



# **2019 Local Government Community Satisfaction Survey**

## **Port Phillip City Council**

Coordinated by the Department of  
Environment, Land, Water and Planning  
on behalf of Victorian councils

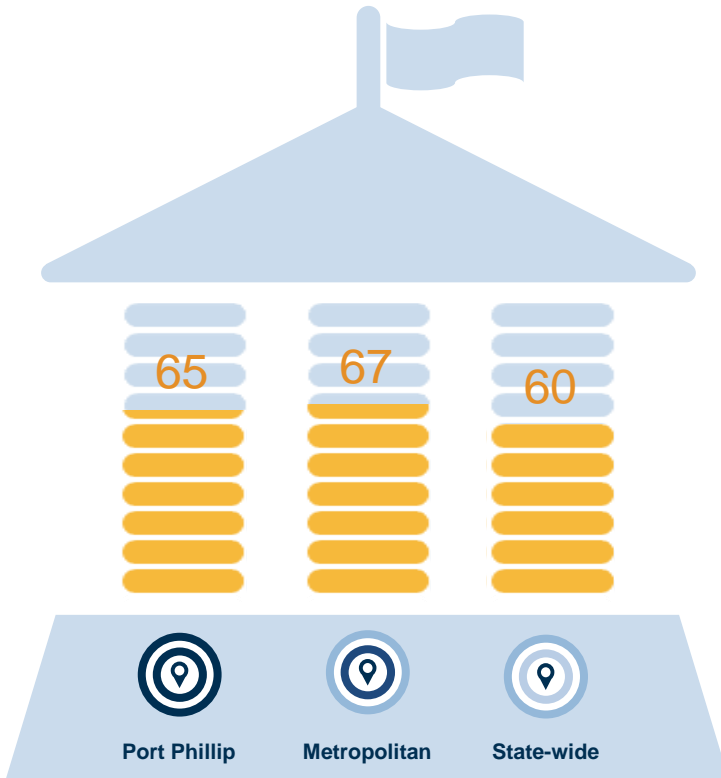


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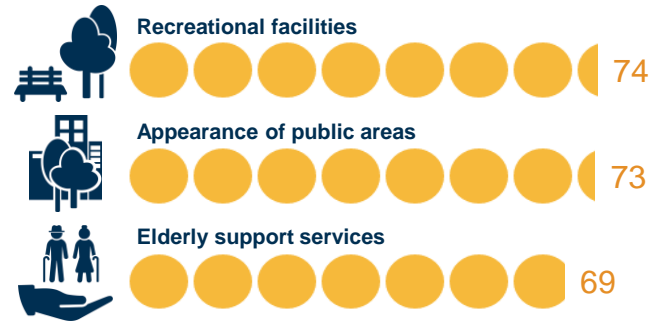
# Port Phillip City Council – at a glance



## Overall Council performance

Results shown are index scores out of 100.

## Top 3 performing areas



## Bottom 3 performing areas





# Background and objectives



## 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 twentieth year, this survey provides insight into the community's views on:

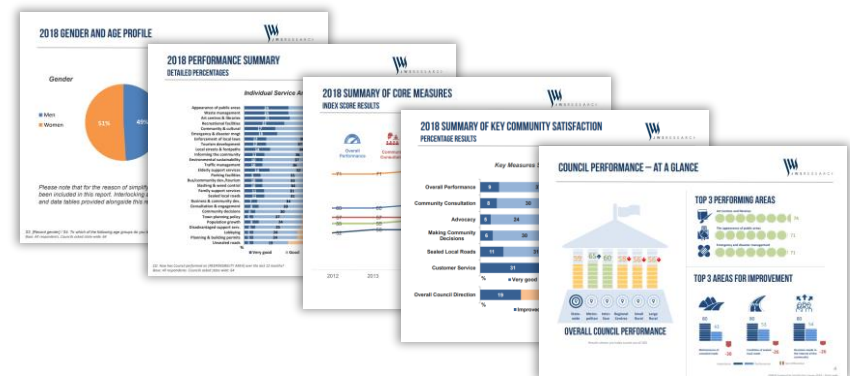
- councils' overall performance with benchmarking against State-wide and council group results
- community consultation and engagement
- advocacy and lobbying on behalf of the community
- customer service, local infrastructure, facilities and
- overall council direction.

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 seven years shows that councils in Victoria continue to provide services that meet the public's expectations.

## Serving Victoria for 20 years

Each year the CSS data is used to develop the State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 20 years of results, the CSS offers councils a long-term, consistent 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.





# **Key findings and recommendations**



## Overall performance

The overall performance index score of 65 for Port Phillip City Council represents a (not significant) two-point improvement on the 2018 result. Overall performance ratings have been largely consistent since tracking began in 2012, with the exception of the 2016 and 2018 surveys when slight declines were experienced.

Port Phillip City Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the average rating for councils State-wide, and is rated in line with councils in the Metropolitan group (index scores of 60 and 67 respectively).

- Residents aged 18 to 34 years (index score of 69) rate Council's overall performance highest and significantly higher than the Council average. In addition, impressions improved significantly among younger residents in the past year (up five index points from 2018).

Six times as many residents rate Port Phillip City Council's overall performance as 'very good' or 'good' (61%), than those who rate it as 'very poor' or 'poor' (10%). A further 29% sit mid-scale, rating Council's overall performance as 'average'.



Results shown are index scores out of 100.



# Customer contact and service

## Contact with council

Two-thirds (67%) of Port Phillip City Council residents have had recent contact with Council. This is lower but not significantly different to 2018 (70%).

- Residents aged 50+ years had the most contact with council in 2019 (75% among residents aged 50 to 64 and 76% among residents aged 65+ years).
- Conversely, residents aged 18 to 34 years had the least contact with council (56%) and rate of contact among this cohort is significantly lower than average.

Telephone (39%) remains the main method by which residents contact Council, followed by email (26%) and in person (24%). Written correspondence dropped off in the past year (12%, down eight points from 2018).

Newsletters, sent via email (38%) or mail (31%), are the preferred method for informing residents about Council news, information and upcoming events. Residents under 50 years of age prefer to receive a newsletter sent via email to mail, while older residents prefer each in equal numbers.

Overall demand for newsletters has decreased in the past year (down five percentage points for newsletters sent via email or mail), largely due to the addition of social media (11%).

## Customer service

Port Phillip City Council's customer service index of 74 represents a slight (not significant) two-point increase from 2018. Similar to Council's performance on other measures, customer service ratings have been largely consistent since 2012. That said, Council's customer service rating is at its highest level to date since tracking began in 2012.

Performance on this measure is rated in line with the State-wide and Metropolitan group council averages (index scores of 71 and 76 respectively).

One-third of residents (34%) rate Council's customer service as 'very good', with another two in five (41%) rating it as 'good'. A further 15% provide an 'average' rating, whilst only 9% provide a rating of 'very poor' or 'poor'.

- There are no significant differences across demographic or geographic cohorts compared to the 2019 Council average.

Customer service ratings by residents' most recent contact method are highest for in-person and website correspondence (index scores of 80 and 76 respectively).





# Top performing areas and areas for improvement

## Top performing areas

Customer service is one of two areas where Port Phillip City Council has performed most strongly, along with recreational facilities (index score of 74 for both). Other top performing service areas for Council are:

- Appearance of public areas (index score of 73)
- Elderly support services (index score of 69).

In keeping with these ratings, residents volunteer waterfront areas (15%) and parks and gardens (13%), in addition to community activities (18%), as some of the best aspects of living in Port Phillip Council.

Council performs in line with Metropolitan group averages for these top rated service areas. Notably, in the area of recreational facilities, Council performs significantly higher than the State-wide average for councils.

Council improved significantly in three service areas from 2018: consultation and engagement (index score of 61, up five points from 2018), town planning policy (57, up four points), and parking facilities (49, up four points). In the area of consultation and engagement, Council rates significantly higher than both the State-wide and Metropolitan group averages (index scores of 56 and 58 respectively).

## Areas for improvement

Council's performance rating in the area of waste management (index score of 66) declined two points from 2018. While this deterioration is not significant, it is part of a declining trend that started the previous year. Cumulatively, performance in this area has dropped seven index points since 2017. Council rates significantly lower than the Metropolitan group average (index score of 73) in the area of waste management.

- Impressions of waste management are down (not significantly) across almost all demographic and geographic sub-groups since 2017.

Despite gains in ratings in the following areas in the past year, Council rates lowest relative to its own performance in other areas on:

- Parking facilities (index score of 49)
- Population growth (index score of 50)
- Planning and building permits (index score of 50).

Council rates significantly lower in the areas of parking and also building and planning permits than for the Metropolitan group (index scores of 55 and 53 respectively). One in ten (12%) residents volunteer parking availability as an area in need of improvement (along with public safety at 13%).



## Influences on perceptions of overall performance

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The individual service areas that have the strongest influence on the overall performance rating (based on regression analysis) are:

- Decisions made in the interest of the community
- Lobbying
- Town planning.

Other service areas with a positive influence on overall performance include:

- The appearance of public areas
- Recreational facilities
- Condition of sealed local roads.

Looking at key service areas only, recreational facilities and the appearance of public areas have the strongest positive performance index and moderate to strong influences on the overall performance rating. Currently, Port Phillip Council is performing very well in these areas and, while they should remain a focus, there is greater work to be done elsewhere.

In the same respect, Council is also performing very well on the condition of sealed local roads.

Port Phillip Council's town planning and lobbying have lower (though still positive) performance ratings overall. With their moderate to strong influence on overall performance perceptions, continuing efforts in these areas has the capacity to lift Port Phillip Council's overall performance rating.

Decisions made in the interest of the community stands out as the strongest influence on perceptions of overall performance. Improvements in this area have the best potential to improve overall performance perceptions.

In summary, good communication and transparency with residents about decisions the Council has made in the Port Phillip community's interest along with continuing positive performance on the appearance of public areas, recreational facilities and the condition of sealed local roads should help to maintain and improve Council's overall performance rating.

Improvements in lobbying and town planning also has the potential to contribute to increased overall performance.



## Focus areas for coming 12 months

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**Council did not experience any significant declines in ratings in the past year, rather performance is in line with 2018 ratings or significantly increased across service areas.**

In terms of priorities for the year ahead, Port Phillip City Council should focus on service areas with moderate to strong influence on perceptions of overall performance where there is also opportunity for strong performance improvement, such as:

- Decisions made in the interest of the community
- Lobbying
- Town planning policy.

Council should also focus attention on service areas where current performance levels are low and remain significantly lower than Metropolitan group council averages – parking facilities and planning and building permits (though the regression analysis shows the latter has only a weak influence on overall performance perceptions).

Council should also work to stem further erosion on waste management services, where Council ratings have declined for two straight years and are significantly lower than Metropolitan group average.

More generally, consideration should also be given to residents aged 50 years or older, who appear to be driving negative opinion in a number of areas in 2019.

- It is also important not to ignore, and to learn from, what is working amongst other groups, especially residents aged 18 to 34 years, and use these lessons to build on performance experience and perceptions.

On the positive side, Council should look over the next 12 months to build upon its significantly improved performance on consultation and engagement, town planning and parking availability.



## Further areas of exploration

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An approach we recommend is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, self-mining the SPSS data provided, or via the dashboard portal available to the council.

Please note that the category descriptions for the coded open-ended responses are generic summaries only. We recommend further analysis of the detailed cross tabulations and the actual verbatim responses, with a view to understanding the responses of the key gender and age groups, especially any target groups identified as requiring attention.

**A personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results. Please contact JWS Research on:**

**03 8685 8555**

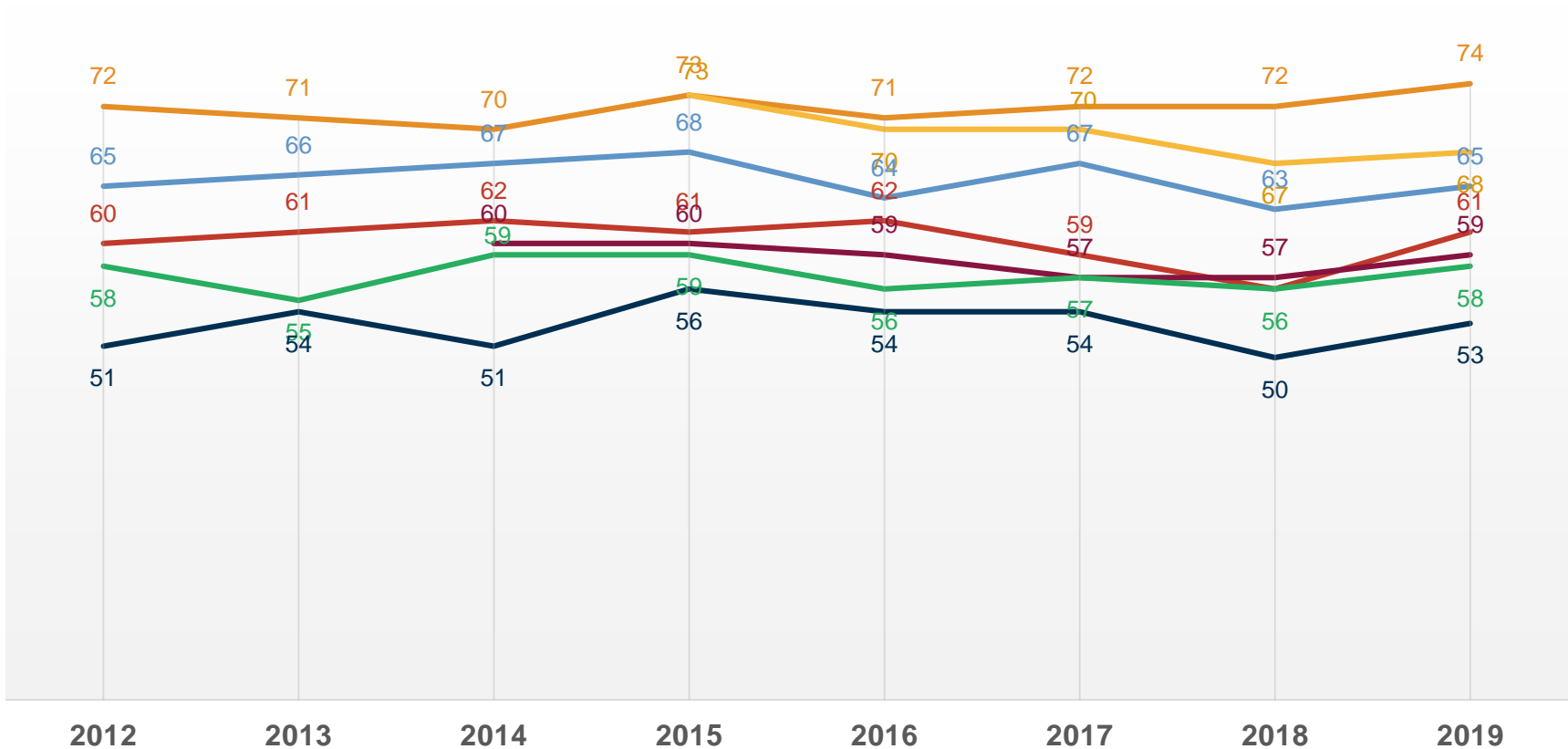


# Summary of findings



# Summary of core measures

## Index scores





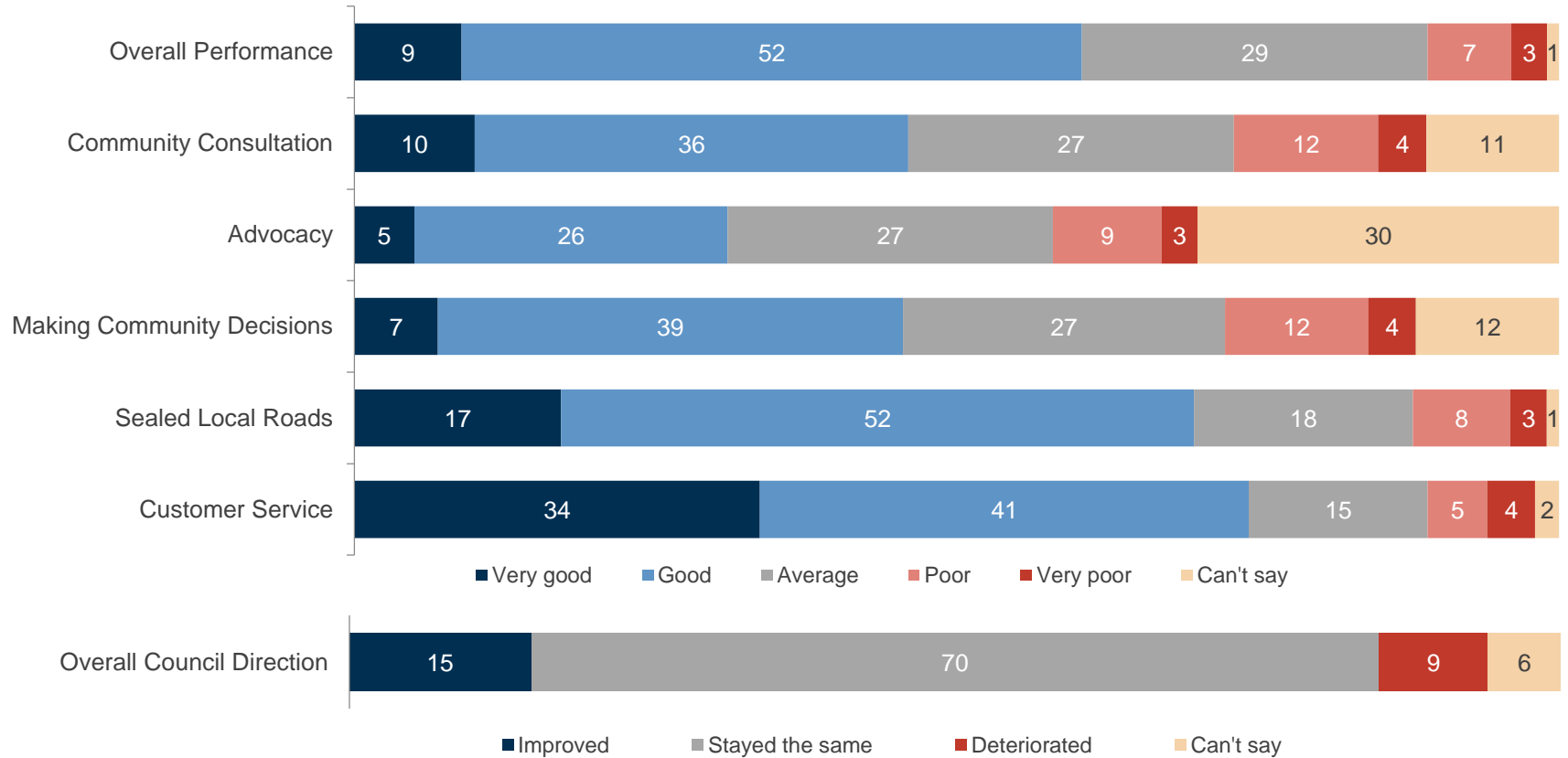
## Summary of core measures

Performance Measures	Port Phillip 2019	Port Phillip 2018	Metro 2019	State-wide 2019	Highest score	Lowest score
<b>Overall Performance</b>	<b>65</b>	63	67	60	Aged 18-34 years	Aged 50+ years
<b>Community Consultation</b> (Community consultation and engagement)	<b>61</b>	56	58	56	Aged 18-34 years	Aged 50-64 years
<b>Advocacy</b> (Lobbying on behalf of the community)	<b>58</b>	56	57	54	Aged 18-34 years	Aged 50-64 years
<b>Making Community Decisions</b> (Decisions made in the interest of the community)	<b>59</b>	57	60	55	Aged 18-34 years	Aged 50-64 years
<b>Sealed Local Roads</b> (Condition of sealed local roads)	<b>68</b>	67	69	56	Aged 18-34 years	Aged 50-64 years
<b>Customer Service</b>	<b>74</b>	72	76	71	Aged 65+ years, Women, Port Melbourne	Men
<b>Overall Council Direction</b>	<b>53</b>	50	55	53	Aged 18-34 years	Aged 65+ years



# Summary of key community satisfaction

Key measures summary results (%)







## Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right-side of the chart have a higher performance index than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.
- The charts are based on unweighted data, which means the service performance indices in the regression charts may vary by +/- 1-2 points on the indices reported in charts and tables elsewhere in this report.

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

2019 regression analysis (all service areas)

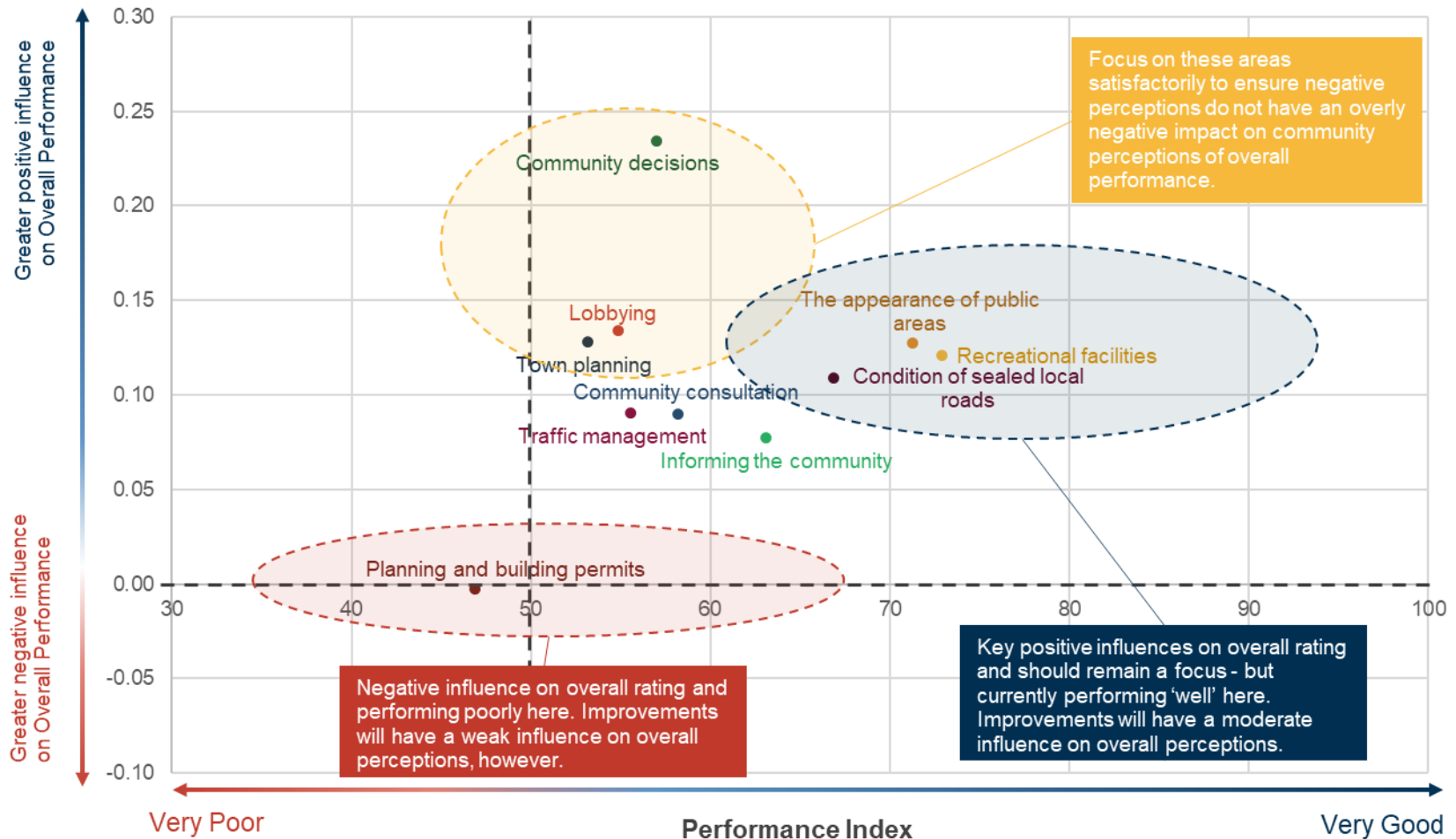


The multiple regression analysis model above (all service areas) has an R-squared value of 0.595 and adjusted R-square value of 0.586, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 68.02$ . 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

2019 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.587 and adjusted R-square value of 0.582, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 126.26$ .



# Individual service area performance

## 2019 individual service area performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
Recreational facilities	74	73	73	76	n/a	77	72	74
Appearance of public areas	73	72	73	n/a	72	72	73	75
Elderly support services	69	67	69	n/a	n/a	70	69	69
Sealed local roads	68	67	70	70	73	n/a	n/a	n/a
Family support services	68	69	69	69	69	71	69	70
Waste management	66	68	73	n/a	n/a	73	72	71
Informing the community	64	62	63	67	68	67	67	67
Enforcement of local laws	63	61	65	63	n/a	63	65	66
Disadvantaged support serv.	62	59	62	n/a	n/a	68	65	69
Local streets & footpaths	61	62	66	n/a	n/a	62	64	63
Environmental sustainability	61	61	63	n/a	n/a	66	67	65
Consultation & engagement	61	56	59	62	61	62	61	60
Community decisions	59	57	57	59	60	60	n/a	n/a
Traffic management	58	56	61	n/a	n/a	59	60	59
Lobbying	58	56	57	56	59	59	55	58
Town planning policy	57	53	56	n/a	n/a	57	51	57
Planning & building permits	50	47	52	n/a	n/a	51	47	52
Population growth	50	49	55	n/a	56	n/a	n/a	n/a
Parking facilities	49	45	53	50	52	48	51	51

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

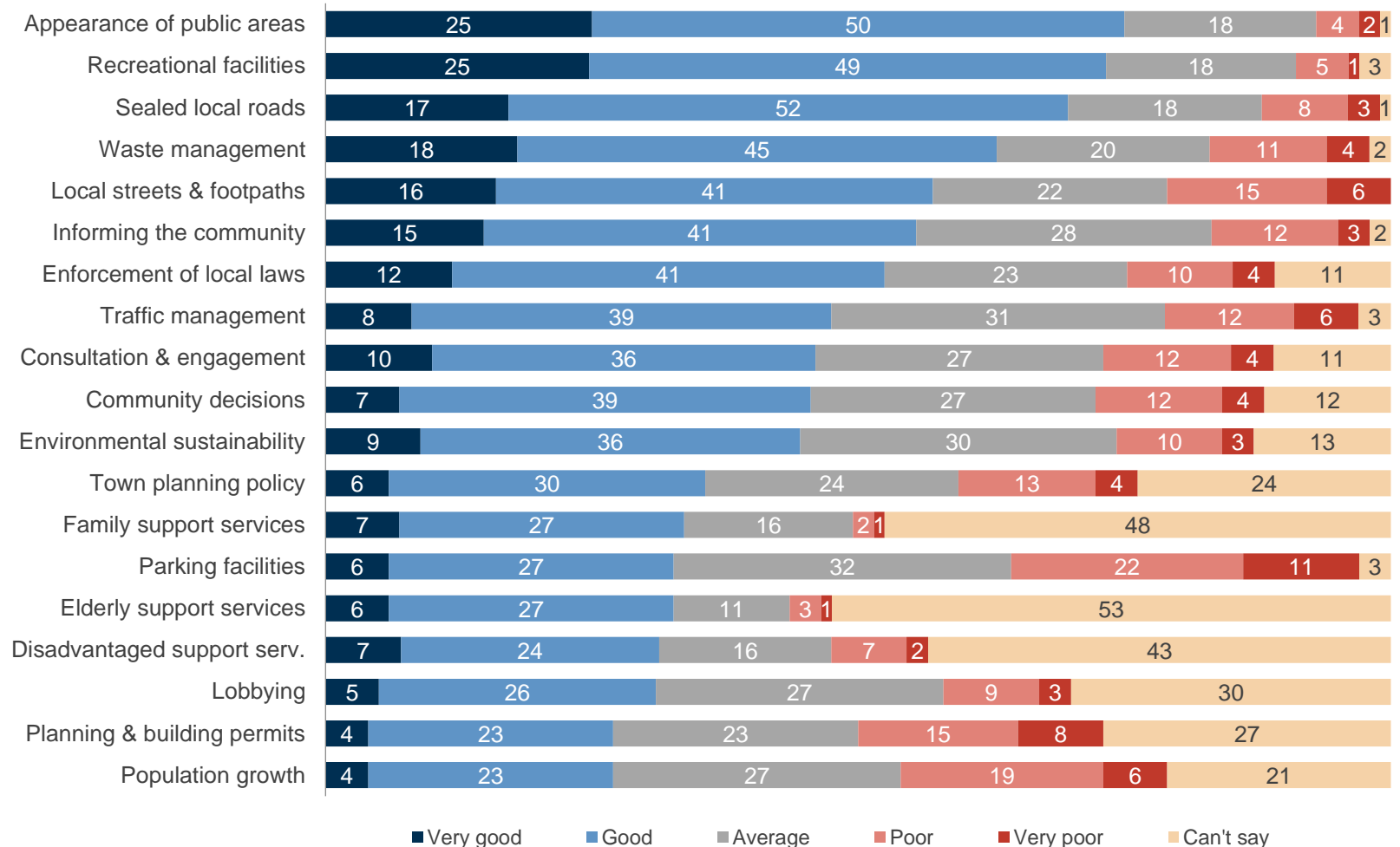
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14

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



# Individual service area performance

2019 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14

# Individual service area performance vs State-wide average



## Significantly Higher than State-wide Average

- Consultation & engagement
- Lobbying
- Informing the community
- Recreational facilities
- Making community decisions
- Sealed local roads

## Significantly Lower than State-wide Average

- Parking facilities



## Individual service area performance vs group average

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### Significantly Higher than Group Average

- Consultation & engagement

### Significantly Lower than Group Average

- Local streets & footpaths
- Parking facilities
- Waste management
- Planning permits
- Environmental sustainability



## Best things about Council

### 2019 best things about Council (%) - Top mentions only -

	2018	2017	2016	2015	2014	2013	2012
Community/Public Events/Activities	15	10	7	n/a	n/a	n/a	n/a
Beach/Foreshore/Waterfront/Lake/River/Creek/Port	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Parks and Gardens	12	17	17	n/a	n/a	n/a	n/a
Proximity to Facilities	6	1	1	n/a	n/a	n/a	n/a
Diversity	6	3	3	n/a	n/a	n/a	n/a
Public Areas	6	8	6	n/a	n/a	n/a	n/a
The Community/Community Feeling/Neighbourhood	4	1	2	n/a	n/a	n/a	n/a
Location	7	3	3	n/a	n/a	n/a	n/a
Business Development	5	1	1	n/a	n/a	n/a	n/a
Cultural Activities	4	4	2	n/a	n/a	n/a	n/a

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: 21 Councils asked group: 8

Note: Significant differences have not been applied to this chart.

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





## Areas for improvement

### 2019 areas for improvement (%) - Top mentions only -

		2018	2017	2016	2015	2014	2013	2012
Public Safety	13	10	4	n/a	n/a	6	n/a	n/a
Parking Availability	12	12	12	n/a	n/a	13	n/a	n/a
Waste Management	9	6	7	n/a	n/a	6	n/a	n/a
Public Areas - General Maintenance	8	10	5	n/a	n/a	n/a	n/a	n/a
Development - Inappropriate / Over development	7	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Public Transport	6	4	n/a	n/a	n/a	2	n/a	n/a
Traffic Management	6	8	4	n/a	n/a	6	n/a	n/a
Social	6	5	6	n/a	n/a	1	n/a	n/a
Nothing	4	5	7	n/a	n/a	17	n/a	n/a

Q17. What does Port Phillip City Council MOST need to do to improve its performance?

Base: All respondents. Councils asked state-wide: 43 Councils asked group: 10

Note: Significant differences have not been applied to this chart.

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

# DETAILED FINDINGS



# Overall performance



## Overall performance

### 2019 overall performance (index scores)

	2018	2017	2016	2015	2014	2013	2012
18-34	64	71	66	74	73	68	69
Port Melb	63	67	65	66	69	63	62
Metro	65	64	66	67	n/a	n/a	n/a
Women	64	68	67	69	67	65	67
St Kilda/Elwood	64	67	66	69	66	65	66
Port Phillip	63	67	64	68	67	66	65
Men	62	65	62	67	68	67	63
Sth Melb	62	64	61	68	70	68	66
35-49	64	65	66	66	65	65	62
50-64	59	61	59	63	58	60	64
65+	63	61	63	63	66	66	60
State-wide	59	59	59	60	61	60	60

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?

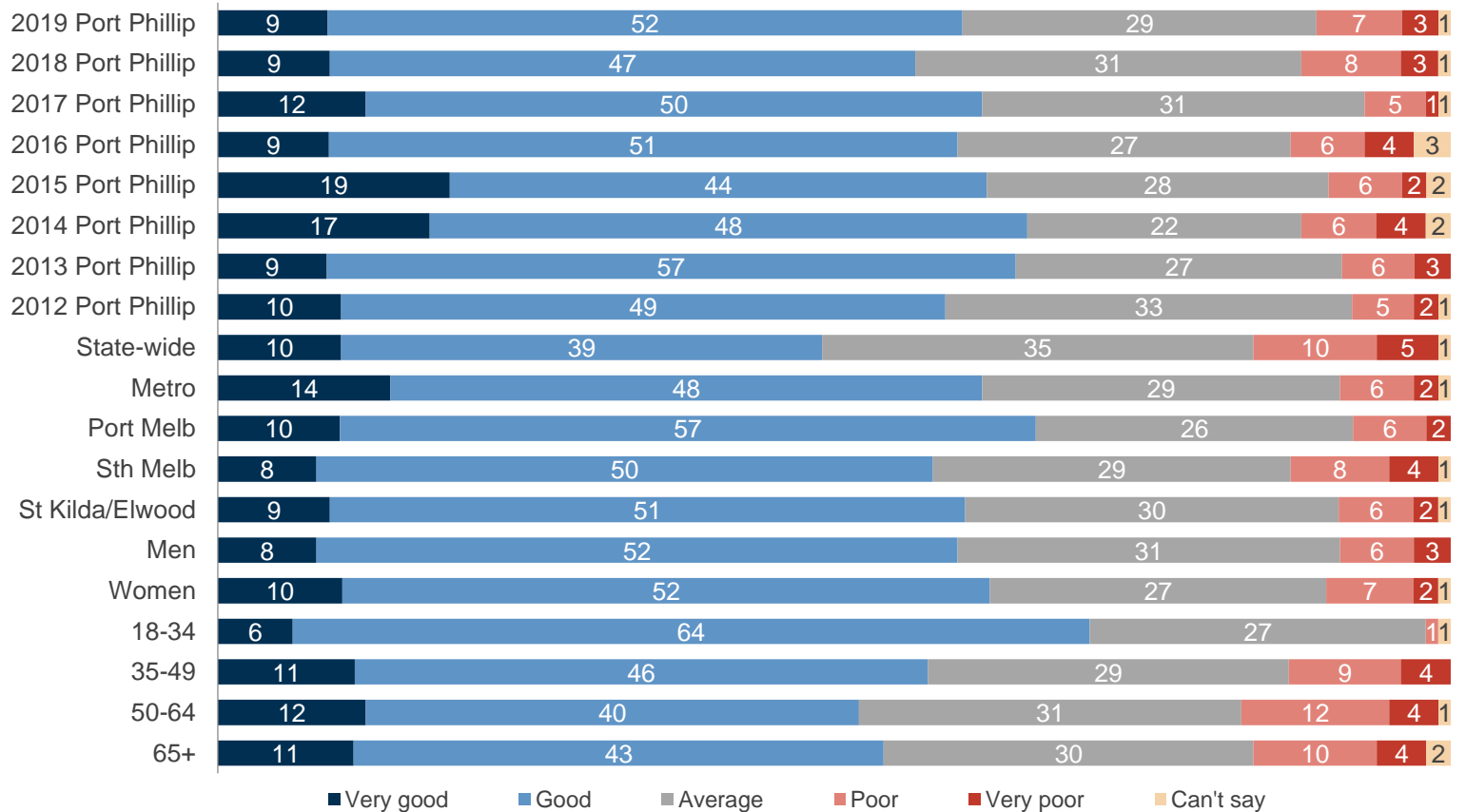
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14

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



# Overall performance

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: 63 Councils asked group: 14

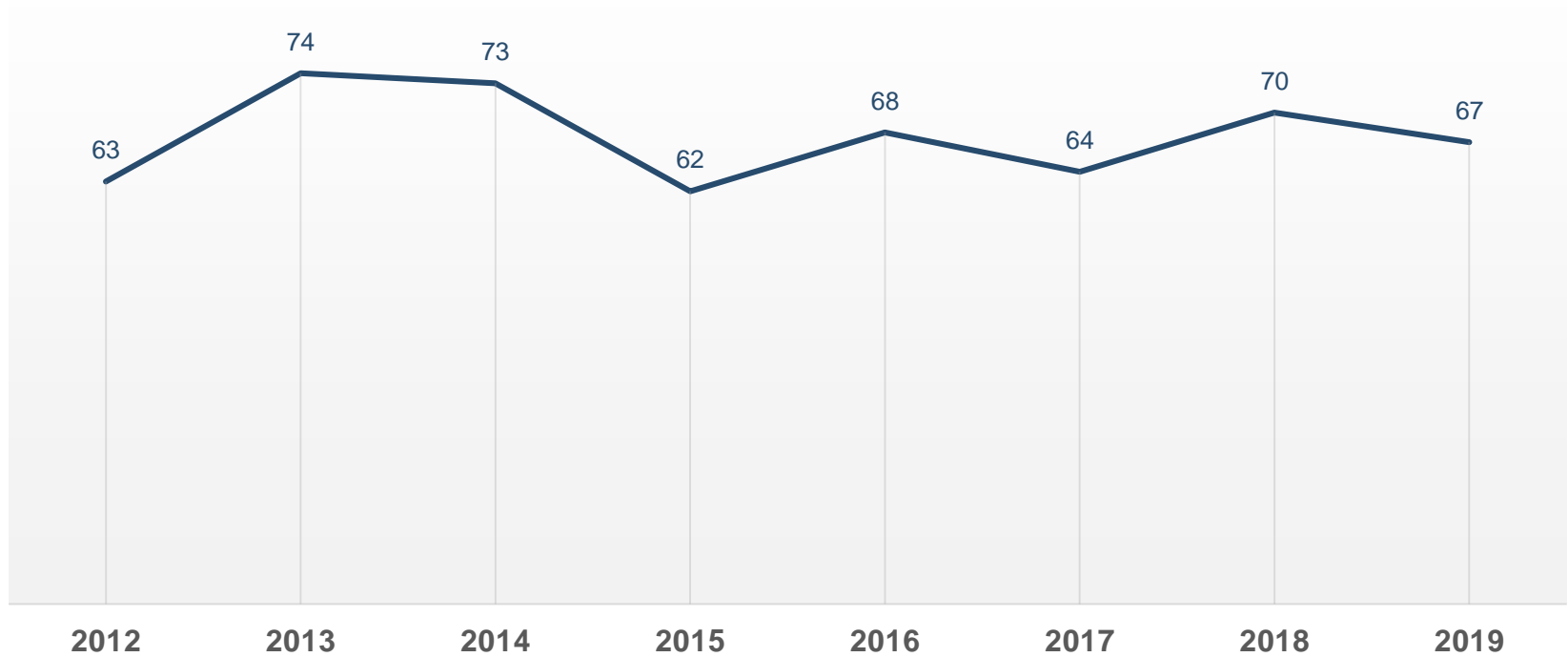


# Customer service



# Contact with council

**2019 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: 25 Councils asked group: 6



## Contact with council

### 2019 contact with council (%)

	2019	2018	2017	2016	2015	2014	2013	2012
65+	76	70	72	76	72	71	77	59
50-64	75	84	78	79	76	75	73	72
35-49	72	77	72	77	64	74	78	66
St Kilda/Elwood	68	71	60	65	57	74	74	55
Women	68	73	62	67	66	79	75	65
Port Phillip	67	70	64	68	62	73	74	63
Sth Melb	67	69	70	75	82	68	79	71
Port Melb	65	66	73	72	55	78	69	79
Men	65	66	66	69	58	67	74	60
State-wide	63	63	58	58	60	61	60	61
Metro	62	64	57	58	60	n/a	n/a	n/a
18-34	56▼	58	51	55	52	72	71	59

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: 25 Councils asked group: 6

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





## Customer service rating

### 2019 customer service rating (index scores)

		2018	2017	2016	2015	2014	2013	2012
65+	77	75	71	75	78	71	73	72
Women	77	74	77	74	75	73	71	73
Port Melb	77	71	75	68	73	74	72	65
Metro	76	72	71	73	73	n/a	n/a	n/a
50-64	75	73	74	70	73	70	76	71
Port Phillip	74	72	72	71	73	70	71	72
St Kilda/Elwood	74	73	75	71	73	69	69	75
18-34	74	68	68	64	71	75	72	70
Sth Melb	74	72	64	74	74	68	74	72
35-49	73	75	77	78	73	62	65	76
Men	72	70	68	68	71	66	71	71
State-wide	71	70	69	69	70	72	71	71

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.

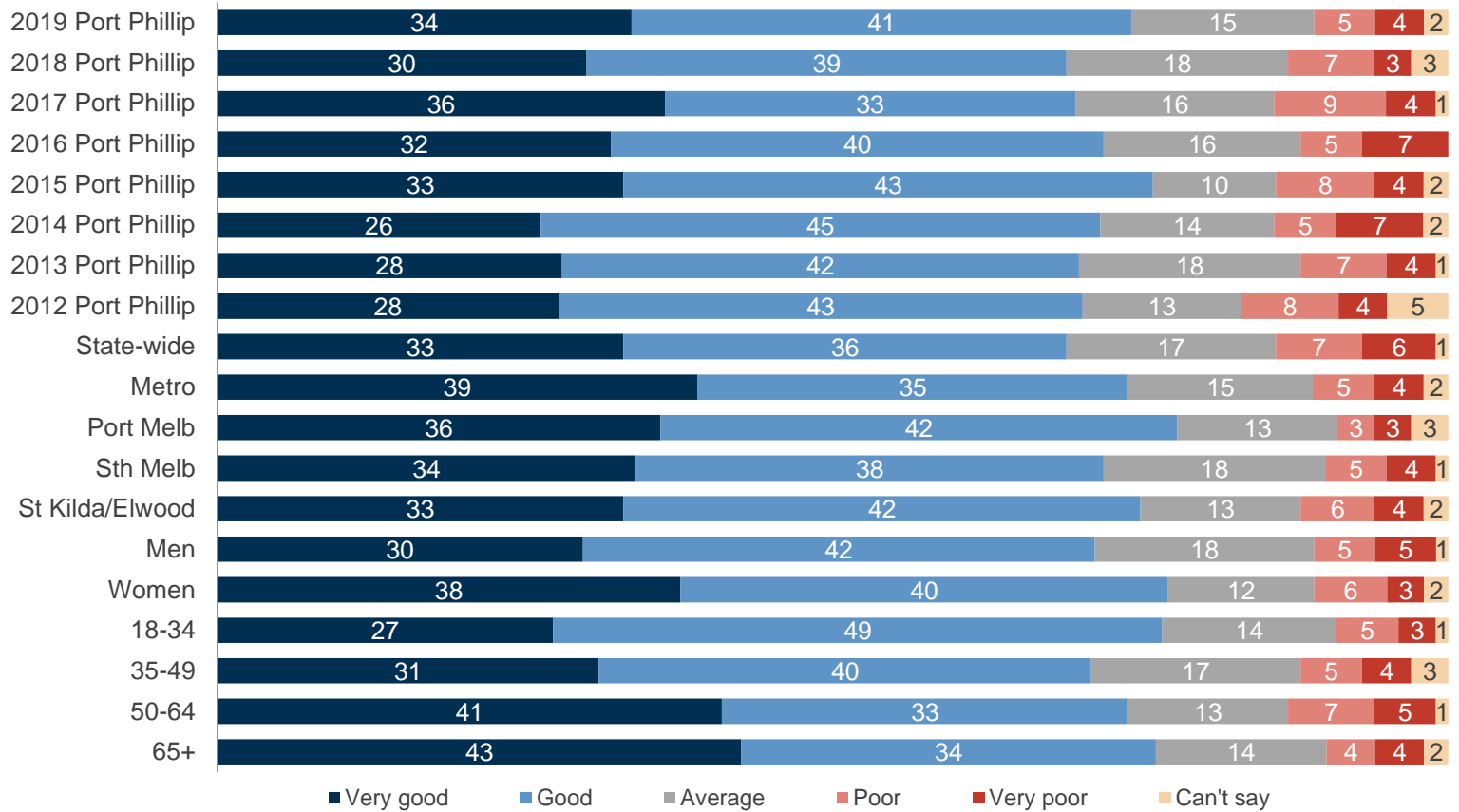
Councils asked state-wide: 63 Councils asked group: 14

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



# Customer service rating

Customer service rating (%)

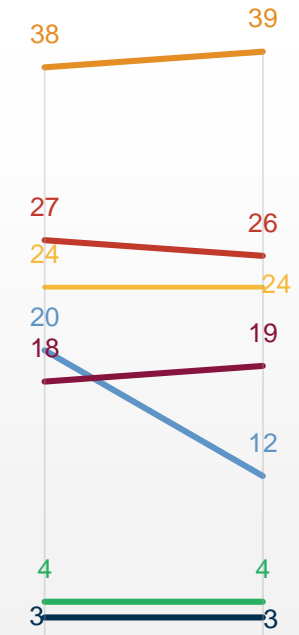
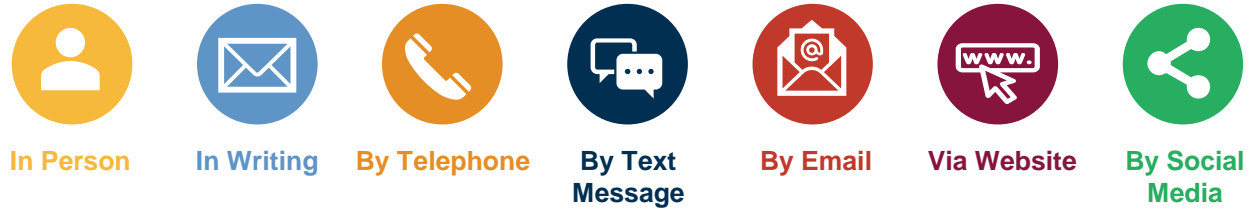


Q5c. Thinking of the most recent contact, how would you rate Port Phillip City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.  
 Base: All respondents who have had contact with Council in the last 12 months.  
 Councils asked state-wide: 63 Councils asked group: 14



# Method of contact with council

2019 method of contact (%)



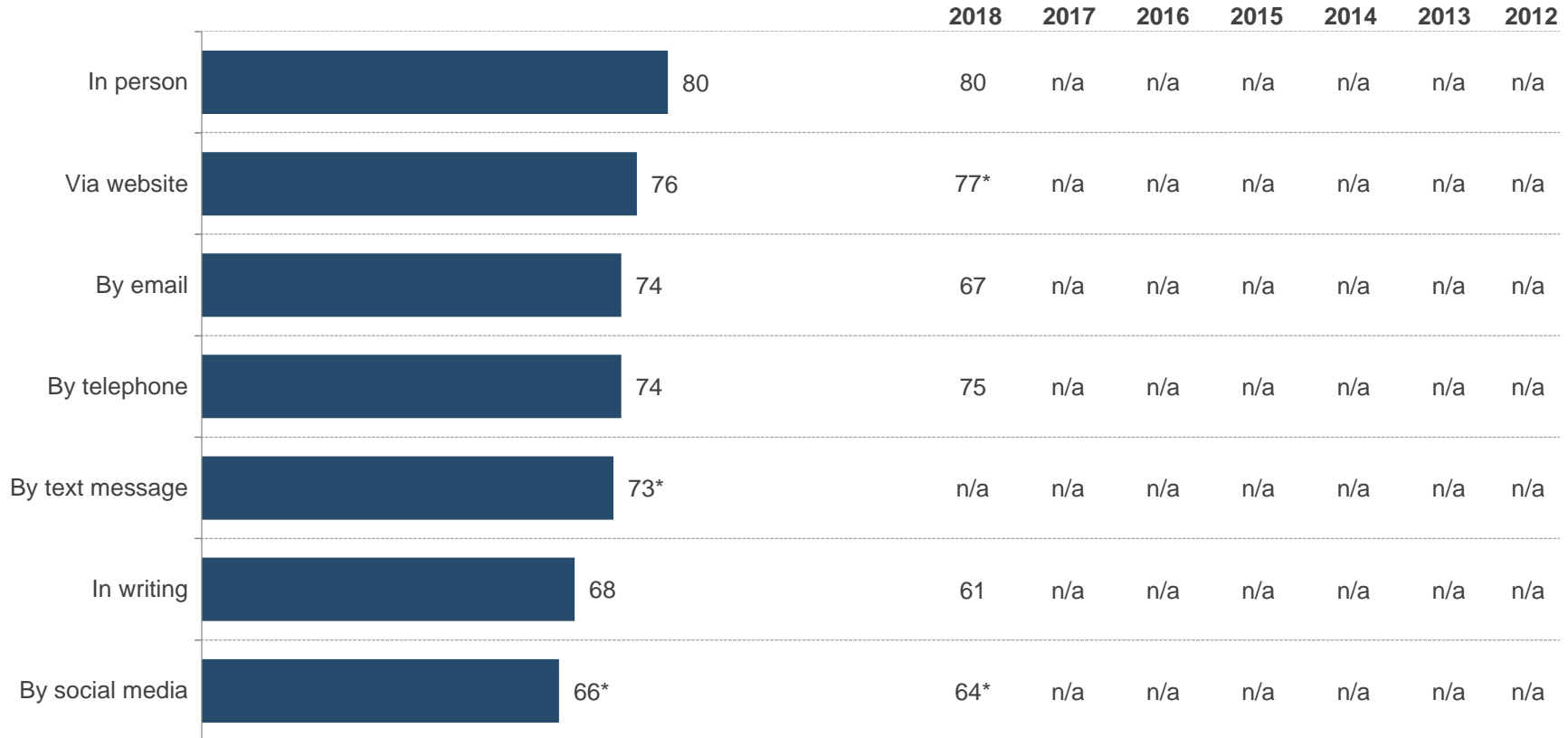
2012      2013      2014      2015      2016      2017      2018      2019

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: 25 Councils asked group: 6  
 Note: Respondents could name multiple contact methods so responses may add to more than 100%



# Customer service rating by method of last contact

2019 customer service rating (index score 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: 63 Councils asked group: 14

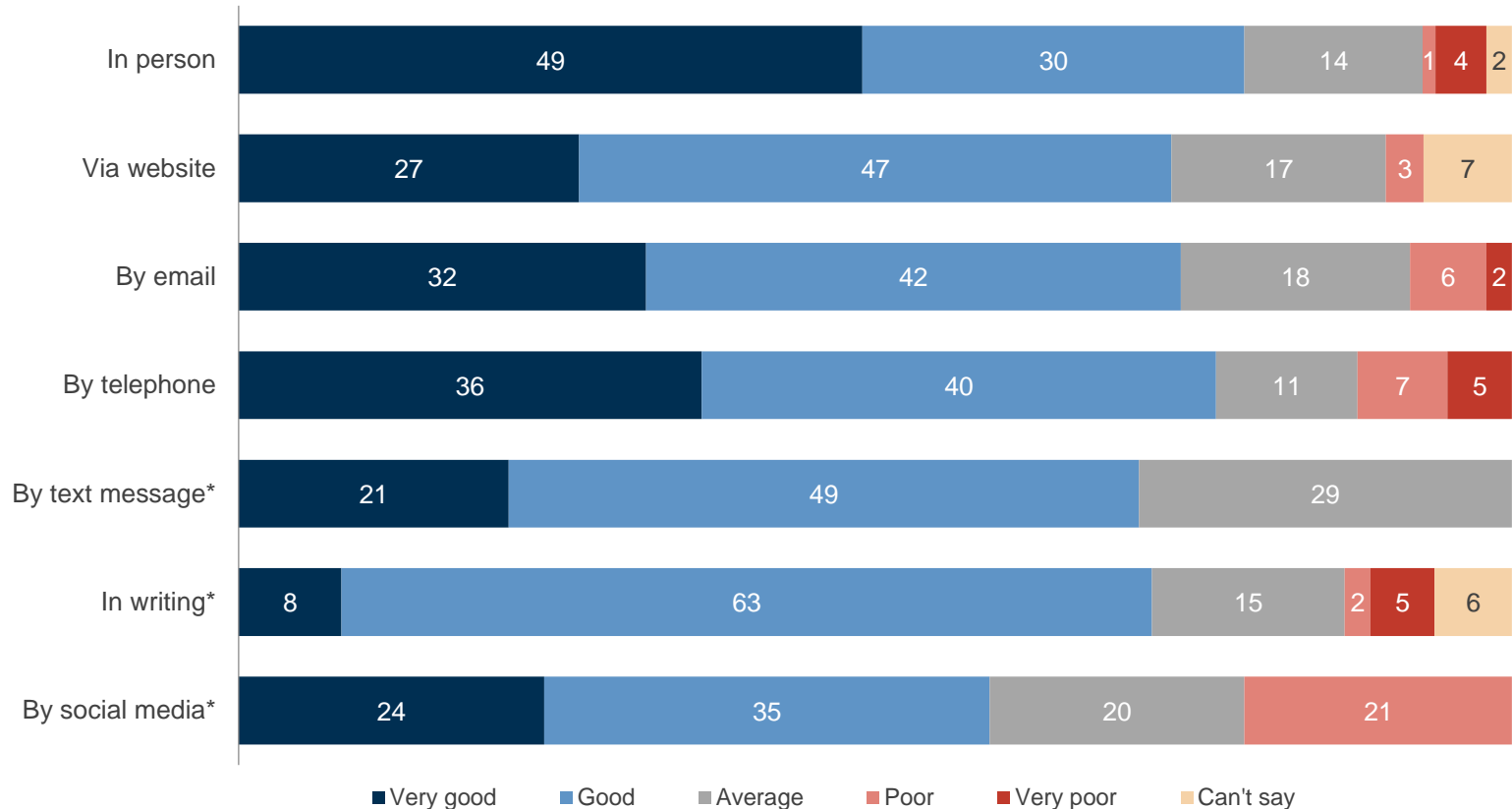
Note: Please see Appendix A for explanation of significant differences.

\*Caution: small sample size < n=30



# Customer service rating by method of last contact

2019 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: 25 Councils asked group: 6

\*Caution: small sample size < n=30



# Communication



## Communication summary

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### Overall preferred forms of communication

- Newsletter sent via email (38%)

### Preferred forms of communication among over 50s

- Newsletter sent via email (39%)

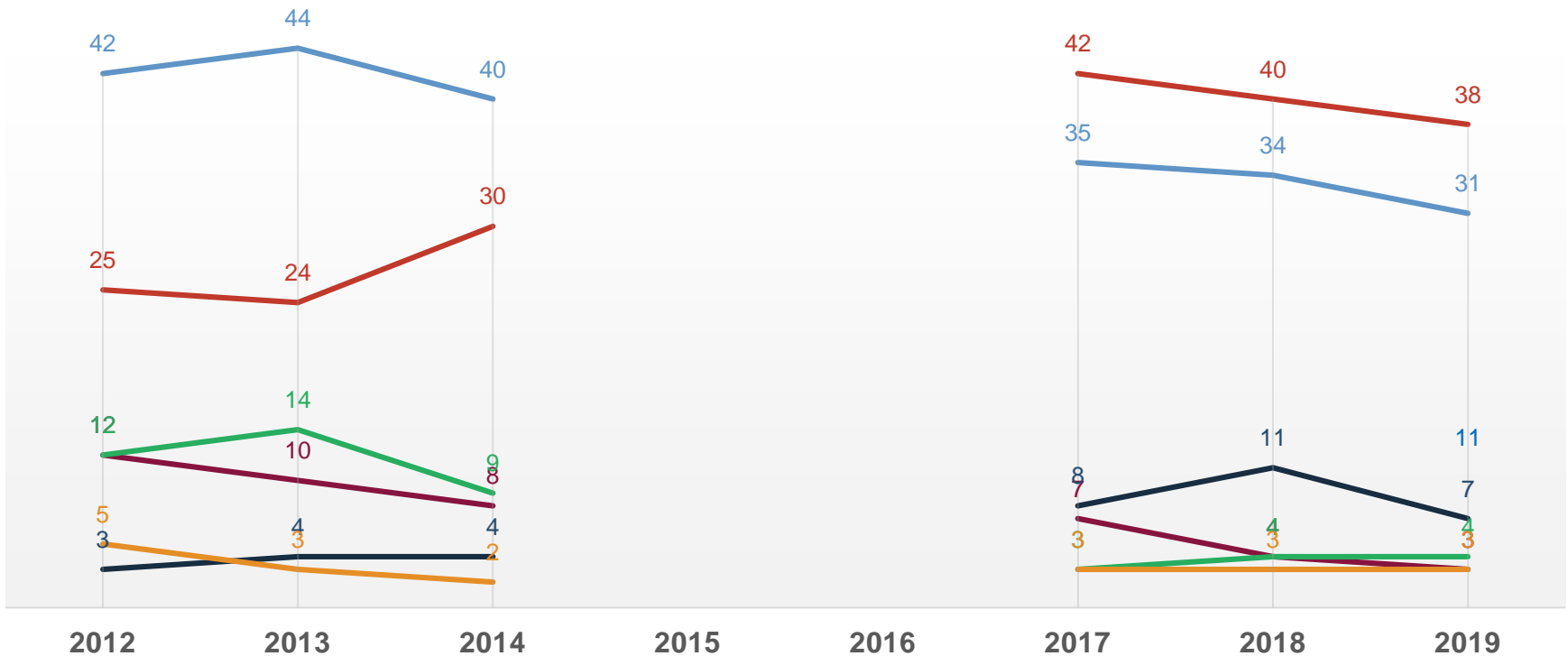
### Preferred forms of communication among under 50s

- Newsletter sent via email (37%)



# Best form of communication

2019 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: 31 Councils asked group: 6  
 Note: Social media was added in 2019.





# Best form of communication: under 50s

2019 under 50s best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



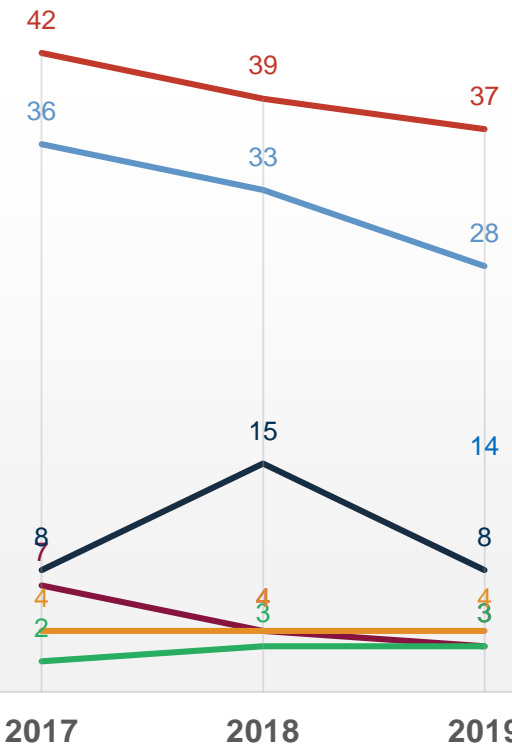
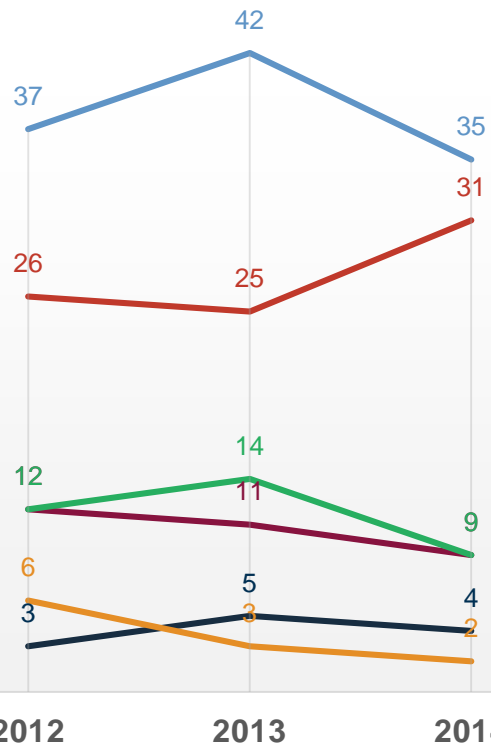
Council Website



Text Message



Social Media



Q13. If 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?

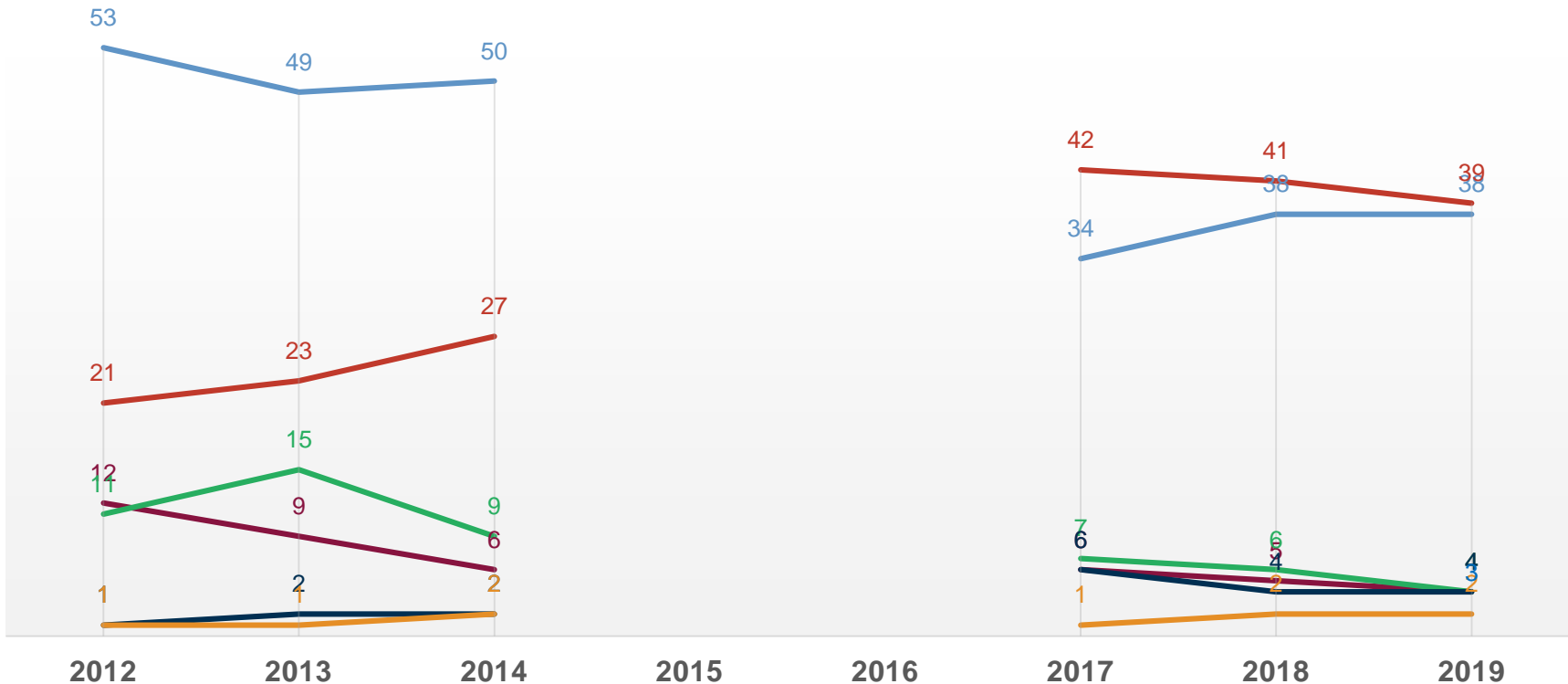
Base: All respondents aged under 50. Councils asked state-wide: 31 Councils asked group: 6

Note: Social media was added in 2019.



# 2019 best form of communication: over 50s

2019 over 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 over 50. Councils asked state-wide: 31 Councils asked group: 6  
 Note: Social media was added in 2019.



# Council direction



## Council direction summary

<b>Council direction</b>	<ul style="list-style-type: none"><li>• 70% stayed about the same, up 2 points on 2018</li><li>• 15% improved, up 1 point on 2018</li><li>• 9% deteriorated, down 4 points on 2018</li></ul>
<b>Most satisfied with Council direction</b>	<ul style="list-style-type: none"><li>• Aged 18-34 years</li></ul>
<b>Least satisfied with Council direction</b>	<ul style="list-style-type: none"><li>• Aged 65+ years</li></ul>



## Overall council direction last 12 months

### 2019 overall direction (index scores)

		2018	2017	2016	2015	2014	2013	2012
18-34	57	53	57	56	63	49	57	51
St Kilda/Elwood	56	51	53	53	57	48	54	52
Metro	55	54	54	55	56	n/a	n/a	n/a
Women	54	51	55	53	58	53	54	54
Port Phillip	53	50	54	54	56	51	54	51
State-wide	53	52	53	51	53	53	53	52
Men	53	50	53	56	54	49	53	48
Port Melb	52	52	58	64	52	52	57	47
35-49	52	49	58	55	52	54	53	53
50-64	50	47	45	50	52	46	47	50
Sth Melb	50	49	53	53	56	56	52	51
65+	49	50	48	53	49	52	54	48

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

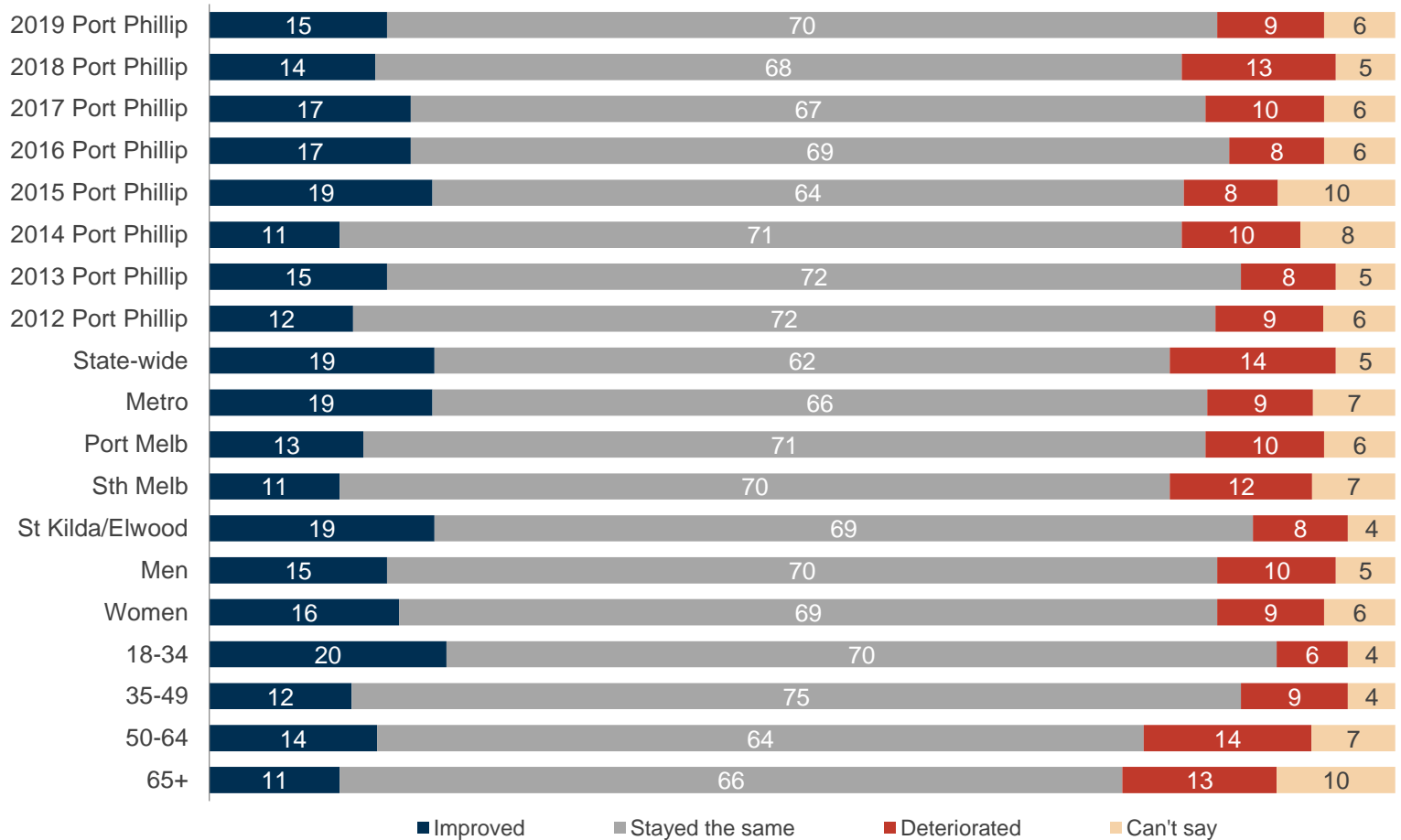
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14

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



# Overall council direction last 12 months

2019 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: 63 Councils asked group: 14

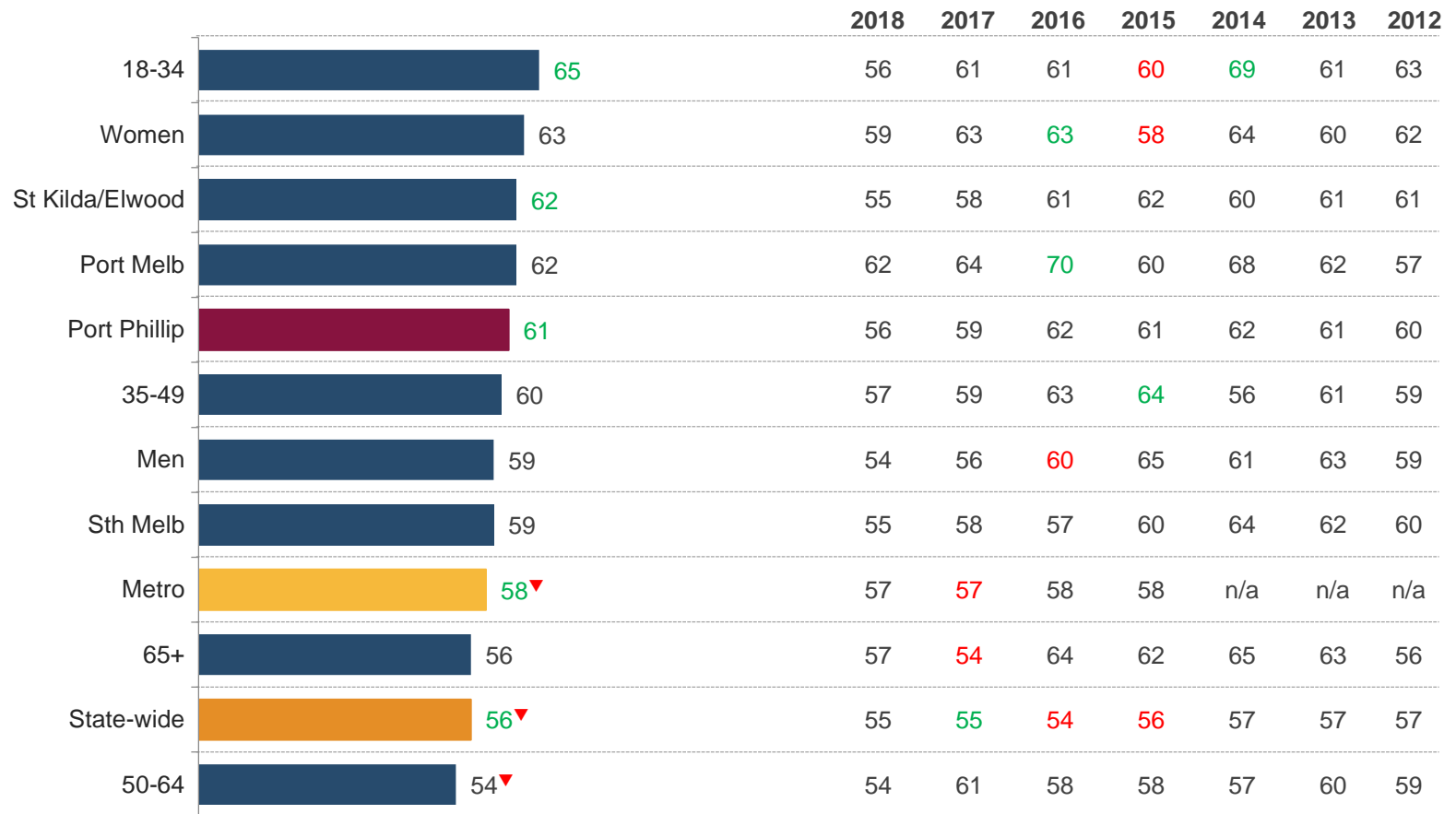


# **Individual service areas**



# Community consultation and engagement performance

## 2019 Consultation and engagement performance (index scores)



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

Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14

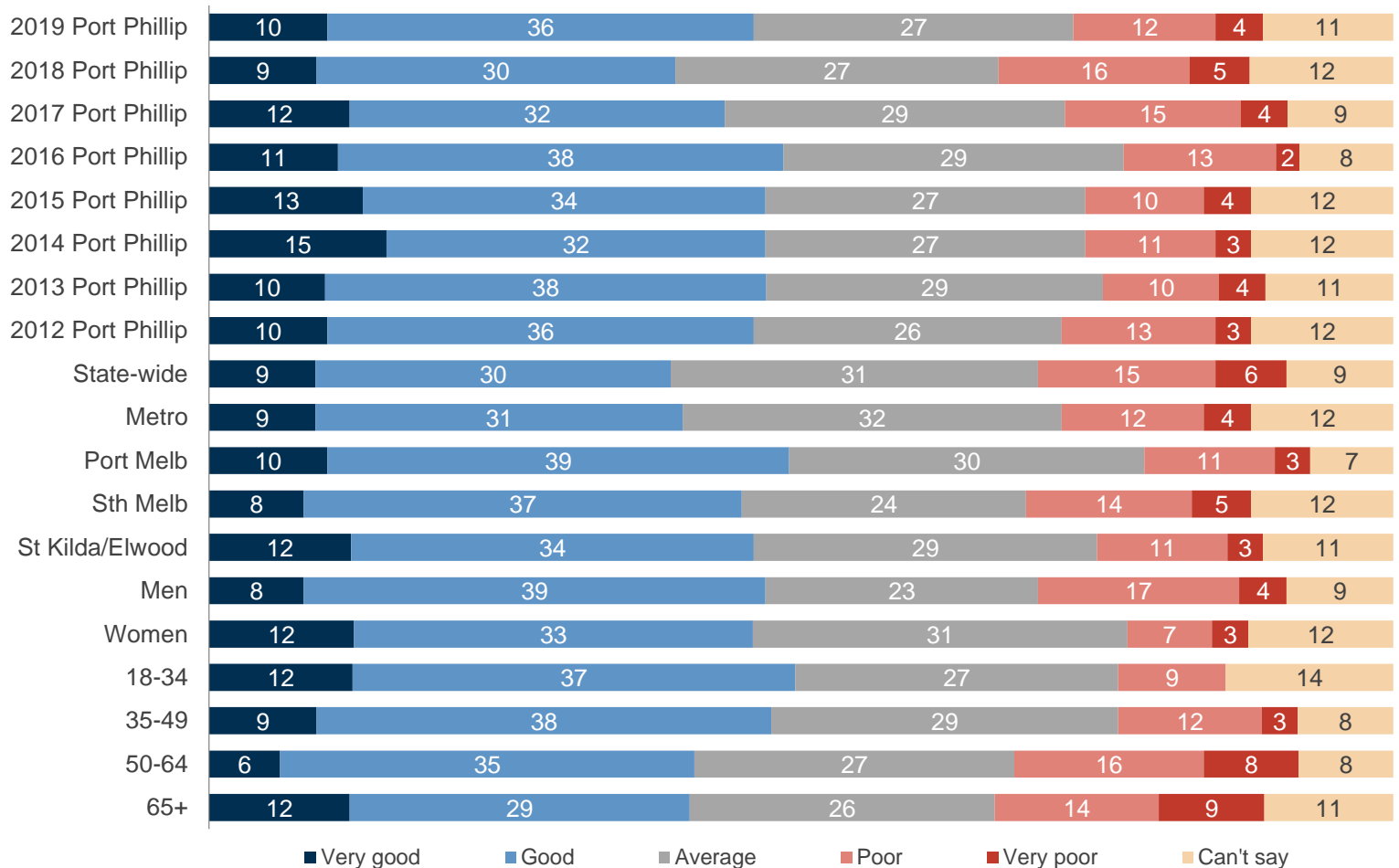
Note: Please see Appendix A for explanation of significant differences.





# Community consultation and engagement performance

2019 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: 63 Councils asked group: 14



# Lobbying on behalf of the community performance

## 2019 Lobbying performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
18-34	63▲	59	61	56	62	61	56	63
Port Melb	62	57	56	55	60	61	58	55
Women	59	57	61	61	62	59	55	57
St Kilda/Elwood	58	56	59	57	59	57	53	60
Port Phillip	58	56	57	56	59	59	55	58
Metro	57	56	56	56	58	n/a	n/a	n/a
Men	56	54	54	53	56	59	56	59
35-49	56	55	58	60	61	57	54	52
Sth Melb	54	54	53	56	58	62	57	56
State-wide	54▼	54	54	53	55	56	55	55
65+	53	50	51	58	55	59	59	57
50-64	52	52	51	51	50	54	54	56

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

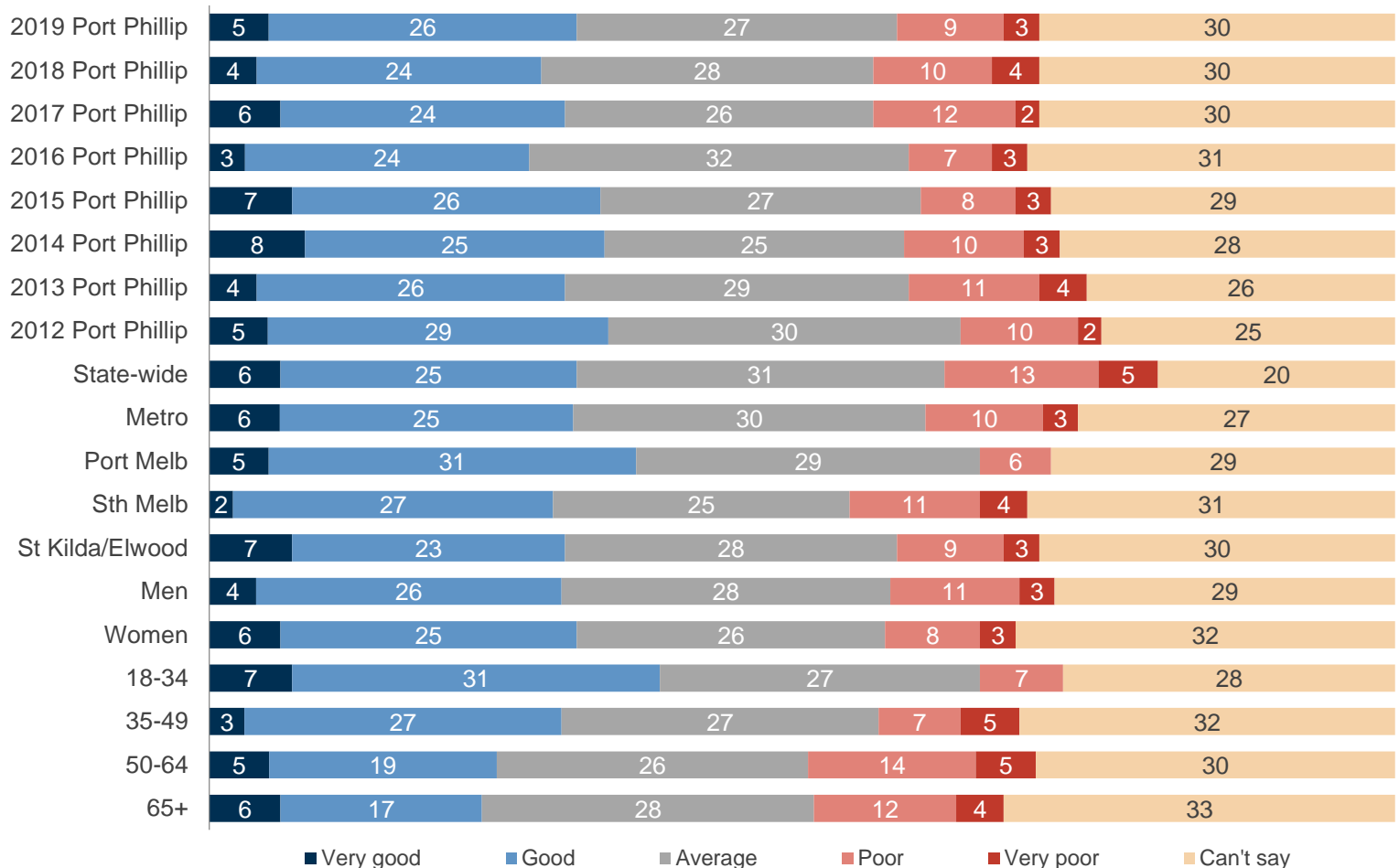
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14

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



# Lobbying on behalf of the community performance

2019 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: 63 Councils asked group: 14

# Decisions made in the interest of the community performance



## 2019 Community decisions made performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
18-34	64▲	61	61	59	64	64	n/a	n/a
St Kilda/Elwood	62	58	58	60	61	59	n/a	n/a
Women	60	58	60	63	62	60	n/a	n/a
Metro	60	58	58	59	59	n/a	n/a	n/a
Port Phillip	59	57	57	59	60	60	n/a	n/a
35-49	59	57	55	61	62	58	n/a	n/a
Men	59	57	53	55	59	60	n/a	n/a
Port Melb	59	60	54	58	63	61	n/a	n/a
Sth Melb	56	55	54	56	56	61	n/a	n/a
65+	56	54	50	59	57	58	n/a	n/a
State-wide	55▼	54	54	54	55	57	n/a	n/a
50-64	52▼	51	55	55	52	50	n/a	n/a

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

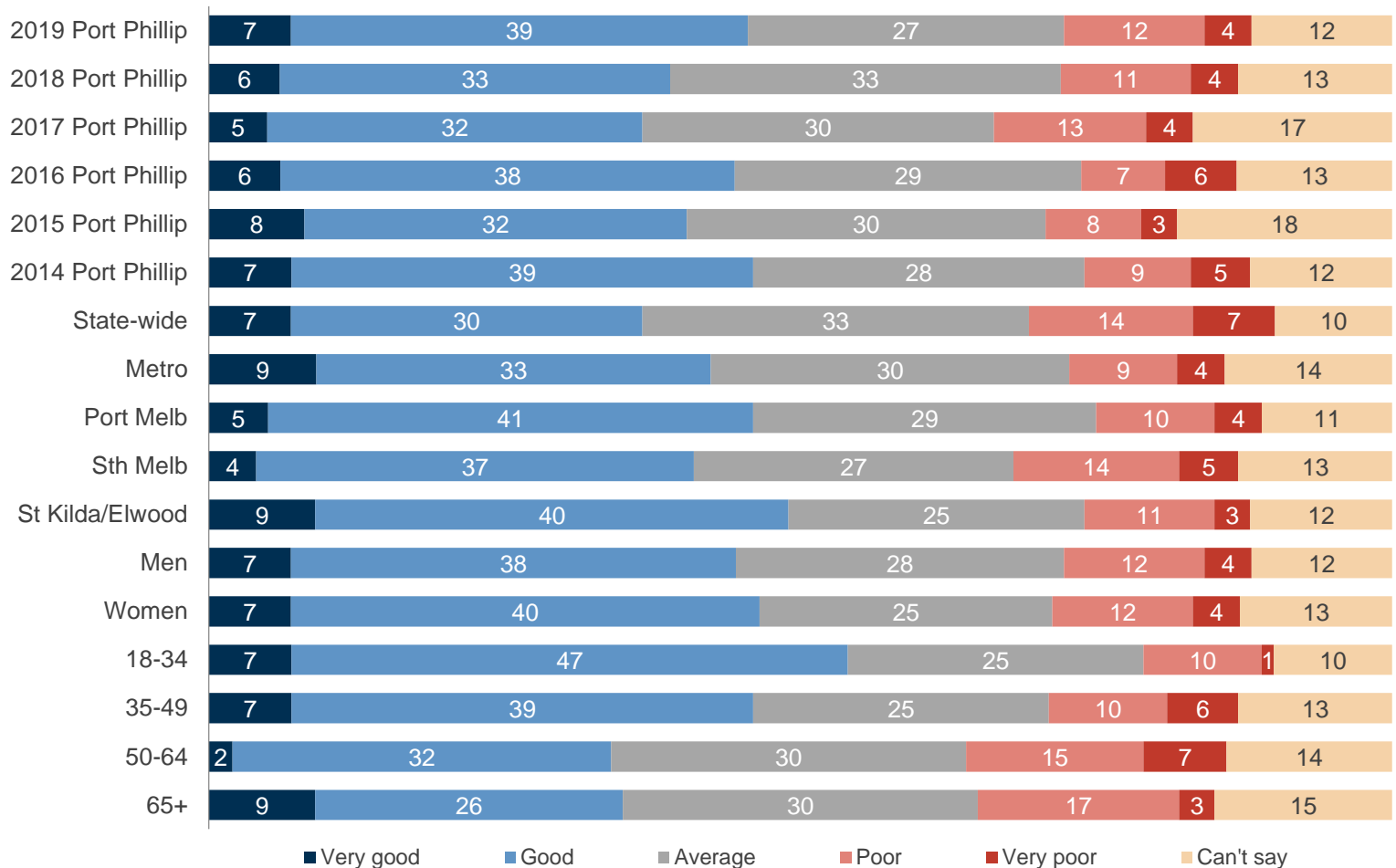
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14

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

# Decisions made in the interest of the community performance



2019 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: 63 Councils asked group: 14

# The condition of sealed local roads in your area performance



## 2019 Sealed local roads performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
18-34	71	68	72	69	74	n/a	n/a	n/a
Metro	69	68	66	67	69	n/a	n/a	n/a
St Kilda/Elwood	69	66	69	68	74	n/a	n/a	n/a
Women	68	66	69	71	72	n/a	n/a	n/a
Port Phillip	68	67	70	70	73	n/a	n/a	n/a
Men	68	67	71	68	74	n/a	n/a	n/a
65+	68	67	65	70	73	n/a	n/a	n/a
Port Melb	67	69	71	72	67	n/a	n/a	n/a
Sth Melb	67	67	72	74	75	n/a	n/a	n/a
35-49	67	67	68	70	72	n/a	n/a	n/a
50-64	64	63	70	68	69	n/a	n/a	n/a
State-wide	56▼	53	53	54	55	55	n/a	n/a

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

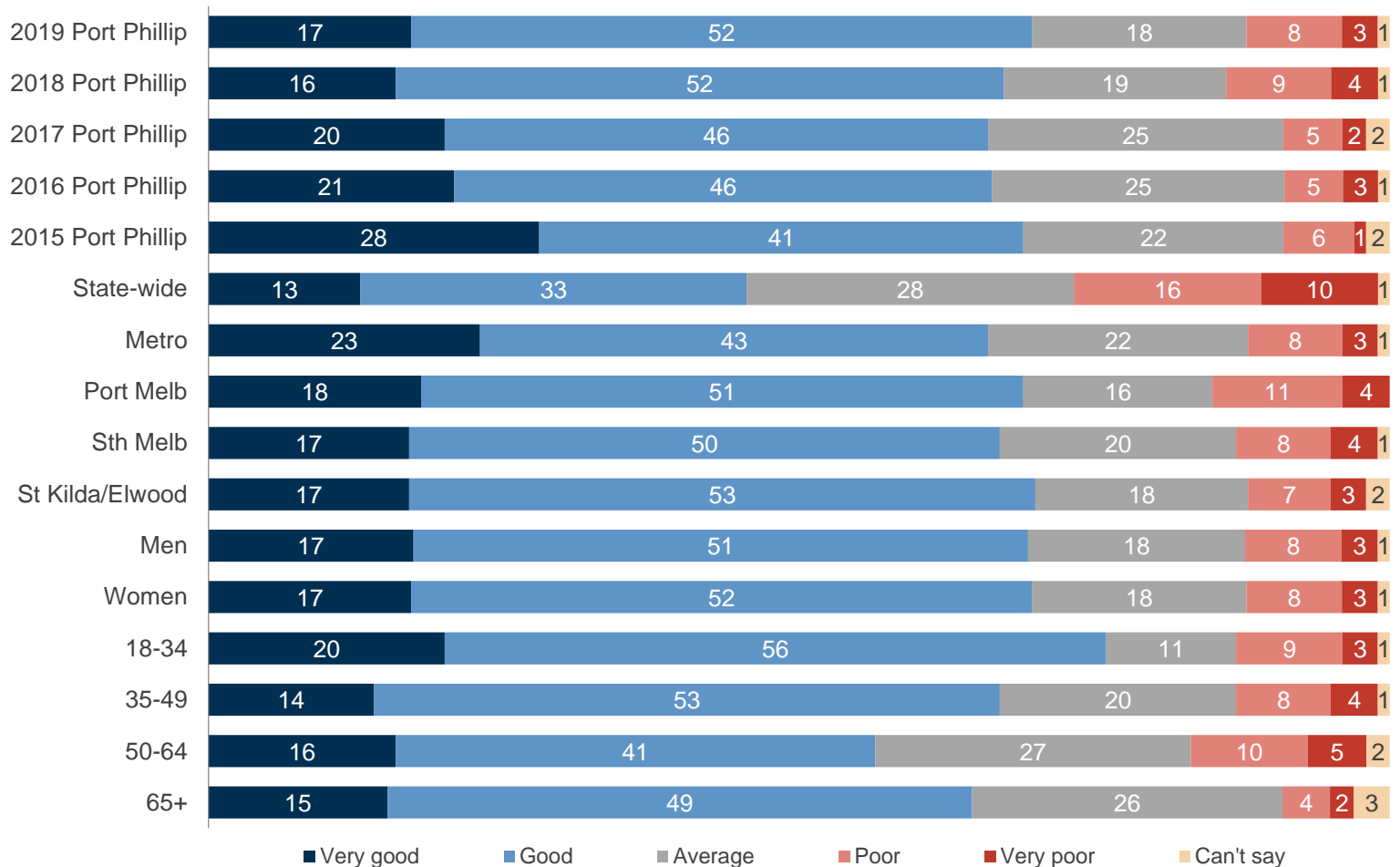
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14

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

# The condition of sealed local roads in your area performance



2019 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: 63 Councils asked group: 14



# Informing the community performance

## 2019 Informing community performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
35-49	65	62	68	67	69	67	68	65
Women	65	64	67	69	67	68	67	68
18-34	65	64	62	68	69	69	66	68
St Kilda/Elwood	64	62	62	69	69	66	66	68
Port Melb	64	64	66	67	69	72	67	64
Port Phillip	64	62	63	67	68	67	67	67
Sth Melb	63	62	64	63	61	68	69	67
Men	63	61	59	65	69	66	68	66
Metro	62	61	61	63	64	n/a	n/a	n/a
50-64	62	59	64	65	64	63	65	69
65+	61	62	56	69	65	70	73	66
State-wide	60▼	59	59	59	61	62	61	60

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

Base: All respondents. Councils asked state-wide: 31 Councils asked group: 9

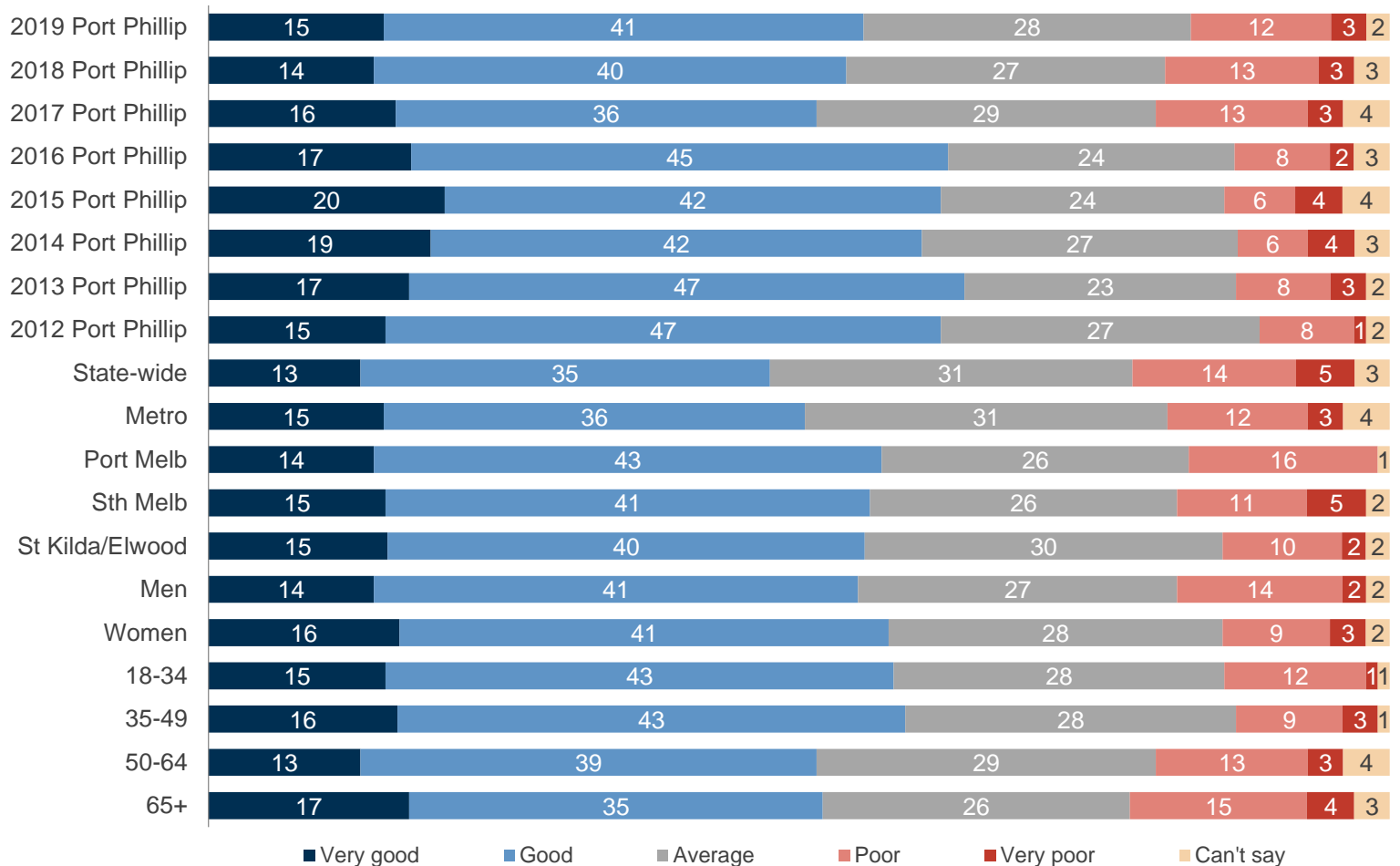
Note: Please see Appendix A for explanation of significant differences.





# Informing the community performance

2019 Informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 31 Councils asked group: 9

# The condition of local streets and footpaths in your area performance



## 2019 Streets and footpaths performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
18-34	67▲	64	71	n/a	n/a	68	70	68
Metro	65▲	64	62	63	64	n/a	n/a	n/a
Men	64	63	67	n/a	n/a	63	66	63
Port Melb	62	61	67	n/a	n/a	65	66	60
St Kilda/Elwood	62	62	66	n/a	n/a	59	61	62
Port Phillip	61	62	66	n/a	n/a	62	64	63
Sth Melb	60	62	68	n/a	n/a	69	69	67
35-49	60	63	64	n/a	n/a	59	64	61
Women	59	60	66	n/a	n/a	61	62	62
State-wide	59	58	57	57	58	58	58	57
65+	57	57	61	n/a	n/a	57	56	53
50-64	55	58	64	n/a	n/a	59	56	61

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

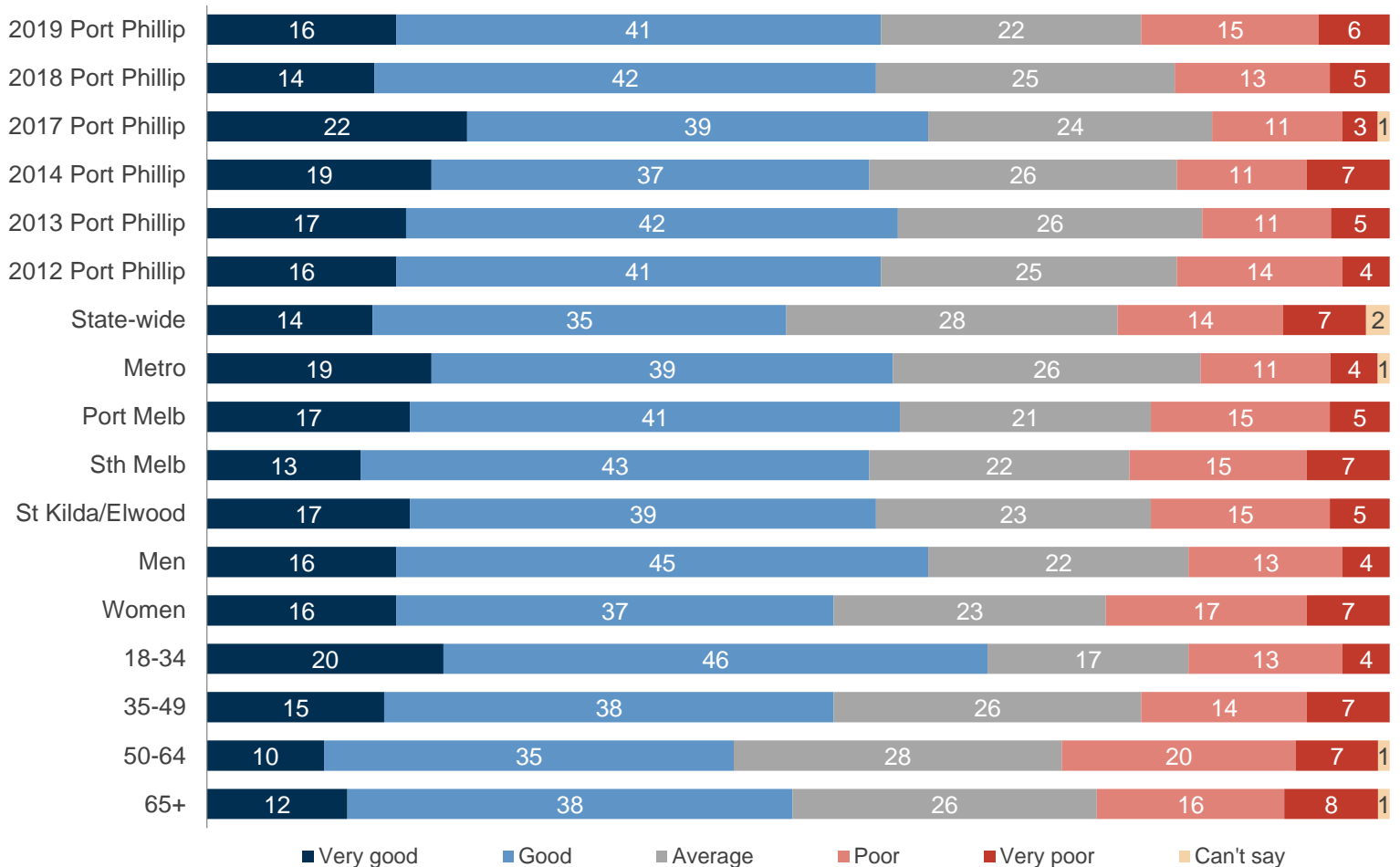
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 7

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

# The condition of local streets and footpaths in your area performance



2019 Streets and footpaths performance (%)



Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 7



# Traffic management performance

## 2019 Traffic management performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
18-34	63▲	58	63	n/a	n/a	67	64	64
St Kilda/Elwood	61	58	61	n/a	n/a	59	58	60
Women	59	57	63	n/a	n/a	59	58	59
Metro	58	57	56	56	57	n/a	n/a	n/a
State-wide	58	57	59	59	60	60	60	58
Port Phillip	58	56	61	n/a	n/a	59	60	59
Men	57	55	59	n/a	n/a	59	62	59
35-49	55	54	62	n/a	n/a	53	57	55
Sth Melb	55	53	62	n/a	n/a	62	66	59
65+	54	56	57	n/a	n/a	57	57	57
Port Melb	54	53	59	n/a	n/a	57	58	56
50-64	54	52	58	n/a	n/a	51	56	57

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

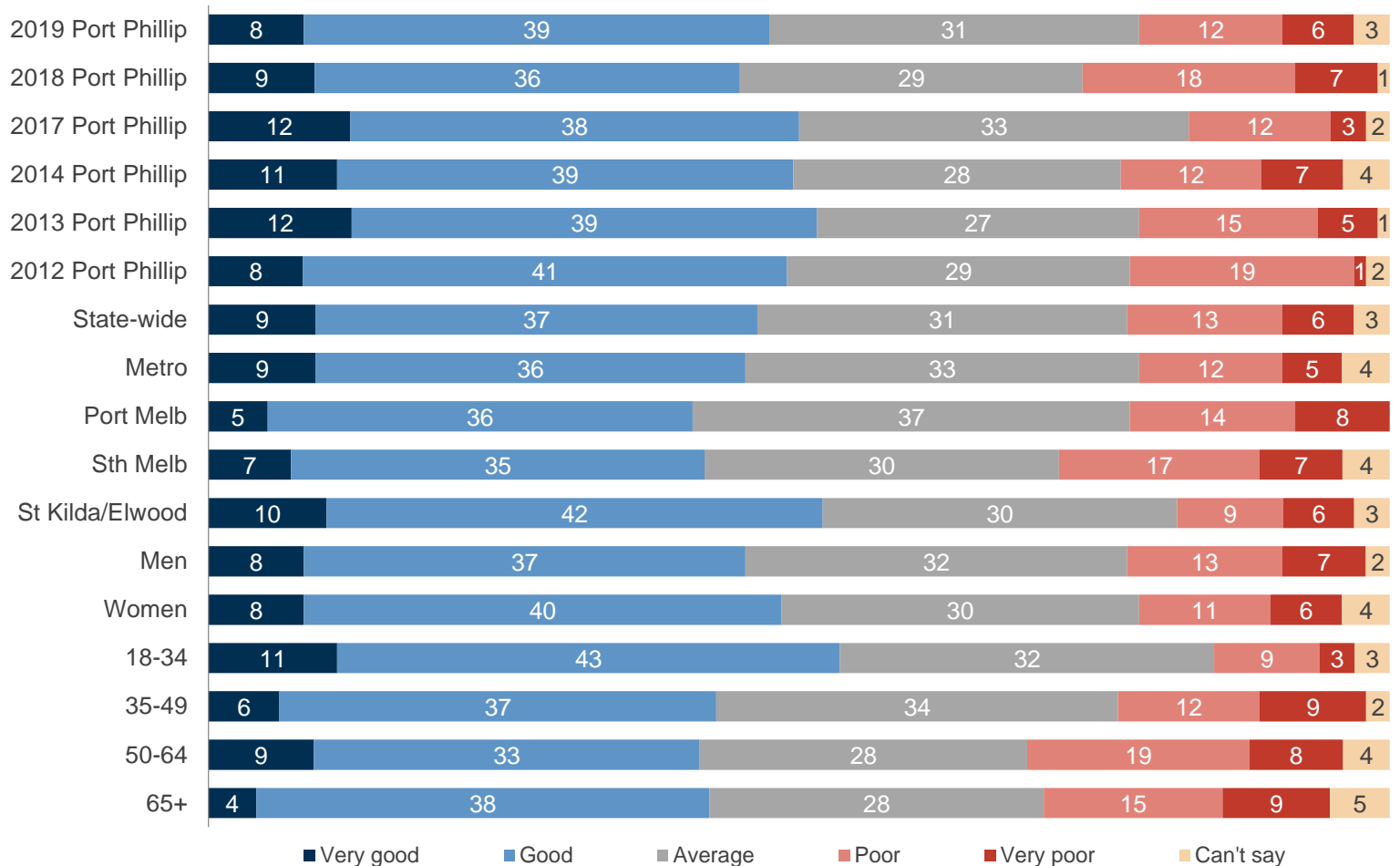
Base: All respondents. Councils asked state-wide: 16 Councils asked group: 7

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



# Traffic management performance

2019 Traffic management performance (%)



Q2. How has Council performed on 'Traffic management' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 16 Councils asked group: 7



# Parking facilities performance

## 2019 Parking performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
State-wide	56▲	56	55	56	57	57	57	56
Metro	55▲	55	53	54	55	n/a	n/a	n/a
18-34	51	44	56	48	56	52	56	54
35-49	50	47	53	53	52	46	47	47
Sth Melb	49	46	54	51	57	53	57	57
St Kilda/Elwood	49	43	53	49	51	47	48	50
Women	49	44	56	48	51	47	47	47
Port Phillip	49	45	53	50	52	48	51	51
Men	49	47	50	51	54	50	55	55
Port Melb	47	50	51	52	50	48	51	43
65+	47	47	47	50	47	47	50	49
50-64	46	44	48	46	49	41	46	48

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

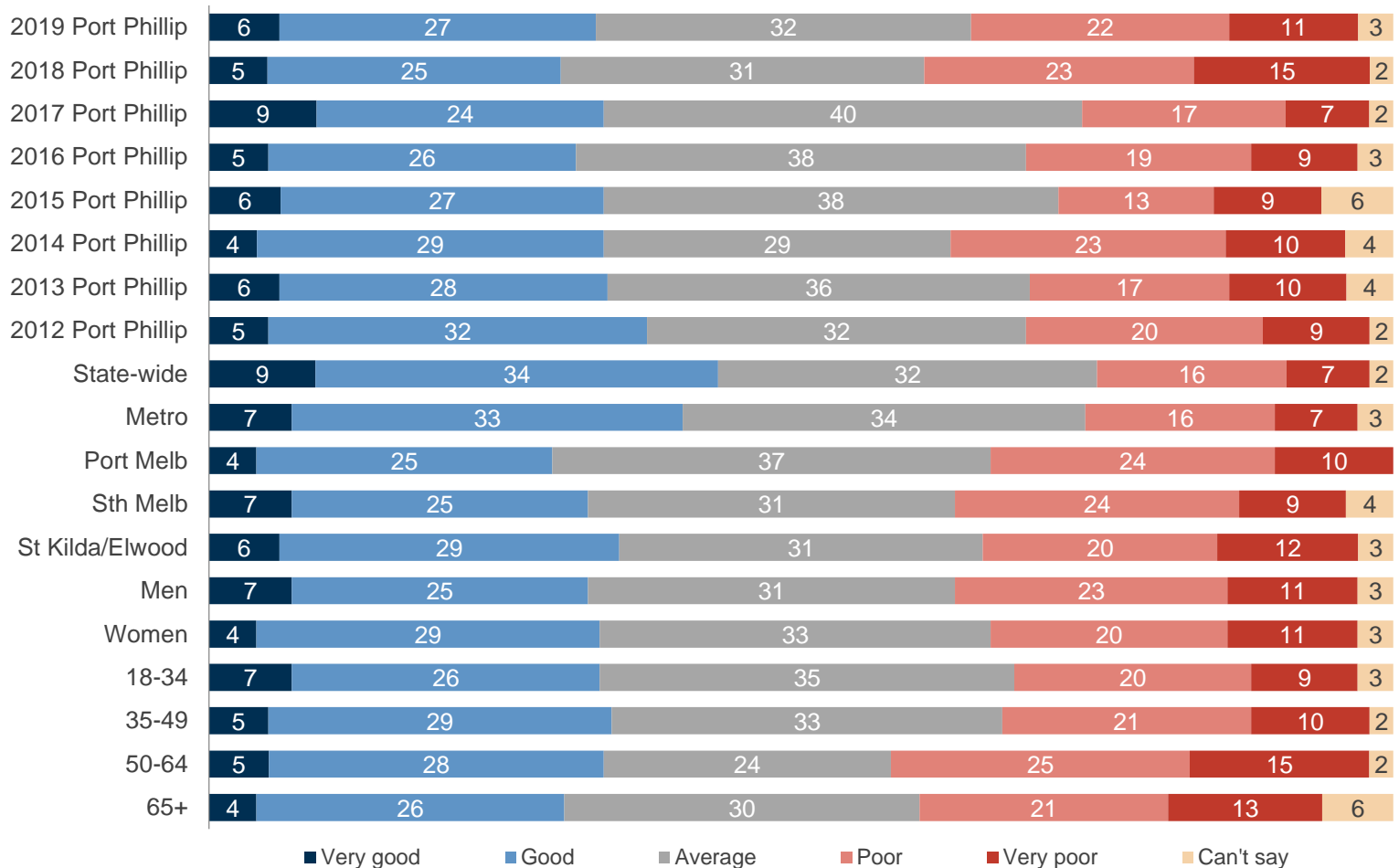
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 7

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



# Parking facilities performance

2019 Parking performance (%)



Q2. How has Council performed on 'Parking facilities' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 7



# Enforcement of local laws performance

## 2019 Law enforcement performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
18-34	68▲	63	71	67	n/a	71	69	72
Metro	64	64	64	64	66	n/a	n/a	n/a
St Kilda/Elwood	64	64	66	64	n/a	62	65	69
State-wide	64	64	64	63	66	66	65	65
Women	64	63	68	63	n/a	66	66	67
Port Phillip	63	61	65	63	n/a	63	65	66
Port Melb	63	55	59	60	n/a	62	65	57
Men	62	59	63	63	n/a	60	64	65
Sth Melb	62	58	67	64	n/a	67	66	65
35-49	61	62	65	60	n/a	56	66	63
50-64	58	56	61	62	n/a	55	55	60
65+	58	57	56	59	n/a	60	61	56

Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?

Base: All respondents. Councils asked state-wide: 34 Councils asked group: 9

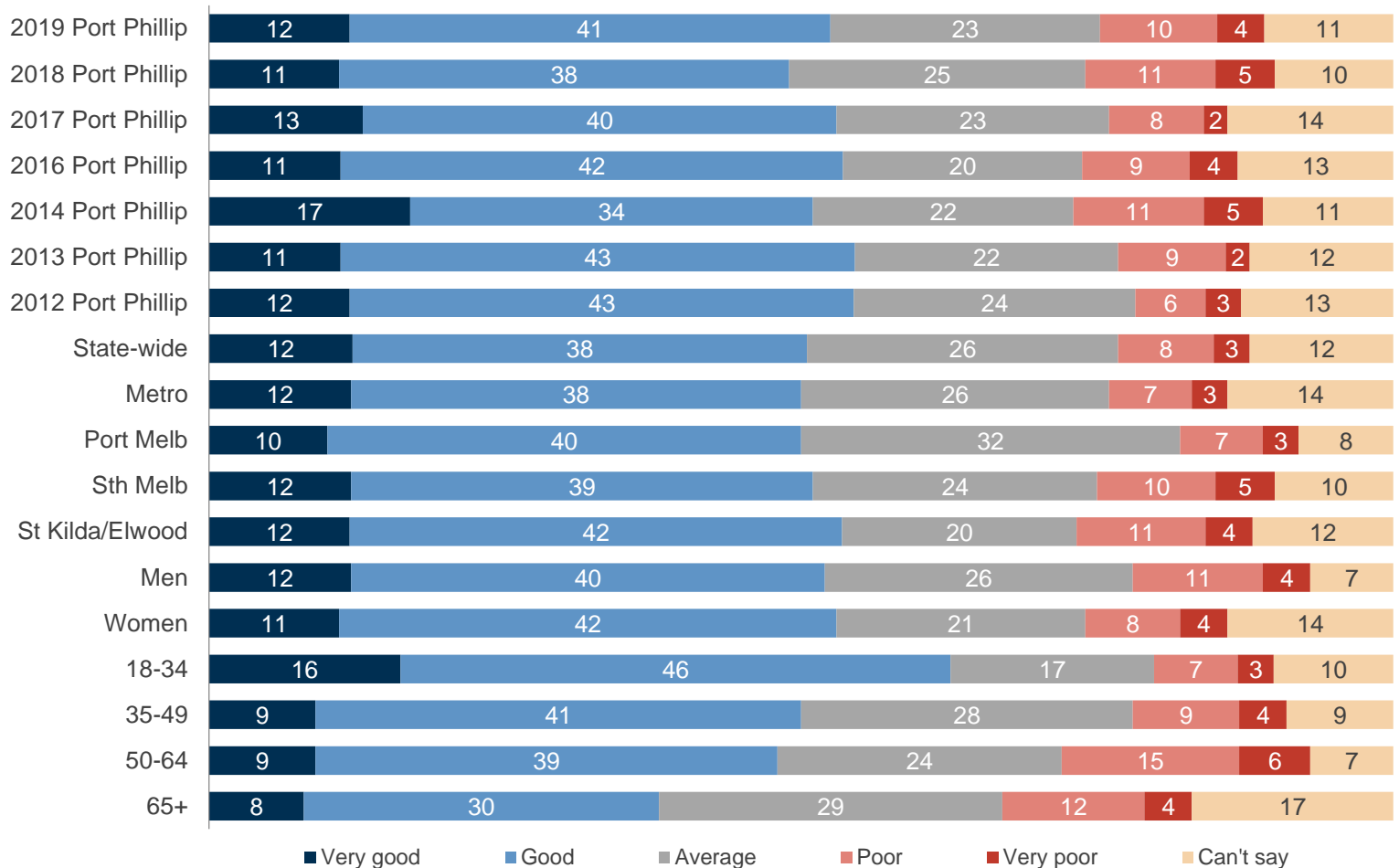
Note: Please see Appendix A for explanation of significant differences.





# Enforcement of local laws performance

2019 Law enforcement performance (%)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 9



# Family support services performance

## 2019 Family support performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
Port Melb	70	70	73	75	62	72	72	69
35-49	69	70	71	74	67	70	63	67
Metro	69	68	68	69	68	n/a	n/a	n/a
18-34	68	70	69	63	73	73	72	72
Men	68	68	68	65	70	69	69	71
St Kilda/Elwood	68	68	69	68	70	70	65	71
Port Phillip	68	69	69	69	69	71	69	70
Women	67	70	71	74	68	73	68	69
State-wide	67	66	67	66	67	68	67	67
50-64	66	62	73	70	63	64	67	72
Sth Melb	66	69	70	69	74	73	75	69
65+	63	69	66	74	67	74	73	68

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

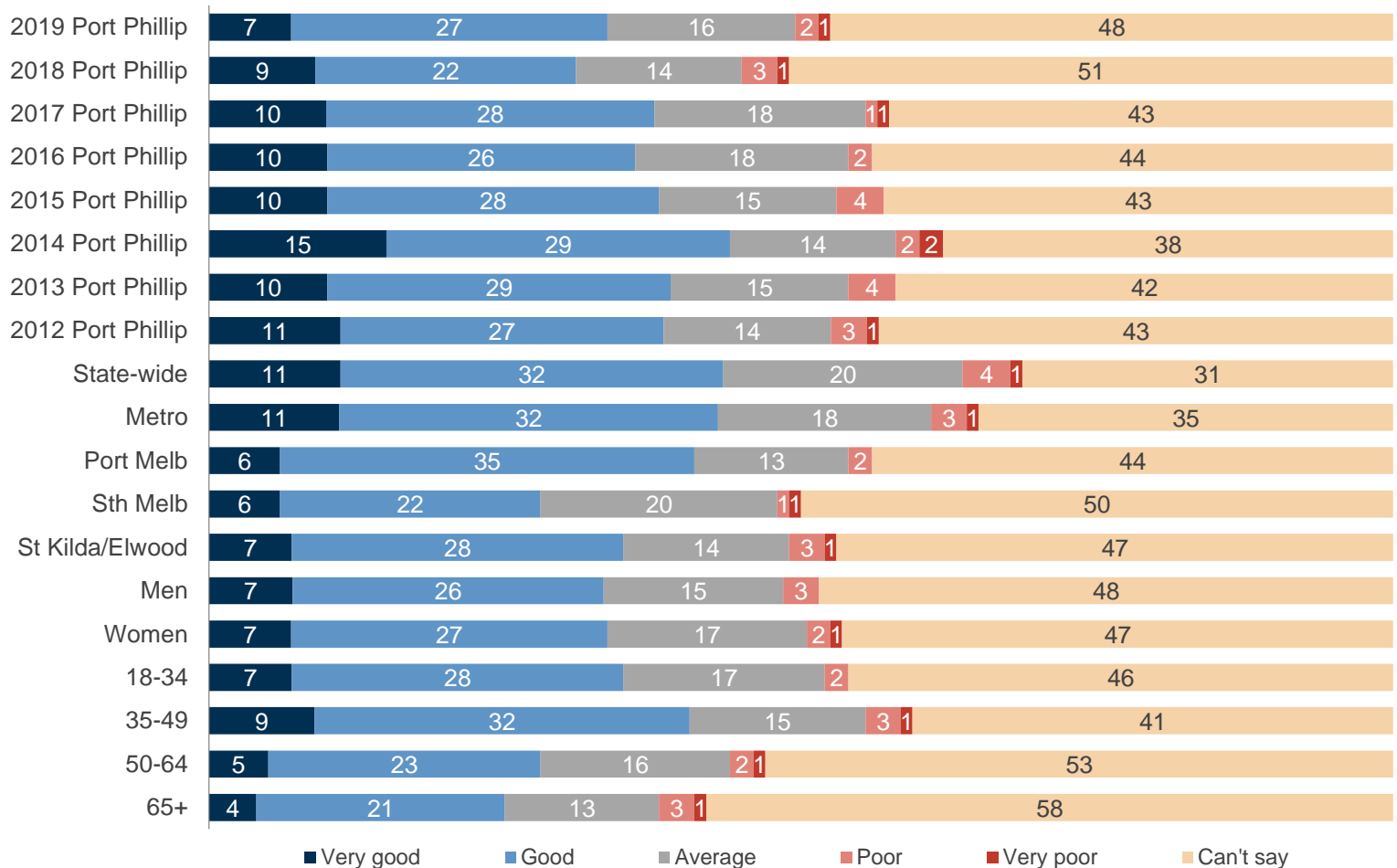
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8

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



# Family support services performance

2019 Family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8



# Elderly support services performance

## 2019 Elderly support performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
65+	70	70	69	n/a	n/a	77	75	70
18-34	70	67	70	n/a	n/a	69	68	71
Sth Melb	70	67	67	n/a	n/a	77	70	73
Men	69	69	69	n/a	n/a	69	70	67
Port Phillip	69	67	69	n/a	n/a	70	69	69
State-wide	68	68	68	68	69	70	69	69
Port Melb	68	70	71	n/a	n/a	69	68	65
Women	68	64	71	n/a	n/a	71	69	71
St Kilda/Elwood	68	66	70	n/a	n/a	69	69	68
Metro	67	67	67	69	69	n/a	n/a	n/a
35-49	67	64	70	n/a	n/a	67	68	64
50-64	66	64	67	n/a	n/a	69	68	69

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

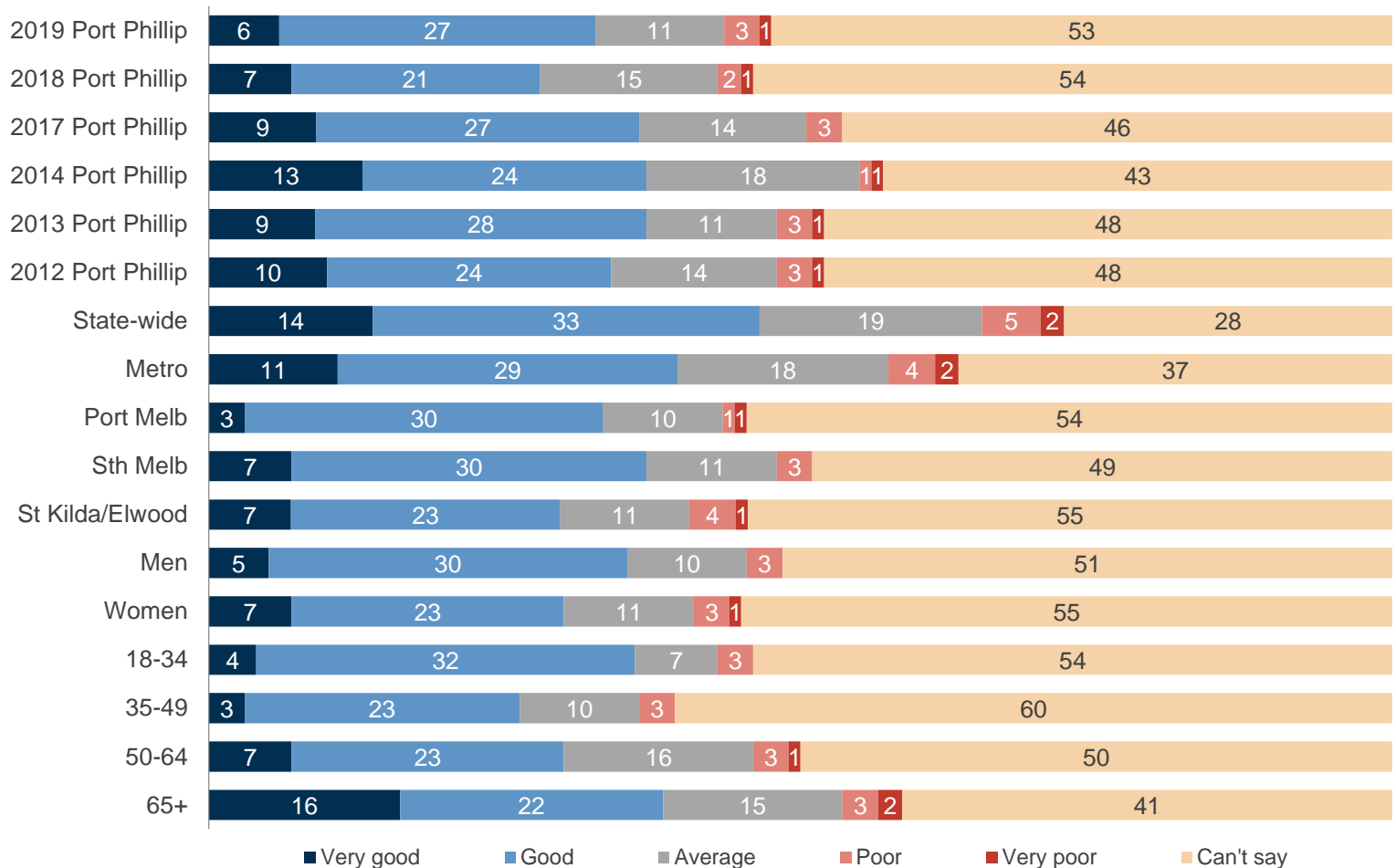
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 8

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



# Elderly support services performance

2019 Elderly support performance (%)

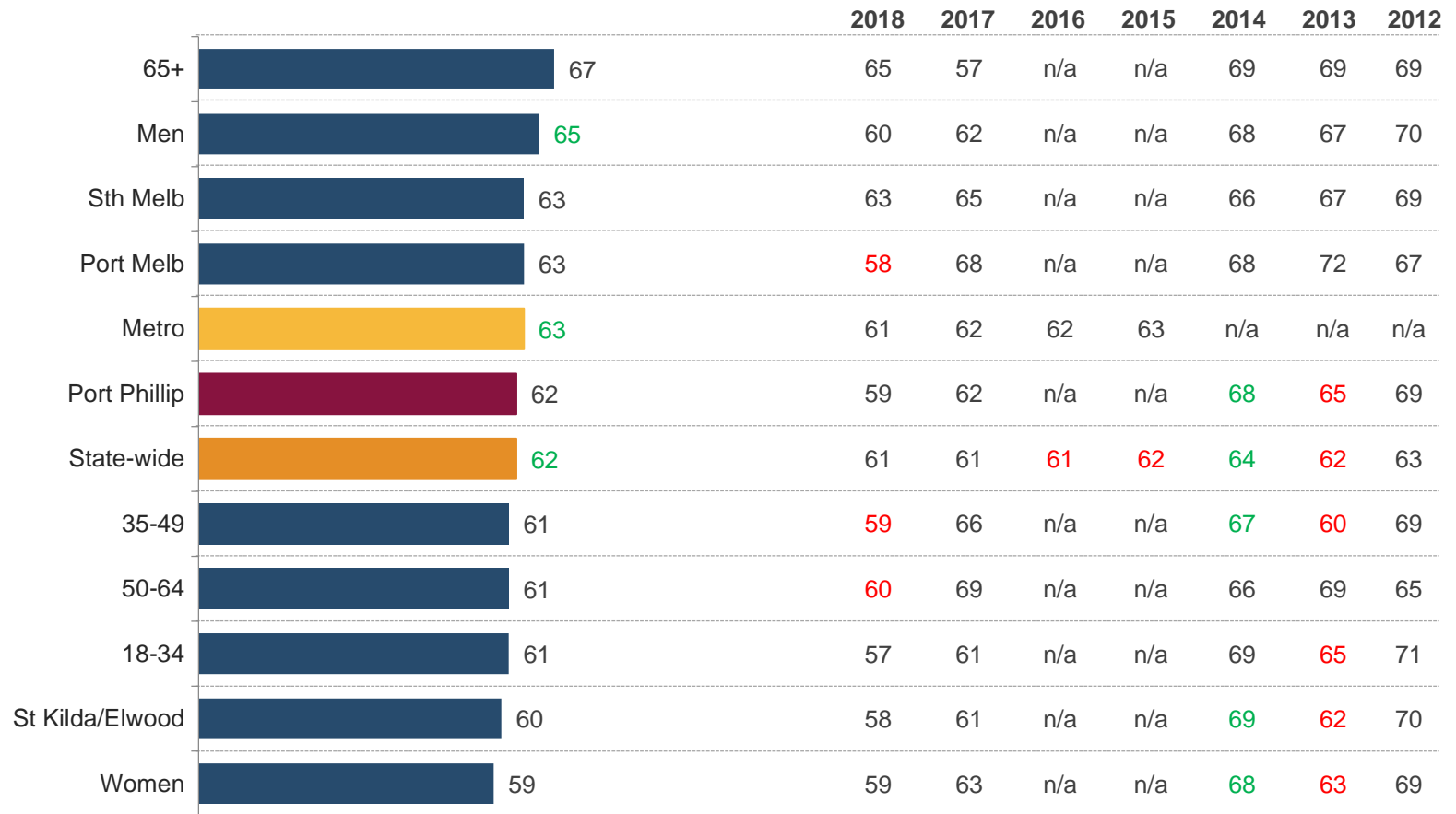


Q2. How has Council performed on 'Elderly support services' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 8



# Disadvantaged support services performance

2019 Disadvantaged support performance (index scores)



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

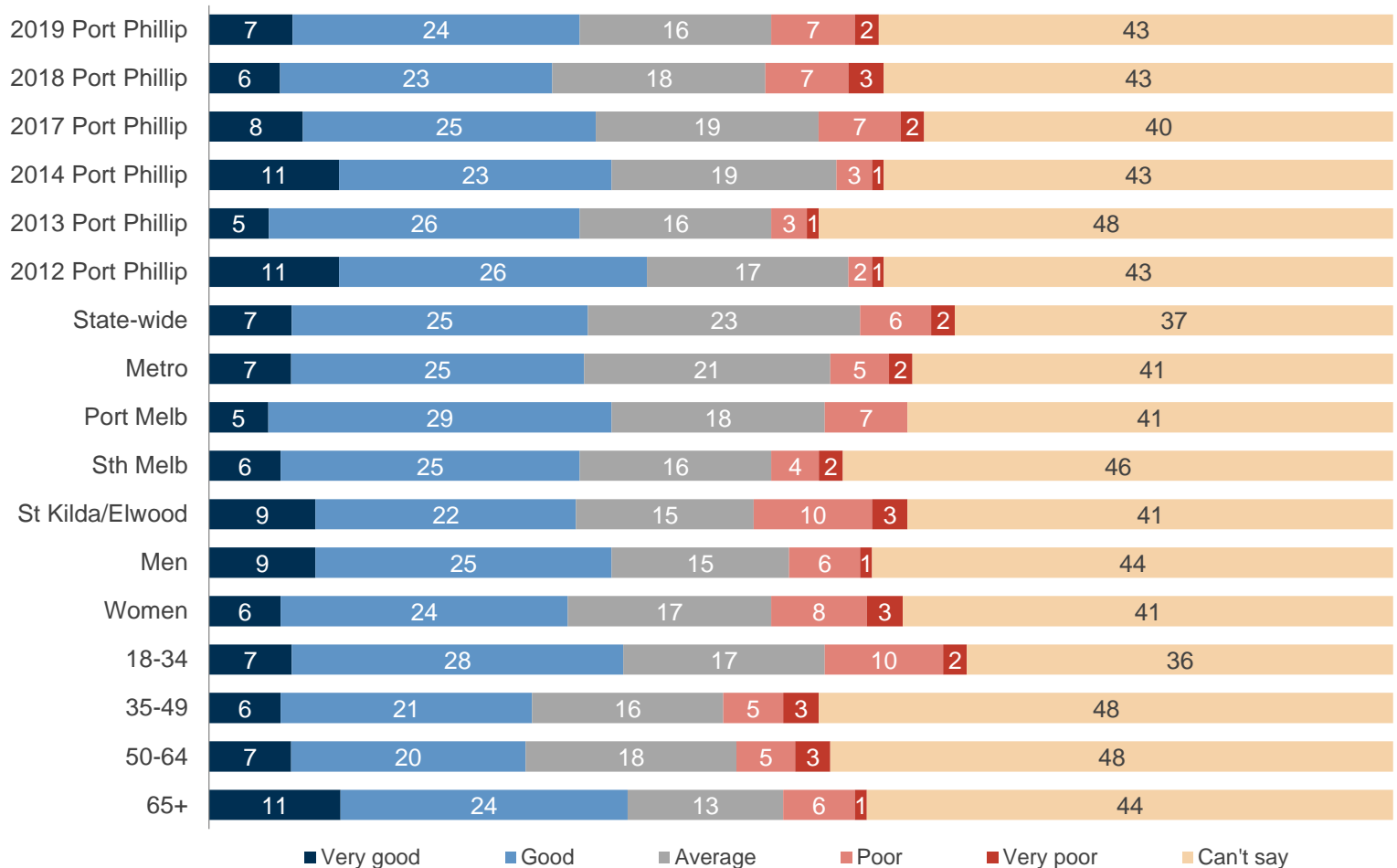
Base: All respondents. Councils asked state-wide: 16 Councils asked group: 6

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



# Disadvantaged support services performance

2019 Disadvantaged support performance (%)



Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 16 Councils asked group: 6



# Recreational facilities performance

## 2019 Recreational facilities performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
Port Melb	75	74	74	74	n/a	75	68	70
35-49	75	75	72	79	n/a	79	71	75
Women	75	75	74	79	n/a	79	71	76
18-34	75	74	75	77	n/a	80	73	74
Metro	75	74	73	73	74	n/a	n/a	n/a
St Kilda/Elwood	74	73	74	77	n/a	77	72	72
Port Phillip	74	73	73	76	n/a	77	72	74
Men	73	72	72	74	n/a	75	73	72
Sth Melb	72	74	71	77	n/a	79	75	80
50-64	72	70	76	71	n/a	72	72	72
65+	71	72	71	75	n/a	72	74	71
State-wide	70	69	70	69	70	71	70	70

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

Base: All respondents. Councils asked state-wide: 39 Councils asked group: 11

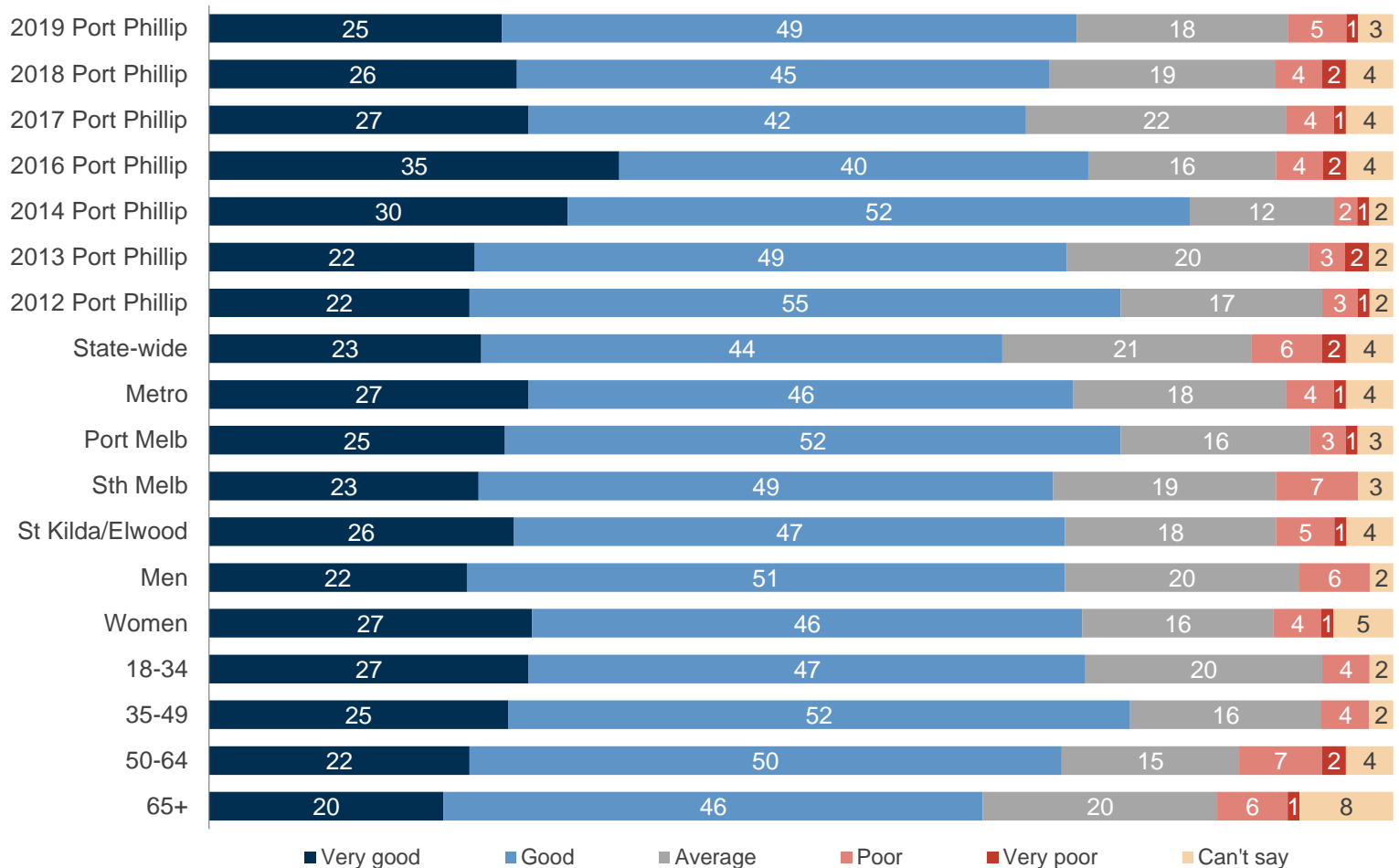
Note: Please see Appendix A for explanation of significant differences.





# Recreational facilities performance

2019 Recreational facilities performance (%)

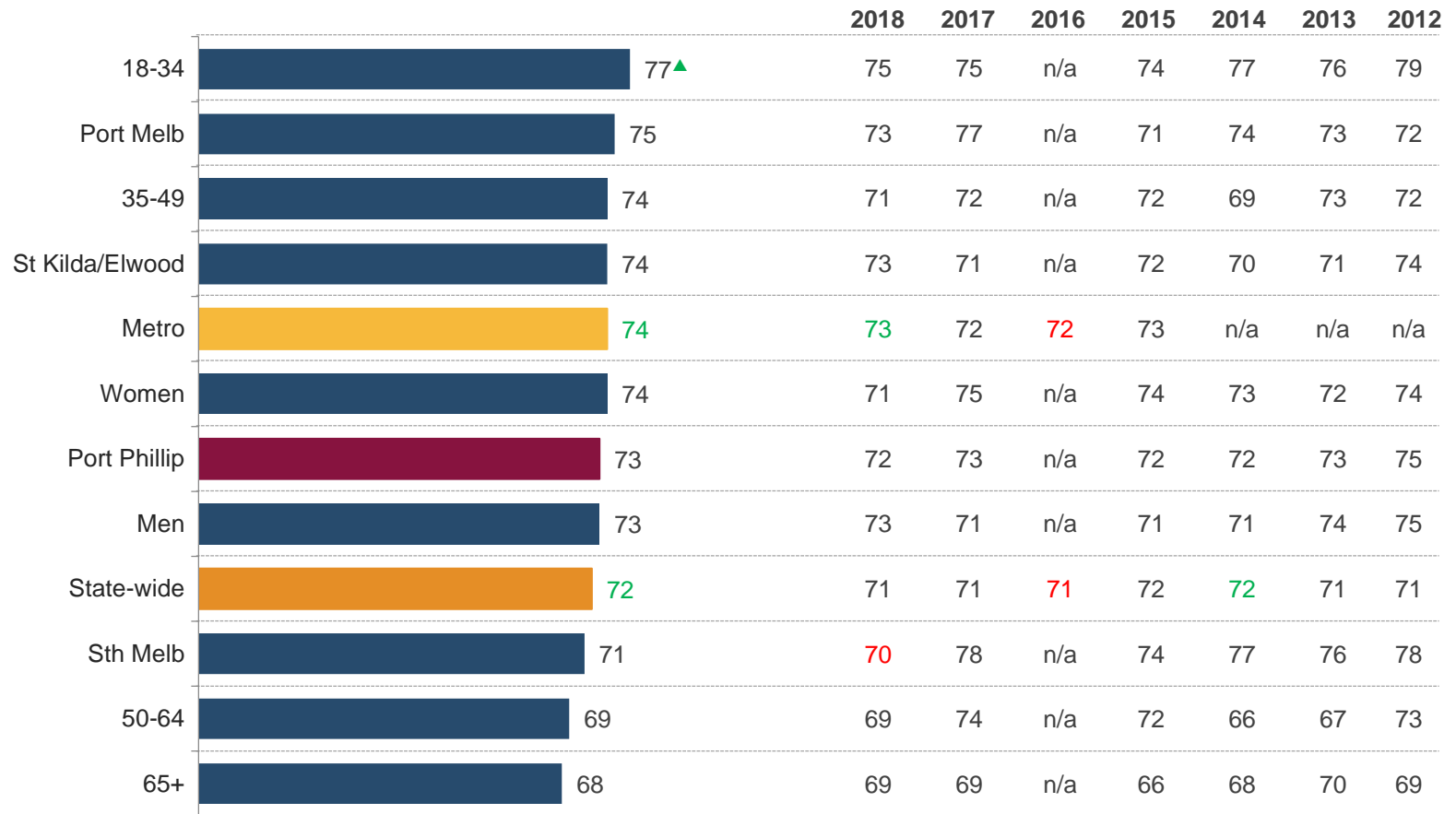


Q2. How has Council performed on 'Recreational facilities' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 39 Councils asked group: 11



# The appearance of public areas performance

## 2019 Public areas performance (index scores)



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

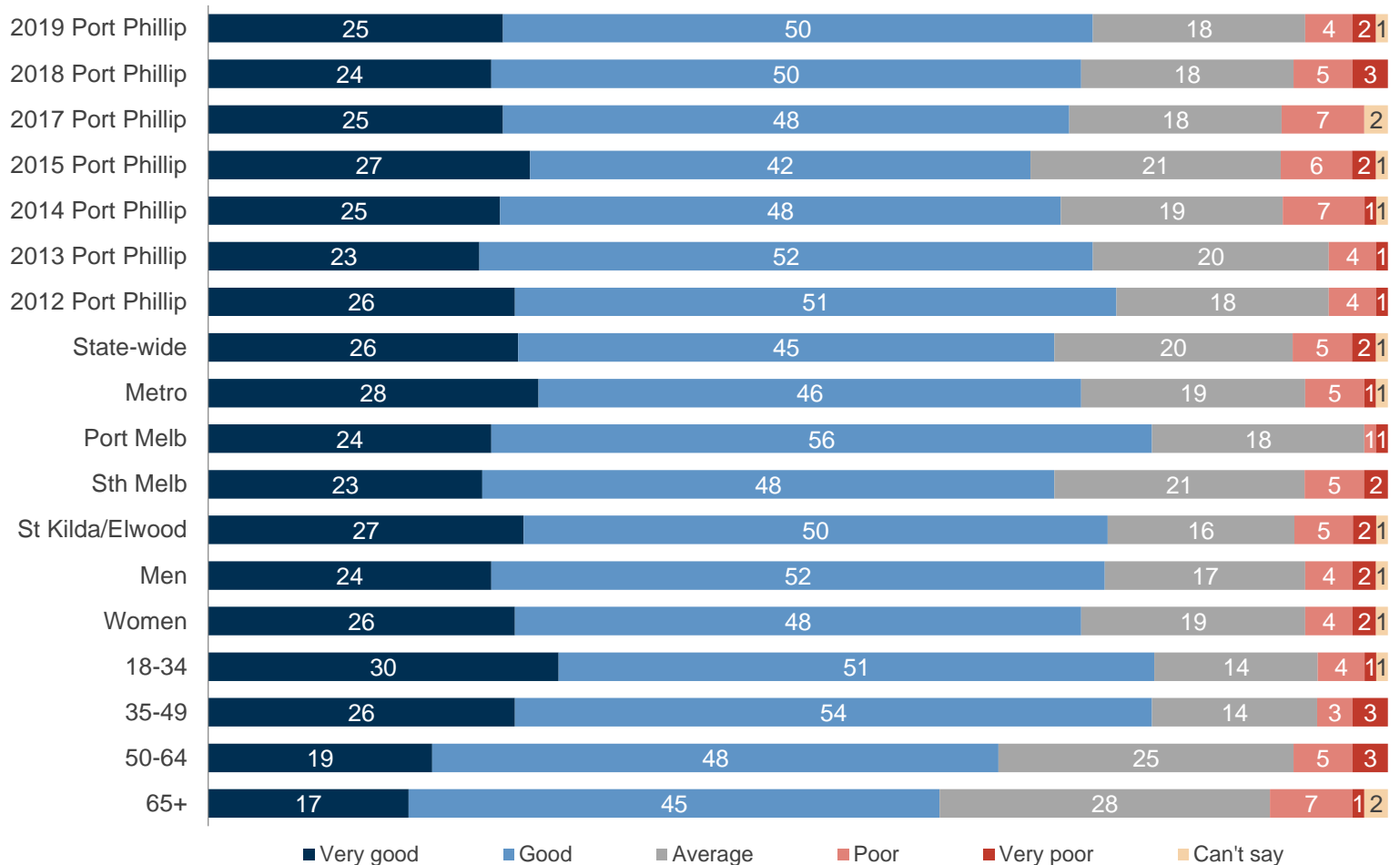
Base: All respondents. Councils asked state-wide: 38 Councils asked group: 10

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



# The appearance of public areas performance

2019 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: 38 Councils asked group: 10



# Waste management performance

## 2019 Waste management performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
Metro	73▲	75	75	76	77	n/a	n/a	n/a
Men	69	69	71	n/a	n/a	74	75	72
State-wide	68	70	71	70	72	73	71	72
Sth Melb	68	70	75	n/a	n/a	78	75	74
18-34	67	67	75	n/a	n/a	77	74	72
65+	67	70	69	n/a	n/a	73	75	74
Port Phillip	66	68	73	n/a	n/a	73	72	71
35-49	66	69	71	n/a	n/a	67	68	69
Port Melb	66	71	76	n/a	n/a	75	74	67
St Kilda/Elwood	65	66	72	n/a	n/a	70	71	71
Women	64	67	74	n/a	n/a	71	69	70
50-64	64	65	73	n/a	n/a	70	74	72

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

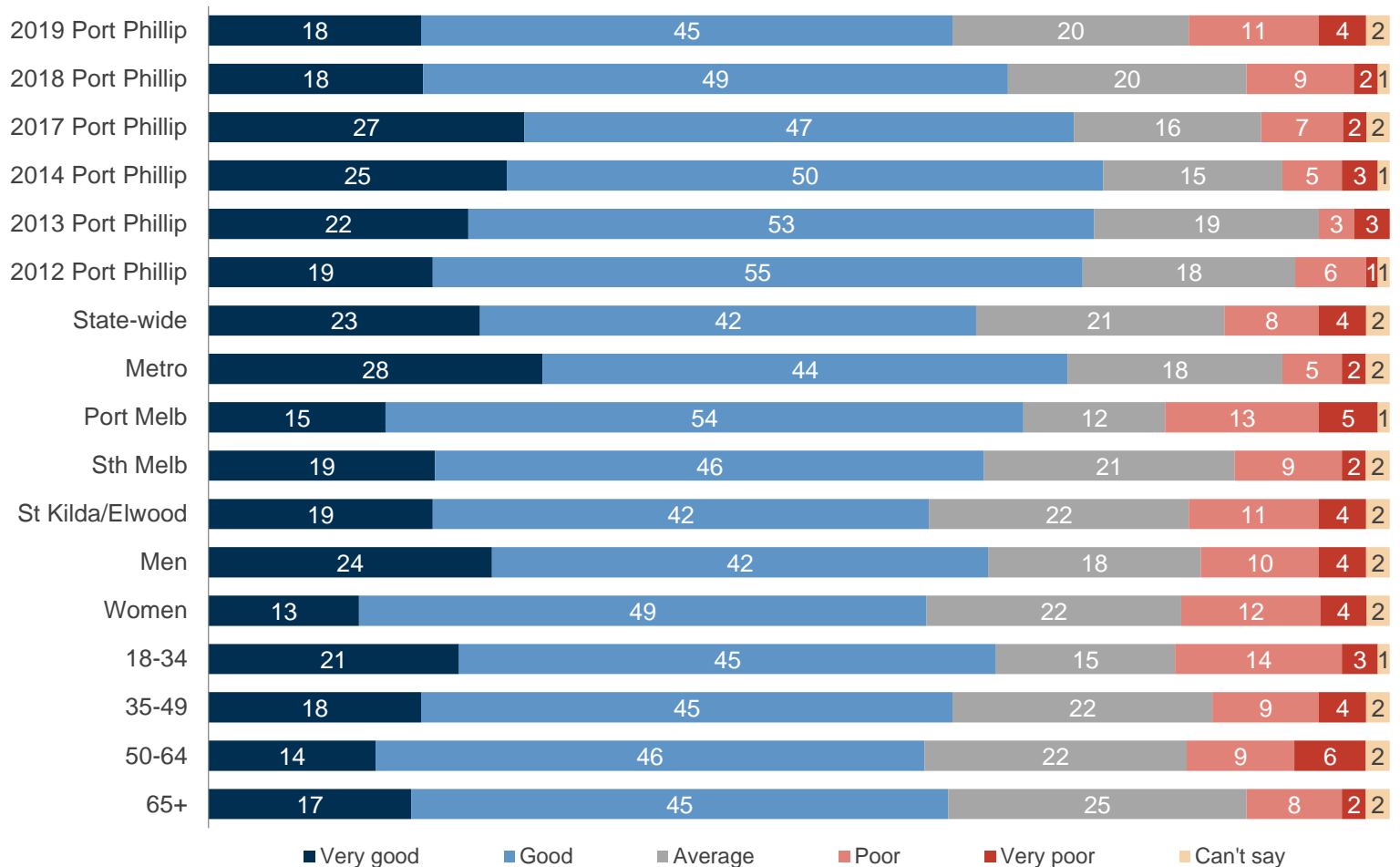
Base: All respondents. Councils asked state-wide: 40 Councils asked group: 11

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



# Waste management performance

2019 Waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 40 Councils asked group: 11



# Council's general town planning policy performance

## 2019 Town planning performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
18-34	66▲	56	62	n/a	n/a	65	56	62
St Kilda/Elwood	60	55	56	n/a	n/a	54	50	58
Women	57	55	57	n/a	n/a	58	49	55
Port Phillip	57	53	56	n/a	n/a	57	51	57
Men	56	52	56	n/a	n/a	56	54	59
Metro	56	53	53	54	55	n/a	n/a	n/a
State-wide	55	54	53	52	54	55	55	54
Port Melb	54	50	58	n/a	n/a	62	53	53
Sth Melb	53	52	56	n/a	n/a	61	55	57
35-49	52	53	56	n/a	n/a	52	45	53
65+	52	52	48	n/a	n/a	54	51	54
50-64	50▼	49	51	n/a	n/a	45	50	54

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

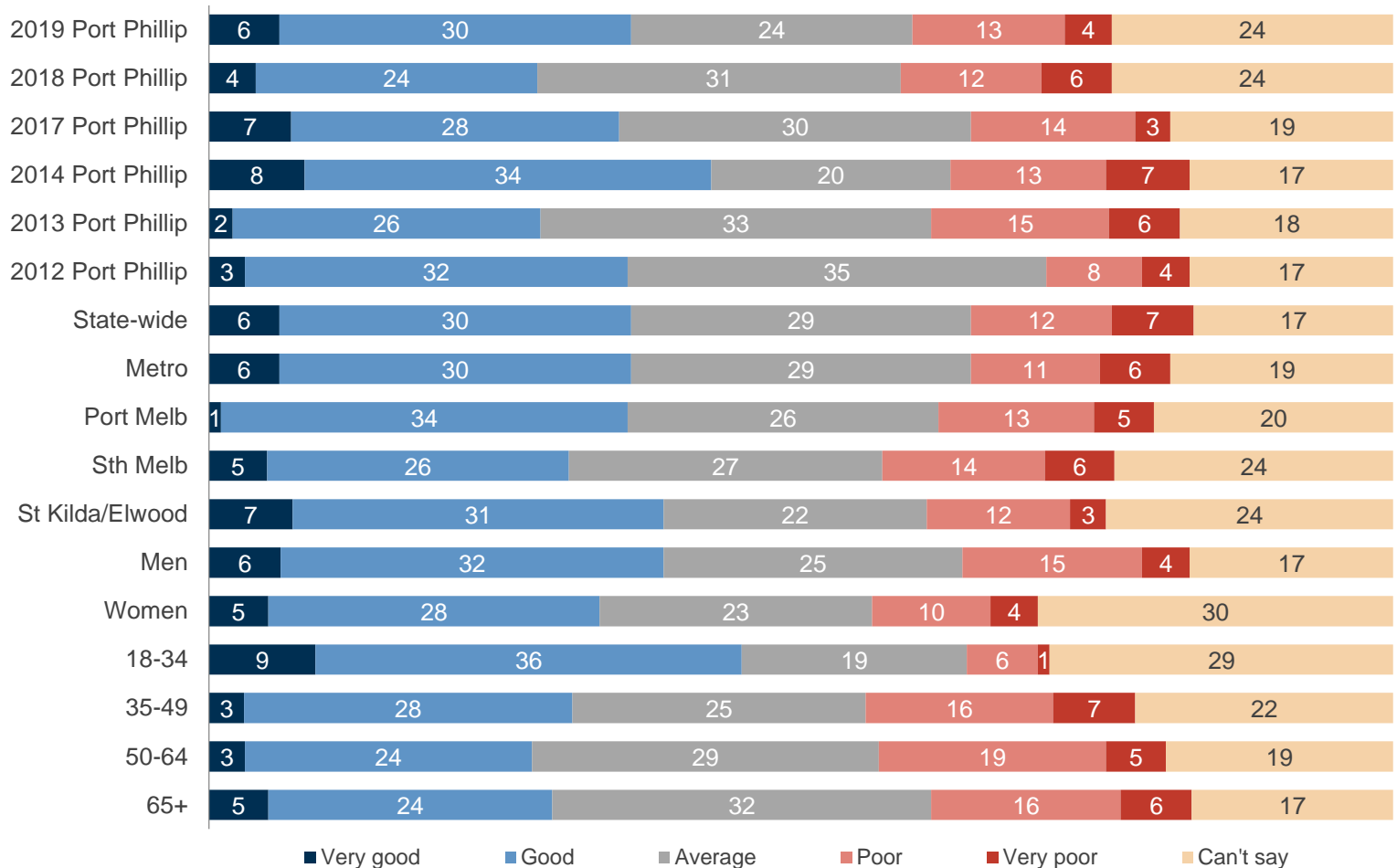
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 8

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



# Council's general town planning policy performance

2019 Town planning performance (%)

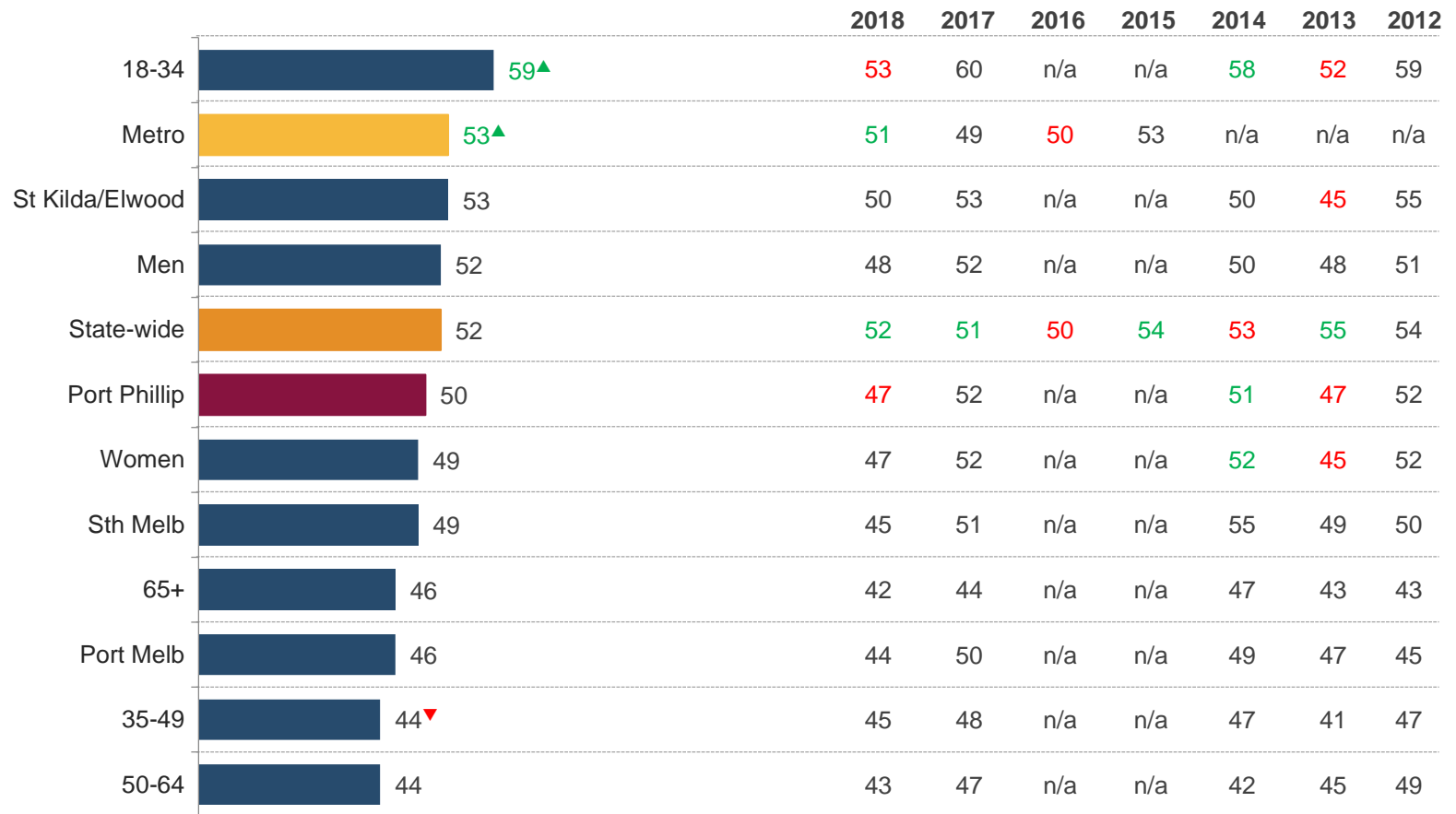


Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 8



# Planning and building permits performance

## 2019 Planning and building permits performance (index scores)



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

Base: All respondents. Councils asked state-wide: 27 Councils asked group: 7

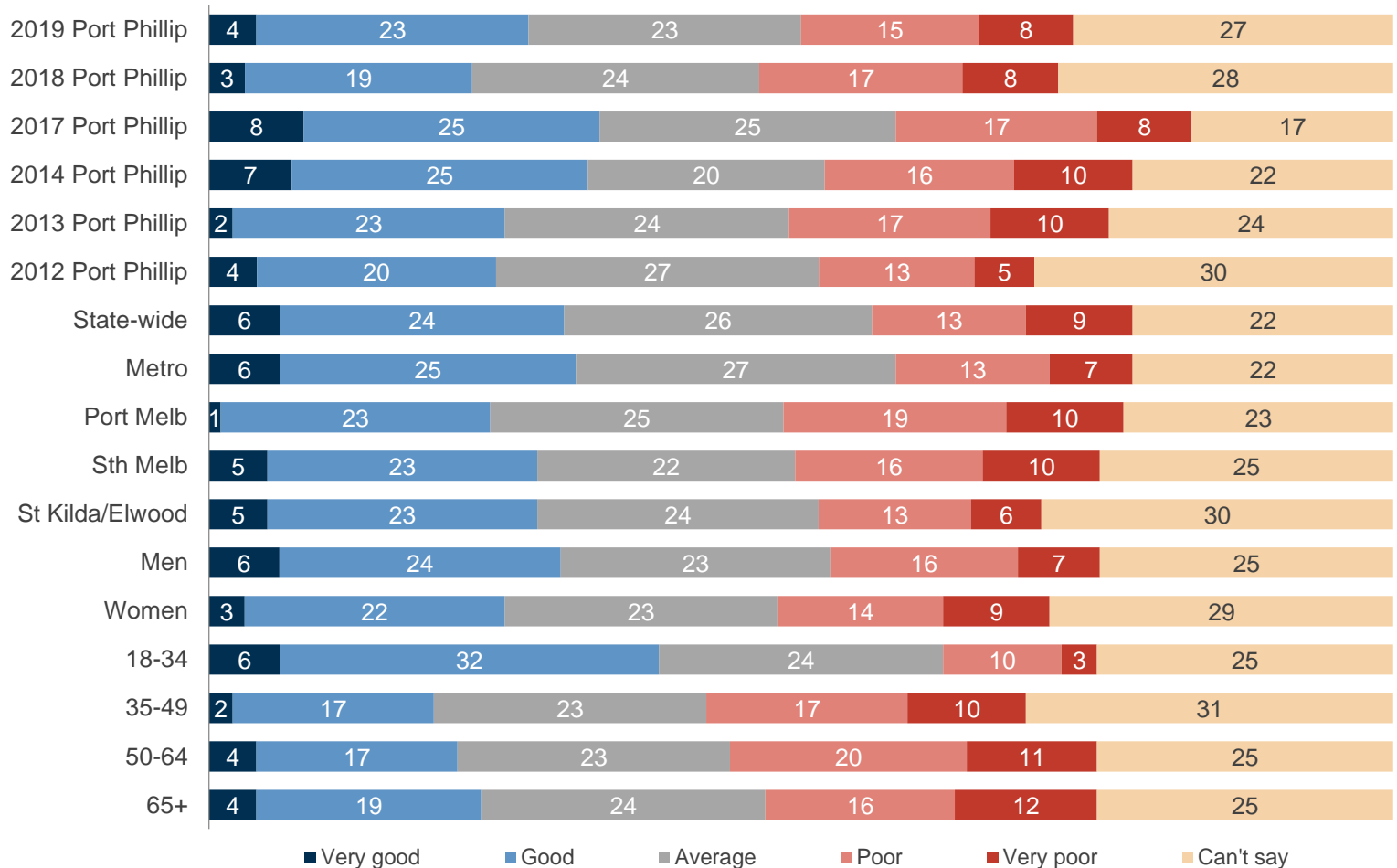
Note: Please see Appendix A for explanation of significant differences.





# Planning and building permits performance

2019 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: 27 Councils asked group: 7



# Environmental sustainability performance

## 2019 Environmental sustainability performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
Metro	64▲	64	64	64	65	n/a	n/a	n/a
Port Melb	64	62	65	n/a	n/a	70	66	58
Sth Melb	62	59	61	n/a	n/a	63	68	69
State-wide	62	63	64	63	64	64	64	64
35-49	61	60	67	n/a	n/a	64	67	66
18-34	61	62	63	n/a	n/a	68	69	65
Men	61	64	62	n/a	n/a	66	69	66
Port Phillip	61	61	63	n/a	n/a	66	67	65
50-64	61	61	64	n/a	n/a	62	66	63
Women	61	59	65	n/a	n/a	65	65	64
65+	60	62	58	n/a	n/a	66	64	64
St Kilda/Elwood	59	62	64	n/a	n/a	66	67	65

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

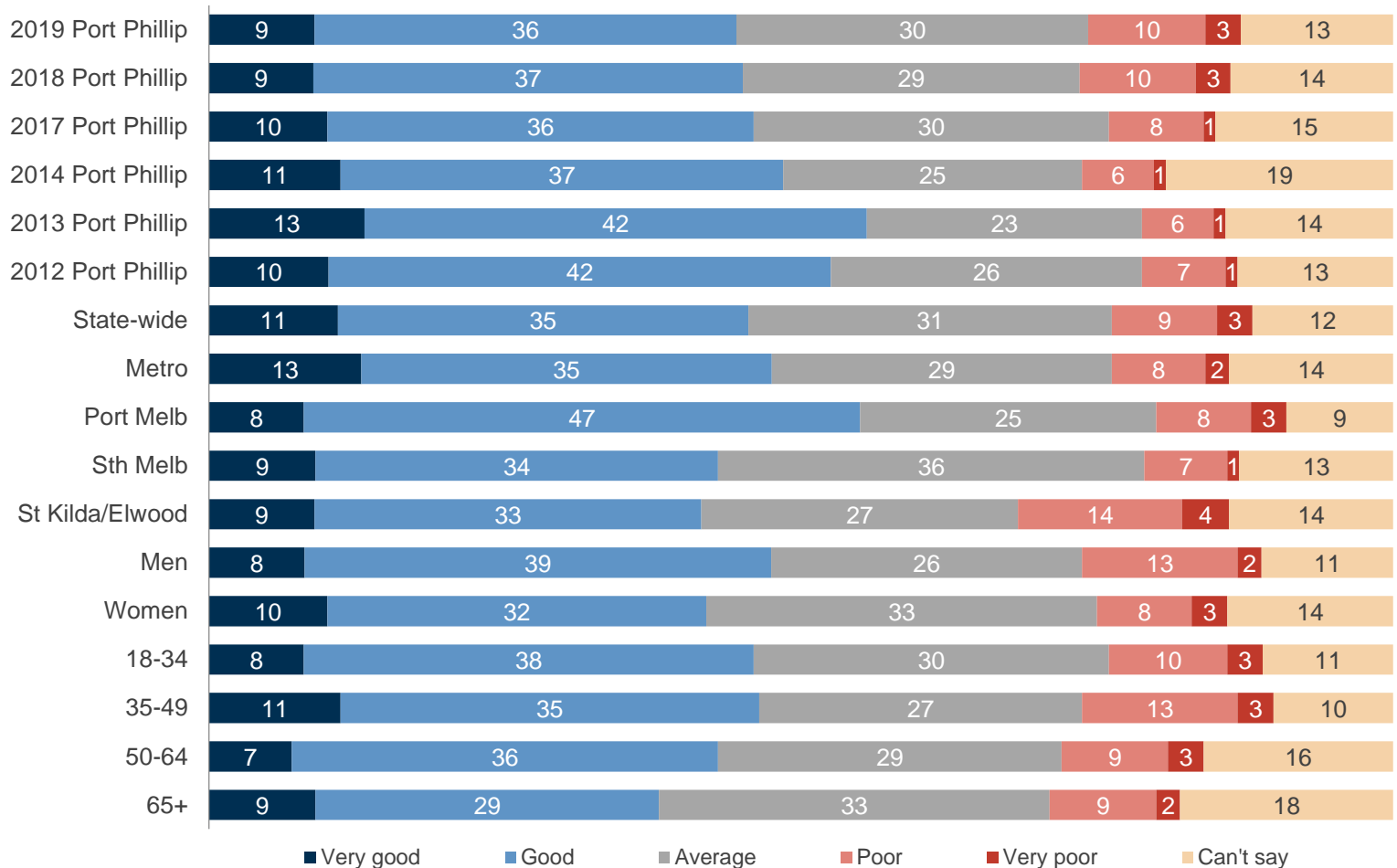
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 10

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



# Environmental sustainability performance

2019 Environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 10



# Planning for population growth in the area performance

## 2019 Population growth performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
18-34	54	52	64	n/a	61	n/a	n/a	n/a
State-wide	52	52	52	51	54	54	54	52
Metro	52	50	51	51	54	n/a	n/a	n/a
St Kilda/Elwood	51	50	56	n/a	57	n/a	n/a	n/a
Women	50	49	57	n/a	55	n/a	n/a	n/a
Port Phillip	50	49	55	n/a	56	n/a	n/a	n/a
Men	50	49	52	n/a	56	n/a	n/a	n/a
Sth Melb	49	49	50	n/a	52	n/a	n/a	n/a
35-49	49	47	50	n/a	54	n/a	n/a	n/a
Port Melb	48	46	52	n/a	54	n/a	n/a	n/a
50-64	46	46	48	n/a	47	n/a	n/a	n/a
65+	45	47	43	n/a	52	n/a	n/a	n/a

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

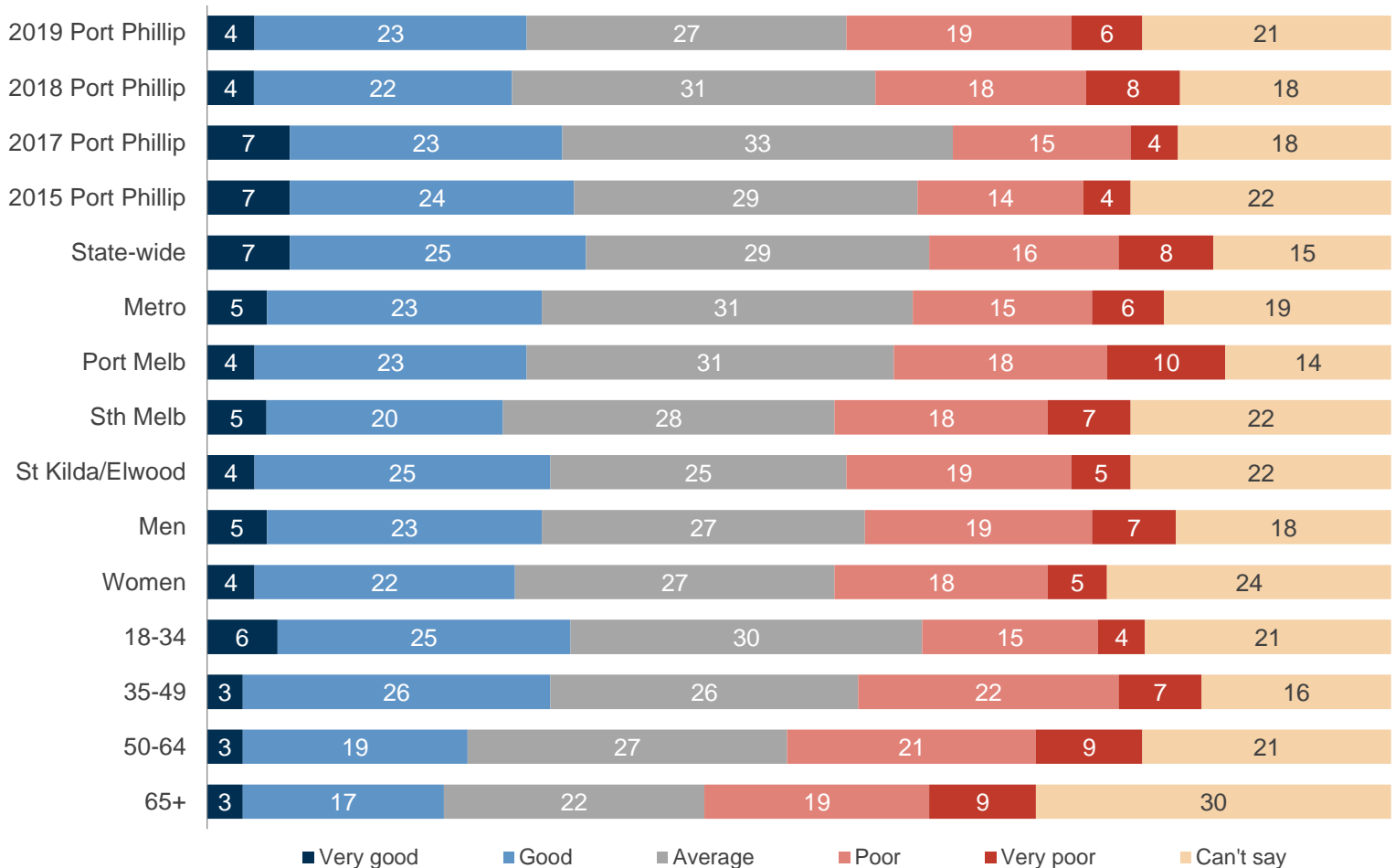
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 5

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



# Planning for population growth in the area performance

2019 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: 5



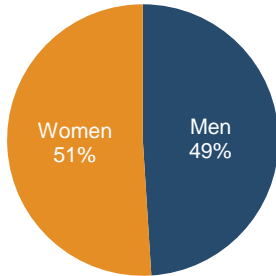
# Detailed demographics



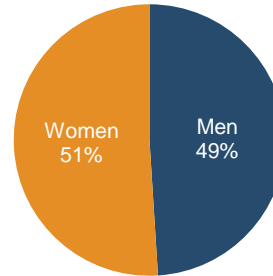
# Gender and age profile

## 2019 gender

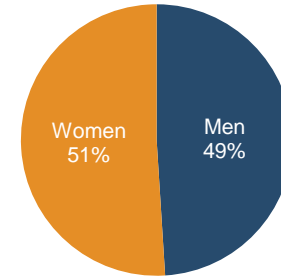
Port Phillip



Metro

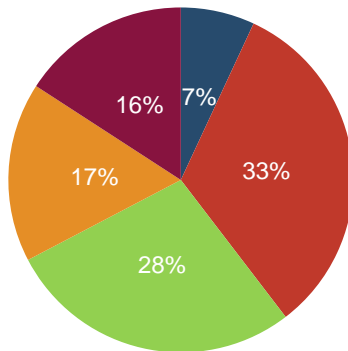


State-wide

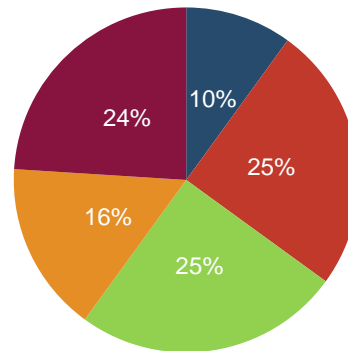


## 2019 age

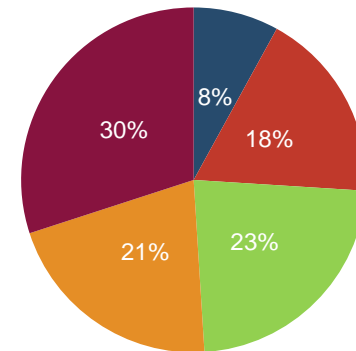
Port Phillip



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. [Record gender] / S4. To which of the following age groups do you belong?  
 Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14  
 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.



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





## Appendix A: Index Scores

### Index Scores

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

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

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

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

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



## Appendix A: Margins of error

The sample size for the 2019 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 95,600 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	446	196	+/-4.6
Women	454	204	+/-4.6
Port Melb	149	65	+/-8.0
Sth Melb	334	132	+/-5.4
St Kilda/Elwood	417	203	+/-4.8
18-34 years	138	157	+/-8.4
35-49 years	258	113	+/-6.1
50-64 years	258	66	+/-6.1
65+ years	246	63	+/-6.3



## Appendix A: Significant difference reporting notation

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

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

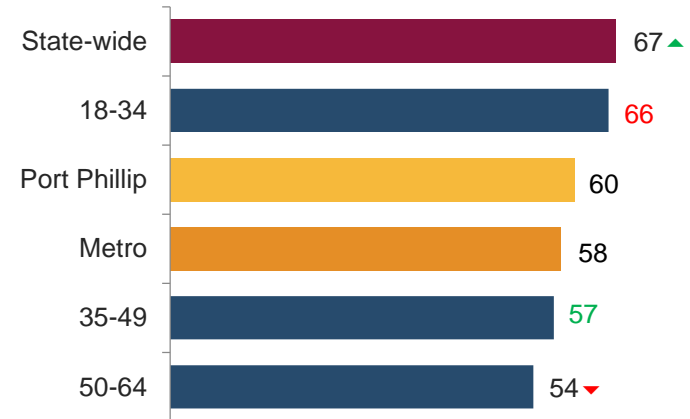
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2018.

Therefore in the example below:

- The result among 35-49 year olds in the council is **significantly higher** than the result achieved among this group in 2018.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2018.

Overall Performance – Index Scores  
(example extract only)





## Appendix A: Index score significant difference calculation

---

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



# **Appendix B: Further project information**



## Appendix B: Further information

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

- Survey methodology and sampling
- 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 2019 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

**(03) 8685 8555** or via email:

**[admin@jwsresearch.com](mailto:admin@jwsresearch.com)**



## Appendix B: Survey methodology and sampling

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The 2019 results are compared with previous years, as detailed below:

- 2019, n=900 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2018, n=909 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2017, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2016, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2015, n=401 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2014, n=400 completed interviews, conducted in the period of 31<sup>st</sup> January – 11<sup>th</sup> March.
- 2013, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 24<sup>th</sup> March.
- 2012, n=401 completed interviews, conducted in the period of 18<sup>th</sup> May – 30<sup>th</sup> June.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the 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 40% 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 1st February – 30th March, 2019.



## Appendix B: Analysis and reporting

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All participating councils are listed in the State-wide report published on the DELWP website. In 2019, 63 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 2012-2019 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, Brimbank, Glen Eira, Greater Dandenong, Frankston, Kingston, Knox, Manningham, Maroondah, Melbourne, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Port Phillip City Council for this 2019 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: Analysis and reporting

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### 2012 survey revision

The survey was revised in 2012. As a result:

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

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2019 have been made throughout this report as appropriate.



## Appendix B: Analysis and reporting

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### 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 2019 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)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

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 2019 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

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### Reporting

Every council that participated in the 2019 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a state-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

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.

The overall State-wide Local Government Community Satisfaction Report is available at <http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey>.



## Appendix B: Glossary of terms

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

**CSS:** 2019 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.

**Statewide 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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