



Community Voice Survey August 2020 Summary Report

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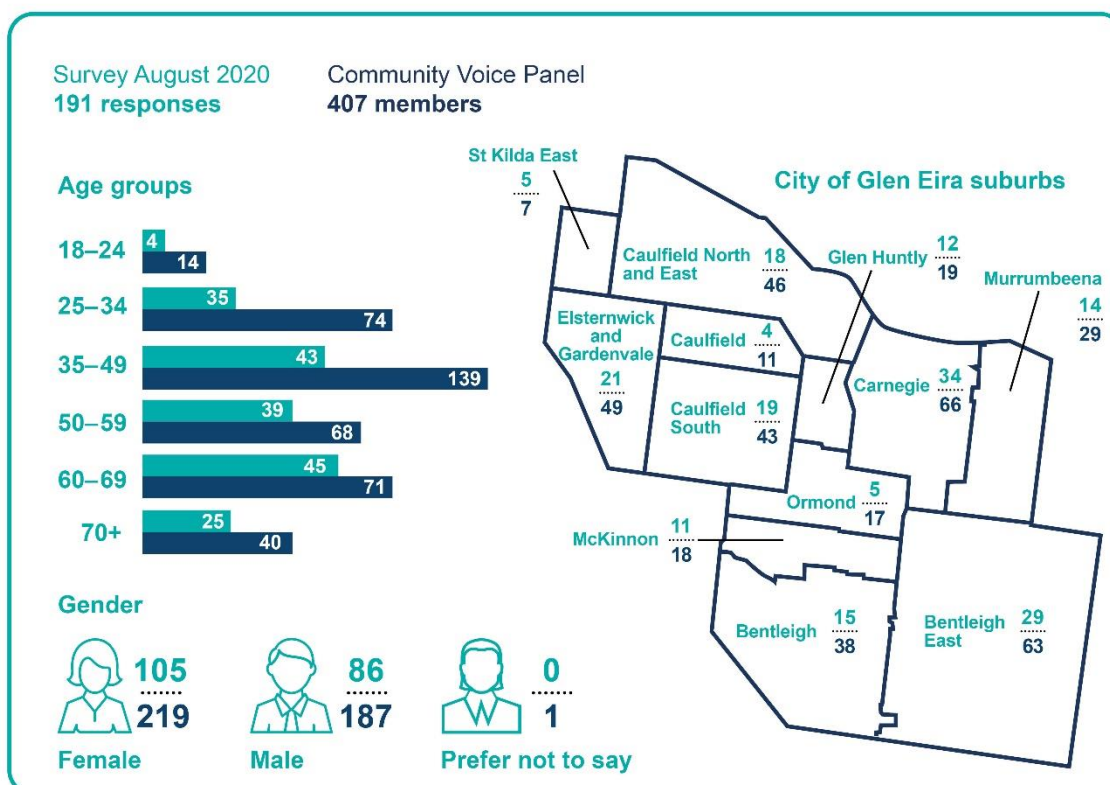
COMMUNITY VOICE SURVEY AUGUST 2020

This report presents findings from the Community Voice survey that was open from 21 August to 4 September 2020.

In this survey, we asked questions about the following topics:

- **Community Engagement** – asking our annual community engagement questions, followed by questions to help inform our new Community Engagement Policy 2021.
- **Your Nutrition during COVID-19** – to learn whether the pandemic has impacted eating behaviours and guide the development of community messaging.
- **Glen Eira Reconciliation Action Plan (Innovate) 2020-2022** – to help guide the development of a new Plan, complementing work being done with Traditional Owners.
- **Urban Forest Strategy** – asking questions about the Council strategy, which intends to create a resilient and sustainable urban forest supporting the city's liveability and community wellbeing.

Community Voice is an online panel of 407 residents who broadly represent the Glen Eira Community in terms of age, gender and suburb. This survey had 191 responses, a response rate of 47%.



SECTION ONE: COMMUNITY ENGAGEMENT

Each year, we ask Community Voice members how well Glen Eira City Council has engaged its residents in decision-making. In our August survey, we asked the same questions that we asked previously and compared results to understand how far we'd come and how far we have to go. These questions align with the principles set out in our Community Engagement Policy adopted by Council on 17 October 2017. This Policy is due for renewal in 2021.

In March 2020, the Victorian Government adopted the Local Government Act 2020. A key element under the Act is the requirement that councils adopt and maintain a community engagement policy. The Policy must be endorsed by Council before 1 March 2021. Glen Eira's current Policy needs to be refreshed to align with the specifications of the new Act.

The Policy will outline the role that community members can reasonably expect to play in Council planning and decision-making. We were interested to learn what aspirations were for community engagement in Glen Eira to guide the development of our new Community Engagement Policy.

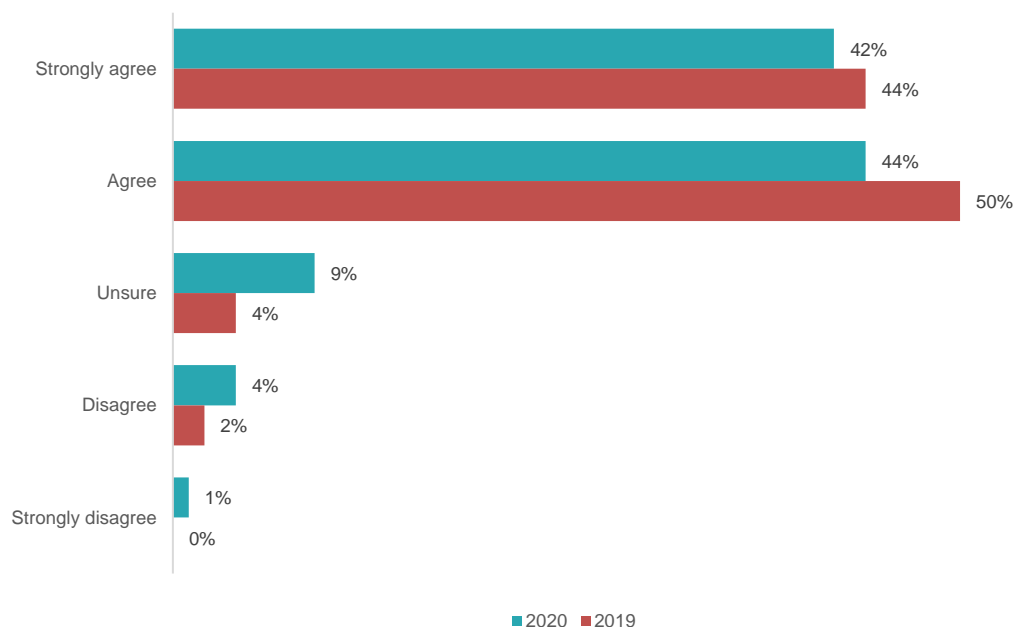
Key findings

- 80% of participants (154 responses) indicated they were 'very satisfied', 'satisfied' or 'somewhat satisfied' with Council's engagement activities. 16% more (66%) than last year.
- 86% of participants (165 responses) indicated that *Glen Eira News* had helped them keep informed about outcomes of projects or Council decisions.
- 14% of participants (27 responses) indicated they 'strongly disagreed' that they felt they could influence decisions made by Council. A jump of 6% from last year.
- 51% of participants (98 responses) indicated that good community engagement was open and transparent.
- More than 60% of participants indicated that we can better target people who are directly affected by a topic or project by: Glen Eira News (75%, 144 out of 191), signage in proximity to project/consultation site (66%, 126), and direct email (64%, 123), or hard-copy flyers or letters in the mailbox (63%, 121).

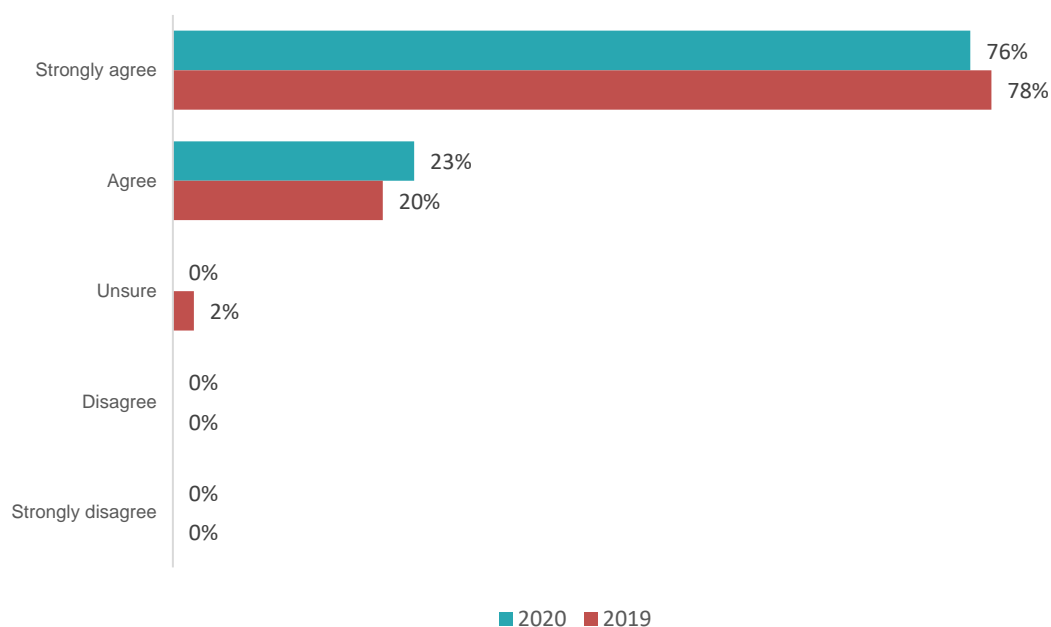
1.1 To what extent do you agree with the following statements?

For this multi-part question, participants could choose one of five options. As these questions were the same in our 2019 survey, we have compared those with the latest results.

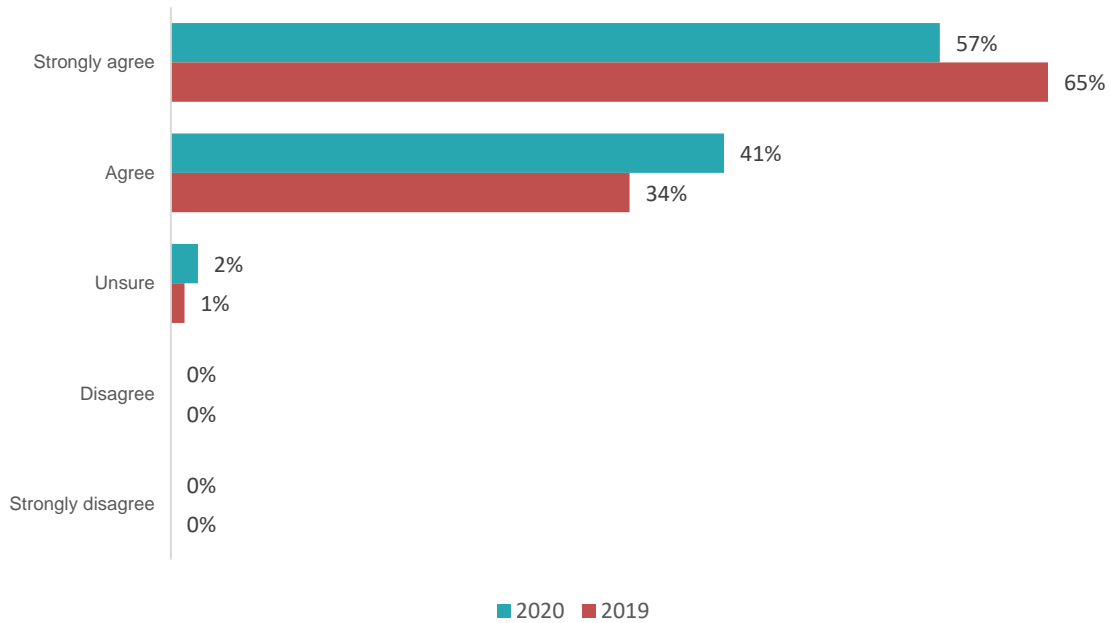
It is important to me that I be involved in Council decision-making



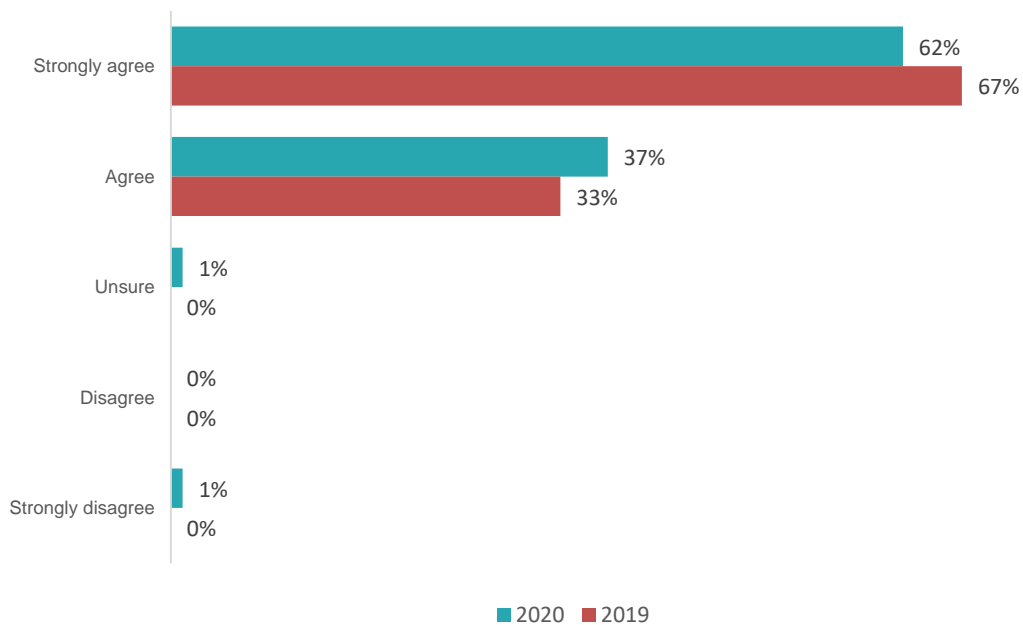
Community engagement should seek out and facilitate the involvement of those who are potentially affected by or interested in a decision



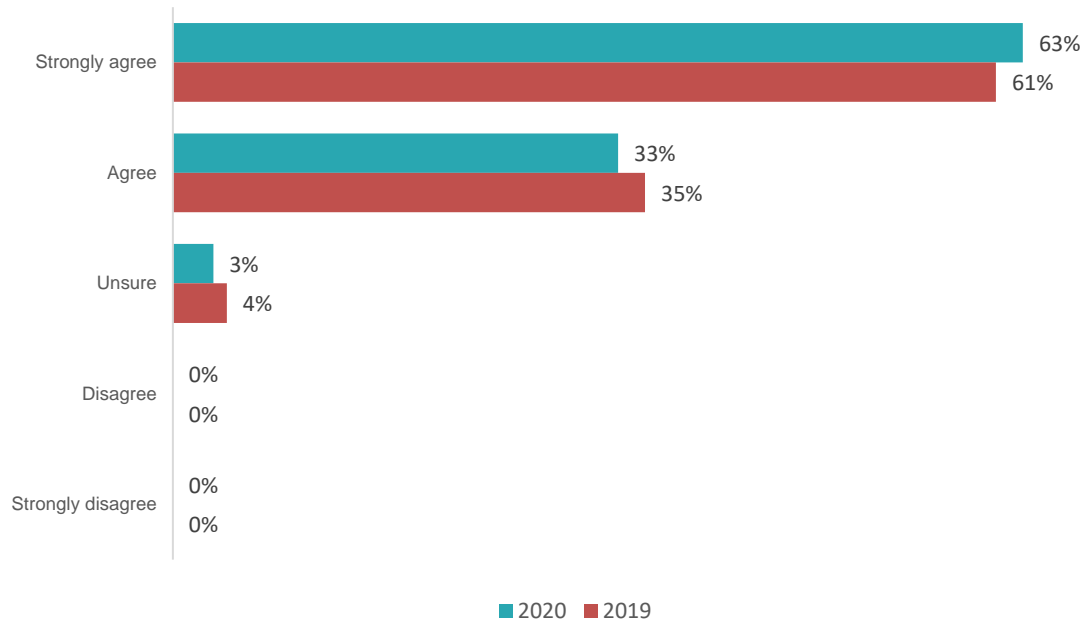
When I offer input, receiving information on the final decision is important to me



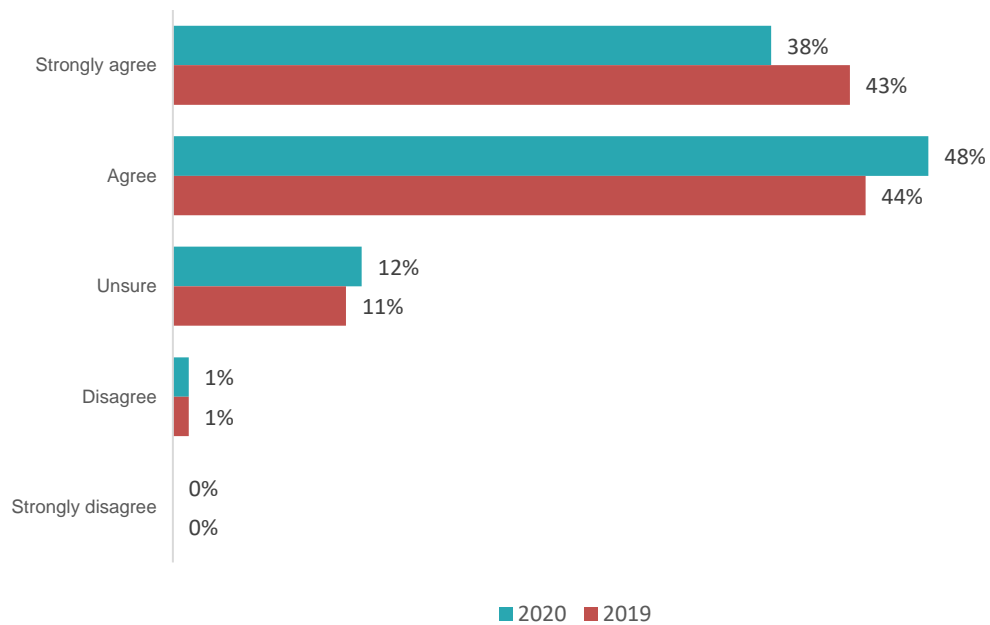
Information should be provided to participants to enable them to participate in a meaningful way



It is important to ensure representative participation in community engagement

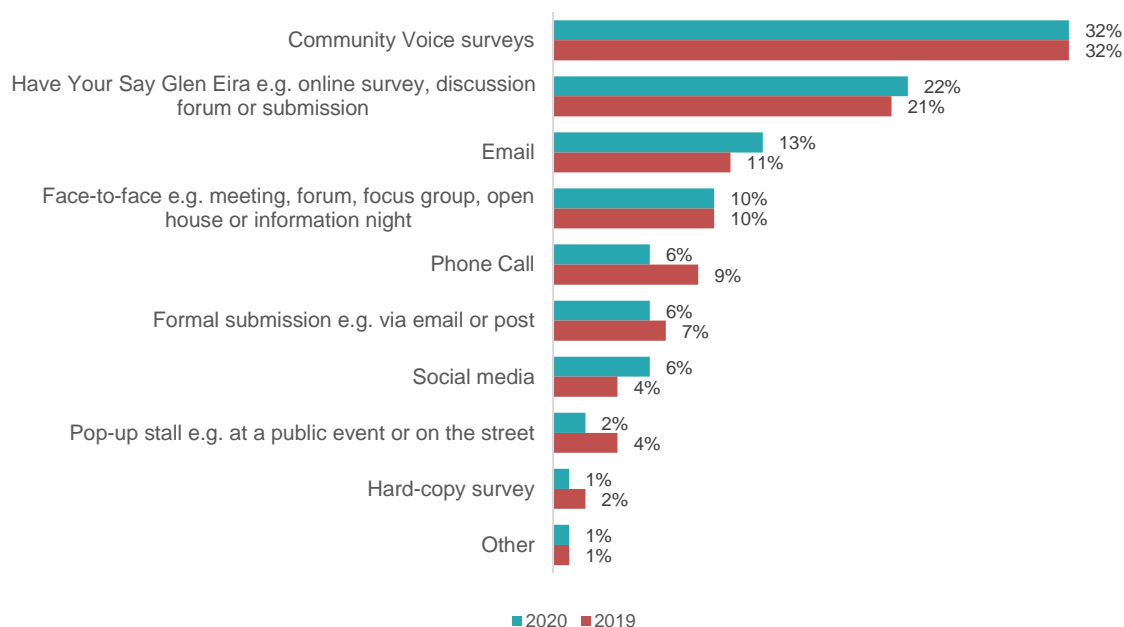


I can accept the outcome of final decision if I can see that my input has been considered and valued



1.2 In the past 12 months, how have you given your input to Council? (Select all that apply)

A total of 555 indications were recorded with participants able to select as many options as they wished. As this question was the same in our 2019 survey, we have compared those with the latest results.



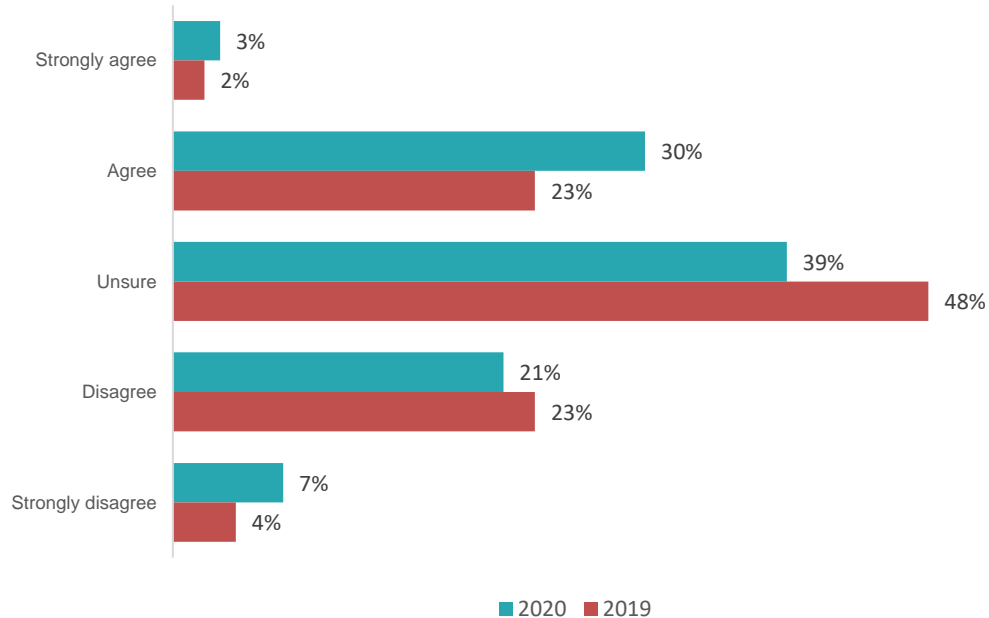
Respondents that selected 'Other' in this year's survey specified:

Response
Snap Send Solve.
Speaking to Council Officer in the park.
Application for neighbourhood tree to be included on significant tree register.
Anecdotal feedback to Council staff/workers.

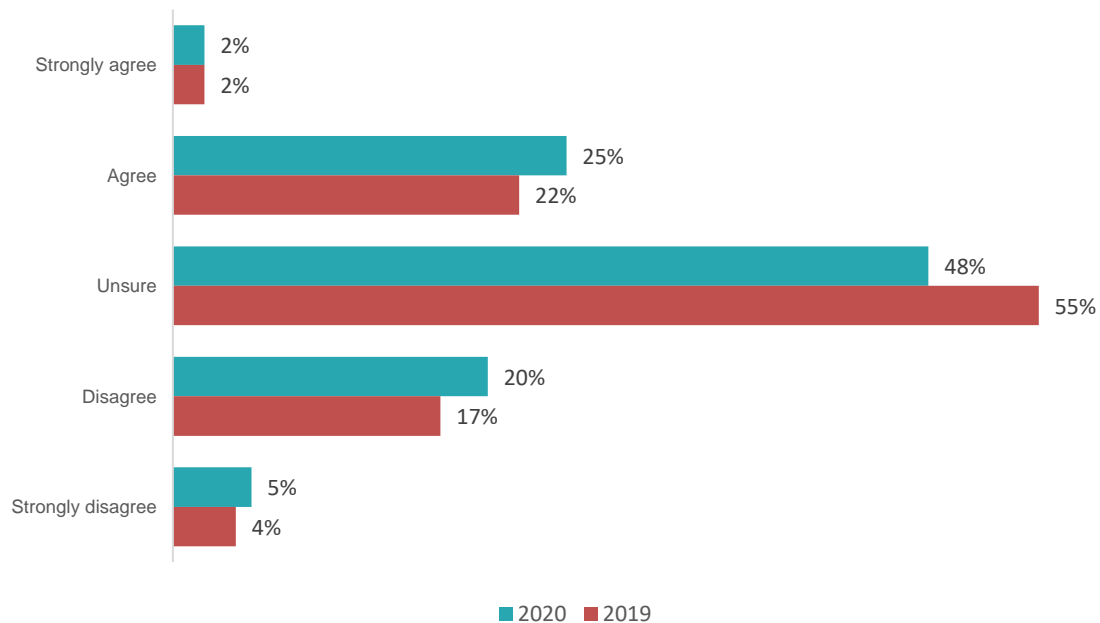
1.3 To what extent do you agree with the following statements?

Participants could choose one of five options. As these questions were the same in our 2019 survey, we have compared those with the latest results.

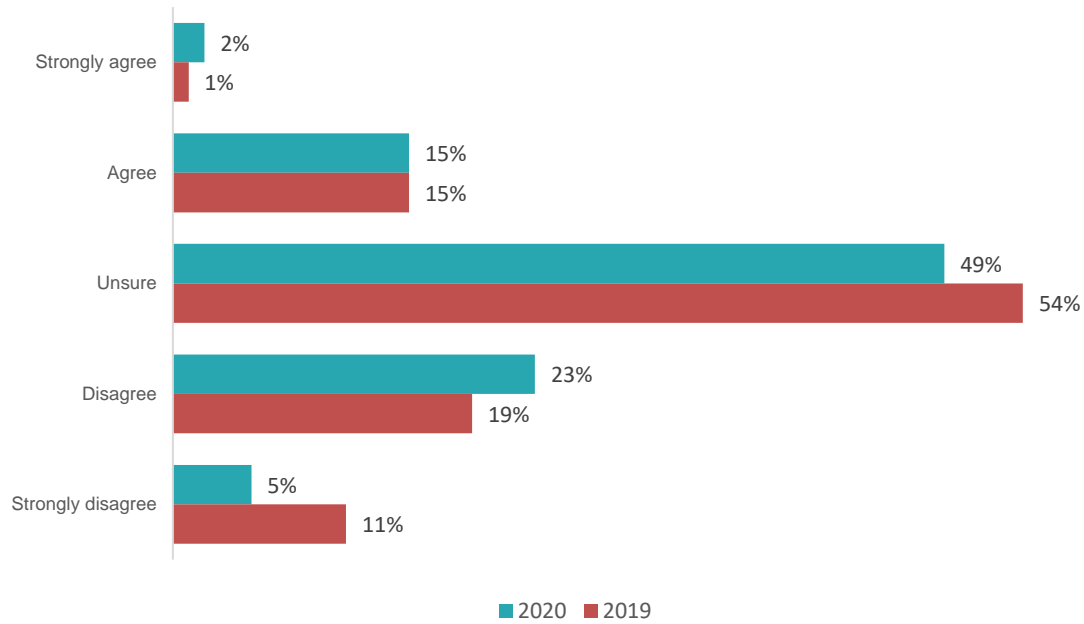
Council's decision-making processes are clear and open



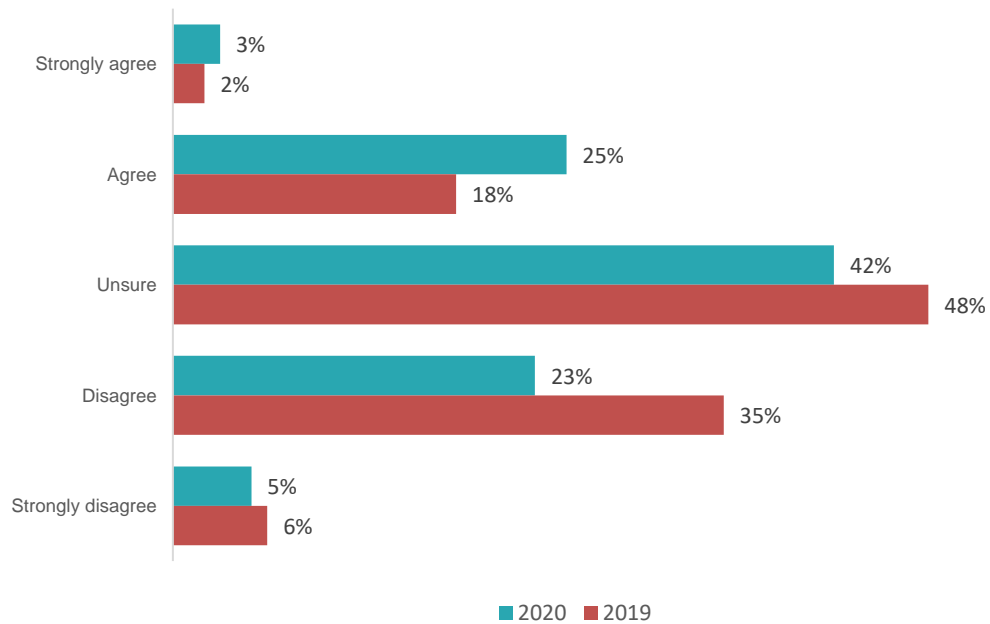
Council's decision-making processes are predictable and consistent



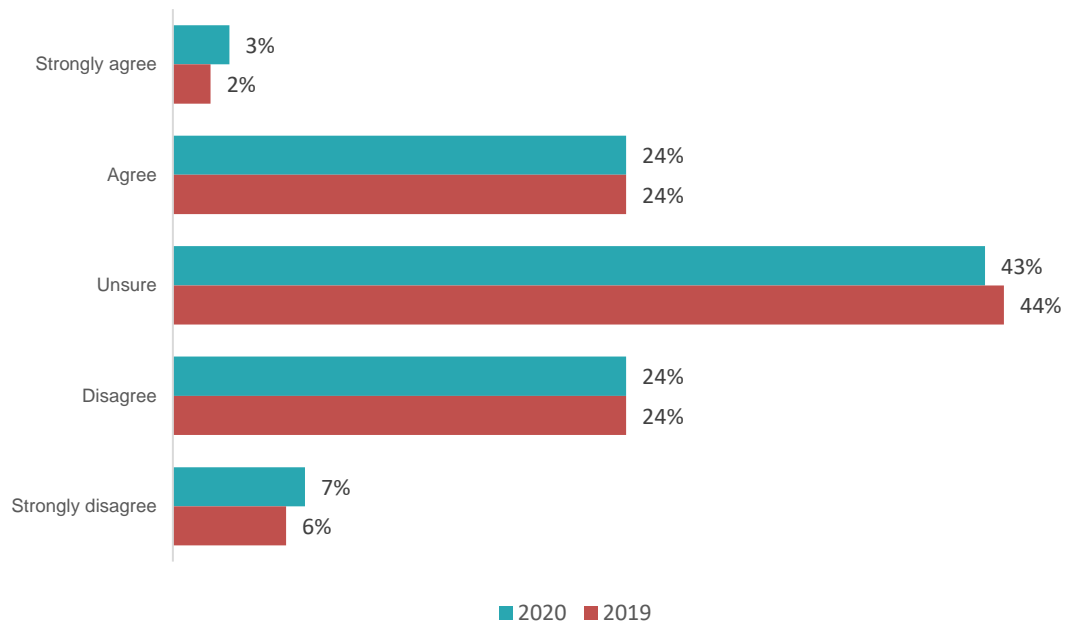
Councilors are held accountable for their decisions



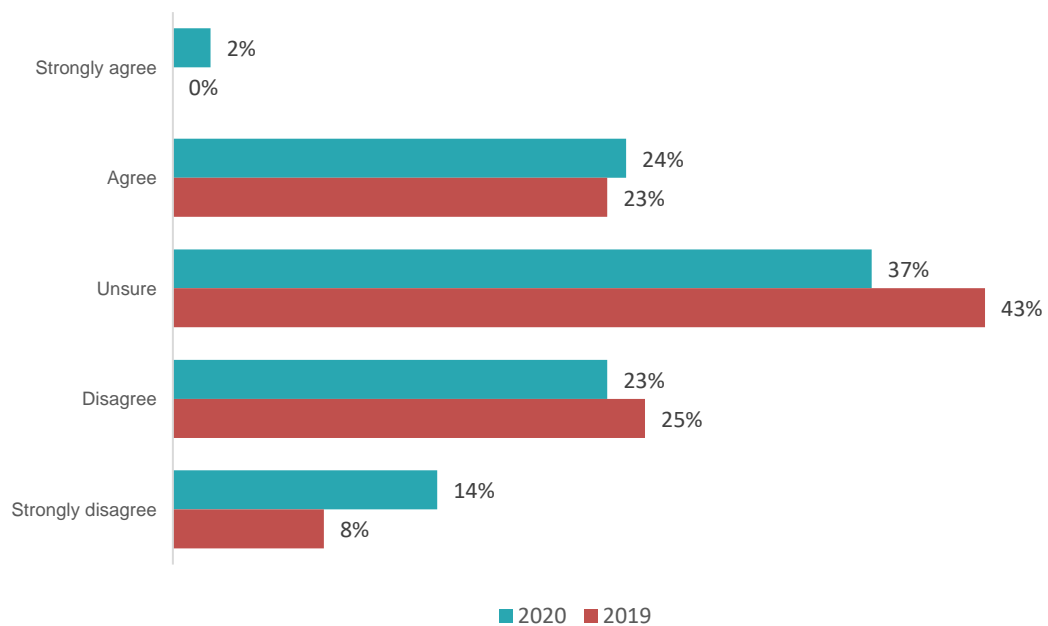
Communication about Council decision-making is open and two-way



Council always reports back to participants how their input affected the decision

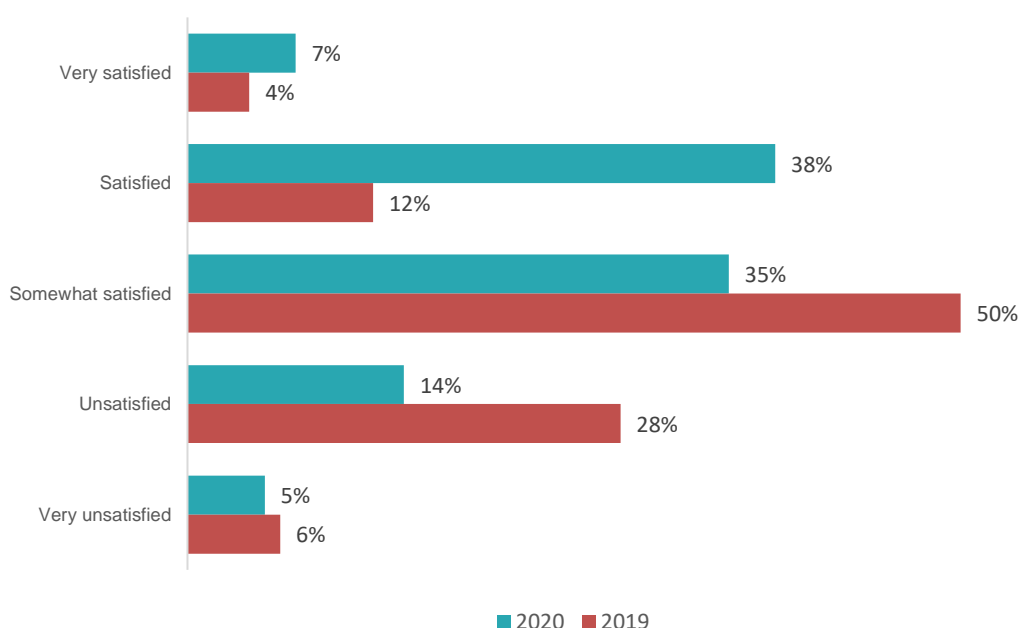


I feel that I can influence decisions made by Council



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

190 participants responded to this question. Participants could choose one of five options. As this question was the same in our 2019 survey, we have compared those with recent results.



1.5 What does great community engagement look like to you? I.e. What does it look and feel like when it's done well. What information do you need, and what could Council do differently to create a better engagement experience?

Topic/Theme	No. of Responses
Open and transparent	98
Inclusive and accessible	51
Informed and meaningful	64
Respectful and supportive	40
Other	40

Illustrative quotes:

"Community engagement at the moment feels extremely tailored to individual concerns. While this is good, there should be an option to be notified of the general range of decisions made by council for those who are hungry for more information."

(Male, 25-34, Carnegie)

"There needs to be multiple types of engagements and there needs to be a great effort to try and involve as many people as possible in order to generate a full spectrum of views on topics."

(Male, 50-59, Benthleigh)

"Great community engagement to me is when you can actually SEE the Council engaging

with the community. No matter the project, if it is visible that many hands were at work - either through pictures or words from the community, or physical artifacts of their involvement. The art murals on Centre Rd outside Sports Girl and the murals outside Patterson Station are a great example. However, I think there needs to be more of them and they need to be updated more as the Patterson murals have become quite dilapidated. I think the Council does an excellent job in all the parks and facilities (especially GESAC) it maintains. However, it would be great to have a broader, more active presence around shops and shopfronts - the real heart of the community. The old Target on Centre Rd is a great example of a shopfront that, to the community, looked like it had been completely forgotten by the Council. Simply having some form of engagement in places such as that - a very visible sign, or an opinion box - will let the community know the council is undergoing some form of action and are considering the community's opinion on the matter. Albeit passive, this would demonstrate a better engagement experience in the community."

(Female, 18-24, Bentlyigh)

"Advertising when issues and discussion is required. Surveys and booths in main village centres where input can be give and council staff can be on hand to discuss concerns."

(Female, 60-69, Elsternwick)

"Great community engagement is when you can ask your neighbor if they were aware and had input into council changes that impacted them. It is also when issues or suggestions made by the community are reviewed/considered and responded to (rather than what we have seen in cases where it is just handed around departments in circles with no resolve)."

(Male, 25-34, Glen Huntly)

"Great community engagement is not just listening to the loudest voices, but seeking out the perspectives of quieter residents, especially people of colour and minorities."

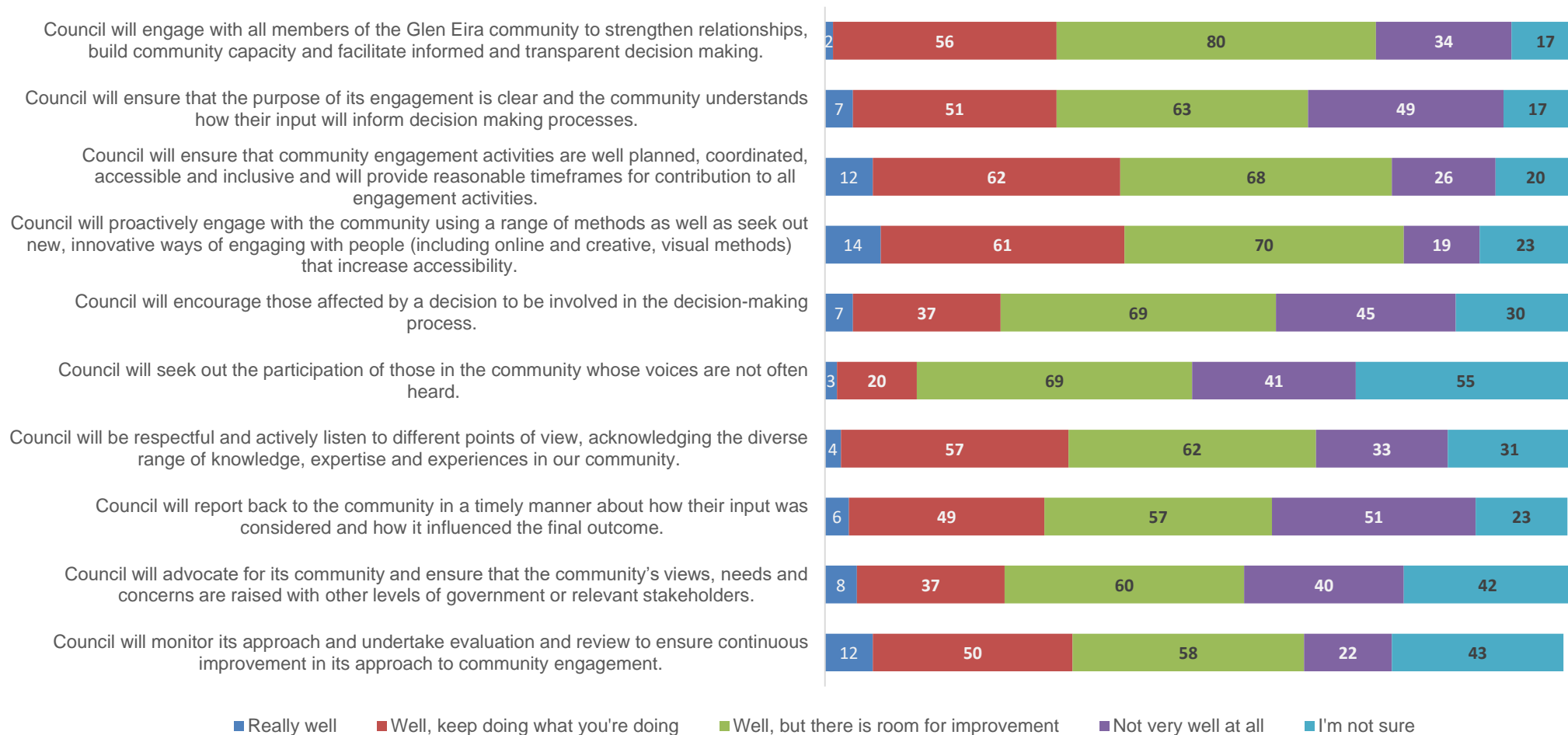
(Female, 35-49, Caulfield South)

"Great community engagement means that the input of the community is valued by the Councillors. And that could be reported on in the glen Eira news."

(Female, 70+, Caulfield South)

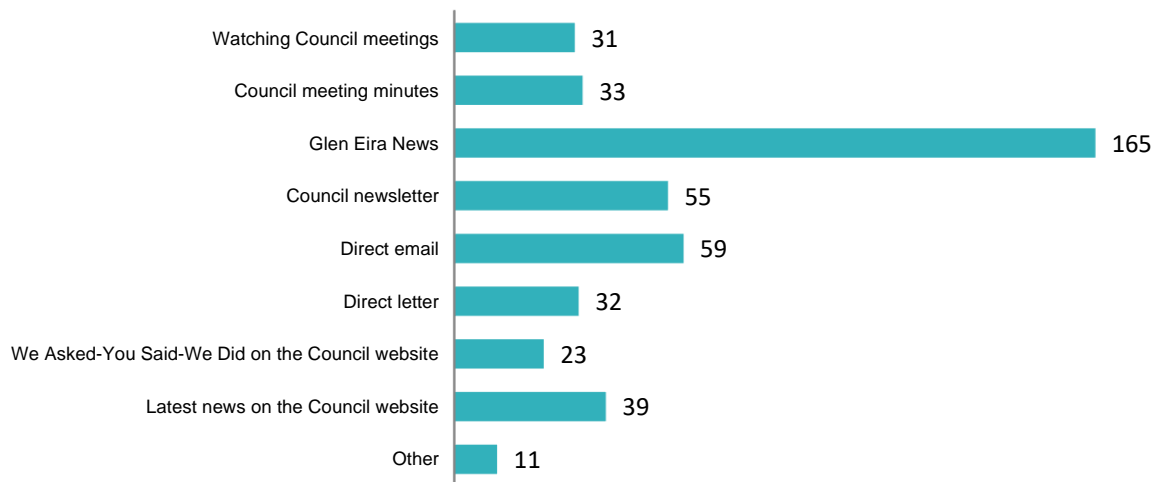
1.6 How well do you think we have performed in relation to the following principles as set out in our current Community Engagement Policy?

Participants could choose one of five options.



1.7 Have any of the following helped keep you informed about outcomes of projects or Council decisions? (Select all that apply)

448 indications were collected for this question. Participants could choose more than one option.

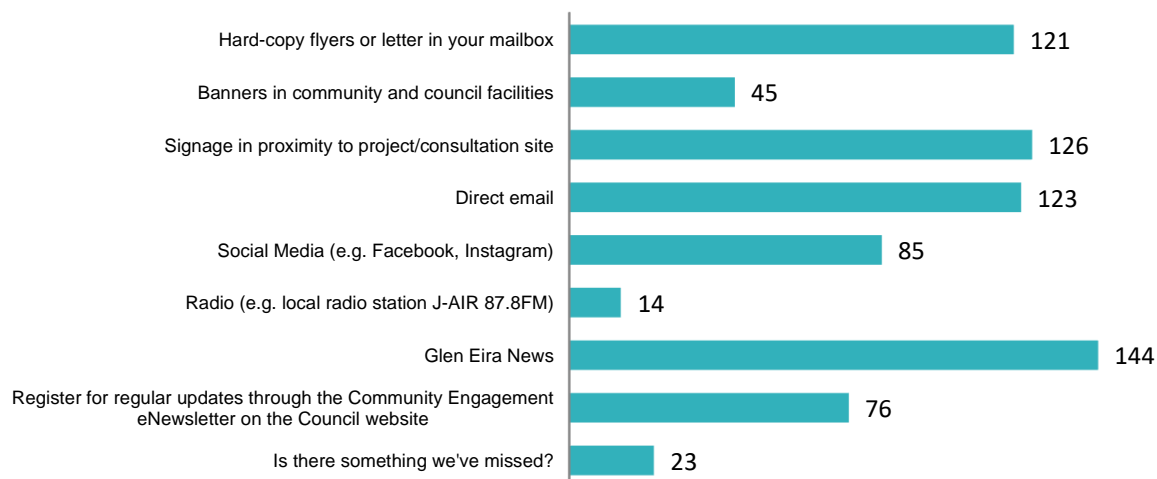


Respondents that selected 'Other' specified:

Community Voice feedback from surveys once completed
Have your say Glen Eira
Facebook updates which I suppose come back to the council website.
By means of feedback from these surveys
Re qu7, Other = Your-say emails.
data from other residents and resident groups
Facebook groups related to Glen Eira residents
Facebook
Blogs; Word of Mouth (third party)
social media
Messaging Councillors directly through social media to seek answers or request action on something important.

1.8 How can we better target people who are directly affected by a topic or project? (Select all that apply)

A total of 757 indications were recorded with participants able to select as many options as they wished.



Respondents that indicated there was something we'd missed specified:

Response	No. of responses
Culturally and Linguistically Diverse materials for non-English speakers, including newspapers	4
Targeted communication, including call-outs to affected residents	4
Letterbox drops of communication and surveys	3
Signage at high traffic locations, such as shopping centres and parks	3
Greater access to Councillors and for them to communicate personally with constituency on critical topics	2
Targeted engagement at various clubs, including elderly.	1
In-person discussions (after COVID-19)	1
Clear and accurate messaging	1
Messaging without bias and ideas of pre-determined outcome	1
Section on the website to subscribe to e-updates about particular topics – also to share engagement surveys with these people	1
Phone SMSs	1
Mainstream media, such as <i>Leader</i> newspapers	
Information kiosks	1
No more messaging on the side of rubbish bin receptacles as ineffective.	1
Random call-outs to residents to understand preferred method of communication	1

1.9 Is there anything else you would like to add?

Theme/topic	No. of responses
Engagement can be disingenuous	6
Council transparency	6
Inclusive of all	4
More use of Glen Eira News	3
Registration for issues-based updates	2
Thanks for the opportunity – Community Voice is great	2
Difficult to fill in this section	2
Tailoring of community engagement to project requirements	2
More emphasis on closing the loop	2
Disappointed with East Village structure plan process	1
I have seen my feedback clearly valued and taken into consideration	1
Council more active and responsive on social media	1
Haven't seen uptake of my input in surveys	1
Would like an escalation point for resident issues	1
Connect more with hard-to-reach community via community groups	1
Find responses back from Council generic	1
Other <ul style="list-style-type: none"> - Planning application display onsite less recognisable. - More attention to dog walkers keeping dogs on leads. - More bike paths - Commitment to sustainability - Don't receive Glen Eira News anymore 	5

Illustrative quotes:

"Love the idea of registering for updates. Could this be for specific issues?"

(Female, 70+, Elsternwick)

"I have found it difficult to complete this part of the survey as I'm not privy to council meetings or actively involved in any decision making. I leave this to my Councillor, trusting they will advise me as appropriate"

(Female, 60-69, St Kilda East)

"I think consolidation is great. One recent example is the Carnegie pool. Our input has been sought on numerous occasions and we can clearly see its valued and taken into consideration."

(Female, 35-49, Murrumbeena)

"Hopefully the responses will be analyzed and acted on - it could be seen that the council goes through the motions of engagement but does not act on feedback."

(Female, 60-69, Carnegie)

"I think the biggest problem the council faces is getting the attention of residence. In the face-to-face meetings a number of people complained that the council doesn't listen, yet they were not aware of the opportunities for communication and information that have been

offered to residence.”

(Male, 70+, Caulfield North)

“It would be good to have an escalation point should the feedback received not be considered sufficient. For example: when feedback says “this is not our issue but Public Transport Victoria (PTV)” however when you contact PTV they say it is a council issue. In scenarios like this, it would be good to at least see council take the front foot to try to advocate for residents rather than push it to the side. At least showing residents that they have tried.”

(Female, 25-34, Glen Huntly)

“Connect with community groups that can advocate for the voices of the hardly reached in the LGA.”

(Female, 50-59, Caulfield North)

“Due to the diversity in our Community, age ethnic background and culture, we need to ensure that we are reaching all members of our Community. We are a small council which means that we should be more effective in reaching the divergent viewpoints.”

(Female, 50-59, Elsternwick)

“I’m overall, really disappointed in council engagement, especially around development. I don’t like the fact we still do not have planning structure and cannot understand decisions made by council planning department, there is a real lack of transparency here. This needs MAJOR improvement.”

(Male, 35-49, Murrumbeena)

“Any large developments should be advised EARLY in Glen Eira News.”

(Male, 70+, Elsternwick)

“Could there be a annual or quarterly summary that informs the community of all the items on the agenda and it’s status. That also indicates the next steps.”

(Female, 25-34, Carnegie)

“Level and breadth of engagement and consultation required depends on matter being addressed.”

(Female, 70+, Caulfield North)

“The Community Voice initiative is a valuable aspect of community engagement and should be maintained and improved on.”

(Female, 25-34, Murrumbeena)

SECTION TWO: YOUR NUTRITION DURING COVID-19

As part of Council's COVID-19 community response, we were keen to know whether the pandemic had impacted eating behaviours. The information provided will help guide our next priorities in promoting healthy nutrition.

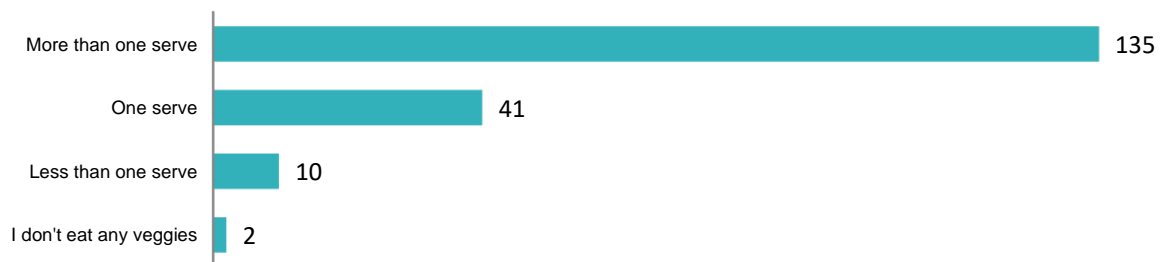
The questions had been taken from a recent VicHealth COVID-19 Victorian Wellbeing Impact Survey Questionnaire. We will compare findings from this survey to those at a state level to give us localised information about eating behaviours in Glen Eira.

Key findings

- 72% of participants (135) indicated that they eat more than one serve of veggies every day.
- 86% of participants (161) indicated that they have no glasses of soft drink, cordial, flavoured mineral water, energy drink or sports drink every day.
- More than half of participants indicated that during COVID-19 they had: ordered food directly from a local restaurant or café (78%, 145), shopped locally (74%, 137), planned meals for the week (71%, 131), or kept more food and other essentials at home (59%, 109).
- 83% of participants (156) indicated that on average, since COVID-19 restrictions began, they had cooked dinner in their household every day.

2.1) How many serves of veggies do you eat a day? (A 'serve' is ½ cup of cooked vegetables or 1 cup of salad vegetables)

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



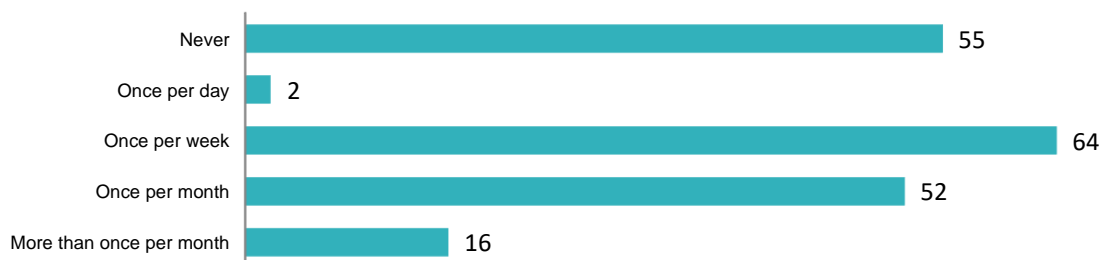
2.2) How many glasses of soft drink, cordial, flavoured mineral water, energy drink or sports drink do you consume every day? (Excluding diet varieties)

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



2.3) How often do you have meals or snacks such as burgers, pizza, chicken or chips from places like McDonalds, Hungry Jacks, Pizza Hut, KFC, Red Rooster, or local take-away places?

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



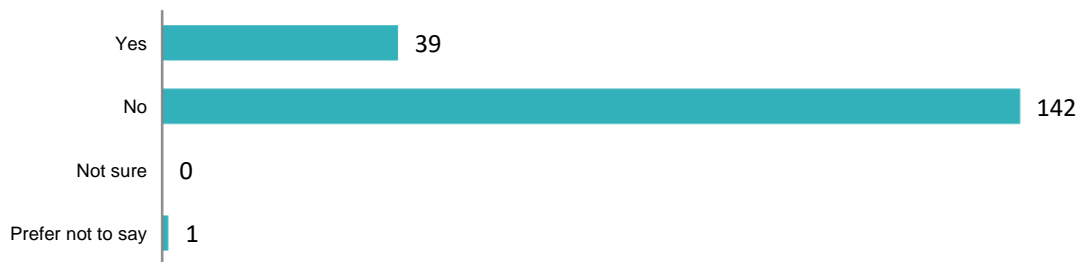
2.4) Have you or anyone in your household started doing any of the following during COVID-19 restrictions?

For this multi-part question, participants could choose one of four options.

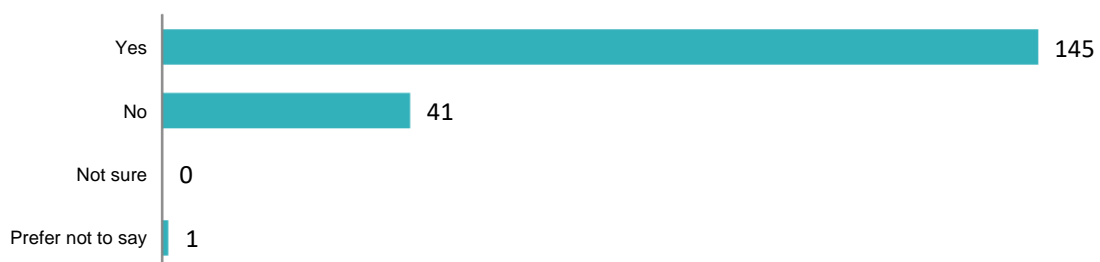
Planted vegetable seeds or seedlings or grown food



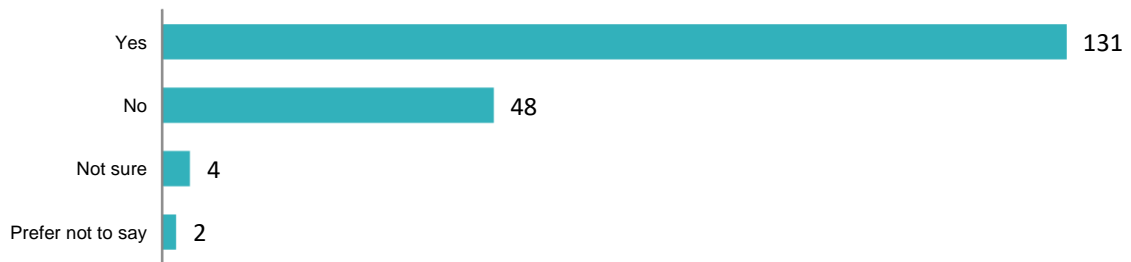
Purchased food from a farmer's market, vegetable box scheme of local farm



Ordered food directly from a local restaurant or cafe



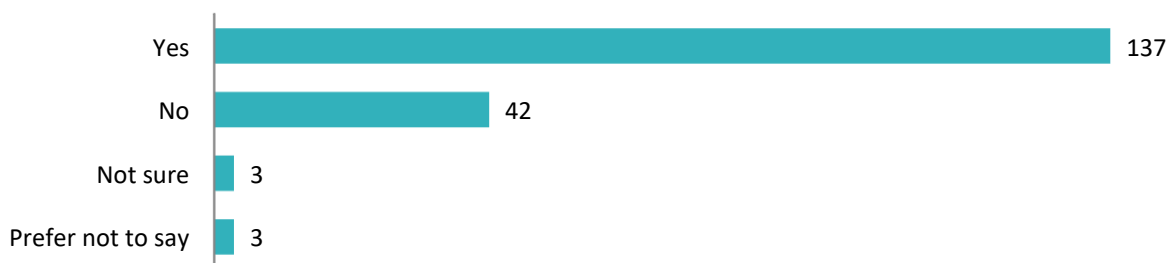
Planned meals for the week



Kept more food and other essentials at home

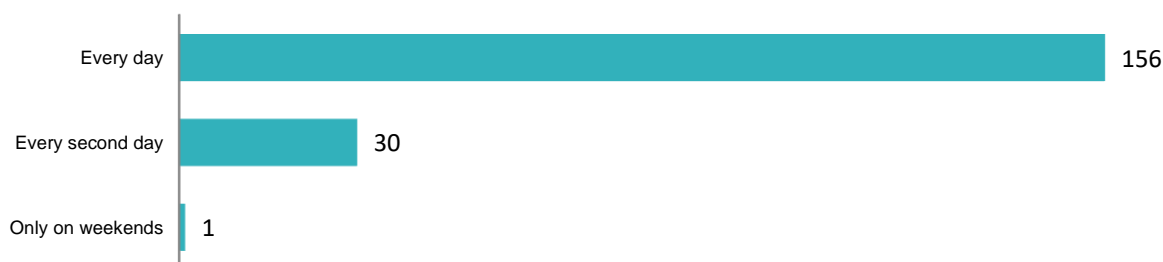


Shopped locally, for example started going to the local grocer, fruit and veg shop or butcher



2.5) On average, since the COVID-19 restrictions started, how many times do you and your household cook dinner each week?

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



2.6) Since the COVID-19 restrictions began, did you have to rely on a restricted range of low-cost unhealthy food because you were running out of money to buy food?

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



2.7) Is there anything else you would like to add about whether the pandemic has affected your nutrition or eating habits?

Topic or theme	No. of responses
Without being able to visit restaurants, more thought has gone into meals at home	16
More unhealthy eating and drinking habits, including snacking	15
No change to eating habits	7
More time being spent at home has meant more food supply	7
Bad wording for question	6
Resorted to 'pick up drive thru' service or delivery of food services to get what I need from supermarkets	6

Missing variety provided farmer markets and eating out at restaurants and cafes	5
Provide business to local restaurant businesses by ordering takeaway	5
Predicament has emphasised the need to be close to food i.e. walking to shops	4
Have put on weight	3
Increased prices of food has prevented me from eating well	2
Experienced food being sold out or scarcity sometimes since Stage 4 kicked in	2
More ordering for healthy or food meal planning providers	2
Have needed to reduce food consumption due to exercising less	2
More time spent at home for work and living meant cheaper and healthier eating habits	2
Bought more appliances for kitchen	1
More education required to instill benefits of healthy eating behaviours	1
Inappropriate topic	1
Less catching up with friends at cafes	1

Illustrative quotes:

“Forced us to stop going out to restaurants so we've had to be more creative with thinking of meals each week”

(Female, 25-34, Carnegie)

“Try and support a local restaurant about once a fortnight by buying take away.”

(Male, 50-59, Bentleigh)

“More boredom = more snacks.”

(Female, 25-34, McKinnon)

“The main effect has been eating all meals at home. Previously I often bought lunch and coffee in the city. Now my lunch and coffee is all homemade, which is cheaper and, I suspect, healthier.”

(Male, 50-59, Glen Huntly)

“I am well informed about nutrition however I feel nothing has been done to educate citizens of the link between good nutrition and a healthy immune system.”

(Female, 35-49, Caulfield North)

“I'm actually more focused on eating and cooking healthy food.”

(Female, 50-59, Caulfield South)

“Shopped local and found a variety of no longer hidden gems.”

(Male, 50-59, Bentleigh East)

“The only change is that I now plan a weekly menu plan for shopping rather than just a few

days at a time.”

(Female, 50-59, Caulfield South)

“With rare exceptions at my local grocer and fruit shop, I now order all groceries and fresh produce online and have them delivered.”

(Male, 60-69, Bentleigh East)

“Oh, I so miss smashed avo and breakfasts/brunches out ...”

(Female, 60-69, Carnegie)

“Looking forward to attending farmers markets and community gardens again.”

(Female, 25-34, Caulfield North)

“The pandemic has not affected my eating habits.”

(Female, 35-49, Caulfield South)

“It would be good to have a website or list of local restaurants and of local butchers and fruit/veg places. I would prefer to support local business and would like to learn more about them. It is difficult to look up online if you don't have names.”

(Female, 35-49, Murrumbeena)

“Had to cut back on food intake as there's generally been less physical activity occurring throughout the work week.”

(Male, 35-49, Caulfield)

“Insufficient food affordability, supplies and the added cost of delivery means nutritious meals 7 days a week is literally a luxury.”

(Female, 25-34, Carnegie)

“Eating more fruit as I'm not tempted by the muffins in cafes.”

(Female, 70+, Elsternwick)

“The cost of fruits and vegetables have gone up significantly during the pandemic. The quality of fresh produce seems worse. The availability in my home suburb is restrictive as there is no affordable farmers market. Thus eating habits have changed.”

(Female, 25-34, Elsternwick)

SECTION THREE: RECONCILIATION ACTION PLAN – INNOVATE 2020-2022

Glen Eira City Council is developing its second Reconciliation Action Plan (RAP) in partnership with a Reconciliation Advisory Group - an internal Reconciliation Working Group made up of Traditional Owners, community leaders and community members - which is overseen by Traditional Owners.

The draft RAP will be submitted for endorsement to Council and Reconciliation Australia in coming months. To help us develop our first RAP, we asked Community Voice questions about reconciliation and we wanted to ask those same questions to get a sense of how far we have come and to complement work being done with Traditional Owners.

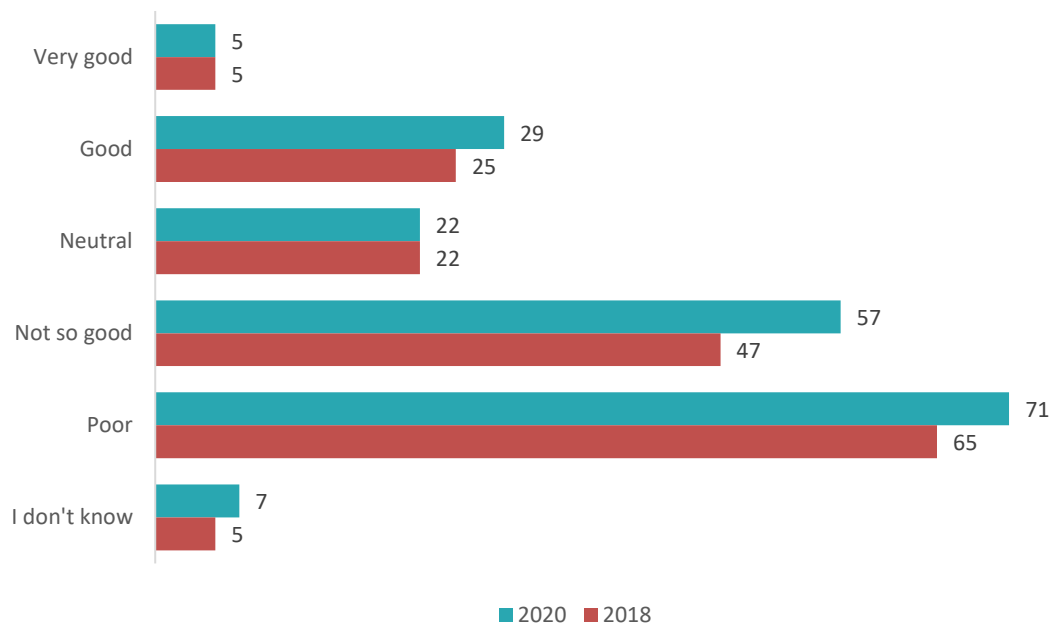
These same questions were available on *Have Your Say Glen Eira* for the general public to respond to and we will compile results from both engagement tools.

Key findings

- 68% of participants (128) rated their knowledge of Aboriginal and Torres Strait Islander history and heritage in Glen Eira 'not so good' or 'poor'
- 80% of participants (152) indicated that Council could help to build their knowledge of Aboriginal and Torres Strait Islander history and heritage via visible markers/signage at sites across Glen Eira.
- 66% of participants (126) indicated Council could best support them to create conversations about and share the RAP with others with easy to reach resources available for download on Council's website.
- 69% of participants (127) indicated that they would like to be kept informed about any updates related to RAP development work.

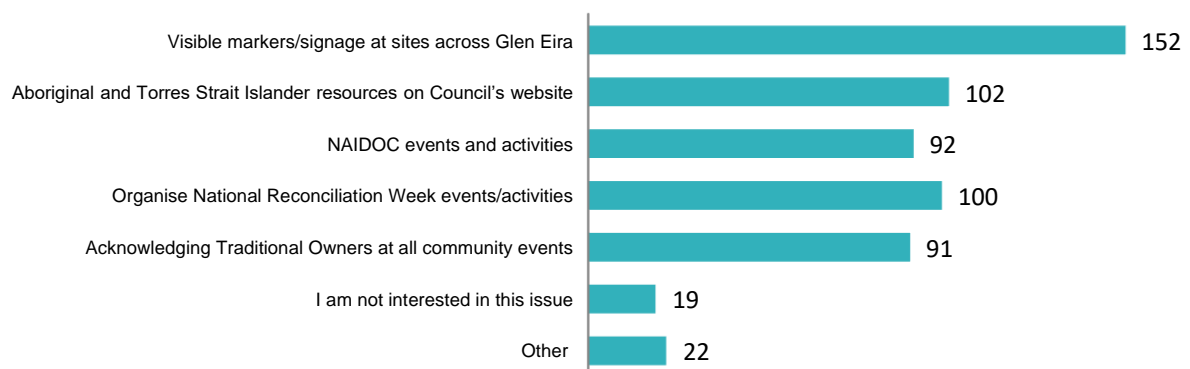
3.1) How would you rate your knowledge of Aboriginal and Torres Strait Islander history and heritage in Glen Eira and more generally?

189 participants responded to this question. Participants could choose one of six options. As this question was also asked in our 2018 survey, we have compared those with the latest results.



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

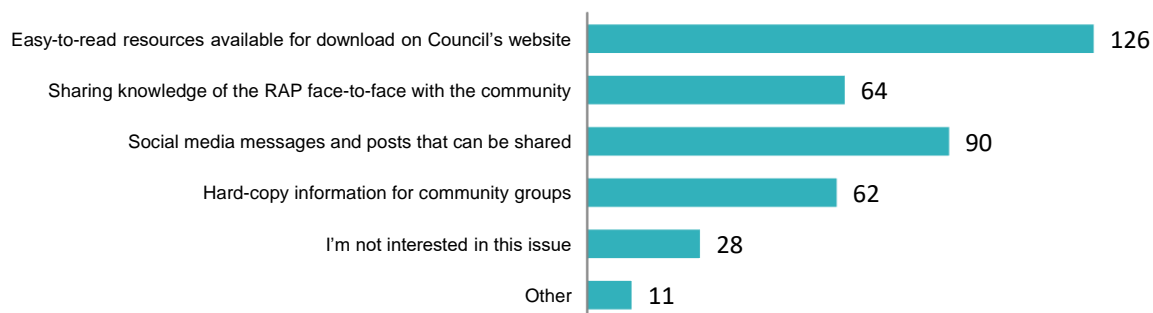
A total of 578 indications were recorded with participants able to select as many options as they wished.



Respondents that indicated 'other' specified with:

Statement	No. of responses
Glen Eira News material i.e. Footers or articles with acknowledgement	5
More education about Aboriginal and Torres Strait Islanders in the form of classes for kids and adults, including indigenous plants and land care	4
Update Caulfield History book	3
Opportunities for Aboriginal and Torres Strait Islander-led community events	3
Aboriginal and Torres Strait Islander speakers or performers at community events	2
Guided walking tours, or signage with stories along paths	2
Acknowledgement of traditional owners in Council email signatures and all Council's information brochures.	1
Glen Eira website	1
Fridge magnet with facts about Aboriginal or Torres Strait Islander history	1
Local Aboriginal and Torres Strait Islander representatives for voice of custodians	1
Social Media evidence of Traditional Owner engagement	1
Art installation to represent Aboriginal and Torres Strait islanders	1
Treat with respect	1
Recognise Glen Eira's pre-colonial landscape by protecting all existing remnant vegetation and putting water back into landscapes.	1

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



Respondents that indicated 'other' specified with:

Show respect for the land
Shocked if Welcome to Country hasn't yet been entrenched in procedures for opening Council activity
Something in <i>Glen Eira News</i>
Signs and information along trails and in public spaces, particularly parks
RAP that involves discussion not just lecturing - the current RAP assumes an outcome
Ensuring it is entwined with all events and publications. For example, a requirement of representation at all events online or in-person - which brings continued viability and opportunity to learn of our heritage - a recommended book during reading week etc.
In schools
Workshops meetings to discuss the RAP plan would be fantastic - I learn and thrive in community face-to-face or via Zoom (during COVID-19) and the Reconciliation Action Plan is about that. I believe there is ample room for that to happen more
Speak at Community Organisation meetings

3.4) How can we work together to build relationships in the community between Aboriginal and Torres Strait Islander people and other community members?

Theme	No. of Responses
Multifaceted approach best i.e. presence at community events, involvement in decision-making	21
Education generally/access to more/different/ better information/ learning	20
Direct engagement of / working with, Aboriginal and Torres Strait Islander individuals and leaders through issues and concerns	13
Visible/tangible marker/places	12
Respectful approach to interacting with all/everyone the same	12
Education in schools /access to more/different/ information	9
Provision of opportunities and support	8
Employment at Council	5
More presence of Acknowledgement of Country	3
Other <ul style="list-style-type: none"> - Don't like this question - Time to move on - Glen Eira News pieces about local Traditional Owners - Council is doing a good job 	5

Illustrative quotes:

"I think the first step should be to make Aboriginal and TSI people more visible, by mandating or requesting their involvement in decision making groups or visible panels at events."

(Male, 25-34, Carnegie)

“Be inclusive of all Glen Eira citizens. Explore the historical context.”

(Female, 60-69, McKinnon)

“Feature an occasional story in Glen Eira news on history of indigenous people in our area.”

(Male, 50-59, Bentleigh)

“Involve school-age children in art work, activities and storytelling about the history and culture of Aboriginal and Torres Strait Islander people.”

(Male, 70+, Elsternwick)

“RESPECT... and make the community more informed of local Indigenous groups, history and practices.”

(Female, 60-69, Elsternwick)

“Indigenous ranger employed as education officer to interact with the community to promote indigenous planting and land management.”

(Female, 60-69, Carnegie)

“I stop and read any signage relating to indigenous people. I have not seen as many in Glen Eira compared with other council areas even though I live here.”

(Male, 25-34, Caulfield North)

“As above, make it interesting! Tell stories and the history of the land, not just empty acknowledgements.”

(Female, 35-49, Bentleigh)

“Inclusion and opportunity. Is there anything that we could be doing better to support them to help themselves such as support to get education or early years support for parents. Getting their feedback and input is obviously vital, such as this RAP.”

(Female, 25-34, Glen Huntly)

“Occasional talks and presentations at the local library. Displays at the local library that informs and has information to follow up that we as residents can follow up in our own time “

(Female, 60-69, Carnegie)

“More positive conversations between the groups. Regular events with the community, events to celebrate arts and culture.”

(Female, 25-34, Caulfield North)

“It would be better to direct this question towards Aboriginal and Torres Strait Islander people.”

(Female, 35-49, Caulfield South)

“More events around Aboriginal and Torres Strait islander activities - involve the kids, make it fun.”

(Female, 35-49, Caulfield South)

“STOP pointing at differences and just treat everyone as an individual - we all have different cultures and traditions”

(Female, 50-59, Bentleigh East)

“I'm am from an ethnic background and strongly believe that there should be no additional benefits given to or attention brought to any religious or ethnic group - everyone should be dealt with equally.”

(Male, 50-59, Carnegie)

“Acknowledge the traditional owners at all council related meetings and events.”

(Male, 50-59, Bentleigh)

“I'm not sure it's my place to have an opinion. I feel consultation with Aboriginal and TSI people would give you a better indication of how they would like to be engaged and included.” **(Female, 35-49, Carnegie)**

“Enable connections. I don't know how to connect with the Aboriginal and Torres Strait Islander people in our community.”

(Female, 35-49, Murrumbeena)

“More anecdotal shared experiences and an emphasis on kindness and empathy rather than disparity and economic/parliamentary barriers.”

(Female, 25-34, Carnegie)

3.5) Do you know of any good examples of activities that acknowledge Aboriginal and Torres Strait Islander people that Council could explore?

Themes	No. of Responses
Event examples and ideas	19
Places/people to tap into for ideas	19
Education/information examples and ideas	16
Local history	15
Indigenous arts and culture	13
Natural environment/places examples and ideas	7
Council engaging in an acknowledgement	1
Other	30

Illustrative quotes:

“Restoring the landscape to preserve our biodiversity this is where a lot of first nation culture exists.”

(Male, 60-69, Glen Huntly)

“Yarning circles”

(Female, 25-34, Murrumbeena)

"I have been on a walk guided by a first Australian that focused on the indigenous plants in that particular area. That was outside of Glen Eira. Walks like these would be amazing."
(Male, 25-34, Caulfield North)

"I grew up in Beaumaris. Bayside. I know aboriginal wells, scar trees, middens from my childhood. I can still find them. Where are they in Glen Eira?"
(Male, 70+, Ormond)

"Look at what the AFL does to celebrate indigenous peoples' contributions to the community."
(Male, 60-69, Caulfield South)

"At a market once, they had a section for kids to paint their own boomerang - it provided an opportunity for kids to learn the history of the boomerang and have a fun activity with a take home goody. "Meet a local" in a newsletter gives a brief input/history"
(Female, 25-34, Glen Huntly)

"I not sure if it's a good idea, but I would like an outdoor festival, like a one day or weekend street festival, except somewhere more appropriate than a street."
(Female, 35-49, Carnegie)

"Indigenous film and music festivals. Celebrate local indigenous artists."
(Male, 60-69, Carnegie)

"A walking tour app of Glen Eira that tells Indigenous stories specific to the area: about important people, historic or contemporary events, traditions. Also share stories and on social media."
(Female, 25-34, Carnegie)

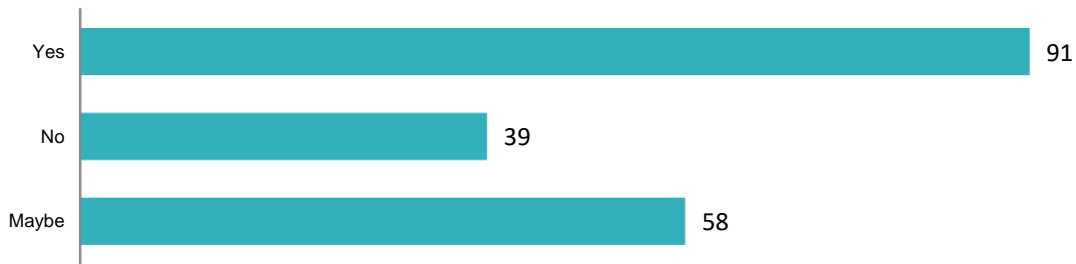
"Name parks in indigenous language."
(Female, 35-49, McKinnon)

"Introduce a quota of Aboriginal and Torres Strait Islander into council so they can make it happen."
(Female, 25-34, Elsternwick)

"The Council could engage more Aboriginal and Torres Strait Islander artists to create public artworks. They could also allow for those artists to be involved in creating outdoor play spaces for Council run childcare centers and kindergartens."
(Female, 25-34, Murrumbeena)

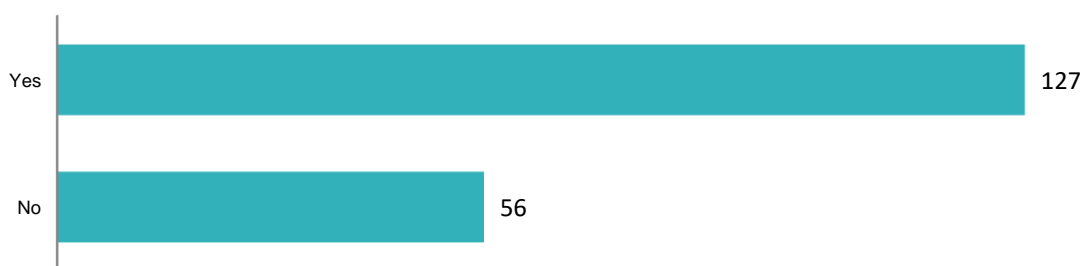
3.6) Are you likely to participate in an activity promoting respect and understanding, celebrating Indigenous culture and/or acknowledging history such as Reconciliation Week or NAIDOC Week activities?

188 participants responded to this question. They could choose one of three options.



3.7) Would you like to be kept informed of any updates with our RAP development work?

183 participants responded to this question. They could choose one of two options.



3.7) Is there anything else you would like to add about this topic?

Topic/Theme	No. of responses
More education of community required	14
More representation at Council and in the community	11
Not a Council priority	7
Worthy Cause	7
Be guided by Traditional Owners	4
Build and nurture relationships	3
Encourage community participation	3
Poor wording of question(s)	2

Illustrative quotes:

“Look for key leaders in the local Aboriginal and Torres Strait Islander community, build strong relationships, support leadership and training for those residents and staff interaction with them. They are a truly unique and key stakeholder.”

(Male, 35-49, Glen Huntly)

“I think it’s important to make sure that the community understands that the culture is alive and contemporary.”

(Female, 25-34, Carnegie)

*"I would love to see Aboriginal culture and identity represented in the council
They are a minority and therefore only a relevant proportion of resources should be
allocated."*

(Male, 70+, Murrumbeena)

*"There is definitely room for GE to improve in this space and I'm glad to see the Council
taking steps towards this."*

(Female, 25-34, Carnegie)

*"Names of areas and their aboriginal translation of the names, which tribe it belongs to and
who's land we are on. Having this outside of schools with the names of schools to start
normalising for younger generations and help combat racism."*

(Female, 25-34, Carnegie)

*"I did not receive awareness in my formal education, only white Australia history. I have
travelled to Uluru, Byron Bay, Pt Macquarie, Broome, Darwin, Margaret River to meet with
Park Rangers so we learn directly from the local community."*

(Female, 50-59, Elsternwick)

*"I think an innovation of the RAP is excellent. I had no idea the Council even had one to
begin with, however, so I feel like there needs to be more advertising/more events for
community participation."*

(Female, 18-24, Bentleigh)

*"I am seeking information on the topic to educate my kids on the community they are
growing into."*

(Male, 35-49, Bentleigh)

*"I feel that the 'Welcome to Country' has lots of significance. This is such an important topic
and therefore council should have Aboriginal and Torres Strait Islander Councilors and
involve them in the decision-making."*

(Female, 25-49, Caulfield North)

*"Maybe ask Indigenous groups first how they'd like to connect with community and what their
ideas are?"*

(Female, 25-34, Murrumbeena)

*"It's an important topic and should be followed through. But people don't go to events. Send
us all information and encourage people to read and learn. Education solves ignorance and
racism."*

(Male, 35-49, Caulfield North)

"Be inclusive of all Glen Eira citizens. Explore the historical context."

(Female, 60-69, McKinnon)

SECTION FOUR: URBAN FOREST STRATEGY

Council recognises that climate change is a key focus and is working on a range of initiatives to reduce our carbon emissions and minimise the impacts of it.

The draft Urban Forest Strategy outlines Council's vision to create a resilient and sustainable urban forest that supports our liveable city and contributes to the well-being of the community in a changing climate. An urban forest comprises all trees and other vegetation within the municipality and the soil and water that supports it.

Feedback provided by Community Voice members is being considered by Council in the further development and final version of the Urban Forest Strategy.

Key findings

- More than half participants (53%, 100) indicated they would consider nominating a tree for protection on their own land, other private land and on council-managed land.
- 80% of participants (153) strongly agreed that they would be supportive of the action to ensure new development includes spaces for canopy trees, protect existing significant trees and provide space for street trees.
- 89% of participants (169) either strongly agreed or agreed they would be supportive of the approach to acquire land to construct parks and open space.

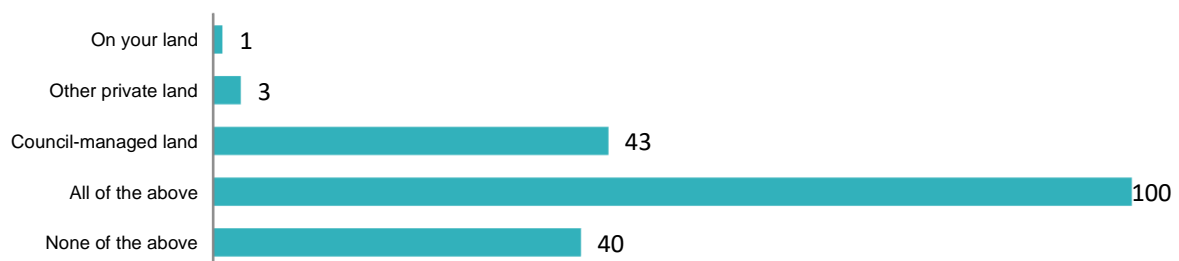
4.1) Glen Eira is often considered one of the leafy green inner-south-eastern municipalities. Were you aware that tree canopy cover has reduced by 50% since 2002?

191 participants responded to this question. They could choose one of two options.



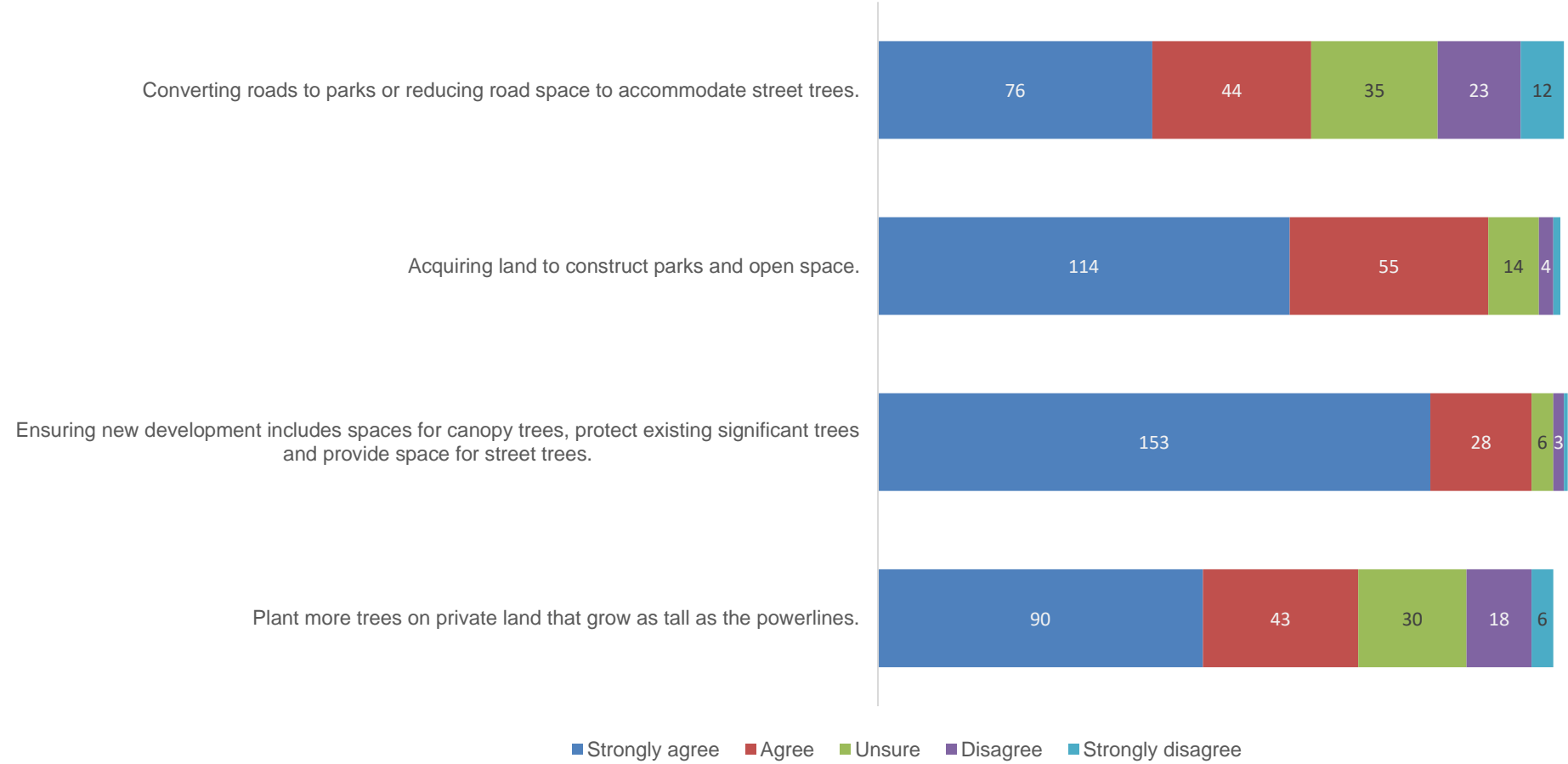
4.2) Larger and unusual trees can be protected via Council's Classified Tree Register. Would you consider nominating a tree for protection now or at some point in the future on any of the following?

187 participants responded to this question. They could choose one of five options.



4.3) There are some practical ways to increase canopy cover. How supportive would you be of the following actions/approaches?

For this multi-part question, participants could choose one of five options.



4.4) Are there any other ways you think we can improve canopy cover in Glen Eira?

Topics/Themes	No. of responses
Putting limits on housing developments and subdivisions	21
Encouraging planting of appropriate trees or plants on nature strips	16
Considering and informing residents of appropriate native trees to plant	14
Increasing tree counts at parks	14
Prohibiting removal of mature trees before proper assessment and approval	11
Implementing tree planting laws for developers	9
Encouraging trees and plants on or around buildings	5
Providing free or subsidised saplings to residents each year to plant on land	4
Better management of powerlines and phone lines	4
Educating community	4
Exploring opportunities along rail corridor	3
Allow property owners to decide what trees they would like on their property	3
Buy land and create more gardens and urban forests	3
Don't forget about understory vegetation	3
Setting realistic targets and budgets and include in planning scheme	2
Replacing on-street parking space with trees and dedicated bike lanes.	2
Identifying empty curb-side spaces or cul-de-sacs for tree planting	2
Reduce tree spacing and implement water permeable pavements	2
It's a shame that so many trees have been removed over the years.	2
More care of young trees so that they can grow healthy and provide cover	1
Allow high density housing in particular areas to free up parkland space elsewhere.	1
Other	5

Illustrative quotes:

"Remove parking along shopping strips and replace with trees and dedicated bike lanes"
(Male, 35-49, McKinnon)

"On an annual basis, provide two suitable saplings, along with description and instructions, for residents to plant in their land, free of charge, or at a nominal cost."
(Male, 70+, Elsternwick)

"Encouraging and supporting residents to reduce heat island effect where possible through vines on buildings, rooftop gardens, tropical/green roofs etc. This is an upcoming major health issue which we can significantly avert now with support from council."
(Female, 25-34, St Kilda East)

"I don't think open lawns are the way to go, I understand that Australians want to play sport, however maintaining lawns is expensive and require herbicides such as glyphosate which are carcinogenic. These are also remnants of the British era."
(Female, 35-49, Caulfield North)

"Stop dual occupancy subdivision. Require a minimum free space on each block. In 30 years

will Glen Eira be a municipality that people will pay a premium, and feel it a privilege, to live in, or will be just an overcrowded also ran? You to choose!"

(Male, 70+, Ormond)

"Have a tree planting day - also bushes where trees are too tall (under powerlines etc), allowing more dense planting on naturestrips, mandating green strips with EVERY development, outlawing the removal of trees over 3m without a permit (to protect loss)."

(Female, 50-59, Elsternwick)

"Reduce the spacing between street trees. This will also have a psychological impact on drivers to calm traffic speed. To support Urban Forestry council needs to adopt a water sensitive city approach. E.g. replacing hard surfaces with permeable pavements."

(Male, 60-69, Caulfield North)

"Trees are like any other biological species, that is they are threatened by urban development. The more development, the more unsuited the suburb becomes as a home for trees - less soil, overshadowing, less water catchment, less space."

(Male, 50-59, Elsternwick)

"Provide material about what type of trees grow well in Glen Eira and are easy to maintain and don't have invasive roots or other issues when planted near buildings. I've been thinking of planting more trees on my block but it's hard to know how to start."

(Female, 35-49, Carnegie)

"Canopy cover has never been a priority in Glen Eira before. This is disappointing and needs to change. Thanks for including this topic in the survey. Canopy cover should be a top priority to provide shade, protection from heatwaves and wildlife habitat."

(Female, 35-49, Caulfield South)

"Education to support decision making e.g. information about varieties of trees and maintenance considerations such as risk to pipes etc."

(Female, 50-59, Ormond)

"Stop approving so many multi dwelling developments, be stricter on tree removal, stop paying lip service to this issue. Lack of shade providing trees is directly linked to warmer Urban conditions. Council has declared a climate emergency. Be serious."

(Male, 50-59, Carnegie)

"Convert stormwater drains to drain gardens."

(Male, 35-49, Caulfield South)

"Update the Planning Scheme Schedules to give legal effect to the retention of trees. Change the street scapes to densify the canopy (20% of the total land area is taken up by streets). Run an offset measurement system for developers."

(Male, 60-69, Bentleigh)

"Plant flowering trees in nature strips as residents could be encouraged to look after them better."

(Female, 70+, Bentleigh)

"I do not believe government should dictate to landowners on this matter, but try to negotiate a win win. Ultimately it is private property and the owners rights on this matter should be paramount. In regards to public property, I support more greenery."

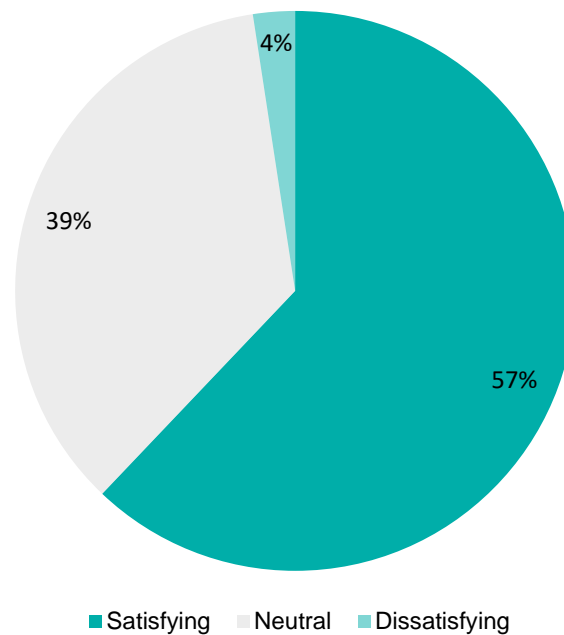
(Female, 60-69, Caulfield North)

SECTION FIVE: YOUR FEEDBACK ON THIS SURVEY

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

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

190 participants responded to this question.



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

189 participants responded to this question.



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

Theme	Topics	No. of responses
Satisfied	Thanks for having me Enjoy being part of Community Voice Value being able to express opinion	22
Dissatisfied	Inappropriate topics Restrictive questions Want to implementation of findings Felt unqualified to answer questions	14
Topic	Would like topics of immediate concern I have another topic that is important to me	2
Other		9

Illustrative quotes

"Actions speak louder than words."
(Male, 50-59, Bentleigh East)

"The nutrition questions were so irrelevant I had to skip them. Stay focused folks. Stay focused: more parks, more trees, more bike lanes, safer streets. Not how many vegetables we ate today."
(Male, 25-39, Caulfield North)

"I want to see implementation of the findings!"
(Female, 50-59, Caulfield South)

"Thank you for being the first person from the Council to actually listen to feedback. It is a thankless task but hopefully we will see some great results."
(Female, 35-49, Bentleigh)

"Please continue the good work and aim for continuous improvement."
(Male, 60-69, Caulfield North)

"I find it a very worthwhile process. Obviously topics vary and some are more relevant or of interest to me than others"
(Male, 50-59, McKinnon)

"I think it would be good to get more peoples input, maybe QR codes to relevant surveys in high traffic areas, maybe the train stations. I think the account set up is tedious and could be improved."
(Male, 18-24, Glen Huntly)

"Been a valuable experience and feels good to be able to contribute."
(Male, 60-69, Bentleigh)

"The Community Voice data should be tabled at the Council Meetings prior to the Council

voting on a topic - giving the Council the change to know what the "Community Voice" is."
(Male, 60-69, Bentleigh)

"Thank you for keeping me informed and involved."
(Female, 35-49, Carnegie)

"A way to somewhat express my view and exasperation with the any council decisions and hopefully express my view of what is great."
(Female, 70+, Elsternwick)

"Inconsistent and biased survey that limits the option to answer with "prefer not to say", whereas the rest of the survey forces a pre-selected list of answers regardless of whether none of them are applicable or appropriate to my voice."
(Female, 25-34, Carnegie)

"Some of the questions are either self-serving or pointless. The most satisfying part is hearing the actions that result, not merely the results of the survey."
(Female, 60-69, Caulfield North)

"Just appreciate the opportunity to participate and lend my voice and opinions to those of the wider community. Thank you :)"
(Male, 35-49, Glen Huntly)



Community Voice Survey August 2020

Welcome to the third Community Voice survey for 2020.

This survey takes around 15-20 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 Friday 4 September 2020.**

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

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: Community Engagement

Each year, we ask Community Voice members how well Glen Eira City Council engages its residents in decision-making. In this survey, we will ask the same questions that we asked previously and compare results to understand how far we've come and how far we have to go. These questions align with the principles set out in our Community Engagement Policy which was adopted by Council on 17 October 2017. This Policy is due for renewal in 2021.

In March 2020, the Victorian Government adopted the Local Government Act 2020. A key element under the Act is the requirement that councils adopt and maintain a community engagement policy. The Policy must be endorsed by Council before 1 March 2021. Glen Eira's current Policy needs to be refreshed to align with the specifications of the new Act.

The Policy will outline the role that community members can reasonably expect to play in Council planning and decision-making. We are interested to learn what your aspirations are for community engagement in Glen Eira to guide the development of our new Community Engagement Policy.

1) To what extent do you agree 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 of 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? (Select all that apply)

- ☐ Community Voice surveys
- ☐ Have Your Say Glen Eira e.g. online survey, discussion forum or submission
- ☐ Email
- ☐ Face-to-face e.g. meeting, forum, focus group, open house or information night

- ☐ Phone call
- ☐ Formal submission e.g. via email or post
- ☐ Social media
- ☐ Pop-up stall e.g. at a public event or on the street
- ☐ Hard-copy survey
- ☐ Other

3) To what extent do you agree 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 engagement activities?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat satisfied
- ☐ Unsatisfied
- ☐ Very unsatisfied

5) What does great community engagement look like to you? I.e. What does it look and feel like when it's done well. What information do you need, and what could Council do differently to create a better engagement experience.

6) How well do you think we have performed in relation to the following principles as set out in our current Community Engagement Policy?

	Really well	Well, keep	Well, but there is	Not very well at all	I'm not sure

		doing what you're doing	room for improve ment		
Council will engage with all members of the Glen Eira community to strengthen relationships, build community capacity and facilitate informed and transparent decision making.					
Council will ensure that the purpose of its engagement is clear and the community understands how their input will inform decision making processes.					
Council will ensure that community engagement activities are well planned, coordinated, accessible and inclusive and will provide reasonable timeframes for contribution to all engagement activities.					
Council will proactively engage with the community using a range of methods as well as seek out new, innovative ways of engaging with people (including online and creative, visual methods) that increase accessibility.					
Council will encourage those affected by a decision to be involved in the decision-making process.					
Council will seek out the participation of those in the community whose voices are not often heard.					
Council will be respectful and actively listen to different points of view, acknowledging the diverse range of knowledge, expertise and experiences in our community.					
Council will report back to the community in a timely manner about how their input was considered and how it influenced the final outcome.					
Council will advocate for its community and ensure that the community's views, needs and concerns are raised with other levels of government or relevant stakeholders.					
Council will monitor its approach and undertake evaluation and review to ensure continuous improvement in its approach to community engagement.					

Under the new Act, our Policy will have to specify the process for informing the public how community engagement has shaped Council decision-making.

7) Have any of the following helped keep you informed about outcomes of projects or Council decisions?

(Select all that apply)

- ☐ Watching Council meetings
- ☐ Council meeting minutes
- ☐ Glen Eira News
- ☐ Council newsletter
- ☐ Direct email
- ☐ Direct letter
- ☐ We Asked-You Said-We Did on the Council website
- ☐ Latest news on the Council website
- ☐ Other

The way we engage with the Glen Eira community should be inclusive and accessible to every resident. Sometimes it can be hard to hear the voices of those truly impacted by a decision.

8) How can we better target people who are directly affected by a topic or project? (Select all that apply)

- ☐ Hard-copy flyers or letter in your mailbox
- ☐ Banners in community and council facilities
- ☐ Signage in proximity to project/consultation site
- ☐ Direct email
- ☐ Social Media (e.g. Facebook, Instagram)
- ☐ Radio (e.g. local radio station J-AIR 87.8FM)
- ☐ Glen Eira News
- ☐ Register for regular updates through the Community Engagement eNewsletter on the Council website
- ☐ Is there something we've missed?

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

Section Two: Your Nutrition during COVID-19

As part of Council's COVID-19 community response, we're keen to know whether the pandemic has impacted your relationship with food. The information you provide will help guide our next priorities in promoting healthy nutrition.

The following questions have been taken from a recent VicHealth COVID-19 Victorian Wellbeing Impact Survey Questionnaire. We will compare findings from this survey to those at a state level to give us localised information about eating behaviours in Glen Eira.

10) How many serves of veggies do you eat a day? (A 'serve' is ½ cup of cooked vegetables or 1 cup of salad vegetables)

- ☐ More than one serve
- ☐ One serve
- ☐ Less than one serve
- ☐ I don't eat any veggies

11) How many glasses of soft drink, cordial, flavoured mineral water, energy drink or sports drink do you consume every day? (Excluding diet varieties)

- ☐ 0
- ☐ 1-2
- ☐ 2-3
- ☐ 3+

12) How often do you have meals or snacks such as burgers, pizza, chicken or chips from places like McDonalds, Hungry Jacks, Pizza Hut, KFC, Red Rooster, or local take-away places?

- ☐ Never
- ☐ Once per day
- ☐ Once per week
- ☐ Once per month
- ☐ More than once per month

13) Have you or anyone in your household started doing any of the following during COVID-19 restrictions?

	Yes	No	Not sure	Prefer not to say
Planted vegetable seeds or seedlings or grown food				
Purchased food from a farmer's market, vegetable box scheme of local farm				
Ordered food directly from a local restaurant or cafe				
Planned meals for the week				
Kept more food and other essentials at home				

Shopped locally, for example started going to the local grocer, fruit and veg shop or butcher				
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14) On average, since the COVID-19 restrictions started, how many times do you and your household cook dinner each week?

- ☐ Every day
- ☐ Every second day
- ☐ Only on weekends
- ☐ Never

15) Since the COVID-19 restrictions began, did you have to rely on a restricted range of low-cost unhealthy food because you were running out of money to buy food?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

16) Is there anything else you would like to add about whether the pandemic has affected your nutrition or eating habits?

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Section Three: Reconciliation Action Plan – Innovate 2020-2022

Glen Eira City Council is developing its second Reconciliation Action Plan (RAP), in partnership with a Reconciliation Advisory Group made up of Traditional Owners, community leaders and community members, an internal Reconciliation Working Group and overseen by Traditional Owners.

The draft RAP will be submitted for endorsement to Council and Reconciliation Australia in coming months. To help us develop our first RAP, we asked Community Voice questions about reconciliation and we now want to ask those same questions to get a sense of how far we have come and to complement work being done with Traditional Owners.

You will notice that these same questions are available on Have Your Say Glen Eira for the general public to respond to.

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

- ☐ Very good
- ☐ Good
- ☐ Neutral
- ☐ Not so good
- ☐ Poor
- ☐ I don't know

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

- ☐ Visible markers/signage at sites across Glen Eira
- ☐ Aboriginal and Torres Strait Islander resources on Council's website
- ☐ NAIDOC events and activities
- ☐ Organise National Reconciliation Week events/activities
- ☐ Acknowledging Traditional Owners at all community events
- ☐ I am not interested in this issue
- ☐ Other

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

- ☐ Easy-to-read resources available for download on Council's website
- ☐ Sharing knowledge of the RAP face-to-face with the community
- ☐ Social media messages and posts that can be shared
- ☐ Hard-copy information for community groups
- ☐ I'm not interested in this issue
- ☐ Other

20) How can we work together to build relationships in the community between Aboriginal and Torres Strait Islander people and other community members?

21) Do you know of any good examples of activities that acknowledge Aboriginal and Torres Strait Islander people that Council could explore?

22) Are you likely to participate in an activity promoting respect and understanding, celebrating Indigenous culture and/or acknowledging history such as Reconciliation Week or NAIDOC Week activities?

- ☐ Yes
- ☐ No
- ☐ Maybe

23) Would you like to be kept informed of any updates with our RAP development work?

- ☐ Yes
- ☐ No

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

Section Four: Urban Forest Strategy

Council recognises that climate change is a key focus and is working on a range of initiatives to reduce our carbon emissions and minimise the impacts of it.

The Urban Forest Strategy outlines Council's vision to create a resilient and sustainable urban forest that supports our liveable city and contributes to the well-being of the community in a changing climate. An urban forest comprises all trees and other vegetation within the municipality and the soil and water that supports it.

Your feedback will be considered by Council in the further development and final version of the Urban Forest Strategy.

25) Glen Eira is often considered one of the leafy green inner-south-eastern municipalities. Were you aware that tree canopy cover has reduced by 50% since 2002?

- ☐ Yes
- ☐ No

26) Larger and unusual trees can be protected via Council's Classified Tree Register. Would you consider nominating a tree for protection now or at some point in the future on any of the following?

- ☐ On your land
- ☐ Other private land
- ☐ Council-managed land
- ☐ All of the above
- ☐ None of the above

27) There are some practical ways to increase canopy cover. How supportive would you be of the following actions/approaches?

	Strongly agree	Agree	Unsure	Disagree	Strongly disagree
Converting roads to parks or reducing road space to accommodate street trees.					
Acquiring land to construct parks and open space.					
Ensuring new development includes spaces for canopy trees, protect existing significant trees and provide space for street trees.					
Plant more trees on private land that grow as tall as the powerlines.					

28) Are there any other ways you think we can improve canopy cover in Glen Eira?

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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.

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

- ☐ Satisfying
- ☐ Neutral
- ☐ Dissatisfying

30) Overall, did you think the time taken to complete the survey was:

- ☐ Too short
- ☐ Could be a bit longer
- ☐ About right
- ☐ Too long

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

Chance to win

32) Please opt-in for a chance to win one of five Gift Hampers (conditions apply*)

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

*Survey prizes — Five Gift Hampers— Conditions of Entry: Employees of Glen Eira City Council are not eligible to win. Entries close at 5pm on 4 September 2020. Five Gift Hampers will be awarded. The prize winners will be randomly drawn on 11 September 2020. 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.nrscall.gov.au> Teletypewriter (TTY): 13 36 77

Speak and Listen: 1300 555 727