Our Priorities, Our Future

Engagement summary report

DECEMBER 2023

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Executive summary

Our Priorities, Our Future is the communications and community engagement campaign to support the Financial Sustainability Plan. Our Priorities, Our Future launched on 1 September and engagement activities concluded on 20 November. The campaign focused on providing Council with high-quality insights on the community's priorities to inform future decision making around financial sustainability.

Our Priorities, Our Future informed the community about the financial sustainability challenges facing all local governments — including Glen Eira — and asked the community:

Which infrastructure or services are **priorities** for our community?

How can we best raise money, or make savings, to **pay** for what we value most?

Launched following extensive guidance and feedback from Councillors, Our Priorities, Our Future raised awareness and encouraged people to engage through:

Broad information (communications)

Broad engagement (Have Your Say)

Deliberative engagement (Panel)

Pop-up engagements (in person)

Advisory Committees (presentations)

Targeted engagement (harder-to-reach cohorts)

Previous insights through 2023 *Community Satisfaction Survey*

Council regularly engages with the community to understand their feedback on our services and infrastructure. The 2023 *Glen Eira Community Satisfaction Survey* asked residents to rate the importance and quality of our services. The survey showed that the community's three most valued service areas are:

1: Waste

2: Roads

3: Community decisions

Our Priorities, Our Future community engagement program

This report provides the outcomes of the Our Priorities, Our Future communications and community engagement campaign and analyses the responses of our community to generate insights for Council. Our Priorities, Our Future received 1,755 community survey responses and conducted 1,773 conversations through 14 pop-up engagements.

The engagement also reached 420 people across four harder-to-reach cohorts through 14 targeted engagement activities, 152 young people across five pop-up sessions and involvement with three schools and engaged with four Council Advisory Committees. Refer to the **Engaging the community** section for more detail.

Through its analysis, this report shows that Our Priorities, Our Future has received the largest community response of any Council engagement campaign to date (such as the *Glen Eira 2040 Community Vision* and *Council Plan 2021—2025*). The extensive response to Our Priorities, Our Future gives Council statistically significant insights to inform financially sustainable future planning and decision making in 2024 and beyond. Refer to the **Response from the community** section for more detail.

The Our Priorities, Our Future community survey indicated the following services are most important to our community:

1: Open space

2: Recreation

3: Roads, footpaths and cycling

4: Waste

5: Libraries

6: Climate action

The community survey also showed:

- The services that are least important to our community are business support information services; seniors programs; diversity and inclusion programs; permits for building and planning; and community groups, grants and support.
- The community may be open to increasing fees and/or charges to maintain current service levels, with 52 per cent of the community responding in the 'maybe' range, but 'no' is the most common single response at 37 per cent.
- Sponsorships and partnerships are the preferred option for Council to raise money to maintain current services, followed by increasing user fees.
- Postponing building and/or replacing facilities is the preferred method for making savings. There is limited appetite for Council to reduce the range of services it delivers.
- The community may be open to Council reducing spending on some services if it means the same range of services could still be provided but to a lesser standard.

Refer to the **Insights and analysis** section or **Appendix 3: Qualitative and demographic analysis** for more detail.

Community Priorities Panel recommendations

As part of Our Priorities, Our Future, the Community Properties Panel recommended the following around the services and infrastructure we value most:

1: Maintain community wellbeing services

2: Review community wellbeing services every four years

3: Maximise existing assets

4: Improve digital customer experience

As part of Our Priorities, Our Future, the Community Properties Panel recommended the following around how to raise money, or make savings, to pay for what we value most:

1: Investigate public parking income sources

2: Increase user fees for current services

3: Commercialise Council assets and services

4: Increase property development fees

5: Increase efficiency

The Community Priorities Panel considered the following recommendations, but did not achieve the required 75 per cent support:

1: Investigate means testing

2: Create a means testing model

3: Investigate NDIS transport services

4: Apply for a rate cap variation (73 per cent in favour)

The Community Priorities Panel process summary, outcomes and recommendations will be provided in the separate Community Priorities Panel final report and are not within scope of this report.

Engagement report

Background

Like families and businesses everywhere, all councils — including Glen Eira — are feeling the impacts of rapid inflation and rising costs. It's becoming tougher to operate and to remain financially sustainable. We are being asked to do more with less and this will only get harder with predicted inflation levels and interest rate hikes.

While local government collects only 3.8 per cent of taxes, we manage one third of the nation's infrastructure. The cost of providing services has soared over the past two years and inflation and construction costs are making it harder to build and maintain infrastructure — projects are now costing 10 to 20 per cent more.

The Victorian Government has shifted a large proportion of the costs of operating some services like libraries to local councils, which means we are now contributing the majority of funding. The implementation of government policies such as the Victorian Government's circular economy reforms (which require Council to expand the number of bins and rubbish collection services without new funding), which have added to local government cost constraints.

Through Our Priorities, Our Future, we are taking action now to have this important conversation with our community. We're taking a detailed look at our financial position and the services we offer to genuinely understand the pressure we're under and what it means for us now and in the long-term. With costs soaring, we need to look at the best — and most responsible — ways to spend the money the community trusts us to manage.

On 11 July, Council gave in-principle support for engaging with the community on the Financial Sustainability Plan. On 8 August 2023, Councillors were briefed on the approach for the broad community engagement and deliberative panel and requested a further discussion around a community engagement plan. On 29 August, officers sought further input from Councillors to ensure strong visibility and alignment on the community engagement plan.

Our Priorities, Our Future launched on 1 September and engagement concluded on 20 November.

Engaging the community

On 1 September, Council launched Our Priorities, Our Future through a highly visible public communications campaign. From 1 September to 17 September, the communications campaign encouraged expression of interest (EOIs) from the community in becoming members of the Community Priorities Panel. After EOIs closed, the focus turned to encouraging participation in the broad community survey via Have Your Say.

BROAD INFORMATION

The communications campaign has been one of Council's largest-ever campaigns. It included communications channels such as *Glen Eira News*, a website homepage banner, and social media advertising. We also explored new communications channels such as putting small postcards in borrowed library books and the use of outdoor advertising through posters. The result was a very high level of public participation in the Our Priorities, Our Future campaign.

Above: Image of an outdoor advertisement in Caulfield during Community Priorities Panel recruitment

Above: A screenshot of an email sent to the Glen Eira Leisure distribution list

Communication activities	Reach
Glen Eira News articles August, September, October, November and December	**64,500 households x 5 times** Five articles distributed across each of these months
Glen Eira News advertisements September x 2, October x 1, November x 1	**64,500 households x 3 times** Four advertisements distributed for each of these months
Have Your Say webpage Live from 1 September - 20 November 2023	**7,910** visits
GECC website – homepage banner	**194** clicks
Social media advertisements	**9** posted to Facebook and Instagram **71,340** reach **5,058** clicks and engagements
Social media organic posts	**34** posted to Facebook and Instagram **33,001** reach **477** clicks and engagements
Social media posts in translated languages	**Japanese:** **992** reach **74** clicks and engagement **Italian:** **1,206** reach **91** clicks and engagement **Greek:** **946** reach **127** clicks and engagement **Chinese:** **2,349** reach **90** clicks and total engagement
e-Newsletters	**17** newsletters sent including Community Engagement, Arts and Culture, Libraries, Glen Eira Leisure, Community Development, Carers Support, Business and Sustainability **153,045** subscribers reached (total) **49.47** per cent open rate (average) **3.23** per cent click through rate (average per newsletter) **2389** click throughs to Our Priorities, Our Future content
Outdoor advertising (eg. Rock Posters)	**20** horizontal double RockPosters **8** Revolution 360 billboards
Postcards	**2650** postcards
Posters	**60 A3** posters
Electronic noticeboards	**GEL noticeboards:** 30 October to 20 November
Videos	**3** videos
Golden Days radio	**Broadcast dates:** 2 September, 30 September, 14 October, 28 October and 11 November **Listeners:** approx. 8,000 (per broadcast)

POP-UP ENGAGEMENTS

In-person engagement featured as part of Our Priorities, Our Future through a series of 17 pop-ups across Glen Eira. We scheduled pop-ups at high foot-traffic locations to reach as many people as possible, and to engage with a diverse section of the community who may not usually engage with Council.

The first three pop-ups sought to promote expressions of interest (EOIs) for the Community Priorities Panel, while later pop-ups promoted engagement activities, such as the community survey. Councillors were encouraged to attend the pop-ups.

In total, pop-up engagements reached approximately 2,323 people and we handed out 1,354 postcards. There appeared to be a correlation between the timing of pop-up activities and increases in the number of online community survey completions, demonstrating the overall success of the pop-up engagement activities.

Above: Our Priorities, Our Future pop-up engagement held on Saturday 21 October at Duncan Mackinnon Reserve, Murrumbeena.

Community Priorities Panel pop-up activities

We held three pop-ups at Glen Eira Sports and Aquatic Centre (GESAC), Bentleigh East in September to encourage EOIs for the Community Priorities Panel. These pop-ups were planned at GESAC during busy times to reach as many visitors as possible. **Pop-ups took place on 12, 13 and 15 September.**

Approximately 550 people visited or spoke with a team member. 220 postcards were handed out. Three hardcopy surveys were handed out (on Friday 15 September, once the survey had gone live). One hardcopy survey was completed onsite.

Survey pop-up activities

Once the EOI process closed, we launched the broader community engagement program. We held 14 pop-ups between September to October in a variety of locations across all three Council wards, including some with the pop-up trailer.

The pop-ups were a combination of intercept survey sites (intercepting people with postcards and surveys at Council events), kiosk table stalls at Council services and pop-up trailer sites.

Above (left to right): Cr Parasol visiting officers at a pop-up engagement in Ormond, and officers at a pop-up engagement at Caulfield Park Pavilion.

At the pop-ups, 1,773 people visited or spoke with a team member. 1,134 postcards were handed out. 131 hard copy surveys were handed out. 105 hard copy surveys were completed. 48 youth surveys were completed.

Conversations at pop-ups were constructive and engaging, and we encouraged people to complete the survey online or in hard copy. We also had tactile engagement activities at our pop-up trailer sessions. These included a voting poll and dotmocracy activity, consistent with key questions from the community survey.

For the voting poll, people could cast a vote in response to the question: 'if Council needed to cut costs to continue to provide services, which of these would you prefer?'

The top three options were:

1. raising more money through different sources: 57 votes (47 per cent of total votes);
2. sell Council owned properties: 22 votes (18 per cent); and
3. postpone replacing existing facilities: 20 votes (16 per cent).

For the dotmocracy, people could cast up to five votes in response to the question: 'What Council service area is most important to you?'

The top five options were:

1. parks, gardens, playgrounds, open spaces: 39 votes (13 per cent of total votes);
2. aged care and in-home support: 32 (10 per cent);
3. climate change action: 30 (10 per cent);
4. sports grounds, swimming pools, gyms and recreation centres: 29 (10 per cent); and
5. arts, culture and events: 26 (9 per cent).

Above: Voting pod and dotmocracy activities at Caulfield Park Pavilion, Caulfield North.

Refer to **Appendix 2 – Data Tables** for a list of the pop-ups that took place, pop-up statistics, voting pod statistics and dotmocracy statistics.

Above (left to right): Council officers and community members at Bentleigh Library and Youth Space, Bentleigh, and Caulfield Park Pavilion, Caulfield North.

Above: Pop-up engagement featuring the Glen Eira pop-up trailer at GESAC on 10 October

TARGETED ENGAGEMENTS

A targeted community engagement plan was created to ensure hard-to-reach or marginalised cohorts were engaged and could have their say through the Our Priorities, Our Future campaign – including young people, older people, people with disability, and people who don't speak English fluently.

In total, 19 targeted engagements sessions were delivered across Glen Eira. These sessions reached 572 people directly and handed out more than 800 postcards and paper surveys. There was a strong correlation between targeted engagement activities conducted and increases in the number of community survey responses from harder-to-reach cohorts, demonstrating the success of the targeted engagement activities.

Activities commenced from mid-October through to 20 November 2023. Engagement with children and young people took place in spaces that they frequent, libraries and sporting events. A letter from the Mayor was sent to all primary and secondary schools in the area promoting the engagement opportunity. Three schools were directly involved.

There was also a multi-layered approach used to collaborate with community groups and organisations to connect with people from various harder to reach population groups. Several contacts and presentations were made to explore opportunities and plan ways to engage with these communities, including the Glen Eira Community Groups Committee and the Disability Reference Committee.

The ability to provide a flexible approach to consultation was important, as was the opportunity to deliver the engagement in an environment where people felt most comfortable and safe. The capacity for more active hands-on support and interpreter assistance was vital in enhancing community participation. Council's community engagement

team delivered in-person and online engagement activities in partnership with many of Glen Eira's community groups and organisations that service and support our many young people, people who don't speak English fluently, people with a disability and older residents.

Refer to **Appendix 2 - Data tables** for information on the dates and locations of targeted engagement activities.

Above: Community members participating in targeted engagement activities with a range of community groups.

Translated social media advertisements in the top five languages needing translation services in Glen Eira (Chinese, Greek, Russian, Japanese and Italian) were developed to further encourage participation. The reach of this targeted communication approach is outlined in the **Broad information** section at the beginning of this report.
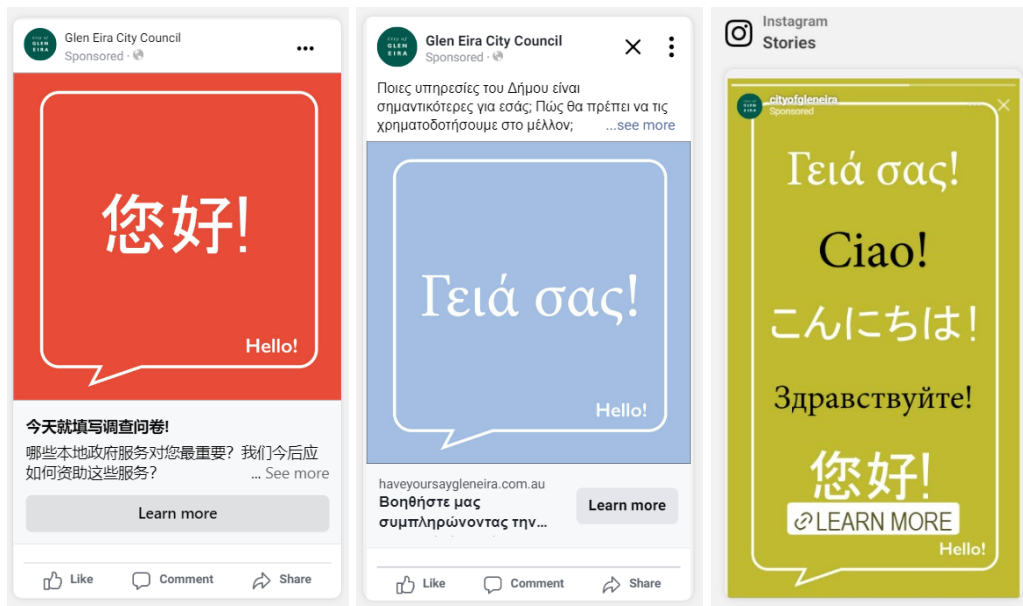
Above: Our translated social media ads on Facebook and Instagram in languages such as Chinese, Italian and Greek.

ADVISORY COMMITTEE PRESENTATIONS

Council's Advisory Committees have been an important part of Council's efforts to raise awareness and encourage engagement in Our Priorities, Our Future. Four Advisory Committees have been involved, which were the committees that had scheduled meetings during the campaign period.

This included two emails from Cr Simone Zmood to members of the Community Engagement Advisory Committee about Our Priorities, Our Future and encouraging people to get involved.

It also included three presentations from Alex Leamy, Manager Communications, Engagement and Advocacy to members of the Multicultural Advisory Committee, Arts and Culture Advisory Committee, and Sustainability Advisory Committee at their meetings in September and October.

During the presentations, members of the Advisory Committees heard about the purpose of Our Priorities, Our Future, activities to date, and early insights from the community survey. Members were encouraged to raise awareness of the survey through their networks, to encourage participation from the broader community.

Response from the community

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 Priorities, Our Future community survey, the number of completed youth surveys, and the number of submitted children's drawings.

Item	Responses
Expressions of interest For the Community Priorities Panel	**135** people, including: • roughly equal numbers of applicants for every age range from 30—39 to 70—79; • 62 per cent identifying as women and 36 per cent identifying as men, plus 1.5 per cent identifying as non-binary; • six applications from people identifying as LGBTIQA+; • one application from a person identifying as Aboriginal or Torres Strait Islander; • 14 applications from people with disability; • applications from people living in every suburb across the municipality, including smaller suburbs like Gardenvale and St Kilda East; • a 54/46 per cent ratio of applicants born in Australia versus born overseas; • 37 per cent of applicants speaking a language other than English at home; • at least five applicants from every education level; • 18 small business owner or operator applicants; • 39 per cent of applicants who were homeowners with a mortgage, 35 per cent homeowners without a mortgage, 17 per cent renting, and 1.5 per cent renting in a share house; and • 22 per cent of applicants living in Glen Eira less than five years, 19 per cent between six and 10 years, 55 per cent more than 11 years, and four per cent not living in Glen Eira but using Council services.
Community survey Responses from the broad community	**1,625** people, including: • a broad cross-section of age groups; • 62 per cent identifying as women and 32 per cent identifying as men, 3 per cent as LGBTIQA+ (55 responses), 0.9 per cent identifying as non-binary (15 responses); • 1 per cent identifying as Aboriginal or Torres Strait Islander (20 responses); • 9 per cent from people with disability (140 responses); • people living in every suburb across the municipality, including smaller suburbs like Gardenvale and St Kilda East; • a 68/32 per cent ratio of people born in Australia versus born overseas; • 22 per cent of applicants speaking a language other than English at home; • responses from every education level; • 7 per cent small business owner or operator responses (111 responses);

Item	Responses
	• 45 per cent of responses who were homeowners with a mortgage, 38 per cent homeowners without a mortgage, 13 per cent renting, and 1 per cent renting in a share house; • 44 per cent of responses were couple with children households, 26 per cent were couple without children, 13 per cent were lone person households; • 19 per cent of responses living in Glen Eira less than five years, 16 per cent between six and 10 years, 60 per cent more than 11 years, and 5 per cent not living in Glen Eira but using Council services; and • 75 complete paper surveys transcribed into the online form.
Paper Surveys (incomplete)	• **130** incomplete responses have been recorded separately and listed in the **Incomplete paper surveys** section below.
Youth survey Tailored for people aged 18 and under	**169** people, with: • an average age of 15 years old, the most common age was 17; and • people from all suburbs, with the exception of Gardenvale and St Kilda East, and highest representation from Bentleigh East at 25 per cent of submissions.
Children's drawing	**54** children, with: • 50 students from Caulfield South Primary School and Caulfield Primary School; • 4 children from pop-up engagements across the community; • average age of 9.5, ranging from ages 6 to 12; and • from 11 different suburbs across the municipality.

Insights and analysis

Our Priorities, Our Future community survey generated insights around the services most important to the community; support for Council increasing fees and/or charges to maintain current service levels; preferences for raising money to maintain current services; preferences for cutting costs to maintain current services; and support for Council reducing spending on some services to still provide the same range of services.

HAVE YOUR SAY ONLINE COMMUNITY SURVEY RESPONSES

Question 1. Thinking about the following Council service areas, choose the five (5) services that are most important to you.

This question identified the service areas most important to respondents.

The service area most frequently selected (75 per cent of respondents or 1,224 responses) was parks, gardens, playgrounds and open spaces. This is followed fairly evenly by sporting grounds, swimming pools, gyms recreation centres with 52 per cent respondents (850 responses); roads, footpaths, traffic management and cycling infrastructure with 49 per cent respondents (800 responses); and rubbish collection and waste management with 48 per cent respondents (784 responses). The next level of service areas most frequently selected included libraries with 42 per cent respondents (681 responses) and climate change action with 36 per cent respondents (582 responses).

Service area	Responses
Parks, gardens, playgrounds, open spaces	1224 (75%)
Sporting grounds, swimming pools, gyms, recreation centres	850 (52%)
Roads, footpaths, traffic management and cycling infrastructure	800 (49%)
Rubbish collection and waste management	784 (48%)
Libraries	681 (42%)
Climate change action	582 (36%)
Aged care and in-home support	507 (31%)
Community safety programs	358 (22%)
Youth and family services, early education	342 (21%)
Arts, culture and events	329 (20%)
Immunisations, maternal and child health	318 (20%)
Planning for population growth	316 (19%)
Community groups, grants and support	310 (19%)
Permits for building and planning	228 (14%)
Diversity and inclusion programs	219 (13%)
Seniors programs	219 (13%)
Business support information and services	58 (4%)

Question 2. To maintain current service levels, would you support Council increasing fees and/or charges?

1,533 participants completed this question with 72 skipped responses. The results provide both the participant numbers and percentages that completed the question.

37 per cent of respondents (579 responses) selected 'No' they would not support Council increasing fees and/or charges to maintain current service areas.

11 per cent of respondents (172 responses) selected 'Yes' they would support Council increasing fees and/or charges to maintain current service areas.

'Maybe' amalgamated responses (scores of 2 to 4) received the highest combined score of 52 per cent (802 responses) indicating that there was some level of willingness by more than half of respondents to consider supporting Council increasing fees and/or charges to maintain current service areas.

Qualitative themes and comments for question 2 are incorporated in **Appendix 3 – Qualitative and demographic analysis**. All qualitative comments are available in **Appendix 5 – Free text response data**.
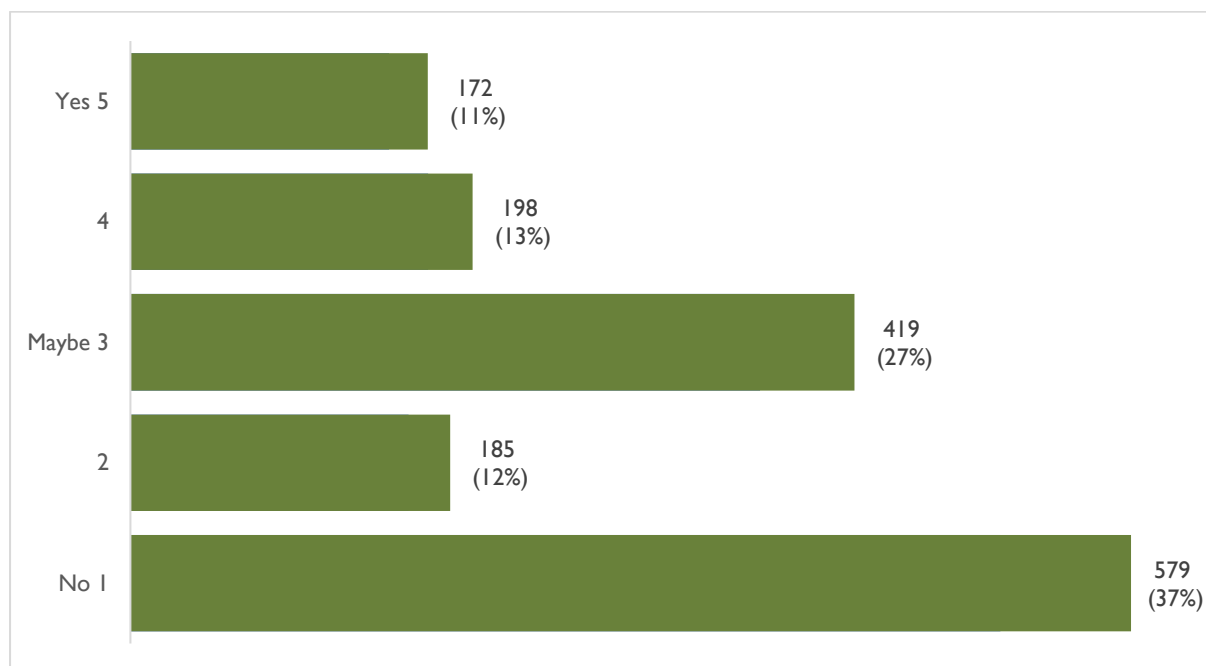
Key comments included:

"Yes, I would support the council increasing fees as long as the money went to maintaining and improving public services, and was being used efficiently and effectively."

"Council needs to be leaner and more efficient."

"We appreciate all the council services available. At the moment with a young family increased fees would be challenging for us."

Question 3. If Council needed to raise money to maintain current services, which of these methods would you prefer?

This question explored preferences for how Council could raise money to maintain current services. Two charts are included: 1) provides the number and percentage of options selected first; and 2) provides the weighted average score of all option selections.

63 per cent of respondents (1,025 responses) indicated 'seek funding from sponsorships and partnerships with government and private sector' as their most preferred option.

27 per cent of respondents (434 responses) indicated 'user of the service pays' as their most preferred option, while 'increase Council rates' was selected as the most preferred option just 10 per cent by respondents (166 responses).

Options selected first

When looking at the responses as weighted results (weighted results considered the ranked position, each count for ranked position choice and the contribution numbers), result order remains the same as options selected first, however, the gap between three options is reduced.

Weighted results

Qualitative themes and comments for question 3 are incorporated in **Appendix 3 – Qualitative and demographic analysis**. All qualitative comments are available in **Appendix 5 – Free text response data**.

Key comments included:

"I'm willing to support increases if they represent value for money and support those that need it most."

"Cost of living pressures are immense, increasing rates are unnecessary and unwarranted."

"We are fortunate enough to earn an income where we can pay extra for these services that benefit the community. My choices are those that support a sustainable future and strengthen community bonds, creating a safety net for those vulnerable."

Question 4. If Council needed to cut costs to continue to provide services to the community, which of these methods would you prefer?

This question explored preferences for how Council could cut costs to continue to provide services. Two charts are included: 1) provides the number and percentage of options selected first; and 2) provides the weighted average score of all option selections.

36 per cent of respondents (586 responses) indicated 'postpone building new facilities' as their most preferred option.

24 per cent of respondents (397 responses) indicated 'sell Council-owned properties' was their most preferred option, while 'reduce the range of services' was selected as the most preferred option just nine per cent of times (153 responses).

Options selected first
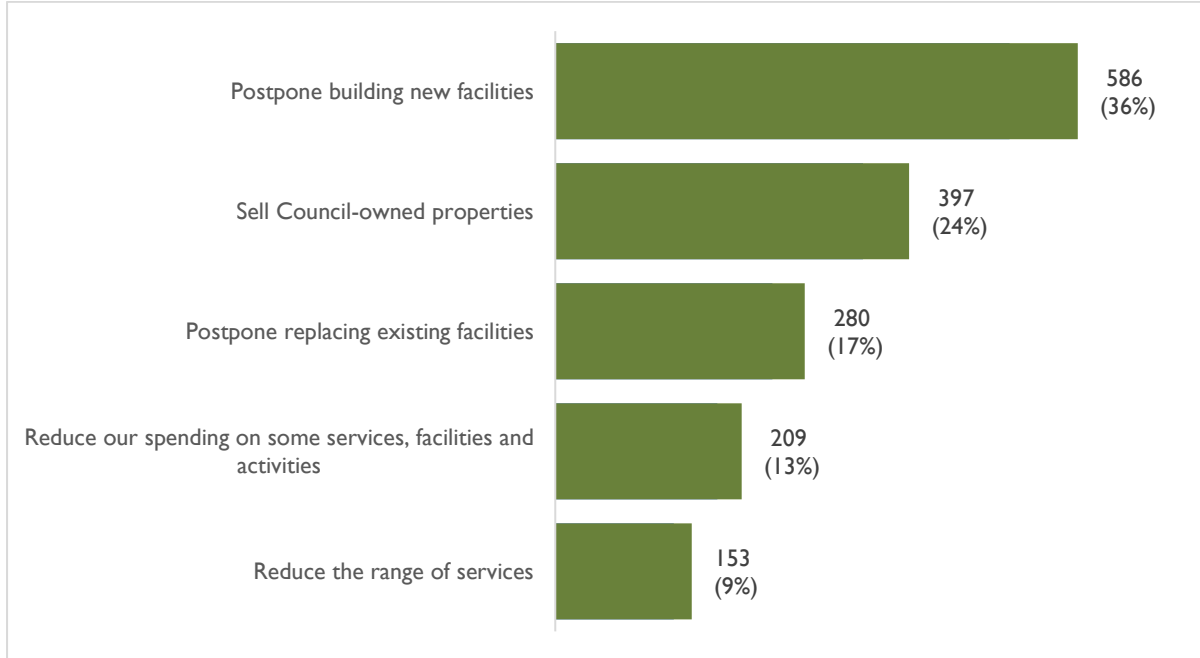
When looking at the responses as weighted results, 'postpone building new facilities' (3.66) and 'postpone replacing existing facilities' (3.29) were the most preferred options when ranked.

'Reduce the range of services' (2.32) was the least preferred option when ranked, followed by 'sell Council-owned properties' (2.81).

'Reduce our spending on some services, facilities and activities' was the middle option by ranking (2.92).

Weighted results

Option	Score
Postpone building new facilities	3.66
Postpone replacing existing facilities	3.29
Reduce our spending on some services, facilities and activities	2.92
Sell Council-owned properties	2.81
Reduce the range of services	2.32
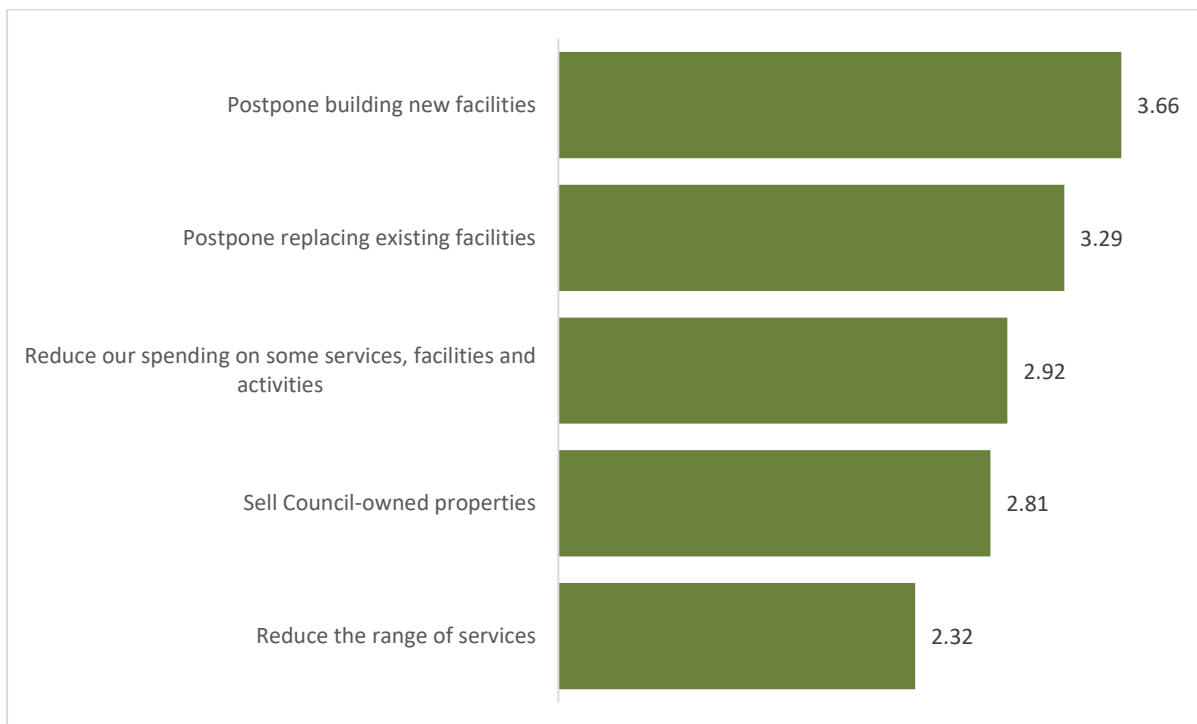
Qualitative themes and comments for question 4 are incorporated in **Appendix 3 – Qualitative and demographic analysis**. All qualitative comments are available in **Appendix 5 – Free text response data**.

Key comments included:

"I understand the back-end processes and policies which Council has to go through and meet in order to deliver fit-for-purpose facilities and connect with the broader community and I understand that it all comes at a cost."

"If the benefits are clearly stated with a plan of action to achieve those outcomes, reasonable increases in costs would be acceptable."

Question 5. Would you support Council reducing spending on some services if it meant the same range of services could still be provided (but to a lesser standard)?

This question explored whether participants would support Council reducing spending on some services.

Participants' most common selection was 'maybe' with 33 per cent (532 responses). 'Yes' and 'No' were the next most common selections with 20 per cent of participants (331 and 322 responses) selecting each of those.

'Maybe' amalgamated responses (scores of 2-4) received a combined score of 60 per cent (972 responses) indicating that there was some level of willingness by more than half of respondents to consider supporting Council reducing spending on some services if it meant the same range of services could still be provided (but to a lesser standard).
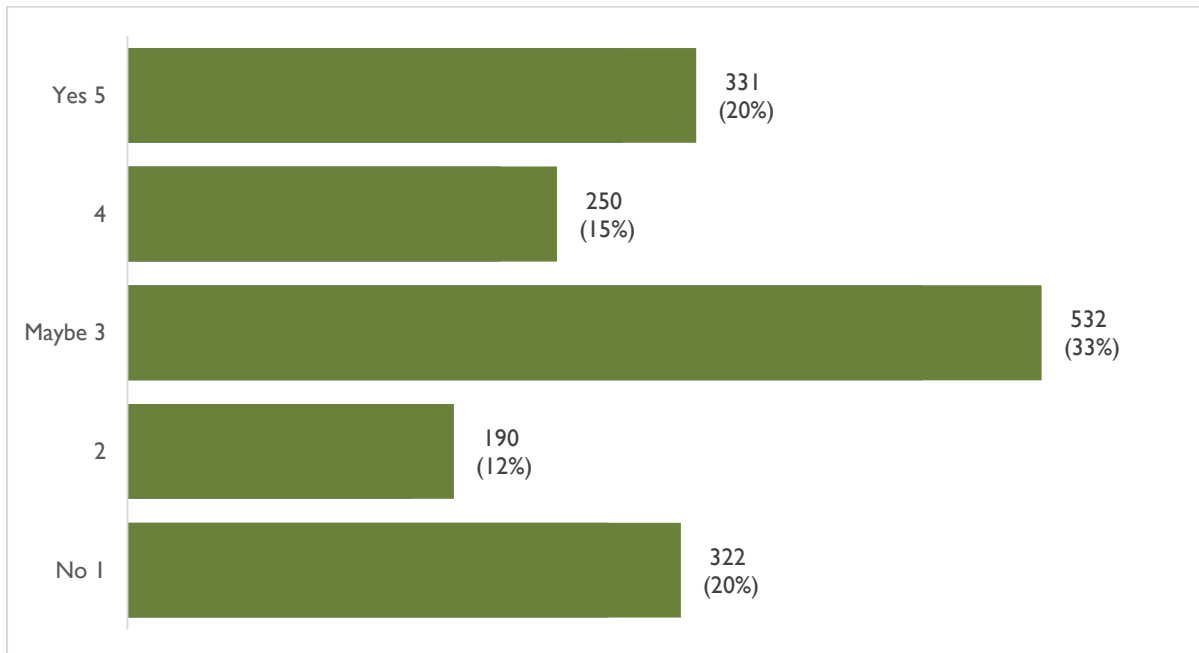
Qualitative themes and comments for question 5 are incorporated in **Appendix 3 – Qualitative and demographic analysis**. All qualitative comments are available in **Appendix 5 – Free text response data**.

Key comments included:

"Council should be able to maintain current service levels with current fee structure, adjusted for inflation."

"I would need more information about how the money is currently being spent and what the changes would be to make a decision."

YOUTH SURVEY RESPONSES

A tailored youth survey was created for people aged 18 and under. This survey sought answers to three separate questions in accordance with the broad remit of the Our Priorities, Our Future campaign. It aimed to find what young people like about Glen Eira, how they would prioritise Council spending, and what Council services they actively use and recognise.

The youth survey was completed by 169 people, with responses from ages 4 to 18 across Glen Eira. The average age of respondents is 15 and the most common suburb is Bentleigh East (41 responses).
This targeted engagement approach empowers children and young people in our community, providing them with a voice to Council. To ensure a broad coverage of responses, a Mayoral letter promoting the engagement was sent out to all schools in in the municipality, including 33 primary/junior schools and 16 senior/secondary schools.

Five of the targeted engagement activities were specifically targeted towards capturing the voices of our young people. These included:

Date	Location	Harder-to-reach cohort engaged
20 Oct	Bentleigh Library and Youth Hub	Young people
24 Oct	Booran Reserve Playgroup session	Young families with support needs
24 Oct	Caulfield Primary School	Primary school students
15 Nov	Bentleigh Library and Youth Hub	Young people.
15 Nov	Carnegie Library	Young people.

Young people also participated in many of the 14 pop-up engagements delivered throughout the campaign.

Question 1. What do you like most about living in Glen Eira?

There were 168 responses to this question from our young people. These responses were analysed and themed and Glen Eira's parks, gardens, playgrounds, open spaces; libraries; people and the sense of community; and activity centres, hospitality and events, were the most common themes among the responses. Other themes related to sport and sporting facilities/venues, amenities and facilities, accessibility and safety. The themes are outline below along with the number of responses and overall percentages:

Parks, gardens, playgrounds, open spaces — 57 (34%)
Libraries — 36 (21%)
People and sense of community — 35 (21%)
Activity centres and hospitality — 30 (18%)
Sport and sporting facilities/venues — 29 (17%)
Amenities and facilities — 24 (14%)
Accessibility — 19 (11%)
Safety — 17 (10%)
Cleanliness — 11 (7%)
Public transport — 5 (3%)
I don't live here — 5 (3%)
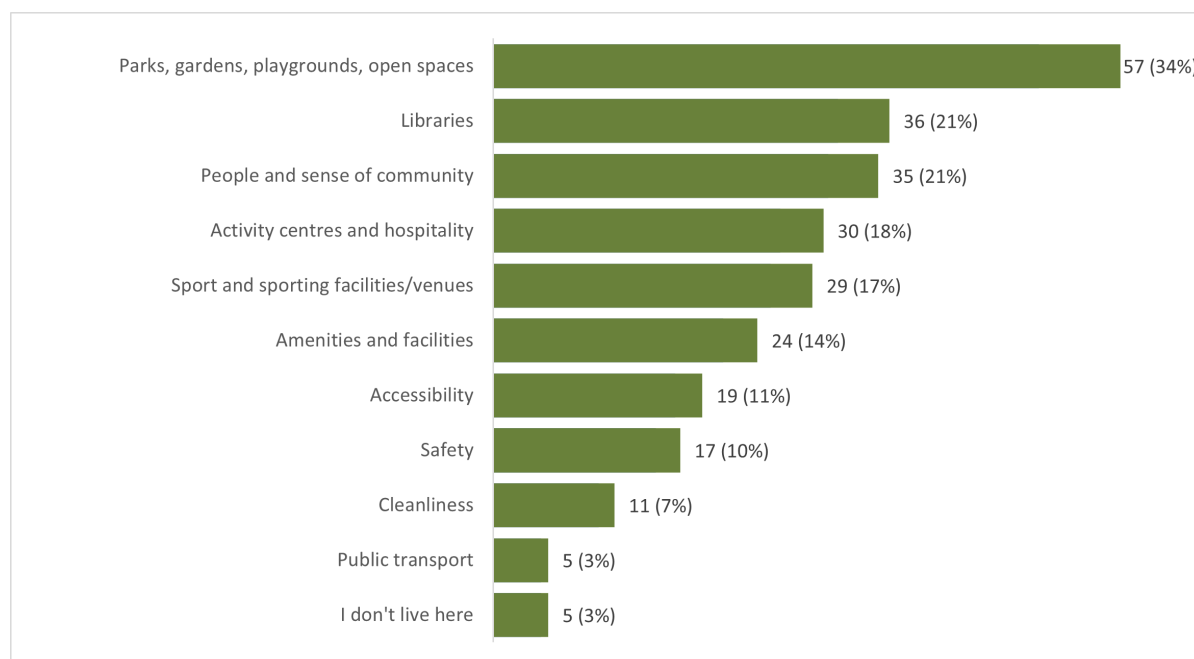
Question 2. What Council Services do you or your family use, or know about?

Our young people use or know about the same top five services as the community prioritised in the broader community survey, with libraries featuring higher in the list. This tells us that our young people and their families use and value the core services that Council delivers.

Service	Responses
Libraries	144 (87%)
Parks, gardens, playgrounds, open spaces	143 (86%)
Sporting grounds, swimming pools, gyms,…	109 (66%)
Rubbish collection and waste management	92 (55%)
Roads, footpaths, traffic management and cycling…	85 (51%)
Arts, culture and events	74 (45%)
Youth and family services, early education	59 (36%)
Immunisations, maternal and child health	58 (35%)
Climate change action	44 (27%)
Aged care and in-home support	40 (24%)
Community safety programs	37 (22%)
Diversity and inclusion programs	34 (20%)
Permits for building and planning	33 (20%)
Community groups, grants and support	26 (16%)
Seniors programs	23 (14%)
Business support information and services	23 (14%)
Planning for population growth	17 (10%)

Question 3. If you were given money to spend on Council Services in Glen Eira, what is the first service you would spend it on? Why?

162 young people responded to this question, with the most common priorities identified by young people for spending as:

- sports and sporting facilities (35 per cent);
- general facilities and amenities (27 per cent);
- libraries (24 per cent), parks and open spaces (22 per cent); and
- roads and transport (20 per cent).

A common sentiment was the need to upgrade and enhance sporting facilities and venues; libraries; parks, gardens, playgrounds and open spaces. Comments relating to sporting facilities predominantly related to basketball courts, skate parks and rugby fields. Commentary relating to libraries focused on upgrading our libraries, providing more study spaces and the inclusion of private study spaces, while comments relating to our parks, gardens, playgrounds and open spaces related to more trees, more open space, and more playgrounds.

Sport and sporting facilities/venues	30 (35%)
Amenities and facilities	30 (27%)
Libraries	21 (24%)
Parks, gardens, playgrounds, open spaces	20 (22%)
Roads, transport and parking	19 (20%)
Activity centres and hospitality	13 (20%)
Climate and sustainability	12 (16%)
Cleanliness	11 (14%)
More study rooms at libraries	9 (14%)
Youth services and programs	8 (10%)
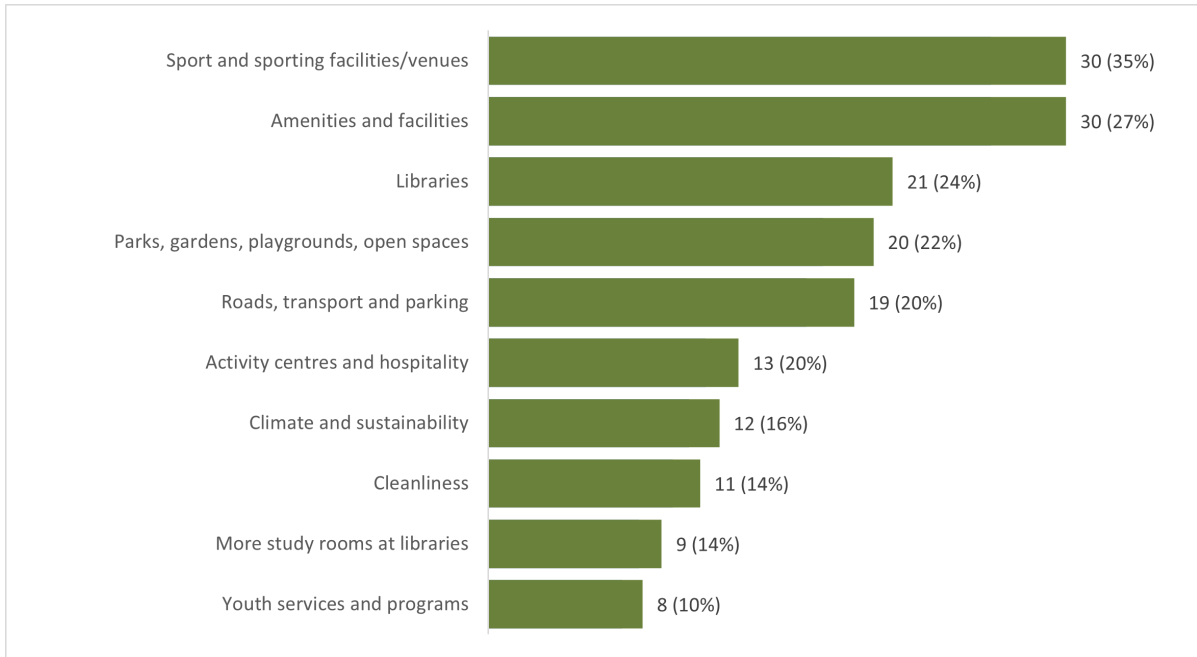
Question 4. What is your age?

The average age of the respondents was 15, and the most reported age was 17. The youngest respondents were 4, and oldest respondents were 18.

Question 5. Which suburb do you live in?

We received submissions from a broad cross section of young people from all suburbs except Gardenvale and St Kilda East. Respondents predominantly live in Bentleigh East (25 per cent), Bentleigh (16 per cent) and Carnegie (13 per cent). The suburb demographics of these responses can be partly attributed to the targeted engagement activities held at Bentleigh Library and Youth Hub and the Carnegie Library.

All qualitative comments are available in **Appendix 5 – Free text response data**.

CHILDREN'S DRAWING ACTIVITY

A drawing activity was designed for children aged 2 to 12 years old. This activity encouraged children in our community to draw or write a response to the question 'what is the best thing you like about living here?'. The activity was offered at pop-ups and through a Mayoral letter to all (33) primary schools in Glen Eira.

We received a total of 54 children's drawings which can be found in **Appendix 4 – Children drawings**. Most of the drawings were provided by a representative range of students in Caulfield Primary and Caulfield South Primary Schools, who submitted 50 of the drawings.

Question – What is the best thing you like about living here?

The key themes from the drawings we collected tell us that parks (51 per cent of responses), sport (15 per cent), the beach (15 per cent), family and friends (7 per cent), and schools (7 per cent) are important to the youngest people in our community.

Above: A young person completing an Our Priorities, Our Future drawing activity designed for children.

INCOMPLETE PAPER SURVEYS

To deliver an inclusive community engagement paper-based copies of the community survey were made available at all pop-up and targeted engagement activities.

The manual nature of the paper-based surveys resulted in **130** surveys that were deemed incomplete as a result of:

- prioritising more/less than five services in question one;
- not ranking all three methods to raise money in question three; and/or
- not ranking all five methods to cut costs in question four.

Questions in the paper-based survey could be skipped and/or not ranked or prioritised according to the requirements in the online community survey. This deemed them incomplete and unable to be entered as part of the broader community survey results.

A copy of the online community survey was created and the mandatory question restrictions were removed to enable all incomplete paper surveys to be entered into the 'Community survey incomplete' form for recording and analysis.

It is important to note that the incomplete survey responses represent less than seven per cent of the total survey responses and are only reported separately as they were incomplete and unable to be entered as part of the broader community survey.

The incomplete paper surveys are not a complete data set from across the targeted and pop-up engagement activities undertaken throughout the project, as online surveys were also completed during those activities.
Responses must therefore be reviewed with consideration of the small sample size and an understanding of the cohorts targeted during these engagement activities including older residents, people with a disability, and people who don't speak English fluently.

The table below outlines some discrepancies across the top five priorities when comparing the broader community survey responses against the incomplete survey responses.

Top priorities	Incomplete survey results (130)	Broader community survey results (1,625)
Parks, gardens, playgrounds and open spaces	62 per cent	75 per cent
Aged care and in-home support	53 per cent	31 per cent
Sporting grounds, swimming pools, gyms, recreation centres	44 per cent	52 per cent
Community groups, grants and support	44 per cent	19 per cent
Rubbish collection and waste management	44 per cent	48 per cent

Refer to **Appendix 1 – Incomplete paper survey analysis** for an analysis of the incomplete survey responses.

All qualitative comments are available in **Appendix 5 – Free text response data**.

Appendix 1: Incomplete paper survey analysis

Question 1. Thinking about the following Council service areas, choose the five (5) services that are most important to you.

There are some differences in the top priorities that align with the services used by and targeted engagement audiences during both the pop-up and targeted engagement activities.

Key differences among this data set are the elevation of aged care and in-home support and community groups, grants and support in the top five priorities, which are ranked 7 and 13 in the broader community survey.

Service	Value
Parks, gardens, playgrounds, open spaces	81 (62%)
Aged care and in-home support	69 (53%)
Sporting grounds, swimming pools, gyms, recreation centres	57 (44%)
Rubbish collection and waste management	57 (44%)
Community groups, grants and support	57 (44%)
Libraries	54 (42%)
Roads, footpaths, traffic management and cycling infrastructure	48 (37%)
Seniors programs	40 (31%)
Arts, culture and events	39 (30%)
Immunisations, maternal and child health	32 (25%)
Community safety programs (eg. graffiti removal, animal…	26 (20%)
Climate change action (eg. energy efficient lighting, renewable…	25 (19%)
Youth and family services, early education	24 (18%)
Diversity and inclusion programs for people who identify as First…	14 (11%)
Business support information and services	13 (10%)
Planning for population growth	10 (8%)
Permits for building and planning	7 (5%)

Question 2. To maintain current service levels, would you support Council increasing fees and/or charges?

64 per cent of incomplete survey respondents answered 'No' to Council increasing fees or charges, 27 per cent more 'No' answers than respondents to the broader community survey.

'Maybe' amalgamated responses (scores 2 to 4) rated lower (33 per cent) than the broader community survey (52 per cent). The targeted cohorts of older residents, lone residents and couple with children households likely attributes to the higher 'no' and lower 'maybe' response rate in this smaller sample of surveys.

All qualitative comments are available in **Appendix 5 – Free text response data**.
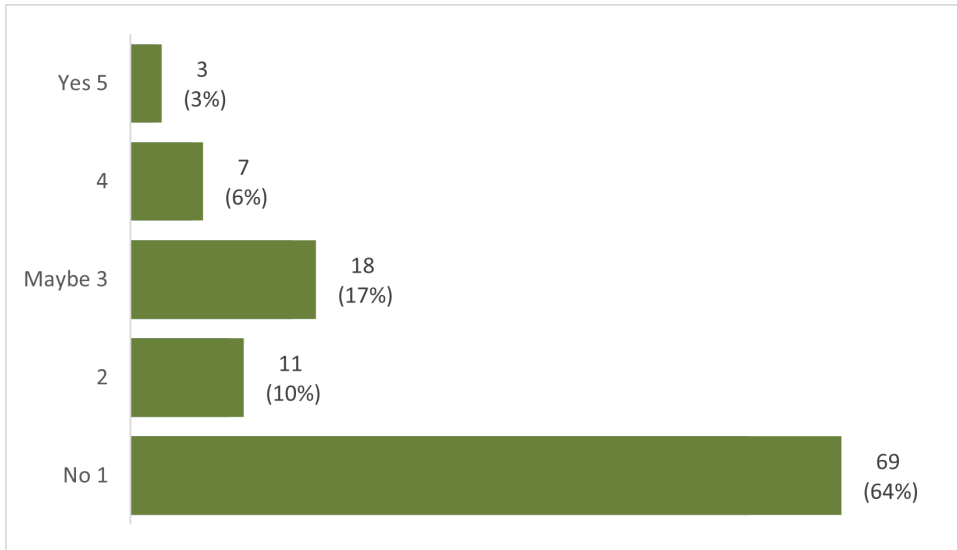
Question 3. If Council needed to raise money to maintain current services, which of these methods would you prefer?

Responses to this question correlate with responses to the broader community survey with seek funding from sponsorships and partnerships with government and private sector as the most preferred method of raising money, followed by user of the services pays and then increase council rates.

Sponsorships and partnerships are the clear preferred option for raising money to maintain current services. Increasing Council rates is the least preferred option (six per cent) among targeted engagement audiences, comparable to 10 per cent of responses in the broader community survey.
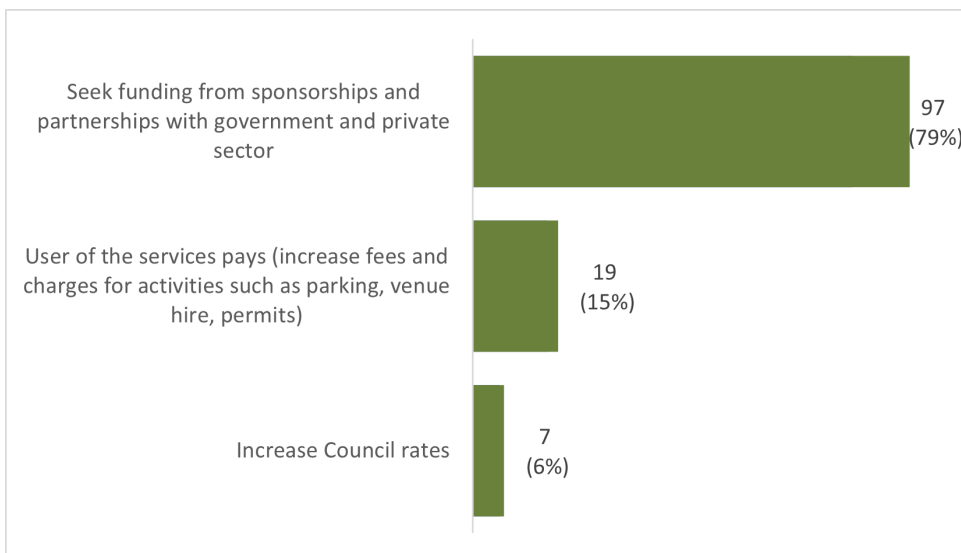
The results of this question are also provided based on weightings. The weighted results considered the ranked position, each count for ranked position choice and the contribution numbers.

The results in relation to choice of option by respondents remains the same in terms of order but reduces the gap between the three options.

Weighted average (out of 5)

Option	Weighted average
Seek funding from sponsorships and partnerships with government and private sector	2.96
User of the services pays (increase fees and charges for activities such as parking, venue hire, permits)	2.41
Increase Council rates	2.05

All qualitative comments are available in **Appendix 5 – Free text response data**.

Question 4. If Council needed to cut costs to continue to provide services to the community, which of these methods would you prefer?

The responses from the incomplete survey responses and the broader community survey are consistent across this question. The responses are fairly evenly weighted with postponement as the preferred option followed by reducing spending on some services, facilities and activities. Reducing the range of services is the least preferred option, this is consistent with the broader community survey responses.
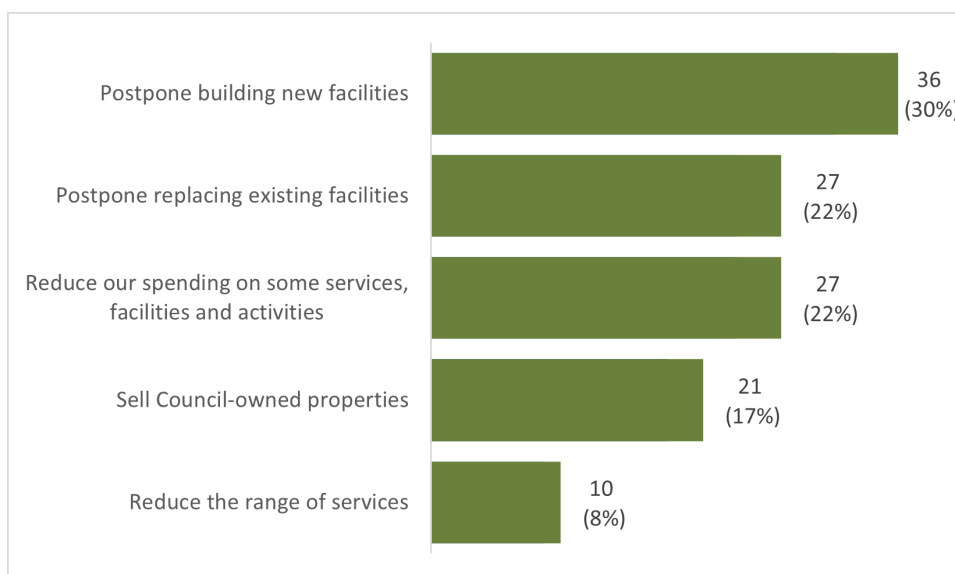
Option	Count	Percentage
Postpone building new facilities	36	(30%)
Postpone replacing existing facilities	27	(22%)
Reduce our spending on some services, facilities and activities	27	(22%)
Sell Council-owned properties	21	(17%)
Reduce the range of services	10	(8%)

The results of this question are also provided based on weightings. The weighted results considered the ranked position, each count for ranked position choice and the contribution numbers.

The results in relation to choice of option by respondents remains the same in terms of order but reduces the gap between the three options.

Weighted average (out of 5)

	Weighted average
Postpone building new facilities	4.44
Postpone replacing existing facilities	4.18
Reduce our spending on some services, facilities and activities	3.98
Sell Council-owned properties	3.59
Reduce the range of services	2.85
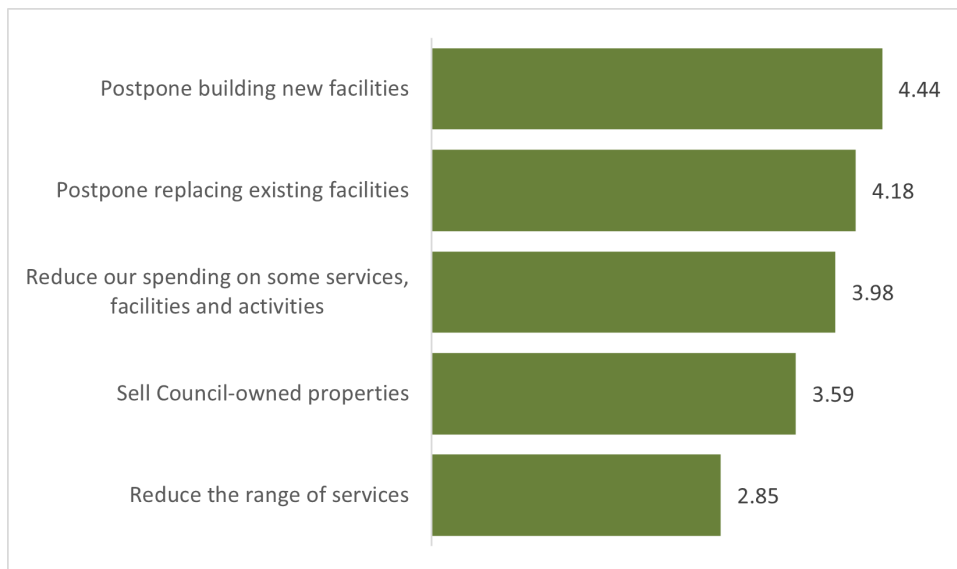
All qualitative comments are available in **Appendix 5 – Free text response data**.

Question 5. Would you support Council reducing spending on some services if it meant the same range of services could still be provided (but to a lesser standard)?

Responses to this question very closely reflect the broader community survey findings. The most common response was 'Maybe' (33 per cent), followed by 'Yes' (27 per cent) and 'No' (19 per cent).

'Maybe' amalgamated responses (scores of 2-4) received a combined score of 54 per cent (compared to 60 per cent in the broader survey) indicating that there was some level of willingness by more than half of respondents to consider supporting Council reducing spending on some services if it meant the same range of services could still be provided (but to a lesser standard).
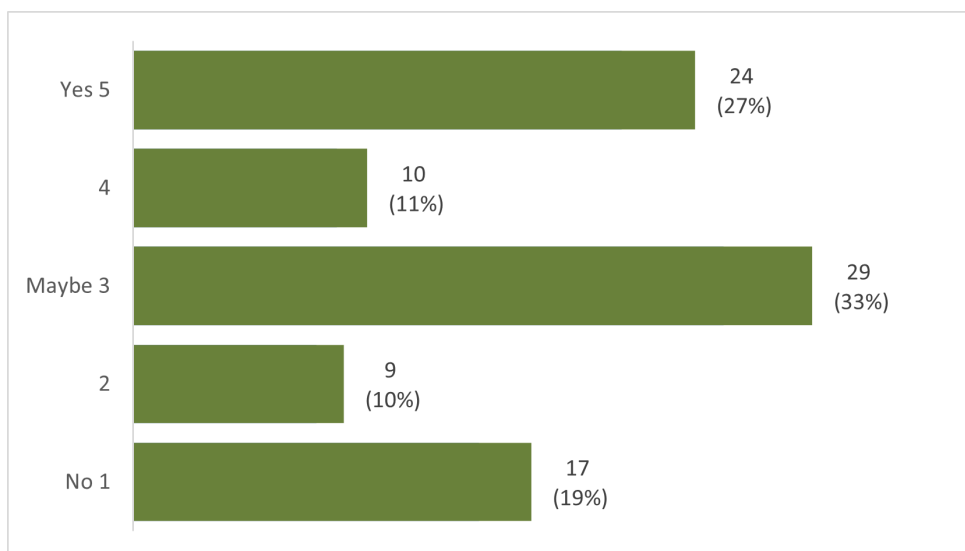
All qualitative comments are available in **Appendix 5 – Free text response data**.

Demographic profile of incomplete survey responses

Broadly, the demographics of the incomplete survey responses demonstrate the success of our targeted engagement program to engage our harder to reach community members – including older people, people with English as a second language and people with a disability.

What is your age group?	A broad cross section of ages were represented across the paper surveys however there was a higher representation of the 60 to 80+ age group cohorts (63 per cent, compared with 31.68 per cent in the broader community survey). This can be attributed to the targeted engagement activities undertaken with senior citizen community groups to ensure we reached this hard-to-reach cohort.
Do you identify as any of the following?	Reflective of the broader community survey with similar responses by people who identify as: • a woman (62 per cent) • a male (34 per cent) • non-binary (0.8 per cent) • LGBTIQA+ (3 per cent) • prefer to self-identify (0.8 per cent) • prefer not to say (2 per cent) • other (0.85 per cent)
Do you identify as Aboriginal and/or Torres Strait Islander?	Reflective of the broader community survey: • Yes (0.83 per cent – 1 response) • No (93 per cent – 112 responses) • Prefer not to say (6 per cent – 7 responses)
Do you identify as a person with a disability?	Slightly higher representation of people with a disability reflective of targeted approach to reach this cohort: • Yes (14 per cent – 17 responses) • No (81 per cent - 100 responses

	• Prefer not to say (5 per cent – 6 responses)
Which suburb do you live in?	A broad cross section of responses across all suburbs except Gardenvale
What is your relationship to Council?	Similarly representative responses from ratepayers, residents and users of Council services. There is a lower representation from small business owners in this data set as expected based on the targeted audiences
Were you born in Australia?	Larger representation of community members who were not born in Australia (54 per cent) as expected based on targeted engagement with cultural community groups
Do you speak a language other than English at home?	Larger representation of people who speak a language other than English at home (50 per cent compared with 22 per cent in the broader community survey)
What is your highest level of education?	Data consistent with the broader community survey results
What is your housing situation?	Less owners with mortgage (13 per cent) and more renters (31 per cent)
Who lives in your household?	Increase in lone person households (30 per cent)
How long have you lived in Glen Eira?	Slight increase of people who have lived in Glen Eira for less than 5 years (29 per cent) reflective of the slightly higher responses from renters, and a slight increase in people who don't live in Glen Eira (16 per cent) attributed to pop-up engagement in public services and spaces.

Appendix 2: Data tables

POP-UP ENGAGEMENT

Pop-ups took place at the following locations and dates:

Location	Date
Immunisation session at Bentleigh McKinnon Youth Centre (intercept survey)	21 September
Immunisation session at Caulfield Park Pavilion (intercept survey)	26 September
Immunisation session at McKinnon Public Hall (intercept survey)	2 October
Caulfield Recreation Centre (table kiosk inside)	3 October
Glen Eira Sports and Aquatic Centre (trailer outside)	4 October
Carnegie Library and Community Centre (table kiosk inside)	9 October
Glen Huntly shopping strip (intercept survey)	11 October
Bentleigh Library and Youth Hub (table kiosk inside)	13 October
Caulfield Park Pavilion (trailer outside)	15 October
Ormond shopping strip (intercept survey)	17 October
Elsternwick Library (table kiosk inside)	19 October
Duncan Mackinnon Reserve (trailer outside)	21 October
Caulfield Library (table kiosk inside)	25 October
Bentleigh Farmers Market (intercept survey)	28 October

Pop-up statistics						
Location	**Date**	**Postcards**	**Paper Surveys**		**People**	**Youth Surveys**
			Given	Received		
Bentleigh McKinnon Youth Centre, Bentleigh	21 Sept	30	0	0	35	
Caulfield Park Pavilion, Caulfield North	26 Sept	20	4	4	20	
McKinnon Public Hall, McKinnon	2 Oct	22	0	0	28	
Caulfield Recreation Centre, Caulfield South	3 Oct	50	8	4	50	
GESAC, Bentleigh East	4 Oct	500	6	6	500	
Carnegie Library and Community Centre, Carnegie	9 Oct	80	15	15	200	
Glen Huntly shopping strip, Glen Huntly	11 Oct	40	9	3	140	
Bentleigh Library and Youth Hub, Bentleigh	13 Oct	30	19	19	80	
Caulfield Park Pavilion, Caulfield North	15 Oct	120	21	18	140	

Pop-up statistics						
Location	**Date**	**Postcards**	**Paper Surveys**		**People**	**Youth Surveys**
			Given	Received		
Ormond shopping strip, Ormond	17 Oct	32	11	9	90	
Elsternwick Library, Elsternwick	19 Oct	30	10	8	50	
Duncan Mackinnon Reserve, Murrumbeena	21 Oct	100	20	11	300	46
Caulfield Library, Caulfield	25 Oct	50	8	8	70	2
Bentleigh Farmers Market, Bentleigh East	28 Oct	30	0	0	70	
Total		**1134**	**131**	**105**	**1773**	

Voting pod statistics for trailer pop-ups							
If Council needed to cut costs to continue to provide services, which of these would you prefer? (Select one)		Postpone building new facilities	Reduce range of services	Raising more money through different sources	Postpone replacing existing facilities	Less spending on services, facilities, and amenities	Sell council owned properties
GESAC, Bentleigh East	18 and over	8	1	39	12	1	8
	Under 18	0	1	1	0	1	0
Caulfield Park Pavilion, Caulfield North	18 and over	3	2	11	7	1	3
	Under 18	0	0	3	1	1	1
Duncan Mackinnon Reserve, Murrumbeena	18 and over	0	1	0	0	0	2
	Under 18	1	2	3	0	0	8
Total		**12**	**7**	**57**	**20**	**4**	**22**

Dotmocracy statistics from trailer pop-ups				
What Council service area is most important to you? (Select up to five)	**GESAC, Bentleigh East**	**Caulfield Park Pavilion, Caulfield North**	**Duncan Mackinnon Reserve, Murrumbeena**	**Total**
Aged care and in-home support	22	10	0	32
Arts, culture and events	19	7	0	26
Business support information and services	1	0	0	1
Climate change action	28	2	0	30
Community groups, grants and support	6	2	0	8
Community safety programs	3	3	0	6
Diversity and inclusion programs	12	2	0	14
Immunisations, maternal and child health	7	1	0	8
Libraries	12	6	0	18
Parks, gardens, playgrounds, open spaces	27	12	0	39
Permits for buildings and planning	6	0	0	6
Planning for population growth	8	3	0	11
Roads, footpaths, traffic management	17	2	0	19
Rubbish collection and waste management	14	4	0	18

Seniors programs	12	6	0	18
Sports grounds, swimming pools, gyms and rec centres	24	5	0	29
Youth and family services, early education	20	2	0	22
Total	**238**	**67**	**0**	

TARGETED ENGAGEMENT

Targeted engagement activity dates, locations and cohort		
Date	**Location**	**Harder-to-reach cohort**
12 October	Glen Eira Community Groups Committee online meeting	Representatives who support people who experience social isolation or disadvantage
13 October	Caulfield South Community House – Pathways for Carers Social Connect Group	Carers in the community who care for a person with a physical, mental or intellectual disability
20 October	Bentleigh Library and Youth Hub	Young people
24 October	Booran Reserve Playgroup session	Young families with support needs
24 October	Caulfield Primary School	Primary school students
26 October	Moorleigh Community Village – Thursday Greek Senior Citizen Group	Senior residents of Greek ethnicity
26 October	Glen Eira Town Hall, Caulfield – Disability Reference Group	People with a lived experience of disability and representatives of local disability organisations
27 October	Moongala Community House, Bentleigh East – Cook and Connect group	People who live alone or who have limited social connections. Group includes broad multicultural representation with participants from Turkey, Israel, Philippines, India and Vietnam
2 November	Glen Eira Adult Learning Centre, Ormond — English as a second language students	People from different ethnic backgrounds who are learning English. Representation at session included people from China, Ukraine, Nigeria, Japan, Philippines and Indonesia
2 November	Caulfield Senior Citizen Centre – Nadezha Russian Senior Citizen Choir group	Senior residents of Russian ethnicity
3 November	Godfrey Street Community House, Bentleigh	People with a lived experience of disability

Targeted engagement activity dates, locations and cohort		
Date	**Location**	**Harder-to-reach cohort**
	– Chat 'n' Chuckle, Acquired Brain Injury Support Group	
8 November	Bentleigh Senior Citizen Centre – Bentleigh Chinese Senior Support Group	Senior residents of Chinese ethnicity
9 November	Moorleigh Community Village, Bentleigh East – Bentmoor Men's Shed	Men of various ages, mainly in their older years seeking friendship and connection
13 November	Moorleigh Community Village, Bentleigh East – Tenants Meeting	A variety of community groups and organisations that provide support and education services to the Glen Eira community across all ages and abilities; includes Glen Eira Artist Society, Bentleigh Village Community Garden, Mi Care, U3A Bentleigh, Bayside Care Emergency Relief
13 November	Moorleigh Community Village, Bentleigh East – Italian Senior Citizen Group	Senior residents of Italian ethnicity.
13 November	Compass Community Care, Bentleigh East – Help Ukraine Group	Ukraine refugees who have arrived in Australia in the past 18 months.
15 November	Bentleigh Library and Youth Hub	Young people
15 November	Carnegie Library	Young people
20 November	Warrawee Community, Bentleigh East	Elderly people living in residential aged care

COMMUNITY SURVEY DEMOGRAPHIC ANALYSIS

A detailed analysis of the Glen Eira community against the Our Priorities, Our Future 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 page.

ABS Census Data 2021 (TOTAL responses 148, 908)		Survey data at 21 November 2023 (TOTAL 1,623)		Variation +/- Percentage %
Population Group	**Percentage %**	**Question**	**Percentage %**	
Gender Identity		**I identify as**		
Males	48.5	A man	32.0	-16.5
Females	51.5	A woman	61.4	+9.9
Age Group		**What is your age group?**		
18-29	16.1	18-29	6.2	-9.9
30-39	15.2	30-39	17.7	+2.5
40-49	14.0	40-49	22.4	+8.4
50-59	12.4	50-59	20.9	+8.5
60-69	9.7	60-69	18.5	+8.8
79-79	7.0	70-79	12	+5
80+	4.8	80+	2.5	-2.3
Aboriginal and Torres Strait Islander population		**Do you identify as Aboriginal and/or Torres Strait Islander?**		
413	0.3	Yes	1.2	+0.9
Need for assistance with core activities		**Do you identify as a person with a disability?**		
7161	4.8	Yes	8.6	+3.8
Birthplace		**Were you born in Australia?**		
Born in Australia	59.9	Yes	62.2	
Born overseas	37.0	No	29.6	-7.4%
Not stated	3.1			
Language at home		**Do you speak a language other than English at home?**		
Speaks English only	65.6	No	70.2	+12.4
Non-English total	30.9	Yes	19.8	-11.1
Not stated	3.5			
Housing Tenure		**What is your housing situation?**		

Mortgaged	31.2	Owner with mortgage	41	+9.8
Fully owned	30.7	Owner without mortgage	34	+4
Renting - Private	31.7	Renting	12	-19.7
Renting – Social Housing	1.2	Renting in a share house	1.2	–
Renting not stated	0.1	Retirement home	1	–
Other	1.5	Other	2.2	+0.7

Appendix 3: Qualitative and demographic analysis

The community survey results have been analysed to consider the trends and preferences from different demographic cohorts and a review of the qualitative data received.

This appendix explores the results and compares data from each of the following demographic categories:

- Age groups.
- Gender identity groups.
- Aboriginal and Torres Strait Islander people.
- People with a disability.
- Ratepayers and non-ratepayers.

An analysis of all qualitative data has also been completed with comments themed into broad categories and referenced based on frequency of comments across core questions of the survey.

DEMOGRAPHIC DATA

AGE GROUPS

Representation
All survey respondents had to provide their age and the minimum age for the community survey was 18. The table below details the number of respondents in each age group and that number as a percentage of all respondents and compares it with the Australian Bureau of Statistics (ABS) 2021 Census data for Glen Eira.

Age groups	Number of respondents	Total residents (over 17) According to ABS, 2021
18-29	101 (6 per cent)	23,819 (20 per cent)
30-39	288 (18 per cent)	22,619 (19 per cent)
40-49	364 (22 per cent)	20,884 (18 per cent)
50-59	340 (21 per cent)	18,465 (16 per cent)
60-69	299 (18.5 per cent)	14,400 (12 per cent)
70-79	193 (12 per cent)	10,335 (9 per cent)
80+	40 (2.5 per cent)	7,094 (6 per cent)

Per cent of people

Age	Census data	Our Priorities, Our Future
18-29	20%	6%
30-39	19%	18%
40-49	18%	22%
50-59	16%	21%
60-69	12%	19%
70-79	9%	12%
80+	6%	3%
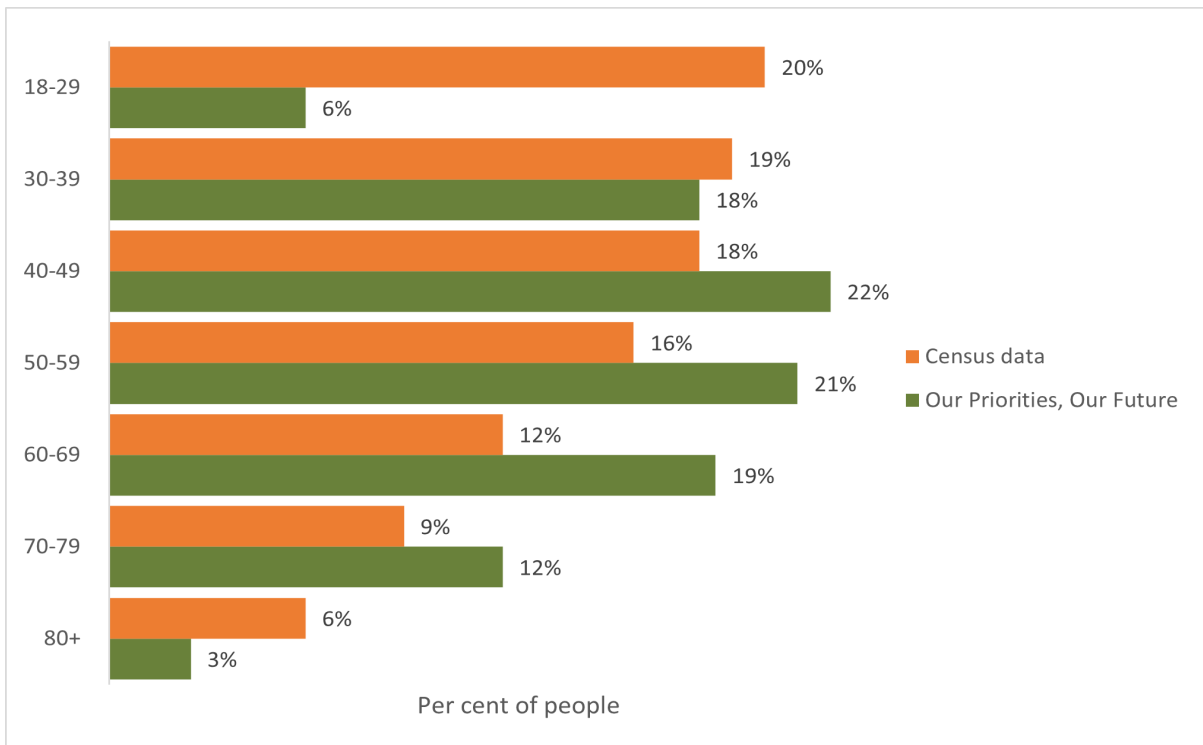
A snapshot of survey respondents ages indicated they were on average older than the community as per ABS data, and this disparity should be kept in mind when considering the presented data.

The highest disparity was in the 18 to 29 age group which was notably under-represented with only six per cent of all responses, compared to 20 per cent of total residents over the age of 17. Respondents aged between 40 and 79 years of age were overrepresented when compared with ABS, while respondents aged 80+ were underrepresented.

Question 1. Thinking about the following Council service areas, choose the five (5) services that are most important to you.

	All ages	18-29 age group	30-39 age group	40-49 age group	50-59 age group	60-69 age group	70-79 age group	80+ age group
Parks, gardens, playgrounds, open spaces	75%	82%	80%	83%	75%	73%	62%	45%
Sporting grounds, swimming pools, gyms, recreation centres	52%	51%	54%	62%	57%	51%	36%	10%
Roads, footpaths, traffic management and cycling infrastructure	49%	51%	40%	52%	54%	46%	52%	43%
Rubbish collection and waste management	48%	30%	38%	49%	55%	49%	58%	45%
Libraries	42%	43%	49%	43%	36%	41%	40%	38%
Climate change action	36%	59%	36%	30%	36%	34%	35%	45%
Aged care and in-home support	31%	14%	13%	18%	32%	43%	64%	75%
Community safety programs	22%	26%	19%	26%	22%	20%	21%	23%
Youth and family services, early education	21%	24%	43%	24%	14%	15%	6%	8%
Arts, culture and events	20%	24%	24%	21%	21%	17%	15%	20%
Immunisations, maternal and child health	20%	17%	36%	19%	14%	16%	12%	25%
Planning for population growth	19%	17%	13%	19%	17%	23%	22%	43%
Community groups, grants and support	19%	20%	20%	20%	22%	19%	15%	15%
Permits for building and planning	14%	10%	8%	14%	18%	17%	16%	0%
Diversity and inclusion programs	13%	30%	16%	13%	13%	10%	8%	13%
Seniors programs	13%	1%	5%	4%	9%	23%	36%	55%
Business support information and services	4%	2%	6%	3%	5%	3%	2%	0%

The responses to Question 1 were similar across participant age groups. Notable outliers as compared to the whole community average were marked in the above table as green (higher priority) or red (lower priority). These were at least 10 per cent higher (green) or 10 per cent lower (red).

Key trends from this data:

- Respondents over 60 were more likely to prioritise aged care support and seniors programs, while respondents under 50 were less likely to prioritise these services.
- Respondents over 70 were less likely to prioritise parks and open spaces, sports and recreation, and youth and family services.
- Respondents under 30 tended to prioritise climate change action and diversity and inclusion programs.
- Age group 80+ indicated lower priority of permits for building and planning, and higher priority for planning for population growth.
- The priorities of respondents in the 50-59 age group most closely followed the whole community average.

Question 2. To maintain current service levels, would you support Council increasing fees and/or charges?

	All ages	18-29 age group	30-39 age group	40-49 age group	50-59 age group	60-69 age group	70-79 age group	80+ age group
No 1	37%	33%	30%	39%	37%	34%	39%	30%
2	12%	8%	10%	12%	13%	14%	10%	8%
Maybe 3	27%	24%	22%	24%	26%	28%	31%	30%
4	13%	16%	14%	11%	11%	11%	10%	18%
Yes 5	11%	12%	17%	10%	8%	10%	6%	10%

Age-sorted responses to Question 2 showed relatively little variation from the whole community average.

Key trends from this data:

- There was more support for increased Council increasing fees and/or charges in the 18-29, 30-39 and 80+ age groups.
- The trend towards 'No 1' and 'Maybe 3' was consistent across all ages.

Question 3. If Council needed to raise money to maintain current services, which of these methods would you prefer?

Options selected first

	All ages	18-29 age group	30-39 age group	40-49 age group	50-59 age group	60-69 age group	70-79 age group	80+ age group
Increase Council rates	10%	10%	10%	9%	12%	11%	9%	5%
Seek funding from sponsorships and partnerships with government and private sector	63%	73%	68%	66%	61%	55%	61%	63%
User of the services pays (increase fees and charges for activities such as parking, venue hire, permits)	27%	17%	21%	25%	27%	34%	30%	33%

Age-sorted responses to Question 3 showed relatively little variation from the whole community average.

Key trends from this data:

- There was less of a preference for increasing rates in the 80+ age group.
- The trend towards seeking funding from sponsorships and partnerships was consistent across all ages.
- There was less of a preference for user of the services pays in the 18-29 and 30-39 age groups.

Question 4. If Council needed to cut costs to continue to provide services to the community, which of these methods would you prefer?

Options selected first

	All ages	18-29 age group	30-39 age group	40-49 age group	50-59 age group	60-69 age group	70-79 age group	80+ age group
Postpone building new facilities	36%	28%	36%	32%	34%	39%	43%	55%
Postpone replacing existing facilities	17%	26%	17%	17%	18%	16%	16%	13%
Reduce our spending on some services, facilities and activities	13%	17%	14%	13%	15%	11%	9%	13%
Reduce the range of services	9%	8%	11%	10%	11%	10%	6%	0%
Sell Council-owned properties	24%	22%	23%	28%	23%	24%	26%	20%

Age-sorted responses to Question 4 showed relative consistency across the ranking of preferences across the whole community average.

Key trends from this data:

- Postponing the building of new facilities was the most preferred option across all age groups.
- Selling Council-owned properties was the second-most preferred option by all except for the 18-29 age group, who chose postponing the replacement of existing facilities as their second priority.
- Reducing the range of services was the least preferred option across all age groups.

Question 5. Would you support Council reducing spending on some services if it meant the same range of services could still be provided (but to a lesser standard)?

	All ages	18-29 age group	30-39 age group	40-49 age group	50-59 age group	60-69 age group	70-79 age group	80+ age group
No 1	20%	15%	17%	19%	19%	22%	25%	23%
2	12%	16%	9%	12%	13%	12%	11%	13%
Maybe 3	33%	25%	33%	32%	33%	33%	37%	38%
4	15%	21%	16%	15%	17%	16%	12%	0%
Yes 5	20%	24%	25%	22%	19%	17%	14%	28%

'Maybe 3' was the most frequently selected option across all age groups.

Key trends from this data:
- People aged 60 and over had a stronger preference for not reducing spending on some services compared to people between the ages of 18 and 59.
- The 80+ age group had the strongest preference for reducing spending on some services, followed by 18-29 and 30-39 age groups.

GENDER IDENTITY GROUPS

A gender identity comparison of survey results was carried out for respondents who identified as:

- a woman (999);
- a man (521); and
- non-binary, LGBTIQA+ and prefer to self-identify (60).

There was a significant variance in the sample size across gender groups and this disparity should be kept in mind when considering the presented data.

Question 1. Thinking about the following Council service areas, choose the five (5) services that are most important to you.

The most important service areas across all gender identity groups was parks, gardens, playgrounds and open spaces. More than 70 per cent of respondents in each group selected this as a service area most important to them.

Women and men aligned with their choice of top six priorities with some variance across the rankings. These were:

1. Parks, gardens, playgrounds, open spaces.
2. Libraries.
3. Sporting grounds, pools, gyms, recreation centres.
4. Rubbish collection and waste management.
5. Roads, footpaths, traffic management.
6. Climate change action.

The diverse identity group also selected five of the top six priority areas that women and men had with the exclusion of sporting grounds, pools, gyms, recreation centres and the inclusion of diversity and inclusion programs making up their top six service areas.

Key trends from this data:

- Women selected libraries, aged care and in-home support, arts, culture and events and youth and family services, early education somewhat more than men and the diverse identity group.
- Men selected sporting grounds, pools, gyms, recreation centres, rubbish collection and waste management, roads, footpaths, traffic management, community safety programs, and permits for building and planning somewhat more than women and the diverse identity group.
- The diverse identity group selected climate change, immunisations, maternal and child health, diversity and inclusion programs, community groups, grants and support and planning for population growth somewhat more than men and women.

The table below shows the percentage results and variance across each gender identity group.

Service areas	Women (999)	Men (521)	Diverse identities (60)
Parks, gardens, playgrounds, open spaces	74 per cent	79 per cent	77 per cent
Libraries	55 per cent	36 per cent	42 per cent
Sporting grounds, pools, gyms, recreation centres	49 per cent	59 per cent	37 per cent
Rubbish collection and waste management	46 per cent	52 per cent	45 per cent
Roads, footpaths, traffic management	43 per cent	60 per cent	53 per cent
Climate change action	37 per cent	34 per cent	52 per cent
Aged care and in-home support	34 per cent	26 per cent	23 per cent
Arts, culture and events	24 per cent	13 per cent	20 per cent
Youth and family services, early education	24 per cent	16 per cent	20 per cent
Community safety programs	21 per cent	24 per cent	20 per cent
Immunisations, maternal and child health	21 per cent	17 per cent	22 per cent
Community groups, grants and support	19 per cent	19 per cent	25 per cent
Planning for population growth	17 per cent	23 per cent	30 per cent
Seniors programs	15 per cent	12 per cent	7 per cent
Diversity and inclusion programs	15 per cent	9 per cent	52 per cent
Permits for building and planning	12 per cent	18 per cent	12 per cent
Business support information and services	4 per cent	4 per cent	5 per cent

This table shows a visual representation of the priority service areas across each gender identity group.

| Service area	Diverse identities %	Men %	Women %
Youth and family services, early education	20	16	24
Sporting grounds, pools, gyms, recreation centres	37	59	49
Seniors programs	7	12	15
Rubbish collection and waste management	45	52	46
Roads, footpaths, traffic management	53	60	43
Planning for population growth	30	23	17
Permits for building and planning	12	18	12
Parks, gardens, playgrounds, open spaces	77	79	74
Libraries	42	36	55
Immunisations, maternal and child health	22	17	21
Diversity and inclusion programs	52	9	15
Community safety programs	20	24	21
Community groups, grants and support	25	19	19
Climate change action	52	34	37
Business support information and services	5	4	4
Arts, culture and events	20	13	24
Aged care and in-home support	23	26	34

Question 2. To maintain current service levels, would you support Council increasing fees and/or charges?

The trend towards 'Maybe' amalgamated responses (scores of 2 to 4) was the most often selected response across all gender identity groups. The results were evenly spread with more than 50 per cent of respondents across each identity group choosing the 'Maybe' range.

Key trends from this data:

- Women were more likely to select 'No 1' to increasing fees and/or charges (35 per cent), followed by respondents from diverse identities (28 per cent) and then men the least likely to say 'No 1' (13 per cent).
- Men were significantly more likely to say 'Yes 5' to increasing fees and/or charges (37 per cent) followed by respondents from diverse identities (18 per cent) with women the least likely to say 'Yes 5' (10 per cent).
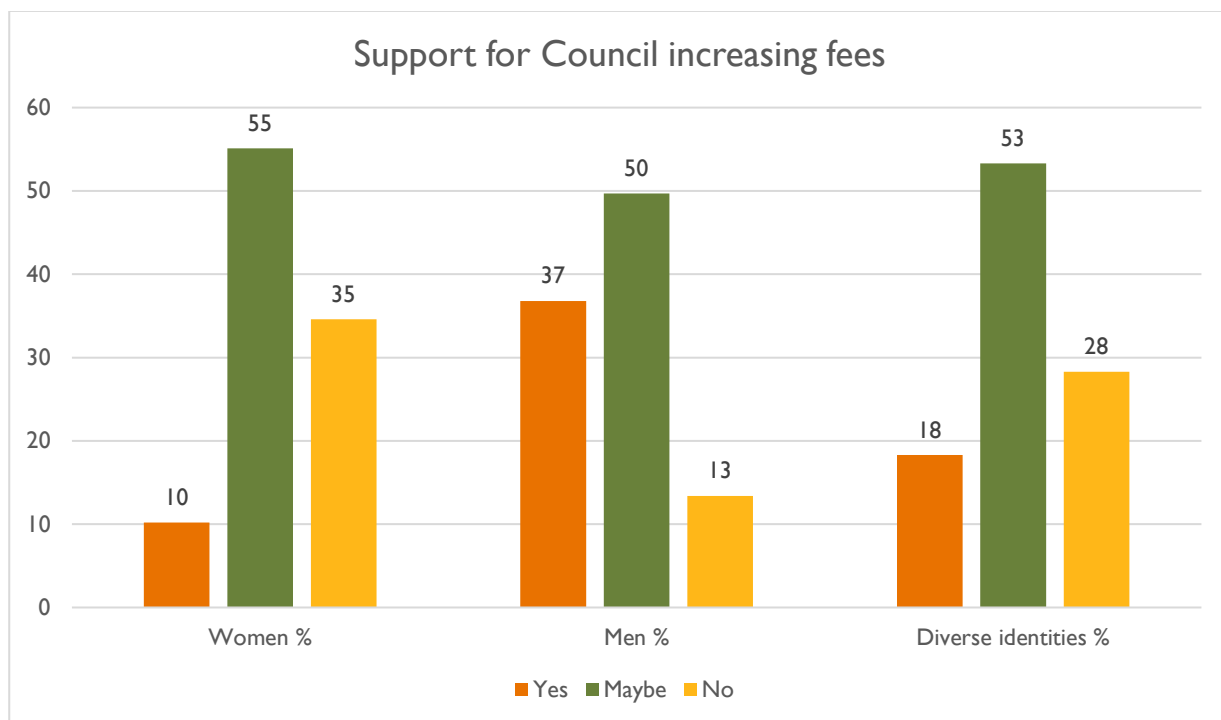
Question 3. If Council needed to raise money to maintain current services, which of these methods would you prefer?
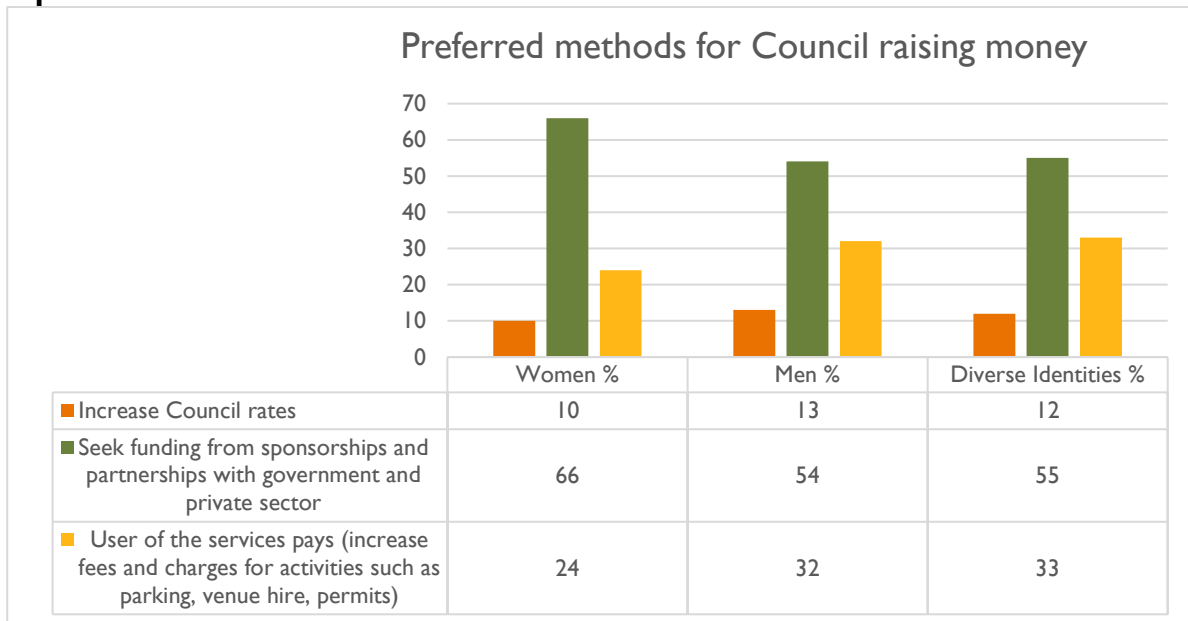
The trend towards 'sponsorships and partnerships' as the preferred option for raising money to maintain current services was consistent across all gender identity groups.

Key trends from this data:

- Men (32 per cent) and respondents from diverse identities (33 per cent) were more likely to prefer raising user fees and charges than women (24 per cent).

- Men (13 per cent) and respondents from diverse identities (12 per cent) were more likely to prefer increasing rates than women (10 per cent).

Options selected first

Preferred methods for Council raising money

	Women %	Men %	Diverse Identities %
■ Increase Council rates	10	13	12
■ Seek funding from sponsorships and partnerships with government and private sector	66	54	55
■ User of the services pays (increase fees and charges for activities such as parking, venue hire, permits)	24	32	33

Question 4. If Council needed to cut costs to continue to provide services to the community, which of these methods would you prefer?

The trend to cuts costs through postponing building new facilities was consistently the most preferred option across all gender identity groups.

Key trends from this data:

- Selling Council owned properties was the second most preferred option by women (27 per cent) and men (22 per cent), while postponing replacing existing facilities was the second most preferred option for respondents with diverse identities (22 per cent).
- Reducing our spending on some services, facilities and activities and reducing the range of services was the least preferred option across all gender identity groups.

Options selected first
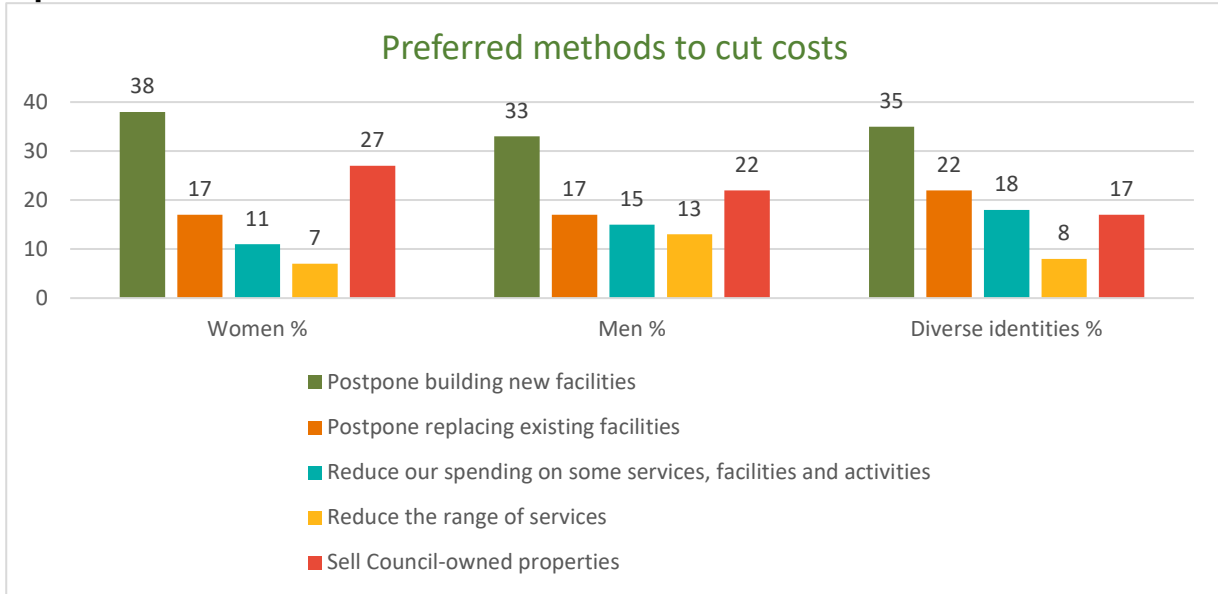
Preferred methods to cut costs

Legend:
- Postpone building new facilities
- Postpone replacing existing facilities
- Reduce our spending on some services, facilities and activities
- Reduce the range of services
- Sell Council-owned properties

Question 5. Would you support Council reducing spending on some services if it meant the same range of services could still be provided (but to a lesser standard)?

The trend towards 'Maybe' amalgamated responses (scores of 2 to 4) was the most often selected response across all gender identity groups.

Key trends from this data:
- 'Yes 5' to reducing spending was selected by more men (26 per cent) and more respondents from diverse identities (28 per cent) than women (17 per cent).
- More women selected 'No 1' (21 per cent) to reducing spending on services than men (17 per cent) and respondents from diverse identities (8 per cent).

Support for Council to reduce spending on some services

Legend: Yes, Maybe, No
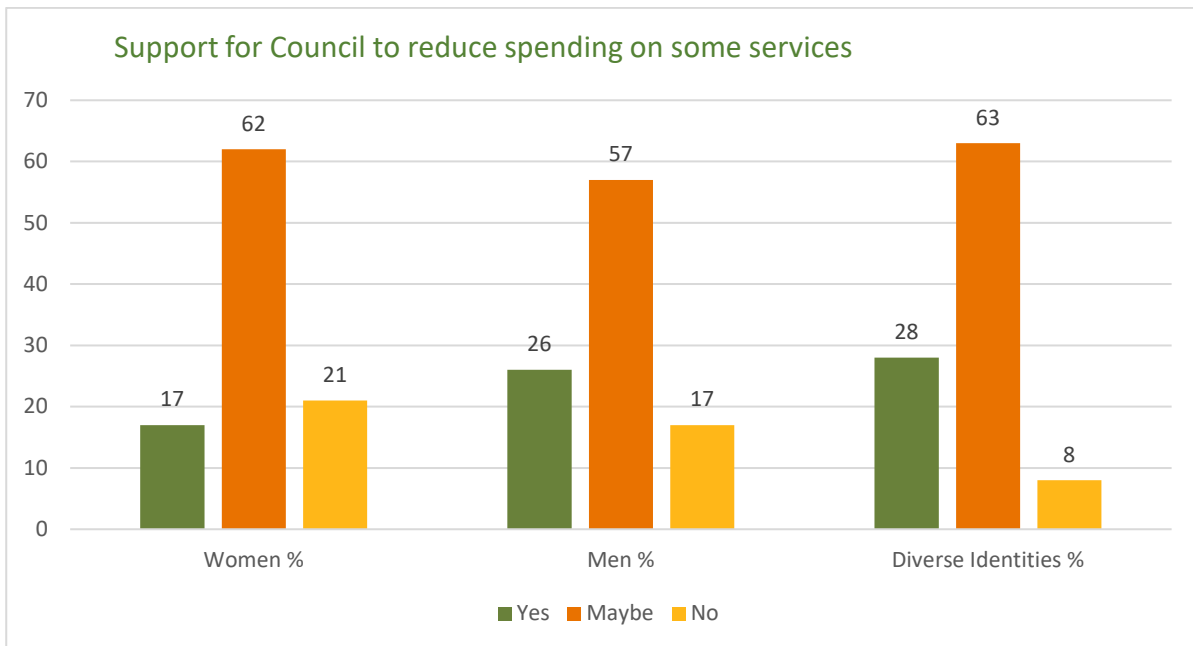
ABORIGINAL AND/OR TORRES STRAIT ISLANDER PEOPLE

20 respondents (1.23 per cent) identified as Aboriginal and/or Torres Strait Islander in the community survey.

Question 1. Thinking about the following Council service areas, choose the five (5) services that are most important to you.

The priority service areas for respondents who identify as Aboriginal and/or Torres Strait Islander were broadly consistent with all community survey responses.
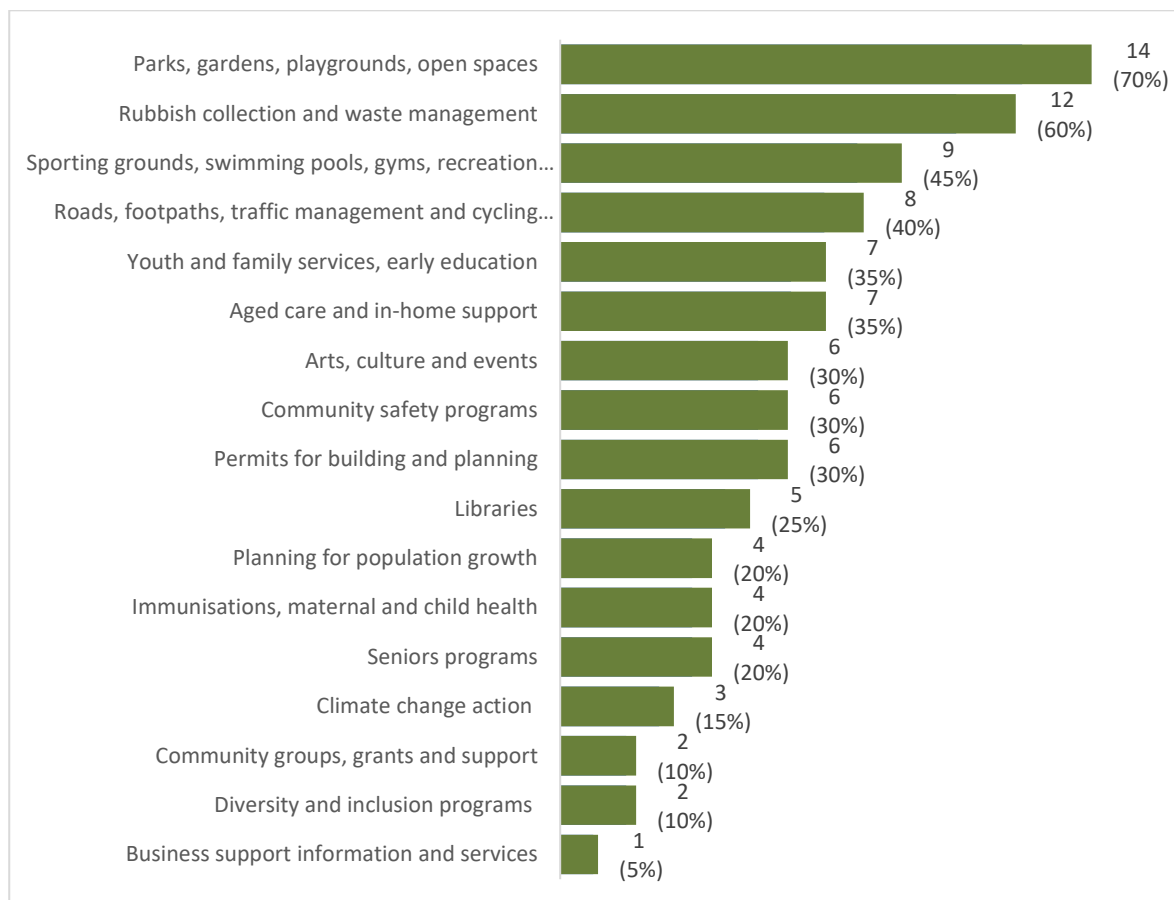
Key trends from this data:

1. Rubbish collection and waste management rated second (five per cent – 12 responses) compared to fourth priority for all community (48 per cent).
2. Youth and family services, early education rated fifth with seven responses compared to ninth across all community responses.

Council's core services of parks, gardens, playgrounds, open spaces; rubbish collection and waste management; sporting grounds, swimming pools, gyms, recreation centres, roads, footpaths, traffic management and cycling were listed in the top five priorities for this cohort, consistent with all community respondents.

| Service area	Responses
Parks, gardens, playgrounds, open spaces	14 (70%)
Rubbish collection and waste management	12 (60%)
Sporting grounds, swimming pools, gyms, recreation…	9 (45%)
Roads, footpaths, traffic management and cycling…	8 (40%)
Youth and family services, early education	7 (35%)
Aged care and in-home support	7 (35%)
Arts, culture and events	6 (30%)
Community safety programs	6 (30%)
Permits for building and planning	6 (30%)
Libraries	5 (25%)
Planning for population growth	4 (20%)
Immunisations, maternal and child health	4 (20%)
Seniors programs	4 (20%)
Climate change action	3 (15%)
Community groups, grants and support	2 (10%)
Diversity and inclusion programs	2 (10%)
Business support information and services	1 (5%)

Question 2. To maintain current service levels, would you support Council increasing fees and/or charges?

18 respondents completed this question (two skipped). The results provided both the participant numbers and percentages that completed the question.

Of this cohort, 56 per cent (10 respondents) indicated that they would not support Council increasing fees and/or charges to maintain current service areas, compared with 37 per cent across all respondents.

Only one participant in this cohort selected that they would (six per cent) support Council increasing fees and/or charges to maintain current service areas, compared with 11 per cent across all responses.

'Maybe' amalgamated responses (scores of 2 to 4) received only seven responses, indicating less willingness among this group to consider supporting Council increasing fees and/or charges to maintain current service areas.
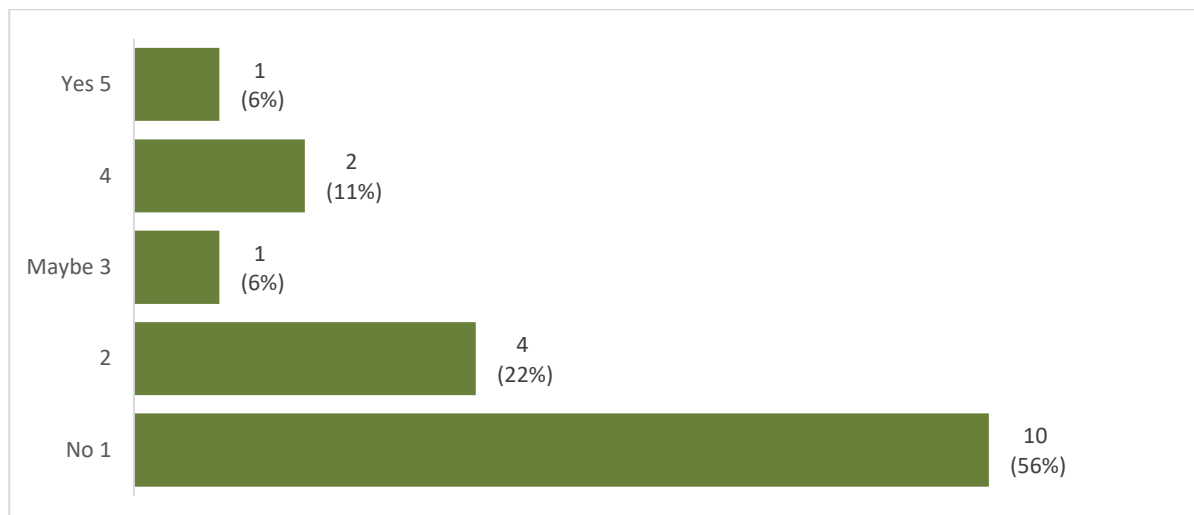
Question 3. If Council needed to raise money to maintain current services, which of these methods would you prefer?

70 per cent of respondents (14 responses) indicated seeking funding from sponsorships and partnerships with government and private sector as their most preferred option.

20 per cent of respondents (four responses) indicated user of the service pays as their most preferred option, while 'increase Council rates' was selected as the most preferred option just 10 per cent of respondents (2 responses).

These responses reflect the sentiment across all responses to the community survey.
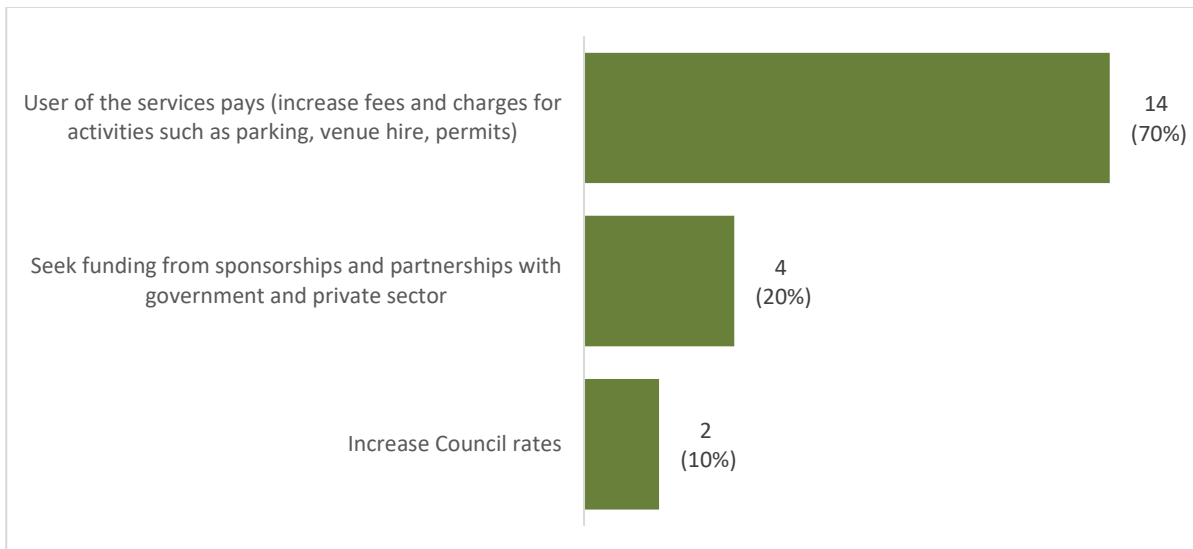
User of the services pays (increase fees and charges for activities such as parking, venue hire, permits) — 14 (70%)

Seek funding from sponsorships and partnerships with government and private sector — 4 (20%)

Increase Council rates — 2 (10%)

Question 4. If Council needed to cut costs to continue to provide services to the community, which of these methods would you prefer?
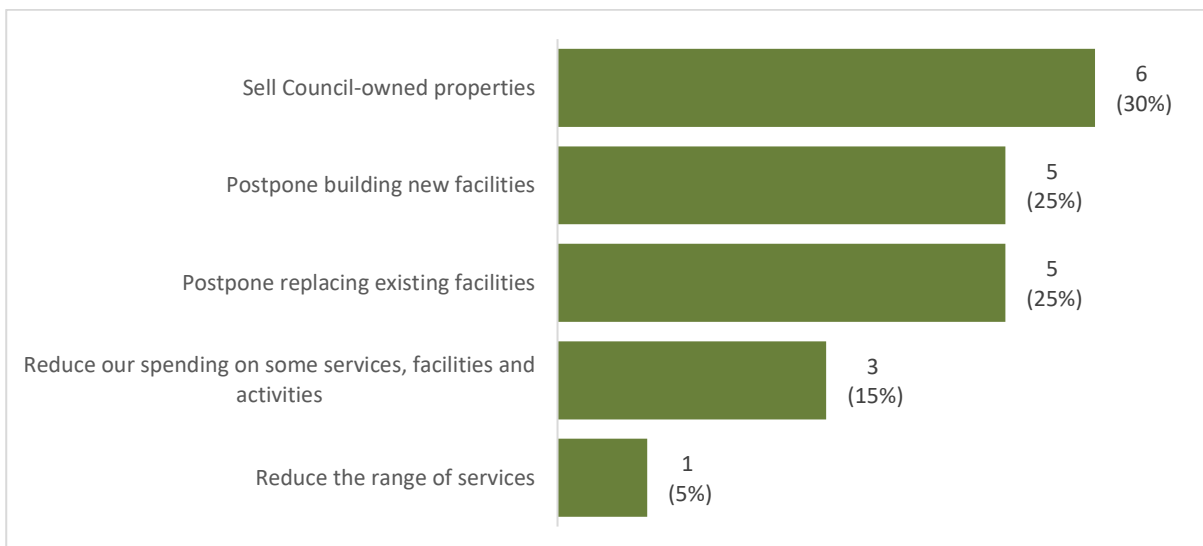
Selling Council-owned properties was the most selected first preference by respondents in this cohort, 30 per cent of the time (six respondents), while postponing building new facilities was the most selected first preference (36 per cent) across all responses.

This was followed by postponing building new facilities and postponing replacing existing facilities that were each selected first preference 25 per cent of the time (five respondents each).

Consistent with all responses 'reduce the range of services' recorded the lowest with only one first preference response.

Sell Council-owned properties — 6 (30%)

Postpone building new facilities — 5 (25%)

Postpone replacing existing facilities — 5 (25%)

Reduce our spending on some services, facilities and activities — 3 (15%)

Reduce the range of services — 1 (5%)

Question 5. Would you support Council reducing spending on some services if it meant the same range of services could still be provided (but to a lesser standard)?

'Maybe' amalgamated responses (scores of 2 - 4) received a combined 12 responses (60 per cent) indicating some willingness by more than half of respondents to consider supporting Council reducing spending on some services if it meant the same range of services could still be provided (but to a lesser standard).

'Yes 5' was the next most common selection with five responses (25 per cent).
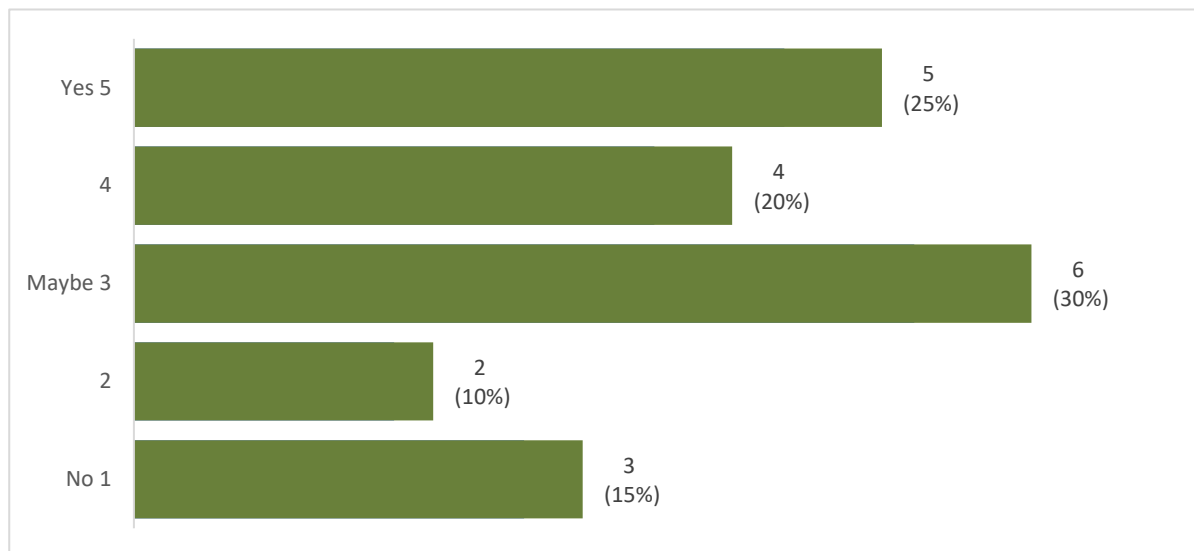
PEOPLE WITH A DISABILITY

140 respondents (nine per cent) identified as a person with a disability in the community survey.

Question 1. Thinking about the following Council service areas, choose the five (5) services that are most important to you.

The top priority areas for members of the community who identify as a person with a disability are broadly consistent with all community survey response with two key differences:

1. A higher rating on aged care and in-home support (rated second for this cohort at 61 per cent compared to seventh priority for all community at 31 per cent) and;
2. A reduced priority on sporting grounds, swimming pools, gyms, recreation centres (rated priority eight for this cohort at 34 per cent compared with second at 52 per cent across all community responses).

Council's core services of roads, rubbish, libraries and climate change action are listed as top priorities for this cohort, consistent with the responses across all respondents.

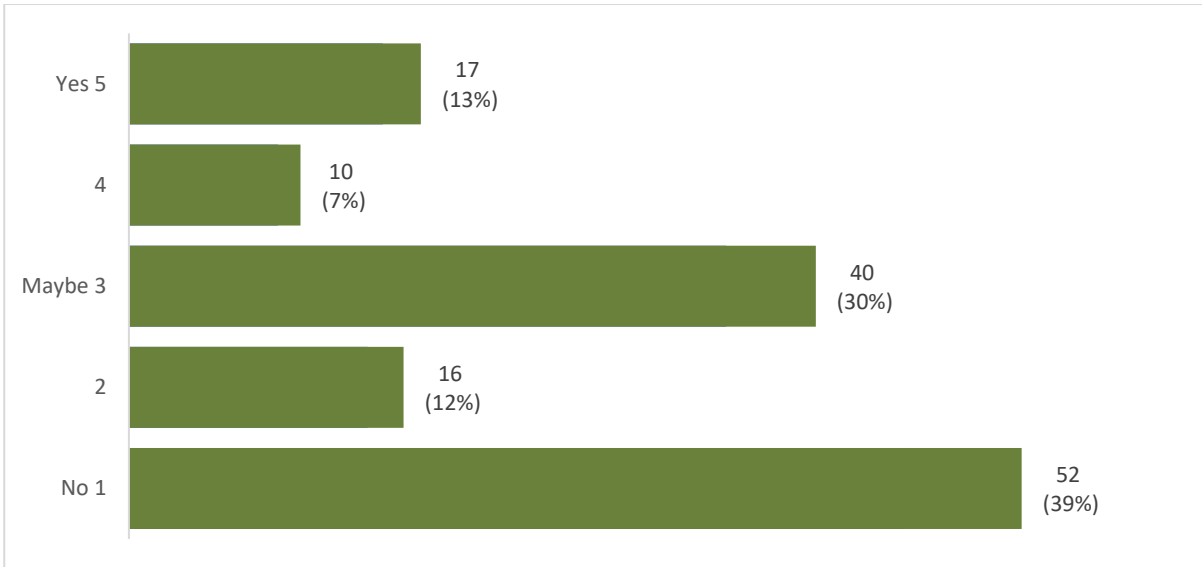| Service area	Respondents (%)
Parks, gardens, playgrounds, open spaces	86 (61%)
Aged care and in-home support	76 (54%)
Roads, footpaths, traffic management and cycling…	62 (44%)
Rubbish collection and waste management	60 (43%)
Libraries	52 (37%)
Climate change action	52 (37%)
Community groups, grants and support	51 (36%)
Sporting grounds, swimming pools, gyms, recreation…	48 (34%)
Seniors programs	37 (26%)
Arts, culture and events	34 (24%)
Diversity and inclusion programs	28 (20%)
Community safety programs	27 (19%)
Youth and family services, early education	26 (19%)
Planning for population growth	21 (15%)
Immunisations, maternal and child health	20 (14%)
Permits for building and planning	15 (11%)
Business support information and services	5 (4%)

Question 2. To maintain current service levels, would you support Council increasing fees and/or charges?

135 respondents completed this question from this cohort (five skipped). The results provide both the respondent numbers and percentages that completed the question.

39 per cent of respondents selected 'No 5' they would not support Council increasing fees and/or charges to maintain current service areas, consistent with 37 per cent across all responses.

13 per cent of respondents selected 'Yes' they would support Council increasing fees and/or charges to maintain current service areas, compared with 11 per cent across all responses.

'Maybe' amalgamated responses (scores of 2 to 4) received the highest combined score of 49 per cent (less than 52 per cent for all responses) indicating that in this cohort less than half of respondents were willing to consider supporting Council increasing fees and/or charges to maintain current service areas.

Question 3. If Council needed to raise money to maintain current services, which of these methods would you prefer?

61 per cent of respondents (85 responses) indicated seeking funding from sponsorships and partnerships with government and private sector as their most preferred option.

25 per cent of respondents (35 responses) indicated user of the service pays as their most preferred option, while increasing Council rates was selected as the most preferred option just 14 per cent by respondents (20 responses).

These responses closely reflect the sentiment across all responses to the community survey.
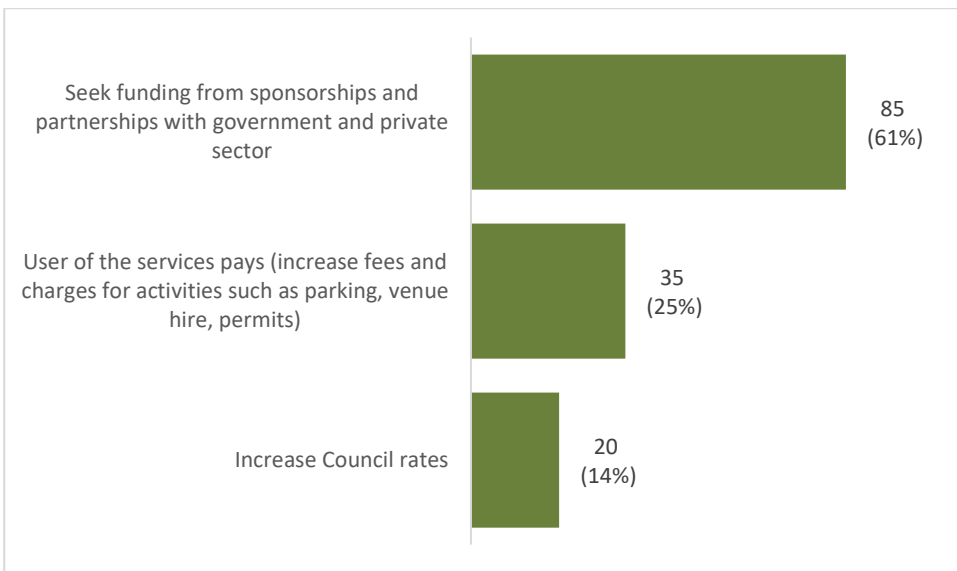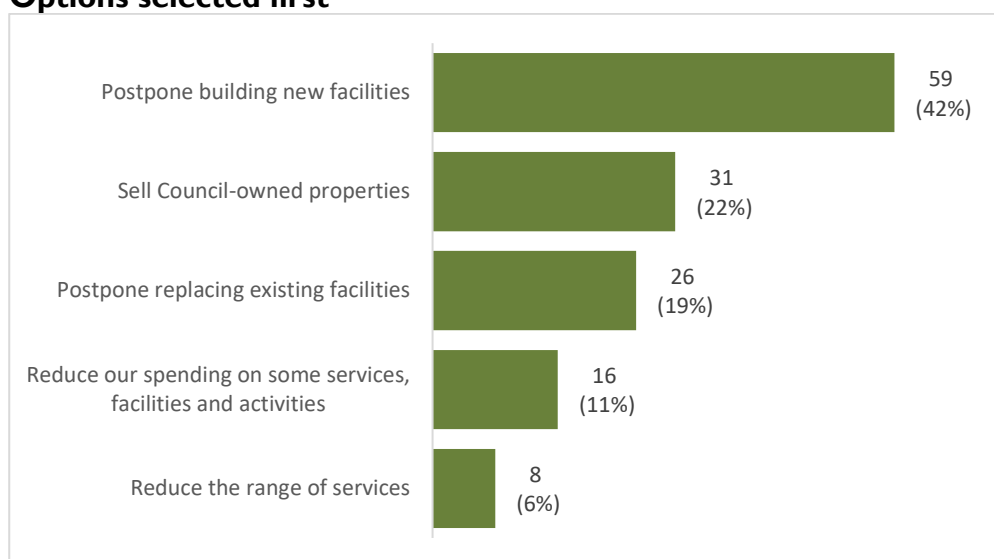
Question 4. If Council needed to cut costs to continue to provide services to the community, which of these methods would you prefer?

This question explored preferences for how Council could cut costs to continue to provide services. Once again, the sentiment of community members who identify as a person with a disability closely reflect those felt by the broader respondents.

42 per cent of respondents (compared with 36 per cent across all responses) indicated postponing building new facilities as their most preferred option.

22 per cent of respondents (compared with 24 per cent) indicated selling Council-owned properties was their most preferred option, while reducing the range of services was selected as the most preferred option just six per cent of times (eight responses).

Options selected first

Option	Count (%)
Postpone building new facilities	59 (42%)
Sell Council-owned properties	31 (22%)
Postpone replacing existing facilities	26 (19%)
Reduce our spending on some services, facilities and activities	16 (11%)
Reduce the range of services	8 (6%)

Question 5. Would you support Council reducing spending on some services if it meant the same range of services could still be provided (but to a lesser standard)?

Respondents' most common selection was 'maybe' with 33 per cent (46 responses). 'No' was the next most common selection by 24 per cent of respondents (33 responses), and 'Yes' by 17 per cent of respondents (24 responses).

'Maybe' amalgamated responses (scores of 2-4) received a combined score of 59 per cent (83 responses) indicating that there was some level of willingness by more than half of respondents to consider supporting Council reducing spending on some services if it meant the same range of services could still be provided (but to a lesser standard).
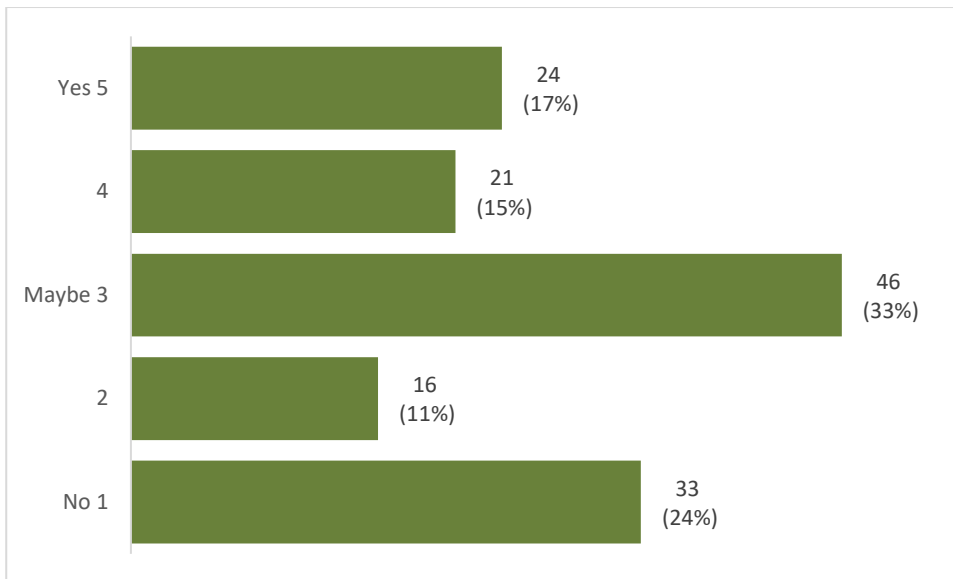
RATEPAYERS AND NON - RATEPAYERS

A comparison of responses was made of respondents who completed the whole survey and indicated they were ratepayers ('owners with mortgage' or 'owners without mortgage') with those who indicated they were non-ratepayers ('renting', 'renting in a share house', 'retirement home').

1,220 respondents (75.1 per cent) indicated they were ratepayers, while 220 (13.5 per cent) indicated they were non-ratepayers. 153 respondents skipped the question and 32 indicated 'other'.

When comparing the results from these cohorts, it is important to note the sample size of respondents for non-ratepayers is 1,000 less than ratepayers when considering discrepancies in percentages.

Question 1. Thinking about the following Council service areas, choose the five (5) services that are most important to you.

The table below outlines some discrepancies across the top five priorities when comparing results for ratepayers and non-ratepayers who responded to this question.

Top priorities	Non-ratepayer results (220)	Ratepayer results (1,220)
Parks, gardens, playgrounds and open spaces	70 per cent	76 per cent
Rubbish collection and waste management	42 per cent	49 per cent
Roads, footpaths, traffic management and cycling infrastructure	43 per cent	49 per cent
Aged care and in-home support	26 per cent	33 per cent

Community safety programs	16 per cent	23 per cent
Youth and family services, early education	28 per cent	20 per cent
Arts, culture and events	27 per cent	19 per cent
Community groups, grants and support	24 per cent	18 per cent
Permits for building and planning	7 per cent	16 per cent
Diversity and inclusion programs	23 per cent	11 per cent

Ratepayers

Parks, gardens, playgrounds, open spaces — 929 (76%)
Sporting grounds, swimming pools, gyms, recreation centres — 643 (53%)
Rubbish collection and waste management — 602 (49%)
Roads, footpaths, traffic management and cycling infrastructure — 599 (49%)
Libraries — 500 (41%)
Climate change action — 433 (35%)
Aged care and in-home support — 399 (33%)
Community safety programs — 286 (23%)
Youth and family services, early education — 238 (20%)
Immunisations, maternal and child health — 238 (20%)
Arts, culture and events — 230 (19%)
Planning for population growth — 226 (19%)
Community groups, grants and support — 225 (18%)
Permits for building and planning — 191 (16%)
Seniors programs — 177 (15%)
Diversity and inclusion programs — 139 (11%)
Business support information and services — 45 (4%)

Non-ratepayers

Category	Value
Parks, gardens, playgrounds, open spaces	155 (70%)
Sporting grounds, swimming pools, gyms, recreation centres	114 (52%)
Libraries	100 (45%)
Roads, footpaths, traffic management and cycling…	95 (43%)
Rubbish collection and waste management	92 (42%)
Climate change action	87 (40%)
Youth and family services, early education	61 (28%)
Arts, culture and events	60 (27%)
Aged care and in-home support	57 (26%)
Community groups, grants and support	53 (24%)
Diversity and inclusion programs	50 (23%)
Planning for population growth	48 (22%)
Immunisations, maternal and child health	43 (20%)
Community safety programs	36 (16%)
Seniors programs	21 (10%)
Permits for building and planning	16 (7%)
Business support information and services	12 (5%)

Question 2. To maintain current service levels, would you support Council increasing fees and/or charges?

16 per cent of non-ratepayers answered 'Yes' to Council increasing fees or charges (six per cent more than ratepayers), while 37 per cent of ratepayers answered 'No' (eight per cent more than non-ratepayers).
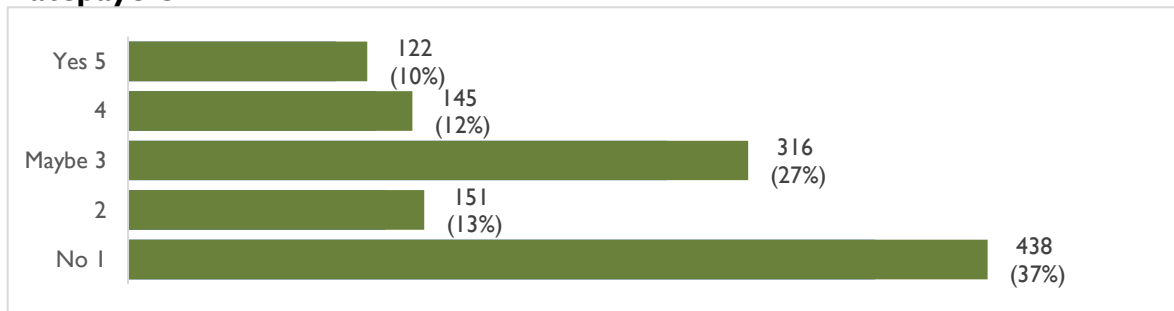
32 per cent of non-ratepayers selected 'Yes' or 'four' and were more inclined to support Council increasing fees and/or charges (10 per cent more than ratepayers).

Conversely, 50 per cent of ratepayers selected 'No' or 'two' and were more inclined not to support it (13 per cent more than non-ratepayers).
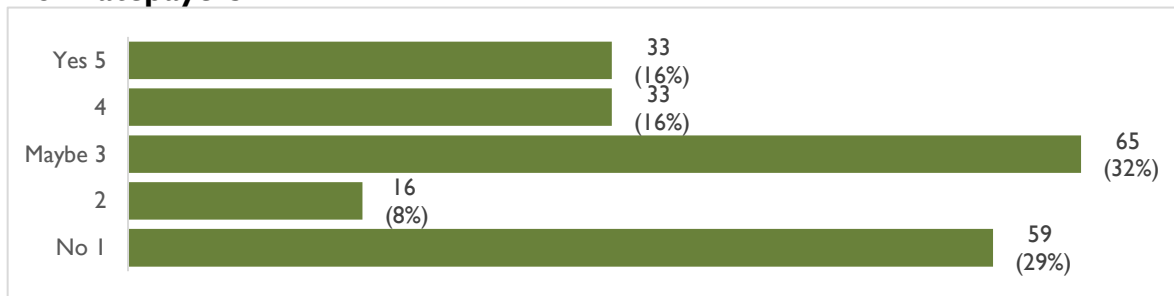
'Maybe' amalgamated responses (scores of two to four) received the highest combined score for both ratepayers and non-ratepayers (52 per cent and 56 per cent respectively).

Ratepayers

Yes 5	122 (10%)
4	145 (12%)
Maybe 3	316 (27%)
2	151 (13%)
No 1	438 (37%)

Non-ratepayers

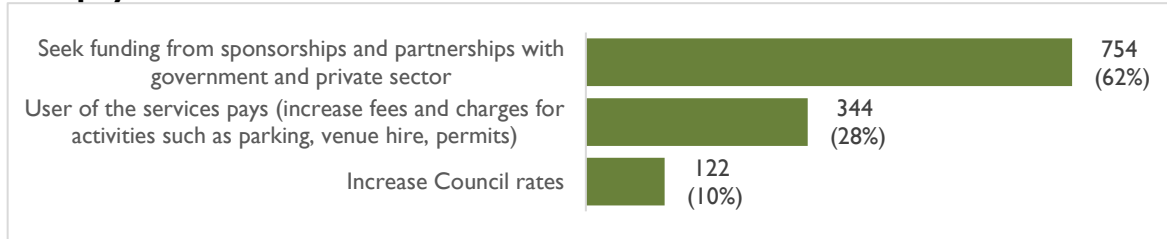|	
Yes 5	33 (16%)
4	33 (16%)
Maybe 3	65 (32%)
2	16 (8%)
No 1	59 (29%)

Question 3. If Council needed to raise money to maintain current services, which of these methods would you prefer?

Sponsorships and partnerships was the preferred option for raising money to maintain current services for both ratepayers (first preference 62 per cent of time) and non-ratepayers (68 per cent).
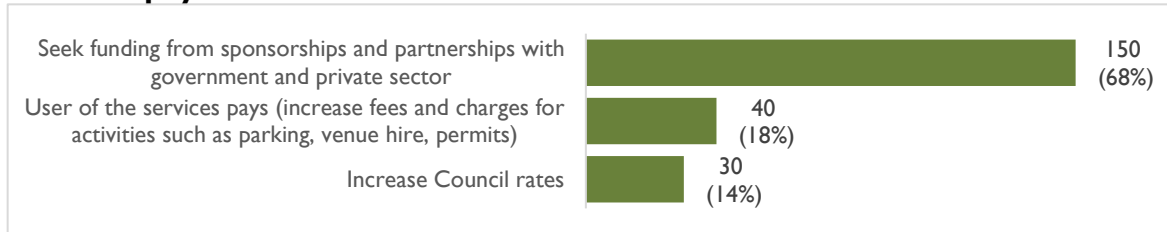
Increasing Council rates was the least preferred option for both ratepayers (first preference 10 per cent of time) and non-ratepayers (14 per cent of time).

User of the service pays was selected most preferred the second-most times of both cohorts, but more-so with ratepayers (28 per cent) than non-ratepayers (18 per cent).

Ratepayers

Seek funding from sponsorships and partnerships with government and private sector	754 (62%)
User of the services pays (increase fees and charges for activities such as parking, venue hire, permits)	344 (28%)
Increase Council rates	122 (10%)

Non-ratepayers

Seek funding from sponsorships and partnerships with government and private sector	150 (68%)
User of the services pays (increase fees and charges for activities such as parking, venue hire, permits)	40 (18%)
Increase Council rates	30 (14%)

Question 4. If Council needed to cut costs to continue to provide services to the community, which of these methods would you prefer?
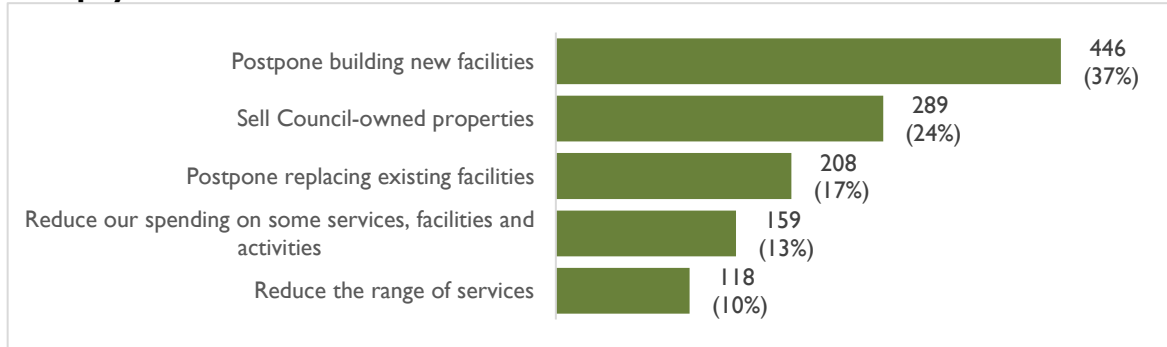
The responses between both cohorts for this question were consistent in the ordering of most preferred options.

'Postpone building new facilities' was the most preferred for both ratepayers (selected first preference 37 per cent of the time) and non-ratepayers (34 per cent).
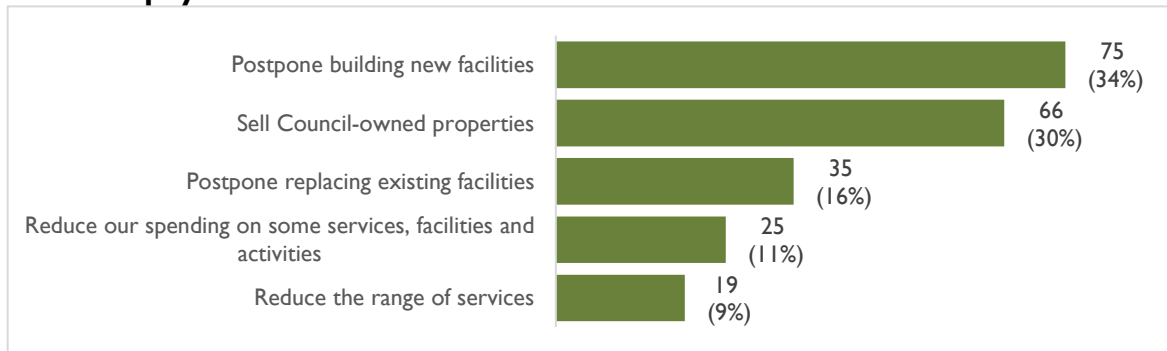
The main discrepancy in results was that 'sell Council-owned properties' was selected first six per cent more often for non-ratepayers (30 per cent of the time), compared with ratepayers (24 per cent).

Reduce the range of services was chosen the first preference the least amount of times for both cohorts (10 per cent for ratepayers and nine per cent for non-ratepayers).

Ratepayers

Option	Count (%)
Postpone building new facilities	446 (37%)
Sell Council-owned properties	289 (24%)
Postpone replacing existing facilities	208 (17%)
Reduce our spending on some services, facilities and activities	159 (13%)
Reduce the range of services	118 (10%)

Non-ratepayers

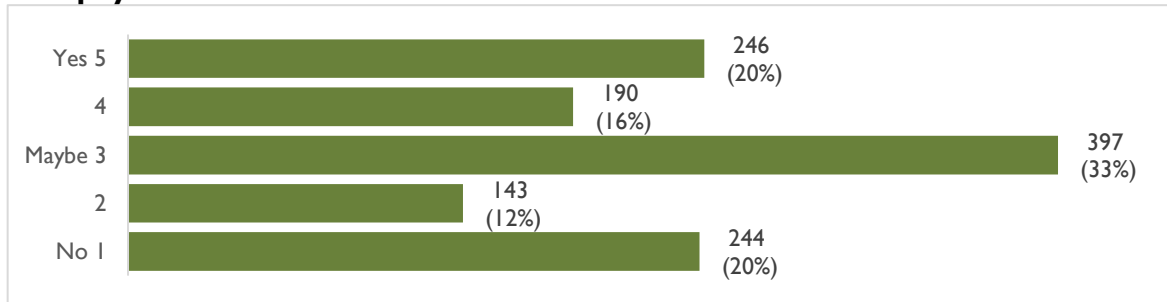| Option	Count (%)
Postpone building new facilities	75 (34%)
Sell Council-owned properties	66 (30%)
Postpone replacing existing facilities	35 (16%)
Reduce our spending on some services, facilities and activities	25 (11%)
Reduce the range of services	19 (9%)

Question 5. Would you support Council reducing spending on some services if it meant the same range of services could still be provided (but to a lesser standard)?

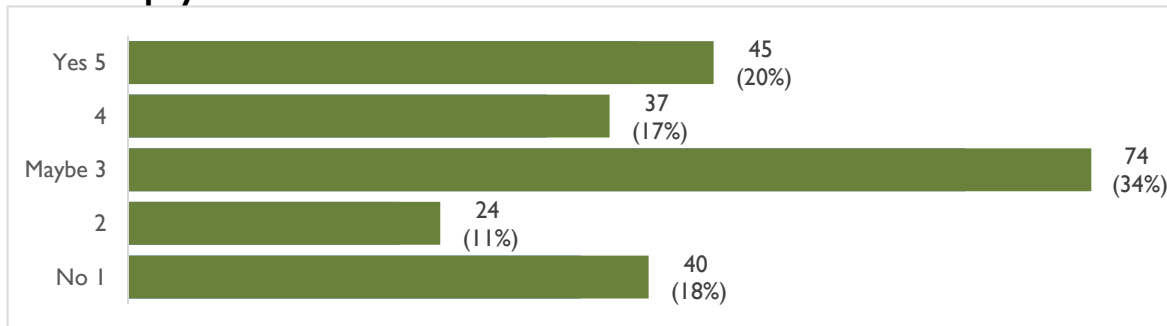Both cohorts were consistent in their responses to this question with no clear discrepancies.

'Maybe' was the most common selection for ratepayers (33 per cent) and non-ratepayers (34 per cent) and 'Yes' and 'No' was between 18 per cent and 20 per cent for both cohorts.

'Maybe' amalgamated responses (scores of two to four) received the highest combined score for both ratepayers and non-ratepayers (61 per cent and 62 per cent respectively).

Ratepayers

Yes 5	246 (20%)
4	190 (16%)
Maybe 3	397 (33%)
2	143 (12%)
No 1	244 (20%)

Non-ratepayers

Yes 5	45 (20%)
4	37 (17%)
Maybe 3	74 (34%)
2	24 (11%)
No 1	40 (18%)

QUALITATIVE DATA

COMMUNITY SURVEY

Free-text comments from the 1625 respondents to in the community survey have been summarised and presented below. Respondents were provided with free text space to give feedback or explain their answers to questions two, three, four and five. The key themes from respondent feedback have been drawn out to allow for nuanced and representative feedback to come through.

The themes fit within four broad categories of the community's priorities; how Council should save money; how Council should raise money; or other.

23 themes have been collated and sorted within these categories, with each theme needing to be mentioned by at least 9 respondents, or 0.6 per cent of total responses, to be included. For a further look at comments that did not meet this count, and a more nuanced understanding of all comments, it is recommended to read the compilation of full free-text data in **Appendix 5 – Free text responses**.

Key trends from the qualitative data:

- 276 respondents indicated that they would need more information to respond to the questions.
- 214 respondents suggested that rates and fees are high or seen as sufficient for Council services, and 160 respondents suggested that their personal finances are already stretched.
- Suggestions to save money were common, with key themes being:
    o Focus on efficiencies in Council services and spending (163 respondents)
    o Focusing on core services and reducing spending in non-core services (116 respondents)
    o Reducing staffing costs (100 respondents)
- 118 respondents support the increase of fees and/or charges, particularly in relation to users of the services paying.

Community's priorities:	Respondents	Per cent of respondents
Maintain current services at current quality	123	7.6 per cent
Childcare and children's services	32	2.0 per cent
Keep and update Council properties where needed	18	1.1 per cent
Vulnerable cohorts	17	1.0 per cent
Climate action	12	0.7 per cent
Services for seniors	10	0.6 per cent
Waste management	10	0.6 per cent

How Council should save money	Respondents	Per cent of respondents
Reduce spending through efficiencies	163	10.0 per cent
Reduce spending to focus on core services	116	7.1 per cent
Reduce staffing costs	100	6.2 per cent
Work with other government bodies	20	1.2 per cent
Reduce political campaigns	10	0.6 per cent
Reduce consultant/contractor expenses	9	0.6 per cent

How Council should raise money	Respondents	Per cent of respondents
Do not increase rates/fees	214	13.2 per cent
Personal finances are stretched	160	9.8 per cent
Increase fees and/or charges	118	7.3 per cent
Expectation of higher service levels with increased fees	36	2.2 per cent
Increase rates	16	1.0 per cent
Distrust of private sector funding	16	1.0 per cent
Increase property development fees and/or fines	13	0.8 per cent

Other	Respondents	Per cent of respondents
Need more information, answer would depend	276	17.0 per cent
Low opinion/value of Council services	42	2.6 per cent
Further community consultation should occur	22	1.4 per cent

Quotes:

"Yes, I believe these services are critical for our community. I believe in supporting services and programs that reduce isolation in the community and keep people connected."

"Keep the standard as it. It's currently working."

"Council run services such as childcare, maternal health nurse and parks are crucial for our future generations. Don't be short cited."

"I believe alll effort should go towards protection our environment, reducing climate change, building strong community to face what is coming"

"Keep the standard but reduce the amount of services."

"Improve efficiencies and processes within council and be transparent about it"

"Cut costs, streamline services, cut wages of council staff"

"Reduce your staff levels and potentially merge with another Council to get economies of scale"

"the council get enough money to much money wasted on contractors more work needs to be done in house"

"Stop getting involved in political posturing and stop spending money in this area."

"I would be happy to pay more to keep services."

"If the additional fees are necessary then, yes I would support it. However, Council should try to limit fee increases by doing things more efficiently where possible."

"Depends what services would be affected. Glen eira provides great services so far so they should stay that way. Although I don't make use of all of these services I am sure that they are beneficial to some other people."

"It depends where you are charging them. It is critical that low income people and families have access to the services they need."

"Too much money is already wasted on unnecessary projects"

"Cost of living is already high and the rates keep going up for less services. Eg general waste only collected once a fortnight"

"The cost of living is increasing so increasing our rates puts extra pressure on families"

"The fees are high enough already. Households need to make do with the available budget they have during these tough times, council should be able to do the same."

INCOMPLETE SURVEYS

Free-text comments from the 130 submissions in the community survey have been summarised and presented below. Respondents were provided with free text space to give feedback or explain their answers to questions 2, 3, 4, and 5. The key themes from respondents' feedback have been drawn out to allow for nuanced and representative feedback to come through.

13 themes have been presented below, with each theme needing to be mentioned by at least 2 respondents, or 1.5 per cent of total respondents, in order to be included. For a further look at comments that did not meet this count, and a more nuanced understanding of all comments, it is recommended to read the compilation of full free-text data in **Appendix 5 – Free text response data**.

Key trends from the qualitative data:

- 14 respondents indicate that their personal finances are already stretched
- 13 respondents prefer for Council to reduce spending by focusing on efficiencies
- 13 respondents indicate that they are a refugee

- 12 respondents indicate that they need more information to provide an answer
- 11 respondents indicate that rates/fees are high or seen as sufficient for Council services

Theme	Respondents	Per cent of respondents
Personal finances are stretched	14	10.8 per cent
Reduce spending through efficiencies	13	10.0 per cent
I am a refugee	13	10.0 per cent
Need more information, answer would depend	12	9.2 per cent
Rates/ fees are high or seen as sufficient	11	8.5 per cent
Reduce staffing costs	9	6.9 per cent
Maintain current services at current quality	8	6.2 per cent
Off topic	8	6.2 per cent
Supports higher fees and/or charges	6	4.6 per cent
Keeping and updating council properties	5	3.8 per cent
Reduce spending to focus on core services	4	3.1 per cent
Prioritise vulnerable cohorts	2	1.5 per cent
Prioritise waste management	2	1.5 per cent
Increase rates	2	1.5 per cent

"I am retired and money is scarce"

"cut back additional - non essential programs"

"I think a lot of families are already struggling financially"

"I find the quality of the services provided that I use to be of excellent standard (eg Library, babytime)"

"I think retaining existing infrastructure ie - council run childcare, and elderly care facilities should be a priority (even if running at a loss)"

"I think it's unfair to make cuts to anything."

"Cut down on wasteful spending first"

"Council - like everyone else needs to belt tighten to see over the current financial hardships which won't last forever but require prudent management without additional hardships"