



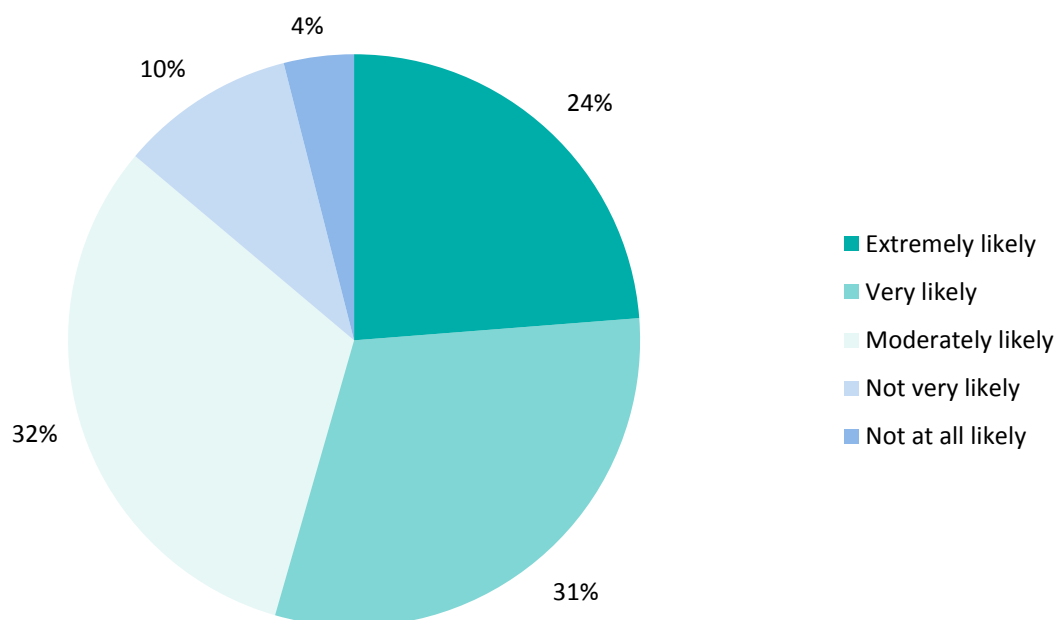
SUMMARY REPORT

Community Voice Quick Poll: My Council Portal

The first Quick Poll for 2019 ran from 24 June to 8 July 2019. The poll sought input from Community Voice members to help Council assess the feasibility of a My Council portal—a secure way to access information about your Council services online. Community Voice is an online group of 549 residents who broadly represent the Glen Eira community in terms of age, gender and suburb. 224 members completed this poll, which is a response rate of 41%.

Findings

Q1 How likely are you to use the My Council portal?



Q2. What kinds of information would you most like to see on the My Council portal?

Rank	Information	Average ranking out of 9
1	Newsletter subscriptions	6.41
2	Residential and disabled parking permit information	6.26
3	Permit applications you have made	5.83
4	Pet registration details	5.74
5	Personalised event calendar based on interests and location	4.98
6	Planning advertisements near your location	4.65
7	Payment transaction history (e.g. invoices)	3.71
8	Rates notices and transaction history	3.35
9	Service request history (e.g. hard rubbish bookings)	3.01

Q3. Do you have any other comments?

58 respondents provided a comment. Common themes among these comments include:

- Concerns about accessibility
- Concerns about privacy
- Suggestions for additional kinds of information
- Suggestions for additional functionality
- Would prefer budget spent on other projects

A small number of comments were concerned with how the quick poll questions were asked. We will take these comments into consideration when designing future surveys.

Illustrative quotes

“Portal to easily lodge online applications would be more useful than one that only showed historical events.” (Female, 25-34, Bentleigh)

“Detailed information on the Glen Eira budget, showing how many staff & how much money is allocated to every program, project & activity the council funds.” (Female, 60-69, Caulfield North)

“I’d rather council spent more money on urban planning to deal with a fast growing population than waste money on a portal.” (Male, 25-34, Carnegie)

“This is an excellent initiative, and ideally should include all 9 preferences listed above.” (Male, 60-69, Bentleigh East)

“I am not sure that I need this service. I don’t think many people would feel this is necessary, but of course I may be wrong about the opinion of others.” (Female, 60-69, Murrumbeena)

What will Council do next?

Your feedback included some great insights. Community Voice members said that while you may use a portal, Council needs to think carefully about the design to ensure it is useful,

manageable, safe and secure. You also raised concerns about having to use a password to deal with Council, when many of your online requests are straightforward.

As part of our website continuous improvement program, we will do more research to see if there are better ways of meeting your needs. Our Innovation and Continuous Improvement team will conduct this research in August-September before deciding what, if anything, a portal could add to the online service experience.

You also made suggestions for features that could be added to our website. We will prioritise these suggestions based on your priorities, and how much they will cost to build. If these new features are viable and affordable, we will build them in to our website continuous improvement program in 2019-2020.