

**COMMUNITY VOICE
MEMBERS' PORTAL**



Community Voice Survey 1 Summary Report

June 2018

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Community Voice Summary Report - Survey 1, 2018

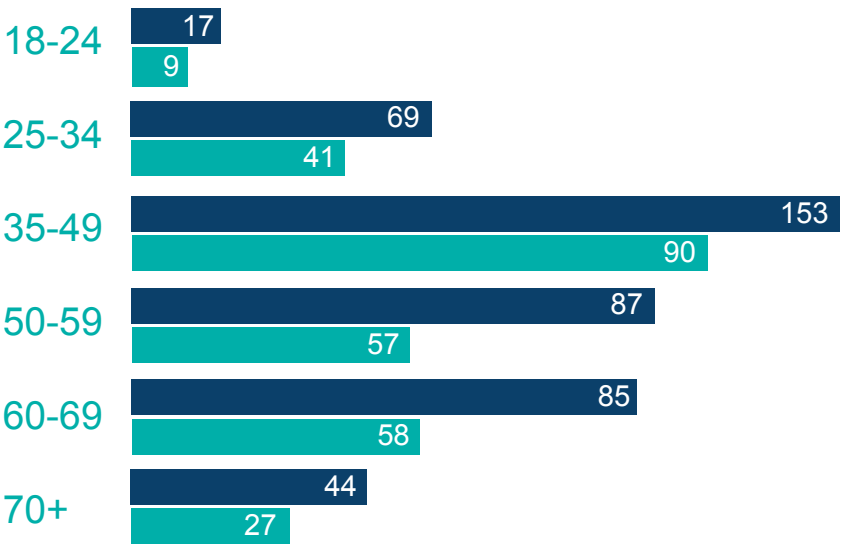
The following summary report presents the findings of the first Community Voice survey, held from 20 April to 4 May 2018. Community Voice is an online panel of **455** residents that represent the broader Glen Eira community in terms of age, gender, and suburb. We received **282** responses to the survey, giving us a 62% response rate.

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

Community Voice Profile 455 Members

Survey 1 Profile 282 Responses

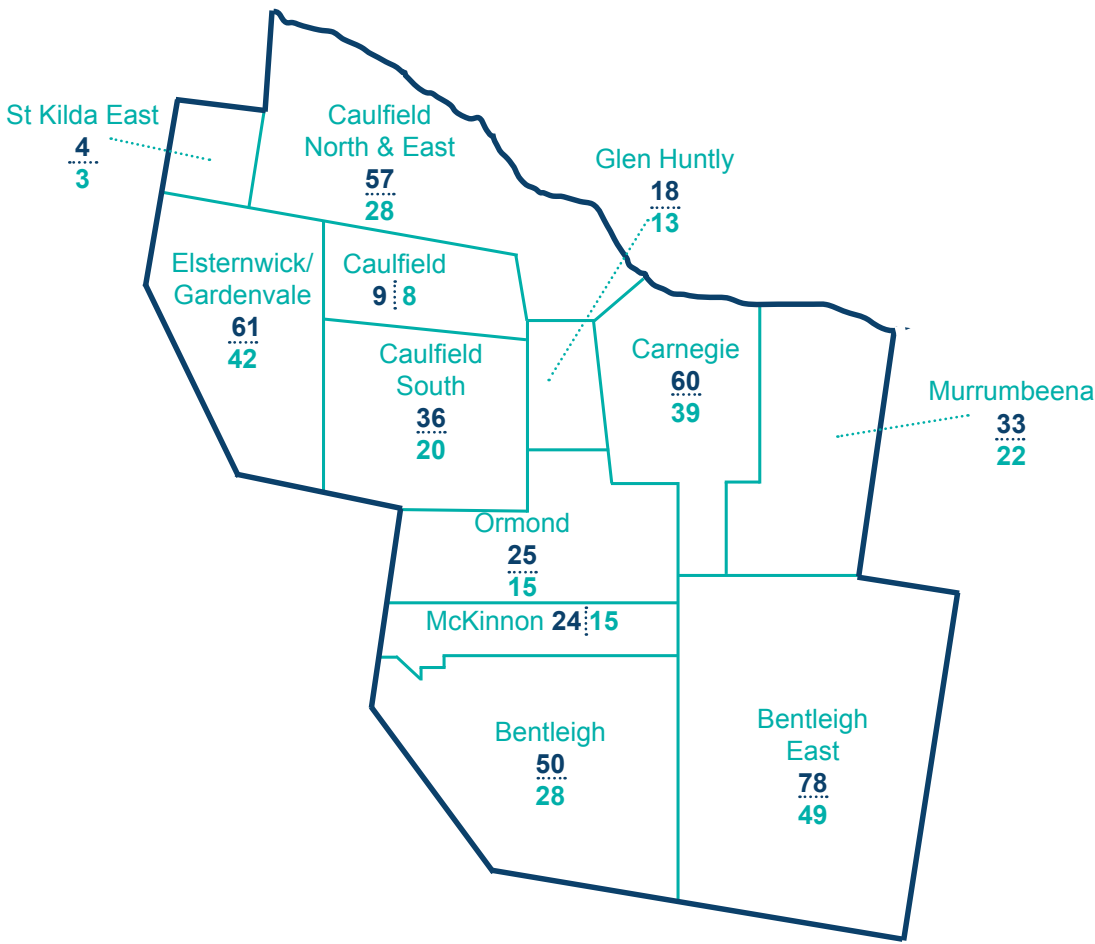
Age Groups



Gender



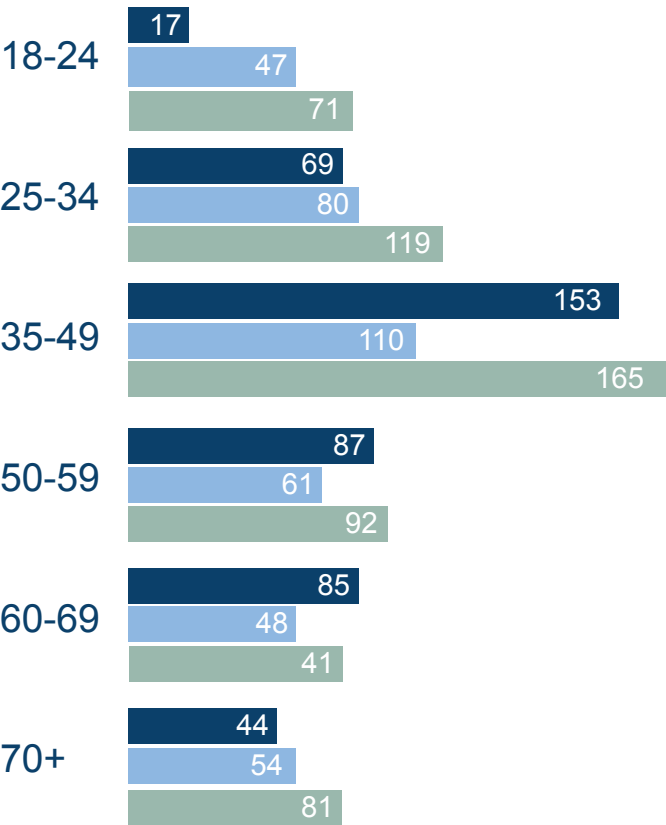
Suburbs



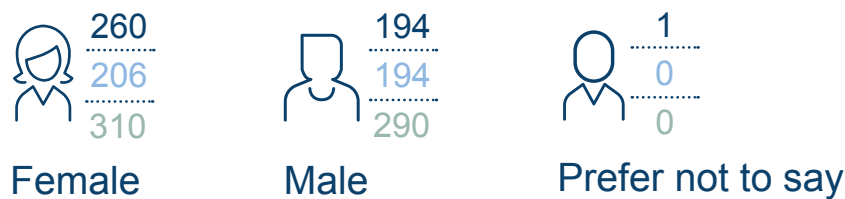
Community Voice Panel

ABS Census Data (2016) resident profiles were used to inform the target composition for a 400 and 600-person panels. Council sought expressions of interest from Glen Eira residents, and additional recruitment activities were undertaken to attract specific individuals to achieve a balanced representation of the Glen Eira community. The actual Community Voice profile (shown in blue) as at 19 April is presented below alongside target figures for 400 (shown in light blue) and 600-person (shown in light green) panels.

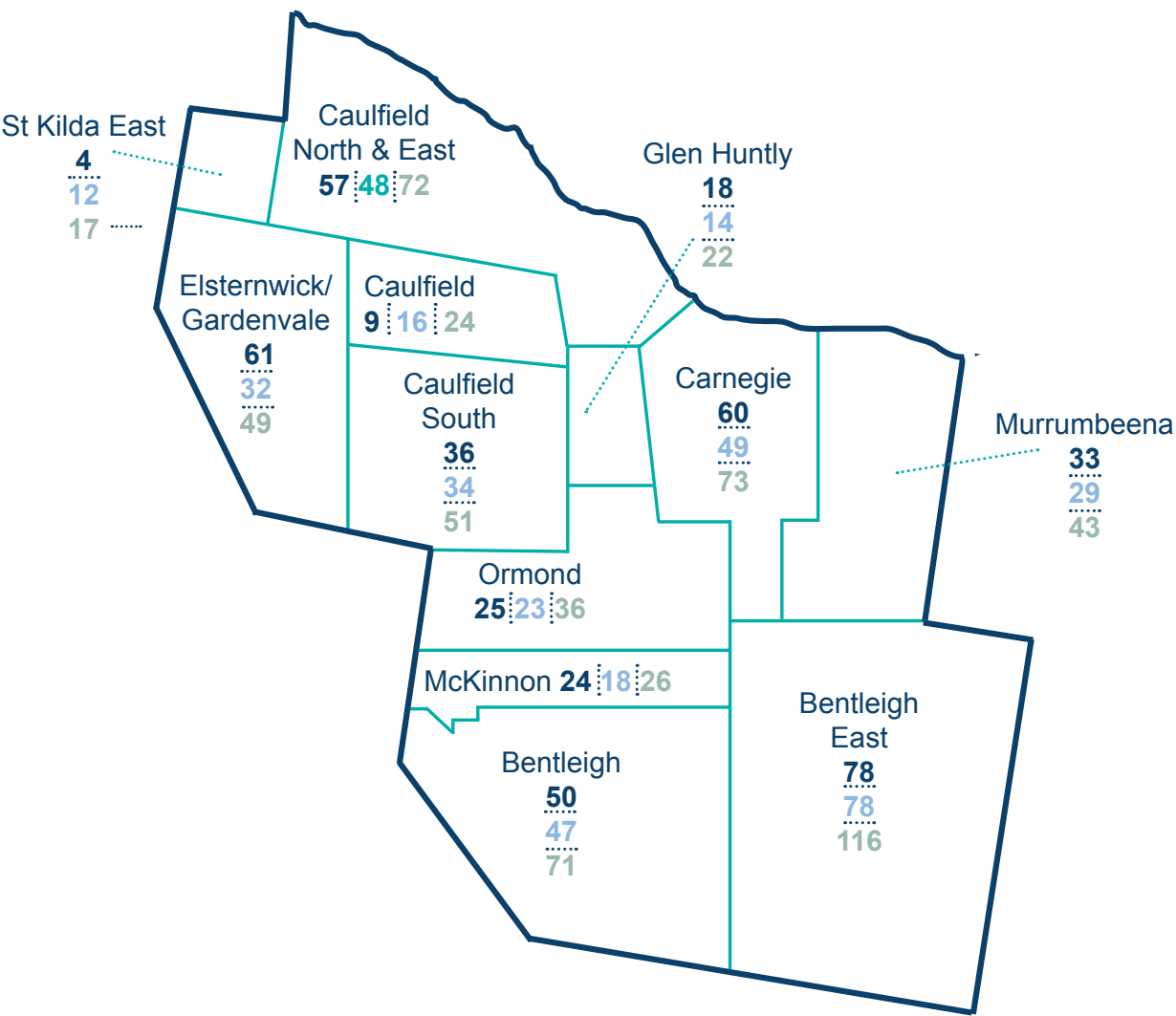
Age Groups



Gender



Suburbs



Section 1: Views on interacting with Council

We asked Community Voice members their views on interacting with Council, including how they want to receive information from Council, what methods they want to use to make contact with Council, how they find out about Council-organised events, whether they access Council's 'What's On' Facebook page, and how we at Council can make their overall experiences of interacting with Council better.

We learned that **email** is the main method for communication that respondents want to use when receiving information from, and making contact with, Council. **Telephoning** Council was another preferred way for respondents to contact Council, followed by lodging a request online.

The **Glen Eira News** is a great source of information about programs and events that Council are running. The **Caulfield Glen Eira Leader** is also another avenue for finding out about what events are happening around Glen Eira. In relation to social media, not many respondents visit the Council's '**What's On**' Facebook page to find information about events.

Overall, respondents said their interactions with Council to-date had been good and they were happy with the way they interact with Council. Some suggestions were offered, including:

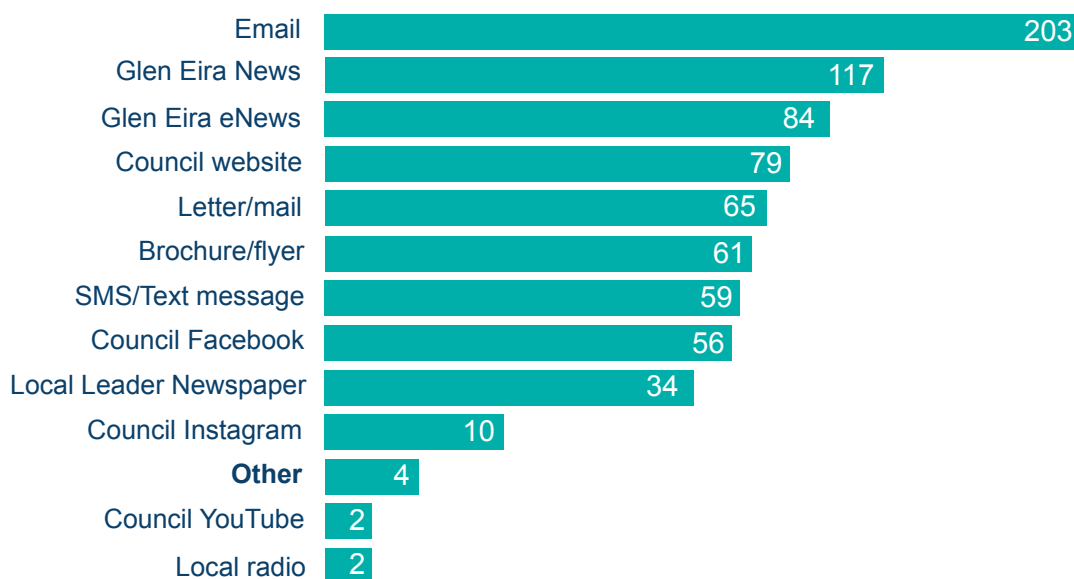
- 'alerts' for upcoming events
- more regular updates via SMS, email or social media
- live chat function
- more online services
- a more user-friendly website with better navigation
- more information in places such as train stations and via electronic noticeboards
- offering out-of-hours services, especially for phone calls

Other respondents felt that Council could improve timelines for responding back to residents, especially around planning, development and structure planning issues.

The number of responses per question are shown in the graphs below.

What is the best way for Council to provide information to you?

The most frequent responses were **email**, **Glen Eira News (paper and eNewsletter formats)** and **Council's website**.



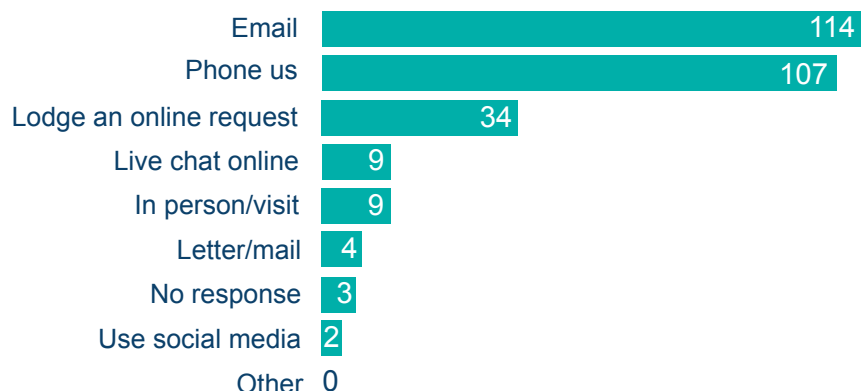
'Other' responses included:

- council rates notices
- electronic signage
- social media
- written letters, especially for planning matters

Section 1: Views on interacting with Council

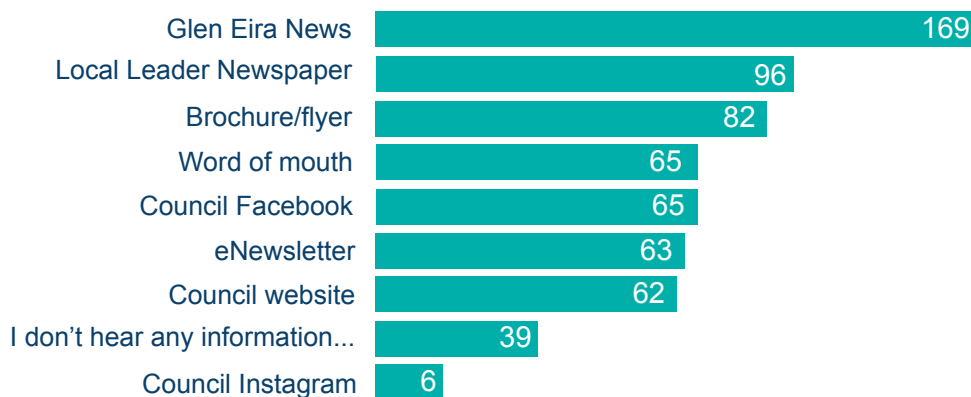
What is your preferred way of making contact with Council?

The most frequent responses were **email**, **telephone** and **online requests**.

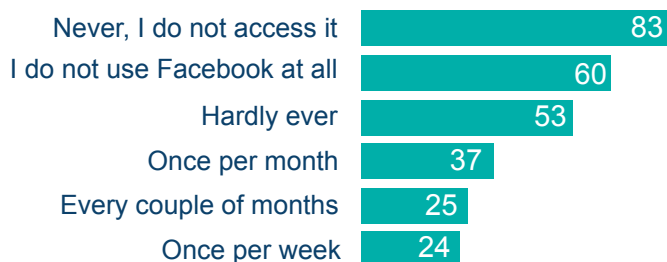


How do you find out about Council organised events?

The most frequent responses were **Glen Eira News**, **Local Leader Newspaper** and **Brochure/flyer**.



How often do you access Council's Facebook page - 'What's on Glen Eira'?



My overall experience with Council would be better if...

A total of **170** panel members responded to this questions.
The key themes were:

- improved and proactive interactions with residents
- more responsive customer service follow up
- improved online interactions
- more Council outreach and presence in the community
- extended hours or after hours service

"I am satisfied with my current interactions with Council" (Murrumbeena resident, female, 50-59 years)

"Council was more proactive in notifying me electronically of when things are on" (East Bentleigh resident, female, 35-49 years)

"A response to emails was provided in every case. Sometimes I have sent emails and not received a reply, and had no idea if any action was taken by council" (Carnegie resident, male, 25-34 years)

Section 2: Thoughts on food waste recycling

We asked Community Voice members how they currently manage food waste at home, including whether they compost at home, and whether they would be likely to use Council's new food waste program that encourages residents to use their green waste bin to dispose of food scraps.

We learned that most respondents **check their cupboards** before going shopping, **they use a list**, and **only buy what food is needed**. Some respondents said they **freeze leftovers**, and **store food so it stays fresh for longer**.

Most respondents said that they do not compost at home. Reasons for this include a **lack of knowledge on how to compost at home**, **insufficient space for a compost bin**, **concerns over smells and rodents**, or **lack of time**.

Of those who *do* compost at home, most have a dedicated compost bin, while others have a worm farm. Some respondents bury their food scrap in the garden, others said they either use a Bokashi bin, community composting options, use a composting appliance, or share waste with neighbours.

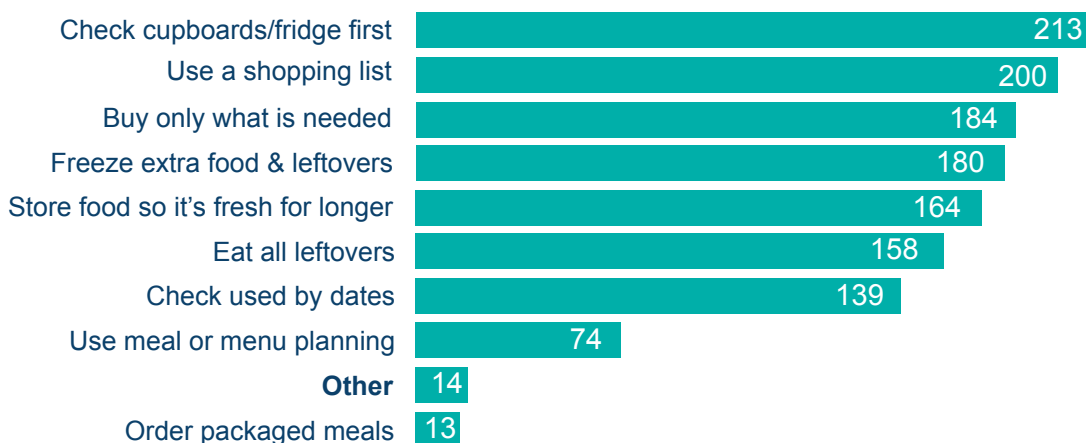
Most respondents said that they had heard about Council's new food scrap recycling service via Glen Eira News, through Council's 'What's On' Facebook page, or from family and friends. The majority of respondents were very likely to use the new service in the next 12 months.

When asked what their preferred frequency of garbage, green waste and recycling collection services was, most respondents were happy with the current service. Other suggestions included weekly garbage and green waste collection, and fortnightly recycling, or weekly garbage and recycling, and fortnightly waste.

Finally, respondents were asked if they had any other comments or questions about the new food scrap recycling service. Some respondents were concerned that the new program would result in unpleasant odours and rodents if the green waste bins were not collected weekly. Some respondents hoped that there would be more education campaigns for the community on how to use the new service, and how to compost at home.

The number of responses per question are shown in the graphs below.

Do you currently use any of the following methods to manage your food waste?



'Other' responses included:

- goes in our compost or garden
- given to hens or put in compost
- given to chooks or put in compost
- worm farm
- worm farm and tumbler composter
- self-composting, recycle waste into food for garden
- eat children's leftovers
- share with friends, family
- share with neighbours, colleagues
- given to pets
- grow own food

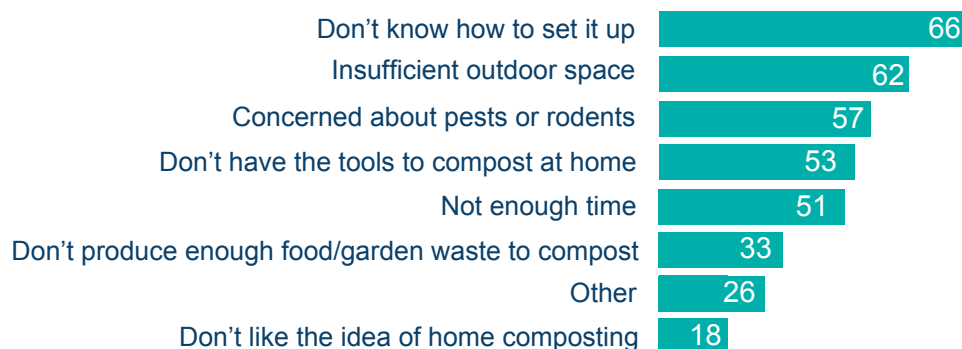
Section 2: Thoughts on food waste recycling

Do you compost at home?



Please help Council understand why your household does not compost?

This question was responded to by those who stated that they **do not** compost at home.

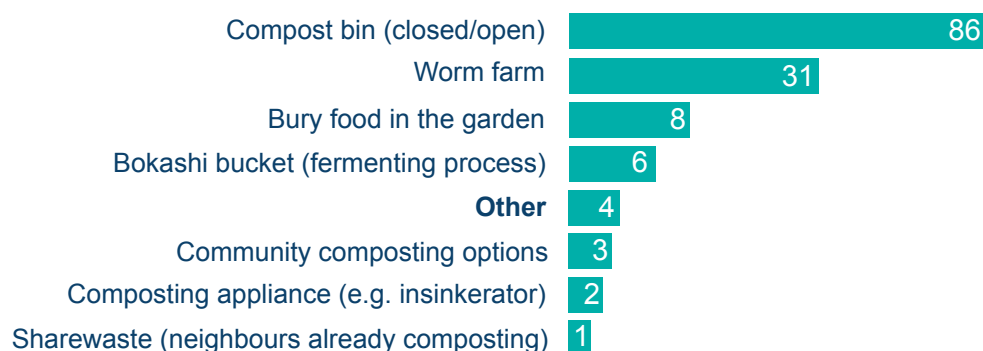


'Other' responses included:

- do not have a need or use for compost in my garden
- courtyard space or space around the house is too confined to have a compost bin
- no garden so no need for it. Cat, dog and bunny eat some leftovers
- do not have a veggie garden that would use the compost
- do not want to take up valuable space, systems are costly and EcoBokashi was smelly
- not allowed to grow things or compost in communal garden or rental property
- smell and concerns of upkeep once setup
- rabbits and guinea pig eat some leftovers
- worms in worm farm died and have not been replaced
- have compost bins but am unsure how to use the compost
- cost
- used to compost, slipped out of routine
- we are looking for set ups that work for small properties
- previous compost bin was far too large, thinking about getting a smaller compost bin
- currently building a new house and will look into it
- not interested
- not keen gardeners or do not have the inclination or energy to spend time digging compost

Which compost system do you use at home?

This question was responded to by those who stated that they **do** compost at home.



Section 2: Thoughts on food waste recycling

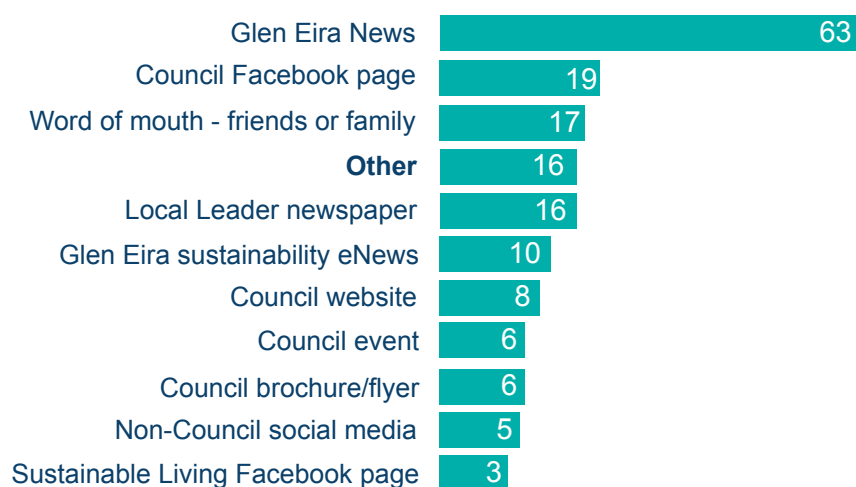
'Other' responses included:

- feed vegetable scraps to rabbit
- feed some scraps to chickens
- also have chooks
- give to a family member who has a compost system

Have you already heard about Council's new food scrap recycling service?



How did you hear about Council's new food scrap recycling service?



'Other' responses included:

- article in The Age 21 April 2018
- social media - Facebook page (Council, Councillor, Residents' page) or Daniel Bowen tweet
- cannot recall, cannot remember! not sure
- council enewsletter or the Glen Eira News
- brochure on doorstep and Sustainability Officers
- ABC
- newspaper
- news
- radio

Final comments and questions - food waste recycling

A total of **158** panel members responded to this questions.
The key themes were:

- need for information to raise awareness and encourage food waste recycling
- concerns over smells, rodents and hygiene
- waste-related suggestions and new initiatives
- preferences and comments on current and future waste collection services
- more frequent collections for food waste

"This is an important initiative that I am glad Council is exploring further" (Caulfield North resident, male, 25-34 years)

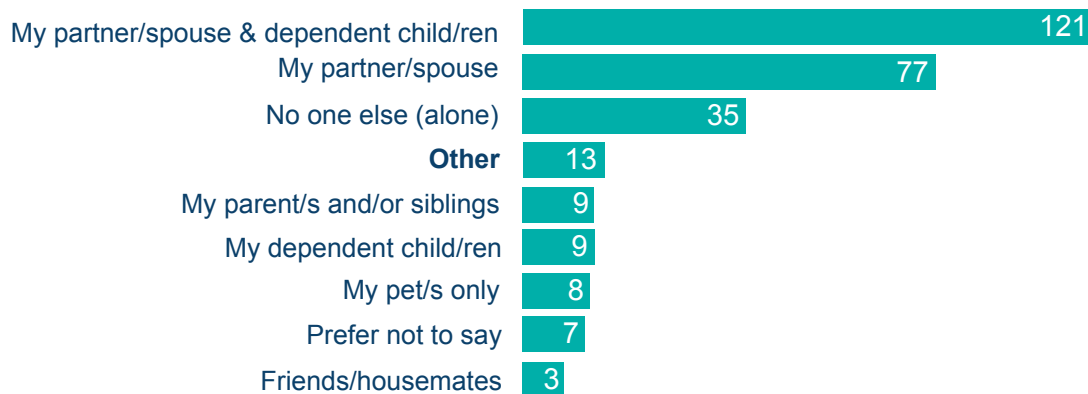
"We are a couple who strive to reduce our rubbish therefore our normal bin is never full. Is there a way of Council facilitating the collection of soft plastic for recycling?" (Carnegie resident, female, 60-69 years)

"I would love the Council to provide more information about home composting" (Bentleigh resident, male, 35-49 years)

Section 3: Additional demographic questions

We asked Community Voice members to tell us a little bit more about themselves and their households so that we can gain a better understanding of who they are. The responses show that our panel is as diverse in relation to who they live with, the languages they speak, and how they live.

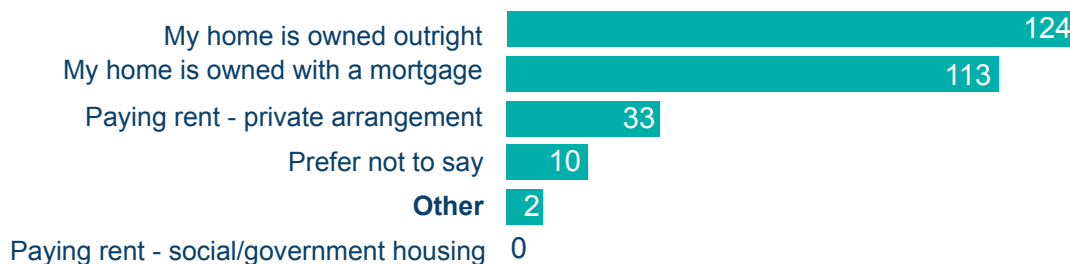
Who do you live with at home?



'Other' responses included:

- spouse/partner and independent child/ren
- spouse/partner, dog and aged parent
- wife and granddaughters
- partner and dog
- partner, independent child and dogs
- partner and roommate
- partner, children and father-in-law
- carer
- adult daughter and partner
- independent child

How would you describe your housing tenure?



'Other' responses included:

- parents own house
- living in partner's parents house while building new house

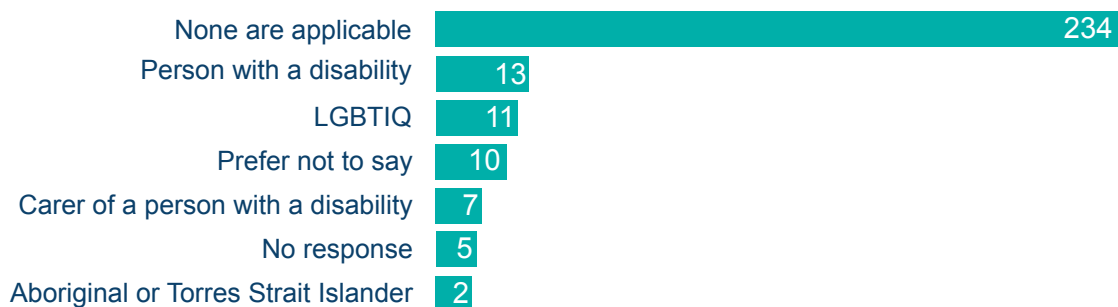
Section 3: Additional demographic questions

If you speak a language other than English at home, please state the language/s

A total of **45** respondents provided an answer to this question, Where more than one respondent submits an identical or similar response it is listed once and the number of respondents is indicated in brackets:

Cantonese (2 responses)	Gujarati	Marathi and Hindi
Chinese (2 responses)	Hebrew (5 responses)	Polish (2 responses)
Chinese, Mandarin, Cantonese	Hebrew and French	Russian (3 responses)
Dutch	Hindi	Some Scandinavian and Greek
French	Hindi Gujarati Marathi	Spanish (2 responses)
French and Hebrew	Hindi and Punjabi	Swedish
French and Arabic	Hungarian	Tamil
German (3 responses)	Japanese	Ukrainian
German and Russian	Japanese and Lao	Vietnamese
Greek (2 responses)	Mandarin	Yiddish
Greek and Kiswahili	Marathi	

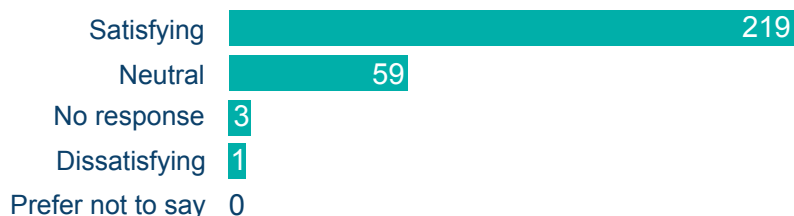
Do you identify as any of the following?



Section 4: Feedback and ideas on Community Voice

We asked Community Voice members to tell us how they have found their experience on the panel so far.

Overall, how would you describe your first survey experience?

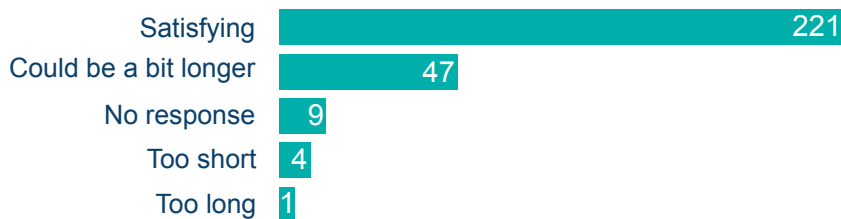


As you indicated your first survey experience was dissatisfying, please help us to understand why.

One respondent who indicated this first survey experience was dissatisfying provided the following response: **Waste of my time.**

Section 4: Feedback and ideas on Community Voice

Overall thoughts about the time taken to complete the survey?



Comments about your experience to date and your expectations for Community Voice.

A total of **137** panel members responded to this questions. The key themes were:

- all good so far, thank you and compliments
- suggestions for future survey topics
- request for summary findings report
- too early to tell
- seeking opportunities for further engagement
- a bit uncertain or cynical
- a bit confusing and technical issues

"I think this is an excellent process for gauging community attitudes and getting feedback" (Elsternwick resident, female, 70+ years).

"I think Council should be asking about the issues that concern them rather than providing a survey on specific issues. I feel many of these questions about are trivial items when there is more serious issues to take feedback" (Ormond resident, female, 50-59 years).

"Can you send us an email with a summary or wrap up of each survey to help maintain engagement between us and yourselves? This will help us understand the impact of your work and our time and might encourage people to provide a higher level of engagement and thought in future surveys" (Carnegie resident, male, 25-34 years).

Conclusion

What will Council do with the feedback from the survey?

The findings from this first Community Voice survey will be used to by Council to improve the **ways in which we communicate** with Glen Eira residents, will be used to **review and improve waste collection services, and provide information about the new food scrap waste program**, and will help us to ensure that the ongoing membership of Community Voice remains **representative of the broader Glen Eira community**.

The questions on food scrap waste were asked prior to the new service beginning, and for Council's Sustainability team, the results have provided them with some insight into how the community have received information about the new service, and provided them with early sentiment on how likely residents were to use the service. Additionally, the results challenged some responses they have received from past focus groups on concerns about the challenges of composting at home, and the frequency of garbage and recycling collection services. Overall, the results have provided them with some baseline data to will be useful in future consultation with the public on garbage and recycling services and practices.

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 June 2018.

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