



Community Voice November 2022 Survey Summary Report

CONTENTS

BUDGET 2023-2024	3
COMMUNITY CONFIDENCE AND FEELINGS OF SAFETY	7
COMMUNITY ENGAGEMENT.....	38
HARD RUBBISH SERVICE REVIEW.....	50

COMMUNITY VOICE NOVEMBER 2022 SURVEY

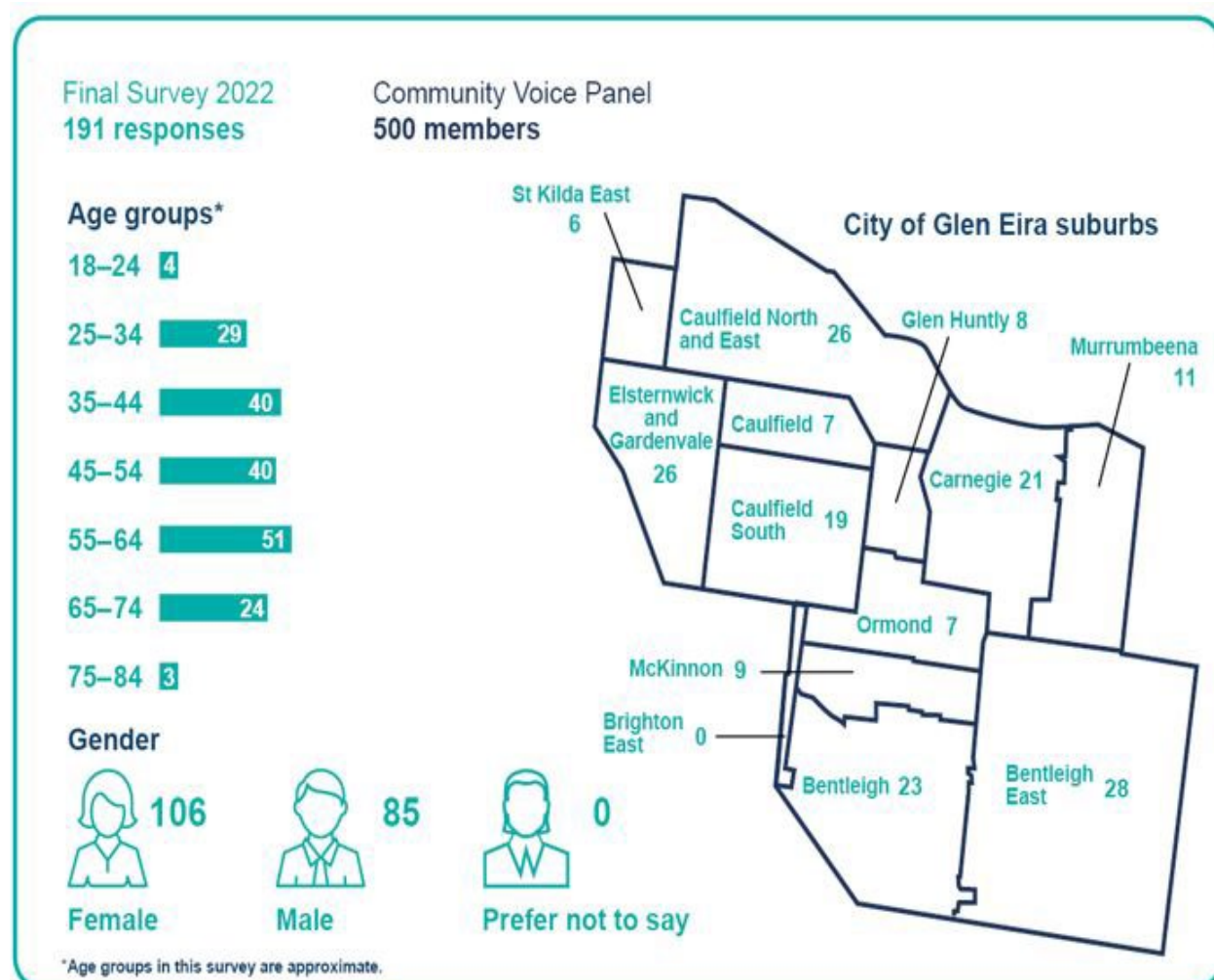
This report presents findings from a Community Voice survey that was open from 29 November to 18 December 2022.

In the survey, we asked questions about the following topics:

- 2023-2024 Budget
- Community confidence and feelings of safety
- Community engagement
- Hard rubbish collection service

Community Voice is an online panel currently made up of 500 Glen Eira residents who broadly represent the municipality in terms of age*, gender and suburb. 191 Community Voice members responded to this survey, a response rate of 38 per cent.

*Age groups in this survey are approximate.



SECTION ONE: BUDGET 2023-2024

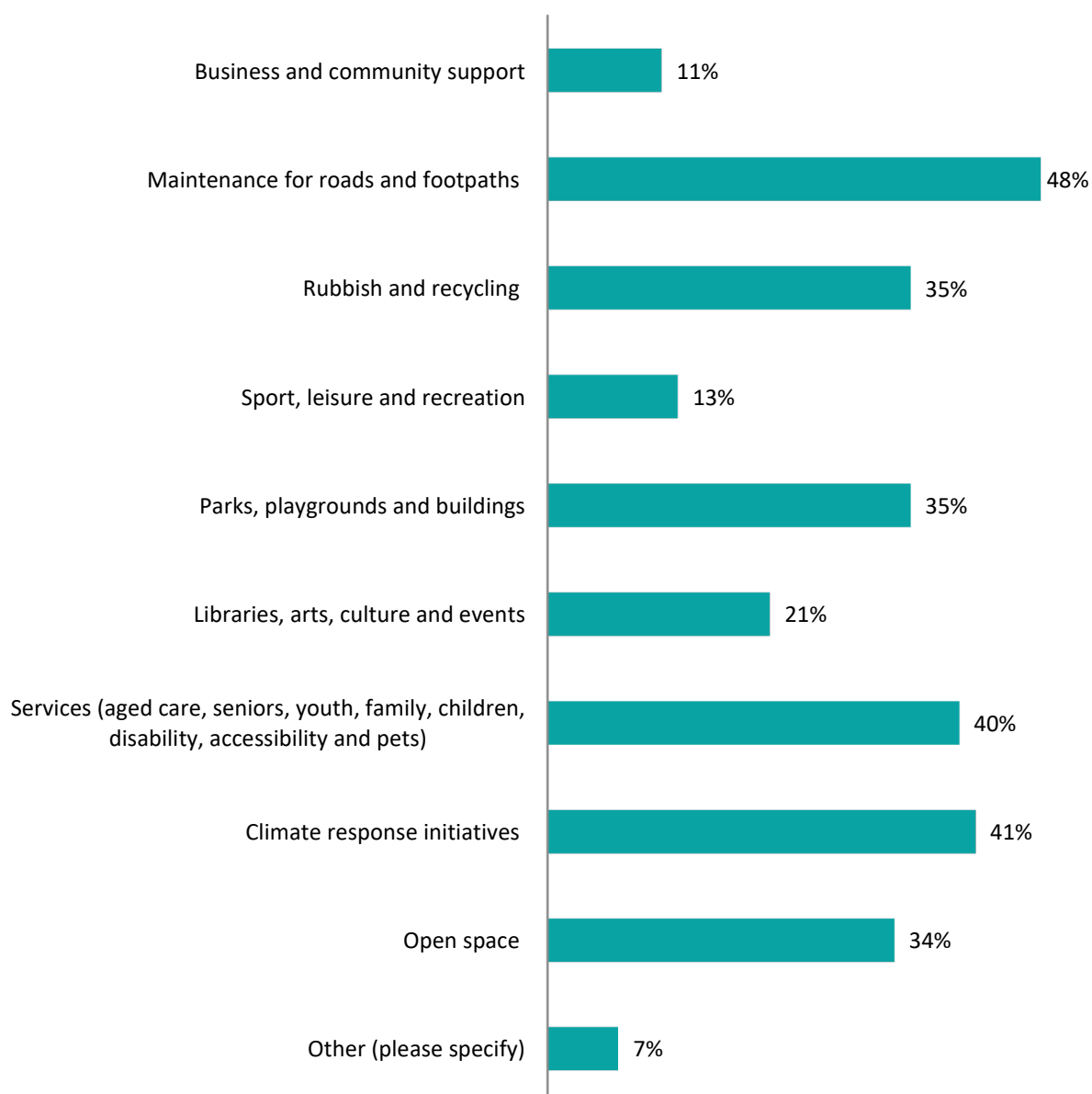
Every year Council produces a Budget explaining how funds will be spent across several priority areas. We asked community voice members their views on where they would like to see more funds or less funds allocated.

In this section of the survey, we wanted to gain feedback from Community Voice members about their preferences to help us to ensure that funds are best spent to meet community needs.

KEY FINDINGS

- The three most popular priority areas where funds should be allocated were maintenance of roads and footpaths (48 percent, 91) Climate response initiatives (41 per cent, 77) and services (aged care, seniors, youth, family, children, disability, accessibility and pets) (40 percent, 76)
- The three most popular priority areas where funds should not be allocated were business and community support (46 per cent, 75) Sport, leisure and recreation (44 per cent, 70) and climate response initiatives (33 per cent, 54)

On which areas would you like to see Council spend more?



Other responses:

Theme	No. of responses
Improve cycling conditions	5
Traffic congestion and infrastructure	3
Council staff and projects	2
Heritage	1
Crime prevention	1

Illustrative quotes:

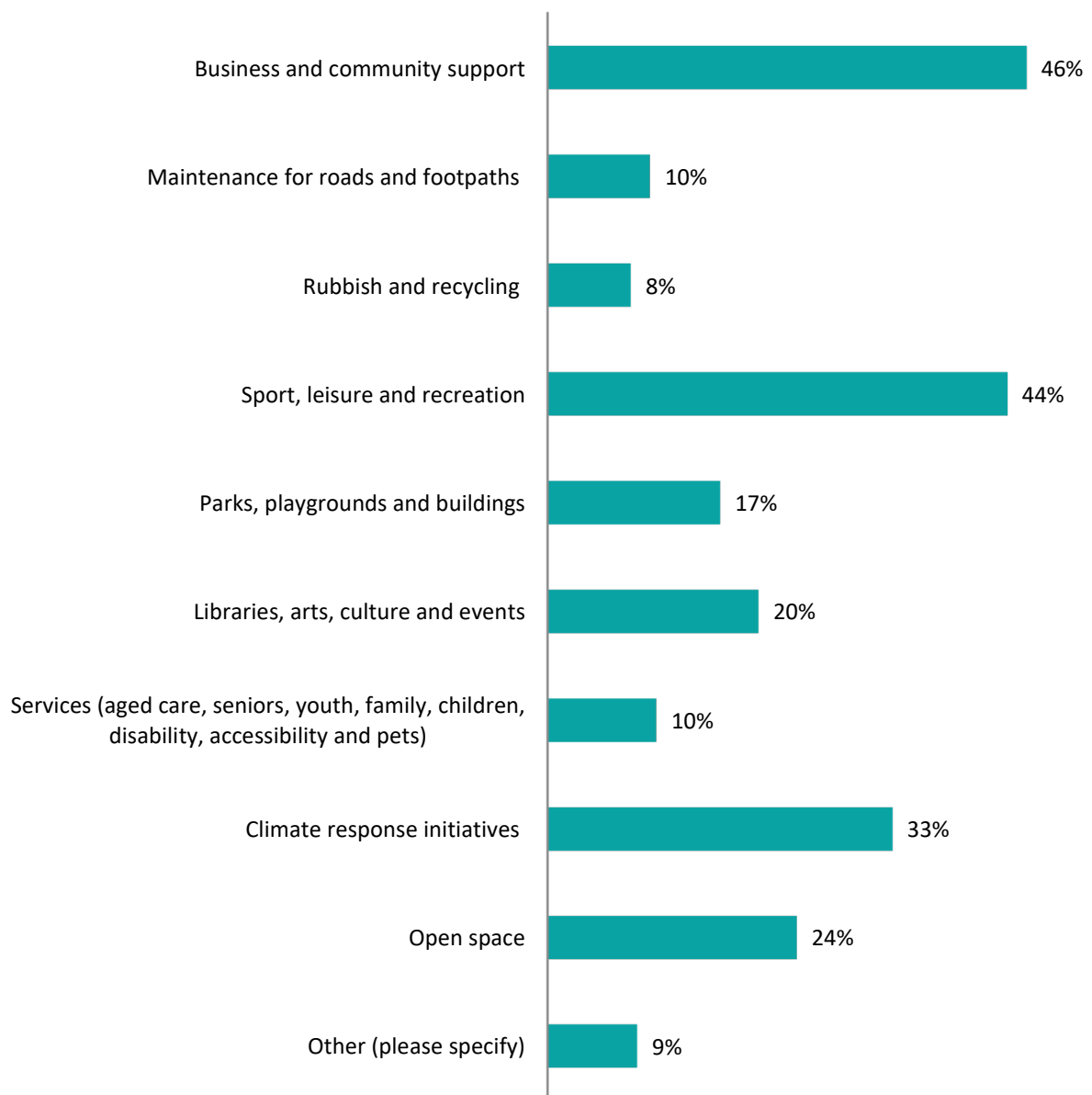
Male, 18-24, Caulfield North:

“Separated bike lanes are by far the single most important thing to me and my peers”

Female, 35-44, Bentleigh East:

“Addressing the issues of road congestion and adequate parking spaces given the population increase resulting from multi-dwelling developments.”

On which areas would you like to see Council spend less?



Other responses:

Theme	No. of responses
Nothing – all areas are important	5
Pop up parks and outdoor seating	3
Can't say / unsure	2
Lighting	1
Car parks	1
Tree planting	1
Outside consultancies	1

Illustrative quotes:

Male, 45-54, Ormond:

“Frivolous things like the seating plonked in the middle of the carpark at the Bentleigh shops.”

Female, 65-74, Elsternwick:

“I cannot respond to this question as I think all areas are important”

COMMUNITY CONFIDENCE AND FEELINGS OF SAFETY

Community safety has been identified by Glen Eira residents as a priority for our growing community. This was evident in Glen Eira City Council's community engagement undertaken for the Community Vision 2040 and the Glen Eira Council Plan 2021-2025. As a result, the Community Safety Plan 2022–2025 was developed.

The purpose of the Community Confidence and Feelings of Safety Survey is to gain an understanding of the community's attitude to their environment and how it shapes their experience of living safely. The intention is to understand how the community feels about safety, identify safety priorities and use this information to inform and shape policies, services, and facilities. This survey was facilitated in 2019 and will be used again annually to measure changes in feelings towards safety based on implemented measures.

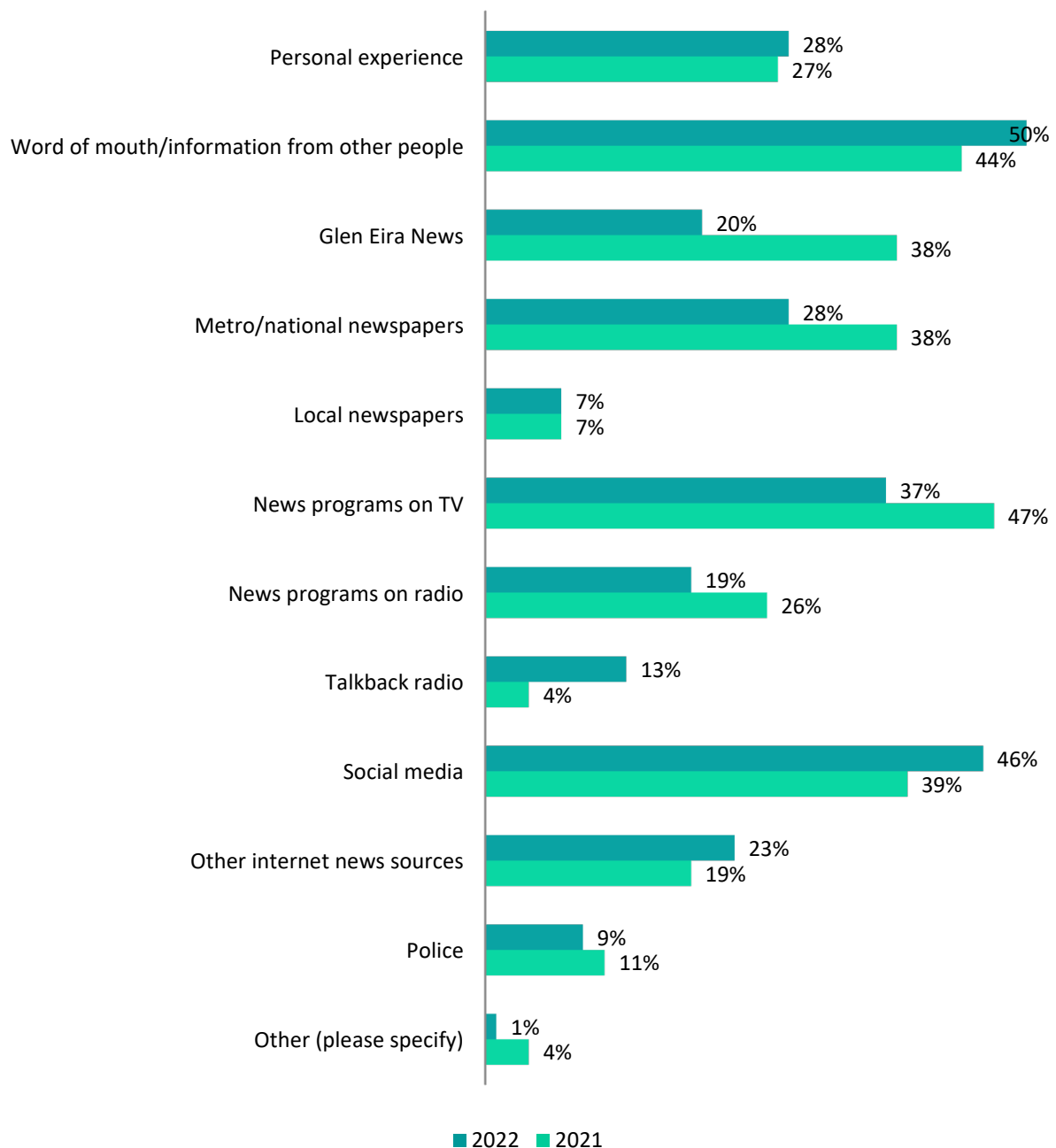
KEY FINDINGS

- 81 per cent of respondents either strongly agreed (42 per cent, 79) or agreed (39 per cent, 74) that they felt a moral obligation to obey police in their neighborhood.
- 74 per cent of respondents either agreed (59 per cent, 113) or strongly agreed (15 per cent, 28) that they could raise attention if they sensed trouble while in this area, I could raise the attention from people who live here for help.

Your sources of information about safety and crime

What are your three most significant sources of information about safety and crime?

Participants could select up to three options. **Percentages indicate the number of participants that selected each option against all participants.**



Metro/ national newspapers:

Publication	No of responses
The Age	45
The Australian	7
The Herald Sun	7
The Guardian	5
The Daily Mail	1

News programs on TV:

Channel	No of responses
ABC	51
Channel 9	13
Channel 7	12
SBS	10
Channel 10	3
Sky News	2

Radio stations/ programs:

Station/ program	No of responses
ABC	36
3AW	14
774	8
National Radio	4
Gold 104.3	1
Nova	1
Triple J	1

Social media:

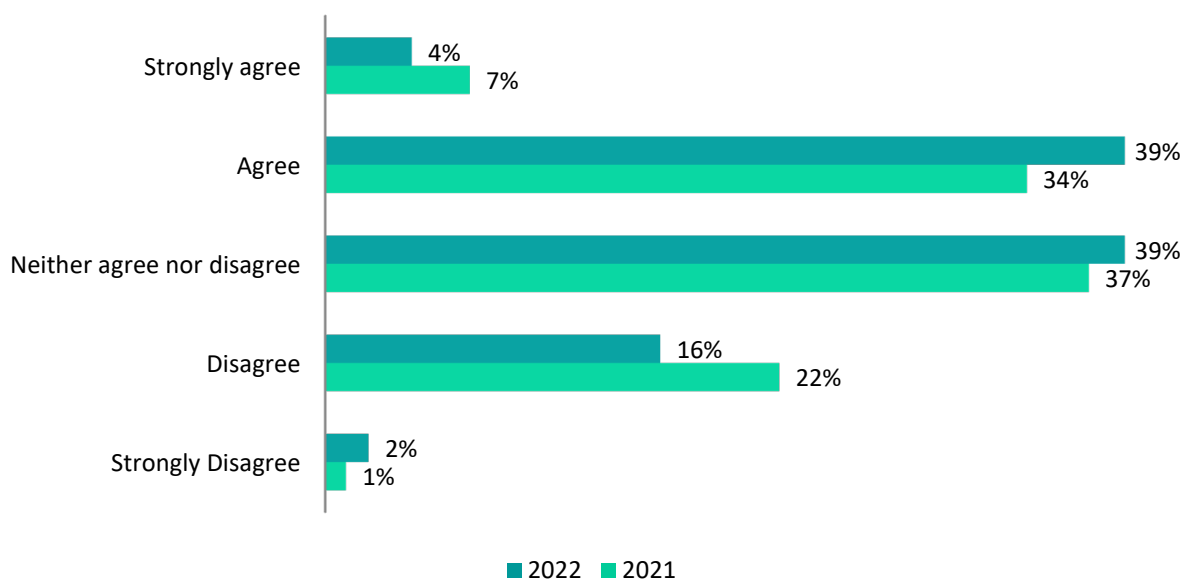
Platform	No of responses
Facebook	61
Twitter	12
Instagram	9
Other (eg WhatsApp, YouTube, TikTok)	12

Feelings of community safety in your local community

To what extent do you agree with the following statements?

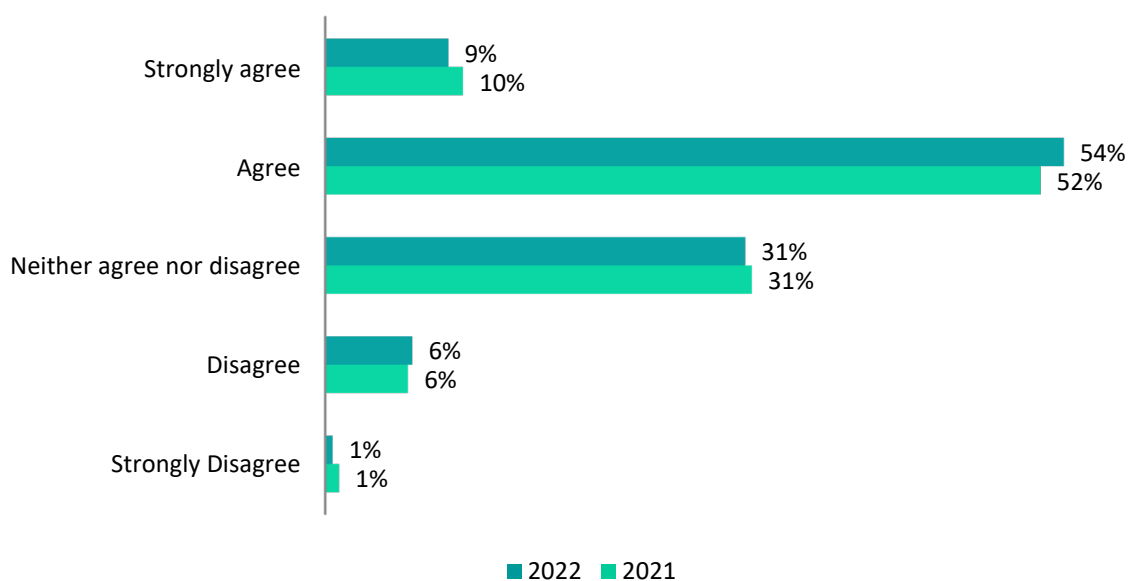
Participants could choose one of five options for each part of this question.

This is a close-knit neighbourhood:



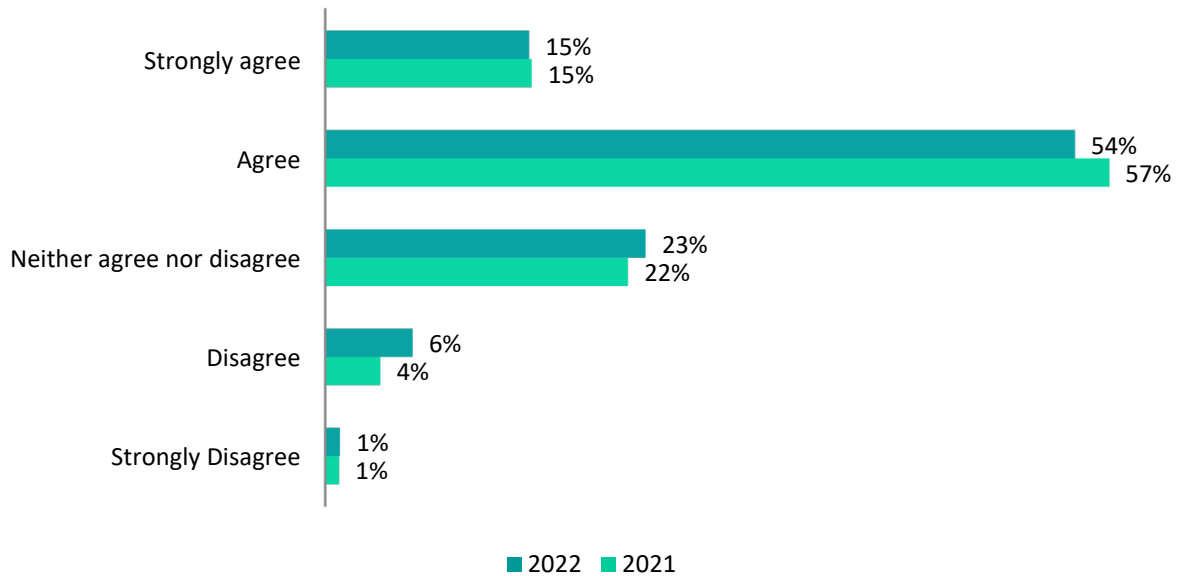
191 responses

People in this neighbourhood can be trusted



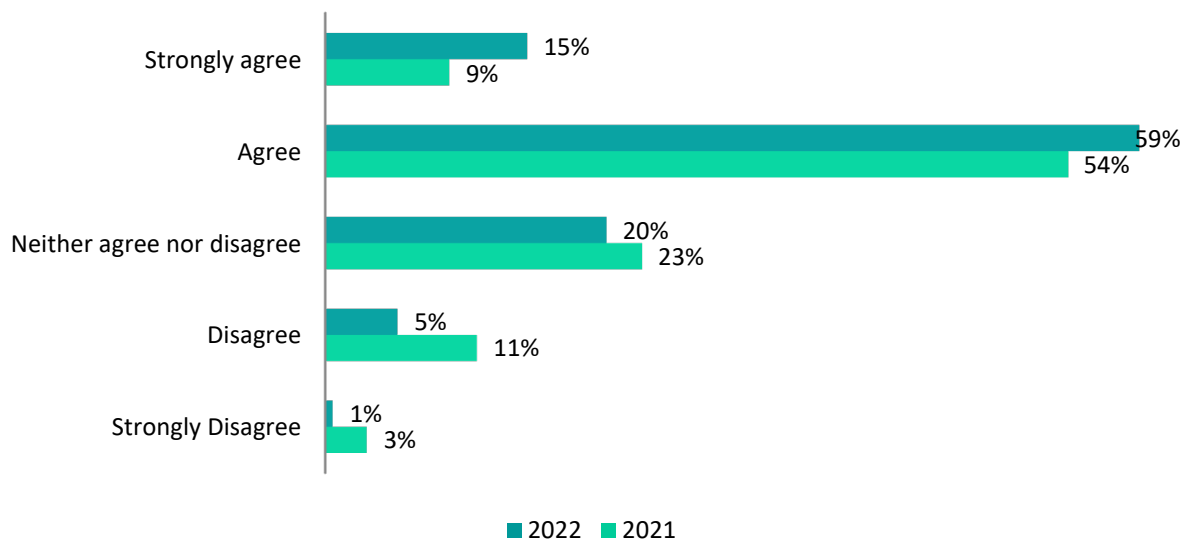
190 responses

People around here are willing to help their neighbours



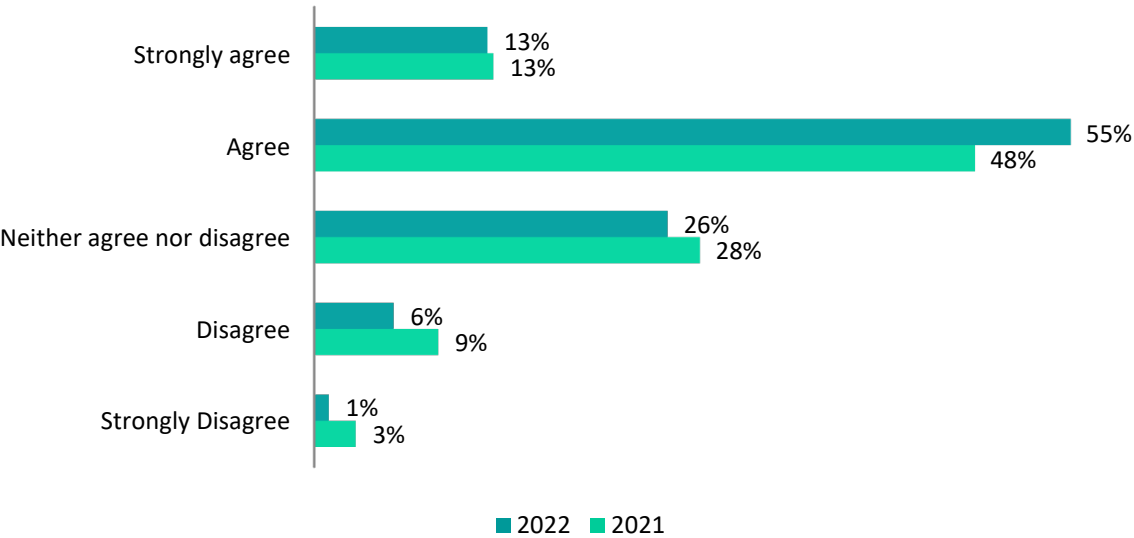
189 responses

If I sensed trouble while in this area, I could raise the attention from people who live here for help



191 responses

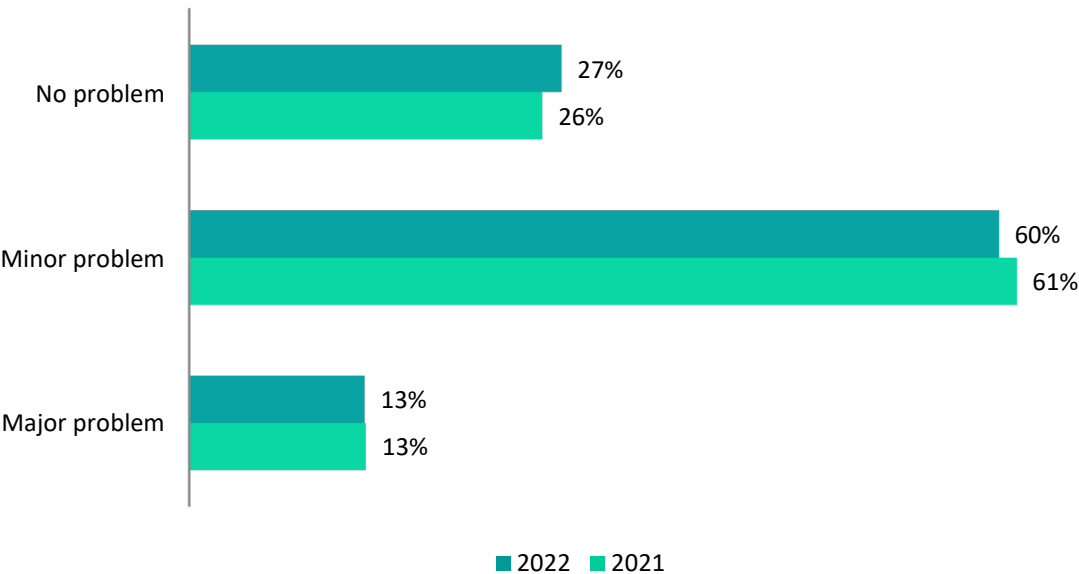
The people who live here can be relied on to call the police if someone is acting suspiciously



191 responses

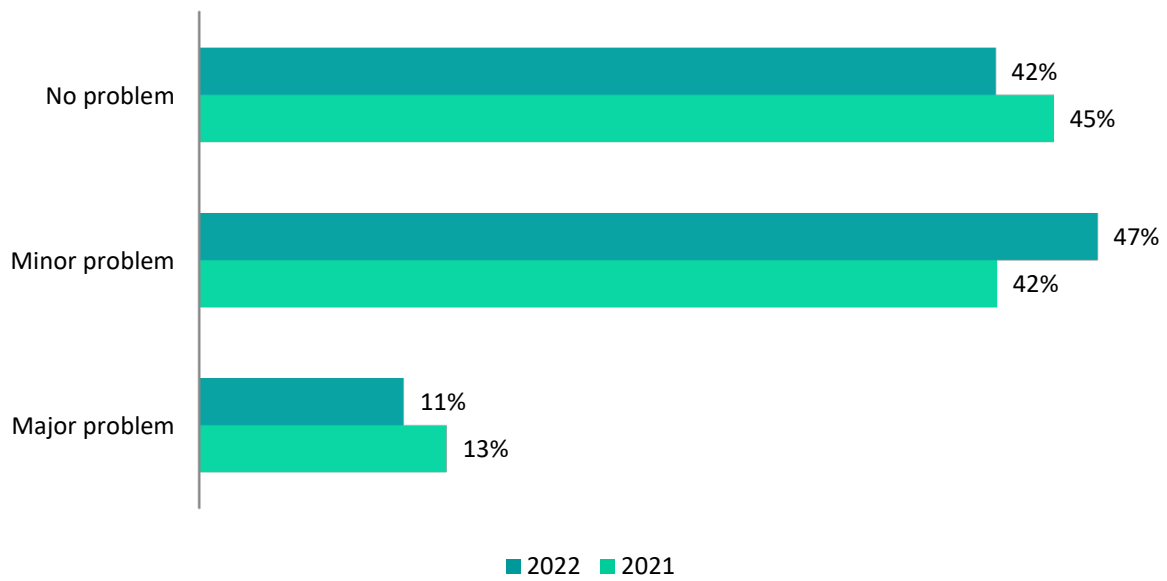
How would you rate the following issues in your local community?
Participants could choose one of three options for each part.

Graffiti



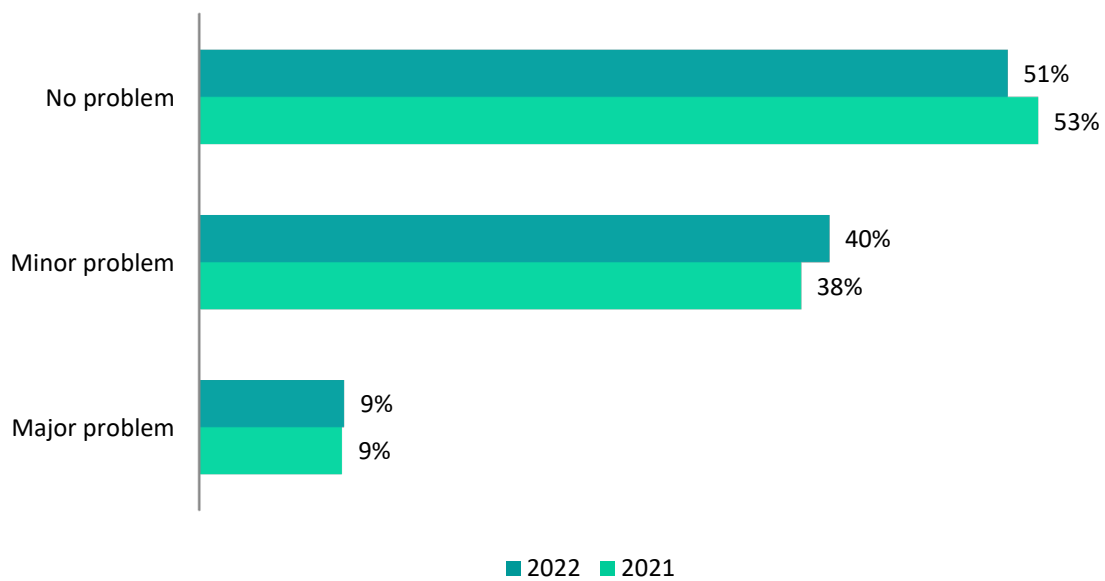
186 responses

Drug use or dealing



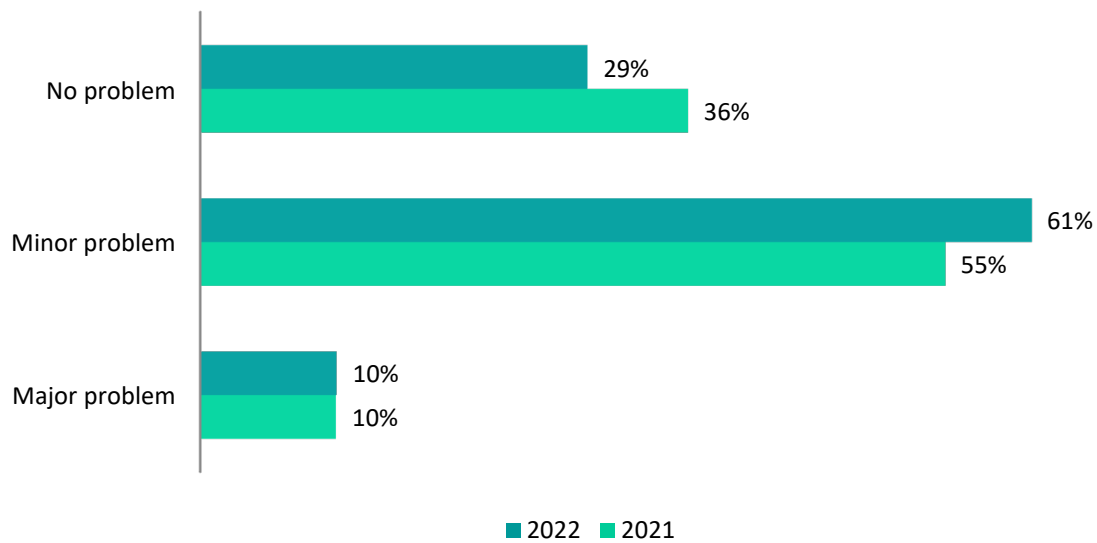
186 responses

Noisy and/or nuisance neighbours



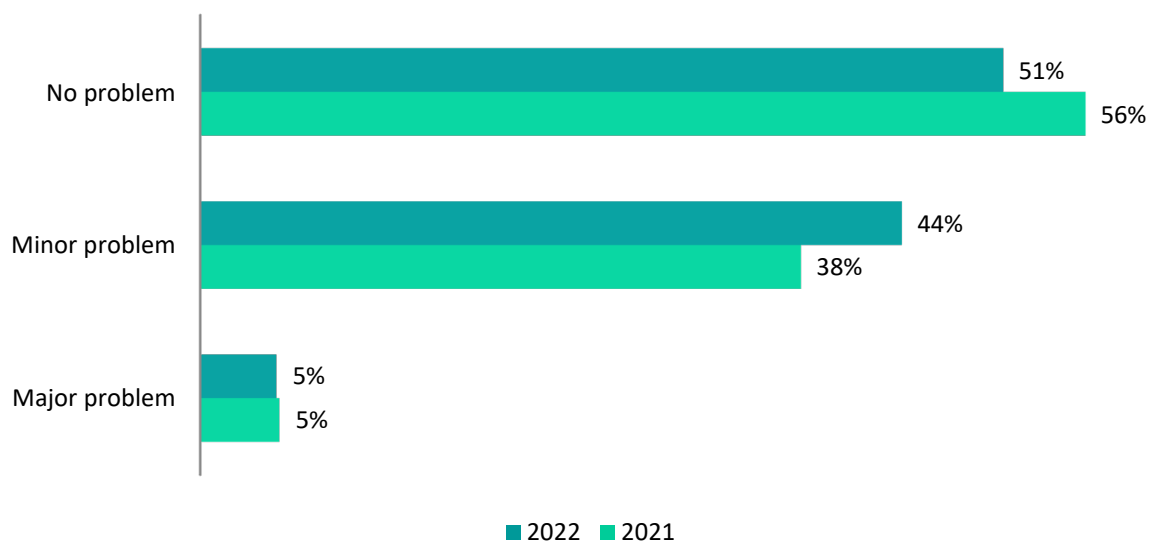
186 responses

Vandalism, for instance of community buildings, playgrounds or bus shelters



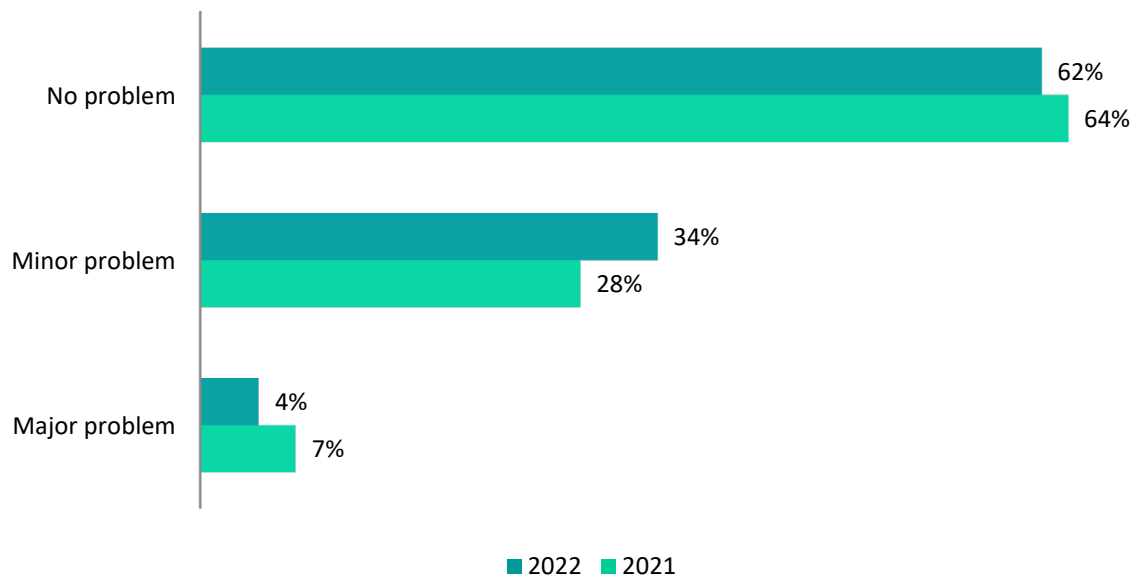
189 responses

People being harassed because of their skin colour, ethnic origin, religion, sexual orientation or disability



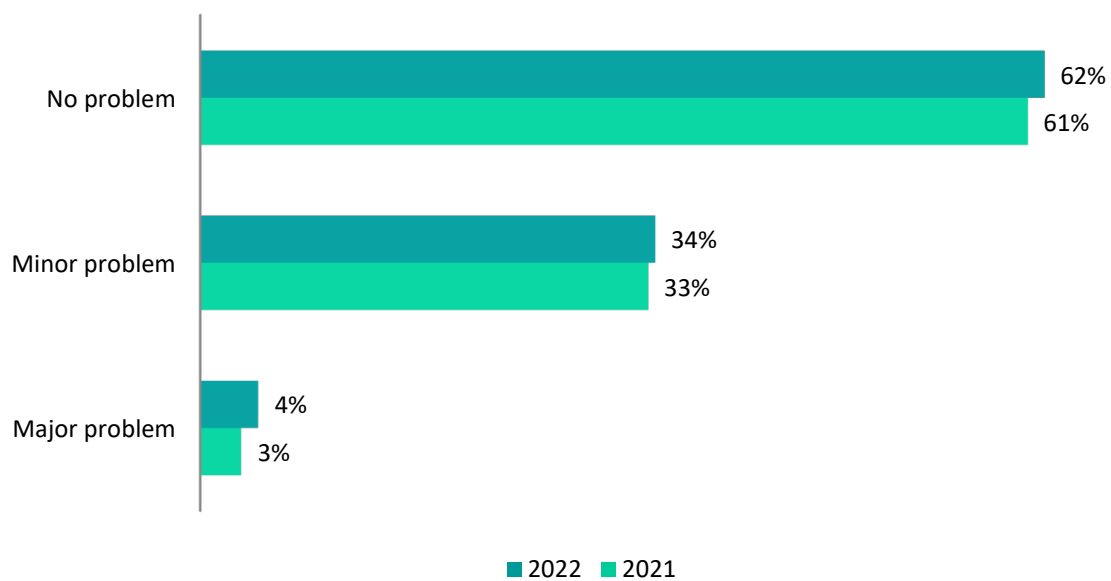
187 responses

People hanging around in the street



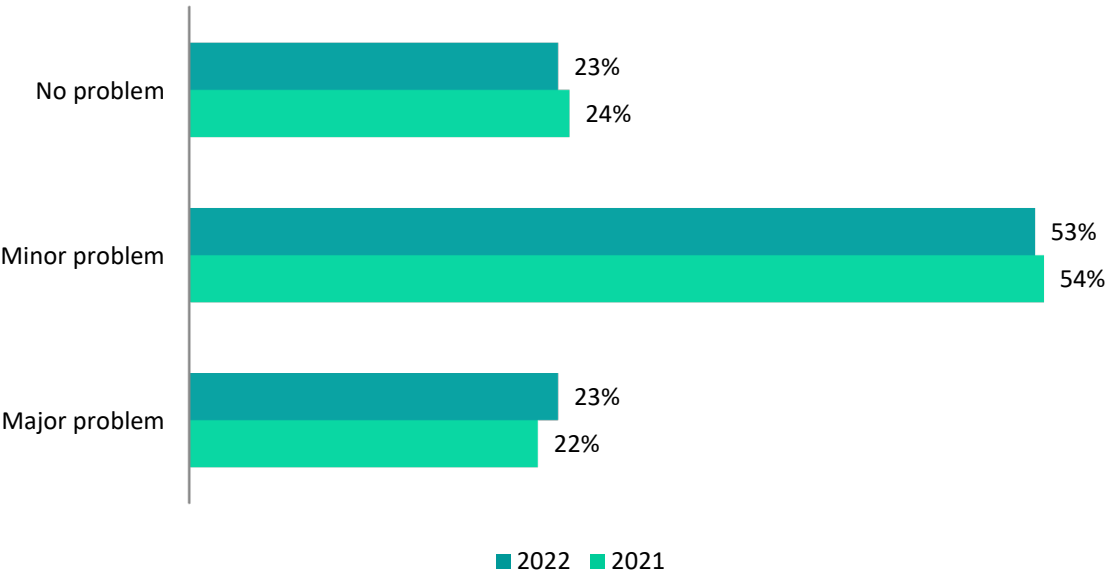
187 responses

Noisy/rowdy/inconsiderate behaviour in the street

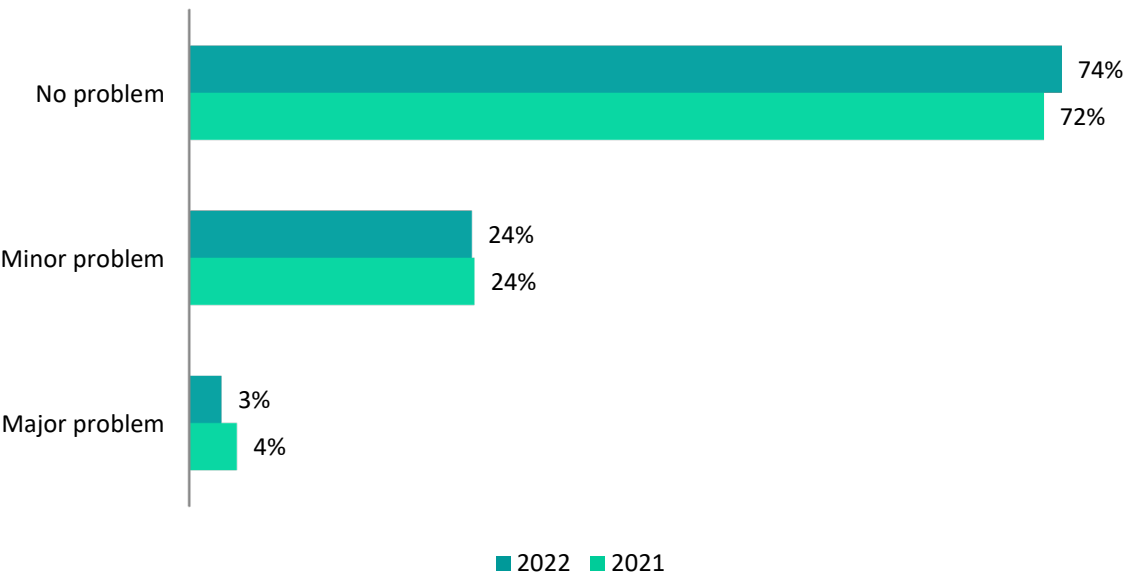


188 responses

People in speeding cars



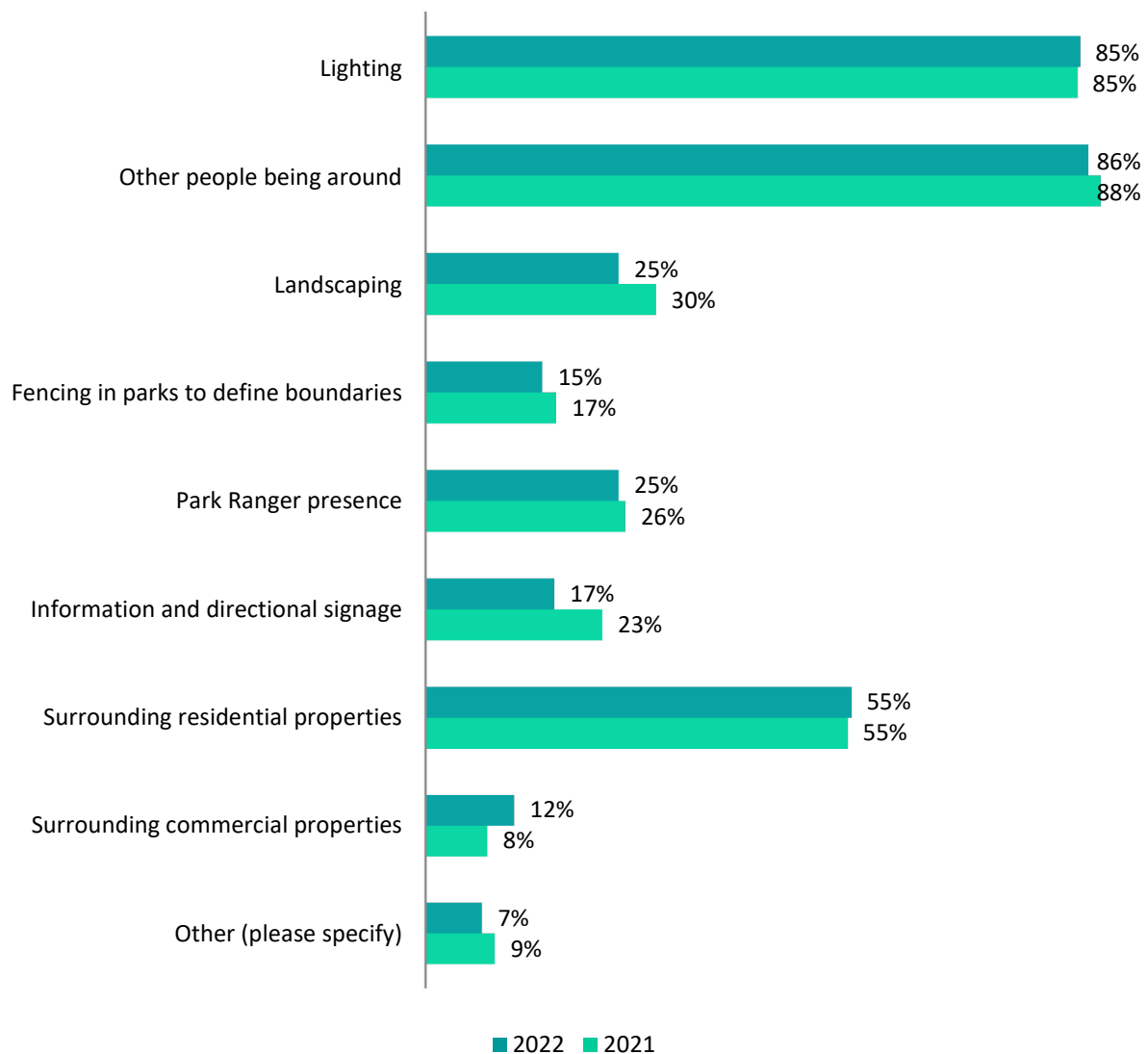
People drinking in public



185 responses

What makes you feel safe in neighbourhoods and parks?

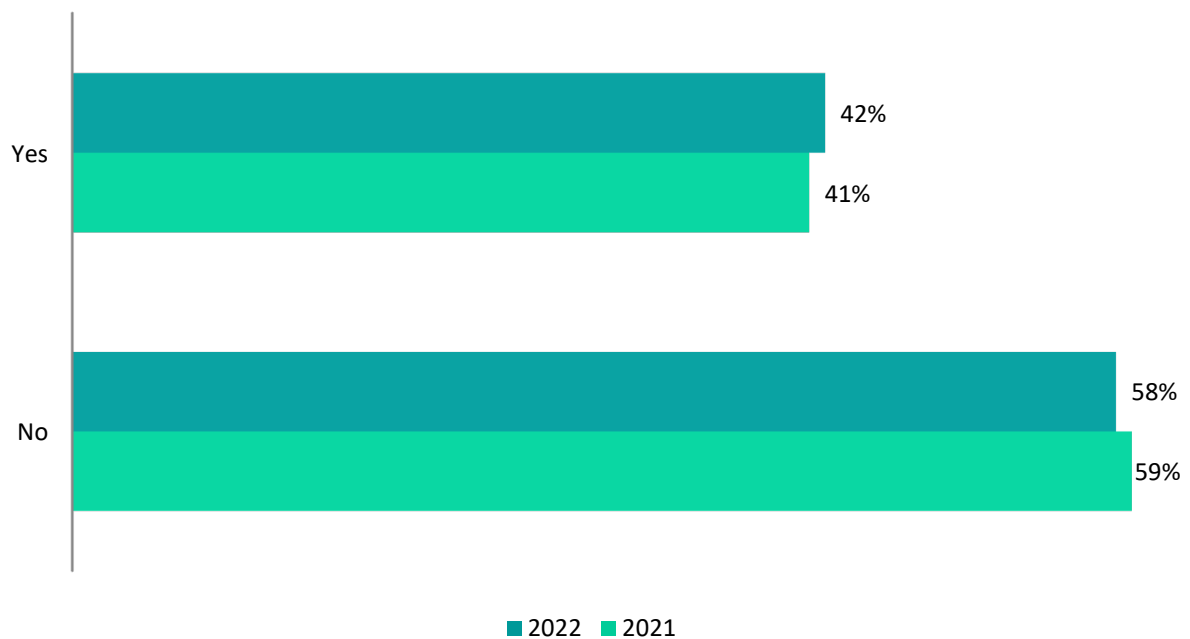
Participants could select as many options as they liked. **Percentages indicate the number of participants that selected each option against all participants.**



‘Other’ responses included: Good surveillance of public space and clear lines of sight. Absence of hiding places; regular enforcement presence; pedestrian crossings, pram ramps, low fences of neighbours houses, children playing on the street; Working CCTV cameras, well-lit and open areas; Having done self-defence course.

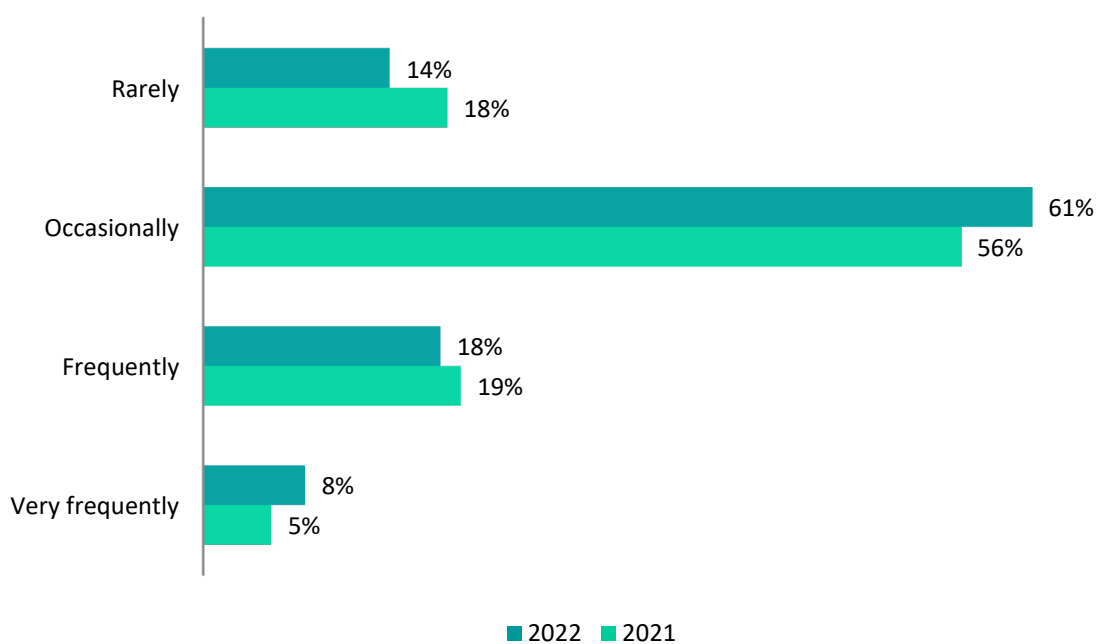
Worry about home burglary

In the last year have you ever felt worried about your home being burgled (ie broken into when you are home or not home)?



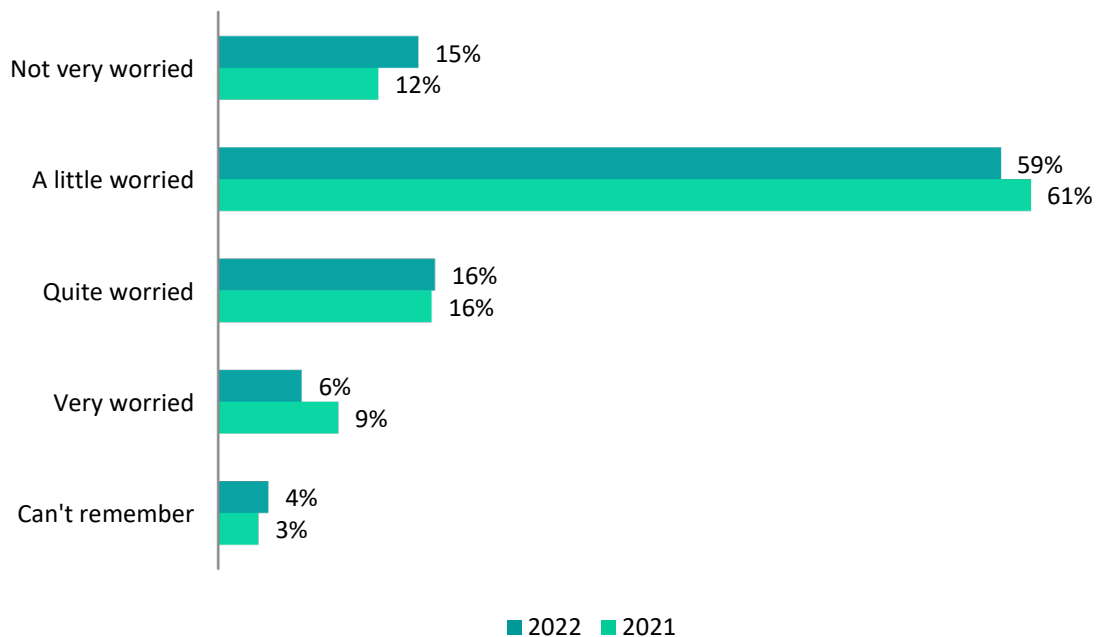
How often have you felt like this in the last year?

80 people responded to this question in 2022, compared with 77 in 2021.



The last time that you worried about having your home broken into, how worried did you feel? If you can't remember, please say so.

80 people responded to this question in 2022, compared with 77 in 2021.

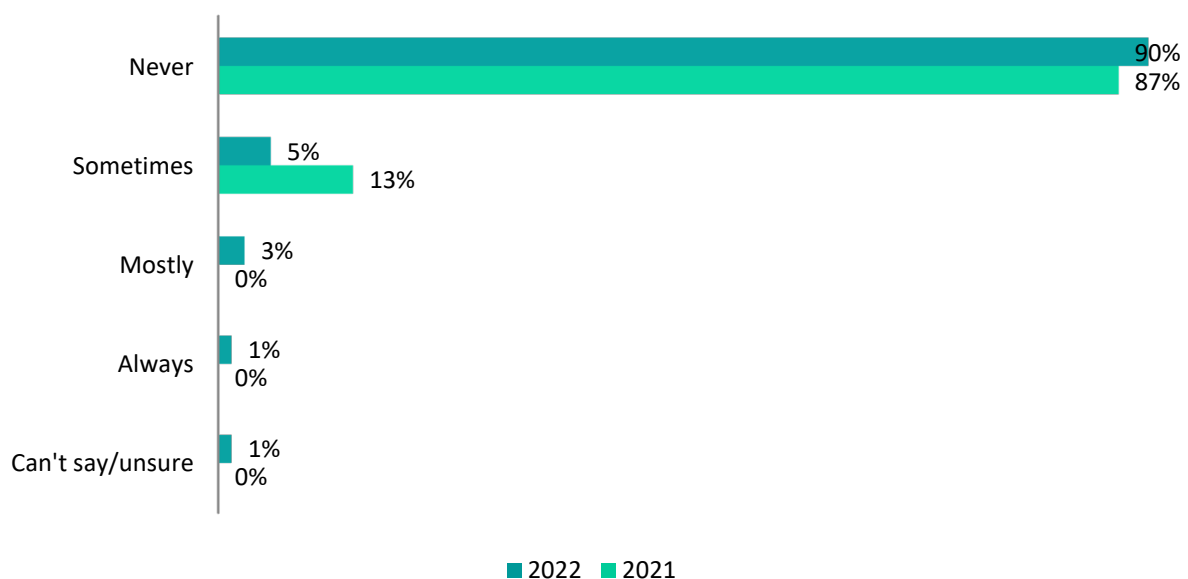


Responses to worry about burglary

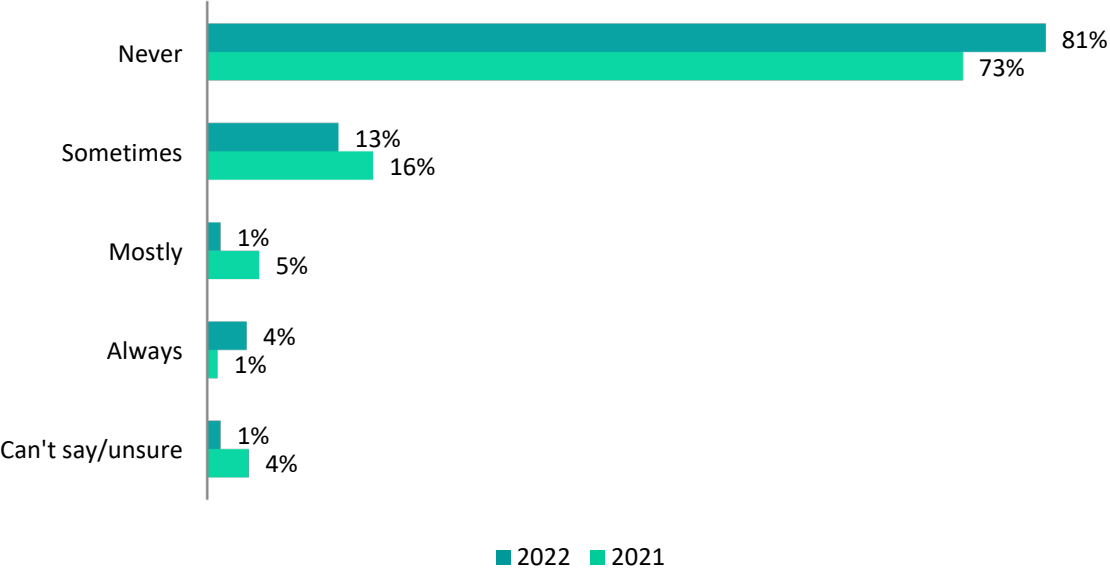
In the last year how often have you avoided the following because of worry about burglary?

Participants could select one of five options for each part of this question.

Avoided leaving the house during the day

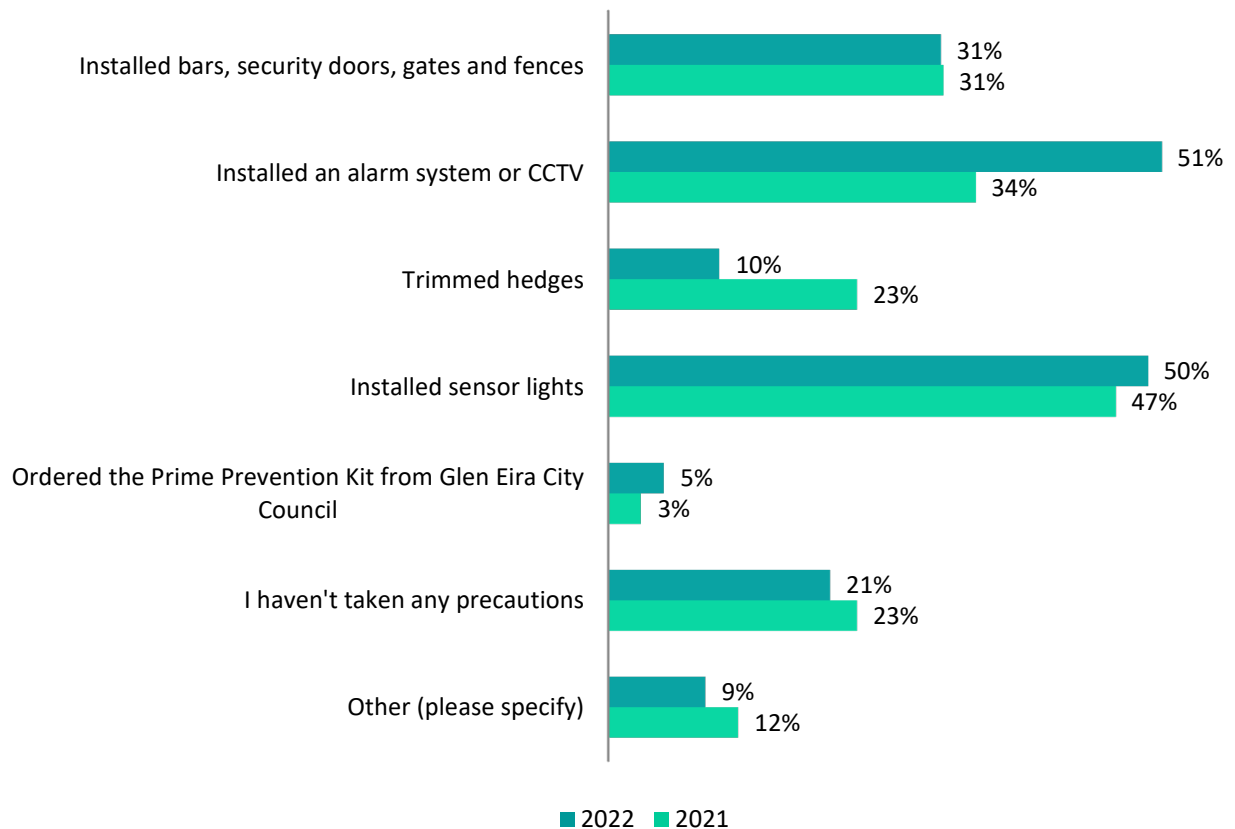


Avoided leaving the house at night



Has your worry about burglary prompted you to take any of the following precautions?

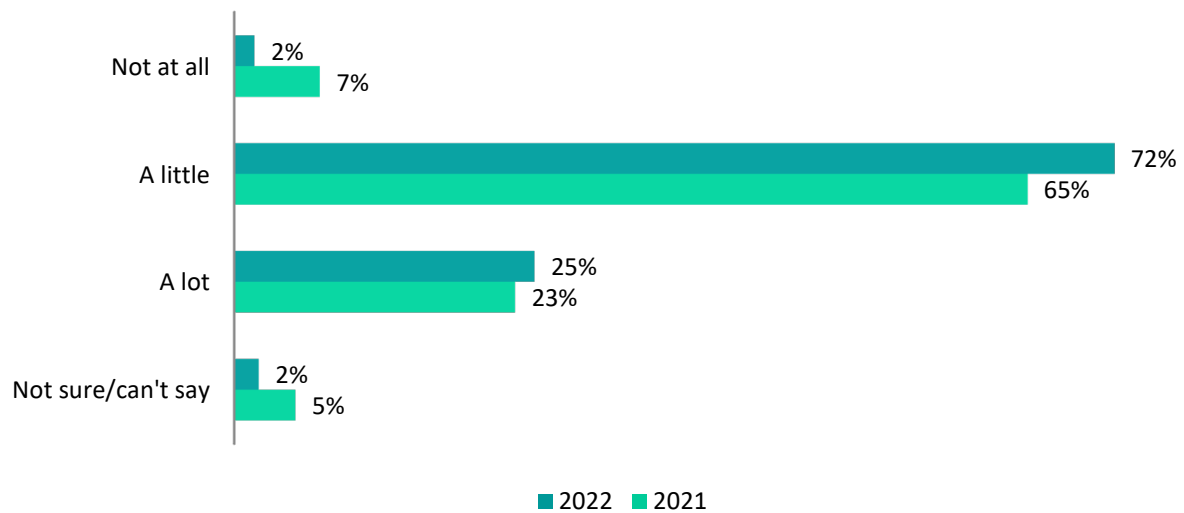
Participants could as many options as they liked. 78 people responded to this question in 2022, compared with 77 in 2021. **Percentages indicate the number of participants that selected each option against participants who responded to the question.**



‘Other’ responses included: Keep things locked up if away, stop mail, paper deliveries; Leave signs of life indoors; Bought a safe; Screw windows shut.

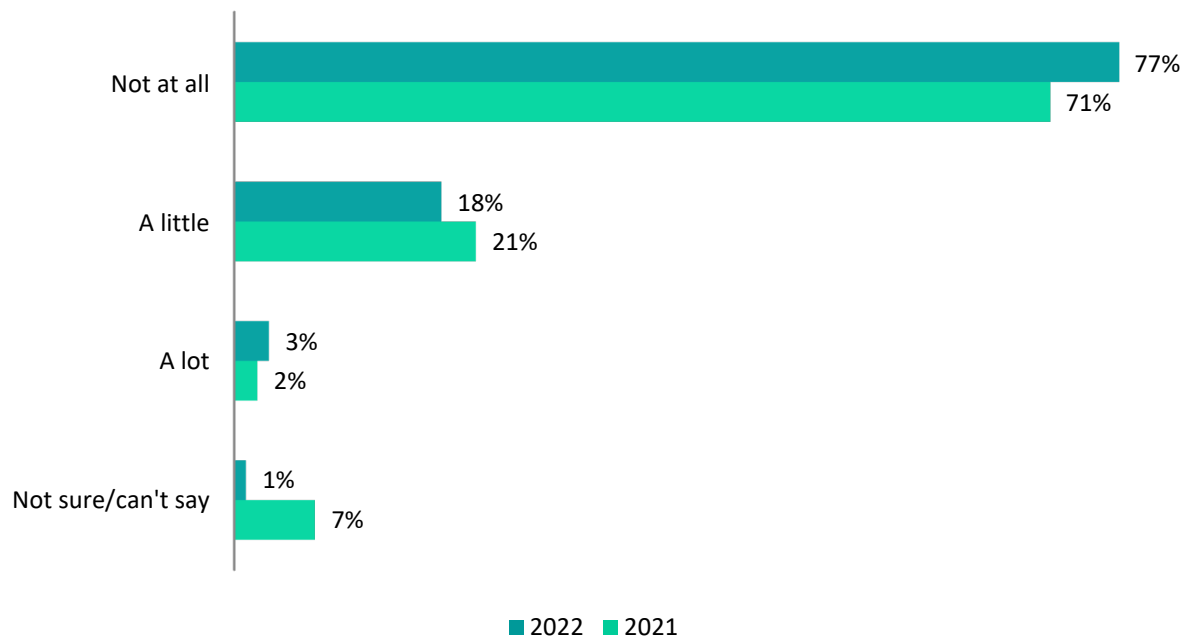
Did you feel safer as a result of taking these precautions?

61 people responded to this question in 2022, compared with 57 in 2021.



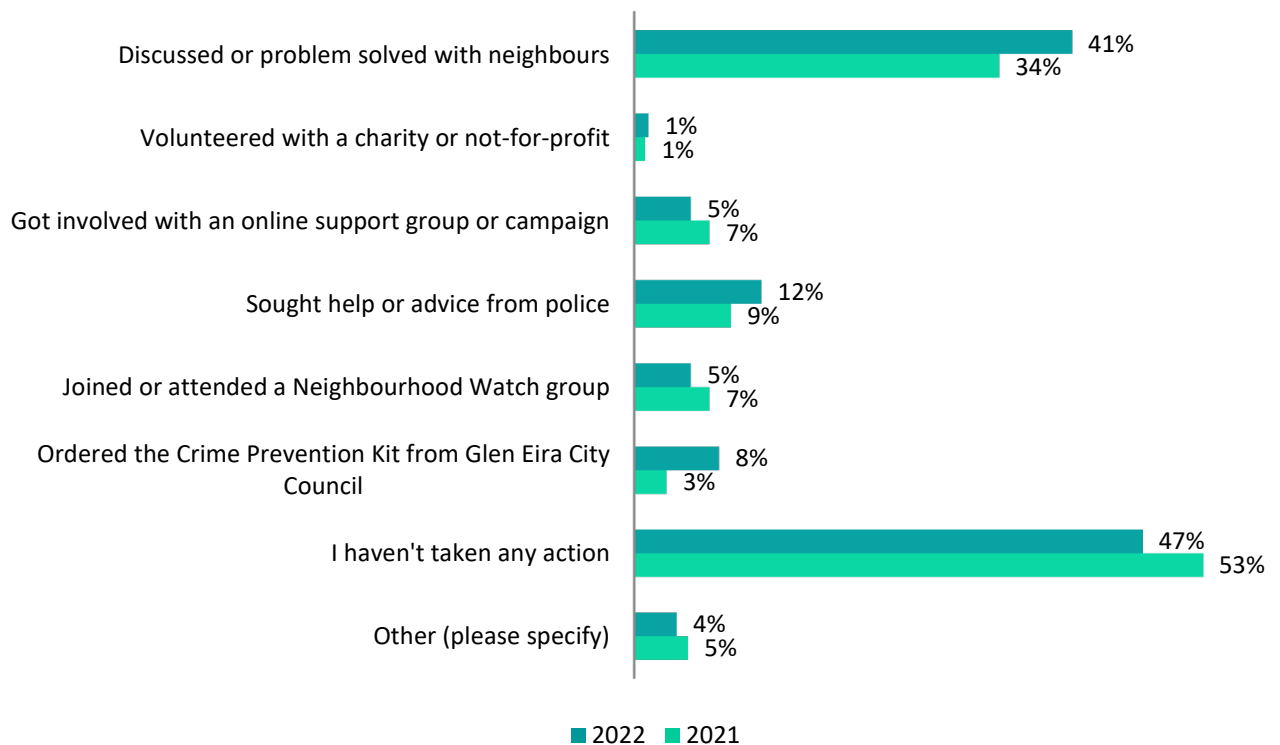
Did taking these precautions negatively impact your quality of life?

62 people responded to this question in 2022, compared with 58 in 2021.



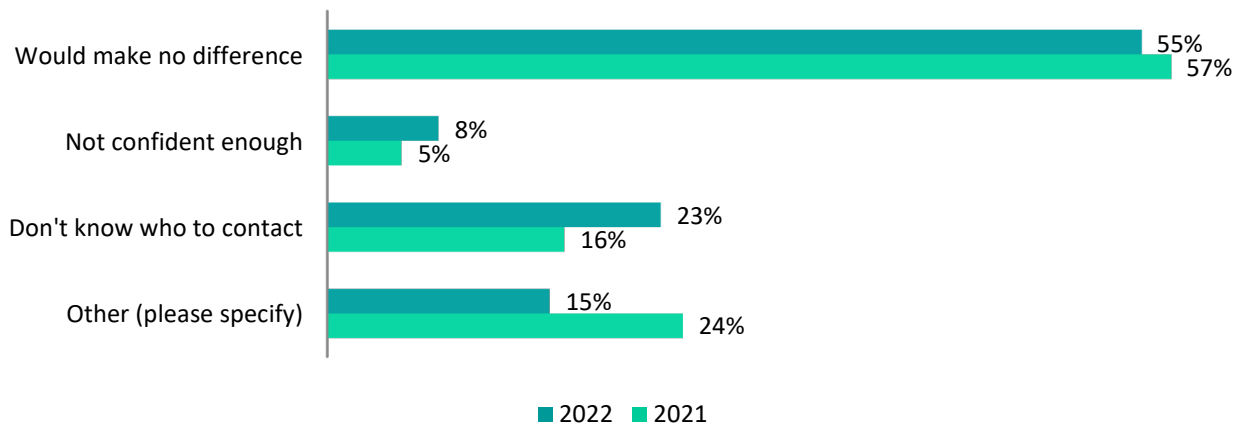
Has your worry about burglary prompted you to do any of the following?

Participants could select as many options as they liked. 76 people responded to this question in 2022 and in 2021. **Percentages indicate the number of participants that selected each option against participants who responded to the question.**



‘Other’ responses included: joined a street whats app group; watched facebook groups for alerts; researched CCTV systems.

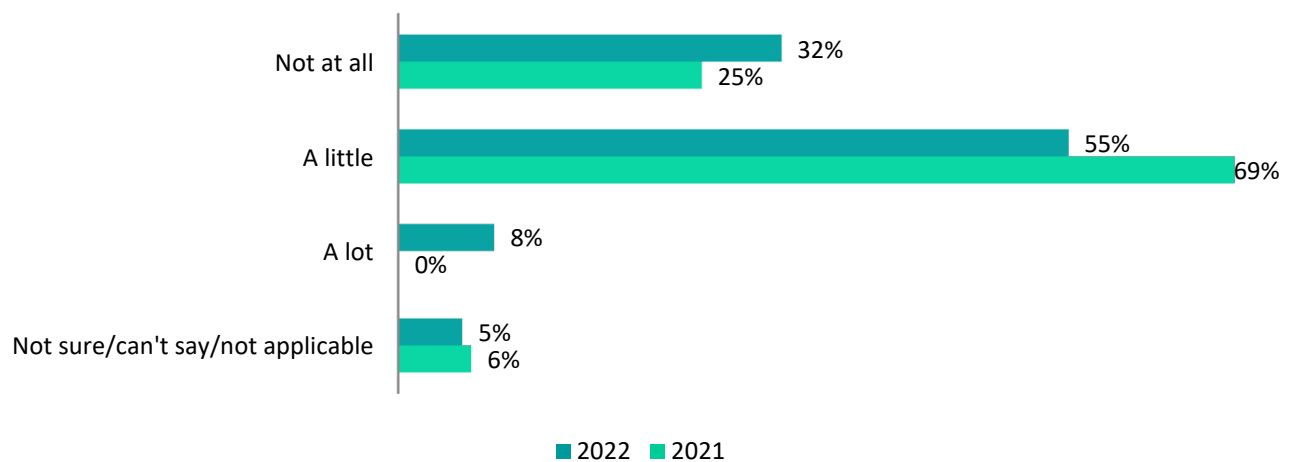
What are the reasons you took no action about your worry about burglary?



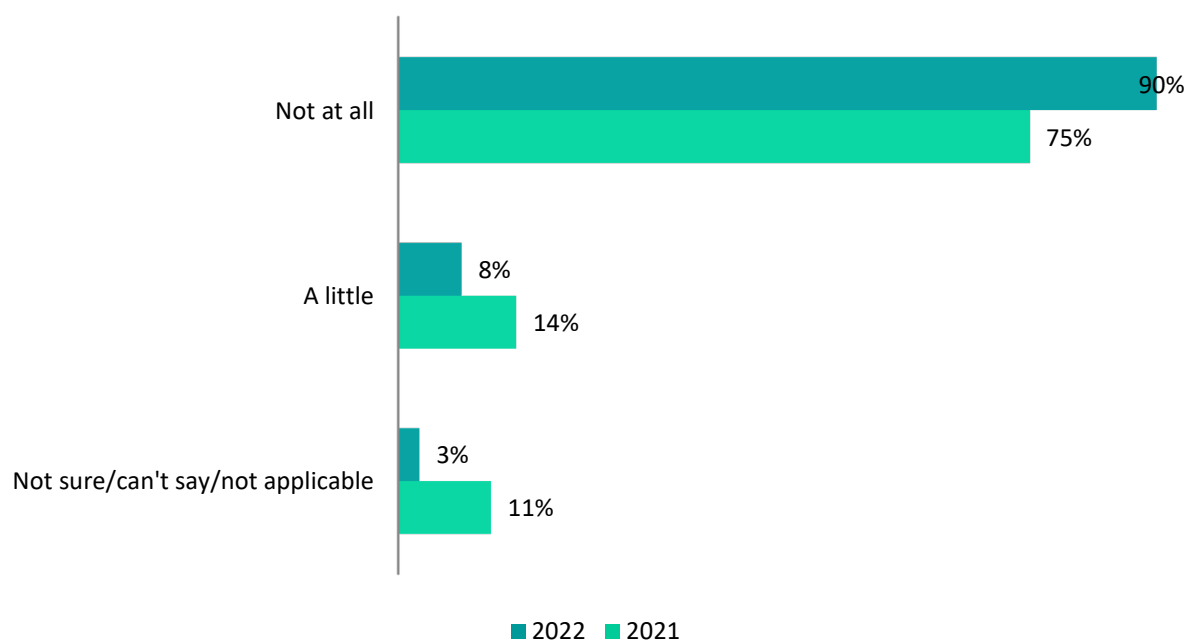
‘Other’ responses included: The only time I worried was when our pre-existing security system tripped; Cost benefit analysis; Not a priority.

Did you feel safer as a result of taking these actions?

38 people responded to this question in 2022, compared with 36 in 2021.



Did taking these actions negatively impact your quality of life?

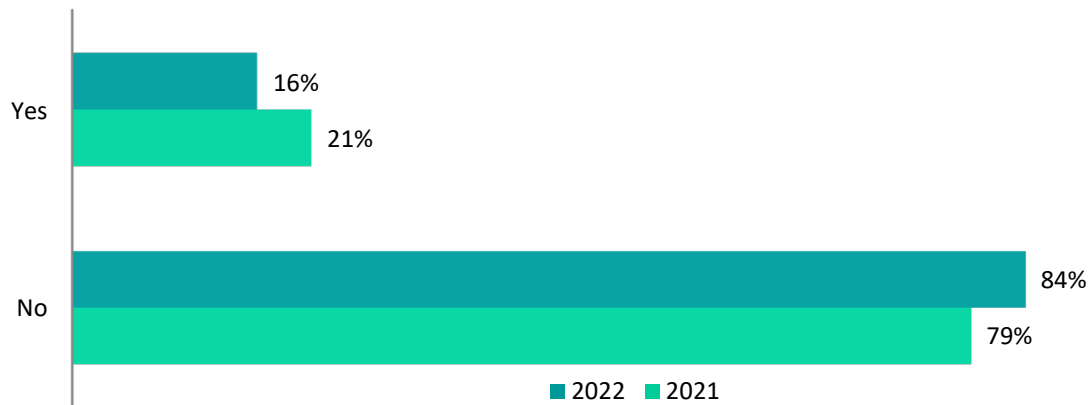


If these precautions did negatively impact your quality of life, how so?

Those who responded to this question indicated: *Useability of security systems*
Complexity of residing in blocks of units with owners' corporations and the installation of CCTV
Random tripping of security system – ie sensor lights set off by possum

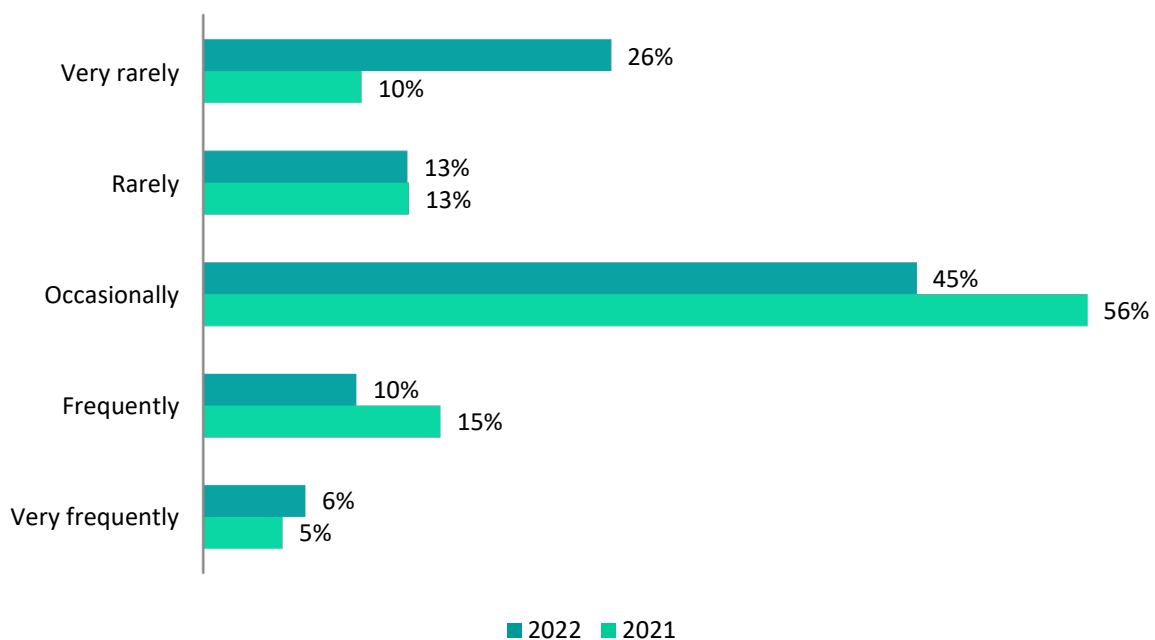
Worry about being a victim of robbery or being harmed in public

In the last year, have you felt worried about being robber in your neighbourhood, or being harmed in public?



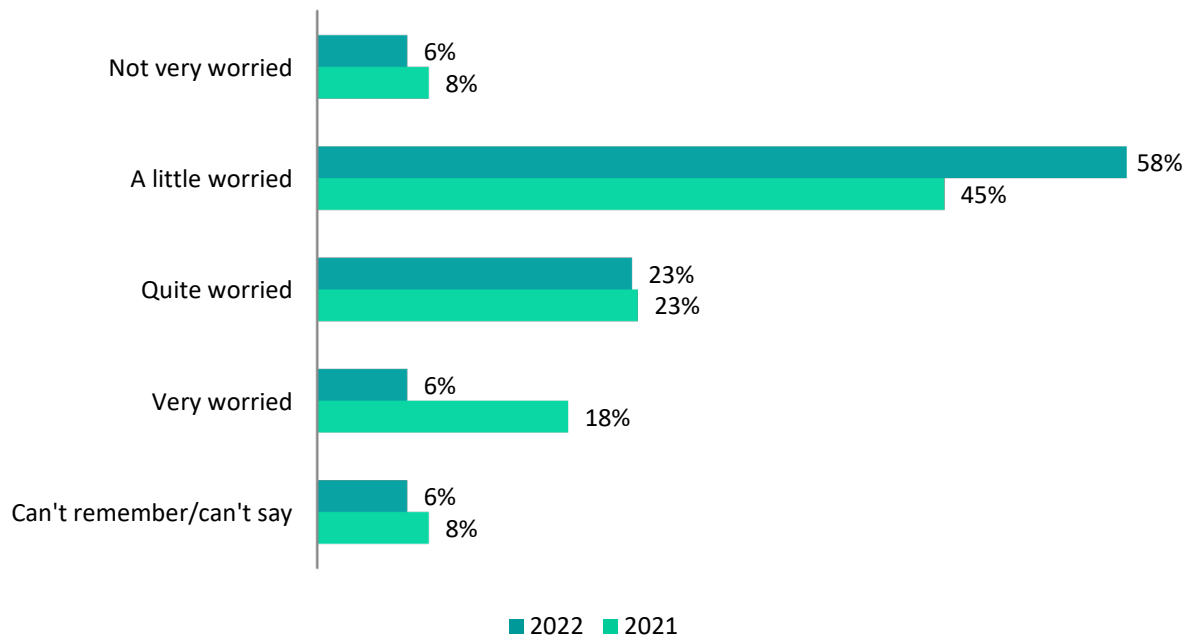
How often have you felt like this in the last year?

31 people responded to this question in 2022, compared with 39 in 2021

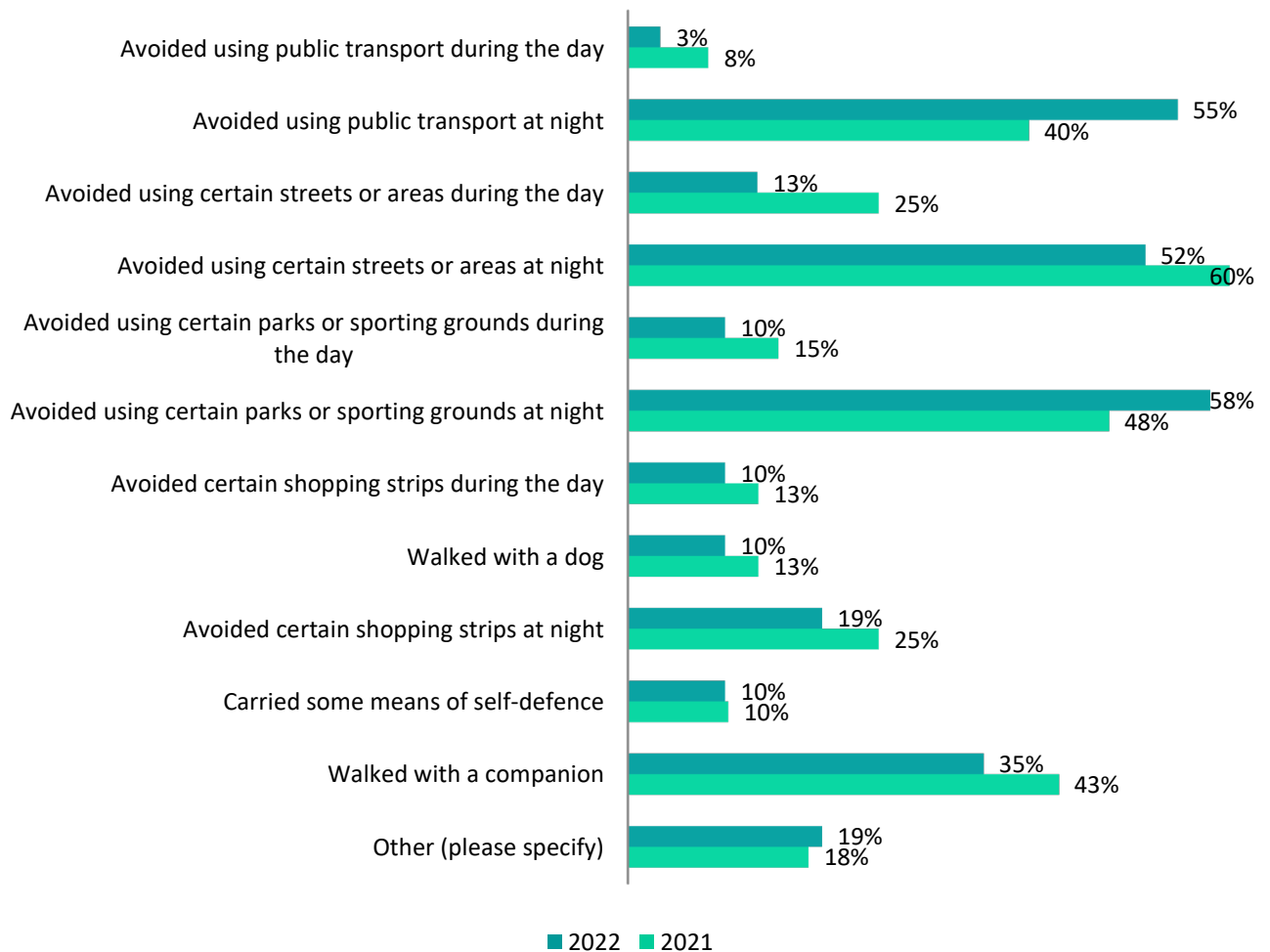


On the last occasion you worried about being robber in your neighbourhood or being harmed in public, how worried did you feel? If you can't remember, please say so

31 people responded to this question in 2022, compared with 40 in 2021



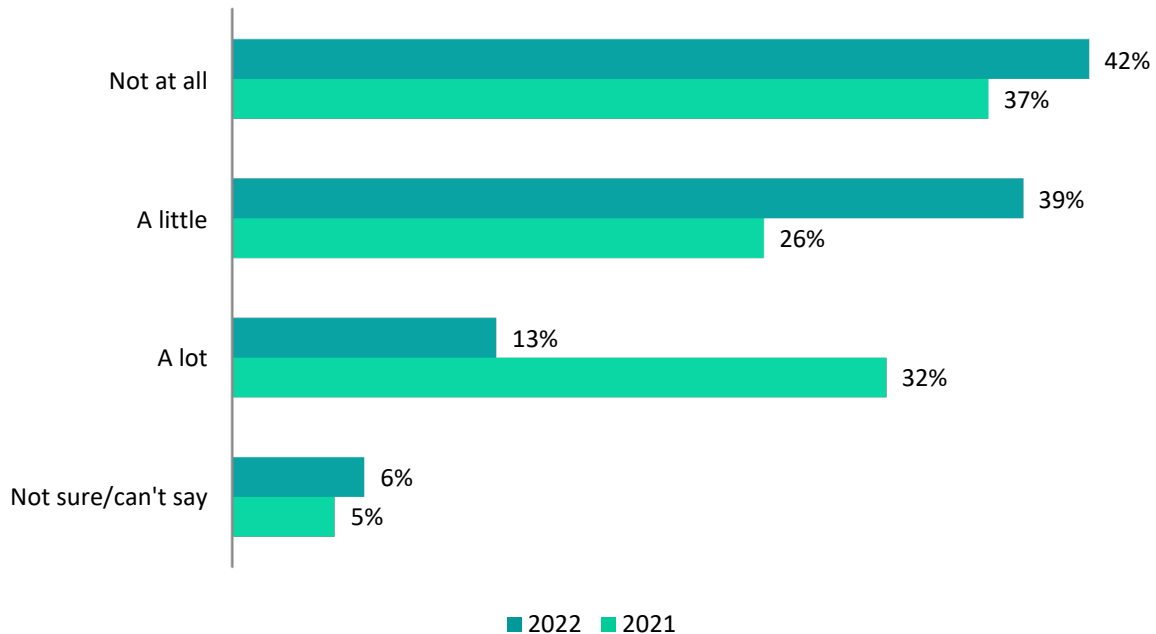
In the last year have you taken any of the following precautions because of worry about being robbed in your neighbourhood, or being harmed in public
 31 people responded to this question in 2022, compared with 56 in 2021



‘Other’ responses included: Stayed home instead of going out, particularly at night; I contact my partner to tell them where I am if I'm walking home from the station at night; Avoided certain people; I will phone someone if walking in dark.

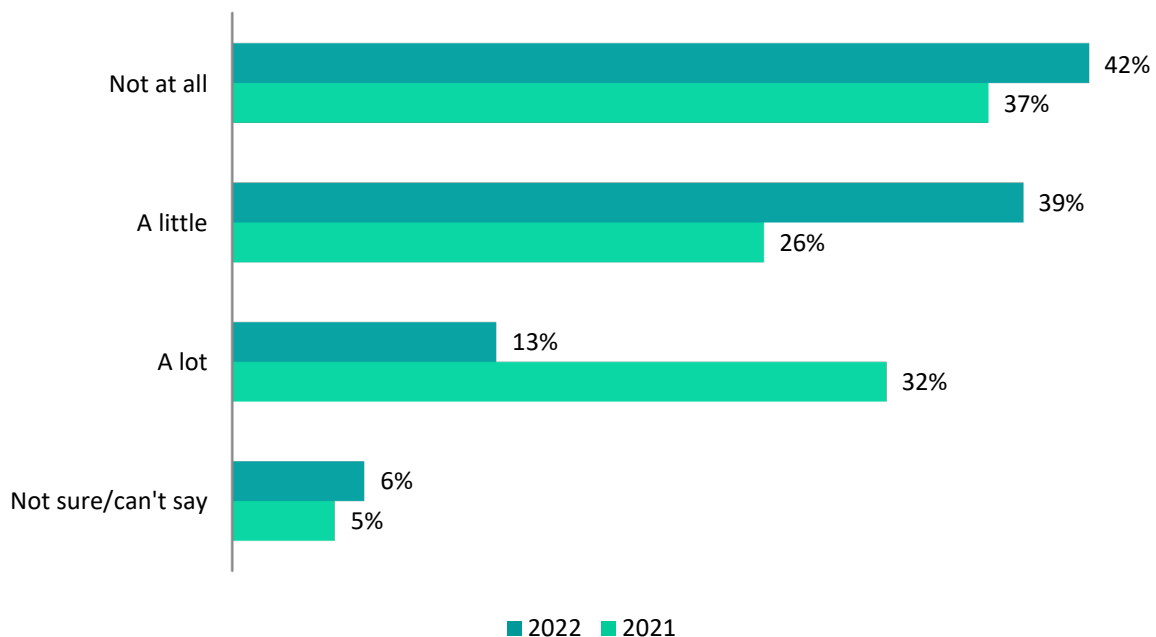
Did you feel safer as a result of taking these actions?

31 people responded to this question in 2022, compared with 38 in 2021



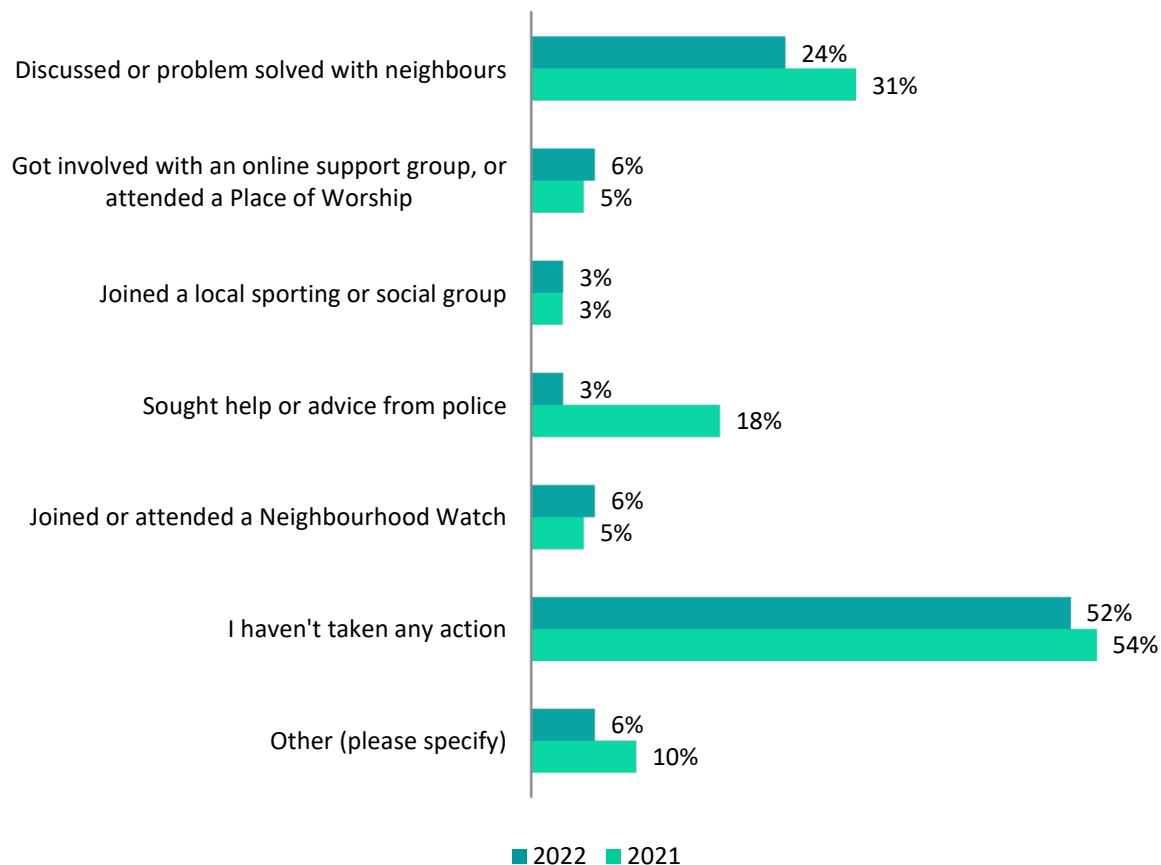
Did taking these actions negatively impact your quality of life?

31 people responded to this question in 2022, compared with 38 in 2021



Has your worry about being a victim of robbery or being harmed in public prompted you to take any of the following actions?

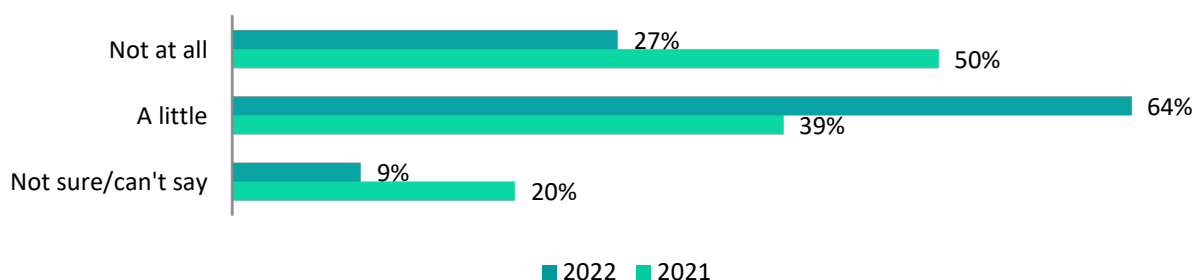
28 people responded to this question in 2022, compared with 39 in 2021



‘Other’ responses included: Relying more and more on family for support and security; Being conscious of my surrounds e.g. at the ATM, ensuring I am vigilant about how I carry my possessions e.g. carry handbag purse close, don't use the phone/headphones when walking staying alert.

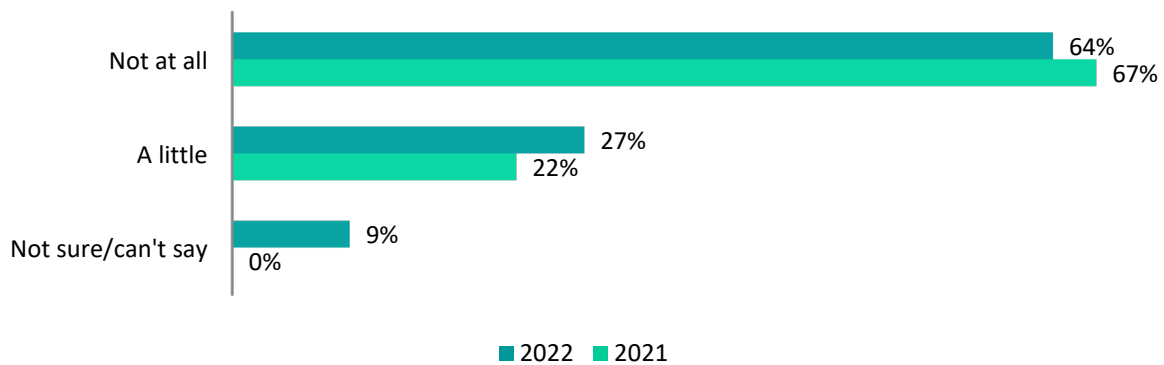
Did you feel safer as a result of taking these actions?

11 people responded to this question in 2022, compared with 18 in 2021



Did taking these actions negatively impact your quality of life?

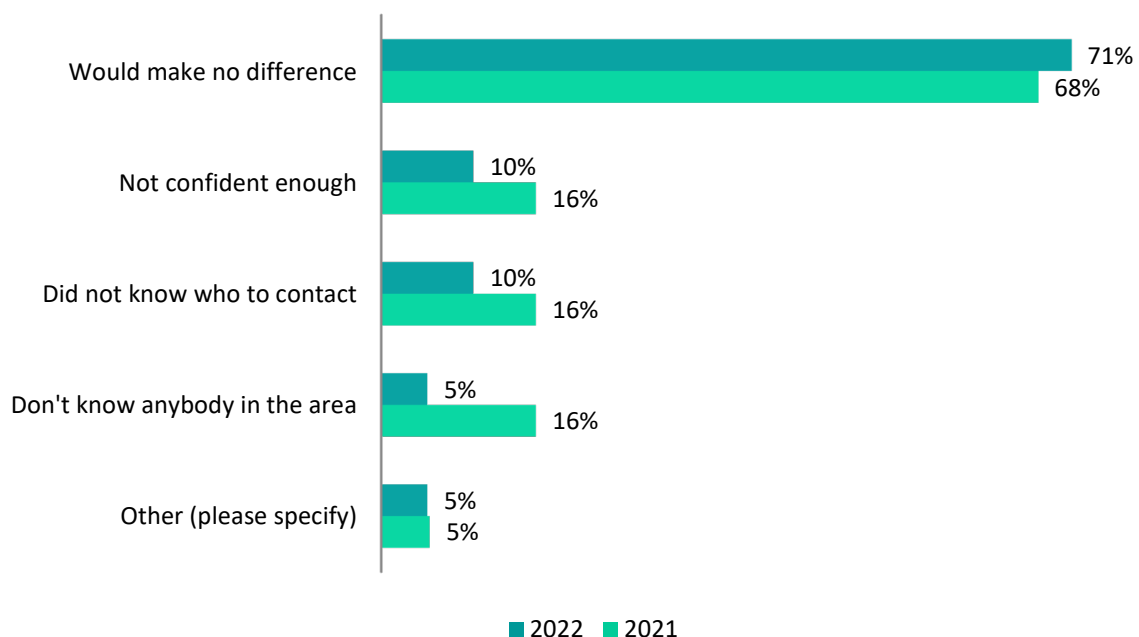
11 people responded to this question in 2022, compared with 18 in 2021



If taking these actions negatively impacted your quality of life, how so? – “By not going out when you like and having to involve others and rely on others to feel safe is not comfortable, restricts your freedom and makes you evolve your life around other things and other people which is not fair.”

If you answered NO, what are the reasons why you took no action about your worry about robbery?

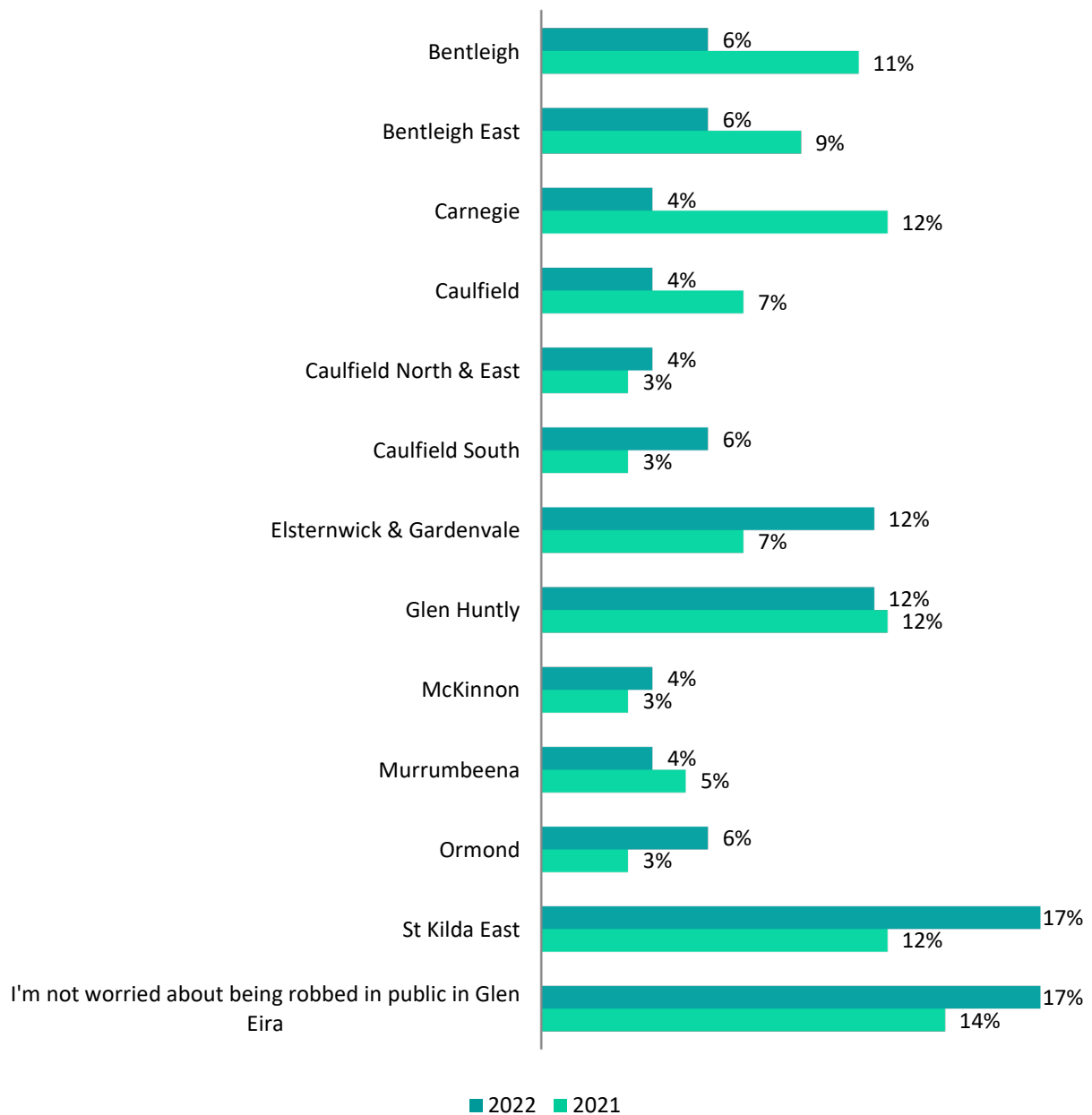
16 people responded to this question in 2022, compared with 19 in 2021



‘Other’ response: I do not believe that the decision-makers on successive councils could do anything to prevent crime or robbery in this area.

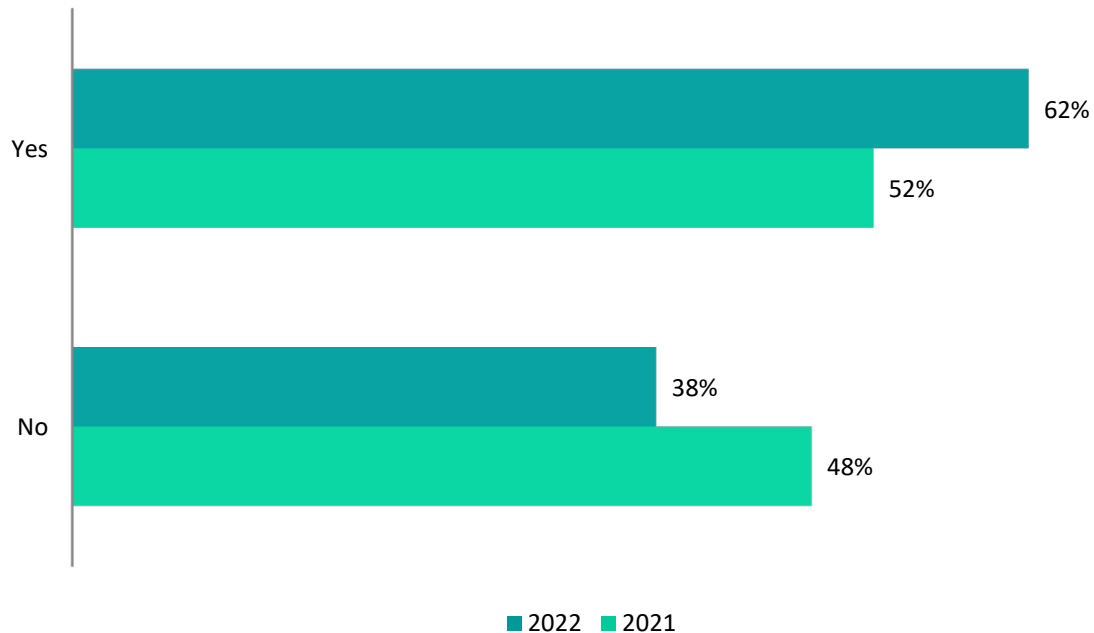
If you are worried about being robbed in public in Glen Eira, please select up to three suburbs you most worried?

Participants could choose up to three options for this question. 28 responses were received in 2022, compared with 74 in 2021.



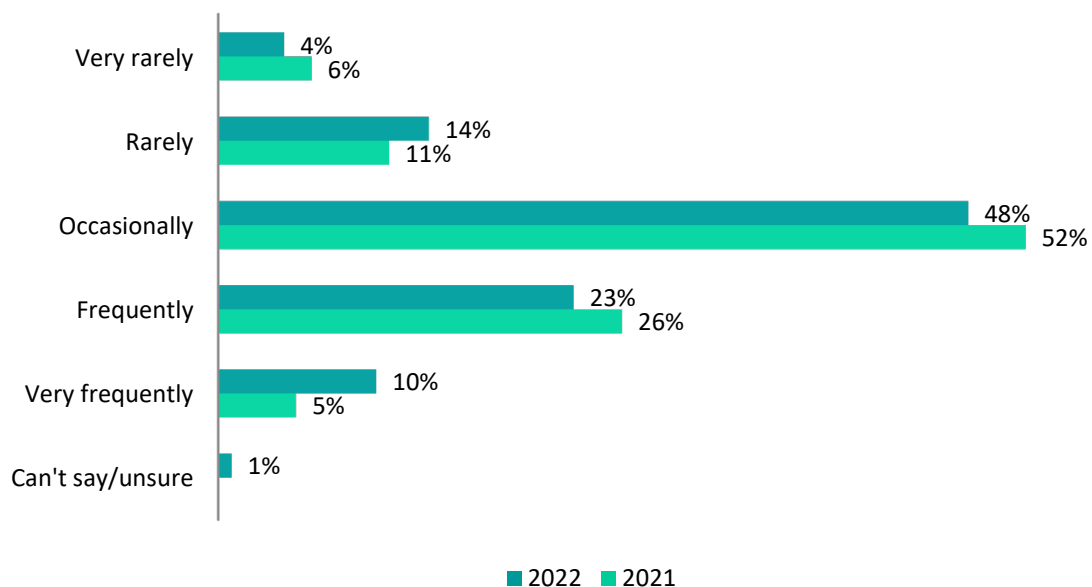
Worry about online abuse and fraud

In the last year have you felt worried about being a victim of online or phone fraud, scams, abuse or harassment?



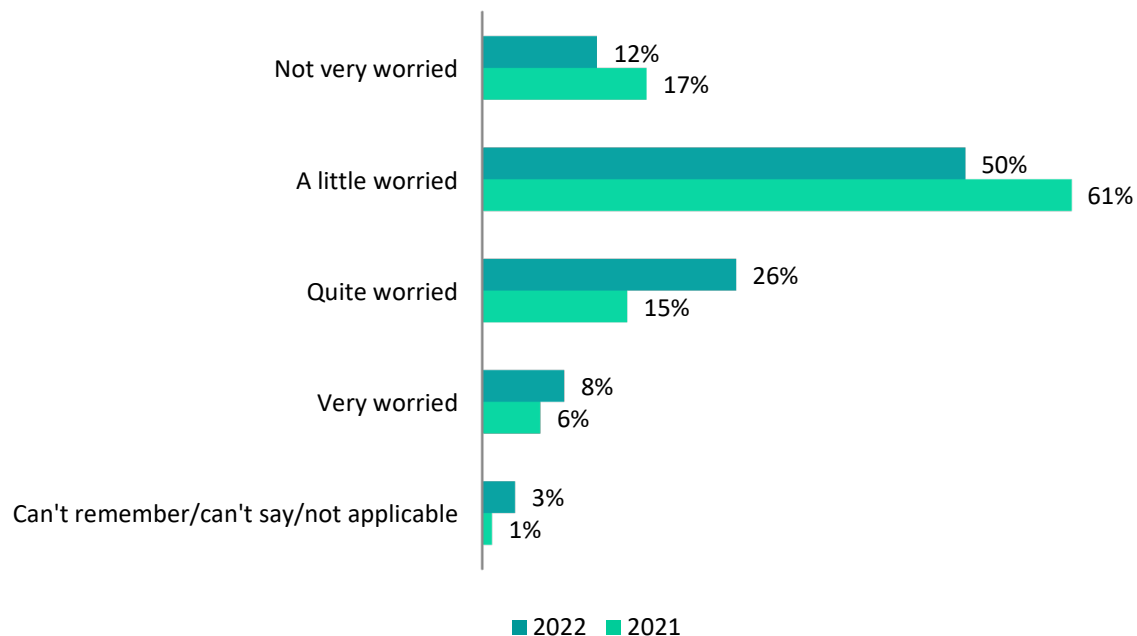
How often have you felt like this in the last year?

118 people responded to this question in 2022, compared with 98 in 2021



On the last occasion you worried about being a victim of online or phone fraud, scams, abuse or harassment, how worried did you feel? If you can't remember, please say so.?

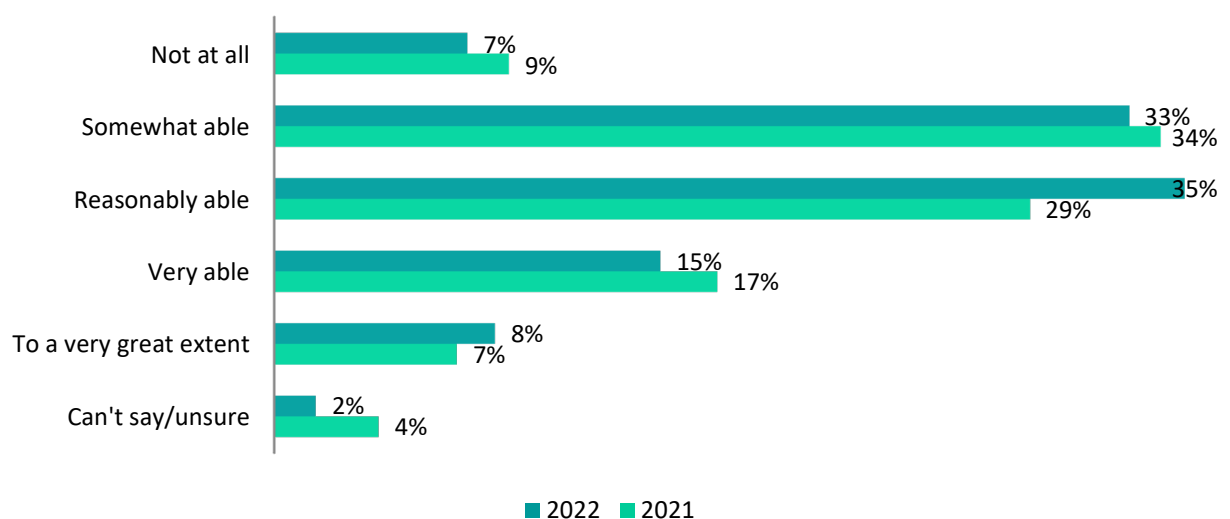
118 people responded to this question in 2022, compared with 99 in 2021.



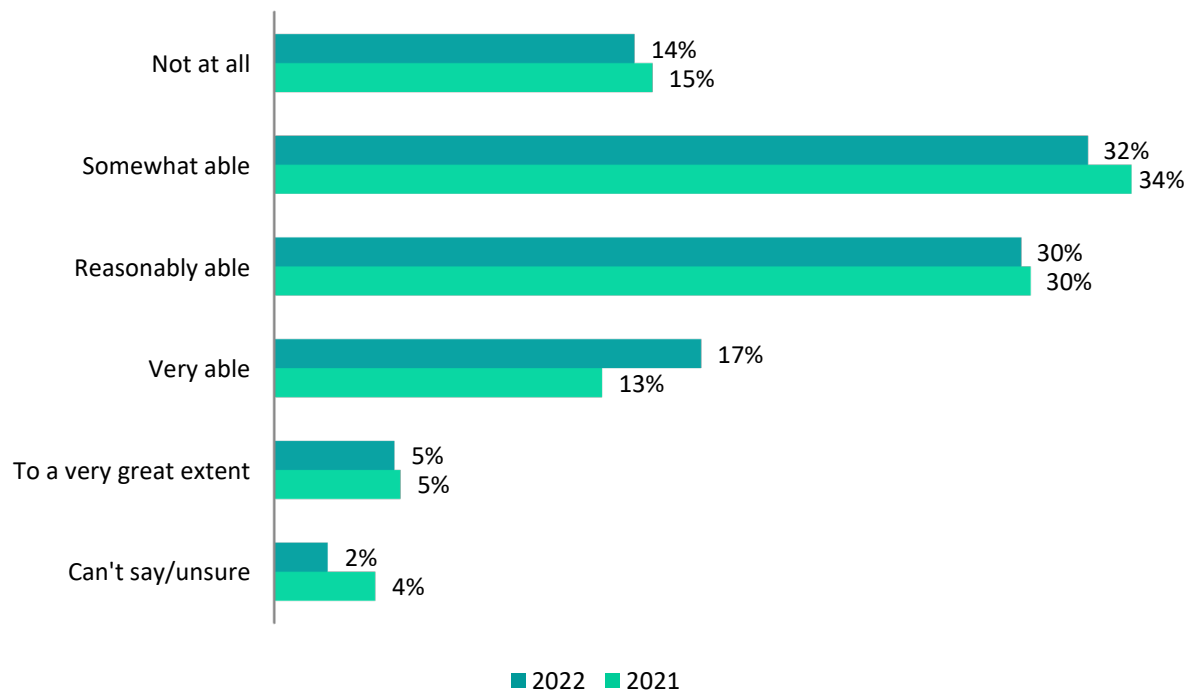
Worry about being a victim of a crime

How much do you feel you can avoid being a victim of the following crimes?

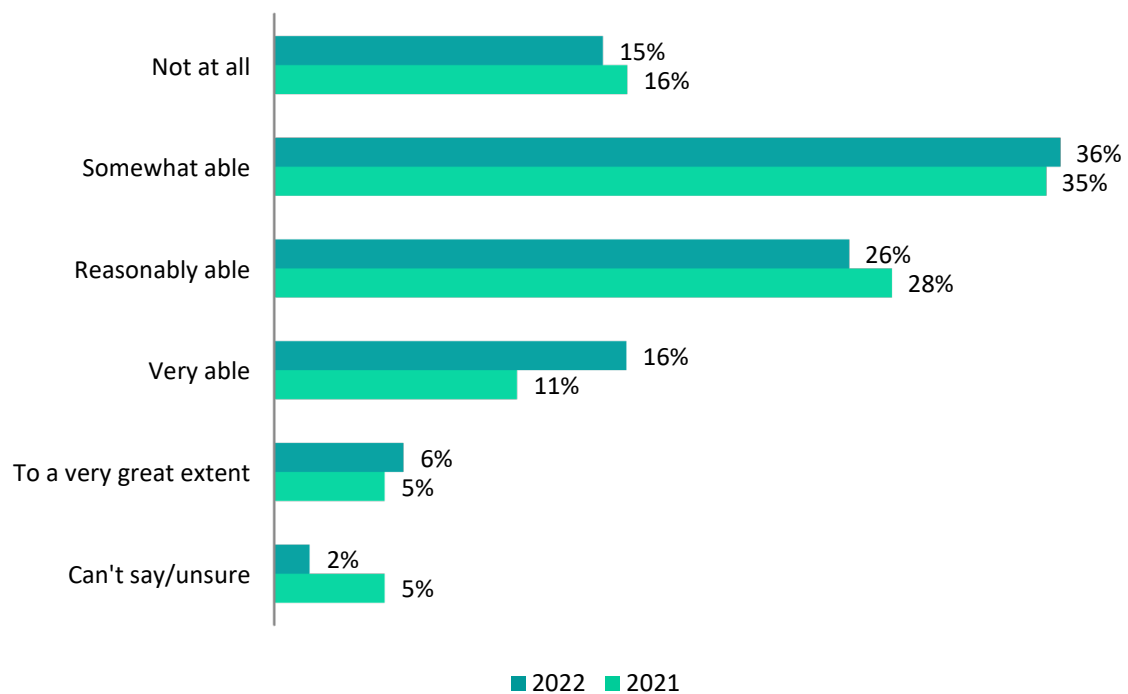
Having your home burgled



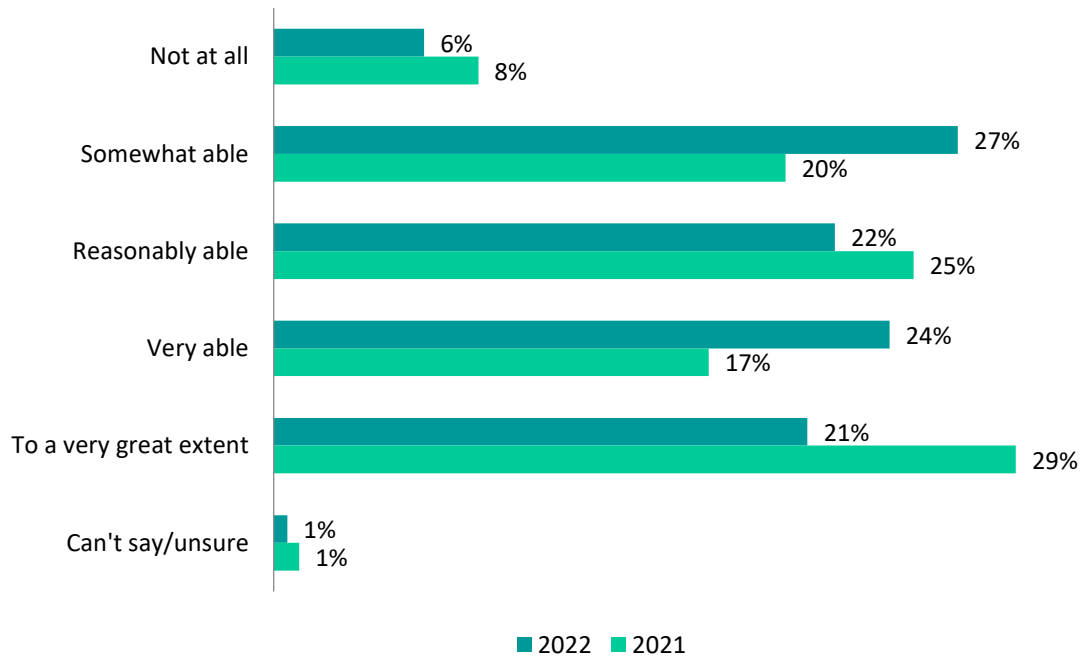
Being robbed in public



Being harmed in public

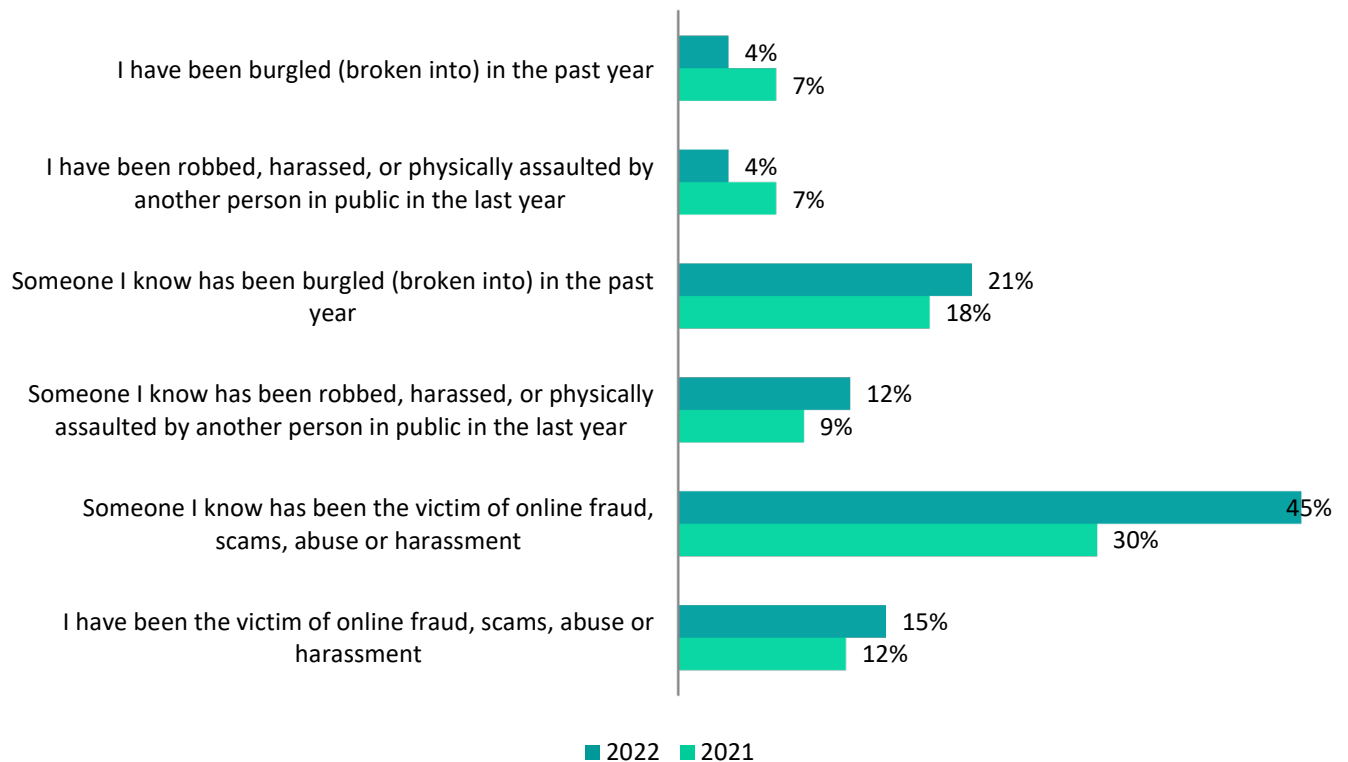


Being the victim of online or phone fraud, a scam, online abuse or harassment



Which of these statements is true for you?

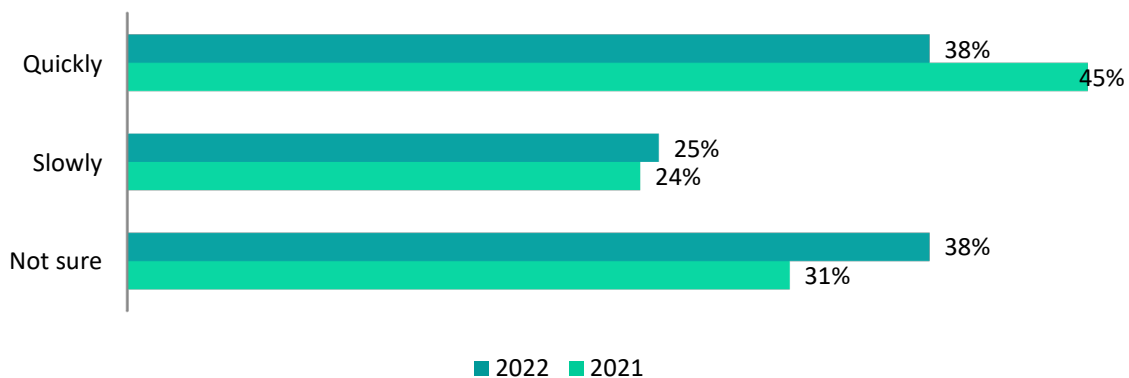
Participants could choose as many options as they liked.



Policing

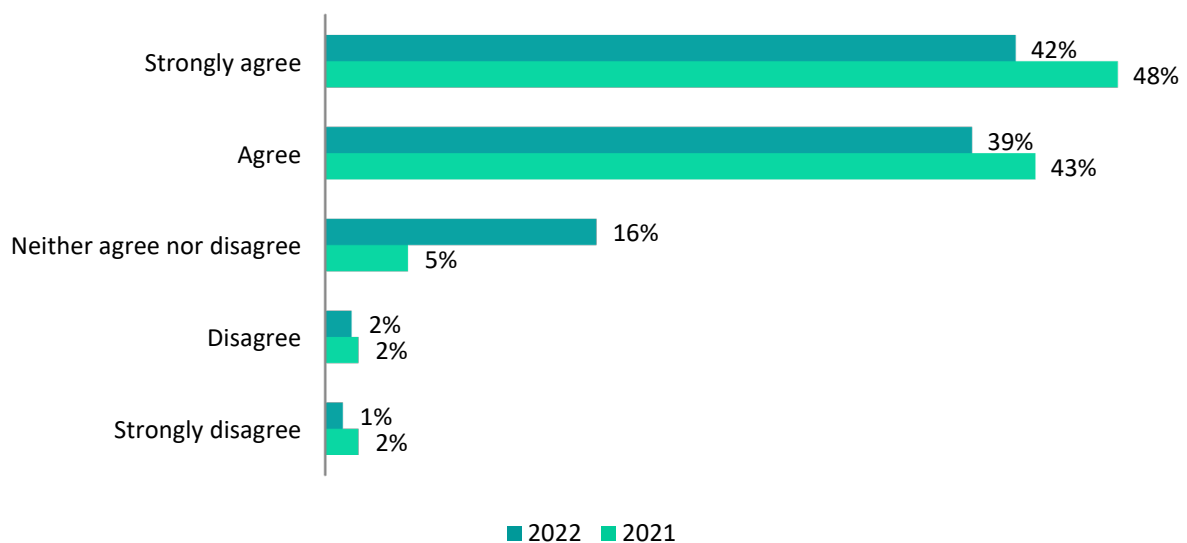
A sense of safety can be affected by how we perceive and feel about a place as what we witness in that place. As a Council we work with partners across different sectors to address issues which impact on our safety, one of our key partners is Victoria Police.

How quickly or slowly do you believe Police would arrive at the scene of a violent crime if it were to occur near your house:

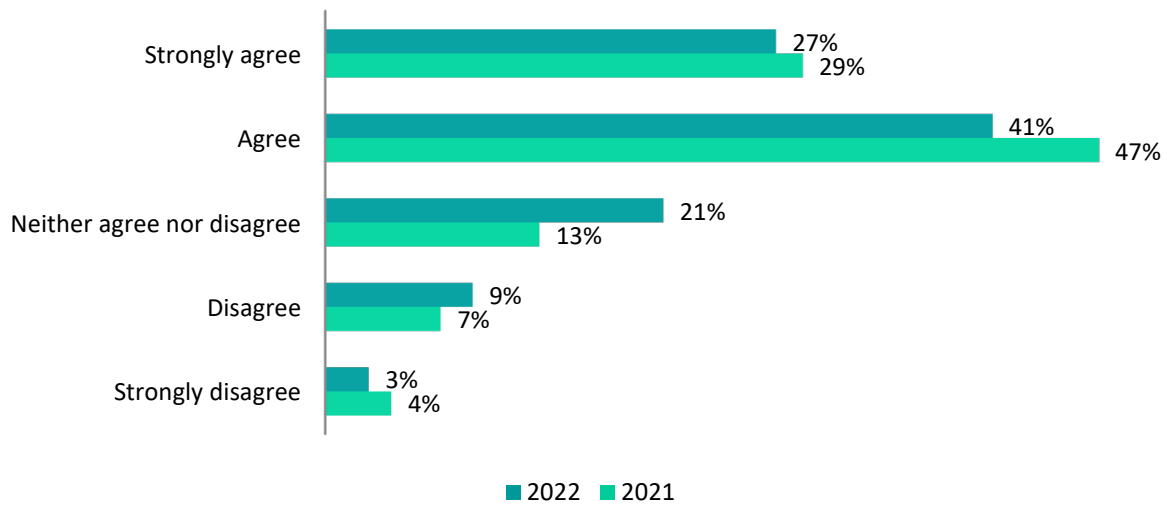


How much do you agree or disagree with the following statements about the police?
Participants could choose one of five options for each part of this question.

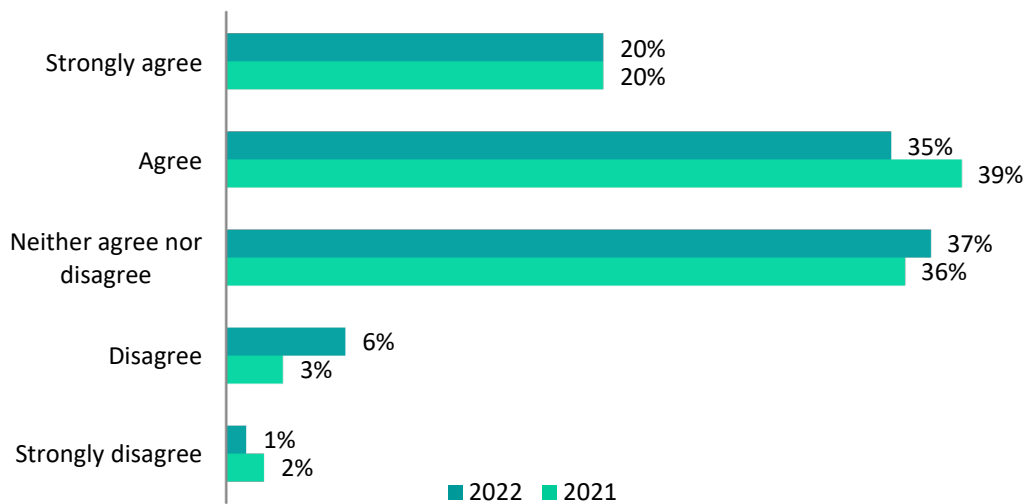
I feel a moral obligation to obey the police in my neighbourhood



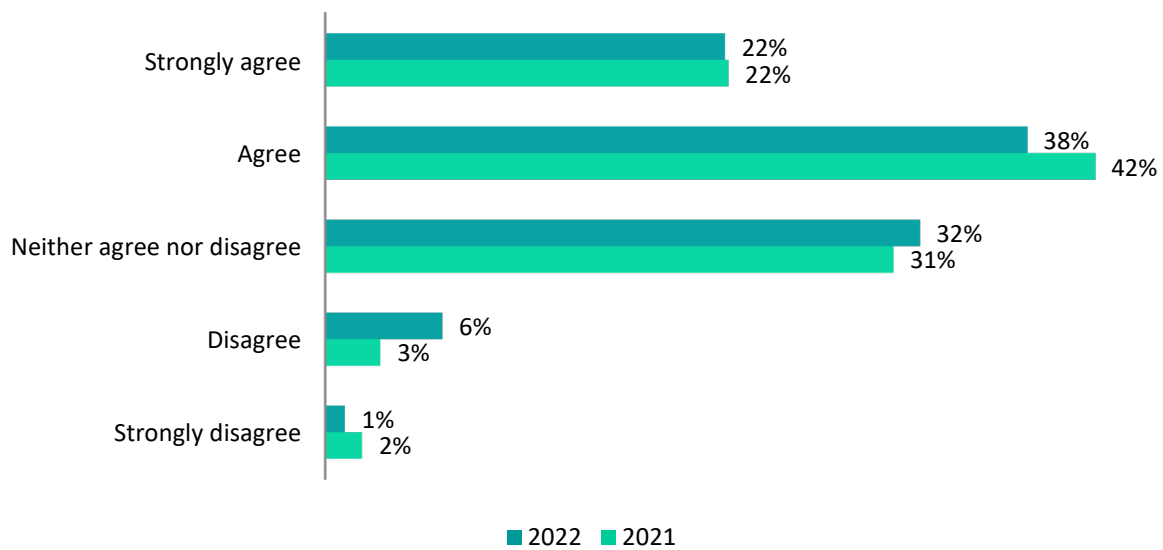
I feel a moral obligation to support the decisions of police officers in my neighbourhood, even when I dont understand the reasons behind them



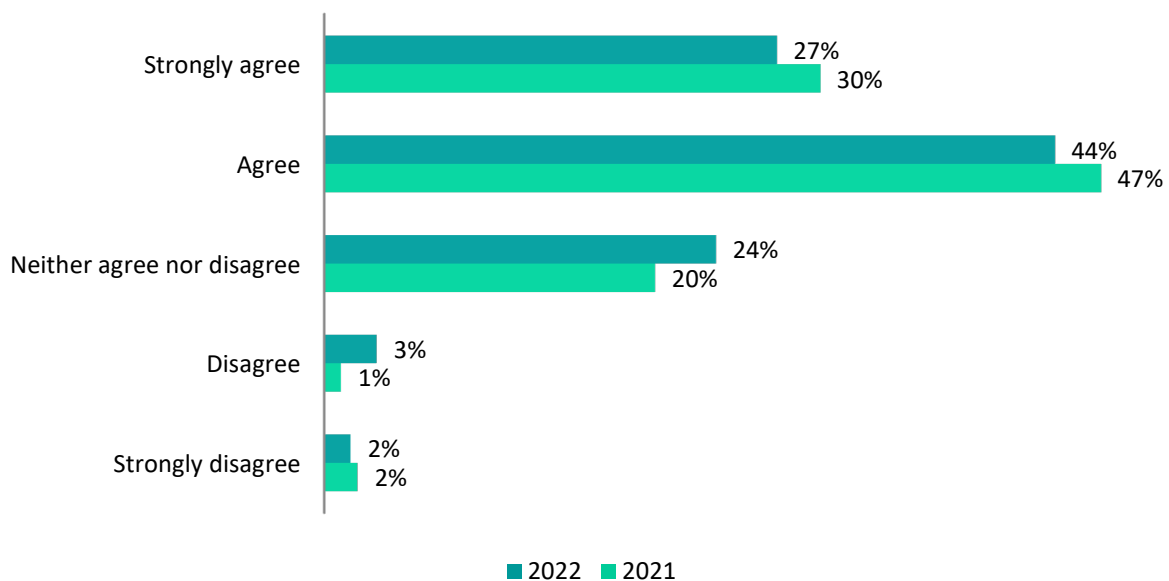
The police in my neighbourhood have the same sense of right and wrong as me



The police in my neighbourhood stand up for values that are important to people like me



I support the way the police in my neighbourhood usually act



SECTION THREE: COMMUNITY ENGAGEMENT

To benchmark our community engagement work, we asked participants their thoughts about our engagement this year.

These questions align with the principles set out in our current *Community Engagement Policy* and *Community Engagement Strategy 2022-2026*, which was endorsed in early 2022.

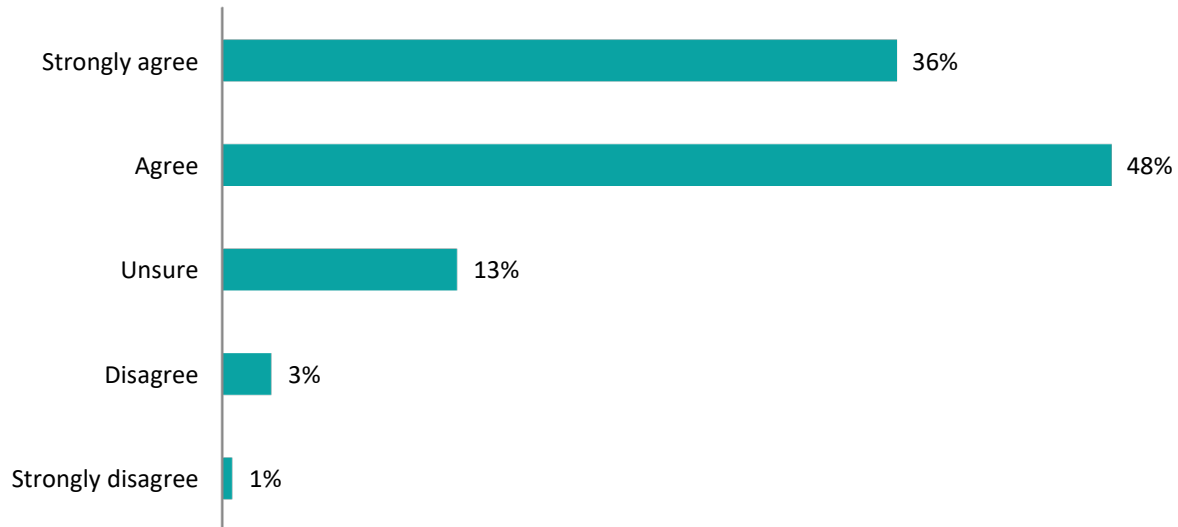
KEY FINDINGS

- 65 per cent of participants indicated that they are either “satisfied” or “somewhat satisfied” with Council’s engagement activities in the past 12 months. use its resources to try and remain a provider of funded community aged care services.
- 38 per cent of participants indicated that the either ‘strongly agree’ or ‘agree’ that Council’s decision-making processes are clear.

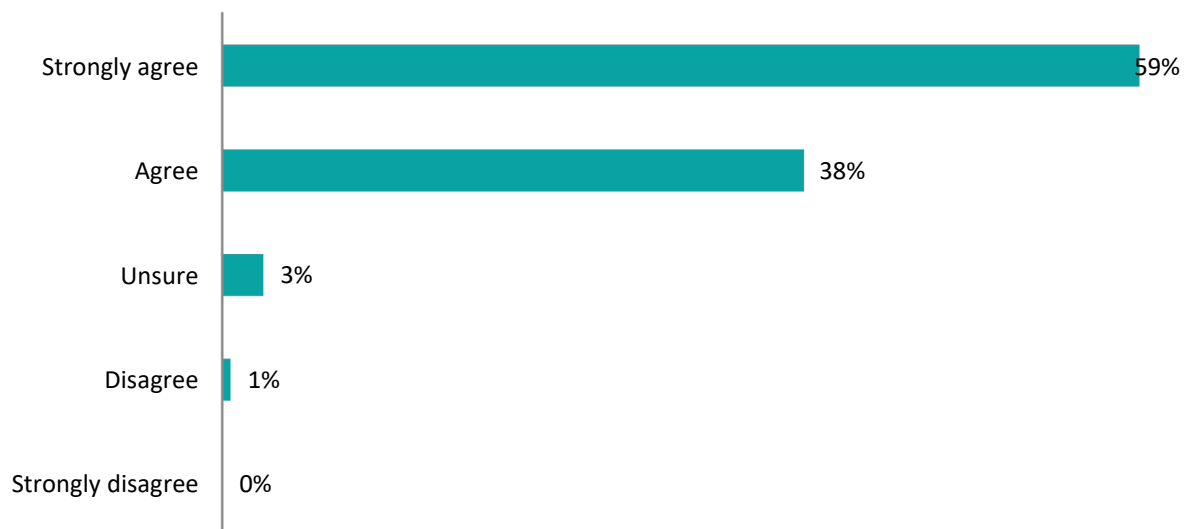
To what extent do you agree with the following statements?

Participants could select one of five options to this section. 191 people responded to this series of statements.

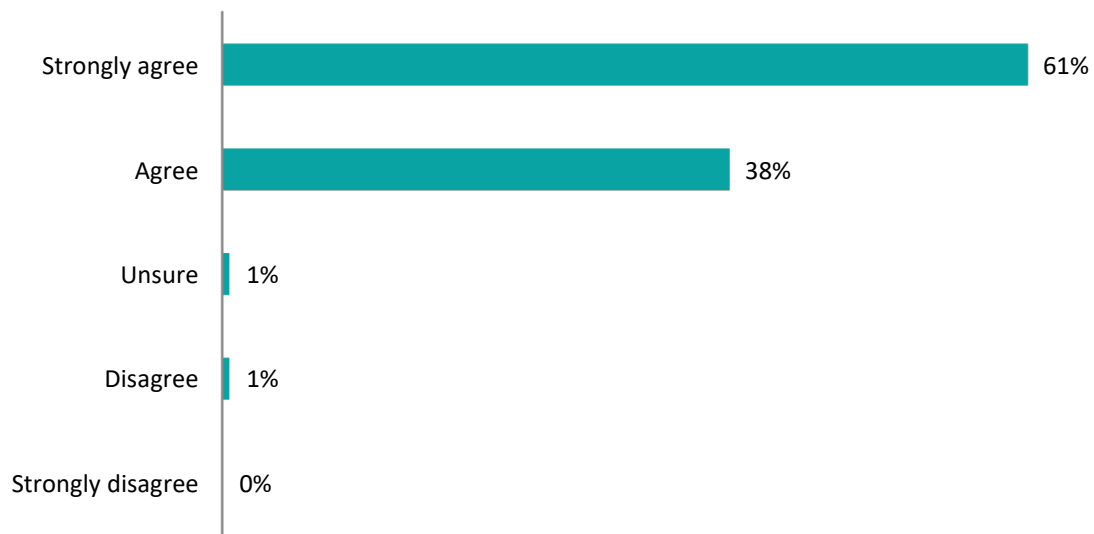
I can accept the final outcome of final decisions if I can see that my input has been considered and valued



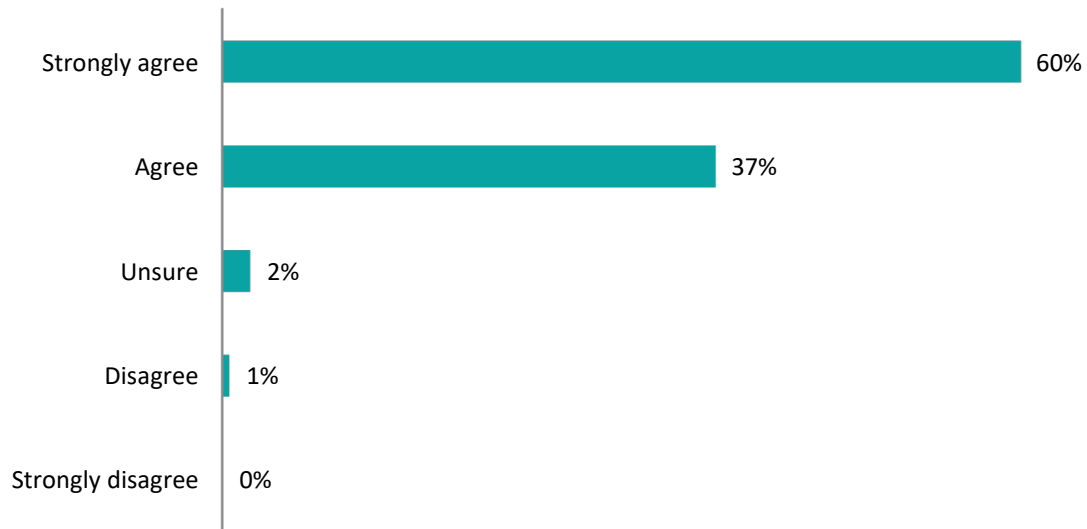
It is important to ensure representative participation in community engagement



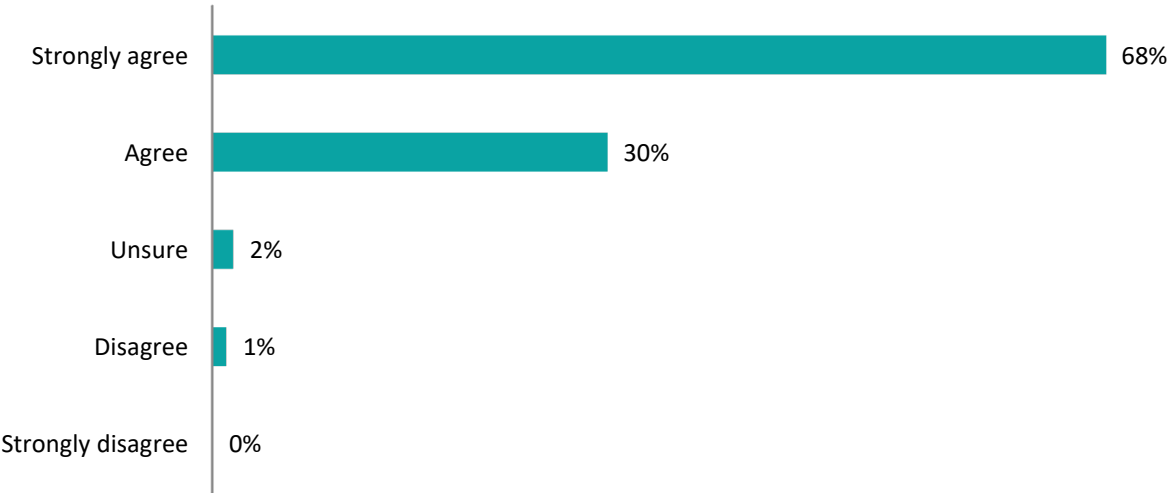
Information should be provided to participants to enable them to participate in a meaningful way



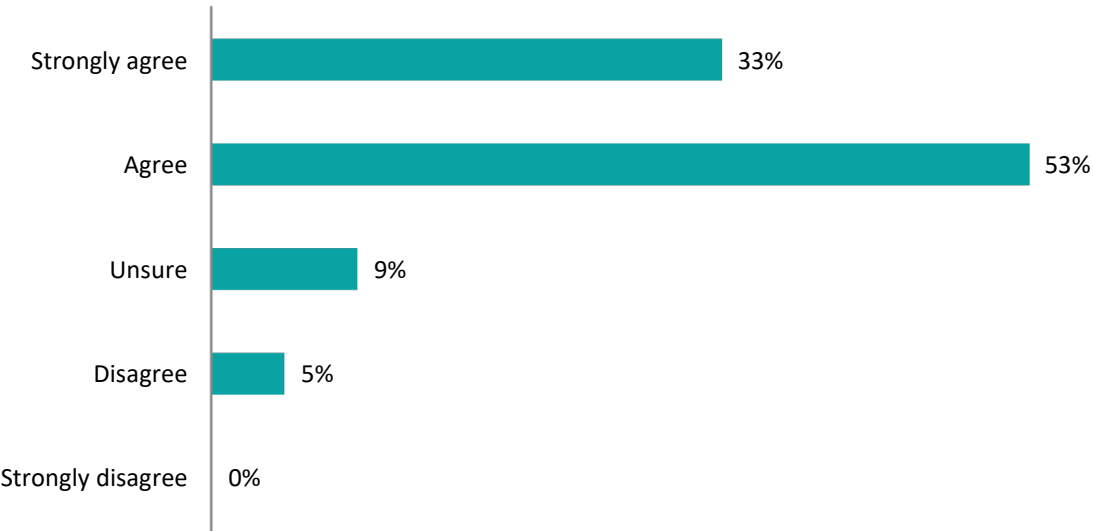
When I offer input, receiving information on the final decision is important to me



Community engagement should seek out and facilitate the involvement of those who are potentially affected by or interested in a decision



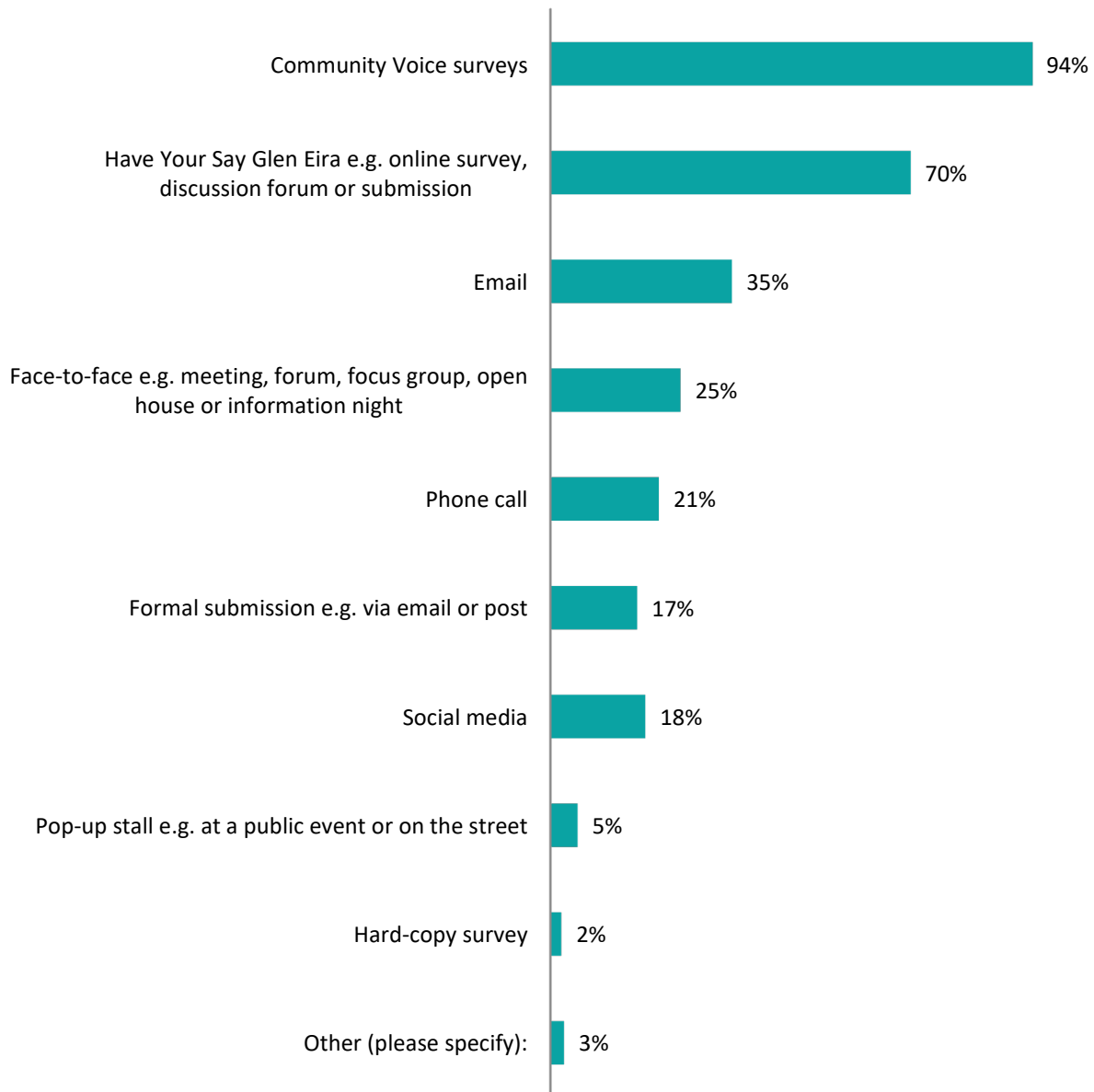
It is important to me that I am involved in Council decision-making



In the past 12 months, how have you given your input to Council?

Participants could as many options as they liked. 190 people responded to this question.

Percentages indicate the number of participants that selected each option against participants who responded to the question.

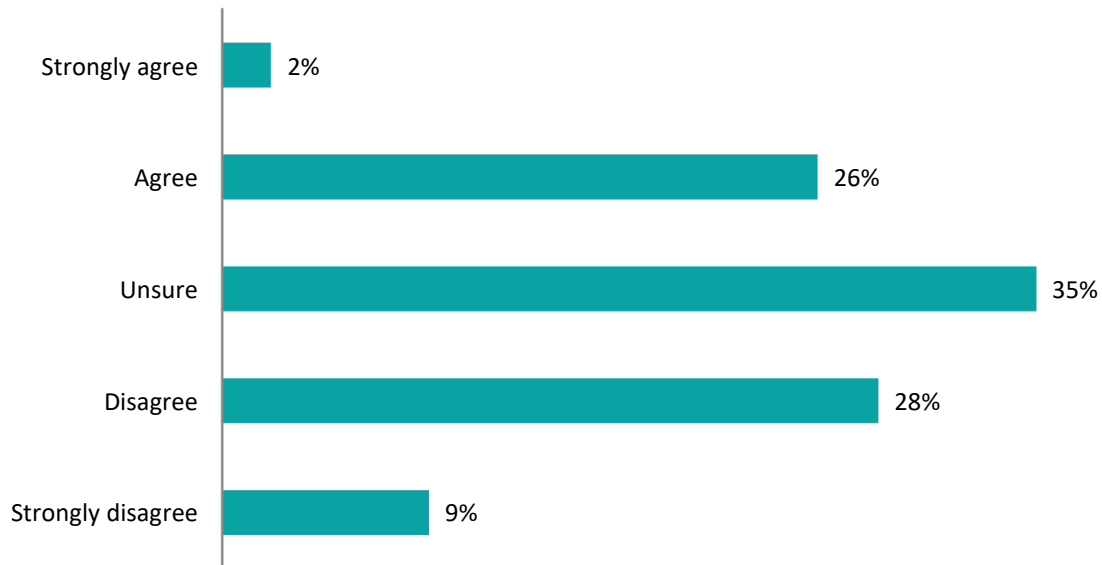


‘Other’ responses included: Snap Send Solve; GESAC survey; Involvement in community forum on GEC's Assets Management policies.

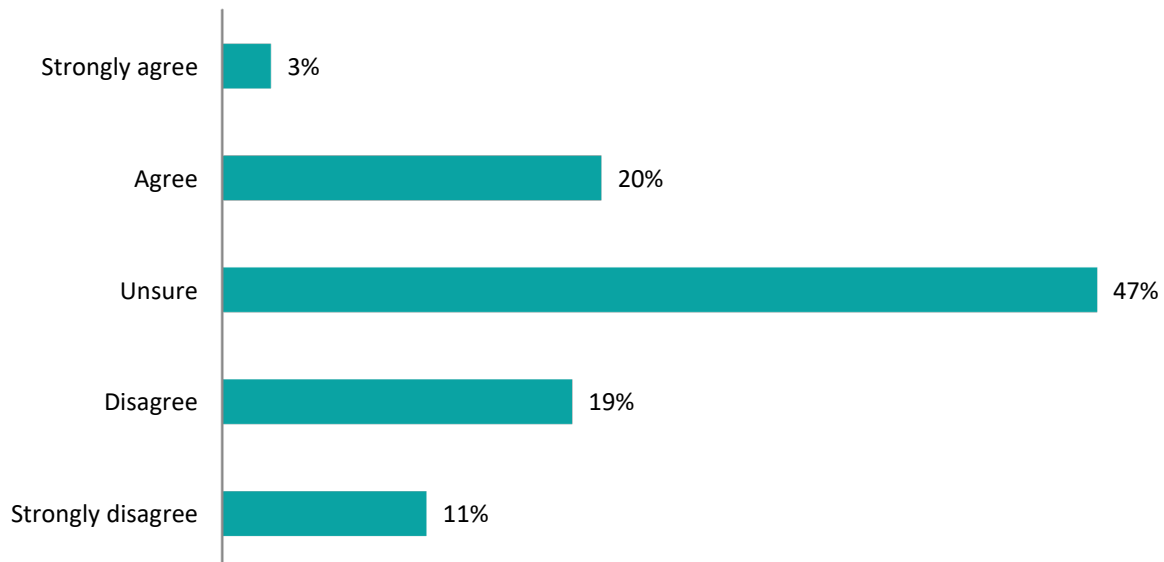
To what extent do you agree with the following statements?

Participants could select one of five options to this section. 191 responses to this series of statements.

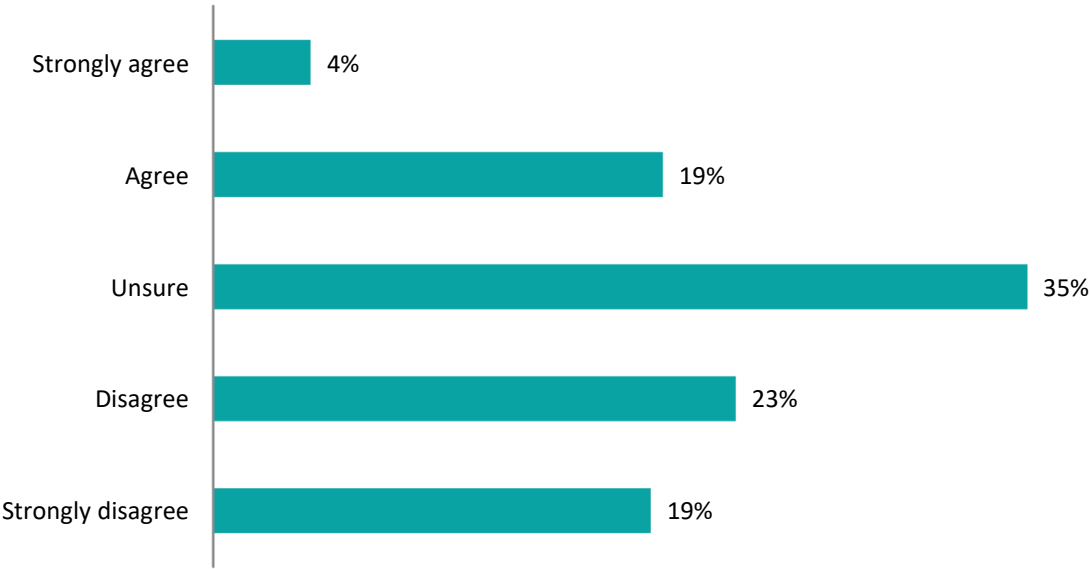
Council's decision-making processes are clear



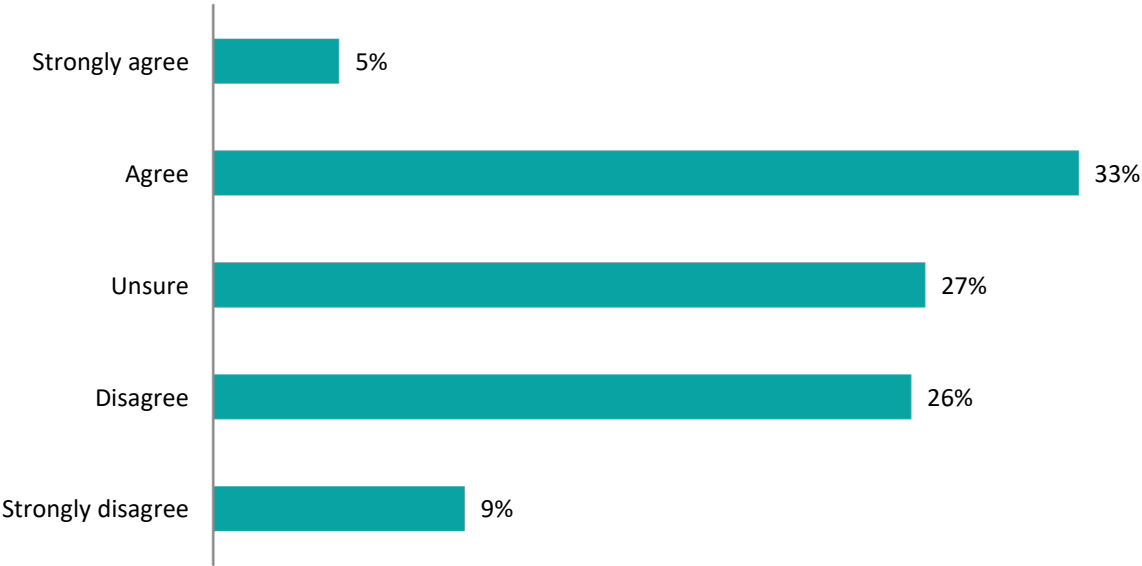
Council's decision-making processes are consistent



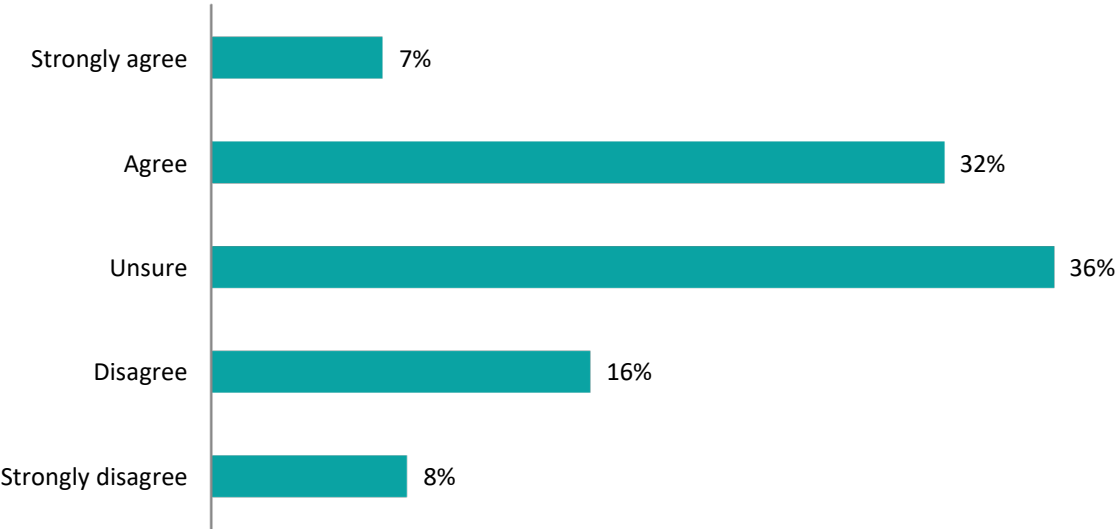
Councillors are held accountable for their decisions



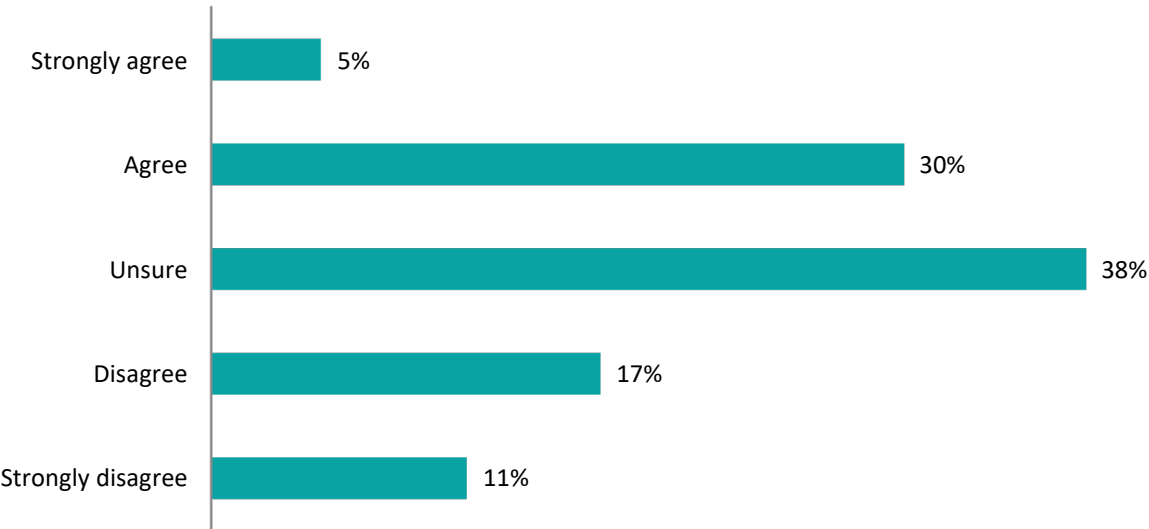
Council's decision-making is clearly communicated



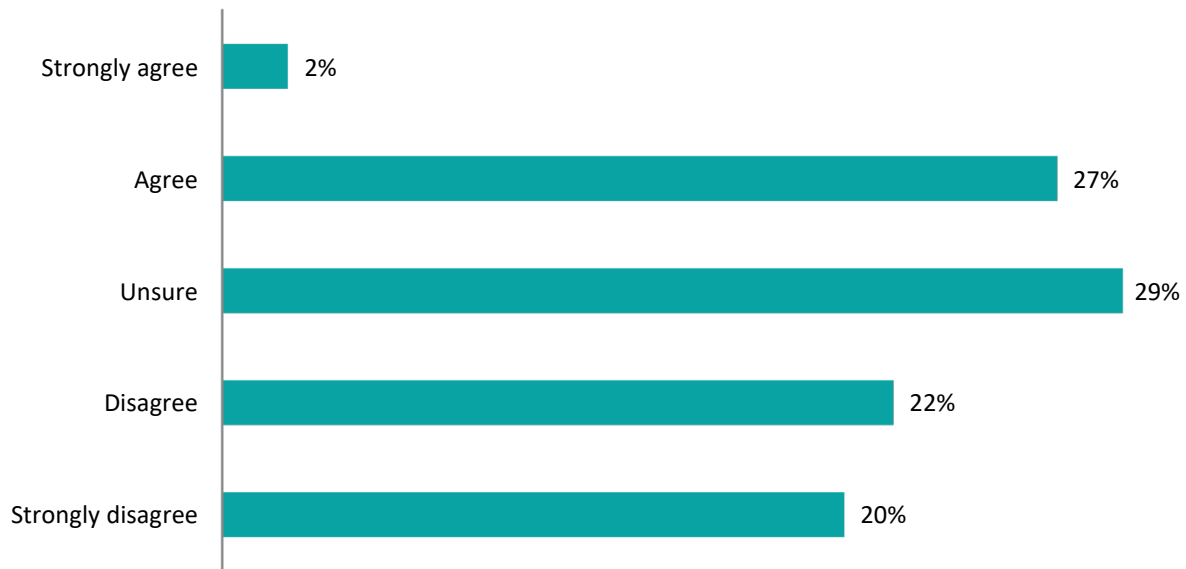
Communication about Concil's decision-making is open for community input



Council reports back to participants how their input affected the decision

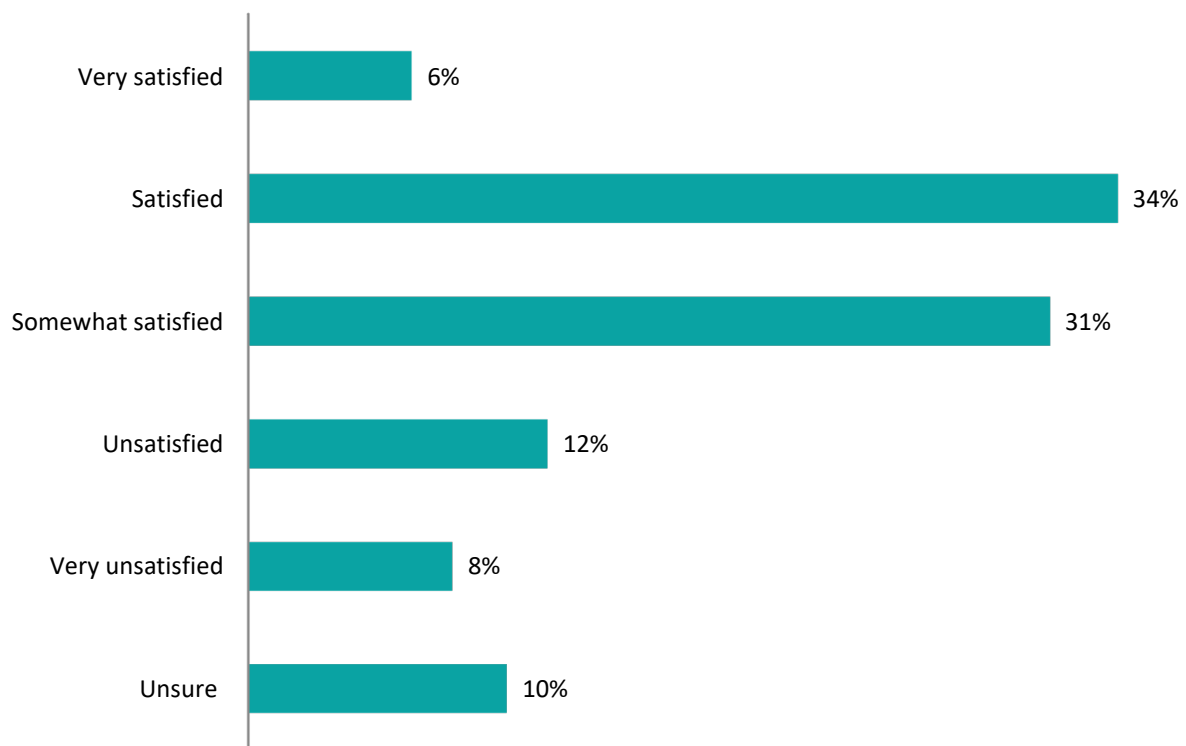


I feel that I can influence decisions made by Council



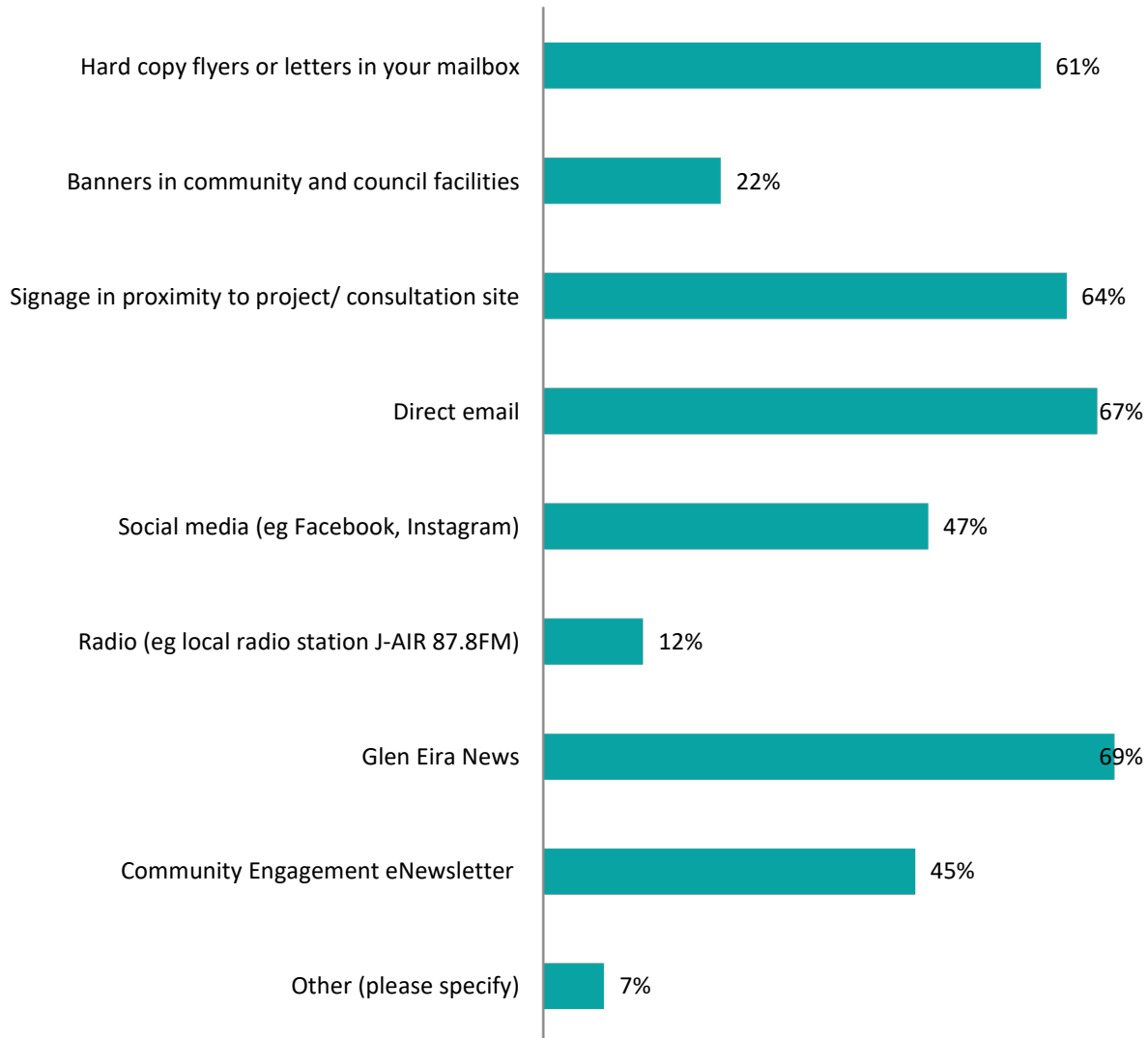
How satisfied are you with Council's engagement activities in the past 12 months eg surveys, pop ups, workshops, information sessions etc?

191 responses to this question.



How can Council better target people who are directly affected by a topic or project? (select all that apply)

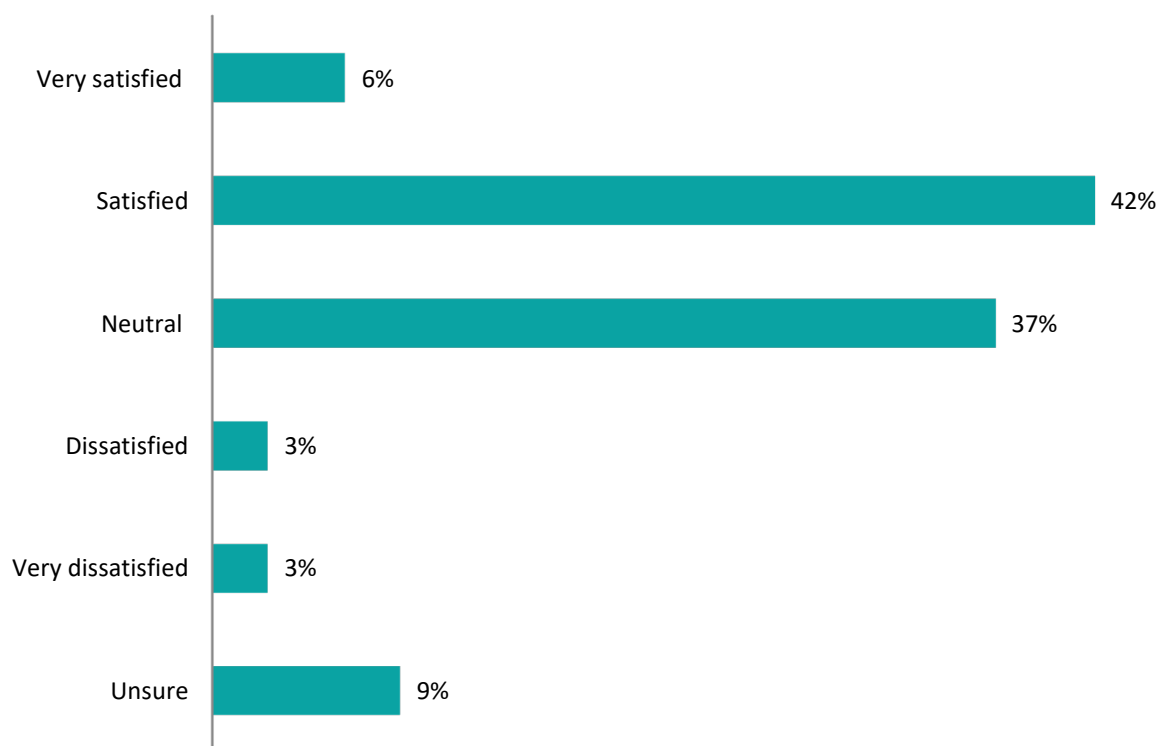
190 responses to this question.



‘Other’ responses included: Important to develop targeted means to under-represented groups. Mechanism of consultation would depend on target / identified under-represented communities; Put DETAILED information about changes in with the rates notices before the change is imminent, before the consultation period begins; Face to face meetings; SMS is very direct, if a situation calls for that. Less likely to get lost in many emails. Radio and print are dying forms of communication, mostly useful for communicating to older residents (hence still useful - a broad brush is needed).

How satisfied are you with Council's Have Your Say website page?

190 responses to this question.



How can council improve its engagement with the community?

90 responses to this question.

Key themes and/or topics	No. of responses
Engagement needs to be authentic	28
How we communicate	27
More convenient engagement times/ locations/ online engagement	7
Meetings with ward Councillors	6
Improve customer service	2
Other (e.g. continue with what Council is doing, what influence Council has over developers, pop-up engagements)	20

Illustrative quotes:

Female, 45-54, Ormond:

“Meaningful transparent consultation with affected community members, publish data about consultation and community representation eg. how many views gathered, demographics (age, gender, employed/unemployed) proportion that were directly affected ie: lived directly adjacent to project to ensure the voice of those most relevant/representative has been taken into account”

Male, 55-64, Elsternwick:

“Ask the right questions. Assign weight to various options to express likelihood of outcomes.”

Male, 45-54, Caulfield South:

“Taking more care on questions being asked in relation to info being provided, and assumptions of knowledge held by respondent.”

Female, 55-64, Glen Huntly:

“More community days”

SECTION FOUR: HARD RUBBISH SERVICE REVIEW

Residential households in Glen Eira can book three hard rubbish collections, three bulk cardboard collections and three bundled branch collections each year.

In 2021, Glen Eira residents booked 35,621 hard rubbish collections. This means that households that use the hard rubbish service typically make one or two bookings per year. Last year we collected over 4,000 tonnes of hard rubbish - enough to fill five Olympic-size swimming pools.

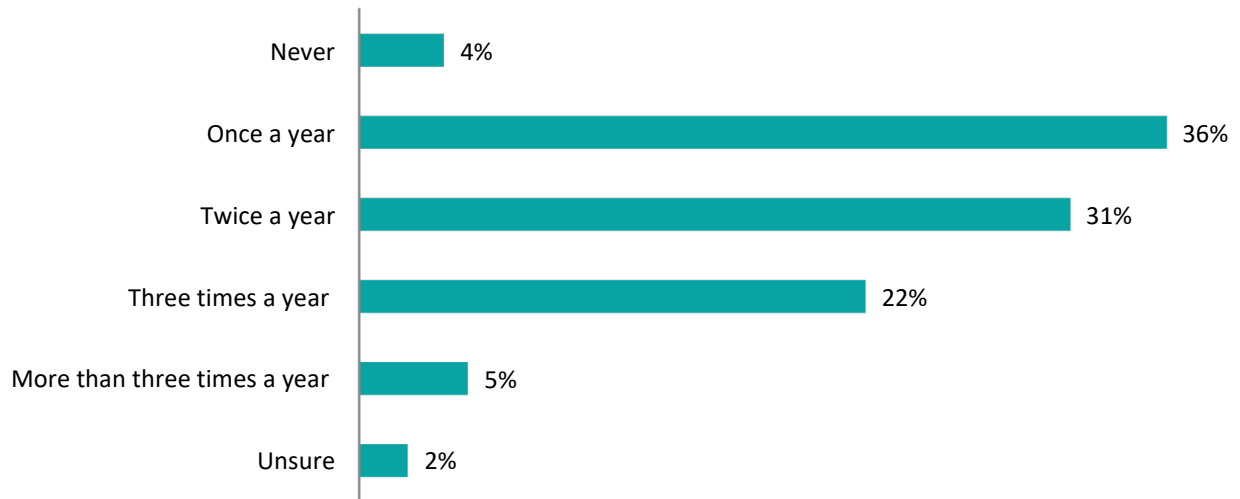
Delivering the hard rubbish service costs \$2.5 million each year and is part of the annual waste charge.

The review will also identify opportunities to improve sustainability outcomes, provide value for money, equitable services and support Glen Eira's transition to a circular economy. Supporting Glen Eira's transition to a circular economy is a key commitment in the Glen Eira Circular Economy Plan 2022–26 and Our Climate Emergency Response Strategy 2021–25.

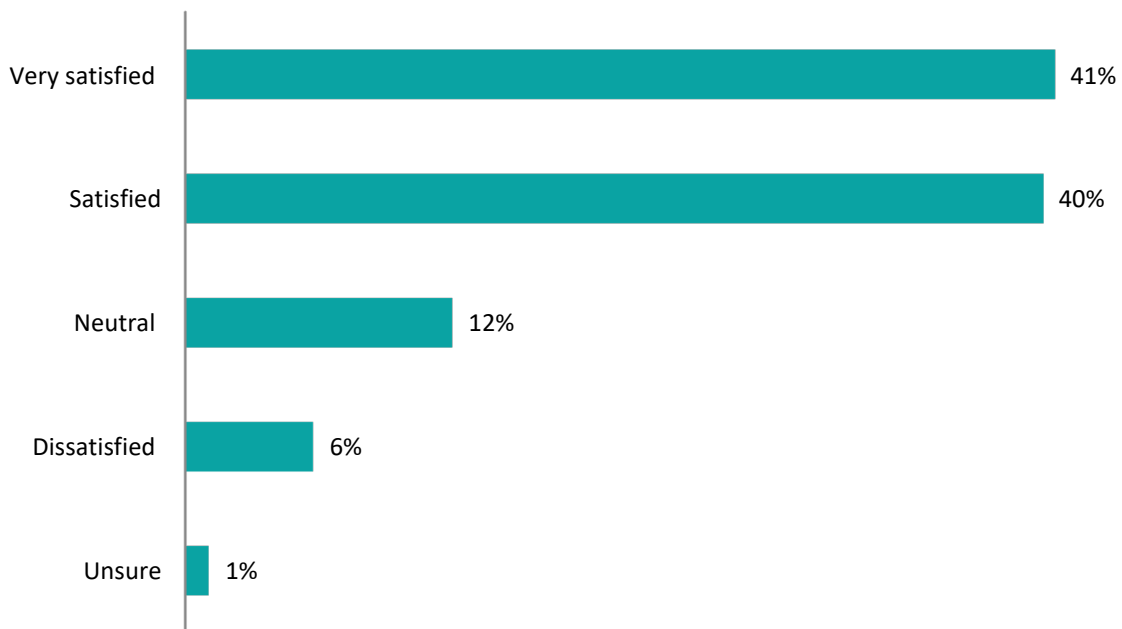
KEY FINDINGS

- 81 per cent of participants indicated they are either 'very satisfied' (41 per cent, 75) or 'satisfied' (40 per cent, 74) with the hard rubbish collection service in Glen Eira.

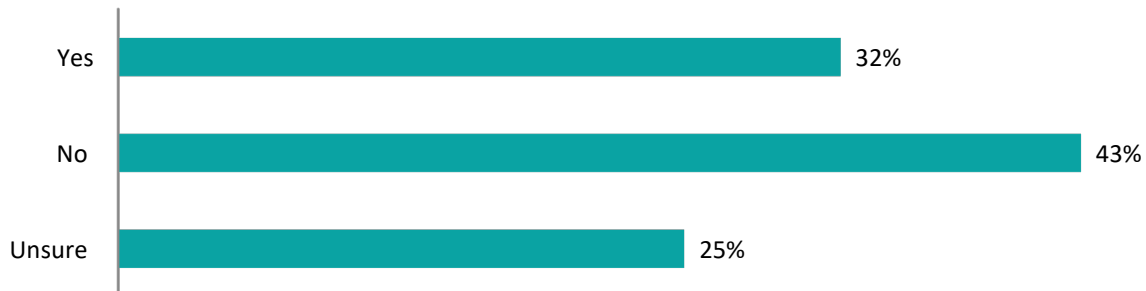
Approximately how often does your household require a hard rubbish collection?



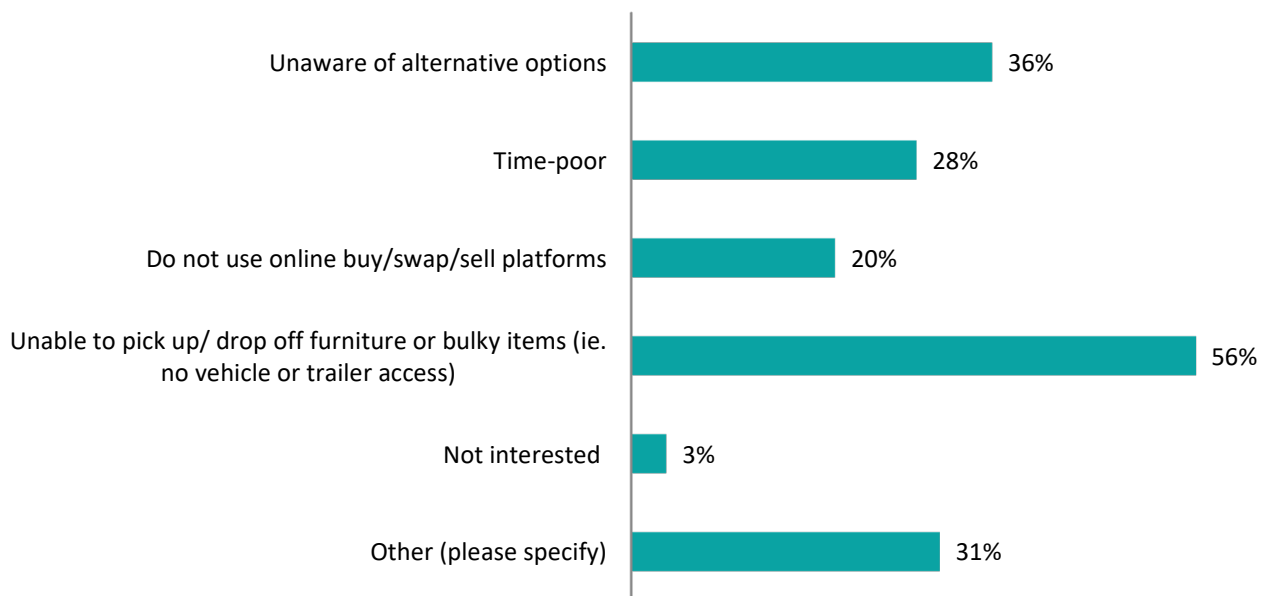
Overall, how satisfied are you with the current hard rubbish collection service?



If your household runs out of free collections, would you be interested in booking a paid collection?



What are the current barriers you find to repairing, rehoming, donating or selling furniture and household items that could be reused rather than going to hard rubbish? (select all that apply)



‘Other’ responses included: Not comfortable having people come to my house when selling items; Potential dangers of using online platforms and unknown/ dodgy buyers. Charity organisations being very picky about what they will take; There are no barriers for me, I avoid using the hard rubbish service as everything goes to landfill. I try all the other options I can before sending anything to landfill; physical requirements to get items to nature strip can be a problem let alone to op shops etc - a service for aged/disability residents would be valued even with a reasonable fee.

Do you have any suggestions or comments about your experience using Council's hard rubbish service?

71 responses were received for this question.

Key themes and/or topics	No. of responses
Current system is working well	25
Increase recycling and education regarding recycling	11
Transition to scheduled collections	7
Issues with dumped rubbish	7
Improve booking system	4
Other (e.g. Issues with charity shops, issues with non-compliant materials such as building waste)	17

Illustrative quotes:

Male, 65-74, Bentleigh:

"It is efficient and sufficient. Well done."

Female, 65-74, Bentleigh East:

"There are often piles of rubbish sitting on the nature strip for weeks - even months - at a time. The procedures for putting out and arranging collection of rubbish should be made more widely known, especially to rental properties."

Male, 55-64, Bentleigh East:

"Every time I have used it, the process seemed very seamless and easy to use. My only comment is that how to dispose of electrical goods and white goods could be made more clear. Particularly the electrical ones."

Male, 45-54, Caulfield South:

"Too restrictive"

YOUR FEEDBACK ON THIS SURVEY

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



Overall, did you think the time taken to complete the survey was:





Community Voice Members' Portal

Have Your Say Glen Eira

Community Voice Final 2022 Survey

Section 1 - Budget 2023-2024

Every year Council produces a Budget explaining how funds will be spent across a number of priority areas. We'd like to hear your views on where you would like to see more funds or less funds allocated. Your feedback will help us to ensure that funds are best spent to meet community needs.

On what areas would you like to see Council ~~spend more?~~ (Select your top three preferences)

(Choose any 3 options)

- ☐ Business and community support
- ☐ Maintenance for roads and footpaths
- ☐ Rubbish and recycling
- ☐ Sport, leisure and recreation
- ☐ Parks, playgrounds and buildings
- ☐ Libraries, arts, culture and events
- ☐ Services (aged care, seniors, youth, family, children, disability, accessibility and pets) Climate
- ☐ response initiatives Open space
- ☐ Other (please specify)
- ☐

On what areas would you like to see Council ~~spend less?~~ (Select your top three preferences)

(Choose any 3 options)

- ☐ Business and community support
- ☐ Maintenance for roads and footpaths
- ☐ Rubbish and recycling
- ☐ Sport, leisure and recreation
- ☐ Parks, playgrounds and buildings
- ☐ Libraries, arts, culture and events
- ☐ Services (aged care, seniors, youth, family, children, disability, accessibility and pets) Climate response
- ☐ initiatives
- ☐ Open space
- ☐ Other (please specify)

Section 2 - Community Confidence and Feelings of Safety

In 2020, we carried out community engagement activities in the development of *Community Vision 2040* and the *Glen Eira Council Plan 2021-2025* that identified community safety as a priority for our growing community. **This led to Council developing the *Community Safety Plan 2022–2025*.**

We'd now like to measure if there have been any changes in feelings towards safety following the implementation of procedures as part of the *Community Safety Plan 2022-2025*. We plan to use this information to further identify safety priorities, inform policies, services, and facilities.

Your sources of information about safety and crime:

What are your **three** most significant sources of information about safety and crime?

Community Voice Members' Portal

Have Your Say Glen Eira

(Choose any 3 options)

- ☐ Personal experience
- ☐ Word of mouth/information from other people
- ☐ Glen Eira News
- ☐ Metro/national newspapers
- ☐ Local newspapers
- ☐ News programs on TV
- ☐ News programs on radio
- ☐ Talkback radio
- ☐ Social media
- ☐ Other internet news sources
- ☐ Police
- ☐ Other (please specify)

Community Voice Members' Portal

Have Your Say Glen Eira

Answer this question only if you have chosen Metro/national newspapers for What are your three most significant sources of information about safety and crime?

Please specify which metro/national newspapers:

Community Voice Members' Portal

Have Your Say Glen Eira

Answer this question only if you have chosen News programs on TV for What are your three most significant sources of information about safety and crime?

Please specify which news programs on TV:

Community Voice Members' Portal

Have Your Say Glen Eira

Answer this question only if you have chosen News programs on radio for What are your three most significant sources of information about safety and crime?

Please specify which news programs on radio:

Community Voice Members' Portal

Have Your Say Glen Eira

Answer this question only if you have chosen Talkback radio for What are your three most significant sources of information about safety and crime?

Please specify which talkback radio shows:

Community Voice Members' Portal

Have Your Say Glen Eira

Answer this question only if you have chosen Social media for What are your three most significant sources of information about safety and crime?

Please specify which social media platforms:

Answer this question only if you have chosen Other internet news sources for What are your three most significant sources of information about safety and crime?

Please specify which internet news sources:

Community Voice Members' Portal

Have Your Say Glen Eira

Feelings of safety in your local community:

To what extent do you agree with the following statements?

Questions	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
This is a close-knit neighbourhood					
People in this neighbourhood can be trusted					
People around here are willing to help their neighbours					
If I sensed trouble while in this area, I could raise the attention from people who live here for help					
The people who live here can be relied on to call the police if someone is acting suspiciously					

Would you rate each of the following issues in your local community?

Questions	No problem	Minor problem	Major problem
Graffiti			
Drug use or dealing			
Noisy and/or nuisance neighbours			
Vandalism, for instance of community buildings, playgrounds or bus shelters			
People being harassed because of their skin colour, ethnic origin, religion, sexual orientation or disability			
People hanging around in the street			
Noisy/rowdy/inconsiderate behaviour in the street			
People in speeding cars			
People drinking in public			

What makes you feel safe in your local neighbourhood and parks? (Select all that apply)

(Choose all that apply)

Community Voice Members' Portal

Have Your Say Glen Eira

- ☐ Lighting
- ☐ Other people being around
- ☐ Landscaping
- ☐ Fencing in parks to define boundaries
- ☐ Park Ranger presence
- ☐ Information and directional signage Surrounding
- ☐ residential properties
- ☐ Surrounding commercial properties
- ☐ Other (please specify)

Worry about home burglary:

In the last year, have you ever felt worried about your home being burgled (i.e. broken into when you are home or not home)?

(Choose any one option)

- ☐ Yes
- ☐ No

Answer this question only if you have chosen Yes for In the last year, have you ever felt worried about your home being burgled (i.e. broken into when you are home or not home)?

How often have you felt like this in the past year?

(Choose any one option)

- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Very frequently
- ☐ Can't say/unsure

Answer this question only if you have chosen Yes for In the last year, have you ever felt worried about your home being burgled (i.e. broken into when you are home or not home)?

On the last occasion you worried about having your home broken into, how worried did you feel? If you can't remember, please say so.

(Choose any one option)

- ☐ Not very worried
- ☐ A little worried
- ☐ Quite worried
- ☐ Very worried
- ☐ Can't remember

Answer this question only if you have chosen Yes for In the last year, have you ever felt worried about your home being burgled (i.e. broken into when you are home or not home)?

In the last year, how often have you avoided the following because of worry about burglary?

Questions	Never	Sometimes	Mostly	Always	Can't say/unsure
Avoided leaving the house during the day					
Avoided leaving the house at night					

Community Voice Members' Portal

Have Your Say Glen Eira

Answer this question only if you have chosen Yes for In the last year, have you ever felt worried about your home being burgled (i.e. broken into when you are home or not home)?

Has your worry about burglary prompted you to take any of the following precautions?

(Choose all that apply)

- ☐ Installed bars, security doors, gates and fences
- ☐ Installed an alarm system or CCTV
- ☐ Trimmed hedges
- ☐ Installed sensor lights

Community Voice Members' Portal

Have Your Say Glen Eira

- ☐ Installed sensor lights
- ☐ Ordered the Prime Prevention Kit from Glen Eira City Council
- ☐ I haven't taken any precautions
- ☐ Other (please specify)

Answer this question only if you have not chosen I haven't taken any precautions for Has your worry about burglary prompted you to take any of the following precautions?

Did you feel safer as a result of taking these precautions?

(Choose any one option)

- ☐ Not at all
- ☐ A little
- ☐ A lot
- ☐ Not sure/can't say

Answer this question only if you have not chosen I haven't taken any precautions for Has your worry about burglary prompted you to take any of the following precautions?

Did taking these precautions negatively impact your quality of life?

(Choose any one option)

- ☐ Not at all
- ☐ A little
- ☐ A lot
- ☐ Not sure/can't say

Answer this question only if you have chosen Yes for In the last year, have you ever felt worried about your home being burgled (i.e. broken into when you are home or not home)?

Has your worry about burglary prompted you to take any of the following precautionary actions? (Select all that apply)

(Choose all that apply)

- ☐ Discussed or problem solved with neighbours Sought
- ☐ advice from the local council
- ☐ Volunteered with a charity or not-for-profit
- ☐ Got involved with an online support group or campaign
- ☐ Joined a local sporting or social group or attended a local Place of Worship
- ☐ Sought help or advice from police
- ☐ Joined or attended a Neighbourhood Watch group
- ☐ Ordered the Crime Prevention Kit from Glen Eira City Council
- ☐ I haven't taken any action
- ☐ Other (please specify)

Answer this question only if you have not chosen I haven't taken any action for Has your worry about burglary prompted you to take any of the following precautionary actions? (Select all that apply)

Did you feel safer as a result of taking these actions?

(Choose any one option)

- ☐ Not at all
- ☐ A little
- ☐ A lot
- ☐ Not sure/can't say/not applicable

Answer this question only if you have not chosen I haven't taken any action for Has your worry about burglary prompted you to take any of the following precautionary actions? (Select all that apply)

Did taking these actions negatively impact your quality of life?

(Choose any one option)

Community Voice Members' Portal

Have Your Say Glen Eira

- ☐ Not at all
- ☐ A little
- ☐ A lot
- ☐ Not sure/can't say/not applicable

Answer this question only if you have not chosen Not at all for Did taking these actions negatively impact your quality of life?

If these precautions did negatively impact your quality of life, how so?

Answer this question only if you have chosen I haven't taken any action for Has your worry about burglary prompted you to take any of the following precautionary actions? (Select all that apply)

What are the reasons why you took no action about your worry about burglary?

(Choose all that apply)

- ☐ Would make no difference Not
- ☐ confident enough
- ☐ Don't know who to contact
- ☐ Don't know anybody in the area
- ☐ Language barriers
- ☐ Other (please specify)

Worry about being a victim of robbery or being harmed in public:

In the last year, have you felt worried about being robbed in your neighbourhood or being harmed in public?

(Choose any one option)

- ☐ Yes
- ☐ No

Answer this question only if you have chosen Yes for In the last year, have you felt worried about being robbed in your neighbourhood or being harmed in public?

How often have you felt like this in the last year?

(Choose any one option)

- ☐ Very rarely
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Very frequently
- ☐ Not sure/can't say

Answer this question only if you have chosen Yes for In the last year, have you felt worried about being robbed in your neighbourhood or being harmed in public?

On the last occasion you worried about being robbed in your neighbourhood or being harmed in public, how worried did you feel? If you can't remember, please say so.

(Choose any one option)

Community Voice Members' Portal

Have Your Say Glen Eira

- ☐ Not very worried A
- ☐ little worried
- ☐ Quite worried
- ☐ Very worried
- ☐ Can't remember/can't say

Answer this question only if you have chosen Yes for In the last year, have you felt worried about being robbed in your neighbourhood or being harmed in public?

In the last year, which of the following precautions have you taken because of worry about being robbed in your neighbourhood or being harmed in public?

(Choose all that apply)

- ☐ Avoided using public transport during the day
- ☐ Avoided using public transport at night
- ☐ Avoided using certain streets or areas during the day
- ☐ Avoided using certain streets or areas at night
- ☐ Avoided using certain parks or sporting grounds during the day
- ☐ Avoided using certain parks or sporting grounds at night
- ☐ Avoided certain shopping strips during the day
- ☐ I haven't taken any precautions
- ☐ Walked with a dog
- ☐ Avoided certain shopping strips at night
- ☐ Carried some means of self-defence
- ☐ Carried some means of self-defence
- ☐ Walked with a companion
- ☐ Other (please specify)

Answer this question only if you have not chosen I haven't taken any precautions for In the last year, which of the following precautions have you taken because of worry about being robbed in your neighbourhood or being harmed in public?

Did you feel safer as a result of taking these precautions?

(Choose any one option)

- ☐ Not at all
- ☐ A little
- ☐ A lot
- ☐ Not sure/can't say

Answer this question only if you have not chosen I haven't taken any precautions for In the last year, which of the following precautions have you taken because of worry about being robbed in your neighbourhood or being harmed in public?

Did taking these precautions negatively affect your quality of life?

(Choose any one option)

- ☐ Not at all
- ☐ A little
- ☐ A lot
- ☐ Not sure/can't say

Answer this question only if you have chosen Yes for In the last year, have you felt worried about being robbed in your neighbourhood or being harmed in public?

Has your worry about being a victim of robbery or being harmed in public prompted you to take any of the following actions?

(Choose all that apply)

Community Voice Members' Portal

Have Your Say Glen Eira

- ☐ Discussed or problem solved with neighbours
- ☐ Sought advice from the local council
- ☐ Volunteered with a charity or not-for-profit
- ☐ Got involved with an online support group, or attended a Place of Worship
- ☐ Joined a local sporting or social group
- ☐ Sought help or advice from police
- ☐ Joined or attended a Neighbourhood Watch
- ☐ Joined or attended a gender equity group
- ☐ I haven't taken any action
- ☐ Other (please specify)

Answer this question only if you have not chosen I haven't taken any action for Has your worry about being a victim of robbery or being harmed in public prompted you to take any of the following actions?

Did you feel safer as a result of taking these actions?

(Choose any one option)

- ☐ Not at all
- ☐ A little
- ☐ A lot
- ☐ Not sure/can't say

Answer this question only if you have not chosen I haven't taken any action for Has your worry about being a victim of robbery or being harmed in public prompted you to take any of the following actions?

public prompted you to take any of the following actions?

Did taking these actions negatively affect your quality of life?

(Choose any one option)

- ☐ Not at all
- ☐ A little
- ☐ A lot
- ☐ Not sure/can't say

Answer this question only if you have not chosen Not at all for Did taking these actions negatively affect your quality of life?

If these precautions did negatively impact your quality of life, how so?

Answer this question only if you have chosen I haven't taken any action for Has your worry about being a victim of robbery or being harmed in public prompted you to take any of the following actions?

What are the reasons why you took no action about your worry about robbery?

(Choose all that apply)

- ☐ Would make no difference
- ☐ Not confident enough
- ☐ Did not know who to contact
- ☐ Don't know anybody in the area
- ☐ Language barriers
- ☐ Other (please specify)

Community Voice Members' Portal

Have Your Say Glen Eira

Answer this question only if you have chosen Yes for In the last year, have you felt worried about being robbed in your neighbourhood or being harmed in public?

If you are worried about being robbed in public in Glen Eira, please select up to three suburbs you most worried?

(Choose any 3 options)

- ☐ Bentleigh
- ☐ Bentleigh East Carnegie
- ☐ Caulfield
- ☐ Caulfield North & East
- ☐ Caulfield South
- ☐ Elsternwick & Gardenvale
- ☐ Glen Huntly
- ☐ McKinnon
- ☐ Murrumbeena
- ☐ Ormond
- ☐ St Kilda East
- ☐ ☐ I'm not worried about being robbed in public in Glen Eira

Worry about online abuse and fraud:

In the last year, have you felt worried about being a victim of online or phone fraud, scams, abuse or harassment?

(Choose any one option)

- ☐ Yes
- ☐ No

Answer this question only if you have chosen Yes for In the last year, have you felt worried about being a victim of online or phone fraud, scams, abuse or harassment?

How often have you felt like this in the last year?

(Choose any one option)

- ☐ Very rarely
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Very frequently
- ☐ Can't say/unsure

Answer this question only if you have chosen Yes for In the last year, have you felt worried about being a victim of online or phone fraud, scams, abuse or harassment?

On the last occasion you worried about being a victim of online or phone fraud, scams, abuse or harassment, how worried did you feel? If you can't remember, please say so.

(Choose any one option)

- ☐ Not very worried
- ☐ A little worried Quite
- ☐ worried
- ☐ Very worried
- ☐ Can't remember/can't say/not applicable

Worry about being a victim of crime:

How much do you feel you can prevent being a victim of crime?

Community Voice Members' Portal

Have Your Say Glen Eira

Questions	Not at all	Somewhat able	Reasonably able	Very able	To a very great extent	Can't say/unsure
Having your home burgled						
Being robbed in public						
Being harmed in public						
Being the victim of online or phone fraud, a scam, online abuse or harassment						

Are any of these statements true for you? (select all that apply)

(Choose all that apply)

- ☐ I have been burgled (broken into) in the past year
- ☐ I have been robbed, harassed, or physically assaulted by another person in public in the last year
- ☐ Someone I know has been burgled (broken into) in the past year
- ☐ Someone I know has been robbed, harassed, or physically assaulted by another person in public in the last year
- ☐ Someone I know has been the victim of online fraud, scams, abuse or harassment
- ☐ I have been the victim of online fraud, scams, abuse or harassment

Community Voice Members' Portal

Have Your Say Glen Eira

Policing:

A sense of safety can be affected by how we perceive and feel about a place as well as what we witness in that place. As a Council we work with partners across different sectors to address issues which impact on our safety, one of our key partners is Victoria Police.

How quickly or slowly do you believe Police would arrive at the scene of a violent crime if it were to occur near your house?

(Choose any one option)

- ☐ Quickly
☐ Slowly
☐ Not sure

How much do you agree or disagree with the following statements about the police?

Questions	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I feel a moral obligation to obey the police in my neighbourhood					
I feel a moral obligation to support the decisions of police officers in my neighbourhood, even when I don't understand the reasons behind them					
The police in my neighbourhood have the same sense of right and wrong as me					
The police in my neighbourhood stand up for values that are important to people like me					
I support the way the police in my neighbourhood usually act					

Community Voice Members' Portal

Have Your Say Glen Eira

Section 3 - Community Engagement

To benchmark our community engagement work, we'd like to know what you think about our engagement this year.

These questions align with the principles set out in our current *Community Engagement Policy* and *Community Engagement Strategy 2022-2026*, which was endorsed earlier this year.

To what extent do you agree with the following statements?

Questions	Strongly agree	Agree	Unsure	Disagree	Strongly disagree
It is important to me that I am involved in Council decision-making					
Community engagement should seek out and facilitate the involvement of those who are potentially affected by or interested in a decision					
When I offer input, receiving information on the final decision is important to me					
Information should be provided to participants to enable them to participate in a meaningful way					
It is important to ensure representative participation in community engagement					
I can accept the outcome of final decision if I can see that my input has been considered and valued					

In the past 12 months, how have you given your input to Council? (Select all that apply)

(Choose all that apply)

- ☐ Community Voice surveys
- ☐ Have Your Say Glen Eira e.g. online survey, discussion forum or submission
- ☐ Email
- ☐ Face-to-face e.g. meeting, forum, focus group, open house or information night
- ☐ Phone call
- ☐ Formal submission e.g. via email or post
- ☐ Social media
- ☐ Pop-up stall e.g. at a public event or on the street
- ☐ Hard-copy survey
- ☐ Other (please specify):

To what extent do you agree with the following statements?

Questions	Strongly agree	Agree	Unsure	Disagree	Strongly disagree
Council's decision-making processes are clear					
Council's decision-making processes are consistent					
Councillors are held accountable for their decisions					
Council's decision-making is clearly communicated					
Communication about Council's decision-making is open for community input					

Community Voice Members' Portal

Have Your Say Glen Eira

Council reports back to participants how their input affected the decision					
I feel that I can influence decisions made by Council					
I feel that I can influence decisions made by Council					

How satisfied are you with Council's engagement activities in the past 12 months eg. surveys, pop ups, workshops, information sessions etc ?

(Choose any one option)

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat satisfied
- ☐ Unsatisfied
- ☐ Very unsatisfied
- ☐ Unsure

How can Council better target people who are directly affected by a topic or project? (select all that apply)

(Choose all that apply)

- ☐ Hard copy flyers or letters in your mailbox
- ☐ Banners in community and council facilities
- ☐ Signage in proximity to project/ consultation site
- ☐ Direct email
- ☐ Social media (eg Facebook, Instagram)
- ☐ Radio (eg local radio station J-AIR 87.8FM)
- ☐ Glen Eira News
- ☐ Community Engagement eNewsletter
- ☐ Other (please specify)

How satisfied are you with Council's Have Your Say website page?

(Choose any one option)

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Unsure

How can Council improve its engagement with the community?

Do you have any further suggestions or comments on community engagement?

Community Voice Members' Portal

Have Your Say Glen Eira

Section 4 - Hard Rubbish Collection Service Review

We're conducting a hard rubbish service review to ensure that the collections we offer are up to date with community needs.

Approximately how often does your household require a hard rubbish collection?

(Choose any one option)

- ☐ Never
- ☐ Once a year
- ☐ Twice a year
- ☐ Three times a year
- ☐ More than three times a year
- ☐ Unsure

Overall, how satisfied are you with the current hard rubbish collection service?

(Choose any one option)

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Unsure

If your household runs out of free collections, would you be interested in booking a paid collection?

(Choose any one option)

- ☐ Yes
- ☐ No
- ☐ Unsure

Please explain why you selected this option:

What are the current barriers you find to repairing, rehoming, donating or selling furniture and household items that could be reused rather than going to hard rubbish? (select all that apply)

Community Voice Members' Portal

Have Your Say Glen Eira

(Choose all that apply)

- ☐ Unaware of alternative options
- ☐ Time-poor
- ☐ Do not use online buy/swap/sell platforms
- ☐ Unable to pick up/ drop off furniture or bulky items (ie. no vehicle or trailer access)
- ☐ Not interested
- ☐ Other (please specify)

Do you have any suggestions or comments about your experience using Council's hard rubbish service?

Your feedback on this survey

The following questions ask for your feedback to help us to continually improve the survey experience for Community Voice members.

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

(Choose any one option)

- ☐ Satisfying
- ☐ Neutral
- ☐ Dissatisfying

Overall, did you think the time taken to complete the survey was:

(Choose any one option)

- ☐ Too short
- ☐ Could be a bit longer
- ☐ About right
- ☐ Too long

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