



Community Voice Survey March 2021 Summary Report

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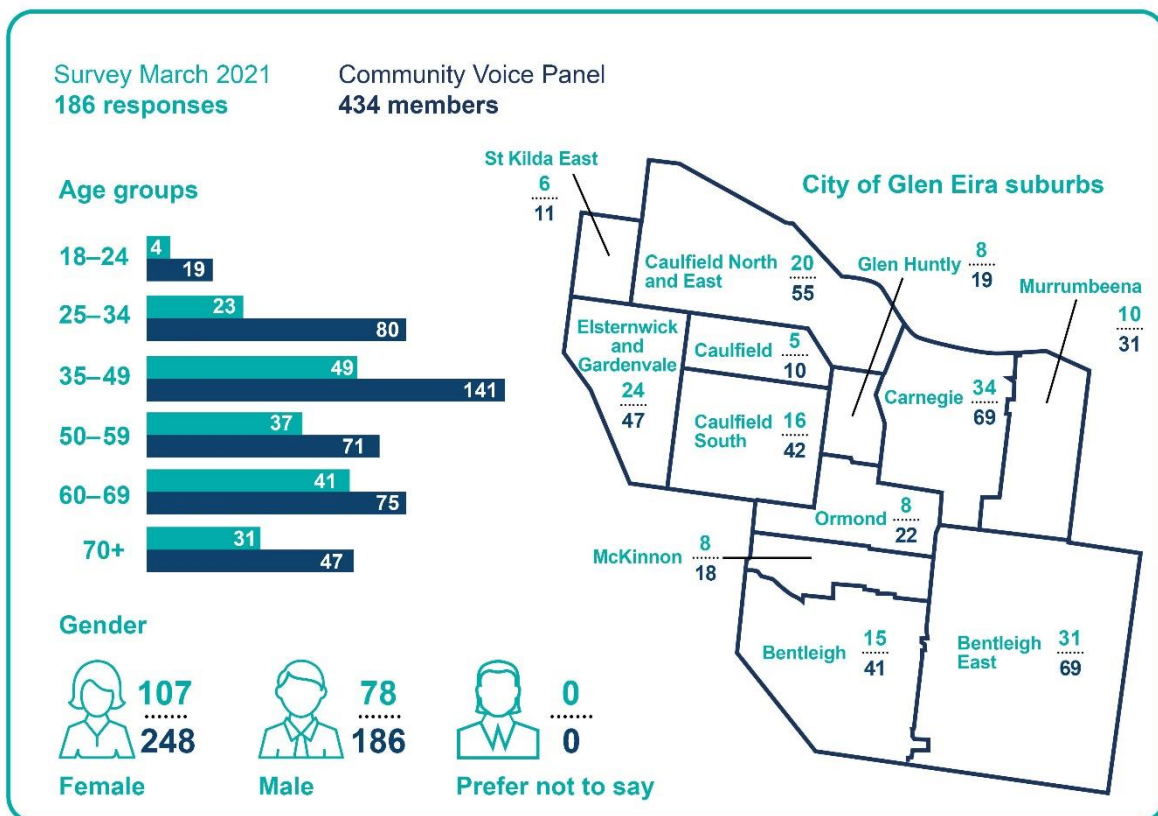
COMMUNITY VOICE SURVEY MARCH 2021

This report presents findings from a Community Voice survey that was open from 30 March to 13 April 2021.

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

- **Reducing waste** – to better understand our community’s sentiments and behaviours relating to waste.
- **Extending outdoor dining areas (parklets)** – to gather feedback about the parklet program (complementing engagement with traders and the broader public).
- **Active recreation** – to better understand community needs so Council can then develop suitable facilities and programs that encourage participation in active recreation.
- **The COVID-19 vaccine** – to inform Council’s response in relation to raising of awareness of the Australian Government’s COVID-19 immunisation program rollout.

Community Voice is an online panel of 434 Glen Eira residents who broadly represent the municipality in terms of age, gender and suburb. 185 Community Voice members responded to this survey, a response rate of 43 per cent.



REDUCING WASTE

In our previous Community Voice survey, waste was a common theme of feedback on the topic 'planning for an environmentally sustainable Glen Eira 2021-2025'. We wanted to focus on it in this survey.

An objective of our current *Environmental Sustainability Strategy* is to help the community minimise and correctly sort waste and recycling in homes and businesses. A key aspect of this effort is 'waste avoidance', which is any behaviour that prevents waste being produced in the first place.

Council is developing a waste avoidance campaign with a view to reducing waste sent to landfill by promoting positive behaviours. In this section, we wanted to better understand community sentiments and behaviours relating to waste before planning next steps.

KEY FINDINGS

- 90 per cent (166 of 185) of participants indicated they would like to reduce the amount of waste their household produces.
- At least 95 per cent of participants indicated they 'strongly agreed' or 'agreed' that:
 - Waste is an important environmental issue (97 per cent, 178 of 184 participants).
 - It is important that the Glen Eira community reduces the amount of waste it produces (96 per cent, 177 of 184).
- 85 per cent (156 of 183) of participants indicated they actively try to reduce the amount of waste they produce.
- The most common reusable items currently used by participants were:
 - Reusable shopping bags (97 per cent of participants, 180 of 185. This option attracted 16 per cent of the total selected options for this question).
 - Reusable water bottle (96 per cent of participants, 178 of 185. This option attracted 16 per cent of the total selected options for this question).
 - Reusable food storage containers (92 per cent of participants, 170 of 185. This option attracted 15 per cent of the total selected options for this question).
- The most common ways participants prevented food waste were:
 - Using a shopping list (90 per cent of participants, 166 of 184. This option attracted 14 per cent of the total selected options for this question).
 - Checking cupboards/fridge first (90 per cent of participants, 165 of 184. This option attracted 14 per cent of the total selected options for this question).
- The most common items taken by participants to a collection point for recycling were:
 - Clothing, to a designated collection point such as a charity bin (84 per cent of participants, 153 of 182. This option attracted 19 per cent of the total selected options for this question).
 - Soft plastic, at a supermarket collection point (58 per cent of participants, 105 of 182. This option attracted 13 per cent of the total selected options for this question).
 - Batteries, at a designated collection point (55 per cent of participants, 100 of 182. This option attracted 12 per cent of the total selected options for this question).

Would you like to reduce the amount of waste your household produces?

185 responses were received for this question.



If necessary, please briefly explain your answer to the last question:

Topics or themes of feedback	No. of responses
Actively reducing their waste	45
Keen to reduce use of plastic packaging and containers	43
Sorting waste (including recycling and compost) and its collection	21
Focus on re-using and recycling	14
Shape better behaviours through education	9
For the betterment of the environment	7
Government incentivisation and/or legislation	7
Other	5

Illustrative quotes:

"I can reduce waste further if the council takes soft plastics to recycling. Currently, I take most of our soft plastics to Coles (or Woolworths). The exceptions are soft plastics, such as bags of organic fertilisers, which I cannot take to supermarkets to recycle." (Male, 60-69, Bentleigh East)

"I am pretty thorough with sorting and reducing waste already." (Female, 35-49, Caulfield)

"Would like to recycle more inorganic materials. Current system of organic recycling for garden waste is ok, but need modification to store vegetable waste so it does not attract insects to bin and start smelling. Disposable compostable sealed bags would be a good start." (Male, 70+, Bentleigh)

"We are already very conscious of waste reduction and not purchasing wasteful materials." (Female, 60-69, McKinnon)

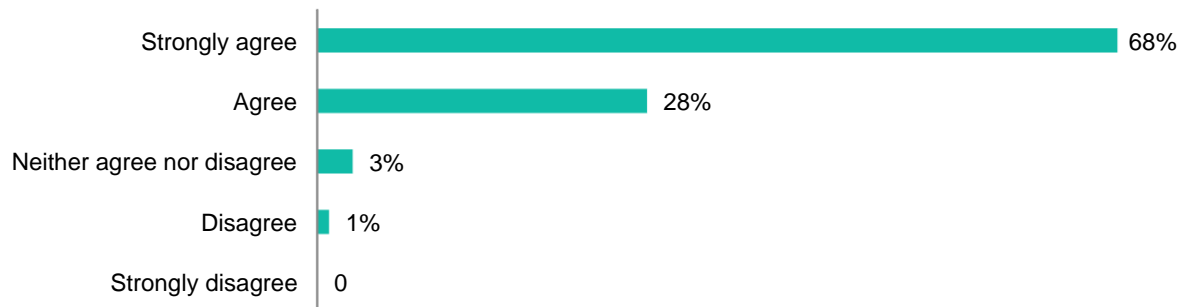
"Reducing waste assists both council and ratepayers." (Male, 60-69, St Kilda East)

How strongly do you agree or disagree with the following statements?

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

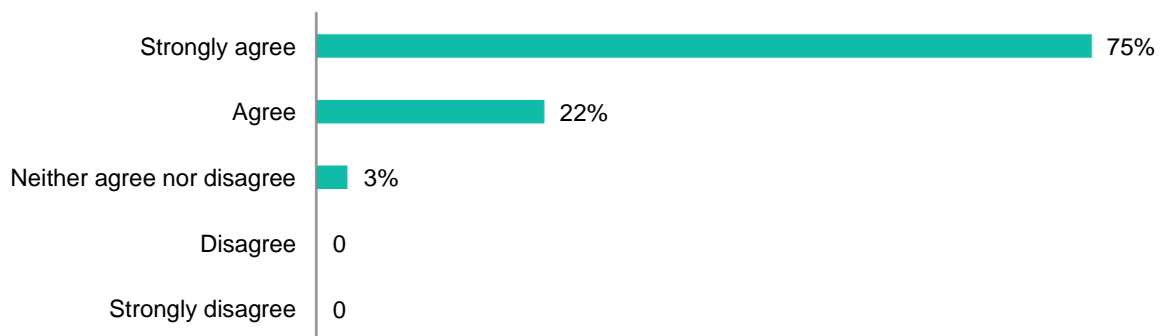
It is important that the Glen Eira community reduces the amount of waste it produces

184 responses were received for this part.



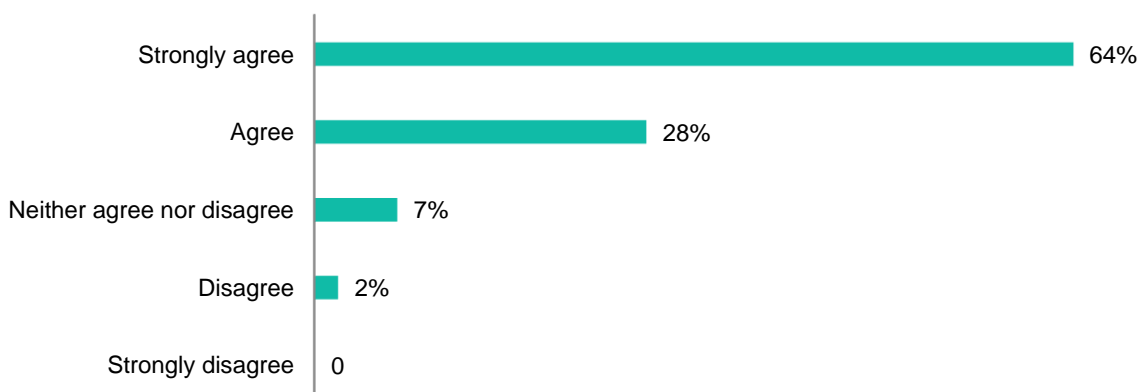
Waste is an important environmental issue

184 responses were received for this part.



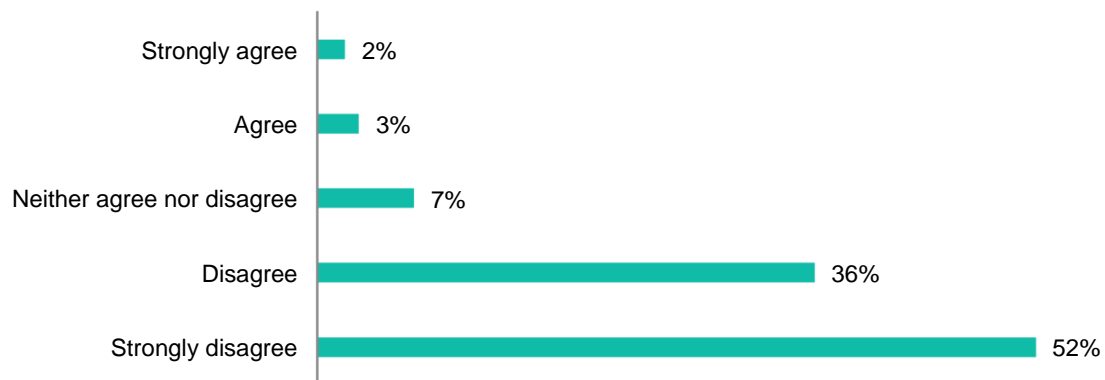
It is important that I reduce the amount of waste I produce.

184 responses were received for this part.



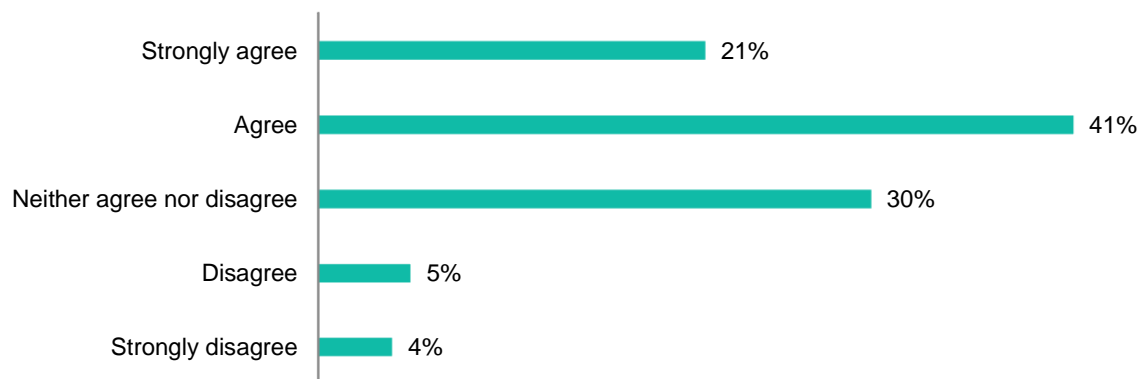
Reducing waste is not my responsibility

184 responses were received for this part.



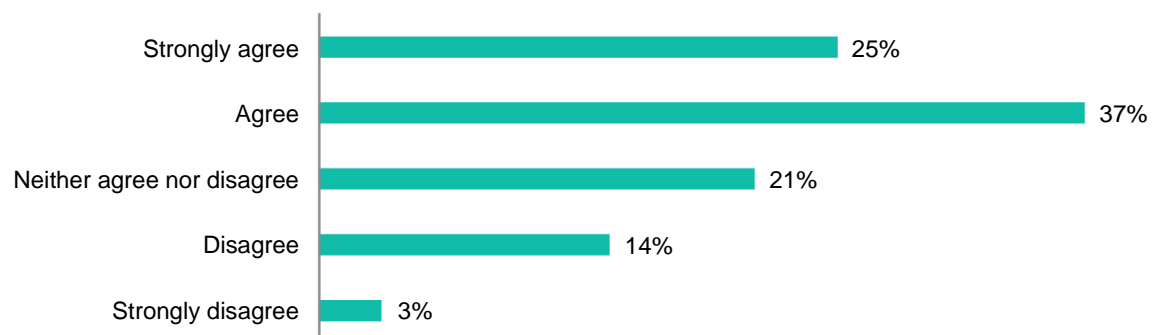
I am part of a community that cares about reducing waste

185 responses were received for this part.



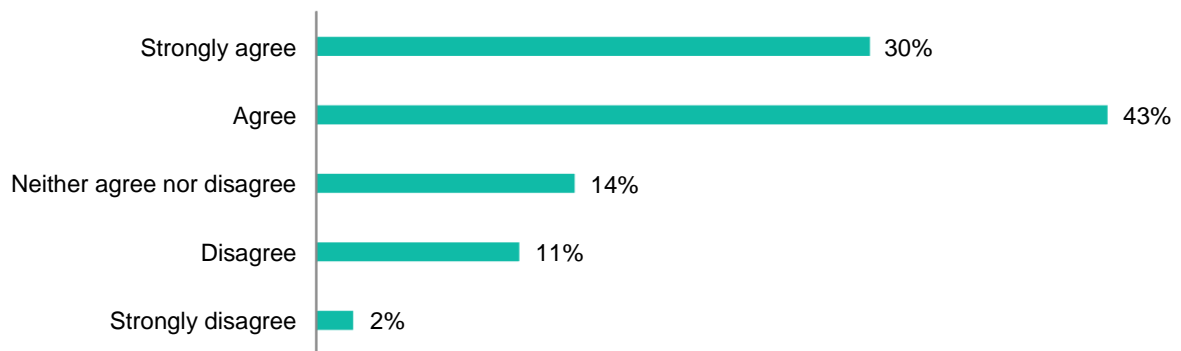
When I purchase a product, I always consider what I will do with it once I have finished using it

185 responses were received for this part.



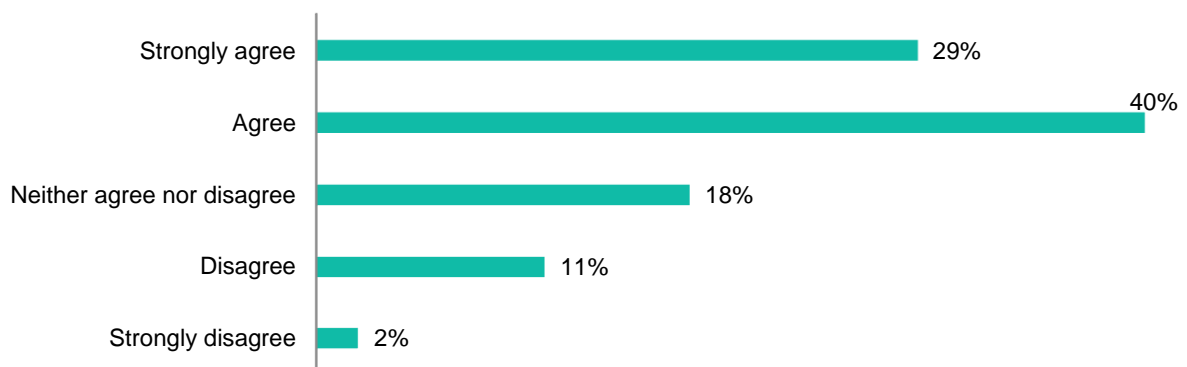
Waste is something I take into consideration when shopping

184 responses were received for this part.



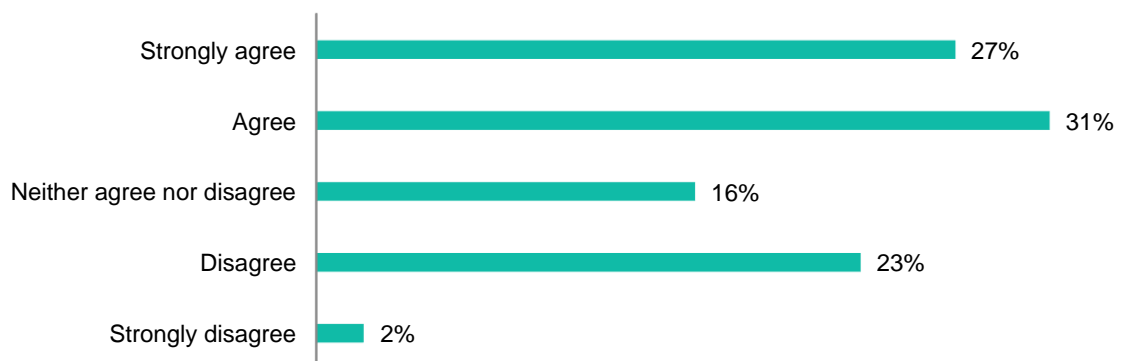
When I purchase a product that is packaged, I always consider what I will do with the packaging it comes in

184 responses were received for this part.



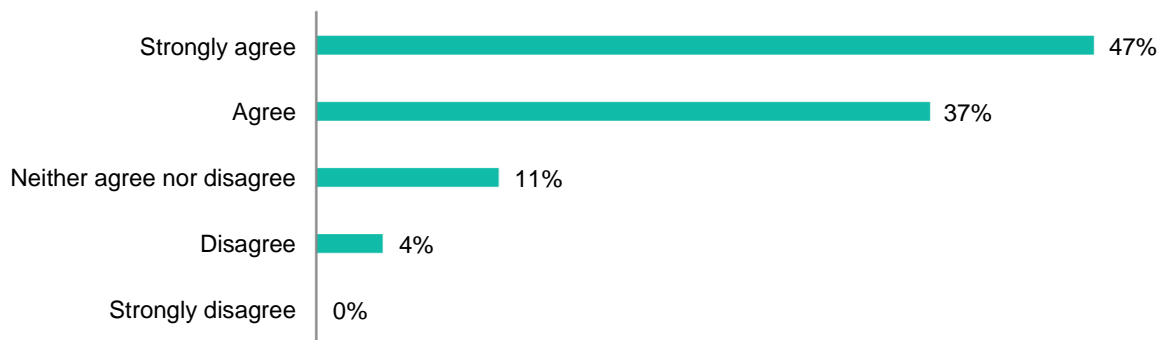
I have chosen not to purchase something because of the type or amount of waste it would have produced

185 responses were received for this part.



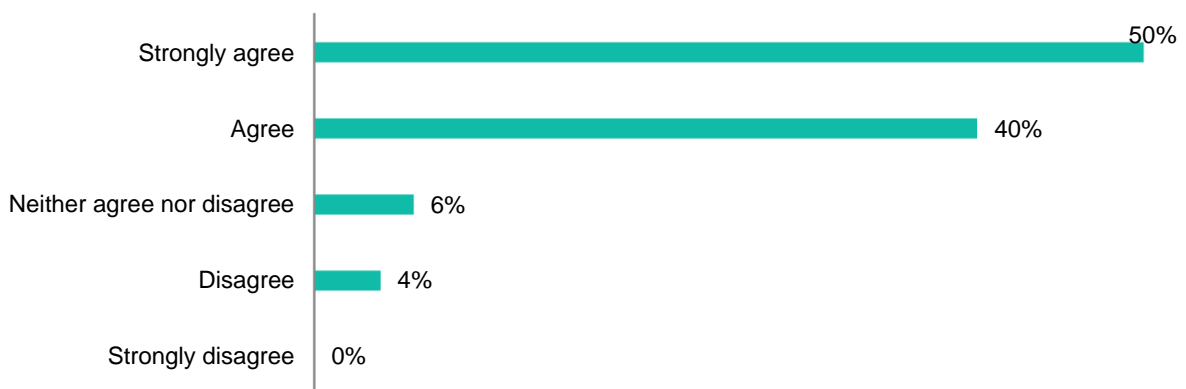
I prefer to purchase products that have less or no packaging

184 responses were received for this part.



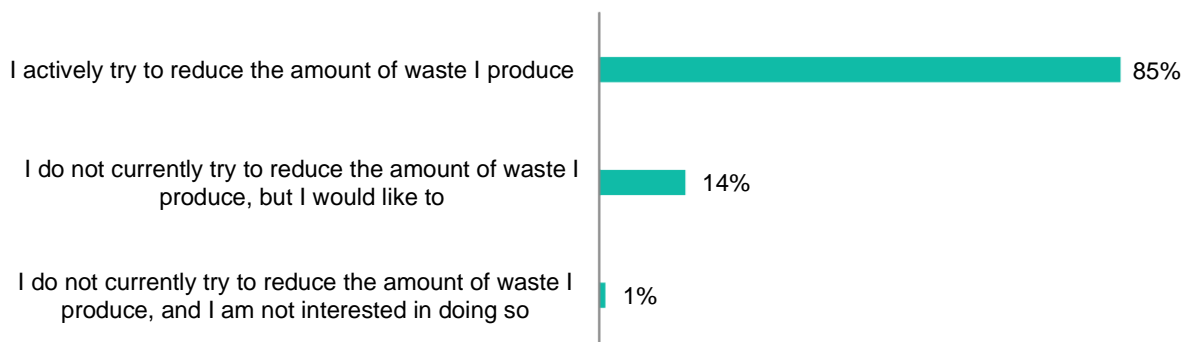
When I am finished using an item or product, I try to find a way to reuse or recycle it

184 responses were received for this part.

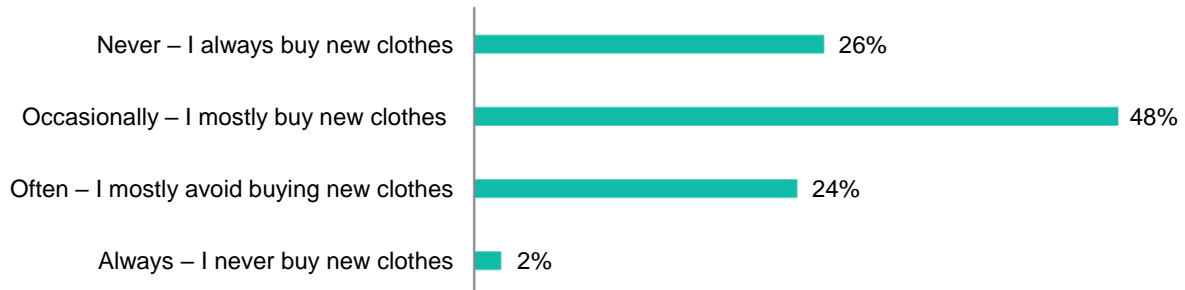


Which statement is most applicable to you?

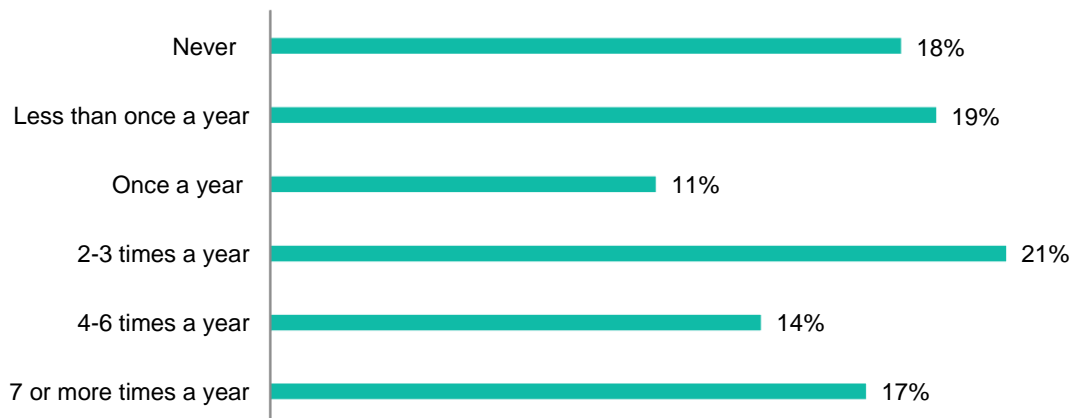
183 responses were received for this question.



When you want or need an item of clothing, how often do you avoid buying new? (You might avoid buying new clothes by borrowing, renting, sharing or swapping items with others, purchasing second-hand online or in a store, or deciding not to get the item at all).
Note: this question excludes items that must be bought new for health and hygiene reasons.
185 responses were received for this question.

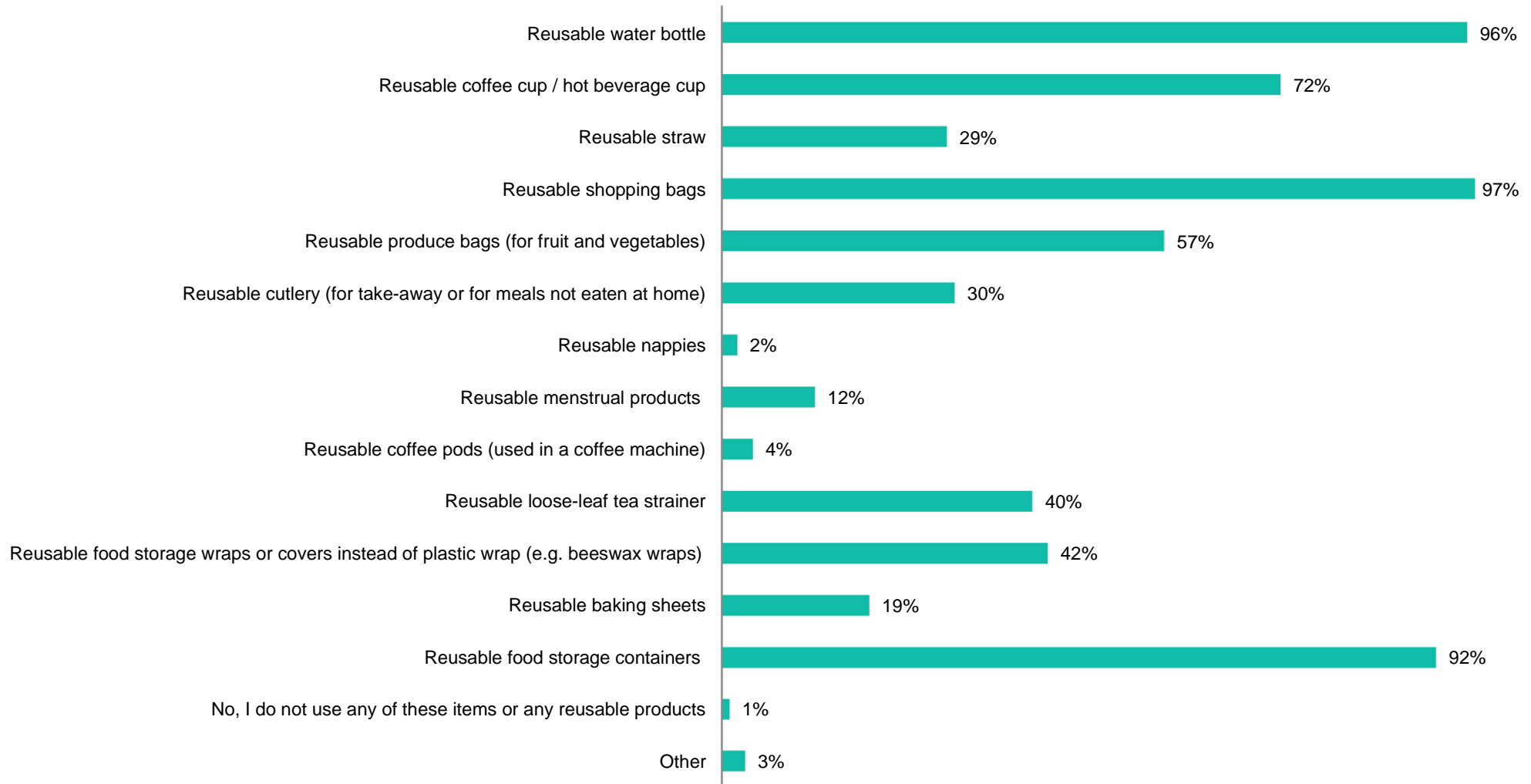


Before COVID-19, to the best of your knowledge, how often did you buy or receive clothes or any other items second-hand? (This includes purchasing second-hand items online, shopping somewhere that sells second-hand goods or receiving second-hand items through any means including 'hand-me-downs' from family and friends)
185 responses were received for this question.



Do you currently use any of the following items? (Please tick all that apply)

Participants could select as many options as they wanted. 185 participants responded to this question with a total of 1101 options selected. **Percentages indicate the number of participants that selected each option against total participants.**

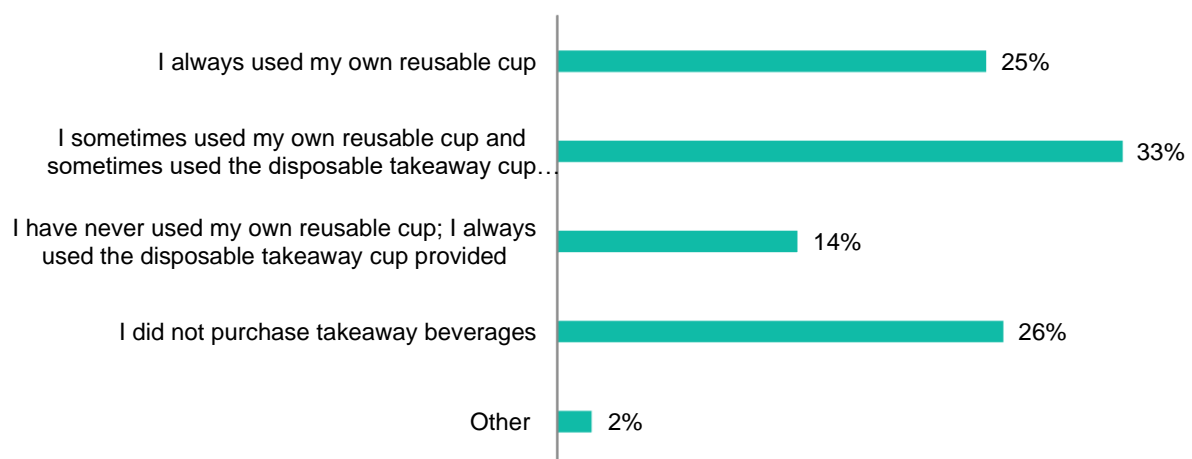


Those who selected 'other' specified with the following:

<i>Cotton products</i>
<i>Double-sided pieces of printed paper</i>
<i>Re-useable facemasks</i>
<i>Re-usable batteries</i>
<i>Re-usable containers while shopping</i>
<i>Mending and repairing rather than disposing</i>
<i>Avoid (non-recyclable) coffee pods and straws</i>
<i>Re-usable/refillable printer cartridges</i>
<i>Re-usable/refillable soap and cleaners dispensers</i>
<i>Re-usable lens cleaners</i>
<i>Second-hand novels, textbooks and reading devices</i>
<i>Second-hand mobile devices</i>

Before COVID-19, how often did you use your own reusable cup (e.g. keepcup) for takeaway beverages, such as coffee? (Please select one)

185 responses were received for this question.

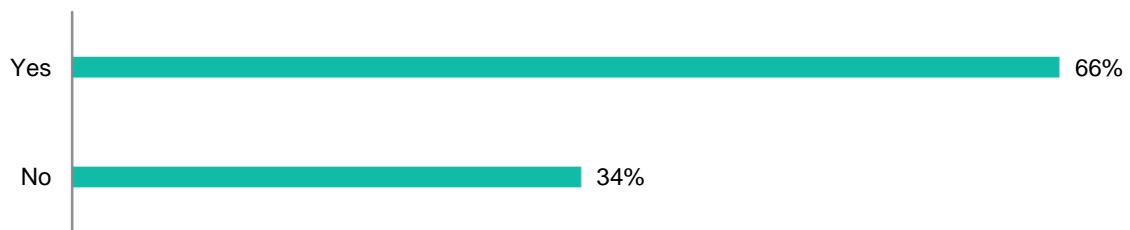


Those who selected 'other' specified with the following:

<i>Buy in cafes</i>
<i>Places didn't accept reusable cup</i>
<i>Never use takeaway cups</i>

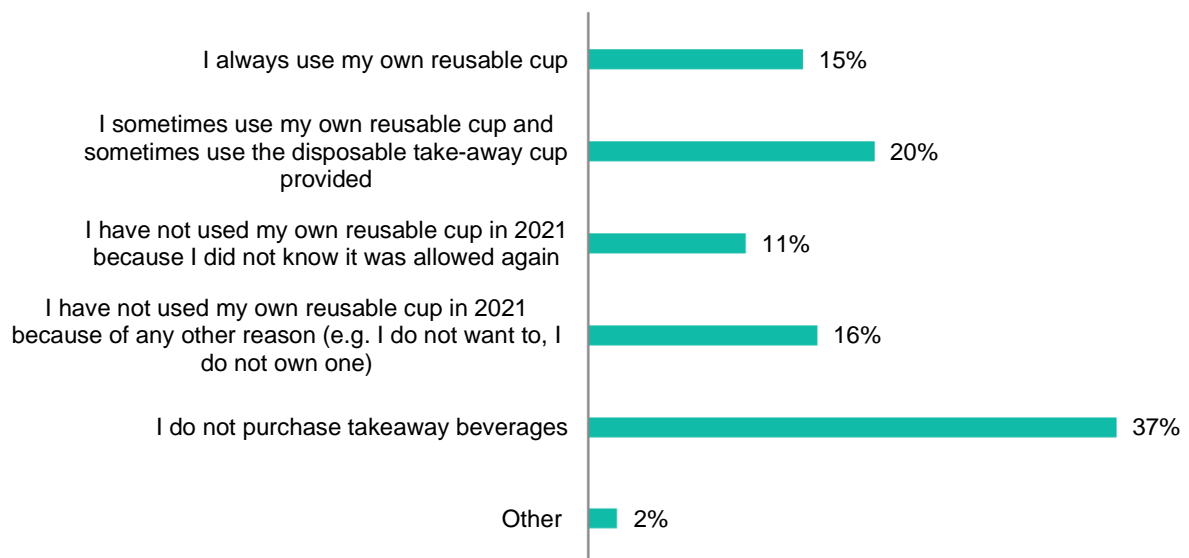
Did you know that reusable cups are now allowed?

184 responses were received for this question.



So far in 2021, how often have you used your own reusable cup (e.g. keepcup) for takeaway beverages, such as coffee? (Please select one)

184 responses were received for this question.

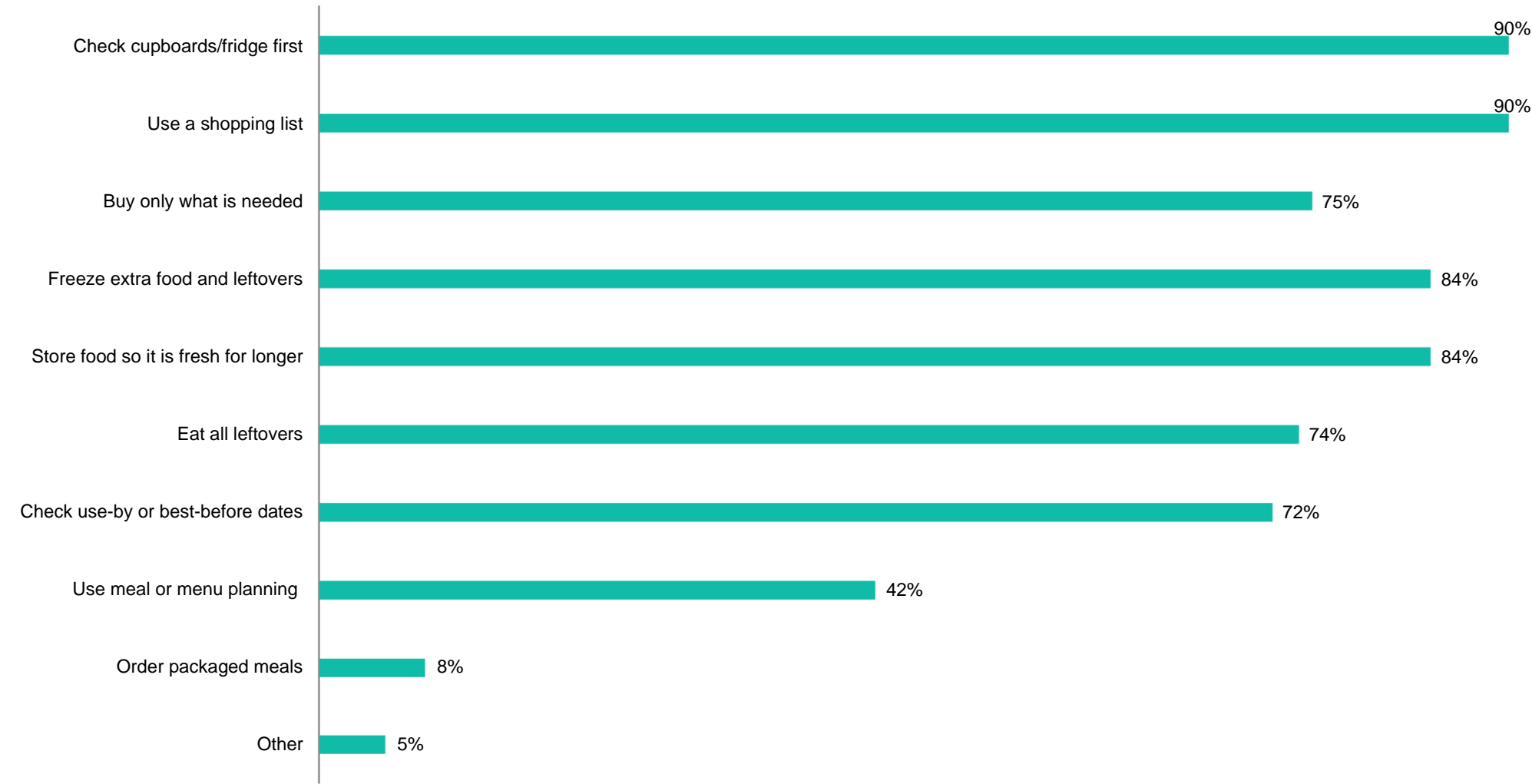


Those who selected 'other' specified with the following:

<i>Don't use a re-useable cup as it's mostly a non-planned purchase</i>
<i>All cafes still not accepting re-useable cups</i>
<i>Coffee is mostly consumed at home – we grind beans and plunge ourselves</i>
<i>Purchase ahead using Skip App to avoid lining up – can't deliver cup in advance</i>

Do you currently use any of the following methods to prevent food waste? (Select all that apply)

Participants could select as many options as they wanted. 184 participants responded to this question with a total of 1150 options selected. **Percentages indicate the number of participants that selected each option against total participants.**

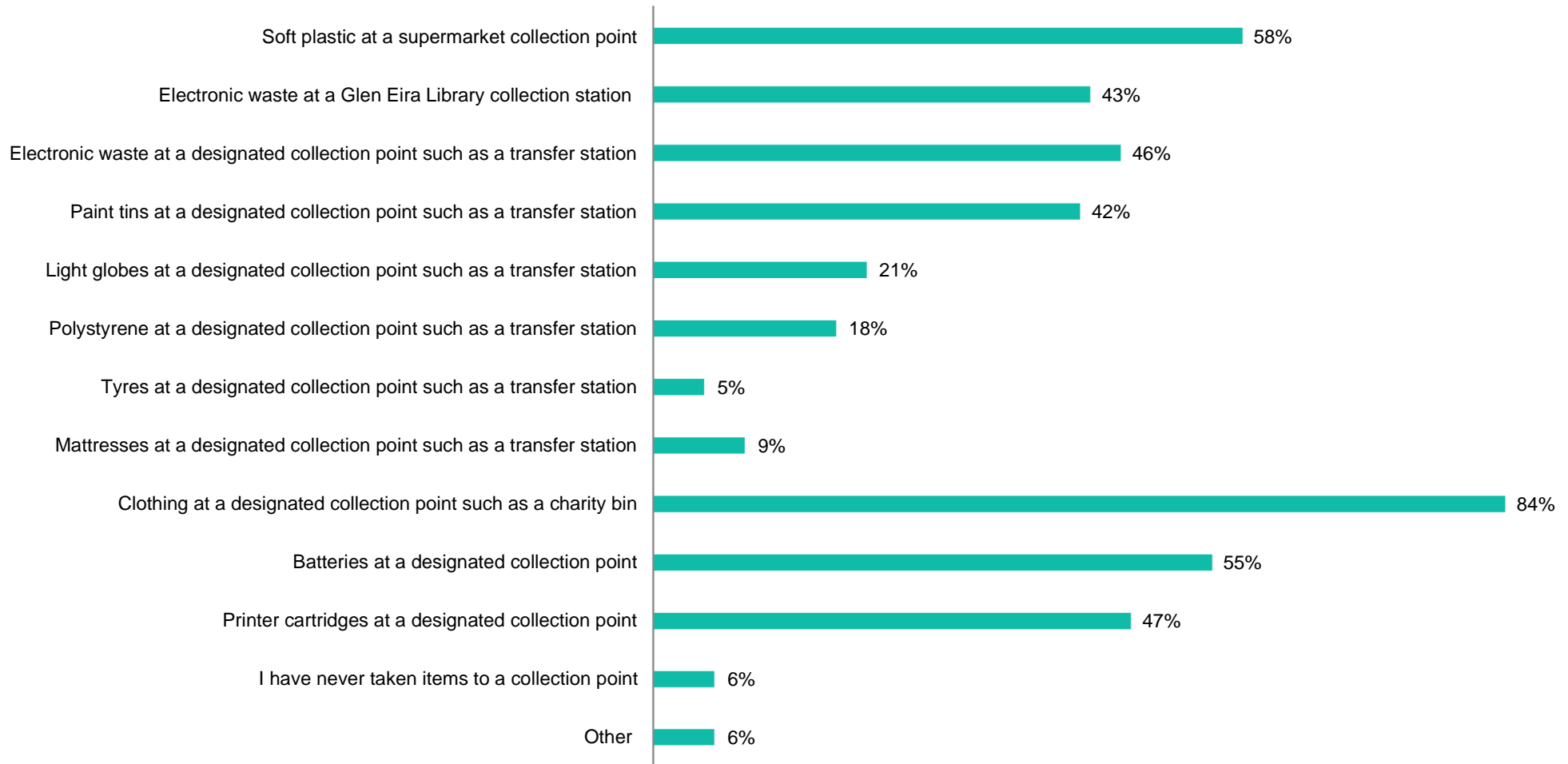


Those who selected 'other' specified with the following:

<i>Food leftovers to be eaten for a later meal, go to compost or green waste bin, or use as fabric dye</i>
<i>Grow vegetables</i>
<i>Seek out cooking recipes to use perishable foods and leftovers</i>
<i>Share excess food</i>

Some items cannot be recycled in your yellow bin but are accepted at designated collection points. Have you ever taken items to a collection point for recycling? (Please tick all that apply)

Participants could select as many options as they wanted. 182 participants responded to this question with a total of 801 options selected. **Percentages indicate the number of participants that selected each option against total participants.**



Those who selected 'other' specified with the following:

<i>TerraCycle or REDcycle for dental products, pens and stationary items, beauty products and soap/shampoo bottles, bread tags and lids</i>
<i>Local Op Shop or charity bins for suitable items i.e. clothes</i>
<i>Workplace recycles batteries and printer cartridges</i>
<i>Coles or Woolworths for soft plastics</i>
<i>Monash Waste Transfer and Recycling Station</i>
<i>Good Guys' collection point for electronic waste</i>

Is there anything else you would like to add on this topic?

Topics or themes of feedback	No. of responses
Community education necessary	20
Council should make recycling and re-using items easier	17
Improvements needed for bin/hard rubbish collections and management	15
Non-recyclable packaging plastics are a problem	13
Actively reduce my waste	9
Other	6

Illustrative quotes:

"As part of Glen Eira's new Men's Shed could you please consider furniture repairs for community? I love how Surf Coast Shire has Men's Shed collection at tip to save items, tip shop and repairs to donate via local church and opp shop. Helping community and reducing waste. Glen Eira's hard rubbish seems to go in fashions with lots of BBQs over summer, mattresses when overseas students move out, whole houses of stuff when moving house etc. - Council could target messages to seasons. Council could provide residents with a guide on website how to rehome furniture - sale or free via gumtree, ebay, local facebook groups, oppshops, Brigidine Asylum Seekers Project . Encourage people to make the effort." (Female, 50-59, Glen Huntly)

"You should make it easier to donate clothes, etc. You should offer a service that cleans the green bins. They stink if used regularly for food waste." (Male, 35-49, Caulfield North)

"I wish it was easier to recycle things without having to take them to a transfer station. I tend to just let things accumulate in the garage and then never get around to taking them to the station! An annual pickup by the Council of each type of item (polystyrene, printer cartridges, light globes) would be something I'd really appreciate." (Female, 50-59, Ormond)

"More information on package, to go into what bin!" (Male, 70+, Elsternwick)

"There are still A lot of people who do not believe there is anything wrong with the way we live nor is there anything we can do to minimise the effects of climate change. It is hard to hear conversations between climate change deniers, and I wonder about the role of fake news and social media algorithms in this. More than ever the ability to clarify and synthesise information to make informed judgements and choices is needed. These character traits of wisdom and respect, new measures of success that have been missing from the past few decades are so important. We can teach skills. Character and attitude is much harder to cultivate. In essence young people can't be what they can't see. Celebrating Local role models is important at local govt level. Thanks for all you do! 😊" (Female, 50-59, Carnegie)

SECTION TWO: EXTENDED OUTDOOR DINING AREAS (PARKLETS)

Parklets are temporary outdoor dining spaces that use on-street parking for extra chairs and tables. Council introduced parklets to Glen Eira following community engagement last October.

They were introduced to help businesses cope with COVID-19 capacity restrictions by allowing them to extend their trading area beyond the footpath.

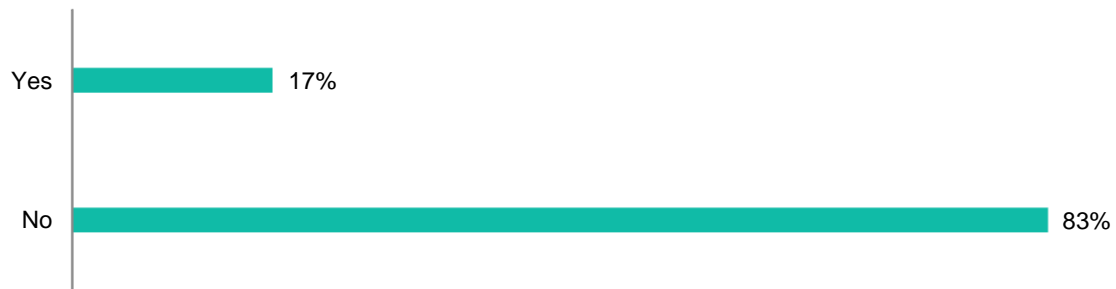
Parklets have continued into autumn and we sought community feedback to help us review the program and determine whether they should continue. Feedback gathered in this survey complemented engagement directly with traders and the broader public.

KEY FINDINGS

- 83 per cent (152 of 184) of participants indicated they had not dined in a parklet in Glen Eira.
- 55 per cent (87 of 159) of participants indicated they would like to see communal parklets (parklets that can be used by any diner of any nearby business) in the future.
- 47 per cent (86 of 182) of participants indicated they would like to see a further extension of the parklet program through winter to summer/autumn 2022.

Have you dined in a parklet in Glen Eira?

184 responses were received for this question.

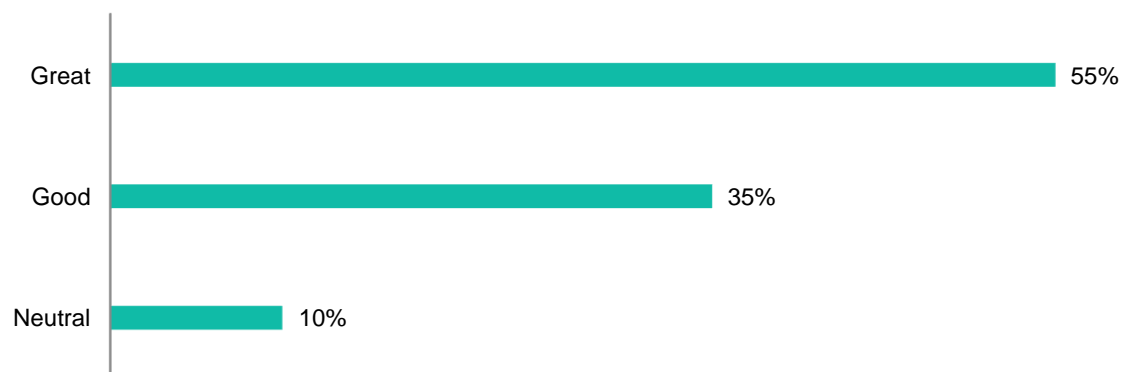


Those who selected 'yes' specified with the following names and/or locations:

<i>Carnegie gelato</i>
<i>Bentleigh</i>
<i>Caulfield Park, Elsternwick Park</i>
<i>Wines on Poath, Studio Beans</i>
<i>Carnegie</i>
<i>Caulfield Racecourse Hotel</i>
<i>Harleston Park</i>
<i>Fifth Chapter and Little Tommy Tucker</i>
<i>Goat Shed Glenhuntly Road</i>
<i>Koornang Road Carnegie</i>
<i>Glovers Station, Alma Road</i>
<i>Koornang Road, Dumplings, Annie I think.</i>
<i>Carter Lovett</i>
<i>Koornang Road, Carnegie</i>
<i>Centre Road Bentleigh</i>
<i>Carnegie forecourt</i>

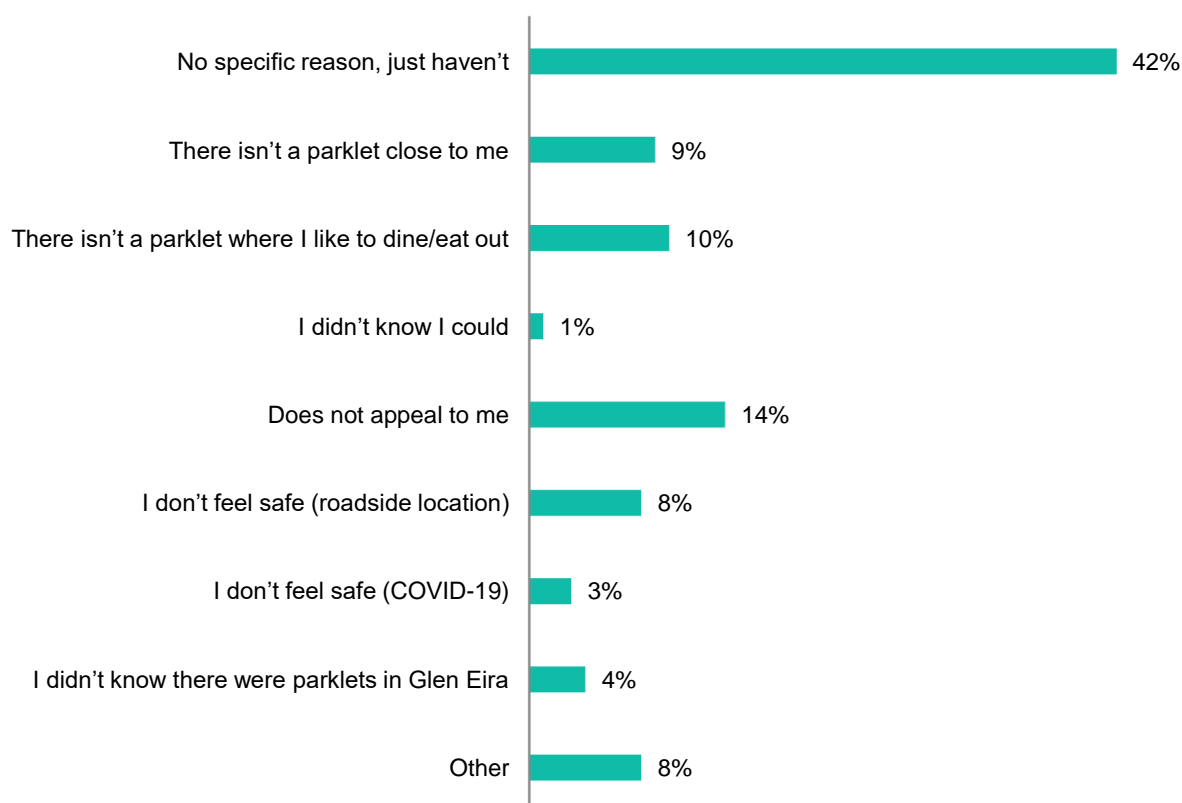
How would you describe your experience?

31 responses were received for this question.



What are the reason(s) why?

196 responses were received for this question.



Those who selected 'other' specified with the following:

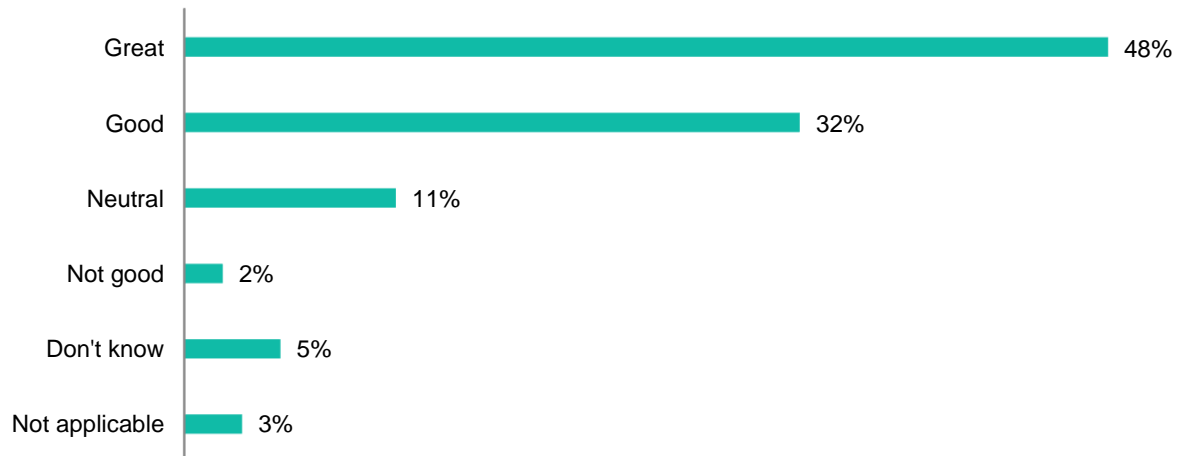
<i>Weather hasn't been conducive to dining in parklets.</i>
<i>Only eat at kosher eateries.</i>
<i>I object to parklets benefitting the hospitality industry only to disadvantage other surrounding retailers by reducing available car spaces for customers.</i>
<i>Prefer inside, as parklets or outdoor cafe areas tend to become overrun by dogs.</i>
<i>I dine out infrequently.</i>
<i>I have avoided sitting close to car exhausts to reduce inhaling car fumes on busy suburban roads.</i>
<i>My house has a large garden and I dine there.</i>
<i>I have a baby and children so haven't had many opportunities to dine out.</i>
<i>Food allergies.</i>
<i>I don't like them, as they're too close to road dust/noise and higher risk of being hit by vehicle. Also, footpaths are rarely wide enough to accommodate pedestrians too.</i>
<i>In every establishment I have dined in there has been more than adequate space in the existing (normal indoor and outdoor) seating.</i>

Thinking about parklets you see in your local area (or elsewhere in Glen Eira), how would you rate the following aspects?

For this multi-part question, participants could choose one of six options for each part.

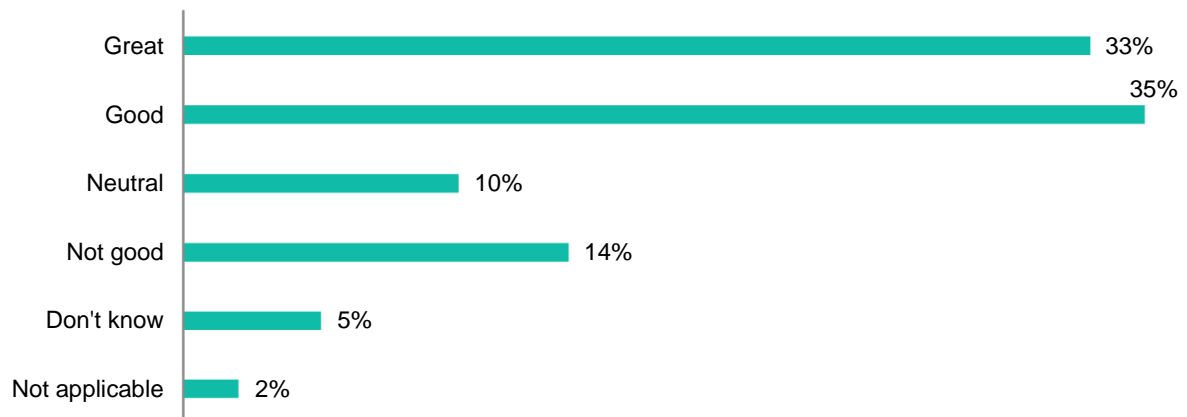
Supporting local businesses

184 responses were received for this part.



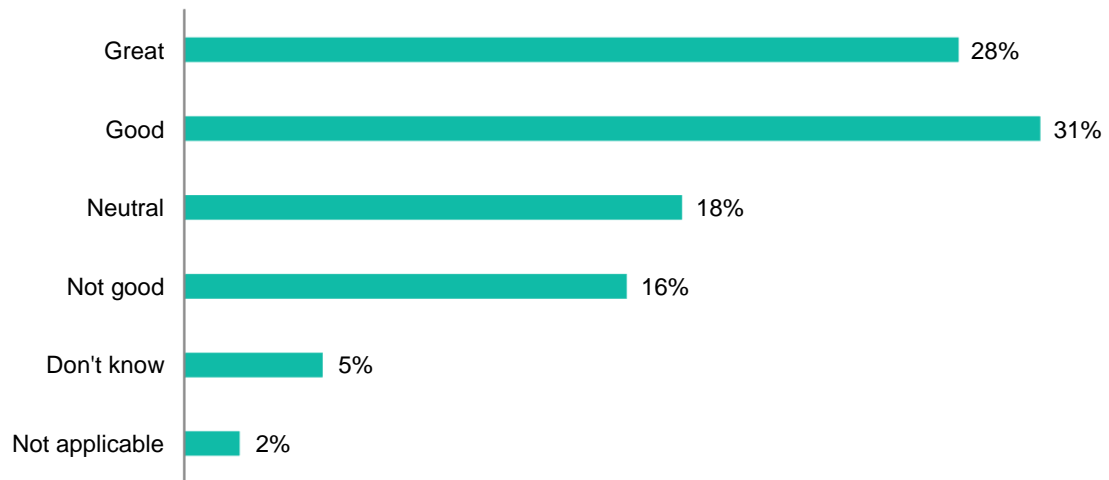
Use of public space

182 responses were received for this part.



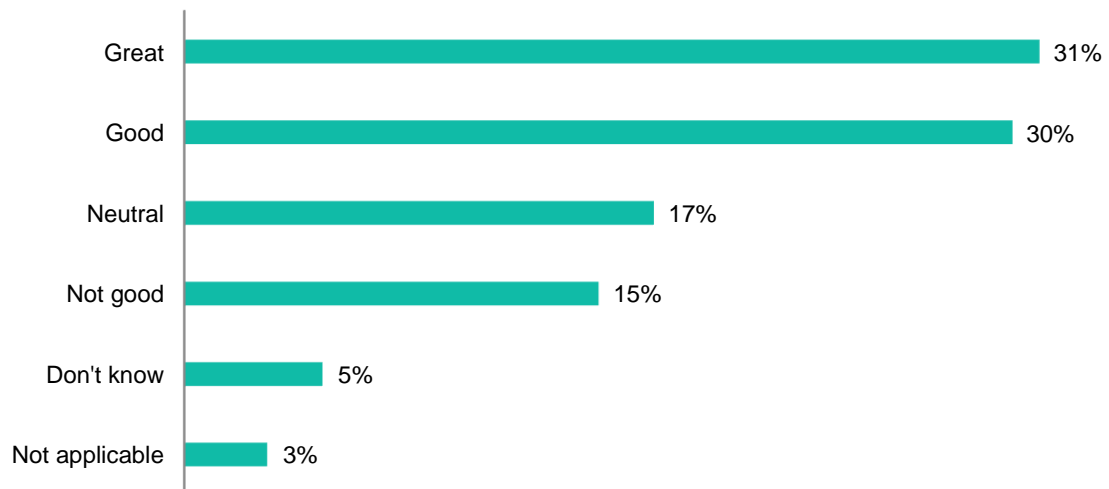
Contribution to looks/appearance

182 responses were received for this part.



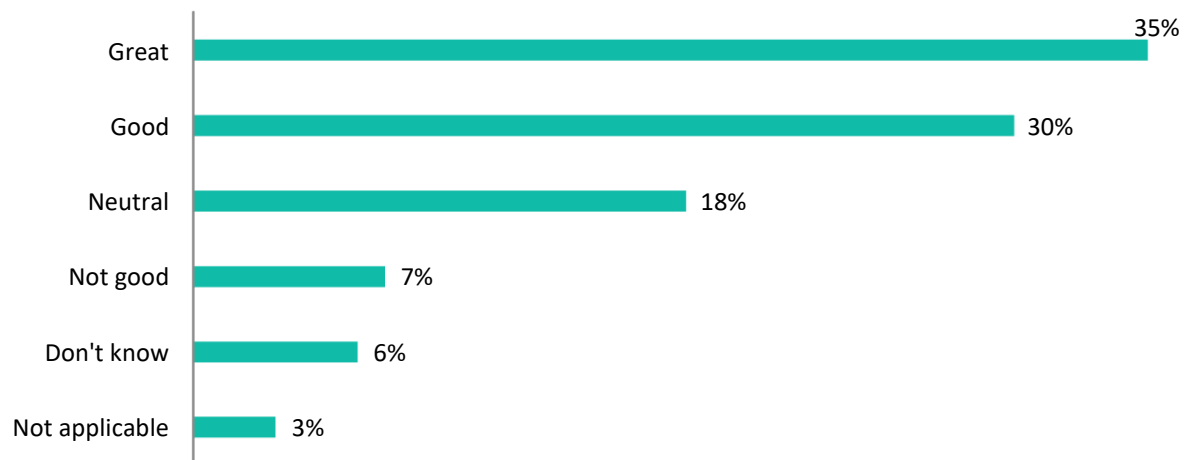
Contribution to the street

183 responses were received for this part.



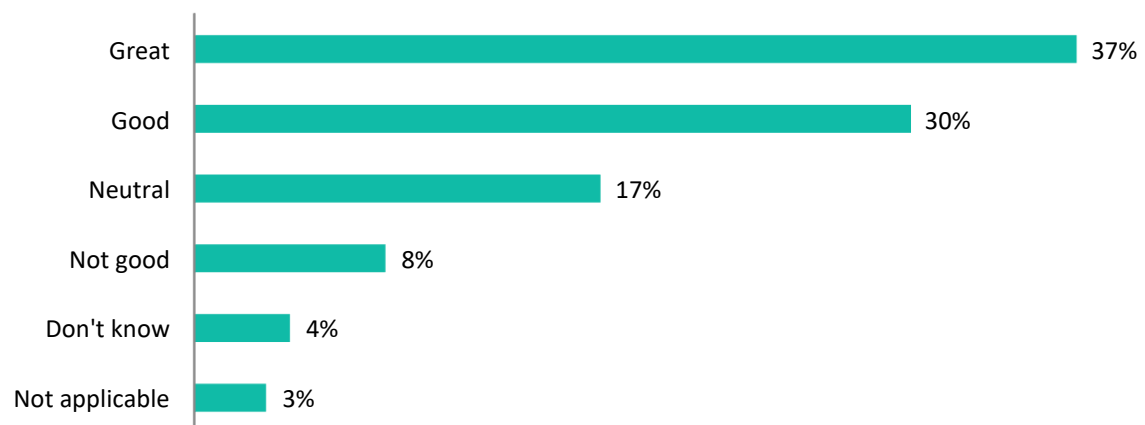
Contribution to the atmosphere/feel

179 responses were received for this part.



Contribution to community safety (in terms of COVID-19 risk) compared with dining indoors

180 responses were received for this part.



What do you like most about the parklet(s) you see?

Topics or themes of feedback	No. of responses
Creates positive community atmosphere	40
Opportunity to extend seating and outdoor dining options	32
Improvement to visual amenity	21
Pedestrian activation of vehicle dominated public space	19
I don't like them	13
Helps activate streets and more safety	11
Foster neighbourhood interactions	5
Prioritise and promote sustainable transport	4

Other	7
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Illustrative quotes:

“Gives community more priority over cars. It can be so easy to use the excuse of providing enough space for cars. But if there is better public transport/ cycling infrastructure then cars become superfluous.” (Female, 25-34, Caulfield South)

“I HATE parklets, they are stealing our parking spaces!”(Male, 60-69, St Kilda East)

“Adds space to businesses, adds a vibrancy to the streets, much better having tables in the parklets than having to navigate people and tables on the same footpath.” (Female, 50-59, Bentleigh East)

“They are made of solid barriers which help make patrons feel safe, and some have their own individual decors which make them more inviting, and it increases seating capacity.” (Male, 35-49, Caulfield)

Do you have any suggestions for how parklets could be improved?

Topics or themes of feedback	No. of responses
They could look more inviting	27
Protection from weather	13
Remove them	7
Heating for cooler weather	8
Make permanent	7
Traffic calming necessary or have them further from traffic	6
Would like more	5
More car parks	4
Ensure dedicated bike lanes aren't blocked	3
Lighting	2
Other	8

Illustrative quotes:

“Maybe more added greenery and heating/umbrellas in the colder months.” (Female, 18-24, Bentleigh East)

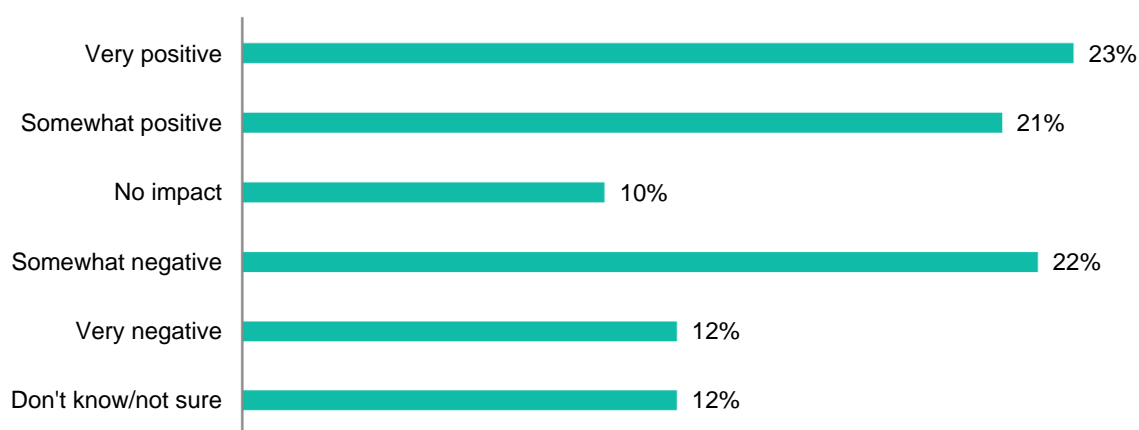
“Suggest council get on with paving areas as in the Elsternwick plan, so that temporary looking parklets will not be necessary. Because of the haste in their creation, some look very uninviting- just false grass and orange bollards. . If to become a regular feature, perhaps a better level of design....” (Female, 70+, Elsternwick)

“Parklets must be ABOLISHED immediately!” (Male, 60-69, St Kilda East)

“Messaging on the tables/ seating eg feel good messsges, how to growth mindset messages, Or mental health tips, QR code’s to open websites to historical info or good news stories from the local neighbourhood or indigenous info, challenges for kids, challenges for mobile free areas, designated waste free areas, bottle refunds collection points for charity organisations Etc etc” (Female, 50-59, Carnegie)

Parklets temporarily use some on-street car parking space. Generally speaking, what impact do you think this has had?

182 responses were received for this question.



If necessary, please briefly explain your answer to the last question:

Topics or themes of feedback	No. of responses
Parking / Traffic (either for better or worse)	80
Encourages people to use more sustainable transport options	23
Pedestrian activation of vehicle dominated public space	14
Parklet patronage	9
Safety	9
Visual amenity	6
Disadvantages other businesses	3
Other	8

Illustrative quotes:

“If there is better public transport and cycling infrastructure, then parking becomes less relevant.” (Female, 25-34, Caulfield South)

“Makes it more challenging to find a suitable parking spot.” (Female, 60-69, Bentleigh East)

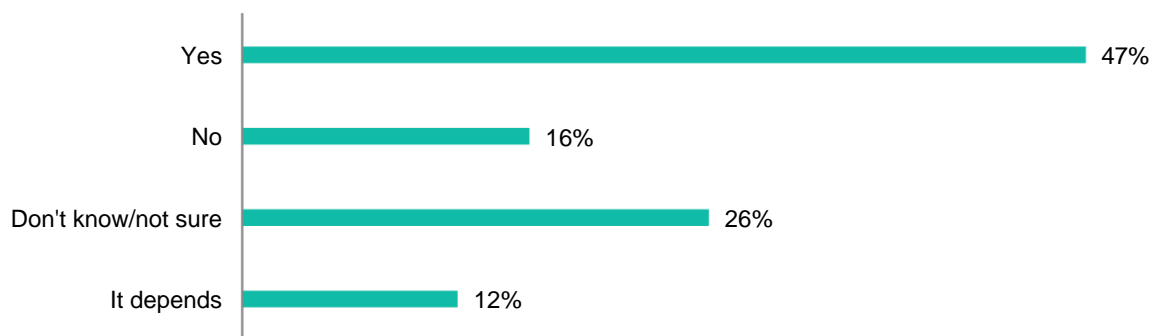
“Positive to those who walk or use public transport but I imagine car users would feel less so” (Male, 60-69, Caulfield East)

“Good to see people using them although I don't like the fake greenery but still good effort. Not sure how welcoming they will be in cold weather. Losing car spaces is no problem.”
(Female, 35-49, Carnegie)

“It does reduce the number of parking spaces, but the parking spaces are not in drastic short supply anyway plus the parklets improve the atmosphere.” (Male, 35-49, Caulfield)

Our parklet program ran over summer and was extended into autumn 2021. Would you like to see a further extension through winter to summer/autumn 2022? (Please select one answer)

182 responses were received for this question.



Those who selected ‘other’ specified with the following:

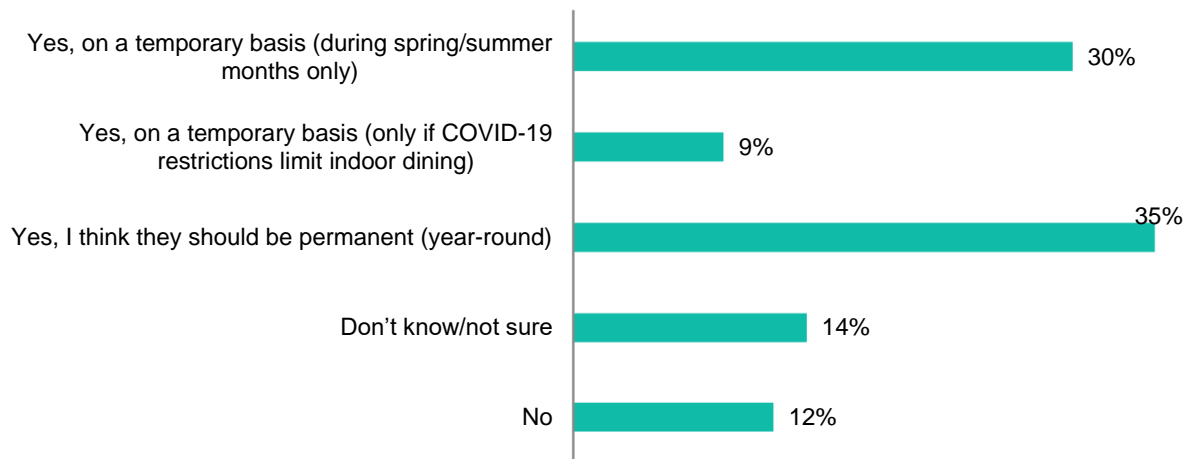
<i>Whether they are equipped for winter-time (protected from weather, efficient and climate conscious heating)</i>
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<i>Whether COVID-19 is still a factor.</i>
--

<i>Whether demand still exists.</i>

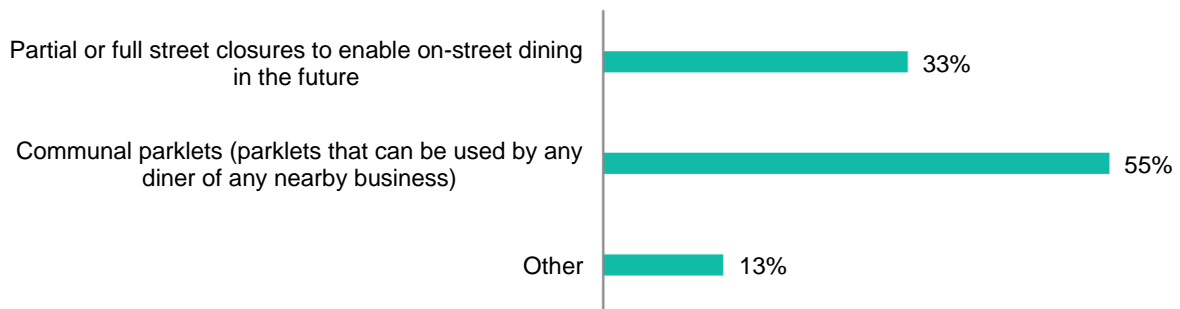
Would you like to see more parklets in Glen Eira in the future?

184 responses were received for this question.



Thinking about future opportunities, would you like to see any of the following?
(Please select one answer)

159 responses were received for this question.



Those who selected 'other' specified with the following:

<i>None of the above</i>
<i>Off-road communal parklets (used by any diner at nearby business)</i>
<i>Assist dine-in businesses to reconfigure and expand into unused internal spaces to allow for increased social distancing</i>
<i>Parklets away from busy roads</i>
<i>Uncertain</i>

Is there anything else you would like to add on this topic?

Topics or themes of feedback	No. of responses
Carefully consider parklet locations	15
Support parklets options	14
Parklet safety	7
Don't support parklets	3
Seasonal approach	2
Other	7

Illustrative quotes:

“If we are to give up parts of parking spaces - then in the long term to provide the generational benefit it would provide more health and community benefits if tree pits were installed where parklets were and shade canopy trees provided to cool footpaths.” (Male, 60-69, Bentleigh)

“Good to support business. Love Melbourne food culture.” (Female, 25-34, Caulfield North)

“Not appealing when they are set up on main roads” (Male, 50-59, Bentleigh)

“Parklets have been a great improvement, there should be many more throughout the city.”
(Male, 60-69, McKinnon)

“As stated I do not like the parklets, they have impacted my going to the shopping area.”
(Female, 60-69, Carnegie)

“Food trucks near Carnegie rail station. Make use of the car parking space at night with tables, performers. Fairy lights. Make it a destination, it would create a buzz and have a halo effect on local traders and other restaurants.” (Male, 60-69, Carnegie)

SECTION THREE: ACTIVE RECREATION

Council is developing an Active Recreation Action Plan that will aim to encourage Glen Eira residents to be active in parks and reserves by creating suitable environments and programs.

To help us prepare the plan, we wanted to ask community members the extent to which they already use Glen Eira's parks and reserves for physical activity and, if applicable, the types of facilities or programs that would encourage them to be more active in these public spaces.

Community feedback will help Council understand community needs so that we can develop suitable facilities and programs that encourage participation in active recreation.

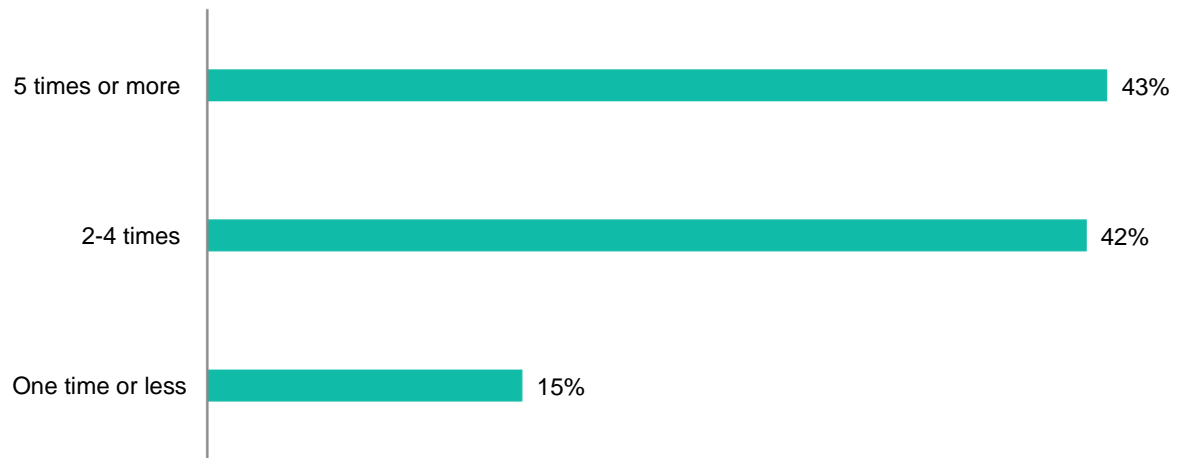
'Active recreation' is any physical activity carried out in public parks or reserves that doesn't involve sport clubs or use of playgrounds.

KEY FINDINGS

- 85 per cent (157 of 175 of participants) indicated that on average they did 30 minutes or more moderate intensity activity two or more days per week.
- 88 per cent (162 of 184 of participants / 40 per cent of total indications, 162 of 409) indicated they had walked at Glen Eira's parks or reserves in the last 12 months.
- 54 per cent (98 of 183 of participants) indicated they had visited Glen Eira's parks or reserves for the purpose of active recreation on average two or more times a week.
- At least 90 per cent of participants indicated that location/proximity (91 per cent, 169 of 185) and convenience (93 per cent, 165 of 177) were either 'very important' or 'important' when considering whether to visit a Glen Eira park or reserve for active recreation.

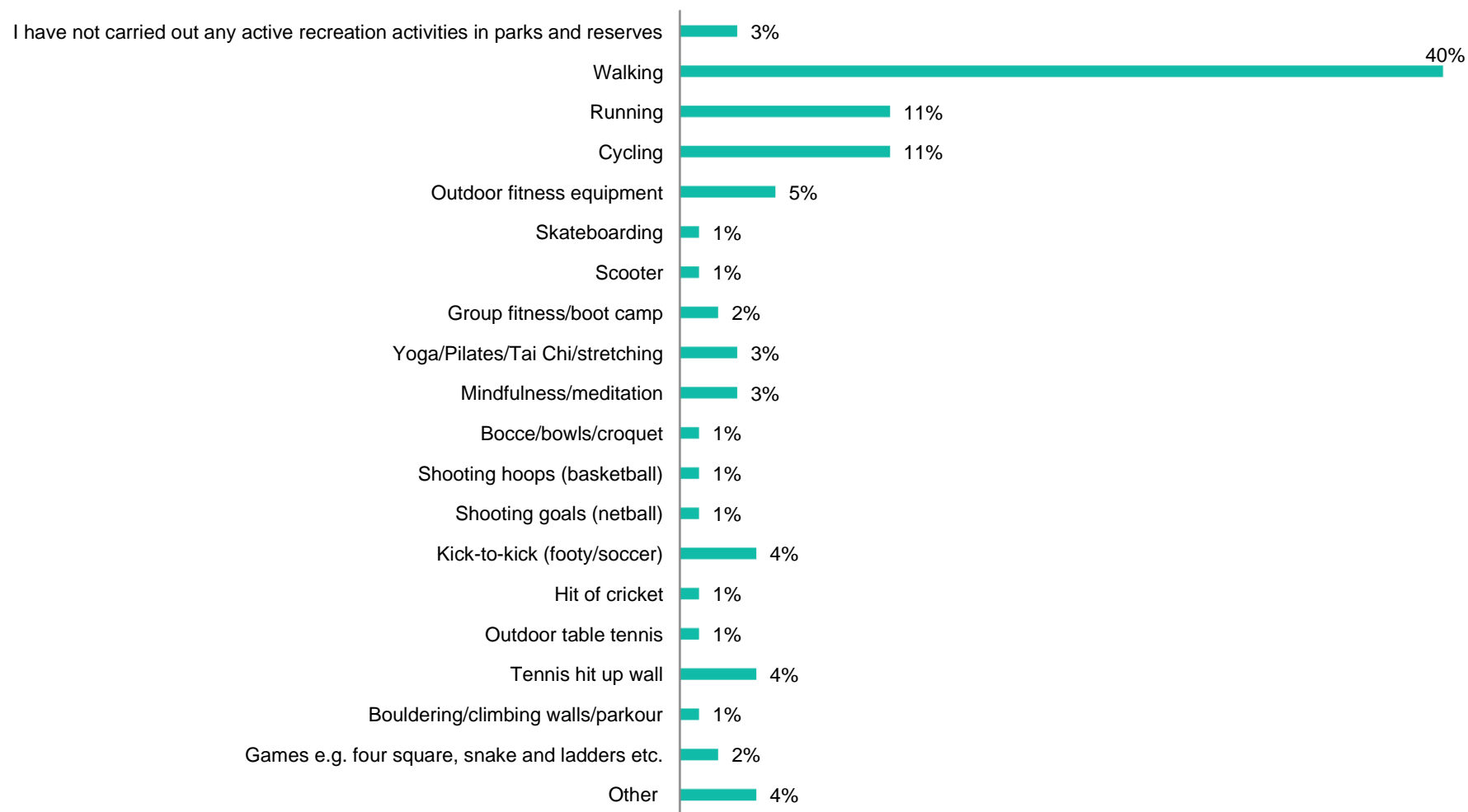
On average, how many days a week would you do at least 30 minutes of moderate intensity activity? (Moderate intensity activity is that which includes a noticeable increase in your heart rate and/or breathing rate)

185 responses were received for this question.



What types of active recreation activities have you carried out when visiting Glen Eira parks and reserves in the last 12 months?
(Please tick as many as relevant)

Participants could select as many options as they wanted. 183 participants responded to this question with a total of 409 options selected. Percentages indicate the number of times the option was selected against the total (409).

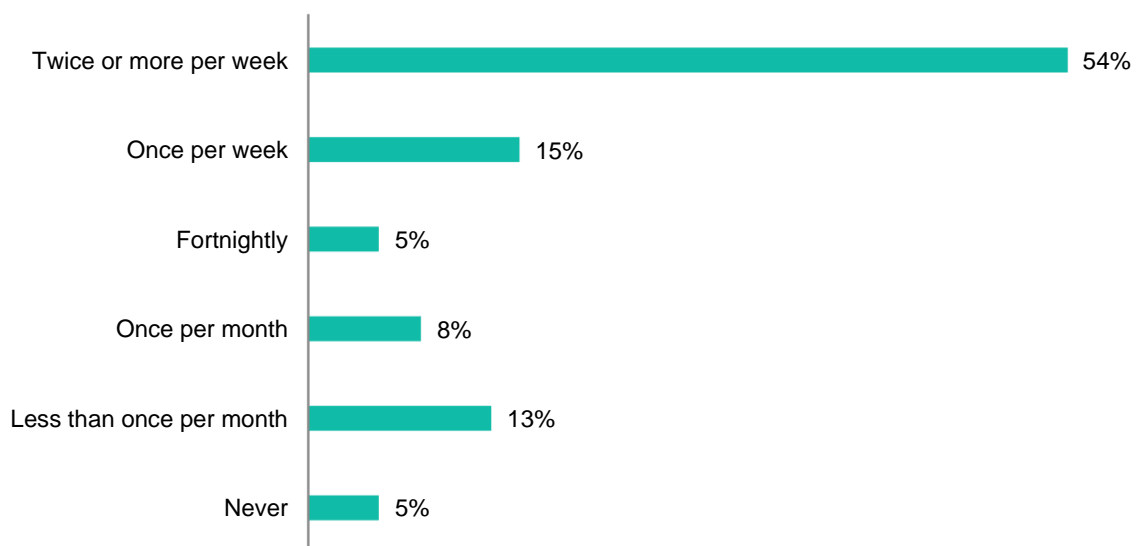


Those who selected 'other' specified with the following:

<i>Golf</i>
<i>Lawn bowling</i>
<i>Swimming</i>
<i>Frisbeeing</i>
<i>Playing badminton</i>
<i>Playing tennis</i>
<i>Dog walking / training</i>
<i>Rolling in the wheelchair</i>
<i>Walking</i>
<i>Body exercises</i>
<i>Kids' playground / play equipment</i>
<i>Zumba</i>

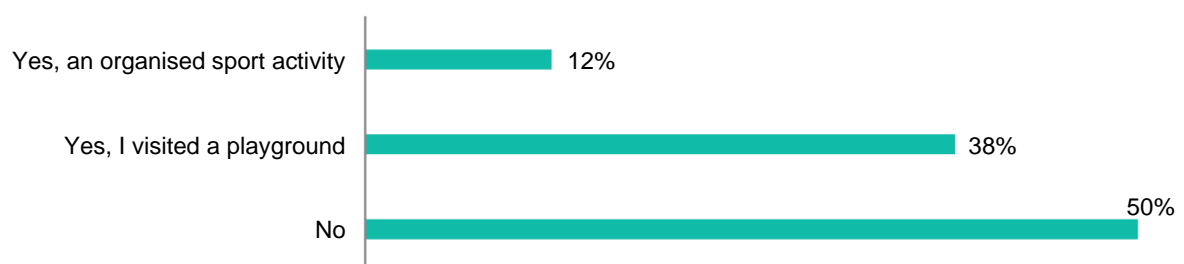
How often do you visit Glen Eira parks/reserves for the purpose of active recreation?

183 responses were received for this question.



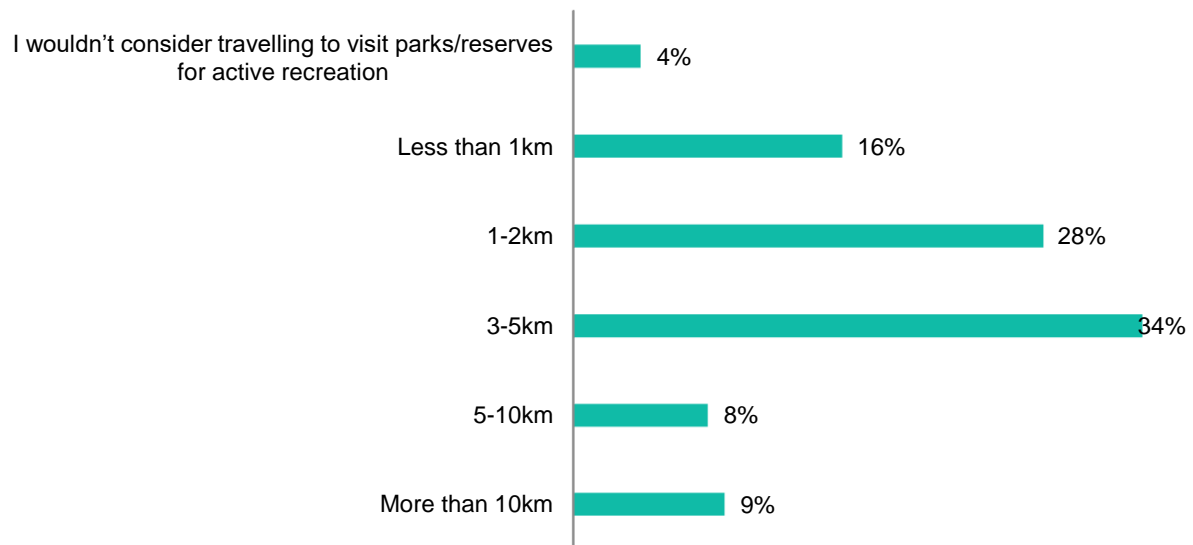
Have you visited Glen Eira parks and reserves in the last 12 months for an organised sport activity or to visit a playground? (Select all that apply)

189 responses were received for this question.



How far would you consider travelling to visit parks/reserves for active recreation?

184 participants responded to this question.

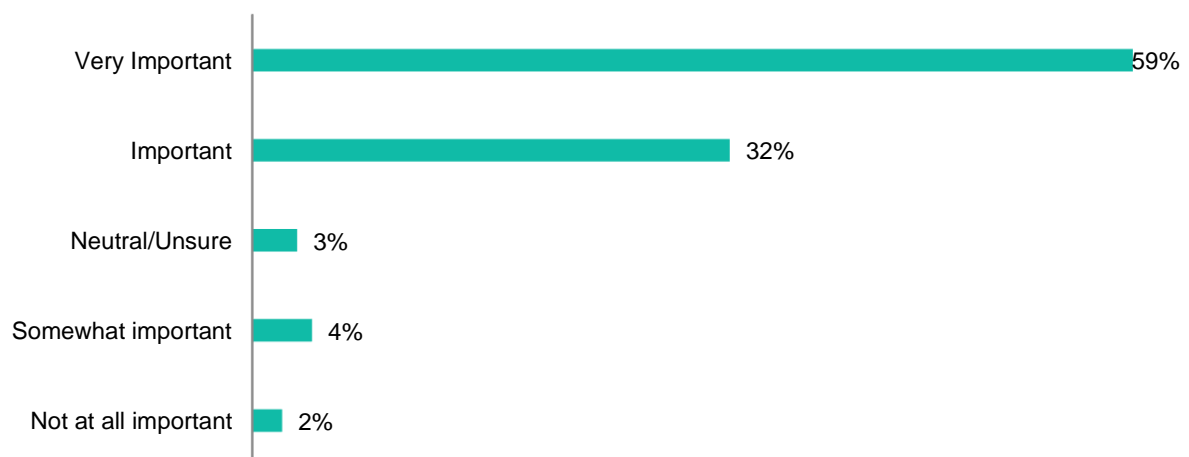


Please rank the importance of the following items when you are considering whether to visit a Glen Eira park or reserve for active recreation.

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

Location/proximity

185 participants responded to this part.



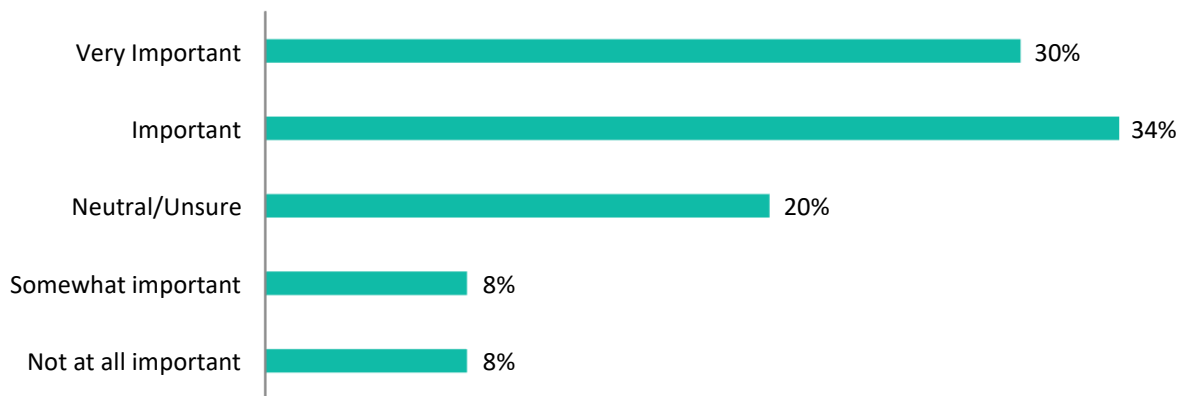
Convenience

177 participants responded to this part.



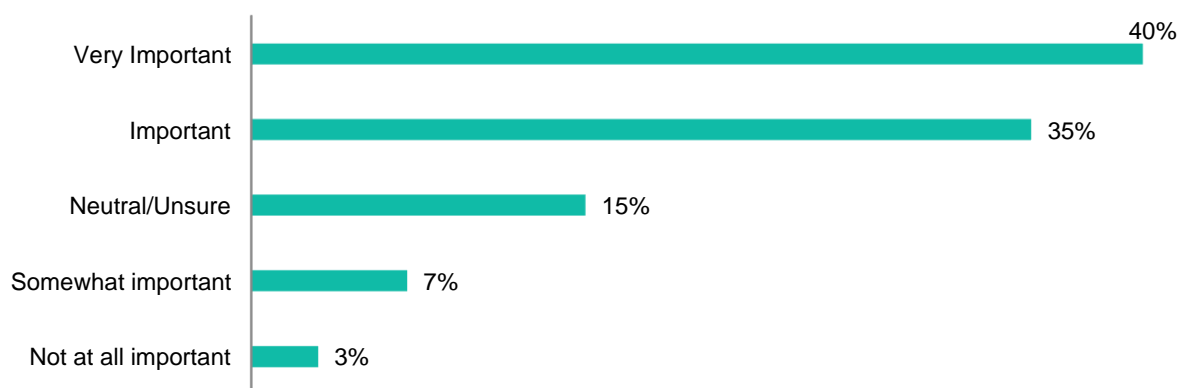
Recreation facilities/equipment provided

179 participants responded to this part.



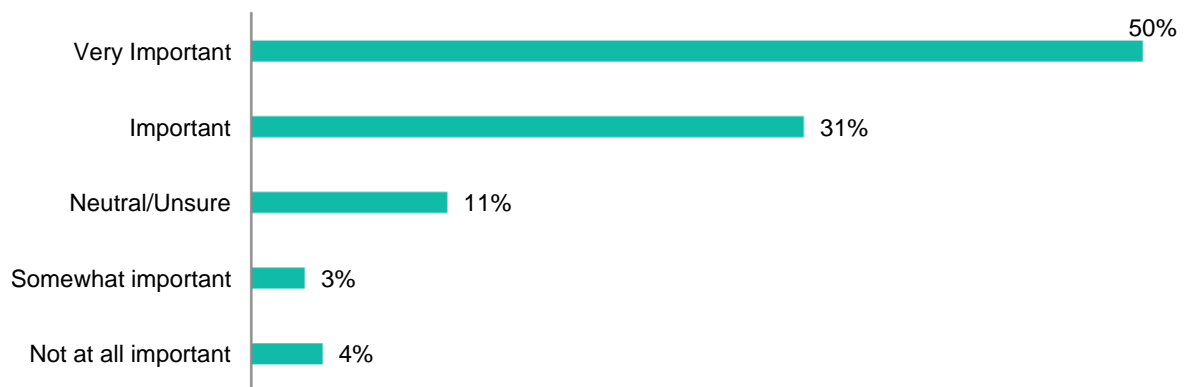
Supporting facilities e.g. public toilets, shelters, lighting, car parking etc.

182 participants responded to this part.



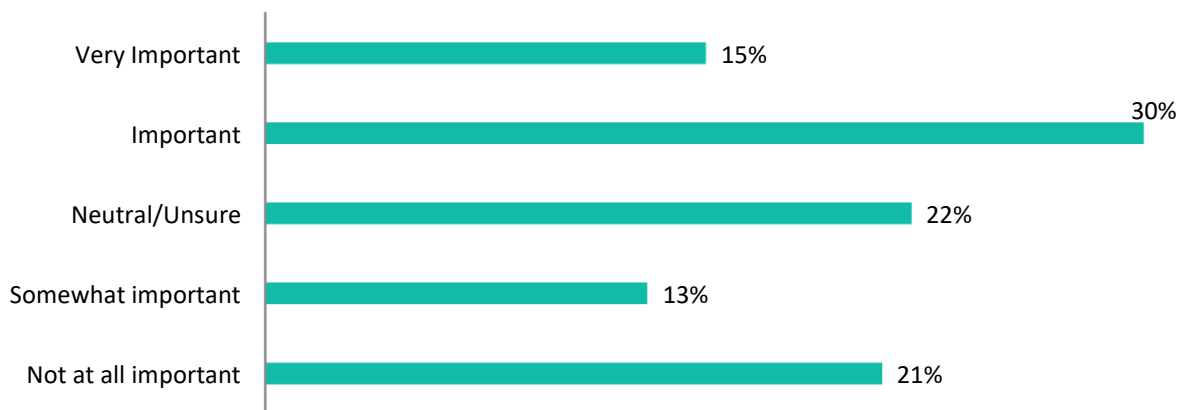
How safe I feel in the park/reserve

183 participants responded to this part.



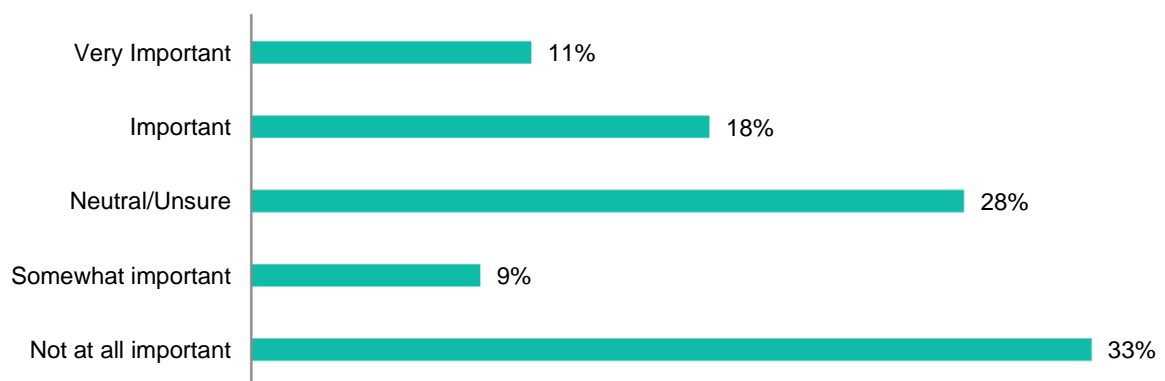
My friends/family use the park/reserve

176 participants responded to this part.



The park has good connections to public transport

180 participants responded to this part.

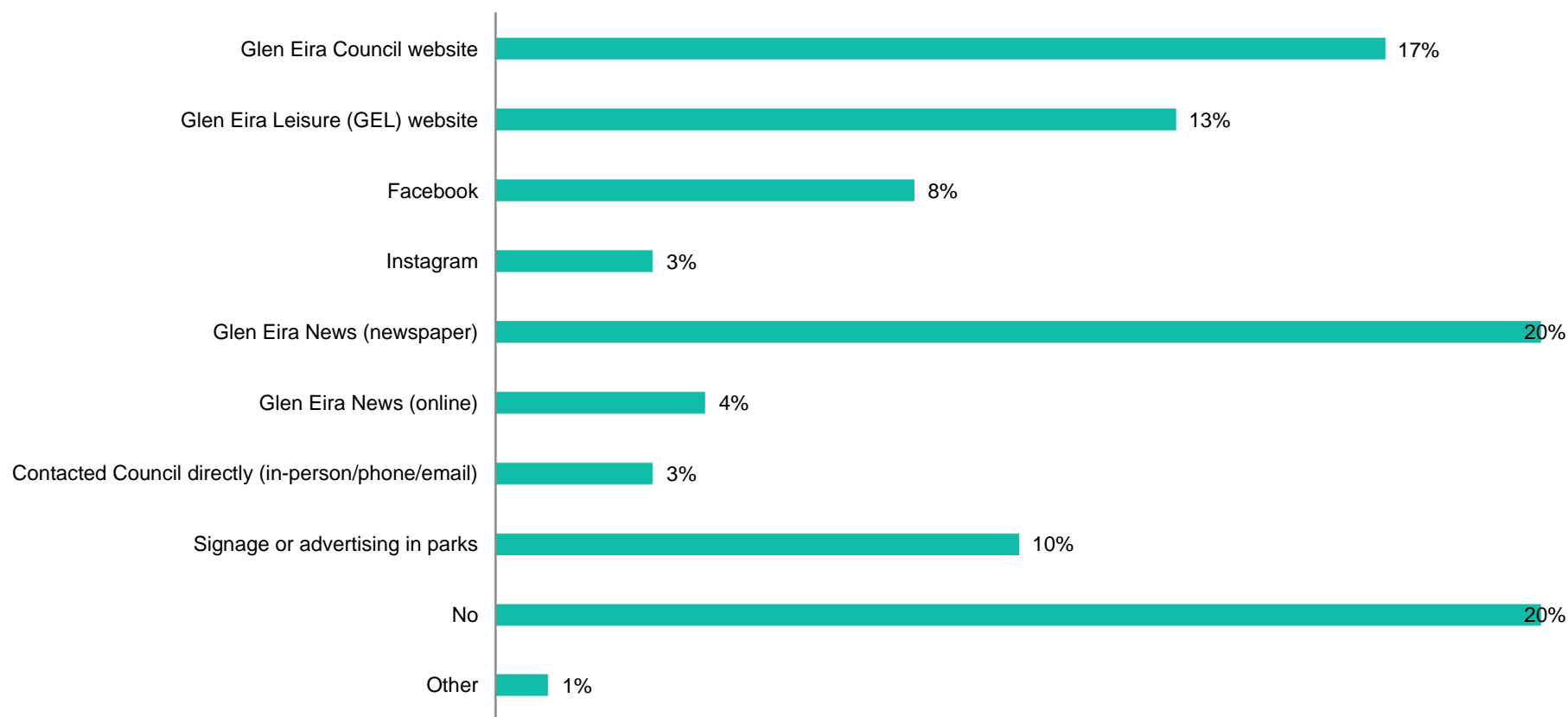


Is there anything else not listed above that you feel would be an important consideration if you were to visit a Glen Eira park or reserve for active recreation?

<i>Infrastructure for runners. e.g. cycling routes, markers and/or clocks for runners</i>
<i>Separated paths for walkers and cyclists/skateboarders.</i>
<i>Increased safety e.g. lighting, sealed and even path surfaces.</i>
<i>Presence of park ranger</i>
<i>Rubbish and recycling bins</i>
<i>No overcrowding of parks and/or facilities</i>
<i>Provision of seating and drinking fountains.</i>
<i>More local parks and reserves</i>
<i>Park and facility cleanliness</i>
<i>Well-kept playground and outdoor gym equipment</i>
<i>Connectivity of park spaces (e.g. fitness stations being close to off-leash dog areas)</i>
<i>Dog on-lead parks</i>
<i>Dog off-leash parks and facilities. e.g. dog poo bags, water taps</i>
<i>Tree coverage, general nature and botanical interest.</i>
<i>Safety and ease of accessibility, including for people with disabilities.</i>
<i>Planned outdoor activities such as yoga, Pilates and tai chi classes.</i>

In the past 12 months, have you gone to any of the following sources of information to learn about opportunities to be active in Glen Eira? (select all that apply)

Participants could select as many options as they wanted. 185 participants responded to this question with a total of 353 options selected. Percentages indicate the number of times the option was selected against the total (353).

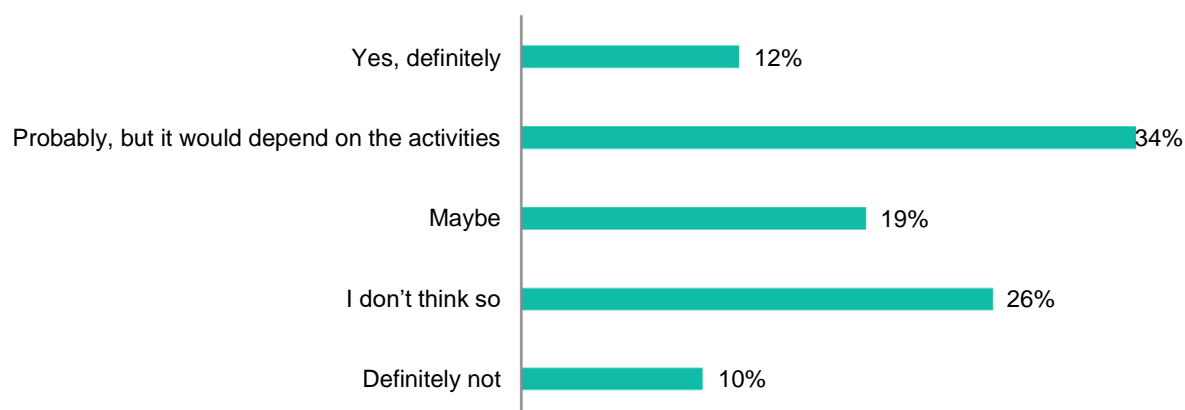


Those who selected 'other' specified with:

Web search/Google Maps

Would you be more likely to be active at your local park or reserve in Glen Eira if there were active recreation sessions organised? (e.g. group activities, demonstrations, mini tournaments/competitions)

184 participants responded to this question.



Thinking of the programming of active recreation activities, is there anything else that council could do that would encourage you to be more active in your local parks/reserves?

Topics or themes of feedback	No. of responses
Provide accessible activities / classes	26
Improve walking and cycling infrastructure	9
No, happy as is	7
Provide lighting for safety and later activities	7
Provide exercise / fitness equipment	5
Dog owners to control their dogs	5
Provide more sport facilities	5
More trees and vegetation	3
Diverse playground equipment	2
Other	14

Illustrative quotes:

"Having better lighting at night, this is especially important in winter when it is dark by the time I get home from work." (Female, 25-34, Glen Huntly)

"Organise sporting competitions would be fun!" (Female, 18-24, Gardenvale)

"Easy/safe access. Off-road bike paths leading to parks would be great, for example." (Male, 35-49, Glen Huntly)

"Organised Activities for older citizens." (Female, 70+, St Kilda East)

“More indigenous vegetation to attract birds, insects etc.” (Male, 70+, Carnegie)

Is there anything else you would like to add on this topic?

Topics or themes of feedback	No. of responses
Inclusivity (activities should be affordable, capability related and flexible in timing)	7
Explore all options to increase park area in Glen Eira	6
Keep up the good work maintaining parks and playgrounds	6
Too many concessions being made for dogs	4
More natural bushland areas at our parks	4
More areas for passive recreation	3
Not an important topic for me	2
Other	3

Illustrative quotes:

“Please don’t over-organise our parks. My favourite park is Bayside’s old golf course, which is wild.” (Female, 50-59, Elsternwick)

“I think that women’s only programs would be a good option to consider.” (Female, 18-24, Bently East)

“We often try to combine our active recreation with activities for the grand children.” (Male, 60-69, Caulfield North)

“I do see people using parks near me for active recreation which I think is fantastic.” (Female, 25-34, Murrumbeena)

“Not that relevant for me. Only relevant for my grandchildren when they visit.” (Female, 70+, Elsternwick)

SECTION FOUR: THE COVID-19 VACCINE

Council plays a supporting role in helping the community to understand the process and delivery of the COVID-19 vaccine.

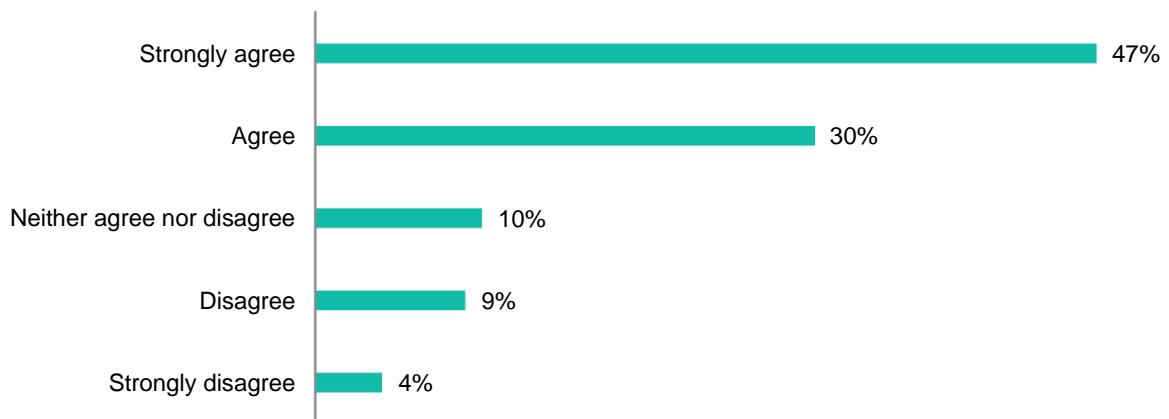
Questions in this section were hoped to inform Council's response in relation to raising awareness of the roll-out of the Australian Government's COVID-19 immunisation program in Victoria.

Please rate how strongly you agree or disagree with the following statements.

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

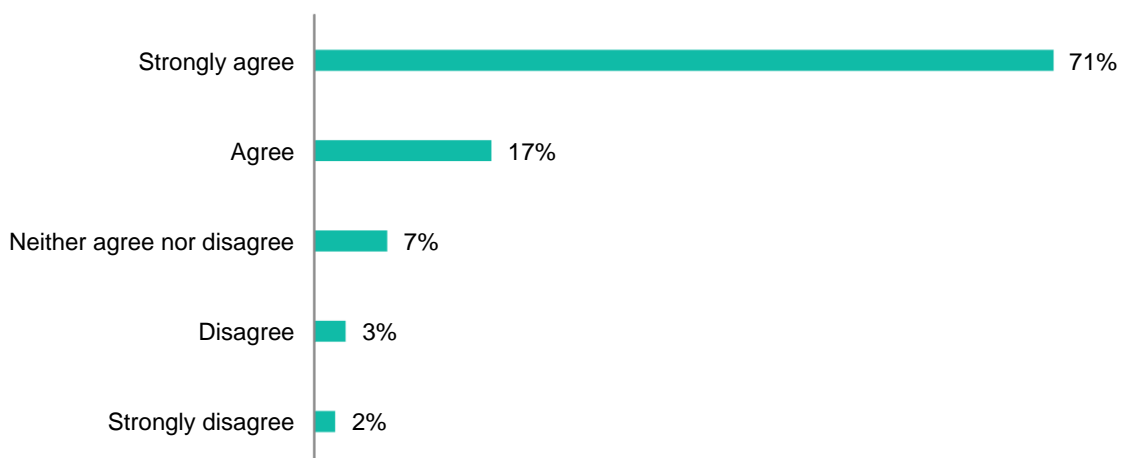
I have actively sought information about the COVID-19 vaccine

184 participants responded to this part.



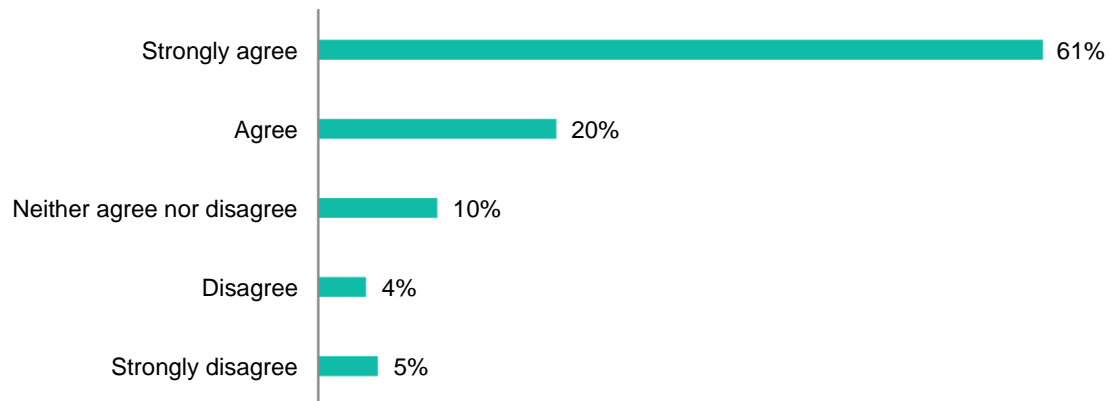
If a COVID-19 vaccine becomes available and is recommended for me, I would get it.

185 participants responded to this part.



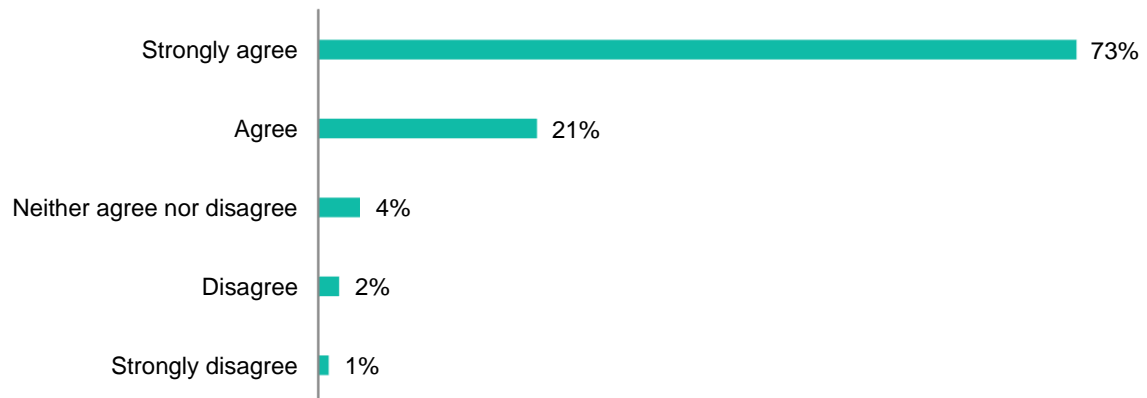
I would try to get a COVID-19 vaccine as soon as it was available to me.

184 participants responded to this part.



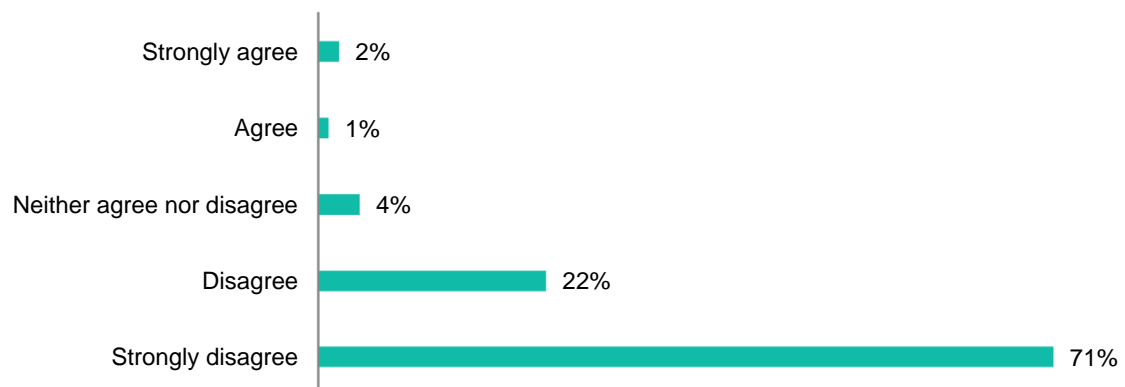
A vaccine can help control the spread of COVID-19

184 participants responded to this part.



When everyone else is vaccinated against COVID-19, then I don't have to get vaccinated.

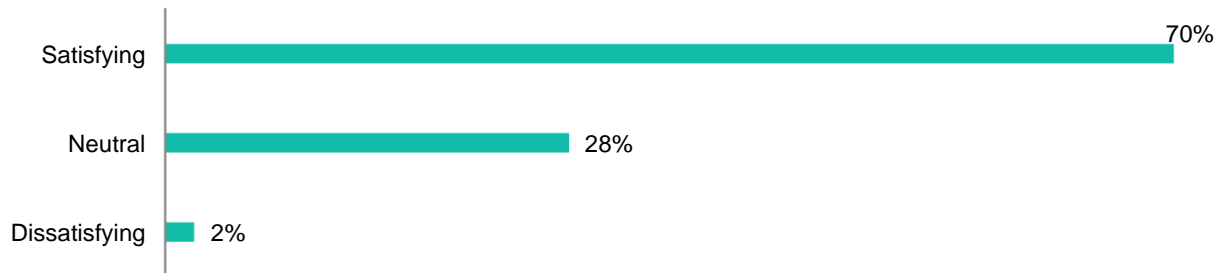
185 participants responded to this part.



YOUR FEEDBACK ON THIS SURVEY

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

184 participants responded to this question.



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

182 participants responded to this question.



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

A summary of key themes and topics from comments provided are outlined below.

Theme	Topics	No. of responses
Satisfied	Enjoy being involved	18
	Liked the topics/wording in this survey	
Dissatisfied	Wording/structure of survey could have been better	8
Topic	Topics of most interest to participant	8
Other	Report back on how results considered by Council	7

Illustrative quotes:

"Good framing of questions. Enjoyed the right to clarify, add and/or give further explanation or comments to each answer. I'm also very grateful and appreciate to receive the "last reminder" texts and emails so that I don't miss out on my opportunity to participate and have a say. THANK YOU! :)" (Female, 25-34, Carnegie)

"Hard to see the results of our time & efforts! Can we please see a short summary of which responses were implemented by council & which were not implemented ?" (Male, 60-69, St Kilda East)

"This is a very good selection of topics and structure of survey" (Male, 70+, Carnegie)

"Thank you so much for the reminders! I would definitely miss out on contributing otherwise. Keep up the great work!" (Female, 25-34, Murrumbeena)

"Keep them coming and try to avoid politics in framing the questions. This and the previous survey were better than some earlier ones in terms of political bias" (Male, 60-69, Caulfield East)



Community Voice Survey March 2021: Reducing waste, Extended Outdoor Dining Areas, Active Recreation, the COVID-19 vaccine.

Welcome to the latest Glen Eira Community Voice survey for 2021.

There are four sections in this survey:

1. Reducing waste
2. Extended outdoor dining areas (Parklets)
3. Active recreation
4. The COVID-19 vaccine

This survey should take about **15 minutes** to complete. Your input will be kept confidential, you will not be identified in reports and your privacy will be respected. The survey will close at **5pm on 12 April**.

Opt in for a chance to win!

To thank you for your time in completing the survey, we invite you to opt-in for a chance to win one of five gift hampers (*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: Reducing Waste

Waste was a common theme of feedback in our last survey on the topic 'planning for an environmentally sustainable Glen Eira 2021-2025' and we would like to focus on it in this first section.

An objective of our current Environmental Sustainability Strategy is to help the community minimise and correctly sort waste and recycling in homes and businesses.

A key aspect of this effort is 'waste avoidance', which is any behaviour that prevents waste being produced in the first place. Some examples of waste avoidance behaviours are:

- Using reusable products instead of single-use disposable items
- Avoiding products with excessive packaging
- Writing a shopping list to prevent food waste
- Shopping second-hand
- Reusing or recycling a material instead of sending it to landfill.

Council is developing a waste avoidance campaign that aims to reduce waste sent to landfill by promoting positive behaviours. However, before we do this, we would like to better understand our community's current sentiments and behaviours relating to waste before planning next steps.

Attitudes towards reducing waste

We want to know whether you think reducing waste is important at a community level and if you would like to reduce the amount of waste you or your household produces. We're also interested to know whether you think about waste before buying a product, when using a product, or when you've finished using a product.

1. Would you like to reduce the amount of waste your household produces?

- ☐ Yes
- ☐ No

2. If necessary, please briefly explain your answer to the last question:

3. How strongly do you agree or disagree with the following statements?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
It is important that the Glen Eira community reduces the amount of waste it produces					
Waste is an important environmental issue					
It is important that I reduce the amount of waste I produce					
Reducing waste is not my responsibility					
I am part of a community that cares about reducing waste					
When I purchase a product, I always consider what I will do with it once I have finished using it.					
When I purchase a product that is packaged, I always consider what I will do with the packaging it comes in.					
Waste is something I take into consideration when shopping.					
I have chosen not to purchase something because of the type or amount of waste it would have produced.					
I prefer to purchase products that have less or no packaging.					
When I am finished using an item or product, I try to find a way to reuse or recycle it.					

Reducing waste

We want to know whether you take steps to reduce the amount of waste you produce.

4. Which statement is most applicable to you?

- ☐ I actively try to reduce the amount of waste I produce
- ☐ I do not currently try to reduce the amount of waste I produce, but I would like to
- ☐ I do not currently try to reduce the amount of waste I produce, and I am not interested in doing so

5. **When you want or need an item of clothing, how often do you avoid buying new?** (You might avoid buying new clothes by borrowing, renting, sharing or swapping items with others, purchasing second-hand online or in a store, or deciding not to get the item at all). Note: this question excludes items that must be bought new for health and hygiene reasons.
- ☐ Never – I always buy new clothes
 - ☐ Occasionally – I mostly buy new clothes
 - ☐ Often – I mostly avoid buying new clothes
 - ☐ Always – I never buy new clothes
6. **Before COVID-19, to the best of your knowledge, how often did you buy or receive clothes or any other items second-hand?** (This includes purchasing second-hand items online, shopping somewhere that sells second-hand goods or receiving second-hand items through any means including 'hand-me-downs' from family and friends)
- ☐ Never
 - ☐ Less than once a year
 - ☐ Once a year
 - ☐ 2-3 times a year
 - ☐ 4-6 times a year
 - ☐ 7 or more times a year
7. **Do you currently use any of the following items? (Please tick all that apply)**
- ☐ Reusable water bottle
 - ☐ Reusable coffee cup / hot beverage cup
 - ☐ Reusable straw
 - ☐ Reusable shopping bags
 - ☐ Reusable produce bags (for fruit and vegetables)
 - ☐ Reusable cutlery (for take-away or for meals not eaten at home)
 - ☐ Reusable nappies
 - ☐ Reusable menstrual products
 - ☐ Reusable coffee pods (used in a coffee machine)
 - ☐ Reusable loose-leaf tea strainer
 - ☐ Reusable food storage wraps or covers instead of plastic wrap (e.g. beeswax wraps)
 - ☐ Reusable baking sheets
 - ☐ Reusable food storage containers
 - ☐ No, I do not use any of these items or any reusable products
 - ☐ Other (please specify)
-

8. Before COVID-19, how often did you use your own reusable cup (e.g. keepcup) for takeaway beverages, such as coffee? (Please select one)

- ☐ I always used my own reusable cup
 - ☐ I sometimes used my own reusable cup and sometimes used the disposable takeaway cup provided
 - ☐ I have never used my own reusable cup; I always used the disposable takeaway cup provided
 - ☐ I did not purchase takeaway beverages
 - ☐ Other (please describe)
-

In January 2021, the State Government updated its coronavirus guidance for hospitality, advising businesses they could continue to accept reusable cups for takeaway beverages.

9. Did you know that reusable cups are now allowed?

- ☐ Yes
- ☐ No

10. So far in 2021, how often have you used your own reusable cup (e.g. keepcup) for takeaway beverages, such as coffee? (Please select one)

- ☐ I always use my own reusable cup
 - ☐ I sometimes use my own reusable cup and sometimes use the disposable take-away cup provided
 - ☐ I have not used my own reusable cup in 2021 because I did not know it was allowed again
 - ☐ I have not used my own reusable cup in 2021 because of any other reason (e.g. I do not want to, I do not own one)
 - ☐ I do not purchase takeaway beverages
 - ☐ Other (please describe)
-

11. Do you currently use any of the following methods to prevent food waste? (Select all that apply)

- ☐ Check cupboards/fridge first
 - ☐ Use a shopping list
 - ☐ Buy only what is needed
 - ☐ Freeze extra food and leftovers
 - ☐ Store food so it is fresh for longer
 - ☐ Eat all leftovers
 - ☐ Check use-by or best-before dates
 - ☐ Use meal or menu planning
 - ☐ Order packaged meals
 - ☐ Other (please describe)
-

12. Some items cannot be recycled in your yellow bin but are accepted at designated collection points. Have you ever taken items to a collection point for recycling? (Please tick all that apply)

- ☐ Soft plastic at a supermarket collection point
 - ☐ Electronic waste at a Glen Eira Library collection station
 - ☐ Electronic waste at a designated collection point such as a transfer station
 - ☐ Paint tins at a designated collection point such as a transfer station
 - ☐ Light globes at a designated collection point such as a transfer station
 - ☐ Polystyrene at a designated collection point such as a transfer station
 - ☐ Tyres at a designated collection point such as a transfer station
 - ☐ Mattresses at a designated collection point such as a transfer station
 - ☐ Clothing at a designated collection point such as a charity bin
 - ☐ Batteries at a designated collection point
 - ☐ Printer cartridges at a designated collection point
 - ☐ No, I have never taken items to a collection point
 - ☐ Other (please specify)
-

13. Is there anything else you would like to add about this topic?

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Section Two: Extended outdoor dining areas (Parklets)

Following community engagement in October 2020, we introduced parklets in Glen Eira, which are temporary outdoor dining spaces that use on-street car parking for extra chairs and tables.

The introduction of parklets aimed to support businesses to cope with COVID-19 capacity restrictions by allowing them to extend their trading area beyond the footpath.

Parklets have continued into autumn and we are seeking feedback from Community Voice members to assess the program and gather feedback about whether they should continue. Feedback gathered in this survey will complement engagement directly with traders and the broader public.

While patronage capacity restrictions due to COVID-19 have eased, there have been several benefits that have flowed from the introduction of parklets not only for traders but the broader community.

1. Have you dined in a parklet in Glen Eira?

- ☐ Yes
- ☐ No

If yes, which one(s) (name and/or location)?

If yes, how would you describe your experience?

- ☐ Great
- ☐ Good
- ☐ Neutral
- ☐ Not good

If no, what are the reasons why?

- ☐ There isn't a parklet close to me
 - ☐ There isn't a parklet where I like to dine/eat out
 - ☐ I didn't know I could
 - ☐ Does not appeal to me
 - ☐ I don't feel safe (COVID-19)
 - ☐ I don't feel safe (roadside location)
 - ☐ No specific reason, just haven't
 - ☐ I didn't know there were parklets in Glen Eira
 - ☐ Other (please specify)
-

2. Thinking about parklet/s you see in your local area (or elsewhere in Glen Eira), how would you rate the following aspects?

	Great	Good	Neutral	Not good	Don't know	Not applicable
Supporting local businesses						
Use of public space						
Contribution to looks/appearance						
Contribution to the street						
Contribution to the atmosphere/feel						
Contribution to community safety (in terms of COVID-19 risk) compared to dining indoors						

3. What do you like most about the parklet/s you see?

4. Do you have any suggestions for how the parklet/s could be improved?

5. Parklets temporarily use some on-street car parking space. Generally speaking, what impact do you think this has had?

- ☐ Very positive
- ☐ Some positives
- ☐ No impact
- ☐ Some negative
- ☐ Very negative
- ☐ Don't know/not sure

If necessary, could you briefly explain your answer to the last question?

6. Our parklet program ran over summer and has been extended into autumn 2021. Would you like to see a further extension through winter to summer/autumn 2022? (Please select one answer)

- ☐ Yes
 - ☐ No
 - ☐ Don't know/not sure
 - ☐ It depends (please explain)
-

7. Would you like to see more parklets in Glen Eira in the future?

- ☐ Yes, on a temporary basis (during spring/summer months only)
- ☐ Yes, on a temporary basis (only if COVID-19 restrictions limit indoor dining)
- ☐ Yes, I think they should be permanent (year-round)
- ☐ Don't know/not sure
- ☐ No

8. Thinking about future opportunities, would you like to see any of the following? Please select one answer)

- ☐ Partial or full street closures to enable on-street dining in the future
 - ☐ Communal parklets (parklets that can be used by any diner of any nearby business)
 - ☐ Other (please specify)
-

9. Do you have any other feedback or comments on this topic?

Section Three: Active Recreation

Council is developing an Active Recreation Action Plan that will aim to encourage Glen Eira residents to get active in our parks and reserves through the creation of suitable environments and programs.

To help us prepare this plan, we want to ask Community Voice members whether you use local parks and reserves in Glen Eira for physical activity and the types of facilities or programs that would encourage you to be more active in these public spaces.

Active recreation is any physical activity carried out in public parks or reserves that doesn't involve sport clubs or use of playgrounds. Some examples of active recreation activities are walking, running, cycling, skateboarding, outdoor fitness activities or kick-to-kicks with friends or family.

Your feedback will help our Recreation and Open Space team understand community needs so that Council can develop suitable facilities and programs that encourage participation in active recreation.

1. On average, how many days a week would you do at least 30 minutes of moderate intensity activity?

(Moderate intensity activity is that which includes a noticeable increase in your heart rate and/or breathing rate)

- ☐ 5 times or more
- ☐ 2-4 times
- ☐ One time or less

2. What types of active recreation activities have you carried out when visiting Glen Eira parks and reserves in the last 12 months? (Please tick as many as relevant)

- ☐ I have not carried out any active recreation activities in parks and reserves
 - ☐ Walking
 - ☐ Running
 - ☐ Cycling
 - ☐ Outdoor fitness equipment
 - ☐ Skateboarding
 - ☐ Scooter
 - ☐ BMX
 - ☐ Group fitness/boot camp
 - ☐ Yoga/Pilates/Tai Chi/stretching
 - ☐ Mindfulness/meditation
 - ☐ Bocce/bowls/croquet
 - ☐ Shooting hoops (basketball)
 - ☐ Shooting goals (netball)
 - ☐ Kick-to-kick (footy/soccer)
 - ☐ Hit of cricket
 - ☐ Outdoor table tennis
 - ☐ Tennis hit up wall
 - ☐ Bouldering/climbing walls/parkour
 - ☐ Pentaque pistes
 - ☐ Games e.g. four square, snake and ladders etc.
 - ☐ Other (please specify)
-

3. How often do you visit Glen Eira parks/reserves for the purpose of active recreation?
- ☐ Twice or more per week
 - ☐ Once per week
 - ☐ Fortnightly
 - ☐ Once per month
 - ☐ Less than once per month
 - ☐ Never
4. Have you visited Glen Eira parks and reserves in the last 12 months for an organised sport activity or to visit a playground? (Select all that apply)
- ☐ Yes, an organised sport activity
 - ☐ Yes, I visited a playground
 - ☐ No
5. How far would you consider travelling to visit parks/reserves for active recreation?
- ☐ I wouldn't consider travelling to visit parks/reserves for active recreation
 - ☐ Less than 1km
 - ☐ 1-2km
 - ☐ 3-5km
 - ☐ 5-10km
 - ☐ 10km+
6. Please rank the importance of the following items when you are considering whether to visit a Glen Eira park or reserve for active recreation.

	Very Important	Important	Neutral/Unsure	Somewhat important	Not at all important
Location/proximity					
Convenience					
Recreation facilities/equipment provided					
Supporting facilities e.g. public toilets, shelters, lighting, car parking etc.					
How safe I feel in the park/reserve					
My friends/family use the park/reserve					
The park has good connections to public transport					

7. Is there anything else not listed above that you feel would be an important consideration if you were to visit a Glen Eira park or reserve for active recreation?

8. In the past 12 months, have you gone to any of the following sources of information to learn about opportunities to be active in Glen Eira? (select all that apply)

- ☐ Glen Eira Council website
- ☐ Glen Eira Leisure (GEL) website
- ☐ Facebook
- ☐ Instagram
- ☐ Glen Eira News (newspaper)
- ☐ Glen Eira News (online)
- ☐ Contacted Council directly (in-person/phone/email)
- ☐ Signage or advertising in parks
- ☐ No
- ☐ Other (please specify)

9. Would you be more likely to be active at your local park or reserve in Glen Eira if there were active recreation sessions organised? (e.g. group activities, demonstrations, mini tournaments/competitions)

- ☐ Yes, definitely
- ☐ Probably, but it would depend on the activities
- ☐ Maybe
- ☐ I don't think so
- ☐ Definitely not

10. Thinking of the programming of active recreation activities, is there anything else that Council could do that would encourage you to be more active in your local parks/reserves?

11. Is there anything you would like to tell us about this topic?

Section Four: The COVID-19 Vaccine

Council plays a supporting role in helping the community to understand the process and delivery of the COVID-19 vaccine.

The following questions aim to inform Council's response in relation to raising awareness of the roll-out of the Australian Government's COVID-19 immunisation program in Victoria.

Please rate how strongly you agree or disagree with the following statements.

	Strong agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I have actively sought information about the COVID-19 vaccine					
If a COVID-19 vaccine becomes available and is recommended for me, I would get it					
I would try to get a COVID-19 vaccine as soon as it was available to me					
A vaccine can help control the spread of COVID-19					
When everyone else is vaccinated against COVID-19, then I don't have to get vaccinated					

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?

Chance to win

Thank you for your input. It is greatly appreciated. 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 — Gift Hampers — Conditions of Entry: Employees of Glen Eira City Council are not eligible to win. Entries close at 5pm on 12 April 2021. Five Gift Hampers. The prize winners will be randomly drawn on 19 April 2021. 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.