

Port Phillip City Council

Community Satisfaction Report 2026

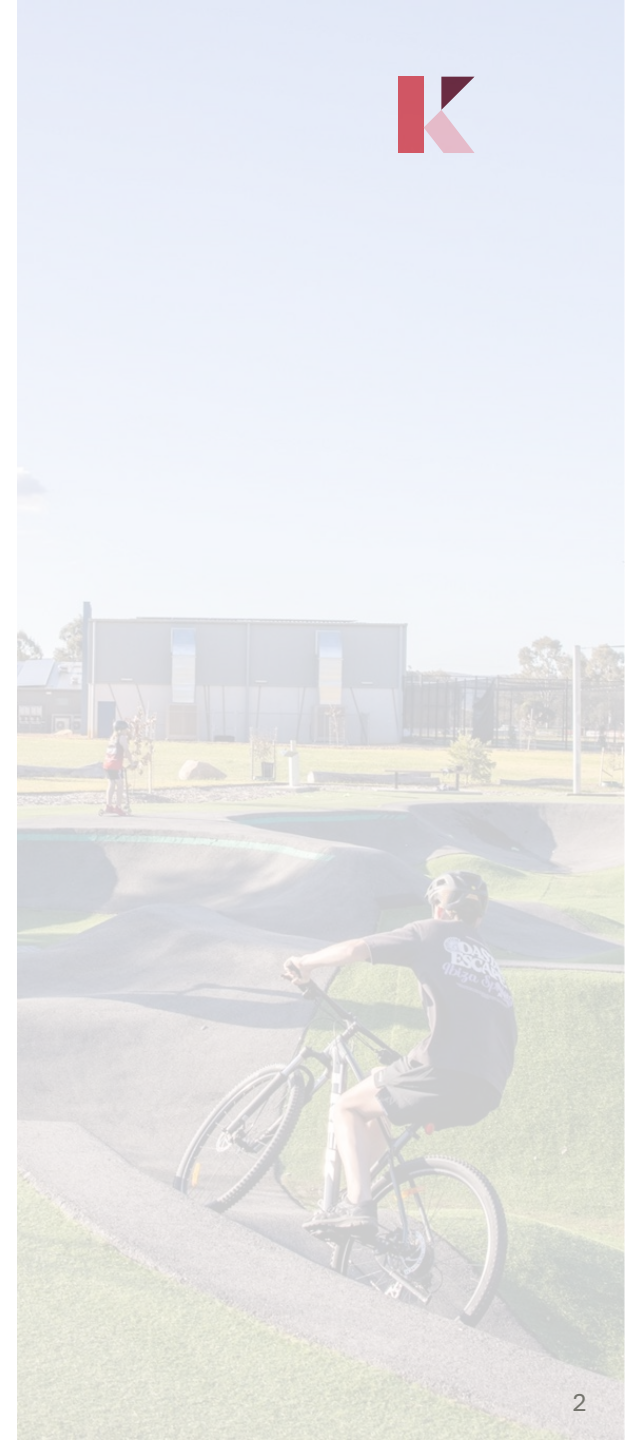


klein

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

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Executive Summary



Port Phillip City Council Community Satisfaction



58 State Performance
+4 vs last year

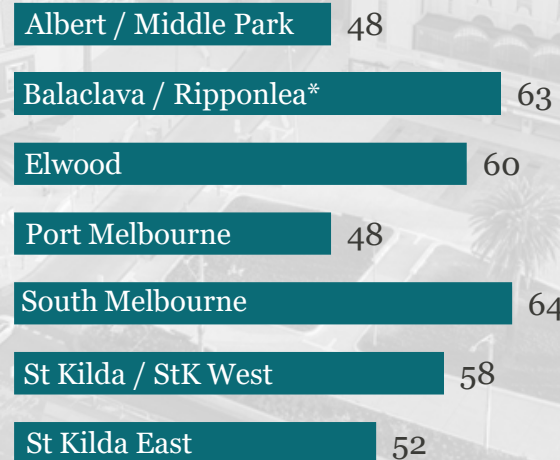
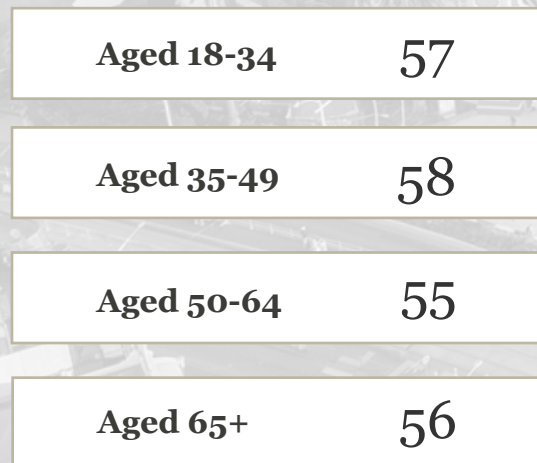
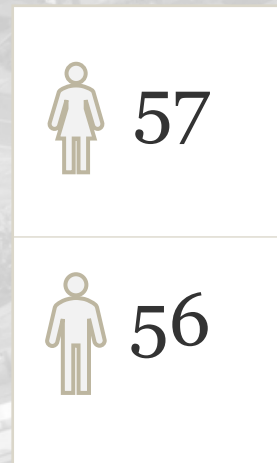
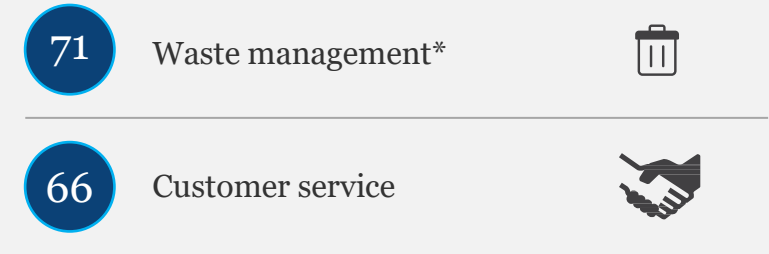
64 Metro Council Performance
+1 vs last year

Key Takeouts



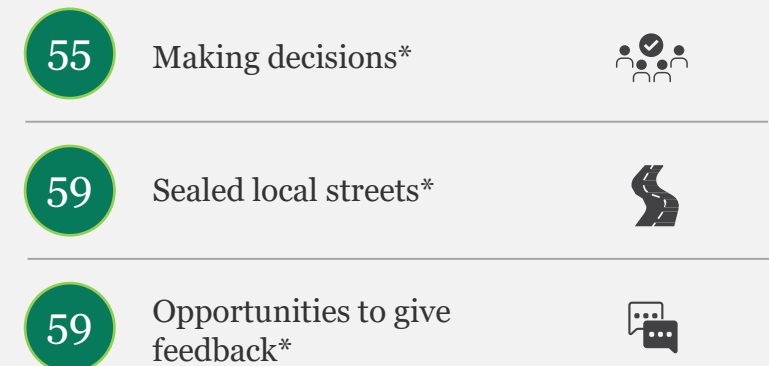
Port Phillip City Council's overall performance is 57, similar to the State but below the Metro Council benchmark. Performance is similar by age and gender but residents in Elwood and South Melbourne are slightly more positive.

Top performing areas



*Note: base size <n=30, results indicative only

Lowest performing areas



LGV Core Measure Summary



		Port Phillip CC 2026	State 2026	Metro 2026
Overall Performance <i>Overall Performance of Council</i>		57	58	64
Spending Public Funds* <i>Spending public funds... in ways that benefit the community</i>		51	51	58
General Direction <i>Views on direction of council's performance</i>		46	48	50
Customer Service <i>...on most recent contact, rate Council for Customer Service</i>		66	68	70
Opportunities to Give Feedback* <i>Opportunities offered by Council to give your feedback on key local issues</i>		59	55	60
Waste management* <i>Waste Management including garbage, recyclables and green waste</i>		71	72	74
Making decisions* <i>Making decisions in the interest of the community</i>		55	52	58
Sealed local streets* <i>Condition of sealed local streets</i>		59	54	61

Note: Historic data not provided

Changed questions are marked with an asterisk.

Performance of Council Services – Summary by Service Area

Governance, Engagement & Advocacy 		Infrastructure & Maintenance 		Community Services & Support 	
Service	2026		2026		2026
Opportunities to give feedback*	59	Condition of sealed local streets*	59	Waste management*	71
Making decisions in the interest of the community*	55				

Changed questions are marked with an asterisk.

Note: Historic data not provided

The 'All Metro' Benchmark

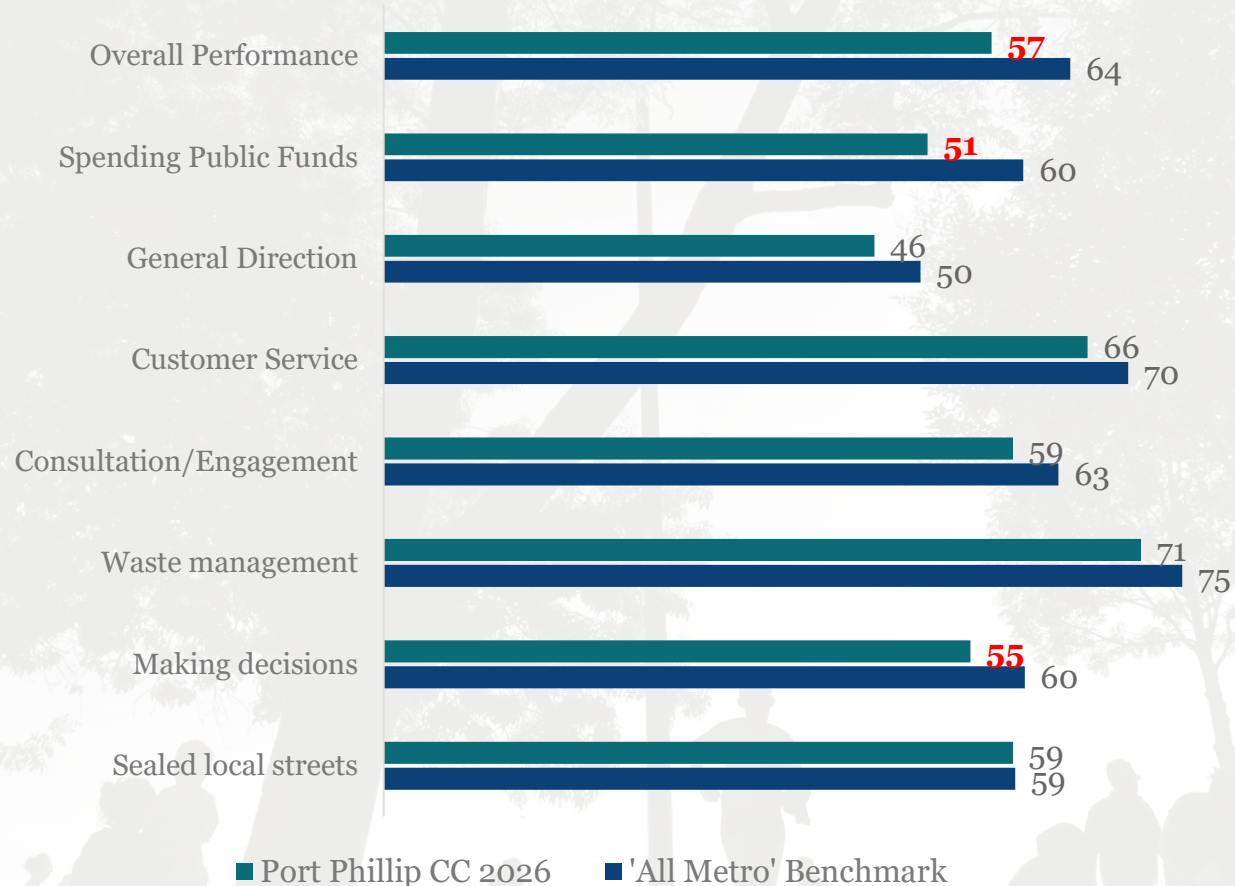


In addition to the Metro Benchmark that is referenced throughout this report (based on participating LGV metropolitan councils), Klein conducted a dedicated supplementary study across all Melbourne metropolitan council areas to create the 'All Metro' Benchmark.

The 'All Metro' Benchmark provides participating councils with a broader metropolitan reference point, grounded in a representative cross-section of metropolitan residents rather than only the councils participating in the LGV program.

The 'All Metro' Benchmark focuses on the LGV Core Measures, with interviewing conducted by telephone to maintain methodological consistency and support reliable, like-for-like comparison.

Comparison to The 'All Metro' Benchmark



Executive Summary – Key Strengths of City of Port Phillip



Opportunities to give feedback

Providing opportunities to give feedback on local issues is among the City of Port Phillip's strongest positions across the service areas measured. At 59 it sits four points above the State benchmark and level with the Metro group, and it is also one of the strongest derived drivers of overall satisfaction — making this a particularly meaningful area of advantage.



Making decisions in the community interest

Making decisions in the interest of the community sits three points above the State benchmark (55) among the services rated. Council's own score has risen to 55 from 49 in 2024, and as a leading derived driver of overall satisfaction, performing ahead of State in an area that shapes how residents judge Council overall is a genuine strength.



Waste management

Waste management is the highest-scoring service across the service areas measured (71) and sits within a point of both the State and Metro benchmarks. Council's score has climbed to 71 from 60 in 2024, the largest improvement of the services with a multi-year trend in this report, and for a service residents rely on daily this is a clear strength.



Condition of sealed local streets

The condition of sealed local streets shows the widest positive gap against the State benchmark across the services rated (59 against State of 54) and sits two points below the Metro group. Council's score has also edged up to 59 from 57 in 2024, a notable position for a service area that commonly underperforms across metropolitan councils.



Leading on the key satisfaction drivers

Across the service set, the City of Port Phillip performs ahead of the State benchmark on the two measures that most strongly drive overall satisfaction — opportunities to give feedback (59 against 55) and decisions in the community interest (55 against 52). Leading peers on the highest-influence drivers is one of Council's clearest structural strengths of the services rated.

Executive Summary – Key Opportunities for Council to Address



Overall performance

Overall performance sits below peers, the clearest gap of the headline measures tracked: at 57 the City of Port Phillip is seven points below the Metro group and a point under State. Lifting it will depend on closing the gaps on the lower-scoring drivers set out below.



Direction of Council

Perceptions of the direction of Council, at 46, are among the lowest of the headline measures and trail the Metro benchmark by four points. This sits below where residents expect Council to be and weighs on the overall result.



Spending of public funds

Spending of public funds is the lowest headline measure at 51, level with State but seven points behind the Metro group. The gap to Metro signals residents are not yet seeing clear value for the rates they pay.



Customer service experience

Customer service at 66 trails both State and Metro, and the experience of those who made contact diverges sharply by gender — men rate their experience at 57 against 75 for women, the widest service-experience gap among the sub-groups measured.



Equity across the community

Results are markedly weaker in Elwood than elsewhere in the municipality, with opportunities to give feedback (35) and decisions in the community interest (35) far below the St Kilda East precinct. Women also rate both measures around six to nine points lower than men.

Executive Summary – Recommendations



Build from areas of strength

We recommend the City of Port Phillip build from where it already leads peers — opportunities to give feedback and decisions in the community interest both sit above the State benchmark and are the strongest drivers of overall satisfaction. With several services also recovering since 2024, including decisions (up to 55 from 49) and waste (up to 71 from 60), protecting these gains while closing the gaps on the lower-scoring measures below offers the clearest path to lifting the overall result above its current 57.

Demonstrate value for rates

We suggest Council make demonstrating value for money a defined priority, given spending of public funds is the lowest headline measure (51) and seven points behind the Metro group. Publishing plain-language summaries of where rates are invested and the outcomes delivered would directly target the perception gap this report identifies.

Deepen genuine community engagement

Given feedback opportunities carry the greatest derived influence on overall satisfaction and already sit above the State benchmark, we recommend Council embed structured, closed-loop engagement so residents see how their input shapes decisions. Reporting back on consultations would help convert this strength into improved trust in Council's direction, where the gap to Metro is widest.

Close the Elwood gap

We recommend a targeted focus on Elwood, where feedback and decision-making scores (both 35) sit far below other precincts. Council should pair localised engagement with visible local action so the precinct that currently feels least heard moves closer to the stronger results seen elsewhere in the municipality.

Standardise the service experience

We suggest Council review the customer-service journey to close the experience gap between men (57) and women (75). Auditing contact channels and frontline handling for consistency would help raise the customer-service measure (66) back towards the Metro benchmark.

Summary of Approach



About the LGV CSS program

What the program is

Program overview

The **LGV Community Satisfaction Survey (CSS)** is a state-wide program that measures how residents rate the performance of their local council. It provides councils with an independent, consistent and comparable view of community perceptions across key service and performance areas, helping them to:

Understand strengths
and areas for improvement

1

Track performance
over time

3

Benchmark against similar
councils and the wider sector

2

Support planning, service
improvement and community
accountability

4

The LGV CSS program provides a common framework for understanding and benchmarking council performance from the community perspective.



About Klein

What the program is and Klein's role in its next phase

Klein's appointment to the program

Klein is the newly appointed and Government-endorsed provider for the LGV CSS program. Our appointment through a robust and competitive procurement process provides confidence in the strength of the approach and the quality of delivery.



A new phase for the program

As the new provider, Klein brings energy, curiosity and a modern perspective — helping to refresh the program while maintaining the integrity, comparability and credibility that councils rely on.

Independent. Comparable. Credible. Refreshed for the program's next phase.

The LGV CSS program provides a common framework for understanding and benchmarking council performance from the community perspective.



About Klein

- 30 years' experience in community and customer satisfaction tracking.
- Diverse expertise in public-sector, local-government and stakeholder engagement, as well as commercial clients.
- Proven in managing large tracking programs.
- A “safe set of hands” - independent, transparent, and responsive.

Explanation of Survey Metrics

How the key survey measures should be interpreted



Key metrics included in this report

This report includes a range of measures to understand how residents view Council's performance, services and role in the community.

Key Performance: Measures overall views of Council, including overall performance, spending funds and direction.

Council Services: Measures perceptions of specific Council services and responsibilities, including areas such as waste management, libraries, roads, community engagement and planning.

LGV Core measures: The mandatory measures included in all councils participating in the Local Government Victoria CSS. These measures cover key areas such as the Key Measures, decision-making in the interests of the community, waste management, opportunities to give feedback, and the condition of sealed local streets.

Importance of council services: Measures how important different services are to residents.

Performance: Measures how residents rate Council's performance in each area over the past 12 months.

Experience: Measures whether residents or anyone in their household has used particular services in the past 12 months.



Service reporting categories

For ease of interpretation, service results are grouped into the following categories

- Governance, Engagement & Advocacy**
- Infrastructure & Maintenance**
- Community Facilities & Recreation**
- Community Services & Support**
- Planning & Growth**



Note on interpretation

Residents may rate Council based on either direct experience or broader perceptions. Both are valuable, as they help show not only how services are experienced, but also how Council is seen by the wider community.

This report includes a range of measures to understand how residents view Council's performance, services and role in the community.



How results are reported

Results are typically shown for

Total Council sample

Demographic sub-groups within the Council such as age, gender and region

Similar councils for benchmarking

State-wide results for broader comparison



Benchmarking and comparison

How Council's results are interpreted in context

Why Benchmarking matters	Benchmarking helps put Council's results into context by comparing performance with relevant peers, historical results and key resident groups.
What it helps show	Benchmarking helps answer four key questions: • How is Council performing overall? • How is Council performing compared with all participating councils? • How is Council performing compared with similar councils? • Which results reflect Council-specific issues versus broader sector-wide patterns?
Important note	Comparisons are based on a common methodology and question set. Where differences are observed, significance testing is used to identify whether Council is <i>meaningfully above or below</i> benchmark.

Benchmark comparisons used in reporting

Comparator	What it helps show
State-wide average	How Council compares with all participating councils across the program
Council group average	How Council compares with similar councils, providing the most relevant peer context
Previous years	Whether performance is improving, stable or declining over time
Resident sub-groups	Which groups score higher or lower, and where perceptions differ across the community



Port Phillip City Council is classified as a **Metro** council. The **Metro** group includes: Boroondara, Hobsons Bay, Manningham, Melbourne, Monash, Whitehorse.

Mixed method control

How online surveying was introduced while maintaining comparability

Methodology change

Why online was added

In 2026, the LGV CSS program introduced online surveying via social media recruitment alongside the traditional CATI (telephone) methodology.

Online was added to broaden participation and improve the representativeness of the sample, rather than relying only on residents who are reachable by phone.

This also provides greater access to younger, digitally engaged and other harder-to-reach residents.

CATI remains a core part of the methodology; online has been added to improve coverage and respondent mix.

How the mixed method approach is controlled

Same questionnaire and measurement framework

Telephone and online respondents answer the same questions, using the same scales and core question order.

Mode review before merging

Each response is flagged as telephone or online, allowing results to be checked by mode before they are combined.

Comparison of results

Klein reviews demographic profiles and key results across modes to identify whether any meaningful differences are present.

Integrated weighting

Once verified, telephone and online results are combined and weighted together to align with ABS population benchmarks.



What this means

The mixed method approach improves access, engagement and representativeness, while the control process helps maintain continuity and comparability with previous CATI-only results.

Enhanced Questions

Question wording review and comparability assessment



CORE MEASURES



In consultation with Local Government Victoria and participating councils, a number of questions used in the Community Satisfaction Survey were reviewed and updated to improve clarity and relevance.

As wording changes can affect comparability with historical results, a split-sample approach was used to assess the impact of the main revisions. One group received the historic wording and another received the enhanced wording.

The following table summarises the changes made and the extent to which the revised wording affected results.

Enhanced Wording	Historic Wording	Estimated Impact	Outcome
How would you rate [COUNCIL.NAME] at spending public funds on infrastructure and services in ways that benefit the community	How would you rate [COUNCIL.NAME] at providing good value for money in infrastructure and services provided to your community?	N/A	Not tested. The historic question focused on perceptions of value for money, while the revised measure assesses perceptions of how effectively council directs public funds to generate community benefit. As these are related but not equivalent concepts, direct trend comparability was not assumed.
The opportunities offered by [NAME OF COUNCIL] to give your feedback or engage on key local issues.	Community consultation and engagement	+1pts	No material impact detected. Results are considered comparable.
Condition of sealed local streets in your area. This includes local streets but does NOT include highways and major arterial roads such as [INSERT UP THREE LOCAL EXAMPLES].	The condition of suburban sealed local roads in your area. This includes local streets and roads managed by your council but excluding highways and main roads that are managed by VicRoads.	+2pts	No material impact detected. Added specificity does not appear to have materially changed responses.
Waste management including the collection of garbage, recyclables and green waste	Waste management	+6pts	Material impact detected; revised wording appears to have increased positive ratings likely by making the measure more concrete and inclusive.
Making decisions in the interest of the community	Decisions made in the interest of the community	-1pt	No material impact detected. Results are considered comparable.
Advocating for, and representing the community to government and other organisations	Lobbying on behalf of the community	+2pts	No material impact detected. Results are considered comparable.
Developing and promoting local tourism	Tourism Development	-3pts	No material impact detected. Movement appears within expected variation.
Developing and promoting the local economy	Business and community development	-3pts	No material impact detected. Movement appears within expected variation.
Enforcement of local laws and Council regulations	Enforcement of local laws	-5pts	Potential material impact detected. Expanded reference to “Council regulations” may have broadened respondents’ frame of reference and contributed to lower ratings.
The condition of footpaths in your area	The condition of local streets and footpaths in your area	+2pts	No material impact detected. Revised wording appears comparable.
Keeping the community informed on council services, events and programs	Informing the community	+3pts	No material impact detected. Revised wording appears comparable.

Changed questions are marked with an asterisk.

Enhanced Methodology

The incorporation of Online and comparability assessment



In 2026, the LGV CSS program expanded beyond its traditional CATI (telephone interviewing) approach, with online surveying via social media recruitment available as an option for councils.

This reflected a desire to modernise the program while retaining the consistency and comparability of the long-standing methodology.

Where used, online broadened participation and improved the representativeness of the sample, particularly by improving access to younger, digitally engaged and other harder-to-reach residents.

Index Score	Score Impact	Impact of including Online
Overall Performance	0 pts	No material impact detected. Movement appears within expected variation
Spending Public Funds	-1 pts	No material impact detected. Movement appears within expected variation
General Direction	-1 pts	No material impact detected. Movement appears within expected variation
Customer Service	-1 pts	No material impact detected. Movement appears within expected variation
Consultation/ Engagement	-1 pts	Material impact detected; the introduction of online approach may have allowed respondents to be more critical.
Waste management	0 pts	No material impact detected. Movement appears within expected variation
Making decisions	-2 pts	Material impact detected; the introduction of online approach may have allowed respondents to be more critical.
Sealed local streets	0 pts	No material impact detected. Movement appears within expected variation



After weighting for demographic differences, CATI and online results were broadly aligned.

Any remaining differences were generally small and mostly within expected variation.

Importantly, the differences observed are generally small and not statistically significant, supporting a combined dataset that improves reach while maintaining comparability.

How to interpret results

Statistical significance and margin of error

Statistical significance

Statistical significance testing at the 95% confidence level has been applied to key comparisons in this report.

Where a difference is highlighted, it is unlikely to be due to chance alone. Where no difference is highlighted, the results should be treated as broadly similar.

95%

Reading the charts and tables



Up arrow or green text = significantly higher



Down arrow or red text = significantly lower



Circle / marker or black text = not statistically significant, but may still be noteworthy

Approximate margins of error used in this report

All survey results are subject to a margin of error, which varies depending on sample size.

Sub-Group	Sample	Margin of error
Port Phillip CC	401	+/-4.9 pts
State	17,728	+/-0.7 pts
Metro	3,923	+/-1.6 pts
18 to 34	75	+/-11.3 pts
35 to 49	147	+/-8.1 pts
50 to 64	100	+/-9.8 pts
65+	79	+/-11.0 pts
Male	198	+/-7.0 pts
Female	203	+/-6.9 pts
Albert / Middle Park	33	+/-17.1 pts
Balaclava / Ripponlea	28	+/-18.5 pts
Elwood	73	+/-11.5 pts
Port Melbourne	73	+/-11.5 pts
South Melbourne	58	+/-12.9 pts
St Kilda / StK West	96	+/-10.0 pts
St Kilda East	40	+/-15.5 pts

Larger groups have a smaller margin of error; smaller groups have a larger one.

Margins of error are approximate and are shown to support interpretation of key results and sub-groups.

Why the sample size is appropriate

Understanding the Sample



Sample size

This survey includes enough interviews to give a reliable overall picture of community views.



Margin of error

All surveys have a small amount of natural variation. A bigger sample reduces this (and Councils have the option to increase sample size), but the improvement in accuracy becomes smaller as sample size increases.



Confidence level

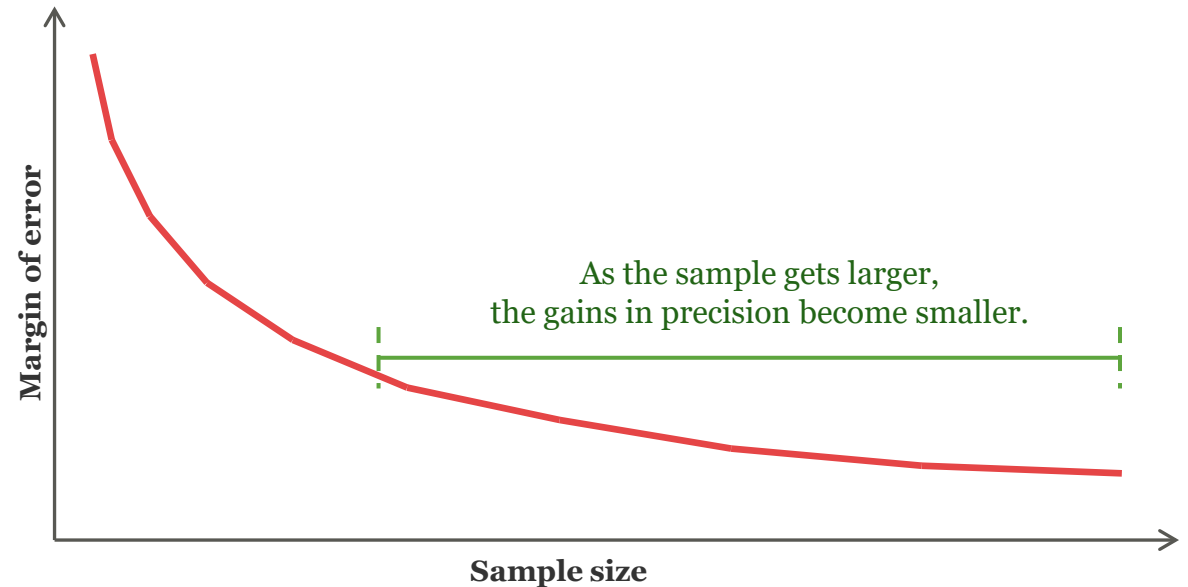
We use the standard "95% confidence level". In simple terms, this means we can be highly confident the survey gives a trustworthy picture of wider community views.



Statistical significance

In our analysis, we test whether differences and movements in scores are large enough to be meaningful, rather than just normal survey variation. These are highlighted through the report.

How sample size affects precision



What this means

Larger samples can improve precision, but after a point they are unlikely to materially change the overall story.

How weighting is used

What weighting does	Weighting adjusts the final results so the achieved sample more closely reflects the actual community profile.
Why it matters	Some groups can be a little over- or under-represented in the raw sample. Weighting helps ensure no group has too much or too little influence on the final results.
How to read the table	“Unweighted” shows the profile of the achieved sample. “Weighted” shows the profile after adjustment. Each council receives its own weighting table.

Sample weighting

Age	Unweighted	Weighted
18-24	2%	4%
25-34	16%	29%
35-49	37%	29%
50-64	25%	21%
65+	20%	16%
NET	100%	100%

Gender	Unweighted	Weighted
Male	49%	48%
Female	51%	52%
NET	100%	100%



Weighting improves representativeness, but it does not change what respondents said. It simply helps ensure that each group is reflected in the right proportion in the final results.

Comparative Benchmarks



In addition to the core LGV questions, each council was able to select additional service areas to assess. As a result, the number of councils in the benchmark for each questions varies. The following are the number of councils for each service area assessed within this report. Where there is only one other council in the benchmark, we have not provided a benchmark and labelled it as NA.

Performance	State	Metro
Condition of sealed local streets*	38	7
Decisions in the interest of the community*	38	7
Opportunities to give feedback on key local issues*	38	7
Waste management*	38	7

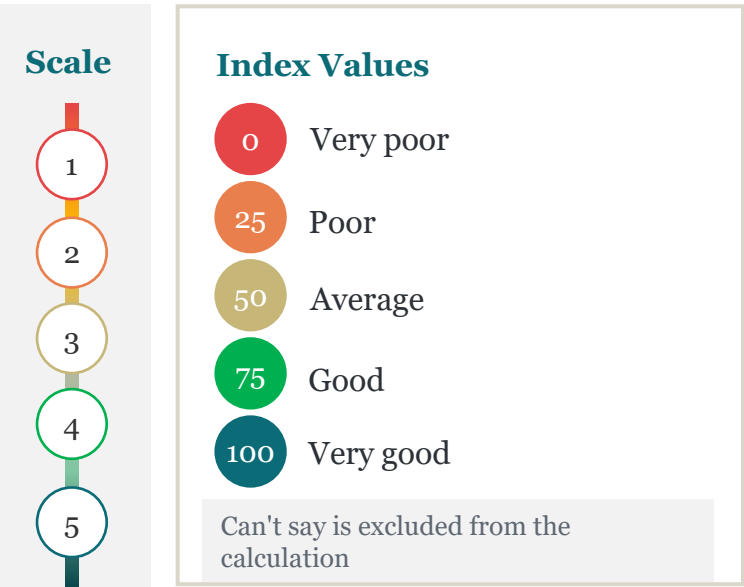
How Performance Index Scores are Calculated

A simple guide to how 5-point ratings are converted into a 0 to 100 index

In simple terms

Performance is asked on a 5-point scale from Very poor to Very good.

Responses are then converted into an index from 0 to 100 so results can be compared consistently.



Worked example

Each response ‘% share’ is multiplied by its index value. The contributions are then summed to create the score.

Response	Index Value	Share	Contribution
Very good	100	25%	25.0
Good	75	30%	22.5
Average	50	20%	10.0
Poor	25	10%	2.5
Very poor	0	10%	0.0
Can't say	-	5%	Excluded
Total index score		100%	60.0

How to interpret scores

Higher scores indicate stronger performance.

Band	Interpretation
85+	Very strong performance
75-84	Positive performance
50-74	Mixed or passable performance
40-49	Underperforming
<40	Clear community dissatisfaction

Direction in the past 12 months

The same principle is used for the Direction metric: Improved = 100, Stayed the same = 50, Deteriorated = 0. “Can't say” responses are excluded.

How to read the results slide - Performance Distribution



Guide to reading results

What this slide shows

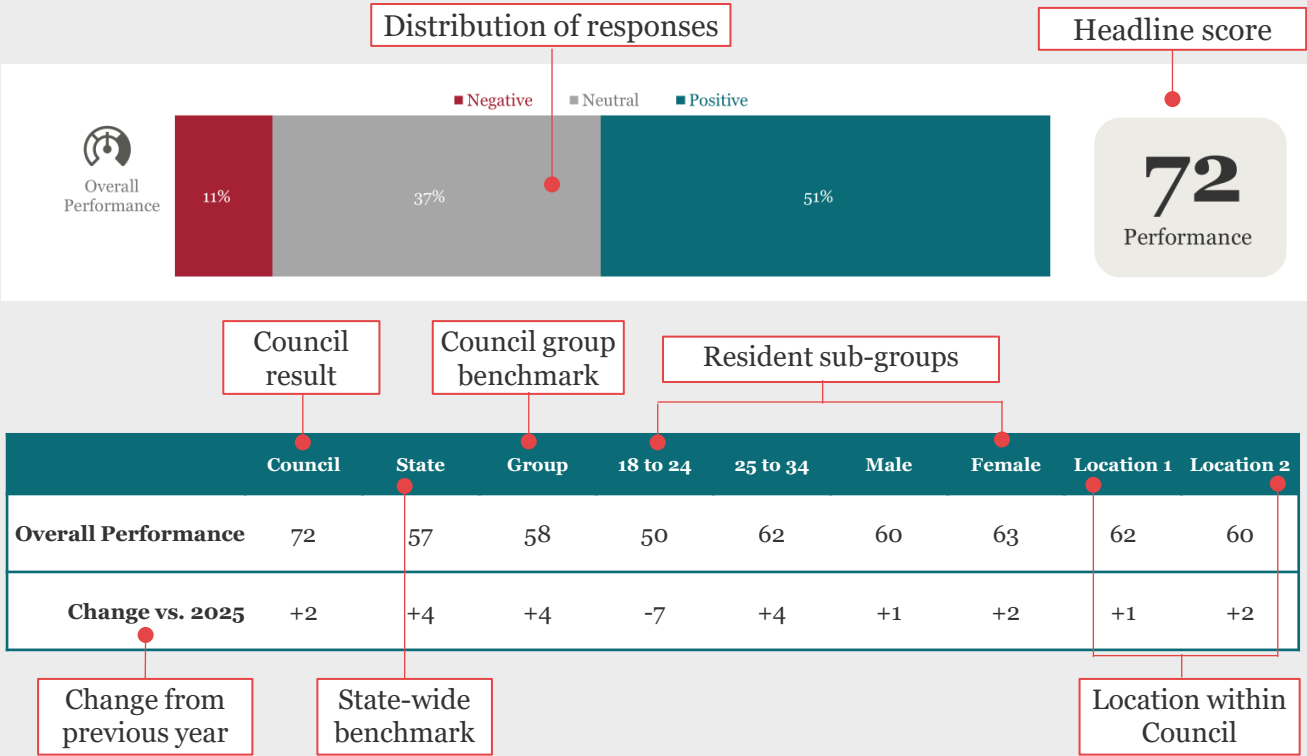
This slide shows the overall result, the distribution of responses, and how results vary across benchmarks and key sub-groups.

- It helps the reader see:
- How Council is performing overall
 - How the result compares with key benchmarks
 - Which groups score higher or lower
 - Whether the result has improved or declined over time

What the table categories mean

- Council** - result for this Council
- State** - average across all participating Councils
- Group** - average for similar councils
- Age / gender / location columns** - results for key sub-groups within the Council area
- Change vs. previous year** - movement since last year

Annotated example



How to read the line chart slide - Performance



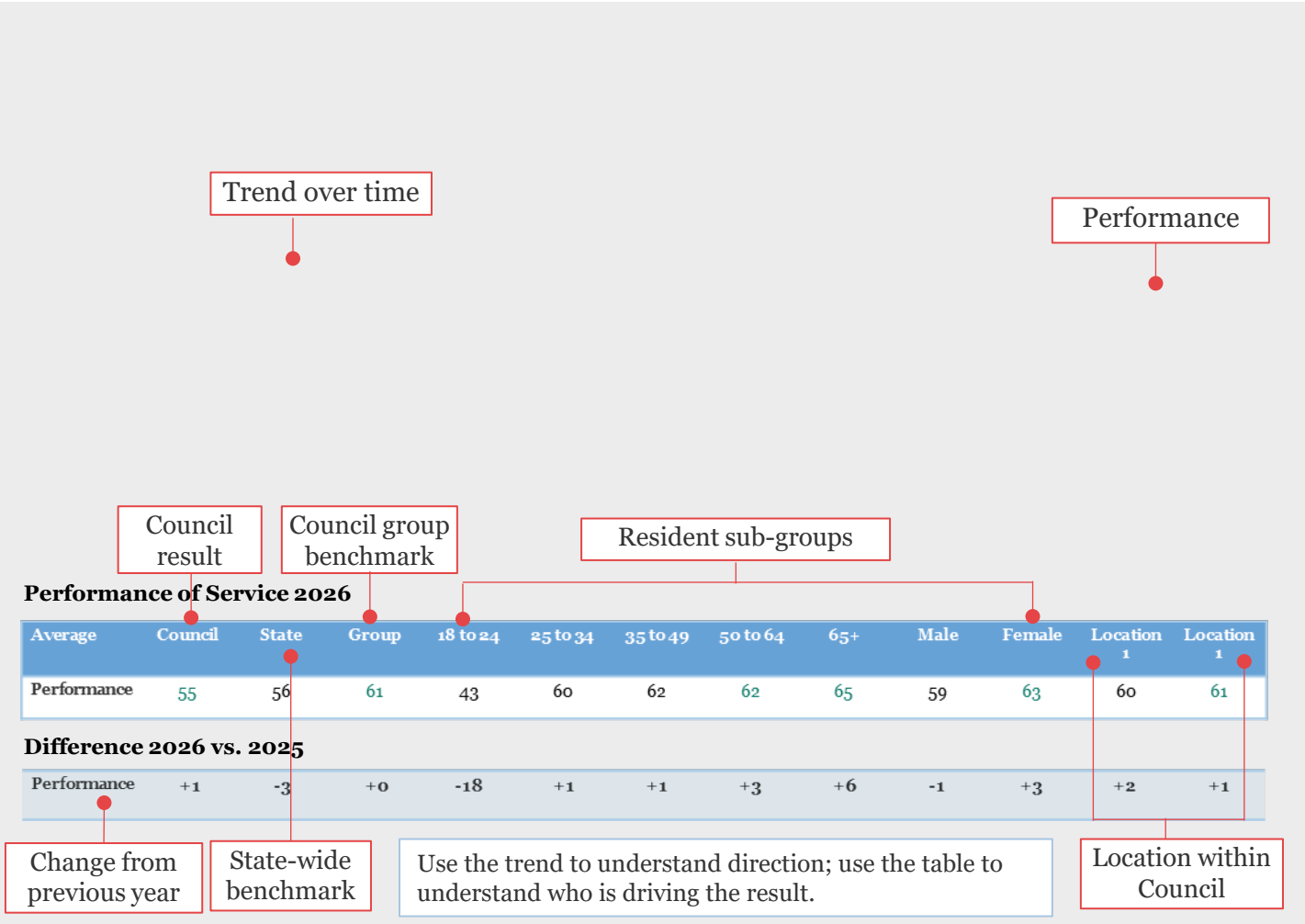
Guide to reading results

What this slide shows

- These slides show how importance and performance have changed over time, and how the current year result varies across benchmarks and sub-groups.
- The top chart shows the trend over time.
- The table below shows the current year results by benchmark and sub-group.
- The change table shows movement compared with the previous year.
- Importance = how much the area matters to the community
- Performance = how residents rate Council on that area

Table categories

Council, State and Group provide benchmarks; age, gender and location columns show resident sub-groups.



Fieldwork Summary

Who?

Residents of Port Phillip City Council aged 18+
Minimum quotas of gender within age groups were applied during fieldwork. Post-survey weighting was then conducted to ensure accurate representation of the ABS age and gender profile of the council area.

What?

5-minute survey
Conducted by Telephone and Online

Who?

n=401
n=301 Telephone recruited from sourced residential sample list
n=100 Online recruited via social media

When?

Fieldwork conducted February/March 2026



Key Performance Measures



Overall Council Performance



Overview



This section provides a summary of overall community perceptions of Council performance. It presents key headline metrics and a high-level view of how Council is performing across the municipality.

Specifically, this section includes:

- Overall performance score
- Perceptions of Council direction
- Views on how well Council spends public funds
- Benchmark comparisons (where applicable)
- Results by key subgroups (e.g. age, location)

Together, these results provide a clear snapshot of overall community sentiment and set the foundation for the deeper insights that follow in the report.

Summary of results

Key measures:

- Council scored 57 on overall performance for 2026, with lower results achieved for direction and spending of public funds at 46 and 51 respectively.
- Positively, scores improved over 2024 levels (2025 data unavailable), reversing a downward trend observed since 2022. However, Council's performance across key measures remains below what was achieved in 2021.

Vs. Benchmarks

- Overall performance sits broadly in line with State (58) but notably lower than Metro (64).
- On direction, Council is marginally behind State (48) and but has a 4 point gap to Metro (50).
- Council equalled State on spending public funds (both scored 51) but was well behind the Metro average of 58.

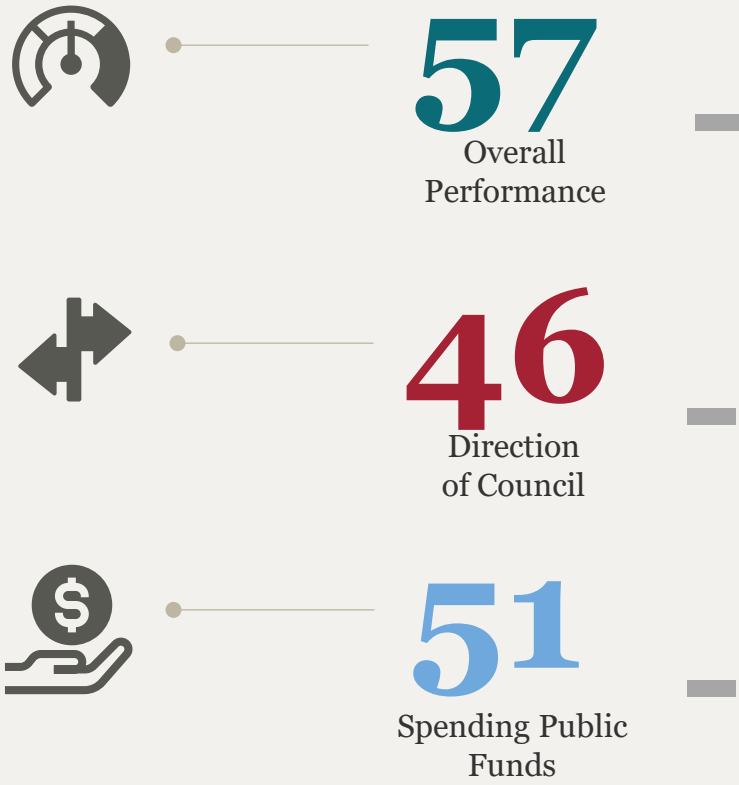
Sub-group differences:

- 18-34 year olds tended to be more positive on Council direction and spending of funds, while older residents (aged 50-64 and 65+) were more critical of Council's performance across the key measures.
- Results were relatively even by gender.
- Albert / Middle Park and Port Melbourne precinct residents tended to give lower ratings on Council performance for the key measures.
- South Melbourne and Balaclava / Ripponlea residents were more approving of Council's overall performance

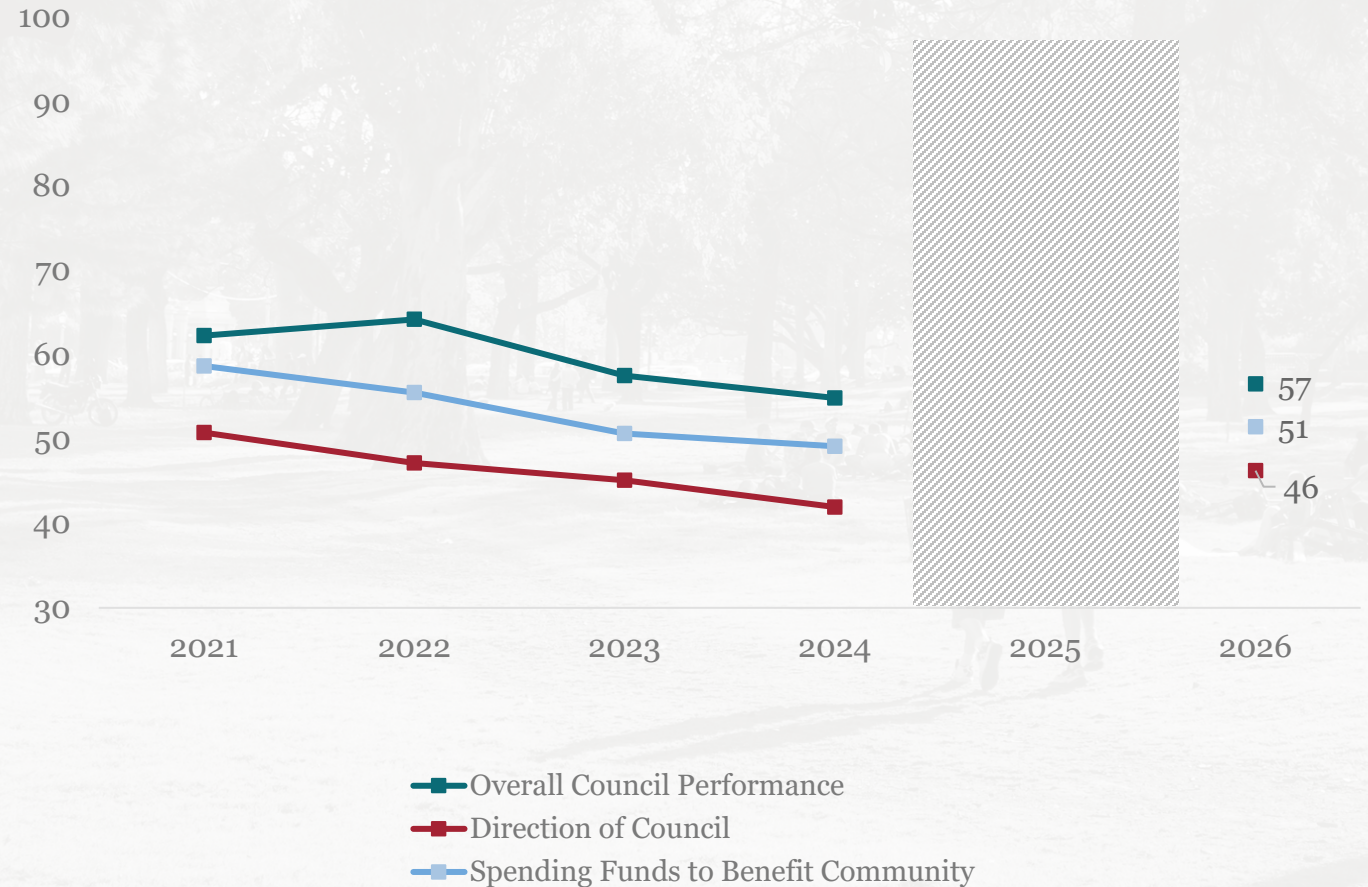
Performance Summary – At a Glance



Council performance summary.
Results shown are index scores out of 100.

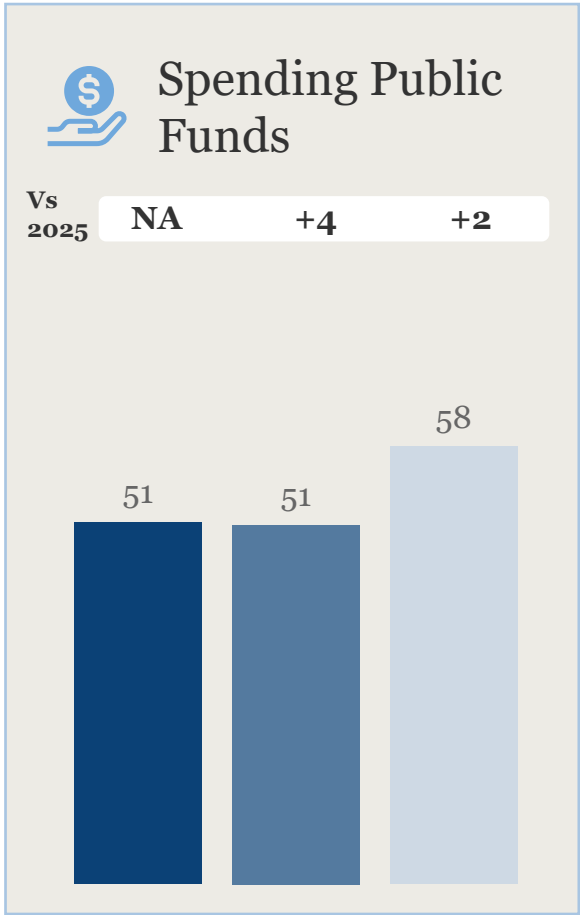
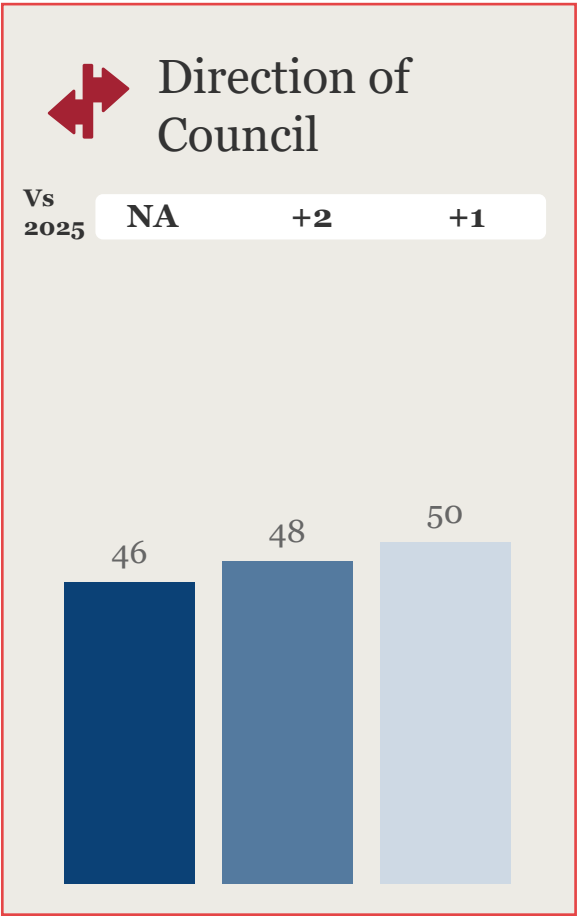
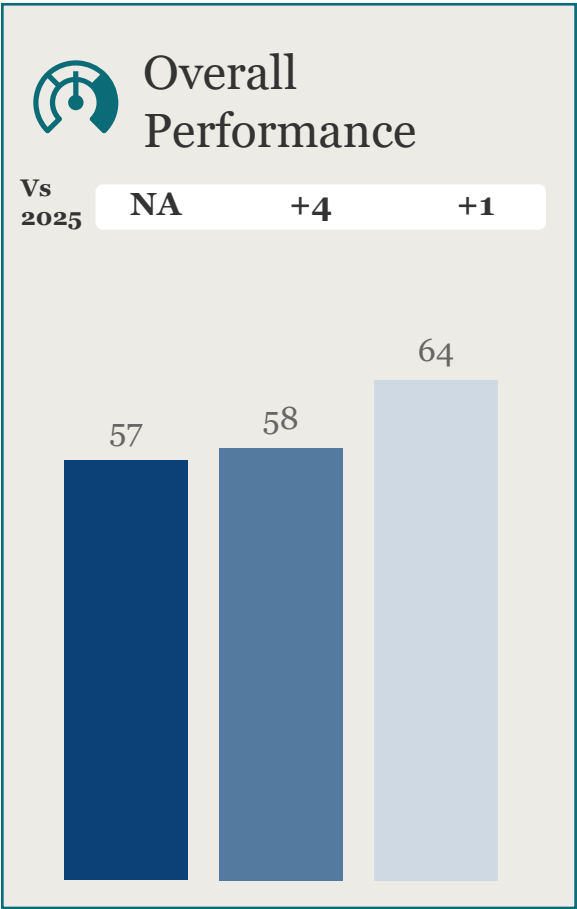


Council Performance by Year



Note: Historic data not provided

Overall Performance – Council vs. Benchmarks



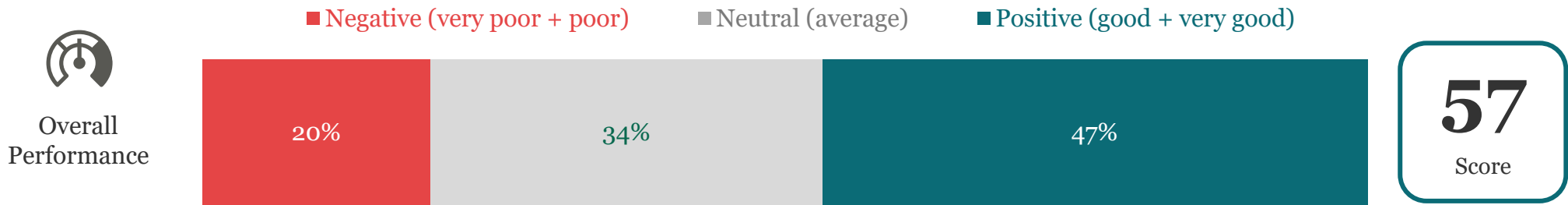
■ Port Phillip ■ State ■ Metro

Note: Historic data not provided

Overall Performance – Distribution of Results 2026



These results show the distribution of responses for **Overall Performance** (categorized into negative, neutral and positive), and by sub-group to give deeper insight into community perceptions

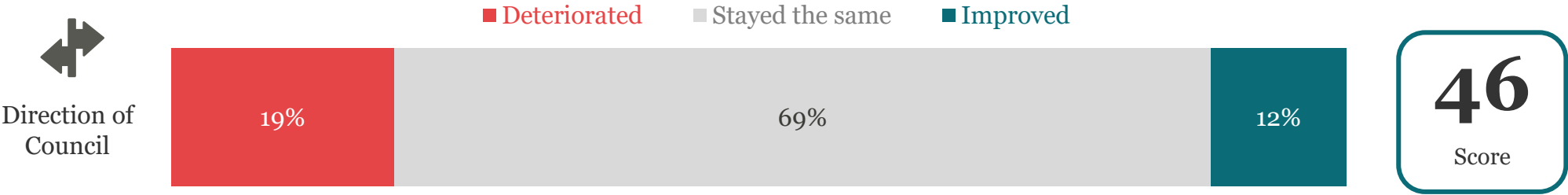


Score	Port Phillip CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Albert / Middle Park	Balaclava / Ripponlea	Elwood	Port Melbourne	South Melbourne	St Kilda / StK West	St Kilda East
Performance	57	58	64	57	58	55	56	56	57	48	63	60	48	64	58	52

Direction of Council – Distribution of Results 2026



These results show the distribution of responses for **Direction of Council** (improved, stayed the same, deteriorated), and by sub-group to give deeper insight into community perceptions



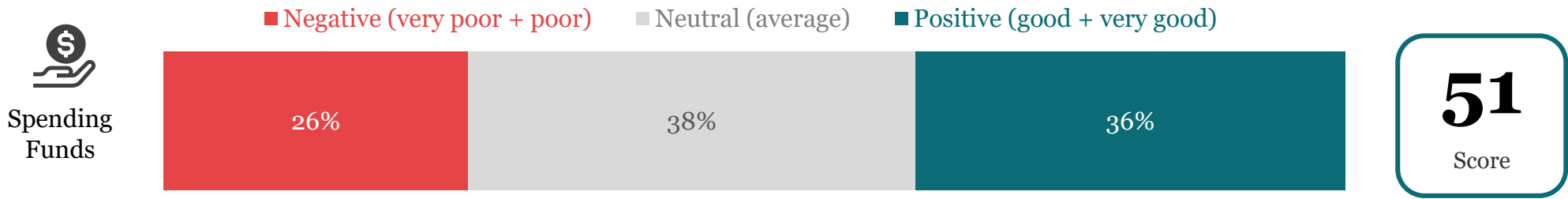
Score	Port Phillip CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Albert / Middle Park	Balaclava / Ripponlea	Elwood	Port Melbourne	South Melbourne	St Kilda / StK West	St Kilda East
Direction of Council	46	48	50	50	46	45	40	47	46	42	51	46	41	48	47	51

Q6. Over the last 12 months, what is your view of the direction of Council’s overall performance? For base sizes, please refer to slide 19.

Spending Public Funds to Benefit Community – Distribution of Results 2026



These results show the distribution of responses for **Spending Public Funds** (categorised into positive, natural and negative), and by sub-group to give deeper insight into community perceptions



Score	Port Phillip CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Albert / Middle Park	Balaclava / Ripponlea	Elwood	Port Melbourne	South Melbourne	St Kilda / StK West	St Kilda East
Direction of Council	51	51	58	55	53	45	50	51	52	51	53	54	45	53	52	54

Q3b. How would you rate Council at spending public funds on infrastructure and services in ways that benefit the community? For base sizes, please refer to slide 19.

Performance of Council Services



Performance of Council Services



Overview



This section provides a summary of community perceptions of performance across key Council service areas. It highlights how well residents believe Council is delivering services and where performance is strongest or may require improvement.

Specifically, this section includes:

- Performance ratings of Council services
- Trends over time

Council service areas are grouped into five key categories:

- Governance, Engagement & Advocacy
- Infrastructure, Waste & Maintenance
- Community Facilities & Recreation
- Community Services & Support
- Planning, Development and Growth

Summary of results

Key measures:

- Waste management was the strongest performing service area, scoring 71.
- Opportunities to give feedback and sealed street condition both scored 59, while decisions in the interest of the community was lowest at 55.

Vs. Benchmarks

- Council (71) slightly underperformed against both State (72) and Metro (74) benchmarks on waste management.
- Council rated better on the remaining services than State, but marginally lower than Metro.

Sub-group differences:

- Residents aged 18-34 and 65+ were more notably more positive on waste management.
- Satisfaction with Council performance across service areas differed little by gender.
- Port Melbourne and Albert / Middle Park precinct residents were more critical of Council for each service area, with St Kilda East also rating condition of sealed streets and waste management less favourably.
- Elwood residents were pleased with sealed street condition to a greater extent than other precincts.

Performance of Council Services – by Year

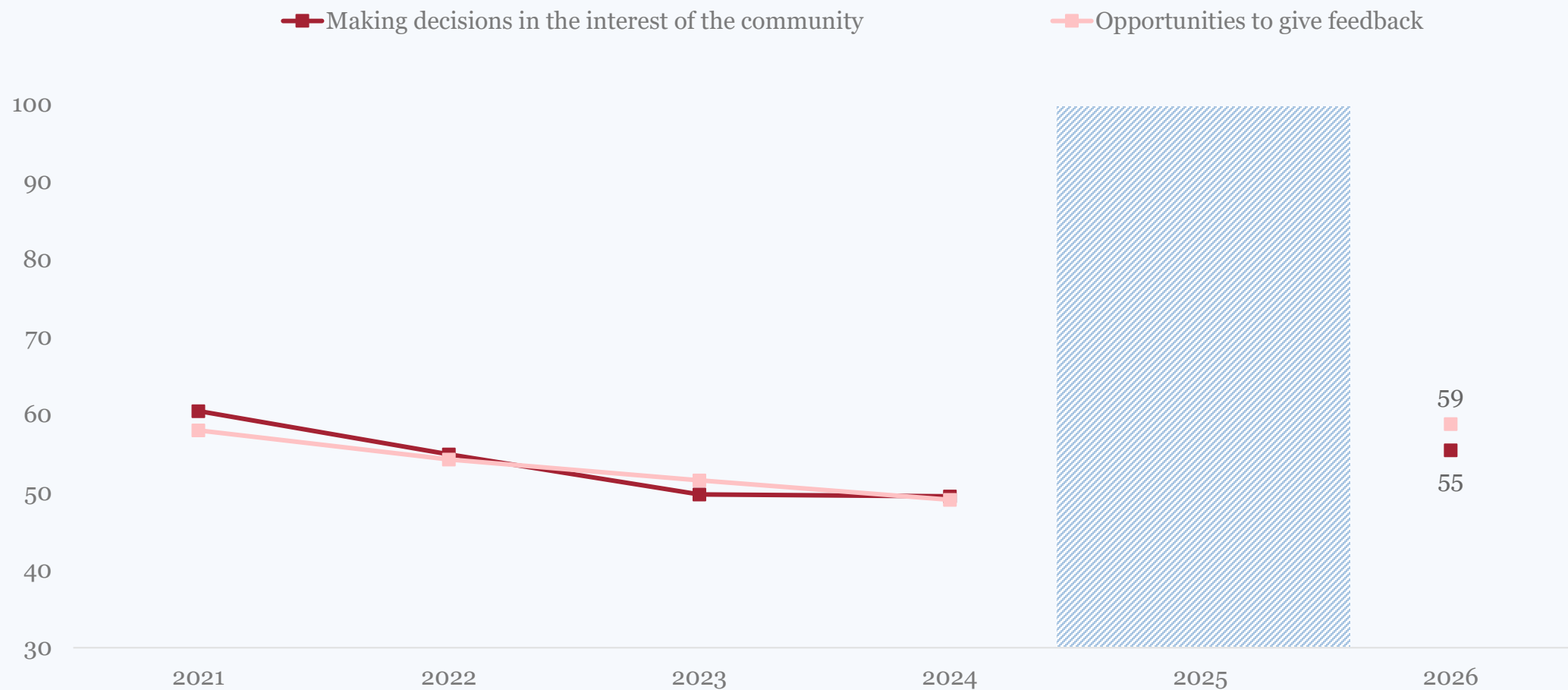


	Port Phillip CC 2026	State 2026	Metro 2026
Waste management*	71	72	74
Opportunities to give feedback on key local issues*	59	55	60
Condition of sealed local streets*	59	54	61
Decisions in the interest of the community*	55	52	58

Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 19.

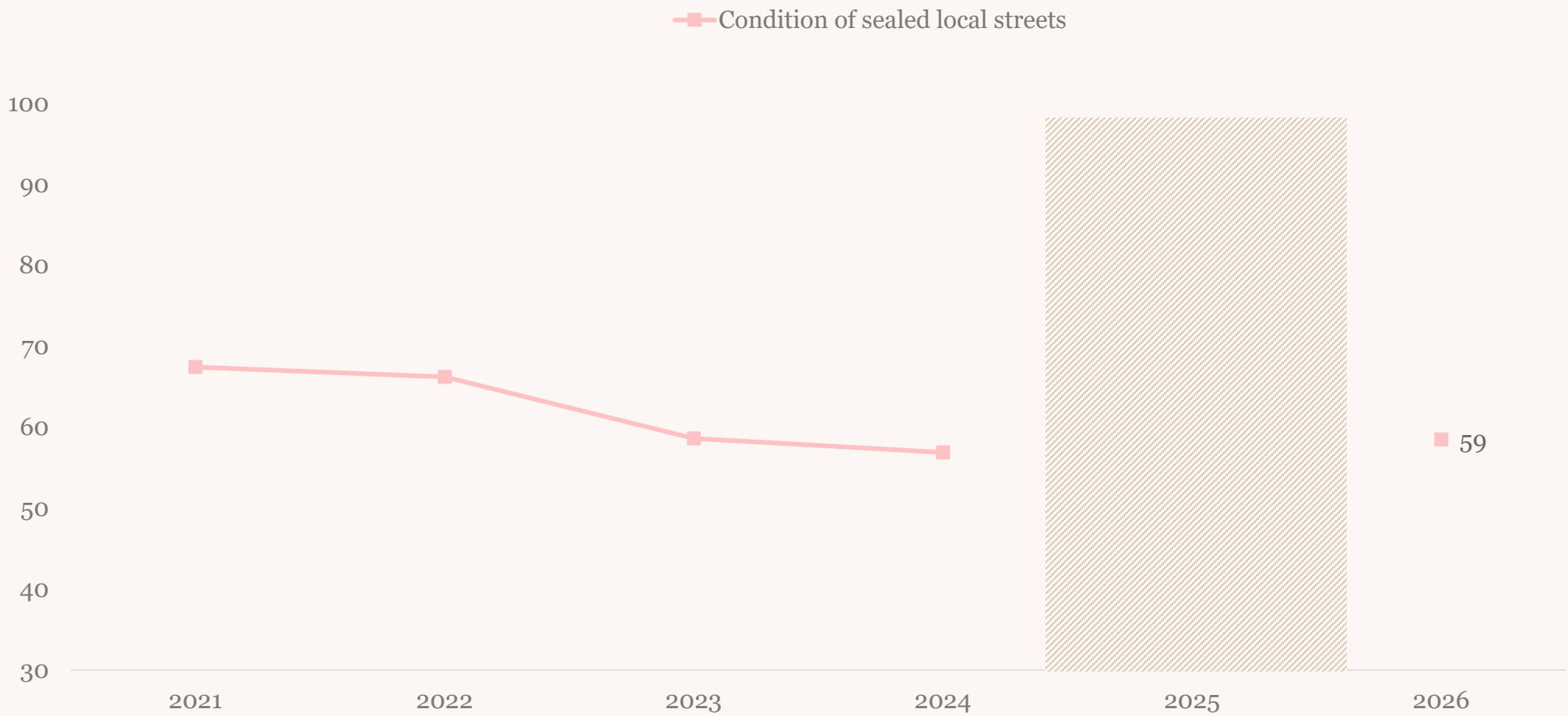
Note: Historic data not provided

Performance of Council Services – Governance, Engagement & Advocacy



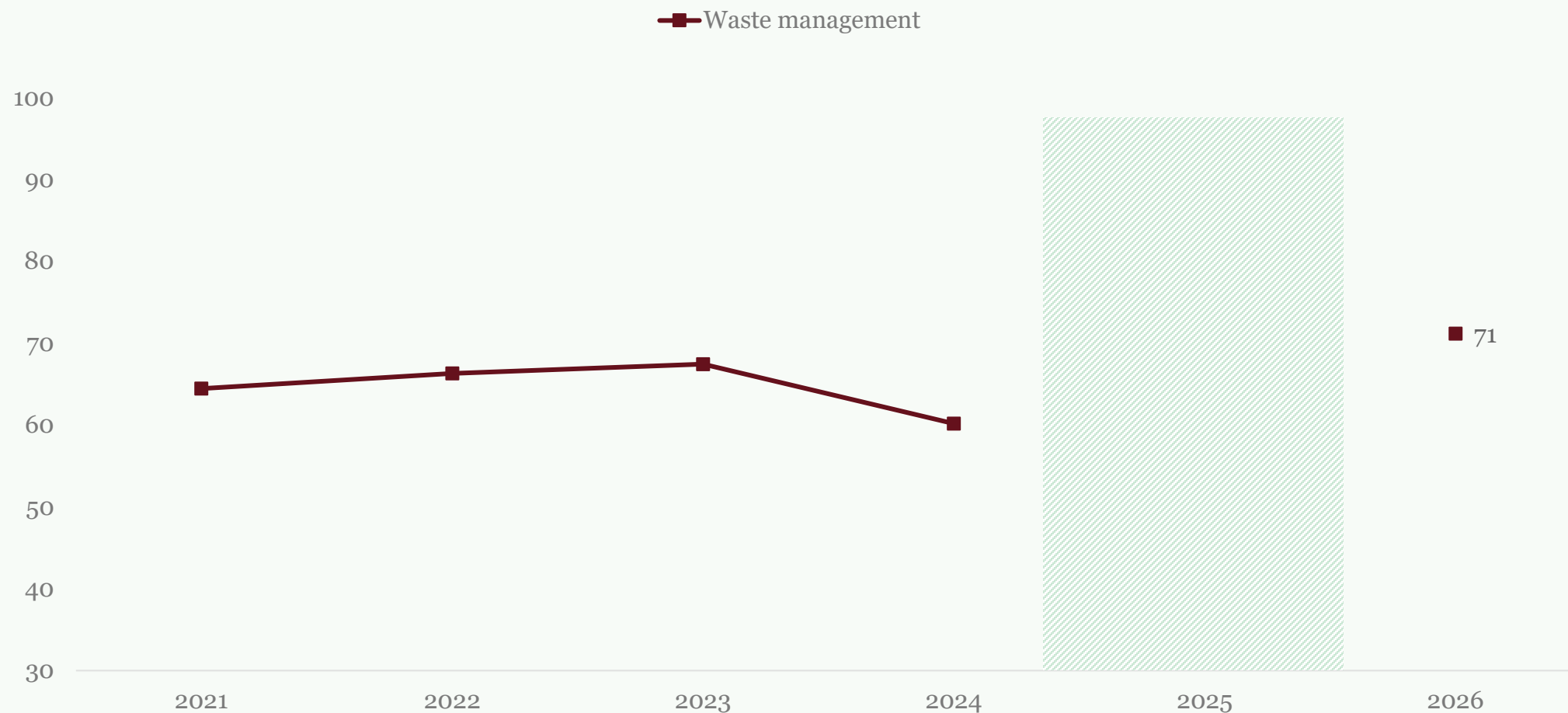
Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 19.

Performance of Council Services – Infrastructure & Maintenance



Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 19.

Performance of Council Services – Community Services & Support



Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 19.

Influence-Performance Matrix

Analysis Framework

How to read the Matrix

The influence-performance matrix helps show which areas matter most, and where improvement is likely to have the greatest impact.

- **Influence**

is based on regression analysis, this indicates which attributes matter most to overall satisfaction. Derived influence is often preferred over asking directly (stated importance) because it uncovers subconscious drivers, hidden priorities, and actual behaviour. All aspects are important; some are more powerful at driving overall sentiment.

- **Performance**

is based on respondents' ratings of Council on each attribute.

Together, these dimensions help identify priorities for action.

High influence, high performance - important areas where Council is performing well

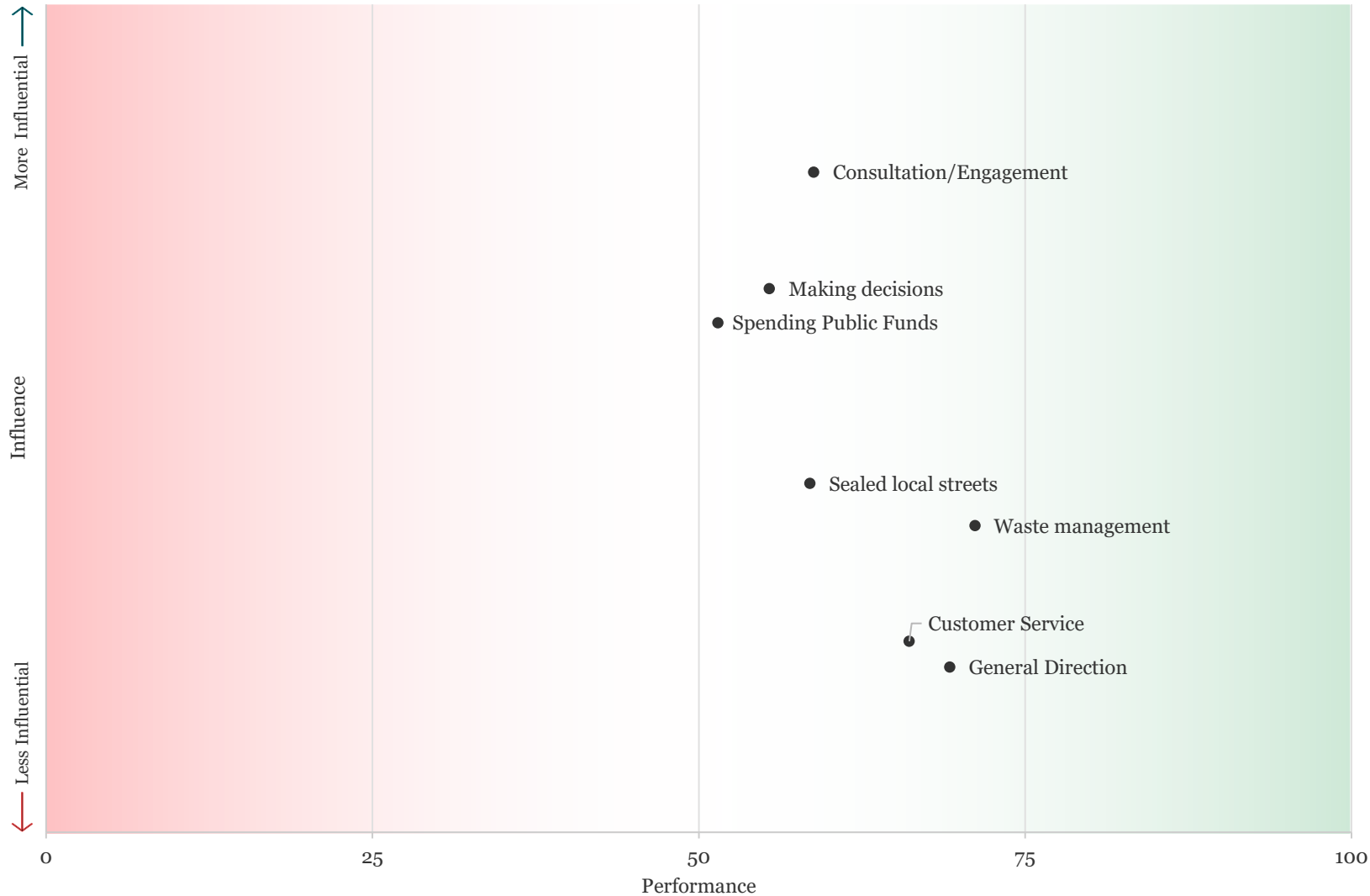
High influence, lower performance - highest priorities for improvement.

Lower influence, high performance - performing well, but less influential overall.

Lower influence, lower performance - lower priority areas for improvement.



Influence vs. Performance – Service Delivery 2026



For Port Philip, the influence analysis suggests improvement priorities are concentrated around the core governance and engagement measures, rather than the lower-influence service areas.

- Consultation and engagement with the community
- Making decisions in the interest of the community
- Spending public funds
- The condition of sealed local streets

Waste management is also moderately influential, but its stronger performance makes it more of a maintained strength than a primary priority.

Engagement with Council



Engagement with Council

Overview



This section provides an overview of how residents engage with Council services and their experiences when doing so. It highlights the extent of contact with Council, satisfaction with customer service, and how engagement differs across the community.

Specifically, this section includes:

- Contact with the Council in the last 12 months
- Satisfaction with customer service
- Importance and performance ratings, with comparisons between those who have contacted Council and those who have not
- Subgroup differences
- Preferred channels for accessing information

Together, these insights provide a clear view of how residents interact with Council, the effectiveness of current service delivery, and opportunities to enhance the customer experience.

Summary of results

Key measures:

- Well over half of residents (60%) had contact with Council in the past 12 months. However, this sits below the last recorded result of 69% in 2024.
- The customer service rating is 66, continuing a trend of stability established over 2021-2024 (2025 data unavailable).

Vs. Benchmarks

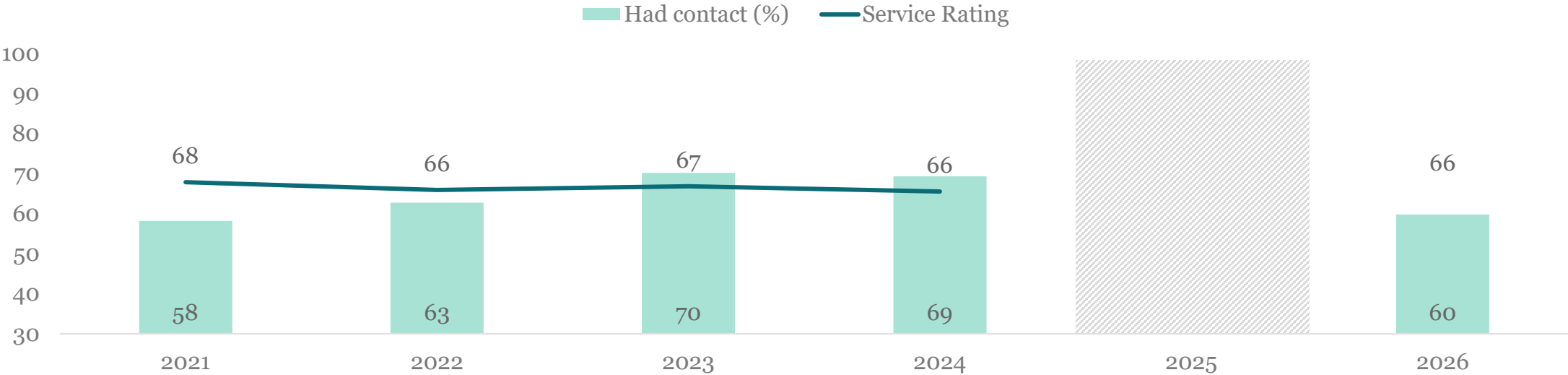
- Residents had marginally more contact with Council (60%) than the State (58%) and Metro (57%)
- Service ratings for Council sit marginally lower than State (66 vs 68) but with a larger gap to Metro (66 vs 70).

Sub-group differences:

- Contact rates varied substantially across precincts. Only around a third of Balaclava / Ripponlea, South Melbourne, and St Kilda East residents had contact with Council, while the remainder had contact rates closer to half or more.
- Albert / Middle Park and St Kilda East residents had the highest service ratings, scoring 75 each.



Contact with Council and Satisfaction with Service During Contact

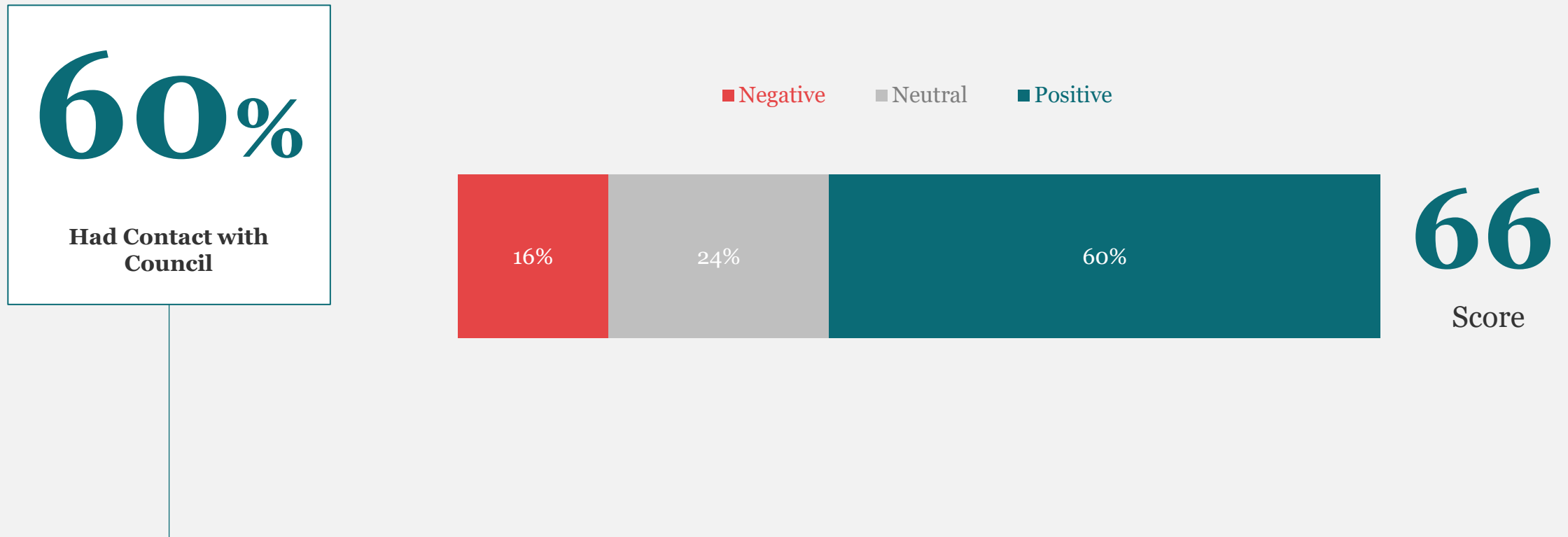


Contact with Council and Customer Service Rating: 2026 by Demographic Groups

Average	Port Phillip CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Albert / Middle Park	Balaclava / Ripponlea	Elwood	Port Melbourne	South Melbourne	St Kilda / StK West	St Kilda East
Had contact (%)	60	58	57	41	57	81	79	63	57	50	31	44	61	29	49	34
Service Rating	66	68	70	66	64	69	65	64	68	75	67	64	47	69	65	75

Q5. Over the last 12 months, have you or any member of your household had any contact with [INSERT COUNCIL NAME]? Q5A. Over the last 12 months, have you or any member of your household had any contact with Council in any of the following ways? Q5C. Thinking of the most recent contact, how would you rate Council for customer service? Please keep in mind we do NOT mean the ACTUAL OUTCOME. For base sizes, please refer to slide 19.

Satisfaction with Customer Service During Contact



Q5C. Thinking of the most recent contact, how would you rate Council for customer service? Please keep in mind we do NOT mean the ACTUAL OUTCOME. For base sizes, please refer to slide 19.

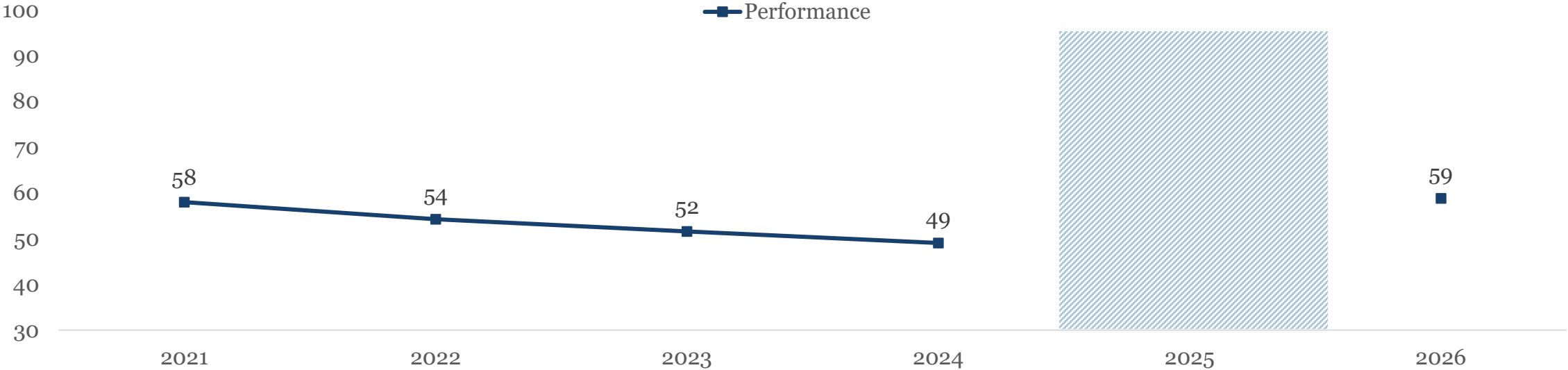


Council Service Areas

Performance by Year and Demographic Groups



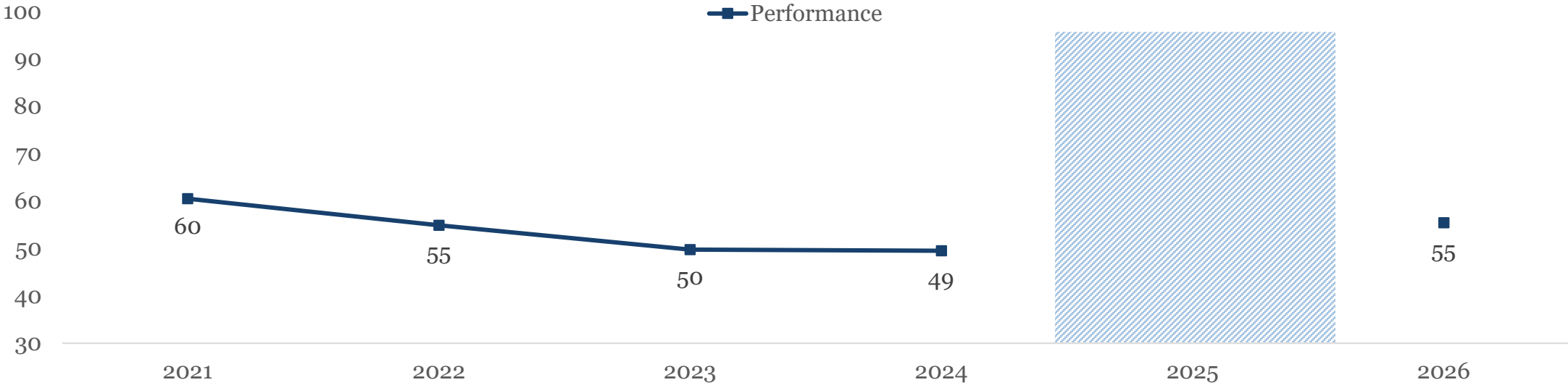
Council Services – Opportunities to Give Feedback on Key Local Issues



Performance of Service 2026

Score	Port Phillip CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Albert / Middle Park	Balaclava / Ripponlea	Elwood	Port Melbourne	South Melbourne	St Kilda / StK West	St Kilda East
Performance	59	55	60	59	60	58	58	58	59	51	60	61	50	61	63	61

Council Services – Making Decisions in Interest of Community

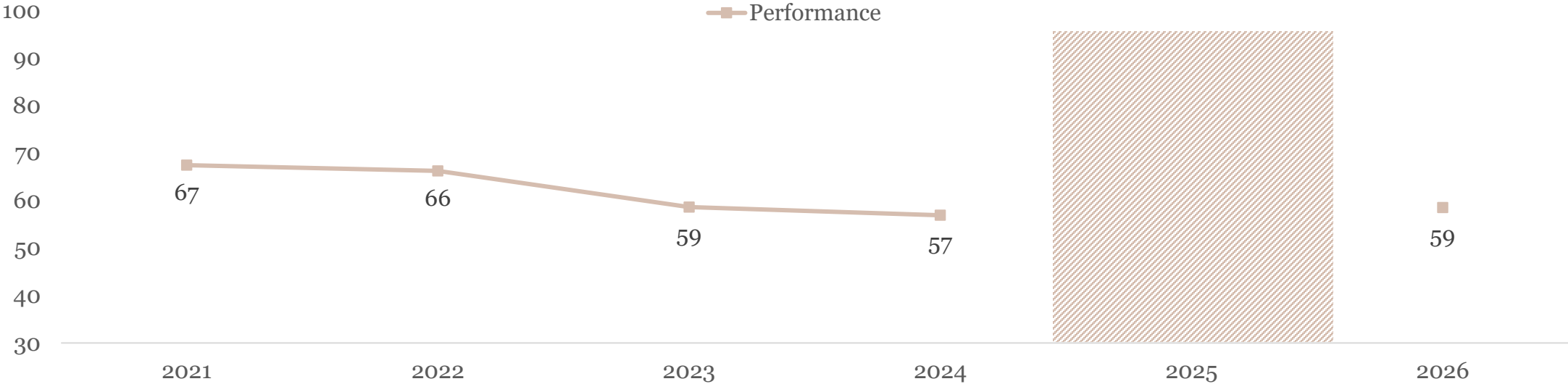


Performance of Service 2026

Score	Port Phillip CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Albert / Middle Park	Balaclava / Ripponlea	Elwood	Port Melbourne	South Melbourne	St Kilda / StK West	St Kilda East
Performance	55	52	58	57	55	52	55	55	56	51	56	58	44	60	59	58

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Making decisions in the interest of the community. For base sizes, please refer to slide 19.

Council Services – Condition of Sealed Local Streets

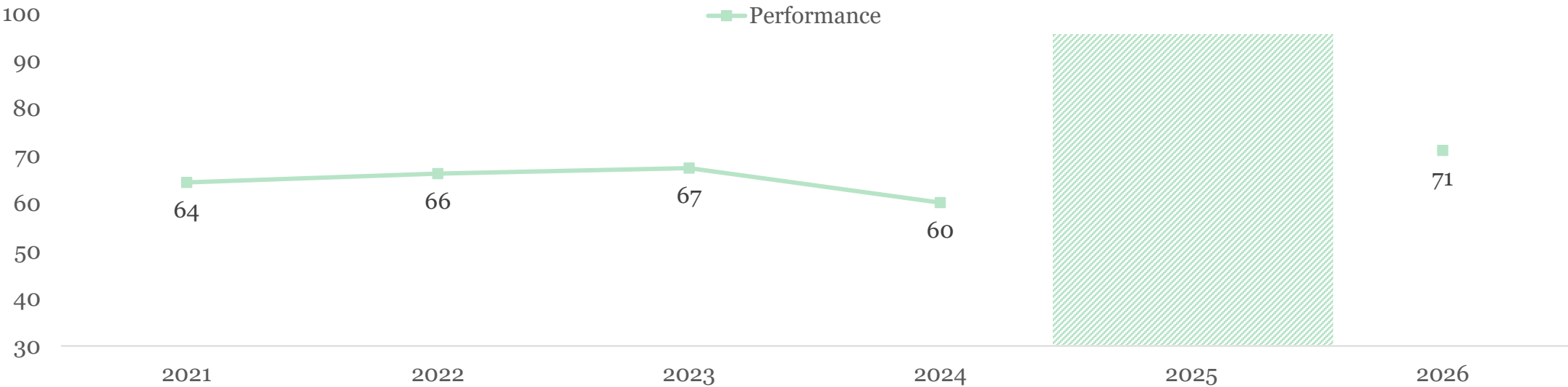


Performance of Service 2026

Score	Port Phillip CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Albert / Middle Park	Balaclava / Ripponlea	Elwood	Port Melbourne	South Melbourne	St Kilda / StK West	St Kilda East
Performance	59	54	61	60	58	58	57	58	59	53	59	64	55	61	59	54

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Condition of sealed local streets in your area. For base sizes, please refer to slide 19.

Council Services – Waste Management



Performance of Service 2026

Score	Port Phillip CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Albert / Middle Park	Balaclava / Ripponlea	Elwood	Port Melbourne	South Melbourne	St Kilda / StK West	St Kilda East
Performance	71	72	74	74	69	67	74	72	70	72	77	73	66	76	70	66



Thank you

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