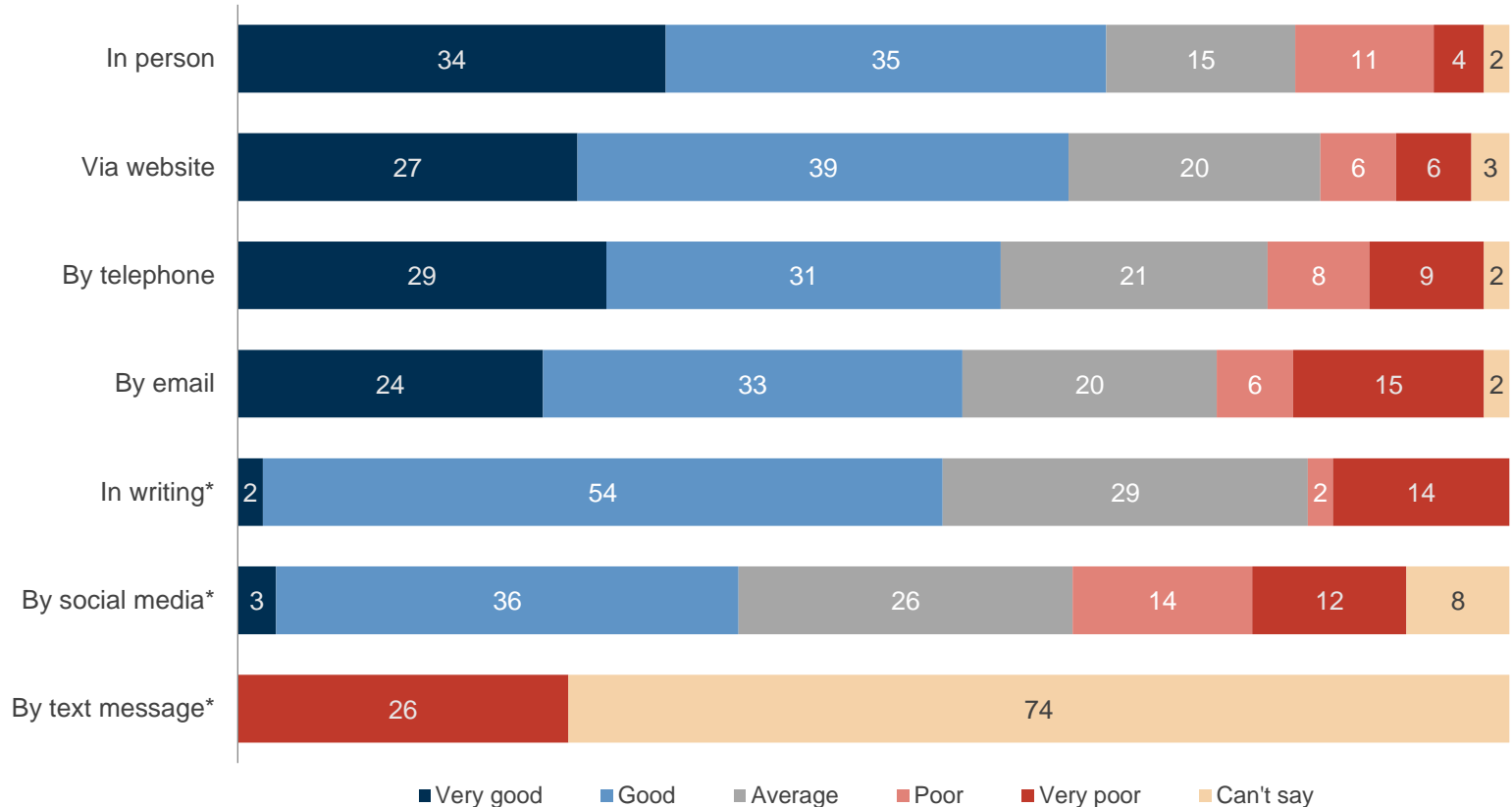
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2024 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Port Phillip City Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 26 Councils asked group: 7
 *Caution: small sample size < n=30



Communication

Communication

The preferred form of communication from Council about news and information and upcoming events is a Council newsletter sent via email (43%). This is followed by Council sending a newsletter in the mail (27%). The third most frequently selected option is social media (12%).

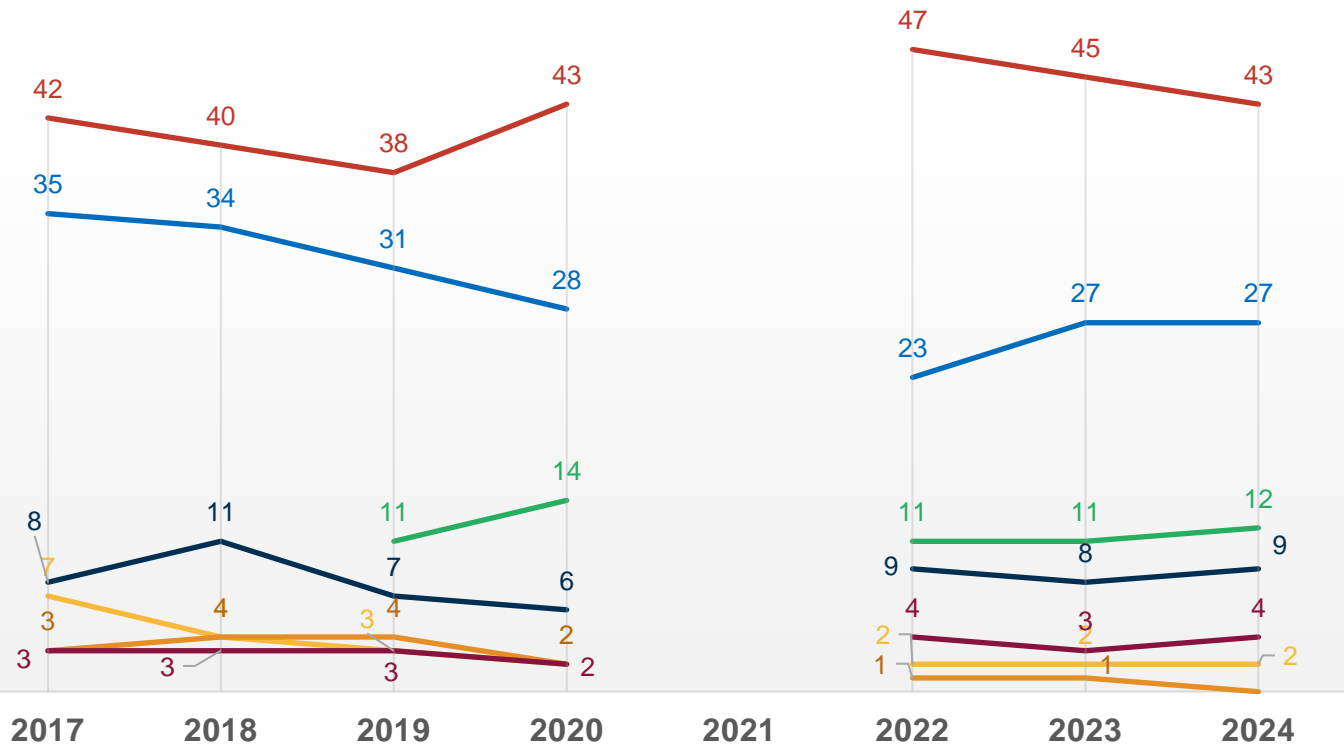
- Among residents aged under 50 years, email newsletters are preferred (40%) well ahead of a Council newsletter via mail (24%), with information shared via social media (15%) following in third position. This ranking is unchanged from 2022.
- The preferred form of communication among those aged 50 years or older is also a Council newsletter sent via email (48%), followed by a newsletter in the mail (31%). This is unchanged since 2022. All other communication channels are selected by a small number of residents among this older cohort (7% for text message which is the next most frequently mentioned channel).





Best form of communication

2024 best form of communication (%)

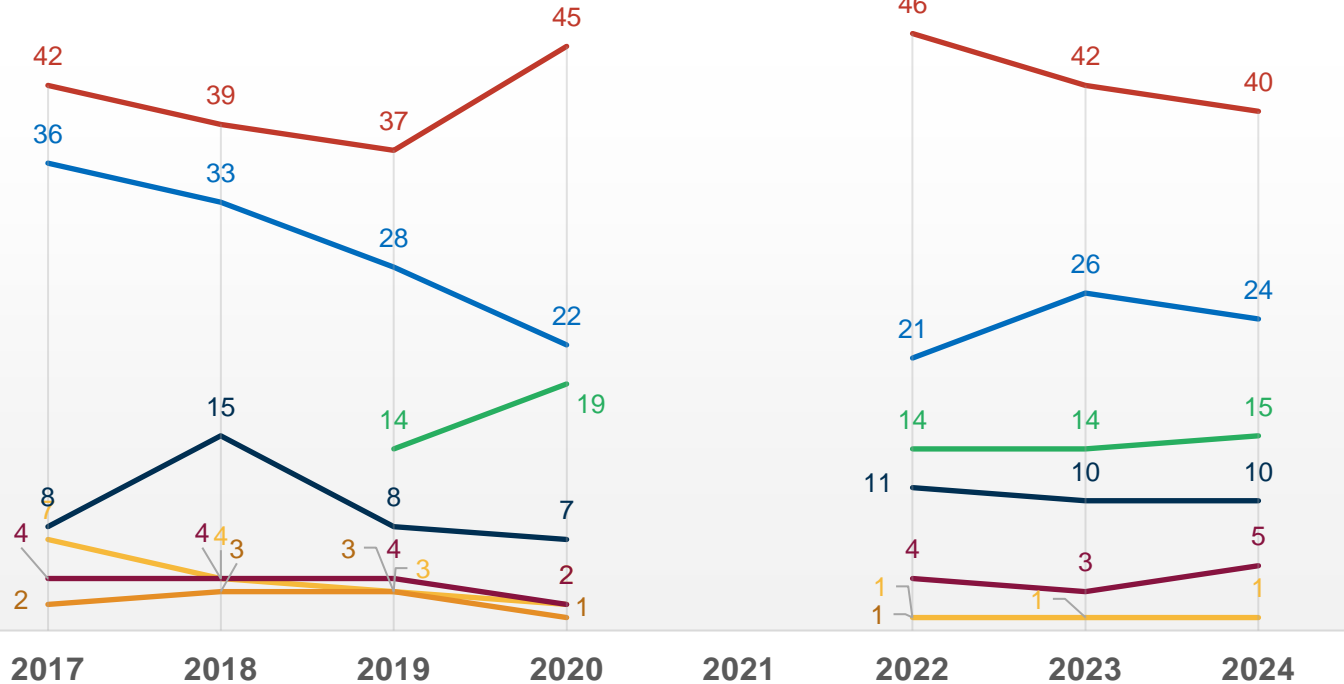


Q13. If Port Phillip City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents. Councils asked State-wide: 38 Councils asked group: 10
 Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2024 under 50s best form of communication (%)

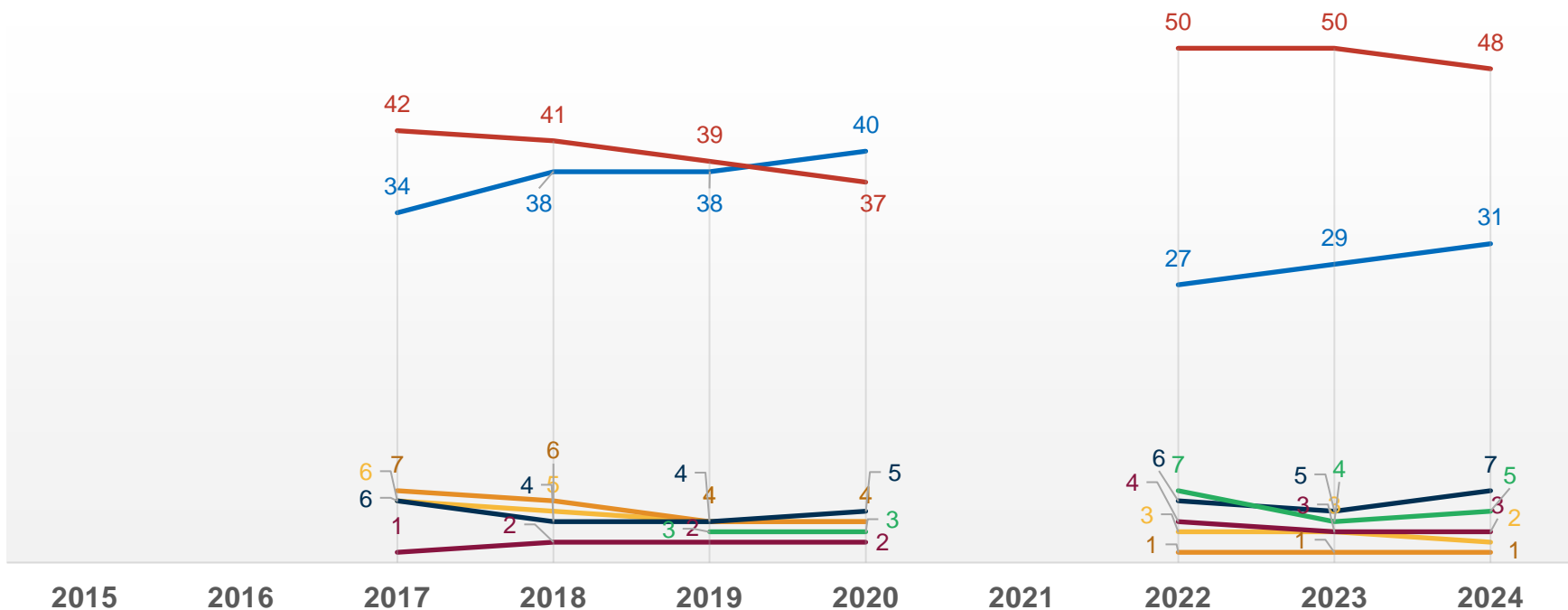


Q13. If Port Phillip City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged under 50. Councils asked State-wide: 38 Councils asked group: 10
 Note: 'Social Media' was included in 2019.



Best form of communication: 50+ years

2024 50+ years best form of communication (%)



Q13. If Port Phillip City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged 50+ years. Councils asked State-wide: 38 Councils asked group: 10
 Note: 'Social Media' was included in 2019.



Council direction

Council direction

Perceptions of the direction of Council's overall performance (index score of 42) have declined for three years running and are now at the lowest level recorded in 10 years.

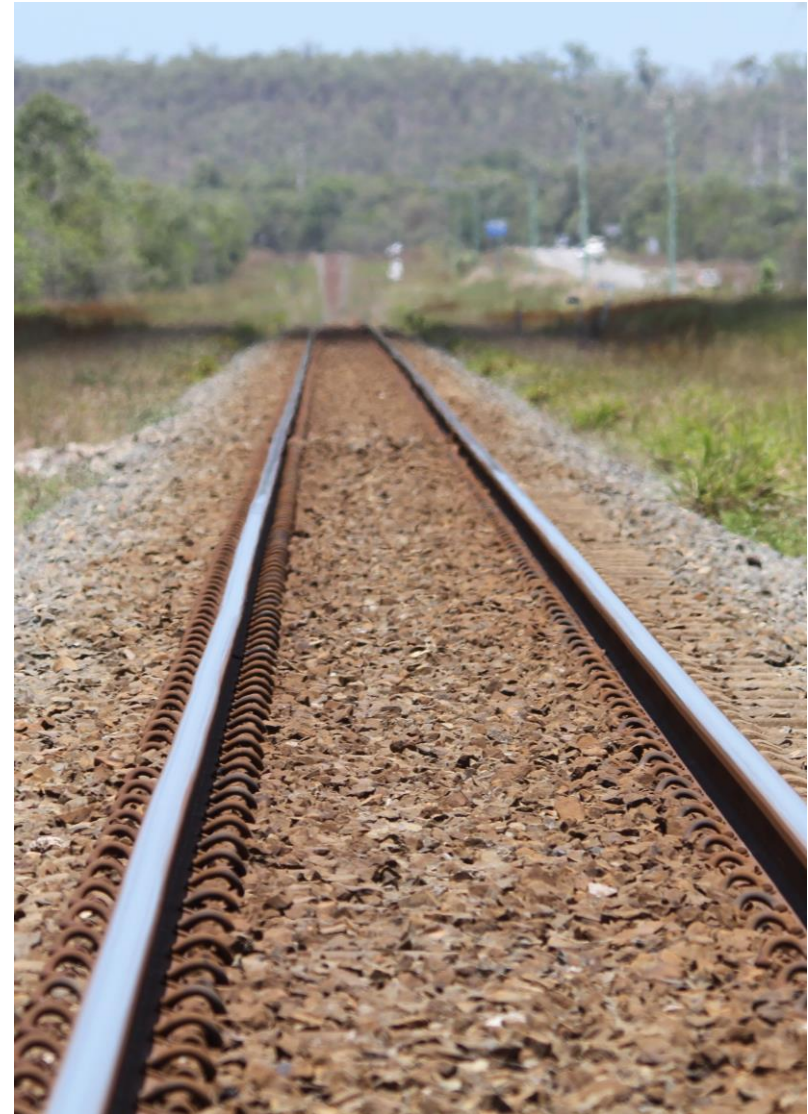
Council's overall direction is rated significantly lower than both the State-wide average for councils and the Metropolitan group average.

There are no significant differences in ratings of overall direction among any geographic or demographic cohorts compared to the Council average in 2024.

- The most satisfied with Council's overall direction are Canal Ward residents (index score of 45).
- The least satisfied with council direction are those aged 35 to 49 years or men (index score of 40 for each).

Over the last 12 months, 65% of residents believe the direction of Council's overall performance has stayed the same. Just 8% believe the direction has improved and nearly one in four (23%) believe it has deteriorated.

In a trade-off between rates and services, 51% of residents 'definitely' or 'probably' prefer cuts in council services to keep council rates at the same level as they are now, far more than the 24% who 'definitely' or 'probably' prefer rate rises to improve local services.





Overall council direction last 12 months

2024 overall council direction (index scores)

| | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 |
|--------------|------|------|------|------|------|------|------|------|------|
| Metro | 49▲ | 53 | 55 | 54 | 55 | 54 | 54 | 55 | 56 |
| State-wide | 45▲ | 50 | 53 | 51 | 53 | 52 | 53 | 51 | 53 |
| Canal Ward | 45 | 49 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 44 | 44 | 44 | 50 | 49 | 50 | 48 | 53 | 49 |
| Women | 44 | 49 | 51 | 52 | 54 | 51 | 55 | 53 | 58 |
| 18-34 | 43 | 53 | 57 | 56 | 57 | 53 | 57 | 56 | 63 |
| Port Phillip | 42 | 47 | 51 | 51 | 53 | 50 | 54 | 54 | 56 |
| Lake Ward | 41 | 48 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Gateway Ward | 41 | 44 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 41 | 40 | 45 | 45 | 50 | 47 | 45 | 50 | 52 |
| Men | 40 | 46 | 51 | 50 | 53 | 50 | 53 | 56 | 54 |
| 35-49 | 40 | 45 | 50 | 49 | 52 | 49 | 58 | 55 | 52 |

Q6. Over the last 12 months, what is your view of the direction of Port Phillip City Council's overall performance?

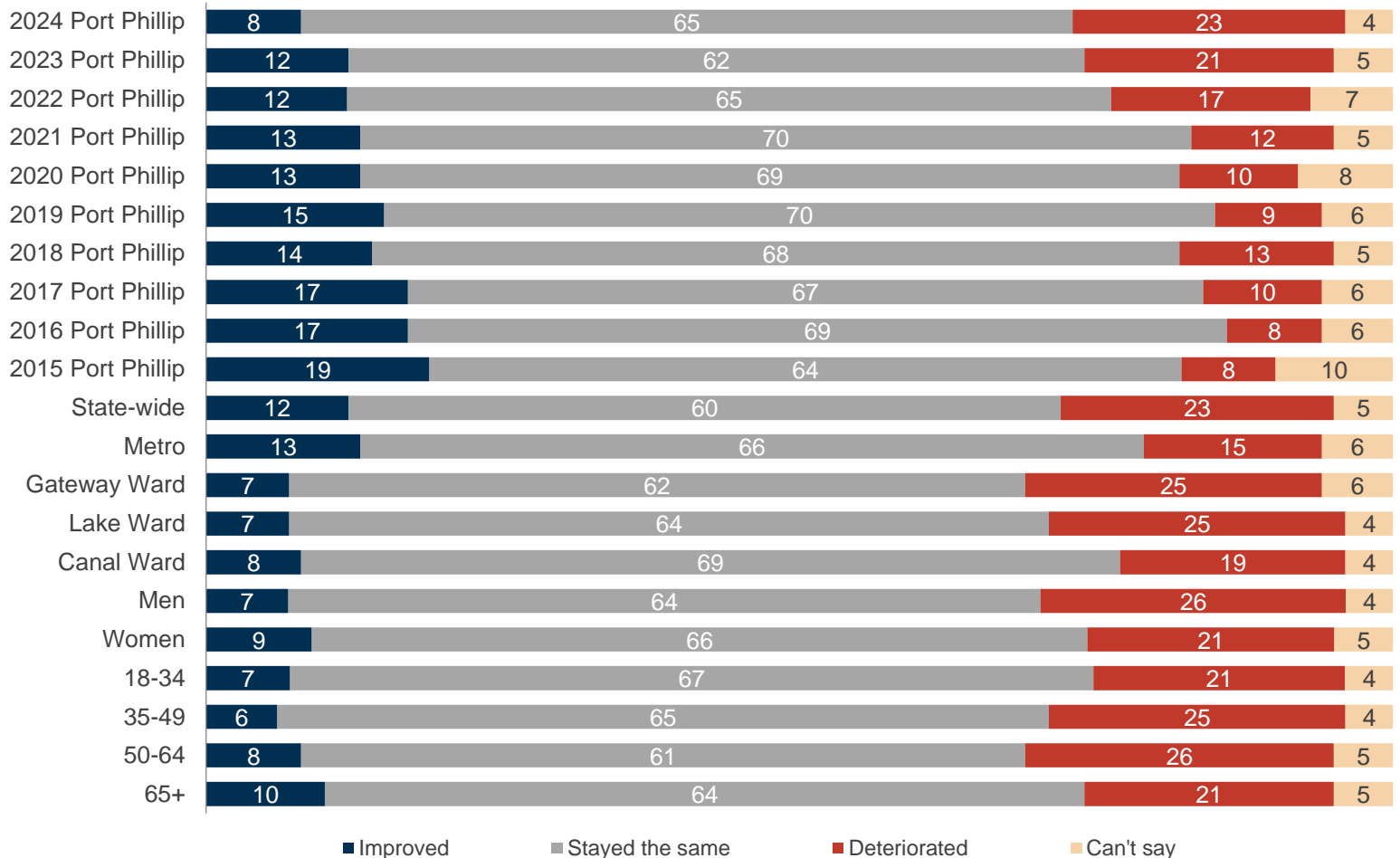
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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



Overall council direction last 12 months

2024 overall council direction (%)

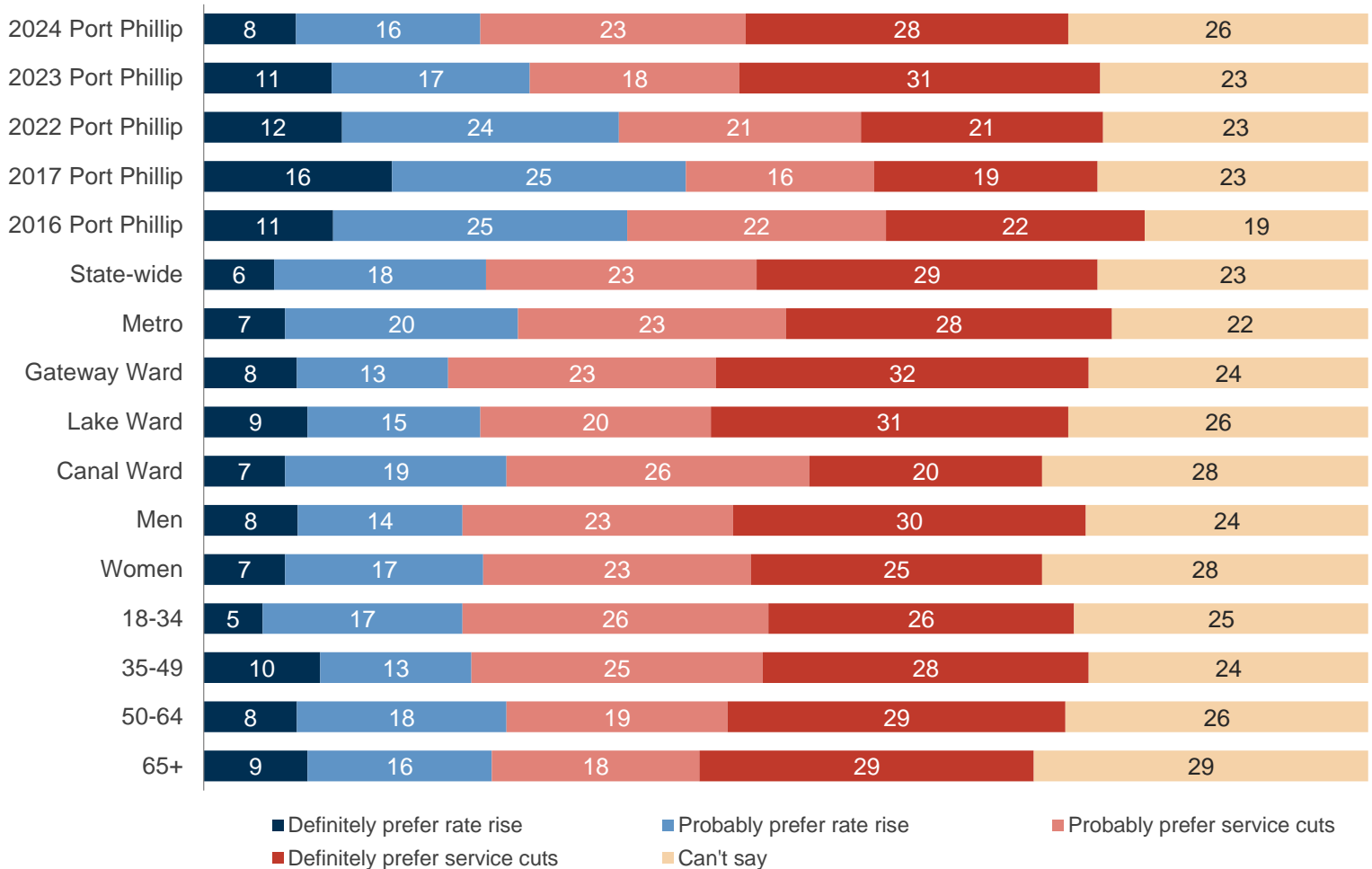


Q6. Over the last 12 months, what is your view of the direction of Port Phillip City Council's overall performance?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13



Rates / services trade-off

2024 rates / services trade-off (%)



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

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 4

A large, dark blue, stylized letter 'W' graphic that spans across the top and right side of the page. The 'W' is filled with a glowing, intricate network pattern of white and light blue lines, resembling a fiber optic or neural network. The background of the 'W' is a dark blue gradient.

Individual service areas



Community consultation and engagement performance



2024 consultation and engagement performance (index scores)

| | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 |
|----------------|------|------|------|------|------|------|------|------|------|
| Metro | 56▲ | 55 | 58 | 59 | 58 | 57 | 57 | 58 | 58 |
| Canal Ward | 52 | 53 | 55 | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 51 | 53 | 55 | 58 | 59 | 63 | 59 | 63 | 63 |
| State-wide | 51 | 52 | 54 | 56 | 55 | 56 | 55 | 55 | 54 |
| 35-49 | 50 | 51 | 54 | 59 | 60 | 60 | 57 | 59 | 63 |
| 65+ | 50 | 50 | 52 | 53 | 56 | 56 | 57 | 54 | 64 |
| 18-34 | 49 | 54 | 57 | 62 | 62 | 65 | 56 | 61 | 61 |
| Port Phillip | 49 | 52 | 54 | 58 | 59 | 61 | 56 | 59 | 62 |
| Lake Ward | 48 | 50 | 54 | n/a | n/a | n/a | n/a | n/a | n/a |
| Household user | 48 | 51 | 52 | n/a | n/a | n/a | n/a | n/a | n/a |
| Personal user | 47 | 52 | 51 | n/a | n/a | n/a | n/a | n/a | n/a |
| Gateway Ward | 47 | 53 | 53 | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 47 | 50 | 53 | 58 | 59 | 59 | 54 | 56 | 60 |
| 50-64 | 45 | 49 | 49 | 52 | 53 | 54 | 54 | 61 | 58 |

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

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

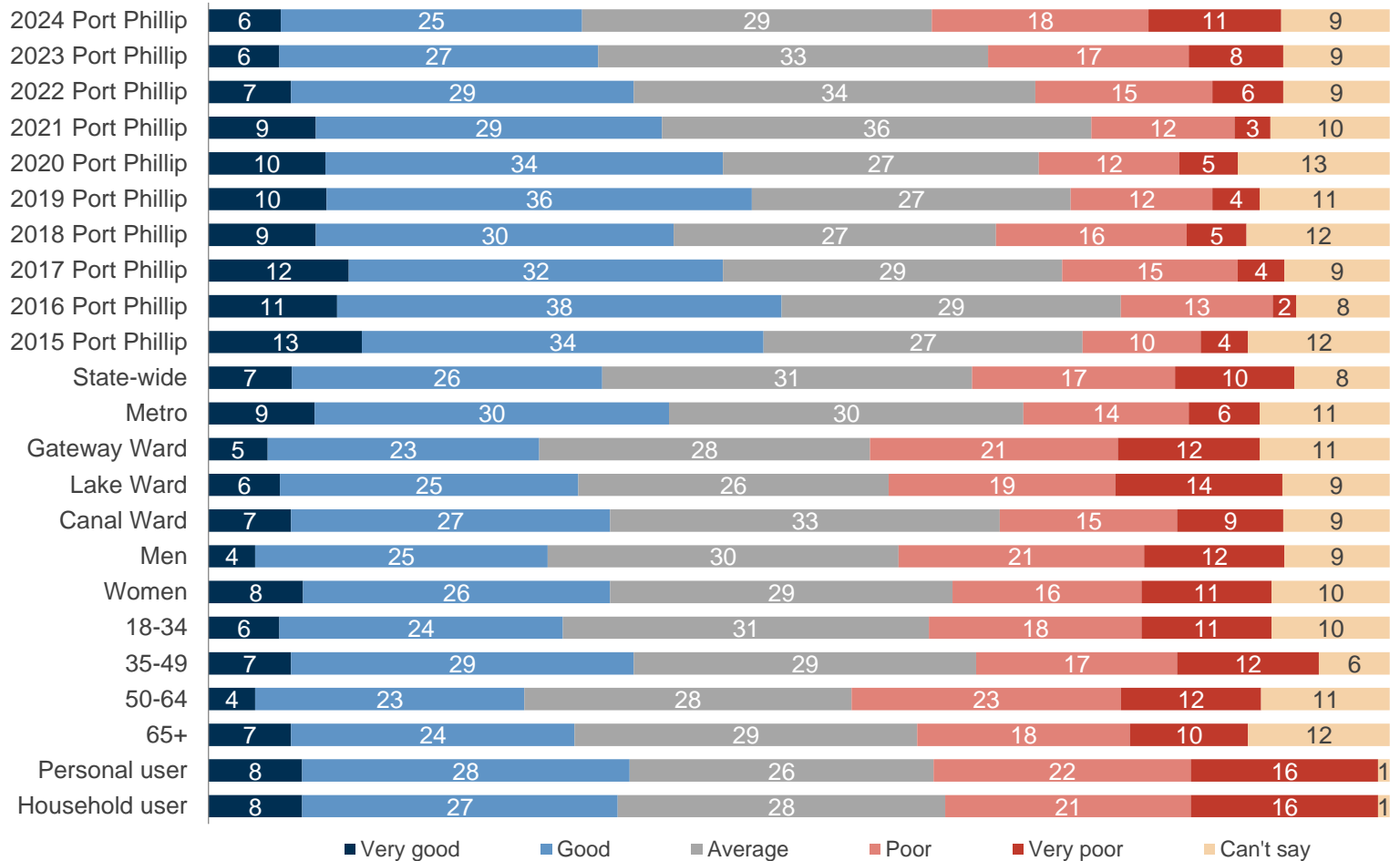
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2024 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13



Lobbying on behalf of the community performance



2024 lobbying performance (index scores)

| | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 |
|--------------|------|------|------|------|------|------|------|------|------|
| Metro | 54▲ | 53 | 55 | 56 | 57 | 57 | 56 | 56 | 58 |
| Canal Ward | 51 | 49 | 53 | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 50▲ | 51 | 53 | 55 | 53 | 54 | 54 | 54 | 55 |
| 18-34 | 49 | 53 | 55 | 62 | 59 | 63 | 59 | 61 | 56 |
| Men | 47 | 48 | 50 | 56 | 57 | 56 | 54 | 54 | 53 |
| 35-49 | 47 | 48 | 49 | 56 | 57 | 56 | 55 | 58 | 60 |
| Port Phillip | 47 | 50 | 51 | 56 | 56 | 58 | 56 | 57 | 56 |
| Women | 46 | 51 | 51 | 57 | 56 | 59 | 57 | 61 | 61 |
| Gateway Ward | 46 | 50 | 47 | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 45 | 50 | 49 | 49 | 53 | 53 | 50 | 51 | 58 |
| Lake Ward | 44 | 49 | 51 | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 43 | 43 | 43 | 51 | 51 | 52 | 52 | 51 | 51 |

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

Base: All respondents. Councils asked State-wide: 46 Councils asked group: 9

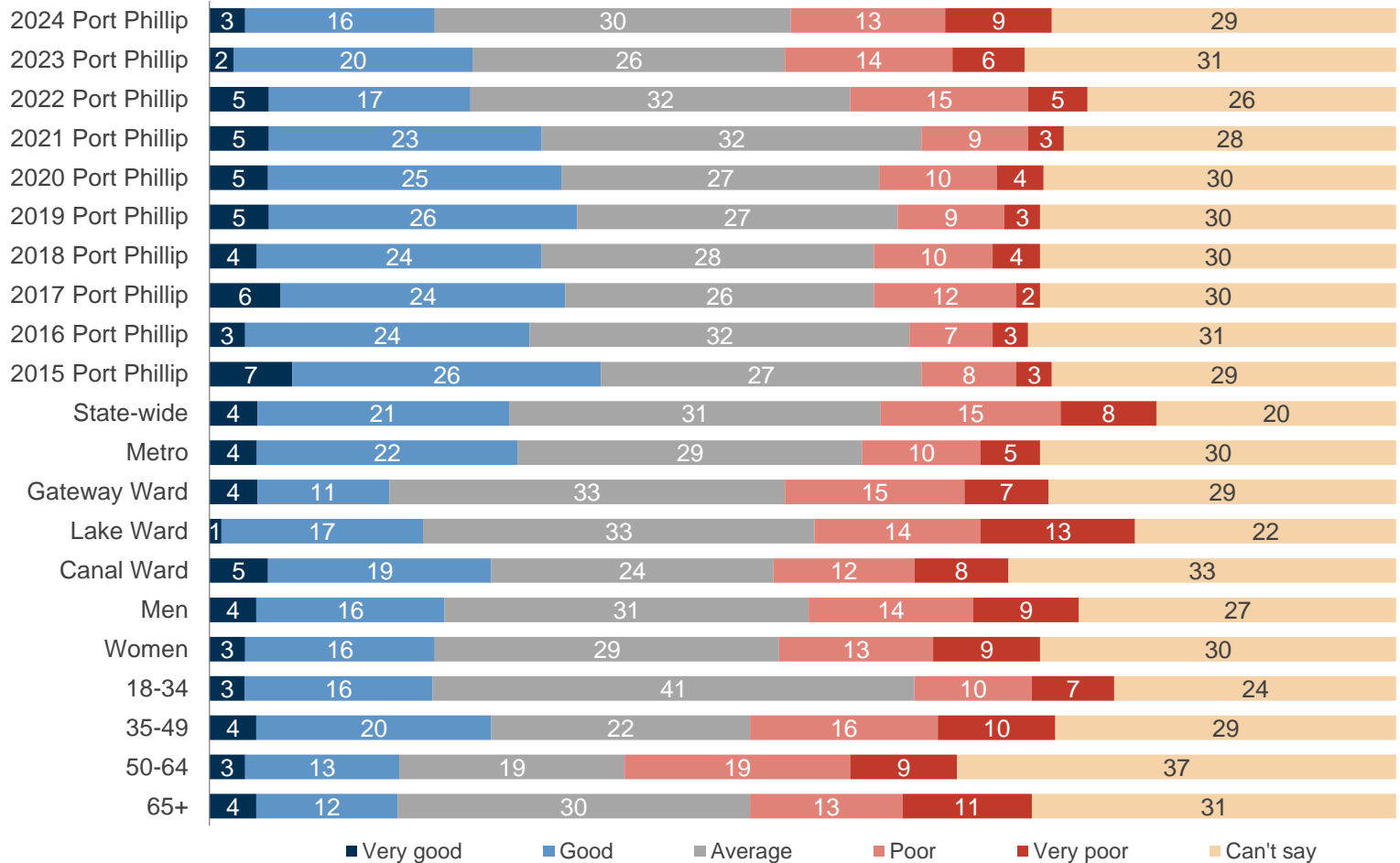
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2024 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 46 Councils asked group: 9

Decisions made in the interest of the community performance



2024 community decisions made performance (index scores)

| | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | |
|--------------|------|------|------|------|------|------|------|------|------|-----|
| Metro | 57▲ | 55 | 59 | 61 | 59 | 60 | 58 | 58 | 59 | 59 |
| 18-34 | 53 | 53 | 60 | 67 | 62 | 64 | 61 | 61 | 59 | 64 |
| Canal Ward | 53 | 51 | 55 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 51 | 52 | 55 | 60 | 57 | 60 | 58 | 60 | 63 | 62 |
| State-wide | 50 | 51 | 54 | 56 | 53 | 55 | 54 | 54 | 54 | 55 |
| Port Phillip | 49 | 50 | 55 | 60 | 58 | 59 | 57 | 57 | 59 | 60 |
| 35-49 | 49 | 48 | 53 | 60 | 57 | 59 | 57 | 55 | 61 | 62 |
| Gateway Ward | 49 | 49 | 53 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 48 | 48 | 55 | 61 | 58 | 59 | 57 | 53 | 55 | 59 |
| 65+ | 48 | 49 | 50 | 52 | 54 | 56 | 54 | 50 | 59 | 57 |
| Lake Ward | 47 | 50 | 56 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 44 | 45 | 48 | 55 | 52 | 52 | 51 | 55 | 55 | 52 |

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

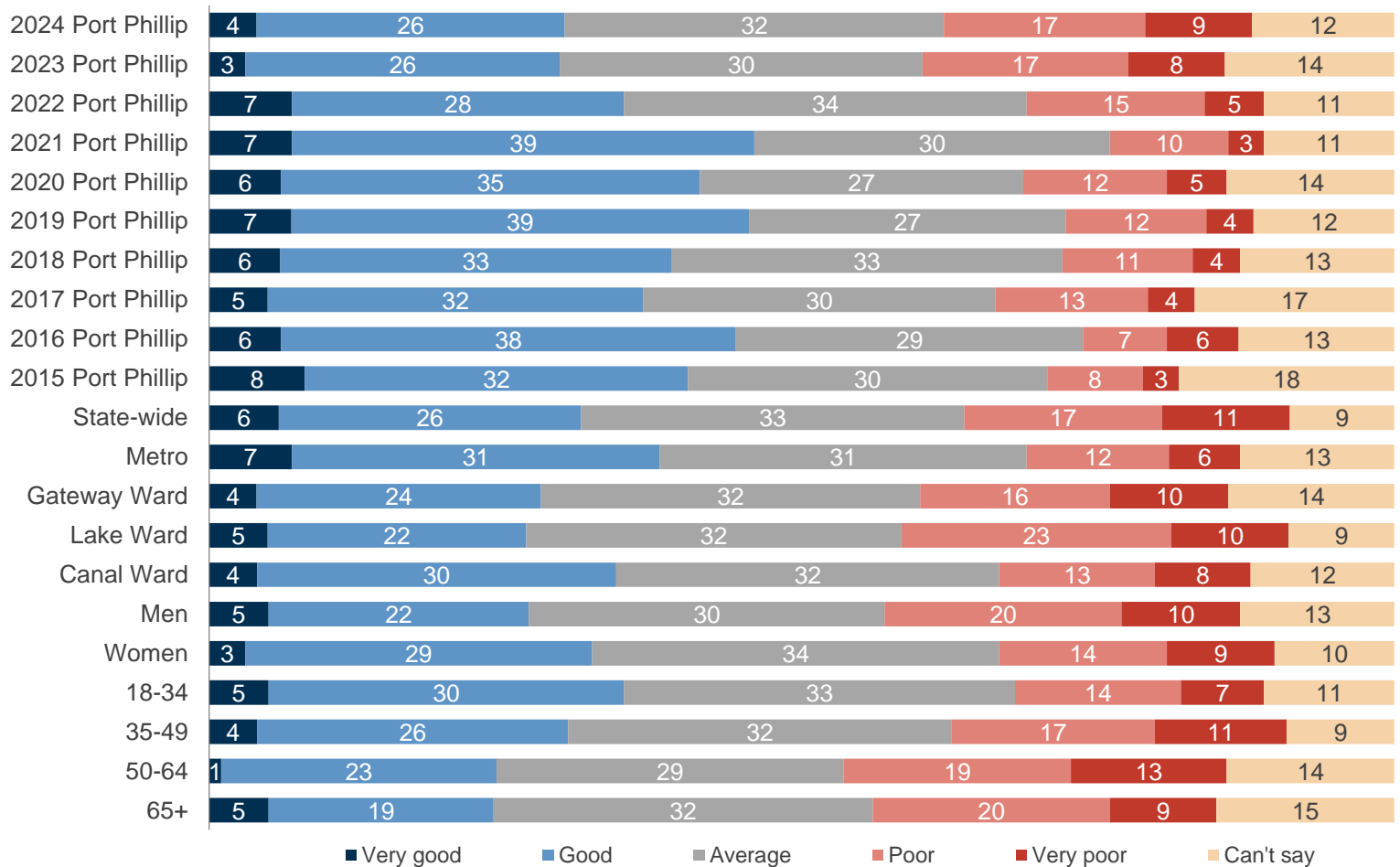
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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

Decisions made in the interest of the community performance



2024 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

The condition of sealed local roads in your area performance



2024 sealed local roads performance (index scores)

| | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 |
|--------------|------|------|------|------|------|------|------|------|------|
| Metro | 61▲ | 65 | 68 | 67 | 69 | 68 | 66 | 67 | 69 |
| 50-64 | 59 | 64 | 64 | 64 | 64 | 63 | 70 | 68 | 69 |
| 18-34 | 58 | 66 | 71 | 73 | 71 | 68 | 72 | 69 | 74 |
| Lake Ward | 58 | 67 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Canal Ward | 57 | 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 57 | 66 | 62 | 65 | 68 | 67 | 65 | 70 | 73 |
| Port Phillip | 57 | 66 | 67 | 69 | 68 | 67 | 70 | 70 | 73 |
| Men | 57 | 66 | 69 | 69 | 68 | 67 | 71 | 68 | 74 |
| Women | 57 | 66 | 66 | 69 | 68 | 66 | 69 | 71 | 72 |
| Gateway Ward | 56 | 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 55 | 68 | 68 | 69 | 67 | 67 | 68 | 70 | 72 |
| State-wide | 45▼ | 53 | 57 | 54 | 56 | 53 | 53 | 54 | 55 |

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

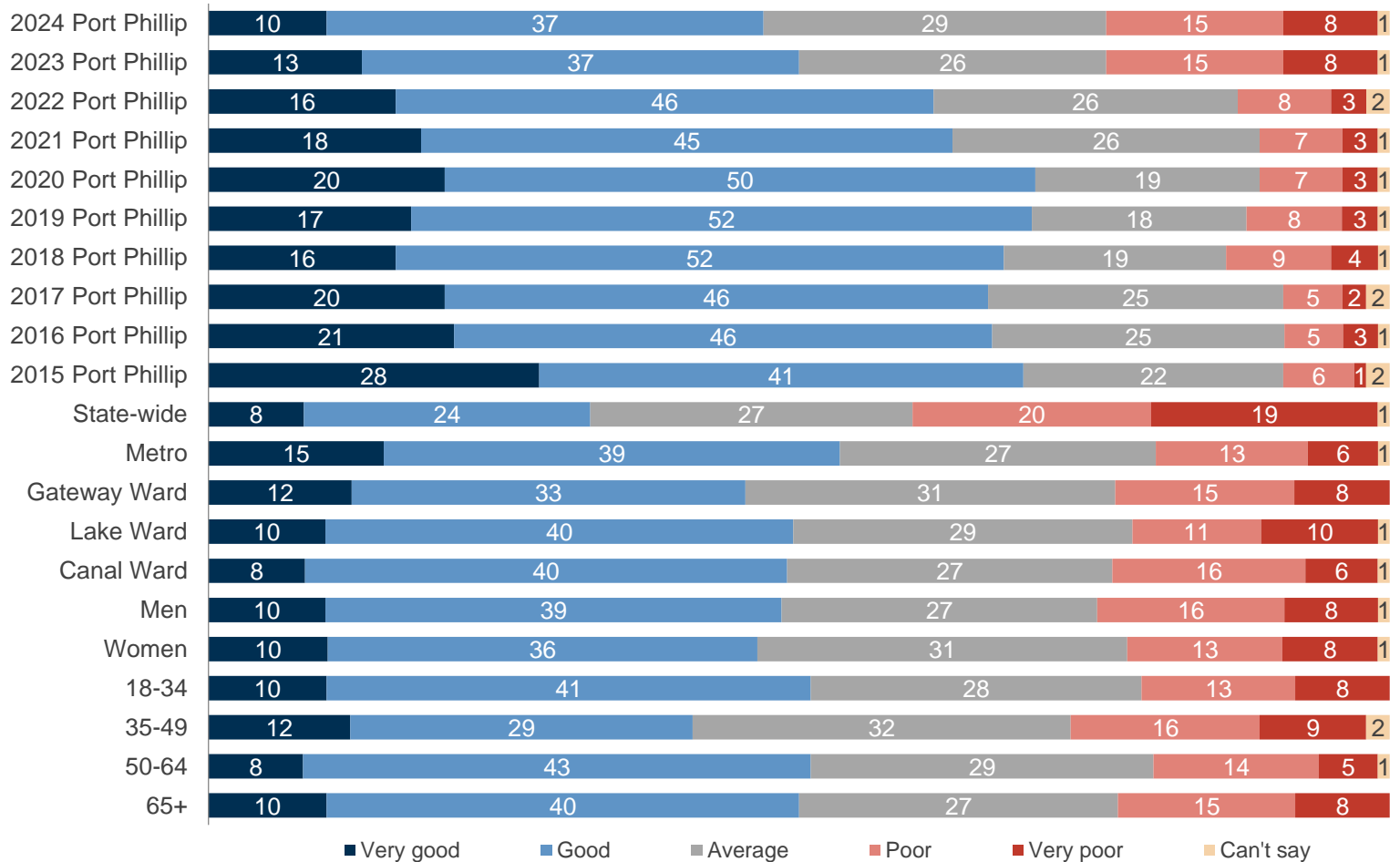
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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

The condition of sealed local roads in your area performance



2024 sealed local roads performance (%)



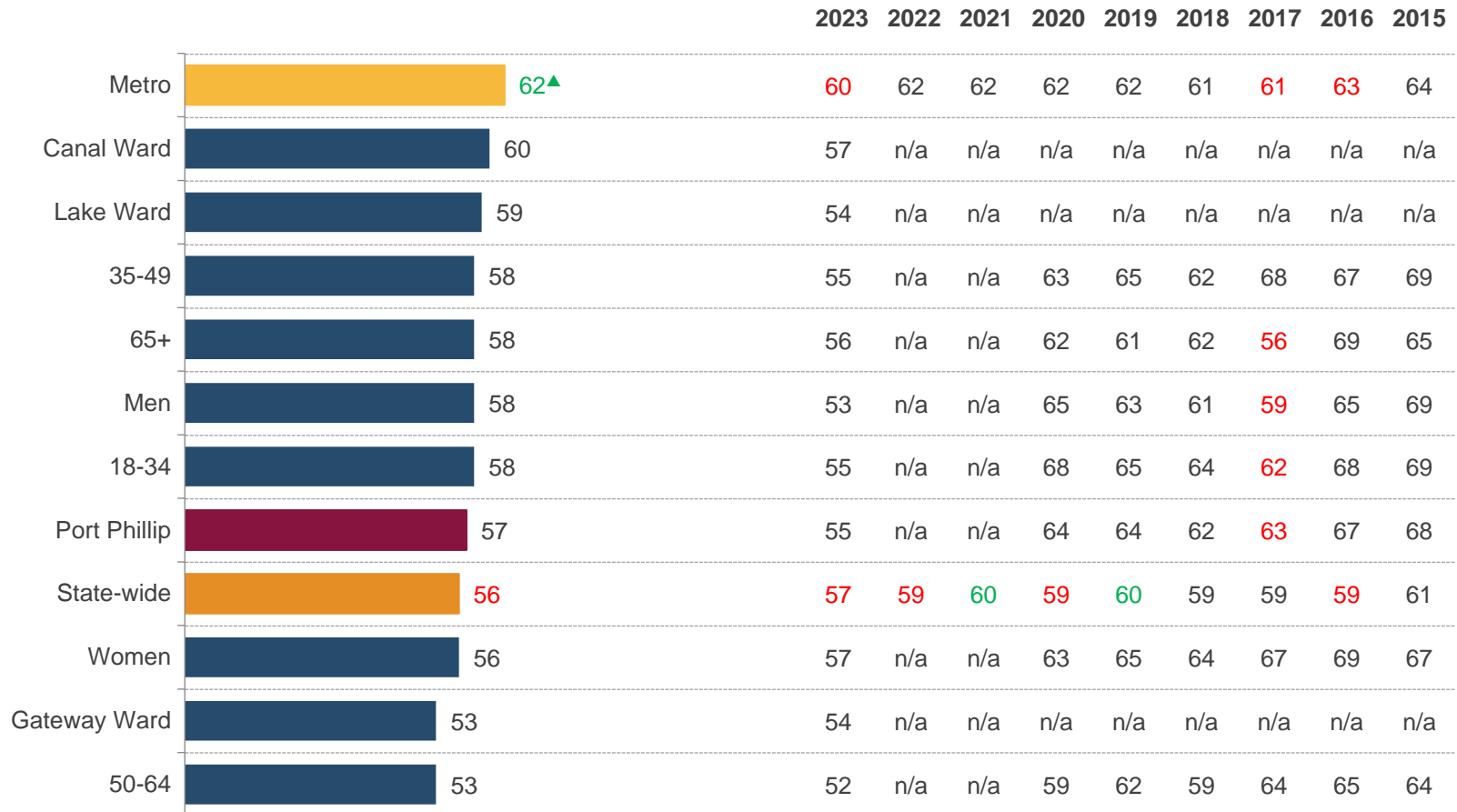
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13



Informing the community performance



2024 informing community performance (index scores)



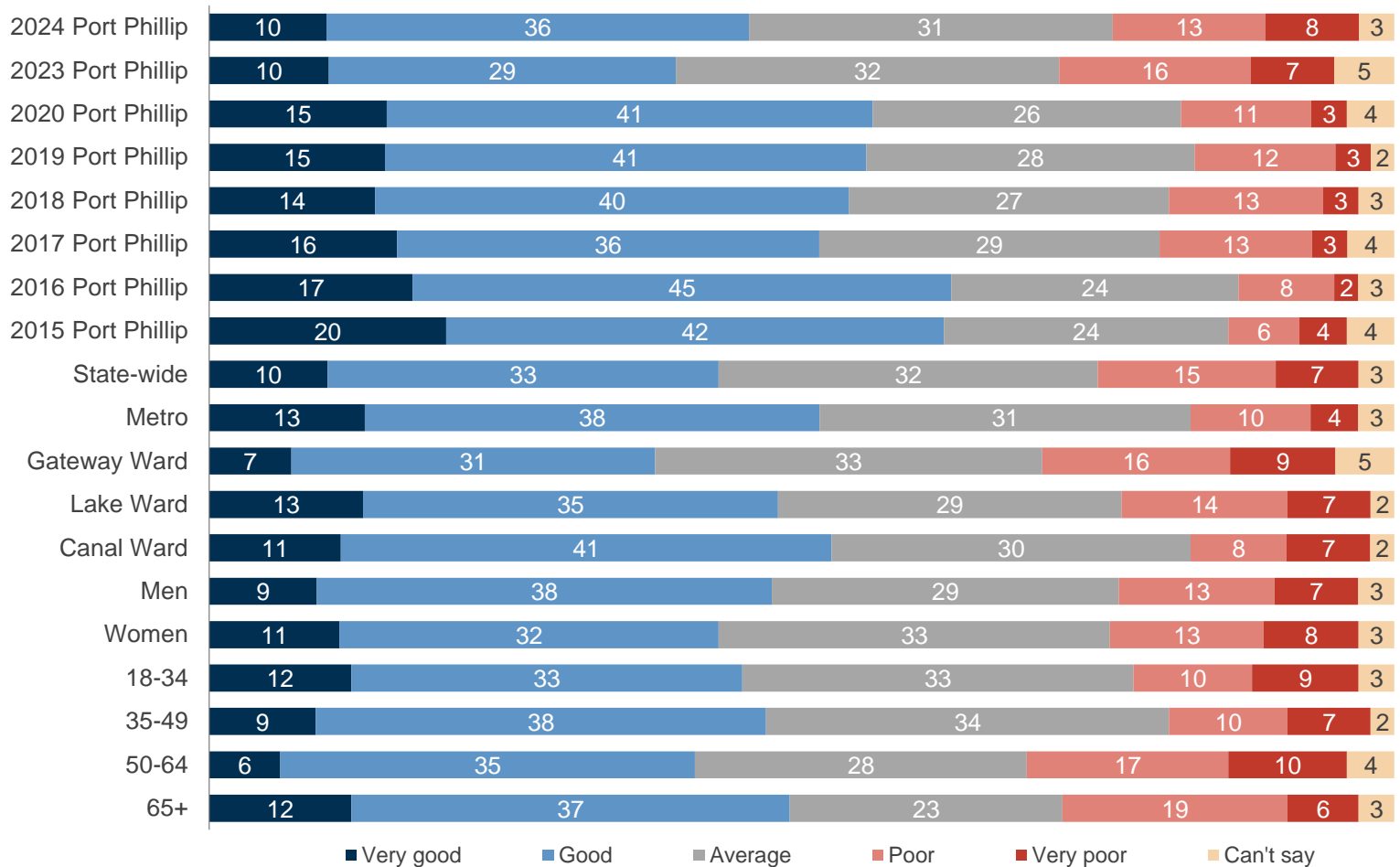
Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2024 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 9

The condition of local streets and footpaths in your area performance



2024 streets and footpaths performance (index scores)

| | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | |
|--------------|------|------|------|------|------|------|------|------|------|-----|
| Metro | 59▲ | 57 | 63 | 65 | 64 | 65 | 64 | 62 | 63 | 64 |
| Men | 58 | 54 | 63 | n/a | 64 | 64 | 63 | 67 | n/a | n/a |
| 18-34 | 57 | 59 | 65 | n/a | 67 | 67 | 64 | 71 | n/a | n/a |
| Gateway Ward | 56 | 54 | 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Port Phillip | 54 | 53 | 61 | n/a | 63 | 61 | 62 | 66 | n/a | n/a |
| Lake Ward | 53 | 55 | 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Canal Ward | 52 | 51 | 59 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 52 | 50 | 61 | n/a | 64 | 60 | 63 | 64 | n/a | n/a |
| 65+ | 52 | 50 | 57 | n/a | 56 | 57 | 57 | 61 | n/a | n/a |
| 50-64 | 52 | 49 | 56 | n/a | 56 | 55 | 58 | 64 | n/a | n/a |
| State-wide | 52 | 52 | 57 | 59 | 58 | 59 | 58 | 57 | 57 | 58 |
| Women | 50 | 52 | 60 | n/a | 61 | 59 | 60 | 66 | n/a | n/a |

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

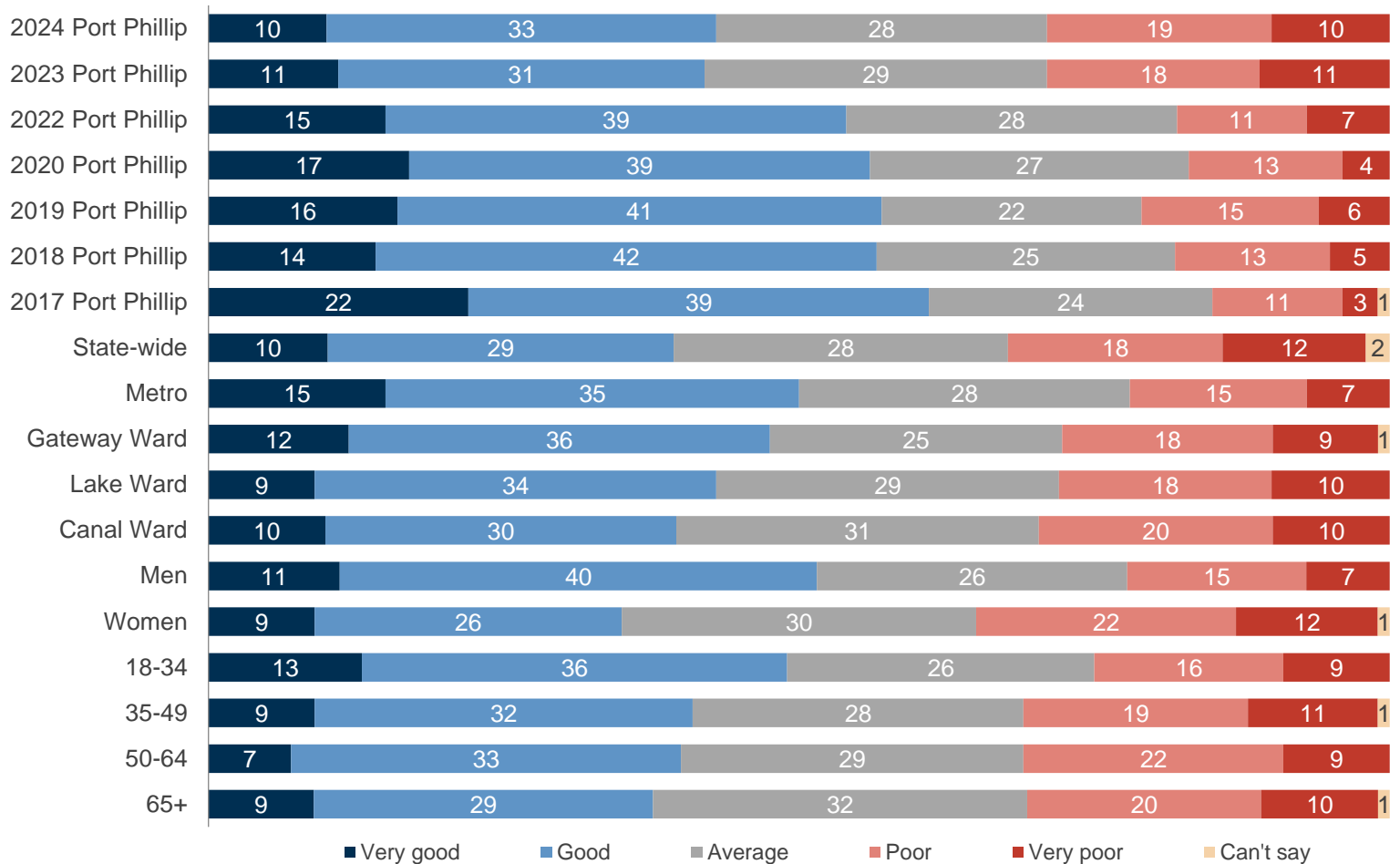
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 7

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

The condition of local streets and footpaths in your area performance



2024 streets and footpaths performance (%)



Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 7



Traffic management performance



2024 traffic management performance (index scores)

| | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 |
|--------------|------|------|------|------|------|------|------|------|------|
| Metro | 55▲ | 58 | 59 | 59 | 58 | 57 | 56 | 56 | 57 |
| 18-34 | 55 | 61 | n/a | 63 | 63 | 58 | 63 | n/a | n/a |
| State-wide | 53 | 58 | 59 | 58 | 58 | 57 | 59 | 59 | 60 |
| Women | 53 | 62 | n/a | 60 | 59 | 57 | 63 | n/a | n/a |
| Canal Ward | 53 | 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Lake Ward | 52 | 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Port Phillip | 52 | 62 | n/a | 60 | 58 | 56 | 61 | n/a | n/a |
| 65+ | 51 | 60 | n/a | 56 | 54 | 56 | 57 | n/a | n/a |
| Gateway Ward | 51 | 58 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 50 | 61 | n/a | 60 | 57 | 55 | 59 | n/a | n/a |
| 35-49 | 50 | 65 | n/a | 62 | 55 | 54 | 62 | n/a | n/a |
| 50-64 | 49 | 58 | n/a | 53 | 54 | 52 | 58 | n/a | n/a |

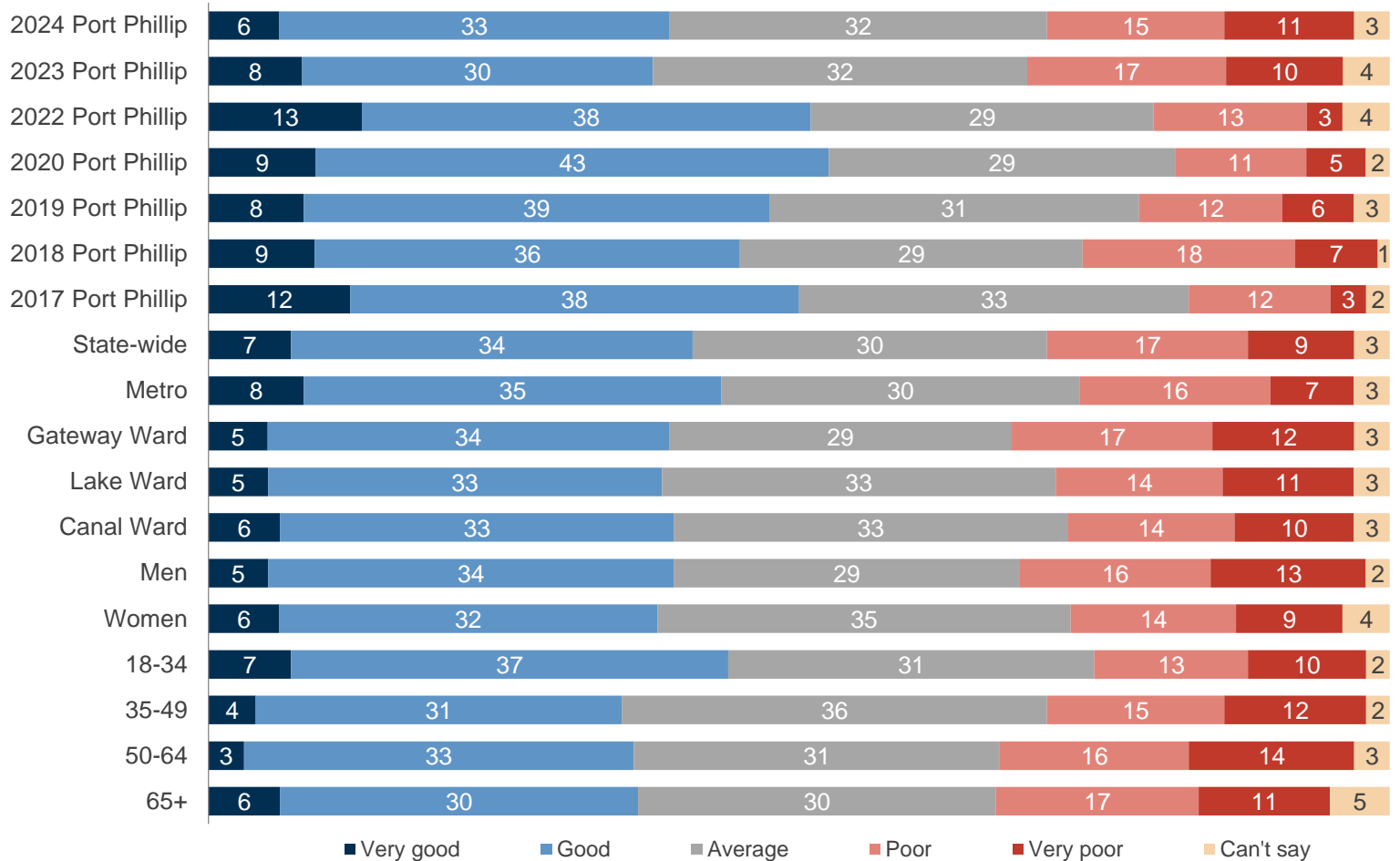
Q2. How has Council performed on 'Traffic management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 12 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Traffic management performance



2024 traffic management performance (%)



Q2. How has Council performed on 'Traffic management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 12 Councils asked group: 7



Elderly support services performance



2024 elderly support performance (index scores)

| | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 |
|--------------|------|------|------|------|------|------|------|------|------|
| Metro | 64▲ | 65 | 66 | 67 | 67 | 67 | 67 | 69 | 69 |
| State-wide | 63▲ | 67 | 69 | 68 | 68 | 68 | 68 | 68 | 69 |
| Men | 62 | n/a | n/a | 68 | 69 | 69 | 69 | n/a | n/a |
| 65+ | 62 | n/a | n/a | 72 | 70 | 70 | 69 | n/a | n/a |
| 35-49 | 62 | n/a | n/a | 66 | 67 | 64 | 70 | n/a | n/a |
| Lake Ward | 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Port Phillip | 59 | n/a | n/a | 68 | 69 | 67 | 69 | n/a | n/a |
| Gateway Ward | 59 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Canal Ward | 58 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 58 | n/a | n/a | 66 | 70 | 67 | 70 | n/a | n/a |
| Women | 56 | n/a | n/a | 68 | 68 | 64 | 71 | n/a | n/a |
| 50-64 | 53 | n/a | n/a | 67 | 66 | 64 | 67 | n/a | n/a |

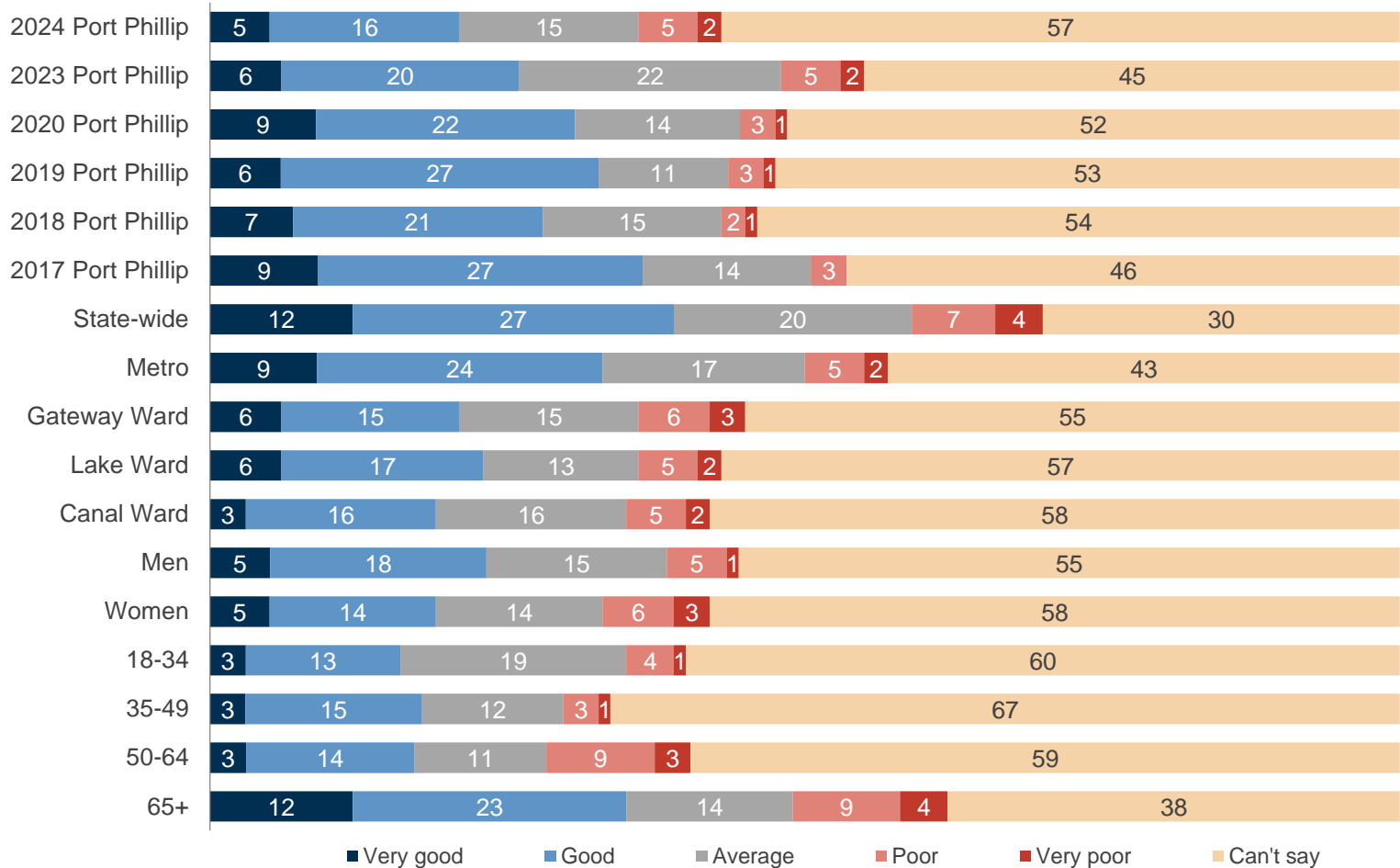
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2024 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7



Recreational facilities performance



2024 recreational facilities performance (index scores)

| | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | |
|--------------|------|------|------|------|------|------|------|------|------|-----|
| Metro | 74▲ | 72 | 73 | 75 | 74 | 75 | 74 | 73 | 73 | 74 |
| Lake Ward | 72 | 72 | 71 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 69 | 68 | 73 | n/a | 73 | 71 | 72 | 71 | 75 | n/a |
| Men | 68 | 70 | 72 | n/a | 74 | 73 | 72 | 72 | 74 | n/a |
| 35-49 | 68 | 69 | 73 | n/a | 73 | 75 | 75 | 72 | 79 | n/a |
| State-wide | 68 | 68 | 69 | 71 | 70 | 70 | 69 | 70 | 69 | 70 |
| Port Phillip | 68 | 69 | 71 | n/a | 74 | 74 | 73 | 73 | 76 | n/a |
| 50-64 | 68 | 68 | 71 | n/a | 73 | 72 | 70 | 76 | 71 | n/a |
| Canal Ward | 68 | 68 | 71 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 67 | 71 | 69 | n/a | 75 | 75 | 74 | 75 | 77 | n/a |
| Women | 67 | 69 | 71 | n/a | 73 | 75 | 75 | 74 | 79 | n/a |
| Gateway Ward | 65 | 68 | 72 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

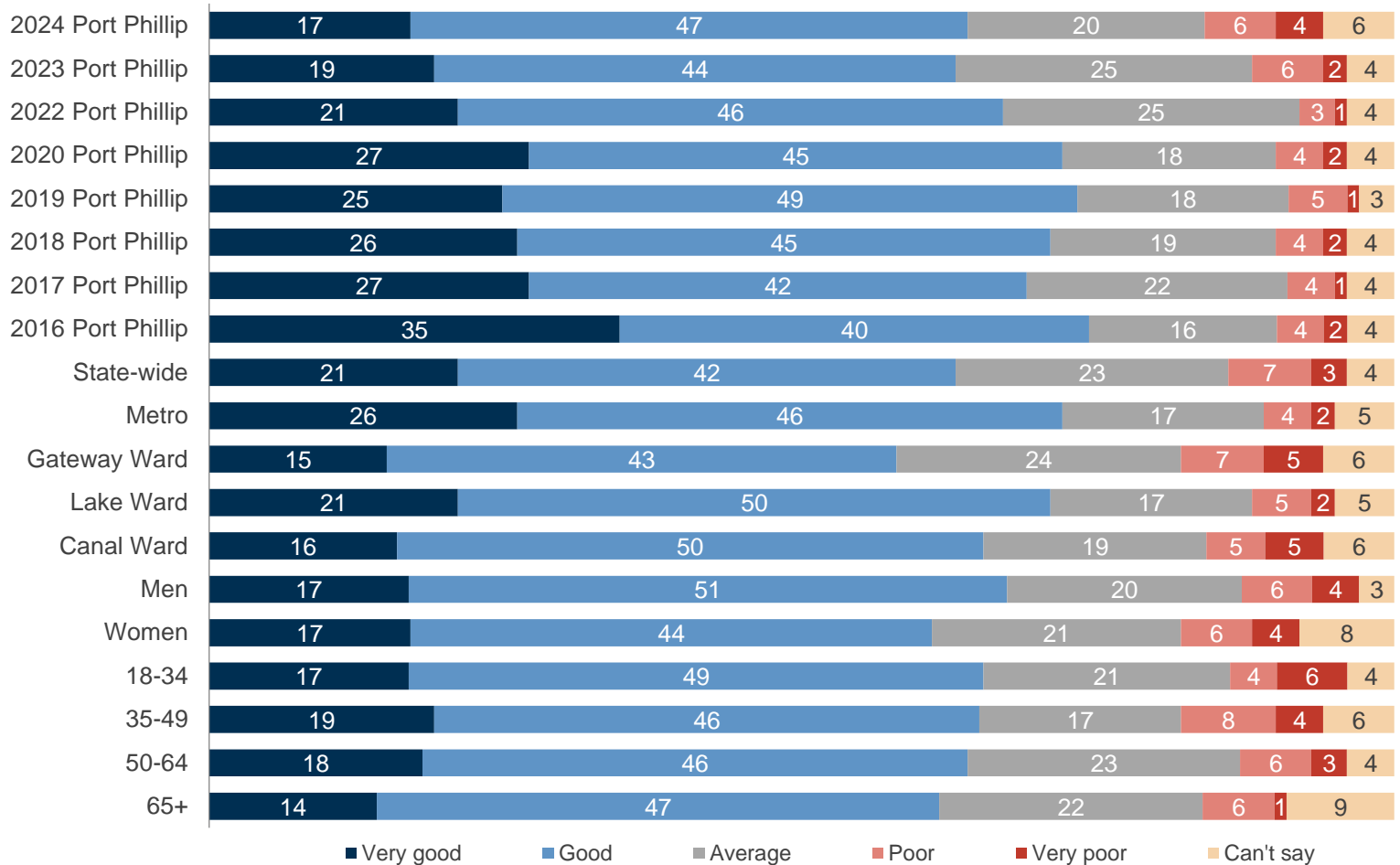
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 40 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2024 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 40 Councils asked group: 10



The appearance of public areas performance



2024 public areas performance (index scores)

| | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | |
|----------------|------|------|------|------|------|------|------|------|------|-----|
| Metro | 70▲ | 68 | 72 | 74 | 73 | 74 | 73 | 72 | 72 | 73 |
| State-wide | 68▲ | 67 | 71 | 73 | 72 | 72 | 71 | 71 | 71 | 72 |
| Men | 65 | 64 | 69 | n/a | 72 | 73 | 73 | 71 | n/a | 71 |
| 65+ | 64 | 63 | 69 | n/a | 69 | 68 | 69 | 69 | n/a | 66 |
| Lake Ward | 64 | 64 | 69 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Canal Ward | 63 | 62 | 70 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 63 | 63 | 68 | n/a | 72 | 74 | 71 | 72 | n/a | 72 |
| Household user | 63 | 65 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Personal user | 63 | 65 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Port Phillip | 63 | 64 | 69 | n/a | 72 | 73 | 72 | 73 | n/a | 72 |
| 18-34 | 62 | 67 | 72 | n/a | 75 | 77 | 75 | 75 | n/a | 74 |
| Gateway Ward | 61 | 66 | 68 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 61 | 63 | 69 | n/a | 72 | 74 | 71 | 75 | n/a | 74 |
| 50-64 | 60 | 60 | 65 | n/a | 67 | 69 | 69 | 74 | n/a | 72 |

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

Base: All respondents. Councils asked State-wide: 42 Councils asked group: 9

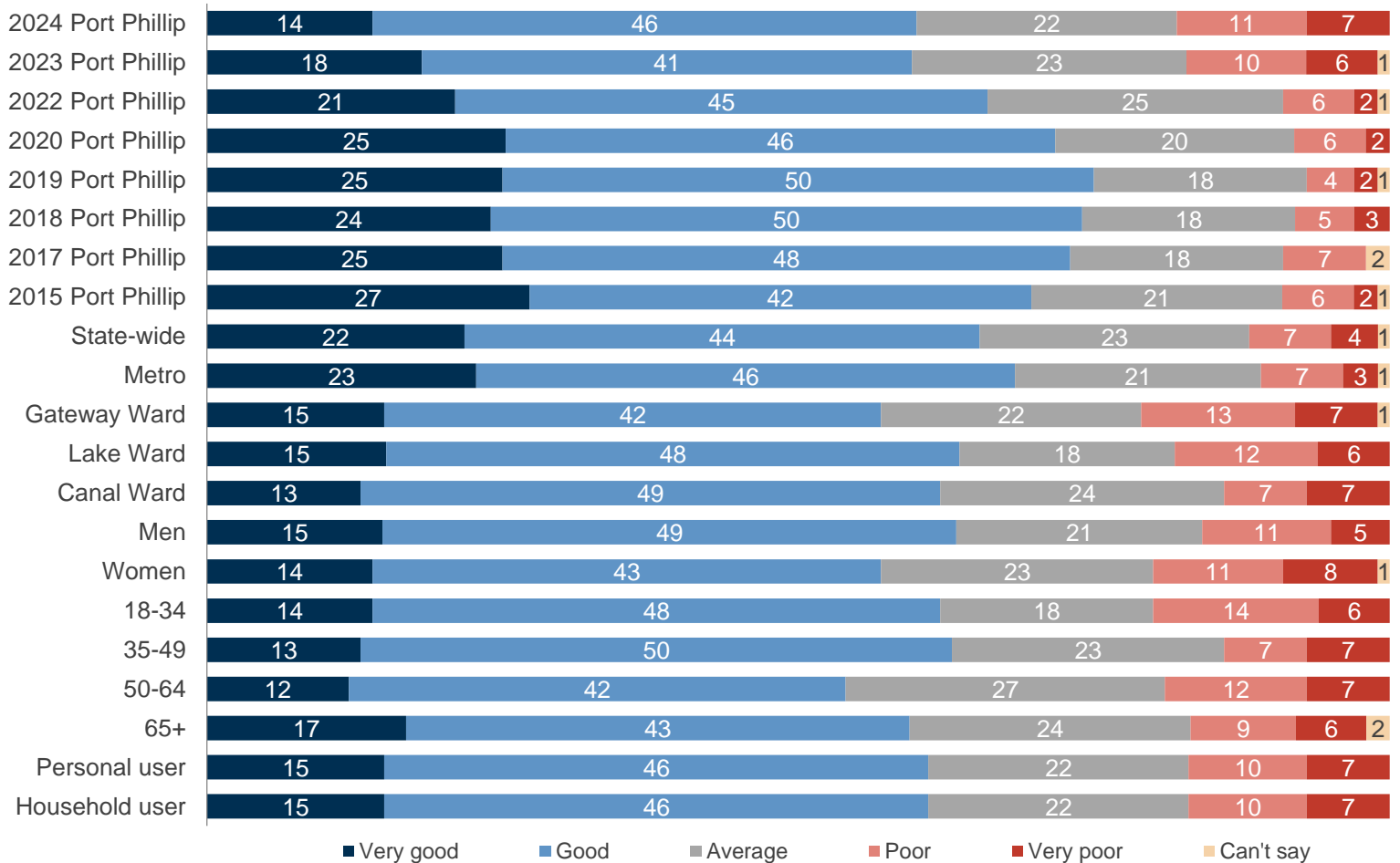
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2024 public areas performance (%)



Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 42 Councils asked group: 9



Art centres and libraries performance



2024 art centres and libraries performance (index scores)

| | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 |
|--------------|------|------|------|------|------|------|------|------|------|
| 65+ | 76 | 73 | 71 | n/a | n/a | n/a | 75 | n/a | n/a |
| Metro | 76 | 75 | 73 | 75 | 76 | 75 | 75 | 74 | 75 |
| 35-49 | 75 | 69 | 72 | n/a | n/a | n/a | 74 | n/a | n/a |
| Lake Ward | 75 | 72 | 72 | n/a | n/a | n/a | n/a | n/a | n/a |
| Canal Ward | 75 | 70 | 73 | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 74 | 72 | 71 | n/a | n/a | n/a | 77 | n/a | n/a |
| Port Phillip | 74 | 71 | 71 | n/a | n/a | n/a | 74 | n/a | n/a |
| State-wide | 73 | 73 | 73 | 74 | 74 | 74 | 73 | 72 | 73 |
| Men | 73 | 69 | 71 | n/a | n/a | n/a | 71 | n/a | n/a |
| 50-64 | 73 | 70 | 69 | n/a | n/a | n/a | 76 | n/a | n/a |
| 18-34 | 71 | 70 | 71 | n/a | n/a | n/a | 72 | n/a | n/a |
| Gateway Ward | 71 | 70 | 67 | n/a | n/a | n/a | n/a | n/a | n/a |

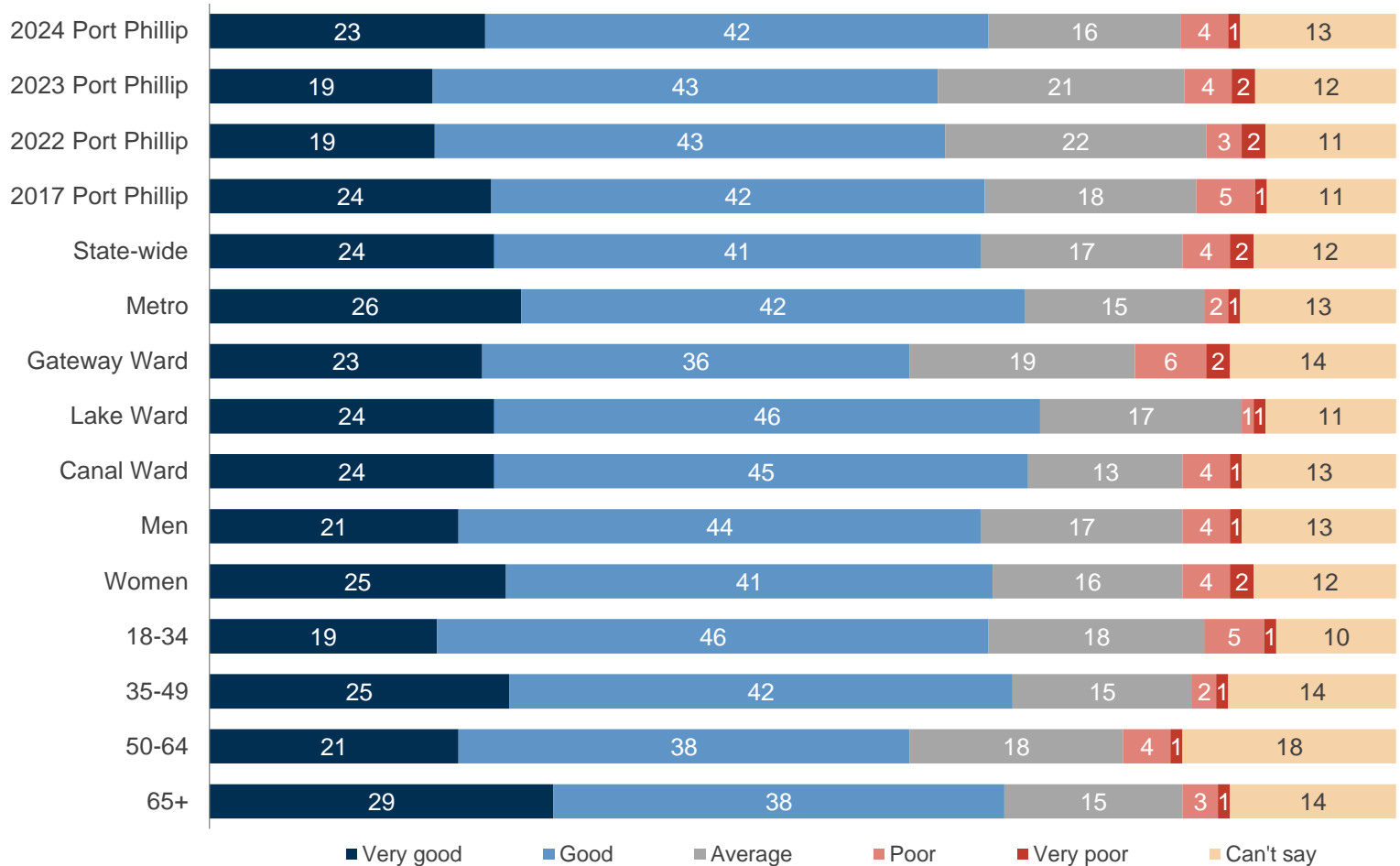
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2024 art centres and libraries performance (%)



Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 8



Community and cultural activities performance



2024 community and cultural activities performance (index scores)

| | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 |
|--------------|------|------|------|------|------|------|------|------|------|
| Lake Ward | 71 | 69 | 68 | n/a | n/a | n/a | n/a | n/a | n/a |
| Metro | 69 | 67 | 65 | 66 | 70 | 70 | 70 | 70 | 71 |
| Women | 68 | 69 | 66 | n/a | n/a | n/a | n/a | 73 | n/a |
| Canal Ward | 68 | 66 | 67 | n/a | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 67 | 67 | 68 | n/a | n/a | n/a | n/a | 68 | n/a |
| 50-64 | 67 | 65 | 63 | n/a | n/a | n/a | n/a | 72 | n/a |
| 35-49 | 67 | 67 | 63 | n/a | n/a | n/a | n/a | 73 | n/a |
| Port Phillip | 67 | 66 | 65 | n/a | n/a | n/a | n/a | 70 | n/a |
| State-wide | 66 | 66 | 65 | 65 | 68 | 69 | 69 | 69 | 69 |
| Men | 65 | 64 | 65 | n/a | n/a | n/a | n/a | 67 | n/a |
| 65+ | 65 | 65 | 65 | n/a | n/a | n/a | n/a | 69 | n/a |
| Gateway Ward | 63 | 63 | 61 | n/a | n/a | n/a | n/a | n/a | n/a |

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

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 9

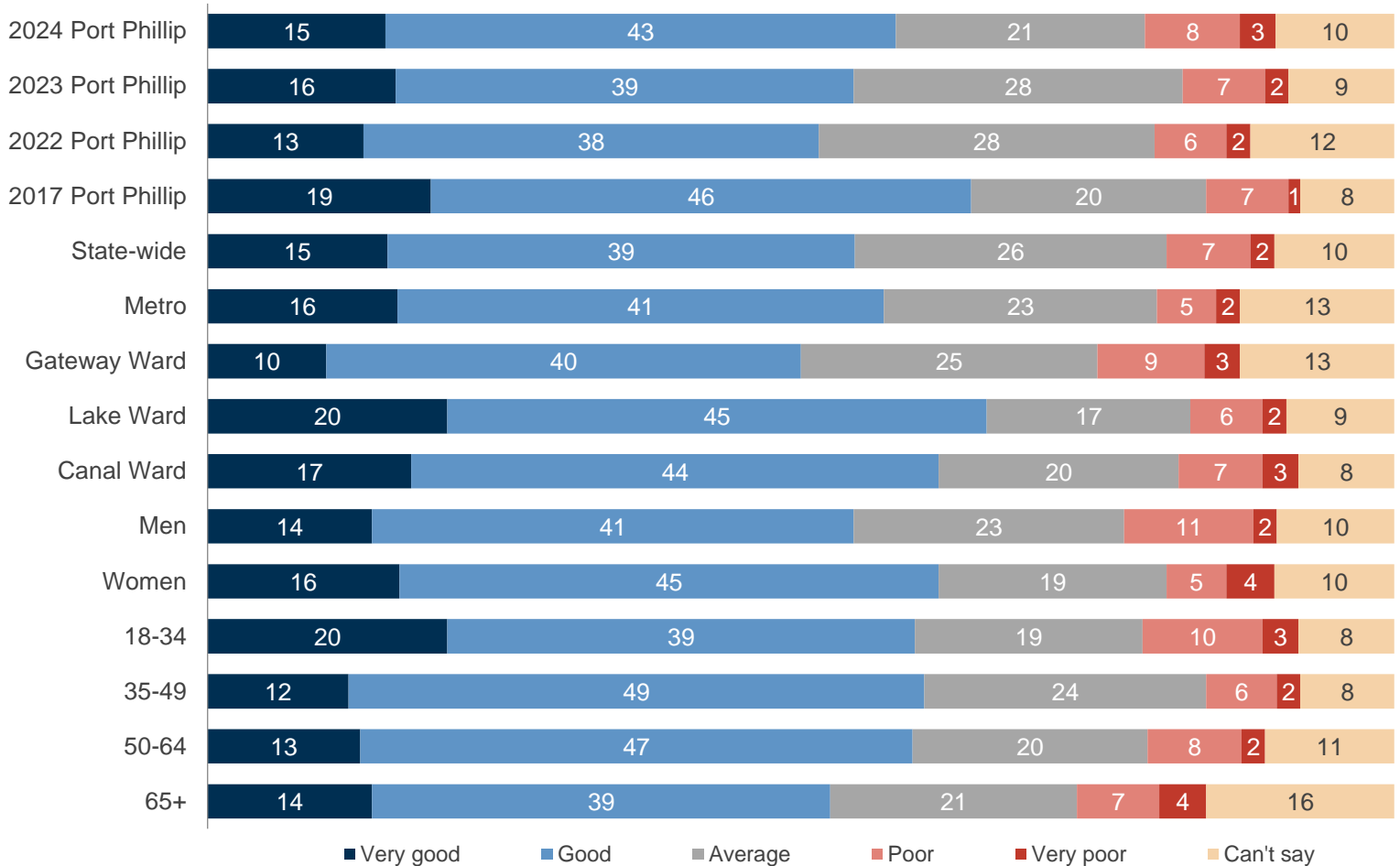
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2024 community and cultural activities performance (%)



Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 26 Councils asked group: 9



Waste management performance



2024 waste management performance (index scores)

| | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | |
|----------------|------|------|------|------|------|------|------|------|------|-----|
| Metro | 70▲ | 68 | 71 | 72 | 70 | 73 | 75 | 75 | 76 | 77 |
| State-wide | 67▲ | 66 | 68 | 69 | 65 | 68 | 70 | 71 | 70 | 72 |
| 65+ | 62 | 69 | 68 | 68 | 67 | 67 | 70 | 69 | n/a | n/a |
| 18-34 | 62 | 70 | 67 | 64 | 61 | 67 | 67 | 75 | n/a | n/a |
| Canal Ward | 62 | 67 | 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 61 | 68 | 68 | 66 | 64 | 69 | 69 | 71 | n/a | n/a |
| Household user | 61 | 68 | 67 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Gateway Ward | 61 | 68 | 67 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Personal user | 60 | 68 | 67 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Port Phillip | 60 | 67 | 66 | 64 | 62 | 66 | 68 | 73 | n/a | n/a |
| Women | 59 | 67 | 65 | 63 | 59 | 64 | 67 | 74 | n/a | n/a |
| 50-64 | 58 | 66 | 63 | 63 | 61 | 64 | 65 | 73 | n/a | n/a |
| Lake Ward | 57 | 67 | 68 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 57 | 64 | 66 | 63 | 59 | 66 | 69 | 71 | n/a | n/a |

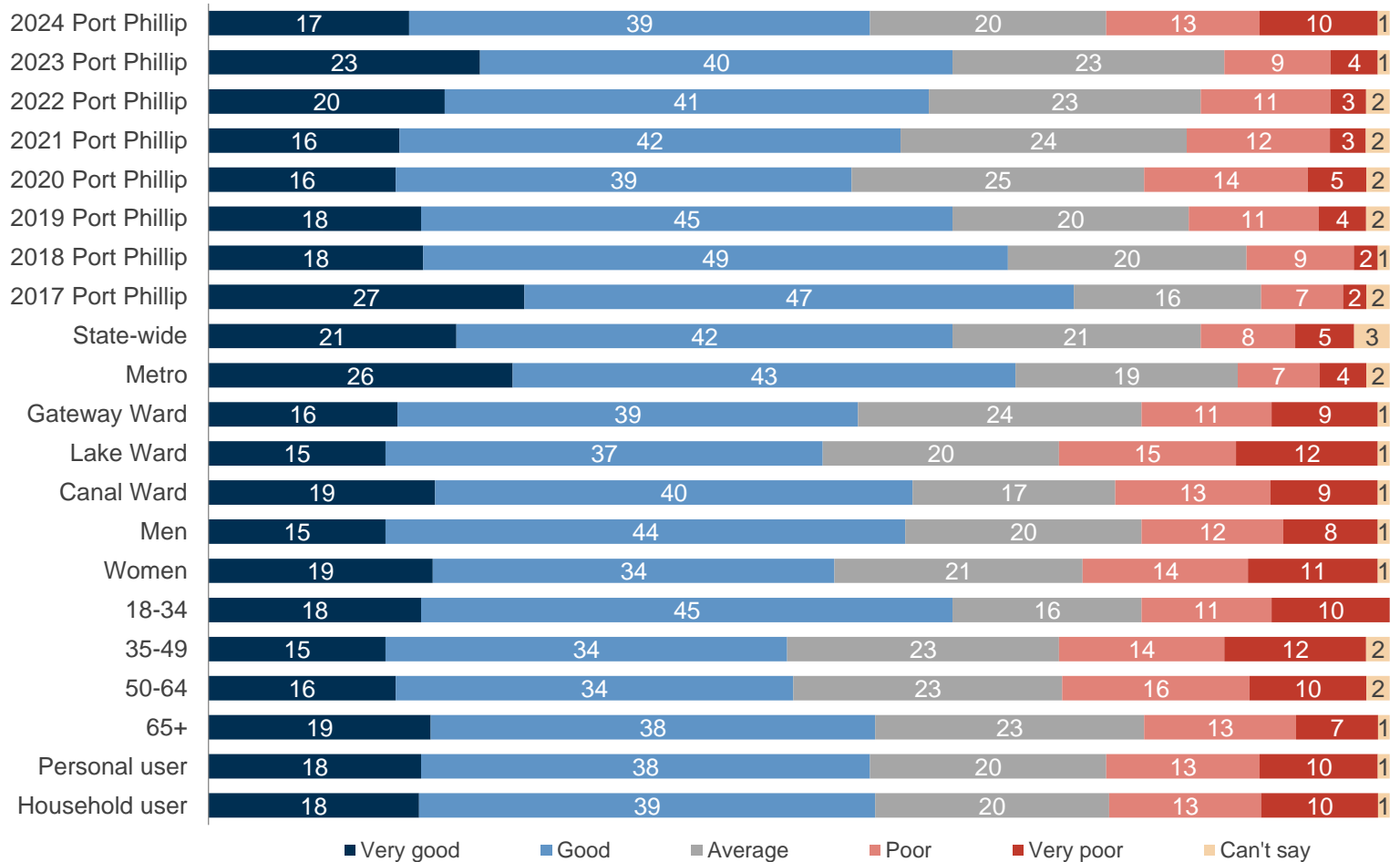
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2024 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

Business and community development and tourism performance



2024 business/development/tourism performance (index scores)

| | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 |
|--------------|------|------|------|------|------|------|------|------|------|
| Canal Ward | 58 | 56 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Metro | 57 | 59 | 59 | 60 | 59 | 60 | 60 | 60 | 62 |
| 18-34 | 57 | 60 | n/a | n/a | n/a | n/a | n/a | 68 | n/a |
| State-wide | 57 | 59 | 60 | 61 | 59 | 61 | 60 | 61 | 60 |
| Lake Ward | 56 | 57 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 55 | 58 | n/a | n/a | n/a | n/a | n/a | 66 | n/a |
| Port Phillip | 55 | 57 | n/a | n/a | n/a | n/a | n/a | 64 | n/a |
| Men | 55 | 55 | n/a | n/a | n/a | n/a | n/a | 62 | n/a |
| 65+ | 55 | 55 | n/a | n/a | n/a | n/a | n/a | 58 | n/a |
| 35-49 | 55 | 54 | n/a | n/a | n/a | n/a | n/a | 62 | n/a |
| Gateway Ward | 52 | 56 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 52 | 55 | n/a | n/a | n/a | n/a | n/a | 61 | n/a |

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

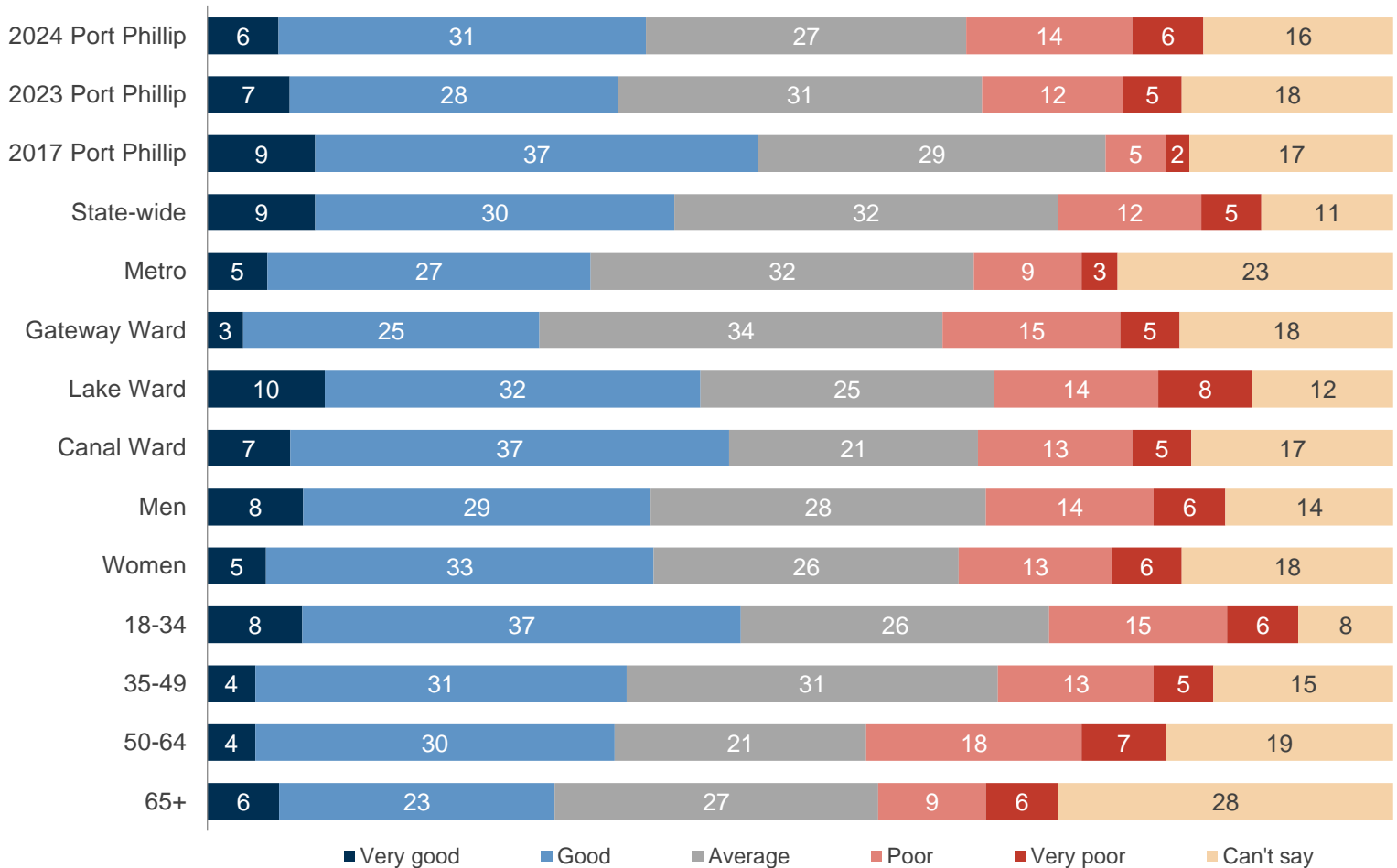
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 5

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

Business and community development and tourism performance



2024 business/development/tourism performance (%)



Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 5



Planning and building permits performance



2024 planning and building permits performance (index scores)

| | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | |
|----------------|------|------|------|------|------|------|------|------|------|-----|
| 18-34 | 50 | 57 | 58 | n/a | 55 | 59 | 53 | 60 | n/a | n/a |
| Metro | 49▲ | 50 | 54 | 54 | 54 | 53 | 51 | 49 | 50 | 53 |
| Canal Ward | 49 | 51 | 55 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Lake Ward | 47 | 53 | 52 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 46 | 50 | 53 | n/a | 53 | 52 | 48 | 52 | n/a | n/a |
| Port Phillip | 45 | 50 | 53 | n/a | 50 | 50 | 47 | 52 | n/a | n/a |
| Women | 45 | 51 | 54 | n/a | 47 | 49 | 47 | 52 | n/a | n/a |
| State-wide | 45 | 47 | 50 | 51 | 51 | 52 | 52 | 51 | 50 | 54 |
| 35-49 | 45 | 50 | 51 | n/a | 48 | 44 | 45 | 48 | n/a | n/a |
| 65+ | 43 | 44 | 50 | n/a | 47 | 46 | 42 | 44 | n/a | n/a |
| Gateway Ward | 42 | 47 | 53 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 41 | 45 | 50 | n/a | 43 | 44 | 43 | 47 | n/a | n/a |
| Household user | 36▼ | 45 | 44 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Personal user | 35▼ | 46 | 43 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

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

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6

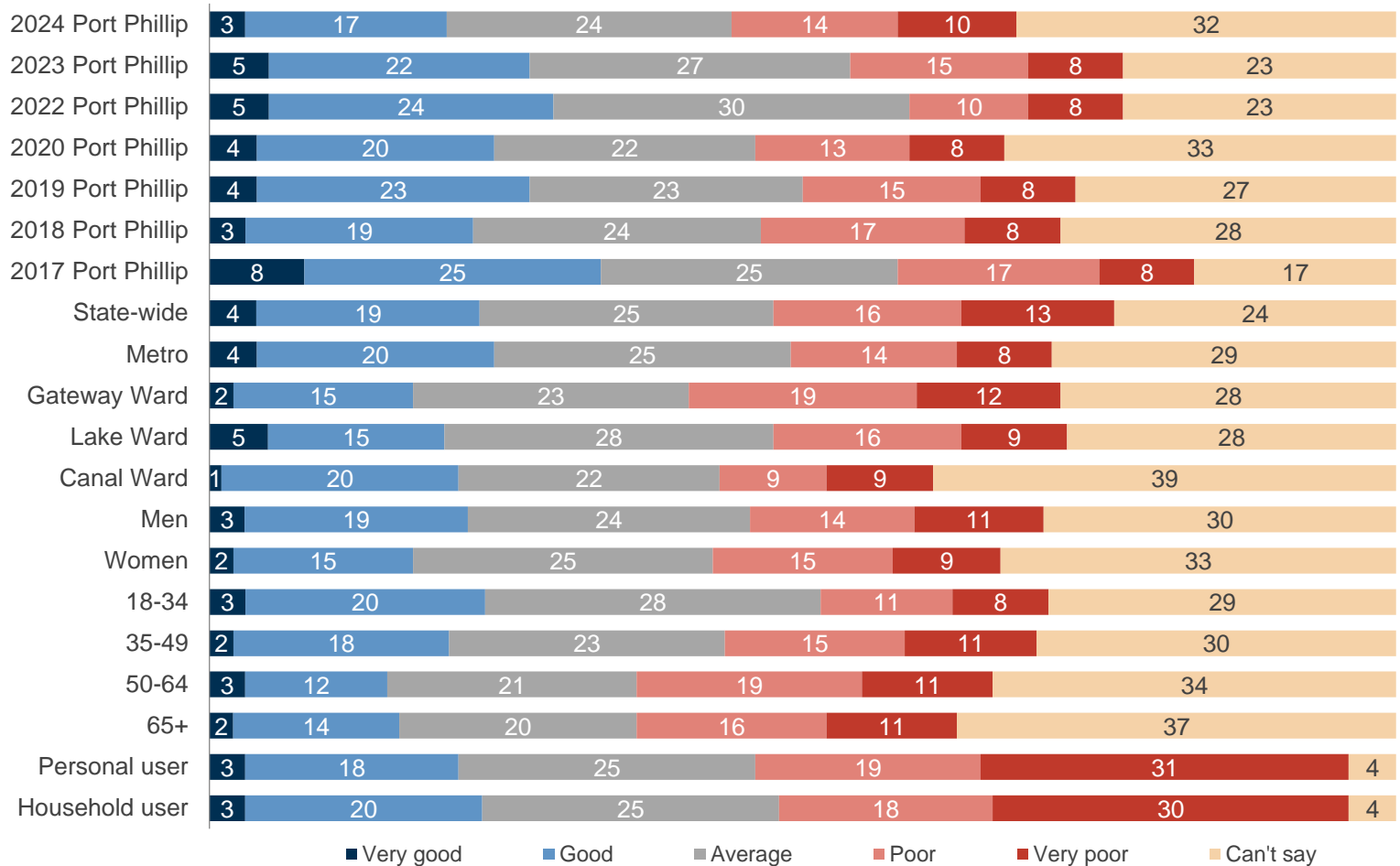
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2024 planning and building permits performance (%)



Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6



Environmental sustainability performance



2024 environmental sustainability performance (index scores)

| | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 |
|--------------|------|------|------|------|------|------|------|------|------|
| Metro | 65▲ | 62 | 63 | 64 | 62 | 64 | 64 | 64 | 65 |
| 18-34 | 63 | 61 | 63 | n/a | 61 | 61 | 62 | 63 | n/a |
| Canal Ward | 63 | 60 | 60 | n/a | n/a | n/a | n/a | n/a | n/a |
| Lake Ward | 62 | 62 | 60 | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 62 | 59 | 60 | n/a | 60 | 61 | 60 | 67 | n/a |
| Men | 61 | 61 | 61 | n/a | 63 | 61 | 64 | 62 | n/a |
| Port Phillip | 61 | 60 | 61 | n/a | 61 | 61 | 61 | 63 | n/a |
| Women | 61 | 60 | 61 | n/a | 59 | 61 | 59 | 65 | n/a |
| State-wide | 60 | 60 | 61 | 62 | 60 | 62 | 63 | 64 | 63 |
| 65+ | 59 | 62 | 61 | n/a | 62 | 60 | 62 | 58 | n/a |
| Gateway Ward | 59 | 57 | 62 | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 58 | 58 | 58 | n/a | 59 | 61 | 61 | 64 | n/a |

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

Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10

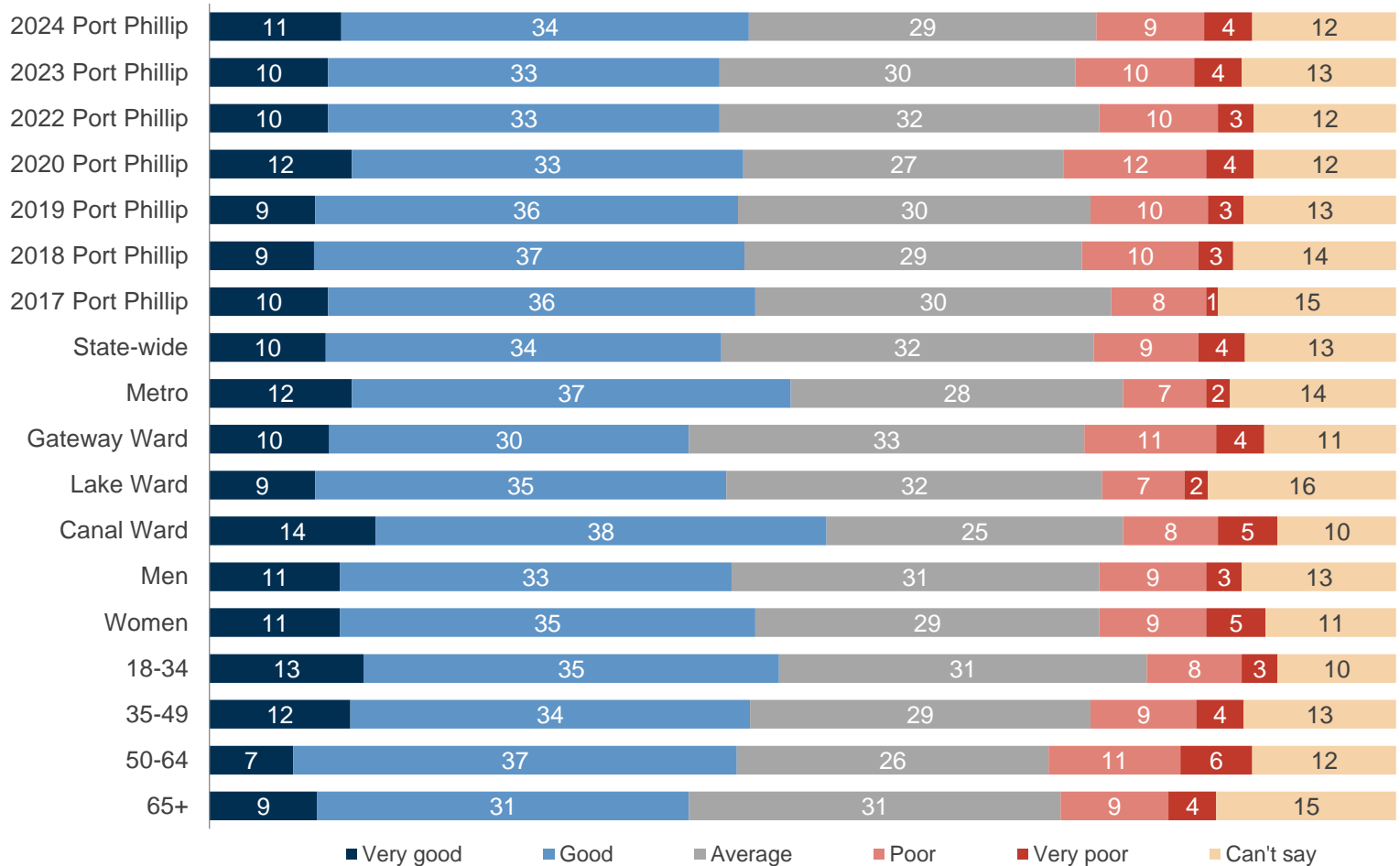
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2024 environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10



Planning for population growth in the area performance



2024 population growth performance (index scores)

| | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | |
|--------------|------|------|------|------|------|------|------|------|------|-----|
| 18-34 | 50 | 53 | n/a | n/a | 57 | 54 | 52 | 64 | n/a | 61 |
| Lake Ward | 49 | 49 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Canal Ward | 49 | 50 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Metro | 49 | 49 | 52 | 53 | 52 | 52 | 50 | 51 | 51 | 54 |
| 35-49 | 49 | 47 | n/a | n/a | 50 | 49 | 47 | 50 | n/a | 54 |
| Men | 48 | 50 | n/a | n/a | 52 | 50 | 49 | 52 | n/a | 56 |
| Port Phillip | 48 | 49 | n/a | n/a | 52 | 50 | 49 | 55 | n/a | 56 |
| Women | 47 | 49 | n/a | n/a | 52 | 50 | 49 | 57 | n/a | 55 |
| State-wide | 47 | 48 | 52 | 53 | 51 | 52 | 52 | 52 | 51 | 54 |
| 65+ | 46 | 49 | n/a | n/a | 49 | 45 | 47 | 43 | n/a | 52 |
| Gateway Ward | 46 | 50 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 45 | 47 | n/a | n/a | 44 | 46 | 46 | 48 | n/a | 47 |

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

Base: All respondents. Councils asked State-wide: 17 Councils asked group: 4

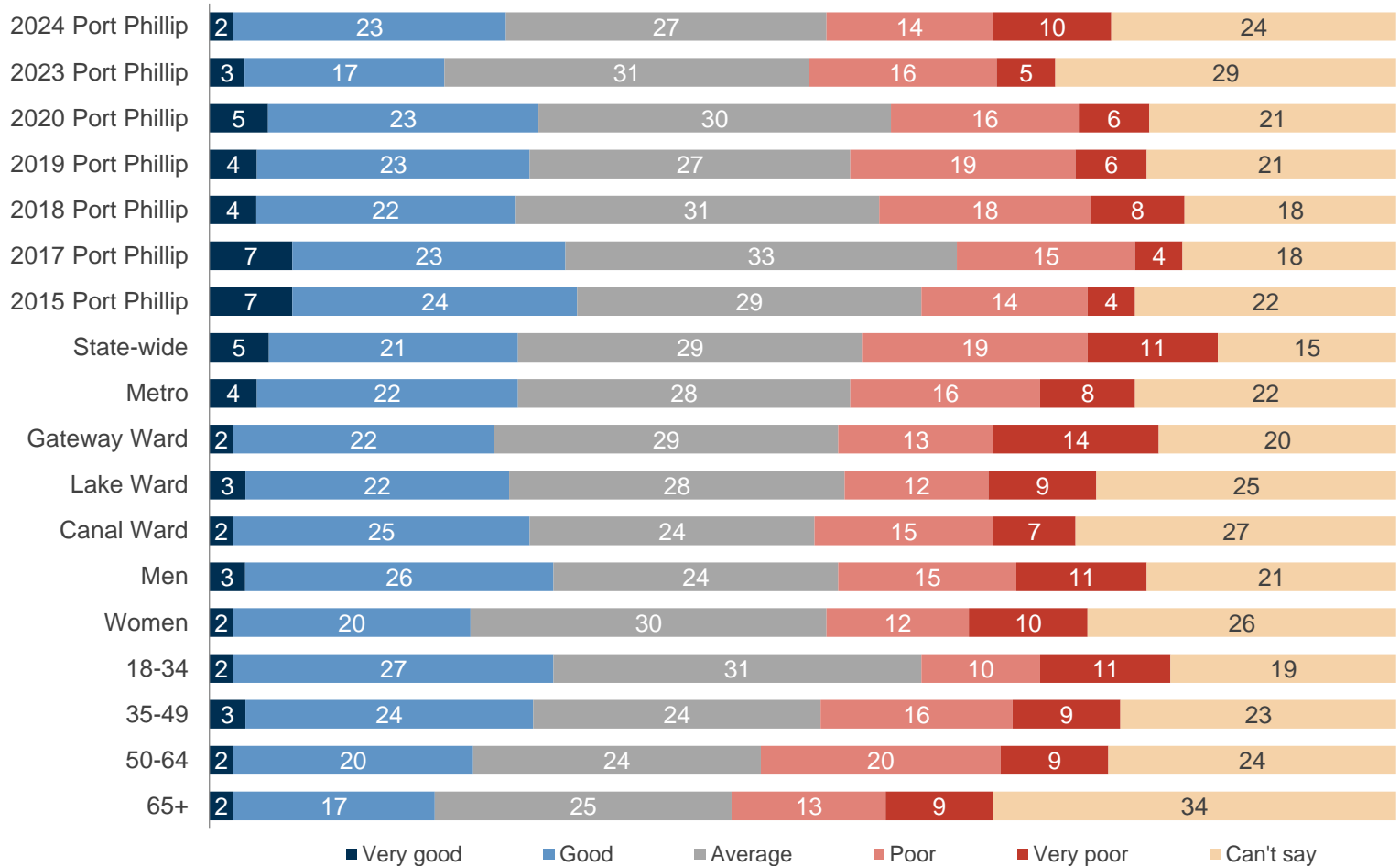
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2024 population growth performance (%)



Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 17 Councils asked group: 4



Roadside slashing and weed control performance



2024 roadside slashing and weed control performance (index scores)

| | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 |
|----------------|------|------|------|------|------|------|------|------|------|
| 18-34 | 63 | 68 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Canal Ward | 59 | 66 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 56 | 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Men | 55 | 62 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Personal user | 56 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Household user | 56 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Port Phillip | 57 | 63 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Metro | 57 | 63 | n/a | n/a | 69 | 67 | 68 | 68 | 69 |
| Gateway Ward | 56 | 59 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Women | 59 | 64 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Lake Ward | 57 | 65 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 65+ | 52 | 57 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 54 | 61 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| State-wide | 45 | 49 | 51 | 49 | 56 | 55 | 53 | 56 | 55 |

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

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 1

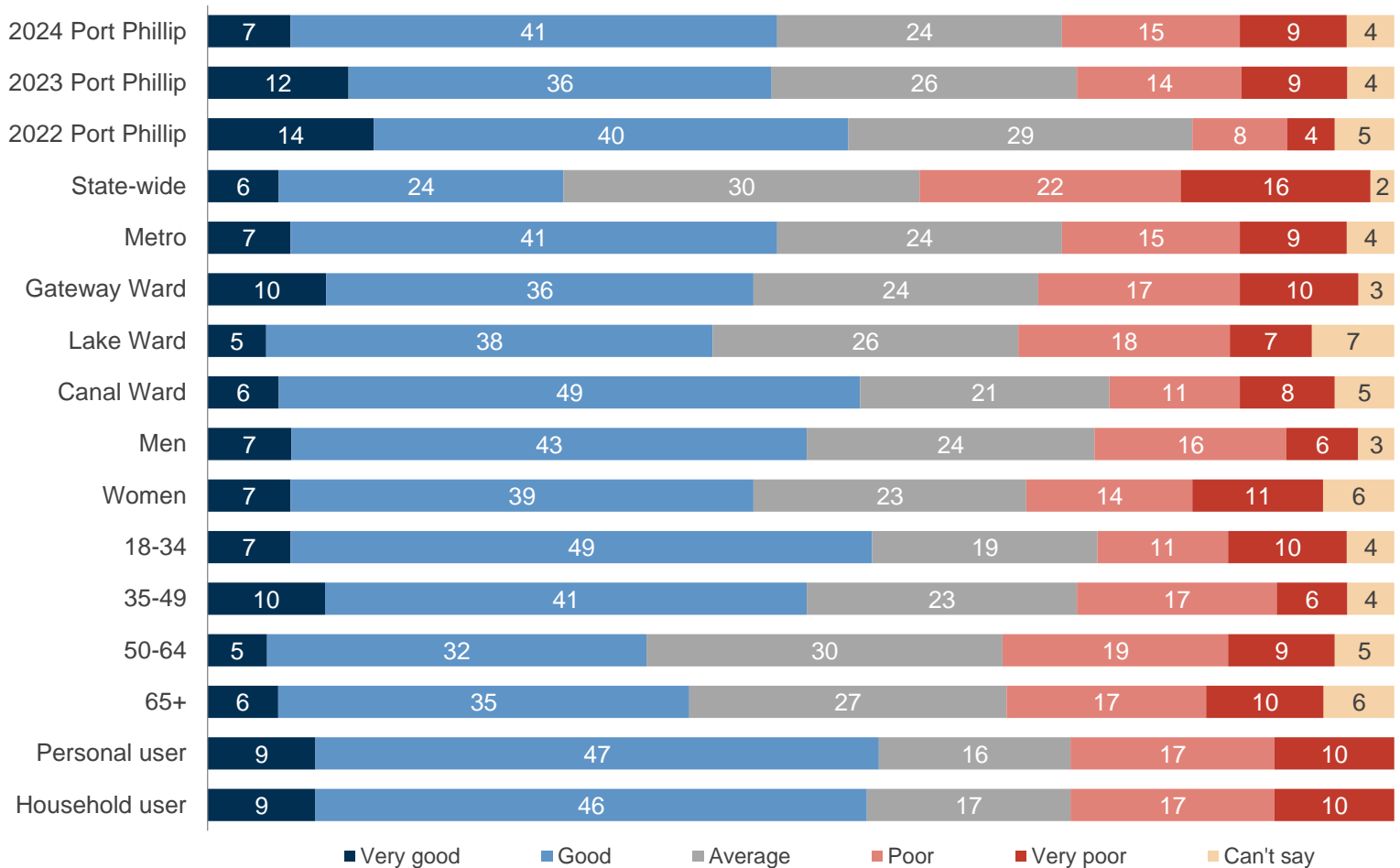
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control performance



2024 roadside slashing and weed control performance (%)



Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 1



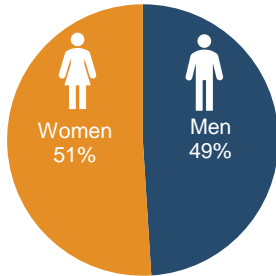
Detailed demographics



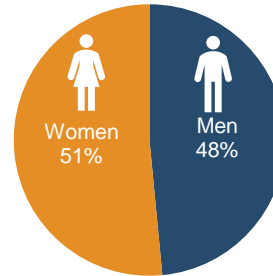
Gender and age profile

2024 gender

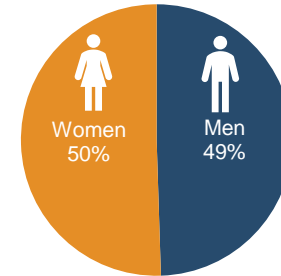
Port Phillip



Metro

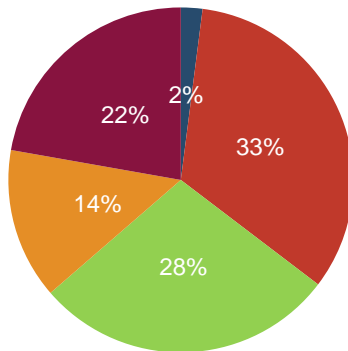


State-wide

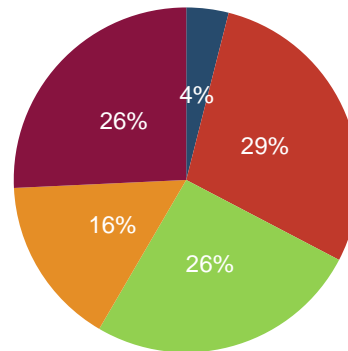


2024 age

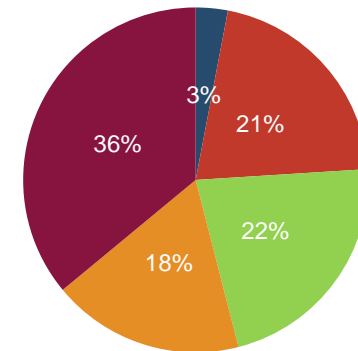
Port Phillip



Metro



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. How would you describe your gender? / S4. To which of the following age groups do you belong?

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

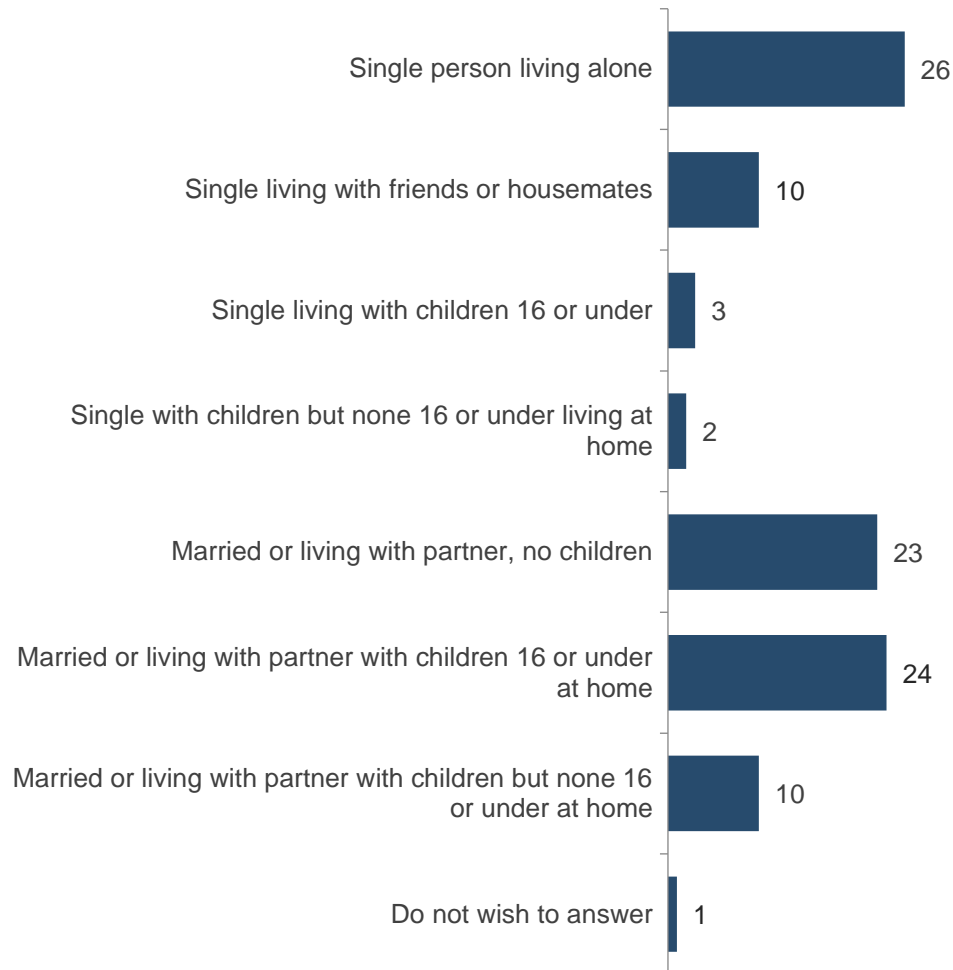
<1% of respondents in each of Port Phillip City Council, Metro and State-wide did not describe their gender as male or female.

Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



Household structure

2024 household structure (%)

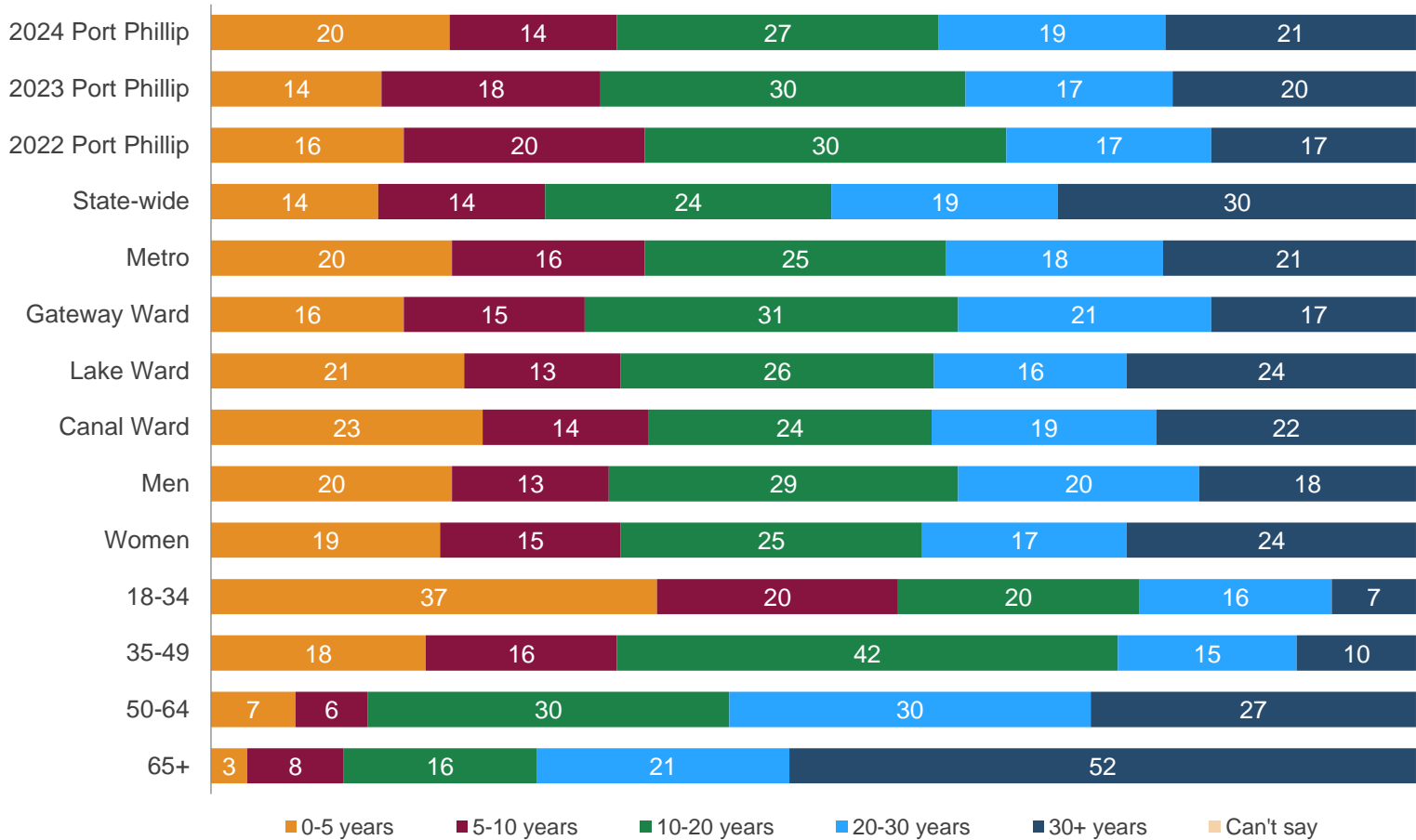


S6. Which of the following BEST describes your household?
 Base: All respondents. Councils asked State-wide: 10 Councils asked group: 7



Years lived in area

2024 years lived in area (%)

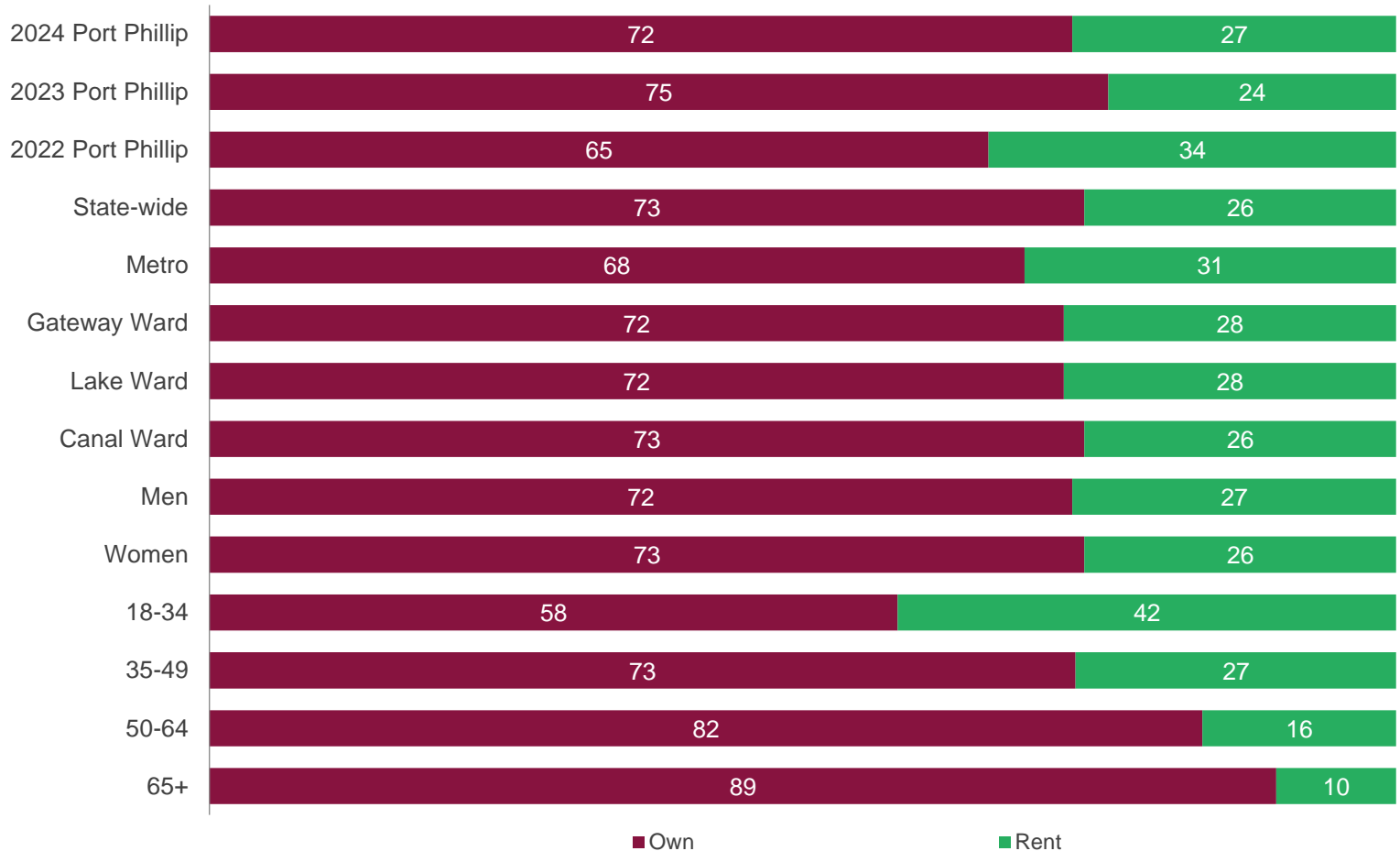


S5. How long have you lived in this area?/ How long have you owned a property in this area?
 Base: All respondents. Councils asked State-wide: 12 Councils asked group: 5



Home ownership

2024 home ownership (%)

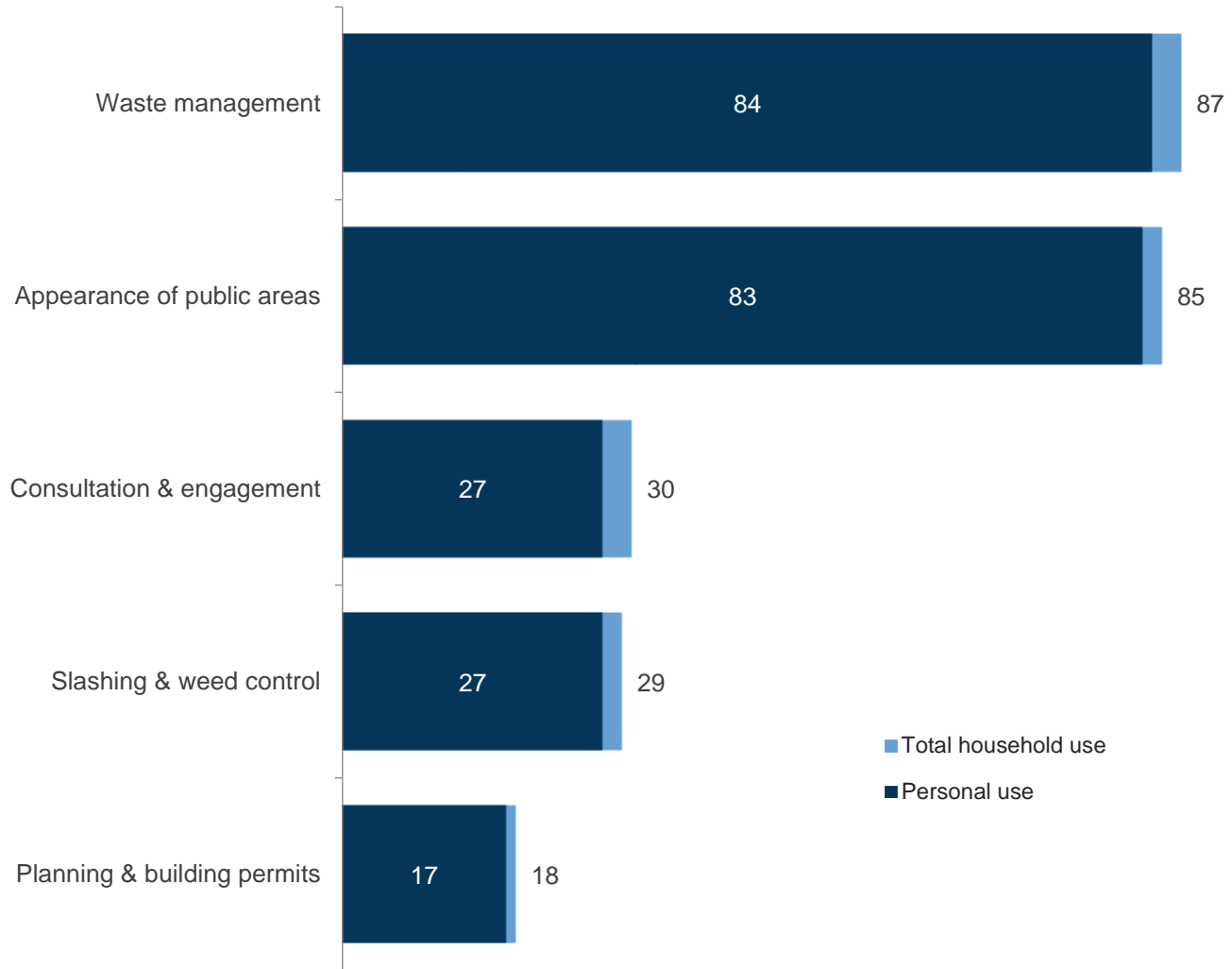


Q9. Thinking of the property you live in, do you or other members of your household own this property, or is it a rental property?
 Base: All respondents. Councils asked State-wide: 4 Councils asked group: 3


Personal and household use and experience of council services



2024 personal and household use and experience of services (%)



Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council?
 Base: All respondents. Councils asked State-wide: 7 Councils asked group: 3



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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

Please note that the horizontal (x) axis of the index score bar charts in this report is displayed on a scale from 20 to 100.



Appendix A: Margins of error

The sample size for the 2024 State-wide Local Government Community Satisfaction Survey for Port Phillip City Council was n=900. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=900 interviews is +/-3.3% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 46.7% - 53.3%.

Maximum margins of error are listed in the table below, based on a population of 90,400 people aged 18 years or over for Port Phillip City Council, according to ABS estimates.

| Demographic | Actual survey sample size | Weighted base | Maximum margin of error at 95% confidence interval |
|---------------------------|---------------------------|---------------|--|
| Port Phillip City Council | 900 | 400 | +/-3.3 |
| Men | 404 | 194 | +/-4.9 |
| Women | 489 | 202 | +/-4.4 |
| Gateway Ward | 330 | 144 | +/-5.4 |
| Lake Ward | 256 | 114 | +/-6.1 |
| Canal Ward | 312 | 141 | +/-5.5 |
| 18-34 years | 134 | 141 | +/-8.5 |
| 35-49 years | 163 | 113 | +/-7.7 |
| 50-64 years | 236 | 57 | +/-6.4 |
| 65+ years | 367 | 89 | +/-5.1 |



Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Within the strokes of the 'W', there are faint, light blue background graphics including a line graph with data points and a bar chart with several vertical bars of varying heights. The overall aesthetic is clean and professional, typical of a corporate or research report.

Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2024 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

The 2024 results are compared with previous years, as detailed below:

- 2023, n=900 completed interviews, conducted in the period of 27th January – 19th March.
- 2022, n=900 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=904 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=900 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=909 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=401 completed interviews, conducted in the period of 1st February – 30th March.

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

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

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

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

A total of n=900 completed interviews were achieved in Port Phillip City Council. Survey fieldwork was conducted in the period of 29th January – 18th March, 2024.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DGS website. In 2024, 62 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2024 vary slightly.

Council Groups

Port Phillip City Council is classified as a Metropolitan council according to the following classification list:

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

Councils participating in the Metropolitan group are:

- Banyule, Boroondara, Glen Eira, Greater Dandenong, Hobsons Bay, Kingston, Manningham, Maroondah, Melbourne, Moonee Valley, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Port Phillip City Council for this 2024 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Metropolitan group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2024 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2024 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2024 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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



Appendix B: Glossary of terms

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

CSS: 2024 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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