



Informing the draft themes of the Council Plan: Findings from the community engagement

Prepared for the City of Glen Eira

July 2021



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Background, objectives and methodology



Background and research objectives

The City of Glen Eira is developing a number of strategic plans including the Council Plan and the Municipal Public Health and Wellbeing Plan. Indeed, COVID-19 has illustrated how important health and a sense of community is to our way of life.

Council wishes to prioritise its actions for the next four years, taking into account the views of the community, to bring the vision of residents and Council to life.

Feedback is sought on each of five draft themes that underpin the Council Plan namely:

- Well designed and maintained open spaces and places
- A liveable and well planned city
- A green and sustainable community
- A healthy, inclusive and resilient community
- Well informed and transparent decision making that builds community trust.

To this end, Council is undertaking a range of engagement activities to ensure the views of people from diverse backgrounds and at all stages of life, who live, work and play in Glen Eira, are taken into account.

Many of the engagement activities operate on an ‘opt-in’ approach, with those who have a particular interest in Council’s strategies and planning lending their voice.

In addition to these engagement activities, the City of Glen Eira commissioned JWS Research to undertake independent, representative research among the community.

This report presents a compilation of the findings of the consultations undertaken by Council coupled with the results of the research undertaken by JWS Research – to provide a comprehensive assessment of community views. The core objective of the combined activities is to understand what Glen Eira residents consider important for the future of the City, under each of the draft themes of the Council Plan.



Methodology and sampling

Quantitative research via a 15 minute Computer Assisted Telephone Interview (CATI) undertaken by JWS Research

Representative sample of n=500 City of Glen Eira residents aged 18 years and over.

Weighting applied at the analysis stage to actual City of Glen Eira age/gender proportions based on ABS census data. Margin of error is +/-4.4% at the 95% confidence level for results near 50%. Margins of error are larger for sub-samples.

The research was conducted in compliance with AS-ISO 20252.

Consultation conducted by the City of Glen Eira

Online surveys	Face to face and Pop-ups	Groups and Workshops		In depth interviews
<ul style="list-style-type: none"> • 'Have Your Say' opt-in community survey (n=253) • Community Voice survey (n=184) • Pop-up survey (n=113) • Youth survey (n=252) • Media communications survey (n=14) 	<ul style="list-style-type: none"> • 9 place based pop-ups across the municipality • Postcards drawing with pre-schoolers aged 3 to 4 years 	<ul style="list-style-type: none"> • 4 with seniors including 2 with CALD groups • 9 with a range of community and sporting groups • 1 with health organisation representatives 	<ul style="list-style-type: none"> • 1 with CALD community leaders. • 2 with disability advocates and living with a people • 2 with carers of people living with a physical or intellectual disability 	<ul style="list-style-type: none"> • 5 with disability advocates/group representatives • 3 with carers of a person living with a physical or intellectual disability • 7 interviews with parents at playgroup



Methodology and sampling (cont'd)

In considering the feedback obtained on the draft themes of the Council Plan, and the measures that underpin this, it is important to note the following:

- The quantitative survey undertaken by JWS Research provides a representative view of the entire City of Glen Eira community base.
- The consultation conducted by the City of Glen Eira (both qualitative and quantitative feedback) focus on a range of people from diverse backgrounds, needs, special interest groups and at all stages of life, who live, work and play in the City of Glen Eira. The majority of participants chose to opt-in as they have a particular interest in the Council's strategies and planning. As such, the information gleaned provides valuable insights on the views of these individual cohorts.



Executive summary

Overview of the draft themes

Consistently, across all the research and consultation activities undertaken, three of the five Council Plan themes rise to the top as being *most important* to residents. In excess of eight in 10 residents across (close to) all surveys rate these themes as ‘very’ or ‘extremely important’. These are:



‘Well-informed and transparent decision-making that builds community trust’



‘A well planned and liveable city’



‘Well designed and maintained open spaces and places’.

Two of the Council themes rank lower, noting that this is not to suggest that these themes are not important. Indeed, more than seven in 10 residents in each survey rate these themes as ‘very’ or ‘extremely important’. These are:



‘A green and sustainable community’



‘A healthy, inclusive and resilient community’.

Among the community generally, women place a higher level of importance on these latter two themes.

At the macro level, it is clear that the community places greater importance on some themes over others. However, evaluation of the individual component parts of each theme shows that within these, there are aspects that the community consider highly important. For example:

- As part of a ‘healthy, inclusive and resilient community, *‘services that support older adults to age well in their home’* is considered ‘extremely’ or ‘very important’ to 77% of the community and is among the most important individual aspect evaluated. This is confirmed in the Have Your Say survey, where 73% of respondents rate this aspect as important.
- *‘Social spaces for gathering with families and friends’*, as part of ‘well designed and maintained open spaces’, is important (‘extremely’ or ‘very important’) to 64% of residents (74% in the Have Your Say survey).

Well-informed and transparent decision-making that builds community trust



There is clearly interest in, and support for, **informed decision-making** among the Glen Eira community. **The community want a transparent process** in which their voices will be heard. This has been a consistent message through the research and consultation activities.

- Indeed, feedback received about the consultation process, such as the pop-up events, has been positive.

Informed decision-making means actively seeking resident views and input on community issues, particularly among those who will be impacted.

The phrase **'well-informed'** indicates that **thoughts, perspectives and the needs of the community are invited and respected**. Council must ensure that strategies to achieve this are implemented, not just talked about.

Virtually **all** in the community agree (either 'strongly' or 'somewhat') that:



'Community engagement should seek out and facilitate the involvement of those who are potentially affected by or interested in a decision' – 90% of residents, 87% of those from the *Have Your Say* survey.



'It is important to ensure representative participation in community engagement' – 90% of residents, 94% of those from the *Have Your Say* survey agree.

Ongoing, representative, community engagement is seen as a critical element of a well-functioning Council. This also helps to **build a cohesive community, through keeping them informed and providing the opportunity to contribute.**

It is essential that transparency and consultation applies to all decision-making, it cannot be selective as this undermines trust, increasing cynicism. Not all believe that the Council is transparent. In the opt-in *Have Your Say* responses, only 14% of these respondents agreeing that *'Communication about Council's decision-making is open and two-way'*. Among the broader (representative) community, agreement levels are higher (60%).

The Community Satisfaction Survey (reported separately) shows that decisions made in the interest of the community has the strongest influence on perceptions of Council's overall performance. To this end, Council should detail how community engagement will occur, how this inputs into decision making and the feedback mechanisms.



A well planned and liveable city

In order to achieve a well planned, liveable city, a long-term view must be taken. This involves adjusting to, and accommodating for, the growing population density in Glen Eira. Residents raise concerns regarding the impact of over-development and a growing population on quality of life in the area.

A well planned and liveable city caters to wide-ranging needs and mitigates against threats to quality of life. Important elements to consider include:



Access – well maintained footpaths, good public lighting, greater accessibility with strip shopping centres and access between footpaths and roads.



Colour and creativity – such as murals to increase the aesthetic amenity of the municipality.



Indoor spaces – varying in size and location, accommodating a range of activities are equally as important as outdoor spaces.



Encouragement of cycling by providing safe paths that are connected to key locations. This can form a part of the action response to climate change, which residents strongly support.

Open spaces and places need to provide amenity to play and socialise. These are important for overall health, both mental and physical.

Though still deemed important, less value is placed on programs that structure activity, such as physical activity programs or sports club pavilions. People want to independently enjoy facilities and spaces, including:



Sports grounds and sporting areas (67% of residents, 60% of those from the *Have Your Say* survey believe these are ‘very’ or ‘extremely important’).



Providing all ability play and recreation equipment and facilities in parks and reserves (65% of residents, and 66% from the *Have Your Say* survey).



Social spaces for gathering with families and friends (64% of residents, 74% from *Have Your Say* survey).



Well designed and maintained open spaces and places

Perceptions of liveability and sufficient, quality open spaces for all people to enjoy are interconnected. It is apparent there is as much demand for open spaces to accommodate passive activities as there is for the sporting facilities, perhaps even more.

Undoubtably, COVID and the experience of living in lockdown, where meeting outdoors offers the opportunity to socialise, is increasing the importance residents place upon open space. This is reflected in:



64% of residents believe it is ‘very’ or ‘extremely important’ to have **areas to meet family and friends in open spaces as well as places.** Three quarters of respondents to the ‘Have Your Say’ survey think likewise.

Open space is also important for people in high density living (such as apartments).

- Open, passive spaces are also valued by people (including seniors and people living with a disability) who do not want to sit next to a sporting field or playground.
- Consideration should also be given to accessibility (even footpaths) and lighting (particularly at night time) to increase useability and perceptions of safety.

- Passive open spaces, and activities within these, can bring the community together and provide an avenue for inclusion. Thus, there is the dual opportunity to assist reduce isolation and improve mental health and well-being.

These spaces must have trees, plants, seating and, possibly tables, in order to set-up a relaxing, quiet place to socialise and enjoy.

Two in five residents are regular users of playgrounds. Views are mixed the facilities and features that are most needed, but natural shade, rubbish bins, drink fountains, seating, shade structures and public toilets are among the most commonly cited needs.



A green and sustainable community

Climate change is an important issue; however the short-list of actions evaluated do not resonate as strongly, indicating alternatives may need to be considered.



81% of residents are **supportive of Council taking action on climate change**, 61% are 'strongly' supportive. Younger people (aged 18 to 39 years) are *significantly* more supportive (91% either 'strongly' or 'somewhat support').

In the **Youth Survey, climate change and environmental sustainability are of great concern.**

There is evidence to suggest that even those as young as 13 years are worried about the future, they want action. Importantly, they want to be a part the strategy and to have their voices heard.

Despite high levels of support for climate change action, only one of the Council-proposed actions is deemed important by a majority of the community:



56% of residents, 64% of those from the *Have Your Say* survey, believe it is either 'extremely' or 'very important' for Council to provide '**access to solar panel bulk-buy programs and low-interest loans**'.



All of ways to reduce waste going into landfill evaluated are deemed useful. Sharing initiatives (74% believe this would be useful) and second-hand platforms (73%) are considered the most useful.



The idea of sharing initiatives, such as tool libraries, is particularly appealing to younger residents aged 18 to 34 years (84% believe this would be useful).

There is a perception that, to achieve real change, **a holistic approach is required, educating businesses, residents and in schools.** The belief is that educating children will in-turn result in them educating their families and influencing behaviour.

The consultation activities unveil a plethora of suggestions of actions Councils can take, including:

- Creating community gardens to educate about growing food as well as being an inclusive activity.
- Using more sustainable and recycled materials in construction in the municipality.

There is a view that many small actions can generate a big impact.



A healthy, inclusive and resilient community

Mental health and wellbeing services are important in ensuring a healthy, inclusive and resilient community.

A healthy, inclusive and resilient community is viewed as an ‘extremely’ or ‘very important’ Council responsibility by approximately three out of four residents. In the context of the other themes, this ranks lower. However, at a more granular level, the individual areas that constitute a healthy and inclusive community rise to a high level of importance.

Educating those in the community about disability and mental health is critical:



80% of residents believe it is ‘extremely’ or ‘very important’ to **‘provide and promote information about services and activities available to people with a disability’**.



70% of residents believe **‘providing education and information from experts on current issues impacting mental wellbeing in the community, for example cyber bullying, healthier technology use/screen time, food and mood, etc.’** is important,

Wellbeing services for the elderly are considered more important than those for younger people such as children and parents.



77% of residents (and 73% of residents to the *Have Your Say* survey) believe it is either ‘extremely’ or ‘very important’ to have **‘services that support older adults to age well in their home.’**

Even among the younger cohorts, elderly support services are still considered the most important aged-based service.

Council is perceived to have an important role to play in being a central hub for mental health services and fostering inclusiveness. It can also:



Facilitate networking between community groups and organisations to maximise resource usage – potentially leading to a more cohesive community.



Consider working more closely with schools to use this as another channel to disseminate information and to connect. Youth mental health initiatives can be implemented as well as programs to break down the stigma around mental health.



Recommendations

Continue to engage with the community and seek their input

It is critical that Council actively seeks representative community input through engagement efforts. Above all other Council responsibilities, residents are most passionate about allowing those who may be impacted by a Council decision to contribute their views, while also ensuring representative participation.

Passive open spaces are important

Some people feel that the emphasis in Glen Eira is on sports grounds and playgrounds, but equally important are social spaces for people to gather. These are perceived to provide a multitude of benefits, not just physical, but mental health benefits as well. Opportunities for connection can be fostered in the outdoors.

Aesthetics are a key element of a liveable city

The importance of colour to enhance the liveability of the city should not be underestimated. Open spaces and greenery are one element of this – a creative approach can be taken. Murals and sensory experiences can also be considered.

Educate the community on disability and mental health

Individual initiatives and actions that address mental health and wellbeing are important. There is an opportunity for Council to play a role in being a central hub for information on mental health services and facilitating better networking between community groups, organisations and individuals.

Sustainability provides an avenue to connect with young people

The community is supportive of Council taking action on climate change, particularly those 18 to 39 year olds. Young people are interested in the environment and sustainability. It is acknowledged that many small actions can have a big impact – Council can be seen to lead the way and assist residents here.

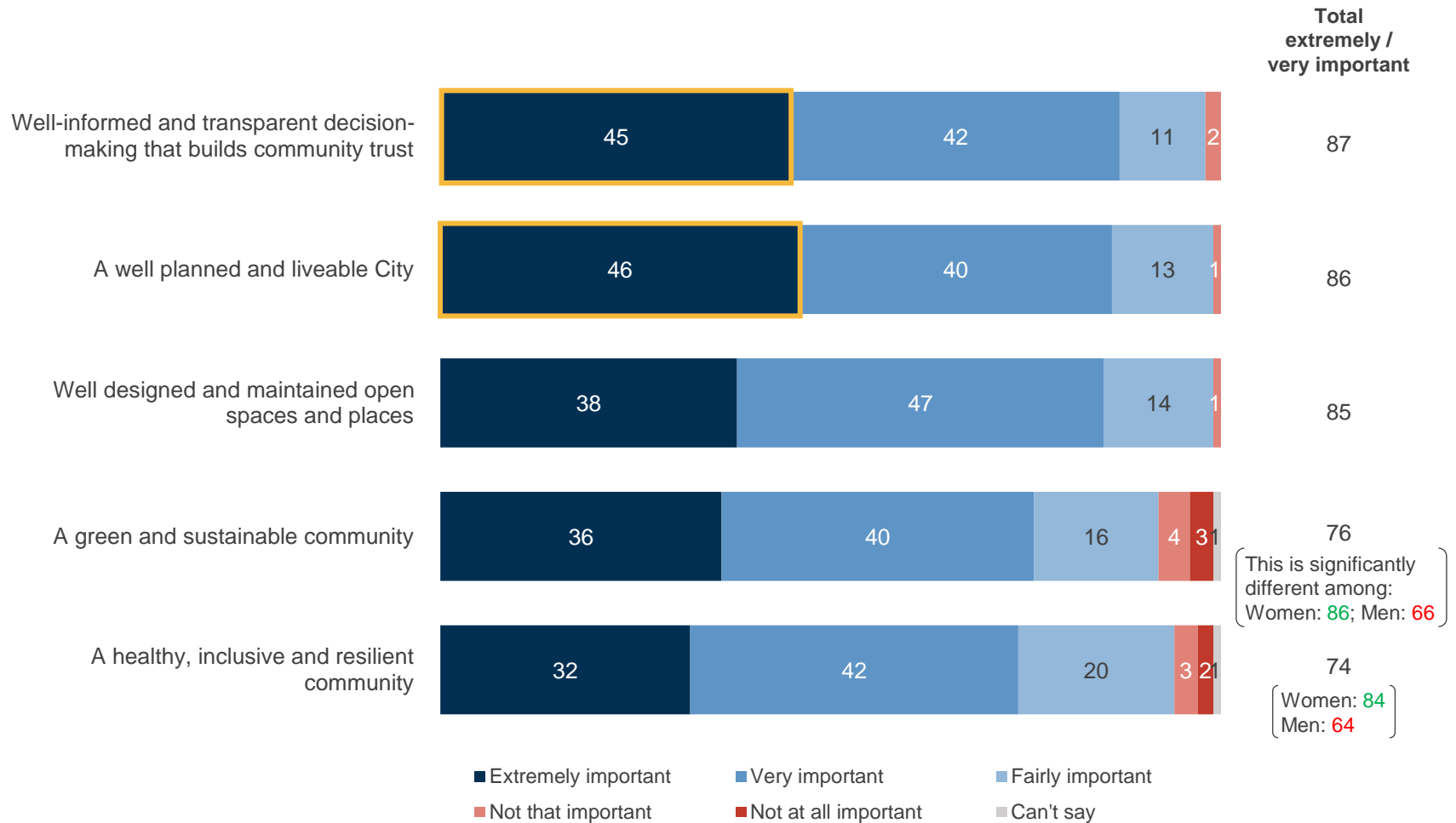


Detailed findings

Well informed decisions to build trust, liveability and open spaces for the community are of utmost importance



Importance of Council responsibility areas (%) – JWS Survey



Significantly higher / lower than the total at the 95% confidence interval.

Q1. I am going to read out a list of areas for which Council has some responsibility. For each area, please RATE THE IMPORTANCE of that area as a responsibility Council should focus on. Please keep in mind that the focus is on the importance of that responsibility area for local government only, not other levels of government such as federal or state and separate to how well you think Council is actually performing in that area

Base: All respondents (n=500).

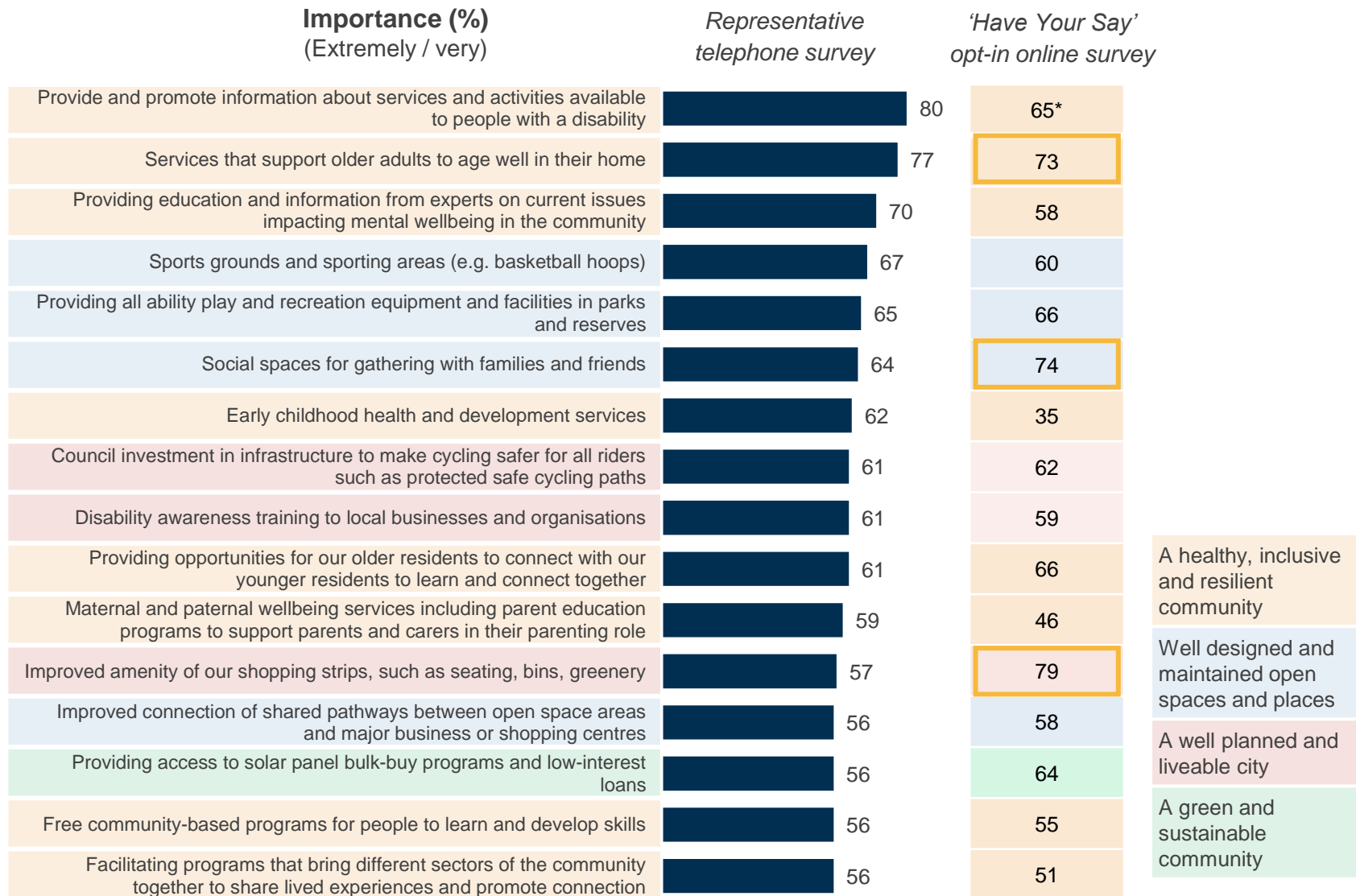


Prioritisation of Council themes

Representative telephone survey Theme ranking (n=500)	'Have Your Say' opt-in online survey Theme ranking (n=253)	Community Voice survey Theme Ranking (n=183)	Pop-up survey Theme ranking (n=113)
Well-informed and transparent decision-making that builds community trust 87% 'extremely/very important'	Well-informed and transparent decision-making that builds community trust 91% 'extremely/very important'	A well planned and liveable city 97% 'extremely/very important'	Well designed and maintained open spaces and places 90% 'extremely/very important'
A well planned and liveable city 86% 'extremely/very important'	A well planned and liveable city 91% 'extremely/very important'	Well designed and maintained open spaces and places 94% 'extremely/very important'	A well planned and liveable city 82% 'extremely/very important'
Well designed and maintained open spaces and places 85% 'extremely/very important'	Well designed and maintained open spaces and places 91% 'extremely/very important'	Well-informed and transparent decision-making that builds community trust 93% 'extremely/very important'	A green and sustainable community 79% 'extremely/very important'
A green and sustainable community 76% 'extremely/very important'	A healthy, inclusive and resilient community 80% 'extremely/very important'	A green and sustainable community 81% 'extremely/very important'	A healthy, inclusive and resilient community 77% 'extremely/very important'
A healthy, inclusive and resilient community 74% 'extremely/very important'	A green and sustainable community 70% 'extremely/very important'	A healthy, inclusive and resilient community 79% 'extremely/very important'	Well-informed and transparent decision-making that builds community trust 75% 'extremely/very important'

For each area, please RATE THE IMPORTANCE of that area as a responsibility Council should focus on. Please keep in mind that the focus is on the importance of that responsibility area for local government only, not other levels of government such as federal or state and separate to how well you think Council is actually performing in that area

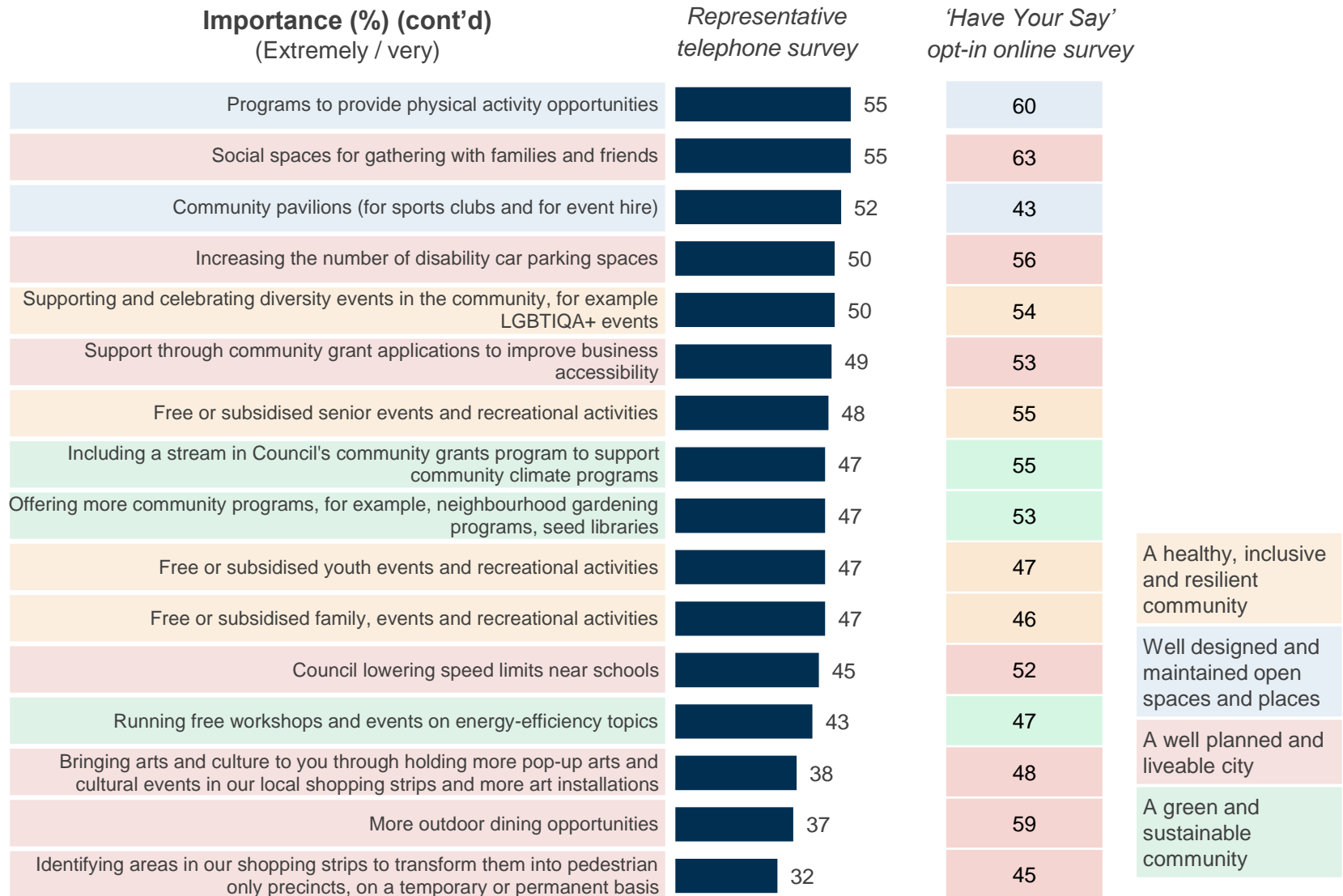
Individual initiatives or actions that help to ensure a healthy and inclusive community are most important



* Different wording: 'Provide and promote services and programs for people with a disability for social support and /or to support in volunteering'. Q2, Q8, Q10, Q12 and Q13.


Base: All respondents JWS Research telephone survey (n=500); Have Your Say online survey (n=253).

While the community supports action on climate change, green initiatives are comparatively less important



Q2, Q8, Q10, Q12 and Q13.

Base: All respondents JWS Research telephone survey (n=500); Have Your Say online survey (n=253).

The image features large, stylized letters 'W' and 'A' on the right side. The letters are filled with a dark blue, space-themed pattern of glowing white and light blue lines and dots, resembling a network or a starry sky. The background is white.

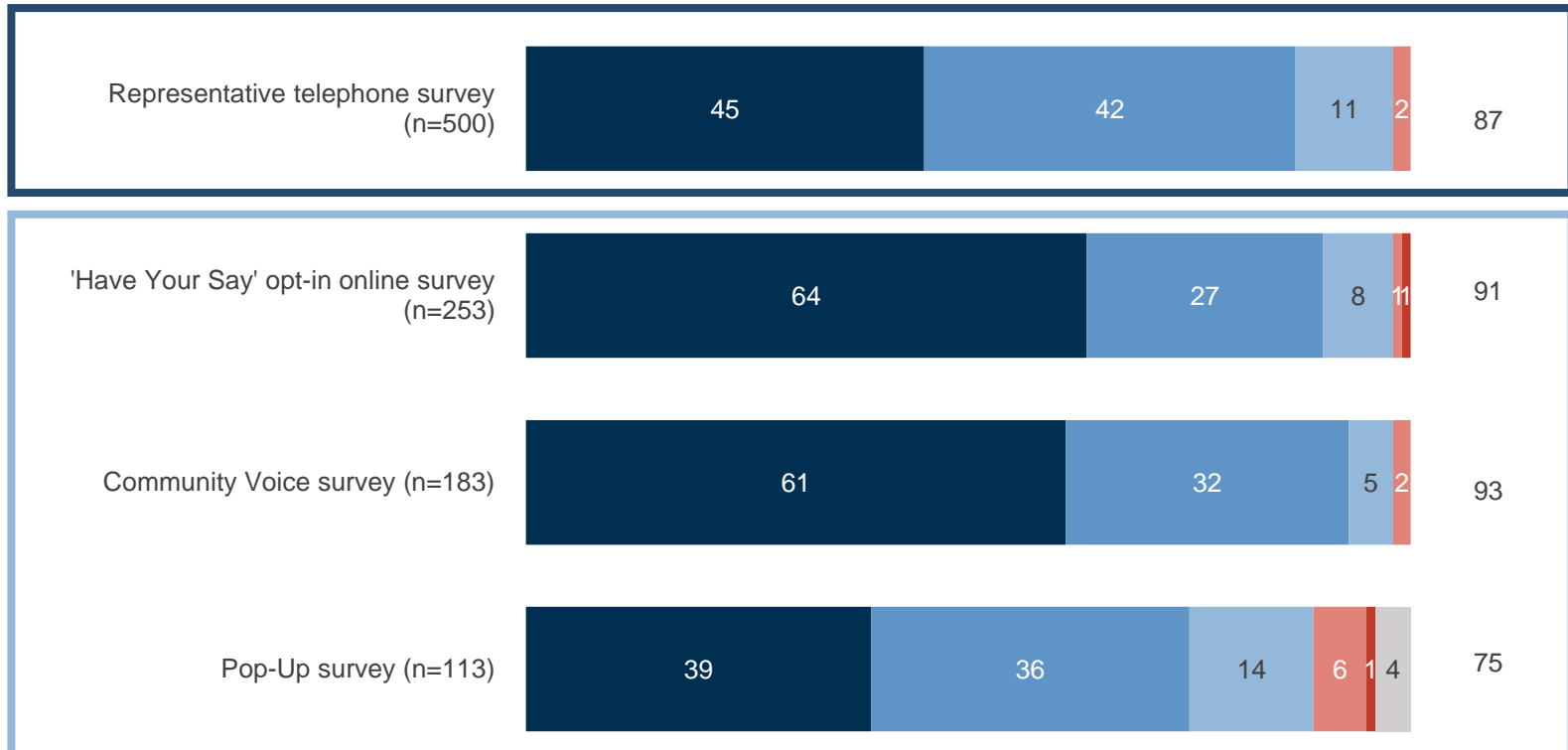
**Well informed
and transparent
decision-making
that builds
community trust**



Well-informed, transparent decision-making is an imperative

Well-informed and transparent decision-making that builds community trust Importance of Council responsibility (%)

Total
extremely /
very important



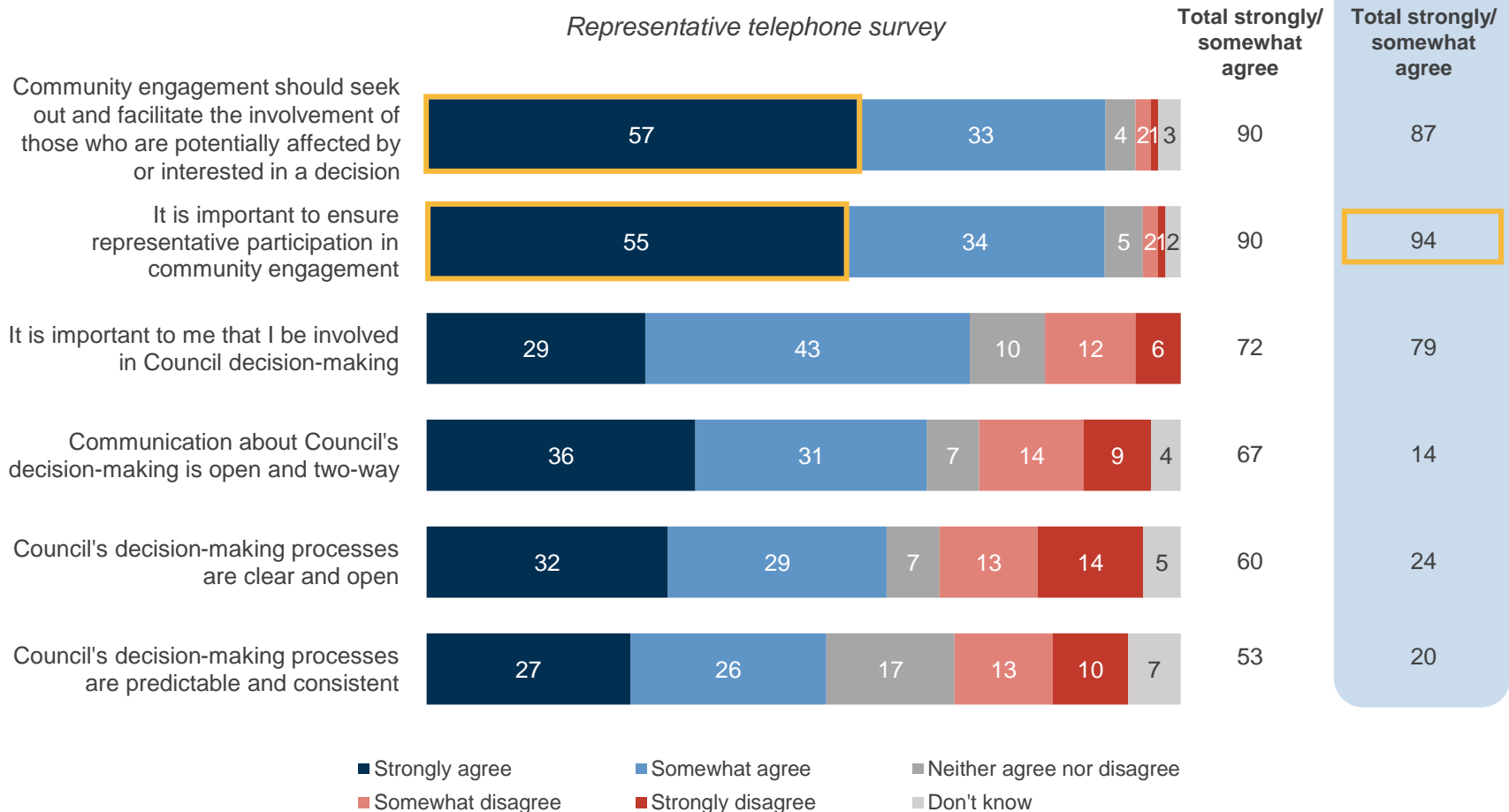
■ Extremely important
 ■ Very important
 ■ Fairly important
■ Not that important
 ■ Not at all important
 ■ Can't say

For each area, please RATE THE IMPORTANCE of that area as a responsibility Council should focus on. Please keep in mind that the focus is on the importance of that responsibility area for local government only, not other levels of government such as federal or state and separate to how well you think Council is actually performing in that area

Community engagement and representative participation in decision making is *extremely* important to most



Agreement with statements about Council decision-making processes (%)



Q14. I'm going to read out a list of statements and for each one, I'd like you to tell me your level of agreement.
 Base: All respondents JWS Research telephone survey (n=500); Have Your Say online survey (n=253).



‘Well-informed’: all needs and perspectives encouraged



Feedback about Council’s **community engagement is positive.**

In the Community Satisfaction Survey, decisions made in the interest of the community has the strongest influence on perceptions of Council’s overall performance.

Three in five respondents to the pop-up survey feel well-informed by Council (noting this group are likely more highly engaged).

“Community involvement is the key and essential for transparency. Engagement and forums need to be on all major projects that affect the community.”
(Carer)



‘Well-informed’ shows that **thoughts, perspectives and needs of the community are invited and respected.**

- Particularly important for those who are impacted or interested.
- Ensure all have an opportunity to contribute and, depending on the issue, **a range of opinions should be canvassed.** For example, the opinion of youth is just as important as the broader community on sustainability issues as it impacts their future (and they are interested in the topic).

“Community engagement has been fantastic.” (Pop-up event)

“Don’t ignore young people just because they were born in a different decade to you.” (Female, 14 years)

79%

of respondents to the Community Voice Survey ‘*strongly agree*’ that they want Council to seek representative community feedback and ‘ensure those who may be impacted by a Council decision can contribute their views’.

- **Ongoing engagement with community groups builds a cohesive community,** keeping them informed as well as providing opportunity to contribute.

“Meetings like this are important for ongoing engagement across community organisations to have a sense of what is happening and how we can input/ help.”
(Community group)

A range of methods are required to ensure involvement of all community groups



67% of respondents to the Community Voice Survey want Council to **'ensure we involve you earlier** – right at the start of a project, when we're looking at issues and ideas'.



Consideration could be given to the range of mechanisms to communicate with, and include, the community:

- Young people do not read newsletters (**social media** is important here).
- **Paper based** communications remain important.
- Promote awareness of the available Glen Eira **apps** to the community to encourage further uptake and use.
- Be aware that QR check-in requirements, and digital communications, can isolate some groups (including, but not limited to, older people).
- Ensure accessibility for disabled people by using methods that allow them to access information independently.
- Continued efforts to include opinions of the Cultural and Linguistically Diverse (CALD) members of the community are also encouraged.

Expanding the channels and types of communication will maximise the opportunities for people to contribute, reinforcing the perception of transparency.

"The use of social media is a great medium to communicate change and new improvements in the community."
(Pop-Up survey)

"Social media and digital only engagement is a barrier for older people – this can lead older people to feel isolated and marginalised."

"Advertise the youth sustainability group a bit more so that there's more members thus more ideas." (Female, 16 years)

"Information can be made more accessible to the disabled community by having more audio visual, pictures and larger print information." (Chat & Chuckle Group)



Transparency must apply to all decision-making



It is essential that transparency applies to all decision-making, it cannot be selective as this undermines trust, increasing cynicism. The perceived secrecy around the development of the racecourse is an example given by one interviewee.

This is also reflected in the responses to selected questions in the representative survey compared to the opt-in (engagement) activities. The notable difference, it can be hypothesised is attributable to the opt-in survey is likely to attract people with strong opinions. The message they appear to be giving to Council is that they are not transparent, predictable or inclusive.

- *‘Communication about Council’s decision-making is open and two-way’*
 - Representative telephone survey: 67% agree
 - ‘Have Your Say’ opt-in survey: 14% agree.
- *‘Council’s decision-making processes are clear and open’*
 - Representative telephone survey: 60% agree
 - ‘Have Your Say’ opt-in survey: 24% agree.
- *‘Council’s decision-making processes are predictable and consistent’*
 - Representative telephone survey: 53% agree
 - ‘Have Your Say’ opt-in survey 20% agree.



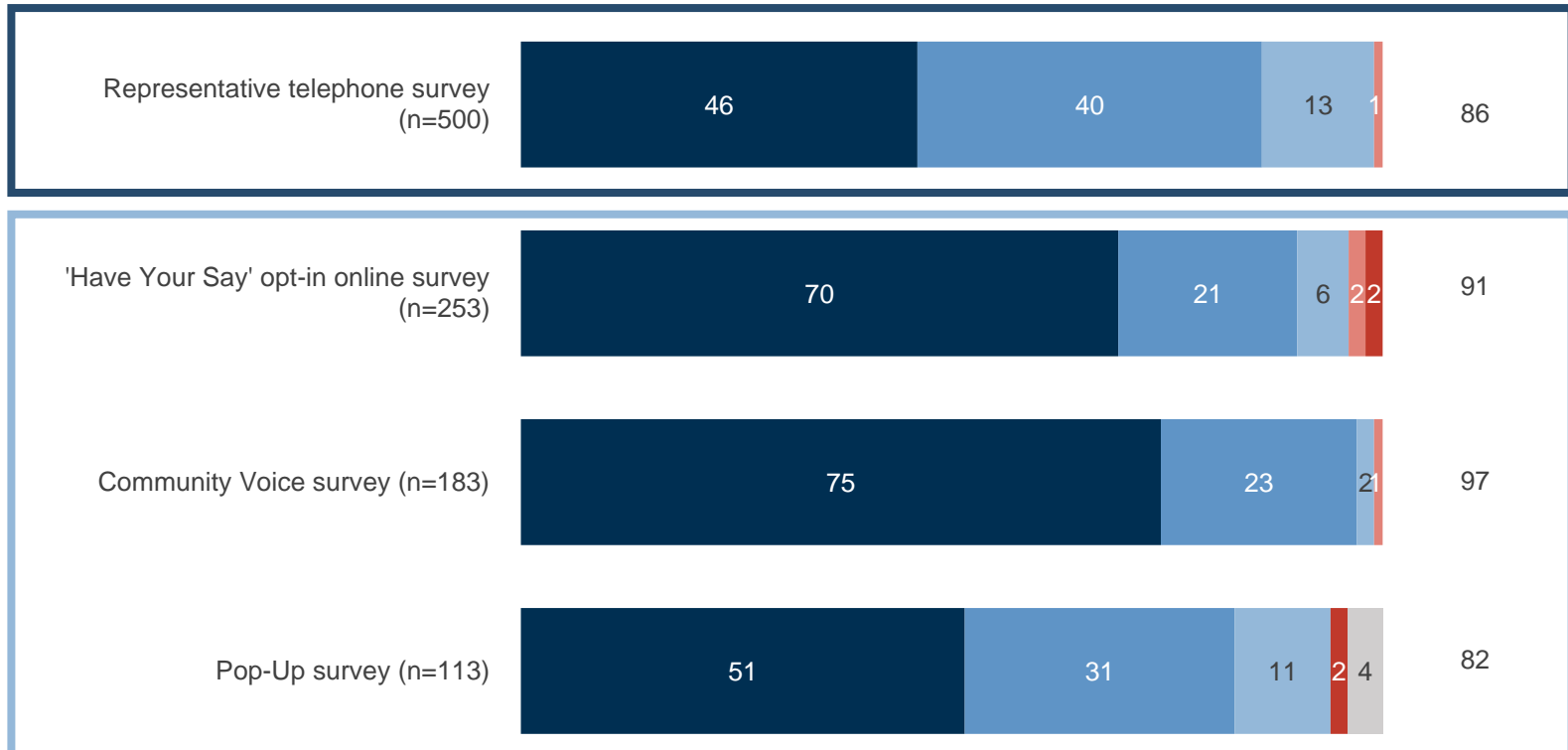
**A well planned
and liveable city**



Liveability is highly valued

A well planned and liveable city Importance of Council responsibility (%)

Total
extremely /
very important



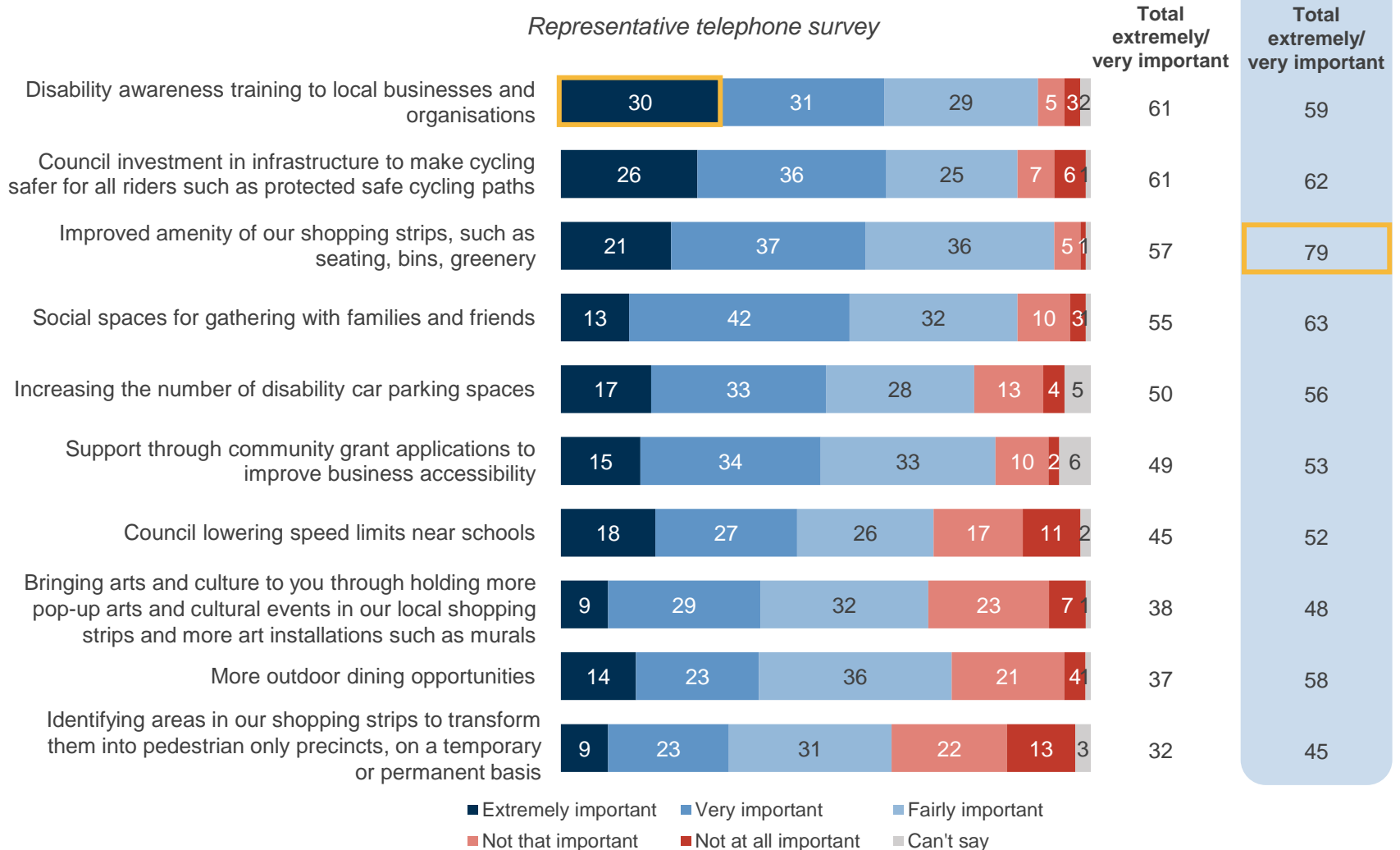
Extremely important
 Very important
 Fairly important
 Not that important
 Not at all important
 Can't say

For each area, please RATE THE IMPORTANCE of that area as a responsibility Council should focus on. Please keep in mind that the focus is on the importance of that responsibility area for local government only, not other levels of government such as federal or state and separate to how well you think Council is actually performing in that area

Most want investment in disability awareness training, cycling infrastructure and improved shopping strip amenity



Importance of actions in planning for the future (%)



Q5. Thinking about the planning for the future, how important is [INSERT FIRST ITEM]?
 Base: All respondents JWS Research telephone survey (n=500); Have Your Say online survey (n=253).



Aesthetics are a key element in creating a liveable city



Over development and growing population density is a concerning issue. There are a number of aspects to consider:

- Increased density needs to be balanced with open green space.
- It has flow on effects to other areas including traffic and parking, increasing congestion particularly in areas with a lot of apartments near a shopping strip.
- Improved access to public transport.

The built environment has a significant impact on quality of life.



A liveable city is **aesthetically pleasing** – there are suggestions to introduce more colour and creativity through murals and tactile elements to create an engaging experience.

50%

of respondents to the Have Your Say survey consider it is **'extremely' or 'very important'** to have more local art installations, such as murals. **The need for colour takes on importance as building density increases in the municipality.**

64%

of respondents to the Have Your Say survey *who regularly visit playgrounds* believe that there is not enough sensory play equipment to stimulate sight, sound and touch. **There is a need to consider including a wholistic sensory experience across a range of elements and locations in the municipality.**

"Don't cram us in and remove trees from yards. Population growth needs to be managed better. It feels like our population growth policy is being led by developers making a quick buck..."
(Pop-up survey)

"The development of more buildings is having a terrible impact on the area. The big buildings are ugly, there is nowhere to park anymore, there is flooding because of all the concrete. Not enough green spaces." (Carer)

"Areas that we share spaces across ability and points of life, that are safe spaces, spaces where people can come and potter around, meet people and continue conversations. These are very important." (Community organisation)



Access and safety are critical to liveability



Access is a major issue for some community groups, including people living with disabilities and seniors. There is a need for:

- well-maintained footpaths (need to be monitored for gaps and trip hazards) – both streetscapes and within open space areas;
- access to and within a building;
- public lighting – for both safety and access;
- consideration of making strip shopping centres more accessible (shop entry and footpaths);
- more, appropriately positioned, disabled parking spots.

“Footpaths are a ‘really big thing’. They are important in terms of accessibility.”
(Disability service provider)

“Lighting touches upon safety, people’s ability to do exercise, transport and being mobile, access to appointments, safety for staff in Council buildings and other buildings.” (Community organisation)

“There are not enough disabled parking spots, and the ones that are there are in the wrong position – they are at the bottom of hills. Very hard to wheel up a hill. Pavements, lots of tar because pavements are lifting. To wheel along a couple of shops, the paths are an accident waiting to happen.” (DRC Workshop)

65% of respondents to the Have Your Say survey consider it is **‘extremely important’** that Glen Eira has **‘footpaths and roads that are safe and easy to navigate and cross’**.

65% also rate **‘adequate lighting in public spaces’** as ‘extremely important’.

“Lifts instead of stairs where possible, automatic doors, clear labelling of items, better signage so that you don’t have to go back and forth around shops. There are some good examples where other places can be modelled on... I like Malvern Central in terms of what it has and how accessible it is.” (Chat & Chuckle)



Shopping strips offer opportunities to improve liveability

79% of respondents to the Have Your Say survey consider it is **‘extremely’ or ‘very important’ to improve the amenity of shopping strips** with more seating and greenery to make it a more pleasant rather than a functional space.



Approximately one out of two respondents to the Have Your Say survey also **want more pop-up arts/cultural events to be run in local shopping strips**. There is a sense that some residents want more than a shopping experience. For those who are socially isolated, it provides an opportunity to easily participate in the community.



Indoor spaces are equally as important in a well planned city to ensure a range of activities can be accommodated for the widely varied groups and individuals.

A number of groups and organisations indicate that their increasing membership cannot be accommodated through existing facilities. In order to offer more opportunities to participate, as well as engaging those previously not participating in community activities, there needs to be sufficient spaces, of varying sizes, available.



Improve the number and connectivity of bike paths that are linked with the shopping centres, commercial facilities as well as recreational areas. Encouraging less usage of cars will then be a more viable option for some people.

“Improve bike paths so that people feel safer riding on roads.” (Female, 13 years)



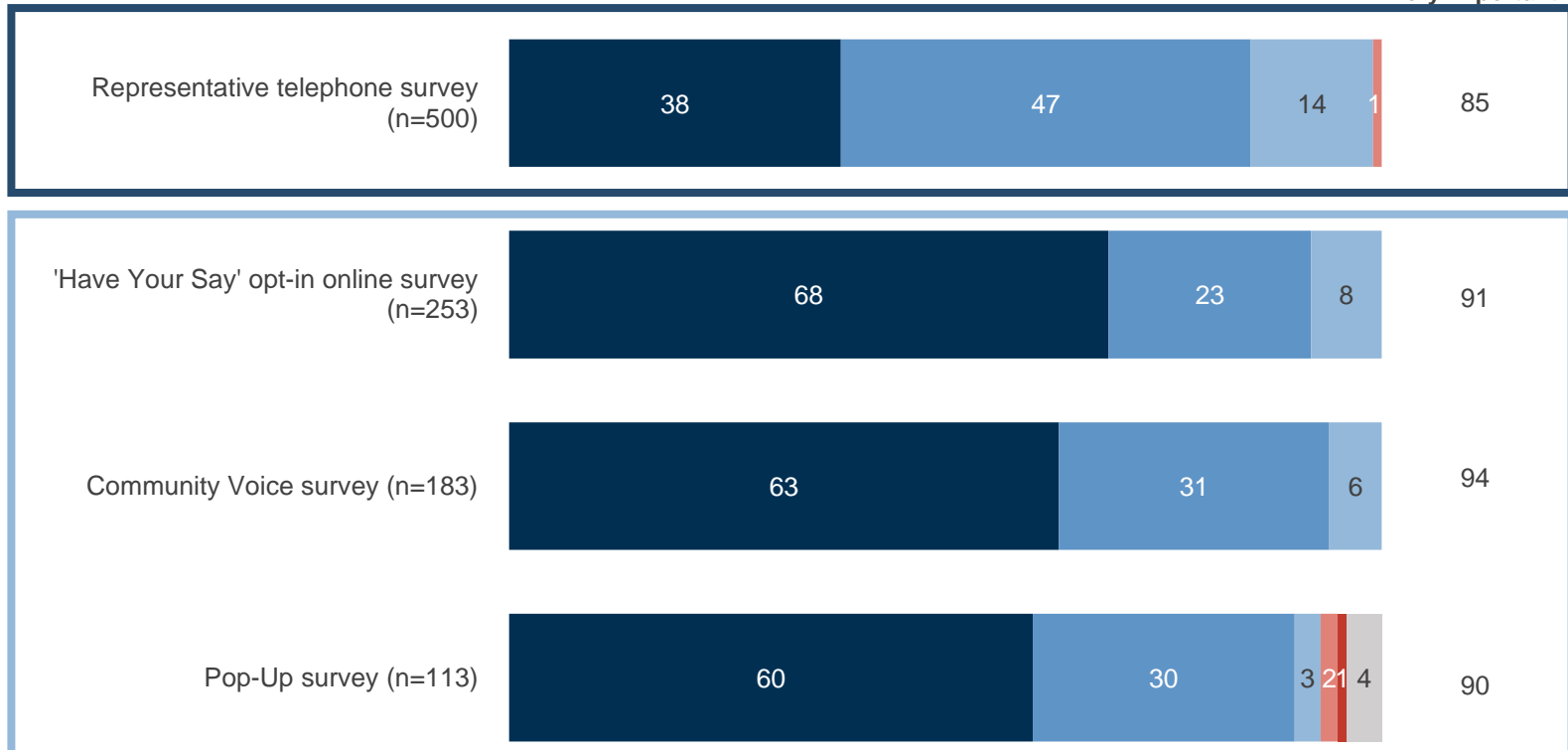
**Well designed
and maintained
open spaces and
places**



Open spaces and places are a key focus

Well designed and maintained open spaces and places Importance of Council responsibility (%)

Total
extremely /
very important



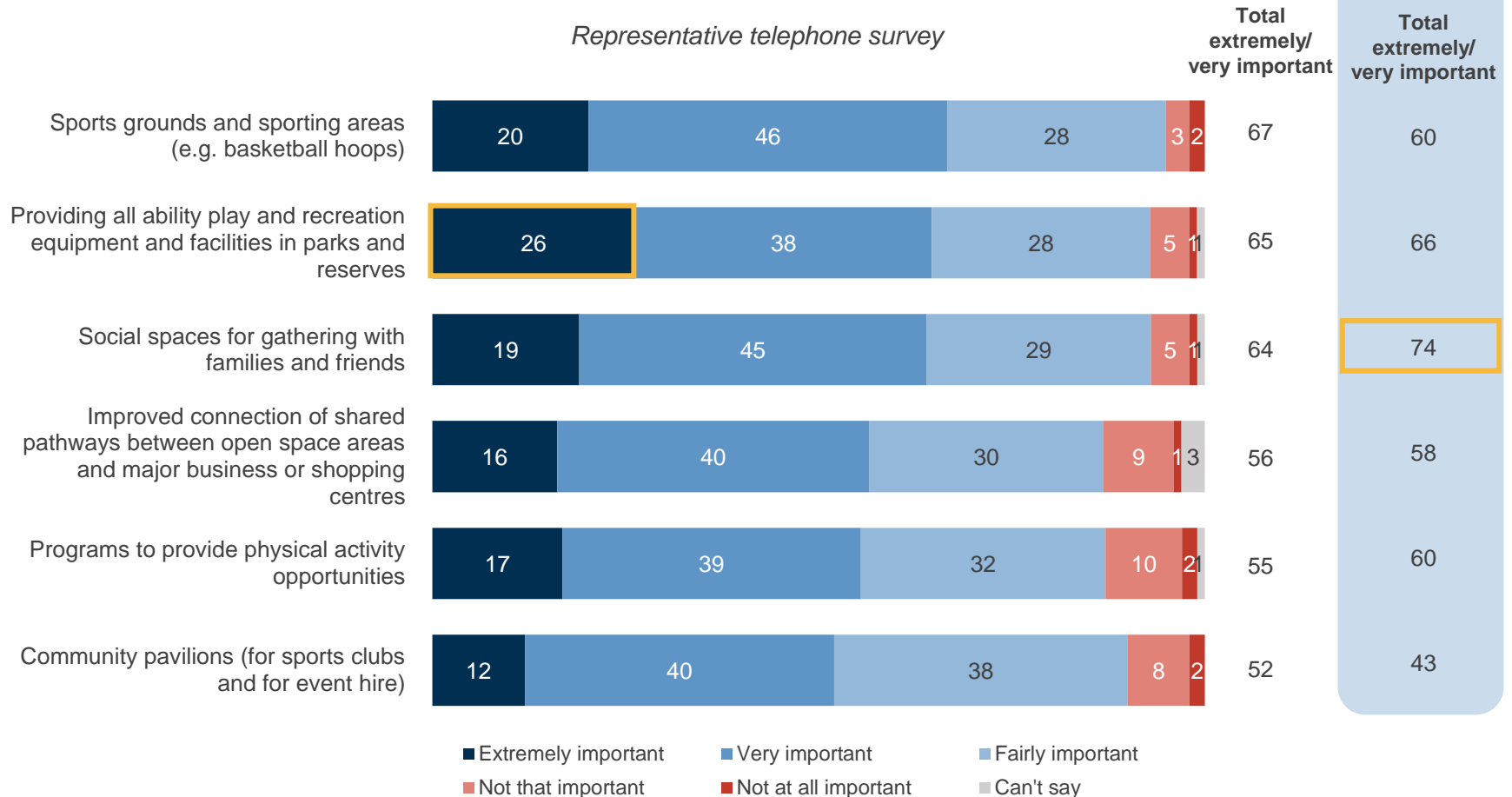
Extremely important
 Very important
 Fairly important
 Not that important
 Not at all important
 Can't say

For each area, please RATE THE IMPORTANCE of that area as a responsibility Council should focus on. Please keep in mind that the focus is on the importance of that responsibility area for local government only, not other levels of government such as federal or state and separate to how well you think Council is actually performing in that area

Provision of recreational facilities in parks and reserves is *extremely* important to a quarter of Glen Eira residents



Importance of public open spaces (%)



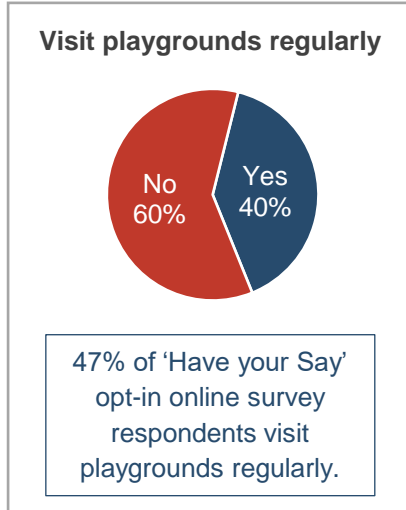
Q2. When thinking about your use of public open space now and into the future, please RATE THE IMPORTANCE of each of the following as something Council should focus on.

Base: All respondents JWS Research telephone survey (n=500); Have Your Say online survey (n=253).

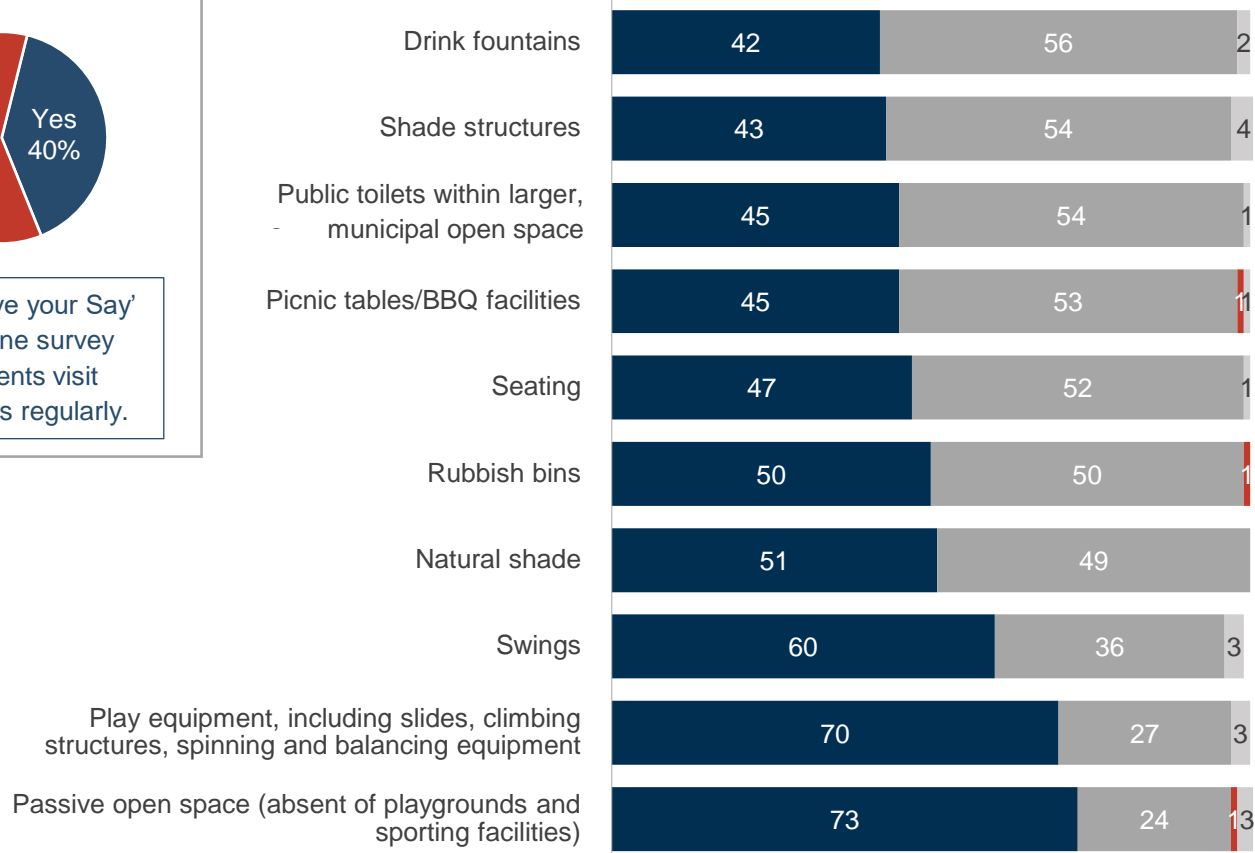
Most regular playground visitors want more drink fountains, shading, public toilets, picnic facilities and seating



Perceptions of the amount of facilities and features (%)
(Among those who regularly visit playgrounds)



Representative telephone survey



'Have Your Say' opt-in online survey: 'There are not enough'

50
55
47
51
55
56
60
38
N/A
46

■ There are enough ■ There are not enough ■ There are too many ■ Can't say

3. Do you regularly visit playgrounds? / Q4. For each of the following facilities and playground features, please indicate whether you think there are enough of them, if there are not enough and you would you like more or are there already too many?
Base: JWS All respondents (n=500); those who regularly visit playgrounds (n=208). Have Your Say respondents (n=124)



Passive open and social spaces should be a focus

Use of public open space now and into the future, the most important areas Council should focus on

Community Voice survey n=182	Areas to focus on	'Have Your Say' opt-in survey n=253	'Extremely'/'very important' to focus on
Passive open space – areas to relax/quiet areas	76%	Passive open space – areas to relax/quiet areas	Not asked
Social spaces for gathering with families and friends	75%	Social spaces for gathering with families and friends	74%
Providing all ability play and recreation equipment and facilities in parks and reserves	50%	Providing all ability play and recreation equipment and facilities in parks and reserves	66%
Dog on/off leash and dog free zones	45%	Dog on leash areas	55%
Improved connection of shared pathways between open space areas and major business or shopping centres	42%	Improved connection of shared pathways between open space areas and major business or shopping centres	57%
Sports grounds	24%	Sports grounds & sporting areas (e.g. basketball hoops)	60%
Sporting areas (e.g. basketball hoops, golf birdie cages etc.)	23%	Sporting areas (e.g. basketball hoops, golf birdie cages etc.)	Not asked
Outdoor fitness equipment	16%	Outdoor fitness equipment	Not asked
Programs to provide physical activity opportunities	15%	Programs to provide physical activity opportunities	60%
Community pavilions (for sports clubs and event hire)	13%	Community pavilions (for sports clubs and event hire)	43%

Pop-up Question - When thinking about your use of public open space now & into the future, what are the most important areas Council should focus on? (Please choose your top four)

HYS Q15: When thinking about your use of public open space now & in the future please rate the importance of each of the following as something Council should focus on.



Open spaces and places are important for overall health, both mental as well as physical



Recognition of the importance of open spaces and places is evidenced by the consistent mentions of it in the discussions and interviews irrespective of age, background or special interest.



The provision of open spaces and places is **critical with the notable increase in high density living in the municipality**. Should more families with children move to apartments, this demand could grow.

Across all of the engagement activities undertaken, there are common needs that are raised, irrespective of backgrounds, needs or life stage.



All open areas must be well lit at night, not just the sporting fields, so people can feel comfortable to use these. **Adequate street lighting** is also linked with this so that people, particularly women, feel safe at night. For the seniors and the disabled this is essential for enabling them to navigate hazards more easily.



Consider allowing people to **use the open spaces at schools** providing more opportunities for access and play. This also dramatically increases the available open space in Glen Eira.

“More families living in apartments there is a shift to high density living so open space critical.” (Community organisation)

“Make sure that adequate lighting is provided to be safe at night.” (Pop-up survey)

“Lighting at some of our parks is very poor. Where there is sports training, the lighting is good while they are training, but smaller parks are pitch black at night regardless.”

“Lighting touches upon safety, people’s ability to do exercise, transport and being mobile.” (Community organisation)



Passive open spaces for social gatherings are needed



Consistent feedback that **‘social spaces for gathering with families and friends’ is an important** (‘extremely’ or ‘very important’) **area for Council to focus on:**

- 75% of respondents to the Community Voice survey.
- 74% of residents who opted in to the Have Your Say survey.
- 64% of residents generally (representative survey).

“Public activities in parks to engage community and encourage skill sharing.”
(Pop-up survey)

“More parks and open space to encourage people to get out and about.”
(Pop-up survey)

“On the weekends, 100% of our local park space is currently utilised by sporting teams – more space is needed for other park users.” (Community organisation)



‘Passive open space – areas to relax/quiet areas’ is another important area for Council to focus on (76% of respondents to the Community Voice survey).

Passive open space is important for people living with a disability, older residents and those in high density living who want to enjoy the outdoors.

- There is a need to cater to those who do not want to sit next to a sporting field or playground.
- Passive open spaces, and activities within these, can bring the community together and provide an avenue for inclusion.
- Open spaces provide opportunity to hold community activities on a smaller scale. This is ideal for those with limited or impaired mobility as well as those who may not feel comfortable attending large events such as festivals.



Innovation with open space creation

69% of respondents to the Have Your Say survey consider it is **'extremely important'** that Council focuses on **'trees'**

63% also rate **'green open space (not sports grounds)'** as **'extremely important'**.



The need for passive open space is strong, however equally, **sporting clubs also want more space** and suitable facilities including ones that are more female friendly.



Become more **innovative with open space creation**. Perception is that a number of opportunities exist to create more green areas, many of which can be on a small scale. Examples are:

- Under the elevated train line ('Skyrail') there is useable space for passive enjoyment and creating a meeting place for the locals.
- A small fenced area on vacant land can be created as a children's playground near the Carnegie Station.
- Creating community gardens – while these take up small amounts of open space, they are perceived to provide significant benefits.



The need to have **more fenced children's playgrounds** is essential for parents of young children to prevent them running off, particularly if it is situated close to the road. This safety feature also makes playtime a more relaxing experience for the adults.

"We really need more space. We want to deliver the benefits of organised sport to the community (being physical and active, being engaged and connected in organised sport = good mental health)."
(Community organisation)

"Use the space under the Skyrail to provide open spaces that are useable particularly for those in the apartments. This can also provide meeting places for local people." (Community organisation)

"Fence playgrounds to stop kids running off particularly when they are near main roads." (Carer)



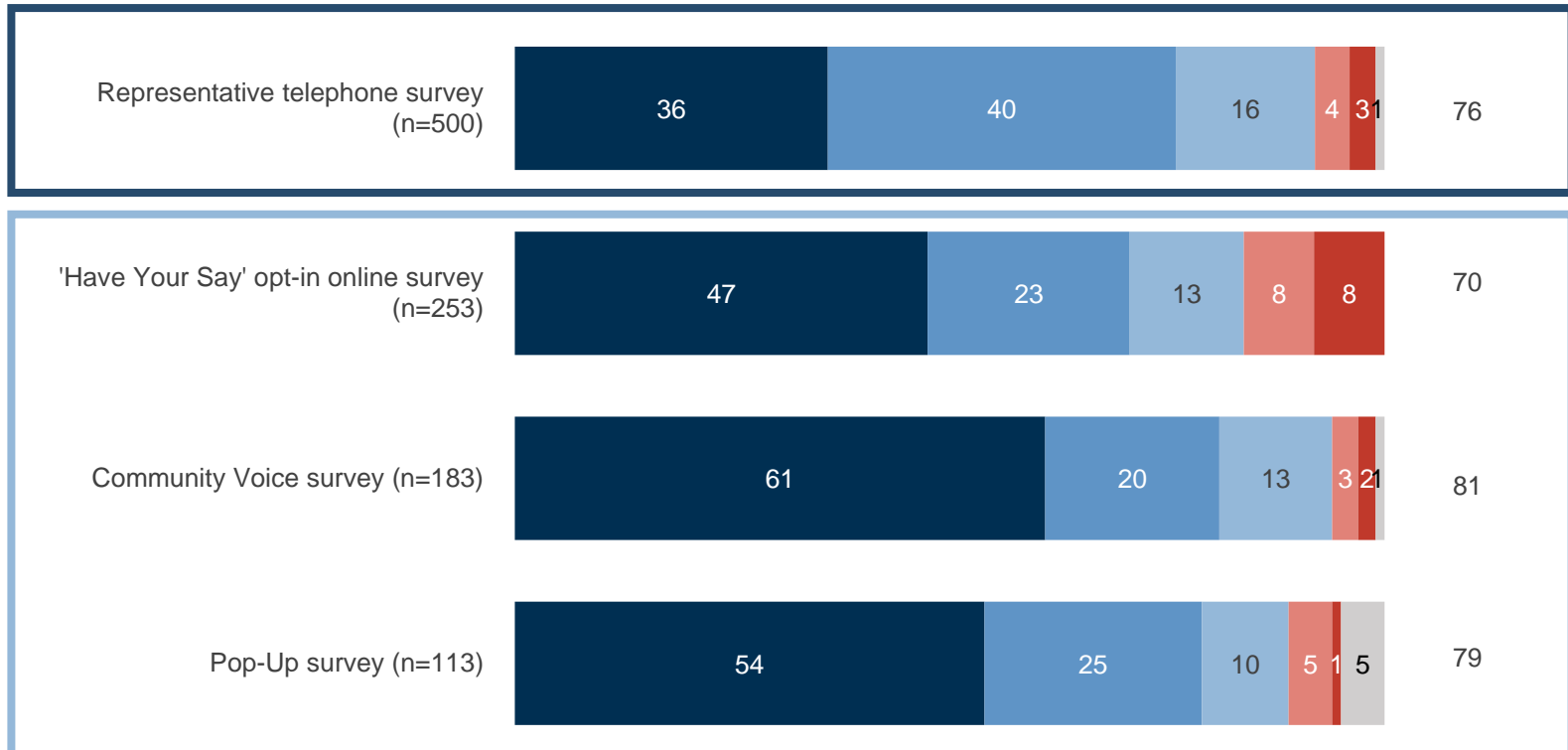
**A green and
sustainable
community**



A green and sustainable community

A green and sustainable community Importance of Council responsibility (%)

Total
extremely /
very important



Extremely important
 Very important
 Fairly important
 Not that important
 Not at all important
 Can't say

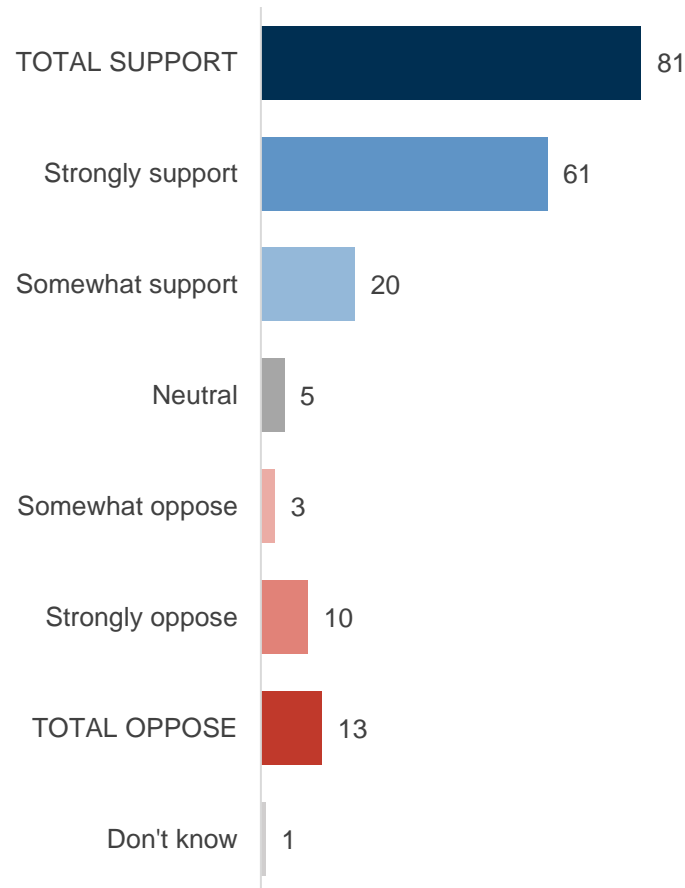
For each area, please RATE THE IMPORTANCE of that area as a responsibility Council should focus on. Please keep in mind that the focus is on the importance of that responsibility area for local government only, not other levels of government such as federal or state and separate to how well you think Council is actually performing in that area

Glen Eira residents demonstrate strong support for Council taking action on climate change



Support for Council taking action on climate change (%)

Representative telephone survey



Among 18 to 39 year olds, support is significantly higher (91%).

“Use your seat in parliament to advocate for action against climate change (i.e. renewable energy).” (Youth survey)

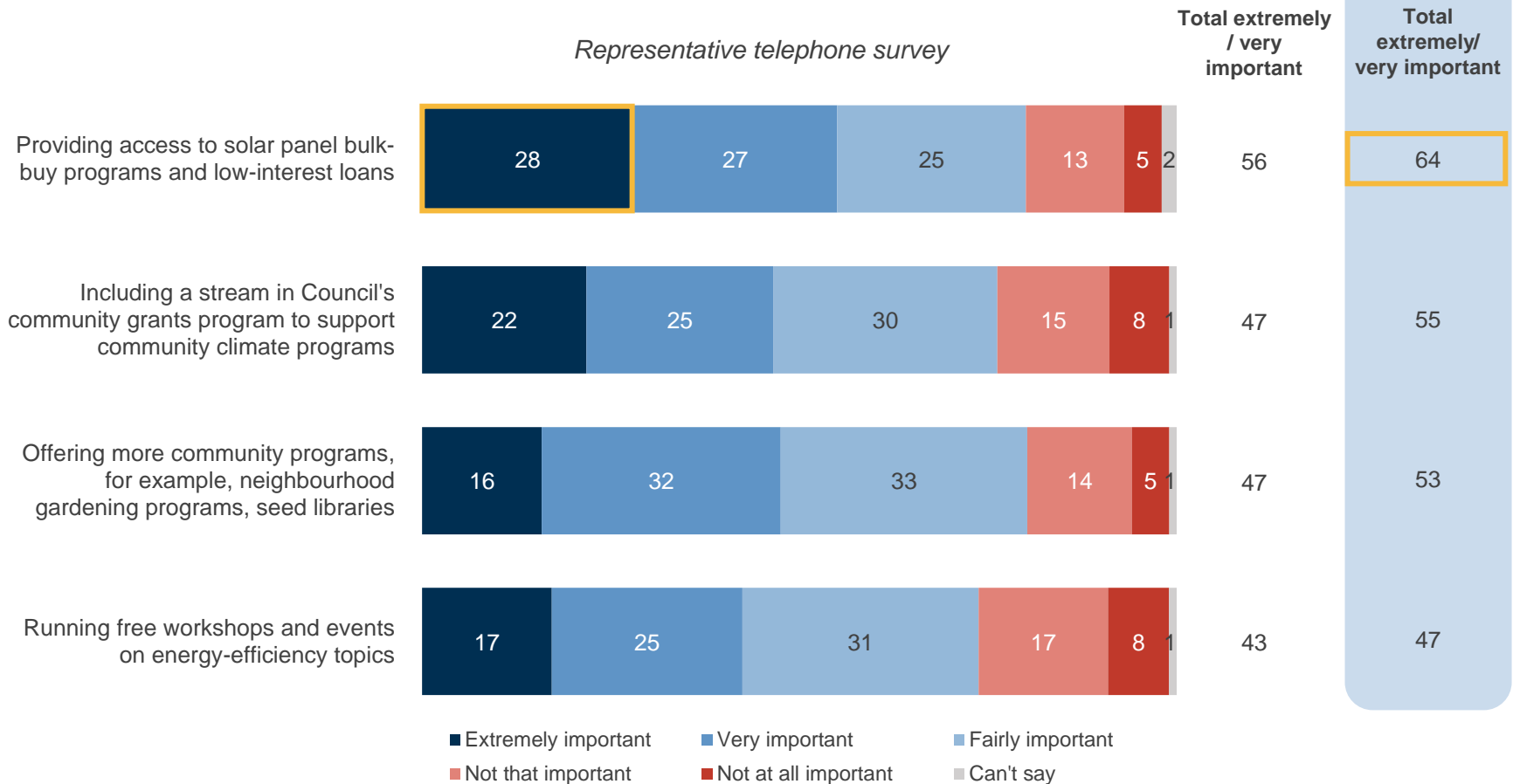
“Using as little water and non-renewable energy as possible and recycling.” (Youth survey)

Q10. Do you support or oppose Council taking action on climate change?
Base: All respondents (n=500).

Majority of residents think it is *extremely* or *very* important Council facilitates more affordable access to solar panels



Importance of actions in response to climate change (%)



Q8. Thinking about how we could support the community to respond to climate change, how would you rate the importance of the following actions?
Base: All respondents JWS Research telephone survey (n=500); Have Your Say online survey (n=253).



Small initiatives can improve environmental sustainability



A range of actions are suggested that Council can take including:

- **Reducing plastics** – perhaps provide an incentive scheme for shops that go plastic free (paper bags and straws, wooden cutlery).
- **Soft plastics recycling bins** – possibly providing these at hubs such as shopping centres, train stations and parks. Similar schemes run successfully in Europe and the UK.
- **Turning the lights off** in Council buildings at night (except those needed for security).
- Use **more renewable energy**.
- Providing **compostable bags** for the kitchen caddies to increase usage and reduce issues with rotting food being a disincentive to use the green bin.
- **Introduce composting bins** in schools, shopping strips and centres.
- Providing more **drink fountains** so people do not buy water in plastic bottles.
- **Increase hard rubbish collections** to reduce dumping.
- Create more **community gardens** and places to enjoy the outdoors.
- Use more **sustainable and recycled materials** in construction (e.g. roads).
- Provide more **public seating** made from sustainable materials.
- **Encourage cloth swaps, thrifting, re-use and repair.**

“Sustainably means a lifestyle which can be carried on into the future. One that doesn’t burn someone out and destroy them however one that is loved and doesn’t cause excessive stress and anxiety levels.” (Female, 16 years)

“Invest in more environmentally sustainable ideas – more green bins, less one use plastics, increased access to public transport as well as decreasing costs of public transport.” (Female, 17 years)

“I think we should hold talk events where people talk and explain about simple things we can do to be more sustainable.” (Male, 13 years)

“The Glen Eira community can be more sustainable by constructing using recycled or more sustainable materials. E.g. roads made with recycled plastic.” (Male, 15 years)

“We can encourage people to bring keep cups to coffee shops. Encourage households to implement solar energy within their homes. Sustainability promotion campaigns within schools in the area.” (Female, 25 years)

Climate change and environmental sustainability is an important issue for young people in particular



People think a **wholistic approach is required to matters relating to sustainability** – with education to occur among **business, in the home and in schools.**

A partnership between Council and schools, particularly primary schools could be productive. As demonstrated in the youth survey, children are concerned about the environment. Most will be responsive to participating and learning about sustainability. This will have the added benefit of many children educating, as well as changing the behaviour, of their families.

“Encouraging sustainability in schools, particularly in terms of waste and mindfulness around the technology and privileges we have access to maintains a level of respect and understanding of what is needed to increase our sustainability. Particularly as people are so influenced by their school culture, it’s vital we offer opportunities and ideas at school in order to raise adults who are conscious of their environmental impacts.” (Female, 17 years)



A suggestion that **more education for recycling at home** and what to put into each bin is required. As noted previously, if school children ‘educate’ their families, there is likely to be an increase in recycling being done correctly. A two pronged approach will be far more effective.

There is mixed feedback on the change to the bin collection cycle coming through some of the engagement activities. Some people perceive it is just making it even harder for **residents who are bearing the burden of Council’s recycling initiatives.**

“Guess they can look further into what council and business do, rather than making it so difficult for residents. Council can do more than relying on the individual.” (Carer)



Increasing installation of solar panels and the limitations on feeding into the grid has led to some suggesting that a **local system can be set-up to enable residents’ excess electricity to be fed into storage batteries for later usage.** This is also beneficial whilst the price of batteries for residential use remains prohibitive for many.

“Glen Eira could become more sustainable by recommending or implementing renewable energy, like solar panel deals/offers, or even suggesting it to others.” (Female, 13 years)



Environmental sustainability must be prioritised



There is a perception amongst some people that **spaces for sport are prioritised ahead of places to use for non-sporting activities, and at the expense of environmental sustainability.**

There is a need to provide more outdoor spaces with shade trees and water features, perhaps even more lakes to enable passive activities. Increasing the opportunities for people to enjoy the environment, will result in them valuing it more. People care about things they value so this will be important in encouraging sustainable activities, even if this is just recycling rubbish correctly.



Increase the greenery in Glen Eira by planting more trees in the streets and near railway lines where there are empty open spaces. This aids visual enhancement of the areas which positively impacts on overall well-being.



Shopping locally (food miles) **and growing food** are simple things that can be done to be more sustainable. Setting up community gardens is one way to facilitate this as well as providing how to information. The key is to make it simple to be sustainable – small initiatives can lead to greater involvement and commitment.

41%

of respondents to the Have Your Say survey consider it is **‘extremely important’** to **‘support local food farmers markets’**.

“Putting values on trees instead of buildings to be environmentally sustainable. Glen Eira Council puts value on buildings over trees and vegetation.” (Carer)

“Sport in Glen Eira has been prioritised to the detriment of the number of trees, including older trees. Shade has been reduced and reduced trees is not an environmentally sustainable choice.” (Carer)

“Biodiverse green space. Plant more indigenous plants in parks/railway lines and as street trees.” (Female, 13 years)

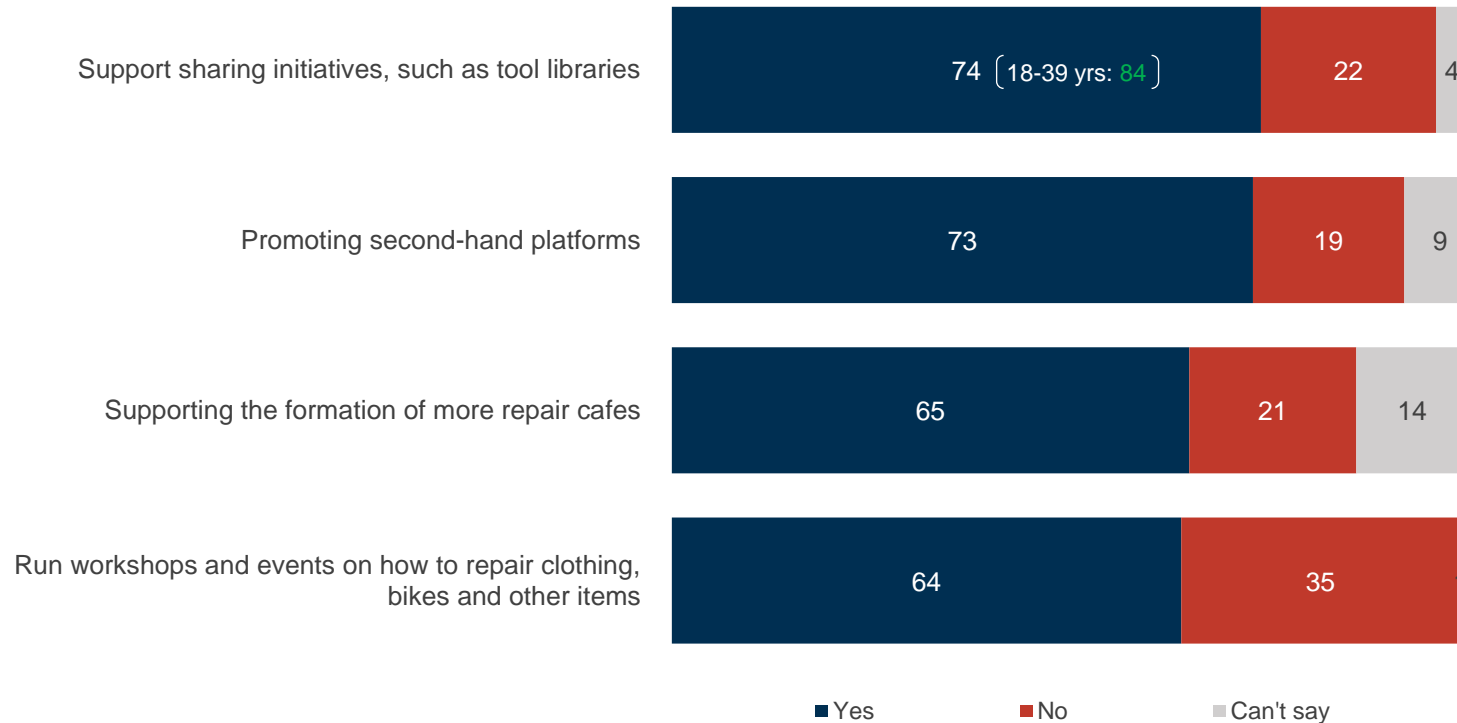
“I think we should hold talk events where people talk and explain about simple things we can do to be more sustainable.” (Male 13)

“Sustainability to me means creating an inclusive environment for those surrounding us, that ensures the safety of others, looking out for others and an ensured and promised future in the community.” (Female, 13 years)

Council initiatives to reduce waste to landfill are all considered useful



Ways Council could help the community reduce the amount of waste into landfill (%)



Significantly higher than the total at the 95% confidence interval.

Q9. Which of the following ways do you think would be useful for Council undertake to help the community reduce the amount of waste into landfill?

Base: All respondents (n=500).



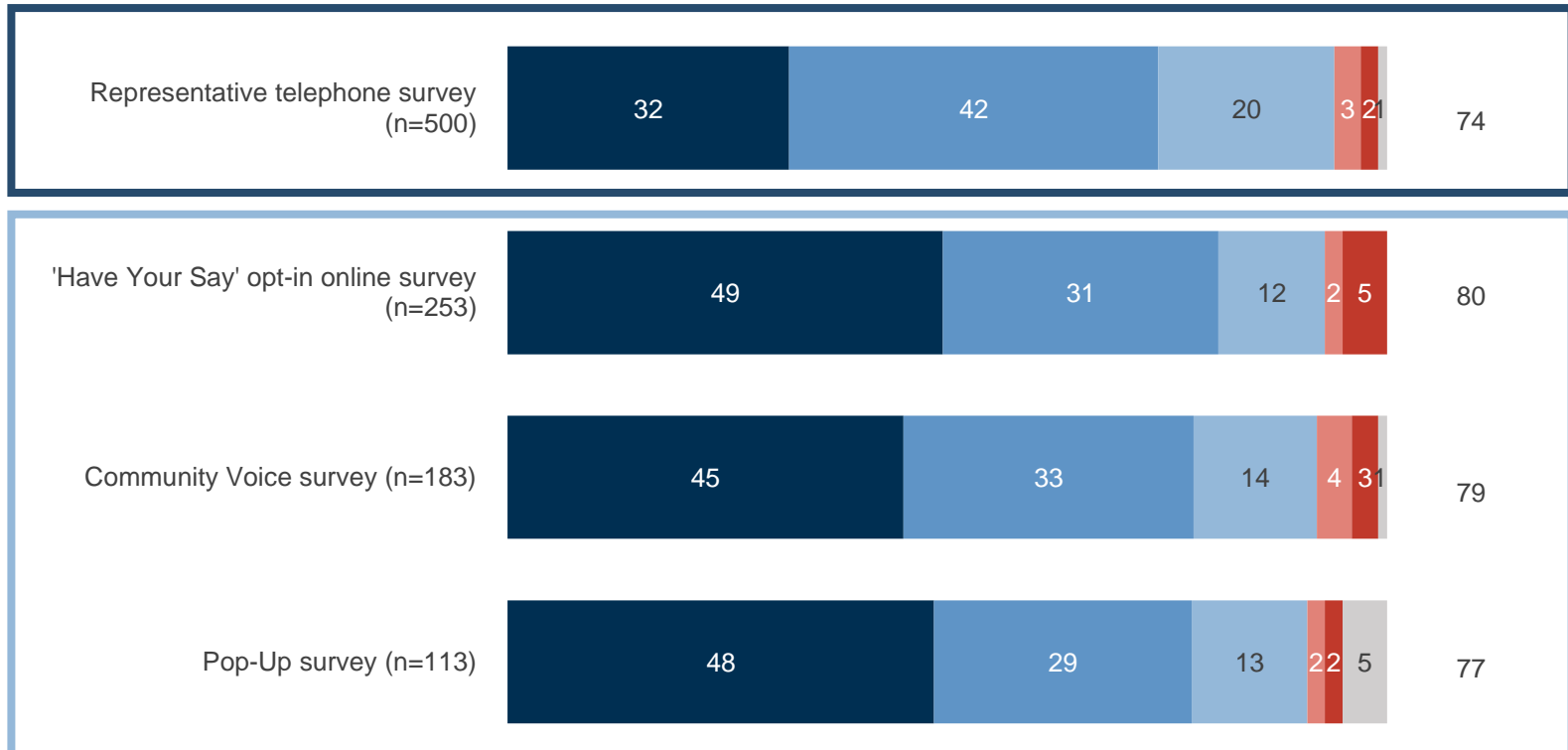
**A healthy,
inclusive and
resilient
community**



A healthy, inclusive and resilient community

A healthy, inclusive and resilient community Importance of Council responsibility (%)

Total
extremely /
very important



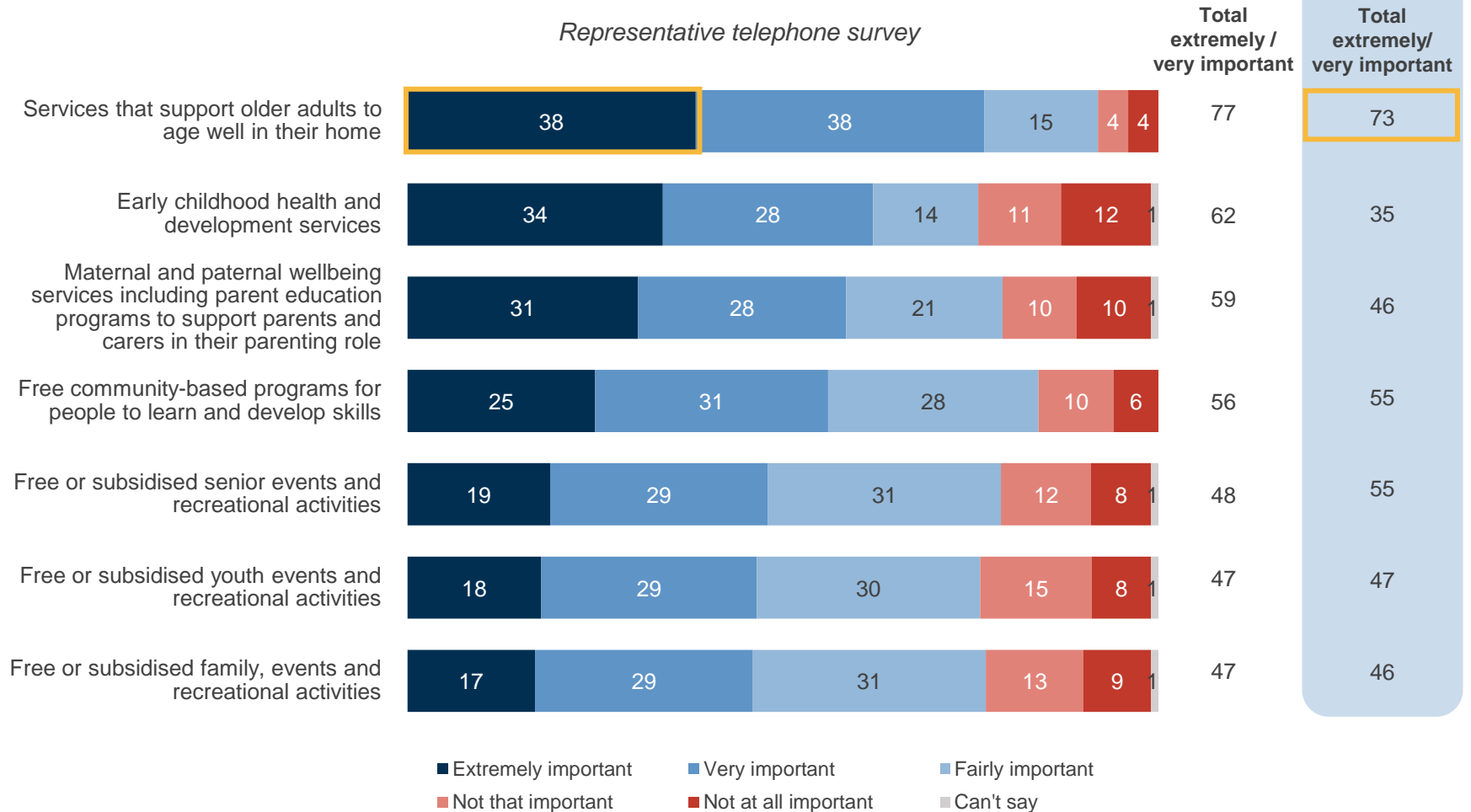
Extremely important
 Very important
 Fairly important
 Not that important
 Not at all important
 Can't say

For each area, please RATE THE IMPORTANCE of that area as a responsibility Council should focus on. Please keep in mind that the focus is on the importance of that responsibility area for local government only, not other levels of government such as federal or state and separate to how well you think Council is actually performing in that area



Supporting seniors to age well in home is essential

Importance of aged-based services (%)

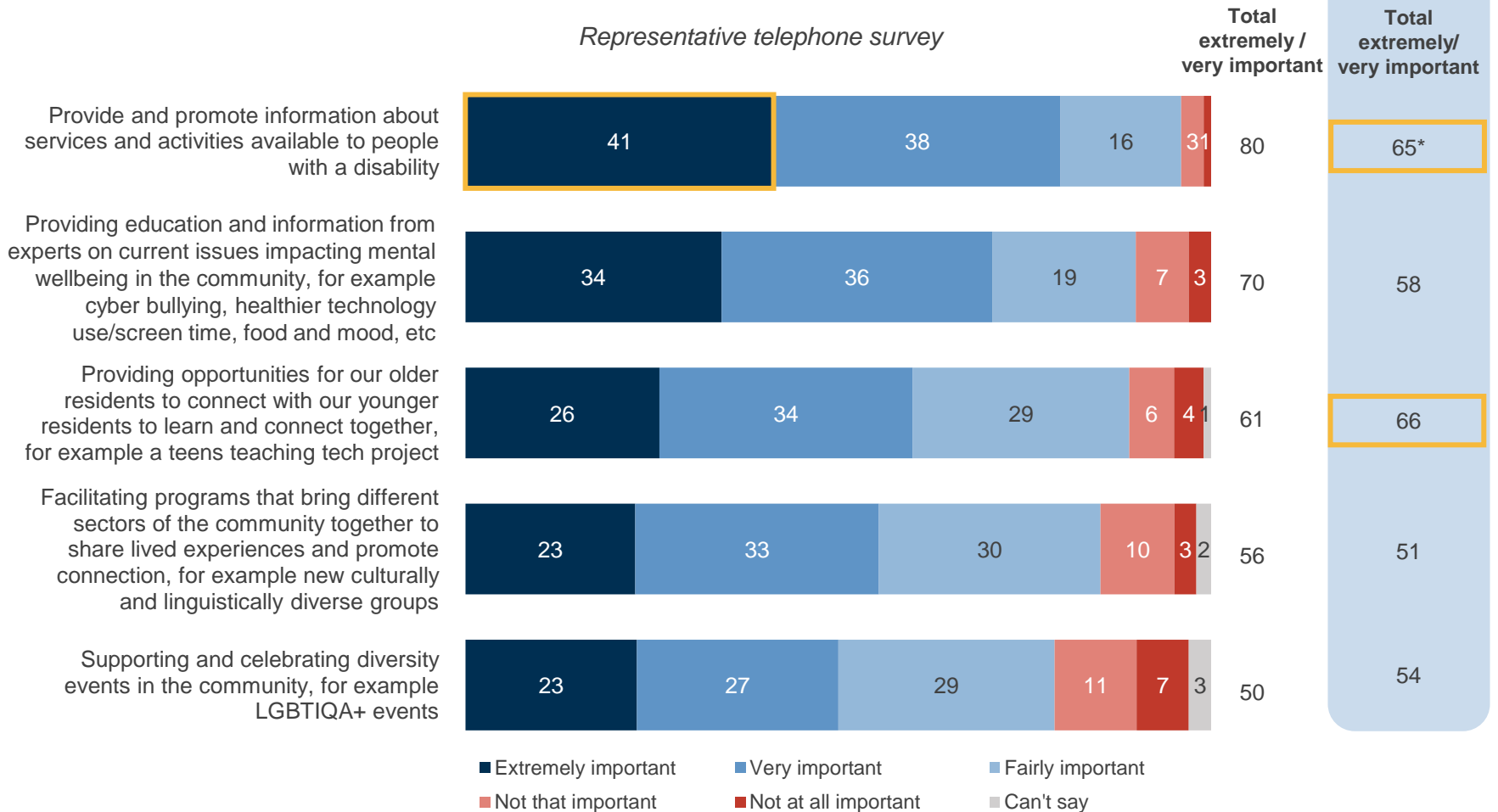


Q12. Thinking about your age and stage of life, please indicate how important each of the following is to you.
 Base: All respondents JWS Research telephone survey (n=500); Have Your Say online survey (n=253).

Education, information and opportunities for mental health and wellbeing



Importance of mental health and wellbeing services (%)



* Different wording: 'Provide and promote services and programs for people with a disability for social support and /or to support in volunteering'.
 Q13. How important is each of the following in Council supporting our community to improve mental health and wellbeing and build community connection and resilience?

Base: All respondents JWS Research telephone survey (n=500); Have Your Say online survey (n=253).

Social isolation, stress and mental health have been exacerbated by COVID



Council is perceived to have an important role to play in being a central hub for mental health services and fostering inclusiveness.

- **Lack of knowledge of where to go to find out what exists.**
- People welcome Council **facilitating better networking between community groups and organisations** so they can work together, maximise resources and in-turn provide information to community contacts. This will lead to greater cohesiveness within the community as well as maximising the use of resources.
- **Council could work more closely with schools to use this as another channel to disseminate information and to connect.** School communities potentially represent, or have connections to, a large proportion of the Glen Eira population. Schools are very active, and often have effective communications. Council could endeavour to tap into this.

“The place to engage young carers is at school.”

- Establishing a working relationship with schools enables **stigmas around mental health to be broken down.** Mental health initiatives can also be implemented for youth.
- **Inclusiveness also includes business as well as residents.** COVID is placing great strain on business owners, which will manifest as mental health issues for some, so there is a need to reach out, provide support and link in with available services.

“Lovely to offer social support but promote it. A lot of people don’t know all the wonderful services we have cheap/free for our disadvantaged and ageing community.”

“Lots of people who need support but don’t know where to go. Different organisations could come together to provide support.” (CALD)

“Could we engage Council to find out what groups and communities can we connect with so that we can form a partnership with groups (such as indigenous groups).” (Sporting club)

“Mental health concerns are rife and the people who are affected by mental health issues are getting younger and younger. The teenagers seem to be getting younger and younger too. There needs to be a huge focus on mental health, and continue to breakdown the barriers of stigma.” (Community organisation)

“More emotional support for secondary school students and therapists that actually care about you, not just your stupid grades.” (Female, 12 years)



Inclusion facilitates better mental health and resilience



Social and community events allow people to meet and interact.

- **Many are socially isolated**, including CALD communities, people living with a disability, younger and older residents.
- **Barriers** to attending events include: **limited English; anxiety; and a lack of confidence and social skills.** It is important to include activity based events to provide a ‘safe’ environment for interaction as there is less pressure on the individual when the focus is on an activity.
- A desire to have more multi-cultural and multi-lingual events was expressed.
- Ensure when planning events and festivals, **consideration is given to the needs of the range of people** in the community. **Accommodating these is the key to inclusion.** For example, ensuring accessibility for people with disabilities or providing a range of food options including juice and smoothie bars for people who are unable to have solid food.
- **Provide interaction opportunities for groups**, such as young carers and carers of children with intellectual disabilities **for whom there is perceived to be little, if anything, offered at the moment in Glen Eira.** There is a great deal of information and support groups available through the Australian Government website Carer Gateway. There is a need to have smaller, local online groups as well to have local community support.

“I would like to see more community events to unit our community further (e.g. performances, charity events, events for children, etc). Ones that interest all community members.” (Female, 18 years)

“Increasing the areas of nature in Glen Eira is essential for community well-being – for a sense of place in sandbelt heathland, enjoying the joy of wildflowers, local trees, birds and animals, and peace in the city. Parks of sports ovals, pavilions and car-parks with a few random trees around the edges don’t provide any sense of nature. Glen Eira needs small pockets of native gardens as well as a regional bushland park....” (Community Voice)

“Unless you fit into a certain group, you don’t use Council social services. Diversifying the users of Council services will diversify opportunities for people with disabilities.” (Disability Advocate)



Educate, support and connect

47% of respondents to the Have Your Say survey consider it is **‘extremely important’** that Council is **‘supporting people who are socially isolated or disadvantaged through programs, events or initiatives to support social connection’**.



Education to promote understanding of the issues and challenges that others face, such as disabled people or young carers, will create a more tolerant and inclusive community.



Support programs to **keep older people in their homes** and activities to keep them engaged are important. Linking the elderly with young children is welcomed. Cross generational interaction is known to have a very positive effect on quality of life, particularly for seniors.



Arts and culture can be integrated into community connection programs as it is important to support people to express their identity. This leads to positive mental health and wellbeing as well.



A volunteer connect program is needed by a number of organisations who desperately need volunteers. Council can play a key role in linking community members with organisations that need help. For those who are retired, isolated or just wanting to broaden their social network Council can have a pivotal role.

“Education people as to what it is like to be a disabled person so they can be more understanding, patient and, therefore, inclusive.” (Chat & Chuckle)

“Raise awareness that parents of kids with a disability is a carer with specific needs and a role that is much more difficult and restrictive than being a parent of kids without special needs.” (Carer)

“I think it is particularly important that there are support programs for young carers who are often trying to juggle care of a parent, siblings and juggling school.” (Carer)

“Continuation of libraries reaching out to vulnerable people and continuing their mobile service through COVID-19.” (U3A)

“We need more social programs to have more social connections – where do we find this information except through word of mouth via Lions Club.” (U3A)



Appendix: Demographics



Demographics: Representative telephone survey

Gender	%
Male	48
Female	52
Non-binary	0
Prefer to self describe	0
Prefer not to say	0

Age	%
18 to 39 years	41
40 to 59 years	34
60+ years	26

Children living at home	%
Yes	28
No	72
Prefer not to say	<1

Suburb	%
Bentleigh	8
Bentleigh East	16
Booran Road PO	5
Brighton East	<1
Carnegie	8
Caulfield	6
Caulfield East	1
Caulfield North	12
Caulfield South	10
Elsternwick	9
Gardenvale	1
Glen Huntly	3
McKinnon	3
Murrumbeena	7
Ormond	5
Patterson	4
Ripponlea	1
St Kilda East	<1

Housing status	%
Own my home (outright or with a mortgage)	69
Rent	26
Prefer not to say	5

Language other than English spoken at home	%
Yes	26
No	74
Prefer not to say	<1

Born outside of Australia	%
Yes	34
No	65
Prefer not to say	1



Demographics: ‘Have Your Say’ opt-in online survey

Gender	%
Male	34
Female	64
Non-binary	0
Prefer to self-identify	1
Prefer not to say	1

Age	%
Under 18 years	1
18-24 years	2
25-34 years	14
35-49 years	36
50-59 years	16
60-69 years	20
70-84 years	9
85+ years	0
Prefer not to say	1

Household status	%
Own my home (outright or with a mortgage)	79
Renting home through an agent or direct from the owner	13
Live in social or government housing	1
Other	3
Prefer not to say	4

Self-description	%
Long-term disability or impairment	8
Temporary disability or impairment	1
Care for a person with a disability or impairment	8
None of the above	83
Prefer not to say	2

Connection to Glen Eira	%
Resident	91
Ratepayer	56
Own a business	8
Work	17
Study	2
Visitor	4
Can't say	0
Other	2

Language other than English spoken at home	%
Yes	19
No	80
Prefer not to say	1

Born outside of Australia	%
Yes	25
No	74
Prefer not to say	2

S1. RECORD GENDER / S2. In which of the following age groups do you belong? / D1. Do you have children aged 16 years or under living at home? / D2. Do you rent or own your home? / D3. Do you speak a language other than English at home? / D4. Were you born outside of Australia?

Base: All respondents, Have Your Say online survey (n=253).

**THERE ARE
OVER
123,000
PEOPLE
IN THE CITY OF
GLEN EIRA...**

**FIND OUT
WHAT THEY'RE
THINKING.**



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