



Community Voice Survey Three Summary Report

September 2018

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Community Voice Summary Report - Survey Three, 2018

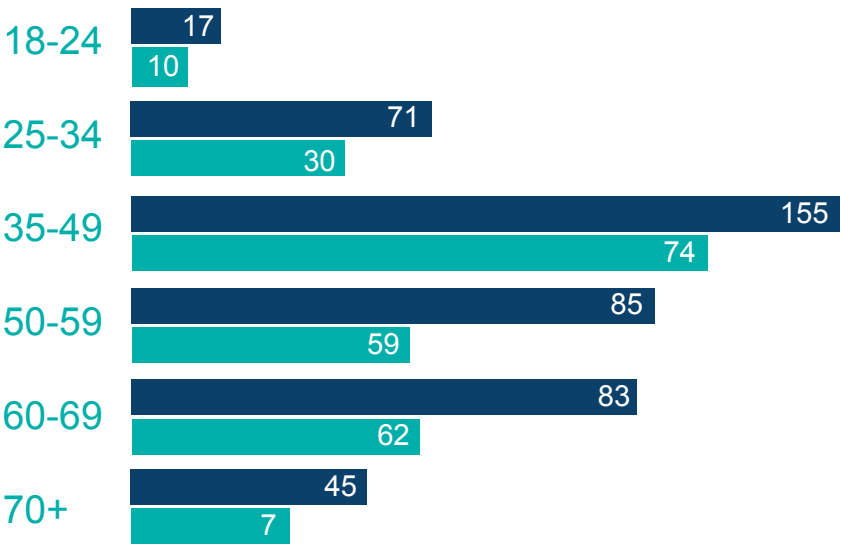
The following summary report presents the findings of the second Community Voice survey, held from 22 August to 5 September 2018. Community Voice is an online group of **456** residents that represent the broader Glen Eira community in terms of age, gender, and suburb. We received **262** responses to the survey, giving us a 58% 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 456 Members

Survey Three Profile 262 Responses

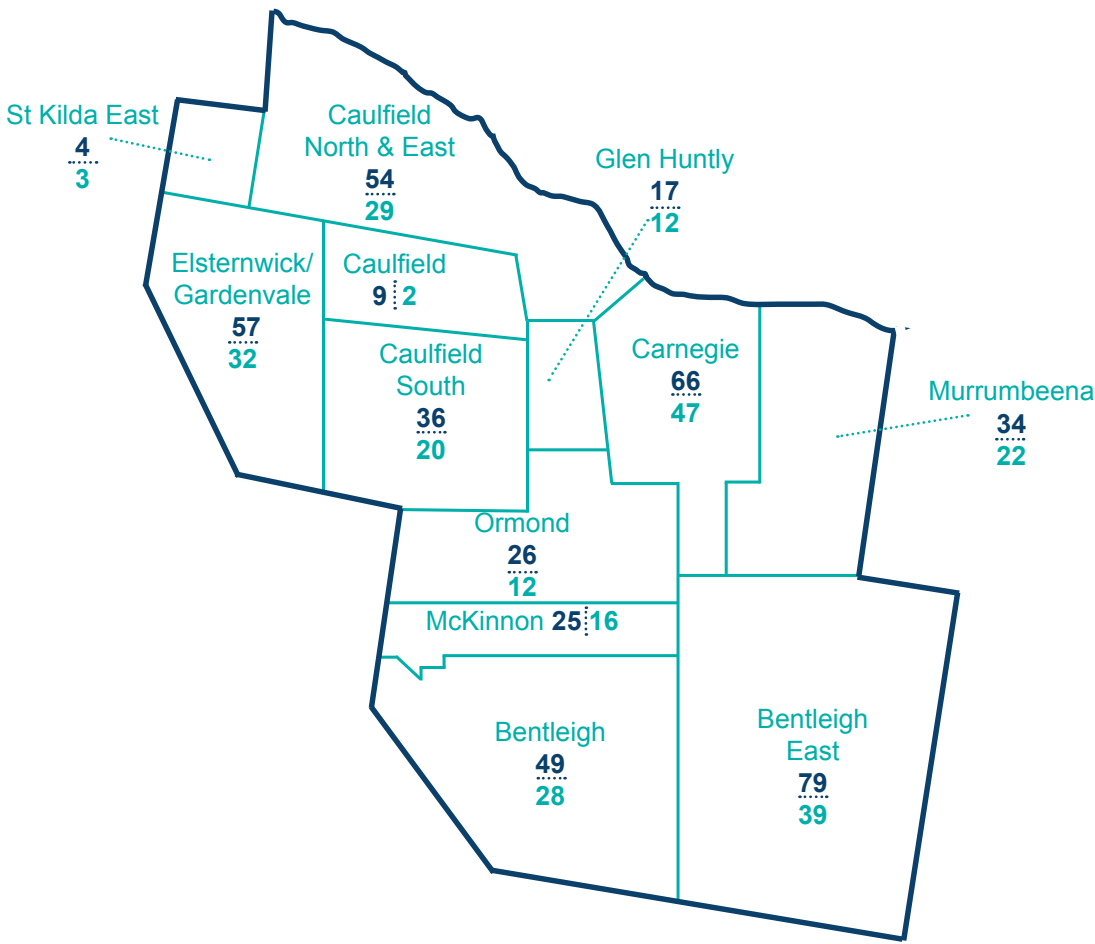
Age Groups



Gender



Suburbs



SECTION ONE: NEIGHBOURHOOD CONNECTIONS

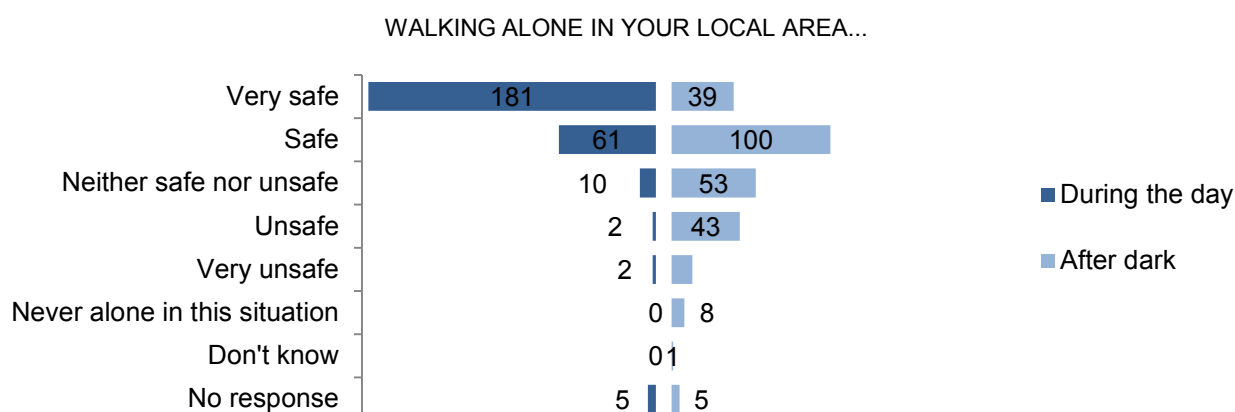
Council endorsed a new Community Safety Plan in June 2018. One initiative in the Plan is to explore ways to strengthen connections within neighbourhoods. This section sought feedback on experiences of neighbourhood connections, as well as views on a range of different initiatives Council could support.

To assist responses, Community Voice members were asked to consider (for the purposes of the questions) 'neighbours' to be those living in close proximity and 'neighbourhood' to be the street and surrounding streets.

KEY FINDINGS

- **There are almost universal feelings of safety during the day**
 - 92.4% of participants (242) felt 'safe' or 'very safe' walking alone in their local area during the day. The largest group of participants (182; 69.1%) felt 'very safe'.
- **Just over half participants felt safe after dark**
 - 53.1% of participants (139) felt 'safe' or 'very safe' walking in their local area alone after dark. 20.2% (53) felt neither safe nor unsafe. 56 (21.4%) felt either 'unsafe' or 'very unsafe'.
- **Most agree/strongly agree** that people in their neighbourhood are willing to help their neighbours (61.1%; 160) and can be trusted (56.5%; 148). When asked if theirs was a close neighbourhood, 38.9%;102 neither agreed nor disagreed.
- **Most participants (69.5%; 182) know their neighbours well enough to ask for help if needed**
 - 16.4% (43) have met their neighbours but don't think they could ask.
- **Most participants (81%; 213) take part in at least some activities** that connect them to neighbours
 - 43.1% (113) not so often, and 25% (66) somewhat often.
- **Participants were most in favour (50%; 133) of an initiative such as Sunday Streets** where streets are closed to through traffic for a day to have a street party for residents.

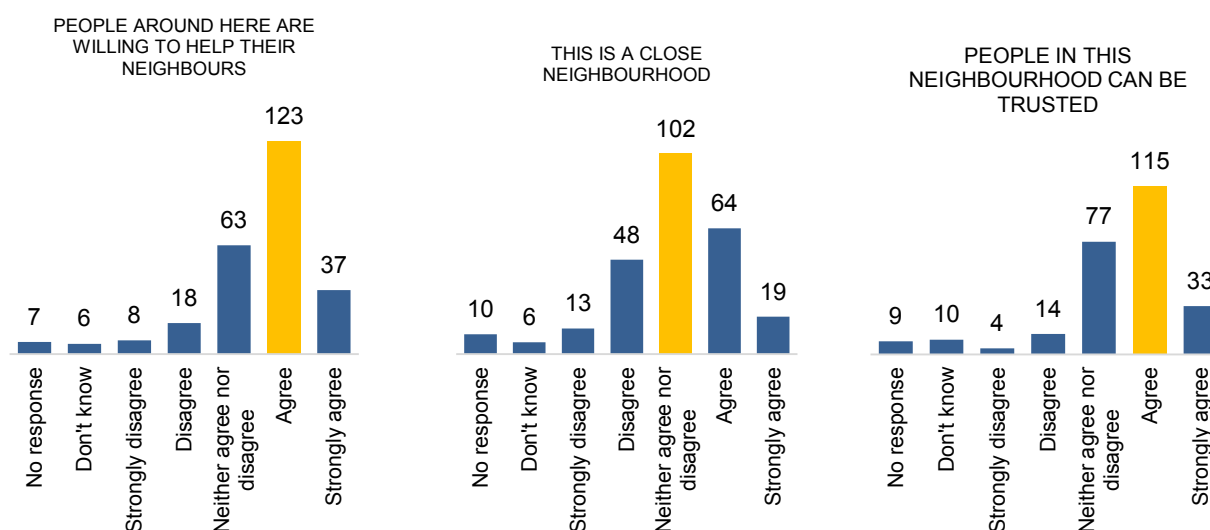
Q1.1 How safe or unsafe do you feel when you are in the following situations?



In comparison to the VicHealth Indicator Survey (2015), the results indicate that:

GLEN EIRA COMMUNITY VOICE	VICHEALTH INDICATOR SURVEY (2015)
92.4% felt safe (either 'very safe' or 'safe') in their local area during the day	96.2% felt safe (either 'very safe' or 'safe') in their local area during the day
52.4% felt safe (either 'very safe' or 'safe') in their local area at night	62.1% felt safe (either 'very safe' or 'safe') in their local area at night

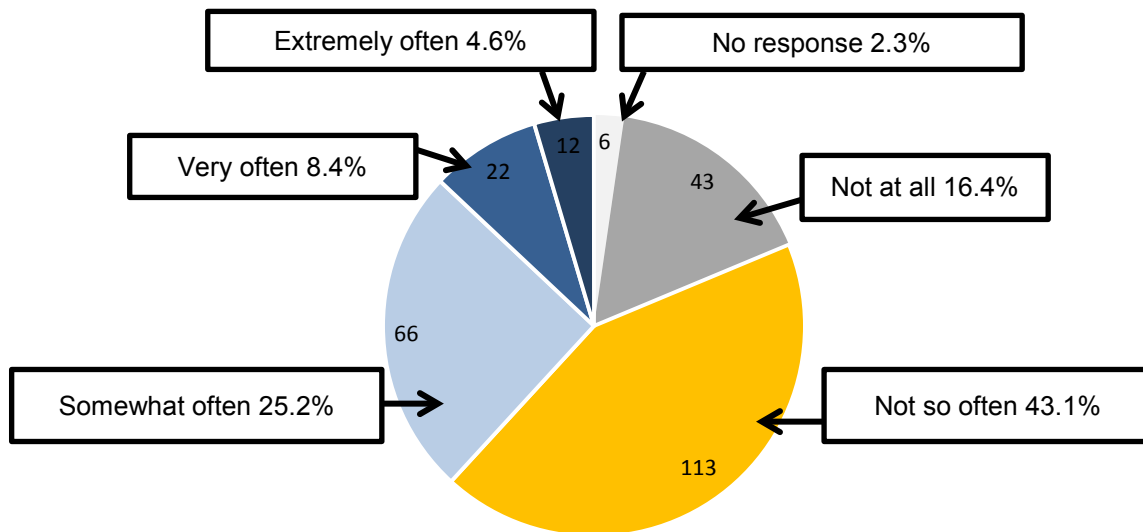
Q1.2 How would you describe the general feel of your neighbourhood? Do you agree or disagree that:



Q1.3 Do you know your neighbours? In general, how would you describe your relationship with them?

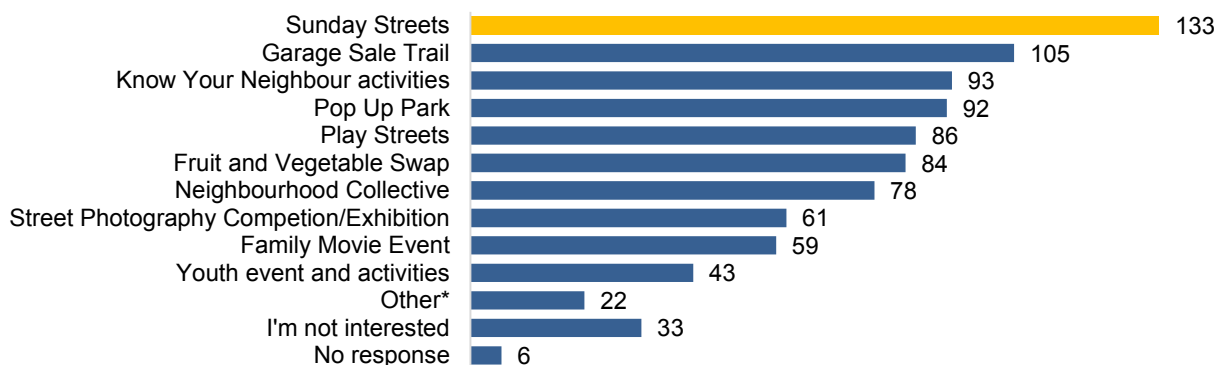
69.5% (182) know their neighbours well enough to ask them for help if needed	16.4% (43) have met their neighbours but don't think they could ask them for help	6.1% (15) haven't met their neighbours but think they could still ask them for help	3.1% (8) haven't met their neighbours and don't think they could be asked for help	1.9% (5) were unsure
Other responses included that 'some' neighbours are known well, others are not, and that participants would prefer not to have to ask their neighbours for help.				

Q1.4 How often do you participate in activities that connect you with your neighbours?



Q1.5 What sort of initiatives would you be interested in being involved in to connect with people in your neighbourhood?

For this question, participants could select all options that applied.



Other ideas for connecting neighbours	
Community gardens	A program link 'Petlinks'
Discussion groups	Free exercise classes in the park
Book swaps	Open mic evenings
Edible planting on nature strips	Community picnic
Broader access to sporting facilities	Neighbourhood clean-ups
Heat wave training and drills	Kids theatre

What will Council do next?

The Neighbourhood Program Working Group – a sub-group of the Community Safety Committee – is currently working on a number of projects to help residents of Glen Eira connect with each other. The responses we've received through this survey have provided us with some insight into the sorts of activities that would be popular with the community.

We're currently investigating a Council membership for the nation-wide Garage Sale Trail program, with the aim of facilitating and encouraging local residents to sign up to the program for 2019. The Garage Sale Trail program has become increasingly popular across the country, and is held on one weekend each October. The program not only encourages people to get out and about in their communities and meet other neighbours by visiting a number of garage sales over the weekend, but has been instrumental in reducing waste that would otherwise go to landfill. Find out more by visiting the Garage Sale Trail website: <http://www.garagesaletrail.com.au>

Through this survey you told us that a Sunday Streets program was the main initiative you would like to be involved in to help you better connect with your community. As a result, Council is planning to pilot this program in four locations (locations yet to be determined) with the aim of improving neighbourhood connections at a street level. The program has been endorsed by Community Safety Committee, and we hope to be able to provide you with more information in due course.

Coming up on 31 March 2019 is Neighbour Day. Next year's theme is *Loneliness: What neighbours can do to create connections*. There will be events arranged for this by Council and by local community groups. Keep an eye out in Glen Eira News and on the Glen Eira website for more information closer to the date.

SECTION TWO: AFFORDABLE HOUSING

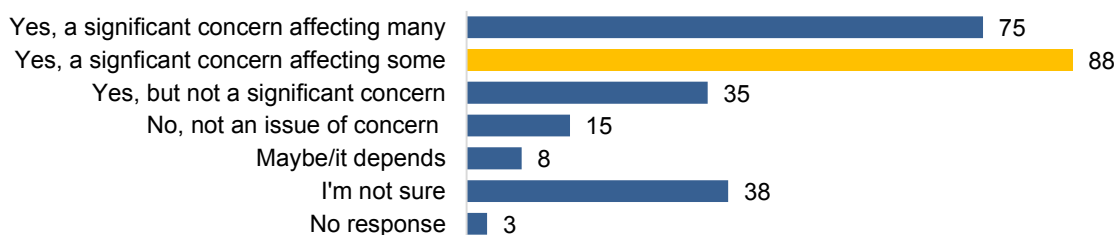
Council is in the process of exploring potential actions to facilitate the creation of social and affordable housing in Glen Eira.

State Government funding has been received to develop a Social and Affordable Housing Strategy. The questions in this section sought thoughts and ideas on this topic in preparation for the development of the Strategy.

KEY FINDINGS

- **The majority of Community Voice considered affordable housing to be a significant concern in the Glen Eira community**
 - 33.6% (88) thought this issue was a significant concern affecting some, 28.6% (75) that it was significant concern affecting many
- Community Voice members provided their impressions of their local neighbourhood and the community as a whole, discussing their views on **housing costs**, the nature of the Glen Eira community, their concerns for particular cohorts (young people, young families, new arrivals, older people, people experiencing homelessness) and suggestions for future actions.
- **‘Dwellings for older people’** was the most commonly selected (by 178, 67.9%) option for housing types that Glen Eira should focus on in the development of a new Strategy
- Participants rated **supporting Glen Eira residents experiencing housing stress and homelessness** as the most important action for Council
 - 211 participants or 80.5% rated this option as ‘important’ or ‘very important’

Q2.1 Do you think affordable housing is an issue in the Glen Eira community?



Q2.2 Could you elaborate on your answer?

198 participants provided a comment. The main themes are listed below:

THEME	KEY POINTS
Housing costs in Glen Eira are relative to elsewhere	<ul style="list-style-type: none">• Glen Eira is an expensive place to live compared to some other areas• Limited affordable housing
Particular cohorts in the community in Glen Eira (and generally)	<ul style="list-style-type: none">• Concerns for young people, young families and older people• Noticeable increase in homelessness in Glen Eira
Unable to say for sure, would like more information/don't know	<ul style="list-style-type: none">• Not personally facing housing issues• Unsure to what extent it is an issue for others in the community
Apartment construction/other development activity in Glen Eira	<ul style="list-style-type: none">• Some apartments meet the needs of lower-priced properties, others do not• Some apartment designs do not complement existing streetscapes
The role of Council	<ul style="list-style-type: none">• Affordable housing is not a Council issue; or conversely,• Council could do more to advocate for affordable housing in new developments
The general Glen Eira demographic	<ul style="list-style-type: none">• High proportion of home owners, higher incomes• Perception that most people in Glen Eira aren't in housing difficulties
No action on (some types of) affordable housing should be taken	<ul style="list-style-type: none">• Glen Eira is not the place for affordable housing• Satisfied with prices currently
Housing system concerns	<ul style="list-style-type: none">• Unfair conduct by landlords• Developers motivated by profit

What You Said:

'Glen Eira is a community with a high average household income but I think housing issues exist for students, recently arrived migrants and those facing under/unemployment'

(Female, Murrumbeena, 35-49 years)

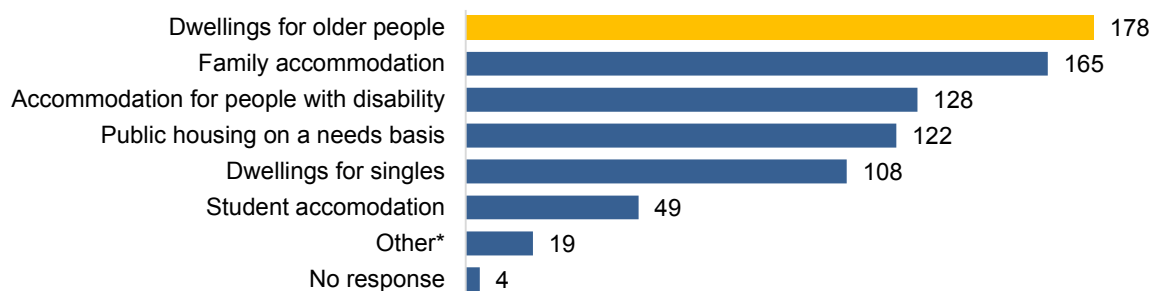
I think the vast majority of people who genuinely need affordable housing don't live in Glen Eira as it is unaffordable to them. So it affects the community at large, but relatively little of the GE population.

(Male, Elsternwick, 50-59 years)

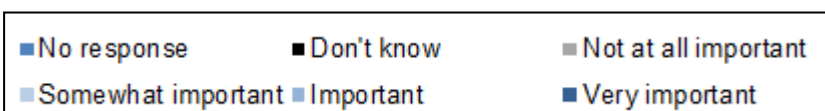
'People would like to live in the area to be near work and/or family but can't afford it'

(Female, Bentleigh, 50-59 years)

Q2.3 What types of housing do you think Glen Eira should focus on as we develop a Social and Affordable Housing Strategy?



Q2.4 There are a number of actions that Council has identified as important in the development of a Social and Affordable Housing Strategy for Glen Eira. How would you rate the following actions in terms of their importance?



SUPPORT GLEN EIRA RESIDENTS EXPERIENCING HOUSING STRESS AND HOMELESSNESS



- 211 (80.5%) consider this action 'important' or 'very important'
- 6 (2.3%) consider this action 'not at all important'

ADVOCATE TO THE STATE GOVERNMENT TO PROVIDE AFFORDABLE HOUSING ON GOVERNMENT OWNED SITES



- 189 (72.1%) consider this action 'important' or 'very important'
- 18 (6.8%) consider this action 'not at all important'

COLLABORATE WITH OTHER COUNCILS TO SEEK A MINIMUM LEVEL OF AFFORDABLE HOUSING ON LARGER DEVELOPMENT SITES



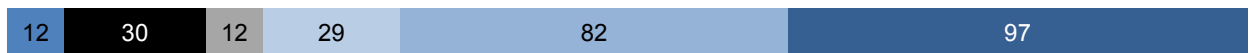
- 181 (69.1%) consider this action 'important' or 'very important'
- 20 (7.6%) consider this action 'not at all important'

NEGOTIATE FOR AFFORDABLE HOUSING THROUGH THE REZONING OF POTENTIAL SITES



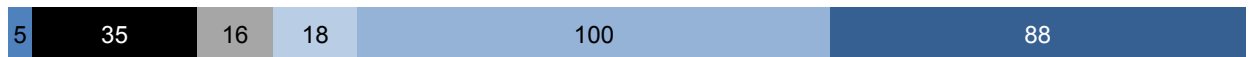
- 139 (53.1%) consider this action 'important' or 'very important'
- 32 (12.2%) consider this action 'not at all important'

ADVOCATE TO THE STATE GOVERNMENT FOR PLANNING CONTROLS THAT FACILITATE AFFORDABLE HOUSING



- 179 (68.3%) consider this action 'important' or 'very important'
- 12 (4.6%) consider this action 'not at all important'

PARTNER WITH HOUSING ASSOCIATIONS AND PROVIDERS TO INCREASE AFFORDABLE HOUSING ON COUNCIL'S EXISTING HOUSING SITES



- 188 (71.8%) consider this action to be 'important' or 'very important'
- 16 (6.1%) consider this action to be 'not at all important'

EXPLORE THE INCLUSION OF AFFORDABLE HOUSING IN THE REDEVELOPMENT OF COUNCIL OWNED SITES



- 188 (71.8%) consider this action to be 'important' or 'very important'
- 20 (7.6%) consider this action to be 'not at all important'

Q2.5 Do you have any other comments about affordable housing?

92 Community Voice participants provided a comment. The main themes are listed below:

THEME	KEY POINTS
Actions to leverage affordable housing	<ul style="list-style-type: none"> • Improved planning process • Partner with community housing providers • Advocate to state government
Placement of affordable housing within/across communities	<ul style="list-style-type: none"> • Affordable housing should be incorporated into new developments; or conversely • Would not support large-scale affordable housing developments
Affordable housing and dense	<ul style="list-style-type: none"> • Concern that affordable housing will mean high-

development	density development <ul style="list-style-type: none"> • Current dense development not good for community well being • Height limits should be enforced for affordable housing
Design and look of affordable housing	<ul style="list-style-type: none"> • Well designed, high quality • Sustainable and innovative
The need for action	<ul style="list-style-type: none"> • Affordable housing important for wellbeing and community connections • Homelessness increasing in Glen Eira • Right of everyone to be able to afford housing
Council's role	<ul style="list-style-type: none"> • Should not be handled at a Council level; or conversely • Council has an important role to play
Glen Eira is a high price area	<ul style="list-style-type: none"> • People who want affordable housing should move further out • People pay money to live in neighbourhoods where there is no affordable housing
Use of Council land including open/green space	<ul style="list-style-type: none"> • Publically owned land should be part of Council's approach; or conversely, • Council-owned sites should not be used for housing
Need for education/discussion/information	<ul style="list-style-type: none"> • Complex issue; need more public education on what social and affordable housing is
Strategy/approach	<ul style="list-style-type: none"> • Strategy should focus on supporting peoples' transition across types of housing over a lifetime

What You Said:

'3.5% public housing in East Village and Ormond tower'
(Male, Bentleigh East, 18-24 years)

'Developers of large projects must include social housing in their projects'
(Female, Carnegie, 70-84 years)

'Affordable house should not be in hubs; we want inclusion of these residents throughout the city'.

(Female, Caulfield South, 60-69 years)

'Of the options above, I believe Council should focus on those that are most likely to increase housing affordability in the short term e.g. focus on existing areas and initiatives rather than lobby the government for more areas or initiatives. These other avenues are important in the long term but I can't see them helping in the short term'.
(Female, Bentleigh, 35-49 years)

What will Council do next?

At its meeting on 4 September 2018, Council endorsed a Statement of Commitment on Affordable Housing:

Statement of Commitment

Council commits to:

1. Developing a Social and Affordable Housing Strategy to outline Glen Eira's housing and service need of our most at-need groups in Glen Eira.
2. Taking a whole-of-Council approach to supporting Glen Eira residents experiencing housing stress and homelessness.
3. Advocating to the State Government to provide affordable housing on government-owned sites in Glen Eira.
4. Collaborating with other councils to seek a consistent minimum level of affordable housing on larger development sites.
5. Negotiating for on-site affordable housing opportunities through the rezoning process for strategic sites.
6. Partnering with housing associations and providers to increase the overall supply of affordable housing on Council's existing housing sites, where appropriate.
7. Actively explore the inclusion of affordable housing in the redevelopment of Council owned sites.
8. Advocating to the State Government for planning controls that facilitate affordable housing

We're now developing a discussion paper that we hope to release to the community for comment early next year. Following that period of consultation, a draft Social and Affordable Housing Strategy will be developed.

The feedback you have provided in this survey will help us in the development of the discussion paper and subsequent Strategy. We will let you know when the discussion paper is out for community feedback, and we encourage you to take part in that consultation.

SECTION THREE: HEALTH AND WELLBEING ACTIVITIES

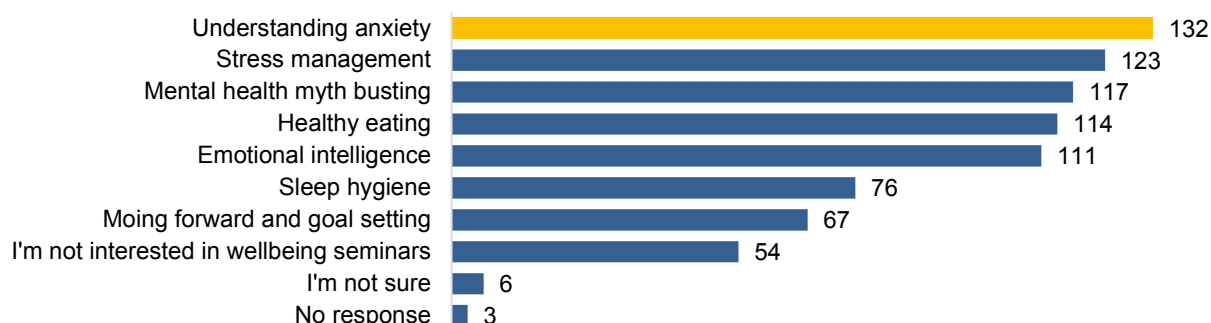
A new action plan has been developed for Council's Municipal Public Health and Wellbeing Plan 2017-2021. This section sought preferences on the types of activities that will form part of a program of events to help deliver the new action plan.

KEY FINDINGS

- **The most highly rated topic for a wellbeing seminar was 'Understanding anxiety', selected by 50.4% (132) of respondents**
 - 'Stress management' and 'Mental health myth busting' were also rated highly as second and third most selected topics
- **Community Voice would most like to see yoga as the activity run at Active Parks, with this option selected by 56.5% (148) of respondents**
 - Pilates and Tai Chi were also rated highly as second and third most selected activities

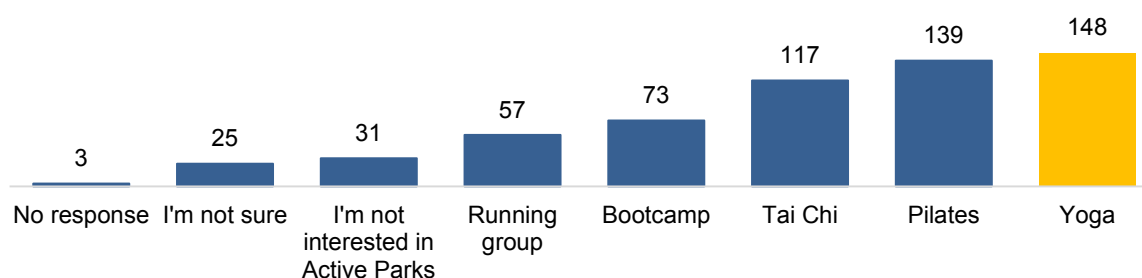
Q3.1 Council's program of events will include a series of free wellbeing seminars. Which of the following topics would you be interested in seeing these seminars cover?

Participants were invited to select all options that applied.



Q3.2 An 'Active Parks' program will be run between October 2018 and March 2019, involving free exercise classes for community members in selected local parks across Glen Eira. Which of the following types of activities would you be interested in seeing Active Parks include?

Participants were invited to select all options that applied.



What will Council do next?

The responses we've received from this section are being used by Council officers to plan activities to implement as part of the Municipal Health and Wellbeing Action Plan 2018-2020.

Seminars will be advertised via Council's website: <https://www.gleneira.vic.gov.au/Places-and-events/Whats-on> and Facebook page: <https://www.facebook.com/GlenEiraCityCouncil/> as well as other avenues, such as Glen Eira News.

The Active Parks program for 2018-2019 is being planned, and will also be promoted through the above channels. These programs will be advertised in each edition of Glen Eira News between October 2018 and March 2019.

SECTION FOUR: RECOGNISING VOLUNTEERS

This section sought views about Council's role in recognising volunteers in Glen Eira, to support the review of the Volunteer Recognition Program.

To support responses, participants were advised to consider 'volunteering' (for the purposes of the questions), as involving contribution of time free of charge for a community group or organisation in any role.

KEY FINDINGS

- **There are high levels of current volunteerism within Community Voice**
 - In total, 32.4% of respondents (85) currently volunteer (either regularly or every now and again) for an organisation serving the Glen Eira community
 - 23% of respondents (70) currently volunteer for an organisation serving a different community
- **Half of all respondents (131) have at least heard about Council's current volunteer recognition program** (but only 6.5% - 17 - have participated)
 - 48.5% had not heard about the Program
- **The most popularly selected option for public acknowledgement of volunteers was an open public event (selected by 101 or 38.5%).**
 - Responses provided in comments suggest however, that many participants would have liked to select more than one option, for the different purposes each could serve.
- While there were divergent opinions amongst respondents on recognising volunteers, there was **significant support for what volunteers do** and many suggestions made for raising awareness, acknowledging contribution and increasing participation.

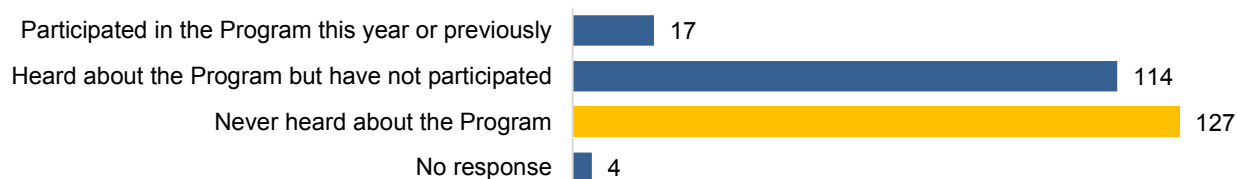
Q4.1 How would you describe your volunteer activity?

Participants were invited to select all options that applied.

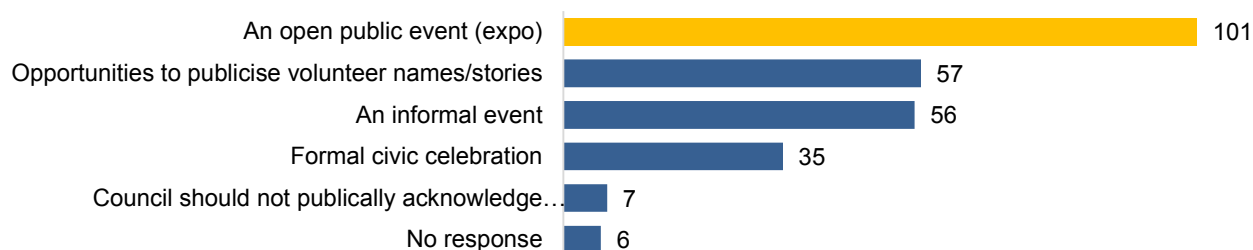
For a group/ organisation serving the Glen Eira community	21.4% (65) Volunteer regularly
	6.6% (20) Volunteer every now and again
	17.4% (53) Volunteered in the past (but not at the moment)
	0.3% (1) Employed by a group that engages volunteers
	29.3% (89) Have never volunteered
For a group/ organisation serving a different community	23% (70) are current volunteers

In 2016, the ABS National Census found that in Glen Eira, 21.3% of the population 15 years and over reported doing some form of voluntary work in that year. This is higher than the 17.6% across Greater Melbourne.

Q4.2 The Glen Eira Volunteer Recognition Program involves Council inviting local community groups/organisations to nominate their volunteers for recognition at an annual Ceremony. Have you:



Q4.3 How should Council publicly acknowledge volunteers and their contribution?



Q4.4 Are there any other comments you would like to make about Council's role in recognising volunteers serving the Glen Eira community?

70 respondents provided a response. The main themes are listed below:

THEME	KEY POINTS
Relative merits of the options presented in Q4.3	<ul style="list-style-type: none"> A public expo could help raise awareness of volunteering opportunities in the community Publicising stories helps to encourage people to think about volunteering
Council recognising volunteers	<ul style="list-style-type: none"> Council should focus on increasing participation and training of volunteers and should offer more volunteer opportunities Council should support opportunities for volunteers to network
Other options for recognising/ rewarding volunteers for their service	<ul style="list-style-type: none"> Volunteer Hall of Fame Certificates for volunteers Integrate volunteer recognition into Australia Day
Need more information on volunteers and volunteer opportunities	<ul style="list-style-type: none"> Not really aware of who Glen Eira volunteers are and what they do There should be more information on volunteer roles More publicity on the role of volunteers to help increase volunteer numbers
Support for recognising volunteers and for volunteers/volunteering generally	<ul style="list-style-type: none"> Volunteers make important contributions to the community Volunteering has many benefits for individuals and communities
Volunteers don't do what they do for external/public rewards	<ul style="list-style-type: none"> Most volunteers don't seek recognition Recognition is tokenistic Acknowledgment should be private

What You Said:

Illustrative quotes

'I would actually support options 1, 3 and 4 above. Not enough is done to encourage, publicise or recognise these people'

(Male, Elsternwick, 60-69 years)

'Create a Glen Eira Hall of Fame...volunteers now and in the future...'

(Male, Bentleigh East, 50-59 years)

'I like seeing volunteer profiles in the Glen Eira paper and on social media platforms, it's a good way of recognising these people (with their permission of course) and will encourage people to think about volunteering themselves. I think volunteers deserve a formal official celebration'

(Female, Caulfield North, 25-34 years)

'An open public event would provide the most publicity for volunteering groups and hopefully encourage more participation or at least more interest'

(Male, Murrumbeena, 18-24 years)

'I don't agree with a public acknowledgment of volunteers in the way of newspaper articles or civic ceremonies. Volunteering should be a community expectation'

(Female, Caulfield North, 60-69 years)

What will Council do next?

The information provided to us through this survey has given us some great feedback that will help us to review the ways we recognise volunteers, and promote volunteerism throughout the community. The results have shown that volunteering is strong in our community. Council is now working to develop a framework for volunteering in our community to enhance volunteering within Council to increase community participation.

In the next Community Voice survey (due out in mid-November) we will ask you for your views on the development of this framework for volunteering. The responses you give will help us to draft the framework, ensuring that its content is reflective of community.

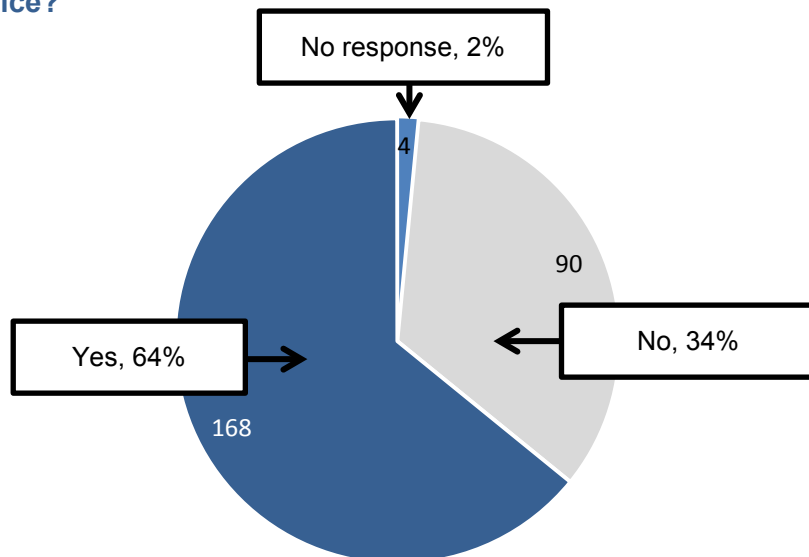
SECTION FIVE: FOLLOWING UP ON FOOD WASTE RECYCLING

Following implementation of the food scrap recycling service, this section sought to check in with Community Voice on implementation of the service so far, to assist in reviewing Council's performance.

KEY FINDINGS

- **The majority of survey participants (168; 64%) are using the food scrap recycling service**
 - While 34% (90) indicated they were not, many of these respondents are home composting, planning on taking up the service or would like to but currently cannot (due to residence within an apartment complex)
- Feedback from Community Voice members is **very positive**, with those using the service noting a significant decrease in red bin content and many people feeling satisfied to be reducing their waste to landfill
- Some Community Voice members have noticed odours, some haven't
- Many would like a transition to a weekly pick up service both for issues of odours and because the green bin is being used more than the red bin

Q5.1 Are you using the food scrap recycling service as part of the green bin waste collection service?



Q5.2 If yes, do you have any comments or feedback on using the food scrap recycling service so far?

122 participants provided a response to this question. The main themes are listed below:

THEME	KEY POINTS
Overall, positive, happy, good initiative	<ul style="list-style-type: none"> Great service, very happy with it so far
Cleanliness, odours and pests	<ul style="list-style-type: none"> Haven't noticed any smell; or conversely, Have noticed smell Concerns about the summer months and smell Would like more advice on cleanliness, smell
Reduced landfill	<ul style="list-style-type: none"> Noticed a dramatic reduction in red bin usage – in some cases up to 50% reduction in landfill waste
Frequency of bin collection	<ul style="list-style-type: none"> Would like weekly service for green bin, especially during summer Happy for red bin to be collected fortnightly in exchange for weekly green bin collection
More information, answers to questions and public awareness needed	<ul style="list-style-type: none"> Need to keep spreading the word Would like more information on how to manage smells/how to wrap food waste Need more advice on what goes in which bin
The kitchen caddy	<ul style="list-style-type: none"> Love the kitchen caddy, very easy to use Should be given to all households
Change of habit	<ul style="list-style-type: none"> Adjusting to using the service
Home composting	<ul style="list-style-type: none"> Mostly use home composting but glad the service is there for those who need it Use both home composting and the green bin for food waste
Compost use	<ul style="list-style-type: none"> Keen to know how the compost is being used – can residents access it?
Other suggestions	<ul style="list-style-type: none"> Please look into biodegradable bags, more work with recycling plastics and extending the service to apartments

What You Said:

'I think it's fantastic! It's reducing the amount of waste in our red bin. I haven't noticed any odour/pest issues with the bin being collected once a fortnight (versus once a week in the red bin). Our next step will be to install our own worm/waste farm - some councils have deals on these types of products - that would be fantastic.'

(Female, Elsternwick, 25-34 years)

'I like the idea and we use it but it does make our green bin very dirty and smelly. I wish there was a solution to that problem.'

(Female, McKinnon, 60-69 years)

'I have found the scrap caddy very easy to use in the kitchen for catching all the food peelings etc. that I would otherwise put to landfill. It now all goes into the caddy and then into the green bin.'

(Male, Bentleigh East, 60-69 years)

Q5.3 If no, why not?

90 respondents provided a response to this question. The main themes are listed below:

THEME	KEY POINTS
Home composting, worm farm and pets	<ul style="list-style-type: none">• Have systems already in place for food waste
Cleanliness, odours and pests + frequency of pick up	<ul style="list-style-type: none">• Concerned about attracting mice/rats, the smell, food waste sitting in bins for two weeks
Education/awareness	<ul style="list-style-type: none">• Interested to be involved but not heard of it• Not sure of the details or what's involved
Minimal food waste	<ul style="list-style-type: none">• Don't have much food waste
Plan to start using it, but haven't yet	<ul style="list-style-type: none">• Haven't got around to it yet
No green bin	<ul style="list-style-type: none">• Living in an apartment complex, no green bin• Like to participate if possible, but have private waste collection• Have had difficulty requesting a bin and setting up the service
Change of habit	<ul style="list-style-type: none">• Behaviours of other household members hard to change• Find it too difficult
Kitchen caddy	<ul style="list-style-type: none">• Don't have the space for a caddy• Caddy attracted ants, so stopped using it

What You Said:

'I think that placing meat scraps and bones in green waste is unhealthy and attracts vermin especially in waste centres and local housing.'

(Male, Bentleigh, 70-84 years)

'We have a Compost bin at home that all our food waste goes into.'

(Female, Bentleigh East, 18-24 years)

'Because I live in a flat with private waste collection, although I'd like to be part of it regardless and think flats should be involved.'

(Female, Bentleigh, 35-49 years)

What will Council do next?

There are a number of ways that Council is monitoring the ongoing success of the food waste recycling program; seeking your feedback over a period of time is one of them. In future surveys, we will be asking you for feedback on key waste issues, such as recycling contamination and understanding what can and cannot go in your recycling bin.

In November and December, Council will be using a variety of methods to gather feedback from the whole of the Glen Eira community on how the program is being received, and will also be asking the community questions about the frequency of our waste collection service.

We will let you know when this consultation is live so that you can participate in it. We will also be asking you some more questions through Community Voice about the service and the frequency of collections in coming months.

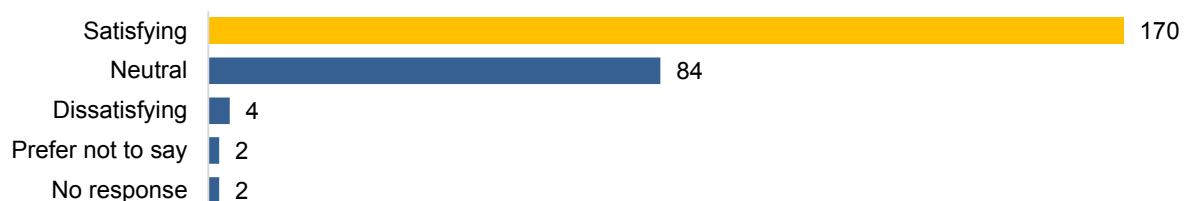
SECTION SIX: YOUR FEEDBACK AND IDEAS ON COMMUNITY VOICE

This section sought to check in with Community Voice members on their experience with the process so far and their ideas for Community Voice.

KEY FINDINGS

- **The majority of participants (64.9%, 170) found their experience of Survey Three to be satisfying**, however:
 - % satisfaction has fallen from Survey One (77.7%) and Survey Two (66.7%)
- **The majority of participants (85.1%, 223) thought that the length of Survey Three was about right**
 - % who considered length about right has fallen from Survey Two (86.0%) but is higher than Survey One (78.4%)
- The largest group of participants provided comments to the effect that they were happy so far with the survey, however there were suggestions made for the survey structure (not enough flexibility and options in layout) and content (topics should be more relevant, such as planning, traffic, neighbourhood design)

Q.6.1 Overall, how would you describe your experience of this survey?



Q 6.2 Overall, did you think the time taken to complete the survey was....



Q 6.3 Do you have any comments about your experience to date and your expectations for Community Voice?

101 participants provided a comment. The main themes are listed below:

THEME	KEY POINTS
Happy so far	<ul style="list-style-type: none">• Enjoy the experience• Keen to make a difference to the community• Good initiative
Structure and content of questions / survey	<ul style="list-style-type: none">• Options presented for some questions are restrictive• Would like more open-ended questions to enable commentary• Questions could be clearer• Like the survey to be more in-depth• Topics are not core Council issues; would like a say on more central areas
Suggestions for future topics	<ul style="list-style-type: none">• Would like future questions on rates and property values, planning and development, parking, traffic, waste/rubbish
Need for genuine engagement via these surveys	<ul style="list-style-type: none">• Hope the findings from these surveys are acted on• Real value of being part of Community Voice will be demonstrated by concrete actions taken
Summary reports	<ul style="list-style-type: none">• Like the reports, useful to see the results
Learning about Council/ thinking about community	<ul style="list-style-type: none">• Being part of Community Voice has meant reading plans and thinking about what Council does and what the community issues might be
Face-to-face Community Voice opportunities	<ul style="list-style-type: none">• Would like opportunities to discuss issues in person
Participation rates	<ul style="list-style-type: none">• Like to see more Community Voice members participate in the surveys
Tech issues	<ul style="list-style-type: none">• Has experienced issues losing content when trying to complete surveys online

What You Said:

Thanks for the reports about everyone's responses to the previous survey - they are interesting to read. I didn't feel like there was much to comment on in this survey that I knew much about, so some more background reading would be useful so I can provide more informed answers (for example, on affordable housing).

(Female, Carnegie, 35-49 years)

Once again I think people want a say on larger issues such as this ridiculous over development that council allows to happen. Get real and give those of us who want to speak about this some avenue.

(Male, Bentleigh East, 60-69 years)

The reminders and management of the survey has been great and the questions well structures. It would be good to have links to the policies or subject being discussed on the question page so that I can reference them immediately. This could be refined to just be an extract of just the relevant section of the policy/ document or a link to a specific page.

(Male, Glen Huntly, 35-49 years)

What will Council do next?

Community Voice is one method we use to capture feedback on a range of municipal-wide issues from the Glen Eira community. Your ongoing participation in these surveys is crucial in helping us to understand, from a broad perspective; how the community feels about the topics we cover.

We will continue to ask you questions that directly relate to projects and policies that we at Council are working on. We want to be able to give you the opportunity to really influence the work that we are doing. These surveys have so far helped Council officers and Councillors to make some critical decisions on policies and programs that we deliver on behalf of the community.

We appreciate the feedback you give us on how you are finding this experience, and are constantly refining the ways in which we formulate the surveys and deliver relevant information to you. Our next survey is due out in November 2018, and we're busy planning for more surveys next year.



GLEN EIRA CITY COUNCIL

Glen Eira City Council

Corner Glen Eira and Hawthorn Roads, Caulfield

Mail address: PO Box 42
Caulfield South, 3162

Phone: (03) 9524 333

Fax: (03) 9523 0339

mail@gleneira.vic.gov.au

www.gleneira.vic.gov.au

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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

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