



# **Community Voice Survey One 2019 Summary Report**

**March 2019**

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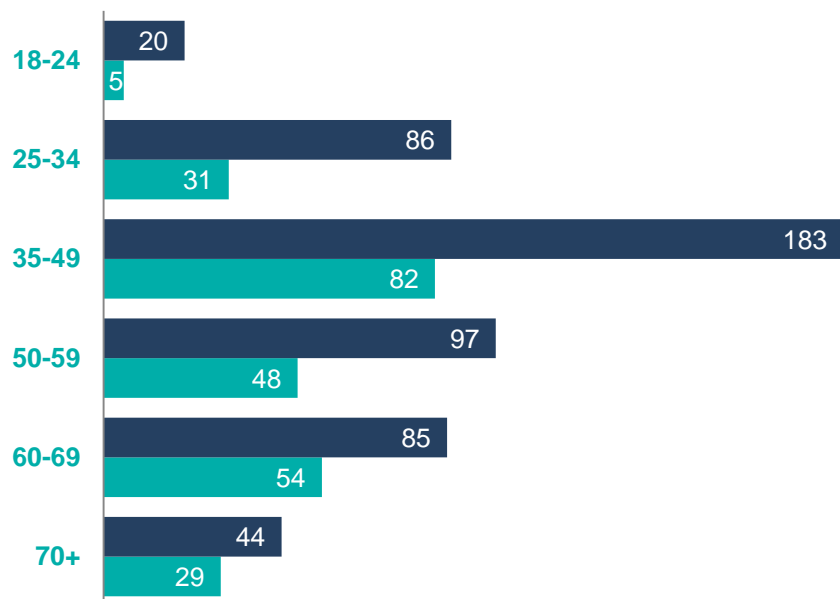
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## Community Voice Summary Report – Survey One, 2019

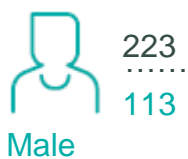
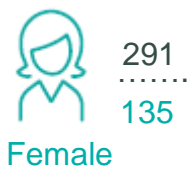
The following summary report presents the findings of the first Community Voice survey of 2019, held from 21 February to 11 March 2019. Community Voice is an online group of 515 residents that represent the broader Glen Eira community in terms of age, gender and suburb. We received 249 responses to the survey, giving us a 48%% response rate. The below graphics show the number of survey respondents (shown in teal) versus the number of Voice members (shown in blue).

### Community Voice Profile 515 Members

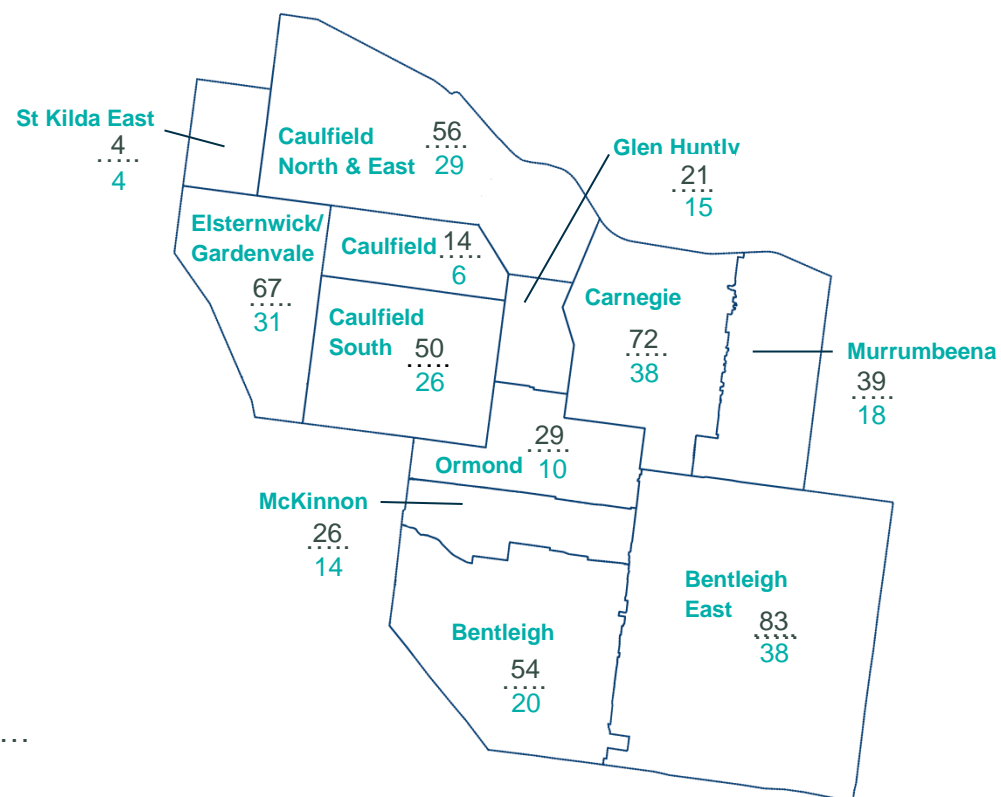
### Survey One Profile 249 Responses



### Gender



### Suburbs



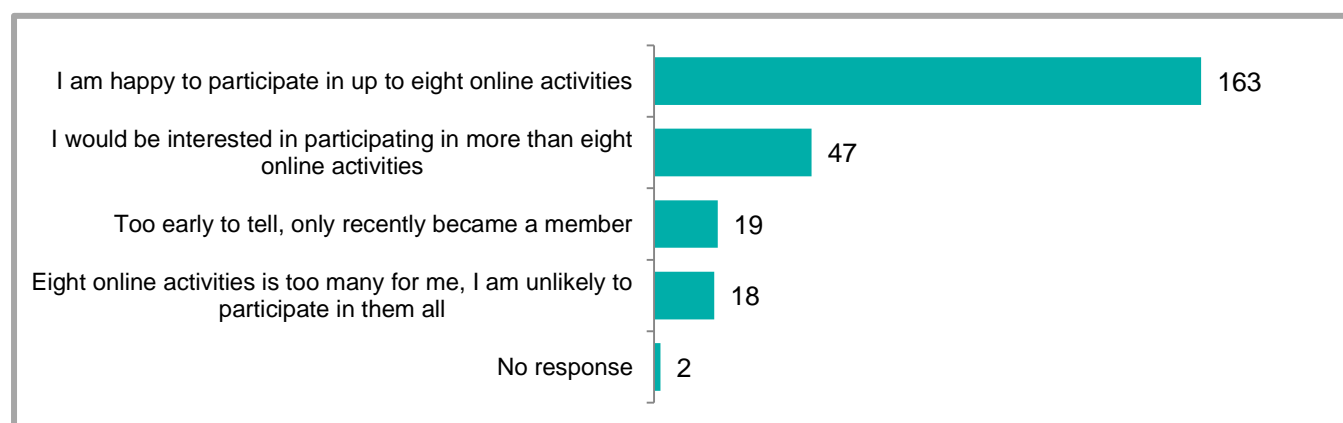
## SECTION ONE: YOUR FEEDBACK AND IDEAS TO REFINE COMMUNITY VOICE

In this first section, Council sought feedback from Community Voice members on how the panel process could be refined.

### KEY FINDINGS

- Most respondents (65%, 163) were happy with their current commitment to receive up to eight online surveys.
- The largest group of respondents (47%, 118) stated that they had participated in all Community Voice activities in 2018. Members who had not participated in all surveys identified time constraints as the key reason (20%, 51).
- More than half of all respondents (52%, 130) were interested in participating in forums, focus groups, or working groups on specific topics. 126 (51%) were happy with Community Voice and online activities only. 42 (17%) were interested in attending a presentation on the impact of Community Voice, and others would like a member recognition event (12%, 29).
- 199 members (80%) view the Survey Findings Summary reports 'All the time', 'Frequently' or 'Sometimes'.
- Overall, respondents were satisfied with the Survey Findings Summary Reports, however, there were several verbatim suggestions to make the reports shorter, more concise and linked to actions and outcomes.
- When asked for ideas on what would keep members engaged with Community Voice, there were many comments (28) requesting evidence of the surveys' impact on Council decision making. Others suggested that the topics in the surveys could be more relevant and focused on topics that Council can act on and is currently considering.

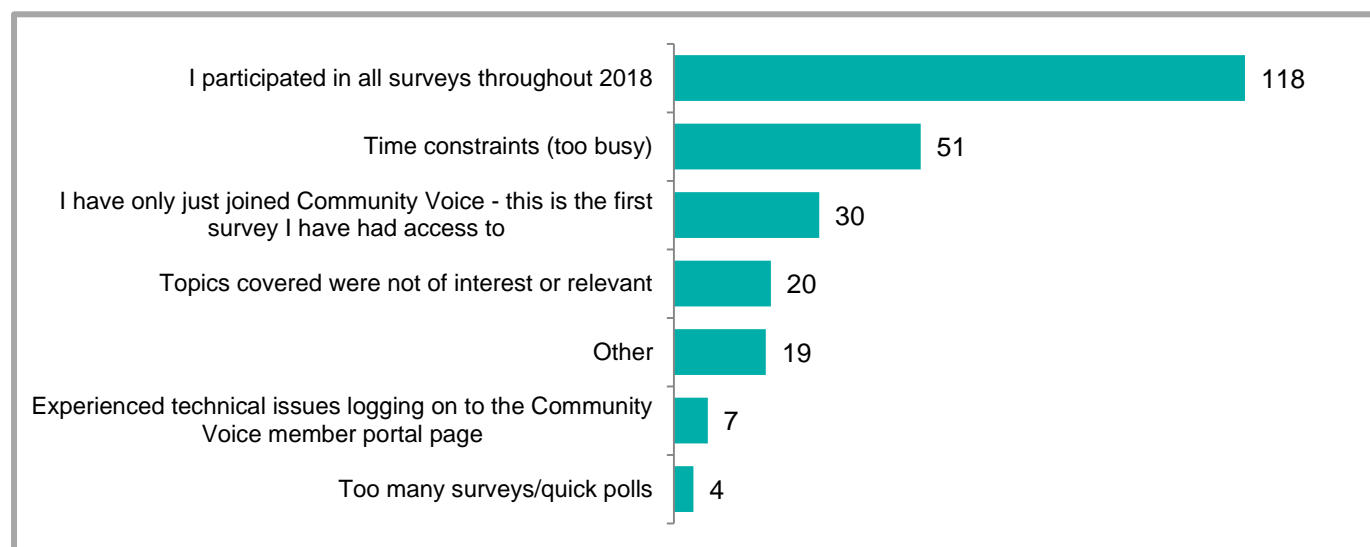
Q1.1 Council has committed to delivering up to eight online activities (surveys and/or polls) through Community Voice each year. Please indicate your preferred number of online activities.



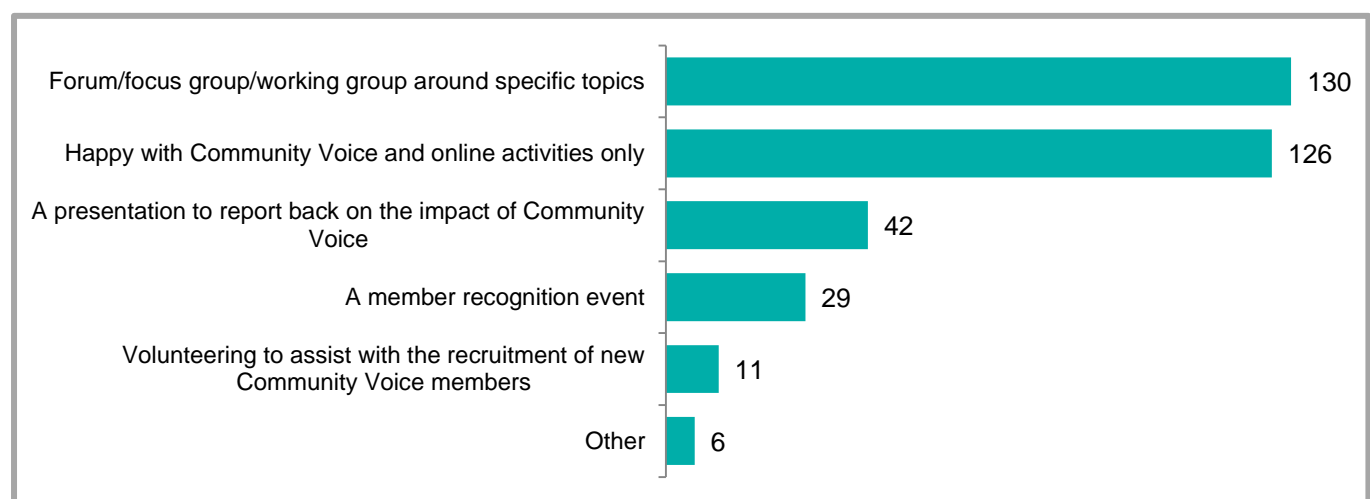
Q1.2 If eight online activities is too many, how many activities would you prefer to participate in throughout 2019?

One activity	0
Two activities	1
Three activities	2
Four activities	12
Five activities	0
Six activities	3
Seven activities	0

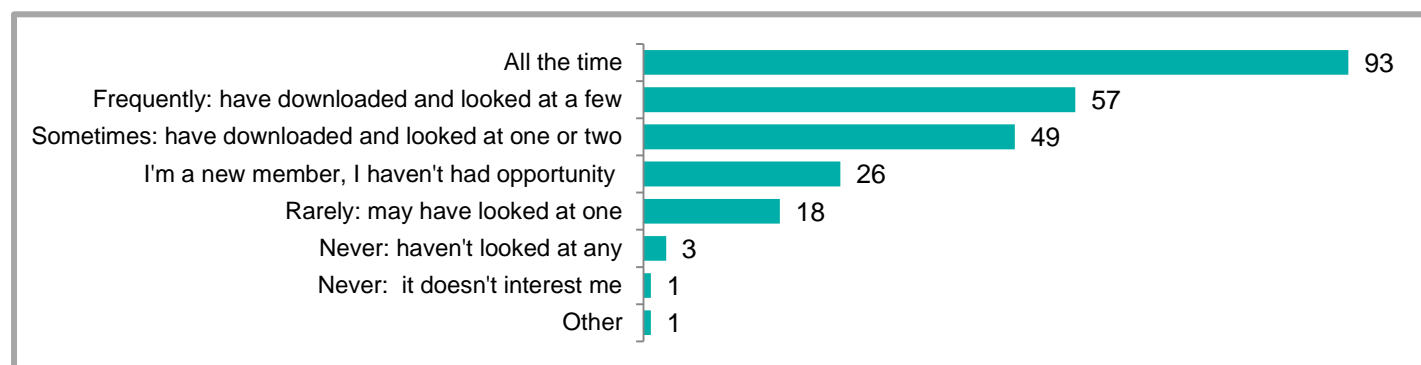
Q1.3 If you did not participate in one or more surveys throughout 2018, what was the main reason (s)? Please select all options that apply.



Q1.4 Throughout 2018, some members expressed interest in having greater engagement with Council. If Council was to offer engagement activities in addition to Community Voice in 2019, which activities would you be likely to participate in? Please select all options that apply.



**Q1.5 Following the analysis of survey responses, Council provides members with a Survey Findings Summary Report. How often do you read the Survey Findings Summary Report?**



**Q1.6 Do you have any suggestions for improving the Survey Findings Summary Report?**

82 respondents provided a comment. A summary of themes and key points is outlined below.

THEME	Key points raised
Changes to language and length	Summary report should be shorter; more focused; more concise; simpler language; just a summary, one pager
More links to concrete actions and outcomes	In the reports, and following the reports, more connections to tangible outcomes; ways for members to track what happens to feedback
Substantive changes to content	Include responses to individual questions submitted by members Make the reports more about outcomes, less about the process More explanations of why questions are being asked Distribution of anonymised data instead of reports Instead of a report, have an ongoing register to show opinions and how they relate to other surveys
Distribution of the reports	Make the reports more visible to the public; community events, media outlets, making the findings more accessible to the community, ensuring members are provided reports by email
More imagery	Infographics; pictograms; graphs wherever possible
Other	Need more reminders for surveys Surveys are working well Haven't seen a report yet, so cannot comment Need more young people in Community Voice Should have open public forums to explore issues Survey questions should canvass all available options Don't know where to find the reports

**Illustrative quotes**

*"Simple and concise language. Shorter and sweeter."* (Female, 35-49 years, Glen Huntly)

*"Pictograms are a great form of presenting the information. And a link to potential council actions would be fantastic."* (Male, 50-59 years, Bentleigh East)

*"Keep it relevant! Survey people about issues that matter to them. Some of the surveys last year were quite irrelevant to most residents and overlapped with State and Federal government concerns."* (Female, 60-69 years, McKinnon)

*"I would like to know how the survey results actually impacted/changed/integrated into the council planning and actions. Reading the report is interesting but I would prefer to know how it links with actual concrete decisions/plans/actions to be taken by council."* (Female, 35-49 years, Bentleigh East)

## Q1.7 If there was one thing we could do to keep you interested and actively participating in the surveys, what would it be?

117 respondents provided a comment. A summary of themes and key points is outlined below.

THEME	Key points raised
Survey findings – impact and outcomes	Demonstration that feedback is contributing toward outcomes Following up after surveys to report back on outcomes Providing information on why questions were asked and for what
Survey topics	Survey topics need to be relevant to the local area/the majority Topics should be in areas that Council can act on Topics should reflect actions or decisions currently before Council Community Voice members should be provided an opportunity to choose survey topics Difficult or political topics should not be avoided
Incentives	Prizes/free give-aways Gift cards are a good idea Not happy with the gift cards currently on offer A small incentive welcome
Format of questions	Should be other activities as well as just multiple-choice questions No leading statements Surveys in plain English More background on questions Simpler, precise wording
Reminders	More reminders Not as many emails Text messages welcome
Shorter/simpler surveys	Short survey One topic survey More accessible/simple
Changes to the host/online access	No passwords to log in An app instead Ability to exit, then resume survey Surveys that are quicker to download Live results, rather than awaiting a report
Other activities offered	Forums offline Focus groups available In person gatherings
Fewer surveys	Fewer surveys No more than four a year
Other	Timetable of surveys so members can keep a look out An emailed copy of the report Changes/additions to the report

### Illustrative quotes

*“Make sure the topics are what are relevant to the residents.” (Female, 50-59 years, Carnegie)*

*“Feedback on use and outcomes from the surveys. People want to know that they are not just fulfilling a task for a department to tick a box on. Everyone is time poor, so don't want to feel there is no point to this exercise.” (Female, 60-69 years, Benthleigh)*

### What will Council do next?

Council is undertaking a review of Community Voice to ensure we are meeting the interests of members and the needs of Council. Suggestions in this section such as indicating a strong interest in participating in forums, focus groups or working groups on specific topics, will be further explored. We want to make sure Community Voice members are interested, engaged and we are able to offer other opportunities to connect.

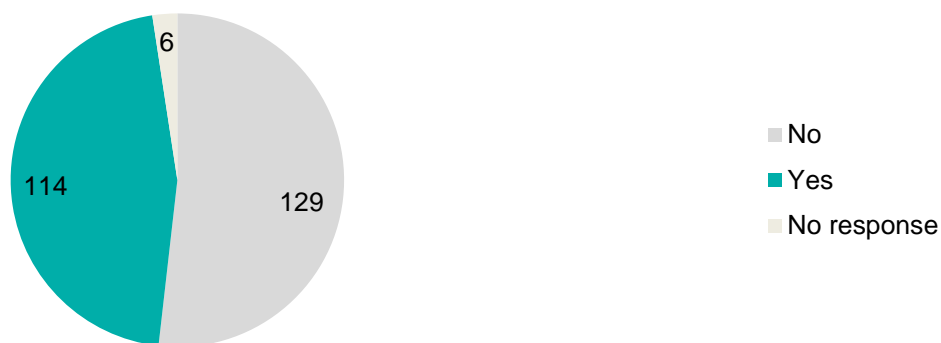
## SECTION TWO: TRIALLING A PEDESTRIAN SAFE APPROACH

Council is running a pilot program to encourage parents and children to adopt an active transport approach to travelling to and from schools. This section sought ideas for actions towards this goal. The findings from the pilot program may be applied to other schools in Glen Eira, as part of the Council's *Integrated Transport Strategy* (2019).

### KEY FINDINGS

- Most respondents commented that reducing car access around schools and creating specified drop off zones would create safer zones for pedestrians around schools. Other comments focused on organising traffic through structures such as speed humps and signs to lower speed would be effective means to create safer zones for pedestrians.

**Q2.1 Do you have any ideas on actions that could be implemented to create safer zones for pedestrians around schools?**



**Q2.2 If yes, what are your ideas?**

112 respondents provided a comment. A summary of themes and key points is outlined below

THEME	Key points raised
Car activity, including parking and drop off	No parking or drop off within a defined zone of the school Limits on where cars can park/travel to within certain times More parking within schools Reduce parking options around schools to encourage other transport More defined drop off zones
Organise/calm traffic (speed, humps, lights, signage)	Traffic lights in strategic places More speed humps Speed limit reductions Signs to signal to drivers Asphalt colouring around school zones
Behaviour change practices and programs	Walking school bus/bike groups Raffles and other incentives for active travel Education programs Working with individual schools to run breakfast programs etc
Defined spaces/ infrastructure for walkers and riders	Public transport More pedestrian crossings Separate, dedicated bike/scooter lanes
Regulation/enforcement of rules	More traffic safety officers Enforcement of parking time limits, spend limits



## Illustrative quotes

*“Minimise vehicle movements by encouraging parents to share (pool) for child delivery and pick-up. Introduce the 'walking bus' where walking to and from schools is encouraged by having responsible adults walk along a designated route with a group of children, respectively picking up in the mornings and dropping off in the afternoons.” (Male, 60-69 years, Carnegie)*

*“One way streets to ensure traffic flows rather than jammed on narrow two way streets.*

*Traffic lights at exit of schools to ensure traffic from parking can enter main road traffic easily. Bike paths separate from roads.” (Female, 25-34 years, Bentleigh East)*

*“More traffic calming devices and perhaps trial zebra crossings on side streets. Not done around here but it’s a good approach.” (Male, 18-24 years, Bentleigh East)*

*“Add some 'on demand' traffic lights in between main roads - for example, along Jasper Rd, somewhere between McKinnon Rd and Centre Rd.” (Prefer not to say, 50-59, Bentleigh)*

*“It could be possible to ban vehicles from entering a zone around a school. Nothing elaborate but depending where the school is located the adjacent surrounding street or streets. Of course, residents must still be allowed to enter or exit that street. Times could be shorter than the speed restriction times say 20 min before school to 10 min after.” (Male, 60-69 years, Bentleigh East)*

*“Children (and parents) are often quite competitive. What about some sort of school star reward system? The greater percentage (because schools have different sizes) walking to school. X percent of students and the school receives a benefit (i.e. new library books, a celebratory sausage sizzle).” (Female, 50-59 years, Elsternwick)*

## What will Council do next?

The feedback provided on trialling a pedestrian safe approach will be considered when developing a Neighbourhood Plan for the area around Coatesville Primary School in Bentleigh East.

The feedback will also be useful for any future transport pilot programs.

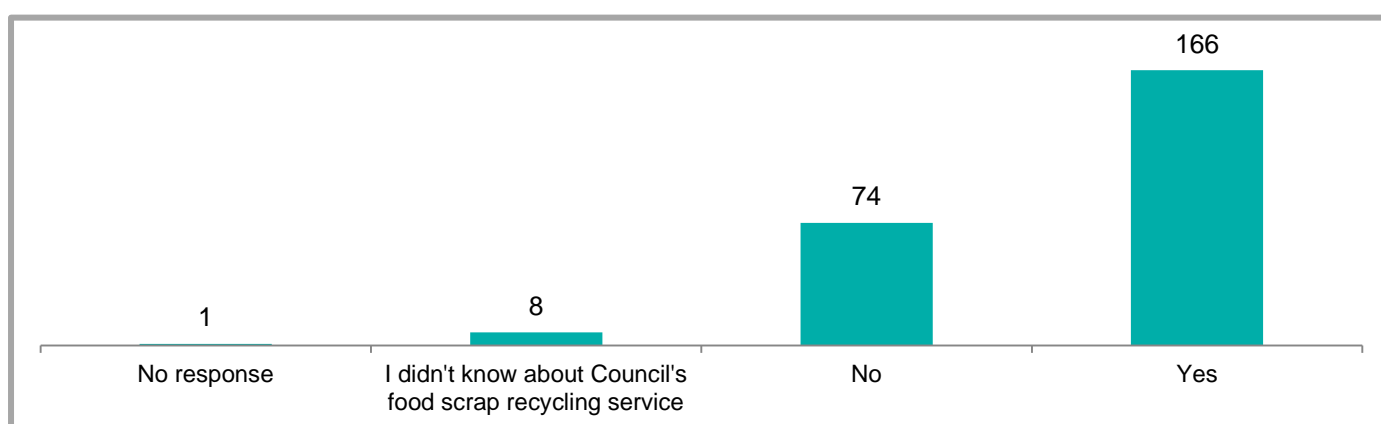
## SECTION THREE: BIN COLLECTION FREQUENCY

Council consulted the wider community on a new bin collection proposal in December 2018, via an online survey. In this section, Council explored in more detail some of the issues that came out of the online survey.

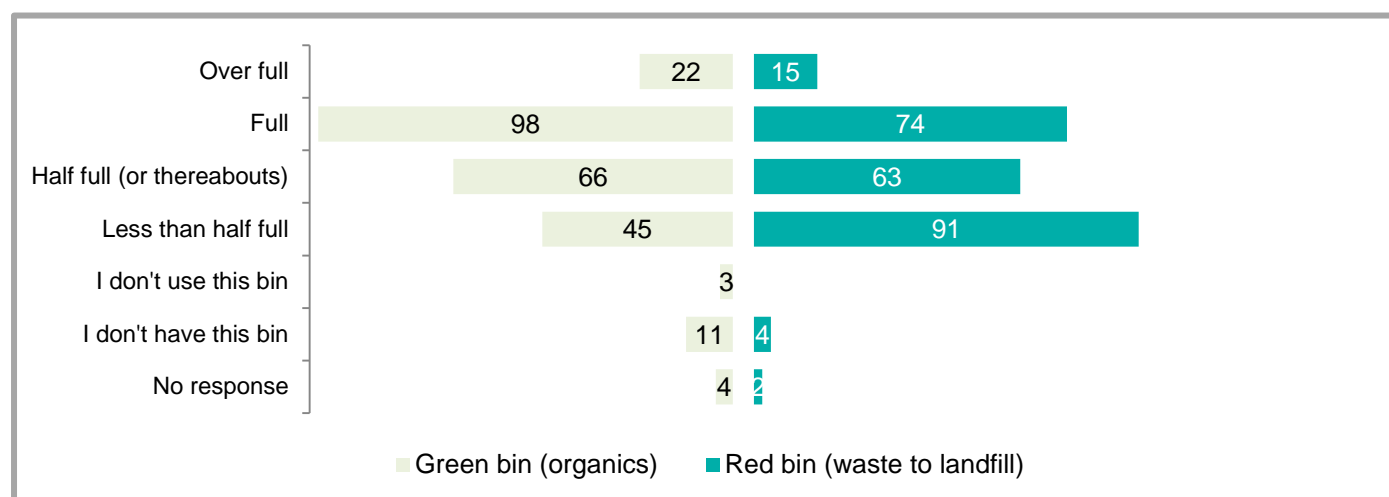
### KEY FINDINGS

- Most respondents (66%, 166) are currently using the food scrap recycling service.
- The largest group of respondents (39%, 98) report their green bin as full on the day of pick up and the largest group of respondents (36%, 91) report their red bin is less than half full.
- The largest group of respondents (47%, 117) was in support of the changed service proposal (to collect the green bin weekly and the red bin fortnightly). Comments provided by those who supported this change identified smells/pest issues around the green bins to be a key reason for their support, as well as environmental considerations.
- The most commonly selected option to help build support in the community was the availability of smaller bins for those with small or no gardens (33%, 84), followed by the establishment of more collection points in the community for soft plastics (29%, 73).
- Amongst those not in support of the proposed changes, the option selected by the largest group that would help them support the change was the establishment of more collection points in the community for soft plastics (12%, 30), followed by a service to provide weekly waste pick up for households of people with medical needs or children using nappies (11%, 29).

**Q3.1** Is your household currently using Council's food scrap recycling service (i.e. placing food scraps in the green bin for recycling)?



### Q3.2 How full would you say your bins are on the day of pick up?



Q3.3 Now that food scraps are going into the green bin, Council's new collection proposal is to collect the green bin weekly and the red bin fortnightly. The yellow bin (recycling) would remain fortnightly. Would you support this new collection proposal?



Q3.4 (For those that do support the proposal) What is most important to you in supporting the proposed change to a weekly green bin (garden and food scraps) pick-up and a fortnightly red bin (waste to landfill) pick-up?

104 respondents provided a comment. A summary of themes and key points is outlined below, with full comments provided in Appendix One.

THEME	Key points raised
Managing green bin smells/pests	Organic content sitting for a fortnight generates smells and pests, would be reduced by a weekly pick-up
Encourage change in bin habits - Less landfill	Encourage more use of the green bin and less organic matter in red bin Lead to less organic matter going to landfill Reduce barriers to food waste recycling Environmentally supportive initiative
Degree of use of the green/red bins	Green bin is fuller, more frequently than the red bin Don't really use the red bin
That other issues be addressed prior to any change	More education Enable use of the compost for households That the change be trialled and if it fails, be reversed That there is community-wide support That Council continues to encourage reduction in packaging use (reducing landfill the goal) That different size bins be available That there are solutions for apartment dwellers and families with nappies
Use of resources	Cost efficiency Reduced on-costs from landfill levies

## Illustrative comments

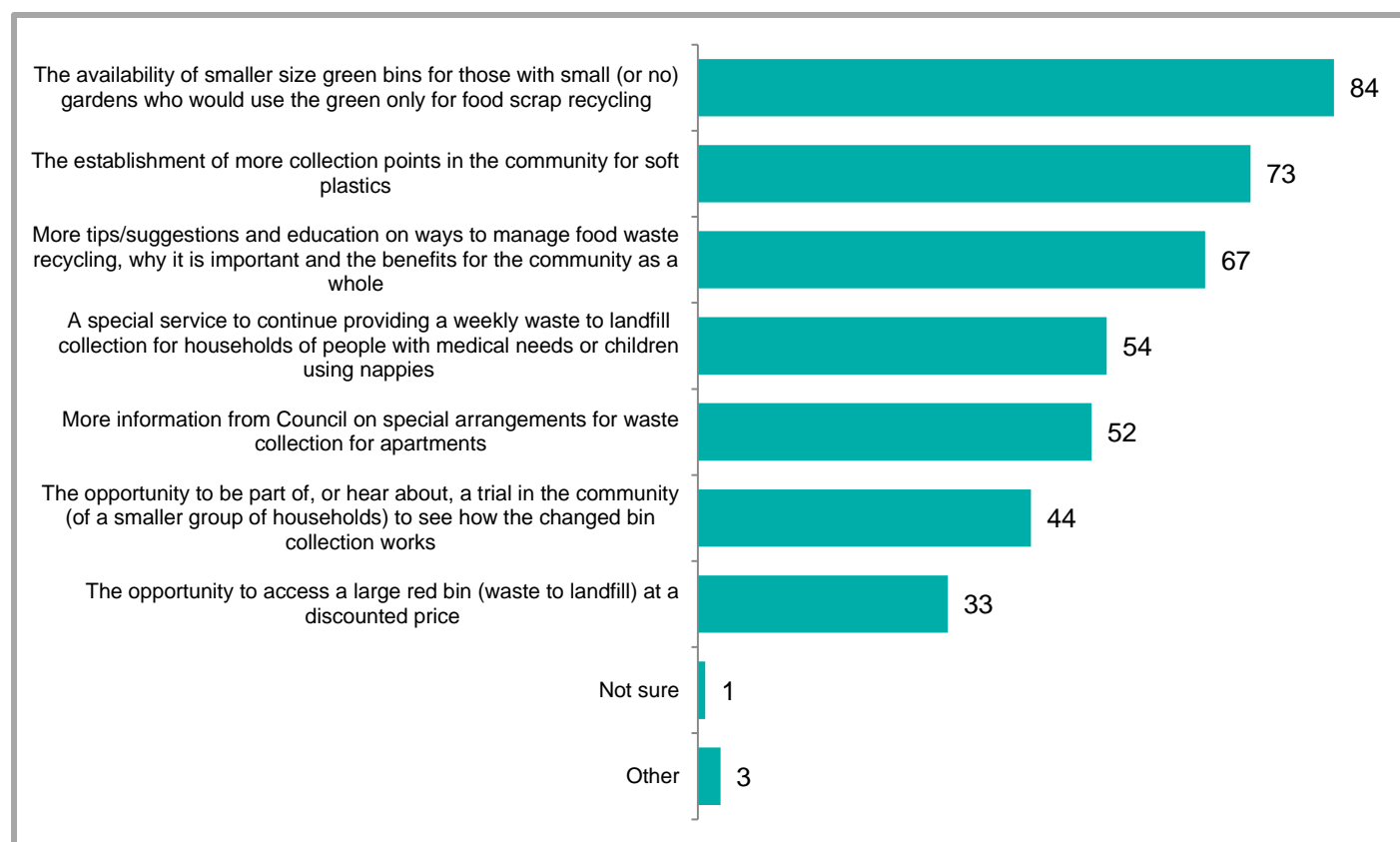
*“Now that food scraps go into the green bin, the red bin is hardly used.” (Male, 70 years +, Caulfield South)*

*“It matches the use of our bins and will encourage less landfill waste.” (Male, 25-34 years, Bentleigh East)*

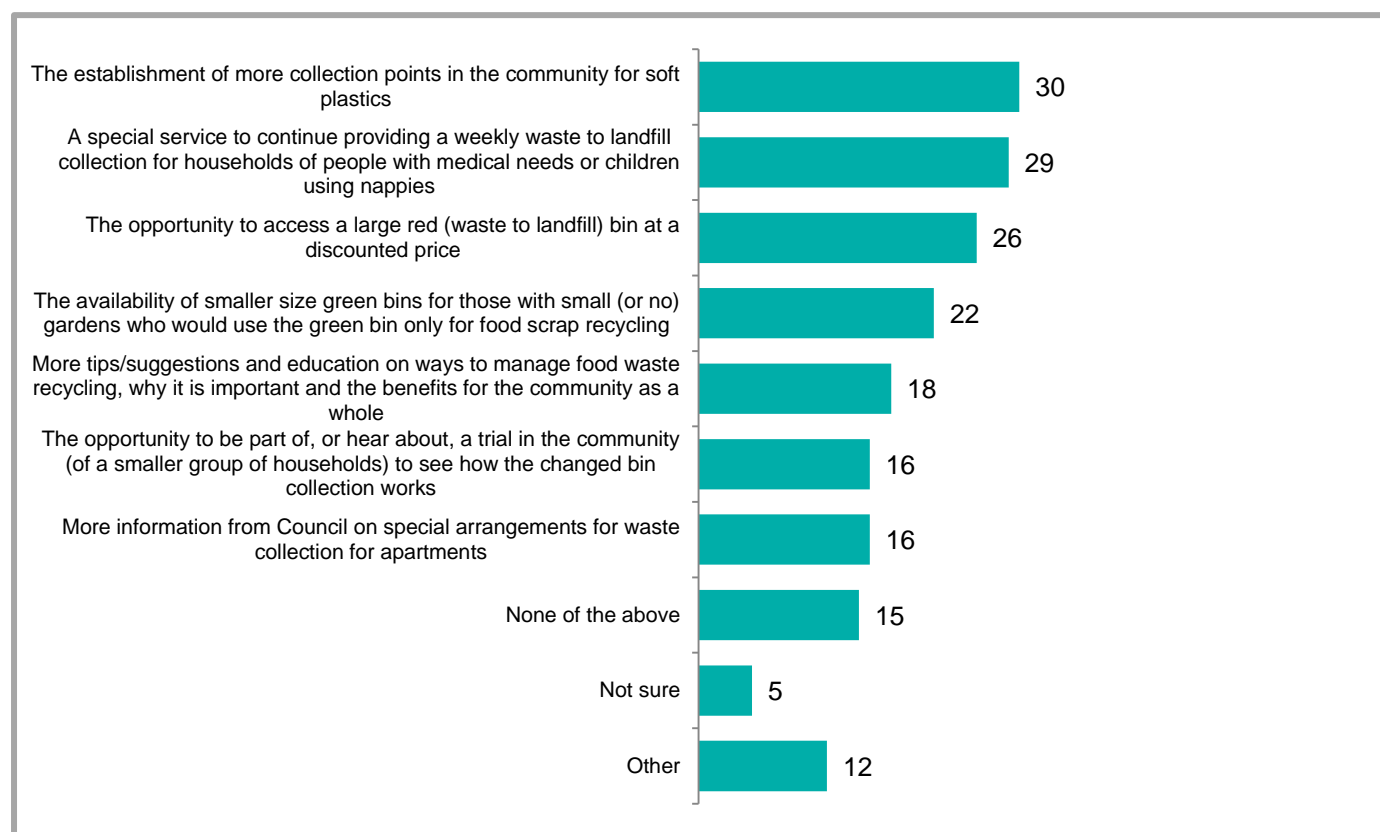
*“Green bin stinks and needs to be emptied weekly.” (Female, 35-49 years, Bentleigh East)*

*“It is vital that we reduce our waste going to landfill and increase that which goes to a composting facility. If we encourage everyone to use the green bin for the food waste, then it is important that it is collected weekly, whereas there is no need to collect the landfill bin so often, when it has so little in it and nothing that is going to rot or start to smell. We put very little in our red bin now, and we would like to have the option for a smaller red bin.” (Male, 60-69 years, McKinnon)*

Q3.5 Thinking about the wider community, which arrangements do you think would help more people to be able to support the proposed collection change? Please select all options that apply. Please note that some of these arrangements would need further analysis to test for their viability and cost implications before they could be implemented.



**Q3.6 Would any of the following arrangements help you to be able to support the proposed change? Please select all options that apply. Please note that some of these arrangements would need further analysis to test for their viability and cost implications before they could be implemented**



### Q 3.7 Would you like to make any comments on bin collection?

144 respondents provided a comment. A summary of themes and key points is outlined below, with full comments provided in Appendix One.

THEME	Key points raised
Composting, recycling and options	<ul style="list-style-type: none"> <li>Strongly support investigation of more soft plastic recycling points</li> <li>All suggestions good, reflect different household needs</li> <li>Could look at giving households a number of extra green pick-ups instead</li> <li>Homes should be encouraged to have their own compost systems</li> <li>Encourage the introduction of a trial so people can see how it works</li> <li>Enable residents' access to the compost from food scrap recycling to motivate recycling behaviour</li> </ul>
Smells/pests	<ul style="list-style-type: none"> <li>Two weeks for general rubbish would cause smell issues</li> <li>Smell of the green bin has led to discontinuing use</li> <li>Need weekly pick up of green because of smells</li> <li>People still putting organic waste in red bins – fortnightly collection won't change that, and bins will smell</li> <li>Pet waste in red bins will smell over the fortnight</li> </ul>
Community knowledge/education	<ul style="list-style-type: none"> <li>Have not been able to access information on the service</li> <li>People time poor and take easy options so need sensitivity and a gradual approach to change</li> <li>Need more community education on what goes in each bin, before anything is changed</li> <li>Renters have less knowledge than homeowners – need a targeted campaign</li> <li>Information should be provided focusing on the environmental impact</li> </ul>
Apartments	<ul style="list-style-type: none"> <li>Waste practices amongst apartment dwellers can vary</li> <li>Bins available to those in apartments are restrictive, don't support food scrap recycling</li> </ul>
Comment generally opposed	<ul style="list-style-type: none"> <li>Red bin pick-up should remain weekly</li> <li>Current status quo works</li> <li>Unable to work around a changed bin pick up</li> </ul>
Non-organic recycling	<ul style="list-style-type: none"> <li>The real issue is recycling</li> <li>Yellow bin should be weekly</li> <li>Council needs to be proactive in looking at the recycling issue before anything else</li> </ul>
Households with nappies	<ul style="list-style-type: none"> <li>Unable to support change because of nappies</li> <li>Like the idea, just not workable</li> </ul>
Placement and pick up of bins	<ul style="list-style-type: none"> <li>Not happy with how other residents place/leave/pick up their bins</li> <li>Timing of truck collection causes traffic congestion</li> <li>Pick up doesn't ensure bins are placed back on nature strips in an orderly way</li> </ul>

THEME	Key points raised
Too much rubbish to go to fortnightly	Red bin is full weekly, too much rubbish to move to fortnightly Streets are overflowing with rubbish in Glen Eira If the change is implemented, rubbish will go in other bins
Bin bags	Other LGAs allow for compostable bags, an idea for Glen Eira
Comments generally in support	Support initiative to change pick up frequency
Cost and money	This is just a cost saving initiative by Council Not happy to pay extra for anything Council will need to fund larger red bins in order to obtain community support
Not enough material to justify weekly green pickup	Green bin is full only in summer Not clear why it needs to be collected weekly
Other	Keep the ideas coming Inspections of bins Penalties for people using other's bins

## Illustrative quotes

*"If it were just me, red bin, yellow bin and green bin collection on a fortnightly basis would be plenty!!!! But unfortunately, I live in a 19 unit apartment block, with multiple tenants in several of the apartments, and they generate an enormous amount of waste! ... Our recycling bins are always full in advance of collection time, whether by actual recycling or just regular rubbish, and then people just start putting their recycling into the red bin because that's the only space left. Plus, what is even happening with our recycling these days, is it actually being recycled?" (Female, 50-59 years, Elsternwick)*

*"Our red bin is always full, and we would prefer a weekly collection of the yellow recycling bin as well. We do not use the green bin for food scraps any longer due to the stench of rotting food, the constant need to wash the bin the day of collection (which we don't have time for) and the pests that are drawn to the bin with the food in it." (Female, 35-49, Caulfield South)*

*"Your question/options above are very good. It recognises the vastly varying needs of different households for different approaches to waste collection. Some sort of flexible system would be best for the community - but harder for council to implement." (Male, 50-59, Elsternwick)*

*"We haven't been using the green bin for food scraps and as much as we could since we've always had a compost bin. I also get the feeling that many people haven't heard about the changes." (Female, 25-34, Murrumbeena)*

*"Community education on the subject: Simple but clear graphics on a Billboard near Carnegie and other railway stations. Take-home flyers for school children (to educate parents)." (Female, 70 years, Carnegie)*

## What will Council do next?

We are using information from the How's Your Bin survey, waste audit data, resident feedback (email, phone) and our Community Voice Panel surveys to determine if we will change the green bin collection frequency to weekly (and garbage fortnightly). A report will be submitted to Council for consideration with detailed results from all forms of consultation and audits. We will be recommending that Council conduct a trial of the weekly green bin collection (garbage fortnightly). If there is to be any municipal-wide change to the collection frequency, it will be communicated broadly before it is implemented.

## SECTION FOUR: LOCAL ECONOMY ACTION PLAN

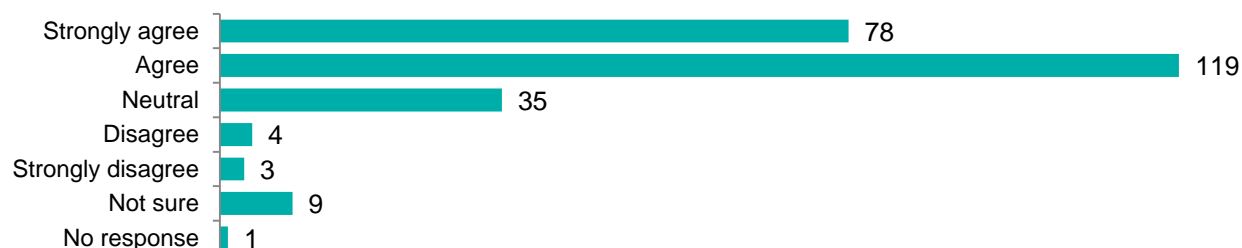
In 2017, Council adopted the 'Activity Centre, Housing and Local Economy Strategy' to set a vision for the activity centres across Glen Eira. Input was sought from Community Voice members to refine actions and priorities to be included in an Action Plan for the Strategy.

### KEY FINDINGS

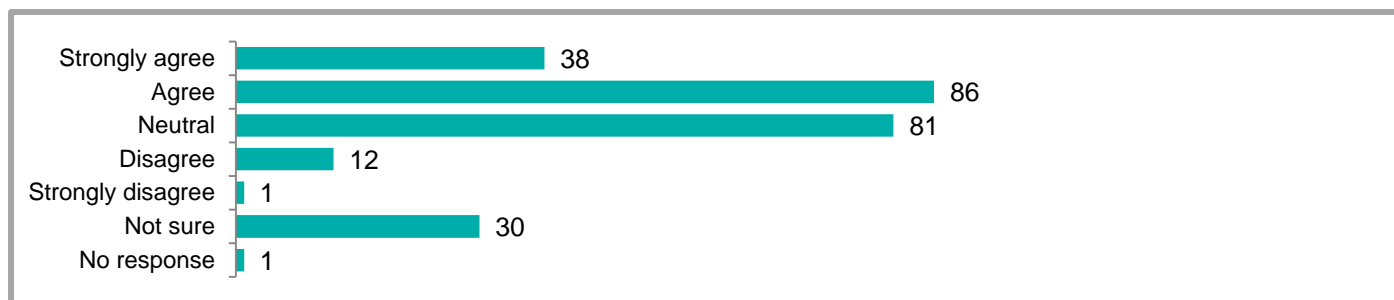
- Eight out of ten respondents (80%, 198) strongly agreed or agreed that it is important to create opportunities for local jobs in Glen Eira.
- Half the respondents (50%, 124) strongly agreed or agreed that more professional/office based jobs are needed in Glen Eira.
- Nine out of ten respondents (90%, 226) strongly agreed or agreed that shopping strips should be places to meet and socialise as well as shop.
- Just over four out of ten respondents (42%, 106) strongly agreed or agreed that extended trading hours would encourage them to shop in local shopping areas.
- Close to nine out of ten respondents (85%, 212) strongly agreed or agreed that shopping strips in Glen Eira should be attractive places to visit.
- Most people who work, do not work in their local area (57%, 107 out of 186). Most respondents (138) would prefer to work in their local area.
- Good access to public transport, followed by an area that is visually attractive with high amenity were the two most important factors nominated when choosing a location to work/run a business (66% and 55% respectively).
- Improved transport was also a key theme for respondents commenting on what would make Glen Eira a great place to work and do business. Other ideas included promotion of businesses, review of regulation/rules, infrastructure, open space, facilities, council and community services

### Q4.1 To what extent do you agree or disagree with the following statements?

*'It is important to create opportunities for local jobs in Glen Eira'*



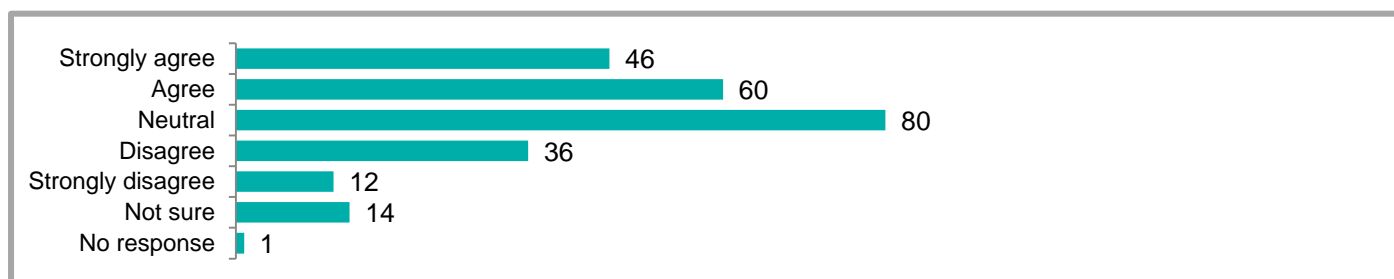
*'More professional/office based (white collar) jobs are needed in Glen Eira'*



*'Shopping strips should be places to meet/socialise as well as shop'*



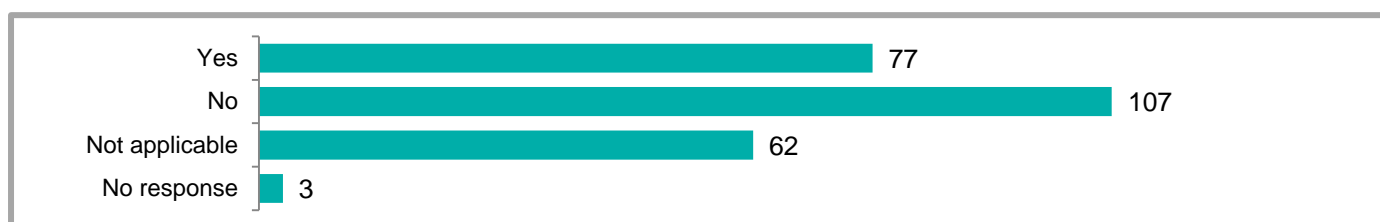
*'Extended trading hours would encourage me to shop in my local shopping areas more often'*



*'Shopping strips in Glen Eira should be attractive places to visit, with art, greenery and fun things to see and do'*

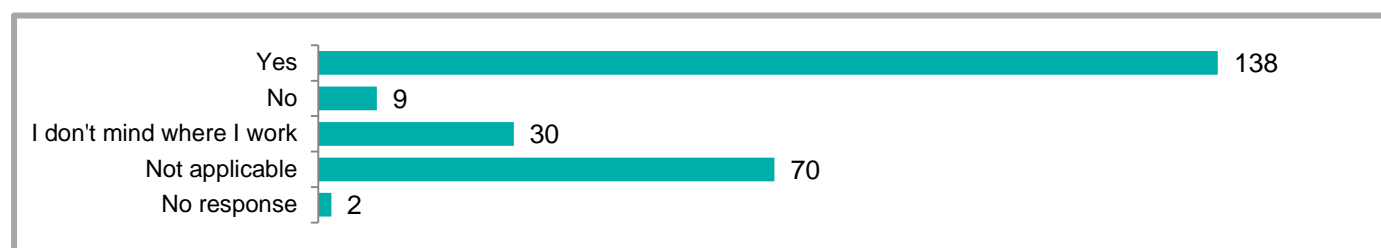


**Q4.2 Do you currently work in your local area? (within 20 minutes from home)**

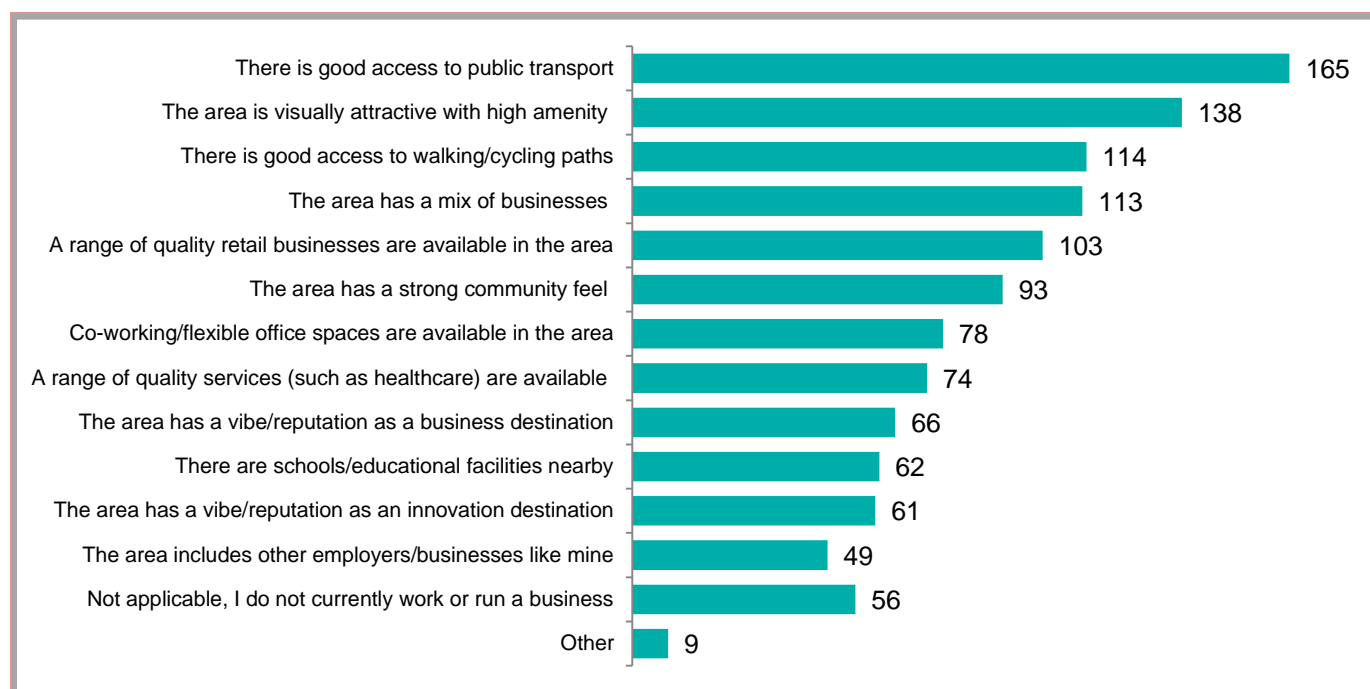




### Q4.3 Would you prefer to work in your local area?



### Q4.4 If you could freely decide, which of the following factors would be most important to you in choosing a location to work/run a business? Please select all options that apply.



### Q4.5 Do you have any thoughts on what would make Glen Eira a great place to work and do business?

107 respondents provided a comment. A summary of themes and key points is outlined below.

THEME	Key points raised
Transport	<ul style="list-style-type: none"> <li>Places of work that are easily accessible via public transport, walking, cycling</li> <li>Make Glen Eira a progressive city by prioritising active transport</li> <li>Car parking to encourage visitation of shopping strips</li> <li>Transport links</li> <li>Safe transport centres (train stations)</li> <li>Locating business centres around transport hubs</li> <li>Improving the flow of transport in and around Glen Eira</li> </ul>
Promotion of businesses	<ul style="list-style-type: none"> <li>Business diversity</li> <li>High quality businesses</li> <li>Pub or bar/café/restaurants to encourage people to connect</li> <li>Places for people to buy groceries and socialise after work hours</li> <li>Focus on attracting big name businesses, to make Glen Eira a destination</li> </ul>
Regulation/rules	<ul style="list-style-type: none"> <li>Reviewing and amending rules that restrict business activity (i.e. enable opening-up streets to stall trading)</li> <li>Lower rates for businesses</li> <li>Council to get out of the way</li> <li>Restrict anti-social behaviour</li> </ul>
Multi-level development	<ul style="list-style-type: none"> <li>Limit overshadowing of streets from multi-level developments</li> <li>Fewer unappealing multi-level constructions</li> <li>Higher density to encourage sustainability</li> </ul>
Infrastructure/facilities	<ul style="list-style-type: none"> <li>Public toilets in and around centres</li> <li>Good public infrastructure of all kinds</li> <li>Attention to repair of footpaths</li> <li>Outdoor drinking fountains</li> </ul>
Open/green spaces	<ul style="list-style-type: none"> <li>More green/open spaces</li> <li>Nature strip planting</li> </ul>

THEME	Key points raised
	Prioritisation of the native plants
Other Council actions	Council grants to encourage innovation Local people employed by Council Council does not/should not have a role Council should focus on ensuring accessibility Council encouragement of community input into planning and development Careful council planning – business and community spaces
Streetscape	Attractive business fronts Well maintained Council buildings, shopping, business areas Removal of graffiti Clean spaces
Community feel	Places that promote community contact Community ambiance and activation Safe, friendly atmosphere Live music, clean, recycling bins Buildings that encourage people to engage with their surroundings Places that are inviting
Hubs/clusters/co-working spaces	Community orgs and services in central spots of business/shopping areas Spaces for co-working/networking Council services such as libraries as places to connect workers/businesses
Protect/keep things the same	Glen Eira essentially a residential area, most would like it to stay this way Protect heritage of the area and its character
Community services	Availability of services that support people, community housing, support for seniors, support for people who are unemployed Events for young people to learn skills and socialise
Promote and build on what is there	Key places in Glen Eira have particular characters, build and promote these places by drawing on these attributes
Proximity	Focus on developing key attributes within walking distance, shops, transport, lunch places, post office
Multifaceted approach	Depends on the area and place – lots of different elements would be/could be involved. Some combination is ideal
Other	Leading question A question that excludes those who do not work

## Illustrative quotes

*“Less regulations, such as scrapping the need for busking licences or opening the streets up to stall trading would quickly and cheaply improve the street landscape.” (Male, 18-24, Caulfield)*

*“You need quality businesses that want to set up operations and suitable facilities.” (Male, 70 years +, Caulfield North)*

*“It's a tricky one since what work is for people vary so widely. I think an area would have to be really connected via all forms of transport and have high amenity and services as well as suitable premises. These areas would benefit from round the clock activation which only comes from a proper mix of uses. It couldn't just be commercial. You need residents, school kids, people coming for specific purposes (retail/health), after hour's activation (restaurants etc.). Near train stations would be the best areas to focus on with existing or new good medium density housing including commercial premises in areas with existing shopping strips as well. There needs to be a variety of spaces available at different scales and different ages. Sameness would lead to failure. Trees and green spaces are also a must. Pedestrian friendly spaces as well! If you could hit the right balance of uses, neighbourhoods would be safer as well.” (Female, 25-34, Murrumbeena)*

*“Place community organisations and council services in the centre of these strips and in the unleased parts of the new train stations.” (Male, 60-69, Bentleigh East)*

## What will Council do next?

Council has used feedback from Community Voice to validate some of the key assumptions directing the Local Economy and Place Making Action Plan. Work is continuing on the development of the draft Action Plan including a review of current Council actions and priorities, examining local data and looking at what other Council's are doing. A draft Action Plan will be available for community feedback in mid-2019.

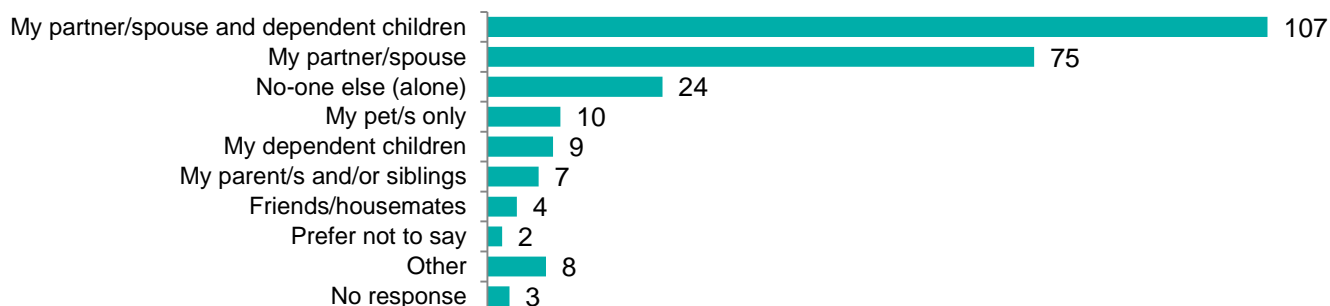
## SECTION FIVE: ABOUT YOU AND YOUR HOUSEHOLD

Community Voice has been established to be a representative sample of the Glen Eira community, with regards to age, gender and suburb of residence. In addition to these demographic variables, Council also periodically seeks information from Community Voice members on other characteristics, to track the composition of the panel compared to the wider community over time. This section sought to check in with members on a range of demographic aspects.

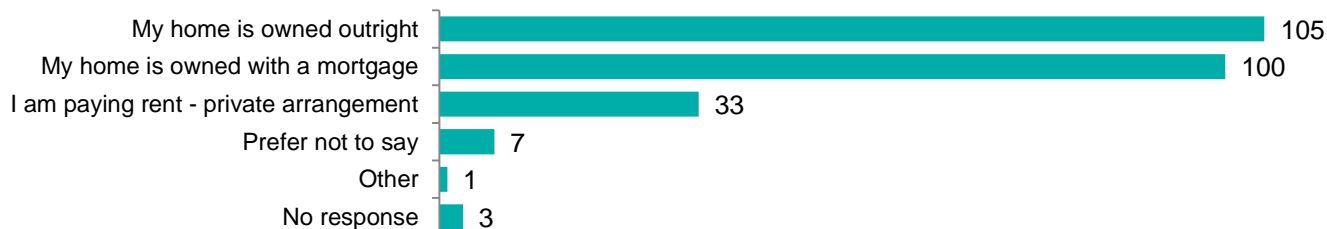
### KEY FINDINGS

- The largest group of respondents live in households with a partner/spouse and dependent children (43%, 107).
- Most respondents either own their home outright (42%, 105) or own their home with a mortgage (40%, 100).
- 37 respondents identified as speaking a language other than English, with Hebrew being the most common, followed by Mandarin and Greek.
- 19 respondents identified as having a disability or caring for another with a disability.
- Five members identified as LGBTI.

#### Q5.1 Who do you live with at home? Please select the option that best applies.

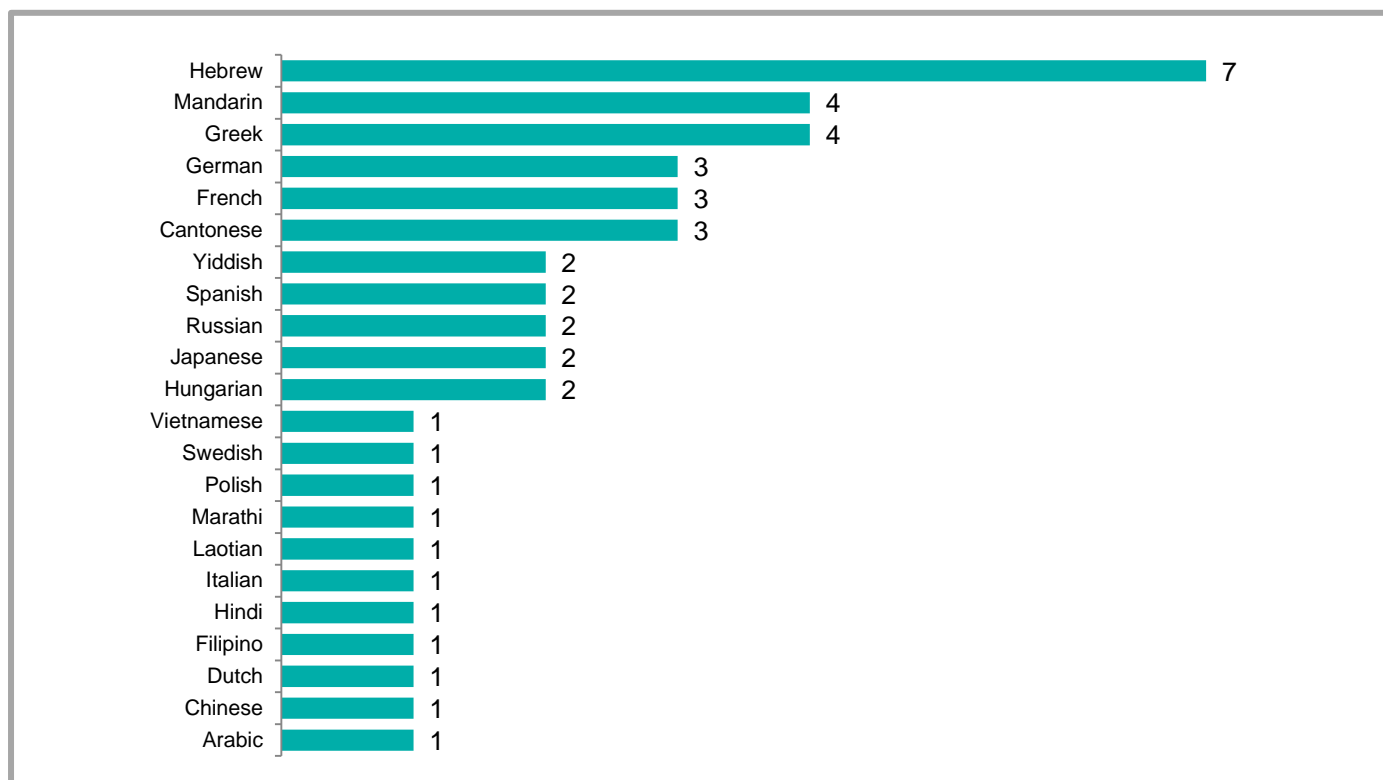


#### Q5.2 How would you describe your housing tenure? Please select the option that best applies.

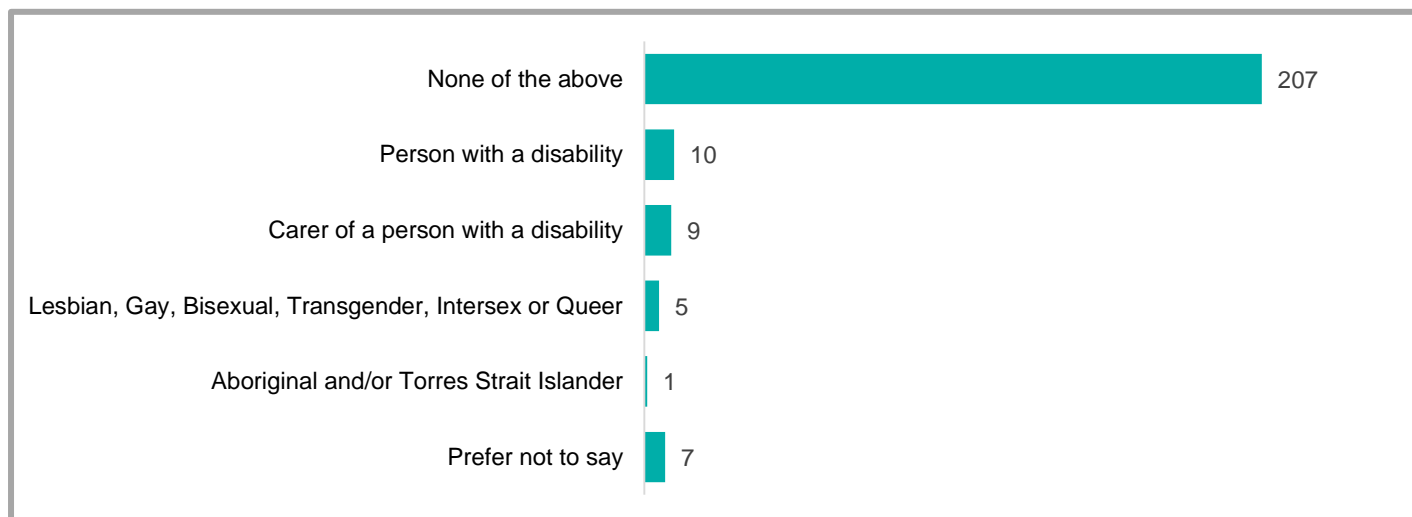


### Q5.3 If you speak a language other than English, please state the language/s

37 Community Voice members identified as speaking a second language other than English. 6 of these 37 identified as speaking more than one other language other than English.



### Q5.4 Do you identify with any of the following characteristics?



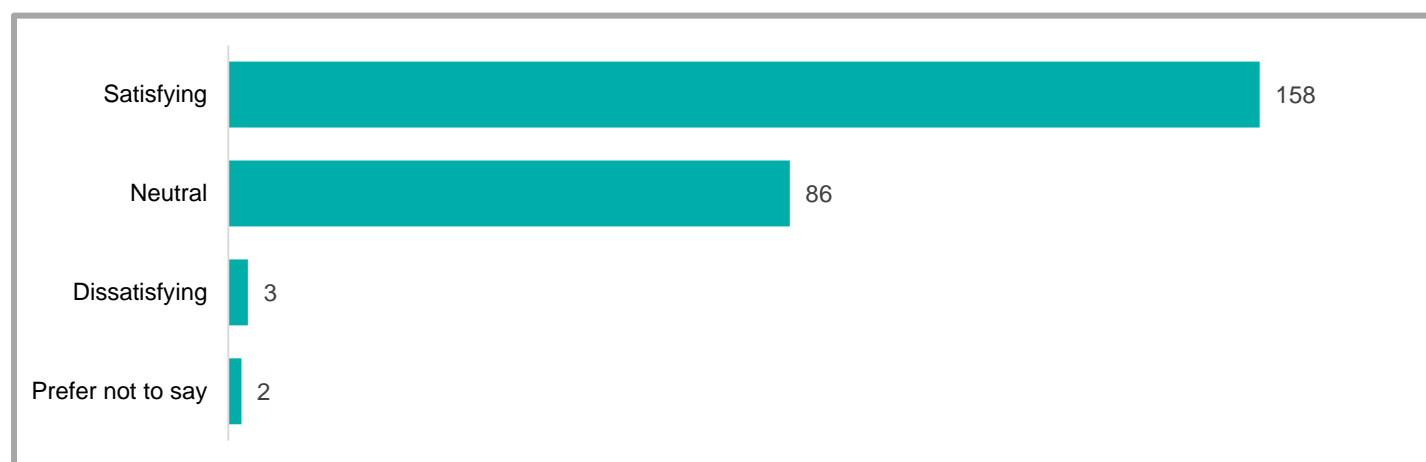
## SECTION SIX: YOUR FEEDBACK AND IDEAS ON COMMUNITY VOICE

This section asked Community Voice members about their experience of completing surveys, and their ideas for Community Voice.

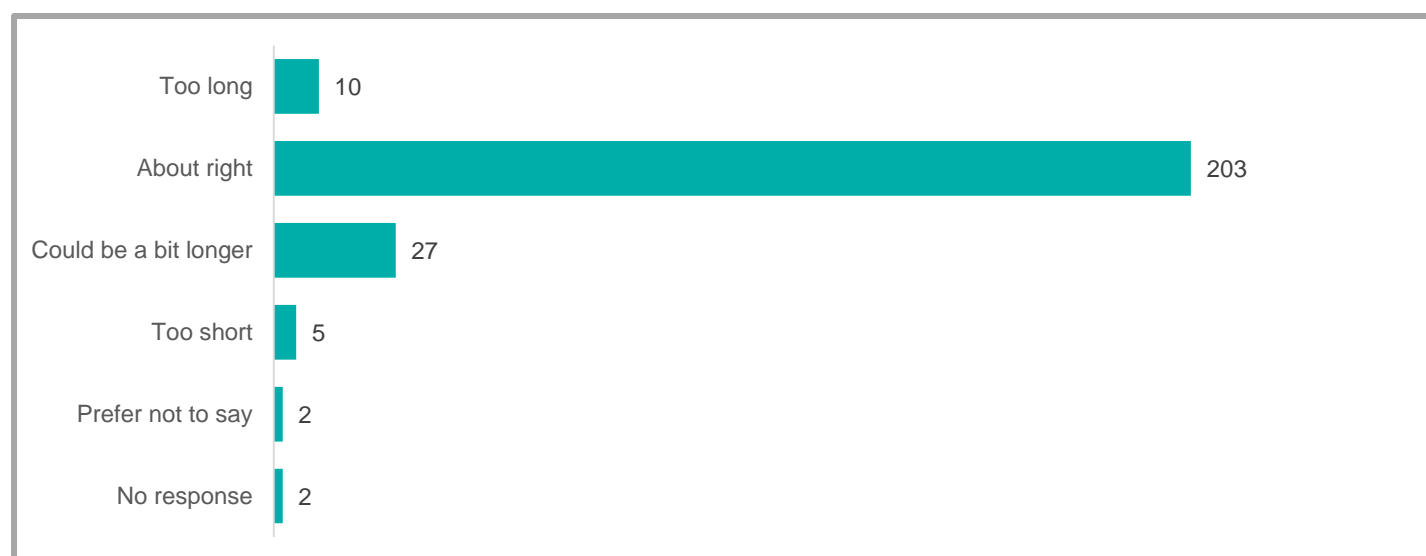
### KEY FINDINGS

- Most respondents (63%, 158) describe the experience of completing the survey as satisfying and most (81%, 203) view the time taken to complete the survey as 'about right'.
- Most respondents expressed satisfaction with the opportunity to participate and contribute.

#### Q6.1 Overall, how would you describe your experience of this survey?



#### Q6.2 Overall, did you think the time taken to complete the survey was...



### Q6.3 Do you have any comments about your experience to date and your expectations for Community Voice?

67 respondents provided a comment. A summary of themes and key points is outlined below.

THEME	Key points raised
Content of survey and question format	Best survey so far Well-constructed survey, with good options Should be more opportunity to provide an opinion Some questions very broad, hard to provide an answer Questions seem biased toward a particular report Surveys should be shorter Should not ask about demographic data, too intrusive Too difficult to answer some questions with tick the box type options
Happy so far/happy to participate	Keep going with this initiative Glad to help Important initiative
Topic suggestions	Surveys should cover more relevant, wider issues Community Voice should be able to select topics Opinions should be sought on the difficult issues, inappropriate development, planning processes, congestion Public open space use should be included, as should dog waste in public areas, traffic management, rubbish dumping
Participation outside of Community Voice	Would like members to have the option of participating in other ways outside surveys Survey data is limited, should not be relied on
Acting on surveys	Important that Council provides feedback on these surveys Are the results of questions being acted on?
Comments on other GE initiatives	McKinnon reserve upgrade Inkerman Road proposed bike lane
Other	Too much inappropriate development Need emphasis on safety, greenery and cleanliness in Elsternwick Don't want to win anything – incentive is having voice heard The number of retirees living in Glen Eira apartments is growing Disappointed at the proposal to change bin collection frequencies

### Illustrative quotes

*“It is important that council continues to provide feedback on these surveys. It would also be helpful if we could be made aware if these surveys have led to an actual action plan by council - e.g. if we see the change in waste bin management occurring as a result of the survey comments.” (Female, 60-69 years, St Kilda East)*

*“This survey was well constructed, a little shorter than previous ones and had appropriate options to choose from. I always like the 'prefer not to say' and 'not applicable' options, because sometimes none of the others is appropriate.” (Male, 60-69 years, Bentleigh East)*

*“Some of the questions are too difficult and complex to answer with the "tick the box" response. For example, I do not know what the Council would do to encourage more jobs in the local area. Where to locate a business depends on many factors. Also, more businesses in the area might impact adversely on the environment which is already too congested.” (Female, 70 years +, Elsternwick)*

*“These surveys are a very good initiative - thanks!” (Male, 35-49 years, Glen Huntly)*

*“The survey is too long if you take the time to critically and fully analyse each question before providing an answer and a comment which is often required to fully answer each question. If a person is serious about the survey, then it does take time to fully and properly answer the questions. I felt rushed even with the significant amount of time I spent on this survey, as there is bound to be more ideas, I could think of, but I just can't spare any more time.” (Female, 50-59 years, St Kilda East)*

## APPENDIX ONE: SURVEY

### 2019 Survey One: Welcome to the latest survey for Glen Eira Community Voice.

In this survey we will seek your views on the following topics:

1. Your Feedback and Ideas to Refine Community Voice
2. Trialling a Pedestrian Safe Approach
3. Bin Collection Frequency
4. Local Economy Action Plan
5. About You and Your Household
6. Your Feedback about this Survey

This survey should take around **15-30** minutes to complete. **Responses close at 5pm on Friday 8 March 2019.**

A findings summary report will be available for you in late March.

#### Opt in for a chance to win!

To thank you for your time, at the end of this survey you will be invited to opt-in for a chance to win one of five x \$100 vouchers to use at the **Glen Eira Sports and Aquatic Centre (GESAC)**. The voucher can be used to access services and facilities at GESAC, including a casual swim visit, towards gym membership, shopping at the retail shop and/or a massage at the Transcend Spa!

#### Privacy

The information in this survey is collected by Glen Eira City Council to administer this survey and, subject to the below, will only be shared with Council staff for this purpose. Aggregated information may be used for reporting, analysis and planning activities of Council in relation to the issues described in the survey, including by distributing de-identified survey responses to others in the Community Voice group.

If you opt in to participate in the draw, your personal information may also be used to conduct the competition, including by contacting you.

Council is committed to ensuring that personal information is protected in accordance with its Privacy Policy, which is available at <https://www.gleneira.vic.gov.au/Council/Legislation-and-governance/Privacy>. If you would like to know more about privacy at Council, including your right to seek access to your personal information, please contact Council's privacy officer at (03) 9524 3333 or [privacy@gleneira.vic.gov.au](mailto:privacy@gleneira.vic.gov.au).

#### Do you have questions or feedback?

Contact the Community Voice team via [communityvoice@gleneira.vic.gov.au](mailto:communityvoice@gleneira.vic.gov.au) or 9524 3333.

## Section One: Your Feedback and Ideas to Refine Community Voice

Community Voice informs Council about community views and opinions. Your input influences and guides Council's decision making, policies and planning. So, it is important that you are satisfied and continue to participate. Please answer the next questions to help us assess and further refine Community Voice.

**Council has committed to delivering up to eight online activities (surveys and/or polls) through Community Voice each year. Please indicate your preferred number of online activities:**

- ☐ I am happy to participate in up to eight online activities
- ☐ I would be interested in participating in more than eight online activities
- ☐ Too early to tell, only recently became a member
- ☐ Eight online activities is too many for me, I am unlikely to participate in them all

(if eight online activities is too many for me) **How many online activities would you prefer to participate in throughout 2019? Please select one response.**

- ☐ One
- ☐ Two
- ☐ Three
- ☐ Four
- ☐ Five
- ☐ Six
- ☐ Seven

**If you did not participate in one or more surveys throughout 2018, what was the main reason(s)? Please select all options that apply.**

- ☐ I participated in all surveys throughout 2018
- ☐ Experienced technical issues logging on to the Community Voice member portal page
- ☐ Time constraints (too busy)
- ☐ Topics covered were not of interest or relevant
- ☐ Too many surveys/quick polls
- ☐ Other (please specify)

**Throughout 2018, some members expressed interest in having greater engagement with Council. If Council was to offer engagement activities in addition to Community Voice in 2019, which activities would you be likely to participate in? Please select all options that apply.**

- ☐ Happy with Community Voice and online activities only
- ☐ A member recognition event
- ☐ Forum/focus group/working group around specific topics
- ☐ A presentation to report back on the impact of Community Voice
- ☐ Volunteering to assist with the recruitment of new Community Voice members
- ☐ Other (please specify)



**Following the analysis of survey responses, Council provides members with a Survey Findings Summary Report. How often do you read the Survey Findings Summary Report?**

- ☐ All the time
- ☐ Frequently: have downloaded and looked at a few
- ☐ Sometimes: have downloaded and looked at one or two
- ☐ Rarely: may have looked at one
- ☐ Never: does not interest me or haven't looked at any
- ☐ Other (please specify)

**Do you have any suggestions for improving the Survey Findings Summary Reports?**

**If there was one thing that we could do to keep you interested and actively participating in the surveys, what would it be?**

## **Section Two: Trialling a Pedestrian Safe Approach**

### **Trialling a Pedestrian Safe approach**

Schools in Glen Eira can experience heavy traffic and demand for parking around peak times, potentially discouraging families from walking, cycling or catching public transport and causing safety issues for children. Council is running a pilot project (with a selected school) to create a pedestrian safe neighbourhood. The pilot will look for ways we can encourage those parents/children who are able, to walk, cycle or catch public transport, reducing traffic and parking demand and improving safety.

**Do you have any ideas on actions that could be implemented to create safer zones for pedestrians around schools?**

- ☐ No
- ☐ Yes (please specify)

## Section Three: Bin Collection Frequency

Community Voice members may have seen and taken part in '**How's Your Bin**', a recent community-wide survey run by Council, asking for views on a revised bin collection proposal. Now that food scraps are being placed in the green bin, residents in the community have asked Council to collect the **green bin weekly** and the **red bin (waste to landfill) fortnightly**.

As a representative group of residents, Community Voice members have an important role to play in expressing views that guide Council's actions. Together with the views expressed in the community-wide survey, your views will help inform decision-making on the proposed change to a weekly green and fortnightly red bin collection.

**Is your household currently using Council's food scrap recycling service (i.e. placing food scraps in the green bin for recycling)?**

- ☐ Yes
- ☐ No
- ☐ I didn't know about Council's food scrap recycling service

**How full would you say your bins are on the day of pick-up?**

	Over full	Full	Half full	Less than half full	I don't use this bin	I don't have this bin
Red bin (waste to landfill)						
Green bin (garden and food scraps)						

**Now that food scraps are going into the green bin, Council's new collection proposal is to collect the green bin weekly and the red bin fortnightly. The yellow bin (recycling) would remain fortnightly. Would you support this new collection proposal?**

- ☐ Yes
- ☐ No
- ☐ I don't mind

(if you DO support the proposal) **What is most important to you in supporting the proposed change to a weekly green bin (garden and food scraps) pick-up and a fortnightly red bin (waste to landfill) pick-up?**

(if you DO support the proposal) **Thinking about the wider community, which arrangements do you think would help more people to be able to support the proposed collection change? Please select all options that apply.**

**(Please note that some of these arrangements would need further analysis to test for their viability and cost implications before they could be implemented)**

- ☐ The opportunity to access a large red (waste to landfill bin) at a discounted price
- ☐ The availability of smaller size green bins for those with small (or no) gardens who would use the green only for food scrap recycling
- ☐ The opportunity to be part of, or hear about, a trial in the community (of a smaller group of households) to see how the changed bin collection works
- ☐ The establishment of more collection points in the community for soft plastics

- ☐ More tips/suggestions and education on ways to manage food waste recycling, why it is important and the benefits for the community as a whole
- ☐ More information from Council on special arrangements regarding waste collection for apartments
- ☐ A special service to continue providing a weekly waste-to-landfill collection for households of people with medical needs or children using nappies
- ☐ None of the above
- ☐ Not sure
- ☐ Other (please specify)

(if you DON'T support the proposal) **Would any of the following arrangements help you to be able to support the proposed change? Please select all options that apply.**

**(Please note that some of these arrangements would need further analysis to test for their viability and cost implications before they could be implemented)**

- ☐ The opportunity to access a large red (waste to landfill bin) at a discounted price
- ☐ The availability of smaller size green bins for those with small (or no) gardens who would use the green only for food scrap recycling
- ☐ The opportunity to be part of, or hear about, a trial in the community (of a smaller group of households) to see how the changed bin collection works
- ☐ The establishment of more collection points in the community for soft plastics
- ☐ More tips/suggestions and education on ways to manage food waste recycling, why it is important and the benefits for the community as a whole
- ☐ More information from Council on special arrangements regarding waste collection for apartments
- ☐ A special service to continue providing a weekly waste-to-landfill collection for households of people with medical needs or children using nappies
- ☐ None of the above
- ☐ Not sure
- ☐ Other (please specify)

**Would you like to make any comments on bin collection?**

## Section Four: Local Economy Action Plan

Glen Eira is experiencing a time of significant change, with transport upgrades, population growth and changes to the way people work and do business. All these changes highlight the importance of ensuring that household/population growth is matched by a growth in local jobs and opportunities for community connection.

In 2017, Council adopted the 'Activity Centre, Housing and Local Economy Strategy', to set a vision for the activity centres across Glen Eira.

A Local Economy Action Plan is currently being developed to further refine Council's actions and priorities to support economic growth and the creation of local jobs in Glen Eira. The following questions will help us ensure the Action Plan is informed by community experiences and views.

**To what extent do you agree or disagree with the following statements?**

	Not sure	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
It is important to create more opportunities for local jobs in Glen Eira						
More professional/office based (white collar) jobs are needed in Glen Eira						
Shopping strips should be places to meet/socialise as well as shop						
Extended trading hours would encourage me to shop in my local shopping areas more often						
Shopping strips in Glen Eira should be attractive places to visit, with art, greenery and fun things to see and do						

**Do you currently work in your local area (within 20 minutes from home)?**

- ☐ Yes  
☐ No  
☐ Not applicable

**Would you prefer to work in your local area?**

- ☐ Yes  
☐ No  
☐ I don't mind where I work  
☐ Not applicable

**If you could freely decide, which of the following factors would be most important to you in choosing a location to work/run a business? Please select all options that apply.**

- ☐ A range of quality services (such as healthcare) are available in the area  
☐ A range of quality retail businesses are available in the area  
☐ Co-working/flexible office spaces are available in the area  
☐ The area includes other employers/businesses like mine  
☐ There is good access to public transport  
☐ There is good access to walking/cycling paths  
☐ The area has a strong community feel (lots of community groups and organisations)  
☐ The area has a vibe/reputation as a business destination  
☐ The area has a vibe/reputation as an innovation destination  
☐ The area has a mix of businesses (professional, retail)

- ☐ The area is attractive with high amenity (including green spaces)
- ☐ There are schools/educational facilities nearby
- ☐ Not applicable, I do not work or run a business
- ☐ Other (please specify)

**Do you have any thoughts on what would make Glen Eira a great place to work and do business?**

## Section Five: About You and Your Household

Community Voice has been established to be a representative sample of Glen Eira residents in terms of their age, gender and suburb of residence. In 2018, we asked some further demographic questions to help us in knowing more about the group as a whole and how it relates to the wider Glen Eira community. In this first survey of 2019, and with new members on board, we'd like to ask these questions again so we can track members' characteristics over time. Please be assured that all information shared with Council will be kept entirely confidential and you will not be identified in any way.

**Who do you live with at home? Please select the option that best applies.**

- ☐ My partner/spouse
- ☐ My partner/spouse and dependent children
- ☐ My dependent children
- ☐ No-one else (alone)
- ☐ My parent/s and/or siblings
- ☐ Friends/housemates
- ☐ My pet/s only
- ☐ Prefer not to say
- ☐ Other (please specify)

**How would you describe your housing tenure? Please select the option that best applies.**

- ☐ My home is owned outright
- ☐ My home is owned with a mortgage
- ☐ I am paying rent – private mortgage
- ☐ I am paying rent – social/government housing
- ☐ Prefer not to say
- ☐ Other (please specify)

**If you speak a language other than English at home, please state the language/s**

**Do you identify with any of the following characteristics? Please select all options that apply.**

- ☐ Aboriginal and/or Torres Strait Islander
- ☐ Lesbian, Gay, Bisexual, Transgender, Intersex or Queer
- ☐ Person with a disability
- ☐ Carer of a person with a disability
- ☐ None of the above
- ☐ Prefer not to say

## Section Six: Your Feedback about this Survey

**Overall, how would you describe your experience of this survey?**

- ☐ Satisfying
- ☐ Neutral
- ☐ Dissatisfying
- ☐ Prefer not to say

**Overall, did you think the time taken to complete the survey was...**

- ☐ Too short
- ☐ Could be a bit longer
- ☐ About right
- ☐ Too long
- ☐ Prefer not to say

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



## **GLEN EIRA CITY COUNCIL**

### **Glen Eira City Council**

Corner Glen Eira and Hawthorn Roads, Caulfield

#### **National Relay Service**

If you are deaf, hearing-impaired, or speech-impaired, we ask that you call us via the National Relay Service and then ask for (03) 9524 3333.

Online: <https://internet-relay.nrsccall.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](http://www.facebook.com/GlenEiraCityCouncil)

##### **@cityofgleneira**

[www.instagram.com/cityofgleneira](http://www.instagram.com/cityofgleneira)

##### **Glen Eira arts, gallery and events:**

[www.facebook.com/gleneiraarts](http://www.facebook.com/gleneiraarts)

##### **Glen Eira Libraries and Learning Centres:**

[www.facebook.com/GlenEiraLibraries](http://www.facebook.com/GlenEiraLibraries)

##### **Glen Eira Maternal and Child Health:**

[www.facebook.com/GlenEiraMaternalandChildHealth](http://www.facebook.com/GlenEiraMaternalandChildHealth)

##### **Glen Eira Sports and Aquatic Centre:**

[www.facebook.com/GESAConline](http://www.facebook.com/GESAConline)

[www.twitter.com/GESAConline](http://www.twitter.com/GESAConline)

##### **Glen Eira Youth Services:**

[www.facebook.com/GlenEiraYouthServices](http://www.facebook.com/GlenEiraYouthServices)

[www.instagram.com/gleneirayouthservices](http://www.instagram.com/gleneirayouthservices)

##### **Glen Eira sustainable living:**

[www.facebook.com/sustainablelivinggleneira](http://www.facebook.com/sustainablelivinggleneira)