



Community Voice Survey Four Summary Report

January 2019

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Community Voice Summary Report – Survey Four, 2018

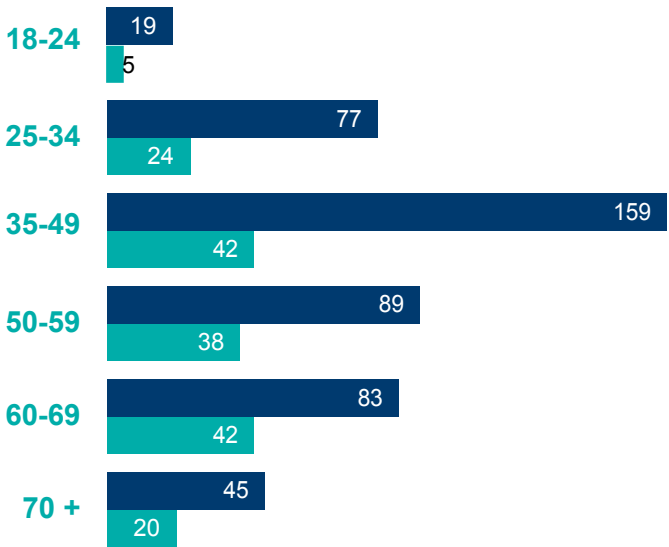
The following summary report presents the findings of the fourth Community Voice survey, held from 22 November to 10 December 2018. Community Voice is an online group of 472 residents that represent the broader Glen Eira community in terms of age, gender and suburb. We received 171 responses to the survey, giving us a response rate of 36%.

The below graphics show the number of survey respondents (shown in teal) versus the number of Voice members (shown in blue).

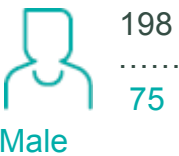
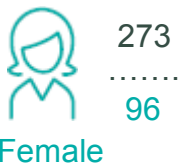
Community Voice Profile 472 Members

Survey Four Profile 171 Responses

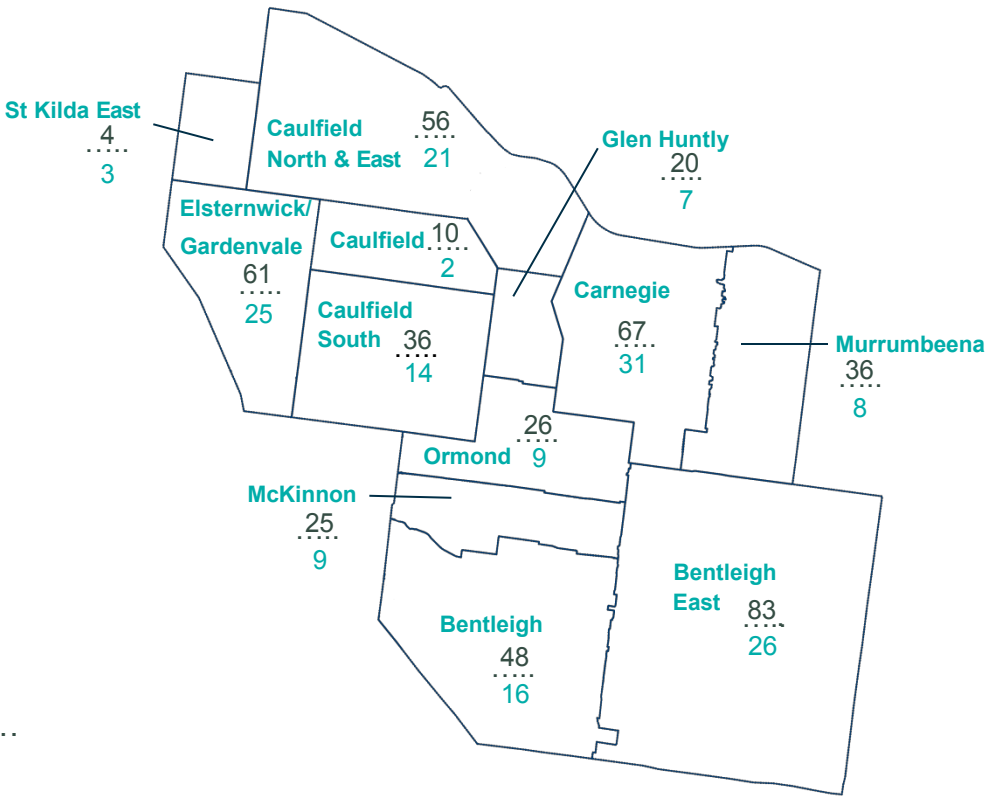
Age Groups



Gender



Suburbs



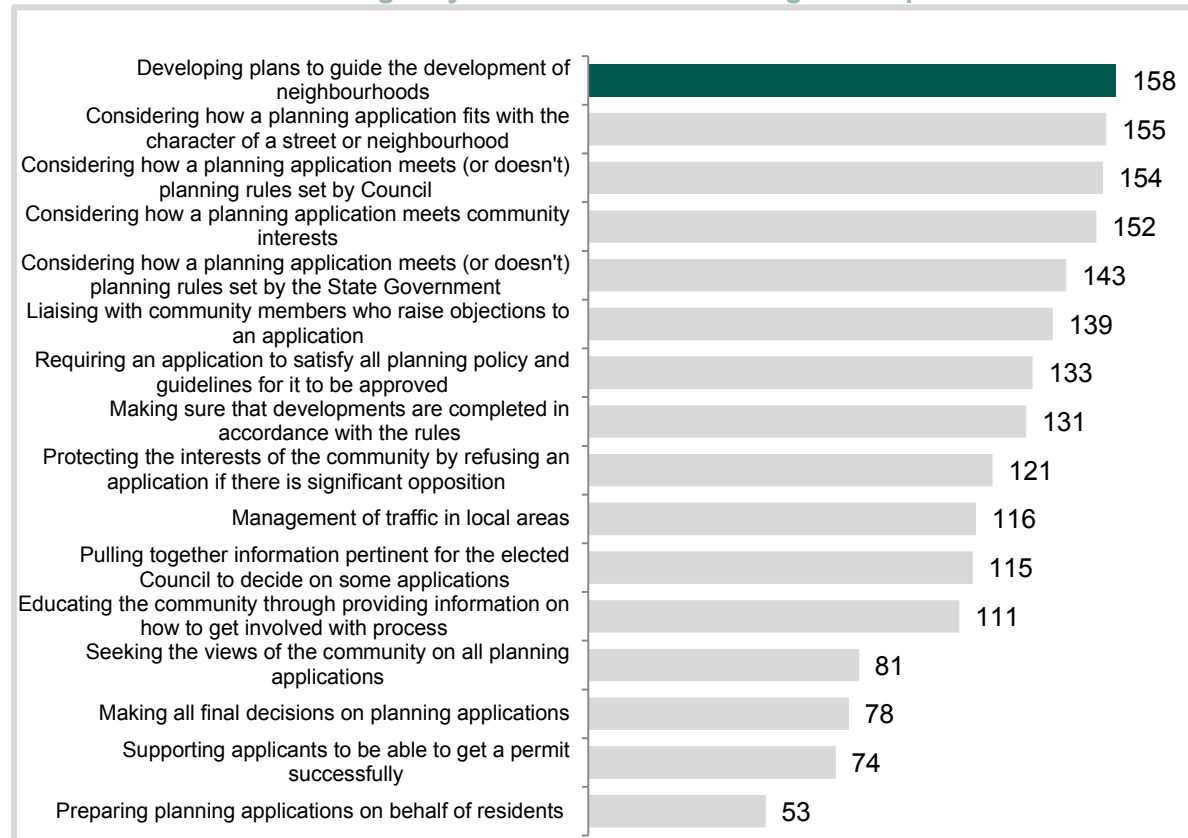
SECTION ONE: ENGAGING WITH YOU ON URBAN PLANNING

This section sought views on the Urban Planning service in Glen Eira. This service is responsible for receiving, assessing and making decisions regarding planning applications to use, develop or subdivide land in the Glen Eira area. The aim of these questions was to identify aspects of the service which can be improved for the residents of Glen Eira.

KEY FINDINGS

- The majority of Community Voice respondents have a strong opinion that the Urban Planning service must balance the views and opinions of different stakeholders as part of its decision making process (81%, 136).
- The majority of respondents (55%) had personally interacted with the Urban Planning service as an applicant (26) and or as an objector/supporter (74). These respondents indicated the following:
 - Respondents who had applied for a permit were most satisfied with the overall outcome of the permit (3.3 out of 5)
 - Respondents who had objected/supported an application were most satisfied with the availability of information on the application (3.1 out of 5).
- Respondents who had not engaged with Urban Planning service cited a lack of need as the main reason (74).
- Council's website was identified as the most important source to obtain information on planning permits (92%, 158) followed by physical signage on properties and verbal advice from officers (59%, 101 respectively).
- The majority of respondents report they do not have sufficient information or are unsure if they have sufficient information to engage with the planning permit process (55%, 91).
- The most popularly selected option to support residents in engaging with the planning permit process was 'specific information on Council's website' (64%, 110) followed by 'access to a Council planner to discuss the process' (57%, 97) and 'more communication of planning permit applications made in the area' (55%, 94).

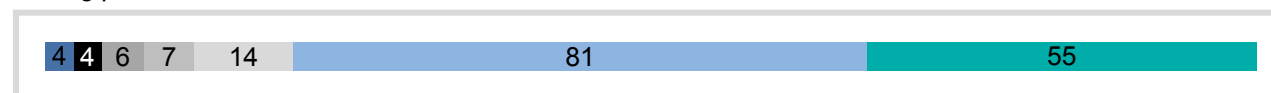
Q1.1 Which of the following do you think Urban Planning encompasses?



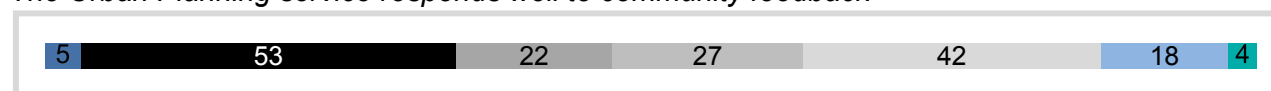
Q1.2 Please indicate the extent to which you agree/disagree with these statements:

■ No response
 ■ Not sure
 ■ Strongly disagree
 ■ Disagree
 ■ Neutral
 ■ Agree
 ■ Strongly agree

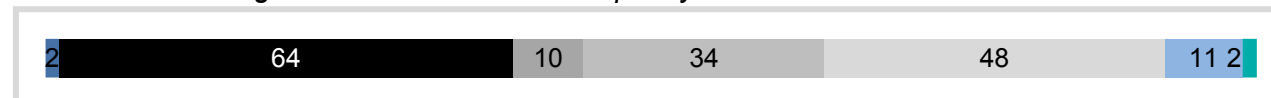
The Urban Planning service must balance the views and opinions of different stakeholders as part of its decision making process



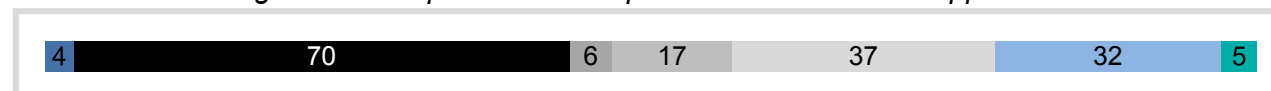
The Urban Planning service responds well to community feedback



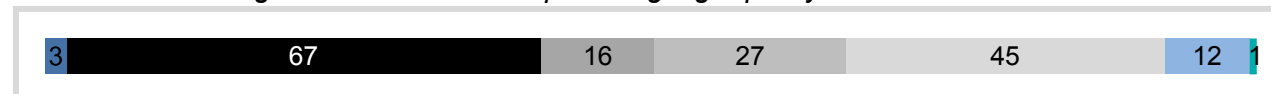
The Urban Planning service makes decisions quickly



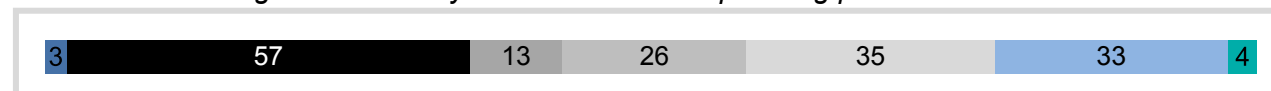
The Urban Planning service keeps customers updated on the status of applications



The Urban Planning service is known for providing high quality customer service



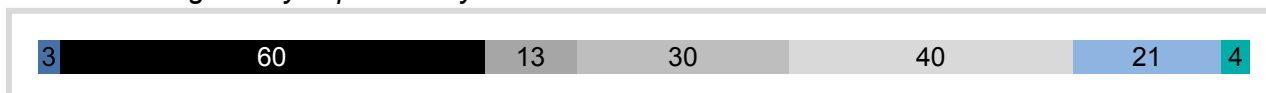
The Urban Planning service clearly communicates the planning process to its customers



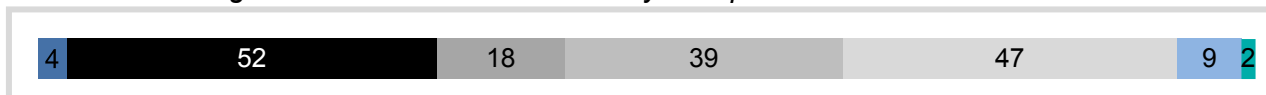
It is easy to contact Urban Planning



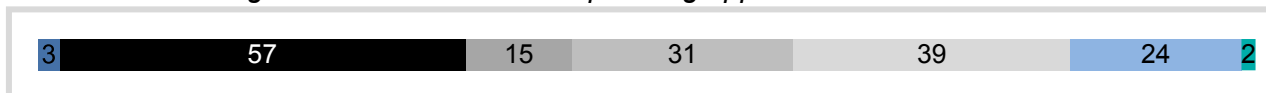
Urban Planning clearly explains why it makes the decisions it does



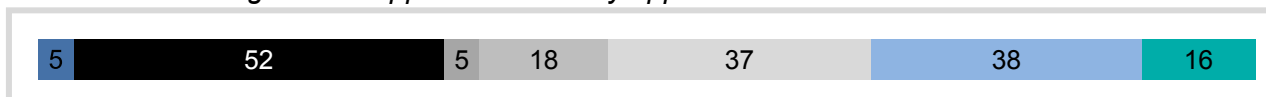
he Urban Planning service delivers the decisions you expect



The Urban Planning service consults well on planning applications



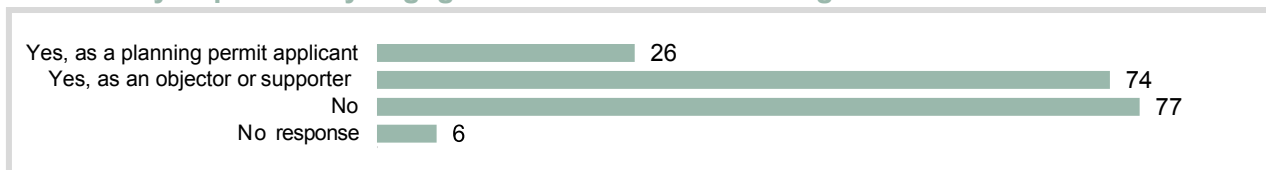
The Urban Planning service approves too many applications



Decisions made by Urban Planning officers should instead be made by elected councillors



Q1.3 Have you personally engaged with the Urban Planning service at Glen Eira?



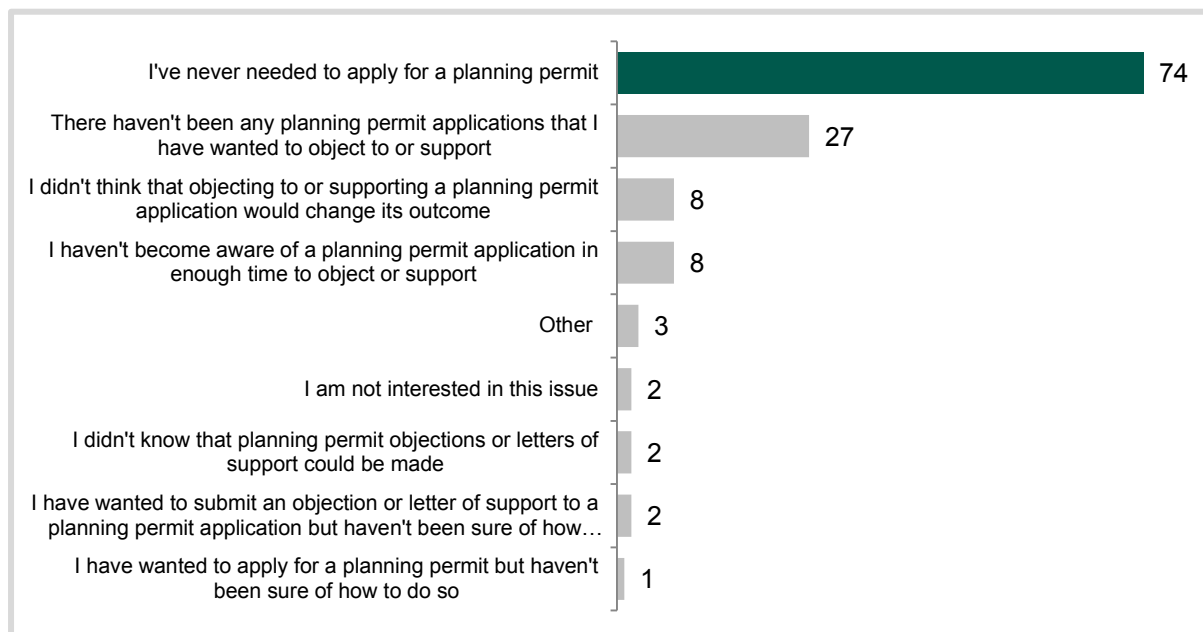
Q1.3.1 (Yes, as a planning permit application), Could you tell us how satisfied you were/are with the following elements of the application process?

HOW SATISFIED ARE YOU WITH...? (by order of highest to lowest average)	Weighted average score
<i>The overall outcome of your application</i>	3.3/5
<i>The clarity of advice available regarding the information you needed to provide as part of your application</i>	3.2/5
<i>The rationale/reasons provided to you in the determination of your application</i>	3.0/5
<i>The support offered to you in the preparation of your application and during the processing stage</i>	2.9/5
<i>Communication from Council on issues or queries during the process</i>	2.8/5
<i>The timeframe involved in processing your application</i>	2.6/5

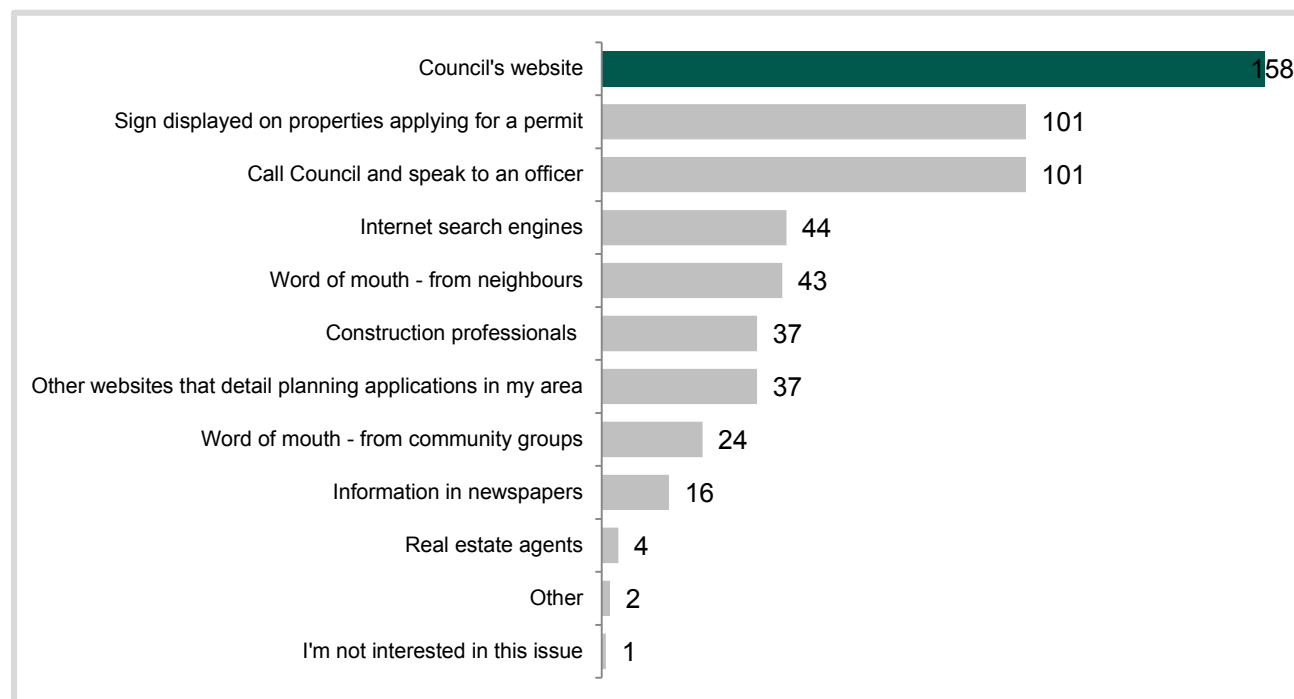
Q 1.3.2 (Yes, as an objector/support of a planning permit application), Could you tell us how satisfied you were/are with the following elements of the application process?

HOW SATISFIED ARE YOU WITH...? (by order of highest to lowest average)	Weighted average score
<i>The availability of information on the application you objected to or supported</i>	3.1/5
<i>Council's communication with you during the process</i>	2.9/5
<i>The clarity and timeliness of Council's communication with you on the outcomes of your objection/support</i>	2.9/5
<i>The clarity of information available on what can be objected to</i>	2.8/5
<i>The assistance provided to you by Council when you submitted your objection/support</i>	2.8/5
<i>The reasons provided in the determination of the application you objected to/supported</i>	2.6/5
<i>The overall outcome of the application you objected to/ supported</i>	2.3/5

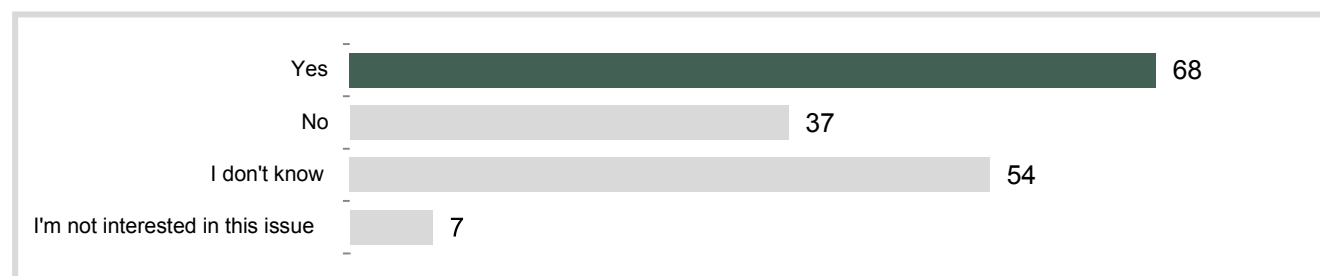
Q1.3.3 (No), Could you tell us why not? Please select all options that apply.



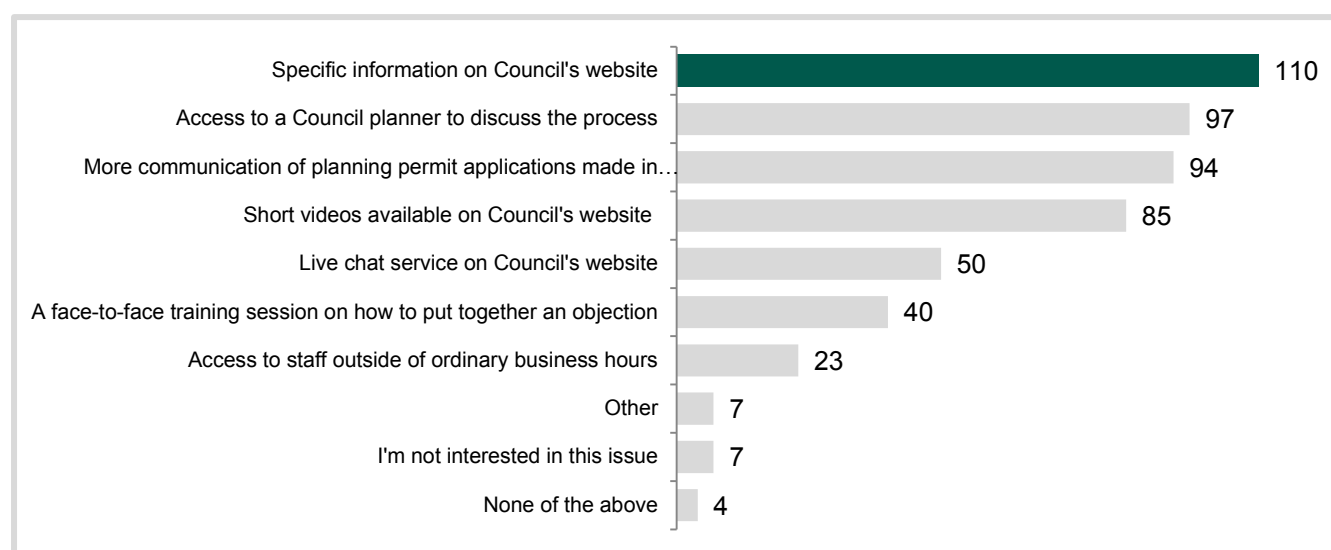
Q1.4 As a community member, where do you/would you go to obtain information on planning permits in Glen Eira if you wanted/needed to? Please select all options that apply.



Q1.5 Do you consider that you have access to sufficient information to engage with the planning permit process in Glen Eira if you wanted to?



Q1.6 Would any of the following options support you in engaging with the planning permit process in Glen Eira?



1.7 Do you have any other thoughts or comments?

51 responses were offered by participants. The table below sets out themes and key points raised.

THEME	Key points raised	No
Community engagement in the process could be better supported	<ul style="list-style-type: none"> Process involves significant information, difficult for community members to navigate Mixed methods of information/avenues to engage would provide needed support for people from CALD, disability or low literacy communities GECC website could be improved Need for a third party just to go through the process Responsiveness to queries could be improved 	13
Role of VCAT/limitations to the scope of Council influence	<ul style="list-style-type: none"> Feelings of it not being worthwhile to be involved because of the way VCAT negates council and community decisions Council advocacy to VCAT, and communication of the escalation process to community members could be improved 	9
Allowing/enabling 'over development' / not listening	<ul style="list-style-type: none"> Right or wrong, perception that Council is supportive of development Not listening to views of residents 	8
Specific information needed	<ul style="list-style-type: none"> Information on applications in area of proximity, pre-existing issues with a property, why different rules apply in different zoned areas, restrictions arising from overlays 	7
Can't consider Urban Planning in isolation	<ul style="list-style-type: none"> Parking, roads, green space an inherent part of the picture Vision for spaces should be integrated into service 	6
Personal experience/ anecdotes/ observations	<ul style="list-style-type: none"> Neighbors and streets, individual interactions, views on what is happening in local areas 	6
Resourcing and knowledge of the team	<ul style="list-style-type: none"> Officers struggling with volume, additional resources and knowledge (up to date) would support better outcomes 	5
Issues of enforcement	<ul style="list-style-type: none"> Permit enforcement the issue, as well as compliance with regulation 	4
Engagement should be within clear rules and not hold up the process	<ul style="list-style-type: none"> Engagement good, but decisions need to be made and not hold up timelines 	2
Doing well	<ul style="list-style-type: none"> Staff very helpful Team doing a good job for residents 	2
Not sure	<ul style="list-style-type: none"> Limited experience Nothing to add 	2

Illustrative quotes

'The planning process eventually wears community members down'.

(Male, Bentleigh, 60-69 years)

'The planning process is acceptable. Planning Permits are not taken seriously by business and commercial applicants as Council's planning enforcement ignore ongoing and intentional breaches of planning permits by businesses.'

(Male, Caulfield North, 60-69 years)

'Council processes often over ridden by VCAT. This is a significant issue and makes the community disinclined to get involved in the process.'

(Female, Caulfield North, 70 years +)

What will Council do next?

The information provided will be used to develop an *Action Plan* that will improve the Urban Planning service for Glen Eira residents.

The *Action Plan* will include the following:

- A review and rewrite of urban planning information on Council's website. This will also include information on the role of the Urban Planning service and how it connects to other Council functions and services and how planning application decisions are made;
- A communication plan that details how Council will keep community informed about planning processes, applications and decisions;
- Development of an online planning register so customers can track the status of current applications;
- Development of new video and graphic content;
- A mapping feature for the community to see what planning applications are proposed in their community; and
- How Council is tracking in terms of decision making timeframes.

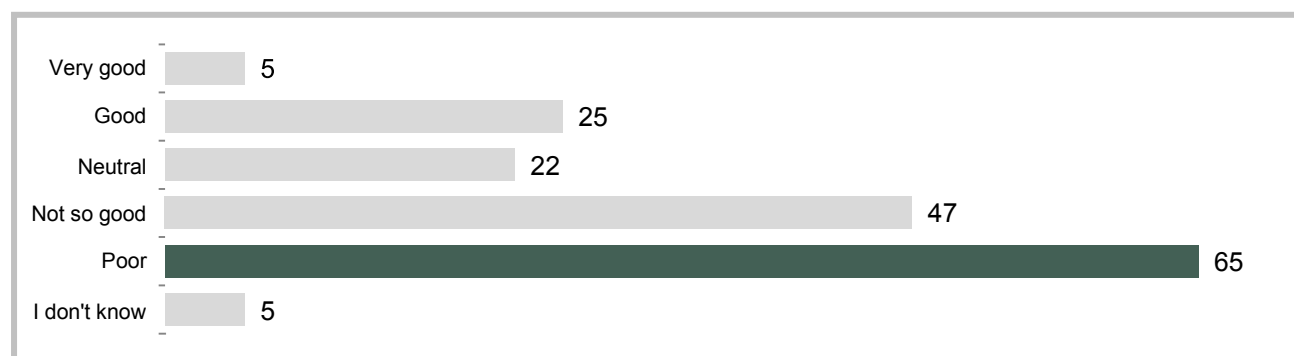
SECTION TWO: RECONCILIATION IN ACTION

Glen Eira City Council developed its first *Reconciliation Action Plan* (RAP) in 2018. We worked in partnership with a Reconciliation Advisory Group to develop the RAP. Membership of Reconciliation Advisory Group included Traditional Owners, community leaders and community members. The RAP is now endorsed by Council and Reconciliation Australia. Questions put to Community Voice will support the implementation of this important action plan.

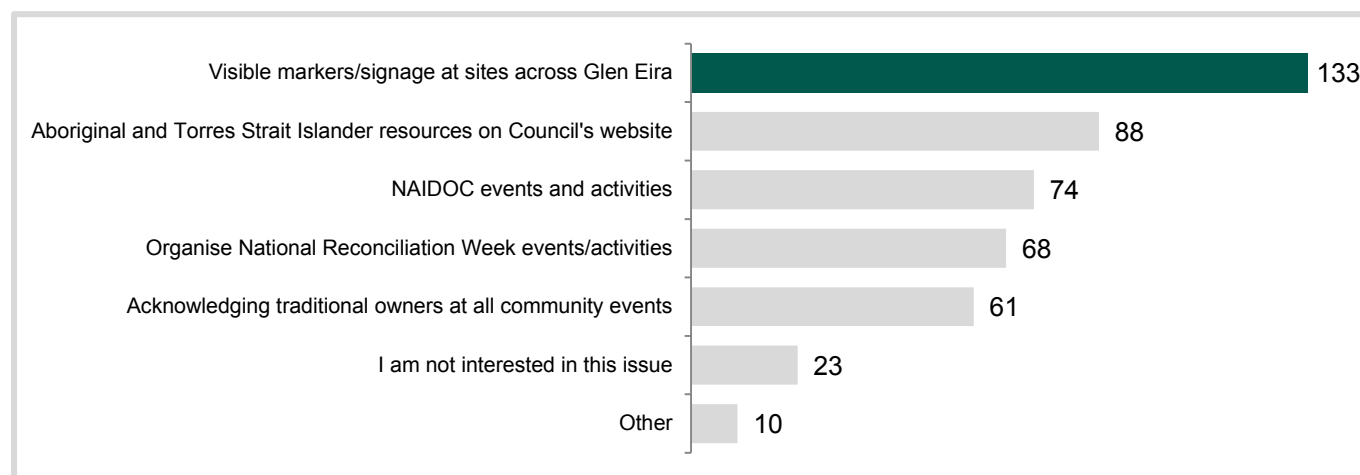
KEY FINDINGS

- The majority of Community Voice respondents rated their knowledge of Aboriginal and Torres Strait Islander history and heritage in Glen Eira as poor or not so good (65%, 112).
- Installing visible markers and signage across Glen Eira was the most commonly selected preference to build knowledge of Aboriginal and Torres Strait Islander history and heritage (78%, 133).
- Easy-to-read resources available for download on Council's website was nominated as the best way Council could support people to engage in conversations about and share the RAP with others in the community (67%, 114). A significant number also nominated sharing knowledge of the RAP face-to-face with the community and on social media (40%, 68 respectively).
- Respondents nominated events that educate and engage the community and working directly with Aboriginal and Torres Strait Islander peoples as important for building relationships in the community.

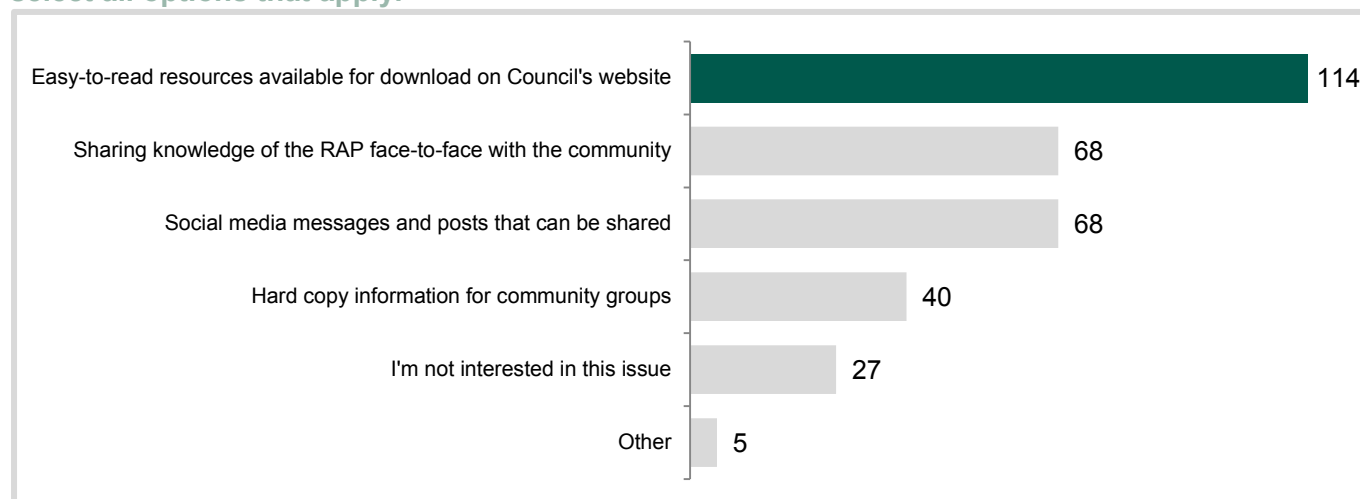
Q2.1 How would you rate your knowledge of Aboriginal and Torres Strait Islander history and heritage in Glen Eira and more generally?



Q2.2 What Council actions would help you to build your knowledge of Aboriginal and Torres Strait Islander history and heritage in Glen Eira and more generally?



Q2.3 The Reconciliation Action Plan aims to be a Plan for everyone in the community. How could Council best support you to create conversations about, and share the RAP, with others? Please select all options that apply.



Q2.4 How can we work together to build relationships in the community between Aboriginal and Torres Strait Islander peoples and other community members?

79 responses were offered by participants. The table below sets out themes and key points raised.

THEME	Key points raised	No
Events that educate/engage	<ul style="list-style-type: none"> Annual community event, event that brings together the whole community and is inclusive Multiple events such as walks, weaving, art Involve libraries, potentially language lessons, or story telling 	18
Direct engagement of / working with, Aboriginal and Torres Strait Islander individuals and leaders	<ul style="list-style-type: none"> Target employment of Aboriginal people Identify local Aboriginal people and work with them to develop messages, stories, run events, promote culture and heritage Building relationships should be led by Aboriginal people – the question should go first to them Engage Aboriginal people in decision-making, committees, quotas for representative bodies Scholarships for local young Aboriginal people 	15

Visible/tangible marker/ places	<ul style="list-style-type: none"> • Visibility is important – markers that denote important sites across Glen Eira, a good idea • Communal place of belonging • Further promotion of existing places in Glen Eira that are marked with Aboriginal history • Foreshore tiles in St Kilda an idea that could be borrowed, or the marker approach of City of Yarra 	10
Multifaceted approach best	<ul style="list-style-type: none"> • Overall, promotion of dialogue through signage, events, messages, visibility, conversation, acknowledgement • Strategies incorporated into all activities, services 	10
Education generally/access to more/different/ better information	<ul style="list-style-type: none"> • Provide facts about history • Increase knowledge about specifically Glen Eira history – nothing available at the moment • Allocate resources toward uncovering the real history of Aboriginal people in the area and make it freely available 	8
Education/information within schools	<ul style="list-style-type: none"> • Engage Aboriginal and Torres Strait Islander people to visit schools to raise awareness of local history • Share history, create resources for local schools • Engage schools in programs (arts, community development) 	7
Respectful approach to interacting with all/everyone the same	<ul style="list-style-type: none"> • Work to lead/build culture that is respectful of all cultures, traditions, new and old • Should not single out Aboriginal and Torres Strait Islander community, but should focus on a general approach that is inclusive 	6
Council services	<ul style="list-style-type: none"> • Council's website • Services provided by Council welcoming, culturally safe • Council to promote places that display culture, including via website, GE News 	5
Shouldn't be a major Council focus (if at all)	<ul style="list-style-type: none"> • Aboriginal community small in Glen Eira, there are bigger issues which require attention and resources • History is good to acknowledge, but focus should be current and contemporary issues 	4
Other	<ul style="list-style-type: none"> • Retrospective approach of RAP not helpful – should be looking to a desired endpoint and working toward that • Establishing definitions is needed • Good experiences in other local government areas that could be an example • Should stop acknowledging Australia Day • Council should be making financial reparation • Social media should be more heavily utilised 	9

Illustrative quotes

'Have Aboriginal and Torres Strait Islander peoples involved in all areas of the community such as council jobs because meeting someone with that culture teaches people the best. Also have programs in school where local elders and Aboriginal/Torres Strait Islander peoples help to teach the Aboriginal/Torres Strait Islander curriculum in schools so school students are aware that Aboriginal/Torres Strait Islander peoples and culture exists in the Glen Eira community.'

(Female, Bentleigh East, 25-34 years)

'Identify and make known to the Community the aboriginal peoples that lived within the city or surrounding areas. 2. Erect and maintain signage and markers about local traditional history and heritage. 3. Acknowledge traditional owners at Council Meetings and community events, and also in the Glen Eira News when events take place on heritage sites; 4. Identify Aboriginal/Torres Strait Islanders peoples residing within the city, and acknowledge them in community events. Invite them to produce messages or stories on their culture and heritage. If little or no such peoples reside in the City, then invite neighbouring peoples or others to provide messages or stories on their culture and heritage.'

(Male, Glen Huntly, 70 years +)

'Through a visible indicator of aboriginal presence in this area, in the past and now. Something like the foreshore tiles in St Kilda which tell little stories about life in early St Kilda.'

(Female, Elsternwick, 50-59 years)

'Acknowledge all cultures and traditions both modern and ancient, immigrants, settlers and aboriginal alike.'

(Male, Caulfield North, 25-34 years)

'An annual community event that acknowledges and empowers the indigenous community; Education program within schools with current, relevant information and participation.'

(Female, Caulfield South, 25-34 years)

Q2.5 Do you know of any good examples of activities that acknowledge Aboriginal and Torres Strait Islander peoples that Council could explore?

64 responses were offered by participants. The table below sets out themes and key points raised.

THEME	Key points raised	No
No/none	<ul style="list-style-type: none"> Can't think of any examples 	21
Event examples and ideas	<ul style="list-style-type: none"> Light displays similar to White Night Craft workshops similar to Melbourne Community walks – history, natural environment Events where Indigenous and non-Indigenous people can interact and share Art exhibitions in the Glen Eira gallery Music, drama, media, arts 	19
Natural environment/ places examples and ideas	<ul style="list-style-type: none"> Plaques in key locations similar to Elwood foreshore Expanding display of Aboriginal place names found near Carnegie Library Booran Reserve history panels – replication Marked sites at Inverloch Many parks in Glen Eira could be marked as sites, or overlaid with history readable via an app Replanting of spaces in the city with native flora, encouraging wildlife 	13
Education/ information examples and ideas	<ul style="list-style-type: none"> Wadlata Centre Port Augusta Engaging key local elders to offer information Fund research into the history of Glen Eira Education resources on native environment, Aboriginal cultural traditions 	10
Places/people to tap into for ideas	<ul style="list-style-type: none"> University of Melbourne Willin Centre Local Aboriginal peoples should be engaged for ideas Other local governments who engage with Aboriginal communities could offer ideas, and/or collaboration Schools 	8
Thoughts Council engaging in an acknowledgement activity	<ul style="list-style-type: none"> Council events acknowledging reconciliation have felt patronising in the past Aboriginal peoples today are just another group of people in the general community, shouldn't be singled out Whatever is initiated, should not be tokenistic and should be engaging and real – make stories come alive 	5
Combined, multiple ideas	<ul style="list-style-type: none"> Many – place names, stories, interactive resources, Indigenous employment at Council, acknowledgements of First Peoples at key events, events that cover many aspects of Indigenous culture 	3

Illustrative quotes

'At Inverloch there are many marked sites, showing where Aboriginals have lived, and how they lived for example - showing specific reeds they used make baskets etc., giving the name of the tribes, what they did in different seasons etc. This sort of information helps with reflecting on the history of the Country, and to be respectful of the original inhabitants.'

(Female, Carnegie, 60-69 years)

'Explanations of flora and fauna at local parks. Indigenous history app - walk around the neighbourhood and be able to see overlay of INDIGENOUS history/activity.'

(Female, Carnegie, 50 -59 years)

'Acknowledgement and documentation of sites of interest and filling the gaps in history. Much of the 'historical' documentation has no mention of the indigenous people living in this area. If an outsider were to look at this documentation, it would appear that this was a land with no indigenous habitation prior to and during European settlement.'

(Male, Carnegie, 50-59 years)

'More parks like Mallanbool Park that have information and native flora to educate people on what the area was like before colonization. Information and resources online that teach about the history of the area and Aboriginal/Torres Strait Islander people's culture.'

(Female, Bentleigh East, 25-34 years)

What will Council do next?

Council will consider the results of this survey in collaboration with Council's two key reconciliation project groups; an internal working group and an external community based advisory group. These groups will evaluate the feedback received and align it with actions outlined in Council's *Reconciliation Action Plan* (RAP). The feedback will also enable the prioritisation of investment in written and online resources, visible markers and signage, education and events that build on the community's knowledge of Aboriginal and Torres Strait Islander history, culture and acknowledgement in Glen Eira.

Any key suggestions in the feedback that are found not to be reflected in Council's RAP will be referenced for consideration in future reconciliation planning stages.

Council will continue to work closely with Aboriginal and Torres Strait Islander peoples and community members to build relationships and opportunities that foster reconciliation.

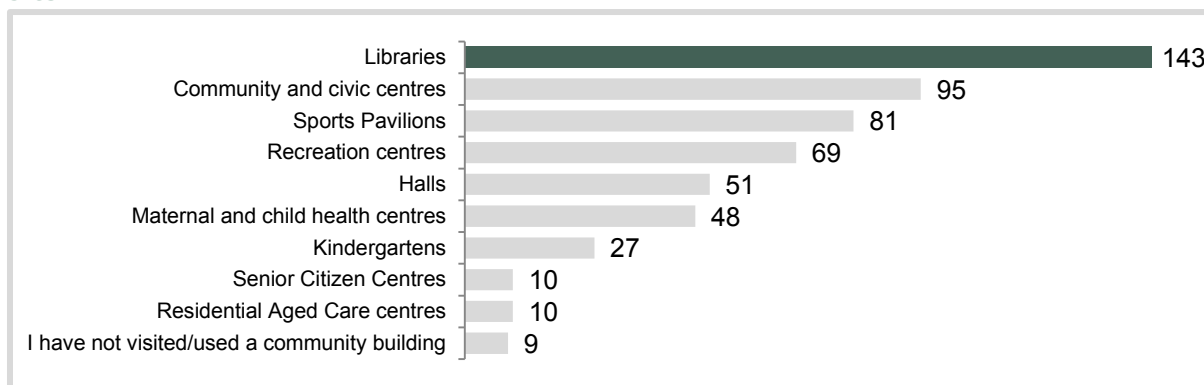
SECTION THREE: COMMUNITY BUILDINGS IN GLEN EIRA

This section sought views on community buildings that are owned and managed by Glen Eira City Council. These buildings have many purposes and meet a wide range of needs and interests for residents. Council is developing a *Property Strategy* which will address current and future needs for community buildings. The strategy will aim to ensure our community buildings are fit for purpose and supporting good outcomes for the community. Responses to the questions in Community Voice will guide this strategy.

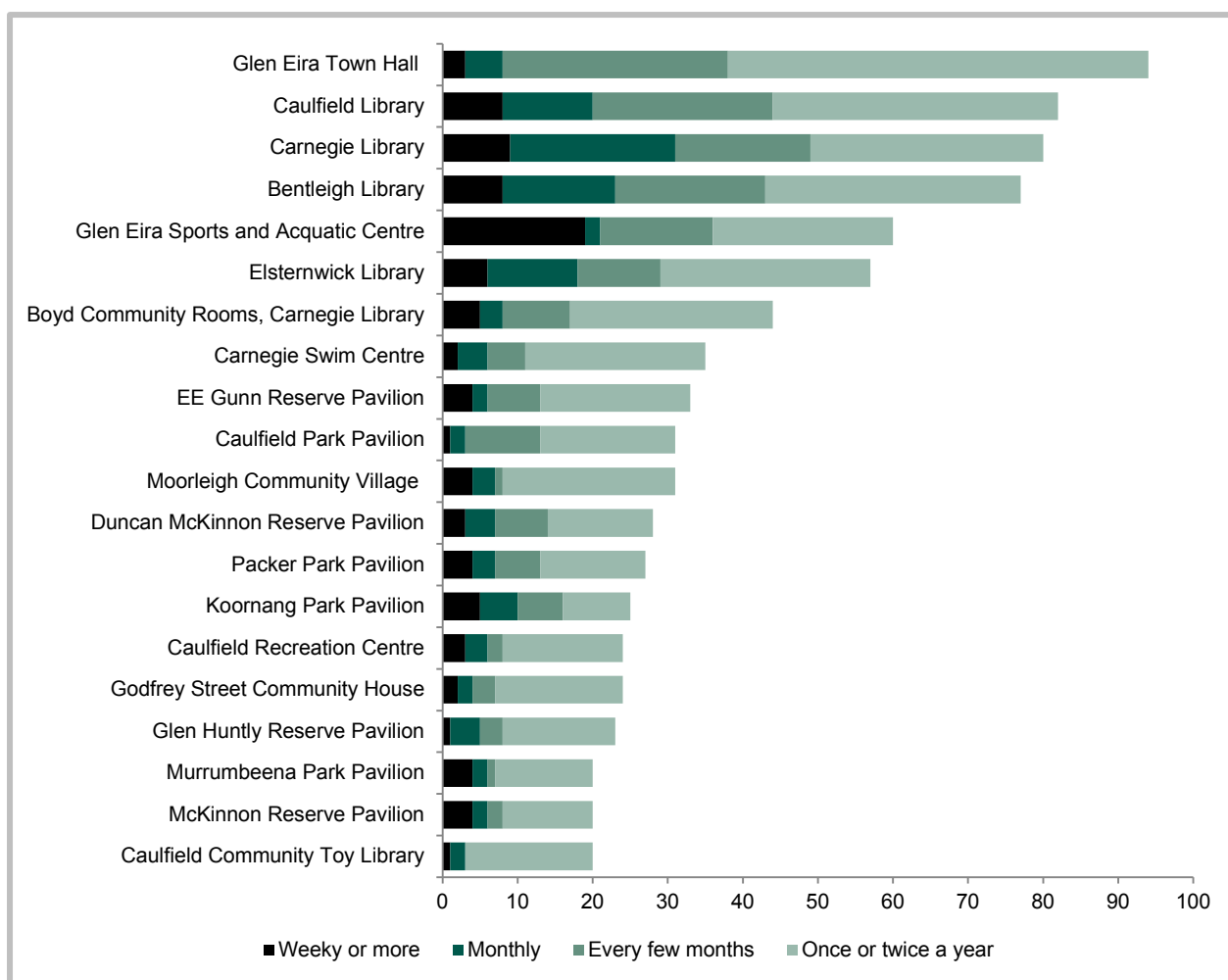
KEY FINDINGS

- The most frequently visited **type** of building in Glen Eira by Community Voice respondents are libraries (84%, 143). This is followed by Community and Civic Centre's (56%, 95) and Sport Pavilions (47%, 81).
- Glen Eira Town Hall was selected as the building visited by the highest number of respondents, with most visiting 'once or twice a year'.
- The Glen Eira Sports and Aquatic Centre (GESAC) had the highest number of users visiting/using weekly or more often, followed by Carnegie, Caulfield and Bentleigh Libraries.
- The main reason given for visiting/using community buildings was to access information (39%, 67) followed by to take part in community group activities (32%, 55) or attend a community event (32%, 54).
- Thirty-eight percent of respondents (74) report there are no barriers that prevent them from visiting/accessing community buildings. A smaller number (25) noted that there are no activities or services at community buildings that they need/want to utilise and others reported they do not know how to access community buildings (15).
- Respondents are most satisfied with the accessibility and location of community buildings (4.3 out of 5, respectively).
- Respondents ranked accessibility for everyone (83%, 142), programs, activities and services that are affordable to everyone who needs them (82% 141) and feeling safe (77%, 132) as the top attributes.

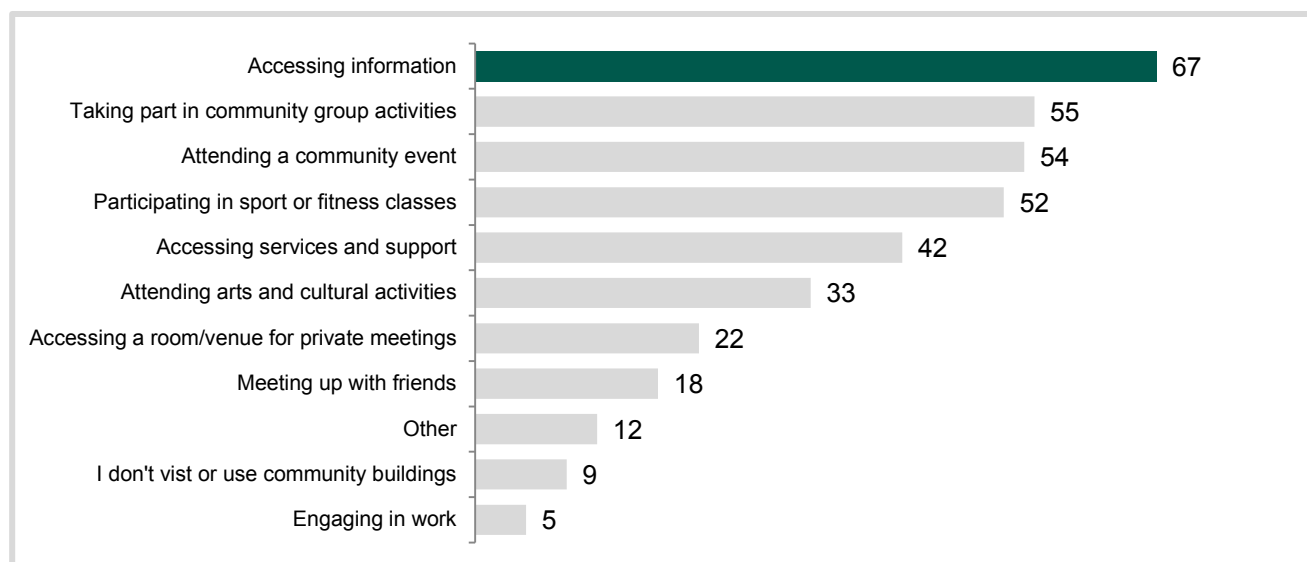
Q3.1 Which of the following Council-owned community buildings have you visited/used and how often?



The graph below presents the top 20 **individual buildings across all types**, by order of highest number of participants indicating use. As illustrated, Town Hall was the single building most commonly selected and GESAC was the building which attracted the highest number of indications of 'Weekly or more' uses.



Q3.2 Which of the following best describes the main reasons you currently visit/use these buildings?



Q3.3 What would you like to visit/use community buildings for if you could?

50 responses were offered by participants. The table below sets out themes and key points raised.

THEME	Key points raised	No
Community events, meetings and activities	<ul style="list-style-type: none"> Would like to participate in arts, music, cultural, environment-related events if they were run from community buildings Would use community buildings for community meetings and community group activities, fitness classes, workshops, yoga, dance, social, mothers groups, book clubs, small business meetings, sports get togethers, education and socialising if facilities were available Current hire costs are a barrier to use currently 	34
Nothing/nothing else	<ul style="list-style-type: none"> Available uses are fine Doesn't have a need for community buildings 	7
Private occasions	<ul style="list-style-type: none"> Would like to hire community spaces for private events and functions Costs need to be affordable 	6
Study work	<ul style="list-style-type: none"> Would like there to be places available with study zones or pods 	1
Social spaces	<ul style="list-style-type: none"> Would like to use community buildings as social spaces if the facilities were there 	1
GESAC	<ul style="list-style-type: none"> Would like to use GESAC, but price unaffordable, and not always accessible 	3
Other	<ul style="list-style-type: none"> Negative experience at Godfrey Street, Too new to the area, not sure what is available Would like a swimming pool closer to home Visited community buildings when kids were little, not sure if there are buildings that cater for people in their 50s/60s Would like there to be more fenced dog areas Would like upgrades to fitness stations in parks across Glen Eira 	9

Illustrative quotes

'Mothers Group catch ups and playgroups. Our homes aren't as big as they used to be 30 years ago so large spaces which we could use to meet parents with young children would be great. My mother's group meet at Bentleigh library but sometimes feel we're being a bit noisy. However, I love the fact there is a little craft area there. If there was a playgroup space in Bentleigh, it would be amazing!'

(Female, Bentleigh, 25-34 years)

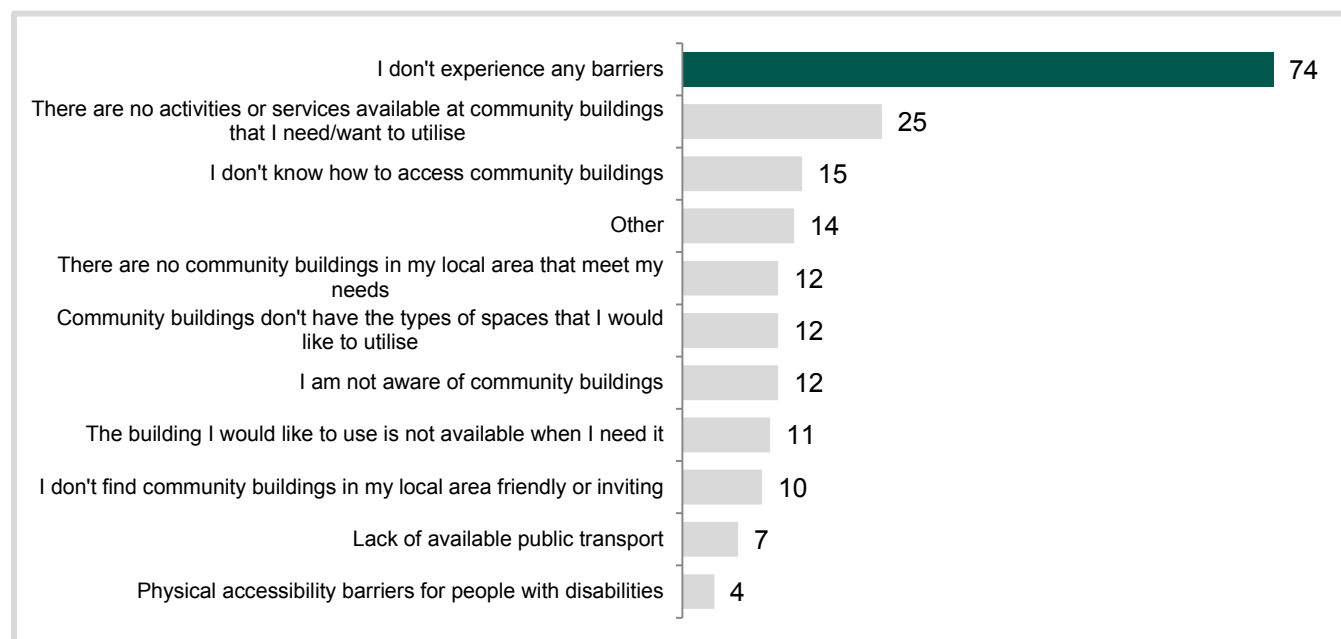
'To engage in neighbourhood/ community house social and learning activities. Carnegie does not have a community house currently.'

(Female, Carnegie, 60-69 years)

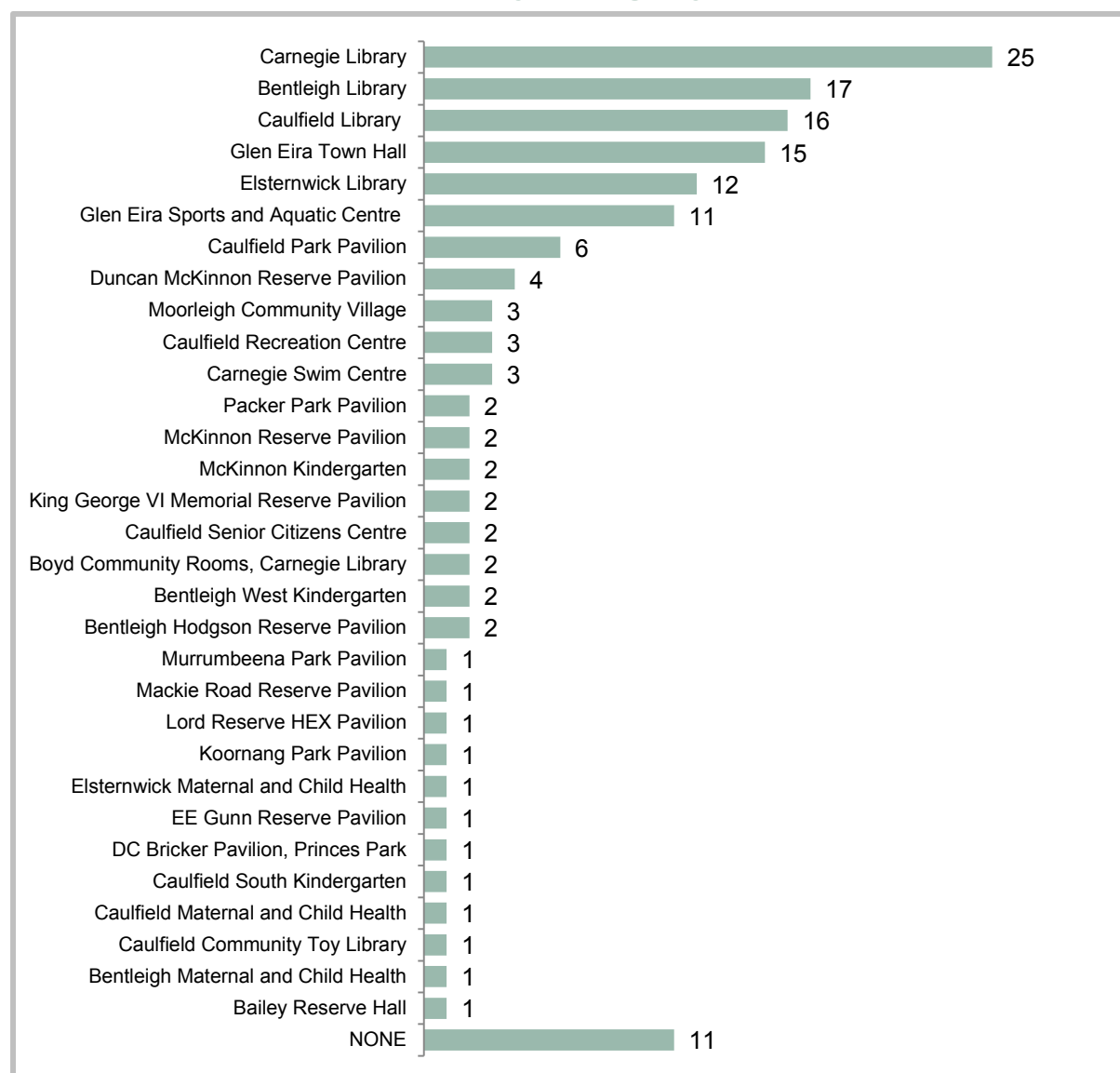
'Hiring a room out for a book club meeting with couches and a place to make tea. Also study zones or pods for young adults.'

(Female, Elsternwick, 18-24 years)

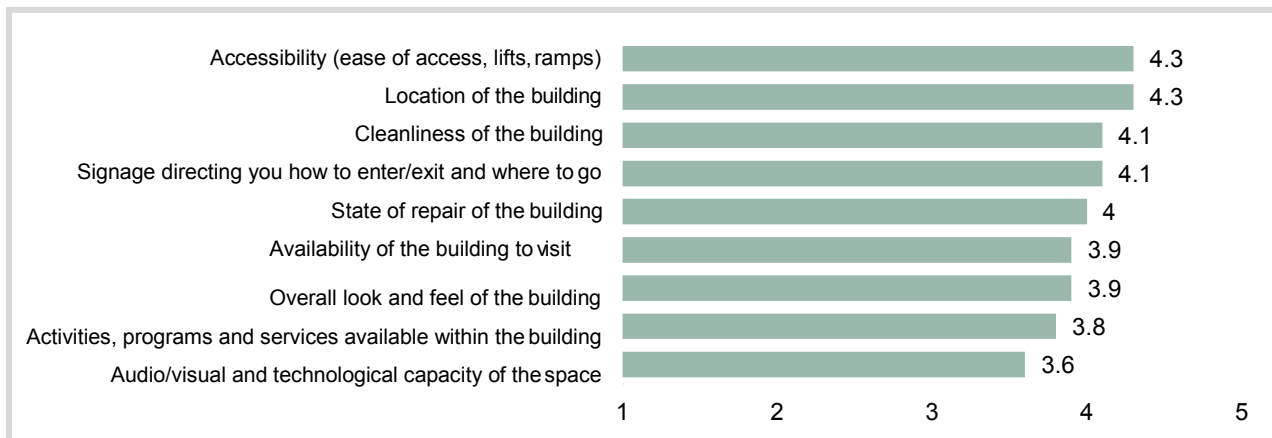
Q3.4 Are there any barriers that prevent you from visiting/using a community building at all, as often, or in the way that you would like?



Q. 3.5 Which Council-owned community building do you visit/use the most?



Q 3.6 Thinking of the building that you visit/use the most, how satisfied are you with the following?

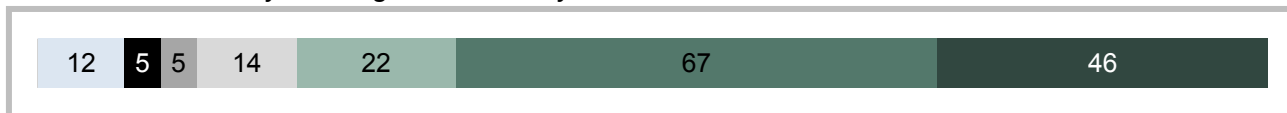


Q 3.7 In your view, how important are each of the following attributes for community buildings of the future?

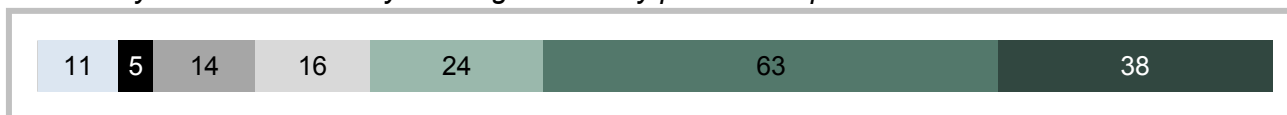
The key below provides the colour code for interpreting the graphs.



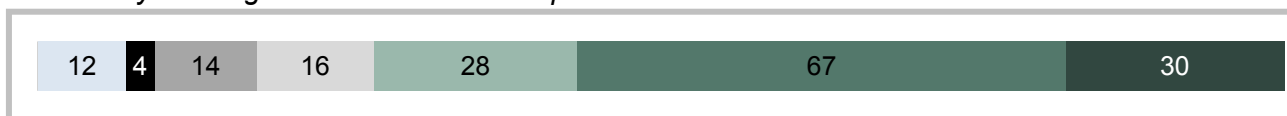
There are community buildings I need in my local area/close to home



I can easily access community buildings I need by public transport



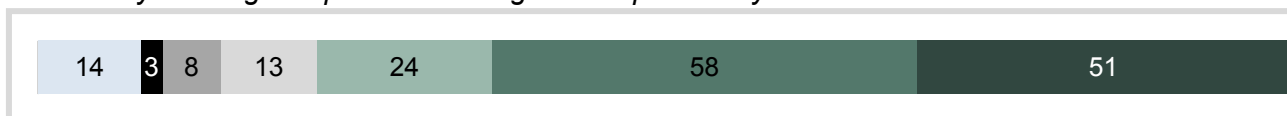
Community buildings are located near shops and other facilities and services



Community buildings are visually appealing and well-designed



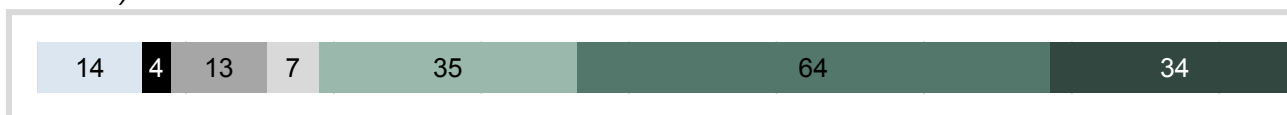
Community buildings respect the heritage of the place they are located in



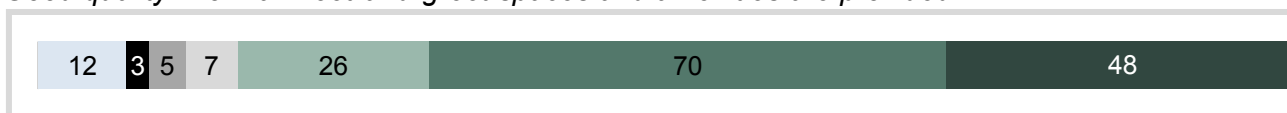
I feel safe at community buildings



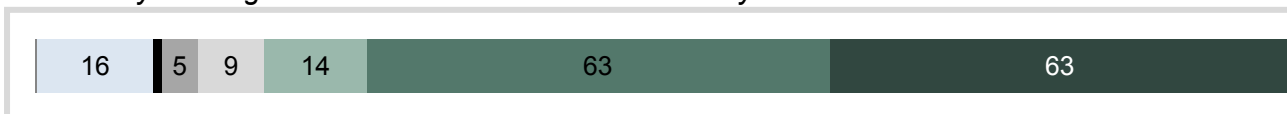
Community buildings co-locate a range of different services (such as libraries, support services and/or childcare)



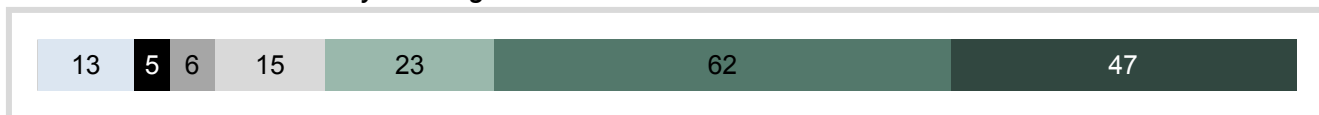
Good quality informal meet-and-greet spaces and amenities are provided



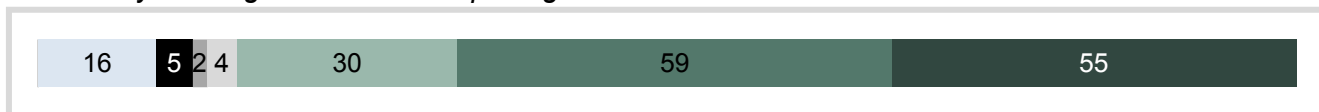
Community buildings are sustainable and environmentally innovative



There are staff at community buildings that can assist me



Community buildings have flexible opening times



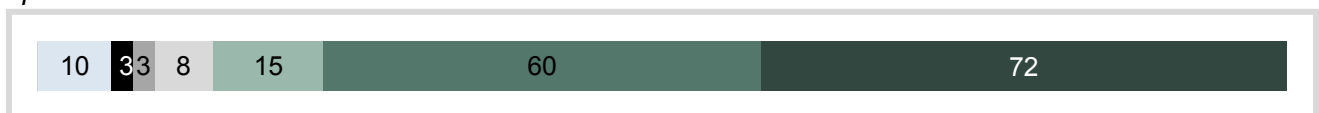
Community buildings are accessible to everyone (including people with a disability and older people)



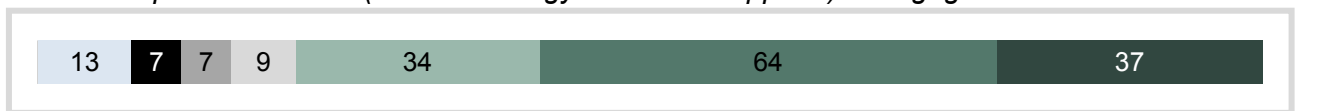
Programs, activities and services offered through community buildings are affordable to everyone who needs them



Spaces to hire are affordable



There are spaces available (with technology and other supports) to engage in work



The table below presents the proportion of respondents rating very important or important across each attribute, by order of highest proportion to lowest. The top rated attributes, accessibility and affordability of services, each attracted the highest number of ratings (90 each) of 'very important'

Attribute	% rating 'important' or 'very important'
<i>Community buildings are accessible to everyone</i>	83.0%
<i>Programs, activities and services offered through community buildings are affordable to everyone</i>	82.5%
<i>I feel safe at community buildings</i>	77.2%
<i>Spaces to hire are affordable</i>	77.2%
<i>Community buildings are sustainable and environmentally innovative</i>	73.7%
<i>Good quality informal meet-and-greet spaces and amenities are provided</i>	69.0%
<i>Community buildings are visually appealing and well-designed</i>	67.3%
<i>Community buildings have flexible opening times</i>	66.7%
<i>There are community buildings I need in my local area/close to home</i>	66.1%
<i>Community buildings respect the heritage of the place they are located in</i>	63.7%
<i>There are staff at community buildings that can assist me</i>	63.7%
<i>I can easily access community buildings I need by public transport</i>	59.1%
<i>There are spaces available (with technology and other supports) to engage in work</i>	59.1%
<i>Community buildings co-locate a range of different services</i>	57.3%
<i>Community buildings are located near shops and other facilities and services</i>	47.0%

What will Council do next?

The results of this survey provide Council with important information on the use and experience of community buildings by the Glen Eira Community Voice members. The responses tell us what is important now and in the future. The results will guide the development of a *Property Strategy*.

In 2019, we will also review our venue hiring service. This forms part of our commitment to improve our service to residents.

SECTION FOUR: SUPPORTING VOLUNTEERS

In 2019, Council will develop a *Volunteer Framework*. The third Community Voice survey asked respondents to provide input to Council on the recognition of volunteers. This survey now asks a broader range of questions on volunteering and how Council can provide support to volunteers. Both sets of data will inform and guide the development of the *Volunteer Framework*.

KEY FINDINGS

- Respondents were asked 'what does volunteering mean'. The highest number of comments (63) focused on giving and helping others in need.
- The key benefit for people who volunteer is giving back to the community (94%, 161).
- The most commonly selected barrier for volunteering was lack of information on volunteering opportunities that are available (65%, 112) followed by lack of available time (62%, 106).
- Respondents rated the promotion of volunteering opportunities by Council as the most important form of support Council can provide to support volunteerism (80%, 137).

Q4.1 What does volunteering mean to you?

134 participants provided a response. The table below sets out themes and key points raised.

THEME	Key points raised	No
Giving/helping others / others in need	<ul style="list-style-type: none"> • Providing time free of charge/for no pay/ no direct reward • Using spare time to assist people, groups • Giving time and skills to provide a service • Helping out for nothing in return • Giving of time to groups that help people in need • Supplying time/skills/other support to directly assist the community 	63
Building a community	<ul style="list-style-type: none"> • Participating in something larger • Developing networks • Understanding community needs and working to meet them • Doing things for the well-being of the community • Involving and building belonging amongst vulnerable groups/individuals • Tackling tasks that the community needs performed • Making/helping things happen • Supporting local projects and events/vital community activities • Delivering services that would otherwise not be performed/filling gaps in support networks • Working for the community, to build something desired 	26
Giving back/ putting in	<ul style="list-style-type: none"> • Personal contribution/giving back • Paying it forward 	23
Connecting, growing, learning, finding meaning and other benefits for a volunteer	<ul style="list-style-type: none"> • Finding meaning in connecting with others • Opportunities for lonely or isolated people to mix with others • Feelings of fulfilment • Acquiring new skills • Keeping occupied, retaining structure to life • Feeling valued and needed • Sense of purpose and inclusion 	20
Giving time/skills to a particular cause or issue	<ul style="list-style-type: none"> • Making a contribution to something you are/the community is, passionate about • Sharing passion and pursuing a meaningful outcome • Donating time for a cause that is important/rewarding • Environment and taking action on climate change for the future • Engaging in a common cause/ local issue 	14

THEME	Key points raised	No
Working with/alongside/ getting to know others of all diversities	<ul style="list-style-type: none"> Engaging with people not ordinarily part of a person's social sphere Connecting with others of different ages and backgrounds Raising awareness of diversity and bringing people of different diversities together 	3
Council role	<ul style="list-style-type: none"> Council could support volunteers/community builders by ensuring buildings have the capacity to support organisations and groups 	1
Other	<ul style="list-style-type: none"> Not currently engaged in volunteering/not sure Appreciation for volunteers that are known Respect important Same people always who put their hands up to contribute 	5

Illustrative quotes

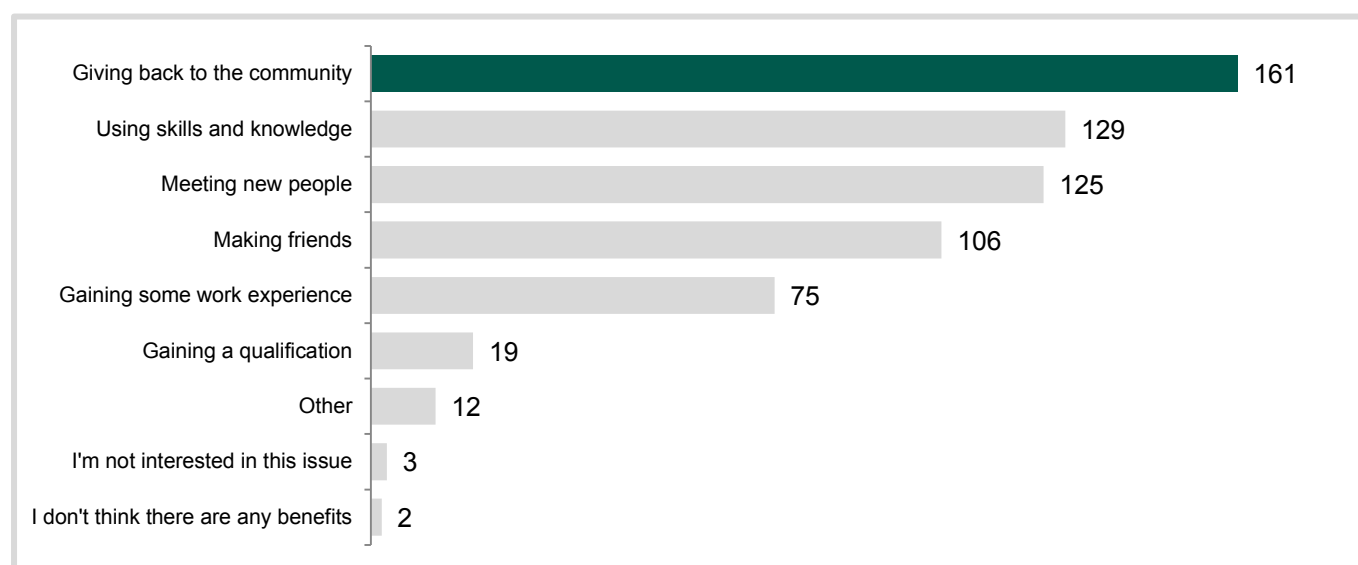
'Giving time to perform a task for the community at an event or in a role is an opportunity to connect, support and give-back.'

(Male, Benteigh East, 50-59 years)

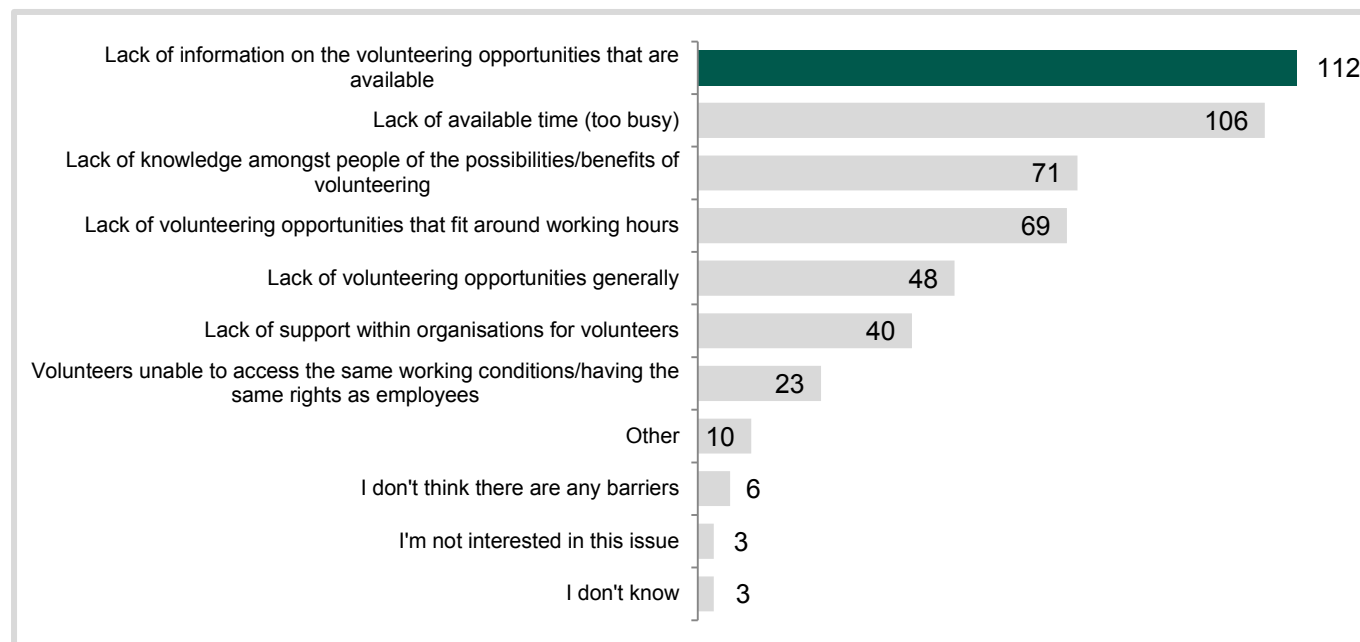
'A person who gives their time freely to contribute to the community by assisting individuals, a community, an organisation to support others in any way required. This may include providing services to those in need, assisting an organisation to support and help other, helping visitors to understand our cities. Overall volunteering is a great way to stay in touch with the communities in which we live.'

(Female, Elsternwick, 70 years +)

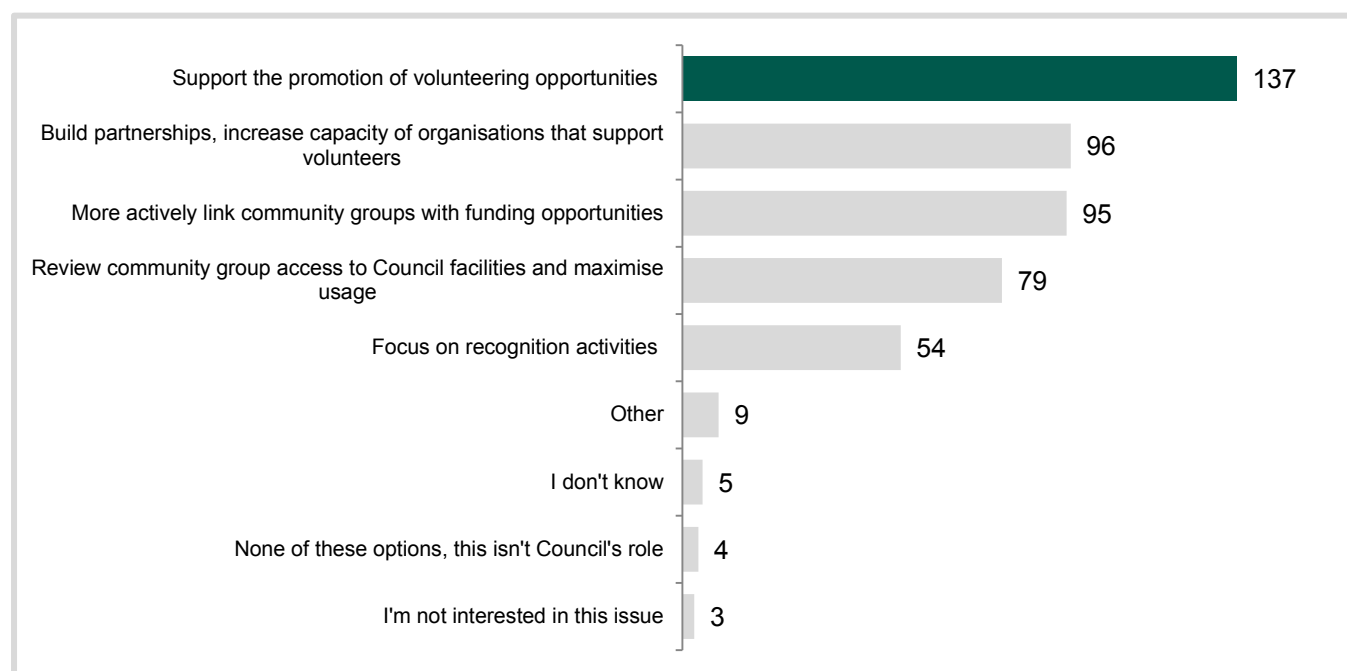
Q4.2 In your view, what are the key benefits for a person who volunteers?



Q4.3 In your view, what are the key barriers that prevent people from volunteering?



Q4.4 How can Council better support volunteerism in Glen Eira?



What will Council do next?

Glen Eira City Council values the contribution of volunteers within our community. Council will use the results of both the Community Voice Three and Four surveys to develop the *Glen Eira Volunteer Framework*. The Framework will guide how volunteering will be encouraged, recognised and supported in Glen Eira. We will also develop an *Action Plan* which will support volunteer recruitment, induction, training and support for volunteers and community organisations in Glen Eira.

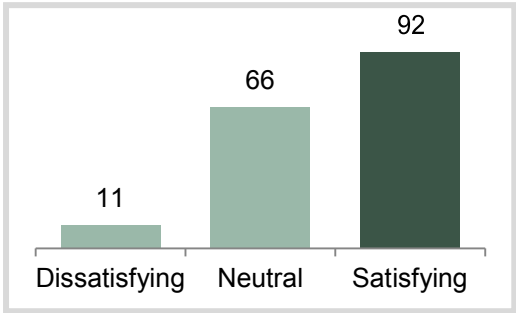
SECTION FIVE: YOUR FEEDBACK AND IDEAS ON COMMUNITY VOICE

This section checked in with Community Voice members on your experience of completing surveys and your ideas for Community Voice.

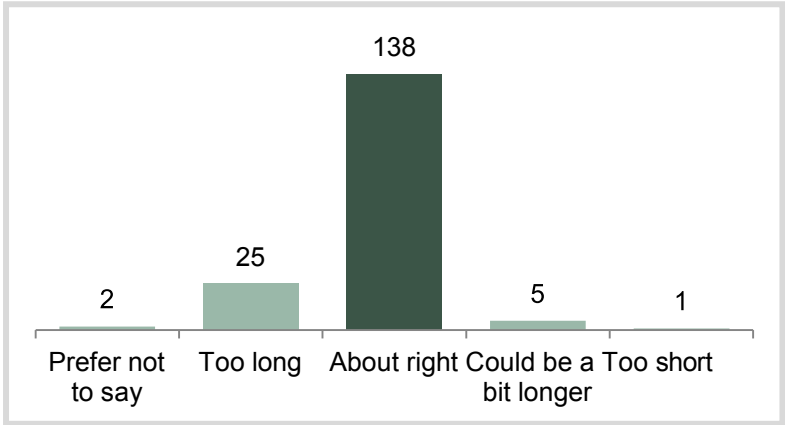
KEY FINDINGS

- The majority of respondents (54%, 92) consider the experience of the fourth survey to be satisfactory with most stating the survey length to be ‘about right’ (81%, 138).
- Most respondents expressed satisfaction with the opportunity to participate and contribute (26 comments).

Q.5.1 Overall, how would you describe your experience of this survey?



Q 5.2 Overall, did you think the time taken to complete the survey was:



Q 5.3 Do you have any comments about your experience to date and your expectations for Community Voice?

THEME	Key points raised	No
All good/ enjoying the opportunity / no further	<ul style="list-style-type: none">• Good to have this opportunity• Have found the topics interesting• Good to learn about issues and hear what is being considered• Like to contribute	26

THEME	Key points raised	No
comments	<ul style="list-style-type: none"> No further comments 	
Topics and question structure in survey four	<ul style="list-style-type: none"> Topics in Survey Four not of direct interest Higher level of literacy required for answering some sections (Urban Planning) Section on Urban Planning didn't cover all of planning issues Should always have a 'don't feel able to say' option for sections Did not feel had sufficient knowledge to respond Frequency of use question in community building section tricky to answer 	17
Feedback and follow up actions	<ul style="list-style-type: none"> Keen to see the outcomes of the Survey and to know what actions have been taken as a result Community Voice good, Council now need to demonstrate that responses are feeding into action Surveys are good, but like more clarity on what changes will occur as a result 	14
IT issues	<ul style="list-style-type: none"> Had some difficulties Would like to be able to log out of the Survey, then log back in again, to enable more time to consider answers to particular questions/ edit responses after doing some reading 	3
Future topics	<ul style="list-style-type: none"> Would like Community Voice to be able to propose/vote for, topics to be covered in the next survey 	3
Other	<ul style="list-style-type: none"> Comment on wanting to be able to book community buildings online December is a very bad time to be running a survey Rubbish pick-up comment 	4

What You Said:

'The literacy demands of this survey in particular seem higher than previous ones. I hope that you don't alienate a percentage of your audience with too high reading demands. I like to see how the data from these surveys feeds into Council decision making. Thanks.'

(Female, Carnegie, 50-59 years)

'The surveys bring up a lot of interesting topics, but left me with questions about what happened afterwards. E.g. If I provide a suggestion, was that suggestion actioned/reported/even read?'

(Female, Carnegie, 25-34 years)

'I absolutely love giving my feedback. Perhaps you could advertise broader volunteering opportunities to community voice people, or find a way to connect us into each other.'

(Female, Benteigh, 25-34 years)

'It took me longer to do the survey, because it made me go and research what is on the council webpage, and it reminded me to explore the council services more deeply.'

(Male, Caulfield South, 50-59 years)

'I love the opportunity to contribute to council. Thank you for making this service possible.'

(Male, Benteigh, 35-49 years)

'The section on Urban Planning was dominated by statutory planning issues/questions rather than development of better / more livable neighbourhoods.'

(Male, Caulfield North, 60-69 years)



GLEN EIRA CITY COUNCIL

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Online: <https://internet-relay.nrs.vic.gov.au> Teletypewriter
(TTY): 13 36 77
Speak and Listen: 1300 555 727

Social media

What's on in Glen Eira:

www.facebook.com/GlenEiraCityCouncil

@cityofgleneira

www.instagram.com/cityofgleneira

Glen Eira arts, gallery and events:

www.facebook.com/gleneiraarts

Glen Eira Libraries and Learning Centres:

www.facebook.com/GlenEiraLibraries

Glen Eira Maternal and Child Health:

www.facebook.com/GlenEiraMaternalandChildHealth

Glen Eira Sports and Aquatic Centre:

www.facebook.com/GESACOnline
www.twitter.com/GESACOnline

Glen Eira Youth Services:

www.facebook.com/GlenEiraYouthServices
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Glen Eira sustainable living:

www.facebook.com/sustainablelivinggleneira