



Community Voice Survey Three 2019 Summary Report

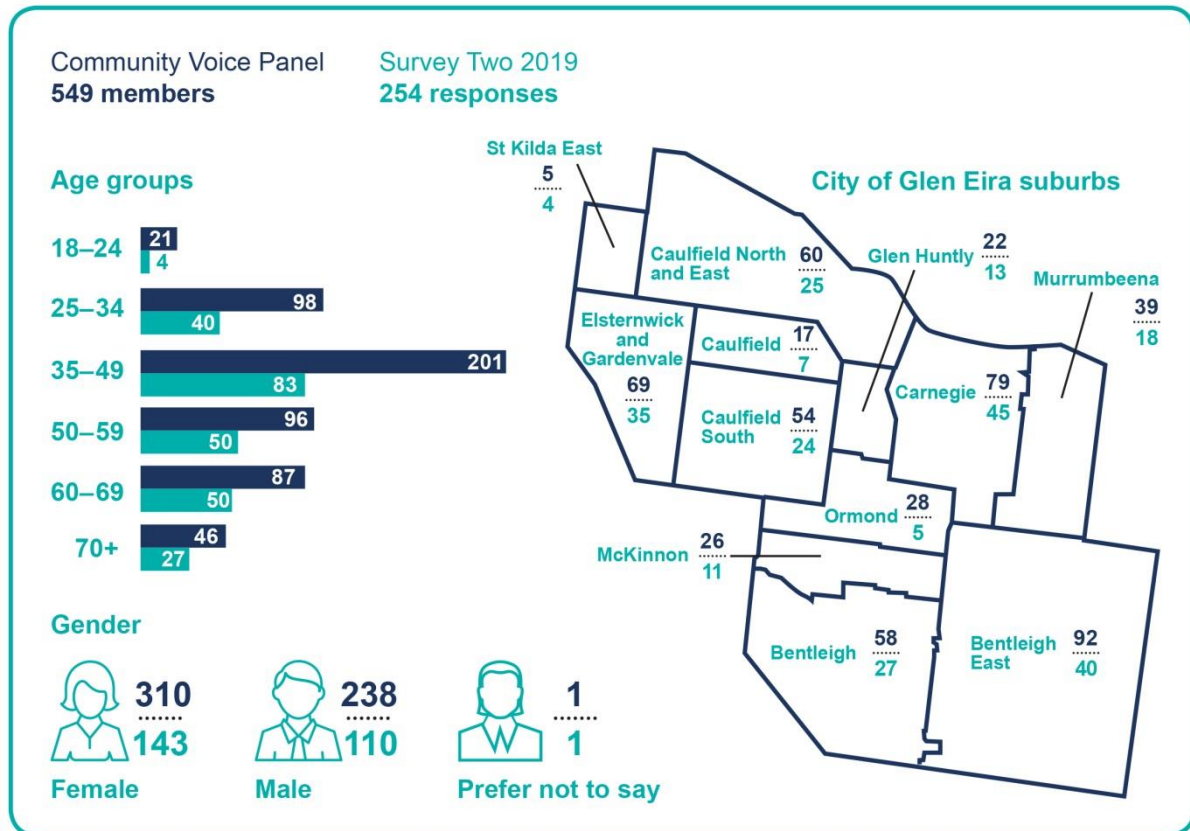
August 2019

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COMMUNITY VOICE SURVEY THREE 2019

This Summary Report presents the findings from Community Voice Survey Three 2019, conducted between 29 July and 13 August 2019. Community Voice is an online panel of 549 residents who broadly represent the Glen Eira Community in terms of age, gender and suburb. The survey received 254 responses, a response rate of 46%.



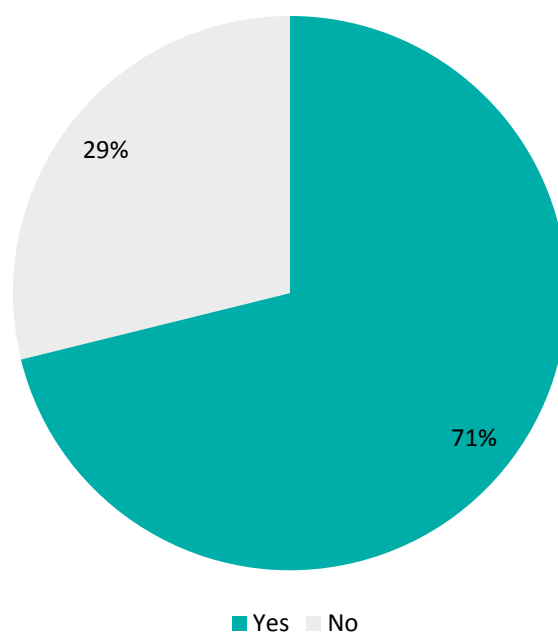
SECTION ONE: THE FUTURE OF OUR LIBRARIES

Council asked Community Voice members about our local libraries—what they love, what they don't, and how we can make them better in the future. The Glen Eira Libraries team will use what we've heard from Community Voice members to help shape the Libraries Strategic Plan 2020-2022.

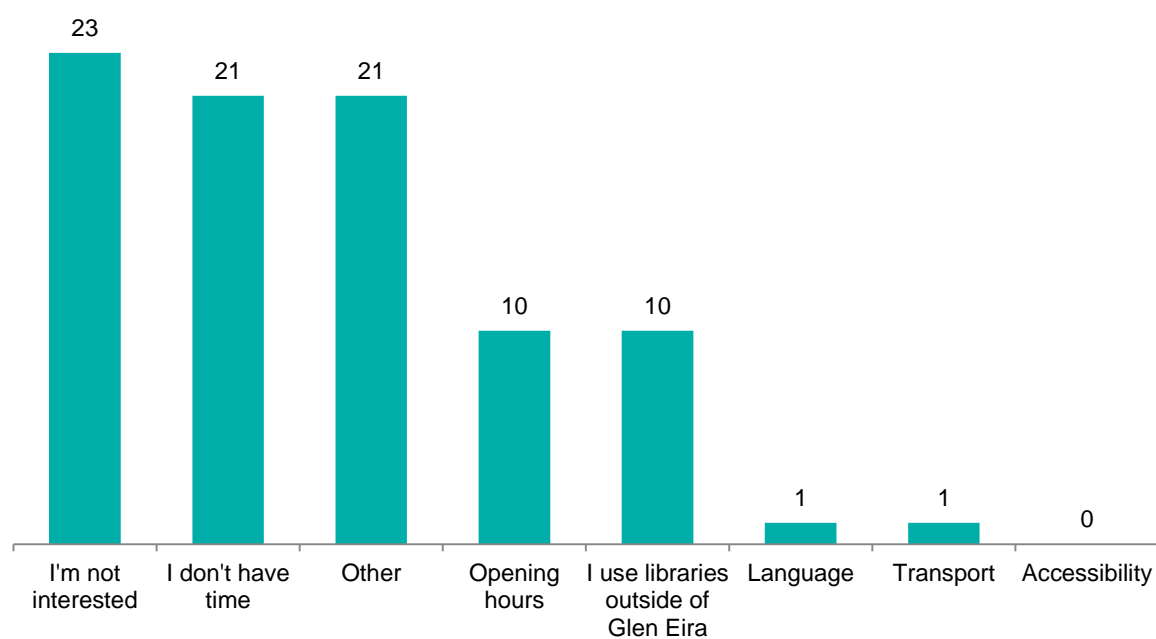
Key findings

- Most people (180, 71%) said that they use Glen Eira's local libraries. For those who don't, a lack of interest and a lack of time were the most common reasons given.
- Among those who do use libraries in Glen Eira, 80% (141) are satisfied with the current opening hours. For those who are not satisfied, Saturday and Sunday were most commonly chosen as the days of the week they would like to use the library.
- When they visit the library, people are most commonly looking for books, reading and borrowing (157), library spaces (62), children's events (57) or digital resources (49).
- A large majority of people (171, 96%) said that they feel welcome at our libraries. For those who do not feel welcome (1, 1%), or only sometimes feel welcome (6, 3%), this was due to: fines and other charges; librarians not being available or approachable enough; or the level of noise or cleanliness.
- When asked about what more they might want from libraries in the future, people most commonly said: access to new technologies and support (122); a café and other social spaces (94), quiet areas (88); and spaces to collaborate and create (80).

Q1 Do you use Glen Eira's libraries, including online services?



Q2 (if no) What stops you from using the libraries in Glen Eira?



'Other' responses included: being able to access similar services and facilities elsewhere (e.g. online, at home or at work); the quality, size or freshness of collections; and being unaware of what libraries offer.

Q2.1 (if accessibility) Please tell us more about the accessibility barriers you experience at our libraries.

There were no responses to this question.

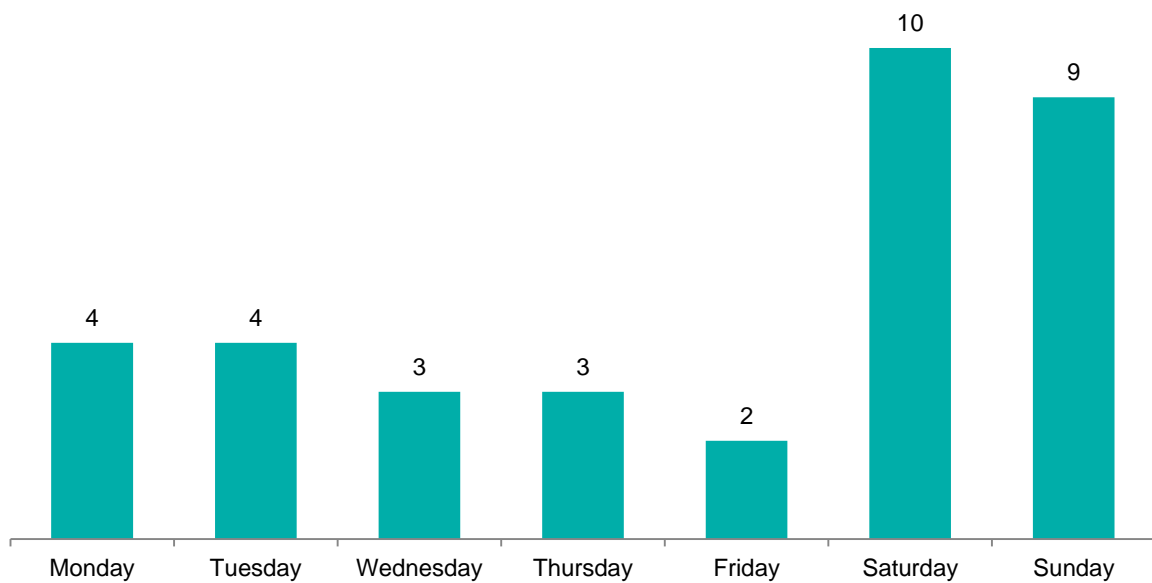
Q2.2 (if language) What is the main language spoken in your household?

The one respondent for whom language was a barrier to using libraries in Glen Eira reported that Mandarin was the main language spoken in their household.

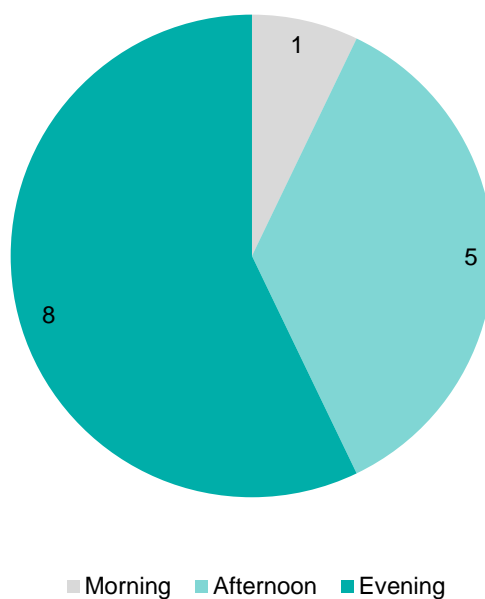
Q2.3 (if language) Please tell us more about the language barriers you experience at our libraries.

There were no responses to this question.

Q2.4 (if opening hours) What days of the week would you like to use the library?



Q2.5 (if opening hours) What times of the day would you like to use the library?



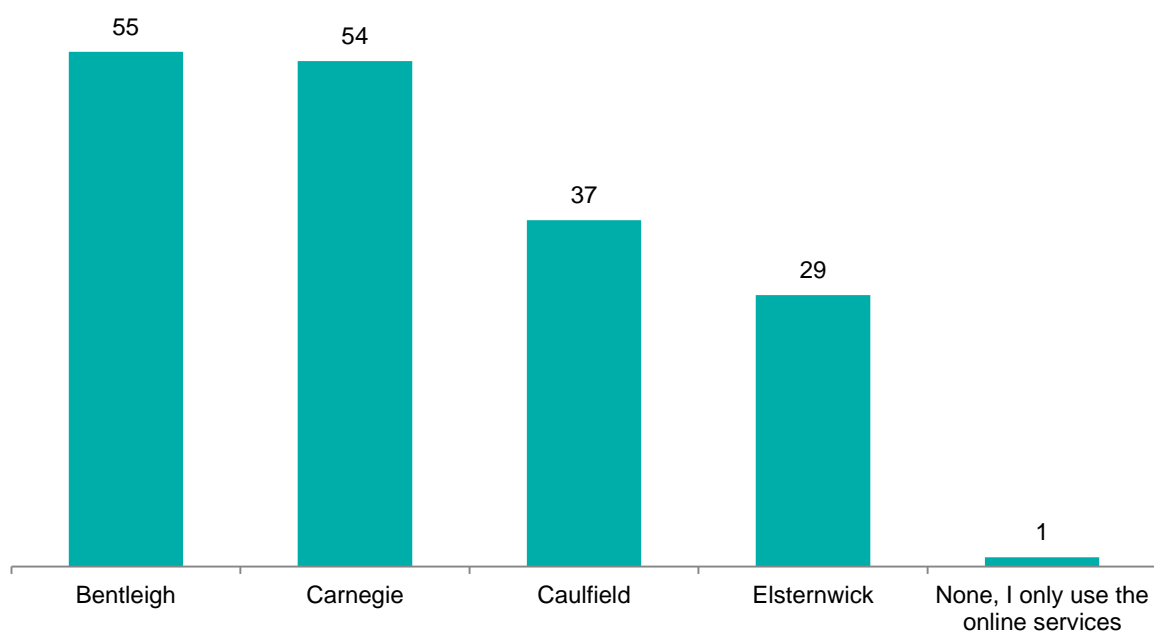
Q2.6 (if transport) Please tell us more about the transport barriers you experience at our libraries.

The one respondent for whom transport was a barrier to using libraries in Glen Eira told us that “Parking is shocking at Bentleigh Library”.

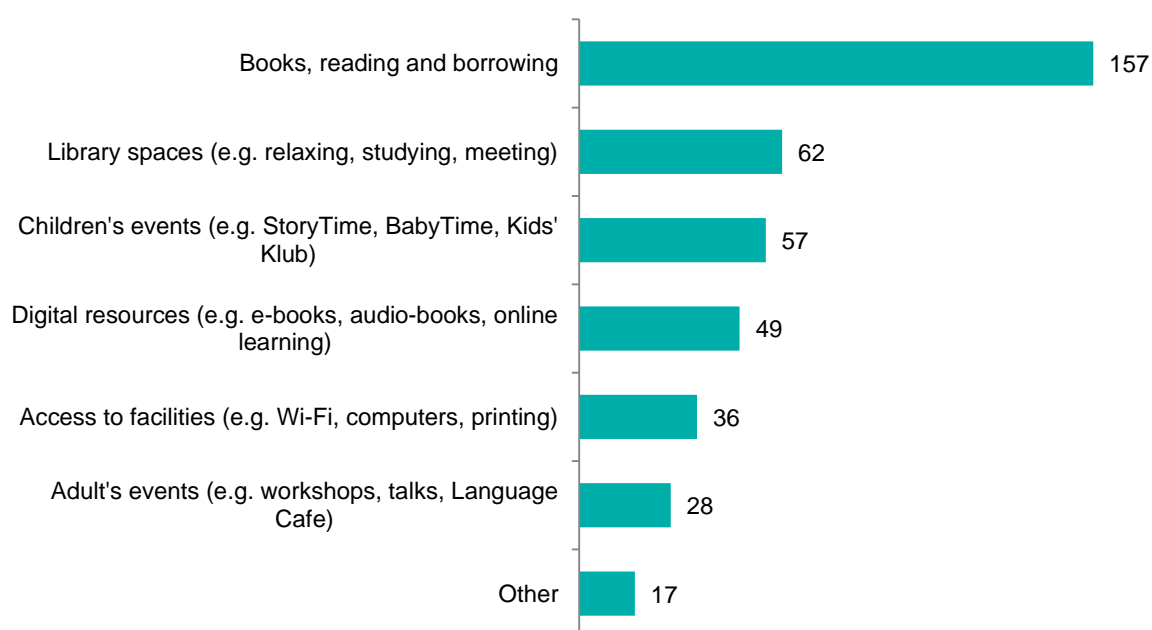
Q2.7 (if other) Please tell us more about the other barriers you experience at our libraries.

There were no responses to this question.

Q3 (if yes) Which library do you visit most?

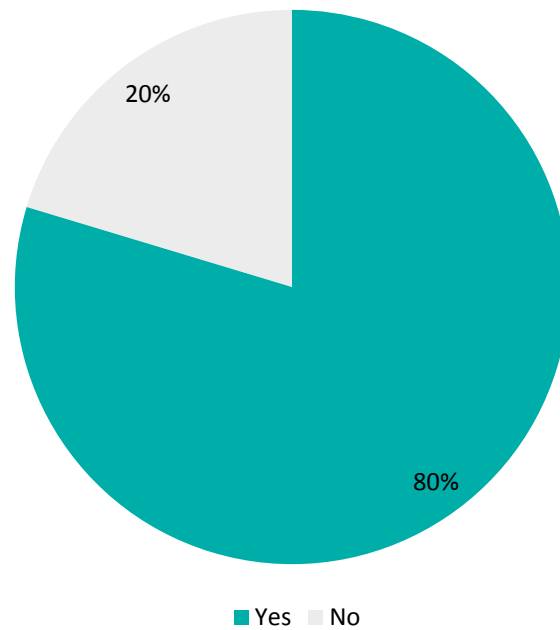


Q4 What are you looking for when you visit the library?

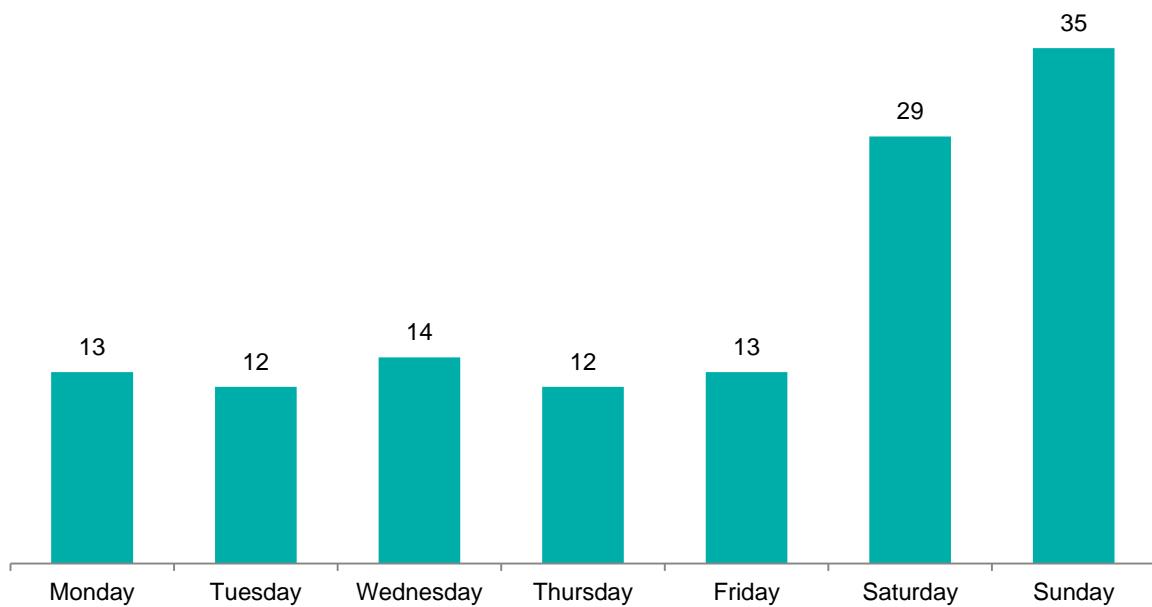


'Other' responses included: DVDs and video games; magazines, newspapers and reference materials; spaces for teens; materials in languages other than English; and e-waste recycling.

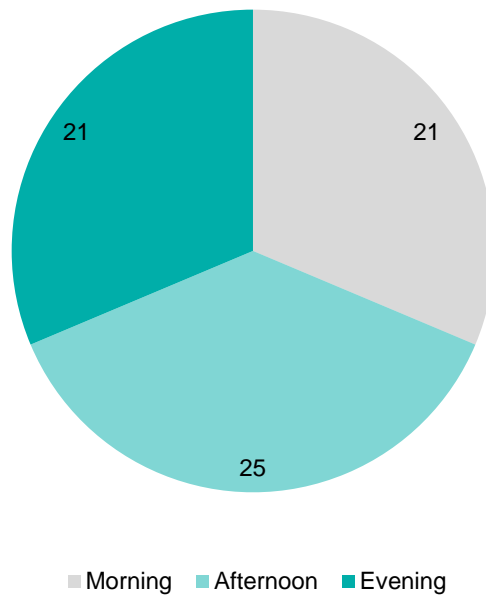
Q5 Are you satisfied with the current library opening hours?



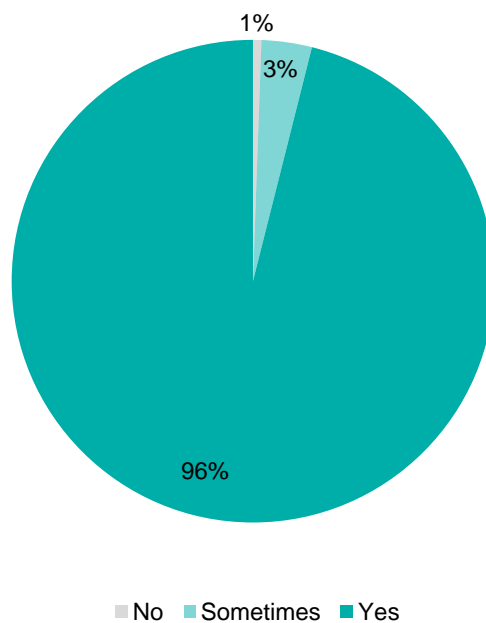
Q5.1 (if no) What days of the week would you like to use the library?



Q5.2 What times of the day would you like to use the library?



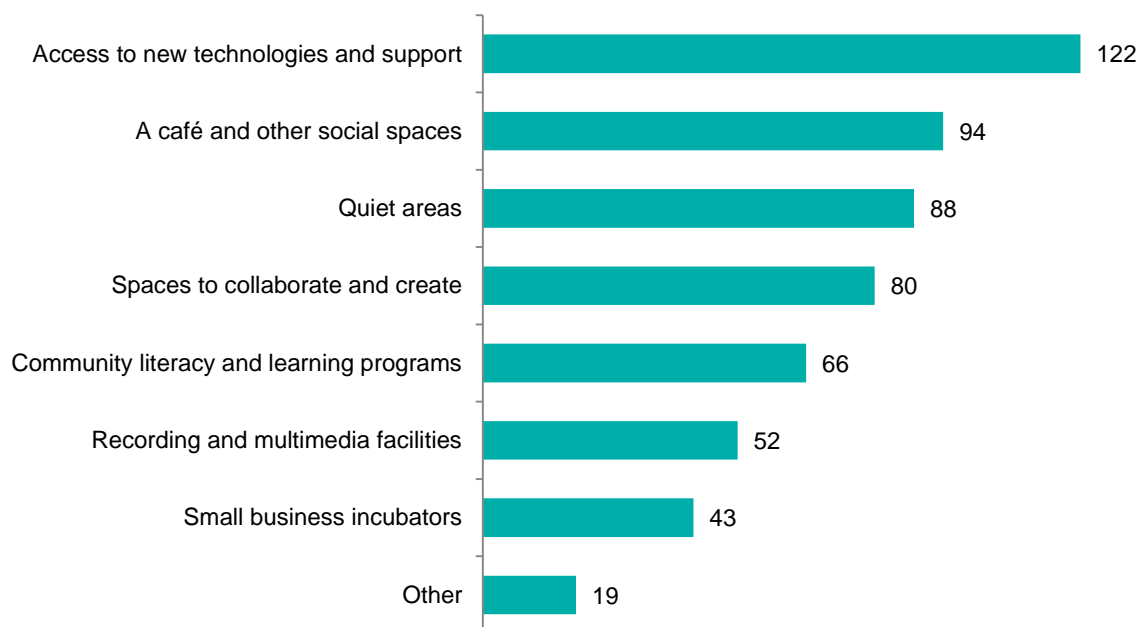
Q6 Do you feel welcome at our libraries?



Q6.1 (if no or sometimes) Please tell us more about how you feel.

Six responses to this question were received, all from people who either do not feel welcome, or only sometimes feel welcome at our libraries. They cited: fines and other charges; librarians not being available or approachable enough; and level of noise or cleanliness.

Q7 As technology and society changes, our libraries are changing too. Libraries are already multi-use spaces where the community can access not just books, but meeting spaces, events, technology and digital collections. What more might you want from libraries in the future?



'Other' responses included: spaces to either work, study, meet or collaborate; a continued emphasis on books, learning and literacy; and community spaces and programming (e.g. for teenagers and for new residents).

What will Council do next?

The Glen Eira Libraries team will use what we've heard from Community Voice members to help shape the Libraries Strategic Plan 2020-2022. This is an important document that sets out how our libraries will grow and change over the next three years.

The results of this survey have given us valuable insight into what people might want from libraries in coming years, in particular: access to new technologies and support; a café and other social spaces; quiet areas; and spaces to collaborate and create.

The results also shed light on how people currently use and experience our libraries. We were especially pleased to learn that 96% of people feel welcome at our libraries.

The findings of this survey will shape the Libraries Strategic Plan 2020-2022 by informing a number of decisions, including: how to improve the customer experience at the libraries and online; the kinds of services, collections and programs we provide; access to our libraries; and how our libraries should adapt to meet changing needs.

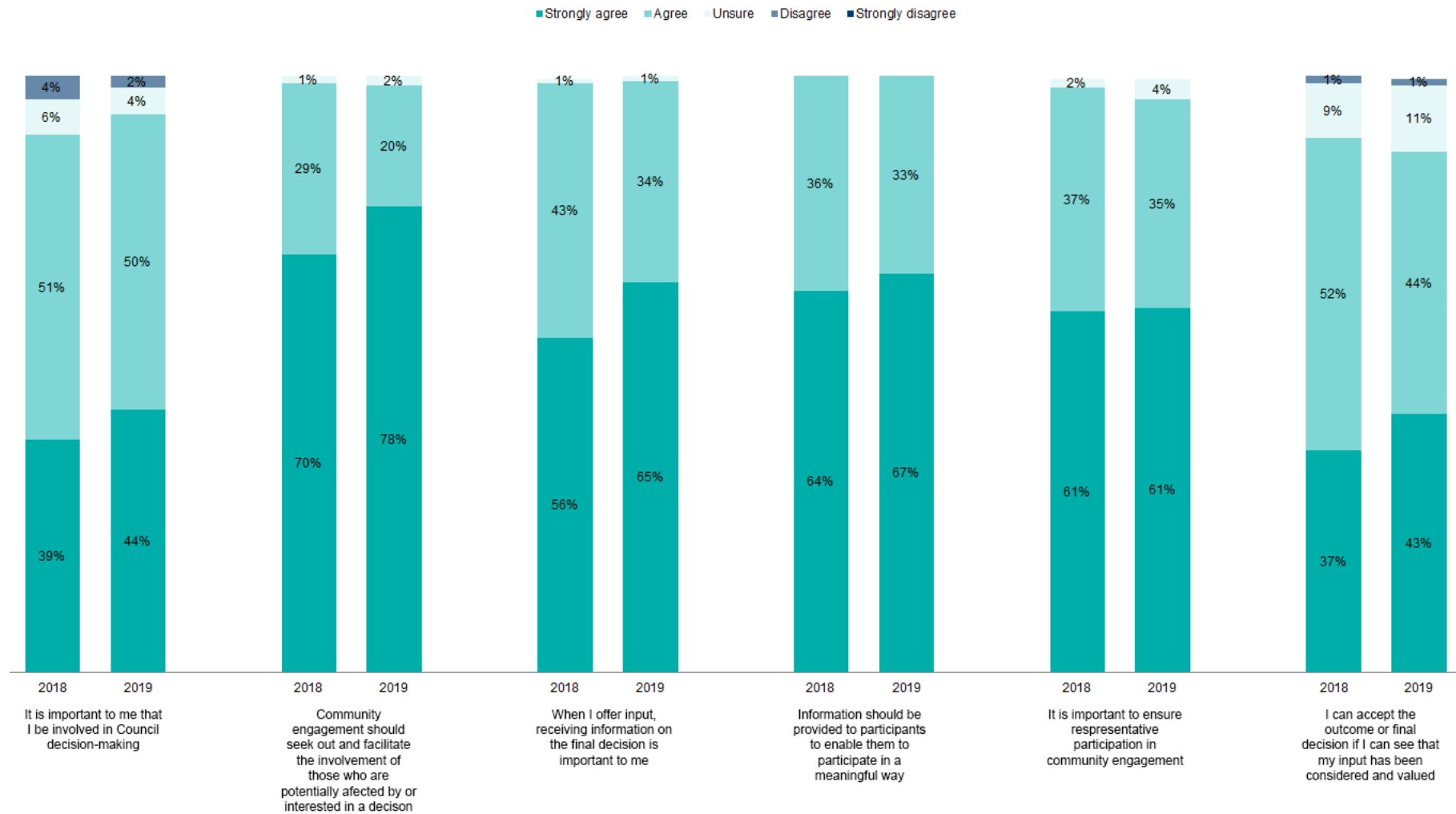
SECTION TWO: COMMUNITY ENGAGEMENT

Last year, we asked Community Voice members for their views on how well Council engages residents in decision-making. In this survey, we asked those same questions again, to understand how far we've come, and how far we have to go.

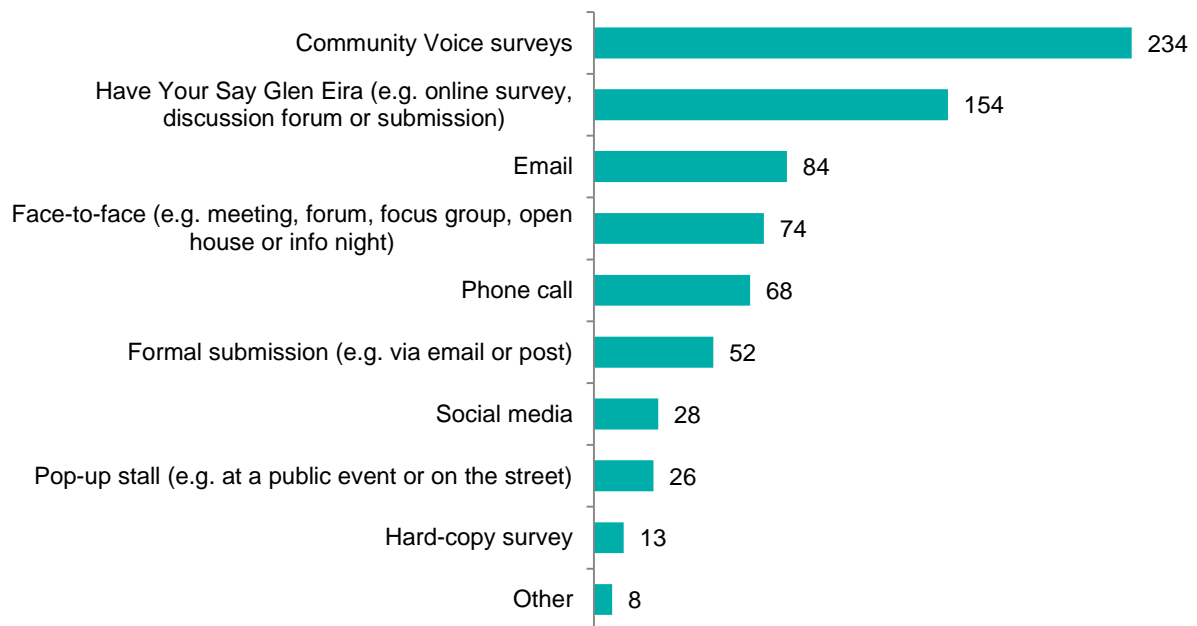
Key findings

- Community Voice members' values about community engagement have changed over the last 12 months. The largest shift was that 65% of members now 'strongly agree' that when they offer input, receiving information on the final decision is important, up from 56% in 2018.
- Besides Community Voice surveys, the most common ways for members to have given input to Council over the past 12 months was via Have Your Say (154), email (84), or face to face (74).
- Community Voice members' views on how Council engages with the community have shifted slightly over the past 12 months. Overall, views are moving away from firmly held positions at either end of the spectrum (i.e. 'strongly agree' and 'strongly disagree'), to converge in the middle (i.e. 'unsure' and 'agree'). For example, in 2018, 4% of people strongly agreed with the statement 'I feel I can influence decisions made by Council', while 13% strongly disagreed. In 2019, 0% strongly agreed, and just 8% strongly disagreed.
- Overall, Community Voice members are more satisfied with Council's community engagement activities than they were 12 months ago. In 2019, 34% of Community Voice members report being either satisfied or very satisfied compared to 22% in 2018.
- Members had a number of ideas about improving the way Council engages with the community. These ideas most commonly related to giving the community better access to information, and being more accountable to input from community members.

Q1 To what extent do you agree with the following statements?

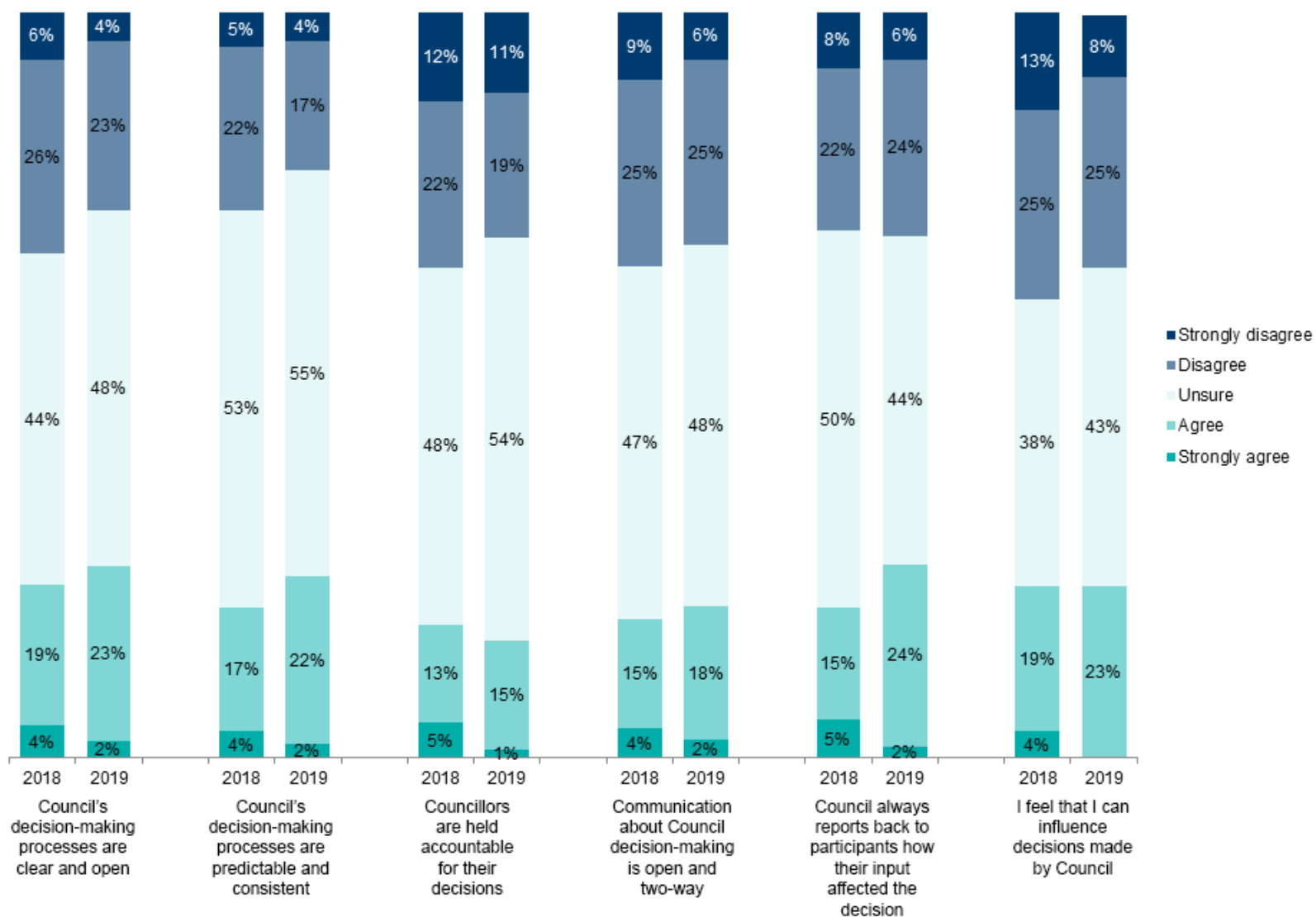


Q2 In the past 12 months, how have you given your input to Council?

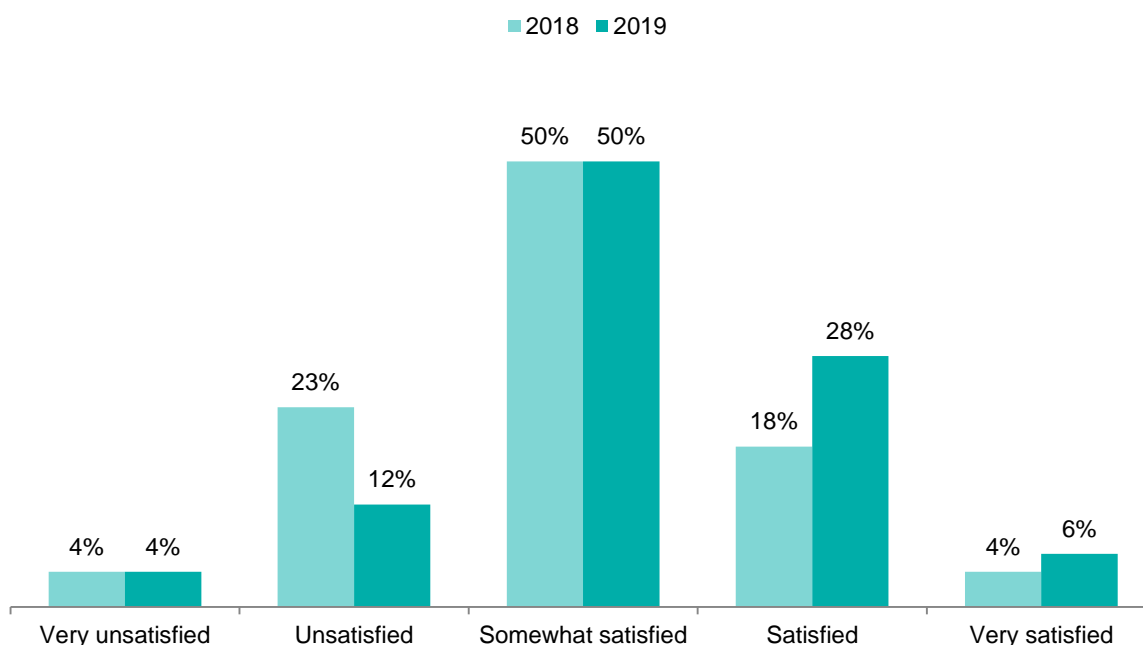


'Other' responses included: Council meetings; sitting on a committee or community reference group; signing a petition; writing a letter; meeting with Councillors; and the Snap, Send and Solve app.

Q3 To what extent do you agree or disagree with the following statements?



Q4 How satisfied are you with Council's engagement activities?



Q5 How can we improve the way we engage with the community?

132 respondents provided a comment. A summary of topics and themes is outlined below.

Topic	Themes	No.
Access to information	Council could do more to make sure that community members receive the information they need to participate in a meaningful way (e.g. promote upcoming projects at an earlier stage and through more diverse channels)	43
Accountability	Council could improve how we listen to the community and make sure that their contributions influence the decision Council could take action on more of issues that are important to people in the community (e.g. mental health, heritage protection, and dogs off-leash)	38
Participation	Council could do more to seek out and facilitate the involvement of those potentially affected by or interested in a decision (e.g. carers and people from non-English speaking backgrounds)	26
Engagement methods	Council could create more diverse opportunities to participate (e.g. more face to face events and opportunities for open discussion)	25
Transparent decision-making	Council could improve the way we report back to participants on how their input affected the decision	20
Relationships	Council could do more to develop relationships with community members and groups	7

Illustrative quotes

"I believe that most residents do not know about the Council's efforts to engage them in consultations. I suggest that a greater effort be put into letting the community to know how to involve themselves." (Female, 85 years+, Benteigh)

"I believe that the council should be more open in its decision making process and encourage and engage the community more in the process and to closely listen and take account of community views and comments." (Male, 70-84 years, Glen Huntly)

“A more open process for communicating the outcome of decisions and who took those decisions.” (Male, 35-49 years, Benteigh)

“Much more face to face contact is needed. Councillors should be seen in the community - hold public forums to find out community concerns, for example. Similarly officers should be more responsive to community concerns and respond more quickly to emails and phone calls.” (Female, 70-84 years, Caulfield North)

“Having more collaboration not just surveys that restrict responses to pre-defined options. Also asking for topics/interests to identify issues that the council haven't prioritised”.
(Female, 25-34 years, Glen Huntly)

What will Council do next?

Council is strongly committed to improving how well it engages with residents, applying their feedback in decision making and reporting to the community the results of engagement. It is pleasing that Community Voice members are more positive than 12 months ago about Council's engagement activities and how their feedback can influence decision making.

In 2018, you said you wanted to know how your feedback influences decision making and in 2019 your main interest was to gain better access to information and being accountable to input from members.

In the past 12 months, Council has focused on delivering the *Community Engagement Strategy*. The effectiveness of the *Strategy* is measured by opportunities for the community to participate in decision-making and the degree to which community engagement leads to better decisions and outcomes. Many of these measures address the issues that have been raised by Community Voice members. Some of the initiatives that have been implemented in the past 12 months include:

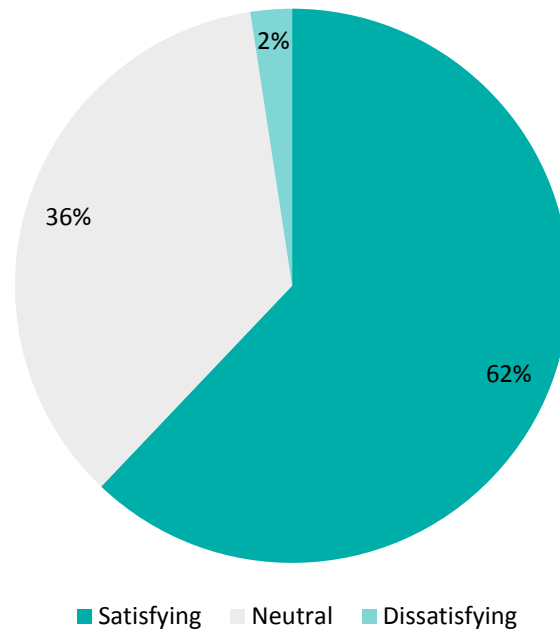
- Establishing a We Asked – You Said – We Did page on Council's website to report back to the community what Council has done with input and feedback from community engagement activities about key issues and projects.
- Appointing a Community Engagement Practice Leaders Network connecting key staff across Council who are responsible for community engagement, and together they are improving consistency of community engagement practice across Council business units.
- Conducting a review of Community Voice, which sought feedback from Community Voice members and non-members and internal stakeholders. The recommendations will begin to be implemented soon. One suggestion from Community Voice members was being asked to be involved in other forms of engagement, and we have begun this already, with some members invited to participate in workshops to help us develop a community engagement plan for a Glen Eira Community Vision.

Council acknowledges that these initiatives are beginning to have a positive effect. However, there is still considerable work to be done and other initiatives will be implemented over the next twelve months.

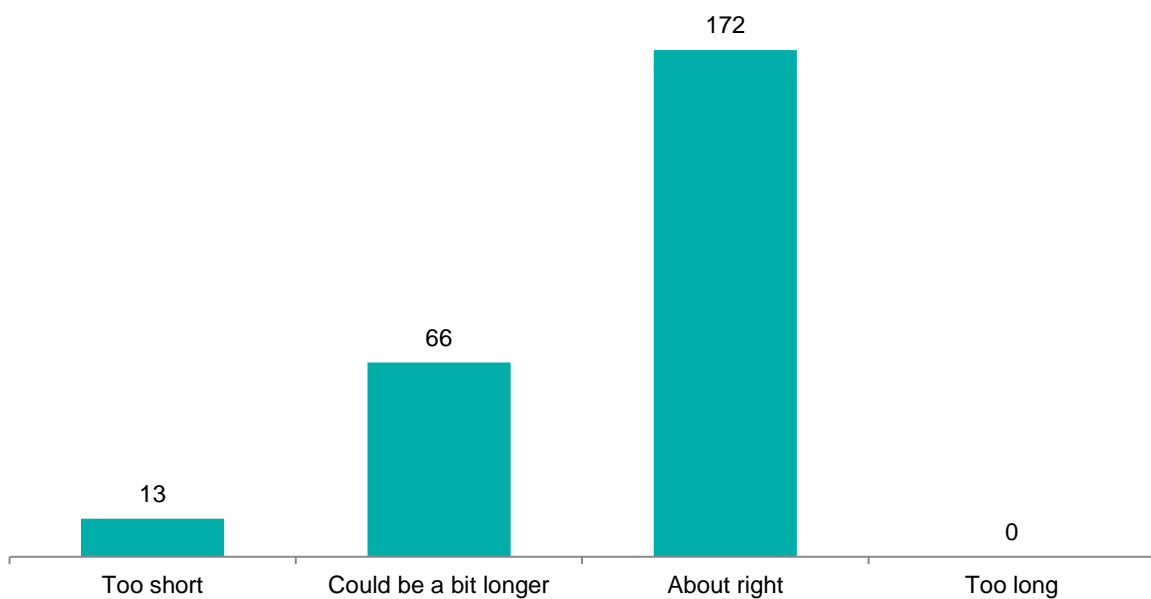
YOUR FEEDBACK ON THIS SURVEY

The following questions ask for your feedback to help us to continually improve the survey experience for Community Voice members.

Q4.1 Overall, how would you describe your experience of this survey?



Q4.2 Overall, did you think the time taken to complete the survey was:



Q4.3 Do you have any comments about your experience to date and your expectations for Community Voice?

78 respondents provided a comment. A summary of themes and key topics is outlined below.

Theme	Topics	No.
Satisfaction	Satisfied with this survey Happy with the shorter length Appreciate the reminders Would like to see more detailed questions Would like to see more open-ended questions	36
Accountability	Need more feedback on how the findings influence Council decision-making	22
Other	Would like other opportunities to participate beyond surveys Would like to be able to save and edit answers	12
Participation	Would like non-English speaking residents included Would like to see more demographic data about members Keen for Community Voice to accurately represent Glen Eira demographics	6
Topic	Would like to be able to put forward topics for future surveys	2

Illustrative quotes

“Love the chance to give feedback and know my view is considered along with residents from diverse backgrounds.” (Female, 35-49, Caulfield North)

“Although I’m really happy with the consultation processes council has created, I’m not satisfied with the feedback/outcomes from these processes.” (Male, 25-34, Caulfield North)

“I’m glad to see the surveys are shorter and more concise after some community consultation.” (Female 35-49, Carnegie)

“I would like to see more opportunity to elaborate on replies and comment on survey questions rather than just solely a tick-a-box. I would also like to see Community Voice seek the views of participants on matters and subjects that should be the subject of future surveys, rather than the subject matter of surveys always being initiated by the council.” (Male, 70-84, Glen Huntly)



Welcome to the third Community Voice survey for 2019.

In this survey, we're interested in what you think about Glen Eira's local libraries. We also want to hear your views on how well Council engages residents in decision making.

Your responses to this survey will help Council to make important decisions about:

1. A new Libraries Strategic Plan 2020-2022
2. Our approach to community engagement

This survey will close at 5pm on Tuesday 13 August. We will report back to you on the findings in late August.

Opt in for a chance to win!

To thank you for completing this survey, we invite you to opt-in for a chance to win one of five \$100 gift cards (conditions apply*).

Privacy

The information in this survey is collected by Glen Eira City Council to administer this survey and subject to Council's Privacy Policy, will only be shared with Council staff for this purpose. Aggregated information is used for reporting, analysis and planning activities of Council in relation to the issues described in the survey. De-identified survey responses are distributed to others in the Community Voice group.

If you opt in to participate in the draw, your personal information will 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.

THE FUTURE OF OUR LOCAL LIBRARIES

The Glen Eira Libraries team is currently developing a Libraries Strategic Plan 2020-2022. This plan is all about creating a welcoming library service where everyone can find opportunities for literacy, learning and creativity. We want to know how you use and experience libraries in Glen Eira. Tell us what you love, what you don't, and how we can make our libraries better. We'll use your input to help shape the Libraries Strategic Plan 2020-2022.

1. Do you use Glen Eira's libraries, including online services?*

- ☐ Yes
- ☐ No

2. (If no) What stops you from using the libraries in Glen Eira?

- ☐ Accessibility
- ☐ Language
- ☐ Opening hours
- ☐ Transport
- ☐ I use libraries outside of Glen Eira
- ☐ I don't have time
- ☐ I'm not interested
- ☐ Other

Choose all that apply

2.1 (If accessibility) Please tell us more about the accessibility barriers you experience at our libraries:

2.2 (If language) What is the main language spoken in your household?

Drop down: English; Mandarin; Greek; Russian; Hebrew; Hindi; Italian; Cantonese; Other (please specify).

2.3 Please tell us more about the language barriers you experience at our libraries:

2.4 (If opening hours) What days of the week would you like to use the library?

- ☐ Monday
- ☐ Tuesday
- ☐ Wednesday
- ☐ Thursday
- ☐ Friday
- ☐ Saturday
- ☐ Sunday

2.5 (If opening hours) What times of the day would you like to use the library?

- ☐ Morning
- ☐ Afternoon
- ☐ Evening

2.6 (If transport) Please tell us more about the transport barriers you experience at our libraries:

3. (If yes) Which library do you visit most?

Drop down: Carnegie; Caulfield; Bentleigh; Elsternwick; None, I only use the online services.

4. What are you looking for when you visit the library?

- ☐ Books, reading and borrowing
- ☐ Children's events (e.g. StoryTime, BabyTime, Kids' klub)
- ☐ Adult's events (e.g. workshops, talks, language cafe)
- ☐ Access to facilities (e.g. Wi-Fi, computers, printing)
- ☐ Digital resources (e.g. e-books, audio-books, online learning)
- ☐ Library spaces (e.g. relaxing, studying, meeting)
- ☐ Other

Choose all that apply

5. Are you satisfied with current library opening hours?

- ☒ Yes
☐ No

5.1 (if no) What days of the week would you like to use the library?

- ☐ Monday
☐ Tuesday
☐ Wednesday
☐ Thursday
☐ Friday
☐ Saturday
☐ Sunday

5.2 What times of the day would you like to use the library?

- ☐ Morning
☐ Afternoon
☐ Evening

6. Do you feel welcome at our libraries?

- ☒ Yes
☐ No
☐ Sometimes

6.1 (if no or sometimes) Please tell us more about how you feel:

7. As technology and society changes, our libraries are changing too. Libraries are already multi-use spaces where the community can access not just books, but meeting spaces, events, technology and digital collections. What more might you want from libraries in the future?

- ☐ Spaces to collaborate and create
- ☐ Access to new technologies and support
- ☐ Small business incubators
- ☐ A café and other social spaces
- ☐ Quiet areas
- ☐ Community literacy and learning programs
- ☐ Recording and multimedia facilities
- ☐ Other

Choose up to three options

COMMUNITY ENGAGEMENT

Last year, we asked Community Voice for your views on how Council engages residents in decision-making. As a group, you told us you were 'somewhat satisfied' with Council's community engagement activities. But, you also said you felt 'unsure' if you could influence decisions made by Council.

Council has a vision for a transparent and accountable Glen Eira that engages residents in decision-making. We promised we would ask you those same questions again, to see how we're doing one year later.

The following questions will help us to understand how far we've come, and how far we have to go. Your responses will inform our ongoing commitment to meaningful community engagement.

1. Your values about community engagement

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

	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree
It is important to me that I be involved in Council decision-making					
Community engagement should seek out and facilitate the involvement of those who are potentially affected by or interested in a decision					
When I offer input, receiving information on the final decision is important to me					
Information should be provided to participants to enable them to participate in a meaningful way					
It is important to ensure representative participation in community engagement					
I can accept the outcome or final decision if I can see that my input has been considered and valued					

2. In the past 12 months, how have you given your input to Council?

- ☐ Community Voice surveys
- ☐ Have Your Say Glen Eira (e.g. online survey, discussion forum or submission)
- ☐ Face-to-face (e.g. meeting, forum, focus group, open house or info night)
- ☐ Pop-up stall (e.g. at a public event or on the street)
- ☐ Hard-copy survey

- ☐ Formal submission (e.g. via email or post)
- ☐ Email
- ☐ Phone call
- ☐ Social media
- ☐ Other (Please specify)

Choose all that apply

3. Your views on how Council engages with the community

To what extent do you Agree or Disagree with the following statements

	Strongly Agree	Agree	Unsure	Disagree	Strongly disagree
Council's decision-making processes are clear and open					
Council's decision-making processes are predictable and consistent					
Councillors are held accountable for their decisions					
Communication about Council decision-making is open and two-way					
Council always reports back to participants how their input affected the decision					
I feel that I can influence decisions made by Council					

4. How satisfied are you with Council's community engagement activities?

Very unsatisfied Unsatisfied Somewhat satisfied Satisfied Very unsatisfied

○ ○ ○ ● ○

5. How can we improve the way we engage with the community?

YOUR FEEDBACK ABOUT THIS SURVEY

The following questions ask for your feedback to help us to continually improve the survey experience for Community Voice members.

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

- ☐ Satisfying
- ☐ Neutral
- ☐ Dissatisfying

2. 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

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

Chance to win

Thank you for your input. It is greatly appreciated. Please opt-in for a chance to win one of five \$100 Gift Cards (conditions apply*).

- ☐ Yes, I'd like to enter the prize draw

*Survey prizes — \$100 Gift Cards — Conditions of Entry: Employees of Glen Eira City Council are not eligible to win. Entries close at 5pm on 13 August, 2019. Five Gift Card/s valued at \$100 each will be awarded. The prize winners will be randomly drawn on 23 August, 2019. Individuals may win a maximum of one prize. The prize winner will be advised via email or phone number contact details as submitted. Subject to meeting the entry conditions, the prize will be transferred to the winner within 14 days after the draw. The name of prize winner/s will not be published. Promotion conducted by Glen Eira City Council, Corner of Glen Eira and Hawthorn Roads, Caulfield, telephone 9524 3333.



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](https://www.facebook.com/gleneiracitycouncil)

@cityofgleneira

[Www.instagram.com/cityofgleneira](https://www.instagram.com/cityofgleneira)

Glen Eira arts, gallery and events:

[Www.facebook.com/gleneiraarts](https://www.facebook.com/gleneiraarts)

Glen Eira Libraries and Learning Centres:

[Www.facebook.com/gleneiralibraries](https://www.facebook.com/gleneiralibraries)

Glen Eira Maternal and Child Health:

[Www.facebook.com/gleneiramaternalandchildhealth](https://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

www.instagram.com/gleneirayouthservices

Glen Eira sustainable living:

[Www.facebook.com/sustainablelivinggleneira](https://www.facebook.com/sustainablelivinggleneira)