



Community Voice Survey June 2021 Summary Report

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COMMUNITY VOICE SURVEY JUNE 2021

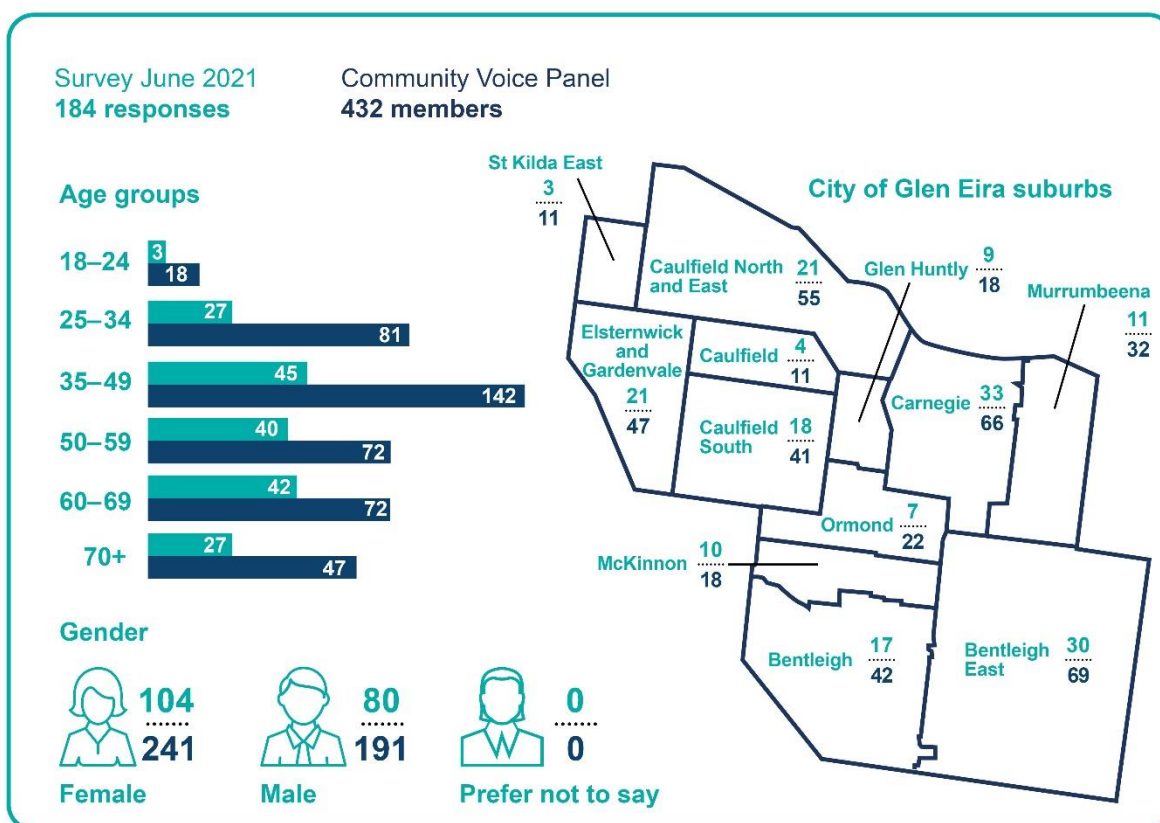
This report presents findings from a Community Voice survey that was open from 14 June to 30 June 2021.

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

A healthy, connected and thriving Glen Eira – to help inform the development of the *Council Plan 2021-2025* and the *Municipal Public Health and Wellbeing Plan 2021-2025*.

Views on interacting with Council – to help Council strengthen its existing channels and create opportunities for us to introduce new channels.

Community Voice is an online panel currently made up of 432 Glen Eira residents who broadly represent the municipality in terms of age, gender and suburb. 184 Community Voice members responded to this survey, a response rate of 43 per cent.



A HEALTHY, CONNECTED AND THRIVING GLEN EIRA

Earlier this year, Council endorsed the *Glen Eira 2040 Community Vision*, which states Glen Eira's aspirations for the next 20 years – the vision statement is: ***Our Glen Eira: A thriving and empowered community working together for an inclusive and sustainable future.*** We want to now prioritise our actions for the next four years to bring this Vision into focus.

Two important plans currently in development, the *Council Plan 2021-2025* and the *Municipal Public Health and Wellbeing Plan 2021-2025*, seek to prioritise the different ways Council can build a healthy, connected and thriving Glen Eira for everyone.

Feedback gained in this section is complementing broader engagement done with the public via the survey and quick poll on *Have Your Say*, pop-ups across the municipality, a telephone survey with 500 community members, targeted workshops and focus groups.

KEY FINDINGS

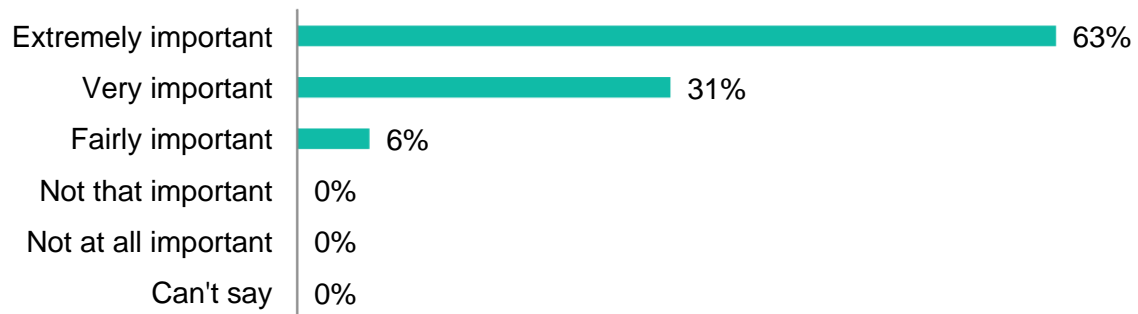
- 75 per cent of participants (137) indicated it was 'extremely important' that Council focuses on Glen Eira being a well-planned and liveable City.
- 79 per cent of participants (143) 'strongly agreed' with the recommendation that Council should seek feedback that is representative of the community through its engagement activities and ensure that those who may be impacted by a Council decision can contribute their views.
- About three-quarters of participants indicated that Council, when thinking about use of public open space now and into the future, should focus on:
 - Passive open space – areas to relax/quiet areas (76 per cent, 139)
 - Social spaces for gathering with family and friends (74 per cent, 137)
- About two-thirds of participants (66 per cent, 121) indicated they would like to be involved earlier about planning for the future, right at the start of a project, when Council is looking at issues and ideas.
- 69 per cent of participants (126) thought it was 'extremely', 'very' or 'fairly important' that Council holds events and activities for Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Asexual + (LGBTIQA+) people and their allies on significant dates.
- 70 per cent of participants (123) indicated Council can best support the role and quality of life of carers by identifying the specific needs of people living with disabilities and their carers in the community.

How important is it for you that Council focuses on the following areas? Note, this question focuses on Glen Eira Council's local responsibility area and not how Council is currently performing in the areas.

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

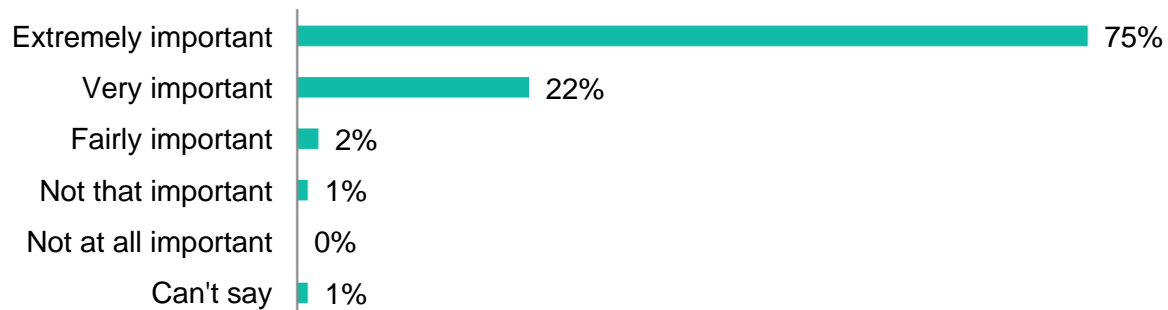
Well designed and maintained open spaces and places – this includes parks, sporting grounds, buildings and other indoor and outdoor spaces Council provides and maintains for the community.

182 responses were received for this part.



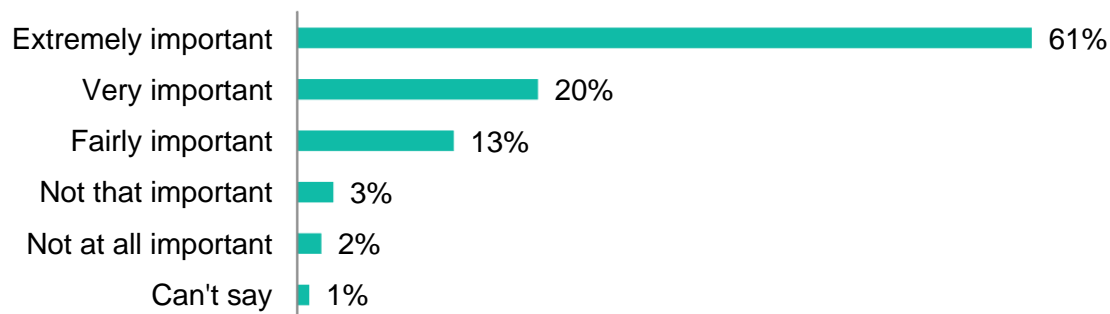
A well planned and liveable City – this includes planning for population growth and how we manage the impact of new housing and commercial developments on the character and heritage of our neighbourhood centres and plan for changes to our transport networks

183 responses were received for this part.



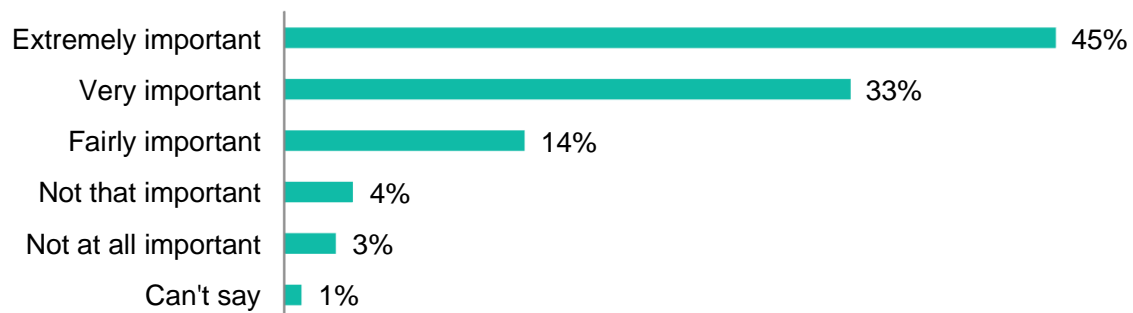
A green and sustainable community – this includes actions that Council and the community can take to minimise the impacts of climate change and manage our waste more sustainably for the future

183 responses were received for this part.



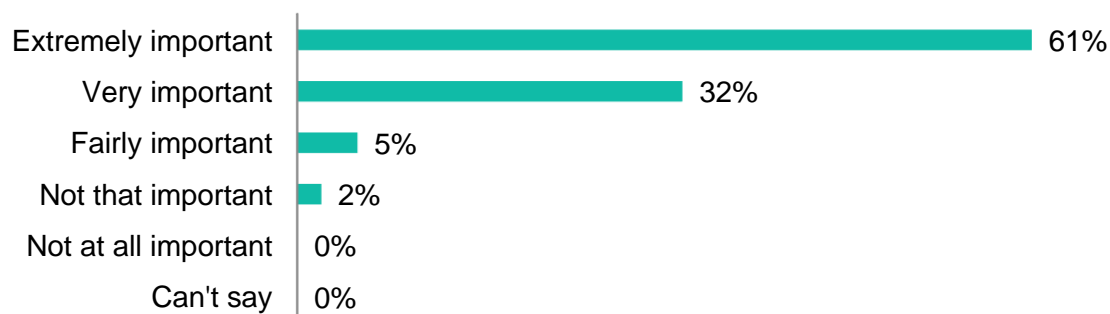
A healthy, inclusive and resilient community – this includes how Council can support the community through providing direct services, how we can promote an inclusive environment and the initiatives and programs we can offer to support our most vulnerable community members

183 responses were received for this part.



Well-informed and transparent decision-making that builds community trust – this includes how Council engages with the community when making decisions, how it communicates and shares information and how the Council operates to support the effective provision of services

183 responses were received for this part.

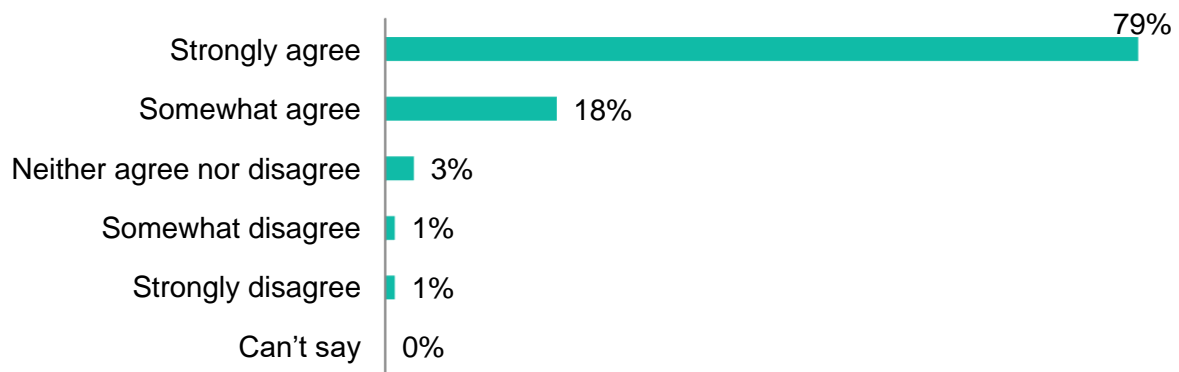


Several recommendations were put to Council following a recent engagement. Please indicate the extent to which you agree with the following recommendations:

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

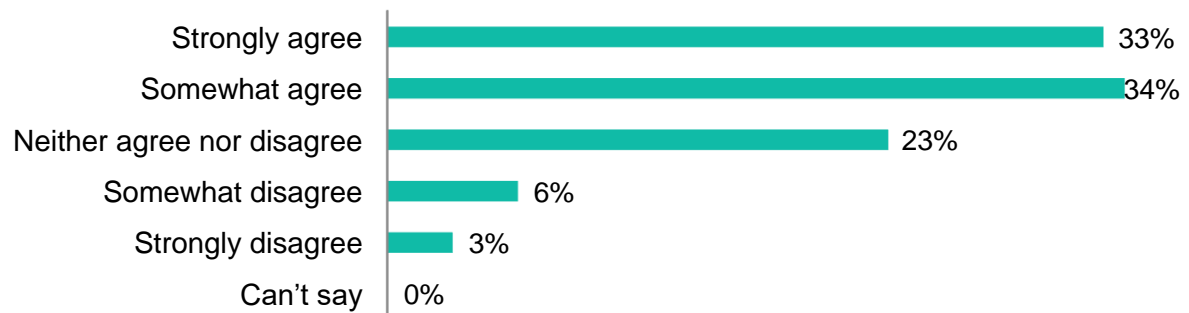
Council should seek feedback that is representative of the community through its engagement activities and ensure that those who may be impacted by a Council decision can contribute their views.

182 responses were received for this question.

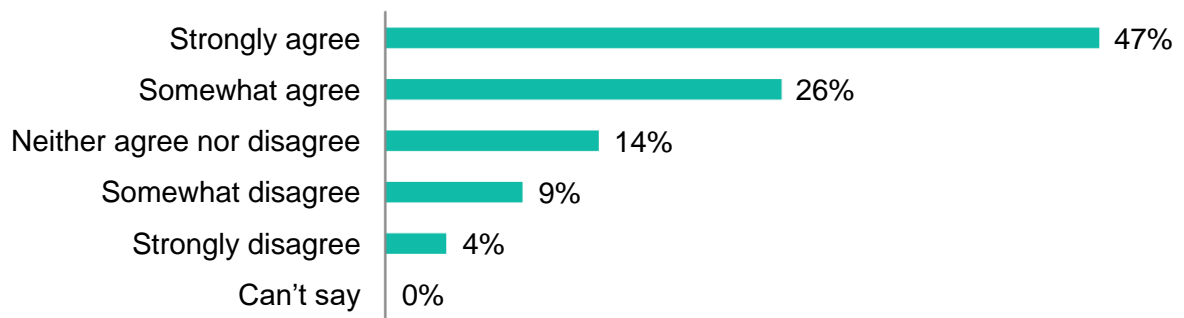


Council should implement initiatives and actions that educate the community about disability and mental health at both an individual resident level and in a business and organisational context.

183 responses were received for this question.

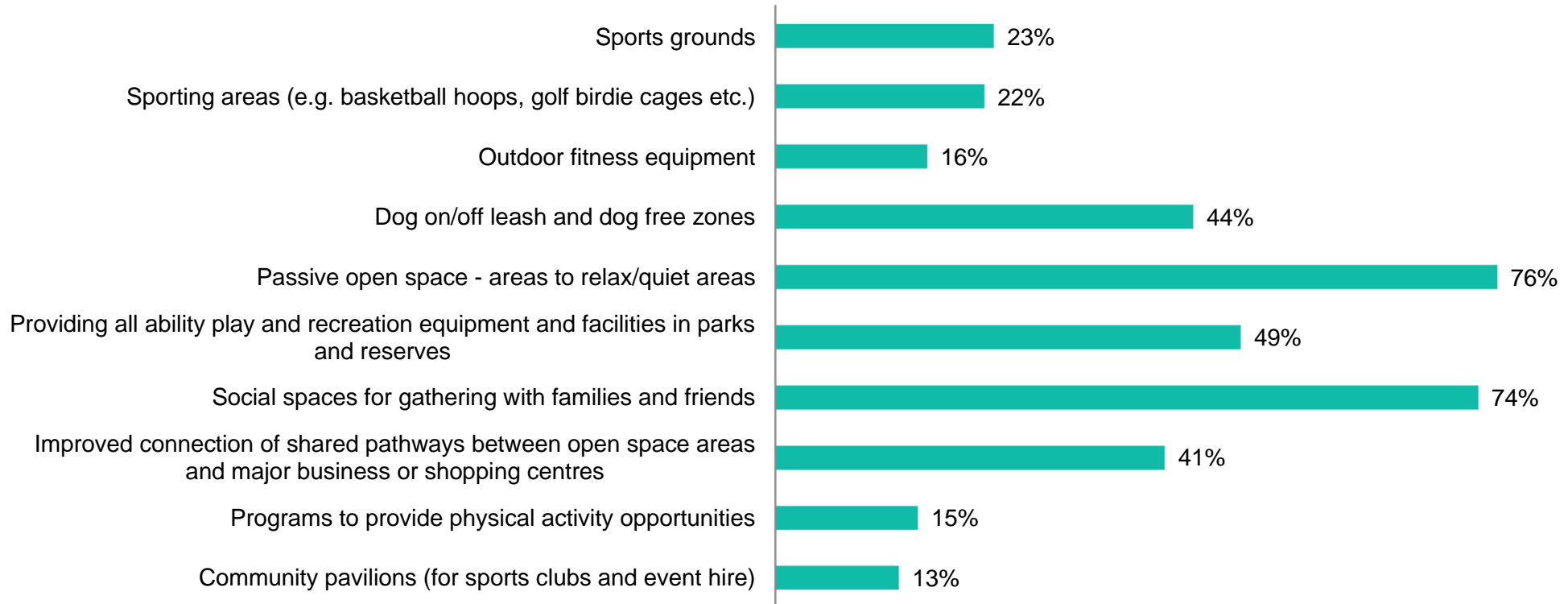


Council should focus on delivering outdoor spaces and facilities primarily for individual enjoyment and not necessarily associated with programs and sport clubs.
184 responses were received for this question.



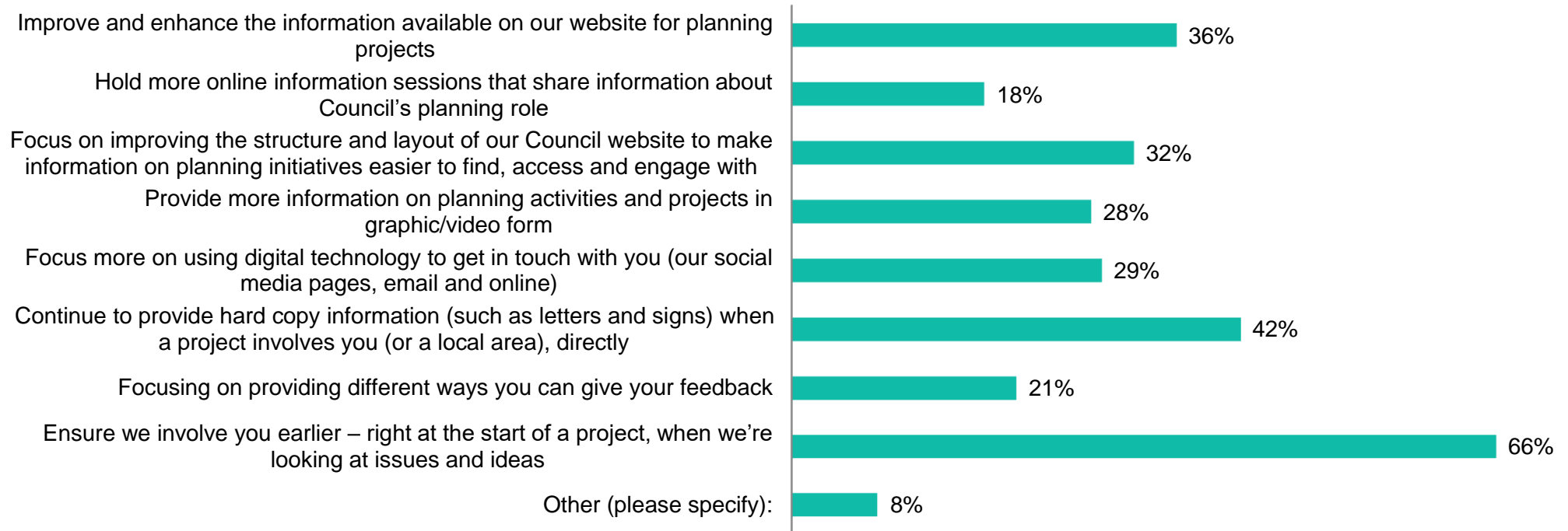
When thinking about your use of public open space now and into the future, what are the most important areas Council should focus on?

Participants could select up to four options. 184 participants responded to this question with a total of 688 options selected. **Percentages indicate the number of participants that selected each option against total participants.**



Thinking specifically about planning for the future, how can we best involve you?

Participants could select up to three options. 183 participants responded to this question with a total of 514 options selected. **Percentages indicate the number of participants that selected each option against total participants.**



Those who selected 'other' specified with the following:

<i>Robust planning design documentation</i>
<i>Council acting on community feedback</i>
<i>Personalised approach to contacting community members</i>
<i>Keeping community looped into project changes</i>
<i>Presence of informative pieces in Glen Eira News</i>
<i>More opportunities for community to have their say</i>
<i>Seek opportunities to involve young people</i>
<i>Ensure those most heavily impacted are consulted</i>
<i>Suggestions box</i>
<i>Social media polling</i>
<i>More access to Council officers</i>

The last 12 months have been difficult for many local businesses. Through various COVID-19 response and recovery activities including financial assistance and developing an online 'Taking care of (your) business' page, Council has offered support to them at this time. Are there any actions you think local Council should take to support businesses now and in the future?

Theme or topic of open-ended feedback	No. of responses
Encourage community to shop local	25
Financial assistance	17
Promotional materials	14
Using businesses for Council-run events	8
Empowering businesses to operate more flexibly	6
Continuation of parklets	6
Encourage sustainable businesses	5
Encourage diversity of businesses	5
Council has done enough/not their responsibility	5
Other	13

Illustrative quotes:

“Assistance with promoting businesses. Empty shops encourage empty shops” – Female, 35-49, McKinnon

“Encourage more people to walk and cycling to local shopping centres by making streets safer and more attractive and provide more outdoor places for people to gather in shopping centres.” – Female, 50-59, Glen Huntly

“Vouchers or incentives for people to shop local wherever possible” – Male, 25-34, Carnegie

“The Council should provide information and statistics to businesses and possible start-ups on the latest trends and directions so that new businesses and existing businesses can consider these and factor them into their plans for start-up and improvement. They should also have available for rent small office space with latest digital access facilities for people who wish to start up a small business - but do not have the necessary start-up capital - to work from. Employment opportunities in the future is going to be more around small businesses rather than large businesses and organisations. Such office space should be located near tertiary education facilities and business parks.” – Male, 70+, Glen Huntly

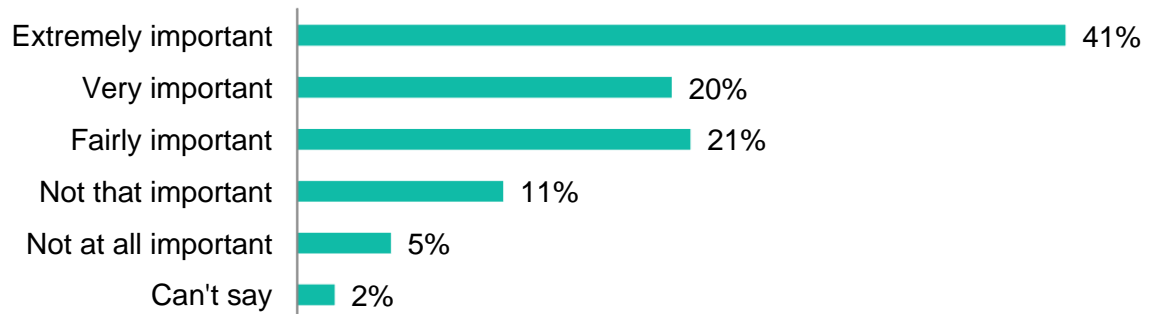
“Support businesses that practice sustainable practice e.g. including recycling monitoring greenhouse gas emissions manage carbon footprint” – Female, 60-69, Elsternwick

Thinking about how we could support the community to respond to climate change, how would you rate the importance of the following actions?

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

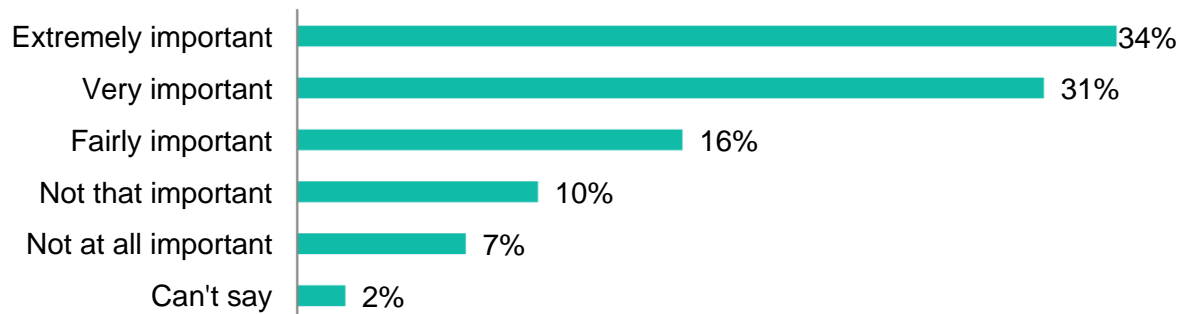
Providing access to solar panel bulk-buy programs and low-interest loans

184 responses were received for this question.



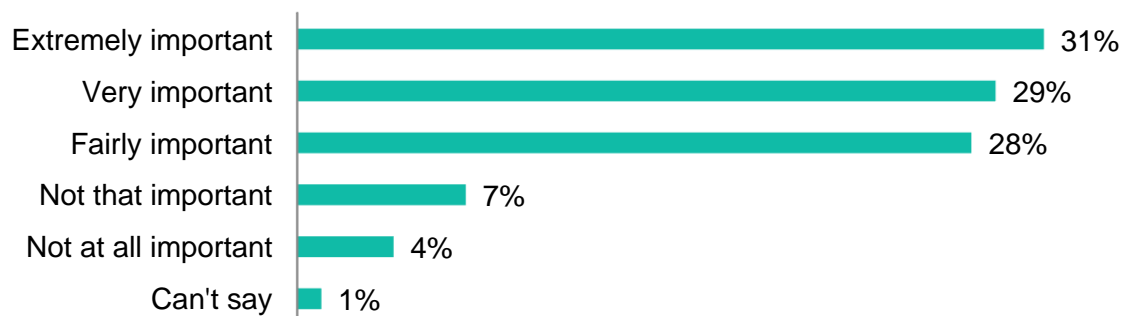
Including a stream in Council's community grants program to support community climate programs

182 responses were received for this question.



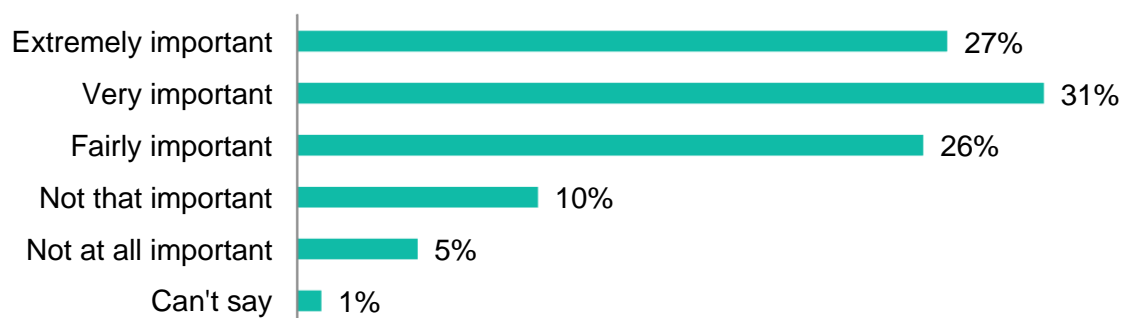
Offering more community programs, for example, neighbourhood gardening programs, seed libraries

182 responses were received for this question.



Running free workshops and events on energy-efficiency topics

182 responses were received for this question.

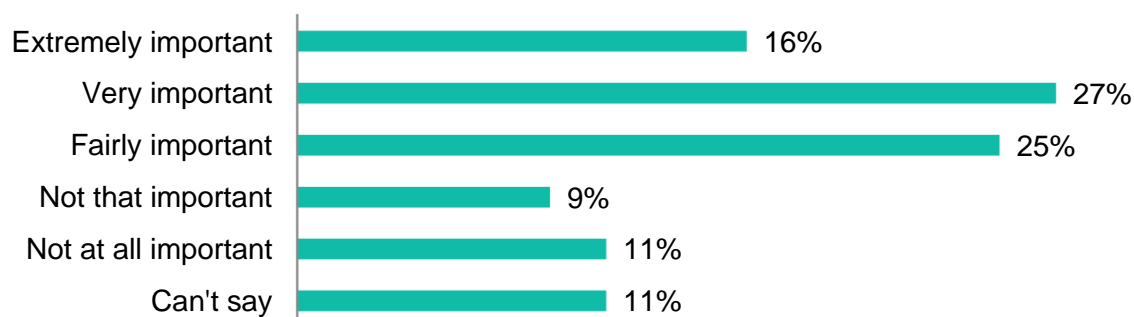


Thinking about ways Council could improve access to services and activities for Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Asexual + (LGBTIQA+) people and their allies over the next four years, how would you rate the importance of the following actions?

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

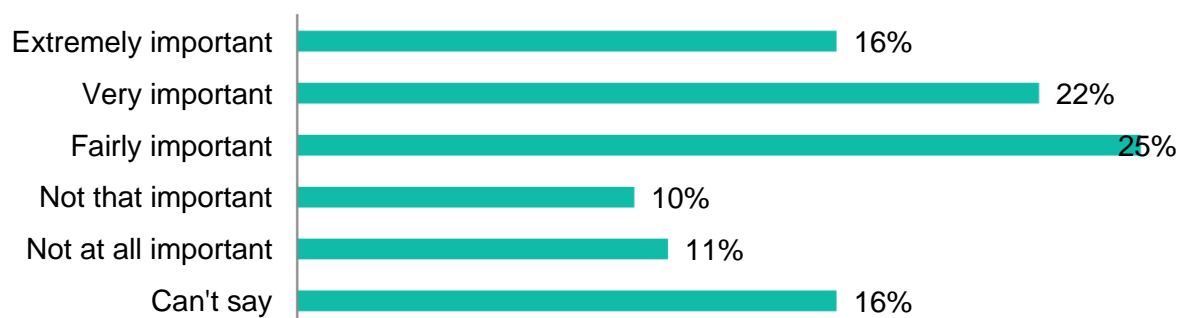
Providing opportunities for targeted community engagement i.e. focus groups, forums, workshops or meetings

183 responses were received for this question.



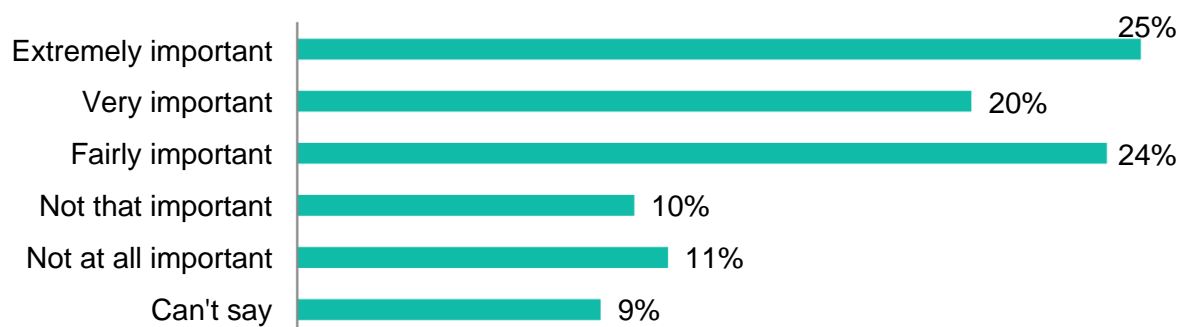
Carrying out formal accreditation programs, such as Rainbow Tick

183 responses were received for this question.



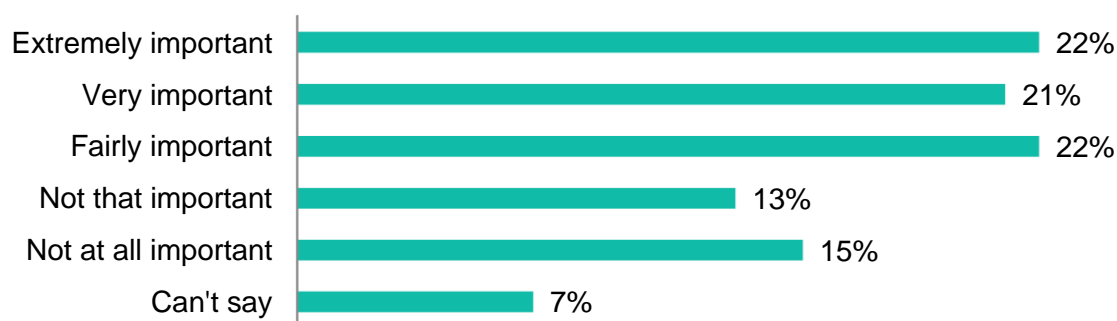
Holding events and activities for community members on significant dates i.e. International Day Against Homophobia Biphobia Intersexism and Transphobia (IDAHOBIT)

181 responses were received for this question.



Displaying the rainbow flag in prominent locations around Glen Eira and on promotional material

183 responses were received for this question.



If necessary, please briefly explain any other ways you think that Council could support Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Asexual + (LGBTIQA+) people and their allies over the next four years:

Theme or topic of open-ended feedback	No. of responses
Inclusivity	23
Other priorities	11
Council-led events and activities	7
Employment opportunities	4
Support services	4
Education	2

Illustrative quotes:

“Support the creation and access of LGBTIQ spaces (for use by existing services) or support the setup of new ones” – Male, 35-49, Caulfield East

“Sponsor schools in our community to develop programs or initiatives to build awareness” – Female, 50-59, Ormond

“Language used in comms is very important. Ensuring inclusive language.” – Female, 35-49, McKinnon

“I’m not educated in this area enough to make any worthwhile or sound comment/s. Although I hear through the media youth suicide is high among young gay people. If we can save a life through out-reach services, this would be worthwhile to an unbelieve extent. Maybe social housing (emergency accommodation) with support at a crises time in someone’s young life would be helpful.” – Male, 60-69, Glen Huntly

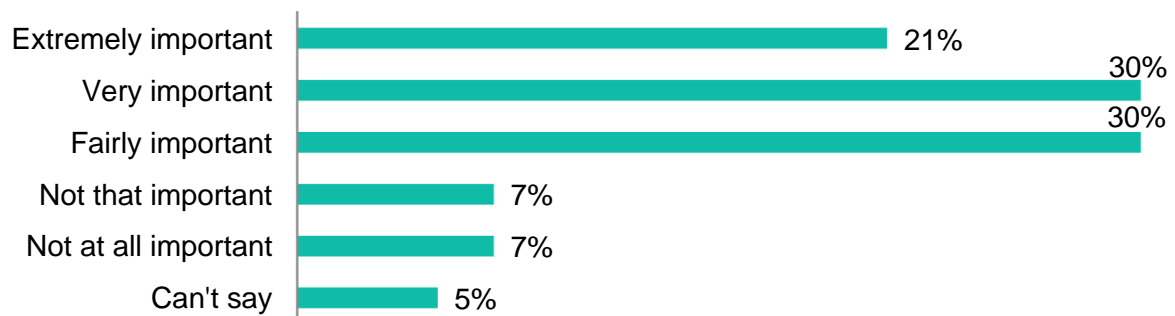
“Active celebrations of those communities in the same vein as Midsumma” – Male, 25-34, Carnegie

Thinking about ways Council could improve access to services and activities for people from culturally and linguistically diverse backgrounds over the next four years, how would you rate the importance of the following actions?

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

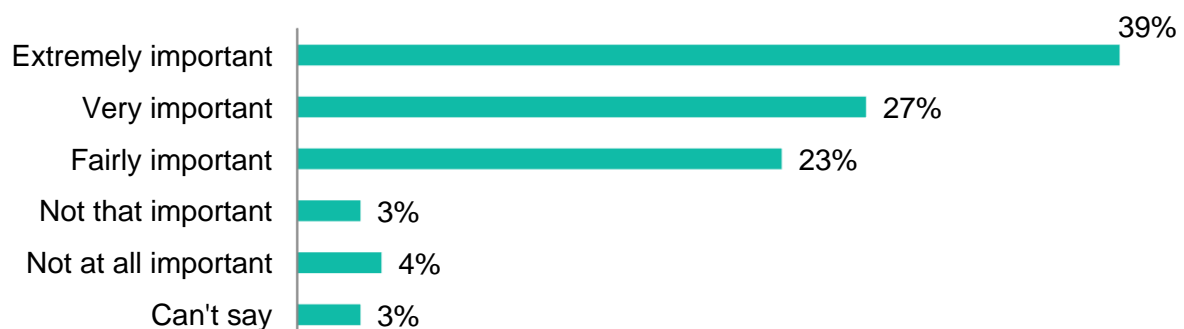
Providing opportunities for targeted community engagement i.e. focus groups, forums, workshops or meetings

182 responses were received for this question.



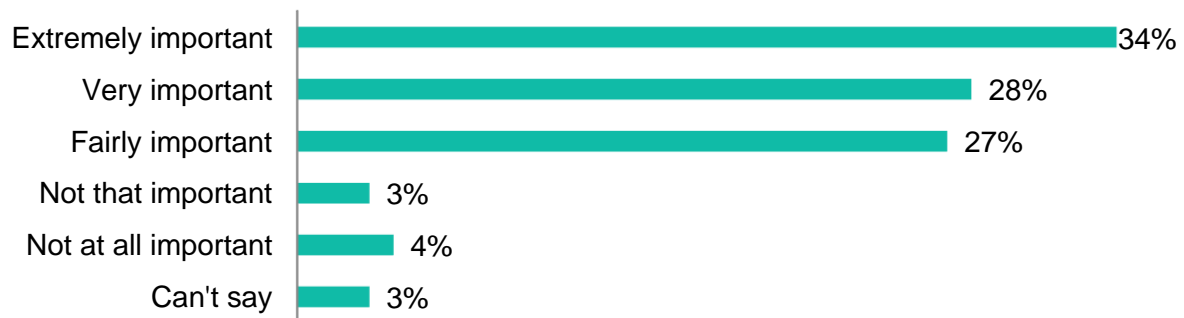
Providing interpreters and translated materials in community languages where necessary

180 responses were received for this question.



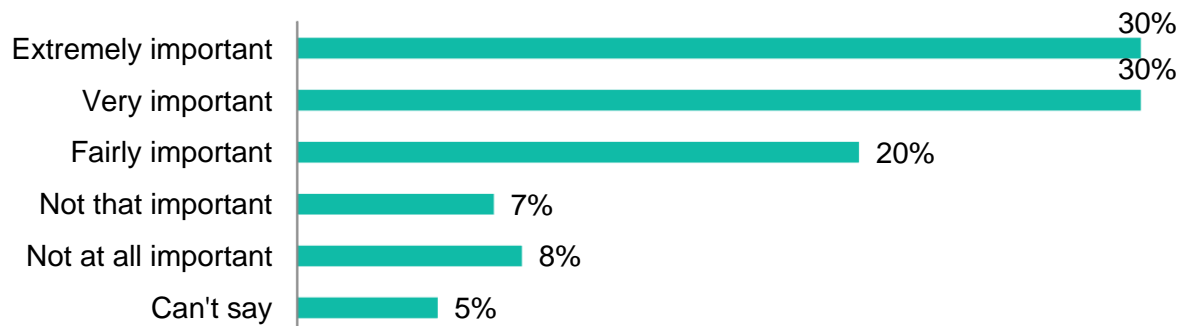
Providing written materials in easy-to-read English formats i.e. icons and images

180 responses were received for this question.



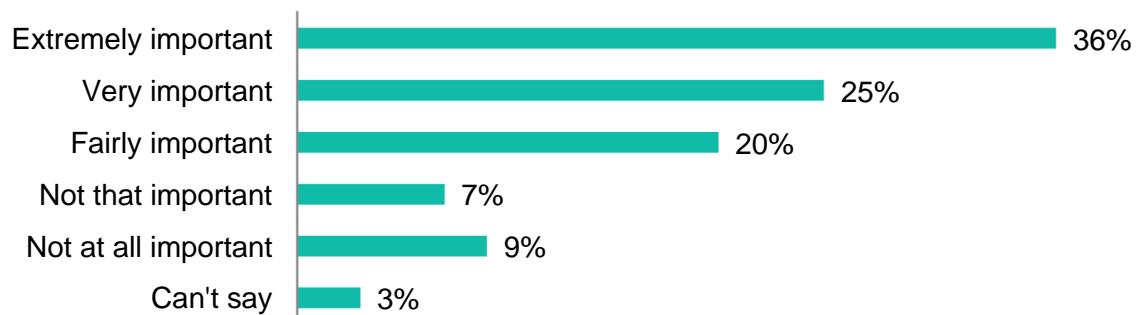
Celebrating diversity on dates of cultural significance

177 responses were received for this question.



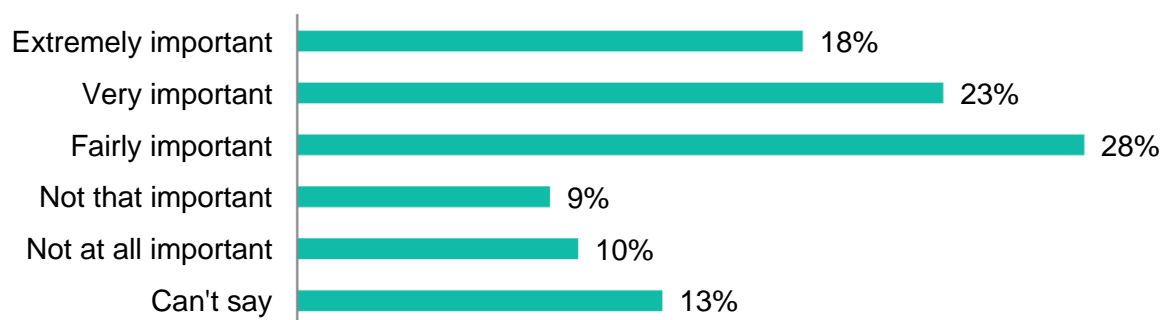
Including images of people that represent cultural diversity in Council's media and communications

182 responses were received for this question.



Carrying out an assessment process through Welcoming Cities or Intercultural Cities to find areas for improvement

181 responses were received for this question.



If necessary, please briefly explain any other ways you think Council could support people from culturally and linguistically diverse backgrounds over the next four years:

Theme or topic of open-ended feedback	No. of responses
Inclusivity	12
Cross-cultural events and activities	10
Simplicity and accessibility of materials	8
English language education	8
Other	9

Illustrative quotes:

“Council should lead by example and ensure that they are supporting and representing diversity within their organisation.” – Female, 25-34, Murrumbidgee

“I think you need to provide workshops to people that don't understand English so they can actually recycle properly. Lets walk before we can run? The bin changes coming up, that hasn't been very well communicated at all, it should be communicated in other languages.” – Male, 35-49, Murrumbidgee

“Talk to community leaders and ask them what they need.” – Female, 60-69, Carnegie

“In addition to programs aimed at individual acceptance, programs to educate business to provide opportunity for engagement and integration” – Male, 50-59, Carnegie

“Support cultural festivals and art. Council could organise a multicultural festival! Bring everyone together. Lots of good food and music.” – Male, 35-49, Glen Huntly

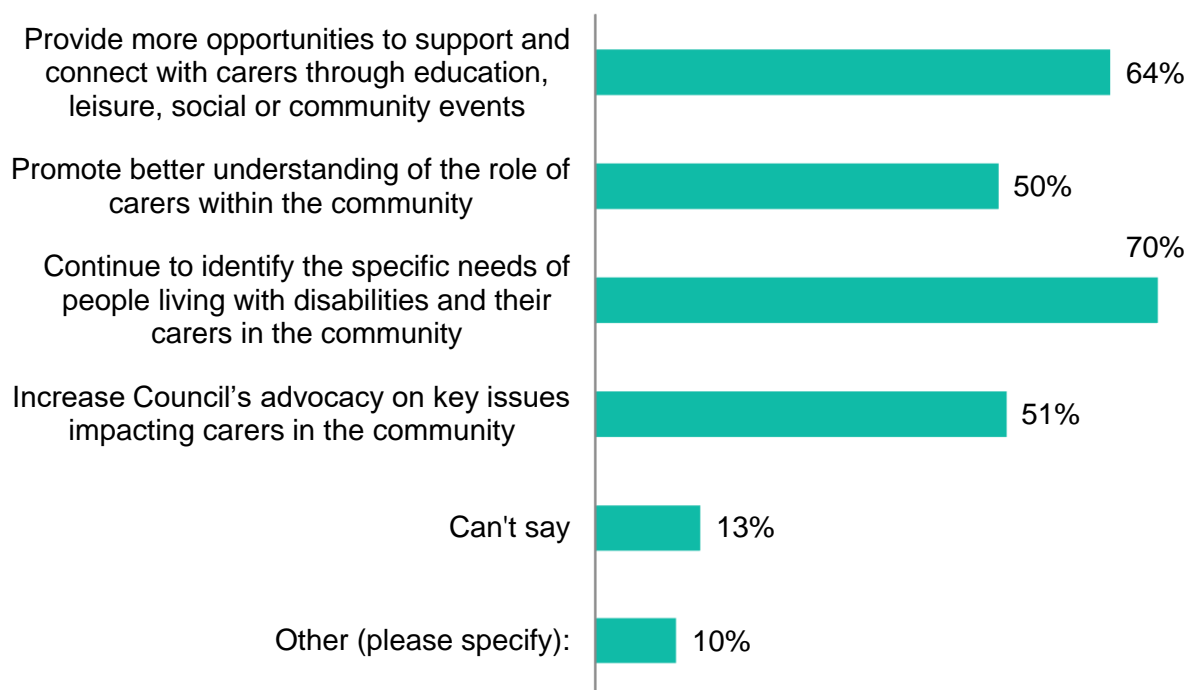
Are you a carer?

182 responses were received for this question.



How do you think we can best support the role and quality of life of carers?

Participants could select as many options as they liked. 176 participants responded to this question with a total of 453 options selected. **Percentages indicate the number of participants that selected each option against total participants.**

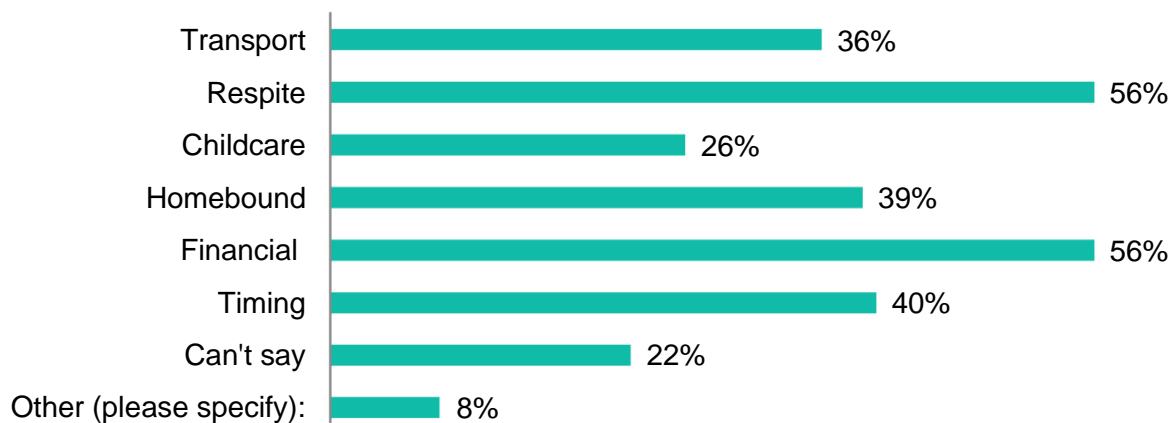


Those who selected 'other' specified with the following:

<i>Respite care</i>
<i>Support groups</i>
<i>Council employment opportunities</i>
<i>Ask carers</i>
<i>Reward and recognition</i>
<i>Information online</i>
<i>Vaccinate carers</i>
<i>Financial support</i>

What barriers do you think there are to carers participating in events, activities or seeking out supports?

Participants could as many options as they liked. 172 participants responded to this question with a total of 486 options selected. **Percentages indicate the number of participants that selected each option against total participants.**



Those who selected 'other' specified with the following:

<i>Time constraints</i>
<i>Awareness</i>
<i>Inclusivity</i>
<i>Safety</i>
<i>Accessibility</i>
<i>Exhaustion</i>
<i>Ask them</i>

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

Topics or themes of open-ended feedback	No. of responses
Provision of carer support services	8
Promotion of carer support services	2
More nature and parks needed for community's wellbeing	2
Provision of services for elderly	2
Other	8

Illustrative quotes:

"A woman I know, who is a carer, attends a local community drumming group (but in Monash). Over years she cared for her husband who was terminally ill, until he died, attending the drumming group was the only time she had for herself - it was her only social connection, and it was good for her mental health. Participating in drum circles has been found to have a positive effect on mental health, more so than other community activities." – Female, 35-49, Carnegie

"Here is an area the council can spend some energy on. With diverse population and many elderly people, they need quick and easy access to both funded and private care-giving

services. There should be easy telephone access and extended hours especially in a crisis environment” – Male, 60-69, Caulfield East

“Caring has been really impacted during Covid-19 - self isolation, lack of engagement, mental health, lack of ability to come together and relax - better use of gardens/parks/outdoor spaces where Carers can freely come together.” – Female, 50-59, Elsternwick

“Not sure, only have my experience with my elderly mother who passed away two years ago. There is a tyranny of distance in Melbourne and supporting Family Members as they Age is difficult. It is a difficult subject, but carers should be supported absolutely for their roles is absolutely critical to society.” – Female, 60-69, Carnegie

“I am a person who needs help and thank you for the work GE Council does for me.” – Female, 70+, Bentleigh

SECTION TWO: VIEWS ON INTERACTING WITH COUNCIL

We sought Community Voice members' feedback on communication channels we use to keep our community up-to-date with services, events, new initiatives, projects and engagements.

We asked Community Voice about it back in 2018 and wanted to re-visit them and find out how the community like to interact with us in 2021.

Feedback provided by Community Voice members is helping us to strengthen our existing channels and create opportunities for us to introduce new channels.

KEY FINDINGS

- 60 per cent of participants (109) indicated they felt well informed by Council.
- About a third of participants indicated:
 - They preferred to contact Council via phone (38 per cent, 69), which was the same percentage recorded in 2018.
 - They preferred to contact Council via email (30 per cent, 56), which was 11 per cent fewer than recorded in 2018.
- Nearly a third of participants (31 per cent, 57) indicated they had experienced challenges when contacting or communicating with Council.
- More than half of participants indicated their experiences interacting with Council was either 'very satisfying' (16 per cent, 30) or 'satisfying' (37 per cent, 68).
- 80 per cent (147) of participants indicated email was their preferred mode for receiving information from Council, which was eight per cent more than in 2018. The second-most preferred mode was Glen Eira Newspaper with 56 per cent (103) of participants (15 per cent more than in 2018).

Do you feel well informed by Council?

181 responses were received for this question.



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

Topics or themes of open-ended feedback	No. of responses
Feel either very or somewhat informed	28
Simplicity and accessibility of material	20
Examples of where you go for information	17
Better informed about planning and development issues	13
More community consultation before decision-making	12
Other	12

Illustrative quotes:

"I guess I don't hear much about what the council is doing beyond the Glen Eira newspaper"
– Female, 18-24, Ormond

"Feel that there are many decisions and actions made by Council to which the community is not party to or is made aware of" – Male, 70+, Glen Huntly

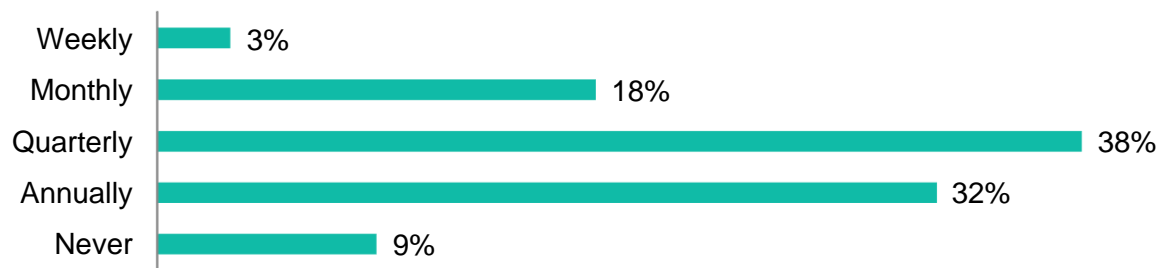
"Partially. There is a lot of information available, but it is not all easily accessible, nor easy to understand. I wanted to make a submission on a planning matter, and it was a such huge amount of work for me to learn the technical language and understand the matter, that I gave up. This is a huge issue - I have tertiary education and English is my first language. It is difficult to discern which issues are the most important. Once you waded through ALL of the information, it is really tough to know where to start. Those people who do commit to understanding what council are actually doing are often dismissed as serial whingers." – Female, 35-49, Carnegie

"I feel I receive information via internet and letter box drops" – Male, 50-59, Murumbeena

"I feel like I generally know what is going on via flyers, the newspaper and emails. However, the website could be easier to use in places." – Female, 35-49, Carnegie

How often do you contact Council?

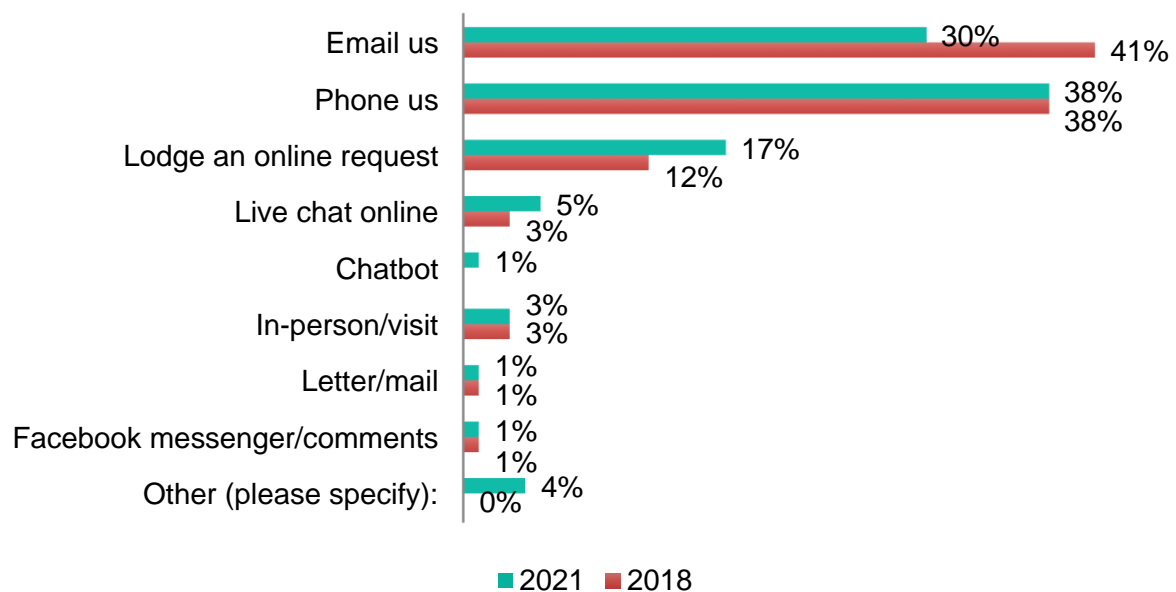
182 responses were received for this question.



How do you prefer to contact Council? (Please select one)

This question was asked in a 2018 survey and we are comparing the percentage of responses between that survey and this survey.

There were 279 responses to this question in 2018 (with a larger membership), compared with 184 in 2021.



*Chatbot was not an option in the 2018 survey.

Those who selected 'other' in the 2021 specified with the following:

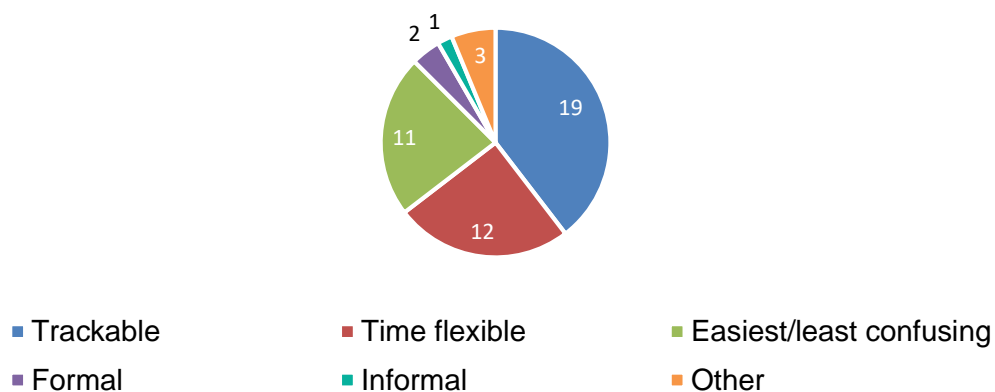
<i>Community Voice</i>
<i>Have Your Say</i>
<i>Email Councillor</i>
<i>App</i>

Please explain in as much detail as you like why you prefer this channel:

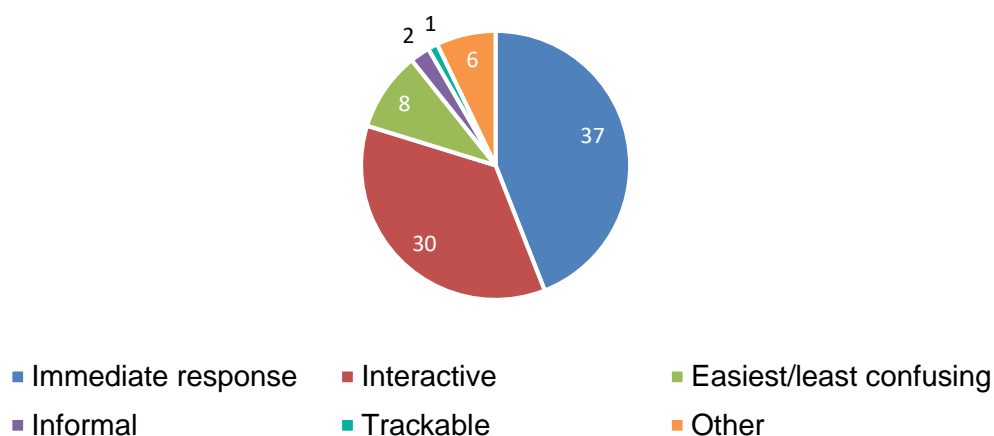
Topics or themes of feedback of open-ended feedback	No. of responses
Immediate response	46
Interactive	37
Easiest/least confusing	30
Trackable	28
Time flexible	26
Formal	7
Informal	3
Other	9

Of the three most preferred modes of contacting Council, the reasons for choosing these options were:

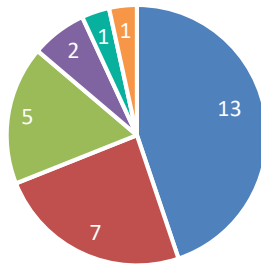
Email us



Phone us



Lodge an online request



- Time flexible
- Easiest/least confusing
- Trackable
- Immediate response
- Interactive
- Formal

Illustrative quotes:

"[Lodging an online request] allows me to make a request on my own schedule, with confidence that I am contacting the correct people" - Male, 25-34, Caulfield South

"I prefer to phone because it is immediate and I appreciate speaking to a real person" – Female, 35-49, Caulfield South

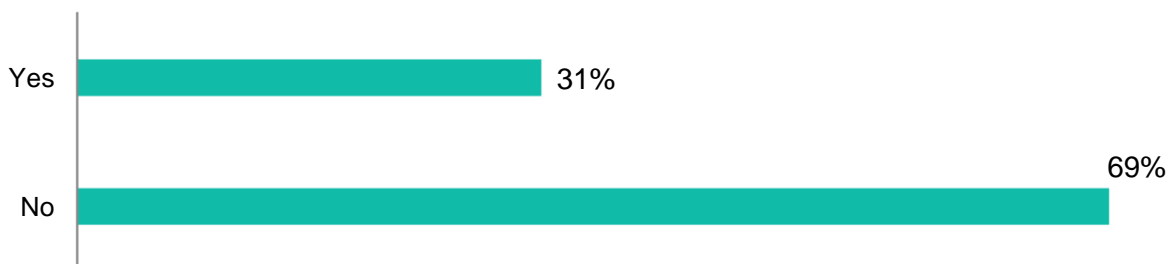
"[Emailing] fits in well with how I manage my communications with other organisations/banks/councils etc." – Male, 25-34, Glen Huntly

"[Writing a letter/mailling] is most efficient" – Male, 70+, Elsternwick

"[Lodging an online request] is easy to do at any time of day or night" – Female, 70-84, Murrumbene

Have you experienced any challenges when contacting or communicating with Council?

183 responses were received for this question.



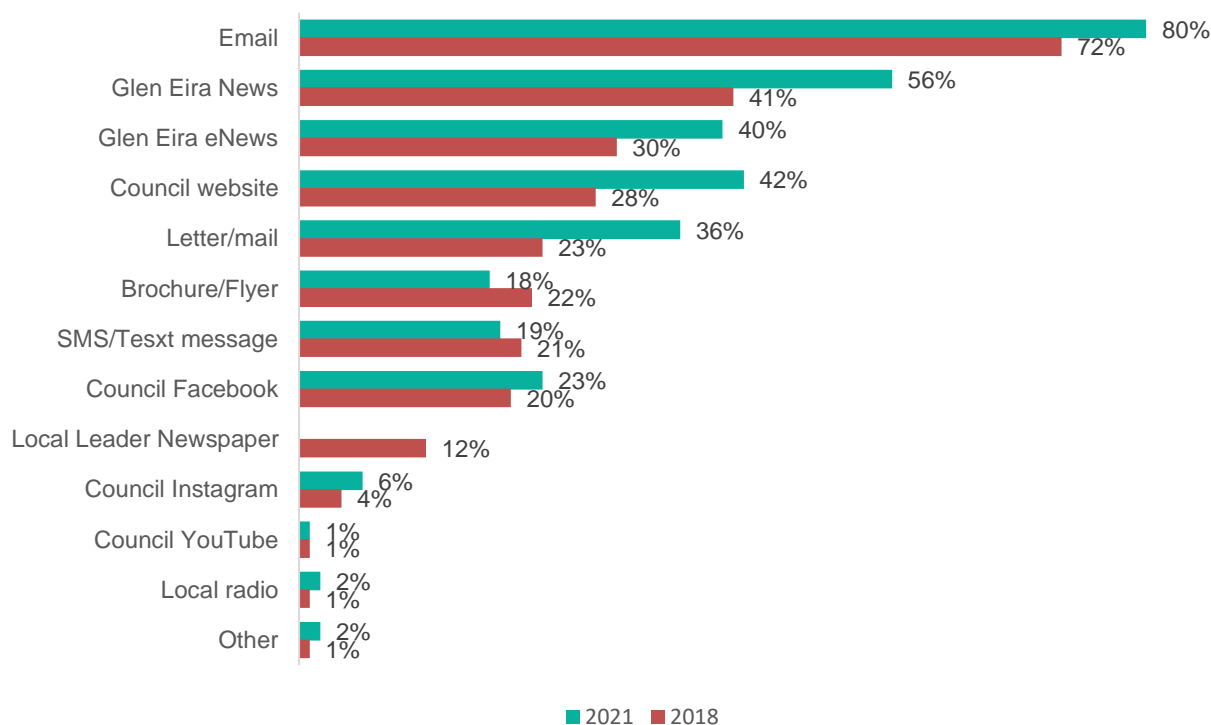
Please specify:

Topics or themes of open-ended feedback	No. of responses
Not receiving an adequate response	17
Delay in responses	14
Wait times when calling	8
Elusive Council Officers	7
Acknowledgement that communication has been received	3
Other	11

How would you like to receive information from Council?

Participants could select as many options as they wanted and results have been compared to those from the same question asked in 2018. In 2021, 183 participants responded to this question with a total of 596 options selected compared with 282 participants responding to the question in 2018 with a total of 776 options selected. **Percentages indicate the number of participants that selected each option against total participants.**

Note: Local Leader Newspaper was not an option in our latest survey.



Those who selected 'other' specified with the following:

<i>Notices</i>
<i>Brochures</i>
<i>Signage (relating to planning material)</i>

Are there any other communication channels you want Council to keep you informed with?

Suggestions included:

<i>Signage</i>
<i>Suggestion boxes</i>
<i>Letters to the editor (in Glen Eira News)</i>
<i>Flyers</i>
<i>Letters</i>
<i>Twitter/Whatsapp</i>

What could we do to help you self-serve and manage Council services online?

Topics or themes of open-ended feedback	No. of responses
User-friendly website	16
Online support	10
Good as is	6
Use various channels to get information	5
Simplified and accessible information	5
Directory of staff services	4
Progress updates for requests	3
Other	10

Illustrative quotes:

“Improve the website: better metadata = better search results” – Male, 50-59, Carnegie

“Not all residents are online or digitally literate you need communication programs that cater for all residents” – Female, 50-59, Ormond

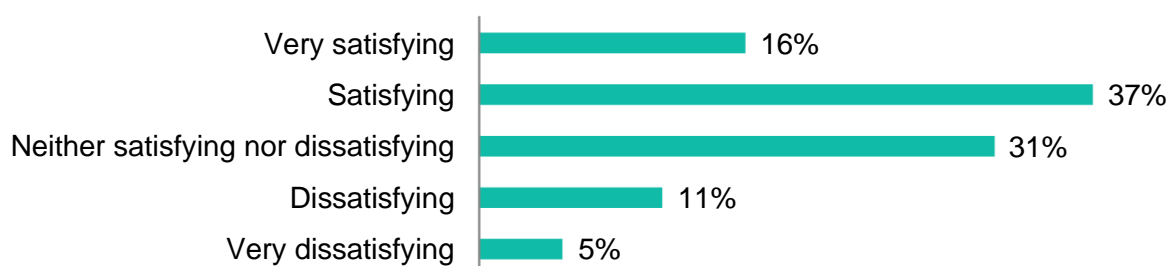
“I find everything fairly easy and straight forward as they are” – Male, 25-34, Bentleigh

“Enable a means to choose how we receive communications. For example, to receive them via email rather than post, to save paper. By being able to have these options in an account along with finding all our personalised information (when bins are coming, rates, hard rubbish requests, email communications, feedback requests, saved community events etc.) would make it much easier” – Female, 25-34, Glen Huntly

“Libraries should have support people to help residents use online services” – Male, 60-69, Carnegie

Could you please rate your experience with interacting with Council?

184 responses were received for this question.



If necessary, please briefly explain why you have given this rating?

Responses included:

<i>Delays getting responses from Council</i>
<i>Acknowledgement communication needs to include a copy of sent communication</i>
<i>Council not providing satisfactory responses or outcomes</i>
<i>Wait times when calling</i>
<i>Functionality of online request lodgement system</i>
<i>Difficulties getting in contact with Council Officers</i>

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

Topics or themes of open-ended feedback	No. of responses
Council communication could be improved	5
Continue communication practices	5
Planning grievance	5
Council transparency	2
Other	6

Illustrative quotes:

"It would be great to be proactively informed about progress on requests without having to call multiple times" – Female, 35-49, Carnegie

"One way of improving information/communication to residents would be to include a multi-lingual flyer with rate notices informing residents of the ways they can access information re programs, events and services" – Male, 60-69, Caulfield North

"No, the questions in this survey were good in that you gave the opportunity to clarify many points/answers - this was really helpful as sometimes the options don't tell the full story- I can see improvements happening - keep it up it is really good - and Thank you!" – Female, 50-59, Elsternwick

"Thinking about how I and my family receive information, it's tricky to think of a way to break through. We tend to seek out information online, through news apps and social media. I think having a very active social media presence may work, plus continuing the local paper, along with topical brochures/letters" - Male, 35-49, Glen Huntly

"Maintain respectful and friendly common sense communication by Council staff to ratepayers. Appreciated" – Female, 60-69, Murrumbena

YOUR FEEDBACK ON THIS SURVEY

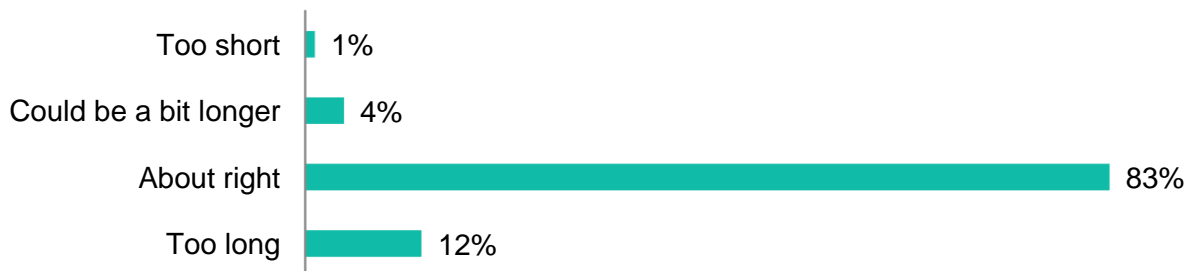
Overall, how would you describe your experience of this survey?

180 participants responded to this question.



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

181 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 and/or topic of open-ended feedback	No. of responses
Satisfied with experience	19
Consider community feedback in Council decision-making	10
Survey structure and/or wording problematic	8
Topics	6
Other	7

Illustrative quotes:

“The expectation that the questions are open rather than leading (such as some of the questions in the first section about climate change). Also provide a costing - if we advocate, hold a forum for LGBTQI etc. it will cost Council \$\$\$\$. Should Council spend this money in this way? Fairly meaningless questions without this as there is insufficient tie up with the rates we pay.” – Bentleigh – Male, 70+, Bentleigh

“It’s been nice to be able to provide feedback” – Male, 25-34, Glen Huntly

“Some of the ways that questions were asked was confusing. Additionally, asking to add more details “if necessary” makes me feel less likely to add details because it sounds like you don’t want additional comments unless it was really crucial” – Female, 18-24, Ormond

“I feel suitably engaged” – Male, 60-69, Caulfield East

“I value having the opportunity to provide feedback to Council this way and it also improves my engagement with Council and the local community by raising my awareness and interest in matters that I don’t come across much otherwise” – Female, 35-49, Carnegie



Community Voice Survey March 2021: A Healthy, Connected and Thriving Glen Eira, Views on interacting with Council

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

In this survey, there are two sections:

- **A healthy, connected and thriving Glen Eira** – that will help inform the Council Plan 2021-2025 and Municipal Public Health and Wellbeing Plan 2021-2025. Both plans will prioritise Council actions to bring the Glen Eira 2040 Community Vision into focus.
- **Views on interacting with Council** – that will help Council to strengthen its existing channels and create opportunities for it to introduce new channels if necessary.

We would appreciate if you can complete the survey in the next 7 days. A reminder will be sent to you if we do not receive your survey in the next week.

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: A Healthy, Connected and Thriving Glen Eira

Council recently endorsed the Glen Eira 2040 Community Vision, which outlines aspirations of the Glen Eira community for the next 20 years. Now we want to prioritise our actions for the next four years to bring the Vision into focus.

We have recently been undertaking community engagement to inform the development of two important plans: the *Council Plan 2021-2025* and the *Municipal Public Health and Wellbeing Plan 2021-2025*.

Both plans will focus on the different ways Council can build a healthy, connected and thriving Glen Eira for everyone.

Feedback gained in this section will complement broader engagement done with the public via the survey and quick poll on [Have Your Say](#), a telephone survey, targeted workshops and focus groups.

1. How important is it for you that Council focuses on the following areas? Note, this question focuses on Glen Eira Council's local responsibility area and not how Council is currently performing in the areas.

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
Well designed and maintained open spaces and places (this includes parks, sporting grounds, buildings and other indoor and outdoor spaces Council provides and maintains for the community)						
A well planned and liveable City (this includes planning for population growth and how we manage the impact of new housing and commercial developments on the character and heritage of our neighbourhood centres and plan for changes to our transport networks)						
A green and sustainable community (this includes actions that Council and the community can take to minimise the impacts of climate change and manage						

our waste more sustainably for the future)						
A healthy, inclusive and resilient community (this includes how Council can support the community through providing direct services, how we can promote an inclusive environment and the initiatives and programs we can offer to support our most vulnerable community members)						
Well-informed and transparent decision-making that builds community trust (this includes how Council engages with the community when making decisions, how it communicates and shares information and how the Council operates to support the effective provision of services)						

2. The following recommendations were put to Council following a random telephone survey as part of the broader community engagement. Please indicate the extent to which you agree with the following recommendations::

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Can't say
Council should seek feedback that is representative of the community through its engagement activities and ensure that those who may be impacted by a Council decision can contribute their views.						
Council should implement initiatives and actions that educate the community about disability and mental health at both an individual resident level and in a business and organisational context.						

Council should focus on delivering outdoor spaces and facilities primarily for individual enjoyment and not necessarily associated with programs and sport clubs.						
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3. When thinking about your use of public open space now and into the future, what are the most important areas Council should focus on? (Please choose your top four)

- ☐ Sports grounds
- ☐ Sporting areas (e.g. basketball hoops, golf birdie cages etc.)
- ☐ Outdoor fitness equipment
- ☐ Dog on/off leash and dog free zones
- ☐ Passive open space - areas to relax/quiet areas
- ☐ Providing all ability play and recreation equipment and facilities in parks and reserves
- ☐ Social spaces for gathering with families and friends
- ☐ Improved connection of shared pathways between open space areas and major business or shopping centres
- ☐ Programs to provide physical activity opportunities
- ☐ Community pavilions (for sports clubs and event hire)

Our city is growing and changing. In the complex area of planning, Council has a role to play in guiding and managing this change, balancing a range of different sources of information and requirements.

4. Thinking specifically about planning for the future, how can we best involve you? (Please choose your top three)

- ☐ Improve and enhance the information available on our website for planning projects
- ☐ Hold more online information sessions that share information about Council's planning role
- ☐ Focus on improving the structure and layout of our Council website to make information on planning initiatives easier to find, access and engage with
- ☐ Provide more information on planning activities and projects in graphic/video form
- ☐ Focus more on using digital technology to get in touch with you (our social media pages, email and online)
- ☐ Continue to provide hard copy information (such as letters and signs) when a project involves you (or a local area), directly
- ☐ Focusing on providing different ways you can give your feedback
- ☐ Ensure we involve you earlier – right at the start of a project, when we're looking at issues and ideas
- ☐ Other (please specify):

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5. The last 12 months have been difficult for many local businesses. Through various COVID-19 response and recovery activities including financial assistance and developing an online 'Taking care of (your) business' page, Council has offered support to them at this time. Are there any actions you think local Council should take to support businesses now and in the future?

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In a recent engagement, 81 per cent of residents were supportive of Council taking action on climate change.

6. Thinking about how we could support the community to respond to climate change, how would you rate the importance of the following actions?

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
Providing access to solar panel bulk-buy programs and low-interest loans						
Including a stream in Council's community grants program to support community climate programs						
Offering more community programs, for example, neighbourhood gardening programs, seed libraries						
Running free workshops and events on energy-efficiency topics						

We would like your feedback on ways we can recognise, support, value and celebrate diversity in our community.

7. Thinking about ways Council could improve access to services and activities for Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Asexual + (LGBTIQA+) people and their allies over the next four years, how would you rate the importance of the following actions?

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say

Providing opportunities for targeted community engagement i.e. focus groups, forums, workshops or meetings						
Carrying out formal accreditation programs, such as Rainbow Tick						
Holding events and activities for community members on significant dates i.e. International Day Against Homophobia Biphobia Intersexism and Transphobia (IDAHOBIT)						
Displaying the rainbow flag in prominent locations around Glen Eira and on promotional material						

8. If necessary, please briefly explain any other ways you think that Council could support Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Asexual + (LGBTIQA+) people and their allies over the next four years:

9. Thinking about ways Council could improve access to services and activities for people from culturally and linguistically diverse backgrounds over the next four years, how would you rate the importance of the following actions?

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
Providing opportunities for targeted community engagement i.e. focus groups, forums, workshops or meetings						
Providing interpreters and translated materials in community languages where necessary						
Providing written materials in easy-to-read English formats i.e. icons and images						

Celebrating diversity on dates of cultural significance						
Including images of people that represent cultural diversity in Council's media and communications						
Carrying out an assessment process through Welcoming Cities or Intercultural Cities to find areas for improvement						

10. If necessary, please briefly explain any other ways you think Council could support people from culturally and linguistically diverse backgrounds over the next four years:

Carers are people who provide unpaid care and support to a family member or friend who is frail and elderly, has dementia, a mental illness, a disability, chronic illness or complex needs, or receiving palliative care.

In 2018, the ABS (Australian Bureau of Statistics) estimated there were about 14,260 residents in Glen Eira who cared for someone with a disability (10 per cent of the total population) and that nearly a quarter of carers of people with a disability were either aged 65 years and over, or aged 45 to 54 years (24.1 per cent and 23.5 per cent, respectively).

11. Are you a carer?

- ☐ Yes
- ☐ No
- ☐ Sometimes
- ☐ Can't say

12. How do you think we can best support the role and quality of life of carers? (Please select all that apply)

- ☐ Provide more opportunities to support and connect with carers through education, leisure, social or community events
- ☐ Promote better understanding of the role of carers within the community
- ☐ Continue to identify the specific needs of people living with disabilities and their carers in the community
- ☐ Increase Council's advocacy on key issues impacting carers in the community
- ☐ Can't say

☐ Other (please specify):

13. What barriers do you think there are to carers participating in events, activities or seeking out supports? (Please select all that apply)

- ☐ Transport
- ☐ Respite
- ☐ Childcare
- ☐ Homebound
- ☐ Financial
- ☐ Timing
- ☐ Can't say
- ☐ Other (Please specify):

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

Section Two: Views on interacting with Council

We would love to get your feedback on communication channels we use to keep you up-to-date with services, events, new initiatives, projects and engagements. We asked some of these questions back in 2018 and we're interested in re-visiting them to find out how the community like to interact with Council in 2021.

Your feedback will help us to strength our existing channels and create opportunities for us to introduce new channels. We look forward to hearing from you.

1. Do you feel well informed by Council?

- ☐ Yes
- ☐ No

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

3. How often do you contact Council? (Please select one)

- ☐ Weekly

- ☐ Monthly
- ☐ Quarterly
- ☐ Annually
- ☐ Never

4. How do you prefer to contact Council? (Please select one)

- ☐ Email us
- ☐ Phone us
- ☐ Lodge an online request
- ☐ Live chat online
- ☐ Chatbot
- ☐ In-person/visit
- ☐ Letter/mail
- ☐ Facebook messenger/comments
- ☐ Other (please specify):

5. Please explain in as much detail as you like why you prefer this channel:

6. Have you experienced any challenges when contacting or communicating with Council?

- ☐ Yes
- ☐ No

If yes, please specify:

7. How would you like to receive information from Council? (Please select all that apply)

- ☐ Email
- ☐ Glen Eira News (paper)
- ☐ Glen Eira News (digital)
- ☐ Council website
- ☐ Letter/mail
- ☐ Brochure/flyer
- ☐ SMS/text message
- ☐ Facebook (Council page)
- ☐ Instagram (Council page)
- ☐ YouTube (Council page)
- ☐ Local radio

☐ Other (please specify):

8. Are there any other communication channels you want Council to keep you informed with?

9. What could we do to help you self-serve and manage Council services online?

10. Could you please rate your experience with interacting with Council?

- ☐ Very satisfying
- ☐ Satisfying
- ☐ Neither satisfying nor dissatisfying
- ☐ Dissatisfying
- ☐ Very dissatisfying

11. If necessary, please briefly explain why you have given this rating?

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

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?

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