



Community Voice Survey February 2022 Summary Report

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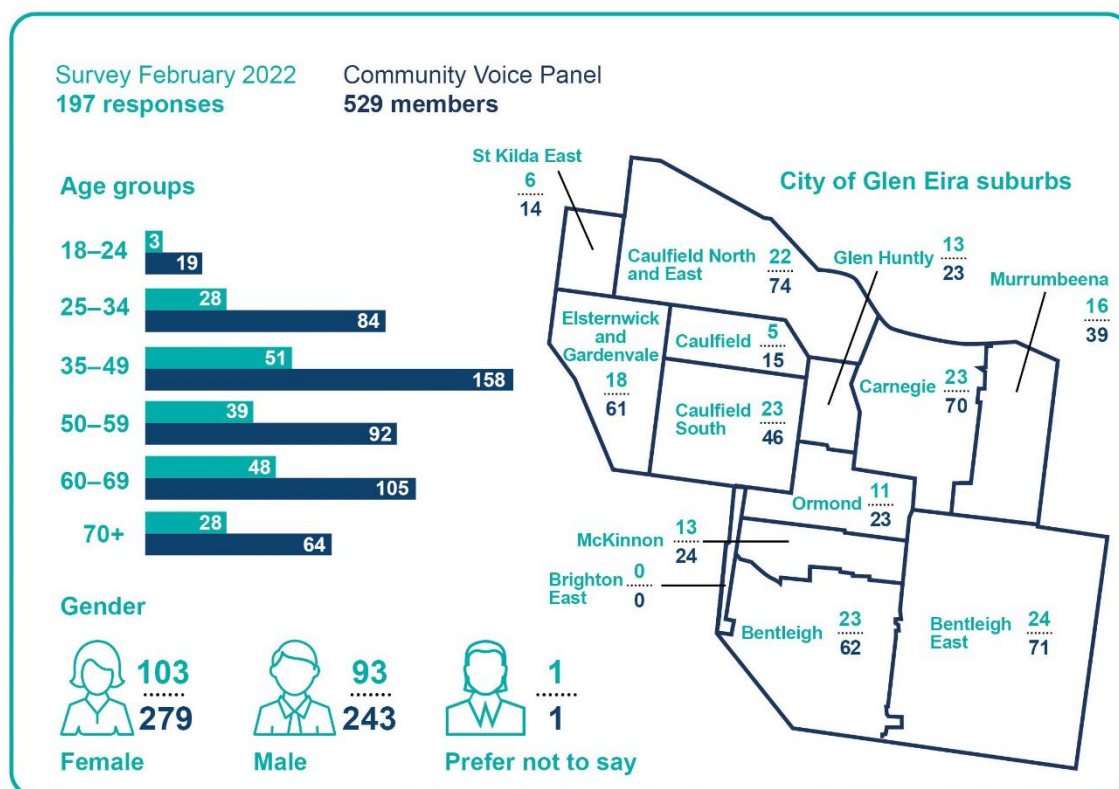
COMMUNITY VOICE SURVEY FEBRUARY 2022

This report presents findings from a Community Voice survey that was open from February 28 to 14 March 2022.

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

- **Transitioning to a circular economy** to support the community transition to a draft circular economy plan and deliver a key action in *Our Climate Emergency Response Strategy 2021-25 / Dhumbal Wurrungi-biik parbin-ata*
- **Asset Management Plan** to learn about community priorities for existing and future asset renewal, maintenance and development.
- **Ideas and Visioning for the Placemaking Framework** to seek feedback about the public places and spaces you use and enjoy, and to guide the development of the framework.
- **About you and your household** to revisit questions about Community Voice members to track member characteristics over time.

Community Voice is an online panel currently made up of 529 Glen Eira residents who broadly represent the municipality in terms of age, gender and suburb. 197 Community Voice members responded to this survey, a response rate of 37 per cent.



Section One: Transitioning to a circular economy

Glen Eira Council is moving toward a circular economy as one of the key actions in *Our Climate Emergency Response Strategy 2021-25* / *Dhumal Wurrungi-biik parbin-ata* [<https://www.gleneira.vic.gov.au/climate-strategy>].

Traditionally, we take materials and make them into products that we eventually throw away as waste. This is called a 'linear economy' in which we 'take-make-use-dispose'.

A 'circular economy' is a model that manages the earth's resources more efficiently. Waste is designed out of the system, meaning that unnecessary or wasteful items are not produced in the first place.

In a perfect circular economy, the materials we use in products would all be recovered, reprocessed and reused in a continuous loop, rather than becoming waste in landfill.

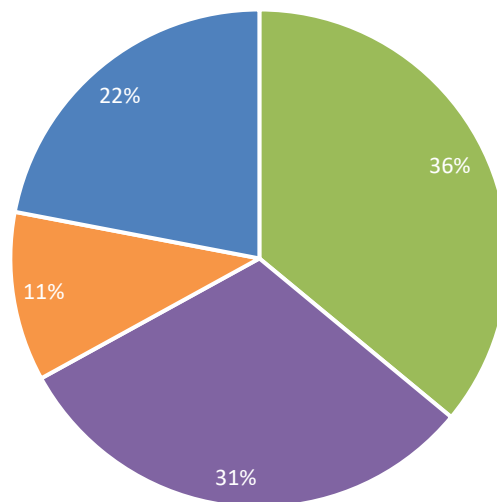
Responses to this survey will inform the development of a circular economy plan, education resources and setting a baseline level of understanding of a circular economy within Glen Eira.

Key findings:

- 36 per cent (71 of 197) of respondents 'Have heard the term 'circular economy'' before and are familiar with what it means.
- 22 per cent (43 of 197) of respondents 'Have not heard the term 'circular economy'' before.
- 'Greater access to mending, repairing and refurbishing services' was the most selected option when asked about maintaining and prolonging the lifespan of products, with 79 per cent (148 of 197).
- 80 per cent (158 of 197) of respondents were interested in 'Sharing initiatives.'
- 36 per cent (13 of 36) of respondents indicated that they prefer their own good quality tools, which are safe and well-maintained and not at risk of loss or damage.
- 40 per cent (75 of 186) of respondents would be encouraged to repair, sell or give away household items instead of disposing them if there was a central location offering hard rubbish exchange and it was affordable, or would be interested in learning the skills to repair items themselves.
- The top three ideas suggested by respondents to help the Glen Eira community transition to a circular economy include:
 1. 'Advocacy, infrastructure, marketing, and Council services to support local services and promote business innovation' - 35 per cent (61 of 173)
 2. 'Behaviour change: Increase information and awareness about the circular economy' - 34 per cent (59 of 173), and
 3. 'Convenient Council recycling, subsidised repair, share and workshop/maintenance service' - 32 per cent (57 of 173).

1. How familiar are you with the term 'circular economy'?

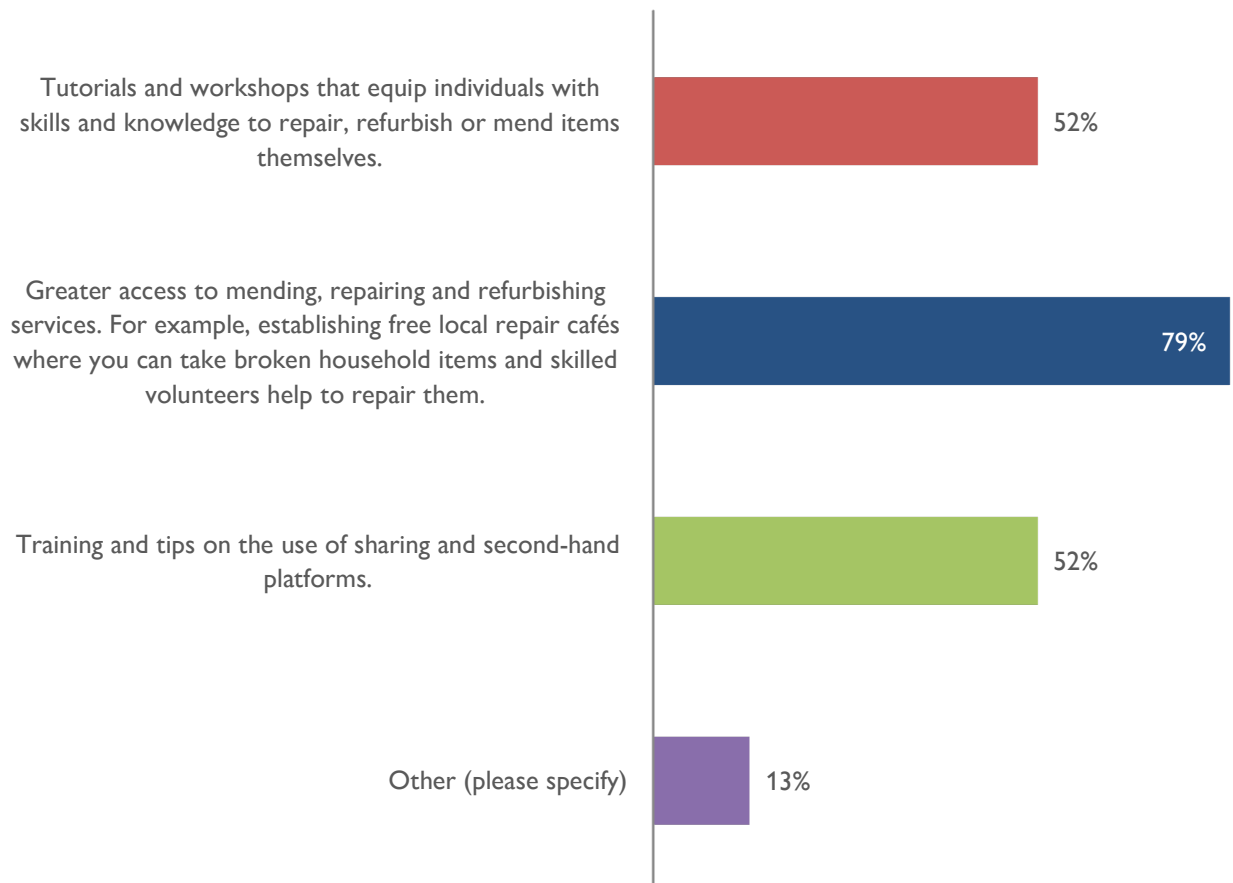
There were 197 responses to this question.



- I have heard the term 'circular economy' before and I am familiar with what it means
- I have heard the term 'circular economy' before and I am somewhat familiar with what it means
- I have heard the term 'circular economy' before although I am not familiar with what it means
- I have not heard the term 'circular economy' before

2. Would you be interested in any of the following ways to maintain products and prolong their lifespan?

There were 188 responses to this question.

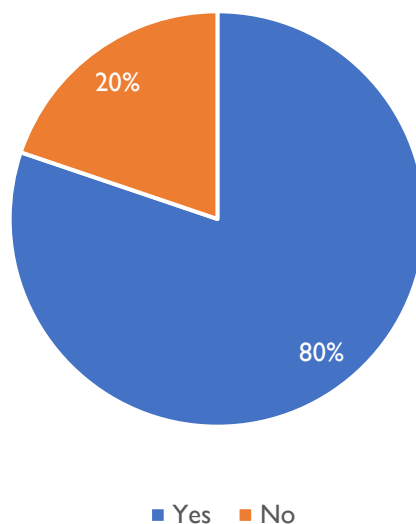


Those who selected 'other' made the following suggestions:

- Lobby business and manufactures to use materials that can be recycled.
- Supporting social enterprises that create employment and skills for people through business activities focused on reuse, repurpose and repair goods rather than them going to waste.
- Free membership to a toy library.
- Recycling depots for waste and excess building and civil construction materials.
- It would be great to have some way of safety testing items people often worry about buying or sharing second hand, particularly with items for babies or kids.
- Hiring 'packages' e.g., things needed for newborn baby to 6 months of age then returning to upgrade to next stage 6-12 months etc.
- Forum to allow residents to give or swap items with others.

3. Do sharing initiatives interest you?

There were 197 responses to this question.



4. Please explain why sharing products does not interest you?

There were 36 responses to this question.

Key themes and/or topics	No. of responses
Prefer own good quality tools, which are safe and well-maintained and no risk of loss or damage	13
Not interested/Don't see need	8
No time/ Inconvenient/Too busy	7
Ask friends or family first/hire commercially e.g.: Bunnings	4
Seems unclean/Not happy to share	4

Illustrative quotes:

*"Because I already personally do that, I borrow from friends, or lend to friends, or hire from places like Bunnings."*Female, 50-59, Caulfield South

*"No faith that the products will be well treated, and returned in good condition"*Male, 35-49, Bentleigh East

*"Great idea, but not for me, happy to donate, but I am anxious to use 2nd hand items during a pandemic."*Male, 60-69, Bentleigh East

*"Convenience is one factor. The item might not be available when needed, and time restrictions on having the item and when you can collect it/drop it off. While it works well with books, I am not sure it would work that well with tools or household items. But I could be wrong!"*50-59, Female, 50-59, Murrumbeena

5. Sometimes items that we dispose of in hard rubbish are in working condition or could be repaired and reused. What would encourage you to repair, sell, giveaway or reuse household items rather than dispose of them in hard rubbish?

There were 186 responses to this question. Those who responded indicated:

Key themes and/or topics	No. of responses
Central location offering hard rubbish exchange and it was affordable or skills to repair yourself	75
I already divert from landfill by repairing, giving to friends, family and opp shops, or sell online	35
Simple process, convenient ease of access service	31
Online place to sell like Facebook Marketplace or Council digital tool	26
More Council hard rubbish collections with refunds for not using service	25
Public awareness, education and information on what and how items can be diverted from landfill	22
Council rebates or incentives for diverting materials	10
Stop production of low-quality goods without spare parts and commercial repair service	8
Not interested	3

Illustrative quotes:

"A points system, eventually redeemable with council rewards such as a free session at GSAC or admission to a concert at the town hall." Female, 50-59, Caulfield South

"A method that would enable materials to be effectively and efficiently disposed of and possibly recoup some money in the process." Male, 60-69, Bentleigh

"Refunds for unused hard waste collections." Female, 35-49, St. Kilda East

"Training on repair would help, and I feel easily available platforms to share/sell/trade/refurbish/repair old goods would encourage others to do so too. Also, charging for any hard rubbish that has not reached the end of its life yet could encourage people to not be wasteful too." Male, 35-49, St. Kilda East

"A drop off place with open labelled bins for categories e.g., working/not working/good for spare parts. Places where fabric from worn clothes and linens can be recycled. School textbooks, would love to share those in a central location rather than individual schools that say they will dispose of books not sold." Female, 35-49, Caulfield North

"I already devote a large amount of my time to repairing and repurposing any manner of "old stuff" and now volunteer at the St Kilda Repair Cafe. If there were similar facilities locally, I would happily contribute my skills." Male, 60-69, Carnegie

"The skills to repair or local facilities that assist people to repair items or give away items"
Female, 60-69, Caulfield North

6. What ideas do you have about how we could help transition our community to a circular economy?

There were 173 responses to this question. Those who responded indicated:

Key themes and/or topics	No. of responses
Advocacy, infrastructure, marketing, and Council services to support local services and promote business innovation	61
Behaviour change: Increase information and awareness about the circular economy	59
Convenient Council recycling, subsidised repair, share and workshop/maintenance service	57
Council to provide circular economy incentives, purchasing, rewards and rules	44
Community garage sales, market day, repair it events	17
More community drop off points and circular economy hubs	17
Council create or promote digital Buy, Share, Swap, Sell, Repair resource	11
Promote community connectedness and volunteers in sharing, expertise, and repair skills	8

Illustrative quotes:

"Green waste needs to be easier; with biodegradable bags. More free mulch spots. Encourage water tanks and solar panels. Local business networks to discuss opportunities. Experiment with roads & park equipment made from recycled materials and porous pathing in parks." Male, 50-59, Murrumbidgee

"I certainly hope that you take the elderly and disabled into account for a change as a lot of us have no way of getting to drop-off points." Female, 60-69, Benteleigh

"Fashion is one of the biggest drivers of unnecessary waste in our community. I have several perfectly good pairs of trousers that I'm told not to wear by some fashion-conscious friends because they have permanent creases in the legs, and that's not the fashion anymore! I wear them anyway, but others discard older, wearable clothing to buy the latest fashions. Change of community attitude is necessary." Male, 60-69, Benteleigh East

"Incentives to use repurposed building materials for house builds and renovations." Female, 35-49, Caulfield North

"Better disposal of hard rubbish rather than leaving in front of residences. Perhaps a sort of op-shop that functions as a circular economy hub as well." Male, 25-34, McKinnon

"Better and more organised recycling program, targeted hard rubbish collections, local disposal facilities for chemicals, paint, e-waste etc." Male, 60-69, Elsternwick

Section Two: Asset Management Plan

Council manages approximately 1 billion dollars' worth of infrastructure assets, which range from buildings, minor structures, roads, drainage, carparks, footpaths, playgrounds, open space to sporting grounds and ovals.

Under the Local Government Act 2020, councils are required to develop and adopt an *Asset Plan*. *The Plan* will guide the way Council manages its assets to increase their lifespan whilst ensuring that their replacement, upgrade or renewal is undertaken at the right time and in the most cost-effective manner.

Through this survey we sought your feedback to ensure that the *Plan* accurately reflects the community's priorities.

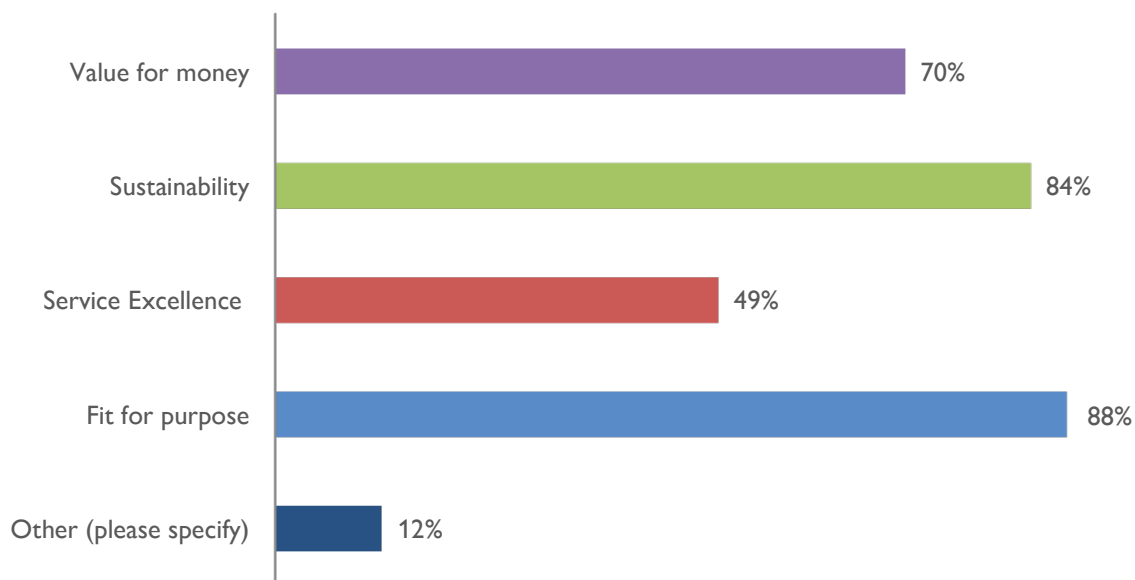
Following this preliminary survey, residents will also be provided a further opportunity to provide feedback via Council's Have Your Say page, which will be dedicated to further refining the comments received through this survey and informing the draft *Plan*.

Key findings:

- 88 per cent (174 of 197) of respondents feel that the most important way Council manages infrastructure and assets is that they are 'fit for purpose', followed by 'sustainability' at 84 per cent (165 of 197).
- Respondents believe that Council's primary focus regarding assets should be 'Better maintenance of our existing assets' - 83 per cent (163 of 196), followed by 'Upgrades to existing assets' - 75 per cent (146 of 196).
- Respondents have indicated that the two biggest opportunities in the next 10 years regarding assets will be 'Built Infrastructure' - 44 per cent (86 of 196) and 'Social' - 42 per cent (82 of 196).
- Respondents indicated that the two greatest challenges will be 'Economic demand' - 73 per cent (144 of 196) and 'Environmental' - 53 per cent (103 of 196).

1. What is important to you about the way Council manages infrastructure and assets?

Participants could select as many options as they wanted. 197 participants responded to this question with a total of 596 options selected. Percentages indicate the number of participants that selected each option against total participants (197). Those who responded indicated:

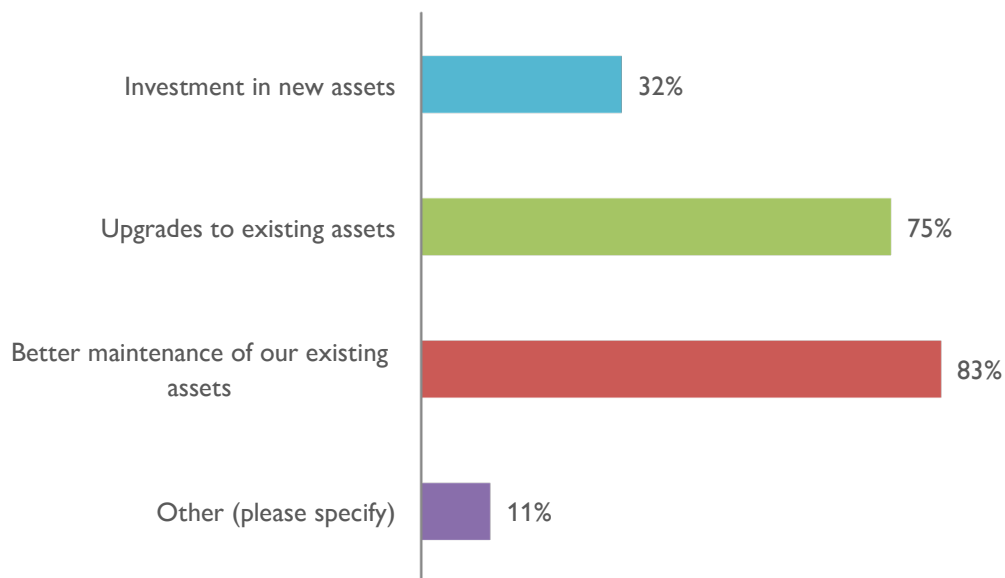


Those who selected 'other' made the following suggestions:

- Takes account of changing community needs and climate risks.
- Do it once, do it right.
- Co-Design: ensuring that what Council delivers is what the community actually wants to receive.
- Regular inspection 2. Feedback from infrastructure and asset users 3. Future thinking
- Repair when needed not letting things get beyond a serviceable state.
- Future proofing.
- Value for money encapsulates all of the other points. If something is unsustainable, provides poor service or is not fit for purpose, it will not give value for money.
- To prioritise what is needed and think of the long term not short-term gains.
- Relevance and necessity.

2. What should be Council's focus regarding assets?

Participants could select as many options as they wanted. 196 participants responded to this question with a total of 394 options selected. Percentages indicate the number of participants that selected each option against total participants (196). Those who responded indicated:



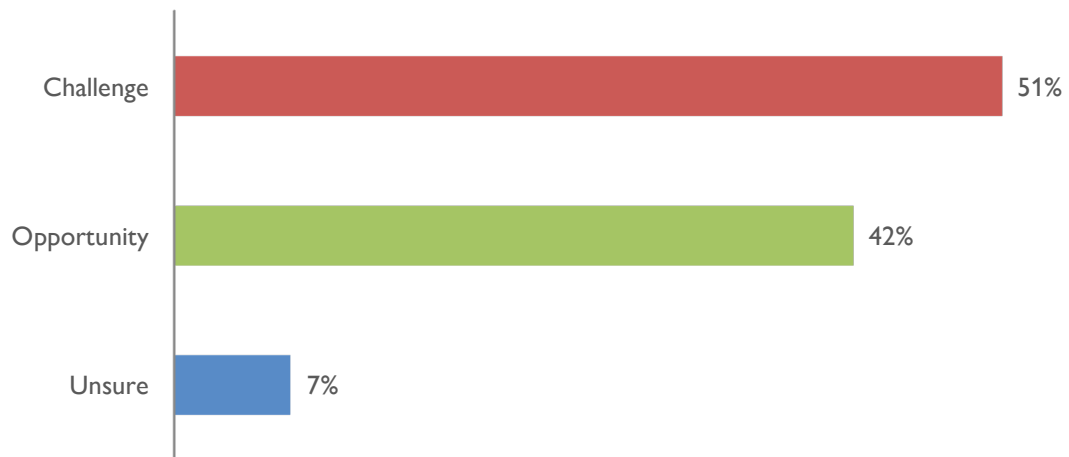
Those who selected 'other' made the following suggestions:

- Adapting maintenance & defect mitigation standards in light of climate change threats and new usage patterns for existing infrastructure e.g., active personal transport (walking, cycling, etc.) increasing on roads designed for motorised vehicle traffic.
- Use good materials. Not cheap alternatives that do not last.
- Repurposing existing assets where appropriate.
- New assets of course but when the life of an existing asset has reached its use by date.
- Ensure sustainability and carbon neutrality are taken into account. Council is aiming for net zero by 2025, and this must be factored into all asset investments and upgrades. Sometimes maintenance is enough, we don't always need new buildings/assets.
- Review of existing assets to see if they are still the best way of meeting the requirement they exist to fulfil.
- Investment vs upgrades vs maintenance on a case-by-case basis, depending on the specific asset being considered.

3. Over the next 10 years do you see the following issues as a challenge or an opportunity?

There were 196 responses to this question.

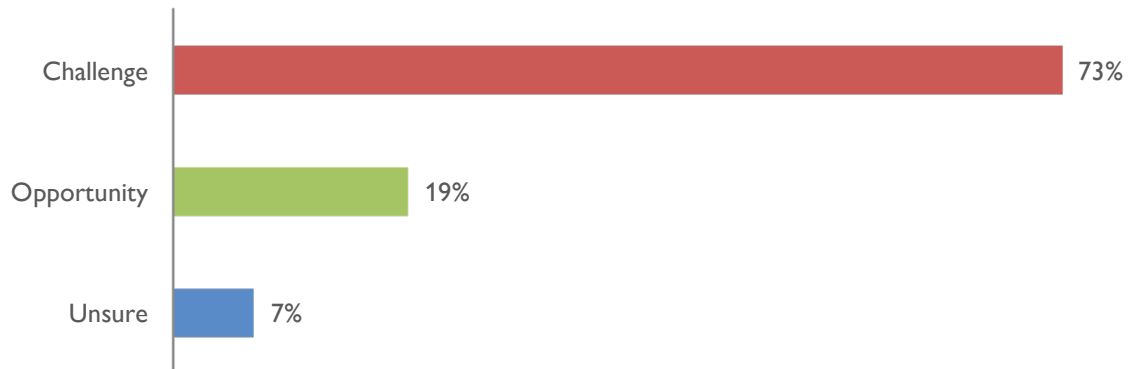
Social (population trends, demographic changes, changing community needs)



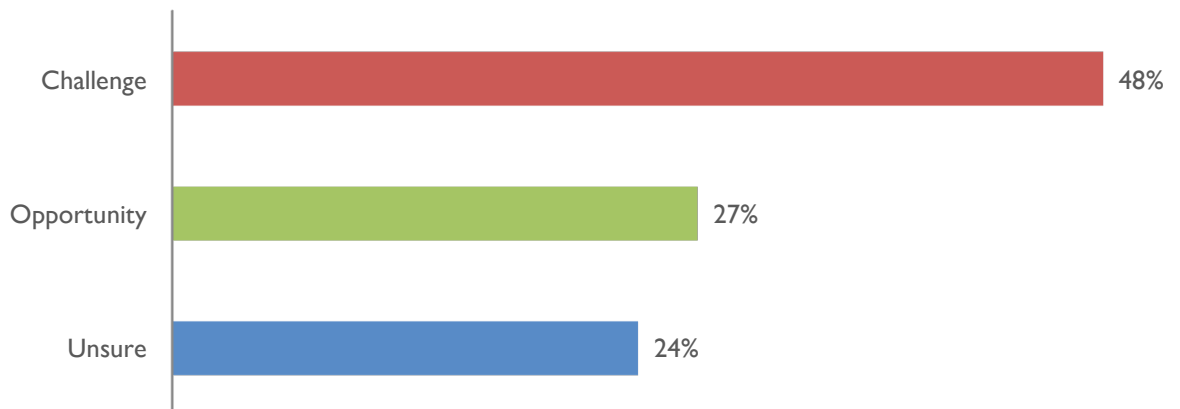
Built Infrastructure (ageing infrastructure, rapid technological change)



Economic Demand (increasing cost of providing services, delivering on community expectations)



Political (legislative and policy influence i.e., Local Government Act 2020)



Environmental (climate change adaptation)



4. Please tell us a bit more about the challenges and opportunities you think we'll face over the next 10 years.

There were 159 responses to this question. Those who responded indicated:

Key themes and/or topics	No. of responses
Cost, impact and opportunities of adapting and mitigating climate change impacts	67
Maintaining infrastructure and amenity with increased population density and changing demographics and expectations i.e.: ageing and diverse population	59
Managing community wellbeing and health, access to open space and address health, social and economic inequalities	46
Develop infrastructure, developer and planning controls that address better building resilience, waste, sewerage, drainage and community services	44
Financial, political and social challenges and opportunities	35
Opportunity to use evidence-based approach and innovate in asset and infrastructure management and community service delivery	23
Opportunity to use new efficient technology and data to upgrade, replace, and to sustainably manage infrastructure	13
Opportunity for increased local business activity and local workforce hubs	4

Illustrative quotes:

"Aging population needs more downsizing options in order to free up extra living spaces for those who need it." Female, 85 and over, Bentleigh

"Overcrowding in suburban streets with more duplexes & multi storey housing. Increase of traffic especially around shopping areas & suburban streets. Lack of parking."
Female, 60-69, Bentleigh East

"We need to encourage cycling around Glen Eira and improving this as a viable mode of transport."
Female, 35-49, McKinnon

"Growing gap between the rich and poor. A growing number of people doing it tough. Greater demand for social housing." Male, 50-59, Murrumbeena

"Climate change is the biggest one. Meeting the needs of an older population in some areas of Glen Eira. Prevention of unsustainable apartment blocks that spoil the streetscape of the area. The need to continue to 'green' Glen Eira." Female, 60-69, Carnegie

"Affordable housing, community centres in each suburb bringing all demographics together- library, social, entertainment, recycling - and climate change resistant housing are essential and not addressed properly by state and federal policy." Female, 50-59, Ormond

5. Please share any other feedback you believe is important as part of the development of the Asset Plan.

There were 84 responses to this question. Those who responded indicated:

Key themes and/or topics	No. of responses
Planning, development, and policy settings to deliver infrastructure the community needs and on budget	37
Plan for highest community need and multi-use of assets	21
Respond to climate change, manage recycling and work to net zero emissions	20
Invest, upgrade, and renew assets equitably across Glen Eira	16
Protect our parks, trees, nature, and open space	12
Build better, more resilient, high quality infrastructure	11
Prioritise services to respond to demographic shifts	6
Don't know	2
Slow growth to give infrastructure time to catch up	1

Illustrative quotes:

"The upgrades of various parks and gardens have been well received in my local community, and usage has obviously increased. But residents take these things somewhat for granted. Council needs to be forthright in laying out options so we understand that choices have to be made and not everyone will get what they want. There is increasing selfishness and a 'me' focus among some residents.
 'Female, 70+, Elsternwick

"I think the changes that council has made because of the pandemic should be remembered and potentially built upon (things like removing car spaces to add outdoor dining and building more outdoor fitness equipment). Because having this stuff in place before a pandemic could end up being far more helpful than having to react when something goes wrong." Male, 25-34, Caulfield North

Section Three: Ideas and visioning for The Placemaking Framework

We are developing a *Placemaking Framework* which will provide guidance to stakeholders on Council and community placemaking projects, assist in the activation and revitalisation of public spaces, encourage community interaction and guide the delivery of projects and events.

Through this survey we wanted to hear what you value about the places and spaces where you like to spend time, how we can support you to participate in placemaking, and to help us to prioritise the actions we should take to make our public spaces even better. Feedback gathered through this process will be used to develop the *draft Placemaking Framework*.

Key findings:

- 18 per cent of total respondents (34 of 185) suggested that 'Caulfield Park' was their favourite public place or space in Glen Eira.
- 81 per cent (157 of 195) Community Voice respondents agreed that 'Trees and Greenery' are the most important feature contributing to their favourite place or space great in Glen Eira.
- 52 per cent (96 of 186) indicated that 'Active linkages to other community spaces' and 'Access to public toilets, seating and bins' were amenities that make their favourite places and spaces in Glen Eira great. While another 51 per cent (95 of 186) of respondents indicated 'Shade/weather protection'.
- When thinking about places and spaces outside of Glen Eira, 46 per cent (82 of 175) of respondents indicated that various 'parks and/or reserves' were their favourite place.
- 27 per cent of Community Voice respondents (47 of 175) indicated that 'beaches/dog beaches/foreshores' were their favourite places outside of Glen Eira.
- In areas outside of Glen Eira the top two features that made these spaces 'great' were 'Trees and Greenery' 77 per cent (127 of 166), and 'Active linkages to other community spaces' 60 per cent (99 of 166).
- 'Protect/increase greenspace and parks' and 'Plant more trees/increase shade' were the top two suggestions for Glen Eira Council to implement to improve our places and spaces with 12 per cent of respondents (18 of 151).
- In terms of *Activities and Events* within Glen Eira, 'Community-run events' and 'Markets' were considered 'very important' to 36 per cent (70 of 194) and 35 per cent (69 of 194) of respondents respectively.
- *Features* that were considered important in our places and spaces included 'Trees and Greenery' with 80 per cent (156 of 195) of respondents suggesting it was extremely important.
- 54 per cent (106 of 195) of respondents also indicated that 'Sustainability Features' were extremely important *features* in Glen Eira's places and spaces.
- When asked 'What can Council do to make its places and spaces even better?' 12 per cent (18 of 151) indicated that Council should 'protect/increase greenspace and parks', another 12 per cent (18 of 151) indicated that 'planting more trees to increase shade' would improve our places and spaces.

1. What is your favourite public place or space in Glen Eira?

There were 185 responses to this question. Those who responded indicated:

Key themes and/or topics	No. of responses
Caulfield Park	34
Allnut Park	13
Packer Park and playground	9
Booran Reserve	8
Mallanbool Reserve	8
Boyd Park	7
Library	7
Rail Trail/Skyrail Trail	7
Hopetoun Gardens	6
Caulfield Racecourse	5
Duncan McKinnon Reserve	5
Joyce Park	5
Princes Park	5
Glen Huntly Road, Elsternwick	4
Lord Reserve	4
Bailey Reserve	3
Bentleigh Centre Road shops	3
Centenary	3
Halley Park	3
Harleston Park	3
E.E Gunn Reserve	2
Koornang Road Park	2
Koornang Road Restaurants	2
Ripponlea	2
Other	36

Illustrative quotes:

"I think Carnegie is the status quo for how other areas should develop such as McKinnon, Ormond and Glen Huntly. Multi use and space planning is essential." Male, 25-34, McKinnon

"Would have to say we go Bayside for nice places." Male, 35-49, Caulfield

"Local parks, Carnegie Library, Koornang Road and hopefully soon also the new Carnegie Pool."
Female, 70-84, Carnegie

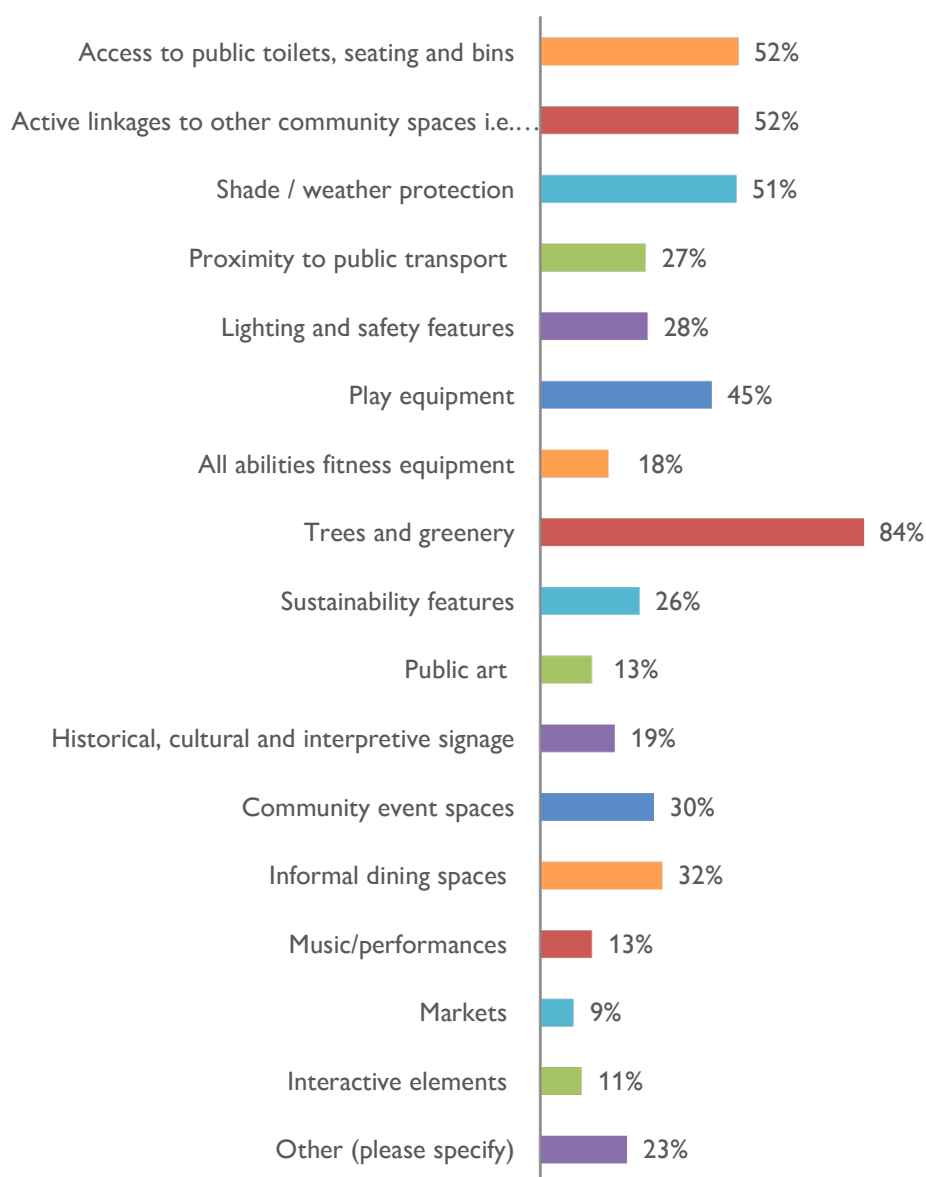
"Mallanbool Park, specifically the information about indigenous culture"
Male, 25-34 years old, Caulfield North

"Laz's lane in Carnegie" Female, 35-49, Carnegie

"Caulfield Park Aviary Garden - the only native flowers in municipality." Female, 50-59, Glen Huntly

2. What facilities, events or amenities make it great?

Participants could select as many options as they wanted. 186 participants responded to this question with a total of 989 options selected. Percentages indicate the number of participants that selected each option against total participants (186). Those who responded indicated:



Those who selected 'other' made the following suggestions:

- Proximity to my house.
- Quiet.
- Shops and cafes.
- Sports grounds and practice facilities.
- Off-leash dog area.
- Sports facilities.
- Increased biodiversity and indigenous plants and signage.

3. What is your favourite public place or space outside of Glen Eira?

There were 175 responses to this question. Those who responded indicated:

Key themes and/or topics	No. of responses
Parks, National Parks, reserves and gardens (Botanic, Cranbourne, Dandenong Ranges)	82
Beaches/Dog beaches/foreshore	47
Creek Trails (Gardiners and Scotchman's)	3
Southbank	2
Federation Square	2
Markets (Queen Victoria and South Melbourne)	2
Playgrounds	3
National Gallery of Victoria	2
Arts Centre	2
Melbourne Museum	1
State Library	1
Other	28

Illustrative quotes

"The old Elsternwick Golf course currently being converted to Elsternwick Reserve. This is a great initiative to recreate natural habitat for local wildlife. Also, the length of the Elwood canal from the reserve to the beach for walking. I don't know of anywhere in Glen Eira that has a stretch of land like this to enjoy walking amongst large trees." Male, 60-69, Elsternwick

"Alexandra Gardens, Botanic gardens and that precinct. The bike path trail under the Dandenong Skyrail" Prefer to self-identify, 70+, Caulfield North

"Not sure. I like Carlton Gardens." Male, 35-49, Murrumbeena

"Brighton dog beach" Female, 50-59, Caulfield North

"Elwood Canal" Male, 35-49, McKinnon

"North Road Foreshore Playground" Male, 35-49, Bentleigh East

"Botanic gardens" Female, 35-49, Bentleigh East

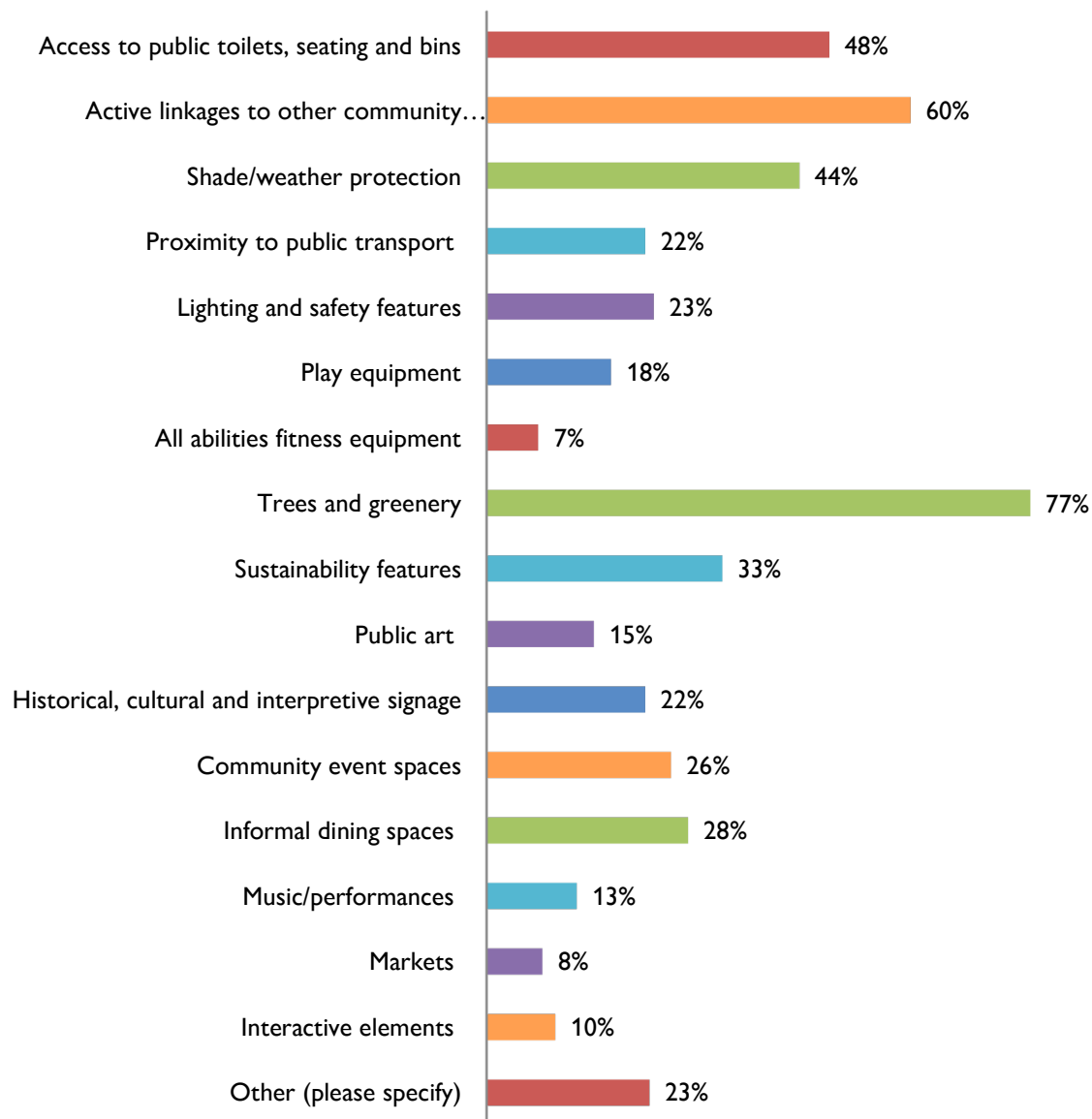
"Thomas St Playground Hampton" Male, 35-49, Bentleigh

"The fitness equipment at Elwood beach, I think it's called the St. Kilda outdoor gym"
Male, 25-34 Caulfield North

"Elsternwick nature Reserve (was the Elsternwick Gold course- now being redeveloped). As it borders GE and much of our run-off goes through this area, would love to see GE work more closely with bayside & Port Phillip on its development." Female, 60-69, Elsternwick

4. What facilities, events or amenities make it great?

Participants could select as many options as they wanted. 166 participants responded to this question with a total of 791 options selected. Percentages indicate the number of participants that selected each option against total participants (166). Those who responded indicated:



Those who selected 'other' made the following suggestions:

- Minimal presence of people.
- Café.
- Presence of a lake or sea.
- Nature reserve evolving with real natural environment, flora & fauna.
- Quiet, peaceful, a good size. Has toilets and parking.
- local indigenous natural environment.
- Has many features suited to recreational bike-riding.

5. What can Council do to make its places and spaces even better?

There were 151 responses to this question. Those who responded indicated:

Key themes and/or topics	No. of responses
Protect/increase greenspace and parks	18
Plant more trees/increase shade	18
Increase native plantings	8
Increased public toilets	6
Increased walking/bike paths	6
Increase all abilities access	5
More bins	5
Listen to feedback	4
Focus more on maintenance of assets	4
Create some dog-free areas within parks	3
Other	74

Illustrative quotes

"Work closely with the National Trust to support our historical sites and properties."

Female, 35-49, Caulfield South

"Community market, farmers market and public cultural performances."

Male, 70-84, Murrumbeena

"Develop more parks and open spaces"

Male, 70+, Caulfield South

"Focus on mobility and use of assets. Understanding what people want and will actually use is super important. I think the recent dog park initiatives are an example of trial formats that work."

Male, 25-34, McKinnon

"Encourage more people to take rubbish home with them, like national parks"

Male, 35-49, Caulfield South

"More seating in parks, more public toilets (exelooos) as the population increases, don't lock the toilets overnight, more lighting in covered spaces and shelters to discourage loitering at night."

Male, 50-59, Ormond

"More sustainability initiatives and natural spaces with native gardens."

Female, 25-34, Caulfield South

"Put toilets at each playground - especially Boyd Park."

Female, 35-49, Murrumbeena

"Cost effectiveness. Spending a fortune on murals or public art doesn't make a place more attractive in most cases. It's interesting the first time you see it, and then you don't look at it again. Lighting for safety matters but not for aesthetics. Clean green spaces do matter. Public seating is useful."

Male, 50-59, Elsternwick

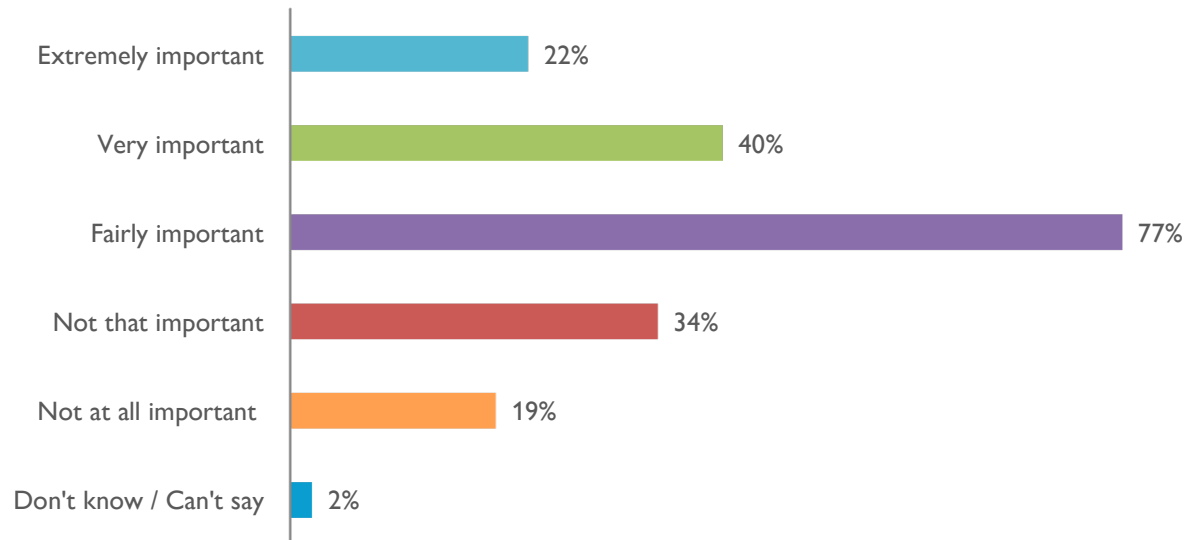
"Improve public amenities and maintenance of roadways and footpaths."

Male, 60-69, Murrumbeena

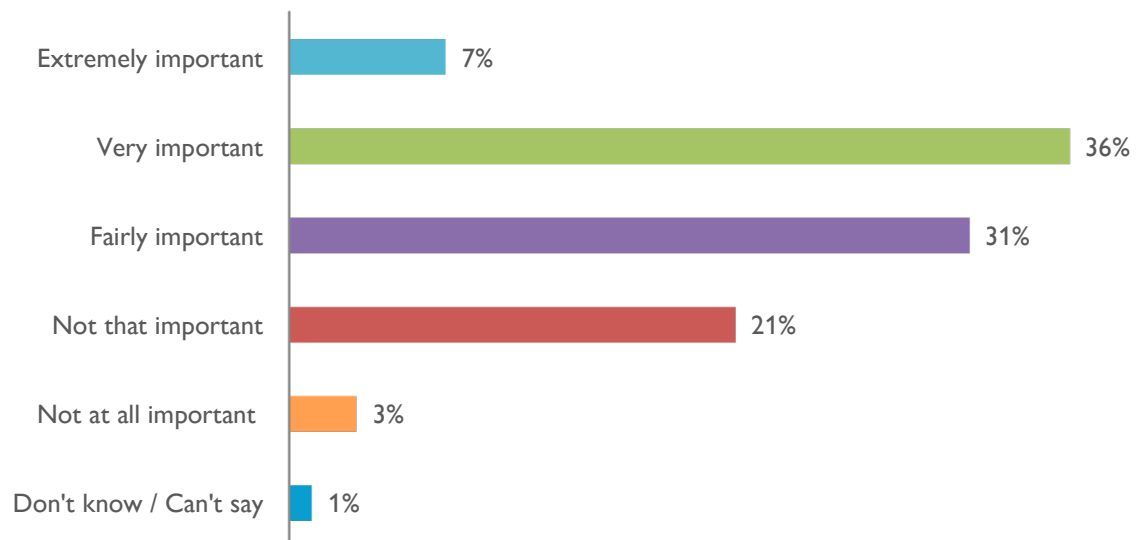
6. How important are the following types of events and activities in our places and spaces?

There were 194 responses to this question.

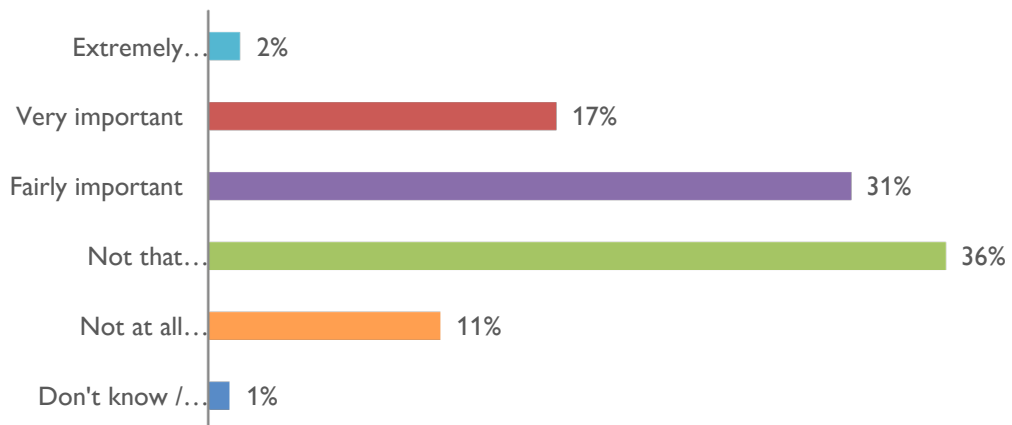
Music, performance/arts



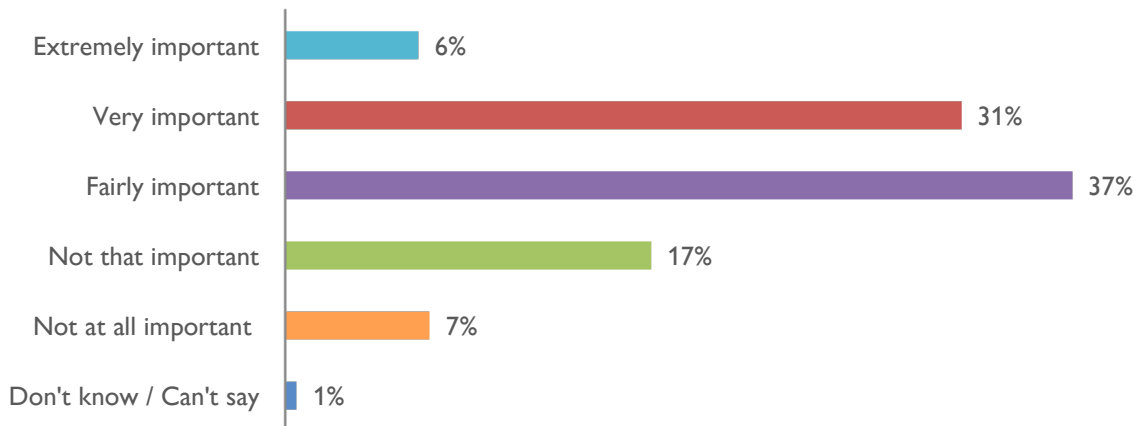
Markets



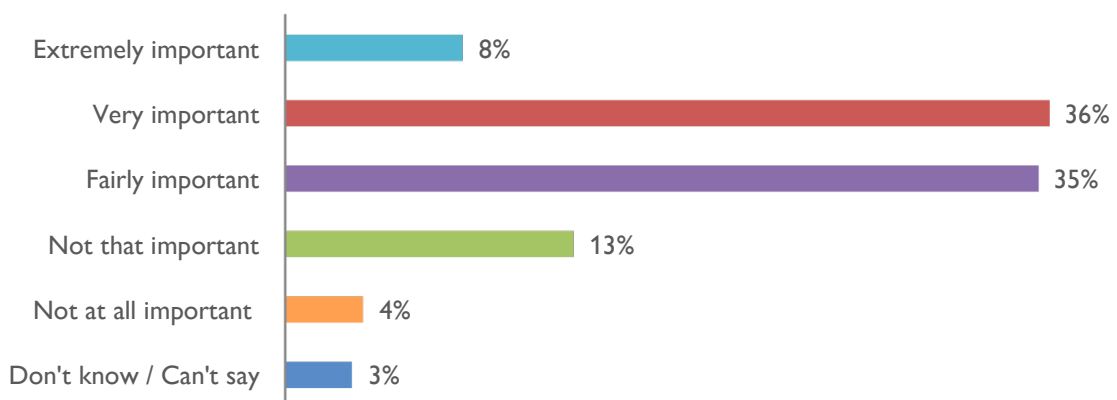
Food trucks



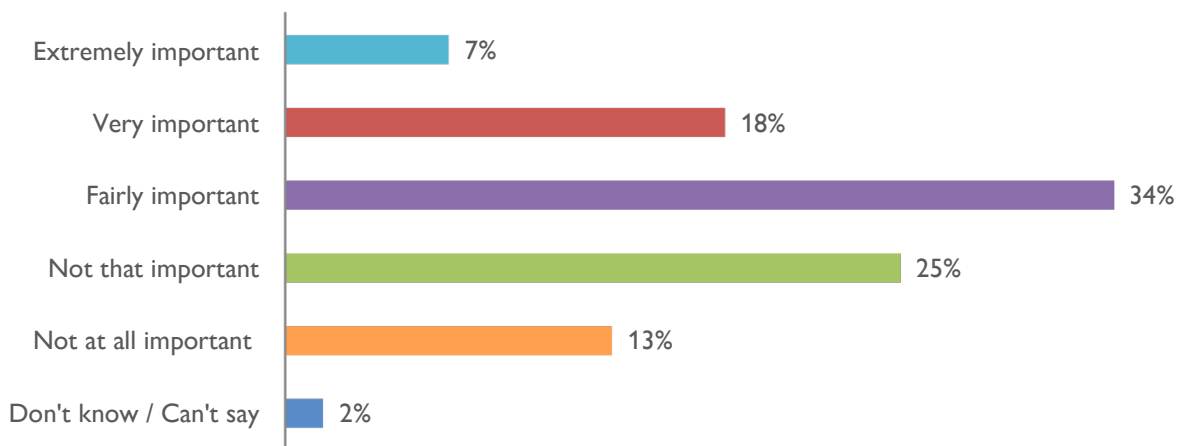
Festivals



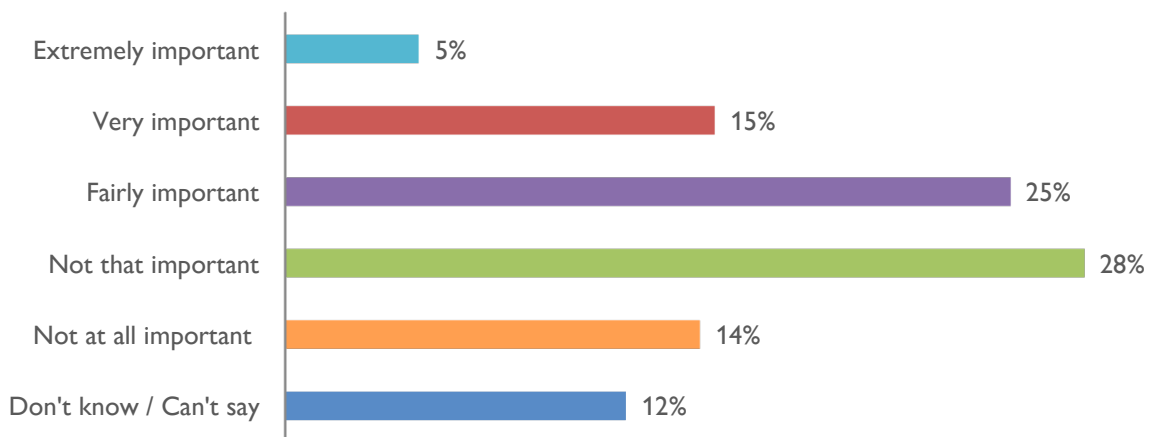
Community-run events



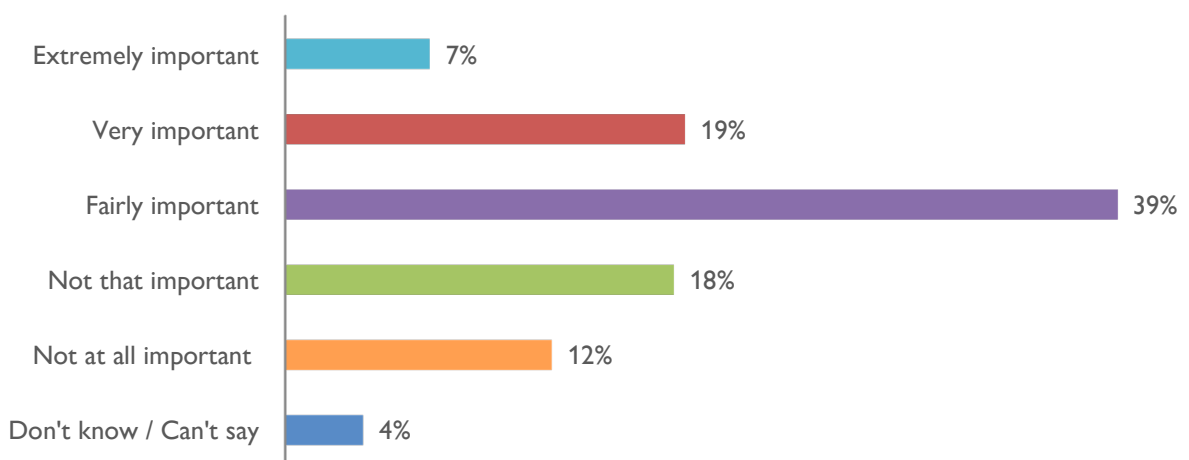
Group physical activity



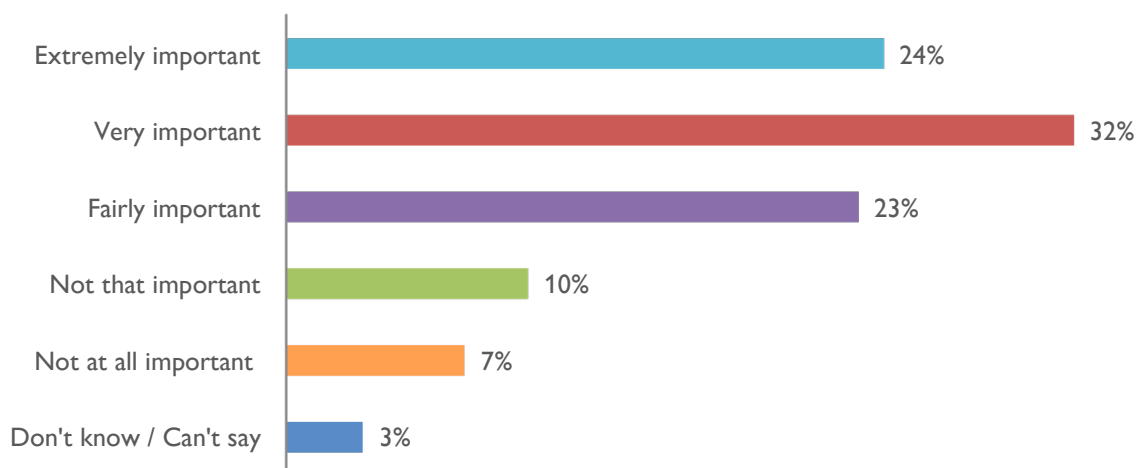
Temporary/pop-up parks and public spaces



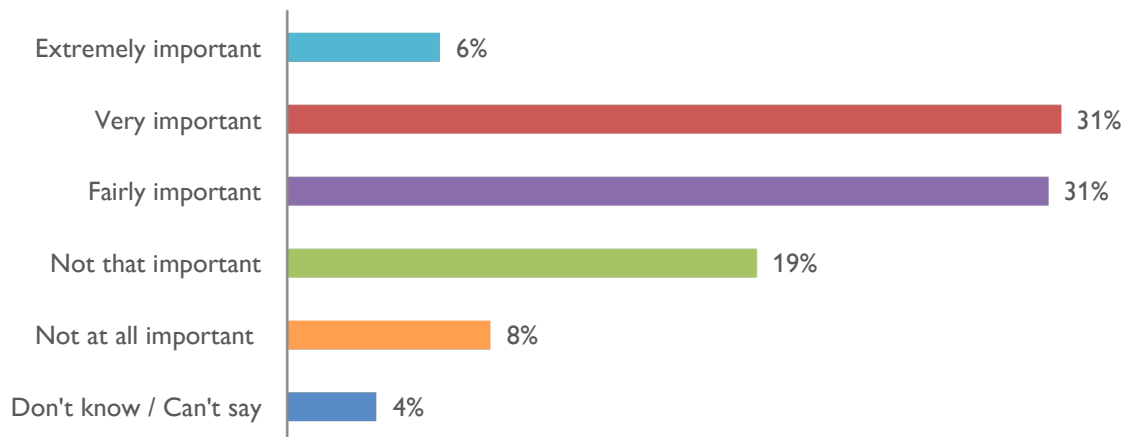
Temporary/pop-up art installations/galleries



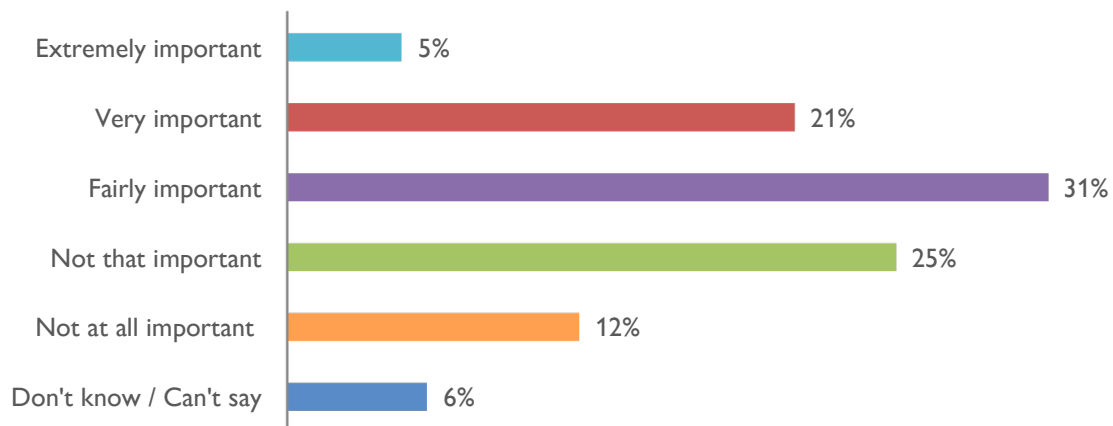
Activities for children



Evening activities



Workshops



7. Are there any other activities or events not listed above that Council should consider?

There were 58 responses to this question.

Key themes and/or topics	No. of responses
Festivals	7
Repair café's/ waste reduction events	5
Bins/Litter control	2
Accessibility	2
Sporting events	2
Indigenous signage/art	2
Business development opportunities	2
Community gardens/men's sheds	1
Senior Citizens Events	1
Other	34

Illustrative quotes:

*"Events that do not create plastic rubbish or littering, in general, would be great. For any events, they should mandate biodegradable packaging/cutlery."*Female 35-49, Ormond

"Activities that advance reconciliation and increase appreciation of Indigenous cultures."
Female, 25-34, Caulfield South

*"Public forums on pressing local issues"*Female, 70+, St Kilda East

*"Festivals - spend more money supporting community groups staging events and less on council running its own events."*Male, 50-59, Elsternwick

*"Glen Eira does a great job with activities around Koornang Rd for special events- keep up the great work!"*Female, 35-49, Carnegie

*"I think we have an underrepresented opportunity for co-working spaces and small business development outside of retail."*Male, 25-34, McKinnon

"Not everything needs to be "busy" – peaceful reflection is really important too"
Female, 70+, Carnegie

"No idea - as a highly literate person, the basics have been forgotten in much of this study – i.e.: informing and accessibility for all BEFORE fancy extras (which yes would be nice)"
Female, 60-69, Elsternwick

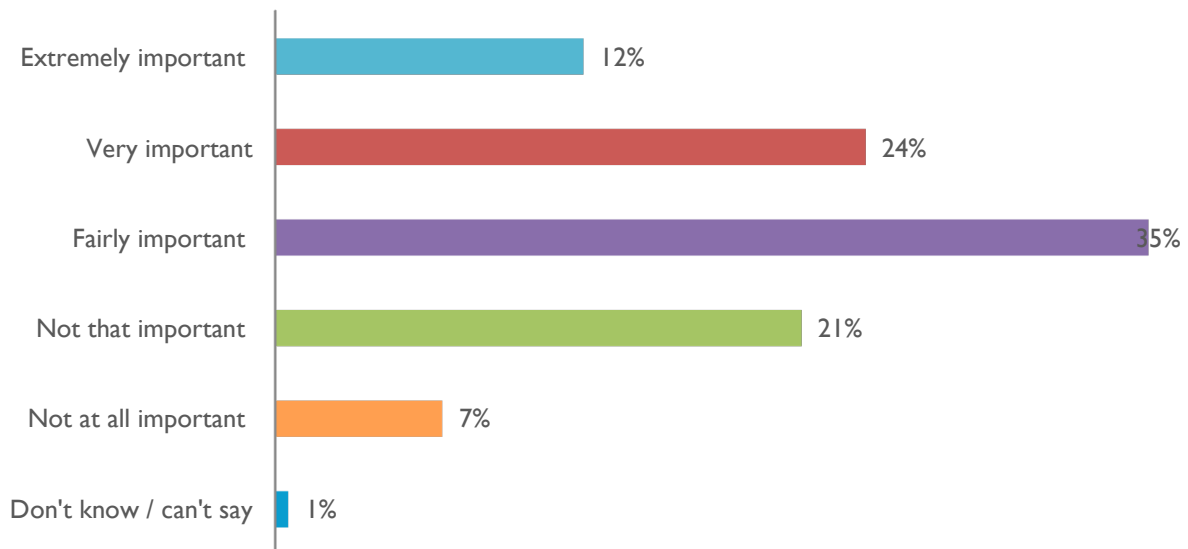
*"Give the community spaces for community gardens, men's sheds."*Male, 60-69, Glen Huntly

"I would absolutely attend an indigenous history walk, led by a local expert. Or even something about plants which are indigenous to the area" Male, 25-34, Caulfield North

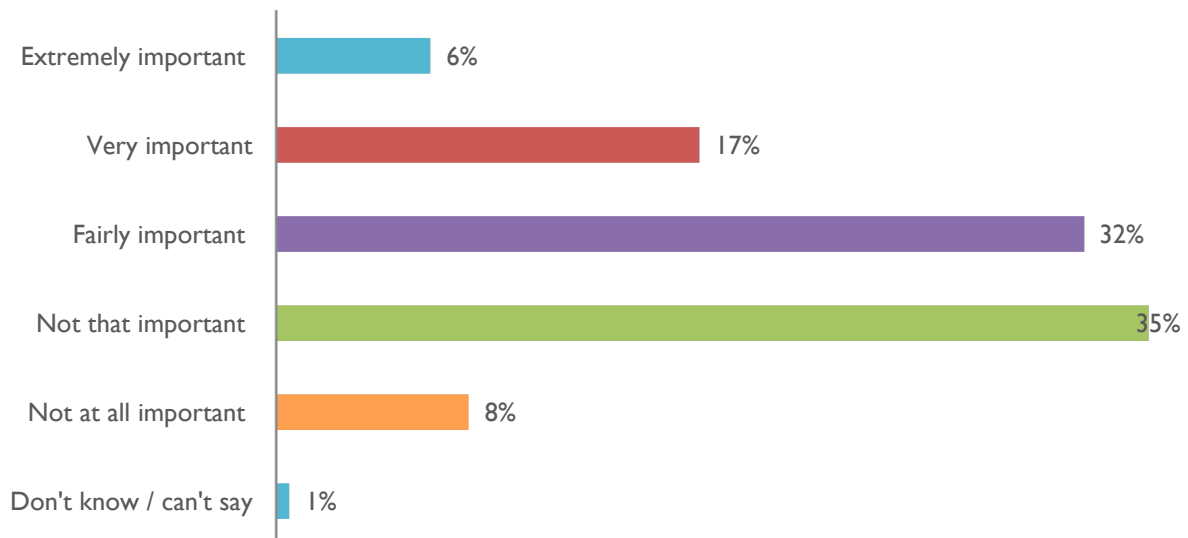
8. How important is it for you that our public places and spaces have the following features?

There were 195 responses to this question.

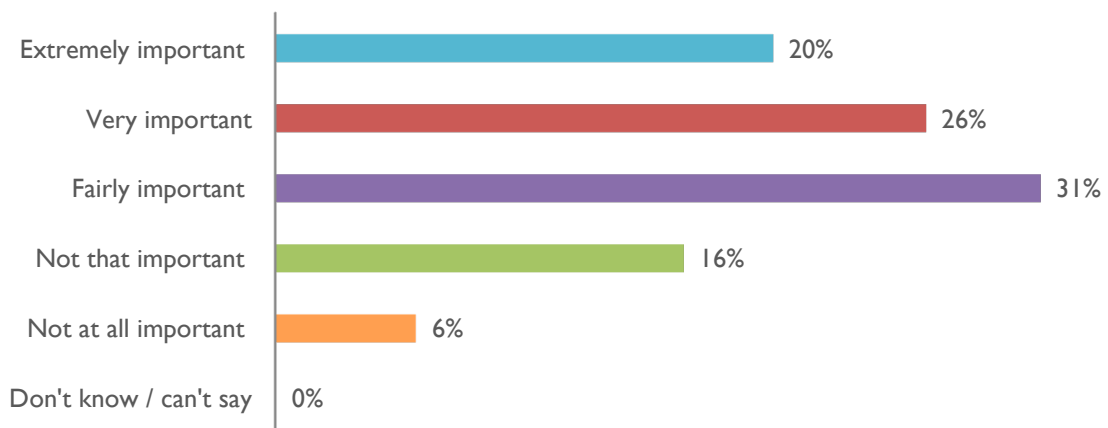
Public Art



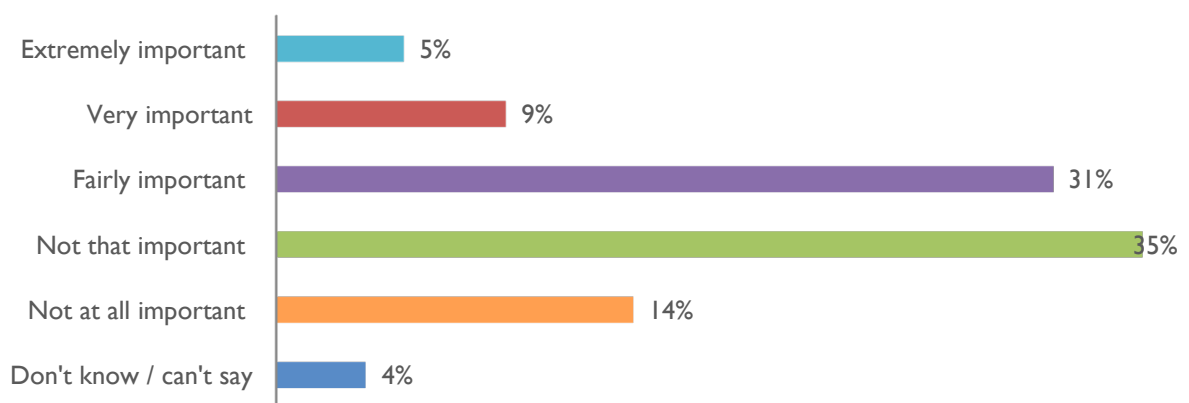
Decorative lighting



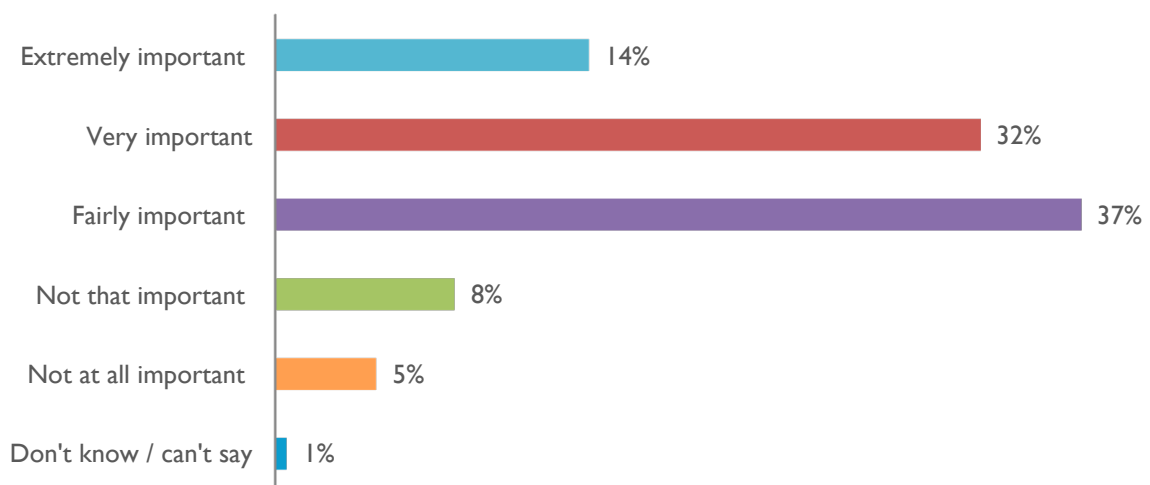
Historical/cultural interpretive signage



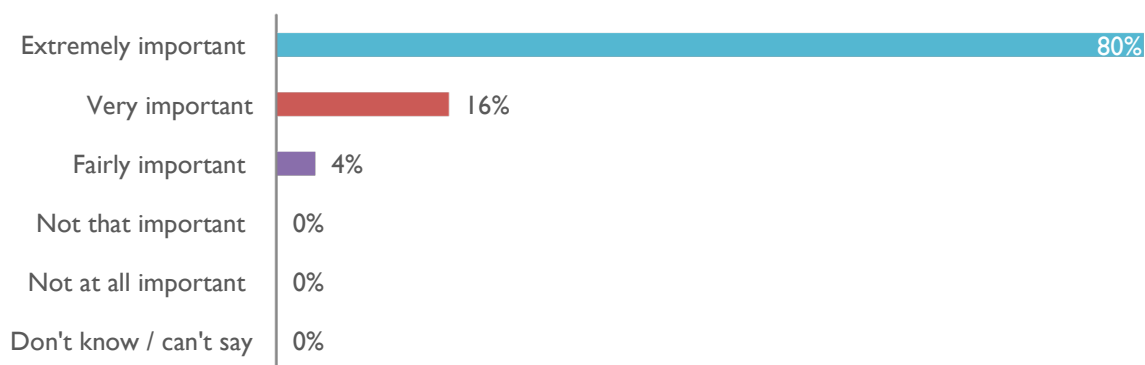
Place/activity centre branding



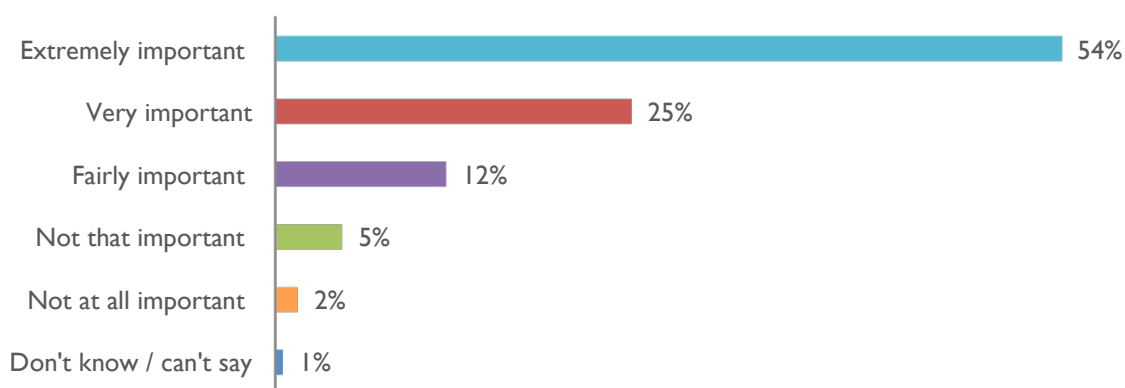
Community event spaces



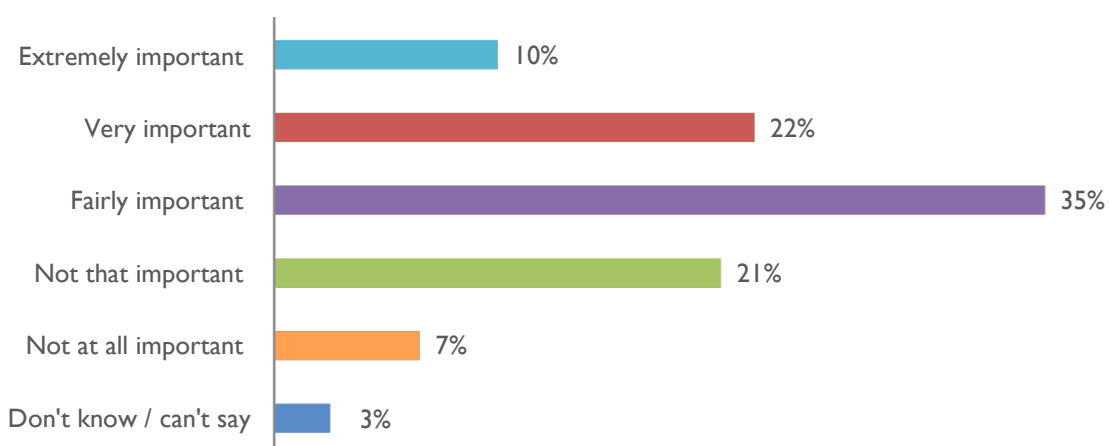
Trees and greenery



Sustainability features



Interactive elements



9. Are there any other placemaking features that you would like to see in Glen Eira?

There were 60 responses to this question.

Key themes and/or topics	No. of responses
Trees/Green space	8
Lighting	5
Aboriginal information/signage	5
Accessibility features	5
Water features/Access to water	5
Seating	4
Historical signage	4
Walking/biking paths	3
Other	21

Illustrative quotes

"Place water back into our landscapes, Glen Eira has practically no parks reserves with water features."
Male, 60-69, Glen Huntly

"I'd love to see more historical stuff, or old photos of the same street" Male, 25-34, Caulfield North

"Paths, trails, exercise equipment - infrastructure that supports participation in everything 'active' that is 'non-sport' in nature..." Male, 25-34, Caulfield North

"Restrictions on dogs that spoil other people's enjoyment of facilities." Female, 60-69, McKinnon

"Fun and well-designed features that are also informative. Pop up booths, fun signage, art installations that address current issues, provide helpful advice." Female, 50-59, Ormond

"Pop-up community markets, swap markets, free festivals, using empty properties for popup/temporary community gardens or parks." Male, 35-49, St Kilda East

10. Are there places or spaces in Glen Eira where you think these place management features are missing or could be improved?

There were 120 responses to this question.

Key themes and/or topics	No. of responses
Bentleigh East Village	6
Caulfield Park	6
Bailey Reserve	5
Caulfield Racecourse	3
Glenhuntly Road, Elsternwick	3
Princes Park	3
Skyrail	3
Joyce Park	2
Lord reserve	2
Wattle Grove	2
Other	85

Illustrative quotes:

"Non-automated toilets for Sabbath observers in local parks" Female, 70-84, St Kilda East

"Working on public light fixtures to make it safer for women in public at night" Female, 18-24, Bentleigh East

"Strip shops such as Centre Rd, Bentleigh, McKinnon Road, McKinnon & North Rd, Ormond" Male, 50-59, Bentleigh East

"Seats on shopping strips are usually in the sun/rain and right next to the road. It would be great to have more undercover and safer seating spaces for kids e.g., break during shopping." Female, 35-49, Bentleigh

"The improvements in the last decade should be acknowledged. However, more work should be done around traffic management in the shopping centres where possible." Male, 60-69, McKinnon.

"Additional shade, trees, greenery, traffic management and improved paths and walkways at the Murrumbeena and Hughesdale shopping strips would improve them." Female, 25-34, Murrumbeena

"Laneway activations, currently a lot of people walk in the lanes. It would be nicer to see more greenery and community garden opportunities in these underused spaces." Female, 35-49, Caulfield North

Section Four: About you and your household

Community Voice was established to be a representative sample of Glen Eira residents in terms of their age, gender and suburb of residence.

Each year we ask some further demographic questions to help us learn more about the member group and how it relates to the broader Glen Eira community.

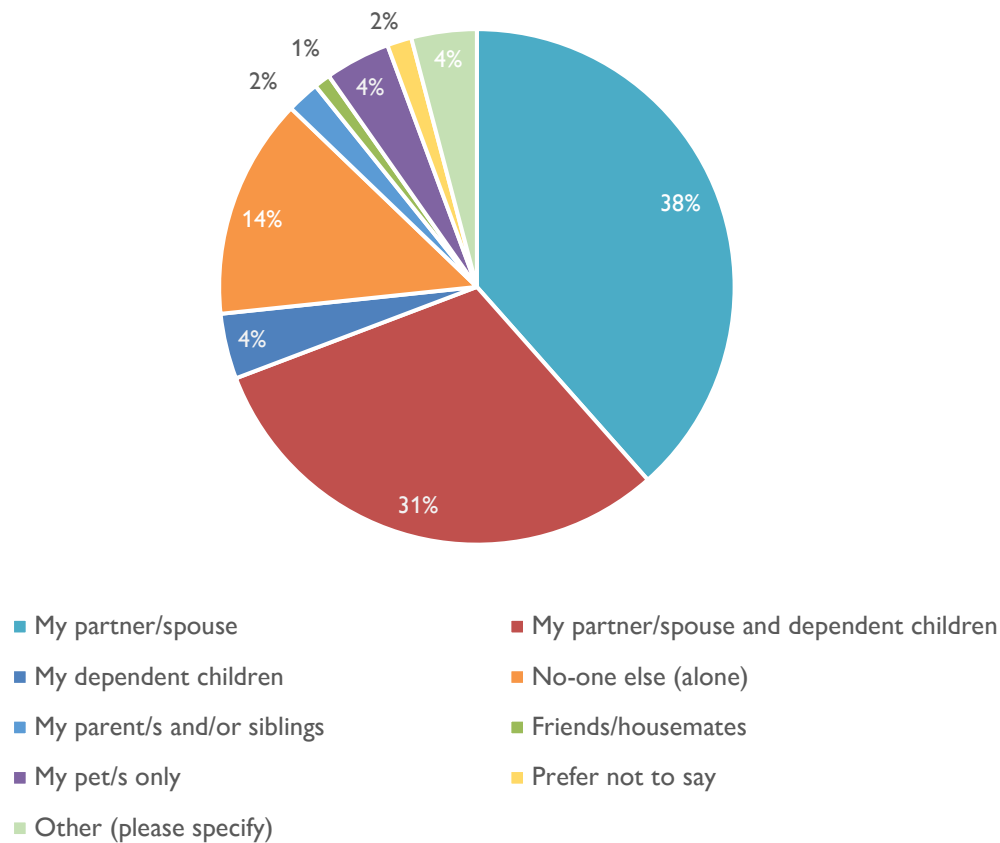
With this being the first Community Voice activity for 2022 and with new members onboard, we would like to re-visit these questions, so we can track member characteristics over time. All information shared in your responses will be kept entirely confidential and you will not be identified in any way.

Key findings:

- 38 per cent (75 of 195) of respondents live with a partner/spouse followed by 31 per cent (60 of 195) who live with partner/spouse and dependent children. The next most common living arrangement was people who live alone - 14 per cent (27 of 195).
- Most respondents indicated they own their home outright (47 per cent, 92 of 195 responses). This was followed by those who owned their home with a mortgage (41 per cent, 79 of 195), and nine per cent (17 of 195) of respondents indicated they live in a home they rent.
- There were a broad number of languages spoken at home other than English including: Arabic, Cantonese, Chinese, French, Greek, Hebrew, Japanese, Mandarin, Polish, Russian, Spanish, Swiss German, Swedish, and Yiddish.
- Nine per cent of respondents (18 of 195 responses) indicated they have a disability, five per cent (10 of 195) indicated they cared for a person with a disability and six per cent (11 of 195) indicated that they identify as LGBTIQ+.

1. Who do you live with at home? Please select the option that best applies.

195 responses received. Percentages indicate responses to options amongst all responses.

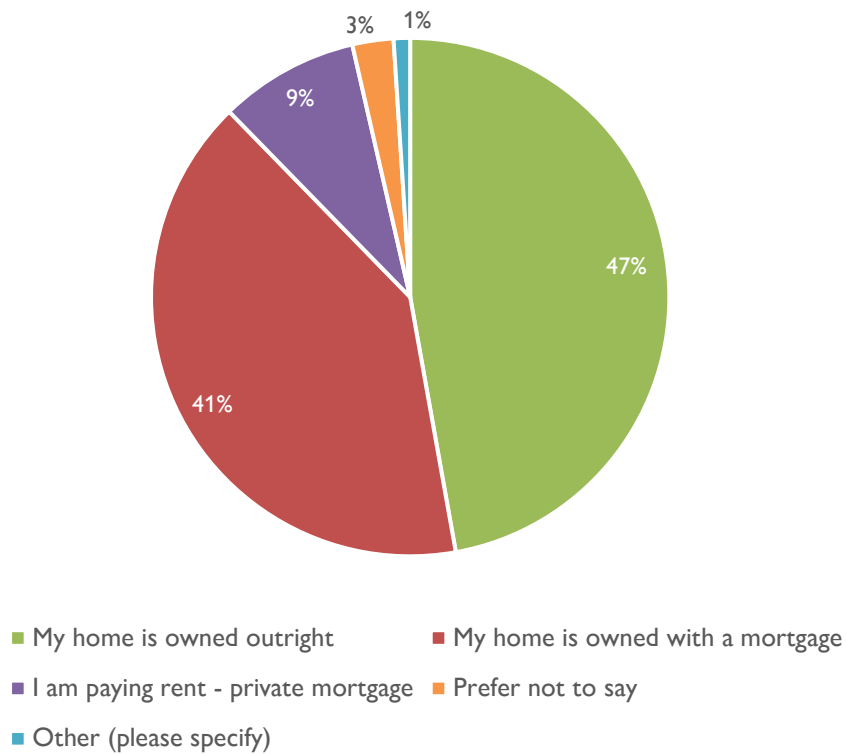


Those who selected 'Other' indicated:

- Partner/spouse and adult children
- Partner/spouse, adult children, and their partners
- My partner, Independent adult offspring and their partners.
- Partner/spouse and adult children
- My partner on weekends
- Partner and parent-in-law
- Partner and two grandchildren
- Partner and dog

2. How would you describe your housing tenure? Please select the option that best applies.

195 responses received. Percentages indicate responses to options amongst all responses.



Those who selected 'Other' specified:

- Owned by parents
- Residential village

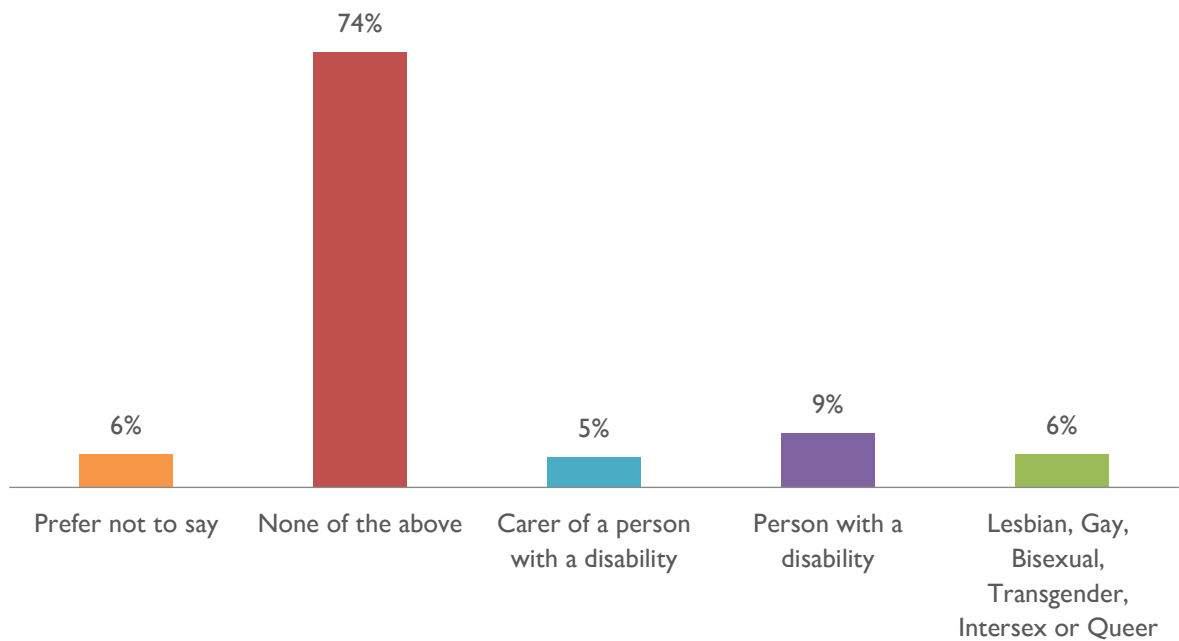
3. If you speak a language other than English at home, please state the language(s):

There were 18 respondents who speak another or more than two languages other than English at home including: *Arabic, Cantonese, Chinese, French, Greek, Hebrew, Japanese, Mandarin, Polish, Russian, Spanish, Swiss German, Swedish, and Yiddish.*

Language	No. of responses
Yiddish	4
Swiss German	1
Swedish	2
Spanish	1
Russian	1
Polish	1
Mandarin	1
Japanese	1
Hebrew	3
Greek	1
French	3
Chinese	1
Cantonese	2
Arabic	1
Total	23

4. Do you identify with any of the following characteristics? Please select all options that apply.

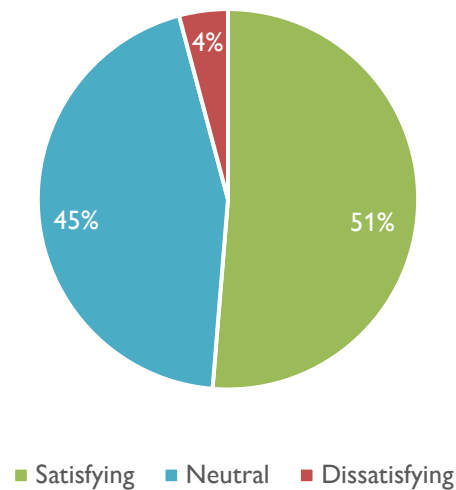
Participants could select as many options as they wanted. 182 participants responded to this question with a total of 195 options selected. Percentages indicate the number of times the option was selected against the total (195).



Section Five: Your feedback on the survey

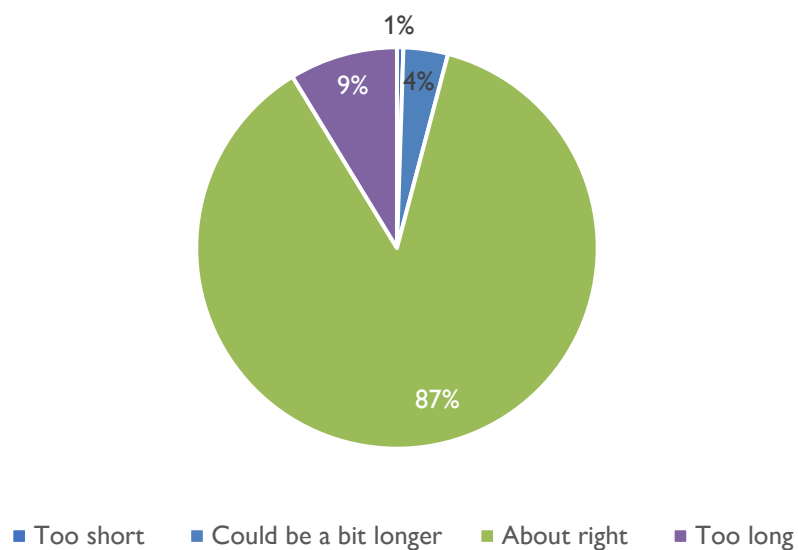
1. Overall, how would you describe your experience of this survey?

193 participants responded to this question. Percentages indicate responses to options amongst all responses.



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

195 participants responded to this question. Percentages indicate responses to options amongst all responses.



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

A summary of key themes and topics from comments provided are outlined below:

Key themes and/or topics	No. of responses
Keep up this work, enjoy the opportunity	27
Survey topics and questions unsuitable/problematic	12
Council actions following on from feedback	11
Other	12
	62

Illustrative quotes:

"First time participant but I am looking forward to being involved in Community Voice moving forward!"
Female, 25-34, Elsternwick

"Glen Eira is a wonderful place to live, and many recent community enhancement projects have really contributed to the community." Female, 25-34, Carnegie

"Thank you so much for the reminders! I've only just snuck in at the last minute again. Thank you for extending the period for completing it. Life is so busy." (Female, 25-34, Murrumbena)

"I've been pleased with Community Voice over the past few years. I hope that it will evolve into something even more effective. One idea is to have a community representative group that is closely tied to council decisions. It would be formed through random selection (lot) so as to be truly representative, and terms would be something like 1 year. This way 'average' people (people who would never stand for government election) would have more of a direct input. There are quite a few examples of this around the world now." (Male, 35-49, Glen Huntly)

"I think Community Voice is a good idea, as long as it's not a self-congratulatory device and as long as negative feedback is understood and acted upon." (Male, 60-69, Ormond)

"From the nature of questions put forwards in this survey I feel you are not looking for news ideas or change, you are just seeking to reenforce the status quo." (Male, 60-69, Glen Huntly)

"A bit sceptical as to how much attention will be given to the feedback" (Male, 60-69, Ormond)

"I find that the Council has already made its decisions before it consults the public, so it feels like the community is not being listened to" (Female, 35-49, Caulfield North)

"I hope these responses will be used to influence future planning, and it would be great to see more community consultations like this." (Male, 35-49, St. Kilda East)



Community Voice Survey February 2022: Transition to a Circular Economy, Asset Management Plan, Ideas and Visioning for the Placemaking Framework and About You and Your Household

Welcome to the first Glen Eira Community Voice survey for 2022.

There are five sections in this survey:

- 1. Transition to a Circular Economy** – to help develop a circular economy plan for the community.
- 2. Asset Management Plan** – to gauge community priorities regarding existing and future assets and guide the way Council manages its assets.
- 3. Ideas and Visioning for the Placemaking Framework** – to help develop a Placemaking Framework for the community.
- 4. About You and Your Household** - revisiting questions about Community Voice members to track member characteristics over time.
- 5. Your feedback on Community Voice and this survey**

This survey takes around 30 minutes to complete. Your input will be kept confidential, you will not be identified in reports and your privacy will be respected.

To thank you for your time in completing the survey, we invite you to opt-in for a chance to win one of five gift hampers (*conditions apply).

The survey will close at 5pm on 11 March.

Questions or feedback? Contact the Community Voice Administrator: communityvoice@gleneira.vic.gov.au

[Click here to find out more about Council's Privacy Statement/policy.](#)

Section One: Transition to a circular economy

Traditionally, we take materials and make them into products that we eventually throw away as waste. This is called a 'linear economy' in which we 'take-make-use-dispose'.

Many countries, states and local councils are now transitioning to a 'circular economy' – a model that manages the earth's resources more efficiently. Waste is designed out of the system, meaning that unnecessary or wasteful items are not produced in the first place.

In a perfect circular economy, the materials we use in products would all be recovered, reprocessed and reused in a continuous loop, rather than becoming waste in landfill.

Supporting our community transition to a circular economy is a key action in *Our Climate Emergency Response Strategy 2021-25* / *Dhumbal Wurrungi-biik parbin-ata* [<https://www.gleneira.vic.gov.au/climate-strategy>]

Circular economy familiarity

In this section we want to hear from you about how we can support our community to transition to a circular economy. This will help us in the initial stages of developing a circular economy plan.

Q1. How familiar are you with the term 'circular economy'?

- ☐ I have heard the term 'circular economy' before and I am familiar with what it means
- ☐ I have heard the term 'circular economy' before and I am somewhat familiar with what it means
- ☐ I have heard the term 'circular economy' before although I am not familiar with what it means
- ☐ I have not heard the term 'circular economy' before

Attitudes towards circular economy behaviours

It is critical that products are designed to be more durable and easily repairable. One way individuals can create a more circular economy is by extending the lifespan of products by maintaining, repairing or refurbishing damaged goods and sharing or giving away unwanted items.

Q2. Would you be interested in any of the following ways to maintain products and prolong their lifespan? (Please select all that apply)

- ☐ Tutorials and workshops that equip individuals with skills and knowledge to repair, refurbish or mend items themselves.
- ☐ Greater access to mending, repairing and refurbishing services. For example, establishing free local repair cafés where you can take broken household items and skilled volunteers help to repair them.
- ☐ Training and tips on the use of sharing and second-hand platforms.
- ☐ Other (please explain): _____

Sharing products and resources

Sharing products and resources is another way we can transition to a circular economy. A good example that already exists is a toy library. This sharing system can also be used for other household items such as power tools, where people borrow a tool when they need it.

Q3. Do sharing initiatives interest you?

- ☐ Yes
- ☐ No

Conditional question: If no, please explain why sharing products does not interest you:

Q4. Sometimes items that we dispose of in hard rubbish are in working condition or could be repaired and reused. What would encourage you to repair, sell, giveaway or reuse household items rather than dispose of them in hard rubbish?

Ideas to help our community transition to a circular economy

As part of developing a circular economy plan, Council will be exploring ways it can support businesses, households, schools, workplaces, community groups, sporting clubs and individuals to a play part.

Q5. What ideas do you have about how we could help transition our community to a circular economy?

Section Two: Asset Plan Management Plan

Council manages approximately 1 billion dollars' worth of infrastructure assets, which range from buildings, minor structures, roads, drainage, carpark, footpaths, playgrounds, open space to sporting grounds and ovals.

Under the Local Government Act 2020, councils are required to develop and adopt an *Asset Plan*. *The Plan* will guide the way Council manages its assets to increase their lifespan whilst ensuring that their replacement, upgrade or renewal is undertaken at the right time and in the most cost-effective manner.

We are now seeking your feedback to ensure that the *Plan* accurately reflects the community's priorities.

Following this preliminary survey, residents will also be provided a further opportunity to provide feedback via Council's Have Your Say page, which will be dedicated to further refining the comments received through this survey and informing the draft *Plan*.

Q1. What is important to you about the way Council managed infrastructure and assets? (check boxes)

Please select all that apply.

- ☐ Value for Money
- ☐ Sustainability
- ☐ Service Excellence
- ☐ Fit for Purpose
- ☐ Other (please explain): _____

Q2. What should be Council's focus regarding assets? (check boxes)

- ☐ Investment in new assets
- ☐ Upgrades to existing assets
- ☐ Better maintenance of our existing assets
- ☐ Other (please explain): _____

Q3. Over the next 10 years do see the following issues as a challenge or an opportunity?

	Challenge	Opportunity	Unsure
Social (population trends, demographic changes, changing community needs)			
Built Infrastructure (ageing infrastructure, rapid technological change)			
Economic Demand (increasing cost of providing services, delivering on community expectations)			
Political (legislative and policy influence i.e., <i>Local Government Act 2020</i>)			
Environmental (climate change adaptation)			

Q4. Please tell us a bit more about the challenges and opportunities you think we'll face over the next 10 years

Q5. Please share any other feedback you believe is important as part of the development of the Asset Plan.

Section Three: Ideas and Visioning for the Placemaking Framework

What is placemaking?

Placemaking involves the community, Council and stakeholders working together to plan, design, activate and manage public places and spaces in our activity centres and neighbourhoods. Our approach encourages walkable, safe and engaging streets, which celebrate diversity and culture, and support local business.

Council facilitates placemaking in a range of ways; infrastructure projects like Bentleigh Eat Street, refreshes an existing public space while the installation of parklets creates temporary new public spaces.

The community plays a key role in placemaking through engaging and providing feedback on key projects, attending community activations and events as well as implementing their own initiatives with support from Council.

Ideas and visioning for the Placemaking Framework

We are developing a *Placemaking Framework* which will provide guidance to stakeholders on Council and community placemaking projects, assist in the activation and revitalisation of public spaces, encourage community interaction and guide the delivery of projects and events.

We want to hear what you value about the places and spaces where you like to spend time, how we can support the community to participate in placemaking, and to help us to prioritise the actions we should take to make our public spaces even better.

The Framework is a whole of Council document with close links with a range of other Council Plans and Strategies including the *Council Plan*, *Local Economy & Place Making Action Plan*, *Climate Emergency Response Strategy*, *Urban Forest Strategy* and *Integrated Transport Strategy*. The Framework will build on the direction and commitments already made by Council through these documents.

1. What is your favourite public place or space in Glen Eira?

2. What facilities, events or amenities make it great? (select all that apply)

- ☐ Access to public toilets, seating and bins
- ☐ Active linkages to other community spaces i.e., Walking paths, bike trails etc.
- ☐ Shade / weather protection
- ☐ Proximity to public transport
- ☐ Lighting and safety features
- ☐ Play equipment
- ☐ All abilities fitness equipment
- ☐ Trees and greenery
- ☐ Sustainability features
- ☐ Public art
- ☐ Historical, cultural and interpretive signage
- ☐ Community event spaces
- ☐ Informal dining spaces
- ☐ Music/performances
- ☐ Markets

- ☐ Interactive elements
- ☐ Other (please specify): _____

3. What is your favourite public place or space outside of Glen Eira?

4. What facilities, events or amenities make it great? (Checkbox)

- ☐ Access to public toilets, seating and bins
- ☐ Active linkages to other community spaces i.e., Walking paths, bike trails etc.
- ☐ Shade / weather protection
- ☐ Proximity to public transport
- ☐ Lighting and safety features
- ☐ Play equipment
- ☐ All abilities fitness equipment
- ☐ Trees and greenery
- ☐ Sustainability features
- ☐ Public art
- ☐ Historical, cultural and interpretive signage
- ☐ Community event spaces
- ☐ Informal dining spaces
- ☐ Music/performances
- ☐ Markets
- ☐ Interactive elements
- ☐ Other (please specify): _____

5. What can Council do to make its places and spaces even better?

Placemaking Framework

The *Placemaking Framework* focuses on three areas of Council's work within the public realm:

- Place activation
- Placemaking
- Place Management

In the following section, we want to find what is important to you in relation to these three areas.

Place Activation

Place activation concentrates on urban initiatives which focus on the activation of a space/place in the short to medium term.

6. How important to you are the following types of events and activities in our places and spaces?

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
Music/performance/arts						
Markets						
Food trucks						
Festivals						
Community-run events						
Group physical activity						
Temporary/pop-up parks and public spaces						
Temporary/pop-up art installations/ galleries						
Activities for children						
Evening activities						
Workshops						

7. Are there other activities or events not listed above that Council should consider?

Placemaking

Placemaking looks at permanent or semi-permanent projects or initiatives that contribute to the cultural, social, and economic value of a place for the long term.

8. How important is it for you that our public places and spaces have the following features?

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
Public art						
Decorative lighting						
Historical/cultural or interpretive signage						
Place/Activity centre branding						
Community event spaces						
Trees and greenery						
Sustainability features						
Interactive elements						

9. Are there any other placemaking features that you would like to see in Glen Eira?

Place Management

Place management includes Council services which provide more permanent projects, infrastructure, and initiatives to the community and ensure our places and spaces are maintained to a high standard.

This includes how we manage and maintain:

- ☐ Areas to sit and relax, to catch up with friends and for informal dining
- ☐ Trees and greenery
- ☐ Shade and weather protection
- ☐ Paths and walkways which connect community facilities such as libraries, parks and community centres
- ☐ Essential amenities like toilets, bins, seating and lighting; and
- ☐ Regular maintenance and cleaning

10. Are there any places or spaces in Glen Eira where you think these place management features are missing or could be improved?

Section Four: About You and Your Household

Community Voice was established to be a representative sample of Glen Eira residents in terms of their age, gender and suburb of residence.

Last year and in 2021, we asked some further demographic questions to help us learn more about the member group and how it relates to the broader Glen Eira community.

With this being the first Community Voice activity for 2022 and with new members onboard, we would like to re-visit these questions, so we can track member characteristics over time. All information shared in your responses will be kept entirely confidential and you will not be identified in any way.

Q1. Who do you live with at home? Please select the option that best applies.

- ☐ My partner/spouse
- ☐ My partner/spouse and dependent children
- ☐ My dependent children
- ☐ No-one else (alone)
- ☐ My parent/s and/or siblings
- ☐ Friends/housemates
- ☐ My pet/s only
- ☐ Prefer not to say
- ☐ Other (please specify) _____

Q2. How would you describe your housing tenure? Please select the option that best applies.

- ☐ My home is owned outright
- ☐ My home is owned with a mortgage
- ☐ I am paying rent – private mortgage
- ☐ I am paying rent – social/government housing
- ☐ Prefer not to say
- ☐ Other (please specify) _____

Q3. If you speak a language other than English at home, please state the language/s: -

Q4. Do you identify with any of the following characteristics? Please select all options that apply.

- ☐ Aboriginal and/or Torres Strait Islander
- ☐ Lesbian, Gay, Bisexual, Transgender, Intersex or Queer
- ☐ Person with a disability
- ☐ Carer of a person with a disability
- ☐ None of the above
- ☐ Prefer not to say

Section Five: 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.

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

- ☐ Satisfying
- ☐ Neutral
- ☐ Dissatisfying

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

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

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

Chance to win

Thank you for your input. It is greatly appreciated. Please opt-in for a chance to win ... (conditions apply*).

- ☐ Yes, I'd like to enter the prize draw

*Survey prizes — \$100 Gift Hampers — Conditions of Entry: Employees of Glen Eira City Council are not eligible to win. Entries close at 5pm on 1 March 2021. Five Gift Hampers. The prize winners will be randomly drawn on 8 March 2020. Individuals may win a maximum of one prize. The prize winner will be advised via email or phone number contact details as submitted. Subject to meeting the entry conditions, the prize will be transferred to the winner within 14 days after the draw. The name of prize winner/s will not be published. Promotion conducted by Glen Eira City Council, Corner of Glen Eira and Hawthorn Roads, Caulfield, telephone 9524 3333.