



Community Voice Survey October 2021 Summary Report

CONTENTS

GLEN EIRA MULTIDECK CAR PARKS	3
PRIORITISING THE BUDGET	13

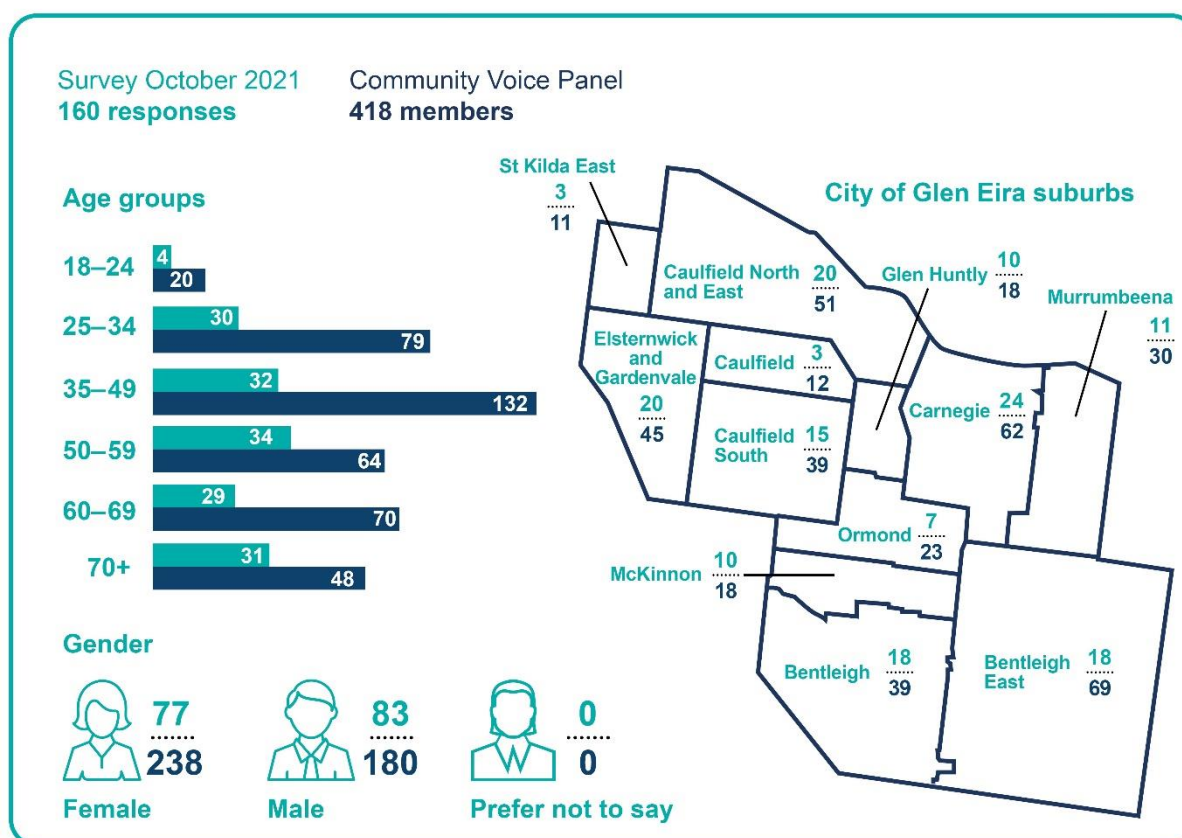
COMMUNITY VOICE SURVEY OCTOBER 2021

This report presents findings from a Community Voice survey that was open from 26 October to 10 November 2021.

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

- **Glen Eira Multideck Car Parks** to help determine whether there is community support for this project and sense-check results from Community Voice against results from broader engagement.
- **Prioritising the Budget** to gain insights from Community Voice on where rates money should be spent and help inform development of the draft Budget 2022-2023 and the long-term Financial Plan.

Community Voice is an online panel currently made up of 418 Glen Eira residents who broadly represent the municipality in terms of age, gender and suburb. 160 Community Voice members responded to this survey, a response rate of 38 per cent.



GLEN EIRA MULTIDECK CAR PARKS

In 2019, Glen Eira City Council received part federal funding to develop two commuter car parks located in Elsternwick and Bentleigh as part of the Urban Congestion Fund.

Since initial engagement, Council has negotiated for the carparks to be fully funded by the federal government (\$20 million) and has engaged with the community on its acceptance of the funding, alternative congestion reducing initiatives and proposed carpark locations.

Feedback gained through the Community Voice survey will complement findings received through letter drops and an online community workshop.

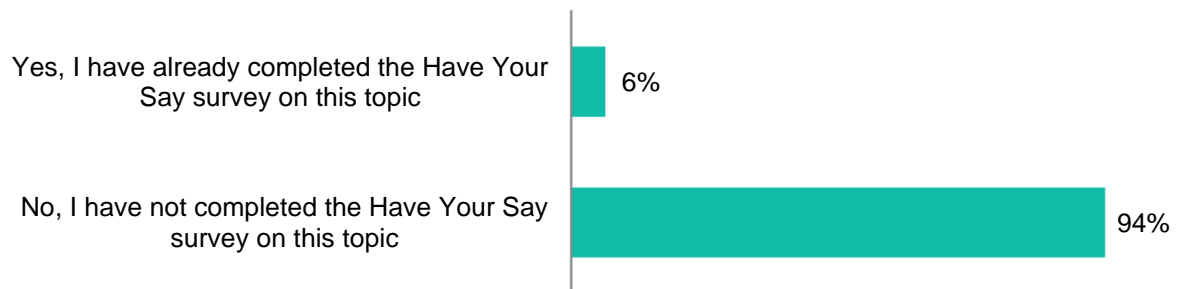
Council will now determine the appropriate use for funding, including the community's perception of its use and priorities for congestion reduction in Bentleigh and Elsternwick. A review of the findings from all engagement efforts will be completed, and the proceeding report presented to Council at a special Council Meeting on 14 December 2021. The outcomes of this meeting will inform next steps for Council.

KEY FINDINGS

- 68 per cent of total participants (100 participants) indicated that Council **should proceed** with developing commuter car parks in the municipality.
- 86 per cent of participants (84 participants) who thought Council **should proceed** with the project indicated Council should proceed because Glen Eira needed more car parking near transportation and shopping areas.
- 69 per cent of participants (31 participants) who thought Council **shouldn't proceed** with the project indicated Council should prioritise other congestion reducing initiatives.
- 60 per cent of total participants (90 participants) indicated they wanted to see improved cycling infrastructure as an alternative congestion reducing initiative.
- Of participants that indicated the Elsternwick site was appropriate for commuter car parking:
 - 94 per cent (103 participants) indicated this was because of its proximity to public transport.
 - 78 per cent (90 participants) indicated this was because it would reduce impacts of on-street parking.
- 78 per cent of total participants (115 participants) agreed that Council **should proceed** with providing commuter car parking at the Bentleigh site.
 - Of those, 92 per cent (104 participants) indicated the proximity to Bentleigh Railway Station made it an appropriate site followed by the fact that it was already an established car park
- 78 per cent of total participants (115 participants) indicated that the main way they would be impacted by the proposed commuter car parks would be by a reduction in traffic congestion.

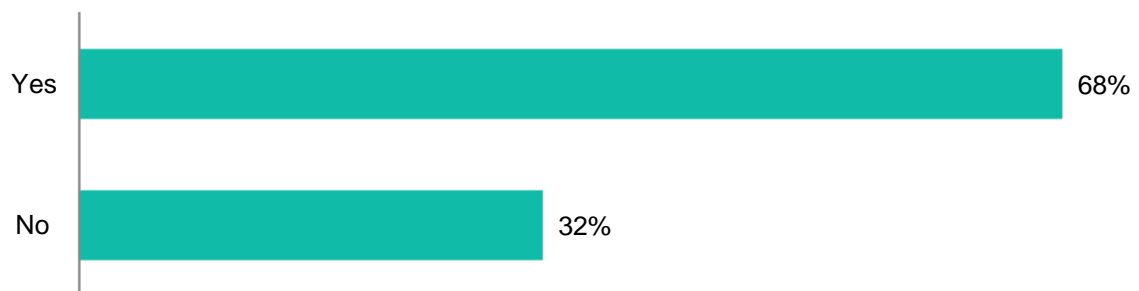
To ensure you are not responding to these questions again, please indicate whether you have already completed them and you will be taken to the next topic in this survey.

160 responses to this question.



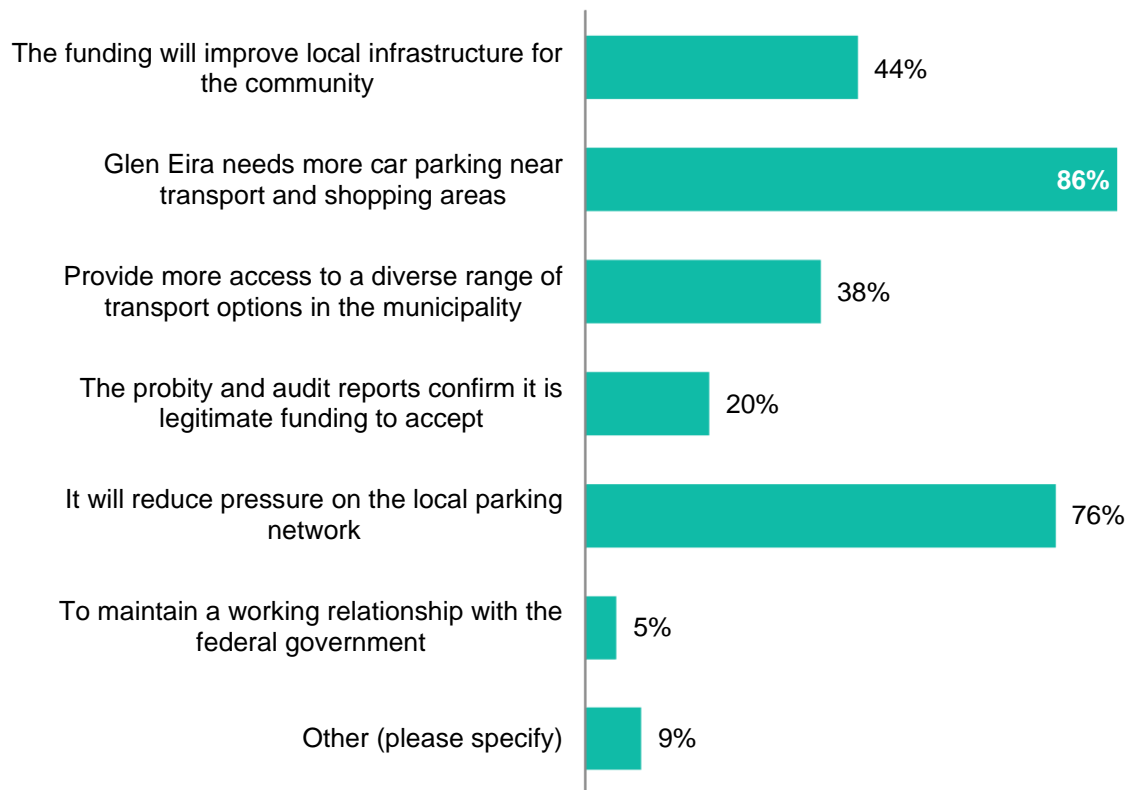
Based on the information provided, should Council proceed with developing commuter car parks in the municipality?

147 responses to this question.



Why should Glen Eira City Council proceed with the projects? Please select from the following reasons or add an another.

98 responses to this question. Percentages indicate the number of participants who selected options against all who responded to this question.

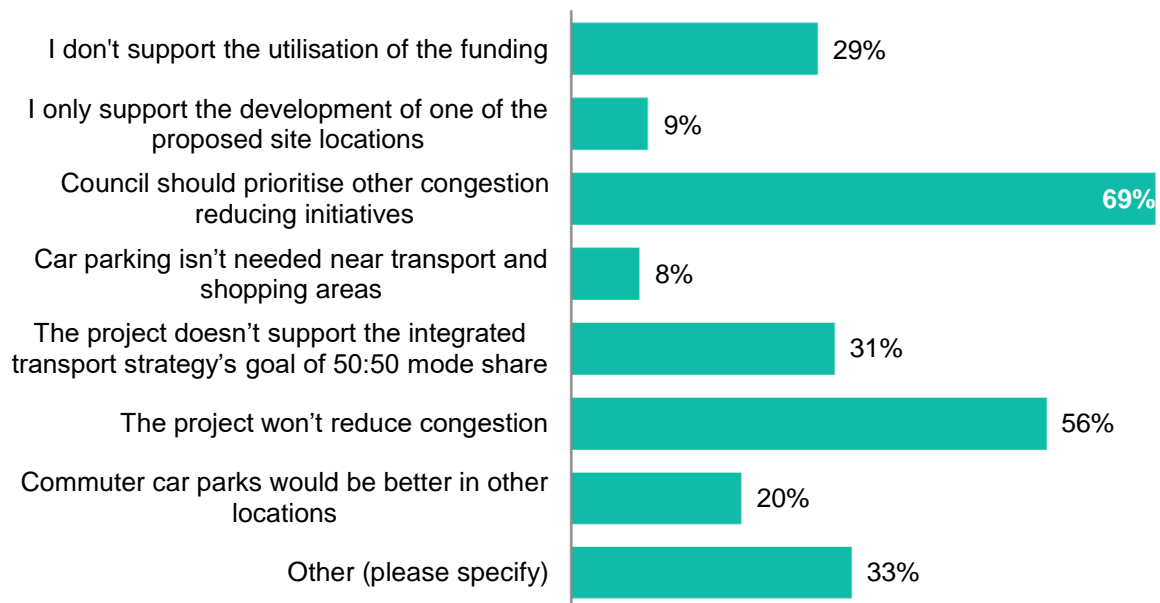


‘Other’ responses included:

- To reduce pressure on on-street parking;
- increase open-space available for cafes and restaurants;
- reduce pollution from vehicle use; utilise the availability of funding for infrastructure;
- provide opportunities to charge electric vehicles
- provide parking to compensate for increased apartment developments.

Why shouldn't Glen Eira City Council proceed with these projects? Select all that apply.

45 responses to this question. Percentages indicate the number of respondents who selected options against all who responded to this question.

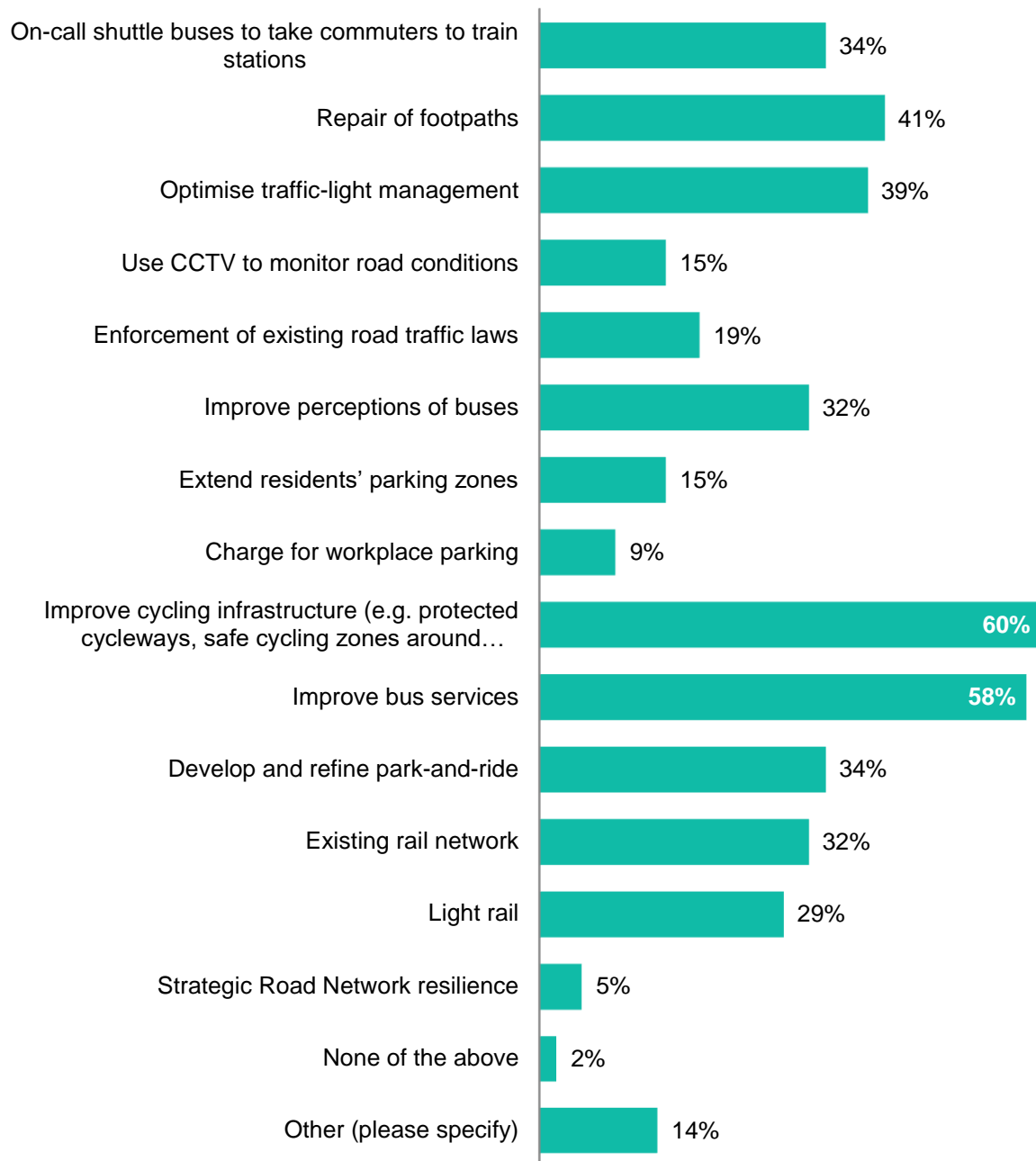


'Other' responses included:

- Sufficient parking already exists;
- focus should be on improved infrastructure for more sustainable methods of transport;
- public transport, walking and cycling; prime locations should be utilised for other means;
- more parking will only encourage more people and therefore increased congestion;
- lack of trust in Council to protect existing residents with regard to infrastructure projects
- funding appears to be a form of pork-barelling.

**What other types of congestion reducing initiatives should Council seek further federal government funding for under the Urban Congestion Fund?
Please select from the following initiatives or add another.**

150 responses to this question. Percentages indicate the number of respondents who selected options against all who responded to this question.



'Other' responses included:

- Improved bicycle storage at train stations;
- establish 'bike only' lanes on streets;
- improve public transport and walking paths;
- improve traffic management in school zones and promote active transport;
- real-time traffic-light software; increase parking allocation with new infrastructure proposals;

- improve disability access to public transport; install measures and barriers to slow traffic and reduce reckless driving.

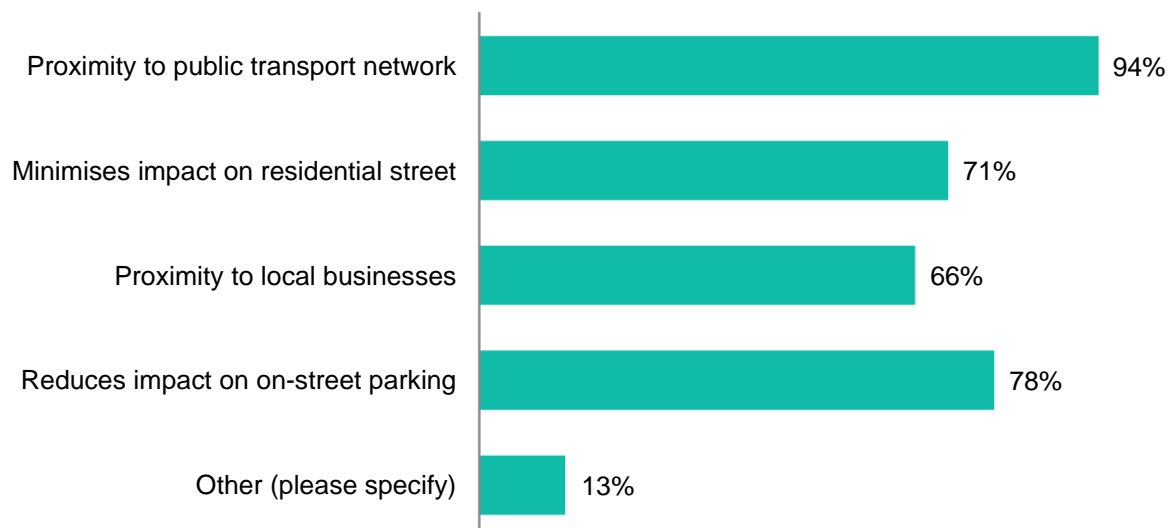
Based on the information provided, should we proceed with providing commuter car parking on this Elsternwick site?

149 responses to this question.



Why do you think this site in Elsternwick is appropriate for commuter car parking? Please select from the following reasons or add another.

115 responses to this question. Percentages indicate the number of respondents who selected options against all who responded to this question.

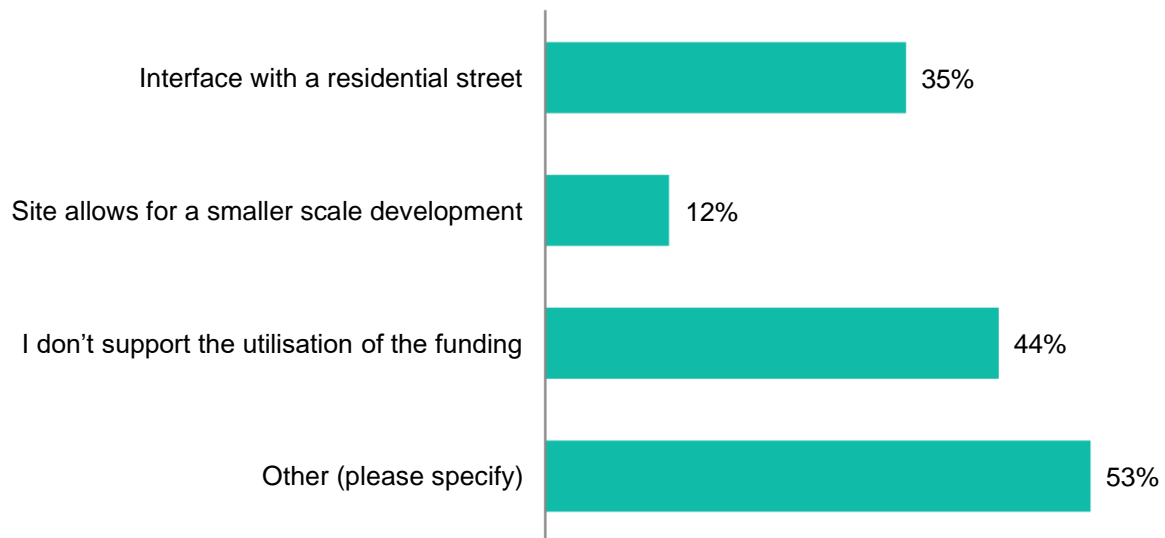


Other' responses included:

- Promotes public transport use;
- improved capacity of a pre-existing car park;
- located in business zone;
- increased capacity to charge Electric Vehicles;
- will coincide with proposed changes to Glenhuntly Road which is moving from residential to local business hub.

Why do you think this site in Elsternwick is inappropriate for commuter car parking? Please select from the following reasons or add another.

34 responses to this question. Percentages indicate the number of respondents who selected options against all who responded to this question.

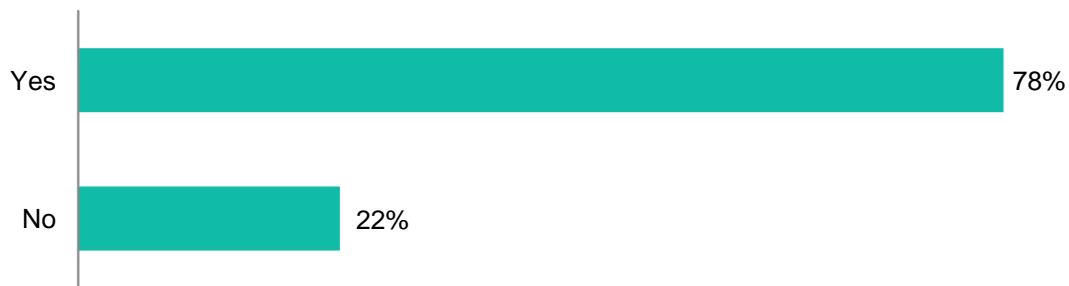


'Other' responses included:

- The benefit of the additional 100 parking spaces doesn't justify the cost;
- money would be better spent on improving public transport routes;
- this method doesn't discourage driving;
- parking should be provided for local shoppers, not commuters;
- pollution will increase due to increased congestion.

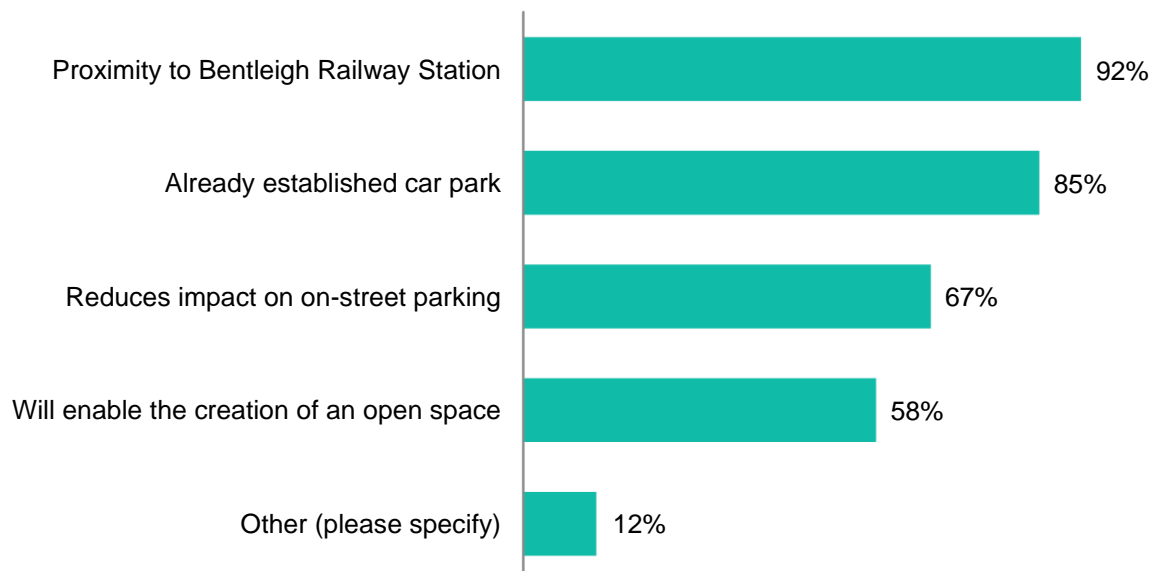
Based on the information provided, should we proceed with providing commuter car parking on this Bentleigh site?

147 responses to question.



Why do you think this site in Bentleigh is appropriate for commuter car parking? Please select from the following reasons or add another.

113 responses to question. Percentages indicate the number of respondents who selected options against all who responded to this question.

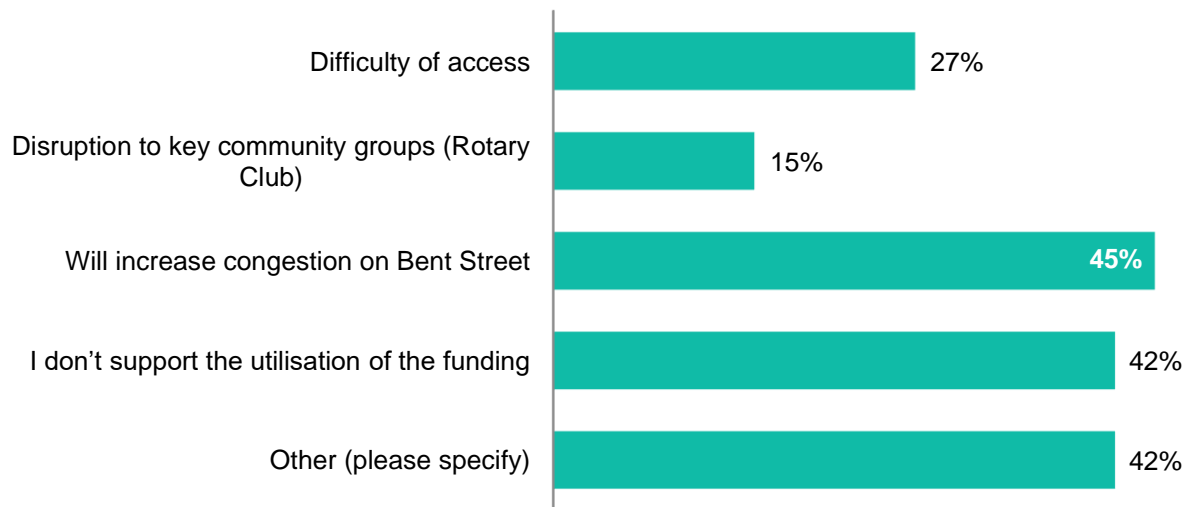


'Other' responses included:

- Concern about whether local Farmers Markets will continue if the project goes ahead;
- potential support for markets in this space;
- increased Electric Vehicle charging stations;
- improvements on existing car park preferred over new car parks, which may reduce open space.

Why do you think this site in Bentleigh is inappropriate for commuter car parking? Please select from the following reasons or add another.

33 responses to question. Percentages indicate the number of respondents who selected options against all who responded to this question.

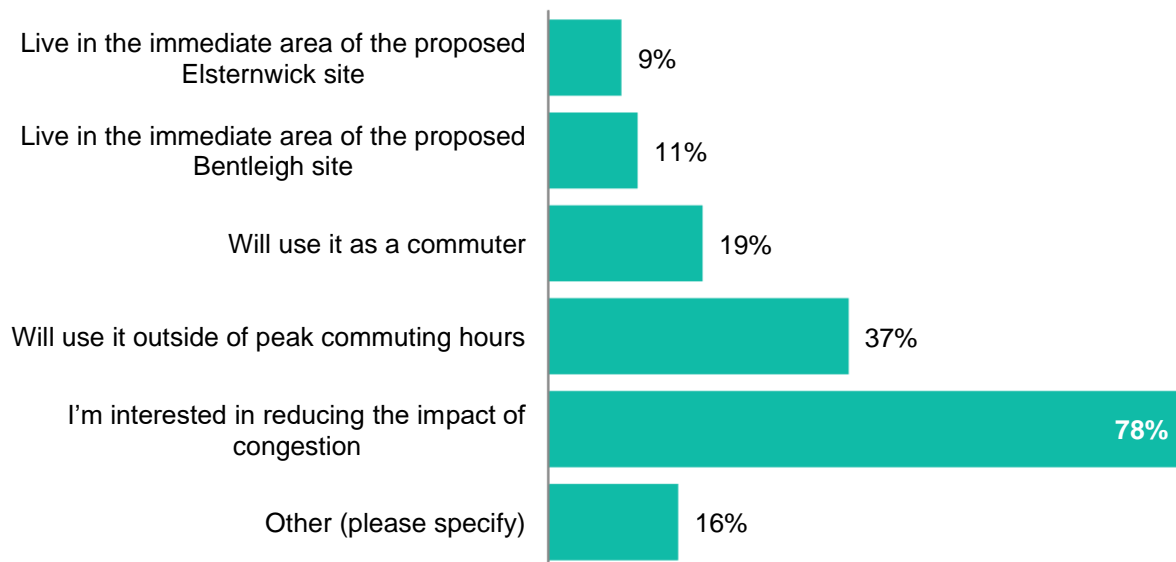


‘Other’ responses included:

- Overall gain from this project is not significant enough;
- congestion will only increase with more parking spaces;
- inefficient use of space;
- prioritise local users over commuters;
- lack of trust in Council protecting nearby residents’ amenity;
- adequate parking already exists;
- priority should be given to improving public transport instead of car parks.

How will you be impacted by the proposed commuter car parks? Select all that apply.

148 responses to question. Percentages indicate the number of respondents who selected options against all who responded to this question.



‘Other’ responses included:

- Impacted by the views;
- interested in increasing safety along walking and cycling paths;
- additional access for commuters, local businesses and residential properties;
- interested in climate impacts associated with public transport use;
- public market protection from new infrastructure;
- reduced traffic for children’s safety;
- prioritise sustainable travel into the future;
- taxpayer with an interest in funding;
- interest in opportunities for sustainable collaborations.

SECTION TWO: PRIORITISING THE BUDGET

Preparing the Budget and long-term Financial Plan is an essential part of Local Government. Understanding what goes into the process and weighing-up all of the demands for services, how they will be paid for, while meeting legal and policy requirements can be a complex task.

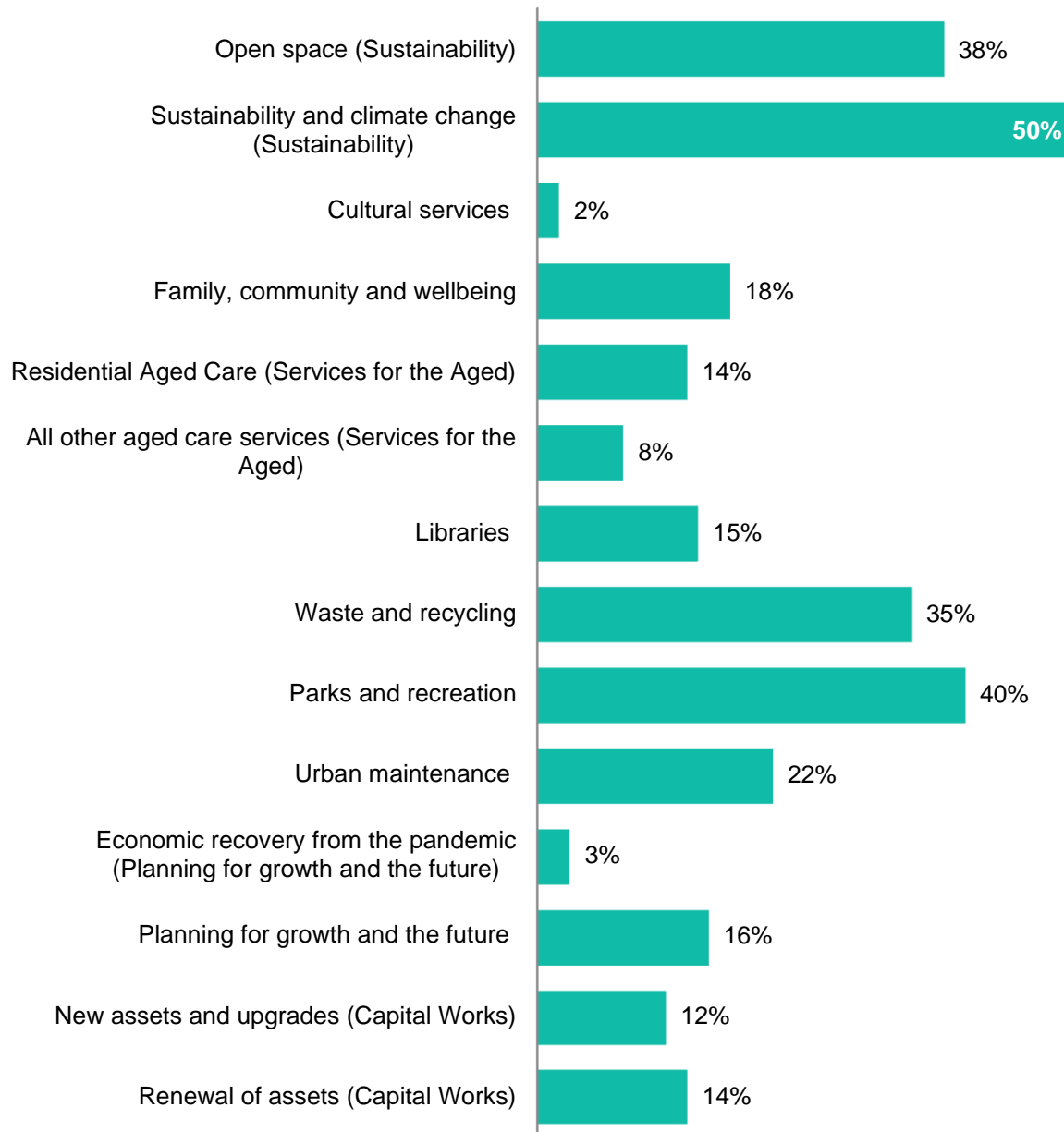
We wanted to learn from Community Voice members where they thought rates money should be spent to complement broader engagement occurring through the 'Prioritising the Budget' Have Your Say page and Balancing the Budget Tool.

KEY FINDINGS

- When asked to indicate their top three services or projects that should be highest priority for Council, the top four indicated by respondents were:
 - Sustainability and climate change (50 per cent, 80 responses)
 - Parks and recreation (40 per cent, 63 responses)
 - Open space (sustainability) (38 per cent, 60 responses)
 - Waste and recycling (35 per cent, 56 responses)
- More than 50 per cent of respondents indicated that Council should be increasing investment in:
 - Sustainability and climate change (Sustainability) (64 per cent, 94 responses)
 - Open space (Sustainability) (55 per cent, 84 responses)

What services or projects do you think should be the highest priority for Council? Please select your top three preferences.

159 responses were received for this question. Percentages indicate the number of respondents who selected options against all who responded to this question.



**Are there any areas that you feel Council should be increasing investment in?
Please indicate whether funding should be increased, decreased or remain
unchanged for each of the categories below.**

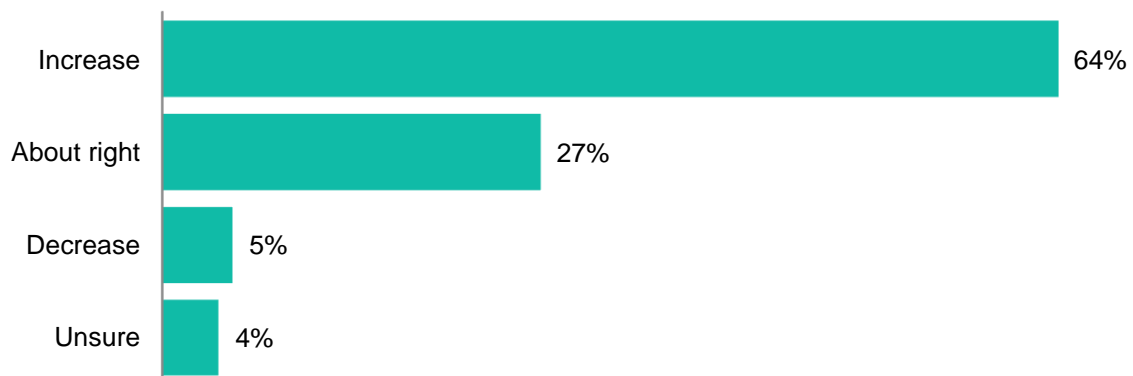
Open space (Sustainability)

152 responses to question.



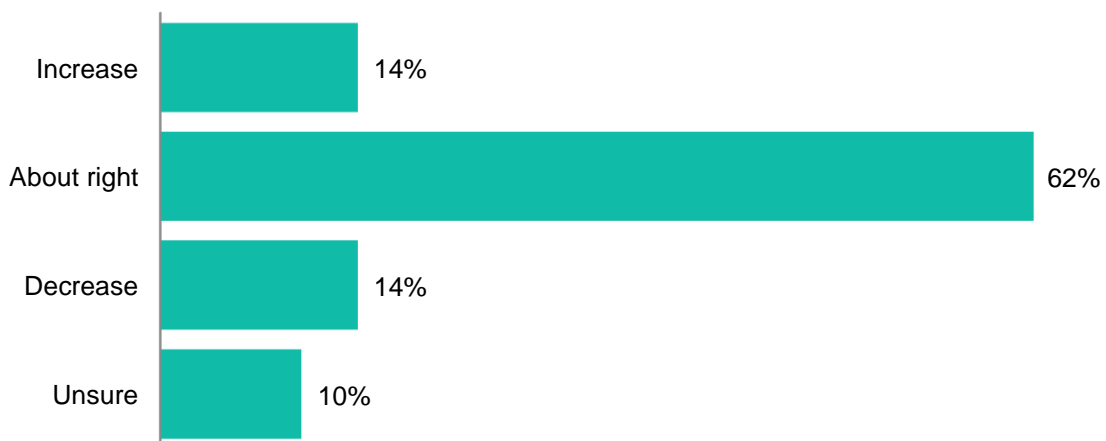
Sustainability and climate change (Sustainability)

148 responses to question.



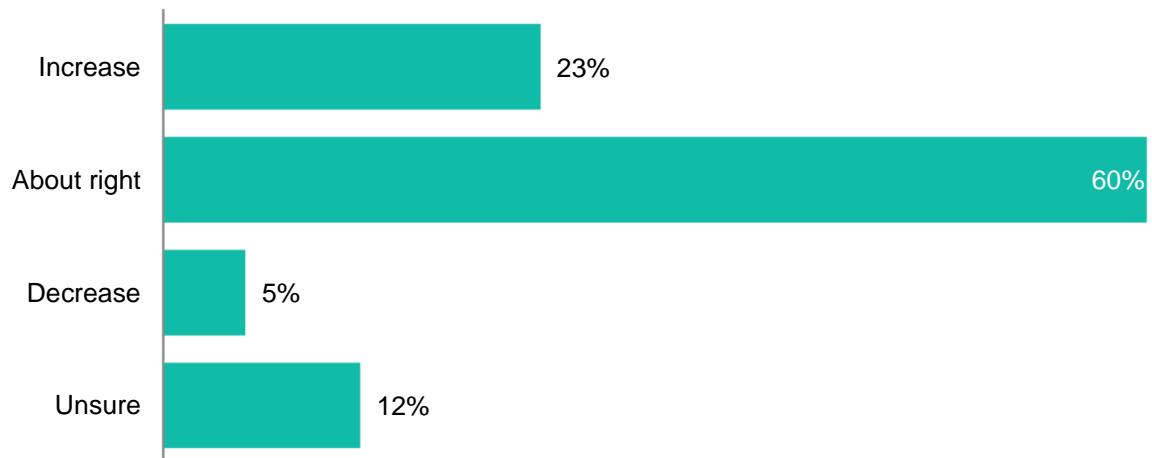
Cultural Services

146 responses to question.



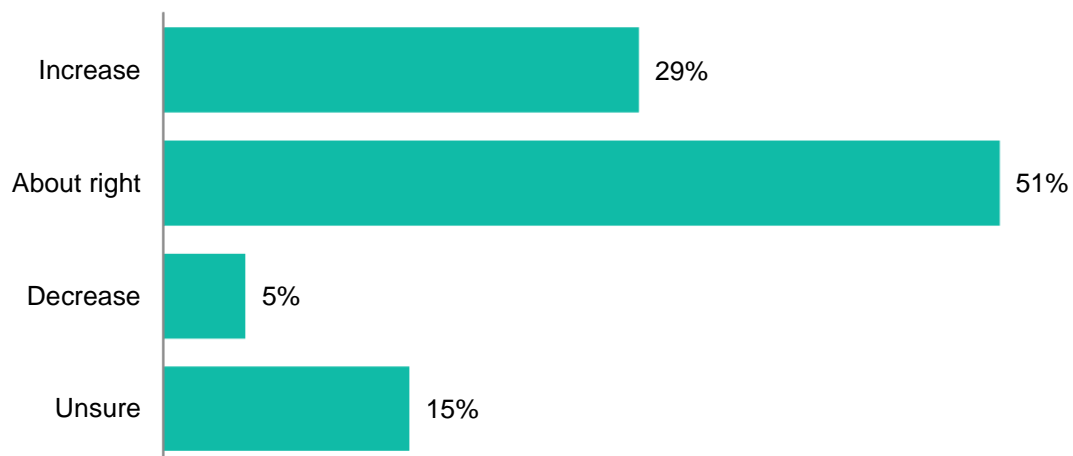
Family, community and wellbeing

146 responses to question.



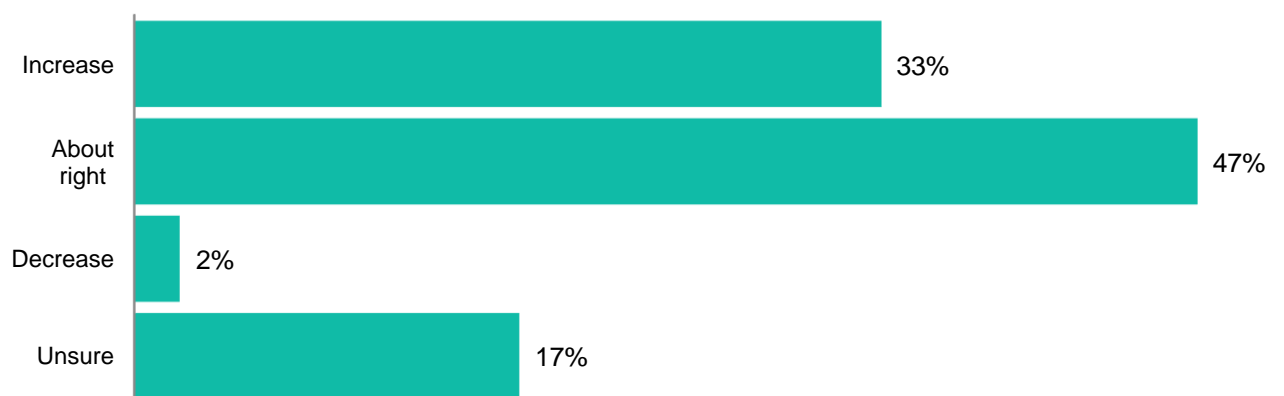
Residential Aged Care (Services for the Aged)

147 responses to question.



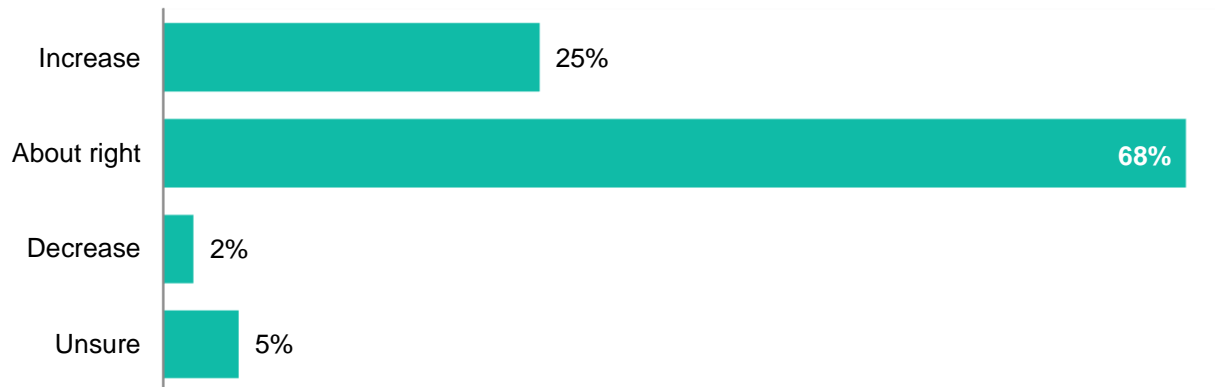
All other aged care services (Services for the Aged)

144 responses to question.



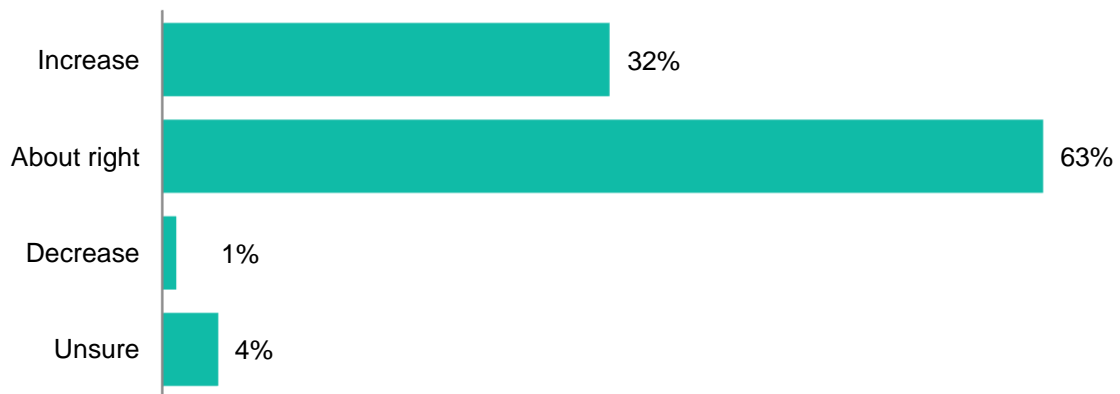
Libraries

148 responses to question.



Waste and recycling

147 responses to question.



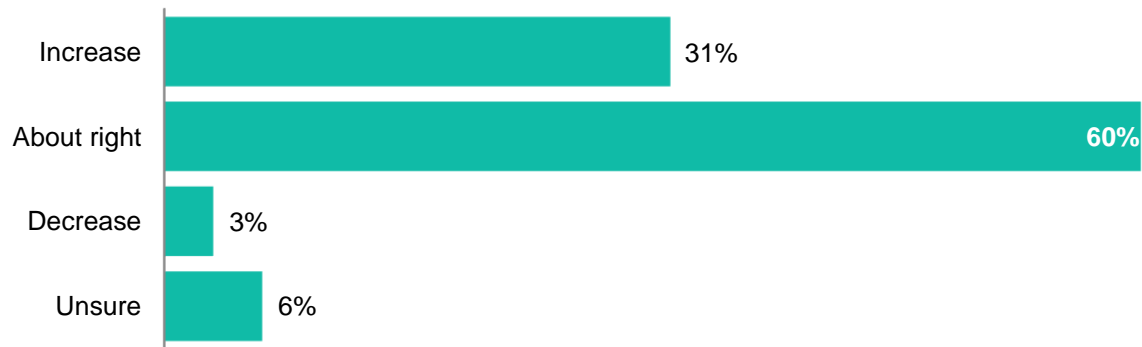
Parks and recreation

147 responses to question.



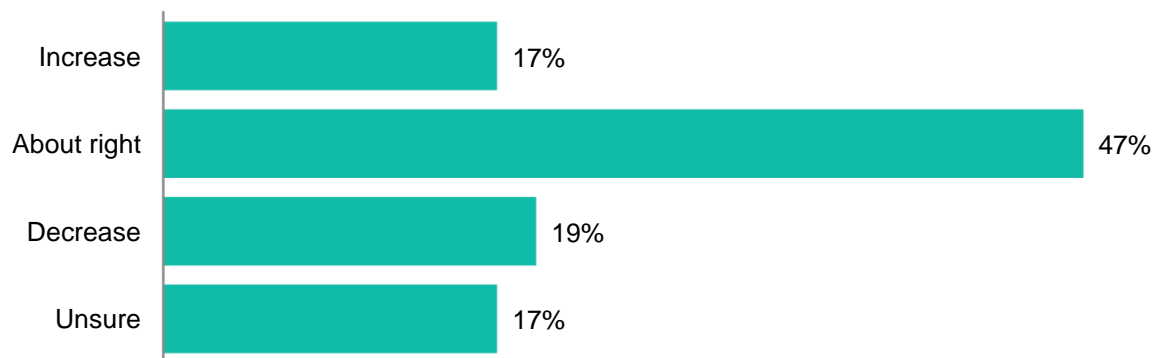
Urban maintenance

144 responses to question.



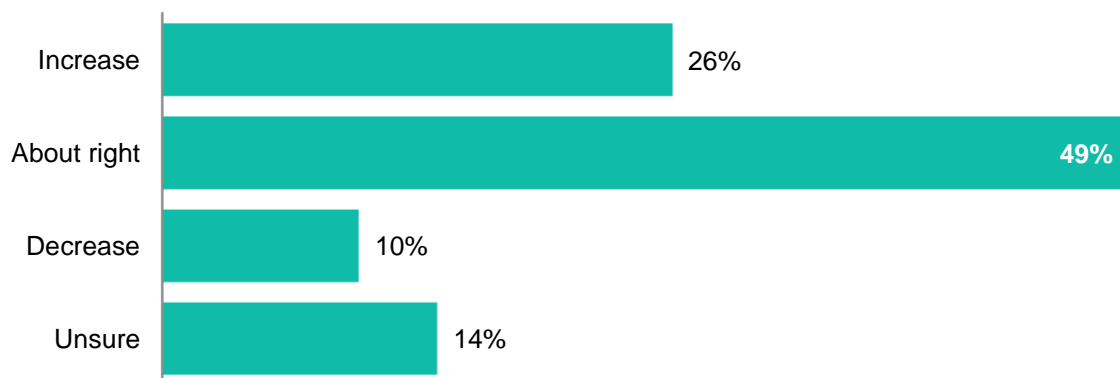
Economic recovery from the pandemic (Planning for growth and the future)

144 responses to question.



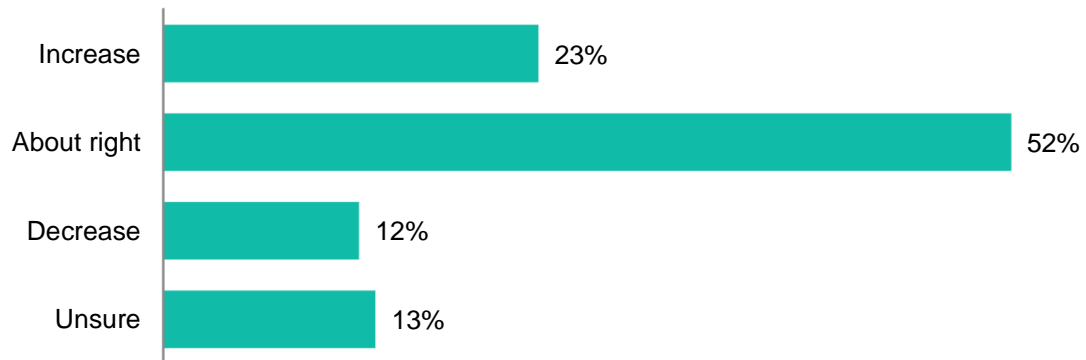
Planning for growth and the future

145 responses to question.



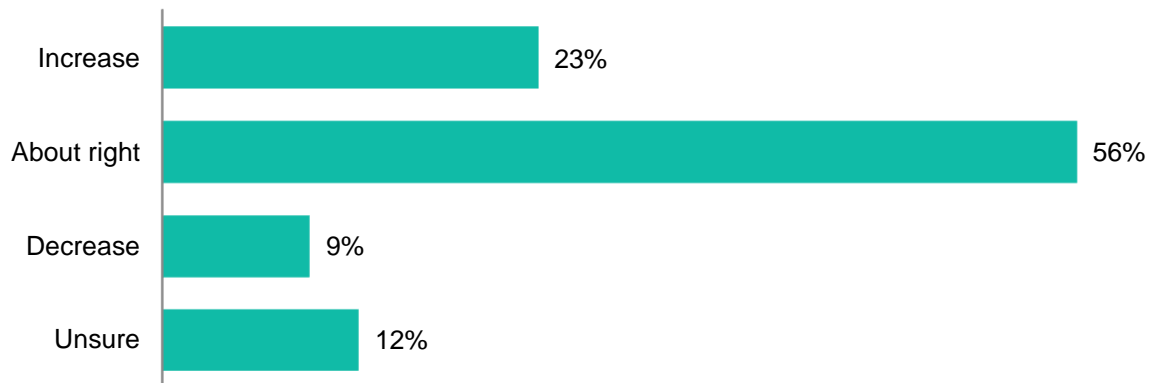
New assets and upgrades (Capital Works)

145 responses to question.



Renewal of assets (Capital Works)

142 responses to question.



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

Topics or themes of feedback	No. of responses
Prioritising active recreation infrastructure	8
Better prioritisation of projects required	7
Topic/questions unsuitable for this format	5
Better maintenance of existing facilities	4
More support for vulnerable in community	4
Freezing Council rates	3
More work required on traffic management	3
More focus on climate change considerations	3
Creation of green spaces	2
More controls on development	2
Public Transport infrastructure	2
Other	4

Illustrative quotes:

“After living near Packer Park for 14 years, it’s the first time I’ve ever heard frogs croaking in the pond...did the council reintroduce these frogs?? Need to do what we can to preserve this wildlife in the suburbs” – Male, 50-59, Carnegie.

“Climate change is our biggest problem, should be more focus on that. Also planning for a future with less car reliance, so spending on PT, walkability and cycling.” – Male, 35-49, Glen Huntly.

“How about spending some money on updating parking in residential streets, e.g., hockey sticks, making allowance for the varying size of cars SUV’s Tradie Trucks when creating parking spaces. Putting speed humps in suburban streets, to prevent traffic speeding and cutting through local streets to evade traffic lights. Policing set hours of parking. Reducing parking times in busy streets, e.g. Centre Rd Bentleigh, thus creating clearways at appropriate peak traffic times.” – Female, 70+, Bentleigh East.

“During lockdown I walked many of the streets around Caulfield, Carnegie and Glen Huntly. It became apparent to me that nearly all of our open spaces are sports fields (“green deserts”). We need a drawcard space like the St Kilda botanic gardens. The centre of the racecourse, if it is ever redeveloped, is a prime spot.” – Male, 50-59, Glen Huntly.

YOUR FEEDBACK ON THIS SURVEY

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



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



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.

Key themes and/or topics	No. of responses
Keep up this work	10
Survey topics and questions unsuitable/problematic	10
Council actions following on from feedback	7
Other	4

Illustrative quotes:

“Happy to contribute from personal expectations of Council's work and effectiveness” – Female, 70+, Bentleigh

“I love being a part of Community Voice. I often mean to fill out surveys on Have Your Say but lack the impetus. Community Voice is the prompt I need. I get updated on what Council is currently considering and I feel heard. Thank you” – Female, 25-34, Murrumbeena

“Appreciate reading the results. Read summary of results in our local Glen Eira News. The important point will be how much is to be actioned. It's one thing to seek community views, another to implement what the majority really want” – Female, 60-69, Murrumbeena

“As a retired municipal engineer/ CEO, I appreciate Council seeking input” – Female, 70+, Caulfield North



Community Voice Survey October 2021: Glen Eira Multi Deck Carparks and Budget 2022-2023

Welcome to the latest Community Voice survey for 2021.

We want to ask you about the following topics:

- **Glen Eira Multi Deck Carparks** to help determine whether there is community support for this project and sense-check results from Community Voice against results from broader engagement.
 - Please note that this project requires Community Voice respondents to have some context to provide feedback. Please allow a few minutes to read through the text at the beginning of this question.
- **Prioritising the Budget** to gain insights from Community Voice on where rates money should be spent and help inform development of the draft Budget 2022-2023.

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

To thank you for your time, we are offering members the chance to win one of five gift hampers. Simply complete the survey and opt-in for your chance to win (*conditions apply).

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: Glen Eira Multi Deck Carparks

Questions in this section are the same as those in the survey on the *Glen Eira Multideck Car Parks Have Your Say* page, which is open to the whole community. To ensure you are not responding to these questions again, please indicate whether you have already completed them and you will be taken to the next topic in this survey

- ☐ Yes, I have already completed the Have Your Say survey on this topic (Skip to survey section two)
- ☐ No, I have not completed the Have Your Say survey on this topic

In 2019, Glen Eira City Council received part federal funding to develop two commuter car parks located in Elsternwick and Bentleigh as part of the Urban Congestion Fund.

This triggered initial community engagement about the multi-level commuter car parks with the local community. This engagement was limited to information provision. It is understood the information and approach resulted in some negative feedback.

Since this initial engagement, Council has negotiated for the carparks to be fully funded by the federal government (\$20 million) and is now seeking to revisit the project with the community. Since the initial engagement, the location and design of both car parks has changed. Further to this, there has been considerable ongoing national media attention about the distribution of the Urban Congestion Fund.

In addition, Councillors have expressed an interest in engaging with the community on other congestion reducing initiatives which Council could apply for funding under the Urban Congestion Fund. As a result, Council has decided to re-engage the community, with the aim of better understanding the community's and key stakeholder's views around the acceptability of the funding, their views around the new locations proposed for car parking should the funding be accepted, and priorities for any possible new initiatives should further funding become available or advocacy opportunities arise.

The Government is investing around \$4 billion through the Urban Congestion Fund, to reduce congestion in urban areas. Funding supports upgrades to the urban road network to reduce congestion and ensure commuters get home sooner and safer by:

- reducing travel times;
- reducing vehicle operating costs;
- delivering a more reliable road network for commuters and freight; and
- addressing local bottlenecks.

A \$660 million Commuter Car Park Fund has been established within the Urban Congestion Fund to invest in commuter car park upgrades that encourage greater use of public transport by increasing car park spaces next to train stations. Glen Eira City Council has been offered \$20 million by the federal government to be used to deliver projects under the Urban Congestion Fund. To receive the funding, Council must use it for its original purpose which is to design and construct car parking in Elsternwick and Bentleigh near train stations.

This funding stream has been the subject of an [Auditor-General's report](#) and a [Senate Inquiry](#).

The Australian National Audit Office (ANAO) –headed by the Commonwealth Government’s Auditor-General reporting to the Australian Parliament –released an Audit Report titled ‘Administration of Commuter Car Park Projects within the Urban Congestion Fund’ (dated 28 June 2021). The Auditor-General’s Audit Report focused on the manner in which the Department administered the grant funding program for commuter car parks under the Urban Congestion Fund. The Audit Report highlighted a number of concerns about the granting process, focusing on how the Department identified and selected projects for grant funding from the Urban Congestion Fund.

The audit report into the federal government’s allocation of the funding shows a significant amount of funding allocated to Coalition-held or targeted seats in the lead up to the 2019 Federal election.

Council also understands that the ‘Administration and expenditure of funding under the Urban Congestion Fund (UFC) has been referred to a Senate inquiry. The outcomes will be made available on 2 December 2021.

Given the Auditor General’s Report, Glen Eira City Council also commissioned an independent probity report. This reviewed any probity risks associated with utilising the grant money allocated from the Commonwealth Government’s Urban Congestion Fund, for the delivery of two car park projects. The probity report concluded that with proper risk mitigations in place, Council should proceed with conducting community engagement to inform the decision-making about progressing (or not progressing) the car park projects. This report can be found [here](#).

Glen Eira City Council also commissioned an independent report by Veitch Lister Consulting, regarding the evidence of the effectiveness for urban “congestion busting” measures such as commuter car parks, buses and protected bike paths in cities like Glen Eira.

The report’s findings note that Glen Eira’s road network is mature and that current public transport options compare well with much of Melbourne. While some of the measures discussed could make modest impacts on congestion, some measures already form part of Council’s thinking as demonstrated in the Glen Eira Strategic Transport Plan.

Enhancing walkability and cycling facilities in Glen Eira are less likely to have a significant impact on reducing car usage, particularly in the south east of Glen Eira where walkability is low. However, the continued pursuit of these improvements was considered important to the liveability of Glen Eira.

The report highlights that there is no easy remedy to solving congestion in the short to medium term within Glen Eira. Measures such as the use of smarter technology and prioritising on-road public transport already form part of Council’s plans. Other measures that focus on active transport are desirable from a liveability perspective but are unlikely to have an impact on congestion.

The report findings provide useful information on the analysis of congestion busting measures within Glen Eira and will be helpful to community members as they consider their feedback during the proposed community engagement phase. Based on the findings and feedback, there may be merit in undertaking further feasibility analysis into the multi-level commuter car parks at Bentleigh and Elsternwick. This report can be found [here](#).

Initially, the federal government offered Council funding on the condition it would be matched. However, the COVID-19 pandemic impacted Council’s budget and our initial plans were postponed. In early 2021, Glen Eira City Council successfully lobbied for the Commonwealth to cover the entire cost of two smaller projects.

Based on the information provided, should Council proceed with developing commuter car parking in the municipality?

☐ Yes ☐ No

Do you wish to add any further comments to support why you selected this option? Is this required, as the two questions below allow elaboration?

- ☐ No
- ☐ Yes
- ☐ If yes, please comment below

Question 2a (if 'Yes' is selected)

Why should Glen Eira City Council proceed with the projects? Please select from the following reasons or add another

- ☒ *The funding will improve local infrastructure for the community*
- ☒ *Glen Eira needs more car parking near transport and shopping areas*
- ☒ *Provide more access to a diverse range of transport options in the municipality*
- ☒ *The probity and audit reports confirm it is legitimate funding to accept*
- ☒ *It will reduce pressure on the local parking network*
- ☒ *To maintain a working relationship with the federal government*
- ☒ *Other [open text box]*

Question 2b (if 'No' is selected)

Why shouldn't Glen Eira City Council proceed with these projects? Please select from the following reasons or add another:

- ☒ *I don't support the utilisation of the funding*
- ☒ *I only support the development of one of the proposed site locations*
- ☒ *Council should prioritise other congestion reducing initiatives*
- ☒ *Car parking isn't needed near transport and shopping areas*
- ☒ *The project doesn't support the integrated transport strategy's goal of 50:50 mode share*
- ☒ *The project won't reduce congestion*

- ☐ Commuter car parks would be better in other locations
- ☐ Other [open text box]

Question 3 (if either 'Yes' or 'No' is selected)

What other types of congestion reducing initiatives should Council seek further federal government funding for under the Urban Congestion Fund? Please select from the following initiatives or add another:

- ☐ On-call shuttle buses to take commuters to train stations
- ☐ Repair of footpaths
- ☐ Optimise traffic-light management
- ☐ Use CCTV to monitor road conditions
- ☐ Enforcement of existing road traffic laws
- ☐ Improve perceptions of buses
- ☐ Extend residents' parking zones
- ☐ Charge for workplace parking
- ☐ Improve cycling infrastructure (e.g. protected cycleways, safe cycling zones around schools, etc.)
- ☐ Improve bus services
- ☐ Develop and refine park-and-ride
- ☐ Existing rail network
- ☐ Light rail
- ☐ Strategic Road Network resilience
- ☐ None of the above
- ☐ Other [open text box]

Proposed Elsternwick location

Location: 26 Stanley Street, Elsternwick



The proposed site has been identified due to its proximity to the train station and the Elsternwick activity centre. The small scale of the site results in a minimised impact on the surrounding residential area and sensitive interfaces. All 78 car parking spaces at the site would be retained. It is estimated that an increase of 82-122 spaces can be achieved, for a total of 160-200 car parking spaces at this site. It is proposed that this site will feature sustainable and environmental benefits within the design, including EV charging stations and other sustainable initiatives (e.g. recycled concrete, vertical gardens, rooftop garden, PV array).

Question 4

Based on the information provided, should we proceed with providing commuter car parking on this Elsternwick site?

☐ Yes ☐ No

Question 5a (if 'Yes' is selected)

Why do you think this site in Elsternwick is appropriate for commuter car parking?

Please select from the following reasons or add another:

- ☒ Proximity to public transport network
- ☒ Minimises impact on residential street
- ☒ Proximity to local businesses
- ☒ Reduces impact on on-street parking

☐ Other [open text box]

Question 5b (if 'No' is selected)

Why do you think this site in Elsternwick is inappropriate for commuter car parking?

Please select from the following reasons or add another:

☐ Interface with a residential street

☐ Site allows for a smaller scale development from previously proposed location

☐ I don't support the utilisation of the funding

☐ Other [open text box]

Proposed Bentleigh location Location: 1-5 Bent Street, Bentleigh



The proposed site directly borders the Bentleigh Station and is close to the Bentleigh activity centre. This location has less direct impact to local businesses and residents during the construction phase. The proposed site also offers the opportunity of a potential open space plaza, that would connect to the car park and provide more green space within the Glen Eira community. All 142 car parking spaces at the site would be retained. It is estimated that a total of 300-350 car parking spaces can be achieved at this site, which is an increase of 158-208 spaces. This site is currently occupied by the Bentleigh Rotary Club for their scheduled Sunday Markets. Whilst this club has been displaced before (during the Level Crossing Removal Project works between 2015-2017), they will be a key stakeholder to work closely with. Eventually this stakeholder would benefit by having an enclosed and under cover site for the club to operate out of in the future, with the potential for additional stalls and more space to operate out of. It is proposed that this site will feature sustainable and environmental benefits within the design, including electric vehicle charging stations and other sustainable initiatives.

Question 6 (if either 'Yes' or 'No' is selected)

Based on the information provided, should we proceed with providing commuter car parking on this Bentleigh site?

☐ Yes ☐ No

Question 7a (if 'Yes' is selected)

*Why do you think this site in Bentleigh is appropriate for commuter car parking?
Please select from the following reasons or add another:*

- ☒ Proximity to Bentleigh Railway Station
- ☒ Already established car park
- ☒ Reduces impact on on-street parking
- ☒ Will enable the creation of an open space
- ☒ Other [open text box]

Question 7b (if 'No' is selected)

*Why do you think this site in Bentleigh is inappropriate for commuter car parking?
Please select from the following reasons or add another:*

- ☒ Difficulty of access
- ☒ Disruption to key community groups (i.e. Rotary Club)
- ☒ Will increase congestion on Bent Street
- ☒ I don't support the utilisation of the funding
- ☒ Other [open text box]

Question 8

How will you be impacted by the proposed commuter car parks? Select all that apply

- ☒ Live in the immediate area of the proposed Bentleigh site
- ☒ Live in the immediate area of the proposed Elsternwick site
- ☒ Will use it as a commuter
- ☒ Will use it outside of peak commuting hours
- ☒ I'm interested in reducing the impact of congestion

☐ Other [open text box]

Thank you for your contribution to this engagement

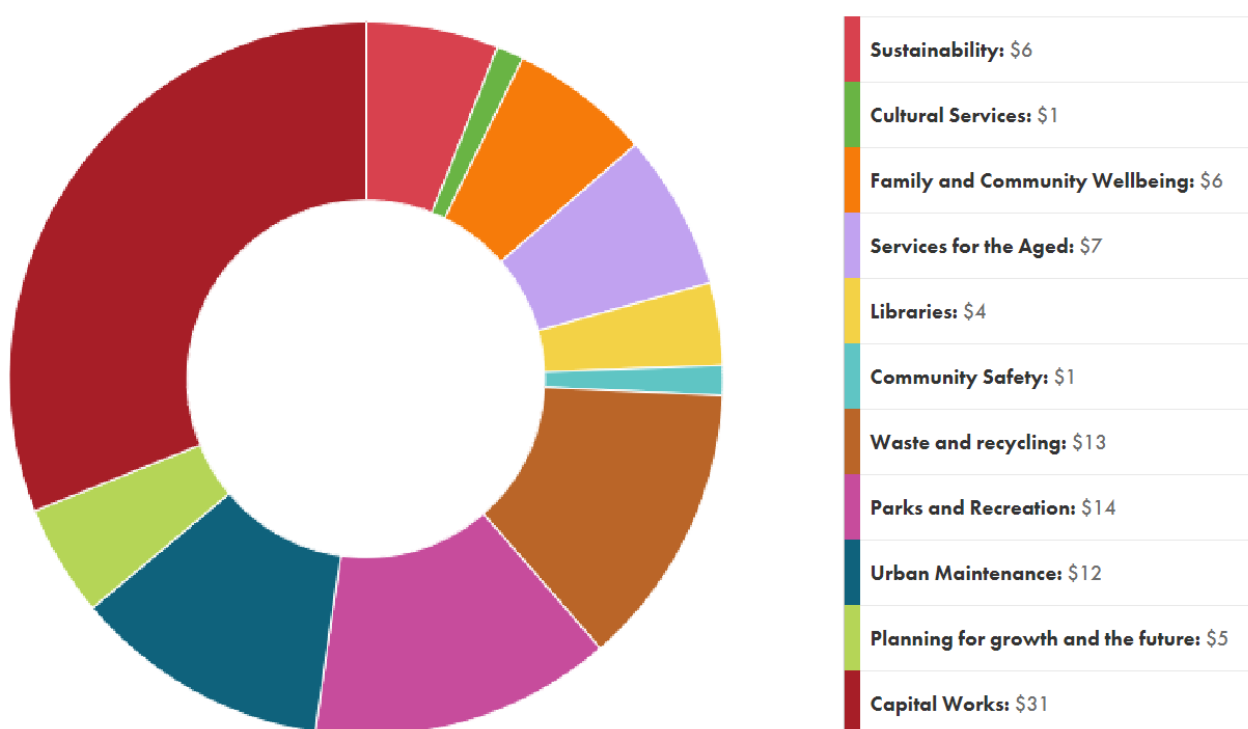
Section Two: Prioritising the Budget

Preparing the Budget and long-term Financial Plan is an essential part of Local Government. Understanding what goes into the process and weighing-up all of the demands for services, how they will be paid for, while meeting legal and policy requirements can be a complex task.

We want to learn more about your view of where rates money should be spent.

Below, we have broken down our expenditure into eleven groups. Here you can see the proportion of rates income, per \$100 that is spent on each category. Please refer to this chart when answering the questions below on your budget preferences.

Services that Council delivers for every \$100 of Rate Revenue

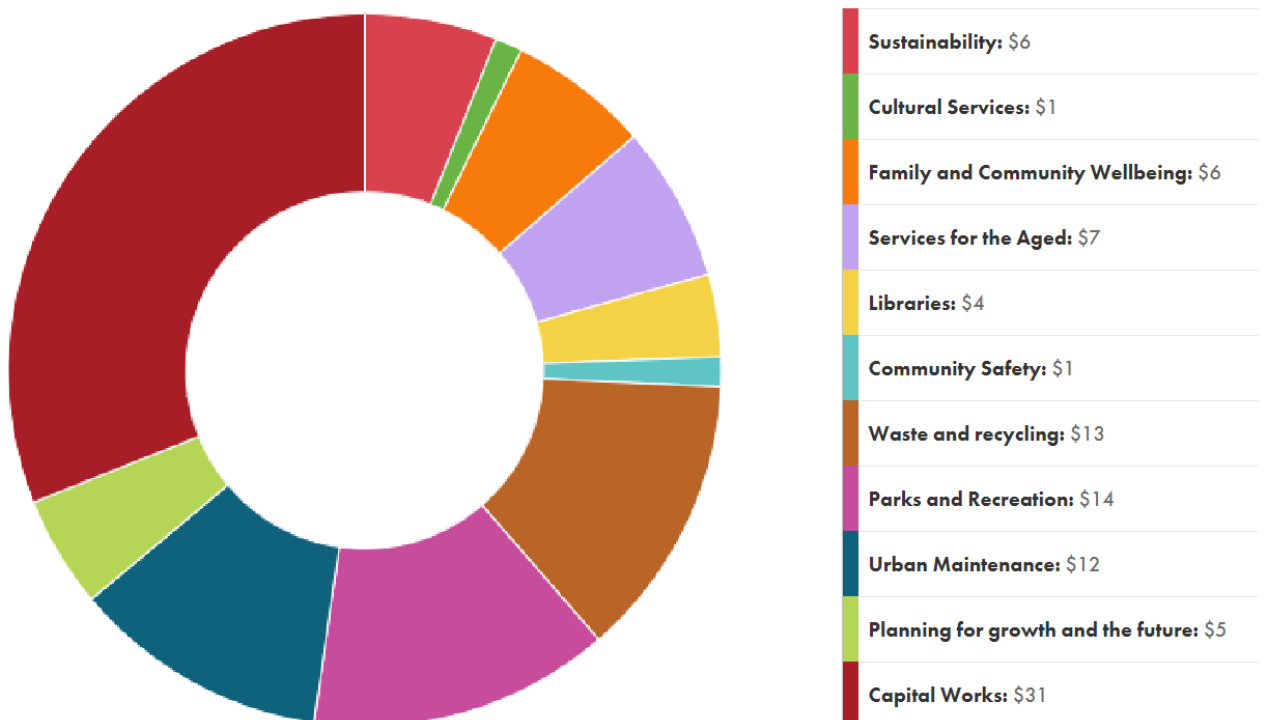


As we are focusing on our spending of rates only (inclusive of waste charges), these amounts do not include services funded by grants (such as aged care and school crossings) or user pays services (including GESAC). Where services are partially funded only the rates portion is included.

1. What services or projects do you think should be high priority for council? Please select your top three preferences from the categories below.
 - Open Space (Sustainability)
 - Sustainability and climate change (Sustainability)
 - Cultural services
 - Family, community and wellbeing
 - Residential Aged care (Services for the Aged)

- All other Aged care services (Services for the Aged)
- Libraries
- Waste and Recycling
- Parks and recreation
- Urban maintenance
- Economic recovery from the pandemic
- Planning for growth and the future
- New assets and upgrades (Capital Works)
- Renewal of assets

Services that Council delivers for every \$100 of Rate Revenue



- Are there any areas that you feel Council should be increasing investment in? Please indicate whether funding should be increased, decreased or remain unchanged for each of the categories below.

Likert Scale (Increase – About right – Decrease – Unsure)

- Open Space
- Sustainability and climate change
- Cultural services
- Family, community and wellbeing
- Residential Aged care
- All other Aged care services
- Libraries
- Waste and Recycling
- Parks and recreation

- Urban maintenance
- Economic recovery from the pandemic
- Planning for growth and the future
- New assets and upgrades
- Renewal of assets

3. Is there anything else you would like to tell us 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.

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

- ☐ Satisfying
- ☐ Neutral
- ☐ Dissatisfying

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

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

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