

Our Place, Our Plan

Broad engagement report



BENTLEIGH, BENTLEIGH EAST, BRIGHTON EAST, CARNEGIE, CAULFIELD, ELSTERNWICK, GARDENVALE, GLEN
HUNTLY, MCKINNON, MURRUMBEENA, ORMOND, ST KILDA EAST

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Executive summary

Our Place, Our Plan is a multi-phased communications and community engagement program to inform Council's integrated planning process and help shape Glen Eira's future for 2025 and beyond.

This report provides the outcomes of the second phase of engagement for *Our Place, Our Plan*, which included our broad community survey and targeted engagement program. It analyses the responses received to generate insights for Council.

During a six-week period from 5 February to 16 March 2025 Council delivered a total of 52 pop-up and targeted engagement activities. We collected 1,578 total contributions, including 832 survey responses, 226 ideas cards, 371 social map markers, 30 children's drawings and 119 expressions of interest to our Community Priorities Panel.

During the broad community engagement program, we asked the community for ideas about what's important to them when it comes to matters, such as:



Launched following input from Councillors, *Our Place, Our Plan* raised awareness and encouraged people to engage through:





44,387 people
reached on
Spotify



68,293 people
reached on
socials



75+ outdoor
advertisements



4,885 visits to
Have your Say



10,000
bookmarks
placed in library
books



Trackable QR
codes on all
advertising

Broad community survey

The *Our Place, Our Plan* broad community survey's quantitative questions indicated the following key findings:



When planning for the future, what should Council focus on the most?

1. Create healthy and urban green spaces (71 per cent)
2. Maintain and upgrade roads, buildings, and other community spaces and assets (64 per cent)
3. Help the community to feel safe, healthy and well (61 per cent)
4. Improve our local economy, our shopping strips and neighbourhoods (56 per cent)
5. Provide services that support our most vulnerable community members (41 per cent)



The Victorian Government's *Health and Wellbeing Plan 2023-27* outlines the following health and wellbeing priorities for Victorians. Which priorities do you think Council should focus on for Glen Eira?

1. Increase active living (82 per cent)
2. Preventing all forms of violence (including family violence) (81 per cent)
3. Improving wellbeing (including mental health) (81 per cent)
4. Increasing healthy eating (51 per cent)
5. Tackling climate change and its impacts on health (50 per cent)



Many things can affect how healthy and well our community is. What are the top five areas you think Council should focus on and help to address? This may be through delivery of services and programs, partnering with local organisations or by advocating to relevant agencies.

1. Helping people feel connected and part of the community (48 per cent)
2. Enhancing community safety (46 per cent)
3. Promoting access to health services (38 per cent)
4. Combatting loneliness and social isolation (34 per cent)
5. Addressing the cost of living (32 per cent)



How important are the following things to making Glen Eira the best place for you to live?

1. Our neighbourhoods' shopping strips, streets, parks and facilities are safe, clean, attractive and well-maintained (70 per cent very important, 27 per cent important)
2. We can easily access public and active transport options (63 per cent very important, 29 per cent important)
3. Our roads, footpaths, drains and buildings are renewed and expanded to meet the needs of everyone in our growing community (58 per cent very important, 34 per cent important)
4. We manage housing growth to guide appropriate development in the right locations (49 per cent very important, 32 per cent important)
5. Our city is well planned with a balanced approach to population growth (43 per cent very important, 35 per cent important)
6. We have planning controls that support and maintain our heritage and neighbourhood character (42 per cent very important, 27 per cent important)



We continue to invest in community facilities and assets. But with a limited budget, rising construction and material costs and more extreme weather events we need to prioritise. Which assets should Council prioritise improving?

1. Parks and gardens (72 per cent)
2. Park and street trees (50 per cent)
3. Footpaths (47 per cent)
4. Local roads (43 per cent)
5. Libraries (41 per cent)



Construction and building costs are rising, so it costs more than ever to build and maintain assets and facilities. How should Council spend wisely on our assets and facilities over the next four years?

1. Maintain assets and facilities to the same standard they are now (58 per cent)
2. Maintain assets and facilities to a lesser (but still good) standard so they're more financially sustainable (24 per cent)
3. Maintain assets and facilities to a higher standard by spending more money (18 per cent)



To maintain at a higher standard, how should Council pay for the increased costs?

1. Spend less on other services (50 per cent)
2. Increase user fees and charges for activities such as parking, venue hire, permits (31 per cent)
3. Increase rates (23 per cent)
4. Other (16 per cent)



Thinking about the following Council service areas, choose the five services that are most important to you.

1. Parks, gardens, playgrounds, open spaces (82 per cent)
2. Roads, footpaths, and cycling (59 per cent)
3. Rubbish collection and waste management (55 per cent)
4. Sporting grounds, swimming pools, gyms, recreation centres (44 per cent)
5. Libraries (43 per cent)



What would help you feel more confident using Council services online?

1. Ability to talk to a real person if needed (55 per cent)
2. Easy to find information on the website (45 per cent)
3. I feel confident using Council's services (32 per cent)
4. Easy to use services and transactions (26 per cent)



How do you think Council should take action on climate change and preserve and protect our natural environment?

1. Improve our green spaces and tree canopy (77 per cent)
2. Promote more clean energy options, like solar or wind (46 per cent)
3. Recycle more and provide more education about waste and the circular economy (45 per cent)
4. Encourage more urban agriculture like community gardens (40 per cent)
5. Reduce use of plastics (39 per cent)

Targeted engagement

A significant program of targeted engagement supported the broad community survey to ensure we heard the voices of our often less represented community members.

During the six-week engagement period, we conducted 28 targeted activities to connect with children and young people, people with disability and carers of people with disability, LGBTIQ+ community members, multicultural residents and older senior residents, with

a focus on those from culturally and linguistically diverse backgrounds. The key findings from these discussions include:

Older residents



- A deep appreciation for senior citizen clubs and social connection programs
- Social isolation is a major concern particularly as physical health declines and transport needs change verifying the importance of community connection
- Accessible transport, facilities and services become more important with age

Younger people



- More affordable housing options for young people leaving home
- More street lighting and ecofriendly lighting
- More accessible transport offering car alternatives
- Social connection, including after-hours hang outs

People with disability



- Reducing feelings of social isolation
- Enabling access to places and services
- Boosting feelings of safety when in the community
- Gaining access to meaningful employment

Culturally and linguistically diverse people



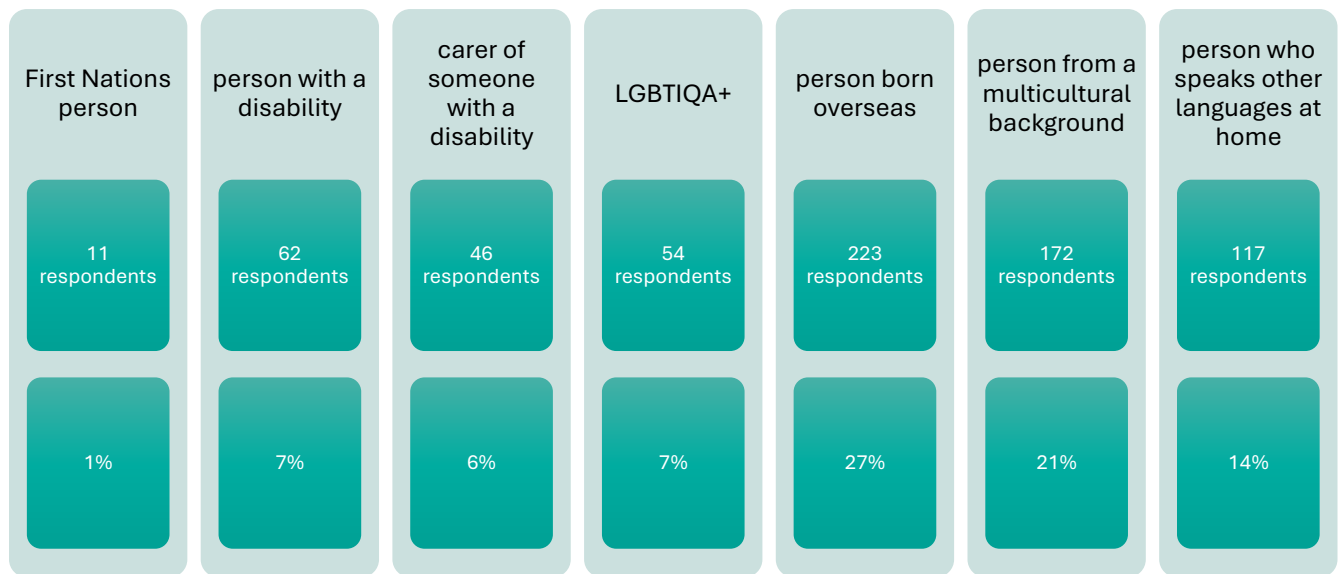
- Community safety with a focus on the safety of children
- Accessibility and awareness of local events and programs
- Better communication and translation services

LGBTIQA+ people



- Community visibility and social cohesion
- Mental health and wellbeing is a key concern
- Accessibility and inclusivity, including healthcare, bathrooms, groups and sporting programs

In addition to the targeted engagement, we also captured demographic identity data on our less-represented cohorts through the broad community survey. Through that data we know that we reached people who identify as:



Through Our Place, Our Plan, the community has offered highly valuable insights into the community's needs and aspirations to guide Council's strategic planning and decision-making over the next four years. We have heard from a broad reflection of the Glen Eira community, underrepresented community members and stakeholder groups who will play a key role in informing our priorities and enabling Council's success over the coming term.

Background

For the first time Council will integrate our *Council Plan* with the *Municipal Health and Wellbeing Plan* to create a *Council and Community Plan*. The integrated planning process will also incorporate the following plans:

- *Financial Plan 2025–2035*
- *Asset Plan 2025–2035*
- *Climate Emergency Response Strategy*
- *Annual Budget 2025–2026*
- *Revenue and Rating Plan*
- *Strategic Workforce Plan*
- *Digital and Technology Strategy*
- *Strategic Property Plan*
- *Biodiversity Plan.*

A critical part of the integrated planning process is engaging with the community about their priorities to inform Council's areas of strategic focus for the next four years and beyond.

In accordance with the *Local Government Act 2020* and Council's *Community Engagement Policy*, these strategic plans must be shaped by the voice of the community and support the *Glen Eira 2040 Community Vision* — the community's long-term aspirations for the future of Glen Eira.

Council began the community engagement process in August 2024 when we checked in with our community to see if the *Glen Eira 2040 Community Vision* was still right and accurately reflected their aspirations for the future.

This check-in was an important first step that allowed us to make sure our thinking is still strongly aligned with our community's priorities and aspirations. Pleasingly, 88 per cent of community members said the *Community Vision* still felt right to them, suggesting no need to change the *Community Vision* in 2025.

In 2025, we delivered the second phase of a multi-phased conversation with our community to determine their aspirations and priorities, which will be central to our integrated plans.



The broad community engagement program commenced on 5 February and concluded on 16 March 2025. The program featured an extensive communications campaign with 52 pop-up and targeted engagement activities resulting in 1,556 in-person conversations and 4,885 visits to the Have Your Say community engagement webpage.

Council received 1,578 pieces of feedback in total, including 832 survey responses, 211 ideas cards, 371 social map pins and 119 expressions of interest for our Community Priorities Panel.

As well as the broad and targeted community engagement, we also recruited 39 members from the 119 expressions of interest for our Community Priorities Panel. This panel is a group of passionate residents who want to workshop and collaborate with other community members and provide recommendations to Council. A deliberative panel will also satisfy our statutory obligations for deliberative engagement as part of our planning process.

The detailed findings from the broad community survey and the Community Priorities Panel will support the drafting of the Council and Community Plan and the other strategic plans. Once drafted, we will seek final feedback from the community on the draft plans, during phase four of our engagement plan. With the feedback from the fourth phase of engagement, Council will revise and finalise the plans for consideration and endorsement between June and October 2025.

Feedback from broad community engagement

Our Place, Our Plan broad community survey generated insights to help shape our future plans to continue to support a safe and connected community, build thriving places and businesses and protect and enhance our open space and natural environment.

The broad community survey contained 17 questions about community priorities, including safety, health and wellbeing, neighbourhoods, services and climate and sustainability, as well as 10 demographic questions so we could understand who in our community we were hearing from.

We received a total of 832 survey responses, which includes 32 hard copy surveys from our various targeted and pop-up engagement sessions that were manually entered by the engagement team to be incorporated in the below analysis. The following section of this report provides the detailed insights into each question presented on the broad community survey.

Have Your Say — broad community survey responses

Question 1. When planning for the future, what should Council focus on the most? Please select your top five priorities. Required question.

This question explored community sentiment on Council's priorities for future planning. As a mandatory question, it received 832 responses, with the top five priorities listed below.

Top five priorities	Count	Per cent
Create healthy urban areas and green spaces	580	70%
Maintain and upgrade roads, buildings and other community spaces and assets	532	64%
Help the community to feel safe, healthy and well	511	61%
Improve our local economy, shopping strips and neighbourhoods	464	56%
Provide services that support our most vulnerable community members	337	41%

'Use new technology to make interactions with Council better for the community' was ranked the lowest with only 70 responses (eight per cent of respondents) rating this as a priority.

The following chart provides an overview of the percentage of responses to all priorities identified in this question.



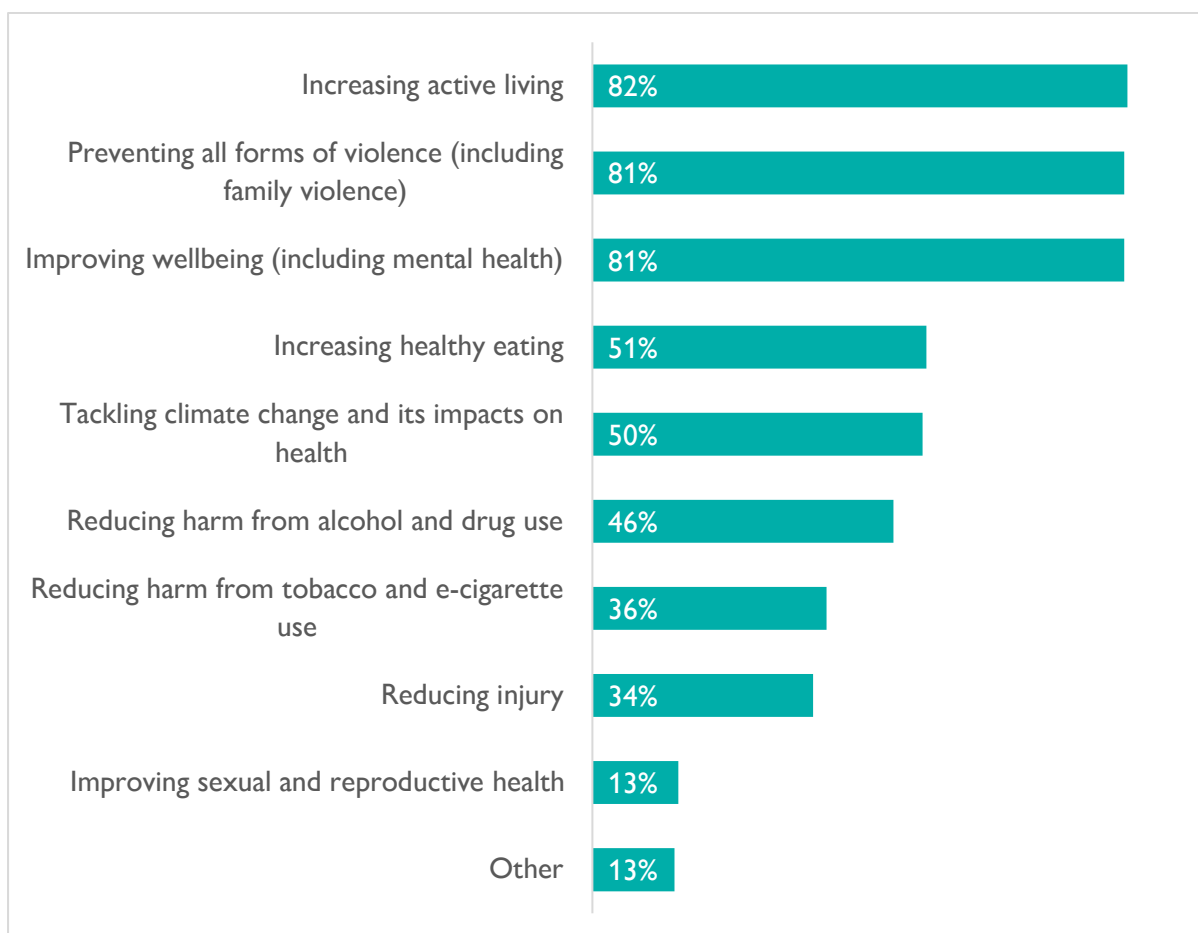
Question 2. The Victorian Government's *Health and Wellbeing Plan 2023-27* outlines the following health and wellbeing priorities for Victorians. Which priorities do you think Council should focus on for Glen Eira? Please select your top five priorities. Required question.

This question explored community sentiment on state priorities for health and wellbeing. As a mandatory question, it received 832 responses, with the top five priorities listed below.

Top five priorities	Count	Per cent
Increase active living	679	82%
Prevent all forms of violence (including family violence)	675	81%
Improve wellbeing (including mental health)	675	81%
Increase healthy eating	424	51%
Tackle climate change and its impacts on health	419	50%

‘Improving sexual and reproductive health’ was ranked the lowest with only 109 responses (13 per cent of respondents) rating this as a priority.

The following chart provides an overview of the percentage of responses to all priorities identified in this question.



Responses that chose ‘Other’ were provided space to comment. These comments have been themed and counted. The top seven themes are shown below.

Theme	Count	Per cent
Open spaces and biodiversity	23	5%

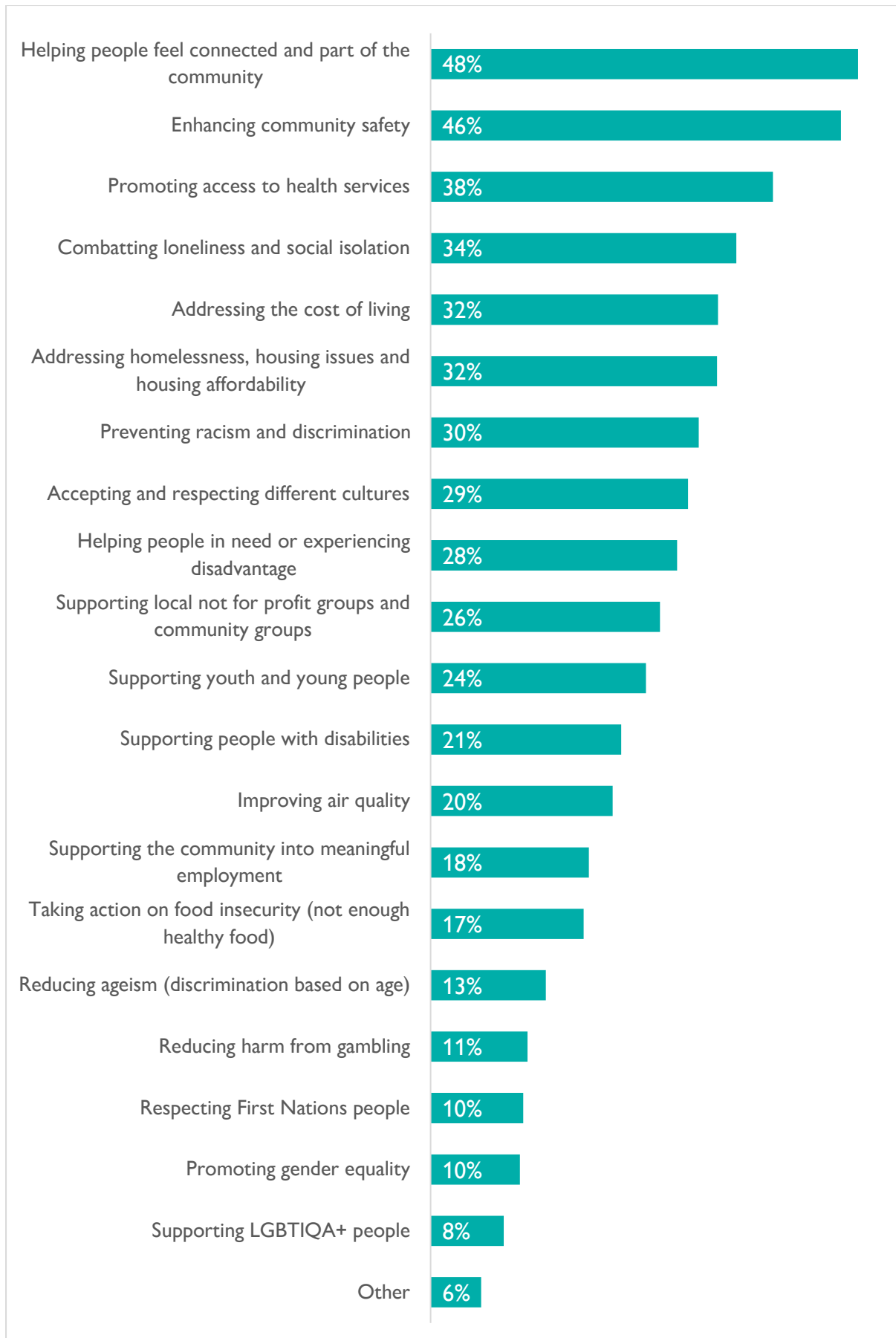
Theme	Count	Per cent
Community safety	17	4%
Traffic management and street improvements	16	4%
Waste and pollution	10	2%
Community cohesion and care services	8	2%
Housing, planning and development	8	2%
Leisure and active living	8	2%

Question 3. Many things can affect how healthy and well our community is. What are the top five areas you think Council should focus on and help to address? This may be through delivery of services and programs, partnering with local organisations or by advocating to relevant agencies. Please select your top five priorities. Required question.

This question explored community sentiment on Council's priorities for health and wellbeing. As a mandatory question, it received 832 responses, with the top five priorities listed below.

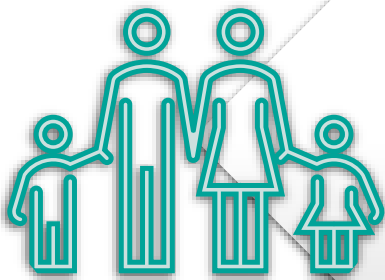
Top five priorities	Count	Per cent
Help people feel connected and part of the community	397	48%
Enhance community safety	381	46%
Promote access to health services	318	38%
Combat loneliness and social isolation	284	34%
Address the cost of living	267	32%

The following chart provides an overview of the percentage of responses to all priorities identified in this question.



Responses that chose 'Other' were provided space to comment. These comments have been themed and counted. The top five themes are shown below.

Theme	Count	Per cent
Open spaces and trees	12	1%
Traffic and accessibility	9	1%
Community support services	6	1%
Community safety	5	1%
None of the areas are considered as Council's role	5	1%



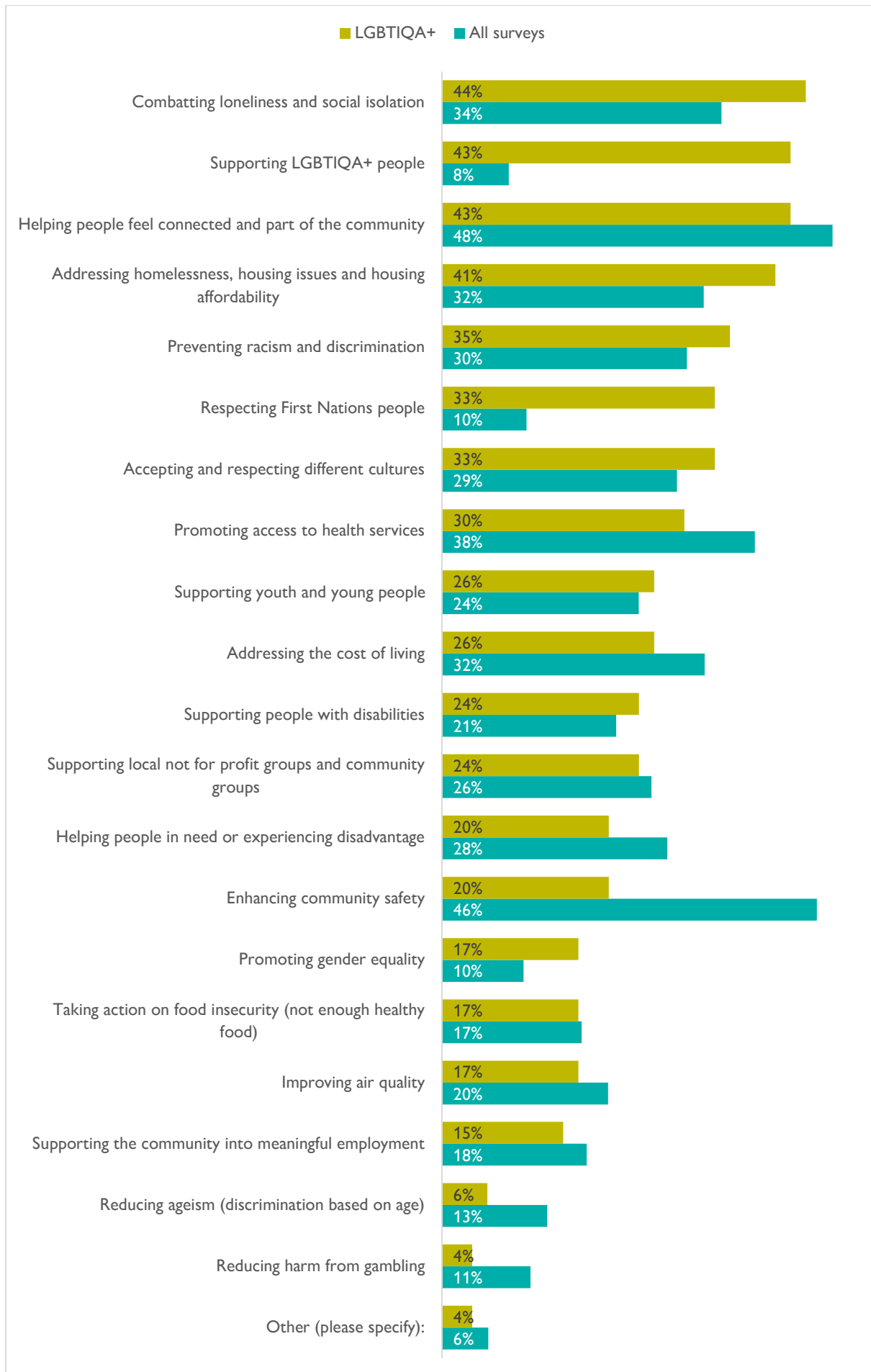
Analysis with an intersectional lens

'Supporting LGBTIQ+ people' was ranked the lowest with only 68 responses (eight per cent of respondents) rating this as a priority. However, when analysing responses from respondents who identified as LGBTIQ+, the priorities are significantly different, as outlined in the table below. This reflects the need to apply an intersectional lens across the survey data for all the various population groups to develop appropriate strategies for health and wellbeing across **all** Glen Eira population groups.

Top five priorities – LGBTIQ+ respondents (54 people)	Count	Per cent*
Combat loneliness and social isolation	24	44%
Help people feel connected and part of the community	23	43%
Support LGBTIQ+ people	23	43%
Address homelessness, housing issues and housing affordability	22	41%
Prevent racism and discrimination	19	35%

*This percentage number is calculated on the number of LGBTIQ+ respondents, not the complete response data set.

The following chart displays the responses from LGBTIQ+ respondents (54 responses) compared to all survey responses:



Question 4. Please share any ideas you have about what role Council or other health and community providers could play in addressing your top five priorities.

This open-ended question was answered by 58 per cent of the overall survey respondents (485 responses). The verbatim comments were analysed into themes with the top 10 shown in the table below.

Theme	Count	Per cent
Encourage and support healthy lifestyle, including active transport	80	16%
Expand access to health services and provide more information, especially about mental health	78	16%
Focus on planting more trees, supporting biodiversity, using native plants and creating more green spaces	76	16%
Community safety	65	13%
Create more community groups and offer grants to help people connect	63	13%
Provide more education on climate change, waste and recycling	47	10%
Focus on maintaining and upgrading public assets, such as footpaths, facilities and toilets	46	9%
Council should address the harm from illegal tobacco and vaping and form partnerships to help	32	7%
Upgrade cycling infrastructure	28	6%
Improve access and support for disabled, elderly and vulnerable minority groups	25	5%

Illustrative verbatim quotes

“Increasing active living - supporting more programs to get people active, including more affordable programs, support for local community sporting clubs.” — Woman, aged 75–84, Murrumbreena

“Easier access to mental health services.” — Woman, aged 65–74, Carnegie

“This relates to tackling climate change and improving wellbeing: Council should work to maintain, preserve, and protect our green spaces, including trees and plants on council land.” — Woman, aged 35–44, Elsternwick

“More protection from crime, better policing. More bike paths.” — Man, aged 55–64, Elsternwick

“Council is well placed to offer community programs that can increase activity for residents, free exercise classes in the park, social working/exercise groups, more affordable access to rec centres, excellent green spaces.” — Woman, aged 35–44, Carnegie

“More education, activities and events that promote this would get better traction than sending emails or flyers. I learn more by getting involved.” — Man, aged 45–54, Bentleigh East

“More cycling paths, bike and scooter parking areas. Slower streets near parks schools pools e.g. 40km/h zones permanently. Traffic calming near schools shops and parks and streets that link train stations and recreational areas.” — Woman, aged 45–54, Bentleigh.

“Có các biện pháp mạnh để hạn chế tác hại của biến đổi khí hậu như tăng cường sử dụng năng lượng sạch...” — “Implement strong measures to limit the impact of climate change, such as increasing the use of clean energy.” — Man, aged 55–64, Bentleigh

“Ban vape shops” — Woman, aged 54–65, Ormond

“Easy access to gyms, cost of gym memberships.” — Woman, aged 18–24, McKinnon

Question 5. What do you believe is the biggest challenge or barrier preventing people from being healthy and feeling connected in Glen Eira?

This open-ended question was answered by 63 per cent of the overall survey respondents (525 responses). Verbatim comments were analysed into themes, with the top 10 shown in the table below.

Theme	Count	Per cent
Cost of living concerns	131	25%
Social isolation and lack of connection	105	20%
Need for more green space, trees and biodiversity	68	13%
More activities, events and programs needed	61	12%
Community safety	51	10%

Lack of healthy lifestyle and eating habits	44	8%
Car dependency and limited active transport options	41	8%
Mental health support and more health services needed	36	7%
Traffic, road safety, congestion and parking issues	33	6%
Education concerns, a need to increase awareness. More promotion and community engagement	26	5%

Illustrative verbatim quotes

“High rents and unemployment amongst vulnerable persons in our community.” — Woman, aged 65–74, Carnegie

“Cost of living, so subsidised/free commuting wellbeing programs would help.” — Man, aged 45–54, Caulfield

“Loneliness and isolation as people are scared to walk the streets, especially at night.” — Man, aged 55–64, Caulfield East

“Increasing standard of living and improving poverty and social development.” — Man, aged 35–44, Caulfield North

“There's such a lack of green space and tree canopy in Glen Eira making it an unfriendly and unhealthy environment for residents.” — Woman, aged 65–74, Carnegie

“Feeling safe & living safely.” — Man, aged 65–74, Elsternwick

“Too many cars. It's unsafe to walk or jog or cycle, for most people.” — Man, aged 55–64, Glen Huntly

“Lack of knowledge on how to be healthier and connected.” — Woman, aged 45–54, Murrumbeena

“Invest in cycling and walking infrastructure.” — Woman, aged 18–24, Gardenvale

Question 6. What is one thing you think Council could do help the community be healthier?

This open-ended question was answered by 64 per cent of the overall survey respondents (528 responses). Verbatim comments were analysed into themes, with the top 10 shown in the table below.

Theme	Count	Per cent
Increase green spaces, plant more trees and address environmental concerns	101	19%
More programs, activities and events with better promotion to strengthen community connections	85	16%
Promote and enhance access to active transport while reducing dependence on cars	76	14%
Promotion of healthy eating and lifestyles	65	12%
Improve and build more recreation facilities	47	9%
Upgrade and maintain public assets, such as footpaths and cycling paths	40	8%
Focus on community safety and lighting upgrades	37	7%
Create pathways and access to health services and support staff	34	6%
Prioritise education on topics that improve people's lives	23	4%
Reduce costs at GEL facilities	19	4%

Illustrative verbatim quotes

“Have more green spaces and tree canopy.” — Woman, aged 55–64, Bentleigh

“Preserve and protect all trees and green spaces in our community.” — Woman, aged 35–44, Elsternwick

“Get people to be active, by creating environments that encourage out-of-the-home activities. Such as jogging, walking, cycling, or joining a sports club.” — Man, aged 55–64, Glen Huntly

“Stop promoting the nanny state narrative.... It is driving all of us bonkers.” — Man, aged 55–64, Carnegie

“Stop over development.” — Woman, aged 45–54, Bentleigh

“Council could create greener pathways joining current larger spaces.” — Woman, aged 25–34, Ormond.

“多创建社区活动，多建造和升级社区设施” – “Create more community activities and build and upgrade community facilities.” — Man, aged 35–44, Bentleigh East

“Make access to pool/gym facilities more affordable for low income families.” — Woman, aged 35–44, Murrumbena

“Perhaps more community based education. Providing forums to discuss everything from mental health, through to gambling alcohol and drug abuse, discrimination, domestic violence and sexualising.” — Man, aged 55–64, Caulfield South

Question 7. What makes you feel connected to your neighbourhood and proud to live here?

This open-ended question was answered by 74 per cent of the overall survey respondents (612 responses). Thirty themes were identified, with the top 10 shown in the table below.

Theme	Count	Per cent
Open spaces and trees	236	39%
Community and neighbours	217	35%
Local traders and activity centres	149	24%
Libraries and community centres	65	11%
Events and arts	63	10%
Safety and wellbeing	61	10%
Neighbourhood character and amenities	57	9%
Leisure centres and sports facilities	45	7%
Community groups	42	7%
Public transport	39	6%

Illustrative verbatim comments

“If I walk along any of the local streets people are willing to talk, say hello and smile. I live in a friendly street where we all look out for each other and share. If neighbours haven't seen me for a

few days they will knock on my door to check and I do this to others.” — Woman, aged 75–84, Glen Huntly

“The architecture, heritage, ease of access, libraries and the safety and sensible management of development.” — Woman, aged 35–44, Elsternwick

“Parks, green spaces, walking trails, shopping strips active with people eating and drinking and out together. A sense of community.” — Man, aged 25–34, Murrumbeena

“Been here 30 years and feel and safe and connected.” – Woman, aged 65–74, St Kilda East

“Love the open green spaces which are well used by the community. Love the commitment to the libraries and support of local businesses”. — Woman, aged 45–54, Caulfield South

“Glen Eira is a very diverse area, full of people from different social, economic and racial backgrounds. This makes the area feel accepting of people and open to change. It’s important we maintain this dynamic within our community in these rapidly changing times.” — Man, aged 25–34, Glen Huntly

“our excellent parks, saying hello to neighbours on the way, going to our free community events.” — Woman, aged 45–54, Carnegie

“The people in the community. Feeling safe and sharing common values.” — Man, aged 55–64, Bentleigh

“The neighbourhood had a good community and homey feel and it would be good to keep the standards as is, where people seek out Glen Eira as a great place to live.” — Woman, aged 65–74, Bentleigh East

“Diversity, multiculturalism, different types of housing, good public transport access, proximity to city centre, proximity to coast.” — Man, aged 45–54, Ormond

“Love the vibrancy and diversity. The sporting groups using facilities makes it lively. Rebuilt pool is a massive facility for everyone’s enjoyment, pride and health. Public transport options. Fresh food shopping is brilliant .” — Woman, aged 75–84, Carnegie

“Clean streets, ample lighting, feeling safe day and night, clean and maintained parks.” — Man, aged 55–64, Murrumbeena

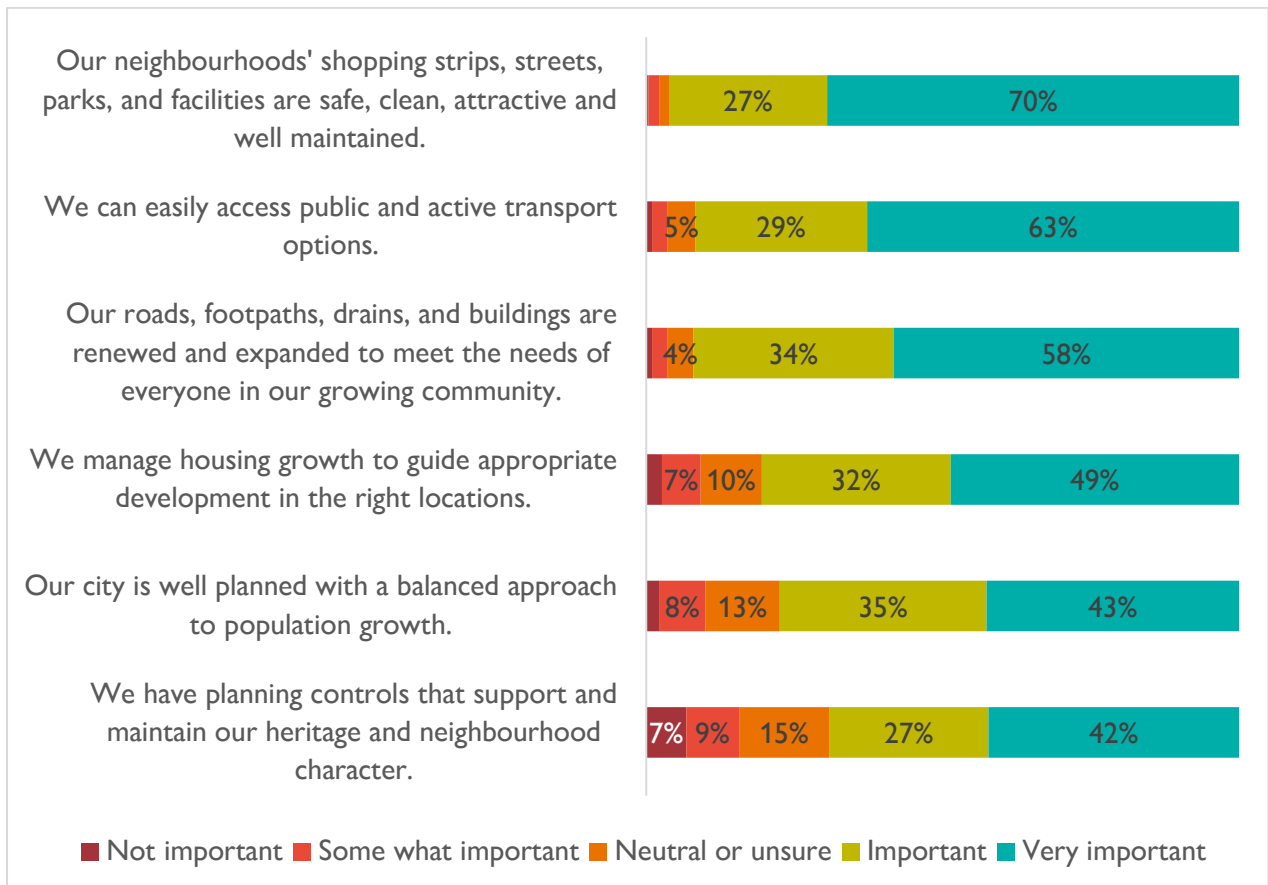
Question 8. How important are the following things to making Glen Eira the best place for you to live? Required question.

This question explored community sentiment on what makes Glen Eira the best place to live. As a mandatory question, it received 831 responses, with the top five priorities listed below.

Top five priorities	Count	Per cent
Our neighbourhoods’ shopping strips, streets, parks and facilities are safe, clean, attractive and well-maintained	798	97%

We can easily access public and active transport options	761	92%
Our roads, footpaths, drains and buildings are renewed and expanded to meet the needs of everyone in our growing community	763	92%
We manage housing growth to guide appropriate development in the right locations	668	81%
Our city is well planned with a balanced approach to population growth	644	78%
We have planning controls that support and maintain our heritage and neighbourhood character	574	69%

The following chart provides an overview of the percentage of responses to all importance ratings for this question.

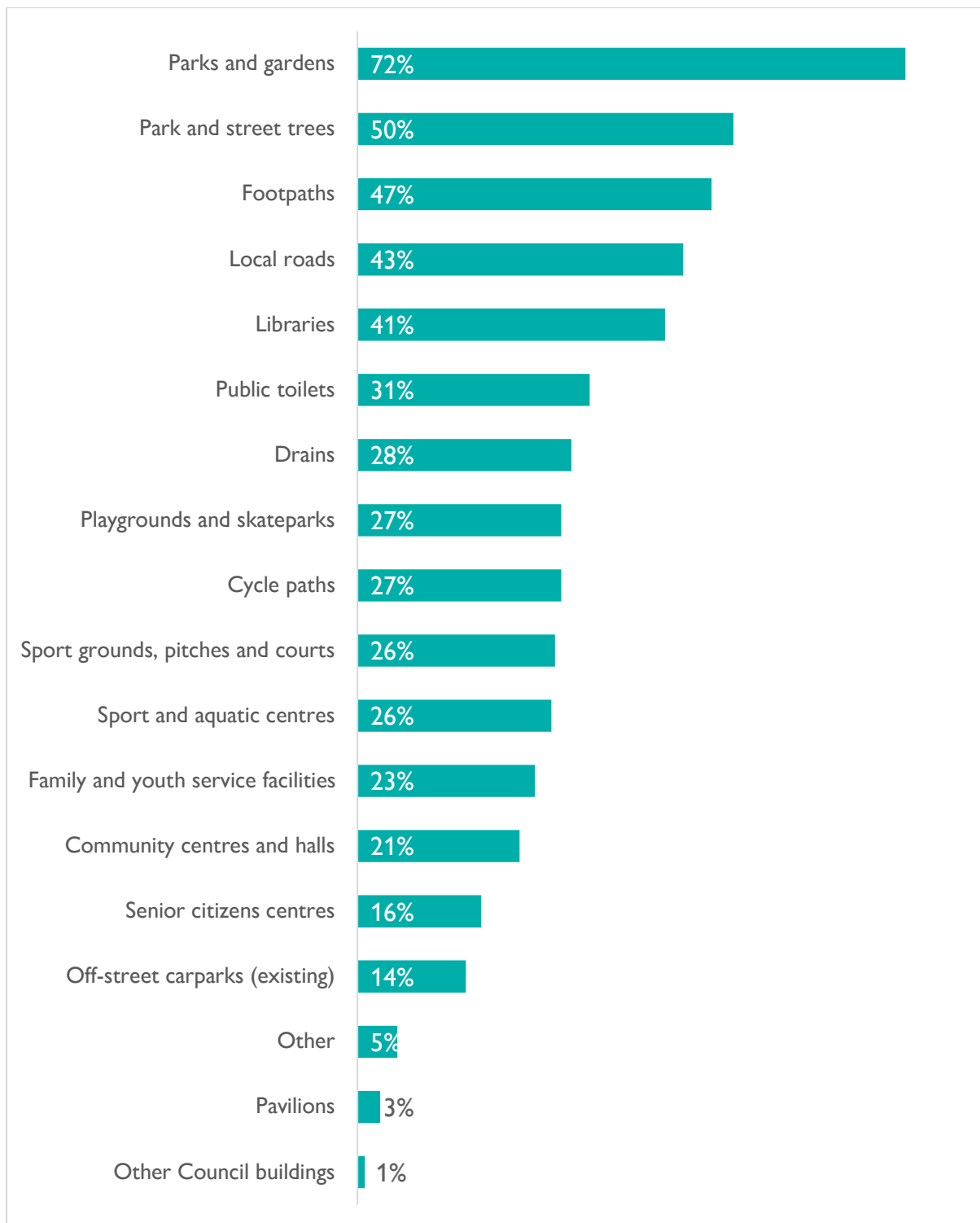


Question 9. We continue to invest in community facilities and assets. But with a limited budget, rising construction and material costs and more extreme weather events we need to prioritise. Which assets should Council prioritise improving? Please select your top five priorities. Required question.

This question explored which assets Council should prioritise improving. As a mandatory question, it received 831 responses, with the top five priorities listed below.

Top five priorities	Count	Per cent
Parks and gardens	602	72%
Park and street trees	413	50%
Footpaths	389	47%
Local roads	358	43%
Libraries	338	41%

The following chart provides an overview of the percentage of responses to the priority of all the listed assets in this question.



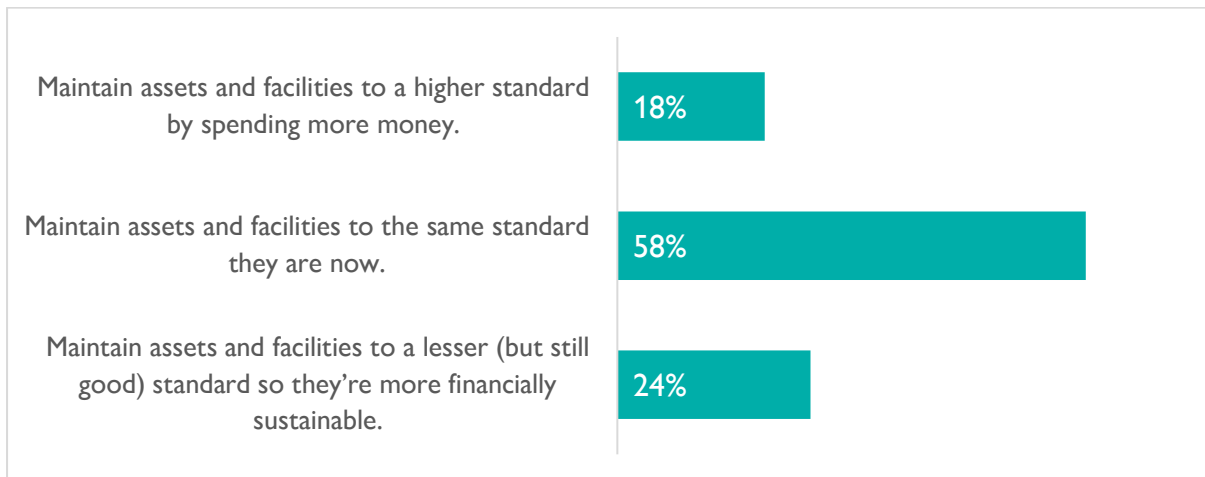
Responses that chose 'Other' were provided space to comment. These comments have been themed and counted. The top five themes are shown below.

Theme	Count	Per cent
Open space and trees	11	1%
Roads, parking and street lights	10	1%

Shopping strips	7	1%
Community care services	4	0%
Drinking fountains	3	0%

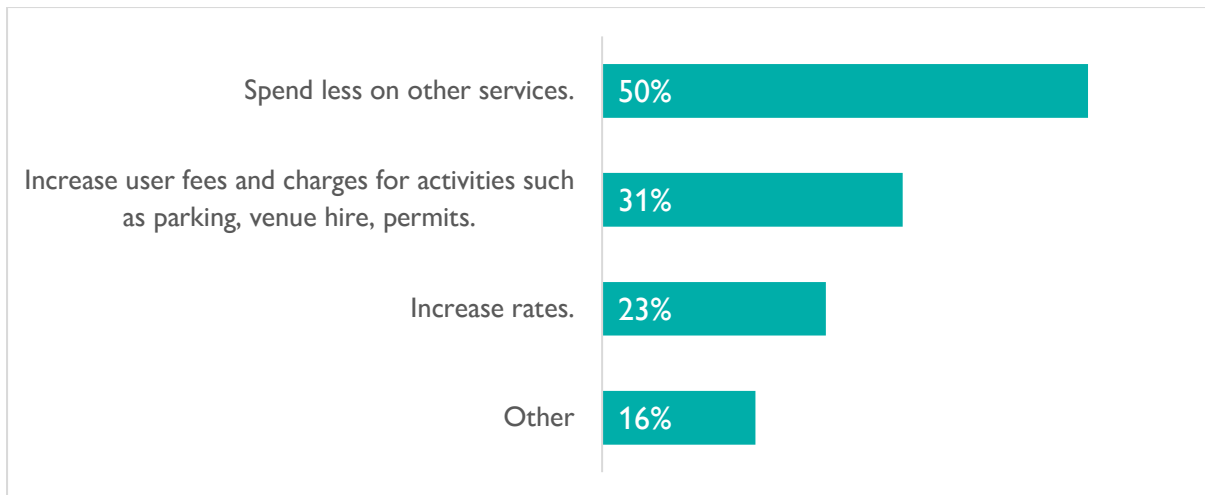
Question 10. Construction and building costs are rising, so it costs more than ever to build and maintain assets and facilities. How should Council spend wisely on our assets and facilities over the next four years? Select the answer that you see as the highest priority. Please select your top priority. Required question.

This question explored the level of standard to which Council should spend money on our assets and facilities over the next four years. As a mandatory question, it received 831 responses, with 58 per cent of responses (483 respondents) suggesting Council should maintain assets and facilities to the same standard they are now, followed by to a lesser standard at 24 per cent (199 respondents).



Question 10 — part 2. To maintain at a higher standard, how should Council pay for the increased costs?

People who responded to the above question that 'assets should be maintained to a higher standard by spending more money' were presented with this additional question about how Council should pay for the increased costs. This question was answered by 151 respondents. Fifty per cent of responses (76 responses) said spend less on other services, 31 per cent (47 responses) said increase user fees and charges while 23 per cent (35 responses) said increase rates.



Responses that chose 'Other' were provided space to comment. These comments have been themed and counted. The top five themes are shown below.

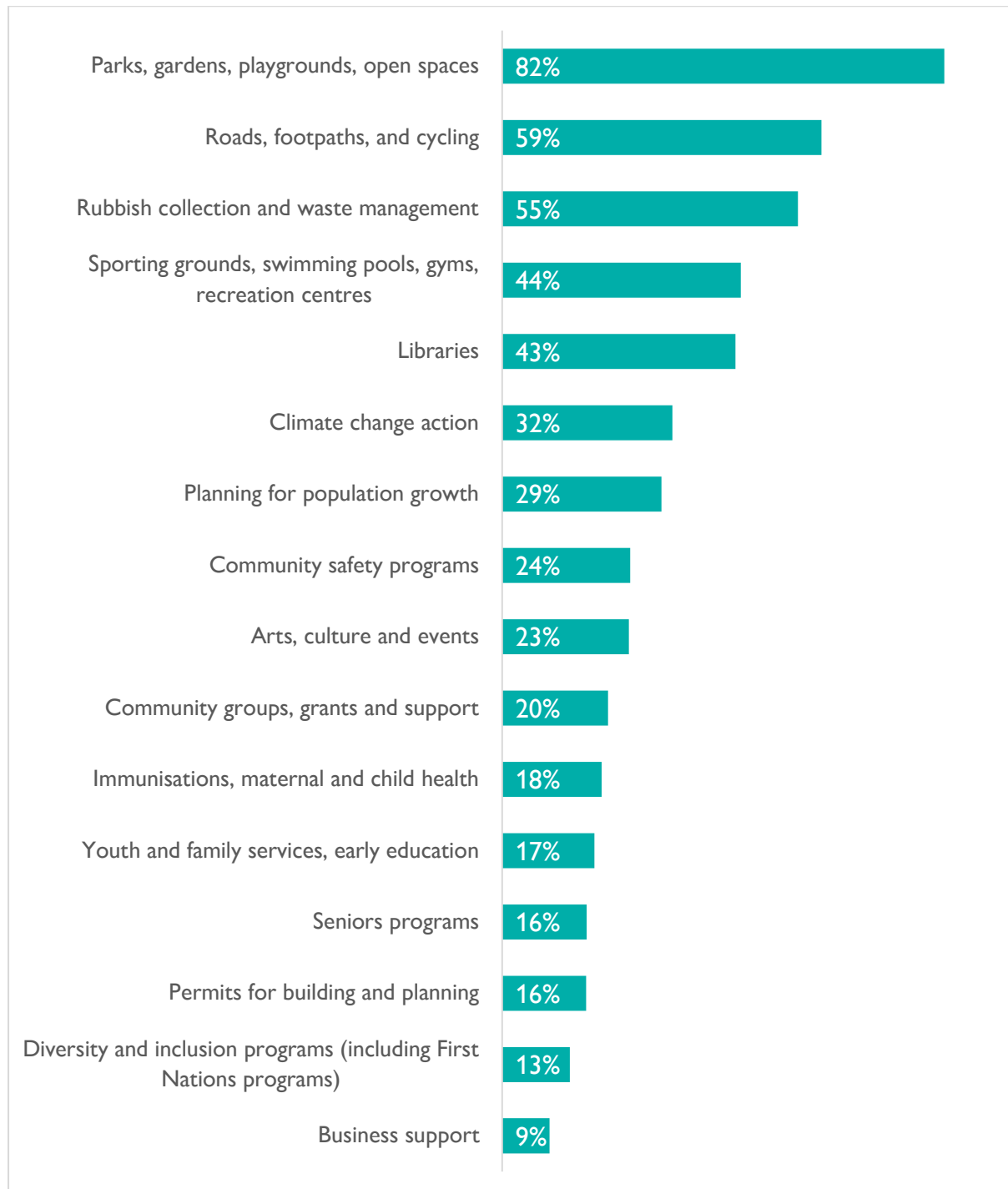
Theme	Count	Per cent
Reduce spending and improve efficiency	7	5%
Car fees and charges	5	3%
Developer and business fees	5	3%
Charge non-rate payers	4	3%
Donations, partnerships and sponsorships	3	2%

Question 11. Thinking about the following Council service areas, choose the five services that are most important to you. Please select your top five priorities. Required question.

This question explored which Council services are the most important. As a mandatory question, it received 831 responses, with the top five priorities listed below.

Top five priorities	Count	Per cent
Parks, gardens, playgrounds, open spaces	680	82%
Roads, footpaths and cycling	491	59%
Rubbish collection and waste management	455	55%
Sporting grounds, swimming pools, gyms	367	44%
Libraries	359	33%

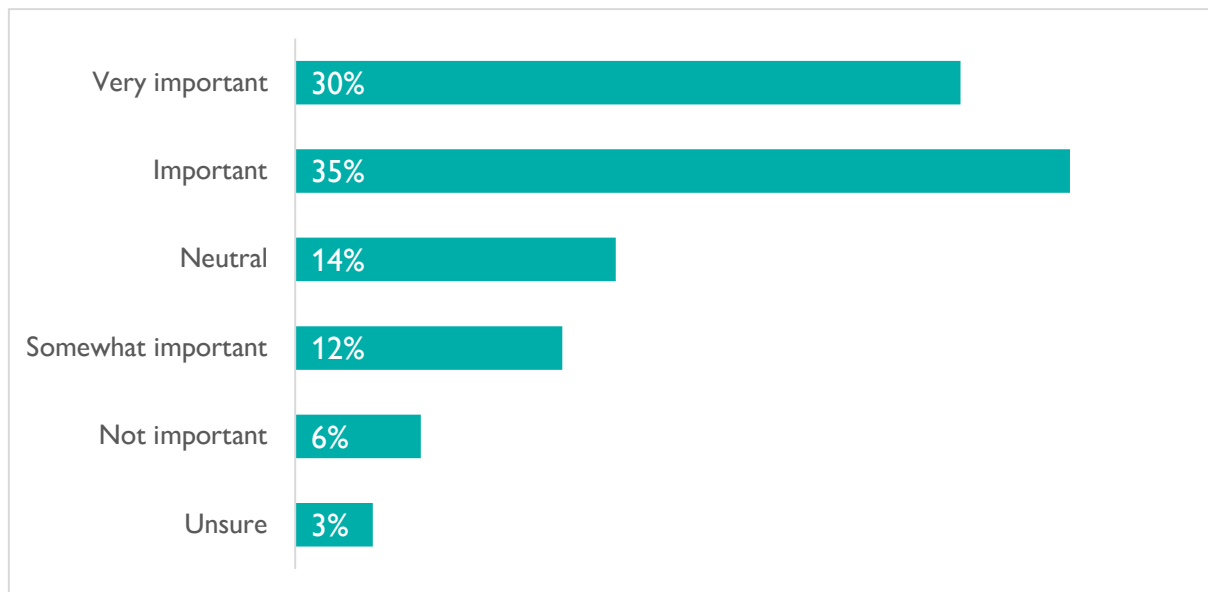
These responses are consistent with the top five service areas the community identified in 2023 and reinforce their continued importance.



Question 12. How important is it to make Council's services easier to use online? For example, paying rates online, making a claim, booking hard rubbish and applying for permits. Required question.

This question explored the importance of making Council's services easier to use online. As a mandatory question, it received 831 responses.

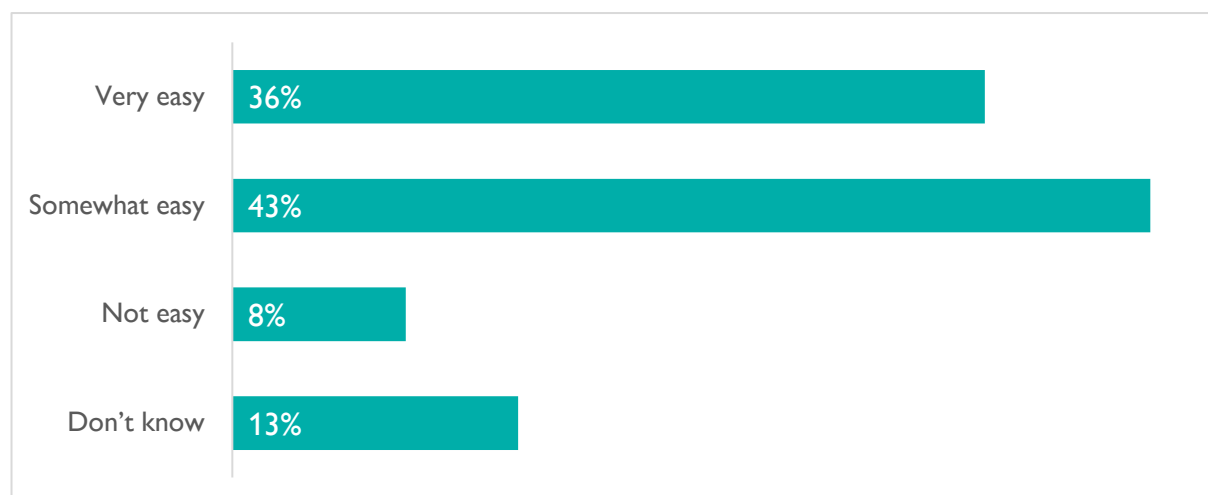
Sixty-five per cent of responses (539 respondents) rated it very important or important for Council to make our online services easier to use, while only six per cent (47 respondents) suggested this was not important.



Question 13. How easy is it for you to access Council's services online right now?
Required question.

This question explored how easy it is for respondents to access Council's services online now. As a mandatory question, it received 831 responses.

Seventy-nine per cent of responses (655 respondents) suggested Council's services online are very easy or somewhat easy to use, while eight per cent (68 respondents) suggested they are not easy to use.



Question 14. What would help you feel more confident using Council services online? Please select up to three priorities. Required question.

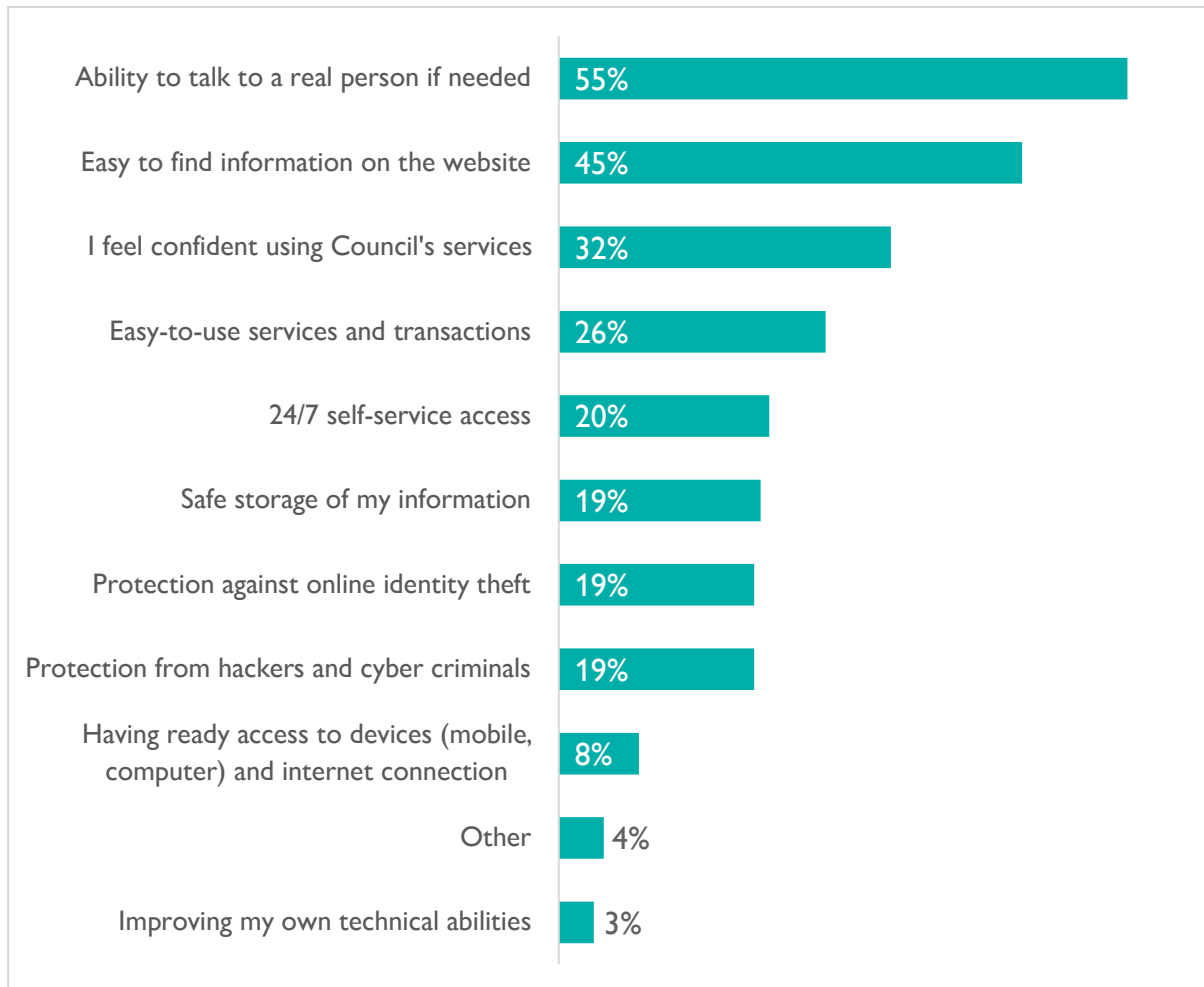
This question explored what would help people feel more confident using Council services online. As a mandatory question, it received 830 responses.

Seventy-nine per cent of responses (655 respondents) suggested Council's services online are very easy or somewhat easy to use, while eight per cent (68 respondents) suggested they are not easy to use.

As a mandatory question, it received 830 responses, with the top five priorities listed below.

Top five priorities	Count	Per cent
Ability to talk to a real person if needed	454	55%
Easy-to-find information on the website	370	45%
I feel confident using Council's services	265	32%
Easy-to-use services and transactions	213	26%
24/7 self-service access	168	20%

The following chart provides an overview of the percentage of responses about what would help people feel more confident using Council's services online.



Responses that chose 'Other' were provided space to comment. These comments have been themed and counted. The top five themes are shown below.

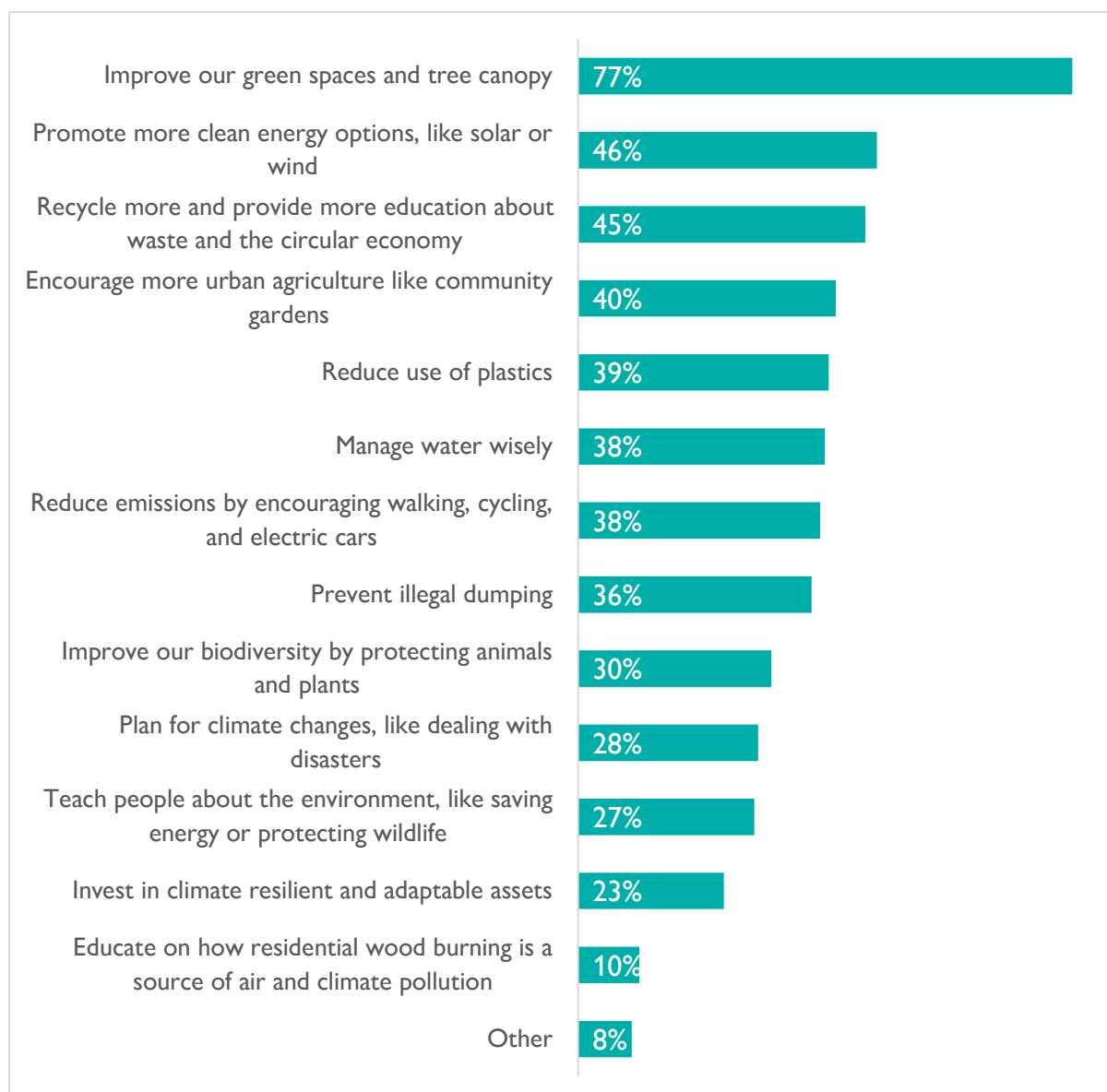
Theme	Count	Per cent
Improved response and resolutions	7	1%
Improved website structure	6	1%
Not interested	5	1%
Don't know	5	1%
Improved clarity of information	4	0%

Question 15. How do you think Council should take action on climate change and preserve and protect our natural environment? Please select your top five priorities.
Required question.

This question explored how Council should take action on climate change and preserve and protect our natural environment. As a mandatory question, it received 829 responses, with the top five priorities listed below.

Top five priorities	Count	Per cent
Improve our green spaces and tree canopy	637	77%
Promote more clean energy options, like solar or wind	385	46%
Recycle more and provide more education about waste and the circular economy	370	45%
Encourage more urban agriculture like community gardens	332	40%
Reduce use of plastics	323	39%

The following chart provides an overview of the percentage of responses to how Council should take action on climate change and preserve and protect our natural environment.



Responses that chose 'Other' were provided space to comment. These comments have been themed and counted. The top five themes are shown below.

Theme	Count	Per cent
Not seen as Council's role	15	2%
Increase green spaces and trees	7	1%
Urban planning and sustainable infrastructure	7	1%
Public and active transport	6	1%
Recycling and waste management	6	1%

Question 16. How can Council work together with the community to reduce their emissions and take action on climate change?

This open-ended question was answered by 55 per cent of the overall survey respondents (461 responses). The top 10 themes of their responses are shown in the table below.

Theme	Count	Per cent
Provide education and information	118	26%
Manage waste and expand the circular economy	116	25%
Enhance sustainable and active transport (e.g. walking, cycling, public transport)	106	23%
More sustainable energy	95	21%
Develop open spaces and improve biodiversity	75	16%
Implement incentives and regulation	51	11%
Nothing or not sure	49	11%
Community programs and collaboration	48	10%
Support community gardens and composting	34	7%
Prioritise sustainable development	32	7%

Illustrative verbatim comments

“Promote and educate people on renewable energy options, transport options, minimise household waste and all plastics, encourage walking and use of battery scooters and bikes for local area transport, provide bicycle paths that link shopping centres, educational facilities, activity centres, and green spaces. Invite community to inform Council of locations where trees could be planted.”
— Man, aged 75–84, Glen Huntly

“More community gardens. Install a waste and recycling hub where people can bring their waste, soft plastic, electric waste, recyclables.” — Woman, aged 35–44, Caulfield

“Increase promotion of the Sustainable Glen Eira web page and ensure it stays up to date so it can be an easy reference page for people wanting to reduce their emissions.” — Man, aged 35–44, Caulfield North

“Be stringent in educating how to use the red/green/yellow bins and compost bins correctly especially in apartment blocks (I live close to a number and see over filled bins so rubbish goes over the road, into the drains and our water ways, plastic in green bins). I think some discussions with body corporates’ misuse of waste collection, promoting solar panels/on the roofs/vegetable

gardens for occupants, energy saving lights. New blocks must have roof gardens stopping heat in/out. — Woman, aged 65–74, Carnegie

“There are more important priorities than this.” — Man, aged 35–44, Bentleigh

“Provide more charging stations for electric cars. Have sessions on solar batteries. Have information sessions on how people can have vertical, rooftop and balcony gardens. Plants store carbon, help mitigate the urban heat effect and provide habitat and promote biodiversity.” — Woman, aged 55–64, Bentleigh East

“More partnership projects with local groups and organisations across the spectrum, not just environment but interest, cultural, ‘hobby’ groups through education, incentives, hands on and experiential activities, communications campaign and explaining the problem here and series of steps people can take. Use local people across the community profile to share their stories of climate actions they have taken.” — Woman, aged 65–74, Bentleigh

“I strongly believe there needs to be greater transparency with recycling and waste services. Council needs to educate rate payers of the costs involved when items are put in incorrect bins. I understand it is a difficult thing to police with residents’ bins on a nature strip and open to all to interfere with but we need a solution! How about a Council app with photos taken of bin contents before they are put out and incentives for correct sorting?” — Man, aged 25–34, Caulfield North

“Invest more in research and technologies to address the overuse of natural resources. Make it easier for ppl to recycle. Demonstrate that recycling programs actually work. Disconnect from groups who promote “climate action” as ideology - they do more harm than good.” — Woman, aged 55–64, Bentleigh East

Question 17. What is one thing Council could do that would have the greatest impact on climate change?

This open-ended question was answered by 59 per cent of the overall survey respondents (493 responses). The top 10 themes of their responses are shown in the table below.

Theme	Count	Per cent
Renewables and sustainable development	168	34%
Open spaces and biodiversity	133	27%
Sustainable and active transport	96	19%
Waste and circular economy	69	14%
Sustainable development	51	10%
Education and information	45	9%
Nothing or not specific	37	8%

Incentives and regulation	25	5%
Community programs and collaboration	18	4%
Water management	15	3%

Illustrative verbatim comments

“Implement a comprehensive urban greening initiative by planting more trees and enhancing urban forests. Bring the community along with you. Set a vision, create some inspiring goals and map the initiatives across all departments of Council so that the vision is realised and the community willingly gets on board.” — Woman, aged 45–54, Bentleigh

“Increase the green footprint on all new developments.” — Man, aged 65–74, McKinnon

“Ensuring residents use their bins correctly.” — Woman, aged 45–54, Carnegie

“Clean energy. Less cars, more public transit. Better education about climate change.” — Man, aged 18–24, Ripponlea

“Reduce energy use by putting solar on all council property. Increase green spaces.” — Woman, aged 65–74, Bentleigh

“Implement recycling of soft plastics.” — Woman, aged 35–44, Murrumbeena

“Make it safer to cycle by installing separated bike lanes.” — Woman, aged 25–34, Caulfield North

“Promote and invest in renewable energy technology such as solar. Providing more electric car charging stations in car parks such as at railway station car parks.” — Man, aged 35–44, Murrumbeena

“Providing clean/ natural pristine spaces, maintaining and preserving nature is the best way to demonstrate its value.” — Woman, aged 25–34, Caulfield East

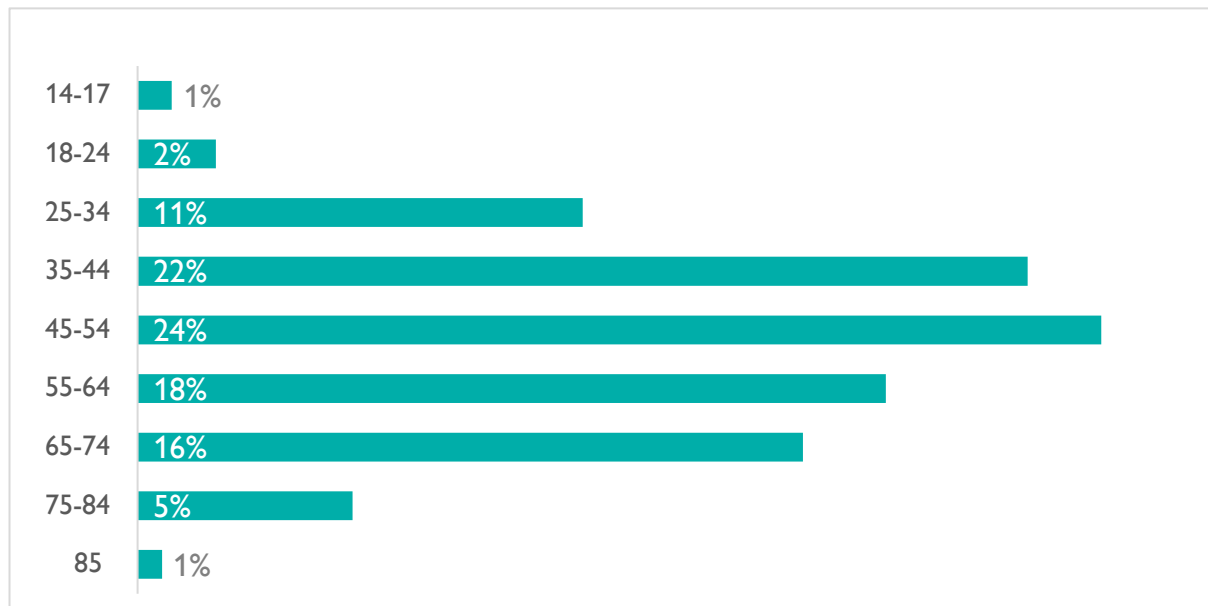
About you

The following questions asked respondents for demographic data to help inform who in the community Council was hearing from as part of this engagement program.

Question 18. What is your age? Required question.

As a mandatory question, it received 831 responses. Though we received responses from all age brackets identified in the survey, most respondents were in the 35–54 age bracket with 46 per cent of responses (379 respondents) in this age range. We received only one per cent (seven respondents) from 14–17 year olds and one per cent (five respondents) aged 85 or older.

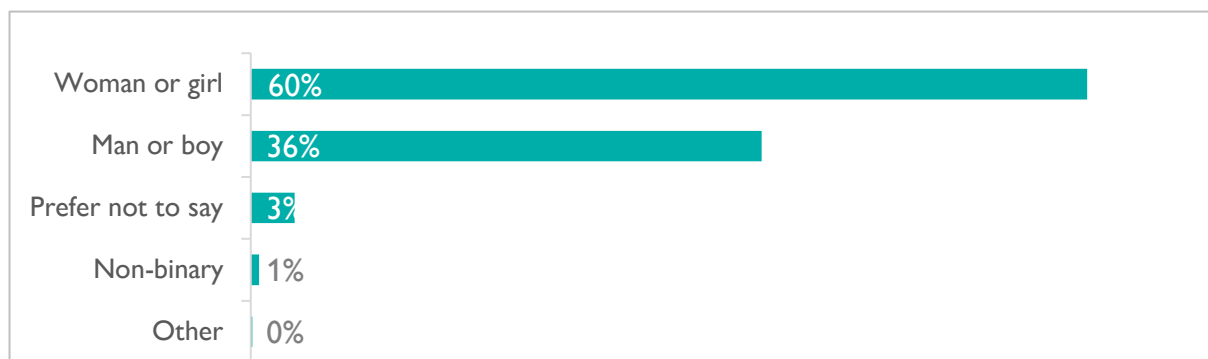
The following chart provides an overview of the age of survey respondents as percentages.



Question 19. What is your gender? Required question.

As a mandatory question, it received 831 responses. Sixty per cent of responses (496 respondents) identified as a woman or girl, while 36 per cent (303 respondents) identified as a man or woman. Three per cent of responses (26 respondents) preferred not to say and one per cent (five respondents) identified as non-binary. One person identified as 'Other'.

The following chart provides an overview of the gender of survey respondents as percentages.

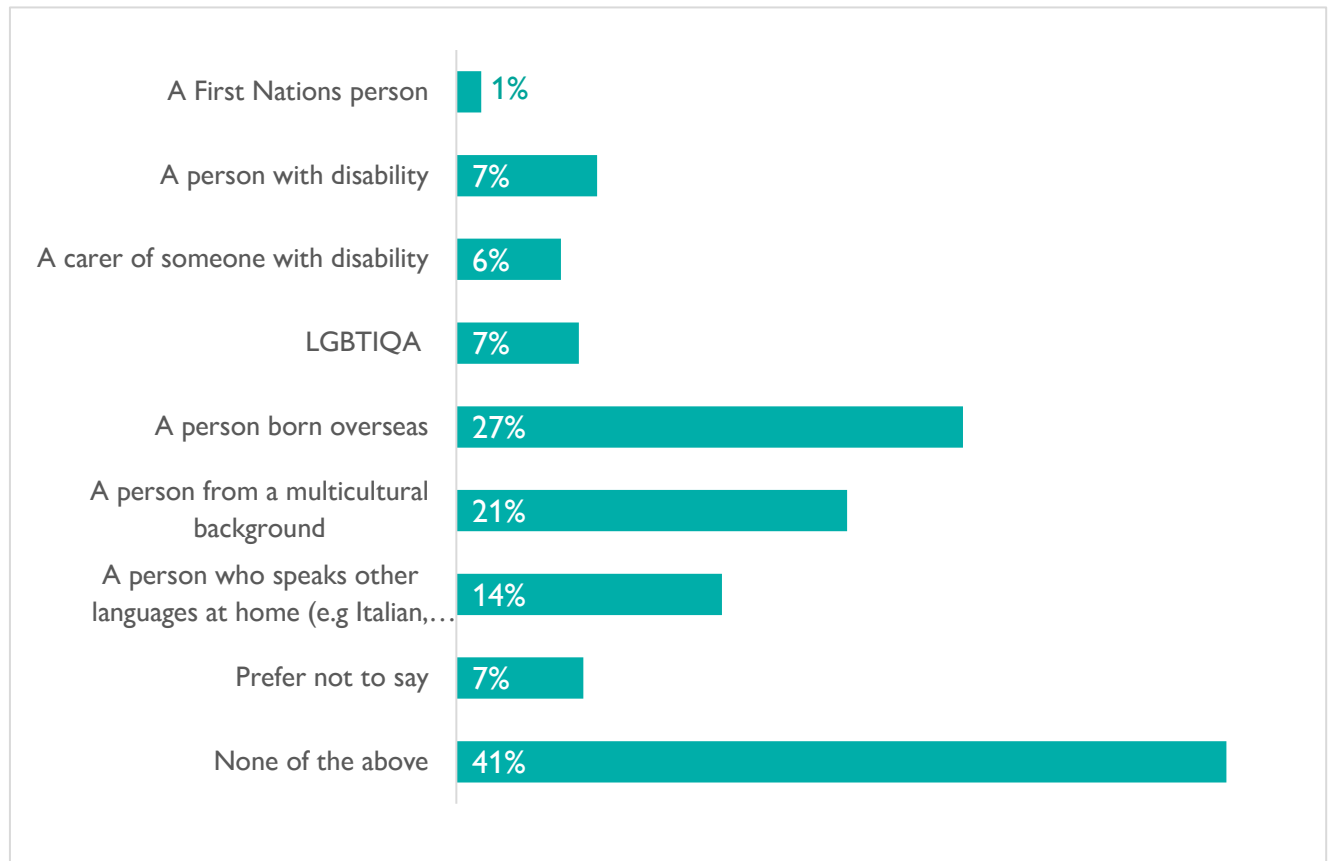


Question 20. Do you identify as any of the following? Required question.

As a mandatory question, it received 828 responses. Twenty-seven per cent (223 respondents) of people identified as a person born overseas and 21 per cent (172) identified as a person from a multicultural background. Seven per cent (62 respondents) identified as a person with disability and six per cent (46 respondents) identified as a

carer of someone with disability. One per cent (11 respondents) identified as a First Nations person.

The following chart provides an overview of the identity of survey respondents.



Question 20a. Which identity relates to you?

This required question was only presented to respondents who identified as a First Nations person in the above question. Nine people responded to this question, with seven respondents selecting Aboriginal, and two selecting Prefer not to say. Torres Strait Islander and Aboriginal and Torres Strait Islander received no responses.

Which identity relates to you	Count
Aboriginal	7
Prefer not to say	2
Torres Strait Islander	0
Aboriginal and Torres Strait Islander	0

Question 20b. Which country?

This optional question was only presented to respondents who identified as a person born overseas in the above question. A total of 194 responses were received, with the five most common countries listed on the table below. In total, 44 countries were identified in the answers to this question.

Country	Count	Per cent
China	38	20%
England — UK	24	12%
Israel	13	7%
USA	12	6%
New Zealand	11	6%

Question 20c. Which language/s?

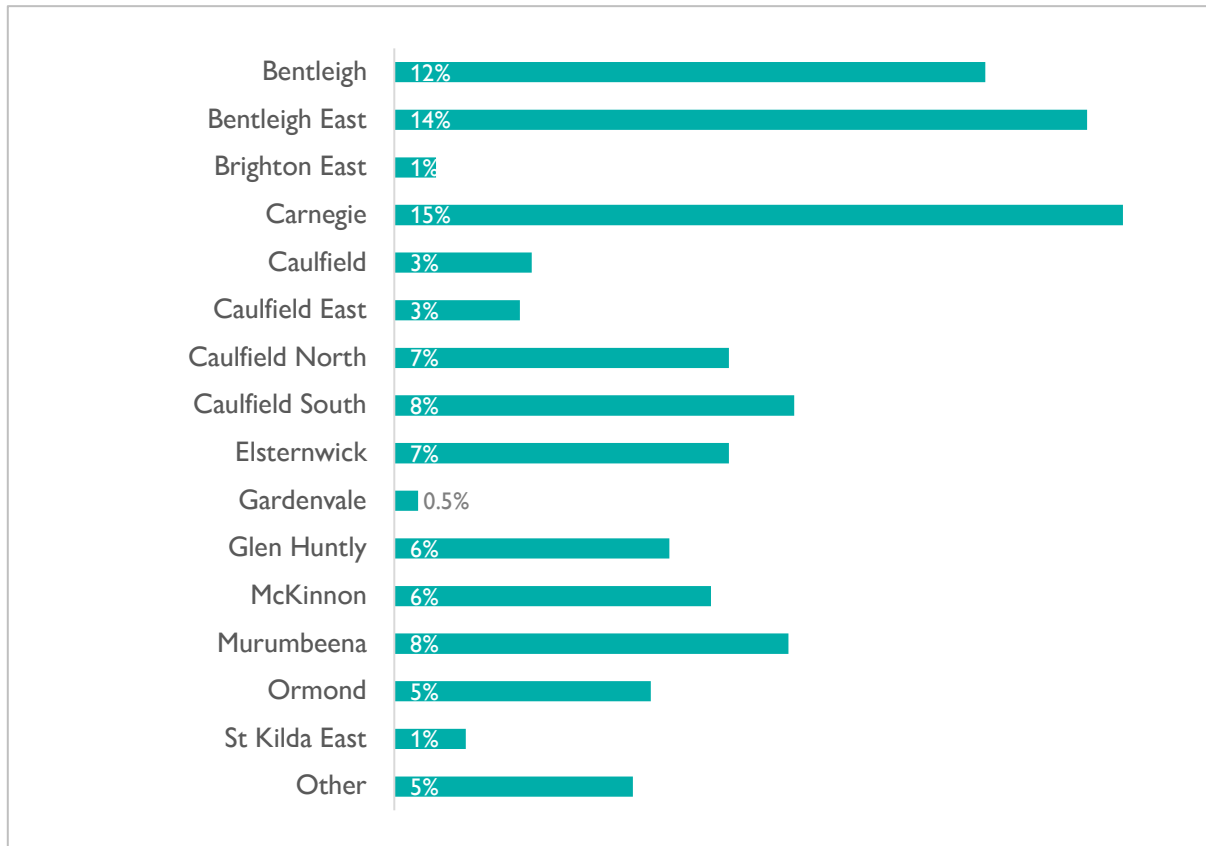
This optional question was only presented to respondents who identified as a person who speaks another language at home. Ninety-five responses were received, with the most common languages listed on the table below. In total, 26 languages were identified in the answers to this question.

Country	Count	Per cent
Mandarin	27	28%
Greek	11	12%
Hebrew	7	7%
Russian	6	6%
Vietnamese	5	5%
Hindi	5	5%
Spanish	5	5%
German	5	5%

Question 21. Which suburb do you live in? Required question.

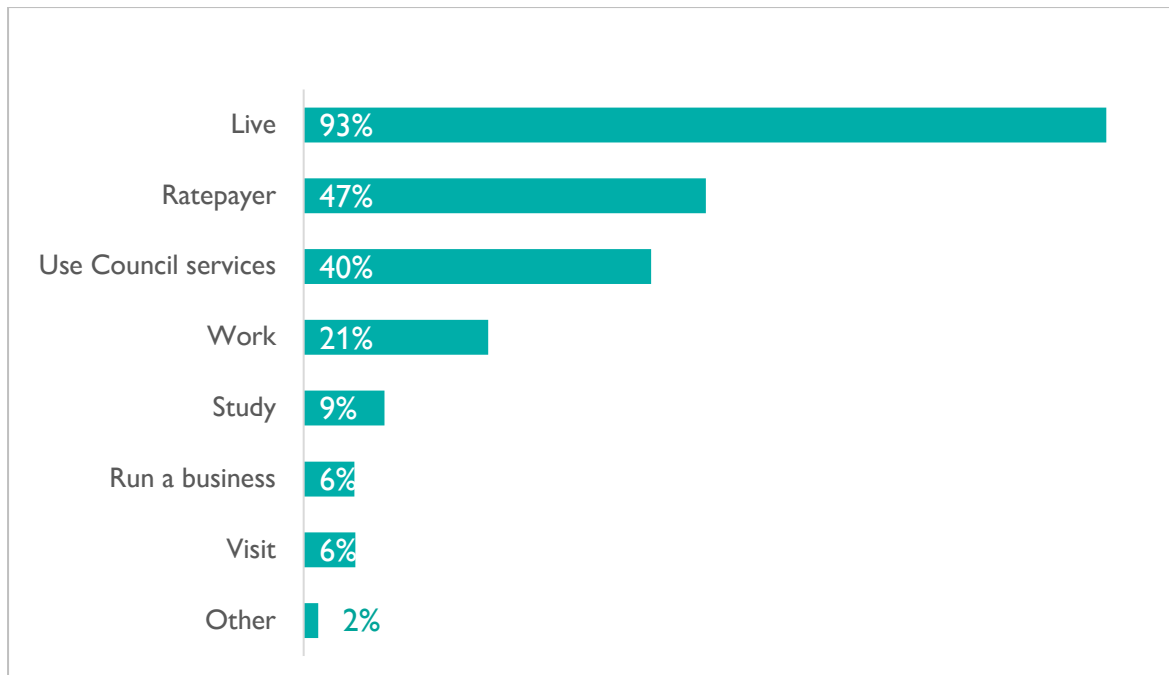
As a mandatory question, it received 831 responses. Carnegie had the highest response rate with 15 per cent (122 respondents), followed by Bentleigh East with 14 per cent

(116 respondents) and Bentleigh with 12 per cent (99 respondents). Gardenvale had the least responses at 0.5 per cent (four respondents).



Five per cent (40 respondents) identified as living in other suburbs, including Mordialloc, Highett, Box Hill Aspendale gardens, South Yarra, Hughesdale, Toorak, Brighton, Cheltenham, Box Hill, Mount Waverley, Clarinda, Hampton, Balaclava, Oakleigh, East Malvern, Mentone, Huntingdale, Elwood, Narre Warren and Mont Albert.

Question 22. What is your connection to Glen Eira? Required question.



As a mandatory question, it received 830 responses. Ninety-three per cent (774 respondents) live in Glen Eira and 47 per cent (388 respondents) are ratepayers. Forty per cent (335 respondents) use Council services and 21 per cent (178 respondents) work in Glen Eira. Six per cent (49 respondents) run a business in Glen Eira and six per cent (50 respondents) visit Glen Eira. Two per cent (14 respondents) selected other and using the free-text box responded as follows:

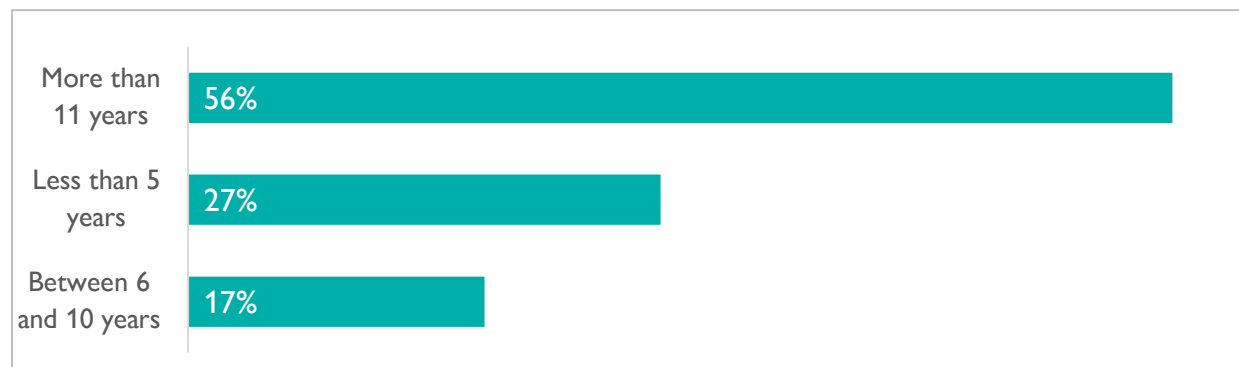
<i>"Volunteer and run community driven projects"</i>
<i>"I joined the Glen Eira Chinese Senior Citizens Club"</i>
<i>"Attend a local senior citizens club"</i>
<i>"Volunteer"</i>
<i>"have dog registration"</i>
<i>"Volunteer"</i>
<i>"Live near Glen Eira"</i>
<i>"Volunteer"</i>
<i>"Đi chơi đi ăn" — "Go out to eat and play"</i>
<i>"U3A Bentleigh Committee Member - publicity officer supporting almost 600 members to engage"</i>
<i>"organise community participation, inclusion and identity"</i>
<i>"Volunteer"</i>

“Childcare”

“Member of local Community House and Community Garden”

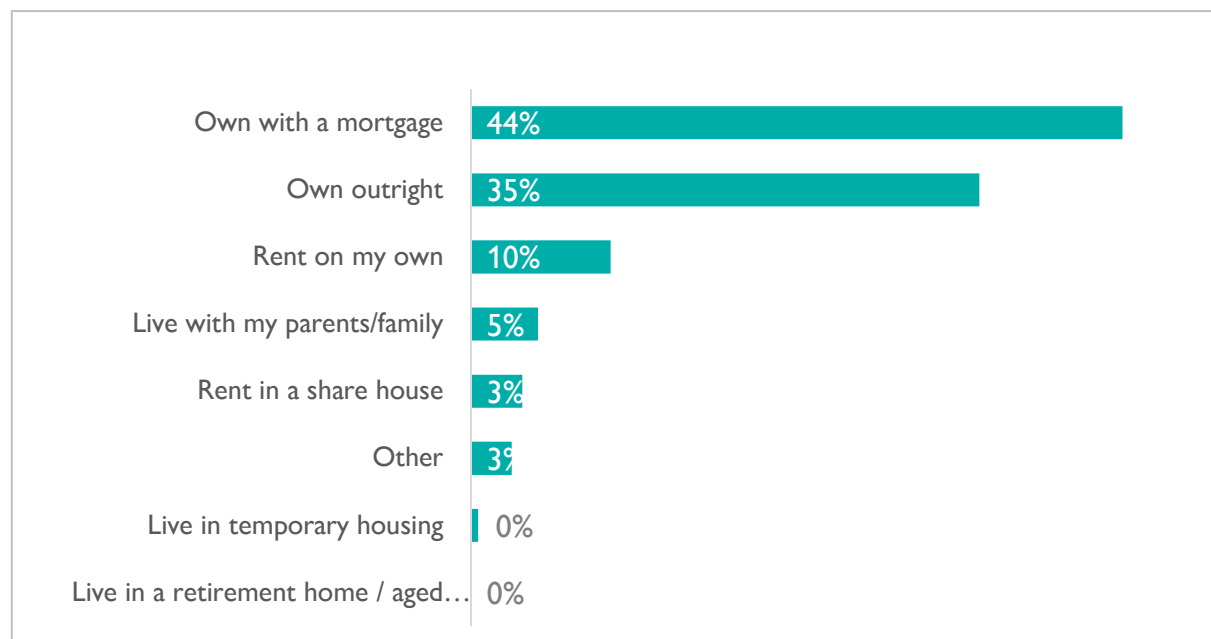
Question 23. How long have you lived in Glen Eira? Required question.

As a mandatory question, it received 757 responses. Fifty-six per cent (425 respondents) have lived in Glen Eira for more than 11 years, 27 per cent (205 respondents) have lived in Glen Eira for less than five years and 17 per cent (128 respondents) have lived in Glen Eira between six and 10 years.



Question 24. What is your housing situation? Required question.

As a mandatory question, it received 830 responses. Forty-four per cent (369 respondents) own their house with a mortgage, 35 per cent (288 respondents) own their house outright and 10 per cent (79 people) rent on their own.

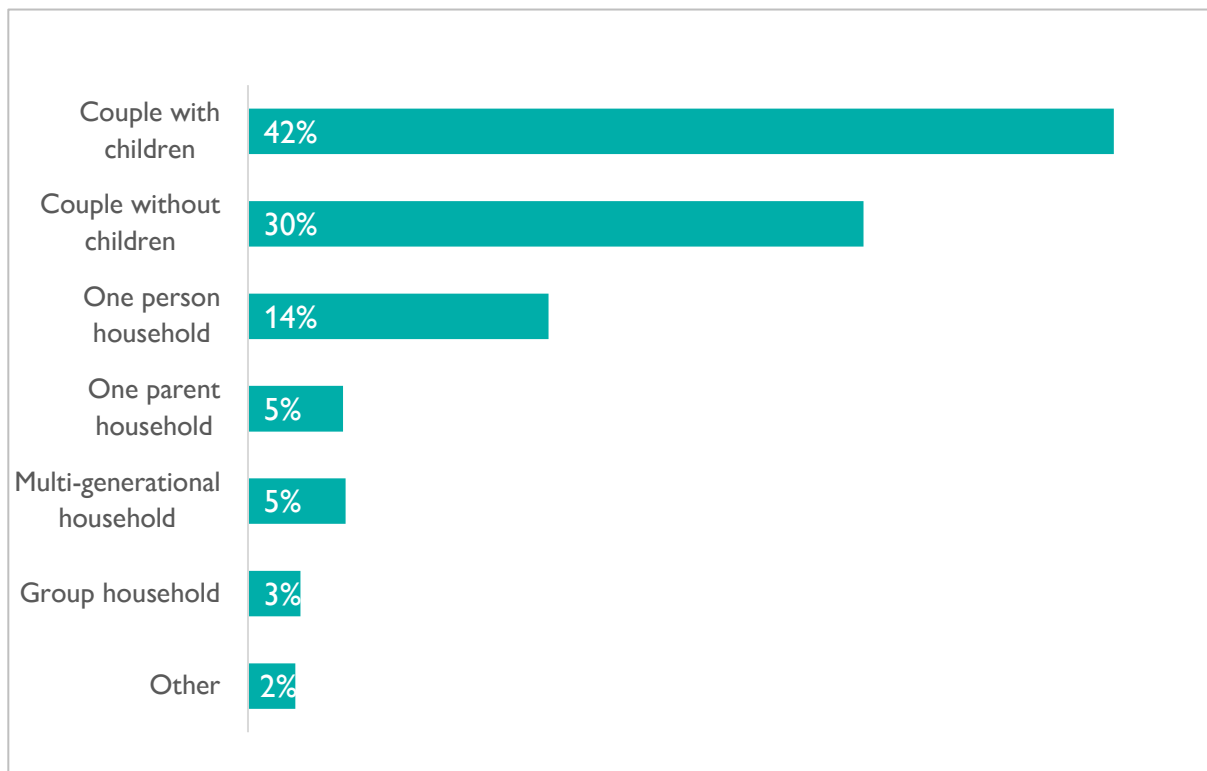


Three per cent (23 respondents) selected other and using the free-text box responded as follows:

<i>"Live here"</i>
<i>"Live with spouse"</i>
<i>"I think the question is irrelevant"</i>
<i>"Live with my adult children"</i>
<i>"None of your business"</i>
<i>"live within diocesan property"</i>
<i>"rent with partner"</i>
<i>"Rent with partner"</i>
<i>"N/A"</i>
<i>"Rent with family"</i>
<i>"Prefer not to say" (x3)</i>
<i>"Rent with my partner"</i>
<i>"private"</i>
<i>"Rent with family"</i>
<i>"I rent with my partner of 10 years"</i>
<i>"Rent House"</i>
<i>"We own an apartment with a mortgage which we rent out. We also live in a rental [REDACTED] [REDACTED]."</i>
<i>"Rent and own"</i>
<i>"Resident in a Council owned Independent Living Unit"</i>
<i>"Family renting a house"</i>
<i>"Share with partner"</i>

Question 25. Who lives in your household? Required question.

As a mandatory question, it received 829 responses. Forty-two per cent (346 respondents) live in a household that has a couple with children, 30 per cent (246 respondents) live in a household that has a couple without children.



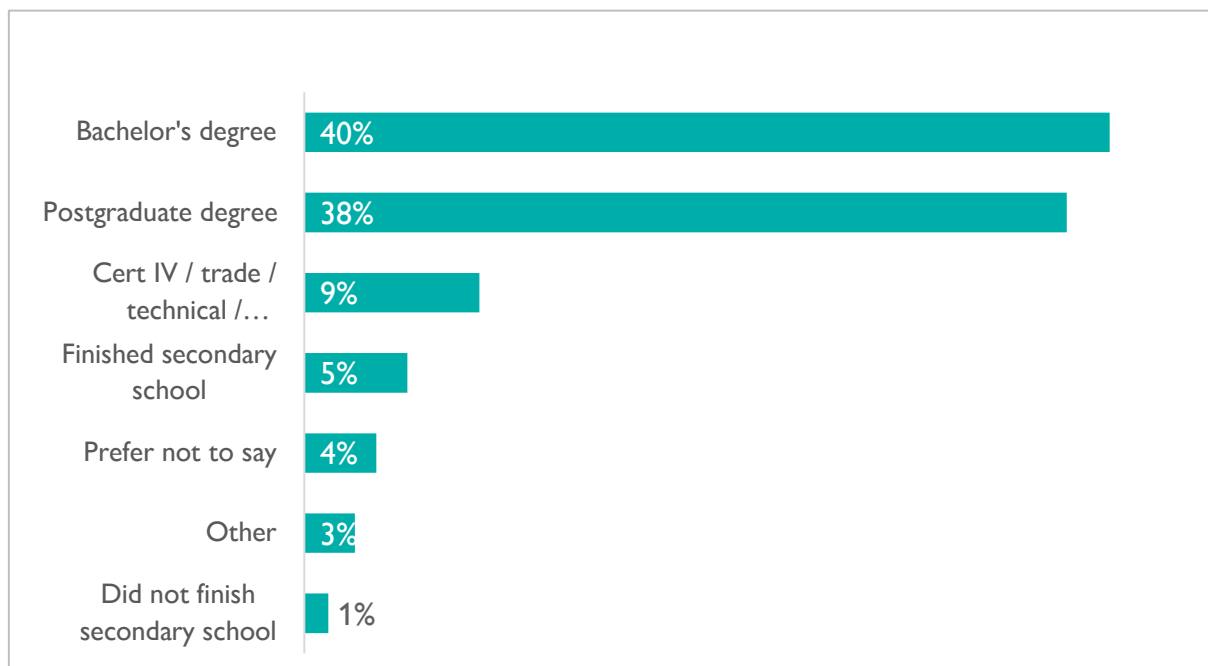
Two per cent (19 respondents) selected other and using the free-text box responded as follows:

"Live here"
"Could with young adult children"
"None of your business"
"Live with sibling"
"don't want to say"
"Couple with adult child"
"two clergy"
"N/A"
"Private"
"With husband"
"Landlord"

<i>"With family member"</i>
<i>"English language school"</i>
<i>"Sibling"</i>
<i>"One person + one dog"</i>
<i>"Couple with adult children"</i>
<i>"Prefer not to say. Our business"</i>
<i>"Mum, brother, me"</i>

Question 26. What is your highest level of education? Required question.

As a mandatory question, it received 831 responses. Forty per cent (336 respondents) hold a Bachelor's degree and 38 per cent (318 respondents) hold a Postgraduate degree. Four per cent (30 respondents) prefer not to say and one per cent (10 respondents) did not finish school.



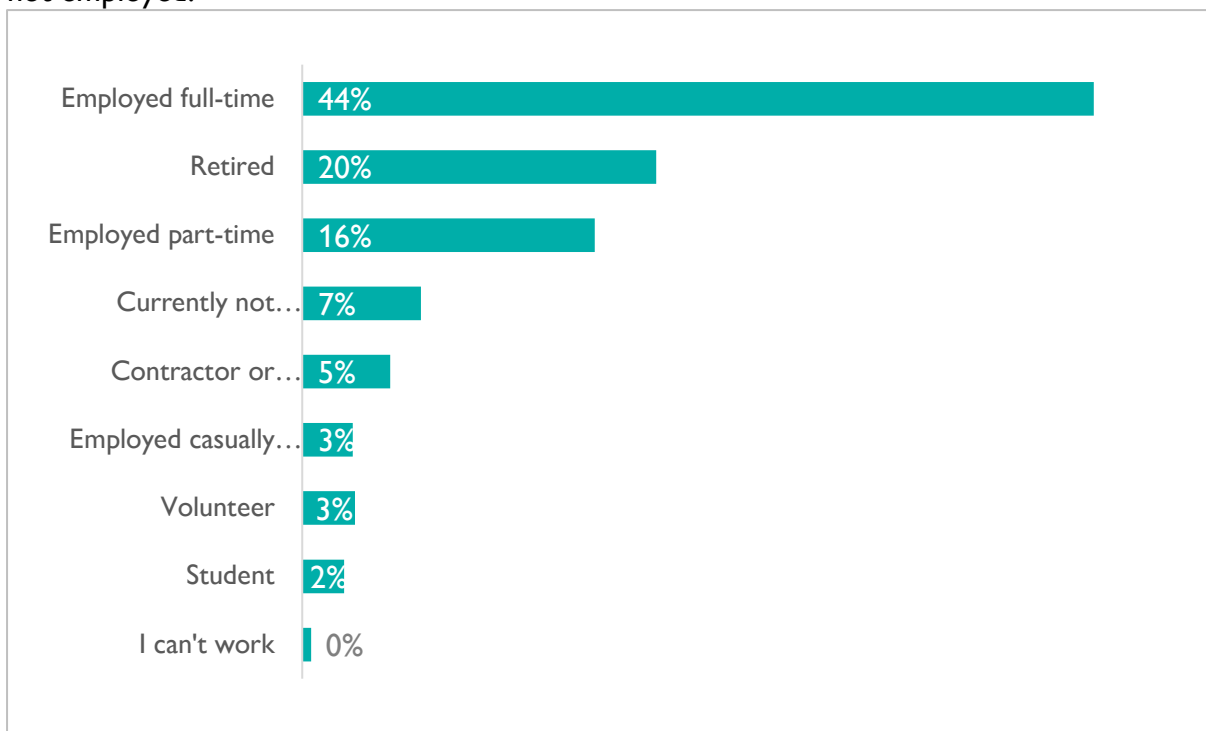
Three per cent (21 respondents) selected other and using the free-text box responded as follows:

<i>"Year 12 student"</i>
<i>"Technician Certificate & Graduate Diploma"</i>
<i>"Diploma of Engineering"</i>
<i>"Primary school" (x5)</i>

"Two undergraduate degrees"
"Masters" (x2)
"Diploma" (x2)
"2 year certificate plus diplomas"
"Associate Diploma" (x2)
"In secondary school"
"PHD" (x2)
"Studying right now at university"

Question 27. What is your employment situation? Required question.

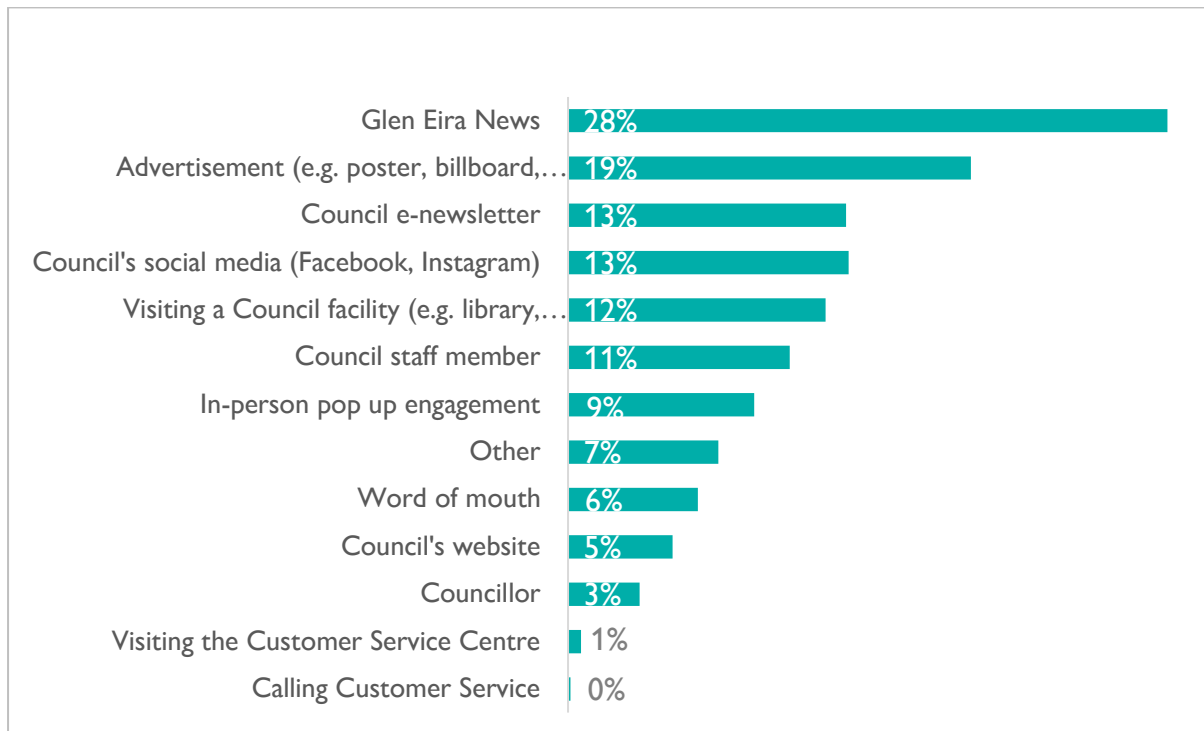
As a mandatory question, it received 818 responses. Forty-four per cent (360 respondents) are employed full-time. Twenty per cent (161 respondents) are retired and 16 per cent (133 respondents) are employed part-time. Seven per cent (54 respondents) are currently not employed.



Question 28. How did you find out about this survey? Required question. Select all that apply.

As a mandatory question, it received 826 responses. Twenty-eight per cent (235 respondents) found out about the survey from *Glen Eira News*, 19 per cent (158

respondents) from an advertisement and 13 per cent (109 respondents) from a Council e-newsletter.



Seven per cent (59 respondents) selected other and their responses are summarised below:

Different social media, Facebook community groups etc (31 per cent), email newsletters (16 per cent), signage, posters in parks, stickers on ground etc. (seven per cent), through school (five per cent), browsing online (three per cent), at a Glen Eira event (three per cent).

Feedback from targeted community engagement

Over the six-week engagement period, we conducted 28 targeted activities to connect with our diverse and less represented population groups. These included children and young people, people with disability and carers of people with disability, LGBTIQA+ community members, multicultural residents and older senior residents, with a focus on those from culturally and linguistically diverse backgrounds.

Feedback and insights from these focused conversations have been recorded in the sections for each targeted population group in the following sections of this report. The table below lists the 28 targeted activities undertaken:

Targeted event	Location	Date
Summer Pride at GESAC	Bentleigh East	Saturday 1 February
Community Groups Committee	Caulfield	Thursday 6 February
Rainbow Pride Advisory Group	Caulfield	Monday 17 February
Youth Engagement Team	Bentleigh	Monday 17 February
Moorleigh Village Tenants Group	Bentleigh	Monday 17 February
Inclusive Volunteering Network	Bentleigh East	Tuesday 18 February
Better Health – Bentleigh East	Bentleigh East	Thursday 20 February
Disability Reference Committee	Caulfield	Thursday 20 February
Interview with a LGBTIQA+ advocate (local specialist LGBTIQA+ psychologist)	Online	Monday 24 February
Friends of Connect local meeting	Murrumbeena	Tuesday 25 February
Glen Eira Adult Learning Centre (GEALC) — Community Services class	McKinnon	Wednesday 26 February
Elsternwick Chatty Café	Elsternwick	Wednesday 26 February
GEALC — McKinnon	McKinnon	Thursday 27 February

Targeted event	Location	Date
Kitchen table conversations at Godfrey Street Community House	Bentleigh	Thursday 27 February
Green Gecko (Youth Leadership Team)	Bentleigh	Thursday 27 February
Greek Seniors session — Kastoia	Moorleigh Village, Bentleigh East	Friday 28 February
Youth Engagement Team	Bentleigh	Monday 3 March
Bentleigh Seniors — DJ	Bentleigh	Tuesday 4 March
GEALC — Carnegie	Carnegie	Tuesday 4 March
GEALC — McKinnon	McKinnon	Wednesday 5 March
Kondia Limnos Greek club	Moorleigh Village, Bentleigh East	Wednesday 5 March
Rhea Women's Greek Club	Moorleigh Village, Bentleigh East	Wednesday 5 March
Conversation with Wurundjeri Land Council	Abbotsford	Friday 7 March
Chatty Cafe — Caulfield South	Caulfield South	Tuesday 11 March
Chinese Senior Citizens — Ormond	Ormond	Tuesday 11 March
Children's session — Kids Own Publishing at Bentleigh West Primary	Bentleigh West	Tuesday 11 March
Children's session — Kids Own Publishing at Murrumbeena Primary	Murrumbeena	Wednesday 12 March
Glen Bentleigh East Kindergarten	Bentleigh East	Thursday 13 March

These targeted engagement activities were initiated in response to an invitation to consult on *Our Place, Our Plan* through connections with a variety of networks and community groups. Every group and community that accepted the invitation was followed up and engaged in the consultation process.

In all targeted activities a set of questions were explored.

For engagements with adults the questions focused on:

- What Council services or programs have you used that have improved your health and wellbeing or quality of life?
- Were these programs and services easy to access?

- Did you experience any barriers using these services or programs? If yes, what were they?
- What can Council do to improve your health and wellbeing?
- What can Council do to improve your quality of life?
- What can Council do to make you feel more welcome and included in community life?
- Any other comments/feedback?

For engagements with children, the questions focused on:

- What are the things you love about your neighbourhood?
- What problems are you worried people will face in the future in Glen Eira?
- What do you think people could do to make sure those worries don't come true?
- Imagine the best possible version of Glen Eira in 2040. What do you see?

For engagements with young people, the questions focused on neighbourhood planning and sense of place through the following two questions:

- What do you love about your neighbourhood?
- What can make your neighbourhood better?

Committees and network engagements

As part of our targeted engagement activities, we attended seven network and advisory group meetings and engaged with 88 members of our diverse and targeted communities. At each meeting, we emphasised the importance of the *Our Place, Our Plan* engagement in reaching targeted population groups. We highlighted the available engagement opportunities and discussed options to further expand connections with these groups.

In most meetings, we were given dedicated time to discuss key questions about Council services, health and wellbeing, quality of life and community connections. The network meetings attended include:

Meeting	Date	Location	People
Community Groups Committee	6 February	Online	18
Moorleigh Tenants Meeting	17 February	Moorleigh Community Village	12
Rainbow Pride Advisory Group	17 February	Glen Eira Town Hall	10
Disability Reference Group	20 February	Glen Eira Town Hall	10

Inclusive Volunteering Network	18 February	Moorleigh Community Village	9
Friends of Local Connect Network	25 February	Murrumbeena Uniting Church	21
Youth Engagement Team	3 March	Bentleigh Library and Youth Hub	8

Children and young people engagements

During the *Our Place, Our Plan* broad community engagement program, we engaged a total of 121 people under the age of 18 through a range of in-person and online activities. This included 85 children (aged 13 and under) and 36 young people (aged 14–24), as outlined in the table below.

Activity	Age range	Count
Children's drawing activity at pop-up engagements	Under 14	28
Young people drawing activity at pop-up engagements	14–17	2
Glen Education self-led kindergarten activity	3–4 years	7
Kids' Own Publishing school workshops	8–12 years	48
Green Gecko Productions workshop	10–17 years	12
Youth Services drop-in programs, the Hangout and Sport	10–17 years	12
Youth Engagement Team (YET)	18–24 years	8
<i>Our Place, Our Plan</i> online survey	14–17 years	7
<i>Our Place, Our Plan</i> online social map	14–17 years	1

We had a lot of fun engaging with 85 children through a range of creative activities. This included two lively workshops at primary schools involving 48 students; a playful kindergarten session with seven of our youngest contributors aged three and four; and we invited children to get creative with a drawing activity at our major pop-up events — collecting 30 colourful drawings.

Children's workshops

The two children's workshops were delivered by an author and artist from Kids Own Publishing and were supported by Council's engagement officers. The schools that took part were Bentleigh West Primary School and Murrumbeena Primary School with a total of 48 children enjoying the experience. At Bentleigh West Primary, 23 students from the school's

Student Voice Leadership group (Years 3 to 5) participated and at Murrumbreena Primary, 25 leadership students from Years 3 to 6 engaged in the workshop. A copy of the report from these workshops is available in Appendix 6 – Glen Eira Children's Report.

The engagement session involved the children creating an eight-page folded book using a colourful mix of art materials. The children were asked to share their thoughts about what they cared about and to share their big ideas and imagine 'the best possible version of Glen Eira in 2040'.



Above: Photos from the Kids Own Publishing school workshops.

What we heard from children in the workshops

Green spaces

Green spaces was the most frequently mentioned topic. Nineteen books touched specifically on green spaces in one way or the other. There were clearly some young environmentalists who were interested in wildlife habitat and others who were thinking of it as a play and leisure space. Four separate books also requested community gardens.

Separately there were eight books that mentioned some version of sporting facilities and nine that mentioned some form of water play, so physical play and leisure space is clearly important to them.



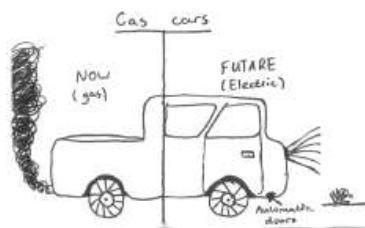
Rubbish pollution

Rubbish pollution was the second most common topic, with 12 books addressing the issue. Some of our young authors were worried about how human rubbish impacts ocean life and others were more concerned about immediate aesthetics. One book tells the story of a

magical chicken who eats rubbish and turns it into playground equipment and in this way saves the world.

Six books mention support for electric cars, three books mention air pollution and one talks about solar power.

The following topics received frequent mentions in many books.



'One plastic bag could cause a lot of trouble. Turtles could eat it thinking it's a jellyfish. We should really not pollute.' -Joy

Cost of living, housing and homelessness

Lots of children were very aware of the cost of living and homelessness. They wanted lower house and petrol prices. At Bentleigh West, there was a passionate discussion about how to solve homelessness during the brainstorming activity.

cheaper houses



Leisure

There were many mentions of the importance of leisure activities. Children wrote about libraries (seven), water play (nine) and sports (eight), which had an almost even number of mentions. These are places children use, love and want more of. Two specific requests of libraries were that they could have a shady place outside where you can sit and read and that they stock more manga books.

Retail

It was evident that children love their local bagelry and sweet store. Several called for more op shops and book shops. One said how much they like their

'In the blink of an eye, the rubbish turned into beautiful flowers. The oily cars turned into electric cars better for the environment.'

-Everly

strip of local restaurants and others liked being near Chadstone shopping centre. A small but vocal team is launching a campaign for Mecca and Sephora outlets on every corner.



Festivals and community art

Three books suggested festivals and four wanted more community art.

Diversity and gender equality



Three books addressed these issues and each of these authors had a passionate commitment to the topic they wrote about. Some of them referred to family members and personal experiences in conversation with the adults surveying the children.

⚠️ Safety

One child talked about their house having been robbed, another about their front fence being smashed by a car and the lack of police response. A group spoke about online safety. One book demands the end of child abuse. Again, this was a small but passionate group, some of who had personal experiences they wanted to discuss.

No child abuse

☂️ Shade

'Shade on outdoor basketball courts the sun can blind people making it hard to play.'
-William

Six books mentioned shade. Some just as an adjective, but others had specific places where they wanted more shade, including playgrounds, the basketball courts and outside the library.

❤️ Love

Three books said that in 2040 they want their neighbourhood to be full of love.

🖼️ Big picture structural ideas

Children shared some bold ideas, including abolishing money, getting rid of jails and appointing a child as Mayor.

😊 Funny ideas



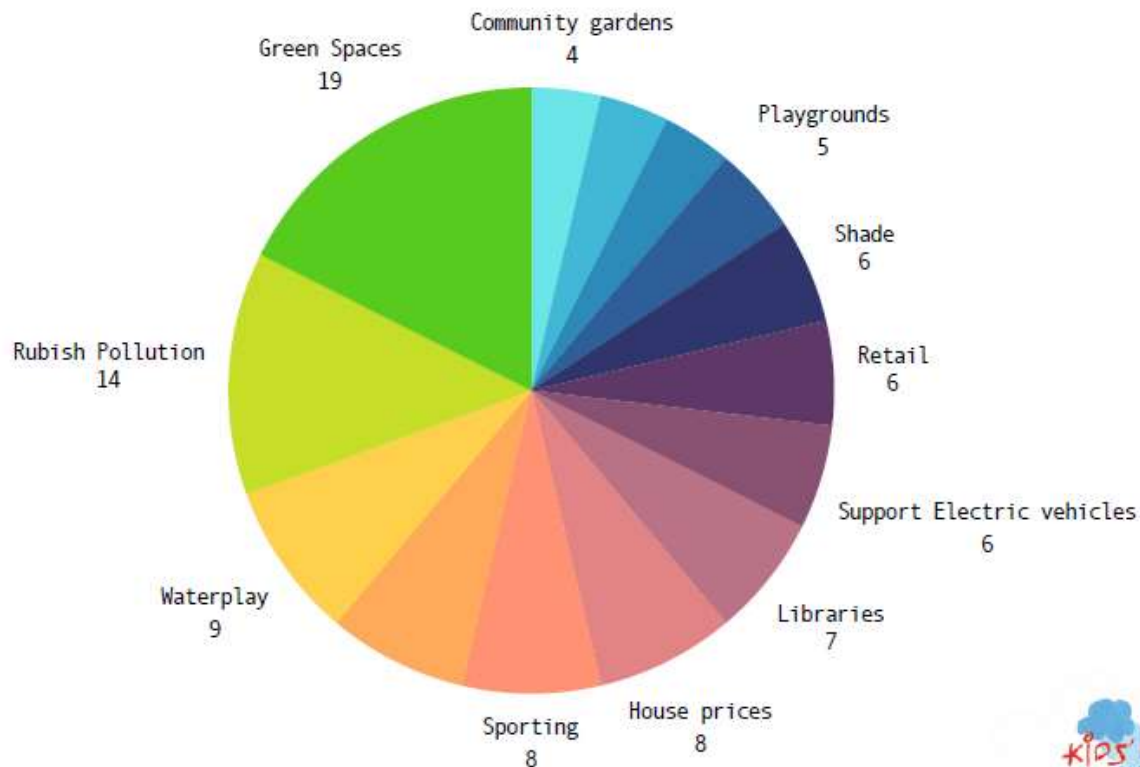
Some children said they wanted flying penguins, flying cars, dog toilets, an underwater rollercoaster and robot animals to clean and plant out the streets.



Whiteboard notes on what children would like to see more of:

Bentleigh West Primary School	Murrumbeena Primary School
More houses for people who live on the streets Flying penguins More festivals: sporty festivals, family friendly, movie marathon Less smoking/vaping (get rid of tobacco stations, make cigarettes/vapes expensive) Petrol prices to go down, so people have money to spend on food Lower the prices of school supplies A free centre for the homeless with beds and food More trees More nature More soccer fields More animals Electric cars, charging stations at petrol stations Cheaper houses More and cleaner public toilets More shops More grass More op shops More games and arcades	More nature More murals and art Refurbish the Boyd Park Playground Glen Eira should be an anti-discrimination zone More diving boards More pools More waterpark festivals with lights Chinese New Year More flying cars More trees A botanical garden To read outside the library in the shade More community clean ups (with free drinks and snacks) More police to help with small problems, not just big ones 

 A graph of the most mentioned topics



Children's kindergarten session

Our youngest active citizens came from the voices of three- and four-year-old kindergarten children. We collaborated with Glen Education to deliver this engagement. The organisation's engagement leader, with the kindergarten staff, delivered a self-led child friendly engagement activity with a small group of seven children at Glen Education Bentleigh East Kindergarten.

The activity was playful. Surrounded by toys, drawing tools and other creative materials, the children were invited to share what they love most about their neighbourhoods. As the children played, drew and built their spaces, the educators chatted with them, asking questions and listening. The children shared comments about their homes, their local parks, shops and restaurants, traffic, cars, roads, trains and riding on their bikes.

"I like going to the park with my dad..."

"The road is soft and bumpy on the way."

"I have a park near my house. I can go

I see cars, and



"There is a pedestrian crossing across the road from my kinder. I like going to GESAC."

"I have white and black houses. I have some shops."



"I ride on a path to kinder. I just see trees and people."

Children's creative activity engagement

We engaged children to explore their thoughts on what they loved or wanted to see in their neighbourhoods at our major pop-up engagement events. We had two activity sheets created to factor in the requirement of privacy and parental permission for children. One activity sheet was for children younger than 14 years and one was for young people over 14.

Image right:
Activity for
children under
14 years.

Our Place, Our Plan
Shaping Glen Eira together

Draw the things in your neighbourhood that you love.

City of GLEN EIRA
GLEN EIRA CITY COUNCIL

Suburb: _____ Age: _____

Please tick a box

☐ I am 14 or older ☐ I am under 14 and my parent or guardian consents to this response being collected by Glen Eira City Council

Parent signature: _____

Return your completed activity sheet to:
Glen Eira Youth Hub Service, Centre, Corner Glen Eira and Hawthorn Roads, Caulfield.
Post to PO Box 42 Caulfield South VIC 3162 or email to engagement@glen-eira.vic.gov.au

Privacy statement
We parents and guardians this information is being collected by Glen Eira City Council as part of the consultation process for the development of plans and strategies. Your child's response may be used in Council's print and digital publications, but with no identifying information. Further information about the Our Place, Our Plan – Shaping Glen Eira together consultation is available at: www.hereyouare.glen-eira.vic.gov.au/OPDP.
If you would like to learn more about Council's commitment to privacy or how you can access your information, please read Council's Privacy Policy which is available on our website or contact the privacy officer on 9524 3333.

Image right:
Activity for children
over 14 years.

Our Place, Our Plan
Shaping Glen Eira together

Draw, write, or use your creativity to tell us how we can make your neighbourhood better.

City of GLEN EIRA
GLEN EIRA CITY COUNCIL

Suburb: _____ Age: _____

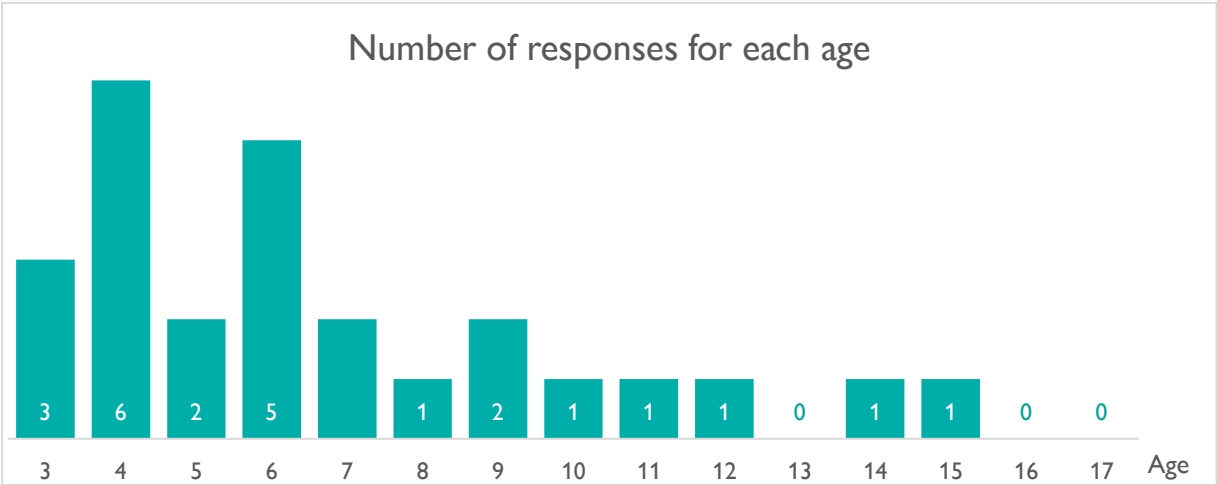
Please tick a box

☐ I am 14 or older ☐ I am under 14 and my parent or guardian consents to this response being collected by Glen Eira City Council

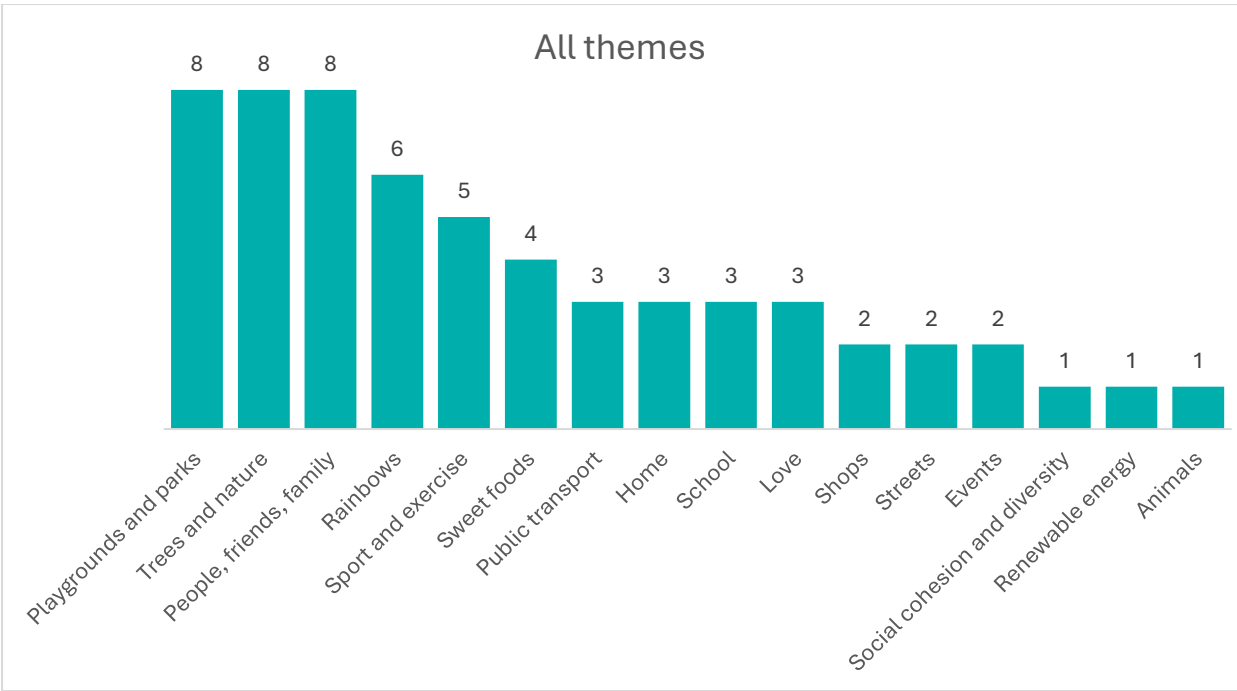
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We received 28 drawings from children younger than the age of 14 and two drawings from children over the age of 14. The graph below shows the number of responses received by age group.



The drawings were analysed and themed into key topics. The most popular themes were playgrounds and parks, trees and nature, people, rainbows and sport and exercise. All themes are outlined in the graph below.



Our Place, Our Plan
Shaping Glen Elgin together

Draw the things in your neighbourhood that you love.



Suburb: CANBYN Age: 14

Please tick a box:
☐ I am 14 or older
☒ I am under 14 and my parent or guardian consent to my response to this survey for the Trust

Thank you for your contribution to the Trust's vision for the future of the Glen Elgin area.

For privacy and security the information is kept separate to that of the Council's wider work. The Trust is not responsible for the content of any responses. The Trust is not responsible for the content of any responses. The Trust is not responsible for the content of any responses.

Our Place, Our Plan
Shaping Glen Elgin together

Draw the things in your neighbourhood that you love.



Suburb: Canbyn Age: 14

Please tick a box:
☐ I am 14 or older
☒ I am under 14 and my parent or guardian consent to my response to this survey for the Trust

Thank you for your contribution to the Trust's vision for the future of the Glen Elgin area.

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Our Place, Our Plan
Shaping Glen Elgin together

Draw, write, or use your creativity to tell us how we can make your neighbourhood better.



Suburb: Canbyn Age: 12

Please tick a box:
☐ I am 14 or older
☒ I am under 14 and my parent or guardian consent to my response to this survey for the Trust

Thank you for your contribution to the Trust's vision for the future of the Glen Elgin area.

For privacy and security the information is kept separate to that of the Council's wider work. The Trust is not responsible for the content of any responses. The Trust is not responsible for the content of any responses. The Trust is not responsible for the content of any responses.

Our Place, Our Plan
Shaping Glen Elgin together

Draw the things in your neighbourhood that you love.



Suburb: Canbyn Age: 8

Please tick a box:
☒ I am 14 or older
☒ I am under 14 and my parent or guardian consent to my response to this survey for the Trust

Thank you for your contribution to the Trust's vision for the future of the Glen Elgin area.

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Our Place, Our Plan
Shaping Glen Elgin together

Draw, write, or use your creativity to tell us how we can make your neighbourhood better.

.More Festivals and celebrations
.invest in solar panels

Suburb: Makinthon Age: 11

Please tick a box:
☐ I am 14 or older
☒ I am under 14 and my parent or guardian consent to my response to this survey for the Trust

Thank you for your contribution to the Trust's vision for the future of the Glen Elgin area.

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Our Place, Our Plan
Shaping Glen Elgin together

Draw, write, or use your creativity to tell us how we can make your neighbourhood better.



Suburb: Canbyn Age: 11

Please tick a box:
☐ I am 14 or older
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Above: A sample of children's drawings we received.

Young people engagements

Youth survey 2024

As a precursor to *Our Place, Our Plan*, between August and September 2024, Council undertook a large youth survey, where we heard from young people aged 10–25 across Glen Eira. We asked for feedback on their concerns and hopes for the future, sense of community connection and participation, health and wellbeing, and the types of programs and activities they value. In total, 464 young people shared their thoughts with us. They told us:

💰 The top three concerns for their future is money (72 per cent) housing (55 per cent) and work (46 per cent).

💊 They rated their overall wellbeing for social and physical health as 'mostly healthy'. Mental health was rated lower as 'average' in comparison to other forms of health.

😴 The top three things that young people told us would improve their health were quality sleep (25 per cent) exercise (22 per cent) and healthy eating (17 per cent).

👯 The top four activities young people told us they enjoy doing were spending time with friends, family or social groups (89 per cent), entertainment at home (78 per cent) eating or drinking (67 per cent) and exercising (66 per cent).

Young people also told us:

- they would like more social clubs and community events (31 per cent)
- they are excited for their future career and job aspirations (26 per cent)
- sports and exercise facilities could be improved in parks and open spaces (18 per cent)
- better lighting would help them feel safer (16 per cent)
- they feel included or mostly included (83 per cent)
- they feel safe or mostly safe (85 per cent)
- there are some or plenty opportunities for their voices to be heard (76 per cent).

The full report for this engagement can be found at www.haveyoursaygleneira.com.au/youthsurvey

Our Place, Our Plan — young people's engagement

We engaged with 36 young people through four targeted sessions that included focused discussions, followed by a Menti survey. They were asked to share what they love about their neighbourhoods and what would make them better. The comments have been themed and are outlined below.

What they love about their neighbourhoods — key themes

Our Youth Engagement Team (ages 18–25) love:

Comments	Count
The community and my friendly neighbours	7
Good access to transport	5
Good access to shops and diverse shops	4
Nature, trees and flora available	3
Walkable	3

Cheaper food in supermarkets	3
Parks and open green space	3
Good footpaths	2
Libraries	2
Safe public transport	2
Easy street parking	1
Good food	1
Engaging with me	1

Our Green Geckos (ages 10–17) love:

Comments	Count
Sense of community, neighbours and friendships	4
Good food	3
Good public transport and easy to get around	3
Cheap and awesome events (e.g Bentleigh Festival)	2
Inclusive and caring of youth	2
Myself —I'm so cool	1
Safety	1
Lots to do	1
Lights	1
Lots of local parks	1

What would make your neighbourhood better — key themes

Our Youth Engagement Team (ages 18–25) think the following would make their neighbourhood's better.

Comments	Count
More affordable housing options for young people leaving home	9

Comments	Count
More street lighting	7
Promote alternative transport options to cars	5
More after-hours hang outs, including bars and restaurants	4
More assistance with renting or owning your own home	4
More youth focused events like <i>Freeza</i> and community events	4
More and safer bike lanes	2
Less potholes	2
Collect hard rubbish left behind	2
Too many high rise apartment blocks	2
Knowing where to recycle	1
More parks and green space	1
More pools	1
More street art	1
Cleaner amenities around train stations	1

Refined individualised improvements include

Comments	Count
Increase help and information for home ownership and renting	4
Increase frequency of buses (i.e. on Kooyong Road and buses 701, 627, 623)	3
Impose rental caps and provide subsidised rent schemes	3
Provide safer bike lanes, separating parked cars and cyclists	2
Add more bike lanes near schools	1
Reduce fares on public transport	1
Better care of public transport hubs	1

Ban/fine e-scooters on footpaths	1
Reduce cost of living	1
Provide more bike lock-up areas	1
Make information easier to find	1
More shelters needed at public transport stops	1
Improve street lighting	1
Develop apartment buildings for first time renters/owners	1
Engage youth outside school and work hours	1
Free furniture removal programs	1
Stricter heritage protection	1

Our Green Geckos (ages 10–17) think the following would make their neighbourhood's better:

Comments	Count
Cleanliness, more rubbish bins and cleaner public toilets	12
More street and park lights	8
More street art	6
Remove concrete structure blocking pathway at Halley park	5
More small businesses like food trucks	3
More community pantries and street libraries	1
Podcast room open to public	1
Fix concrete paths at Allnutt Park	1
More Macca's	1

Refined individualised improvements include

Comments	Count
More street lights (and eco-friendly lights)	13

More street art and murals in commercial and other locations	13
Comments about Halley Park	7
More trees, nature, native plants	6
Provide pop-up food stalls and events	3
Off topic	3
Remove concrete slabs at the back of Halley Park	2
Bottle and glass recycling fund	2
More bins near walking trails	1

The engagement was also promoted to 12 young people aged 10-17 who attend the Hangout and Sports drop-in programs at our youth services hub through postcards and a discussion.

Older people engagements

To better understand the needs of our older community members, we engaged with local senior groups through eight targeted engagement sessions. We connected with 267 contributors who shared their perspectives on ageing, discussing what matters most to them, the challenges they face and the support they need to maintain their health, wellbeing, and quality of life.

The engagement activities involved five sessions with senior citizen clubs. They included DJ Coakley Senior Citizens Club, The Argos and District Australian and Greek Senior Citizens Club of Kastoria, Rhea Greek Women's Seniors Club, Kondia Limnos, Greek Seniors Club and the Glen Eira Chinese Support Group Senior Citizen's Club. As several clubs were culturally specific, they provided valuable insights from diverse backgrounds.

We also met with two Chatty Cafe groups; one at Caulfield South Community House and one at St John's Anglican Uniting Church in Elsternwick as well as a dedicated group of older residents who make up the Friends of Connect Local.

These conversations highlighted many common themes as well as diverse needs that shape their lives.

Themes from older resident conversations

Deep appreciation for senior citizen clubs and social connection programs

Social isolation is a major concern

Council could play a bigger role in guiding older residents through the aged care system and advocating for access to adequate services

Themes from older resident conversations
Transport — poor public transport options, inadequate bus frequency and insufficient shelter at bus stops
Parking around hospitals and community hubs
Multicultural seniors would like more material in their own language and regular seminars and meetings with Council to explain what services are available
Many are interested in more community gardening projects and more multicultural events and celebrations where they can share their culture and learn about other cultures
Facility improvements
Safety and accessibility
Environmental concerns
Emergency relief services

What we heard — issues facing our older residents

Across all discussions, our older residents expressed **deep appreciation for senior citizen clubs and social connection programs** that support their social, physical and mental wellbeing. These spaces often provide their only opportunity to connect socially and culturally, helping combat the loneliness that many, especially those living alone, experience.

A major concern for many was **social isolation**, particularly as physical health declines and transport needs change. Many older adults know of people who rarely leave their homes and feel their voices need to be heard.

Programs like the *Men's Shed* were praised for fostering bonds, leadership, volunteer work among older men who can find connections post-retirement — crucial for their mental wellbeing.

Access to aged care services was another recurring challenge. Many shared frustrations with My Aged Care and in-home support services, citing long wait times, difficulty navigating the system and dissatisfaction with the quality or lack of services they can access. **They believe Council could play a bigger role in guiding older residents through the system and advocating for access to adequate services.** Family carers also carry a heavy burden and some felt they should be better supported, including being able to temporarily leave the workforce to provide this care.

Transport was a major issue across all groups. Many older adults struggle with poor public transport options, inadequate bus frequency and insufficient shelter at bus stops (e.g. Jasper Road). Reaching important facilities, such as Moorleigh Community Village, is difficult, with only two daily buses travelling along Bignell Road. While driving abilities can decline with age, some older adults continue to drive for independence,

raising safety concerns. There was consistency across most groups that community bus programs are the solution to alleviate this issue for older people easing their isolation, providing outings and improving access to essential services.

Parking was another frustration consistently raised, particularly around hospitals and community hubs, such as Moorleigh Community Village and senior citizen centres, where accessible parking is limited and in demand. Poor parking behaviours, such as blocking driveways or permanently parking large vehicles in public spaces, added to their concerns.

Some older adults feel increasingly 'invisible' or unwelcome in certain places but find comfort in places such as the RSL and senior clubs. While some senior groups were concerned about sustainability of their clubs due to the ageing population and difficulties in volunteer recruitment, others talked about their clubs growing. Practical support, such as assistance with meal preparation and more community grants, would help keep them running.

Many of our multicultural older adults talked about the barriers they experience with technology as well as language. They would like **more material in their own language and regular seminars and meetings with Council to explain what services are available** and information about important government policies.

Some older adults expressed interest in more **community gardening projects**, more **multicultural events and celebrations** where they can share their culture and learn about other cultures as well as intergenerational programs to foster connections between older and younger residents.

Facility improvements were important for groups based at our senior centres who requested better kitchen amenities, regular maintenance of equipment, internet access, access to more sporting equipment and upgraded audio equipment in the main activities room.

Safety and accessibility were key priorities. Improved street and park lighting, better road and footpath maintenance and additional railings in public spaces would help with their feelings of safety. Community safety concerns also extended to racism and antisemitism, which some multicultural seniors feel has affected their sense of belonging.

Environmental concerns included a desire for more tree planting along streets and shopping strips like Glenhuntly Road, preserving local heritage, such as bluestone laneways, and addressing ongoing issues, such as dog littering.

Finally, **emergency relief services**, such as food pantries, were seen as crucial for those struggling with the rising cost of living. Many believed lower rates would help older adults manage their finances more effectively.

Through these conversations, it emerged that our older residents seek greater support, better services and stronger connections to ensure they can age with dignity, independence and belonging.

Older residents' feedback on what Council does well

Older adults provided positive feedback on Council services and the support they receive from workers through our facilities.

They value the social opportunities that Council senior citizen centres offer that allow them to connect socially and culturally on a weekly basis. This provides them with a great sense of place and belonging through their clubs. They enjoy these spaces where they can meet friends, share experiences, recreate and stay engaged in their community. While these senior clubs remain vital for our ageing population and are central hub for activities, there is a sense of worry from some groups about how they will evolve with changing demographics.

Some of our older adults expressed their love for Bentleigh shopping strip, appreciating the ease of access to shops and the convenience and accessibility of local services, which make day-to-day life easier.

Interactions with Council were described positively and they praised the Customer Service Centre team, who they described as very helpful. They appreciate being able to speak to a person rather than navigating automated systems or online platforms.

They value the community programs our local community houses offer with some expressing that support from Council to expand these services would be a great benefit. Some even see community houses as a potential solution for mental health support, providing a space where people can seek help, find companionship and build stronger social connections in their community.

Libraries were another service that are highly valued by our older residents with many expressing a desire for even more opportunities to connect through library services, seeing them as a welcoming space for learning and social interaction. Others thought that more books in different languages should be available across all libraries, including Greek and Chinese.

Our older Chinese adults enjoy the facilities that GESAC offers where they attend for exercise and swimming. They enjoyed the table tennis competition held there in the past and wish that it could be offered again. They also expressed excitement about the upgraded Carnegie Memorial Swimming Pool.

Council's waste services were also well regarded, particularly the hard rubbish collection service, which offers three pickups per year — a resource that many rely on.

One program that is deeply missed is the *Explorers* program. Residents fondly recall it as a positive initiative that brought people together and fostered a stronger sense of community. Its absence has been felt and many would love to see it return.

Residents also reflected on the importance of parks and green spaces for families and children. While parks are enjoyed, some were concerned that recent tree planting efforts would be wasted if the trees weren't properly maintained and protected.

Overall, older residents feel fortunate to have dedicated Council staff, well-run services and valuable community spaces. They feel their quality of life is generally good. They recognise the work being done, while also hoping for continued support in keeping their connections strong in their community.

Actions Council can take to support older communities

Glen Eira's older residents have many ideas about how they can be supported to live healthy and well, and continue to feel connected to their community. While they appreciate the services available, they shared areas where improvements could be made to make a difference in their daily lives.

Improving transport and parking

- Expand transport options by providing a community bus service to support older residents in attending groups and outings to reduce isolation
- Advocate for increased bus frequency, routes and more bus shelters
- Make adjustments and improve accessible parking at places like Moorleigh Community Village and senior citizen centres
- Extend parking patrols at Moorleigh Community Village, shopping streets and residential streets to manage poor parking behaviours
- Apply restrictions on large vehicles like caravans that occupy public car parking on a permanent basis
- Council parking and traffic teams to engage more with older residents

Support access to aged care services

- Provide more advocacy and support to assist older residents in navigating and accessing My Aged Care and in-home support and maintenance services
- Deliver regular information session to older residents

Enhance Library services

- Provide more programs and activities in libraries that support stronger social and community connection
- Provide more language books (e.g. Greek and Chinese language books) across all libraries

Explorers program

- Advocate to bring back the *Explorers* program to a similar standard it was previously provided by Council

Safety, accessibility and facility improvements

- Prioritise improvements to street and park lighting, repair roads and footpaths

- Improve accessibility and make upgrade to facilities where seniors meet and hold activities
- Improve maintenance of equipment at senior citizen centres
- Engage with more older adults that are socially isolated or house bound
- Undertake more street plantings in shopping strips and on key roads (Glen Huntly Road)

Strengthening volunteer support

- Extend the practical support and community grants provided to senior citizen clubs and volunteer groups to support their sustainability and growth

A more inclusive and connected community

- Work in partnership with community houses to extend community connections and health and wellbeing programs
- Explore ways to improve social and community cohesion of older residents
- Facilitate the delivery of more multicultural events and celebrations to build stronger connections as a multicultural society

LGBTIQA+ targeted engagements

To better understand the experiences of our LGBTIQA+ community, we gathered insights from three targeted engagement activities involving 19 contributors.

The first was a survey conducted at the *Summer Pride* event at GESAC on 1 March, just days before our broad community engagement officially began. Next, we held a focused discussion with the Rainbow Pride Advisory Group, bringing together voices from across the community. Finally, we had a one-on-one interview with Juniper Muller, a local psychologist and advocate who works closely with LGBTIQA+ individuals, offering valuable insights into their needs and challenges.

Through these conversations, a clearer picture emerged of the issues facing LGBTIQA+ residents and the steps needed to create a more inclusive and supportive community.

Themes from LGBTIQA+ conversations

The need for greater social, cultural and religious acceptance

Mental health and wellbeing is a significant concern

Access to inclusive health care is a challenge

The lack of all-gender bathrooms can be barriers to full participation in public life

Themes from LGBTIQ+ conversations

There is a lack of inclusive sporting and recreational clubs

Growing concern about rising transphobia and victimisation due to shifting global political climates

What we heard — issues facing our LGBTIQ+ communities

Several LGBTIQ+ contributors expressed often feeling invisible in the community and the media. They shared concerns about the lack of understanding surrounding their experiences, challenges and the barriers they face daily.

One of the biggest barriers they raised was the [need for greater social, cultural and religious acceptance](#). Discrimination in education and workplaces can be a major issue for some, often resulting in lower qualifications, unstable income and difficulties securing safe and affordable housing. Older LGBTIQ+ residents are especially vulnerable, frequently experiencing isolation, invisibility and lacking the care and support they need.

[Mental health and wellbeing](#) remain critical concerns, particularly due to limited access to gender-affirming and inclusive mental health services in the area. Some LGBTIQ+ residents experience isolation and struggle to find safe community spaces where they feel welcome.

[Access to inclusive health care](#) is another significant challenge. Many LGBTIQ+ residents, particularly transgender individuals, struggle to find doctors who understand trans health needs, especially for hormone management. Specialised sexual, physical and mental health services that cater to the needs of LGBTIQ+ communities are often unavailable locally. Additionally, COVID-19 remains a serious risk, especially for those who are immunocompromised.

Even basic necessities, such as all-gender bathrooms, can be barriers to full participation in public life. Without them, many transgender individuals avoid engaging in the community altogether.

Another major issue is the [lack of inclusive sporting and recreational clubs](#). Some younger LGBTIQ+ residents highlighted the need for more local trans- and gender-diverse sports programs, as many currently have to travel north side to find welcoming spaces to play. While many sports clubs claim to be inclusive, lived experiences suggest otherwise. Genuine inclusivity requires more than just statements — it needs demonstrated action, such as dedicated LGBTIQ+ programs that build trust and create genuinely welcoming environments.

There were also growing concerns expressed about [rising transphobia and victimisation due to shifting global political climates](#). There is a fear that hate crimes — whether reported or not — will increase and access to gender-affirming health care could become more restricted in the future.

These conversations highlight the need for greater inclusivity, representation and cultural change action to ensure LGBTIQ+ community members feel safe, valued and supported in Glen Eira.

LGBTIQ+ feedback on what Council does well

Our LGBTIQ+ contributors highlighted several positive steps taken by Council to promote inclusion and visibility of LGBTIQ+ communities. They appreciated events, such as the *Pride* celebration at GESAC in March, an integrated event that was a welcoming and a normalising experience for attendees. They also recognised the Queer Sporting Alliance takeover at GESAC during *Trans Awareness Week*, the basketball event on *International Day Against Homophobia, Biphobia, and Transphobia (IDAHOBIT)* and the *2024 Seniors Festival Pride* event at the Classic Cinema that provided meaningful and positive connection in the community.

Council's display of lights and banners for *Pride Week* and other significant dates and Council promoting and securing LGBTIQ+ performers for live music and events was also highly appreciated for raising awareness and for celebration.

Other highly regarded programs that benefit the lives of our LGBTIQ+ communities include library programs, schools support programs, sports and wellbeing programs, particularly those that are explicitly queer and trans programs.

Council providing well-maintained services, having walkable suburbs, friendly neighbourhoods and parks were identified as good for everyone.

Actions Council can take to support LGBTIQ+ communities

LGBTIQ+ community members shared many ways the Council can help improve their health, wellbeing and overall quality of life. They emphasised that small but meaningful actions can create a more inclusive, welcoming and supportive environment for everyone.

Key suggestions included:



Community connection and support

- Develop LGBTIQ+ programs for seniors to help them stay connected and supported (e.g. look towards Switchboard and Thorne Harbour Health, which actively engage LGBTIQ+ elders)
- Facilitate dialogue between diversity groups and religious groups to foster mutual understanding
- Provide greater funding for awareness, education, and training on LGBTIQ+ inclusion
- Support the growth of queer-focused social and recreational groups



Visibility and celebration

- Continue and expand LGBTIQ+ community events that celebrate people of all ages and integrate them into the broader community

- Improve advertising and promotion of LGBTIQ+ events and services to increase awareness and participation
- Lead efforts to create safe spaces where LGBTIQ+ people feel welcome and respected
- Make libraries more inclusive by increasing Pride-related books, hosting LGBTIQ+ meetups and programs, and celebrating events that welcome the community
- Continue supporting LGBTIQ+ artists, performers, comedians, theatre, cabaret and musicians

Sports and recreation

- Provide training for sporting clubs to foster inclusive spaces for LGBTIQ+ athletes (e.g. partnering with Minus 18, Queer Sporting Alliance and other champions for LGBTIQ+ youth in sports)
- Promote Glen Eira as a destination for LGBTIQ+ sporting clubs and link it to the Pride South-East Alliance
- Offer clear guidance on gendered sports, aligning with best practices and standardised approaches already developed

Inclusive infrastructure and accessibility

- Ensure all Council buildings have accessible, all-gender bathrooms and incentivise businesses in Glen Eira to do the same
- Advocate for and normalise COVID-safe practices, such as mask-preferred events and air purifiers, to protect vulnerable community members

Employment and cultural change

- Run targeted employment campaigns through the Pride Centre to support trans- and gender-diverse people in securing stable jobs
- Take a leadership role in driving cultural change, addressing discrimination and harassment, and making inclusion a priority across the Council and community

Multicultural targeted engagements

To better understand the experiences of people from diverse multicultural communities we partnered with Glen Adult Learning Centre (GEALC). We ran engagement sessions with five of their classes, four of their English language classes and one Community Services class. A total of 95 participants shared their thoughts on what matters most to them and the services they wish the Council would focus on to enhance their health, wellbeing and overall quality of life.

These sessions represented people from different ethnic backgrounds, including Chinese, Ukrainian, Russian and Vietnamese.

The session included a presentation on the engagement, facilitated time for the students to complete the *Our Place, Our Plan* survey on their mobiles. This was followed by a

focused discussion about the Council services they use, barriers they face and improvements for what they hope to see in the future.

Themes from multicultural community conversations
Community safety
Safety of children
Rise in foxes in the area
A lack of awareness about local services, events and opportunities to connect with the broader community
Better communications and translation services to make information more accessible
Expanding access to English language classes for new migrants

What we heard — issues facing our multicultural communities

A common theme that our multicultural communities are concerned about is **community safety**. Many participants shared concerns about local crime, particularly theft, and called for an increased presence of CCTV cameras for better surveillance. There was also strong support for expanding neighbourhood watch-style volunteer programs to foster a sense of security.

Some parents expressed concerns for the **safety of children**. They spoke about the lack of safety patrols conducted on the perimeters of school grounds. They also recognized the need for cameras around schools and kindergartens for added protection. A specific concern was raised about children's safety at GESAC, with the belief that children had been left in the pool on their own.

Another safety concern mentioned was the **rise in the number of foxes** in the area.

Many of our multicultural contributors expressed a **lack of awareness about local services, events and opportunities to connect with the broader community**. They feel this causes some disconnect in their ability to fully participate in community life.

People talked about wanting to engage more in community groups and a desire to be part of local events but were unsure how to connect and where to find them. They highlighted the need for **better communications and translation services** to make local information more accessible. Many currently sign up to local Facebook groups and this has been helpful. A key suggestion was the creation of a new arrival support hub to help migrants integrate into the community.

New migrants expressed a strong interest in **expanding access to English language classes**. They are also eager to contribute to the community through volunteering but have found it difficult or are not sure where to find these opportunities.

Multicultural residents' feedback on what Council does well

Our multicultural contributors shared positive feedback on Council services they regularly use in their daily lives.

Many visit our libraries regularly to source a range of information, access bilingual books and use the facilities. Programs such as *Baby Time* and *Story Time* were particularly popular among parents. Although they value our libraries, some challenges were noted. Libraries often reportedly become overcrowded after school, making it difficult to find seating. They sometimes find it difficult to find the book they need and wait times for reserved books are lengthy due to long loan periods. They also think the library hours are too short and should be extended; by opening earlier and closing later.

Many contributors praised the recreational opportunities available, particularly the facilities at GESAC, Duncan MacKinnon athletics track and local tennis courts. They also enjoy our local tree-lined parks. Some concerns were raised about the cleanliness of the bathrooms and change rooms at GESAC.

Limited parking in shopping areas and activity centres was a significant concern. Participants expressed frustration over receiving parking fines and suggested extending parking durations. They also proposed the development of an app that could display available parking spots in real time.

There was also much appreciation expressed by our multicultural contributors about their access and use of Council's building facilities, including McKinnon Hall and the Boyd Rooms in Carnegie, which they described as well maintained. They shared concerns about the cleanliness of some of our shopping strip areas, suggesting they could benefit from more frequent street sweeping.

Our multicultural contributors value Council's waste services and hard rubbish collections. They are keen to learn more and receive additional information about waste management.



Above: Targeted engagement with Chinese Senior Citizens Ormond and Glen Eira Adult Learning Centre

Actions Council can take to support multicultural communities

Our multicultural contributors highlighted key areas where Council can enhance services to improve community safety, foster more inclusive community connections and provide practical support in daily life

Improve communications and promotion

- Increase targeted promotion to help multicultural communities connect with local services, community groups, and events
- Use accessible and multilingual communications channels to ensure inclusivity

Enhance community safety

- Strengthen community safety measures, including better surveillance and neighbourhood initiatives
- Address concerns about local crime

Expand library access and resources

- Extend library hours to provide more flexible access
- Increase the availability of bilingual books to support diverse language needs

Review parking durations

- Reevaluate parking time limits in activity centres to better accommodate community members
- Explore solutions to ease parking congestion, such as digital parking assistance

Improve waste education

- Provide more targeted education on waste services in accessible formats
- Offer multilingual resources to help residents better understand recycling and disposal options

Enhance cleanliness and maintenance

- Improve cleanliness in key public areas, including shopping streets and activity centres

Aboriginal and Torres Strait Islander engagements

Council is committed to working more closely with our three Traditional Owner Groups. We are taking a long-term approach to ensure our engagement is meaningful, timely and purposeful in engaging on Council's future plans and projects.

Recent meetings with the Bunurong Land Council Aboriginal Corporation (September 2024) and the Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation (March 2025) have highlighted the need for a new way of working together. This new approach prioritises early engagement that ensures our Traditional Owner Groups can contribute in ways that align with their capacity, resources and interests.

As Traditional Owner Groups span multiple local government areas, there is strong interest for Councils to work together on strategic planning. To support this, Glen Eira is collaborating with adjoining councils to engage with the Bunurong Land Council Aboriginal Corporation and Boonwurrung Land and Sea Council. Initial steps have been taken and this will remain an ongoing commitment. Similarly, we have partnered with

the City of Stonnington to engage with the Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation, with our first joint meeting held in March 2025.

Wurundjeri Elders are eager to work with Council on real, practical actions that will help shape future Council plans. We look forward to strengthening these partnerships and ensuring Traditional Owner Groups have an ongoing meaningful voice in our decision-making.

First Nations community feedback

We received 11 broad community survey responses from people who identified as a First Nations person. To protect the identity of this small community of respondents, data analysis on their feedback is not presented in this report, however it will be reviewed and analysed by Council officers in the preparation of the strategic plans and in future conversations with Traditional Owner Groups.

People with disability and carers targeted engagements

To better understand the lived experiences of people with disability and assess how inclusive and accessible our city and community is, we reached out through three targeted engagement activities. We connected with 21 contributors during these sessions who shared their personal experiences, challenges and hopes for a more inclusive future.

Our first two engagement sessions brought together members of the Inclusive Volunteering Network and the Disability Reference Committee. In these discussions, people with disabilities, their carers and representatives from disability organisations had the space to voice their issues openly. They spoke about the challenges they encounter every day, from physical barriers to social inclusion, and reinforced the importance of making accessibility a priority — not just in infrastructure but in programs, policies, events and everyday interactions.

To gain further insight, we also connected with two participants from the *Everybody Active* program at GESAC who offered an additional layer of understanding on accessibility.

Through these conversations, we understood that inclusion isn't just about removing barriers — it's about actively creating spaces where everyone belongs.

Themes from disability and carer conversations

Isolation and a lack of social inclusion

People with disability who do not drive are often housebound

They experience accessibility issues getting around Glen Eira

Concerns around community safety from a physical and psychological perspective

Lack of employment opportunities and the barriers they face in the workplace

What we heard — issues facing people with disability

Through these community conversations we heard several recurring themes. Many people with a lived experience of disability experience **isolation and a lack of social inclusion**. These challenges are compounded by difficulties with transport, inaccessible public spaces and limited employment opportunities.

Many **people with disability who do not drive are often housebound**. They may lack the confidence or not be physically able to use public transport and many can't afford taxis. This is made even more challenging as public transport may not be accessible e.g. there are very few tram stops in Glen Eira that are raised.

Many reflections were shared on how tough it can be **getting around Glen Eira**. As Glen Eira is a place of older suburbs, many of the shopping strips have not been designed with accessibility in mind. **Steps at shop entrances and blocked pathways prevent easy access for people with wheelchairs and mobility aids**. Two suburbs were specifically mentioned as examples. It was reported that Bentleigh's shopping strip has no food outlets without steps and the only place in McKinnon's shopping strip that is accessible is the local pub. This sparked discussions about the need for **better awareness and training for businesses to create more inclusive spaces**.

Concerns around community safety also weighed into the discussions — from a physical and psychological perspective. Many people with disabilities manage complex health conditions and chronic illnesses, making everyday risks even more significant. Local flooding, especially during extreme rainfall, was another concern, raising fears about people's safety in their homes.

Another important issue was **employment**. Many participants expressed frustration at the lack of opportunities and the barriers they face in the workplace. The discussion highlighted the need for safer, more inclusive work environments where employees feel comfortable disclosing hidden disabilities without fear of judgement. With better support, these workers could perform at their best rather than feel the need to mask their disabilities.

These conversations painted a picture that while progress has been made, there is still much to be done to ensure Glen Eira is a city where everyone, regardless of ability, can fully participate in community life.

People with disabilities' feedback on what Council does well

People with disabilities and their carers shared their appreciation for the positive steps Council has taken to promote accessibility and inclusion. One of the biggest highlights was the opportunity to connect through programs such as *Chat and Chuckle* and the *Disability Awareness in Schools* program, which help people with disabilities connect and share their experiences with others. They would welcome Council providing more programs like these, particularly more youth-based programs.

Council-run accessible events were another aspect people valued, along with the *Everybody Active* program at GESAC, which they described as welcoming, inclusive and beneficial for their health and wellbeing. During this discussion some concerns were raised about some events that Council has held that have been advertised as accessible but don't fully meet accessibility needs.

One young woman shared a disappointing experience at a youth event at the Benthleigh library in 2024. Although the event was promoted as accessible, she found that she couldn't move or turn her wheelchair inside the space and the game machines were unreachable due to the event layout.

This discussion highlighted the importance of event organisers consulting with disability experts to ensure true accessibility. Key considerations should include adequate space for wheelchairs, room for seeing-eye dogs and sensory-friendly areas for neurodivergent attendees. If an event can't meet all accessibility requirements, organisers should clearly state what is and isn't accessible to set the right expectations.

Carers also shared their perspectives, noting that Glen Eira is a particularly supportive community for carers compared to some neighbouring areas. They emphasised the importance of maintaining these supports in the future.

One carer reflected on how her involvement with the Disability Reference Group Committee allowed her to support new residents moving into the area. By connecting with the local groups and resources she had discovered through the committee, she helped them feel welcome and included in the community.

Actions Council can take to support people with disability

People with disabilities and their carers shared many ways Council can help improve their health, wellbeing and overall quality of life. They believe by focusing on accessibility, community connections and safety measures, Council can make a positive difference in building a more inclusive, welcoming and accessible community for everyone.

Key suggestions included:



Raising awareness and advocacy

Offer training programs to increase awareness about access and inclusion

Expand the *Disability in Schools Awareness* program to include local businesses

Advocate for Glen Eira businesses to become more inclusive and showcase those that are already accessible

Strengthen planning and building regulations to improve *Disability Discrimination Act (DDA)* compliance



Improving accessibility

Conduct accessibility audits of shopping strips and activity centres to identify and address barriers

Provide incentives for shops and businesses to make accessibility upgrades

Ensure all Council facilities, assets and buildings exceed minimum accessibility standards



Inclusive programs and community engagement

Ensure all Council programs are welcoming and open to everyone. While some disability-specific programs are needed, many people with disabilities prefer inclusive programs that allow them to participate alongside the wider community

Expand programs like *Every Body Active* and create new initiatives that connect people in the community

Maintain and expand the employability program, while also promoting inclusive volunteering and job opportunities

 Safety and infrastructure

Improve efforts to reduce flooding risks through research and mitigation measures

Enhance Council's accessibility checklists by increasing on-site consultations with accessibility experts

 Supporting people with hidden disabilities

Continue promoting the *Sunflower Hidden Disabilities* program to better support staff with non-visible disabilities

By implementing these ideas, Council can take meaningful steps toward creating a community where everyone — regardless of ability — feels valued, included and supported.

Appendix 1: Communications activities

The communications campaign to promote *Our Place, Our Plan — Shaping Glen Eira together* ran from Wednesday 5 February to Sunday 16 March 2025.

The communications campaign to encourage applications for the Community Priorities Panel ran from Wednesday 5 February to Tuesday 25 February.

We used a wide variety of communications and advertising methods to reach the broadest possible audience. This covered:

- physical advertisements in public and Council spaces
- advertising through our owned channels
- advertisements through external channels
- social media promotion.

Community survey promotion

Social media proved to be an effective tool for reaching a wide range of audiences with high reach and impression statistics. Survey responses indicated 13 per cent of respondents found out about the campaign through social media.

Print communications, including posters, postcards, *Glen Eira News* and billboards also proved to be a great way to reach people. 28 per cent of people said they heard about *Our Place, Our Plan* through *Glen Eira News* and 19 per cent said they heard about it through place-based advertising e.g. footpath decal, billboard and poster.

13 per cent of people heard about the campaign through electronic newsletters. The community engagement newsletters had the highest click through rate and the 'last chance' newsletter had an overwhelming click rate spike.

Advertising in public and Council spaces

Print communication	Quantity	Notes
Billboards	11	At various locations throughout Glen Eira, including parks, open spaces and libraries
Footpath decals	50	At various locations throughout Glen Eira, including parks, open spaces and activity centres
Corflute posters	40	At various parks and open spaces throughout Glen Eira

Street posters	10	At various locations throughout Glen Eira, including train stations, activity centres and underpasses
Bus stop advertising	22	At various bus stops throughout Glen Eira
Postcards	4,000	Placed in Council facilities, such as libraries, community centres and aquatic centres and used and pop-up events and activities
Posters	150	Placed in Council facilities, such as libraries, community centres and aquatic centres
Ideas postcards	1,500	At various locations throughout Glen Eira, including libraries, Maternal Child Health centres, community centres, the Glen Eira Town Hall service centre and at face-to-face engagement sessions
Bookmark	10,000	Placed in library book reservations during the campaign across our four library branches



Billboard at Elsternwick Library



Street poster along Queens Avenue, Caulfield East



Footpath decal at EE Gunn Reserve, Ormond



Bus stop advertisement at Jasper Road, Bentleigh



Bookmark



Digital screens at the Glen Eira Town Hall main entrance

Advertising through owned channels

Glen Eira News is our monthly newspaper that is delivered to 64,500 residences across Glen Eira. Information about the campaign included:

- February edition: A half-page article and an advertisement.
- March edition: A cover-story, half-page article, half-page advertisement and a project listing on page 10.



February edition, page three



February edition, page 16



March edition, page one

Other communications tools included:

- a banner on the top of Glen Eira City Council's website and a feature in the Have Your Say section on the homepage, which prompted 222 visitors to visit the Have Your Say website. During the campaign the website homepage was viewed 27,600 times by 16,289 users.
- digital screens at Glen Eira Sports and Aquatic Centre and the Service Centre at Glen Eira Town Hall.

- a news item on Glen Eira City Council's website, which had 121 page views and prompted 29 visitors to visit the Have Your Say website.
- a 15-second message on the Customer Service telephone answering system that was delivered as part of 18,880 calls received by the Customer Service team throughout the campaign.
- campaign banners on all Glen Eira City Council staff emails.

Newsletter	Recipients	Open rate	Click through
Arts and Culture — February edition	6,466	50.8%	21
Libraries — February edition	22,157	42.2%	51
Business development — February edition	7,259	49.5%	13
Community engagement — February edition	4,566	58.6%	74
Community engagement — previous Community Priority Panel participants	34	82.4%	2
Community engagement — previous Community Voice panel members	25	54.2%	2
Community engagement — previous Community Engagement Advisory Committee members	17	70.6%	1
Arts and Culture — March edition	6,437	55.2%	8
Libraries — March edition	22,021	41.7%	15
Business sustainability — March edition	625	50.6%	0
Glen Eira Sports and Aquatic Centre — Autumn edition	12,306	67.1%	28
Community engagement — March edition	4,526	54%	54
Community engagement — end of campaign	4,514	46.5%	214



Glen Eira City Council website



Newsletter article

Advertising through external channels

Spotify advertising included audio and video advertisements across their music and podcast streams. The music stream was the most popular, with the video advertisement having a higher click through rate. This indicates that visual content was more effective for conveying the campaign's message.

The advertisements resonated with our hard-to-reach audiences — ages 13–17 and 18–24 — and these cohorts had the highest impressions and click through rates.

Advertisement type	Impressions	Reach	Click through
Audio	39,792	27,206	125
Video	27,846	17,181	344

An advertisement at Classic Cinema in Elsternwick screened at the beginning of films throughout the campaign. It was displayed as part of 45–50 films per day and shown to approximately 23,000 patrons.



Advertising at Classic Cinema, Elsternwick



Audio Spotify advertisement



Video Spotify advertisement

Advertising on local radio stations SouthernFM and Golden Days radio was undertaken throughout the campaign.

Advertisement type	Duration	Listenership
SouthernFM advertisements	3–16 March	80,000 listeners weekly
SouthernFM interview with the Mayor	5 February 3 March	80,000 listeners weekly
Golden Days Radio advertisements	15 February 1 March 15 March	75,000 listeners weekly

Stakeholder letters and social media content were shared with 12 Victorian and Australian Government ministerial offices for distribution via local networks.

Social media promotion

Council's main social media accounts

The Glen Eira City Council Facebook and Instagram accounts concluded the campaign with 32 posts, including main feed, stories and reels. A paid campaign was also conducted on Facebook and Instagram in English and our top five languages.

Our organic social media campaign concluded with the following outcomes:

Organic	Views	Reach	Click through	Interactions
Posts on Facebook and Instagram	30,527	23,641	86	241

Our paid social media campaign concluded with the following outcomes:

Ads	Views	Reach	Click through
Facebook/Instagram survey post	77,527	22,074	674
Facebook/Instagram Chinese post	9,252	1,489	65
Facebook/Instagram Greek post	7,247	925	76
Facebook/Instagram Hebrew post	12,129	1,461	194
Facebook/Instagram Hindi post	18,769	1,947	95
Facebook/Instagram Russian post	9,446	1,439	107

Other Glen Eira City Council social media accounts (e.g. Libraries, Arts and Culture, Glen Eira Leisure, and Youth Services)

Organic	Views	Reach	Click through	Interactions
Posts on Facebook and Instagram	610	395	1	11

QR code statistics

We used trackable QR codes on all our advertising so we could determine the most successful methods. This will inform our advertising in the next phase of *Our Place, Our Plan*. Overall, the QR code used on our posters was scanned most often. A breakdown of where people scanned QR codes is included below.

QR code location	Number of scans
Posters	508
Postcards	454
<i>Glen Eira News</i>	340
Billboards	187
Bookmarks	90
Footpath decals	60
Bus stop advertising	33
Ideas postcards	30
Community engagement trailer	26

Classic Cinema	8
Street posters	7

Community Priorities Panel promotion

Advertising in public and Council spaces

Print communication	Quantity	Notes
Posters	50	Placed in Council facilities, such as libraries, community centres and aquatic centres.
Postcards	1,300	Placed in Council facilities like libraries, community centres and aquatic centres and used at pop-up events and activities.

Advertising through Council-owned channels

We advertised through Council-owned channels such as:

- digital screens at Glen Eira Sports and Aquatic Centre and the Service Centre at Glen Eira Town Hall.
- a news item on Glen Eira City Council's website with 121 page views, which prompted 15 visitors to visit the Have Your Say website
- a 15-second message on the Customer Service telephone answering system that was delivered as part of 8,945 calls throughout the Community Priorities Panel expression of interest period.

Newsletter	Recipients	Open rate	Click through
Arts and Culture — February edition	6,466	50.8%	19
Youth Services — February edition	605	53.3%	0
Libraries — February edition	22,157	42.2%	34
Business development — February edition	7,259	49.5%	15
Community engagement — February edition	4,566	58.6%	56

Community engagement — previous Community Priority Panel participants	34	82.4%	10
Community engagement — previous Community Voice panel members	25	54.2%	6
Community engagement — previous Community Engagement Advisory Committee members	17	70.6%	17
Community engagement — previous transport and sustainability advisory committee members	22	57.1%	7

A third-page article was included in the February edition of *Glen Eira News*, our monthly newspaper that is delivered to 64,500 residences across Glen Eira.

Advertising through external channels

Advertising on local stations SouthernFM and Golden Days radio was undertaken throughout the campaign.

Advertisement type	Duration	Listenership
SouthernFM interview with the Mayor	5 February	80,000 listeners weekly
Golden Days Radio advertisements	15 February	75,000 listeners weekly

Social media promotion

The Glen Eira City Council Facebook and Instagram accounts concluded the campaign with two posts for the Panel recruitment and a paid campaign was also conducted on Facebook and Instagram.

Our organic social media campaign concluded with the following outcomes:

Organic	Views	Reach	Click through	Interactions
Posts on Facebook and Instagram	6,834	3,971	46	26

Our paid social media campaign concluded with the following outcomes:

Ads	Views	Reach	Click through
Facebook/Instagram panel post	10,725	5,694	145

Other Glen Eira City Council social media accounts produced the following outcomes:

Organic	Views	Reach	Clicks	Interactions
Posts on Facebook and Instagram	881	66	1	8

Appendix 2: Engagement activities

The *Our Place, Our Plan* broad community engagement program invited the community to get involved in our biggest ever conversation so Council could consider their views in developing our strategic plans.

Community members were offered a variety of ways to get involved, through:

- completing the online survey on our Have Your Say platform
- sharing their local neighbourhood ideas on the social map on Have Your Say
- applying to join the Community Priorities Panel through an expression of interest process
- attending one of our community pop-ups
- completing one of our activity sheets for young people (ages 10–25) and children (ages three–nine)
- finding an ideas box in a Council facility and completing an ideas card.

The engagement program was delivered using two key approaches – broad and targeted engagement.

Our Place, Our Plan strongly focused on place-based engagement activities, to encourage as many community members as possible to take part.

In-person engagement featured as part of *Our Place, Our Plan* through a series of 52 pop-ups, drop-ins, intercept and targeted activities across Glen Eira. We scheduled pop-ups at high foot-traffic locations to reach as many people as possible, and delivered a broach program of targeted activities to engage with a diverse section of the community who may not usually engage with Council. Councillors were encouraged to attend the scheduled high-traffic pop-ups.

In total, our in-person engagement activities reached approximately 1,556 people and we handed out 2,940 postcards. We witnessed a strong correlation between the timing of pop-up activities and increases in the number of online community survey completions, demonstrating the overall success of the in-person engagement activities.

Broad engagement

The broad community engagement program included 24 pop-up engagement activities, including 13 community engagement trailer events across Glen Eira as well as drop-in and intercept sessions at libraries, immunisation sessions, a Repair Café event, a local business event and an *International Women's Day* event.



Targeted engagement

A total of 28 targeted engagement sessions were delivered using a range of online and in-person activities with population groups, diversity groups and underrepresented groups, alongside key stakeholder workshops and meetings.

Accessible engagement

Our Place, Our Plan is Council's most accessible engagement program to date. To ensure our community engagement activities were accessible to all community members, we implemented several accessibility improvements to our online and print materials that supported the campaign, including:

- printed hard copy surveys
- accessibility widget on the Have Your Say page
- language translation tools on the Have Your Say page
- in-person and telephone support to facilitate survey completion
- Greek and Chinese speaking interpreters at Chinese and Greek targeted engagement sessions
- audibly promoted the engagement on the Customer Service on-hold message
- printed postcards, which included translated instructions in Glen Eira's five most spoken languages.

Have Your Say accessibility tool

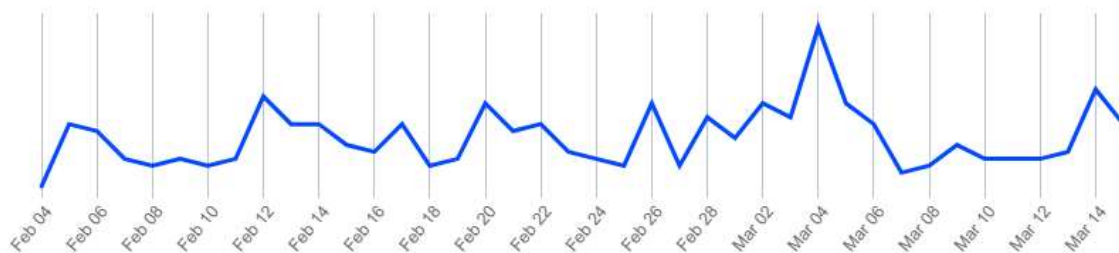
Council implemented the [Userway](#) web accessibility tool on the Have Your Say platform in January 2025 to deliver a more accessible platform experience for the Glen Eira community. Userway's accessibility widget provides instant accommodations for common disability profiles from vision impairments to dyslexia and beyond. During the six-week campaign the accessibility widget was loaded on the Have Your Say platform 17,550 times and opened 283 times:

Widget Loads

17,550 times during Feb, 5 2025 — Mar, 16 2025

**Widget Opens**

283 times during Feb, 5 2025 — Mar, 16 2025



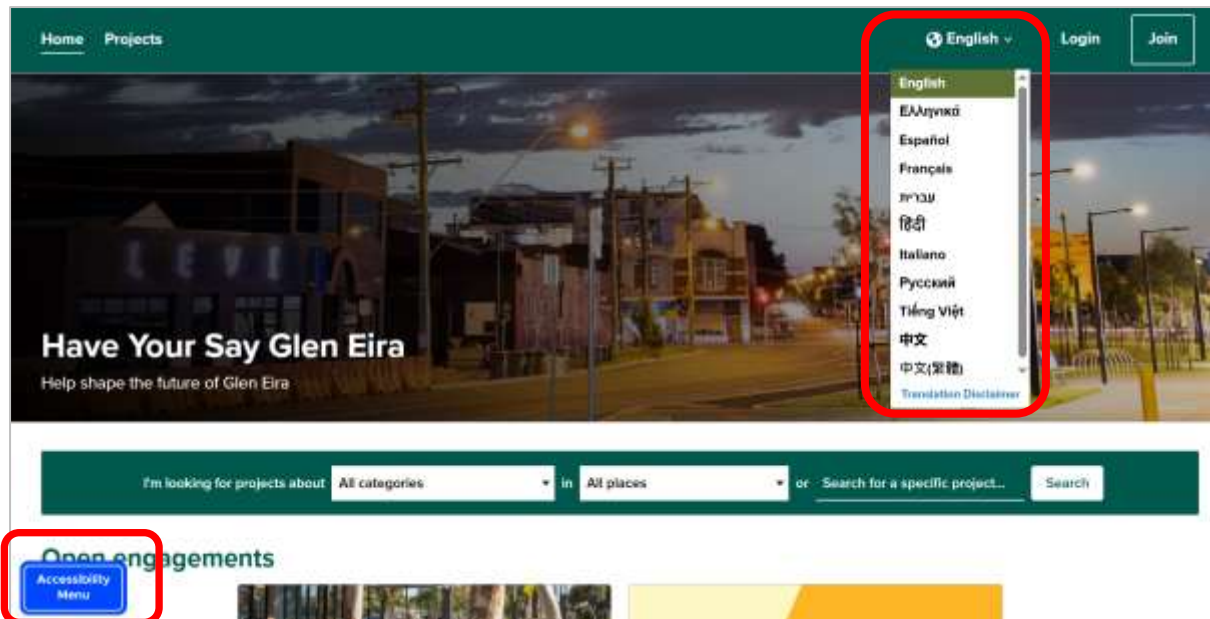
The top functions used include:

Usage Stats by Function[How we measure this?](#)

Function	Times enabled	Percentage
 Keyboard Navigation	155	57%
 Pause Animations	20	7.4%
T T Bigger Text	18	6%
 Contrast +	15	5%
 Text Spacing	12	4%
 Highlight Links	11	4%
 Line Height	11	4%

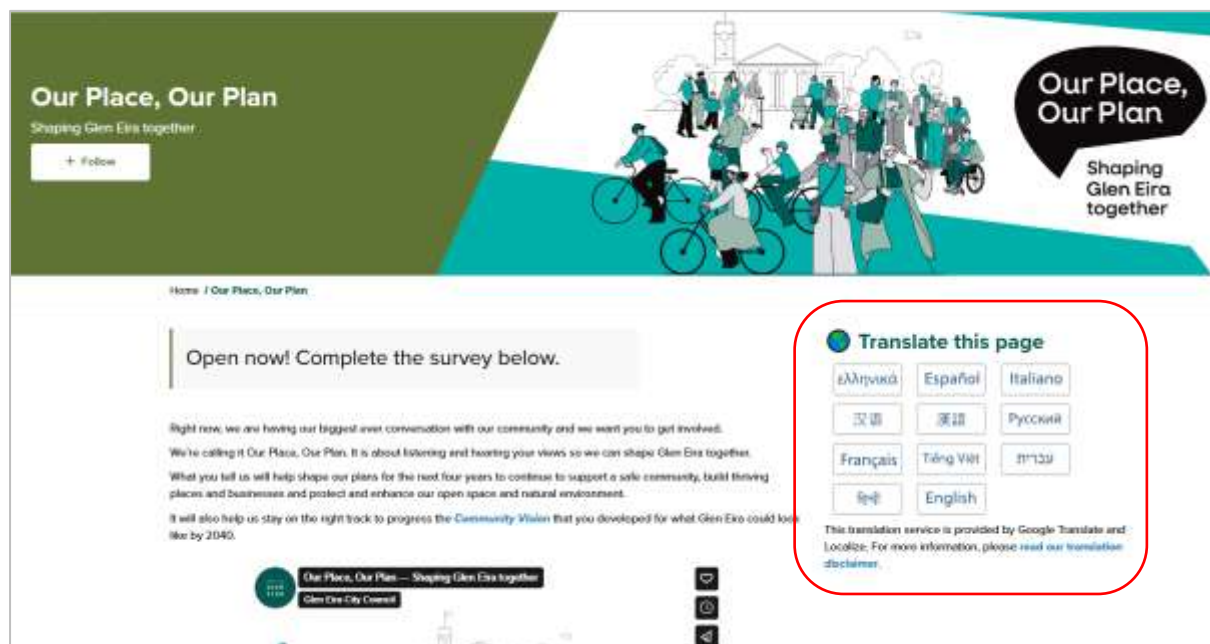
Have Your Say translation tool

The Have Your Say tool also offers a multilingual tool that, when selected, translates page content into one of Glen Eira's 10 most spoken languages, as displayed below.



Above: Image of the Have Your Say homepage highlighting the accessibility and translation tools.

The *Our Place, Our Plan* engagement project page also provided additional translation buttons to simplify the translation service for our Glen Eira community.



his translation service uses Google translate and Localize to translate the page content. During the *Our Place, Our Plan* engagement period, 5 February–16 March the Localize tool was used 339 times to translate page content into other languages, as outlined in the chart below.



Image above: *Our Place, Our Plan* postcard with

translations in five languages.

The use of this translation tool also resulted in 51 survey responses provided in translated languages. Council used Google Translate services to translate these comments into English for inclusion in the analysis of the qualitative data collected during this program.

The top translated languages were Chinese, Russian, Hebrew, Japanese, German and Korean.



The number of times the top 10 languages were translated is provided in the following table.

Top Languages				^
#	Language	Supported in project? ▾	Count	
1	English (en) 	--	21,017	
2	Chinese (zh) 	--	222	
3	Russian (ru) 	--	53	
4	Hebrew (he) 	--	23	
5	Japanese (ja) 	--	18	
6	German (de) 	--	12	
7	Korean (ko) 	--	11	
8	Spanish (es) 	--	10	
9	Greek (el) 	--	6	
10	Ukrainian (uk) 	--	4	

Pop-up engagements

The *Our Place, Our Plan* broad community engagement program included 24 pop-up engagement activities, including 13 community engagement trailer events across Glen Eira as well as drop-in and intercept sessions at libraries, immunisation sessions, a Repair Café event, a local business event and an *International Women's Day* event.

We engaged in hundreds of conversations with the community as they visited our facilities, spaces and events. We shared information and postcards about *Our Place, Our Plan*, encouraging people to get involved and share their opinions via our online survey.

Pop-up event	Location	Ward	Date
Elsternwick Plaza	Glen Huntly Road, Elsternwick (near train station)	Orrong	Thursday 6 February
Carnegie Memorial Swimming Pool opening day	Carnegie Memorial Swimming Pool, Carnegie	Murrumbeena	Sunday 9 February
Carnegie Library Foyer	Shepparson Avenue, Carnegie	Murrumbeena	Wednesday 12 February
Jude Pearl – <i>Valentine's Day</i>	Caulfield Park, Caulfield	Caulfield Park	Friday 14 February
Princes Park	Bambra Road, Caulfield South	Bambra	Sunday 16 February

Pop-up event	Location	Ward	Date
McKinnon train station	McKinnon Road, McKinnon	Wattle Grove Ward	Tuesday 18 February
Bentleigh Farmers Market	Bignell Road, Bentleigh East	Moorleigh	Saturday 22 February
<i>Under The Stars Festival</i>	Packer Park, Carnegie	Murrumbeena	Saturday 22 February
<i>Bentleigh Festival</i>	Centre Road Bentleigh	Jasper	Sunday 23 February
Elsternwick Club open day	Elsternwick Club	Orrong	Sunday 2 March
Glen Eira Sports and Aquatic Centre (GESAC)	East Boundary Road, Bentleigh East	Mallanbool	Tuesday 4 March
Moorleigh Community Village	Bignell Road, Bentleigh East	Moorleigh	Wednesday 5 March
Weekend sports	Caulfield Park	Caulfield Park	Sunday 9 March

Drop-in intercept engagements

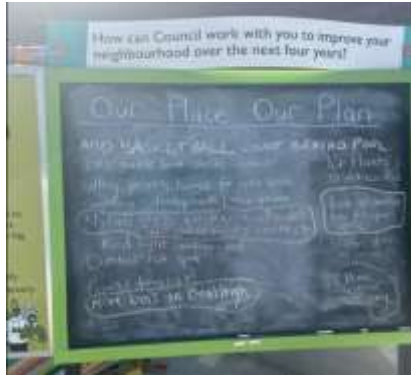
Pop-up event	Location	Ward	Date
Intercept session	Bentleigh Library	Jasper	Friday 7 February
Drop-in session	Caulfield Park Pavilion – Immunisation session	Caulfield Park	Tuesday 11 February
Intercept session	Caulfield Library	Bambra	Wednesday 12 February
Intercept session	Carnegie Library	Murrumbeena	Monday 17 February
Drop-in session	Caulfield Town Hall – Immunisation session	Bambra	Wednesday 19 February
Intercept session	Elsternwick Library	Orrong	Tuesday 25 February
Intercept session	Caulfield Library – <i>Fairytale Day</i> event	Bambra	Wednesday 26 February
Drop-in session	Carnegie Community Centre – Immunisation session	Murrumbeena	Wednesday 26 February

Intercept session	Carnegie Library – Repair Café session	Murrumbeena	Saturday 1 March
Intercept session	Murrumbeena Park Community Hub – Women in business presentation.	Murrumbeena	Thursday 6 March
Drop-in session	Town Hall Auditorium – <i>International Women’s Day</i> event	Bambra	Saturday 8 March

Blackboard ideas boards

Blackboard ideas boards were used across the program’s pop-up engagement activities. We recorded 62 ideas that were analysed into the themes identified in the table below.

Theme	Count	Per cent
More green and open space	13	19%
Glen Eira Leisure upgrades – GESAC and Carnegie Memorial Swimming Pool	11	12%
More events and community art	7	7%
Asset upgrades and maintenance – footpaths, public toilets and street lighting	7	7%
Community safety	5	5%
Recreation upgrades e.g. pickleball courts	5	5%
Disability inclusion	5	5%
Traffic and parking upgrades	5	5%
Waste services upgrades e.g. more bins	2	2%
Support for the elderly	2	2%



Above: Blackboard ideas board results at various pop-up engagement activities.

at

Voting pods

Voting pods were used during pop-up engagement activities as a conversation starter, asking community members 'What is your connection to Glen Eira?'. The answer options were: live, work, study, visit, rate payer and business owner.

A highly interactive and popular tool, the voting pods generate a lot of interest from our community's younger people with the attractive and brightly coloured voting balls. This activity was used to encourage participation and open the broader conversation with parents and community members about the *Our Place, Our Plan* engagement.

The voting pods were reset multiple times at each pop-up activity, particularly at our larger community events, such as *Under the Stars* and the *Bentleigh Festival*. 'Live' was consistently the highest polled result across all pop-up engagement activities, followed by 'visit' and 'rate payer'.



Above: Voting pod results at various pop-up engagement activities.

Appendix 3: Community participation

The response from the community was measured in the number of expressions of interest received for the Community Priorities Panel, the number of responses to the *Our Place, Our Plan* community survey, the number of completed hard copy surveys and the number of submitted children's drawings.

Item	Responses
Community survey responses Broad community survey on <i>Have Your Say</i>	A total of 832 surveys in total, including: • 32 hard copy surveys • a broad cross-section of age groups • 60% identifying as a woman or girl and 36 per cent identifying as a man or boy, 3% prefer not to say (26 responses) and 1% identifying as non-binary (5 responses) • 1% (11 responses) identifying as a First Nations person • 7% (62 responses) identifying as a person with a disability and 6% (46 responses) as a carer of someone with disability • 7% (54 responses) identifying as LGBTIQ+ • 27% (223 responses) identifying as a person born overseas and 20% (172) identifying as a person from a multicultural background • people living in every suburb from across the municipality, including smaller suburbs, such as Gardenvale and St Kilda East • 93% (774 responses) live in Glen Eira, 47% (388 responses) are ratepayers, 40% (336 responses) use Council services and 21% (178 responses) work in Glen Eira • 6% (49 responses) run a business in Glen Eira • 56% (425 responses) have lived in Glen Eira for more than 11 years, 27% (204 responses) less than 5 years and 17% (128 responses) between 6 and 10 years • 44% (369 responses) own their house with a mortgage, while 35% (288 responses) own their house outright

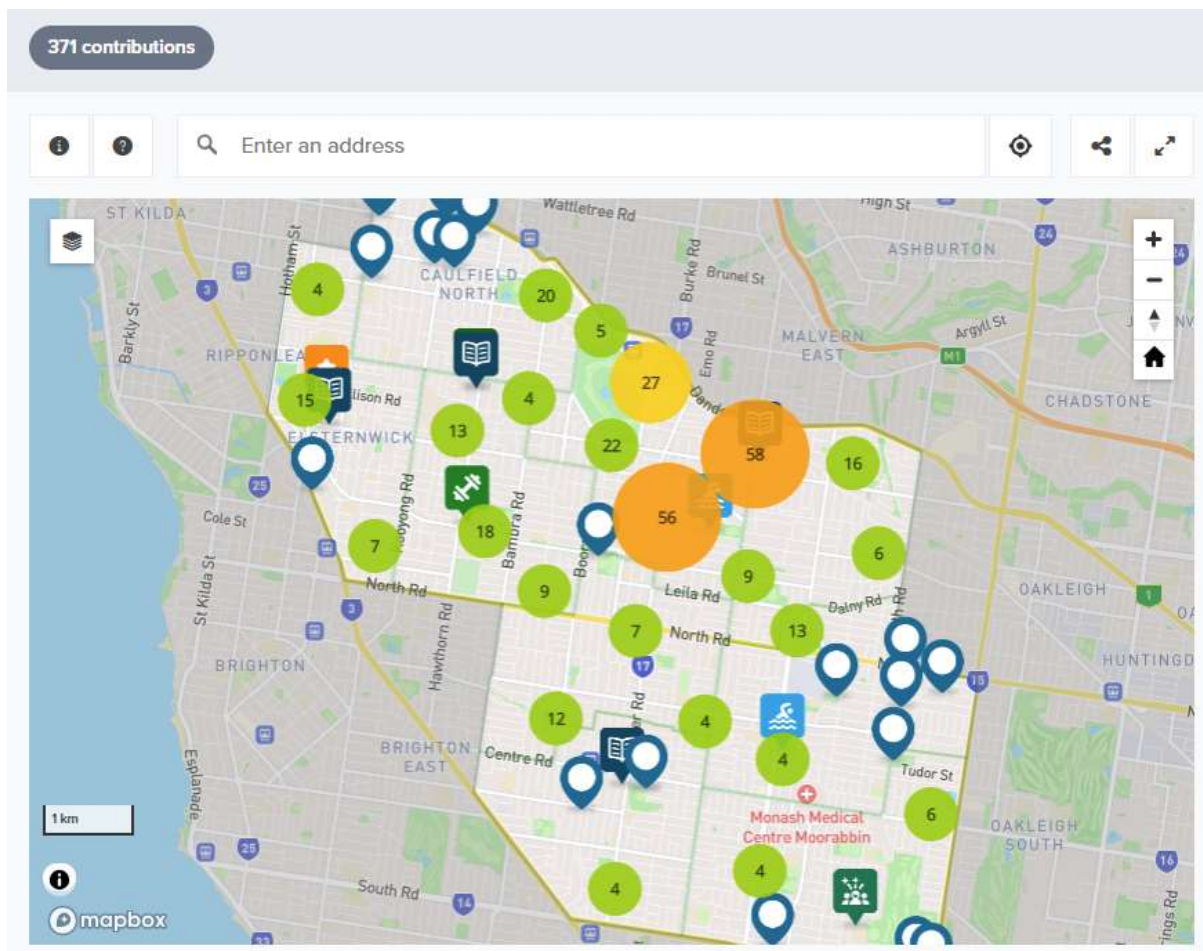
Item	Responses
	• 10% (79 responses) rent on their own while 3% (29 responses) rent in a share house • 42% (346 responses) are a couple with children household, 30% (246) are a couple without children and 14% (120 responses) are a one-person household • 40% (336 responses) hold a Bachelor's degree, 38% (318 responses) hold a postgraduate degree and 9% (73 responses) hold Cert IV/trade/technical/vocational training qualifications • 44% (360 responses) are employed full-time, 20% (161 responses) are retired, 16% (133 responses) are employed part-time and 7% (4 responses) are not currently employed • 28% (235 responses) heard about the survey through <i>Glen Eira News</i>, 19% (158 responses) through advertisements and 13% (109 responses) through a Council e-newsletter.
Children's drawings Signed and submitted	30 children drawings received, including: • 28 drawings from children under 14 years • 2 drawings from children over 14 years • the most popular themes were playgrounds and parks, trees and nature, people, rainbows and sport and exercise.
Expressions of interest For the Community Priorities Panel	119 people, including: • 62% women • 46% men • 2% non-binary • 38% born overseas • 28% speak another language at home • 7% have a disability • 10% care for someone with a disability • 12% identify as LGBTQIA+
Blackboard comments	62 ideas recorded across key themes: • more green and open space • Glen Eira Leisure upgrades — GESAC and CMSP • more events and community art

Item	Responses
	• asset upgrades and maintenance — footpaths, public toilets and street lighting • community safety • recreation upgrades e.g. pickleball courts • disability inclusion • traffic and parking upgrades • waste services upgrades e.g. more bins • support for the elderly.
Ideas cards Available from ideas boxes in Council facilities	226 cards, including: • 28 ideas boxes were placed at various Council locations, including libraries, Maternal and Child Health Centres, Senior Citizen Centre, Moorleigh Community Village, Town Hall Service Centre, Art Gallery and local community houses • Ideas cards were generated across every suburb of Glen Eira • The top three themes across the ideas cards were: ○ create more park and green spaces ○ feedback on CMSP ○ improve parking at community facilities.
Social map contributions on <i>Have Your Say</i>	371 map markers, including: • from 97 contributors with ideas across a range of themes, including: ○ cycling paths ○ biodiversity ○ road and street improvements • 1 respondent marked 103 pins to the social map Collectively these pins mark out safety enhancements for a large amount of cycle routes and biodiversity throughout the Glen Eira municipality.

Social map engagement

As part of the broad community engagement program, we also sought feedback on how Council can support our local neighbourhoods. Using a social map on the *Have Your Say* page, community members were invited to pin their ideas to a map of Glen Eira to share what their local area needs most. Some suggestions were offered to get people thinking,

including street beautification, road or footpath repairs, signage, lighting, access to programs or services, events or more trees and plants.



We received 371 pins to the social map from 97 contributors with ideas across a range of themes, including cycling paths, biodiversity and road and street improvements.

Respondents were not limited to the number of pins they could submit to the social map and as a result there were 62 people who submitted more than one pin. One respondent, analysed through IP address data, marked 103 pins to the social map consecutively within a four-hour time span. Collectively, these pins mark out safety enhancements for a large amount of cycle routes and biodiversity throughout the Glen Eira municipality.

Top 10 themes across all social map contributions

Theme	Count	Per cent
Proposals for new cycling pathways and improving their accessibility	67	18%
Creating more biodiversity in open spaces	62	17%
Suggestions and opinions on how to manage roads and make streets better	46	13%
Making traffic flow smoother and parking easier to access	42	12%

Improving the facilities for within our open spaces	36	10%
Planting more trees in public spaces	24	7%
Focus on upholding and improving the character of neighbourhoods and their amenities	21	6%
Suggestions and thoughts on planning and developing our city	21	6%
Planning to keep the community safe from crime, injury or discrimination	19	5%
Creating programs and locations that promote active living	12	3%

Illustrative verbatim quotes

“Make Alnutt Park the envy of all other councils. It’s already a great park with so much potential, but the playground is significantly outdated and parks in Hampton and Mordiallic (plus many many more) show what can be built including more natural water play spaces. You could even consider an on-site cafe to recoup some of the costs, nothing fancy, something as simple as cubby house canteen in Armadale.” — Bentleigh

“This little strip of land could be planted with local indigenous plants - lots of dense understory and ground layer plants to help local insects and small birds. This could be an important wildlife stepping stone as across at Karkarook Park is the closest population of Superb Fairywrens, which are locally extinct in Glen Eira.” — Bentleigh East

“Parking &/or poor parking controls on this stretch of Koornang Rd. Southbound often 2-4 cars parked cars block a whole lane, while traffic is backed up to the Dandenong Rd intersection with many people wanting to turn right into Arawatta St to parking. The parking restrictions are also poorly followed & policed.” — Carnegie

“Creating a vibrant public square next to the Council building to replace the current landscape, which looks dated and uninviting. The existing design feels like random pieces put together without professional landscaping or architectural input. By introducing green spaces, seating, public art, and thoughtful landscaping, we can create a welcoming, central gathering space for relaxation, social interaction, and community events, making the area more attractive and engaging for residents and visitors.” — Caulfield

“Please continue the bike lane all the way to the intersection corners so that its safe enough for kids to ride to Glen Eira College and new Mt Scopus school and for wider community. The bike lanes suddenly disappear at the intersection - the most dangerous spot. The lanes would also appeal to more new riders and be safer if they were protected with kerbs or painted buffer and had safer speed limits all day within 1km of schools. Please continue bike lanes to all intersection corners in Glen Eira.” — Caulfield East

“The turn here is pretty sharp, and cars take turns at high speeds. The concrete drain(?) cover and signs are always beat up, smashed to bits or bent over. As a pedestrian it feels unsafe! It would be really nice to have a marked crossing or speed reduction at this busy intersection. The crossing

MUST be immediately visible from the sharp left turning lane or it will cause more problems than solutions.” — Caulfield North

“street trees to shade the footpath on the eastern side - could remove every few parking spaces and plant a tree instead or even better restore the nature strip with trees and put parking parallel so that families riding to school are safer without reversing cars.” — Caulfield South

“Lighting on this heavily used pedestrian path which is very dark and often full of puddles and debris at night. And something done about the crazies who are breaking into the old ABC studios stealing the copper and threatening people walking through at night.” — Elsternwick

“No bike path or lane on Glen Eira side of Dandenong Rd to connect Boyd Park & Urban Forest Reserve. This is an important link as people from the Djerring Trail can connect to Gardiners Creek & Yarra Main Trails through here.” — Murrumbeena

“Aesthetic enhancements along the entire stretch of North Road within our municipality would make it more visually appealing and enjoyable. Connecting trees from the middle of the road to the sides, incorporating artistic lighting installations, and adding public art would further elevate the experience. Installing noise-reducing screens where needed in residential areas and encouraging local businesses in commercial zones to establish cafes with outdoor seating would create a lively, welcoming atmosphere, making the area more attractive for both residents and visitors.” — Ormond

The following tables detail the key topics by suburb. We received social map markers across all Glen Eira suburbs and themed the responses into key themes.

Bentleigh — 12 contributions

Theme	Count	Per cent
Adding shaded areas, playgrounds and water play facilities in open spaces e.g. Allnutt Park	5	42%
Actively seeking opportunities for renewable energy e.g. EV chargers near Bleazby Street	2	17%
Creating safe and convenient cycling paths e.g. Bentleigh Youth Hub to Moorabbin	2	17%
Reducing the amount of traffic in Bentleigh with safer detour routes	2	17%
Making more street improvements e.g. adding curb ramps	1	8%
Improving waste collection through compost bins around Bentleigh	1	8%
Creating more biodiversity in open spaces e.g. Indigenous plants and trees	1	8%

Bentleigh East — 24 contributions

Theme	Count	Per cent
Preserving wildlife and having more Indigenous plants in open spaces across Bentleigh East	7	29%
Creating safer and convenient cycling paths e.g. East Boundary Road and Rosstown Rail Trail to GESAC	4	17%
More spaces that promote active living e.g. outdoor gym stations and basketball courts	3	13%
Planting more trees in open spaces e.g. Indigenous trees in rail trails and parks	3	13%
Feedback and ideas for planning and urban development e.g. underground train station in Bentleigh East and high-rise concerns	2	8%
Building traffic lights to help support large amounts of traffic	2	8%
Cleaning graffiti and rubbish in main streets	1	4%
Bettering the visibility of golf courses from the street	1	4%
Focus on improving the character of Bentleigh East with repainted building exteriors	1	4%
Options to improve public transport routes and access e.g. bus services to CBD	1	4%

Carnegie — 98 contributions

Theme	Count	Per cent
Improving efficiency and accessibility within traffic and parking by installing more traffic lights and crossings e.g. lights along Gnarwyn Street	18	18%
Creating more biodiversity in open spaces with more Indigenous gardens and trees in Carnegie open spaces e.g. link to Aviary Garden in Caulfield	17	17%
Improvements for amenities within our open spaces, such as cleaner toilets in parks and BBQ areas	15	15%
Creating safer and more accessible cycling pathways with shared lanes on the road e.g. Koornang Road to reach local venues	11	11%
Improving street and road conditions, such as curb ramps near intersections and speed bumps along Rosstown Road	9	9%

Theme	Count	Per cent
Focus on improving drainage to avoid flooding near intersections and crossings	7	7%
Improving street lighting to enhance safety for people walking through parks at night	7	7%
Recommendations given for urban development in unused open space areas to become community hubs or gardens	7	7%
Creating more green spaces	5	5%
Feedback and ideas for Council departments e.g. programs that celebrate neighbourhood achievements in sustainability	5	5%

Caulfield — 14 contributions

Theme	Count	Per cent
Transforming streets and open space into areas that encourage hangout spaces e.g. public squares, art and community gardens	6	43%
Creating safer and convenient cycling paths e.g. bike lanes all the way to intersections at Bambra Road	5	36%
Advocate for more access to health care e.g. collaborate with State Government to establish an emergency department at Caulfield Hospital	1	7%
Focus on protecting heritage-listed property e.g. 53 Neerim Road	1	7%
Building safe and convenient crossings e.g. Neerim Road	1	7%
Developing <i>Glen Eira News</i> articles about individual Council departments	1	7%
Creating more green spaces e.g. a community garden at the hospital grounds	1	7%

Caulfield East — 35 contributions

Theme	Count	Per cent
Creating safer and convenient cycling paths e.g. safer underpass and paths around Caulfield Station	12	34%
Planting more native vegetation around open spaces	6	17%
Planting more trees in open spaces	6	17%

Theme	Count	Per cent
Creating running tracks and upgrading playgrounds in open spaces	5	14%
Reducing traffic pollution that crowds public spaces	4	11%
Adding more lighting and signage to prevent crime and suspicious activity	3	9%
Replacing removed trees along Lord Street and Derby Crescent	2	6%
Conducting more food- and market-related events	2	6%
Adding more public waste and recycling stations	1	3%
Protecting the heritage character at Caulfield Racecourse	1	3%

Caulfield North — 31 contributions

Theme	Count	Per cent
Safer crossings and trails for bicycles e.g. Alma Road	12	39%
Road and street maintenance to improve traffic conditions e.g. Normanby Road intersection	7	23%
Opening more outdoor spaces and clubs for sport programs e.g. archery club and outdoor gyms	5	16%
Planting native vegetation that encourages wildlife e.g. Aviary Garden	2	6%
Negative feedback on the amount of traffic	2	6%
Updating the walking paths within Caulfield Park	2	6%
Focus on planting street trees alongside more footpaths	1	3%
Improving housing planning for climate issues e.g. green walls on brick apartment buildings	1	3%
Upgrading the accessibility of public transport stations e.g. raised platform, tram stop near Caulfield village	1	3%
Focus on creating bigger sized parks and open spaces	1	3%

Caulfield South — 31 contributions

Theme	Count	Per cent
Creating more biodiversity in open spaces e.g. native plants, wildflowers and preserving wildlife	8	26%
Feedback and ideas for traffic management and street improvements e.g. increasing traffic lights, crossings and a one-side clearway on Bundeera Road	8	26%
Planting more trees in Princes Park, shopping streets and to shade footpaths	6	19%
Improving pedestrian safety from unsafe pavements and crossings e.g. Bamba Road	4	13%
Creating more parking spaces, side street parking and better traffic routes e.g. close Sheffield Street to stop cars using it to avoid lights	4	13%
Creating more outdoor gyms and encouraging more yoga and pilates classes at Caulfield Recreation Centre	2	6%
Removing dumped rubbish and abandoned shopping trolleys from streets to help cleanliness	2	6%
Making North Road more visually appealing by improving art, lighting and lively street character	1	3%
Collaborate with other councils e.g. Bayside Council acquiring Parnell Street, Aileen Avenue and Dover Street	1	3%
Promoting more pathways for local businesses and activity centres to thrive	1	3%

Elsternwick — 18 contributions

Theme	Count	Per cent
Feedback and ideas for traffic management and street improvements, including more pedestrian bridges and traffic lights	5	28%
Safer ways to store and ride bicycles to Elwood College and park bikes around Ripponlea	3	17%
Improvements for amenities within our open spaces, including more BBQ and picnic areas, newer public toilets and longer open hours at Estate Gardens	3	17%
Creating more biodiversity in open spaces with more native wildflowers and planting Indigenous trees other than eucalyptus	2	11%

Theme	Count	Per cent
Concerns around crime in Elsternwick, near the ABC studios	1	6%
Prioritising street cleanliness along Glean Eira Road and Hotham Street	1	6%
Generating more active transport options for travelling through Elsternwick to Chapel Street	1	6%
Planting more trees in open spaces to give more birds a habitat	1	6%
Promoting more cultural and festive events e.g. <i>Halloween</i>	1	6%
Creating more pathways for local businesses and activity centres to thrive	1	6%

Gardenvale — five contributions

Theme	Count	Per cent
Increasing the amount of public toilets in parks	2	40%
Creating safer and convenient cycling paths e.g. along Gardenvale Road to Caulfield South Community House	2	40%
Improving public transport routes to connect to Gardenvale e.g. bus route 605	1	20%
Increasing the amount of off-leash dog areas in parks	1	20%

Glen Huntly — 35 contributions

Theme	Count	Per cent
Planting more trees in open spaces e.g. Wattle Avenue, Glen Huntly Shopping Centre, Glen Huntly Station, streets and the railway line	8	23%
Improving the amount of street art, cleanliness, repainted shop exteriors, aesthetics matching the station to improve street character	8	23%
Increasing the amount of native plants to open spaces, laneway trails and community gardens	7	20%
Improving road surfaces and curb ramps e.g. Grange Road and Booran Reserve	7	20%
Encouraging community connection through more local business and activity centre events and improved town square livelihood	4	11%

Theme	Count	Per cent
Creating safer and convenient cycling paths along railways and to Glen Huntly Primary School	3	9%
Approaches to planning that focus on making use of vacant buildings and improving Glen Huntly shopping strips	3	9%
Installing more low front fences to improve community safety e.g. visibility of cars in driveways	2	6%
Suggestions for potential events held by Council	2	6%
Increases made to the duration that public toilets in parks are open	2	6%

McKinnon — 13 contributions

Theme	Count	Per cent
Focus on implementing Indigenous trees and plants across Elster Creek Trail and open spaces	5	38%
Creating safer, convenient and accessible pathways through the suburb's rail trails, roads and open space	4	31%
Improving footpaths in narrow sections to provide more width for families and considering school zones	3	23%
Initiatives and concerns regarding community safety for children around modes of transport e.g. e-bikes riding through parks	2	15%
Creating more signage and fencing in playgrounds	1	8%
Plan more active transport around the McKinnon school zone	1	8%
Adding more trees to roundabouts and streets	1	8%

Murrumbeena — 29 contributions

Theme	Count	Per cent
Create safer crossings for pedestrians travelling to rail trails, local businesses and venues	7	24%
Create safer and convenient cycling paths e.g. Djerring Trail to Rosstown Trail	7	24%
Promote more Indigenous trees and plants within our urban forests	4	14%

Theme	Count	Per cent
Update animal open space rules to have a barrier between children and dog play areas	4	14%
Improve street features to promote accessibility e.g. a curb ramp to access the Djerring Trail	4	14%
Focus on improving the planning of open spaces and urban development around Murrumbeena Station	3	10%
Promote local business activity around shopping strips in Murrumbeena	2	7%
Improve the street character around Murrumbeena station i.e. more welcoming	1	3%
Focus on reducing waste and pollution in Murrumbeena	1	3%
Improve locations and convenience to community active living spaces e.g. outdoor gym equipment on Crosbie Road	1	3%

Ormond — 11 contributions

Theme	Count	Per cent
Enhance the aesthetic and character of North Road and Ormond shopping strips	4	36%
Create more Indigenous wildflower gardens to create bird habitats	2	18%
Adjust parking spaces away from garden areas e.g. Rosstown Rail Trail	2	18%
Promote active living with more sporting classes e.g. Tai Chi	1	9%
Create safer pedestrian crossings along North Road	1	9%
General feedback	1	9%

St Kilda East — four contributions

Theme	Count	Per cent
Create safe cycling paths leading to the Bay Trail and Caulfield Station	2	50%
Put Indigenous plants in open spaces to assist wildlife habitats	1	25%
One-way street concerns of congestion e.g. Mayfield Street	1	25%

Ideas cards

During the *Our Place, Our Plan* broad engagement program, 28 ideas boxes were placed at various Council locations, including our libraries, Maternal and Child Health Centres, Senior Citizen Centre, Moorleigh Community Village, Town Hall Service Centre, Art Gallery and local community houses.

Ideas cards were also distributed during pop-up, drop-in and intercept sessions and targeted activities.

Participants were encouraged to submit an idea into these boxes on ‘How can Council work with you to improve your neighbourhood over the next four years?’

We collected 226 ideas cards. All comments from the ideas cards have been analysed into themes. Through this theming analysis we have identified 10 key themes from across all ideas cards, as well as top themes by place (suburb). Theme counts may be more than the total number of submissions due to multiple themes on a single ideas card.

Top 10 themes from all ideas box locations

Theme	Count	Per cent
Create more parks and green spaces and upgrade current assets within them	38	17%
Ideas to improve the CMSP	21	9%
Focus on improving the efficiency and functions of parking spaces	19	8%
Concerns around urban development e.g. high-rise development	15	7%
Library feedback and ideas, such as requests to expand and extend library services e.g. opening hours	15	7%
Maintenance of roads and footpaths that prioritise pedestrian safety	12	5%
Focus on creating and developing open space	12	5%
Approaches to managing waste	12	5%
Improve community safety with the addition of more street lights	9	4%
Prevent crime, injury, racism and religious discrimination	9	4%

Bentleigh — 22 ideas cards

Theme	Count	Per cent
Focus on improving the processes within parking spaces e.g. electric vehicle chargers at GESAC and one-side parking in narrow streets	5	23%
Approaches to managing waste, such as more recycling bins in public spaces	4	18%

Theme	Count	Per cent
Initiatives that encourage active living through opening more active transport routes and sporting activities at Bentleigh Reserve	3	14%
Improve community safety with the addition of more lighting in Bentleigh's streets and parks	2	9%
Positive feedback for Bentleigh Library	2	9%
Dog toy library e.g. keeping Victory Park dog toy library	1	5%
Concerns around the amount of urban development impacting street character	1	5%
Promote diversity and improve accessibility for people with all abilities	1	5%
Prioritise native vegetation within our green spaces	1	5%
Enhance public health with regular cleaning of public toilets at metro stops	1	5%

Bentleigh East — 23 ideas cards

Theme	Count	Per cent
Insufficient parking at venues e.g. at Moorleigh Community Village and GESAC	6	26%
Proposals for upgrades and improvement at GESAC	3	13%
Improve community safety with the addition of more lighting in streets and parks	3	13%
Add street furniture and bus shelters on East Boundary Road to improve accessibility	2	9%
Improve native-oriented plantings in community parks and gardens e.g. King George Reserve	2	9%
Update communications and services at community centres e.g. improve air conditioning and advertising for functions	2	9%
Create more employment opportunities	1	4%
Improve maintenance of roads e.g. Kennedy St from Mackie Road to Warrigal Road	1	4%
Create more locations to recycle soft plastics	1	4%

Provide more dog parks	1	4%
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Carnegie — 44 ideas cards

Theme	Count	Per cent
Suggestions for facility and program improvements at CMSP	21	48%
Negative feedback on CMSP	9	20%
Improve community safety against crime, racism and religious discrimination e.g. more CCTV, no racism and antisemitism signs	4	9%
Create more parks and green spaces and upgrade assets, such as playgrounds and BBQ areas	3	7%
Suggestions for rubbish and waste disposal services, such as glass recycling bins in residential and community spaces	2	5%
Positive feedback on Council community events	2	5%
Accessibility concerns at CMSP	2	5%
Increase consultation between the community and Council on building projects	1	2%
Initiatives that encourage active living. e.g. youth basketball activities	1	2%
Feedback on Carnegie Library opening hours	1	2%
Extend parking limits near Carnegie Station	1	2%

Caulfield — 30 ideas cards

Theme	Count	Per cent
Create more playgrounds, birdlife spaces and native vegetation within our parks	7	23%
Increase the amount of trees and flowering in our streets	5	17%
More Council community events e.g. Junklandia	4	13%
Implement more incentives that deter dog waste e.g. waste dispensers at corner Glen Eira and Hawthorn Roads	3	10%
Increase the duration of public parking spaces e.g. Caulfield Town Hall	3	10%
Caulfield Library feedback, including more activities and books for children	3	10%

Improve public health by opening more immunisation centres and upgrade public toilets at Town Hall	2	7%
Feedback from venue hirers around easier booking processes for clubs and the cleanliness of venues	2	7%
Improve community safety against crime and injury	2	7%
Concerns around high-rise development	2	7%

Caulfield North and East — 10 ideas cards

Theme	Count	Per cent
Create more greenery in open spaces, such as community gardens and mulch existing trees in Caulfield North	3	30%
Make streets cleaner by adjusting red bin collection schedules and how footpaths are designed around Caulfield train station	2	20%
Make improvements to facilities and parks to make them safer and more useful e.g. Fence off recreational facilities and add more park benches at Caulfield Park	2	20%
Create safer and more cycling pathways around Inkerman Road	2	20%
Partner with external bodies to collaborate on public transport issues, such as Metro Trains and the State Government on noise pollution	1	10%

Caulfield South — 10 ideas cards

Theme	Count	Per cent
Focus on creating more pedestrian crossings, suggestions include Kooyong Road, Hawthorn Road and Larch Street	4	40%
Create more parks with a higher number of trees and dog walking zones e.g. more on-leash and off-leash areas at Princes Park	3	20%
Concerns around recent road law changes e.g. 50km/h on main roads	1	10%
Suggestions for residential rubbish collection schedules, such as more than one collection per fortnight	1	10%
Create safer cycling paths	1	10%
Paint parking line marks on busy residential streets	1	10%

Elsternwick and Gardenvale — 15 ideas cards

Theme	Count	Per cent
Positive feedback surrounding Elsternwick Library	6	40%
Suggestions for potential urban development projects e.g. increasing the size of Elsternwick Library and transforming the car park into an open space	4	27%
Increase the amount of trees and playgrounds in Elsternwick open spaces	3	20%
Focus on keeping Elsternwick heritage character as a priority	1	7%
Create more pickle ball centres and other active living initiatives	1	7%
Positive Caulfield South Community House feedback	1	7%
Negative feedback regarding the cleanliness of Elsternwick Maternal Child Health Centre	1	7%
Improve Council consultation with the community on urban development projects	1	7%
Implement smaller garbage trucks in Gardenvale side streets	1	7%

Glen Huntly — three ideas cards

Theme	Count	Per cent
Deter unsafe traffic behaviour around Rothschild Street through speed hump installation	1	33%
Use Council communications channels, such as 'What's On?' to promote more cultural events	1	33%
Feedback on waste collection processes in Glen Huntly laneways	1	33

McKinnon — eight ideas cards

Theme	Count	Per cent
Increase the amount of parking in public spaces and residential streets	2	25%
Improvements to street character e.g. repaint butterfly wings near McKinnon station	2	25%
Improve the number of street lights in McKinnon local parks to increase safety	1	13%
Concerns around increases in crime rates	1	13%

Theme	Count	Per cent
Increase the number of green spaces	1	13%
Maintenance of roads e.g. resurface McKinnon Road	1	13%

Murrumbeena — nine ideas cards

Theme	Count	Per cent
Housing development ideas i.e. high-rise disapproval and considering smaller homes in planning	3	33%
Suggestions for amendments to recycling laws to renters in Murrumbeena	1	11%
Creating safer bike lanes e.g. separating biking lanes and road lanes	1	11%
Increase shopping activity e.g. add a supermarket in Murrumbeena	1	11%
Simplify the booking processes for venue hirers e.g. soccer clubs	1	11%
Install more traffic lights e.g. Corner Leila and Murrumbeena Roads	1	11%
Improve current open space e.g. more sporting activities and lighting	1	11%
Maintenance of footpaths and blue stone guttering e.g. Melbourne Street, Murrumbeena	1	11%

Ormond — four ideas cards

Theme	Count	Per cent
Lower speed limits of narrow roads to 40km/h	1	25%
Create safer cycling paths e.g. GESAC to Ormond station	1	25%
Suggestions from venue hirers to increase availability hours of venues e.g. U3A building	1	25%
Improve shopping activity e.g. upgrade Ormond shopping strip	1	25%

St Kilda East — five ideas cards

Theme	Count	Per cent
Improve safety on our streets with more footpath and road maintenance, street lights and police presence	3	60%

Improve the playground and public toilet at Green Meadows Park	2	40%
Increase the amount of street parking	1	20%

General comments (no suburb specified) — 41 ideas cards

Theme	Count	Per cent
Upgrade the safety and leisure features of parks e.g. more sun shade, playgrounds and indoor play areas	6	16%
Open more sporting locations e.g. pickleball courts, volleyball courts, basketballs courts and gym classes	4	11%
More ways to manage, educate and deal with waste e.g. communicate proper bin use and community bins.	4	11%
Positive Council staff feedback from events	3	8%
Concerns around the length of urban development projects e.g. six-year Hawthorn and Snowden Road project	3	8%
Regulations to dog park spaces e.g. leashes always on and more fines for leaving dog poo	3	8%
Wider variety of trees and more parks across the city	3	8%
Feedback surrounding Council's library staff and events e.g. knowledgeable, enjoyment and recommendations	3	8%
Concerns about youth crime and theft around shopping strips	2	5%
Address inflation rates e.g. approaches to lower these and housing affordability concerns	1	3%

Illustrative verbatim quotes

"One side parking; one side no parking. Narrow street, SUVs park on both sides makes it hard."
— Bentleigh

"Add more street lights so I can feel safer walking around at night. STREET LIGHTS!" —
Bentleigh East

"To combat racism + antisemitism we could incorporate no racism signs in places or have more cultural events to educate the public on being inclusive." — Carnegie

"Fence off recreational facilities in Caulfield Park. To keep dogs from attacking humans and keep dog poo off the grass." — Caulfield North and East

"I would love more safe bike lanes to encourage the community to exercise & communicate with confidence. I would love more parks + less "moonscaping" of residential blocks. Big trees take years to grow. Less demolition please. There are no plans for the earth." — Caulfield South

"Increase the size of the Elsternwick Library. Additionally, I would like the opening hours of the Elsternwick Library to be increased especially to open on Mondays." — Elsternwick and Gardenvale

"Can you please put all Glen Eira events into one place on What's On - not separated by library, arts, environment. Great to have community cultural events + especially for young adults." — Glen Huntly

"traffic management. Can't park outside my own house." — Glen Huntly

"Say 'NO' to inappropriate high rise residential towers around railway stations." — Murrumbeena

*"Revise the speed limit of narrow roads in the residential area when cars parked (if so is too much reduce to 40) * when cars exit from such roads to main road T junctions have two lanes preventing honking the car behind."* — Ormond

"Green Meadows Park - toilet should be manual open/close - no electricity" — St Kilda East

"Celebrate + promote Glen Eira's heritage using interactive signage. Educating the community" — All of Glen Eira

Appendix 4: Community survey demographic analysis

A detailed analysis of the Glen Eira community against the *Our Place, Our Plan* online community survey responses was undertaken to understand the representation of responses across our municipality. The comprehensive community engagement approach ensured we successfully reached a wide range of community members from all suburbs, ages, abilities, cultures and languages.

An analysis of key Glen Eira ABS demographics according to the 2021 Census data was conducted against the online community survey responses and is outlined on the following table. This table shows the difference between demographics where the data is comparable.

Australian Bureau of Statistics Census 2021 (148,908 responses)		Our Place, Our Plan survey data 2025 (832 responses)		
Population group	Per cent of total	Population group	Per cent of total	
Gender identity		What is your gender?		Difference
Males	49%	A man or boy	36%	-13%
Females	51%	A woman or girl	60%	+8%
Age group		What is your age?		Difference

18–24	11%	18–24	2%	-9%
25–34	19%	25–34	11%	-8%
35–44	19%	35–44	22%	+3%
45–54	17%	45–54	24%	+7%
55–64	14%	55–64	19%	+5%
65–74	11%	65–74	17%	+6%
75–84	6%	75–84	5%	-1%
85+	3%	85+	1%	-2%
Aboriginal and Torres Strait Island population		Do you identify as any of the following?		Difference
413	0.3%	A First Nations person	1.1%	+0.8%
Need for assistance with core activities		Do you identify as any of the following?		Difference

7,161	4.8%	A person with disability	7.5%	+2.7%
Unpaid care		Do you identify as any of the following?		Difference
16,468	13.4%	A carer of someone with disability	5.6%	-7.8%
Birthplace		Do you identify as any of the following?		Difference
Born in Australia	59.9%		66.7%	+6.8%
Born overseas	37.0%	A person born overseas. Which country?	26.9%	-10%
Not stated	3.1%	Prefer not to say	6.5%	+3.4%
Language at home		Do you identify as any of the following?		Difference
Speaks English only	65.6%		79.3%	+13.7%
Non-English total	30.9%	A person who speaks other languages at home (e.g. Italian, Hindi,	14.1%	-16.8%

		Mandarin, Auslan etc). Which language/s?		
Not stated	3.5%	Prefer not to say	6.7%	+3.2%
Housing tenure?		What is your housing situation?		Difference
Mortgaged	31.2%	Own with a mortgage	44.5%	+13.3%
Fully owned	30.7%	Own outright	34.7%	+4%
Renting — private	31.7%	Rent on my own Rent in a share house	13%	-18.7%
Other tenure type	5.1%	Live with my parents Live in a retirement home Live in temporary housing Other	7.8%	+2.7%

Appendix 5: Children's drawings

Thirty children provided drawings in answer to the following two questions:

- Draw, write, or use your creativity to tell us how we can make your neighbourhood better.
- Draw the things in your neighbourhood that you love.

The drawings have been scanned and included below. Private information, such as names, house numbers and signatures have been redacted.



Our Place, Our Plan
Shaping Glen Eira together

Draw the things in your neighbourhood that you love.

GLEN EIRA CITY COUNCIL

Suburb: _____ Age: 3/1/yr

Please tick a box:

☐ I am 14 or older

☒ I am under 14 (to this response City Council)*

Parent signature: _____

Privacy statement:
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**Our Place,
Our Plan**

Shaping
Glen Eira
together

Draw, write, or use your creativity to tell us how we can make your neighbourhood better.





Suburb: Mural Age: 3y

Please tick a box

☐ I am 14 or older

☒ I am under 14 and
to this response I
City Council

☐ I consent
to Eira

Parent signature: _____

Privacy statement

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**Our Place,
Our Plan**

Shaping
Glen Eira
together

Draw the things in your neighbourhood that you love.





Suburb: Mural Age: 3y

Please tick a box

☐ I am 14 or older

☒ I am under 14 and
to this response I
City Council

Parent signature: _____

Privacy statement

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Our Place, Our Plan
Shaping Glen Eira together

Draw the things in your neighbourhood that you love.

GLEN EIRA CITY COUNCIL

Suburb: MURRAY Age: 4

Please tick a box:

☐ I am 14 or older

☐ I agree to this City Co

Parent signature: _____

Privacy statement:
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Our Place, Our Plan
Shaping Glen Eira together

Draw the things in your neighbourhood that you love.

GLEN EIRA CITY COUNCIL

Suburb: ORMOND Age: 4

Please tick a box:

☐ I am 14 or older

☒ I am under 14 and my parent or guardian consents to this response being collected by Glen Eira City Council

Parent signature: _____

Privacy statement:
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Draw, write, or use your creativity to tell us how we can make your neighbourhood better.



More Boba ~~More Boba~~ OWW
More Choclates more lollies

Suburb: Cherrybrook Age: 11

Please tick a box

☒ I am 14 or older

☒ I am under 14 and my parent or guardian consents to this response being collected by Glen Eira City Council*

Parent signature _____

Privacy statement

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Draw the things in your neighbourhood that you love.



Suburb: Murrumbidgee Age: 9

Please tick a box

☐ I am 14 or older

☒ I am under 14 and my parent or guardian consents to this response being collected by Glen Eira City Council*

Parent signature _____

Privacy statement

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**Our Place,
Our Plan**

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Glen Eira
together

Draw the things in your neighbourhood
that you love.



SCHOOL



Suburb: Carnegie 6 Age: 7

Please tick a box

☐

I am 14 or older

☒

I am under 14 and my parent or guardian consents
to this response being collected by Glen Eira
City Council

Parent signature _____

Privacy statement

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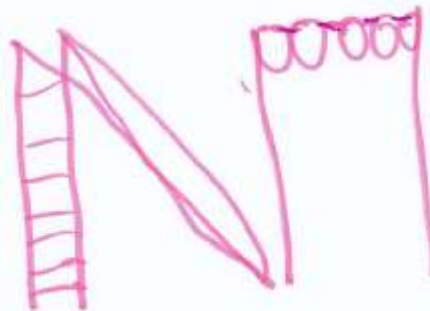
Further information about the Our Place, Our Plan — Shaping Glen Eira together consultation is available here: www.havemyvoiceglenairs.com.au/GPOP

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**Our Place,
Our Plan**

Shaping
Glen Eira
together

Draw the things in your neighbourhood
that you love.



Suburb: Murumbidgee Age: 7 nearly 8

Please tick a box

☐

I am 14 or older

☒

I am under 14 and my parent or guardian consents
to this response being collected by Glen Eira
City Council

Parent signature _____

Privacy statement

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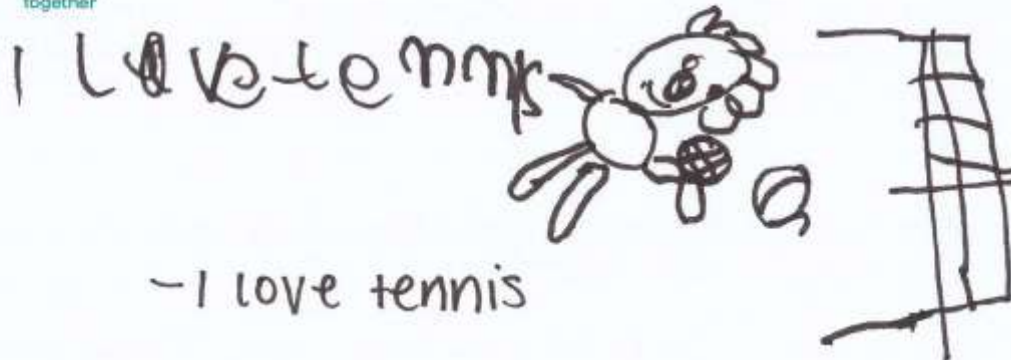
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**Our Place,
Our Plan**

Shaping
Glen Eira
together

Draw the things in your neighbourhood
that you love.



Suburb: Merrivale Age: 6

Please tick a box:

☐

I am 14 or older

☒

I am under 14 and my parents or guardian consents
to this response being collected by Glen Eira
City Council

Parent signature: _____

Privacy statement

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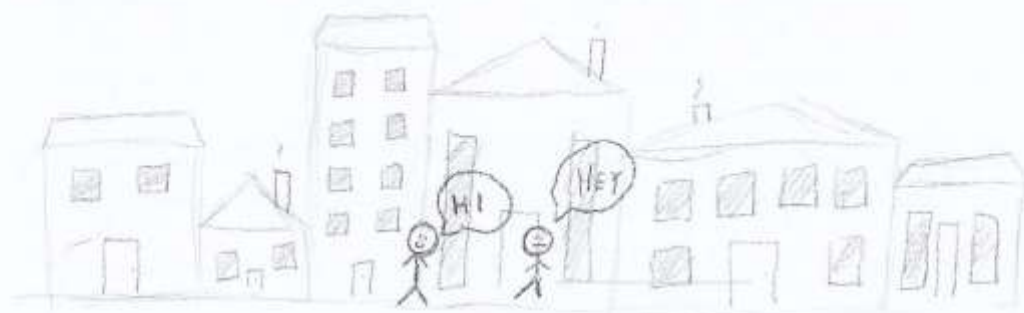
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**Our Place,
Our Plan**

Shaping
Glen Eira
together

Draw, write, or use your creativity
to tell us how we can make your
neighbourhood better.



Suburb: Carriage Age: 12

Please tick a box:

☐

I am 14 or older

☒

I am under 14 and my parents or guardian consents
to this response being collected by Glen Eira
City Council

Parent signature: _____

Privacy statement

Our parents and guardians: this information is being collected by Glen Eira City Council as part of the consultation process for the development of plans and strategies. Your child's response may be used in Council's print and digital publications, but with no identifying information.

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Draw, write, or use your creativity to tell us how we can make your neighbourhood better.



Suburb: confield Age: 6

Please tick a box

☐ I am 14 or older

☒ I am under 14 and my parent or guardian consents to this response City Council*

Parent signature: _____

Privacy statement

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Draw the things in your neighbourhood that you love.



Suburb: _____ Age: _____

Please tick a box

☐ I am 14 or older

☒ I am under 14 and my parent or guardian consents to this response being collected by Glen Eira City Council

Parent signature: _____

Privacy statement

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Our Place, Our Plan

Shaping Glen Eira together

Draw the things in your neighbourhood that you love.





Suburb: B.E Age: _____

Please tick a box

☐ I am 14 or older

☒ I am under 14 and my parent or guardian consents to this response being collected by Glen Eira City Council*

Parent signature: _____

Privacy statement

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Our Place, Our Plan

Shaping Glen Eira together

Draw, write, or use your creativity to tell us how we can make your neighbourhood better.





- Connect people with each other
- Plant more trees
- Campaign for LGBTQIA+ Refugee Love

Suburb: W Age: 12

Please tick a box

☒ I am 14 or older

☐ I am under 14 and my parent or guardian consents to this response being collected by Glen Eira City Council*

Parent signature: _____

Privacy statement

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Draw the things in your neighbourhood that you love.



Suburb: _____ Age: 5

Please tick a box.

☐ I am 14 or older

☒ I am under 14 and my parent or guardian consents to this response being collected by Glen Eira City Council

Parent signature: _____

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Draw the things in your neighbourhood that you love.



Suburb: Caulfield Age: 9

Please tick a box.

☒ I am 14 or older

☒ I am under 14 and my parent or guardian consents to this response being collected by Glen Eira City Council

Parent signature: _____

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Draw, write, or use your creativity to tell us how we can make your neighbourhood better.



we would ♥ more fun events like this!!! ♥

Suburb: Carnegie Age: 14

Please tick a box:

☒ I am 14 or older

☐ I am under 14 and my parent or guardian consents to this response being collected by Glen Eira City Council*

Parent sig: _____

Privacy statement

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Draw the things in your neighbourhood that you love.



Suburb: Caulfield Age: 8

Please tick a box:

☒ I am 14 or older

☒ I am under 14 and my parent or guardian consents to this response being collected by Glen Eira City Council*

Parent signature: _____

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Draw, write, or use your creativity to tell us how we can make your neighbourhood better.



. More Festivals and celebrations
 . invest in solar panels

Suburb: Mackinnon Age: 11

Please tick a box

☐ I am 14 or older
☒ I am under 14 and my parent or guardian consents to this response City Council
 Parent signature _____

Privacy statement

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Draw, write, or use your creativity to tell us how we can make your neighbourhood better.



Suburb: mraben Age: 1

Please tick a box

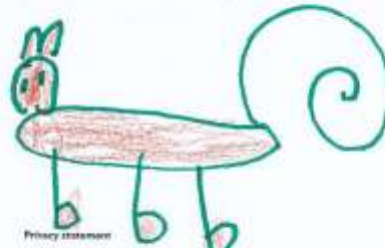
☒ I am 14 or older
☒ I am under 14 and my parent or guardian consents to this response being collected by Glen Eira City Council
 Parent signature _____

Privacy statement

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Draw the things in your neighbourhood that you love.



Suburb: Glen Eira Age: 4

Please tick a box:

☐ I am 14 or older

☒ I am under 14 and my parent or guardian consents to this response being collected by Glen Eira City Council

Parent signature: _____

Privacy statement

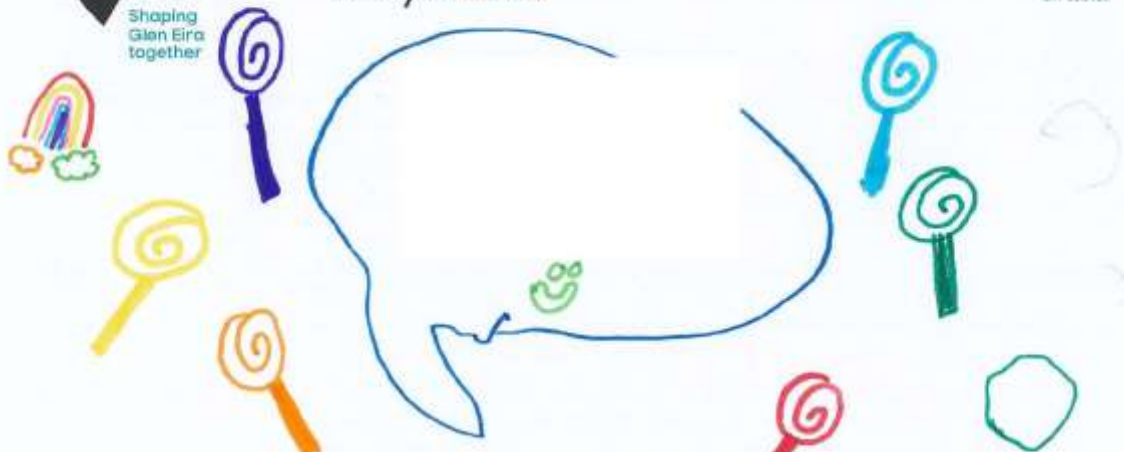
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Draw the things in your neighbourhood that you love.



Suburb: CARNEGIE Age: 3

Please tick a box:

☒ I am 14 or older

☒ I am under 14 and my parent or guardian consents to this response being collected by Glen Eira City Council

Parent signature: _____

Privacy statement

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**Our Place,
Our Plan**

Shaping
Glen Eira
together

Draw, write, or use your creativity
to tell us how we can make your
neighbourhood better.





Suburb: _____ Age: _____

Please tick a box:

☐ I am 14 or older

☒ I am under 14 and my parent or guardian consents to this response being collected by Glen Eira City Council

Parent signature: _____

Privacy statement

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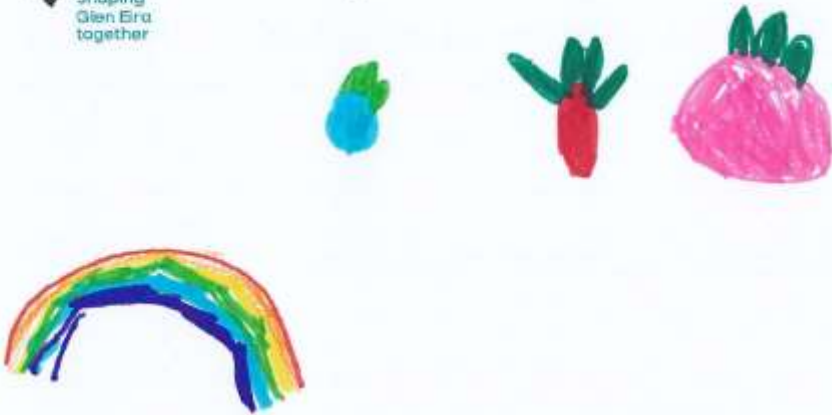
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**Our Place,
Our Plan**

Shaping
Glen Eira
together

Draw the things in your neighbourhood
that you love.





Suburb: Bentleigh East Age: 04

Please tick a box:

☐ I am 14 or older

☒ I am under 14 and my parent or guardian consents to this response being collected by Glen Eira City Council

Parent signature: _____

Privacy statement

For parents and guardians: this information is being collected by Glen Eira City Council as part of the consultation process for the development of plans and strategies. Your child's response may be used in Council's print and digital publications, but with no identifying information.

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Draw the things in your neighbourhood that you love.




Suburb: Huntingdale Age: 6

Please tick a box

☐ I am 14 or older

☒ I am under 14 and my parents or guardian consents to this response being collected by City of Glen Eira

Parent signatures: _____



Privacy statement

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Draw the things in your neighbourhood that you love.



nature
lots of things



Suburb: Carnegie Age: 10 years

Please tick a box

☐ I am 14 or older

☒ I am under 14 and my parents or guardian consents to this response being collected by City of Glen Eira

Parent signatures: _____

guardian consents: _____

Privacy statement

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Draw the things in your neighbourhood that you love.



Suburb: McKinnon Age: 4

Please tick a box



I am 14 or older



I am under 14 and my parents or guardian consents to this response being collected by Glen Eira City Council*

Parent signature _____



02

Privacy statement

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Draw the things in your neighbourhood that you love.



Suburb: Canterbury Age: 5

Please tick a box



I am 14 or older



I am under 14 and my parents or guardian consents to this response being collected by Glen Eira City Council*

Parent signature _____

Privacy statement

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**Our Place,
Our Plan**
Shaping
Glen Eira
together

Draw, write, or use your creativity
to tell us how we can make your
neighbourhood better.



**CITY OF
GLEN
EIRA**
GLEN EIRA
CITY COUNCIL

move lollie shops ☺

Plsss

Suburb: Bentleigh Age: 13

Please tick a box

☐ I am 14 or older

☒ I am under 14 and my parent or guardian consents to this response being collected by Glen Eira City Council

Parent signature _____

Privacy statement

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Our Place, Our Plan

Broad engagement summary
report