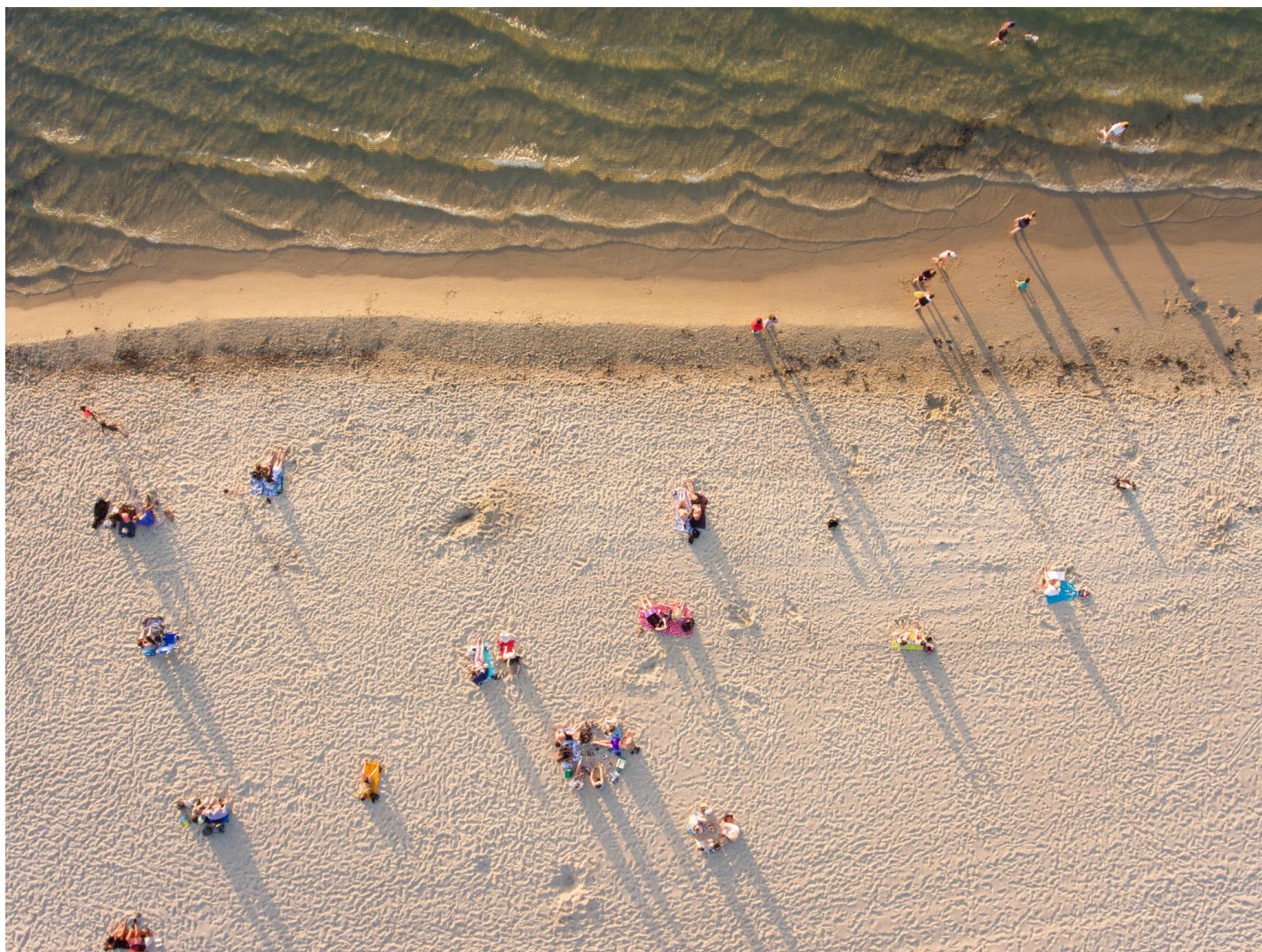


Port Phillip City Council

2026 Annual Community Satisfaction Survey

July 2026



Metropolis
RESEARCH

© Port Phillip City Council, 2026

This work is copyright. Apart from any use permitted under the Copyright Act 1968, no part may be reproduced by any process without written permission from the Port Phillip City Council.

© Metropolis Research Pty Ltd, 2026

The survey form utilised in the commission of this project and the *Governing Melbourne* results are copyright. Apart from any use permitted under the Copyright Act 1968, no part may be reproduced by any process without written permission from the Managing Director Metropolis Research Pty Ltd.

Disclaimer

Any representation, statement, opinion, or advice expressed or implied in this publication is made in good faith but on the basis that Metropolis Research Pty Ltd, its agents and employees are not liable (whatever by reason of negligence, lack of care or otherwise) to any person for any damages or loss whatsoever which has occurred or may occur in relation to that person acting in respect of any representation, statement, or advice referred to above.

Contact Details

This report was prepared by Metropolis Research Pty Ltd on behalf of the Port Phillip City Council. For more information, please contact:

Dale Hubner
Managing Director
Metropolis Research Pty Ltd

P O Box 1357
CARLTON VIC 3053

(03) 9272 4600
d.hubner@metropolis-research.com



Table of contents

EXECUTIVE SUMMARY	6
SURVEY AIMS AND METHODOLOGY:	6
KEY FINDING:	7
SATISFACTION WITH THE PERFORMANCE OF COUNCIL:.....	8
<i>Impact of issues on overall satisfaction</i>	<i>8</i>
<i>Governance and leadership.....</i>	<i>9</i>
<i>Customer service</i>	<i>9</i>
<i>Services and facilities</i>	<i>10</i>
<i>Planning and development outcomes.....</i>	<i>11</i>
<i>Planning for population growth.....</i>	<i>11</i>
<i>Issues to address for the City of Port Phillip</i>	<i>12</i>
<i>Perception of safety</i>	<i>12</i>
<i>Sense of community</i>	<i>13</i>
<i>Being physically active in Port Phillip</i>	<i>13</i>
<i>Housing related financial stress</i>	<i>13</i>
INTRODUCTION	14
RATIONALE	14
METHODOLOGY, RESPONSE RATE AND STATISTICAL SIGNIFICANCE	15
GOVERNING MELBOURNE	16
GLOSSARY OF TERMS	17
PRECINCTS.....	18
COUNCIL'S OVERALL PERFORMANCE	19
COMMENTARY ON CHANGE IN METHODOLOGY	20
SATISFACTION BY PRECINCT.....	21
SATISFACTION BY RESPONDENT PROFILE.....	23
SATISFACTION BY TOP ISSUES FOR THE CITY OF PORT PHILLIP	27
REASONS FOR LEVEL OF SATISFACTION WITH COUNCIL'S OVERALL PERFORMANCE	29
GOVERNANCE AND LEADERSHIP.....	31
COMMUNITY CONSULTATION AND ENGAGEMENT	35
OPPORTUNITIES TO ENGAGE OR BE CONSULTED WITH ON COUNCIL DECISIONS	39
REPRESENTATION, LOBBYING AND ADVOCACY	43
INFORMING THE COMMUNITY.....	48
MAKING DECISIONS IN THE INTERESTS OF THE COMMUNITY	52
MAINTAINING COMMUNITY TRUST AND CONFIDENCE	57
PROVIDING "VALUE FOR RATES"	61
COUNCIL HAS A SOUND DIRECTION FOR THE FUTURE	66
MEETING ENVIRONMENTAL RESPONSIBILITIES	70
CONTACT WITH COUNCIL.....	75
CONTACT WITH COUNCIL IN THE PAST 12 MONTHS.....	75
REASONS FOR CONTACTING COUNCIL.....	75
FORMS OF CONTACT	77
PREFERRED METHOD OF CONTACTING COUNCIL	78
SATISFACTION WITH COUNCIL'S CUSTOMER SERVICE	79
<i>Overall satisfaction with customer service experience</i>	<i>82</i>
<i>Improvements to aspects of customer service</i>	<i>84</i>
PLANNING AND HOUSING DEVELOPMENT	86
SATISFACTION WITH THE APPEARANCE AND QUALITY OF NEW DEVELOPMENTS.....	86
THE APPEARANCE AND QUALITY OF NEWLY CONSTRUCTED DEVELOPMENTS.....	89
<i>Reasons for dissatisfaction with newly constructed developments.....</i>	<i>91</i>
THE DESIGN OF PUBLIC SPACES.....	95
THE PROTECTION OF LOCAL HERITAGE	96



PLANNING FOR POPULATION GROWTH	96
Reason for dissatisfaction with planning for population growth.....	101
IMPORTANCE OF AND SATISFACTION WITH COUNCIL SERVICES AND FACILITIES.....	104
IMPORTANCE OF COUNCIL SERVICES AND FACILITIES.....	105
SATISFACTION WITH COUNCIL SERVICES AND FACILITIES	107
Comparison to the metropolitan Melbourne average	110
Change in satisfaction with services and facilities between 2025 and 2026.....	111
Percentage satisfied / dissatisfied with services and facilities:.....	112
Satisfaction by respondent profile:	113
IMPORTANCE AND SATISFACTION CROSS TABULATION.....	115
SATISFACTION BY BROAD SERVICE AREAS.....	117
SATISFACTION BY COUNCIL DIVISION.....	120
ROADS AND TRANSPORT	121
Maintenance and repair of major arterial roads	122
Maintenance and repair of sealed local roads.....	125
Roadside slashing and weed control.....	129
Footpath maintenance and repairs.....	133
Street sweeping.....	139
WASTE AND RECYCLING	143
Regular weekly garbage collection	144
Regular weekly recycling.....	146
Weekly food and green waste collection	148
Bookable hard rubbish service	151
Waste Recovery Centre (the Tip).....	152
PUBLIC AMENITY	155
Maintenance and appearance of public areas.....	156
Litter collection in public areas.....	160
Maintenance and cleaning of strip shopping areas	165
Management of illegally dumped rubbish	168
Management of graffiti.....	172
The provision and maintenance of street trees.....	176
Street lighting.....	181
Provision and maintenance of parks and gardens	185
Maintenance of the foreshore and beaches.....	188
Cleaning of the foreshore and beaches.....	190
Public toilets.....	192
COMMUNITY SAFETY	196
Animal management.....	197
Local traffic management	200
Parking enforcement.....	206
Provision of parking facilities / spaces	212
Enforcement of local laws	218
Council's emergency preparedness and response.....	223
RECREATION AND CULTURE.....	225
Sports ovals and other outdoor sporting facilities	226
Bike paths and shared paths	229
Provision and maintenance of playgrounds.....	233
Provision of arts and cultural venues, spaces, and facilities	235
Provision of arts and cultural events, programs and activities	237
COMMUNITY SERVICES	240
Local library services	241
Services for children from birth to 5 years of age	242
Services for youth.....	245
Services for people with disabilities	246
Support services for people experiencing disadvantages.....	248
Support services for the elderly / seniors	250



COMMUNICATION SERVICES.....	253
<i>Council's website</i>	254
<i>Council's e-newsletter "Diversity"</i>	257
PLANNING AND BUSINESS DEVELOPMENT.....	260
<i>Town Planning policies</i>	260
<i>Planning and / or building permits</i>	266
<i>Council's activities promoting local economic development</i>	269
CURRENT ISSUES FOR PEOPLE LIVING IN THE CITY OF PORT PHILLIP	273
ISSUES BY PRECINCT	275
ISSUES BY RESPONDENT PROFILE.....	278
MUNICIPAL COMPARISON OF KEY ISSUES.....	281
<i>Safety, policing, and crime issues</i>	281
<i>Car parking issues</i>	282
VERBATIM RESPONSES FOR KEY ISSUES	282
<i>Activity centres issues</i>	283
<i>Fitzroy / Acland Street issues</i>	284
<i>Safety, policing and crime issues</i>	285
<i>Homelessness issues</i>	287
<i>Drug and alcohol issues</i>	288
<i>Car parking</i>	289
PERCEPTION OF SAFETY IN PUBLIC AREAS	291
PERCEPTION OF SAFETY IN PUBLIC AREAS DURING THE DAY	294
PERCEPTION OF SAFETY IN PUBLIC AREAS AT NIGHT	295
PERCEPTION OF SAFETY IN AND AROUND LOCAL ACTIVITY CENTRE	297
PERCEPTION OF SAFETY AT THE BEACH OR FORESHORE.....	298
<i>Reasons for feeling unsafe in public areas</i>	300
<i>Locations where respondents felt unsafe</i>	304
SENSE OF COMMUNITY	307
PHYSICALLY ACTIVE	312
SATISFACTION WITH THE OPPORTUNITIES TO BE PHYSICALLY ACTIVE.....	312
BARRIERS TO BE PHYSICALLY ACTIVE	315
ECONOMIC SECURITY	320
HOUSING RELATED FINANCIAL STRESS.....	320
RESPONDENT PROFILE	322
AGE STRUCTURE	322
GENDER.....	322
LANGUAGE SPOKEN AT HOME.....	323
HOUSEHOLD MEMBER WITH DISABILITY	324
HOUSEHOLD STRUCTURE	324
HOUSING SITUATION	325
PERIOD OF RESIDENCE IN THE CITY OF PORT PHILLIP.....	325
GENERAL COMMENTS.....	327
APPENDIX ONE: REASONS FOR LEVEL OF SATISFACTION WITH COUNCIL.....	333
APPENDIX TWO: SURVEY FORM	347



Executive summary

This executive summary provides an overview of the results from the *2026 Annual Community Satisfaction Survey*.

Survey aims and methodology:

Metropolis Research conducted this, Council's second independent *Annual Community Satisfaction Survey* as a door-to-door, approximately 15-minute interview survey of 901 respondents conducted from the 15th of March to the 1st of May 2026.

The survey was conducted as a random sample, door-to-door, in-person interview style survey, after being conducted by telephone in recent years by a different service provider.

This in-person method provides a richer interaction with the community, includes a more representative sample of the community, and importantly, recorded a strong response rate of 47%, which reflects well on the strength of the methodology at engaging with the community.

It is important to bear in mind that the survey was conducted by a different service provider in recent years, using a different methodology, using a different survey form, and employing a different scaling approach.

Metropolis Research advises that, in our experience, conducting the survey by telephone will tend to under-represent underlying community satisfaction by approximately two to three percentage points.

This variation being due in large part to the significantly lower response rate obtained by telephone surveys but is also impacted by the scaling method used for the telephone survey.

The aim of the research was to measure community satisfaction with the broad range of Council provided services and facilities, aspects of governance and leadership, planning and development, customer service, and the performance of Council across all areas of responsibility.

The survey also measured the importance to the community of 43 individual services and facilities and explored the top issues the community feel needs to be addressed in the municipality 'at the moment'.

There were also questions about the local sense of community, the perception of safety in public areas of Port Phillip, economic security, and being physically active in Port Phillip.



Key finding:

The key finding from the survey this year was that satisfaction with the overall performance of Port Phillip City Council increased measurably again this year, up two percentage points to 7.1 out of 10, which remained a “good” level of satisfaction.

This result was somewhat (1pt) lower than the 2026 metropolitan Melbourne average satisfaction as recorded in *Governing Melbourne*.

Despite being marginally lower than the metropolitan average this year, satisfaction remained measurably and significantly (7pts or 11%) above the long-term average since 2015 of 6.4 out of 10, or “solid”.

Metropolis Research suggests these results reflect a strong improvement back to above the long-term average satisfaction with Port Phillip City Council, recovering from the unusually low and hard to explain results recorded in 2023 and 2024.

Satisfaction with Port Phillip City Council was highest in St Kilda East / Balaclava (3pts higher), and lowest in St Kilda Road (4pts lower) and Albert Park / Middle Park (5pts lower).

There were substantial improvements in satisfaction with all broad areas of Council performance this year, including:

- | | |
|---|------------------------------|
| • Satisfaction with 42 Council services and facilities | 7.9 (up 3pts to record high) |
| • Satisfaction with three planning and development outcomes | 7.6 (up 3pts to record high) |
| • Overall satisfaction with the customer service experience | 7.6 (up 3pts to record high) |
| • Satisfaction with nine aspects of governance and leadership | 7.3 (up 5pts to record high) |
| • Satisfaction with Council’s overall performance | 7.1 (up 3pts to record high) |

Satisfaction with most broad areas of Council performance was similar to or higher than the metropolitan average this year, which was an improvement on last year, at which time the City of Port Phillip underperformed the metropolitan average for many aspects of performance.

These results reflect a strong improvement in community sentiment with the performance of Port Phillip City Council this year, with the increase in satisfaction with aspects of governance and leadership reflecting well on the performance of both the organisation and the elected Council.

The increase in the perception of safety in public areas of the City of Port Phillip this year, along with the decline in the proportion of respondents raising safety, policing, and crime (13% down from 21%), homelessness (5% down from 8%), drug and alcohol related issues (2% down from 4%), and activity centre issues (1% down from 4%), were significant positive results this year.

Despite this, these issues remain more prominent in the City of Port Phillip than observed in many other municipalities across metropolitan Melbourne this year.



Satisfaction with the performance of Council:

Satisfaction with the [overall performance](#) of Port Phillip City Council increased measurably this year, up two percentage points to 7.1 out of a potential 10, which remained a “good” level.

This result was notably (7pts or 11%) higher than the long-term average satisfaction since 2015 of 6.4 or “solid”.

It is important to bear in mind that the historical results were sourced from a different service provider, using a different methodology (telephone rather than door-to-door), using a different survey form, and using a different scaling approach.

This result was marginally (1pt) lower than the metropolitan Melbourne, but marginally (1pt) higher than the inner eastern region councils’ average, both as recorded in the 2026 *Governing Melbourne* research.

One-third (40% up from 33%) of respondents (who provided a score) were “very satisfied” with Council’s overall performance (rating satisfaction at eight or more out of 10), whilst four percent (down from 7%) were dissatisfied (rating zero to four).

There was some variation in satisfaction with Council’s overall performance observed this year, although most of this variation was not statistically significant, as follows:

- ***Somewhat HIGHER than average satisfaction*** – included respondents St Kilda East / Balaclava, as well as from young adults (aged 18 to 34 years), female respondents, respondents from English speaking households, two-parent families (with youngest child aged less than five years), respondents from one-parent families and group households, rental households, and new and newer residents (less than five years in the City of Port Phillip).
- ***Somewhat LOWER than average satisfaction*** – included respondents from Albert Park / Middle Park and St Kilda Road, as well as older adults (aged 60 to 74 years), respondents from multilingual households, respondents who had contacted Council in the last 12 months, long term residents (10 years or more in the City of Port Phillip), and respondents from households with a member with disability.

Impact of issues on overall satisfaction

The most significant [issues that were negatively related to overall satisfaction](#) (for the respondents who raised the issues) this year included most notably, safety, policing, and crime issues (119 respondents, 5pts less satisfied) and car parking related issues (79 respondents, 4pts less).

Other issues that also appeared to negatively impact on satisfaction for those who raised the issue included communication (31 respondents, 8pts less), roads (44 respondents, 6pts less), cleanliness of the area (47 respondents, 5pts less), street trees (27 respondents, 5pts less), and homelessness (46 respondents, 5pts less), and street cleaning (32 respondents, 4pts less).



Governance and leadership

Satisfaction with the nine included aspects of [governance and leadership](#) increased measurably this year, up five percentage points to 7.3 out of 10, somewhat (2pts) higher than the overall satisfaction score.

Of the nine aspects of governance and leadership included in the survey, eight were considered the core aspects of governance and leadership, against which a comparison can be made to the metropolitan and inner eastern region councils (from *Governing Melbourne*).

The average satisfaction with these eight aspects was 7.3 out of 10, which was identical to the metropolitan average, but measurably (5pts) higher than the inner eastern region councils' average (6.8).

Satisfaction with all nine aspects of governance and leadership increased measurably this year, with most now at “very good” levels.

This includes Council meeting its responsibilities towards the environment (up 4pts to 7.6), that Council has a sound direction for the future (up 6pts to 7.4), Council's community consultation and engagement (up 5pts to 7.4), Council's performance informing the community (up 5pts to 7.3), Council's representation, lobbying and advocacy (up 5pts to 7.3), performance making decisions in the interests of the community (up 5 pts to 7.3), performance maintaining the trust and confidence of the local community (up 4pts to 7.2), the opportunities by Council to engage / be consulted with on Council decisions (up 5pts to 7.2), and satisfaction with Council's performance providing value for rates (up 5pts to 6.9).

The increase in satisfaction with aspects of governance and leadership was the stand-out result recorded this year, which reflects a significant improvement with community sentiment about the City of Port Phillip, including both the elected Council and the organisation.

Customer service

In 2026, 31% (down from 37% of respondents reported that they had [contacted Council in the last 12 months](#). Of these, 98% reported that the method they used to contact Council was their [preferred method](#).

The most [common methods](#) were by telephone (32%), submitted a website form (28%), email (17%), Snap, Send, Solve (13%), and visits in person (5%).

The most common [reasons for contacting Council](#) related to rubbish and waste issues (27%), parking (19%), street trees (9%), cleaning and maintenance (6%), and planning and building (6%).

The average satisfaction with the five aspects Council's [customer service](#) increased somewhat this year, up three percentage points to 7.8 out of 10, which was an “excellent”, up from a “very good” level.



This varied from an “excellent” 8.2 for the courtesy and professionalism of staff, to a “good” 7.4 for the speed and efficiency of service (identical to the metropolitan average).

Overall satisfaction with the customer service experience was 7.6 (up from 7.3) this year, which identical to the historically high, metropolitan average of 7.6 out of 10, or “very good”.

Services and facilities

The average satisfaction with the 42 Council provided [services and facilities](#) included in the survey increased measurably this year, up three percentage points to 7.9 out of 10, which was “excellent”, up from a “very good” level of satisfaction

This result was identical to the metropolitan average with a similar basket of Council provided services and facilities. It was, however, measurably higher than the inner eastern region councils’ average of 7.6 out of 10.

There were 10 services that recorded a satisfaction score measurably higher than the average of all 40 (7.6), and four that recorded a satisfaction score measurably lower than the average, as follows:

- **Measurably HIGHER than average satisfaction** - included the bookable hard rubbish service, regular weekly garbage collection, weekly food and green waste collection, regular weekly recycling, services for people with disability, and local library services.
- **Measurably LOWER than average satisfaction** – included planning and / or building permits, public toilets, footpath maintenance and repair, the maintenance and repair of major arterial roads (managed by VicRoads), bike and shared paths, the maintenance and repair of sealed local roads, the provision of parking facilities / spaces, parking enforcement, street sweeping, the provision and maintenance of street trees, the management of graffiti, litter collection in public areas, and roadside slashing and weed control.

Of the 43 services and facilities included in the survey this year, 36 were also included in *Governing Melbourne* in a format that allowed for direct comparison.

Of these 36 services and facilities, 18 (up from six) recorded a higher satisfaction score in the City of Port Phillip, six recorded identical satisfaction, and 12 (down from 21) recorded lower satisfaction.

The largest variations in satisfaction [between the City of Port Phillip and the metropolitan average](#) were observed for planning and / or building permits (13pts higher by 91 respondents), services for youth (6pts higher by 60 respondents), the provision of arts / cultural events, programs, and activities (6pts higher), and services for people with disability (6pts lower in Port Phillip by 42 respondents), bike and shared paths (5pts lower), and public toilets (4pts lower).



Many of the services and facilities with the highest levels of satisfaction were also those with higher-than-average importance, particularly the kerbside collection services. This shows that many of the services and facilities of most importance to the community were those with which the community was most satisfied.

Satisfaction with all but two services and facilities recorded scores higher than the overall satisfaction with Council this year (7.2), suggesting most services and facilities were a generally positive influence on satisfaction with Council's overall performance.

The two services and facilities to record a satisfaction score lower than the overall satisfaction score were planning and / or building permits (5pts lower for 91 respondents) and public toilets (3pts lower).

Planning and development outcomes

Respondents were asked to rate their satisfaction with three [planning and development outcomes](#) increased somewhat this year, up three percentage points to 7.6 out of 10.

This includes the protection of local heritage (up 4pts to 7.6), the design of public spaces (up 1pt to 7.6), and the appearance and quality of new developments (up 3pts to 7.6).

Satisfaction with the protection of local heritage was measurably (3%) lower than the metropolitan average.

Planning issues were not prominent as a [top three issue](#), with just three percent of respondents nominating these issues.

Planning for population growth

Satisfaction with [planning for population growth by all levels of government](#) increased measurably this year, up three percentage points to 7.1 out of 10, which remained a "good" level.

This result was marginally (1pt) lower than the metropolitan averages (7.2), but measurably higher than the inner eastern region councils' average of 6.4 out of 10, or "solid".

The most common concerns raised by respondents in relation to planning for population growth related to planning aspects such as perceived impact on neighbourhood character and the size and scope of developments (19 comments), perceived impacts on parking, roads and traffic (14 comments), perceived impacts on infrastructure (12 comments), concerns about the size of population growth (11 comments), and perceived impacts on services and facilities (10 comments).



Issues to address for the City of Port Phillip

The most common [issues to address in the City of Port Phillip 'at the moment'](#) included safety, policing and crime related issues (13% down from 21%), car parking (9% down from 11%), traffic management (7% up from 5%), cleanliness and maintenance (5%), homelessness (5% down from 8%), and road maintenance and repairs (5% down from 6%).

When compared to the metropolitan average, as recorded in the 2026 *Governing Melbourne*:

- **Notably MORE commonly raised in the City of Port Phillip** – included safety, policing, and crime issues (13% compared to 9%), and homelessness issues (5% compared to <1%).
- **Notably LESS commonly raised in the City of Port Phillip** – included car parking (9% compared to 12%), traffic management (7% compared to 11%), road maintenance and repairs (5% compared to 10%), street trees (3% compared to 7%), and street lighting (3% compared to 10%).

Perception of safety

The [perception of safety in the public areas of the municipality](#) increased somewhat this year.

This includes in public areas during the day (up 1pt to 8.4, with 2% feeling unsafe), at the beach and foreshore (7.9 with 3% feeling unsafe), in and around the local shopping district / centre (up 2pts to 7.8 with 4% feeling unsafe), and in the public areas at night (up 2pts to 6.7, with 14% feeling unsafe).

The perception of safety in public areas of the City of Port Phillip was similar to the metropolitan averages, but somewhat lower than the inner eastern region councils' averages.

This was a significant improvement over 2025, at which time the perception of safety in the public areas of the City of Port Phillip was measurably lower than the metropolitan average.

Despite the improvement in the perception of safety this year, these results reinforce the significance of the proportion of respondents who raised safety, policing, and crime (13% down from 21%), homelessness (5% down from 8%), activity centre issues (1% down from 4%), and issues with drugs and alcohol (2% down from 4%).

The most common reasons why respondents felt unsafe related to concerns about drugs and alcohol (43 comments), concerns around various types of people (39 comments), concerns around crime and perceived lack of policing (32 comments), and incidents of crime and break-ins (30 comments).



Sense of community

Respondents were asked to rate their agreement with five statements about the local [sense of community](#).

The average agreement with these statements varied from strong to extremely strong levels of agreement. Scores ranged as follows:

- That they feel proud of, connected, and enjoy living in their neighbourhood (up 3pts to 8.3 with 1% disagreeing)
- That Port Phillip is welcoming and supportive place for people from varied backgrounds (up 2pts to 8.3 out of 10 with 1% disagreeing).
- That the relationship with the Aboriginal and / or Torres Strait Islander community is very important (up 3pts to 8.2 with 1% disagreeing)
- That Port Phillip is vibrant, accessible, engaging, full of energy and life (up 5pts to 8.2 with 1% disagreeing).
- That they have a sense of safety and security in Port Phillip (up 8pts to 7.9, with 4% down from 9% disagreeing).

Being physically active in Port Phillip

When asked how satisfied respondents were with the [opportunities to be physically active in Port Phillip](#), respondents rated their satisfaction with all five types of activity at “excellent” levels of at least eight out of 10.

Satisfaction with these aspects increased marginally to somewhat this, up by an average of less than two percentage points.

Less than three percent of respondent were “dissatisfied” with any of these opportunities.

In 2026, 28% of respondents nominated at least one [barrier to being physically active in Port Phillip](#) with the most common barriers remaining safety when out being active (14% up from 11%), and the cost of accessing equipment / facilities (11%).

Housing related financial stress

When asked if housing costs (mortgage or rent) were placing [financial stress on the respondents’ household](#), 64% (down from 66%) reported some stress, including 12% heavy stress (8% for mortgagor households and 14% for rental households).



Introduction

Metropolis Research Pty Ltd was commissioned by Port Phillip City Council to undertake this, its second independent *Annual Community Satisfaction Survey*.

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

The *Port Phillip City Council - 2026 Annual Community Satisfaction Survey* comprises the following:

- Satisfaction with Council's **overall performance**.
- Satisfaction with aspects of Council's **governance and leadership**.
- Importance of and satisfaction with 43 **Council services and facilities**.
- Satisfaction with aspects of **planning and housing development**.
- Satisfaction with **planning for population growth by all levels of government**.
- Satisfaction with aspects of Council's **customer service performance**.
- **Issues of importance** for Council to address in the coming year and relationship with satisfaction with overall performance.
- Satisfaction with **opportunities to be physically active** in the municipality, and barriers to be physically active.
- Aspects of **sense of community**.
- **Perception of safety** in the public areas of the municipality.
- **Housing related financial stress**.
- Respondent profile.

Rationale

The *Annual Community Satisfaction Survey* has been designed to provide Council with a wide range of information covering community satisfaction, community sentiment and involvement.

The survey meets the requirements of the Local Government Victoria (LGV) annual satisfaction survey by providing importance and satisfaction ratings for the major Council services and facilities as well as scores for satisfaction with Council overall.



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

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

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

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

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

Methodology, response rate and statistical significance

The *Annual Community Survey* was conducted as a door-to-door, in-person, interview style survey of approximately 15 minutes duration.

The survey was conducted of a representative sample of randomly approached households (of all dwelling types) drawn proportionally from across each of the suburbs and localities comprising the City of Port Phillip.

The door-to-door, face-to-face interview style survey methodology was employed for this project, as it provides the richest interaction with residents, encourages their thoughtful participation in the research, records a substantially higher response rate, and provides a sample that is more representative of the underlying Port Phillip community than can be obtained via other methods.

The surveying was completed from the 15th of March till the 1st of May 2026.

Most surveys were completed on Saturdays and Sundays from 11am till 5pm, as this is the best time to ensure that the sample is most randomly selected and therefore representative of the underlying population, with no more than 15% completed daylight hours weekdays.

The sample was pre-weighted by precinct population, to ensure that each precinct contributed proportionally to the overall municipal results.

The final sample of surveys were then weighted by age and gender, to ensure that each age / gender group contributed proportionally to the overall municipal result.



A total of 4,567 households were approached with a view to inviting them to participate in the research. Of these:

- No answer – 2,132
- Refused – 1,534
- Completed - 901

This provides a response rate of 37% (down from an unusually high 47% last year), which represents the proportion of households personally invited to participate in the research who participated.

This strong response rate reflects well on the door-to-door methodology, as well as the level of engagement of the Port Phillip community with their local council.

The 95% confidence interval (margin of error) of these results is plus or minus 3.3% at the 50% level. In other words, if a yes / no question obtains a result of 50% yes, it is 95% certain that the true value of this result is within the range of 47% and 53%.

This is based on a total sample size of 900 respondents, and an underlying population of the City of Port Phillip of approximately 109,500.

The 95% confidence level around the precinct level results is approximately plus or minus 8.8%, based on an average sample size of approximately 128 respondents, but varies from seven percent (St Kilda / St Kilda West) to 11% (Albert Park / Middle Park).

The 95% confidence level around the gender-based results is approximately plus or minus 6%, and for the age groups averages around plus or minus 10%.

Governing Melbourne

Since 2010, Metropolis Research has conducted an independent survey of community satisfaction with local government across metropolitan Melbourne, *Governing Melbourne*.

The *Governing Melbourne* sample is drawn in equal numbers from every municipality in metropolitan Melbourne and then weighted by age and gender to reflect the profile of the metropolitan Melbourne community.

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of the *Port Phillip City Council – 2026 Annual Community Satisfaction Survey*. It is not intended to provide a “league table” for local councils, rather to provide a context within which to understand the results.

This report provides comparisons against the 2026 metropolitan Melbourne average, which includes all municipalities located within the Melbourne Greater Capital City Statistical Area as well as the inner east region, which includes the municipalities of Bayside, Glen Eira, Stonnington, Melbourne, Port Phillip, and Yarra.



Glossary of terms

Precinct

The results of this report are presented at both the municipal and precinct level. The term precinct is used by Metropolis Research to describe the sub-municipal areas for which results are presented, as agreed with officers of Council. These precinct boundaries were based on groups of suburbs / localities as presented in Council's *Community Profile*.

Measurable and statistically significant

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

Significant result

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

Marginal / somewhat / notable

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

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

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

95% confidence interval

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

The 95% confidence interval based on a one-sample t-test is used for the mean scores presented in this report. The margin of error around the other results in this report at the municipal level is plus or minus 3.3%.



In other words, if a yes / no question was to obtain a 50% yes result, it is 95% certain that the true value is between 46.7% and 53.3%.

Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results.

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

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

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

Precincts

The results of the survey in this report are provided at the precinct level, as outlined in the following table, although the underlying data is available at the SAL1 and suburb level.

Precinct
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Suburb	Sample size (weighted)	
	Number	Percent
St Kilda / St Kilda West	207	23%
Port Melbourne et al	155	17%
Elwood / Ripponlea	147	16%
St Kilda East / Balacava	129	14%
South Melbourne	97	11%
St Kilda Road	88	10%
Albert Park / Middle Park	78	9%
Total	901	100%



Council's overall performance

Respondents were asked:

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

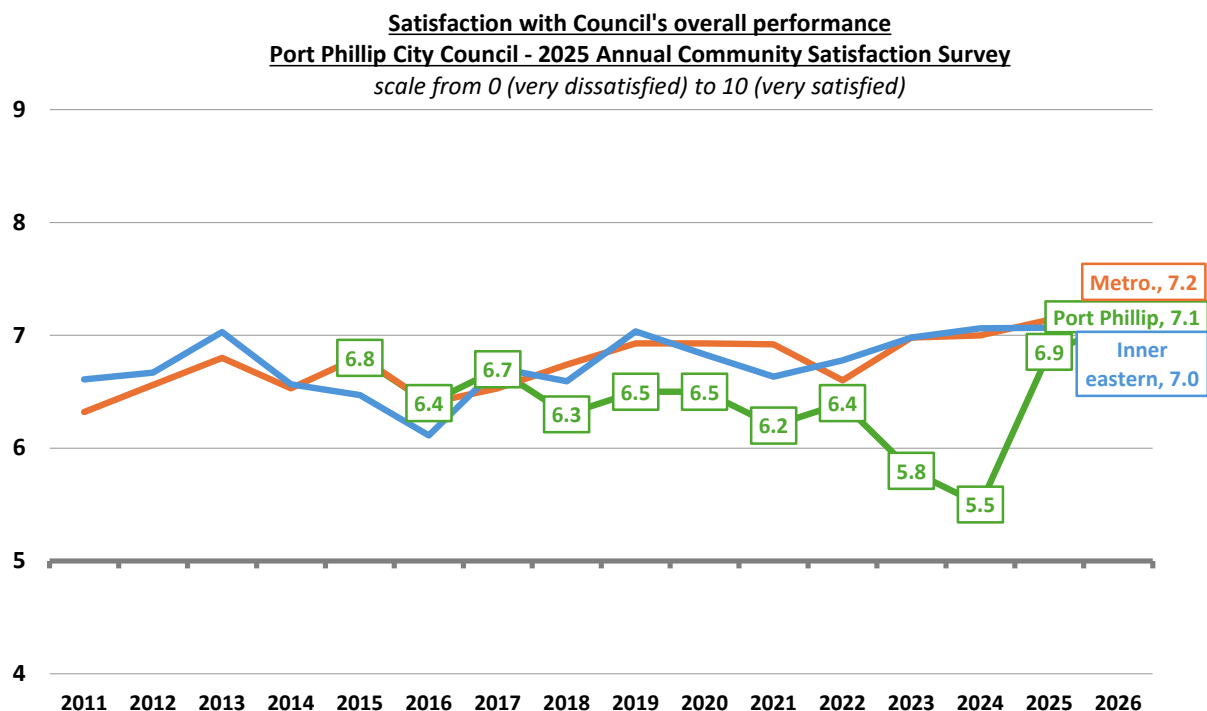
Satisfaction with the performance of Council across all areas of responsibility, or ‘overall performance’ increased measurably this year, up two percentage points to 7.1 out of 10.

This remained a “good” level of satisfaction.

This result was measurably (7pts or 11%) higher than the long-term average from 2015 to 2026 of 6.4 out of 10, or “solid”.

By way of comparison, this result was marginally (1pt) lower than the metropolitan average of 7.2, but marginally (1pt) higher than the inner eastern region councils’ average of 7.0.

These comparison results were sourced from the *Governing Melbourne* research, conducted independently by Metropolis Research in January 2026, using the same door-to-door, in-person methodology.

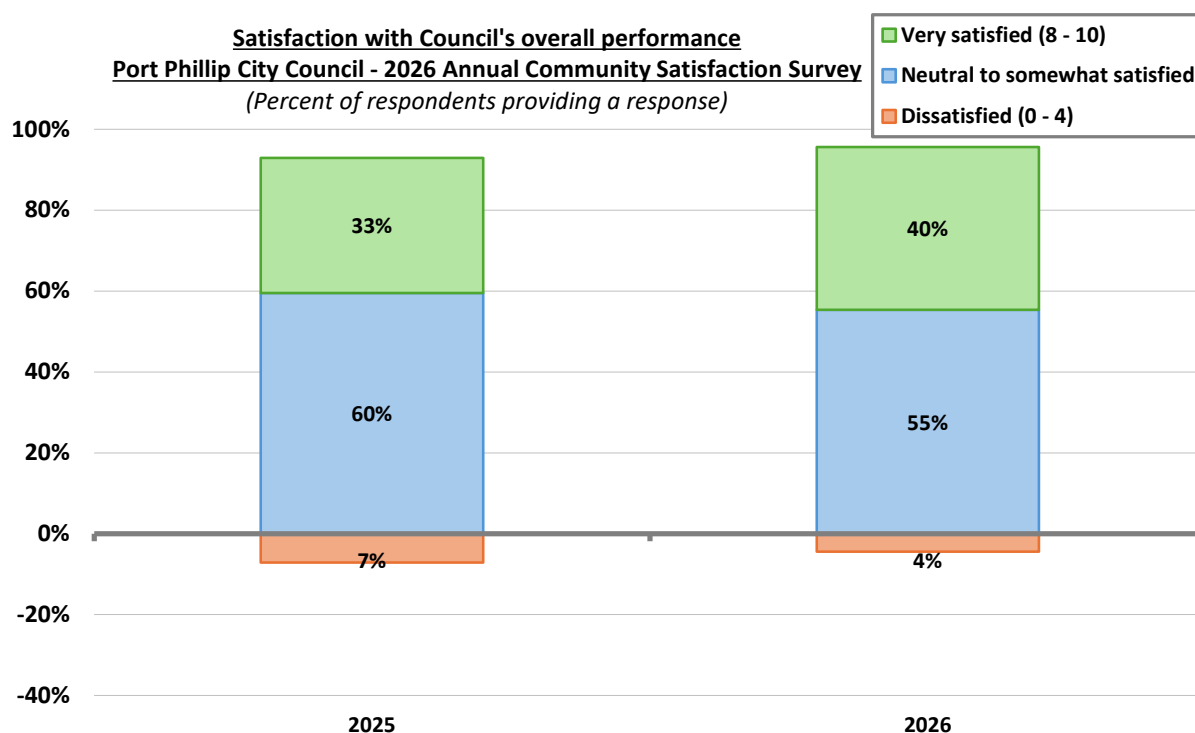


The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who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

Consistent with the increase in average satisfaction, there was an increase in the proportion of respondents who were “very satisfied” with Council’s overall performance (40% up from 33%), and a decline in the proportion who were “dissatisfied” (4% down from 7%).

Metropolis Research notes that it is highly unusual for there to be less than four percent “dissatisfied” respondents, reflecting that there will always be some in the community each year who will be “dissatisfied” with Council’s overall performance.

This results both from specific issues that arise for individual community members from year to year, as well as the existence of a small group in the community who have a long-term dissatisfaction with their local council.



Commentary on change in methodology

It is important to bear in mind that the survey was conducted by a different service provider, using a different methodology (telephone compared to door-to-door), and using a different survey form and approach to the scaling of results prior to Metropolis Research commencing on the project in 2025.

Metropolis Research notes that the telephone methodology will tend to under-report satisfaction scores in the order of two to three percent compared to door-to-door, in-person surveys.

This variation reflects a range of factors, including most importantly, the substantially lower response rate typically obtained by telephone surveys.



Telephone surveys will typically record response rates of 15% to 25%, whilst the in-person, door-to-door methodology employed by Metropolis Research typically records a response rate between 35% and 50%.

This higher response rate ensures participation from a greater cross-section of the community, and therefore more residents who are more positively disposed to Council than the lower response recorded by telephone.

It is also noted that the indexing of a five-point scale question will accentuate variation in satisfaction. This is because respondents only have five points against which to rate satisfaction (from very poor to very good).

When this result is then indexed onto a 100-point scale (as reported in the state government reporting) or on the 10-point scale (used in this report), the difference between each of the five points on the scale is 25%.

In other words, a score of three out of five is an index score of five out of 10, or 50 out of 100. A score of four out of five is an index score of 7.5 out of 10, or 75 out of 100, which is a difference of 25%.

The 11-point decimal scale used by Metropolis Research has a 10% difference between each of the 11 points on the scale. This provides for a more nuanced satisfaction score by respondents, whereas the indexing of a five-point scale can over-emphasise variation in satisfaction.

Satisfaction by precinct

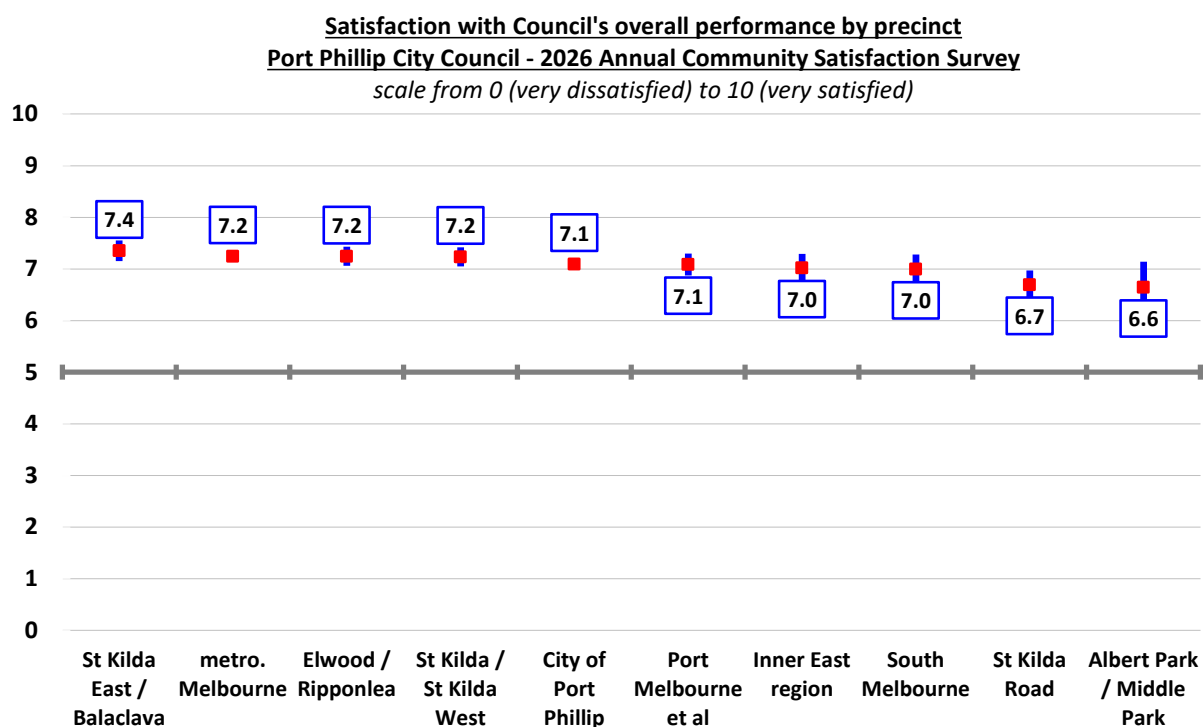
While there was no measurable (statistically significant) variation in overall satisfaction with Council observed across the municipality, respondents from St Kilda East / Balaclava were somewhat (3pts) more satisfied than average, and at a “very good” level.

By contrast, respondents from St Kilda Road (4pts) and respondents from Albert Park / Middle Park (5pts) were notably less satisfied than average, although still at “good” levels.

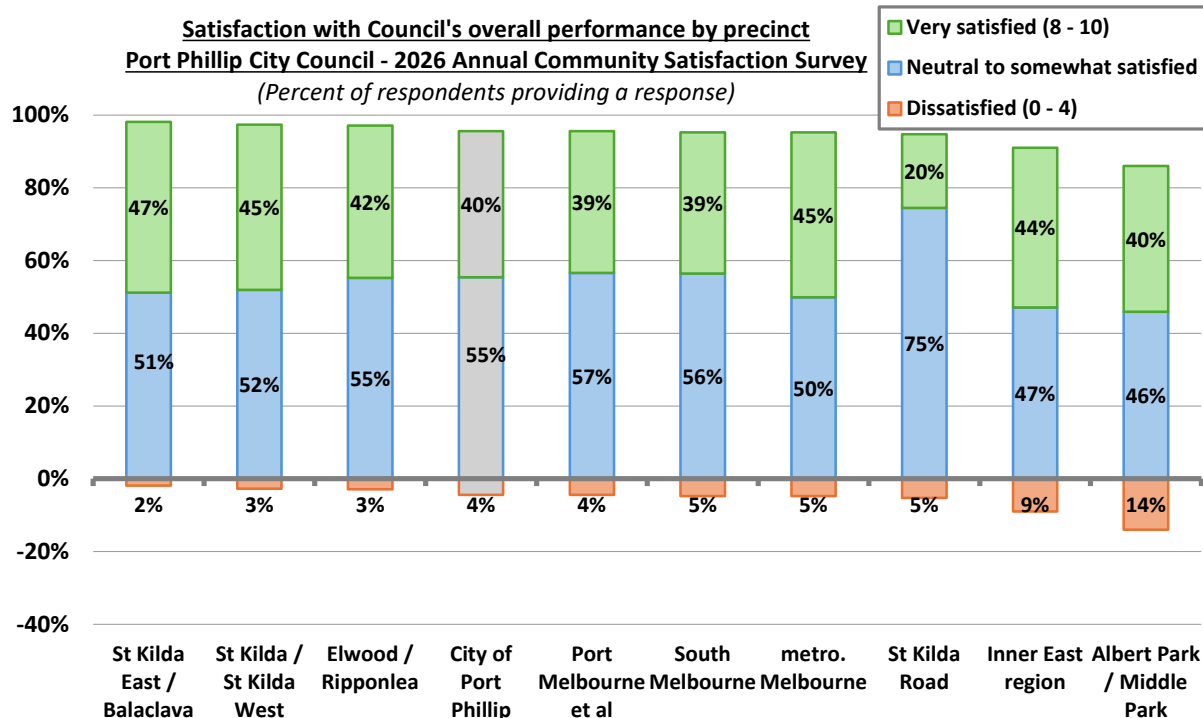
This variation, with St Kilda East / Balaclava more satisfied than average, and respondents from Albert Park / Middle Park less satisfied than average was also observed last year.

It is important to bear in mind the relatively small sample size of 78 respondents from Albert Park / Middle Park.





Almost half (47%) of respondents from St Kilda East / Balaclava were “very satisfied” with Council’s overall performance, while by contrast, 14% of respondents from Albert Park / Middle Park were “dissatisfied”.



Satisfaction by respondent profile

The following section provides a comparison of satisfaction with Council's overall performance by respondent profile, including age structure, gender, language spoken at home, contact with Council, household structure, household disability status, housing situation, and period of residence in the City of Port Phillip.

There was some variation in satisfaction observed by respondent profile, with attention drawn to the following:

- ***Somewhat HIGHER than average satisfaction*** – included young adults (aged 18 to 34 years), female respondents, respondents from English speaking households, two-parent families (with youngest child aged less than five years), respondents from one-parent families and group households, rental households, and new and newer residents (less than five years in the City of Port Phillip).
- ***Somewhat LOWER than average satisfaction*** – included older adults (aged 60 to 74 years), respondents from multilingual households, respondents who had contacted Council in the last 12 months, long term residents (10 years or more in the City of Port Phillip), and respondents from households with a member with disability.

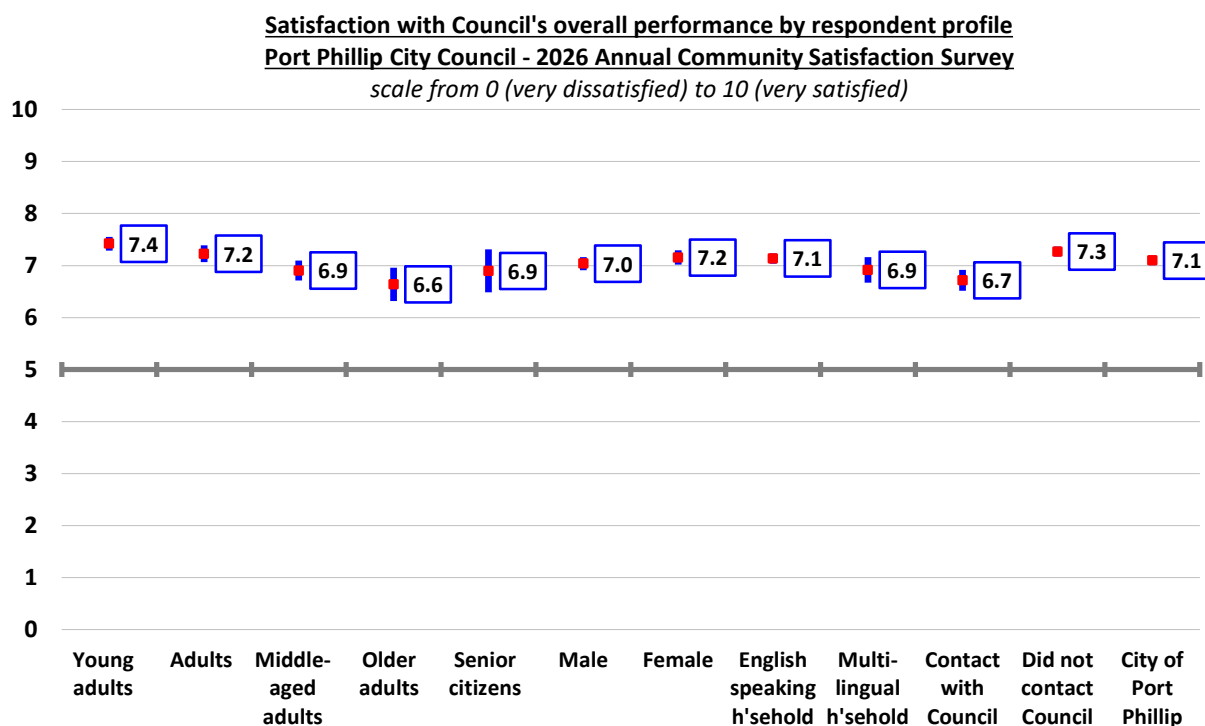
This pattern of satisfaction by respondent profile was broadly consistent with results observed elsewhere by Metropolis Research over many years.

It is also commonly observed that respondents who had contacted Council in the last 12 months were almost always less satisfied than respondents who had not contacted Council.

In 2026, the variation in satisfaction by respondent profile was relatively muted, with all sub-groups in the community reporting "good" to "very good" levels of satisfaction with Council's overall performance.

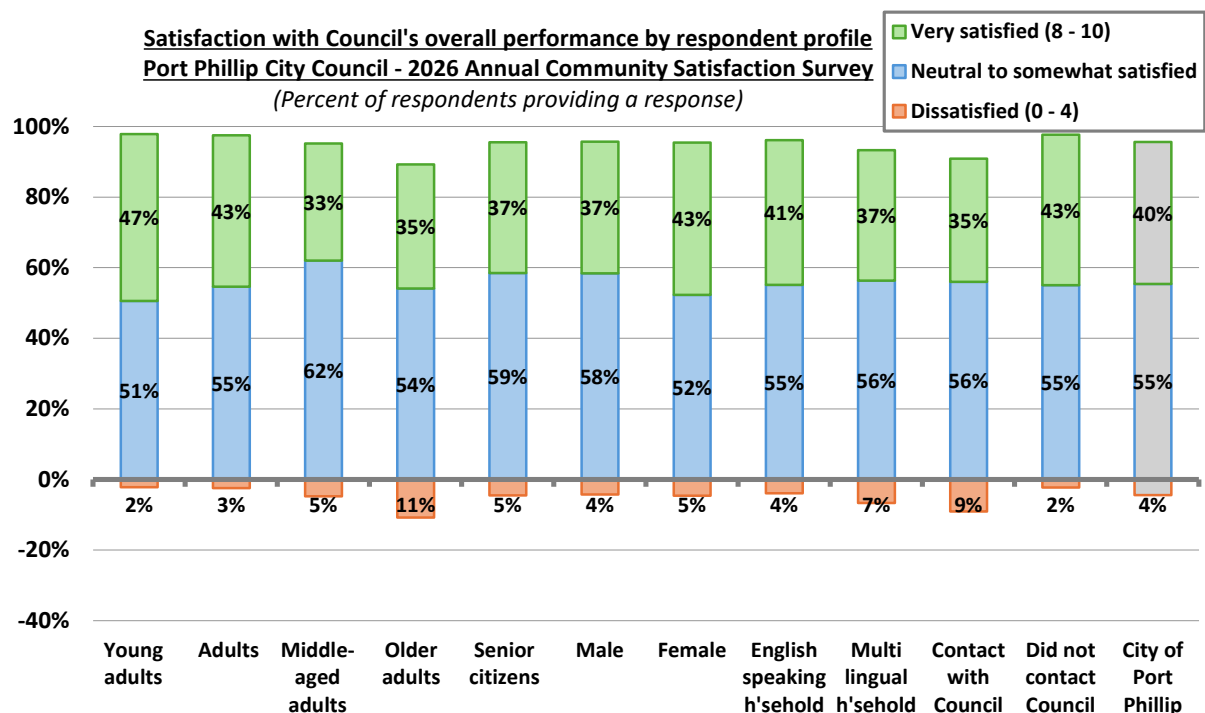
This is a positive result, as the aim is to provide similar service levels across the community, ensuring that no sub-groups experience lower service delivery than others.



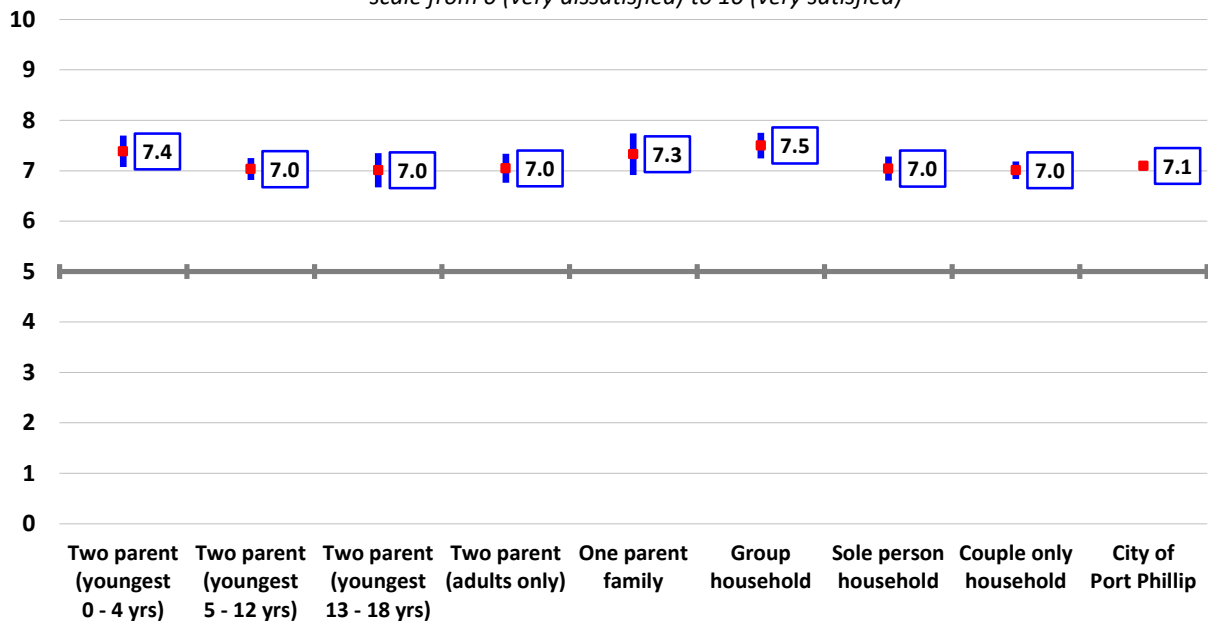


Almost half (47%) of the young adults (aged 18 to 34 years) were “very satisfied” with Council’s overall performance.

By contrast, 11% of older adults (aged 60 to 74 years) and nine percent of respondents who had contacted Council in the last 12 months were “dissatisfied” with Council’s overall performance.

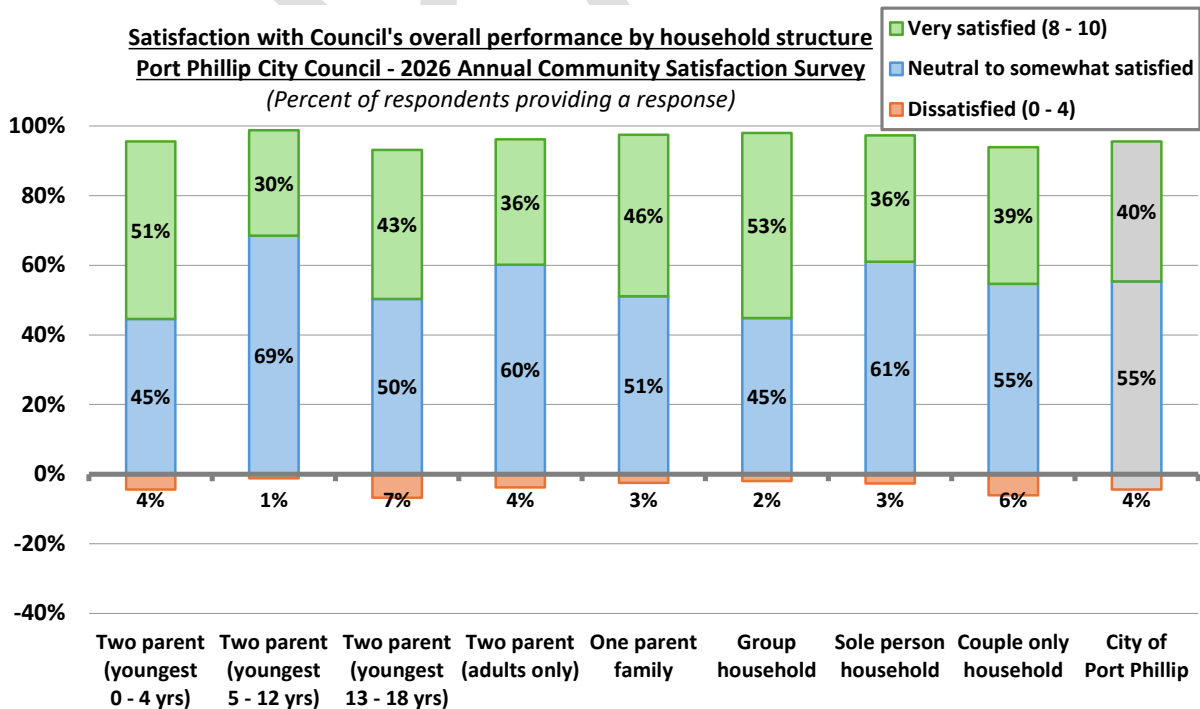


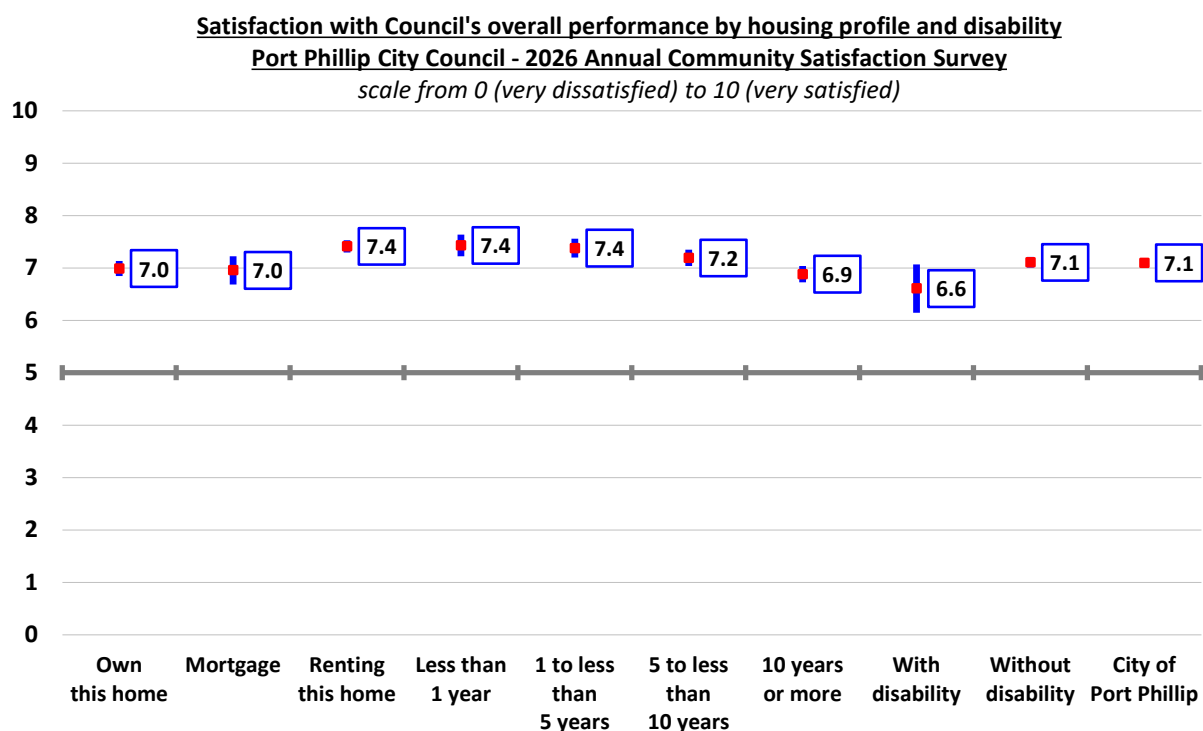
Satisfaction with Council's overall performance by household structure
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



More than half of the respondents from two-parent families (youngest child aged under 5 years) (51%) and respondents from group households (53%) were “very satisfied” with Council’s overall performance.

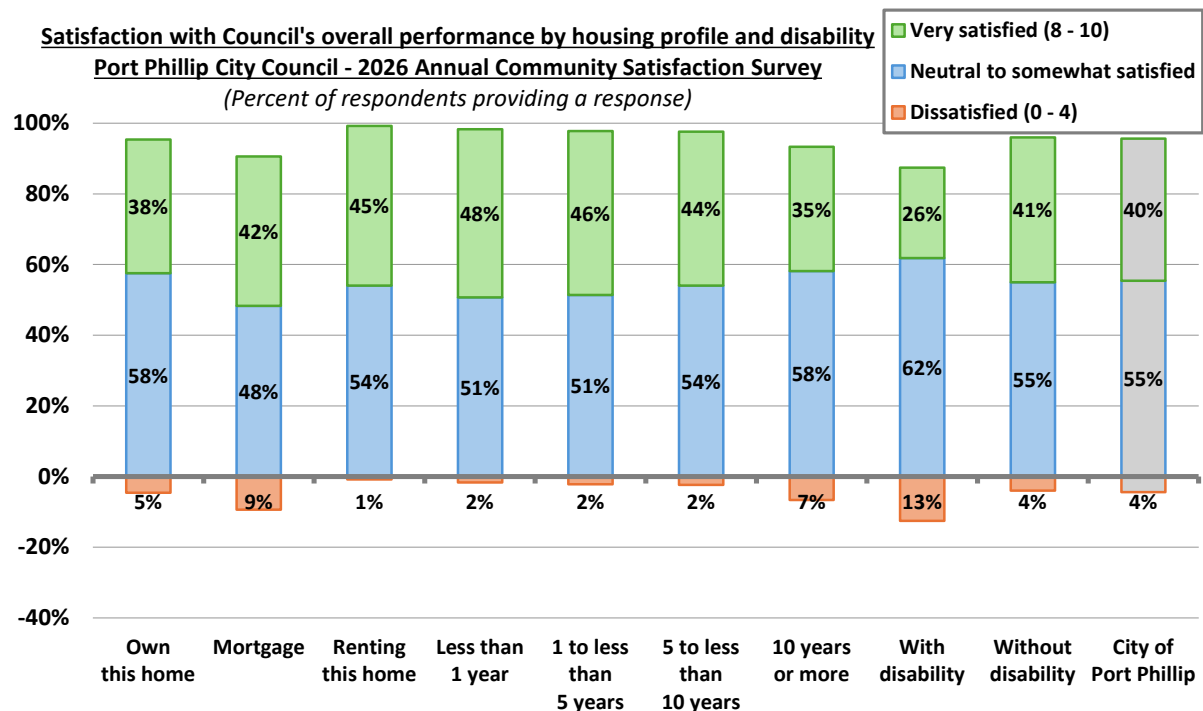
No more than seven percent of respondents from any household structure were “dissatisfied” with Council’s overall performance.





Almost half (48%) of new residents (less than one year in Port Phillip) were “very satisfied” with Council’s overall performance.

By contrast, 13% of respondents from households with a member with disability, and nine percent of respondents from mortgagor households were “dissatisfied” with Council’s overall performance.



Satisfaction by top issues for the City of Port Phillip

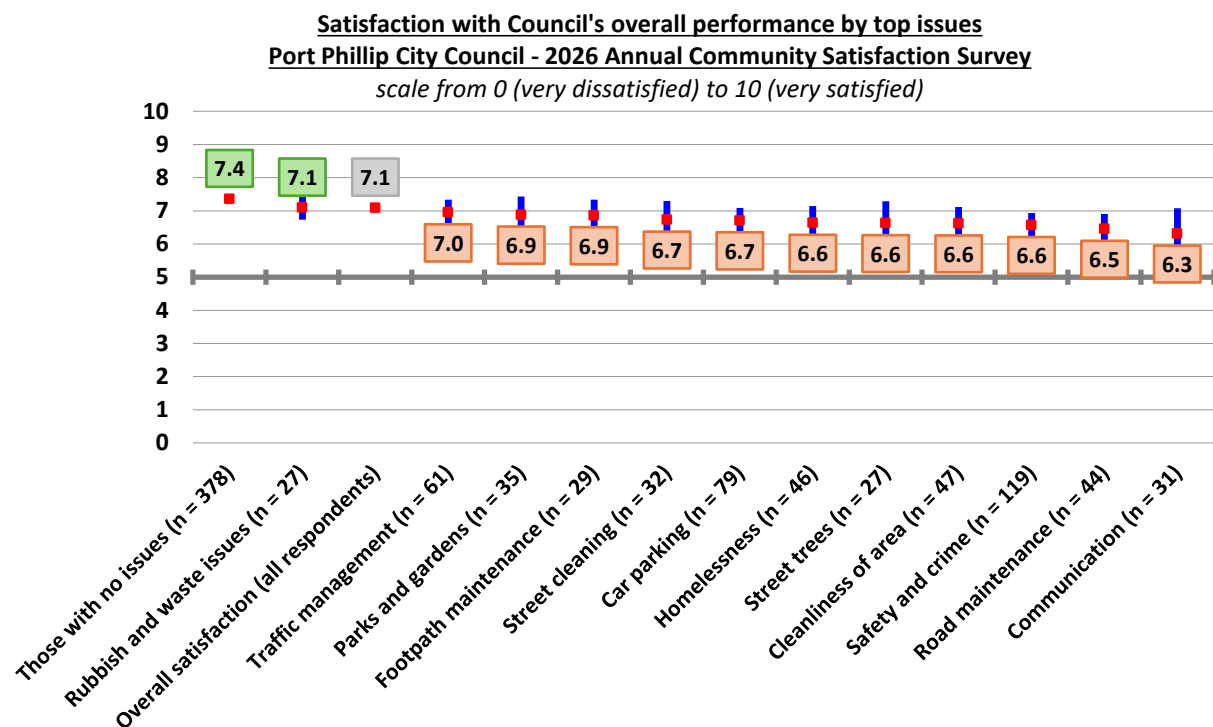
The following graph shows the average overall satisfaction score for respondents nominating each of the top 12 issues to address for the City of Port Phillip ‘at the moment’. The following graph also provides a comparison to the satisfaction score of all respondents (6.9), as well as a comparison to the 378 respondents who did not nominate any issues to address (7.4).

The detailed analysis of the top issues is discussed in the [Current Issues for people living in the City of Port Phillip](#) section of this report.

This data explores the relationship between the issues raised by respondents and their satisfaction with the Council’s overall performance.

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

Clearly the number of respondents nominating each of these 12 issues varied substantially, which is reflected in the size of the blue vertical bars (the 95% confidence interval).



A total of 378 respondents (42% of the total sample) did not have any issues they felt needed to be addressed ‘at the moment’ for the City of Port Phillip.

Naturally, these respondents were significantly more satisfied than respondents who did nominate issues to address, and they rated satisfaction with Council’s overall performance three percentage points higher than the municipal average at 7.4 (up from 7.3) out of 10, a “very good” level of satisfaction.



The most prominent issues for the City of Port Phillip were safety, policing, and crime related issues (119 down from 189 respondents).

The 119 respondents who nominated these issues were, on average, measurably (5pts or 7%) less satisfied with Council's overall performance than the average of all respondents. This was an increase on the three-percentage point lower than average satisfaction recorded for this sub-group in the community last year.

This result strongly suggests that safety, policing, and crime related issues exerted a negative influence on overall satisfaction, for the respondents who raised the issues.

This does not necessarily imply community dissatisfaction with Council's efforts in relation to community safety, as it may also, to some extent, be reflecting lower general sentiment in response to heightened sense of concern or fear in the community about crime and policing.

There were a range of other issues that were also likely to be exerting a negative influence on overall satisfaction with Council, albeit for a smaller number of respondents raising several of these issues.

These issues include communication (31 respondents, 8pts less satisfied), road maintenance and repairs (44 respondents, 6pts less), cleanliness of the area (47 respondents, 5pts less), street trees (27 respondents, 5pts less), homelessness (46 respondents, 5pts less), car parking (79 respondents, 4pts less), street cleaning (32 respondents, 4pts less), footpaths (29 respondents, 2pts less), parks and gardens (35 respondents, 2pts less), and traffic management (61 respondents, 1pt less).

The following table provides an alternative method of exploring the relationship between the issues to address for the City of Port Phillip and satisfaction with overall performance.

The table displays the proportion of respondents who were "dissatisfied" with Council's overall performance who nominated each of the top 13 issues, compared to the proportion of all respondents who nominated each issue.

This table shows that respondents who were "dissatisfied" with Council's overall performance were notably more likely to raise most of these issues.

Metropolis Research advises, however, that it is important to bear in mind the small sample of just 37 respondents who were "dissatisfied" with Council's overall performance.



Top issues for the City of Port Phillip of respondents' dissatisfied with overall performance

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of total respondents who dissatisfied with overall performance)

Issue	Dissatisfied respondents		All respondents
	Number	Percent	
Safety, policing, crime	15	41%	13%
Car parking	6	16%	9%
Cleanliness and maintenance of area	6	16%	5%
Communication and consultation	5	14%	3%
Road maintenance and repairs	4	11%	5%
Homelessness	4	11%	5%
Parks, gardens and open spaces	3	8%	4%
Traffic management	3	8%	7%
People with disability services and facilities	2	5%	1%
Council rates / charges	2	5%	3%
Building, housing, planning, development	2	5%	3%
Drug and alcohol issues	2	5%	2%
Environment, sustainability, climate cha	2	5%	2%
All other issues (18 separately identified issues)	25	68%	48%
Total responses	81		991
Respondents identifying at least one issue (percent of total respondents)	33 (89%)		524 (58%)

Reasons for level of satisfaction with Council's overall performance

Respondents were asked:

"Why did you rate Council's overall performance at that level?"

The following table outlines the reasons why respondents rated their satisfaction with Council's overall performance at the level they did.

These comments have been broadly categorised, as outlined in the following table, and then split between respondents who were satisfied, neutral, or dissatisfied with Council's overall performance.

It is noted that 48% of the comments received were general in nature, either generally positive (157 up from 89 comments), generally neutral (58 up from 56 comments), or generally negative (92 up from 60 comments).

The most common reasons for the satisfaction rating related to Council's communication, consultation, and engagement performance, with 51 comments (8% down from 12%).



Many of these comments were relatively general in nature referencing the perception that Council was not effectively communicating with / listening to the community, although there were also some comments around perceived slow response times when contacting Council.

There were also some positive comments made in relation to Council's communication and consultation.

The respondents who were dissatisfied with Council's overall performance were most likely to make comments about communication, consultation, and engagement (11 comments), Council's governance, management, and performance (11 comments), rates and financial management (8 comments), and general negative comments (7 comments).

Reasons for rating of satisfaction with Council's overall performance
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of responses)

Reason for satisfaction rating	Total comments		Respondents		
	Number	Percent	Satisfied (6 to 10)	Neutral (5)	Dissatisfied (0 to 4)
Generally positive statements	157	25%	153	3	1
Generally negative statements	92	14%	75	10	7
Generally neutral statements	58	9%	56	2	0
Communication, consultation, engagement	51	8%	30	10	11
Council services and facilities	50	8%	44	3	3
Rates and financial management	45	7%	29	8	8
Council governance, management, performance	36	6%	22	3	11
Cleanliness and maintenance of the area	23	4%	18	1	4
Parks, gardens, open spaces and trees	18	3%	17	1	0
Safety / security	18	3%	15	2	1
Responsiveness	11	2%	9	1	1
Environment, climate change, wildlife conservation	10	2%	8	0	2
Homelessness / disadvantaged groups	10	2%	8	2	0
Waste management	8	1%	8	0	0
Drugs and alcohol issues	7	1%	5	1	1
Planning, housing, development	7	1%	5	2	0
Traffic / roads	7	1%	6	1	0
Footpaths	6	1%	5	1	0
Parking	6	1%	5	1	0
Infrastructure	5	1%	3	2	0
Support for local business	4	1%	3	1	0
Activity centres	3	0%	1	0	2
Sports, recreation and leisure facilities	1	0%	1	0	0
Emergency management / support	0	0%	0	0	0
Public transport	0	0%	0	0	0
Other	5	1%	3	1	1
Total	638	100%	529	56	53



Governance and leadership

Respondents were asked:

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

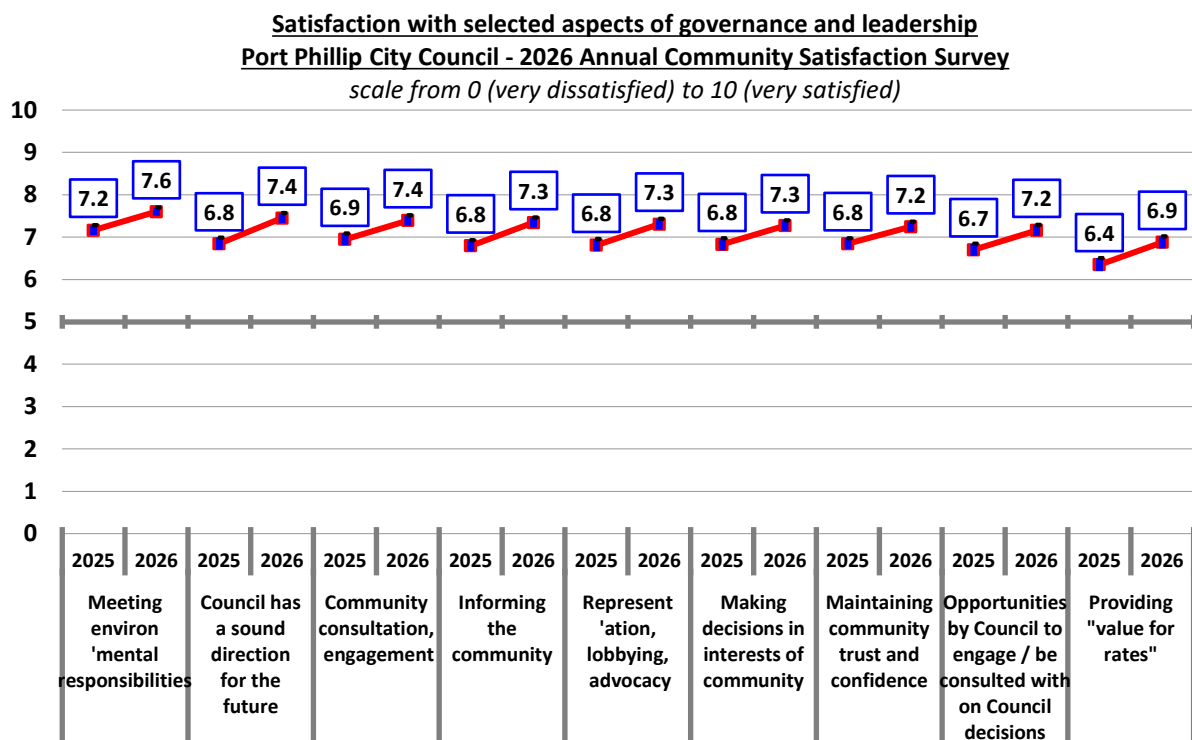
Respondents were again in 2026, asked to rate their satisfaction with nine aspects of governance and leadership.

The average satisfaction with these nine aspects of governance and leadership increased measurably this year, up five percentage points (7%) to 7.3 out of 10, which was a “very good”, up from a “good” level of satisfaction.

Satisfaction with these nine aspects can best be described as follows:

- **Very Good** – for Council meeting its responsibilities towards the environment, that Council has a sound direction for the future, community consultation and engagement, performance informing the community, representation, lobbying, and advocacy performance, and performance making decisions in the interests of the community.
- **Good** – for Council performance maintaining the trust and confidence of the community, the opportunities by Council to engage or be consulted with on Council decisions, and performance providing value for rates (up from a “solid” level last year).

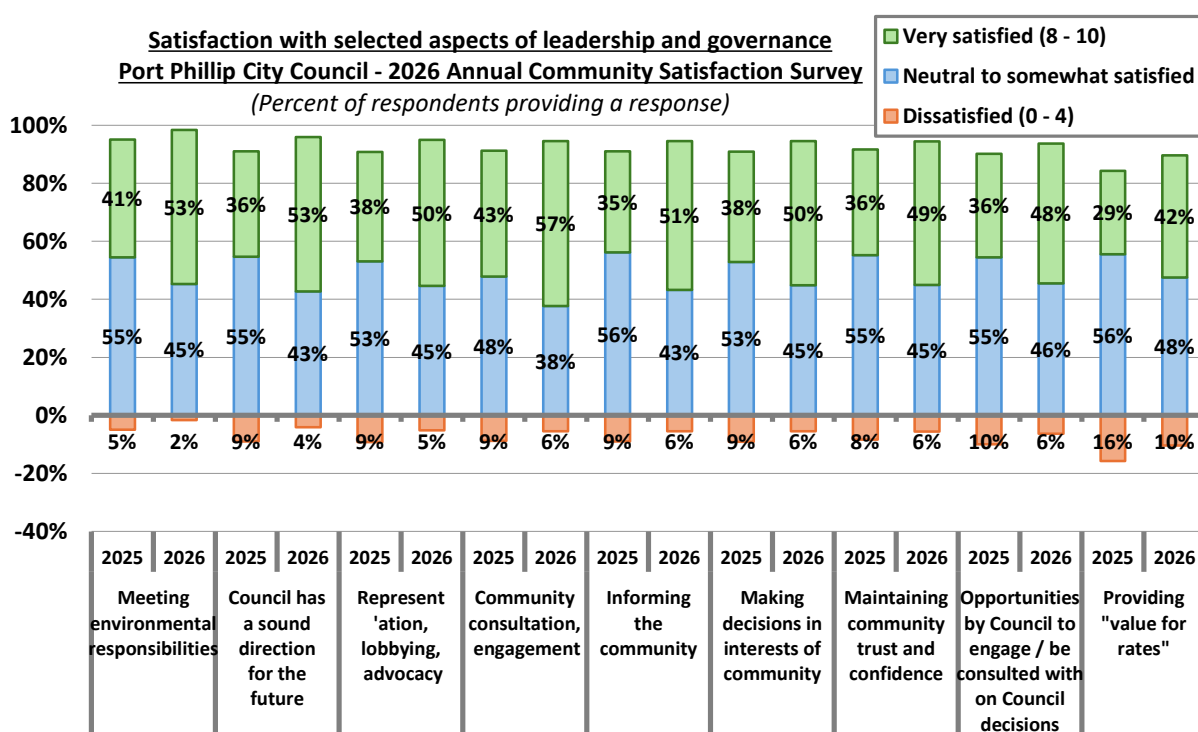
This was a significant improvement in satisfaction with Council’s governance and leadership performance this year, with the standout result being the six-percentage point (9%) improvement in satisfaction that Council has a sound direction for the future.



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

Consistent with the increase in average satisfaction, there was a substantial increase in the proportion of respondents who were “very satisfied” with each aspect of performance, with the stand-out improvement that Council has a sound direction for the future (up 17pts to 53%).

There was also a notable decline in the proportion of respondents “dissatisfied” with each aspect of governance and leadership this year, including a six-percentage point decline in the proportion “dissatisfied” with Council’s performance providing value for rates (10% down from 16%).



Eight of the nine aspects of governance and leadership were considered the core aspects of governance and leadership, excluding the Council performance meeting its responsibilities towards the environment.

The average satisfaction with the eight core aspects of governance and leadership increased measurably this year, up five percentage points to 7.3 out of 10.

This was a “very good”, up from a “good” level of satisfaction.

The following graph provides a comparison of satisfaction with governance and leadership against the metropolitan and inner eastern region councils’ averages, as recorded in *Governing Melbourne*.

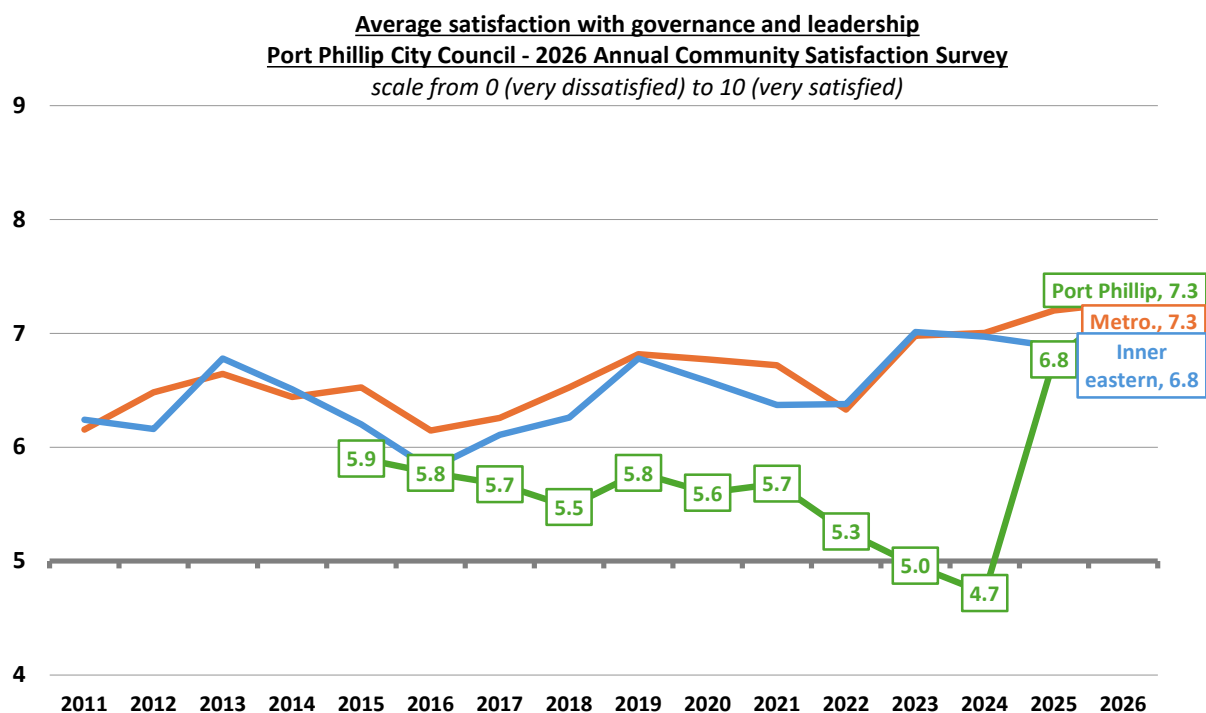


Governing Melbourne was conducted independently by Metropolis Research in January 2026, using the same door-to-door, in-person methodology.

Satisfaction with governance and leadership in the City of Port Phillip was identical to the metropolitan average.

This was a significant improvement on the result recorded last year, at which time satisfaction with governance and leadership was measurably (4pts) lower than metropolitan average.

Satisfaction with governance and leadership in the City of Port Phillip was measurably (5pts or 7%) higher than the inner eastern region councils' average. In 2025, the inner region councils' average was 6.9, marginally higher than the Port Phillip average of 6.8.

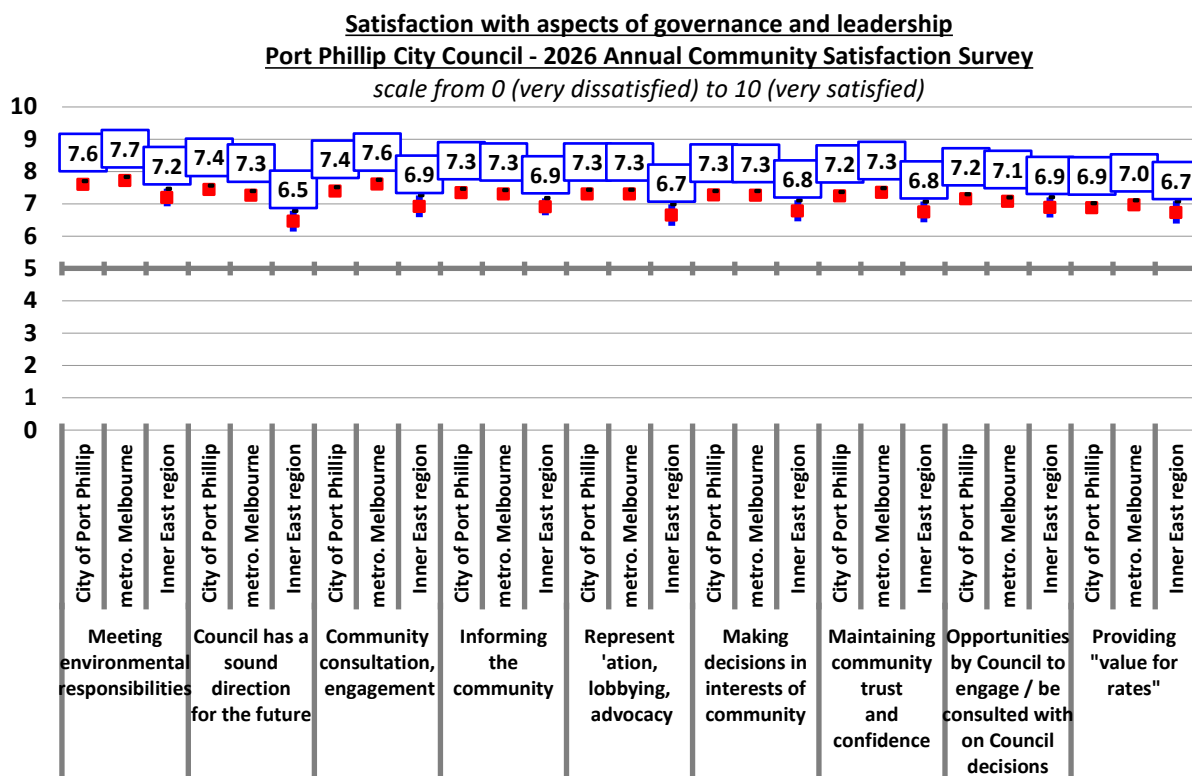


The City of Port Phillip marginally overperformed the metropolitan average for the opportunities provided by Council to engage or be consulted with on Council decisions (1pt higher) and that Council has a sound direction for the future (1pt).

The City of Port Phillip measurably underperformed the metropolitan average for community consultation and engagement (2pts lower) and marginally underperformed for meeting environmental responsibilities (1pt), maintaining the trust and confidence of the community (1pt), and performance providing value for rates (1pt).

Satisfaction with each of the nine aspects of governance and leadership was higher in the City of Port Phillip than the inner eastern region councils' average.





The following section provides a more detailed examination of satisfaction with each of the nine aspects of governance and leadership.

This includes time series satisfaction, as well as a comparison by precinct and by respondent profile.

While there was some variation in satisfaction with each individual aspect, in general terms, the following was observed:

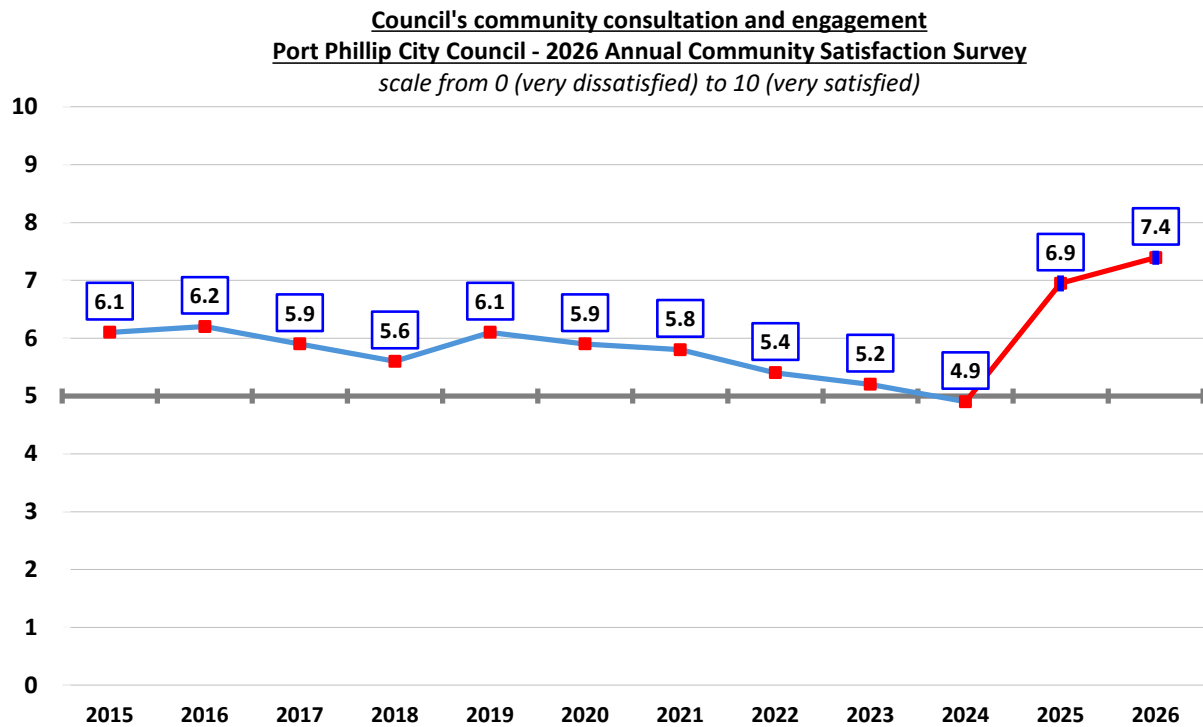
- **Generally, MORE satisfied than average** – included respondents from Elwood / Ripponlea, St Kilda East / Balacclava, and St Kilda Road, young adults (aged 18 to 34 years), and respondents from English speaking households.
- **Generally, LESS satisfied than average** – included most prominently, respondents from Albert Park / Middle Park, as well as older respondents (aged 45 years and over), and respondents from multilingual households.



Community consultation and engagement

Satisfaction with Council’s community consultation and engagement performance increased measurably this year, up five percentage points (7%) this year, to 7.4 out of 10.

This was a “very good”, up from a “good” level of satisfaction.



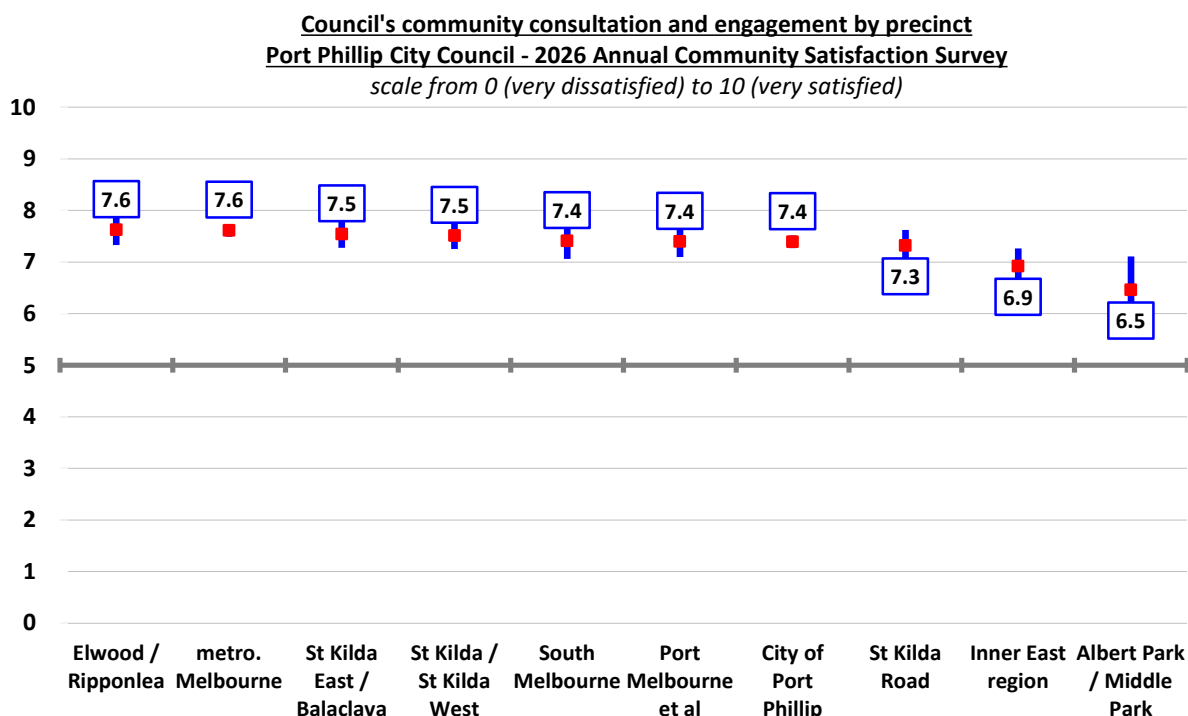
This result was measurably and significantly (14pts or 23%) higher than the long-term average satisfaction since 2015 of 6.0 out of 10, or a “solid” level of satisfaction.

This result comprised 57% (up from 43%) “very satisfied”, and six percent (down from 9%) “dissatisfied” respondents.

By way of comparison, this result was measurably (2pts) lower than the metropolitan average, but measurably (5pts) higher than the inner eastern region councils’ average.

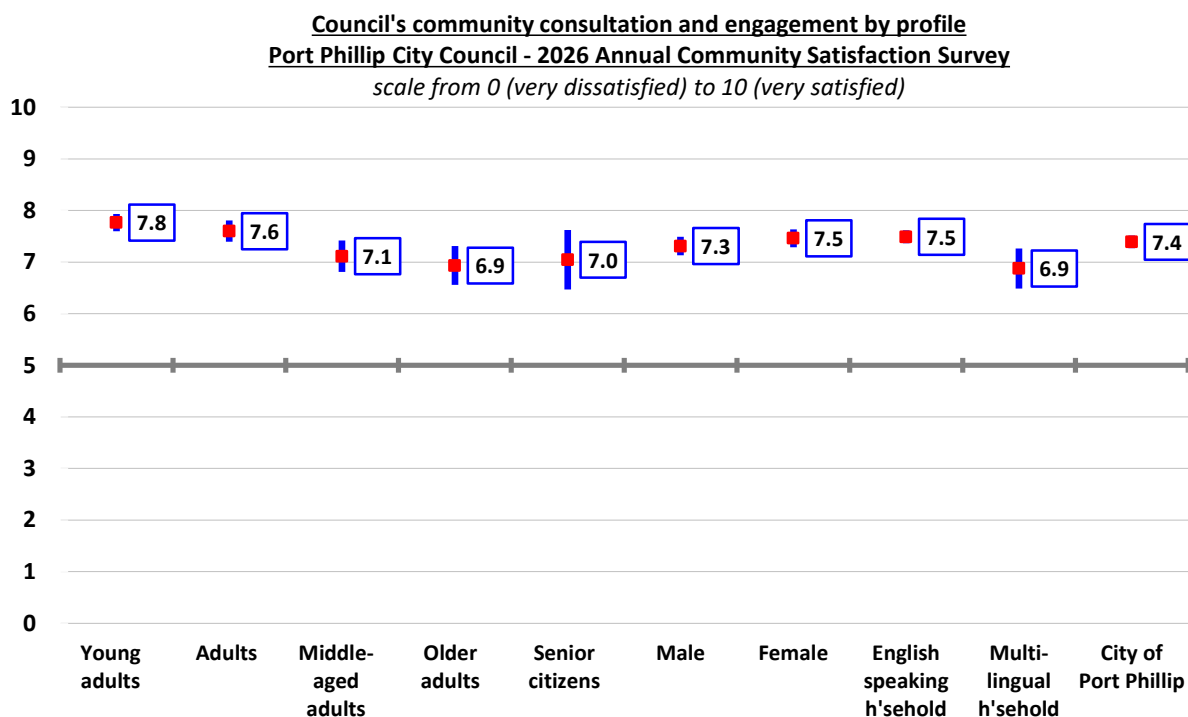
There was measurable variation in this result observed across the municipality, with respondents from Albert Park / Middle Park measurably (9pts) less satisfied than the municipal average, and at a “good” rather than a “very good” level.





There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably (4pts) more satisfied than average, and at a “very good” level. By contrast, older adults (aged 60 to 74 years) were measurably (5pts) and middle-aged adults (aged 45 to 59 years) and senior citizens (aged 75 years and over) were notably (3pts and 4pts) less satisfied than average, and at “good” rather than “very good” levels.

Respondents from English speaking households were measurably (6pts) more satisfied than respondents from multilingual households.



The following table outlines the 74 comments received from respondents in relation to Council's community consultation and engagement performance.

These comments have been broadly categorised as follows:

- Communication, consultation and provision of information 48 comments
- General negative 7 comments
- Council governance, management and performance 6 comments
- Council services and facilities 2 comments
- Responsiveness / follow-up 2 comments
- Traffic, roads and public transport 2 comments
- Parks, gardens, open spaces and trees 1 comment
- Other issues 6 comments.

Reason for dissatisfaction with Council's community consultation and engagement

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

Response	Number
<i>Communication, consultation and provision of information</i>	
Little / no consultation with the community	10
Rarely / never hear from them	3
Don't see any of it	2
Need more engagement / outreach with community	2
No / poor community outreach	2
No one contacts you from the Council	2
There is no engagement from Council	2
Because I think I'm alerted more to what's going on in the area from informal Facebook groups rather than from the Council newsletters and mail drops	1
Council does not inform us about anything	1
Council doesn't listen to the community	1
I barely check the letterbox, after the fact maybe, if you could get more emails so it's easier	1
I have never been consulted have not received letter it would be nice to	1
I have seen them try to improve but they don't use feedback	1
I think general dissatisfaction with lack of results post engagement	1
Improving the communication with the community	1
It feels like they are ticking the boxes that they consulted community; in the last two years I got involved in some consultation in working groups and people were saying something and the decision was completely opposite	1
It seems to be electronic	1
Letter drop and not very informative	1
Nothing to take feedback	1
Reengineered questionnaires	1
South Melbourne town hall office should be, no communication	1
There is a Facebook group for Albert Park, there are more communications there than from the Council	1
They are not good enough	1
They asked us about a dog park, but I can tell that they did not act on any of our suggestions	1
They didn't listen to my voice	1



They do not consult, we decided to pay someone to cut the roots for us, they wanted us to get a Council permit for that. When we asked the Council for permission they just came and cut the root without informing us. Damaging our fence.	1
They don't get back to opinions like Grand Prix issues	1
They don't listen they already decide before they do it	1
They overly consulted the dog waste trial take a stand just make a decision	1
They seem to be on a different page than everyone else	1
They're asking for opinions and not listening, this is the most serious problem	1
This is the first time I have been contacted	1
Total	48

General negative

I don't think it's a real process	1
Need more effort	1
Not done properly	1
Not happy with the Council	1
Nothing is done	1
Overdone	1
They could do better	1
Total	7

Council governance, management and performance

Corporate memory of Council is very poor for their decision making and Council decision	1
Hypocritical in the interest of the wealthy	1
I don't believe the Council cares about its people	1
I don't think they have a vision for St Kilda and Fitzroy St should be jewel in the crown of Melbourne but it's a mess and also Auckland St	1
They take a while being proactive	1
Cause I think it's not transparent and it's poorly organized and don't allow for new ideas	1
Total	6

Council services and facilities

I see a lot of homeless people around and I feel the Council is not doing anything to support them	1
The result was unsatisfactory with 75% objecting to the petition about homeless food being taken away and the Council still implemented the rule	1
Total	2

Responsiveness

Even if you reach out to them, they won't get back to you	1
No response and no action	1
Total	2



<i>Traffic, roads and public transport</i>	
They waste the money they get	1
To many registration	1
Total	2
<i>Parks, gardens, open spaces and trees</i>	
Regarding trees and lack of contact	1
Total	1
<i>Other</i>	
Haven't noticed it	1
I just can't think of what I've been engaged with which is not a good thing	1
I'm not engaged much, so I'm not sure	1
Not aware of what they do	1
Not noticeable on regular basis	1
We don't know anything	1
Total	6
Total responses	74

Opportunities to engage or be consulted with on Council decisions

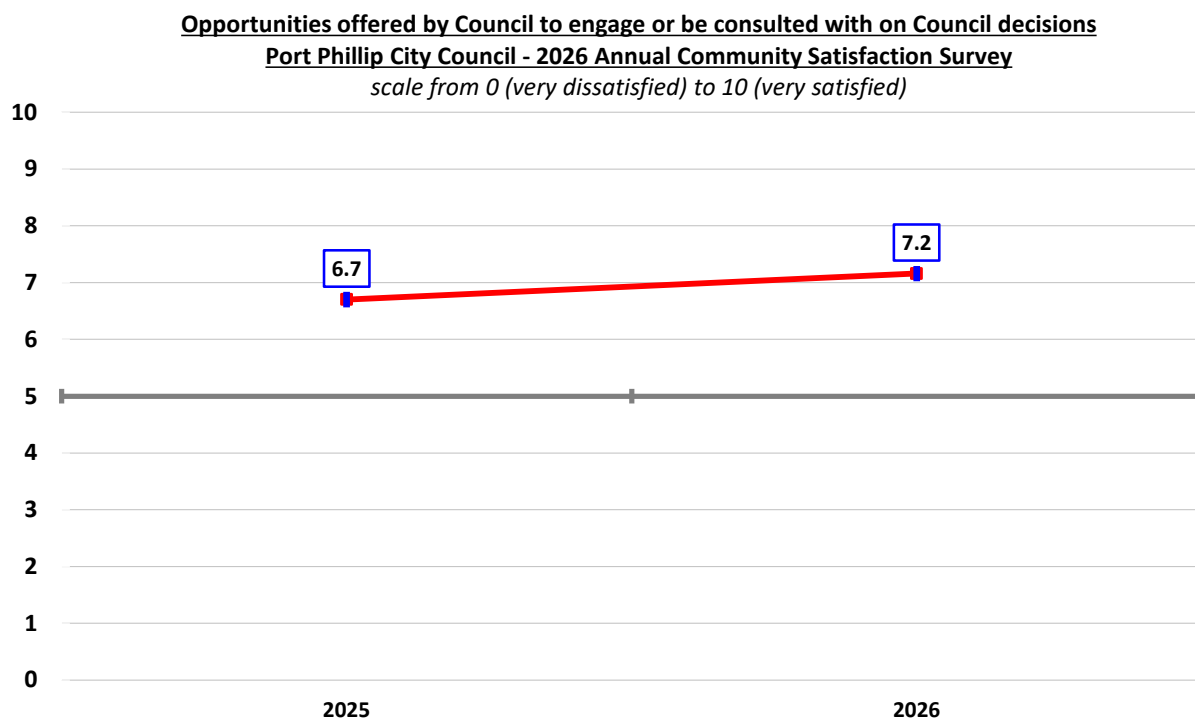
Satisfaction with the opportunities to engage or be consulted with on Council decisions increased measurably this year, up five percentage points (7%) this year, to 7.2 out of 10.

This remained a “good” level of satisfaction.

This result comprised 48% (up from 36%) “very satisfied”, and six percent (down from 10%) “dissatisfied” respondents.

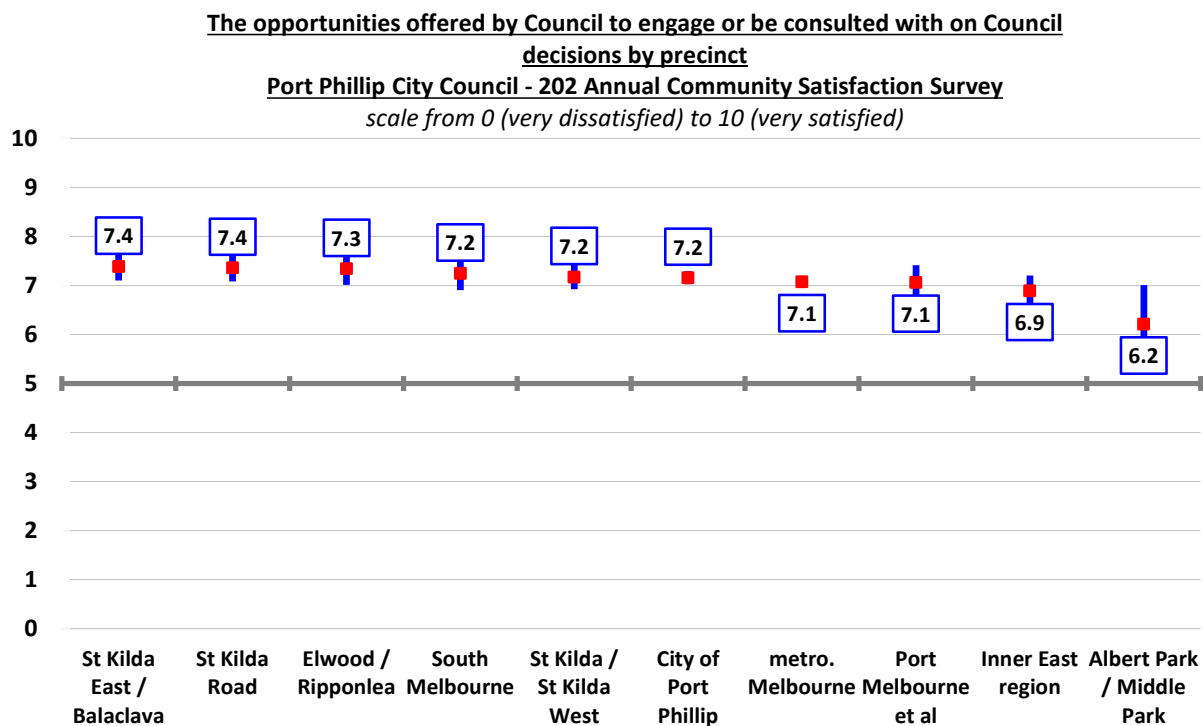
By way of comparison, this result was measurably (2pts) lower than the metropolitan average, but measurably (5pts) higher than the inner eastern region councils’ average.





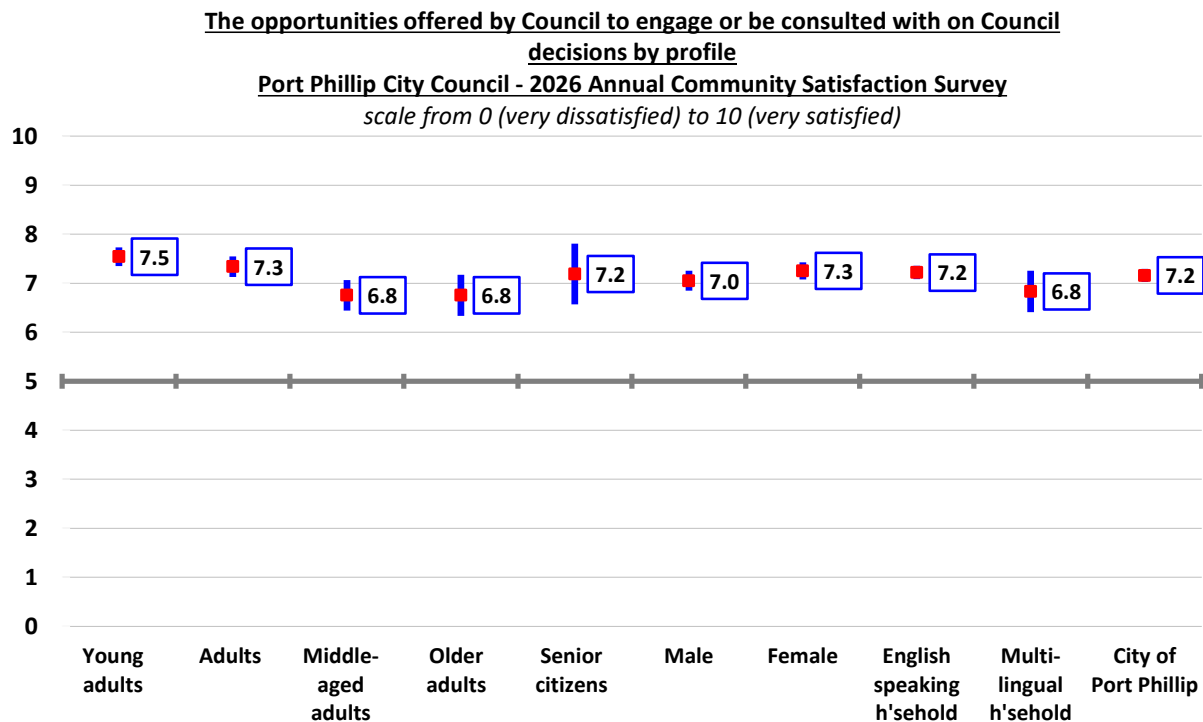
There was measurable variation in this result observed across the municipality, with respondents from Albert Park / Middle Park measurably (10pts) less satisfied than the municipal average, and at a “solid” rather than a “good” level.

By contrast, respondents from St Kilda East / Balaclava, St Kilda Road, and Elwood / Ripponlea were marginally more satisfied than average, and at “very good” rather than “good” levels.



There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably (2pts) more satisfied than average, and at a “very good” level. By contrast, middle-aged and older adults (aged 45 to 74 years) were notably (4pts) less satisfied than average, although still at “good” levels.

Male respondents were notably (3pts) more satisfied than female respondents, and respondents from English speaking households were measurably (4pts) more satisfied than respondents from multilingual households.



The following table outlines the 71 comments received from respondents in relation to the opportunities offered by Council to engage or be consulted with on decisions.

These comments have been broadly categorised as follows:

- | | |
|--|-------------|
| • Communication, consultation & provision of information | 44 comments |
| • Council's governance, management and performance | 10 comments |
| • Responsiveness | 9 comments |
| • General negative | 5 comments |
| • Other | 3 comments |



Reason for dissatisfaction with opportunities offered by Council to engage or be consulted with on decisions

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

Response	Number
<i>Communication, consultation, provision of information</i>	
Little / not enough opportunities to engage with the Council	7
Not aware of any opportunity	6
Little / not enough consultation done	3
Not enough info provided	3
No community outreach	2
No inputs taken from community	2
They tell you in the last minute / when it is too late	2
All the consultation is just for display they do not affect the decisions	1
Because I don't see anything unless you seek it	1
Community doesn't seem to be heard	1
Councillor is mostly unavailable	1
Give more opportunities for people to engage	1
I feel they make a show of getting community consultation, but they often don't take the advice from them	1
I think that there is a template and it doesn't allow for people to have their say effectively	1
I think they offer but you really have to be engaged I have to go to website and then go somewhere else it's not as easy	1
I'm not engaged much, so I'm not sure	1
It feels like it is consulting so that they can say that they did rather than genuine consultation to know what community wants	1
Need more engagement with community	1
Never hear from them unless it's for rates	1
There have been numerous things that didn't have consultation in the local area	1
There is a Facebook group for Albert Park, there are more communications there than from the Council	1
They just do it without consultation	1
This is the first contact I've had	1
Very hard to get in touch	1
We need more opportunities and advertise them	1
With engagement nothing is getting done	1
Total	44

Council governance, management and performance

Council goes through the process of getting community input but then makes the decision they want to make	1
Decisions are not made on the input of the local community	1
Decisions made and they engaged	1
Don't believe the agenda	1
Don't know the opportunities and what they are	1
I think our Council has already have an idea of what motion they will pass they already have their agenda	1



It's engineered	1
It's just bureaucratic, the decision is made before and then they give options that they've already decided on	1
It's too long to get parking restrictions	1
Think it's a rubber stamp rather than productive and effective solution	1
Total	10
<i>Responsiveness</i>	
Don't feel listened to / falls in deaf ears	2
There are opportunities but they never do anything with the feedback	2
I guess there is not so many opportunities, like we emailed and didn't get an answer	1
I have been to meet the Councillors' three times to discuss issues of importance and there is no follow up and no actions	1
I have seen them try to improve but they don't use feedback	1
They do nothing with the feedback. They don't do anything even if we call them up	1
They're asking for opinions and not listening, this is the most serious problem	1
Total	9
<i>General negative</i>	
I don't think it's real service	1
For the projects where they allowed good, but other case bad	1
It's always after the fact that they do it	1
Not very important	1
They do not care about what we say	1
Total	5
<i>Other</i>	
I haven't used the service	1
I just have not used it	1
It seems to be electronic	1
Total	3
Total responses	71

Representation, lobbying and advocacy

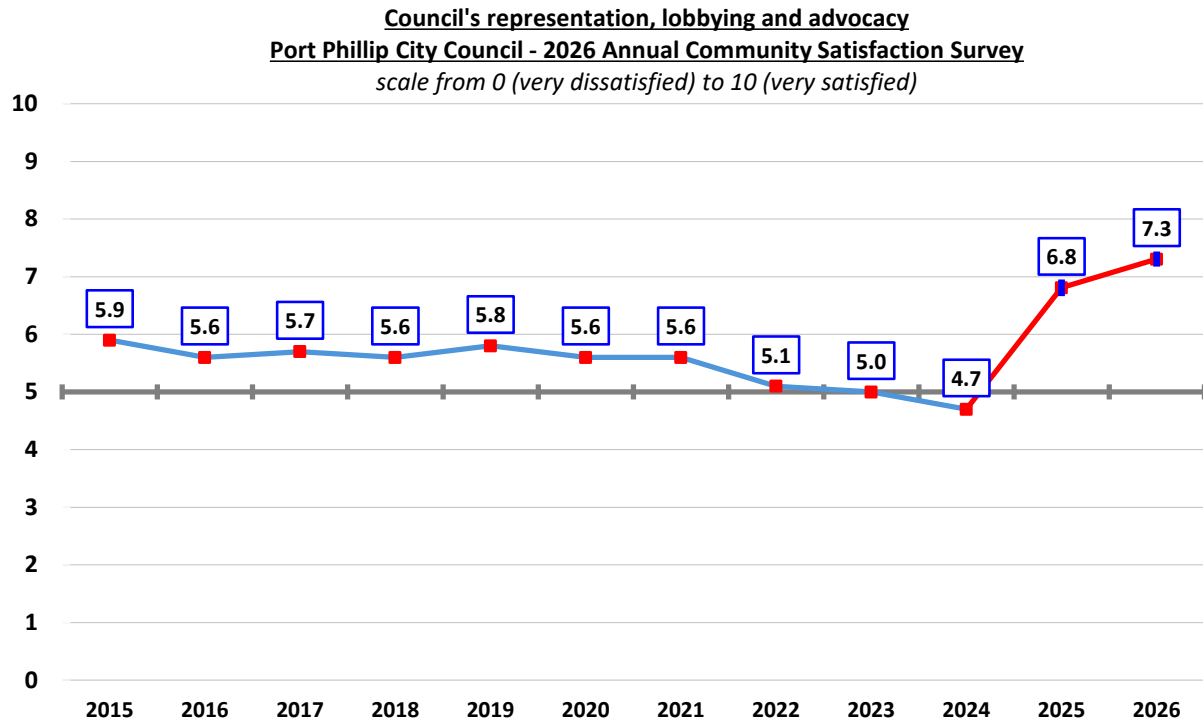
Satisfaction with Council's representation, lobbying, and advocacy performance increased measurably this year, up five percentage points (7%) this year, to 7.3 out of 10.

This was a "very good", up from a "good" level of satisfaction.

This result was measurably and significantly (16pts or 28%) higher than the long-term average satisfaction since 2015 of 5.7 out of 10, or a "poor" level of satisfaction.



This result comprised 50% (up from 38%) “very satisfied”, and five percent (down from 9%) “dissatisfied” respondents.

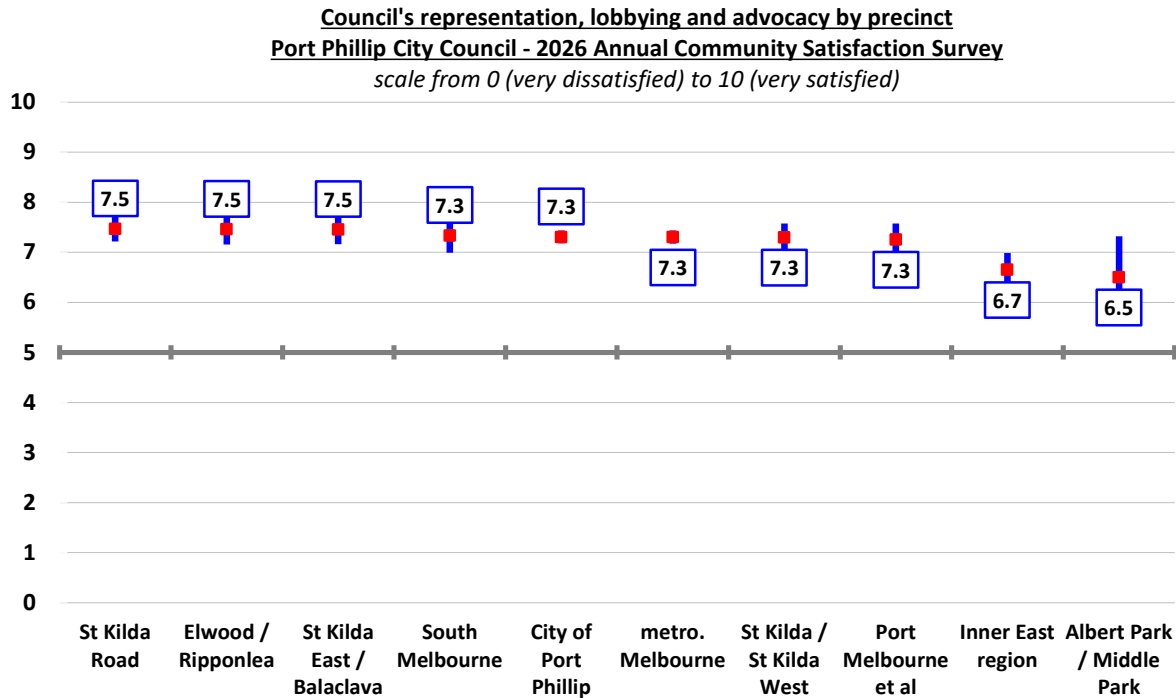


By way of comparison, this result was identical to the metropolitan average, but measurably (8pts) higher than the inner eastern region councils' average.

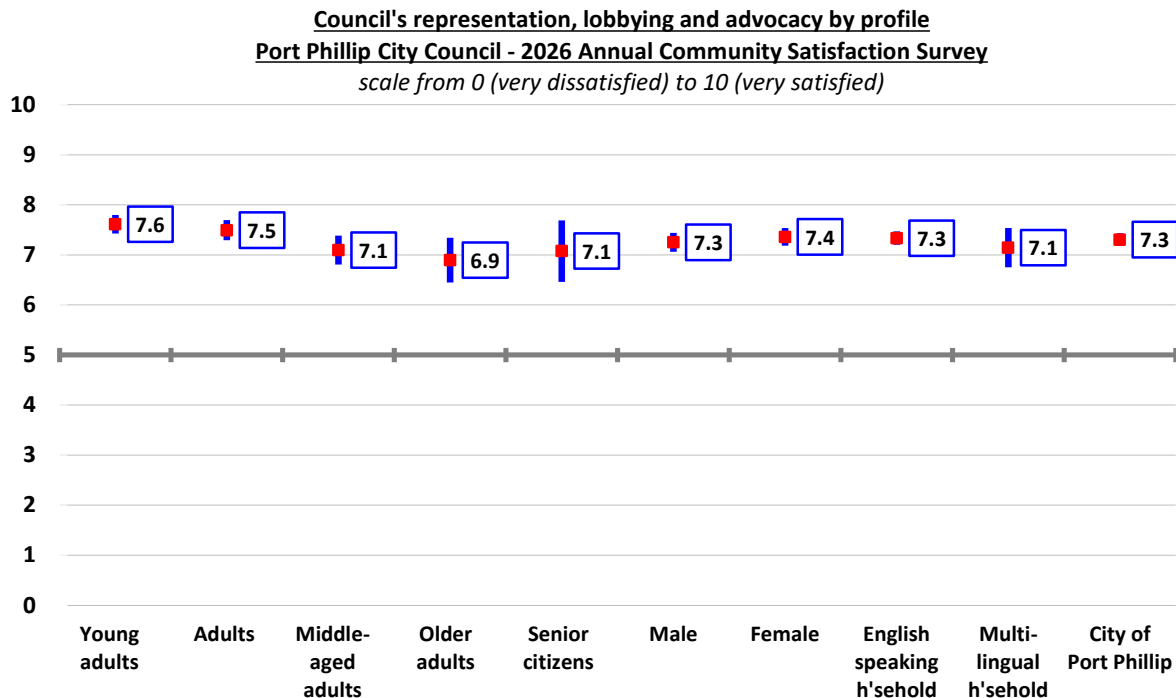
There was measurable variation in this result observed across the municipality, with respondents from Albert Park / Middle Park measurably (8pts) less satisfied than the municipal average, and at a “good” rather than a “very good” level.

Respondents from the remaining six precincts all rated satisfaction at “very good” levels.





There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably (3pts) more satisfied than average. By contrast, older respondents aged (aged 45 years and over) were somewhat (2pts to 4pts) less satisfied than average, and at “good”, rather than “very good” levels.



The following table outlines the 44 comments received from respondents in relation to Council’s representation, lobbying, and advocacy performance.



These comments have been broadly categorised, as follows:

- Not aware / do not know anything 14 comments
- Nothing / not enough done 9 comments
- Communication, consultation, provision of information 7 comments
- General negative 6 comments
- Council services and facilities 4 comments
- Safety, policing, crime 2 comments
- Council's representation, lobbying and advocacy 1 comment.

Reason for dissatisfaction with Council's representation, lobbying, and advocacy on behalf of the community

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Not aware / do not know anything</i>	
Haven't seen much of it	4
I don't know much / not aware about it	3
Never used / experienced it	2
I don't even know who is representing me	1
It happens but I don't hear about it	1
Just haven't been involved	1
Never heard of what they are advocating	1
Not sure what they do and how much they do	1
Total	14
<i>Nothing / not enough done</i>	
I don't think they do that / does not exist	4
I see no evidence they are trying to do good	1
Need more of it	1
No role for the Council	1
Poor	1
Virtually no representation evident	1
Total	9
<i>Communication, consultation, provision of information</i>	
Never hear from them unless it's for rates	2
I think because our Council is really happy to listen, but they only tick a box about consultation it's not a priority for them	1
No community outreach	1
No inputs taken from community	1



No opportunities	1
They're asking for opinions and not listening, this is the most serious problem	1
Total	7
<i>General negative</i>	
Because there is too much going on in the area and disrespect and they don't seem to be on top of it at all	1
I'm not happy with it	1
Seems ambiguous waste of money	1
They are highly incompetent	1
They are in it for their own benefit	1
They could try harder	1
Total	6
<i>Council services and facilities</i>	
I think they could be doing more to advocate for local infrastructure and school and support services for the elderly they don't do it enough	1
I want Council to focus on providing services and not getting into politics, focus on my roads and my infrastructure and faculties in the area	1
There have been some things with the management of the local parks with the Council not listening to the community they've fallen short on advocacy on behalf of the community	1
Too much bias to bike users	1
Total	4
<i>Safety, policing, crime</i>	
Advocate for more police in the area to minimise crime	1
Should focus community safety with government	1
Total	2
<i>Council governance, management and performance</i>	
It's just bureaucratic, the decision is made before and then they give options that they've already decided on	1
Total	1
<i>Council's representation, lobbying and advocacy</i>	
All to do with Albert Park there is no clear representation from the Council for the loss of amenities	1
Total	1
Total responses	44



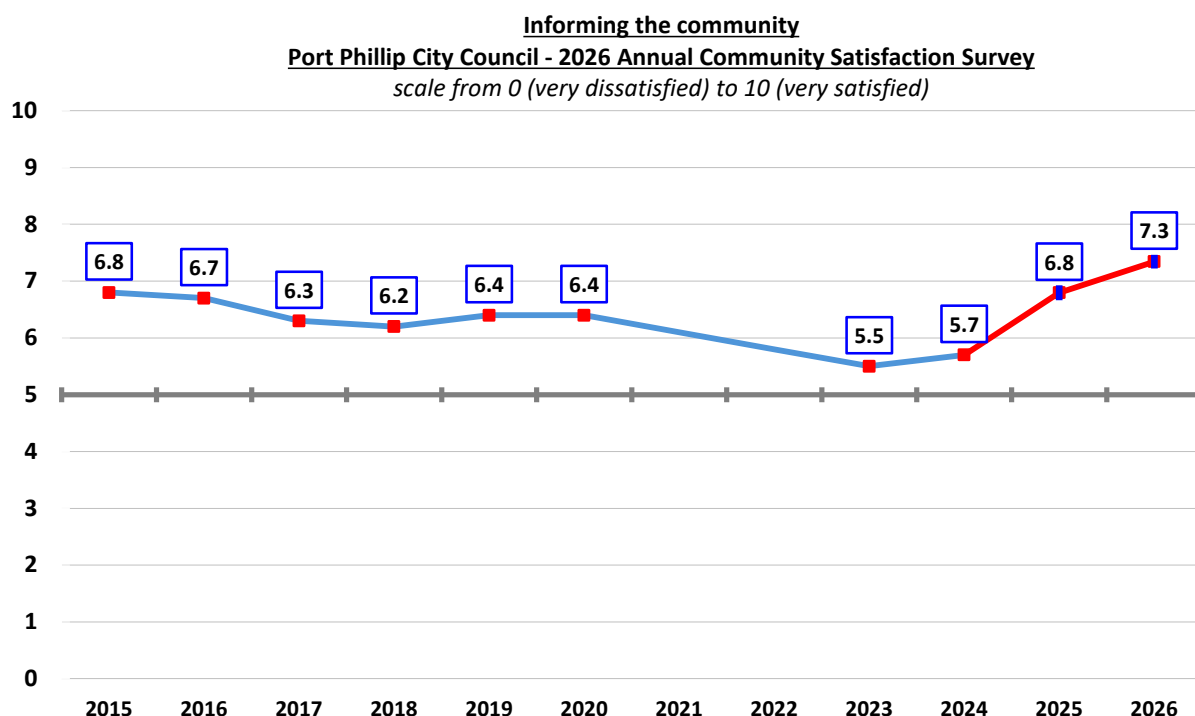
Informing the community

Satisfaction with Council’s performance informing the community increased measurably this year, up five percentage points (7%) this year, to 7.3 out of 10.

This was a “very good”, up from a “good” level of satisfaction.

This result was measurably and significantly (10pts or 16%) higher than the long-term average satisfaction since 2015 of 6.3 out of 10, or a “solid” level of satisfaction.

This result comprised 51% (up from 35%) “very satisfied”, and six percent (down from 9%) “dissatisfied” respondents.

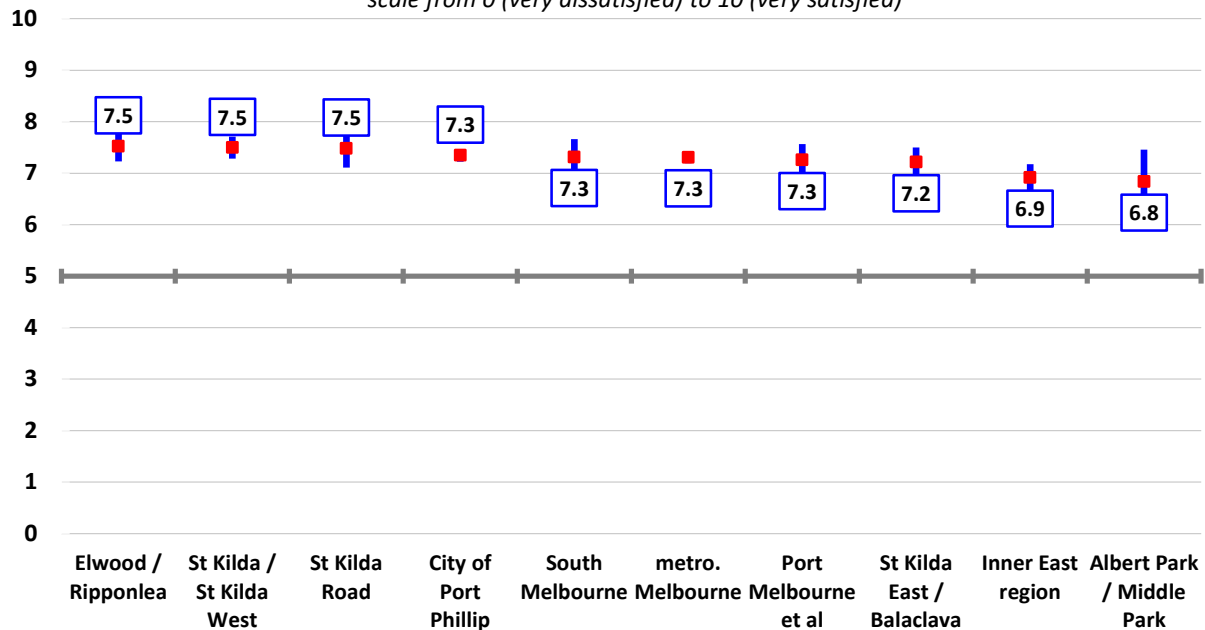


By way of comparison, this result was identical to the metropolitan average, but measurably (5pts) higher than the inner eastern region councils’ average.

While there was no measurable variation in this result observed across the municipality, respondents from Albert Park / Middle Park were notably (5pts) less satisfied than the municipal average, and at a “good” rather than a “very good” level.



Council's performance informing the community by precinct
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably (4pts) more satisfied than average.

By contrast, older respondents aged (aged 45 years and over) were somewhat (2pts to 3pts) less satisfied than average, and at “good”, rather than “very good” levels.

Respondents from English speaking households were notably (4pts) more satisfied than respondents from multilingual households.

Council's performance informing the community by profile
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The following table outlines the 64 comments received from respondents in relation to Council's performance informing the community.

These comments have been broadly categorised as follows:

- Provision of information 24 comments
- Communication 19 comments
- Consultation 8 comments
- General negative 6 comments
- Council governance, management and performance 3 comments
- Responsiveness 1 comment
- Other issues 3 comments.

Reason for dissatisfaction with Council's performance informing the community

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Provision of information</i>	
Council does not inform us about anything	11
I am not aware of / do not hear anything	4
We don't get enough information	2
Could provide more information on how their money is managed	1
I'm not seeing a whole lot	1
Information is not freely available	1
No one contacts you from the Council	1
Some things that were done we weren't informed	1
The diversity the communication is there but there is no information no communication about the Corduroy sewer is not there	1
We weren't informed about the Beacon Barak development	1
Total	24
<i>Communication</i>	
Very occasional letter drops	2
Very poor / no communication	2
We don't always hear about it	2
I don't see a newsletter; there is nothing in the paper	1
I haven't seen anything from them	1
It seems to be electronic and not good	1
It's only the newsletter Divercity	1
Never hear from them unless it's for rates	1
No proper notification of road construction	1
Once again, I refer to lack of correspondence about trees	1
They don't properly inform about roadworks	1
They rely too much one news	1



We don't hear much unless you look into it yourself	1
We don't really receive much from the Council rarely receive any letter	1
We get some letters, but we are not really engaged	1
Well, I don't know what they are doing in the local area	1
Total	19

Consultation

No community outreach	2
I feel like I'm consulted in stuff that happens locally but it's hard to get on track for broader City of Port Phillip and what's going on there	1
I have never been consulted have not received letter it would be nice to	1
I think they will inform us but won't consult us or accept recommendations	1
Need more engagement with community	1
Not enough consultation done	1
They do not consult, we decided to pay someone to cut the roots for us, they wanted us to get a Council permit for that. When we asked the Council for permission they just came and cut the root without informing us. Damaging our fence	1
Total	8

General negative

Could do better	1
Don't do much as used to	1
Just because it seems inconsistent how they do it	1
Need to be more proactive than reactive	1
Poor	1
They cover up how the rate money are spent by over servicing and the overheads are out of control	1
Total	6

Council governance, management and performance

The policy issue with homelessness	1
It's just bureaucratic, the decision is made before and then they give options that they've already decided on	1
The bureaucracy	1
Total	3

Responsiveness

Even if you reach out to them, they won't get back to you	1
Total	1



Other	
Haven't been involved / been engaged	2
Not concerned	1
Total	3
Total responses	64

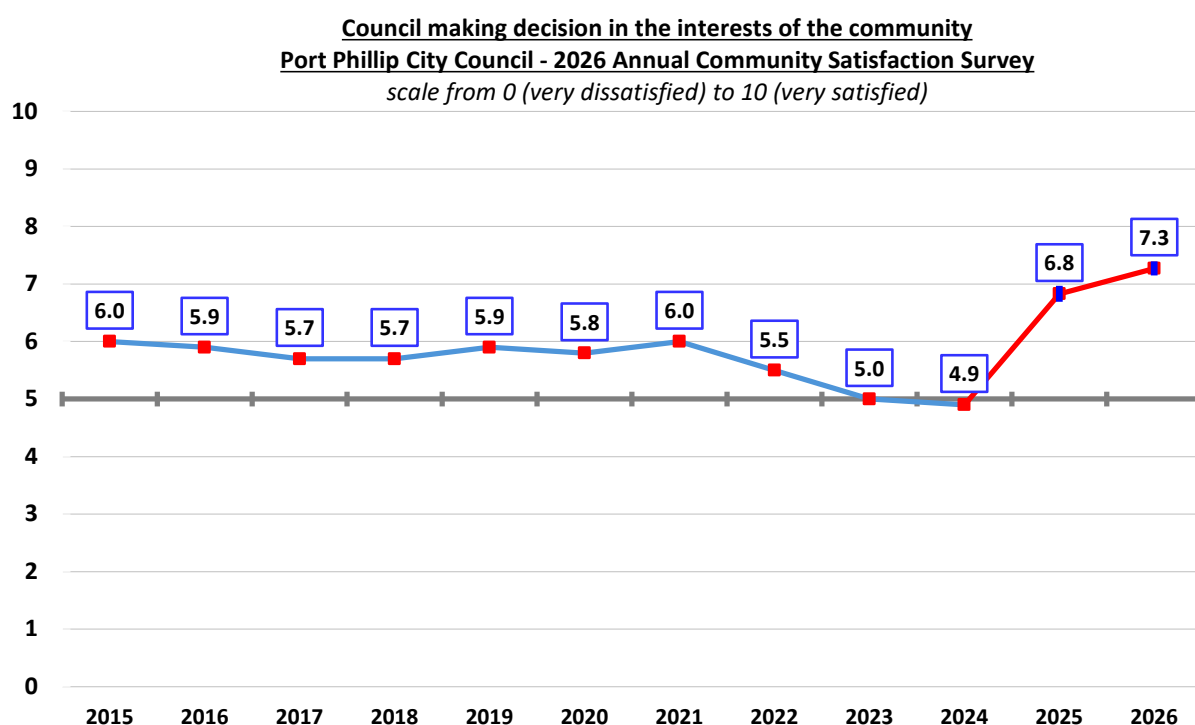
Making decisions in the interests of the community

Satisfaction with Council's performance making decisions in the interests of the community increased measurably this year, up five percentage points (7%) this year, to 7.3 out of 10.

This was a "very good", up from a "good" level of satisfaction.

This result was measurably and significantly (14pts or 24%) higher than the long-term average satisfaction since 2015 of 5.9 out of 10, or a "poor" level of satisfaction.

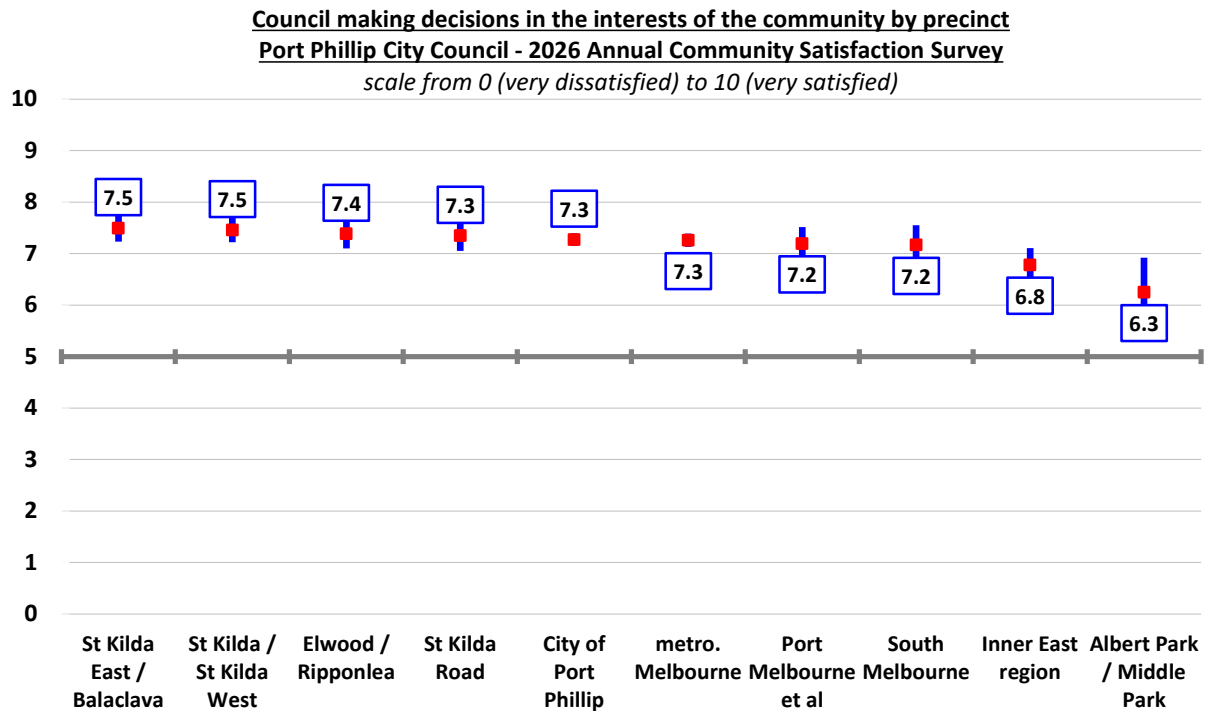
This result comprised 50% (up from 38%) "very satisfied", and six percent (down from 9%) "dissatisfied" respondents.



By way of comparison, this result was identical to the metropolitan average, but measurably (5pts) higher than the inner eastern region councils' average.



There was measurable variation in this result observed across the municipality, with respondents from Albert Park / Middle Park measurably (10pts) less satisfied than the municipal average, and at a “solid” rather than a “very good” level.

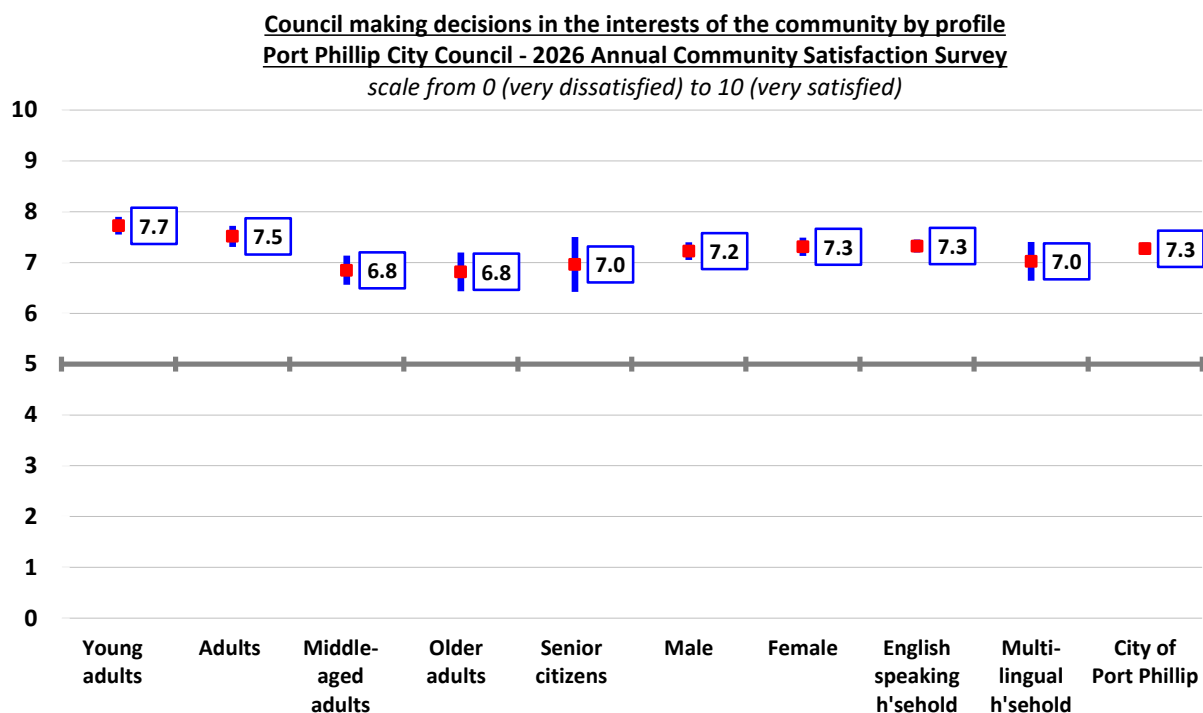


There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably (4pts) more satisfied than average.

By contrast, middle-aged adults (aged 45 to 59 years) were measurably (5pts), and older adults and senior citizens (aged 60 years and over) were notably (3pts to 5pts) less satisfied than average, and at “good”, rather than “very good” levels.

Respondents from English speaking households were notably (3pts) more satisfied than respondents from multilingual households.





The following table outlines the 84 comments received from respondents in relation to Council's performance making decisions in the interests of the community.

These comments have been broadly categorised as follows:

- Council's governance, management and performance 40 comments
- Communication, consultation and provision of information 22 comments
- Council services and facilities 8 comments
- General negative 7 comments
- Council priorities 2 comments
- Safety, security and policing 2 comments
- Other issues 3 comments.

Reason for dissatisfaction with Council making decisions in the interests of the community
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
<i>Council governance, management and performance</i>	
I don't see them making decisions for the interest of the community	5
I don't like anti-homeless laws / policy that they have imposed recently	2
They are becoming too political	2
Very inefficient / paperwork holds them up	2
Conflicts of interests	1
Councillors are trying to change things	1
Feels like a lot of decision are being made reactively not proactively solving them	1
I feel like there's a lot of bureaucracy that's there just because I don't think its practice	1



I think sometimes they seem to be there for their own career purposes and not caring for the community in longer term	1
If its interest of the community that's great. But its more often not	1
It takes a lot of time	1
It's a constant balance between the most cost effective and what benefits the community	1
It's in their interest	1
It's just a local Council they do stupid stuff	1
It's just bureaucratic, the decision is made before and then they give options that they've already decided on	1
Lobby groups that affect the decisions of Council	1
Makes decisions for the rich only	1
No productivity improvement, from a management point of view	1
Poor decisions	1
Run Council like a business	1
Sometimes they don't make the right decisions	1
Stick to the basics	1
The childcare decisions that were made was not in the interest of the community and same with homelessness in the local community	1
The Council seem to be making decision in the interest of the budget rather than the community	1
There have been some things with the management of the local parks with the Council not listening to the community they've fallen short on advocacy on behalf of the community	1
They make decisions to get re-elected	1
They need to think about the people	1
They only do what they think is good	1
They will do a lot for the person who is loudest but won't think of the consequences on the large scale of the community	1
They've lost their purpose	1
Too much personality politics	1
Too much red tape, everything with a permit from the Council is a hassle, inconsistent	1
Yet to see any positive decision about important issues like the eco centre, its unusable	1
Total	40

Communication, consultation and provision of information

Our issues / inputs are not taken into consideration	3
They don't listen to community	3
Not enough consultation done	2
Yet to see any positive consultation about important issues like the eco centre, its unusable	2
Believe that the consultation is undertaken but not followed through or any change that is positive is achieved after	1
I don't think they are listening to the consultations and for the urban area	1
Maybe Council should be communicating with residents rather than making it in their own interest, collaboration is important	1
Never hear from them unless it's for rates	1
No community outreach	1
No interest demonstrated in community feedback	1
Not enough communication about by laws	1
There is no use trying to talk to them	1
They put things in there without notifying the public or consultation with you	1
They're asking for opinions and do not listening, this is the most serious problem	1



Toilet blocks in primary school without informing the community of the danger	1
We're not having discussions about things	1
Total	22

Council services and facilities

I don't like anti-homeless laws / policy that they have imposed recently	2
No need for bike paths	1
The childcare decisions that were made was not in the interest of the community	1
The homelessness in the local community decisions that were made was not in the interest of the community	1
There have been some things with the management of the local parks with the Council not listening to the community they've fallen short on advocacy on behalf of the community	1
They refuse to cut the branch that is over my roof	1
Yet to see any positive decision about important issues like the eco centre, its unusable	1
Total	8

General negative

They don't do anything for community	2
Don't see it much	1
I don't think they do it	1
Look at Acland St	1
Not really doing any necessary helpful for the people	1
They are not actually what community thinks	1
Total	7

Council priorities

There is just too much emphasis on commercial revitalization rather than social investment in social fabric of St Kilda	1
They have businesses as priority	1
Total	2

Safety, security and policing

Carlisle St died and people didn't feel safe in the area, so we lost business	1
There is a huge safety issue here	1
Total	2



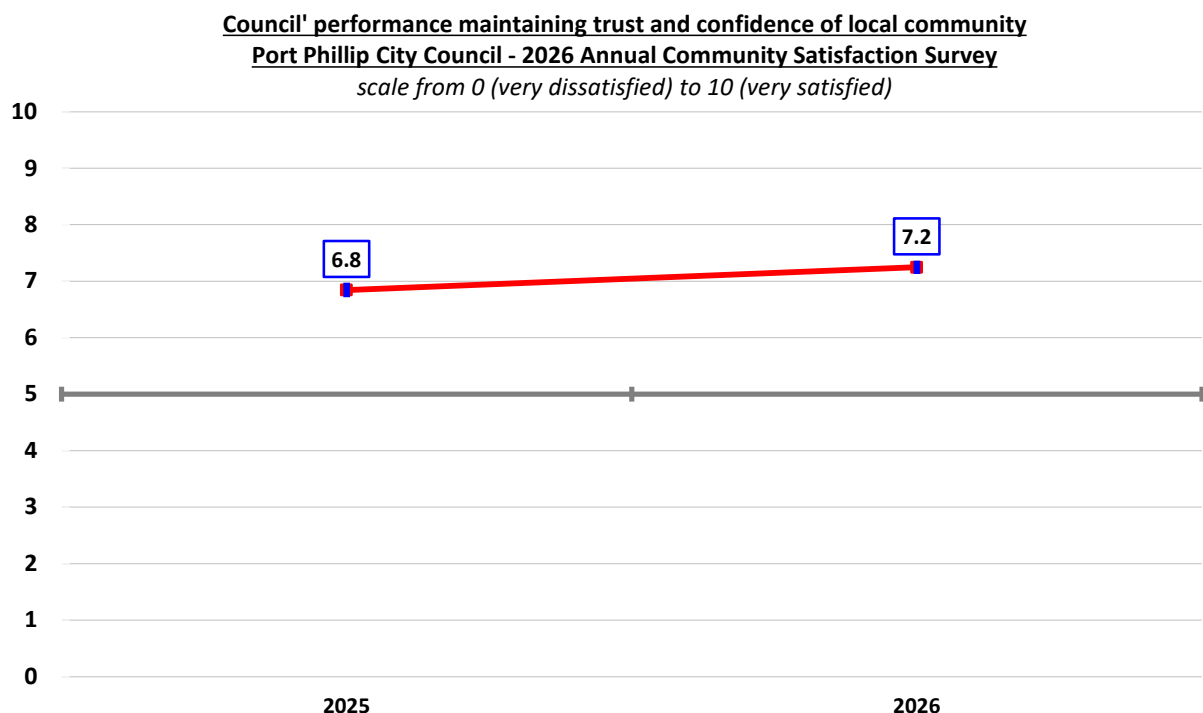
Other	
Don't know what they do for the community	1
I just don't know how the Council goes about it	1
They back minorities too often	1
Total	3
Total responses	84

Maintaining community trust and confidence

Satisfaction with Council's performance maintaining the trust and confidence of the community increased measurably this year, up four percentage points (6%) this year, to 7.2 out of 10.

This remained a "good" level of satisfaction.

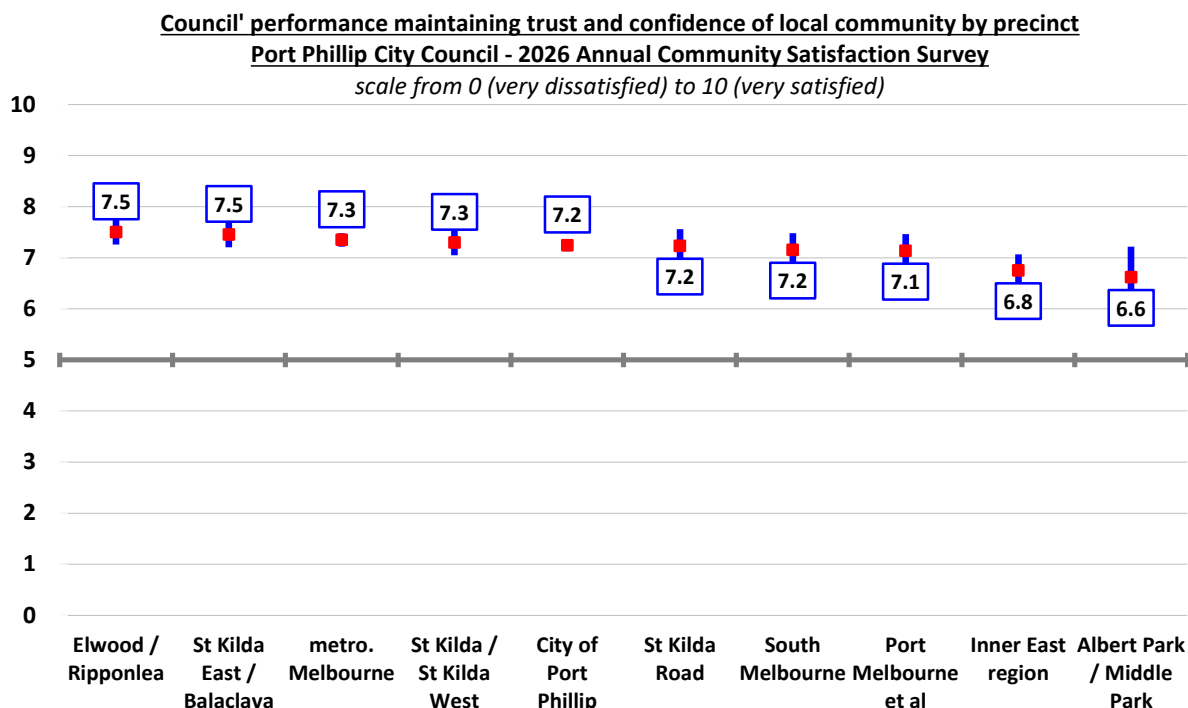
This result comprised 49% (up from 36%) "very satisfied", and six percent (down from 8%) "dissatisfied" respondents.



By way of comparison, this result was marginally (1pt) lower than the metropolitan average, but measurably (4pts) higher than the inner eastern region councils' average.

While there was no measurable variation in this result observed across the municipality, respondents from Albert Park / Middle Park were notably (6pts) less satisfied than the municipal average, and at a "good" rather than a "very good" level.

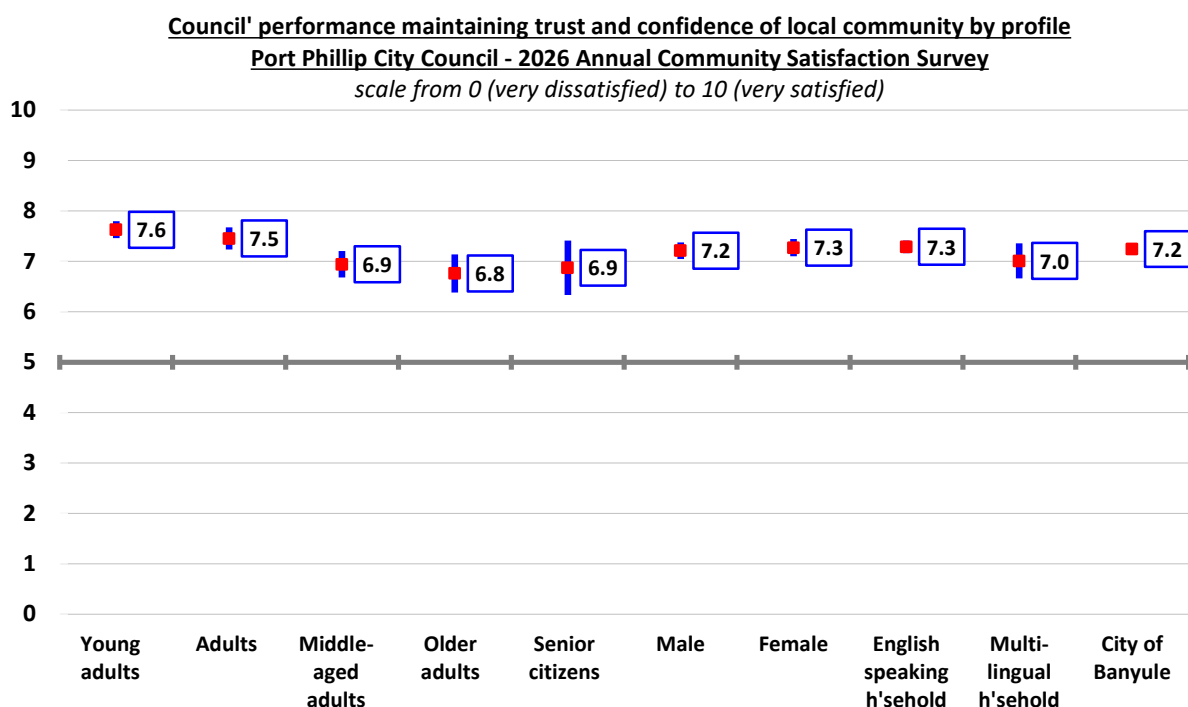




There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably (4pts) and adults (aged 35 to 44 years) were notably (3pts) more satisfied than average, and at “very good” levels of satisfaction.

By contrast, older adults (aged 60 to 74 years) were measurably (4pts) and middle-aged adults (aged 45 to 59 years) and senior citizens (aged 75 years and over) were notably (3pts) less satisfied than average, although still at “good” levels.

Respondents from English speaking households were notably (3pts) more satisfied than respondents from multilingual households.



The following table outlines the 58 comments received from respondents in relation to Council's performance maintaining the trust and confidence of the local community.

These comments have been broadly categorised as follows:

- General negative 14 comments
- Communication, consultation and provision of information 10 comments
- Council governance, management and performance 12 comments
- Council services and facilities 7 comments
- Safety, policing, crime related 3 comments
- Rates / charges and financial management 1 comment
- Traffic, roads and public transport 1 comment
- Other issues 10 comments.

Reason for dissatisfaction with Council's performance maintaining trust and confidence of local community

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>General negative</i>	
Just not trustworthy / no faith in them	6
A lot of local community Facebook pages have problems with the Council	1
I just don't trust government or authority	1
Needs to be worked on	1
No improvement	1
Poor	1
The Council is like a lot of politicians, they are not in touch with the community, and they don't have trust or faith. I need to make sure when the Council shakes my hand, they don't have their other hand in my pocket taking my money	1
They are not actually what community thinks	1
They don't do anything for community	1
Total	14
<i>Council governance, management and performance</i>	
I don't think they care about the local community	1
I think the inconsistency makes them not trustworthy	1
Inconsistent outcomes	1
Lack of performance	1
Need more opportunities to empowering the community with Council's decisions	1
The Council seem to be making decision in the interest of the budget rather than the community	1
They are corrupt	1
They don't seem to be representing my interest	1
They make poor decisions	1
They only do what they think is good	1



They only focus on minorities	1
They prioritise wrong things	1
Total	12

Communication, consultation and provision of information

There is no communication	2
It is not visible	1
Never hear from them unless it's for rates	1
No community outreach	1
No inputs taken from community	1
Not enough consultation done	1
Response times for complaints are slow	1
They don't listen to us or protect us	1
They're asking for opinions and not listening, this is the most serious problem, if they want trust they have to actually listen, there's no attempt to get consensus	1
Total	10

Council services and facilities

I think the management of homelessness and disadvantaged people and people with challenging behaviours has been poorly managed, the residents need protection too	1
Our footpaths have not been fixed yet	1
Our street looks like rubbish. The leaves are on the street and look bad	1
The anti-homeless laws and being part of local community for long enough I don't agree with them	1
The policy issue with homelessness	1
There is a lot of **** going around Acland St and St Kilda, with the disadvantaged people. People are complaining, are complaining about the sake of complaining	1
They did not do anything about dog parks that we need in the local area	1
Total	7

Safety, policing, crime

Bringing paedophiles into schools	1
This is an area with a lot of business, but the Council decided to bring public housing nearby and that has now led to the littering of streets and a lot of commotion at night	1
Too much money spent on us and not on security	1
Total	3

Rates / charges and financial management

Very high rates with very low delivery of service	1
Total	1



<i>Traffic, roads and public transport</i>	
Once again, the intersection was closed and it affected the whole street, it was someone who was outside of Port Phillip who got into the accident on that road and they listened to them more than the local residents who were more affected by the road closure	1
Total	1
<i>Other</i>	
We don't know what they do	4
Experiencing other neighbours do not achieve positive outcomes to matters that should be easy to resolve	1
Haven't noticed it	1
I have couple of neighbours that complain from time to time	1
Illegitimate lockdowns in COVID	1
Introducing drag queens into schools which parents have no say in	1
Massive difference between different areas like Albert Park and Balaclava	1
Total	10
Total responses	58

Providing “value for rates”

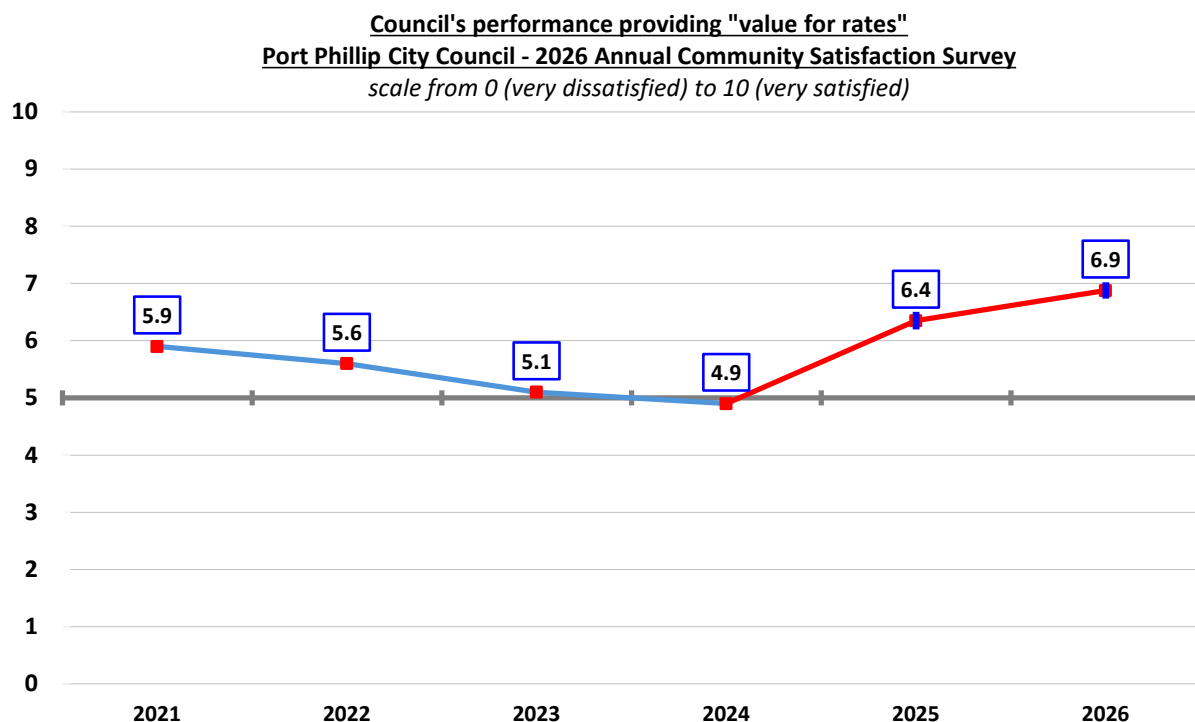
Satisfaction with Council’s performance providing value for rates increased measurably this year, up five percentage points (8%) this year, to 6.9 out of 10.

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

This result was measurably (11pts or 19%) higher than the long-term average satisfaction since 2015 of 5.8 out of 10, or a “poor” level of satisfaction.

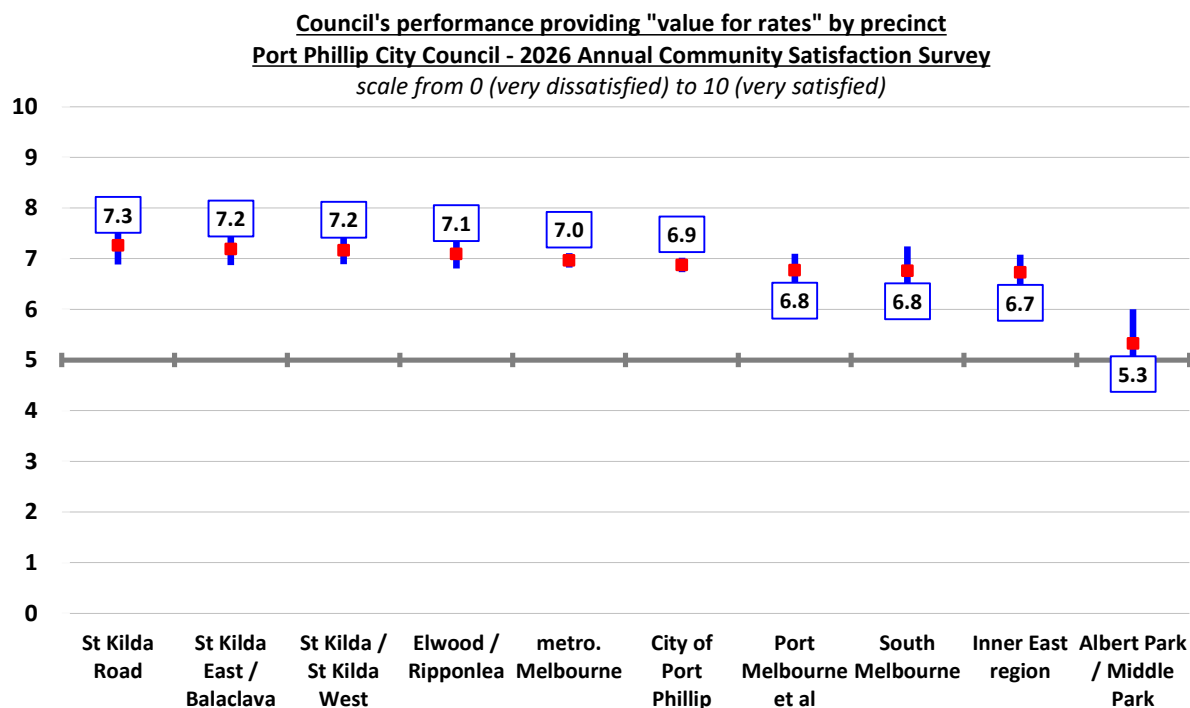
This result comprised 42% (up from 29%) “very satisfied”, and 10% (down from 16%) “dissatisfied” respondents.





By way of comparison, this result was marginally (1pt) lower the metropolitan average, but somewhat (2pts) higher than the inner eastern region councils' average.

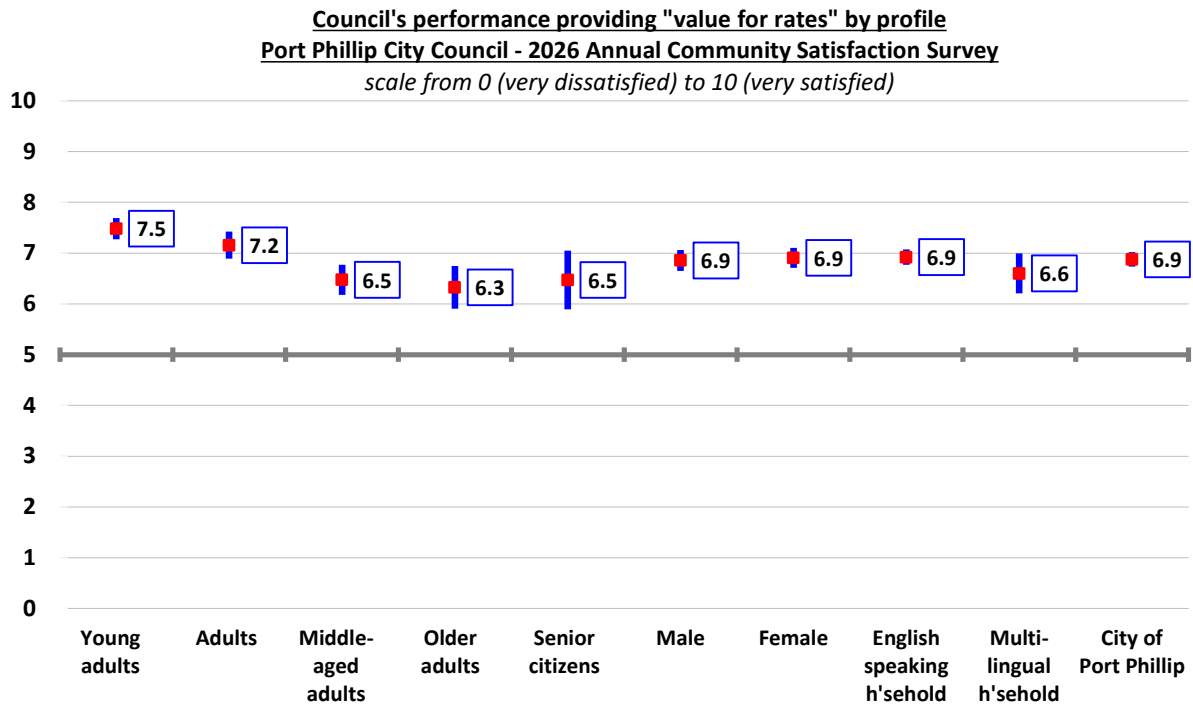
There was measurable variation in this result observed across the municipality, with respondents from Albert Park / Middle Park measurably and significantly (16pts or 23%) less satisfied than the municipal average, and at a "very poor" rather than a "good" level.



There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably (6pts) more satisfied than average, and at a “very good” level of satisfaction.

By contrast, older adults (aged 60 to 74 years) were measurably (6pts) less satisfied than average, and at a “solid” level. Middle-aged adults (aged 45 to 59 years) and senior citizens (aged 75 years and over) were notably (4pts) less satisfied, although still at “good” levels.

Respondents from English speaking households were notably (3pts) more satisfied than respondents from multilingual households.



The following table outlines the 10 comments received from respondents in relation to Council’s performance providing value for rates.

These comments have been broadly categorised as follows:

- | | |
|--|-------------|
| • High rates / no value | 76 comments |
| • Council services and facilities | 6 comments |
| • Financial management | 6 comments |
| • Communication, consultation and provision of information | 4 comments |
| • Council governance, management and performance | 3 comments |
| • General negative | 3 comments |
| • Infrastructure | 2 comments |
| • Roads, traffic and parking | 2 comments |
| • Other issues | 4 comments. |



Reason for dissatisfaction with Council's performance providing "value for rates"

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>High rates / no value</i>	
High / expensive rates	32
Rates are high compared to the services offered	7
No value for money	6
Rates always keep going up	5
Only collect the rubbish for thousands of dollars in rates	4
Extremely expensive but services are very poor despite having staff to do it	1
Huge increase in the rates over the past decades and few services, the Council support of rate payers is not as high as should be	1
I live in an apartment, and our building alone will generate a lot of money for them. I do not see much benefit for all that money	1
I pay 180 dollars to park outside my own house	1
I pay 6000 in rates, and they only collect my bin, that's a lot of money to pay for this service	1
I sweep myself; I replace my own electric pools replacement. But I still pay rates	1
Increasing costs	1
Is a bit expensive here and I don't really know what they used the money for	1
Rates are set to be overvaluing the properties	1
Rates going up with no noticeable increase in services	1
The hike in prices has not made a difference in the services provided, the services are the same, but we pay way more	1
The performance does not justify the rates	1
The rates are too high for us pensioners	1
The rates here are too high despite leaching off the hundreds of houses in the building.	1
There's a massive gap between the rates that are paid and the work being done	1
They are one of the most expensive rates in the city and we don't get a lot for it	1
They could do so much better for the rates paid and wasted money on issues not applicable to municipal government	1
They need to do more for this huge value	1
They should put it down a bit	1
Very high rates compared to other Councils	1
We get nothing back for what we pay. Other Councils are getting more while paying less	1
We pay thousands of dollars in rates. It is too expensive. There is nothing to show for it	1
Total	76
<i>Council services and facilities</i>	
Compared to cleanliness and services it is high	1
Failed to pick up bins occasionally	1
Lack of park maintenance	1
More money needed for homeless and the streets	1
Not enough services	1
The visible things like St Kilda festival doesn't seem to be well spent money	1
Total	6



<i>Financial management</i>	
They are wasting money	3
It doesn't appear to be self-control on the spending of the Council	1
There is too much waste of resources	1
They waste money, it's just crazy stuff	1
Total	6
<i>Communication, consultation and provision of information</i>	
I used to have a neighbour; she contacted the Council a lot and she did not get any responses	1
No community outreach	1
Not enough consultation done	1
Not enough is done for advertising and people don't know how to do that	1
Total	4
<i>Council governance, management and performance</i>	
Emphasis is not on issues of importance to the majority of the community	1
People just push their agendas	1
They don't seem to be representing my interest	1
Total	3
<i>General negative</i>	
Very poor	2
They don't do anything	1
Total	3
<i>Infrastructure</i>	
Hard to spend on big infrastructure than on needy things like roads	1
Need more upgraded infrastructure for the amount of money we pay	1
Total	2
<i>Roads, traffic and parking</i>	
Hard to spend on big infrastructure than on needy things like roads	1
Need more upgraded infrastructure for amount of money we pay	1
Total	2



Other	
All improvements seem to go to St Kilda, Albert Park and South Melbourne	1
Cost of living	1
There's a lot of events and visitors, but is Council actually getting the people taking advantage of the beach to pay rather than making us pay for it? People from outside the suburb should pay rates for things	1
They're not doing anything for businesses	1
Total	4
Total responses	106

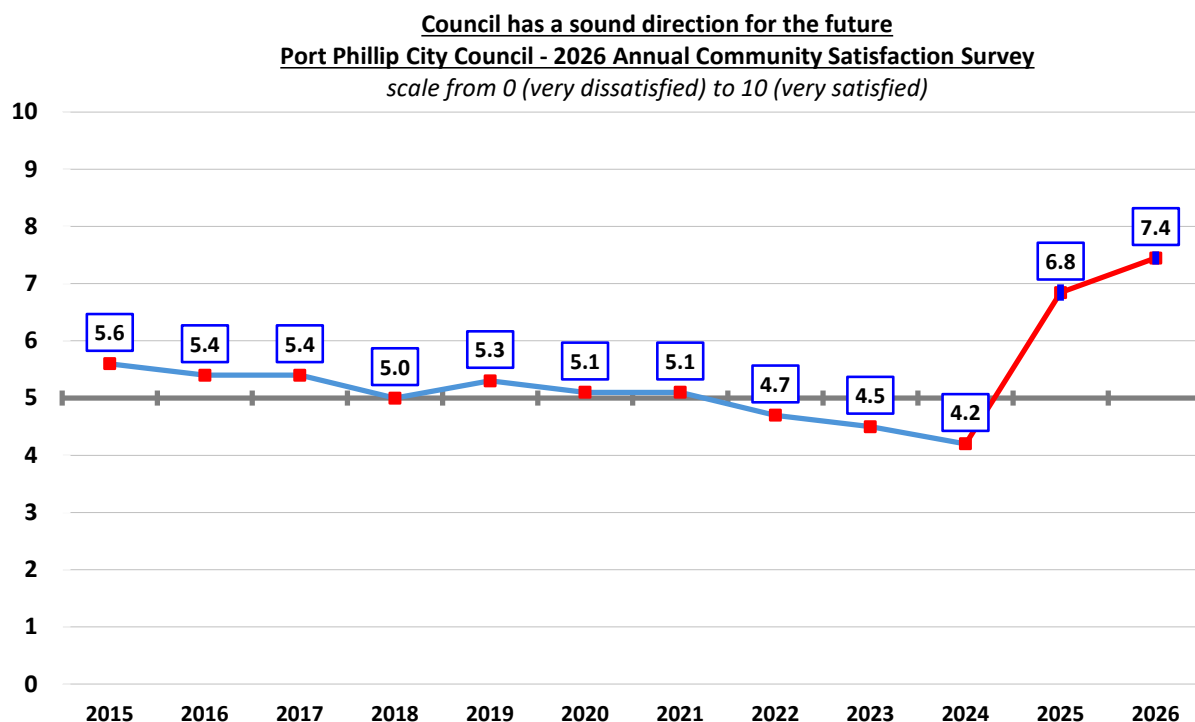
Council has a sound direction for the future

Satisfaction that Council has a sound direction for the future increased measurably this year, up six percentage points (9%) this year, to 7.4 out of 10.

This was a “very good”, up from a “good” level of satisfaction.

This result was measurably (20pts or 37%) higher than the long-term average satisfaction since 2015 of 5.4 out of 10, or a “very poor” level of satisfaction.

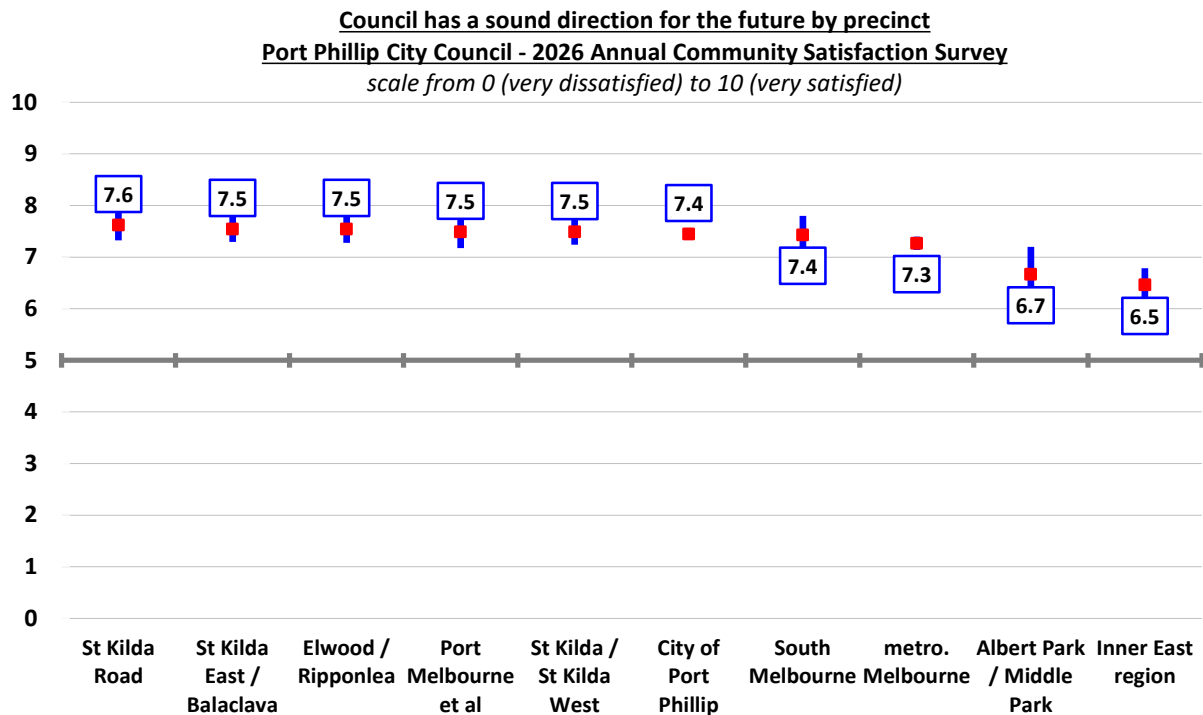
This result comprised 53% (up from 36%) “very satisfied”, and four percent (down from 9%) “dissatisfied” respondents.



By way of comparison, this result was marginally (1pt) higher the metropolitan average, but measurably (9pts) higher than the inner eastern region councils' average.

There was measurable variation in this result observed across the municipality, with respondents from Albert Park / Middle Park measurably (7pts) less satisfied than the municipal average, and at a “good” rather than a “very good” level.

Respondents from all the remaining six precincts rated satisfaction at “very good” levels.

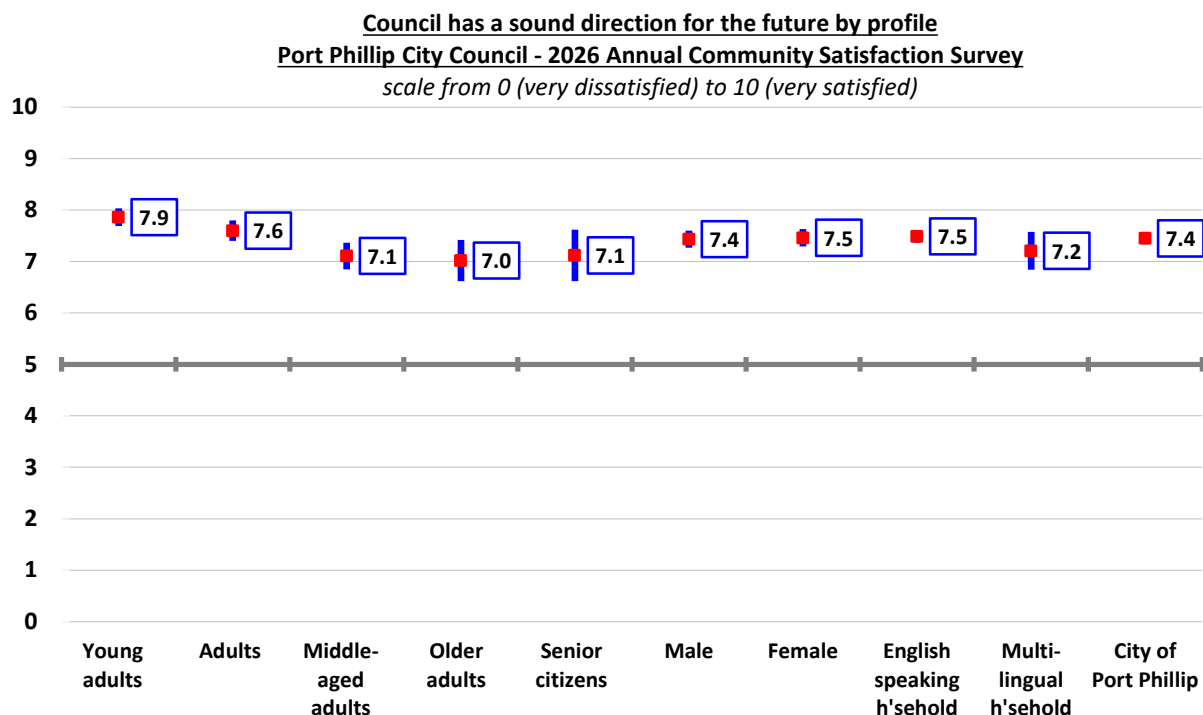


There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably (5pts) more satisfied than average, and at an “excellent” level of satisfaction.

By contrast, older respondents (aged 45 years and over) were notably (3pts to 4pts) less satisfied, and at “good” rather than “very good” levels.

Respondents from English speaking households were notably (3pts) more satisfied than respondents from multilingual households.





The following table outlines the 43 comments received from respondents in relation to Council having a sound direction for the future.

These comments have been broadly categorised as follows:

- | | |
|--|-------------|
| • Future planning and direction | 8 comments |
| • Not aware / do not know anything | 8 comments |
| • General negative | 7 comments |
| • Communication, consultation and provision of information | 5 comments |
| • Council governance, management and performance | 4 comments |
| • Environment, sustainability and climate change | 2 comments |
| • Homelessness / disadvantaged | 2 comments |
| • Safety, crime and policing | 2 comments |
| • Cleanliness and maintenance of area | 1 comment |
| • Planning, building and housing | 1 comment |
| • Other issues | 3 comments. |

Reason for dissatisfaction with that Council has a sound direction for the future
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
<i>Future planning and direction</i>	
A lot of the strategy plans are cookie cutter and copy and paste of previous versions	1
Don't know what's the direction	1
I don't know if they do, take it as it comes, they only see it as far as next election	1
No evidence of any direction	1



No future for them	1
No one has any idea; they are not future orientated	1
Objective is not clear	1
They don't listen so don't have future	1
Total	8

Not aware / do not know anything

I have no idea what they plan for future / direction	5
We are not aware / not sure of it	3
Total	8

General negative

They don't do anything for community	2
I doubt that	1
Keeps changing all the time	1
No, they don't	1
There is no satisfaction	1
Who can predict future	1
Total	7

Communication, consultation and provision of information

They have not told us what their direction is	2
Haven't noticed it	1
Need more engagement with locals	1
No inputs taken from community	1
Total	5

Council governance, management and performance

Poor management	1
Poorly run Council	1
They concentrate airy fairy stuff instead of the nitty gritty	1
They only do what they think is good	1
Total	4

Environment, sustainability and climate change

I don't think they are staying up to date on how they plant the trees, greenhouse effect	1
They are talking of good game in terms of renewables but that's about it	1
Total	2



<i>Homelessness / disadvantaged</i>	
Anti-rough sleeping laws and that they are going to send a *** fine for it	1
If the direction for the future is evidenced by the taking possessions from the homeless, it is not a good direction	1
Total	2
<i>Safety, crime and policing</i>	
Break-ins	1
Crime is a big issue	1
Total	2
<i>Cleanliness and maintenance of area</i>	
The streets of St Kilda are unloved, uncared and unmaintained in the local area	1
Total	1
<i>Planning, building and housing</i>	
I was told my house is going to be flooded in 100 years and I don't think this is sound advice, they wanted us to raise the house by 60mm because of that	1
Total	1
<i>Other</i>	
Businesses dying means fewer jobs for young people	1
COVID lockdown	1
Don't give it any thought	1
Total	3
Total responses	43

Meeting environmental responsibilities

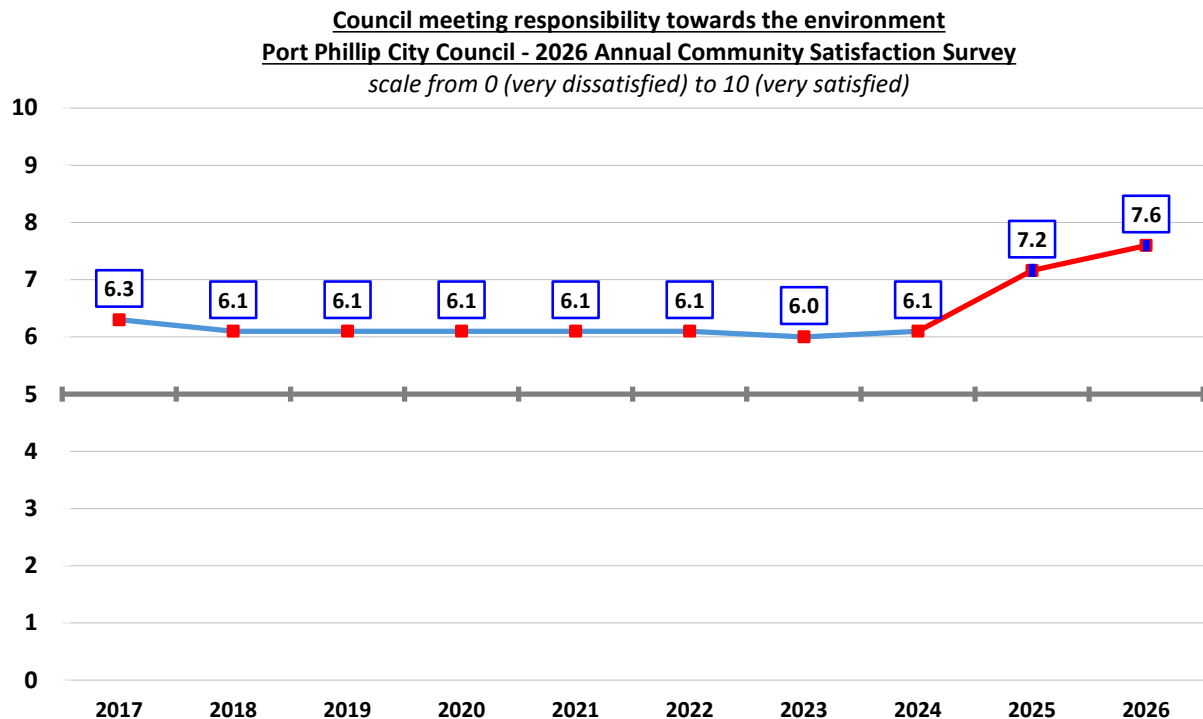
Satisfaction with Council's performance meeting its responsibilities towards the environment increased measurably this year, up four percentage points (6%) this year, to 7.6 out of 10.

This was a "very good", up from a "good" level of satisfaction.

This result was measurably (12pts or 19%) higher than the long-term average satisfaction since 2015 of 6.4 out of 10, or a "solid" level of satisfaction.



This result comprised 53% (up from 41%) “very satisfied”, and two percent (down from 5%) “dissatisfied” respondents.



By way of comparison, this result was marginally (1pt) lower the metropolitan average, but measurably (4pts) higher than the inner eastern region councils’ average.

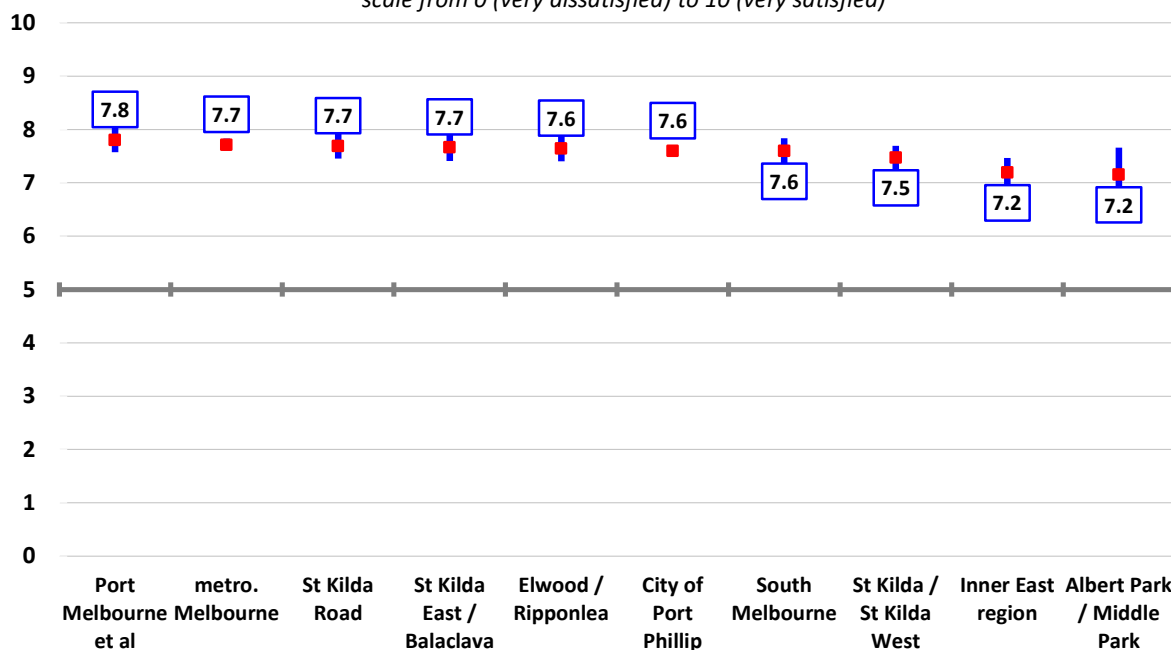
While there was no measurable variation in this result observed across the municipality, respondents from Port Melbourne et al rated satisfaction at an “excellent” level.

By contrast, respondents from Albert Park / Middle Park notably (4pts) less satisfied than the municipal average, and at a “good” rather than a “very good” level.

Respondents from all the remaining five precincts rated satisfaction at “very good” levels.



Council meeting its responsibilities towards the environment by precinct
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

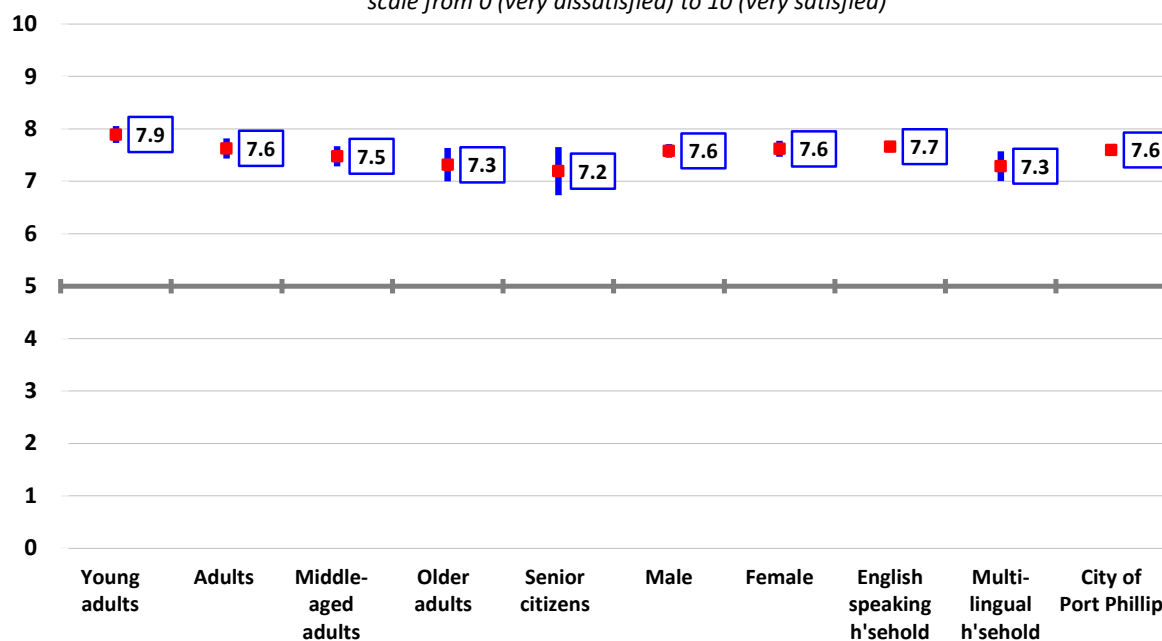


There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably (3pts) more satisfied than average, and at an “excellent” level of satisfaction.

By contrast, senior citizens (aged 75 years and over) were notably (4pts) less satisfied, and at a “good” rather than a “very good” levels.

Respondents from English speaking households were measurably (4pts) more satisfied than respondents from multilingual households.

Council meeting its responsibilities towards the environment by profile
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The following table outlines the 29 comments received from respondents in relation to Council meeting its responsibilities towards the environment.

These comments have been broadly categorised as follows:

- Environment, sustainability and climate change 12 comments
- Council governance, management and performance 4 comments
- General negative 4 comments
- Communication, consultation and provision of information 3 comments
- Parks, gardens, open spaces and trees 2 comments
- Waste management 1 comment
- Other issues 3 comments.

Reason for dissatisfaction with Council meeting its responsibilities towards the environment

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Environment / sustainability</i>	
I believe climate change is very bad for next generation	1
I think they do just the surface level stuff that they think they should be doing, like approving buildings to make it green	1
I think we have a very big flooding risk, I just think there should be more action in that area	1
I'm worried about the floods we have and the fish dying because of the water being too warm	1
No EV chargers no support for EV owners	1
The beach is very important to be cleaned and addressed and working with other bayside councils to fix it and with the city	1
They are doing bare minimum, and there is no investment in long term	1
They are talking of good game in terms of renewables but that's about it	1
They don't seem to care like they remove green spaces and stuff in the local area	1
They've done well on bush preservation	1
Untreated waste water going into the sea	1
Water bodies especially the Elwood canal should be more paid attention to that includes other water bodies connected to it. Maybe install litter traps because downstream gets swam on and it could be hazardous for swimmers	1
Total	12
<i>Council governance, management and performance</i>	
I think that they have a lot of plans like urban forest, but I don't see them moving much on those plans	1
It's not about the environment; it's about money and control	1
Poor management	1
State Government issue not Council, they should stick to the basics like rates and rubbish responsibilities	1
Total	4

<i>General negative</i>	
I don't think they care	1
Not at all	1
They're not doing enough	1
Waste of money they have done a lot of stupid programs with very little effect that cost a lot of money	1
Total	4
<i>Communication, consultation & provision of information</i>	
Don't think enough is being done to change the local community attitude to environment protection and climate change	1
I'm not aware of any green initiative	1
No inputs taken from community	1
Total	3
<i>Parks, gardens, open spaces and trees</i>	
Tree plantation and maintenance should be improved	1
We need more trees in the local area	1
Total	2
<i>Waste management</i>	
No rubbish collection on St Kilda Pier, it all goes in the water and affects marine animals and environment. All the rubbish ends up being disposed in the bay	1
Total	1
<i>Other</i>	
No idea / not sure	2
Other considerations aren't taken into account for example economic impact	1
Total	3
Total responses	29



Contact with Council

Contact with Council in the past 12 months

Respondents were asked:

“Have you contacted Port Phillip City Council in the past 12 months?”

In 2026, a total of 276 of the 901 respondents (31% down from 37%) who provided a response to this question reported that they had contacted Council in the last 12 months.

Despite the small decline this year, Metropolis Research notes that this was a larger proportion of respondents contacting Council in the last 12 months than has typically been observed elsewhere across metropolitan Melbourne in the post-pandemic period.

The 2026 metropolitan average recorded in *Governing Melbourne* was 20%, and the post-pandemic average (2023 to 2026) was 23%, and pre-pandemic (2010 to 2019) it was 23%.

Contacted Council in the past 12 months
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2026		2025
	Number	Percent	
Yes	276	31%	37%
No	624	69%	63%
Not stated	1		5
Total	901	100%	901

Reasons for contacting Council

Respondents who had contacted Council were asked:

“If yes, what was the reason for contacting Council?”

The 276 respondents who contacted Council in the last 12 months were asked the reason why they contacted Council.

This dataset is not designed to provide comprehensive insight into the reasons why residents have contacted Council over the last year, as Council will have more complete data on reasons for contacting Council available via a variety of in-house reporting mechanisms.

This question was included to provide some context around the satisfaction scores, as the reason why respondents contact Council can often impact on their satisfaction with aspects of customer service.

This can be the result of dealing with a different part of Port Phillip City Council but also may be the result of differing outcomes that respondents might receive, depending on why they contacted Council.

The most common reasons why respondents contacted Council related to rubbish and waste issues including recycling (27%) and car parking (19%). Reflecting the broad range of Council responsibilities, a range of other reasons for contacting Council were also evident in the table.

Reasons for contacting Council in the past 12 months
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents contacting Council providing a response)

Reason	2026		2025
	Number	Percent	
Rubbish inc garbage, recycling and hard waste	67	27%	28%
Car parking	46	19%	27%
Provision and maintenance of street trees	23	9%	8%
Building, planning, housing and development issues	14	6%	4%
Cleanliness and maintenance of area	14	6%	1%
Animal / pest management	10	4%	6%
Parks, gardens and open spaces	9	4%	2%
Road maintenance and repairs <i>(including roadworks)</i>	9	4%	1%
Illegal dumping of rubbish / abandoned vehicles	8	3%	3%
Council rates / charges	7	3%	2%
Communication and consultation	4	2%	1%
Drains maintenance and repairs	4	2%	1%
Street cleaning and maintenance	3	1%	1%
Traffic management	3	1%	2%
Footpath maintenance and repairs	2	1%	2%
Issues with neighbours	2	1%	0%
Noise	2	1%	0%
Quality and provision of community services	2	1%	0%
Sports, leisure, recreation facilities	2	1%	0%
Business related issues	1	0%	0%
Community activities, arts and culture	1	0%	0%
Community facilities	1	0%	0%
Enforcement of local laws	1	0%	0%
Graffiti / vandalism	1	0%	1%
Nature-strip issues	1	0%	1%
Pedestrian safety / crossings	1	0%	0%
Provision and maintenance of infrastructure	1	0%	1%
Safety, policing, crime	1	0%	0%
Services for the elderly and people with disability	1	0%	1%
Upkeep and care of private property, gardens, homes	1	0%	1%
Other	3	1%	1%
Reason not stated	32		23
Total	276	100%	330



Forms of contact

Respondents who had contacted Council were asked:

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

The 276 respondents who reported that they had contacted Council in the last 12 months were asked for the method by which they last contacted Council.

This question was included to provide more context around the satisfaction with aspects of customer service.

Metropolis Research has consistently found over many years that satisfaction with customer service can vary depending on the method by which respondents had contacted Council.

The most common methods by which respondents last contacted Council was by telephone during office hours (32% down from 39%), by submitting a form via the website (28% up from 23%), by email (17% down from 19%), and by Snap, Send, Solve (13% up from 7%).

The decline in the proportion of respondents who visited Council in person, down two percentage points to five percent this year, remains an important result.

This decline clearly reflects a new, post-pandemic norm of fewer visits in person to Council and more contacts via the website, email, and other methods.

Across metropolitan Melbourne, pre-pandemic, in the order of 15% to 20% of respondents who contacted their local council did so in-person.

Form of last contact with Council

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of respondents who contacted Council providing a response)

Response	2026		2025
	Number	Percent	
Telephone (<i>during office hours</i>)	89	32%	39%
Submitted form via the website	76	28%	23%
Email	47	17%	19%
Snap, Send, Solve	37	13%	7%
Visit in person at Council office	14	5%	7%
Mail	4	1%	1%
Social media (<i>e.g. Facebook</i>)	3	1%	0%
Telephone (<i>after hours service</i>)	2	1%	4%
Directly with a Councilor	2	1%	0%
Other	2	1%	1%
Not stated	0		1
Total	276	100%	330

Preferred method of contacting Council

Respondents who had contacted Council were asked:

“Was this your preferred method of contacting Council? If not, why do you say that?”

Consistent with the results recorded last year, the overwhelming majority (98% up from 97%) of respondents who contacted Council in the last 12 months reported that the method by which they contacted Council was their preferred method.

Preferred method of contacting Council
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents who contacted Council providing a response)

Response	2026		2025
	Number	Percent	
Yes	262	98%	97%
No	6	2%	3%
Not stated	8		10
Total	276	100%	330

The following table outlines the responses received from the six respondents who did not contact Council via their preferred method.

Reasons for not using preferred method of contacting Council
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents contacting Council providing a response)

Reason	2026	
	Number	Percent
First point of contact	1	17%
It's too difficult to go in because no one's available	1	17%
It was the only way	1	17%
Nobody picked up the phone	1	17%
Sometime phone is more effective than sending them an email	1	17%
To get more direct communication	1	17%
Total	6	100%



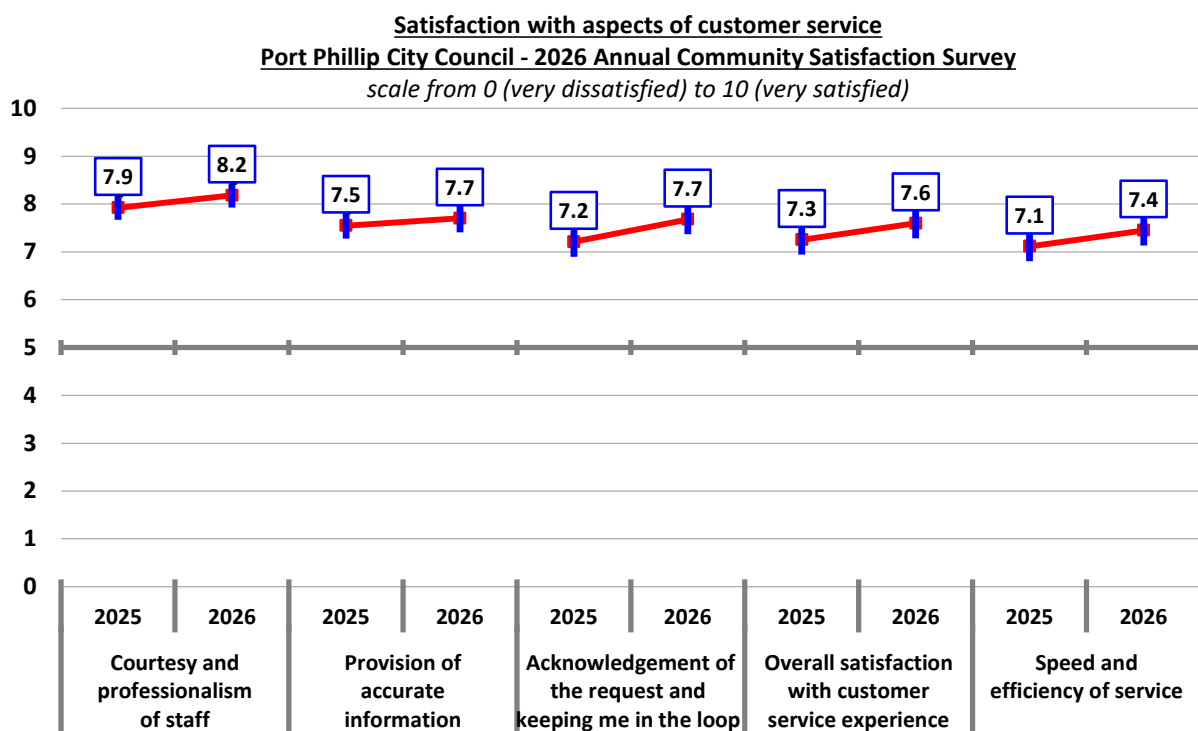
Satisfaction with Council's customer service

Respondents who had contacted Council were asked:

“On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of how you were served when you last interacted with Council? If any aspect rated 6 or less, what could have been improved upon?”

The 276 respondents who reported that they had contacted Council in the last 12 months were again in 2026, asked to rate their satisfaction with five aspects of customer service, including the ‘overall satisfaction with the customer service experience’.

The average satisfaction with these five aspects of customer service increased somewhat this year, up three percentage points (4%) to 7.7 out of 10, which remained a “very good” level of satisfaction.



It is noted that the overall satisfaction with the customer service experience was marginally (1pt) lower than the average satisfaction with all five aspects. This reflects the fact that satisfaction with the customer service experience is often heavily influenced by satisfaction with the speed and efficiency of service.

Satisfaction with these five aspects of customer service was best categorised as follows:

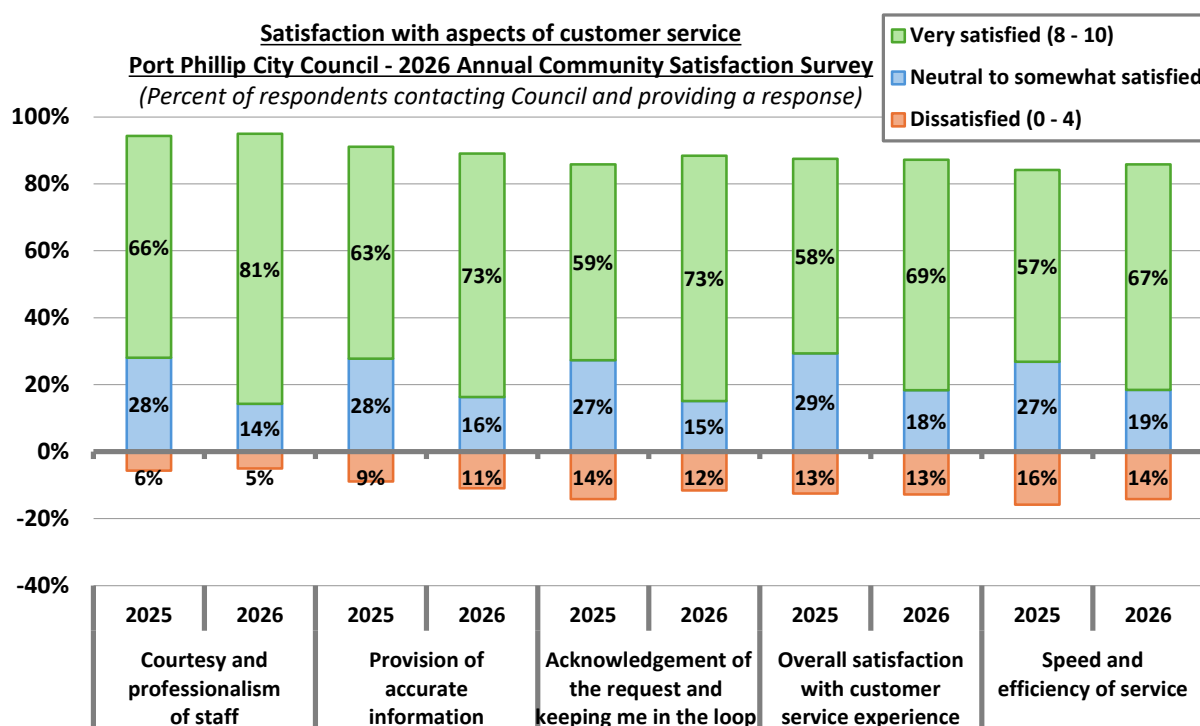
- **Excellent** – for the courtesy and professionalism of staff.
- **Very Good** – for the provision of accurate information, acknowledge of the request and keeping the respondent in the loop, and overall satisfaction with the customer service experience, and the speed and efficiency of service.



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

It is noted that more than two-thirds of the respondents who provided a score were “very satisfied” with all five aspects, with 81% (up from 66%) “very satisfied” with the courtesy and professionalism of staff.

It is, however, noted that 13% of respondents were again this year, “dissatisfied” with the overall customer service experience, and 14% (down from 16%) were “dissatisfied” with the speed and efficiency of service.



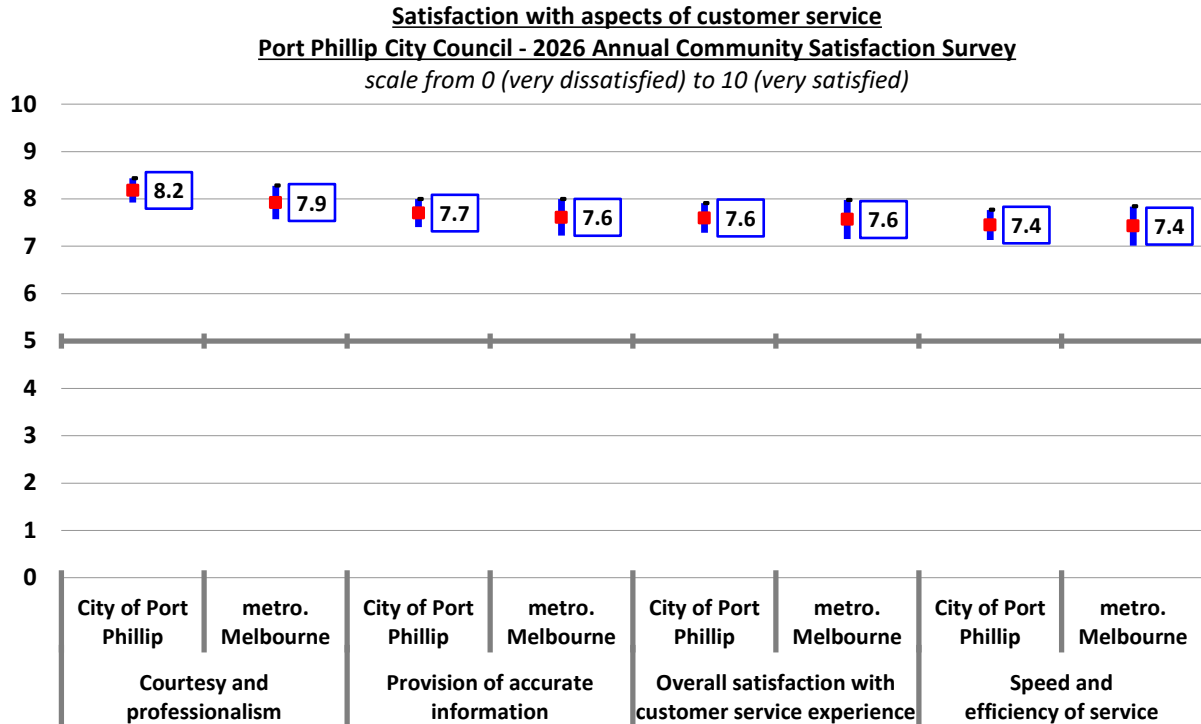
Four of the five aspects of customer service (excluding acknowledge of the request and keeping the respondent in the loop) were also included in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2026, using the same door-to-door, in-person survey methodology.

Satisfaction with all four of these aspects was identical to or marginally higher in the City of Port Phillip than the metropolitan average, with the average satisfaction for these four aspects marginally (1pt) higher in the City of Port Phillip.

This was a reversal of the results recorded last year, at which time the City of Port Phillip underperformed the metropolitan average by four percentage points.

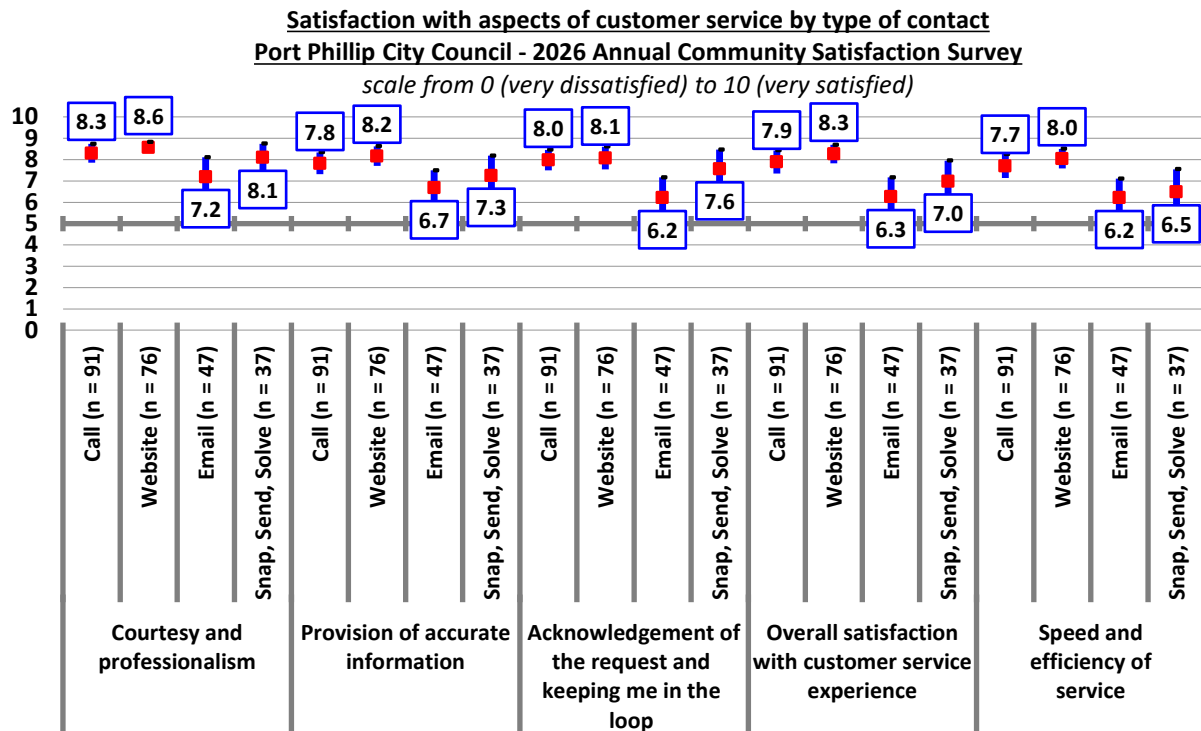
These results reinforce the improvement in customer service satisfaction recorded for the City of Port Phillip this year.





The following graph provides a comparison of satisfaction with the five aspects of customer service by the method of contacting Council. Caution should be exercised in the interpretation of these results given the small sample size for some of these methods.

The 47 respondents who emailed Council and the 37 respondents who used Snap, Send, Solve reported lower satisfaction than respondents who telephoned Council or visited the website.

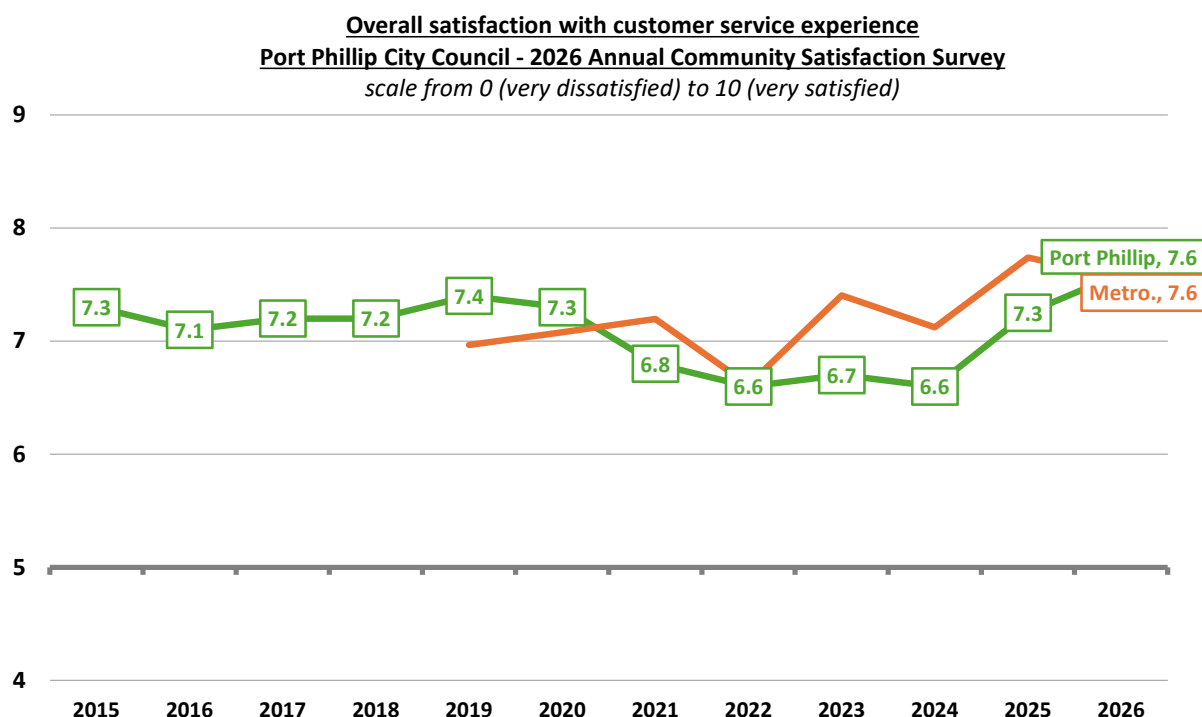


Overall satisfaction with customer service experience

Overall satisfaction with the customer service experience increased notably this year, up three percentage points to 7.6 out of 10.

This 2026 result was measurably (5pts) above the long-term average overall satisfaction with the customer service experience since 2015 of 7.1 out of 10, or “good”.

By way of comparison, this result was identical to the metropolitan average of 7.6 out of 10, which was an improvement on the result last year, at which time the City of Port Phillip underperformed the metropolitan average by four percentage points.

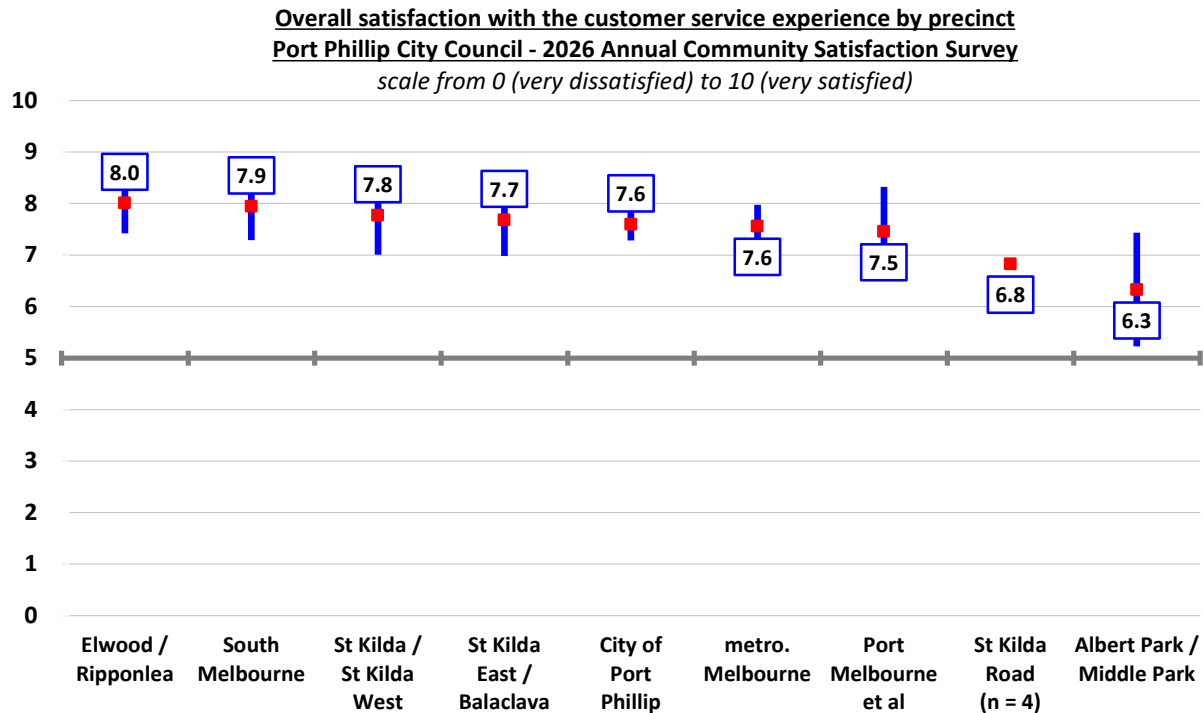


Noting the small sample size at the precinct level (approximately 39 respondents), there was no measurable variation in overall satisfaction with the customer service experience observed across the municipality.

Respondents from Elwood / Ripponlea, South Melbourne, and St Kilda / St Kilda West recorded “excellent” overall satisfaction with the customer service experience.

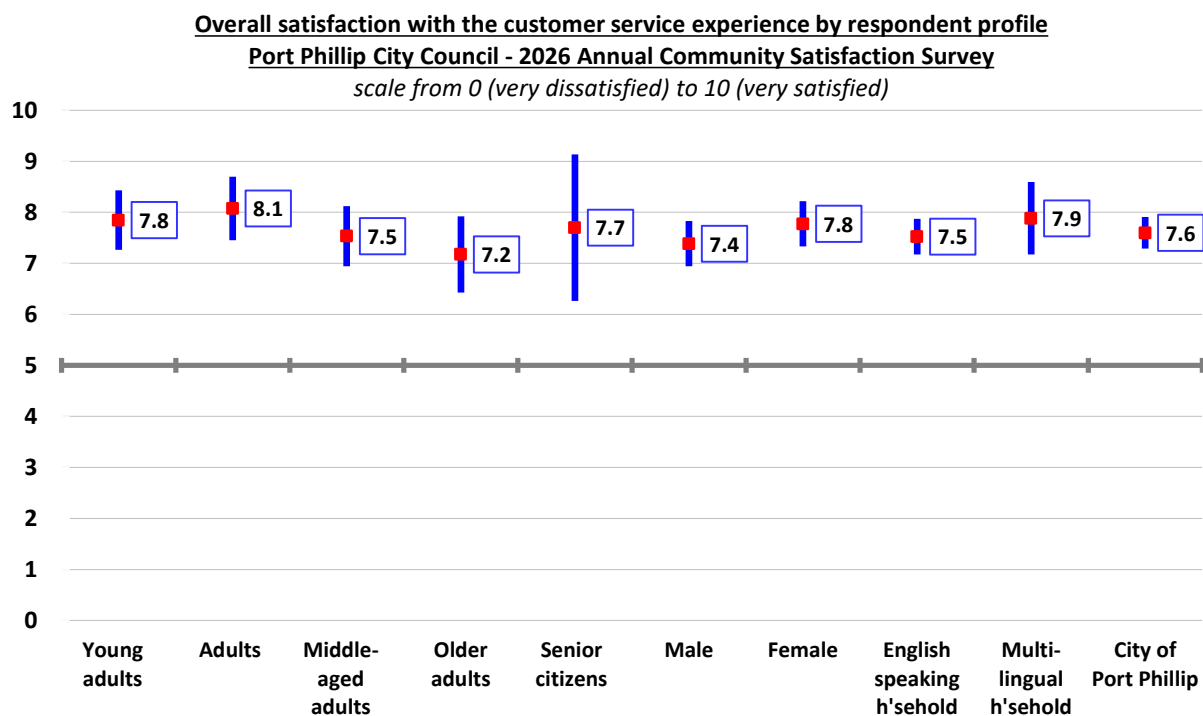
By contrast, 33 respondents from Albert / Middle Park were notably (15pts) less satisfied than average, and at “solid” rather than a “very good” level.





While there was no measurable variation in overall satisfaction with the customer service experience observed by respondent profile, young adults and adults (aged 18 to 44 years) were somewhat (2pts and 5pts) more satisfied than average and at “excellent” levels. By contrast, older adults (aged 60 to 74 years) were somewhat (4pts) less satisfied, and at a “good” rather than a “very good” level.

Male respondents were somewhat (4pts) more satisfied than female respondents, and respondents from English speaking households were somewhat (4pts) more satisfied than respondents from multilingual households.



Improvements to aspects of customer service

There was a total of 65 responses received from respondents as to suggested improvements to customer service.

These comments have been broadly categorised as follows:

- Issue not addressed / resolved / dealt with 20 comments
- No feedback / updates / follow-up 18 comments
- Slow / inefficient process 8 comments
- Better clarity of communication, information 5 comments
- Need better / quicker attention and response 3 comments
- Quicker / better service 2 comments
- Better / more knowledge and interest of person 1 comment
- Better / more user-friendly website, online portal 1 comment
- The ease of contacting Council 1 comment
- Commentary on underlying issues 6 comments.

The prominence of comments around the speed and efficiency of service (including resolving the issue) were noted, and consistent with satisfaction with the speed and efficiency of service recording the lowest satisfaction score this year (7.4 up from 7.1 out of 10, or “very good”).

Improvements to aspects of customer service
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Issue not addressed / resolved / dealt with</i>	
Haven't resolved it / no action taken / issue not addressed	9
Addressing the issue with more care	1
Didn't get it resolved. I didn't receive the bins	1
Graffiti had not been handled and there are other graffiti now. Even if it is justice related it should not be done	1
I have contacted them several times regarding tree in front of my house. They haven't done anything	1
Issue is not sorted. It's been on nature strip for 6 weeks	1
It was closed without resolution	1
Still had to pay the fine	1
They are refusing to deal with the actual issues, and they are passing me around the different departments they don't accept the responsibility for the problem	1
They could have done something to alleviate the problem	1
They did not pay back the neighbour for the damage they caused him	1
They didn't do anything despite multiple reports	1
Total	20



<i>No feedback / updates / follow-up</i>	
Have not had a response from the Council	5
Lack of follow up	2
Because the issue they can't answer on the spot they don't really care to follow up with or they ignore it	1
Because we are not getting any response if we call there is no answer, so we just send snap send and solve so we track the actual response	1
I had an issue with parking but all I got was a recorded message and no one replied	1
I haven't got response. Please give me update regarding my request at Wordsworth St	1
It was appalling the trees; I haven't had a response from the email from the December has been going on for the past 7 years	1
No one had gotten back to me only one person has turned up 6 months the tree is still there I have offered to replace it. We have literal faeces and condoms on the street, and no one cleans it	1
No response, no interest in the inquiry. No one ever called me back	1
Nobody responded or tried to help me	1
Still waiting for a reply to my query. They just came and cut one root, left the other one as is. The roots are visible on the nature strip	1
They didn't come look at the problem	1
You pay a fee for application for parking, and they created this black hole, no emails to create where it's at. It had a single status which in process I probably must ring them to find out	1
Total	18
<i>Slow / inefficient process</i>	
They took a long time	3
It's very bureaucratic	1
Privacy restrictions the Council follow slow down response	1
The system is not quite right, it's just difficult	1
Took 3 or 4 months to resolve it and issue parking permit	1
We had to wait for the resolution	1
Total	8
<i>Better clarity of communication, information</i>	
Communication and action	1
I still have not gotten any useful information	1
No communication	1
Not very accurate info being provided regarding parking in general	1
They have not communicated properly	1
Total	5
<i>Need better / quicker attention and response</i>	
Do an action and follow through	1
Get responses quick	1
Lack of attention to details	1
Total	3



<i>Quicker / better service</i>	
Communication speed	1
Doing it faster - speed	1
Total	2
<i>Better / more knowledge and interest of person</i>	
They didn't know what was going on, too eager to handwave	1
Total	1
<i>Better / more user-friendly website, online portal</i>	
The website is too difficult	1
Total	1
<i>Ease of contacting Council</i>	
Better to be available anytime	1
Total	1
<i>Commentary on underlying issues</i>	
Because so many of us, 75 percent of Port Phillip didn't want the rules changed and the Council changed them anyways	1
Council rates, cost of rubbish collection and tax collection	1
General feeling that our rates are not going towards meaningful change in our community	1
Less aggression	1
More professionally rather than protecting the staff	1
They ask our opinion when they've already made their mind up, e.g. the encampment	1
Total	6
Total responses	65

Planning and housing development

Satisfaction with the appearance and quality of new developments

Respondents were asked:

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

Respondents were again in 2026, asked to rate their satisfaction with three planning and development outcomes in the City of Port Phillip.



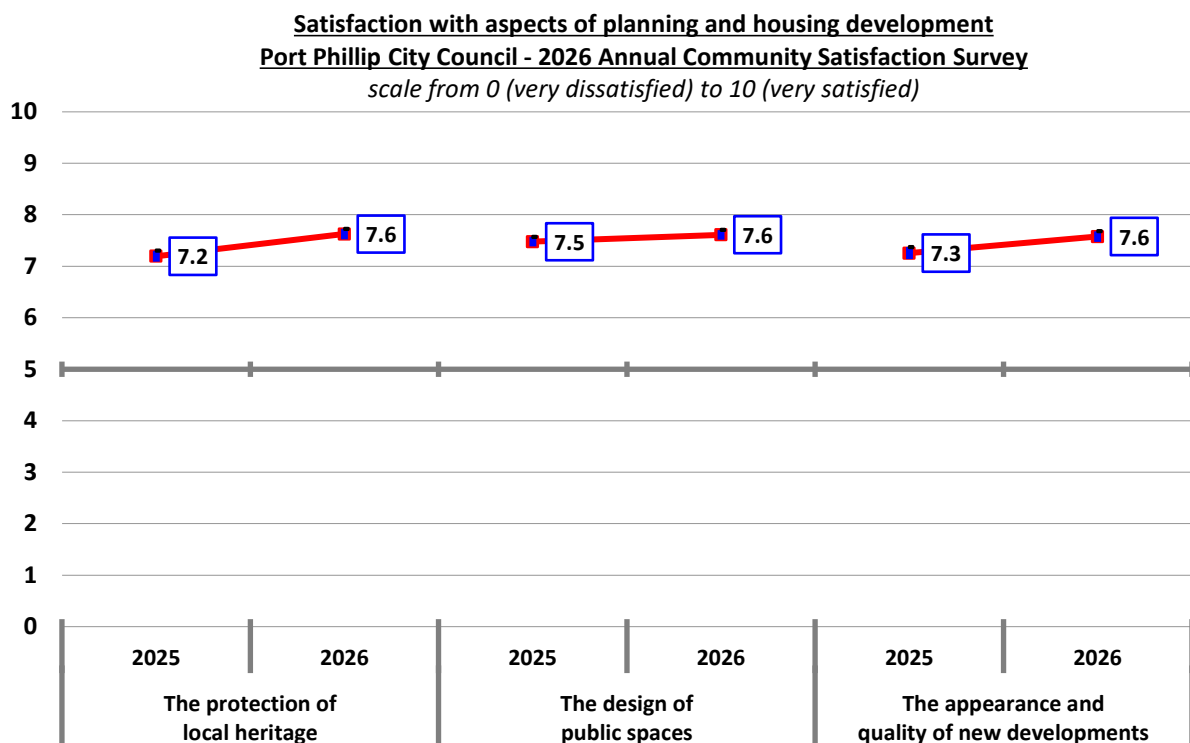
The average satisfaction with these three planning and development outcomes increased somewhat this year, up three percentage points to 7.6 out of 10, although it remained at a “very good” level.

Satisfaction with all three planning and development outcomes were categorised as “very good” this year.

The measurable (4pt) increase in satisfaction with the protection of local heritage was the standout positive result this year.

These results reflect a high level of community satisfaction with planning and development outcomes in the City of Port Phillip, and at levels higher than the metropolitan average.

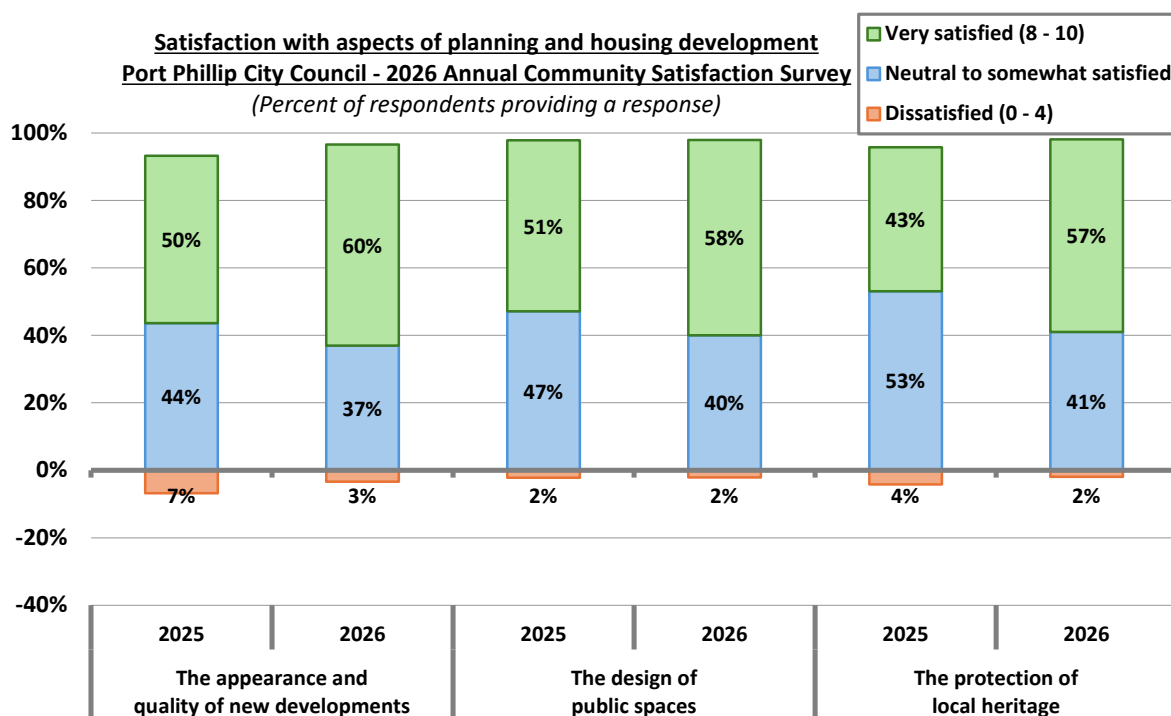
This “very good” satisfaction with planning and development outcomes was consistent with the fact that just three percent (down from 4%) of respondents nominated building, housing, planning and development related issues as a top three [issue to address](#) this year.



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

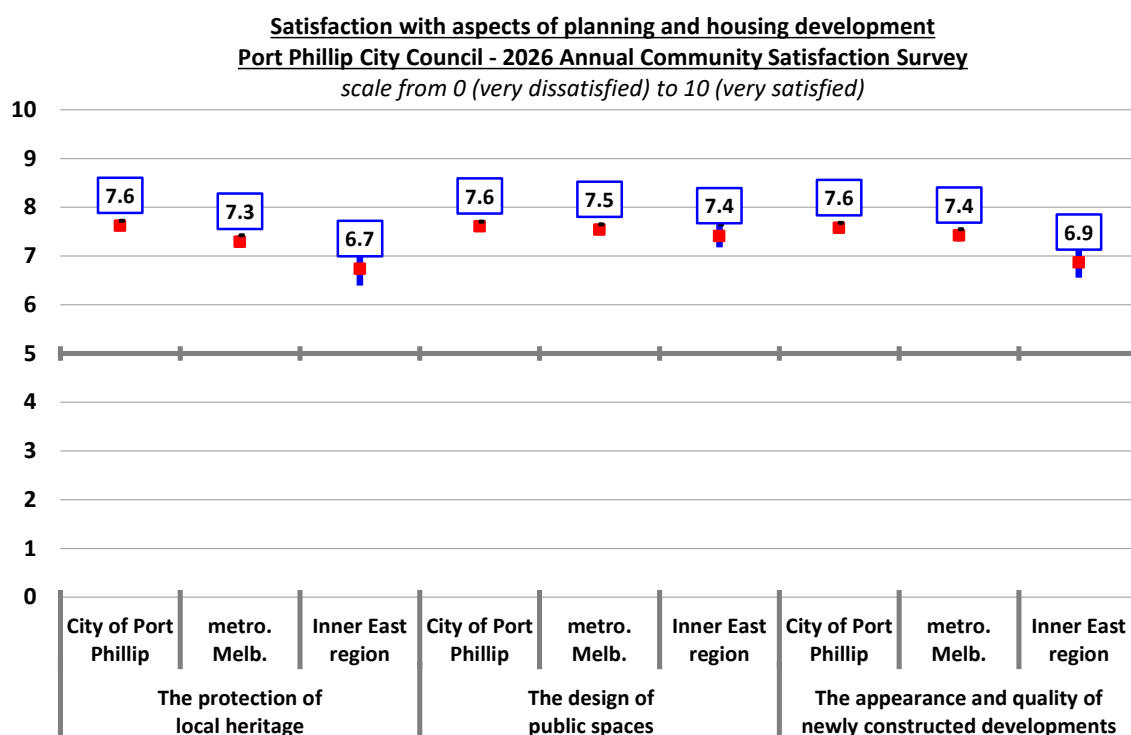
More than half of the respondents who provided a score were “very satisfied” with each of these three outcomes, while no more than three percent of respondents were “dissatisfied”.





The following graph provides a comparison of satisfaction with these three outcomes against the metropolitan and inner eastern region councils' averages, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2026, using the same door-to-door, in-person methodology.

Satisfaction with all three aspects was higher in the City of Port Phillip than the metropolitan and eastern region averages, with the protection of local heritage the standout positive result, being measurably higher than both the metropolitan (3pts) and inner eastern region councils' (9pts) averages.



The appearance and quality of newly constructed developments

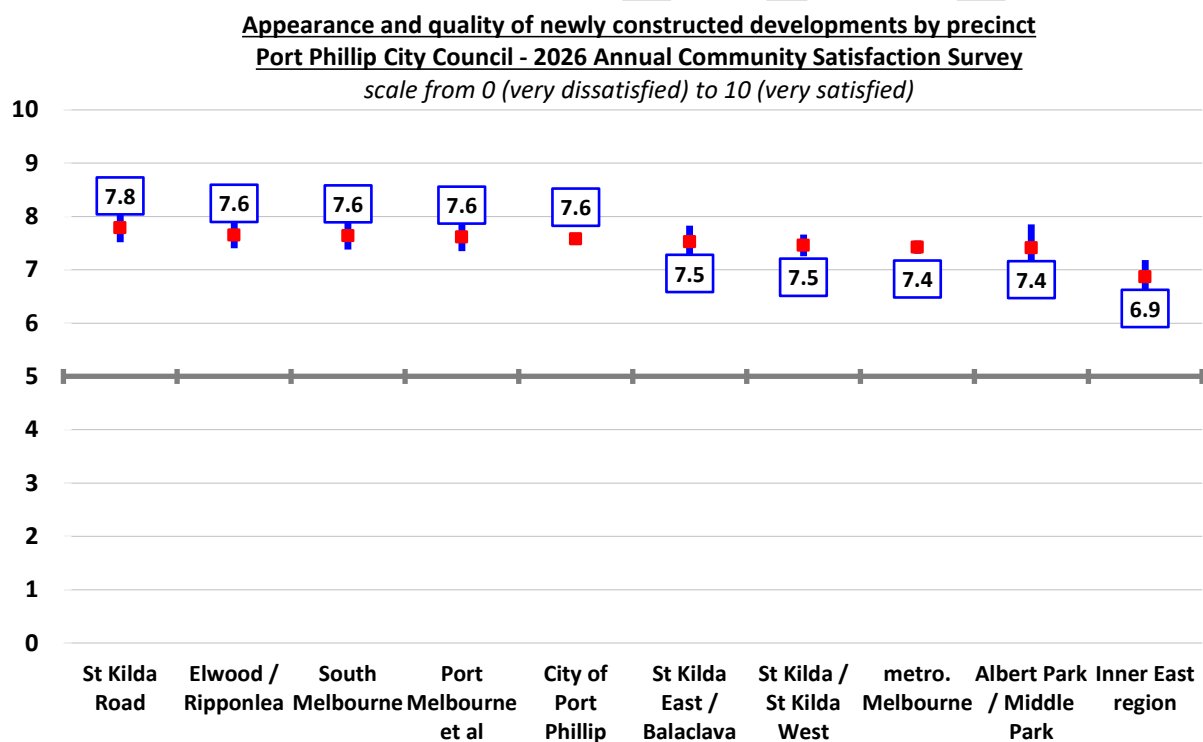
Satisfaction with the appearance and quality of newly constructed developments increased measurably this year, up three percentage points to 7.6 out of 10, although it remained at a “very good” level.

By way of comparison, this result was measurably higher than the metropolitan (2pts) and inner eastern region councils’ (7pts) averages, as recorded in *Governing Melbourne*.

This result comprised 60% (up from 50%) “very satisfied” and three percent (down from 7%) “dissatisfied” respondents.

While there was no measurable variation in this result observed across the municipality, respondents from St Kilda Road were somewhat (2pts) more satisfied than average, and at an “excellent” level.

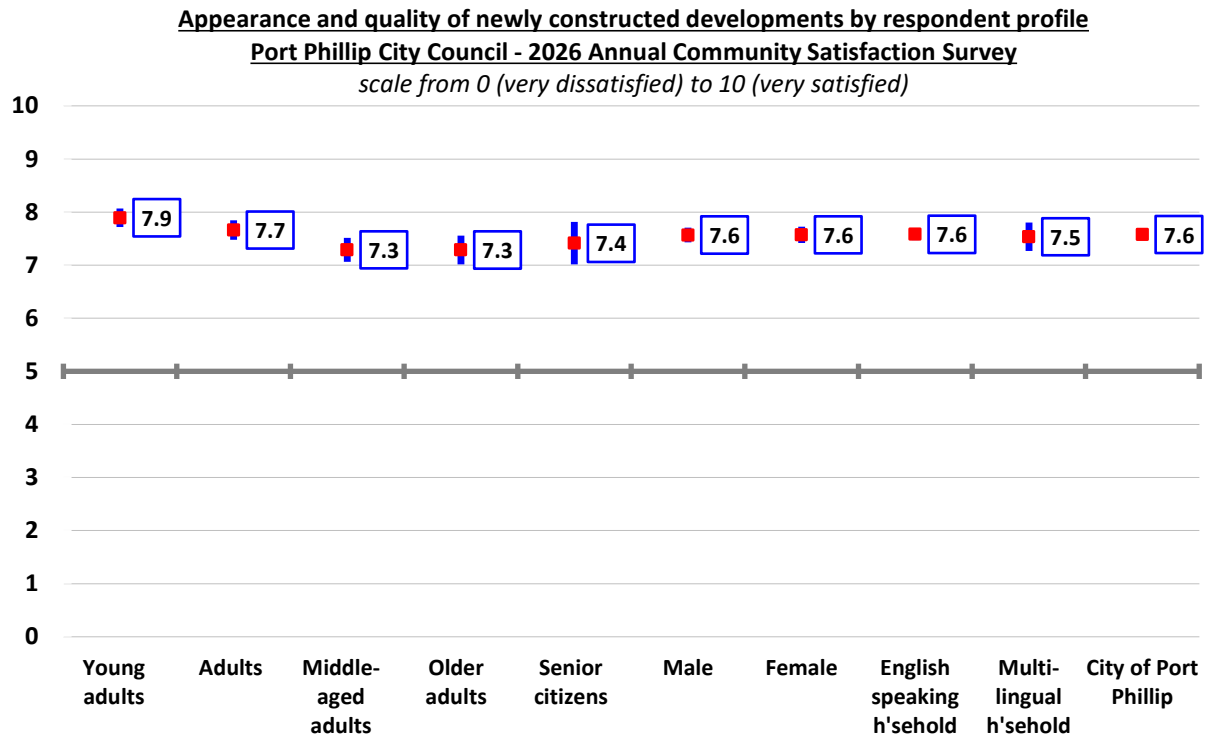
Respondents in the remaining six precincts rated satisfaction at “very good” levels.



There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably (3pts) more satisfied than average, and at an “excellent” level.

By contrast, middle-aged adults (aged 45 to 59 years) were measurably (3pts) and older adults (aged 60 to 74 years) were notably (3pts) less satisfied than average, although still at “very good” levels.





There was variation in this result observed by housing situation and period of residence in the City of Port Phillip. Rental household respondents were measurably (4pts) more satisfied with the appearance and quality of newly constructed developments than respondents who owned their home outright, and at an “excellent” level of satisfaction.

Newer residents (one to less than five years in the municipality) were measurably more satisfied than average, and at an “excellent” level.



Reasons for dissatisfaction with newly constructed developments

There were 94 comments received from respondents in relation to the appearance and quality of newly constructed developments this year.

These comments have been broadly categorised as follows:

- The appearance of developments 19 comments
- Heritage protection / character of neighbourhood 17 comments
- Quality of developments 8 comments
- Overdevelopment / high density 5 comments
- General negative 4 comments
- Impacts on parks, gardens, open spaces and trees 4 comments
- Impacts on infrastructure 3 comments
- No new developments / need more 3 comments
- Impact on services and facilities 3 comments
- Too many high rises 3 comments
- Planning, housing and development related 2 comments
- Population related 2 comments
- Perceived lack of communication 1 comment
- Impacts on parking, traffic, roads and public transport 1 comment
- Public housing 1 comment
- Other issues 3 comments
- Specific locations or developments of concern 15 locations.

The following table outlines the verbatim responses by category.

Reason for dissatisfaction with the appearance and quality of new development
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Appearance of developments</i>	
Ugly / dreadful / not attractive apartments, houses, buildings	9
Newer buildings look bland and lack character	2
Badly designed construction	1
I find it unimaginative and uninteresting and predictable, nothing architecturally significant about the new developments in the local area	1
I just think it's lacking a lot of imagination and creativity	1
I think most of new building and developments are not well designed or considered they should be using quality architects	1
I think some areas and shopping strips have a lot of run-down businesses	1
The shopping strips are so ugly	1
There are loads of empty blocks covered with the fencing and are undeveloped and it's dangerous and eyesore	1
They are not following the existing style or appearance	1
Total	19

<i>Heritage protection / character of neighbourhood</i>	
Heritage is not protected / cared for	3
Heritage being demolished	2
I don't understand the relevance of heritage protection, it seems inconsistent	1
I just think there must be loopholes where there is corruption that is being exercised.	
Because the developments seem to be improved at the cost of heritage protection in the local area	1
Protect old houses from being demolished and replace new developments that do not fit the character of Port Phillip	1
I've noticed that we're losing local ownership of cultural places and churches	1
Not sure if protection of heritage is consistent across commercial and private residents	1
Seems to be no heritage restrictions on bank houses	1
Should be local heritage overlay areas	1
Sometimes with people that I know the heritage is very difficult to preserve, they have to redo the house and it is a costly process	1
They just put big boxes on heritage houses	1
They need to reassess heritage advisors	1
Too many heritage overlay, I get the idea of maintaining some examples, but this is too much	1
We should be doing better job of preserving of heritage and shopping centre	1
Total	17

<i>Quality of developments</i>	
Allowing too many cheaper construction / development	3
Doesn't look like a quality build	2
Because the developments are built for short term and materials look *** after 5 years. They just build to make money straight away	1
Quality of finishing is not good	1
They look high volume low cost	1
Total	8

<i>Overdevelopment / high density</i>	
Apartments replacing houses	1
Building heights are not regulated	1
Cosmopolitan motel development it's too high	1
Developments are too big	1
Overdevelopment	1
Total	5

<i>General negative</i>	
I don't think it is high priority with the Council	1
More room for improvement	1
Slam stuff into areas without any regard and it affects residents	1
It just does seem to be getting away with a lot of bad things being built in the local area	1
Total	4



<i>Parks, gardens, open spaces and trees</i>	
Crowded spaces	1
I just see a lot of open land that the government says that they will do something with it and then they don't do anything in the local area	1
Minimal green space, failure to maintain them	1
More trees should be put in houses	1
Total	4
<i>Infrastructure</i>	
General amenities need to be maintained in the local area	1
Population is growing but infrastructure is not getting upgraded	1
Stone water management	1
Total	3
<i>No new developments / need more</i>	
It's better to house people than worry about the past	1
No new developments in the immediate area	1
Slow development	1
Total	3
<i>Services and facilities</i>	
Lighting changes on the foreshore, they modernized it	1
The facilities don't match with more people in the area	1
We don't need the new bike path	1
Total	3
<i>Too many high-rises</i>	
High rise buildings being developed	1
Neutral about high rise constructions, so 5	1
Not happy with too many high-rise apartments replacing houses	1
Total	3
<i>Planning, housing and development</i>	
Better house overlays needed	1
Poor planning	1
Total	2



<i>Population</i>	
There are too many people in new high rises that are being built and it affects the roads that cannot cope with that many people	1
Turning into a crowded city	1
Total	2
<i>Lack of communication</i>	
I don't know what they are doing	1
Total	1
<i>Parking, traffic, roads and public transport</i>	
The crosswalks are some of the most dangerous in Australia	1
Total	1
<i>Public housing</i>	
Need more social housing	1
Total	1
<i>Other</i>	
Because we are daily in the controlled area it is what it is	1
Have restricted renovation	1
Too much pandering to bikers. It is not worth the investment	1
Total	3
<i>Specific locations</i>	
Acland St	1
Acland St is a mess, homeless people living there, no parking	1
Albert Park units are not too bad, but the others are pretty bad	1
Barak Beacons development	1
Because of the Acland St is bad, the plaza area it's pretty ugly and feels antisocial	1
Could be done a lot better, not done a great job in the St Kilda. The mural they put had to hire the intervenes they just make poor aesthetic and design choices from what I know and can see	1
I like how St Kilda got an art deco and Victorian era style and feel, and I know the new apartments won't be like that can be an eyesore	1
On Greig St some houses get permits and some don't	1
Park St	1
Planning at Barak Beacon	1
South Melbourne precinct has mixed style of architecture	1
The one across the road from the Galleon will make the place look uglier	1



The St Kilda triangle needs to be beautified	1
They can do more with street scapes like the Carlisle St	1
They have done changes to Acland St that were not well considered and poorly designed and same for types of developments and consult with design professionals instead of trying to figure it out themselves	1
Total	15
Total responses	94

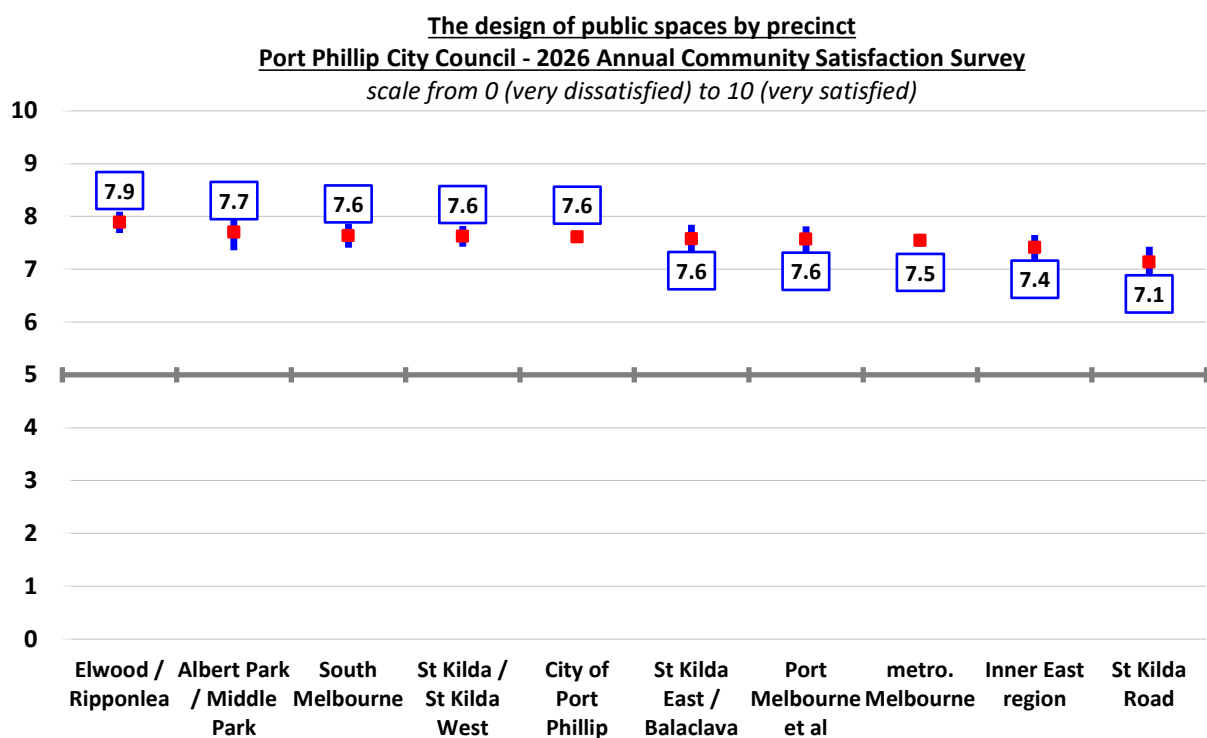
The design of public spaces

Satisfaction with the design of public spaces increased marginally this year, up one percentage point to 7.6 out of 10, although it remained at a “very good” level.

By way of comparison, this result was marginally (1pt) higher than the metropolitan average, and somewhat (2pts) higher than the inner eastern region councils’ (7pts) averages, as recorded in *Governing Melbourne*.

This result comprised 58% (up from 51%) “very satisfied”, and two percent “dissatisfied” respondents.

There was measurable variation in this result observed across the municipality, with respondents from Elwood / Ripponlea measurably (3pts) more satisfied than average, and at an “excellent” level. By contrast, respondents from St Kilda Road were measurably (5pts) less satisfied than average, and at a “good” rather than a “very good” level.

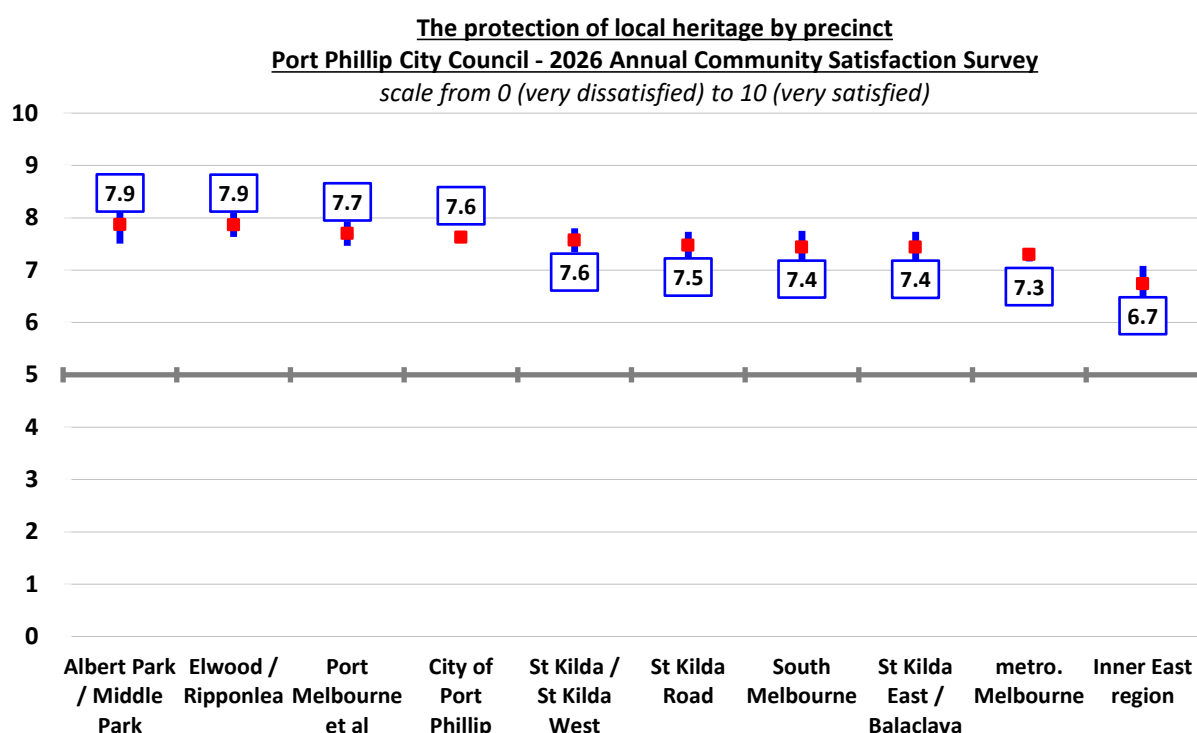


The protection of local heritage

Satisfaction with the protection of local heritage increased measurably this year, up four percentage points to 7.6 out of 10, which was a “very good”, up from a “good” level.

By way of comparison, this result was measurably higher than the metropolitan (3pts) and the inner eastern region councils’ (9pts) averages, as recorded in *Governing Melbourne*.

While there was no measurable variation in this result observed across the municipality, respondents from Albert Park / Middle Park / Elwood / Ripponlea rated satisfaction at “excellent” rather than “very good” levels.



Planning for population growth

Respondents were read the following preamble:

The State Government has planned for the population of the City of Port Phillip to increase by approximately 63,800 more people by 2041, reaching approximately 176,800. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

Respondents were then asked:

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

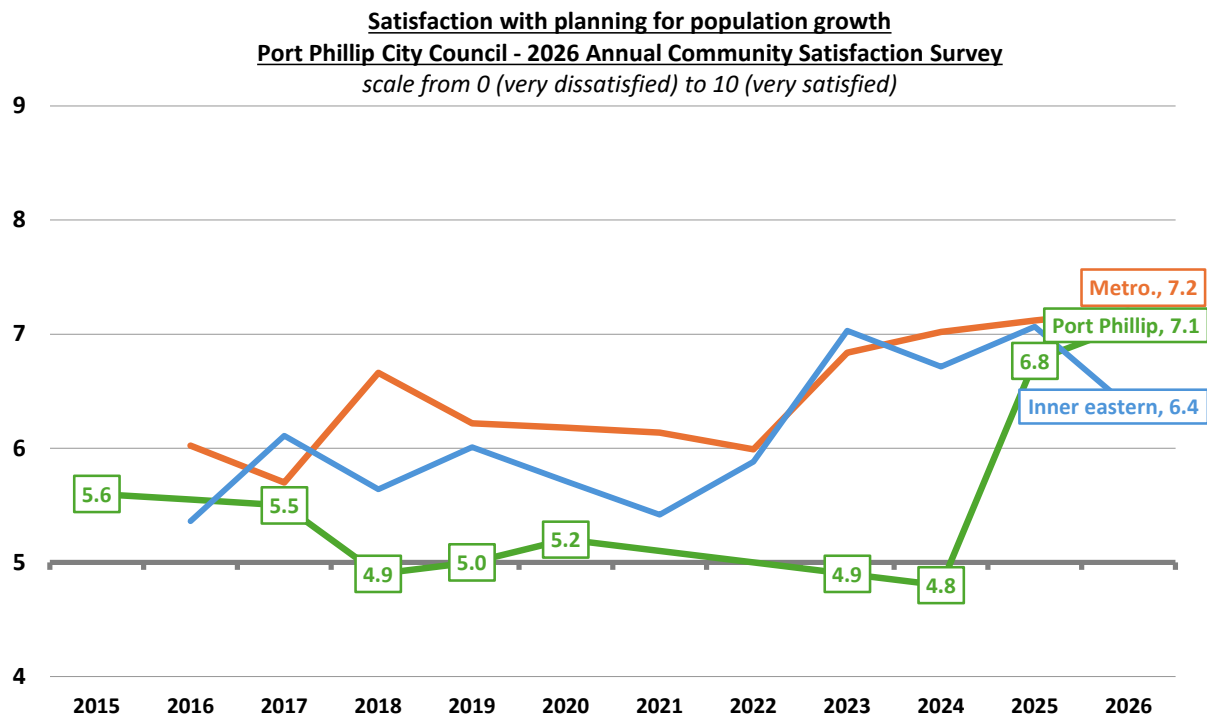


The preamble provided details as to the projected population growth for the City of Port Phillip and reinforced that planning for population growth was a shared responsibility between local and state government.

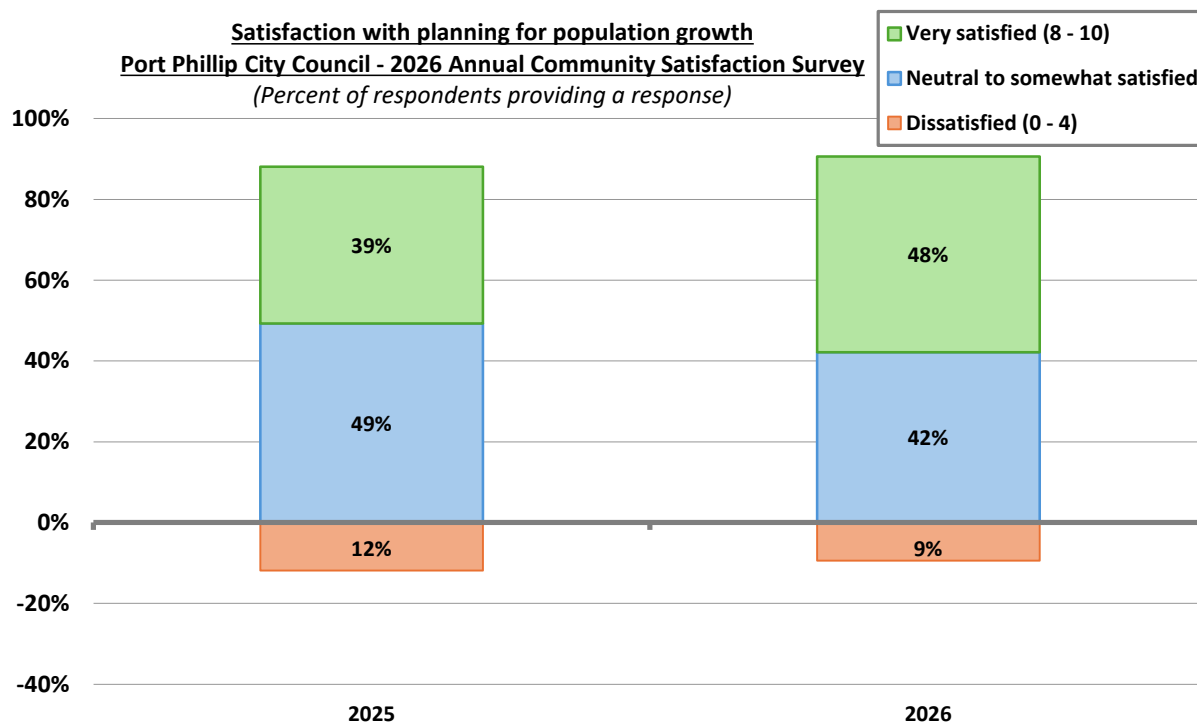
Satisfaction with planning for population growth increased measurably this year, up three percentage points to 7.1 out of 10, although it remained at a “good” level of satisfaction.

It is important to bear in mind that these historical results (pre-2025) were sourced from a different service provider, using a different methodology (telephone rather than door-to-door), and using a different survey form, and a different underlying rating scale (5 point rather than 11 point).

Satisfaction with planning for population growth was marginally (1pt down from 3pts) lower than the metropolitan average. It was, however, measurably (7pts) higher than the inner eastern region councils’ average of 6.4 out of 10, or “solid”.

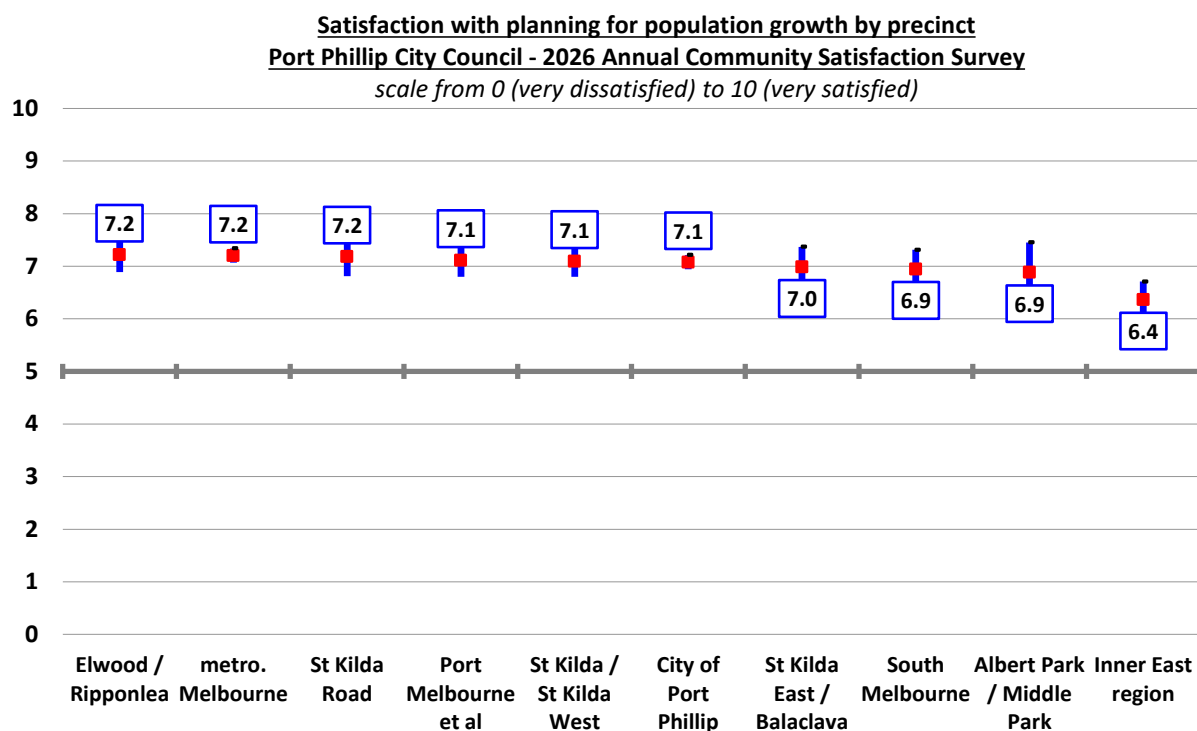


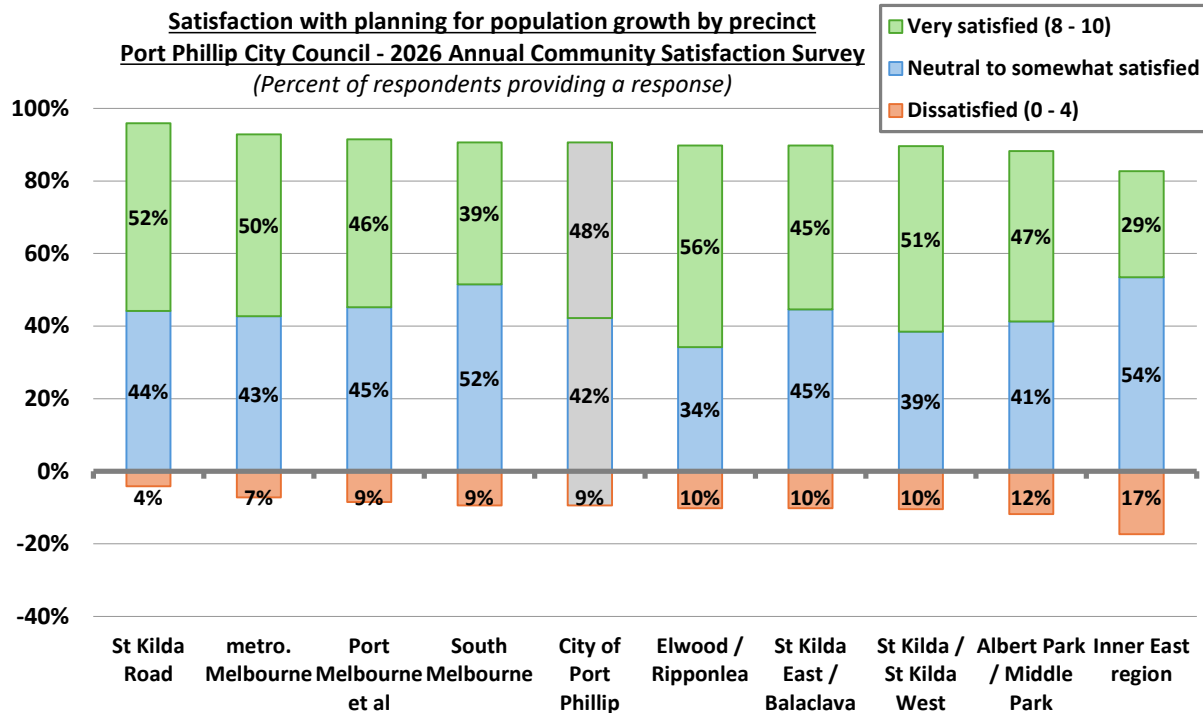
The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who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



Consistent with the measurable increase in average satisfaction, there was a significant (9pt) increase in the proportion of respondents who were “very satisfied” with planning for population growth, and a notably (3pt) decline in the proportion who were “dissatisfied”.

There was no measurable variation in satisfaction with planning for population growth by all levels of government observed across the municipality, with respondents from all precincts rating satisfaction at “good” levels.





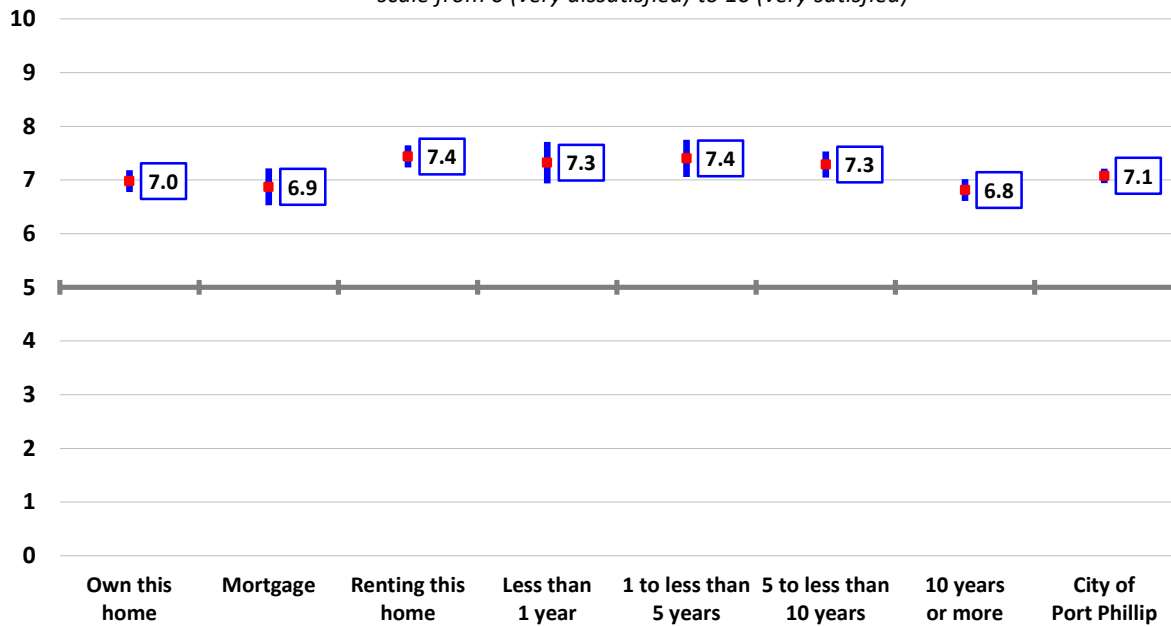
There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than average, and at a “very good” level. By contrast, older respondents (aged 45 years and over) were notably (3pts to 5pts) less satisfied than average, although still at “good” levels.



There was also some variation observed by housing situation and period of residence, with respondents from rental households measurably (3pts) more satisfied than average. Long-term residents (10 years or more in the municipality) were notably (3pts) less satisfied than average, although still at a “good” level.



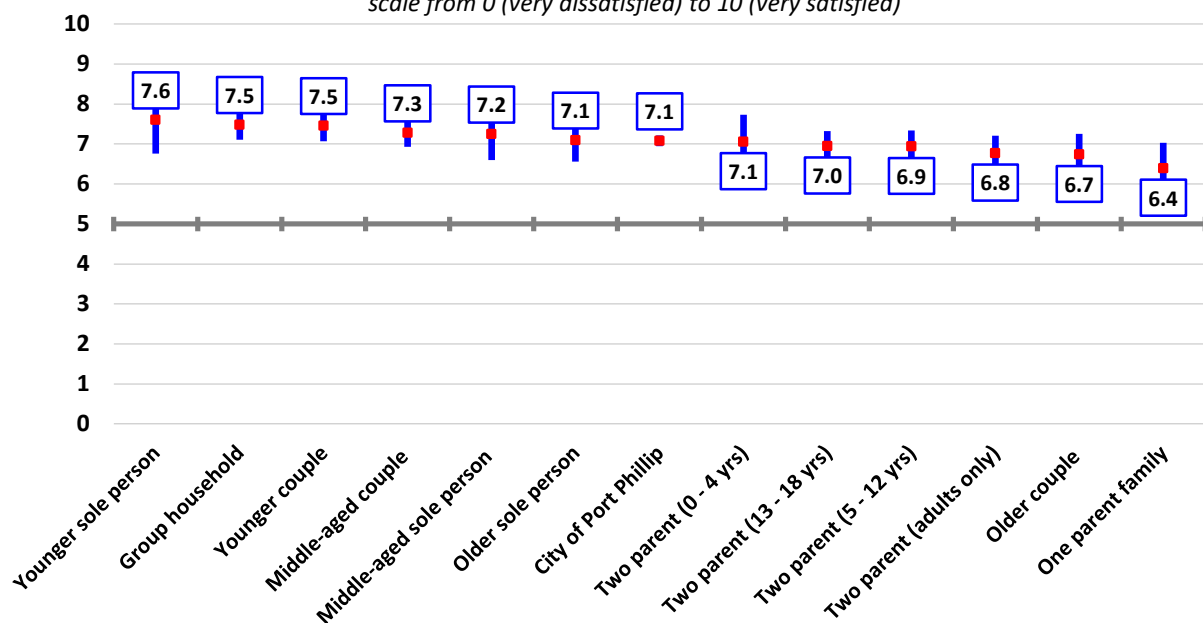
Satisfaction with planning for population growth by housing profile
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



While there was no measurable variation in satisfaction with planning for population growth by all levels of government observed by household structure, respondents from younger sole person and couple households, group households, and middle-aged couple households all rated satisfaction at “very good” levels.

By contrast, 31 respondents from one-parent families (with children of all ages) rated satisfaction notably (7pts) lower than the municipal average, and at a “solid” rather than a “good” level.

Satisfaction with planning for population growth by household structure
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Reason for dissatisfaction with planning for population growth

There was a total of 83 comments received from respondents dissatisfied with planning for population growth by all levels of government. These comments have been broadly categorised as follows:

• Planning and housing development	19 comments
• Perceived impacts on parking, traffic, roads and public transport	14 comments
• Perceived impacts on infrastructure	12 comments
• Population related	11 comments
• Perceived impacts on services and facilities	10 comments
• General negative	5 comments
• Environment / sustainability	3 comments
• Housing affordability	3 comments
• Crime and safety	1 comment
• Parks, gardens, open spaces, and trees	1 comment
• Social housing / homelessness	1 comment
• Other issues	3 comments

Reasons for dissatisfaction with planning for population growth Port Phillip City Council - 2026 Annual Community Satisfaction Survey (Number of responses)

Reason	Number
<i>Planning and housing development</i>	
Housing crisis / not enough houses	3
There is no plan	2
Barak Rd housing. Only one car park space for 4-bedroom apartments	1
Better house overlays needed	1
History says that the planning has been poor and currently doesn't meet the requirements and doubling the population sounds like a disaster	1
I think the Australians are unsure about the flats and high-rise flats. I think if the flats are not more than 3 levels it's okay	1
I wouldn't want to see the skyscrapers	1
Just everything needs to be planned a whole lot in the local area	1
Planning is slow and bogged down with difficult approval processes and communication I don't imagine how they would cope with this sort of growth in local area	1
Plans for population increase should be aligned with development of infrastructure	1
Reckless high-rise buildings in Port Melbourne	1
The plan does not seem to be working too well	1
They are building too many flats; there are just flats everywhere in the local area	1
They have no plan for population growth in the local area	1
Very poor vision on current community needs vs future growth	1
You need to house people in the local area	1
Total	19



<i>Parking, traffic, roads and public transport</i>	
Need more public transport	2
Beacon, Barak overdevelopment and lack of parking	1
Fear that rapid high-rise housing hasn't got enough public transport to serve it	1
I'm happy with the extra 63 thousand people but the Council needs upgraded transportation infrastructure in the local area	1
I'm not against population increase but there's already an issue with parking spaces and lack of spaces in general	1
It's increasing the traffic and too many people for people to withstand with all the new apartments	1
No car spaces	1
Parking	1
Roads are not suited to adapt more population	1
The apartments are built and facilities are built but the essential transport link is missing like the tram line	1
The roads can't handle, they keep on building the apartments, but they can't cope with the increasing traffic in the local area	1
Too many people already, road are so busy with no parking	1
Traffic is terrible	1
Total	14
<i>Infrastructure</i>	
I don't think we have the infrastructure or the resources to accommodate for more people	2
Not enough infrastructure to support it	2
Council and state should focus on how to resolve the current issues. Have a plan for infrastructure and population growth simultaneously to reassure residents	1
High rises increase the demand on the infrastructure	1
Infrastructure is not in place to be coping with increased population, like public transport and schools	1
Infrastructure is not keeping up with forecast of the planning	1
Not enough work being done on infrastructure	1
Not right infrastructure	1
Our infrastructure is strained by the population increase	1
They have got to create a lot more infrastructure with health	1
Total	12
<i>Population</i>	
Overcrowding / overpopulated	5
I feel the area is becoming too dense and busy	1
I think development plans should align with population increase plans. But again, I'm not sure if the Council has already done this or not	1
I think we don't need more people here	1
I wouldn't want it to be overpopulated; I don't know where more buildings would be in the local area and I don't think there could be more apartments and where would all these people live	1
It is growing too quick	1
Well I don't think we can fit more people here if they won't be up keeping the suburbs how can you increase the population in the local area	1
Total	11



<i>Services and facilities</i>	
Not enough facilities to accommodate more people	2
Because I think they often think about only developing affordable housing or adding more housing, they are not thinking about support services like schools, childcare, hospitals. They are just thinking about more properties without thinking what that growth would also need in the local area	1
Facilities including transport	1
More running services for people and facilities	1
Need another pool	1
Need to improve a lot to consider the welfare of residents in the area	1
No increase until they increase the services provided in the local area	1
Services before population	1
They have got to create a lot more infrastructure with social services	1
Total	10
<i>General negative</i>	
Existing issues stay unresolved. More people will just cause more problems	1
I don't see it	1
I just don't see the progress at all in the local area	1
Not very confident. Crime rates are high as is, more people will just cause more stress to residents if this is not resolved first.	1
They're struggling to keep up with the current situation	1
Total	5
<i>Housing affordability</i>	
Lack of affordable housing	1
Making the rental property to be more affordable for single parents, it's a very accessible area we would love to stay here. If we cannot afford to rent it prices us out	1
More affordable housing	1
Total	3
<i>Environment / sustainability</i>	
Not sustainable. Top many at one time	1
Plans for population increase should be aligned with preservation of ecosystems	1
With rising sea level, the population growth is not sustainable	1
Total	3
<i>Crime and safety</i>	
Crime	1
Total	1



<i>Parks, gardens, open spaces trees</i>	
Need more parks	1
Total	1
<i>Social housing / homelessness</i>	
Homelessness	1
Total	1
<i>Other</i>	
Maintain the community character	1
State government has no vision, and local government is powerless in many instances	1
Too much uncontrolled immigration	1
Total	3
Total responses	83

Importance of and satisfaction with Council services and facilities

Respondents were asked:

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

Respondents were asked to rate the importance to the community of 42 Council provided services and facilities, as well as the maintenance and repair of sealed local roads (managed by VicRoads).

They were specifically not asked to rate the importance to themselves or their family, rather to focus on the importance of these services and facilities to the community ‘as a whole’.

They were then asked their personal level of satisfaction with each of 26 services and facilities that all in the community will have used or reasonably be expected to be able to rate satisfaction.

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



Importance of Council services and facilities

Respondents were asked to rate how important they considered each of the 43 included services and facilities included in the survey were to the community, rather than to them or their household as individuals.

The reason for the wording of the question was to measure how important the community considers these services and facilities to the entire community, rather than focusing solely on personal needs.

The average importance of the 42 included Council services and facilities remained essentially stable this year, down one percentage point to 9.0 out of 10.

This average importance of services and facilities to the Port Phillip community was broadly consistent with the metropolitan average of 9.1, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2026 using the same methodology.

The table below displays the average importance of each of the 43 services and facilities, with a 95% confidence interval around each importance score.

Services and facilities that were measurably more important, as well as those that were measurably less important than the average of all services and facilities, are indicated on the left-hand side of the table, as follows:

- ***Measurably HIGHER than average importance*** - included services for people with disability, the regular weekly garbage collection, support services for the elderly / seniors, support services for people experiencing disadvantage, regular weekly recycling, services for children from birth to 5 years of age, and services for youth.
- ***Measurably LOWER than average importance*** – included Council's e-newsletter *Diversity*, the management of graffiti, and parking enforcement.

Of the 36 Council services and facilities for which metropolitan comparisons were available, five were marginally more important in Port Phillip than the metropolitan average.

Four services and facilities recorded identical importance, and 27 were at least marginally less important in Port Phillip, with the following results highlighted:

- ***Notably less important in Port Phillip than the metropolitan average*** – included Council's e-newsletter *Diversity* (6pts less important in Port Phillip).



Importance of selected Council services and facilities
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	Lower	2026 Mean	Upper	2025	2026 Metro.*
Higher than average	Services for people with disability	843	9.4	9.4	9.5	9.3	9.3
	Regular weekly garbage collection	879	9.4	9.4	9.5	9.3	9.4
	Support services for the elderly / seniors	844	9.3	9.4	9.5	9.2	9.3
	Support services for people experiencing disadvantage	836	9.3	9.4	9.4	9.1	n.a.
	Regular weekly recycling	875	9.3	9.3	9.4	9.2	9.4
	Services for children from birth to 5 years of age	839	9.3	9.3	9.4	9.2	9.3
	Services for youth	831	9.2	9.3	9.3	9.1	9.2
Average importance	Weekly food and green waste collection	863	9.1	9.2	9.3	9.2	9.1
	Maintenance and repair of major arterial roads	890	9.1	9.2	9.2	9.0	9.3
	Maintenance and repair of sealed local roads	885	9.1	9.1	9.2	9.0	9.3
	Council's emergency preparedness and response	822	9.0	9.1	9.2	8.9	9.4
	Cleaning of the foreshore and beaches	885	9.0	9.1	9.2	n.a.	n.a.
	Provision and maintenance of parks and gardens	886	9.0	9.1	9.2	9.1	9.3
	Maintenance of the foreshore and beaches	879	9.0	9.1	9.2	n.a.	n.a.
	Litter collection in public areas	890	9.0	9.1	9.1	9.0	9.2
	Footpath maintenance and repairs	892	9.0	9.1	9.1	9.0	9.2
	Street lighting	889	9.0	9.1	9.1	9.1	9.3
	Local traffic management	875	9.0	9.0	9.1	8.9	9.3
	Management of illegally dumped rubbish	893	9.0	9.0	9.1	8.9	9.2
	Bookable hard rubbish service	874	9.0	9.0	9.1	9.0	9.1
	Town Planning policies	843	9.0	9.0	9.1	8.9	9.2
	Public toilets	874	9.0	9.0	9.1	9.0	9.1
	Provision and maintenance of playgrounds	866	9.0	9.0	9.1	8.9	9.1
	Enforcement of local laws	868	8.9	9.0	9.1	8.8	9.3
	Provision of parking facilities / spaces	871	8.9	9.0	9.1	8.8	n.a.
	Maintenance and appearance of public areas	894	8.9	9.0	9.1	8.9	9.2
	Waste Recovery Centre (<i>the Tip</i>)	835	8.9	9.0	9.1	8.8	9.0
	Maintenance / cleaning of strip shopping areas	890	8.9	9.0	9.0	8.8	9.0
	Planning and / or building permits	826	8.9	9.0	9.1	8.7	9.1
	Provision and maintenance of street trees	889	8.9	9.0	9.0	8.9	9.2
	Local library services	883	8.9	9.0	9.0	8.9	9.2
	Council's activities promoting local eco. development	832	8.9	8.9	9.0	8.6	9.2
	Provision of arts, cultural venues, spaces, facilities	838	8.8	8.9	9.0	8.6	n.a.
	Provision of arts, cultural events, programs, activities	816	8.8	8.9	9.0	8.6	8.9
	Bike and shared paths	867	8.8	8.9	8.9	8.7	9.0
	Roadside slashing and weed control	874	8.8	8.9	8.9	8.6	n.a.
	Street sweeping	888	8.8	8.8	8.9	8.8	9.1
	Animal management	850	8.7	8.8	8.9	8.6	9.1
	Sports ovals and other outdoor sporting facilities	849	8.7	8.8	8.9	8.8	9.1
	Council's website	873	8.7	8.8	8.9	8.7	9.0
Lower	Parking enforcement	872	8.5	8.6	8.7	8.4	8.9
	Management of graffiti	879	8.3	8.4	8.5	8.5	n.a.
	Council's e-newsletter " <i>Diversity</i> "	814	8.0	8.1	8.3	7.8	8.8
Average importance of Council services			8.9	9.0	9.1	8.9	9.1

(*) 2026 metropolitan Melbourne average from Governing Melbourne

Satisfaction with Council services and facilities

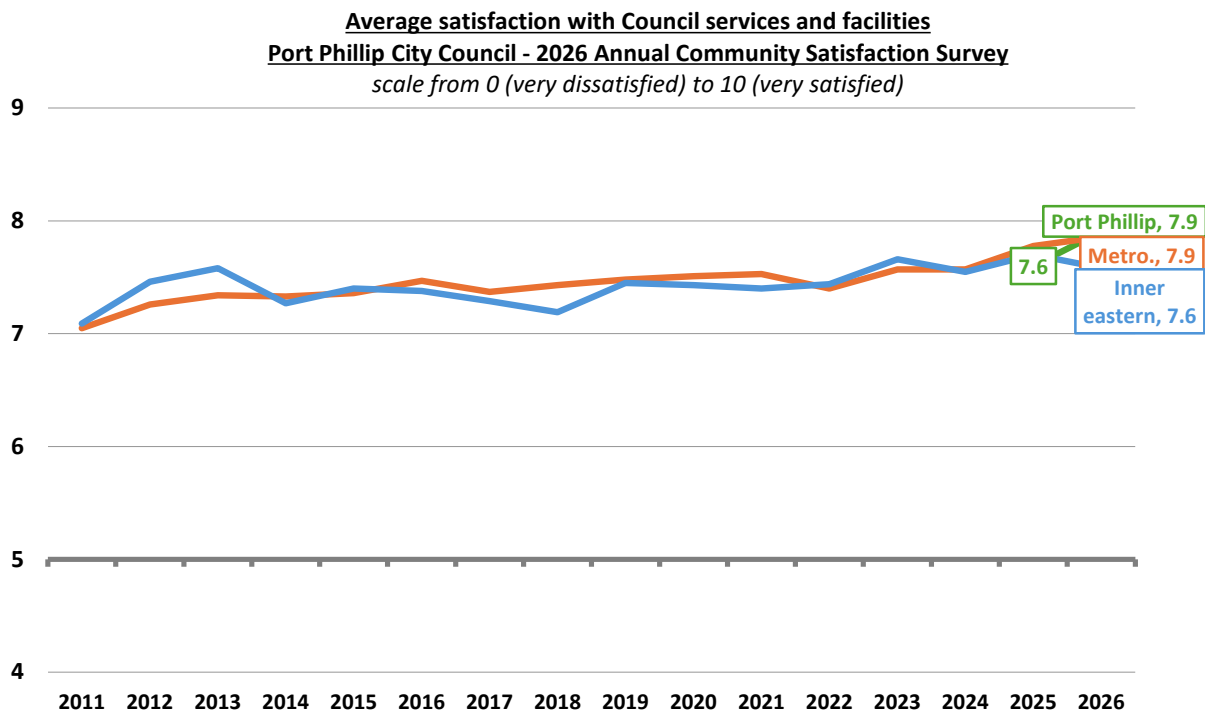
Respondents were asked to rate their personal level of satisfaction with each of the 26 core services and facilities about which everyone in the community is likely to have a view, and then their satisfaction with each of the 17 non-core services and facilities that they or a member of their household had used in the last 12 months.

The average satisfaction with the 42 included Council services and facilities increased somewhat this year, rising three percentage points to 7.9 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

This average satisfaction with services and facilities was consistent with the metropolitan average of 7.9 out of 10, and somewhat (3pts) higher than the inner eastern region councils’ average, as recorded in the 2026 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2026 using the same door-to-door, in-person methodology.

The ongoing stability of this average satisfaction with all services and facilities at a “very good” to “excellent” level indicates a stable and strong level of community satisfaction with Council’s service delivery in most areas.



This “excellent” average satisfaction includes services and facilities that received variable levels of satisfaction.



Satisfaction with services and facilities varied 22 percentage points (33%) from the high of 8.8 out of 10 or “excellent” for the bookable hard rubbish collection, to a low of 6.6 or “good” for planning and / or building permits.

The left-hand side of the table below identifies the services and facilities that received a measurably higher than average satisfaction score (i.e., measurably higher than the average of all 43 services and facilities), as well as those that received a measurably lower than average satisfaction score, as follows:

- **Measurably HIGHER than average satisfaction** - included the bookable hard rubbish service, regular weekly garbage collection, weekly food and green waste collection, regular weekly recycling, services for people with disability, and local library services.
- **Measurably LOWER than average satisfaction** – included planning and / or building permits, public toilets, footpath maintenance and repair, the maintenance and repair of major arterial roads (managed by VicRoads), bike and shared paths, the maintenance and repair of sealed local roads, the provision of parking facilities / spaces, parking enforcement, street sweeping, the provision and maintenance of street trees, the management of graffiti, litter collection in public areas, and roadside slashing and weed control.



Satisfaction with selected Council services and facilities
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

Service/facility		Number	Lower	2026 Mean	Upper	2025	2026 Metro.*
Higher than average	Bookable hard rubbish service	412	8.7	8.8	8.9	8.7	8.6
	Regular weekly garbage collection	842	8.7	8.8	8.9	8.6	8.6
	Weekly food and green waste collection	817	8.6	8.7	8.8	8.5	8.6
	Regular weekly recycling	842	8.6	8.7	8.8	8.5	8.5
	Services for people with disability	42	6.8	7.4	8.0	7.2	8.0
	Local library services	367	8.6	8.7	8.8	8.6	8.7
Average satisfaction	Services for children from birth to 5 years of age	90	8.1	8.4	8.7	8.2	8.4
	Provision of arts, cultural events, programs, activities	210	8.2	8.3	8.5	8.0	7.7
	Waste Recovery Centre (the Tip)	226	8.1	8.3	8.5	8.1	8.2
	Services for youth	60	7.9	8.3	8.7	8.0	7.7
	Provision and maintenance of playgrounds	354	8.1	8.2	8.4	8.0	8.3
	Provision and maintenance of parks and gardens	867	8.1	8.2	8.3	8.1	8.1
	Provision of arts, cultural venues, spaces, facilities	208	8.0	8.2	8.4	7.9	n.a.
	Maintenance of the foreshore and beaches	850	8.1	8.2	8.3	n.a.	n.a.
	Sports ovals / other outdoor sporting facilities	388	8.1	8.2	8.3	8.4	8.4
	Animal management	738	8.1	8.2	8.3	7.8	8.0
	Cleaning of the foreshore and beaches	844	8.1	8.1	8.2	n.a.	n.a.
	Support services for the elderly / seniors	46	7.7	8.1	8.5	7.5	8.1
	Council's emergency preparedness and response	595	8.0	8.1	8.2	7.8	7.9
	Council's website	466	7.7	7.9	8.0	7.4	8.0
	Council's e-newsletter "Diversity"	170	7.6	7.8	8.1	7.1	7.7
	Street lighting	874	7.7	7.8	7.9	7.8	7.7
	Council's activities promoting local eco. develop.	666	7.7	7.8	7.9	7.4	7.6
	Enforcement of local laws	794	7.7	7.8	7.9	7.5	7.9
	Local traffic management	848	7.7	7.8	7.9	7.4	7.6
	Maintenance and appearance of public areas	887	7.6	7.7	7.8	7.5	7.7
	Management of illegally dumped rubbish	863	7.6	7.7	7.8	7.4	7.7
	Support services for people experiencing disadvantage	35	6.9	7.7	8.6	6.6	n.a.
	Maintenance / cleaning of strip shopping areas	869	7.6	7.7	7.8	7.4	7.8
	Town Planning policies	693	7.5	7.7	7.8	7.1	7.5
Lower than average	Roadside slashing and weed control	845	7.5	7.6	7.7	7.3	n.a.
	Litter collection in public areas	879	7.5	7.6	7.7	7.4	7.7
	Management of graffiti	825	7.5	7.6	7.7	7.3	n.a.
	Provision and maintenance of street trees	869	7.4	7.6	7.7	7.4	7.6
	Street sweeping	859	7.4	7.6	7.7	7.3	7.8
	Parking enforcement	831	7.4	7.5	7.7	7.2	7.6
	Provision of parking facilities / spaces	846	7.4	7.5	7.6	7.2	n.a.
	Maintenance and repair of sealed local roads	872	7.3	7.5	7.6	7.2	7.4
	Bike and shared paths	337	7.2	7.4	7.6	7.3	7.9
	Maintenance and repair of major arterial roads	867	7.2	7.3	7.4	7.1	7.2
	Footpath maintenance and repairs	889	7.1	7.3	7.4	7.1	7.4
	Public toilets	345	6.6	6.8	7.1	6.6	7.2
	Planning and / or building permits	91	6.1	6.6	7.1	6.3	5.3
Average satisfaction of Council services			7.7	7.9	8.1	7.6	7.9

(*) 2026 metropolitan Melbourne average from Governing Melbourne



Comparison to the metropolitan Melbourne average

Of the 43 included services and facilities, 36 were included in a format which facilitated comparison to the metropolitan average, as recorded in *Governing Melbourne*.

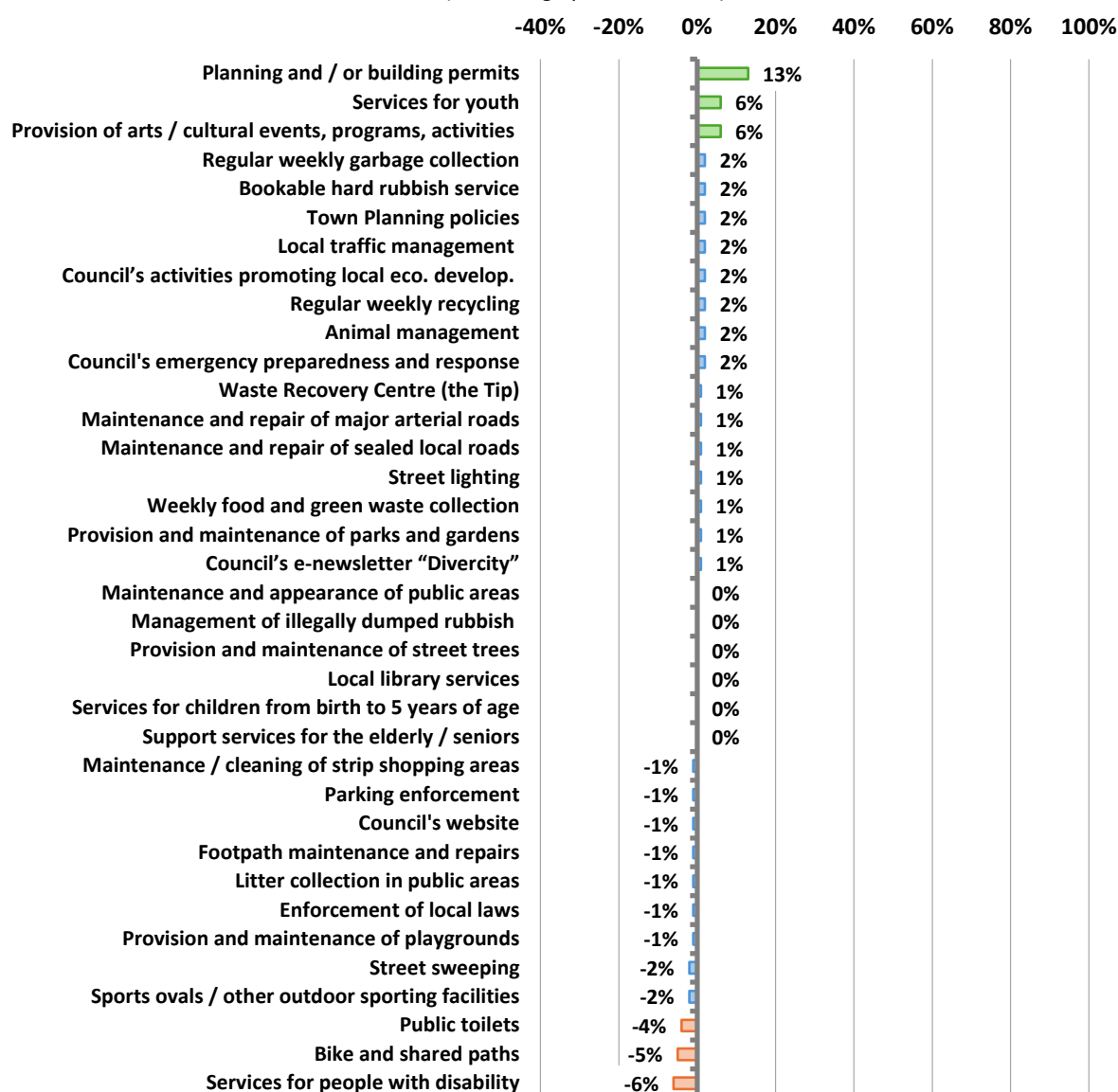
Of these, 18 recorded at least a marginally higher satisfaction than the metropolitan average, six recorded identical satisfaction, and 12 recorded at least marginally lower satisfaction, with the following results highlighted:

- **Notably to measurably HIGHER satisfaction in Port Phillip** – included planning and / or building permits (13pts higher in Port Phillip), services for youth (6pts), and the provision of arts / cultural events, programs, and activities (6pts).
- **Notably to measurably LOWER satisfaction in Port Phillip** – included services for people with disability (6pts lower in Port Phillip), bike and shared paths (5pts), and public toilets (4pts).

Percentage point (absolute) difference between Port Phillip and metropolitan average

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

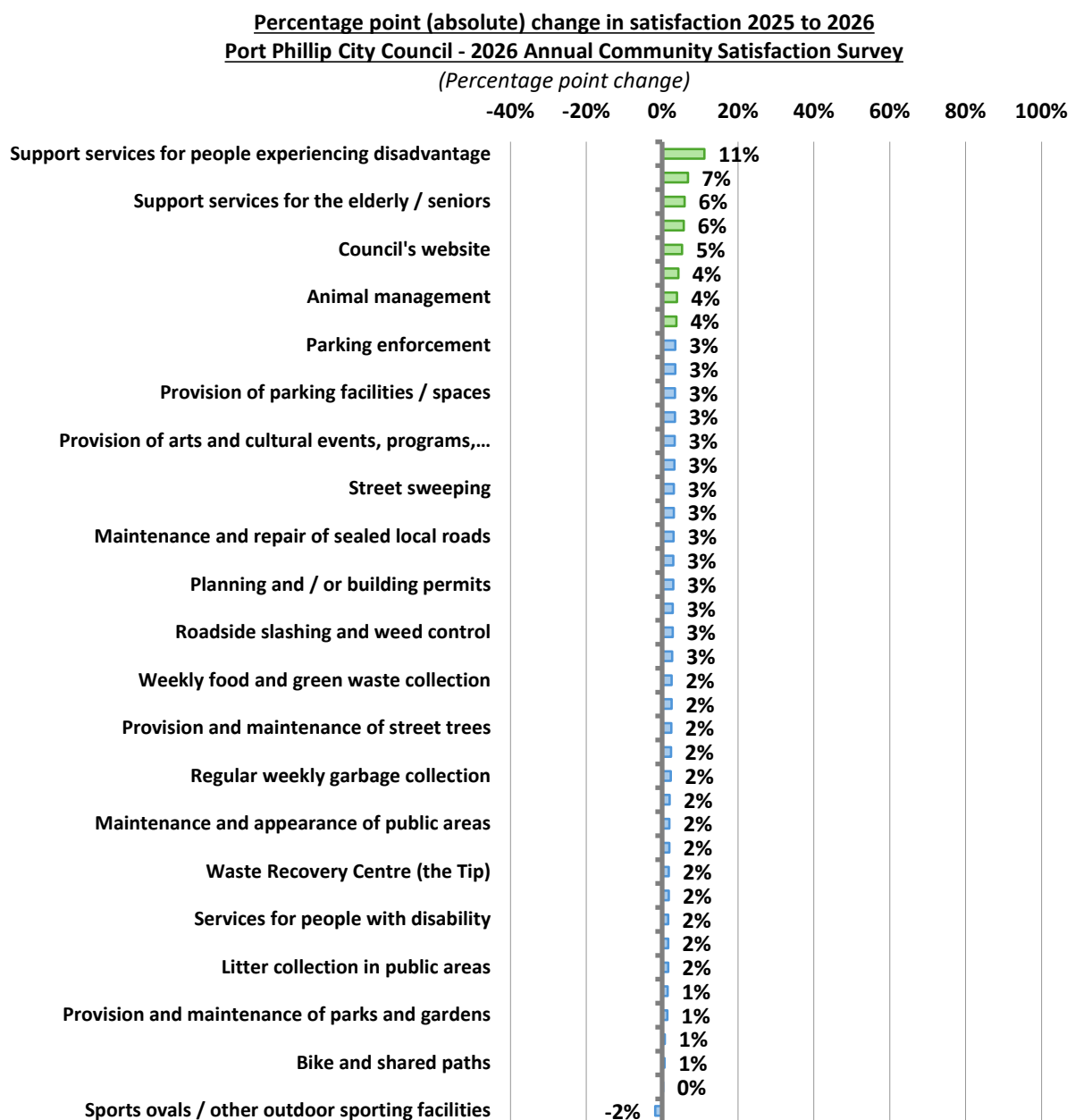
(Percentage point variation)



Change in satisfaction with services and facilities between 2025 and 2026

The average satisfaction with 39 of the 41 services and facilities which were included in the 2025 survey increased at least marginally this year, while satisfaction with one remained stable, and satisfaction with one declined at least marginally, with attention drawn to the following:

- **Notably HIGHER satisfaction this year** – support services for people experiencing disadvantage (up 11pts), Council’s e-newsletter *Diversity* (up 7pts), support services for the elderly / seniors (up 6pts), town planning policies (up 6pts), Council’s website (up 5pts), Council’s activities promoting local economic development (up 4pts), animal management (up 4pts), and local traffic management (up 4pts).



Percentage satisfied / dissatisfied with services and facilities:

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

Consistent with the “excellent” average satisfaction with services and facilities this year, more than half of the respondents providing a score were “very satisfied” with 41 of the 43 services and facilities.

More than 10% of respondents providing a satisfaction score, however, were “dissatisfied” with two services and facilities this year. These were public toilets (11%), and planning and / or building permits (16%).

Satisfaction with selected Council services and facilities
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

<i>Service/facility</i>	<i>Dissatisfied</i>	<i>Neutral to somewhat satisfied</i>	<i>Very satisfied</i>	<i>Can't say</i>	<i>Total</i>
Bookable hard rubbish service	1%	9%	90%	2	414
Regular weekly garbage collection	1%	11%	88%	59	901
Services for children from birth to 5 years of age	3%	9%	88%	1	91
Local library services	0%	12%	88%	6	373
Regular weekly recycling	2%	12%	86%	59	901
Weekly food and green waste collection	1%	14%	85%	84	901
Provision of arts, cultural events, programs, activities	1%	16%	83%	5	215
Waste Recovery Centre (the Tip)	1%	20%	79%	3	228
Services for youth	1%	20%	79%	3	64
Provision of arts, cultural venues, spaces, facilities	1%	20%	79%	2	210
Provision and maintenance of parks and gardens	2%	21%	77%	34	901
Maintenance of the foreshore and beaches	1%	22%	77%	51	901
Animal management	3%	21%	77%	163	901
Provision and maintenance of playgrounds	2%	22%	77%	6	360
Sports ovals / other outdoor sporting facilities	2%	22%	76%	5	393
Support services for the elderly / seniors	2%	23%	75%	3	49
Cleaning of the foreshore and beaches	2%	24%	75%	57	901
Council's emergency preparedness and response	1%	27%	71%	306	901
Support services for people experiencing disadvantage	7%	23%	70%	5	40
Services for people with disability	9%	21%	70%	1	43
Council's activities promoting local eco. develop.	4%	27%	69%	235	901
Enforcement of local laws	4%	27%	69%	107	901
Council's website	3%	29%	68%	7	474
Local traffic management	5%	28%	67%	53	901
Street lighting	4%	30%	66%	27	901
Council's e-newsletter “Diversity”	2%	32%	66%	11	181
Town Planning policies	7%	29%	65%	208	901
Management of illegally dumped rubbish	5%	31%	65%	38	901



Roadside slashing and weed control	4%	33%	63%	56	901
Maintenance and appearance of public areas	2%	35%	63%	14	901
Parking enforcement	7%	30%	63%	70	901
Maintenance / cleaning of strip shopping areas	3%	34%	63%	32	901
Provision and maintenance of street trees	7%	32%	61%	32	901
Street sweeping	6%	34%	61%	42	901
Provision of parking facilities / spaces	7%	33%	60%	55	901
Management of graffiti	5%	35%	60%	76	901
Litter collection in public areas	5%	36%	59%	22	901
Bike and shared paths	7%	38%	56%	14	351
Footpath maintenance and repairs	9%	38%	54%	12	901
Maintenance and repair of sealed local roads	5%	42%	53%	29	901
Maintenance and repair of major arterial roads	7%	42%	51%	34	901
Planning and / or building permits	16%	42%	42%	1	92
Public toilets	11%	47%	42%	6	350

Satisfaction by respondent profile:

The following table provides a comparison of satisfaction with all 43 services and facilities by respondent profile, including age structure, gender, and language spoken at home.

A more detailed discussion of these results is included in the individual services section of this report following, however, in general terms, the following pattern of satisfaction was observed:

- **Generally, MORE satisfied than average** – included young adults (aged 18 to 34 years), and adults (aged 35 to 44 years).
- **Generally, LESS satisfied than average** – included middle-aged adults (aged 45 to 59 years), older adults (aged 60 to 74 years), senior citizens (aged 75 years and older), male respondents, and respondents from multilingual households.

Average satisfaction with selected Council services and facilities by respondent profile

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

Service/facility	Young adults	Adults	Middle-aged	Older adults	Senior citizens	Male	Female	English speaking	Multi-lingual
Maintenance and repair of major arterial roads	7.6	7.4	7.2	6.9	6.8	7.4	7.2	7.3	7.3
Maintenance and repair of sealed local roads	7.7	7.4	7.3	7.2	7.4	7.4	7.5	7.5	7.4
Roadside slashing and weed control	8.1	7.6	7.3	7.2	7.0	7.6	7.6	7.6	7.7
Footpath maintenance and repairs	7.7	7.3	7.1	6.7	6.7	7.3	7.2	7.3	7.2
Maintenance and appearance of public areas	8.1	7.8	7.4	7.4	7.7	7.8	7.7	7.7	7.8
Litter collection in public areas	7.9	7.7	7.4	7.2	7.5	7.6	7.6	7.6	7.5

Maintenance / cleaning of strip shopping areas	8.1	7.7	7.4	7.3	7.8	7.7	7.7	7.7	7.6
Management of illegally dumped rubbish	8.1	7.7	7.5	7.3	7.4	7.8	7.7	7.7	7.6
Management of graffiti	8.0	7.6	7.4	7.0	7.3	7.5	7.6	7.6	7.5
Provision and maintenance of street trees	8.1	7.7	7.3	6.9	7.0	7.5	7.6	7.6	7.4
Street lighting	8.0	7.9	7.7	7.7	7.7	7.8	7.8	7.9	7.6
Street sweeping	7.9	7.7	7.4	7.1	6.9	7.5	7.6	7.6	7.5
Regular weekly garbage collection	9.0	8.9	8.5	8.5	8.8	8.7	8.8	8.8	8.7
Regular weekly recycling	9.0	8.7	8.4	8.6	8.8	8.7	8.7	8.7	8.7
Weekly food and green waste collection	8.9	8.7	8.5	8.7	8.8	8.6	8.8	8.7	8.6
Provision and maintenance of parks and gardens	8.6	8.1	8.0	8.0	8.2	8.2	8.3	8.3	8.1
Maintenance of the foreshore and beaches	8.5	8.2	8.0	7.9	8.3	8.2	8.3	8.2	8.2
Cleaning of the foreshore and beaches	8.3	8.1	8.0	8.0	8.1	8.1	8.2	8.1	8.1
Town Planning policies	8.2	7.9	7.2	7.0	7.1	7.6	7.7	7.7	7.4
Animal management	8.5	8.2	8.0	7.8	7.8	8.1	8.2	8.2	8.1
Local traffic management	8.2	7.9	7.5	7.1	7.7	7.7	7.8	7.8	7.8
Parking enforcement	7.9	7.7	7.1	7.1	7.3	7.5	7.5	7.5	7.4
Provision of parking facilities / spaces	7.8	7.6	7.4	7.0	6.9	7.6	7.4	7.5	7.5
Enforcement of local laws	8.2	7.8	7.6	7.3	7.4	7.8	7.8	7.8	7.6
Council's activities promoting local eco. develop.	8.3	7.9	7.6	7.1	7.8	7.7	7.9	7.9	7.5
Council's emergency preparedness and response	8.4	8.1	7.8	7.8	7.9	8.0	8.1	8.1	8.1
Bookable hard rubbish service	8.9	8.6	8.8	8.9	9.0	8.7	8.9	8.8	8.8
Local library services	8.6	8.7	8.8	8.6	8.9	8.5	8.8	8.7	8.7
Council's website	8.1	8.2	7.7	7.6	7.6	7.8	7.9	7.9	7.7
Council's e-newsletter "Diversity"	8.3	8.0	7.6	7.4	7.8	7.5	8.1	7.8	7.9
Public toilets	6.8	7.0	6.9	6.2	7.1	6.8	6.8	6.8	7.0
Sports ovals / other outdoor sporting facilities	8.6	8.1	8.0	7.8	8.1	8.2	8.2	8.2	8.1
Bike and shared paths	7.4	7.7	7.3	6.9	7.1	7.4	7.4	7.4	7.3
Provision and maintenance of playgrounds	8.4	7.9	8.3	8.3	8.0	8.2	8.3	8.2	8.3
Waste Recovery Centre (the Tip)	8.3	8.5	8.2	8.1	9.0	8.3	8.3	8.3	8.2
Services for children from birth to 5 years of age	8.5	8.3	8.3	9.1	7.4	8.1	8.5	8.2	9.0
Services for youth	8.7	8.0	7.4	9.0	n.a.	8.4	8.1	8.5	7.9
Services for people with disability	7.7	8.0	6.8	6.2	8.4	7.9	6.9	7.1	7.7



Support services for people experiencing disadvantage	7.7	8.3	6.8	8.4	7.0	7.1	8.4	8.4	6.3
Support services for the elderly / seniors	8.2	8.5	7.9	8.1	8.1	7.9	8.3	8.3	7.8
Provision of arts and cultural venues, spaces, facilities	8.3	8.3	8.1	8.1	8.4	8.1	8.3	8.2	8.3
Provision of arts and cultural events, programs, activities	8.5	8.4	8.2	8.1	8.6	8.3	8.4	8.3	8.3
Planning and / or building permits	7.7	7.8	5.9	6.2	5.1	6.3	6.9	6.8	5.8
<i>Average satisfaction</i>	<i>8.2</i>	<i>8.0</i>	<i>7.7</i>	<i>7.6</i>	<i>7.7</i>	<i>7.8</i>	<i>7.9</i>	<i>7.9</i>	<i>7.8</i>
Total respondents	306	184	210	136	58	430	461	725	166

Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of the average importance of each of the 43 included Council services and facilities against the average satisfaction with each service.

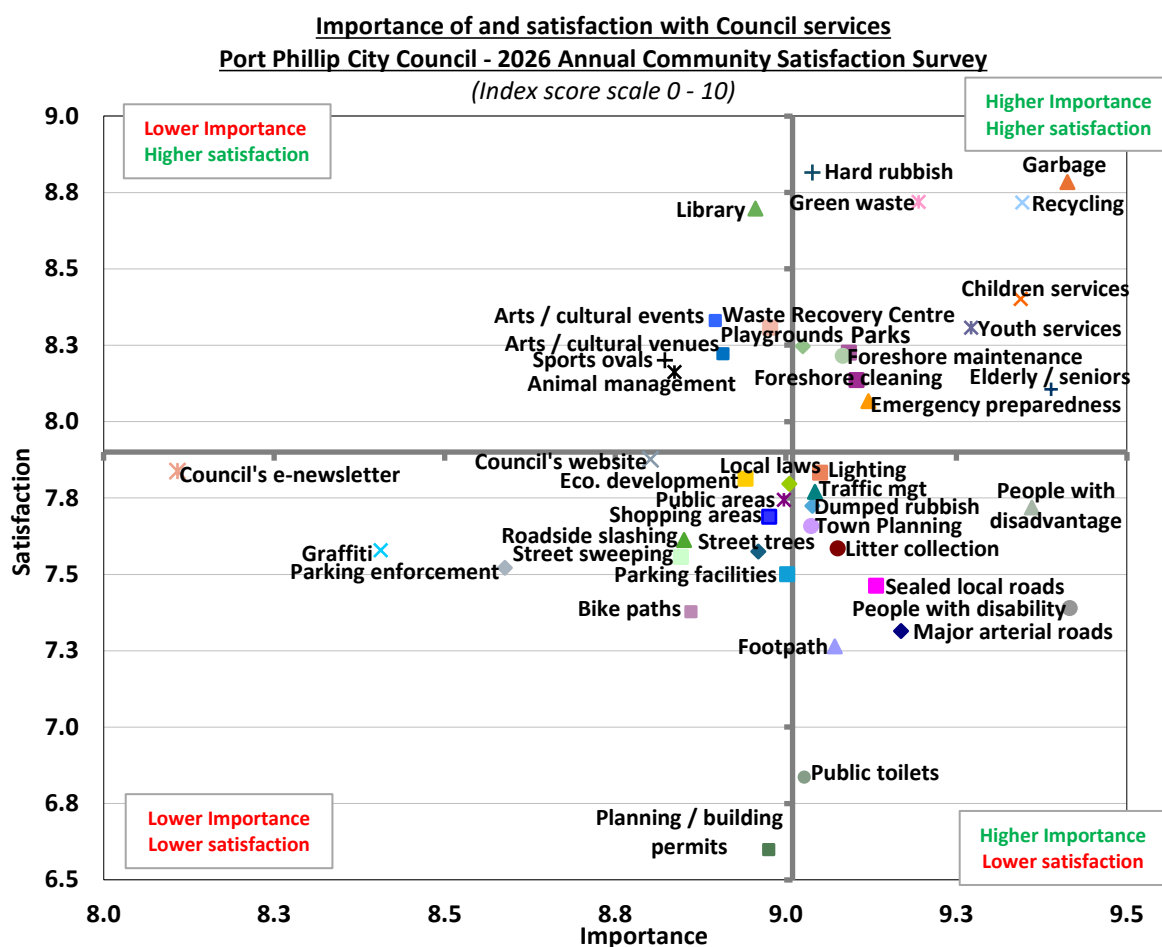
Services and facilities located in the top right-hand quadrant were therefore more important than average and received higher-than-average satisfaction. Conversely services in the bottom right-hand quadrant were those of most concern as they were of higher-than-average importance but received lower than average satisfaction scores.

Metropolis Research notes that most of the services of higher-than-average importance also obtained higher than average satisfaction scores. This suggests that Council was overall effectively meeting community expectations of quality service delivery in relation to the most important services. This general pattern was commonly observed by Metropolis Research and was not unique to the City of Port Phillip.

- ***Kerbside collection services*** – all four kerbside collection services recorded measurably higher than average satisfaction scores. They were also all more important than average.
- ***Community services and facilities*** – services for children, youth, and the elderly / seniors all recorded higher-than-average satisfaction scores and were more important than average. However, services for people experiencing disadvantage and people with disability, fell into the quadrant of most concern, being of higher-than-average importance but lower-than-average satisfaction.
- ***Arts, culture, and recreation services*** – apart from bike and shared paths, satisfaction with the arts, culture, and recreation services were all higher than average. Most of these services were of lower-than-average importance.
- ***Communication services*** – Council's website and e-newsletter both recorded a lower-than-average satisfaction score. However, both services and facilities were less important than average.



- **Cleaning services** – cleaning related services (including the cleaning of public areas, the maintenance and cleaning of shopping areas, street sweeping, graffiti management, litter collection in public areas, and the management of illegally dumped rubbish) all recorded lower-than-average satisfaction scores. While the maintenance and cleaning of shopping areas, street sweeping, graffiti management, and the cleaning of public areas were less important than average, litter collection in public areas and the management of illegally dumped rubbish fell into the quadrant of most concern. A notable exception to this pattern was the cleaning of the foreshore, which recorded a higher-than-average satisfaction score, and was more important than average.
- **Infrastructure services** – services and facilities related to infrastructure (including footpaths, street trees, street lighting, and public toilets) were all lower-than-average satisfaction. Except for street trees, these services all fell into the quadrant of most concern.
- **Transport related infrastructure services** – services and facilities related to transport infrastructure, including sealed local roads (managed by Council), major arterial roads (managed by VicRoads), the provision of parking facilities, parking enforcement, and traffic management), were among those with which respondents were least satisfied. In addition, most (but not all) fell into the quadrant of most concern.
- **Services and facilities of most concern** – the services and facilities of most concern in 2026 were planning and / or building permits, public toilets, footpath maintenance and repairs, the maintenance and repair of major arterial roads (managed by VicRoads), bike and shared paths, the maintenance and repair of sealed local roads.



Satisfaction by broad service areas

The 43 included services and facilities have been broken down into 12 broad service areas. The breakdown of services and facilities into these 12 broad service areas is as follows:

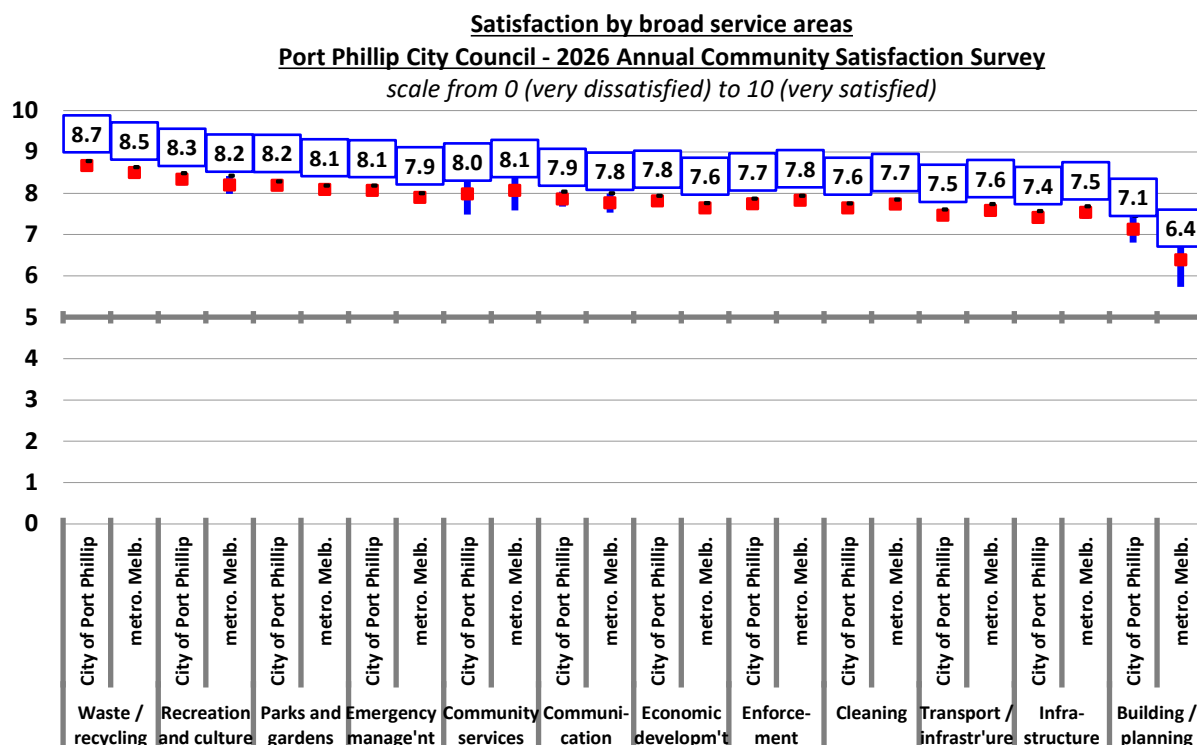
- **Infrastructure** – includes provision and maintenance of street trees, street lighting, and public toilets.
- **Waste and recycling services** – included regular weekly garbage collection, regular weekly recycling, weekly food and green waste collection service, bookable hard rubbish, and Waste Recovery Centre (the Tip).
- **Recreation and culture** – included local library services, sports ovals and other outdoor sporting facilities, provision and maintenance of playgrounds, provision of arts and cultural venues, spaces, and facilities, and provision of arts and cultural events, programs and activities.
- **Community services** – included services for children from birth to 5 years of age, services for youth, services for people with disability, support services for people experiencing disadvantage, and support services for the elderly / seniors.
- **Enforcement** – included animal management, parking enforcement, provision of parking facilities / spaces, and enforcement of local laws.
- **Communication** – included Council's e-newsletter "Diversity", and Council's website.
- **Cleaning** – included roadside slashing and weed control, maintenance and appearance of public areas, litter collection in public areas, maintenance and cleaning of strip shopping areas, management of illegally dumped rubbish, management of graffiti, and street sweeping.
- **Transport infrastructure** – included the maintenance and repair of sealed local roads, footpath maintenance and repairs, local traffic management, and bike and shared paths.
- **Parks and gardens** – included the provision and maintenance of parks and gardens, maintenance of the foreshore and beaches, and cleaning of the foreshore and beaches.
- **Economic development** – included Council's activities promoting local economic development.
- **Building and planning services** – included town planning policies, and planning and / or building permits.
- **Emergency management and response** – included Council's emergency preparedness and response.

The following graph provides a comparison of satisfaction with these 12 broad service areas against the metropolitan average, as recorded in the 2026 *Governing Melbourne* research conducted independently by Metropolis Research in January 2026.

Satisfaction with seven of the broad service areas was higher in Port Phillip than the metropolitan average and were measurably higher for waste and recycling (2pts higher) and emergency management (2pts higher).

Satisfaction with community services, enforcement, cleaning, transport infrastructure, and infrastructure was one point lower in Port Phillip than the metropolitan average. None of these variations was measurable.





Satisfaction with ten services areas increased in 2026 compared to 2025, with two declining.

Increases in satisfaction were recorded for communication (7pts higher), community services (5pts higher), economic development (4pts higher), building and planning (4pts higher), enforcement (3pts higher), emergency management (3pts higher), transport infrastructure (2pts higher), cleaning (2pts higher), waste and recycling (2pts higher), and infrastructure (one point higher).

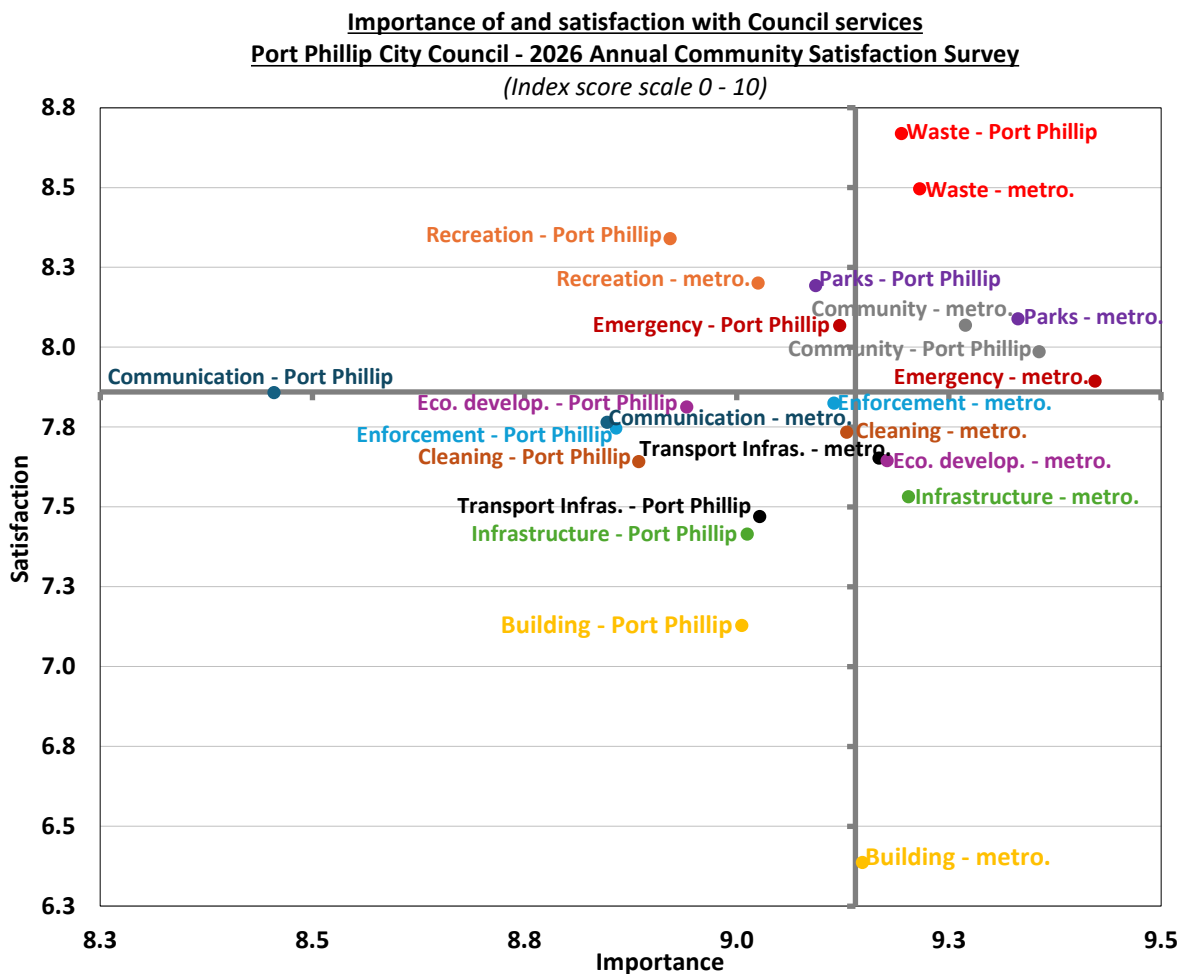
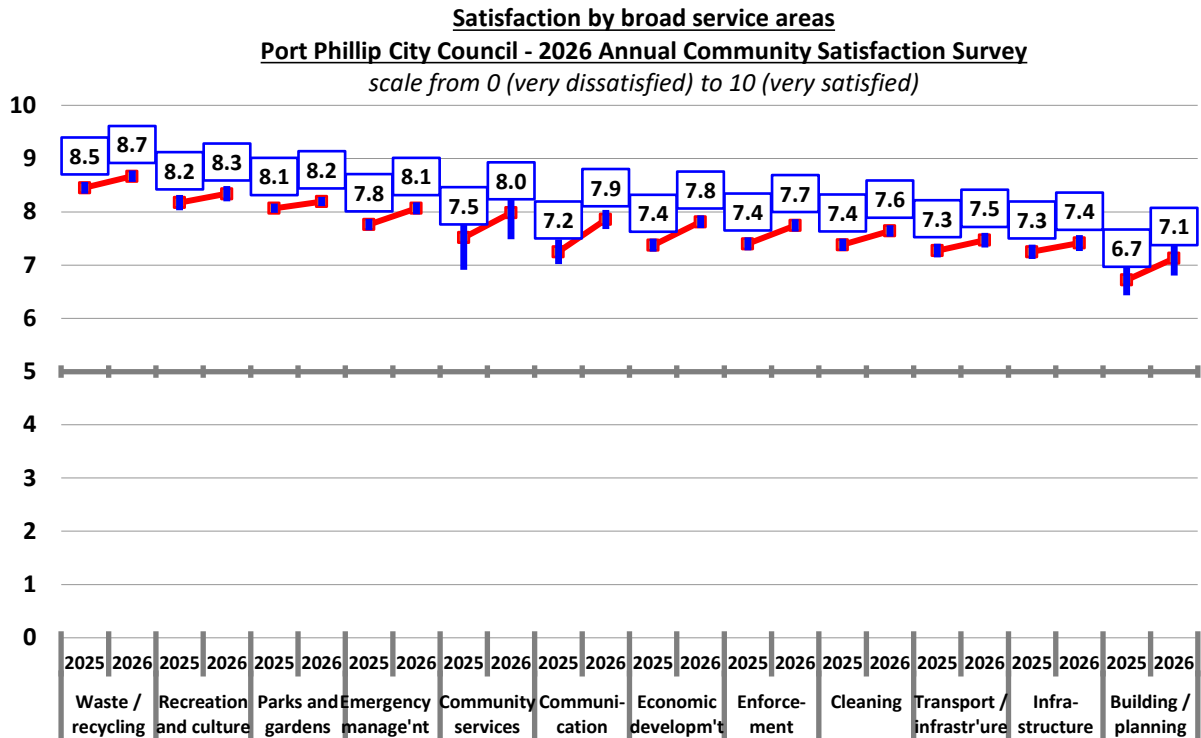
Of these variations, cleaning, enforcement, economic development, communication, community services, emergency management, and waste and recycling were measurable (statistically significant) increases this year.

Decreases in satisfaction were recorded for recreation and culture (one point lower), and parks and gardens (one point lower). Neither of these variations was measurable.

Satisfaction with the broad service areas can be summarised as follows:

- **Excellent** – for recreation and culture, waste and recycling, parks and gardens, emergency management, community services (up from “very good”), communication (up from “good”), and economic development (up from “very good”).
- **Very Good** – for enforcement, cleaning, transport infrastructure (up from “good”), and infrastructure.
- **Good** – for building and planning.





Satisfaction by Council division

The following section of the report provides detailed results for each of the 43 included services and facilities, grouped by Council division.

- ***Roads and Transport*** – included the maintenance and repair of major arterial roads and highways, the maintenance and repair of sealed local roads, roadside slashing and weed control, footpath maintenance and repairs, and street sweeping.
- ***Waste and Recycling*** – included regular weekly garbage collection, regular weekly recycling, weekly food and green waste collection service, bookable hard rubbish, and Waste Recovery Centre (the Tip).
- ***Public Amenity*** – included maintenance and appearance of public areas, litter collection in public areas, maintenance and cleaning of strip shopping areas, management of illegally dumped rubbish, management of graffiti, provision and maintenance of street trees, street lighting, the provision and maintenance of parks and gardens, maintenance of the foreshore and beaches, cleaning of the foreshore and beaches, and public toilets.
- ***Community Safety*** – included animal management, local traffic management, parking enforcement, provision of parking facilities / spaces, enforcement of local laws, and Council's emergency preparedness and response.
- ***Recreation and Culture*** – included sports ovals and other outdoor sporting facilities, bike and shared paths, provision and maintenance of playgrounds, provision of arts and cultural venues, spaces, and facilities, and provision of arts and cultural events, programs and activities.
- ***Community Services*** – includes local library services, services for children from birth to 5 years of age, services for youth, services for people with disability, support services for people experiencing disadvantage, and support services for the elderly / seniors.
- ***Communication Services*** – included Council's e-newsletter "*Diversity*", and Council's website.
- ***Planning and Business Development*** – included town planning policies, Council's activities promoting local economic development, and planning and / or building permits.



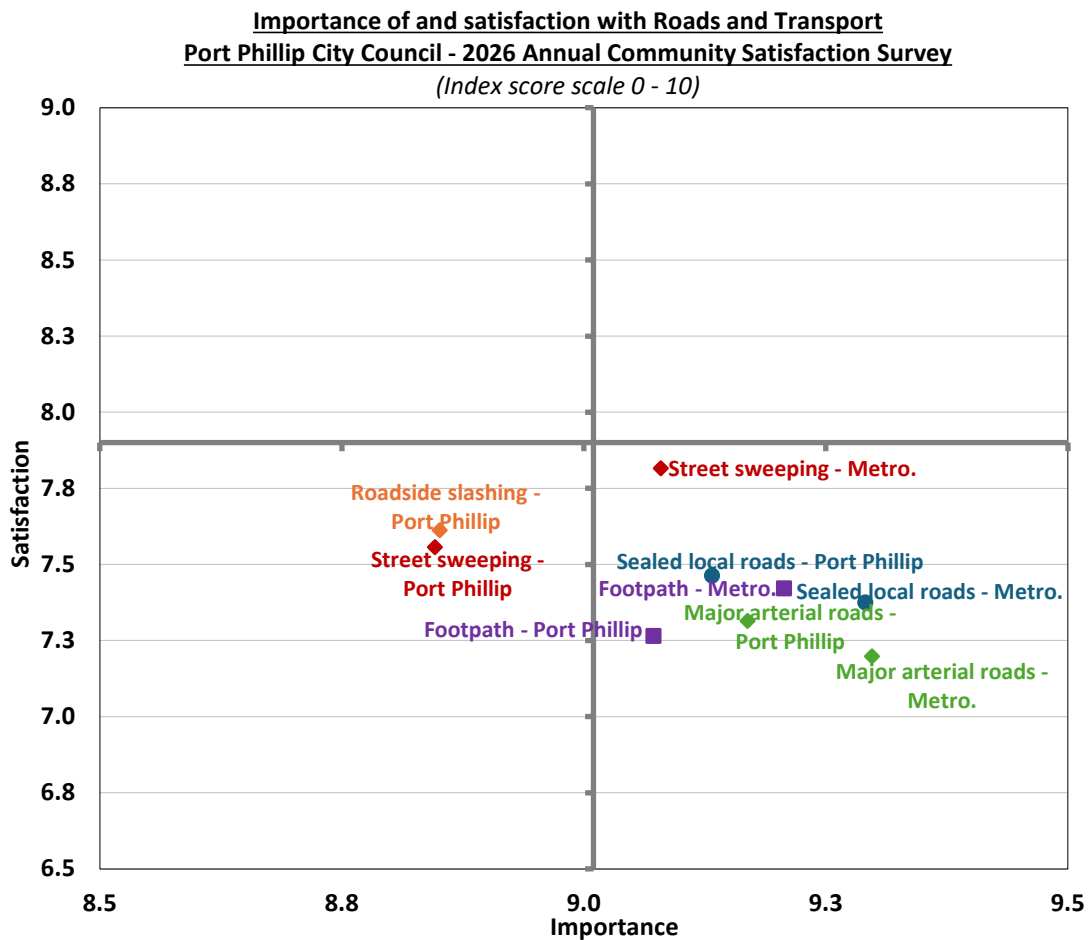
Roads and Transport

Five services and facilities from the roads and transport division were included in the survey this year.

These were roadside slashing, street sweeping, footpath maintenance and repairs, the maintenance and repair of sealed local roads, and the maintenance and repair of major arterial roads and highways (managed by VicRoads).

All five of these services and facilities recorded satisfaction scores that were lower than the average of all 43 services and facilities.

While roadside slashing and street sweeping were less important than average, footpaths, sealed local roads, and major roads fell into the quadrant of most concern, being more important than average, but recorded lower than average satisfaction scores.



Maintenance and repair of major arterial roads

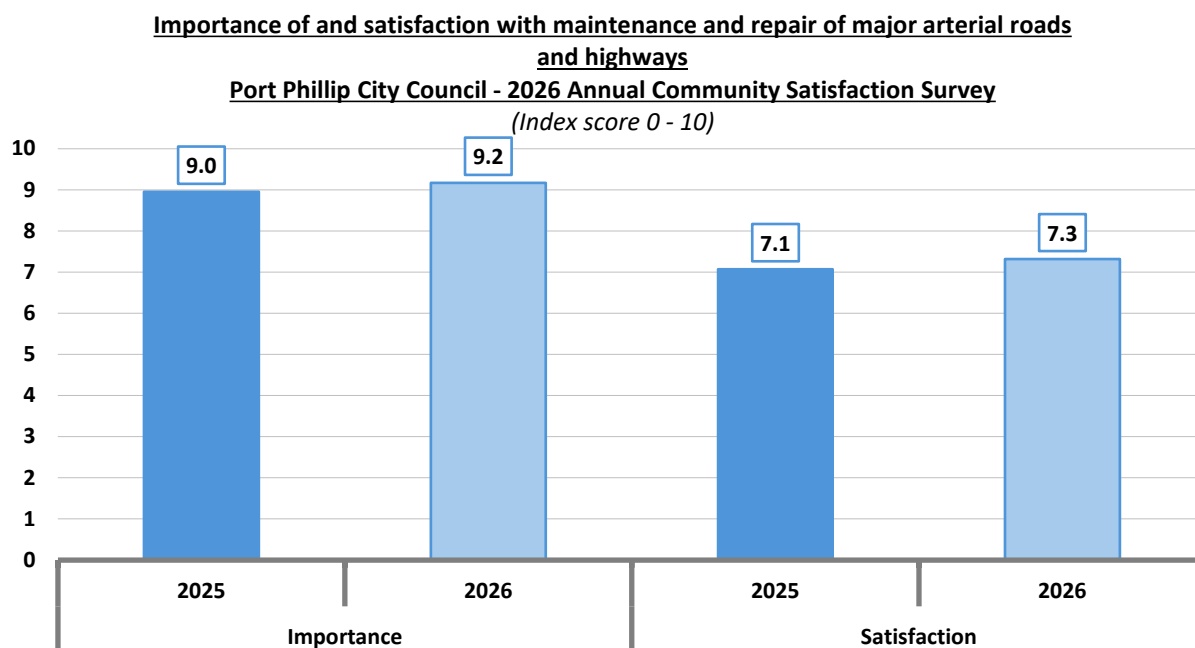
The maintenance and repair of major arterial roads and highways (managed by VicRoads) was the 9th most important of the 43 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with major arterial roads (managed by VicRoads) increased somewhat this year, up two percentage points to 7.3 out of 10, which was a “very good”, up from a “good”, level of satisfaction.

This result ranks major arterial roads (managed by VicRoads) 40th in terms of satisfaction this year, and one of 13 services and facilities to record a satisfaction score that was measurably lower than the average of all 43 (7.9).

This result comprised 51% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 867 of the 901 respondents who provided a satisfaction score this year.

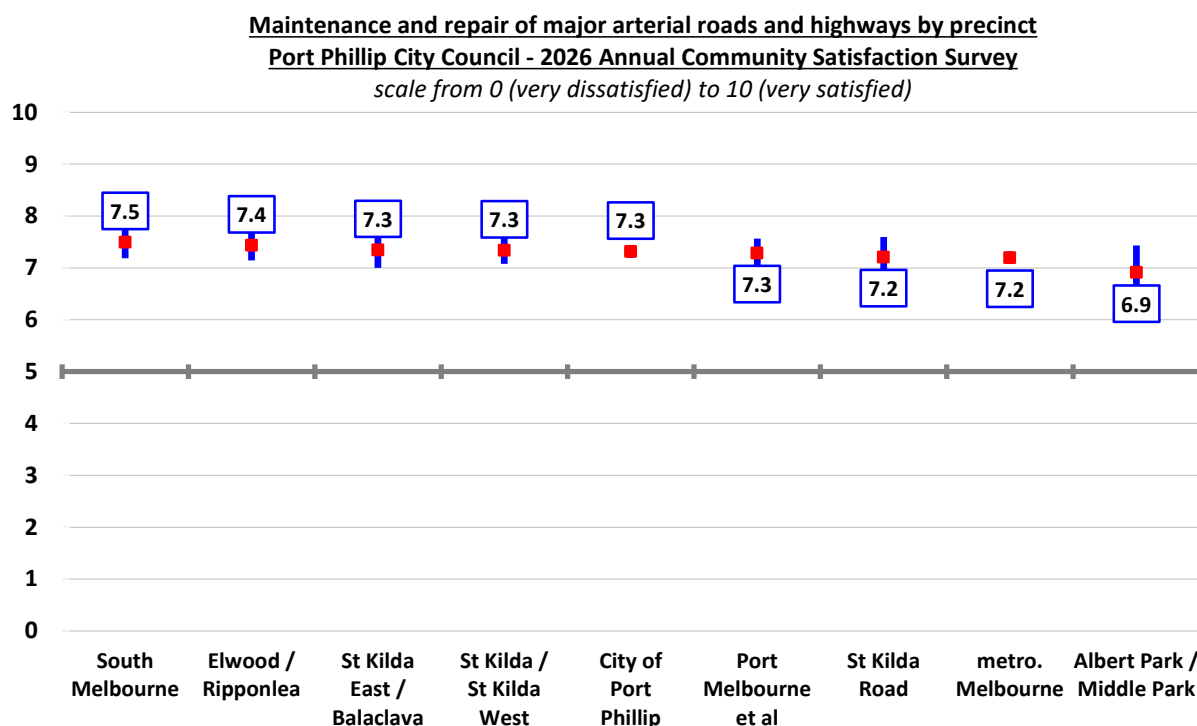
There was some substantive variation in satisfaction with major arterial roads observed by respondent profile, with older adults and senior citizens (aged 60 years and older) notably less satisfied than average.



By way of comparison, satisfaction with major arterial roads was broadly consistent with the metropolitan average satisfaction with “the maintenance and repair of major arterial roads and highways” of 7.2 out of 10, or “good”, as recorded in the 2026 *Governing Melbourne* research.



There was no measurable variation in satisfaction with major roads observed across the municipality, however respondents from Albert Park / Middle Park were notably (4pts) less satisfied than the municipal average, and at a “good” level.



The following table outlines the 42 comments and 62 locations or roads of concern in relation to the maintenance and repair of major arterial roads and highways (managed by VicRoads).

Reasons for dissatisfaction with maintenance and repair of major arterial roads and highways
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
All of them are full of potholes	12
They don't fix / maintain them	3
A lot of pretty serious / big potholes	2
All of them are horrible	2
All of them are unclean	1
Because I feel like over the recent years there are more breaks and damage to the roads in general close to the city	1
Heavy traffic near the freeway access points	1
I have been asking for traffic lights around the street	1
If the trees are cut down, they are just left there on the road for a week	1
In general	1
It is never maintained properly, potholes and cracks. Not only around this area	1
It's not being maintained, despite Port Philip having the highest rates	1
Lack of efficiency and prioritization in the local area in general	1
Leaves in the local area on the roads are not cleaned	1
Main roads have a lot of potholes	1
Maintenance of roads	1

Money could be spent elsewhere where, instead they are building more roads	1
No maintenance in the local area in general	1
Not very well maintained, not particular roads they are all like that in the local area	1
Potholes and tarmac breaking, no maintenance at all	1
Rubbish that is left around, they come around with those blowers, and it makes a mess, it's pollution and using fossil fuels when they used to rake it, it was better	1
The roads are not safe around the local area and roundabout not signed for safety	1
The roads are poor / not good around the area	1
There is often problem on the roads in the local area	1
They don't contact people when they put things here	1
They take a long time	1
Traffic is hectic on any road towards the city	1

Total	42
--------------	-----------

Specific locations identified by respondents

Dandenong Rd	2
Potholes on Beach St	2
Potholes on St Kilda Rd	2
Potholes on Williamstown Rd	2
Alma Rd between Hotham St and Orrong Rd	1
Beach Ave has potholes	1
Beach St	1
Bike lanes and potholes are a mess on Merton St	1
Canterbury Rd	1
Carlisle St	1
Carlisle St, St Kilda - potholes	1
Carlisle St. Potholes on roads. Unsafe for cyclists	1
Cars speeding near Park St intersection	1
Charles St	1
Danks St	1
Double parking everywhere near Woollies	1
Fitzroy St, we got abused by homeless	1
Hotham St	1
Inkerman St, coming down to Williams St and Hotham St and most of them are ordinary	1
Kerferd Rd	1
Kerferd Rd has potholes	1
Maintenance of roads - Ormond Rd	1
Mary St because of traffic jam	1
New St	1
No maintenance on Canterbury Rd	1
No maintenance on Punt Rd	1
On Howe Pde, there's accessibility issues due to levelling from road and not much action taken	1
On intersection of Barkly St and Glen Huntley Rd	1
Overgrown verges on Canterbury Rd	1
Park St because of traffic jam	1
Park St, South Melbourne	1
Poorly maintained roads on Dorcas St	1
Potholes and constant road closures on Inkerman St	1
Potholes and constant road closures on Malakoff St	1
Potholes and cracked roads on Brighton Rd	1
Potholes failed to be repaired on Western Hwy	1



Potholes on Carlisle St	1
Potholes on Dandenong Rd	1
Potholes on Dorcas St	1
Potholes on Graham St	1
Potholes on Hotham St	1
Potholes on Kerferd Rd	1
Potholes on Marine Pde	1
Potholes on Nepean Hwy	1
Potholes on Queens Rd	1
St Kilda Rd	1
The colour coding is pretty confusing in Albert Park and Middle Park	1
The highway is falling a bit and there are potholes on M1	1
The Peninsula Links	1
There are a lot of potholes, Canterbury Rd	1
There are potholes and there was a burst water pipe that caused a sink hole, just generally in St Kilda	1
There had been major problems that were there for a long time in the local area, Graham St	1
Too congested near the tram stops	1
Too many bike lanes on Park St	1
Traffic and congestion issues. Trucks hold up the traffic near Graham St intersection. School hours. Causing delays for pickup and drop off	1
Traffic and congestion on Ferrars St	1
Traffic congestion on Carlisle St. Near the station	1
VicRoads is not doing anything - Mary St roundabout	1
Total	62
Total responses	104

Maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was the 10th most important of the 43 included services and facilities, with an average importance of 9.1 out of 10.

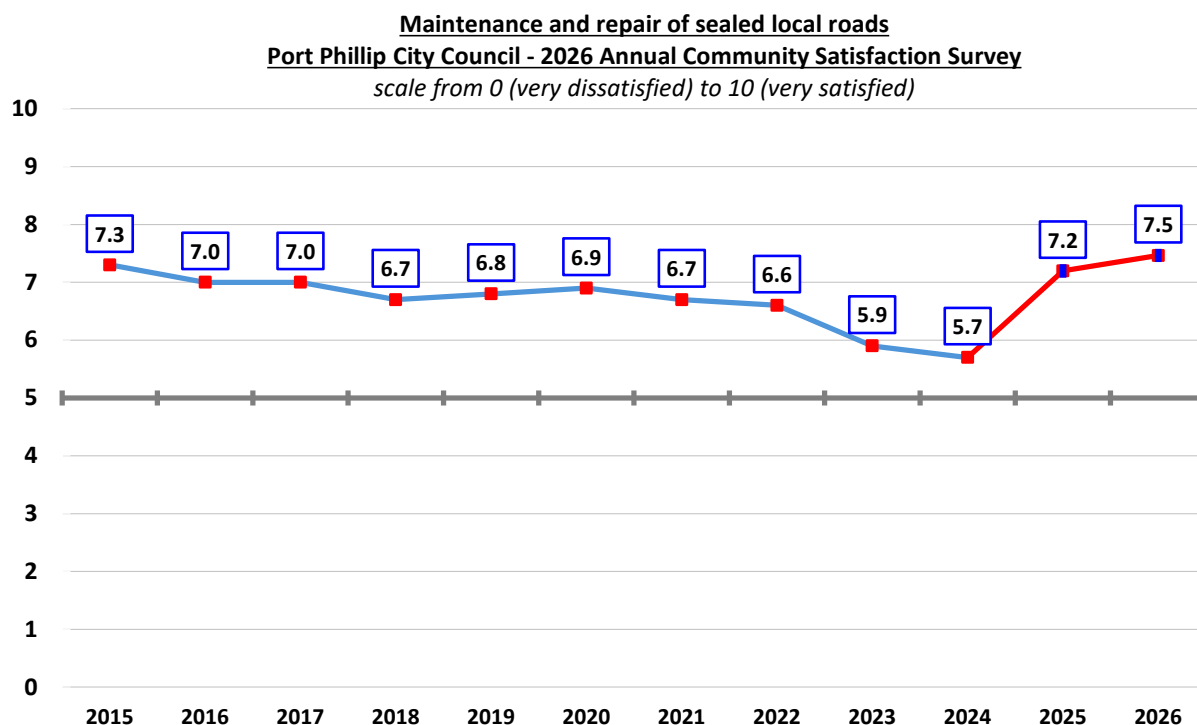
Satisfaction with the maintenance and repair of sealed local roads increased notably this year, up three percentage points to 7.5 out of 10, which was a “very good”, up from a “good”, level of satisfaction.

This result was notably higher than the long-term average satisfaction since 2015 of 6.8 out of 10.

It should be noted that the survey was conducted by a different provider, using a different survey form and methodology, between 2015 and 2024.

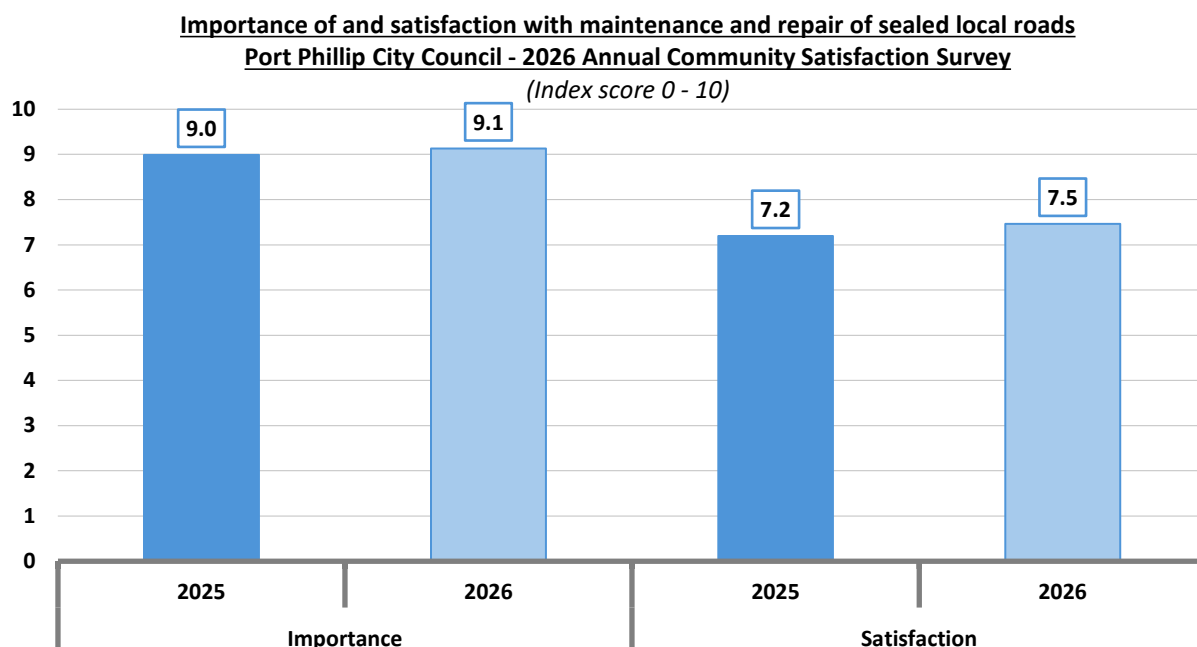
This ranks the maintenance and repair of sealed local roads 38th in terms of satisfaction this year, and one of 13 services and facilities to record a satisfaction score which was measurably lower than the average of all 43 (7.9).





This result comprised 53% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 872 of the 901 respondents who provided a satisfaction score this year.

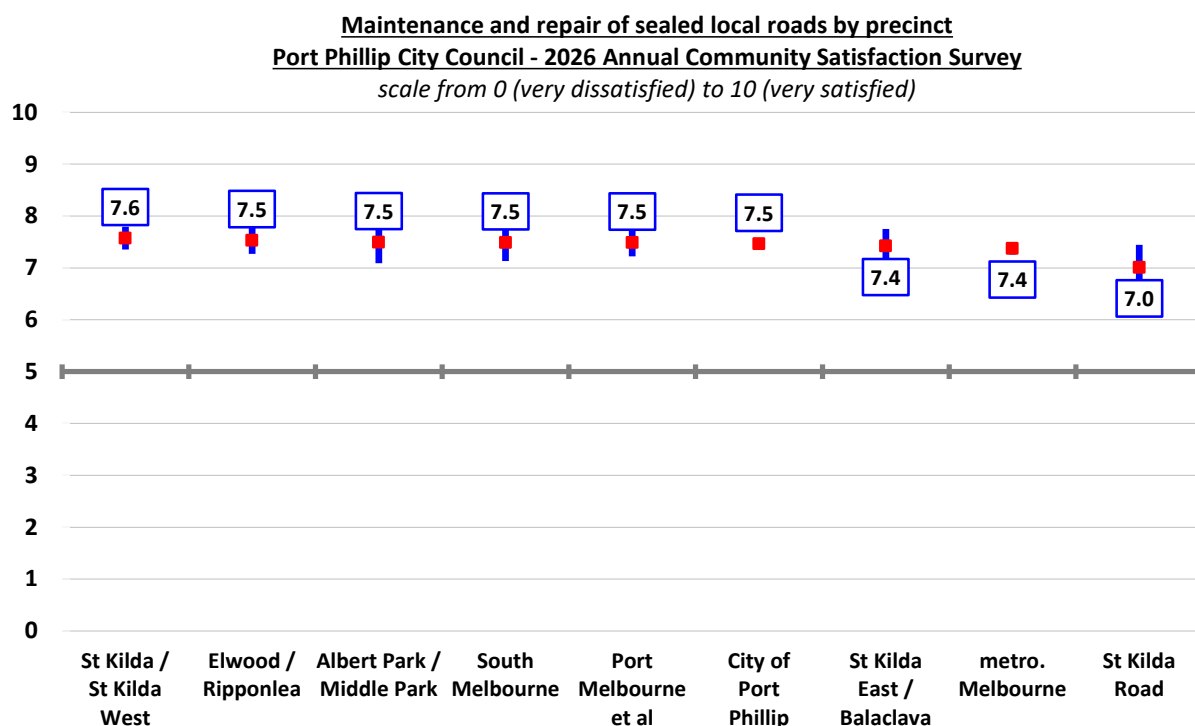
There was no substantive variation in satisfaction with local roads observed by respondent profile.



By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with the “maintenance and repairs of sealed local roads” of 7.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.



There was no measurable variation in satisfaction with local roads observed across the municipality, although respondents from St Kilda Roads were notably (5pts) less satisfied than average, and at a “good”, rather than a “very good”, level.



The following table outlines the 44 comments and 44 locations or roads of concern received in relation to the maintenance and repair of sealed local roads.

These comments have been broadly categorised as follows:

- Potholes / cracks / bumps 18 comments
- Maintenance and repairs 12 comments
- General negative 7 comments
- Other issues 7 comments
- Specific locations or roads of concern 44 locations or roads.

Reasons for dissatisfaction with maintenance and repair of sealed local roads
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
A lot of roads have potholes	14
All of them are horrible / bad	4
Poor / not good maintenance	4
Potholes that don't get fixed in the local area	3
Bumps everywhere	1
Could spend the money better	1
Cracked roads	1
Even poorer quality than the Vic roads, just in the local area they are average	1

For bike riding seems to be uneven areas	1
Heavy vehicles and trucks pass through residential streets	1
I just don't think they are resurfaced and well looked after	1
It's just that there's more people on the roads	1
Lot of potential	1
Most roads have something	1
Parking	1
Patchy road work	1
Poor drainage	1
Rubbish on the local roads	1
There are areas that I drive through every day that have potholes, and 6 weeks later there is potholes again	1
They are not putting the money into it	1
They dont fix them	1
Too many humps	1
Very confusing roads, especially if you are new to this area, you surely will get confused	1
Total	44

Specific locations identified by respondents

Park St	3
Fitzroy St is a mess	2
Nelson Rd	2
Queens Ln	2
Addison St	1
Arthur St	1
Broken curbs not fixed. Crichton Ave	1
Canterbury Rd broken, not maintained properly	1
Cracks on road, not fixed properly Shelley St	1
Dandenong Rd has a lot of potholes	1
Deep potholes near Liardet St	1
Deliver bikes speeding on footpaths. Ferrars St	1
Dickens St	1
Dow St	1
Draper St bike path near 18-30 is cracked. Difficult to cycle through	1
Footpaths uneven. Along Mitford St and near Broadway intersection	1
Graham St	1
Horrible maintenance all throughout Port Melbourne	1
Huge pothole on Nightingale St	1
It could be a lot better, Beaconsfield Pde	1
It's always patchy on Malakoff St	1
Loch St is broken, not maintained properly	1
Mary St	1
Pickles St	1
Potholes and cracked roads Inkerman St	1
Potholes on Goldsmith St	1
Potholes on High St	1
Potholes on Nepean Hwy	1
Potholes on roads. Corner of Cambridge St	1
Potholes Selwyn Ave	1
Quality of roads has deteriorated near intersections, Cambridge St	1
Richardson St	1



Saint Vincent St	1
Scooters are dumped on footpaths. Shakespeare Gr	1
Shirley Gr	1
St Kilda Rd is bad, I do not get to use any other, I just use that road, and it is so bad and confusing in some parts	1
There was a pothole on Crimea St	1
Water stays on roads after the rain on Vale St	1
Wavenhoe Ave	1
Total	44
Total responses	88

Roadside slashing and weed control

Roadside slashing and weed control were the 36th most important of the 43 included services and facilities, with an average importance of 8.9 out of 10.

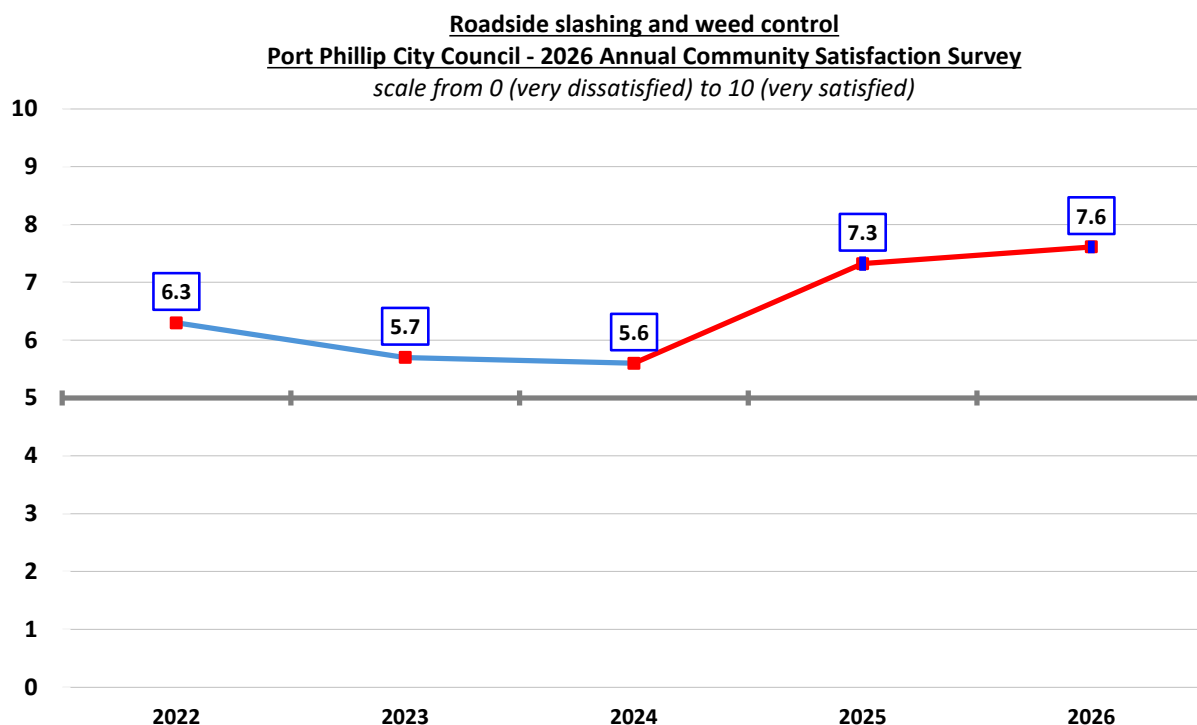
Satisfaction with roadside slashing increased notably this year, up three percentage points to 7.6 out of 10, which remains a “very good” level of satisfaction.

This result was measurably higher than the previously recorded long-term average from 2022 of 6.5 out of 10.

It should be noted that the survey was conducted by a different provider, using a different survey form and methodology, between 2022 and 2024.

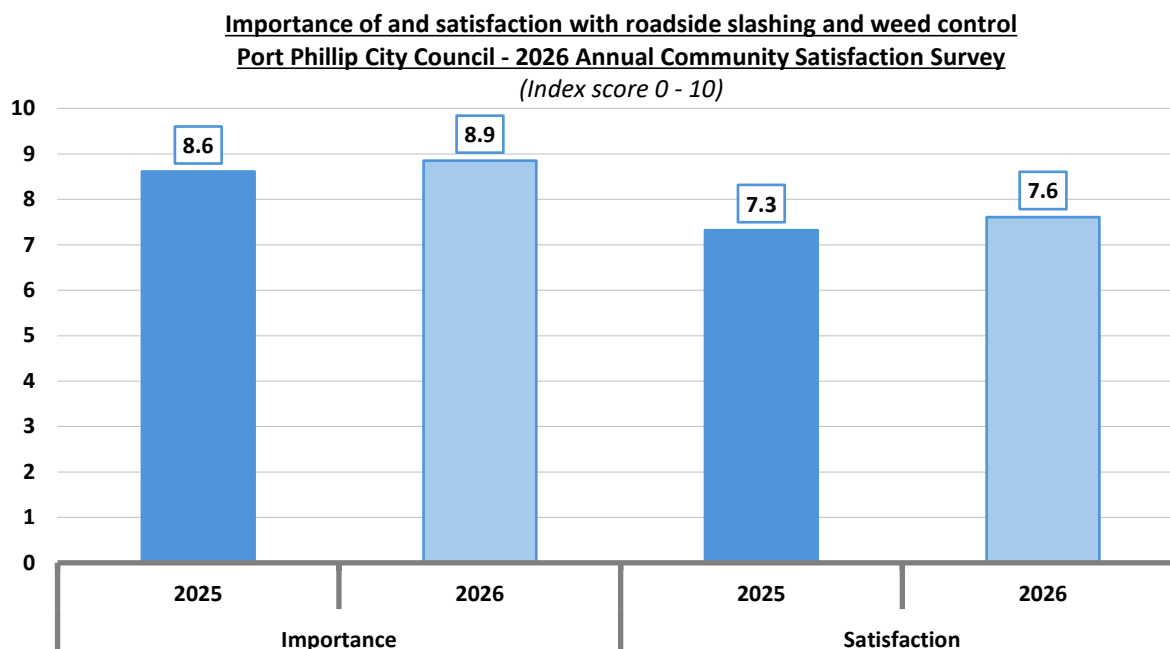
This result ranks roadside slashing 31st in terms of satisfaction this year, and one of 13 services and facilities to record a satisfaction score which was measurably lower than the average of all 43 services and facilities (7.9).





This result comprised 63% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 845 of the 901 respondents who provided a satisfaction score this year.

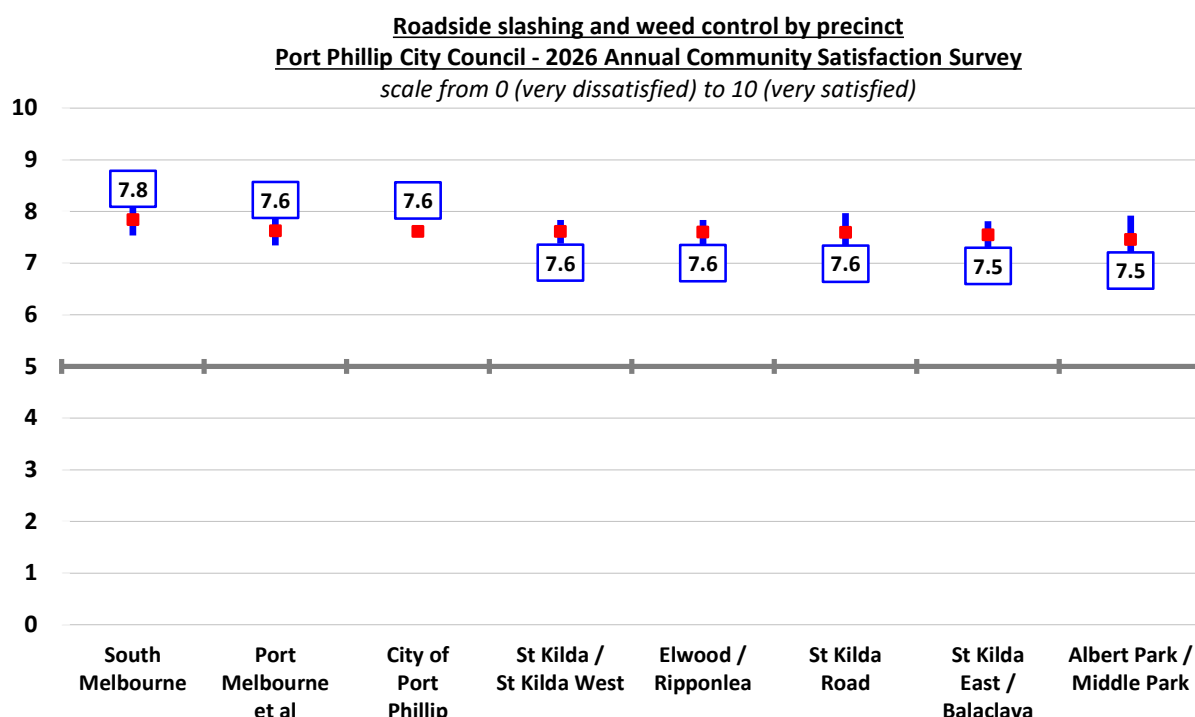
There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and older adults and senior citizens (aged 60 years and older) notably less satisfied.



These services were not included in the 2026 *Governing Melbourne* research, and so no comparison results have been provided.



There was no measurable variation in satisfaction with roadside slashing observed across the municipality, although respondents from South Melbourne rated satisfaction at an “excellent”, rather than a “very good” level.



The following table outlines the 64 comments and 11 locations of concern received in relation to roadside slashing and weed control.

These comments have been broadly categorised as follows:

- Poor / no maintenance 39 comments
- Overgrown vegetation / weeds 12 comments
- Use of chemicals / sprays 3 comments
- Need more / regular maintenance 2 comments
- Tree leaves / droppings / roots 2 comments
- Blocked drains 1 comment
- Other issues 5 comments
- Specific locations of concern 11 locations.

Reasons for dissatisfaction with roadside slashing and weed control
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
<i>Poor / no maintenance</i>	
They do not do it / rarely done	9
Not maintained enough / regularly	5
Poor maintenance / follow-up	5
I / community do the maintenance and slashing	4

Grass is not being mowed, especially in parks	2
Nature strips are not maintained / need maintenance	2
Could be doing a bit trimming and the grass is a bit dead, it's not manicured	1
I don't think they keep the weeds well-trimmed	1
It looks really rubbish, not nicely looked after	1
I've had to ring them up	1
Park St and Mary St roundabout vegetation not trimmed when requested	1
Sometimes they can be a bit slack and idle	1
Staffs haven't been trained	1
Streets are not maintained	1
There is evidence that it is not been done	1
They don't come around often enough, and I have to do it myself	1
They don't maintain regularly. Once a year maybe	1
They don't mow the lawn and median strip in the local area, and it grows pretty tall	1
Total	39

Overgrown vegetation / weeds

It's always overgrown	4
In summer, it becomes bad	1
Overgrown grass was common, but they seem to be doing it more these days	1
Rubbish or overgrown part is there for months	1
The grass is overgrown on the nature strip	1
There are weeds on the empty blocks and open spaces	1
They did last week but it's still high	1
We have grass over the knee around here	1
Weeds constantly growing without attention	1
Total	12

Use of chemicals / sprays

Not satisfied with use of Roundup	1
They are terrible, he just sprays it all around and it smells	1
They use too many chemicals	1
Total	3

Need more / regular maintenance

They need to be more frequent in maintaining	2
Total	2

Tree leaves / droppings / roots

They could be better though they do a good job collecting leaves	1
They do not clean up the leaves	1
Total	2



<i>Blocked drains</i>	
The gutter didn't empty quick enough	1
Total	1
<i>Other</i>	
Is too confusing for the slashing around here	1
Lot of debris everywhere	1
The footpaths have cracks; the lazy work is to bitumen on top of the cracks	1
The trees are not fit for purpose and are a hazard for WHS and not regularly serviced enough	1
There are always people smoking	1
Total	5
<i>Specific locations identified by respondents</i>	
Along Gourlay St especially	1
If the weeds grow too high, it's too hard to see cars coming at Beaconsfield Pde	1
Middle Park the centre South Melbourne, there are people taking weed	1
More near Frankston it doesn't get maintained	1
No upkeep of road side slashing on the Canterbury Rd	1
Not much done on Tiuna Gr	1
One look at Boroondara Gr and you know that no maintenance is done	1
Park at Ripponlea is growing very long and botanical gardens in the local area	1
The medium strip down the Brighton Rd is not maintained	1
They were closed to resurface the Catani Gardens, it's very uneven and dangerous, can cause ankle breaking and has potholes	1
Weeds are not cleaned properly on Tiuna Gr	1
Total	11
Total responses	75

Footpath maintenance and repairs

Footpath maintenance and repairs was the 16th most important of the 43 included services and facilities, with an average importance of 9.1 out of 10.

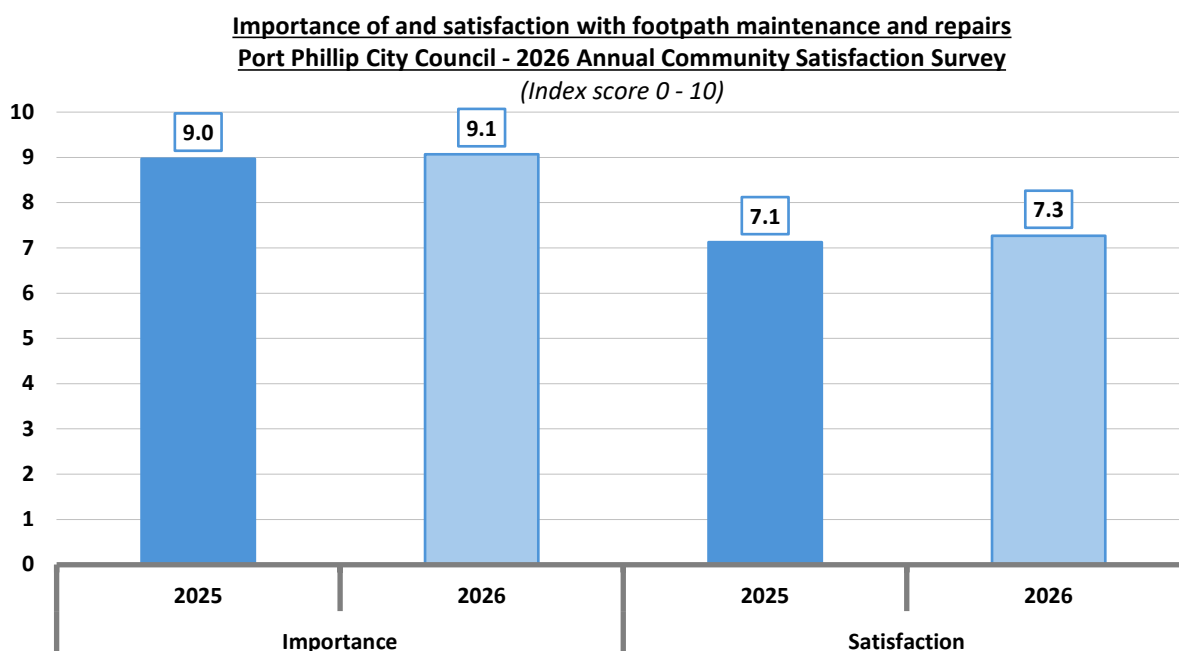
Satisfaction with footpaths increased somewhat this year, up two percentage points to 7.3 out of 10, which was a “very good”, up from a “good”, level of satisfaction.

This result ranks footpaths 41st in terms of satisfaction this year, and one of 13 services and facilities to record a satisfaction score which was measurably lower than the average of all 43 services and facilities (7.9).

This result comprised 54% “very satisfied” and nine percent “dissatisfied” respondents, based on a total sample of 889 of the 901 respondents who provided a satisfaction score this year.



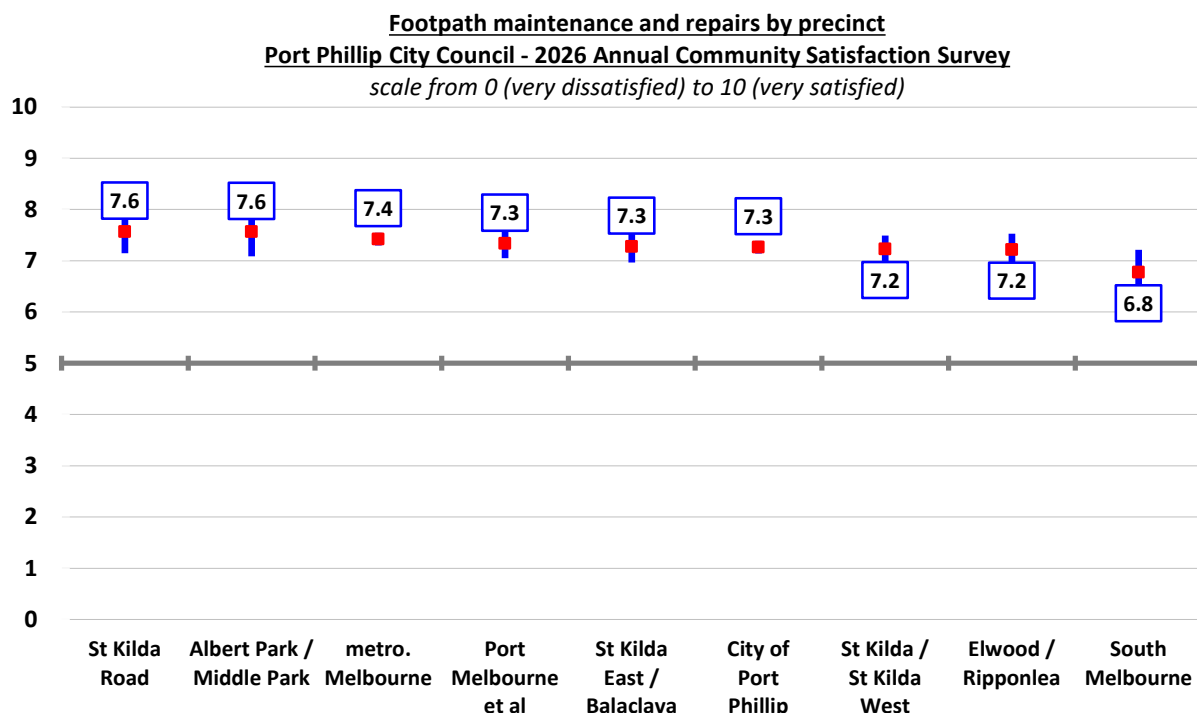
There was some variation in satisfaction with footpaths observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and older adults and senior citizens (aged 60 years and over) notably less satisfied.



By way of comparison, satisfaction with footpaths was broadly consistent with the metropolitan average satisfaction with “footpath maintenance and repairs” of 7.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with footpaths observed across the municipality, respondents from South Melbourne were notably (5pts) less satisfied than the municipal average, and at a “good”, rather than a “very good”, level.





The following table outlines the 158 comments and 27 locations of concern received in relation to footpath maintenance and repairs.

These comments have been broadly categorised as follows:

- | | |
|---------------------------------------|---------------|
| • Footpaths cracked / uneven / broken | 58 comments |
| • Poor maintenance and repair | 35 comments |
| • Trip hazard | 15 comments |
| • Tree root damage | 14 comments |
| • Cleanliness / dumping of rubbish | 7 comments |
| • Safety related | 6 comments |
| • General negative | 5 comments |
| • Condition of footpaths | 4 comments |
| • Tree droppings / leaf litter | 4 comments |
| • Flooding / clogging | 1 comments |
| • Other issues | 9 comments |
| • Specific locations of concern | 27 locations. |

Reasons for dissatisfaction with footpath maintenance and repairs
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
<i>Footpaths cracked / uneven / broken</i>	
Uneven / lumpy / bumpy footpaths	34
Cracks	12
Broken	6

A lot of crumbling footpaths in the area	1
If you walk around here, you will see they are damaged	1
Pretty uneven around big trees	1
There had been a gas pipe put through so there is a bump	1
They are pretty rough	1
Too many cracks to push prams	1
Total	58

Poor maintenance and repair

Bad / insufficient / poor maintenance	7
No / not enough maintenance	6
Poor repairs	3
Takes too long	3
Needs to be done quickly / more often	2
They mark / block the footpaths for maintenance with paint but takes a long time to do it	2
A lot more could be done for footpaths	1
All the footpaths are not fixed	1
Been left like this for ages, they started maintenance but just left without finishing it	1
Close to zero maintenance on the footpaths in the local area	1
I never see cracks getting fixed	1
Need more maintenance to make sure the foot path is safe	1
Need to be maintained so you can walk	1
Poor management	1
They just cover the cracks with bitumen	1
They only do it when we complain	1
We had to get a neighbour to call the Council because there are holes that need to be fixed	1
Wrong things fixed	1
Total	35

Trip hazard

Tripping hazard	4
I often stumble on the streets because they are uneven / lumpy / patched up	3
Hard to walk for old and disabled people	1
Hard to walk on	1
I am clumsy and I trip so I am very aware that the footpaths are uneven in a lot of places. I had two bad falls because of uneven footpaths; I broke my teeth and my leg	1
I walked the dogs through the street, and I tripped due to tree roots	1
Inconvenient for people with disability	1
Repairs make it even worse cause they are very uneven to walk on	1
Sometimes it is difficult to use my trolley on the road	1
They only come when you contact them after someone falls	1
Total	15

Tree root damage

Destroyed / damaged by tree roots	4
Surface is often raised / lifted / unlevelled because of tree roots	4
Lot of problems with tree roots here	1
The trees are all cracking the footpaths and ripping them	1



The unkempt trees crack the footpaths	1
They have to manage tree roots better	1
Tree roots cause cracks on roads	1
Trees roots coming through them all along in the local area	1
Total	14

Cleanliness / dumping of rubbish

Dirty / not clean	3
Dog waste on footpaths	2
Has to be cleaned more often	1
Lots of tiny glass pieces on footpaths	1
Total	7

Safety

Safety / unsafe	2
Big hole next to the footpath that is not being filled up so you can hurt yourself	1
Dangerous for old people to walk on broken footpaths	1
Hazard when pushing pram	1
Lots of hazards for people with disabilities in the local area because they are replacing bits and pieces turning it into messy patchwork	1
Total	6

General negative

Bad / not good	2
Everywhere	1
It could be done better	1
It is rubbish	1
Total	5

Condition of footpaths

Narrow	2
Many footpaths and in bad condition	1
The state of them	1
Total	4

Tree droppings / leaf litter

It has grass and weed on it	1
Leaves are everywhere	1
The footpaths are all covered with leaves	1
Very narrow as fallen leaves are not regularly collected	1
Total	4

Flooding / clogging



Water fills up during the rain	1
Total	1
<i>Other</i>	
Too many food delivery bikes parked on footpaths, hard to walk past	1
Cracks in the roads	1
Dog waste in parks	1
I think they over invest in footpath repairs	1
Lots of people walking and riding around	1
Street sweeping should be done regularly	1
They are visually nice	1
Too many potholes	1
Trees are not fit for purpose and refusal to remove said trees	1
Total	9
<i>Specific locations identified by respondents</i>	
All the Balaclava St footpaths are broken	1
Bunch of cracks on Dorcas St	1
Cracked paths due to tree roots on Boondara Gr	1
Cracks on the Cobden St footpaths	1
Errors with tree roots on Barkly St	1
Footpath near Garden City Reserve is not maintained	1
Footpath next to the train line is very uneven	1
From Maryville St to the Los Angeles Ct, the steps are too high, and you can trip and break your neck	1
Lots of holes and gaps on Fitzroy St	1
Moubray St footpaths	1
Narrow and uneven near my mother's place along Clark St	1
Need more fixing for the road on Bronte Ln	1
Nott St is like patch work	1
Poor maintenance of footpaths on Cobden St	1
Queens Ln footpaths are not being repaired	1
Queens Ln has deep potholes in the footpaths	1
Queens Rd has holes in it	1
Queens Rd is uneven	1
Really bad on Fitzroy St	1
The footpath on Bronte Ln is really bad and needs fixing. It is easy to trip over	1
The paths on Queens Ln are not level and have a slope. My wife cannot use the footpath	1
There are a lot of trip hazards on Longmore St, you can trip in the night	1
Tree roots on Greig St are dangerous	1
Uneven and cracked along Graham St	1
Uneven and cracked along Mitford St	1
Uneven footpath along Grosvenor St	1
Uneven path on Avoca Ave	1
Total	27
Total responses	185

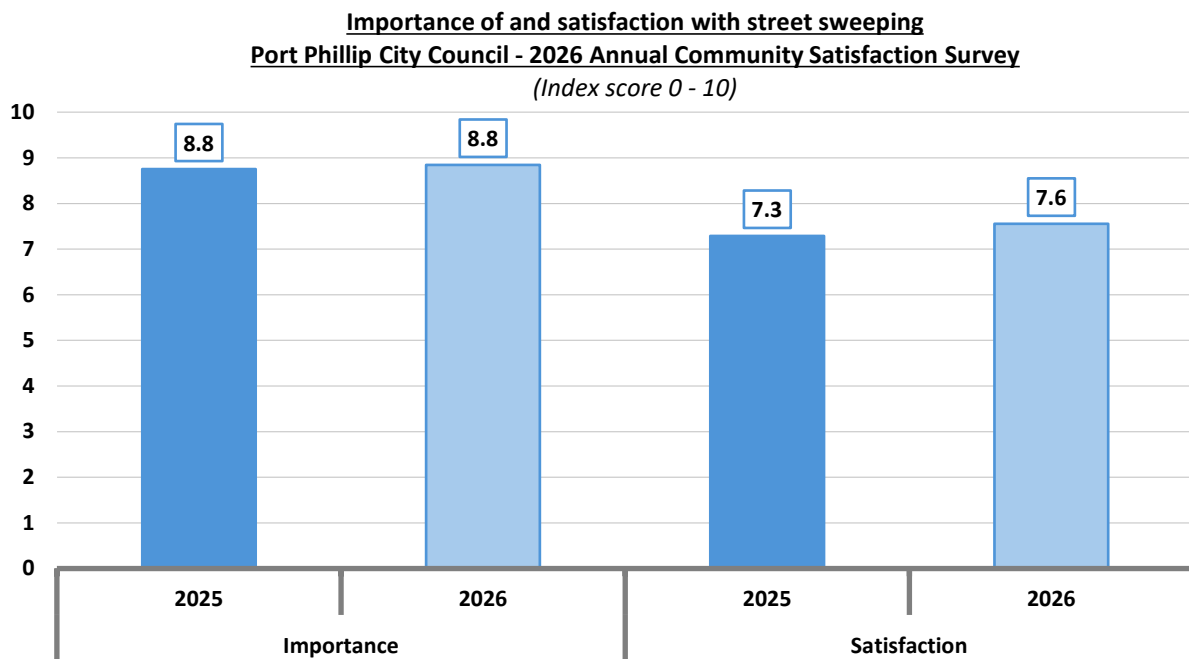


Street sweeping

Street sweeping was the 37th most important of the 43 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with street sweeping increased notably this year, up three percentage points to 7.6 out of 10, which remains a “very good” level of satisfaction.

This result ranks street sweeping 35th in terms of satisfaction this year, and one of 13 services and facilities to record a satisfaction score which was measurably lower than the average of all 43 services and facilities (7.9).



This result comprised 61% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 859 of the 901 respondents who provided a satisfaction score this year.

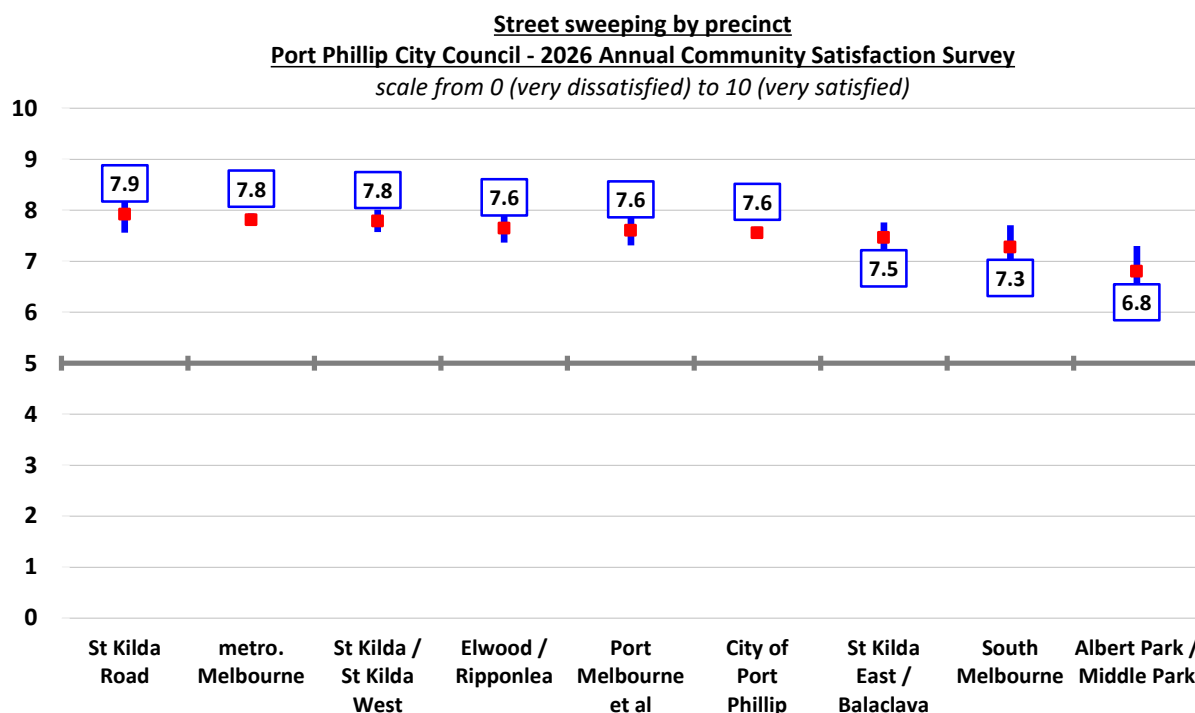
There was some substantive variation in satisfaction with street sweeping observed by respondent profile, with older adults and senior citizens (aged 60 years and over) notably less satisfied than average.

By way of comparison, satisfaction with street sweeping was measurably (2pts) lower than the metropolitan average satisfaction with “street sweeping” of 7.8 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with street sweeping observed across the municipality, with respondents from Albert Park / Middle Park measurably (8pts) less satisfied than the municipal average, and at a “good”, rather than a “very good”, level.

By contrast, respondents from St Kilda Road and St Kilda / St Kilda West rated satisfaction at “excellent” levels.





The following table outlines the 104 comments and 10 locations of concern received in relation to street sweeping.

These comments have been broadly categorised as follows:

- Not regular / not enough / no sweeping 37 comments
- More / better sweeping required 21 comments
- Inefficient / ineffective sweeping 13 comments
- Tree droppings / leaf litter 11 comments
- Blocked drains / flooding 7 comments
- Lack of cleanliness and maintenance 4 comments
- Not done according to schedule 3 comments
- Sweeping when cars are parked 1 comment
- Other issues 7 comments
- Specific locations of concern 10 locations.

Reasons for dissatisfaction with street sweeping
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
<i>Not regular / not enough / no sweeping</i>	
Not done regularly	11
Do not come here / it is never done / do not see it	9
Not done enough / not done frequently	9
A lot of areas are neglected all across Port Philip	1
Back lanes are unswept	1
Does not pick up leaves, especially in autumn	1



Leaves should be removed regularly, or it becomes slippery	1
No one is doing any in our area and other Councils like Stonnington have dedicated streets cleaners	1
They are not doing it often enough, especially during autumn	1
They do not come often by themselves; we need to call them	1
They should come during weekdays	1

Total 37

More / better sweeping required

Need more frequently / often	10
Needs to be more regular	8
Could be done better	1
Needs to be done more in the local area	1
They can do a better job with the leaves clean up in the local area	1

Total 21

Inefficient / ineffective sweeping

Does not do a good / proper job	5
They only blow it; they do not sweep it	2
I saw the leaf blower person blow the leaves onto the street	1
It could be improved after summer time	1
It is not done everywhere	1
They do one strip, but they do not do ours	1
They have breaks on the side of the street	1
They left a bunch of leaves on the road	1

Total 13

Tree droppings / leaf litter

Fallen leaf litter everywhere	11
-------------------------------	----

Total 11

Blocked drains / flooding

Drains are often blocked	2
Drains flood during heavy rain	2
Our gutters do not get cleaned regularly enough	2
Leaves blocking drains after the rain	1

Total 7

Lack of cleanliness and maintenance

Just too much mess in the local area	2
The roads are not really clean	1
The streets are barely cleaned	1

Total 4



<i>Not done according to schedule</i>	
Hard to know the timing	1
The schedule needs to be communicated	1
They do not come on time in the local area	1
Total	3
<i>Sweeping when cars are parked</i>	
They do not do it even if there are no cars	1
Total	1
<i>Other</i>	
Blowers smell bad	1
I am neutral with it	1
Incorrect trees that Council refused to remove	1
Need to do the leaves myself	1
Very loud and very early in the morning for residents	1
We sweep every day and they come on weekend	1
When there are leaves it takes a while	1
Total	7
<i>Specific locations identified by respondents</i>	
Boroondara Gr needs to be swept more often	1
Cobden St is a flood zone due to the leaves clogging the drain	1
Lack of street sweeping on Page St	1
No street sweeping on Cecil St	1
Not often enough on Gellibrand Rd	1
St Leonards PI never gets swept	1
Sweeping is not done at all on Little Page St	1
The street sweeper does not sweep my side of the street on Cardigan PI	1
The sweeper did not cover Glover St	1
They do Iffla St but not Mountain St	1
Total	10
Total responses	114



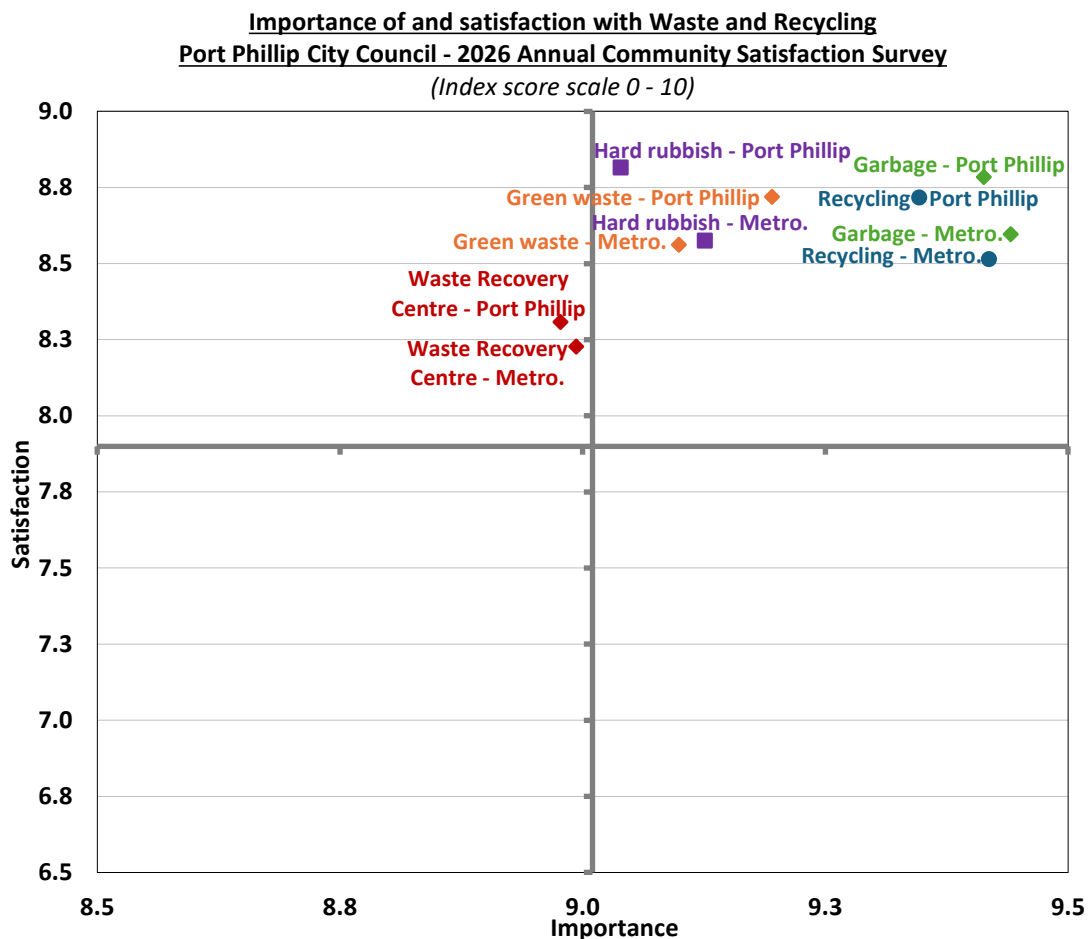
Waste and Recycling

Five services and facilities from the waste and recycling division were included in the survey this year.

These were the four kerbside collection services (garbage, recycling, food and green waste, and hard rubbish), and the waste recovery centre.

All five services and facilities recorded satisfaction scores which were higher than the average of all 43 services and facilities.

While the waste recovery centre was less important than average, the kerbside collection services were among those which respondents considered most important, and with which they were most satisfied.



Average satisfaction with waste management services increased somewhat this year, up two percentage points to 8.7 out of 10, which remains an “excellent” level of satisfaction.

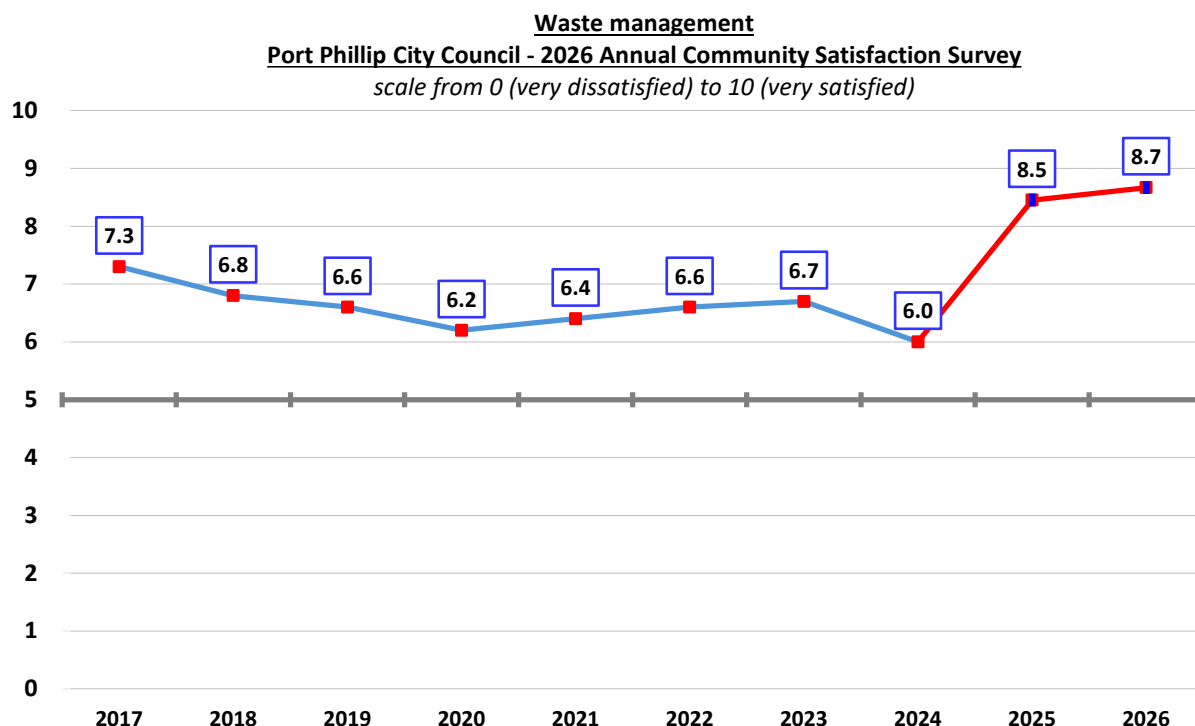
This result was measurably higher than the long-term average satisfaction since 2017 of 7.0 out of 10.



It should be noted that the survey was conducted by a different provider, using a different survey form and methodology, between 2017 and 2024.

The pre-2025 historical results were based on a general question asking satisfaction with Council’s waste management, whereas the 2025 and 2026 results were based on the average satisfaction with the kerbside collection services and the waste recovery centre.

The general question will tend to record a lower level of satisfaction, as it tends to be dominated by the service recording the lowest satisfaction levels.



Regular weekly garbage collection

The regular weekly garbage collection was the 2nd most important of the 43 included services and facilities, with an average importance of 9.4 out of 10, and one of seven services and facilities that were measurably more important than the average of all 43 (9.0).

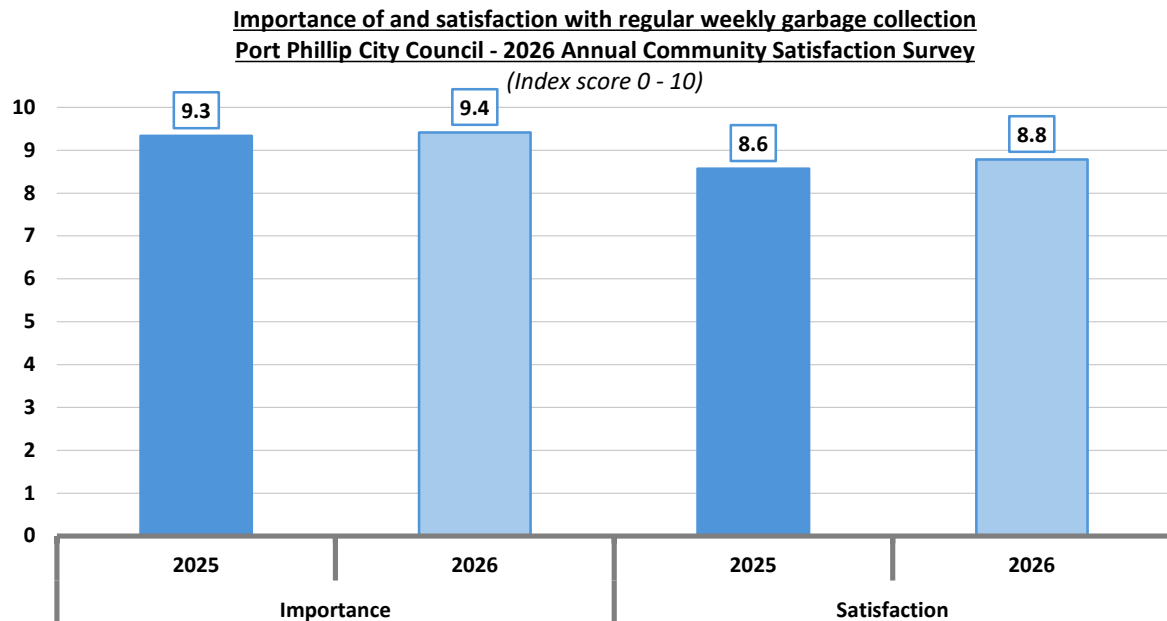
Satisfaction with the regular garbage collection increased somewhat this year, rising two percentage points to 8.8 out of 10, which remains an “excellent” level of satisfaction.

This result ranks the regular garbage collection 2nd in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 43 (7.9).

This result comprised 88% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 842 of the 901 respondents who provided a satisfaction score this year.



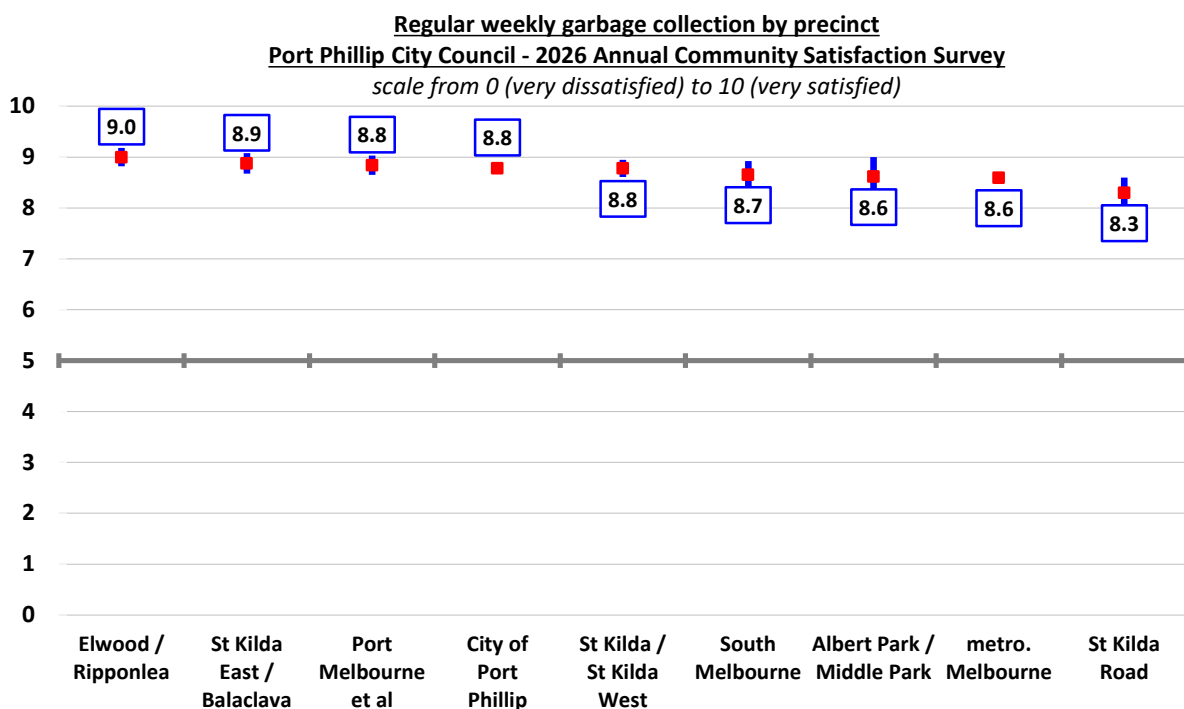
There was no substantive variation in satisfaction with the regular garbage collection observed by respondent profile.



By way of comparison, satisfaction with the regular garbage collection was measurably (2pts) higher than the metropolitan average satisfaction with “regular garbage collection” of 8.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with garbage collection observed across the municipality, with respondents from St Kilda Road measurably (5pts) less satisfied than the municipal average, although still at an “excellent” level.

It is noted that respondents from all precincts rated satisfaction at “excellent” levels.



The following table outlines the 22 comments received in relation to the regular weekly garbage collection.

Reasons for dissatisfaction with regular weekly garbage collection
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Bin collection is sometimes missed	4
Leave the bins a mess / rubbish lies around	3
They do not put the bins back on the curb	3
They break bins often	2
Bins are left all around	1
Different time every time	1
Do at it after 7 am	1
Do not do fortnightly, just keep it weekly	1
Incomplete collection	1
Sporadic collection	1
They are always late	1
They leave the bins on the road ever since the company changed	1
They often leave them on the road, fallen over. I have complained multiple times	1
Unreliable	1
Total	22

Regular weekly recycling

Regular weekly recycling was the 5th most important of the 43 included services and facilities, with an average importance of 9.3 out of 10, and one of seven services and facilities to be measurably more important than the average of all 43 (9.0).

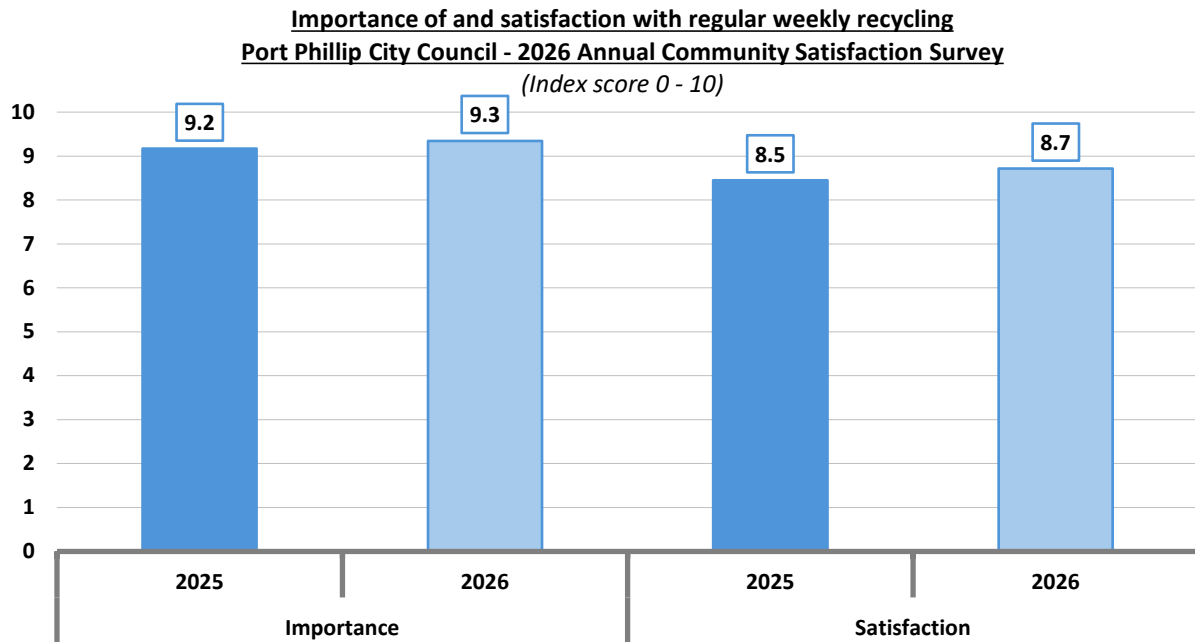
Satisfaction with regular weekly recycling increased somewhat this year, rising two percentage points to 8.7 out of 10, which remains an “excellent” level of satisfaction.

This ranks regular weekly recycling 4th in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 43 (7.9).

This result comprised 86% “very satisfied” and two percent “dissatisfied” respondents based on a total sample of 842 of the 901 respondents who provided a satisfaction score this year.

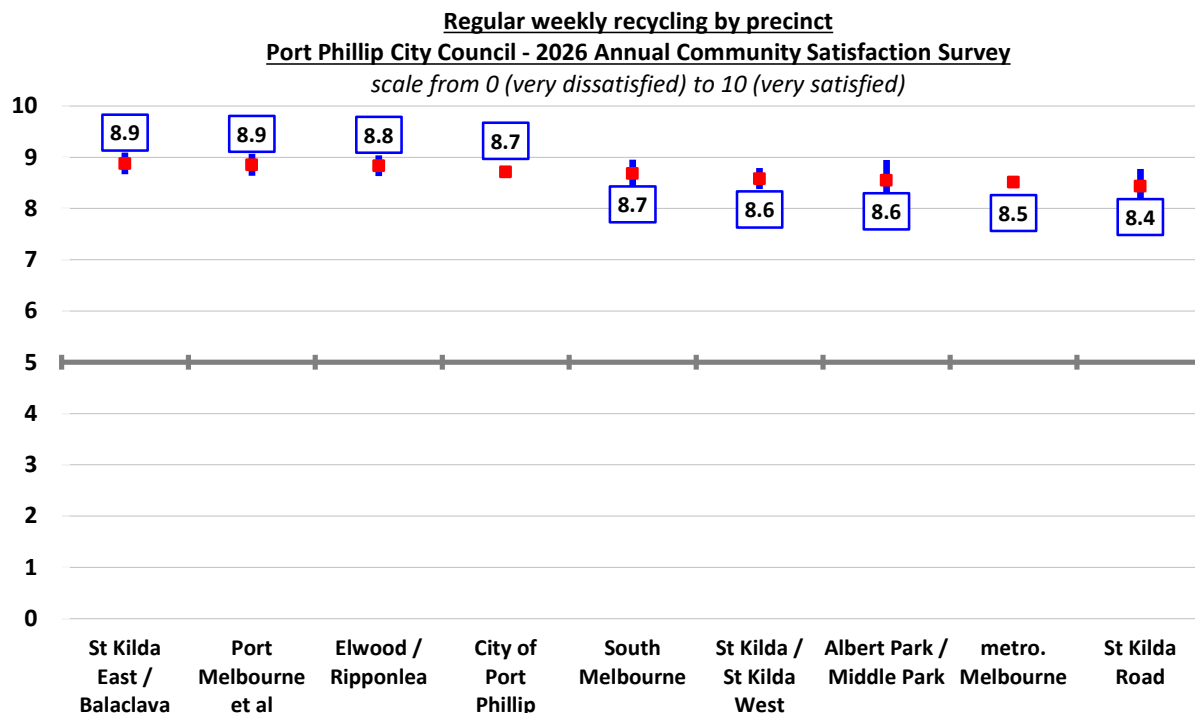
There was no substantive variation in satisfaction with recycling observed by respondent profile.





By way of comparison, this result was measurably (2pts) lower than the metropolitan average satisfaction with “regular recycling” of 8.5 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in this result observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels of well in excess of eight out of 10.



The following table outlines the 22 comments received in relation to the regular weekly recycling collection.

Reasons for dissatisfaction with regular weekly recycling
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Bins are left all around / they leave bins a mess	2
3 weeks in a row with no recycling collected	1
Bin size is too small, so I put it in the general bin	1
Collection schedule	1
I have nothing to recycle	1
I saw them mix them up with regular ones	1
It is meaningless because they do not recycle it, they just send it to the landfill	1
Missed bins	1
No safe disposal	1
Not enough recycling	1
Nothing gets recycled	1
Recycling of soft plastics does not do	1
The Council response to my garbage being blocked by my neighbours is very negative	1
The green bin introduction	1
They are always late	1
They broke the bin	1
They do not put bins back	1
They leave the bins on the road ever since the company changed	1
They often leave them on the road, fallen over. I have complained multiple times	1
Upsized bin is necessary	1
Usually, if the bin is not placed properly, they skip the collection	1
Total	22

Weekly food and green waste collection

Weekly food and green waste collection was the 8th most important of the 43 included services and facilities, with an average importance of 9.2 out of 10.

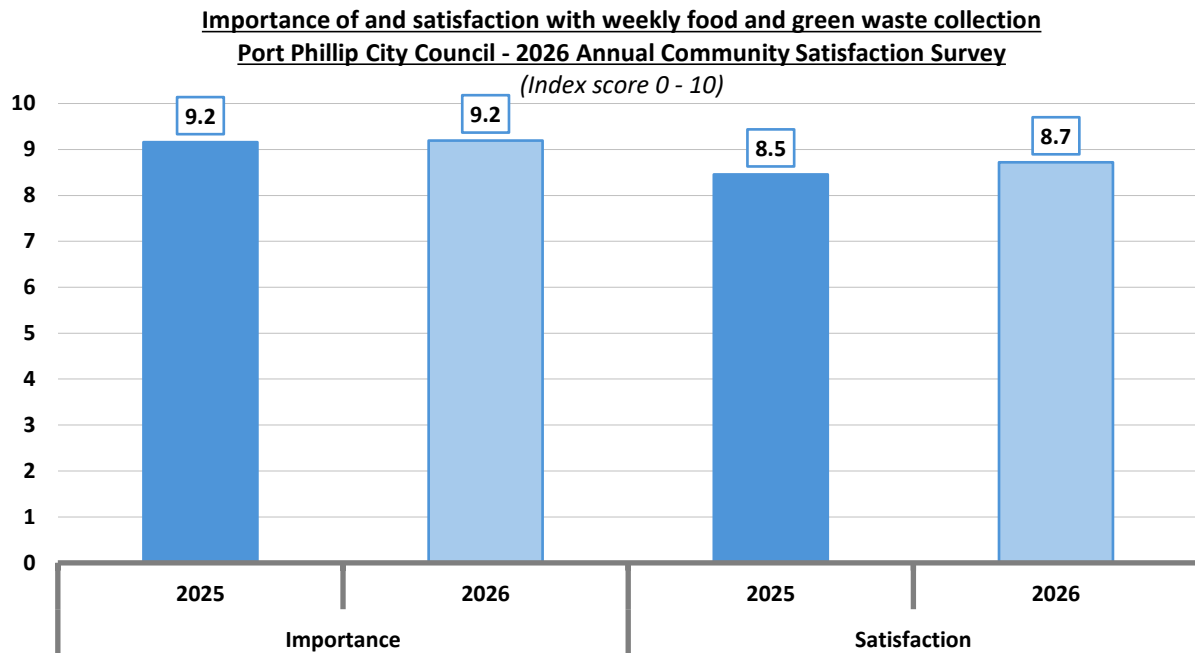
Satisfaction with green waste collection increased somewhat this year, up two percentage points to 8.7 out of 10, which remains an “excellent” level of satisfaction.

This ranks green waste collection 3rd in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 43 (7.9).



This result comprised 85% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 817 of the 901 respondents from households who had used these services in the last 12 months.

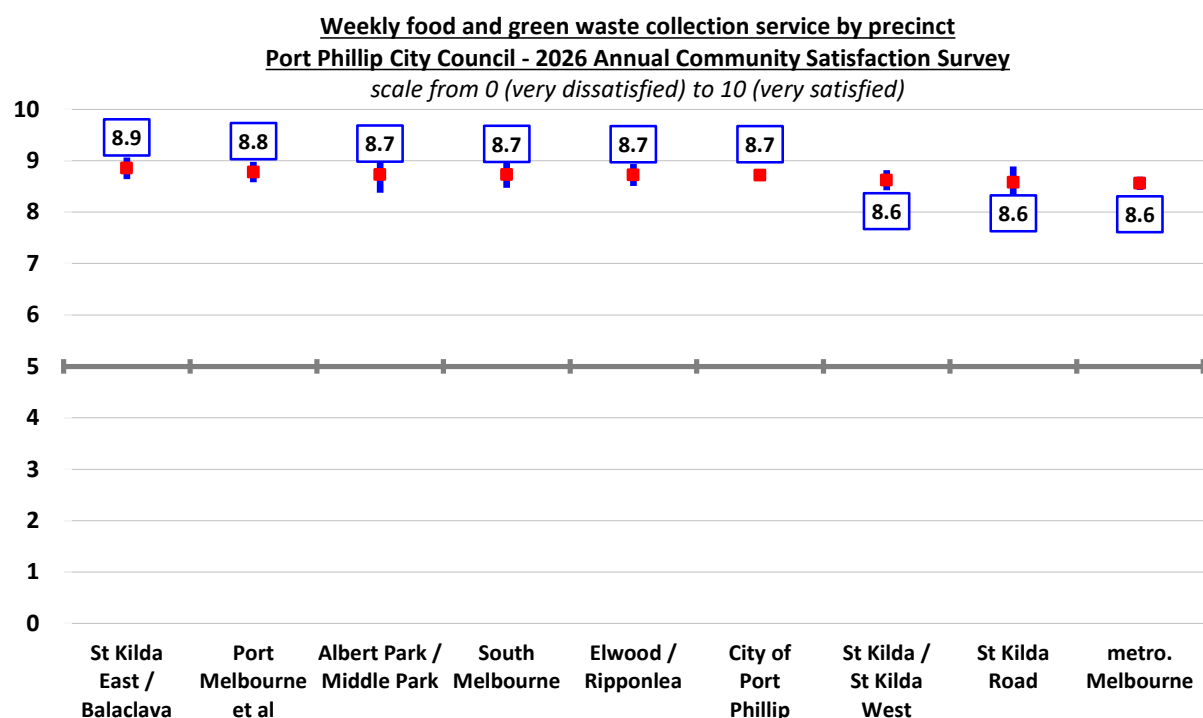
There was no variation in satisfaction with food and green waste collection observed by respondent profile.



By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with “green waste collection” of 8.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with green waste collection observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels of well in excess of eight out of 10.





The following table outlines the 14 comments received from respondents in relation to the weekly food and green waste collection.

Reasons for dissatisfaction with weekly food and green waste collection
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Not necessary / required	2
They do not put the bins back / leave them a mess	2
I saw the garbage collectors disposing the green bin into the normal garbage	1
Need a bigger one	1
No green bin	1
Not enough information about it	1
There is stuff on the Chapel St	1
They are always late	1
They are brutal with them and broke my rubbish bin. I have to pay for it	1
They leave the bins on the road ever since the company changed	1
They often leave them on the road, fallen over. I have complained multiple times	1
We are constantly filling them up because of the trees	1
Total	14



Bookable hard rubbish service

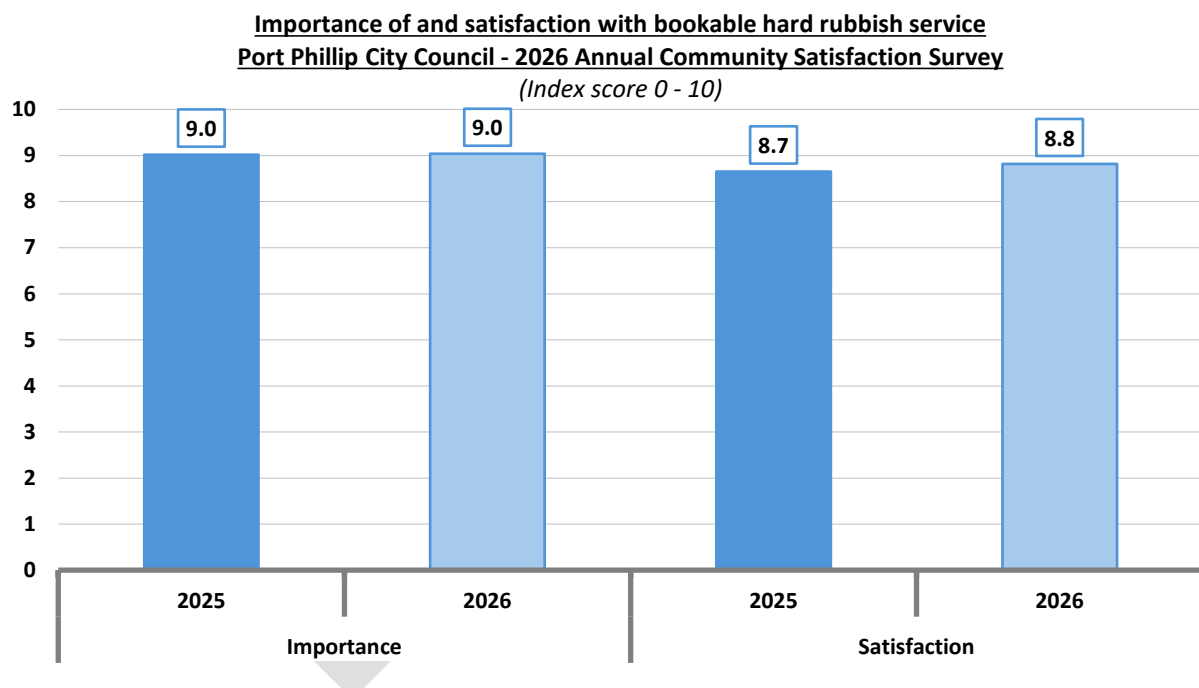
The bookable hard rubbish service was the 20th most important of the 43 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with hard rubbish collection remained essentially stable this year, up one percentage point to 8.8 out of 10, which remains an “excellent” level of satisfaction.

This ranks hard rubbish collection 1st in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 43 included services and facilities (7.9).

This result comprised 90% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 412 of the 414 (46%) respondents from households who had used this service in the last 12 months.

There was no substantive variation in satisfaction with hard rubbish collection observed by respondent profile.

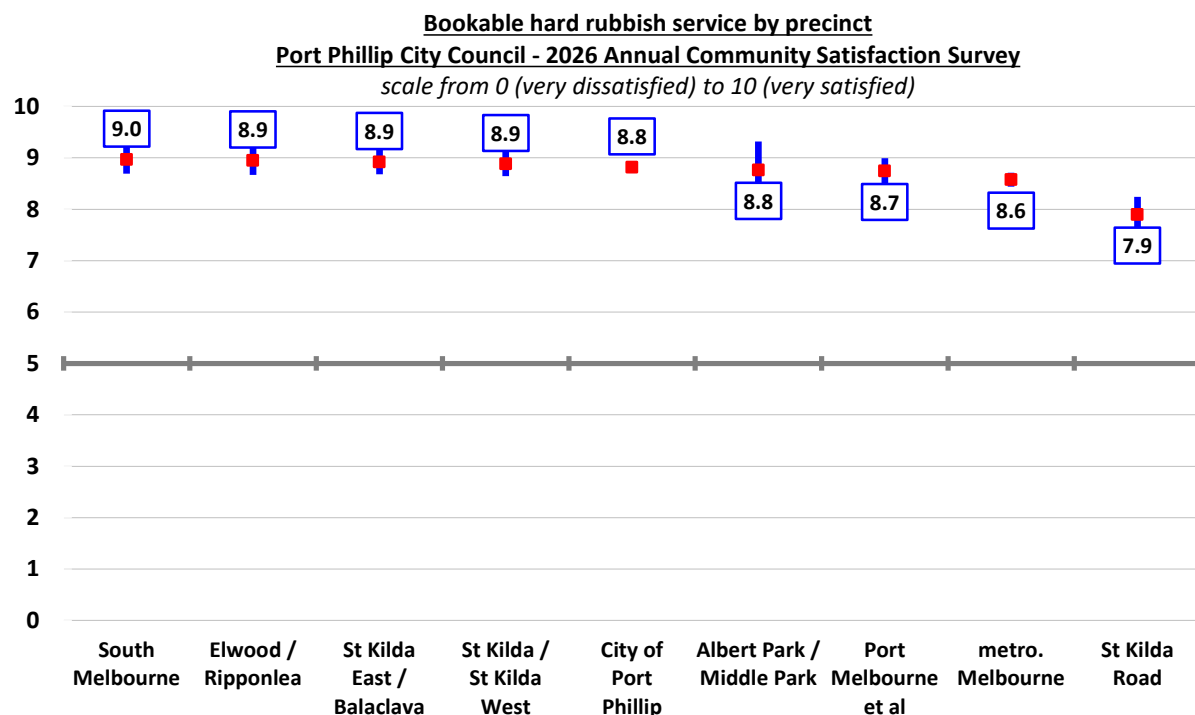


By way of comparison, this result was measurably (2pts) higher than the metropolitan average satisfaction with the “hard rubbish collection” of 8.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with hard rubbish collection observed across the municipality, with the 24 respondents from St Kilda Road measurably (9pts) less satisfied than the municipal average.

Despite this variation, respondents from all precincts rated satisfaction with the bookable hard rubbish service at “excellent” levels.





The following table outlines the seven comments received from respondents in relation to the bookable hard rubbish service.

Reasons for dissatisfaction with bookable hard rubbish service
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Booked but they did not come	1
Council should change back to the old approach - one day collection for everyone	1
I would like it to be monthly so I can dispose of batteries	1
It should be regular instead of bookable	1
Tedious process	1
The services itself are good	1
They have not done it, so it has caused problems	1
Total	7

Waste Recovery Centre (the Tip)

The waste recovery centre was the 27th most important of the 43 included services and facilities, with an average importance of 9.0 out of 10.

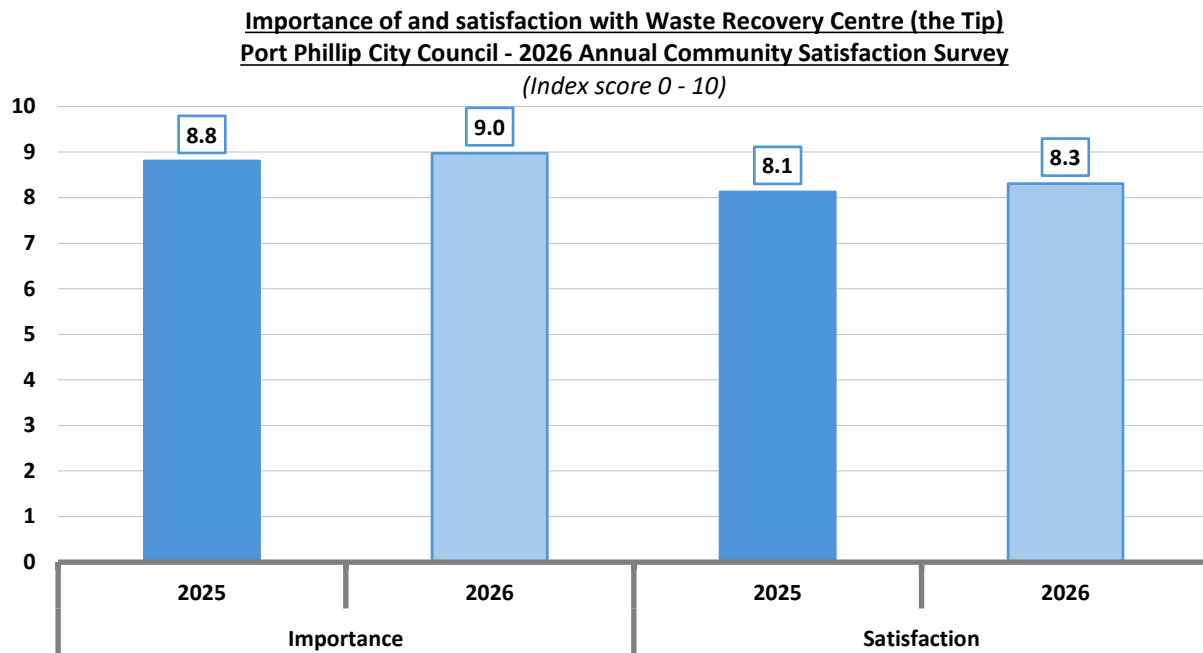
Satisfaction with the waste recovery centre increased somewhat this year, up two percentage points to 8.3 out of 10, which remains an “excellent” level of satisfaction.



This ranks the waste recovery centre 9th in terms of satisfaction this year.

This result comprised 79% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 225 of the 228 (25%) respondents from households who had used this service in the last 12 months.

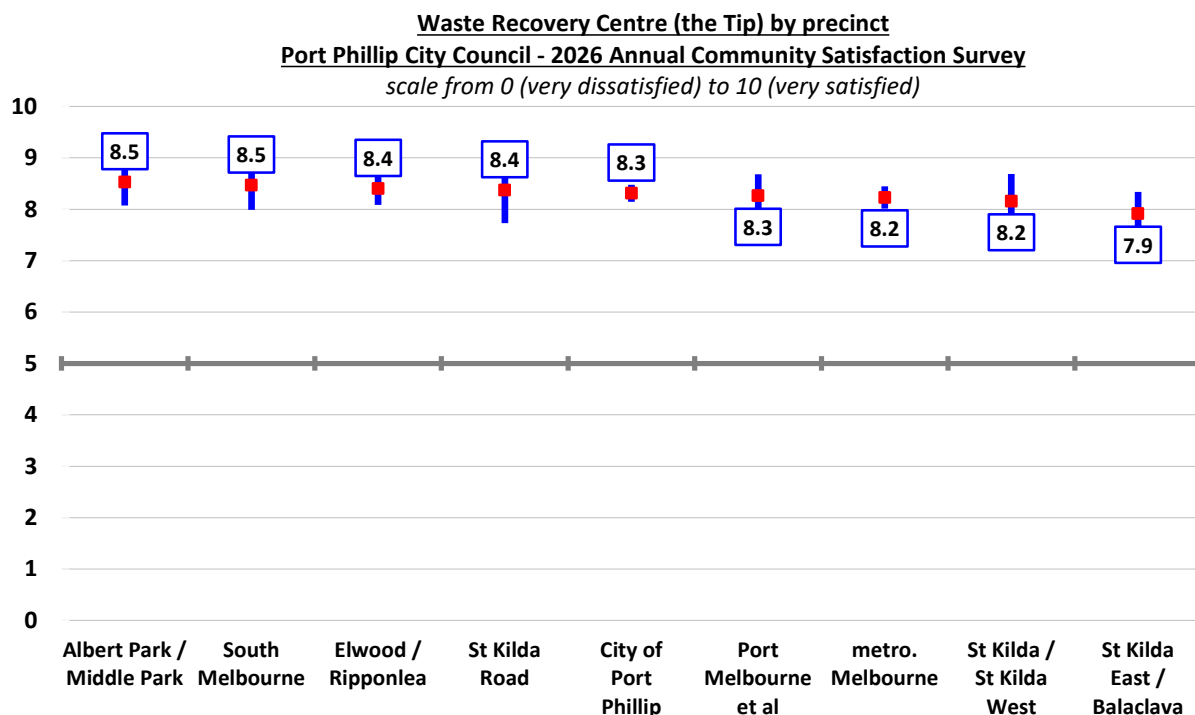
There was some variation in satisfaction with hard rubbish collection observed by respondent profile, with senior citizens (aged 75 years and over) notably more satisfied than average.



By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with “Council’s waste recovery centre” of 8.2 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with the waste recovery centre observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.





The following table outlines the 10 comments received from respondents regarding the Waste Recovery Centre (the Tip).

Reasons for dissatisfaction with Waste Recovery Centre (the Tip)
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
I am disappointed that I have to pay for it	2
Very expensive / charge too much	2
Charging \$80 seems unfair	1
Charging for residents must be removed	1
I do not know where it is	1
It should be part of our rates as local residents	1
Not enough information on rates	1
Why do they charge us even if we do not go there and use the hard rubbish collection?	1
Total	10



Public Amenity

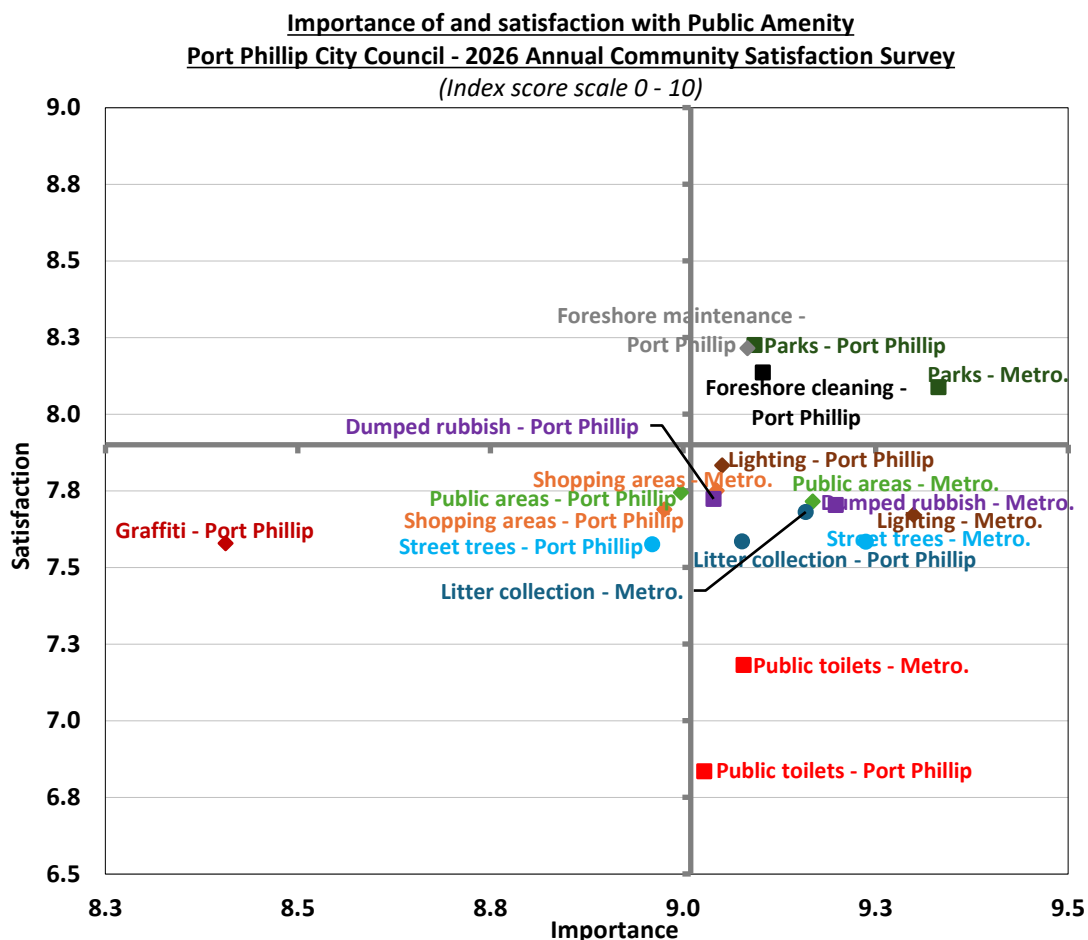
There were 11 services and facilities from the public amenity division were included in the survey this year.

These were foreshore maintenance, foreshore cleaning, parks, the management of illegally dumped rubbish, street lighting, the maintenance and appearance of public areas, the maintenance and cleaning of shopping areas, street trees, graffiti management, litter collection in public areas, and public toilets.

Three of these services, namely the maintenance and cleaning of the foreshore and beaches, and the provision and maintenance of parks and gardens, were more important than average, and recorded satisfaction scores which were higher than the average of all 43 services and facilities.

Of the remaining eight services and facilities in this division, four fell into the quadrant of most concern, being more important than average but recording lower-than-average satisfaction scores. These were public toilets, litter collection in public areas, street lighting, and the management of illegally dumped rubbish.

The other four services and facilities recorded lower satisfaction scores but were also less important than average.

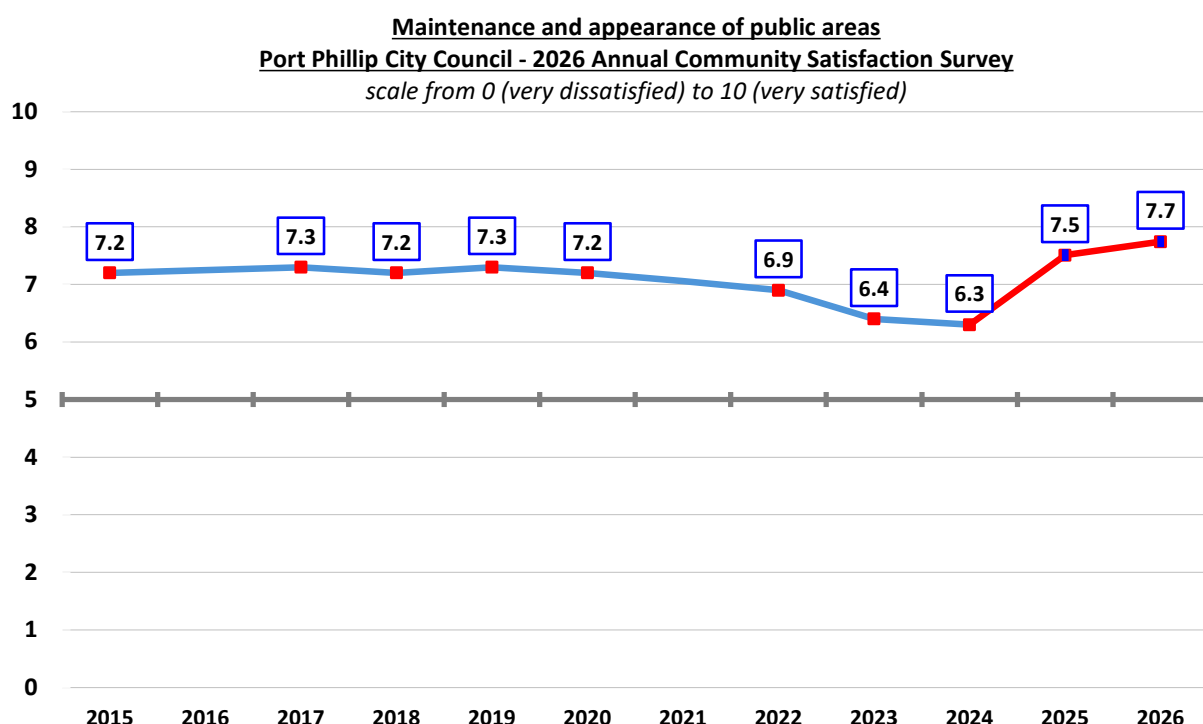


Maintenance and appearance of public areas

The maintenance and appearance of public areas was the 26th most important of the 43 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with the maintenance and appearance of public areas increased somewhat this year, rising two percentage points to 7.7 out of 10, which remains a “very good” level of satisfaction.

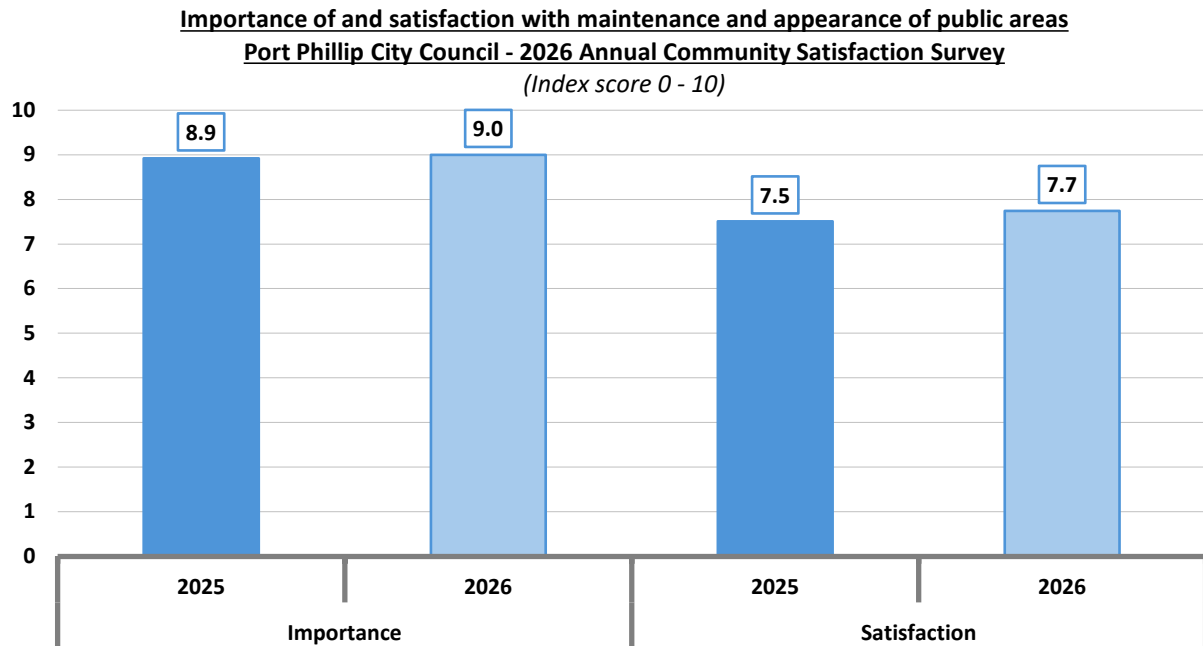
This result was notably higher than the long-term average satisfaction since 2015 of 7.1 out of 10. It should be noted that the survey was conducted by a different provider, using a different survey form and methodology, between 2015 and 2024.



This ranks the maintenance and appearance of public areas 26th in terms of satisfaction this year.

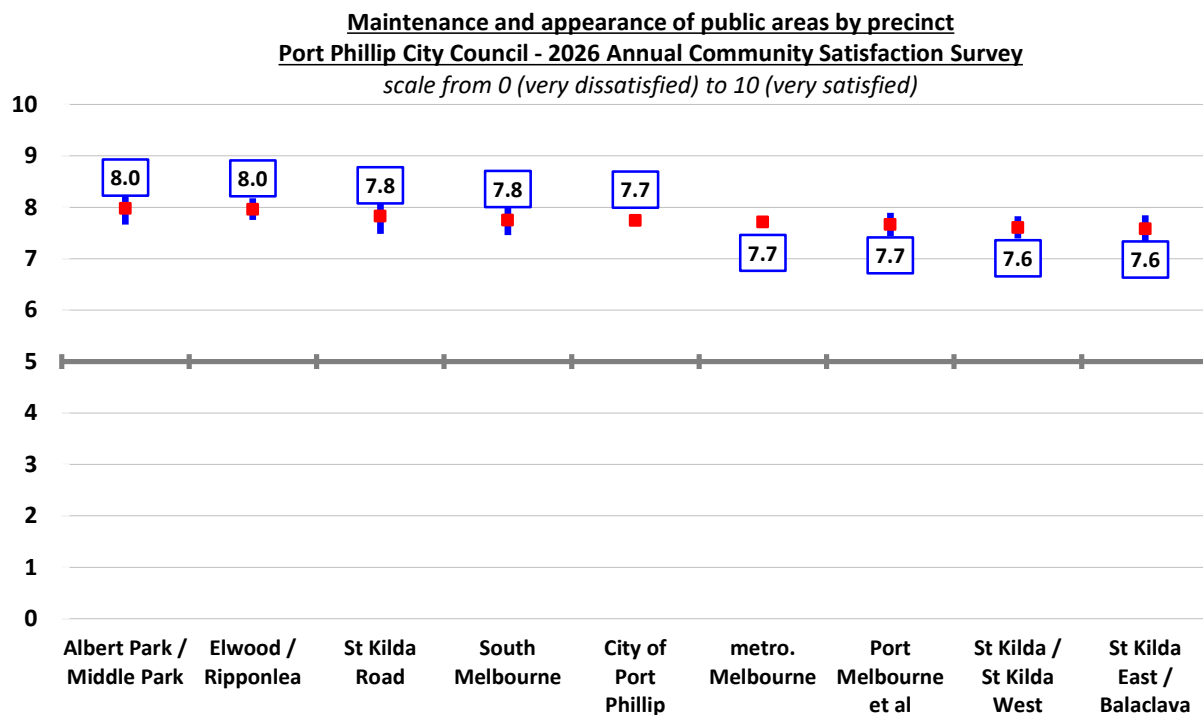
This result comprised 63% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 887 of the 901 respondents who provided a satisfaction score this year.

There was some substantial variation in satisfaction with shopping strips observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average.



By way of comparison, this result was identical to the metropolitan average satisfaction with the “maintenance and cleaning of public areas” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with the maintenance and appearance of public areas observed across the municipality, with respondents from Albert Park / Middle Park and Elwood / Ripponlea measurably (3pts) more satisfied than the municipal average, and at an “excellent”, rather than a “very good”, level.



The following table outlines the 55 comments and 10 locations of concern received in relation to the maintenance and appearance of public areas.

These comments have been broadly categorised as follows:

- Poor cleanliness and maintenance 19 comments
- Parks, gardens, open spaces and trees 7 comments
- Tree droppings / leaf litter 6 comments
- General negative 4 comments
- Homelessness / drugs 4 comments
- Rubbish and litter 4 comments
- Graffiti and vandalism 2 comments
- More / better cleanliness required 2 comments
- Beach cleanliness and maintenance 1 comment
- Public toilet cleanliness 1 comment
- Other issues 5 comments.
- Specific locations of concern 10 locations.

Reasons for dissatisfaction with maintenance and appearance of public areas

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
<i>Poor cleanliness and maintenance</i>	
Dirty / lack of cleanliness	6
Messy / untidy / unkempt	4
I feel like they take a long time to remove rubbish	2
Not being done	2
Average quality of maintenance	1
I do not think that they invest in the city looking nice, have they been to Singapore or Japan?	1
Not being looked after well	1
Not enough maintenance	1
Roads are not maintained	1
Total	19
<i>Parks, gardens, open spaces and trees</i>	
Footpath plantings are not looked after	1
Garden beds are not weeded	1
Gardens and public planting are not maintained	1
Repairs to the gardens takes forever	1
Reserves do not get moved properly	1
There is a lot of garbage in the small parks in the local area	1
They look after the parks and gardens	1
Total	7



<i>Tree droppings / leaf litter</i>	
Leaves are not swept	3
Leaves need to be gathered more frequently	1
Leaves on the street because I cut the lawns	1
Tree pruning	1
Total	6
<i>General negative</i>	
Not good	3
Getting worse in the local area	1
Total	4
<i>Homelessness / drugs</i>	
Beggars on the street in the local area	1
Main streets are not good because there are homeless people	1
They are allowing more unwell people to camp around the businesses	1
They are not thorough with cleaning up needles where people do drugs	1
Total	4
<i>Rubbish and litter</i>	
Dog poop and piss on the streets	2
Kerbside waste is there for a long time	1
The broken window theory: if the streets look terrible, people do not care and will keep on dumping rubbish	1
Total	4
<i>Graffiti and vandalism</i>	
Graffiti	1
I feel like they take a long time to remove graffiti	1
Total	2
<i>More / better cleanliness required</i>	
General cleaning needs to be done more	1
More cleaning needed near mall areas	1
Total	2
<i>Beach cleanliness and maintenance</i>	
Walkway and boardwalks near the beach wear out too soon and become a risk to pedestrians. Even though reworks seem to happen it is still a risk to the people	1
Total	1



<i>Public toilet cleanliness</i>	
Market and building toilets are disgusting	1
Total	1
<i>Other</i>	
All their efforts go to the Grand Prix which has a world audience and not enough to the community paying rates	1
Houses are too crowded together	1
Poor ambience of the area	1
Port Phillip lacks character in its architecture	1
Slow in response to people's report	1
Total	5
<i>Specific locations identified by respondents</i>	
Alma Park East has not gone well with the oval	1
Alma Park East playground had not been repaired and updated	1
Area around the train station does not look good	1
Boroondara Gr looks like garbage	1
Broadway is terrible	1
Cut the grass in the park near Gellibrand Rd	1
Fitzroy St is a mess, the fragrance on the street makes you concerned for safety. I do not like my kids walking through the street	1
Glen Eira Rd is in an appalling state	1
Palmerston Cres has no cleaning	1
Tram stops are filthy	1
Total	10
Total responses	65

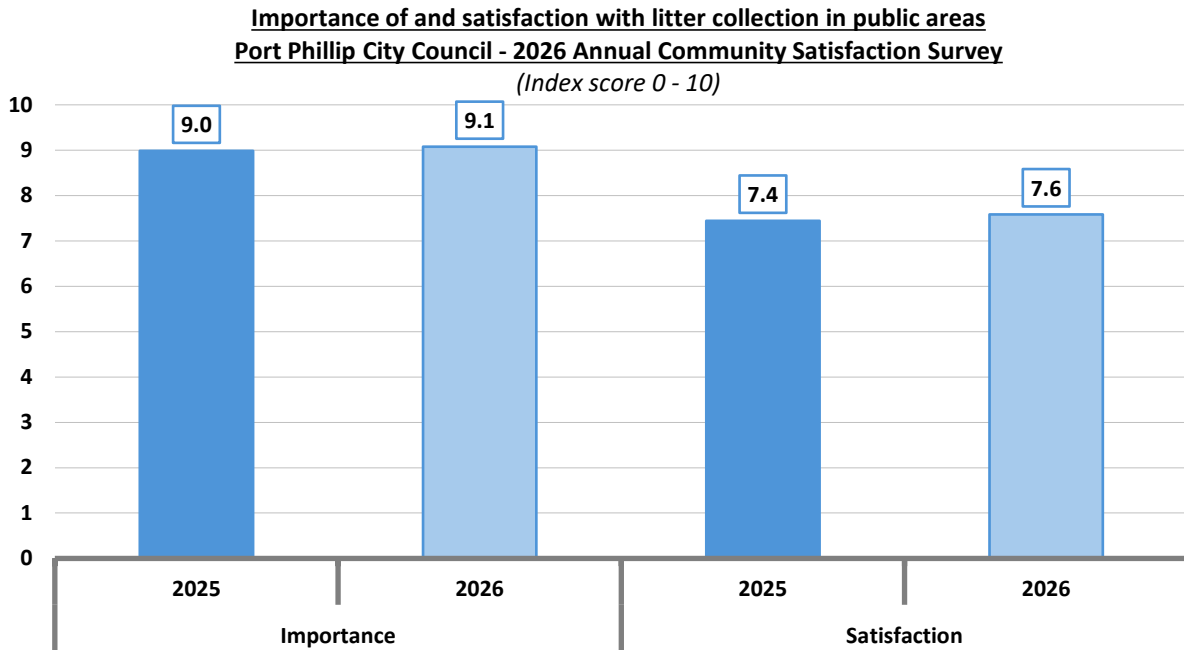
Litter collection in public areas

Litter collection in public areas was the 15th most important of the 43 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with litter collection in public areas increased somewhat this year, up two percentage points to 7.6 out of 10, which remains a “very good” level of satisfaction.

This ranks litter collection in public areas 32nd in terms of satisfaction this year, and one of 13 services and facilities to record a satisfaction score which was measurably lower than the average of all 43 (7.9).





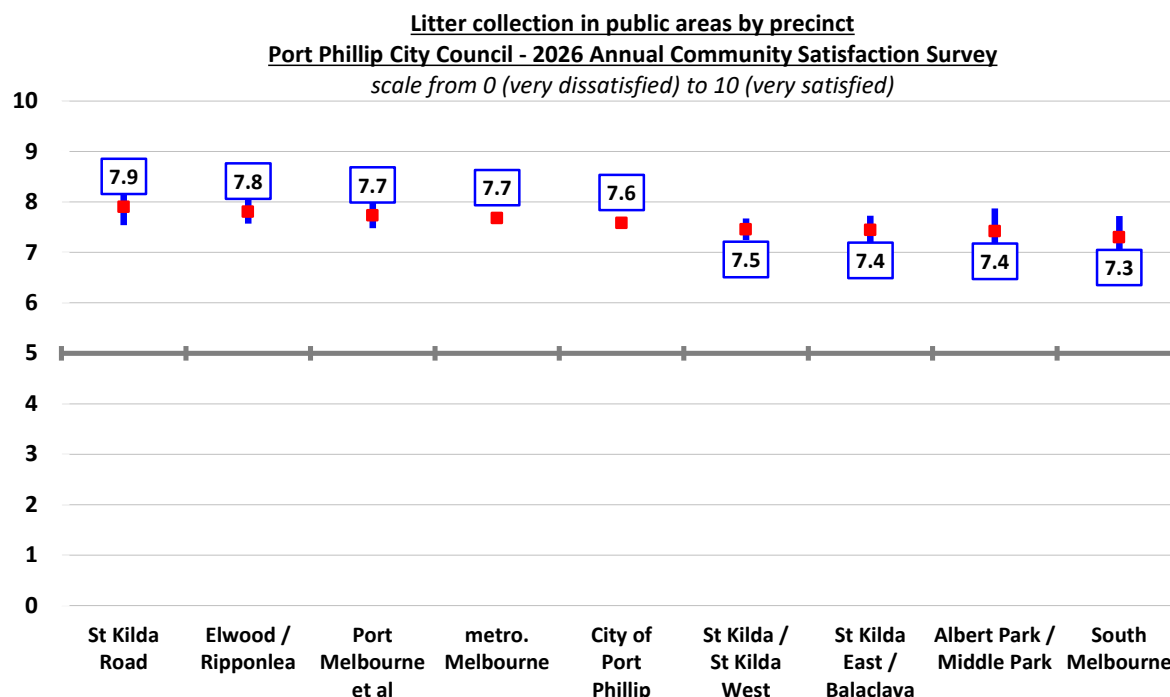
This result comprised 59% “very satisfied” and five percent “dissatisfied” respondents based on a total sample of 879 of the 901 respondents who provided a satisfaction score this year.

There was some substantive variation in satisfaction with litter collection observed by respondent profile, with older adults (aged 60 to 74 years) notably less satisfied than average.

By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with “litter collection in public areas” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with litter collection observed across the municipality, although respondents from St Kilda Road and Elwood / Ripponlea rated satisfaction at “excellent” rather than “very good” levels.





The following table outlines the 87 comments and 16 locations of concern received in relation to litter collection in public areas.

These comments have been broadly categorised as follows:

- Bins overflowing / dirty / not enough 23 comments
- Cleanliness and maintenance is poor / not enough / not regular 22 comments
- Rubbish / litter everywhere 16 comments
- Parks cleanliness is not enough / regular 8 comments
- Beach cleanliness not enough / regular 7 comments
- Need more / better cleanliness and maintenance 3 comments
- Illegally dumped rubbish 2 comments
- Rubbish dumped by garbage trucks 2 comments
- Other issues 4 comments
- Specific locations of concern 16 locations.

Reasons for dissatisfaction with litter collection in public areas
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
<i>Bins overflowing / dirty / not enough</i>	
Bins are overflowing / full	11
Need more bins	6
There are not enough bins	3
Need to empty the bins more frequently	2
During the holidays, they need more bins	1

Total

23



<i>Cleanliness and maintenance are poor / not enough / not regular</i>	
Not being collected regularly / frequently / enough	5
Not collected	5
Does not get cleaned for days / too long to get it picked up / collected late	3
They do not clean them	3
Terrible / very messy in the local area	2
Not removed by the local Council despite being asked	1
Poor when public events are on	1
They do not come out to empty the bins every couple of days	1
Varies in quality	1
Total	22

<i>Rubbish / litter everywhere</i>	
Rubbish is everywhere / lots of litter	9
A lot of rubbish just lying around on the streets that people do not pick up	1
Junk around apartment buildings	1
Junk everywhere	1
Leaf litter	1
Litter is near tennis courts	1
Lots of litter and hard rubbish that has not been picked up	1
When the tourist arrives, they will be disappointed by the mess	1
Total	16

<i>Parks cleanliness is not enough / regular</i>	
Nature strips	2
Collect rubbish frequently near the parks	1
Must do better with the parks	1
Overflowing rubbish attract the birds and are all over the park	1
Parks are not actually cleaned	1
People not picking up after their pets	1
Public parks	1
Total	8

<i>Beach cleanliness not enough / regular</i>	
If you walk along the beach there is always plastic and rubbish	2
Beach needs to be improved	1
Human filth on the beach	1
Near the pier	1
Shopping trolleys on the beach	1
The beach is covered in plastic	1
Total	7



<i>Need more / better cleanliness and maintenance</i>	
After a long weekend	1
Do it more often in the local area	1
They could do more	1
Total	3
<i>Illegally dumped rubbish</i>	
Dumping of rubbish by people	1
People throw litter all the time	1
Total	2
<i>Rubbish dumped by garbage trucks</i>	
Bins are not properly emptied	1
We had our bins broken	1
Total	2
<i>Other</i>	
Mess devalues the value of our suburb	1
Not enough budget	1
Rates are going towards festivals rather than community	1
You need to do something about storm drains	1
Total	4
<i>Specific locations identified by respondents</i>	
Any public gathering areas	1
Canterbury Rd rubbish is there for 3 months	1
Dorcas St cafes	1
Full bins in St Kilda area	1
Full bins on the Southey St	1
Lots of rubbish near the social housing near Coles	1
Lots of rubbish on Bay St	1
Mary St bins need to be emptied more regularly	1
Middle Park has really clean streets but in Albert Park there is more litter and the bins are not emptied regularly	1
Middle Park shops and village	1
Moubray St	1
Near Bay St	1
Public areas could be improved	1
Rubbish always being dumped on Queens Ln	1
They do not clean properly near the McDonald's near Carlisle St	1
They do not empty the public bins on Mary St	1
Total	16
Total responses	103



Maintenance and cleaning of strip shopping areas

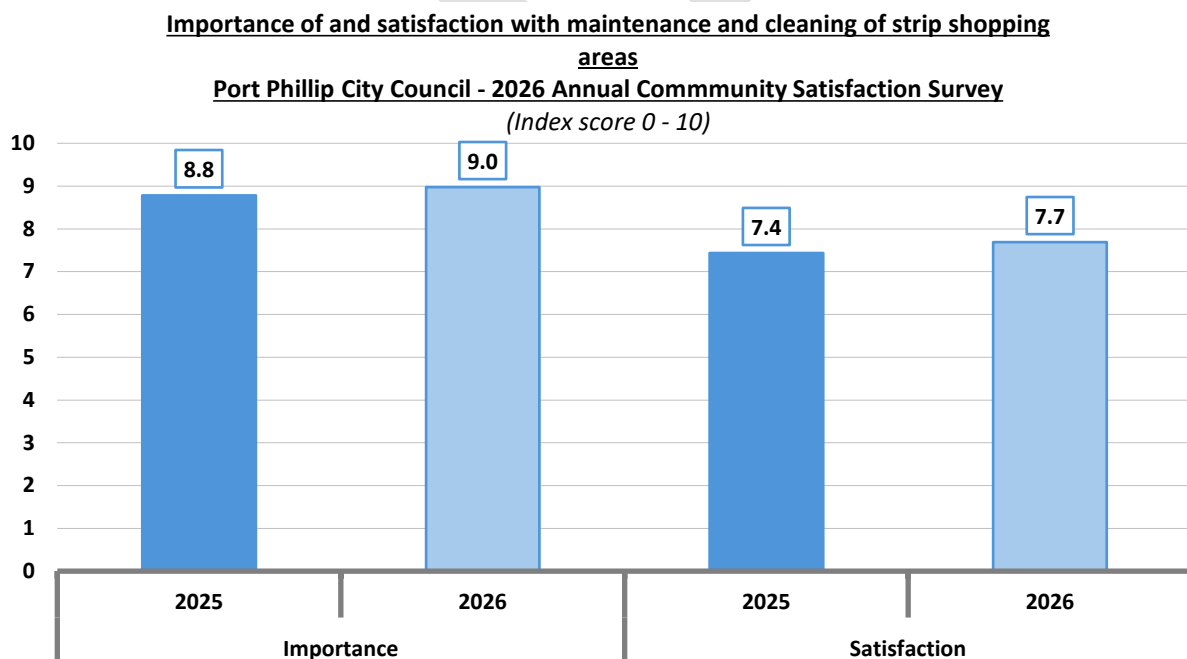
The maintenance and cleaning of strip shopping areas was the 28th most important of the 43 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with the maintenance and cleaning of strip shopping areas increased notably this year, rising three percentage points to 7.7 out of 10, which remains a “very good” level of satisfaction.

This ranks the maintenance and cleaning of strip shopping areas 29th in terms of satisfaction this year.

This result comprised 63% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 869 of the 901 respondents who provided a satisfaction score this year.

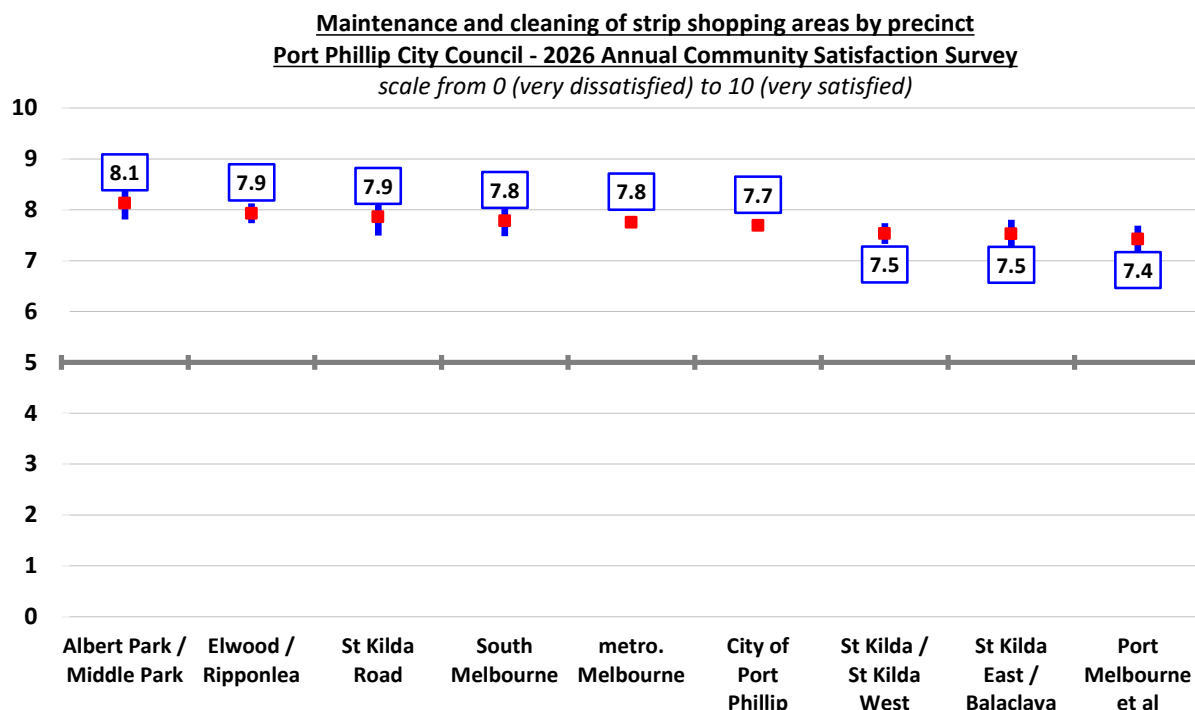
There was some substantial variation in satisfaction with strip shopping areas observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and older adults (aged 60 to 74 years) notably less satisfied.



By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with the “maintenance and cleaning of strip shopping areas” of 7.8 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with shopping strips observed across the municipality, with respondents from Albert Park / Middle Park measurably (3pts) more satisfied than the municipal average, and at an “excellent”, rather than a “very good”, level.





The following table outlines the 43 comments and 25 locations of concern received in relation to the maintenance and cleaning of strip shopping areas.

These comments have been broadly categorised as follows:

- There is stinky garbage / litter everywhere 14 comments
- Cleanliness 13 comments
- No / not enough cleanliness and maintenance 7 comments
- Graffiti 6 comments
- Need more / better cleaning 1 comment
- Other issues 2 comments
- Specific locations of concern 25 locations.

Reasons for dissatisfaction with maintenance and cleaning of strip shopping areas

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
<i>There is stinky garbage / litter everywhere</i>	
A lot of garbage / litter / rubbish around	6
Dog poop	2
Junk on the footpaths	2
Overflowing bins	2
Dog poop and were everywhere	1
Homeless people keep rubbish in the area	1
Total	14

<i>Cleanliness</i>	
Filthy / messy / dirty	6
Broken windows	1
Dirty all along shops	1
Dirty all along the footpaths	1
Nature strip areas are filthy	1
Paths are disgusting	1
Poor cleanliness	1
Streets look unclean	1
Total	13
<i>No / not enough cleanliness and maintenance</i>	
They do not clean	2
They do not clean it often enough	2
Carparks are full of water	1
General upkeep	1
There used to be people who washed footpaths with a small machine. They do not do it now	1
Total	7
<i>Graffiti</i>	
Graffiti	6
Total	6
<i>Need more / better cleaning</i>	
Council does not prioritize the area	1
Total	1
<i>Other</i>	
Constant closures	1
They allow more and more unwell people camping around businesses	1
Total	2
<i>Specific locations identified by respondents</i>	
Fitzroy St is horrible / filled with rubbish	4
Bay St is filthy / pretty bad	2
Carlisle St	2
Lots of rubbish on Bay St	2
96 tram stop is not clean	1
Acland St	1



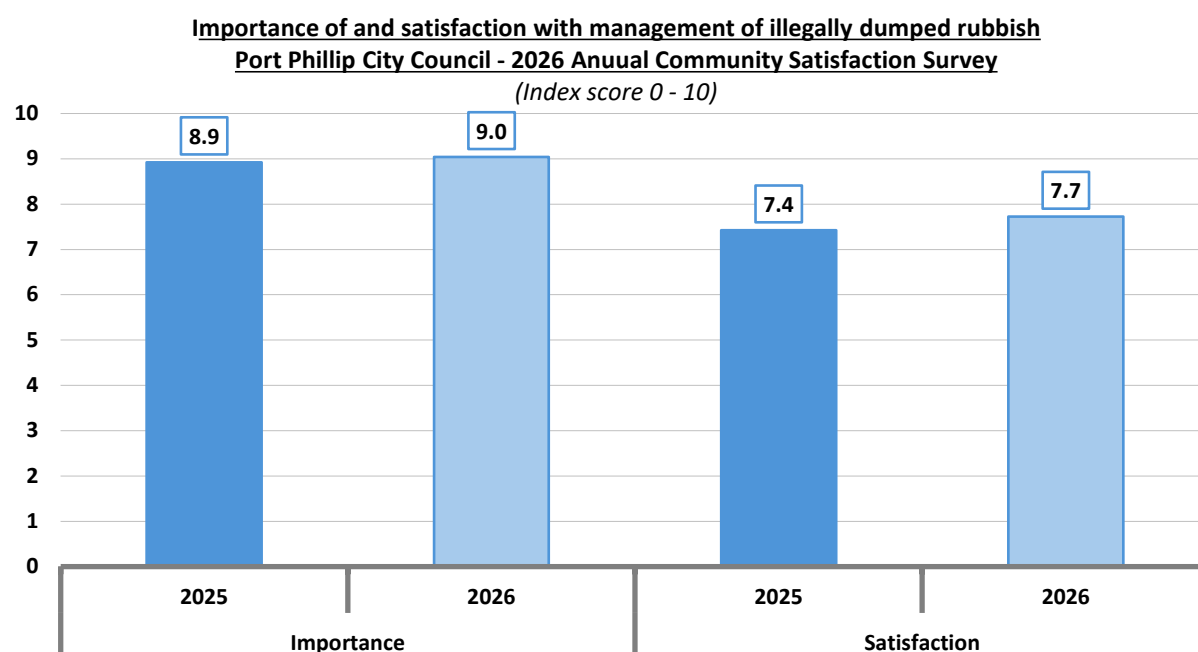
Acland St shopping area is occasionally dirty	1
Bay St has overflowing public bins	1
Bay St is always dirty, smelly and the gutters are not cleaned	1
Chapel St is a mess	1
Dirty along Glen Eira Rd	1
General area of St Kilda is filthy	1
Glen Eira Rd	1
Glen Eira Rd shopping strip could be maintained better	1
Glen Eira Rd shopping strip is not clean enough	1
Living close to Fitzroy St, it is just ugly	1
Not good near the Coles area	1
Strip shopping areas seem to be pretty dirty	1
The main shopping strips are not tidy	1
Total	25
Total responses	68

Management of illegally dumped rubbish

The management of illegally dumped rubbish was the 19th most important of the 43 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with the management of illegally dumped rubbish increased notably this year, up three percentage points to 7.7 out of 10, which remains a “very good” level of satisfaction.

This result ranks the management of illegally dumped rubbish 27th in terms of satisfaction this year.

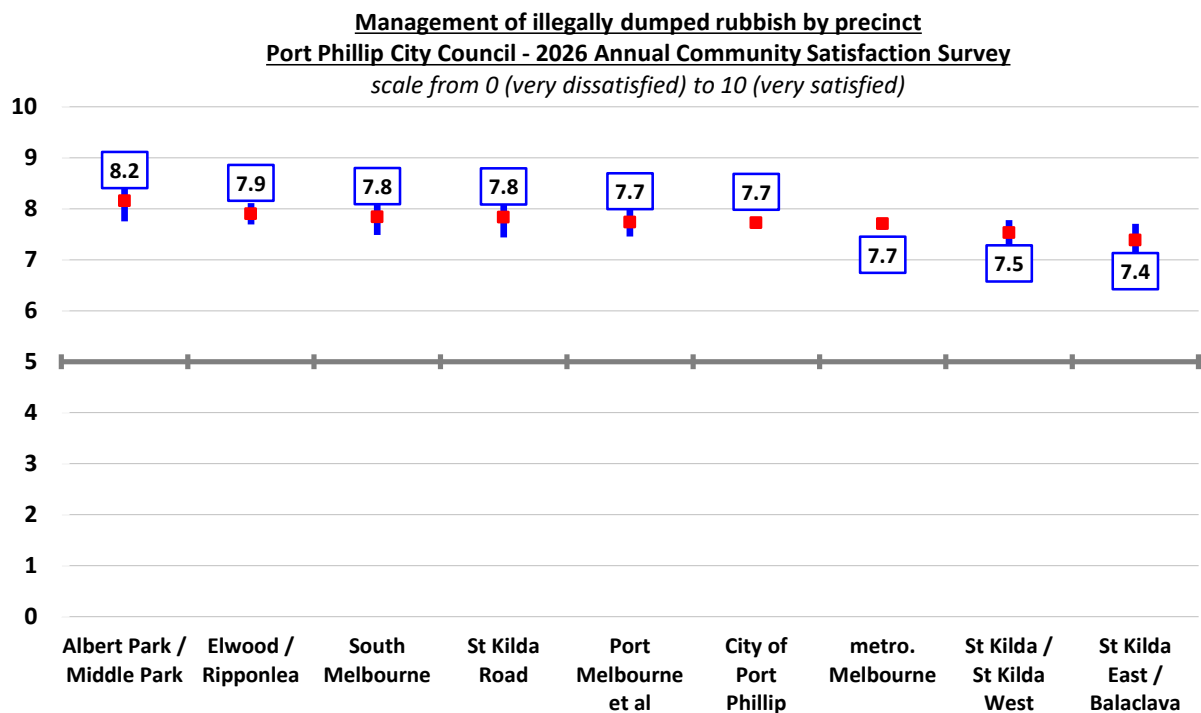


This result comprised 65% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 863 of the 901 respondents who provided a satisfaction score this year.

There was some substantial variation in satisfaction with strip shopping areas observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and older adults (aged 60 to 74 years) notably less satisfied.

By way of comparison, satisfaction with the management of illegally dumped rubbish was identical to the metropolitan average satisfaction with “illegally dumped rubbish” of 7.7 out of 10, or “very good”, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with the management of illegally dumped rubbish observed across the municipality, with respondents from Albert Park / Middle Park measurably (5pts) more satisfied than the municipal average, and at an “excellent”, rather than a “very good”, level.



The following table outlines the 59 comments and 20 locations of concern received in relation to the management of illegally dumped rubbish.

These comments have been broadly categorised as follows:

- | | |
|--|---------------|
| • Rubbish / litter everywhere | 17 comments |
| • Collection is slow / inefficient / irregular | 14 comments |
| • Not taken care of / needs to be better | 10 comments |
| • Illegally dumped rubbish around | 7 comments |
| • Dumped rubbish outside apartments | 2 comments |
| • Other issues | 9 comments |
| • Specific locations of concern | 20 locations. |



Reasons for dissatisfaction with management of illegally dumped rubbish
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Rubbish / litter everywhere</i>	
Dumped rubbish everywhere	6
Never good / really bad	2
Garbage on the street	1
Has become more common	1
Left everywhere for a long time	1
Lots of furniture dumped	1
Messiness	1
Sometimes the local neighbourhood is a bit trashy	1
There are piles of mattresses and rubbish	1
There is a lot of rubbish on nature strips	1
Trolleys outside on the street	1
Total	17
<i>Collection is slow / inefficient / irregular</i>	
Garbage left for more than a week / for weeks	5
Takes them too long	3
I called hard rubbish to pick up the garbage, but it was not picked up for weeks	1
If things are not dealt with promptly, people add to it	1
It is not done frequently enough	1
Rubbish bins are never put back to where they got picked up from	1
The park here had recently had local trash dumped and it took like a week to be picked	1
Trolleys left for more than a week	1
Total	14
<i>Not taken care of / needs to be better</i>	
Not being collected / removed / cleaned	5
Have not seen any management	1
I mow the nature strips and pick up hard rubbish because Council will not do it	1
Only when someone reports	1
Poor	1
Some of it is still there	1
Total	10
<i>Illegally dumped rubbish around</i>	
People are always / constantly dumping rubbish	5
There is always a sign that says dumped rubbish is not allowed but rubbish stays there for ages	1
You can always see people dumping their furniture on the grass area	1
Total	7



<i>Dumped rubbish outside apartments</i>	
Dumped rubbish in apartments	1
They leave rubbish in the laneway	1
Total	2
<i>Other</i>	
Because of the change of rules where you can take homeless people's goods away	1
Better recycling and redistribution of hard waste. If it was redirected to charity, it would be better, instead of landfill	1
Devalues our homes	1
I make it a point to pick up garbage on the local streets	1
think they do their best	1
People move around a lot	1
Resources being diverted to other more important Council nominated tasks	1
Safety for people in wheelchairs and for prams	1
Vacant lots on the corner have homeless people camping	1
Total	9
<i>Specific locations identified by respondents</i>	
Queens Ln	2
Around Acland St	1
Arthur St has a couch dumped on it right now. It is always filled with garbage	1
Back lanes	1
Bothwell St is not clean	1
Canal path	1
Corner on Arthur St is a dumping ground	1
Dumped rubbish on Bay St	1
Dumped rubbish on Port Ln	1
Dumped rubbish on Raglan St	1
Dumped rubbish takes too long to collect on Blessington Ct	1
Dundas Pl commercial bins are not managed properly and seem to follow the rules for residential waste management instead	1
Eastern Rd	1
Kings Way	1
Mattress left on Chapel St for a week or two	1
Near the station	1
Overflowing bins near Balaclava Station	1
Rubbish has been left on the corner of Arthur St for ages	1
Rubbish has been on Canterbury Rd for 3 months	1
Total	20
Total responses	79



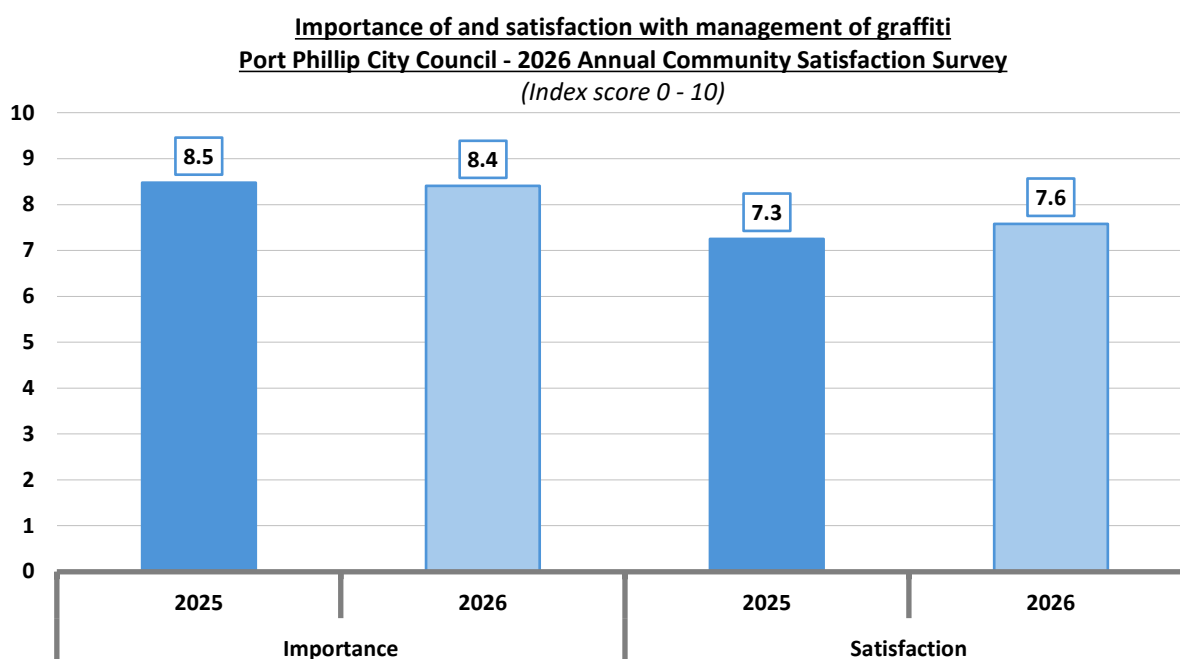
Management of graffiti

The management of graffiti was the 42nd most important of the 43 included services and facilities, with an average importance of 8.4 out of 10, and one of three services and facilities to be measurably less important than the average of all 43 (9.0).

Satisfaction with the management of graffiti increased notably this year, rising three percentage points to 7.6 out of 10, which remains a “very good” level of satisfaction.

This ranks graffiti management 33rd in terms of satisfaction this year, and one of 13 services and facilities to record a satisfaction score which was measurably lower than the average of all 43 services and facilities (7.9).

This result comprised 60% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 835 of the 901 respondents who provided a satisfaction score this year. There was some substantial variation in satisfaction with graffiti management observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and older adults (aged 60 to 74 years) notably less satisfied.

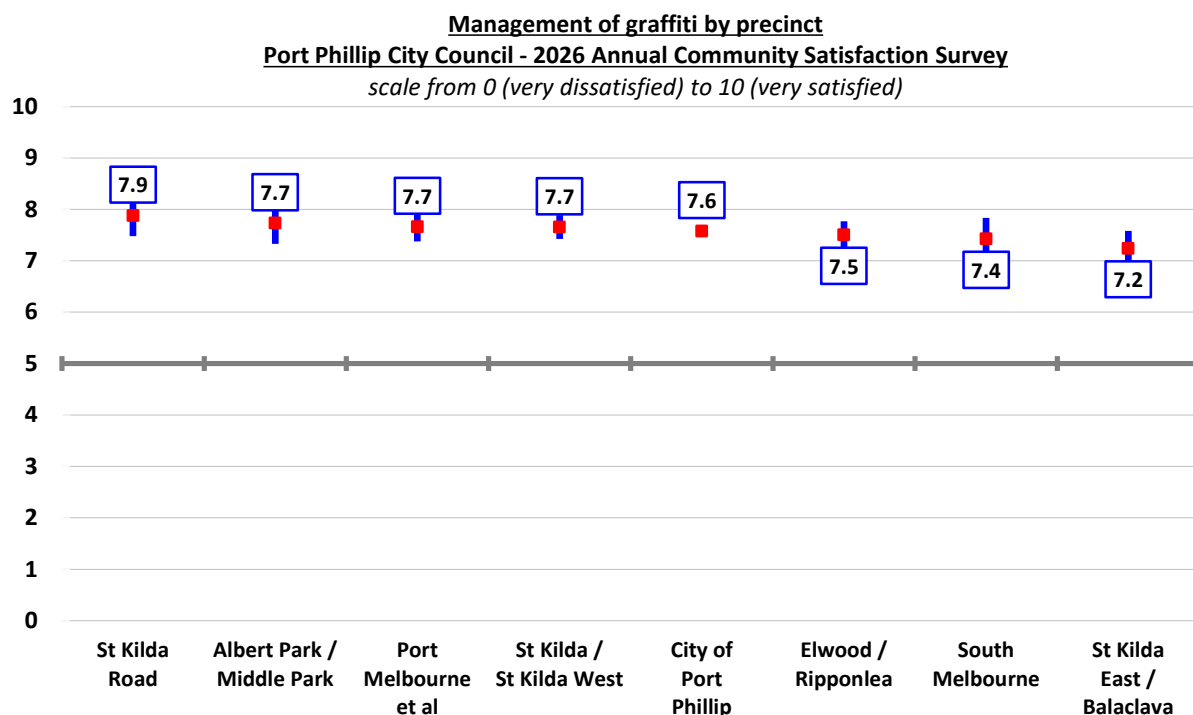


These services were not included in the 2026 *Governing Melbourne* research, and so no comparison results have been provided.

Although there was no measurable variation in satisfaction with graffiti management observed across the municipality, respondents from St Kilda East / Balaclava were notably (4pts) less satisfied than the municipal average, and at a “good”, rather than a “very good”, level.

By contrast, respondents from St Kilda Road rated satisfaction at an “excellent” level.





The following table outlines the 66 comments and 12 locations of concern received in relation to the management of graffiti.

These comments have been broadly categorised as follows:

- | | |
|---|---------------|
| • Graffiti / tagging everywhere | 19 comments |
| • Not removed quickly / properly | 14 comments |
| • Poor management of graffiti | 7 comments |
| • Prevention of graffiti | 6 comments |
| • Appearance of area | 5 comments |
| • Graffiti on streets / roads / footpaths | 5 comments |
| • Need improving | 2 comments |
| • Graffiti on people's houses / buildings | 1 comment |
| • Other issues | 7 comments |
| • Specific locations of concern | 12 locations. |

Reasons for dissatisfaction with management of graffiti
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
<i>Graffiti / tagging everywhere</i>	
Too much / lots of graffiti around	10
Graffiti everywhere	5
People are always tagging things that are not theirs	1
Tagging and other stuff is bad	1

Tags in some areas	1
Visual pollution around in general	1
Total	19

Not removed quickly / properly

Not cleaned / removed	8
Not kept up with / there for a long time / not taken down	3
Not being cleaned up immediately	1
We have a lot of shops that are all covered in graffiti and no one is cleaning it up	1
They do not do anything	1
Total	14

Poor management of graffiti

Unacceptable / poor management / mismanagement	3
Council does not help us	1
Graffiti that is placed above two meters is not managed	1
No management	1
No one seems to care about management of graffiti on the street	1
Total	7

Prevention of graffiti

Getting worse	1
Locally, I do not want graffiti	1
Prevention is the only feasible solution	1
Some people see it as artwork but once you have it just attracts more disorder	1
They need to break it	1
They need to reduce it	1
Total	6

Appearance of area

Ugly / unkempt / untidy / eyesore	4
Downgrades the local area	1
Total	5

Graffiti on streets / roads / footpaths

Bridges	2
Around telephone stations	1
Many around Council buildings	1
There is a lot of graffiti opposite the street	1
Total	5



<i>Need improving</i>	
I feel like the tolerance for graffiti in this area is too high	1
Sometimes too overwhelming	1
Total	2
<i>Graffiti on people's houses / buildings</i>	
Letterboxes were graffitied	1
Total	1
<i>Other</i>	
Do not care for it	1
I cannot think of any	1
I just do not think it affects a person day-to-day	1
I like graffiti	1
I think they do their best	1
Not a big issue around the area	1
Not all of them are bad	1
Total	7
<i>Specific locations identified by respondents</i>	
Alfred St	1
Graffiti on Danks St	1
Graffiti on Rowland S Howard Ln never gets cleaned. It has been reported several times	1
Inkerman St	1
Junkies make Dorcas St really awful	1
Lots of graffiti around Cecil St	1
Lots of graffiti around Dorcas St	1
Main St	1
Not maintained near the beach area	1
Ormond Rd not maintained well	1
Public toilets near the beach	1
Visual pollution around, especially train stations	1
Total	12
Total responses	78



The provision and maintenance of street trees

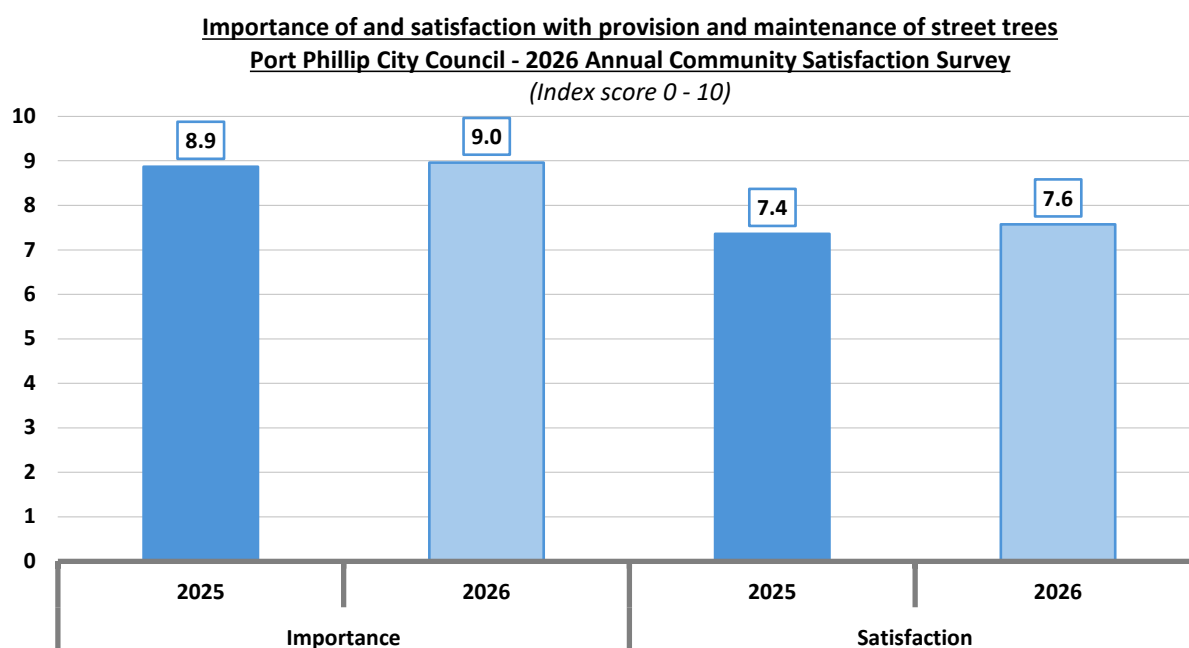
The provision and maintenance of street trees was the 30th most important of the 43 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with the provision and maintenance of street trees rose somewhat this year, up two percentage points to 7.6 out of 10, which remains a “very good” level.

This ranks the provision and maintenance of street trees 34th in terms of satisfaction this year, and one of 13 services and facilities to record a satisfaction score which was measurably lower than the average of all 43 (7.9).

This result comprised 61% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 869 of the 901 respondents who provided a satisfaction score this year.

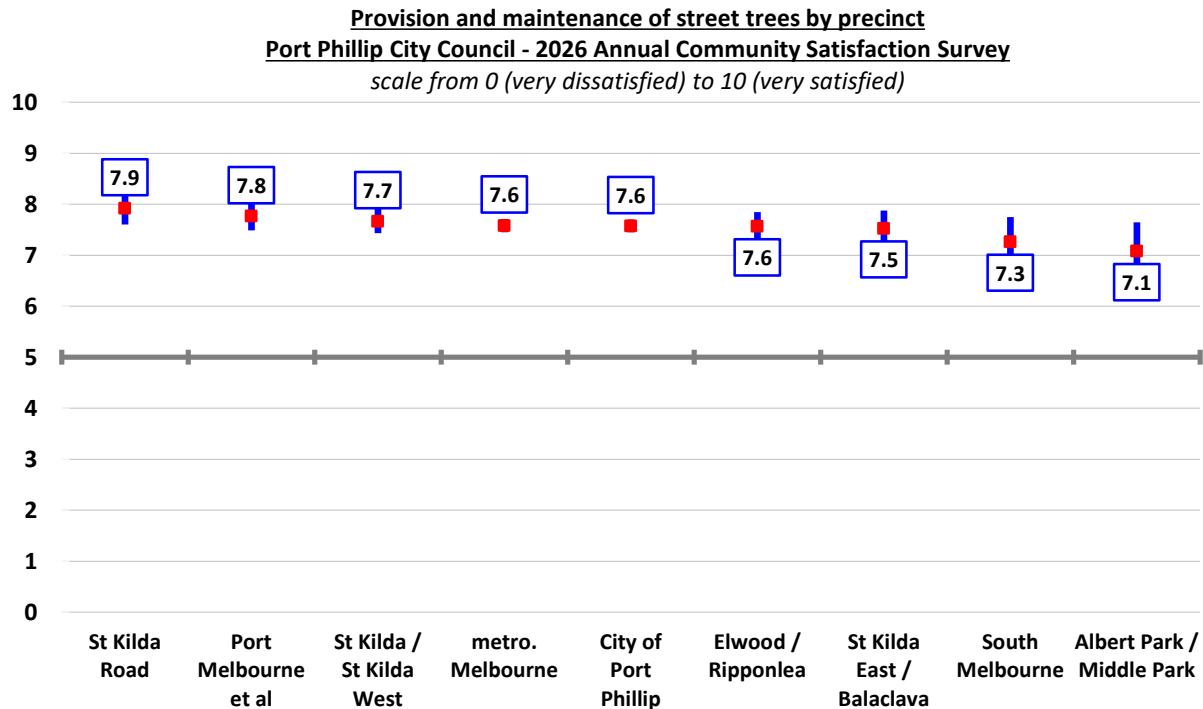
There was some variation in satisfaction with street trees observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied, and middle-aged adults, older adults, and senior citizens (aged 45 years and older) notably less satisfied than average.



By way of comparison, this result was identical to the metropolitan average satisfaction with the “provision and maintenance of street trees” of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with street trees observed across the municipality, however respondents from Albert Park / Middle Park were notably (5pts) less satisfied than the municipal average, and at a “good”, rather than a “very good”, level.





The following table outlines 129 comments and 13 locations of concern received in relation to street trees.

These comments have been broadly categorised as follows:

• Poor / no maintenance and trimming of trees	38 comments
• Damage / hazard to people and property	17 comments
• Tree droppings / leaf litter	14 comments
• Need maintenance / trimming of trees, branches	13 comments
• Tree root problem	11 comments
• Poor tree choice	8 comments
• Maintenance / replacement of dead, dying trees	6 comments
• Overgrown trees	6 comments
• Overhanging branches	5 comments
• Poor responsiveness	4 comments
• Poor cleaning / maintenance of drains and streets	3 comments
• More trees needed	3 comments
• Other issue	1 comments
• Specific location of concern	13 locations.

Reasons for dissatisfaction with provision and maintenance of street trees
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Poor / no maintenance and trimming of trees</i>	
Not maintained	8
Do not trim them enough / effectively / properly	7
Bad maintenance / not maintained well / properly	5
Need better maintenance	4
Needs to be maintained	2
Appalling maintenance of the trees that are not fit for the purpose of evolving local areas	1
I do not think they do enough	1
I just do not think they do enough to maintain trees in the local area, they just pull them out instead	1
Need more pro-active maintenance	1
Not maintained regularly	1
Sometimes they forget	1
Terrible job in maintaining trees like timber trees	1
They do not really get done much	1
They miss some trees	1
They will cut the plants with no consideration for aesthetic	1
We need one in front of our house	1
Zero policy for cutting the trees	1
Total	38
<i>Damage / hazard to people and property</i>	
Trees are damaging houses / public properties	3
Hazards / safety issues	2
Street trees are damaging our fences; we need to get their roots cut	2
They grow up to the power lines	2
A big tree is on a private area and drops cherries that you can slip over. We cannot cut it	1
I cannot sweep my roof every 2 months because the tree has blocked my roof drain	1
Sometimes when they cut tree branches, they leave it on footpath for a few weeks. It is hard for older and disabled people to walk	1
There are so many trees that are a hazard with electrical wires and lots of leaves	1
They are unsafe and nothing has been done	1
They damaged our car and it has been difficult to contact them and get a reimbursement. They did not ask us to move the car and a branch fell and broke the car	1
Trees cause us issues	1
Trees hanging over my house has caused damage in the past and blocking box gutters	1
Total	17
<i>Tree droppings / leaf litter</i>	
All the leaves / too many leaves	3
Leaves lying on the strip for weeks / cannot keep up with leaves	3



Leaves fall and are not cleaned up	2
Fallen branches are not collected fast enough	1
It is so easy to bump into leaves	1
Itchy bombs from the trees	1
Lots of off-street parking that trees drop leaves on	1
There has been a lot of problems with falling branches over the past years	1
They do not clean up the branches that have fallen down during storms	1

Total 14

Need maintenance / trimming of trees, branches

Trees need to be pruned more	4
Need to be maintained more / properly	2
Strong winds break branches. They need to be chopped off before it becomes a problem, not after	2
Broken branches	1
Fallen branches attract insects	1
Need to cut branches because they are blocking the way	1
Take too long to trim trees	1
They over prune trees	1

Total 13

Tree root problems

Roots are damaging / lifting up the footpaths	4
Remove trees where roots damage the footpath	1
Roots are damaging my property	1
Roots are popping out	1
Roots block the drains	1
Some of them restrict access to footpaths	1
There has been a lot of problems with tree roots over the past years	1
Tree roots are not maintained	1

Total 11

Poor tree choice

Inappropriate / incorrect / wrong choice of trees	4
Gum trees are not a good choice	1
Sometimes the planting of the street trees are not the right species	1
They are ugly and do not fit in the street	1
We need to change the trees that make the streets look bad	1

Total 8

Maintenance / replacement of dead, dying trees

Cut off trees that are not maintained	1
Inappropriate planting of trees and when they dry out, no one replaces them	1
Mature trees that were cut were never replaced	1
Not replacing dead trees	1



Older trees are not cared for	1
They just hack the tree	1
Total	6
<i>Overgrown trees</i>	
Overgrown	4
Blocking views in the drive-through	1
Trees are prone to falling due to storms	1
Total	6
<i>Overhanging branches</i>	
Overhanging trees	3
I got trees hanging into my gutter that are from the Council, and nothing is done about them	1
The tree is only maintained from the front, but the branches are hanging over our house and is dropping seeds to our front yard	1
Total	5
<i>Poor responsiveness</i>	
Not responsive enough	1
There was a tree that eventually fell on the house. We made several complaints; the Council does not do anything until they damage the property	1
Took years to trim the trees in this area. They did it the wrong way	1
We have a problem with them maintaining the trees, they do a certain amount and then they leave it. You can never get them back to do it properly	1
Total	4
<i>Poor cleaning / maintenance of drains and streets</i>	
Just messy in the local area	1
Nature strips are appalling	1
Rubbish around the trees	1
Total	3
<i>More trees needed</i>	
Council has to plant more native trees	1
More greenery and tree canopies needed for shade	1
More trees needed	1
Total	3
<i>Other</i>	
Not that important	1
Total	1



<i>Specific locations identified by respondents</i>	
Blessington St is not maintained	1
Chaucer St not done well	1
Flood zones on Cobden St due to the leaves clogging the drain	1
I cannot believe that they ripped out the trees on Park St	1
More pruning to be done on Howe Pde	1
Poor maintenance on Linton St	1
Street trees in Los Angeles Ct and in the municipality have been in negotiation for several years with no response	1
The tree in front of Southey St is diseased, and I rang the Council about this issue. They have not fixed it yet	1
They trim them but the trees on Greig St ruin the plumbing and destroys houses. They are the worst trees	1
Tree branches in front of Bank St are overgrown. During windy days it is dangerous for me	1
Tree pruning on Danks St	1
Trimming of trees need to be more frequent on Ruskin St	1
You cannot get into car doors because of the roots on Greig St	1
Total	13
Total responses	142

Street lighting

The provision and maintenance of street lighting was the 17th most important of the 43 included services and facilities, with an average importance of 9.1 out of 10.

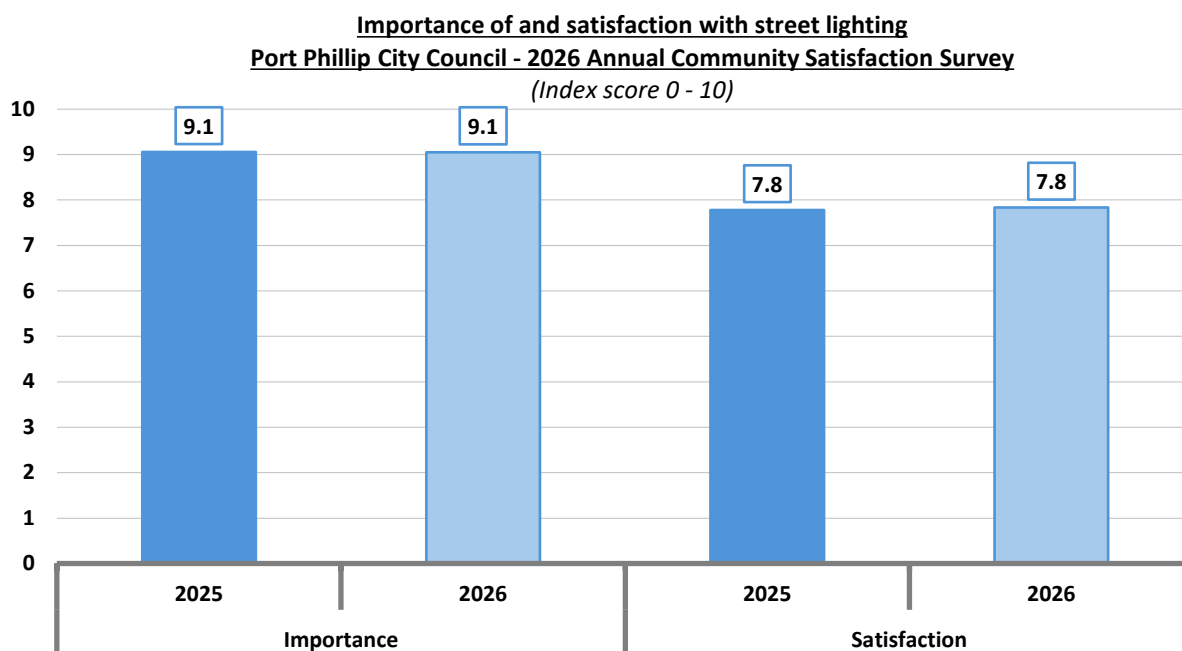
Satisfaction with the provision and maintenance of street lighting remained stable this year at 7.8 out of 10, which remains an “excellent” level.

This ranks the provision and maintenance of street lighting 22nd in terms of satisfaction this year.

This result comprised 66% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 874 of the 901 respondents who provided a satisfaction score this year.

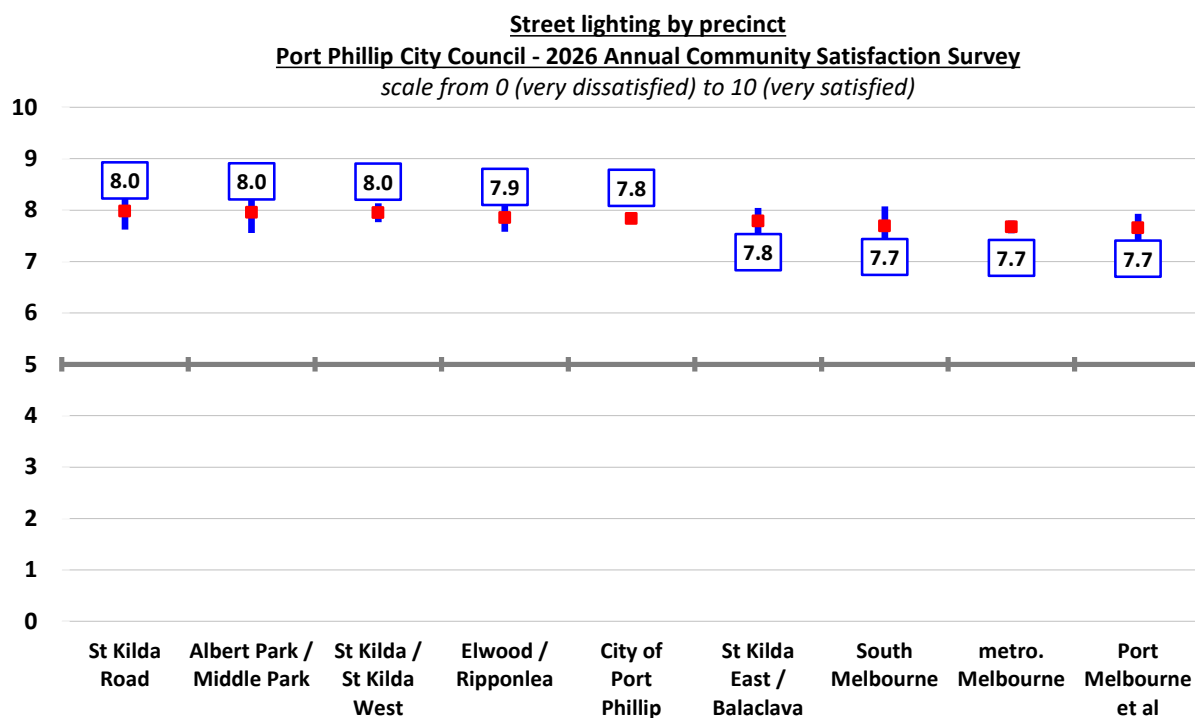
There was no substantive variation in satisfaction with street lighting observed by respondent profile.





By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with the “provision and maintenance of street lighting” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with street lighting observed across the municipality.



The following table outlines the 50 comments and 33 locations of concern received in relation to street lighting.



These comments have been broadly categorised as follows:

- Not enough lighting / need more 19 comments
- Dim/ poor lighting 12 comments
- Dark 6 comments
- Safety at night 5 comments
- Trees 5 comments
- Needs to improve / needs maintenance 2 comments
- Other issue 1 comments
- Specific locations of concern 33 locations.

Reasons for dissatisfaction with street lighting

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Not enough lighting / need more</i>	
Need more lighting	13
Not enough lighting / streetlights	3
Not enough lighting in public areas like children's facilities	1
They seem to be reluctant to put more lights, maybe the infrastructure is too old	1
We need more lighting in back alleys	1
Total	19
<i>Dim / poor lighting</i>	
Poor lighting / not very bright	8
A lot of places are not well lit in more high-density areas and side streets	1
A lot of underlit streets	1
Better lighting on streets	1
We are constantly told that the crime is increasing, that there have been break-ins in the past months, yet some streets are not lit at all which is dangerous	1
Total	12
<i>Dark</i>	
It is bit dark here	2
Dark at places like parks	1
Dark sections on all residential streets	1
Streets here are dark at night, we cannot see the walkways	1
When I come out on the street at night, it is very dark	1
Total	6
<i>Safety at night</i>	
Dangerous to go out at night time	2



Dangerous around here	1
I do not feel safe	1
Very dark in the local area so it feels unsafe	1
Total	5
<i>Trees</i>	
Trees block the lighting	5
Total	5
<i>Needs to improve / needs maintenance</i>	
The back lanes' lights break but are not replaced	1
They should not be LED	1
Total	2
<i>Other</i>	
Too much	1
Total	1
<i>Specific locations identified by respondents</i>	
Maryville St only has lights on one side of the road / not enough	2
Queens Ln is poorly lit /needs lighting	2
Alma Park is not well maintained in terms of streetlights	1
Blessington St is very dim	1
Blessington St needs more lighting	1
Camden st	1
Cobden St and nearby street is dark at night	1
Dark in the Balaclava Area	1
Dim lighting near the station	1
Dorcas St and its surrounding area is very dangerous at night	1
Dorcas St and its surrounding area needs more lights	1
Graham St pavement is not lit	1
I used to get up at 1am to meet my daughter at the station. Need more lighting in the street	1
It does not feel safe along the 109 trams, because it is pitch dark	1
It is spooky if you wanted to go for a walk in Nott St	1
Kerferd Rd needs more lighting	1
Linton St has poor lighting	1
Not enough lights near the Town Hall area	1
Not enough safely lit places for women to walk from their houses at night in Albert Park and South Melbourne	1
Not lit on the Heath St	1
Nott St needs different provisioning	1
Nott St needs more poles	1
Queen St	1
So dark around the train line	1
So dark on William St	1
St Vincent Gardens has very dim lightning	1



The Garden of Eden Nursery underpass needs more lighting	1
Too dark on Avoca Ave	1
Too dark on Southey St	1
Very dark for young women to walk back from the station near Maryville St. They could do a better job on this side	1
Very dim around Redan St. People feel nervous	1
Total	33
Total responses	83

Provision and maintenance of parks and gardens

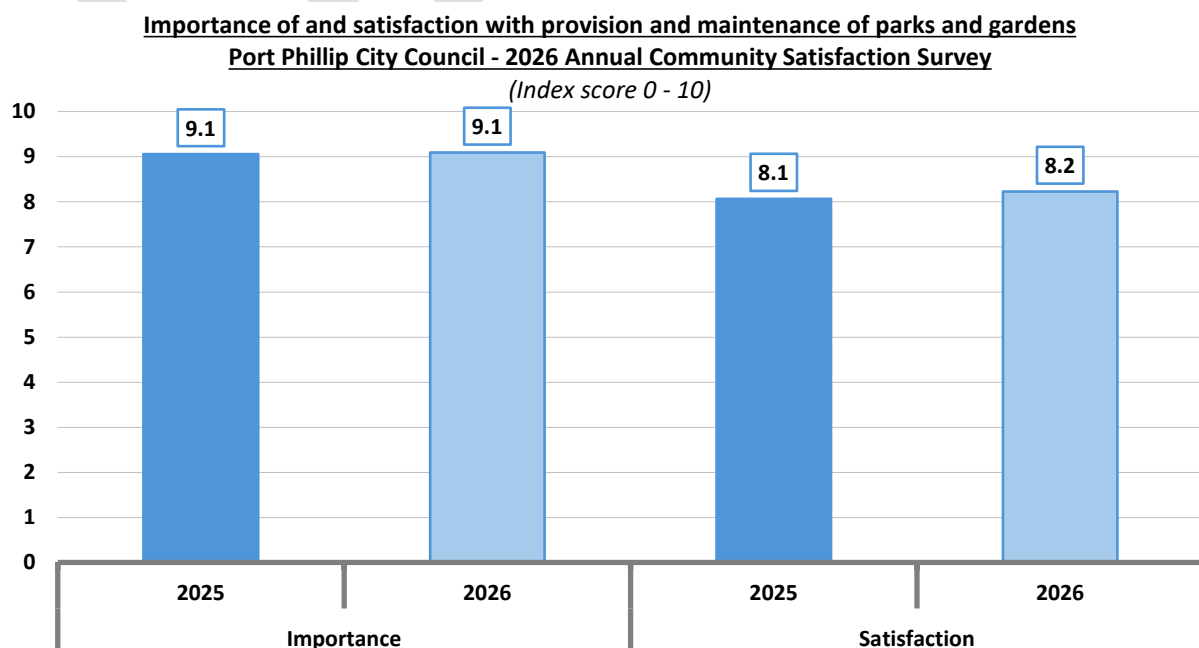
The provision and maintenance of parks and gardens was the 13th most important of the 43 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with the provision and maintenance of parks and gardens remained essentially stable this year, up one percentage point to 8.2 out of 10, which remains an “excellent” level of satisfaction.

This ranks the provision and maintenance of parks and gardens 12th in terms of satisfaction this year.

This result comprised 77% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 867 of the 901 respondents who provided a satisfaction score this year.

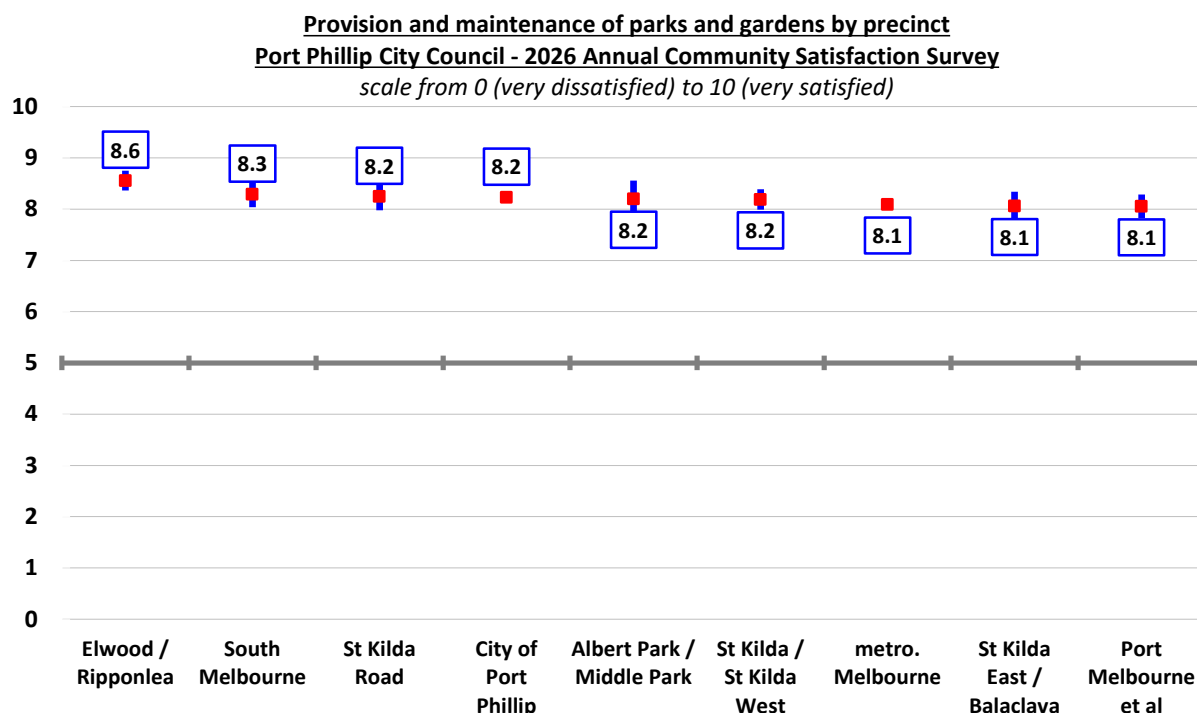
There was some meaningful variation in satisfaction with parks and gardens observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average.



By way of comparison, satisfaction with parks and gardens was broadly consistent with the metropolitan average satisfaction with the “the provision and maintenance of parks, gardens, and open spaces” of 8.1 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with parks and gardens observed across the municipality, with respondents from Elwood / Ripponlea measurably (4pts) more satisfied than the municipal average.

It is noted that respondents from all precincts rated satisfaction at “excellent” levels.



The following table outlines the 45 comments and nine locations of concern received in relation to the provision and maintenance of parks and gardens.

The most common issues related to a perceived lack of maintenance (15 comments), perceived lack of cleanliness (10 comments), and comments on upkeep / upgrade of equipment / infrastructure (6 comments).

Reasons for dissatisfaction with provision and maintenance of parks and gardens

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
Unkept / untidy / not clean	4
Lack of maintenance / maintenance is not enough	3
Hardly ever mowed / let it get overgrown	2
No availability of dog poop bags - it is a big problem	2
Not as good as it used to be / things have been let go	2
Rubbish	2

All the parks	1
Bike paths must be updated	1
Bins are not emptied	1
Full of dog waste	1
Gardens full of rubbish and needles	1
I do not know what is happening with the Grand Prix	1
I think there is over investment	1
It is difficult for me to walk in the off-lead dog park because the footpath is bumpy	1
It is nowhere near as well looked after as it was before the service was privatised	1
Lawn is not maintained in the local area	1
Need bigger local parks for children to play in	1
Need more shade and greenery	1
No bins	1
No maintenance of the gardens	1
Not maintained properly	1
Our park does not get the same maintenance and funding that other parks get	1
Playgrounds are not cleaned	1
Playgrounds are out of date	1
The cleanliness of parks	1
The pesticides are cancer-causing	1
The snail playground has been locked up for ages	1
They are not spending money to keep the existing facilities	1
They are okay	1
They can always do more	1
They keep building new facilities, but they do not maintain them	1
They treat the garden across the road like a public park, emphasizing the prettiness of the park with no consideration of the historical meaning of the trees	1
Trees are dangerous	1
Upgrade the infrastructure	1
Very intermittent maintenance and upkeep of the parks in the local area	1
We need facilities in the parks because is just a long road without anything	1
Total	45

Specific locations identified by respondents

Albert Park is out of action at the moment, they should complain loudly	1
Alma Park	1
Closure of Albert Park due to the Grand Prix along with the renovation of Peanut Farm Reserve caused a lack of dog parks for 6 weeks in my local area	1
Eastern Reserve Dog Park is bad	1
Eastern Reserve Dog Park is not maintained, just temporary fences	1
Greenmeadows Gardens needs more shade and seating	1
It is physically dangerous to walk or run in Catani Gardens because it is unevenly surfaced	1
The park in front of Ripponlea is looking good now, but it did not a while ago. The hedge was overgrown and the path was meeting in the middle	1
Weeds always take over Eastern Reserve Dog Park	1
Total	9

Total responses

54



Maintenance of the foreshore and beaches

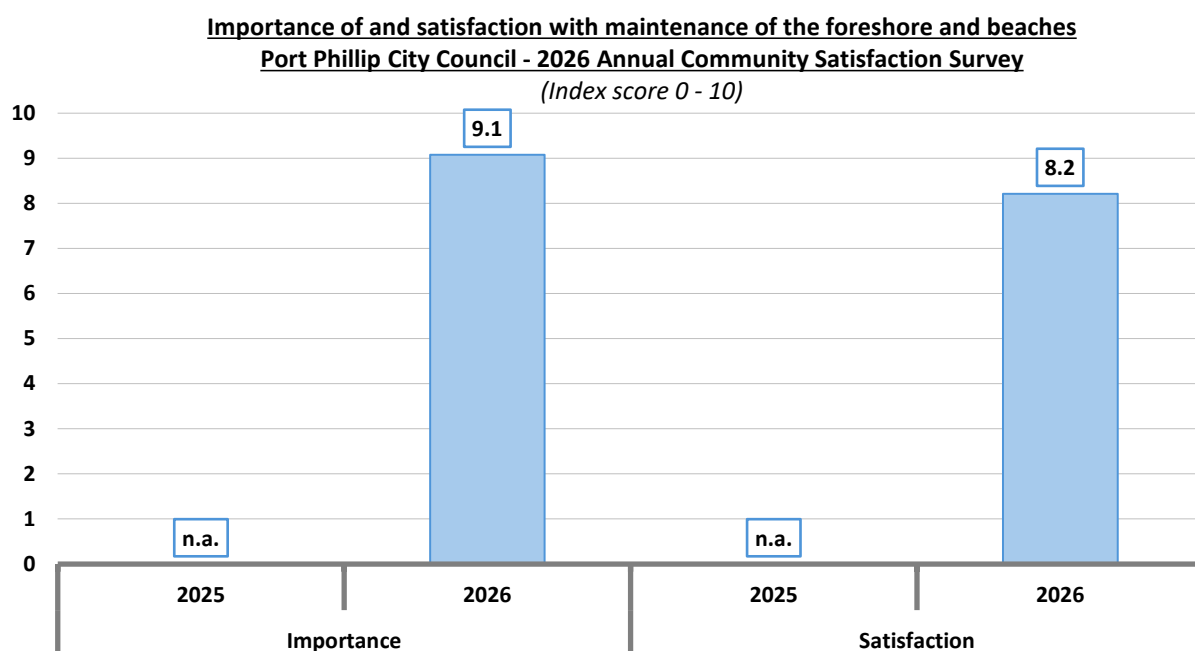
This was the first year the maintenance of the foreshore and beaches was included in the survey, as a stand-alone service.

The maintenance of the foreshore and beaches was the 14th most important of the 43 included services and facilities, with an average importance of 9.1 out of 10. Satisfaction with the maintenance of these facilities was 8.2 out of 10 this year, which was an “excellent” level of satisfaction.

This result ranks the maintenance of the foreshore 14th in terms of satisfaction this year.

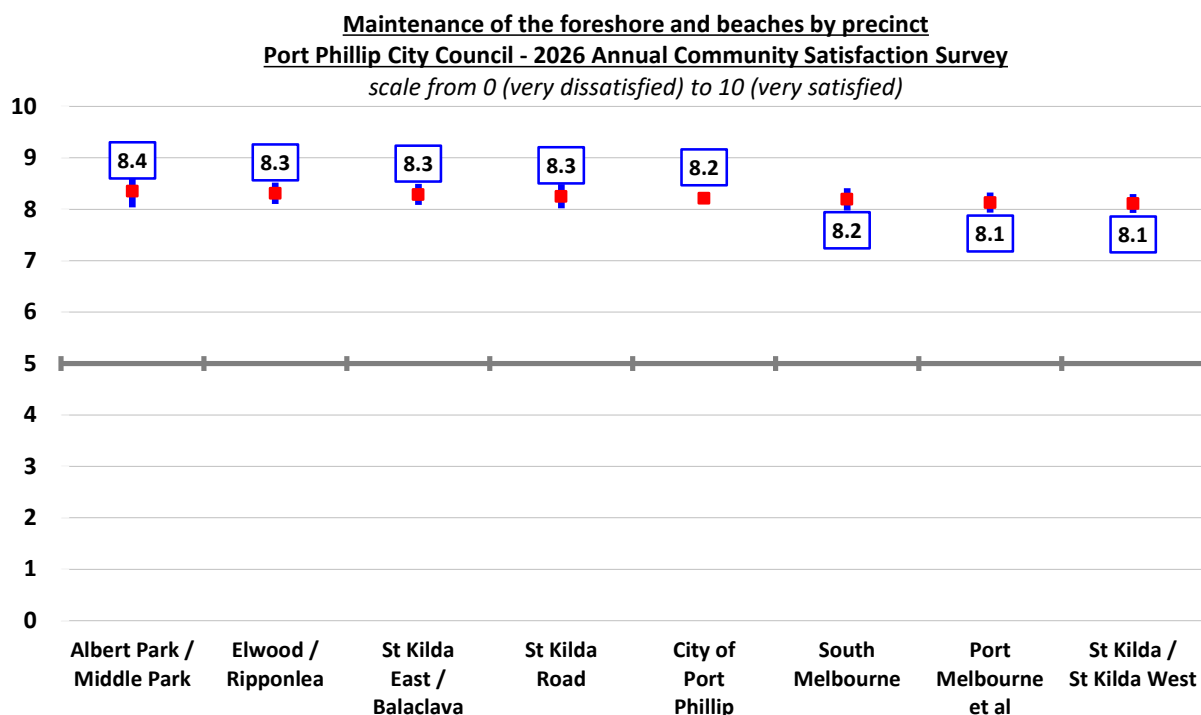
This result comprised 77% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 850 of the 901 respondents who provided a satisfaction score this year.

There was no substantive variation in satisfaction with the maintenance of the foreshore and beaches observed by respondent profile.



The maintenance of these facilities was not included in the 2026 *Governing Melbourne* research, and so no comparisons have been provided.

There was no measurable variation in satisfaction with the maintenance of the foreshore and beaches observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.



The following table outlines the 14 comments received from respondents in relation to the maintenance of the foreshore and beaches.

Reasons for dissatisfaction with maintenance of the foreshore and beaches
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
A lot of rubbish on the beach	1
Broken glass and syringes	1
Could be better maintained	1
Everything has been let go	1
Good	1
I spend most of the time on dog beach	1
More trash coming in from the canal	1
Needs to be more often	1
Parking there is impossible	1
Received a bad response about the seaweed	1
Sometimes the shower doors do not lock properly	1
There is a community that picks up the rubbish, the Council is not doing it	1
They are not doing it	1
They do not clean the seaweed. It is atrocious, stinks and it is rotting	1
Total	14

Cleaning of the foreshore and beaches

This was the first year that the cleaning of the foreshore and beaches was included in the survey as a stand-alone service.

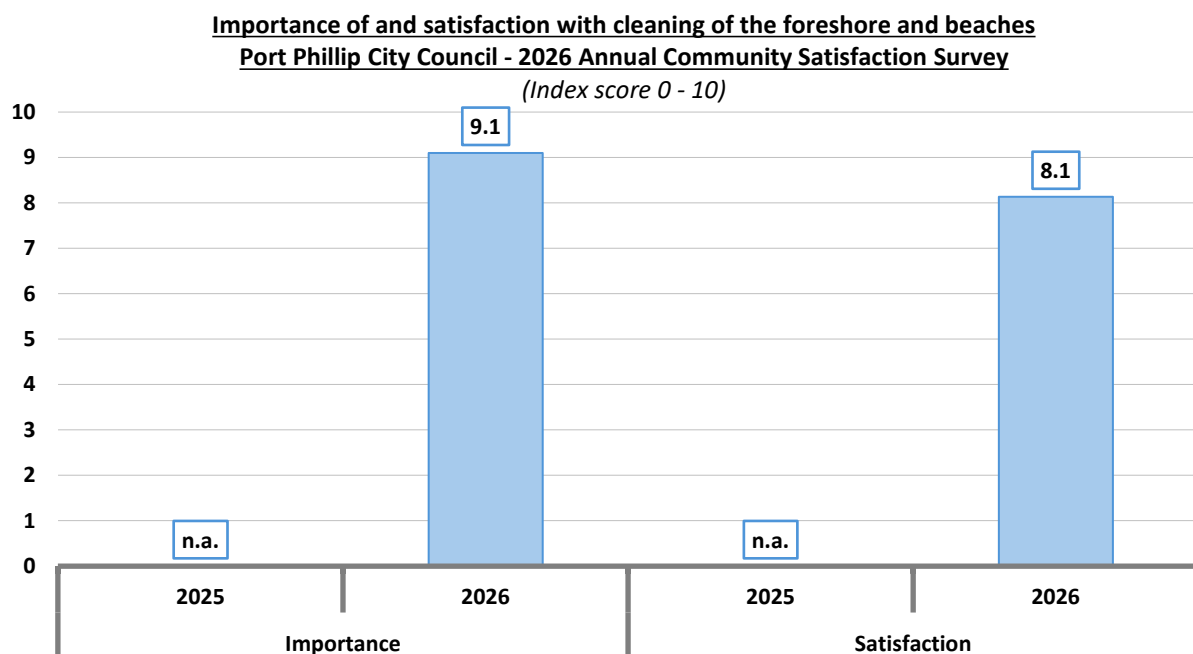
The cleaning of the foreshore and beaches was the 12th most important of the 43 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with the cleaning of these facilities was 8.1 out of 10 this year, which was an “excellent” level of satisfaction.

This result ranks the cleaning of the foreshore 17th in terms of satisfaction this year.

This result comprised 75% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 844 of the 901 respondents who provided a satisfaction score this year.

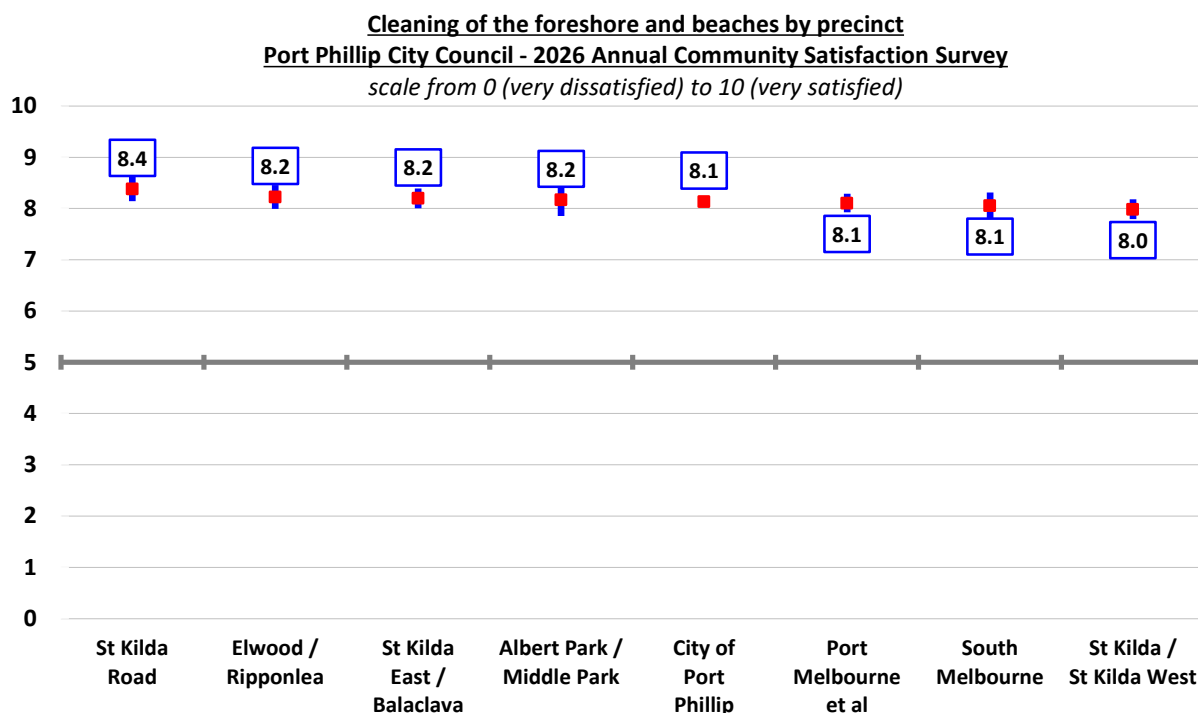
There was no substantive variation in satisfaction with the cleaning of the foreshore and beaches observed by respondent profile.



The cleaning of these facilities was not included in the 2026 *Governing Melbourne* research, and so no comparisons have been provided.

There was no measurable variation in satisfaction with the cleaning of the foreshore and beaches observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.





The following table outlines the 17 comments and three locations of concern received from respondents in relation to the cleaning of the foreshore and beaches.

Reasons for dissatisfaction with cleaning of the foreshore and beaches
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Lots of litter / littering	2
Bins not emptied	1
Collect waste that gets washed up on the beach	1
Everything has been let go	1
I spend most of the time on dog beach	1
More trash coming in from the canal	1
Not clean enough	1
People are camping there	1
Plastic and debris that is washing up on the shore	1
Replacement bins are always full and overflowing around the foreshore	1
Rough campers on the beach in the local area	1
Shower blocks are getting dirty very quickly	1
Shower blocks should be maintained more during summer	1
There is a community that picks up the rubbish, the Council is not doing it	1
There is still rubbish near the beach area	1
They only look after main beach and not others like the dog beach	1
Total	17

<i>Specific locations identified by respondents</i>	
Elwood Beach is not cleaned up to the best standard	1
Port Melbourne beaches are unclean	1
Replacement bins are always full and overflowing around Point Ormond	1
Total	3
Total responses	20

Public toilets

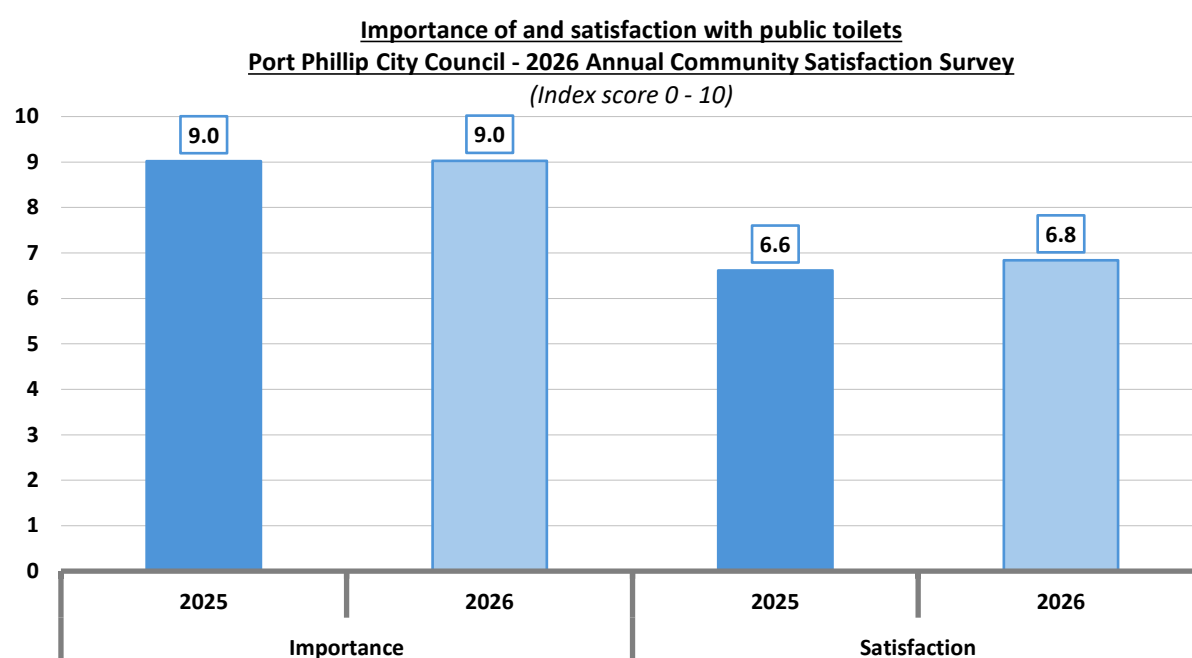
Public toilets were the 22nd most important of the 43 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with public toilets increased somewhat this year, up two percentage points to 6.8 out of 10, which remains a “good” level of satisfaction.

This result ranks public toilets 42nd in terms of satisfaction this year, and one of 13 services and facilities to record a satisfaction score which was measurably lower than the average of all 43 (7.9).

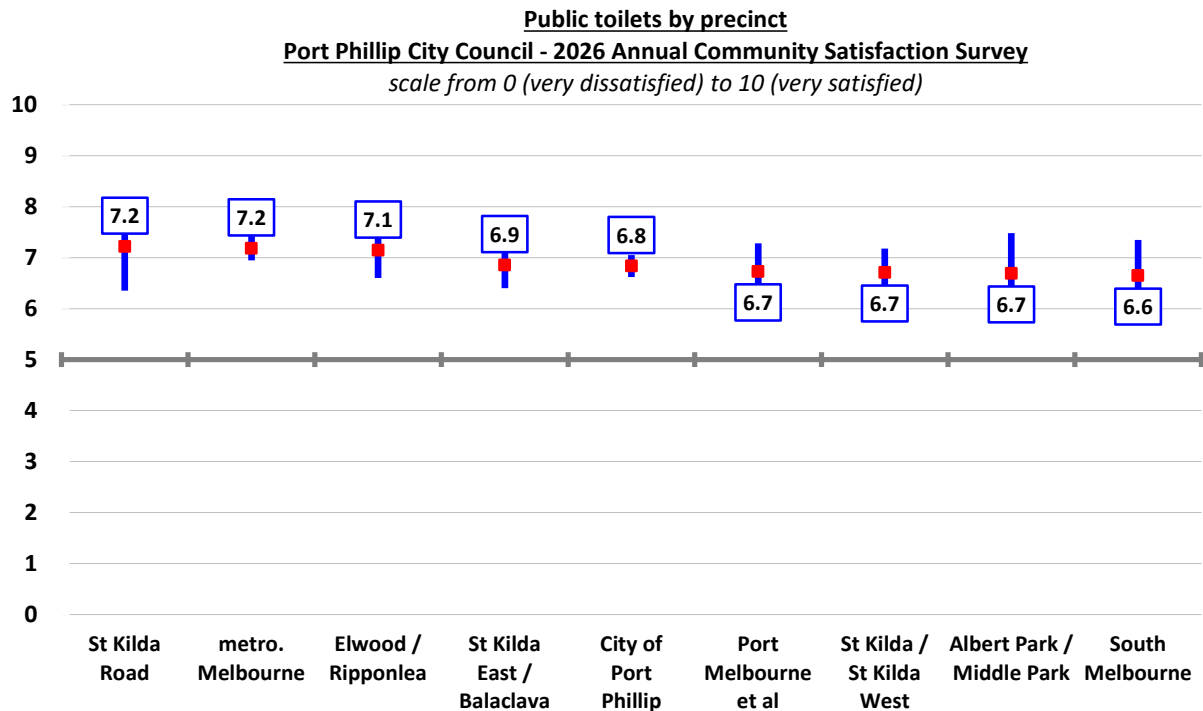
This result comprised 42% “very satisfied” and 11% “dissatisfied” respondents, based on a total sample of 344 of the 350 respondents (39%) from households who had used these facilities in the last 12 months.

There was some variation in satisfaction with public toilets observed by respondent profile, with older adults (aged 60 to 74 years) notably less satisfied than average.



By way of comparison, satisfaction with public toilets was notably (4pts) lower than the metropolitan average satisfaction with “public toilets” of 7.2 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with public toilets observed across the municipality, respondents from St Kilda Road were notably (4pts) more satisfied than the municipal average, although still at a “good” level.



The following table outlines the 55 comments and 31 locations of concern received in relation to public toilets this year.

These comments have been broadly categorised as follows:

- | | |
|------------------------------------|---------------|
| • Dirty / not clean | 21 comments |
| • Not enough / need more | 10 comments |
| • Poor maintenance / cleaning | 9 comments |
| • General negative | 7 comments |
| • Need more maintenance / cleaning | 4 comments |
| • Other issues | 4 comments |
| • Specific locations of concern | 31 locations. |



Reasons for dissatisfaction with public toilets
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Dirty / not clean</i>	
Dirty	7
Not clean	6
Cleanliness	5
Dirty and stinky at beach	1
Dirty and stinky everywhere	1
Grubby	1
Total	21
<i>Not enough / need more</i>	
Not enough / very few	8
There are no toilets next to the playground, it would be great to have a toilet there	1
We need more	1
Total	10
<i>Poor maintenance / cleaning</i>	
Not looked after / not maintained	2
Poorly maintained	2
Cleanliness was lacking	1
Messy	1
Not well cleaned	1
Soap not maintained	1
Some of them are a little run down	1
Total	9
<i>General negative</i>	
Broken all over the place	2
Disgusting	1
Just sorry	1
Old	1
They need to improve the public toilets	1
Usually, smelly	1
Total	7
<i>Need better maintenance / cleaning</i>	
Not cleaned enough / often	2
Need better maintenance near the homeless	1
Need more maintenance	1
Total	4



<i>Other</i>	
Drug use	1
Need public toilets with diaper change tables - mostly have to change inside the car	1
There are things in there that kids do not need to see	1
There is no lighting	1
Total	4
<i>Specific locations identified by respondents</i>	
Beach toilets are poor / terrible / horrible / gross	5
All the park toilets in Port Phillip are poor	2
Coles' toilet is not well kept / in disgraceful condition	2
Albert Park toilets near the children's playground is not good	1
Toilet near the foreshore is out of order and needs to be repaired	1
Beachside toilets are too old	1
Clifford St is terrible	1
Fawkner Park toilet is dirty	1
Fitzroy St business' toilets are not clean	1
Foreshore bathrooms are not cleaned enough	1
I frequently use the Edwards Park toilets, so they need to make sure they are good	1
None on Fitzroy St	1
Peanut Farm Reserve toilets are unclean and smell bad	1
Point Ormond Reserve toilets are old	1
Prahran toilets	1
Sandridge is terrible	1
Someone overdosed in the Coles toilet	1
South Melbourne Market toilet facilities are not very well maintained - it is a major tourist spot	1
The one next to The Vineyard is like a wasteland	1
The one outside of Coles is a bit scary	1
There are none in Lagoon Reserve	1
Train station is terrible	1
Turner St is terrible	1
William St is smelly	1
William St locks are broken	1
Total	31
Total responses	86



Community Safety

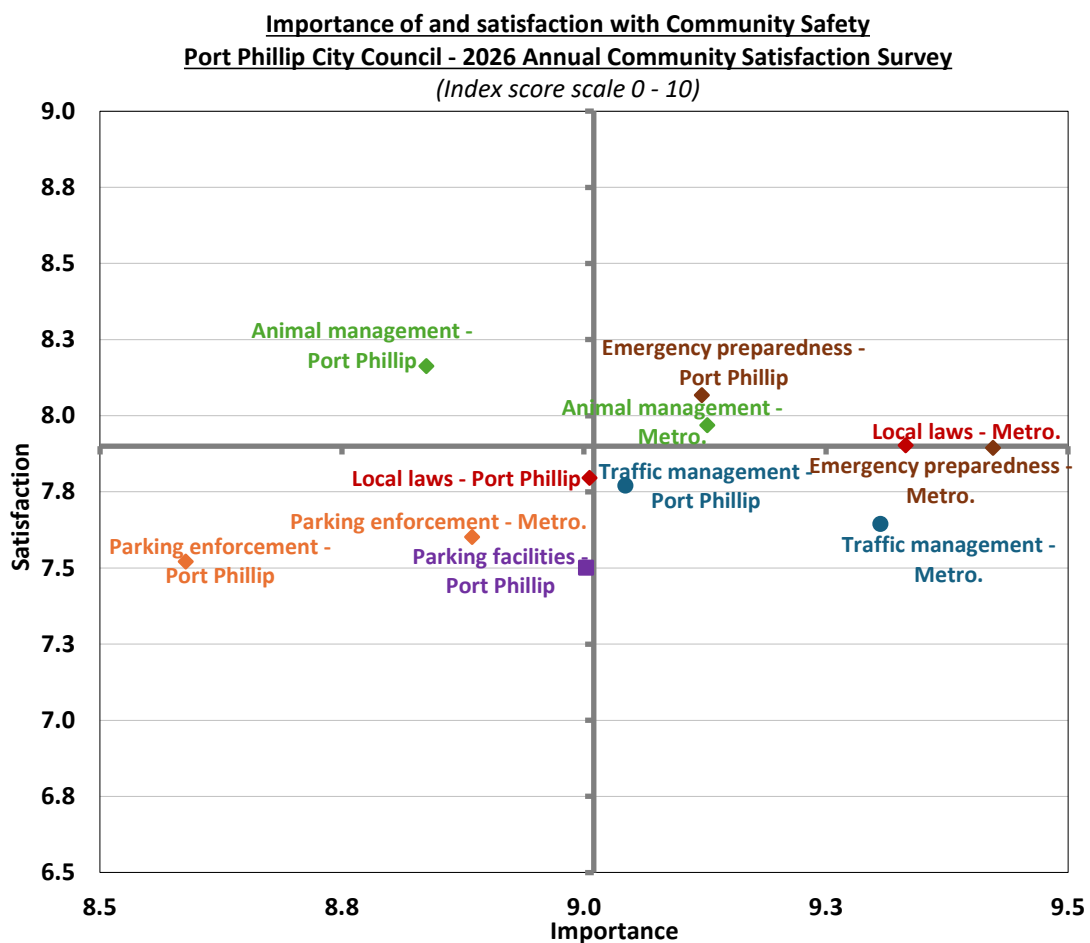
Six services and facilities from the community safety division were included in the survey this year.

These were animal management, the enforcement of local laws, traffic management, parking enforcement, the provision of parking facilities, and Council's emergency preparedness and response.

Two of these services and facilities, namely animal management and Council's emergency preparedness and response, recorded satisfaction scores which were higher than the average of all 43 services and facilities.

While emergency preparedness was among the services and facilities which respondents considered most important and with which they were most satisfied, animal management was less important than average.

Of the four services and facilities which recorded lower-than-average satisfaction scores, traffic management fell into the quadrant of most concern, being of higher-than-average importance, but lower-than-average satisfaction. The other three services were less important than average.



Animal management

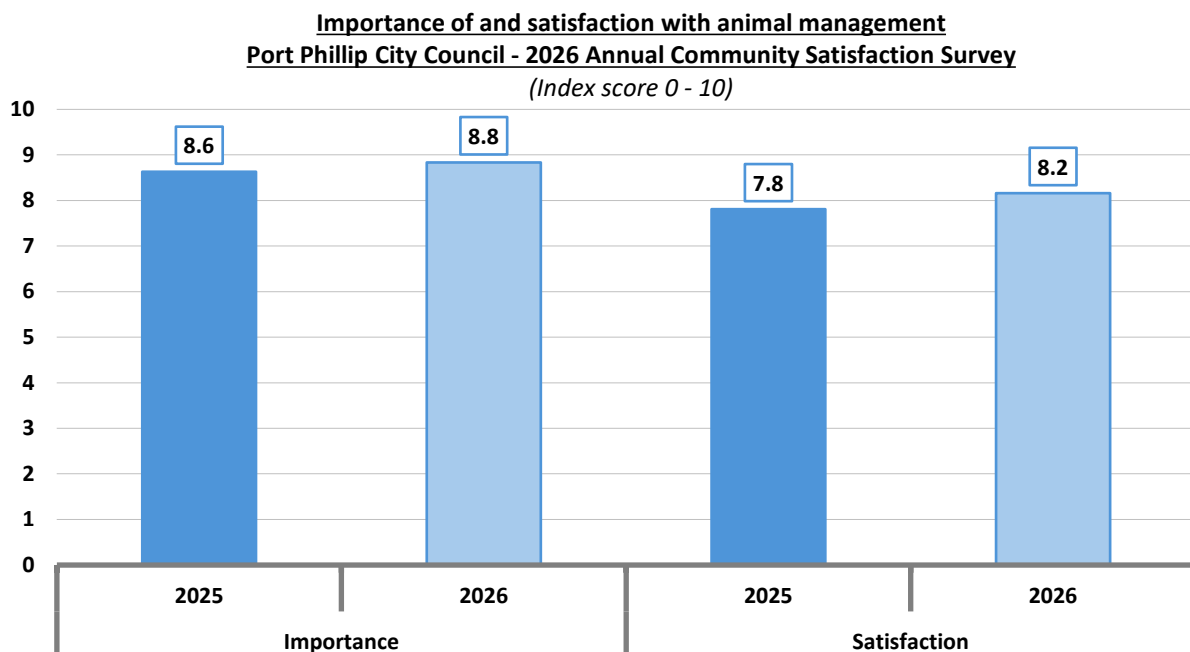
Animal management was the 38th most important of the 43 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with animal management increased measurably this year, rising four percentage points to 8.2 out of 10, which remains an “excellent” level of satisfaction.

This ranks animal management 16th in terms of satisfaction this year.

This result comprised 77% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 738 of the 901 respondents who provided a satisfaction score this year.

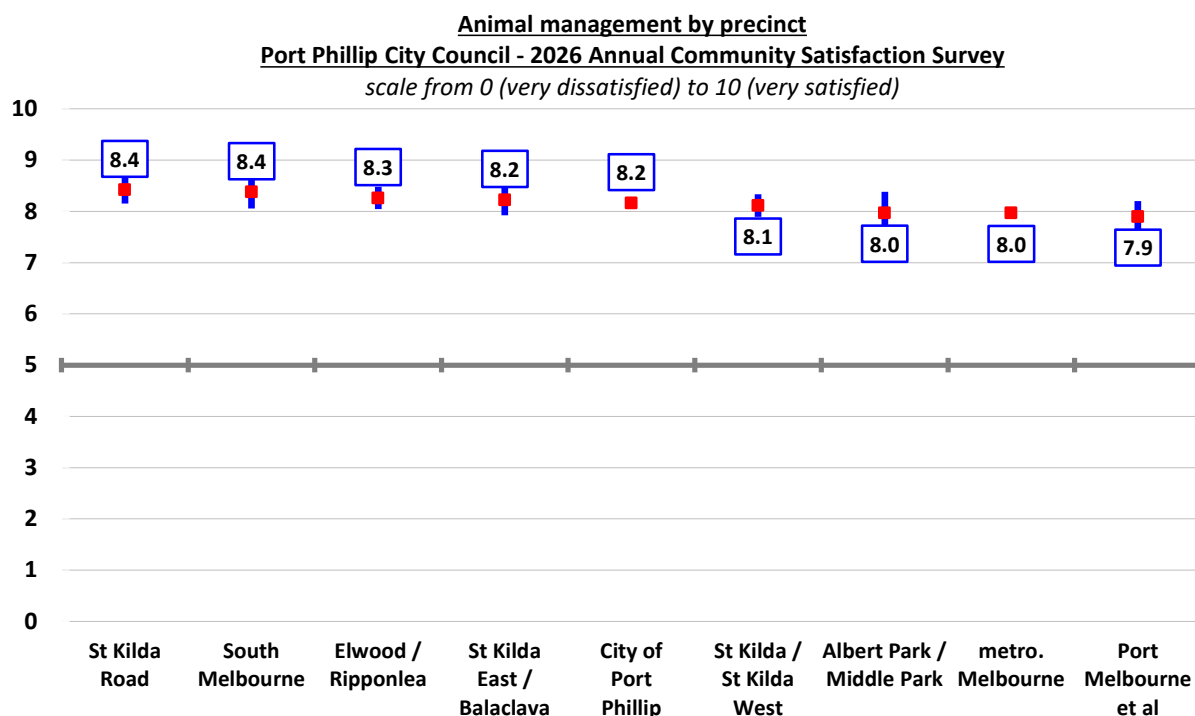
There was some substantive variation in satisfaction with animal management observed by respondent profile, with older adults and senior citizens (aged 60 years and older) notably less satisfied than average.



By way of comparison, this result was measurably (2pts) higher than the metropolitan average satisfaction with “animal management” of 8.0 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with animal management observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.





The following table outlines the 43 comments received in relation to animal management. These comments have been broadly categorised as follows:

- | | |
|---|-------------|
| • Dog waste management and enforcement | 12 comments |
| • Better management and control of pets | 7 comments |
| • No value for pet fees | 5 comments |
| • More off-leash areas (parks, beaches) | 4 comments |
| • Better / more amenities for pets | 3 comments |
| • On-leash enforcement | 3 comments |
| • Enforcement of cat curfew | 2 comments |
| • Other issues | 7 comments. |

Reasons for dissatisfaction with animal management
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
<i>Dog waste management and enforcement</i>	
Dog litter / poo / piss everywhere / on the streets	9
Cleaning up after pets	1
Dog poop on Renfrey Reserve	1
Poop near the canal	1
Total	12

<i>Better management and control of pets</i>	
Dog owners in Port Phillip do not know how to manage their dogs	1
Fawkner Park needs more policing of dogs	1
Lot of violent dogs in public	1
My dog was attacked by another dog in Middle Park and was the 4th dog in the area and there were no repercussions	1
No control	1
Off-leash animals	1
They do not control dogs	1
Total	7
<i>No value for pet fees</i>	
Council charging fees for no service	1
I do not really get any benefit out of it	1
I do not see any value from our fees that we pay	1
It is very expensive to register a puppy	1
Registration is too much money	1
Total	5
<i>More off-leash areas (parks, beaches)</i>	
Not enough dog parks	1
Over the summer, the dog park is limited	1
Pets should be permitted in more areas	1
There is a bias to get rid of off-leash areas	1
Total	4
<i>Better / more amenities for pets</i>	
No dog waste bags	1
Sad that there are no dog poop bags	1
Should give out more bags for dog poop	1
Total	3
<i>On-leash enforcement</i>	
Dogs are always off lead	1
Off-leash dog in Renfrey Reserve	1
There should be more dogs on lead in general public areas like the streets because it can be hard to train guide dogs. Parks can be off lead	1
Total	3

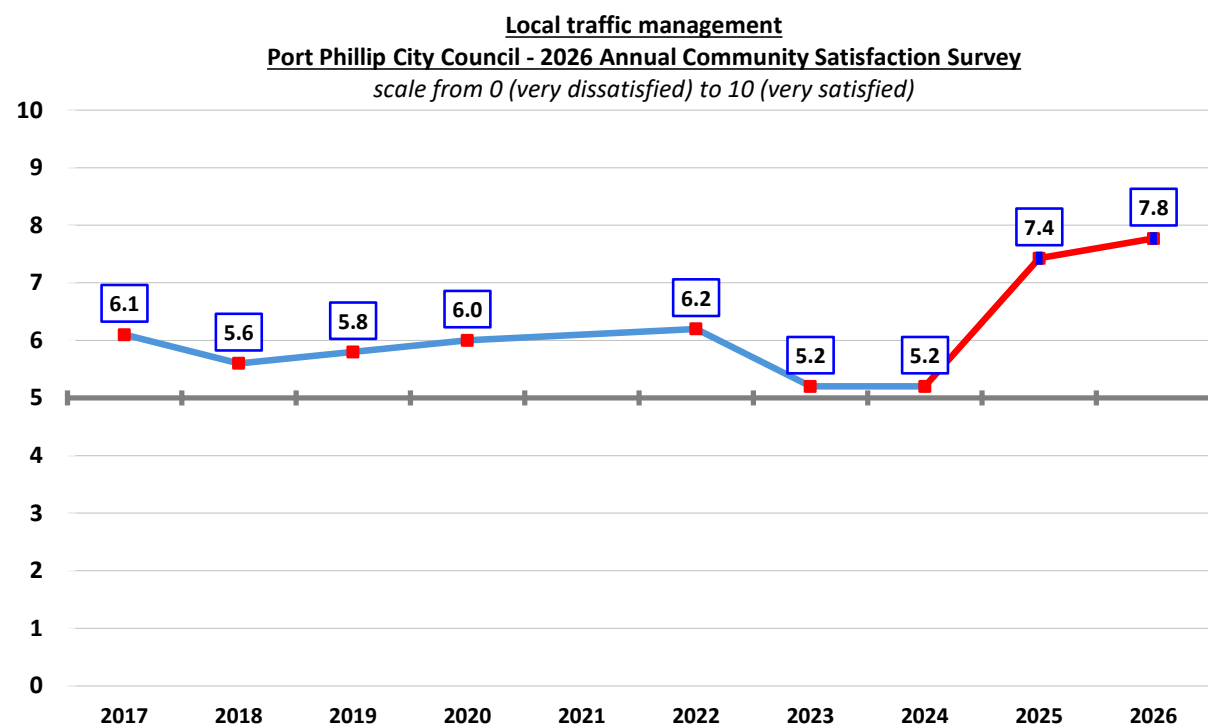


<i>Enforcement of cat curfew</i>	
Stray cats	1
There should be a 24-hour cat curfew	1
Total	2
<i>Other</i>	
Dog registration fees must be more	1
Happy with the registration of pets	1
Lack of laws	1
Officer fined me 3 times for my dogs just sitting in the park	1
The chickens that live across the road at St Michael's Grammar School have had issues, the chickens are suffering	1
They are too quick to kill in the kill shelter	1
They seem to not like animals	1
Total	7
Total responses	43

Local traffic management

Local traffic management was the 18th most important of the 43 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with local traffic management increased measurably this year, rising four percentage points to 7.8 out of 10, which was an “excellent”, up from a “very good”, level.



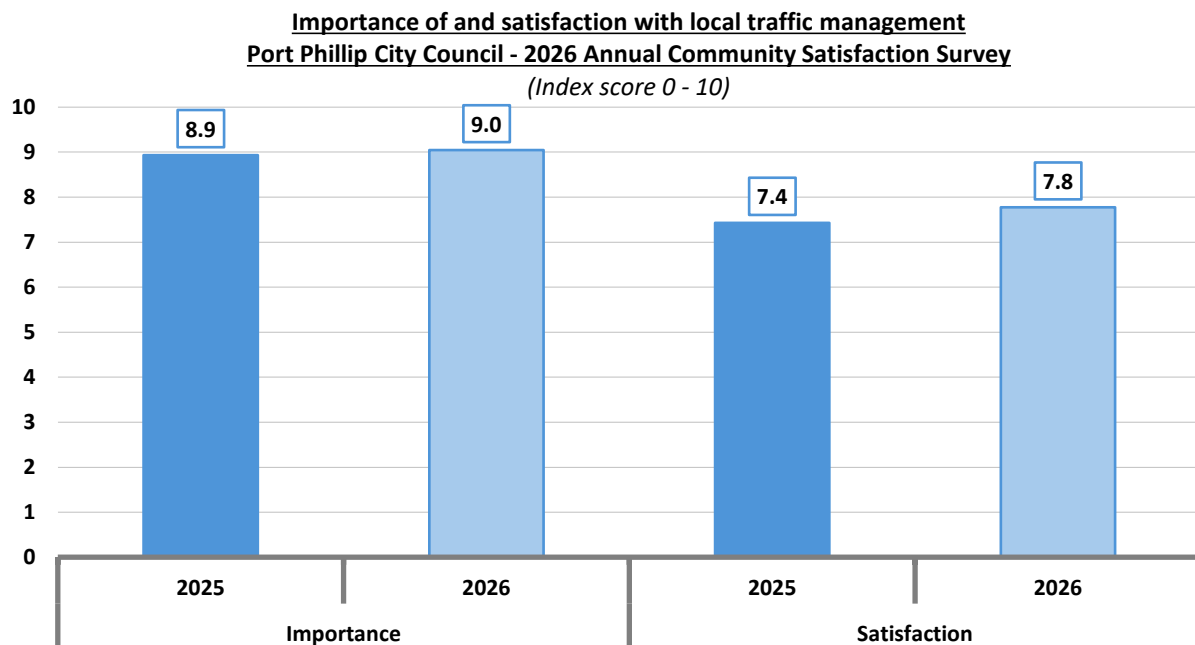
This result was measurably higher than the long-term average satisfaction since 2017 of 6.1 out of 10.

It should be noted that the survey was conducted by a different provider, using a different survey form and methodology, between 2017 and 2024.

This ranks local traffic management 18th in terms of satisfaction this year.

This result comprised 67% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 848 of the 901 respondents who provided a satisfaction score this year.

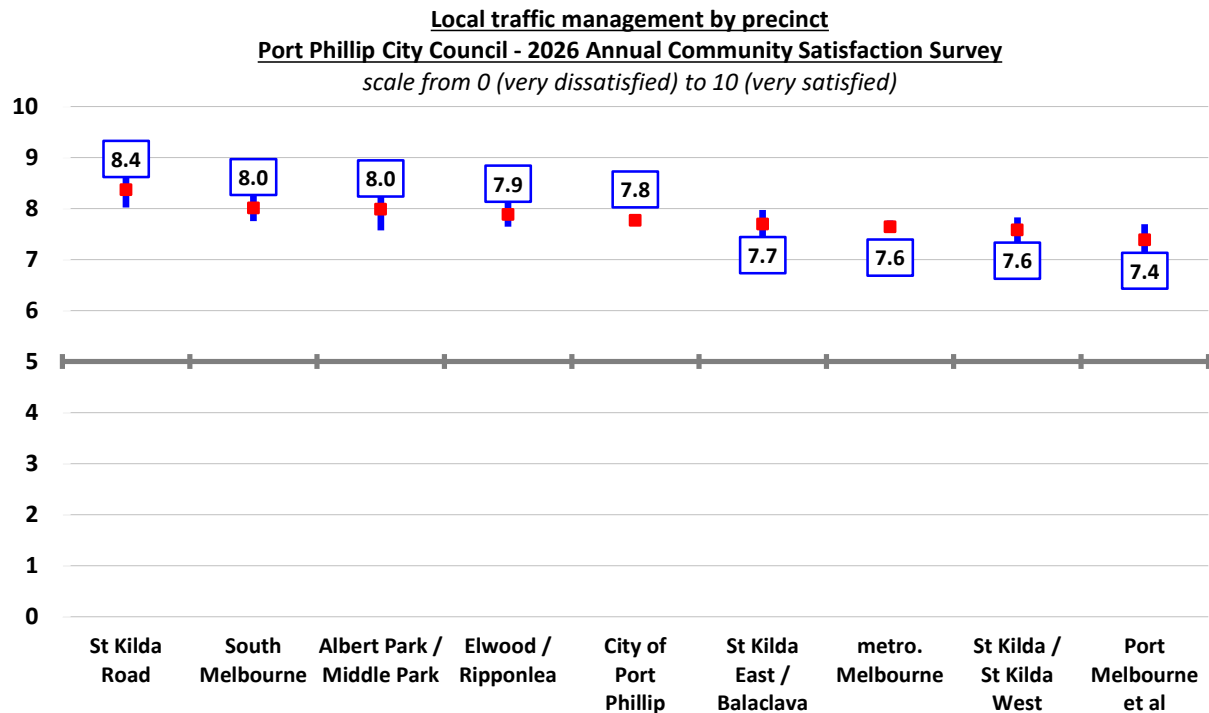
There was some variation in satisfaction with traffic management observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied, and older adults (aged 60 to 74 years) notably less satisfied than average.



By way of comparison, this result was somewhat (2pts) higher than the metropolitan average satisfaction with “local traffic management” of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with traffic management observed across the municipality, with respondents from St Kilda Road measurably (6pts) more satisfied than average.

By contrast, respondents from Port Melbourne et al were measurably (4pts) less satisfied, and at a “very good”, rather than an “excellent”, level.



The following table outlines the 56 comments and 29 locations of concern received in relation to local traffic management.

These comments have been broadly categorised as follows:

- | | |
|---------------------------------|--------------|
| • Too much traffic | 13 comments |
| • Poor / bad traffic management | 11 comments |
| • Bike lane issues | 5 comments |
| • Signage | 4 comments |
| • Speed humps | 4 comments |
| • Speed of traffic | 3 comments |
| • Blocking of streets | 2 comments |
| • General negative | 1 comment |
| • Increase in accidents | 1 comment |
| • Narrow streets | 1 comment |
| • Parking issues | 1 comment |
| • Traffic lights | 1 comment |
| • Other issues | 9 comments |
| • Specific locations of concern | 29 comments. |



Reasons for dissatisfaction with local traffic management
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
 (Number of responses)

Reason	Number
<i>Too much traffic</i>	
Heavy traffic / too much congestion	3
Traffic is bad / getting worse	2
During major big events the roads get packed	1
Impossible to get out of street to the main road	1
In the first 4 months of the year there is always events and it is impossible to get in or out of the local area	1
It is very hard and during Grand Prix, St Kilda festival or marathons to get in or out of the local area	1
Lots of cars on the road blocking the spaces	1
Too many people	1
Very hard to leave the house	1
You sometimes get heavy trucks late at night and they are not quiet	1
Total	13
<i>Poor / bad traffic management</i>	
Poor / no traffic management	6
Extremely poor management during construction like the water pipe replacement	1
Improve traffic flow to not congest the small streets	1
Poor design of the round-about	1
Rules are not enforced	1
They implemented bad and unrequited management	1
Total	11
<i>Bike lane issues</i>	
Bike paths are disruptive	1
Do not support the safe bicycle strategies	1
Ridiculous bike lanes	1
They keep on moving around the bike lane thing and it does not seem to have any plan	1
The bike lanes are so over the top and so against the cars	1
Total	5
<i>Signage</i>	
A couple of years ago there was over signage. The signage was crazy there was too much of them	1
There should be arrows for left and right in the major intersections	1



They do not understand that cars ignore the signs	1
They need to put mirror and sign around the corner	1
Total	4
<i>Speed humps</i>	
Need to have more speed humps in areas where people speed to slow them down	1
Extra speed bumps is so over the top and so against the cars	1
Traffic calming is not installed at the roundabout in the local area	1
Traffic calming needed	1
Total	4
<i>Speed of traffic</i>	
Some roads need lower speed limits	1
The police need to police speed more	1
They do not understand the number of speeding cars on the streets	1
Total	3
<i>Blocking of streets</i>	
Not enough notice when roads are going to be closed	1
They block streets without warning	1
Total	2
<i>General negative</i>	
All roads in general	1
Total	1
<i>Increase in accidents</i>	
Our intersections are accident prone	1
Total	1
<i>Narrow streets</i>	
Trucks on small streets	1
Total	1



<i>Parking issues</i>	
When they had gas works on the streets, there had not been any directions for where to park, and we were unable to park in the usual spot in our local area	1
Total	1
<i>Traffic lights</i>	
I do not like that pedestrians cross when cars have the green light	1
Total	1
<i>Other</i>	
Do not support the safe roads strategies	1
During the summer it needs more attention	1
Excessive infrastructure on local roads	1
Grand Prix is very bad for us	1
I think that there are a lot of really dangerous manoeuvres	1
No infrastructure	1
Poor during F1	1
Terrible noise	1
Tried to approach but it is not responsive	1
Total	9
<i>Specific locations identified by respondents</i>	
They need crossings on Richardson St near the primary schools	2
Around Woolworths	1
Arthur St needs to be one way until the construction is done	1
Barkly St	1
Barkly St / Glen Huntly Rd intersection is very poorly planned and executed which creates confusion and increases road hazards	1
Barkly St traffic	1
Bike lanes are terrible on Blessington St	1
Bike lanes are terrible on Marine Pde	1
Bike lanes near Beach Rd need to be more organized	1
Carlisle St	1
Chapel St	1
Far too much traffic on Armstrong St	1
Far too much traffic on Mary St	1
Graham St	1
I think Mountain St is too busy	1
Improve St Kilda Rd	1
Incredible amount of speeding and car racing going on in Bay St. Very loud cars and no one notices it	1
Inkerman St / Hotham St intersection during school pick up times are terrible	1
No checking done along Beach St	1
Noisy cars on Bay St	1



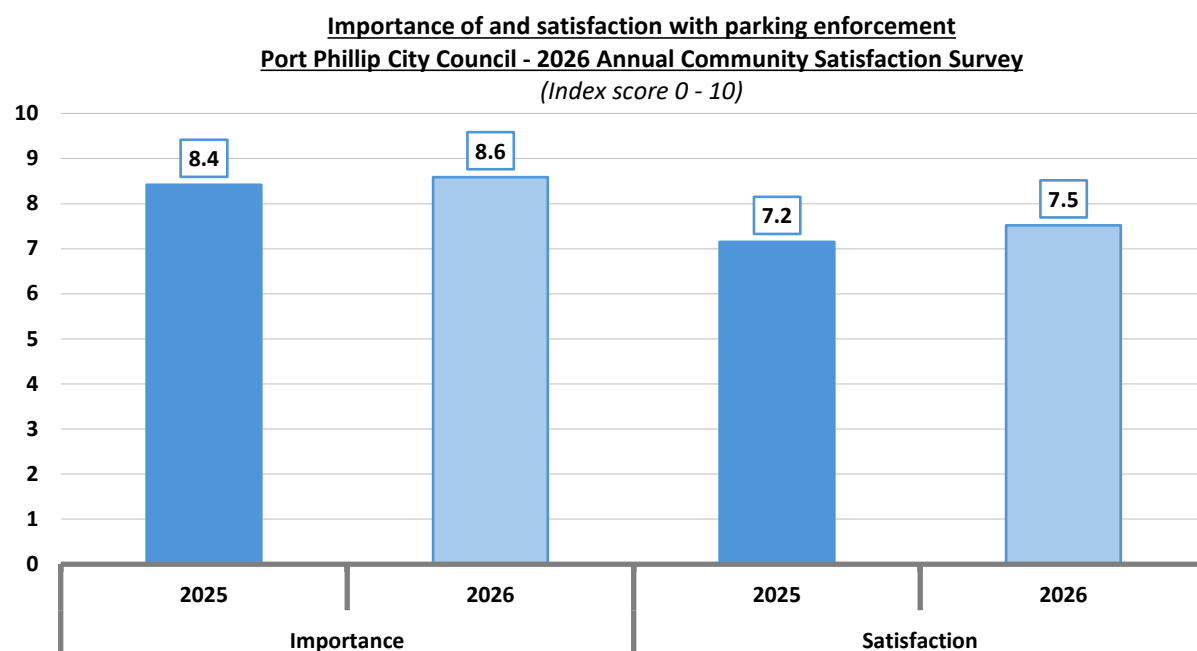
Pickles St has idiots speeding on them at 3AM	1
Speeding traffic on Mary St	1
They blocked off an area on Canterbury Rd for 3 months but there was no work happening	1
They have tried traffic calming in the local streets like Fraser St and Cowderoy St. It seemed to work and then they reversed it and I do not know why	1
Too much sound pollution from Beach St	1
Trialled no right turns on Canterbury Rd during peak times but nothing happened	1
We could not leave our house in St Kilda West during the Grand Prix	1
We get a lot of heavy trucks coming down this street because it is quick access to Kings way and industrial areas	1
Total	29
Total responses	85

Parking enforcement

Parking enforcement was the 41st most important of the 43 included services and facilities, with an average importance of 8.6 out of 10, and one of three that were measurably less important than the average of all 43 (9.0).

Satisfaction with parking enforcement increased notably this year, up three percentage points to 7.5 out of 10, which was a “very good”, up from a “good”, level of satisfaction.

This ranks parking enforcement 36th in terms of satisfaction this year, and one of 13 services and facilities to record a satisfaction score which was measurably lower than the average of all 43 services and facilities (7.9).

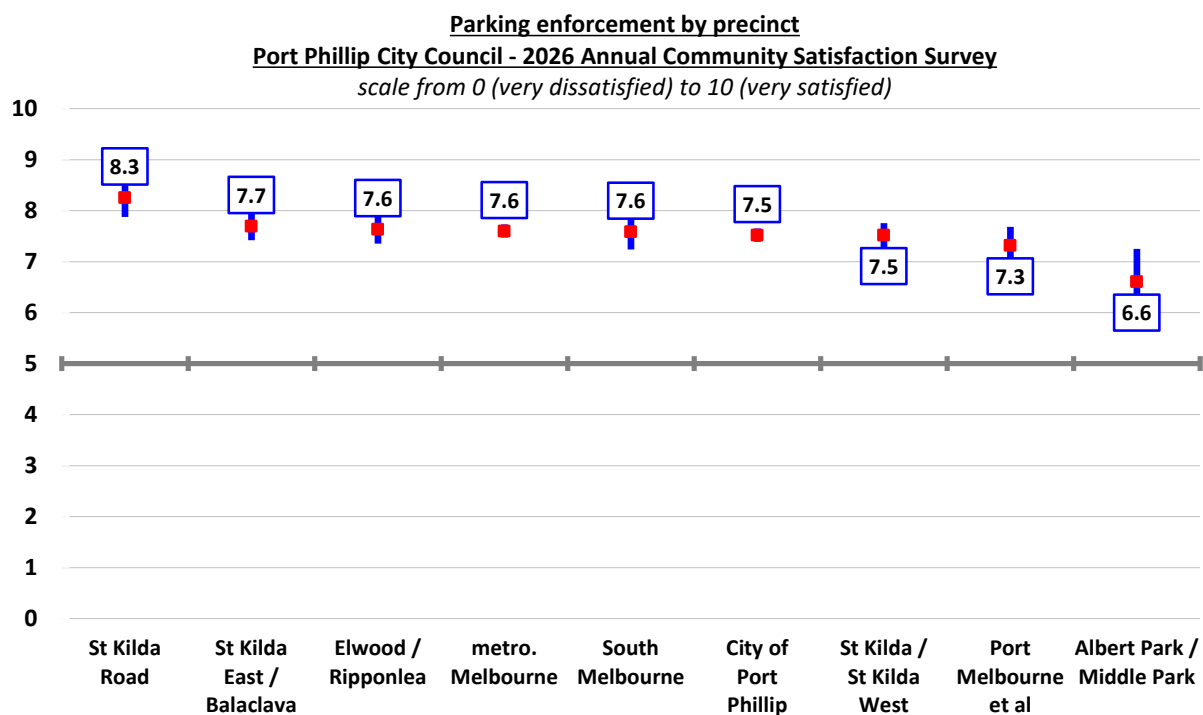


This result comprised 63% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 831 of the 901 respondents who provided a satisfaction score this year.

There was variation in satisfaction with parking enforcement observed by respondent profile with young adults (aged 18 to 34 years) notably more satisfied than average, and middle-aged and older adults (aged 49 to 74 years) notably less satisfied.

By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with “parking enforcement” of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation observed across the municipality, with respondents from St Kilda Road measurably (8pts) more satisfied than the municipal average, and at an “excellent”, rather than a “very good”, level. Conversely, respondents from Albert Park / Middle Park were measurably (9pts) less satisfied, and at a “good”, rather than a “very good”, level.



The following table outlines the 118 comments and 15 locations of concern received in relation to parking enforcement.

These comments have been broadly categorised as follows:

- Excessive enforcement of parking 23 comments
- Parking permit issues 16 comments
- Illegal parking 12 comments
- Revenue raising / expensive 13 comments
- No / not enough parking enforcement 13 comments
- Lack of parking spaces / need more 7 comments
- Not enough parking time / limit 7 comments
- General negative 6 comments
- Cars parked in front of driveway 4 comments
- Communication, consultation and responsiveness 4 comments
- More enforcement during public events 3 comments
- Parking fines too high 2 comments
- Other issues 8 comments
- Specific locations of concern 15 locations.

Reasons for dissatisfaction with parking enforcement
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Excessive / inconsistent enforcement of parking</i>	
It is excessive / over-enforced / predatory	5
Inconsistent enforcement	3
Too strict on enforcement	3
Got booked by blocking my own driveway	1
I get too many tickets	1
I got a fine for parking while everyone else parks in the same place and they did not get a fine on that street	1
I think they overly police the residents and enforcement notices	1
Some areas are heavily enforced, and some are not	1
Sometimes too enthusiastic, you can get fined easily	1
The day we moved we got a parking fine	1
The rules are strict	1
There is no consistent policy regarding the parking	1
They are so strict about parking restrictions	1
They are fine too many people in the local area for parking	1
Too many regulations make it difficult for locals	1
Total	23



<i>Parking permit issues</i>	
Need more parking permits	2
Because of the temporary visit situation - they are suspended and we cannot get visitor permits	1
Community inequity in regard to parking permits	1
Have to pay for permits	1
I have a visitors permit but when visitors come, they always get fined	1
If you are going to make permit parking, it should be inclusive of rates. It is different when people want to park here and catch a train or something	1
Need resident-only parking	1
Parking tickets are being received despite having a parking permit and it is very inconvenient	1
Parking without a visitor parking permit	1
People are parking in the permit parking	1
They need to review parking permits	1
They send you an email for the e-permit, but it was sent to junk email. For parking they should send a physical letter	1
We hope to get some permits	1
With digital permits I cannot check who is local because some people do the wrong thing	1
With our apartment we do not get permits which makes parking difficult in the local area	1
Total	16

<i>No / not enough parking enforcement</i>	
I do not think that they enforce the parking	3
Not enough policing / checking	2
If they do not have enough resources to enforce parking, then what is the point	1
Inspectors only choose a few streets and not all of them	1
Needs to be better	1
No maintenance of the parking policy happening	1
Not enough policing of the off-street parking	1
There have not been many regulations of the parking	1
There should be more enforcement, so people do not just do whatever they want	1
They only come around when I send Snap, Send and Solve	1
Total	13

<i>Revenue raising / expensive</i>	
It is revenue collection / revenue raising	4
It is stupid / annoying to pay for parking in outside of my house	3
As residents, we should not have to pay for parking permits in front of our residence and our own street	1
I have to pay for parking in front of my house, and I pay so much in rates. It is an absolute disgrace	1
Need to pay for parking myself	1
Paid parking is too expensive	1
Ridiculous that residents have to pay to park	1
We should have free parking	1
Total	13



<i>Illegal parking</i>	
People parking in areas without a permit	2
Commercial parking done on residential areas	1
Double parking on streets	1
Lots of abandoned cars	1
Parking of cars on residential areas by parking in 2 spots	1
Parking on the side of streets	1
People do not have permits and get fined, but their cars are still parked there	1
Someone has parked on a disabled parking spot but did not get fined	1
There are a lot of permanently parked caravans	1
They park illegally all the time	1
When people park illegally, if you call or Snap, Send and Solve, they turn up hours later. You should not do it unless you turn up immediately	1
Total	12
<i>Lack of parking spaces / need more</i>	
Insufficient public parking in shopping areas	1
Issues with where we can park	1
Not allowed to park	1
Residents pay for a parking permit, but it does not ensure any space for them	1
There are very few permit zones in some residential areas	1
We do not have off street parking	1
We have to park quite far away if there are no parking spaces	1
Total	7
<i>Not enough parking time / limit</i>	
1 hour parking is not enough for inviting guests over for dinner	1
15 minutes in shopping areas is not enough, 1 hour should be the minimum	1
Commercial vehicles are always allowed to park for longer hours compared to residents' vehicles	1
It is 2 hours on this side of the street	1
It is frustrating to have limitations that are only 2 to 3 hours in the local area	1
No flexibility	1
They do not give us enough time to get things done	1
Total	7
<i>General negative</i>	
Hate it	1
I do not want to be selfish but if you are charging high fees you have to manage it properly	1
It is poor around the local area	1
Not happy	1



Our streets are always filled with cars	1
Very poorly managed	1
Total	6
<i>Cars parked in front of driveway</i>	
People park outside my house illegally	2
If you need a parking spot you need it, but just do not park in front of my house	1
Sometimes people park in our driveway	1
Total	4
<i>Communication, consultation and responsiveness</i>	
Consultation process is not transparent	1
Consultation process only gives one option instead of multiple options	1
I have been waiting for 3 weeks now for a response for a foreshore parking permit	1
We have been asking for restrictions here and it has been ignored	1
Total	4
<i>More enforcement during public events</i>	
It is never enforced during the Grand Prix	1
Outside cars parked here during the Grand Prix	1
You might as well have signs that you do not enforce parking at festivals	1
Total	3
<i>Parking fines too high</i>	
I think that some of the fining is a bit ridiculous and an error of pricing	1
Impose fines	1
Total	2
<i>Other</i>	
I do not think it matters around here	1
It does not really impact me	1
It should be wider on the roads	1
Narrow streets	1
The introduction of the camping trailers was done poorly	1
There was a guy loitering overtly next to a school	1
We get lots of people who work in the pub	1
We have so much parking	1
Total	8



<i>Specific locations identified by respondents</i>	
Cars park at the edge of roundabouts so you cannot get your car in on Ruskin St	1
I do not think it is needed on Canterbury Rd	1
Inkerman St and next to it has an illegal parking of a campervan	1
Lot of caravans get dumped on Alma Rd	1
Madden St has a car that has been parked for over 6 years	1
My view is you should not have to pay for parking within Albert Park Lake	1
Not enough car parks in Port Phillip areas	1
Not much checking on Page St	1
Parking enforcement on Acland St	1
Parking restrictions within Albert Park Lake	1
Resident-only parking sign needed for Coventry PI	1
There are signs for permit parking along Nott St, but it is not enforced	1
Up near the Woolworths there is a big strip of parking which is taxi-only zones and I got a ticket. They do not need that many taxi zones there	1
We need limited parking on Durham St	1
We need yellow lines to prevent parking next to Queens Rd	1
Total	15
Total responses	133

Provision of parking facilities / spaces

The provision of parking facilities / spaces was the 25th most important of the 43 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with parking facilities increased notably this year, up three percentage points to 7.5 out of 10, which was a “very good”, up from a “good”, level of satisfaction.

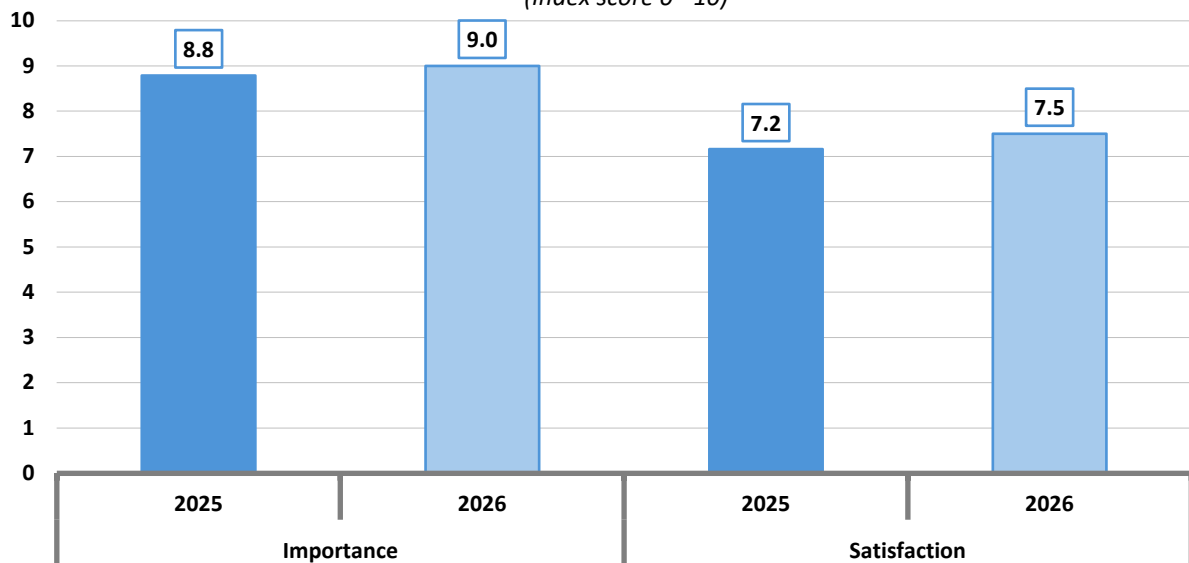
This ranks these facilities 37th in terms of satisfaction this year, and one of 13 services and facilities to record a satisfaction score which was measurably lower than the average of all 43 services and facilities (7.9).

This result comprised 60% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 846 of the 901 respondents who provided a satisfaction score this year.

There was some variation in satisfaction with parking enforcement observed by respondent profile, older adults and senior citizens (aged 60 years and older) notably less satisfied than average.



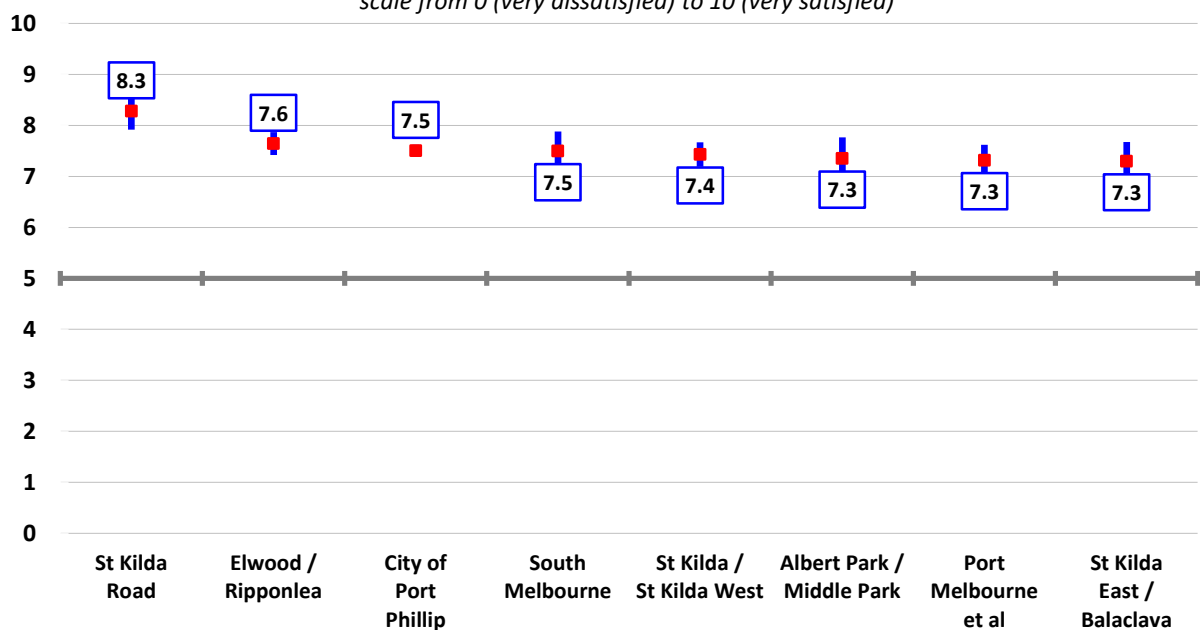
Importance of and satisfaction with provision of parking facilities / spaces
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Index score 0 - 10)



These services were not included in the 2026 *Governing Melbourne* research, and so no comparisons have been provided.

There was some measurable variation observed across the municipality, with respondents from St Kilda Road measurably (8pts) more satisfied than the municipal average, and at an “excellent”, rather than a “very good”, level.

Provision of parking facilities / spaces by precinct
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The following table outlines the 104 comments and 19 locations of concern received in relation to the provision of parking facilities and spaces.



These comments have been broadly categorised as follows:

- Lack of / not enough parking spaces 37 comments
- Inadequate parking spaces at shopping centres 13 comments
- Need more parking spaces 9 comments
- Parking congestion 9 comments
- Paid parking issues 6 comments
- Parking permit process / zones 6 comments
- General negative 4 comments
- Lack of enforcement 4 comments
- Parking availability at the beach 3 comments
- Parking policies 3 comments
- Parking availability during events / holidays 2 comments
- Unfair parking fines 2 comments
- Inadequate / ambiguous signage 1 comment
- Other issues 5 comments
- Specific locations of concern 19 locations.

Reasons for dissatisfaction with provision of parking facilities / spaces

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Lack of / not enough parking spaces</i>	
Not enough parking	18
Limited parking facilities in the local area	2
No parking available for residents	2
Not enough disabled parking	2
Not enough street parking	2
A lot of spaces needed for the disabled	1
Even a tradesman cannot park here to work	1
I cannot find places to park	1
I have argued with the Council about this; they are not adding more car spots	1
I think they did a lot of stuff during COVID where they removed a lot of parking spaces, they just do not think about it long term	1
Not enough parking near the parks	1
People have to park illegally	1
Ratio of parking spots to how many cars there are in the local area	1
They removed parking in the local area	1
We do not have enough parking, especially if we have visitors	1
We do not have enough spots to hold a small meeting	1
Total	37
<i>Inadequate parking spaces at shopping centres</i>	
Lack of / not enough parking around major shopping streets / strips / stores	5
Hard to find parking near shops	2



Lots of them taken by cafes and outdoor dining during COVID	2
Need more parking near the shopping centre / shopping areas	2
Not enough short-term parking for shopping	1
They have taken away too many shopping strip parking spots	1
Total	13

Need more parking spaces

Need more parking spaces / facilities	4
A lot of elderly people with stickers	1
Need more street parking, I do not think the Council needs to supply car parks	1
Sometimes it is difficult to find a spot	1
They need to build more parking lots	1
We need angled parking instead of normal parking to increase visibility	1
Total	9

Parking congestion

Cars just park everywhere / on the street / in front of driveways	3
Streets are full / too much parking	2
A lot of cars trying to park in our street	1
Cars are parked around the road and it makes the road really crowded	1
No space during the week	1
People are parking on both sides of the roads due to insufficient parking spaces causing narrow roads and congestion	1
Total	9

Paid parking issues

No free parking / we should have free parking	2
Parking inspectors are bad	1
Too expensive	1
Too many areas that they charge you for	1
You have to pay for parking and do not even get it	1
Total	6

Parking permit process / zones

A parking permit system is required so that residents can park their vehicles all day without hassle	1
I cannot get a permit even though I own the house just because I have a garage - so visitors cannot park	1
More permits for residential owners	1
No parking permit for our visitors	1
Residents have to pay large fees for permits	1
Very poor allocation of permits in the local area	1
Total	6



<i>General negative</i>	
Getting worse	1
Horrible parking	1
Really bad parking facilities	1
Very poor	1
Total	4
<i>Lack of enforcement</i>	
Council does nothing	1
Not policed enough to help residents	1
Some streets do not have any restrictions	1
Very little enforcement of parking restrictions in the local area	1
Total	4
<i>Parking availability at the beach</i>	
Require more parking spaces near the beach	2
They should provide concession services for beach parking	1
Total	3
<i>Parking policies</i>	
Everything is time-capped to 2 or 3 hours; it is very frustrating to have people visit	1
If you are going to make permit parking, it should be inclusive of rates. It is different when people want to park here and catch a train or something	1
More disabled parking laws	1
Total	3
<i>Parking availability during events / holidays</i>	
During the summer, parking facilities in this area is very low which leads to poor traffic management	1
No parking for residents especially during Sunday football	1
Total	2
<i>Unfair parking fines</i>	
Gives tickets even though there is a permit	1
I am being ticketed in front of shops	1
Total	2



<i>Inadequate / ambiguous signage</i>	
Not enough visible parking signs	1
Total	1
<i>Other</i>	
Both sides of the street should be nose in	1
Construction	1
Some streets have dumped cars	1
They are sort of hit and miss in the local area	1
We need to do more for sustainability	1
Total	5
<i>Specific locations</i>	
Limited / not enough parking in Fitzroy St	2
I know when apartments in Barak Rd finish building, street parking is going to be difficult	1
Large vehicles like boats parked on Ruskin St need to be removed	1
Limited parking in Acland St	1
Linton St requires more permit areas	1
Near the Clarendon Centre	1
No visitor can park on Cobden St	1
Not enough facilities on Howe Pde	1
Not enough parking spaces near restaurants along Bay St	1
Not enough spaces in Greig St	1
Parking restrictions within Albert Park Lake	1
Railway station	1
Sometimes construction workers block the road in Gellibrand St	1
They have been doing the road works for weeks and Longmore St does not have off-street parking, so we lost a lot parking	1
Very hard to park near South Melbourne Market	1
We need limited parking on Durham St	1
William St uses permit, but we cannot get it	1
You should not have to pay for parking by Albert Park Lake	1
Total	19
Total responses	123



Enforcement of local laws

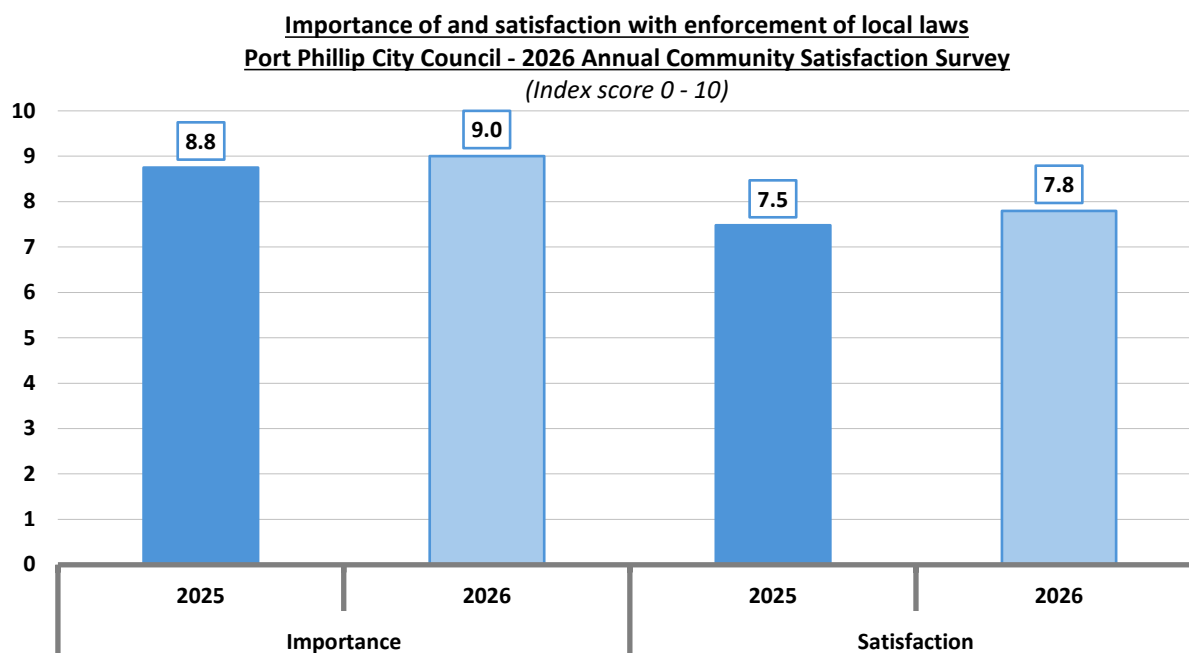
The enforcement of local laws was the 24th most important of the 43 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with local laws increased notably this year, rising three percentage points to 7.8 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

This result ranks local laws 24th in terms of satisfaction this year.

This result comprised 69% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 794 of the 901 respondents who provided a satisfaction score this year.

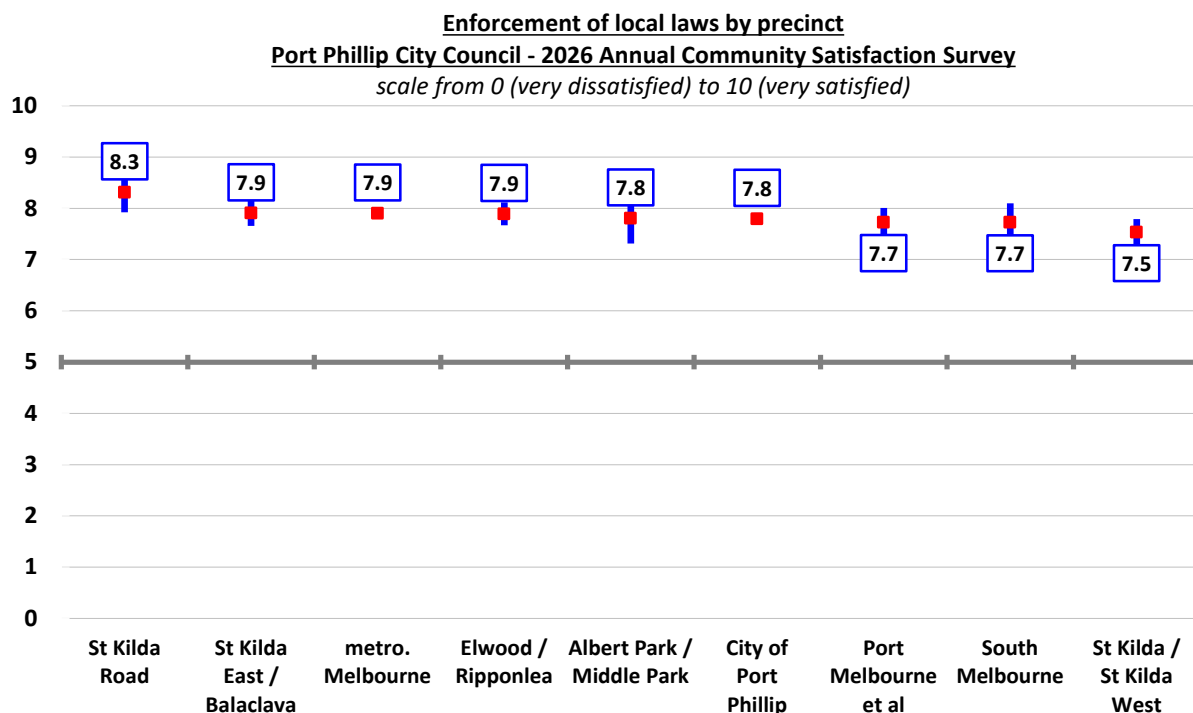
There was some substantive variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied, and older adults and senior citizens (aged 60 years and older) notably less satisfied than average.



By way of comparison, satisfaction with local laws was measurably (6pts) lower than the metropolitan average satisfaction with the “enforcement of local laws” of 7.9 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with the enforcement of local laws observed across the municipality, with respondents from St Kilda Road measurably (5pts) more satisfied than the municipal average.





The following table outlines the 75 comments and three locations of concern received in relation to the enforcement of local laws.

These comments have been broadly categorised as follows:

- | | |
|---|--------------|
| • Crime, safety and policing | 22 comments |
| • No / poor enforcement of laws | 18 comments |
| • Traffic | 8 comments |
| • Homelessness issues | 5 comments |
| • Consultation | 4 comments |
| • Drugs and alcohol issues | 4 comments |
| • Animal management | 2 comments |
| • Anti-social behaviour | 2 comments |
| • E-scooter issues | 2 comments |
| • Litter and illegal dumping of rubbish | 1 comment |
| • Mentally unwell people | 1 comment |
| • Too many laws / regulations | 1 comment |
| • Other issues | 5 comments |
| • Specific locations of concern | 3 locations. |

It is noted that many of these comments relate to issues unrelated to local laws enforcement, including crime, safety, and policing related issues, as well as drugs and alcohol, and several other issues.



Reasons for dissatisfaction with enforcement of local laws
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Crime, safety and policing</i>	
Crimes have been on the rise / high crime rates	4
Car break-ins	2
A lot of crime, the criminals feel confident	1
Bike theft	1
Crime is crazy in the local area; there needs to be help	1
Do not follow laws that they make	1
I am worried about common break-ins and carjacks in the area	1
I do not feel safe	1
Lack of accountability of people that have been charged previously	1
Not policed enough	1
Rely on reports	1
Slow police times	1
Some things are not followed up, like rough campers and criminals walking around the street	1
There are no repercussions for robberies	1
They do not have enough resources to be everywhere all at once	1
They need to police more for vandalism	1
We have kids and people wrecking cars and having stuff stolen from the cars	1
We have people trying to break in	1
Total	22
<i>No / poor enforcement of laws</i>	
Not enforcing local laws / lack of implementation	6
Do not enforce it enough / not enough done	2
Do not see it	2
Bad management of local laws	1
Lack of governance	1
Need better enforcement	1
Not checked regularly	1
Police do not have resources they need to enforce local laws	1
They are not doing their job	1
They focus on things that are not so important	1
They should enforce laws regarding safety	1
Total	18
<i>Traffic</i>	
Double parking on streets	2
Bad management of road noise	1



Bikes speeding at night creating noise and affecting my sleep	1
Cars speeding on yellow	1
Illegal parking	1
Parking without visitor parking permits	1
Visitor parking permits are not monitored	1
Total	8

Homelessness issues

Homeless people under the influence of drugs get away with everything	1
Homelessness is crazy in the local area; there needs to be help	1
Homelessness issue	1
Need a law for homelessness and for people sleeping rough	1
Too many people who are homeless	1
Total	5

Consultation

I do not understand the Council jurisdiction from local or federal government	1
Local laws section does not properly inform residents of the features that they can avail	1
No sufficient notice given of what the laws in the local area are	1
Sometimes you hear from them and sometimes you do not	1
Total	4

Drugs and alcohol issues

Drug use and deals in public	1
Many crimes in the streets relating to drug use and deals create unsafe environments	1
Problem with drug addicts	1
There are difficult people who live around here and might be under the influence of drugs	1
Total	4

Animal management

Animal stuff	1
Over-vigilant animal control enforcement	1
Total	2

Anti-social behaviour

I had a serious complaint regarding a neighbour, and the officer thought it was a joke, but it turns out that the woman was threatening and a psychopath	1
Random acts of violence	1
Total	2



<i>E-scooter issues</i>	
Scooters without helmets	1
Too many accidents	1
Total	2
<i>Litter and illegal dumping of rubbish</i>	
Stricter fines to prevent people from dumping trash and hard rubbish	1
Total	1
<i>Mentally unwell people</i>	
Problem with mental illnesses	1
Total	1
<i>Too many laws / regulations</i>	
Too much enforcement	1
Total	1
<i>Other</i>	
Compared to when I was a teenager, parents are not allowed to discipline their kids anymore	1
Experience was not the best	1
Not important	1
They are a bit controversial	1
They try	1
Total	5
<i>Specific locations identified by respondents</i>	
Carlisle St is unsafe	1
Lack of police presence in Fitzroy St	1
No enforcement of laws in Fitzroy St	1
Total	3
Total responses	78



Council's emergency preparedness and response

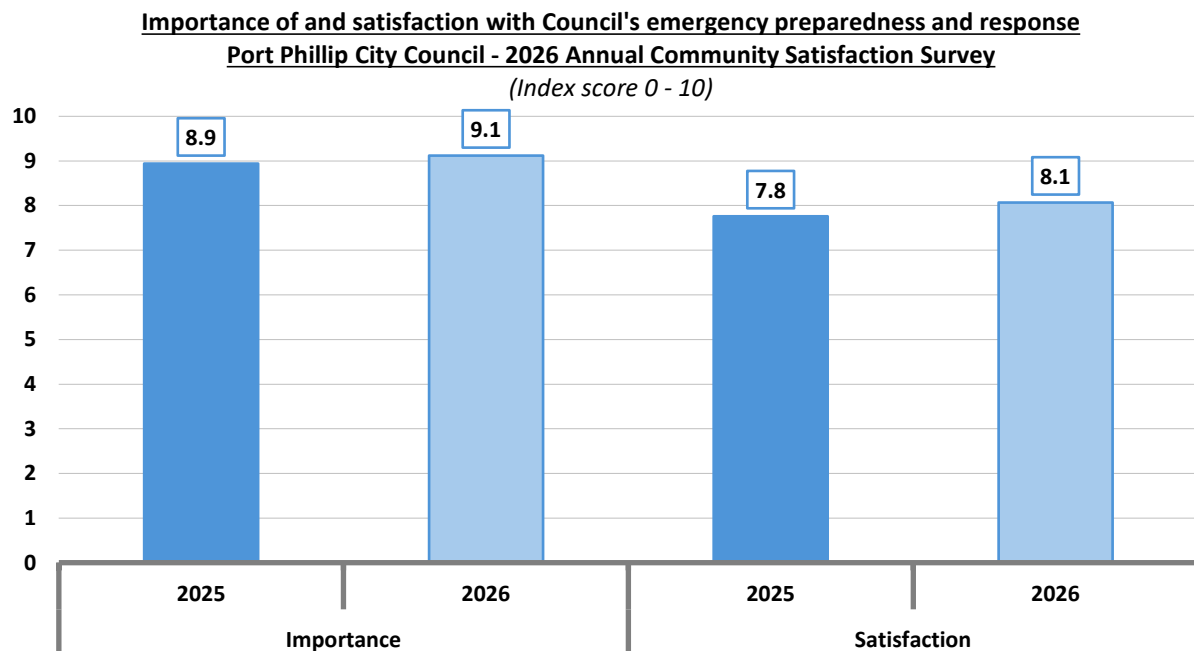
Council's emergency preparedness and response was the 11th most important of the 43 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with these services rose notably this year, up three percentage points to 8.1 out of 10, which remains an "excellent" level of satisfaction.

This result ranks these services 19th in terms of satisfaction this year.

This result comprised 71% "very satisfied" and one percent "dissatisfied" respondents, based on a total sample of 595 of the 901 respondents who provided a satisfaction score this year.

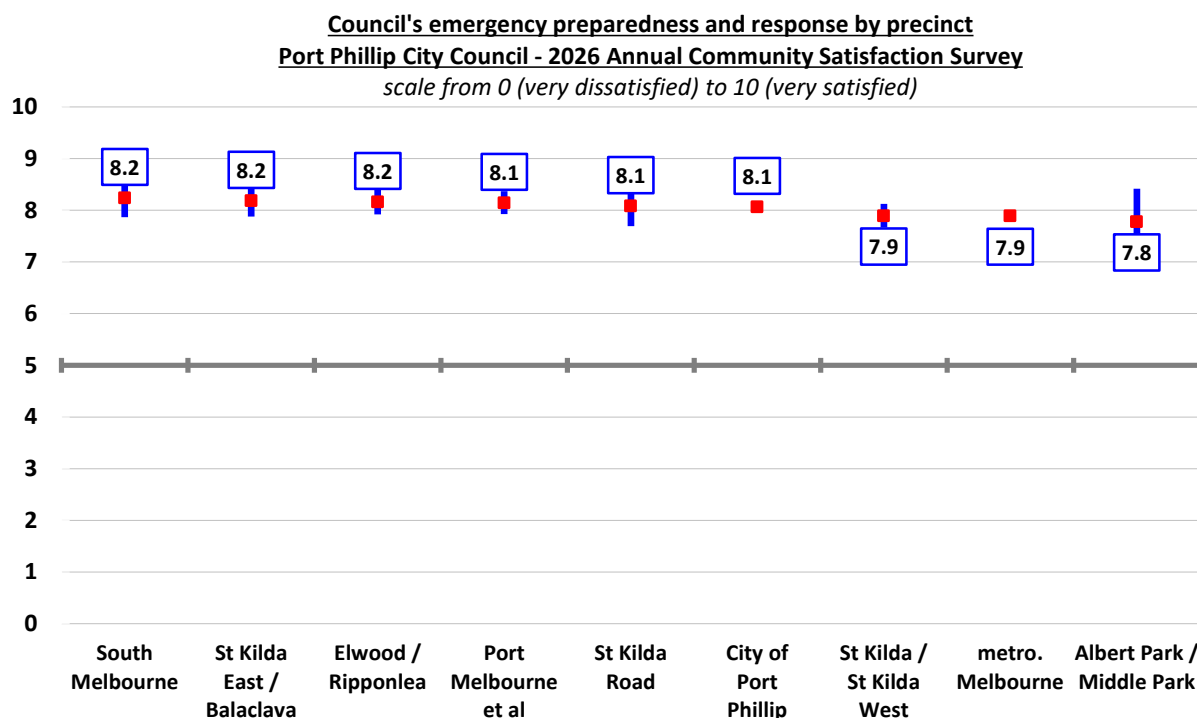
There was no substantive variation in satisfaction with these services observed by respondent profile.



By way of comparison, satisfaction with these services was somewhat (2pts) higher than the metropolitan average satisfaction with "Council's emergency management and response" of 7.9 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with these services observed across the municipality, with respondents from all precincts rating satisfaction at "excellent" levels.





The following table outlines the 18 comments received from respondents in relation to Council's emergency preparedness and response.

Reasons for dissatisfaction with Council's emergency preparedness and response
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Did not know we had it	2
Does not matter to me / not important	2
No / slow response	2
Does not exist	1
From what I have seen	1
Have not had any interaction	1
I think we are well behind where we need to be in terms of resilience	1
Inadequate supervision	1
Not confident that Council understands crisis management	1
Not confident that Council understands how to deal with flooding in particular areas of South Melbourne	1
Police do not come as they are understaffed	1
Police do not come to answer the call	1
Tardy	1
The Council and government should have no right to lock people in their homes or make decisions over people's health or wellbeing	1
They do not have enough people to attend to everything	1
Total responses	18

Recreation and Culture

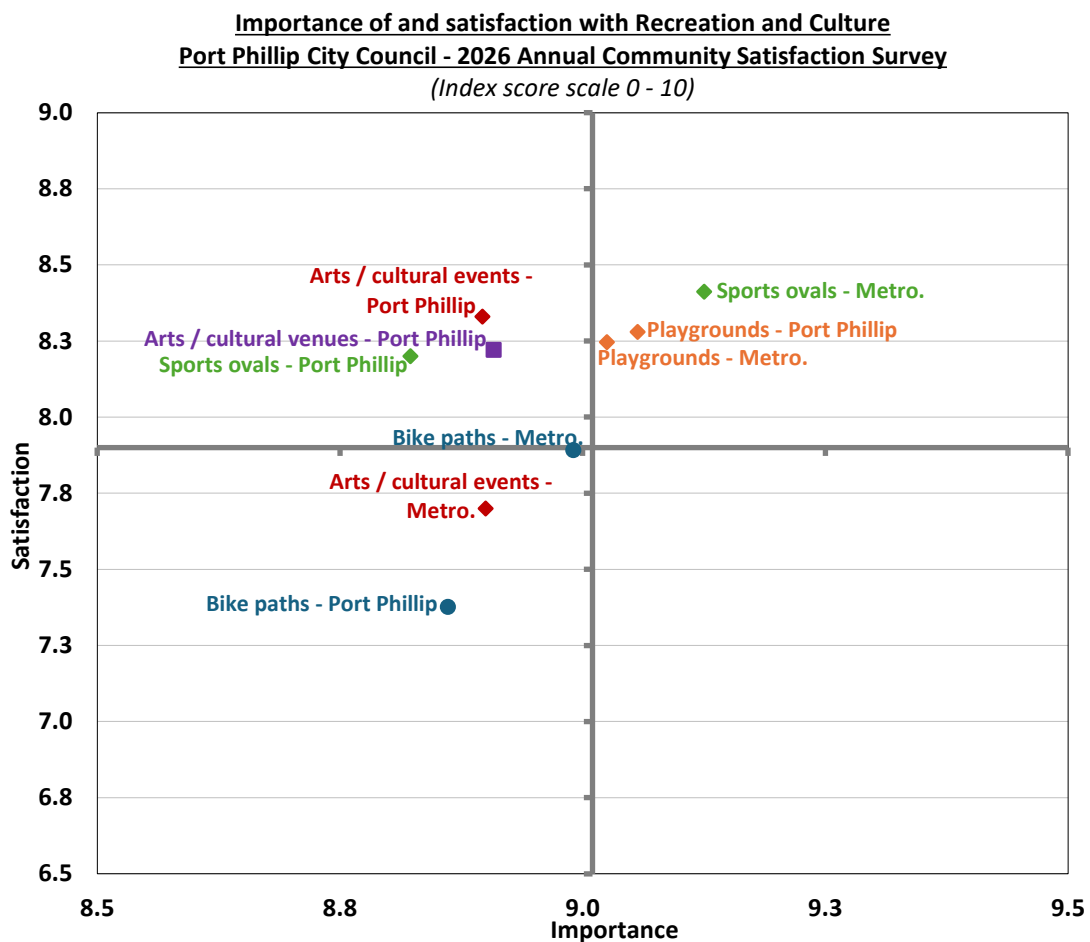
Five services and facilities from the recreation and culture division were included in the survey this year.

These were arts and cultural events, arts and cultural venues, sports ovals, playgrounds, and bike paths.

Four of the five services and facilities recorded satisfaction scores which were higher than the average of all 43 services and facilities.

While arts and cultural events, and venues, as well as sports ovals were less important than average, playgrounds were among the services which respondents considered most important, and with which they were most satisfied.

While bike paths recorded a lower-than-average satisfaction score, they were less important than average.



Sports ovals and other outdoor sporting facilities

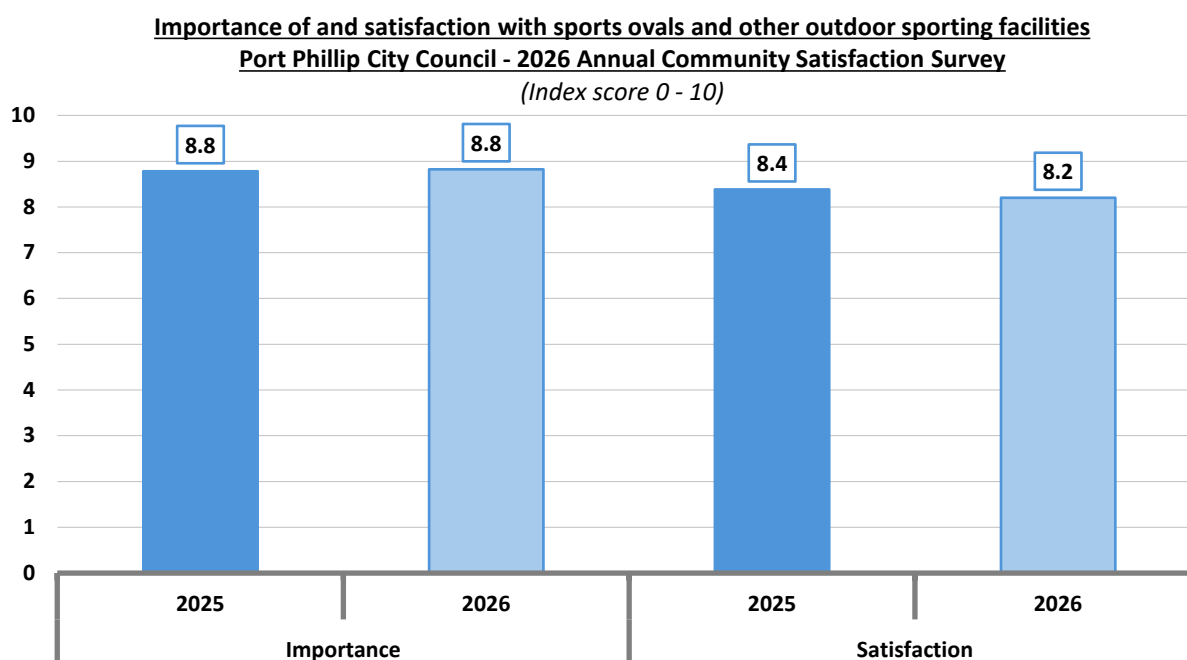
Sports ovals and other outdoor sporting facilities were the 39th most important of the 43 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with sports ovals declined somewhat this year, down two percentage points to 8.2 out of 10 this year, which remains an “excellent” level of satisfaction.

This ranks sports ovals 15th in terms of satisfaction this year.

This result comprised 76% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 388 of the 393 (44%) respondents from households who had used these facilities in the last 12 months.

There was some variation in satisfaction with sports ovals observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and older adults (aged 60 to 74 years) notably less satisfied.

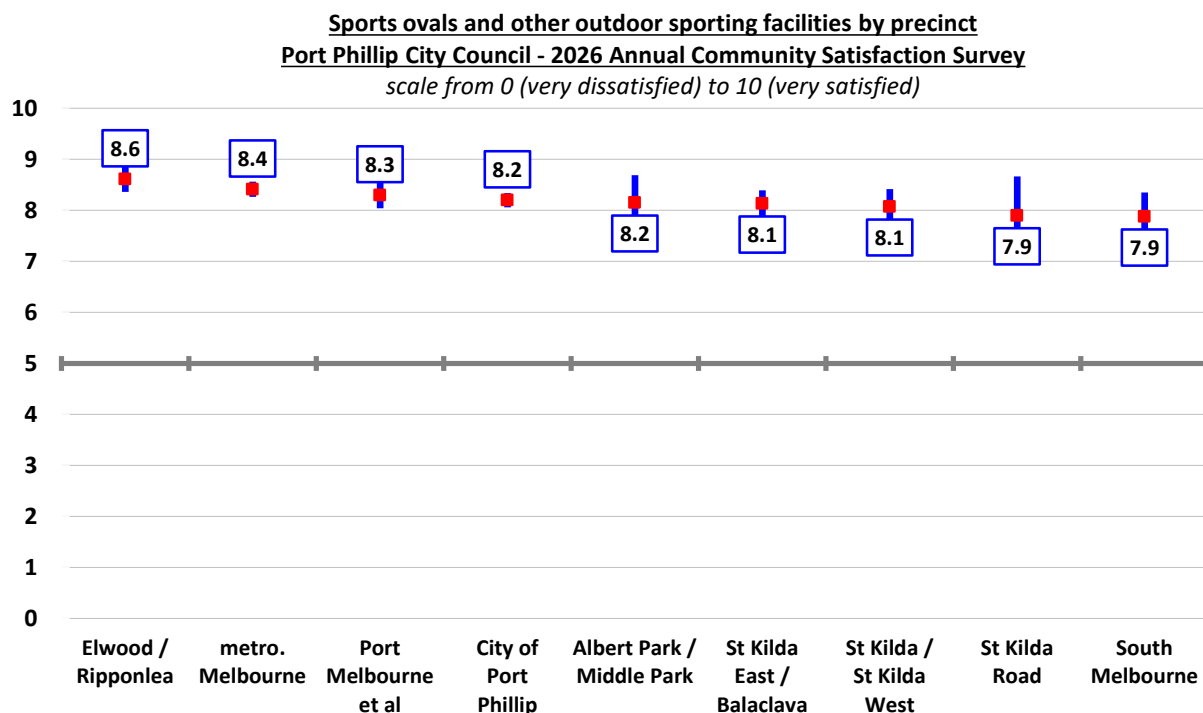


By way of comparison, this result was measurably lower than the metropolitan average satisfaction with “sports ovals and other local sporting facilities” of 8.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction observed across the municipality, with respondents from Elwood / Ripponlea were measurably (4pts) more satisfied than the municipal average.

It is noted that respondents from all precincts rated satisfaction at “excellent” levels.





Of the respondents who reported undertaking a sporting activity, the majority (79%) reported engaging in informal activities rather than organised ones.

Type of activities undertaken
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents who used sports ovals and facilities)

Response	2026		2025
	Number	Percent	
Organised formal sports	80	21%	23%
Informal	304	79%	77%
Not stated	10		56
Total	394	100%	404

The following table outlines the 15 comments and three locations of concern received in relation to sports ovals and other local sporting facilities.

These comments have been broadly categorised as follows:

- Lack of / poor maintenance 6 comments
- No / not enough facilities 3 comments
- Noise and disruption 2 comments
- Other issues 4 comments
- Specific Locations of concern 3 locations.

Reasons for dissatisfaction with sport ovals and other local sporting facilities
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Lack of / poor maintenance</i>	
Not maintained properly / low maintenance	2
Grass was not cut at the cricket ground	1
Ground is very poor	1
Hockey club needs to be resurfaced	1
Synthetic fields need to be re-surfaced	1
Total	6
<i>No / not enough facilities</i>	
Not a lot of them	1
There is opportunity to do more in the local area	1
We do not have enough of them in the local area	1
Total	3
<i>Noise and disruption</i>	
A lot of noise and disruption	1
They should support the local soccer clubs more	1
Total	2
<i>Other</i>	
Cannot use / not available during Grand Prix	2
New services are worse	1
Not communicated well	1
Total	4
<i>Specific locations identified by respondents</i>	
Extended block of Albert Park is awful during the Grand Prix	1
It is despicable that more sporting in Albert Park is purely to develop the western side of Queens Rd	1
Peanut Farm Reserve has been closed for 6 months	1
Total	3
Total responses	18

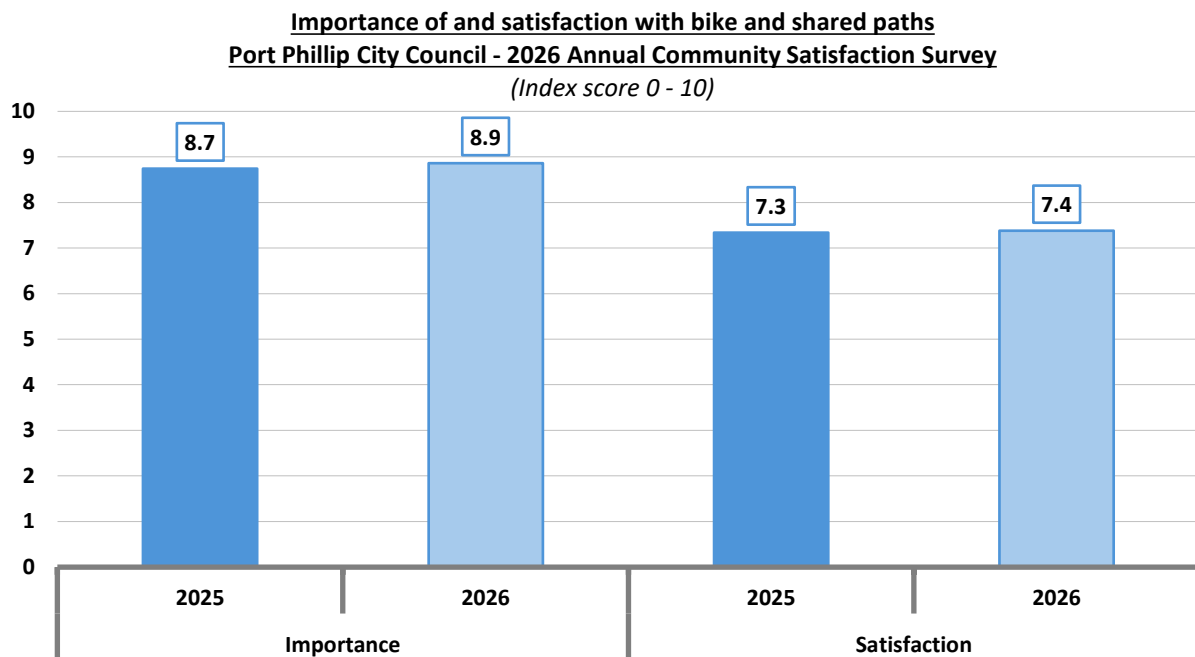


Bike paths and shared paths

Bike paths and shared paths were the 35th most important of the 43 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with bike paths remained essentially stable this year, up one percentage point to 7.4 out of 10, which remains a “very good” level of satisfaction.

This ranks bike paths 39th in terms of satisfaction this year, and one of 13 services and facilities to record a satisfaction score which was measurably lower than the average of all 43 (7.9).



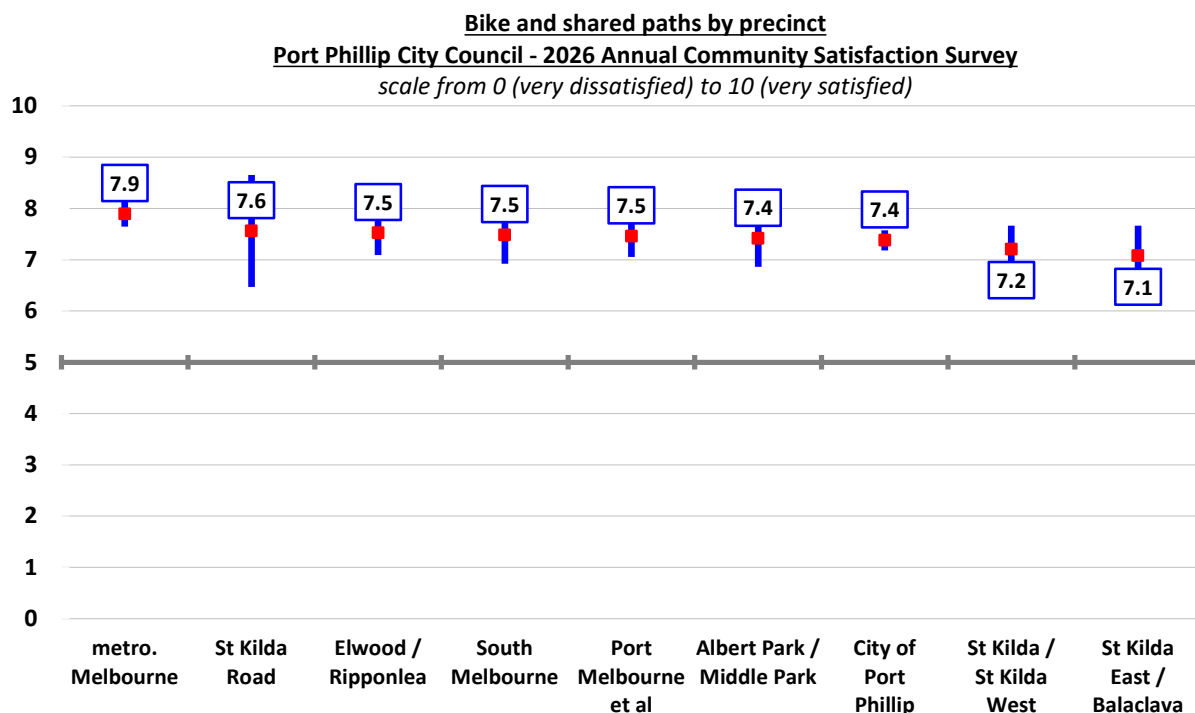
This result comprised 56% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 337 of the 351 (39%) respondents from households who had used these facilities in the last 12 months.

There was some variation in satisfaction with bike paths observed by respondent profile, with older adults (aged 60 to 74 years) notably less satisfied than average.

By way of comparison, this result was measurably (5pts) lower than the metropolitan average satisfaction with “bike and shared paths” of 7.9 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with bike paths observed across the municipality, although respondents from St Kilda / St Kilda West and St Kilda East / Balaclava rated satisfaction at “good” rather than “very good” levels.





The following table outlines the 56 comments and 17 locations of concern received in relation to bike and shared paths.

These comments have been broadly categorised as follows:

- | | |
|--|---------------|
| • Not safe / dangerous | 12 comments |
| • Too many / not used enough | 11 comments |
| • Not enough / need more bike lanes | 8 comments |
| • Inconsistent / poor quality | 7 comments |
| • Cyclists disrespecting road rules | 6 comments |
| • Need more safety measures | 5 comments |
| • Council governance, performance and accountability | 2 comments |
| • Other issues | 5 comments |
| • Specific Locations of concern | 17 locations. |

Reasons for dissatisfaction with bike and shared paths
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
<i>Not safe / dangerous</i>	
Unsafe	3
Dangerous	2
An electric scooter going at 50-60 kilometres per hour should not be on footpaths	1
Bike paths are not even otherwise you could fall	1
Dangerous because they have blind spots	1
It is dangerous in the middle of the road	1

Make it safer for kids to ride bikes by separating them from footpaths and cars	1
Not wide enough	1
They are not separated from the road to encourage greater non-car transportation	1
Total	12

Too many / not used enough

Not many people use it / not useful	4
Bike lanes are a waste of money	2
Too many bike paths	2
Do not need new bike paths	1
Only 1 percent of people use it	1
Seems like a waste of road space	1
Total	11

Not enough / need more bike lanes

Not enough	4
More bike lanes needed / could be more of them	3
One-way streets in northern suburbs have bicycle lanes and we need that here too	1
Total	8

Inconsistent / poor quality

It could be better	1
Need to be better maintained in the local area here	1
Not clearly marked	1
Oddly designed with concrete strips and bollards	1
Several roads are not well set up for bikes and there are no substitutes in place	1
Sometimes there will be work done but the sealing will be rough and uneven	1
Terrible	1
Total	7

Cyclists disrespecting road rules

Bike riders can behave badly / are not good	2
Bikers always ignore street lights	1
Bikers ride on the footpaths	1
Cyclists are speeding on shared paths	1
They ring the bells and try to push you out the lane	1
Total	6

Need more safety measures

Not enforced for people to use them / no enforcement	2
No rules	1



Scooters are going very fast on the bike lane next to the park with young kids which is not safe for them	1
Too many bicycles on the footpaths	1
Total	5
<i>Council governance, performance and accountability</i>	
Inadequate provision for bikes	1
No investment	1
Total	2
<i>Other</i>	
Adequate	1
I do not know how many bike paths there are	1
I do not like what they have done with the bike lanes and cars, leave the cars on the road where they are meant to be	1
Paths are fine	1
They just clog up roads	1
Total	5
<i>Specific locations identified by respondents</i>	
Barkly St / Glen Huntly Rd corner bike lane is ridiculous and needs to be fixed	1
Improve access from DFO South Wharf to the city	1
Bike lanes are disconnected on Ingles St	1
Bike parking on Marine Pde / Blessington St intersection is dangerous for cars	1
Bike parking on Marine Pde / Blessington St intersection is not useful	1
Biked paths take up too much traffic on Park St	1
Cars cannot see you coming / turning on St Kilda Rd	1
Concrete barriers in the middle of the road of Barkly St / Glen Huntly Rd should be removed	1
Improve access from DFO South Wharf to the city	1
Lanes merge with roads on Barkly St	1
Marine Pde bike lane is narrow for 2 bicycles	1
Mitford St to Dickens St is dangerous	1
Some of the roads for cars have been ridiculously narrowed for bike paths on Fitzroy St	1
Some road corners very sharp and dangerous on Fitzroy St	1
There are bike paths on the south side of Fitzroy St going one way, and on the north side they are going both ways which is counter intuitive	1
There is no separate bike lane on Inkerman St, so it is very dangerous	1
Turning on St Kilda Rd is dangerous	1
Total	17
Total responses	73



Provision and maintenance of playgrounds

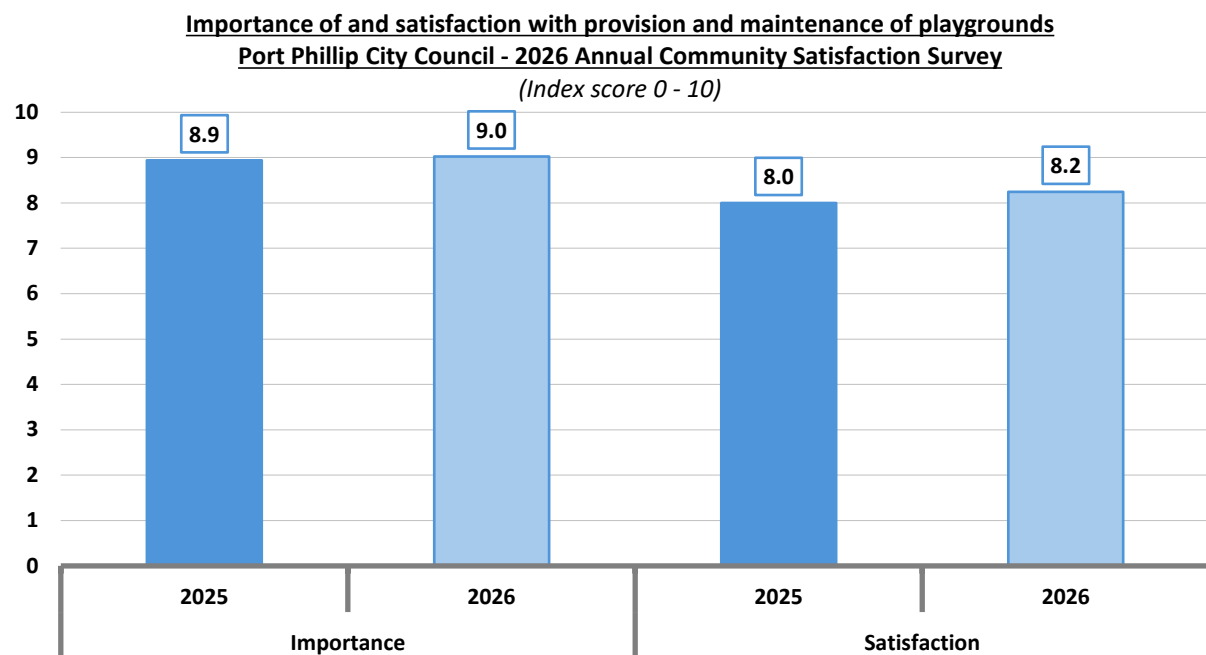
The provision and maintenance of playgrounds was the 23rd most important of the 43 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with the provision and maintenance of playgrounds increased somewhat this year, up two percentage points to 8.2 out of 10, which remains an “excellent” level of satisfaction.

This ranks the provision and maintenance of playgrounds 11th in terms of satisfaction this year.

This result comprised 77% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 354 of the 360 respondents (40%) from households who had used these facilities in the past 12 months.

There was no substantive variation in satisfaction with parks and gardens observed by respondent profile.

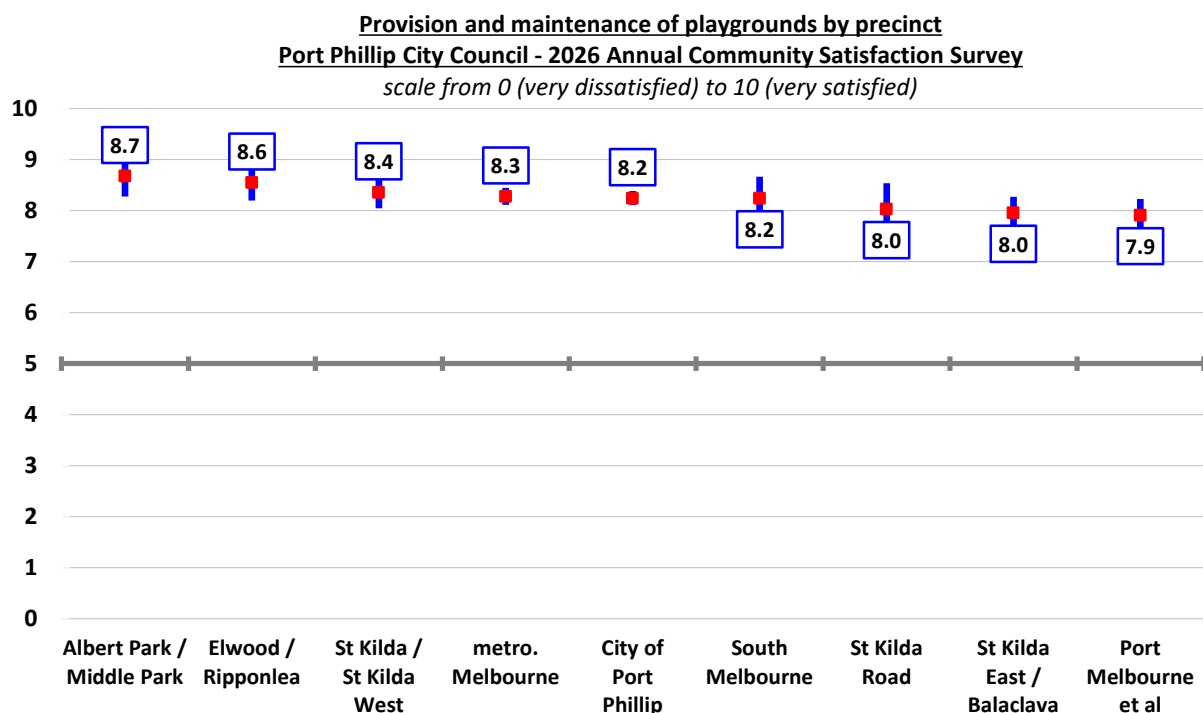


By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with the “provision and maintenance of parks, gardens, and reserves” of 8.1 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with parks and gardens observed across the municipality, although respondents from Albert Park / Middle Park (5pts), and Elwood / Ripponlea (4pts) were notably more satisfied than the municipal average.

It is noted that respondents from all precincts rated satisfaction at “excellent” levels.





The following table outlines the nine comments and two locations of concern received in relation to the provision and maintenance of playgrounds.

Reasons for dissatisfaction with provision and maintenance of playgrounds
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Not maintained / kept well	3
Better grass maintenance needed	1
Need bigger playgrounds with upgraded equipment	1
Need more stuff for kids	1
Not safe because of fencing	1
Slow to fix	1
Some of them do not get upgraded	1
Total	9
<i>Specific locations identified by respondents</i>	
Botanical Gardens playground is out of action	1
Many rides are out of order at Alma Park East playground	1
Total	2
Total responses	11



Provision of arts and cultural venues, spaces, and facilities

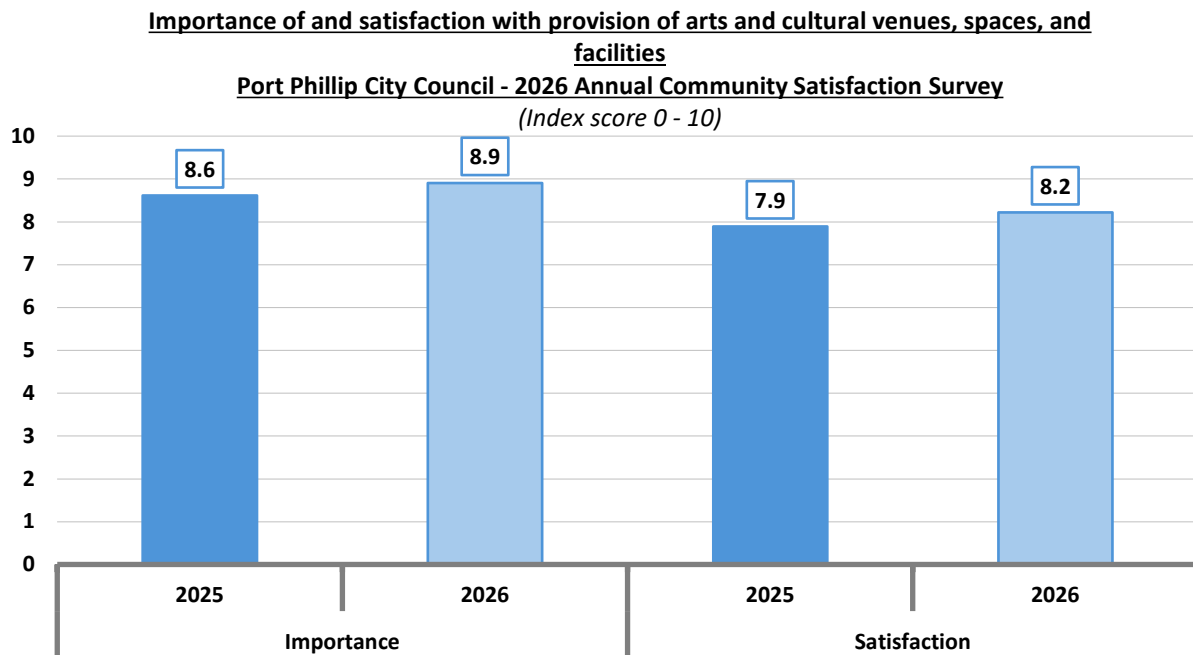
The provision of arts and cultural venues, spaces, and facilities were the 33rd most important of the 43 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with these facilities increased notably this year, rising three percentage points to 8.2 out of 10, which remains an “excellent” level of satisfaction.

This ranks these facilities 13th in terms of satisfaction this year.

This result comprised 79% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 208 of the 210 (23%) respondents from households who had used these services in the last 12 months.

There was no substantive variation in satisfaction with these facilities observed by respondent profile.

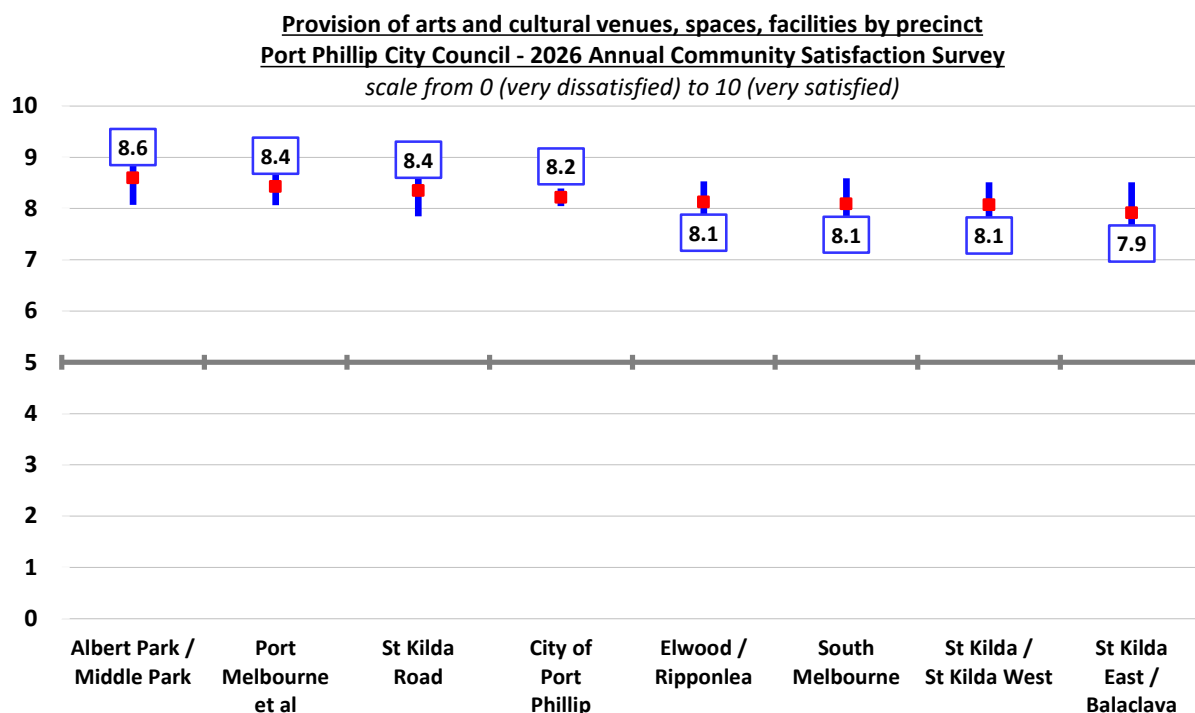


These facilities were not included in the 2026 *Governing Melbourne* research, and so no comparison results are available.

Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Albert Park / Middle Park were notably (4pts) more satisfied than the municipal average.

It is noted that respondents from all precincts rated satisfaction at “excellent” levels.





The following table outlines the 11 comments received in relation to the provision of arts and cultural venues, spaces, and facilities.

Reasons for dissatisfaction with provision of arts and cultural venues, spaces, and facilities
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Lack of facilities in the local area	3
A lot of facilities are torn down, and it is sad to see	1
Community funded facilities should be advertised more	1
Linden New Art would not let me in with my dog	1
Not many activities	1
St Vincent de Paul Boys' Home should be an arts centre	1
There are heaps of vacant shops across the Council that can be used as studios	1
They are closing the police house to open an arts centre	1
Would be nice to have more community funded facilities for emerging artists	1
Total	11

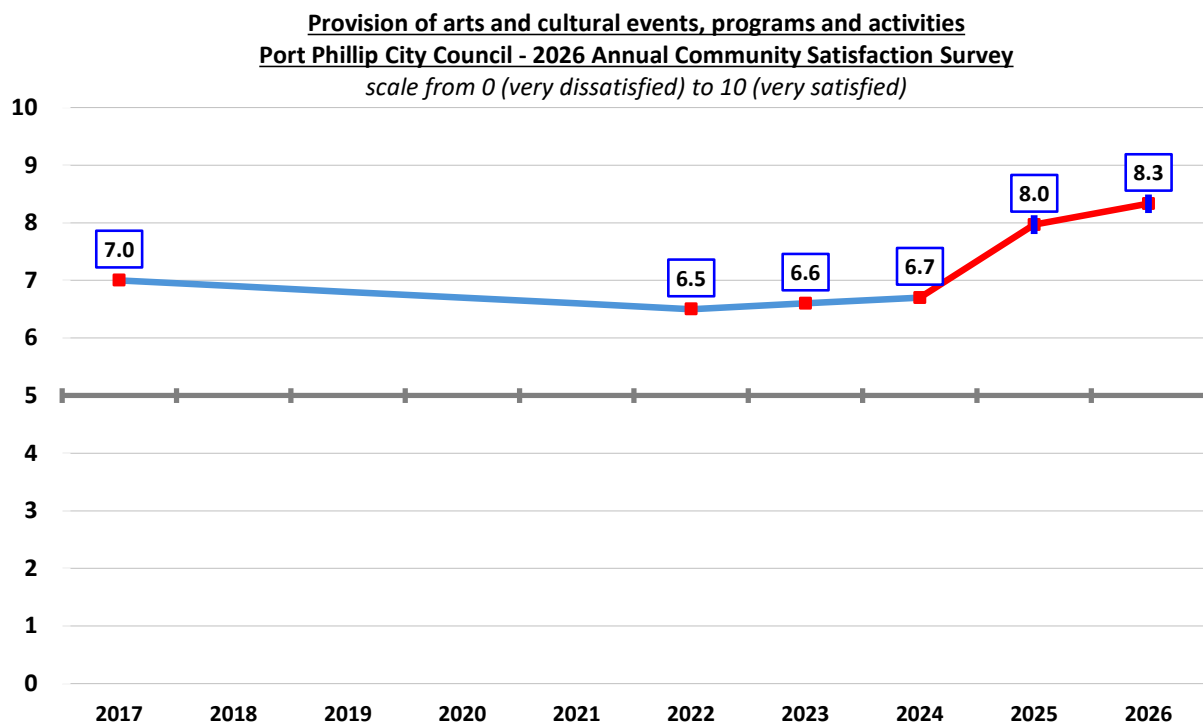


Provision of arts and cultural events, programs and activities

The provision of arts and cultural events, programs, and activities were the 34th most important of the 43 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with arts and cultural events, programs and activities increased notably this year, rising three percentage points to 8.3 out of 10, which remains an “excellent” level of satisfaction.

Satisfaction with these services was measurably higher than the long-term average satisfaction since 2017 of 7.0 out of 10. It should be noted that the survey was conducted by a different provider, using a different survey form and methodology, between 2017 and 2024.

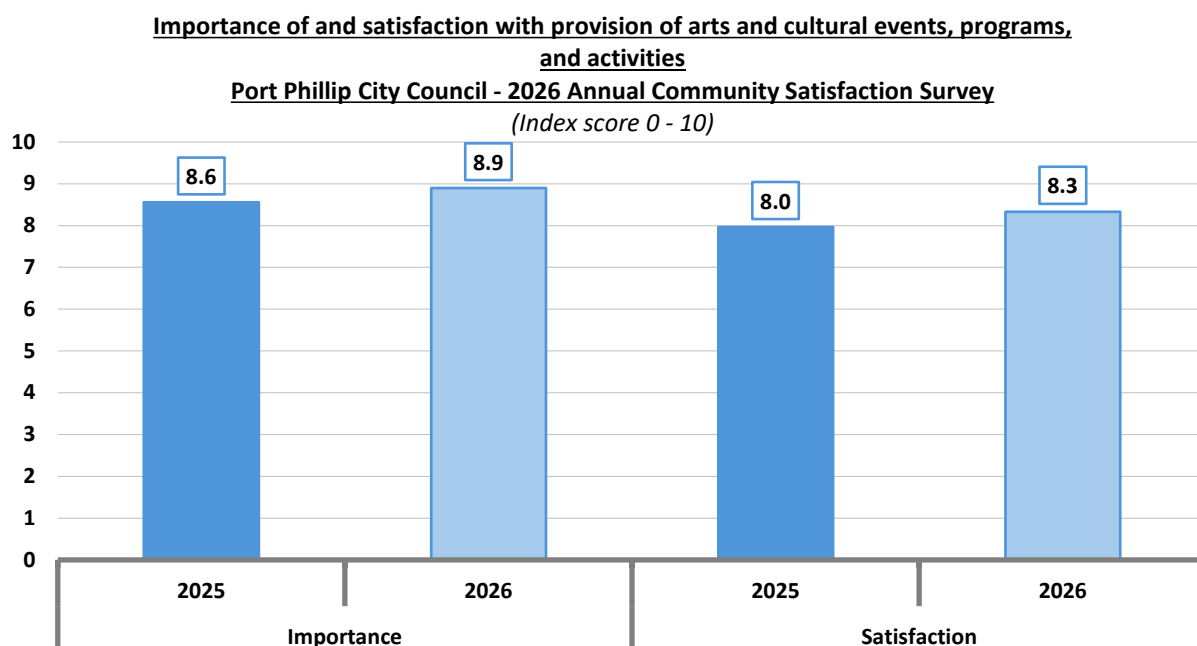


This ranks arts and cultural events, programs and activities 8th in terms of satisfaction this year.

This result comprised 83% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 210 of the 215 (24%) respondents from households who had used these services in the last 12 months.

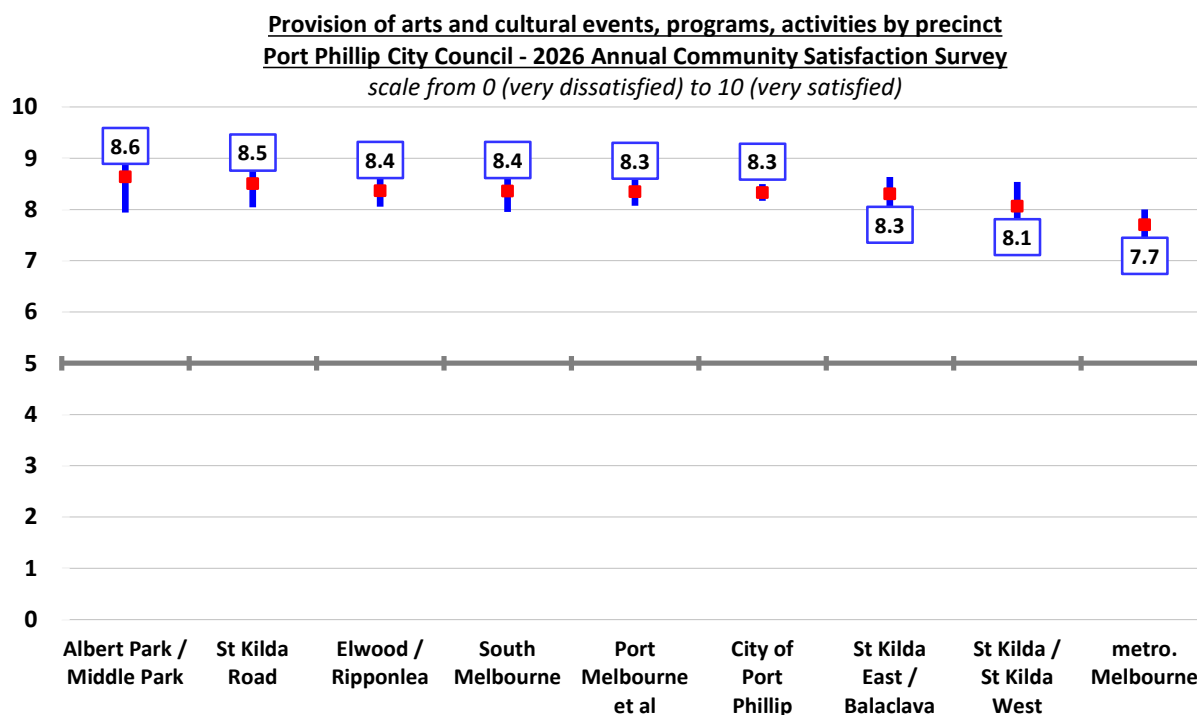
There was no substantive variation in satisfaction with these services observed by respondent profile.





By way of comparison, this result was measurably (6pts) higher than the metropolitan combined average satisfaction with the “provision of public art” and “Council’s festivals and events” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation with these services observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.



The following table outlines the seven comments received in relation to the provision of arts and cultural events, programs, and activities.



Reasons for dissatisfaction with provision of arts and cultural events, programs, and activities

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
Badly programmed	1
Not keen on attracting big crowds	1
Nothing there	1
Overcrowded	1
Parking management as local resident becomes tricky with events	1
Poorly managed	1
Too chaotic	1
Too much focus on security	1
Total	7



Community Services

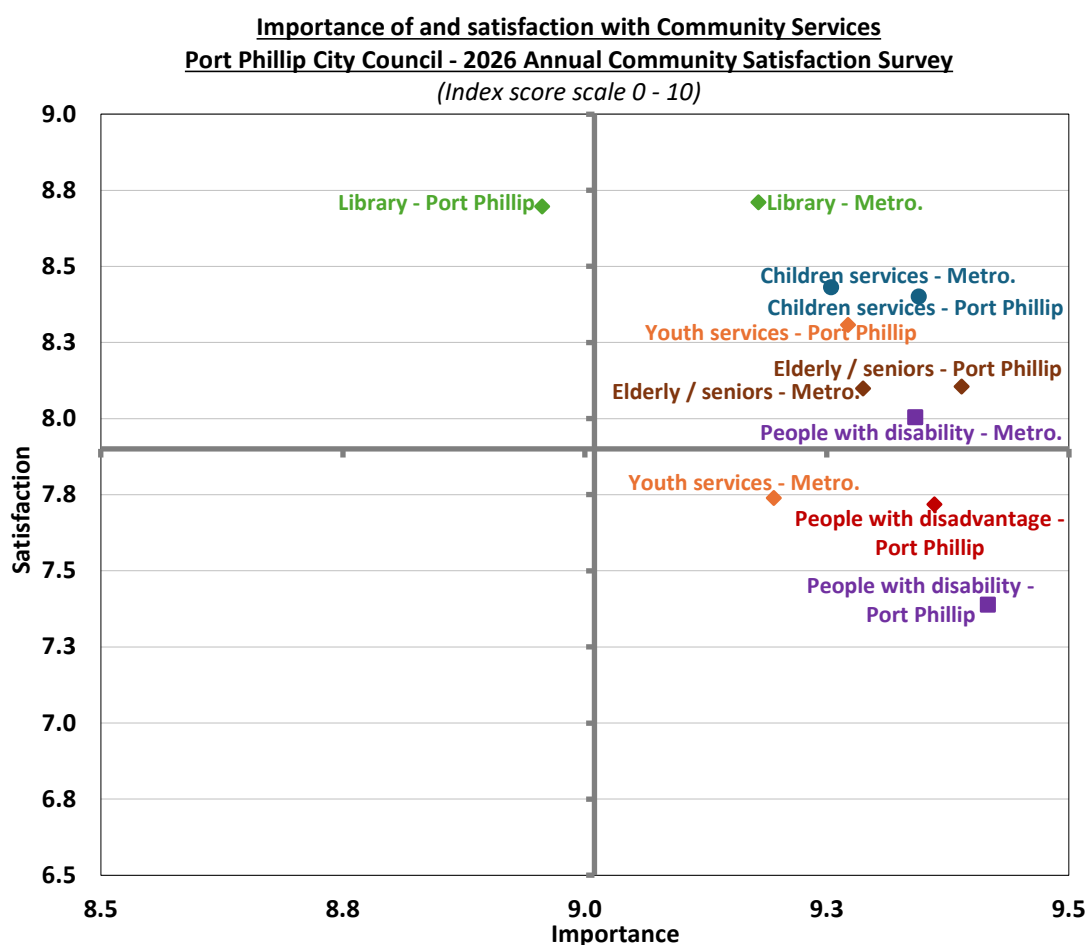
Six services and facilities from the community services division were included in the survey this year.

These were local library services, services for children from birth to five years of age, services for youth, support services for the elderly / seniors, services for people with disabilities, and services for people facing disadvantages.

Services for children, elderly / seniors, youth, and local library services all recorded satisfaction scores which were higher than the average of all 43 services and facilities.

While local library services were less important than average, the other three were among those which respondents considered most important and with which they were most satisfied.

Services for people with disabilities and people facing disadvantage, fell into the quadrant of most concern, being more important than average, but recording lower-than-average satisfaction scores.



Local library services

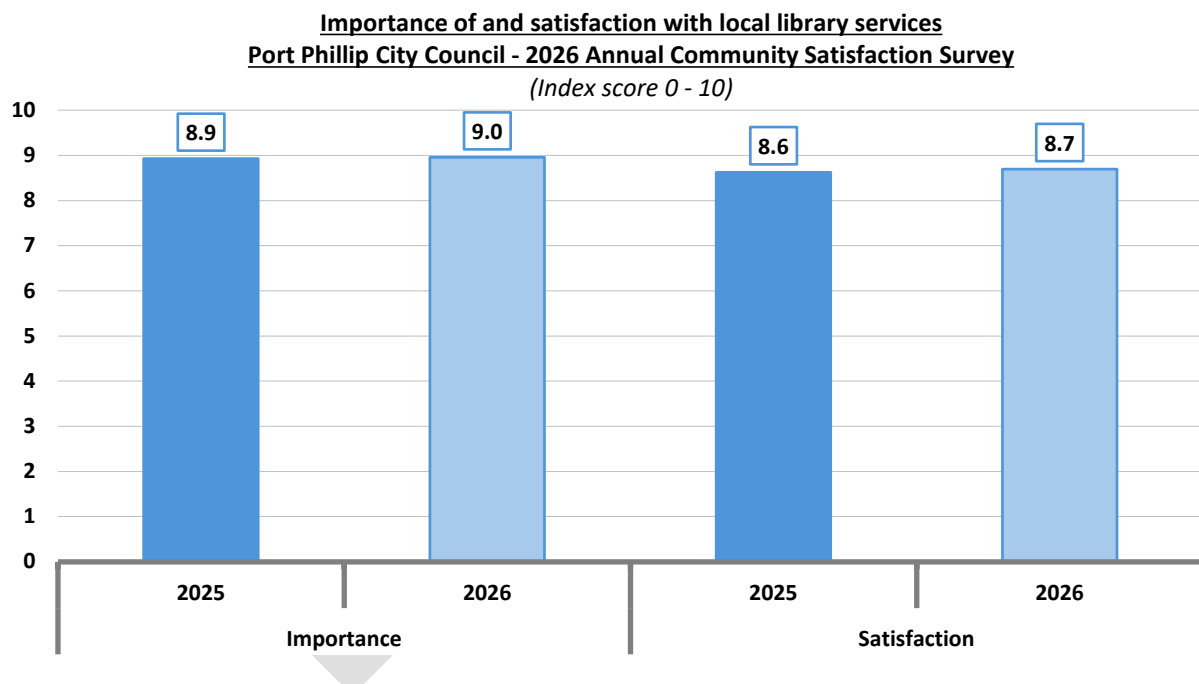
Local library services were the 31st most important of the 43 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with local libraries remained essentially stable this year, up one percentage point to 8.7 out of 10, which remains an “excellent” level of satisfaction.

This ranks local libraries 6th in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 43 (7.9).

This result comprised 88% “very satisfied” and no “dissatisfied” respondents, based on a total sample of 367 of the 373 (41%) respondents from households who had used these facilities in the last 12 months.

There was no substantive variation in satisfaction with local libraries observed by respondent profile.

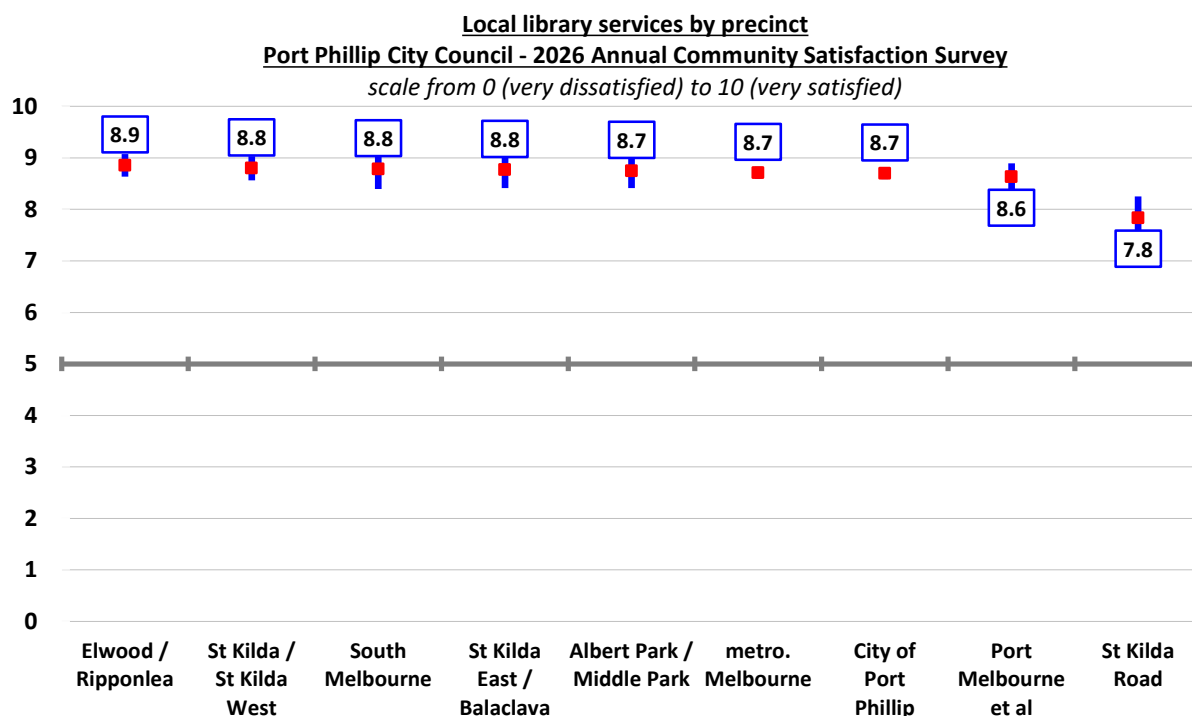


By way of comparison, this result was identical to the metropolitan average satisfaction with local libraries of 8.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in this result observed across the municipality, with respondents from St Kilda Road measurably (9pts) less satisfied than the municipal average.

It is noted, however, that respondents from all precincts rated satisfaction at “excellent” levels.





The following table outlines the three comments received in relation to local library services.

Reasons for dissatisfaction with local library services
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
It needs to be open longer	1
Not many books	1
St Kilda Library closes way too early	1
Total	3

Services for children from birth to 5 years of age

Services for children from birth to 5 years of age were the 6th most important of the 43 included services and facilities, with an average importance of 9.3 out of 10, and one of seven services and facilities to be measurably more important than the average of all 43 (9.0).

Satisfaction with services for children from birth to 5 years of age increased somewhat this year, up two percentage points to 8.4 out of 10, which remains an “excellent” level of satisfaction.

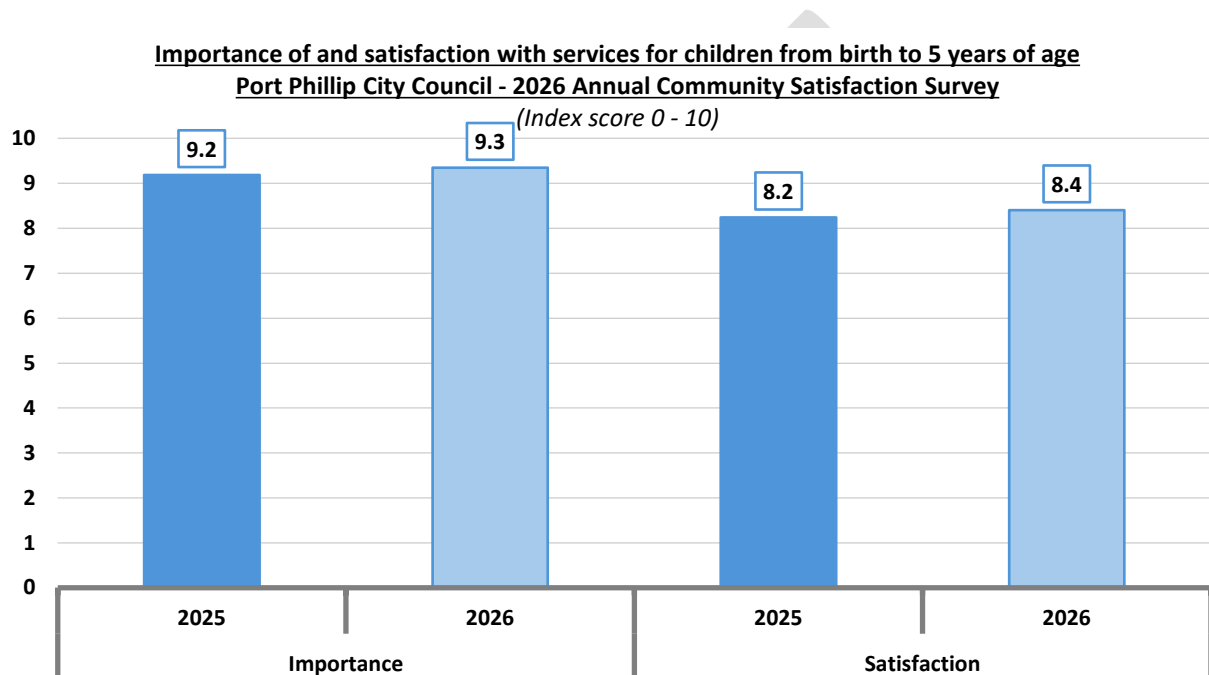
This ranks services for children from birth to 5 years of age 7th in terms of satisfaction this year.



This result comprised 88% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 90 of the 91 (10%) respondents from households who had used these services in the last 12 months.

Given the small sample size, there was no meaningful variation in satisfaction observed by respondent profile.

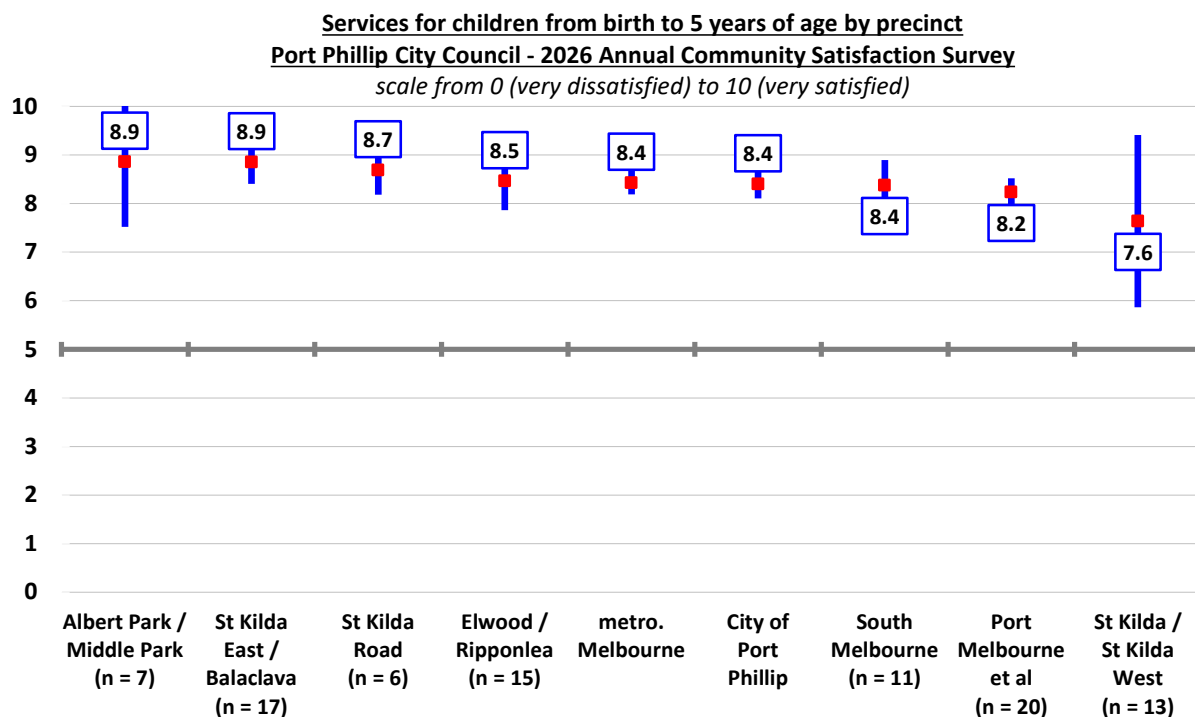
The 34 respondents from two-parent families (youngest child aged 0 to 4 years) rated satisfaction at 8.3 out of 10, while the six respondents from one-parent families (children of any age) rated satisfaction at 7.2.



By way of comparison, this result was identical to the metropolitan average satisfaction with “services for children aged 0-4 years” of 8.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Given the small sample size, there was no measurable variation observed across the municipality. The 13 respondents from St Kilda / St Kilda West, however, rated satisfaction somewhat (8pts) lower than average, and at a “very good” rather than an “excellent” level.





The following table outlines the eight comments received from respondents in relation to services for children from birth to five years of age.

Reasons for dissatisfaction with services for children from birth to 5 years of age
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Council does not seem to support maternal and childcare centres	1
Council is not involved with maternal and childcare centres	1
Council was not good about one of the maternal and childcare centres, they wanted to close it without spending funds that was supposed to be for the centre	1
Disinterested staff	1
Poor education	1
The Elwood Toy Library is not funded properly	1
Too many of them like to judge, when they do not even have kids themselves	1
Want locally accessible childcare facilities	1
Total	8



Services for youth

Services for youth were the 7th most important of the 43 included services and facilities, with an average importance of 9.3 out of 10, and one of seven services and facilities to be measurably more important than the average of all 43 (9.0).

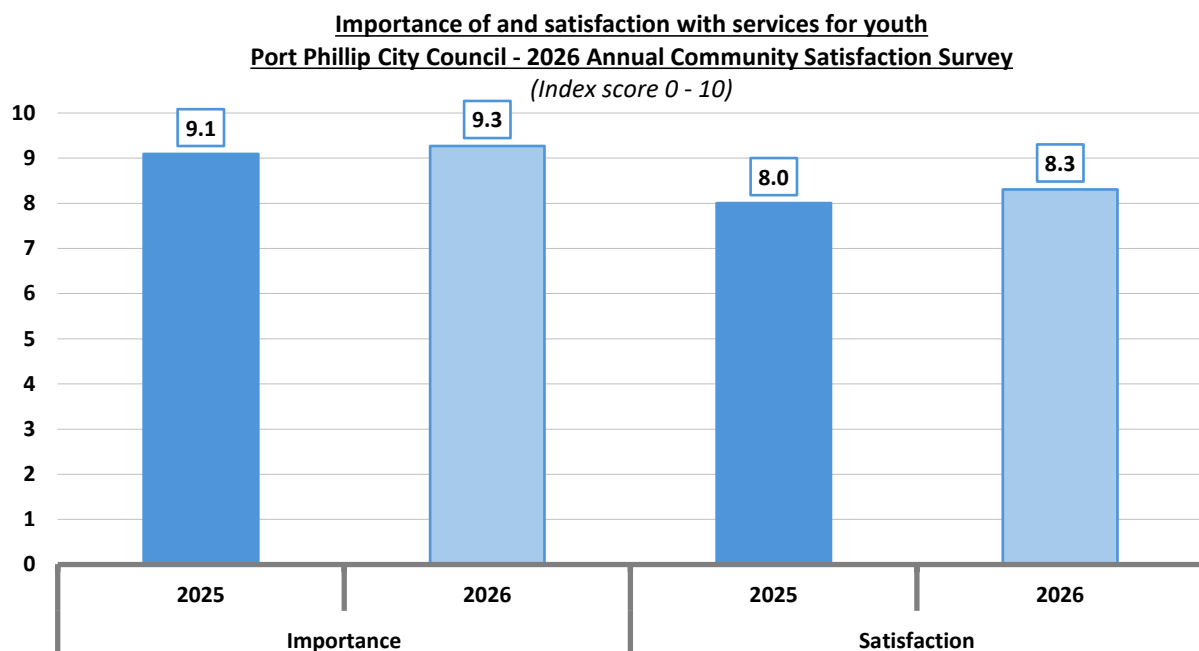
Satisfaction with youth services increased somewhat this year, up three percentage points to 8.3 out of 10, which remains an “excellent” level of satisfaction.

This ranks youth services 10th in terms of satisfaction this year.

This result comprised 79% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 61 of the 64 (7%) respondents from households who had used these services in the last 12 months.

Given the small sample size, there was no substantial variation in satisfaction with youth services observed by respondent profile.

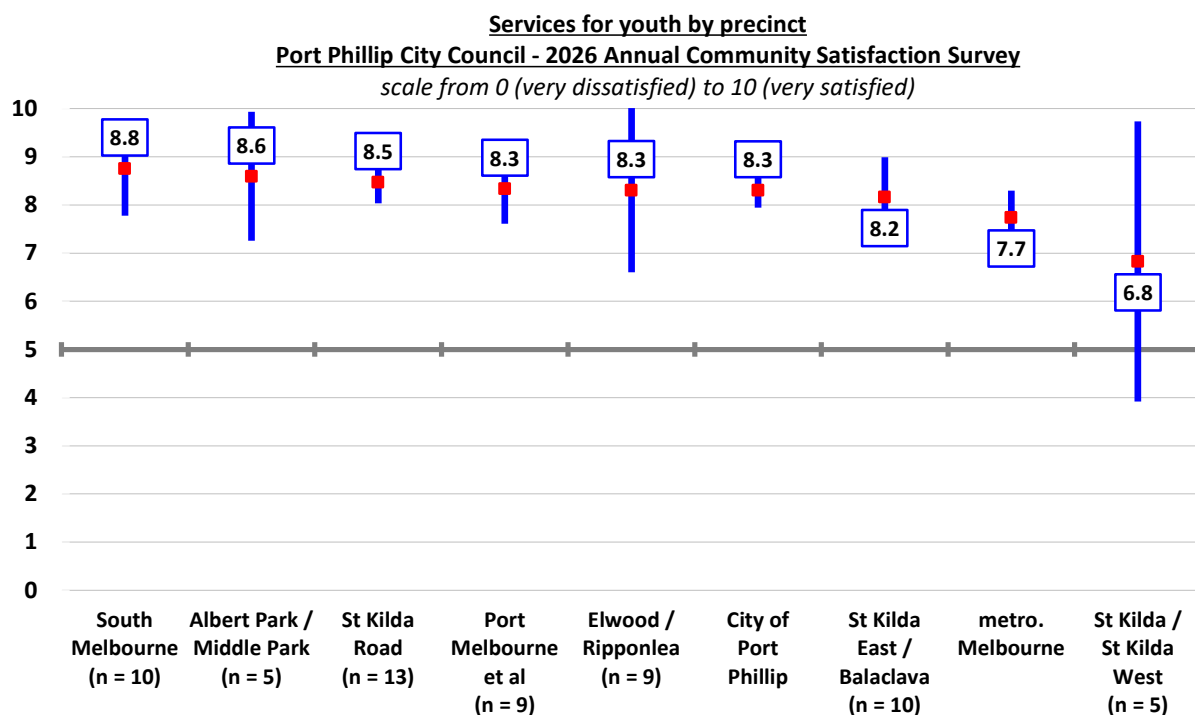
The 16 respondents from two-parent families (youngest child aged 13 – 18 years) rated satisfaction at 7.7 out of 10, and the 11 respondents from one-parent families (children of any age) rated it at 8.6.



By way of comparison, this result was notably (6pts) higher than the metropolitan Melbourne average satisfaction with “services for youth” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Given the small sample size, there was no measurable variation in satisfaction observed across the municipality. The five respondents from St Kilda / St Kilda West, however, rated satisfaction somewhat (15pts) lower than average, and at a “good” rather than an “excellent” level.





The following table outlines the five comments received in relation to services for youth.

Reasons for dissatisfaction with services for youth
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Access is poor	1
Better services by other organisations such Wesley Mission	1
Not much for kids to do indoors, especially when the weather is not good	1
Not provided by Council	1
These are generally private providers, not Council	1
Total	5

Services for people with disabilities

Services for people with disabilities were the most (1st) important of the 43 included services and facilities, with an average importance of 9.4 out of 10, and one of seven services and facilities that were measurably more important than the average of all 43 (9.0).

Satisfaction with services for people with disability increased marginally this year, up two percentage points to 7.4 out of 10, which was a “very good”, up from a “good”, level of satisfaction.

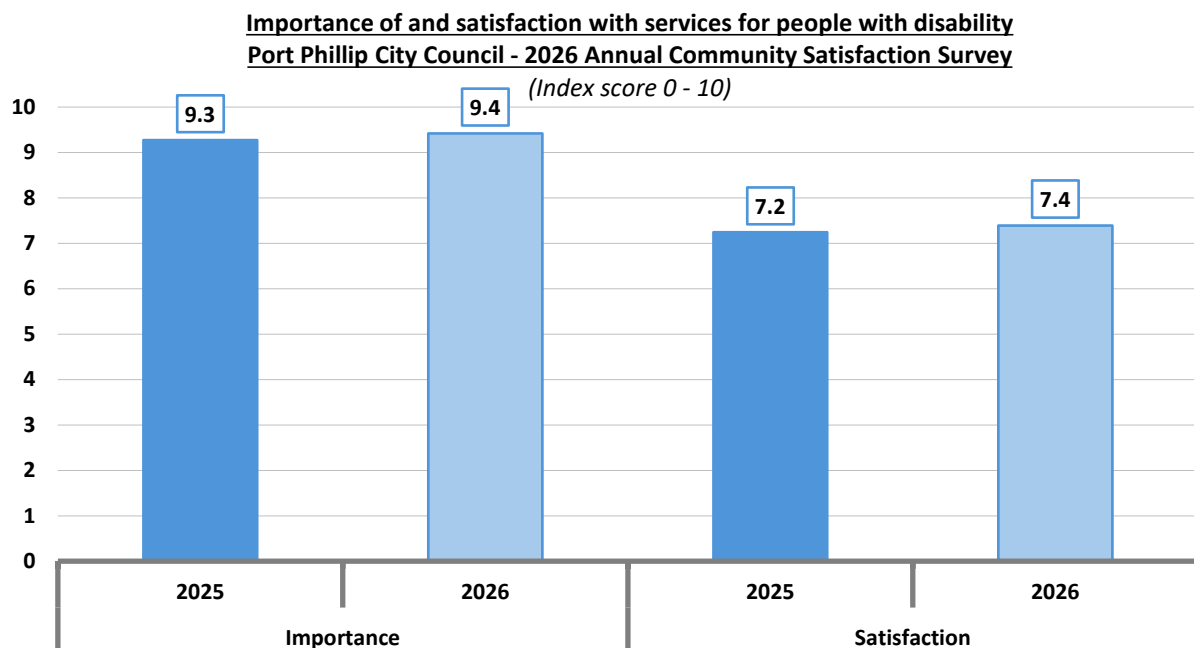


This ranks services for people with disability 5th in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 43 (7.9).

This result comprised 70% “very satisfied” and nine percent “dissatisfied” respondents, based on a total sample of 42 of the 43 (5%) respondents from households who had used these services in the last 12 months.

Given the relatively small sample size, there was no substantial variation in satisfaction observed by respondent profile.

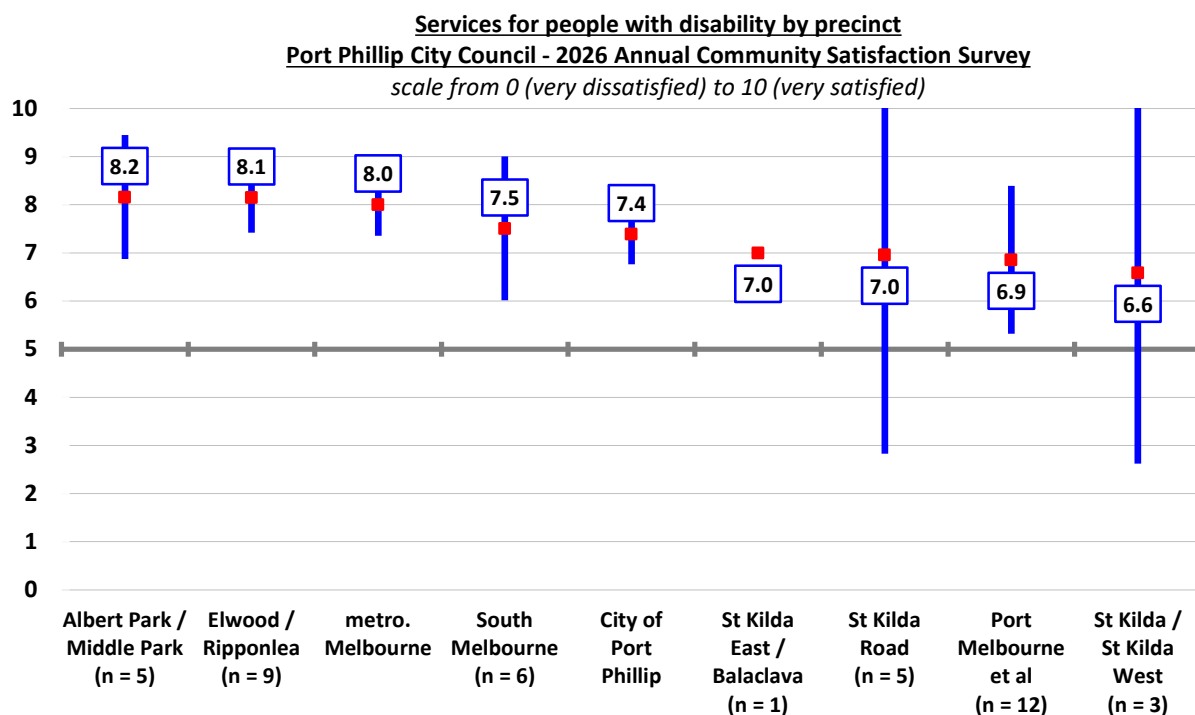
The 15 respondents from households with a member with disability rated satisfaction at 6.8 out of 10, whereas the 25 respondents from other households rated it at 7.7.



By way of comparison, this result was notably (6pts) lower than the metropolitan average satisfaction with “services for people with disability” of 8.0 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Given the relatively small sample size, there was no measurable variation observed across the municipality.





The following table outlines the seven comments received in relation to services for people with disabilities.

Reasons for dissatisfaction with services for people with disability
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Footpaths are uneven on Clifford St	1
Just average	1
Need for social groups for people with intellectual disabilities	1
Need more support	1
There is not enough programs here	1
Wheelchair accessibility on footpaths is not good	1
Wheelchair accessibility on footpaths is not levelled	1
Total	7

Support services for people experiencing disadvantages

Support services for people experiencing disadvantage were the 4th most important of the 43 included services and facilities, with an average importance of 9.4 out of 10, and one of seven services and facilities to be measurably more important than the average of all 43 included services and facilities (9.0).

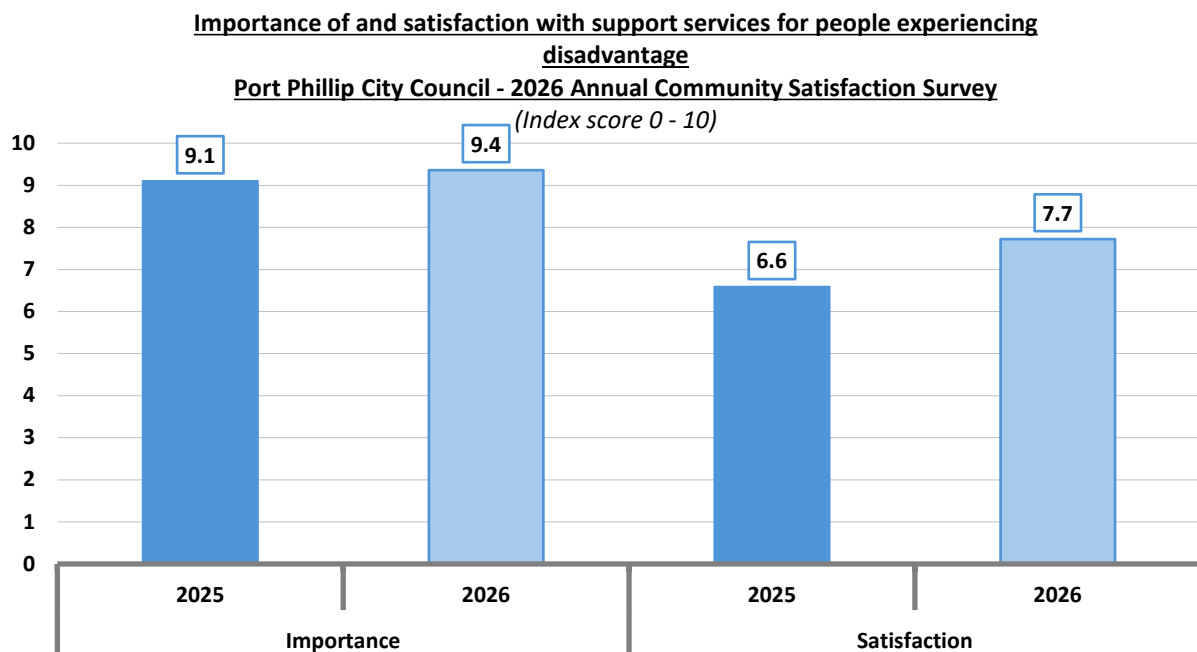


Satisfaction with these services increased notably this year, rising 11 percentage points to 7.7 out of 10, which was an “excellent”, up from a “good”, level of satisfaction.

This result ranks these services 28th in terms of satisfaction this year.

This result comprised 70% “very satisfied” and seven percent dissatisfied respondents, based on a total sample of 35 of the 40 respondents (4%) from households who had used these facilities in the last 12 months.

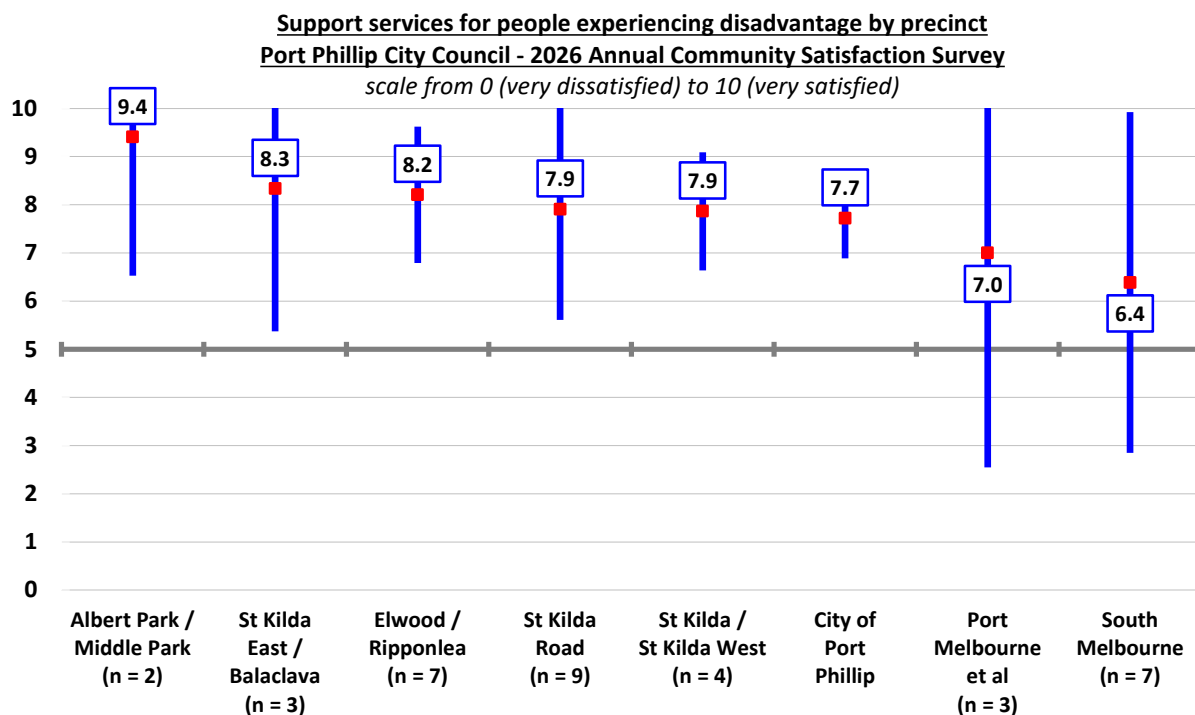
Bearing in mind the relatively small sample size, there was no statistically significant variation in satisfaction with these services observed by respondent profile.



These services were not included in the 2026 *Governing Melbourne* research, and so no comparisons are available.

Given the relatively small sample size, there was no measurable variation in satisfaction with these services observed across the municipality.





The following table outlines the eight comments received in relation to support services for people experiencing disadvantages.

Reasons for dissatisfaction with support services for people experiencing disadvantage
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Centrelink took ages	1
Council is trying to punish homeless people in the local community which I think is unfair	1
Disappointed to see that they are not going to support the homeless	1
Do not confiscate from the poor	1
I have been on the phone with Centrelink and then they lost it	1
Look after those people	1
There is no effective policy to deal with homelessness	1
They do not do enough to help the homeless and disadvantaged people in the area	1
Total	8

Support services for the elderly / seniors

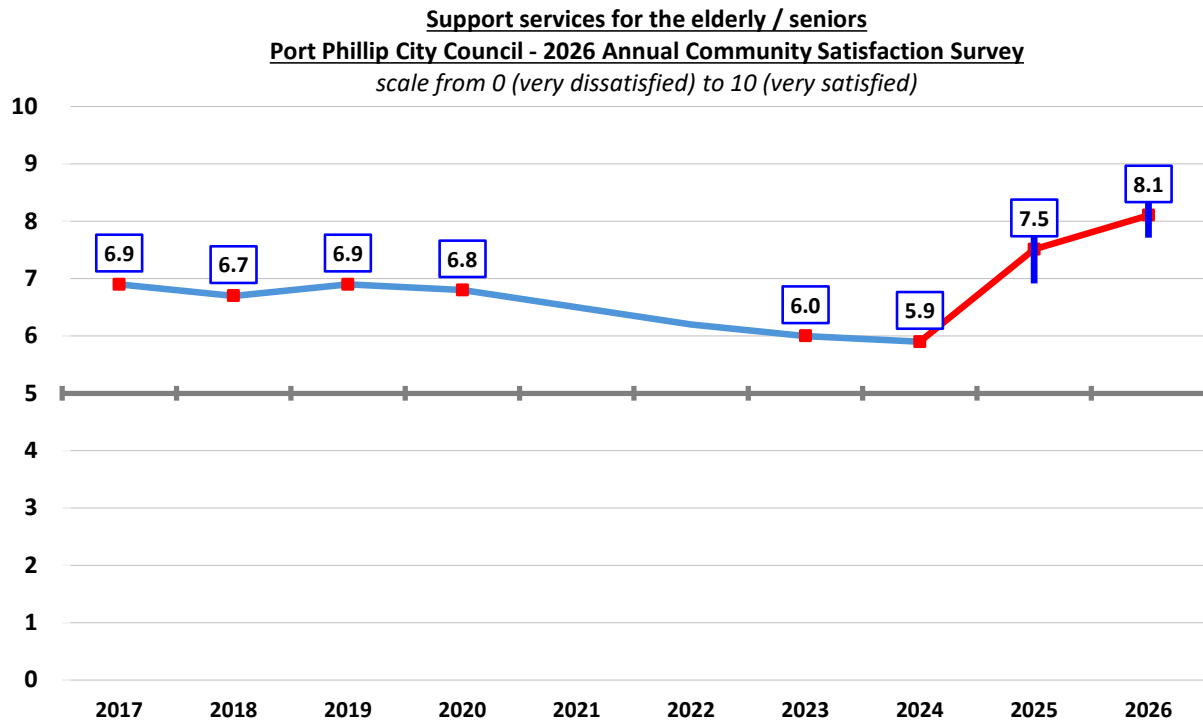
Support services for the elderly / seniors were the 3rd most important of the 43 included services and facilities, with an average importance of 9.4 out of 10, and one of seven services and facilities that were measurably more important than the average of all 43 (9.0).



Satisfaction with services for the elderly / seniors increased somewhat this year, up six percentage points to 8.1 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

This result was measurably higher than the long-term average satisfaction since 2017 of 6.8 out of 10. It should be noted that the survey was conducted by a different provider, using a different survey form and methodology, between 2017 and 2024.

This ranks services for the elderly / seniors 18th in terms of satisfaction this year.

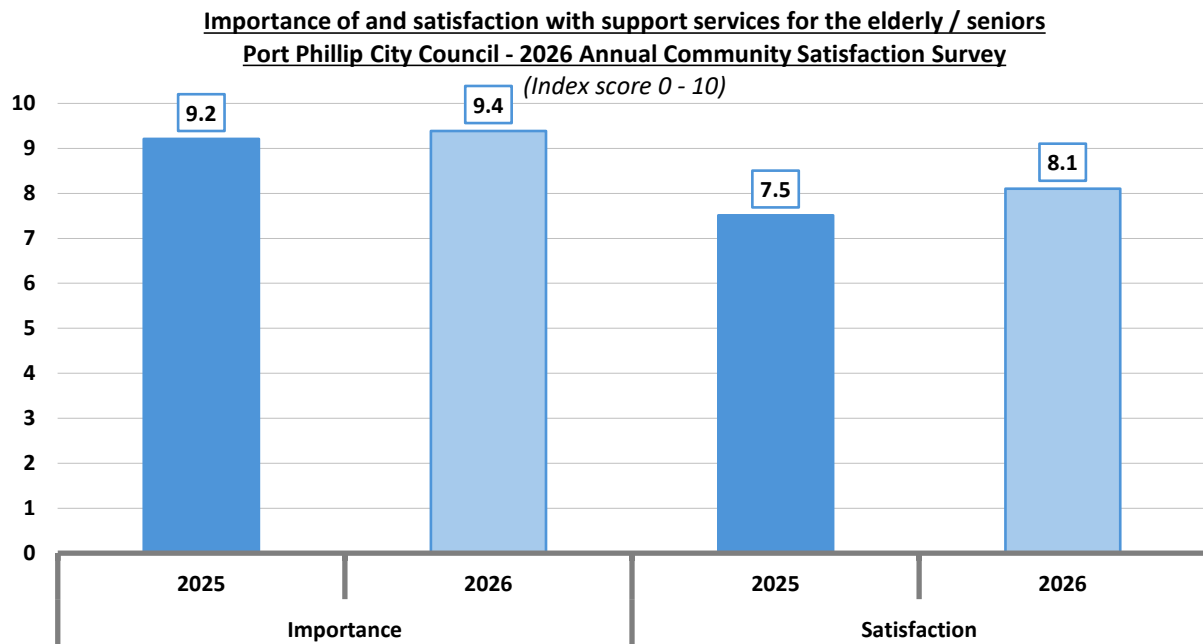


This result comprised 75% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 46 of the 49 (5%) respondents from households who had used these services in the last 12 months.

Given the small sample size, there was no substantial variation in satisfaction observed by respondent profile.

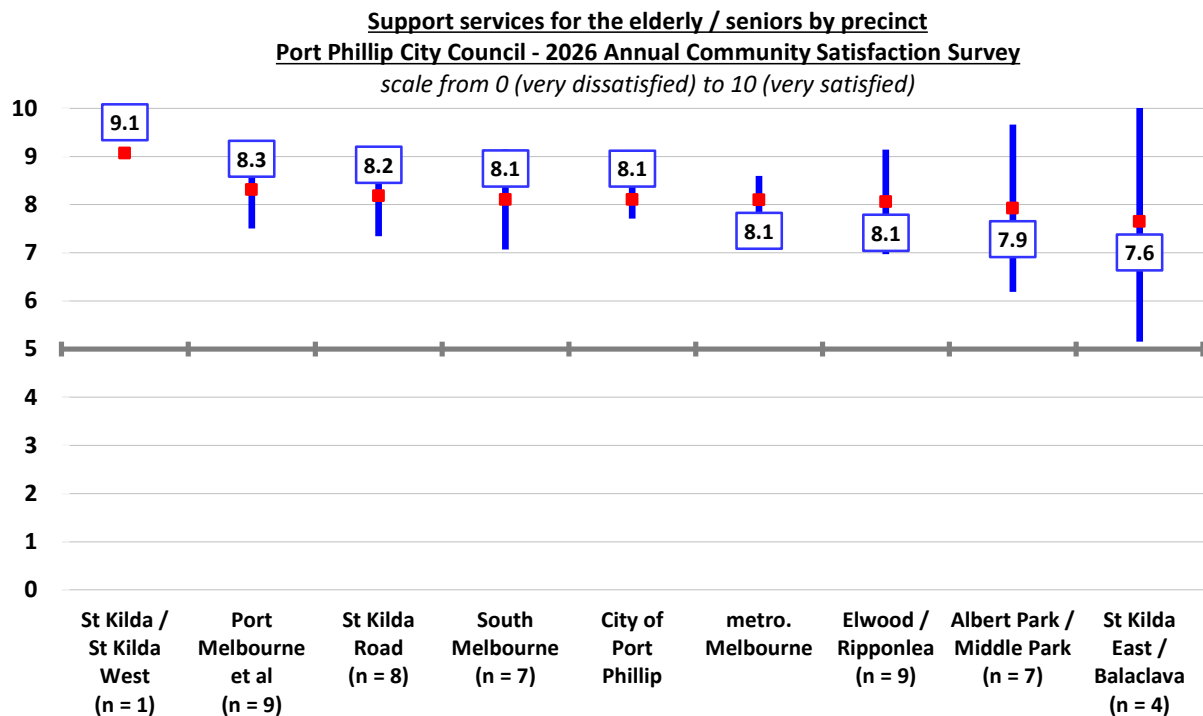
The 11 respondents from older couple households and the 12 respondents from older sole person households both rated satisfaction at 8.1 out of 10.





By way of comparison, this result was identical to the metropolitan average satisfaction with “services for seniors” of 8.1 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Given the relatively small sample size, there was no measurable variation observed across the municipality.



The following table outlines the four comments received from respondents in relation to support services for the elderly and seniors.



Reasons for dissatisfaction with support services for the elderly / seniors
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
 (Number of responses)

Reason	Number
Cannot drive mobility scooter safely without help	1
I do not know why the Council gave up the cleaning services for seniors	1
Incomplete services	1
The wheelchair parking is going out of service	1
Total	4

Communication Services

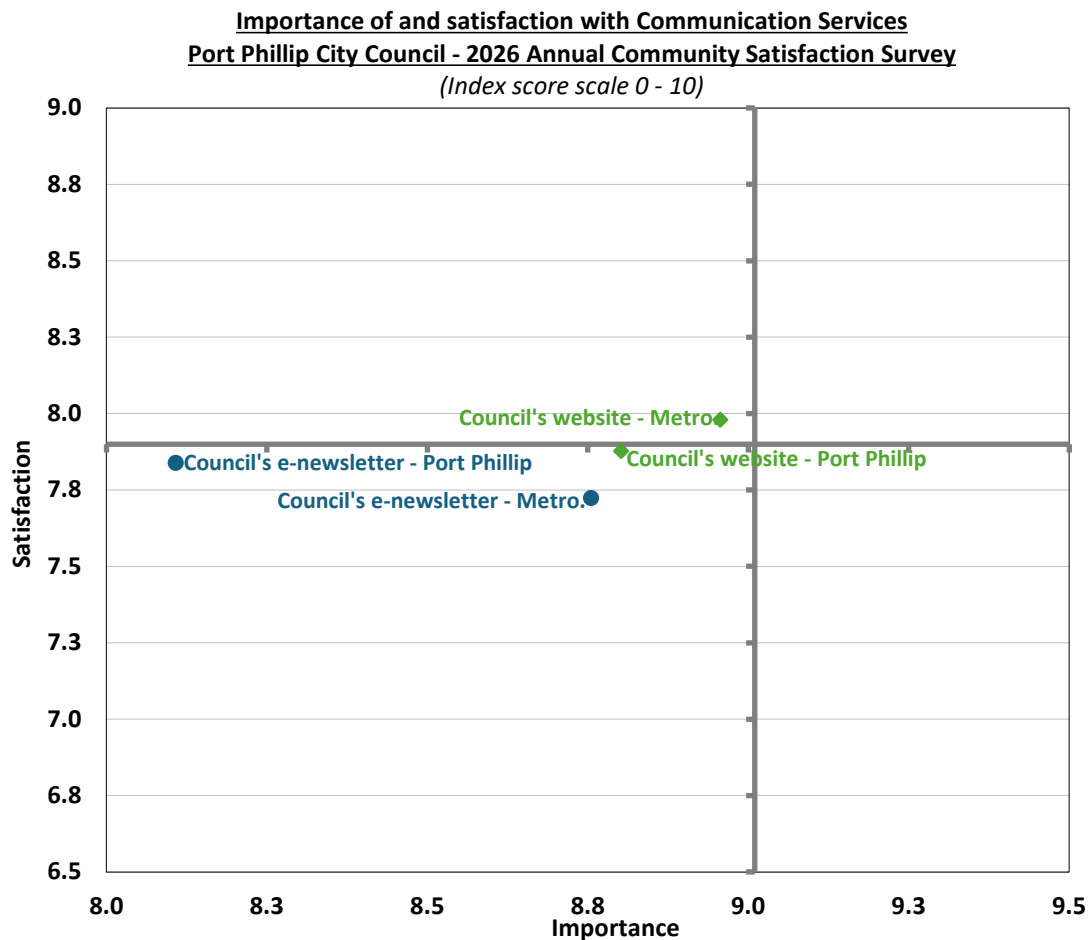
Two services and facilities from the communication services division were included in the survey this year.

These were Council's website, and Council's e-newsletter, *Diversity*.

Both services and facilities recorded satisfaction scores that were relatively consistent with the average of all 43 services and facilities.

However, these services and facilities were also less important than average.





Council's website

Council's website was the 40th most important of the 43 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with Council's website increased notably this year, rising five percentage points to 7.9 out of 10, which was an "excellent", up from a "very good", level of satisfaction.

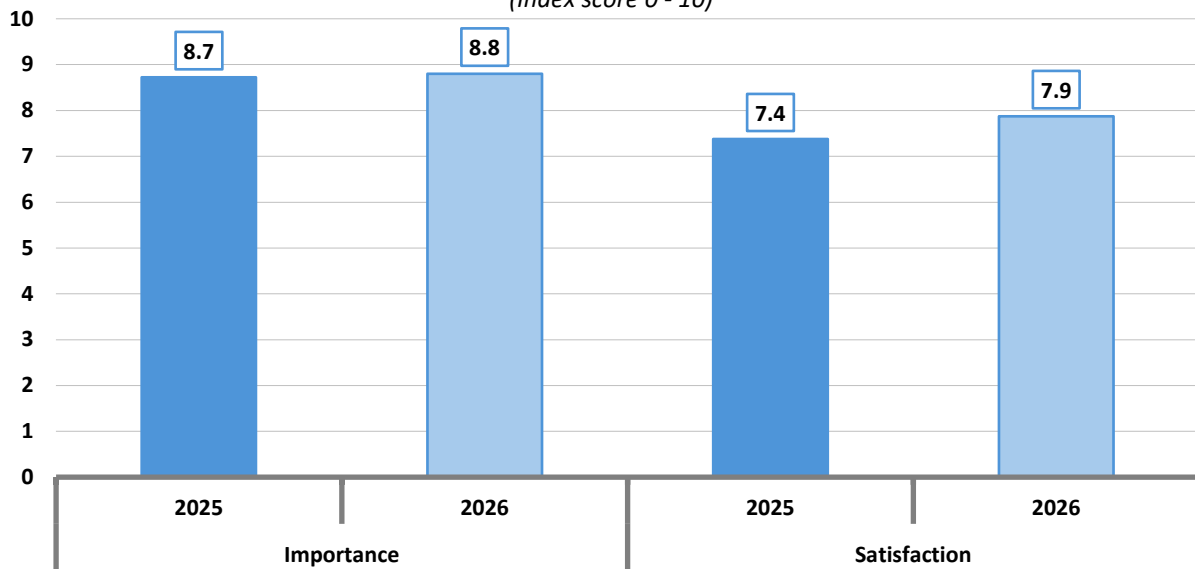
This ranks Council's website 20th in terms of satisfaction this year.

This result comprised 68% "very satisfied" and three percent "dissatisfied" respondents, based on a total sample of 467 of the 474 (53%) respondents from households who had used these facilities in the last 12 months.

There was no substantive variation in satisfaction with the website observed by respondent profile.



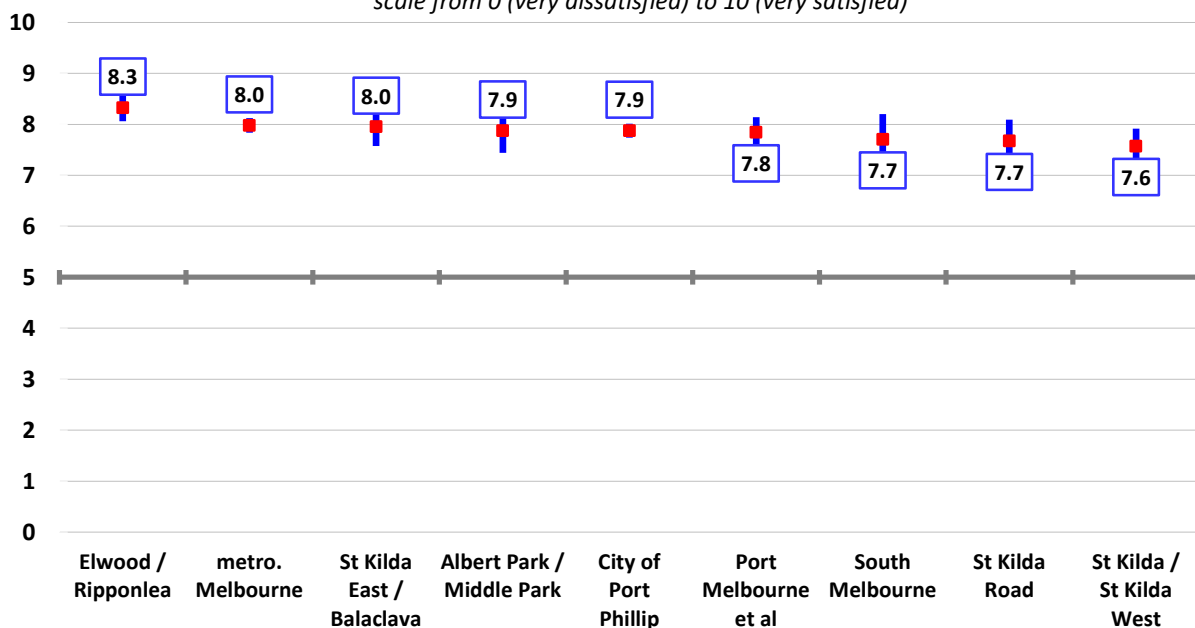
Importance of and satisfaction with Council's website
Banyule City Council - 2026 Annual Community Satisfaction Survey
 (Index score 0 - 10)



By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with “Council’s website” of 8.0 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with the website observed across the municipality, with respondents from Elwood / Ripponlea measurably (4pts) more satisfied than municipal average.

Council's website by precinct
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



The following table outlines the 56 comments received in relation to Council's website.

These comments have been broadly categorised as follows:

- Difficult to navigate / find information 17 comments
- Old / clunky / not user friendly 16 comments
- Complicated / confusing / not easy to use 7 comments
- General negative 6 comments
- Poorly designed 4 comments
- Does not work 2 comments
- Other issues 4 comments.

Reasons for dissatisfaction with Council's website
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Difficult to navigate / find information</i>	
Hard / difficult to navigate	10
Difficult to find information	4
Portal is very hard to navigate for renewing parking permits	1
There were so many projects yet none of them covered what I wanted	1
They need to add the email address for every department	1
Total	17
<i>Old / clunky / not user friendly</i>	
Not intuitive / easy / straightforward	5
Clunky	4
Not user friendly / poor interface	3
Feels not updated	1
From an IT point of view, it is very badly implemented	1
Old website design	1
Unfriendly	1
Total	16
<i>Complicated / confusing / not easy to use</i>	
Complicated / convoluted	2
Hard to use regarding parking	1
Logging in is difficult	1
Multiple portals are confusing	1
Paying rate service via credit card is higher than going to the post office	1
Unless you know exactly what you want, it is hard	1
Total	7



<i>General negative</i>	
Website is not nice / very bad	2
Does not contain useful information	1
I do not like the website	1
There is no point in contacting them	1
Too much information, it looks like a web service	1
Total	6
<i>Poorly designed</i>	
Badly / poorly designed	2
All over the place	1
Payment system is badly designed	1
Total	4
<i>Does not work</i>	
I go down to the office because by the time I figure out what I need to press, it glitches out	1
It says the address does not exist	1
Total	2
<i>Other</i>	
Did not accept a petition	1
I do not think they follow their forms and processes	1
Not enough human interaction	1
Too difficult to contact	1
Total	4
Total responses	56

Council's e-newsletter "*Diversity*"

Council's e-newsletter, *Diversity* was the least (43rd) important of the 43 included services and facilities, with an average importance of 8.1 out of 10, and one of three services and facilities to be measurably less important than the average of all 43 (9.0).

Satisfaction with *Diversity* increased measurably this year, rising seven percentage points to 7.8 out of 10, which was an "excellent", up from a "good", level of satisfaction.

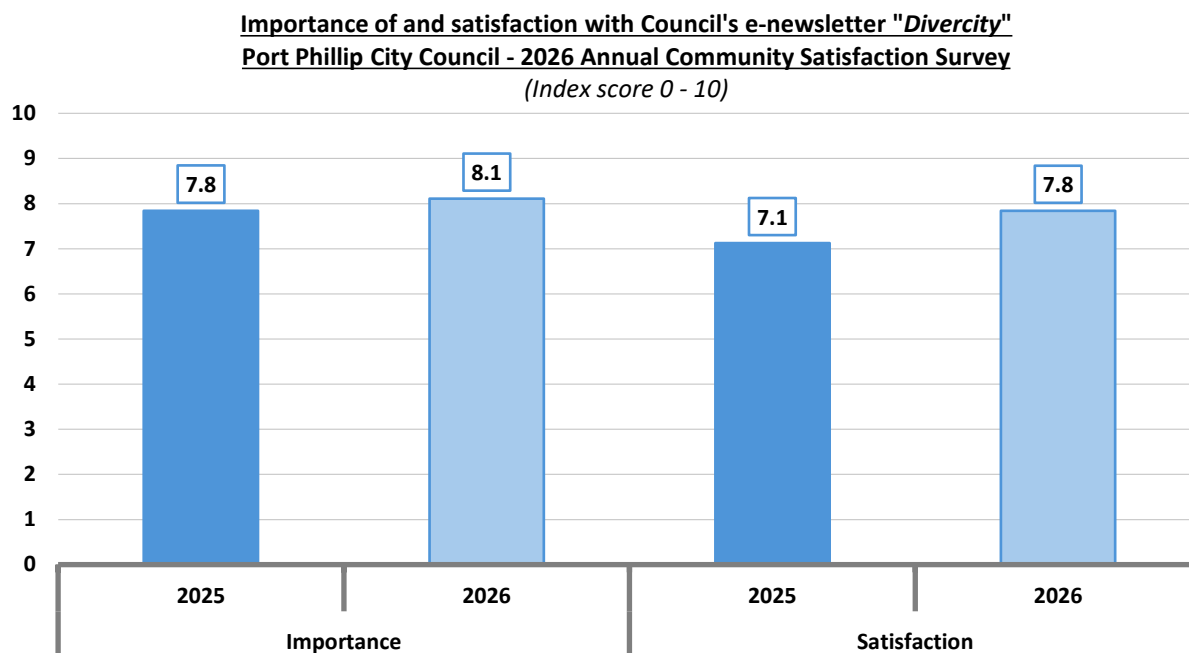
This ranks *Diversity* 21st in terms of satisfaction this year.



This result comprised 66% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 170 of the 181 (20%) respondents from households who had used these facilities in the past 12 months.

There was some variation in satisfaction with these facilities observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied, and older adults (aged 60 to 74 years) notably less satisfied than average.

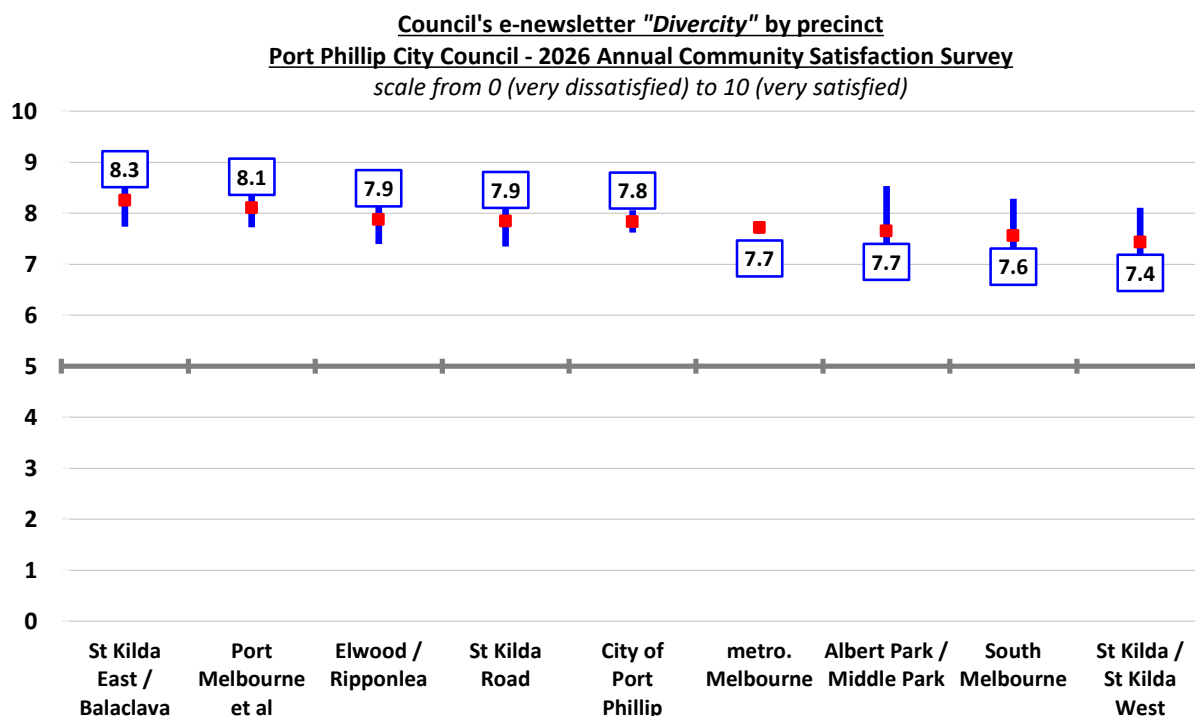
Female respondents were notably more satisfied than male respondents.



By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with “Council’s regular printed newsletter” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

While there was no measurable variation in satisfaction with *Diversity* observed across the municipality, it is noted that respondents from St Kilda East / Balaclava were notably (5pts) more satisfied than the municipal average. By contrast, respondents from St Kilda / St Kilda West were notably (4pts) less satisfied, and at a “very good”, rather than an “excellent” level.





The following table outlines the 15 comments received in relation to Council's e-newsletter *Diversity*.

Reasons for dissatisfaction with Council's e-newsletter "Diversity"
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Does not cover important information / irrelevant	2
Not interested	2
Receive but do not read	2
Annoying	1
Cannot recall the content	1
Do not hear enough	1
It is hard when it is on the book	1
Just hopeless	1
Not engaging	1
Prefer it in paper	1
Should get it weekly	1
They seem to be focusing on nothing of importance for the community in my opinion	1
Total	15

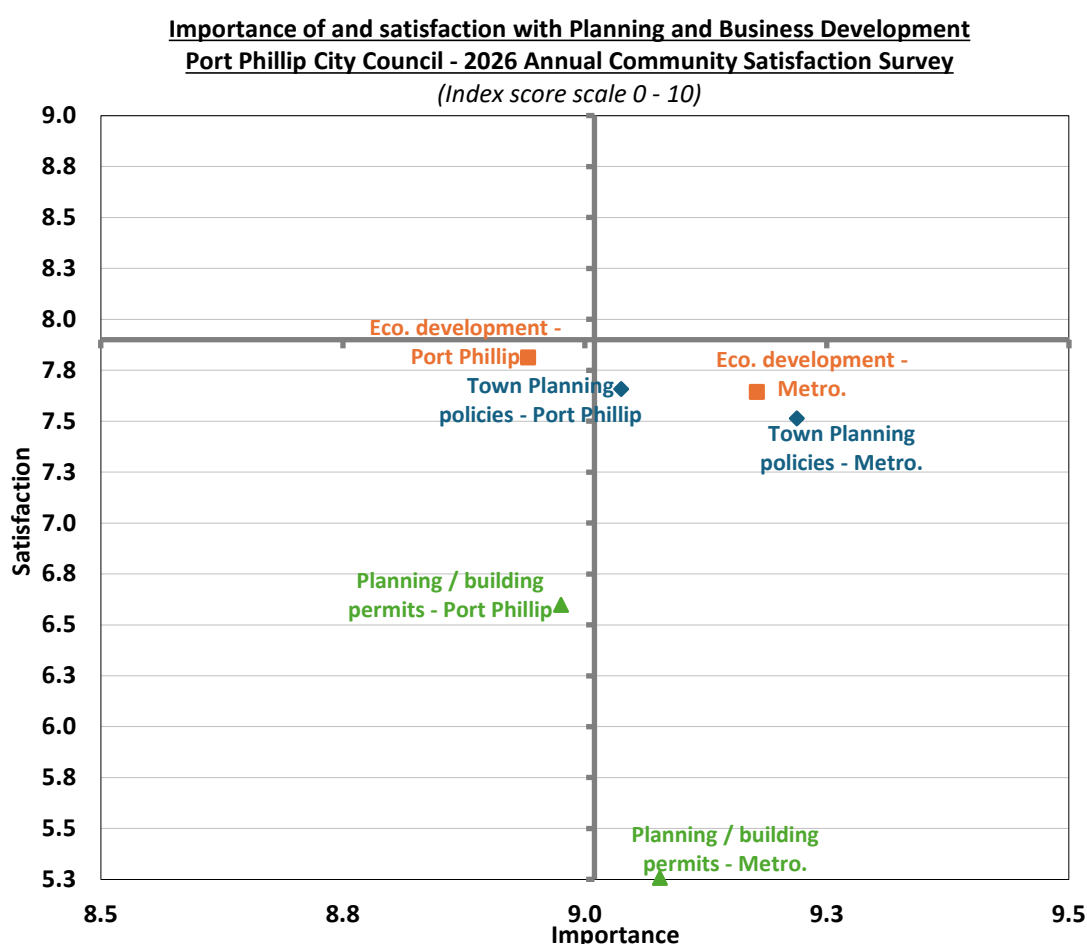
Planning and Business Development

Three services from the planning and business development division were included in the survey this year.

These were Council's activities promoting economic development, town planning policies, and planning and building permits.

All three of these services recorded satisfaction scores which were lower than the average of all 43 services and facilities.

While planning and building permits and activities promoting economic development were less important than average, town planning policies fell into the quadrant of most concern, being more important than average.



Town Planning policies

Town planning policies were the 21st most important of the 43 included services and facilities, with an average importance of 9.0 out of 10.

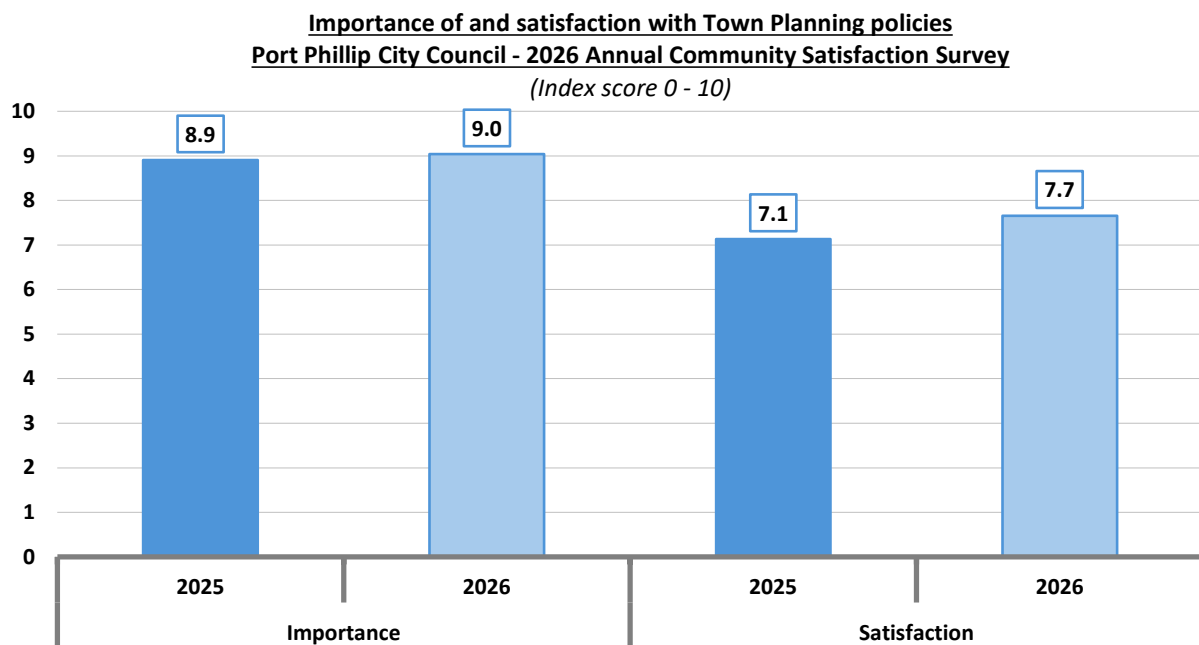


Satisfaction with town planning policies increased measurably this year, rising six percentage points to 7.7 out of 10, which was a “very good”, up from a “good”, level of satisfaction.

This result ranks these services 30th in terms of satisfaction this year.

This result comprised 65% “very satisfied” and seven percent dissatisfied respondents, based on a total sample of 693 of the 901 respondents who provided a satisfaction score this year.

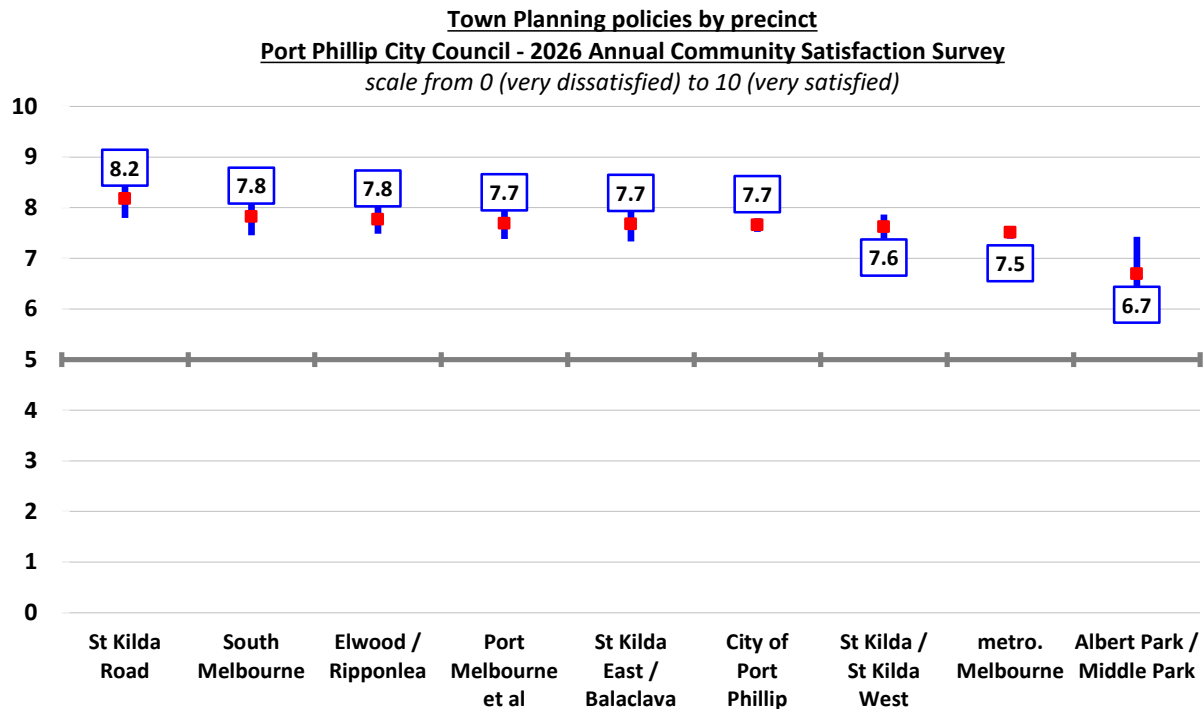
There was some variation in satisfaction with these services observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied, while older respondents (aged 45 years and older) were notably less satisfied than average.



By way of comparison, satisfaction with these services was somewhat (2pts) higher than the metropolitan average satisfaction with “town planning policies” of 7.5 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with these services observed across the municipality, with respondents from St Kilda Road measurably (5pts) more satisfied than the municipal average, and at an “excellent” rather than a “very good” level. Conversely, respondents from Albert Park / Middle Park were measurably (10pts) less satisfied, and at a “good” level.





The following table outlines the 101 comments and three locations of concern received in relation to Town Planning policies.

These comments have been broadly categorised as follows:

• Complex / inconsistent / slow planning	22 comments
• Poor / no consultation, communication and responsiveness	14 comments
• General negative	10 comments
• Poor / biased planning policies	9 comments
• Too many high-rises / overdevelopment	7 comments
• Inadequate consideration to residents	6 comments
• Lack of / inadequate parking, traffic, roads and public transport	6 comments
• Poor quality / design / appearance of buildings	6 comments
• Excessive planning restrictions	5 comments
• Lack of / inadequate services and facilities	4 comments
• Inadequate protection of heritage, character of neighbourhood	3 comments
• Inadequate greenery and wildlife protection	1 comments
• Public / social housing issues	1 comments
• Other issues	7 comments
• Specific locations of concern	3 locations.



Reasons for dissatisfaction with Town Planning policies
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Complex / inconsistent / slow planning</i>	
Slow	4
Erratic / inconsistent / irrational	3
It is very hard to get stuff done / very difficult to deal with	3
It takes a long time to get things done	2
Every process has a fee and slows everything down	1
Horrible planning from the Council	1
Inconsistency with the way they approve developments	1
Inconsistent regulations	1
It is less about the policy and more about implementation	1
Process is poorly maintained	1
The changes all the time are shocking	1
They have not replanned the electricity here	1
Too many phases	1
Town planning is not consistent in the local area	1
Total	22
<i>Poor / no consultation, communication and responsiveness</i>	
No public input considered / they do not listen to us	3
Did not get notified of a building construction nearby	1
Every time I complain about privacy there is no action	1
I do not think that they actively communicate enough	1
No engagement from the Council	1
Some people objected to the 3+ story development and the Council was completely unhelpful	1
They have reactive communication	1
They make consultations difficult	1
They should be more proactive before citizens complain	1
They tend not to listen to local residents' concerns	1
Unresolved problems	1
Very slow to respond	1
Total	14
<i>General negative</i>	
Terrible / dreadful / / bad / not done very well / not good	5
A lot of things being allowed	1
Insufficient	1
Painful	1
Random	1
They need to be a bit more in touch with the area	1
Total	10



<i>Poor / biased planning policies</i>	
Bureaucratic	1
Conflict of interests	1
Lack of vision for liveability	1
Rules seem to change depending on how much money you have or who you know	1
Some houses on some street get away with some things, some do not	1
Some renovations get permits and some do not get one. Confusing how they decide	1
They allow things that are not in line	1
Too much based on personal preferences	1
Very unfair	1
Total	9
<i>Too many high-rises / overdevelopment</i>	
Density in city suburbs creates issues	1
No 3-story building should be allowed	1
Overdevelopment	1
Overcrowded	1
There is currently an approval for a 3+ level building which is odd	1
They keep building high-rises	1
Too many high rises	1
Total	7
<i>Inadequate consideration to residents</i>	
Does not take residents into account	1
It is about changing needs that are not being considered	1
Latest planned works are money spent on Council buildings and not for the public	1
Planners have their own ways of doing things which is not necessarily what residents and people who use the areas agree with. For example, the buildings that are close together and overlook us	1
Prioritization is not aligned with some community interests	1
The rules seem to only support businesses and trouble residents	1
Total	6
<i>Poor quality / design / appearance of buildings</i>	
Architecture is cheap and becomes degraded quickly compared to some of the early 20th century developments that look good and are attractive	1
Commercial kitchens in residential areas is not okay	1
Disjointed	1
I do not like a lot of the developments they are doing	1
It is not liveable architecture	1
They create new ghettos and are cheaply built	1
Total	6



<i>Excessive planning restrictions</i>	
I did a renovation and the Council had a few requirements that I feel other houses did not have to adhere to	1
Need to be more liberal with planning permits if people want to extend houses for families. We could have made our house bigger if we could make more changes	1
Prohibitive	1
Ultra conservative	1
Usual problem of people objecting to everything	1
Total	5
<i>Lack of / inadequate parking, traffic, roads and public transport</i>	
A lot of housing but no parking	1
Almost all commercial developments do not seem to have proper parking facilities	1
Bike paths take away car lanes	1
Cars are not right enough to perform an overtake	1
So many roadworks	1
They changed parking rules	1
Total	6
<i>Lack of / inadequate services and facilities</i>	
Complicated bike lanes	1
Need more local infrastructure within walking distances	1
We do not need a new bike path	1
Too much time focused on events rather than services	1
Total	4
<i>Inadequate protection of heritage and character of neighbourhood</i>	
Heritage overlays reduce diversity of buildings	1
They are knocking down heritage buildings	1
They make it difficult for the people who try to preserve the heritage buildings	1
Total	3
<i>Inadequate greenery and wildlife protection</i>	
They are bad with the park	1
Total	1
<i>Public / social housing issues</i>	
Social housing should not be removed	1
Total	1



<i>Other</i>	
Corruption	1
Do not give permits	1
Need tighter restrictions on buildings	1
Need to use car or public transport to access parks, community centres, health centres and supermarkets	1
Noisy and loud	1
Repairs and maintenance are taken seriously	1
Too many fees	1
Total	7
<i>Specific locations identified by respondents</i>	
Barkly St / Glen Huntly Rd intersection is very poorly planned and executed	1
No parking in Beacon Barak	1
Not enough parking in the Barak Beacon development	1
Total	3
Total responses	104

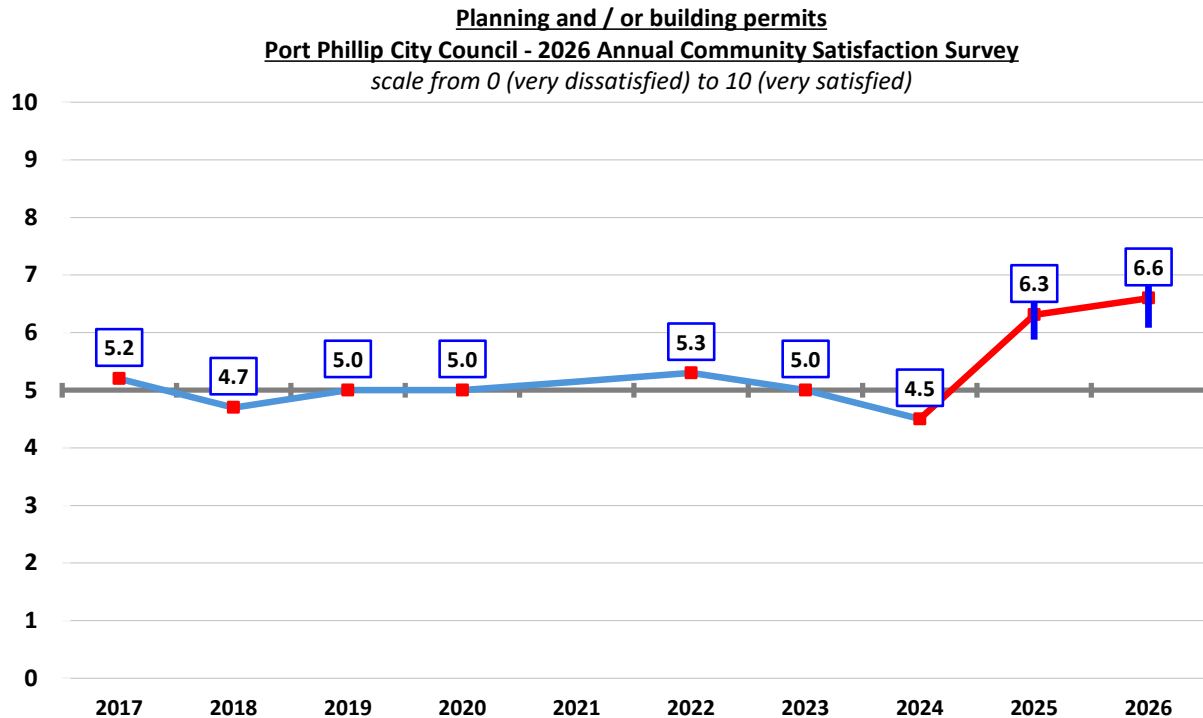
Planning and / or building permits

Satisfaction with planning and / or building permits were the 29th most important of the 43 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with these services increased marginally this year, up three percentage points to 6.6 out of 10, which was a “good”, up from a “solid”, level of satisfaction.

This result was measurably higher than the long-term average satisfaction since 2017 of 5.3 out of 10. It should be noted that the survey was conducted by a different provider, using a different survey form and methodology, between 2017 and 2024.

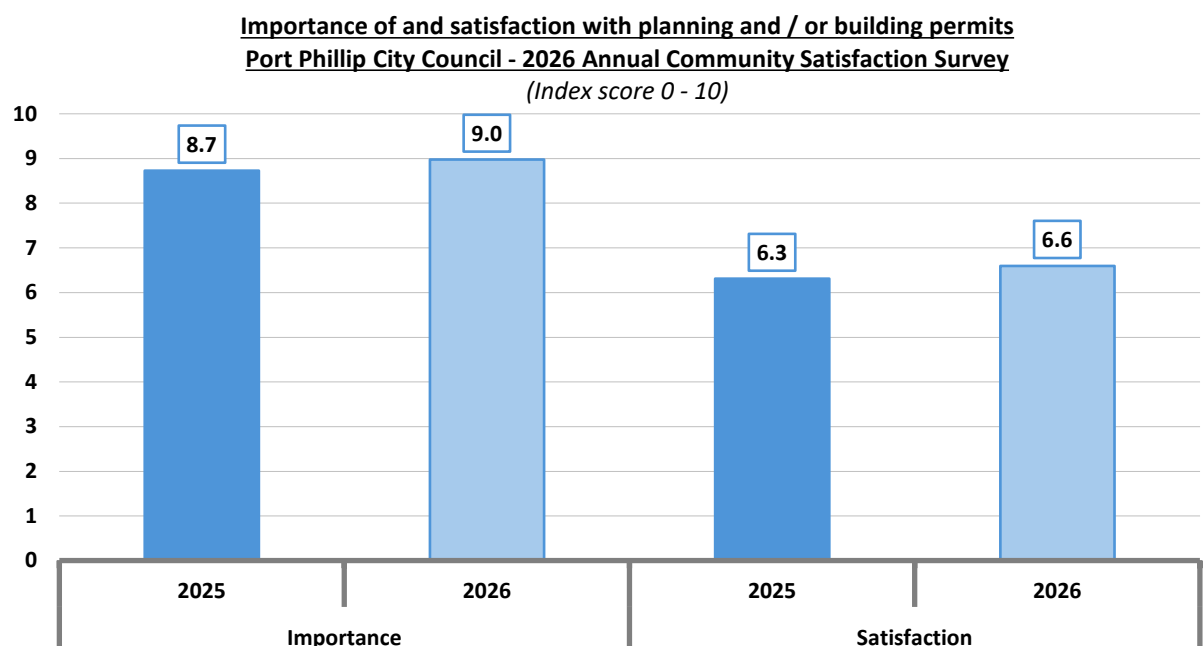




This result ranks these services 43rd in terms of satisfaction this year, and one of 13 services and facilities to record a satisfaction score which was measurably lower than the average of all 43 (7.9).

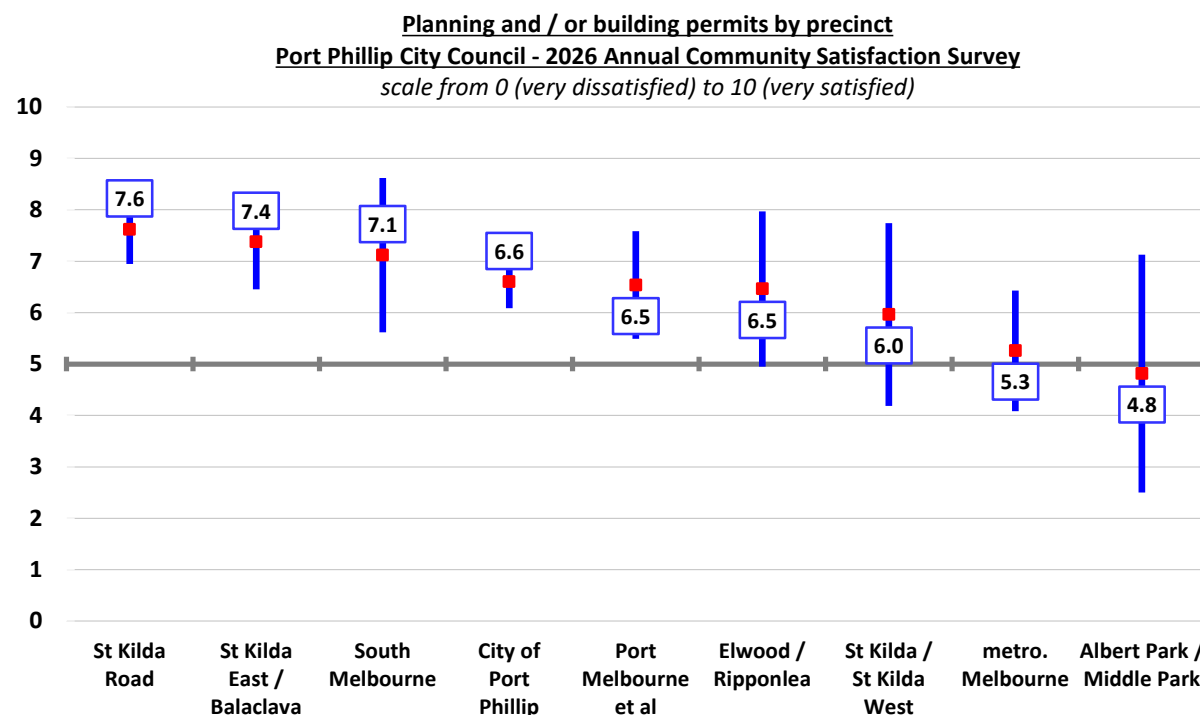
This result comprised 42% “very satisfied” and 16% “dissatisfied” respondents, based on a total sample of 91 of the 92 (10%) respondents from households who had used these services in the last 12 months.

Given the relatively small sample size, there was no meaningful variation in satisfaction with these services observed by respondent profile.



By way of comparison, this result was notably (13pts) higher than the metropolitan average satisfaction with “planning and / or building permits” of 5.3 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Given the relatively small sample size, there was no measurable variation in satisfaction with these services observed across the municipality, although respondents from Albert / Middle Park rated satisfaction at an “extremely poor” level of just 4.8 out of 10.



The following table outlines the 37 comments received from respondents in relation to planning and / or building permits.

Reasons for dissatisfaction with planning and / or building permits
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Responsiveness is slow / poor	6
Too complicated / difficult / complex	5
There are delays / too slow	4
Approval and processing take too much time	3
Always need to apply for a permit	1
Costly to adjust little things at home	1
It is a nightmare to contact them	1
Neighbours built something that is unnecessary	1
Not able to easily acquire L-Pod	1
Not good	1
Planning is not changing quick enough for future needs	1
Process is tedious to match rules	1



Takes 1.5 years to obtain	1
The monstrosity of 3-floor development right next to us is affecting parking	1
The policies are impractical and unreasonable	1
They are giving too many building permits for property developments, and I think Council is doing it to generate more revenue from rate payers	1
They are not consistent in their approach	1
They have new planners and heritage advisors who need to understand the planning and heritage side of things	1
Too much duplication, a simple renovation requires 11 permits from the Council	1
Tried to object clear glass but got refused	1
Unable to give the precise costing of the refurbishment	1
We made an objection to a and permit received no response	1
Whenever we went down in person, the worker was on leave	1
Total	37

Council's activities promoting local economic development

Council's activities promoting local economic development were the 32nd most important of the 43 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with Council's activities promoting local economic development increased measurably this year, rising four percentage points to 7.8 out of 10, which was an "excellent", up from a "very good" level of satisfaction.

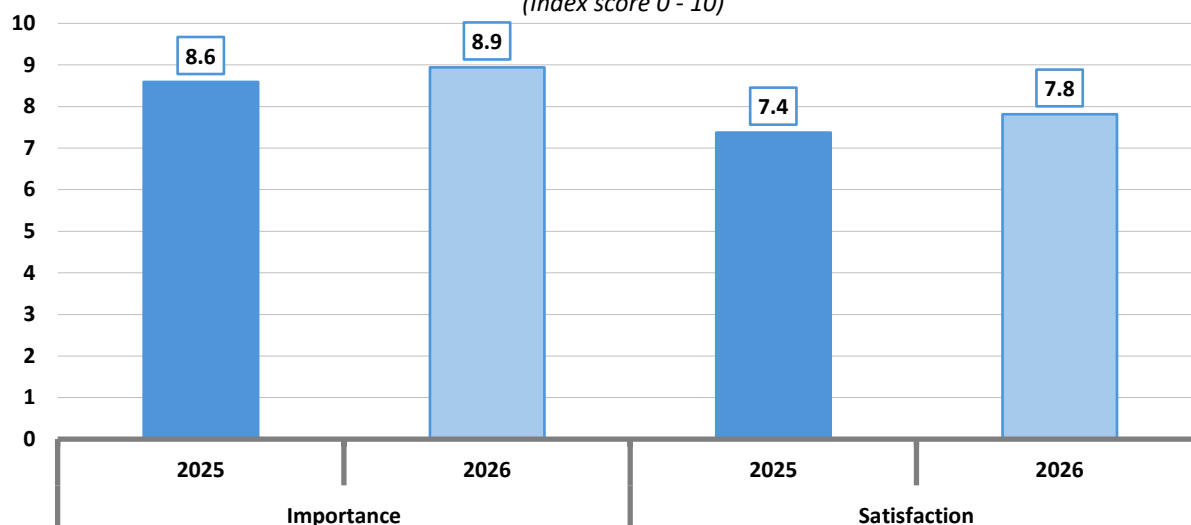
This result ranks these services 23rd in terms of satisfaction this year.

This result comprised 69% "very satisfied" and four percent "dissatisfied" respondents, based on a total sample of 666 of the 901 respondents who provided a satisfaction score this year.

Importance of and satisfaction with Council's activities promoting local economic development

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Index score 0 - 10)

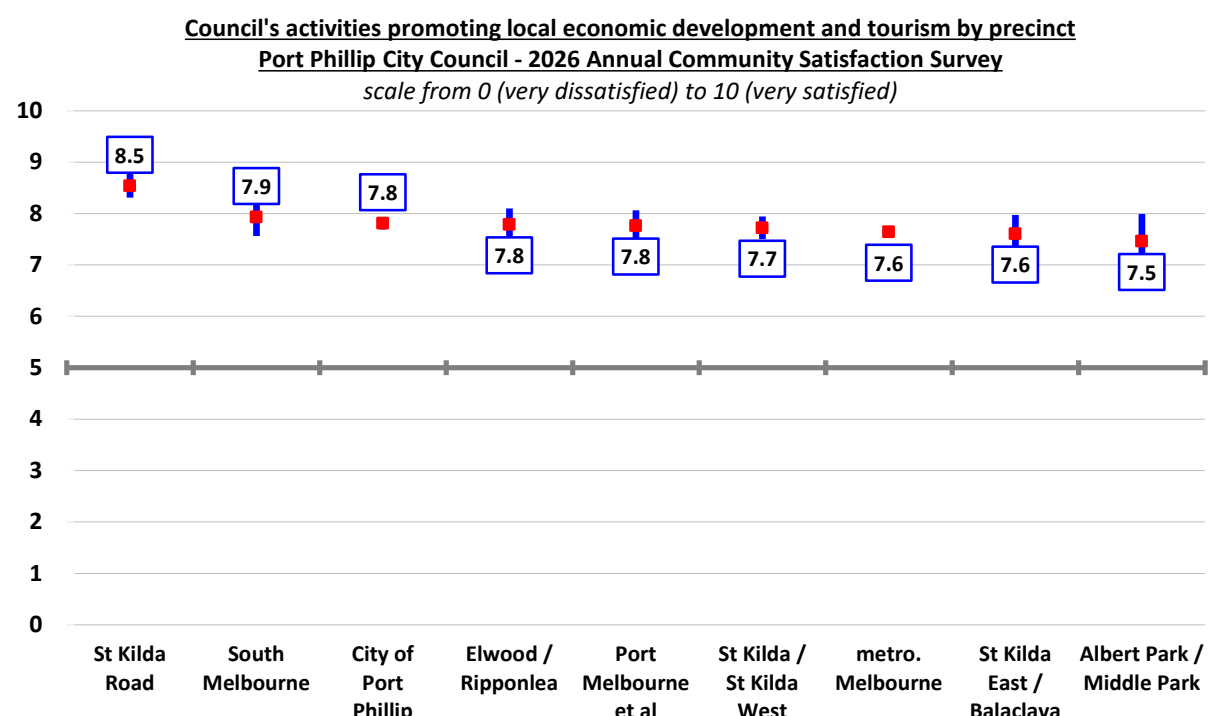


There was some variation in satisfaction with these services observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and older adults (aged 60 to 74 years) notably less satisfied.

Respondents from English speaking households were notably more satisfied than respondents from multilingual households.

By way of comparison, satisfaction with these services was somewhat (2pts) higher than the metropolitan average satisfaction with the “Council activities promoting local economic development” of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with these services observed across the municipality, with respondents from St Kilda Road measurably (7pts) more satisfied than the municipal average, and at an “excellent” level.



The following table outlines the 43 comments and 11 locations of concern received in relation to Council’s activities promoting local economic development.

These comments have been broadly categorised as follows:

- | | |
|--|---------------|
| • Shops closed / no economic development | 10 comments |
| • Do not do enough / need to do more | 9 comments |
| • Not aware / have not seen much | 9 comments |
| • General negative | 6 comments |
| • Poor communication / consultation | 5 comments |
| • Poor planning policy | 2 comments |
| • Other issues | 2 comments |
| • Specific locations of concern | 11 locations. |



Reasons for dissatisfaction with Council's activities promoting local economic development
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Shops closed / no economic development</i>	
Lots of empty / vacant shops	2
Empty shops need to be occupied and contribute to the local community	1
Encourage empty shop occupation by subsidizing rent or increasing tax on empty buildings	1
I do not see many businesses here	1
Infrastructure is letting it down	1
It is getting boring as there are not a lot of shops around	1
There is no incentive for reviving empty shops	1
Virtually zero economic development that is visible	1
We need more different shops here	1
Total	10
<i>Do not do enough / need to do more</i>	
Not doing much work / not doing enough	2
I think putting on a festival is the answer	1
Maintenance has not been upkept	1
Maybe they could do more to show what they do	1
Not much local support	1
They do not do enough to promote business in this area	1
They do not do it, as a shop trader it is difficult	1
Very poor	1
Total	9
<i>Not aware / have not seen much</i>	
Do not see it / have not seen any	4
I cannot see anything that shows that they support local businesses	1
I have no idea what is happening	1
No visibility about Council support	1
There does not seem to be any happening	1
We are not really tuned in	1
Total	9
<i>General negative</i>	
Not as important as other things	3
Council's job is to look after the roads and public spaces, not to promote business activities	1
Everything they do seems pretty hard	1
I do not support the independent business groups that Council funds	1
Total	6



<i>Poor communication / consultation</i>	
No promotions	2
I do not think the Council cares about local people or businesses	1
No communication at all	1
We do not get any information	1
Total	5
<i>Poor planning policy</i>	
Council could have better local solutions	1
Discover things too late	1
Total	2
<i>Other</i>	
I do not need to know about it	1
Trying to attract tourists	1
Total	2
<i>Specific locations identified by respondents</i>	
Acland St is closing	1
A lot of empty shops on the Bay St	1
Acland St is full of bad decisions	1
Bay St is frustrating because every second shop has 'for lease' sign on it	1
Council wanted to do the St Kilda Triangle before proper planning, so they quit it because of the cost	1
St Kilda Triangle car park just sits there and needs a bit more development	1
There are rows and rows of empty shops in all major shopping strips like Acland St	1
There are rows and rows of empty shops in all major shopping strips like Carlisle St	1
There are rows and rows of empty shops in all major shopping strips like Fitzroy St	1
They ruined South Melbourne Market	1
We have only been here a year, and half and Glen Eira Rd shopping strip has so much potential and opportunity	1
Total	11
Total responses	54



The most common issues raised by respondents again this year were related to safety, policing, and crime related issues (13% down from 22%).

Other common issues included car parking both enforcement and availability (9% down from 11%) and traffic management (7% up from 5%).

There was some variation in the top issues to address nominated by respondents this year compared to 2025, as follows:

- **MORE commonly nominated this year** – there were no issues that notably increased in the City of Port Phillip this year.
- **Notably LESS commonly nominated this year** – included safety, policing, and crime issues (13% down from 21%), homelessness (5% down from 8%), street trees (3% down from 6%), and activity centre related issues (1% down from 4%).

Metropolis Research notes that the decline in issues around safety, policing, and crime, as well as homelessness, and activity centre related issues were consistent with the increase in the [perception of safety in the public areas of the City of Port Phillip](#) this year.

When compared to the metropolitan average, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2026 using the same door-to-door, in-person survey methodology, the following variations were noted:

- **Notably MORE commonly raised in the City of Port Phillip** – included safety, policing, and crime issues (13% compared to 9%), and homelessness issues (5% compared to <1%).
- **Notably LESS commonly raised in the City of Port Phillip** – included car parking (9% compared to 12%), traffic management (7% compared to 11%), road maintenance and repairs (5% compared to 10%), street trees (3% compared to 7%), and street lighting (3% compared to 10%).

Despite the declines recorded this year, the continued prominence of issues around safety, policing, and crime, as well as homelessness, and some activity centre related issues (some of which are safety related) was a significant finding from the survey this year.

Top issues for the City of Port Phillip 'at the moment'
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2026		2025	2026 Metro. *
	Number	Percent		
Safety, policing and crime	119	13%	21%	9%
Car parking	79	9%	11%	12%
Traffic management	61	7%	5%	11%
Cleanliness and maintenance of area	47	5%	5%	3%
Homelessness	46	5%	8%	0%
Road maintenance and repairs	44	5%	6%	10%



Parks, gardens and open spaces	35	4%	4%	3%
Street cleaning and maintenance	32	4%	4%	3%
Communication and consultation	31	3%	3%	1%
Footpath maintenance and repairs	29	3%	4%	3%
Provision and maintenance of street trees	27	3%	6%	7%
Rubbish and waste issues inc. garbage	27	3%	3%	3%
Council rates / charges	25	3%	3%	3%
Building, housing, planning and development	24	3%	4%	5%
Street lighting	23	3%	4%	10%
Environment, sustainability and climate change	19	2%	3%	2%
Public transport	18	2%	1%	2%
Children activities and facilities	17	2%	1%	1%
Drugs and alcohol issues	17	2%	4%	0%
Bike / shared paths / cyclist issues	16	2%	3%	1%
Housing availability / affordability	15	2%	2%	1%
Noise	14	2%	1%	1%
Activity centre issues	12	1%	4%	0%
Beach and foreshore issues	12	1%	2%	0%
Cost of living	10	1%	1%	1%
Fitzroy / Acland Street issues	10	1%	0%	0%
People with disability services and facilities	10	1%	0%	0%
Community activities, arts and culture	9	1%	1%	1%
Community support	9	1%	1%	0%
Dogs off-leash parks / bins / facilities	9	1%	2%	1%
Council governance, performance and accountability	8	1%	1%	1%
Provision and maintenance of community facilities	8	1%	0%	1%
Public toilets	8	1%	1%	2%
Graffiti / vandalism	7	1%	2%	1%
All other issues (41 separately identified issues)	114	13%	16%	18%
Total responses	991		1,254	924
<i>Respondents identifying at least one issue</i>	<i>524</i> <i>(58%)</i>		<i>634</i> <i>(70%)</i>	<i>496</i> <i>(62%)</i>

(*) 2026 metropolitan Melbourne average from Governing Melbourne

Issues by precinct

There was some variation in the top issues to address for the City of Port Phillip 'at the moment' observed across the municipality, as follows:

- **St Kilda / St Kilda West** – respondents were somewhat more likely than average to raise safety, policing, and crime issues, homelessness, and Fitzroy / Acland Street related issues.
- **Elwood / Ripponlea** – respondents were somewhat more likely than average to raise street trees related issues.
- **St Kilda East / Balacava** – respondents were notably more likely than average to raise parks, gardens, and open space related issues.

- **Port Melbourne et al** – respondents were somewhat more likely than average to raise traffic management related issues.
- **Albert / Middle Park** – respondents were somewhat more likely than average to raise safety, policing, and crime related issues, car parking, homelessness, drug and alcohol related issues, and services and facilities for older people related issues.
- **South Melbourne** – respondents were notably more likely than average to raise safety, policing, and crime related issues, car parking, roads, cleanliness and maintenance, rubbish and waste issues, and communication and consultation related issues.
- **St Kilda Road** - respondents were notably more likely than average to raise roads, and communication and consultation related issues.

Top issues for the City of Port Phillip at the moment by precinct
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Port Melbourne et al		Albert Park / Middle Park	
Safety, policing, crime	14%	Safety, policing, crime	18%
Traffic management	11%	Car parking	12%
Car parking	10%	Homelessness	12%
Parks, gardens and open spaces	5%	Traffic management	6%
Cleanliness and maintenance of area	5%	Cleanliness and maintenance of area	5%
Council rates / charges	5%	Council rates / charges	5%
Noise	4%	Building, housing, planning, development	5%
Building, housing, planning, development	3%	Drug and alcohol issues	5%
Children activities and facilities	3%	Elderly services and facilities	4%
Road maintenance and repairs	3%	Parks, gardens and open spaces	4%
All other issues	43%	All other issues	77%
Respondents identifying an issue	91 (59%)	Respondents identifying an issue	54 (69%)

South Melbourne		St Kilda Road	
Safety, policing, crime	20%	Road maintenance and repairs	8%
Car parking	12%	Safety, policing, crime	8%
Road maintenance and repairs	9%	Traffic management	8%
Cleanliness and maintenance of area	8%	Car parking	7%
Rubbish and waste issues inc garbage	7%	Communication and consultation	7%
Traffic management	7%	Council rates / charges	3%
Parks, gardens and open spaces	6%	Cost of living	3%
Communication and consultation	6%	Public transport	3%
Street cleaning and maintenance	6%	Drug and alcohol issues	3%
Council rates / charges	4%	Children activities and facilities	3%
All other issues	47%	All other issues	33%
Respondents identifying an issue	63 (64%)	Respondents identifying an issue	51 (58%)



Top issues for the City of Port Phillip at the moment by precinct
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

St Kilda / St Kilda West	
Safety, policing, crime	19%
Homelessness	10%
Car parking	7%
Cleanliness and maintenance of area	6%
Traffic management	6%
Fitzroy / Acland Street issues	5%
Public transport	4%
Environment,sustainability,climate change	4%
Road maintenance and repairs	3%
Beach and foreshore issues	3%
All other issues	51%
Respondents identifying an issue	127 (62%)

Elwood / Ripponlea	
Car parking	7%
Road maintenance and repairs	7%
Footpath maintenance and repairs	7%
Provision and maintenance of street trees	7%
Traffic management	7%
Street lighting	5%
Street cleaning and maintenance	5%
Homelessness	5%
Cleanliness and maintenance of area	4%
Communication and consultation	3%
All other issues	39%
Respondents identifying an issue	75 (51%)

St Kilda East / Balaclava	
Safety, policing, crime	12%
Car parking	10%
Parks, gardens and open spaces	8%
Cleanliness and maintenance of area	6%
Rubbish and waste issues inc garbage	5%
Street cleaning and maintenance	5%
Provision and maintenance of street trees	5%
Road maintenance and repairs	4%
Footpath maintenance and repairs	4%
Communication and consultation	3%
All other issues	41%
Respondents identifying an issue	63 (49%)

City of Port Phillip	
Safety, policing and crime	13%
Car parking	9%
Traffic management	7%
Cleanliness and maintenance of area	5%
Homelessness	5%
Road maintenance and repairs	5%
Parks, gardens and open spaces	4%
Street cleaning and maintenance	4%
Communication and consultation	3%
Footpath maintenance and repairs	3%
All other issues	52%
Respondents identifying an issue	524 (58%)

Inner-eastern region	
Car parking	26%
Safety, policing and crime	14%
Traffic management	12%
Provision and maintenance of street trees	11%
Road maintenance and repairs	11%
Lighting	11%
Building, planning, housing, development	10%
Drains maintenance and repairs	6%
Rubbish and waste issues incl. garbage	6%
Parks, gardens and open spaces	5%
All other issues	49%
Respondents identifying an issue	143 (76%)

Metropolitan Melbourne	
Car parking	12%
Traffic management	11%
Lighting	10%
Road maintenance and repairs	10%
Safety, policing and crime	9%
Provision and maintenance of street trees	7%
Building, planning, housing, development	5%
Parks, gardens and open space	3%
Rubbish and waste issues incl. garbage	3%
Cleanliness and maintenance of area	3%
All other issues	42%
Respondents identifying an issue	496 (62%)



Issues by respondent profile

There was some variation in the top issues to address for the City of Port Phillip ‘at the moment’ observed by respondent profile, as follows:

- ***Young adults (aged 18 to 34 years)*** – respondents were notably more likely than average to nominate any specific issues.
- ***Adults (aged 35 to 44 years)*** – respondents were not notably more likely than average to raise traffic management related issues.
- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were notably more likely than average to raise safety, policing and crime related issues.
- ***Older adults (aged 60 to 74 years)*** - respondents were notably more likely than average to raise car parking related issues.
- ***Senior citizens (aged 75 years and over)*** – respondents were notably more likely than average to raise car parking, road maintenance and repairs, building, housing, planning and development issues, and footpath maintenance and repairs related issues.
- ***Male*** – respondents were not notably more likely than male respondents to raise any specific issues.
- ***Female*** – respondents were notably more likely than male respondents to raise safety, policing, and crime, and homelessness related issues.
- ***English speaking household*** – respondents were not notably more likely than respondents from multilingual households to raise any specific issues.
- ***Multilingual household*** – respondents were notably more likely than respondents from English speaking households to raise safety, policing, and crime related issues.



Top issues for the City of Port Phillip at the moment by respondent profile

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Male		Female	
Safety, policing, crime	10%	Safety, policing, crime	16%
Car parking	9%	Car parking	9%
Road maintenance and repairs	6%	Traffic management	8%
Traffic management	6%	Homelessness	7%
Cleanliness and maintenance of area	5%	Cleanliness and maintenance of area	5%
Street cleaning and maintenance	5%	Parks, gardens and open spaces	4%
Provision and maintenance of street trees	5%	Road maintenance and repairs	4%
Communication and consultation	4%	Environment,sustainability,climate change	3%
Footpath maintenance and repairs	4%	Rubbish and waste issues inc garbage	3%
Homelessness	4%	Council rates / charges	3%
All other issues	45%	All other issues	56%
Respondents identifying an issue	240 (56%)	Respondents identifying an issue	278 (60%)

English speaking		Multi-lingual	
Safety, policing, crime	13%	Safety, policing, crime	17%
Car parking	9%	Car parking	7%
Traffic management	7%	Cleanliness and maintenance of area	7%
Homelessness	5%	Footpath maintenance and repairs	5%
Cleanliness and maintenance of area	5%	Traffic management	5%
Road maintenance and repairs	5%	Homelessness	5%
Parks, gardens and open spaces	4%	Council rates / charges	5%
Street cleaning and maintenance	4%	Road maintenance and repairs	5%
Communication and consultation	3%	Housing availability / affordability	5%
Provision and maintenance of street trees	3%	Parks, gardens and open spaces	4%
All other issues	47%	All other issues	73%
Respondents identifying an issue	416 (57%)	Respondents identifying an issue	108 (65%)



Top issues for the City of Port Phillip at the moment by respondent profile

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Young adults (18 to 34 years)	
Safety, policing, crime	12%
Cleanliness and maintenance of area	7%
Road maintenance and repairs	6%
Car parking	6%
Traffic management	6%
Homelessness	5%
Public transport	4%
Street lighting	4%
Housing availability / affordability	4%
Parks, gardens and open spaces	4%
All other issues	45%
Respondents identifying an issue	170 (56%)

Adults (35 to 44 years)	
Safety, policing, crime	13%
Traffic management	10%
Car parking	7%
Parks, gardens and open spaces	4%
Children activities and facilities	4%
Rubbish and waste issues inc garbage	4%
Homelessness	4%
Cleanliness and maintenance of area	3%
Street cleaning and maintenance	3%
Footpath maintenance and repairs	3%
All other issues	40%
Respondents identifying an issue	98 (53%)

Middle aged adults (45 to 59 years)	
Safety, policing, crime	19%
Car parking	11%
Traffic management	7%
Homelessness	7%
Road maintenance and repairs	6%
Cleanliness and maintenance of area	5%
Parks, gardens and open spaces	5%
Council rates / charges	5%
Provision and maintenance of street trees	5%
Communication and consultation	4%
All other issues	50%
Respondents identifying an issue	128 (61%)

Older adults (60 to 74 years)	
Car parking	14%
Safety, policing, crime	10%
Homelessness	7%
Cleanliness and maintenance of area	6%
Building, housing, planning, development	5%
Street cleaning and maintenance	4%
Council rates / charges	4%
Road maintenance and repairs	4%
Footpath maintenance and repairs	4%
Provision and maintenance of street trees	4%
All other issues	61%
Respondents identifying an issue	85 (63%)

Senior citizens (75 years and over)	
Car parking	14%
Safety, policing, crime	10%
Road maintenance and repairs	10%
Building, housing, planning, development	9%
Footpath maintenance and repairs	9%
Rubbish and waste issues inc garbage	7%
Provision and maintenance of street trees	7%
Street cleaning and maintenance	5%
Communication and consultation	5%
Council rates / charges	5%
All other issues	64%
Respondents identifying an issue	39 (67%)

City of Port Phillip	
Safety, policing and crime	13%
Car parking	9%
Traffic management	7%
Cleanliness and maintenance of area	5%
Homelessness	5%
Road maintenance and repairs	5%
Parks, gardens and open spaces	4%
Street cleaning and maintenance	4%
Communication and consultation	3%
Footpath maintenance and repairs	3%
All other issues	52%
Respondents identifying an issue	524 (58%)



Municipal comparison of key issues

The following section provides comparison of the top two issues for the City of Port Phillip against other municipalities surveyed by Metropolis Research in 2025 and so far in 2026.

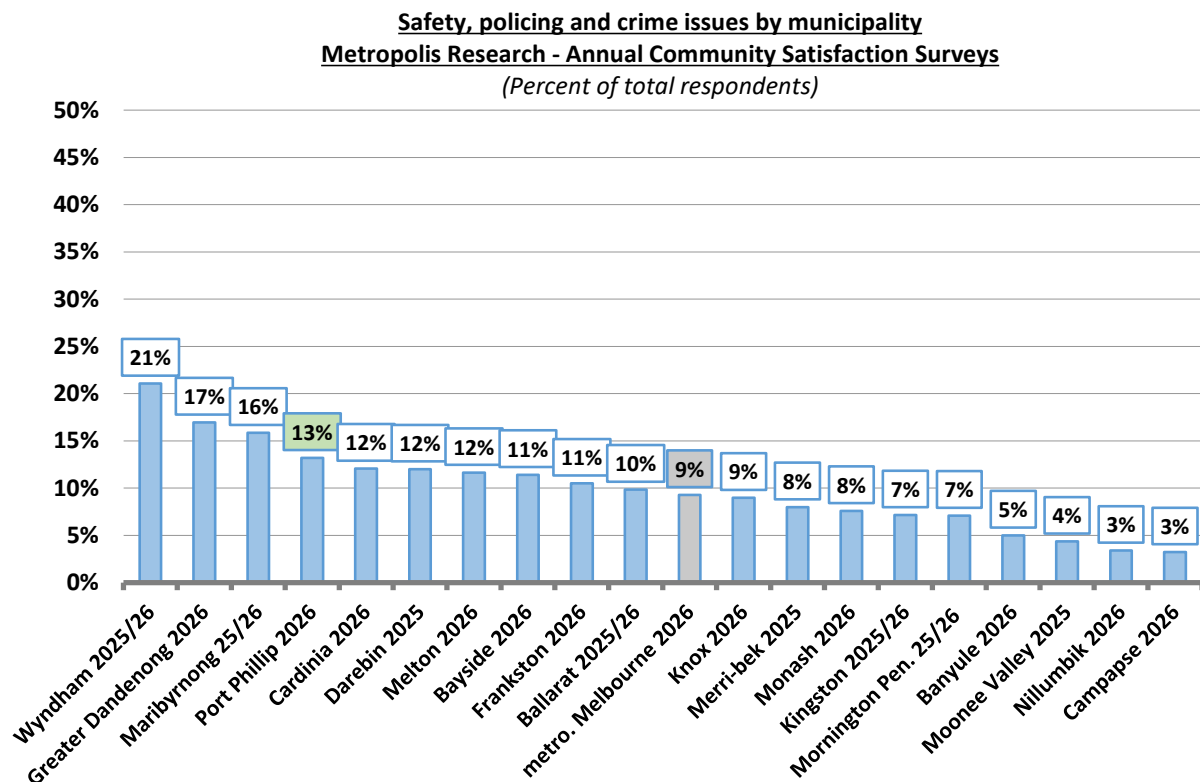
Safety, policing, and crime issues

Safety, policing, and crime related issues were again this year, the most nominated issues in the City of Port Phillip.

This result was notably higher than the metropolitan average, and higher than for many other municipalities surveyed by Metropolis Research.

Safety, policing, and crime related issues were more prominent in the cities of Wyndham and Maribyrnong in the western suburbs of Melbourne, and the City of Greater Dandenong.

Metropolis Research notes that this result was higher in 2026 in the City of Port Phillip than the City of Frankston, in which these issues declined notably this year (11% down from 29% in 2025).

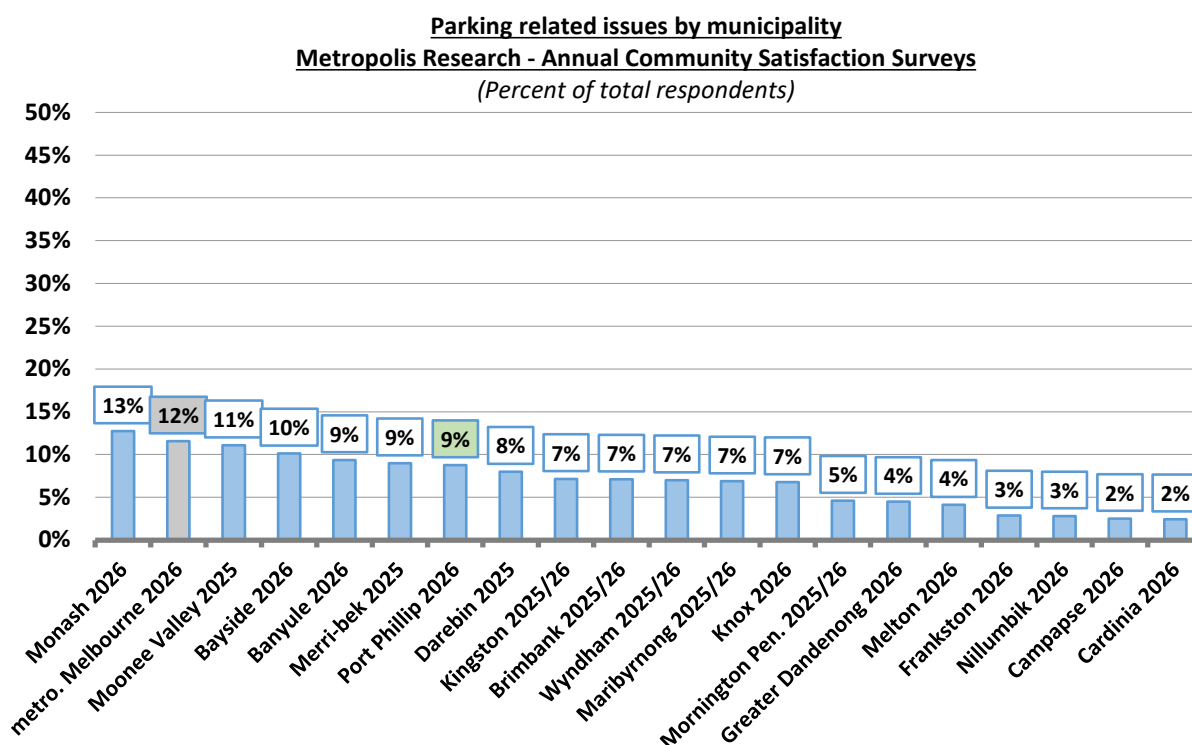


Car parking issues

Car parking related issues, which include enforcement, availability, cost, and other associated parking related issues, was the second most nominated issue again this year in the City of Port Phillip, despite declining marginally to nine percent of respondents.

While this result was a little lower than the metropolitan average, as recorded in *Governing Melbourne* (based on a sample of 800 respondents), it was similar to many other inner and middle-ring municipalities, including the neighbouring cities of Bayside (10%) and Kingston (7%).

Consistent with these issue results, satisfaction with parking enforcement in the City of Port Phillip was marginally (1pt) lower than the metropolitan average (7.5 compared to 7.6).



Verbatim responses for key issues

The following section provides the verbatim responses that were categorised as activity centre issues, Fitzroy / Acland Street issues, safety, policing, and crime issues, homelessness issues, and drug and alcohol related issues.

These comments are included as they provide additional insight into the range of issues of concern to residents in the City of Port Phillip around the safety and crime and associated issues.



The verbatim responses categorised as car parking related issues are also outlined in this section, given the prominence of car parking related issues in the City of Port Phillip.

Activity centres issues

Issues regarding "activity centres"

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

Location	Response	Number
Port Melbourne et al	South Melbourne Market	1
Albert Park / Middle Park	Cleanliness in Bay St because it is starting to look like Chapel St and we pay a lot of money to live here, they need to be maintained more in the local area	1
	Getting the shopping strips functioning again	1
South Melbourne	The market at South Melbourne, it's very much a tourist spot understanding local needs and wants	1
	The state of our shopping strips in the local area	1
St Kilda Road	n.a.	n.a.
St Kilda / St Kilda West	Empty retail shops in the local area, the only thing preserving it is super markets in the local area	1
	The shopping centres are opened and we have access to basic shopping services, there is no green grocer in the local area	1
Elwood / Ripponlea	Maintaining and rejuvenating the community businesses, some restaurants are closing in the local area	1
	More cafes	1
St Kilda East / Balaclava	Just a lot of empty shops, rejuvenation of businesses in the local area	1
	Vacancy on Main St	1



Fitzroy / Acland Street issues

Issues regarding "Fitzroy / Acland Street"
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Location	Response	Number
Port Melbourne et al	n.a.	n.a.
Albert Park / Middle Park	n.a.	n.a.
South Melbourne	n.a.	n.a.
St Kilda Road	n.a.	n.a.
St Kilda / St Kilda West	Common drug use in Fitzroy St creating unsafe environment around Jackson St and Enfield St	1
	Crime in the area, Fitzroy St specifically	1
	Fitzroy St support	1
	I have seen people on drugs in Fitzroy St	1
	Invigorating business in the shopping precinct, Acland St, Fitzroy St and Balaclava Rd and definitely Fitzroy St. How to invigorate those strips to attract people	1
	Maintaining the area as keeping the area desirable place to be, the main problem the main shopping strips is that they need to engage more to keep the business afloat and attract more business Fitzroy St and Acland St. They need to make it more like a village for businesses to come here and make it affordable	1
	Personal safety walking around Fitzroy St	1
	Reviving Fitzroy St	1
	The desolation of Fitzroy St	1
	The unhingedness of Acland St	1
	They need to engage professional design in advance for Acland St	1
Elwood / Ripponlea	n.a.	n.a.
St Kilda East / Balaclava	n.a.	n.a.



Safety, policing and crime issues

Issues regarding "safety, policing and crime"

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

Location	Response	Number
Port Melbourne et al	Crime	4
	Crime rate is increasing all overall in the city	2
	Safety and security of this place and surrounding areas	2
	Safety of the residents	2
	A lot of criminal activities and gangs hanging around at night, near the railway station	1
	Car break ins	1
	Community safety generally speaking, like crime management	1
	Crime / people do criminal activities	1
	Crime rates are increasing by time like robberies	1
	Do not feel safe as before. They make noises especially bikes and cars	1
	My neighbour has blocked every door and window of their house, but now there are some scooters and people in their backyard	1
	No police station in the area	1
	Petty crimes in the local area like stolen bikes	1
	Residents' safety in the local area, like footpaths and in relations to scooter and bikes	1
	Safety issues at the intersection on Williamstown Rd	1
	Safety on the local area and managing the crime	1
	The safety is not good when people are using the e bike and things like that on footpaths	1
	Violence and security	1
Albert Park / Middle Park	Crime	6
	Safety	3
	Car thefts and muggings	1
	Crime like drug people	1
	Crime rates and thefts	1
	Crime, safety	1
	Local crime rates to be addressed	1
	The safety issues, lot of theft and break-ins	1
South Melbourne	Crime / local crime	4
	Need more police patrolling	2
	Safety, security	2
	Community safety	1
	Crime as heard on news	1
	Crime in the local area, we had multiple car break-ins, our friend's car was stolen in the Council	1
	Crime increasing in the city now a days. Stabbings and assaults on news a lot	1



	Need more often police patrol near commercial areas and streets	1
	Public order	1
	Safety at night. Too many sketchy people hanging around corners	1
	Safety concerns at night. We can hear people yelling and shouting	1
	Safety in the local area	1
	Safety in the local area and it being well lit	1
	Street cameras for safety - Banks St	1

St Kilda Road	Crime and safety	3
	More focus on fighting crimes	1
	Rise in crime	1
	Safety of residents	1
	Security in general	1
	Vehicle theft	1

St Kilda / St Kilda West	Crime	3
	Crime in the local area	3
	Crime rate is increasing in the city	3
	Public safety	3
	Safety in public areas is a concern for everyone especially night	3
	Safety in the local area	2
	Youth / teenage crime across the cities is increasing	2
	Crime and antisocial behaviour	1
	Crime and homelessness	1
	Crime and safety	1
	Crime rates and audacity of these people to do so in broad daylight	1
	Crime rates. I've reported this multiple times to the Council and police to no resolution	1
	Crime, I do not feel safe at night in local area	1
	Crime. In particular theft and mental illness	1
	Maybe more safety patrolling	1
	Personal security	1
	Protection and security from druggies	1
	Public spaces safety	1
	Safety and lights on the street in the local area	1
	Safety on streets and crime	1
	Safety. St Kilda has a lot of mental illness on the streets and theft	1
	Safety. There is always something on street	1
	Street crime and mental illness are increasing	1
	Streets need to be safe and more walker friendly. Blocked footpaths. Need better e-scooter management	1
	We may need some control around parks and beach, they seem like using drugs some to me	1

Elwood / Ripponlea	Crime rate is increasing overall in the city	1
	Violence in St Kilda	1

St Kilda East / Balaclava	Safety of residents	4
	Crime in the local area / streets	2
	Antisocial behaviour	1



	Crime rate being high in the local area at night time	1
	Robbery at Lansdowne Rd last night	1
	Safety and crime	1
	Safety at night	1
	Safety of bike paths	1
	Safety overall in the local area	1
	Street safety, more police patrolling	1

Homelessness issues

Issues regarding "homelessness"

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

Location	Response	Number
Port Melbourne et al	Homeless	1
	Homelessness is really bad here. I have heard that the Council is voting to take belongings of homeless people but I don't think that's going to fix the problem	1
	Lot of homelessness and violence around shopping centres and tram lines	1
	Mental illnesses are increasing on the streets	1
Albert Park / Middle Park	Homelessness	6
	Housing for homeless	1
	More homelessness resources, especially since we got rid of the building at St Vincent's	1
South Melbourne	Homelessness	1
	No support for the homeless	1
	Services for homeless people	1
St Kilda Road	n.a.	n.a.
St Kilda / St Kilda West	Homelessness in the local area	12
	Help for the homeless	1
	Homelessness and safety on streets	1
	Homelessness issue around here. Not necessarily Council issue	1
	Individuals with mental health issues on the streets get violent sometimes	1
	Managing and helping individuals on streets with mental health issues	1
	Mental health is becoming an issue around the city	1
	Poverty and resourcing and homelessness being dreaded and need humane reaction towards it	1
	Rough camping in the local area	1
	The confiscation of homeless people property	1
Elwood / Ripponlea	Taking care of / support for the homeless in the local area	2



	A bit of homelessness issues in the local area, more facilities to help people who go through it	1
	Mental illness is increasing on the streets, and it doesn't feel safe	1
	More efforts into taking care for homelessness in the local community	1
St Kilda East / Balaclava	Homeless people around here	2
	A lot of homeless and drug affected people in the area	1
	Holes in the local roads	1

Drug and alcohol issues

Issues regarding "drug and alcohol"
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Location</i>	<i>Response</i>	<i>Number</i>
Port Melbourne et al	Poor behaviours as result of drugs	1
Albert Park / Middle Park	Controlling the drugs and junkies in the local area	1
	Drug affected people	1
	Drugs	1
South Melbourne	Addressing drug use and consequences	1
	Local people with drug and mental health issues need support	1
St Kilda Road	Drug abuse and alcohol. Midnight chaos with all the shouting and ruckus	1
	Drug affected idiots	1
St Kilda / St Kilda West	Drug related behaviour near some tram stops	1
	Drug using	1
	Drunk people loudly talking late at night on Chapel St, especially during weekends	1
	I would say drug epidemic to be addressed, and drug issues around the area and people being inebriated. And it puts others at risk	1
Elwood / Ripponlea	n.a.	n.a.
St Kilda East / Balaclava	Drugs in the local area	1
	Safe injecting and drug management definitely needs to be improved around young kids	1



Car parking

Issues regarding "car parking"

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

Location	Response	Number
Port Melbourne et al	Parking	4
	Lack of / not enough parking spaces	3
	Barak Rd housing will cause parking problems	1
	Caravans parked in neighbourhood. Some have been there for weeks	1
	Cheaper parking in the local area	1
	JL Murphy Reserve parking is full during matches	1
	More parking areas	1
	No parking for residents. People park in driveways	1
	Parking facilities	1
	Parking facilities. Near shops and restaurants	1
	People double park on street, making it harder to pass sometimes	1
	People park on streets blocking the road	1
	Too many parking spots	1
Albert Park / Middle Park	Parking facilities	2
	Better supervision of parking in the local area, a lot of cars parking in the local area that shouldn't be here	1
	Many residents have more than one car. The workers also park their cars on the street. We need more parking	1
	Parking facilities at JL Murphy is not enough	1
	Parking is a concern in Greig St	1
	Parking management has to be subsidized	1
	Parking restrictions	1
	Parking, people come and park for free	1
	The parking permit, they should physically send a letter when your parking permit expires because you can't tell otherwise as the email was sent to junk	1
	There is a parking issue on our street and in the local area	1
South Melbourne	Parking	2
	Parking permit for residential areas	2
	Better parking facilities	1
	Free parking for locals in front of their home	1
	More parking	1
	Not enough parking near the market	1
	Parking area too limited	1
	Parking enforcement	1
	Parking enforcement on Cecil St	1
	Parking is a big issue in Coventry St	1
	Strict permit parking zone, should allow long parking hours for non-permit holders	1



	There should be 'parking for only residents' signboard because of market on weekends it is difficult to park because visitors park their vehicles near South Melbourne precinct	1
St Kilda Road	Lack of / not enough parking	2
	More parking facilities / spaces	2
	Parking is never easy around the area, I can only rely on my own private parking of my apartment	1
St Kilda / St Kilda West	Parking enforcement and availability should be improved	2
	Improve their registration system regarding of car parking permit	1
	More parking and addressing parking limitation in the local area	1
	Parking around gardens. St Kilda botanical garden. Visitors leave their cars parked all day	1
	Parking enforcement on Acland St	1
	Parking in the local area and how much the fines are	1
	Parking permit system	1
	Parking spaces become a nightmare at peak seasons	1
	Permits parking area 21 requires more parking officers	1
	Princess Park car park is full on weekends and then people start parking on the residential streets around there	1
	Removal of temporary parking permit for residence who want to have a party with visitors	1
	Sometimes the cafe visitors or beach visitors park their cars near Marina Ave so that's an issue sometimes	1
	Sometimes the parking space around Royal Botanic Gardens is less	1
Elwood / Ripponlea	More parking space in the local area	3
	Parking availability is very less	3
	Parking enforcement around Glen Huntly Rd can be improved	1
	Parking issues. Around Broadway cafes, especially weekends	1
	Parking restrictions	1
	Works near St Kilda beach near the bridge, no parking, they blocked the area	1
St Kilda East / Balaclava	More parking spots and longer parking	2
	Not enough parking facilities / spaces	2
	Cost of parking when you want to go to Acland St	1
	I think time limited parking zones are lacking	1
	Lack of parking availability near shops and parks	1
	Parking and less signs	1
	Parking at Nightingale St is getting really difficult, people park here to take the train. There should be some restrictions on this as the residents do not get to park	1
	Parking cleanliness, no consideration for residents	1
	Parking issues should be resolved faster	1
	Parking permits are confusing and restrictive	1
	School parking issues. Near Ripponlea Primary	1
	The parking fines are unfair, either put up a sign or don't ticket	1



Perception of safety in public areas

Respondents were asked:

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

Respondents were again in 2026, asked to rate their perception of safety in the public areas of the City of Port Phillip during the day, at night, at the beach and foreshore, and in and around the local activity centre.

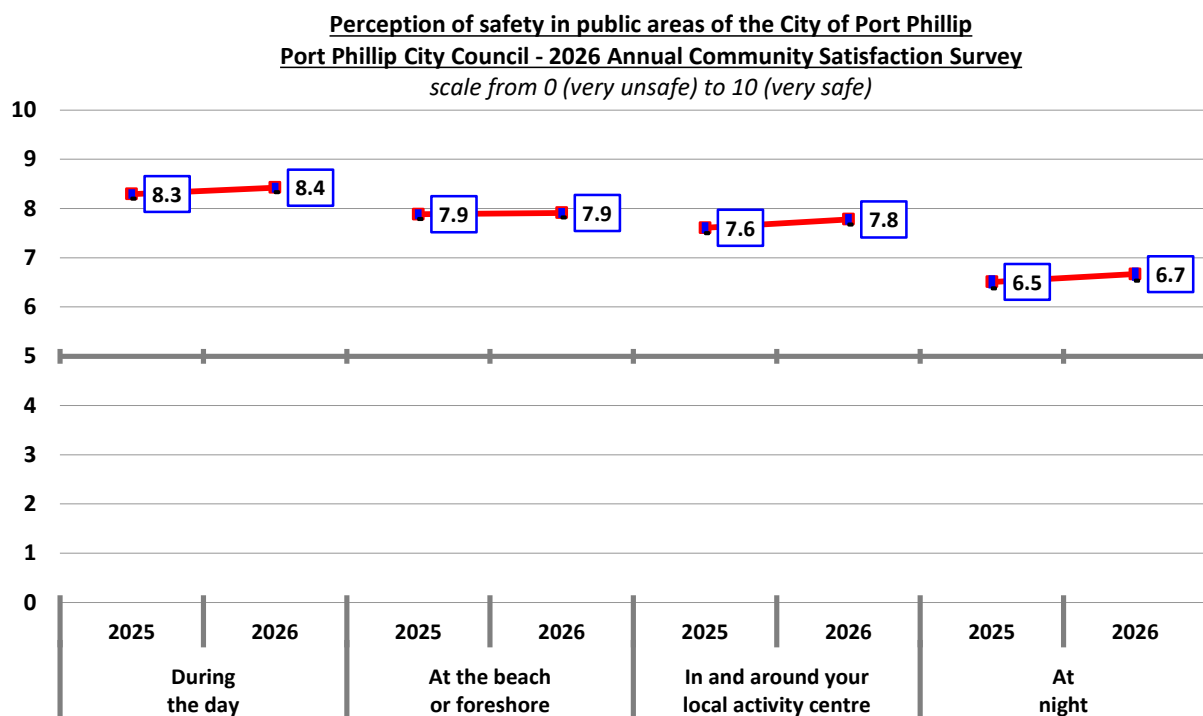
The perception of safety in the public areas of the City of Port Phillip during the day was measurably and significantly (17pts or 25%) higher than the perception of safety at night.

The two location-based measures around safety at the beach and foreshore and in and around the local activity centres were lower than the perception of safety in public areas during the day.

These measures will include some reference to visiting at night as well as during the day, which will be a factor to bear in mind when interpreting the results.

The perception of safety in the public areas of the City of Port Phillip increased this year, during the day (up 1pt) in and around the local activity centre (up 2pts), and in public areas at night (up 2pts).

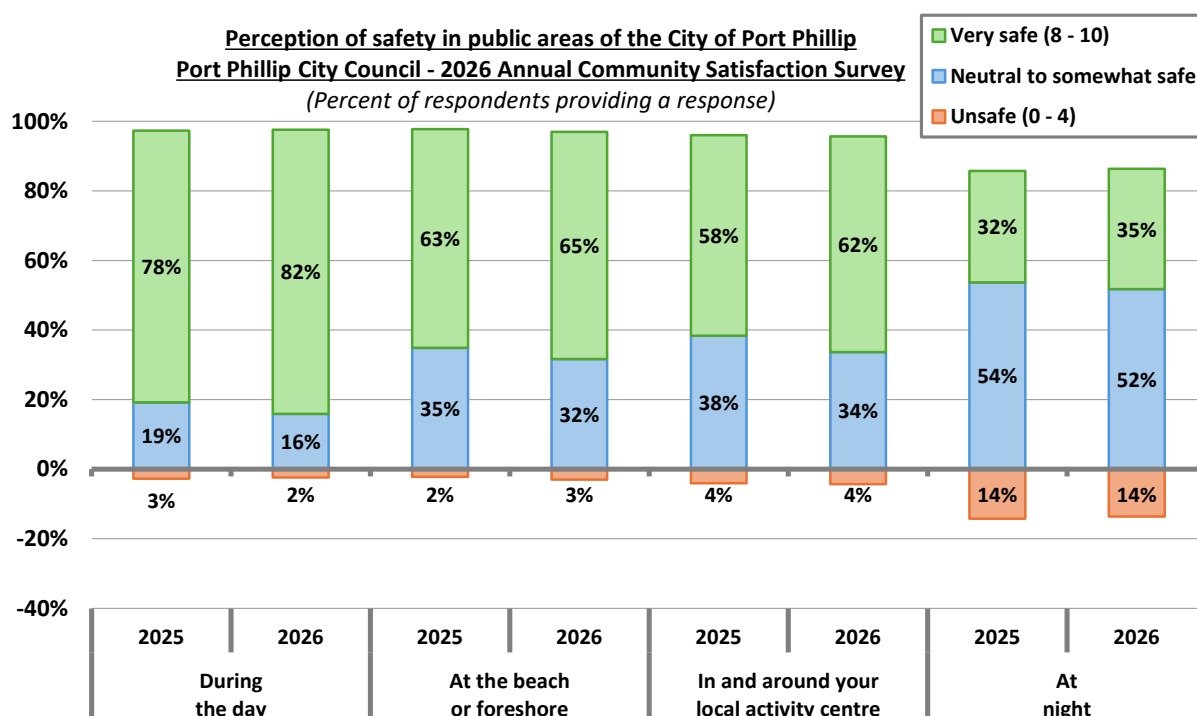
The perception of safety at the beach and foreshore remained stable at a very high 7.9 out of 10.



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

While the overwhelming majority (82% up from 78%) of respondents who provided a score felt “very safe” in public areas during the day, a little more than one-third (35% up from 32%) felt “very safe” in public areas at night.

Consistent with the result recorded last year, 14% of respondents felt “unsafe” in the public areas of the City of Port Phillip at night, compared to four percent or less for the other three locations / times.



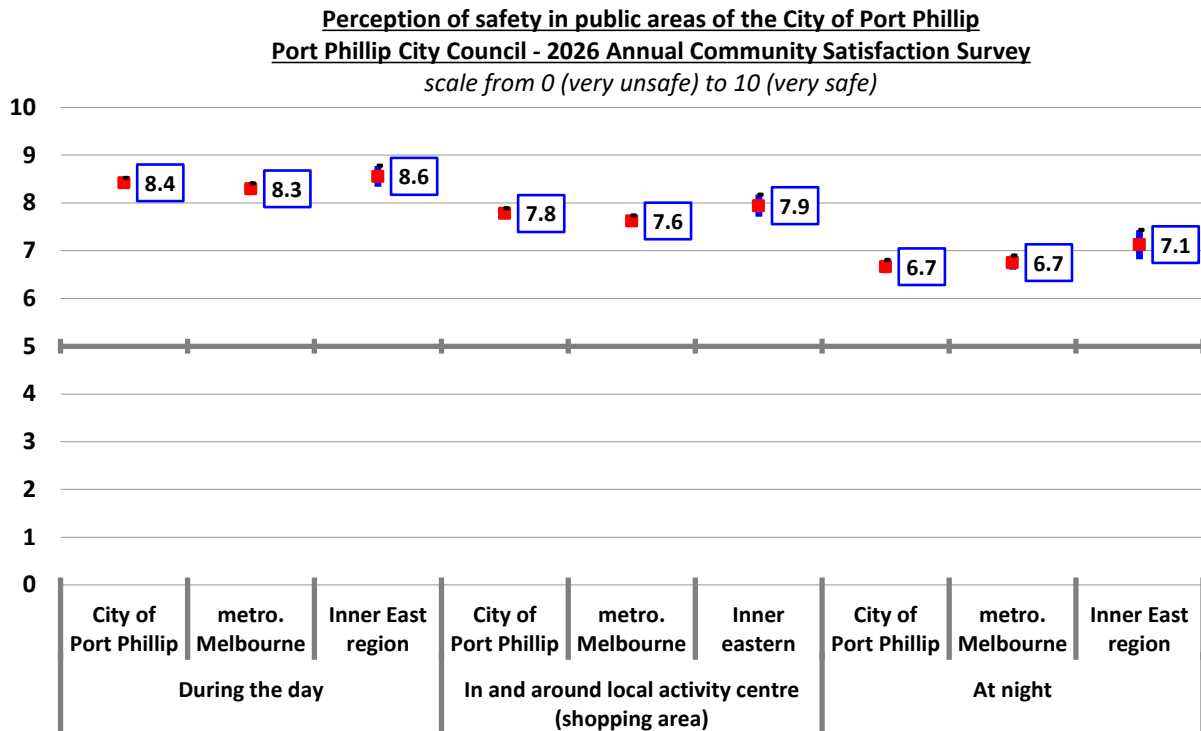
The following graph provides a comparison of the average perception of safety results against the metropolitan and the eastern region councils’ results, as recorded in the 2026 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2026, using the same door-to-door, in-person survey methodology.

The perception of safety in the public areas of the City of Port Phillip was similar to the metropolitan average this year, which was a significant improvement on the results recorded last year. In 2025 the perception of safety in public areas of the City of Port Phillip at night was measurably (8pts) lower than the metropolitan average.

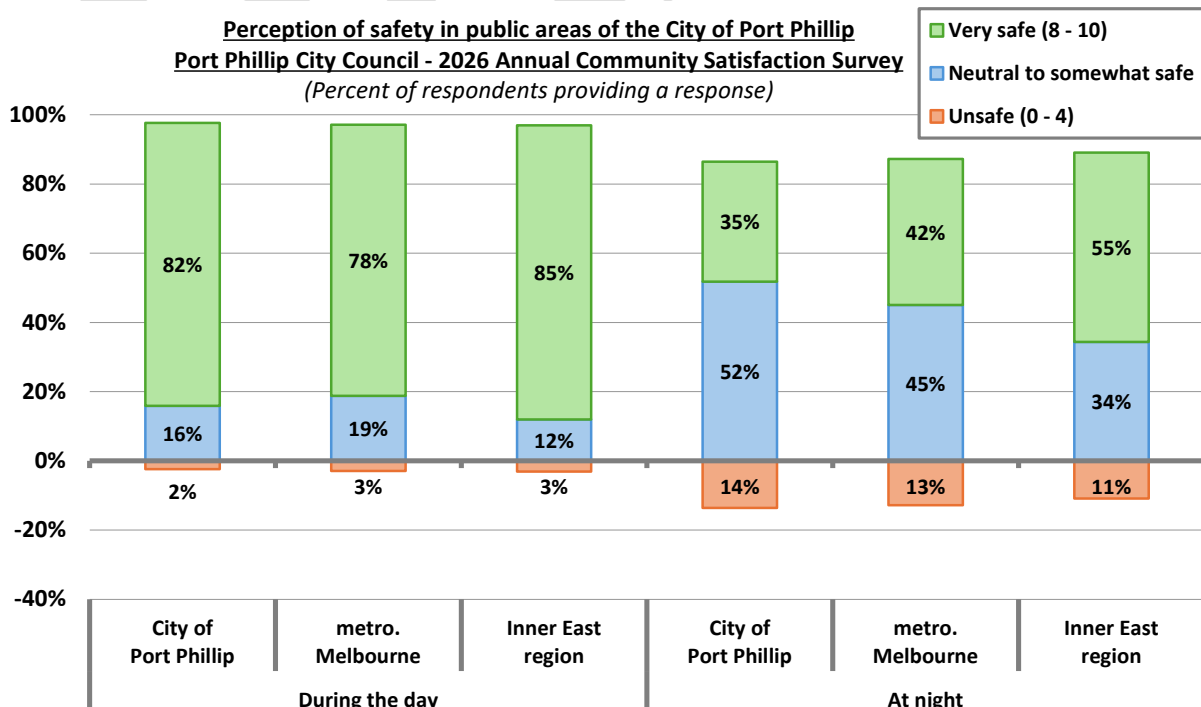
The perception of safety in public areas of the City of Port Phillip remained, however, notably (2pts) lower during the day and measurably (4pts) lower at night, than the inner eastern region councils’ average, as recorded in *Governing Melbourne*.





While the perception of safety in public areas during the day was consistent with the metropolitan and inner eastern region councils', respondents in the City of Port Phillip were significantly (20pts or 36%) less likely than the inner eastern region councils' average to feel "very safe" in public areas at night.

Respondents in the City of Port Phillip (14%) were marginally more likely than the metropolitan (13%) and eastern region councils' (11%) to feel "unsafe" in public areas at night.



The following section provides more detailed results in relation to the perception of safety in public areas of the City of Port Phillip by precinct and by respondent profile.

While there was some variation in these results for each of the individual measures, in general terms it was found that:

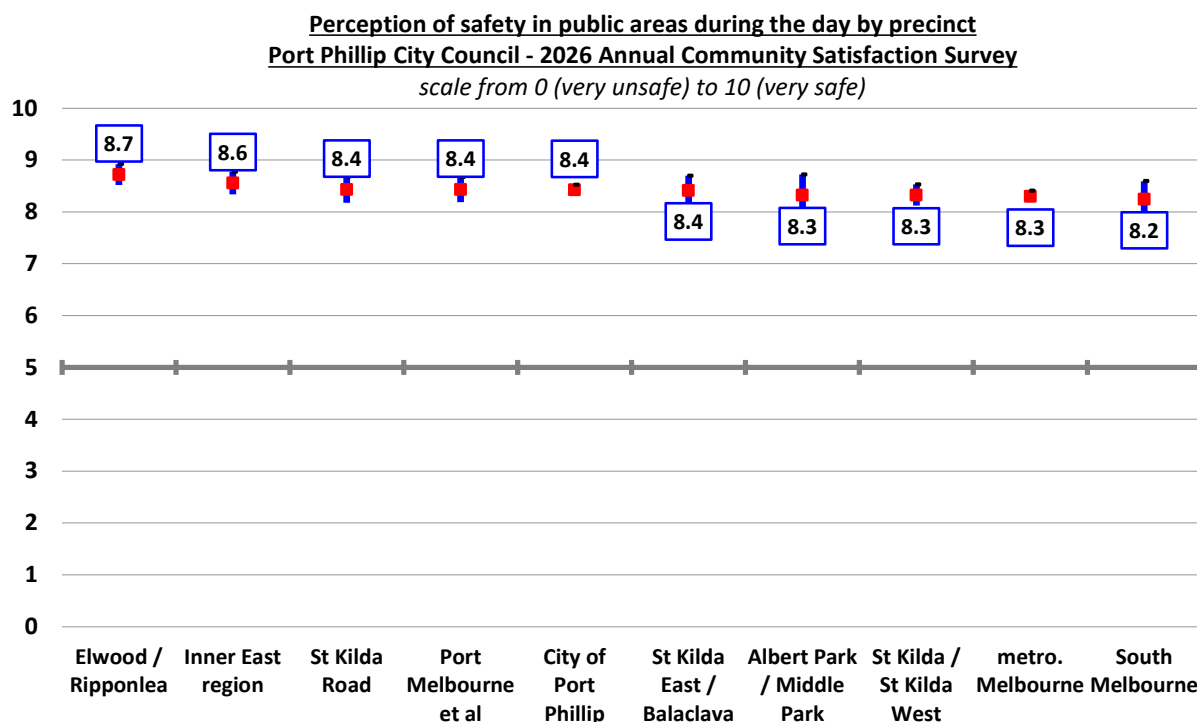
- **Generally, felt SAFER than average** – included respondents from Elwood / Ripponlea and Albert / Middle Park, young adults (aged 18 to 34 years), and male respondents.
- **Generally, felt LESS SAFE than average** – included respondents from Port Melbourne et al, South Melbourne, and St Kilda / St Kilda West, middle-aged respondents (aged 45 to 59 years), female respondents, and respondents from multilingual households.

Perception of safety in public areas during the day

The perception of safety in the public areas of the City of Port Phillip during the day increased marginally this year, up one percentage point to 8.4 out of 10.

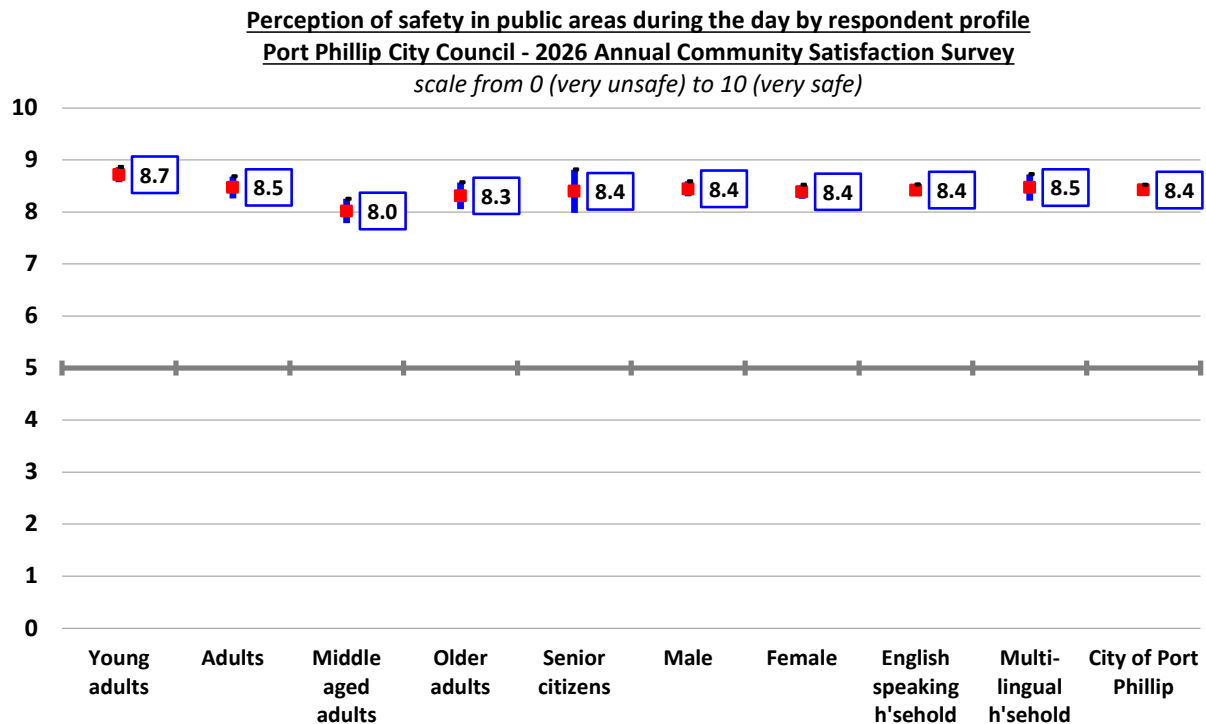
This result was marginally higher than the metropolitan (1pt) and inner eastern region councils' (2pts) average, as recorded in *Governing Melbourne*.

There was measurable variation in this result observed across the municipality, as respondents from Elwood / Ripponlea felt measurably (3pts) safer than the municipal average.



There was measurable variation in the perception of safety in public areas of the City of Port Phillip during the day observed by respondent profile.

Young adults (aged 18 to 34 years) felt measurably (3pts) safer than the municipal average, while by contrast, middle-aged adults (aged 45 to 59 years) felt measurably (4pts) less safe than average.



Perception of safety in public areas at night

The perception of safety in the public areas of the City of Port Phillip at night increased somewhat this year, up two percentage points to 6.7 out of 10.

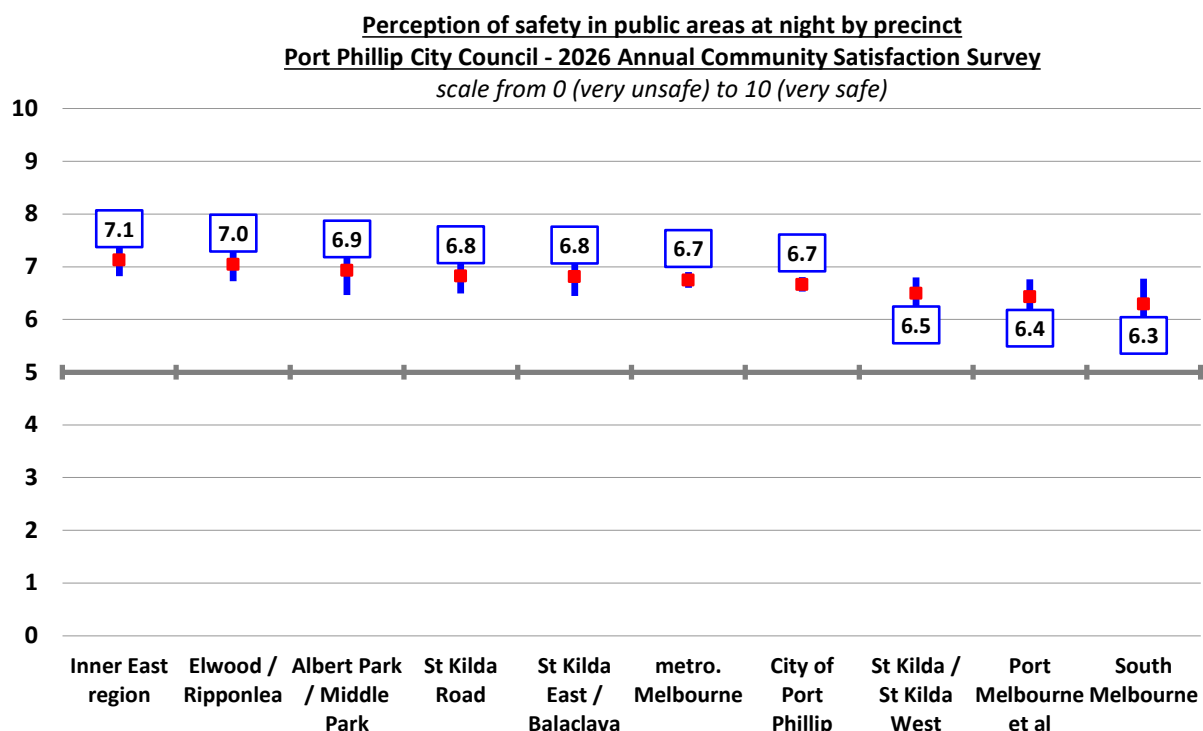
This result was identical to the metropolitan average (6.7 down from 7.3) but measurably (4pts) lower than the inner eastern region councils' average, as recorded in *Governing Melbourne*.

This was a reversal of the results recorded last year, at which time the perception of safety in the public areas of the City of Port Phillip at night was measurably (8pts) lower than the metropolitan average

While there was no measurable variation in this result observed across the municipality, respondents from Elwood / Ripponlea felt somewhat (3pts) safer than the municipal average.

By contrast, respondents from Port Melbourne et al (3pts) and South Melbourne (4pts) felt notably less safe than the municipal average.

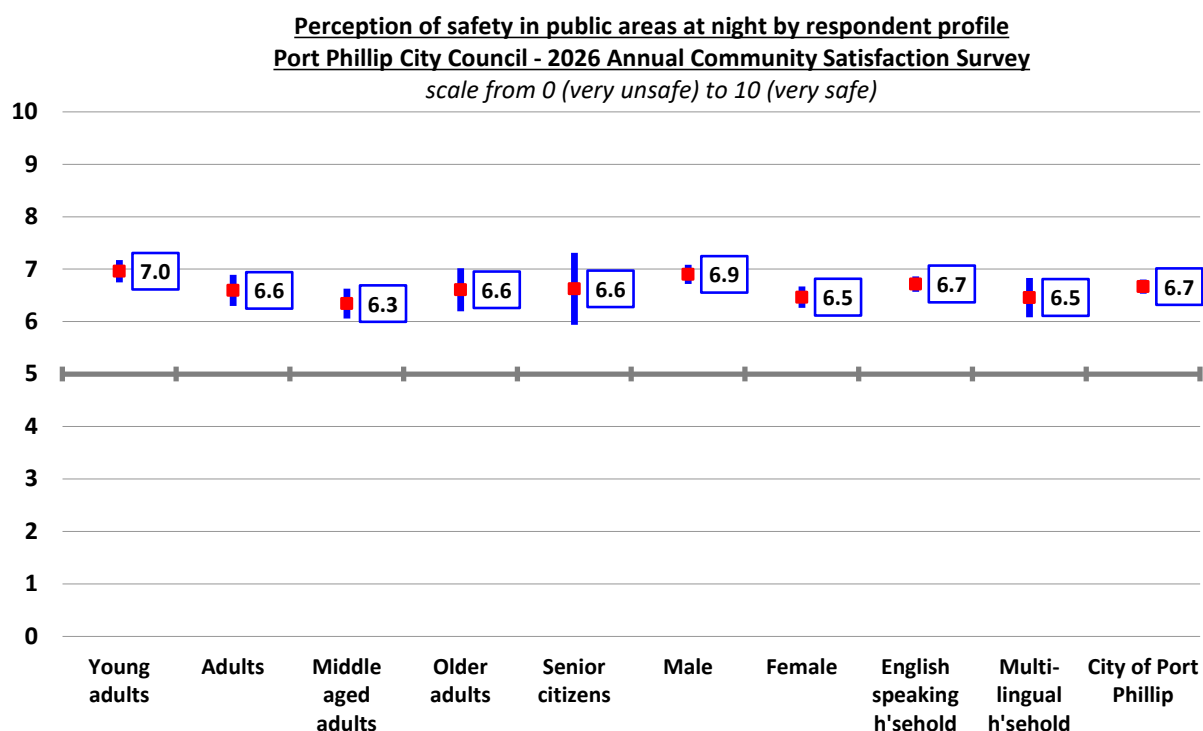




There was measurable variation in the perception of safety in public areas of the City of Port Phillip at night observed by respondent profile.

Young adults (aged 18 to 34 years) felt notably (3pts) safer than the municipal average, while by contrast, middle-aged adults (aged 45 to 59 years) felt notably (3pts) less safe than average.

Male respondents felt measurably (4pts) safer than female respondents.



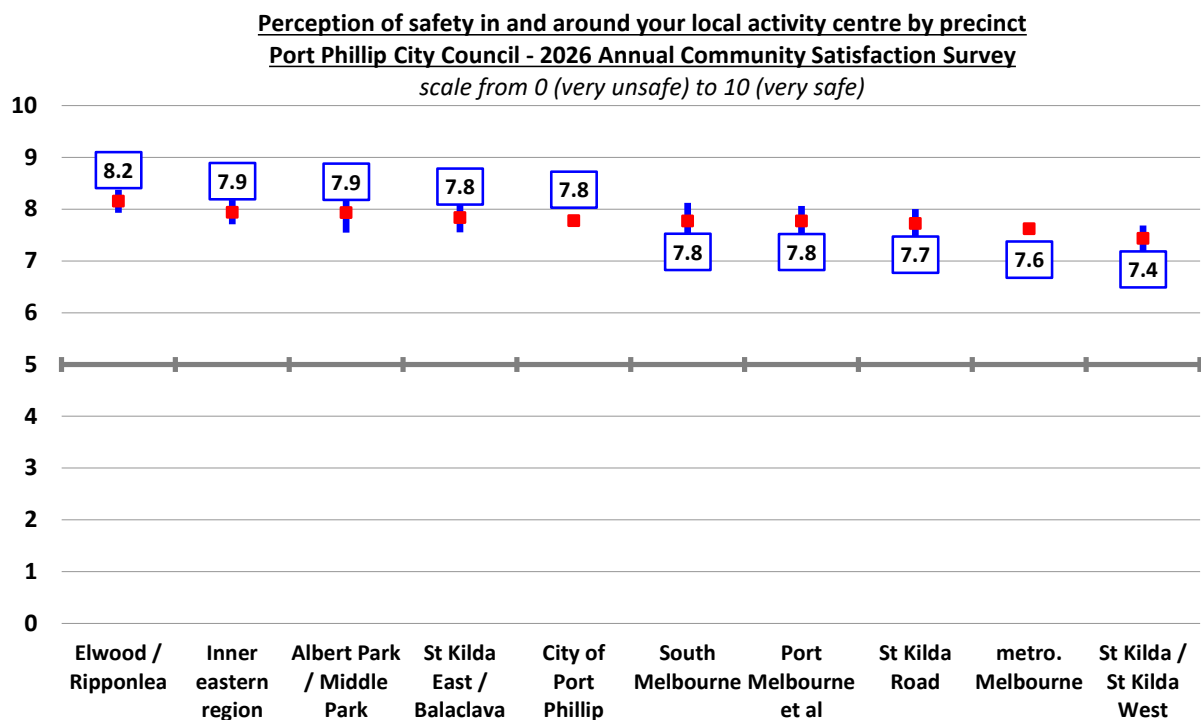
Perception of safety in and around local activity centre

The perception of safety in and around the respondents' local activity centre increased somewhat this year, up two percentage points to 7.8 out of 10.

This result was measurably (2pts) higher than the metropolitan average but marginally (1pt) lower than the inner eastern region councils' average, as recorded in *Governing Melbourne*.

There was measurable variation in this result observed across the municipality, as respondents from Elwood / Ripponlea felt measurably (4pts) safer than the municipal average.

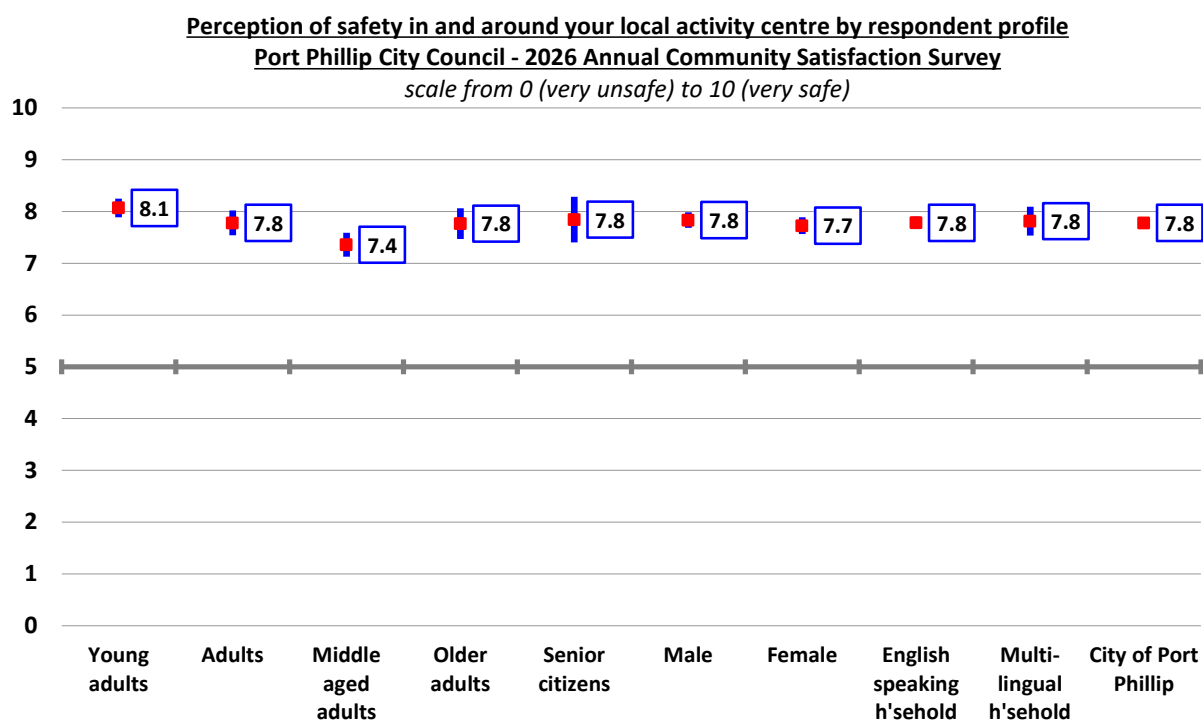
By contrast, respondents from St Kilda / St Kilda West felt measurably (4pts) felt notably less safe than the municipal average.



There was measurable variation in the perception of safety in and around the respondents' local activity centre observed by respondent profile.

Young adults (aged 18 to 34 years) felt measurably (3pts) safer than the municipal average, while by contrast, middle-aged adults (aged 45 to 59 years) felt measurably (4pts) less safe than average.

There was no substantial variation in this result observed by gender or language spoken at home.



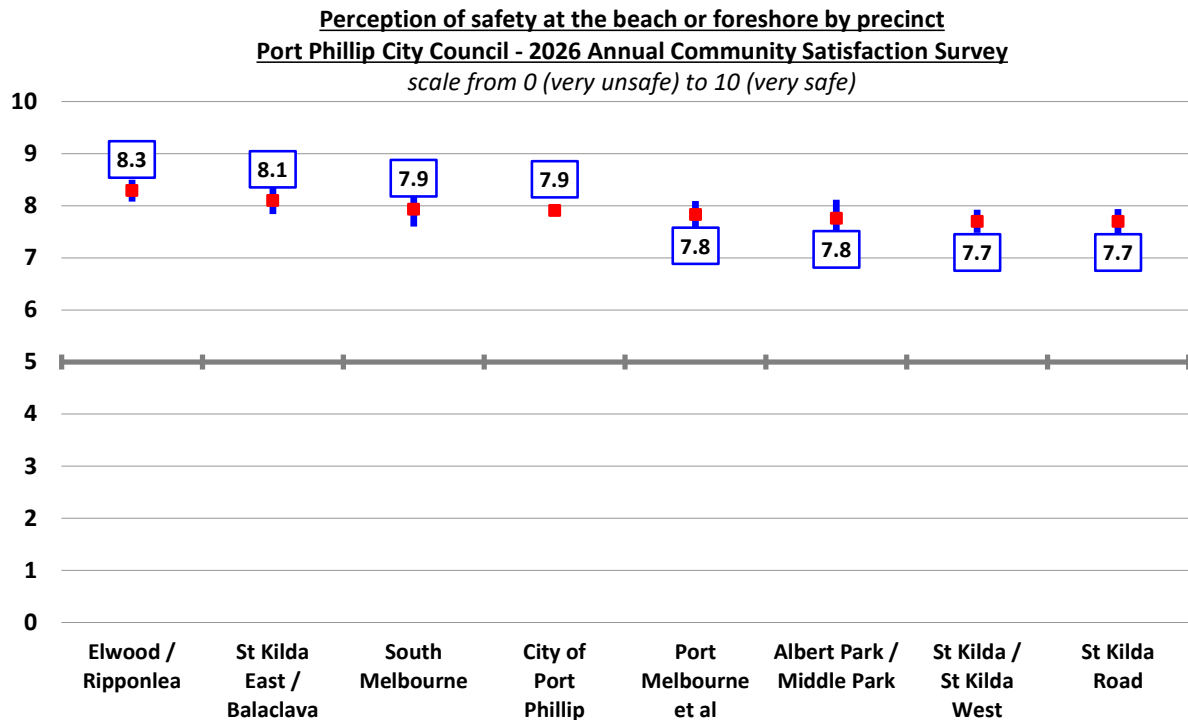
Perception of safety at the beach or foreshore

The perception of safety at the beach and foreshore remained stable this year at 7.9 out of 10.

This variable was not included in the 2026 *Governing Melbourne* research and therefore no comparison results were available for publication.

There was measurable variation in this result observed across the municipality, as respondents from Elwood / Ripponlea felt measurably (4pts) safer than the municipal average.

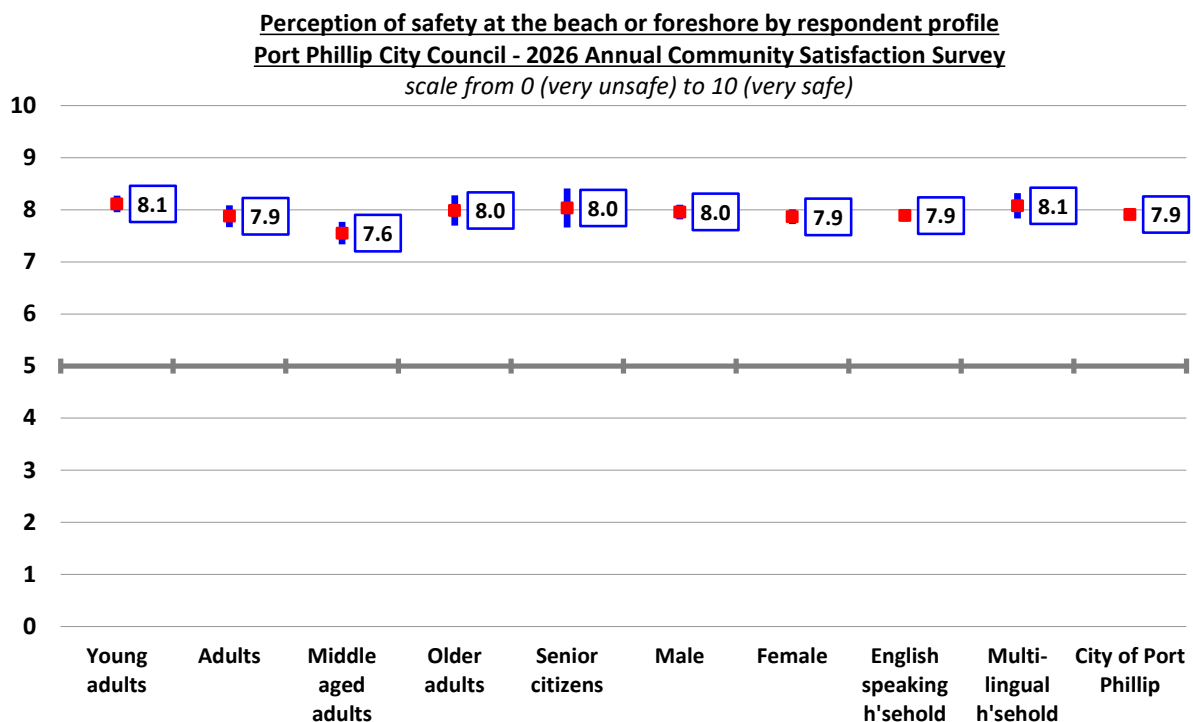




There was measurable variation in the perception of safety in and around the respondents' local activity centre observed by respondent profile.

Young adults (aged 18 to 34 years) felt measurably (2pts) safer than the municipal average, while by contrast, middle-aged adults (aged 45 to 59 years) felt measurably (3pts) less safe than average.

There was no substantial variation in this result observed by gender or language spoken at home.



Reasons for feeling unsafe in public areas

There was a total of 175 responses received from respondent outlining the reasons why they felt unsafe in the public areas of the City of Port Phillip.

These responses have been broadly categorised, as outlined in the following table.

The most common reasons why respondents felt unsafe in the public areas of the City of Port Phillip related to concerns around various types of people (45 up from 39 comments), crime and policing (39 up from 32 comments), and concerns around drugs and alcohol (35 down from 43 comments).

These results clearly reflect substantial community concern around social issues, such as homelessness, drugs and alcohol, as well as the perceived lack of policing.

These results were consistent with the [issues to address](#) results, which highlighted safety, policing, and crime (13%), homelessness (5%), drugs and alcohol (2%), activity centre issues (1%).

Additional feedback on community concerns is provided in the [verbatim responses](#) for safety, policing, and crime, homelessness, drugs and alcohol, and activity centre issues.

Reasons for not feeling safe in the public areas of the City of Port Phillip
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of total responses)

Response	2026		2025
	Number	Percent	
People	45	26%	22%
Crime and policing	39	22%	18%
Drugs and alcohol	35	20%	24%
Perception of safety at night and lighting	12	7%	6%
General perception of safety	9	5%	3%
Incidents / break-ins	9	5%	17%
Violence and anti-social behaviour	7	4%	6%
Being vulnerable (female, elderly)	5	3%	1%
Traffic safety	3	2%	0%
Other	11	6%	1%
Total	175	100%	177

The following table outlines the verbatim responses as categorised above.



Reasons for not feeling safe in the public areas of the City of Port Phillip
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>People</i>	
Dodgy / sketchy / dangerous / idiotic people around	11
Homeless people / homelessness	6
People loitering around day and night	3
People that make me feel unsafe, mental health issues	3
People that make me feel unsafe, drug affected	2
Youth crime / gang activities	2
Bike people	1
Groups of people attack	1
Homeless people living in the bushes and I walk in the dark	1
Individuals suffering from mental health on streets	1
Kids running down with baseball bats trying to break into cars	1
Lot of people sleeping in the streets	1
Motorcycle people just parking and staying there	1
People with knife	1
St Kilda welcoming so many people and it needs to be carefully watched	1
The people that are in the pub and Coles' area	1
The people who visit and control the sex workers in the area	1
There are a lot of mentally unwell people who congregate in the local shopping areas at night and there seems to be no services to attend to their needs in the local area	1
There are a lot of undesirables that hangout and set up camp in bushes and sand dunes	1
There are too many privileged white life from private schools that have a sense of sense of entitlement	1
There is a lot of strange people around Coles and just in general which makes me feel unsafe	1
Too many undesirable people walking around late at night	1
We used to live opposite commission housing and it's a war zone	1
Youth	1
Total	45

<i>Crime and policing</i>	
Crime	8
High crime rates	5
Lack of authority / police presence / patrols / surveillance	5
Base level of petty crime	2
Crimes as heard on news	2
Stabbings	2
Crime is just very visible	1
Criminals	1
Enough police presence in the local area	1
Just look at the news they are shooting all the time at the shopping areas everyone has a gun and weapon nowadays	1



More police patrolling	1
No security on the beach	1
Not enough assistance from police	1
Opportunistic crime	1
Shooting	1
Someone got killed	1
Someone got stabbed at our street and kids saying that something is always happening in the local area	1
Stabbing and bashing at night even during summer	1
The fact that so many things happening as a result of crime	1
Thieves	1
We have so much crime here, not enough police here	1

Total **39**

Drugs and alcohol

Drug addicted people / junkies	14
Drug dealers / activities	5
Drunk people around / yelling	4
Drug taking	4
Drugs being used in the local area that makes you feel unsafe at night	1
Drunk and driving	1
The behaviour of drug affected homeless	1
There are a few junkies at the beach	1
There are a lot of drug addicts and mentally unwell people in the local area	1
There are many drugs affected people in that area. You hear of a lot of crime there	1
Too many violent drug addicts	1
Too much noise in the local area, you get rowdy men who have too much to drink	1

Total **35**

Perception of safety at night and lighting

Generally unsafe at night	3
Lack of / poor lighting	3
It is too dark and feels unsafe to walk at night	2
I wouldn't walk down the Main St to the restaurant at night. They are not stopped by the system	1
Not enough lighting	1
Very secluded after 10 pm	1
Walking the streets of St Kilda at night in poorly lit streets with quite a few drug addicts, homeless and mentally unwell people around	1

Total **12**

General perception of safety

Feeling unsafe in general	6
I think it's just the nature of this suburb just a lot of cuckoos	1
Really scary	1
Violence seen on the TV	1

Total **9**



<i>Incidents / break-ins</i>	
The amount of theft in the local area	2
All the break-ins in total 6 in past 4 years and we had one car stolen and 5 break-ins, slashed tires and broken windows	1
Cars broken and stolen	1
I got robbed few times	1
I've been mugged in the past	1
My house was robbed at night	1
People walking around at 4 am checking if cars are locked	1
Things being stolen from cars and people's cars being stolen that's not safety	1
Total	9
<i>Violence and anti-social behaviour</i>	
There are people targeting and attacking shop owners	2
Lot of abuse	1
People shop lifting next to Coles	1
People who are angry and violent	1
Unruly behaviour	1
Violence	1
Total	7
<i>Being female / elderly</i>	
Being a female on my own	2
Being a female on my own at night	1
Being a woman, feeling on edge in the local area at night	1
Being an immigrant	1
Total	5
<i>Traffic safety</i>	
Cars honking	1
Speeding cars	1
Worried about the scooters	1
Total	3
<i>Other</i>	
St Kilda	3
Condition of the pavements	1
Guards having guns	1
It is a **** show	1
Lack of discipline	1
Near Chemist South Melbourne	1



No support from the government	1
The diverse nature of the suburb	1
They flee to these areas to hide from Fitzroy St or Grey St	1
Total	11
Total responses	175

Locations where respondents felt unsafe

The following table outlines the verbatim comments relating to locations where respondents felt unsafe in the City of Port Phillip.

These locations are broken down by precinct to provide additional insight into locations of concern across the municipality.

Location where respondents feel unsafe
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Precinct</i>	<i>Location</i>	<i>Number</i>
Port Melbourne et al	Bay St	3
	Night	2
	All residential streets that are very quiet at night	1
	Bay St and the local area	1
	Beach	1
	Depends on area	1
	Local area and the local Coles	1
	Local area on Raglan St especially	1
	Main St	1
	Main St and Bay St	1
	Near Coles area in Port Melbourne	1
	Notts St housing commission	1
	Railway station and carpark	1
	The local area	1
	Tram stops or bus stops	1
Albert Park / Middle Park	In general.	3
	In the local area	2
	Activity centre and at night in the local area	1
	Beach area	1
	Clarendon St	1
	Danks St	1
	Dundas Pl	1
	Fitzroy St	1



	Foreshore and beach	1
	In the local area, St Kilda	1
	Low socioeconomic areas and low-income housing	1
	Middle Park, homeless and drug affected people on the street	1
	Port Melbourne and local area	1

South Melbourne	Everywhere	3
	At my own home	2
	In general, in Melbourne	2
	Anywhere at night	1
	Beach	1
	Clarendon St	1
	Cobden St	1
	Cobden St and neighbouring street	1
	Corner of Palmerston and Kings Way	1
	Dow St	1
	Generally, around St Kilda, when I'm running in the morning when it's dark and not enough light around Albert Park. Not enough light	1
	In the local area and Eildon Rd	1
	Market St	1
	Parks at night	1
	Port Melbourne	1
	Quiet and low-lit streets	1
	Quiet streets	1
	Shopping centres	1
	South Melbourne	1
	Tram 12	1
	Tram stops. Especially near the market	1

St Kilda Road	Everywhere	2
	Chappel St	1
	Dark areas	1
	Night	1
	Park, side streets	1

St Kilda / St Kilda West	Fitzroy St	8
	Acland St	2
	Bus stops	2
	In the local area	2
	The local beach	2
	Acland St or shopping areas	1
	Acland St, Fitzroy St, Balaclava, and Carlisle St and main street malls	1
	Between the park and St Kilda pier	1
	Bus or tram stops	1
	Carlisle St	1
	Chaucer St	1
	Craig St and general local area	1
	Fitzroy St, Catani gardens and the park in St Kilda	1



	Foreshore	1
	Jackson St, Eildon Rd, Howard Ln	1
	Local area shopping centre	1
	Mainly St Kilda local area, and spread across Port Phillip, didn't like St Kilda anymore because of that	1
	Overall city	1
	Redan St because there's a halfway house up the road	1
	St Kilda beach	1
	St Kilda station	1
	St Kilda station parking	1
	St Kilda West foreshore	1
	Streets of St Kilda. Acland St	1
	The beach at night or shopping strip in the local area	1
	The encampments around Port Phillip	1
	The local area in the St Kilda and Eildon Rd	1
	The streets that don't have main roads in the local area	1
	The tram stop 131 for Brunswick East tram on Canterbury Rd	1
	Tram stops	1
	Tram stops in the local area	1

Elwood / Ripponlea	St Kilda	7
	The local streets and the local area	5
	Ackland St at night	1
	Don't feel safe around beach alone, Auckland St and Balaclava	1
	Down by ocean	1
	Jewish school	1

St Kilda East / Balaclava	Inkerman St	3
	Acland St, Fitzroy and Carlisle St	1
	All streets near Linton St	1
	Balaclava station	1
	Beach	1
	Beach and foreshore in the local area	1
	Carlisle Chapel St	1
	Crampton St	1
	In the Port Philip town	1
	Just in the local area	1
	Probably around St Kilda foreshore and near Luna Park	1
	Ripponlea	1
	Shopping area and activity centre	1
	St Kilda East to Balaclava	1
	There is no light on street and no people	1
	Westbury Gr	1



Sense of community

Respondents were asked:

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

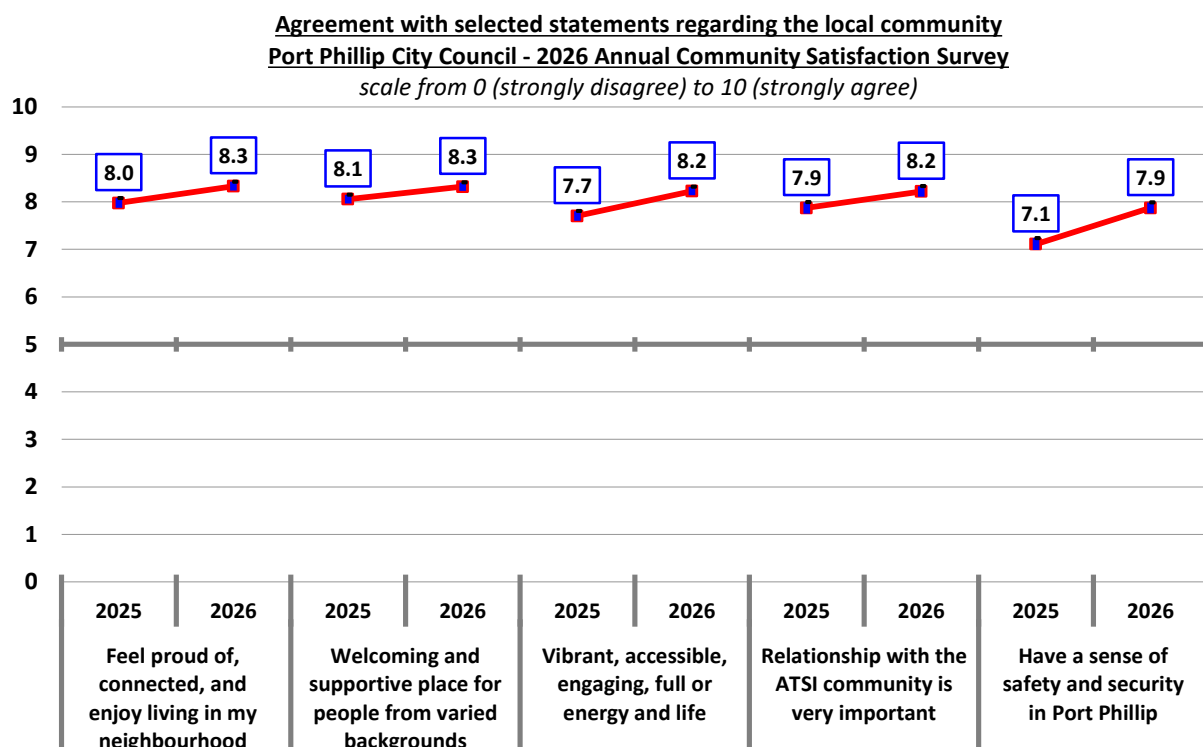
Respondents were again in 2026, asked to rate their agreement with five statements about various aspects of the sense of community.

The average agreement with each of the five included sense of community statements increased measurably this year, with the standout result being the significant (8pt or 11%) increase in average agreement that respondents have a sense of safety and security in Port Phillip.

This increase was consistent with the decline in the proportion of respondents raising safety, policing, and crime related issues as a top three [issue to address](#) this year, and the increase in the perception of safety in public areas of the City of Port Phillip.

Despite this significant increase, that respondents have a sense of safety and security in Port Phillip was measurably lower than the average agreement with the other four statements.

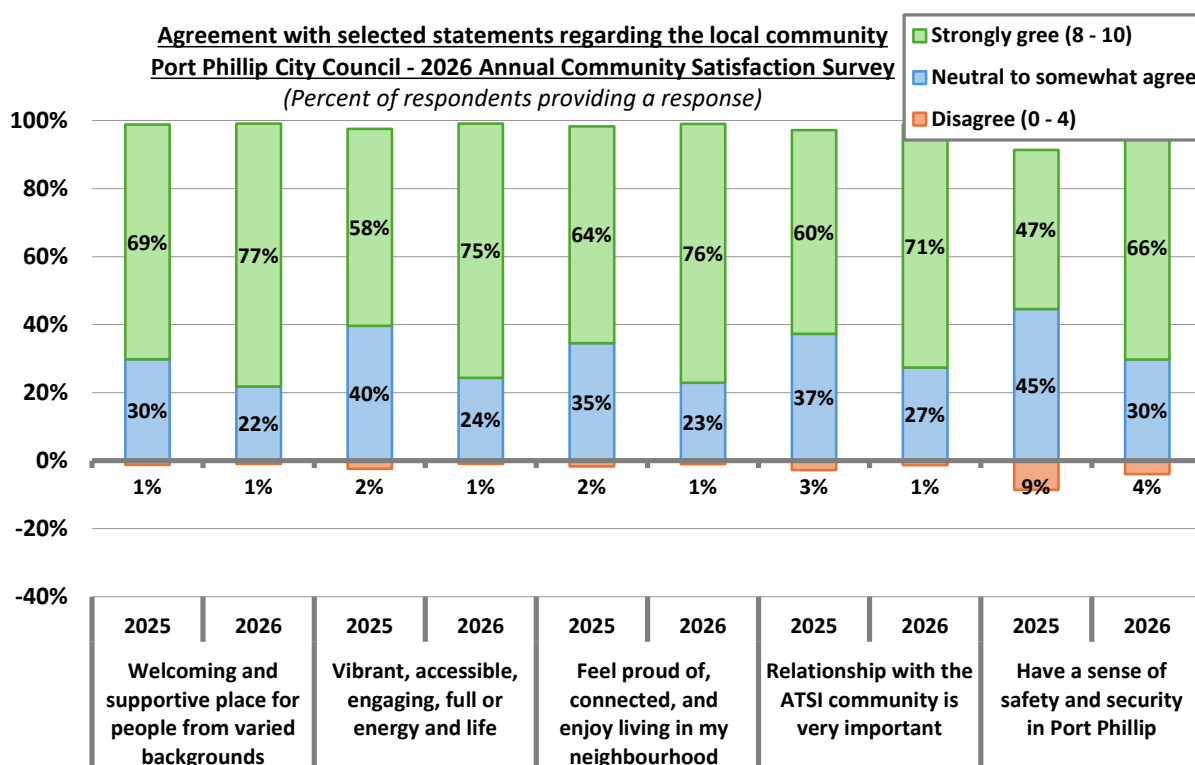
Metropolis Research notes that the increase in agreement with these statements was consistent with the general increase in satisfaction with the performance of Council recorded in the survey this year. This includes the potential for the higher levels of satisfaction to flow through into higher levels of agreement with these statements.



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

Consistent with the increase in average agreement with each statement this year, the proportion of respondents (who provided a score) who “strongly agreed” with all five statements increased notably this year. The standout improvement was the 19 percentage point increase in the proportion of respondents who “strongly agreed” that they have a sense of safety and security in Port Phillip.

Metropolis Research notes that four percent (down from 9%) of respondents “disagreed” that they have a sense of safety and security in Port Phillip, a result notably lower than the 14% of respondents who reported that they felt [“unsafe” in the public areas of the municipality at night](#).



Three of these five sense of community statements were included in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2026, using the same methodology.

It is noted that the wording of these three statements was marginally different in *Governing Melbourne* than in this survey, although Metropolis Research is of the view that the difference in wording would likely not have a substantial impact on the comparability of the results.

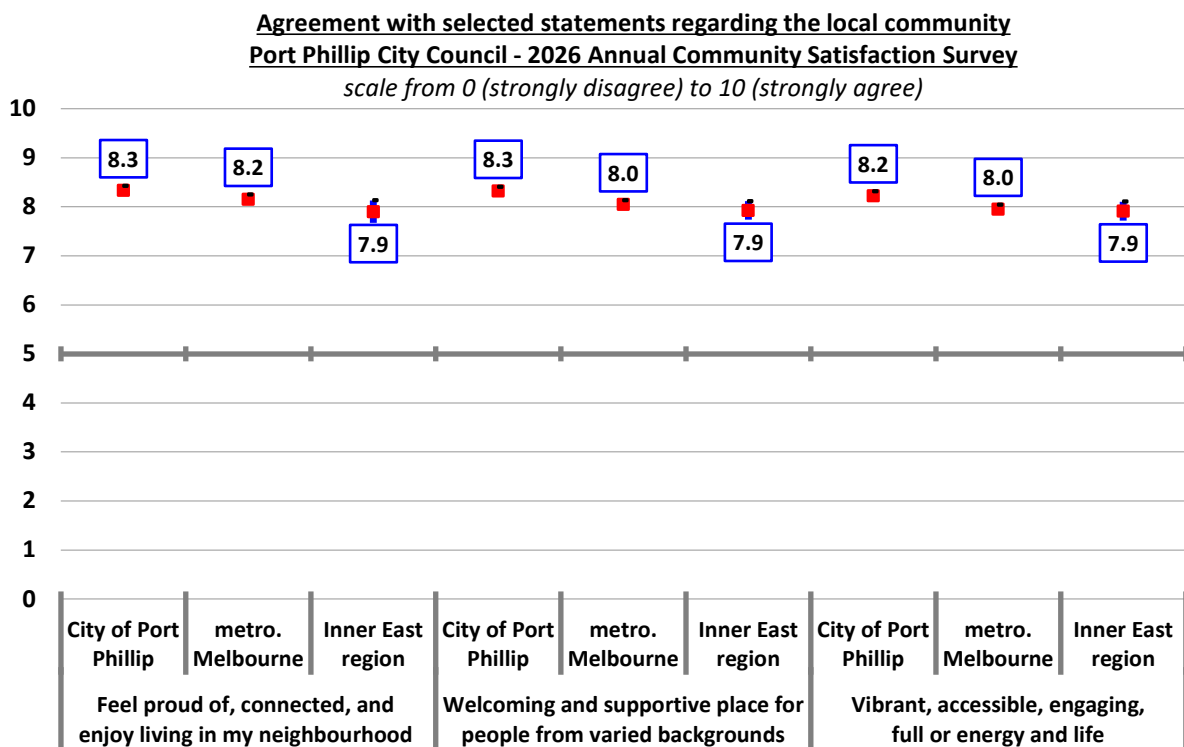
The *Governing Melbourne* wording for these three statements was as follows:



- My local community is welcoming and supportive of people from diverse cultures and backgrounds
- I am proud of and enjoy living in the local area
- My local community is vibrant, accessible, and engaging

On average, respondents in the City of Port Phillip were more in agreement than the metropolitan average with all three statements, and measurably more in agreement than the inner eastern region councils' results.

Agreement that Port Phillip is a welcoming and supportive place for people from varied backgrounds was measurably (3pts) higher in the City of Port Phillip than the metropolitan average. Likewise, agreement that the local area is vibrant, accessible, engaging, full of energy and life was also measurably (2pts) higher than the metropolitan average.



The following table provides a comparison of the average agreement with each of these statements by precinct.

The following variations were noted:

- ***The City of Port Phillip is a welcoming and supportive place for people from varied backgrounds*** – respondents from St Kilda / St Kilda West were notably more, while respondents from St Kilda Road were notably less in agreement than average.
- ***Relationships with the Aboriginal and Torres Strait Islander community is very important*** – respondents from Elwood / Ripponlea were notably more, while respondents from Albert Park / Middle Park and St Kilda Road were notably less in agreement than average.



- ***I feel proud of, connected, and enjoy living in my neighbourhood*** – respondents from Elwood / Ripponlea were notably more, while respondents from St Kilda Road were notably less in agreement than average.
- ***I have a sense of safety and security in Port Phillip*** – respondents from Elwood / Ripponlea and St Kilda East / Balaclava were notably more, while respondents from St Kilda Road and St Kilda / St Kilda West were notably less in agreement than average.
- ***My local area is vibrant, accessible, engaging, full of energy and life*** – respondents from Elwood / Ripponlea were notably more, while respondents from St Kilda Road were notably less in agreement than average.

Average agreement with selected statements regarding the local community by precinct

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

<i>Aspect</i>	<i>Port Melb. et al</i>	<i>Albert Park / Middle Park</i>	<i>South Melbourne</i>	<i>St Kilda Road</i>
Welcoming and supportive place for people from varied backgrounds	8.4	8.1	8.3	7.7
Relationship with the ATSI community is very important	8.2	7.7	8.1	7.4
Feel proud of, connected, and enjoy living in my neighbourhood	8.5	8.2	8.4	7.4
Have a sense of safety and security in Port Phillip	7.9	7.7	7.9	7.5
Vibrant, accessible, engaging, full of energy and life	8.1	8.2	8.3	7.6
<i>Average agreement</i>	<i>8.2</i>	<i>8.0</i>	<i>8.2</i>	<i>7.5</i>
Total respondents	155	78	97	88

<i>Aspect</i>	<i>St Kilda / St Kilda West</i>	<i>Elwood / Ripponlea</i>	<i>St Kilda East / Balaclava</i>	<i>City of Port Phillip</i>
Welcoming and supportive place for people from varied backgrounds	8.6	8.5	8.2	8.3
Relationship with the ATSI community is very important	8.4	8.6	8.4	8.2
Feel proud of, connected, and enjoy living in my neighbourhood	8.4	8.6	8.3	8.3
Have a sense of safety and security in Port Phillip	7.6	8.4	8.1	7.9
Vibrant, accessible, engaging, full of energy and life	8.2	8.7	8.2	8.2
<i>Average agreement</i>	<i>8.2</i>	<i>8.6</i>	<i>8.2</i>	<i>8.2</i>
Total respondents	207	147	129	901

The following table provides a comparison of the average agreement with each of these statements by respondent profile.

The following variations were noted:

- ***The City of Port Phillip is a welcoming and supportive place for people from varied backgrounds*** – there was no notable variation in this result observed by respondent profile.
- ***Relationships with the Aboriginal and Torres Strait Islander community is very important*** – senior citizens (aged 75 years and over) were notably less in agreement than average, and female respondents were notably more in agreement than male respondents.
- ***I feel proud of, connected, and enjoy living in my neighbourhood*** – there was no notable variation in this result observed by respondent profile.
- ***I have a sense of safety and security in Port Phillip*** – male respondents were notably more in agreement than female respondents.
- ***My local area is vibrant, accessible, engaging, full of energy and life*** – respondents from Elwood / Ripponlea were notably more, while respondents from St Kilda Road were notably less in agreement than average.

Average agreement with selected statements regarding the local community by respondent profile

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

Aspect	Young adults	Adults	Middle-aged	Older adults	Senior citizens	Male	Female	English speaking	Multi-lingual
Welcoming and supportive place for people from varied backgrounds	8.4	8.4	8.3	8.3	8.1	8.3	8.4	8.4	8.2
Relationship with the ATSI community is very important	8.4	8.2	8.0	8.3	7.8	8.1	8.3	8.2	8.3
Feel proud of, connected, and enjoy living in my neighbourhood	8.3	8.3	8.4	8.3	8.3	8.3	8.4	8.3	8.4
Have a sense of safety and security in Port Phillip	8.0	7.9	7.8	7.8	7.8	8.0	7.8	7.9	7.8
Vibrant, accessible, engaging, full of energy and life	8.4	8.2	8.2	8.0	8.1	8.2	8.3	8.2	8.2
Average agreement	8.3	8.2	8.1	8.1	8.0	8.2	8.2	8.2	8.2
Total respondents	306	184	210	136	58	430	461	725	166

Physically active

Satisfaction with the opportunities to be physically active

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), how satisfied are you with the opportunities to be physically active in Port Phillip?”

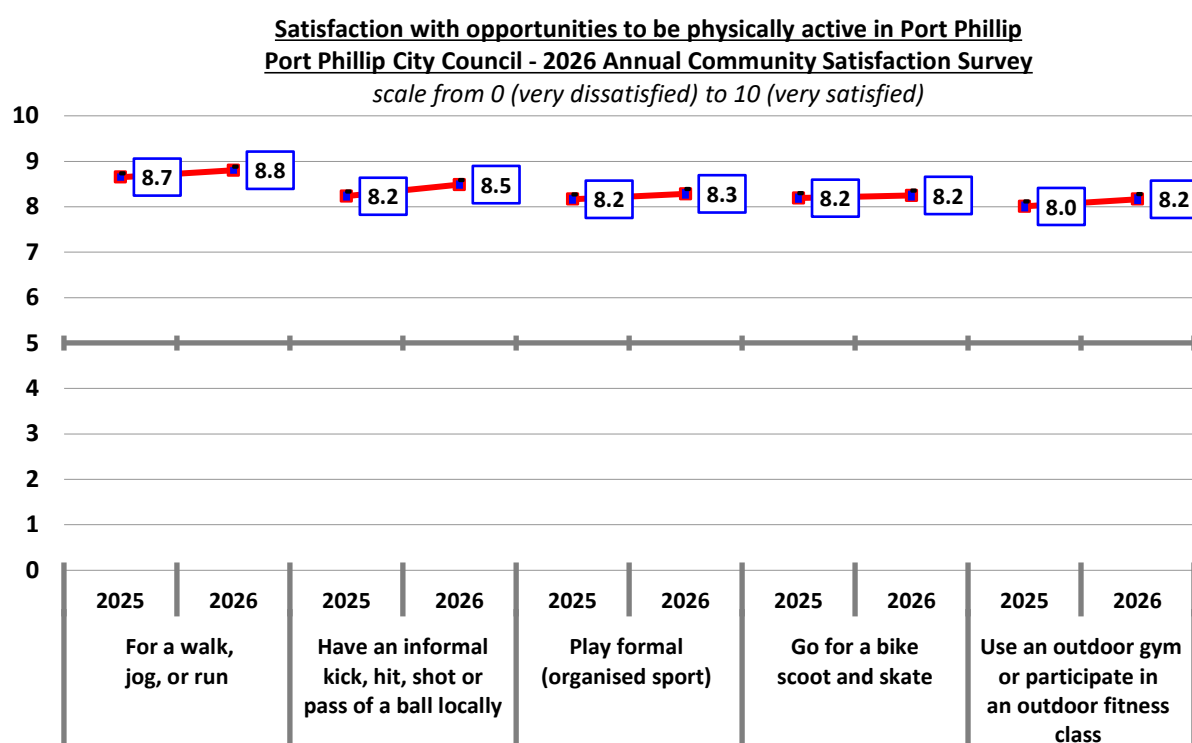
Respondents were again in 2026, asked to rate their satisfaction with the opportunities to be physically active in Port Phillip.

The average satisfaction with the opportunities to be physically active in Port Phillip across the five included activities increased measurably this year, up two percentage points to 8.4 out of 10.

This remained an “excellent” level of satisfaction, and each of the five included situations were all rated at “excellent” levels.

Satisfaction with opportunities to be physically active going for a walk, a jog, or run, was measurably higher than satisfaction with the opportunities to be physically active doing informal sports, playing formal organised sport, going for a bike, scoot, or skate, and using an outdoor gym or participating in outdoor fitness classes.

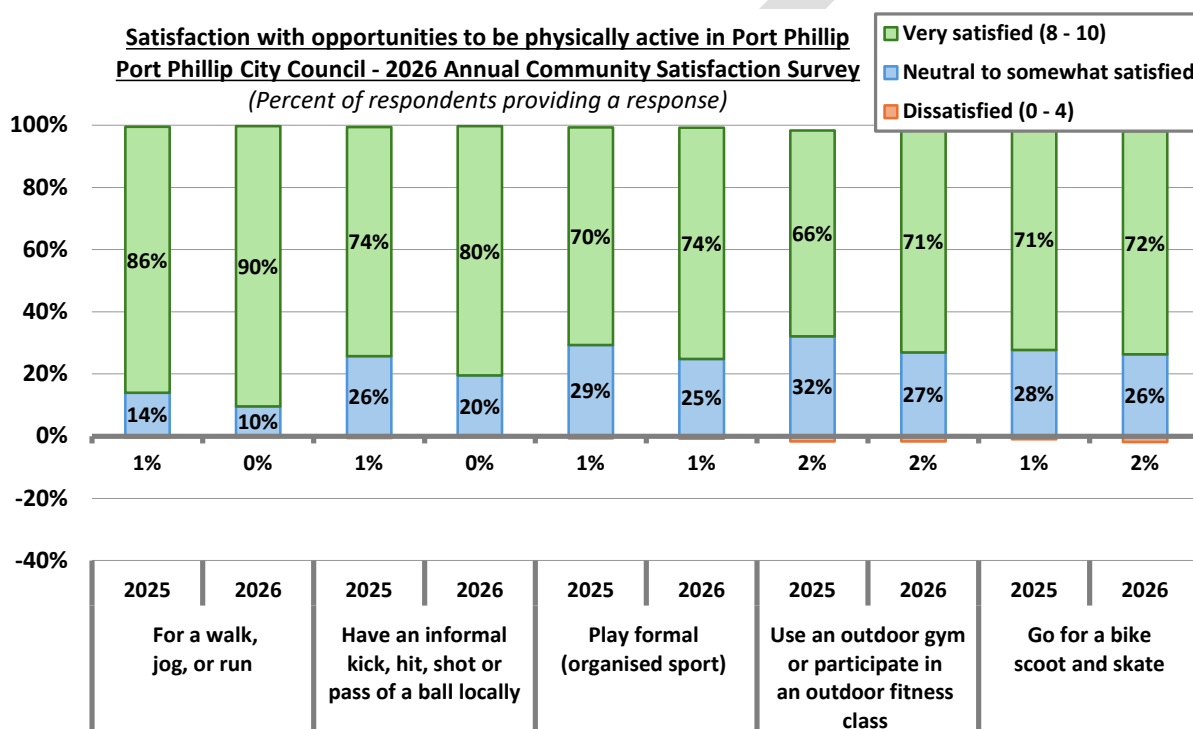
This result of satisfaction with opportunities to go for a walk, jog, or run being higher than that recorded for the other situations was also observed last year.



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

Approximately three-quarters or more of the respondents who provided a satisfaction score for this question were “very satisfied” with the opportunities to be physically active in Port Phillip.

The standout result this year was that 90% (up from 86%) of respondents were “very satisfied” with the opportunities to go for a walk, jog, or run, with less than one percent “dissatisfied”.



The following tables provide a comparison of these results by precinct and by respondent profile, as follows:

- Opportunities to go for a walk, jog, or run** – respondents from St Kilda Road were notably less satisfied than average, female respondents were somewhat more satisfied than males, and respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.
- Opportunities to go for a bike scoot or skate** – respondents from South Melbourne were notably more, and respondents from St Kilda Road were notably less satisfied than average. Respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.
- Opportunities to have an informal kick, hit, shot, or pass of a ball locally** – respondents from St Kilda Road were notably less satisfied than average.
- Opportunities to use an outdoor gym or participate in an outdoor fitness class** – respondents from St Kilda Road were notably less satisfied than average.

Average satisfaction with opportunities to be physically active in Port Phillip by precinct

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

Response	Port Melb. et al	Albert Park / Middle Park	South Melbourne	St Kilda Road
For a walk, jog, or run	8.8	8.6	9.0	8.4
Go for a bike scoot and skate	8.2	8.3	8.6	7.5
Play formal (organised sport)	8.3	8.5	8.5	7.7
Have an informal kick, hit, shot or pass of a ball locally	8.4	8.6	8.7	7.7
Use an outdoor gym or participate in an outdoor fitness class	8.1	8.3	8.3	7.7
<i>Average satisfaction</i>	8.3	8.4	8.6	7.8
Total respondents	155	78	97	88

Response	St Kilda / St Kilda West	Elwood / Ripponlea	St Kilda East / Balaclava	City of Port Phillip
For a walk, jog, or run	8.9	8.9	8.6	8.8
Go for a bike scoot and skate	8.1	8.1	8.1	8.2
Play formal (organised sport)	8.1	8.1	8.0	8.3
Have an informal kick, hit, shot or pass of a ball locally	8.7	8.7	8.3	8.5
Use an outdoor gym or participate in an outdoor fitness class	8.2	8.2	8.1	8.2
<i>Average satisfaction</i>	8.4	8.4	8.2	8.4
Total respondents	207	147	129	901

Average satisfaction with opportunities to be physically active in Port Phillip by respondent profile

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

Response	Young adults	Adults	Middle- aged	Older adults	Senior citizens	Male	Female	English speaking	Multi- lingual
For a walk, jog, or run	8.9	8.8	8.8	8.6	8.6	8.7	8.9	8.8	9.0
Go for a bike scoot and skate	8.2	8.2	8.3	8.3	8.0	8.2	8.3	8.2	8.4
Play formal (organised sport)	8.2	8.2	8.4	8.3	8.2	8.3	8.3	8.3	8.4
Have an informal kick, hit, shot or pass of a ball locally	8.6	8.4	8.3	8.5	8.3	8.4	8.6	8.5	8.6
Use an outdoor gym or participate in an outdoor fitness class	8.2	8.2	8.1	8.0	8.2	8.1	8.2	8.2	8.2
<i>Average satisfaction</i>	8.4	8.4	8.4	8.3	8.2	8.3	8.5	8.4	8.5
Total respondents	306	184	210	136	58	430	461	725	166



Barriers to be physically active

Respondents were asked:

“What, if any, barriers are there to you being physically active in Port Phillip?”

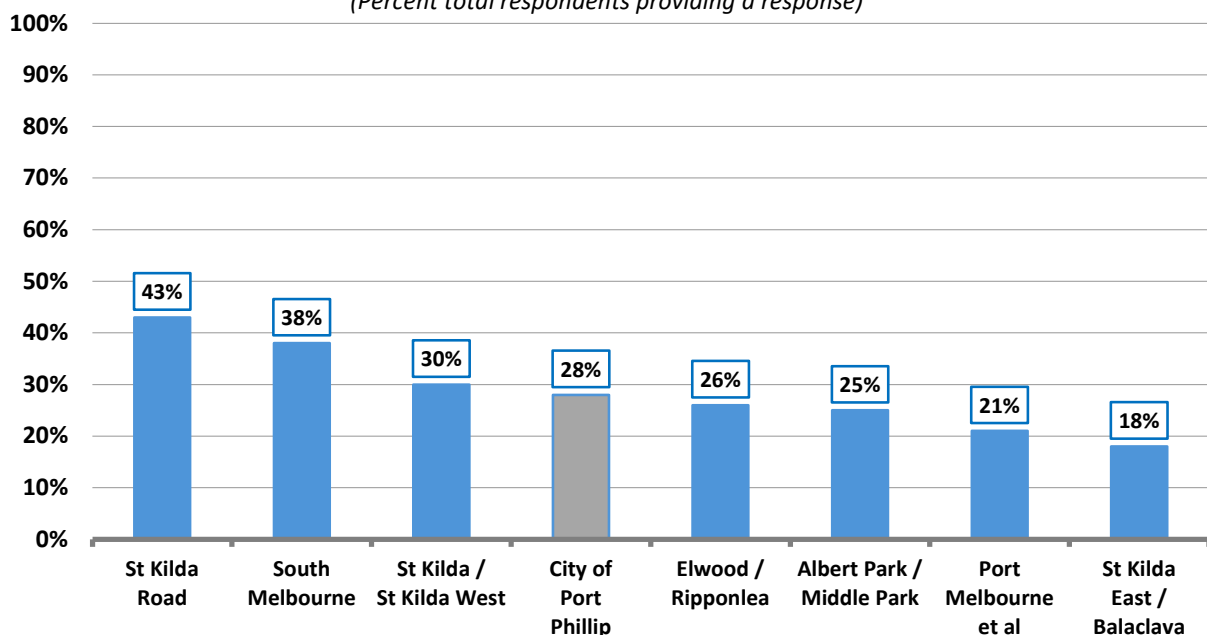
Respondents were again in 2026, asked what, if any, barriers there were to them being physically active.

Despite the “excellent” satisfaction with opportunities to be physically active in Port Phillip across a range of activities, a little more than one-quarter (28%) of respondents reported that there were some barriers to them being physically active in Port Phillip.

There was some variation in this result observed across the municipality, with respondents from St Kilda Road (15pts) and South Melbourne (10pts) measurably more likely than average to nominate barriers to being physically active in Port Phillip.

By contrast, respondents from St Kilda East / Balaclava (10pts) and Port Melbourne et al (7pts) were measurably less likely to nominate any barriers.

Nominated at least one barrier to being physically active in Port Phillip
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Percent total respondents providing a response)



The two most common barriers to being physically active in Port Phillip were safety when out being active (14% up from 11%) and the cost of accessing equipment / facilities (stable at 11%).

Metropolis Research notes that again in 2026, 14% of respondents felt [unsafe in the public areas of the City of Port Phillip at night](#), reinforcing these results about perceived safety being a barrier to being physically active for some residents living in the City of Port Phillip.



There remains just three percent of respondents who felt that a lack of facilities was a barrier to being physically active in Port Phillip.

Barriers to you being physically active in Port Phillip
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of total respondents)

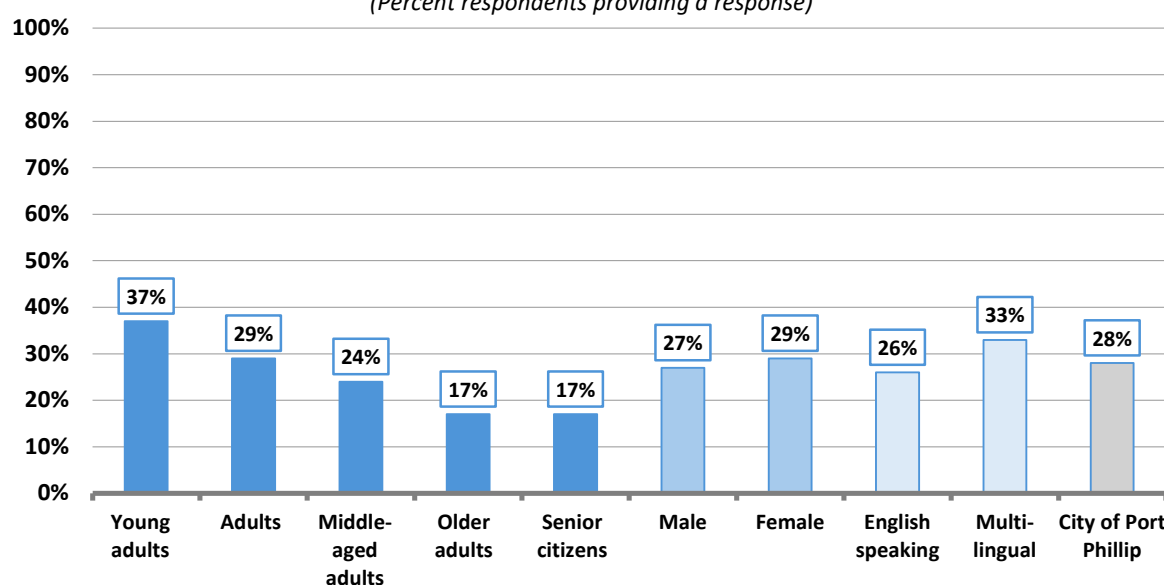
Response	2026		2025
	Number	Percent	
Safety when out being active	124	14%	11%
Cost of accessing equipment / facilities	103	11%	11%
Lack of local facilities	23	3%	3%
Other barrier	38	4%	6%
Total responses	288		271
<i>Respondents identifying at least one barrier</i>	<i>250</i> <i>(28%)</i>		<i>256</i> <i>(28%)</i>

There was also some variation in the proportion of respondents who nominated barriers to being physically active in the City of Port Phillip observed by respondent profile.

Young adults (aged 18 to 34 years) were measurably (9%) more likely than average to nominate barriers. By contrast, older adults and senior citizens (aged 75 years and over) were measurably (11pts) less likely than average to nominate barriers to being physically active in Port Phillip.

Respondents from multilingual households were measurably (7pts) more likely than respondents from English speaking households to nominate barriers to being physically active in Port Phillip.

Nominated at least one barrier to being physically active in Port Phillip
by respondent profile
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Percent respondents providing a response)



The following tables provide a comparison of the results for individual barrier results by precinct and by respondent profile, with attention drawn to the following:

- **Safety when out being active** – respondents from South Melbourne, St Kilda Road, and St Kilda / St Kilda West, and young adults (aged 18 to 34 years) were notably more likely to nominate this barrier than average.
- **Cost of accessing equipment / facilities** – respondents from South Melbourne and St Kilda Road, as well as young adults (aged 18 to 34 years) were notably more likely than average to nominate this as a barrier.
- **Lack of local facilities** – respondents from multilingual households were notably more likely than respondents from English speaking households to nominate this as a barrier.
- **Other barriers** – respondents from Albert Park / Middle Park, and Elwood / Ripponlea were notably more likely than average to nominate other barriers to being physically active in Port Phillip.

Barriers to you being physically active in Port Phillip by precinct
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of total respondents)

<i>Response</i>	<i>Port Melb. et al</i>	<i>Albert Park / Middle Park</i>	<i>South Melbourne</i>	<i>St Kilda Road</i>
Safety when out being active	8%	12%	22%	22%
Cost of accessing equipment / facilities	11%	4%	20%	19%
Lack of local facilities	3%	4%	3%	0%
Other barrier	3%	8%	2%	3%
Total responses	38	21	44	39
<i>Respondents identifying at least one barrier</i>	33 (21%)	20 (25%)	37 (38%)	37 (43%)

<i>Response</i>	<i>St Kilda / St Kilda West</i>	<i>Elwood / Ripponlea</i>	<i>St Kilda East / Balaclava</i>	<i>City of Port Phillip</i>
Safety when out being active	20%	7%	7%	14%
Cost of accessing equipment / facilities	8%	12%	11%	11%
Lack of local facilities	3%	3%	2%	3%
Other barrier	4%	7%	4%	4%
Total responses	73	43	30	288
<i>Respondents identifying at least one barrier</i>	62 (30%)	38 (26%)	23 (18%)	250 (28%)

Barriers to you being physically active in Port Phillip by respondent profile
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of total respondents)

<i>Response</i>	<i>Young adults</i>	<i>Adults</i>	<i>Middle-aged adults</i>	<i>Older adults</i>	<i>Senior citizens</i>
Safety when out being active	17%	16%	12%	9%	10%
Cost of accessing equipment / facilities	17%	13%	10%	4%	2%
Lack of local facilities	3%	1%	3%	4%	0%
Other barrier	6%	4%	3%	4%	5%
Total responses	131	62	57	27	10
<i>Respondents identifying at least one barrier</i>	<i>114 (37%)</i>	<i>53 (29%)</i>	<i>50 (24%)</i>	<i>23 (17%)</i>	<i>10 (17%)</i>

<i>Response</i>	<i>Male</i>	<i>Female</i>	<i>English speaking</i>	<i>Multi-lingual</i>	<i>City of Port Phillip</i>
Safety when out being active	12%	16%	14%	12%	14%
Cost of accessing equipment / facilities	12%	11%	10%	14%	11%
Lack of local facilities	2%	3%	2%	6%	3%
Other barrier	4%	4%	4%	6%	4%
Total responses	130	156	218	63	288
<i>Respondents identifying at least one barrier</i>	<i>116 (27%)</i>	<i>133 (29%)</i>	<i>189 (26%)</i>	<i>54 (33%)</i>	<i>250 (28%)</i>

The following table outlines the 18 types of local facilities that were not available locally, and one location of concern received from respondents.

Local facilities that are lack of to you being physically active in Port Phillip
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Outdoor gym equipment in the local area	5
Infrastructure maintenance	2
Age friendly activities	1
Boardwalks and heavy rooted trees	1
Exercising facilities for adults	1
In general.	1
Like if facilities are far from me	1
Maintenance	1
Maybe implement more excessive equipment in parks or a running oval	1
More indoor youth activities needed	1
Organized sport facilities	1
Parking	1



There are not enough body weight gym fixtures that can be along beach or other parks in the local area	1
Total	18
<i>Specific locations</i>	
Albert Park being out of action	1
There is none around in the Ripponlea area, would be nice to walk down the road and have it	1
Total	2
Total responses	20

The following table outlines the 35 barriers and one location of concern in relation to being physically active in Port Phillip.

Other barriers to you being physically active in Port Phillip
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Old age	4
Time / time management	4
Better maintained facilities	2
Crowded public spaces	2
Disability	2
Footpaths are hard to walk on	2
Access to indoor facilities and their cost, I tried to find volleyball court	1
Bike paths are confusing with tram lines and traffic	1
Cycling can be dangerous	1
Grand Prix	1
High rise separated the facilities	1
I have a bad leg, no complaints	1
Injury	1
Lack of outdoor space	1
Maintenance of equipment	1
More lighting at night at the park	1
Organized sport for adults is not really there. There is only a lot for kids in the local area	1
Parking facilities	1
Personal barriers	1
Road safety	1
Safety	1
The bike paths are not safe and uneven	1
Time limit for physical activity	1
Too many permits to run outdoor sports	1
Would be nice to have more amateur and social equipment in the local area	1
Total	35

Specific locations	
Alma Park has been cordoned off for a long time	1
Total	1
Total responses	36

Economic security

Housing related financial stress

Respondents were asked:

“Have the household’s monthly rental or mortgage repayments placed stress on the household’s finances in the last 12 months?”

A total of 257 of the 404 (63% down from 66%) mortgagor and rental household respondents who provided a response to this question reported that their monthly rent or mortgage payment placed stress on the household’s finances in the last 12 months.

Mortgagor household respondents were somewhat more likely than rental household respondents to report low and moderate levels of housing related financial stress, while rental household respondents were somewhat more likely to report heavy housing related financial stress (14% compared to 8%).

This question was not included in the 2026 *Governing Melbourne* research and therefore no metropolitan comparison results were available for publication.

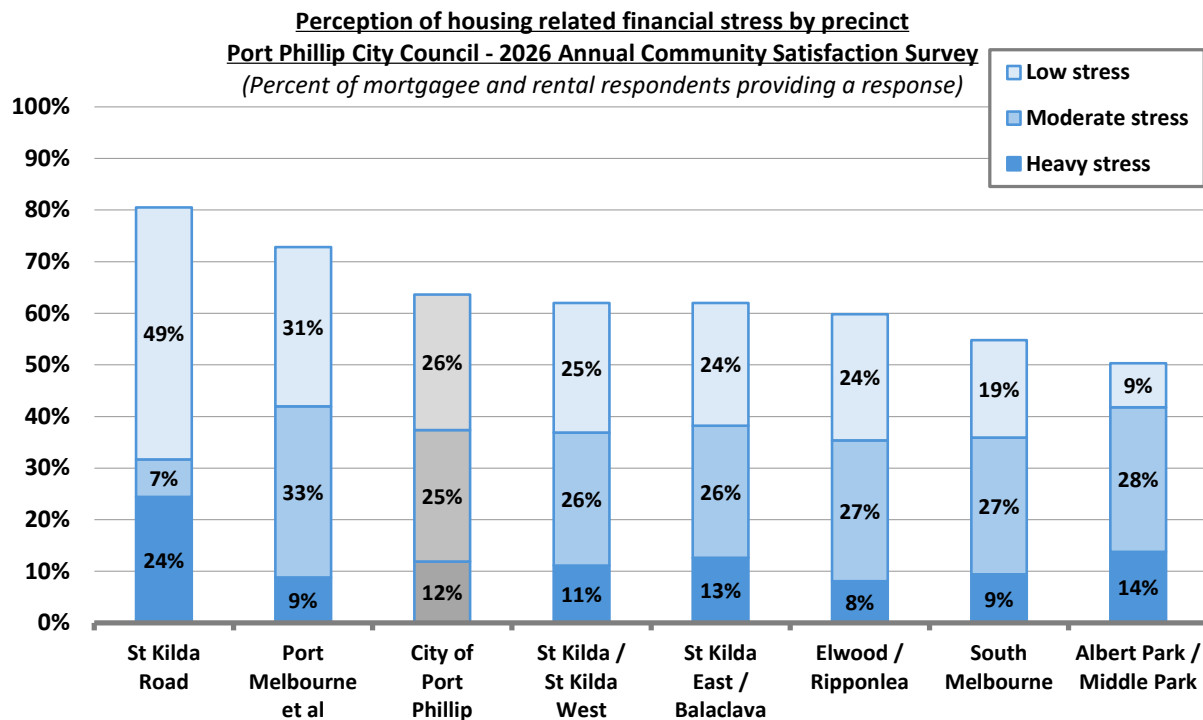
Perception of housing related financial stress
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of mortgagee and rental respondents)

Stress	2026		2025	Mortgagor	Renter
	Number	Percent			
No stress	147	36%	35%	32%	39%
Low stress	106	26%	27%	31%	24%
Moderate stress	103	25%	27%	29%	24%
Heavy stress	48	12%	12%	8%	14%
Can't say	48		45	14	34
Total	452	100%	403	146	305

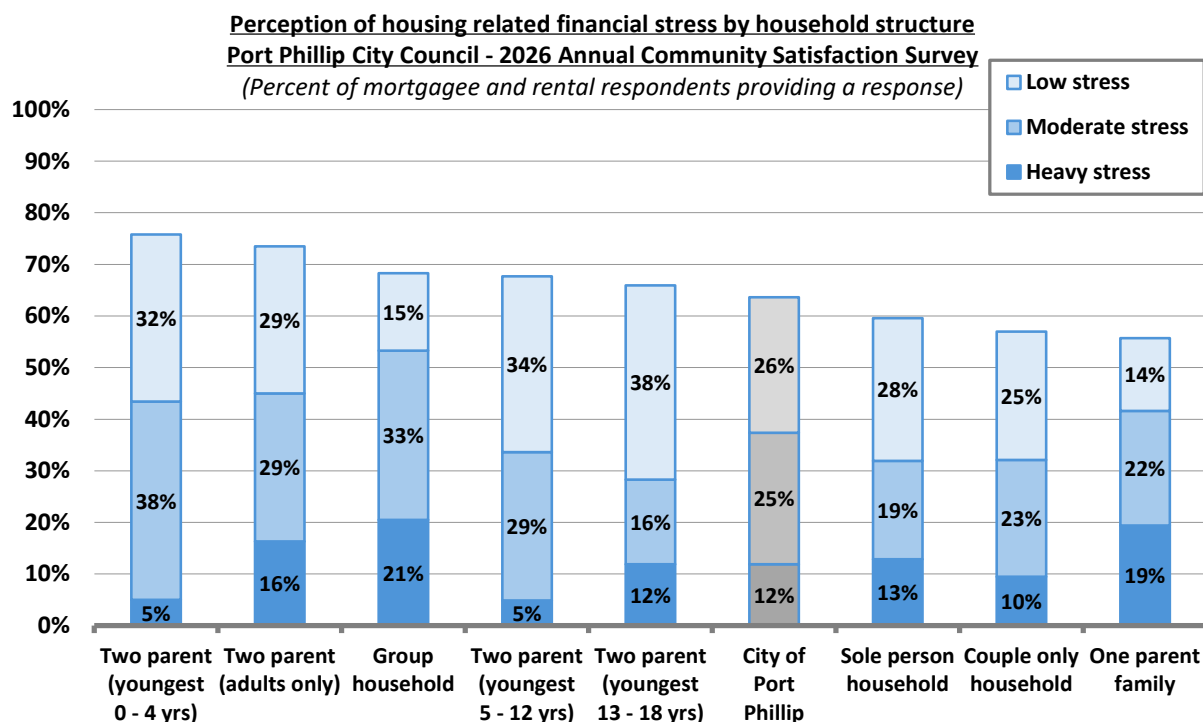
There was some variation in this result observed across the municipality, with mortgagor and rental household respondents from St Kilda Road (80%) and Port Melbourne et al (73%) were notably more likely than average (63%) to report at least low levels of housing related financial stress.



By contrast, mortgagor and rental household respondents from South Melbourne (55%) and Albert Park / Middle Park (51%) were notably less likely than average to report at least low levels of housing related financial stress.



Bearing in mind the smaller sample size for these household structure results, respondents from two-parent families (with youngest child aged under 5 years) were somewhat (75%) were notably more likely than average to report housing related financial stress. By contrast, sole person (60%), couple only (58%), and one-parent families (55%) were marginally less.



Respondent profile

The following section provides the demographic profile of respondents to the *Port Phillip City Council – 2026 Annual Community Satisfaction Survey*.

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

Age structure

The sample of respondents was weighted by age and gender to reflect the 2021 *Census* profile. Metropolis Research notes, however, that the unweighted sample was solid representation of the underlying age structure, which reflects well on the methodology.

Age structure
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Age	2026 (unweighted)		2026 (weighted)	2025
	Number	Percent		
Young adults (18 - 34 years)	187	21%	34%	34%
Adults (35 - 44 years)	206	23%	21%	21%
Middle-aged adults (45 - 59 yrs)	234	26%	24%	24%
Older adults (60 - 74 years)	176	20%	15%	15%
Senior citizens (75 years and over)	91	10%	6%	7%
Not stated	7		7	5
Total	901	100%	901	901

Gender

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

Gender
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Gender	2026 (unweighted)		2026 (weighted)	2025
	Number	Percent		
Man / Male	488	54%	48%	48%
Women / Female	403	45%	51%	51%
Non-binary	7	1%	1%	0%
Prefer to self describe	0	0%	0%	0%
Prefer not to say / not stated	3		3	4
Total	901	99%	901	901

Language spoken at home

Consistent with the results recorded last year, 81% (up from 74%) of respondents were from households that spoke only English at home. This result was broadly consistent with the 2021 Census that recorded 77% of residents in the City of Port Phillip spoke a language other than English at home.

This result reflects extremely well on the robust nature of the door-to-door, in-person methodology, and its ability to engage effectively with the diverse Port Phillip community.

Language spoken at home
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Language	2026		2025
	Number	Percent	
English	725	81%	74%
French	18	2%	2%
Hindi	16	2%	2%
Mandarin	14	2%	1%
Spanish	14	2%	3%
Italian	10	1%	3%
German	8	1%	2%
Greek	7	1%	2%
Russian	6	1%	1%
Arabic	5	1%	1%
Japanese	4	0%	0%
Portuguese	4	0%	1%
Tagalog (Filipino)	4	0%	0%
Chinese, n.f.d	3	0%	1%
Dutch	3	0%	0%
Gujarati	3	0%	0%
Hebrew	3	0%	0%
Polish	3	0%	1%
Serbian	3	0%	0%
Tamil	3	0%	0%
Turkish	3	0%	0%
Vietnamese	3	0%	1%
Bosnian	2	0%	0%
Indo-Aryan n.f.d.	2	0%	0%
Korean	2	0%	0%
Malayalam	2	0%	0%
Persian	2	0%	0%
Sinhalese	2	0%	0%
Thai	2	0%	0%
Multiple	3	0%	0%
All languages (12 separately identified)	12	1%	4%
Not stated	10		8
Total	901	100%	901

Household member with disability

Consistent with the results recorded last year, six percent of respondents were from households with a member with disability.

Household members have a permanent or long-term disability
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2026		2025
	Number	Percent	
Yes	50	6%	7%
No	798	94%	93%
Not stated	53		10
Total	901	100%	901

Household structure

Consistent with the results recorded last year, the survey included a good cross-section of household structures. This included 37% two-parent families, 35% couple households without children, 15% sole person households, nine percent group households, and four percent one-parent families.

Household structure
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Structure	2026		2025
	Number	Percent	
Two parent family total	328	37%	36%
youngest child 0 - 4 years	63	7%	7%
youngest child 5 - 12 years	82	9%	9%
youngest child 13 - 18 years	90	10%	11%
adult children only	93	10%	10%
One parent family	40	4%	5%
youngest child 0 - 4 years	8	1%	0%
youngest child 5 - 12 years	7	1%	0%
youngest child 13 - 18 years	9	1%	1%
adult children only	16	2%	4%
Group household	81	9%	11%
Sole person household	131	15%	15%
Couple only household	310	35%	31%
Extended or multiple families	3	0%	1%
Not stated	8		5
Total	901	100%	901

Housing situation

Consistent with the results recorded last year, when compared to the 2021 *Census* results, the survey did under-represent rental households (34% compared to 52%) and over-represent homeowners (45% compared to 21%) and mortgagor households (16% compared to 25%).

Housing situation
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Situation	2026		2025
	Number	Percent	
Own this home	403	45%	48%
Mortgage (<i>paying-off this home</i>)	146	16%	14%
Renting this home	305	34%	31%
Other arrangement	34	4%	7%
Not stated	13		8
Total	901	100%	901

Period of residence in the City of Port Phillip

Consistent with the results recorded last year, there was a good spread in terms of the period of residence in the City of Port Phillip of the respondents, with 28% newer residents (less than five years in the municipality), and 48% long-term residents (10 years or more in the municipality).

Period of residence in the City of Port Phillip
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Period	2026		2025
	Number	Percent	
Less than one year	102	11%	12%
One to less than five years	148	17%	17%
Five to less than ten years	211	24%	25%
Ten years or more	434	48%	46%
Not stated	6		3
Total	901	100%	901

Of the 250 respondents who had lived in the City of Port Phillip for less than five years, 164 provided a previous municipality of residence.

Attention is drawn to the 18% of respondents who moved to the City of Port Phillip from overseas, and the 10% who moved from interstate.

The most common previous municipalities of residence were neighbouring councils including the cities of Stonnington (13%), Melbourne (11%), and Bayside (7%).

Previous Council
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents who lived in the City of Port Phillip less than 5 years and providing a response)

Council	2026	
	Number	Percent
International	30	18%
Stonnington	22	13%
Melbourne	18	11%
Interstate	17	10%
Bayside	12	7%
Glen Eira	9	5%
Monash	7	4%
Merri-bek	6	4%
Kingston	5	3%
Casey	4	2%
Knox	4	2%
Moonee Valley	4	2%
Boroondara	3	2%
Hume	3	2%
Whitehorse	3	2%
Yarra	3	2%
Darebin	2	1%
Maroondah	2	1%
Nillumbik	2	1%
Whittlesea	1	1%
Maribyrnong	1	1%
Manningham	1	1%
Hobsons Bay	1	1%
Greater Dandenong	1	1%
Frankston	1	1%
Brimbank	1	1%
Baw Baw	1	1%
Not stated	86	
Total	250	100%



General comments

There were 90 (down from 232) general comments received from respondents to the survey this year.

These have been broadly categorised, as outlined in the following table.

Consistent with the results outlined through the report, the most common issues raised in the general comments related to drugs, crime, safety, and security related issues (15 comments).

There were also comments about various Council services and facilities (12 comments), some comments on Council's performance and governance (9 comments), along with a range of other issues.

General comments
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of total responses)

Comment	2026		2025
	Number	Percent	
Drugs, crime, safety and security	15	17%	16%
Council facilities / services / activities	12	13%	9%
Council governance and management	9	10%	8%
Cleanliness and aesthetics of area	7	8%	6%
Traffic and public transport management	6	7%	5%
Roads and footpaths	5	6%	4%
Rates / financial management	5	6%	6%
General positive comments	4	4%	1%
Comments relating to this survey	4	4%	3%
Communication, consultation and engagement	4	4%	5%
Planning and development issues	3	3%	3%
Parks, gardens, open spaces and tree maintenances	3	3%	6%
General negative comments	2	2%	1%
Activity centres	2	2%	3%
Parking	2	2%	6%
Public housing	1	1%	1%
Environment, climate change, wildlife conservation	1	1%	1%
Homelessness	1	1%	2%
Waste management	1	1%	3%
Other	3	3%	3%
Total	90	100%	232

The following table outlines the verbatim comments discussed above.



General comments
Port Phillip City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Comment</i>	<i>Number</i>
<i>Drugs, crime, safety and security</i>	
Crime is the biggest issue	2
Big Jewish community which doesn't feel safe	1
Community police force to protect the girls, there are people getting beaten up in the local area, police cannot do anything because they cannot help the local area	1
Feel pretty safe	1
Focus on fixing up the crime because that affects everything else	1
I'm concerned about my personal safety	1
Jackson St - concerns for safety such as car break-ins	1
Less danger	1
Lingering drug use around the area near the car park going to Jackson St from Fitzroy St	1
Mainly crime, feel safer here than in the city	1
Not many police in the area	1
Recent stabbings in Bay St and near Crichton Park are disturbing and more police presence or security presence could be useful	1
Safety of residents - car break-ins and fires. My suggestion is some CCTV and more patrols especially Fitzroy St	1
Safety regarding visible crimes and drug use around Howard Ln and the car park at Jackson St	1
Total	15
<i>Council facilities / services / activities</i>	
All the parks must be strict with the management of dogs, whether to permit dogs or not because my child is has a phobia of dogs	1
Clean Felix Ln drainage	1
Golf course is poorly maintained	1
Less noise	1
Lighting on the beach area can be improved	1
Management for mental health support	1
My only issue is with carers in the local area in Port Phillip. Brimbank Council had a lot of amazing carers and here they don't have the proper program they need to improve in Port Phillip and provide more carers	1
No shower or foot washing facilities in and around lifesaving club and the beach	1
Open the town hall it is annoying	1
Residents are disadvantaged with all the events	1
The St Kilda blues festival and it's in March it is nice	1
When you go along the foreshore it's a shared path and I think it's very dangerous because of cyclists and ebikes	1
Total	12



<i>Council governance and management</i>	
Accountability of staff must be improved	1
Just want the Council to focus on core responsibility, roads, waste, and rates, not getting sidetracked with issues that are not local government responsibility like some other Councils	1
Maybe be less political about gender and trans equality and more about community, they are excluding people who are not actively going along with that	1
Need to improve Council productivity and value for money	1
Since I've lived here the rates has gone up a lot, and for the apartments also has increased so I was wondering if there is transparency around the finances	1
Stick to the job of the residents, less social issues, with that comes political biases	1
The Council's performance is terrible the past 35 years but there's an improvement the recent 5 years	1
The red tape to get permits	1
We need more action here	1
Total	9
<i>Cleanliness and aesthetics of area</i>	
Graffiti	1
I just feel like the Council needs to maintain the aesthetics of the area because this is what makes it attractive to live here	1
Just maintenance	1
Lived here for a long time 28 years, very happy with the way Council maintains the suburb	1
More public bins, must be emptied more regularly	1
Street sweeping needs to be improved	1
Streets could use some sweeping on Bendigo Ave	1
Total	7
<i>Traffic and public transport management</i>	
Can we change the intersection crossing at Liardet St and Bay St adjust the traffic lights and move the pedestrian crossing up, it scares me that particular area	1
Heavy traffic	1
Intersection of Lyon St and Bridge St needs a circle loop connection	1
Noise and traffic is very bad	1
Reduce the noise from the trams locally, from the changing interchange of the rails	1
To put a right-hand turning arrow on the corner of the Todd Rd and Williamstown Rd	1
Total	6
<i>Rates / financial management</i>	
Rates are too high / excessive	2
If they are going to increase rates, I want to see improvements especially with safety aspects	1
Lower rates	1
They need to do better with the money they have	1
Total	5



<i>Roads and footpaths</i>	
Better street management	1
Footpaths	1
Just the roads need maintenance	1
Sealed local roads needing maintenance on potholes - Enfield St	1
They ride electric scooters on the footpath, they are dangerous. They need to be banned	1
Total	5
<i>Comments relating to this survey</i>	
Do the long form one and a short form one of surveys, like 'what are your top 5 concerns?'	1
The survey is too long!	
Shorten the survey	1
Survey is way too long	1
The survey is too long, and the questions are too detailed, and the questions are not constrained so it's too vague and to what the question applies	1
Total	4
<i>Communication, consultation and engagement</i>	
I would like to know more about the development around the Gasworks, we walked past it yesterday and it's all cleared	1
I'd like a twice a year newsletter to be given to us addressing ask the issues. Maybe with an option for an email	1
It'll be good if the Council representatives engage actively with the community	1
We need more information from the Council	1
Total	4
<i>General positive comments</i>	
It's a beautiful place	1
Lucky to be here	1
Pretty positive overall	1
They do pretty good job with everything else	1
Total	4
<i>Parks, gardens, open spaces and tree maintenances</i>	
Better greenery and parks	1
The changes done to the parks are fantastic	1
The trees that are planted are not maintained properly	1
Total	3



<i>Planning and development issues</i>	
Disappointed with the arbitration when it comes to building permits	1
I want them to do more planning for electricity and broadband it's very old and it causes a lot of issues in the local area	1
The Grand Prix construction is causing issues	1
Total	3
<i>Activity centres</i>	
Improve Glen Eira next to Ripponlea shopping strip, make more stores open and invite more businesses in the area	1
The markets have to be made more accessible to locals than tourists	1
Total	2
<i>General negative comments</i>	
Do more	1
Only few small things slipping	1
Total	2
<i>Parking</i>	
My wife needs disability parking in front of our house; anyone parks here and there are no restrictions	1
No free parking on the beach and MSAC for residents	1
Total	2
<i>Environment, climate change and wildlife conservation</i>	
Stop climate initiatives	1
Total	1
<i>Homelessness</i>	
Stop fining people for being homeless and create a solution for it, like more housing or more support for those people in the local area	1
Total	1
<i>Public housing</i>	
Jackson St - the high-risk housing located in this location - oversaturated	1
Total	1



<i>Waste management</i>	
To pay at the tip is not good	1
Total	1
<i>Other</i>	
Cost of living	1
General cost of living makes us make more economic changes	1
They are on point with their enforcement; I've been booked multiple times	1
Total	3
Total responses	90



Appendix One: Reasons for level of satisfaction with Council

The following table outlines the verbatim comments received in relation to the reasons for rating satisfaction with Council's overall performance at that level.

These comments have been broadly categorised and split based on the level of satisfaction.

Reasons for rating satisfaction with Council's overall performance at "dissatisfied" levels

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
<i>Communication, consultation, engagement</i>	
They don't listen to us	2
I am tired of always having to contact them about one issue	1
I just don't really notice the Council, it seems to be there but never active	1
Lack of consultation about trees	1
No community outreach	1
The sheer lack of communication tells me that they don't care	1
There is no communication. People are in an information vacuum	1
There is no visibility	1
They need to consider people's inputs more	1
We only hear from them when they want money for rates	1
Total	11
<i>Council governance, management, performance</i>	
Don't get the basics right	2
Adequately performing on basic things	1
Compared to Council years ago they are not acting for entire communities	1
Failure to fix anything, not efficient	1
I don't think they represent views of residents fully	1
Ineffective in management of core responsibilities	1
No accountability	1
Personal agendas for Council members	1
They don't show us what they do	1
Very disappointing performance overall	1
Total	11
<i>Rates and financial management</i>	
I don't see value for rates	3
They waste a lot of money	2
High rates	1
Poor allocation of resources	1

We spend money for no service	1
Total	8
<i>Generally negative statements</i>	
It's like a money laundering scheme	1
Room for a lot of improvement for sure	1
They always lie about everything	1
They are doing things, but they don't seem to be the highest impact	1
They don't do a satisfactory job	1
Too many problems	1
Very poor	1
Total	7
<i>Cleanliness and maintenance of the area</i>	
The lack of general cleanliness of the area	2
Graffiti	1
Rubbish	1
Total	4
<i>Council services and facilities</i>	
Minimal services	1
They don't clean streets	1
Took 6 weeks to fix gutter	1
Total	3
<i>Activity centres</i>	
Bay St shopping precinct is dirty	1
Not very responsive	1
Total	2
<i>Environment, climate change and wildlife conservation</i>	
Compared to Council years ago they are not acting for entire environment	1
Environmental vandalism	1
Total	2
<i>Drugs and alcohol issues</i>	
Stop supporting drug addicted people. They do harmful things for community	1
Total	1



<i>Generally positive statements</i>	
They do some core things well	1
Total	1
<i>Responsiveness</i>	
They do not do anything we ask of them, even this survey is going to go unnoticed	1
Total	1
<i>Safety / security</i>	
The lack of safety	1
Total	1
<i>Other</i>	
Not addressing key concerns of people such as cost of living	1
Total	1
Total Dissatisfied comments	53



Reasons for rating satisfaction with Council's overall performance at "neutral" levels

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
<i>Communication, consultation, engagement</i>	
Consultation is poor	2
Not enough communication / information	2
I don't hear much from them	1
I'm just not happy with how little we're informed	1
More feedback on activities within the Council	1
No inputs taken from community	1
Well because I haven't been involved	1
You only use them when you need them, they are not informative	1
Total	10
<i>Generally negative statements</i>	
There are things they do really poorly / badly	3
They don't do much / haven't seen a lot	2
Could do better	1
Don't see any special effort	1
Not adequate	1
Surveys feel engineered	1
There is a lot that needs fixing	1
Total	10
<i>Rates and financial management</i>	
Rates are too high	3
Land tax rate is too high	1
No value for so high rates is provided	1
Spend money wiser	1
They need to step up their game instead of stepping up the rates	1
Wasting food during Council meetings	1
Total	8
<i>Council governance, management, performance</i>	
Because I don't think they are particularly skewed towards residents and their needs in the local area	1
They are too political	1
They need to be proactive	1
Total	3



<i>Council services and facilities</i>	
Reduce activities in Catani gardens	1
Some of their services are good like hard rubbish	1
We get partial services especially considering the astonishing rates we pay	1
Total	3
<i>Generally positive statements</i>	
There are things they do really well	3
Total	3
<i>Generally neutral statements</i>	
They are just average nothing good or bad	2
Total	2
<i>Homelessness / disadvantaged groups</i>	
Disregard and people's views on the issue of homelessness	1
Because of homelessness	1
Total	2
<i>Infrastructure</i>	
There is not a lot of charging for EV, that's what you need to do to move towards green economy	1
Upkeep infrastructure and maintain it	1
Total	2
<i>Planning, housing, development</i>	
Planning issues	1
Too much development	1
Total	2
<i>Safety / security</i>	
Crime is the biggest issue	1
We need a peace police force and community police force	1
Total	2
<i>Cleanliness and maintenance of the area</i>	
The Fitzroy St needs full on cleaning	1
Total	1



<i>Drugs and alcohol issues</i>	
Drug usage all over the place	1
Total	1
<i>Footpaths</i>	
The footpaths are poor	1
Total	1
<i>Parking</i>	
There is not a lot of on street parking	1
Total	1
<i>Parks, gardens, open spaces and trees</i>	
The lack of willingness to prune trees	1
Total	1
<i>Responsiveness</i>	
Because they take so long to respond	1
Total	1
<i>Support for local business</i>	
The Elwood Village is not maintained or no investment in there	1
Total	1
<i>Traffic / roads</i>	
The roads are poor	1
Total	1
<i>Other</i>	
More access for refugee and asylum seekers, they are supporting racism	1
Total	1
Total Neutral comments	56



Reasons for rating satisfaction with Council's overall performance at "satisfied" levels

Port Phillip City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
<i>Generally positive statements</i>	
The Council does a very good / decent / fine job	44
I am satisfied / happy / impressed with Council	21
Council is good / decent / above average	19
Everything overall is fine / good	19
Some things that are good / done well / happy with	11
Good area / happy living here	6
Most things working alright / smoothly / in order	6
They do their job / what needs to be done	4
Council has been pretty good, compared to other Councils	3
I don't know what they are doing but is good living here	2
They do the best they can	2
Almost good at what they do but no one is perfect	1
Cause everybody is saying they are doing a really poor job, but they really are not. People's expectations are higher, than what they have been every time in the past. People are more interested in finding negatives than positives, and resourcing and construction maintained and services are getting more expedited and it's a hard juggling act to keep the service that everyone expects	1
Council staff are polite	1
Didn't find many flaws	1
Everything is good here. They're doing what's expected of them	1
I agree with a bunch of things that they have done, there is diversity and the newsletter they are doing, good things in the local area even if I didn't use them	1
I haven't been here too long but so far Port Melbourne has been a good place to live	1
I think that the Council is active	1
I think they are do a good job in a very large LGA	1
I think they are doing a reasonable job, and I think it's improving over the last couple years	1
I think they do a great job with the limited income that they have, and the positions that they fulfill for us is so hard to do and I commend them all for even trying and I love St Kilda	1
I think they do some really great stuff they do relatively clean and safe couple improvements about roads and lights in the local area	1
I'm not exactly certain what the Council has been doing but personally I have not had any difficulties and have been generally pleased	1
They are very accurate and helpful	1
They do the basic stuff pretty good	1
They have got to do a lot of things in the area that has very fussy people and gets a lot of tourists. You can never please everyone but overall, they do a good job in the local area	1
Total	153
<i>Generally negative statements</i>	
Council can do better / room for improvement	47
Some things are done really badly / poorly / not well	8



Fitzroy St is a mess	2
I don't see much happening	2
No Council is perfect	2
Acland St is a mess	1
I also have not seen any efforts to improve enough	1
I think there is a lot more they can do to benefit the residents	1
I think they try but they are patchy and inconsistent	1
I've been living in this area for maybe 5 years, and I don't see anything improve	1
No one is perfect so giving 9	1
Not too happy with the recent development	1
Sometimes there is the odd mess	1
The things that they do is not as good as they could be	1
There are lows	1
There are only few things here and there	1
There's no reason to give them any higher	1
They are not adequate in all the areas for our expectations	1
They need to do more and be proactive	1
Total	75

Generally neutral statements

Overall, they are ok / average / alright	21
No complaints / problems / issues	17
I don't know much about them, but whatever we do know, it is okay / no issues	3
They are middle of the road, not outstanding or perfect but not too bad	3
I'm new to the Council and so far, it seems fine and no issues or dramas with them	2
I'm not really dissatisfied I'm just not completely satisfied	2
Based on all the information above	1
Because they are not 100% percent accurate all the time and no one is perfect	1
Honestly, I'm not sure about the services, not super involved everything I know about is good	1
I have never noticed them doing a bad job	1
Some things are okay but a lot of requirements	1
They did their thing	1
They do a half decent job	1
Various things have indicated this	1
Total	56

Council services and facilities

General services are pretty good / fine / decent	16
Facilities are fine	2
More facilities needed	2
More streetlights could help	2
I have a good level of satisfaction I get all of the services	1
I hope there will be more facilities in the parks because is kind of empty there	1
I think I don't like that there is no care and support for disability services	1
I think the service is okay, but they haven't given me some surprise that makes me feel woah	1
I think there is nothing special from the Council. Just providing general services	1
I'm aware they are active in the local community I know they provide some services and maintain facilities	1



I've used a lot of maternal and childcare for 7 years being stay at home mom like library and childcare and maternal services and I don't have any problems with what the Council does, all the childcare services I used were very helpful	1
Mostly because as a sum of all the events that the service that I had to engage with were straightforward	1
Need to be more efficient and faster service	1
Overall, the services provided are of a high standard, and would be approved of by most people in community in the local area	1
Services to make residents feel safer must be emphasized to make residents comfortable. Fitzroy St / Jackson St / Eildon Rd / Grey St / Acland St	1
Spend more money on services	1
The dog rules need to be enforced. Alma Park	1
There are good prep schools in the area	1
They are doing a lot of things	1
They do well with lifestyle	1
They forgot about the drainage because it gets flooded in the middle of the park	1
They need to improve facilities for people with disabilities. Beyond that they are doing fine	1
They provide events	1
They sweep the roads	1
Well, I have been here for a year, and half my frame of reference is back in USA, and we don't have that there and I love the fact of someone overseeing health and wellbeing of the community	1
Well, the things I have been involved with and the things I know about I'm happy with to a certain extent such as updating the Gasworks	1
Total	44

Communication, consultation, engagement

They need to do more consultation and engagement	4
Need more communication	2
They communicate very well, I get their online communication, they are very good	2
They usually do a good job hearing us out / listening	2
A lot of things the Council does, I don't know about	1
Communication could be better what the Council is doing and what they are intending, and I don't know where to find that information	1
Communication is poor when something goes wrong	1
Council needs to put more effort into listening to the community needs	1
I appreciate the Snap, Send, Solve app that has improved my experience with the Council	1
I don't think they are listening to the consultations and for the urban area	1
I think they are engaged with the community	1
Lack of protectiveness and visibility	1
Need more effort to engage with residents in a way that is non-committal so that we can stay informed	1
Need to pay more attention to the feedback received	1
Need to provide more useful information	1
So far, I've had a good experience here, there hasn't been any consultation in my old Council	1
They are approachable I know if I have an issue, I can talk to them about it	1
They are good at communicating	1
They do not engage with the community. I do not know who my representative is	1
They don't promote much. The catalogue and things	1
They keep people informed	1
We got a letter that says they were removing some parking spots to increase visibility	1



When communicating outside of the snap and send solve app, it has not been great	1
Would be nice to see them more present in St Kilda	1
Total	30

Rates and financial management

Expensive Council rates / getting more expensive	8
Decrease the rates	2
They seem to always spend money on unnecessary stuff	2
Because we pay way too many rates and not enough value for it	1
For the rates they can do more	1
I think considering that we are paying such high rates nothing is getting done really, the rates are going towards festivals instead of the suburb and issues like car parks in the local area	1
I think that the rates are a concern	1
Issues with funding	1
Just because I think there's efficiencies in the way the rates we pay are spent	1
Just too much expense	1
Need to do more for the money we are paying	1
Rates are too high; they base it on selling prices	1
Spend too much money fighting lost causes	1
Spent our rates on things that shouldn't concern municipal government	1
The hike in prices has not made a difference in the services provided, the services are the same, but we pay way more	1
They can do more with the rates we are giving	1
They need to do more for the rates they are charging	1
Using money well for street cleaning	1
Value for money	1
With the rates we are paying, this is not enough	1
Total	29

Council governance, management, performance

The Council can do better / improve	2
They are inefficient / need to be more efficient	2
They take a lot of time to implement the great plans they propose	1
Can improve attention and care to resident's needs	1
Can't think of anything to complain about their performance	1
Generally, the performance is informally good	1
Generally, things run pretty smoothly	1
Have the good interest of residents	1
I think the inconsistency makes them not trustworthy	1
In terms of time management, they are slow	1
It is just small government it's largely ineffective and has to be bureaucratic for no reason	1
Not getting in the way too much	1
Not transparent enough	1
Not very effective, basic stuff has to work well before they do something big	1
Performance is ok	1
There's room for more monitoring	1
They are very slow in making decisions	1
They try to achieve most of their goals	1



Too much management fat in the Council	1
We have good Councillors here	1
Total	22

Cleanliness and maintenance of the area

Things are maintained well	2
Visually everything is pretty good / it is a nice area	2
Alma Gr is being properly maintained with the Council	1
Graffiti issues in the local area	1
I think overall a pretty clean environment pretty easy to live here	1
I've been living here for many years and as a whole the area has gotten a lot better than how it was before	1
More cleaning	1
Relatively well maintained, happy to live here	1
Streets are maintained regularly / fairly well	1
The appearance of my local area	1
The maintenance is lacking	1
The maintenance of street could be better	1
The only interaction I've had with them was when people were dumping and pitching tents next door	1
The streets are clean and safe	1
They are well maintained, like the parks	1
Things are well maintained compared to other areas	1
Total	18

Parks, gardens, open spaces and trees

Good dog parks	2
The parks / open spaces are really good	2
Albert Park runs smoothly and is tidy	1
But only tree maintenance issue	1
Cleaning of Albert Park	1
I think there is room for improvement for public spaces	1
Need to keep the grass growing for a Council who says they want to save environment. The hard rubbish collection is ok	1
Street trees need to be fixed	1
The playgrounds are good	1
They are doing parks in the local area	1
They have not been taking care of the trees	1
Tree branches lean towards footpaths, and they don't do anything about it	1
We need more trees in the local area	1
Well, the things I have been involved and the things I know about I'm happy with to a certain extent such as putting in trees	1
Issues with parks	1
Total	17



<i>Safety / security</i>	
Safety / security issues in the local area	5
This area is safe and calm	2
Council can improve crime rates	1
I'm really concerned about the crime rates around Eildon Rd	1
I'm really concerned about the crime rates around Fitzroy St	1
I'm really concerned about the crime rates around Grey St	1
I'm really concerned about the crime rates around Jackson St	1
Safety aspect. Would love to see more patrols or CCTV around the area and a decline in the obvious crimes we see down the streets	1
There is crime but I haven't encountered it	1
They should ensure safety especially in night	1
Total	15

<i>Responsiveness</i>	
Generally responsive Council	3
A little slow but take action when residents report issues	1
If a complaint is logged, need agency	1
If a resident comes forward and asks you to look at something a vast majority of the time you get negativity and pushback. Aside from, long time frame, Council should put more effort in being reasonable	1
They have been quick with any issues I have had, but I also have not had that many issues	1
They need to be more responsive	1
When we complained about the leaf litter in autumn. But they do come around and clean same day	1
Total	9

<i>Environment, climate change and wildlife conservation</i>	
Deeper care for other things that equally matter such as environment preservation	1
Elwood canal and tree management in this area is poor, and the engagement is not that great	1
I don't think they are staying up to date how they plant the trees, greenhouse effect	1
I think there is room for improvement for environment	1
I think they did well in helping the environment	1
Some things particularly with the environment that could be improved	1
They are quite aware of environment and stuff in the local area	1
When you mention the environment there's not enough happening, I see other Councils have really easy collection areas batteries and stuff and we have don't have that	1
Total	8

<i>Homelessness / disadvantaged groups</i>	
I guess my only major downside is how they treated the homeless and public attitude toward it as a result. It really needs to be improved	1
I think I'm very worried about the rough sleepers	1



It would be nice to have a bit more advocacy for homeless and disadvantaged people. My child goes to kindergarten next to Greeves St, there seems to be a grey spot for those services. I'm always an advocate for the youth services and disadvantaged people, looking how the economy is going it would be nice to see the Council step up because it's affecting more people beyond just homeless people. Also, the safe injection van in front of daycare centre is not appropriate they could park it in the other spot because I found syringes and is	1
It would be nice to have a bit more advocacy for homeless and disadvantaged people. My child goes to kindergarten next to Greeve street, there seems to be a grey spot for those services. I'm always an advocate for the youth services and disadvantaged people, looking how the economy is going it would be nice to see the Council step up because it's affecting more people beyond just homeless people	1
Lytton St is a disaster, homeless people	1
Support the homeless people and all needs to be improved	1
The whole thing about taking of possessions of homeless people is something we disagree with	1
There are few things and decisions that I don't agree with the way they treat and deal with homeless people they listen to businesses too much	1
They need to help the homeless more in the area and have more funding from the Council	1
Total	8

Waste management

Bin collection is poor	1
Bins collection can be better	1
Garbage trucks are updated to be quicker and higher tech	1
Green bin was a mess	1
Lack of green initiatives	1
Not invested in rubbish collection and we recycle more	1
There are some disadvantages in the Council for families such as bins not collected as often	1
They get hard waste collection like on Snap, Send, Solve. The next day they clear the hard rubbish	1
Total	8

Traffic / roads

Annual maintenance of roads	1
Roads are fixed	1
Sometimes during events traffic is not convenient	1
The roads are really good	1
They seem to have road maintenance down; this is uncharacteristic of Victorian Councils	1
Making crossings safe	1
Total	6

Drugs and alcohol issues

Drug dealings throughout the neighbourhood	1
Safety concerns regarding common drug use in the streets and unsafe environment they create	1
The safe injection van in front of daycare centre is not appropriate they could park it in the other spot because I found syringes and is dangerous to be around young kids	1
They need to help the drug affected more in the area and have more funding from the Council	1



Too many drugs, abuse and substance in Fitzroy St	1
Total	5

Footpaths

Footpaths need to be fixed	1
I just see stuff changing like footpath is getting updated	1
Take care of issues like the footpaths as they will be able to pin down where they are	1
The footpaths are done pretty well	1
The footpaths are uneven but everything else is fine	1
Total	5

Parking

Parking is a major issue / need more spaces	2
It is expensive for example parking	1
The parking is not good enough. It is not enough. Nearly impossible to find parking	1
There can always be room for improvement like the senior level being paid a bit too much and they don't really do a very hard job	1
Total	5

Planning, housing, development

Building permits is too slow	1
Focus too much on development and not enough on existing residents	1
Housing improvement process needs to be sped up. Should take you maximum of 6 months not a year or beyond	1
Planning permit cost issue	1
There are times where no redevelopment is occurring in the neighbourhood	1
Total	5

Infrastructure

Maintenance of infrastructure is poor	1
Maintenance of infrastructure is slow	1
We also have an electrical charging port that Council facilitated and it's very good	1
Total	3

Support for local business

For businesses it's had too short of a vision, once an area starts to decline it needs lots of help earlier on	1
I heard some complaints from business owners about restrictions driven by the Council like North Port Hotel	1
They should do more for businesses and local people	1
Total	3



<i>Activity centres</i>	
I think it's more around the inconsistency the reactive way of thinking of things, short term solutions and not listening what people are saying about Fitzroy and Auckland Street they look *** and empty shops, they are distracting from St Kilda being a great place. They could do more in that sense in the local area	1
Total	1
<i>Sports, recreation and leisure facilities</i>	
The construction of the sports facilities under the overpass is disrupted the neighbourhood	1
Total	1
<i>Other</i>	
Affordability is worsening	1
Just in my head trying to balance things that were mentioned	1
Not really interested	1
Total	3
Total Satisfied comments	529

Appendix Two: survey form



Hi my name is _____ from Metropolis Research and I am here on behalf of Port Phillip City Council.

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

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

The survey will take approximately 10 to 15 mins to complete, is completely confidential and voluntary.

1

Have you contacted Port Phillip City Council in the past 12 months?

Yes (*continue*) 1 No (*go to Q.4*) 2

If Yes, what was the reason for contacting Council?

2

When you last contacted the Council, was it?

(Please circle one only)

Visit in person at a Council office	1	Submitted form via the website	6
Telephone (<i>during office hours</i>)	2	Social media (<i>e.g. Facebook</i>)	7
Telephone (<i>after hours service</i>)	3	Directly with a Councillor	8
Mail	4	Snap, Send, Solve	9
Email	5	Other (specify) _____	10

3

Was this your preferred method of contacting Council?

Yes 1 No 3

If not, why do you say that?

4

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

1. The provision of accurate information or referral to a relevant officer	0	1	2	3	4	5	6	7	8	9	10	99
2. The speed and efficiency of service	0	1	2	3	4	5	6	7	8	9	10	99
3. Courtesy and professionalism of staff	0	1	2	3	4	5	6	7	8	9	10	99
4. Acknowledgement of the request and keeping me in the loop	0	1	2	3	4	5	6	7	8	9	10	99
5. Overall satisfaction with the customer service experience	0	1	2	3	4	5	6	7	8	9	10	99

If any aspect rated 6 or less, what could have been improved upon?

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

1. Maintenance and repair of major arterial roads and highways (managed by VicRoads)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
<i>If satisfaction rated less than 6, are there any roads of concern?</i>													
2. Maintenance and repair of sealed local roads (managed by Council)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
<i>If satisfaction rated less than 6, are there any roads of concern?</i>													
3. Roadside slashing and weed control	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Footpath maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Maintenance and appearance of public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Litter collection in public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Maintenance and cleaning of strip shopping areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Management of illegally dumped rubbish	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Management of graffiti	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Provision and maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Street lighting	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Street sweeping	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
13. Regular weekly garbage collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
14. Regular weekly recycling	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
15. Weekly food and green waste collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
16. Provision and maintenance of parks and gardens	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

17. Maintenance of the foreshore and beaches (e.g., seats, boardwalk, signs, showers)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
18. Cleaning of the foreshore and beaches	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
19. Town Planning policies	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
20. Animal management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
21. Local traffic management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
22. Parking enforcement	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
23. Provision of parking facilities / spaces	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
24. Enforcement of local laws	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
25. Council's activities promoting local economic development	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
26. Council's emergency preparedness and response	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

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

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

1. Bookable hard rubbish service	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
2. Local library services	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Council's website	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Council's e-newsletter <i>Diversity</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

6. Sports ovals and outdoor sports facilities (e.g. sports grounds, outdoor courts, fitness stations)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
If Used, what type of activities did you do?		Organised formal sports					1	Informal					2
7. Bike and shared paths (both on-road and off-road and including shared paths)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Provision and maintenance of playgrounds	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Waste Recovery Centre (the Tip)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Services for children from birth to 5 years of age (e.g. Maternal & Child Health, childcare, storytime)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Services for youth (e.g. Adventure Playgrounds, youth social worker)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Services for people with disability	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
13. Support services for people experiencing disadvantage	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
14. Support services for the elderly / seniors	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
15. Provision of arts and cultural venues, spaces, and facilities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
16. Provision of arts and cultural events, programs and activities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
17. Planning and / or building permits	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

5/6a

What are the reasons why you were dissatisfied with any of the above services and facilities?

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

7

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

1. Council's community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	99
2. The opportunities offered by Council to engage or be consulted with on Council decisions	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												
3. Council's representation, lobbying, and advocacy on behalf of the community	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												
4. Council's performance informing the community	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												
5. Council making decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												
6. Council's performance maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												
7. Council's performance providing "value for rates"	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												
8. That Council has a sound direction for the future	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												
9. Council meeting its responsibilities towards the environment	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												

8

And on the same scale, please rate your satisfaction with the performance of Port Phillip City Council across all areas of responsibility.

1. Overall performance	0	1	2	3	4	5	6	7	8	9	10	99
------------------------	---	---	---	---	---	---	---	---	---	---	----	----

Why did you rate satisfaction at that level?

9

Can you please list what you consider to be the top three issues to address for the City of Port Phillip at the moment?

Issue One:	
Issue Two:	
Issue Three:	

The State Government has planned for the population of the City of Port Phillip to increase by approximately 63,800 more people by 2041, reaching approximately 176,800. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

10

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

1. Planning for population growth	0	1	2	3	4	5	6	7	8	9	10	99
-----------------------------------	---	---	---	---	---	---	---	---	---	---	----	----

If satisfaction less than 5, what concerns you most about population growth?

11

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

1. The appearance and quality of newly constructed developments in your area	0	1	2	3	4	5	6	7	8	9	10	99
2. The design of public spaces	0	1	2	3	4	5	6	7	8	9	10	99
3. The protection of local heritage	0	1	2	3	4	5	6	7	8	9	10	99

If any rated less than 6, please identify your concerns and / or examples of developments:

12

On a scale of 0 (lowest) to 10 (highest), how satisfied are you with the opportunities to be physically active in Port Phillip?

1. For a walk, jog, or run	0	1	2	3	4	5	6	7	8	9	10	99
2. Go for a bike scoot and skate	0	1	2	3	4	5	6	7	8	9	10	99
3. Play formal (organised sport)	0	1	2	3	4	5	6	7	8	9	10	99
4. Have an informal kick, hit, shot or pass of a ball locally	0	1	2	3	4	5	6	7	8	9	10	99
5. Use an outdoor gym or participate in an outdoor fitness class	0	1	2	3	4	5	6	7	8	9	10	99

13

What, if any, barriers are there to you being physically active in Port Phillip?*(please select as many as appropriate)*

Cost of accessing equipment / facilities	1	Safety when out being active	3
Lack of local facilities <i>(please specify)</i> :	2	Other barrier <i>(please specify)</i> :	9
_____		_____	

14

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

Statement	Strongly disagree			Neutral						Strongly agree			Can't say
1. The City of Port Phillip is a welcoming and supportive place for everyone including people from varied cultural and religious backgrounds, ages, genders, and sexual orientation	0	1	2	3	4	5	6	7	8	9	10	99	
2. The relationship with the Aboriginal and Torres Strait Islander community is very important	0	1	2	3	4	5	6	7	8	9	10	99	
3. I feel proud of, connected, and enjoy living in my neighbourhood	0	1	2	3	4	5	6	7	8	9	10	99	
4. I have a sense of safety and security in Port Phillip	0	1	2	3	4	5	6	7	8	9	10	99	
5. My local area is vibrant, accessible, engaging, full of energy and life, and somewhere I want to be	0	1	2	3	4	5	6	7	8	9	10	99	

15

On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas of the City of Port Phillip?

1. During the day	0	1	2	3	4	5	6	7	8	9	10	99
2. At night	0	1	2	3	4	5	6	7	8	9	10	99
3. In and around your local activity centre	0	1	2	3	4	5	6	7	8	9	10	99
4. At the beach or foreshore	0	1	2	3	4	5	6	7	8	9	10	99

If any rated less than 5, where do you feel unsafe?***Why do you feel unsafe?***

16

Have the household's monthly rental or mortgage repayments placed stress on the household's finances in the last 12 months?

No stress	1	Heavy stress	4
Low stress	2	Can't say	9
Moderate stress	3		

17

Please indicate which of the following best describes you.

18 to 24 Years	1	60 to 74 Years	5
25 to 34 Years	2	75 Years or Over	6
35 to 44 Years	3	Prefer not to say	9
45 to 59 Years	4		

18

With which gender do you identify?

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

19

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

English only	1	Other _____	2
--------------	---	-------------	---

20

Do any members of this household have a permanent or long-term disability?

Yes	1	Prefer not to say	9
No	2		

21

What is the structure of this household?

Two parent family (<i>youngest 0 - 4 yrs</i>)	1	One parent family (<i>youngest 13-18</i>)	7
Two parent family (<i>youngest 5 - 12 yrs</i>)	2	One parent family (<i>adult child only</i>)	8
Two parent family (<i>youngest 13 - 18 yrs</i>)	3	Group household	9
Two parent family (<i>adult child only</i>)	4	Sole person household	10
One parent family (<i>youngest 0 - 4 yrs</i>)	5	Couple only household	11
One parent family (<i>youngest 5 - 12 yrs</i>)	6	Other (<i>specify</i>): _____	12

22

Which of the following best describes the current housing situation of this household?

Own this home	1	Renting this home	3
Mortgage (paying-off this home)	2	Other arrangement	4

23

How long have you lived in the City of Port Phillip?

Less than 1 year	1	5 to less than 10 years	3
1 to less than 5 years	2	10 years or more	4

If less than 5 years, what was your previous Council

24

Do you have any further comments you would like to make?