



# **Community Voice Survey June 2020 Summary Report**

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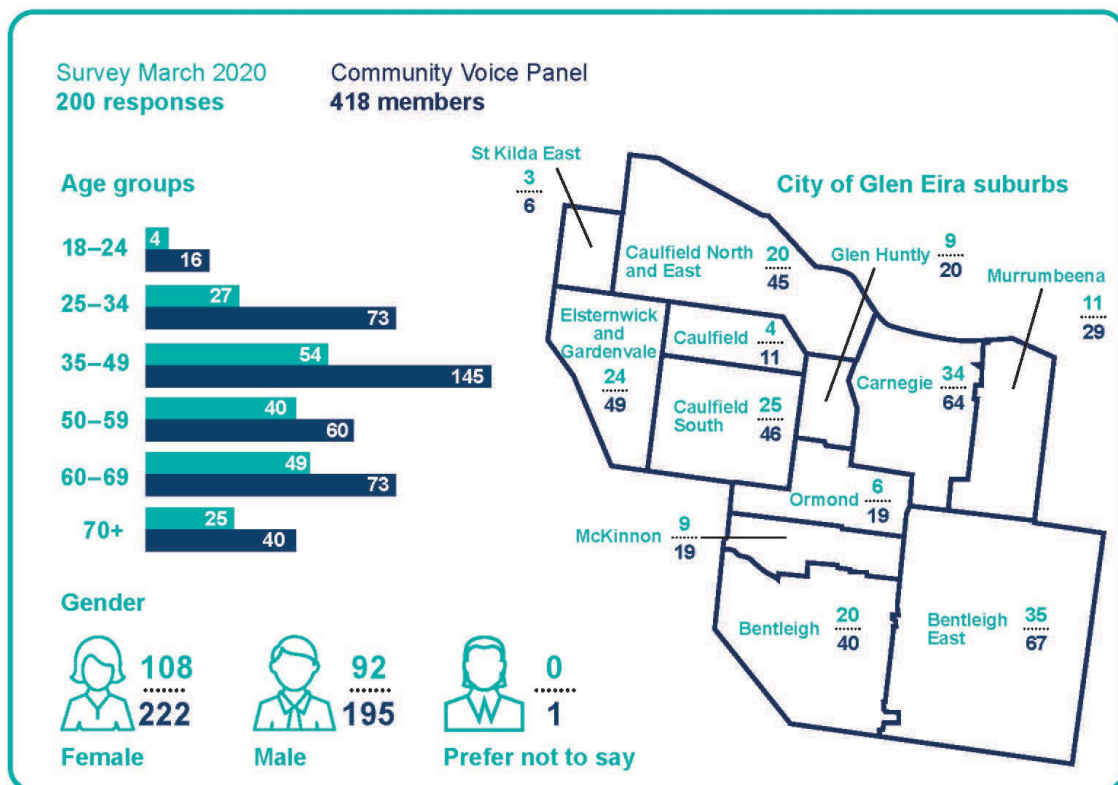
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## COMMUNITY VOICE SURVEY JUNE 2020

This report presents findings from the Community Voice survey that was open from 17 June to 1 July 2020.

In the survey, Council wanted to understand the social impact COVID-19 has had on its community and invite feedback on proposed smoke-free zones in main activity centres.

Community Voice is an online panel of 418 residents who broadly represent the Glen Eira Community in terms of age, gender and suburb. The survey had 200 responses, a response rate of 48%.



## SECTION ONE: UNDERSTANDING THE SOCIAL IMPACT OF COVID-19

In this section, Council wanted to gain a greater understanding of the social impacts of COVID-19 on the Glen Eira community. Insights gained through this survey will support the implementation of programs and policies and will inform Council messaging that encourages covid safe measures.

The survey has provided Council with information including what the community has done to protect themselves from the virus, how the pandemic has affected the way they travelled and where they go to gather information about the pandemic.

Several questions in this section of the survey were adapted from a World Health Organisation (WHO) survey tool and guide to help governments gain insights into the behaviors of citizens in relation to the pandemic.

Other questions have been taken from a health and wellbeing survey currently being conducted by Swinburne University. Once results from the Swinburne survey become available, we will compare our localised data with those from the other survey and report back.

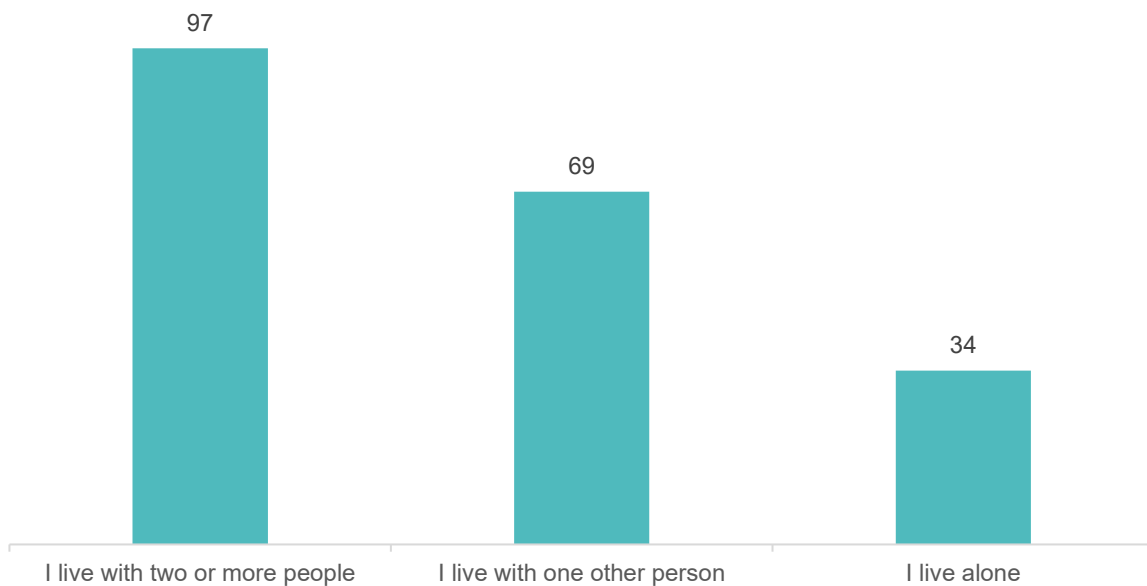
### Key findings

- Nearly half of participants (48%, 97) lived with two or more people in their home.
- More than 90% of respondents (91) had not experienced a change in the number of people living in their home because of COVID-19.
- More than 60% of respondents indicated they 'always' took the following measures to prevent infection from COVID-19, and those in their care, if applicable:
  - Covered their mouth and nose when coughing or sneezing and done so safely (83%, 166).
  - Got the flu vaccine (74%, 147).
  - Regularly hand washed for at least 20 seconds (70%, 139).
  - Stayed home when they were sick or displayed symptoms of being unwell (64%, 128).
  - Physical distanced (kept a minimum of 1.5 metres distance to others outside) (62%, 124).
  - Used disinfectants/sanitiser to clean hands when soap and water was not available (62%, 123).
- Nearly three-quarters (69%, 137) of participants indicated they were very knowledgeable about how to prevent the spread of COVID-19.
- More than three-quarters of respondents (196) indicated they would feel more comfortable doing activities outside the home with the following safety measures:
  - All shops and public places providing sanitiser at entry (85%, 167).
  - Restrictions on the number of people entering all shops and public places (82%, 161).
  - Directional line/crosses painted on floor/footpath queues to assist with social distancing (77%, 151).

- At least half of respondents indicated they had done the following during COVID-19 pandemic:
  - Asked family members or friends not to visit (66%, 128).
  - Bought personal protection equipment e.g. gloves (54%, 108).
  - Utilised more parks, gardens and sports grounds within Glen Eira (51%, 101).
- At least half of respondents indicated they either 'strongly agreed' or 'agreed' that:
  - Hand sanitiser should be available on public transport, at stations etc. (91%, 181)
  - They wouldn't use public transport unless social distancing was in place (70%, 139).
  - Once travel restrictions are relaxed, they would cycle and walk more rather than use public transport (51%, 82).
- More than half of respondents were more likely to worry about the following issues during the COVID-19 pandemic compared with before it:
  - Economic recession in Australia (80%, 157).
  - Small business closures (70%, 140).
  - Their loved ones' health (65%, 130).
  - The health system being overloaded (64%, 128).
  - Losing holiday opportunities (52%, 104).
- Nearly three-quarters (69%) of participants (138) indicated they did not want further information about mental health services.
- 82% of participants (163) agreed with the statement that they were aware of mental health services and support should they require it.
- 82% of respondents (160) indicated their level of online communication had increased compared with before the COVID-19 pandemic, and in a later response indicated this was due to a mix of work and social reasons.
- Nearly half (46%) of respondents (91) indicated they use digital platforms between 1-3 hours per day to communicate for social and work reasons.
- More than three-quarters of respondents said the information they thought was either very important or somewhat important was:
  - Information about government decisions (96%, 188).
  - Scientific progress in the development of a vaccine or treatment against COVID-19 (90%, 178).
  - The change in Government restrictions and how it impacts me (90%, 176).
  - The pandemic evolution in the world (80%, 155) and in Australia (89%, 174).
  - How I will be impacted economically by the pandemic (84%, 165).
  - How they could protect themselves and their family from COVID-19 (81%, 159).
- 86% of respondents (169) agreed that they would get a vaccine if it became available and was recommended for them.

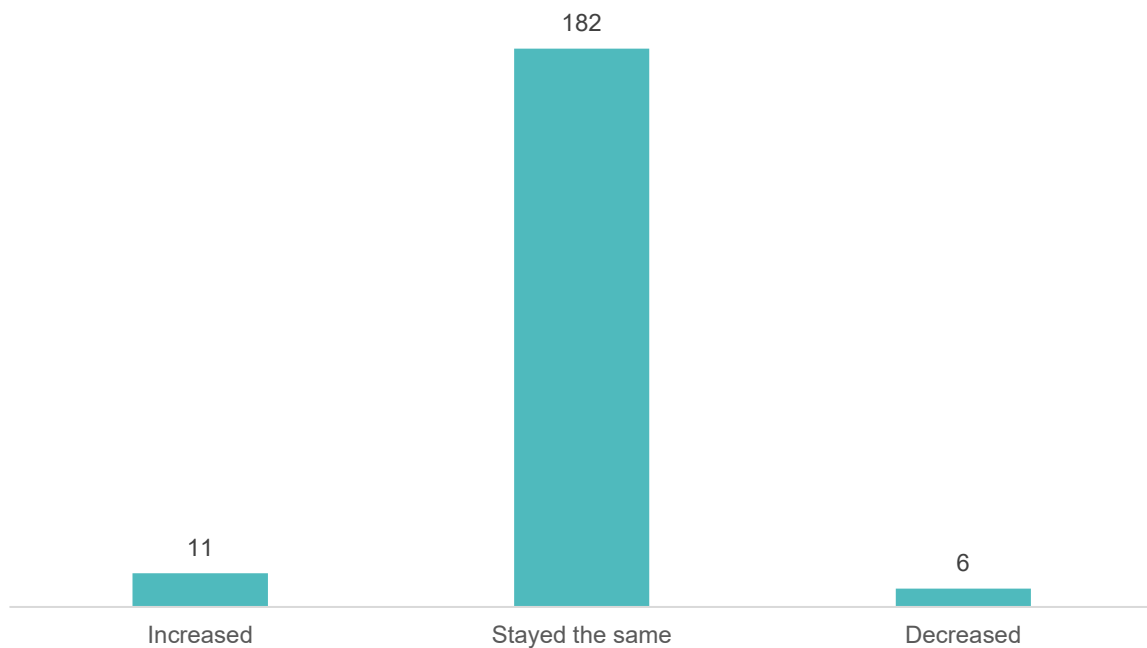
### 1.1 How many people currently live in your home? (Please count children too)

200 participants responded to this question. Participants could choose one of three options.

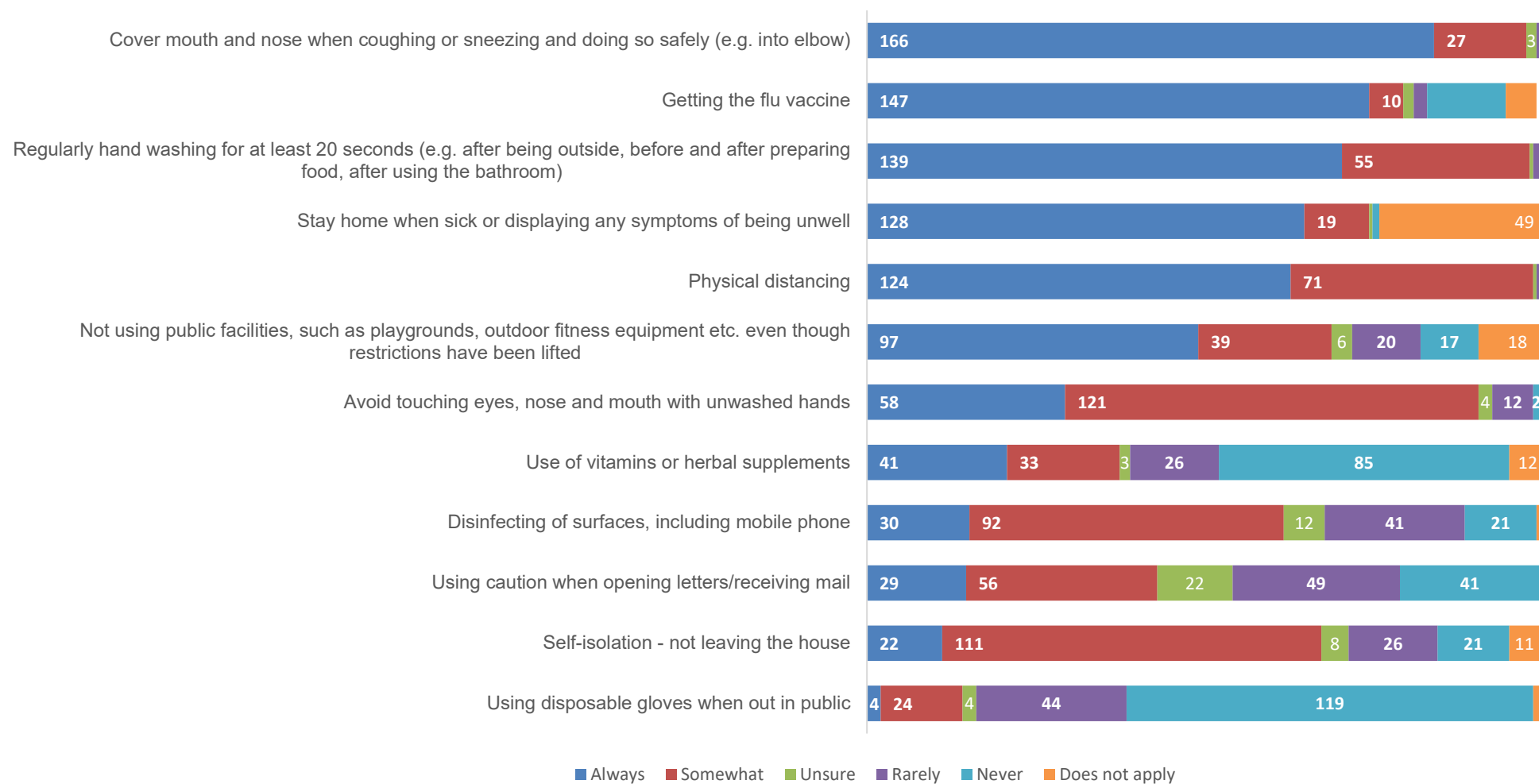


### 1.2 Has the number of people living in your home changed as a result of COVID-19?

199 participants responded to this question. Participants could choose one of three options.



1.3 Which of the following measures have you taken to prevent infection from COVID-19? Please indicate those you have used to protect yourself (and those in your care, if applicable) since the COVID-19 virus was declared a global pandemic on the 11 March 2020 by the World Health Organisation.

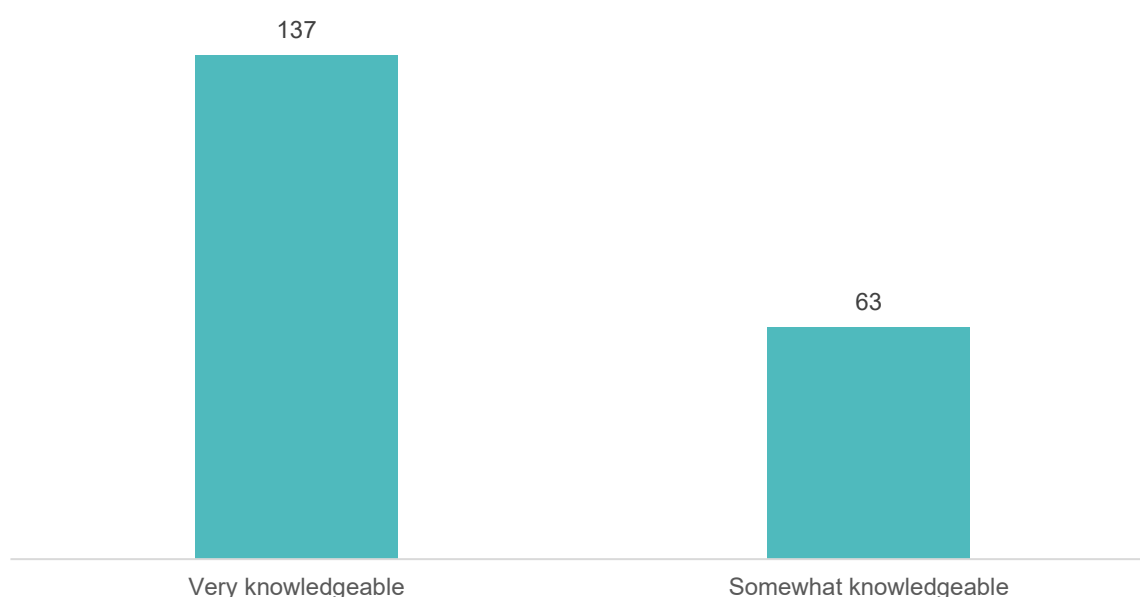


#### 1.4 Are there any other preventative measures not mentioned above that you have taken to prevent infection from COVID-19?

Response
Working from home.
Wearing face masks when outside home.
Avoiding public transport.
Purchasing food and having it delivered home, to avoid shops and supermarkets.
Staying clear of crowded areas.
Not having visitors.
Observing arrival and distancing signage in stores.
Keeping sanitiser at the door and taking when outside the house.
Disinfecting surfaces, including handles at home, in the car, ATM buttons, trolleys and purchased goods.
Avoiding handling cash.
Quarantining bought non-perishables for days before touching.
Changing and washing clothes after returning home.
Immune system boosting foods and drinks.
Staying healthy by exercising and keeping fit. Also, mental wellness is extremely important.
Getting tested while having mild cold symptoms.
Using technology, such as social media and zoom meetings to stay connected with family and friends.
Adhering to latest advice from Chief Health Officer.
Keeping informed and up-to-date with the nature of COVID-19, its spread and effects by further reading and other research.
Not lingering in one space for longer than 15 minutes, and to keep incidental social interactions brief.
Not being fearful as the affects immune system. So not watching or listening the news.

#### 1.5 How would you rate your knowledge of how to prevent the spread of COVID-19?

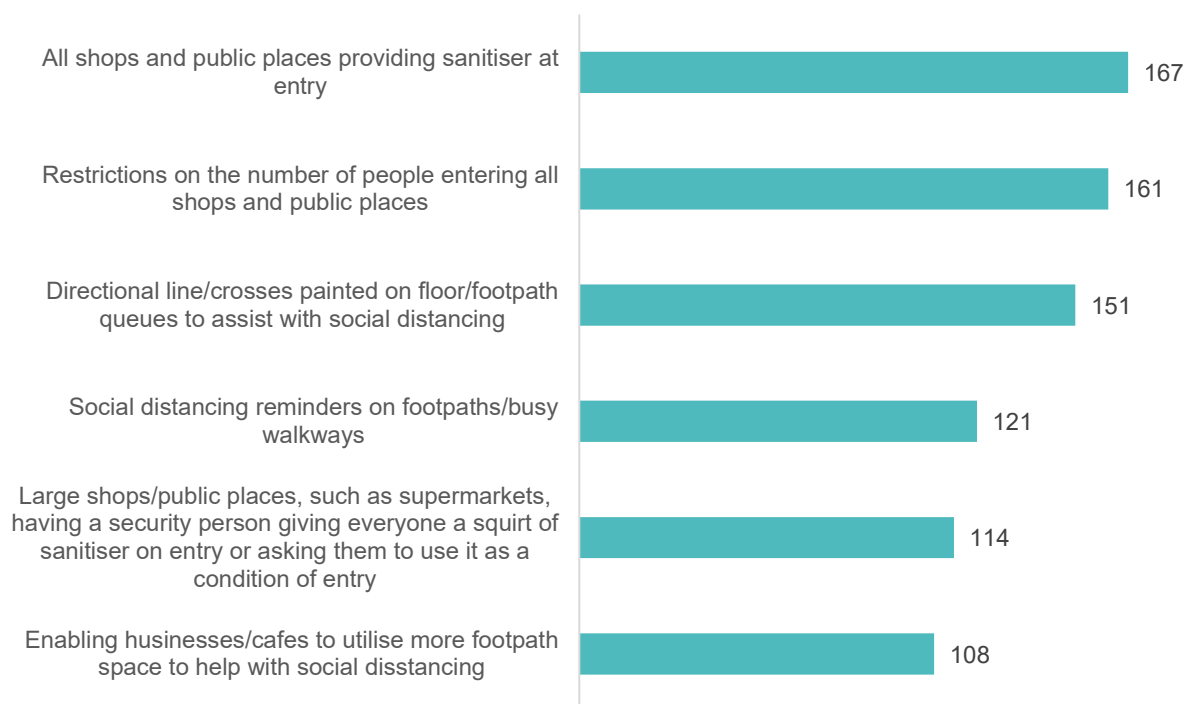
200 participants responded this this question. Participants could choose one of two options.



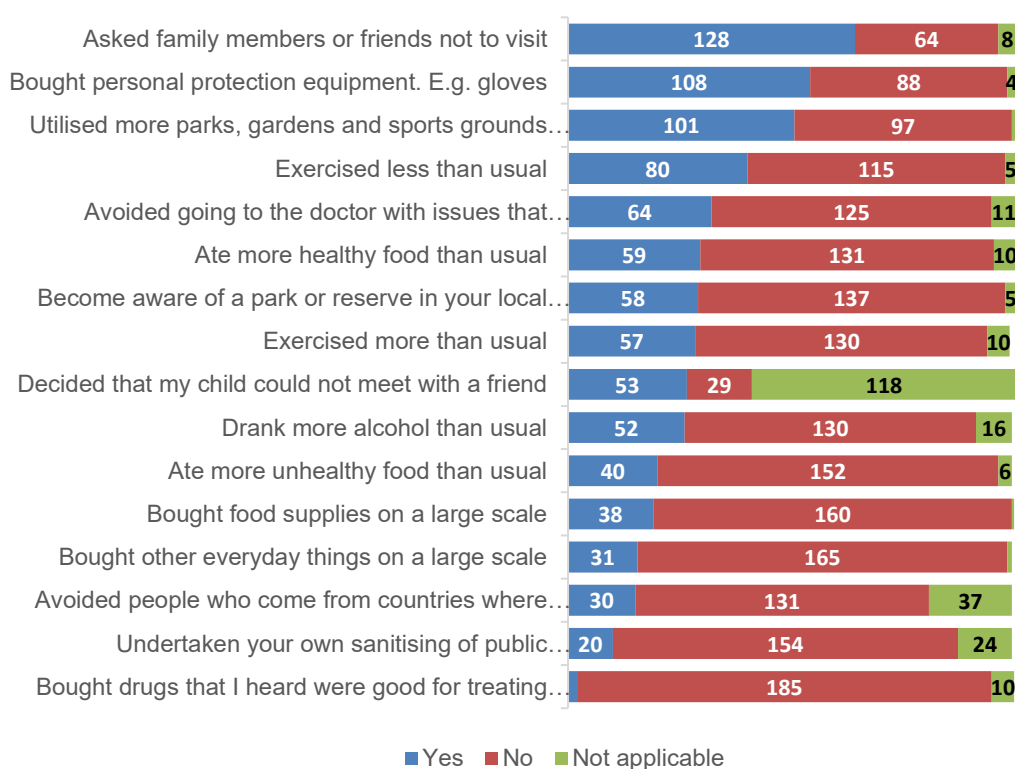


## 1.6 What safety measures would make you feel more comfortable doing activities outside home? (Select all you feel are appropriate)

196 participants responded to this question. A total of 822 indications were recorded with participants able to select as many options as they wished.



## 1.7 Have you done any of the following during the pandemic?

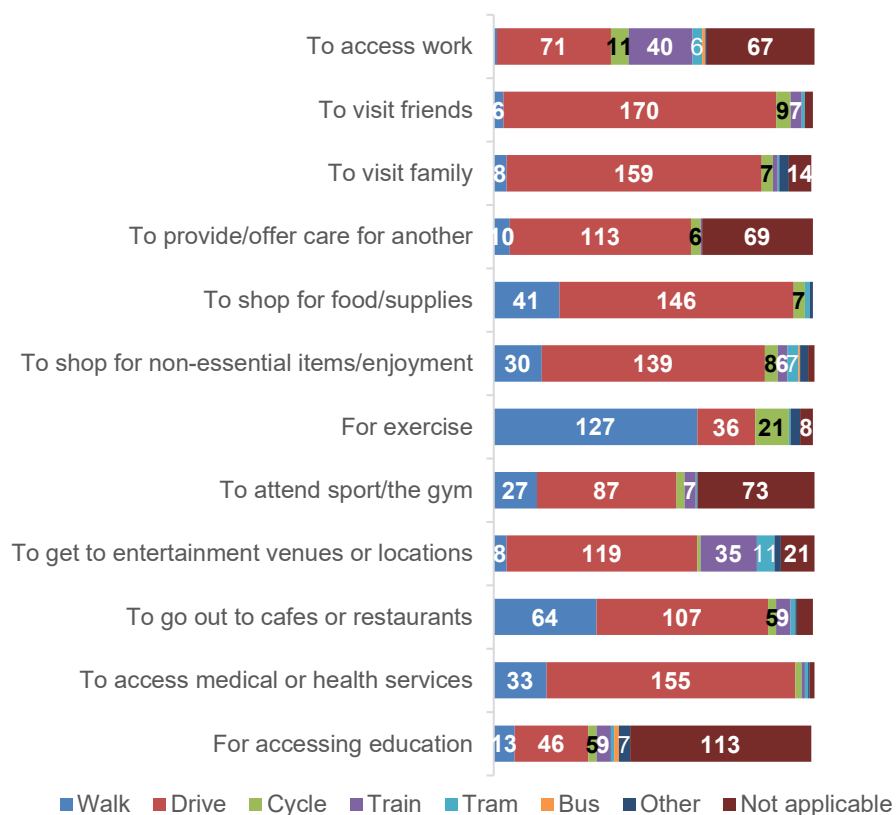


1.8 Prior to the introduction of social distancing requirements, what was the most common way you travelled for each of the reasons below? &

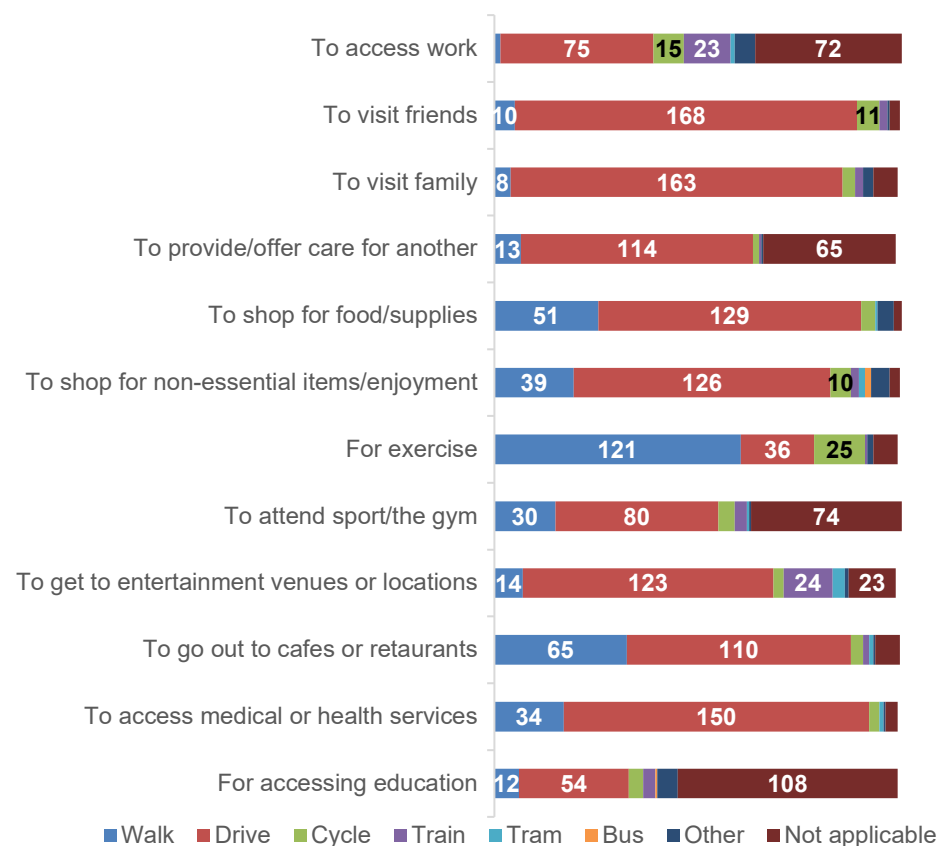
1.9 We are interested to know whether your travel choices might change. Thinking ahead now to when restrictions are more fully lifted, how do you anticipate you will travel for each of these reasons?

We have put charts for both questions beside each other to allow you to more easily compare responses from 1.8 (asking about behaviours before COVID-19) with those from 1.9 (asking about behaviours thinking ahead).

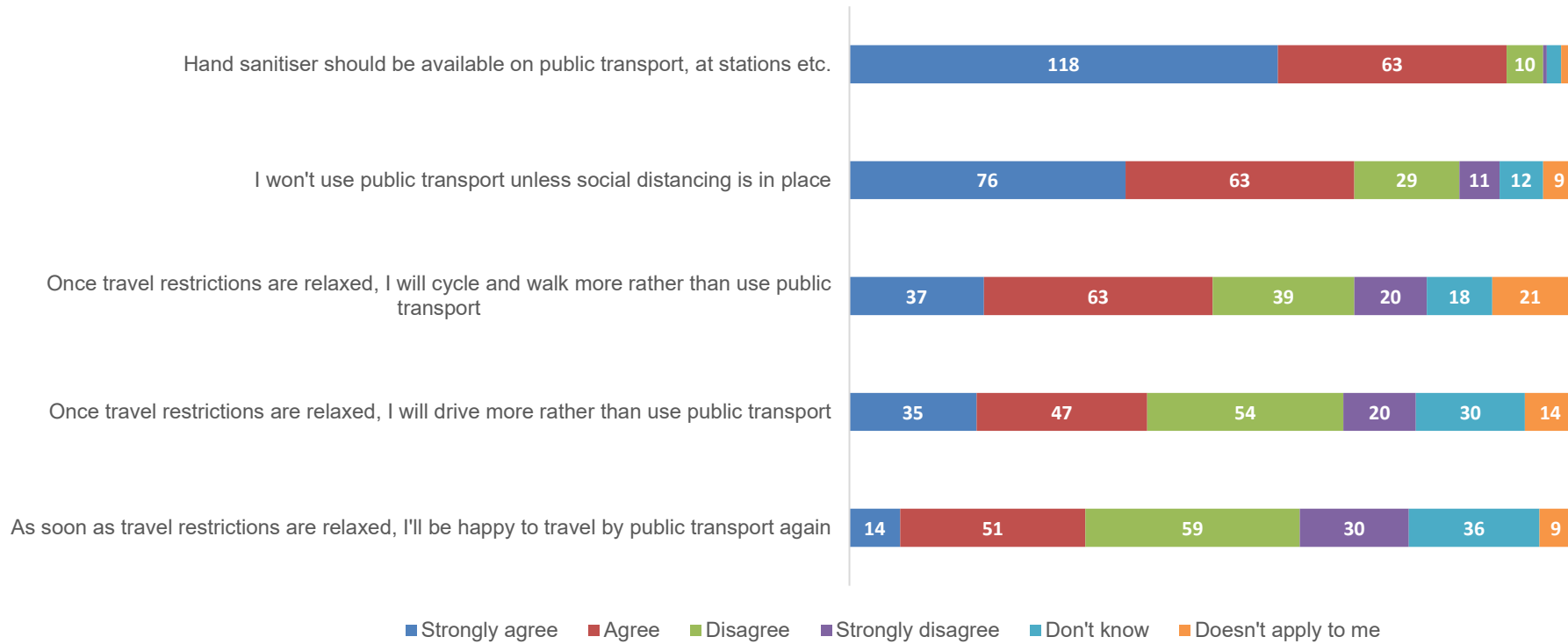
### 1.8: Before COVID



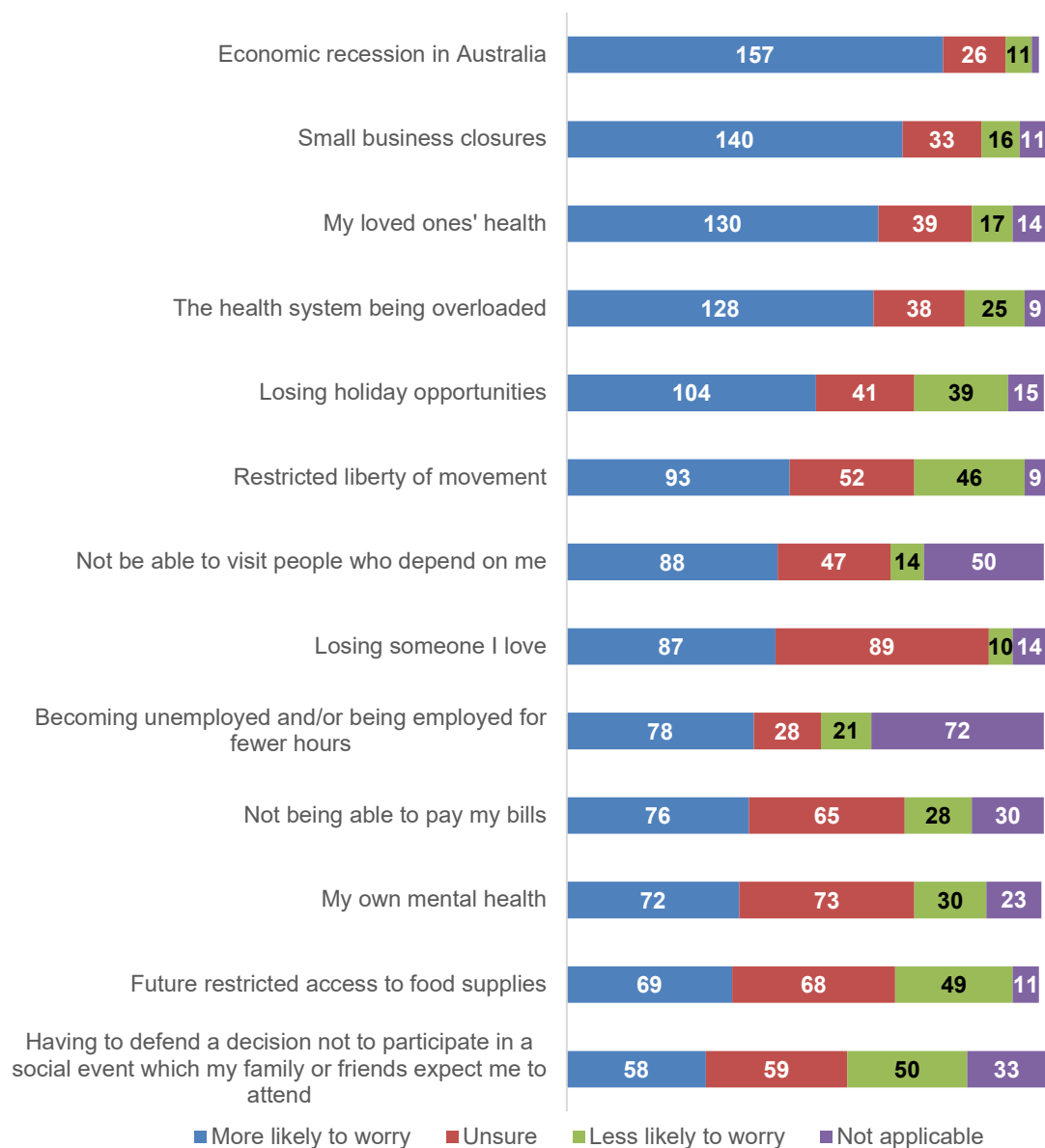
### 1.9: Thinking ahead



### 1.10 How would you rate your level of agreement with the following statements?

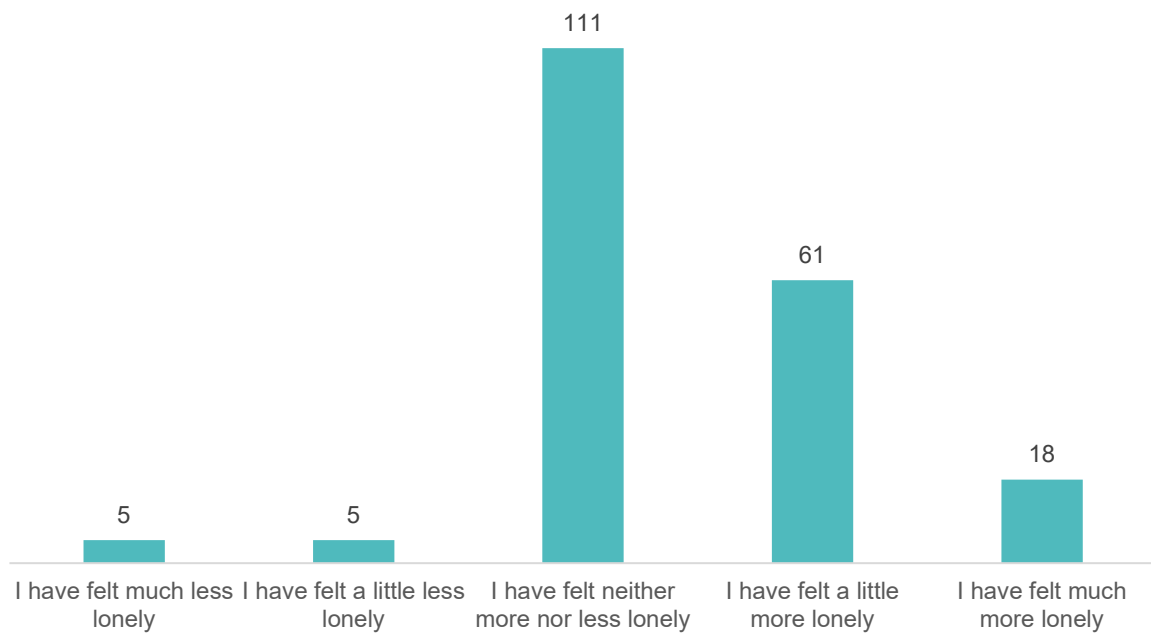


1.11 Crises often involve fears and worries. Would you be more or less likely to worry about these things now, compared with before the COVID-19 pandemic?



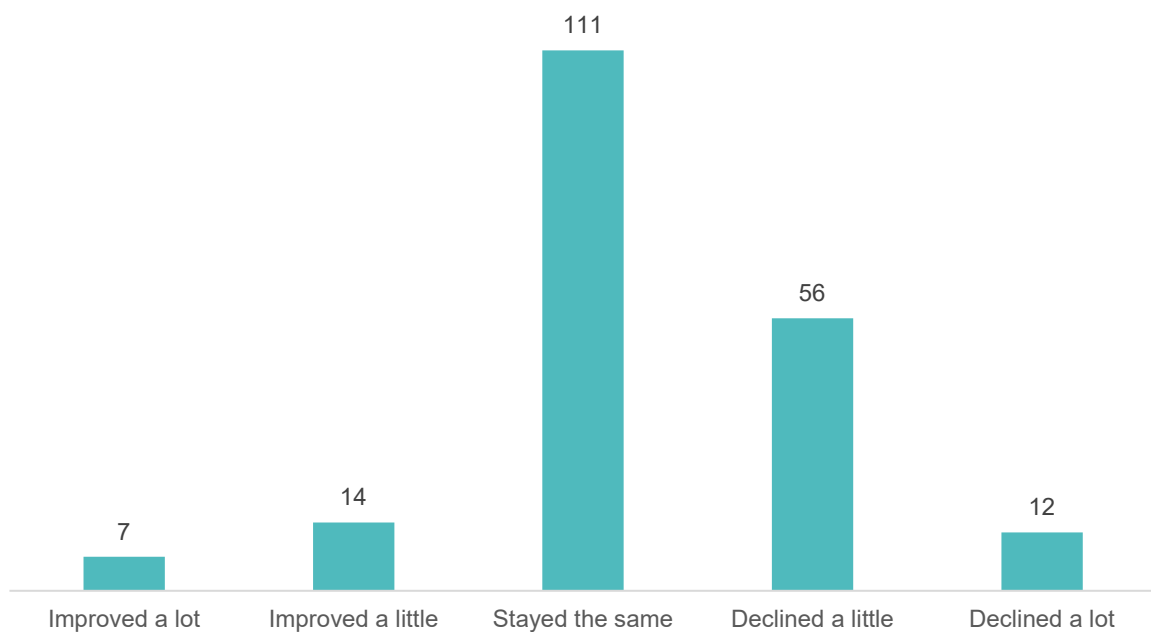
1.12 Since the COVID-19 virus was declared a global pandemic on the 11 March 2020 by World Health Organisation... Have you felt more or less lonely on average?

200 participants responded this this question. Participants could choose one of five options.

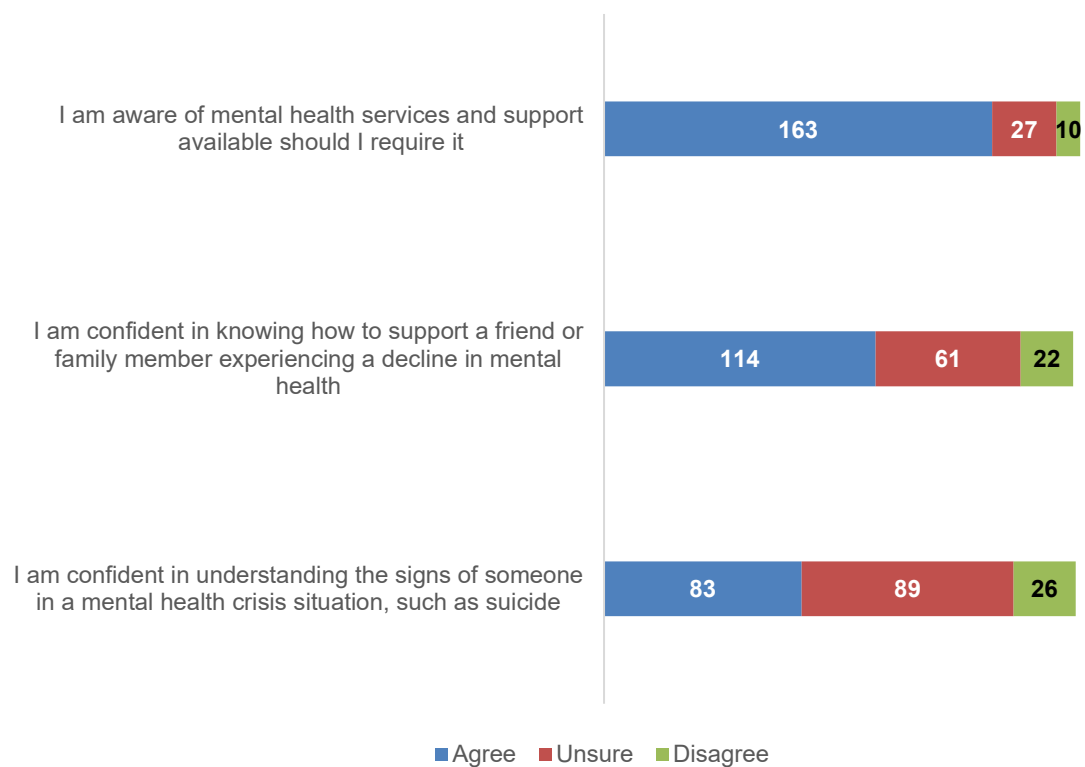


1.13 ... My mental health has...

200 participants responded this this question. Participants could choose one of five options.

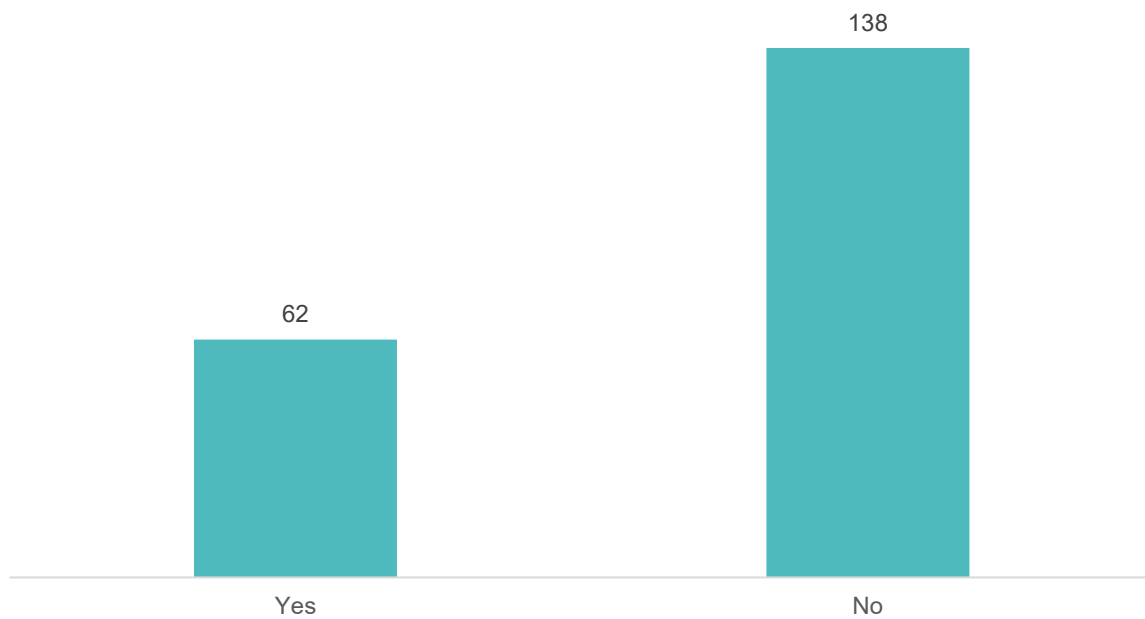


### 1.14 To what extent do you agree or disagree with the following statements?



### 1.15 Would you want further information about mental health services?

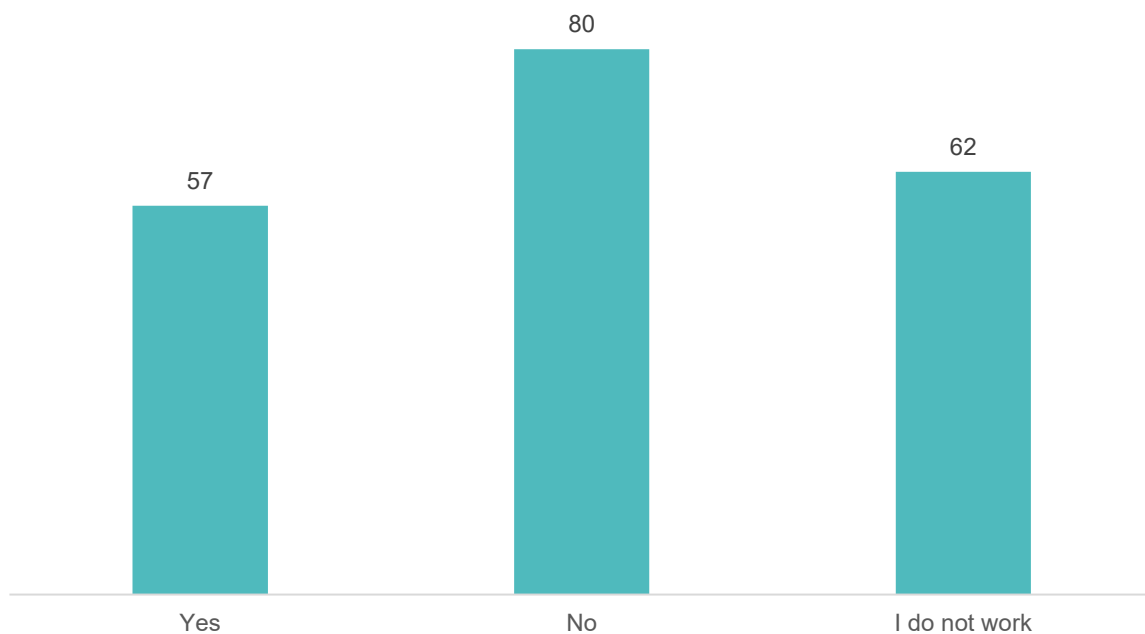
200 participants responded to this question. Participants could choose one of two options.



### 1.16 Since the COVID-19 pandemic began, has there been a change in your work hours?

E.g. Full-time to part-time, or vice versa.

199 participants responded to this question. Participants could choose one of three options.

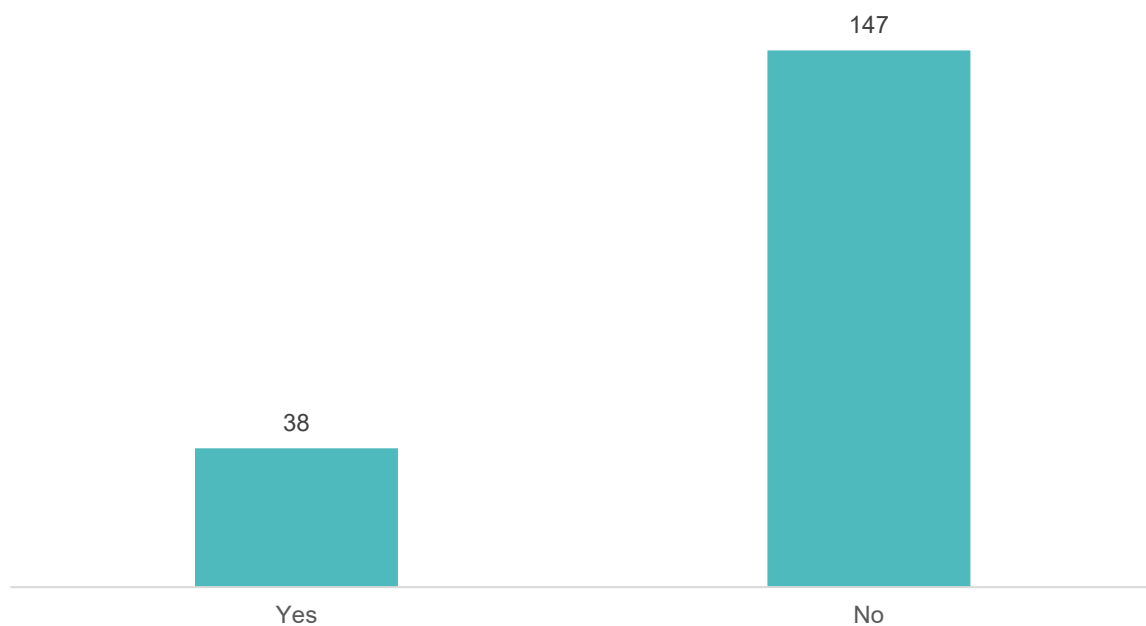


**Those who indicated 'yes' specified with:**

Significant increase of work hours.
Increase in work hours from home.
Work contract will not be renewed.
Reduction of work hours.
Became unemployed.
Loss of casual and part-time work.
Stood down for two months, but now working reduced hours.
On unpaid leave for an indefinite amount of time.
Jumped between roles at different employers, but after job keeper very uncertain.
Lost work and nature of work has changed drastically.
Working much more on my own companies.
Loss or reduced work due to industries such as hospitality, dentistry, event photography, travel industry.

1.17 In Australia, there is broad agreement that essential businesses and services include supermarkets, service stations, allied health (pharmacy, chiropractic, physiotherapy, psychology, dental) and banks, as well as freight, logistics and home delivery. Is your work considered an essential service?

185 participants responded this this question. Participants could choose one of three options.



**Those who indicated 'yes' specified with:**

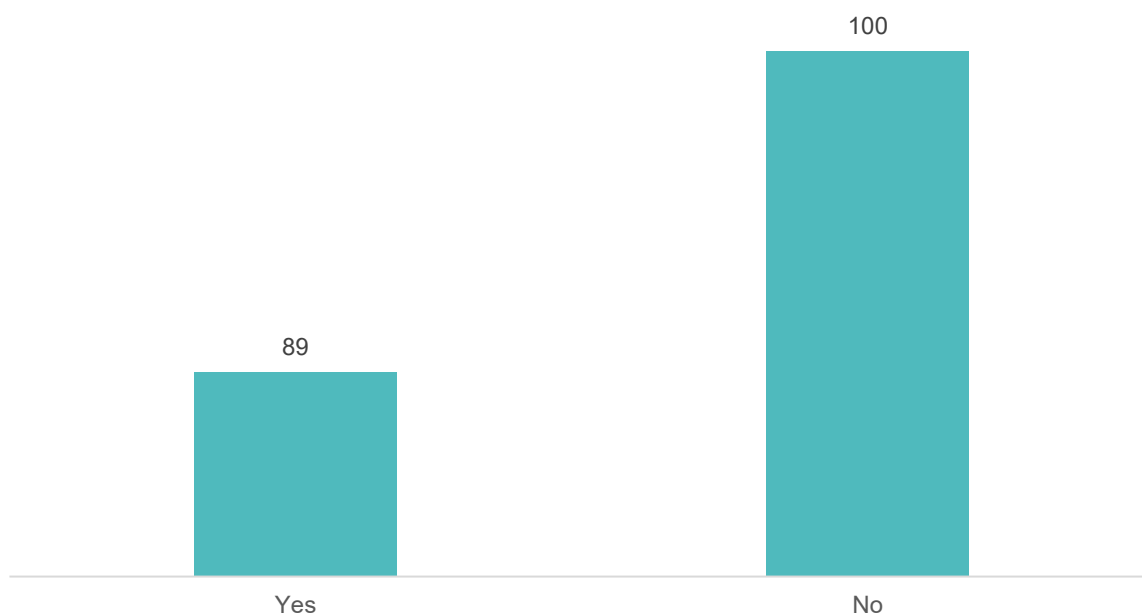
IT Technical Lead
IT engineering
GP
Psychologist
Manager - Psychology
Dentist x2
Medical Doctor



Pathology collector / Covid tester
Speech pathologist
Mental health social worker; facilitator of reflective practice groups for clinicians
Early intervention coordinator
Lifestyle Assistant
Admin for dentist
Principal policy advisor
Defence Business Advisor
Client Executive
Customer Service
Trade allocator
Teacher
Office work, Printing industry.
Engineer – natural gas industry
Community Engagement Project Officer
Bank employee
Consultant
Public Servant – Victorian Government
Federal public servant
Head of Campus (independent school)
Teacher
Potential Online education tutor or researcher
Self-employed / retiree self-renovator
Importer/supplier of elastic and threads to the manufacturing of masks and gowns etc.
Education
CEO
Shebah female ride share driver
Business analyst

#### 1.18 Are you currently working remotely?

189 participants responded this this question. Participants could choose one of two options.

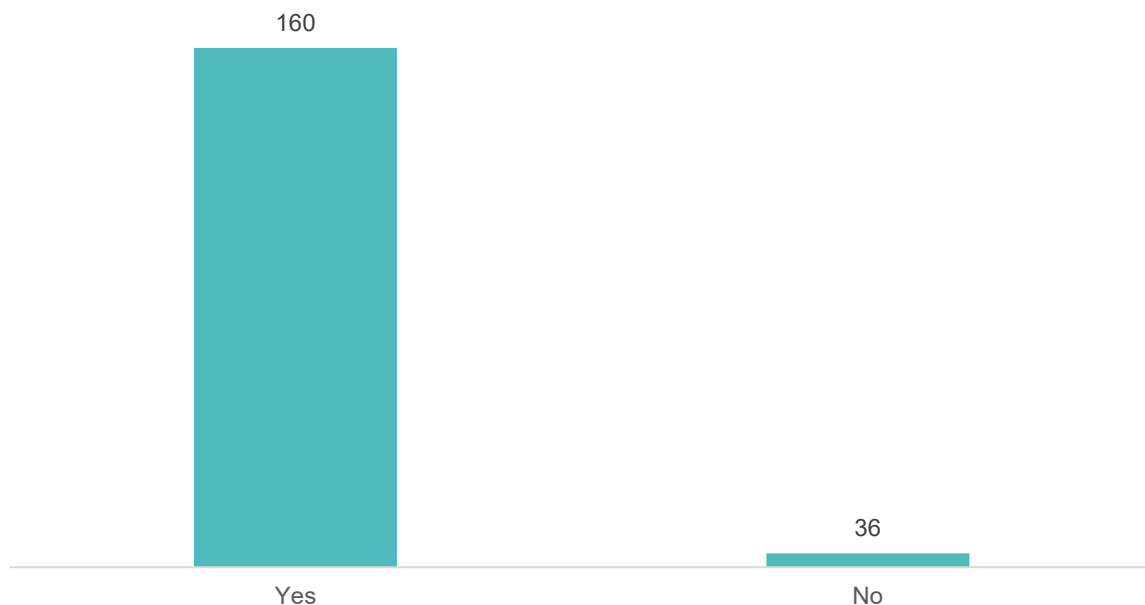


**Those who indicated 'yes' and were asked whether they could choose to work remotely specified with:**

It was recommended.
As someone over 65 years of age, it was deemed better not to use public transport.
A sole trader.
Had to initially as kids were learning online at home. Since then working from home has continued.
Currently working on-site and in rooms.

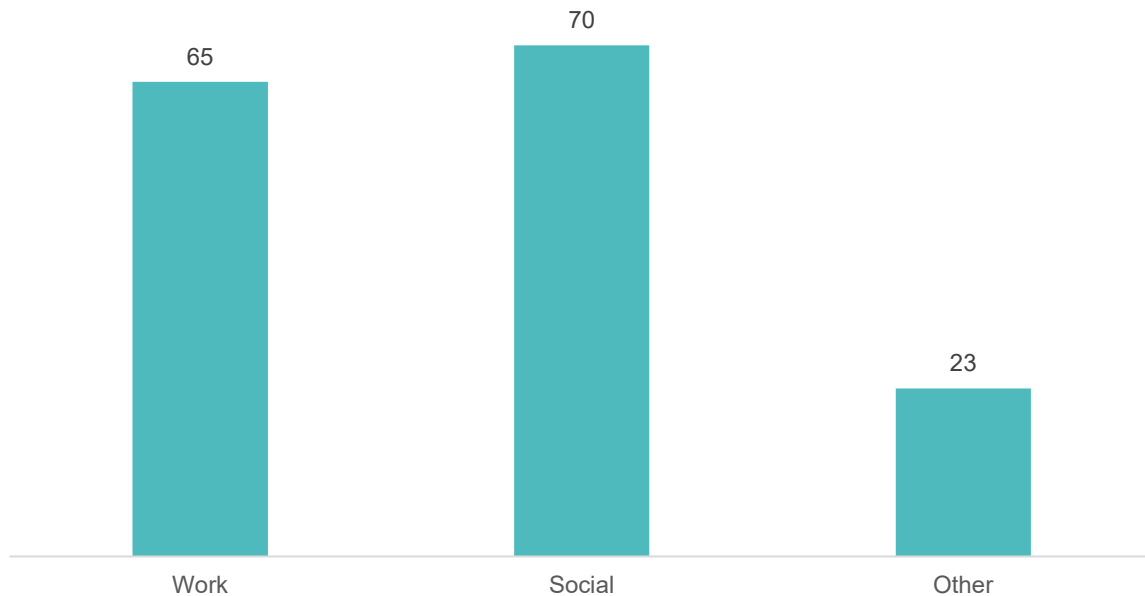
#### 1.19 Have your levels of online communication increased compared with before the COVID-19 pandemic?

193 participants responded to this question. Participants could choose one of two options.



**If yes, for what purposes?**

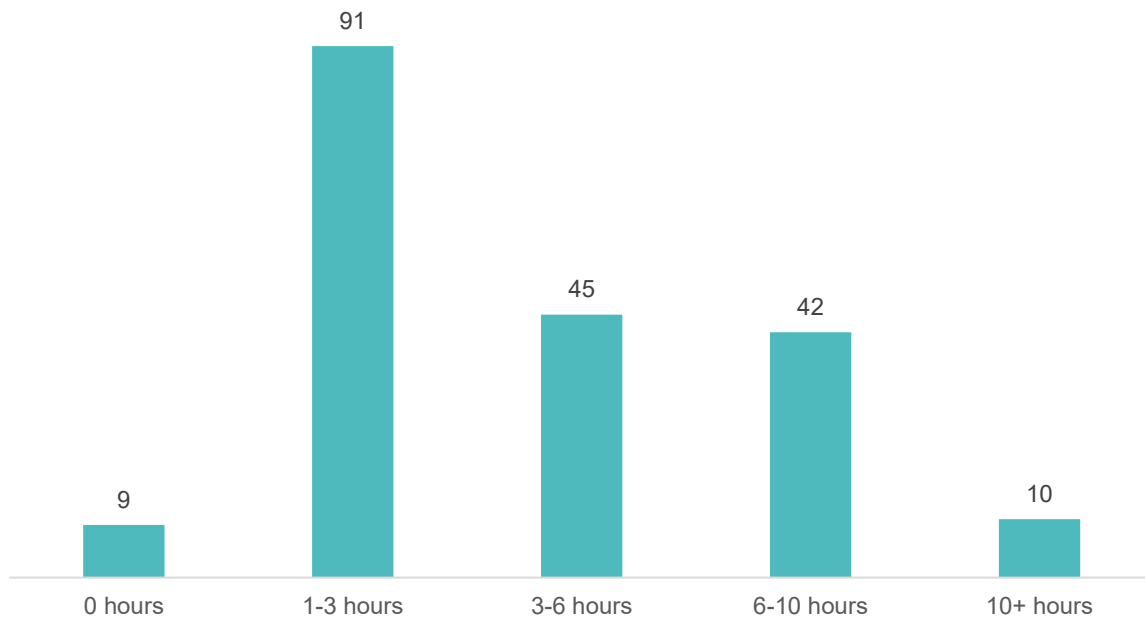
153 participants responded to this question. Participants could choose one of three options.

**Those who indicated 'other' responded in a follow-up question:**

Statement	Response
Both work and social	8
Informative/formal educational	7
Caring	2
Online shopping	2
Volunteer activities	2
Doctor appointments	1
Community Group member discussions	1
Physical health (yoga)	1
Musical education (ukulele)	1

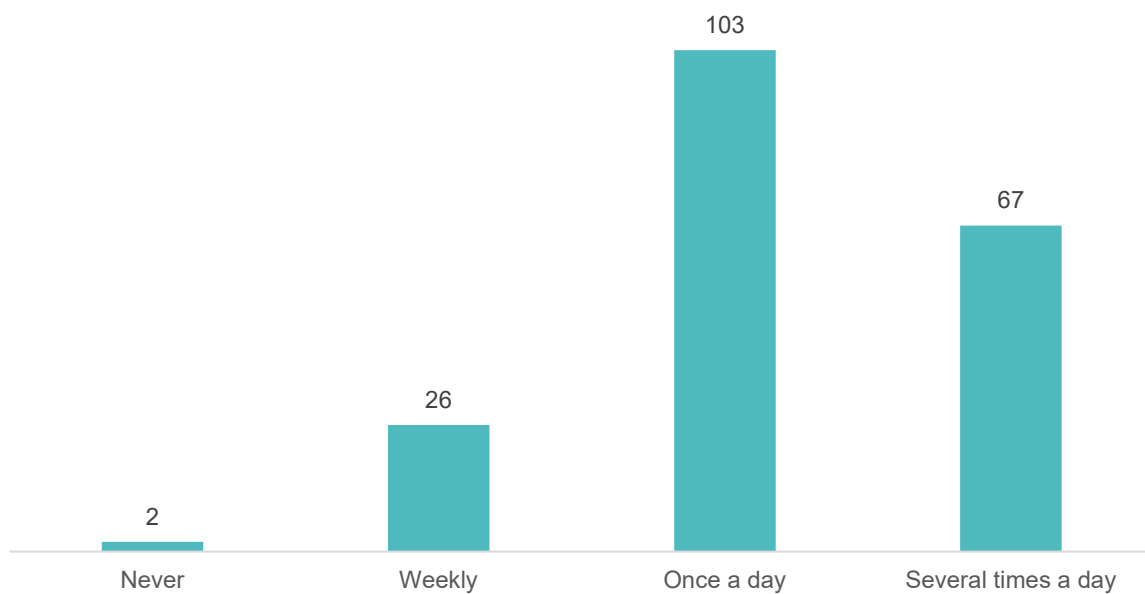
1.20 On average, how many hours per day are you using digital platforms to communicate for social and work purposes? (Include all digital platforms from social media, instant messaging apps, phone/video conferencing)

197 participants responded this this question. Participants could choose one of five options.

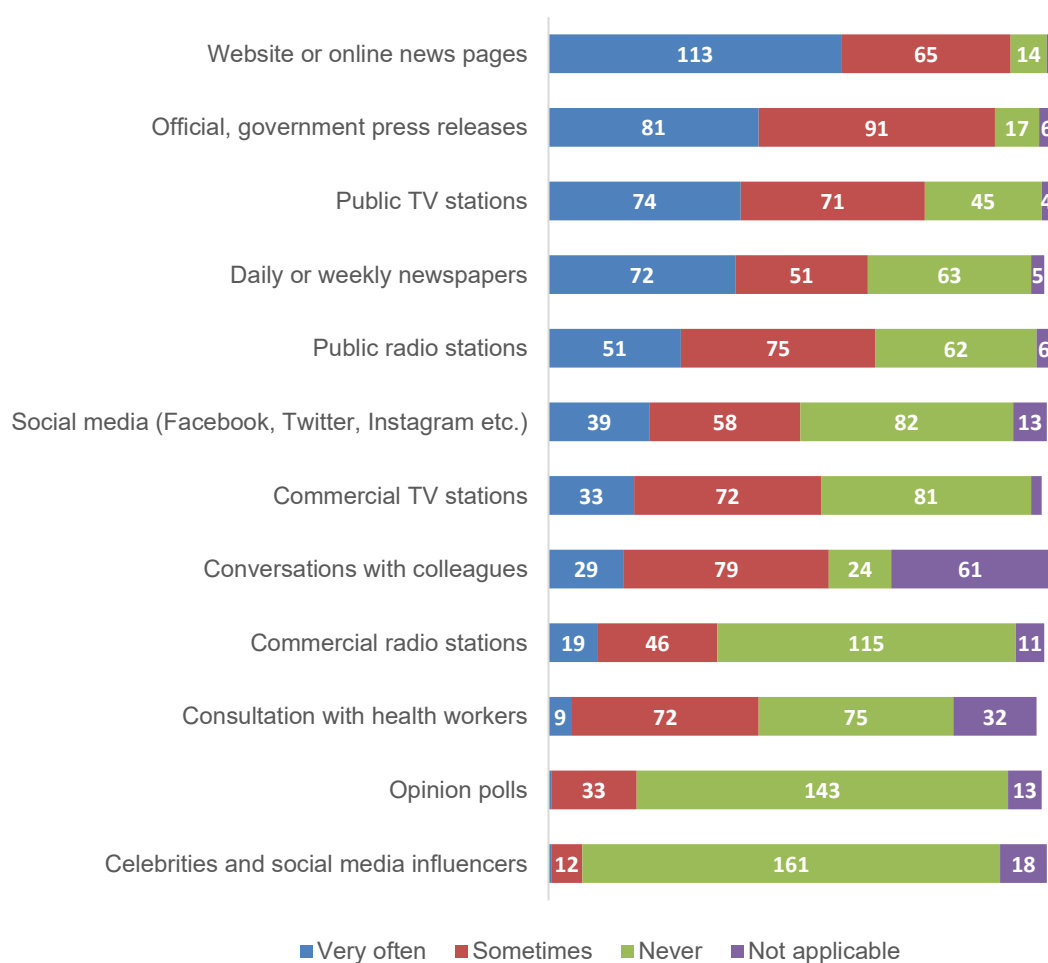


1.21 How often do you inform yourself about COVID-19?

198 participants responded this this question. Participants could choose one of four options.

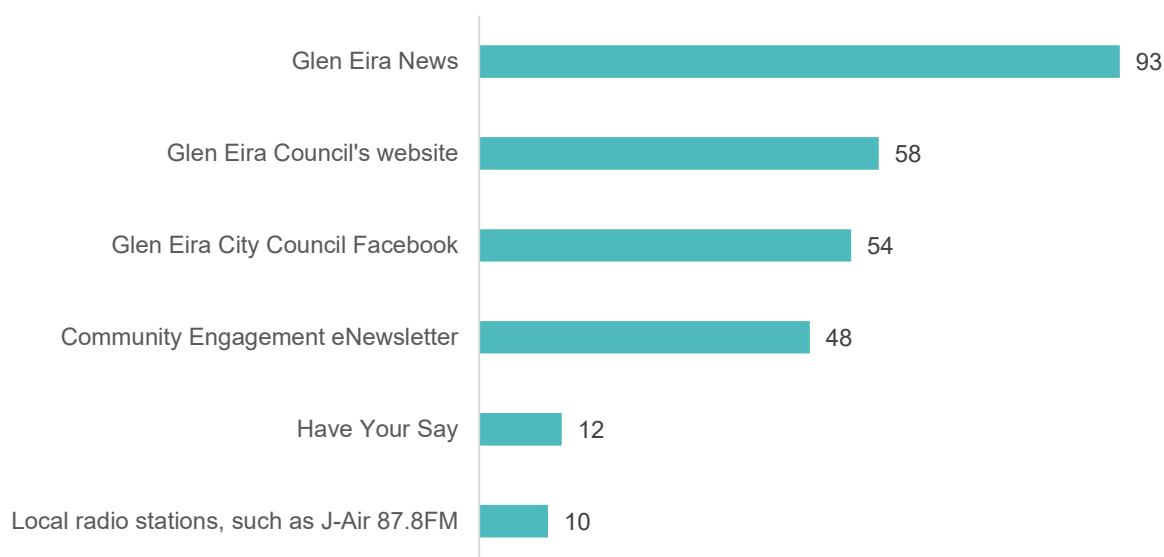


## 1.22 How often do you use the following sources of information to stay informed about COVID-19?

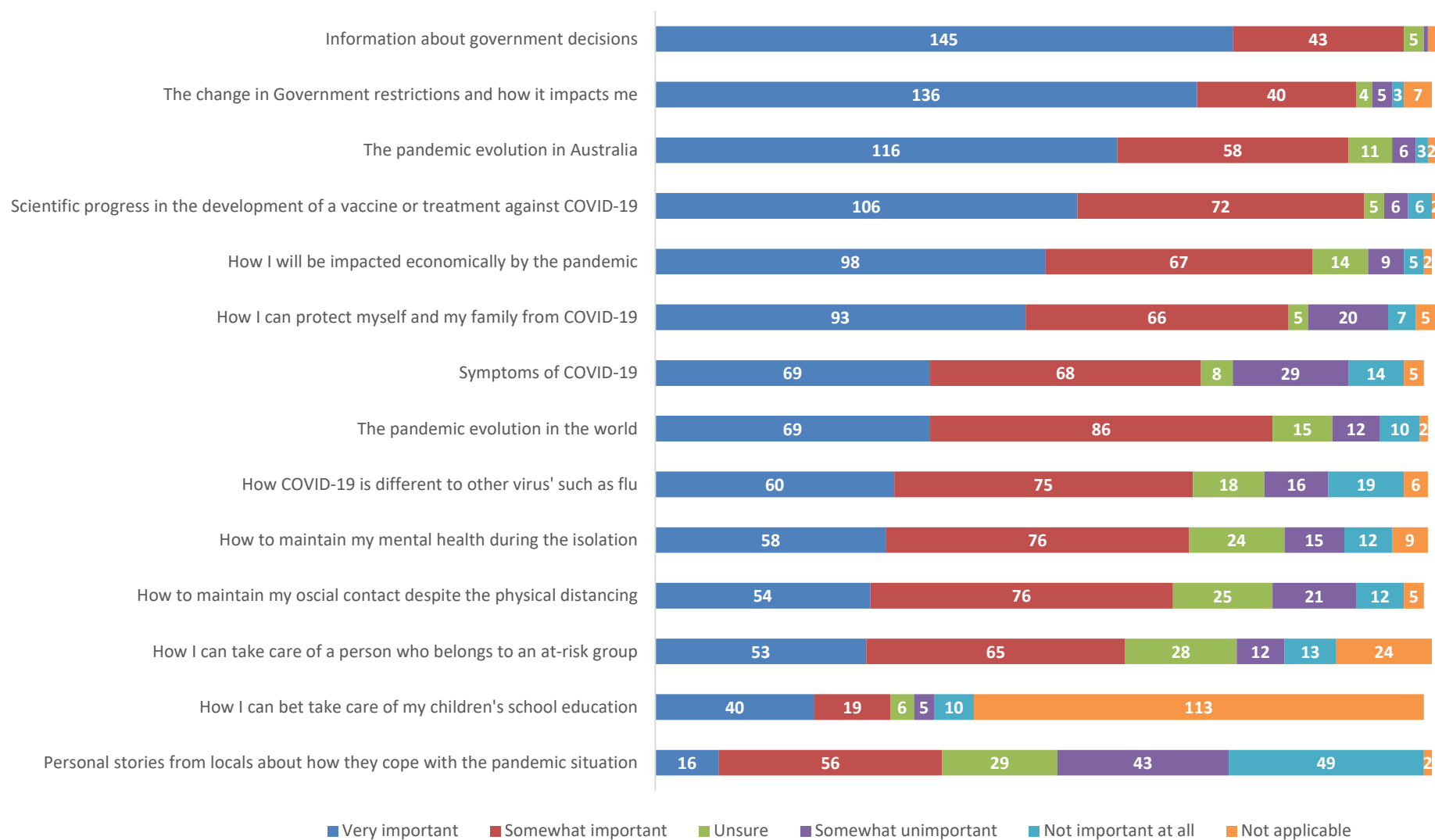


## 1.23 Which method(s) do you prefer to use to get your local updates about COVID-19?

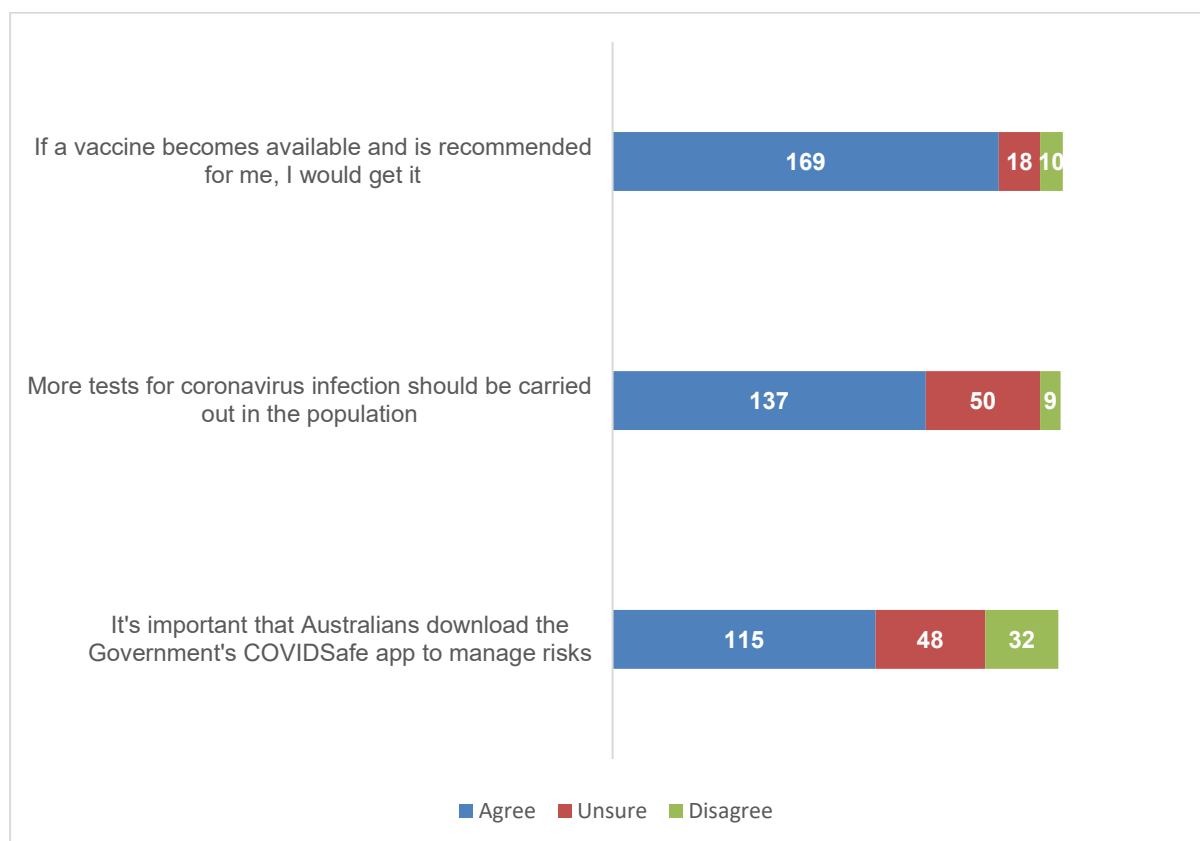
174 participants responded to this question. There were 275 options recorded as participants could select as many options as they wished.



## 1.24 The information I need the most relates to...



### 1.25 Please now give your opinion on the following statements.



### 1.26 Is there anything else you would like to add?

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

Key themes and topics	No. of references
Poorly written section, answers didn't cater to my needs or lacked fluidity with current situation	13
General information about COVID has been confusing with local and global news being mixed in the media	10
More information required about Government assistance packages and where responsibilities are.	6
More attention and support necessary for vulnerable at-risk community members and those recovering from COVID	4
More Government enforcement of rules necessary, including forcing community to download the COVIDSafe app.	4
Concerns about social distancing non-compliance amongst community.	4
Survey section was unbalanced and will contribute to fear	3
Really liked the section	2
COVID testing methods need improvement to encourage community uptake	2
Looking at the positives from the situation, including reduced stress, reduced carbon footprint and people's kindness.	2
Pregnancy has led to different behaviours than usual, and this was	2

reflected in survey responses	
Everyone's doing the best they can!	2
The need to be cautious and vigilant, otherwise there will be another COVID outbreak	1
Clarifying of response in previous question	1
Frustration at Government restrictions	1
Worry about younger generations and the threat of future hardships due to COVID	1
Would like more bike friendly paths	1

### Illustrative quotes:

*"I worry about the younger generations (those who have been at work for 30 or fewer years) who have only lived through economic growth. They will experience a world which does not make sense to their upbringing or experiences. Discretionary spend will decline significantly and values will change from "causes without action" to what is actually "essentially to live healthy and stay alive." (Female, 60-69, Bentleigh)*

*"News on COVID-19 has been confusing at best. We are constantly being bombarded with international and domestic news (even through our local news as well), all with different recommendations. Questions on wearing masks is an example. Being of Asian decent, when I wear a mask in public I feel like I'm being targeted for it. If I don't wear one in public, I feel I should because I'm Asian and will be attacked for it. Lose, lose all around." (Male, 35-49, Murrumbena)*

*"I think not enough attention has been given to people who live alone. I lost all my social/sport/ cultural activities and felt very low. Zoom, phone and email did not give me the physical need of a hug. My daughters were anxious not to bring the virus into my home. I am not frail or sick. Only 66." (Female, 60-69, Ormond)*

*"COVID 19 is not going away just yet, and we should all now have a real understanding of an ongoing state of emergency. Open Space is now the most valuable place for activities in the city and yet there has been zero planning to enable more activity in these areas. Small gatherings for celebrations and get togethers should be encouraged with social distancing being critical. We must get our religious and social and arts institutions back in whatever form we can." (Male, 50-59, Bentleigh East)*

*"It would be good if the government's app worked and was being used to prove it works. There should also be push messaging directly from the government (like announcements) to all phones to ensure everyone get the RIGHT information." (Female, 25-34, Glen Huntly)*

*"Glen Eira Council needs to walk a fine line between informing residents about any outbreaks that might occur in the council area and creating panic or long-term distrust in a business where such an outbreak occurs. Local government should be referring to state and federal government (and WHO) resources for information on the pandemic rather than trying to develop their own. Local government would only need to inform on things that specifically affect locals." (Male, 25-34, Caulfield North)*

*"You have presumed everyone taking this survey is concerned about covid19....what about balance?? Not everyone is concerned - the flu and suicide cause more deaths than covid19 ever will. Covid19 is doing what happens over time for every species - culling over-populations." (Female, 50-59, Bentleigh East)*



*"This experience has led to a better sense of wellbeing. With appointments, responsibilities and deadlines removed there has been a feeling of relief and less stress which has contributed to overall better health. My body and my mind are in a good space. I've enjoyed seeing the stars at night, walking along quieter streets, listening to birdsong. Passers-by have been more courteous and surprisingly cheerful!"* **(Female, 60-69, St Kilda East)**

*"I'm rather surprised to see that Education is not listed as an Essential Service here, given that school teachers have not paused throughout this crisis and are now back teaching face-to-face again...."* **(Male, 25-34, Caulfield South)**

*"I would like to be able to volunteer locally to help other people, but I work full time and don't know how to find something that fits in after hours. Also, it's hard when we still have to socially distance."* **(Female, 35-49, Carnegie)**

*"I gave birth just after we went into lockdown. I wasn't able to access the in-person support that I needed post-partum. The Maternal and Child Health Nurse or any lactation consultant couldn't see me in-person and I also couldn't get help from my immediate family. I have been suffering with greatly increased anxiety. I have been getting more help since restrictions eased and I'm coping better."* **(Female, 25-34, Elsternwick)**

## SECTION TWO: SMOKE FREE ZONES IN GLEN EIRA ACTIVITY CENTRES

Council wanted to ask Community Voice their views on the proposed smoke-free zones in Glen Eira Activity Centres to assist in gathering ideas ahead of a trial set for late 2020. Findings from this survey will complement other community engagement being done online via *Have Your Say* about the draft Smoke-free Outdoor Policy.

Council recently endorsed the draft Smoke-free Outdoor Policy and Communications Plan to provide a guide for implementing 'smoke-free zones' in Glen Eira Activity Centres (busy, shopping and commerce locations). A 'smoke-free zone' is an area free from smoking, to protect community members from second hand smoke.

There are already many places where State Regulation applies, and smoking is banned, such as train stations, bus stops and outdoor dining areas where food is served.

**Smoke-free zones aim to complement these areas, by covering the footpath, walking, squares/plazas and other open areas.** Zones will not include private homes or businesses where outdoor smoking is currently permitted.

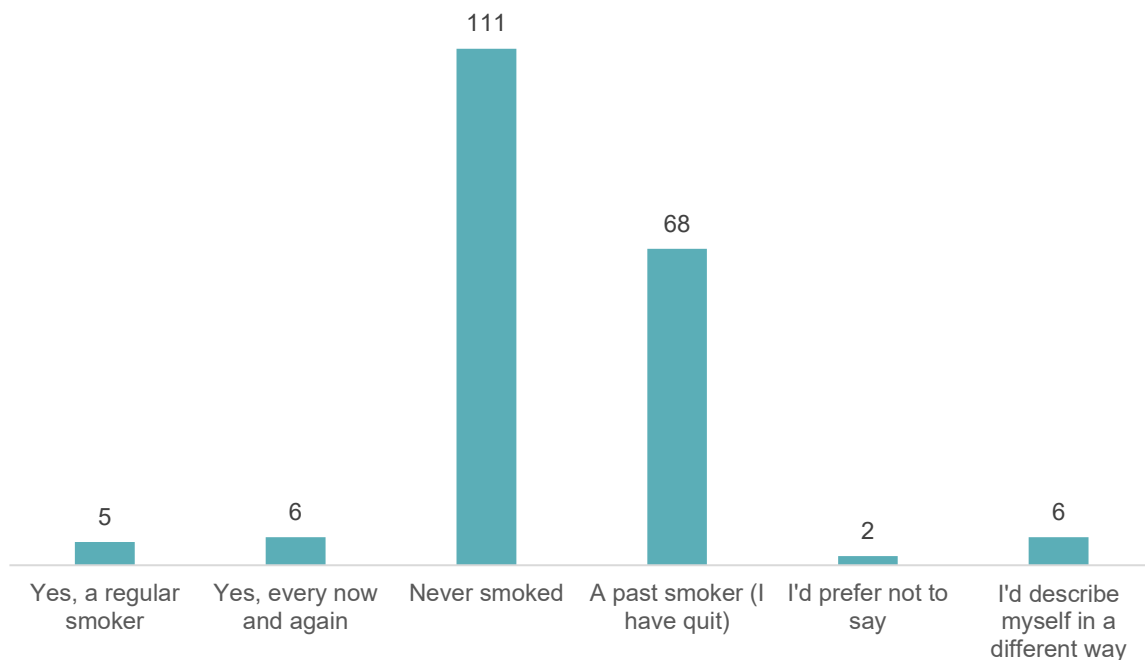
The draft Policy guides Council to develop a local law, that will enable smoke-free zones to be enforced. However, these areas are mostly about seeking support from people, to choose not to smoke, creating safe public spaces that are inviting to walkers, visitors and shoppers, for which there is particular need at this time of COVID-19.

### Key findings

- 41% of participants (82) said a smoke-free zone would make them more likely to visit shopping/walking areas in Glen Eira, while 111 said it would have no impact.
- Three-quarters of respondents (75%, 150) indicated they were either bothered a lot or a bit by other people's smoking while out and about in busy areas of Glen Eira.
- More than half of respondents indicated their most preferred options for letting people know about smoke-free zones was:
  - Putting up signs in visible places (184 indications)
  - A decal (stick-on) sign on the pavement (119 indications).
  - Give posters to local shops to display (97 indications).
- More than half of respondents indicated they would most like to have input into the planning of a smoke-free zone in relation to: 'the boundaries of the zone and exactly where it would apply' (111), and 'what the rules would be - how the zone would work' (96).

## 2.1 Do you smoke?

198 participants responded to this question. Participants could choose one of six options.



Please tell us how you would describe yourself:

### Illustrative quotes:

*"Many years ago, I was an occasional social smoker but more in homes, not in public places."* **(Female, 60-69, Carnegie)**

*"I enjoy smoking but no longer enjoy smoking tobacco."* **(Female, 35-49, Caulfield South)**

*"I tried smoking when I was 17, then smoked occasionally (2 cigarettes /week?), then quit in my early 20s."* **(Male, 60-69, Bentleigh East)**

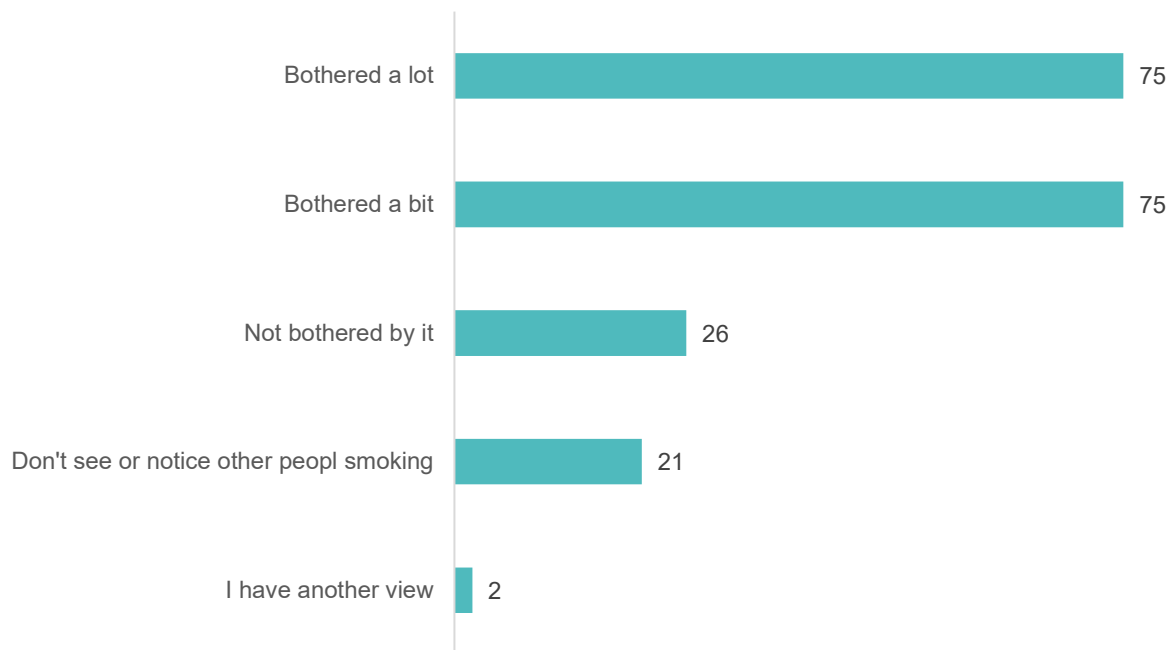
*"I was a "social smoker" for a period, but not for a decade"* **(Male, 50-59, McKinnon)**

*I used to be what I call a social smoker. i.e. when I went out and had a few drinks. But I did not smoke at work. I stopped doing the social smoking about 40 years ago."* **(Male, 60-69, Bentleigh East)**

*"Smoked for several months 60 years ago, never smoked since."* **(Male, 70-84, Carnegie)**

## 2.2 Does other people's smoking (second-hand smoke) effect you when out and about in busy areas in Glen Eira?

199 participants responded to this question. Participants could choose one of five options.



Please tell us your other view:

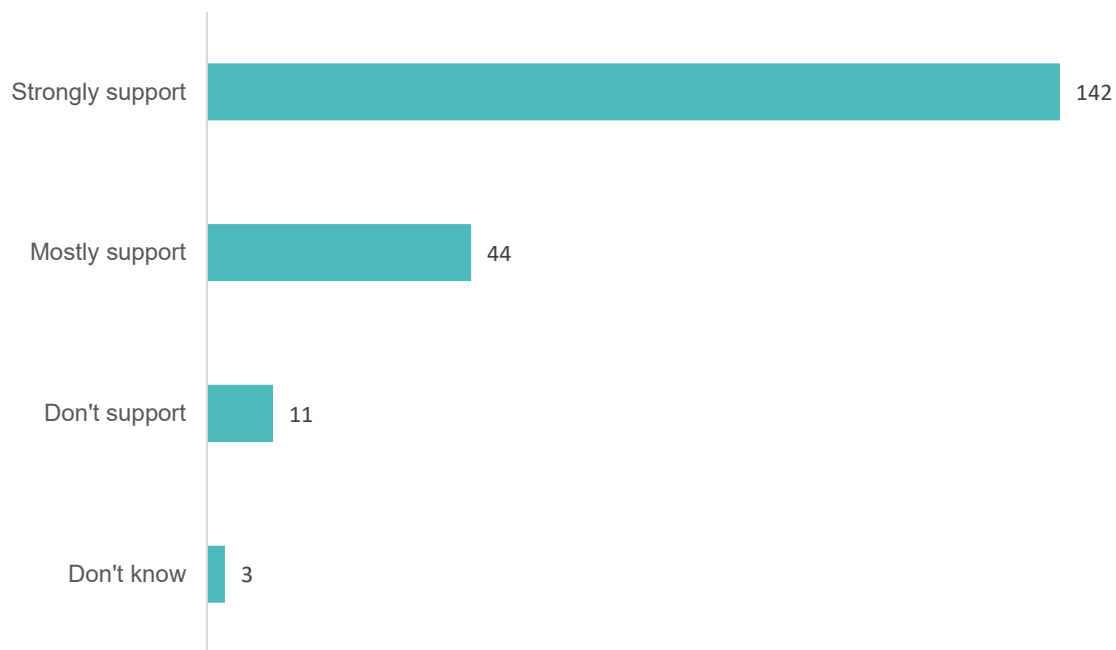
### Illustrative quotes:

*"Bothered a very little bit on a very odd occasion."* (Male, 25-34, Caulfield North)

*"Fewer people seem to smoke these days so I only notice to the point of being bothered when someone smoking passes me by or I am stuck in a queue with someone who is smoking ..."* (Female, 60-69, Carnegie)

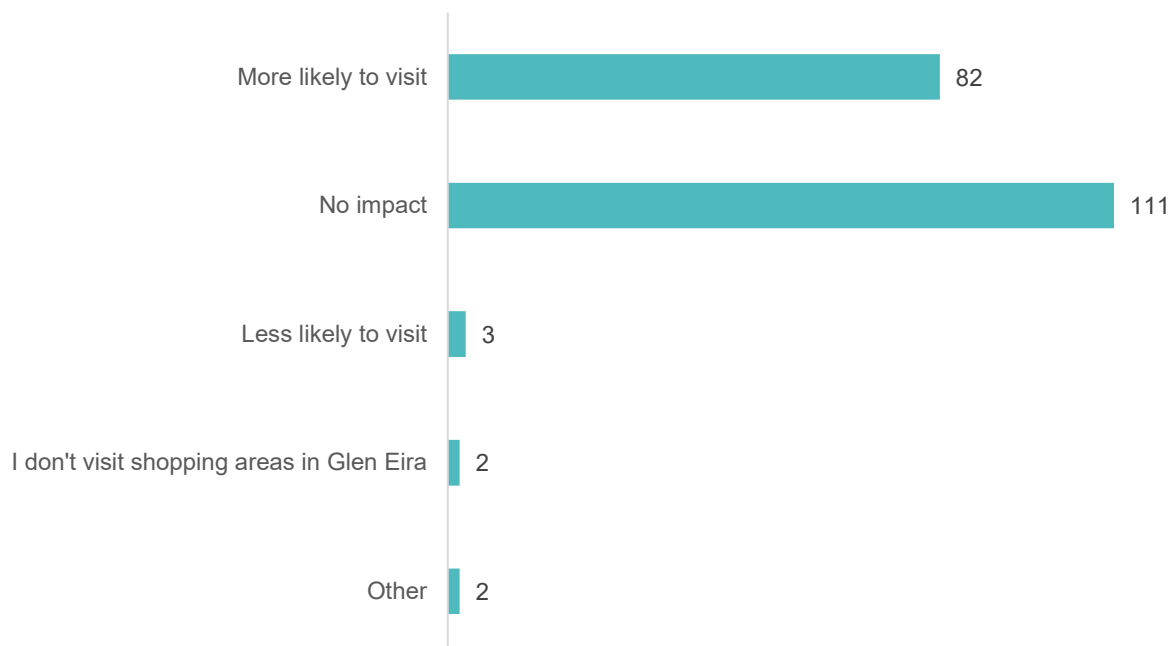
### 2.3 Generally speaking, what do you think about extending smoke-free areas in busy shopping/walking centres in Glen Eira?

200 participants responded to this question. Participants could choose one of four options.



### 2.4 Thinking about you personally, do you think a smoke-free zone will have an impact on your visits to a shopping/walking area in Glen Eira?

200 participants responded to this question. Participants could choose one of five options.



If other, please specify:

### Illustrative quotes

*"I would like the smoke free zones to be increased, it would have a positive effect on the quality of my life, but it won't change the frequency of my visits to the shops. I am the main supermarket shopper in the household and I do it daily, anyway."* (Male, 60-69, Carnegie)

*"Almost feel like saying "not applicable" because I obviously don't spend time in areas where smokers congregate."* (Female, 60-69, Carnegie)

### 2.5 If a smoke-free zone was planned for an area you visit, what would be the best way to let you know about it? Please pick up to three options (your most preferred).

199 participants responded to this question. 480 indications were recorded with participants able to select up to three of their most preferred options.



### Other ideas:

#### Illustrative quotes:

*"Water pistols."* (Male, 50-59, Carnegie)

*"Please no more visual pollution... it's almost worse than smoke."* (Male, 24-35, Caulfield North)

*"Use local paper and Glen Eira News."* (Male, 70-84, Bentleigh)

*"Announcement on radio e.g. 3AW"* (Male, 60-69, St Kilda East)

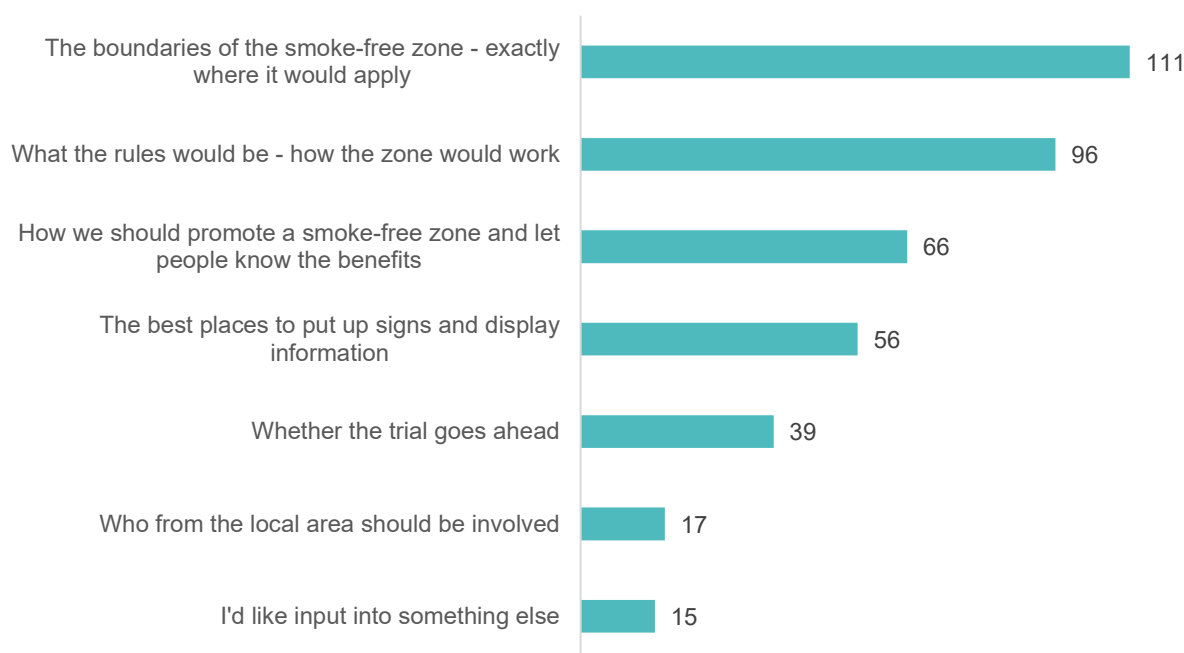
*"Use a commentary board to see if people appreciate/object to it."* (Male, 60-69, Caulfield South)

*“It is a bad habit and children follow what they see. No public smoking should be allowed.”*  
**(Female, 60-69, Caulfield North)**

*“Doesn’t bother me personally, but I think it’s a good idea.”* **(Female, 60-69, Caulfield North)**

## 2.6 What would you most like to have input into planning a smoke-free zone? Please pick up to three options (Your most preferred).

174 participants responded to this question. 400 indications were recorded with participants able to select up to three of their most preferred options.



Please share it:

### Illustrative quotes:

*“Green spaces, tram accessibility.”* **(Female, 25-34, Caulfield)**

*“No, to all of the above.”* **(Male, 70-84, Bentleigh)**

*“Planning and traffic management decisions in Bentleigh East.”* **(Female, 60-69, Bentleigh East)**

*“I’m not a smoker so not relevant to me - other things yes.”* **(Female, 60-69, Elsternwick)**

*“Please ask smokers and shopkeepers in the community to have the input, they will be most affected.”* **(Female, 35-49, Carnegie)**

*“Planning matters are more my area of expertise. I’ll leave smoke-free zone rules to health care professionals.”* **(Female, 25-34, Elsternwick)**

*“Evaluation/indicators of success.”* **(Male, 50-59, Caulfield North)**

*“Something I feel more passionate about such as waste management policy or community services for vulnerable people.” (Female, 35-49, Carnegie)*

*“I would like designated smoking areas to be made available.” (Female, 85+, Bentleigh)*

*“Smoking, like use of alcohol and meditation, is a way some people cope with stress. Provision should be made for safe accessible and attractive areas to cope with smokers needs also.” (Male, 70-84, Carnegie)*

*“There should be smoking zones too - define a location where the smokers can go other than inside their own homes.” (Male, 50-59, Bentleigh East)*

2.7 ‘Smoke-free zone’ is a bit of handful to say (and not very interesting or engaging). Do you have any creative thoughts on what else we could call it, that might help the wider community to connect with the purpose and ideas?

101 participants provided suggestions on what Council could call it.

Name suggestions	No. of references
Smoke-free zone sounds fine	25
No Smoking (Area/Zone)	12
Breathing/Breathe Easy Place	10
Clean Air (Zone)	10
Fresh Air Zone/Area	7
Clear (the) Air Zone	7
No Smoke Zone	4
Butt-Out (Zone)	4
Sign, no words	3
Children Lung Area	2
Lung Care!	1
Cleaner air	1
The butt stops here	1
SmokEND	1
Smokeless	1
Clean Air-rea	1
Respect for Others’ Zone	1
Breathe Clean	1
Clean air-ea	1
Wellbeing Area	1
Wipe Out Smoking	1
Glen Eira CARES Zone (Cleaner Air for Recreation, Eating and Shopping)	1
Forget the toke, please don’t smoke	1
The Breathable Belt	1
NoSm’o	1
Smoking forbidden	1
Smoke Free leads to Better Health for All	1



### Illustrative quotes:

*"Smoke Free is a universal term used on university campuses, so keep it consistent"*  
**(Female, 35-49, Bentleigh East)**

*"It is what it says it is, leave it, unanimous and clear."* **(Male, 60-69, Bentleigh)**

*"Smoking zones - focus more on the areas where it is permitted rather than all the areas where it is not permitted. Simple no smoking signs will do in areas where there may be confusion"* **(Female, 25-49, Carnegie)**

*"I have no issues with the name Smoke-free zone. In my opinion, the most important factor in the name is the clarity of what its purpose is."* **(Male, 25-34, Murrumbeena)**

*"What's wrong with a sign such as a cigarette with a line through it..."* **(Female, 70-84, Ormond)**

*"I think some things should not be over complicated, smoke-free zone is known worldwide, not sure that creativity on how to call it will make a way to connect to it. It all about Healthier community..."* **(Male, 35-49, Bentleigh East)**

*"Glen Eira CARES zone. (Cleaner Air for Recreation, Eating and Shopping). Whatever you go with will have better engagement if the words have a positive connotation. (That's my 2 cents worth anyway)." (Female, 35-49, McKinnon)*

*"call it what it is! No Smoking Zone. Why must we always be so afraid to sound negative and use the word "no"???"* **(Male, 50-59, Carnegie)**

*"No smoking zone - only slightly different but more clear to those from English speaking residents or those with English as a second language. Smoke free could have multiple meanings to ESL people and could cause confusion."* **(Female, 25-34, Glen Huntly)**

*"Maybe name it as something you can conceptualise, e.g. in NSW it is called the '4 metre law' as you are not allowed to smoke within 4 metres of public premise. Victoria could also implement smoke-free zones in this way, and they could advertise it by comparing 4 metres to everyday objects, e.g. 4m is roughly the length of a VW Beetle."* **(Female, 18-24, Bentleigh)**

### 2.8 Please share any other thoughts you would like to contribute:

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

Key themes and topics	No. of references
Good move to help reduce smoking, which will save money, improve health and reduce litter	8
I'm in favour of a widespread increase in smoke free areas	8
The community is ready for no smoking shopping centres/areas	6

Would need to be enforced by law to truly be effective	5
Education and information is important, including provision of quitting information in zones or setting up of smoking anonymous groups educating people of anti-social health aspects	5
Strongly support the idea of designated smoking areas, rather than the implementation of bigger smoke free areas	4
Bit of a beat-up. Second hand smoke isn't as big a concern, nor as unhealthy as people make it out to be	2
Poor wording of question	2
Glen Eira Council should take proactive, aggressive measures to prevent sale of tobacco to children	1
Smoke Free Zone is universal term used on University campuses so keep it consistent!	1
Smoke free zones should be applied to all places that drinking is illegal	1
Unnecessary proposal, as one can already easily avoid smoking areas with existing smoke free areas	1
Signage crucial, from marked areas on the pavement where smoking is allowed to making clear where it's not permitted	1
Ask your youth group for input, as they are the ones to capture as non-smokers	1
Would like to know whether smoke-free zones have worked elsewhere, to support Glen Eira's case for them	1
Large outdoor areas preferred for smoking, such as parks	1
Timing of this is poor, wait until after COVID-19. Businesses may appreciate it.	1
Would like to see smoke free zones around dwellings, such as apartments and units.	1

### Illustrative quotes:

*"I am a smoker, but I never smoke out in public. I would like to suggest that small areas should be set aside for smokers. I was in Hobart in February and lots of streets were 'No Smoking' which was great, but they had small areas outside these zones for smokers and it seemed that people adhered to it. Just need lots of signage for people to be aware."*

**(Female, 60-69, Bentleigh East)**

*"Is there evidence this approach works elsewhere? I would want a rigorous evaluation of any trial"*

**(Male, 50-59, Caulfield North)**

*"Ask your youth group for input. They are the ones to capture as non-smokers. People don't (generally) take up smoking at 32 - 35. It's a cool or defiant thing"*

**(Male, 60-69, Caulfield South)**

*"I think there should also be an education piece (even if just small) on why this is a positive move - the benefit to health and the environment (reducing litter in areas and pollution in the air)"*

**(Female, 25-34, Glen Huntly)**

*"The thing I like about smoke free zones will be less cigarette butts littering the pavements and making their way to the bay when it rains."*

**(Male, 60-69, Glen Huntly)**

*"People who smoke ALREADY (in general) use common sense and courtesies when*

*smoking in public, such as not smoking near store entrances or away from children, but if Council plan on creating “smoke-free zones” that is NOT part of local law or punishable in any other way, then it’s a waste of money that could otherwise be used to improve the community more effectively.” (Female, 50-59, Caulfield South)*

*“I have trouble breathing when forced to breathe in second hand smoke. I would strongly support the idea of designated smoking areas, rather than the implementation of wider smoke free areas.” (Female, 18-24, Bentleigh East)*

*“Smoke Free Zone is universal term used on University campuses so keep it consistent! If University precincts are smoke free then so should shopping areas.” (Female, 35-49, Bentleigh East)*

*“Make entire shopping strips smoke free. Smoke free zones may encourage smokers to congregate in smaller areas, but still within shopping areas.” (Female, 50-59, Bentleigh East)*

*“I think Victoria, or at least Glen Eira, could most definitely implement harsher smoke-free zones. I am originally from NSW and because of the 4 metre law there, I hardly come across smoke in public places. While I don’t notice it any longer, any friends who visit from NSW will always comment on how many more smokers they see and the overwhelming smell of smoke when they come visit Melbourne, especially in the CBD.” (Female, 18-24, Bentleigh)*

*“I think it would be confusing to do this during the Pandemic, where we already have decal signs etc. about COVID. Also, business owners probably will not like it at present. I think the trial should be delayed until 2021 or 2022.” (Female, 60-69, Carnegie)*

*“Don’t ostracise smokers. Make sure there is somewhere not too inconvenient for them to smoke.” (Male, 60-69, Caulfield East)*

*“I believe in a balance between personal responsibility and common good. In my opinion, banning smoking in open air public spaces goes too far, particularly when the proportion of the population who are smokers is low and therefore the density of smoke will also be low.” (Male, 35-49, Glen Huntly)*

*“I know I would be incredibly grateful for the air I breath to be smoke free. I chose not to smoke, as did my whole family. My father in law however thinks its he’s right to smoke where ever he wants. I say, yes you do, but not at my expense. This does not go down well. But this is the world we live in. I don’t judge if people choose to smoke, that is absolutely their right. But it’s also my right to not have to smell it, be grossed out by it, or be worried it might affect my health.” (Female, 50-59, Bentleigh East)*

*“I’ve always been very aware of smokers in public, even more so since I was pregnant and now have a newborn baby. I applaud any effort to reduce smoking in public.” (Female, 25-43, Murrumbeena)*

*“Smoking, like use of alcohol and meditation, is a way some people cope with stress. Provision should be made for safe accessible and attractive areas to cope with smokers*

*needs also.*” **(Male, 70-84, Carnegie)**

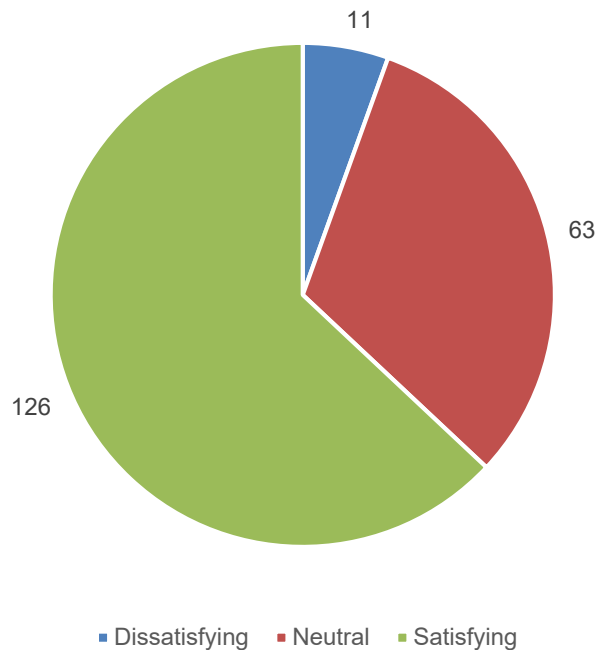
*“Great idea. But would need to help promote quitting at the same time I think to be even more effective.”* **(Female, 25-34, Murrumbeena)**

### SECTION THREE: YOUR FEEDBACK ON THIS SURVEY

The following questions asked for feedback to help Council continually improve the survey experience for Community Voice members.

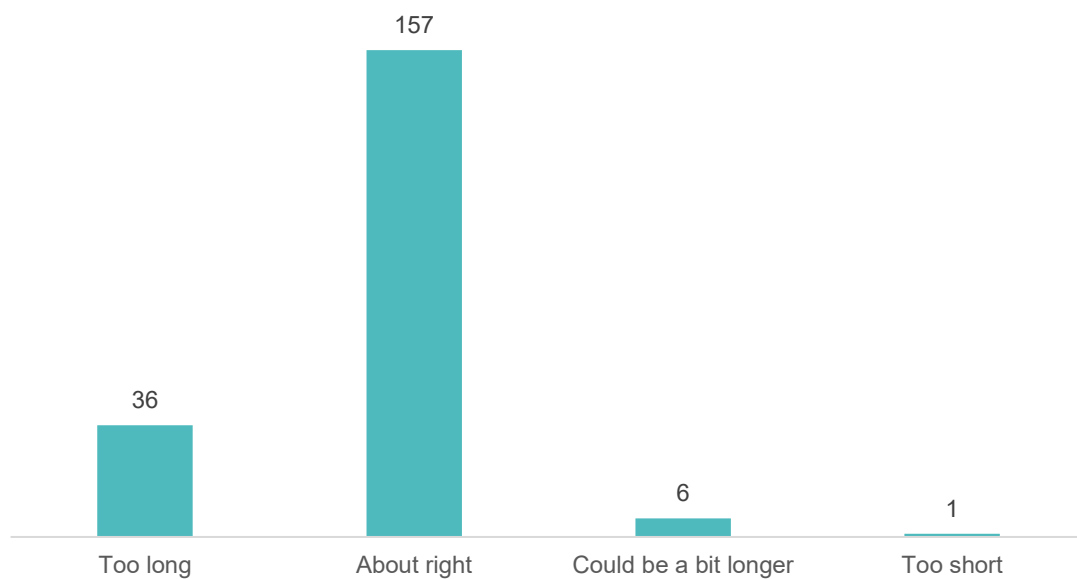
#### 3.1 Overall how would you describe your experience of this survey?

200 participants responded to this question.



#### 3.2 Overall, did you think the time taken to complete the survey was:

200 participants responded to this question.



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

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

Theme	Topics	No.
<b>Satisfied</b>	Value the opportunity to participate and provide feedback Was great, keep us updated with the outcomes Found this survey was a good length	36
<b>Dissatisfied</b>	Found some sections poorly worded Found some questions felt loaded or biased towards a certain response A bit long, or some questions did not allow for full range of responses for me	16
<b>Topic</b>	Range of topics too limited and don't cover key issues I have another topic that is important to me	5
<b>Other</b>		5

#### Illustrative quotes

*"I would like to hear at Council Meetings the results of the Community Surveys to be read out before Councillors vote on an issue which has been a matter the Community Voice was previously surveyed on"* **(Male, 60-69, Bentleigh)**

*"I feel that it is a great idea to bring people together on common goals that will benefit us all. Would love to see small groups working together on things utilising zoom meetings perhaps"* **(Female, 50-59, Caulfield South)**

*"COVID questions are such a waste. This is not Glen Eira's business. Please focus on what we pay our rates for. Here is an example... all our green bins absolutely stink... fix that please."* **(Male, 25-34, Caulfield North)**

*"I have found the experience to be thought provoking. The dimensions explored in addressing issues has been illuminating. It is worthwhile"* **(Female, 60-69, Ormond)**

*"I regularly hope for a day when we can have online interactive forums of local community – allowing direct contact with Councillors under controlled respectful conditions"* **(Male, 50-59, Bentleigh East)**

*"This particular survey has felt somewhat easier to complete than some past surveys. Can't put my finger on why – perhaps a combination of the length and the topical nature of the questions."* **(Male, 25-34, Murrumbeena)**

*"Take care to be inclusive of Community. See comment about work. If you're only interested in paid work, state that. Don't imply those not paid don't work. Community doesn't exist without unpaid work, and the banner of the survey is Community Voice."* **(Male, 60-69, Caulfield South)**

*“This has been better than all previous surveys in that the questions are less “loaded” than prior surveys”* **(Male, 50-59, Glen Huntly)**

*“While my experience has been brief, I think the Community Voice is exactly what I have been looking for to improve my community engagement and overall contribute to my community.”* **(Female, 18-24, Bentleigh)**

*“I really enjoy being part of Community Voice, especially when I see the responses reflected in Council action.”* **(Female, 35-49, Carnegie)**



## Survey Two 2020

Welcome to the second Glen Eira Community Voice survey for 2020! In this survey, we want to understand the social impact COVID-19 has had on our community, and we invite your feedback on proposed smoke-free zones in our main activity centres. Finally, we want you to tell us about your experience with this survey.

There are three sections:

1. Understanding the social impact of COVID-19
2. Smoke-Free Zones in Glen Eira Activity Centres
3. Your Feedback and Ideas on Community Voice

This survey takes around 15-30 minutes to complete. Your input will be kept confidential, you will not be identified in any reports and your privacy will be respected.

**Responses close at 5pm on 29 June 2020.**

To thank you for your time to complete the second Community Voice survey, we invite you to opt-in for a chance to win one of five \$100 gift cards (\*conditions apply).

**Questions or feedback?** Contact Community Voice Administrator, Chris Soderstrom:  
communityvoice@gleneira.vic.gov.au.

[Click here to find out more about Council's Privacy statement/policy.](#)



## Section One: Understanding the social impact of COVID-19

The following questions aim to inform Council's response measures in relation to COVID-19, including policies, interventions and communications. The information collected through this survey is important to support the implementation of programs and policies, in addition to the messaging necessary to encourage uptake of those measures.

You will be asked questions about yourself, the actions you have taken to protect yourself from the virus, how the pandemic has affected the way you get around, the impact it has had on your everyday life, and where you gather information about the pandemic from.

The World Health Organisation (WHO) developed a survey tool and guide to help governments gain insights into the behaviours of citizens in relation to the pandemic. Questions 1, 3-6, 10, 19-20, and 22-23 have been adapted from this survey tool.

Questions 11, 14, 16-18 have been taken from a health and wellbeing survey currently being conducted by Swinburne University. We will be able to use the responses you provide us to compare with the data gathered by Swinburne at the conclusion of their survey. We will report back these findings once they become available.

By completing this survey, your responses will give us a greater understanding of the impact of COVID-19 on the Glen Eira community.

### In this first section, we would like to understand more about changes in your living arrangements and behaviours due to COVID-19

1) How many people currently live in your home? (Please count children too)

- ☐ I live alone.
- ☐ I live with one other person.
- ☐ I live with two or more people.

2) Has the number of people living in your home changed as a result of COVID-19?

- ☐ Increased
- ☐ Stayed the same
- ☐ Decreased

3) Which of the following measures have you taken to prevent infection from COVID-19? Please indicate those you have used to protect yourself (and those in your care, if applicable) since the COVID-19 virus was declared a global pandemic on the 11 March 2020 by the World Health Organisation.

	Always	Somewhat	Unsure	Rarely	Never	Does not apply
Regular hand washing for at least 20 seconds (e.g. After being outside, before and after preparing food, after using the bathroom)						
Avoid touching eyes, nose and mouth with unwashed hands						

Use of disinfectants/sanitiser to clean hands when soap and water is not available. E.g. when entering a supermarket/shop						
Stay home when sick or displaying any symptoms of being unwell						
Use of vitamins or herbal supplements						
Cover mouth and nose when coughing or sneezing and doing so safely (e.g. into elbow)						
Using caution when opening letters/receiving mail						
Getting the flu vaccine						
Using disposable gloves when out in public						
Physical distancing (keeping minimum 1.5 metres distance to others outside home)						
Self-isolation – not leaving the house						
Disinfecting of surfaces, including mobile phone						
Not using public facilities such as playgrounds, outdoor fitness equipment, etc. even though restrictions have been lifted						
Other preventive measures. Please specify:						

4) How would you rate your knowledge of how to prevent the spread of COVID-19?

- ☐ Very knowledgeable
- ☐ Somewhat knowledgeable
- ☐ Not very knowledgeable

5) What safety measures would make you feel more comfortable doing activities outside home? (Select all you feel are applicable)

- ☐ All shops and public places providing sanitiser at entry
- ☐ Restrictions on the number of people entering all shops and public places
- ☐ Large shops/public places, such as supermarkets, having a security person giving everyone a squirt of sanitiser on entry or asking them to use it as a condition of entry
- ☐ Enabling businesses/cafes to utilise more footpath space to help with social distancing
- ☐ Social distancing reminders on footpaths/busy walkways
- ☐ Directional line/crosses painted on floor/footpath queues to assist with social distancing

6) Have you done any of the following during the pandemic...?

	Yes	No	Not applicable
Bought food supplies on a large scale			
Bought other everyday things on a large scale			
Avoided people who come from countries where coronavirus cases have occurred, such as China or Italy			
Exercised less than usual			

Exercised more than usual			
Drank more alcohol than usual			
Ate more unhealthy food than usual			
Ate more healthy food than usual			
Avoided going to the doctor with issues that could be postponed. E.g. vaccinations, check-ups			
Asked family members or friends not to visit			
Decided that my child could not meet with a friend			
Bought drugs that I heard were good for treating COVID-19			
Bought personal protection equipment. E.g. gloves			
Undertaken your own sanitising of public equipment and facilities such as playgrounds, outdoor fitness equipment, benches, etc.			
Utilised more parks, gardens and sportsgrounds within Glen Eira			
Become aware of a park or reserve in your local area that you didn't know existed			

We are interested in finding out more about how COVID-19 might have affected how you get around.

- 7) Prior to the introduction of social distancing requirements, what was the most common way you travelled for each of the reasons below?

	Walk	Drive	Cycle	Train	Tram	Bus	Other	Not applicable
To access work								
To visit friends								
To visit family								
To provide/offer care for another								
To shop for food/supplies								
To shop for non-essential items/enjoyment								
For exercise								
To attend sport/the gym								
To get to entertainment venues or locations								
To go out to cafes or restaurants								
To access medical or health services								
For accessing education								

- 8) We are interested to know whether your travel choices might change. Thinking ahead now to when restrictions are more fully lifted, how do you anticipate you will travel for each of these reasons?

	Walk	Drive	Cycle	Train	Tram	Bus	Other	Not applicable
To access work								
To visit friends								
To visit family								
To provide/offer care for another								
To shop for food/supplies								
To shop for non-essential items/enjoyment								
For exercise								
To attend sport/the gym								
To get to entertainment venues or locations								
To go out to cafes or restaurants								
To access medical or health services								
For accessing education								

- 9) How would you rate your level of agreement with the following statements?

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Doesn't apply to me
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Hand sanitiser should be available on public transport, at stations etc						
I won't use public transport unless social distancing is in place						
Once travel restrictions are relaxed, I will drive more rather than use public transport						
Once travel restrictions are relaxed, I will cycle and walk more rather than use public transport						
As soon as travel restrictions are relaxed, I'll be happy to travel by public transport again						

Next, we would like to understand more about the impact the pandemic has had on you.

- 10) Crises often involve fears and worries. Would you be more or less likely to worry about these things now, compared with before the COVID-19 pandemic?

	More likely to worry	Unsure	Less likely to worry	N/A
Losing someone I love				
The health system being overloaded				
My own mental health				
My own physical health				
My loved ones' health				
Restricted liberty of movement				
Losing holiday opportunities				
Small businesses closures				
Economic recession in Australia				
Future restricted access to food supplies				
Becoming unemployed and/or being employed for fewer hours				
Not being able to pay my bills				
Not be able to visit people who depend on me				
Having to defend a decision not to participate in a social event which my family or friends expect me to attend				

- 11) Since the COVID-19 virus was declared a global pandemic on the 11th March 2020 by World Health Organisation...

... Have you felt more or less lonely on average?

I have felt much more lonely	I have felt a little more lonely	I have felt neither more nor less lonely	I have felt a little less lonely	I have felt much less lonely
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... My mental health has...

Declined a lot	Declined a little	Stayed same	Improved a little	Improved a lot
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12) To what extent do you agree or disagree with the following statements?

	Agree	Unsure	Disagree
I am aware of mental health services and support available should I require it			
I am confident in knowing how to support a friend or family member experiencing a decline in mental health			
I am confident in understanding the signs of someone in a mental health crisis situation, such as suicide			

13) Would you want further information about mental health services?

- ☐ Yes
- ☐ No

14) Since the COVID-19 pandemic began, has there been a change in your work hours? E.g. Full-time to part-time, or vice versa.

- ☐ Yes
- ☐ No
- ☐ I do not work

If yes, please specify:

15) In Australia, there is broad agreement that essential businesses and services include supermarkets, service stations, allied health (pharmacy, chiropractic, physiotherapy, psychology, dental) and banks, as well as freight, logistics and home delivery. Is your work considered an essential service?

- ☐ Yes
- ☐ No

If yes, please provide your job title:

16) Are you currently working remotely?

- ☐ Yes
- ☐ No

If yes, were you able to choose to work remotely:

In this section, we want to know how you are communicating with others and how you stay informed about COVID-19

17) Have your levels of online communication increased compared with before the COVID-19 pandemic?

- ☐ Yes  
☐ No

If yes, for what purposes:

- ☐ Work  
☐ Social  
☐ Other: Please state: \_\_\_\_\_

18) On average, how many hours per day are you using digital platforms to communicate for social and work purposes? (Include all digital platforms from social media, instant messaging apps, phone/video conferencing)

- ☐ 0 hours  
☐ 1-3 hours  
☐ 3-6 hours  
☐ 6-10 hours  
☐ 10+ hours

19) How often do you inform yourself about COVID-19?

- ☐ Several times a day  
☐ Once a day  
☐ Weekly  
☐ Never

20) How often do you use the following sources of information to stay informed about COVID-19?

	Very often	Sometimes	Never	Not applicable
Public television stations				
Commercial television stations				
Daily or weekly newspapers				
Conversations with family and/or friends				
Conversations with colleagues				
Consultation with health workers				
Website or online news pages				
Social media (Facebook, Twitter, Instagram etc)				
Commercial radio stations				
Public radio stations				
Official, government press releases				
Opinion polls				
Celebrities and social media influencers				



21) Which method(s) do you prefer to use to get your local updates about COVID-19?

- ☐ Glen Eira City Council Facebook
- ☐ *Glen Eira News*
- ☐ Local radio stations such as J-Air 87.8FM
- ☐ Have Your Say
- ☐ Glen Eira Council's website
- ☐ Community Engagement eNewsletter

22) The type of information I need the most relates to...

	Very important	Somewhat important	Unsure	Somewhat unimportant	Not important at all	N/A
Symptoms of COVID-19						
How I can protect myself and my family from COVID-19						
Personal stories from locals about how they cope with the pandemic situation						
Scientific progress in the development of a vaccine or treatment against COVID-19						
How I can take care of a person who belongs to an at-risk group						
How I can best take care of my children's school education						
How COVID-19 is different to other virus such as flu						
The pandemic evolution in the world						
The pandemic evolution in Australia						
Information about government decisions						
How I will be impacted economically by the pandemic						
How to maintain my mental health during the isolation						
How to maintain my social contact despite the physical distancing						
The change in Government restrictions and how it impacts me (e.g. when can I play sport again)						

23) Please now give your opinion on the following statements.

	Agree	Unsure	Disagree
If a vaccine becomes available and is			

recommended for me, I would get it.			
More tests for coronavirus infection should be carried out in the population			
It's important that Australians download the Government's COVIDSafe app, to manage risks.			

24) Is there anything else you would like to add?

## Section Two: Smoke-Free Zones in Glen Eira Activity Centres

Council recently endorsed a draft 'Smoke-Free Outdoor Policy' and Communications Plan to provide a guide for implementing 'smoke-free zones' in Glen Eira activity centres (busy, shopping and commerce locations). A 'smoke-free zone' is an area free from smoking, to protect community members from second hand smoke.

There are already many places where State Regulation applies and smoking is banned, such as train stations, bus stops and outdoor dining areas where food is served.

**Smoke-free zones aim to complement these areas, by covering the footpath, walking, squares/plazas and other open areas.** Zones will not include private homes or businesses where outdoor smoking is currently permitted.

The draft Policy guides Council to develop a local law, that will enable smoke-free zones to be enforced. However, these areas are mostly about seeking support from people, to choose not to smoke, creating safe public spaces that are inviting to walkers, visitors and shoppers, for which there is particular need at this time of COVID-19.

The draft Policy and Plan is currently available for community feedback (including from Community Voice), via: <https://www.haveyoursaygleneira.com.au/draft-glen-eira-smoke-free-outdoor-policy>. You are welcome and invited to respond to the survey on the above link. We encourage you to also pass on to other the link for the wider engagement.

In the meantime, the project team wanted to ask some of the same questions here, as well as some new questions. Your feedback will help us to understand the views of a representative group and will also assist in gathering ideas for a smoke-free zone trial, later this year.

1. Do you smoke?
  - a. Yes, a regular smoker
  - b. Yes, every now and again
  - c. Never smoked
  - d. A past smoker (I have quit)
  - e. I'd prefer not to say
  - f. I'd describe myself in a different way (please tell us below)

---
2. Does other people's smoking (second-hand smoke) affect you when out and about in busy areas in Glen Eira?
  - a. Bothered a lot
  - b. Bothered a bit
  - c. Not bothered by it
  - d. Don't see or notice other people smoking
  - e. Don't know
  - f. I have another view (please tell us below)

---
3. Generally speaking, what do you think about extending smoke-free areas in busy shopping/walking centres in Glen Eira?
  - a. Strongly support

- b. Mostly support
  - c. Don't support
  - d. Don't know
4. Thinking about you personally, do you think a smoke-free zone will have an impact on your visits to a shopping/walking area in Glen Eira?
- a. More likely to visit
  - b. No impact
  - c. Less likely to visit
  - d. I don't visit shopping areas in Glen Eira
  - e. Other (please specify)

Following engagement on the draft Policy and Plan documents, we would like to explore the option of trialing smoke-free zones. Council would not have a local law in place and these zones would not be enforced. Instead, we'd be inviting people to choose not to smoke to help protect others.

5. If a smoke-free zone was planned for an area you visit, what would be the best way to let you know about it? Please pick up to three options (your most preferred).
- Put up signs in visible places
  - Give posters to local shops to display
  - A postcard in my mail box
  - A decal (stick-on) sign on the pavement
  - Bring local organisations on board, and ask them to help spread the news
  - Focus on information online, and link me to it, by posting on Facebook, and in GE News
  - I have another idea (please share it) \_\_\_\_\_
6. Would you most like to have input into in planning a smoke-free zone? Please pick up to three options (your most preferred).
- a. The boundaries of the smoke-free zone – exactly where it would apply
  - b. The best places to put up signs and display information
  - c. Who from the local area should be involved
  - d. Whether the trial goes ahead
  - e. What the rules would be – how the zone would work
  - f. How we should promote a smoke-free zone and let people know the benefits
  - g. I'd like input into something else (please share it) \_\_\_\_\_
7. 'Smoke-free zone' is a bit of handful to say (and not very interesting or engaging). Do you have any creative thoughts on what else we could call it, that might help the wider community to connect with the purpose and ideas?
8. Please share any other thoughts you would like to contribute \_\_\_\_\_

#### [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.

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

3. 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.nrscall.gov.au> Teletypewriter (TTY): 13 36 77

Speak and Listen: 1300 555 727