

**COMMUNITY VOICE
MEMBERS' PORTAL**



Community Voice Survey Two Summary Report

July 2018

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Community Voice Summary Report - Survey Two, 2018

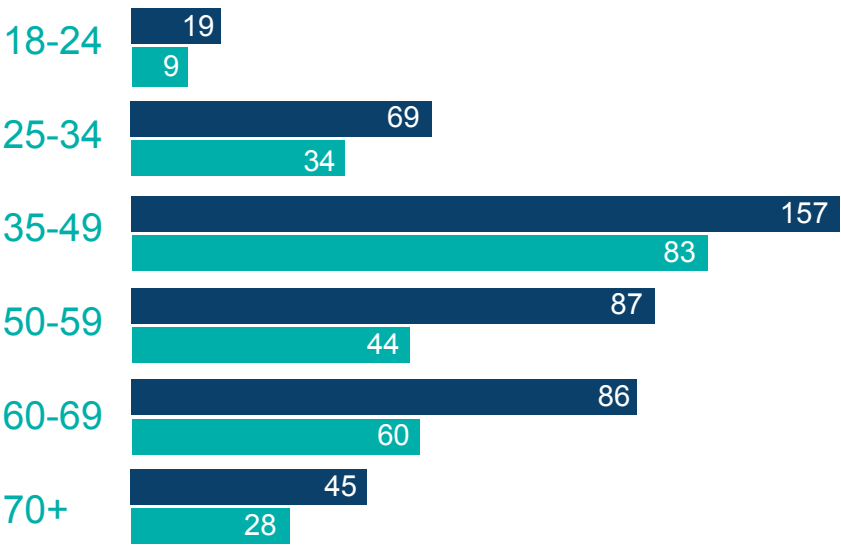
The following summary report presents the findings of the second Community Voice survey, held from 5 June to 2 July 2018. Community Voice is an online group of **463** residents that represent the broader Glen Eira community in terms of age, gender, and suburb. We received **258** responses to the survey, giving us a 56% response rate.

The below graphics show the number of survey respondents (shown in teal) versus the number of Voice members (shown in blue).

Community Voice Profile 463 Members

Survey Two Profile 258 Responses

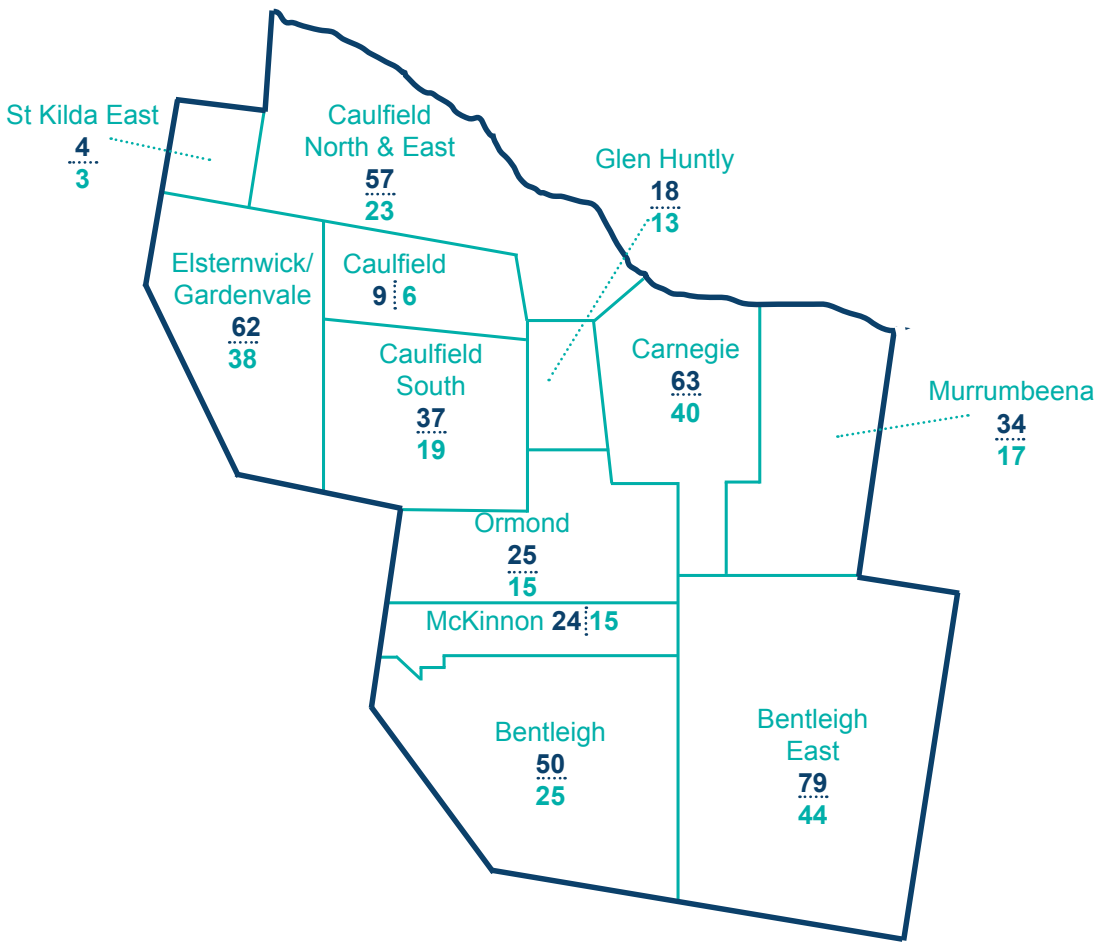
Age Groups



Gender



Suburbs



Section One: Tree Protection in Glen Eira

This section sought views on tree protection in Glen Eira, whether or not tree protection controls should be implemented and where (on public or private land or both). It asked for views on what attributes would make a tree (on public and private land) worthy of protection and for ideas on how an appeals process might be conducted should there be disagreement on a decision by Council:

- The overall view of Community Voice was that Council should protect at least public trees in Glen Eira. 97% (250) of respondents thought Council should protect trees on either public land only or both public and private land. The largest group of respondents (65%, 168) were in favour of protection on both private and public land.
- The attributes considered most worthy of protecting a tree were similar for public and private trees; rare and localised species attracting the largest number of 'high' ratings.
- Respondents suggested a range of considerations that should be considered in an appeals process, including characteristics of individual trees (environmental contribution and benefit and safety issues), where they are located (public/private land), who should make an appeals decision (a panel, an independent arbitrator, the elected Council), how and the involvement of the local community. Almost all comments related to the shape of an appeals process with very few suggesting that such a process should not be instituted.

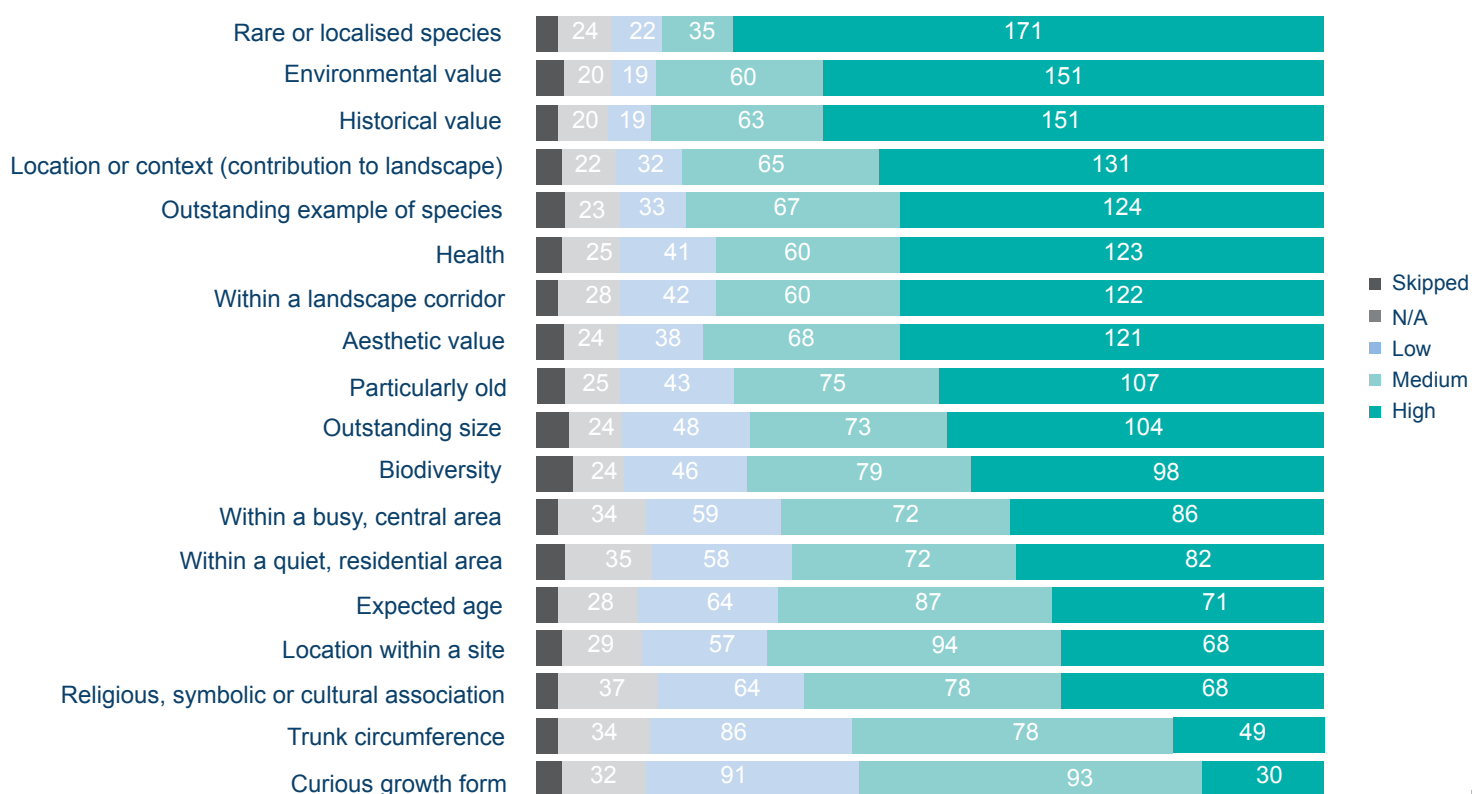
Q1.1 SHOULD COUNCIL PROTECT TREES IN GLEN EIRA?

For this question, respondents could select one option only. As shown below, the most frequently reported response was 'Yes, on both private and public land':



Q1.2 WHAT ATTRIBUTES WOULD MAKE A TREE WORTHY OF PROTECTION ON PRIVATE LAND?

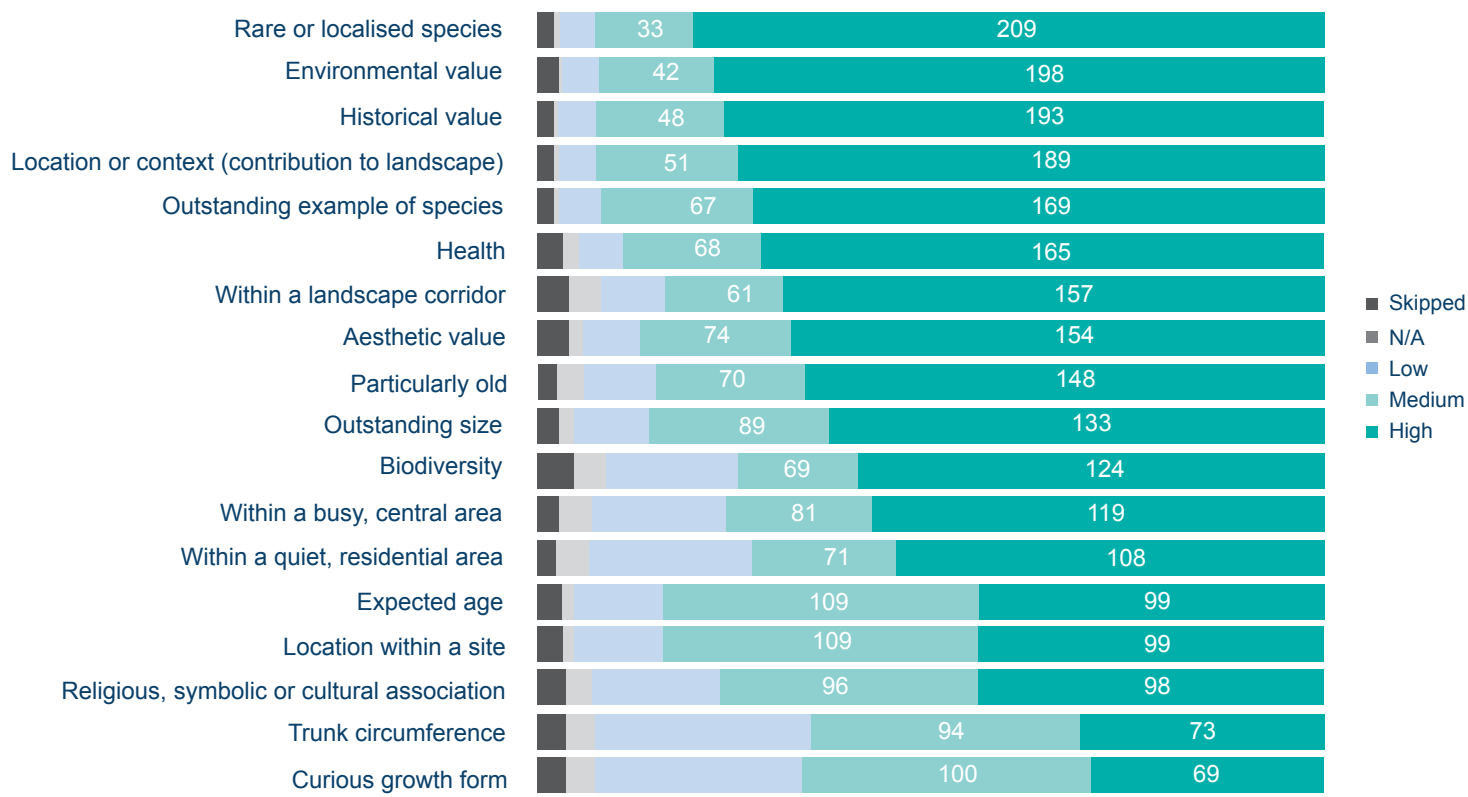
For this question, respondents were asked to rate a series of attributes as high, medium, low or not applicable for *private* land. The graph below shows the distribution of these responses across each attribute (ordered according to largest number of 'high' responses):



Section One: Tree Protection in Glen Eira

Q1.3 WHAT ATTRIBUTES WOULD MAKE A TREE WORTHY OF PROTECTION ON PUBLIC LAND?

For this question, respondents were asked to rate a series of attributes as high, medium, low or not applicable for *public* land. The graph below shows the distribution of these responses across each attribute (ordered according to largest number of 'high' responses):



Q1.4 IF A RESIDENT OR GROUP DISAGREES WITH COUNCIL'S DECISION TO EITHER RETAIN OR ALLOW REMOVAL OF A TREE, HOW SHOULD AN APPEALS PROCESS BE CONDUCTED AND WHAT SHOULD BE CONSIDERED?

A total of 215 respondents provided a response to this question. The main themes are listed below:

- General support for an appeals process
- An appeals process should consider the characteristics of the tree and its location or placement
- An appeals process should consider the views of stakeholders
- Other considerations that should be part of decision-making, such as benefits to the community versus risk
- The role of an independent decision-maker/VCAT
- The role of parties involved in an appeal
- Quality and conduct of the appeals process
- A panel committee should decide an appeal
- Involvement of the elected Council
- Appeals should follow the same process as a planning application
- Community involvement in decision-making
- Deciding on an appeal should be via negotiation
- Initiating an appeal
- Who should be able to make an appeal
- Expert knowledge
- When decisions are made (with or without approval) for a tree removal
- Scope of an appeals process
- Same process across all councils
- Not sure/not familiar with current process

Section One: Tree Protection in Glen Eira

What You Said:

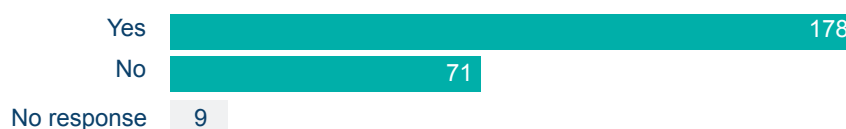
“Initially there would need to be a survey identifying significant trees. If a land owner has a tree designated as significant, they would have to advise Council that they want to cut it down. Once the initial decision is taken, residents could have an advertised period in which to lodge an appeal to Council requesting that the wider context (about that particular tree) is considered.” (Female, 60-69 years, Carnegie)

“An arborists’ report should be produced by an independent body to determine the tree’s health and value. The impact on the resident or group should be strongly considered as I do believe it can be unfair to force an owner to do something quite specific on the land they own and are responsible for maintaining. An independent body should oversee an appeal, but I would hope this could avoid VCAT, which would seem excessive.” (Female, 25-34 years, Elsternwick)

“If the dispute is with council, an appeals body should have some level of independence from council. The question would be whose expertise is deemed important for appeals’ body members, and how formal the process should be. The body could consider the effect of the decision on the tree and its local environment, on the development of a site and the alternatives to removal.” (Male, 50-59 years, Elsternwick)

Q1.5 SHOULD A TREE BE PROTECTED IF ITS LOCATION IS POSSIBLY PREVENTING THE DEVELOPMENT OF A SITE?

For this question, respondents could select ‘yes’ or ‘no’. As shown in the graph below, ‘yes’ was selected by 69% (178) of survey respondents:



Q1.6 DO YOU HAVE ANY FURTHER COMMENTS TO MAKE ABOUT PROTECTING TREES IN GLEN EIRA?

A total of 170 respondents provided a further comment to this question. The main themes are listed below:

- Certain trees should be protected, others should not
- Tree replacement for tree loss - additionally planting should be mandatory
- The contribution of tree to community and environment
- Trees on private land should be of no concern to Council OR Tree preservation should be a partnership between public and private owners – private and public part of the same environment
- Context and trade-offs for the protection of a tree in a development site
- Should be other requirements for developers
- Potential for creative combination of trees and developments
- The planning, policy and community education challenge in Glen Eira
- Council decisions on trees
- Observations on the direction of development

What You Said:

“I always feel angry when I notice a big old gum or the like has been cut down. As I know these trees cannot be replaced. The once giant tree that made for a landmark in my area has gone and it makes me sad to think of all the history lost and that I won’t be able to enjoy the beauty of the tree anymore.” (Female, 25-34 years, Bentleigh East)

“The tree should be protected only when it is significant and it’s removal would have a significant impact on the wider environment. This should be taken into account during planning permission discusses.” (Male, 35-49 years, Bentleigh)

Section One: Tree Protection in Glen Eira

What will Council do next?

Towards the end of 2017, Council asked the community what makes a tree worthy of protection, and whether controls should be introduced for significant trees in Glen Eira. To find out more about community sentiment, we asked Community Voice similar questions.

Responses to the questions about tree protection in Glen Eira has formed the basis of a report for discussion at an Assembly of Council in August 2018. The results will help us to determine how we classify trees of significance on both public and private land, and what measures we take to protect them.

Additionally, Council officers will be engaging internally with staff who currently maintain the City's park and street trees, to better understand what measures they currently undertake to protect trees.

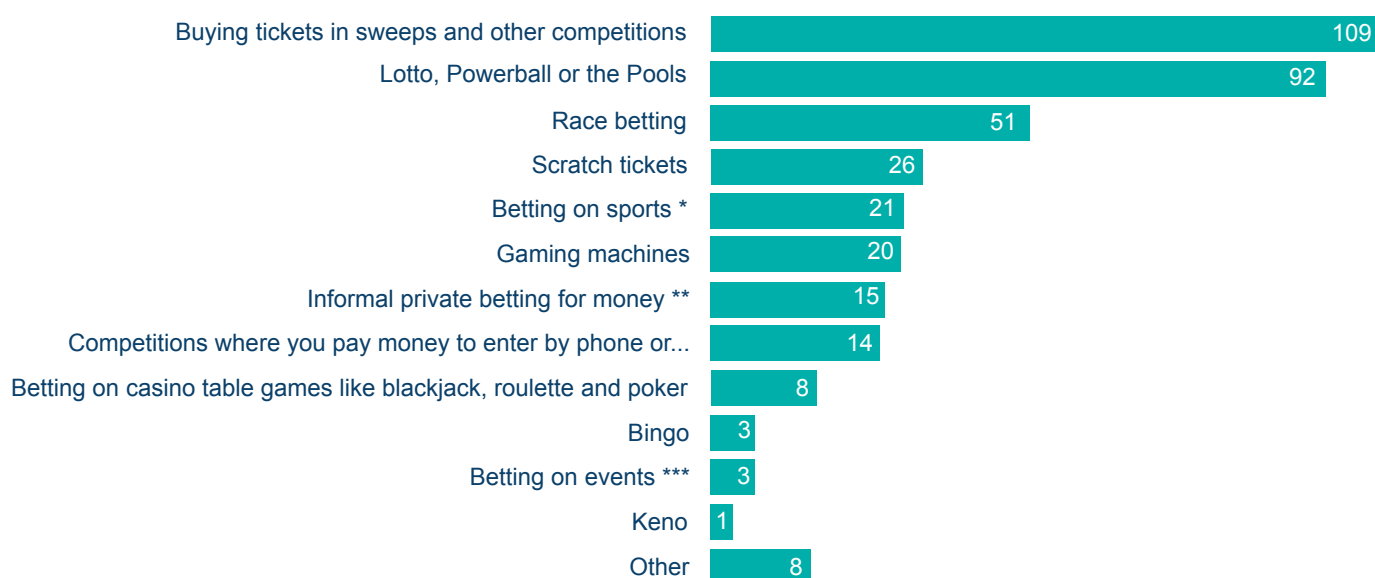
Section Two: Gambling in Glen Eira

This section included questions about engagement in gambling activities (by type and by frequency) and asked for views and attitudes towards gambling. Some of the questions have been based on the 'Study of Gambling and Health in Victoria; Victorian Prevalence Study 2014'.

- In total 82% (211) of survey respondents either didn't gamble at all, or gambled between 1-11 times a year (less than once a month)
- Of those who selected a gambling activity, the largest group selected just one (although 23 selected four or more activities)
- The most widely selected gambling activity respondents engaged in was 'buying tickets in raffles, sweeps and other competitions', followed by 'Lotto, Powerball, or Pools'.
- 'Newsagents/other retailers' was the location for gambling activity most selected, followed by 'over the internet' and 'at home'
- There was widespread agreement amongst respondents (90%, 231) that vulnerable people are easily exploited by the gambling industry
- There was widespread disagreement amongst respondents that gambling is harmless (82%, 211) and good for communities (82%, 212)
- Respondents provided most support for Council advocating for a reduction in the number of gambling machines in the municipality

Q2.1 WHICH OF THE FOLLOWING ACTIVITIES HAVE YOU SPENT ANY MONEY ON IN THE PAST 12 MONTHS?

For this question, respondents were invited to select all options that applied. 'Buying tickets in raffle sweeps and other competitions' was the most commonly selected type of activity engaged in (selected by 42%, 109), followed by 'Lotto, Powerball or the Pools' (selected by 36%, 92).



*such as sports like AFL or cricket but excluding fantasy sports and novelty events

**like playing cards at home

***including for instance election results, current affairs and TV shows

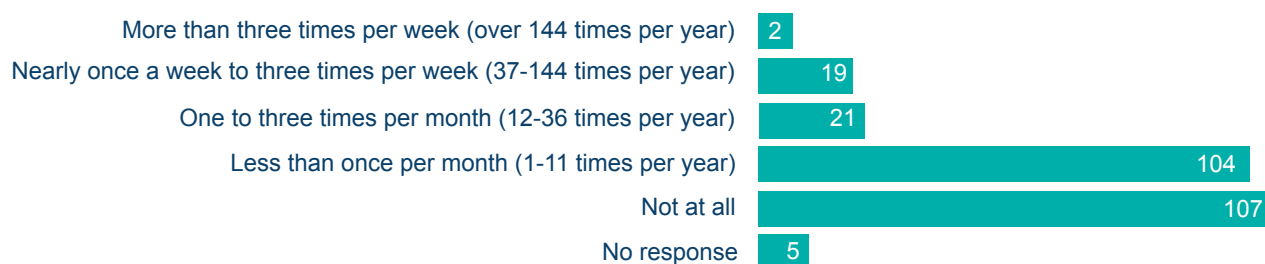
Eight respondents selected 'other' and provided the following responses such as 'a ticket at the newspaper shop', 'donation to harmed children, raffle tickets', '2-Up', and 'private Melbourne Cup Day Sweep'. Four respondents did not provide a response.

Section Two: Gambling in Glen Eira

| WHICH OF THE FOLLOWING ACTIVITIES HAVE YOU SPENT ANY MONEY ON IN THE PAST 12 MONTHS? | Community Voice Survey Two | Victorian Prevalence Study 2014 |
|--|----------------------------|---------------------------------|
| Buying tickets in raffle sweeps | 42% | 42% |
| Lotto Powerball or the Pools | 36% | 47% |
| Race betting | 20% | 21% |
| Scratch tickets | 10% | 11% |
| Betting on sports | 8% | 5% |
| Gaming machines | 8% | 17% |
| Informal private betting for money | 6% | 3% |
| Competitions where you pay money to enter by phone | 5% | 6% |
| Betting on casino table games | 3% | 5% |
| Bingo | 1% | 3% |
| Betting on events | 1% | 0.5% |
| Keno | 1% | 4% |

Q2.2 IN THE PAST 12 MONTHS, HOW OFTEN DID YOU TAKE PART IN A GAMBLING ACTIVITY?

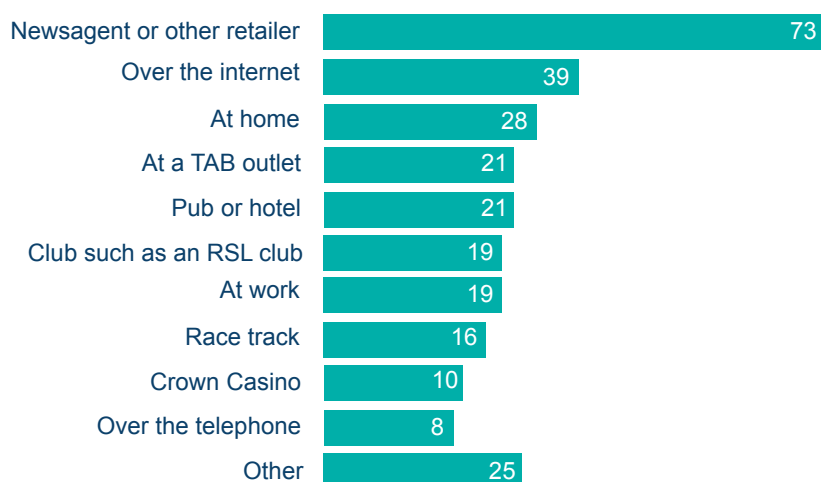
For this question, respondents were invited to select an option between 'not at all' and 'more than three times per week'. As shown in the graph below, the most commonly selected frequency was 'not at all', selected by 42% (107) of Survey Two respondents. This was followed by 'less than once per month':



Q2.3 WHERE DID YOU PARTICIPATE IN A GAMBLING ACTIVITY?

For this question, respondents were presented with a list of gambling venues and invited to select all options that apply. 172 respondents provided a response to this question.

As shown in the graph below, the most commonly selected venue was 'newsagent or other retailer':

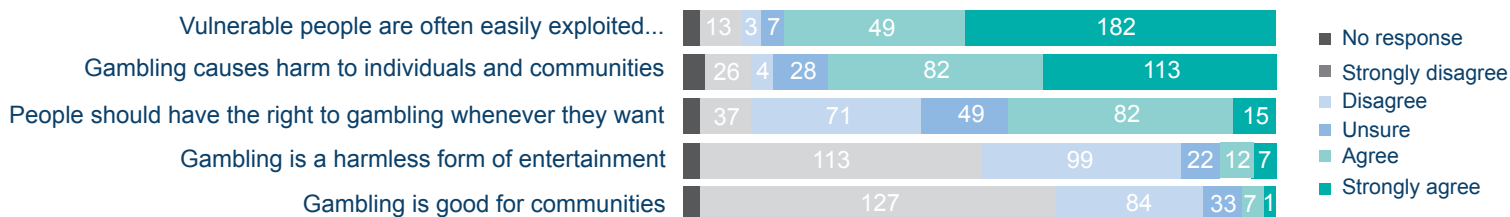


25 respondents selected 'other'. Of those who answered this way, there were 22 comments provided. Four were about not participating in gambling activity, nine were about purchasing raffle or lottery tickets at various locations, and the remaining nine were about schools, playgroups, club rooms and other locations.

Section Two: Gambling in Glen Eira

Q2.4 HOW MUCH DO YOU AGREE WITH THE FOLLOWING STATEMENTS?

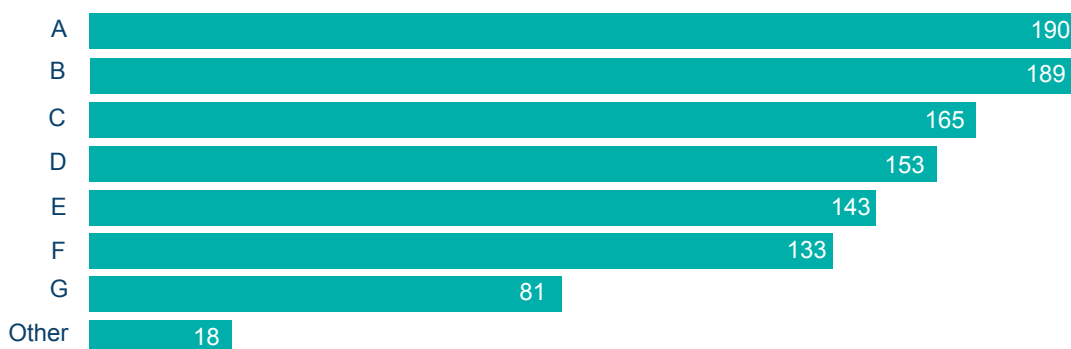
For this question, the survey asked respondents for their level of agreement with five gambling related statements, from 'strongly agree' to 'strongly disagree'. The graph below illustrates the responses received:



Q2.5 WHAT ACTIONS WOULD YOU LIKE TO SEE COUNCIL TAKE?

For this question, respondents were presented with a list of options of the actions that Council could take in relation to gambling. These options were:

- Advocate for a reduction in the number of electronic gaming machines in Glen Eira
- Support agencies and community organisations that provide services and support those with gambling problems such as Gamblers Help and Gamblers anonymous
- Provide community information about the risks and potential harms of gambling
- Restrict access to online gambling on Council-owned internet wifi access points
- Develop a gambling policy
- Advocate for a maximum \$1 bet on electronic gaming machines
- Conduct research to better understand gambling attitudes in Glen Eira



What will Council do next?

A report was presented to Council on 23 July 2018 which discussed the prevalence of gambling, drugs and alcohol in Glen Eira, and the harms to the community. Council's primary role in this area has been advocacy. Direct support services to those impacted by gambling in Glen Eira are provided by a number of service providers and community organisations including Gamblers Anonymous and Gamblers Help Southern.

Council has specifically been involved in minimising harm from gambling through:

- Lobbying for a \$1 bet limit on poker machines;
- Providing support through Council's Community Grants program;
- Referral of clients disclosing gambling problems to service providers;
- Considering applications for gambling licensing under the statutory authority of Victorian Commission for Gambling and Liquor Regulation; and
- Youth Services delivering programs such as Addictive Gaming and Press Start.

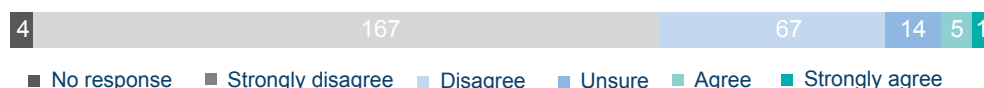
The report stated that: 'Although specific data for Local Government Areas is limited there is some evidence of recognised harms from gambling, alcohol and drugs in Glen Eira'. Responses to this survey have provided us with a localised point of comparison to the research already conducted, and will inform the direction of further research and advocacy work that we will be undertaking. This includes joining the Alliance for Gambling Reform, an independent group that campaigns for gambling industry reforms to reduce gambling harms.

Section Three: Attitudes about Gender Equality

This section sought views around gender equality and family violence. Questions put to respondents were adopted from the 2013 VicHealth 'National Community Attitudes towards Violence Against Women' survey. This survey questioned over 17,500 Australians via 20 minute phone interviews and looked at community knowledge, attitudes and responses to family violence.

Q3.1 THESE STATEMENTS DESCRIBE DIFFERENT WAYS OF THINKING ABOUT THE ROLES OF PEOPLE IN THE COMMUNITY. PLEASE INDICATE THE EXTENT TO WHICH YOU AGREE OR DISAGREE.

'On the whole, men make better political leaders than women'. 91% (234) of respondents disagreed or strongly disagreed with this statement. Only 2% (six) of respondents agreed or strongly agreed compared to 27% in the VicHealth survey.



'A university degree is more important for a boy than a girl'. 96% (247) of respondents disagreed or strongly disagreed with this statement. In total, two respondents agreed or strongly agreed (0.8% compared to 5% in the VicHealth survey)



'It's ok for a woman to have a child as a single parent and not want a stable relationship with a man'. In total, 206 respondents agreed or strongly agreed (80% compared to 66% in the VicHealth survey)



'Discrimination against women is no longer a problem in the workplace in Australia'. In total, 15 respondents agreed or strongly agreed (6% compared to 13% in the VicHealth survey), while 85% of Community Voice survey respondents strongly disagreed or disagreed.



Q3.2 THESE STATEMENTS DESCRIBE DIFFERENT WAYS OF THINKING ABOUT VIOLENCE WITHIN FAMILIES. PLEASE INDICATE THE EXTENT TO WHICH YOU AGREE OR DISAGREE.

'Domestic violence is a criminal offence'. In total, 249 respondents agreed or strongly agreed (97% compared to 96% in the VicHealth survey)



'It is hard to understand why women stay in violent relationships'. Just over half of respondents (128, 53%) strongly disagreed or disagreed with this statement, while 91 respondents agreed or strongly agreed (36% compared to 78% in the VicHealth survey)



Section Three: Attitudes about Gender Equality

'Domestic violence is a private matter to be handled in the family'. In total, 12 respondents agreed or strongly agreed (5% compared to 17% in the VicHealth survey), whereas 92% (239) of respondents strongly agreed or disagreed.



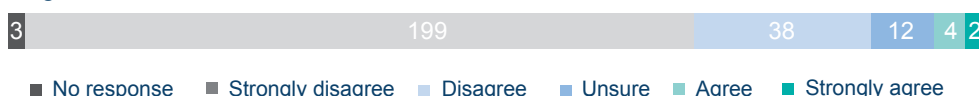
'Domestic violence can be excused if the violent person was themselves abused as a child'. Overwhelmingly, 96% (247) of respondents strongly disagree or disagree with this statement, compared to just four respondents who agreed or strongly agreed (2% compared to 12% in the VicHealth survey)



'Domestic violence can be excused if the violent person is under a lot of stress in their lives'. As with the above statement, 96% (247) of respondents strongly disagree or disagreed with this statement. In total, 6 respondents agreed or strongly agreed (2% compared to 12% in the VicHealth survey)



'Domestic violence can be excused if, afterwards, the violent person genuinely regrets what'. In total, 6 respondents agreed or strongly agreed (2% compared to 21% in the VicHealth survey). 92% (237) of respondents strongly disagree or disagreed.



Q3.3 IN YOUR OPINION, IT IS FAMILY VIOLENCE WHEN A PERSON WITHIN A FAMILY RELATIONSHIP:

Respondents were presented with a list of options and invited to select all options that applied. The below graph illustrates the number of Survey Two respondents who selected each option:



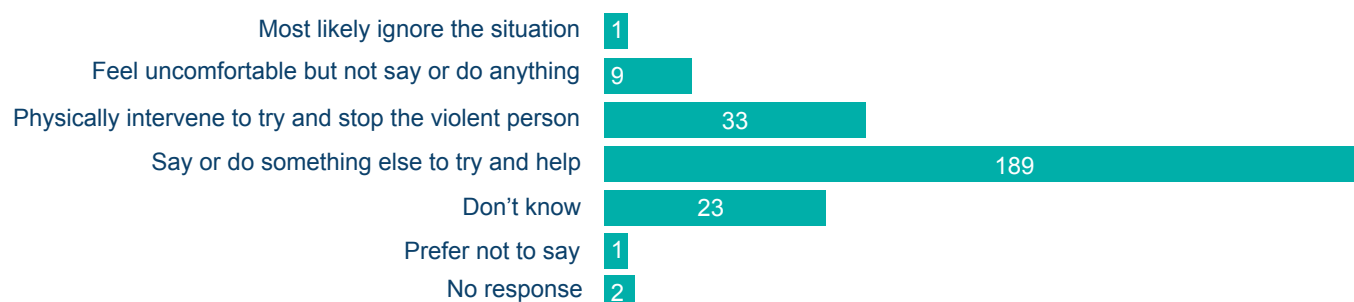
Section Three: Attitudes about Gender Equality

Comparison to the 2013 VicHealth 'National Community Attitudes towards Violence Against Women' survey:

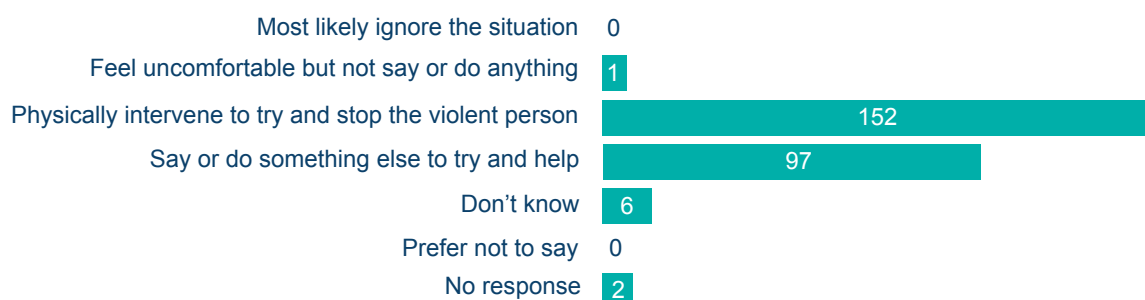
| IN YOUR OPINION, IT IS FAMILY VIOLENCE WHEN A PERSON WITHIN A FAMILY RELATIONSHIP: | Community Voice Survey Two | VicHealth Survey 2013 |
|--|----------------------------|-----------------------|
| Slaps or pushes the other partner to cause harm or fear | 97% | 97% |
| Tries to scare or control the other partner by threatening other family members/pets | 97% | 97% |
| Throws or smashed objects near the other partner to frighten or threaten them | 96% | 96% |
| Forces the other partner to have sex | 96% | 96% |
| Directs the social life of the other person, by preventing them from seeing family and friends | 87% | 85% |
| Prevents the other partner from accessing money | 85% | 70% |
| Repeatedly criticises the other person to make them feel bad or useless | 83% | 86% |
| Tracks the other partner's location, calls or activities through a mobile phone | 80% | 85% |

The following two questions sought views on how a respondent would describe their reaction in two scenarios, one involving a stranger, the other involving a person who was known (friend or family member). The distribution of results differed between scenarios as illustrated in the graphs below.

Q3.4 WHICH OF THE FOLLOWING OPTIONS BEST DESCRIBES HOW YOU THINK YOU WOULD REACT IF YOU WERE PRESENT WHEN A WOMAN THAT YOU DIDN'T KNOW WAS BEING PHYSICALLY ASSAULTED BY HER PARTNER?



Q3.5 WHICH OF THE FOLLOWING OPTIONS BEST DESCRIBES HOW YOU THINK YOU WOULD REACT IF YOU WERE PRESENT WHEN A FAMILY MEMBER OR CLOSE FRIEND OF YOURS WAS BEING PHYSICALLY ASSAULTED BY HER PARTNER?



What will Council do next?

Family violence and violence against women is widely recognised as a problem of significant magnitude. It has serious and far reaching implications on the health and wellbeing of those affected, and has significant social and economic costs to communities. Council's approach to family violence focuses on primary prevention that seeks to prevent violence before it occurs, and aims to address the underlying causes of violence that influence individual attitudes and behaviour.

For the past three years, Glen Eira City Council has increased its commitment to family violence prevention, particularly since the release of the Royal Commission into Family Violence Report in April 2016. Council has been actively working on the prevention of family violence and violence against women as an employer, as a service provider and as a community leader.

Results from this survey show a better-than-average understanding of the drivers of gender inequality and family violence among members of Community Voice. In particular, the responses to questions about gender equality compared to the 2013 VicHealth survey indicate that Voice members support gender equality and have more positive attitudes towards the role of women than those who took part in the VicHealth survey.

The responses have given us a localised awareness of attitudes towards gender and family violence. These statistics will be used as a benchmark for further research, will help to inform community programs that relate to by-stander action, and in delivering projects that relate to the *Glen Eira Family Violence Prevention Action Plan 2018-2019* which was endorsed by Council at its meeting on 24 July 2018.

Section Four: Community Engagement in Glen Eira

This section sought views on Council engagement with the community and levels of satisfaction:

- Respondents expressed high support for all aspects of community engagement presented, with the highest support (attracting more ratings of 'strongly agree') for the statement 'Community engagement should seek out and facilitate the involvement of those who are potentially affected by or interested in a decision'.
- When asked to rate Council's community engagement practice, the largest group of respondents selected 'unsure' for each statement and there were more ratings of 'disagree' and 'strongly disagree' than 'agree' and 'strongly agree'.
- Overall, the largest group of respondents (126 people, 49%) were 'somewhat satisfied' with Council's past community engagement programs (note that comments provided suggested that knowledge of Council's past community engagement programs was a factor of influencing responses).

Q4.1 MY VALUES ABOUT COMMUNITY ENGAGEMENT: TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS?

For this question, respondents were presented with a list of statements and asked to rate their level of agreement.



Q4.2 MY VIEWS ON HOW COUNCIL ENGAGES WITH THE COMMUNITY: TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS?

For this question, respondents were presented with a list of statements related to Council's community engagement practice, and were asked to rate their level of agreement.



Section Four: Community Engagement in Glen Eira

Q4.4 HOW SATISFIED HAVE YOU BEEN WITH COUNCIL'S PAST COMMUNITY ENGAGEMENT PROGRAMS?

For this question, respondents were asked to provide an overall rating from very satisfied to very unsatisfied. The majority of respondents (126) chose 'somewhat satisfied':



Q4.5 HOW CAN WE IMPROVE THE WAY WE ENGAGE WITH THE COMMUNITY?

156 respondents provided a response. Below are the key themes raised:

- Accessibility/inclusivity of input opportunities
- Improve current information and communication and the publicity of issues under consideration
- Report back/provision of feedback/responding to queries
- Community Voice initiative and format a good start
- Meaningful engagement - listening, accurately interpreting and reflecting on input from the community
- Communicating the impact of community feedback
- Face-to-face contact between Council representatives/community
- Two-way ideas sharing
- Actively using and combining multiple feedback/input channels
- Provide/allow for sufficient time to respond to consultation questions
- Actively identify and seek out input from those affected by an issue or decision
- Conduct some 'deeper dive' engagement
- Experiences of past engagement
- Ethical approach of openness, honesty, transparency, privacy and respect, acting for the common good
- Social media improvements
- Capacity building for community members to assist their engagement
- Engage on relevant issues
- Balanced/representative engagement
- Find ways to encourage more and wide input
- Keep going with current approach

What You Said:

"Transparency of the process to be carried out, the inputs received, the initial decision made and what changes were made as a result of the consultation. Also an absolute clarity that those person involved in the entire process of consultation, policy making and provision of professional advice are in no way linked to, involved with or stand to benefit from the matter being reviewed/decided upon." (Male, 50-59 years, Carnegie)

"Rather than just advising of a decision, via newsletters/emails etc, an explanation of how the decision was reached would be more helpful. This will help people who have participated with feedback to understand how a decision was reached and also know that their concerns / suggestions have been heard." (Female, 35-49 years, Bentleigh East)

"By being open, honest and transparent. By actively seeking community input, especially from those that are going to be directly affected by particular decisions and actually taking it into consideration. By providing clear and concise information from the outset and reporting back to the community the deliberations and outcomes." (Female, 35-49 years, Caulfield South)

"These surveys are a definite step in the right direction, but I guess there are many decisions made that people don't even know about. Perhaps more publicity about important matters under consideration could be publicised in the Glen Eira newspaper before decisions are made." (Male, 60-69 years, Bentleigh East)

What will Council do next?

In May 2018 we adopted our *Community Engagement Strategy 2018-2021*, which sets out our commitment to openly and honestly engaging with the Glen Eira community. Community Voice is one such avenue for delivering on this commitment.

The feedback we've received from this survey about community engagement in Glen Eira will help us to evaluate the methods we use to engage with the community, the ways in which we provide opportunities for the community to give feedback, and how that feedback is used to influence Council's decision-making.

One of the biggest things we heard was that residents are not always aware of what community engagement opportunities exist or how to access them. We also heard that residents who *do* participate in community engagement are not always sure of how their responses have had an impact on Council's strategies, policies and plans, and that we can do better to report back project outcomes and how decisions are reached.

By receiving this feedback, we will be able to strengthen our communication and promotion of community engagement opportunities and outcomes in Glen Eira.

The questions we asked in this section of the survey will be asked again in twelve months' time to give us an understanding of how our efforts to increase the quality of community engagement have been received by the community.

Section Five: Feedback and ideas on Community Voice

This section sought views on Council engagement with the community and levels of satisfaction:

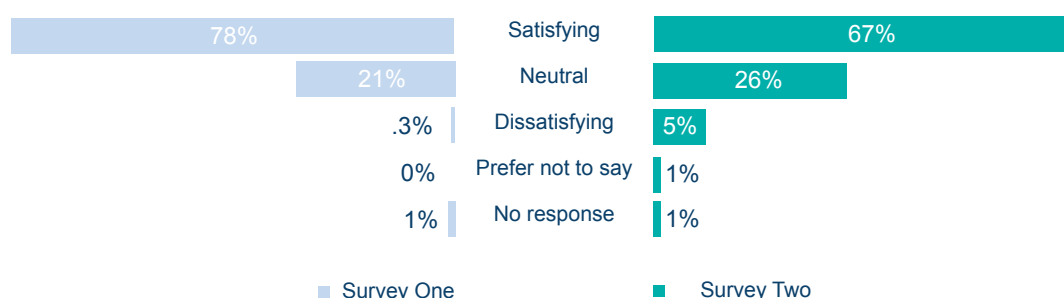
- The majority of respondents - 172, 67% - found their experience of Survey Two satisfying.
- The proportion of those 'satisfied' fell from 78% in Survey One; the proportion of those who were 'neutral' rose.
- The majority of respondents - 222, 86% - thought the survey length was about right; a higher proportion than in Survey One.
- When asked for further comments on Community Voice experiences and expectations, a significant group of respondents expressed satisfaction. Another significant group noted the importance of results, looking forward to actions arising from the feedback and being advised of outcomes. Others provided suggestions for future topics. A body of responses related to issues experienced with questions in Survey Two.

Q5.1 OVERALL, HOW WOULD YOU DESCRIBE YOUR EXPERIENCE OF THIS SURVEY?

For this question, respondents were invited to provide a rating between 'satisfying' and 'dissatisfying':

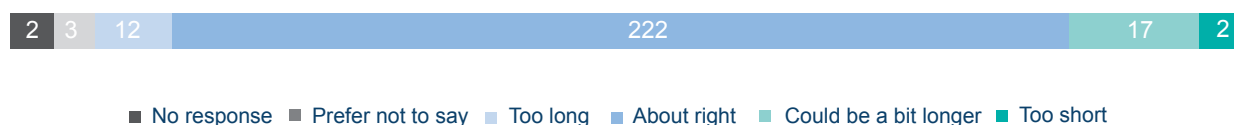


The same question was put to respondents in Survey One, enabling a comparison to be made:

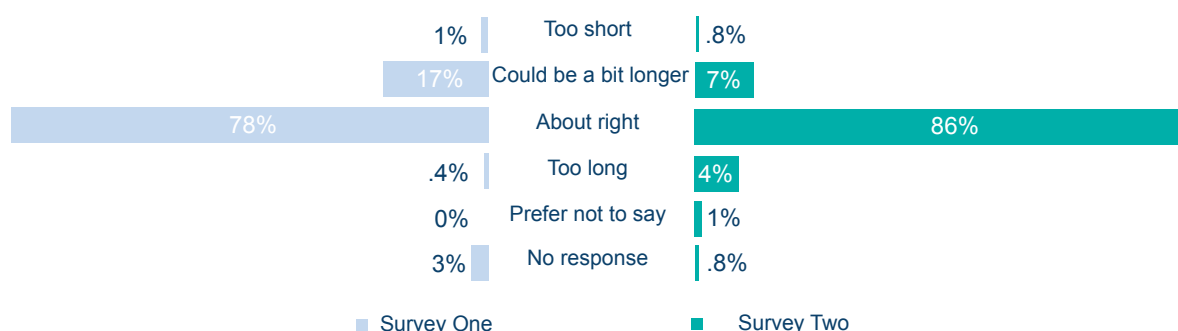


Q5.1 OVERALL, HOW WOULD YOU DESCRIBE YOUR EXPERIENCE OF THIS SURVEY?

For this question, respondents were invited to assess the time it took them to complete the survey between 'too short' and 'too long':



The same question was put to respondents in Survey One, enabling a comparison to be made:



Section Five: Feedback and ideas on Community Voice

Q5.2 DO YOU HAVE ANY COMMENTS ABOUT YOUR EXPERIENCE TO DATE AND YOUR EXPECTATIONS FOR COMMUNITY VOICE?

122 respondents provided a response to this questions. The key themes are listed below:

- Happy so far/good to participate/appreciation for initiative
- Dissatisfaction with format and structure of questions
- Looking forward to results, actions being taken and changes made
- Topics covered in Survey Two weren't deemed as critical issues for the Glen Eira Community
- Suggestions for future topics, such as planning or traffic management
- Satisfaction with the format and content of results from Survey One
- Technical issues with completing the survey
- Points of discussion around future use of Community Voice
- Requests for more information about the representativeness of Community Voice
- Happy to complete longer, more in depth surveys
- Surveys should be shorter

What You Said:

"Has been a positive experience. It is good to feel your opinions are being heard. Sometimes I wonder how the questions/answers will translate into something tangible i.e.. the domestic violence questions. I would also really like to see some residents, such as myself, who have considerable expertise in particular areas being part of committees that are reviewing relevant policies or community development. I think there are people with a lot to offer who would love to be part of shaping our Council services. It would be interesting to have a survey on that and see who you may have living here and willing to offer their expertise! (May have to be in the evening though for those of us working!)"
(Female, 35-49 years, Murrumbeena)

"Perhaps you could canvas respondents about what they would like surveyed? Advise what changes have occurred or are being considered because of responses? In other words, make the conversation two-way." (Male, 60-69 years, Elsternwick)

"Too early for me to gauge the impact of this process. It's a wordy survey that may not engage a large part of our community. However it's a good start in engaging at least some in our community." (Female, 60-69 years, Carnegie)

Conclusion

What's next for Community Voice?

Through Community Voice, we hope to be able to gain a range of views, on a range of topics, that are important to the Glen Eira community. The responses we receive will shape our decision-making, future strategies and policies. We are currently planning for our next survey, which will be available to Community Voice in August 2018.

For further information on Community Voice, please visit haveyoursaygleneira.com.au/communityvoice



GLEN EIRA CITY COUNCIL

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National Relay Service

If you are deaf, hearing-impaired, or speech-impaired, we ask that you call us via the National Relay Service and then ask for (03) 9524 3333.

Online: <https://internet-relay.nrsccall.gov.au>

Teletypewriter (TTY): 13 36 77

Speak and Listen: 1300 555 727

Social media

What's on in Glen Eira:

www.facebook.com/GlenEiraCityCouncil

@cityofgleneira

www.instagram.com/cityofgleneira

Glen Eira arts, gallery and events:

www.facebook.com/gleneiraarts

Glen Eira Libraries and Learning Centres:

www.facebook.com/GlenEiraLibraries

Glen Eira Maternal and Child Health:

www.facebook.com/GlenEiraMaternalandChildHealth

Glen Eira Sports and Aquatic Centre:

www.facebook.com/GESAConline

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Glen Eira Youth Services:

www.facebook.com/GlenEiraYouthServices

www.instagram.com/gleneirayouthservices

Glen Eira sustainable living:

www.facebook.com/sustainablelivinggleneira