



GLEN EIRA
CITY COUNCIL

GLEN EIRA CITY COUNCIL

Innovate Reconciliation Action Plan 2024–2026

Engagement summary report

JULY 2024

BENTLEIGH

BENTLEIGH EAST

BRIGHTON EAST

CARNEGIE

CAULFIELD

ELSTERNWICK

GARDENVALE

GLEN HUNTLY

MCKINNON

MURRUMBEENA

ORMOND

ST KILDA EAST

Executive summary

Glen Eira City Council has been committed to progressing reconciliation as an employer and as a community leader for many years. Council adopted a Reconciliation Policy in 2016, established the Reconciliation Advisory Committee in 2017 and is now developing our third draft *Innovate Reconciliation Action Plan 2024–2026 (RAP)*.

Glen Eira’s vision for reconciliation is for a unified, respectful, and thriving community that embraces our First Nations peoples for their experiences of the past, their resilience in the present and their aspirations for the future.

The draft *RAP* builds on the successes and the learnings of our previous two *RAPs*. It is centred on our ongoing commitment to acknowledging our First Nations peoples and the important place they hold in our municipality. It will guide the expansion of our efforts to build more meaningful relationships with our First Nations Traditional Owner groups and our Aboriginal and Torres Strait Islander residents and community.

To support the development of our third *RAP*, we delivered a community engagement program in two phases. The first ‘collaborate’ level phase delivered engagement sessions with three of our Traditional Owner groups as well as local First Nations community leaders. These meetings sought advice and guidance on key priorities and focus areas. This advice was used to strengthen, revise, and add additional actions to our draft *RAP* before it was presented to the wider community for feedback.

The second ‘consult’ phase of the program sought feedback from the whole community. It included both online and in-person engagement activities, including conversations at public events during National Reconciliation Week, presentations at committee and network meetings, staff engagement sessions, an online survey and an online ideas board.

A summary of the feedback received during both phases is detailed below. The detailed engagement findings are presented in this report.

What we heard

Phase one engagement — collaborating with First Nations peoples

During phase one we sought guidance and advice from our three Traditional Owner groups and First Nations community leaders. This included recommendations to:

- work proactively and meaningfully with Traditional Owner Groups
- establish safe cultural spaces or a gathering place where First Nations peoples can come together, connect, and practice their cultural activities
- display Acknowledgement of Country plaques at Council facilities featuring Aboriginal artwork, and display the Aboriginal and Torres Strait Islander flags to promote a sense of welcome for our First Nations peoples and other community members

- continue to work to uplift the cultural competence of Council staff so officers continue to practice cultural awareness and sensitivity
- prioritise and communicate our work in caring for Country through our environment, biodiversity work and climate initiatives
- provide information and education to our community on First Nations experiences, language, and histories
- build community understanding of local Traditional Owner groups and provide visual reminders of the lands which they are on
- support the attraction, retention, and development of First Nations employees
- facilitate the procurement of goods and services from First Nations businesses
- extend our recognition and celebration of First Nations cultures beyond the delivery of National Reconciliation Week and NAIDOC Week (e.g. Sorry Day and other storytelling events)
- keep adhering to protocols for Acknowledgement of Country
- establish and maintain strong relationships and connections with First Nations stakeholders
- remain accountable to our commitment to reconciliation.

Phase two engagement — consulting the whole community

Method	Number of engagements	Question themes	Feedback themes
In-person events	194 community members	• What is the reconciliation process all about? • How can individuals/groups engage with the local Aboriginal community? • What accountability measures are in place to meet reconciliation actions and commitments?	• More options for Acknowledgement of Country statements would be helpful • It is important to share First Nations stories • Culturally safe environments are important
Presentations at committees and network meetings	28 community members	• How is reconciliation governed in Council? What are the roles of the RAP Advisory Group and Working Group? • How can the community participate in the engagement? • What was the role of Traditional Owner Groups in developing the RAP?	• The online engagement should be easily accessible • The RAP should be available in easy English • It is important that people know the true history of First Nations peoples • Council could develop accessible educational resources about local First Nations history, particularly for new residents and migrants

		• What is the population number of Aboriginal and Torres Strait Islander people in Glen Eira? • What Aboriginal services are available for people with disability and other needs?	• It's important that services are accessible for all marginalised communities, including our First Nations community
Presentations to Council staff	136 Council staff	• What is the population number of Aboriginal and Torres Strait Islander people in Glen Eira? • What does being an Elder mean to First Nations peoples? • What actions are included in the <i>RAP</i>? • What are the relationships between the different Traditional Owner Groups?	• Exercising cultural awareness is very important when delivering our services to the community
Email submissions	6 emails		• Overall the <i>RAP</i> is positive • Definition of cultural safety should be clarified • Word, spelling or grammatical changes should be made • Some of the actions could be rewritten to be more easily understood • Council is making progress on reconciliation e.g. through the <i>Naming Rights Policy and Advocacy Priorities 2024–2025</i> • All cultures, including First Nations culture, can offer life-affirming values

Have Your Say survey findings

32 surveys were submitted through our Have Your Say webpage.

Respondents' top two suggestions to encourage involvement and education about reconciliation and Aboriginal and Torres Strait Islander culture and identities are:



Through programs and activities.

34 per cent
(22 survey respondents)



Through significant cultural events.

32 per cent
(21 survey respondents)

Respondents' three most important actions in the RAP are:



Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights through cultural learning.

68 per cent
(19 survey respondents)



Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development.

57 per cent
(16 survey respondents)



Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations and increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes had equal votes.

36 per cent
(10 survey respondents)

Respondents' top three ideas on actions we can include in our RAP to progress reconciliation are:

- 1 Focus on education and cultural learning. 29 per cent (5 respondents)
- 2 General comments not related to ideas or actions. 18 per cent (3 respondents)
- 3 Explore opportunities for First Nations culture to be exhibited and celebrated through arts and culture. 12 per cent (2 respondents)

Respondent's top three other comments on our draft RAP were:

- 1 Positive comments relating to the *Innovate Reconciliation Action Plan 2024–2026*. 27 per cent (3 respondents)
- 2 Negative comments relating to the *Innovate Reconciliation Action Plan 2024–2026*. 18 per cent (2 respondents)
- 3 Focus on improving education. 18 per cent (2 respondents)

The engagement findings in this report will be used to strengthen, revise and finalise the *Innovate Reconciliation Action Plan 2024–2026*.

Engagement report

Background

Glen Eira City Council recognises the important role it plays, as an employer and as a community leader, in building respectful relationships between our First Nations peoples and the broader Australian community.

We have been proactive in building reconciliation as an organisation and community since 2015. This commitment began with the development of our *Reconciliation Policy* in 2016, the establishment of a Reconciliation Advisory Committee and Reconciliation Working Group in 2017, and our first ever '*Innovate*' *Reconciliation Action Plan (RAP)* in 2018.

Glen Eira's vision for reconciliation is for a unified, respectful, and thriving community that embraces our First Nations peoples for their experiences of the past, their resilience in the present and their aspirations for the future.

To date we have successfully implemented two *RAPs*; our first was delivered from October 2018 to October 2020, and our second from March 2022 to March 2024. We have now developed the draft for our third *Innovate Reconciliation Plan 2024–2026*. This *RAP* is centred on our ongoing commitment to acknowledging our First Nations' peoples and the important place they hold in our municipality.

This draft *RAP* builds on the successes and the learnings of our first and second *RAPs*. It will guide the expansion of our efforts to build more meaningful relationships with our First Nations Traditional Owner Groups and our Aboriginal and Torres Strait Islander residents and community.

The draft *RAP* outlines our commitment to facilitate increased awareness and understanding of reconciliation in a safe cultural space, in partnership with our Traditional Owner groups and the community. It strives to increase our community's knowledge and experiences of Aboriginal and Torres Strait Islander peoples' histories and cultures. It supports the healing of past injustices and helps facilitate future prosperity of current and future generations of First Nations' peoples through opportunities and outcomes.

Engaging the community

In developing our third *RAP*, we conducted community engagement using a staged approach. It began with a pre-engagement phase, a targeted engagement phase, and concluded with a community-wide engagement phase.

The pre-engagement phase took place in November and December 2023 and involved the review and evaluation of our second *RAP* March 2022–March 2024. This review was conducted collaboratively during scheduled meetings with our *RAP* Advisory Group, *RAP* Working Group and Traditional Owner Groups. The process also clarified the direction for the next draft *RAP* including consideration of ‘stretch’ actions.

Our first phase of engagement involved collaborative engagement sessions from February to April 2024 with Traditional Owner groups and members of the Aboriginal and Torres Strait Islander community. These meetings focused on listening and understanding the priority areas that should be a key focus in our *RAP*. These priority areas were used in developing or reaffirming specific actions. These conversations were integral to the development of the draft *RAP*.

The second and final phase involved a broader communication and engagement campaign that took place over a four-week period between **22 May–19 June 2024**. The campaign involved a series of communication promotions and engagement activities including in-person conversations and an online Have Your Say survey and online ideas board.

The communication and engagement campaign focused on presenting the draft *RAP* to the community, seeking feedback on the proposed actions, reconciliation priorities and ways the community can engage in reconciliation.

Communication activities

There were several communication channels used to raise awareness of and promote the engagement to the community. The table below outlines the communication channels used and the reach for each activity.

Communication activities	Reach
Glen Eira News, May edition – promoting upcoming engagement and reconciliation events	All households in Glen Eira 64,500 households
Have Your Say project engagement webpage with survey	Views: 440 Visits: 408 Contributions: 47 (32 survey submissions and 15 idea contributions) Followers: 0

Social media posts and stories on Facebook and Instagram (unpaid) — encouraging community members to participate	Reach: 2,585 Impressions: 2,676 Reactions: 44 Comments: 2 Shares: 0 Link clicks: 7
Council's website homepage and active engagement page	Views: 78 Link clicks: 11
Community engagement e-newsletter	Recipients: 4,456 Opened: 2,484 Link clicks: 128 Click throughs to engagement: 64
Business e-newsletter	Recipients: 7,453 Opened: 3,315 Link clicks: 452 Click throughs to engagement: 5
Sustainability e-newsletter	Recipients: 3,956 Opened: 2,101 Link clicks: 177 Click throughs to engagement: 167
Postcard and posters	Delivered to our libraries, Moorleigh Community Village, and the Glen Eira Gallery.
Digital screens	Promoted on our digital screens during engagement period.

Engagement activities — phase one

Our first phase of engagement was delivered at the ‘collaborate’ level on the IAP2 public participation spectrum. We conducted targeted conversations during March and April 2024 through in-person and online meetings with representatives from our three Traditional Owner Groups — the Bunurong Land Council, the Boon Wurrung Land and Sea Council, and the Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation. We also met with the Chair of Glen Eira City Council’s RAP Advisory Committee, who is a local Aboriginal resident, and with a local community worker for the Gaiamle Men’s Alcohol and Drug Recovery Centre.

Phase one engagement: Collaborative meetings with Traditional Owner Groups and local First Nations community leaders	Date
In-person meeting with Damian — Gaiamle Men’s Alcohol and Drug Recovery Centre	15 February
In-person meeting with Willie Pepper — Boon Wurrung Land and Sea Council	15 March

In-person meeting with Zach Martin-Dennis — local Aboriginal resident and Chair of Glen Eira's RAP Advisory Committee	15 March
In-person meeting with Glen Pellegrin — Bunurong Land Council	21 March
Online meeting with Charley Woolmore, Elder Gail Smith, and Elder Julieanne Axford — Wurrundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation	27 March

These collaboration sessions focused on key elements of our *RAP* and sought guidance on the development of key priority areas. They were an opportunity to listen and reflect on what our First Nations leaders identified were the most important actions to progress reconciliation in our organisation and community.

Key themes and recommendations from these sessions are summarised in the table below.

Key themes from phase one
Work proactively and meaningfully with Traditional Owner Groups.
Establish safe cultural spaces or a gathering place where First Nations peoples can come together, connect, and practice their cultural activities.
Ensure that Council facilities display Acknowledgement of Country plaques, feature Aboriginal artwork, and display the Aboriginal and Torres Strait Islander flags, to promote a sense of welcome for our First Nations peoples and our broader community members.
Continue to work to uplift the cultural competence of our staff to ensure that we continue to practice cultural awareness and sensitivity.
Prioritise and communicate our work in caring for Country through our environment, our biodiversity work and climate initiatives.
Provide information and education to our community on First Nations experiences, language, and histories.
Ensure our community understands who our local Traditional Owner Groups are and see visual reminders of the lands of which they are on.
Support the attraction, retention, and development of First Nations employees.
Facilitate the procurement of goods and services from First Nations businesses.
Extend our recognition and celebration of First Nations cultures beyond the delivery of National Reconciliation Week and NAIDOC Week (e.g Sorry Day and other story telling events).
Maintain adherence to protocols for Acknowledgement of Country.
Establish and maintain strong relationships and connections with First Nations stakeholders.
Remain accountable to our commitment to reconciliation.

The feedback and advice provided during these sessions has been used to directly revise, strengthen, or introduce new actions into the draft *RAP*. Our Traditional Owner Groups will also have the opportunity to endorse the final *Innovate Reconciliation Action Plan 2024–2026*.

Engagement activities — phase two

Our second phase of engagement was at the ‘consult’ level on the IAP2 public participation spectrum with the broader Glen Eira community. The engagement delivered a diverse range of in-person consultation opportunities at events during National Reconciliation Week, as well as online engagement activities outlined in the table below. A total of **358** people were informed about our work on reconciliation and encouraged to provide feedback through our online Have Your say survey. A total of **47** contributions were submitted online — 32 survey submissions and 15 idea contributions. A further six submissions were received by email.

The engagement findings will influence the final *RAP* before its presentation to Reconciliation Australia and Council for adoption. The list of engagements offered in phase two are outlined in the table below.

Engagement Activity	Dates	Number of participants
In person engagement events		
Community conversations at the Torch’s <i>Confined 15</i> exhibition at Glen Eira City Council Gallery	2 May 8 May 9 May 27 May 28 May 29 May 30 May 31 May	25
Presentation at <i>Sustainability Champions</i> program session at Boyd Park	19 May	18
National Sorry Day event at Glen Eira Town Hall	26 May	40
Native Flora and Fauna tours with Cassie Fisher-Patterson	1 June 3 sessions held	80
StoryTime takeover: Mr Beaky	2 June	12
Caulfield Racecourse Community Market	2 June	2
Glen Eira Yarning Circle — session with Early Childhood Educators	4 June	17
Committee and network meeting engagements		
Presentation to the Community Engagement Advisory Committee	13 May	9
Presentation to Youth Engagement Team	27 May	11
Online presentation to Disability Reference Group — disability organisation representatives from Brotherhood of St Laurence and Marriot Support Services	11 June	3
Presentation to Inclusive Volunteering Network	11 June	5

Glen Eira staff engagements		
Presentation session to Glen Eira Sport and Aquatic Centre staff	27 May	11
Video presentation at Town Hall staff event during National Reconciliation Week	29 May	34
Presentation session to Parks Services team	29 May	43
Presentation session to Works Depot team	30 May	30
Staff knowledge hour online session	4 June	18
Online engagement activities		
Email submissions	22 May–19 June	6 email submissions received
Online Have Your Say survey	22 May–19 June	47 contributions (32 survey submissions and 15 ideas contributions)

Feedback from in person activities

In person community events feedback summary

There were **seven** in-person engagement events held with the community, mostly over the course of National Reconciliation Week. A total of **194 community members** were informed and engaged in conversations about reconciliation during their attendance at these events.

These conversations aimed to inform the community about the draft *RAP* engagement and to explore people's knowledge of reconciliation whilst guiding them to provide more formalised feedback on the draft plan through the online Have Your Say survey. Postcards were distributed during these sessions with a QR code directing people to the online Have Your Say webpage and survey.

Conversations included questions around:

- what the reconciliation process is all about
- how individuals/groups can engage with the local Aboriginal community
- what accountability measures are in place to meet reconciliation actions and commitments.

Feedback provided during these conversations included:

- More options for Acknowledgement of Country statements would be helpful
- It is important to share First Nations stories
- Culturally safe environments are important.

These themes will be captured in the final *RAP*.

Feedback from committee and network meetings

Presentations were made at four committee and network meetings during the engagement period, engaging a total of **28** community representatives. These presentations provided background information and an overview of the draft *RAP*, outlining the opportunity to engage more formally through the online Have Your Say survey. At each meeting, there was opportunity to ask questions and provide general feedback about reconciliation.

Conversations included questions around:

- How reconciliation is governed within Council, including the roles of the RAP Advisory Group and Working Group
- How the community can participate in the engagement
- What the role of Traditional Owner Groups was in developing the RAP
- What the population number of Aboriginal and Torres Strait Islander people in Glen Eira is
- What Aboriginal services are available for people with disability and other needs.

Feedback provided during these meetings included:

- The online engagement should be easily accessible
- The RAP should be available in easy English
- It is important that people know the true history of First Nations peoples
- Council could develop accessible educational resources about local First Nations history, particularly for new residents and migrants

It's important that services are accessible for all marginalised communities, including our First Nations community.

Feedback from staff presentations

RAP presentations were made at five Glen Eira staff events during the engagement period; two were open to all employees and three were delivered with specific staff teams. A total of **136** staff were engaged through these sessions. The presentations focused on an overview of the *RAP*, the commitments Council has made towards reconciliation, and the importance of staff engaging with the online survey.

Conversations included questions around:

- What the population number of Aboriginal and Torres Strait Islander people in Glen Eira is
- What being an elder means to First Nations peoples
- What actions are included in the *RAP*
- What the relationships between the different Traditional Owner Groups are.

Feedback provided during these sessions included that cultural awareness is very important when delivering our services to the community.

Feedback received through email submissions

There were six emails received with feedback on the *RAP*. Five came from staff and one from a community member.

Feedback provided included positive comments and views on the *RAP*, as well as the following suggestions:

- Definition of cultural safety should be clarified
- Word, spelling or grammatical changes
- Some of the actions could be rewritten to be more easily understood
- Council is making progress on reconciliation e.g. through the *Naming Rights Policy* and *Advocacy Priorities 2024–2025*
- All cultures, including First Nations culture, can offer life-affirming values.

Have Your Say online community survey

An online community survey was developed and made available on Council's Have Your Say platform for a four-week period from **22 May to 19 July 2024**. A total of 451 views, 32 survey submissions and 15 idea contributions were received.

Of the 32 surveys, 28 have been analysed. One participant submitted four duplicate entries, and so one of these responses has been included in the reporting metrics and comments. Another participant's survey response was omitted as it was deemed trolling due to the provocative, insincere and derogatory responses that did not directly respond to the questions asked.

The survey provided a combination of both open and closed questions as well as several demographic questions. Results for each question are provided below. All open questions have been analysed and recorded according to common themes and categories.

Question one asked survey respondents: **How could we help get you involved and learn more about reconciliation and Aboriginal and Torres Strait Islander culture and identities?**

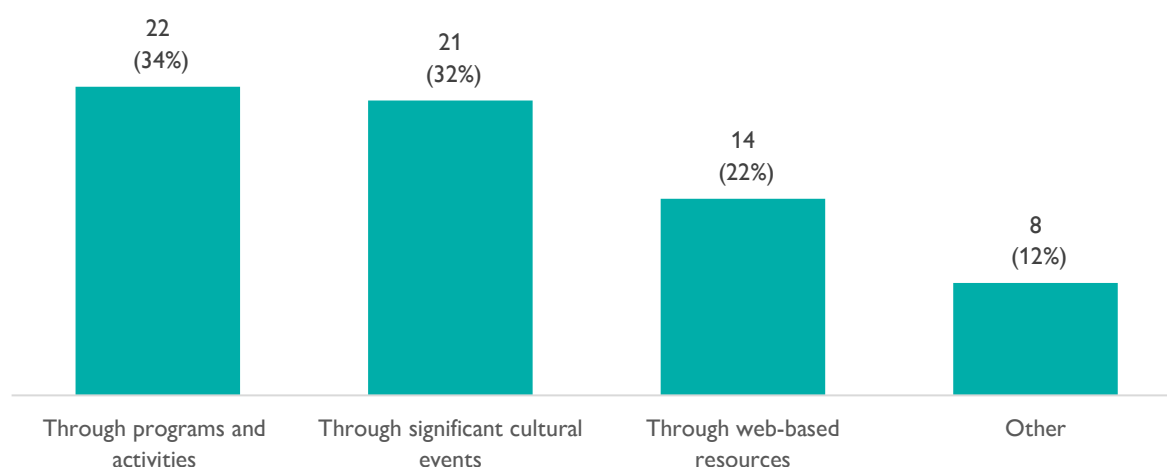
The question provided a choice of four options; survey respondents could select all that applied. 30 of 32 survey responses were analysed; there were a total of 65 responses to the question.

Two survey responses were excluded due to the discriminatory or racially prejudiced nature of their remarks.

The top two responses were:

- Through programs and activities — 34 per cent (22 survey respondents).
- Through significant cultural events — 32 per cent (21 survey respondents).

How could we help get you involved and learn more about reconciliation and Aboriginal and Torres Strait Islander culture and identities?



Eight 'other' responses were received and some verbatim examples are outlined below.

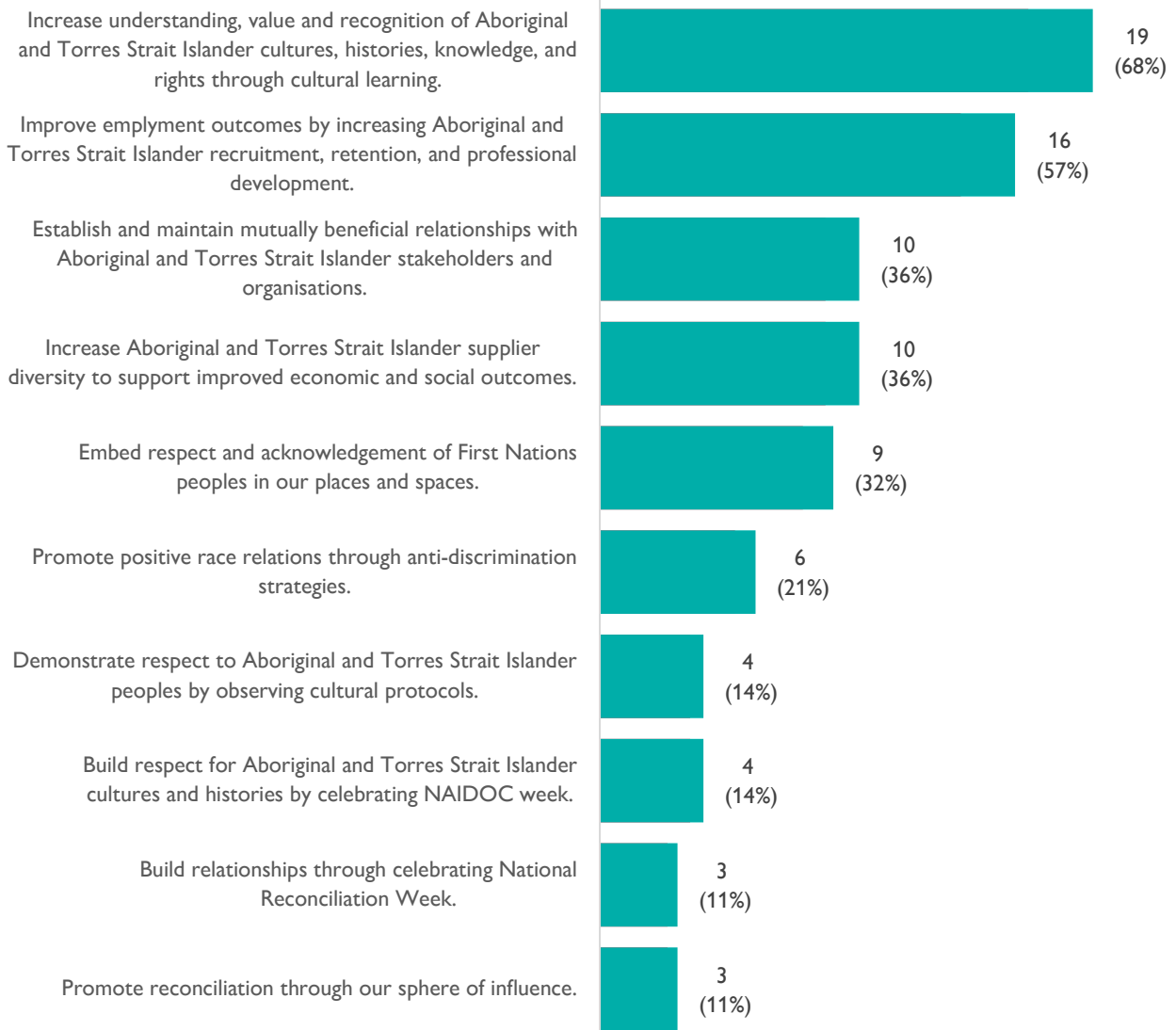
- *"Volunteer programs that actually improve the material conditions of First Nation peoples that are created in direct collaboration with First Nation leaders."*
- *"Greater indigenous representation within council"*
- *"Through more signage and truth and story telling across the area."*
- *"Permanent display information in each library and Council Noticeboard"*
- *"Accessibility options"*
- *"Live Q&A sessions."*

Question two asked survey respondents: **Select the top three most important actions in the RAP.**

28 survey respondents answered this question. Each of the ten actions received votes. The three highest ranking actions by number of votes is:

Action	Votes	Percentage
Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights through cultural learning.	19	68%
Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development.	16	57%
Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations and increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes had equal votes.	10	36%

Select the top three most important actions in the RAP.



Question three asked survey respondents an open question on whether they have any ideas on actions we can include in our RAP to progress the three pillars of reconciliation (relationships, respect, opportunities).

There were 17 survey respondents who answered this question. Comments have been analysed and categorised according to themes in the table below.

Theme	Number of responses	Percentage of responses
Focus on education and cultural learning.	5	29%
General comments not related to ideas or actions.	3	18%
Explore opportunities for Aboriginal culture to be exhibited and celebrated through arts and culture.	2	12%
Develop actions in collaboration with local Aboriginal and Torres Strait Islander peoples.	1	6%
Focus on celebrating local Aboriginal history.	1	6%
No action required.	1	6%
Support local indigenous businesses.	1	6%
Rename assets to traditional names.	1	6%
Feedback relating to the RAP as a waste of ratepayer expense.	1	6%
Focus on building strong relationships with Aboriginal groups.	1	6%
Create a space for Aboriginal and Torres Strait Islander people to connect.	1	6%
Focus on local advertising initiatives to raise awareness.	1	6%

Illustrative quotes

Reproduced verbatim below.

- *“I think emphasising local Aboriginal history, groups and leaders would be great. Maybe something in the arts, culture, event space, like museum exhibitions, special events, exploration of the cultures, etc.”*
- *“Less words and more visible and practical cultural learning. I feel that whenever there is an acknowledgement of country and our indigenous forbears, it is simply lip speak before the person gets on with their business for the day. Any actions have to be lasting and more deep rooted to foster reconciliation and better outcomes for our indigenous brothers and sisters not just because it's NAIDOC or National Reconciliation Week.”*
- *“Are there any local indigenous businesses in Glen Eira that council could support through its small business program? I mention this because I'm not aware of any such indigenous businesses and am sure most other residents are not either.”*
- *“Have detailed yet realistic action plans that will create better economic and cultural capital opportunities for Aboriginal and/or Torres Strait Islander peoples in Glen Eira. These should be developed in direct collaboration with First Nation Elders and other First Nation*

representatives...”

- “Opportunities to hear about Aboriginal communities in local areas.”
- “Rename LGA, public spaces eg parks, community buildings and streets to reflect traditional names and locations”
- “How many people of Aboriginal decent live in Glen Eira.”
- “Build strong, meaningful relationships with Aboriginal groups and stakeholders in the Glen Eira and Melbourne areas.
 - Support educational campaigns to residents and school aged children that promote respect for Aboriginal and Torres Strait Islander people and understanding of their past trauma and current challenges.
 - Would love to see more Indigenous events held by Glen Eira council. Perhaps an event that allows the sharing of culture to build greater understanding and encourage the creation of allies. I’m sure Aboriginal groups have better ideas.”
- “Create a space for Aboriginal and Torres Strait Islander people can connect.”

Question four asked survey respondents an open question on whether they have any other comments on our draft Innovate Reconciliation Action Plan 2024-2026.

There were 11 survey respondents that answered the question. Comments have been analysed and categorised according to themes in the table below.

Theme	Number of responses	Percentage of responses
Positive comments relating to the <i>Innovate Reconciliation Action Plan 2024–2026</i> .	3	27%
Negative comments relating to the <i>Innovate Reconciliation Action Plan 2024–2026</i> .	2	18%
Focus on improving education.	2	18%
Focus on telling the true history of First Nations peoples.	1	9%
Diversify the delivery of strategies.	1	9%
Ensure engagement and consultation occurs with Aboriginal Groups and Elders.	1	9%
Focus on acknowledgement of local features and areas that hold cultural significance.	1	9%
Off topic.	1	9%

Illustrative quotes

Reproduced verbatim below.

- “It looks great! Very interesting to read, and lots of good actions.”
- “One of RAP actions refers to respect and acknowledgement of First Nations peoples in our places and spaces. Other than place and street names there is very little evidence of the indigenous inhabitants of Glen Eira. Although some areas such as the Mallanbool Reserve in Murrumbeena have generic indigenous information, it would be helpful and informative if

there could be more detailed information. For example, recognition of an area that may have been used for gatherings or ceremonies, or even a travel route or somewhere that an altercation occurred between new settlers and indigenous inhabitants. This would help to make the indigenous presence before European settlement more "real" and meaningful for many residents."

- "I cannot see a true path to reconciliation while the council continues to shy away from explicitly acknowledging that poor socio-political outcomes for First Nations peoples are because of settler-colonialism and genocide that still continues today. The council's communications nor the programs and activities conducted this year do not even mentioning this true history at all. This opinion was formed after reading through the entire draft action plan and how the council currently conducts its reconciliation policy. Stop dancing around the truth of the matter if the council actually wants to make meaningful change."
- "There is little knowledge in the Glen Eira community of Aboriginal history and culture in the area. Your plan must be broad (not just 3 actions) using change management principles to raise community awareness, for people to understand it's importance (eg improved employment outcomes for indigenous youth) while making it easy for people to engage."
- "I think the draft is inclusive of different activities however needs a diverse delivery of these strategies"
- "Very concise, accessible and informative. Well presented as well. Love the artwork."
- "There is always more to be done, and I think in areas of mixed socio-economic status education of the indigenous and Islander culture and values is paramount to increasing a positive view of these communities. I'm sure a lot of old rich people look down on the communities, so doing more to show how deep, innovative and essential their cultures and values are to our community will help."

Ideas board

The online have Your Say page included a feedback tool where the community could share their ideas on 'how we can promote reconciliation in Glen Eira'.

There were **15** participants who posted comments on the ideas board. The comments were analysed and categorised into themes. Four comments have not been included as they were deemed to be explicitly discriminatory.

Theme	Number of Responses	Percentage of responses
Increase advertising through various channels to spread awareness.	3	27%
Focus on improving education.	2	18%
More indigenous artwork and acknowledgement of country in the municipality.	2	18%
Cultural events in parks and libraries.	2	18%
Work with local indigenous groups to rename or dual name assets.	1	9%

Focus on telling the true history of First Nations peoples.	1	9%
A comment about true reconciliation starting by asking traditional custodians.	1	9%
Off topic comments.	1	9%

Illustrative quotes

Reproduced verbatim below.

- *“Perhaps something in schools (without it becoming political)”*
- *“Start by telling the original stories, showing how the Aboriginals were moved off this uncede land, who they were, where they went”*
- *“Indigenous artwork on Skyrail support columns. Bush Tucker restaurant in Koornang Rd. Indigenous story time at library. Signpost aboriginal”*
- *“More cultural activities that help us to learn about indigenous culture. For example: local bush foods tour. Inform in Glen Eira News.”*
- *“Advertisement boards at bus/tram stops, shop fronts; people go there and wait for a 5-10 mins. Council internet page reflects RAP actions”*
- *“Work with local indigenous groups to rename or use both names (indigenous and introduced) for all public spaces, buildings, LGA and streets”*
- *“True reconciliation starts by not asking your electorate but asking the 3 bodies who are interested traditional custodians.first”*
- *“Advertise events with ample time and across many channels. Advertising the Sorry Day event the day prior via socials was not great.”*
- *“Use litter bins to promote 'Caring for Country' by not creating waste and litter - an easy way everyone can respect the land they live on.”*
- *“Acknowledgement of country displayed in public spaces in the City of Glen Eira.”*

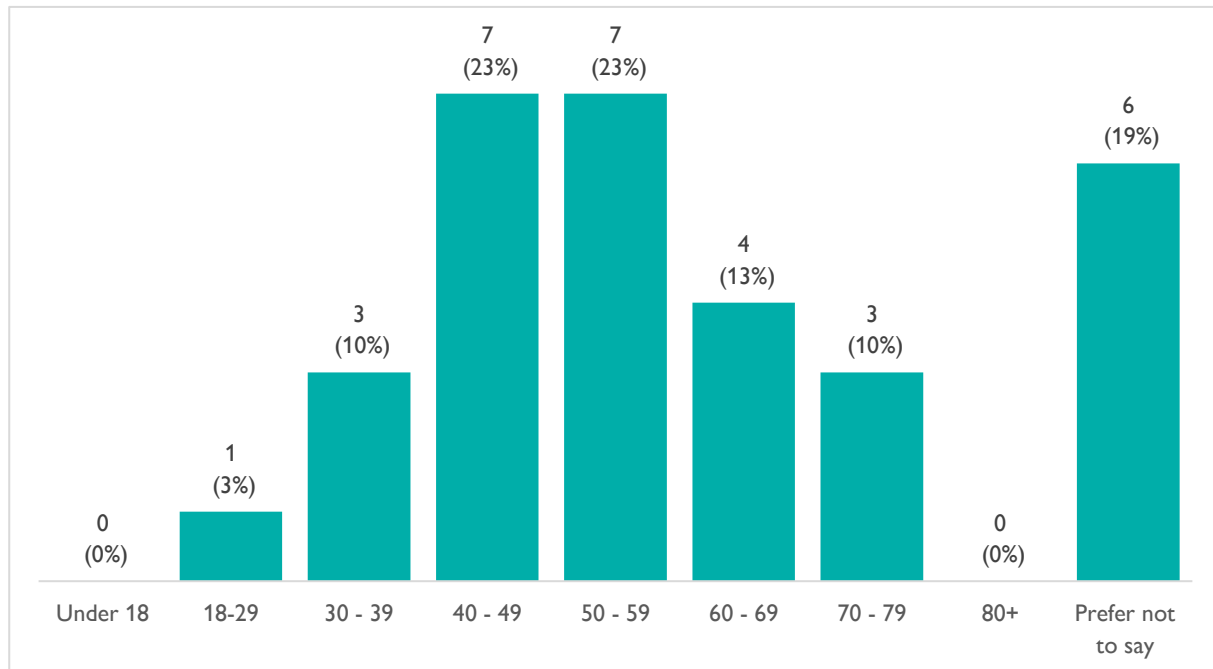
Demographic profile of community survey respondents

Survey respondents were asked five of Council’s standard demographic questions. The questions gathered data on age range, gender, suburb, Aboriginal and Torres Strait Islander identity, and diversity features.

Responses to each of the demographic questions are outlined in the section below.

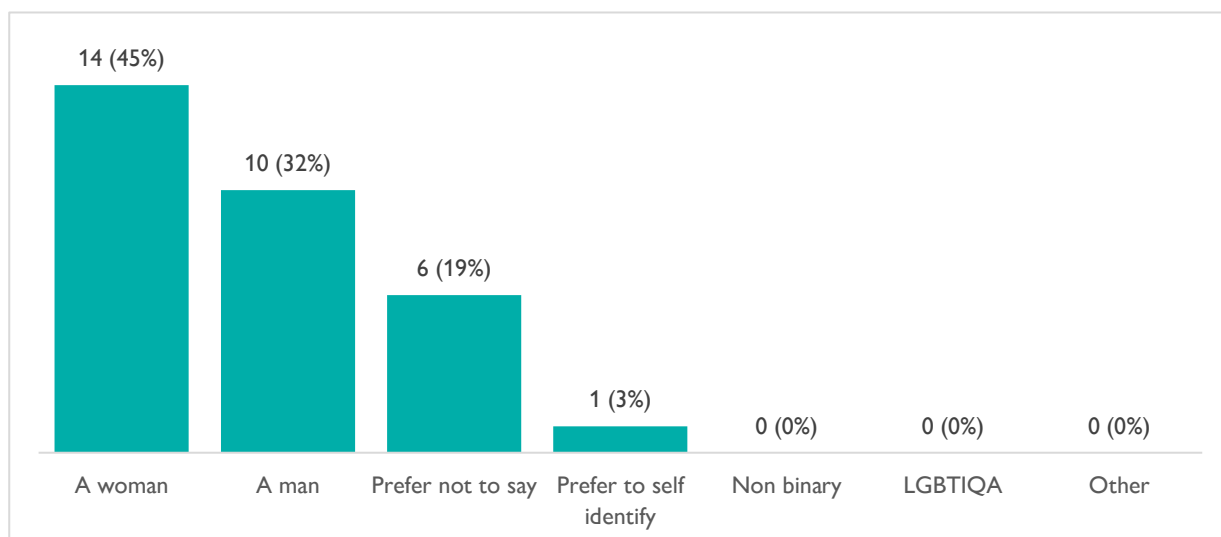
My age group

31 survey respondents answered this question. The majority of respondents were aged 40–59 years of age. Not all age groups were represented including people under 18 and people aged 80+.



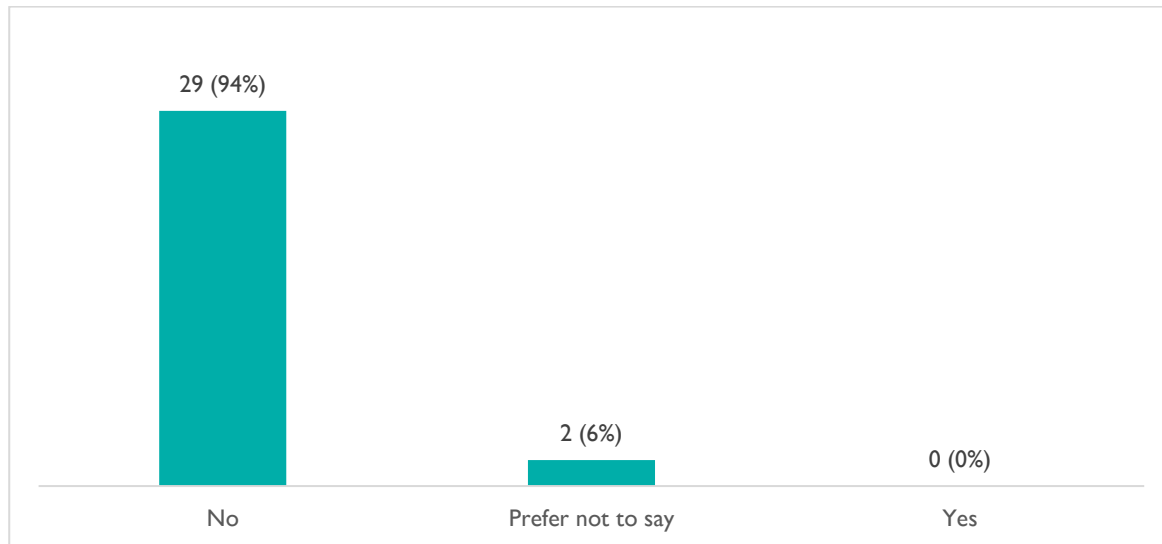
I am:

31 survey respondents answered this question. The majority of respondents were women (45 per cent, 14 respondents) followed by men (32 per cent, 10 respondents).



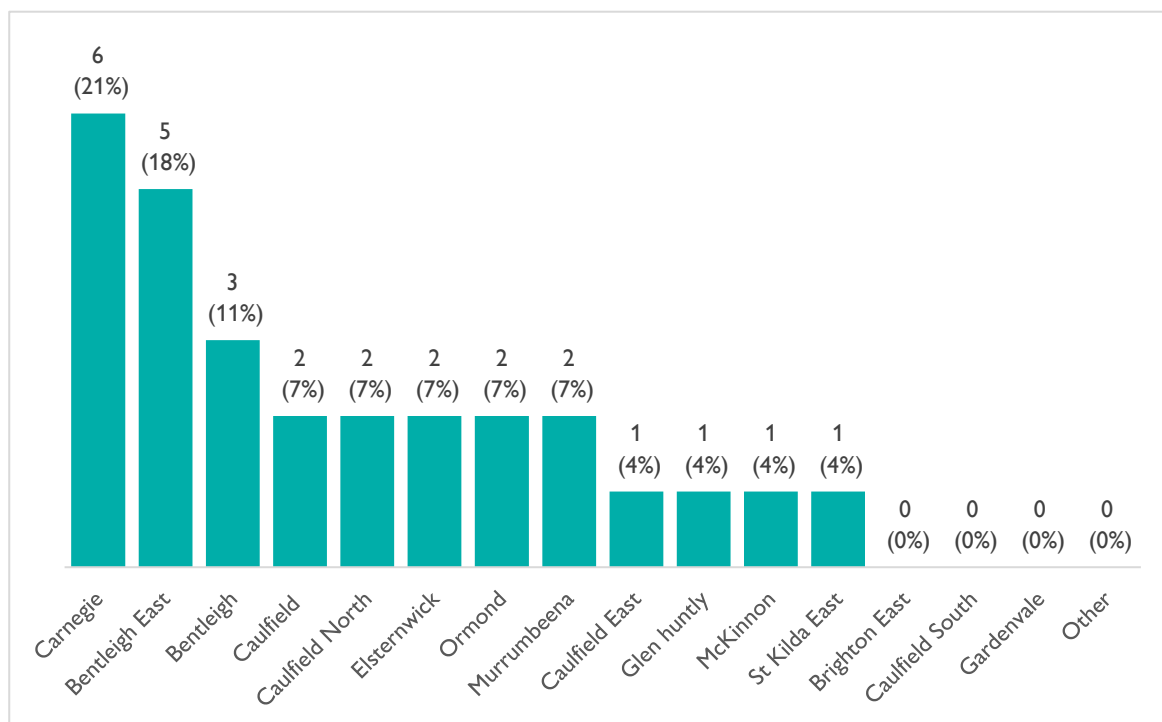
Do you identify as Aboriginal and Torres Strait Islander?

31 survey respondents answered this question. The vast majority of respondents did not identify as Aboriginal and Torres Strait Islander (94 per cent, 29 respondents). Six per cent (two respondents) preferred not to say.



The suburb I live in:

31 survey respondents answered this question. The top three represented suburbs in which survey respondents live is Carnegie, Bentleigh East, and Bentleigh.



Do you identify as:

28 survey respondents answered this question. All identity features were represented. The top three responses were 'none of the above' (26 per cent, nine respondents); 'a person from a multicultural background' (20 per cent, seven respondents); and 'a person born overseas' (17 per cent, six respondents).

